

NHS

Hounslow

Our five year plan 2009 - 2014



Making Hounslow Healthier

www.hounslowpct.nhs.uk

This leaflet will

We are

NHS Hounslow is your local branch of the NHS. Our job is to

- ▶ look at the health needs of our residents and plan services to meet their needs
- ▶ plan and buy (commission) health services for our residents from GPs, dentists, pharmacists, hospitals and mental health services
- ▶ help Hounslow residents to improve their health, and we provide a range of services and information to support them to stay healthy.

Our plans and how we hope to put them into action

NHS Hounslow is planning which health services should be delivered over the next five years to best meet the needs of our residents. This is called our Commissioning Strategy Plan.

This leaflet tells you about our plans and how we hope to put them into action.

"We want the people of Hounslow to have better overall health and well-being. The care we provide needs to be consistent right across the borough, to reduce inequalities. Patients and carers will be encouraged to become more involved in decisions about their treatment and, as a result, we will build better trust and understanding."

Sarah Cuthbert

Interim Chair, NHS Hounslow

January 2009

We believe they do, as our plans are based on the health needs of our population and what you have already told us you want.

However, we welcome your views and suggestions for the future. If you would like to comment, you can email communications.team@hounslowpct.nhs.uk

Our priorities

Hounslow is a bustling, vibrant London borough with a diverse population of more than a quarter of a million people and we want to provide a world-class health service for every one.

We have already made some significant improvements but we recognise that more needs to be done.

There are challenges ahead.

The local population is expected to grow, become older and more ethnically diverse. It means that the demands for healthcare will also increase.

We also have an inherited financial debt to cope with and our plans have to be made with that in mind.

Here we set out our priorities. It's our five-year commissioning strategy.

Shaping the way we develop services over the next five years

We have four key goals which will shape the way we develop services over the next five years. These are:

- ▶ caring for patients in their homes or in the community where possible and keeping specialist services centralised to improve healthcare
- ▶ ensuring patients get the right care at the right time, and reducing the need for non-emergency visits to hospital
- ▶ focusing on areas of greatest need and encouraging patients to become involved in their healthcare plan
- ▶ maintaining sound finances and ensuring value for money

There is not enough space here to tell you about everything we plan to do. Our full Commissioning Strategy Plan is available on our website www.hounslowpct.nhs.uk



We are constantly working to improve services



We have listened to the views and opinions of local residents, patients, carers, doctors, nurses and other health workers, voluntary organisations, and city council partners, about how to improve healthcare in Hounslow. With those views in mind, we are working to improve services

For example we

- ▶ **now have more GPs in the borough and more working in improved surgeries**
- ▶ **are one of the first London boroughs to set up a polyclinic, providing a wide range of treatments in one place**
- ▶ **will also extend family doctor opening hours, establish a hospital at home service and an urgent care centre to reduce accident and emergency or A&E visits**

Our plans are realistic, affordable and they can be delivered.

They will meet the immediate health needs of the people of Hounslow and, over time, will bring about significant health improvements.

What we want to do to improve healthcare for you

Most people's experience of the NHS starts in the community – with a GP, or dentist or pharmacist, for instance. Primary care simply means healthcare in the community close to where you live. Secondary care means care in hospital.

Health inequalities

We will target the main causes of early deaths within Hounslow.

We will also focus on gaps in services, such as community maternity and health visiting, improving access to primary care, specifically for community based mental health services.

Health and well-being

Our emphasis will be on obesity in children and adults to deal with the underlying causes of diabetes, hypertension and cardio vascular disease.

We will also improve access to sexual health services.

Specialist services

We will work with neighbouring primary care trusts to bring together specialist services such as stroke, trauma and paediatrics.

Local services

We will develop:

- ▶ **outpatient and specialist clinics in healthcare centres**
- ▶ **breast screening services based in Hounslow**
- ▶ **primary care mental health services**
- ▶ **community midwifery services**
- ▶ **community chlamydia screening and sexual health service.**





A key priority will be circulatory diseases - diabetes, coronary heart disease and hypertension – the main causes of early deaths in Hounslow.

Changes in the borough's population means the number of people with these conditions is expected to rise further.

