



Central London
Community Healthcare
NHS Trust

Annual General Meeting (AGM) Thursday, 20 September 2018





Welcome and introductions

Angela Greatley, Chair





**Minutes of 21 September 2017
and
Annual report and accounts 2017/18**



CLCH - film

<https://youtu.be/1yJ4nbdFT4>



Highlights of 2017/18 and the year ahead

Andrew Ridley, Chief Executive Officer



CLCH ratings – 2017 compared to 2015

	Safe	Effective	Caring	Responsive	Well-led	Overall
Community health services for adults	Good ↔ Jan 2018	Good ↔ Jan 2018	Good ↔ Jan 2018	Good ↔ Jan 2018	Outstanding ↑ Jan 2018	Good ↔ Jan 2018
Community health services for children and young people	Requires improvement ↔ Jan 2018	Good ↔ Jan 2018	Good ↔ Jan 2018	Good ↔ Jan 2018	Good ↔ Jan 2018	Good ↔ Jan 2018
Community health inpatient services	Good ↔ Jan 2018	Good ↔ Jan 2018	Good ↔ Jan 2018	Good ↔ Jan 2018	Good ↔ Jan 2018	Good ↔ Jan 2018
Community end of life care	Good ↑ Jan 2018	Good ↑ Jan 2018	Good ↔ Jan 2018	Good ↔ Jan 2018	Good ↑ Jan 2018	Good ↑ Jan 2018
Community dental services	Good Aug 2015	Good Aug 2015	Good Aug 2015	Good Aug 2015	Good Aug 2015	Good Aug 2015
Urgent care	Good Aug 2015	Good Aug 2015	Good Aug 2015	Good Aug 2015	Good Aug 2015	Good Aug 2015
Sexual Health	N/A	N/A	N/A	N/A	N/A	N/A
Overall*	Good ↑ Jan 2018	Good ↔ Jan 2018	Good ↔ Jan 2018	Good ↔ Jan 2017	Good ↔ Jan 2018	Good ↔ Jan 2018



Patient involvement at CLCH

Staff and Patients



Musculoskeletal services

Drop-in clinics

with a difference!

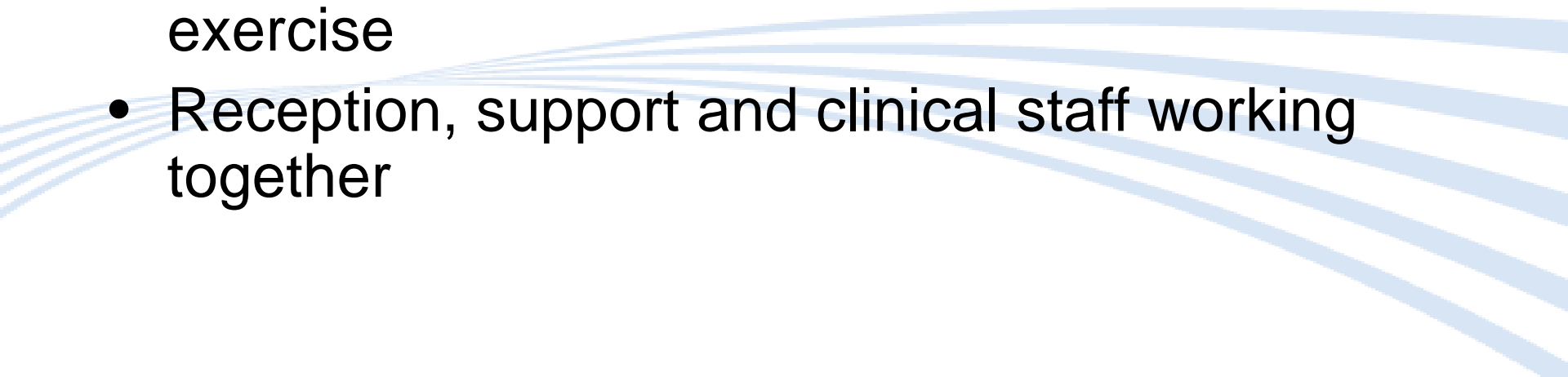
Christine Bilsborough
Consultant Physiotherapist



People wanted more time at initial consultation

- Drop in clinic set up as a pilot March 2018
- People seen on a first come first served basis

The difference!

