



Healthy London Partnership

Annual report 2017/18

Who are we?

Healthy London Partnership brings together health and care in London, as well as the Mayor of London, Greater London Authority, Public Health England and London Councils, to transform health and care for all Londoners.

We know that to make London a healthier and happier city we need to go beyond health and care, and our statutory partners, we need to work with every day people who live and work in London and with charities, businesses, social enterprises, schools and colleges.

Last year we worked with thousands of different Londoners and hundreds of organisations in all shapes and sizes. Everyday people just like us who are as passionate as our partners are about improving the health and happiness of their friends and families.



We believe that collectively we can make London the healthiest global city in the world by uniting all of London to deliver the ambitions set out in [Better Health for London: Next Steps](#) and the national [Five Year Forward View](#).

What do we do?

We tackle the issues that are best solved once for London by pooling resources and attracting additional funding into the city.

We encourage people to do things differently, generate innovative ideas and opportunities, break the mould and drive a movement that is passionate about delivering new health and care solutions.

We want to inspire London to be the best it can be, we believe that by working together and differently we can make London the healthiest global city in the world.

We aim to...

- Work across London to deliver on national, London and local aspirations aiming to make London the healthiest city in the world.
- Bring together political drive, academic research and clinical and managerial expertise to make sure change is taken forward at every level.
- Attract additional funding to London to transform health and care faster and more efficiently.
- Horizon scan, summarise and share best practice, data and policy to make sure London's health and care system has access to the most up to date information.

- Bring together and facilitate London wide networks to build consistent guidelines and standards of care so all Londoners have access to the best possible health and care services.
- Work on once for London projects where this is the most efficient and economic model for improving health and care for Londoners.
- Facilitate evaluation and learning across the entire health and care system; benchmarking information and building capacity and capability for delivering change locally.

What does once for London look like?

Hundreds of people are homeless in London every night. In some areas it may not be as obvious, however homelessness affects up to 8,000 people a year, and as a city these are some of our most vulnerable residents, often with many physical and mental health issues. They have a life expectancy of only 43-47 years. They might be small in numbers but they are much more likely to use A&E than other Londoners, and use eight times more hospital inpatient services than other people of a similar age.

By pooling our resources, working with city wide organisations and charities, bringing in expert staff and talking to 90 people who are homeless, we have:

- developed a commissioning guide for CCGs;
- produced a resource pack for NHS frontline staff in London after they told us they never know where to send people for help with housing or other issues;
- trained over 1,500 GP practice staff with our online training package; and
- distributed over 60,000 'My right to access health services' cards to individuals and organisations.

Watch the case study on our You Tube channel at www.youtube.com/watch?v=5QuBzaEUuh0

How have we delivered change in 2017/18?

Our partnerships, leadership, networks and good, old, sleeves rolled up, programme management has led to the following achievements across London throughout 2017/18:

Helping children to lead healthier, happier lives...

The children and young people programme has worked on a series of projects to improve the health and happiness of young Londoners including the NHS Go app which has been downloaded over 60,000 times and signposts people to the right services and information.

#AskAboutAsthma campaign has reached over half a million people online and was supported by the Mayor of London and many of London's acute trusts who signed the asthma pledges aiming to improve asthma care in London and stop any more children dying.

Supporting Londoners to do more to look after themselves...

We are working with the London Fire Brigade to pilot fire, safe and well visits. Pilots are running in each STP area with trained London Fire Brigade staff carrying out visits to vulnerable people

in Ealing, Greenwich, Islington, Merton and Waltham Forest. The first focus is on falls prevention, smoking cessation, winter warmth and locally agreed priorities.

Making sure every Londoner is able to see a GP when they need to...

We've supported primary care teams to get nearly two million Londoners registered for GP online services and every London borough offering evening and weekend appointments to people in their local area.

1,500 GP practice staff have completed online training to help people who are homeless access GP practices and 60,000 'my right to access healthcare' cards have been distributed across London.

Making work a healthy place to be...

More than 60 NHS organisations and around 120,000 NHS employees took part in the second Healthy Living Week in September 2017, with over 400 events taking place across London.

200 staff at 16 NHS organisations have now been trained as Healthy Living Ambassadors to bring about healthy behavioural changes in the capital's workplaces so staff lead healthier lives.



Supporting Londoners to have healthier minds

Thrive LDN, a joint citywide mental health movement with the Mayor of London, has already reached 15.5 million people so far with the 'Are we okay London?' campaign.

The A&E and police process pilot handover at four A&Es in London led to a 82% reduction in missing persons from the pilot sites (compared to the previous year).

Supporting Londoners to live healthier lives

Findings from the Great Weight Debate have informed all London borough's obesity strategies and a policy in the Mayor of London's London Plan to prevent new hot food takeaways from opening within 400 metres of a school.

Creating the best health and care services of any world city

100s of leaders and frontline health and social care staff have come together through the Urgent and Emergency Care Improvement Collaborative, which aims to transform the way Londoners are cared for by connecting up teams, giving them data and best practice to work with and empowering them with improvement techniques to make a difference.

Around 5,000 Londoners will be detained under section 136 each year. We brought together everyone involved in looking after someone in crisis to publish London's section 136 pathway and health based place of safety specification in 2016. In 2017, we've evaluated a pilot at SLAM, the first 24/7 staffed site to follow the pathway and found better access with quicker handovers, less pressure on A&Es and fewer onward inpatient admissions potentially saving the hospital up to £1.2 million each year. We are now working with CCGs, trusts and other key partners to implement the new model of care in other parts of London.

Using new policy to bring about change

Our partnership working brought together the Mayor of London, Secretary of State for Health, London Councils and NHS, Public Health and wider health and care leaders to sign the London Health and Care Devolution Memorandum of Understanding in November 2017. This deal paves the way for improving the health and well-being of all nine million Londoners.

London Estate Board and the delivery unit established a wider partnership approach to estates. This has been instrumental in supporting direct investment into health through the One Public Estate programme - to date this investment is almost £1 million in London.

Improving services and care with data and information

We've developed several unique interactive dashboards to support commissioners and clinical leaders to analyse data in their area and make changes needed to improve standards, examples include the Cancer Patient Experience dashboard and the London Mental Health dashboard.

Putting technology at the heart of transformation

Technology and programme management we put in place means that when a Londoner calls NHS 111, they can now be directed to a clinician who can see their care plan or crisis information in real time. This means that Londoners are referred to the right service first time and are more likely to have the right advice or treatment.

Next steps for 2018/19

Healthy London Partnership is changing.

The health and care landscape has changed massively over the past few years, with a new devolution agreement for London, strategic partnerships forming that are responsible for improving the health of local populations and increasing financial challenges.

These changes mean we need to look at how we distribute our collective NHS resources while delivering improvements for Londoners at a faster pace.

Our ambition going forward is to drive transformation, on behalf of all partners, so as a city we can move faster towards our goal of better health and care for all Londoners.

Visit www.healthylondon.org to find information about our work, tools and resources and keep up to date.