

Battersea Locality Update
December 2015

1) Executive Summary

The Battersea Locality covers six wards within Wandsworth and the twelve practices located there. This report provides an overview of the locality, its priorities and achievements as well as ongoing projects and future plans to deliver on key targets and improve the care, quality of services and health of the population.

Key outcomes in the past 12 months include:

- 13 Mindfulness courses with 260 attendees
- 7 Parenting courses with 43 new mothers
- 88% increase in rapid HIV test (Q1 – Q4)
- 46 Cancer significant event analyses carried out
- 480 IAPT referrals in Q3 2014-15

2) Introduction

The Battersea Locality has twelve GP practices and covers the wards of Queenstown, Shaftsbury, St Mary’s Park, Latchmere, Northcote, and parts of Balham. It has a growing population with a July 2015 registered population of 95,157, approximately a quarter of the Wandsworth population. The population is expected to increase by over 26,000 residents within the next fifteen years, mainly due to the Nine Elms Vauxhall major redevelopment. Battersea has pockets of high deprivation, including the most deprived ward in Wandsworth, as well as some of the least deprived areas. While sharing many of the same health priorities as the rest of Wandsworth, public health analysis shows that Battersea has its own specific issues.

The locality has two Joint Clinical Leads and a Management Lead who work closely to ensure the smooth running of the locality, provide support to practices and deliver on locality priority areas. The Clinical Leads, Dr Jonathan Chappell and Dr Nicola Williams, were appointed in October 2014, following the retirement of Dr Rod Ewen, with an appointment process agreed by the Locality. Diagram 1 below shows the structure of the Locality.

