

INTEGRATED CARE BULLETIN

The latest news and updates from the NHS West London CCG Integrated Care Team

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Welcome to the first Integrated Care bulletin of 2019. The Integrated Care programme made great progress last year, with highlights including the development of the Integrated Community teams, establishment of the five Primary Care Networks, and the strengthening of the West London Alliance. The West London 'Alliance' is an agreed partnership between West London CCG and community providers in west London to deliver our Integrated Care Strategy.

We hope this year will be equally eventful, with a big focus on expanding the Integrated Community teams, and delivering the local objectives agreed for each Primary Care Network.

Read on to discover our most recent news stories and updates about integrated care from West London.

OneYou arrives in West London

Thrive Tribe have won a bid to provide a new service in West London from January 2019. This service focuses on supporting local people to adopt healthier lifestyles. 'Kick It' and 'Healthy Hearts' are being merged into this new service, to create one easy to navigate service, called 'One You'. Turn over the page to find out more.

What does the OneYou service aim to achieve?

The new service aims to reduce cardiovascular disease (CVD) and lifestyle related cancers among residents of Kensington and Chelsea and City of Westminster boroughs.



What can our West London community access in the OneYou service?

Local residents will have access to healthy lifestyles services. The services aim to improve diet and mobility as well as help service users stop smoking.

Services include weight management sessions, healthy cookery classes, physical activity, and motivational workshops.

How to refer patients?

As the service was established in early January 2019, the One You website and associated emails are currently under construction. In the meantime the service is accessible by calling **020 3434 2500** or emailing **hello@healthyhearts.co.uk** or **hello@kick-it.org.uk**.

The Partnership Manager from Thrive Tribe, Jimmy Rushworth, is also offering to answer questions about the service. Contact him on **jimmy.rushworth@thrivetribe.org.uk** or call **07740 739037**

The next steps for West London's Integrated Community Team

West London CCG is currently working with the GP practices, CNWL, CLCH, local authority and voluntary care organisations to develop the local Integrated Community Teams (ICTs).

So far, the West London ICT has focused on supporting patients aged 65 and over, with a handful of community services at its core. Work is now underway to broaden the scope of the ICT and develop a plan for 2019/20

To progress the ICT work, NHS West London CCG held a 'Co-design Workshop' on the 7th December 2018. The workshop brought together key local stakeholders to look for opportunities to improve current integration. The workshop also considered the future integration of six additional community services within the ICT. The six services were as follows:

- Community Podiatry
- Tissue Viability
- Community Musculoskeletal (MSK)
- Community Living Well, and Community Mental Health Teams (combined)
- Older People's Mental Health
- Urgent Care Mental Health

The workshop was extremely well received with providers highlighting how useful it had been to better understand the commonality between services and the need for more integrated working.

The CCG will now continue to collaborate with local stakeholders and the Primary Care Networks (PCNs) to work towards the development of a wider ICT.



Expansion of the Ambulatory Emergency Care Unit at Chelsea & Westminster

What is the Ambulatory Emergency Care (AEC) Unit?

The AEC service aims to ensure that nobody stays in hospital overnight if they are able to go home safely. This means that patients will be assessed, diagnosed and treated as an outpatient.

AEC accepts patients for a wide range of urgent or emergency health problems requiring same-day review and treatment.

Why has the AEC service at Chelsea and Westminster been expanded?

Chelsea and Westminster Hospital have added extra trolleys and recliners and also extended the opening hours in preparation for the increase in demand that happens in winter.

What are the new opening hours?

The hospital is now offering a seven day a week service from Monday – Saturday, 8am – 8pm (Consultant-led) and Sunday 9am – 5pm (Nurse-led).

How can healthcare staff refer patients to the unit?

GPs can refer to AEC via telephone. *The clinic is not available on e-RS and patients can not refer themselves.*

See below the AEC contact details

- Monday to Saturday 9am- 5pm.
Please call 07990146417
(Consultant-led service)
- Sunday, 9am – 4pm Please call
07825124798 (Nurse-led service
only)
- For general inquiries please
contact: 020 3315 3564



What progress has been made with Primary Care Networks?

A Primary Care Network (PCN) is a group of GP practices, who combined together care for roughly 30,000-50,000 patients. The GP practices in the PCN will work together to manage the needs of this group of patients.

