



North East London
Clinical Commissioning Group

Engagement on proposals for a Health and Wellbeing Hub at St George's Hospital





St George's Health and Wellbeing Hub

Listening event 27/11/21

Agenda

- **Welcome**
- **Background**
- **Our proposals**
- **Why the hub makes sense**
- **Overview of services**
- **Frailty - closer look**
- **Outpatients - closer look**
- **GP services - closer look**
- **Overall benefits**
- **Questions**

We have a clear clinical vision – to make the very best quality care available to people living in Havering and neighbouring areas. At the heart of our vision is keeping local people well and providing as much care as possible close to people’s homes.

Background

- In autumn 2019, the Government announced it would allocate £17.4 million towards funding the project. Local GPs have been working with NHS partners from our local Clinical Commissioning Group, North East London NHS Foundation Trust (NELFT) and Barking, Havering and Redbridge University Hospitals NHS Trust (BHRUT) to develop the plans
- Planning permission for the development was granted by Havering Council earlier this month (November 2021)
- This new community base aims to provide integrated primary, community, mental health and local authority care services on a single, local community site located at the former St George's Hospital site in Suttons Lane, Hornchurch

We are seeking views from patients, carers, representatives from community and voluntary sector organisations, parents and guardians, children and young people, elderly people, health and social care professionals, regulators and the public in Havering and the neighbouring areas.

Under our proposals:

- We would bring together a range of services under one roof, in a brand-new fit-for-purpose Integrated Health and Wellbeing Hub in the community
- Renal dialysis would move from Queen's to the new Hub
- Some local GP practices within a 2-mile radius of the Hub would relocate there
- Some frailty, outpatient, wellbeing, mental health and early diagnostic services for cancer would be provided and the local authority would provide some adult and children services. Some space would be made available for wellbeing services and for local voluntary sector services.

Why the health and wellbeing hub makes sense

Better patient care...

- The hub would enable a range of services to operate from one building, supporting the provision more patient-centred integrated care. Patients would be able to access more services at the same time, in a purpose-built, convenient location. Resulting in increased independence for patients; and better patient outcomes

... in a high quality, flexible space...

- The hub space would be flexible, so different health and care services will be able to be provided from the same space, and used by different organisations. Some weeks we might need more of one outpatient clinic, another week we might need an extra mental health session.
- The hub would have the space to train new clinical staff
- The extensive landscaping would provide a relaxing environment for our patients and visitors and support people with memory loss.

... using taxpayers money wisely.

- A new, economical-to-run building, built to net zero carbon standards (ensuring it does minimum harm to the environment) with no backlog maintenance costs is good for taxpayers.
- Better management of patients' conditions in the community would result in fewer emergency unplanned visits and admissions – which reduces pressure on A&E, is better for patients and reduces **costs**

Overview of services

Outpatient services could include...

- Vascular; Diabetes; Podiatry; Orthopaedics; Urology (prostate cancer); Maternity; Gastroenterology (physiology and bowel clinics); Phlebotomy; Psychology

Diagnostic services

- New mobile CT and MRI scanners planned; and a space for a Community Diagnostic Hub so we can detect cancers sooner. We listened to concerns during the planning consultation about the noise of scanners and will make sure they are installed in sound proof pods so they make less noise.

Frailty, mental health and community services

- Mental health and community services are in a variety of locations across, and sometimes out of the borough. Patients have to travel longer than necessary and teams are scattered across different sites. We plan to bring these services back to the hub location where they are best placed.

GP Services

- We want to relocate some local GP practices to the hub, especially those that are in buildings that are too small for the growing local population. This would make for a more pleasant experience; and the GP practices would be able to offer a wider range of services; more clinics; better access and better training facilities.

Renal services

- Renal dialysis does not need to be delivered from a major hospital. The hub would provide an improved healing setting for patients who spend up to 12 hours each week for months or years receiving treatment and would provide the space for training for self-dialysis which means patients can dialyse at their convenience without nursing supervision.

Frailty - closer look

Benefits for people:

- Early assessments for frail older people to prevent hospital admission
- An anticipated reduction of almost one third of frail elderly admission to Queens hospital as a result of attending the hub frailty service
- Delayed discharges can be reduced as the Frailty service will provide capacity for follow-up assessments and referral once person is discharged from hospital
- Direct access to diagnostics such as X-rays, which can also be used by the wider community if needed
- The Hub will also provide an escalation of care facility. This is a point of referral for deteriorating patients who need urgent assessment. People can then be provided with an appropriate care package and able to return home, referred to social services, or referred to hospital for specialist support where this is necessary
- Having diagnostics and clinical space under one roof, in a setting away from an acute hospital

Outpatients - closer look

Benefits for people:

- Triage and virtual clinics so that the patient is seen by the right person at the right time in the right place with the correct information available to make decisions at their first clinic
- Care closer to home
- Improved co-ordination and integration of care



GP services - closer look

Benefits for people:

- GP services based at the Hub will increase capacity for the growing population as well as provide better accommodation for patients and staff
- The Hub will provide career opportunities and attract a younger and more varied workforce into primary care
- GP services located in the same facility as diagnostics can help align and reduce delays in pathways of care

Overall benefits

- Be flexible and adaptable in the face of unprecedented change due to Covid-19
- Go to the patient, and not the patient to us
- Enable patients to see more than one professional in a single visit
- Stop the patient telling their story to more than one health professional. This will be assisted by shared technology between the different teams
- Co-locate different health and care teams to enable improved communication through building informal relationships and shared development opportunities
- Build a shared a knowledge of patients, helping us to communicate better with our patients
- Reduce handover of care to reduce the risk of patients 'falling through the gap'



Questions





Stakeholders, the public and patients are sharing their views on the new Hub from 22 November 2021 to 13 Feb 2022

For more information please go to our webpage:

<https://northeastlondonccg.nhs.uk/get-involved/engagement-begins-on-the-new-integrated-health-and-wellbeing-hub-in-hornchurch/>

