Resources to support transformation of healthcare for children and young people

October 2018 (updated March 2019)

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London’s NHS organisations include all of London’s CCGs, NHS England and Health Education England
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These resources have been updated or added since October 2018

Strategic Context

Children and Young People’s Mental Health

Peak flow guidance and group consultations for asthma

School asthma bags

Child Death Review

NHSGo

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NHS England launched the Long Term Plan, in January 2019. The 10-year plan includes measures to prevent 150,000 heart attacks, strokes and dementia cases, and better access to mental health services for adults and children. The NHS Long Term Plan is a new plan for the NHS to improve the quality of patient care and health outcomes. Alongside this, a high level London plan is also being developed.

In addition, the mayor’s draft health inequalities strategy https://www.london.gov.uk/press-releases/mayoral/mayor-launches-draft-health-inequality-strategy and work being undertaken within NHS England on health inequalities prioritises health inequalities of children and young people.

The CYP team has produced this resource pack in order to prepare STPs, ICS and CCGs for work around the health of children and young people to respond to the NHS Long Term Plan. This illustrates the many outputs which have been produced by the programme to drive transformation of healthcare in London. These have been categorised around areas of work included in the Long Term Plan. Contact details of team members working on specific areas are included as well as examples of where STPs, CCGs or providers have used these resources.

We hope this will prove useful to colleagues in the NHS, local authorities and the voluntary and community sector. If you have any comments or questions we would appreciate hearing from you. Please contact us via email hlp.cyp-programme@nhs.net
Transforming London’s health and care together
In 2016, HLP commissioned a set of data packs for each CCG and STP to help describe some of the major issues in the health of their populations. Included is general data describing each clinical commissioning group’s (CCG) children and young people populations, larger population groupings and some population health behaviours. Data for north central London is shown as an example below. Links to each pack can be found here:

### North West London

### North Central London

### North East London

### South East London

### South West London

Additional data on a CCG’s children and young people population is available from Public Health England.

**Fingertips child health profiles**

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Children and Young People’s Mental Health

For further information contact Andy.Martin3@nhs.net
Based on the national survey (2018), at least one in 8 CYP aged five to nineteen have a diagnosable mental disorder.

Half of all mental health problems manifest by the age of 14, with 75% by the age of 24.

34.9% of young people aged 14 – 19 identifying as lesbian, gay bisexual, or another sexual identity have a mental disorder, significantly higher than those identifying as heterosexual (13.2%).

Between one in twelve and one in fifteen CYP will deliberately self-harm.

Around half of all CYP who attempt suicide fail to receive follow-up mental health treatment. Of those who do get care, up to 77% don’t properly complete their outpatient treatment. There is accumulating evidence that non-adherence to follow up is a predictor of poor outcomes not only in terms of repeated self-harm and suicide but also in a variety of other psychosocial outcomes.

Of the 145 suicides by CYP in England from January 2014 to April 2015, more than half (54%) had previously self-harmed.
HLP has concentrated its efforts around areas highlighted in:

- **Future in Mind**
- **Five Year Forward View for Mental Health**.

This includes **supporting CCGs** to draft and refresh their CYPMH Local Transformation Plans for CAMHS since 2015/16 with:

- **Study club teleconferences** on particular topics
- **LTP refresh resources** *
- **Shared Learning Event** (June 2018)
- **CYP Mental Health Deep Dive** (Dec 17) – a high level overview of CYP mental health initiatives in London and nationally. *

* - available on request
Datasets to support planning
A guide to available datasets and reports for children and young people on mental health and wellbeing. The guide signposts the information and resources to support commissioners, hospital trusts and clinicians.


Commissioning guide: Clinical outcomes for service improvement
Developed in collaboration with the Children and Young People’s Improving Access to Psychological Therapies (IAPT) London & South East Learning Collaborative. It looks at outcome measures that may be meaningful and realistic for commissioners of CYP mental health services.


We have also published a resource to support voluntary sector organisations to flow data to the Mental Health Services Dataset (May 18) and published a rapid audit in relation to achieving the CAMHS access standard (September 18). Both of these resource are available on request.
The London Mental Health Dashboard seamlessly brings together a wide range of sources, creating a one-stop data shop that is a reliable and timely resource for mental health. It is a transformational tool that aims to monitor and support the main strategic priorities of London’s mental health system.

