

North East London CCG

Annual report summary



North East London
Clinical Commissioning Group

Chair's message – September 2021

2020-21 was, and continues to be, the most challenging year the health and care system in north east London (NEL) and nationally has ever had to contend with. We are living through extraordinary times for health and care.

While we've continued to prioritise the management and delivery of the local response to Covid-19 jointly with our hospital and community Trusts, local authority and other partners; we have also seen the formal coming together of the former seven clinical commissioning groups (CCGs) across our area to become a single North East London CCG, serving over two million people across eight local authority areas: Barking and Dagenham, City of London, Hackney, Havering, Newham, Redbridge, Tower Hamlets and Waltham Forest. My fellow Chairs and I work closely together to ensure we retain a local focus, but continue to support each other and collaborate where it makes sense to do so.

Following an overwhelming majority vote by our GPs in favour of creating one CCG for NEL from April 2021, good progress has been made to develop a clinically-led organisation informed by local people and patients, with strong clinical leadership and a GP voice at all levels. I expect that primary care voice to remain strong as the new system develops.

Working together on the challenges of the pandemic and with our health and care partners in NEL, we have also made great strides towards becoming an integrated care system, achieving official designation from NHS England and Improvement in December 2020. This is an approach that will ensure we have the infrastructure we need to provide the best health and care for our local populations, and be ready for the proposed legislative changes.

As well as managing the health service response to Covid-19, 2020-21 has been an extraordinary year with the pandemic revealing the true extent of health inequality in our population. Many of our boroughs have high levels of deprivation and inequality, with more than 50% of our population identifying as Black, Asian and minority ethnic. Three of our seven former CCGs are in the 20 most deprived in England and Newham is the most diverse borough in the country.

We began rolling out the biggest immunisation programme in NHS history in December 2020 and have been administering tens of thousands of vaccines every day. We have been delivering the vaccines with partners in a range of settings including pop-ups in places of worship, on housing estates, in shopping centres and even at West Ham's football stadium. More than ever before we have needed to draw on our joint strength and experience across NEL to respond to the pandemic, to learn from it and to ensure that despite our challenges, we continue to provide essential healthcare for our population.

It remains a huge challenge and I'm really proud of how my fellow GPs, our directors and CCG staff have stepped up once again and worked tirelessly and effectively to meet the challenge. Their skill, fortitude and resilience – together with that of our partners – has succeeded in keeping the local NHS running during its most challenging year ever.

A number of our staff supported the pandemic response by being redeployed to work directly with our partners – supporting hospital discharges, distributing personal protective equipment, managing infection control in nursing and residential homes, and setting up safeguarding processes at the NHS Nightingale Hospital at the ExCeL centre.

My GP colleagues have stepped up magnificently, with all of our practices continuing to provide services to their patients throughout the pandemic via virtual consultations, including online and by phone. People who cannot access online services can call to be given a consultation, and those who find it hard to contact their practice in working hours can access this outside of working hours. It's an approach we are making 'business as usual' as it means we can tailor care for individual patients at a time when demand has been rapidly increasing.

The pandemic has also provided us with some new ways of working, including the stronger partnership working that we've seen and that will now remain in place, and new ways of triaging and seeing patients.

Thank you also to the people of north east London who have supported us through such a difficult time. We have pulled together as a community and the appreciation for the local NHS has been strong.

Along with the continuing pandemic, the NHS also has unprecedented backlogs of treatment that we need to tackle to get people the care they need. The best way

we can do this is to plan our services across our health and care system for the benefit of all, and that's what we intend to do. The year ahead will be challenging, but I am optimistic for the future.

For more information on any of this work, or just to find out more about the CCG you can visit our website: www.northeastlondonccg.nhs.uk or Twitter account: [@NHS_NELCCG](https://twitter.com/NHS_NELCCG)



Dr Jagan John
Chair
North East London CCG



- **City and Hackney** developed an innovative user-friendly digital platform for people with severe mental illness, allowing them to access health information on their digital devices. It also offers patients space to create a personalised recovery plan, supported by a range of apps; personalised logs and health tracking; access to personal health budgets; and the opportunity to share information and interact with professionals involved in their recovery.
- The **Waltham Forest** Integrated Discharge Hub was launched 18 months ago to support the safe and timely discharge of local residents from Whipps Cross Hospital and other hospitals outside of the borough. A team of skilled therapists, social workers and social care assistants provide support for residents to enable them to return home safely and remain at home while they recover and improve their independence. This has reduced people's stay in hospital by up to five days.
- In response to the impact on children and young people's mental health and a surge in referrals during 2020/21, **Newham** CCG was a leading partner in developing the Newham Multi-Agency Collaborative. The collaborative aims to reduce the mental health impact on young people waiting for a child and adolescent mental health service (CAMHS) intervention. It works by coordinating a pathway to timely therapeutic support, through interventions provided across a broad spectrum of partners, including the CAMHS service, school health teams and other voluntary and community sector organisations that support young people.
- **Tower Hamlets** has a long and successful track record of partnership working. Through the Tower Hamlets Together partnership, the '*Born Well, Growing Well Asthma and Wheeze Project*' has successfully reduced the number of children and young people admitted to the Royal London Hospital with asthma and breathing problems. This work has been recognised nationally through a win at the 2021 HSJ Value Awards for best paediatric care initiative of the year.

Achievements of the former CCGs

- I want to recognise the work and achievements of the former seven CCGs in NEL. They all did good things for local people, and made a real difference to patients and their lives. There are too many examples to go through in detail, so please look at the annual reports on the CCG's website for more information.
- **Barking and Dagenham** made significant improvements to diabetes care and treatment, cutting the number of undiagnosed cases by over a thousand, producing patient information videos on foot care by our GPs in community languages, and reviewing patients in local parks during the Covid-19 lockdown.
- **Redbridge's** award-winning atrial fibrillation work for people with heart conditions saw a sustained increase in the number of patients receiving high-quality care for their condition, and it was recognised as the most improved borough in London last year with real patient impact by preventing strokes. This model was developed with partners in Barking, Havering and Redbridge University Hospitals NHS Trust and was adopted across the three local CCGs. This is just one example of the way we work in partnership to benefit our patients and communities.
- In **Havering**, our borough with the highest population of older people, partners across health, the local authority, voluntary and community sectors have pioneered work to make the borough dementia friendly. In addition, CCG and North East London NHS Foundation Trust colleagues, with partners, have led work to plan and deliver a new health and wellbeing hub on the site of the former St George's Hospital in Hornchurch.

Financial performance

Last year the former CCGs in Barking and Dagenham, Havering, Redbridge, City and Hackney, Tower Hamlets, Newham and Waltham Forest exceeded the 2020/21 control total of break even by delivering a small surplus, and remained within their running cost allocation.

The CCGs all received positive audit opinions from the external auditors and met their statutory duty to contain expenditure within their revenue resource limits.

