

# CROYDON HEALTH NEWS

*Our local community newsletter*



**Choose well.**

**New Urgent Care Alliance for Croydon**



**How we are helping prevent and treat falls**



**Working with our community to improve our facilities**

## Croydon Health Services out of financial special measures

In February Croydon Health Services NHS Trust was taken out of financial special measures. Why was this done and what will it mean for the future?

After just seven months, the Trust was taken out of financial special measures by the regulator NHS Improvement following a significant improvement in our financial performance.

NHS Improvement said the Trust had identified £7 million of savings for this financial year and we were in a much improved financial position going forwards.

Announcing the news, Stephen Hay, executive director of regulation at NHSI spoke of the “hard work of the Trust’s leadership” and added that “staff can take pride in their achievements.”

Chief executive John Goulston said: “To exit financial special measures in just seven months is to the credit of our staff who, along with the Trust Board, have worked tirelessly to find ways to increase efficiency and put forward ideas to cut costs without compromising care.



“Our recovery plan was carefully developed, with all savings schemes checked by our senior clinicians to ensure that we did not compromise patient care or safety.

**“This is a turning point for the Trust and we must continue to focus on our on-going quality improvements while making every penny count.”**

“We are on track to reduce the Trust’s long-standing deficit by almost a quarter this year (2016/17) – but we know we need to keep a tight grip on money if we are to continue to make improvements.”

Under current plans we must cut our financial deficit by almost half in 2017/18, and by a further £9m the year after (2018/19).

“This will not be easy and will require everyone in the Trust to find ways to do more with the resources we have,” added John.

Chairman Mike Bell added: “This is a turning point for the Trust, and we must continue to focus on our on-going quality improvements whilst making every penny count.

“This will reset the Trust to make us clinically and financial sustainable so we can better meet the health needs of people in Croydon, now and in the long-term.”

## Welcome to our second edition of CHS News

### Listening and working with our community is vital if we are to deliver the care that the people of Croydon want and deserve.

I was delighted that so many people came to our Big Conversation 2017. It gave us a chance to not only tell them about how we have acted on their past suggestions - but it also provided them with the opportunity to let us know how they would like us to improve our care further.

One of the topics that came up was improving our amenities and so we are very pleased that through working with local community and charities we have been able to improve both our children's isolation room and our bereavement suite for families to use.

We are already doing fantastic work here in Croydon, both in our hospitals and in community settings, to prevent and treat falls.

We now have one of London's lowest admission rates for falls and shortest length of hospital stays for people who have suffered a fall. Key to this success is the close working across the services.

### Next month, we will be launching a even more personalised and joined-up approach to health and care services for the over 65s in Croydon.

The Croydon Health & Social Care Older Peoples' Alliance is a radically different approach that is focused on keeping people well.

As our population ages, local services need to work together better to prevent ill health, and provide treatment when needed. From April, we will be joining forces with the local authority, GPs, mental health services, our

commissioners and the voluntary sector to transform our care over the next ten years.

One of the first initiatives is the introduction Personal Independence Co-ordinators with Age UK Croydon. They will be meeting patients who have been identified by their GPs as having two or more long-term conditions and two recent hospital admissions.

I look forward to discussing this and more in future editions of this newsletter.



**Mike Bell, Chairman of Croydon Health Services**

## What are patients are saying about us

**“My mum been in hospital all week and the care she has been given is brilliant can't fault anything. Well done Mayday Hospital. “ - tweet posted on 18 February**

**“I was amazed to be seen, X-rayed and prescribed the medication to help resolve the issue well within an hour. The staff in A&E, the Urgent Care Centre and X-ray were polite, helpful and humorous. “ - comment left on Patient Opinion on 4 March**

**“Huge thanks to the day surgery unit and the great staff there @croydonhealth Michael is a legend. Let the rest and rehab (tomorrow) begin” - tweet posted on 9 February**

