



A Directory of London's Improvement and Transformation Support Offers

Helping you navigate the support available in addressing core challenges across the health and social care system

Edition 1, October 2018

About Healthy London Partnership

Healthy London Partnership formed in 2015. Our aim is to make London the healthiest global city by working with partners to improve Londoners' health and wellbeing so everyone can live healthier lives.

Our partners are many and include London's NHS in London (Clinical Commissioning Groups, Health Education England, NHS England, NHS Digital, NHS Improvement, trusts and providers), the Greater London Authority, the Mayor of London, Public Health England and London Councils.

All our work is founded on common goals set out in [Better Health for London](#), [NHS Five Year Forward View](#) and the [Devolution Agreement](#).

About this directory

This directory offers a guide on what provision is available to you to support core challenges that you are facing within your organisation, across organisations or at a system level across a Sustainability and Transformation Partnership (STP) patch. This is to help you navigate current offers more easily, to find what is on offer and who provides that support.

You can search the directory by the problem or challenge, or by the clinical priority area. The directory provides high level information with hyperlinks to organisation's websites where you can find more detailed information therefore is best used online.

The information furnished within this directory has been taken from details published in the public domain and are accurate to the best of Healthy London Partnership's knowledge. Any inaccuracies can be reported via england.healthylondon@nhs.net, please use the reference 'LITS directory' in all correspondence.

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A Directory of London's Improvement and Transformation Support Offers

Foreword

The NHS Long Term Plan and a five year funding settlement gives us a huge opportunity to transform that way we support the health and care of our fellow citizens and carers in the NHS, local and regional government, and the voluntary sector. Passive diffusion will not achieve this. Evidence shows that peer learning is the most effective model of change and can be enabled through learning networks, improvement science and communities of practice. No one method is superior to others, and experience shows that it is often beneficial to use several in tandem with an emphasis on using the public sector's own expertise.

This directory is designed to help you more easily navigate the range of improvement and transformation support offers available to you to support change within your organisation, across organisations or at a system level across a Sustainability and Transformation Partnership (STP) patch or regional area.

The directory is designed to be used by individuals, organisations and systems working across primary care, secondary care and mental health, as well as those focussed on integration of health and care and place based care.

Many of you will have existing support available through your own transformation support teams or quality improvement hubs. You may also have existing contracts or agreements with organisations named in this directory that you will continue to use. This directory adds to these offers, should you require any additional support or expertise that is not currently available to you.

Some of the support listed is free, may be part of an existing contract or comes at a cost. Given the range of different offers and organisations listed, it is not always possible to indicate this but this will be clear should you approach an organisation for support.

Whilst this directory does not include a totality of all offers in London, it does provide a comprehensive overview of key offers and organisations, and the ability to filter support by the challenge or problem you are facing; or by the clinical area within which you are

working. If you think your organisation should be included, please contact us via england.healthylondon@nhs.net (using the ref: LITS directory).

The system is changing and as such support offers will reflect changing needs and priorities. This directory will be updated within 12 months and in the meantime, we welcome any feedback (england.healthylondon@nhs.net) on how useful this directory is and any suggestions for its improvement.

We hope that you will find this directory useful.

Kind Regards,



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Acknowledgements

With thanks to all those who contributed to the directory.

PART 1

1. Workforce: recruitment, retention, planning and skills development

Organisation	Support Offer	Type of support	Contact
Health Education England	We are supporting the workforce elements of the STPs through Local Workforce Action Boards (LWABs) which will ensure that decisions about the NHS and social care workforce take place in the right place at the right time with the right people.	Tailored support	php@hee.nhs.uk
Health Innovation Network	Graduates into Health (GiH) programme Recruits students and graduates from London universities for NHS managers, into non-clinical roles such as Information Management, IT, Project Management, HR, Comms, Finance, Business Administration and more.	Full recruitment service for NHS entry level jobs in non-clinical departments, with optional support for apprenticeships	info@graduatesintohealth.co.uk
Healthy London Partnership	Working with London's STPs to close the workforce gap in primary care and develop new roles for multidisciplinary team working. <ul style="list-style-type: none"> • Increase the number of GPs and clinical pharmacists in general practice. • Improved care for patients with utilisation of a wider and more appropriate workforce. 	Modelling tools with training / support Recruitment and retention schemes Strategic analysis	england.healthylondon@nhs.net
NEL Commissioning Support Unit	<ul style="list-style-type: none"> • Support to CCGs in developing and implementing primary and community workforce strategies • GP forward view workforce programmes including recruitment & retention, new roles in primary care, and new ways of working • Support to the New Care Models national Vanguard programme 	Consultancy Workforce planning at local, regional & national level.	nelcsu.nelhealthcareconsulting@nhs.net

	<p>for new workforce models</p> <ul style="list-style-type: none"> Supporting local commissioning of education and training, and work with Local Education and Training Boards and Health Education England PMO and marketing support for the Capital Nurse programme Communications support for national and local recruitment and retention efforts (e.g. international advertising, case studies, video production, media relations). 	Digital and marketing support	
<u>NHS Employers</u>	Offers support with <u>workforce planning and productivity</u> , provides a national voices on policy and help to shape the future workforce.	Online resources	<u>enquiries@nhsemployers.org</u>
<u>NHS England Sustainable Improvement Team</u>	<p><u>Advice on tailored regional and local solutions</u> to establish diagnostic networks and how at an organisational and cross-organisational level, networks and innovative rota creation can deliver nationally mandated 7 day service ambitions.</p> <p>Workforce planning at local and regional to include medical rota and investigations and diagnostic network establishment.</p>	Online tools and resources	<u>england.sienquiries@nhs.net</u>
<u>NHS Improvement</u>	<p><u>Improving staff retention</u></p> <p>A collection of practical resources to help NHS organisations to improve staff retention.</p>	Online resources	<u>enquiries@improvement.nhs.uk</u>
<u>Skills for Care</u>	<p>Supports adult social care employers to get the best from their people through:</p> <ul style="list-style-type: none"> Practical tools to help recruit, develop, retain and lead staff. Local area teams who provide tailored support and information on local networks, initiatives, and opportunities. Analysts who provide expert insight into the adult social care sector and its workforce. Products and services including a wide range of sector-leading workforce support and practical resources, such as seminars, 	<p>Online resources and toolkits</p> <p>Information and intelligence</p> <p>Seminars, training and leadership programmes</p>	<u>information.team@skillsforcare.org.uk</u>

	bespoke support, publications and resources and specialist services.		
<u>Skills for Health</u>	<p>Products and service to developing a more skilled, productive and flexible workforce:</p> <ul style="list-style-type: none"> • Help you maximise the potential of your workforce • Deliver workforce transformation • Improve quality, productivity and health outcomes. • Raise standards in skills and training delivery 	Consultancy	<u>contactus@skillsforhealth.org.uk</u>
<u>Social Care Institute for Excellence</u>	<p>Works with adults', families' and children's care and support services across the UK. Products and services include:</p> <ul style="list-style-type: none"> • Free resources (guides, summaries, e-learning & films) to help improve the knowledge, skills and practice of care staff and commissioners. • Paid-for services including training, consultancy, research and product development. 	<p>Online resources</p> <p>Research & training</p> <p>Consultancy</p>	<u>info@scie.org.uk</u>

