



**Islington CCG  
Yearly review 2013/2014**

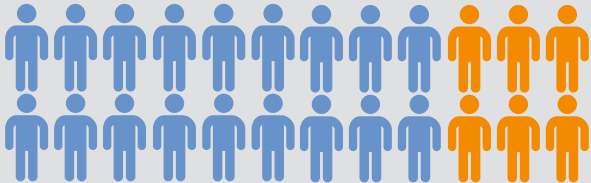
# Islington CCG – Who we are and what we do

## Islington: health and well being

Approximately 10% of registered patients are diagnosed with depression (the highest in London).



Approximately 25% of children aged six are obese (higher than the average for England).

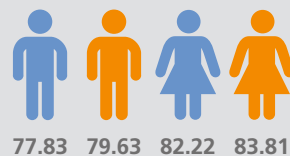


Approximately 20% of residents enter and leave the borough each year (London's most mobile population).



London's lowest life expectancy for men, and the fourth lowest for women.

■ Islington ■ London



At least 35,000 registered patients have a long-term condition.



**We are Islington Clinical Commissioning Group (CCG). We plan, buy and monitor local health services. Launched in April 2013, we are part of an NHS plan to give local doctors and local people more say in organising their own health services.**

We are:

- made up of GPs from 37 local practices;
- chaired by Islington GP, Dr Gillian Greenhough; and
- supported by a governing body of GPs, members of the public, nurses and other professionals.

We work closely with other clinical commissioning groups across London, as well as the London Borough of Islington, NHS England (the new central body) and local people.

Islington is an 'integrated care pioneer', meaning that we and Islington Council are working together to link healthcare and social care, to make life easier for patients and take better care of them.

We buy in a wide range of services. These include planned hospital care, rehabilitation services, urgent and emergency care (including 111 and out-of-hours services), most community health services (such as podiatry, district nursing and physiotherapy) and mental-health and learning-disability services.

Many of these services are provided by local NHS organisations – Whittington Health, Camden and Islington Foundation Trust, University College London Hospitals and The Royal Free. We also buy services from not-for-profit organisations based in the local community.

# Working together for better healthcare

**We aim to improve the health of everyone in Islington. To do this, we're looking at every aspect of care, from the way we plan services, to how we work with others. We also want to help people manage their own health and make the most of services offered in the community.**

To achieve our goals, we're listening carefully to what patients and local people tell us.

We know they want to be treated as individuals and for professionals to understand how vulnerable they feel when they're ill. They want their care to be co-ordinated so they can easily get the help they need, without worrying about who supplies it. And they want us to help them look after themselves.

We know people don't always have good experiences of local services. They may be confused by who is doing what, or find that their care falls short of what they were expecting.

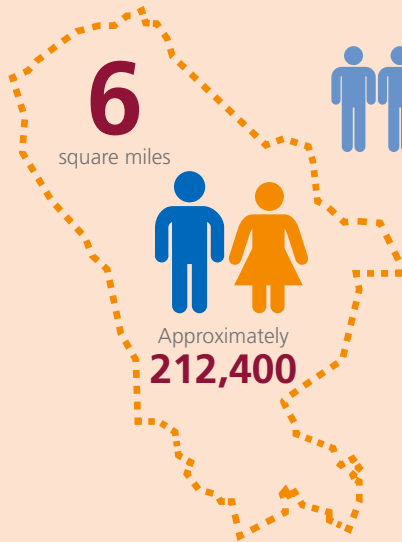
We're working to put these things right and use our resources in a way that brings the most benefit to our community.

We aim to improve health and social care for everyone in Islington.