**”I attended the Breast Unit yesterday for initial consultation following a lump found in my breast. The team were outstanding from my initial contact to make an appointment to the consultation from the breast consultant and the staff undertaking the mammogram. I cannot thank everyone enough and the superb service from start to finish shows the dedication and hard work that goes into running this unit” - comment left on Patient Opinion in March**

**“What a nice change to read something positive about Croydon and the great staff who work there” - response posted on Facebook to an article about our A&E by the Croydon Advertiser on 15 February**



## Coming together for our Big Conversation 2017

More than 50 patients, staff, members of the public and stakeholders attended our LiA Big Conversation this month at which we updated them on our progress and heard how they think we can improve further.

Last year we held a Big Conversation event and it gave us the chance to hear from local people how they wanted to work with us to improve our care of them.

During the evening, people put forward a number of suggestions and so this month we held our 2017 event so we were able to share with them key actions we have taken based on their ideas and get their thoughts on where we should focus our efforts going forward.

We shared with the audience details of this newsletter, how we regularly post news and respond to queries on social media such as Facebook and Twitter.

We also updated them on our excellent response rate on the Patient Opinion website and how we have made 10 changes as a result of feedback on the site.

The audience was also given information on how our staff have been very busy helping to ensure that we overcome any feelings of isolation our patients may have, and we were able to show them a short film about our Lunch Club.

We also explained how we provide information to all patients on how we make sure they are aware of what we can do to make their stay comfortable.

We are encouraging all staff to ensure people are fully informed about their care and treatment



plan, as well as their likely date for being discharged home. In addition, we highlighted how new enhanced care initiatives are improving the way we look after patients with additional needs, including those with dementia.

**Our staff will now be looking at how we can take forward these ideas and bring about changes across the Trust.**

As part of the discussions, we also demonstrated how volunteers are also playing a key role in improving services, not only through the support they give our patients and visitors every day, but also through new initiatives such as our Mystery Shopper programme.

During the event we gave all attendees the chance to tell us what three things they thought we could do to improve further.

There were many excellent suggestions, broadly around the

themes of continuing to improve the way we communicate with patients, how people access our services and suggestions around improving the amenities at Croydon University Hospital and our community sites.

Our staff will now be looking closely at all these ideas to see how we can take them forward and bring about further changes across the Trust.

John Goulston, Chief Executive of the Trust said: “It was wonderful that so many people came along to give us their views and to hear what we have achieved over the past year.

“We received some excellent suggestions from people and I am confident we can turn many of these into concrete actions to ensure we are giving people the best possible experience while in our care”

## New Croydon Urgent Care Alliance offers urgent GP appointments 8am to 8pm, 7 days a week

For the first time, emergency and urgent care services will be working together to provide more coordinated care and across the borough.

**People in Croydon will soon have access to a wide range of urgent care services, including GP appointments available from 8am to 8pm, seven days a week.**

From April 2017, three 'GP Hubs' will open across the borough to treat children and adults with urgent care needs. The new 'Hubs' will be open for longer hours every day, and will offer more services to treat both minor injuries and minor illnesses.

People should call NHS 111 where advisers will direct people to the best medical care depending on their symptoms – including making an appointment for them at a GP Hubs where appropriate.

Appointments will be available to people living or working in Croydon if they are unable to get an appointment with their own GP.

**The new hubs** will increase the services already available at **Purley Minor Injuries Unit** and **New Addington Minor Injuries Unit**. A new Central Croydon GP Hub will be provided within **the East Croydon Medical Centre**, replacing the walk-in centre located on Edridge Road.

The improved services are part of a new contract with NHS Croydon Clinical

Commissioning Group and the Croydon Urgent Care Alliance – a coalition of hospital doctors, nurses and local GPs.

Urgent Care Centre and GP out-of-hours services at the Emergency Department at Croydon University Hospital will continue. The Urgent Care Centre will be open 24/7 and equipped with the expertise to treat all urgent

but non-life threatening illnesses or conditions.

