Healthcare for London: Consulting the Capital

CONSULTATION DOCUMENT

This document outlines ways in which health services in London could be improved over the next ten years and asks for your views.

contents

1 how you can help us achieve excellence

London is one of the greatest cities in the world.
We believe Londoners deserve the very best healthcare system in the world and we want to develop a service that meets your needs and expectations.

But London is unique. The diversity of its population, its health services and its history all make this a big challenge. We welcome your views on the proposals set out in this document and your help in creating a health service for Londoners of which we can all be proud. These proposals are about improving the quality, safety and accessibility of healthcare in London. And they are about making Londoners healthier. They are not driven by the need to save money, but by the actual evidence of how to provide the highest quality care. They have been developed by London healthcare professionals and shaped by Londoners. They are about improving how the capital's healthcare service as a whole delivers patient care.

We are consulting now because we believe we should discuss these proposals locally before looking in detail at any specific service changes.

Healthcare in London will only be improved by working in partnership with others.

We know that some healthcare services in parts of London compare well with the rest of the country and some services are world class – but there are great variations in quality of care. We also know that setting our sights on providing the best healthcare in the country is not enough. There are many countries in the world that have better survival rates and healthier populations than the UK – this is the gold standard for which we should aim, and which Londoners deserve.

This document is published on behalf of the 32 primary care trusts (PCTs) in London and Surrey. PCTs buy and provide healthcare for over eight million people living or working in, or visiting, London. PCTs spend over £11 billion a year on services such as hospitals, community nurses, GPs, mental health services, opticians, pharmacists and dentists. So it is important we know what healthcare you need and that we do everything possible to keep you healthy and get the very best health services for you.

Healthcare in London will only be improved by working in partnership with others. We would like to thank Professor Lord Darzi, the doctors, health professionals, colleagues in partner organisations and NHS staff throughout London who contributed to *A Framework for Action*, and in particular the many Londoners who took part in discussions, events and the opinion survey (available at www.healthcareforlondon.nhs.uk).

We believe our services and the way we offer them need to change. We hope that after reading this document, you will agree. We look forward to reading your comments.

...setting our sights on providing the best healthcare in the country is not enough.

2 about this consultation

This document outlines ways in which health services in London could be really improved over the next ten years. **It asks for your views.**

The proposals are based on ideas in *Healthcare for London: A Framework for Action*, written by Professor Lord Darzi and published on 11 July 2007 by NHS London. The proposals focus on services from a patient's point of view. They look at what needs to change to make services safer and more accessible. And they look at what needs to be done to make Londoners healthier.

This consultation is about a framework. It is not about any individual service or building. If proposals to change a service are put forward in the future they will be subject to a separate discussion, consultation and scrutiny.

The booklet does not repeat every recommendation and option considered in *A Framework for Action*, the technical paper and the clinical working group reviews. Nor does this booklet list the 250 pieces of information listed in the full report. If you would like more background information to help you comment, please visit our website www.healthcareforlondon.nhs.uk or call 0808 238 5430 or write to us at Freepost, Consulting the Capital.

We welcome your views on how healthcare in London could be organised and delivered. You will find a number of questions in this booklet that will help us develop our ideas. However, *you do not have to answer any of them*. If you prefer to make other comments, then please do so.

There is a questionnaire at the end of this booklet or you can use the form on our website www.healthcareforlondon.nhs.uk.

The deadline for responding to this consultation is 7 March 2008.

The proposals are based on ideas in *Healthcare for London: A Framework for Action*, written by Professor Lord Darzi and published on 11 July 2007 by NHS London

Lord Darzi

Lord Darzi is an internationally respected surgeon. He holds the Paul Hamlyn Chair of Surgery at the Royal Marsden Hospital NHS Foundation Trust and the Chair of Surgery at Imperial College, London. Lord Darzi completed Healthcare for London before he became a Minister in the Government's health team. In writing his report he drew on medical and social research, surveys and meetings with patients, the public and NHS staff. Seven working groups with front line professionals and representatives from partner organisations also provided valuable assistance and guidance.

Signed by the Chairs of all consulting PCTs: 30 November 2007

Maureen Worby Barking & Dagenham PCT | **Sally Malin** Barnet PCT | **Barbara Scott** Bexley Care Trust |
Marcia Saunders Brent Teaching PCT | **Elizabeth Butler** Bromley PCT | **John Carrier** Camden PCT |
Jane Winder City & Hackney Teaching PCT | **Toni Letts** Croydon PCT | **Marion Saunders** Ealing PCT | **Carolyn Berkeley** Enfield PCT |
Michael Chuter Greenwich Teaching PCT | **Adrian Norridge*** Hammersmith & Fulham PCT | **Richard Sumray** Haringey Teaching PCT |
Gillian Schiller Harrow PCT | **Len Smith** Havering PCT | **Mike Robinson** Hillingdon PCT | **Christoper Smallwood** Hounslow PCT |
Paula Khan Islington PCT | **Peter Molyneux** Kensington & Chelsea PCT | **Neslyn Watson-Druée** Kingston PCT |
Caroline Hewitt Lambeth PCT | **Michael Richardson** Lewisham PCT | **Marie Gabriel** Newham PCT | **Edwin Doyle** Redbridge PCT |
Sian Bates Richmond & Twickenham PCT | **Mee Ling Ng** Southwark PCT | **Douglas Robertson** Surrey PCT |
Kay Sonneborn Sutton & Merton PCT | **Stephen O'Brian CBE** Tower Hamlets PCT | **Joan Saddler** Waltham Forest PCT |
Ian Reynolds Wandsworth Teaching PCT | **Joe Hegarty** Westminister PCT |

*Jeff Zitron from 1 December 2007

3 background

This document sets out our understanding of healthcare in London and explains how we think services need to improve. **We then ask for your views.**

We know lots of changes have been made, and are being made, in the NHS. So we need to focus on those that most need our attention. When partner organisations, working groups and members of the public came up with ideas, they were asked to think:

- Will it improve quality of care and safety?
- Will it improve access?
- Will it tackle health inequalities and help people to stay healthy?

So every recommendation in this document should help meet one of these aims.

Where we are doing well...

Recently there has been a big growth in funding for the NHS. The NHS in London now spends £11.4 billion a year on healthcare, up from £5.5 billion in 2000. This is about the same per person as most developed countries. Investment in new and existing community-based centres and hospitals has made many buildings more pleasant, more economical to run, and cleaner, so it's easier for staff to deliver better standards of care.

Staff across London are working hard to improve care for everyone. GPs offer their patients more services than ever before, and nurses and therapists are taking on more roles in the community, GP practices and hospitals.

Because of the effort made by staff throughout the NHS, waiting times for operations have fallen dramatically. New methods, new technology and treatments are saving many more lives.

...and not so well

Despite this, London's NHS is not performing as well as it could do. While some services in London are the best in the country, many do not compare well. And many news reports show the UK is falling behind other countries in the quality of care we give to patients, access to care, and the cleanliness of our hospitals.

The NHS in London is not providing easily accessible high-quality urgent care* for most of the population, nor the best-quality specialist care for the few people who need it.

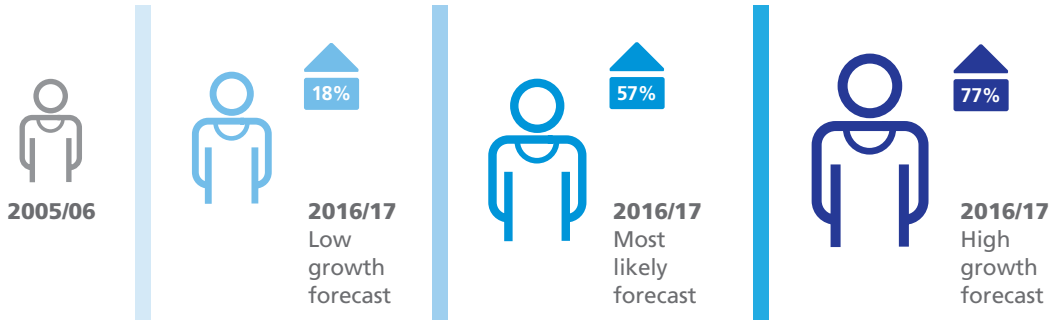
** In this document 'urgent care' means care that is needed immediately or within the next day or two.*

Where we are...

London is very different from other parts of the country. It has a very diverse community and big variations in health and care. It has greater challenges than the rest of the country on issues such as mental and sexual health, but it also has some centres of excellence that are among the best in the world. Demands on services and the costs of new technologies, drugs and techniques are all increasing, so we must make the best use of the money available.

A Framework for Action examines new evidence and ideas, but it also looks at recent national and local patient and public surveys. We know that people would like to have improved out-of-hours access for urgent care. We know that people would like more money spent on preventative care and a more joined-up approach to end-of-life care. Some parts of this document should feel very familiar, as a great many patients and members of the public have contributed to them.

GROWTH IN DEMAND FOR SERVICES



Source: Casemix analysis – output of the Analytical Working Group and interviews with clinicians

...and where we are going

Following the consultation, all your comments will be summarised by Ipsos MORI, who are our independent analysts. Ipsos MORI will comment on whether the consultation was carried out correctly and will publish a report that fully and fairly reflects the views made in the consultation. We will use this report to help us plan future services, and we will publish it on www.healthcareforlondon.nhs.uk

In summer 2008, a committee of PCTs will consider the report and take it into account, with all other relevant information, before deciding on a framework for health services in the capital.

Based on these decisions, each PCT (or group of PCTs) will then develop detailed proposals on services – starting with those that most urgently need improvement. These proposals will be subject to proper discussion, scrutiny and consultation with patients, the public, staff, and anyone with an interest in healthcare in London.

In parts of London some PCTs are consulting, or are preparing to consult, on specific service changes. We have tried to avoid holding our consultations at the same time. However, we believe it is reasonable to do so in some cases where there is a pressing need.

For instance, when:

- *not* starting or carrying on a consultation would badly affect the quality or safety of patient care, the staff, finances or other key factors – even though the consultation might give rise to uncertainty;
- the recommendations in A Framework for Action are not essential to the decision making in a local consultation;
- we have taken all reasonable steps to ensure that consultees understand how the local and pan-London consultations differ and why they are going ahead.

Some consultations that have not been in line with this guidance have been delayed.

> Demands on services and the costs of new technologies, drugs and techniques are all increasing, so we must make the best use of the money available.

4 summary of the proposals

During Professor Lord Darzi's talks with patients, public, staff and partner organisations on how to deliver healthcare that is better, safer and more accessible and helps people stay healthier, **five principles** emerged:

1. Services should be focused on individual needs and choices;
2. Services should be localised where possible, or regionalised where that improves the quality of care;
3. There should be joined-up care and partnership working, maximising the contribution of the entire workforce;
4. Prevention is better than cure;
5. There must be a focus on reducing differences in health and healthcare across London.

In this chapter we give examples of what that might mean to services in London.

1 Services should be focused on individual needs and choices

> Patients should feel in control of their care and be able to make informed choices.

What does that mean for me?

You should be able to have simple tests in local facilities if you want them, rather than having to go to hospital, and you should be able to see a doctor for routine appointments in the evenings and at weekends.

Women should be offered better information about maternity care and greater choice of where they have their baby. People who are nearing the end of their life should have an end-of-life care plan and be able to choose the place where they die.

2 Services should be localised where possible, or regionalised where that improves the quality of care

> Routine healthcare should take place as close to home as possible. The most complex care should be at regional centres to ensure it is carried out by the most skilled professionals with the most modern equipment.

What does that mean for me?

We want to make better use of the high levels of skill and experience of GPs, midwives, therapists and other healthcare staff working in the community. We will need to provide larger community healthcare teams; more equipment (for instance for tests); larger facilities in which to house the greater range of services; and more hospital specialists providing clinics in the community.

When facilities aren't available in the community, local hospitals will provide all but the most complex services.When someone needs very specialised care, for instance after suffering a stroke or a major injury, they should be taken to one of a few specialist hospitals. This already happens for people suffering a heart attack.

3 There should be joined-up care and partnership working, maximising the contribution of the entire workforce

> Better communication and co-operation is needed between community services and hospitals; between different teams working in the same buildings; and between the NHS, local government and voluntary organisations.

What does that mean for me?

If we co-ordinate care for people with long-term conditions such as diabetes, heart disease, mental health problems, asthma and lung disease, they will be able to manage their condition more effectively and avoid unnecessary emergency admissions to hospital.

You should not have to repeat your personal details, the conditions and symptoms you have and the treatments you receive to each doctor or healthcare professional you meet. This information should be held securely, and available to each healthcare professional treating you.

Older people, people with a physical or learning disability, and those with long-term conditions or nearing the end of their lives often have a wide range of needs for services provided by different health professionals. We need to get better at co-ordinating these services.

4 Prevention is better than cure

> Because staying healthy is not just about NHS services, we should work better with central and local government, the Greater London Authority and voluntary organisations to help people stay mentally and physically healthy.

What does that mean for me?

Immunisation of children is safe and cost-effective but it needs to be seen as a high priority amongst parents and staff concerned with childcare. Helping people take more exercise or stop smoking, providing services to reduce the number of unwanted pregnancies, and making sure all health professionals advise people on how to live healthier lives will all improve the health of the community.

Many people aren't having the basic tests or check-ups that would enable healthcare professionals working in the community to prevent a condition becoming worse. If GPs had better access to tests then we could keep people healthier. We know that if we diagnose and treat those suffering from mental health problems earlier this will lead to better results.

5 There must be a focus on reducing differences in health and healthcare

> The most deprived areas of London, with the greatest health needs, need better access to high-quality healthcare. Improvements also need to take into account London's ethnic and cultural diversity.

What does that mean for me?

Mental health problems are greatest in the most deprived areas of London. The different mental health needs of migrants, offenders and the black and minority ethnic community need to be met. Some of the most deprived areas of London also have the fewest GPs, the highest infant death rates and the shortest life expectancy. We need to consider how we can address these issues in everything that we do.

Many people aren't having the basic tests or check-ups that would enable healthcare professionals working in the community to prevent a condition becoming worse.

Millions of Londoners have illnesses which are not life-threatening but need quick and convenient treatment.

why London's healthcare needs to change | 5

The NHS has made major improvements over the last 20 years, while science and medicine have developed in ways that could not have been foreseen.

Since the 1950s, groundbreaking discoveries have included DNA, the link between smoking and cancer, advances in organ transplants and keyhole surgery. All these developments have revolutionised the way we provide healthcare services.

Over the next ten to 20 years we expect further major breakthroughs, for instance, in:

- molecular genetics – as scientists find more genes affecting conditions such as cystic fibrosis and heart disease;
- bio-engineering – to produce artificial body parts and organs, which could replace transplantation within 30 years;
- keyhole surgery – half of all operations could be performed using keyhole surgery, reducing the time patients spend recovering in hospital and cutting the risk of infection.

But today our NHS in London is not performing as well as it could and should:

- millions of Londoners have illnesses that are not life-threatening but need quick and convenient treatment;
- far fewer suffer from more serious illness, such as stroke or heart attack, or have a major injury.

The NHS is not serving either of these groups as well as it could.

We need to use our workforce in better, more flexible ways. The European Working Time Directive limits doctors' working hours to make sure they are less likely to be tired when treating patients. This means each doctor works fewer hours, so more staff are needed to provide cover.