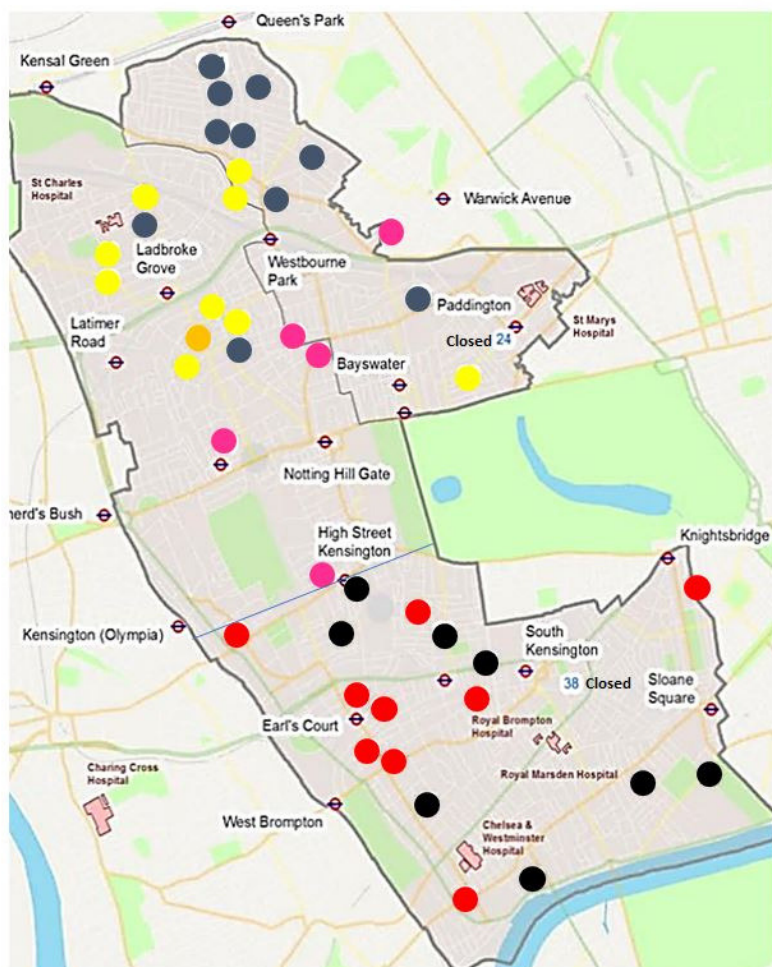
There are five PCNs in West London. All of these groups are in the process of implementing their Stage Two development plans. These plans outline the specific objective that each area will work on.

Turn the page to read about key objectives from across the five PCNs.

See below a selection of objectives that West London PCN groups are working on:

- NeoHealth PCN is focused on the management and identification of COPD patients. They are currently rolling out a new COPD care plan, and are in the process of putting in place improved COPD screening techniques
- B-Group PCN is focused on stroke prevention for over 65-year olds. They will do this through screening for atrial fibrillation and rapid anticoagulation.
- South PCN is working to support patients with hypoglycemia in GP practices. This support is extended to patients with and without diabetes. The objective is to ensure their diabetes is being controlled or avoided. To achieve this GP practices will run monthly diabetes sessions on site.

Current PCN Map – January 2019



Key:

● GP Practice – PCN to be confirmed

North

● NeoHealth PCN

● B-Group PCN

● Kensington and Chelsea PCN North

South

● Kensington and Chelsea PCN South

● South PCN

Here is a map of our West London Primary Care Networks – January 2019.

Learn about dementia support at 'Dementia Matters'

If you are looking for advice and information on local dementia support services then why not attend the Dementia Matters event on February 19th. Here you can meet with local dementia service providers and find out more about what they offer.

The Kensington and Chelsea and Westminster Memory service are holding a 'Dementia Matters' event, with representatives attending from The Memory Service , Age UK, Telecare, Research and the Admiral Nursing.

The day is for people with dementia and their carers, as well as staff who work with people with dementia. Please attend if you can!

**KENSINGTON & CHELSEA AND WESTMINSTER
MEMORY SERVICE PRESENTS**


DEMENTIA MATTERS

**INFORMATION & ADVICE EVENT
TUESDAY 19TH FEBRUARY**

COME TO OUR ONE STOP INFORMATION SESSIONS

**ARE YOU LIVING WITH DEMENTIA OR MEMORY PROBLEMS,
CARING FOR SOMEONE WITH DEMENTIA OR INTERESTED IN
LEARNING MORE ABOUT DEMENTIA SERVICES?
DROP IN & SEE US**

**TUESDAY 19TH FEBRUARY 2:00 - 4:00PM
NEW HORIZONS, GUINNESS TRUST,
CADOGAN STREET
LONDON, SW3 2PF
FOR MORE INFORMATION CALL:
020 3317 3666**

**CENTRAL & NORTH WEST LONDON
NHS FOUNDATION TRUST** 

Integrated Care Drop in Sessions

If you have questions about the integrated care work that is happening in West London, CLCH are organising regular drop in sessions in January and February.

The first session on the 8th February is for My Care My Way staff. The remaining sessions are open to everyone. See the timetable below with details on when and where the sessions will be held.

There are three sessions taking place on each day. Staff are invited to drop in to the session of their choice.

For more information please email eleanor.levi@nhs.net

Date	Time	Location
Friday 8.02.19	9:00am	St Charles Exmoor Street W10 6DZ - Integrated Care Centre- small meeting room
	11:30am	
	15:00pm	
Wednesday 13.02.19	9:00am	World's End Health Centre - 529 Kings Road Sw10 0UD - Meeting Room 2nd Floor
	11:30am	
	15:00pm	
Wednesday 27.02.19	9:00am	World's End Health Centre - 529 Kings Road Sw10 0UD - Meeting Room 2nd Floor
	11:30am	
	15:00pm	
Friday 08.03.19	9:00am	St Charles Exmoor Street W10 6DZ - Integrated Care Centre- small meeting room
	11:30am	
	15:00pm	
Wednesday 13.03.19	9:00am	World's End Health Centre - 529 Kings Road Sw10 0UD - Meeting Room 2nd Floor
	11:30am	
	15:00pm	
Friday 22.03.19	9:00am	St Charles Exmoor Street W10 6DZ - Integrated Care Centre- small meeting room
	11:30am	
	15:00pm	
Wednesday 27.03.19	9:00am	World's End Health Centre - 529 Kings Road Sw10 0UD - Meeting Room 2nd Floor
	11:30am	
	15:00pm	

And finally...

Share your story

We create this Bulletin on a bi-monthly basis and would love for you to share your integrated care news with us. Please get in touch at c.satow@nhs.net

If there is any news you'd also like to share with our clinical leads, please contact richard.hooker@nhs.net or anna.cantlay1@nhs.net