The dashboard launched in October 2016. Data within the dashboard is updated quarterly. It shows individual clinical commissioning group (CCG) and trust positions and enables profiling at sustainability and transformation planning (STP) level. Users can see individual positions set against London and national averages.

The LMHD currently contains 20+ CYPMH metrics (as at February 2019):
- Trust level (8)
- CCG level (12)
- Ambulance - all age (6)

CAMHS Tier 4 data will be included in the London Mental Health Dashboard shortly.
Our guidance supports the development of accessible, consistent and effective care for CYP experiencing a mental health crisis in London. It contains 7 recommendations for commissioners/providers to implement to improve care for CYP with mental health crisis.

The guidance has been used to undertake a large scale peer review (9 visits) of all the crisis pathways for CYP in London during 2017/18. The peer review process was supportive providing positive feedback and recommendations for development. Our summary report provides an overview of the findings. The programme will be working with STPs to develop action plans to meet the recommendations.

Feedback from a commissioner in NCL has included:
The Crisis Care Peer Review was incredibly helpful. The preparation for the review and the process of stakeholders preparing and reflecting on local services and pathways focused our thinking in a way we had not done previously across NCL. The recommendations were framed supportively whilst providing challenge and have provided us with a focus to ensure we further develop local crisis care services.
HLP have undertaken a self assessment of Community Eating Disorder Services (against the Access and Waiting Time Standard for Children and Young People with an Eating Disorder Commissioning Guidance). Our summary report of the self assessment (August 2018) found that although some improvement had been made across the 7 CEDS following the first self-assessment undertaken in January 2017, further improvement is required to meet the standard.

HLP have established a Community of Practice Group with clinical representatives from each of the CEDS to share learning, good practice and develop joint initiatives (referral form).
Eating Disorders

HLP have developed **CYP Eating Disorders Guidance for Primary Care Professionals** which summarises the Access and Waiting Time Standard and NICE guidelines.

HLP are working collaboratively with **BEAT** to circulate this guidance via post to all general practices in London during February 2019 as well as electronically. The guidance will also be developed for school professionals. Key messages from the guidance will also be shared during **Eating Disorders Awareness Week** (February 2019).

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**Children and young people with eating disorders**

**Guidelines for primary care professionals**

These guidelines share advice about spotting the signs of eating disorders and when to refer children and young people to the community eating disorders service (CEDS) for specialist outpatient support.

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Mental Health in Schools

A joint project between Healthy London Partnership and the Greater London Authority

In December 2018 we published a range of resources:

- **Mental Health in Schools Toolkit** which contains a wide range of information and guidance on how to promote emotional wellbeing and mental health within schools for school leaders and staff, health care professionals and commissioners.

- **Baseline mapping report** which gives an overview of a survey of services for children in schools through local authority, CCGs and Mental Health Trusts to support better understanding of the current position across London.

- **Young Minds (Amplified) report** which gives an overview of engagement with young Londoners to see what support they would like to see in schools in the future.
The Met Police Central Mental Health Team have said:

“The CYP training compendium has been an invaluable resource for the MPS central MH team. Navigating the different services and voluntary organisations involved in CYP support can be more than a little disorientating and the compendium helped us know who to approach when trying to arrange MH awareness training for schools officers. Indispensable for multi-agency working.”
Primary care and early help children and young people’s mental health compendium

A collection of good practice examples of how primary care and early help enhances the care for children and young people with mental health problems. It showcases models that professionals in London and across England felt were effective, innovative and supported by evaluation data where available. There is a one-page summary of each model, including the type of service and contacts who can provide greater detail. All models, submitted via a survey, focus on integrated working across the local system, reducing fragmentation and gaps, facilitating easy access and clear pathways.

Summary of a review of the literature

UCLPartners undertook a literature review, it includes:

- 51 primary studies
- six reviews
- one tool

Thirty-eight of the primary studies describe service delivery or organisation models, pathways or commissioning with or without an evaluation.
Other projects

During 2018/19 the HLP CYP Programme has received additional funding from NHS England and Health Education England for the following projects. Outputs from these projects will be circulated during 2019.

**CYPMH Workforce Strategy:**
Develop and deliver a strategy for CYP mental health workforce for London aligned to the STP Mental Health Workforce Plans.

**Mental Health in Schools:**
Supporting development of Trailblazer and non-Trailblazer sites by connecting teams, sharing best practice and disseminating learning.