# Islington – Our community

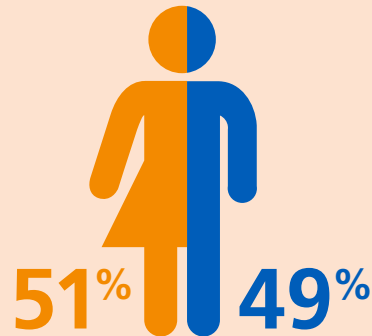
## Population



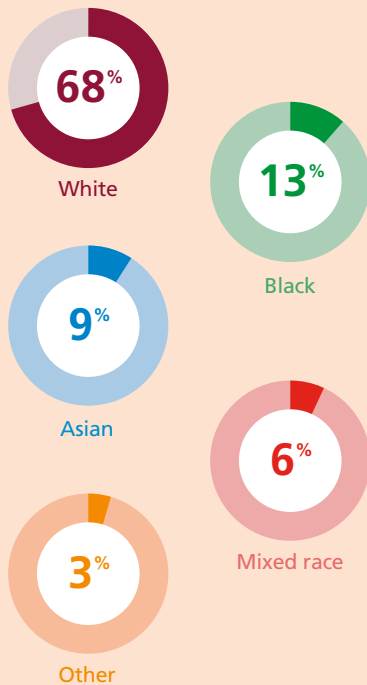
64% of 16-to 74-year-olds are employed



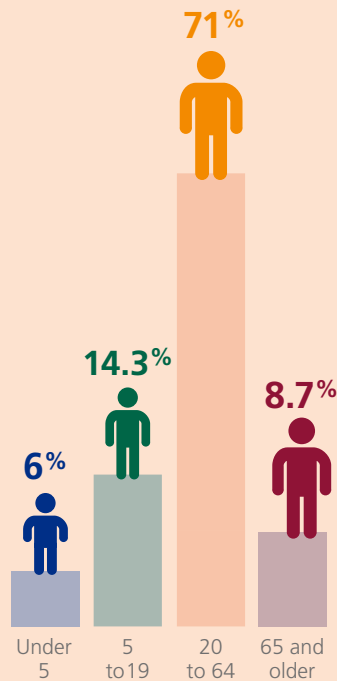
Slightly more female than male residents



## Breakdown of ethnic backgrounds



## Breakdown of ages

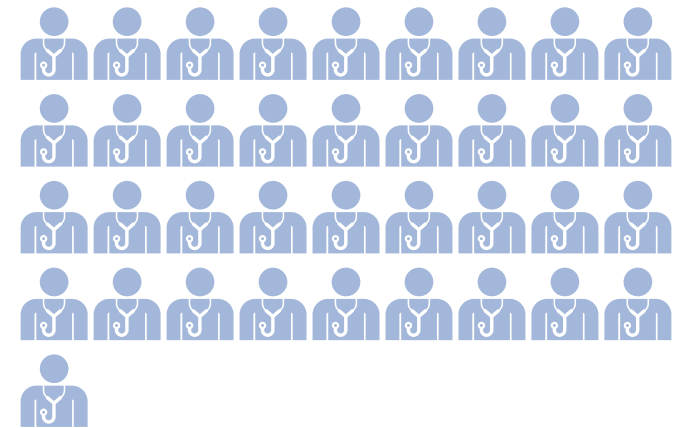


Islington is the most densely populated borough in the UK, with a quarter of a million people living in an area of less than six square miles.

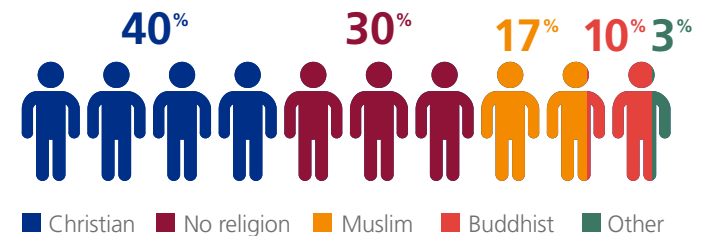
Approximately 20% of our residents do not speak English as their first language.

Our population continues to grow. Islington is home to some of London's most wealthy and influential people, but it is also one of the most deprived areas in the country. Deprivation, poverty and isolation all affect the health of our residents.

37 GP practices in Islington with 228,000 registered patients and rising



## Religion



# Our aims and achievements in 2013/2014

One of our most important tasks is to join healthcare and social services together more closely, so we can make life easier for patients and provide more effective care. To achieve this, we're working with the Health and Wellbeing Board, a committee of Islington Council, and a variety of other partners, local people and patients.