2. Organisational development and leadership (individual, system and place based)

Organisation	Support Offer	Type of support	Contact
ACT Academy - NHS Improvement <i>Programmes are fully funded, participants only pay for travel and accommodation.</i>	Transformational Change through System Leadership (TCSL) For senior cross system leadership teams who want to build their capability to deliver major change.	Training course	NHSI.ACT@nhs.net
CLAHRC North West London	Fellowships To build future capacity and capability across north west London.	Training course	clahrc.nwl@imperial.ac.uk
Health Innovation Network	Bespoke support for teams and organisations in south London, including improving quality, improving outcomes through evaluation, workshops, e.g. on evaluation and measurement, and support for Communities of Practice.	Tailored training and support	hin.southlondon@nhs.net
Healthy London Partnership	Brings together senior leaders across health, social care and local government, building effective relationships and collaborations to address pan London issues and priorities.	Tailored support PMO	england.healthylondon@nhs.net
Kings Health Partners	Focused on south east London and beyond: Provides education and training for healthcare professionals, students and support staff, in South East London and beyond. Offers a learning hub providing e-learning for staff, students and trainees.	Training course Online resources	kingshealthpartners@kcl.ac.uk

<p><u>Local Government Association</u></p> <p><i>Some sessions are free</i></p>	<p><u>Leadership development</u></p> <p>Leadership Essentials events for health and wellbeing board chairs and vice-chairs provide an opportunity to learn from each other and share experiences, using the LGA's tried and tested approach to leadership development.</p>	<p>Training course</p> <p>Events, sessions and residential.</p>	<p>info@local.gov.uk</p>
<p><u>London Clinical Networks</u></p>	<p>The London Clinical Networks join together clinical experts, patients and other partners across the capital to improve population health outcomes for Londoners.</p> <p>The Networks provide leadership for change and clinical subject matter expertise at regional, STP and local level spanning key priority areas including: Cardiac, Dementia, Diabetes, Mental Health, Maternity and End of Life Care.</p>	<p>Knowledge sharing and learning events</p> <p>Clinical prioritisation sessions</p> <p>Bespoke training for improving quality and value</p>	<p>england.london-scn@nhs.net</p>
<p><u>NEL Commissioning Support Unit</u></p>	<ul style="list-style-type: none"> • Strategies for changing organisational culture (e.g. OD diagnostics, staff survey action plans, health and wellbeing programmes.) • Bespoke OD consultancy support for integrated working, large transformation programmes. • Bespoke management training and leadership development programmes. • Management academies designed to give senior management new skills and insight. • Supporting performance management (e.g. competency frameworks, appraisal and personal development) • Programmes for improving equality diversity and inclusion in the workplace • Training courses in the theory and delivery of change 	<p>Consultancy</p> <p>Analysis and assessment of gaps, programme design and development, facilitated workshops and awaydays, training, design of management tools.</p>	<p>nelcsu.nelhealthcareconsulting@nhs.net</p>

	programmes		
NHS England	<p>Integrated care</p> <p>Information and tools for local teams to use as they develop their proposals for system change.</p>	Online resources	england.contactus@nhs.net
NHS England Sustainable Improvement Team	<p>Source4Networks is an online platform committed to curating and sharing knowledge around network leadership in health, social care and charity sectors.</p>	Online resources	england.si-enquiries@nhs.net
NHS Horizons	<p>School of Change Agents if you are frustrated by having to navigate stifling hierarchies to get the changes <i>you know</i> are needed, or criticised for being a dissenter, disruptive or even divisive, then The School for Change Agents is for you.</p> <p>Supports leaders of change, teams, organisations and systems to think differently about large-scale change, improve collaboration, and accelerate change.</p>	<p>Training course</p> <p>E-learning, webinars, learning sessions, events, coaching</p>	england.si-horizons@nhs.net
<p>NHS London Leadership Academy</p> <p><i>Some sessions offered free to NHS staff</i></p> <p><i>Programmes available for organisations and systems to jointly commission.</i></p>	<p>Offer a range of activities focussed on:</p> <ul style="list-style-type: none"> • Developing individual leadership skills, focused on a single organisation or influencing across a system. • Bringing together communities of practice. • Bringing together London's senior leaders from across the health and social care sectors working across boundaries. 	<p>Training course</p> <p>A mix of online learning, programmes, coaching, mentoring, workshops sessions, training courses, networks.</p>	londonleadershipacademy@ncel.hee.nhs.uk
NHS Leadership Academy	<p>Offer a range of programmes for clinical and non-clinical staff for those new to leadership, through to senior leaders, aspiring Chief Executives, Director Generals and Clinical Executives.</p>	<p>Training course</p> <p>Online learning</p>	enquiries.nla@hee.nhs.uk

		Programmes	
<u>NHS Providers</u>	<p>GovernWell is the national training programme for NHS foundation trust governors.</p> <p>The Board Development Programme provides support and training for leaders in trusts.</p>	Training course	<u>enquiries@nhsproviders.org</u>
<u>The Health Foundation</u>	<p><u>Q</u> is a network of health and care professionals working together to improve the quality of health and care across the UK.</p>	Network	<u>q@health.org.uk</u>
<u>The Kings Fund</u>	<p>Provides <u>courses</u> in the following areas:</p> <ul style="list-style-type: none"> • Leadership development • Clinical leadership • Integrated Care System Learning Network 	Training course	<u>leadership@kingsfund.org.uk</u>
<u>The Leadership Centre</u>	<p>Sustainability and Transformation Plans</p> <p>Providing one off sessions to unstick thinking or more long term place-based support.</p> <p><u>System Leadership hub</u> provides access to resources and information.</p>	Consultancy System leadership support, master classes and training.	<u>info@leadershipcentre.org.uk</u>
<u>UCL Partners</u>	<p>Supports individuals, teams and organisations to develop the capability and capacity to improve quality, patient outcomes and experience, alongside efficiency:</p> <ul style="list-style-type: none"> • <u>Network development</u> – Developing a vibrant community of individuals to encourage peer support and shared learning. <p>With a focus on north east and north central London (as well as south and west Hertfordshire, south Bedfordshire and south west and mid Essex, with work extending to national and regional</p>	Training and development	<u>contact@uclpartners.com</u>

	programmes).		
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3. Patient and community engagement

Organisation	Support Offer	Type of support	Contact
Health Innovation Network	Advice and support on patient engagement, including specialist in experience-based co-design, and on measurement of patient experience across south London.	Advice, support & consultancy	hin.southlondon@nhs.net
London Clinical Senate / London Clinical Networks	<p>Reinforcing the NHS's participation duty, the London Clinical Senate has a Patient and Public Voice (PPV) function as part of its role providing independent advice on key issues facing the health and care system in London.</p> <p>London Clinical Networks have an instrumental role in supporting the development and suitability of local maternity voice partnerships across London. The Networks also, in partnership with organisations such as Diabetes UK, British Heart Foundation and Alzheimer's Society, work with experts by their own experience to capture the outcomes that matter most to people when addressing inequity and unwarranted variation of care.</p>	<p>Independent PPV advice</p> <p>Bespoke workshops for defined populations</p>	<p>england.londonclinicalsenate@nhs.net</p> <p>england.london-scns@nhs.net</p>
NEL Commissioning Support Unit	<ul style="list-style-type: none"> • Helping clients to reach a shared vision of services • Stakeholder mapping • Taking clients through the formal consultation process: designing materials, managing the process and analysing responses. • Supporting leaders and advocates for change to present the programme • Facilitating events and providing supporting materials (key facts, messages, FAQs and updates). • Handling media and public relations 	Consultancy (workshops; production of materials; presentations and events; stakeholder engagement; analysis)	nelcsu.nelhealthcareconsulting@nhs.net