Dr John Chan, a local GP and the chair of Croydon GP Collaborative said: "This will make access to appropriate care and advice much more straightforward for patients and professionals alike."

**For more about the new services, visit our website or follow #CroydonUrgentCare on Twitter**

|   |   |
|---|---|
| <br><b>Self Care</b><br>Headache<br>Cough or cold<br>Sore throat                           | Make sure your medicine cupboard is stocked up. To find the right treatment, use the free <b>Health Help Now App</b> or visit <a href="http://www.healthhelpnow.nhs.uk">www.healthhelpnow.nhs.uk</a><br><b>Click before you go.</b> |
| <br><b>Pharmacist</b><br>Hayfever<br>Diarrhoea<br>Minor injuries                           | <b>Croydon Pharmacies</b> can give you advice on common illnesses and medicines to treat them.  |
| <br><b>Your GP</b>   | If you have any illness or injury that won't go away, make an appointment to speak to your GP.<br><b>Call 111 for Out of Hours GP Services.</b>   |
| <br><b>Call 111</b><br>Unsure / Unwell<br>Confused / Need to know                          | When you need medical help fast but it's not a 999 emergency, <b>NHS 111</b> is able to assess your need and book an appointment with the right service for you.  |
| <br><b>GP Hub</b>  | If you can't get an appointment with your GP call <b>NHS 111</b> for an assessment or to book an appointment if necessary with a <b>GP hub 8am to 8pm every day, all year round.</b>  |
| <br><b>A&amp;E or 999</b><br>Choking / Chest pain<br>Blackout / Blood loss<br>Broken bones | In serious or life-threatening situations, emergencies, and for broken bones, go to the <b>Urgent Care Centre, Accident &amp; Emergency</b> or <b>dial 999</b>  |

## Trust launches point of delivery teams (PODs) to enhance your access to care

We are making it easier for you to contact us to manage your hospital appointments.

**We have brought together the administrative support teams for many of our specialist services so that patients and local GPs can easily arrange their appointments and keep in contact with us.**

The Trust has opened PODs – or Point of Delivery teams – which will offer a single direct telephone number and a dedicated email address for each group of specialist services to make it easier for you to

contact us to manage your appointments.

All PODs will be open from 8.30am to 5.30pm, Monday to Friday.

The PODs will mean that our dedicated teams can keep track of your care, from start to finish, helping us monitor waiting times. This will also help us to keep our patients and their GPs more informed.

As part of these changes, many of our telephone numbers and

email addresses have changed

If you are contacting us, please use the details on the latest letter you have received. You can also find all the numbers on our website.

If you have any questions, or are unsure who to call, please contact us on 020 8401 3000,

**PODs will make it easier for you to contact us and manage your appointments.**



## How has the Trust performed this winter?

We were able to see, treat and admit or discharge 85% of people who came to A&E within 4 hours in January.

For November, December and January we have been in the top half of the 18 acute trusts in the capital on the 4 hour target.



We have been extremely busy all winter and our bed occupancy rate has been just under 99% on average since the start of 2017



On the Friends and Family Tests for January, 93.7% of patients recommended our A&E care.

This winter, 78% of patient-facing staff have had the flu vaccine— placing us second among all London acute trusts and above the national target.

## Have you or your loved one received good care at CHS?

Is there a service whose compassion and expertise impressed you? If so, you may wish to consider donating money to the Trust's charitable fund.

You can donate to support a specific ward, service, hospital or the Trust as a whole. Any charitable funds are kept entirely separate from operational funds and are not used to pay for day-to-day costs.

If you would like to make a donation, details of how to do so are available on the 'Getting Involved' section of our [website](http://www.croydonhealthservices.nhs.uk) at [www.croydonhealthservices.nhs.uk](http://www.croydonhealthservices.nhs.uk).

## How our falls services is helping older people

National figures suggest a third of people aged over 65 will fall at least once a year. Among those aged over 80, this rises to half suffering a fall within a year.