We believe there are **eight main reasons** why change is needed:

1. The need to improve Londoners' health
2. The NHS is not meeting Londoners' expectations
3. One city, but big inequalities in health and healthcare
4. Hospital is not always the answer
5. London should be at the cutting edge of medicine
6. The need for more specialised care
7. Our workforce and buildings are not being used effectively
8. The need to make the best use of taxpayers' money

1 The need to improve Londoners' health

London faces specific health challenges, for instance high rates of HIV/AIDS, substance misuse, tuberculosis, mental health problems and childhood obesity. Every year in London obesity kills 4,000 people. One Londoner dies every hour from a smoking-related disease.[1]

2 The NHS is not meeting Londoners' expectations

27 per cent of Londoners are dissatisfied with the running of the NHS, compared to 18 per cent nationally.[2]

A significant number of people are not satisfied with access to GP services in the evenings and at weekends.[3]

Also, around 60 per cent of 7,000 Londoners questioned in a poll said they wanted cleaner hospitals and shorter waiting times to see A&E consultants and have routine operations.[4]

3 One city, but big inequalities in health and healthcare

There are very big differences in the quality of life in different parts of the city and even in different parts of the same borough. We must recognise the needs of a diverse population, speaking 300 different languages, and the needs of the one million commuters coming into London every working day.

For instance:

- There are far fewer GPs per head of population in some areas where health need is greatest, for instance, in Barking and Dagenham and in Newham;[5]
- The infant death rate in Haringey is three times that of Richmond;
- The teenage pregnancy rate in Lambeth is almost four times that of some other areas in London;
- The 20 per cent of most deprived electoral wards have more than twice as many mental health inpatients as the 20 per cent least deprived.[6]

4 The hospital is not always the answer

Surveyed patients and the public say they want more care to take place nearer to their homes. Most patients do not need hospital care, but we have a long way to go to make alternatives a reality. Minor surgery and tests often should not need a trip to hospital; and people with long-term conditions like diabetes should be supported to stay at home.

Patients with other long-term conditions, such as bronchitis, would benefit from rehabilitation in the community and care from a GP and specialist nurses and therapists, who could reduce the need for them to go into hospital.

We believe many people go to A&E departments because they are dissatisfied with the availability of services outside working hours. This is far from ideal. Patients are seen by junior doctors in hospitals rather than by GPs who are better skilled at treating minor illness and injury.

5 London should be at the cutting edge of medicine

London is the leading centre for health research in the UK. Fifty per cent of the UK's biomedical research occurs in the capital and 30 per cent of healthcare students are educated here.[7]

However, the UK is lagging behind its international competitors in medical research. The UK spends half as much as the US on research as a proportion of its economy.[8]

To enable patients to benefit from the latest scientific breakthroughs, hospitals and universities in London need to co-operate more closely. By working together, researchers, academics and healthcare professionals will be able to focus on creating and developing new life-saving treatments quicker than ever before. One option is a new form of university/hospital partnership. For instance, Hammersmith Hospitals and St Mary's Hospital have recently joined with Imperial College, London to create the UK's first Academic Health Science Centre.

[1] London Health Observatory, May 2006

[2] Ipsos Mori, London Residents' Attitudes to Local Health Services and Patient Choice, January 2007

[3] Ipsos Mori, London Residents' Attitudes to Local Health Services and Patient Choice, January 2007

[4] Ipsos Mori, London Residents' Attitudes to Local Health Services and Patient Choice, January 2007

[5] The Information Centre – General & Personal Medical Services: 1995-2005

[6] Dr Foster, Availability of Mental Health Services, April 2005

[7] London Higher, Leading Health, www.londonhigher.ac.uk

[8] HM Treasury (UK). NIH and US Government (US)

6 The need for more specialised care

The most seriously ill patients need specialist care. We need to develop, and take advantage of, exciting clinical and technical advancements. And we need to concentrate specialist equipment and expert staff in centres where each specialty treats so many patients that the best quality of care is assured.

7 Not using our staff and buildings effectively

The NHS's staff are its greatest asset, but their abilities are not always fully used. Staff need more support so they can work flexibly to deliver the best care.

The NHS occupies a large number of buildings in London – almost 100 hospitals, 500 mental health facilities, 900 other sites and over 1,500 GP practices. Servicing these buildings costs the NHS £700 million a year. Many buildings are old and difficult to clean. Work to bring them up to date would cost another £800 million.

8 The need to make the best use of taxpayers' money

In 2005/06 the NHS in London ended the financial year with a £90 million surplus. Only a small number of trusts were overspent. This money can be used to improve healthcare in the capital. Over the next few years, PCTs will continue to receive growth in their budgets above inflation. But any money spent inefficiently on one aspect of healthcare is money that could be used to save lives elsewhere. The NHS in London spends a great deal of money on providing healthcare – £10.1 billion in 2005/06, or £27.7 million a day.

London's population is growing, and living longer. New technologies can help treat more and more people. The rising cost of drugs, new technology and treatments will challenge the NHS. Demand for services will grow. Our 'most likely' forecast, comparing the cost of services with funding in ten years' time, shows that if we carry on without making any changes we will not be able to afford the kinds of improvement in quality of care and new technology which could improve health for Londoners.

SPECIALISATION CAN LEAD TO LOWER COST AND BETTER OUTCOMES: CANCER EXAMPLE

The circles on the graph are hospitals in New York. The size of the circle shows the number of patients treated. The nearer the circle to the bottom left hand corner, the better. The graph shows that, in general, hospitals that treat the most patients have the lowest rate of death (mortality) and the shortest length of stay for patients – which is good for patients, and saves money.

Risk-adjusted mortality from cancer against length of stay for institutions in New York State. Adapted from ©2005 BMJ Publishing Group Ltd.

6 how we could provide care: the journey through life

Here we look at how health services perform in London, from the perspective of the patient.
The detailed reports that support these chapters, from each of the seven working groups set up by Lord Darzi, can be found at www.healthcareforlondon.nhs.uk
Background on the children's section is in each of the working group reports.

Staying healthy

"Prevention is definitely better than cure, but we tend to spend much more of the NHS budget on hospital care – treating the illness – than preventing it in the first place. Finding ways to help people stay healthy is best for Londoners. It will also reduce the strain on the services described on the following pages, from mental health and Accident and Emergency (A&E) to the management of long-term conditions."
Dr Maggie Barker, Deputy Regional Director of Public Health, London and Working Group Chair, Healthcare for London.

Dr Barker has held posts at Great Ormond Street Hospital for Children and Camden and Islington Health Authority, and has advised the Department of Health on a range of task forces. She holds honorary senior lectureships at University College London.

a snapshot

Staying mentally and physically healthy is not just about healthcare services. Social, economic, environmental and lifestyle factors cause much ill-health, and the NHS has little direct control over these issues. For instance, 184,000 homes in London are judged to be unfit to live in[9] and 41 per cent of children live in households that are below the poverty line[10].

There are many more unplanned teenage pregnancies in London than elsewhere in the country. The capital also has very high levels of sexually transmitted diseases, again particularly among young people. Preventing obesity, helping people stop smoking, and reducing substance misuse will all be challenges over the coming years.

[9] www.londonshealth.gov.uk/PDF/hinl2006/Section04.pdf

[10] London Child Poverty Commission http://213.86.122.139/facts/

MRSA and *Clostridium difficile*

Good hygiene practices, education and training to promote clinical skill will help reduce the number of cases of healthcare-associated infections. For instance, we need to ensure staff are able to undertake aseptic techniques. Many of the proposals in this document also help people stay healthy by reducing infections.

For instance:

- moving care out of hospitals and into the community and people's homes;
- separating emergency and booked operations and different specialisms.

FACTORS AFFECTING HEALTH

fixed	social and economic	environment	lifestyle	access to services
genes gender ageing	poverty employment social exclusion	air quality housing water quality social environment	diet physical activity smoking sexual behaviour alcohol drugs	education national health service social services transport leisure

Adapted from Our Healthier Nation: a contract for health. Department of Health, London 1998

Preventing obesity, helping people stop smoking, and reducing substance misuse will all be challenges over the coming years.

what are we recommending for the future?

Partnership with local authorities and others is the most important factor in helping people stay healthy. For instance, we need to make sure that people with a manageable disease do not have to give up work, that new housing encourages a healthy lifestyle, and that people walk and cycle more. We need to encourage people to take responsibility for their own health and help them to do so.

We wish to work with the Mayor of London to address the priorities he sets out in *Reducing health inequalities – issues for London and priorities for action*. You can view this at www.london.gov.uk/mayor/health/strategy

We need to help carers in the valuable role they play, and ensure they are supported. Carers need good information, easily accessible and co-ordinated services, and the opportunity to live their own lives.

More money needs to be spent on preventing ill-health, particularly in the most deprived areas of London.

This could be done by:

- shifting the balance of expenditure from hospitals to prevention, as recommended by *Our health, our care, our say* www.dh.gov.uk/en/Policyandguidance/Organisationpolicy/Modernisation/Ourhealthourcareoursay/index.htm
- analysing where funding is proving most effective in preventing ill-health and concentrating our efforts in these areas.

While most health improvement programmes should focus on local issues, there is a place for pan-London campaigns. For example, linked to the 2012 Games, London should lead an initiative focused on healthy eating and physical activity. And if the NHS expects the public to live healthy lives it should help and support its staff to do so.

Preventing ill-health must be part of all patient care

Health improvement should be part of the course for all students training to become health professionals and it should be an important part of professional development. This would help and encourage them to become more involved in improving the health of their patients. Older people with the common problems of ageing – poor hearing, eyesight, teeth and feet – should be given good advice and services to put the problems right, whichever health professional they visit. We could help make this happen by locating opticians, dentists, and hearing-aid services in the same place, for example in a polyclinic.

Health improvement initiatives also need to reach people who are not ill. So they should be delivered by more people:

- for instance, pharmacists, dentists, opticians, community development workers, health trainers, environmental health officers, occupational health, teachers, school nurses, or health visitors;
- working in more places – for instance in schools, leisure facilities, the workplace or prisons.

Smoking is the main cause of preventable death in the UK. 'Stop smoking' aids and education are needed to help people give up smoking. We also need to work with partners to reduce people's exposure to second-hand smoke.

Smokers should be encouraged to stop before they have an operation. This would prevent between 2,500 and 5,300 complications a year after operations. Avoiding having to put these problems right would be better for patients and mean the NHS in London would have between £1.5 million and £4 million per year more to spend on other services.[11]

[11] London Health Observatory, May 2006

Older people with the common problems of ageing – poor hearing, eyesight, teeth and feet – should be given good advice and services to put the problems right, whichever health professional they visit

Isle of Dogs networked polyclinic

Four GP practices serving 31,000 people on the Isle of Dogs in Tower Hamlets are working together in a network to bring more services out of hospital and closer to local people. The network includes primary and community healthcare teams, pharmacists, voluntary and community organisations, schools and registered social landlords (RSLs).

The network makes minor surgery available on the island, provided by a team drawn from the four practices. A multi-agency team is now offering young people's sexual health and healthy lifestyle services. And local pharmacists are piloting a 'Know your Risk Factors' campaign for men over 40 who have not had their blood pressure or blood glucose level taken in the last year.

In December one of the network practices will move into a new £12 million centre, bringing together a birthing centre, community dentists, mental health staff, diagnostics and a children's centre for the benefit of local people. Local GP Dr Mike Fitchett said: "Working together to pool expertise and to provide more services is common sense and is good for patients."

Sexual health

London has 57 per cent of England's cases of HIV and the highest rates in the country for new diagnosis of chlamydia, gonorrhoea and syphilis. We believe we need to tackle the rising rates of sexually transmitted infections by:

- encouraging more people to use contraception and condoms;
- improving information about healthy living and the services available;
- improving access to services (for instance, longer opening hours);
- improving the services themselves.

Health protection

We believe London health organisations and their partners need to continue focusing on health protection – for instance, improving immunisation and vaccination programmes and planning for pandemic flu and terrorist attacks.

Questions for you:

there is a questionnaire at the back of this document

Question 1a

Looking at the list below, which of the following changes, if any, would you like to make in the future to improve your health? Please choose up to four.

- Improve your diet
- Increase your level of exercise
- Improve your sexual health
- Reduce your alcohol intake
- Other
- Lose weight
- Give up smoking
- Reduce your stress
- None of these

Question 1b

How could the NHS in London best help you to make these changes?

Question 1c

What else could the NHS in London do to help you stay healthy?

Question 2

To what extent do you agree or disagree with the following statement… "I would welcome advice on staying healthy when I come into contact with healthcare professionals." (for example, getting advice on losing weight or stopping smoking).

Question 3

Please give us any other comments on the proposals in this section.

Maternity and newborn care

"The challenge for the NHS is to meet the growing demand for maternity services, improve access and offer more choice to pregnant women. The small number of midwifery units and the lack of resources and priority given to home births means that at present the only realistic option for most women is an obstetric (doctor-led) unit."

Professor Cathy Warwick, General Manager of Women and Children's Services and Director of Midwifery, King's College Hospital NHS Foundation Trust and Working Group Chair, Healthcare for London.

Professor Warwick trained as a nurse and midwife. She is Visiting Professor of Midwifery at King's College and has advised on the development of midwifery services in Northern Ireland, South Africa and Hong Kong.

[12] Recorded Delivery: a national Survey of Women's Experience of Maternity, National Perinatal Epidemiology Unit, 2006

[13] Focus on Caesarean Sections, NHS Institute, 2006

[14] The future role of the consultant, RCOG, December 2005

a snapshot

In 2006/07 there were over 120,000 births in London, and that figure is expected to rise to between 124,000 and 145,000 by 2015/16.

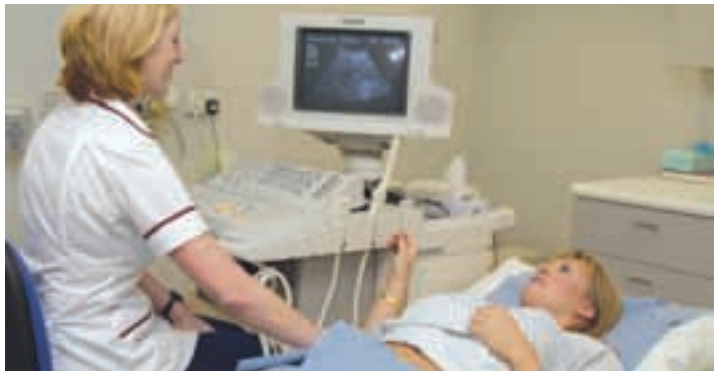
At the moment, 97 per cent of births in London take place in obstetric (doctor-led) units or the midwifery units found in about a third of hospitals. Around two per cent of births take place at home and half a per cent in London's two stand-alone midwifery units.

A recent national study[12] showed that 56 per cent of women were left alone at times during their labour, whilst women consistently say one-to-one care is the most important thing for them.

what are we recommending for the future?

Expectant mothers should be offered:

- an early assessment by a midwife to ensure their care is right for them; and further assessments during the course of the pregnancy;
- information to enable them to make informed choices, for instance, about the relative benefits and risks of different locations to have their baby and about pain relief;
- care before birth provided at local one-stop centres;
- services that meet their choice of where they give birth – for instance, at home, in a midwifery unit, or in an obstetric (doctor-led unit);
- care with the same team from early pregnancy until after the birth whenever possible;
- one-to-one midwifery care during established labour;
- care following birth in local, one-stop centres as well as at home.



Improving the quality of care

Evidence[13] suggests that senior doctors are less likely than junior doctors to recommend caesarean births; and their presence and influence results in less distress for unborn babies. Distress can result in the disability or even death of a baby[14].