**CYPMH Commissioning Leadership Development Programme:**
Develop and roll out a CYPMH focused commissioning leadership development programme for commissioners across CCGs and Specialised Commissioning.

**CYP Urgent and Emergency Care Leadership Development Programme:**
Develop a London-wide ‘applied’ systems leadership training programme for the urgent and emergency care (UEC) children and young people’s (CYP) community, delivered in each STP area, to improve outcomes for CYP with urgent and emergency mental and physical health needs. This will include a masterclasses on certain topics areas including [We Can Talk](http://wecantalk) training.
We have also supported hospital trusts interested in implementing a learning disability surgery pathway protocol (available on request) and have held a series of workshops at:

- The Royal London Hospital
- University College London Hospital
- Royal Free London
- Kings College Hospital

Other hospitals have been supported by other means.

Our case for change will be on our website shortly but is available upon request.
Asthma

For further information contact  Sara.Nelson@nhs.net

Transforming London’s health and care together
**Children and Young People with asthma in London**

- There are 2,046,000 children under the age of 18 in London.
- 10% have asthma
- 204,600 children and young people have asthma in London

**12 deaths per year of children under the age of 19 years in London**

- 25% of children and young people with asthma had to make an emergency inhaler request last year
- 75% are avoidable

**4,255 unplanned hospital admissions per year for children and young people with asthma**

- 70% of children had an inhaler technique assessment in the last 12 months
- 36% of children with asthma had flu jab or nasal sp.
- 64% have a spacer device
- 48% had asthma management or wheeze plan

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**London’s ambitions for asthma care for children and young people**

Each organisation (primary and community care, acute care, pharmacy, schools) will have a clear named lead who will be responsible and accountable for asthma (which includes children and young people) and the delivery of the following:

- **As a child with asthma:**
  - I should have access to a named set of professionals working in a network.
  - I will be supported to manage my own asthma so I am able to lead a life free from symptoms.
  - I will grow up in an environment that has clean air that is smoke free.
  - I will have access to an environment that is rich with opportunities to exercise.

- **Accessible Care:**
  - I will have my diagnosis and severity of wheeze established quickly.
  - I will have prompt access to my inhaler device and other medicines and asthma care and advice everywhere I go.
  - I will have access to immediate medical care, advice and medicines in an emergency.
  - I will have access to high quality evidence based care whenever I need it.

- **Co-ordinated Care:**
  - My care and I will know how to manage my asthma with the help of a written asthma management plan.
  - I will have a regular structured review.
  - I will have a package of care which meets all my needs including my educational health and well-being.
  - I will expect all professionals involved in my care will share clinical information to ensure my care is seamless.
  - I will move safely into adult services when I grow up.
The London asthma ambitions describe what a child or young person with asthma should expect in relation to their care. They can be found and downloaded here.

The London asthma standards bring together the aspirations for London, the NICE Asthma standards, British Thoracic Society guidelines and a number of other key resources into one document. They were developed by Healthy London Partnership and incorporate standards from the Royal College of Physicians, British Thoracic Society, Royal College of Anaesthetists, and Asthma UK. The standards can be accessed online here. These have been included as a NICE shared learning example.

London asthma toolkit Contains eight sections designed to help commissioners, providers, parents, carers and children and young people with asthma to deliver London’s asthma ambitions and asthma standards available online here. This includes new guidance available on peak flow measurement and new e-learning resources on children’s asthma from Education for Health, asthma for non-specialists, and difficult asthma (being updated).
Support for asthma in schools

Healthy London Partnership in conjunction with the asthma friendly team in Islington produced a document to enable schools to manage children and young people with asthma effectively in the pre-school, early years, primary and secondary school setting available [here](https://www.croydonobservatory.org/wp-content/uploads/2018/03/Health-of-Croydons-school-aged-children-data-report.pdf)


A new [scheme](https://www.croydonobservatory.org/wp-content/uploads/2018/03/Health-of-Croydons-school-aged-children-data-report.pdf) providing state schools in Wandsworth and Merton with emergency asthma kits is being rolled out by St George's Hospital NHS Trust.

