



A word from our Chair

Welcome to the Summer 2016 edition of 'Healthier Together'. It's been a busy few months as we continue to promote and share best practice, implement innovative new projects and invest in our engagement work to make sure that patients are at the heart of all we do. In this newsletter you can read about the successful pilot of the maternity mates programme, helping to improve the birth experience for Newham mums-to-be, the work of our Community Education Provider Network to improve training and skills in the borough and our continued work to promote prevention and self-care.

We look forward to continuing to work in partnership to improve the health and wellbeing of the communities we serve. Thank you to all our staff, partners and providers for your continued support.

Dr Prakash Chandra

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We've been helping expectant mums to have a more positive birth experience and improving employment opportunities for local women.



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We've launched an exciting new online portal to support GP practices become multi-professional learning organisations.



[Join us for our annual public meeting](#)

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Putting patients at the heart of commissioning

In April the Newham CCG Board approved the organisation's new patient and public engagement strategy. The strategy builds on our already well recognised patient and public engagement model that puts community ownership of health at the heart of how we engage patients and the public.

Our unique engagement approach has paved the way for innovative and meaningful engagement models that have been recognised nationally, including Newham Community Prescription, peer-to-peer work with young people and our pioneering new approaches to commissioning the third sector to deliver our patient and public engagement functions.

To develop the strategy, Involve conducted a research study to review the impact of our patient and public engagement. The findings indicated we have a lot to be proud of. Interviewees commended us on our commitment to patient engagement but they also told us, we need to get better at broadening our reach by investing in more flexible engagement structures.

The new model offers a greater range of ways for people to get involved in decision making, so that we provide a wider range of opportunities tailored to individual issues, without of course, losing the value and social capital that permanent structures can also bring. By January 2017, we want in place the best third sector providers delivering a wide range of innovative engagement structures

[Putting patients at the heart of our work](#)

We've launched our new patient and public engagement strategy putting community ownership at the heart of how we engage patients and the public.

[Developing the sustainability and transformation plan](#)

We've been working with 19 other organisations to develop the STP, which outlines how we will work together to deliver the NHS Five Year Forward View.



Driving up standards of care

On Friday 29 April, health, education and community partners came together to celebrate the delivery of the care certificate programme to 140 care workers in Newham.

The care certificate, which is a set of national standards that health and social care support workers are required to apply daily in their respective roles, was developed to ensure that the standard of patient care are consistent amongst care providers across the country.

In Newham, the care certificate programme was established by NHS Newham CCG, East London NHS Foundation Trust and the London Borough of Newham and funded by Newham CCG's Community Education Provider Network. It was made available to and delivered by staff across health and social care, including staff from general practice, community nursing, rehabilitation services, Mind, Age UK, care homes and district nursing.

Stuart Sutton, GP Representative Newham CCG and lead for education, said: "We hope that this integrated training will allow patients to have a better experience when they access health and social care services being provided in the borough by driving up standards of care."

Councillor Clive Furness, Mayoral Advisor for Adults and Health said: "This is a fantastic partnership approach that does not only help support integrated working, but also ensures we continue delivering the best possible care

that enable us to address the current gaps in the way the NHS engages people, as one interviewee noted: "People have to work, people have different responsibilities, a lot of people don't understand the system, a lot of people in Newham don't speak the language...you need to go out and engage people in their own environment."

You can view the Patient and Public Engagement Strategy and the Involve report here

<http://www.newhamccg.nhs.uk/GetInvolved/patient-and-public-involvement.htm>

For more information contact Satbinder Sanghera at:
satbinder.sanghera@newhamccg.nhs.uk



Supporting multi-professional learning in primary care

An exciting new online portal to support GP practices to develop as learning organisations has been launched! The online portal is a Health Education North Central and East London (HENCEL) initiative to support GP practices become multi-professional learning organisations and is hosted by Newham CEPN (Community Education Provider Network).