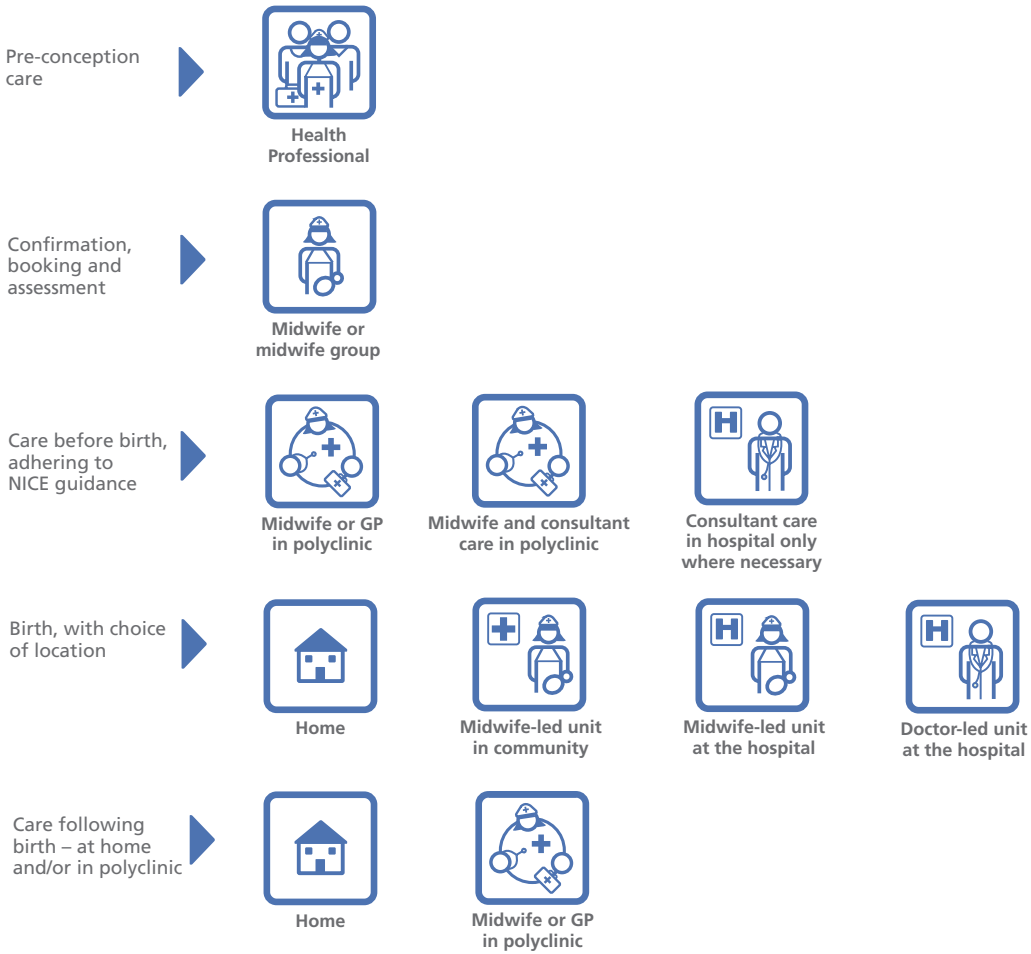
High-quality doctor-led care requires senior doctors to be on the labour ward, not just to manage issues when they are there, but to train others and to put good systems in place for when they are not available.

At the moment, guidance recommends that a senior doctor should be present on the ward for at least 40 hours per week (all London maternity units aim to meet this minimum and some already do better than this). However, the Royal College of Obstetricians and Gynaecologists suggests units delivering over 4,000 babies a year should have a senior doctor present for 98 hours a week. Taking into account the Royal College guidance, the expected increase in births in London over the next ten years, and the concentration of population in the capital, we believe we should be able to provide mothers with an excellent service while still ensuring they can get to a doctor-led maternity unit within a reasonable travel time.

All professionals involved in birth should be competent in basic newborn (neonatal) life-support skills.

...we believe we should be able to provide mothers with an excellent service while still ensuring they can get to a doctor-led maternity unit within a reasonable travel time.

EXPECTANT MOTHERS OFFERED THE RIGHT CARE, AT THE RIGHT PLACE, AT THE RIGHT TIME



Where care should be provided

Staff who are experienced in dealing with difficult births can provide the best quality care for women with complications. To ensure units have experienced staff and are affordable, we think we will need slightly fewer doctor-led units in London than we do now. We cannot say precisely how many fewer at this stage because detailed examination of specific services is needed.

To balance this change there should be more midwife-led units and more support for home births. All doctor-led units should have a partner midwifery unit at the hospital or in the community.

Care after birth should be given at home and in local one-stop settings such as drop-in clinics, which can offer parents a range of support. Mental health care should be available for women who suffer postnatal depression. Prolonged care for seriously ill babies will require a neonatal intensive care unit (NICU).

Albany Midwifery Group

The group operates in Peckham and is made up of six midwives. The midwives offer one-to-one care during pregnancy and labour, delivering either at home (46 per cent of births in 2006) or in hospital. Care before birth and some care after birth is provided in the local leisure centre. The group takes all women, not just those who are low risk, and achieves high rates of breastfeeding.

The midwives work nine months of the year and cover each other's holiday, sick and training leave. They achieve a workload of 36 deliveries per midwife per year (one of the highest rates in London). The group is supported by an obstetrician and neonatologist at King's College, London.

Questions for you:

there is a questionnaire at the back of this document

Question 4

We are trying to balance various factors when developing proposals for maternity care in London. We would like to know what three factors are most important to you:

- Giving birth in a doctor-led unit in a hospital;
- Giving birth in a midwife-led unit in the community;
- Giving birth in a midwife-led unit with a doctor-led unit on the same hospital site;
- Being given the choice of a home birth;
- Time taken to travel to the place where you will give birth;
- Having a senior doctor present on the unit where you will give birth.

Question 5

To be able to give high-quality care, we need to balance the time that midwives can spend with mothers after the birth of their baby with the time taken to travel to women's homes.

Which of these options would you prefer?

a) as now, midwives seeing women at home for appointments after the birth of their baby;
b) most women travelling to a GP or health clinic for appointments following the birth of their baby, and midwives having more time to spend with them (home visits would be available when necessary);
c) don't know

Question 6

Please give us any other comments on the proposals in this section.

Children and young people

Children's services* were discussed by all the *Framework for Action* working groups. However, during recent talks with interested groups it has become clear that it would be better to consider children's services separately. So, we have put all the information in the original report into this new section and have set up a working group to re-examine the health issues specific to children.

To find out more about this work visit www.healthcareforlondon.nhs.uk.

a snapshot

A recent UNICEF report considering the well-being of children in countries around the world ranked England amongst the lowest in Europe, below a number of east European countries. Children's health is worst in deprived areas of London.

Children in the UK have an increasing problem with obesity, which will affect their long-term health; and London's children have higher rates of obesity than those in the rest of the country.

Too many of our teenagers abuse alcohol and substances. This will harm their long-term health. Our teenage girls also have very high rates of pregnancy. We know that they are anxious about coming forward to get the help they need.

Many of our children and young people have problems with their mental health and well-being. Although resources have increased in recent years most young people still do not receive the specialised help they need.

** In this context, young people includes those up to the age of 18*

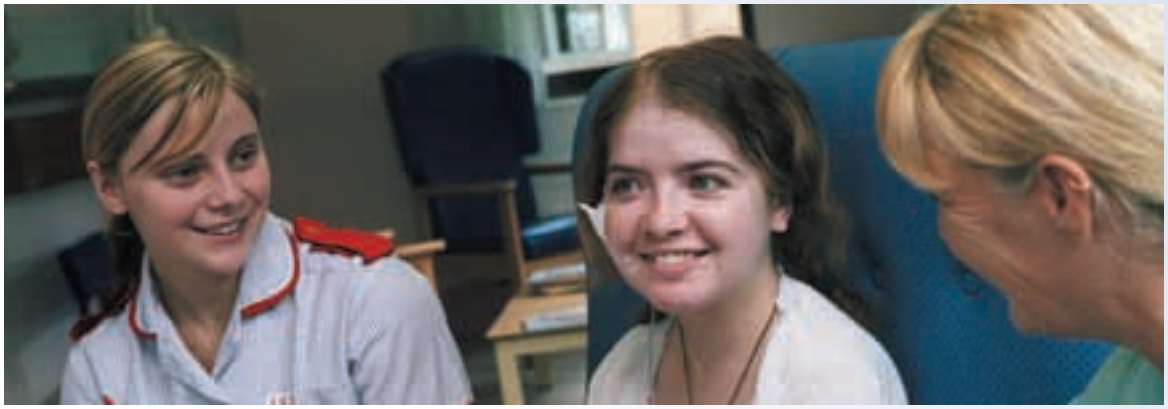
Immunisation can keep many of the major illnesses that affect children in check, and has virtually eliminated some. But children in the capital remain at risk from conditions such as measles, mumps and rubella because, in the last quarter of 2006, only 73 per cent of children were immunised against them. In some parts of London this figure is as low as 49 per cent, compared to the England average of 85 per cent[15]. Last year the number of cases of measles was the highest number ever recorded and this year looks set to match or exceed that figure. This year, a third of all cases of measles in the UK have been in London. We are failing to protect our children and leaving them vulnerable to death and disability.

Nor do we offer our children the best service when they are ill. Both in A&E departments and in the community they may be treated by professionals who have little or no training in children's illnesses.

However, figures show that where specialist care is concentrated and provided to large numbers of children, there are many benefits. For instance, compared with smaller units, 28 per cent fewer babies die in children's heart surgery units that perform more than 100 operations a year. And 33 per cent fewer babies die if they are operated on by surgeons who do more than 75 operations a year[16].

[15] Health Protection Agency COVER programme

[16] Paediatric cardiac surgery: the effect of hospital and surgeon volume on in-hospital mortality, *Paediatrics* 1998



what are we recommending for the future?

We need to help children, their parents and carers understand how to live healthy lives and create an environment where children will feel happy and secure.

We recommend a greater effort to provide equal opportunity for children, young people and their families so that they can access services when they are needed.

We also believe we should try harder to promote breastfeeding because of the proven benefit to infants' well-being and development.

We should place more emphasis on preventing the emerging problems that children are facing, for example obesity and behavioural disorders.

Childhood immunisation is one of the safest, most cost-effective, evidence-based interventions, yet many parents do not immunise their children. We believe we should give high priority to ensuring that all children are immunised, with a London-wide co-ordinated effort. All health professionals who deal with children should know about and be able to offer accurate advice to parents. We need to support healthcare professionals who are trying to promote and co-ordinate local programmes of immunisation.

When children are ill, whether the problem is an urgent one or long-standing, they should receive care close to their home, perhaps at home, in a children's centre, at school or in hospital, and parents and carers should know clearly how to gain access to the right people.

We know that most urgent care is provided in GP practices. This will continue to be the case, but we are recommending that all those who deal with ill children have the necessary skills and expertise. Where access to GP services is difficult we will be exploring effective alternatives.

Hospitals that care for children need to be able to guarantee that their services meet National Service Framework (NSF) standards.

> We have listened to the view of the Royal College of Paediatrics and Child Health. They have said that: "the current children's healthcare workforce cannot safely sustain the number of existing inpatient and acute children's services".

Some hospitals will continue to provide the whole range of care that children need, including inpatient care if they are very sick. We want to ensure that they have staff available through day and night with the skills and ability to meet children's needs.

Other hospitals will not have inpatient facilities for children. Even so they will need doctors and nurses with the same training in children's illnesses, who can assess and treat children in specially designed units. Many children who come to A&E departments can be managed in this way without needing admission to hospital. Where the paediatric staff think an admission is necessary, arrangements must be in place with the ambulance service to transfer the child safely.

We have listened to the view of the Royal College of Paediatrics and Child Health. They have said that: "the current children's healthcare workforce cannot safely sustain the number of existing inpatient and acute children's services." So we are recommending that specialist care for children is concentrated on fewer sites.

Unfortunately some children are born with, or develop, a life-limiting or life-threatening illness. For these children we are recommending better co-ordination of services. And if we are to provide the best possible care, we will have to work in partnerships across the whole of London.

Further recommendations aimed to improve the health and welfare of children and young people will emerge from the children's pathway group in the New Year.

Questions for you:

there is a questionnaire at the back of this document

Question 7

The majority of care for children, including urgent care, will continue to be provided locally. We are proposing that specialist care for children will be concentrated in hospitals with specialist child care. This may mean they are further away from home. Do you agree or disagree with this proposal?

Question 8

What, if anything, could we do to encourage more parents to immunise their children?

Question 9

Please give us any other comments on the proposals in this section.

Mental health

"England's mental health services are amongst the best in the world[17]. But services in London are under severe pressure due to higher levels of mental illness than in the rest of the country. As with many other healthcare problems, the levels of mental illness are highest in the more deprived parts of London, a situation that needs to be urgently addressed."
Stephen Firn, Chief Executive, Oxleas NHS Foundation Trust, Working Group Co-Chair.

Mr Firn joined the NHS 26 years ago as a healthcare assistant. He trained as a mental health nurse and worked with adults and elderly people. He has since worked as a lecturer and researcher and held advisory roles at the Royal College of Nursing and the Department of Health.

Following discussions with interested groups over the past few months it is clear that there are advantages in establishing a new mental health working group including more clinical and user representatives to take forward the work of the original group that supported Professor Lord Darzi, and to report back to PCTs. To find out more about this work visit www.healthcareforlondon.nhs.uk.

a snapshot

Almost one in five of Londoners suffer from a common mental health problem[18]. Mental illness is estimated to cost the capital £5 billion a year, taking into account the cost of services, lost earnings and benefits[19].

Twenty three per cent of mental health inpatients (people needing an overnight stay) have the most serious level of mental illness compared with 14 per cent nationally. This higher rate of serious mental illness creates a more volatile, disturbed environment on mental health wards. But the need to focus resources on the most severely ill can mean people with moderate illness are less likely to be able to access services here than in other parts of the country.

Thirty years ago, care was provided in very large mental hospitals offering only limited outpatient services. Now it is accepted that mental health care is best delivered to people in their own homes, with medical and other staff working in multidisciplinary teams in the local community. This has resulted in far fewer admissions to hospitals, and currently 90 per cent of people with mental health problems receive their care in a community setting.

However, too often care focuses on anti-depressant drugs[20]. Ninety-three per cent of GPs have said they have prescribed anti-depressants because of a lack of alternatives.

London's diverse population has vastly differing needs, attitudes to accessing care and patterns of service use. High rates of offending, substance misuse and homelessness all present particular challenges.

[17] "Dr Matt Muijen, Regional Head of mental health at the World Health Organisation said "…what has surprised me is the leadership role of England in Europe. What we are not aware of in England is to what extent we are the model for Europe." The Guardian Oct *2006*

[18] *Psychiatric morbidity among adults living in private households*, National Statistics 2000

[19] London Assembly Health and Public Services Committee, Navigating the Mental Health Maze, March 2007

[20] PCTs poles apart over depression services, Pulse, 9 March

[21] First episode psychosis and ethnicity: initial findings from the AESOP study, World Psychiatry, Feb 2006

[22] Psychosis and drug dependence: results from a national survey of prisoners, British Journal of Psychiatry, 2002

[23] The Lambeth, Early Onset (LEO) Team: randomised controlled trial of the effectiveness of specialist care for early psychosis, BMJ 2004

[24] Social Exclusion Unit, Social Exclusion and mental health, ODPM, 2004

For instance:

- diagnosis of serious mental illness in people from black African-Caribbean communities is five times greater than among white British people. People from these communities are also less likely to seek help than others[21]
- up to 90 per cent of prisoners are estimated to be suffering from at least one mental health disorder[22].

And with more and more people living beyond 80 we expect a significant rise in the number of people with dementia.

what are we recommending for the future?

The following proposals aim to develop existing mental health services:

- Young people between 14 and 25 with emerging mental health problems need to be able to get help quickly. We know this improves care, reduces time in hospital and leads to fewer admissions to hospital involving the police[23];
- We should make further efforts to reduce the fear of services, taking special measures in communities where it is culturally less acceptable to seek help;
- We should set out clearer pathways to care, so that patients, carers, GPs and those who come into contact with people with mental health problems, such as police officers, know how to contact services and what to expect from them;
- Cognitive behaviour therapy and other `talking therapies' could be used extensively – but accessing these services is a problem and people in many parts of London face long waits for these services. More mental health workers could be employed to deliver talking therapies. Other therapies should also be explored, including exercise, reading and walking.