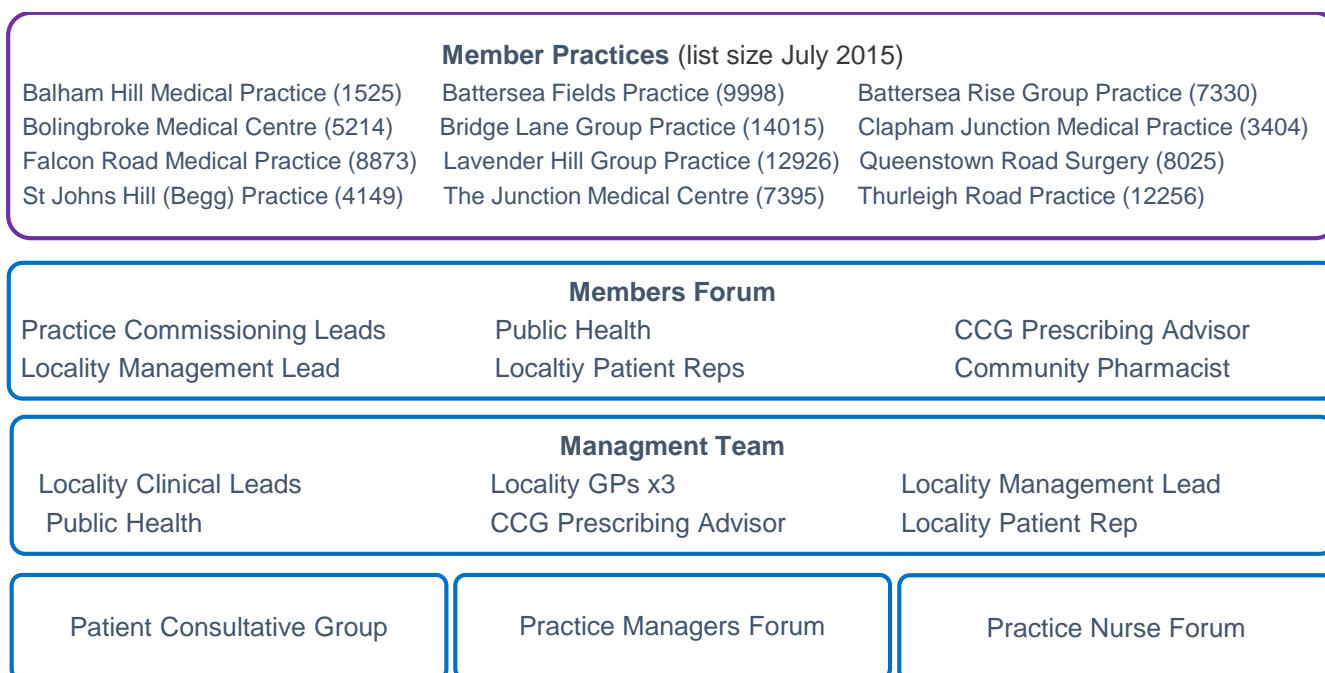


Diagram 1

3) Engagement

3.1) Member Practices

- Members Forums: Monthly Members Forums are held, attended by representatives of each of the locality practices, Public Health, prescribing, the Locality Management Lead and representatives from the Locality Patient Group. The meeting is chaired by the independent Locality Patient Group Chair and patient representatives are encouraged to ask relevant questions.
- Practice Managers: The Practice Managers Forum gives practice managers the opportunity to discuss issues specific to them and provide a support network for each other.
- Practice Nurses: A new Lead Nurse for Battersea has been appointed and the regular Practice Nurse Forums will be restarting, providing an opportunity for support, networking and learning.
- Weekly Updates: A weekly email is sent to Practice Managers, GPs and nurses, providing information both locality specific and Wandsworth wide. This communication is well received by the practices.
- Joint Localities Members Forum: Twice a year a Joint Localities Members Forum (JLMF) is held, to bring together the three localities and discuss CCG wide issues. In the last 12 months JLMFs were held in December 2014 and May 2015 and were attended by representatives from eleven and six of the Battersea locality practices respectively. Both events had a focus on the development of Co-commissioning in Wandsworth.

3.2) Locality Patient Consultative Group

Battersea has an active Locality Patient Consultative Group, currently formed of members from nine practice patient groups. An audit was carried out to identify which practices had patient groups (12 out of 12), how they work and who within the practice staff was involved. There is a mix of virtual and face to face groups across the practices. This information will be used to support practices and develop the Locality Patient Group.

The group has engaged with a range of topics over the year, providing their feedback and input into strategy plans and consultations, as well as being informed about various schemes that they were then able to take back and promote within their practices (table 1).

CCG Strategy	Consultations	Information
<ul style="list-style-type: none">• Co-commissioning• Commissioning Strategy• Operating Plan• Primary Care Transformation	<ul style="list-style-type: none">• Community ophthalmology redesign• Wandsworth Public Health Pharmacy Needs Assessment	<ul style="list-style-type: none">• Healthwatch• Social Prescribing• Nine Elms and Vauxhall Development• Patient Online

Table 1

The Patient Group is also involved in discussions about Locality priorities and projects, and fed directly into the development of the pre and post course surveys for the Parenting and Mindfulness courses. They have also been closely involved in the development of the Patient Advice and Welfare Service.

3.3) Locality Board Roadshow

In July 2015 Battersea Locality held its second annual Locality Roadshow, giving the local population the opportunity to meet the Board and discuss local issues. The event was attended by approximately 45 members of the public and local organisations. A presentation was given about Battersea and the work the locality is doing, as well as an opportunity for attendees to ask questions. There was also a series of market stalls from local organisations including, Neighbourhood Midwives, Wandsworth Self-Management Service and Wellbeing Hub, Nine Elms and Vauxhall development, Pauls Cancer Support

Centre, STORM, Lifetimes, Healthwatch, Diabetes Community Champions, Stop Smoking Service, Community Safety and The Alzheimer’s Society, Brighter Partnership.

3.4) Seldom Heard and Community Groups

Over the last three years GPs have been encouraged to visit Seldom Heard and community groups, to create links and further understand the role of these groups and how they may be beneficial to their patients. A wide variety of groups have been visited by the locality GPs as shown below (table 2):

2014-15 Groups visited	Thomas Pocklington Centre; FAST; Katherine Low Settlement; Share; Muslim Women’s Association;
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Table 2

The visits were discussed at the Members Forum where Dr Sian Job talked about the benefits of the programme and GPs shared their experiences. GPs now have a wider knowledge of local third sector services that they can signpost their patients to. As part of the 2015-16 Members Development Programme practices are again undertaking these visits.

3.5) Clinical Reference Groups (CRGs)

A number of locality GPs are engaging, on behalf of Battersea, with CRGs including, mental health, children’s services, cardiovascular disease and substance misuse.

