

Whittington Health **NHS**

# Whittington Health



# Winter plan .....14/15

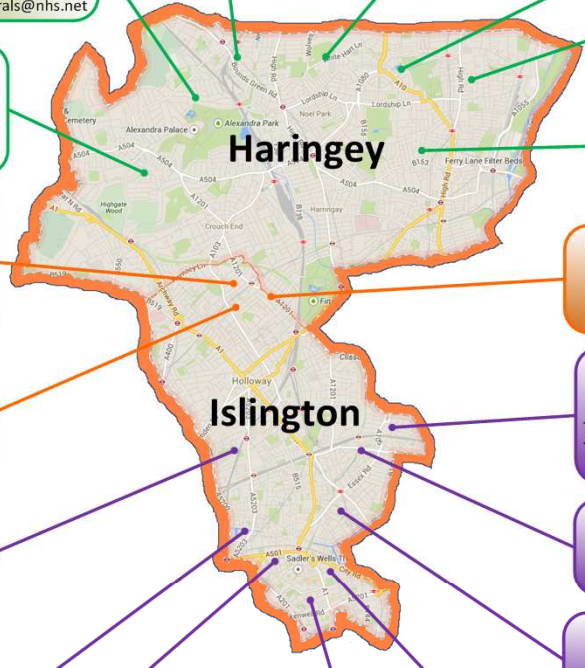
Whittington Health 

- Learning from last year – focus , priorities , team work !
- Prevention , flu vaccination , staff & patients
- 7 day working & 24/7 community nursing
- Resilience in ED and urgent care centre staffing
- Optimising use of fully operational Ambulatory care unit including virtual ward ( in-reach)
- Improved access and flow systems- daily capacity reports.
- Well developed integrated pathways – health and social care



- DN able to switch on home care /enabling Haringey & Islington including overnight care
- Community geriatrician & GP – in reach to care homes/ community support ( *Islington* )
- Rapid response – Ambulatory support to GPs ( *starts 1/12/14* ) prevent avoidable admission
- Integrated acute and community respiratory team – (acute exacerbation )





**District Nursing (24hrs)**  
9.30am-4pm, Mon-Fri (referrals)  
T (referrals): 020 7527 1953  
F (referrals): 020 3300 7578  
T (24/7): 020 7527 4250  
haringey.adult-referrals@nhs.net

**Rapid Response (24hrs)**  
7 days/week  
T: 020 7272 3070

**Reablement**  
9am-5pm, Mon-Fri  
T: 020 8489 1616

**Rehab ICTT**  
9am-5pm, Mon-Fri  
T: 020 3074 2903  
F: 020 3074 2904

**Age UK**  
9am-1pm, Mon-Fri  
T: 020 8801 2444  
info@ageukharingey.org.uk

**Continuing Care**  
9am-5pm, Mon-Fri (referrals)  
T: 020 3688 2741 / 2744  
F: 020 3553 5705  
continuingcare1@nhs.net

**Social Services**  
9am-5pm, Mon-Fri  
T: 020 8489 1400  
F: 020 8489 4900  
T (out of hours): 020 8489 0000  
iat@haringey.gov.uk

**Haringey & Islington Ambulatory Care**  
Mon-Fri 8am-8pm  
Sat, Sun, B/Hol 9am-5pm  
T: 020 7288 5940  
Bleep (referrals): 2622 / 2731  
Out of hours, contact Duty Medical / Surgical Registrar

**Haringey & Islington Integrated Liaison Assessment Team (ILAT) (acute mental health)**  
24 Hours, 7 Days per week  
T: 020 7272 3070  
Bleep: 1106

**District Nursing (24hrs)**  
9.30am-4pm, Mon-Fri (referrals)  
T (referrals): 020 3316 8430  
F (referrals): 0844 774 6419  
T (24/7): 020 7527 4250  
Arti.centralbooking@nhs.net

**Social Services**  
9.30am-4pm, Mon-Fri  
T (new referrals): 020 7527 2299  
F (new referrals): 020 7527 5114  
T: 020 7288 5260  
F: 020 7288 5262  
T (out of hours): 020 7726 0992  
whh-tr.socialservicesreferrals@nhs.net