The aim of this online portal is to:

- Provide accessible information, guidance and resources to enable general practices to develop into multi-professional learning organisations
- Provide information about the benefits of becoming a primary care training organisation
- Explore the different professional roles and responsibilities associated with education in a community setting
- Share the resources available to support practices and professionals wanting to become training organisations.

Liz Delaney, CEPN Project Manager, comments: "Newham CEPN is absolutely

for those in the borough who depend and rely on our support."

For more information about the care certificate scheme that ran in Newham please contact Maggie Parks, East London Foundation Trust: maggie.parks@elft.nhs.uk.



Improving the birth experience with maternity mates

Newham CCG is helping expectant mums to have a more positive birth experience and improving employment opportunities for local women by investing in the maternity mates programme.

The pioneering programme recruits and trains local women as volunteer 'maternity mates' who provide emotional and practical support to other local women during pregnancy, childbirth and the early weeks of motherhood. Established by community charity WHFS (Women's Health and Family Services) in 2010, a pilot was launched in Newham in April 2015 funded by Newham CCG.

The pilot saw an initial 15 volunteer maternity mates complete their accredited OCN (Open College Network) Level 3 training in June 2015, with a further 40 volunteers trained by March 2016, the initial pilot finish date. Due to the success of the programme, which to date has supported 132 mothers – far exceeding the pilot target of 100, the CCG extended the pilot for a further six months. Now maternity mates are on course to support 160 mothers with a pool of 60 trained volunteers by September 2016, ensuring uninterrupted support for more women in Newham and making a real difference to those who are using the service:

"This experience has given me the opportunity to help vulnerable mums and also to learn about myself and enhance my own skills and abilities." Maternity Mate

"This time I felt more in control and knew what to expect, knowing I have someone around." Mum

delighted to unveil this newly developed training resource portal. GPs, practice nurses and practice managers can all play a vital role in providing training for the future general practice workforce. We look forward to supporting our local GP practices as they take the opportunity to develop into learning practices and help to develop our clinical teams of the future.”

Access the training resource portal here: <http://newhamtogether.org/>
For more information please email: shuhela.hannan@newhamccg.nhs.uk



Sharing best practice

Newham CCG has been sharing some of our most innovative projects with partners across the NHS and beyond.

In April, Dr Lizi Goodyear, a local GP and a member of Newham CCG’s Governing Body, was invited to speak at the International Forum on Quality and Safety in Healthcare.

At the conference, which is organised by the BMJ and took place in Gothenburg from 12–15 April 2016, Dr Goodyear spoke on the work that’s been taking place in Newham to transform children’s health services. Alongside Baroness Cumberlege, Chair of the National Maternity Review, and Cathy Warwick, Chair of the Royal College of Nursing, Lizi also spoke about the Maternity Review and work taking place in Newham as an invited speaker at the Westminster Health Forum.

Another member of the CCG’s Governing Body, Wayne Farah, Vice-Chair, has also been out sharing local innovations at the NHS Confederation annual conference and exhibition, which took place on 15 June. Wayne spoke about the Newham Community Prescription scheme as an example of best practice that helps patients to take greater control over their own health and supports the prevention agenda. Wayne Farah, comments: “The Newham Community Prescription programme (covered in our last

“I have referred quite a few of my clients to maternity mates and they have all reported fantastic experiences! One lady told me that she felt empowered and confident about her pregnancy and birth as a result of the involvement of her maternity mate, and this has had a really positive impact on other aspects of her life as well.” Midwife

Maternity mates provides a comprehensive set of support services to pregnant women who may be ‘at risk’ or who have specific needs or healthcare issues, with the aim of helping women gain a positive experience of giving birth and caring for their new baby. Maternity mates do not perform any medical tasks, but work alongside midwives and health professionals to help mothers understand the issues and decisions that affect her care, and that of her baby.