<u>UCL Partners</u>	<p>Supports individuals, teams and organisations to develop the capability and capacity to improve quality, patient outcomes and experience, alongside efficiency:</p> <ul style="list-style-type: none">• <u>Patient, carer and public involvement and engagement</u> <p>With a focus on north east and north central London (as well as south and west Hertfordshire, south Bedfordshire and south west and mid Essex, with work extending to national and regional programmes).</p>	Tailored support	<u>contact@uclpartners.com</u>
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4. Operational efficiency and cost reduction

Organisation	Support Offer	Type of support	Contact
<p>Academic Health Science Networks (working with Digital Health London)</p> <p>Health Innovation Network</p> <p>Imperial College Health Partners</p> <p>UCL Partners</p>	Supporting the implementation of evidence-based innovations which can deliver cost savings, and / or return on investment (e.g. innovation and technology products, AHSN national programmes).	Sign-posting Light touch implementation support	<p>hin.southlondon@nhs.net</p> <p>EA@imperialcollegehealthpartners.com</p> <p>contact@uclpartners.com</p>
<p>Future Focused Finance</p>	<p>Focuses on establishing networks to engage and encourage finance professionals in developing and supporting systems to improve the delivery of safe and high quality care. Support available includes:</p> <ul style="list-style-type: none"> • Case studies • Toolkits • Reports and guides • Events • Branding • Videos and webinars 	Online support offer and professional networks	<p>futurefocusedfinance@nhs.net</p>

<p><u>Local Government Association</u></p>	<p>Provides a range of practical support, on a free of charge and/or subsidised basis for local authorities including:</p> <ul style="list-style-type: none"> • Commissioning and market shaping - supporting councils to shape sustainable markets. • Efficiency and sustainability in adult social care - helping councils develop innovative, efficient and sustainable approaches in care and health services. • Managing risk in adult social care - supporting councils to manage sustainability and delivery risks. 	<p>Online resources and toolkits</p> <p>Policy & research</p> <p>Consultancy</p>	<p>info@local.gov.uk</p>
<p><u>NEL Commissioning Support Unit</u></p>	<ul style="list-style-type: none"> • Experienced in working with commissioners and providers on developing programmes for reducing costs and improving efficiency through analysing performance data, comparing to benchmarks and considering NHS tools such as Right Care. • Reviewing and advising on complex governance structures • Working with clients undertaking mergers to ensure smooth transfers of staff and functions. • Experience of operating a Programme Management Office to proactively drive the delivery of QIPP and CIP. • NEL CSU is a Right Care accredited organisation. 	<p>Consultancy</p> <p>Advice, gap analysis, systems & process audit, implementation plans, PMO, costings.</p>	<p>nelcsu.nelhealthcareconsulting@nhs.net</p>
<p><u>NHS Rightcare</u></p>	<p>A national NHS England supported programme committed to delivering the best care to patients, making the NHS's money go as far as possible and improving patient outcomes.</p> <p>NHS RightCare has been rolled out across local health economies in England, with all clinical commissioning groups (CCGs) provided with a dedicated Delivery Partner to help support and implement the RightCare approach.</p> <p>This support is provided at no cost to CCGs, together with other</p>	<p>Online resources</p> <p>Tailored support</p>	<p>rightcare@nhs.net</p>

	tools and analytical support of NHS RightCare.		
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5. Service re-design, integration, innovation, transformation and quality improvement

Organisation	Support Offer	Type of support	Contact
ACT Academy - NHS Improvement <i>All programmes are fully funded, participants only pay for travel and accommodation.</i>	Quality, service improvement and redesign (QSIR) The programme is designed for clinical and non-clinical staff with significant experience in service improvement in healthcare. The QSIR College programme offers NHS organisations and health systems the opportunity to develop quality and efficiency improvement capability within their organisation or across their system, enabling them to rapidly build up a sustainable local skills base.	Training course Workshops & action learning sets	NHSI.ACT@nhs.net
Academic Health Science Networks Health Innovation Network Imperial College Health Partners UCL Partners	Two national programmes supporting Trusts as part of NHSI's national Patient Safety Collaborative (PSC) programme : <ul style="list-style-type: none"> • maternity and neonatal safety • deterioration Support for peer learning via collaboratives and Communities of Practice.	Tailored support	hin.southlondon@nhs.net EA@imperialcollegehealthpartners.com contact@uclpartners.com
Association of Directors of Social Services	<ul style="list-style-type: none"> • promoting high standards of social care services • influencing the development of social care legislation and policy 	Policy resources, events, publications, toolkits, joint consultation responses. Some resources / networks for	team@adass.org.uk

		members only.	
<u>CLAHRC North West London</u>	<p>Focused in north west London:</p> <p><u>Quality Improvement For You (QI4U)</u></p> <p>An eLearning package that aims to make implementing improvements more manageable by breaking down quality improvement approaches and methods into bite-sized practical pieces.</p> <p><u>Collaborative Learning Events</u></p> <p>Quarterly events to enable knowledge mobilisation between practitioners and an internationally recognised faculty.</p>	<p>Training course</p> <p>online learning, events</p>	<u>clahrc.nwl@imperial.ac.uk</u>
<u>Health Innovation Network</u>	<p>Advice and bespoke change support provided on service / quality improvement, and redesign including digital pathways and evaluation across south London.</p> <p>National and local programmes on the adoption and spread of innovations which improve patient outcomes and service efficiency.</p> <p>Commissioned work via NHSE support framework for STPs/ICSSs.</p> <p>Specific expertise in diabetes, AF stroke prevention, mental health, healthy ageing, MSK.</p>	<p>Advice support & bespoke change management support (consultancy)</p>	<u>hin.southlondon@nhs.net</u>

<p><u>Healthy London Partnership</u></p>	<p>The <u>UEC Accelerated Improvement Programme</u> offers:</p> <ul style="list-style-type: none"> • Localised intensive support: we work with other improvement teams and activities to support hospital sites plan and run improvement interventions focusing on reducing length of stay. • Once for London activities: we give strategic support to STPs by bringing together clinical and professional leaders across local government, acute, community and mental health care, to identify and develop once for London policies and programmes that support reduction in length of stay. <p>HLP is supporting London's 28 Child Death Overview Panels, which investigate child deaths and make recommendations to the wider health and care system to prevent further deaths to:</p> <ul style="list-style-type: none"> • meet challenges of revised statutory guidance • eliminate unwarranted variation • develop a pan London Standard Operating procedure for the delivery of high quality sustainable child death reviews in London 	<p>Programme and project support, stakeholder management</p> <p>Dissemination of best practice, embedding sustainable change</p> <p>Workshop facilitation, coaching of operational and senior teams</p> <p>Developing new models of care and processes; supporting with funding applications; brokering relationships across sectors.</p>	<p><u>hlp.uecimprovement@nhs.net</u></p> <p><u>england.healthylondon@nhs.net</u></p>
<p><u>Imperial College Health Partners</u></p>	<p>A range of <u>capability building education packages</u> covering innovation, quality improvement and accountable care.</p>	<p>Training</p>	<p><u>EA@imperialcollegehealthpartners.com</u></p>
<p><u>Kings Health Partners</u></p>	<p>Focussed on south east London and beyond.</p> <p>A range of programmes and projects including:</p> <p><u>Integrating care</u> – reducing hospital attendances and improving</p>	<p>Programmes and projects</p>	<p><u>kingshealthpartners@kcl.ac.uk</u></p>

