



North East London

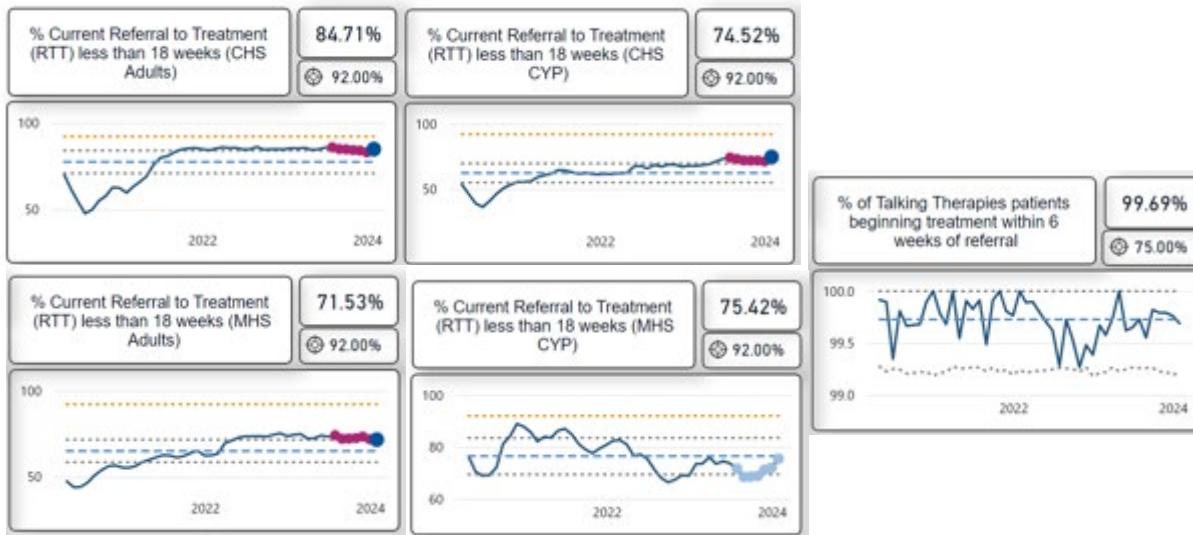
East London and North East London NHS Foundation Trusts

Meeting name: ONEL JHOSC

Presenter: Paul Calaminus, Chief Executive, NELFT

Date: 16 April 2024

Headline service updates

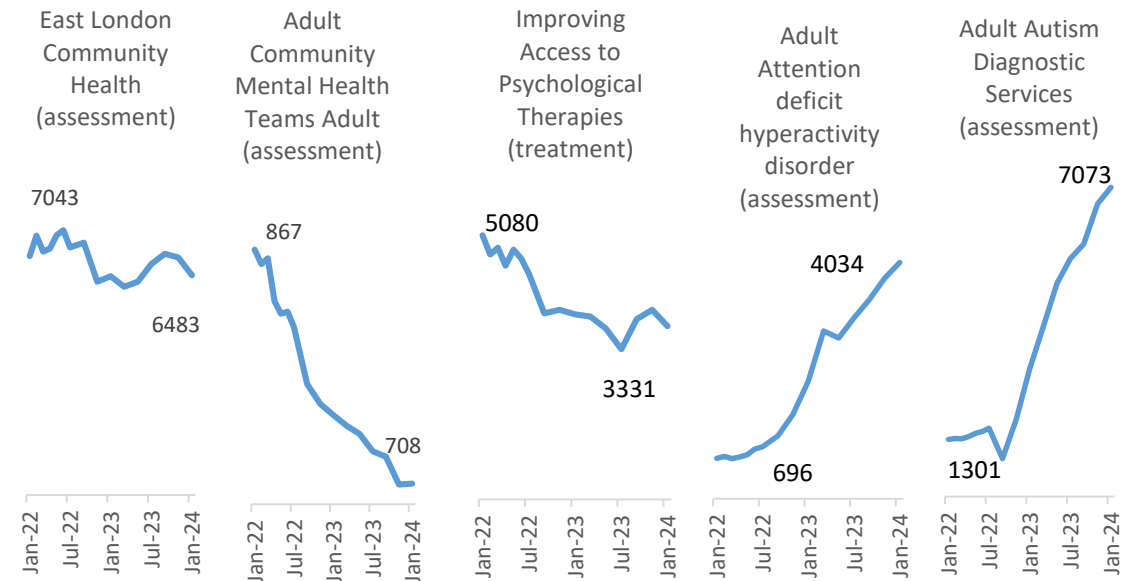


North East London NHS Foundation Trust (NELFT)

- In community health services, 85% of adults and 75% of CYP are starting treatment within 18 weeks of referral.
- In mental health services, 72% of adult and 75% of CYP MH referrals are meeting the 18 week RTT standard with all borough directorates showing a positive improvement.
- 99% of people referred to NELFT Talking Therapy services are starting treatment within 6 weeks.

East London NHS Foundation Trust (ELFT)

- Overall, the Trust has seen a decrease in waiting lists over the last two months, with the largest reductions observed in community health services, specialist children and young people services (SCYPS), and community mental health services.
- ADHD and Autism services continue to see growing waiting lists and work is ongoing to try to streamline the assessment pathway and develop support for people to ‘wait well’, including work by the Recovery Colleges to develop a series of pre-diagnostic courses for adults.