**What are we doing to help older people in Croydon get back on their feet and reduce their future risk of falls?**

As people's life expectancy increases, the number of older people is growing and today there are almost 50,000 people aged 65 and over in the borough. A key way in which we help this section of our local community to stay well and independent is through treating and preventing falls.

We have a dedicated Falls Service which provides individual assessments, exercise classes or tailored home exercise programmes for over 65s to reduce the risks of falls and fractures. It also provides coping strategies following a fall.

The service is made up of a multi-disciplinary team including elderly care physicians, physiotherapists and occupational therapists, depending on a patients individual needs.

As an integrated Trust, we offer support both in people's homes and in our hospitals and clinics across the borough.

**The close working of the different teams has resulted in the Trust having one of the lowest admission rates and length of hospital stays for falls in London.**

The service includes:

**The Falls Clinic at Croydon University Hospital and Purley Memorial Hospital.** This is led by consultants and

assesses a patient's history of falls and the risk of future occurrences through looking, not only at their balance and muscle strength, but also cardiovascular and neurological factors that could make them more likely to fall. Patients attending the clinics also have access to diagnostic facilities for radiology, cardiovascular and bone health investigations.

### **Community-based assessment and rehabilitation**

We offer physiotherapy and occupational therapy to people in their own homes, which includes providing advice and equipment where required. The team offers home-based tailored exercise programmes or community-based exercise classes to help reduce the future risk of falling.

### **The Bone Health Clinic**

This is led by specialist nurses and is part of the Fracture Clinic at Croydon University Hospital. It offers screening for osteoporosis for those who have suffered a fracture as a result of normal activities, such as falling from standing height or less, as well as comprehensive assessment for falls.

If people are admitted to hospital, we provide early assessment and rehabilitation in



the Acute Care of the Elderly unit and our Acute Medical Unit.

We aim to provide early mobilisation and rehabilitation, prompt treatment of conditions that can lead to falls. When people are ready to go home we provide prompt discharge planning, with early review and active rehabilitation once they are back home, based on individual need.

Dr Wallace Tan, Falls Clinical Lead and Consultant Care of the Elderly, said: "Our staff in the hospital and out in the community are all working together seamlessly to look after older people at risk of falling and to help those who have fallen to get back on their feet .

"We are proud of our performance in helping avoid people to falls and we work very hard to ensure that those who do fall can regain their independence as soon as possible."

**Falls are estimated to cost the NHS more than £2.3 billion per year**

## Improving our facilities for patients

Here at Croydon Health Services we have been improving our facilities for patients and service users with the help of our community and local charities. Here are just two of our recent projects.

### Newly refurbished Bereavement Suite

A newly refurbished and extended Bereavement Suite was officially opened this month at Croydon University Hospital thanks to a £50,000 donation by Al-Khair Foundation, an international humanitarian charity based in central Croydon.

Local charity, the Friends of Croydon University Hospital, also donated around £10,000 towards the improvement project.

The suite is provided so people who have lost a loved one can receive emotional support and find privacy while they grieve. Following the refurbishment, the new area is much lighter and brighter, with new comfortable furniture and artwork on the walls, all designed to create a calm and tranquil space.

Key to the project was creating greater privacy for those who needed to escape the busy areas of the hospital. In order to achieve this, two offices were moved so the space could be

extended and it now includes two additional private rooms that families can use as required.

The newly refurbished suite was officially opened by Trust Chief Executive John Goulston, accompanied by Imam Qasim Rashid Ahmad, founder of Al-Khair Foundation.

#### It has created a calm and tranquil space with greater privacy

John Goulston said: “We are so pleased that our community has come together and been so generous in their donations to make sure we can offer people the comfortable and calm facilities they deserve when going through the most difficult of times.”

Imam Qasim Rashid Ahmad



said: “We are delighted to be able to help create a new, bereavement suite which will have benefit across the borough.”