	<p>access to health care in local communities.</p> <p>Value based healthcare – supporting partners organisations to deliver excellent and consistent health outcomes whilst protecting our stretched NHS resources.</p>		
King's Improvement Science	Quality improvement guides	Online resources	-----
Local Government Association	<p>Provides a range of practical support, on a free of charge and/or subsidised basis for local authorities including:</p> <ul style="list-style-type: none"> • Managing transfers of care - supporting best practice to manage transfers of care between hospital and home. • Integration resource library - tools and resources to support the development of local integrated health and care services. • Stepping up to the place – integration self-assessment tool and workshops • Better Care support team – support for local areas as they work towards delivering their Better Care Fund plans. 	<p>Online resources and toolkits</p> <p>Policy & research</p> <p>Consultancy</p>	info@local.gov.uk
London Clinical Senate	<p>Supports development of London's health services and the delivery of safe, sustainable, high quality and cost effective care, by providing independent, strategic advice to commissioners, supporting them to make the best decisions about health care for the populations they serve.</p>	Advisory	england.londonclinicalsenate@nhs.net
London Clinical Networks	<p>A few areas where the London Clinical Networks are supporting the health and care system in London include the application of:</p> <ul style="list-style-type: none"> • Population Health approach: applying a population health approach to identify areas of improvement. 	<p>Demand and capacity analysis</p> <p>Clinical consensus and effective (clinical an cost) pathways</p>	england.london-scn@nhs.net

	<ul style="list-style-type: none"> • Clinical Leadership: for developing co-ordinated and combined improvement approaches to overcome healthcare challenges, which have not responded previously to other improvement efforts. • Improvement science: large scale change across very complex pathways of care involving many professional groups and organisations and improve the approach to planning and delivering services. • Adoption at scale: adopting innovation at scale and in systematic way to minimise unwarranted variation. • Responsiveness to local needs: Undertaking bespoke work such as demand and capacity analysis for assessing impact of service reconfiguration. 	<p>Peer review audits</p> <p>Clinical improvement support</p> <p>Leadership and subject matter expertise</p>	
<u>NEL Commissioning Support Unit</u>	<p>Working with commissioners and providers on developing programmes for improving quality:</p> <ul style="list-style-type: none"> • Identification of gaps in current service provision and potential areas for service improvement • Reviewing and analysing available sources of information including complaints, CQC reports, clinical audit and performance data • Comparing to examples of best practice, NICE guidelines and other standards of quality. • Identification of potential solutions such as patient pathway changes, new processes, the application of new technologies or transformational change. • Carrying out process reviews and applying techniques such as Continuous Quality Improvement and LEAN 6 Sigma • Application of change management tools (driver diagrams, logic models, stakeholder mapping) 	<p>Consultancy</p> <p>Complete cycle from stakeholder engagement, gap analysis, development of change programmes and implementation.</p> <p>Proactive PMO</p>	<u>nelcsu.nelhealthcareconsulting@nhs.net</u>

	<ul style="list-style-type: none"> • Case for change and business cases to support service change; appraisal of the options, modelling the impact on activity and costs. • Programme and project management teams to ensure the delivery of change plans using a “drive and release approach” • Design of indicators to ensure that benefits can be measured and assessed. 		
<u>NHS England / NHS Improvement</u>	<p><u>Demand and Capacity Programme</u></p> <p>Support the NHS to better understand demand and plan sufficient capacity, so that patients do not wait unnecessarily for treatment by:</p> <ul style="list-style-type: none"> • Working with system leaders and support them in the development of local capacity, capability and confidence in demand and capacity modelling and reduce reliance upon external or central expert resources. • A national training programme to embed knowledge and expertise within local health economies. • A suite of national tools and models <p>London regional quality improvement expertise</p>	<p>Online learning</p> <p>Online resources, webinars, video tutorials and training</p> <p>Strategic and policy conceptualisation leading to delivery</p>	<p><u>england.contactus@nhs.net</u></p> <p><u>enquiries@improvement.nhs.uk</u></p> <p><u>england.medicaldirector@nhs.net</u></p>
<u>NHS Improvement</u>	<p><u>Learning from Deaths</u> of people in their care can help providers improve the quality of the care they provide to patients and their families, and identify where they could do more.</p>	<p>Online resources and guidance</p>	<p><u>enquiries@improvement.nhs.uk</u></p>
<u>NHS England Sustainable Improvement Team</u>	<p><u>Facilitating Large Scale Change Webinars</u></p> <p><u>Virtual Academy of Large Scale Change Master classes</u></p>	<p>Online learning</p> <p>Webinars, master classes, online</p>	<p><u>england.si-enquiries@nhs.net</u></p>

	<p>The Improvement Hub brings together a wealth of improvement knowledge, information and tools from across the NHS to support the delivery of sustainable service improvement.</p> <p>Improvement Fundamentals online courses for those involved in health and care to build quality improvement knowledge and skills.</p>	resources	
Social Care Institute for Excellence	<p>Works with adults', families' and children's care and support services across the UK, including related services such as health care and housing.</p> <p>Provides expert support on integrated working including Better Care Fund planning and Sustainability and Transformation Plans.</p>	Online resources Research & training Consultancy	info@scie.org.uk
The Health Foundation	<p>The Q improvement lab brings people and organisations together to explore, develop and test ideas to make progress on health and care challenges.</p>	Network	QLab@health.org.uk
UCL Partners	<p>A range of local patient safety programmes including: developing patient safety culture, paediatric sepsis community, and Structured Judgement Reviews to improve the learning from deaths in hospital.</p> <p>Supports individuals, teams and organisations to develop the capability and capacity to improve quality, patient outcomes and experience, alongside efficiency:</p> <ul style="list-style-type: none"> • Training and development – including: <ul style="list-style-type: none"> a. Introduction to Quality improvement – one day free course b. Measurement for Improvement – one-day free course c. Human factors for healthcare professionals – one day free course 	Training courses / learning collaboratives Tailored support	qi@uclpartners.com

	<p>d. Quality improvement clinics – one-to-one advice and guidance for QI</p> <ul style="list-style-type: none"> • Bespoke support – Supporting organisations from board to ward with their leadership and improvement needs to deliver high quality and effective care. <p>With a focus on north east and north central London (as well as south and west Hertfordshire, south Bedfordshire and south west and mid Essex, with work extending to national and regional programmes).</p>		
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6. Business intelligence, data analytics, economics and financial modelling

Organisation	Support Offer	Type of support	Contact
<u>CLAHRC North Thames</u>	<p><u>CLAHRC Academy short training courses</u> on topics including:</p> <ul style="list-style-type: none"> • Evaluation • Economic evaluation • Demand, capacity and flow 	Training course	<u>clahrc.academy@ucl.ac.uk</u>
<u>Getting It Right First Time (GIRFT)</u>	<p>Getting It Right First Time is a national programme designed to improve the quality of care within the NHS by reducing unwarranted variations.</p> <p>Led by frontline clinicians, the GIRFT team visit every trust carrying out the specialties they are reviewing, investigating the data with their peers and discussing the individual challenges they face.</p>	Programme	<u>info@gettingitrightfirsttime.co.uk</u>
<p><u>Health Innovation Network</u></p> <p>(working with <u>CLAHRC South London</u>)</p>	<p>Provides support and expertise in data analytics, info graphics & evaluation (including qualitative and quantitative) – can offer support such as design workshops, etc. or additionally funded commissioned work, e.g. independent evaluation.</p> <p>Working in south London.</p>	Tailored support	<u>hin.southlondon@nhs.net</u>
<u>Imperial College Health Partners</u>	<p>Expertise in:</p> <ul style="list-style-type: none"> • Data analytics, data visualisation, health economics, modelling (demand and capacity, population and financial), and economic evaluation. • Predictive analytics and statistics. 	Tailored support	<u>b.i@imperialcollegehealthpartners.com</u>