3.6) Acute Providers

A significant proportion of patients from the Battersea Locality are referred to Chelsea and Westminster NHS Foundation Trust for their healthcare. In order ensure the Locality and CCG views are represented at the Trust Battersea GPs sit on the Clinical Quality Review Group and the Council of Governors. The Locality has also built close relationships with Guy’s and St Thomas NHS Foundation Trust. Both Trusts are discussed at Members Forums and representatives have attended these meetings to further improve relationships and patient experience.

4) Locality Priorities and Investments

The Battersea priorities were developed with the Management Team, Members Forums, and the Locality Patient Consultative Group. Public Health provided data to support the identification of the priorities which build on the work previously carried out, to improve the health and wellbeing of the population. Whilst sharing many of the same health priorities as the rest of Wandsworth, the public health analysis shows that Battersea has specific issues including:

- Obese children / children with excess weight - Reception Year and Year 6
- Diagnosed prevalence of HIV is up to four times higher than that of Wandsworth (2% vs 0.5%)
- Long term unemployment - 30% of the total households in receipt of means tested benefits
- High levels of under 75 deaths from cancer compared to the rest of the borough
- Higher level of emergency hospital admissions for COPD compared to the rest of the borough, and above England average
- Deaths in under 75s from circulatory disease higher than rest of Wandsworth and above England average

The key priorities for the locality included sexual health, cancer diagnosis, obesity and COPD, along with supporting priorities around smoking cessation and physical activity.

In 2014-15 each locality had a budget to fund projects, assessed against set criteria which included need, equality, benefits and feasibility. Battersea had £72,000 to invest in locality schemes. Suggestions were reviewed by the Management Team, who developed the final proposals set out below. For 2015-16 the locality again has an investment budget to focus on projects specific to the needs of the locality.

The sections below set out the project and achievements from 2014-15, the projects continuing into 2015-16 and new projects for 2015-16.

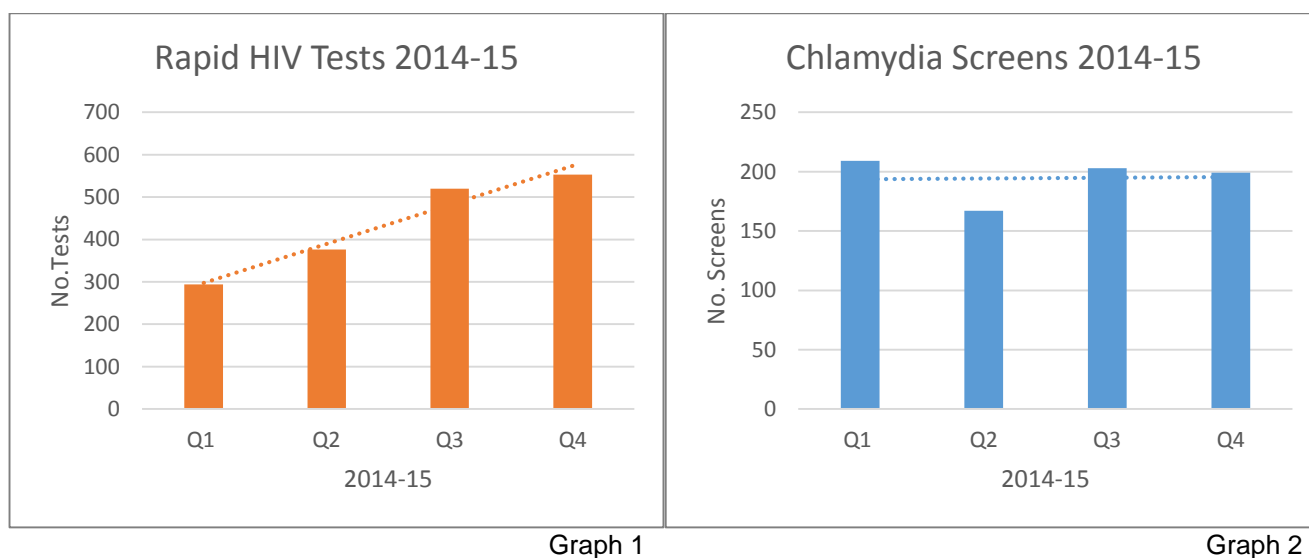
4.1) Sexual Health: 2C's and HIV (2014-15)

In 2014/15 a 2C's (Chlamydia and Condoms) and HIV programme was run in Battersea in conjunction with Public Health.