More choice

A London Assembly survey found that only 50 per cent of mental health service users felt they had a choice over the service or treatment they received. People could be given more control over their lives by:

- greater use of payments to patients so that they could buy their own services;
- better access to opportunities such as housing and employment. Around 40 per cent of benefit claimants are on incapacity benefit because of mental health problems, but nearly all these people want to work[24];
- encouraging mental health services to work in partnership with local organisations, including physical health providers, social care, housing and employment agencies, black and minority ethnic communities, local businesses and faith communities, to help people lead full lives as part of their local community.

> ...currently 90 per cent of people with mental health problems receive their care in a community setting.

Individual services

Mental health services must meet the needs of minority groups. In some cases they should use assertive outreach (a system where community professionals go out to the homes of patients who are reluctant to come in for appointments). Health services, local authorities, community development workers and, in particular, the black voluntary sector need to work together to break down barriers between mental health services and minority ethnic communities.

Mental health services also need to work with London's prisons, probation services and others, to develop a pan-London strategy for delivering more effective mental health services to offenders.

Older people with dementia need early access to services and a care plan that addresses their health and social care needs. We should aim to provide support for people and their carers as close to their own homes as possible but with specialist assessment and treatment units available if necessary.

New ways of working

In recent years a range of specialist mental health teams has been developed. But more generalist community mental health teams (CMHTs) need a clearer focus, perhaps on providing assessment and co-ordinating support, recovery or therapies.

While improving community services, London also needs to develop a vision for specialist inpatient mental health care, involving:

- discussion of whether, as admissions to mental health units decrease, inpatient beds are needed in every borough;
- improving the quality of inpatient care, from the environment where treatments are given to the quality and range of treatments;
- encouraging centres of specialisation amongst London's ten mental health trusts.

Questions for you:

there is a questionnaire at the back of this document

Question 10

We have established a new mental health working group including more clinical representatives. The results of this work will be published in summer 2008. In the meantime, please give your views on the recommendations in this section to help us with the more detailed work.

Acute care

"Each year millions of Londoners have short-term illnesses or health problems that are not life-threatening, such as a chest or bladder infection, but for which they need quick and convenient treatment. A much smaller number suffer from serious illness, such as a stroke or heart attack, or have a major injury. These patients need highly skilled specialist care to give them the best chance of recovery. The NHS in London is providing neither accessible, high-quality urgent care for the bulk of the population, nor the best quality specialist care for the small number of people who need it."
Dr Chris Streather, Renal Physician, Director of Strategy and Medical Director at St George's Healthcare NHS Trust and member of the Adult Care Working Group, Healthcare for London.

a snapshot

Most people with an urgent care* need will ring their GP practice for an appointment. But people can also call various other organisations – for instance, the London Ambulance Service, NHS Direct, emergency dental services or their local GP's out-of-hours provider. People are often unclear as to which number to ring.

- Almost three million people attended London A&E services in 2005/06;
- Many of these people attended A&E with a minor injury or illness;
- 40 per cent of those taken to hospital by ambulance could have been treated and cared for in the community.[25]

Often, someone attending A&E for a minor illness may be getting treatment from a junior doctor rather than the ideal – an experienced GP. However, people go to A&E because they see it as providing expert care and solutions to all healthcare problems and, of course, it is open all day, every day.

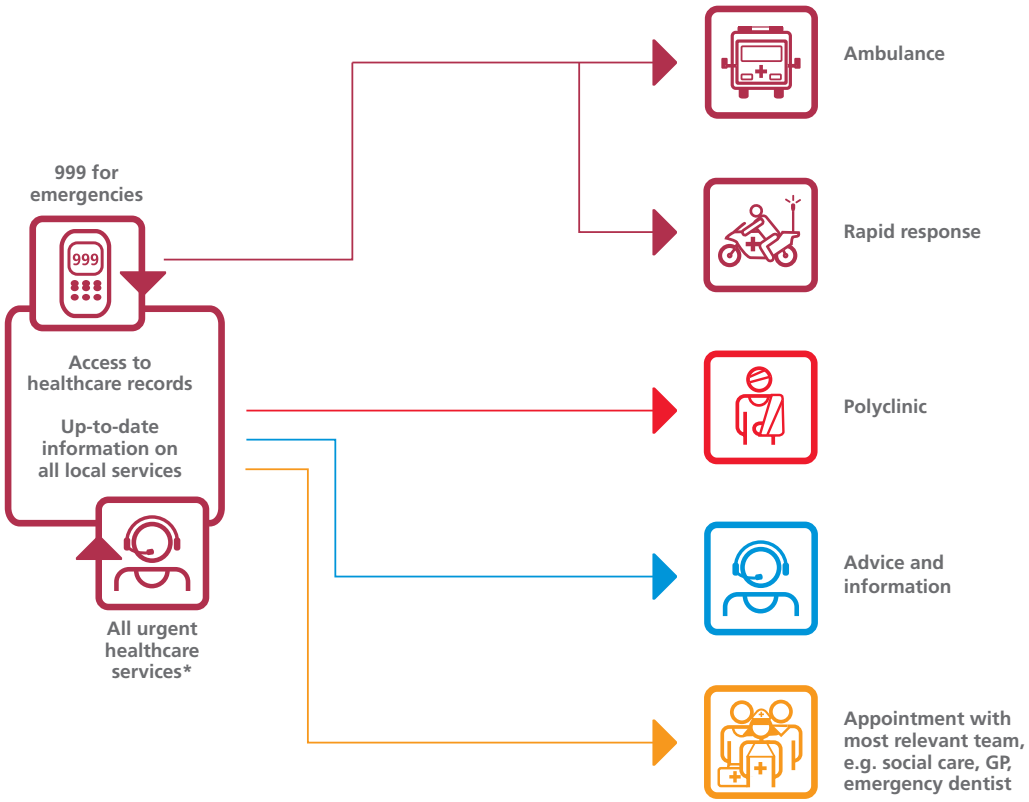
At the other end of the scale, the services for more complex, specialist care are simply not good enough. Some hospitals do not have the specialist staff, equipment, or number of patients to enable them to provide care of the highest quality 24 hours a day, seven days a week.

** In this document 'urgent care' means care that is needed immediately or within the next day or two.*

Dr Streather was a National Kidney Research Fund Training Fellow at King's College and has a particular interest in cardiovascular risk in renal disease.

[25] Simple and Direct Access to Emergency and Urgent Care Services Across London, Final report of the London Reform Programme, July 2005

‘HEAR AND TREAT’ – URGENT CARE BY PHONE



** Further work needs to be done to see if NHS Direct could provide all these services in future, or some of the services – for instance advice and information.*

what are we recommending for the future?

When you need – or think you might need – urgent care you should expect consistent and thorough assessment available 24 hours a day, seven days a week.

Telephone advice

To reduce the confusion of having different numbers to call when you need urgent care advice on the telephone we think there should be two points of contact – the existing 999 number for emergencies and a new service. The new service could, for instance:

- provide advice. Professionally trained healthcare advisers would have access to up-to-date information and advice, tailored to your address;
- book you an appointment with your GP or other healthcare professional such as a nurse or a mental health worker;
- transfer you to a polyclinic, so you could speak to a healthcare professional such as a GP or community nurse;
- give directions to a polyclinic close to your home or workplace, a nearby pharmacy, or a hospital;
- transfer you to emergency services.

Call-handlers would be able to respond quickly to your needs rather than you having to find your way through the system. This is shown in the diagram to the left.

The NHS in London is providing neither accessible, high-quality urgent care for the bulk of the population, nor the best quality specialist care for the small number of people who need it.

Stroke care – specialist care is best

In 2005/06 more than 6,000[26] Londoners suffered a stroke (a 'brain attack' similar to a heart attack). Best urgent care for a stroke patient means:

- rapid assessment by ambulance staff;
- access to a CT scan (a sophisticated x-ray) to determine the cause of the stroke;
- early treatment using clot-busting drugs if the scan shows it is appropriate. The scan is essential as the drugs could worsen some patients' condition.

Patients who receive this treatment within 90 minutes of the attack are twice as likely to survive or have less disability than those that don't. At the moment many people are not even having the initial scan within 24 hours.

Not every hospital can provide the specialist multi-disciplinary teams and the equipment to deliver this level and speed of care all the time. In 2006 no hospital trust in London gave at least 90 per cent of stroke patients a scan within the less-than-ideal benchmark of 24 hours.

We recommend that approximately seven hospitals should provide 24/7 care supported by full neuroscience expertise. Other hospitals could provide treatment during the day and rehabilitation services closer to people's homes. To decide on the best location of these specialist units we think a London-wide stroke strategy is needed.

Face-to-face care

GPs will continue to provide most face-to-face urgent care through the appointments system. For more pressing needs you should have the choice of:

- attending a same-site polyclinic or the hub of a network polyclinic in the community. Polyclinics would be open for extended hours and could house GPs, nurses, emergency care practitioners, mental health crisis-resolution teams, and social care workers. Staff would be able to help with substance or alcohol problems and have access to testing equipment including x-ray and ultrasound; and be able to do heart checks and blood tests;
- attending a polyclinic attached to an A&E. These would be led by GPs and other healthcare professionals experienced in working in the community. They would have similar facilities to a community-based centre and be open all day, every day;
- admission to the nearest local hospital A&E or major acute hospital's A&E – these would be open all day, every day. Most ambulance admissions will be to the nearest hospital as we recognise that for many conditions such as severe asthma attacks and choking, speed of treatment is the most important issue;
- admission to the nearest hospital with specialist facilities.

Ambulance staff could take 999 patients to any of these places, depending on what is right for their needs.

[26] Dr Foster data

Specialist care for heart attacks, severe injury, stroke and complex emergency surgery

When ambulance staff arrive at a patient suffering a suspected heart attack, they use a 12-lead electro-cardiogram to see if this is the problem. If it is, they can now take the patient directly to one of nine specialist centres in London. This means the patient can benefit from angioplasty, where a balloon is inserted and inflated into the blocked artery. It is too early to provide figures on the impact on survival in London. But we know that in America, 92% of patients receiving angioplasty are alive after a year compared to 84% of patients receiving the previous 'gold standard' treatment[27]. We expect to see a similar rise in survival rates in London.

At present there is one severe injury centre in London, at the Royal London Hospital in Whitechapel. The Royal London treats 950 severely injured patients a year and its results are impressive. In 2006 it recorded 28 per cent fewer deaths in the most severely injured patients compared to the national average[28]. We believe there should be about three severe injury centres in London, including the one at the Royal London. This is based on the recommendation of the Royal College of Surgeons that these centres should each serve between one and three million people. These severe injury centres would not replace A&E departments at other hospitals, which would still provide the majority of emergency care.

The evidence for stroke (see the case study on page 29) and complex emergency surgery is just as convincing. With arrangements in place to take patients straight to specialist centres instead of the nearest hospital, many more lives could be saved and many more patients could avoid disability. For these conditions it is better to get to the right hospital with the right team of specialists than go to the nearest hospital. Rehabilitation would take place at home or in the patient's local hospital.

We believe there should be about three severe injury centres in London, including the one at the Royal London. This is based on the recommendation of the Royal College of Surgeons that these centres should each serve between one and three million people.

[27] JAMA, October 11, 2006

[28] UK Trauma Audit and Research Network 2006 statistics

Questions for you:

there is a questionnaire at the back of this document

Question 11

If there was a telephone service to treat your urgent care needs, what facilities would you like it to have?

a) Provide general medical advice
b) Book an appointment with a GP
c) Book an appointment with another healthcare professional
d) Transfer callers to emergency services (999)
e) Transfer callers to a specific healthcare professional
f) Give directions to a polyclinic, pharmacy or hospital
g) I would not use a telephone service for the treatment of urgent care needs.

Question 12

We propose developing some hospitals to provide more specialised care to treat the urgent care needs of the following conditions. (These would probably be further from your home than your local hospital. If these proposals are adopted, the number and locations will be subject to later consultation):

- Trauma (severe injury) – about three hospitals in London
- Stroke – about seven hospitals in London providing 24/7 urgent care (with others providing urgent care during the day) and rehabilitation
- Complex emergency surgery needs – we need further work to assess the number of hospitals required.

Do you agree or disagree with the proposals to create more specialised centres for the treatment of severe injury, stroke and complex emergency surgery?

Question 13

If you agree that there should be specialist centres for the treatment of trauma, stroke and complex surgery, do you agree or disagree that ambulance staff should take seriously ill and injured patients directly to these specialist centres, even if there is another hospital nearby?

Question 14

Please give us any other comments on the proposals in this section.

Planned care

"Each year in London there are over eight million hospital outpatient appointments. We know that many of these are not necessary and GPs and nurses could carry out a lot of these appointments closer to people's homes. When specialist outpatient care is needed this should happen as locally as possible, with hospital consultants and other clinicians coming to local clinics, avoiding the need for patients to travel to specialist hospitals."
Dr Martyn Wake, GP and Joint Medical Director, Sutton and Merton Primary Care Trust. Working Group Chair, Healthcare for London.

Dr Wake has worked as a GP in South West London for 25 years. He is involved in developing extended primary care, particularly in the management of diabetes, cardiovascular and respiratory disease. He has a special interest in stroke and cancer care, mental health and learning disability.

a snapshot

Access to diagnostic tests in hospitals, in particular magnetic resonance imaging (MRI), ultrasound and computerised tomography (CT) scans, is slow compared to other parts of the country[29]. The bottleneck is putting lives at risk. Over 70 per cent of tests are performed on outpatients who have to travel to hospital just for a test.

In 2005/06, 800,000 Londoners had planned surgery or medical treatment needing an overnight stay. These people deserve the best possible care, but the way existing services are provided and organised is not meeting their needs.

When specialist care is needed it is not good enough. Cancer care is a good example. The National Institute for Health and Clinical Excellence (NICE) sets standards for high-quality cancer care. Level one standard is essential to the delivery of a satisfactory service, but none of the five London cancer networks achieves this level.

what are we recommending for the future?

We think people should be offered better access to their GP for routine appointments before 9am, in the evenings and at weekends.

More surgery should be carried out as day cases, allowing patients to go home the same day. Most patients prefer it[30], it is more cost-effective, and it reduces the risk of catching an infection. In 2005, London was the worst-performing region in England, performing far fewer operations as day cases than expected.

More local care

GPs should have access to test facilities in the community to reduce waiting times and save patients unnecessary trips to hospitals. Hospitals should keep their test facilities – providing services for the hospital and local patients.

After an operation, patients need help to recover and return to good health. This is called rehabilitation and it should take place as close to their homes as possible – it is what most people want and it is effective. In some cases rehabilitation will be in patients' local hospital or polyclinic, and in many cases in their homes. However, 37 per cent of pensioners in London live alone[31], so we will need to work closely with social care agencies to help people return to full and independent lives.

[29] January commissioner-based diagnostic return, Dept of Health, 14 March 2007

[30] Audit Commission, Measuring Quality: The Patient's View of Day Surgery, 1991

[31] 2001 Census Key Statistics: People families and households, DMAG Briefing 2003

[32] A systematic review of the impact of volume of surgery and specialisation on patient outcome, British Journal of Surgery, 2007

More specialist care

Evidence shows that hospitals providing complex care to lots of people have the best outcomes for patients[32]. Even if money were no object and it were possible to equip and staff specialist centres in every hospital, it would be better to transport patients to teams that regularly perform the procedures.

For the best care, more hospitals need to specialise in particular aspects of healthcare. The days of a general hospital trying to provide all services to all patients, to a high enough standard, are over.

