



hrch news

WINTER 2013 **6**

Welcome

to the New Year edition of *HRCH news*, our newsletter for members, staff and the local community.

First off a quick update on our foundation trust (FT) plans, which are progressing well. NHS London recently conducted a 'readiness review' of the Trust and has confirmed support for our plans with a target date of summer 2013 to submit our application. Under new rules, trusts applying for FT status must have their quality governance systems independently reviewed. Our review is due to take place in February 2013.

Also in this issue we provide you with an overview of our transformation programme, which will help us to improve the quality and efficiency of our services while creating a performance driven culture across the Trust.

On page 2 we report on the forthcoming changes to the way the NHS commissions services for patients, which take effect from April 2013. We hear from the chairs of Hounslow Clinical Commissioning Group and Richmond Clinical Commissioning Group who tell us about their commissioning priorities from April 2013.

On page 3 we cover our recent Staff Excellence Awards. Well done to all our winners and runners up, as well as to those nominated for an award.

On page 4, with the New Year upon us, our Children's Healthy Weight Team has great advice to help your healthy New Year's resolutions come to fruition. Last but not least, we hear about our Hounslow Children's Asthma Team's work in reducing asthma hospital admissions by 42 per cent - a fantastic achievement!

Finally I would like to take this opportunity to wish you all a prosperous and happy New Year in 2013.

Richard Tyler
Chief Executive



Staff excellence

Over 30 of our staff picked up Long Service Awards at our annual Staff Awards recently. These staff members have each accrued over 25 years of NHS service! Read more about our Staff Awards on page 3.

Transforming our services

Staff across the Trust have been involved in delivering a wide range of QIPP, or *Quality, Innovation, Productivity and Prevention* projects for several years.

QIPP is the national NHS transformation programme that aims to improve both quality and productivity through a much greater emphasis on innovative services and preventative programmes.

We are required to save up to 6 per cent each year for the next five years, meaning that in five years time we will have improved our productivity by up to 30 per cent. This is a huge challenge and not to be underestimated. We are not alone in having to make these savings – all NHS trusts need to make similar, if not bigger savings.

Recognising that there are a large number of QIPP projects that need to be managed, the Trust has appointed Mark Eaton to lead the transformation programme. Mark will bring together the various initiatives that are already underway and help teams to develop their plans beyond 2013/14.

Chief Executive Richard Tyler said: "To enable us to respond to the challenges facing all

NHS Trusts, we need to continuously review and improve the way we deliver services to our patients."

"Over the coming 18 months, all teams and areas of the Trust will be involved in working with Mark and his team. The first areas identified for involvement are district nursing, paediatric therapies, administration support and musculoskeletal services."

Mark Eaton said: "The changes that QIPP will require of the Trust present both challenges and exciting opportunities. By helping staff to think creatively about how services are delivered we can simultaneously improve quality and efficiency."

Mark is interested in hearing from both staff and patients about any opportunities they are aware of where we can improve quality and at the same time realise the savings that the Trust needs to achieve.

For more information about our transformation programme, or to have your say on areas where we could improve, please email Director of Transformation Mark Eaton on mark.eaton@hrch.nhs.uk or call 07841 464 916.

Clinical Commissioning Groups and the new health landscape in 2013

You may be aware that in the spring of 2013, the way the NHS commissions or buys health services for patients is changing.

Currently, organisations called Primary Care Trusts (PCTs) control local spending on services for patients - on things like hospital operations, drugs, and community and mental health services.

From April 2013, PCTs will be replaced by new GP-led organisations called Clinical Commissioning Groups (CCGs) who will be responsible for buying health services to meet the needs of residents within the

locality for which they are responsible.

What this means for patients locally is that the two local PCTs - NHS Richmond and NHS Hounslow - who were responsible for buying health services for patients in each area - will be replaced by Hounslow Clinical Commissioning Group, and Richmond Clinical Commissioning group respectively.

We catch up with the chairs of both Hounslow Clinical Commissioning Group and Richmond Clinical Commissioning Group to hear about their plans for the future.

Dr Nicola Burbidge, Chair of Hounslow Clinical Commissioning Group

Hounslow CCG has been in existence in shadow form for nearly two years. In this time we have gained a detailed understanding of the healthcare needs of the borough.

We are now working on our plans for what services we will commission from providers from April 2013 onwards, to ensure we have the best possible healthcare services available for residents.



Hounslow CCG has agreed to concentrate on three key priorities areas for 2013-14, which are:

- Providing easy access to high quality and responsive primary care;
- Improving urgent and walk in emergency care; and
- Developing integrated care across health and social care across the borough.