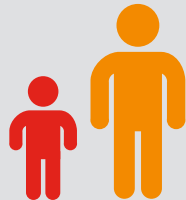
Together, we've been making progress towards the following four priorities.

## 1 To make sure every child has the best start in life

### What we've done

- Set up local clinics run by nurses to help children with asthma, allergies, constipation and reflux, epilepsy and eczema.
- Introduced young trainers to help their peers adopt healthy lifestyles.
- Brought in specialist community nurses to work in GP surgeries.
- Invested over £1 million in more services for children.
- Provided fitness equipment for schools and community groups.

More speech and language therapy in schools



## 2 To prevent and manage long-term conditions to extend the length and quality of life, and reduce health inequalities

### What we've done

- Worked with local patients to set out how they would like us to provide their care.
- Helped 87% of people feel confident about taking care of their own health.
- Trained a team of 'navigators' to guide patients through Islington's network of community healthcare and social-care services, and supported them so they get the most effective treatment.
- Helped 85% of people with long-term conditions feel they were involved in making decisions about their care.
- Made health services easier to use (according to patients, doctors and nurses).
- Invested £250,000 in Whittington Health to develop the expert patients programme, supporting more patients to take control of their own health.
- Worked closely with Whittington Health NHS Trust, investing in ways to help link up hospital, community and social-care services to give patients a service that's easier to understand and use.



## 3 To improve mental health and wellbeing

### What we've done

- Worked with the Camden and Islington NHS Foundation Trust to help identify potential mental-health problems as early as possible, helping people to stay actively involved in family and

# Your health services

community life, and preventing the symptoms of late diagnosis.

- Encouraged the Trust, our local GPs and pharmacists in the borough to co-ordinate their services and give mental health and wellbeing the same priority as physical health.
- Invested £2.4 million to help more people get access to counselling or similar services. We've helped 13.8% of people in Islington with depression and anxiety start treatment in 2013 to 2014, beating our target of 12.5%.
- Worked with our local partners, such as Hillside Clubhouse, to help people with mental-health problems to find work, so they can be more independent and take control of their lives.
- Diagnosed more people with dementia (per person in the population) than anywhere else in the country, and helped them cope better with their condition.

## 4 To provide high-quality, efficient services within the resources available

### What we've done

- Provided a better experience for patients and built an excellent foundation for the future.
- Saved money in some areas, allowing us to reinvest in services.
- Met all of our financial targets.
- Met the targets we agreed with our local partners at the beginning of the year.

## How we've improved your health services

This year we've improved services in seven main areas.

### 1 Listening to patients and local people

We've used what people have told us to decide what services to buy in. (For example, we've learned what support people need to better manage their own long-term conditions, so our new plans will take this into account). We've gathered the views of our various communities and set up new patient forums for people to share information and challenge us to provide what they need. We've also asked patients what they think about services such as community nursing, palliative care (treatment that relieves symptoms but does not cure), integrated care (bringing together the different services a patient needs), urgent care and women's mental-health support. This information has helped us to act quickly and put things right where standards were not being met.

### 2 Looking after patients

Over 95% of all patients using A&E services were seen within four hours, and patients with suspected cancer were also seen and treated quickly (within two weeks for breast cancer).

### 3 Safety

We've made hospitals, care homes and home-care services safer, and worked with local partners to help protect children and vulnerable adults.

### 4 More effective care

Linking up local health services has helped doctors and patients work together and reduced hospital admissions, especially for diabetes, lung conditions (chronic obstructive pulmonary disease) and heart failure.

# Working in the community

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## 5 Primary care

People have asked us to improve primary care (care delivered by a GP or another health professional who is the first contact for treatment), and we have acted to do this. (For example, we've invested £680,000 to help people make appointments with their GP more easily). We've also invested in new technology that helps people order repeat prescriptions or make appointments online.

We're also offering patients more services closer to home, and making their experience of healthcare more pleasant and efficient. For example, we've introduced:

- new blood-pressure monitors to be used at home or in the GP practices;
- information screens for local GP practices, which local patients had asked for; and
- training to give reception staff in GP practices more skills to help them respond to patients sensitively and professionally at all times.