- ▶ **we will tackle childhood and adult obesity, to ensure that the underlying causes of circulatory diseases are better managed in future**
- ▶ **at the moment, people in Hounslow rely too heavily on hospital Accident and Emergency departments for non-emergency treatment**
- ▶ **we need to change this by improving primary and community care, particularly for people with long-term conditions, the elderly and infants**
- ▶ **we also need to encourage more people to use their local services, rather than going to hospital with non-emergencies**

Heart of Hounslow Centre for Health

The new Heart of Hounslow Centre for Health is offering a wide range of general and specialist services to patients and it is now easier to be diagnosed and treated closer to home and work, with shorter waiting times.

Our plan is to develop the Centre for Health further adding additional services including breast screening, ultrasound, x-ray and an expansion of outpatient services such as rheumatology, midwifery and a cardiac clinic.

Urgent care

A major part of our five-year plan will be to set up a new Urgent Care Centre for the borough. It will mean fewer visits to accident & emergency day and night.

We know that many people go to A&E, without being referred there by their GPs or other health professionals, could be treated by primary care practitioners. The Urgent Care Centre will be run by primary care professionals to treat people who walk in off the street. Patients will still be referred to A&E if their condition was serious enough.

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Stroke services

We plan to improve stroke services working closely with neighbouring boroughs. A number of Specialist Acute Stroke Units will be established in key areas across London and these will be open 24 hours every day, providing patients with high-quality acute stroke care. As well as improving acute stroke care, we will also be investing in stroke prevention and rehabilitation.

Maternity and children

The number of births in Hounslow is on the increase and will soon reach 4,000 a year. To meet this demand, there will be more midwives at the West Middlesex University Hospital, as well as the new birthing unit which will give women more choice in their antenatal, labour and postnatal care.

We will also develop maternity and post-natal services closer to the community at the Heart of Hounslow Centre for Health.

To achieve our aims we need to work closely with others...



With primary and community care - to transform the quality and consistency of our non-hospital services

With health and social care partners - to put patients at the centre of integrated services

With the public - to develop non-hospital services that meet patient needs.

We want the people of Hounslow to be cared for as close to home as possible.

At every stage, we will ensure that our services are the best possible - high quality, offering value for money and designed to reduce health inequalities.

Care will be tailored to individual patients and for non-Accident & Emergency treatment we will be the first point of contact for the NHS, round the clock.

Have your say

We at NHS Hounslow want to listen to people who use our services. To help us do this Hounslow now has a Local Information Network or LINK. LINK is network of local people, organisations and groups that want to make care services better by

- ▶ giving everyone the chance to say what they think about their local healthcare services – what is working well and what is not so good
- ▶ allowing the opportunity to check how care services are planned and run
- ▶ feeding back to NHS Hounslow what people have said about services so that things can change for the better

More information on the LINK www.communityvoicesonline.org or call 0845 094 9497

How to comment, complain or say “thank you”

Patient Advice and Liaison Service (PALS) provides confidential, on the spot help for patients within this area.

T: 0800 953 0676 or email: pals@hounslowpct.nhs.uk



Results

Our plans for the next five years are detailed and ambitious and they will make a substantial impact on the health of the borough.

In particular, we will see more services provided in the community, and ...

- **fewer people with cardiovascular diseases and better care for them**
- **greater access to services in the community, meaning fewer routine visits to A&E**
- **a wider range of services in the community meaning fewer routine referrals to outpatients**
- **healthier children with fewer obese**
- **fewer deaths from stroke.**



How will we know we are achieving these goals?

We will actively monitor and measure the outcomes on a number of key indicators, these include:

- **life expectancy**
- **deprivation levels**
- **teenage conception rates per 1,000**
- **proportion of women, aged 53-64, offered screening for breast cancer**
- **rate of those stopping smoking per 100,000 population aged 16 and over**
- **hypertension (also referred to as high blood pressure) prevalence**
- **percentage of patients with chronic obstructive pulmonary disease (COPD)**
- **obesity among primary school age children in year six**
- **percentage of stroke admissions seen by a physiotherapist within 72 hours**
- **percentage of infants breastfeeding at 6-8 weeks**

Contact us

NHS Hounslow

T: 020 8630 1000

E: communications.team@hounslowpct.nhs.uk

W: www.hounslowpct.nhs.uk

Language support

If you need help in translation for this leaflet please call:

Je li potrzebujesz pomocy w tłumaczeniu na tej stronie zadzwo :

إذا كنت بحاجة الى مساعدة في الترجمة لهذا الموقع يرجى الاتصال

Se você precisar de ajuda na tradução para este website por favor ligue:

Если вам нужна помощь в переводе на этом сайте можно получить по телефону

T: 0800 953 0672



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