Vicki Palacio, Honorary Chair of the Friends of Croydon University Hospital said: “The Friends were delighted to donate to the project, to fund the furnishings and paintings. The new suite offers much more privacy and respect to those who are grieving, as well as a much better environment for the staff working there. We are very pleased to support this important aspect of the Trust’s work.”

### Children’s isolation room transformed into pond paradise

Beautiful, colourful images of pond life including frogs, ladybirds and butterflies now adorn the walls of the ‘Frog Isolation Room’ on the Rupert Bear paediatric ward at Croydon University Hospital, thanks to an £8,000 refurbishment project by Momentum children’s charity. The new decor, featuring the

charity’s mascot Mo the Owl has transformed the Isolation Room from a previously plain and clinical-looking space into a more child-friendly and welcoming place.



Alice Howard, Children’s Oncology Nurse Specialist at the Trust, said: “We are very grateful for this wonderful makeover which means the room now looks so bright and welcoming.

Momentum’s Co-Founder Bianca Effemey added: “Studies have shown that a good hospital environment can greatly improve a child’s recovery time and of course the staff also benefit from a brighter, more welcoming place in which to work.”

## How new Listening into Action ambassadors will be leading changes to patient care

On February 22, the Trust launched its new Listening into Action Ambassadors network.

Listening into Action (LiA) is a key way in which the Trust strives to continuously improve and, as part of this, 30 new LiA ambassadors were recruited from staff across the organisation to tackle 30 issues.

These ambassadors are an enthusiastic group of 'trailblazers' who will be leading vital changes to patient care in their own areas through working the LiA way.

The launch event was fantastic,



with very high levels of energy and enthusiasm for the tasks ahead. Some of focus areas of work the Ambassadors will lead on include

- improving pain provision for surgical patients,
- improving patient care within community midwifery,
- creating streamlined, swifter, safer adult musculoskeletal

services

- optimising quality therapy input time and reducing the risk of falls amongst others.

The LiA Ambassadors are scheduled to share the outcomes of their work in July 2017.

We look forward to letting you know how they got on and the changes that have resulted from their initiatives.

## Croydon teenagers to gain voice on designing their sexual health service

Healthwatch Croydon, the local champion for better health and social care, has this month published a new report "Sexual Health Services: The Experience of Teenagers in Croydon" which is based on the experiences of over 60 teenage users of sexual health services. As a result of the recommendations, Croydon Council's Public Health team will work with Healthwatch Croydon to gain teenagers' views on services at a workshop later in the year.

Croydon has significant issues around the sexual health of teenagers and young people, with higher than average statistics for teenage pregnancy, repeated abortions, and diagnoses of sexually transmitted diseases, according to Croydon Public Health statistics.

**Jai Jayaraman, Healthwatch Croydon Chief Executive** said: "Before publication, we shared this report and discussed our observations with Croydon Council's Public Health team. They have responded very positively to our considerations and a recommendation for more teenage service user involvement in designing services. As a result, we have agreed to deliver with them a joint workshop with teenagers to understand more about these issues."



# Health Help Now – helping Croydon to better health and better use of resources

**NHS**  
Croydon Clinical Commissioning Group

Health Help Now aims to help people find the right local health services to meet their health needs, especially when they are not sure what to do or who to contact.

In February last year, Croydon CCG and Sutton CCG jointly commissioned Health Help Now – a website and free mobile phone app—to make it easy for residents to find the best help and advice in the local area for their health conditions or get wellbeing information.

Since the launch of the service in November 2016, the website service has been visited over 5,600 times and the app has been downloaded 3,275 times.

In January this year, there were 1,250 additional visits to the website, and the app was downloaded over 1,000 times during the month.

