

Improving health

Welcome!

This year NHS Tower Hamlets was rated first in London and second nationally for our work in improving health services.

We improved maternity care and are now offering women greater choice with the new birth centre at The Barkantine. We have improved significantly access to GPs. All our practices are now open for extended hours – with an additional 200,000 appointments a year. In 2008 Tower Hamlets was the most improved area in the national MORI survey that assesses patient satisfaction with primary care.

We exceeded our ambitious target for chlamydia screening and also achieved substantial improvements in the numbers of people stopping smoking. We made further progress in implementing the supporting strategies of oral health, pharmacy, mental health, long-term conditions and sexual health.

We have been successful under the Government's "Healthy Town" initiative after bidding with the council for funding to help people be more active and eat healthily. We have also launched Time for Health, a major initiative to ensure our communities know more about how to stay healthy and how to take more control over their health and well-being.

Our priorities for 2009/10 reflect the borough's Community Plan and Local Area Agreement and the drive to create One Tower Hamlets by reducing inequalities and strengthening community cohesion.

We know that there is much more to do but we are confident that with the changes already underway and our new investments planned for 2009/10, we – and our partners – will continue the transformation in health and social care across Tower Hamlets.



Alwen Williams
Chief Executive of NHS Tower Hamlets

Our 10-year improving health and well-being strategy was launched in July 2006 by the Tower Hamlets Partnership and our five strategic aims in the strategy remain the guiding principles for our commissioning intentions for 2009/10.

These are to:

- Reduce inequalities in health and well-being
- Improve the experience of people who use our services
- Develop excellent, integrated and more localised services
- Promote independence, choice and control by service users
- Develop staff and invest more resources

With all the changes since 2006, we are refreshing the strategy this year with a series of consultation events, so that it is up-to-date.

I hope that you will join in with these discussions and help us to make more improvements in your local area.

Alwen Williams.

Four page special on local health services:

- Reporting on the past year
- New developments
- Our priorities for 2009–10

We are now NHS Tower Hamlets

There are new names for local NHS organisations with the launch of NHS Tower Hamlets and Tower Hamlets Community Health Services

NHS Tower Hamlets is the new name for Tower Hamlets Primary Care Trust in its role as local leader of the NHS in the borough – listening to local people, working with partners such as the local authority, GPs, and community organisations, improving health and commissioning services for local people from hospital, community health services and others.

Tower Hamlets Community Health Services is the new name for the wide range of services provided by the primary care trust, including community nursing, older people's services and rehabilitation, therapies and foot health.



Health in Tower Hamlets

Tower Hamlets is a place of change. It's a young borough with a diverse community. We have a rapidly growing population from both a high birth-rate and new residents coming to live here.

The Greater London Authority estimates the population will rise from 230,000 currently to 316,000 in 2021. Businesses, Tower Hamlets Council, the NHS and others are bringing more housing, jobs, educational opportunities and services to the borough.

While there is change, there is also continuing inequality. Life expectancy is improving and is now 75 years for men, and 80 years for women – but that still compares with 82 years for men and 86 for women in wealthier boroughs such as Kensington and Chelsea. There are also significant differences within the borough. For example average life expectancy for men in Bethnal Green is nearly ten years less than for St Katherine's and Wapping.

Circulatory disease and cancers are the major causes of premature death for our population. Smoking is responsible for four out of ten deaths, including 87% of lung cancer and 86% of chronic obstructive pulmonary disease deaths. We also have high smoking rates – 37% compared to the national average of 27%.

We are improving local health and social care services, but people can also do many things to help stay healthy and avoid illness, such as being more active and eating the right food.



Ian Basnett,
Joint Director of Public Health, NHS Tower Hamlets
and London Borough of Tower Hamlets

Join in the discussion and help bring improvements to your area

Our work to improve health and well-being in Tower Hamlets is making a difference to the services and support available for local people. This includes new services close to where people live including more GP appointments, a wide range of services in children's centres and the first of a range of health and well-being centres that will be built in the borough.

The plans were drawn up three years ago by the local NHS and the council with community organisations and others in the Tower Hamlets Partnership. We want to look at the plan again, to make sure it is up-to-date and to hear your views on what we do next.

We want to ask you about our ideas, about your priorities and how we can help you and your family to stay well.

What is the plan?