We recognise that sometimes specialist care will mean more travel for patients. We will need to ensure they only go to hospital when necessary. For instance, tests could be done close to their home and reviewed by a specialist at the hospital, who could give an opinion remotely – without the patient having to visit. Or the specialist hospital might provide care teams to visit other hospitals.

Questions for you:

there is a questionnaire at the back of this document

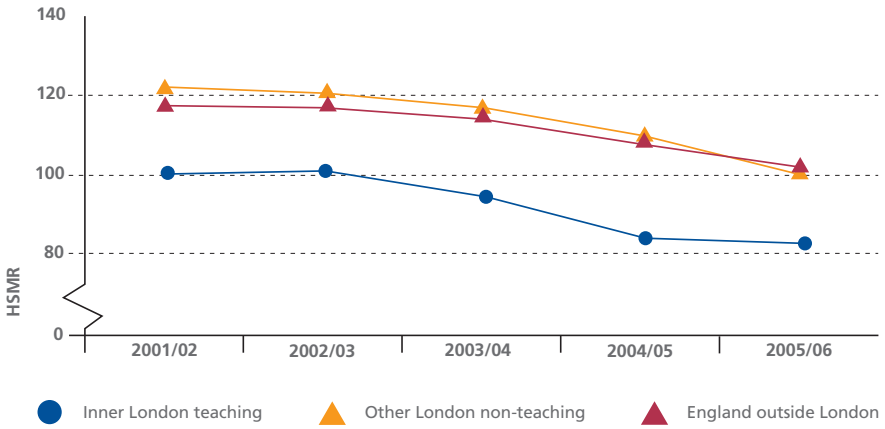
Question 15

How useful, if at all, would you find it for GP surgeries to be open for appointments in the evenings and at weekends?

Question 16

Please give us any other comments on the proposals in this section.

COMPARING DEATH RATES OF LARGE INNER LONDON HOSPITALS WITH OTHER LONDON AND ENGLAND HOSPITALS. A LOWER SCORE MEANS THAT MORE PEOPLE SURVIVE.



Included in this group are St Mary's, St George's, King's, Guy's and Thomas's, The Royal Free, UCL, Barts and the London, Chelsea and Westminster and Hammersmith Hospitals. (HSMR all England year 2005/06=100)

HSMRs (hospital standardised mortality ratios): London hospitals vs non-London hospitals.

Source: Hospital reported HSMR scores

Long-term conditions

Dr Coffey has been a GP partner in south-west London for ten years. He is chair of the Tooting Healthy Living Centre and medical advisor to Tooting Walk-in Centre, clinical assistant in A&E at Charing Cross Hospital and a tutor at St George's Medical School.

"Patients with long-term conditions are the biggest users of healthcare. Good management of diabetes, arthritis, heart failure, asthma, obesity, lung disease and some cancers can mean patients lead a full and active life in the community without the need for hospitalisation and emergency care. People with long-term conditions should be in control of their care, making informed decisions about the care they can access."

Dr Tom Coffey, GP and Professional Executive Committee Chair, Wandsworth Primary Care Trust. Working Group Chair

Telemedicine

Every two minutes, someone in the UK has a heart attack – and early death from heart disease is higher in London than in England as a whole.

New techniques and technology can be used to detect changes in patients' heart rhythm or other problems before they start feeling unwell. Patients either monitor themselves at home or go to a local GP surgery. Data can then be sent electronically to a specialist team, constantly available and trained in reading the results. The team look at the data and advise the patient, nurse or GP on the best course of action. The results are impressive. Patients using this type of telemedicine, who used to regularly attend hospital because they felt chest sensations or were worried, now rarely have to do so because they feel confident in the tests. Of course this peace of mind and avoidance of unnecessary trips to a hospital also saves money. We ought to be making more use of this type of technology for a wider range of conditions.

a snapshot

The number of people with long-term conditions is likely to grow. There are clear links between lifestyle and the incidence of some long-term conditions. For instance, smoking increases the likelihood of cancer, and obesity increases the chances of suffering from type II diabetes.

Many people with long-term conditions have yet to be diagnosed. It is estimated that up to a third of people with diabetes may be undiagnosed[33], putting them at risk of blindness and amputation. Forty per cent of people with lung disease are undiagnosed[34] and only a third of people with dementia are ever formally diagnosed, denying them access to drugs that could improve their lives.

what are we recommending for the future?

Every effort should be made to prevent long-term conditions by promoting healthy living.

GPs, practice nurses and social care staff should be supported to develop effective ways of diagnosis and of finding undiagnosed people who do not present themselves to the healthcare system. Encouraging hospital consultants to work in the community will encourage healthcare teams to take advantage of their specialist skills.

Community pharmacies can support people with long-term conditions too, by helping them with their medication. Problems with taking medicine are estimated to cause as many as 15 per cent of hospital admissions.

[33] Diabetes UK, Diabetes in the UK 2004

[34] Thorax, Full version of NICE Guideline No 12, 2004

Giving control to patients

People with long-term conditions should be able to access the full range of support for their condition so that they can manage it more effectively, with professional help.

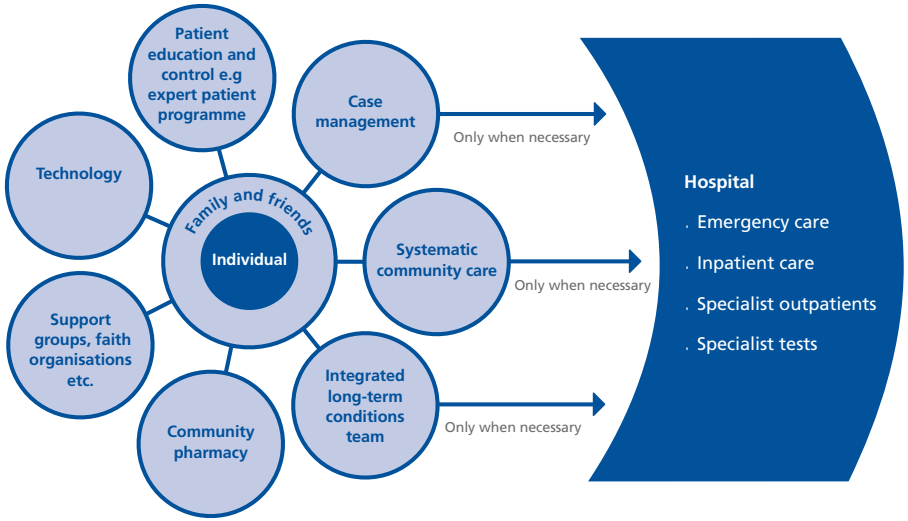
Individual patients should be making informed decisions about the support they need. There are many good examples of this type of work, for instance:

- the expert patient programme, which is a course giving people the confidence, skills and knowledge to manage their condition better and be more in control of their lives;
- information prescriptions, which tell people where they can get further information and advice.

London-wide guidelines and standards should be developed so that patients know if their care is up to the standard they should expect, and we should make much greater use of regular appointments with community healthcare professionals and specialist nurses working in the community.

All these recommendations will keep people healthier, reduce the need for hospital care and reduce unnecessary emergency admissions. However, it will require considerable investment to support patients in this way, rather than the hospital-based care we are all used to.

PROPOSALS WILL CREATE A WEB OF CARE WITH THE INDIVIDUAL AT THE CENTRE



Questions for you:

there is a questionnaire at the back of this document

Question 17

Thinking about how the NHS in London is balancing the resources it spends on long-term conditions, (e.g. asthma, diabetes), do you think:

a) a greater proportion of future spending should go to help people with long-term conditions stay healthy by investing in more GPs, specialist nurses and other health professionals and the services they provide?

b) the current balance of investment between hospitals and community support for people with long-term conditions is about right?

c) a greater proportion of spending should go to supporting people with long-term conditions through investing in hospital care?

Please explain your reasons.

Question 18

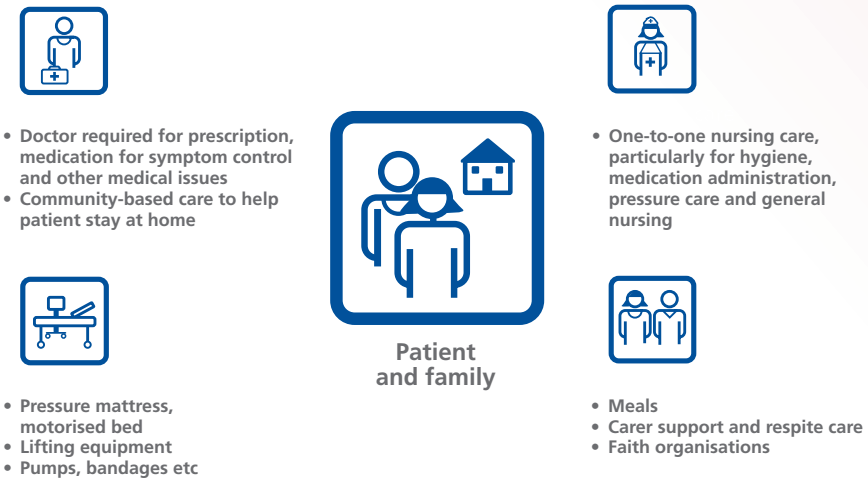
Please give us any other comments on the proposals in this section.

End-of-life care

"People at the end of life often need support and care from a number of different services, but there is no consistent approach to organising this complex care. Too often services react slowly to a patient's needs that could easily have been predicted. Better planning is needed to ensure help arrives at the right time to provide comfort and services that the patient has chosen."
Cyril Chantler, Chair of Great Ormond Street Hospital for Children and of the King's Fund. End-of-Life Working Group Chair, Healthcare for London.

Sir Cyril has been Dean of the Guy's, King's College and St Thomas' Hospitals' Medical and Dental School, where he was the Children Nationwide Medical Research Fund Professor of Paediatric Nephrology until his retirement in 2000. He has also held posts as Principal of the United Medical and Dental School of Guy's and St Thomas's Hospitals, and President of the British Association of Medical Managers, and was also a Member of the General Medical Council where he was Chairman of the Standards Committee.

THERE ARE MULTIPLE SERVICES NEEDED FOR COMPREHENSIVE COMMUNITY-BASED END-OF-LIFE CARE, FOR EXAMPLE



There is a need to develop a central database and ensure all patients' wishes are registered and services co-ordinated, as currently very few patients are registered for end-of-life care

a snapshot

Almost 53,000 people died in London in 2005[35]. Care for people in their last weeks and months often involves intensive support by the NHS.

In a recent poll, 77 per cent of people who had experienced the death of a loved one in the last five years were fairly or very happy with the care given. However, 54 per cent of all complaints about hospitals received by the Healthcare Commission are about end-of-life care[36].

While 57 per cent of people say they would prefer to die in their own homes, in London just 20 per cent do die at home[37].

Best-practice techniques in end-of-life care are used by over 90 per cent of GP practices in some parts of the country. Less than 25 per cent of GP practices in London use these techniques,[38] and nor do all hospitals.

[35] ONS 2005 Mortality Statistics

[36] Spotlight on Complaints, Healthcare Commission, 2007

[37] *Healthcare for London: A Framework for Action*, pg 79

[38] www.goldstandardsframework.nhs.uk

what are we recommending for the future?

We believe that all organisations involved in end-of-life care need to meet existing best-practice guidelines.

There should be new end-of-life service providers (ELSPs) co-ordinating care for patients. Patients with advanced progressive illnesses who are identified as nearing the end of their life should be offered the opportunity to have their needs assessed and to identify their preferred place of death. The end-of-life service provider would then be responsible for arranging a package of care.

Voluntary, charitable, public and private-sector organisations could all be ELSPs, contracted to provide care for a group of PCTs. ELSPs will need to cover quite a large area so that they can become expert in buying services and take advantage of economies of scale.

Questions for you:

there is a questionnaire at the back of this document

Question 19

Do you think that new end-of-life service providers responsible for co-ordinating end-of-life care will result in better or worse care for patients than the current arrangement?

Question 20

Please give us any other comments on the proposals in this section.

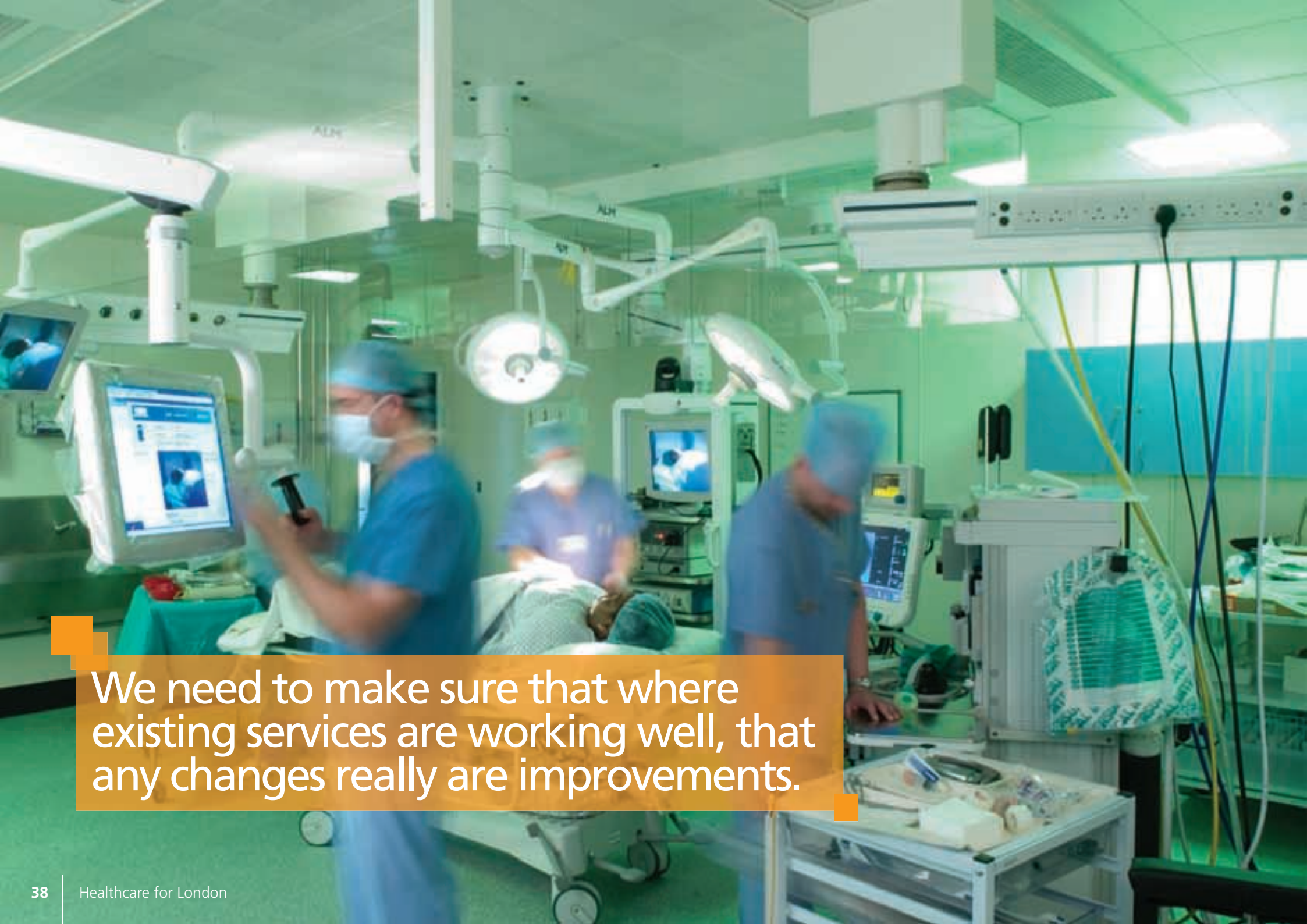
Partnerships putting patients first

Many patients, after they have been diagnosed with a terminal illness, talk with their GP or their nurse about where they want to die. Most people decide they would prefer to be at home when the end comes. But sometimes it is hard for a family to just let that happen, and often they will call an ambulance.