**CareLink**  
7am-8pm, 7 days/week  
T: 020 3317 3297  
F: 020 3317 3270  
camden.carelink@nhs.net

**Reablement**  
T: 020 7527 6151  
reablement@islington.gov.uk


**FEDS inpatient team**  
8.30am-7.30pm, 7 days/week  
T: 020 7288 5825  
T: 020 7272 3070  
Bleep: 2833

**Primary Care Alcohol & Drugs Service (PCADS)**  
9am-5pm, Mon-Fri  
T: 020 3316 8778  
T (out of hours): 020 7843 1640  
020 7278 8671

**Age UK**  
10am-4pm, Mon-Fri  
T: 020 7281 6018  
admin@ageukislington.org.uk

**Continuing Care (24hrs)**  
9am-5pm, Mon-Fri (referrals)  
T: 020 3316 8706  
F: 020 7690 3543

**REACH**  
9am-5pm, Mon-Fri  
T: 020 7527 1501  
F: 020 7690 3506  
whh-tr.icrt-admin@nhs.net

Whittington Health   
**Haringey & Islington Community Services**

**Barnet**

| Service                | Contact details  |
|------------------------|--|
| Age UK                 | T: 020 8203 5040   |
| Ambulatory Care        | T: 020 7288 5940   |
| Continuing Care        | T: 020 3688 1826<br>F: 020 8937 7750                     |
| District Nursing       | T (9am-5pm): 020 8216 2344<br>T (OOH): 020 8359 2000     |
| FEDS                   | T: 020 7288 5825   |
| Intermediate Care Team | T: 020 8937 2708   |
| Neuro Rehab            | T: 020 8951 2138<br>T: 020 8951 2122<br>T: 020 8359 2440 |
| Social Services        |  |
| Duty Social Worker     | T (9am-5pm): 020 8359 5000<br>T (OOH): 020 8359 2000     |

**Camden**

| Service               | Contact details                      |
|-----------------------|--------------------------------------|
| Age UK                | T: 020 7249 7149                     |
| Ambulatory Care       | T: 020 7288 5940                     |
| CareLink              | T: 020 3317 3297                     |
| Continuing Care       | T: 020 3317 5250<br>F: 020 7974 6099 |
| District Nursing      | T: 020 3317 5916<br>F: 020 7813 8719 |
| FEDS                  | T: 020 7288 5825                     |
| Learning Disabilities | T: 020 7974 3737                     |
| Neuro Rehab           | T: 020 3317 3309                     |
| REACH                 | T: 0777 134 3909                     |
| Social Services       | T (24/7): 020 7974 4444              |

**Hackney**

| Service                      | Contact details  |
|------------------------------|--|
| Age UK                       | T: 020 7249 7149   |
| Ambulatory Care              | T: 020 7288 5940   |
| Continuing Care              | T: 020 3688 1300<br>T: 020 3688 1302<br>F: 020 7014 7274 |
| District Nursing             | T: 020 7683 4144<br>F: 020 7014 7274                     |
| FEDS                         | F: 020 3222 8500   |
| Mental Health Older Patients | T: 0207 683 4541   |
| Neuro Rehab                  | T: 020 8510 7622   |
| Social Services              | T (OOH): 020 8356 2579                                   |
| Therapy Rehab at Home        | T: 020 8510 7750<br>T: 020 8510 8964<br>F: 020 8510 5049 |





# Emergency attendances

Whittington Health



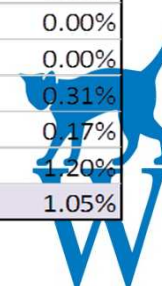
| Year           | Ambulance attendances (Monthly Ave) | Ambulance attendances (% of total) | Non-ambulance attendances (Monthly Ave) | Non-Ambulance attendances (% of total) | UCC attendances (Monthly Ave) | UCC attendances (% of total) | Mental Health attendances (Monthly Ave) | Mental Health attendances (% of total) | A&E patients admitted (% of total) |
|----------------|-------------------------------------|------------------------------------|---|--|-------------------------------|------------------------------|---|--|------------------------------------|
| 2008/09        | 1646                                | 26%                                | 4803                                    | 74.48%                                 |                               |                              | 103                                     | 1.6%                                   | 19%                                |
| 2009/10        | 1681                                | 24%                                | 5196                                    | 75.56%                                 |                               |                              | 123                                     | 1.8%                                   | 18%                                |
| 2010/11        | 1802                                | 26%                                | 5227                                    | 74.37%                                 |                               |                              | 117                                     | 1.7%                                   | 20%                                |
| 2011/12        | 1756                                | 24%                                | 5445                                    | 75.61%                                 | 3,581                         | 49.73%                       | 120                                     | 1.7%                                   | 20%                                |
| 2012/13        | 1754                                | 23%                                | 5934                                    | 77.19%                                 | 3,834                         | 49.88%                       | 144                                     | 1.9%                                   | 18%                                |
| 2013/14        | 1777                                | 23%                                | 6086                                    | 77.40%                                 | 4,123                         | 52.40%                       | 180                                     | 2.3%                                   | 19%                                |
| 2014/15 to Oct | 1589                                | 21%                                | 6136                                    | 79.43%                                 | 4,445                         | 57.54%                       | 220                                     | 2.8%                                   | 20%                                |

