

# Raynes Park Community Forum

## Agenda

- |   |                           |        |
|---|---------------------------|--------|
| 1 | Welcome and Introductions | 1 - 30 |
| 2 | Open forum                |        |
| 3 | Date of next meeting      |        |

**Date:** Tuesday 1 December 2015

**Time:** 7.15 pm

**Venue:**

For further information please contact:

Email [getinvolved@merton.gov.uk](mailto:getinvolved@merton.gov.uk)

Call: 020 8545 3896

Visit: [www.merton.gov.uk/communityforums](http://www.merton.gov.uk/communityforums)

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## Raynes Park Community Forum Thursday 1 December 2015 Chair's Report

The meeting was held in Raynes Park Library Hall, and chaired by Councillor Jill West. More than 50 residents attended, as well as five other Merton Councillors, and officers from the council and its partners. The Chair welcomed everyone to the meeting.

### **Update from Merton Police**

PC Beth Williams said there had been a recent spate of burglaries from sheds on Cottenham Park Road. As a result there will be additional patrols early in the morning. PC Williams recommended that bicycles and other expensive items should be locked securely.

There will be an event at Tesco's on 9 December to promote awareness of counter terrorism work and encourage residents to report anything suspicious.

In response to questions PC Williams confirmed that the CCTV cameras facing Lambton Road are working and that the lease for their base on St Georges Avenue still had at least another year remaining.

### **Local Health Matters**

*South West London Collaborative Commissioning Issues Paper*

Murrae Tolson from NHS Merton CCG delivered a presentation on the Issues Paper that has been produced to look at the need for change across all health services in South West London. The Issues Paper is based on a five year strategy and has eight work streams. The presentation can be found at

<http://www.merton.gov.uk/community-living/communityforums/raynesparkcommunityforum.htm>

In response to questions Murrae said that the Nelson and Raynes Park Health Centres do not currently offer walk-in urgent care services but this could be considered as an option as part of the review of local services. Services at the Nelson are still embedding and improving in response to feedback from patients. There have been some teething problems with telephone and IT systems at the Nelson and there is work going on to resolve these.

A question was asked about an online tool from Target to help diagnose ovarian cancer. Murrae apologised for slow progress that had been reported in adopting this and explained that delivering change can be frustrating because the NHS system is complex. It was asked whether an incentive to encourage GPs to not refer patients was planned for Merton. Murrae responded that Merton were not considering such an incentive, however were implementing an out-patient navigation programme in which GPs have access to a Decision Support Tool. The decision support tool is currently being piloted in five practices and should help focus on the quality of care by getting the referral to the right place, first time.

*HARI Service*

Amanda Featherstone from the Holistic Assessment and Rapid Investigation team at the Nelson Health Centre gave a presentation about the work of the team. The multi-disciplinary team provides assessments for those with complex needs that look at the whole person. The presentation can be found at:

<http://www.merton.gov.uk/community-living/communityforums/raynesparkcommunityforum.htm>

In response to questions Amanda said that they are currently getting around 15 referrals per week in addition to those on a course of rehabilitation or for review appointments. This is growing as more GPs become aware of their work. As the service targets complex and multiple needs it is not intended to see high volumes of patients. The service is funded by Merton CCG. It does not offer advice about complementary and alternative medicine.

#### *Lambton Road Patient Participation Group (PPG)*

Judith Brodie, Chair of the Lambton Road PPG, gave an update on the work of the group. PPGs are patient led forums that engage with the staff at a GP practice to help improve services. At Lambton Road they meet monthly with a GP and the Practice Manager, produce newsletters and have created a directory of services for older people. During a listening week in early November volunteers spoke with more than 200 people in the surgery to complete a survey. These are being analysed along with an additional 200 online forms and the results will feature in the next newsletter.

Further details on how to contact the group and get involved are available on the practice website <http://www.lambtonroadmedical.nhs.uk/home,55571.htm>

## **Crossrail 2**

Councillor David Dean updated the meeting on the current Crossrail 2 consultation. Concerns have been raised in both Wimbledon and Raynes Park about the impacts on the town centres. In Raynes Park there has not been any safeguarding as yet so it is not clear what would be the implication for the town centre, or the Rainbow Estate. Crossrail 2 secured £200m from the Treasury in the Autumn Statement to complete the planning and design work. Final permission to proceed is not likely to be given before 2020. The Future Merton team is leading on negotiations with Crossrail 2 on behalf of the Council along with Councillors Alambritis and Judge.

