

DToC Roadshow

Afternoon session summary feedback

17 October 2017

Barnet & Enfield A&E Delivery Board	Royal Free London NHS Foundation Trust	Barnet	Table 1
		Enfield	
Camden A&E Delivery Board	University College London Hospitals NHS Foundation Trust	Camden	Table 2
Haringey local A&E Delivery Board	North Middlesex University Hospital NHS Trust	Haringey	Table 3
Islington A&E Delivery Board	Whittington Health NHS Trust	Islington	Table 4
City & Hackney Health and Social Care Transformation Board	Homerton University Hospital NHS Foundation Trust	City and Hackney	Table 5
BHR A&E Delivery Board	Barking, Havering and Redbridge University Hospitals NHS Trust	Barking & Dagenham	Table 6
		Havering	
		Redbridge	
WEL local A&E Delivery Board	Barts Health NHS Trust	Newham	Table 7
		Tower Hamlets	
		Waltham Forest	
ChelWest A&E Delivery Board	Chelsea & Westminster	West London	Table 8
		Hounslow	
Hillingdon A&E Delivery Board	The Hillingdon Hospitals NHS Foundation Trust	Hillingdon	Table 9
ICHT A&E Delivery Board	Imperial College Healthcare NHS Trust	Hammersmith and Fulham	Table 10
		Central London	
LNWHT A&E Delivery Board	London North West Healthcare NHS Trust	Ealing	Table 11
		Brent	
		Harrow	
Bexley, Lewisham and Greenwich A&E Delivery Board	Lewisham & Greenwich Hospitals NHS Trust	Bexley	Table 12
		Lewisham	
		Greenwich	
Bromley A&E Delivery Board	King's College Hospital NHS Foundation Trust	Bromley	Table 13
Southwark and Lambeth A&E Delivery Board	King's College Hospital NHS Foundation Trust	Southwark	Table 14
	Guy's & St Thomas' NHS Foundation Trust	Lambeth	
Croydon A+E Delivery Board	Croydon Health Services NHS Trust	Croydon	Table 15
Epsom & St Helier A&E Delivery Board	Epsom & St Helier Hospital NHS Trust	Sutton	Table 16
Kingston & Richmond A&E Delivery Board	Kingston Hospital NHS Foundation Trust	Kingston	Table 17
		Richmond	
Wandsworth and Merton Emergency Care Delivery Board	St George's Healthcare NHS Foundation Trust	Merton	Table 18
		Wandsworth	

Feedback

- What does integration look like – and the challenges of integrating across an acute when teams sit in different departments in the hospital. *One shared physical space* and include the 3rd sector - disaggregate after meetings and calls*
- Variation in the hospital – how does this happen and why – *may be about the difference in services in local authorities*
- Discharge to assess stalled around primary care *inspired by how well it can work with GPs and what a difference that can make; need cleaner data from the outset*
- Systems making use of the Discharge working group reporting into AEDBs – a good place to focus ‘once for London’ work
- Need to ensure action plans spread and all stakeholders engaged
- Out of borough discharges can be challenging – need to be able to speak to other systems
- Awareness raising around D2A / Home first models and how it fits with other discharge processes** *only the people who are working on it seem to know about it*
- Communication within the hospital eg consistent approach to MDTs
- Live systems to monitor flow and activities to enable flow
- Trusts with sites that reflect multiple systems – challenges but also and opportunities to learn
- Good relationships help
- Useful to hear what doesn’t work
- Integrating and aligning weekday / weekend services
- Challenges around culture and expectations
- Checklist implemented – but biggest challenge is how to meet people where they are at around integration; what do different disciplines focus on and how can D2A team support other teams
- Confusion around discharge pathways – and use any pathway possible to discharge – is that the right pathway
- Challenges around consistency and consistency of leadership
- Joint groups health and social care help
- Bexley passport now spread to 4 SEL pathways
- QE geriatrician 7 days including in care homes
- GP streaming in Bexley
- IG is a challenge – and decision making responsibility particularly around mental capacity and CHC / D2A

Upcoming events

- 20 Oct all day MH DTOC system event *Coin Street South London*
- 03 Nov DTOC counting
- 14 Nov 2 hrs Enhanced Health in Care Homes network session *ADASS Southwark Bridge Road (ish)*
- 20 Nov 3 hrs Allied Health Professionals discharge network *Coin Street*
- Nov 2.5 hrs ...Day of care survey workshops *in local areas TBD*
- 07 Dec all day Improvement Collaborative event *Probably The Oval*
- TBD: Wicked issues with legal input (no recourse to public funds)

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