In the past the ambulance crew arrived and – with no knowledge that the patient has decided they would like to die at home – they followed their training and did all they could to save the patient's life, and then took them into hospital. Although they were doing their best, the person often died in hospital, against their previously expressed wishes and without their family around them.

The ambulance service is trying to address this. When someone knows they are dying, they can agree that their GP sends a letter to the ambulance service asking for their details to be registered. It means that if an ambulance is called to them, the staff will know that they are going to a patient who has expressed their wishes about where they want to die. If death can't be avoided, the ambulance crew can provide pain relief and support to the patient and their family, and ensure that the patient's wishes are respected.

The same principle could apply to patients who are not dying, but living with long-term conditions. For instance, long-term lung disease means patients often suffer breathlessness and low oxygen levels in their blood. Ambulance crews will often take patients to A&E unnecessarily because they don't know the patient has lung disease and would therefore have lower than 'normal' oxygen levels. If ambulance staff know in advance that the patient has lung disease, they can provide enough oxygen to bring the patient up to normal levels for that patient and then contact the right person (the district nurse, community matron or GP for example) to make sure the patient gets a follow-up call.



We need to make sure that where existing services are working well, that any changes really are improvements.

where we could provide care 7

This consultation document has concentrated on the way care is provided to patients and how it can be improved. **This section looks at the types of facilities that provide care and makes recommendations for a new approach** based on evidence of best practice, clinical effectiveness and the needs and wishes of Londoners.

You can find the analytical work that underpins this section in the technical paper at www.healthcareforlondon.nhs.uk or by requesting the printed version from 0808 238 5430.

a snapshot

A national survey by the British Medical Association (BMA) found that 75 per cent of GP practices felt their premises were not suitable for future needs; and over a third of practices cannot be adapted to meet all the disabled access requirements of the Disability Discrimination Act. We expect this also reflects the picture in London. It limits the ability of the NHS to provide services such as physiotherapy and basic blood tests closer to people's homes.

Many hospitals, both acute and mental health units, operate on multiple sites, spread over a large and poorly designed set of buildings that are not used effectively.

The 32 hospital trusts in London cannot all provide every kind of specialised care, each treating only a few patients.

our recommendations

The proposals set out where we could provide safe and expert services in the most convenient place for patients.

There are three key needs:

1. The first is to make sure, where existing services are working well, that any changes really are improvements. We wish to improve services at GP practices and local hospitals.

2. Secondly, we should provide a new kind of community-based care at a level that is between the current GP practice and traditional hospitals.

3. Thirdly, we should develop a few more specialised hospitals focused on providing better-quality care for some conditions.

While we recognise that healthcare will be provided in a variety of places – for instance, schools, pharmacies and community hospitals – we think *most* healthcare will occur in six places:

1. Home
2. Polyclinic*
3. Local hospital
4. Major acute hospital
5. Planned care (elective) centre
6. Specialist hospital

* This could be in a networked polyclinic where existing GP practices link together and to a local 'hub'; a same-site polyclinic where many GP practices come together under one roof; or a hospital polyclinic. See diagram on page 41.

Flexible care

The following pages show the sorts of health activities that could be provided at each of those locations. They do not describe exactly what will be delivered in each location – this will depend on local needs and circumstances. None of the locations would work on its own. All would need to work together in networks that provided people with the right care in the right place at the right time. And the places might be called different names; for instance polyclinic-style models have been called 'multi-care centres', 'health centres' and 'healthy living centres'.

Some services may be on the same site. For instance, there would always be a polyclinic on the same site as a local hospital, and an elective centre could share the same site as a local or major acute hospital. The proposals set out where we could provide safe and expert services in the most convenient place for patients.

Home

We believe more services should be provided in people's homes or in more local settings where this is suitable and patients want it. We want to make better use of the high levels of skill and experience of GPs and other healthcare staff – for instance, community matrons, therapists and ambulance staff – working in the community. Giving more care closer to people's homes will need larger community healthcare teams, more hospital specialists giving clinics in the community, more equipment (for instance to do tests) and buildings large enough to house the greater range of services.

WHAT SHOULD BE AVAILABLE AT HOME

- **Rehabilitation**
- **Care for long-term conditions and support for self care**
- **Specialist care e.g. chemotherapy**
- **Care to prevent admissions to hospital**
- **Care to support discharge from hospital**
- **Support for home birth**
- **End-of-life care**

People

- Community nurses including district nurses, health visitors, specialist nurses from hospitals
- Community therapists
- Midwives for home births
- Social care services
- Emergency care practitioners
- GPs

Polyclinic

Polyclinics could provide part of the solution by offering a much wider range of high-quality services, over extended hours, to the community – reducing the need for patients to visit hospitals and other services. The location and design of each polyclinic would need to meet the needs of each community, but the idea is flexible enough to suit different needs across London. The benefits are:

- moving a wide range of services out of hospitals and into the community (some of these services could be provided by hospital staff working in polyclinics);
- providing a one-stop shop to access GP services, clinical specialists, community services, urgent care, healthy living classes, and other health professionals;
- extended hours. Polyclinics based at hospitals would be open 24 hours a day; those in the community would meet the needs of their neighbourhood.

In addition, services that would be under-used and uneconomical for one GP practice would be fully used in bigger settings. For instance, staff could be available to meet the needs of people with learning disabilities or mental illnesses or those with language or cultural barriers.

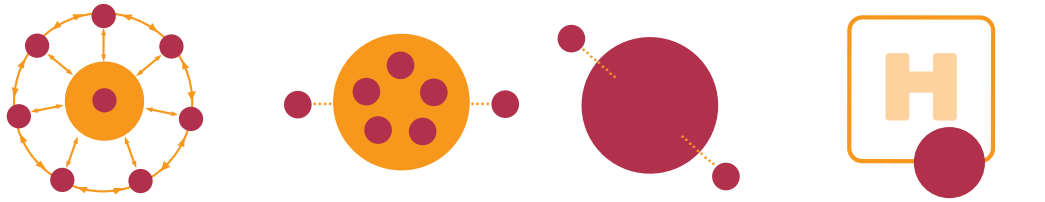
Different types of polyclinic

The networked model could be suitable in parts of London where the population is relatively spread out. The same-site model would be more suitable where the population is concentrated and existing GP practices are too small or there are not enough doctors.

Every hospital A&E would have a polyclinic as its 'front entrance' so that patients who did not need to go to A&E or be admitted to a bed could receive care there.

We are recommending the development of ten pilot polyclinics, but in ten years time there could be 150 across London.

DIFFERENT TYPES OF POLYCLINIC



A NETWORKED POLYCLINIC

Existing GP practices would link to a local 'hub' for specialist clinics and services such as blood tests, scanning and plaster facilities. The 'hub' could be developed from an existing GP practice or other provider or a new building

SAME-SITE POLYCLINICS

GP practices could come together under one roof, sharing many services but being run as different practices, perhaps linking with some other practices

GPs could merge into one large practice, again linking with other practices which are not on the same site.

HOSPITAL POLYCLINICS

Based at the `front door' of local hospitals. These would be led by GPs and other healthcare professionals experienced in working in the community and they would provide the local population with the same range of services and staff as other polyclinics but be open 24/7.

Polyclinics exist in other cities in the world and there are plenty of examples of large health centres and GP practices in London that are well on the way to becoming polyclinics. Polyclinics could help GPs offer more extended opening hours and services. Each polyclinic would house or network about 25 GPs.

Addressing concerns

Many patients are keen to retain a relationship with one doctor and we are keen to ensure this happens – the family doctor relationship can still be maintained in a polyclinic. But if an urgent appointment with a doctor is needed, the proposed extended opening hours of polyclinics would make this easier. And you would also be able to see a GP while your own doctor was unavailable, attend before-birth classes or use other health facilities.

We recognise that you may be concerned about having to travel further to see a GP. Of course, in a networked polyclinic there would be no additional distance for you to travel because GP practices would remain where they are. However, high-level modelling suggests that, even if all GPs in an area wanted to relocate to the same building, most Londoners would be within 1.5 miles of a polyclinic. Because polyclinics would have far more services provided over extended hours, fewer patients would need to attend a hospital .

A TYPICAL DAY IN THE LIFE OF A POLYCLINIC

	8am	12pm	4pm	8pm	12am
Urgent care/ same day appts	GPs, Paramedics, nurses		GPs, Paramedics, nurses Additional staff for peak period		
Planned care	GPs plus practice nurses		GPs plus practice nurses		
Nurse-led care	Wound clinic	Smear clinic	Vaccinations	Sexual health	
Outpatient	Skin care	Antenatal care	Minor Operations		
Long term conditions care	Mental Health clinic	Bronchitis clinic	Diabetes clinic		
Community Care	Audiology	Well baby clinic	Occupational Therapy		
Tests	X ray, ultrasound, blood tests				
Healthy living	Talking therapy	Quit smoking	Weight watchers	Teen talk	Debt advice

WHAT A POLYCLINIC SHOULD PROVIDE

Activities	Hours open per day
General practice services	**12**
Community services	**12**
Most outpatient appointments (including antenatal/postnatal care)	**12**
Minor procedures	**12**
Urgent care	**12-24**
Tests e.g. x-ray, ultrasound	**18-24**
Interactive health information services including healthy living classes	**18-24**

Services, equipment and buildings

- Dedicated child-friendly facilities
- Base for other services such as district nurses, radiology
- Healthy living/health information centre
- Co-located local authority services in some, eg. social services
- Co-located leisure facilities in some, e.g. swimming pool
- Co-located ambulance
- Open 18-24/7

People

- Serve population of approximately 50,000
- Staff would typically include:
  - Approx 25 GPs (in a networked polyclinic some GPs would be based in the 'hub' and some in linked practices. Hospital polyclinics would house fewer GPs)
  - Consultant specialists
  - Nurses
  - Dentists, opticians,therapists
  - Emergency care practitioners
  - Mental health workers
  - Midwives, health visitors
  - Social workers
  - Ambulance staff

Local hospital

A local hospital would include a 24/7 polyclinic as its 'front door'. Most would also have a doctor-led maternity unit and a midwife-led unit, and provide most inpatient emergency care and outpatient services such as kidney dialysis. Patients who needed intensive or specialised treatment at a major or specialist hospital would move to their local hospital for rehabilitation as soon as possible. Local hospitals would work in a network to provide these facilities.

A 24/7 A&E department would treat people with urgent needs such as choking, diabetic complications, asthma attacks and fractures. For safety and quality reasons a local hospital A&E department would not perform complex emergency surgery. Non-complex emergency surgery would be provided during the day. Arrangements for emergency surgery at night would need to be discussed by hospitals in a particular area. The London Ambulance Service would need clear support and guidance to ensure patients were taken to the most appropriate hospital.

All A&E departments would have access to senior medical decision-makers 24/7 and someone who could give a surgical opinion quickly.

The London Ambulance Service would need clear support and guidance to ensure patients were taken to the most appropriate hospital.

WHAT A LOCAL HOSPITAL SHOULD PROVIDE

Activities	Hours open per day
Rehabilitation with full range of community services	**12**
A&E	**24**
Emergency non-complex surgery	**12**
Urgent care	**24**
Outpatient services	**12**
Regular attendees, e.g. renal dialysis	**12**
Children's assessment unit	**18**
Doctor-led unit with a Midwife-led unit and level 1 or 2 neonatal intensive care unit (NICU) *in some local hospitals*	**24**
Tests, e.g x-ray, ultrasound	**24****

**Pathology satellite laboratories provide rapid test results needed by A&Es and other local hospital services.*

***Core Services only*

Services, equipment and buildings

- High dependency unit (but not intensive care unit)
- Acute admissions unit
- Overnight beds
- Pathology satellite laboratory*
- Test imaging
- Open 24/7

People

- Would serve a population of around 200,000-250,000
- Would have a similar staff composition to current district general hospitals

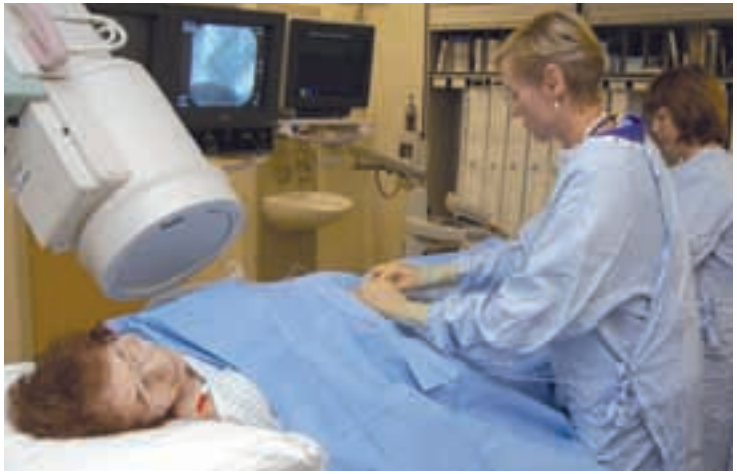
Major acute hospital

A major acute hospital would include a 24/7 polyclinic and would usually provide all the services of a local hospital – but also have teams in a range of specialties for the more complex work. They would treat sufficient numbers of patients to maintain their specialised skills, make best use of high-technology equipment and deliver the best results for patients. In a serious emergency, the ambulance service would bring patients here rather than take them to their nearest hospital if it didn't have the most appropriate facilities.

Major acute hospitals would take maternity emergencies, as would those local hospitals with a doctor-led maternity unit. Children needing emergency inpatient care would go to the most suitable major acute hospital.

In addition:

- some of these hospitals (we are proposing around three) would take the most severely injured patients;
- some of these hospitals (we are proposing around seven) would take stroke patients 24/7, with other hospitals providing the same level of care to stroke patients during day time hours.



WHAT A MAJOR ACUTE HOSPITAL SHOULD PROVIDE

Activities	Hours open per day
Emergency surgery (including complex)	24
Complex planned surgery	12
A&E taking most seriously ill	24
Inpatient children's services including critical care	24
Doctor-led unit with associated Midwife-led unit and level 2/3 neonatal intensive care unit (NICU)	24
Some outpatient services	12
Specialist tests	24
Some would be, or form part of, Academic Health Science Centres	

Services, equipment and buildings

- Radiology suites
- Cardiac catheterisation lab
- Intensive therapy unit (ITU) facilities
- Open 24/7

People

- Would serve a population of 200,000 to 250,000 for local hospital services but may offer specialist services (for example, complex emergency surgery and transplants) to a population up to 1 million
- Staff composition would be similar to current major acute hospitals, but will reflect a greater focus on specialist activities

Planned care (elective) centres

Elective centres would focus on particular types of high-volume planned surgery such as knee and hip replacements and cataract operations. This work will be separated out from emergency surgery to achieve better results and productivity and reduce the risk of cancellations and cross-infection. Elective centres could be on a hospital site or separate. Elective centres are already being used in London, for example the South West London Elective Orthopaedic Centre is an NHS treatment centre on the Epsom General Hospital site. It performs nearly 3,000 hip, knee and shoulder replacements a year.

WHAT AN ELECTIVE CENTRE SHOULD PROVIDE

Activities	Hours open per day
Planned surgery, some centres could sub-specialise	12
Simple day case procedures (such as endoscopy)	12
Outpatient consultations	12
Pre-admission clinic and facility for pre-operation workups	12
Tests	12

Services, equipment and buildings

- Day case unit
- Children's wing
- Open 24/7, although surgery only during the day

Specialist hospital

London has several specialist units that form part of another hospital trust, and seven specialist hospitals (Moorfields Eye Hospital, Royal National Orthopaedic Hospital, Great Ormond Street, Royal Brompton, Royal Marsden, Tavistock and Portman and the Maudsley) treating patients with conditions ranging from eye problems to mental health and cancer.