<u>Kings Health Partners</u>	<p>Focussed on south east London and beyond.</p> <p>A range of programmes and projects including:</p> <p><u>Informatics</u> – using informatics to improve care, public health and the efficiency of our health system.</p>	Programmes and projects	<u>kingshealthpartners@kcl.ac.uk</u>
<u>Local Government Association</u>	A range of <u>data, tools and information</u> to support local improvement and better health, wellbeing and social care outcomes.	Online resources and toolkits	<u>info@local.gov.uk</u>
<u>London Clinical Networks</u>	Translation of national policy for local implementation through developing clinical and commissioning consensus. This includes supporting local tariff development and payment mechanisms.	Tailored support	<u>england.london-scn@nhs.net</u>
<u>London Datastore</u>	<p>A free and open data-sharing portal where anyone can access data relating to the capital.</p> <p>Whether you're a citizen, business owner, researcher or developer, the site provides over 700 datasets to help you understand the city and develop solutions to London's problems.</p>	Online resources	<u>datastore@london.gov.uk</u>

<p><u>NEL Commissioning Support Unit</u></p>	<p>Supplies a comprehensive business informatics service to CCGs and NHSE London including a range of tools and dashboards for the analysis of hospital, community and primary care data.</p> <p>In addition to the core service, can also provide in-depth analysis of specific service areas.</p> <p>Develops tools for ICSs and STPs including:</p> <ul style="list-style-type: none"> • Benchmarking of resource allocation against population utilisation • Population segmentation by social-economic bands and risk • Forecasting demand and capacity <p>Undertakes projects involving:</p> <ul style="list-style-type: none"> • Analysis of performance information and comparison to a range of benchmarks • Activity and financial modelling of the impact of proposed changes to service • Costing of new services and changes to new services • Equality impact assessments and travel impact assessments • Evaluations of the value for money of service changes (including return on investment). 	<p>A BI service</p> <p>Bespoke consultancy</p> <p>Analytics, finance and PMO</p>	<p><u>nelcsu.nelhealthcareconsulting@nhs.net</u></p>
<p><u>NHS Improvement</u></p>	<p>The <u>Model Hospital</u> is an easy-to-navigate tool that can be used by anyone in the NHS from board to ward. You can explore and compare productivity, quality and responsiveness data to identify opportunities to improve. The Model Hospital is broken down into five 'lenses' which offer different perspectives from which to review hospital activity:</p> <ul style="list-style-type: none"> • board-level oversight • clinical service lines • operational 	<p>Online resources</p>	<p><u>nhsi.modelhospital@nhs.net</u></p>

	<ul style="list-style-type: none"> • people • patient services 		
<u>NHS Rightcare</u>	<p><u>Intelligence products</u></p> <p>NHS RightCare Intelligence shines a light on variation and performance through the use of data, including local health economies spend data, patient admissions and prescribing data, along with other evidence.</p> <p>This well packaged data identifies areas of greatest opportunity and support for quality improvement. This information is transcribed into a range of comprehensive data packs and online tools to act as a source of insight which support local health economies to have local discussions to agree a starting point for change.</p>	Online resources	rightcare@nhs.net
<u>Public Health England</u>	<p><u>Public health data and analysis tools and resources</u></p> <p>To help local government and health service professionals make decision and plans to improve people's health and reduce inequalities in their area.</p> <p><u>Fingertips public health profiles</u> are a rich source of indicators across a range of health and wellbeing themes designed to support JSNA and commissioning to improve health and wellbeing, and reduce inequalities. With these profiles you can:</p> <ul style="list-style-type: none"> • Browse indicators at different geographical levels • Benchmark against the regional or England average • Export data to use locally 	Online resources	datagateway@phe.gov.uk profilefeedback@phe.gov.uk

7. Using digital and technological approaches

Organisation	Support Offer	Type of support	Contact
Digital Health London	Support the NHs to find digital solutions to solve problems relating to the delivery of care; and build the capability of health and care staff to support and lead digital health enabled transformation.	Online resources Training and events Tailored programmes	info@digitalhealth.london
Health Innovation Network (working with Digital Health London)	Supporting the implementation of digital solutions to improve operational efficiency, quality and patient outcomes, in a number of organisational settings (e.g. GP online, digital OP solutions) as well as supporting patient self-management and digital prevention approaches. Supporting testing & piloting of digital innovations to obtain evidence of effectiveness and acceptability. Working in south London.	Sign-posting Advice and light touch implementation support	hin.southlondon@nhs.net
Healthy London Partnership	NHSGo app provides confidential health advice and information for children and young people. A pan-London e-learning portal aligned with local training support offer Paediatric critical care in practice Digital transformation team: maximising the value of digital transformation on the unscheduled patient care journey across London using Agile principles to join together UEC and primary care digital delivery. This includes stakeholder engagement, workshops with clinicians and commissioners, vendor analysis, analysis of current patient/population flows and demand, and feasibility	Tailored support in programme design and delivery, strategy and analysis, and communications and engagement. Expert knowledge in brokering relationships across London's health and	england.healthylondon@nhs.net england.londonDTT@nhs.net (for digital transformation team)

	assessments of potential digital solutions (or consortium of solutions) which could support more effective and coordinated transformation.	social care system. Supporting local transformation plans, embedding change.	
<u>Local Government Association</u>	Provides a range of practical support, on a free of charge and/or subsidised basis for local authorities including: <u>Digital and information</u> supporting local areas sharing information, using digital and assistive technology to transform	Online resources and toolkits Policy & research Consultancy	<u>info@local.gov.uk</u>
<u>London Clinical Networks</u>	Through initiatives like the One London: Health and Care Exemplar programme, the Clinical Networks facilitate access to their clinical and patient subject matter expertise. This includes: <ul style="list-style-type: none"> • Co-design of common dataset based on QOF, National Audits and other data sources. • Co-design of trend-based dashboards based on the best-available good-practice. • Contribute to the design and user-interface of dashboards, clinical-facing records, mobile applications and relationship management tools. 	Expert clinical input User-design and testing	<u>england.london-scn@nhs.net</u>
<u>NEL Commissioning Support Unit</u>	Supporting the discovery and design phase of digital innovations. Coordinating complex landscape of commissioners and small scale digital solution providers through Agile PMO and procurement support. Taking digital solutions through the assessment process. Building and designing new digital solutions (e.g. apps and websites).	Bespoke consultancy Design of digital tools	<u>nelcsu.nelhealthcareconsulting@nhs.net</u>

	Provider of the Health Help Now application to NHS commissioners across south east England.		
UCL Partners	Knowledge management and digital solutions Supporting the use of digital solutions, such as Life QI, to share learning and support improvement knowledge.	Online tool and resources	life@uclpartners.com