Health Help Now aims to:

- help reduce minor attendances at A&E
- help patients and carers when they don't know what to do or who to contact, particularly parents of young children, people aged 18 to 34, and working age adults with a minor injury, groups who tend to use A&E when

another service might be able to help them

- make it easy for people to find the right service for their needs
- give clinically approved advice linked to symptoms
- support health messages and promote the call to action for campaigns throughout the year for example heat waves and winter resilience

**The advice provided by Health Help Now is also age-appropriate, with specific advice for babies, children, teenagers, younger and older adults.**

Health Help Now was developed by South East Commissioning Support Unit and is funded as part of the Together for Health project, a well-established programme that focuses on improving local engagement with the principles of prevention, self-care, self-management and shared decision

**Not sure who to contact to treat your injury?**

*The answer*

Available in Croydon and Sutton  
**Download free app or visit**  
[www.healthhelpnow.nhs.uk](http://www.healthhelpnow.nhs.uk)

Available on the App Store  
Get it on Google play

making in Croydon.

Evidence is building that Health Help Now Croydon is becoming the go-to resource for local residents seeking advice for their health and wellbeing. Of the website visits during January, 20 per cent were made by returning visitors.

Two in five people using the app during that same month had used it before. This shows that people using Health Help Now are gaining the confidence to know that the service will provide the help they need.

An important feature of the website and app is that it has been developed, launched and promoted in collaboration with the London Borough of Croydon's public health team, in order to deliver a joined-up approach to people's care .

**Download the free app or visit the website at**  
[www.healthhelpnow.nhs.uk](http://www.healthhelpnow.nhs.uk)

## Could you be a Croydon Nurse?



**Would you or someone you know like to join our fantastic team here at Croydon Health Services?**

**Come along to one of our upcoming recruitment days:**

- Saturday 8 April 10am to 2pm
- Friday 17 May, noon to 4pm
- Saturday 24 June, 10am to 2pm

## News from our community

### Do you know about the Croydon Hearing Resource Centre?

This is a unique local charity providing a range of services to people who are hard of hearing. As well as initial hearing tests, it carries out comprehensive ear checks as well as cleaning, maintaining and re-tubing existing hearing aids. In addition to its main centre in Croydon, it operates eight drop-in surgeries across the borough and offers a crucial home visiting service for the housebound.

It provides assistive equipment for the home via Croydon Council, such as television loop systems,



*The team winning the Mayor's Civic Award*

flashing door bells and alarm clocks. It can also arrange vibrating smoke alarms through the Fire Service.

Chief executive David Rose said: "We are very proud of the service we offer to local people. For over 36 years we have been the only voluntary organisation that has provided invaluable, free, long-term practical and emotional support for NHS hearing aid wearers in Croydon."

The Croydon Hearing Resource Centre is open Monday to Friday 10am to 3pm. Telephone: 020 8686 0049, Text Phone: 07596 717042.

## Would you like to be a volunteer at CHS?



**Can you spare a few hours a week to put something back into your local community? Interested in a career in the NHS and want to know what it's like? Why not become a volunteer at the Trust?**

**We ask for a minimum of four hours per week with a regular commitment of six months.**

**Among a host of activities, you could:**

- **Help on the wards**
- **Meet and greet patients and visitors and show them where they need to go**
- **Help out behind the scenes with admin tasks.**

**If you would like to volunteer at the Trust, please email Jane at [Jane.spayne@nhs.net](mailto:Jane.spayne@nhs.net)**

## What's next at CHS

### Trust Board meeting

**Wednesday 26 April 09:30-12:30 - Austen Seminar Room, Shirley House, Croydon University Hospital, CR7 7YE**

## Tell us what you think

**Tweet us** @croydonhealth

**Talk to us** via [www.facebook.com/croydonhealthservices](http://www.facebook.com/croydonhealthservices)

**Find us at** [www.croydonhealthservices.nhs.uk](http://www.croydonhealthservices.nhs.uk)

**Share your views** on NHS Choices [www.nhs.uk](http://www.nhs.uk) or Patient Opinion [www.patientopinion.org.uk](http://www.patientopinion.org.uk)