- Subjective history in the waiting area
 - Support staff on hand
 - Screens: health information / benefits of exercise
 - Reception, support and clinical staff working together
- 

Our performance...

Every patient seen

Flexibility: no appointment required

(great for people using transport!)

FFT 95% extremely likely / likely

Staff also enjoyed working in this new way

0 DNAs



Patient comments

Receptionist
very
professional

Love evening
appointments

I felt I was
listened to

Lovely
receptionist

Love the
NHS Keep it
up!

Didn't have to
wait too long

Great team
at reception

Excellent service,
friendly & efficient

End of Life Care: Feedback from bereaved families

Sulekha Ali, End of Life Care Lead





Aim

To explore and develop processes to gain feedback from bereaved families in order to learn and improve services and care

Bereavement Survey feedback

I do feel my partner had the best possible care towards the end; but afterwards it would have maybe helped me if I could have made contact with others in similar circumstances, to share thoughts, feelings and express grief. The doctor and end of life nurses were very kind and supportive in their visits to me directly after his demise.

CLCH team gave excellent support and were willing to help coordinate care. Overall the system of health/social care is somewhat dysfunctional. CLCH team is the best model of coordinated care that we experienced.

I try and get out most days, but the evenings are the worst, its 5 months now but I don't feel better, I was married to my husband for 58 years, its not something that just goes away, especially when you are on your own at the house. Being able to talk to the bereavement counsellor has been really useful, she doesn't mind if I burst to tears and very supportive and listens to what I say.

Always missing my wife, in that I feel lonely, but at the same time surrounded by love and lots of family and friends so not lonely.

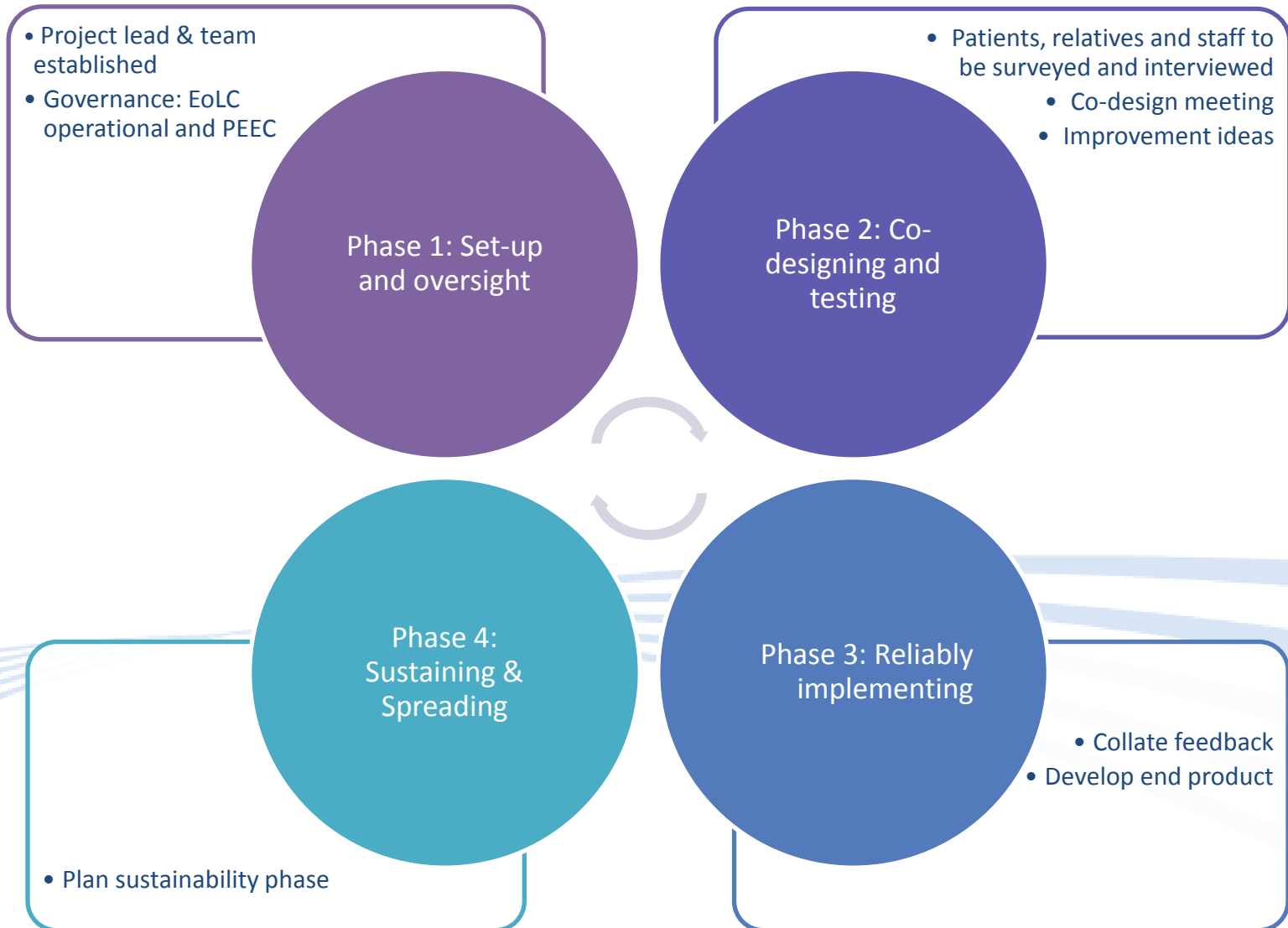
I had bereavement support from my church

