



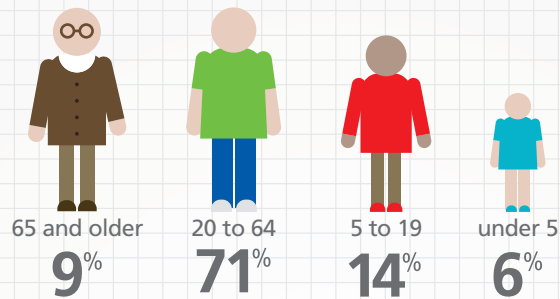
Islington CCG

Yearly review 2014 / 2015

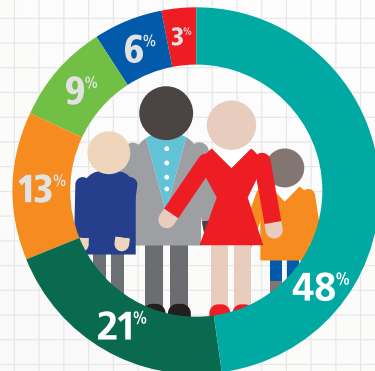
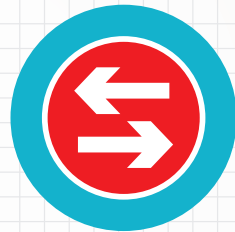
Islington – Our people

Population approximately 206,100

Breakdown of ages



Approximately 20% of residents come to live in and leave the borough each year (London's most mobile population)



Breakdown of ethnic backgrounds

- White (British)
- White (Other)
- Black
- Asian
- Mixed race
- Other

London's fifth most deprived borough (the 14th most deprived in England)



2011 Census: Ethnic group, local authorities in England and Wales, Office for National Statistics (2012).

Our community

Islington is the most densely populated borough in the UK. A quarter of a million people live and work in an area of less than six square miles and our population continues to grow.

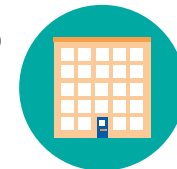
Some of London's most wealthy and influential people live in Islington, but it is also one of the most deprived areas in the country. This affects the health of our residents.

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



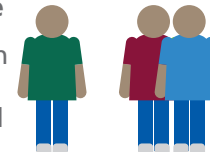
Note: Those who are not in work, not seeking work and are not available for work.

6,000 people live in shared accommodation – in student accommodation, prisons and hostels (the second highest in London)



High percentage of single people

60% Islington
44% London
35% England



8,600 single-parent households



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

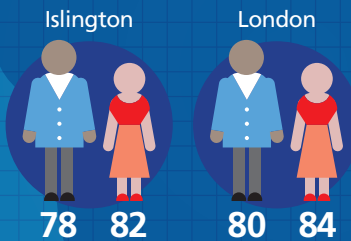


Islington – Health and wellbeing



About 10% of registered patients have a diagnosis of depression (the highest in London)

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



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



At least 35,000 registered patients have a long-term condition such as diabetes



Approximately 6% of people say their health is bad or very bad (the highest in London)



- Very good health
- Good
- Fair
- Bad
- Very bad

Working together for better healthcare

We are Islington Clinical Commissioning Group (CCG) and we plan, buy and monitor local health services. We are made up of GPs from 34 local practices and we're working closely with a variety of partners, patients and local people to improve the health of everyone in Islington.

We're known as an 'integrated care pioneer' which means we're working with Islington Council to link healthcare and social care, to make life easier for patients and take better care of them.

People's health is affected by many different things, including whether or not they are employed. In Islington there are more jobs than people, but unemployment is still high. We're working with different partners to help get more people into work. Islington's Employment Commission is helping to train and motivate people for a variety of jobs, while Hillside Clubhouse is helping people return to work after experiencing mental ill health.

We are also working with clinical commissioning groups in other boroughs. This year we're talking to GPs in Barnet, Camden, Enfield and Haringey about how we can give patients better primary care. One project is to improve the NHS 111 and out-of-hours service.

Listening to the people of Islington

To help us provide the best service, we listen carefully to what local people tell us. We meet regularly with them so they can ask questions and tell us what concerns them about their care.

We have taken particular care to listen to those who may not be always heard, perhaps because of language barriers, or because they feel excluded from their community. We've been finding out what they need most from their care, what works well and what they think needs to change.