These priorities have been developed with the local council to ensure we work together to improve health and social care services in Hounslow. We have also talked to our local population about our plans at a number of public events and with the patient participation groups in GP surgeries.

As the users of these services, it's important that we talk to you about your healthcare needs and how you want to access them. It's why we are committed to improving patient and public engagement throughout the year.

With significant pressure on our budgets, making sure we make the most of the resources that we have available is becoming ever more important and we need your ideas about what is important for you.

You can give your ideas on how to improve healthcare by emailing Hounslow Clinical Commissioning Group at hounslowccg@nhs.net, calling 020 8630 1000, or by visiting www.hounslowccg.nhs.uk



Hounslow Clinical Commissioning Group

Dr Andrew Smith, Chair of Richmond Clinical Commissioning Group

Richmond GPs are making good progress towards becoming a statutory CCG in early 2013 and GP practices in Richmond are now working together to plan and commission local health services.

Our main focus will be using our first hand knowledge of patients needs to deliver quality improvements in services and to ensure that resources are used effectively to make a difference to people's lives.



The Government's Health and Social Act (March 2012) will enable us to work more closely in partnership with the London Borough of Richmond upon Thames. By developing a collaborative commissioning structure, we can maximise our resources and skills to improve health outcomes for all local residents.

Our goal is to be one of the best performing CCGs in the country and we aim to do this by listening to our patients, carers and the wider community to design and improve care.

Richmond GPs will use their close working knowledge of patients to lead change to local health services and ensure patients are provided with safe and effective care when they need it. For example:

- The development of a new primary mental health service in response to patient and clinical feedback on the quality of psychological therapies service;
- Improving the waiting time and access for the musculoskeletal physiotherapy care pathway through initiatives such as increasing the choice of providers and renegotiating the contract with the community provider on managing changes to waiting list.

To find out more about Richmond CCG or provide feedback please call 020 8734 3000 or email: richmondinvolve@nhs.net



Richmond Clinical Commissioning Group

Celebrating success at our

hrch **staff** excellence awards 2012

Over 100 staff attended our annual Staff Excellence Awards in November 2012 to recognise the achievements and celebrate the success of colleagues. There were eight staff excellence awards up for grabs - including the NHS Heroes Awards and Long Service Awards (pictured on front page) which recognise staff at the Trust who have recently accrued over 25 years of working within the NHS.

The awards were presented by chairman Stephen Swords, who features alongside the winners in some of the photos below.

Clinical excellence award

Winner – Bedford District Nursing Team



Awarded to a team or staff member for receiving excellent patient feedback, developing new ways of working, or improving services.

The judging panel said: "The team achieved fantastic results in addressing pressure ulcers and actively participating in leading solutions. They've reduced the number of grade 3 and 4 pressure ulcers and been active participants in our pressure ulcer taskforce."

Beyond the call of duty award

Winner – Urgent Care Centre (UCC) Early Implementation team



Given to a team or member of staff who goes over and above their core job responsibilities - demonstrating exemplary professionalism.

The judging panel said: "The team showed a complete commitment to ensuring patient care was delivered by our new Hounslow Urgent

Care Centre (UCC) despite the challenges. The team was able to address the teething problems in a professional manner - resulting in the successful opening of the UCC and ongoing improvement."

Working smarter award

Winner – Community Neuro Rehabilitation Team (Richmond)



Awarded to a team or staff member for achieving a measurable saving in time or money, improving quality of care, or demonstrating innovation.

The panel said: "The team won this award for their important work in introducing a self management folder which has reduced length of stay in hospital, streamlined rehabilitation and improved the patient experience."

Travel bursary

Winner – Kiran Sharma, Children's Healthy Weight Advisor



The travel bursary enables a staff member to travel overseas to study healthcare relevant to our local population's health needs. The host organisation may be a hospital or healthcare provider, university, business, or government department.

The panel said: "Kiran was awarded the travel bursary to travel to the USA to study at the New York State Department of Health (Division of Nutrition and Public Health) to learn about their women, infants and children programmes which aims to prevent maternal obesity."

Special award for outstanding customer service

Winner – Mohammed Abdi, Organisational Support Services and Systems Co-ordinator



The panel said: "Mo was nominated four times by different members of staff! Patients talk about him saying how kind and helpful he is. He is well deserving of this special award and his friendly approach is to be commended."