**Designing our Tomorrow** (DOT) Asthma challenge

DOT is an initiative that puts authentic challenges at the heart of technology lessons in school. We set the challenge for students to design a packaging solution that will help co-ordinate the initial treatment for young asthma patients, to put the patient and their carers on the right path to controlling what is typically a long-term condition

Press article [here](http://www.elystandard.co.uk/news/ely-students-challenge-1-5702788)
Blog from DOT team: [here](https://www.healthy-london.org/breathing-new-life-asthma-treatment/)
[here](http://www.eng.cam.ac.uk/news/breathing-new-life-asthma-treatment)
Blog from teacher at winning school [here](http://whs-blogs.co.uk/teaching/designing-tomorrow-journey-year-7/)
The #AskAboutAsthma campaign has run 2017 and 2018. A communications toolkit for key stakeholders has been developed and is available here.

The Mayor has offered to support the campaign.

Asthmarapchallenge – we worked with Key Changes (a music charity working with young people affected by mental health issues). They developed a rap about asthma and set a challenge to other musicians to join the challenge as part of the 2018 campaign. You can see the musician’s version here.

As part of the campaign, organisations have been asked to consider reducing their impact on air pollution and a toolkit was produced to help them.
Role of pharmacists and community pharmacies in CYP health

We designed and supported an audit of CYP with asthma through community pharmacies (June 2015). This produced the best data we have on use of asthma management plans, inhaler technique assessment and other key elements of asthma care [https://www.healthylondon.org/resource/london-asthma-toolkit/pharmacy/public-health-campaign/](https://www.healthylondon.org/resource/london-asthma-toolkit/pharmacy/public-health-campaign/)

We developed an online learning hub giving pharmacists CPD credits [https://www.healthylondon.org/children-and-young-people/london-asthma-toolkit/pharmacy/asthma-learning-hub](https://www.healthylondon.org/children-and-young-people/london-asthma-toolkit/pharmacy/asthma-learning-hub)

The London Asthma Toolkit has advice for parents and CYP

We undertook an audit of CYP with dental pain Report available [here](https://www.healthylondon.org/.../philosophy/childhealth)
Digital health passport for asthma

We are developing a digital health passport allowing quick access to young persons emergency action plan, as well as documenting inhaler use, exercise tolerance. It also contains advice on asthma management. We are in pilot phase to link the passport with clinicians allowing monitoring of inhaler use and clinical symptoms. The health passport has been chosen as one of five test sites for NHS Login.
Impact across London (feedback)

Generated more Asthma CNS posts and respiratory support resources across the capital (950 job description downloads)

‘The focus on asthma standards in London is critical to improving outcomes for children. As a direct response to this work St Georges, with help from Wandsworth CCG, have developed an asthma programme to meet these needs including the recruitment of 4 additional asthma nurses, along with dedicated psychology and physiotherapy time’.

Consultant asthma lead SGH

Nurse led Asthma Friendly Schools project resulted in 1642 downloads of resources for schools and others looking to undertake similar projects

‘The HLP Asthma toolkit has been the foundation of a recent series of Pan Barnet (CEPN) Community Educational Provider Network (multi collaborative learning group) - collaborative teaching on childhood asthma. Involving 9 locality based sessions across Barnet involving GPs, practice nurses, community and practice pharmacists, secondary care paed clinicians, physiotherapists, HLP leads and resp specialist nurses. As a result of the training and collaboration, Barnet GPs are using the EMIS asthma template, and the CCG is considering funding a CCG Paeds Respiratory Nurse.’

GP Commissioner Barnet

‘I’m very happy to say that the support and resources from the asthma toolkit, together with the London Asthma Standards have inspired our team to develop our services, and provided clout when working with our local CCG to get appropriate services commissioned.’

Consultant paediatrician Hillingdon Hospital

‘London Asthma Standards & toolkit have empowered us further to launch our Asthma Friendly School Certificate and we have 70 people from schools attending training session next week - also beginning to link with Ealing’

Hillingdon Asthma CNS
Homerton >90% patients discharged with an asthma plan

Children and Young People’s Health Partnership have shown

- 93% of CYP have an asthma action plan and
- 90% of CYP have an improvement in their ACT scores
Primary and community care

For further information contact G.Herskovits@nhs.net and Christine.Kirkpatrick@nhs.net

Transforming London’s health and care together
Learning from a set of primary care pilots supported by the CYP team, in addition to other resources, are included in a primary care CYP toolkit, created to disseminate innovation and good practice in primary and community care. It contains extensive resources designed to support GPs, practice nurses, practice managers and community nurses to support the healthcare of CYP in primary care settings.