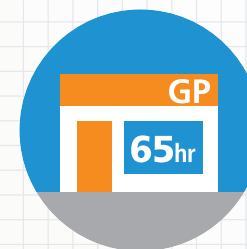
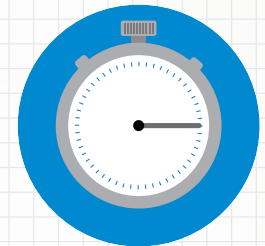
As a result, we have improved a range of services. We've been taking a more balanced approach to care, making sure that people receive similar levels of service and respect, whether they have physical or mental ill-health. We've made it easier for people to see their local GP more quickly and at more convenient times. Our new IT systems mean people can book appointments with their GP online. We can also share health information with other care providers and co-ordinate people's care more easily.

We understand that people do not 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 hard to put this right. We have set up Health Voice Islington, a way for people to tell us their thoughts about local services in Islington. Local people can share their views by visiting: www.islingtonccg.nhs.uk/healthvoice

How we have improved your health services

Working with our partners, patients and local people, we have improved our services in many different areas. We've helped people get care more quickly and introduced new ways of caring for them.

Earlier diagnosis and treatment of cancer – GPs referred 9% more people to our clinics than last year, giving about 500 people a better chance of recovery.



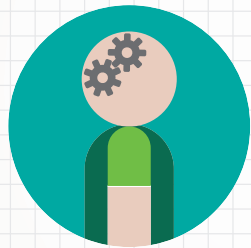
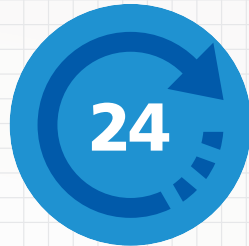
More GP appointments – 65 extra hours a week.

People seen or treated more quickly – more patients see a consultant within 18 weeks of being referred to hospital.



How we have improved your health services

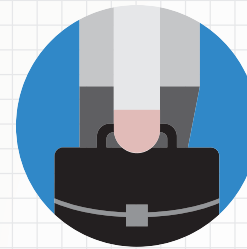
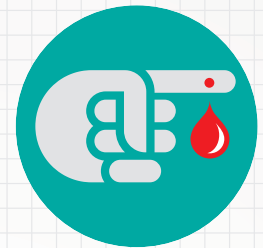
People with less serious conditions treated more quickly – last year 8,000 people were treated by Whittington Health's ambulatory care service (care for those who need to be assessed but may not need to stay the night in hospital). This is better for patients and eases the pressure on emergency services.



Better care for people with mental ill health – doctors and mental-health professionals work together closely, while our new specialist service means fewer people need to stay in hospital.

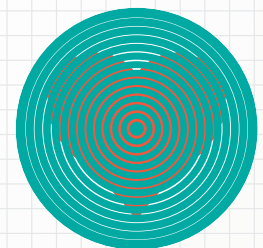
How we have improved your health services

Better care for people with diabetes – everyone looking after patients works together on a personal care plan, so patients only have to tell their story once.