Project Plan March 2018-March 2019

Project : Mar 2018-Mar 2019	Month												
Key Activities	Mar 2018	Apr 2018	May 2018	June 2018	July 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Complete initial project plan	Complete	Complete											
Review available data relating to involvement in care			Complete	Complete									
Meet pilot teams					Complete								
Agree & develop patient 'snapshot' survey					Complete								
Distribute and collate surveys (n=20 per borough)						Complete	Complete						
Analyse Surveys						In progress	In progress						
Patient and carer interviews (n=4 per borough)							Not yet complete	Not yet complete					
Analyse & edit filming footage								Not yet complete	Not yet complete				
Co-design meeting planning									Not yet complete				
Co-design meeting(s)										Not yet complete			
Pilots & testing											Not yet complete		
Implement (and measure) changes												Not yet complete	
Spread Always Event													Not yet complete

Key	
Complete	Complete
In progress	In progress
Not yet complete	Not yet complete


The process



Significant conversation training

- This training covers internal and external coping strategies when facing dying and death
- Impact on self when caring for person with end of life care needs and those close to them
- Family dynamics
- Processes and rationale for involving patients and those close to them in advance care planning
- Nurse/patient relationship at the end of life and value of early involvement.

Other developments

- Reviewed Individual Plan of Care for the Dying Person
 - Unified syringe driver charts
 - End of Life Care for the Homeless
- 




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Engage with me

Claire Browning
Health Team Manager
Barnet learning disabilities service





How do we as NHS providers currently engage with people?

- NHS friends and families test
- Clinical outcome measures
- Patient stories
- Patient feedback questionnaires



So why is engaging with people with a learning disability difficult?



- Wide ranging variety of intellectual and physical impairments
- Lifelong condition so wide age range
- Communication difficulties
- Significant behaviours that challenge



But.. It can be done, with some reasonable adjustments we can hear their voice



Our success so far!

- My Health Matters!



- LeDeR- Investigations into premature deaths of people with a learning disability

- CLCH recruitment video.



Our recruitment video





The future in Barnet

- Focus groups on the service user experience and how they want engagement to look like for people with profound and multiple learning disabilities
- Service user recruitment interview panel members





Questions from the audience





Close