This toolkit was launched at a primary and community care learning event, the presentations for which can be found here.
Primary care children and young people’s toolkit

This has been supported by our active and engaged GP leadership Group “One of the most useful meetings that I attend” – NEL GP & CYP Clinical lead. “Colleagues in this well established leadership group provide great support and share useful resources and experiences in addressing the challenges of commissioning children's services across London” – NCL GP & CYP Clinical lead.

Examples of resources developed by the CYP team and contained within the toolkit include:

- Resources for GPs and others to undertake group consultations for CYP, based on work commissioned and supported by the CYP team in SEL
- Resources for pharmacists, GPs and commissioners to improve CYP inhaler technique through pharmacy, as trialled in a project in Bexley
- Primary care e-learning portal
- Learning needs assessment for local commissioners or GP federations to assess confidence among practitioners in the treatment/management of CYP
- A set of ‘I statements’ developed by young people’s groups and our GP Leadership Group to describe the primary care CYP should be able to access
- A prevalence finder tool (currently in development) that identifies cases of undiagnosed asthma in CYP on GP patient lists.
“I statements” for young people in primary care

I expect to be treated with respect and believed

I expect my cultural and religious beliefs and sexuality to be respected

I expect my consultation to be confidential.

I do not expect information to be disclosed without my consent, unless there is a real risk to me or to other people (this is the same as for adult patients).

I would like to be able to access the service at times when I am able to attend (eg. outside of school/college hours) and to reach the service easily, in person or via an app.

I expect to be able to see a doctor or nurse on my own if I choose.

I expect to talk to my doctor or nurse about how my parent/carer is involved in my care, including whether they access my records.

I expect my mental and physical health needs to be looked at together.

I expect to be given the tools I need to manage my condition myself and support to do this.

I expect to have clear information about what to do if my health gets worse.

I expect to be involved in planning any changes in my care including moving to adult services.
Feedback on primary care resources developed by HLP

Pharmacy inhaler project

- Bexley CCG safeguarding and asthma lead “A lot is growing from both the asthma in pharmacies and the group consultations projects …Even just raising the profile of asthma last year may have had an effect as we have had a drop in numbers of children attending A&E and also on admissions it seems”.

Group consultations

- “The time spent in the group was very enjoyable & gave me a “buzz” and positive feeling as a doctor. I felt empowered to change things.” [GP practice]

- “Do it. It saves time. It gets you more involved with patients. The patients gave really positive feedback and I had fun” [GP practice]

- “I found saying to them, ‘Just turn up and see if you like it’ seemed to work. Now they want the sessions more often than I can offer them!” [Community trust]

- “It was very helpful, I would recommend” [parent]

I Statements and CYP primary care toolkit

- Both these resources are to be presented at a WHO conference by Mitch Blair, Professor of Paediatrics & Child Public Health at Imperial College London.
Out of hospital models of care

- **Case studies** for commissioners and providers of out of hospital healthcare services for children
- Services described to help others understand what some areas are already doing
- Information collected directly from services
- A local contact identified at each service
- Details of how other organisations have developed place-based models of care for treating acutely unwell children and young people in the most appropriate location for their needs

- **OOH standards** used by Bromley CCG to recommission community children’s services

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Compendium: New models of care for acutely unwell children and young people

Out-of-hospital care standards for London’s children and young people

New acute models of care for children and young people

A review of potential new models of care to reduce emergency attendances
Findings from this research, published in Archives of childhood disease, are here: https://adc.bmj.com/content/103/2/128

A cost-benefit analysis is currently underway with UCLH
Networked primary care for CYP

Linkages

Voluntary Sector
- Social prescribing
- Link with practices

Care navigator
- HCA?

New workforce
- Practice staff get support from GPwSI (1 per network), clinical pharmacist, AHPs, technicians

Local Authority
- Health Visitors
- Health & Wellbeing practitioner
- Social worker, family support

Youth Workers
- Employed by primary care?

Schools & Colleges
- Direct contact with school nurse – links to MDT
- Link to schools

CYP/Parents/carers
- Support and education - self management

Population health

Opportunities for different consultation types
- Group consultations, telehealth, skype

Key worker/care navigator
- HCA?

Access to other services
- Sexual health, obesity, community eating disorder & smoking cessation teams

CAMHS
- Dedicated CAMHS worker or link?