First of all, we want our Improving health and well-being strategy to be your plan as well as our plan, because our aim is to help you to stay healthy. We want to help you to stay independent and well, but we also want to make sure you get the services you need if you are unwell. That might mean more local services close to you, and more specialist services which may have to be further away.

What have we done so far?

- Ensured that 21 children's centres in Tower Hamlets are now providing advice and support for young children and families in very accessible locations. The health advice which includes antenatal care, speech and language, nutrition and weaning within the centres is increasing.
- Opened The Barkantine, which is the first of the borough's health and well-being centres, offering a birth centre, children's centre, social care services, dental care, minor surgery, GP practice, a pharmacist and a mental health team.
- Set up the LinkAge Plus programme delivering community-based services for older people through five network centres, hosted by community organisations. The networks engage with 900 older people in the borough each month.
- Made it easier to see a GP with 200,000 more appointments each year as well as easier access to dentists. A mobile dental service now operates across Tower Hamlets in response to the need to increase the uptake of dental care.
- Developed local networks of GPs, nurses, pharmacists to share specialist skills so people can have more tests and treatment in their local area rather than having to go to hospital.
- Supported the extended schools programme offering social care support for families and health promotion as part of the schools network.



- Established joint working against childhood obesity, leading to initiatives including a 'Bike it to school' scheme, more active play sessions in the community and work to limit harmful effects of fast food outlets.
- Opened a health hotline – 020 7364 5016 – at the council's call centre that offers information on finding services and staying healthy, in a variety of languages.
- Commissioned community organisations such as Health Trainers and Faith in Health to provide advice to help individuals and communities to lead healthier lives.
- Made improvements in the quality of services, with more investment in doctor and nurse training.

Come along and help celebrate the launch of the Tower Hamlets Local Involvement Network

Date: Saturday 25th April 2009

Time: 10:00am–2:00pm

Venue: East London Muslim Centre
46 Whitechapel Road E1 1JX

THINK is a network of patients, service-users, residents and community groups who want to improve health and social care services in Tower Hamlets, who are independent from the NHS and the Local Authority.



What else are we planning?

Local networks

Our idea is to create neighbourhood networks that can bring together health and social care, education, housing, community and leisure services. The networks would also include voluntary and community groups.

With local GPs within walking distance, more services would be available at your practice or in the network, such as social care, diabetes nurses and blood tests.

Supporting you to stay healthy

The local NHS and council successfully bid to make Tower Hamlets London's first Healthy Borough, to make it easier to stay healthy.

Schools, leisure and community centres, large health centres and workplaces will all help to increase opportunities for physical activity and healthy eating.

Programmes to help people combat smoking, drugs and the misuse of alcohol will also have significant local commitment and be driven from the localities or by Local Area Partnerships (LAPs).

More health and well-being centres

We propose 17 new centres across the borough by 2012 which will bring together advice on healthy living and local facilities.

They will also include treatment from doctors, nurses or therapists when you are ill and support you when you have a long-term condition, such as diabetes or respiratory problems.

What do you think?

- Have you seen improvements to your local services?
- What is your experience of using health or social care services recently?
- Should networks that bring together GP practices, schools and community organisations be the shape of services?
- What else would you like to see provided locally, close to where you live?
- What stops you and your family from living a healthier lifestyle?
- What would help you and the community in your area to maintain or improve health?

Have your say on the strategy and how we improve health and well-being:

www.thpct.nhs.uk/consultation
www.onetowerhamlets.net

Or write to us at:

FREEPOST RRYE-RZABKBSX
Improving Health and Well-being
Consultation

Tower Hamlets Partnership
Anchorage House
5 Clove Crescent
London E14 2BG

We will report back to you through East End Life, and the One Tower Hamlets and NHS Tower Hamlets websites.

Tower Hamlets
**Health
Hotline:**
020 7364 5016

**The Healthcare for
London consultation
on stroke and trauma
services in the capital
is now underway.**

Visit:
healthcareforlondon.nhs.uk
and have your say.

NHS
Tower Hamlets

“I got patches to help me stop smoking”

Call the Health Hotline on **020 7364 5016** for more information on stopping smoking

TIME FOR HEALTH

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TOWER HAMLETS

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Our priorities for 2009–2010

During 2008 we undertook a detailed Health Needs Assessment with our partners and the public that looked at health needs and inequalities across the borough. Based on this information, we have prioritised 10 areas for improvement and investment this year – all of which will help to improve the health of local people and help to reduce health inequalities in Tower Hamlets.