Eleven of the twelve practices in the locality of Battersea expressed an interest to participate in the pilot. All practices then received specific training and support on the Condom Card, Chlamydia Screening, HIV rapid testing and HIV clinical indicator conditions during June to October 2014. Where possible all topics were covered in one training session. Additional refresher training was also available through the year and updates on the project were issued individually to practices, at forum meetings, management team meetings and via weekly update e-mails. There was also a GP lead for this project who supported practices through the year.

During 2014/15 screening numbers for HIV were seen to increase 88%, from 294 tests in Q1 to 553 tests in Q4 (graph 1) across seven practices (4 practices carried out no tests despite taking part in the training). Two reactive samples (0.1%) were identified through the testing.

A total of 778 Chlamydia tests were conducted during 2014/15 in the 11 participating practices (graph 2), with 30 patients testing positive (3.9%).



Public Health carried out an evaluation of the pilot, which included gathering feedback from staff who had taken part. Responses were received from four staff at three practices:

- *“The training highlighted things we did not know before and since then we have been educating the patients with what we learnt from the training”*
- *“The training was helpful and it showed us how to do things differently”.*

Although the evaluation could not conclusively show that the pilot led to an increase in screening, the training that practices received provided an opportunity to increase their awareness and knowledge around these areas and so will continue to support delivery of sexual health services in the practices.

Although the 2C's and HIV pilot is not continuing in 2015-16 Chlamydia screening and HIV testing continue as part of GP contracts with Public Health, and HIV remains a priority in Battersea. Public Health has introduced a HIV Clinical Indicator Condition pilot in a select number of GP practices, one of which is situated in Battersea, and the learning from this will be shared across the borough. Additionally Public Health are rolling out an HIV testing scheme in a number of Wandsworth pharmacies which include Battersea.

4.2) Cancer: Early Diagnosis (2014-15)

To support the Cancer diagnosis priority, and in discussion with the Locality Cancer Leads all practices in the locality were asked to take part in a significant event review of cancer diagnosis made over the previous twelve months. Each practice was asked to select one diagnosis per 1500 registered patients

and complete a Significant Event Analysis (SEA) review template. These were then discussed at practice peer review where the learning from the reviews was shared and collated. Nine practices in the Locality took part in the audit and peer reviews, with 46 cases reviewed and discussed.

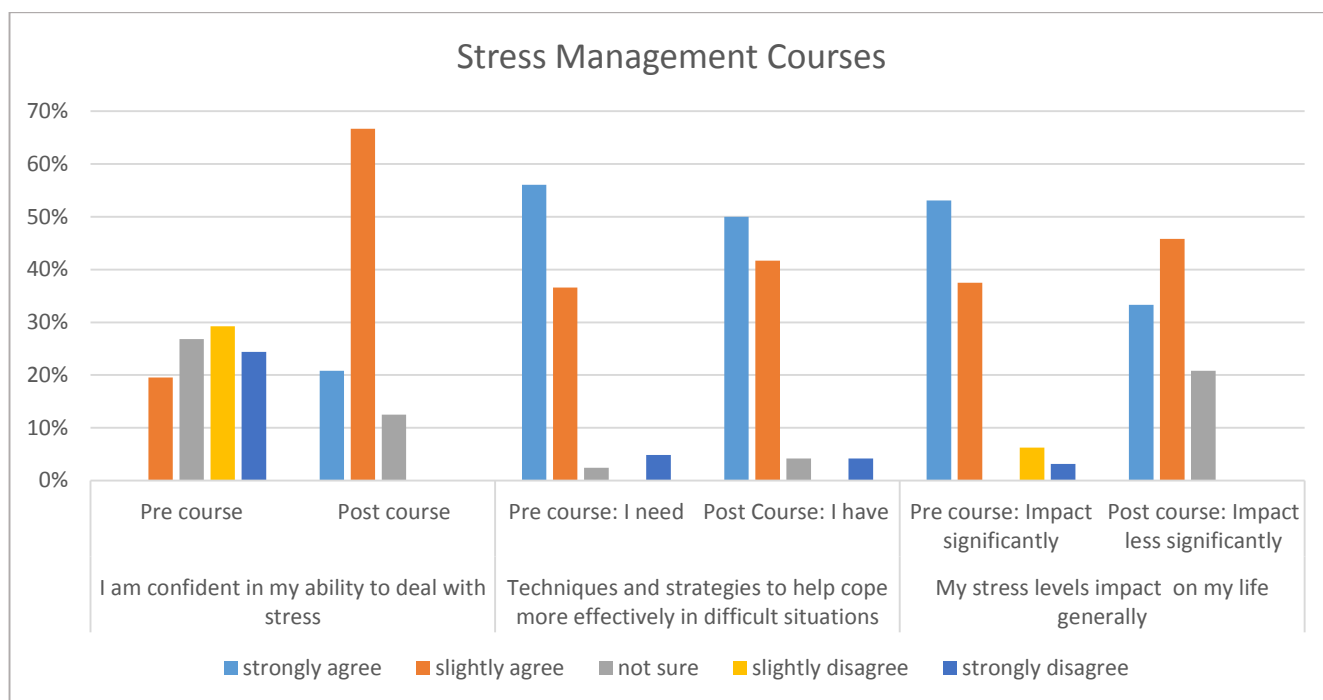
The learning was then shared with the wider Locality and also with the Locality Cancer Lead and Cancer Clinical Reference Group in preparation for further work on early diagnosis of cancer and educational events around the electronic cancer diagnosis tool that will be integrated into EMIS Web.