Hospital Trusts
- In-reach or out-reach with paediatricians
- Hotlines
- Specialist clinics
- Access to transition planning

Practice link to specialist nurses
- Eg asthma nurses, diabetes nurses

Mental health therapist

Networked primary care hub – 30 - 50,000 pop

Agreed competencies for staff

8am – 11pm

Shared IT system /records

Open access to pharmacy

Lead GP driving the hub – business manager support
Primary care networks for CYP

We are working with stakeholders to develop a model of what primary care networks for CYP would look like, using asthma as an exemplar. This is a work in progress – let us know if you want to join our working group.
Long term conditions in school policy for CYP

https://www.healthy london.org/tag/children-and-young-people-resources/
Our guide for commissioners about social prescribing for children, young people and families gives an overview of:

- factors to consider when commissioning social prescribing models
- best practice for approaching change
- engagement and themes that emerged
- examples for networks of community resources
- a summary of ideas of different approaches
- important needs to be addressed in the future

This guide will be on our website shortly and is available upon request. A social prescribing wiki published by HLP can be found [here](#).
Our **acute care standards** are aimed at commissioners and providers of acute care services for children and young people. It has brought together information and standards of care into one place to enable the effective commissioning of services which meet these required minimum standards. Providers can use these to undertake a self assessment of their ability to deliver the required quality of acute care for children and young people. They can be used to validate, challenge and to quality assure services. Using these standards will help to reduce the variation in the care delivered to children and young people across the capital. They will also help to reduce the enormous variation in outcomes experienced.

This **report** summarises the findings from the peer review of London’s 26 acute hospitals that provide acute care services for children and young people conducted between July 2016 and March 2017.

Our **Paediatric Assessment Unit (PAU) standards** provide formal standards for paediatric assessment units in London. The standards have been created in order to reflect the urban requirements of the capital in providing effective care for children and young people in London. The aim is for NHS Trusts to use as part of self-assessment exercises to determine whether current paediatric assessment units meet appropriate standards and where improvements can be made. It can also be used by commissioners as a tool to guide their decisions about service provision and quality assurance.
Paediatric Critical Care (PCC) Standards (Level 1 and 2)

These standards supplement the Paediatric Intensive Care Society (PICS) Standards and provide formal standards for Paediatric Critical Care Level 1 and 2 specifically within a district general hospital (DGH) environment.

The standards were used by London providers as part of the national PICU CQUIN process to support the national review of paediatric critical care. HLP supported the peer review element of this CQUIN specifically the following providers:

- GOSH (Whittington, Barnet and North Middlesex)
- Royal London (Newham, Whipps Cross, Homerton, Queens Romford)
- St Mary’s (Northwick Park, Hillingdon and Watford)

A Paediatric Critical Care Level 1 and 2 Data Audit Report published in December 2016 is available on request.
Paediatric Critical Care in Practice (PCCP)
An online e-learning portal of resources designed for London’s health professionals to use to develop their knowledge and achieve the quality of care set out in the London’s Paediatric Critical Care: Level 1 and 2 Standards. PCCP offers access to the same high-quality educational opportunities and supports best practice paediatric high-dependency care and includes:

- a wealth of evidence-based e-learning modules
- supporting resources and sign-posting to additional sources
- quick reference guides.

PCCP is free to access and available on computers and tablets. The extensive resource library is also available on-the-go using mobile phones.

Professor Oliver Shanley, Regional Chief Nurse, NHS England/Improvement (London region), said:
“T recommend all acute paediatric staff, including nurses, to consider using PCCP as it is an excellent educational tool which will supplement existing education programmes already on offer.”

Michael Marsh, Regional Clinical Director, NHS England Specialised Commissioning (London), said:
“PCCP offers the opportunity for acute paediatric staff to enhance their knowledge and training to care appropriately for children requiring high dependency care in London. I would have appreciated having access to such an extensive training resource, with links to other additional resource, when I was a junior doctor.”

Other feedback includes:
“The PCCP modules provide a great knowledge base that is interesting and very applicable to practice”
“Huge credit to everyone involved……PCCP is really impressive and a fantastic resource”

Staff Nurse and Paediatric Emergency Medicine Doctor at Chelsea and Westminster Hospital
06

Child Death Review

Transforming London’s health and care together
In 2018 the HLP CYP programme obtained funding and supported a London wide roll out of the eCDOP electronic child death review case management system from April 2018- March 2019. Following requests from stakeholders, HLP has secured an additional 12 months of pan-London funding until March 2020. 26 out of 28 London Child Death Overview Panels (CDOPs) are actively using the eCDOP system.