PART 2

1. Urgent and Emergency Care

Organisation	Existing work streams	Type of support	Contact
Healthy London Partnership	<p>Has a range of programmes in this area:</p> <p>The UEC Accelerated Improvement Programme:</p> <ul style="list-style-type: none"> • Localised intensive support: we work with other improvement teams and activities to support hospital sites plan and run improvement interventions focusing on reducing length of stay. • Once for London activities: we give strategic support to STPs by bringing together clinical and professional leaders across local government, acute, community and mental health care, to identify and develop once for London policies and programmes that support reduction in length of stay. <p>FYFV Digital UEC Transformation support: digitalise patient access to urgent care services and leverage technology innovation to build urgent care systems electronically connected to relieve demand on the most pressurised parts of the Urgent & Emergency Care system.</p> <p>Direct booking via NHS 111: supporting the join up of primary and urgent care services, enabling NHS 111 services to book patients into scheduled and unscheduled primary care services where this is more suitable and reducing inappropriate demand on U&EC services. Including booking roll out technical and business change support for GP Extended Hours Hubs, GP Practices, Urgent Treatment Centres and GP OOH Services.</p>	<p>Programme and project support, stakeholder management</p> <p>Dissemination of best practice, embedding sustainable change</p> <p>Workshop facilitation, coaching of operational and senior teams</p> <p>Developing new models of care and processes; supporting with funding applications; brokering relationships across sectors.</p> <p>Business change support, advice and</p>	<p>hlp.uecimprovement@nhs.net</p> <p>england.nhs111submissions@nhs.net</p>

	<p><u>E-Prescribing roll out</u>: providing GPs working in 111/IUC / GPOOH / UTC's with electronic prescribing and streamlined assessment pathways integrated within their existing workflow to maximise the use of their time and improve patient experience.</p> <p><u>Access to Clinical records</u>: unlocking and sharing primary care, end of life and mental health crisis data safely with clinicians across the urgent care system to support their clinical decision making and guide their referral options. We can supplement by supporting providers offer an improved level of 'personalisation' through providing access to Local and regional care record portals, including LHCRE and NHS111 PRM.</p> <p><u>Leading the mobilisation of Integrated Urgent Care services in London</u>: to deliver joined up, 24/7, clinically-led models which improve patient experience, reduce pressure on Emergency Departments / LAS and maximise the use of alternative primary and secondary care services through the NHS 111 front door.</p> <p><u>Developing New Models of Care</u>: innovative models of care which promote fast access to clinical support across urgent care services and reflect local population health needs.</p> <p><u>Supporting Direct booking to UEC services</u>: optimising the patient journey through the urgent care system and minimise patient touch points on multiple NHS services by electronically booking or referring patients to the most appropriate service first time.</p>	<p>implementation support</p> <p>System vendor engagement to ensure VFM</p> <p>Agile delivery</p> <p>Best practice sign posting/sharing</p> <p>Embedding change and ensuring adoption</p>	
<p><u>NEL Commissioning Support Unit</u></p>	<p>Has worked with many CCGs across London on the redesign of Urgent and Emergency Care services.</p> <p>Supported NHSE (London) on the planning of winter pressure support 2016-17 and 2017-18.</p>	<p>Consultancy</p>	<p><u>nelcsu.nelhealthcareconsulting@nhs.net</u></p>

NHS England / NHS Improvement	<p>Seven day hospital services / Seven day services</p> <p>Designed to ensure patients that are admitted as an emergency, receive high quality consistent care, whatever day they enter hospital.</p> <p>27 trusts across England were early adopters of the four priority clinical standards and are working towards implementing the standards by April 2017. We're also supporting all trusts to meet the four standards identified as being 'must do' by 2020.</p>	<p>Online tools and resources</p>	<p>england.contactus@nhs.net</p> <p>enquiries@improvement.nhs.uk</p>
NHS Improvement	<p>Emergency Care Improvement</p> <p>A clinically led programme that offers intensive practical help and support to 40 urgent and emergency care systems across England leading to safer, faster and better care for patients. ECIP delivers real improvement in quality, safety and patient flow by implementing tried and tested solutions across the urgent and emergency care systems that are under the most pressure.</p>	<p>Programme</p>	<p>nhs.ecip@nhs.net</p>

2. Mental Health

Organisation	Existing work streams	Type of support	Contact
Health Innovation Network	<p>Support with assessing and implementing evidence-based innovations.</p> <p>Evaluations and knowledge of digital mental health interventions.</p> <p>Working across south London.</p>	<p>Networked Solutions</p> <p>Digital Self-Management Solution Development</p>	hin.southlondon@nhs.net
Healthy London Partnership	<p><u>Response to Major Terrorist Incidents</u>: coordinated regional mental health response.</p> <p><u>Thrive LDN</u> is a citywide movement to improve the mental health and wellbeing of all Londoners that aims to reduce the number of Londoners who experience poor mental health. Delivers predominantly public health interventions, either at scale or with targeted communities.</p> <p><u>Transformation of mental health crisis services</u> Working in partnership with London's crisis care system, a pan-London section 136 model of care has been developed outlining the minimum standard patients should receive. A proposed reconfiguration of health based place of safety sites is being engaged with by STPs which will enable access to 24/7 services.</p> <p>The <u>UEC Accelerated Improvement Programme</u> supports mental health, for example, Mental Health Top Tips for discharge provides a standard collaborative problem solving and working approach to support timely hospital discharge in mental health trusts, endorsed by the Mental Health Cavendish Square Group, NHS England and London ADASS.</p>	<p>Tailored support in programme design and delivery, strategy and analysis, and communications and engagement.</p> <p>Expert knowledge in brokering relationships across London's health and social care system.</p> <p>Supporting local transformation plans</p>	<p>england.healthylondon@nhs.net</p> <p>hlp.uecimprovement@nhs.net</p>

	Children and young people & mental health ; Working in partnership for an accessible, consistent and effective care for children and young people with mental health conditions across London, including a mental health in schools toolkit; children & young people guidance; and primary care early help training resources.		
Healthy London Partnership Working with London Clinical Networks	<p>Supporting system transformation including the following projects:</p> <ul style="list-style-type: none"> • London Mental Health Dashboard: an operational overview of the mental health system benchmarked by CCG and provider. • Mental Health Outcomes: a cohesive set of outcomes agreed across secondary mental health. • Perinatal Network: support to over 300 professionals, providers and STP programmes. • Early Intervention Psychosis: pan London support and a range of bespoke products to support services across London. • Improving Access to Psychological Therapies: peer review visits and learning sets / collaboratives (for providers and commissioners); developing a London digital offer to improve access to services (London's Digital Wellbeing Being Service). • Serious Mental Health: resources for systems, a regional Mental Health Physical Health Leads network, learning collaboratives. • Value in Integrated systems: Supporting CCGs and STPs to identify and articulate value in secondary mental health services. 	<p>Tailored support in programme design and delivery, strategy and analysis, and communications and engagement.</p> <p>Expert knowledge in brokering relationships across London's health and social care system.</p> <p>Supporting local transformation plans</p>	<p>england.healthylondon@nhs.net</p> <p>england.london-scn@nhs.net</p>
NEL Commissioning	Supported national and regional commissioners on a range of	Consultancy	nelcsu.nelhealthcareconsulting@nhs.n