## 6 Urgent care

Islington and Camden have worked together to develop services better suited to our population. We've talked to local GPs, patients, voluntary partners, and healthcare and social-care professionals, to understand more about what people think of our services. One of the things people told us is that they would prefer to see their own GP on the same day, rather than go to A&E or an urgent-care centre. We will use this information to develop better services in future.

## 7 Buying in high-quality, efficient services

We've introduced some new arrangements, such as the following.

- **Primary-care child-safeguarding group** – to help protect the most vulnerable children by bringing together local experience and expertise from GPs, pharmacists, optometrists and dentists. We've appointed a doctor to support GPs who care for vulnerable children in Islington.
- **Developing nursing skills** – we've introduced an annual conference to acknowledge excellence among our local nurses and help them to build leadership skills.

## Working in the community

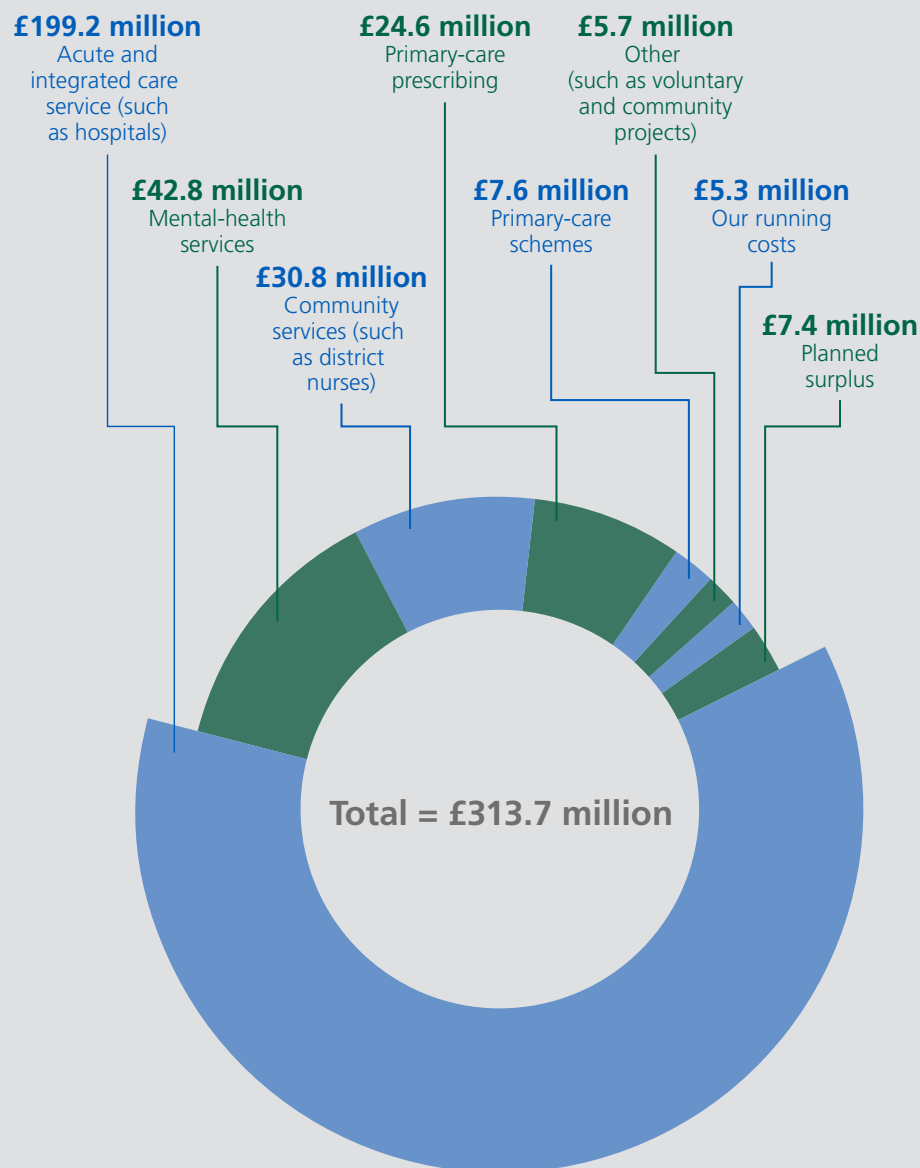
We've worked hard to help local people get the best out of their healthcare and social-care services. For example, we've:

- joined a discussion forum where local organisations and charities look at ways to support the local community and help people who may find it difficult to use health services;
- worked with the Cripplegate Foundation to set up support and charity groups, such as the Dementia Café for people who care for those with dementia;
- developed the 'navigator' roles with the input of local GPs and Age UK; and
- held a series of community events throughout the year, including an open house for people to meet our staff and members of our governing body, and to find out more about what we do.