4.3) Mental Health: Mindfulness / Managing Stress and Anxiety Course (2014-15, 2015-16)

Battersea has high levels of mild mental health illness, including an incidence of depression higher than the Wandsworth average. Mindfulness and stress reduction courses have been shown to be beneficial to both psychological and physical well-being, reducing anxiety and low mood.

The proposal to deliver a number of Mindfulness / Stress Management Courses in Battersea developed from the courses that had been run in previous years by Thurleigh Road Practice. The Stress Management course caters for patients who have high levels of anxiety, difficulties regulating their anxiety or those suffering from depression. It is based around the principles of mindfulness and Cognitive Behavioural Therapy techniques and is facilitated by an established community counsellor.

In January 2015 – December 2015 13 courses have run with 260 attendees. Further courses are planned for the rest of the year (to March 2016). Pre and post course surveys are carried out to measure the impact of the courses (graph 3).



Graph 3

Following the course 88% of participants reported that they were confident in their ability to deal with stress (compared to 20% prior to the course). Before attending the course 91% of participants reported that their stress levels impacted significantly on their lives. After the course 79% said their stress levels impacted less significantly on their lives.

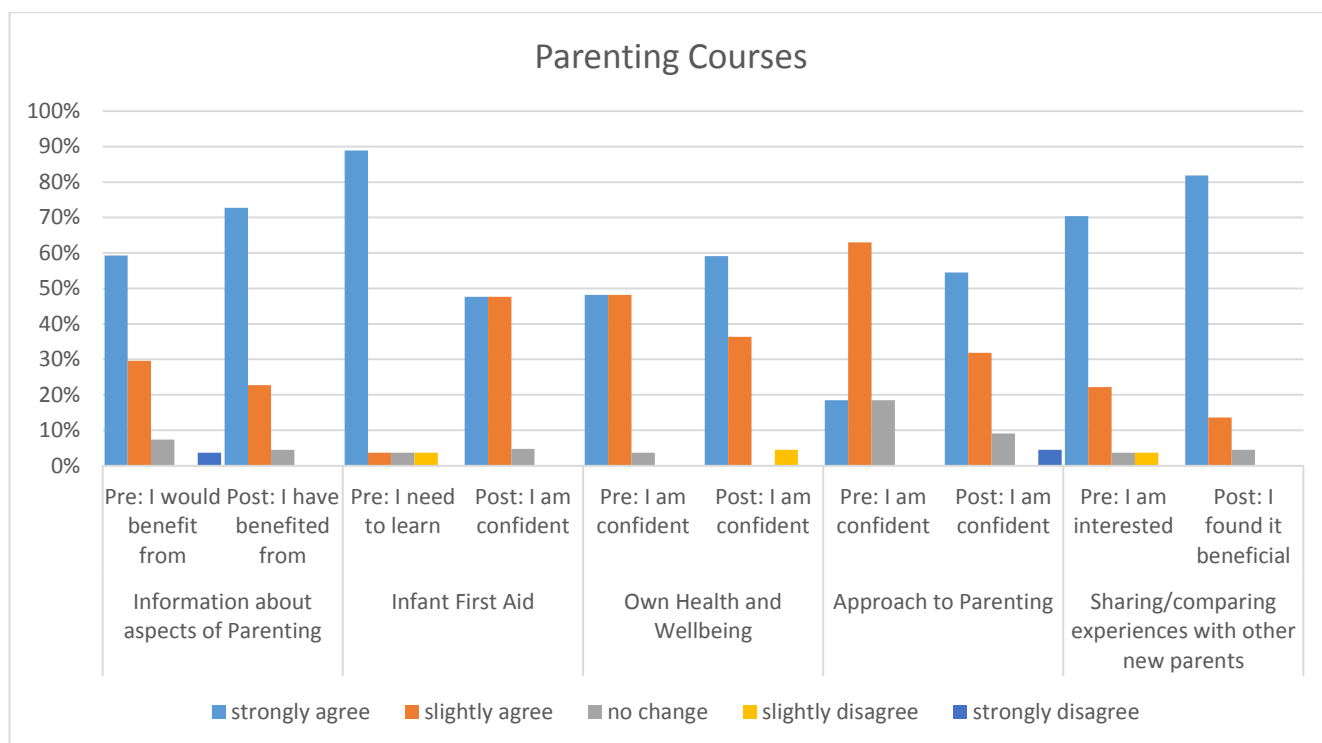
The feedback from participants has been very positive:

- “This course has much to offer for all types of people in all sorts of circumstances. I am pleased I was offered the course.”
- “I found this to be a wonderful opportunity to pick up some great skills”
- “I cannot recommend this course highly enough - it is a really brilliant offer from the NHS to encourage and support us in taking responsibility for our own well-being.”
- “I would recommend this course to anyone”

4.4) Parenting Courses (2014-15, 2015-16)

In 2014-15 the parenting course that had been run at Thurleigh Road practice for a number of years were rolled out to be available to all new parents in Battersea. The courses are being delivered from four community localities across Battersea: St John’s Therapy Centre, Thurleigh Road Practice, Katherine Low Settlement and STORM. Each course runs for five weeks and is aimed at new parents in the first year after birth.