Residents can find out more and respond to the consultation at [www.crossrail2.co.uk](http://www.crossrail2.co.uk). The consultation is open until 8 January 2016.

## **Rainbow Estate**

The council has given planning permission to the Rainbow, which the developers have three years to implement. The Mayor of London has considered the development and decided not to call it in. The development could be affected by Crossrail 2 but the land needed to be safeguarded in Raynes Park has not yet been assessed by Network Rail.

## **Great British High Street Awards**

Raynes Park lost out on the award for best London high street but finished in the top three. Chris Larkman thanked all those involved in supporting the bid.

## **Raynes Park Christmas Festival**

The Festival will take place on Friday 4 December and promises to be bigger and better than last year. The lights switch on will be at 5pm. Chris thanked Nick Coke from the Salvation Army for leading the arrangements for the event.

## **Current and anticipated planning applications**

Thames Water Sewer works are due to finish on Sunday 6 December.

Travelodge works are ongoing and the hotel is likely to be opening in April 2016.

1 Durham Road – there has not been any application for tree works submitted to Merton Council so the owners have been written to.

Greyhound Stadium – the application from AFC Wimbledon and Galliard Homes will be considered by the Planning Applications Committee on 10 December.

The proposed new cycle route between New Malden, Raynes Park and Wimbledon – awaiting detailed proposals from Kingston Council, in particular how access to resident's gardens would be secured.

The bins south of the Skew Arch will be removed to reduce the incidence of fly tipping.

## **Open Forum**

Paper recycling bin south of the station is not being emptied mid-week and is overflowing. This will be checked with the Waste Team.

There is a new website for the area being developed by local businesses. <http://raynesparklocal.co.uk/> includes news, events, promotions and useful links.

White lines outside Waitrose have reduced a lane of traffic. Councillor Crowe agreed to raise this with the Highways team.

Jane Plant said that volunteers were needed to help plant new trees in Raynes Park Sports Ground. The planting will take place on Saturday 4 and Sunday 5 December between 10am and 1pm.

Residents in controlled parking zones with a one-hour restriction instead of all day restrictions said that the new arrangements were working well.

Chris said that a group of volunteers would be forming to clear and re-plant on the railway embankment.

**Date of next meeting** Thursday 3 March 2016, 7.15pm, in the Library Hall

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# HARI

## Holistic Assessment Rapid Investigation

# HARI Definition

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A multidisciplinary community service for adults with complex medical and rehabilitation needs





# In other words

## A ONE STOP SHOP

- For health assessment
- Investigations
- Physiotherapy
- Occupational therapy





# HARI Vision

- Keeping people well
- Prevent unplanned hospital admissions
- Reduce the risk of falls
- Enable independent living
- Rehabilitation



# Referral To HARI



Via your MERTON GP

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- *Transport can be offered for those unable to travel independently*



# HARI Referrals

From your GP to HARI for an Holistic  
assessment with Advanced Nurse  
Practitioners/consultants/therapists



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OR

From GP/therapy/falls service to  
 Rehabilitation only

# Meet the HARI team

- Consultant Physicians
- Advanced Nurse Practitioners
- Nurses
- Health Care Assistants
- Occupational Therapists
- Physiotherapists
- Rehabilitation Assistants
- Administrators
- Pharmacist
- Podiatry – Regular sessions





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# **Help us build a new NHS in south west London**

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## **Raynes Park Community Forum 1<sup>st</sup> December 2015**

# Why things need to change

- 1. Quality of care** - All patients should get the best possible care, but the quality and safety of all our health services varies enormously and depends on where and when you are treated. This costs lives.
- 2. Changes in what patients need** - People getting older and sicker - Demand rising rapidly. Need much more care to be outside hospital.
- 3. Financial and workforce challenges** - We do not have the money or staff to go on as we are, despite increased funding. There is a national shortage of clinicians in some key areas and we need to transform workforce..
- 4. We can provide better care with the same budget** - compelling evidence that if we spend our money differently, we can get services that are both better and more affordable. (E.g. Stroke, major trauma, cardiac).
- 5. The need for joined up services** - Patients need services that work together and across professional boundaries.

