Help us build a new NHS in south west London

Easy read
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Our five year plan

The six south west London NHS Clinical Commissioning Groups (CCGs) – Croydon, Kingston, Merton, Richmond, Sutton and Wandsworth are working together with hospitals, mental health, community care services, local councils, local people and patients on a five-year plan to improve health and services for everyone.

This easy read paper explains the main issues for health services in south west London and our thoughts on why things need to change.
Why things need to change

We know things need to change. More care needs to be provided in the community and less care in hospital.

1. Quality of care

Patients often have difficulty in getting an appointment with their local doctor.

Our hospitals don’t have enough senior doctors on emergency, maternity and children’s wards.

Many people with health problems have to wait too long for treatment.
2. Changes in what patients need

Too many people go into hospital with issues that could have been treated at home.

We need to make sure that people get good quality care wherever they are.

People need more help to live healthier lives and to avoid becoming ill.

All health services and social care services need to work more closely together.
3. Managing the money

There have been no cuts to the money given to the NHS but the costs of providing care are rising every year.

If we do nothing we will soon not have the money to pay for the services we currently provide.

Local hospitals know that they are going to have to save millions of pounds.

Mental health services also are very short of money.

All around the country there is a shortage of trained staff and nurses. Getting the right trained workers is a big problem.
Making changes in south west London

We have listened to what people have said and we want to make changes to health services in south west London.

1. Day to day healthcare

We want local health professionals to work together to improve the health of everyone in their local area.

For people who have complicated health needs, it is important for local health services to work together.

We need to make sure that local doctors’ surgeries are in the best places for the local community.
Local doctors should use new technology - like Skype, and email to make it easier and quicker to speak to patients.

Local doctors should do more to help their local communities live healthy lifestyles.

We should support pharmacists and nurses do more for local people.

Some patients dial 999 when they only need their local doctor. The London Ambulance Service should work more with local doctors to help people get the best care for them.
2. Out of hospital care

Out of hospital care is care given by health professionals who come to people’s home or run clinics at the local doctors.

It includes district nurses, community nurses, physiotherapists, occupational therapists, podiatrists, speech therapists and nutritionists.

We want more care to be given outside hospital. This means that we need to train more district nurses and midwives.

We want all the different community health workers to work better together so that patients don’t have to keep giving the same information to different people.
We want our community health workers to help people in the community to live healthier lifestyles and support each other better.

We want better support for people living with long term conditions and their carers. They should be able to get urgent care treatment in the community when they need it.

We want to support frail older people, and those who are living with a long term illness, to stay well, independent and to be treated closer to home where possible.

We want better support in the community so that people don’t end up having to go to hospital.
3. Urgent and emergency care

Emergency care services are for people who might die if they don’t get urgent help. They are provided by hospital accident and emergency departments.

Urgent care services are for people who need help the same day - but are not going to die. These services are provided by local doctors, nurses and hospital doctors.

We want all accident and emergency hospitals to have specialist care from senior doctors seven days a week.
A senior doctor should be available to see all new patients in Accident and Emergency soon after they arrive, if needed.

We want hospitals and local authority social services to work better together so that people who have been in hospital can get support to return home as quickly as possible.

We want better information for patients about how to get the health services they need.
4. Children and young people’s services

Children and young people should get specialist hospital care when they need it, from senior doctors and specialist nurses, seven days a week.

But we also want better community services that keep children well, happy and out of hospital unless they need to be there.

We want to look at whether children’s health services across south west London are giving the best help to all the different communities.

We want all the health services for children across south west London to work together better.
5. Maternity

Maternity services support women and their families before, during and after childbirth.

We want maternity units to be available 24 hours a day every day with a senior doctor.

We want women who have complex needs to easily get high quality care.

Women who are having normal pregnancy should get help from a midwife.

Women who want to give birth at home and are able to should have the choice to do so.
6. Planned Care

**Planned care** is care that is organised beforehand, like an operation in hospital.

We want to make sure that planned operations aren’t cancelled at the last minute.

We want teams of doctors to really focus on giving the very best care in their different special areas of health.
7. Mental Health

Mental health services are provided by local doctors, nurses and therapists in the community and in specialist hospitals.

All health services should be better at working together to treat people who have mental health problems. They need to treat patients as a whole person.

People who are having a mental health crisis should be able to get support in good time.

We want to improve the quality of life for people with mental health problems.
8. Cancer

We want to focus on:-

- Preventing cancer

- Spotting the signs of cancer as soon as possible

- Giving cancer patients a better choice of health services in the community

- Better support at the end of people’s life.
Get Involved

We want to know what you think about these plans.
Email us on swlccgcomms@swlondon.nhs.uk

1. What is working well in local health services now that we can build on? What do we need to improve?

2. What is your view on the ideas set out above? What would make them work or stop them from working?

3. What support do you and your family need from the different health services listed above?
Contact us

If you have any comments please contact us:-

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South West London Collaborative Commissioning

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‘Working together to improve the quality of care in South West London’

This Issues Paper has been jointly produced by South West London Collaborative Commissioning and the following local trusts:

Croydon University Hospitals Trust. Epsom and St Helier University Hospitals Trust, Kingston NHS Foundation Trust, St George’s University Hospitals NHS Foundation Trust, South West London & St George’s Mental Health Trust, Royal Marsden NHS Foundation Trust, South London and Maudsley NHS Foundation Trust, Hounslow and Richmond Community Healthcare Trust, Your Healthcare, West Middlesex University Hospital NHS Trust, London Ambulance Service.