



**Healthy London  
Partnership**

# **Urgent and Emergency Care Improvement Collaborative**

Our third event 7 Dec 2017

Professor Oliver Shanley OBE, Regional Chief Nurse  
NHS E (London and NHS I (London)

Supported by and delivering for:



Public Health  
England

**NHS**

**LONDON  
COUNCILS**

SUPPORTED BY  
**MAYOR OF LONDON**

London's NHS organisations include all of London's CCGs, NHS England and Health Education England

# Welcome

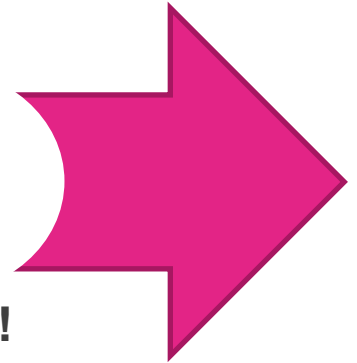
**4 July  
Launch**



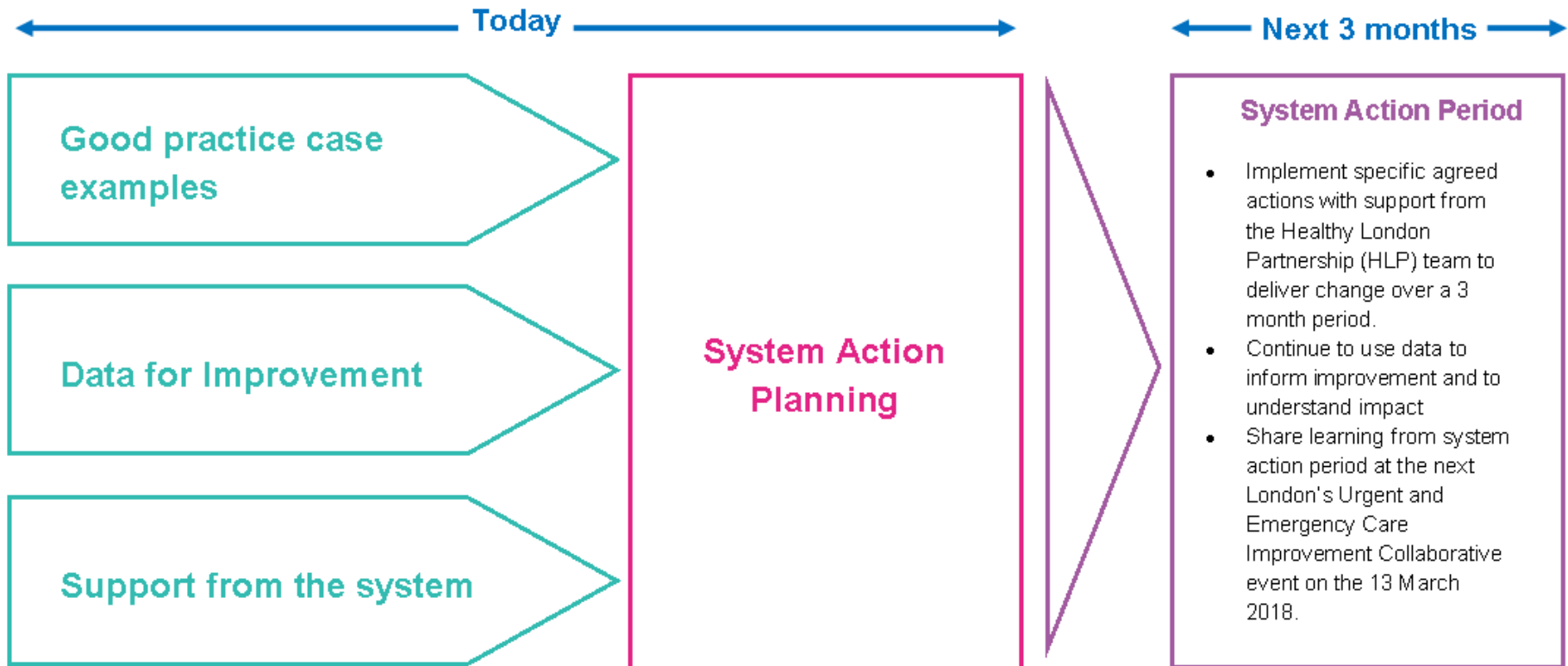
**20 Sept  
Event**



**Today!**



# Today's aim: developing specific actions together



# Current state of our system

Fantastic work is happening across London to help people stay at home as much as possible – and come home as soon as possible if they do need to be in hospital



Arriving at A&E

Admission to hospital



In hospital  
*Acute or MH*

Getting back home



Out of hospital  
and back home

People are being seen in in A&E more quickly – particularly when compared with last year

People's journey through acute and mental health hospitals is getting smoother

People are coming out of hospital sooner – with the support they need to live as independently and fully as possible

But we can – and will – continue to improve

# How the collaborative is helping

Pan-London activity

## Pan London Improvement Collaborative activities

- Quarterly Learning Events bringing together leaders from all local systems to
- 3 month system action periods between events, taking learning from events, applying this to improvement areas locally and feeding back at the next event.
- Supporting detailed diagnosis of barriers to flow including through day of care surveys in acute sites
- Access to on-line QI training and tools through Qi4U
- Dedicated clinical experts coming on board to support

## Once for London work

Bringing colleagues together across London around shared challenges, shared pieces of work and opportunity to network across the London UEC system

- Monday surge
- Flu vaccination
- Significant 7 training
- Data and information applied to change

Local targeted support

## Local support

**Direct support to** systems to enable improvement across the UEC pathway based on data and intelligence about where systems are most at risk. Data includes day of care surveys (and Delayed Transfers of Care data. This is done in partnership with national and regional offers – and with the local leadership

**Enjoy the day**