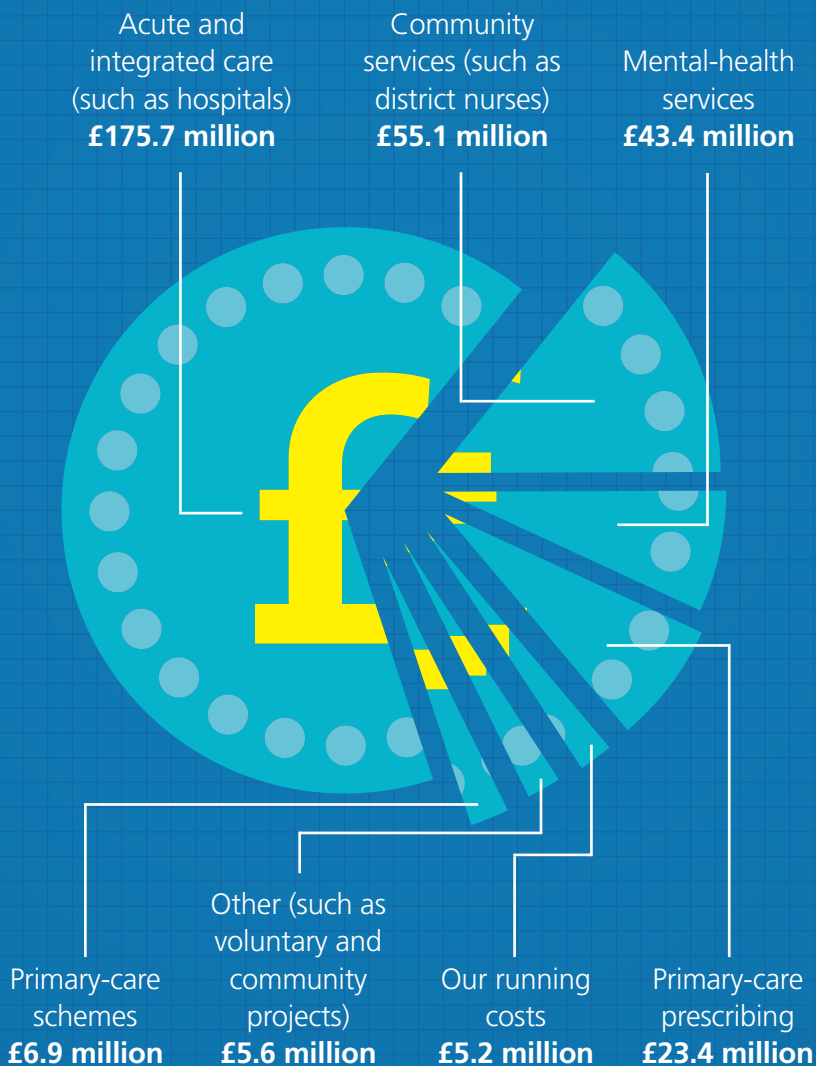
Help for people with long-term mental ill health – the Hillside Clubhouse 're-ablement' service helps people with long-term mental ill health to return to work.

More personal co-ordinated care – our team of health navigators help people find out about things like housing, social care and writing a will.



Where the money goes

In 2014/2015 we spent a total of **£315.3 million** and met all our financial targets.



Where the money goes

Savings

We saved £14.9 million. We did this mainly by being more efficient in hospital care and investing in Whittington Health's new ambulatory care service. We also supported the best use of medicines and other local programmes.

Investments

We spent an extra £12.3 million on a number of schemes. These include providing better services for patients during the busy winter months and giving them more access to health services seven days a week. We're also improving our response to emergencies and aiming to treat people more quickly after they have been referred to hospital.

Future finances

Our budget for 2015/2016 is £326 million (after taking off savings of £12 million). Since the population is expected to grow by 1.77%, this will be a challenge.

We will find new ways of working. We'll help healthcare and social-care services work more closely together through our Better Care Fund. Through this, we'll introduce new schemes for urgent care and planned care, and improve primary care. This action will help us to reduce the pressure on acute hospital care and look after people in the community, closer to home.

The next five years – What we want to achieve

We want to provide better health and social care for everyone in Islington.

To do this, we will continue to:

- help prevent people from becoming ill;
- work with our partners and local people to provide new services;
- improve access to GPs and provide better primary care;
- make GP practices the centre of co-ordinated health and social care;
- manage care better by planning ahead and giving people a single point of contact; and
- help people to manage their own care.



How we plan to achieve our goals

We've set up programmes to improve primary care, integrated care, urgent care and planned care across the borough. We plan to keep using our resources in a way that brings most benefit to the community.

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 smartphones, emails and the internet.

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 continue to build our relationships with other clinical commissioning groups, Islington Council, hospitals, community partners and the voluntary sector.

We are proud of what we've achieved in our first two years 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.

Islington CCG – Who we are and what we do

We, Islington Clinical Commissioning Group (CCG), were 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 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 Islington Council, NHS England (the new central body) and local people.

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.

Our priorities

Together with Islington Council, our four priorities are:

- to make sure every child has the best start in life;
- to prevent and manage long-term conditions to extend the length and quality of life, and reduce health inequalities;
- to improve mental health and wellbeing; and
- to provide high-quality, efficient services within the resources available.





What do you think about health services in Islington?

Tell us your thoughts at

www.islingtonccg.nhs.uk/healthvoice