<p>Support Unit</p>	<p>transformation initiatives including:</p> <ul style="list-style-type: none"> • Design and programme delivery of a community forensic CAMHS service for London. • Design and delivery of a pan-London 'front door' access to mental health advice for all emergency services utilising existing 111 telephony infrastructure. • Demand and capacity modelling to support service re-configuration of London's liaison and diversion services in police custody and court settings. • Options appraisal to inform the future of a mental health inpatient unit at Feltham Young Offender Institution, • Service user engagement to inform future mental health inpatient provision (Tier 4) for children and young people. • Analysis of Local Transformation Plans against the priorities set out in Future in Mind on children and young people's mental health needs. • A Commissioning Development Programme for children and young people mental health commissioners to improve their skills and confidence to deliver service transformation services. • Supporting NHS England (national and London) to improve urgent and emergency services in mental health, including partnership working across the system (health, social care and police services) and evaluating new care models for crisis provision. 		<p>et</p>
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3. Cancer Care

Organisation	Existing work streams	Type of support	Contact
Healthy London Partnership	<p>Transforming Cancer Services are working to:</p> <ul style="list-style-type: none"> • Ensure Cancer Waits return to target and sustainable delivery of 2 week waits / 31 day / 62 day. • Improve processes and skills in Trusts for the sustainable achievement of cancer standards/targets. • Improve patient experience due to reduced waiting times for confirmation of cancer diagnosis and start of treatment. • optimise cancer diagnostics across London by ensure that Trust diagnostics teams have a detailed understanding of the priority actions needed to improve patient flow and increase capacity utilisation. • Support to delivery of RTT across London. • Achieve consistent early diagnosis of cancer in London. • Develop effective systems and models of care for supporting people living with and beyond cancer. • Build strong governance and leadership for London to secure safe and high quality cancer care for all Londoners. 	<p>Analysis</p> <p>Training, tools and techniques</p> <p>Service improvement expertise</p> <p>Development and programme management</p> <p>Support to STPs/CCGs and local authorities</p>	england.healthylondon@nhs.net
NEL Commissioning Support Unit	<p>Has worked with many CCGs across London on the redesign of cancer services.</p> <p>Supported NHSE (London) on transformation of specialist cancer services across North London 2014-15 and 2015-16.</p> <ul style="list-style-type: none"> • Preparation of the case for change and business case • Options development and appraisal 	Consultancy	nelcsu.nelhealthcareconsulting@nhs.net

	<ul style="list-style-type: none">• Public and stakeholder engagement project implementation		
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4. Primary Care

Organisation	Existing work streams	Type of support	Contact
NHS England Sustainable Improvement Team	<p>General Practice Development Programme will:</p> <ul style="list-style-type: none"> • Spread the best innovations, helping all practices use the 10 High Impact Actions to release capacity. • Learn from the GP Access Fund and Vanguard sites to support mainstreaming of proven service improvements across all practices. • Fund local collaboratives to support practices to implement new ways of working. • Provide free training and coaching for clinicians and managers to support practice redesign. • National programme to stimulate update of online consultations for every practice. 	<p>Webinars</p> <p>Programme of support</p> <p>Training and coaching</p>	england.gpdevelopment@nhs.net
Healthy London Partnership	<p>Transforming Primary Care</p> <p>Working to improve access to primary care for London residents from 8am - 8pm, 7 days/week:</p> <ul style="list-style-type: none"> • Supporting all CCGs to deliver against the core access standards. • Maintaining 100% extended access • Improving utilisation rates <p>Supporting local systems in accelerating development of at-scale General Practice.</p> <p>Supporting STPs in accelerating the development of larger-scale general practices.</p>	<p>Content expertise, understanding of local issues, scoping / testing solutions.</p> <p>Monitoring activity, utilisation rates and impact; facilitating shared learning and best practice.</p> <p>Providing toolkits for STPs/GP at-scale providers.</p>	england.healthylondon@nhs.net

<u>Health Innovation Network</u>	<p>Supporting adoption of innovations and service improvements in primary care – including the use of digital solutions (e.g. mobile ECG devices, on-line consultations, patient facing self-management tools), innovative new roles (joint pain advisor in GP practices).</p> <p>Working with STPs on supporting primary care at scale initiatives and the evaluation of at scale approaches across south London.</p>	Tailored support	<u>hin.southlondon@nhs.net</u>
<u>NEL Commissioning Support Unit</u>	<p>Worked with a number of CCGs on the development and implementation of Primary Care strategies.</p> <p>Worked with a number of GP Federations on their organisational development.</p> <p>Worked with London STP on the recruitment of international GPs.</p>	Consultancy	<u>nelcsu.nelhealthcareconsulting@nhs.net</u>

5. Population health and prevention

Organisation	Existing work streams	Type of support	Contact
<u>Health Education England</u>	<p><u>Making Every Contact Count (MECC)</u></p> <p>Provides all those with an interest or role in population health and prevention with a library of national and local resources that can be used to support the development, implementation and evaluation of MECC programmes across local communities.</p>	Online resources	<u>php@hee.nhs.uk</u>
<u>Health Innovation Network</u>	<p>Acts as a catalyst of change – identifying, adopting and spreading innovation across the health and care system in south London working local CCGs and providers with focus on the following priority areas:</p> <ul style="list-style-type: none"> • Stroke prevention • Diabetes • Healthy Aging • Musculoskeletal <p>Experience in use of digital platforms to support social prescribing.</p>	<p>Online resources</p> <p>Learning through collaboratives and workshops</p> <p>Supported projects</p>	<u>hin.southlondon@nhs.net</u>
<u>Healthy London Partnership</u>	<p><u>Social Prescribing</u></p> <p>Working across London with STPs, CCGs, the voluntary sector and the GLA to scale up and spread of social prescribing.</p> <p><u>Fire as a health asset</u></p> <p>Piloting fire safe and well services across London boroughs, in partnership with the London Fire Brigade.</p> <p><u>Healthy London Social Investment Fund</u></p> <p>Working to establish a London Health and Wellbeing Fund to enable the London health system (investors/funders, VCSEs, commissioners,</p>	<p>Tailored support in programme design and delivery, strategy and analysis, communications and engagement.</p> <p>Expert knowledge in brokering relationships across</p>	<u>england.healthyLondon@nhs.net</u>