Maternity Mates concentrates on positive outcomes in three key areas:

- For pregnant women – birth experience and preparing women to care for their baby (both emotionally and practically);
- For maternity mates – employment and education prospects for volunteers;
- For health services – supporting health professionals to help the mother to make informed decisions about her care, and that of her baby.

To find out more about the maternity mates programme contact Kelly Simmons, Maternity Commissioner at: Kelly.Simmons@newhamccg.nhs.uk or visit the WHFS website at: <http://www.whfs.org.uk/>.



Building healthy communities, together

Back in the spring we highlighted our Building Healthy Communities programme, which is transforming community health services in the borough to improve the quality of care,

newsletter) is unique in that it has been designed by the local community. It continues to grow and evolve and is driven exclusively by their needs and what they can see is making a difference. We are finding that as well as improving people's physical health, it is promoting a greater sense of social inclusion and improving their general happiness and wellbeing."

Another colleague from the CCG, Chetan Vyas, Director of Quality and Development has also been sharing best practice when he co-presented with Sarbjit Rai, from the London Borough of Newham at the Healthcare Plus Conference at London's Excel on 29 June. This was to share the good work undertaken so far on the Integrated Quality Assurance Framework for nursing homes. Chetan comments: "There are so many benefits to collaborative working. Working in partnership with the local Council we have developed a quality dashboard and worked with providers so that they are more confident about their local practices. This has led to a 20% reduction in LAS call outs from the homes over the last 12 months and a reduction in A&E attendances from homes by 13%. We are now looking at how to build on this to further improve the care provided in care homes in the borough."



Investing in our future workforce

Through the Newham Community Education Provider Network (CEPN), hosted by Newham CCG, we have been investing in the workforce of the future by increasing the number and breadth of clinical placements available in Newham.

The CEPN has been busy working with the private, voluntary and independent (PVI) sector to develop clinical placements as a way of enhancing opportunities across the whole health and social care economy. This move away from the traditional approach to clinical placements reflects the increasing shift away from hospital based care into the community to enable the provision of care closer to home.

provide better value for money and improve the patient experience.

Since then we've been listening to feedback from patients, carers and the wider healthcare community as we develop the new model of care that will see a shift to a social model, focusing on initiatives such as prevention, self-care and improving health and wellbeing.

Here are some examples of what we've been hearing:

- "Provide varied services in one location that is easy to travel to"
- "Integrate services more effectively"
- "Share healthcare records"
- "Provide quicker access to diagnostic tests"
- "Give more support to preventing illness"

Having listened to feedback, we're now engaging on our proposals for the future model of care, which will focus on integrating services through:

- One location, rather than having to visit different parts of the borough
- One team delivering services, rather than individuals working in isolation
- One record, rather than duplicating patient information and lack of sharing
- One pathway, starting with prevention, rather than a focus solely on medical treatment.

While many of our healthcare partners have already engaged with us in the process and had the opportunity to feed into our proposals, we'd still like to hear from you. Please view our latest proposals and complete a feedback form available on our website here: www.newhamccg.nhs.uk/bhc

We will be taking account of any final views until 7 September when we will finalise the specification and invite potential providers to tender. If you would like to stay informed about news and events related to Building Healthy Communities please email: bhc@newhamccg.nhs.uk or call 020 3688 1260.

Liz Delauney, CEPN Project Manager, comments: "The clinical placements in the PVI sector are delivering an alternative, varied and enhanced experience for undergraduate nurses and increasing the placement capacity within Newham. We are working with providers to ensure that there are consistent quality standards, ensuring that the placement provider meets the quality standards of the regulator and the commissioner as well as educational requirements. This is an exciting move forward in training the future workforce and addressing demand for qualified nursing staff in the borough."

The project, funded by Health Education England North Central and East London (HENCEL), has been developed to address the growing need for clinical placements for undergraduate nurses in order to meet the demand for qualified nursing staff. The partnership with the private, voluntary and independent (PVI) sector is helping to optimise opportunities across the whole health and social care economy and supporting a better understanding of health and social care models of care as we move away from the traditional delivery models.