## Attendances by Borough (% of yearly total)

| Year           | Barnet | Camden | City and Hackney | Enfield | Haringey | Islington | Other London | Other |
|----------------|--------|--------|------------------|---------|----------|-----------|--------------|-------|
| 2008/09        | 4.62%  | 4.42%  | 3.96%            | 1.44%   | 31.15%   | 46.47%    | 5.27%        | 2.67% |
| 2009/10        | 4.64%  | 4.33%  | 3.94%            | 1.58%   | 32.16%   | 45.62%    | 5.03%        | 2.70% |
| 2010/11        | 4.91%  | 4.79%  | 4.02%            | 1.49%   | 32.13%   | 43.71%    | 5.27%        | 3.68% |
| 2011/12        | 5.46%  | 4.65%  | 3.66%            | 1.55%   | 32.05%   | 44.42%    | 4.81%        | 3.41% |
| 2012/13        | 5.35%  | 4.54%  | 3.58%            | 1.49%   | 31.46%   | 45.12%    | 4.79%        | 3.67% |
| 2013/14        | 5.49%  | 4.65%  | 3.64%            | 1.51%   | 31.33%   | 44.49%    | 4.83%        | 4.06% |
| 2014/15 to Oct | 5.44%  | 4.64%  | 3.40%            | 1.73%   | 31.00%   | 43.23%    | 5.12%        | 5.44% |

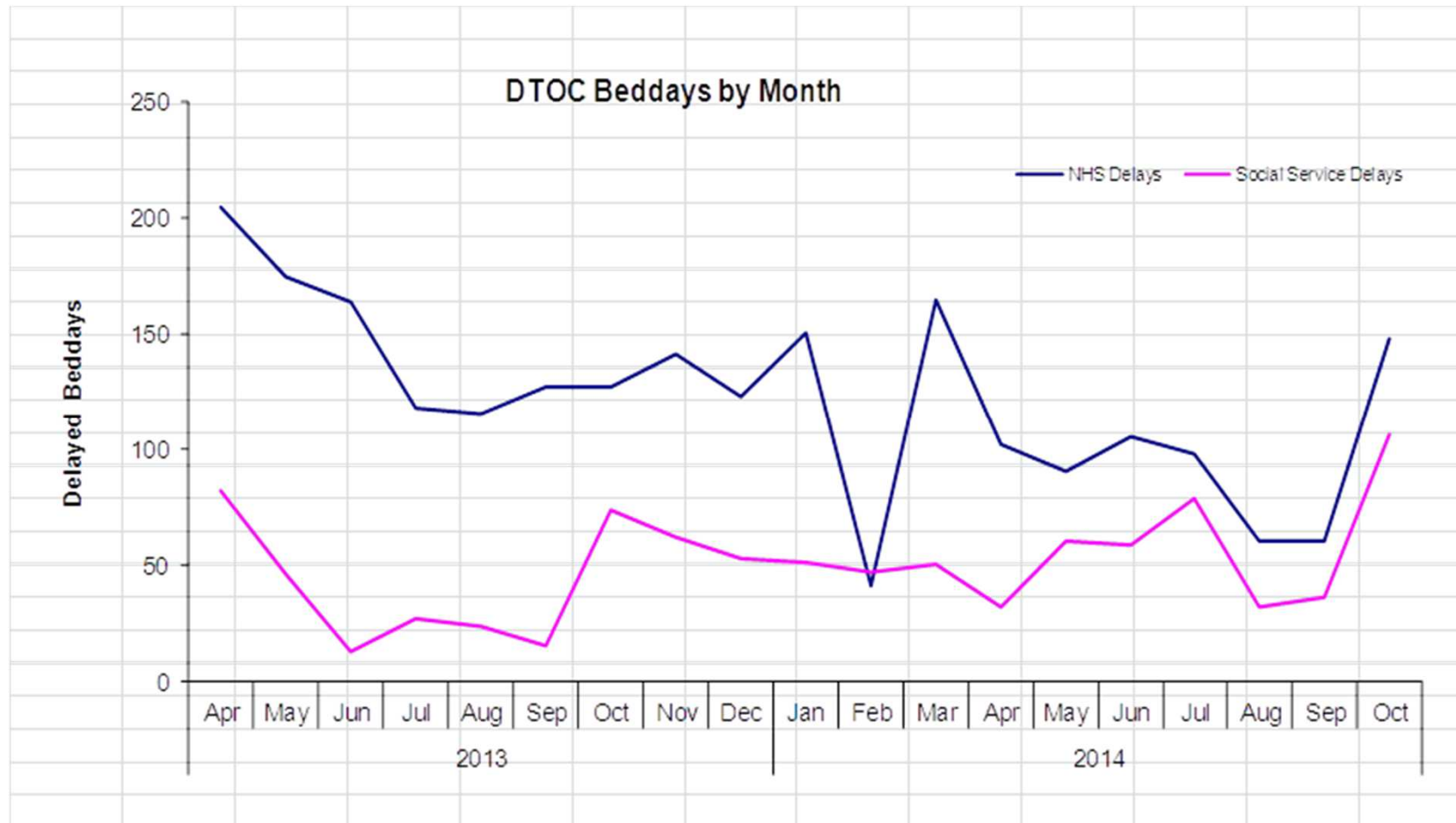
## Number of Breaches by Reason (% of yearly breach total)