# Where the money goes

During 2013/2014, we spent a total of £306.3 million and had £7.4 million left over.

This is how we spent the money



## Islington CCG spending 2013/2014

### Savings

We saved £8.9 million, mainly by being more efficient in acute hospital care and prescriptions.

### Investments

We spent £5.2 million on improving the effectiveness and efficiency of services, and a further £2.5 million on investments in acute and community services at Whittington Health NHS Trust and in mental-health services at Camden and Islington NHS Foundation Trust.

### Future finances

Our budget for 2014/2015 is £303.4 million and for 2015/2016 it is £308.6 million. The money allocated to us reflects changes in the population, with a higher proportion of funds going to support the elderly. Although more people are living in Islington, they tend to be younger than in some other areas, so we have received less money per person than we did in 2013/2014. The next two years will be challenging as we aim to save 5% of resources in 2014/2015 and another 4% in 2015/2016.

The money we save will go towards:

- continuing our strategy to improve access to primary-care services;
- helping people over 75 to use primary-care services more easily;
- helping healthcare and social-care services work more closely together through the Better Care Fund; and
- increasing the level and quality of community services provided locally.



# The next five years – What we want to achieve

To provide better health services for the people of Islington, we plan to do the following.

- Help everyone get the care they need as early as possible, and help prevent people from becoming ill in the first place.
- Work with patients and local people to design new ways of caring for them.
- Make sure people only go into hospital when it is absolutely necessary, and that they are discharged with the right support.
- Make GP services more accessible.
- Give people better information and advice on how to take advantage of voluntary and community-based services.
- Make GP practices the centre of joined-up healthcare and social care throughout our area.
- Manage patients' care more effectively by identifying people most likely to need hospital treatment and co-ordinating their care.
- Help children and adults manage their own long-term conditions.
- Offer more individual care through personal health budgets.
- Make the health service easier for patients to use by giving them one point of contact and simplifying the way they are assessed.
- Treat people with similar levels of service and respect, whether they have a physical or mental illness.
- Create a skilled workforce that treats people with dignity and compassion, is motivated to make a difference, and is rewarded for its efforts.
- Develop IT systems that work together to help us provide co-ordinated care across the borough.



# How we plan to achieve our goals

**We've set up several programmes specifically to improve primary care, integrated care, urgent care and planned care across the borough. We plan to keep improving the health and wellbeing of the people of Islington by doing the following.**

- **Finding new ways of working**  
We will take services to people in their local communities or homes and provide new services in hospitals. We'll help hospitals and community services take advantage of technology such as smart phones, emails and the internet. We will do more to help patients take more responsibility for their own care.
- **Providing value for money**  
Islington provides some of the safest and highest-quality health services in the country. We aim to maintain our high standards and improve where we need to, giving people services that provide the best value. We won't charge people for any services (except those they already pay for, such as prescriptions and the dentist).
- **Working together**  
We'll build our relationships with other clinical commissioning groups, Islington Council, hospitals, community partners and the voluntary sector. We'll continue to work very closely with the Whittington, University College London Hospital and Royal Free Hospital to continue to develop stronger links with primary care and NHS England.

As one of England's 14 pioneer sites, Islington is working towards bringing healthcare and social care closer together. We're proud of what we've achieved in our first year and we look forward to working with our partners and the people of Islington to improve the health and wellbeing of all our residents in the years ahead.



We'll help hospitals and community services take advantage of technology.

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# What do you think?

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What do you think about health services  
in Islington?

Tell us your thoughts at

[www.HealthVoicesIslington.org.uk](http://www.HealthVoicesIslington.org.uk)