	<p>providers and infrastructure organisations) to work together in addressing London's highest priority health challenges.</p> <p>Homeless Health</p> <ul style="list-style-type: none"> • A Homeless Health Needs Assessment toolkit for commissioners. • Guidance to support commissioners, with 10 commitments for improving health outcomes for homeless people. • 'My right to access healthcare' cards to help adults to receive treatment at GP practices in London, supported through e-learning for general practice staff. <p>Improving asthma care in London</p> <ul style="list-style-type: none"> • Rollout of Asthma Networks • Digital solutions for improving care across the capital • Self management and interoperability • New roles for pharmacists in asthma care • Resources for organisations and #AskAboutasthma campaign • Resources for primary care <p>Fast Track Cities Initiative</p> <p>HLP are programme managing this initiative on behalf of the GLA, PHE, London councils and NHS E to ensure an inclusive whole-city approach to the delivery of the FTCI strategic aims of 'getting to zero'. This has been achieved so far through holding a city wide engagement event, commissioning and managing an asset and gap analysis on London's HIV services, designing a formal governance structure and selecting and recruiting leaders to represent all stakeholders on the FTCI steering group.</p>	<p>London's health and social care system.</p> <p>Supporting local transformation plans.</p>	
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<u>Kings Health Partners</u>	<p>Focussed on south east London and beyond.</p> <p>A range of programmes and projects including:</p> <p><u>Mind and Body</u> – joining up physical and mental healthcare, training and research to improve health outcomes.</p> <p><u>Public health</u> working with local partners to tackle urgent public health challenges.</p>	<p>Programmes and projects</p>	<p><u>kingshealthpartners@kcl.ac.uk</u></p>
<u>Local Government Association</u>	<p>Provides a range of practical support, on a free of charge and/or subsidised basis for local authorities including:</p> <ul style="list-style-type: none"> - <u>Public health, prevention and early intervention support</u> - working with partners to develop sector-led improvement support. - <u>Transforming Care</u> - supporting service transformation for people with learning disabilities and/or autism. 	<p>Online resources and toolkits</p> <p>Policy & research</p> <p>Consultancy</p>	<p><u>info@local.gov.uk</u></p>
<u>London Clinical Networks</u>	<p>A population health approach is at the heart of the London Clinical Networks' Delivery Model as we join clinical leadership and expertise with other partners to improve outcomes for Londoners. The Networks' Delivery Model is underpinned by:</p> <p><i>Need:</i> Understanding population needs and desired outcomes</p> <p><i>Plan:</i> Develop action plans to address needs at a London regional, STP and local level</p> <p><i>Do:</i> Collaborate with other partners for sustainable improvements in population outcomes across London</p> <p><i>Review:</i> Measure for continuous improvement and share learning</p>	<p>Clinical leadership and subject matter expertise</p> <p>Demand and capacity analysis</p> <p>Clinical consensus and effective (clinical an cost) pathways</p> <p>Peer review audits</p> <p>Clinical improvement support, sharing learning and good-</p>	<p><u>england.london-scn@nhs.net</u></p>

	Clinical Networks seek to strengthen outcomes for people and communities in London through a whole systems integrated approach involving expert clinical leadership, design and designation of care pathways, the support of stronger commissioning and the measurement of quality markers against defined standards.	practice Online guidance, resources and toolkits	
<u>NEL Commissioning Support Unit</u>	Supported a number of London CCGs on the redesign of pathways for patients with long-term conditions such as diabetes, stroke rehabilitation. Currently supporting a London STP on the proposed transformation of elective orthopaedics.	Consultancy	<u>nelcsu.nelhealthcareconsulting@nhs.net</u>

6. Maternity

Organisation	Existing work streams	Type of support	Contact
Academic Health Science Networks Health Innovation Network Imperial College Health Partners UCL Partners	<ul style="list-style-type: none"> • Maternity and Neonatal Patient Safety Collaborative • PReCePT Programme – (Prevention of Cerebral Palsy in PreTerm Labour) • Support for national innovations (e.g. Episcissors, HaMPTON – digital monitoring of hypertension in pregnancy) 		hin.southlondon@nhs.net EA@imperialcollegehealthpartners.com contact@uclpartners.com
Imperial College Health Partners	North west London Human Factors training programme for maternity services.	Training	EA@imperialcollegehealthpartners.com
London Clinical Network	Maternity Seeking to reduce variation in outcomes and improve experience of care for women and their babies in London	Online guidance, resources and toolkits	england.london-scn@nhs.net
NEL Commissioning Support Unit	Currently working with NHS England (London) on the transformation of maternity services across the capital. Experience of working with commissioners, providers and maternity networks on the transformation of pathways including the introduction of midwife-led delivery units, capacity planning, Continuity of Carer.	Consultancy Demand forecasting	nelcsu.nelhealthcareconsulting@nhs.net
NHS Improvement	Maternity and neonatal Offers support to help reduce the rates of maternal deaths, stillbirths,	Online resources, programme	enquiries@improvement.nhs.uk

	neonatal deaths and brain injuries that occur during or soon after birth.		
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Annexe of organisations listed in this directory

Organisation	Website	Contact
Association of Directors of Social Services	www.adass.org.uk	team@adass.org.uk
*CLAHRC North Thames	www.clahrc-norththames.nihr.ac.uk	clahrc.academy@ucl.ac.uk
*CLAHRC North West London	www.clahrc-northwestlondon.nihr.ac.uk	clahrc.nwl@imperial.ac.uk
*CLAHRC South London	www.clahrc-southlondon.nihr.ac.uk	clahrcsouthlondon@kcl.ac.uk
Digital Health London	www.digitalhealth.london	info@digitalhealth.london
Future Focussed Finance	www.futurefocusedfinance.nhs.uk	futurefocusedfinance@nhs.net
Getting It Right First Time	www.gettingitrightfirsttime.co.uk	info@gettingitrightfirsttime.co.uk
Health Education England	www.hee.nhs.uk/in-your-area/london	php@hee.nhs.uk
Health Innovation Network (Academic Health Science Network for South London)	www.healthinnovationnetwork.com	hin.southlondon@nhs.net
Healthy London Partnership	www.healthylondon.org	england.healthylondon@nhs.net
Imperial College Health Partners (Academic Health Science Network)	www.imperialcollegehealthpartners.com	EA@imperialcollegehealthpartners.com
Kings Health Partners	www.kingshealthpartners.org	kingshealthpartners@kcl.ac.uk

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King's Improvement Science	www.kingsimprovementscience.org	-----
Local Government Association	www.local.gov.uk	info@local.gov.uk
London Clinical Networks	www.londonscn.nhs.uk	england.london-scn@nhs.net
London Clinical Senate	www.londonsenate.nhs.uk	england.londonclinicalsenate@nhs.net
London Datastore	www.data.london.gov.uk	datastore@london.gov.uk
NEL Commissioning Support Unit	www.nelcsu.nhs.uk	nelcsu.nelhealthcareconsulting@nhs.net
NHS Employers	www.nhsemployers.org	enquiries@nhsemployers.org
NHS England	www.england.nhs.uk	england.contactus@nhs.net
NHS England Sustainable Improvement Team	www.england.nhs.uk/sustainableimprovement	england.si-enquiries@nhs.net
NHS Horizons	www.nhshorizons.passle.net	england.si-horizons@nhs.net
NHS Improvement	www.improvement.nhs.uk	enquiries@improvement.nhs.uk
NHS London Leadership Academy	www.londonleadershipacademy.nhs.uk	londonleadershipacademy@ncel.hee.nhs.uk
NHS Leadership Academy	www.leadershipacademy.nhs.uk	enquiries.nla@hee.nhs.uk
NHS Providers	www.nhsproviders.org	enquiries@nhsproviders.org
NHS Rightcare	www.england.nhs.uk/rightcare/	rightcare@nhs.net
Public Health England	www.gov.uk/government/organisations/public-	enquiries@phe.gov.uk

	health-england	
Skills for Care	www.skillsforcare.org.uk	information.team@skillsforcare.org.uk
Skills for Health	www.skillsforhealth.org.uk	contactus@skillsforhealth.org.uk
Social Care Institute for Excellence	www.scie.org.uk	info@scie.org.uk
The Health Foundation	www.health.org.uk	info@health.org.uk
The Leadership Centre	www.leadershipcentre.org.uk	info@leadershipcentre.org.uk
The Kings Fund	www.kingsfund.org.uk	enquiry@kingsfund.org.uk
UCL Partners (Academic Health Science Network)	www.uclpartners.com	contact@uclpartners.com

* Organisation name change imminent.