WHAT A SPECIALIST HOSPITAL SHOULD PROVIDE

Activities	Hours open per day
Complex surgery and medicine	12-24
Outpatient services	12
Specialist tests e.g. CT/PET for cancer	12-24
Some will be, or form part of, Academic Health Science Centres	

Services, equipment and buildings

- (For some) single speciality A&E

Questions for you:

there is a questionnaire at the back of this document

Question 21

The proposed polyclinics would have a number of features. We would like to know what **five factors** are most important to you:

- GP services
- Social services
- Leisure services (for example a gym or a swimming pool)
- Outpatient appointments (including care before and following birth)
- Minor procedures
- Urgent care
- Tests – blood tests, scans, radiology
- Healthy living classes
- Proactive management of long-term conditions
- Pharmacy
- Optician
- Dentist

Question 22

Do you agree or disagree that almost all GP practices in London should be part of a polyclinic, either networked or same-site (see the diagram on page 42)

Question 23

We are proposing moving the treatment of some conditions (e.g. trauma, stroke and complex emergency surgery) to specialist hospitals and providing more outpatient care, minor procedures and tests in the community – local hospitals will continue to provide most other types of care as they do now.

Which of the following statements most closely fits your view?

a) Hospitals should continue to provide services in the same way as now, with most hospitals providing most services;
b) The treatment of a few conditions (e.g. trauma, stroke and complex emergency surgery) should be moved to specialist hospitals, and local hospitals should continue to provide other care as they do now;
c) More outpatient care, minor procedures and tests should be provided in the community, and local hospitals should continue to provide other care as they do now;
d) The treatment of a few conditions (e.g. trauma, stroke and complex emergency surgery) should be moved to specialist hospitals; and more outpatient care, minor procedures and tests should be provided in the community. Local hospitals should continue to provide other types of care as they do now.

Question 24

Please give us any other comments on the proposals in this section.

8 the costs

We estimate that by 2016/17 the London PCT healthcare budget will have risen to £13.1 billion. This is a rise from £5.5 billion in 2000 and from the current figure of £11.4 billion a year. So these proposals are not about healthcare 'cuts' or driven by the need to save money – they are about providing the best healthcare system possible within a budget that will continue to grow substantially.

...if we make the changes recommended in Healthcare for London, we believe we can deliver safer, higher-quality, more accessible care.

We have forecast how demand for health services in London will change and where, if these recommendations were implemented, different operations and procedures would be performed in ten years' time.

Clearly these estimates are just that – estimates. So many things can change over a decade which could affect the calculations. However, if we make the changes recommended in Healthcare for London, we believe we can deliver safer, higher-quality, more accessible care. These changes would also enable services to be run more efficiently. By combining some services on the same site (for example in polyclinics) we could provide a better service to patients, who would receive more treatments at the same time and in the same place. This would be better for the patient and use space and resources more efficiently. Our best forecast is that services would cost £13.1 billion – the same as the estimated budget.

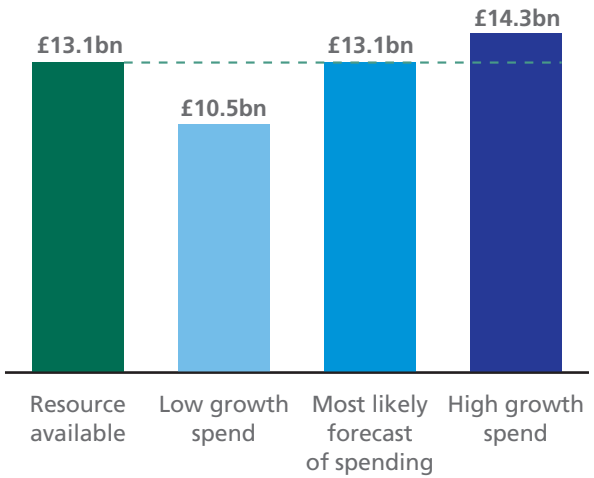
We would need to make sure we put in place and strengthen arrangements that enable these changes to occur – for instance, enabling hospital-based clinicians to work in the community and GPs to offer more services to their patients. We believe this is achievable.

If we continue to provide services the way we do now, we will not tackle the current weaknesses in quality and accessibility of care. In other words, a bigger budget would not be spent efficiently or effectively.

To find the work that supports this section, please read the technical paper at www.healthcareforlondon.nhs.uk or call 0808 238 5430 for a copy.

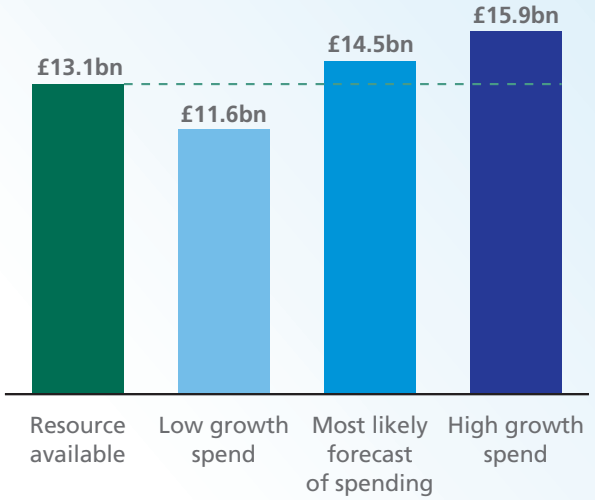
PROJECTED COSTS AGAINST RESOURCES AVAILABLE IN 2016/2017

Our proposed way of doing things



Step-change in quality, safety and access in all forecasts. Low growth and most likely growth scenarios affordable.

Carrying on doing things the way we do now



No step-change in quality, safety and access in any of the forecasts. Two of the scenarios unaffordable.

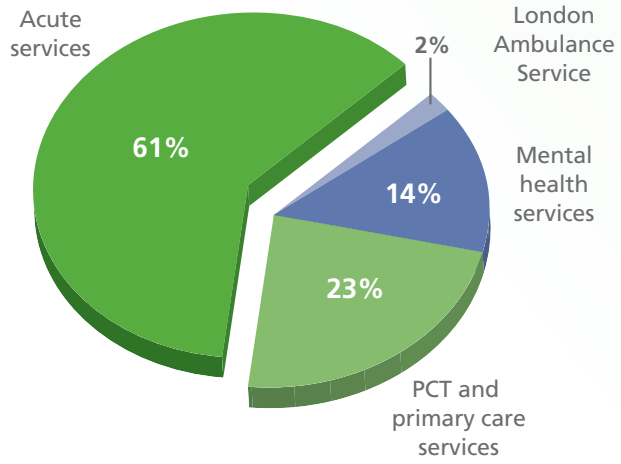
Source: Outcomes of PCT allocation projections and activity and spend forecast

9 turning the vision into reality

Making change happen in a service as complex as the NHS takes a lot of time and effort and we must get some key issues right if we are to succeed:

LONDON'S HEALTH WORKFORCE

The majority of London's NHS staff are hospital-based



All NHS staff directly employed by the NHS and GP practices contracted to the NHS (excludes High Street dentists, pharmacists and ophthalmic opticians)

Source: Department of Health workforce census 2006

workforce

Over 200,000 NHS staff work together in London to provide high-quality healthcare 24 hours a day, 365 days of the year. They do so in an often challenging environment with professionalism, commitment and compassion. We need to support them in their efforts to improve services and keep Londoners healthy.

Introducing these proposals would mean big changes for NHS staff in London. We would require staff with different skills and capacities. We would need leaders from clinical and non-clinical backgrounds. We would need to recruit and retain the right people at the right times. To do so we need to look at the number of staff required, the types of jobs available, the amount of travel involved and the types of teams that are created. Our proposals also suggest moving staff out of some hospitals and into the community – and we recognise that staff would need support to make this change.

The NHS is a major employer and we need to continue to encourage applicants from local areas of deprivation and ensure that the NHS reflects the cultural diversity of London. All these ideas will require early, open and informed discussion with unions, staff, education and training providers and others. To address all these issues, NHS London will be developing a workforce strategy from which local workforce planning can happen.

training

Training needs to be given a high priority and be linked to the workforce strategy. NHS London needs to explore how training and education can best be organised and provided to meet the future workforce needs of London and to support its role as a world-class centre for education and innovation.

We need to continue improving the contracts for training nurses, allied health professionals and medical students, as well as other staff training, to ensure that NHS staff stay up to date in their understanding of inequalities and the needs of vulnerable groups.

There is potential for developing exciting new roles, such as GPs with a special interest in emergency medicine or paediatrics, and we will need more staff in existing roles, such as specialist long-term condition nurses. We will need to plan how we can train these people.

Of all London's healthcare providers, the London Ambulance Service (LAS) receives the least funding for education. LAS staff have a growing role in diagnosing serious illness and injury and need resourcing to improve their skills and procedures.

buying services

Primary care trusts (PCTs) buy, on behalf of the public, almost all health services. At the moment some PCTs lack some of the skills needed to buy high-quality, easily accessible services that result in the best possible health and wellbeing of residents.

To raise the standard of buying services we need to develop London-wide guidelines, provide better training and involve more clinicians and other partners, like local authorities.

> The NHS is a major employer and we need to continue to encourage applicants from local areas of deprivation and ensure that the NHS reflects the cultural diversity of London.

partnerships – from social care to travel

To turn this vision into a reality will need the involvement of everybody who works in the NHS. Everyone will need to be actively involved in developing improvements to ensure that healthcare in London is the best it can be.

The NHS will need to improve how it works in partnership with local authorities, the voluntary sector (which has a vast wealth of expertise), higher education, the private sector, health providers and other organisations.

We know that transport will be a key issue and we need to work with a range of organisations to ensure that places providing care are easily accessible.

public support

For these proposals to succeed, the public and politicians need to be convinced that they will improve healthcare. Many people remain attached to the services provided at the moment without being aware that there may be better and safer ways of providing them. Clinicians must have a central role in explaining the clinical benefits of new ideas to the public.

information technology

We will need good information technology to ensure that patients' information is available where and when it is needed, and that it remains secure. This will enable NHS staff to give each patient the best care, especially in an emergency, when having the most up-to-date information (for instance, about allergies) is crucial. Ensuring patients have access to their information is also important.

...people remain attached to the services provided without being aware that there may be better and safer ways of providing them.

patient choice and information

From 2008, you will be able to choose any approved provider of healthcare for planned treatment. This is likely to mean you change the places you go for treatment, so popular providers will increase their services to meet demand. You must have better information if you are to make informed choices. You need to know what to expect from services and how to access information.

Questions for you:

there is a questionnaire at the back of this document

Question 25

In the front of this booklet we described five principles. Now that you have seen how these principles will be applied throughout the proposals, please tell us whether you agree or disagree with each of these principles:

a) A focus on individual needs and choices;
b) Localise where possible, regionalise where necessary;
c) Joined-up care and partnership working, maximise the contribution of the entire workforce;
d) Prevention is better than cure;
e) Reduce health inequalities.

Question 26

What, if any, other principles do you think there should be?

We need to make sure that our proposals do not unintentionally disadvantage some people or groups of the community and that they benefit people who are most in need of better health.

We have asked several organisations to work with groups of traditionally under-represented and disadvantaged groups to look at how the proposals may affect them. An Equalities and Health Inequalities Impact Assessment on the consultation will be made available to the Joint Committee of PCTs when they consider the responses to consultation. We would also like your views.

Question 27

To what extent do you agree or disagree with the following statements?

a) The proposed changes to healthcare services in London will improve access to health services for people from deprived communities and disadvantaged* groups;

b) The proposed changes to healthcare services in London will improve the health of people from deprived communities and disadvantaged* groups.

* Disadvantaged groups include: people from black, Asian and minority ethnic groups; children and young people; disabled people; people from faith groups; lesbian, gay and bi-sexual people; older people; women and other vulnerable, disadvantaged, and marginalised groups in London.

Question 28

What else could be done to improve access to health services and improve the health of deprived communities and disadvantaged groups?

Question 29

Please give us any other comments on how health services in London could be improved over the next ten years.

The partner PCTs would like to thank all the staff and stakeholders who have generously assisted in the preparation of this document, including:

The members of the Joint Committee of PCTs

Barking & Dagenham Primary Care Trust	Angela Todd	Non Executive Director
Barnet Primary Care Trust	Philippa Curran	Chair, Professional Executive Committee
Bexley Care Trust	Alison Barnett	Director of Public Health
Brent Teaching Primary Care Trust	Sarah Thompson	Director of Strategic Commissioning
Bromley Primary Care Trust	Elizabeth Butler	Chair
Camden Primary Care Trust	John Carrier	Chair
City & Hackney Teaching Primary Care Trust	May Cahill	Chair, Professional Executive Committee
Croydon Primary Care Trust	Stephen O'Brien	Director of Finance and IM&T
Ealing Primary Care Trust	Tim Hughes	Non-Executive Director (Vice Chair)
Enfield Primary Care Trust	Kristy Leach	Director of Nursing and Corporate Services
Greenwich Teaching Primary Care Trust	Michael Chuter	Chair
Hammersmith & Fulham Primary Care Trust	Mike Wood	Chief Executive
Haringey Teaching Primary Care Trust	Richard Sumray[1]	Chair
Harrow Primary Care Trust	David Slegg	Interim Chief Executive
Havering Primary Care Trust	Ian Humberstone	Professional Executive Committee member
Hillingdon Primary Care Trust	Mike Robinson	Chair
Hounslow Primary Care Trust	Christopher Smallwood	Chair
Islington Primary Care Trust	Paula Kahn	Chair
Kensington & Chelsea Primary Care Trust	Diana Middleditch	Chief Executive
Kingston Primary Care Trust	Neslyn Watson-Druee	Chair
Lambeth Primary Care Trust	Andrew Eyres	Acting Chief Executive
Lewisham Primary Care Trust	Faruk Majid	Professional Executive Committee member
Newham Primary Care Trust	Melanie Walker	Chief Executive
Redbridge Primary Care Trust	Edwin Doyle	Chair
Richmond & Twickenham Primary Care Trust	Sian Bates	Chair
Southwark Primary Care Trust	Malcolm Hines	Deputy Chief Executive
Sutton & Merton Primary Care Trust	Howard Freeman[2]	Chair, Professional Executive Committee & Medical Director
Tower Hamlets Primary Care Trust	Caroline Alexander	Director of Nursing & Therapies
Waltham Forest Primary Care Trust	Joan Saddler[2]	Chair
Wandsworth Teaching Primary Care Trust	Ann Radmore	Chief Executive
Westminster Primary Care Trust	Joe Hegarty	Chair
Surrey Primary Care Trust	Chris Butler	Chief Executive

[1] Chair
[2] Vice Chair

The members of the Patient and Public Advisory Group include:

Arthur Brill
Audrey Adele
Barry Silverman
Belle Harris
Cecilia Eusebe
Dorrell Dressekie
Hermamn Serunjogi
Kail Gunaratnam
Matt Foster
Michael English
Nimisha Parekh
Paul Gandoff
Phil Sealy
Pili Balay
Rachel Davidson
Roy Oliver
Seton During

Complaints

If you have a complaint about this document or the consultation process, you can contact Complaints, Healthcare for London, Southside, London SW1E 6QT.

how to give us your comments 10

We believe that the people of London deserve the very best healthcare system in the world and we want to develop a healthcare service that meets the needs and expectations of all Londoners. We would welcome your views on our proposals.

> Whatever your age, sex, ethnicity, sexuality, faith, job, or your current health; if you live or work in London this proposal affects you.