| Year           | A&E Delays | Specialty input delays | Missing/not Known | Bed Delays | Clinical Breach | Diagnostic Services Delays | Transport Delays | Other |
|----------------|------------|------------------------|-------------------|------------|-----------------|----------------------------|------------------|-------|
| 2008/09        | 36.01%     | 20.21%                 | 17.73%            | 10.58%     | 13.54%          | 1.24%                      | 0.69%            | 0.00% |
| 2009/10        | 34.10%     | 19.06%                 | 24.23%            | 6.56%      | 14.89%          | 0.62%                      | 0.54%            | 0.00% |
| 2010/11        | 34.60%     | 21.64%                 | 21.17%            | 11.40%     | 9.84%           | 0.87%                      | 0.47%            | 0.00% |
| 2011/12        | 35.50%     | 14.60%                 | 30.92%            | 9.62%      | 7.21%           | 1.13%                      | 0.71%            | 0.31% |
| 2012/13        | 41.32%     | 17.11%                 | 9.47%             | 20.19%     | 10.02%          | 1.09%                      | 0.61%            | 0.17% |
| 2013/14        | 42.90%     | 15.30%                 | 2.50%             | 19.20%     | 16.20%          | 1.90%                      | 0.80%            | 1.20% |
| 2014/15 to Oct | 41.30%     | 11.84%                 | 0.04%             | 18.88%     | 24.84%          | 1.45%                      | 0.60%            | 1.05% |