For more information on the project please contact Mary Clarke, Project Co-ordinator at mary.clarke@newhamccg.nhs.uk



Promoting equality and inclusion during learning disabilities week

Over 80 people with learning disabilities – together with their families, friends and carers – came together at Stratford Circus on 23 June to celebrate Learning Disabilities Week at the 'Looking Forward' event.

The event was co-produced and hosted by people with learning disabilities and their carers' in collaboration with Newham Council and Newham CCG. There were performances from Act Up! Newham, Newham People First and The Powerhouse Women, among others.

Dr Anil Shah, Clinical Lead for Learning Disabilities at Newham CCG, said: "Learning



Developing the sustainability and transformation plan

On 30 June, the draft interim north east London Sustainability and Transformation Plan (NEL STP) was submitted to NHS England for a 'checkpoint' review.

Over the past six months, Newham CCG has been working with 19 other organisations across north east London to develop the draft plan, which outlines how we will work together to deliver the NHS Five Year Forward View: shaping the NHS around local people, and improving the quality of care they receive.

The STP will act as an 'umbrella' plan for change: holding underneath it a number of different specific local plans, to address certain challenges. It will build on existing local transformation programmes and support their implementation. These are:

- Newham, Tower Hamlets and Waltham Forest: Transforming Services Together programme
- Barking and Dagenham, Havering and Redbridge: devolution pilot (accountable care organisation)
- City and Hackney: Hackney devolution in part

The STP is also supporting the improvement programmes of our local hospitals, which aim to support Barts Health NHS Trust and Barking, Havering and Redbridge University Hospitals NHS Trust out of special measures.

As well as leaders from across the health and care system clinical colleagues and providers from across NEL local people and communities will also be involved. We have been talking to patient representatives, including Healthwatch, about how to best ensure patients, carers and their families are included, and these discussions are ongoing. After we receive feedback from NHS England on the draft, we will engage with local people and staff and work towards developing the final STP.

The draft interim STP will form the basis for

disability week is about challenging inequalities and playing our part in ensuring that people with learning disabilities get treated the same as everyone else, on the bus, in shops and when visiting their GP. It's important we all make the statutory reasonable adjustments to accommodate their needs so that this group can have the best quality of life. This year we were pleased to see so many people come together to celebrate the extraordinary skills and diversity of people with learning disabilities."

Councillor Furness, Mayoral Advisor for Adults and Health, said: "The Looking Forward event was great fun and also showed how much can be achieved by involving people with learning disabilities in the things that affect them. I would like to offer a big "thank you" on behalf of the council to everyone that took part and helped to make the evening such a success."

For more information about the services available to support people with learning disabilities please visit www.newham.gov.uk/LD.



Newham Roadshow

As part of our commitment to promoting self-care and prevention we launched a short film to encourage people to take control of their own health at the Newham Community Engagement Roadshow, which took place from 18–23 July in Stratford Mall.

The film, supported by London Borough of Newham, is focused around four key areas people (promoting personal responsibility), place (promoting making use of local facilities), purpose (promoting social inclusion) and pride using a series of short interviews with people who are already benefiting from making positive lifestyle changes with the aim of encouraging others to follow suit.

[Find out more and view the film here.](#)

face-to-face conversations with NHS England and NHS Improvement leaders in July. Feedback from these meetings will be shared after they take place, then development of the fuller STP will take place over the summer/autumn. We'll keep you updated through this newsletter. You can also register to get more detailed updates from the NEL STP programme: email nel.stp@towerhamletsccg.nhs.uk



Celebrating carers week in Newham

In June, Newham CCG working in partnership with London Borough of Newham, celebrated Carers Week by hosting a series of events to raise awareness of their good work and highlight the support available.

The events were hosted to offer support to the 24,000 Newham residents estimated to be providing unpaid care to family members, relatives or friends who need support due to their age, physical or mental illness, or disability. This could be by taking them to regular appointments, helping them with their washing, or simply keeping them company if they are anxious or feel lonely.