You can make your views known by contacting the independent consultants:

- Complete the comments form on the consultation website www.healthcareforlondon.nhs.uk
- Use the forms on the following pages or write a letter to: FREEPOST Consulting the Capital
- Freephone: 0808 238 5430
- Email: consultingthecapital@ipsos-mori.com
- Attend one of the consultation meetings. For details you can look at the website or write to FREEPOST Consulting the Capital

All comments must be received by 7 March 2008

Questionnaire

Healthcare for London: *Consulting the Capital*

Healthcare for London is keen to receive your feedback on the proposals and invites you to complete the following questions - **you may answer as few or as many as you wish.**

CONFIDENTIALITY

Responses from individuals will be shared with Healthcare for London and the consulting PCTs to enable them to consider respondents' views fully but will otherwise be kept confidential.

PERSONAL DETAILS:

QA **Please tell us your name**

_____

QB **Are you:**
PLEASE TICK ONE BOX ONLY

- ☐ Providing your own response . . . . . .**GO TO QC**
- ☐ Submitting your response on behalf of an organisation . . . . . .**GO TO QJ**

We would be grateful if you provide the following information as it will enable us to check we have received personal responses from a representative group of people:

QC **How old are you?**
PLEASE TICK ONE BOX ONLY

- ☐ Under 25
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65 or over
- ☐ Prefer not to say

QD **Are you?**
PLEASE TICK ONE BOX ONLY

- ☐ Male
- ☐ Female
- ☐ Prefer not to say

QE **Which ethnic group do you consider yourself to belong to?**
PLEASE TICK ONE BOX ONLY

- ☐ White
- ☐ Mixed
- ☐ Asian or Asian British
- ☐ Black or Black British
- ☐ Chinese
- ☐ Other (please write in)

_____

- ☐ Prefer not to say

QF **Using the Disability Discrimination Act definition below, do you consider yourself to have a disability?**
"A physical or mental impairment which has a substantial and long term adverse effect on your ability to carry out normal day to day activities".
PLEASE TICK ONE BOX ONLY

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

QG **Please can you give your full postcode below. This will be used to assess whether we are receiving responses from across London.**

_____

QH **Are you employed by the NHS?**
PLEASE TICK ONE BOX ONLY

- ☐ Yes
- ☐ No

QI **Have you or your family used any of the services below provided by the NHS within the last year?**
TICK ALL THAT APPLY

- ☐ Staying healthy (e.g. smoking cessation clinics)
- ☐ Maternity and newborn care
- ☐ Children and young people
- ☐ Mental health
- ☐ Acute care
- ☐ Planned care
- ☐ Long-term conditions
- ☐ End-of-life care
- ☐ Prefer not to say

DETAILS OF YOUR ORGANISATION:

Please complete this section if you are responding on behalf of an organisation. If you are submitting a personal response please go to Q1a.

QJ **What is the name of the organisation you are submitting this response on behalf of?**
PLEASE WRITE IN BELOW

_____

QK **Please tell us who the organisation represents and, where applicable, how you assembled the views of members:**
PLEASE WRITE IN BELOW

_____

STAYING HEALTHY

Q1a **Looking at the list below, which of the following changes, if any, would you like to make in the future to improve your health?**
PLEASE CHOOSE UP TO 4

- ☐ Improve your diet
- ☐ Increase your level of exercise
- ☐ Lose weight
- ☐ Give up smoking
- ☐ Reduce your alcohol intake
- ☐ Improve your sexual health
- ☐ Reduce your stress
- ☐ None of these
- ☐ Other (please specify)

_____

Q1b **How could the NHS in London best help you to make these changes?**
PLEASE WRITE IN BELOW

_____

_____

_____

_____

_____

Q1c **What else could the NHS in London do to help you stay healthy?**
PLEASE WRITE IN BELOW

_____

_____

_____

_____

Q2 **To what extent do you agree or disagree with the following statement… "I would welcome advice on staying healthy when I come into contact with healthcare professionals (for example, advice on losing weight or stopping smoking)"?**

PLEASE TICK ONE BOX ONLY

- ☐ Strongly agree
- ☐ Tend to agree
- ☐ Neither agree nor disagree
- ☐ Tend to disagree
- ☐ Strongly disagree
- ☐ Don't know

Q3 **Please give us any other comments on the proposals in this section.**

PLEASE WRITE IN BELOW

MATERNITY AND NEWBORN CARE

Q4 **We are trying to balance various factors when developing proposals for maternity care in London. We would like to know what <u>three</u> factors are most important to you.**

PLEASE CHOOSE UP TO 3

- ☐ Giving birth in a doctor-led unit in a hospital
- ☐ Giving birth in a midwife-led unit in the community
- ☐ Giving birth in a midwife-led unit with a doctor-led unit on the same hospital site
- ☐ Being given a choice of a home birth
- ☐ Time taken to travel to the place where you will give birth
- ☐ Having a senior doctor present on the unit where you will give birth

Please tell us why

Q5 **To be able to give high-quality care, we need to balance the time that midwives can spend with mothers after the birth of their baby, with the time taken to travel to women's homes. Which of these options would you prefer?**

PLEASE TICK ONE BOX ONLY

- ☐ As now, midwives seeing women at home for appointments after the birth of their baby
- ☐ Most women travelling to a GP or health clinic for appointments following the birth of their baby, and midwives having more time to spend with them (home visits would be available to women when necessary)
- ☐ Don't know

Q6 **Please give us any other comments on the proposals in this section.**

PLEASE WRITE IN BELOW

CHILDREN AND YOUNG PEOPLE

Q7 **The majority of care for children, including urgent care, will continue to be provided locally. We are proposing that specialist care for children will be concentrated in hospitals with specialist child care. This may mean that they are further away from your home. To what extent do you agree or disagree with this proposal?**

PLEASE TICK ONE BOX ONLY

- ☐ Strongly agree
- ☐ Tend to agree
- ☐ Neither agree nor disagree
- ☐ Tend to disagree
- ☐ Strongly disagree
- ☐ Don't know

Please tell us why

Q8 What, if anything, could we do to encourage more parents to immunise their children?

PLEASE WRITE IN BELOW

Q9 Please give us any other comments on the proposals in this section.

PLEASE WRITE IN BELOW

MENTAL HEALTH

Q10 We have established a new mental health working group including more clinical representatives. The results of this work will be published in summer 2008. In the meantime, please give your views on the recommendations shown in this section, to help us with the more detailed work.

PLEASE WRITE IN BELOW

ACUTE CARE

Q11 **If there was a telephone service to treat your urgent care needs, what facilities would you like it to have?**
PLEASE CHOOSE UP TO 3

- ☐ Provide general medical advice
- ☐ Book an appointment with a GP
- ☐ Book an appointment with another healthcare professional
- ☐ Transfer callers to emergency services (999)
- ☐ Transfer callers to a healthcare professional
- ☐ Give directions to a polyclinic, pharmacy or hospital
- ☐ I would not use a telephone service for the treatment of urgent care needs

Q12 **We propose developing some hospitals to provide more specialised care to treat the urgent care needs of the following conditions. These would probably be further from your home than your local hospital. If these proposals are adopted, the number and locations will be subject to later consultation:**

- **Trauma (severe injury) - about three hospitals in London**
- **Stroke - about seven hospitals in London providing 24/7 urgent care with other hospitals providing urgent care during the day and rehabilitation**
- **Complex emergency surgery needs – we need further work to assess the number of hospitals required.**

To what extent do you agree or disagree with the proposals to create more specialised centres for the treatment of severe injury, stroke and complex emergency surgery needs?
PLEASE TICK ONE BOX PER ROW

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Trauma (severe injury)	☐	☐	☐	☐	☐	☐
Stroke	☐	☐	☐	☐	☐	☐
Complex emergency surgery needs	☐	☐	☐	☐	☐	☐

Please tell us why

_____

_____

_____

Q13 **If you agree that there should be specialist centres for the treatment of trauma, stroke and complex surgery, to what extent do you agree or disagree that ambulance staff should take seriously ill and injured patients directly to these specialist centres, even if there is another hospital nearby?**

PLEASE TICK ONE BOX ONLY

- ☐ Strongly agree
- ☐ Tend to agree
- ☐ Neither agree nor disagree
- ☐ Tend to disagree
- ☐ Strongly disagree
- ☐ Don't know

Please tell us why

Q14 **Please give us any other comments on the proposals in this section.**

PLEASE WRITE IN BELOW

PLANNED CARE

Q15 **How useful, if at all, would you find it for GP surgeries to open for appointments in the evenings and at weekends?**

PLEASE TICK ONE BOX ONLY

- ☐ Very useful
- ☐ Fairly useful
- ☐ Not very useful
- ☐ Not at all useful
- ☐ Don't know

Q16 **Please give us any other comments on the proposals in this section.**

PLEASE WRITE IN BELOW

LONG-TERM CONDITIONS

Q17 **Thinking about how the NHS in London is balancing the resources it spends on long-term conditions, (e.g. asthma, diabetes), do you think:**

PLEASE TICK ONE BOX ONLY

- ☐ a greater proportion of future spending should go to supporting people with long-term conditions by investing in more GPs, specialist nurses and other health professionals and the services they provide
- ☐ the current balance of investment between hospitals and community support for people with long-term conditions is about right
- ☐ a greater proportion of spending should go to supporting people with long-term conditions through investing in hospital care

Please tell us why

Q18 **Please give us any other comments on the proposals in this section.**

PLEASE WRITE IN BELOW

END OF LIFE CARE

Q19 **Do you think that new end-of-life service providers responsible for co-ordinating end-of-life care will result in better or worse care for patients than the current arrangement?**

PLEASE TICK ONE BOX ONLY

- ☐ Much better
- ☐ A little bit better
- ☐ No change
- ☐ A little bit worse
- ☐ Much worse
- ☐ Don't know

Please tell us why

Q20 **Please give us any other comments on the proposals in this section.**

PLEASE WRITE IN BELOW

WHERE WE COULD PROVIDE CARE

Q21 **The proposed polyclinics would have a number of features. We would like to know what five factors are most important to you.**
PLEASE CHOOSE UP TO 5

- ☐ GP services
- ☐ Social services
- ☐ Leisure services (for example a gym or a swimming pool)
- ☐ Outpatient appointments (including care before birth and following birth)
- ☐ Minor procedures
- ☐ Urgent care
- ☐ Tests – blood tests, scans, radiology
- ☐ Healthy living classes
- ☐ Proactive management of long-term conditions
- ☐ Pharmacy
- ☐ Optician
- ☐ Dentist

Q22 **To what extent do you agree or disagree that almost all GP practices in London should be part of a polyclinic, either networked or same-site?**
PLEASE TICK ONE BOX ONLY

- ☐ Strongly agree
- ☐ Tend to agree
- ☐ Neither agree nor disagree
- ☐ Tend to disagree
- ☐ Strongly disagree
- ☐ Don't know

Please tell us why

_____

_____

_____

Q23 **We are proposing moving the treatment of some conditions (e.g. trauma, stroke and complex emergency surgery) to specialist hospitals and providing more outpatient care, minor procedures and tests in the community. Local hospitals would continue to provide other types of care as they do now. Which of these statements most closely fits your view:**

PLEASE TICK ONE BOX ONLY

- ☐ We should continue to provide services in the same way as now, with most hospitals providing most services
- ☐ The treatment of some conditions (e.g. trauma, stroke and complex emergency surgery) should be moved to specialist hospitals and local hospitals should continue to provide other care as they do now
- ☐ More outpatient care, minor procedures and tests should be provided in the community and local hospitals should continue to provide other care as they do now
- ☐ The treatment of some conditions (e.g. trauma, stroke and complex emergency surgery) should be moved to specialist hospitals; and more outpatient care, minor procedures and tests should be provided in the community. Local hospitals would continue to provide other types of care as they do now
- ☐ Don't know

Q24 **Please give us any other comments on the proposals in this section.**

PLEASE WRITE IN BELOW

_____

_____

_____

TURNING THE VISION INTO REALITY

Q25 **In the front of this booklet we described five principles. Now that you have seen how these principles will be applied throughout the proposals, please tell us whether you agree or disagree with each of these principles?**

PLEASE TICK ONE BOX PER ROW

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
A focus on individual needs and choices	☐	☐	☐	☐	☐	☐
Localise where possible, regionalise where necessary	☐	☐	☐	☐	☐	☐
Joined-up care and partnership working, maximising the contribution of the entire workforce	☐	☐	☐	☐	☐	☐
Prevention is better than cure	☐	☐	☐	☐	☐	☐
Reduce health inequalities	☐	☐	☐	☐	☐	☐

Please tell us why

Q26 **What, if any, other principles do you think there should be?**

PLEASE WRITE IN BELOW

Q27 To what extent do you agree or disagree with the following statements?

PLEASE TICK ONE BOX PER ROW

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
The proposed changes to healthcare services in London will **improve access to health services** for people from deprived communities and disadvantaged groups*.	☐	☐	☐	☐	☐	☐
The proposed changes to healthcare services in London will **improve the health** of people from deprived communities and disadvantaged groups*	☐	☐	☐	☐	☐	☐

Please tell us why

Disadvantaged groups include: people from black, Asian and minority ethnic groups; children and young people; disabled people; people from faith groups; lesbian, gay and bi-sexual people; older people; women and other vulnerable, disadvantaged, and marginalised groups in London.

Q28 What else could be done to improve access to health services and improve the health of deprived communities and disadvantaged groups?

PLEASE WRITE IN BELOW

Q29 Please give us any other comments on how health services in London could be improved over the next ten years.

PLEASE WRITE IN BELOW

Please return your completed response to 'Freepost Consulting the Capital' (no stamp required)

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- FREEPOST, Consulting the Capital
- Telephone: FREEPHONE 0808 238 5430
- Email: hfl@london.nhs.uk

If you, or someone you care for would like a summary of this document in your language, please phone 020 7932 3801 or contact us at the address above.

Please state the title of this booklet 'Consulting the capital', your name, your address and the format you require.

إذا أردت نسخة من هذه الوثيقة بلغتك، يرجى الاتصال برقم الهاتف أو مراسلة العنوان أدناه

اگر آپ اِس دستاویز کی نقل اپنی زبان میں چاہتے ہیں، تو براہ کرم نیچے دیے گئے نمبر پر فون کریں یا دیئے گئے پتے پر رابطہ کریں

Αν θέλετε να αποκτήσετε αντίγραφο του παρόντος εγγράφου στη δική σας γλώσσα, παρακαλείστε να επικοινωνήσετε τηλεφωνικά στον αριθμό αυτό ή ταχυδρομικά στην παρακάτω διεύθυνση.

আপনি যদি আপনার ভাষায় এই দলিলের প্রতিলিপি (কপি) চান, তা হলে নীচের ফোন নম্বরে বা ঠিকানায় অনুগ্রহ করে যোগাযোগ করুন।

જો તમને આ દસ્તાવેજની નકલ તમારી ભાષામાં જોઈતી હોય તો, કૃપા કરી આપેલ નંબર ઉપર ફોન કરો અથવા નીચેના સરનામે સંપર્ક સાધો.

Nếu bạn muốn có văn bản tài liệu này bằng ngôn ngữ của mình, hãy liên hệ theo số điện thoại hoặc địa chỉ dưới đây.

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਕਾਪੀ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਹੇਠ ਲਿਖੇ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ ਜਾਂ ਹੇਠ ਲਿਖੇ ਪਤੇ 'ਤੇ ਚਾਹੜਾ ਕਰੋ:

यदि आप इस दस्तावेज की प्रति अपनी भाषा में चाहते हैं, तो कृपया निम्नलिखित नंबर पर फोन करें अथवा नीचे दिये गये

Bu belgenin kendi dilinizde hazırlanmış bir nüshasını edinmek için, lütfen aşağıdaki telefon numarasını arayınız veya adrese başvurunuz.

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