Chief Executive's award:

Winner – Debbie Daly, Kate Wilkins, and Val Carey



Chief Executive Richard Tyler said: "Well done to the team for their work in helping the Trust achieve 50 out of 50 in our recent NHS Litigation Authority (NHSLA) Level 1 assessment. This will greatly support our internal processes and provide assurance that we are working to effective policies. It supports our FT application but more importantly provides the public with assurance."

NHS Heroes

Nominated by their colleagues in recognition of their hard work, NHS Heroes are people who go the extra mile to provide exceptional care.

Our NHS Heroes are:

- **Quality and Clinical Excellence Team**
- **Mohammed Abdi – Organisational Support Services and Systems Co-ordinator**
- **Jan Nimmo – Lead Practitioner for Phlebotomy**
- **Ellen Collins – Speech and Language Therapist**
- **Annie Burke – Tissue Viability Team**

Hounslow Children's Asthma team reduce hospital admissions



Our Children's Asthma Team has achieved a 42 per cent reduction in children attending hospital with asthma or wheeze in the borough since September 2011. The service was setup to reduce hospital attendance by educating and empowering families to manage their child's condition at home.

The team provides support to children and families aged from birth to 18 years of age, who have already attended hospital in Hounslow with asthma. However the team wants to build on their recent success by targeting children with asthma directly, before hospital visits or emergency care are required at all.

If you live in Hounslow and your child suffers from asthma and you feel they could benefit from working with our Children's Asthma Team - you can self-refer your child to the service by contacting the team directly on 020 8630 1825 or visit:

www.hrch.nhs.uk/childrens-asthma-team

Fewer overweight children in Hounslow

The National Child Measurement Programme (NCMP) is an annual scheme run by the Department of Health which measures the height and weight of all children in reception and year 6.

The latest NCMP report from December 2012 shows a significant decrease in obese and overweight reception children in the borough of Hounslow since 2007/2008, while the prevalence of healthy weight children in reception has increased compared to 2010/2011 figures. The number of obese year 6 children has also slightly decreased compared to 2010/2011.

Well done to our Hounslow Children's Healthy Weight Team for their work in helping to achieve this reduction in the borough of Hounslow!

You can find out more at:
www.ic.nhs.uk/ncmp

A healthy new year!

Our Children's Healthy Weight Team offer advice on how to have a healthy 2013

January is a time for taking positive steps towards improving our lifestyles. However although we may make an enthusiastic start, many of us fail to keep the momentum going. A helpful way to keep motivated is to make our healthy resolutions a family affair.

As well as giving you the much needed encouragement to make your resolutions a reality, working as a family to develop a healthy lifestyle sets a good foundation for children to make healthier choices from a young age and sets them up to become healthy adults.



Our Children's Healthy Weight Team

Here are some small changes you can make as a family:

1. Eat a good breakfast such as wholemeal toast, or wholegrain cereals
2. Have at least five portions of fruits and vegetables every day
3. Eat regularly without skipping meals
4. Swap unhealthy snacks such as biscuits and crisps for healthier snacks such as plain yogurt with fruits or wholemeal crackers.
5. Be careful with portion sizes, avoid large meals and give children smaller portions
6. Choosing lower fat, sugar and salt food options
7. Drink at least 6 to 8 cups of water a day
8. Keep active throughout the day (60 minutes everyday for children and 150 minutes per week for adults).

For more information and advice for your child on healthy living, or to find out more about the services the Children's Healthy Weight Team offers, visit our website page on: www.hrch.nhs.uk/childrens-healthy-weight

How we've made a difference

Here we print some of the recent thank you letters our staff have received, demonstrating how we are fulfilling our mission – *to provide care that we and our families would want to use.*

"To the Richmond Falls team: I recently attended the Falls clinic at your hospital and would like to express my thanks for the course. The staff were thoughtful and the exercises carefully demonstrated. I now have regained my confidence to get out and about again."

"I wanted to thank the staff at the Teddington Walk in Centre at for taking such good care of my husband. The reception and nurse staff were attentive, professional and caring - they are great advocates for the NHS."

Trust scores top marks in NHSLA assessment

The Trust has scored top marks in an assessment by the NHS Litigation Authority (NHSLA) – the NHS risk management watchdog. The Trust scored 50 out of 50 in the NHSLA Level 1 assessment, which provides assurance to the public that a NHS Trust's risk management policies and processes are safe and effective.

Follow us on Twitter!!



If you use Twitter, why not follow us for the latest news and information about the Trust, our services, forthcoming events and much more.

You can follow us @HRCH_NHS_Trust.

We love feedback!

We hope you enjoy our newsletter. If you have any comments or story ideas please tell us by emailing communications@hrch.nhs.uk or calling 020 8973 3143.