# Meeting the challenge

- In June 2014 we published a 5 year strategic plan that sets out how to improve local health services
- NHS England provided guidance on the areas to focus on...
- From this, we developed 8 work stream areas which we will be discussing today

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# Work streams (1)



**Transforming primary care**



**Out of Hospital**



**Urgent and emergency care**



**Children and young people's services**

# Work streams (2)



Maternity Care



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Planned care



Mental health



Cancer

# Transforming primary care



**90%** of healthcare work is carried out by GPs and other primary care professionals – for which they receive less than **10%** of NHS funding.

We need to do more work to help people live healthier lives.

Increasing the use of technology will create more capacity and be more convenient.

We need to make better use of NHS staff by enhancing the role of nurses, pharmacists and healthcare assistants.

Demand for primary care is increasing rapidly

# Developing better out of hospital care



Too many people go to hospital when they could be treated in the community

Patients stay in hospital longer than they want or need to because community services are not in place

The standard of care outside hospital varies enormously.

There needs to be better support in the community for people with long term conditions

We need to transform our workforce so more care can be delivered outside hospital.

# Improving outcomes in urgent and emergency care



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We do not meet all of the London Quality Standards for emergency care.

There are not enough senior doctors to meet these standards.

Services are hard to navigate so patients end up in A&E – especially out of hours and at weekends.

We need to increase the capacity in urgent care services outside of hospital along with giving better information to patients about alternative services to A&E.

Hospitals must deliver round the clock care, led by senior doctors



# Improving outcomes in children's services

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Children and young people often end up in hospital when they could be better looked after in the community.

Not enough senior children's doctors (senior doctor on children's wards seven days a week, minimum of 14 hours).

Children's services do not work closely enough together.

Childhood obesity is increasing across the UK and in south west London.

None of our hospital children's wards meet the minimum safety standards

# Improving outcomes in maternity and new born care



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We need more, and better quality, of maternity care.

Women do not always get the support they need.

We do not meet the quality standards, and there are not enough maternity doctors to meet these standards.

Birth options like home births or midwife-led units are not as widely available as we would like.

The needs of women with chronic medical conditions are not always assessed early enough in their pregnancy.

# Improving outcomes in planned care



Too many operations are cancelled because there is an emergency somewhere else in a hospital.

Specialists don't always get to carry out enough operations often enough, to develop their expertise to the very highest level.

Separating planned operations from emergency care might lead to a better system – with fewer cancellations.

We need to separate planned operations from emergencies

# Improving outcomes in mental health services



We need to focus much more effort on treating people as soon as they become unwell.

Mental health services often treat people too late, meaning they have to be admitted to a mental health hospital.

Mental health services should be working more closely with GPs, local councils, mental health charities, acute hospitals and others to get people well and keep them out of hospital where possible.

# Improving outcomes in cancer services



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Greater focus on prevention and personalised care.

Cancer is one of the major causes of premature death in south west London.

We do not always detect and treat cancer early enough.

Cancer patients are often treated in hospital when they could be better cared for in the community.

We need to focus on prevention of disease, early diagnosis and patient experience.

# All this will mean big changes – but it will make services safer



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Changes will be led by doctors, nurses, therapists and clinicians working in the NHS.

The way health services are currently organised is very likely to change and this may mean changes to local hospitals, GP surgery, community services or mental health services.

There are not enough doctors to provide the required level of consultant care in all our hospitals, so we are talking to local hospitals about the best way to make sure we can meet these standards.

We aim to improve patient care within our existing budget.

# What happens next?



You can keep in touch with developments or contact us with feedback about the Issues Paper at [www.swlccgs.nhs.uk](http://www.swlccgs.nhs.uk) or follow @swlccgs on Twitter

- The six CCGs have been working together with NHS England on a long term plan to overcome the challenges we have set out today and to improve the quality of our services.
- We have published an issues paper to generate a dialogue with which will set out the challenges we have talked through today.
- We held six large-scale focus groups in each of the Boroughs in September to discuss the challenges in the Issues paper and we are also talking to local people about them. A report summarising the findings of the large scale focus groups has been published.
- If major service changes are proposed in the future, there will be a formal public consultation, but we are not at this stage.

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