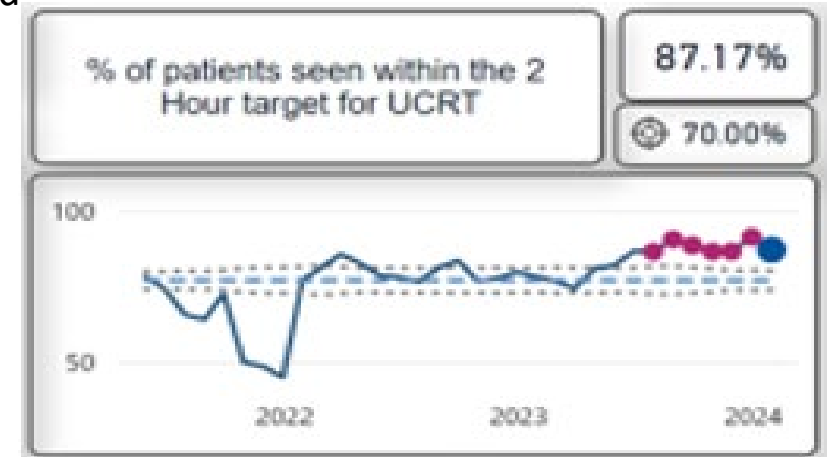


Urgent & Emergency Care: Community Health (1/2)

Rapid response services in ELFT and NELFT continue to exceed the target of 70% of patients being seen within 2 hours.

In ONEL:

- Patients / carers can self-refer
- Multidisciplinary 2-hour crisis response teams support individuals for up to 72h in their own homes
- 3 Community Treatment Team urgent response cars are jointly provided with LAS and manage an urgent response to fallers
- c350 patients / week are seen to support ED avoidance
- Respiratory virtual ward provided by NELFT is now in place supporting early supported discharge and step up.
- Frailty virtual ward delivered with BHRUT is in place.



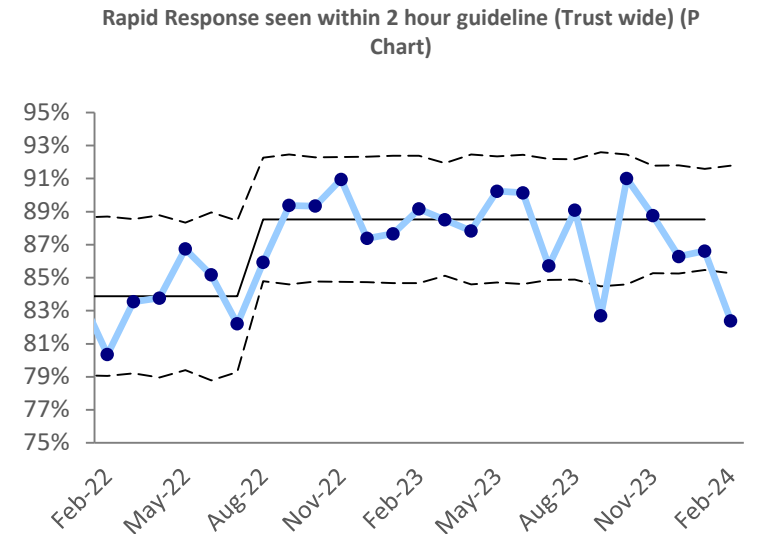
Urgent & Emergency Care: Community Health (2/2)

In INEL:

- 2 Urgent Care Response (UCR) Teams in Newham and Tower Hamlets provide rapid and falls response
- In-reach UCR embedded in Royal London Hospital. This is not commissioned in Newham, however key operational priority 24/25 is to increase presence at ED as part of admission avoidance
- Integrated Discharge Hub in reach to wards to increase discharge-to-assess (D2A) pathway and stepdown to P1, P2, P3.
- UCR activity variable during industrial action and during surge. Establishing 7 day working for therapies from Q1 24/25 to support D2A at weekends.
- Defining Unplanned Intermediate Care Team (ICT) models in Newham and Tower Hamlets to reflect population demand
- ELFT presence at provider Medically Optimised and Length Of Stay meetings to support virtual ward and D2A pathways

NEL collaboration

- A NEL-wide Rapid Response Improvement Network has been established as part of the NEL Community Health Services Collaborative and services will be working together over the coming month to focus on what more can be done to prevent acute hospital admission.



Organisational updates

East London NHS Foundation Trust

- The City & Hackney health-based place of safety (HBPOS) has been closed for an 8-week period from 16 February so that essential maintenance can be carried out. Various mitigations are in place to enable this temporary closure, including extra capacity being created at Sunflowers Court in Goodmayes Hospital.
- Dr Mohit Venkataram, Executive Director of Commercial Development, will be leaving ELFT at the end of April to begin full time as the Deputy CEO at NELFT, having started on a part time basis in March.
- Dr Amar Shah, Chief Quality Officer, has been appointed (alongside his role at ELFT) as the first National Clinical Director for Improvement at NHS England. He will be leading on the adoption and application of quality improvement across England's health and care system.

North East London NHS Foundation Trust

- Three new Executive Directors have been appointed to the NELFT Board.
 - Brid Johnson was appointed as our Chief Operating Officer and started in her new role on 1 March.
 - Dr Mohit Venkataram has been appointed Deputy Chief Executive (as above)
 - Navin Kalia has been appointed as our Chief Finance Officer and will be starting at the Trust at the end of April from the Welsh Ambulance Services NHS Trust.
- NELFT has been selected to partner with the NHS England Digital Medicine Programme to support the development of a new Electronic Prescription Service (EPS) that will enable prescriptions to be sent electronically to community pharmacy and homecare dispensers. We will be rolling this out across our NEL services and facilitating learning across London.
- The Trust has been awarded the NHS Pastoral Care Quality Award by NHS England in recognition of our commitment to providing high-quality pastoral care to the internationally educated nurses (IENs) we have been so fortunate to welcome.