



An overview: NW London Long Term Plan Engagement

July 2019

The NHS Long Term Plan

The Plan, published in January 2019, sets ambitions for the NHS over the next decade. The emphasis on:

- ✓ Primary and community care
- ✓ Mental health
- ✓ Prevention
- ✓ Reducing health inequalities
- ✓ Managing demand for acute services in particular through same day emergency care and new approach to outpatient services
- ✓ Supporting people to age well

Further progress on quality and outcomes through:

- ✓ Strong start for children and young people
- ✓ Focus on major health conditions: cancer, cardiovascular disease, stroke, diabetes, respiratory adult mental health
- ✓ Research and innovation



Key activities and approaches

Phase 1

Aim: a step change in public engagement

May – June

Worked with Healthwatch and others on public-facing conversations: Healthwatch ran a survey and two events per borough (awaiting report)

July and August

Outreach engagement to take place in each North West London borough
This involves:

- going to where people are by attending regular meetings
- roadshow to go and talk to specific groups and the general public, including the mostly well
- online survey and social media campaign.

(All dates and details at www.healthiernwl.nhs.uk)

Findings and feedback to feed into LTP development and NHS England's timeline

Phase 2

Ongoing: now - 2029

- Further develop our **Community Voices** programme as a key way of reaching into communities, having unprompted conversations and gathering real time feedback and experiences
- Develop a 4,000-strong **Citizens' Panel** for North West London to support, comment on and develop our thinking on a range of healthcare issues.

Ongoing engagement across NW London to support the LTP as it develops and is implemented

Phase 1 - What do we want to talk about?

Five themes to explore

1. Improving the care that is provided locally either at home, at a GP surgery or another community location
2. Helping people know where to go in an emergency and where to go when A&E is not required
3. Helping your care be tailored to you
4. Using technology, digital apps and online consultations
5. Understanding the needs of our residents and organisations working together more to put the patient at the centre of our services.



What we are asking people

What is most important to you to help you live a healthy life? (select one)

What's most important to you to be able to manage and choose the support you need? (select one)

What's most important to you to help you keep your independence and stay healthy as you get older? (select one)

When do you use Accidents & Emergency (A&E)? (please select all that apply)

Have you used any of the following healthcare apps? (Please tick all that apply)

What is most important to you when interacting with the NHS?



Phase 2 – Digital Citizens' panel

The panel

Currently developing and recruiting a demographically representative 'Citizens' Panel' to provide insight/ on local people's views

Our aim is to recruit 4,000 members to support, comment on and develop our thinking on a range of healthcare issues.



NW London Case for Change: Our background and history

Across North West (NW) London we have:

- A diverse population of 2.2million residents
- Eight Clinical Commissioning Groups (CCGs)

The eight CCGs have worked collaboratively since they began, with partnership working increasing significantly over the last eighteen months

Moving from eight CCGs to one CCG is the next step to help us achieve our aims and objectives

The case for change is an ***internal structural change***, rather than patient facing service changes



Why do we want to change?

- To work more effectively for our patients as a single statutory body.
- Our primary focus is to deliver consistent outcomes for the residents of NW London, reducing health inequalities and improve safe quality care
- To enable us to deliver integrated care for our population.
- A single CCG would enable us to implement an effective integrated care system and to deliver on our clinical priorities
- All STPs in London are going through this process. Two CCG clusters have declared their intention to merge from 01 April 2020



Finance

- The biggest challenge is to find way to deliver high-quality safe services for all residents of NW London within the constraints of our budget
- The large NHS providers in NW London have fed back to us that working with a single commissioner in NW London would drive consistency in care and improve efficiency



Working as partners

- How do we ensure that the local voice is strengthened?
- The local partnership between health and local authorities will be key to delivering the outcomes the NHS Long Term Plan – how do we ensure this is most effective?
- What works really well currently that we need to develop further for the benefit of our residents?
- What level of integration is appropriate and achievable?
- Where are the opportunities to capitate and delegate budgets?



A bit more detail

- <https://www.powtoon.com/c/cUofSM7MYKb/1/m>



Feedback

- Information and feedback about The Case for Change

<https://www.healthiernorthwestlondon.nhs.uk/bettercare/thevision/caseforchange>

- Your Long Term Plan feedback

<https://www.surveymonkey.co.uk/r/9NN3RX7>

