Commissioning support for London — update

NHS commissioners across London now have a new way to access high-quality clinical and business support, since Commissioning Support for London (CSL) launched on 1 April.


Since launching in April, all seven organisations and programmes have moved into Portland House in Victoria, where they are working together to develop products which will make commissioning health services more efficient. A product menu has been developed.

To find out more, and to keep up to date with CSL’s news, visit the website.

“"I’m looking forward to working with you all as we create our new Commissioning Support for London organisation over the coming months. I’m keen to ensure we will have impact, credibility and momentum in providing clinical and business support to London’s NHS.””

Rhona McLeod, CSL Chief Executive

Over 10,000 Londoners had their say on improving stroke and major trauma services in the capital

From 30 January to 8 May 2009, over 10,000 Londoners took part in a major consultation on proposals to improve stroke and major trauma care in the capital.

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The consultation was aimed at staff, patients, residents, commuters, representative groups, unions, elected representatives and anyone with an interest in, or who might use, London’s health services.

The consultation activity included:

- 46 health fairs (see box) which took place in hospitals, shopping centres, town halls and leisure centres and attracted more than 13,000 visitors;
- more than 125,000 consultation documents distributed across London;
- engagement with 40 ‘traditionally under-represented’ groups;
- consultation documents translated into 15 languages, Braille, large print;
- audio and MP3 (for the internet), easy-read (for learning disability groups) and easy-access (for people with aphasia).

Ipsos MORI (tasked with undertaking the independent analysis) is processing the responses to the consultation and will present the findings next month.

The Joint Committee of Primary Care Trusts (JCPCT) will consider the responses and announce their decisions around 20 July 2009. As part of its decision-making, the committee will consider various reports, including:

- Ipsos MORI’s independent analysis of the consultation and the responses and comments received;
- a Joint Overview and Scrutiny Committee report using evidence heard by the committee from a range of stakeholders.

Preliminary documents will be published on the Healthcare for London website from Monday 29 June 2009. A summary of the equalities impact assessment and health equalities report will also be available.

David Sissling, Programme Director for Healthcare for London, said: “We are delighted with the number of people who have taken an interest in our proposals and who have taken the time to respond to the consultation. We have been struck by the quality of contributions we have received. We have argued that doing nothing is not an option, and Londoners have recognised this.”

To keep up to date on the progress of the consultation, and other Healthcare for London activities, visit the website.
All primary care trusts in the capital are developing plans for local polyclinics, and in the next five years they will be introduced throughout London.

London’s first seven polyclinics launched across the capital in April 2009 and preliminary figures show that Londoners have already made over 3,000 booked and walk-in appointments at the new health services.

Haven’t had a chance to visit one yet? All you need to do is go online and you’ll be given a guided tour through all the services available.

The virtual polyclinic is located in Second Life, which is a 3-D world accessed over the internet. It was created in July 2007 by Imperial College’s Department of Biosurgery and Surgical Technology as an innovative way to describe what the healthcare of the future could look like.

The polyclinic, Second Health, was designed based on the principles and recommendations outlined in Lord Ara Darzi’s 2007 Healthcare for London: A Framework for Action.

Second Health is proving popular, with between 200 and 300 visitors a week spending around 30 minutes touring the polyclinic since it launched.

Second Health featured at Imperial College’s Virtual Worlds stand at the recent NHS Innovation Expo at the Excel centre. Find out more about Imperial College’s showcase at the Expo by visiting the NHS Innovation Expo website.

To find out more about Second Health, visit Imperial College’s blog.

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Patients visiting the Gracefield Gardens polyclinic in Lambeth were asked to give feedback on the new service. Of the 141 patients who completed a patient satisfaction questionnaire, 58% reported being “very satisfied” about the level of care they received, 37% reported being “satisfied” or “quite satisfied”, and no-one reported being unsatisfied. Congratulations to all the staff involved.

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People moves

**David Sissling**

Healthcare for London’s Programme Director, David Sissling, will be leaving the organisation at the end of July, having been appointed Chief Executive of the newly-created Abertawe Bro Morgannwg University local health board, by NHS Wales.

David will continue to lead strategy development at Healthcare for London until the end of July. This includes the stroke and major trauma consultation, which concludes with the JCPCT meeting on 20 July; and developing the arrangements for reviewing cardio-vascular services and cancer services.

**Christina Craig**

Healthcare for London welcomes Christina Craig, who will be leading the pan-London programmes’ delivery on an interim basis. She will focus particularly on the transition of Healthcare for London into Commissioning Support for London (CSL) where she is an interim member of the management team and board.

Christina has extensive experience within the health sector, having held senior roles within the South West Strategic Health Authority and within Healthcare for London’s polyclinic project team.
### Key events in May

**Tertiary paediatric services stakeholder event**  
5 May 2009

Healthcare for London’s children’s and young people’s project hosted a tertiary paediatric services stakeholder event, bringing together commissioners, doctors, nurses and other staff involved in specialist children’s care across the capital.

Attendees heard from a range of experts in their field, including Dr Andy Mitchell, the Clinical Director for the children’s and young people’s project and Medical Director for NHS London and Commissioning Support for London.

The event was aimed at discussing a new model for delivering well-planned, safe, sustainable and higher-quality tertiary paediatric care in London.

For more information read the event summary or contact Kate McFadden-Lewis.

**Working together for better healthcare**  
27 May 2009

Healthcare for London hosted a one-day clinical networks conference, Working together for better healthcare. More than 60 commissioners and providers – the people who will commission, develop and deliver services on a networked basis – attended the event to find out more about the Clinical Advisory Group’s work on the guiding principles of clinical networks.

The event featured round-table discussions, facilitated by senior project managers, on implementing clinical networks for priority areas of work, including stroke, major trauma, unscheduled care, long-term conditions (diabetes), paediatrics and maternity services. Feedback from these discussions is now being used to help establish a development framework for networks, which recognises the commissioning environment — including advancements in acute commissioning and the creation of Commissioning Support for London.

Read a summary of what was discussed at the event.

### Improving hospital care for people with dementia  
7 May 2009

The recently released Living well with dementia: A National Dementia Strategy identified the need to improve the care, discharge and community rehabilitation of people with dementia following admission to a general hospital.

To discuss how to tackle some of these issues in London, the mental health team held a dementia stakeholder engagement event. It provided the opportunity to develop an acute-care pathway for people with dementia in general hospitals; and to review the role and required competencies of senior clinical leads for dementia in acute hospitals.

The workshop brought together more than 60 participants including users and carers, doctors, nurses and allied healthcare professionals from both acute and community settings, as well as acute commissioners, social workers, third sector and independent organisations, intermediate and community and mental health commissioners.

To learn more about the national strategy, visit the Department of Health website.

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- or following us on twitter