HLP have run or supported five sector workshops during February-March 2019 to support local stakeholders with their system reconfiguration plans to meet the new requirements. To aid these discussions, HLP has developed an information pack to outline the background, challenges and considerations of the new requirements, the key dates and support available. The document also includes an update on system progress across London as of February 2019.

HLP have supported the development and publication of an Inner South London coroners MOU and guidance to bereaved parents which can be used by other health economies across London as a template to reduce the unnecessary variation in practice after a child’s death.

For further information see the HLP website

Following on from publication of revised statutory guidance, a number of products will be finalised in 2019 these include:

- From May 2019 - Bereavement Experience Measure
- From August 2019 – free eLearning resource for all child death review professionals
- From August 2019 – programme report summarising the system reconfiguration plans across London
For further information contact stephanie.simmonds@nhs.net

Transforming London’s health and care together
The NHSGo app provides confidential health advice and information for CYP. It provides advice to CYP. It uses validated NHS Choices health advice content rolling content on topical matter, quizzes, a live service finder using MiDOS, and information about rights.

Aimed at 16-24 year olds, NHS Go was developed in 2016, after young Londoners told us they wanted better and easier access to health and wellbeing information.

NHSGo is free to download on iTunes and Google play. [www.nhsgo.uk](http://www.nhsgo.uk) shows all the content online.

Top-level statistics:

- 75,644 downloads.
- 939,473 in app page views, 110, 636 content views on the NHS Go website.
- 60% of users since April 2018 are return users.
- Most popular content views are sexual health and mental and emotional health

What’s next for NHSGo:

- NHSGo local option being explored (pilot with Islington CCG)
- Extending use of MidoS as directory of specific local services
- Launch of Digital Ambassadors programme to support engagement with CYP
- NHSGo is in final stages of review to appear in the NHS app library
NHSGo

Awards

- Winner of Patient Experience Network – 2016 and 2017
- Shortlisted for national Positive Practice in Mental Health Awards 2018

Feedback from independent evaluation:

“"I’m Asian and Muslim... and it’s really kind of awkward if you’re a young woman especially if you are a young unmarried woman looking for contraception... it’s like, whoa what are you up to?... So you want to have that information freely accessible in a private way."

Sasha, female, 18

“I think one of the things that is good is people who might find it difficult to talk about things... [NHSGo] allows you to answer your questions more discreetly sort of thing. Come to think about it there are certain things I’d like to look at on the app and I would look because I’d feel more comfortable”

Bob, male, 20

"I wish there was an app like this when I came out trans... I was faced with such a lack of knowledge and was told completely the wrong info time and time again."

NHSGo app store review

“NHSGo is an innovative, timely and welcome contemporary tool for addressing the health needs of children and young people (CYP) in London.”

NHSGo Independent evaluation, Kingston University Wellbeing at Work Research Group.
NHS Go

An independent evaluation carried out by Kingston University, Wellbeing at Work Research Group found that NHS Go:

- Provided **useful information** and supported young people to start conversations with others, as a means of **opening dialog** about a health issue or concern
- Is **convenient** – easy to use, anonymous, and on the go, whenever a health concern first emerges, without needing to visit a health practitioner
- Is appropriate for a **diverse group of users**
- Is **trustworthy** – NHS branding means NHS Go would be chosen above other generic health sites because of its perceived credibility and trustworthiness.

NHSGo promotional materials freely to download

https://nhsgo.uk/promo

Signposted by numerous London organisations

https://www.whittington.nhs.uk/default.asp?c=29306
https://www.rbkc.gov.uk/kb5/rbkc/fis/news.page?id=xBENNfpXEiY
http://www.thegreenwoodpractice.co.uk/contact1.aspx
Publications and Awards

Winners 2017 Patient experience national network awards (PENNA)

Shortlisted Nursing Times Awards 2017 4 categories and RCNi awards 2017

The impact of out-of-hospital models of care on paediatric emergency departments 2017

Archives of childhood disease

http://bmjopen.bmj.com/content/8/2/e020771.full?ijkey=wnzSSGzFoLj0SJl&keytype=ref

Nelson S (2017) Greater use of technology to enhance the patient experience British Journal of Cardiac Nursing; http://dx.doi.org/10.12968/bjca.2016.11.10.474

Markey D, Managing childhood asthma (2016) Pharmacy Magazine
http://www.pharmacymagazine.co.uk/managing-childhood-asthma


https://www.nature.com/articles/s41533-018-0087-5