1. Staying healthy

The key factor affecting health inequalities in Tower Hamlets is higher mortality rates in vascular disease, cancer and respiratory disease. Your chances of having these conditions will be reduced if you make healthy lifestyle choices.

Our staying healthy projects reflect Healthcare for London recommendations to work more energetically with other public services and organisations, invest more in health improvement programmes, link to the 2012 Olympic and Paralympic Games and expand the role of frontline workers in promoting healthy lifestyles.

In 2009/10, we will invest £2m to support people stopping smoking and reducing people's weight.

2. Access

Our vision for health services in Tower Hamlets is one where services are as close to peoples' homes as possible. We want to close the gaps that have been identified between local health needs and where our services are provided.

We will invest £1.98m for 2009/10 to improve access to urgent care, pharmacy, dentistry, ophthalmology and services outside of hospital.

Our Improving health and well-being capital programme will continue the investment in a variety of health and well-being centres epitomised by The Barkantine on the Isle of Dogs.

3. Mental health

Mental illness can range from mild anxiety or stresses in everyday life, which are difficult but can be managed, to problems which are so severe that they affect people's ability to think properly or keep in touch with reality. But it also affects people's wider health as those with a mental illness are more likely to die younger of physical diseases.

Our 2009/10 investment in mental health services of £1.6m is part of a long term plan to transform mental health services in the borough. Our programmes will include improving



access to psychological therapies and services to support alternatives to hospital admission and improve the inpatient experience.

4. Maternity, children and young people

We have a very young population that is increasing rapidly and young people in our community face health challenges, including high levels of obesity at reception age, high levels of dental decay, inadequate immunisation, and high teenage pregnancy rates.

We are investing £1.8m in preventing childhood obesity, immunisation, maternity, breast feeding, malnutrition and children with disabilities and long term conditions.

5. Long term conditions

Our major priority in improving services for those with long term conditions, such as stroke, diabetes and cardiovascular disease, is to strengthen partnership-working and provide better information and support to patients so they can self-manage their condition.

We are investing £2.16m in 2009/10 on community matrons, vascular risk assessment, a community respiratory team, diabetes education, implementing the dementia strategy and self-management.

6. Cancer

Although the incidence of cancer has declined slightly, it is still important to invest in 2009/10 to reduce its impact on patients and their families. To do this we will invest in all cancer



services including prevention, screening, early diagnosis, treatment and living with cancer.

7. Alcohol and drug misuse

We are prioritising alcohol and drug misuse as this has a major impact on many long term conditions and attendances at accident and emergency.

We are investing £1.82m in 2009/10 to change people's behaviour through more effective information, better screening and intervention and training to reach more people quicker.

8. End of life care

Every year many local people die as a result of illnesses where good planning for end of life care is possible. As well as cancer, it includes illnesses such as stroke, renal and chronic obstructive pulmonary disease. This is a difficult and sensitive issue but one we will tackle by improving services and working better with patients and their families so that more people can die at home.

We are investing £0.65m in 2009/10 in a variety of projects including support at local hospices, training and development of GPs, an out of hours support service and counseling and bereavement services.

9. Sexual health

Sexual health in Tower Hamlets is poor with a high HIV prevalence. 63% of conceptions in under-19s result in abortion and 14% of people say they don't use condoms with a

new sexual partner. People also report poor experiences when using services, long waiting times and confusion over where to go for advice and services.

For 2009/10 we will invest £1.17m in a variety of projects including transforming the Sylvia Pankhurst Centre at Mile End Hospital into a sexual health centre with modern welcoming facilities and extended opening hours, increasing the number of staff and continued investment in screening and teenage pregnancy programmes.

10. Primary care resourcing

We believe that by investing significantly in our primary care, such as the services provided by GPs, we can transform the health of local people and improve patient experience. We aim to change the way that primary care is delivered across the borough by increasing capacity and taking new approaches to how and where services are available. We will focus on earlier diagnosis, better patient involvement and better access to advice and treatment at the most appropriate time and in the most suitable way to meet patients' needs.

Because of the significant benefits that this will bring, we are investing £6m – our biggest investment for 2009/10.