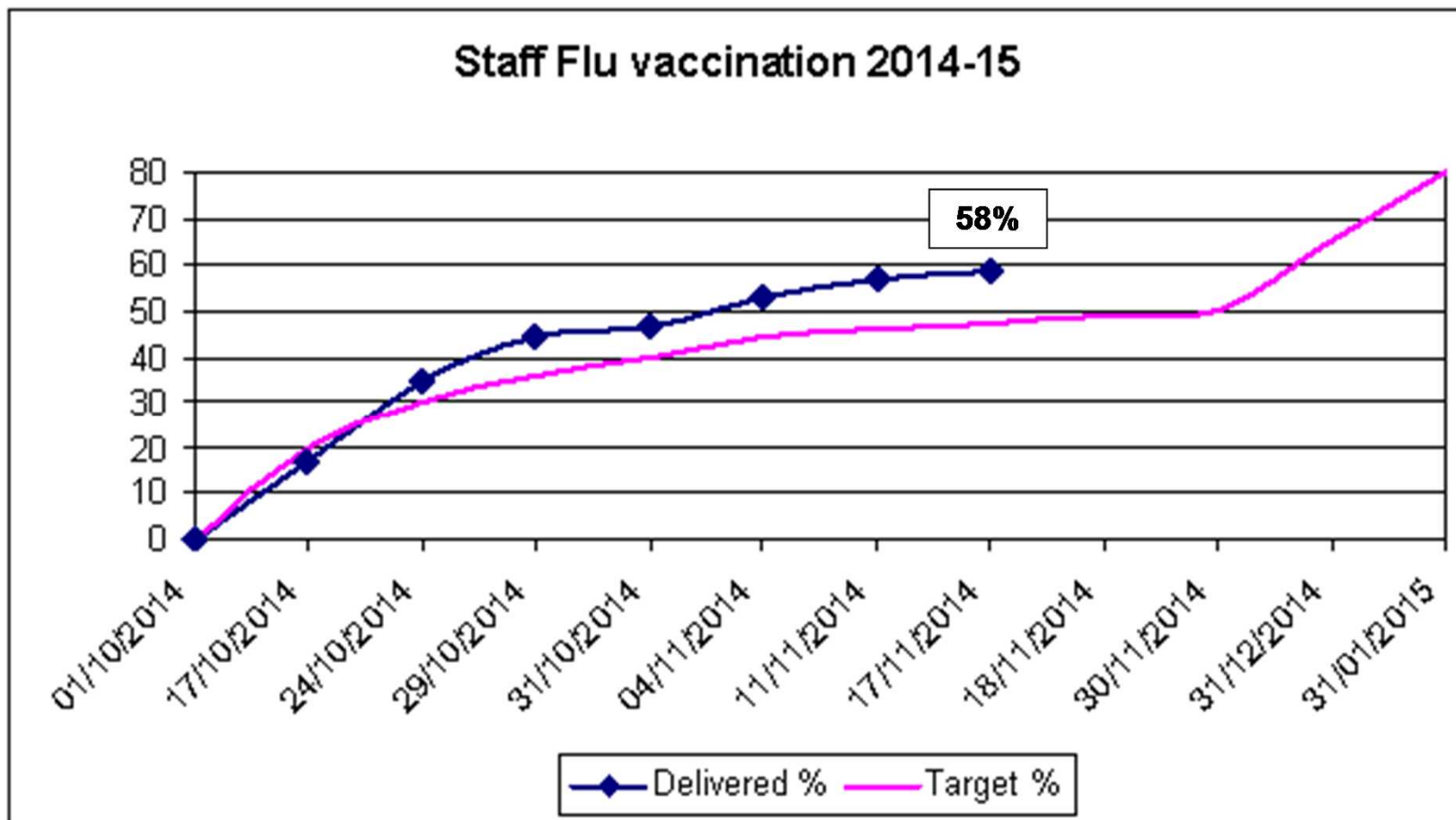


# How are we doing ?

Whittington Health 



# How are we doing



|                                    | Last 4 Weeks Sitrep |                |                |                | 4 Wk Avg      | 2014-15 Quarterly Performance |                | Estimated weekly average to meet 95% standard in Q3 |
|------------------------------------|---------------------|----------------|----------------|----------------|---------------|-------------------------------|----------------|---|
|                                    | w-e 19 Oct 14       | w-e 26 Oct 14  | w-e 02 Nov 14  | w-e 09 Nov 14  |               | 2014-15 Q2                    | 2014-15 Q3     |   |
| Chelsea & Westminster              | 95.11 %             | 96.04 %        | 93.75 %        | 94.58 %        | 94.89%        | 95.92 %                       | 95.65 %        | 94.44%  |
| Ealing                             |                     |                |                |                |               | 91.13 %                       |                |   |
| Hillingdon                         | 81.09 %             | 79.29 %        | 81.54 %        | 82.66 %        | 81.10%        | 87.43 %                       | 81.45 %        | 106.62%   |
| Imperial                           | 82.54 %             | 86.47 %        | 85.38 %        | 85.80 %        | 85.02%        | 90.30 %                       | 85.22 %        | 103.38%   |
| North West London Hospitals        |                     |                |                |                |               | 81.39 %                       |                |   |
| West Middlesex                     | 83.66 %             | 87.38 %        | 87.97 %        | 89.59 %        | 87.10%        | 92.96 %                       | 88.41 %        | 100.65%   |
| London North West Healthcare       | 67.82 %             | 73.34 %        | 74.60 %        | 69.22 %        | 71.16%        |                               | 73.87 %        | 113.11%   |
| <b>North West London Area Team</b> | <b>81.64 %</b>      | <b>84.70 %</b> | <b>84.42 %</b> | <b>83.56 %</b> | <b>83.56%</b> | <b>89.93 %</b>                | <b>84.72 %</b> | <b>103.81%</b>                                      |
| North Middlesex                    | 91.10 %             | 94.36 %        | 91.38 %        | 93.84 %        | 92.64%        | 95.45 %                       | 93.45 %        | 96.33%  |
| Royal Free London                  | 93.05 %             | 94.92 %        | 94.62 %        | 94.04 %        | 94.16%        | 94.89 %                       | 94.57 %        | 95.37%  |
| UCLH                               | 91.06 %             | 92.06 %        | 96.27 %        | 95.14 %        | 93.60%        | 94.19 %                       | 93.22 %        | 96.52%  |