Hundreds of people participated in the events held across the borough taking advantage of the opportunity to get information and advice from social workers and other organisations and finding out more about how to access support available to them.

Dr Prakash Chandra, a local GP and Chair of Newham CCG, said: "We are pleased to have been able to provide support, advice and guidance to carers who play such a vital role in the community and make such a difference to the lives of so many. We will continue to take every opportunity to recognise and celebrate their contributions and support their good health and wellbeing."

If you are a carer make sure that you are aware of support available to you. With the introduction of the Care Act 2014 some



Join us for our Annual Public Meeting

Members of the public and stakeholders are invited by Newham CCG to our Annual General Meeting. The Meeting will take place on Wednesday 7 September from 6.30–8.30pm at The Crystal, 1 Siemens Brothers Way, Royal Victoria Dock, London E16 1GB. This meeting is an opportunity for you to hear about the work your CCG has done of the last year and about plans for the future. Keep an eye on our website and social media for more information.



Directory of services

The Newham Directory of Services, developed by the CCG in partnership with the London Borough of Newham, has launched offering a public facing health and social care directory for Newham residents. You can find the public directory here: www.newham.gov.uk/DOS

people may be eligible for more support including practical help so you can have a break, or a direct payment for items that make your caring role easier. More information can be found at www.newham.gov.uk/carers



Promoting multi-disciplinary working

Newham CCG in partnership with local healthcare providers has produced a short film about multi-disciplinary team (MDT) working to raise awareness of the benefits from both the staff and patient perspective and a greater understanding of what the different roles bring to the MDT meetings.

While MDTs have been around for some time what is unique about the MDTs that have been set up in Newham is that a link social worker attends to bridge the gap between health and social care.

It is planned for the video to serve as teaching and promotional material for Newham and beyond to showcase the drive for integrated working in Newham.

[Click here to view the video](#) showcasing excellent joint working between social and health care in Newham.



Mayor's Newham Show

On 9/10 July 2016, Newham CCG attended the Mayor's Newham Show to talk to local residents about their health services and how the CCG is working on their behalf to commission high quality services. The show, which drew a record crowd of over 50,000 people, saw hundreds of people stop to have their say on local health services.

A key priority for the CCG this year is the re-procurement of adult community health services so we talked to people at the event about our plans for these services and how this will change the delivery of services into the future. Plans include the development of local hubs, bringing care closer to home, developing an accessible shared care record and having a single point of access.

Stuart Sutton, GP Representative Newham CCG, commented: "The CCG is committed to involving patients and the public in decisions that affect them so it was great getting out and talking to people face-to-face to get their views as we work to commission their future health services. We had lots of interest and positive responses to our plans and based on this along with previous feedback it provides assurance that we are getting it right for local people and making sure that services respond to their needs."

The response to the plans was positive with feedback including:

- "Less places to go and one place to have my health services. It will help a lot"
- "Excellent, particularly from an old person's perspective. I can still be independent."
- "It will be beneficial for the future as it will make healthcare more accessible"
- "I personally forget phone numbers. It will be of immense help to have one number and be directed to the right place at the right time"
- "It's a very good idea. It will give more time to access services without having to wait for appointments"
- "This is good, particularly as I care for my Dad and he can't travel far"
- "I would definitely like to access my own records"

Our prostate cancer clinical nurse specialist, Katherine Mutsvangwa, was also there raising awareness about prostate cancer and asking how we can get better in Newham at promoting and highlighting services to tackle the high numbers of cases that get seen here in Newham. Katherine commented: "Newham has the highest number of cases of prostate cancer in London so it is vital that we understand whether people need us to do anything differently to help them access services, get tested and get treated where necessary. It was great to see so much interest in this area and I'll be looking at how the feedback I've received can be used when commissioning future services."

[All the photos taken by the CCG at the event can be found here.](#)



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