

Hillingdon Community Health

Sagar Dhanani

Medical Director, Hillingdon
Community Health Services

- Make you more aware of HCH
- Our services / what they do
- Alternative ways to manage patients
- Urgent and non urgent situations
- Big focus on Community care and care at home
- Quality care to patients
- Financial savings for PCT with less secondary care referrals

- 2008 – provider arm to PCT
- 2000 onwards – PCT deficit massive cuts in services
- 2007 onwards – huge investment in provider arms
- 2008 – PCT/Provider split – ‘Autonomous Organisations’
- 2010 Merge with CNWL
- Service Provision maintained and improved

- Circa 600wte employed
- 33.3m budget
- 90% of income is via Hillingdon
- 10% of income from a variety of 3rd parties (surrounding PCT's, Local Authorities)
- Operate from 16 sites with links to LA sites e.g. Children's Centres/Schools/clinic in box
- All services use RiO (except safeguarding)

Service expansion

- Expansion of community physiotherapy services
 - Opening of new physiotherapy centre, by the Mayor of Hillingdon, at 145 Station Road, West Drayton, April 2010
- Provision of a 'home' phlebotomy service for housebound patients
 - Fully operational
- Introduction of a new wound care service for ambulant, (non-housebound) patients (Northwood, Oak Farm, Cedar Brook Medical Centre)
 - Northwood and Oak Farm operational from April & May 2010 respectively
 - Cedar Brook to come on line later in 2010/11

- Commencement of a new 'walk-in' TB clinic in Hayes for advice, education and treatment
- Expansion of paediatric community nursing service to support more children being cared for at home with a greater range of conditions e.g. diabetes and to expand the provision from a 5 day to a 7 day per week service
 - Expansion to a 7 day per week service commenced 4th May 2010
- Appointment of 4 additional school nurses to strengthen support to our schools across the borough with a particular emphasis on safeguarding.
 - All now in post
- Appointment of a breast feeding co-ordinator who will work with GP's health visitors, midwives and children's centres to improve the uptake of breastfeeding across Hillingdon
 - In post April 2010

Performance

- Performance of all services tracked on a monthly basis and reviewed by:
 - HCH Board, commissioners, NHS London
- Across London, HCH performance is in the top quartile compared with other providers, (HCH meeting 35 out of 37 indicators)
- Performance across all services is in line with plan
- Significant areas of success in 2009/10:
 - Wheelchair Services
 - Community Specialist Dentistry
 - MSK Physiotherapy