| Whittington                        | 93.93 %             | 92.04 %        | 92.82 %        | 93.54 %        | 93.08%        | 96.03 %                       | 93.40 %        | 96.37%  |
| Barking, Havering & Redbridge      | 75.49 %             | 77.89 %        | 77.18 %        | 77.94 %        | 77.11%        | 83.77 %                       | 77.52 %        | 109.98%   |
| Bart's Health                      | 88.28 %             | 89.79 %        | 91.64 %        | 87.93 %        | 89.41%        | 92.67 %                       | 89.89 %        | 99.38%  |
| Homerton                           | 95.34 %             | 95.69 %        | 96.13 %        | 93.18 %        | 95.09%        | 95.40 %                       | 95.51 %        | 94.56%  |
| <b>North East London Area Team</b> | <b>88.58 %</b>      | <b>90.12 %</b> | <b>90.61 %</b> | <b>89.70 %</b> | <b>89.75%</b> | <b>92.57 %</b>                | <b>90.16 %</b> | <b>99.15%</b>                                       |
| Guy's & St Thomas'                 | 95.65 %             | 92.65 %        | 94.56 %        | 94.49 %        | 94.33%        | 95.15 %                       | 94.58 %        | 95.36%  |
| King's College                     | 86.52 %             | 91.09 %        | 83.84 %        | 84.62 %        | 86.52%        | 87.44 %                       | 85.88 %        | 102.82%   |
| Lewisham & Greenwich               | 83.13 %             | 82.78 %        | 84.32 %        | 88.75 %        | 84.75%        | 87.17 %                       | 85.45 %        | 103.19%   |
| Epsom & St. Helier                 | 95.64 %             | 96.55 %        | 93.69 %        | 92.69 %        | 94.66%        | 96.25 %                       | 95.15 %        | 94.87%  |
| Kingston                           | 97.07 %             | 96.91 %        | 95.69 %        | 94.04 %        | 95.96%        | 95.38 %                       | 95.35 %        | 94.70%  |
| Croydon Health Services            | 90.51 %             | 90.52 %        | 89.99 %        | 89.05 %        | 90.02%        | 92.72 %                       | 90.22 %        | 99.10%  |
| St. George's                       | 93.10 %             | 93.81 %        | 89.03 %        | 92.47 %        | 92.10%        | 94.62 %                       | 93.35 %        | 96.42%  |
| <b>South London Area Team</b>      | <b>90.64 %</b>      | <b>91.27 %</b> | <b>89.17 %</b> | <b>90.34 %</b> | <b>90.36%</b> | <b>91.84 %</b>                | <b>90.62 %</b> | <b>98.75%</b>                                       |
| <b>London</b>                      | <b>88.12 %</b>      | <b>89.62 %</b> | <b>89.01 %</b> | <b>88.89 %</b> | <b>88.91%</b> | <b>91.84 %</b>                | <b>89.40 %</b> | <b>99.80%</b>                                       |

Trauma Centres in blue





Whittington Health 

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