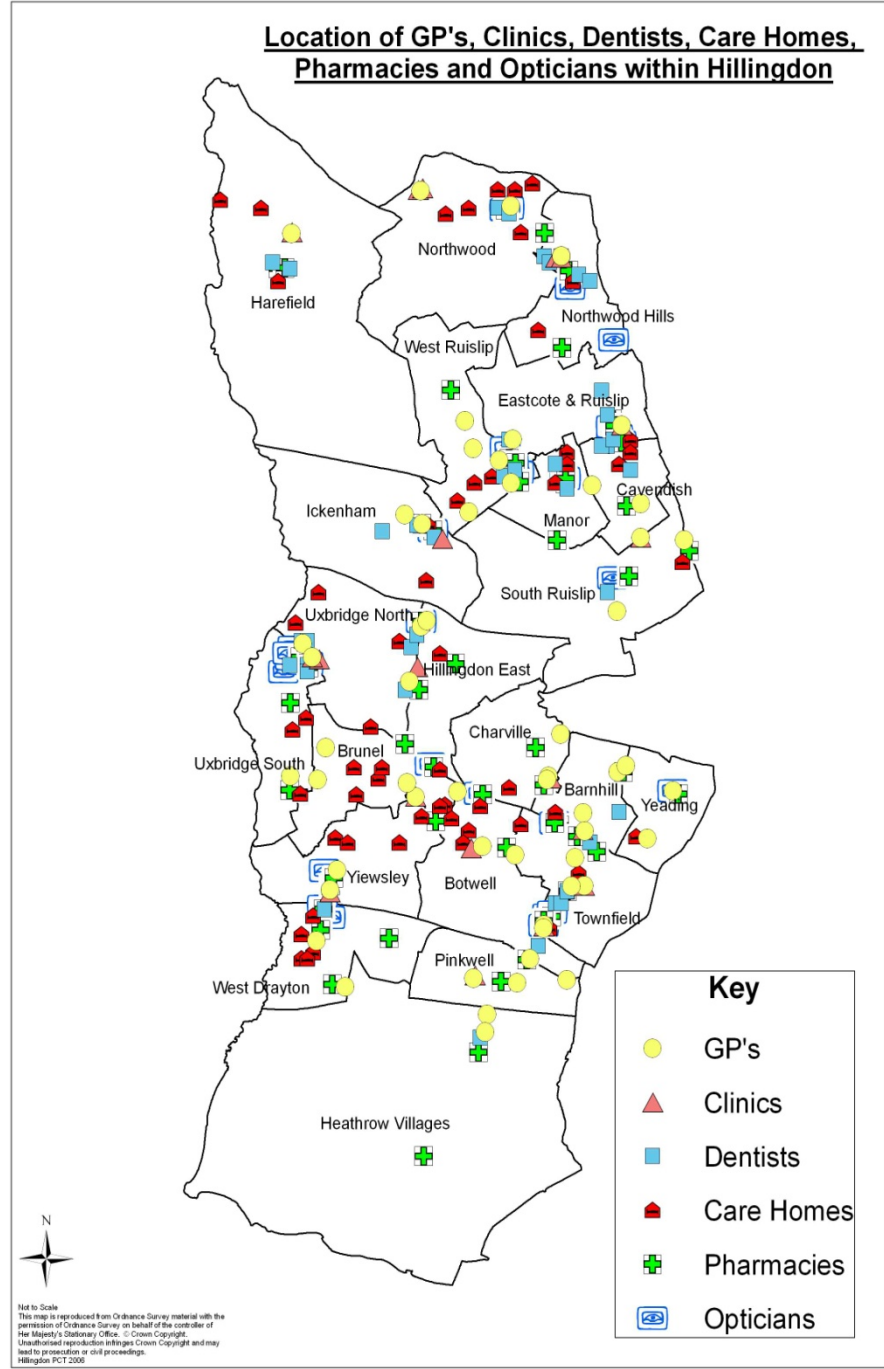
Quality

- Dedicated Governance Team
- High incident reporting organisation
- No serious incidents reported
- Low number of complaints
- Big drive for patient safety ‘safety is everyones’ business’
- Huge Increase in clinical audit
- Addressing the QIPP agenda

Patient Experience Surveys 2008 - 2010

	2008	2009	2010
Number of Surveys Returned	860 (35.7% return rate)	749 (25% return rate)	675 (22.4% return rate)
% of service users who rated their experience as good or above	95%	87%	87%
% of service users who were seen on time	92%	80%	95%
% of service users who felt the healthcare professional treated them with dignity and respect	99%	98%	99%
% of service users who felt the healthcare practitioner had listened carefully to them	94%	90%	97%
% of service users who were happy with the healthcare professionals attention to hygiene	81%	80%	87%
% of service users who felt they had confidence and trust in their healthcare professional	96%	91%	98%
% of service users who rated their experience as 'poor'	None	None	None

**Location of GP's, Clinics, Dentists, Care Homes,
 Pharmacies and Opticians within Hillingdon**



Not to Scale
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 Hillingdon PCT 2006

Key

- GP's
- ▲ Clinics
- Dentists
- 🏠 Care Homes
- + Pharmacies
- Ⓞ Opticians

Adult Services

- District Nursing
- Specialist Nursing
 - Diabetes
 - Heart Failure
 - Palliative Care
 - Tissue Viability
 - Continence
 - TB
- 22-bed in-patient facility at Mount Vernon (Northwood & Pinner Community Unit)
- Podiatry
- Community Rehabilitation
 - Domiciliary, Intermediate Care & Falls Service
- Community Matrons
- Specialist Community Dentistry
- Musculoskeletal Physiotherapy
- Speech & Language Therapy
- Infection Control
- Safeguarding Adults
- Wheelchair Service/EPIOC/SS
- Hillingdon Centre for Independent Living (HCIL)
- Rapid Response
- Orchard GP Practice
- Integrated Community Equipment service with LBH under Section 75 agreement

Children's & Young People Services

- Health Visiting
- Child Development Centre
- Community Paediatricians
- Specialist Community Nursing Team
- Paediatric Speech & Language Therapy
- Paediatric Physiotherapy
- Paediatric Occupational Therapy
- School Nursing
- Immunisation Task Force
- Safeguarding Children
- Children in Care
- Child Health Department
- Family Planning & Sexual Health

Sites

- Health Centres
 - Eastcote
 - Elers Road
 - Harefield
 - HESA
 - Ickenham
 - Laurel Lodge
 - Minet
 - Northwood
 - Oak Farm
 - Warren
 - Uxbridge
 - Westmead
 - Wood End Park
 - Yiewsley
- Other
 - Headquarters
 - Kirk House
 - Hillingdon Hosp
 - NPCU
 - Adult SALT
 - Macmillan
 - Child Development Centre
 - GPs
 - Cedar Brook
 - Belmont
 - LBH
 - Children's Centres
 - Schools
 - Leased
 - West Drayton MSK Centre

- Any feedback
- Service problems
- Improvements