Since the roll out seven courses have been held with 43 new mothers attending. The courses provide support and post-natal education to parents and promote parenting skills. The pre and post course questionnaires show an improvement in the health and wellbeing of participants, along with increased confidence in their own parenting skills (graph 4).



Graph 4

Prior to the courses 19% of participants reported they ‘strongly agreed’ that they were confident in their approach to parenting, rising to 55% after the course, with a further 32% reporting they ‘slightly agreed’. Infant first aid was one of the most popular session with 93% of participants prior to the course reporting that they needed to learn. After the course 95% of participants reporting being confident in dealing with infant first aid. Overall 95% of participants agreed they benefitted from the course.

There has been positive feedback from the participants:

- “All courses were very useful and the trainers very qualified, motivated and very nice. I would recommend the course any time! Thank you for everything”
- “It really was a fabulous set of workshops”
- “Overall it is such a good idea and I felt the workshop forged a bridge between parents and medical help on offer”

4.5) Childhood Immunisations: Birthday Card Pilot (2015-16)

As part of the Members Development Programme for 2015-16 Battersea are focusing on improving child immunisation uptake. It has been agreed to work with Public Health to pilot a “Celebrate and Protect” birthday card scheme, targeting three, four and five year olds, and reminding their parents/guardians about upcoming or outstanding immunisations.

Public Health have designed and had printed a series of birthday cards for practices to send to specified cohorts of patients, targeting quarter 3, and potentially extending to quarter 4, 2015-16. Practices will

collect data on cards sent out and Public Health will then carry out an evaluation of the pilot in 2016. Initial results are already demonstrating an increase in uptake for immunisations.

4.6) Childhood Obesity (2015-16)

Through the National Child Measurement Programme (NCMP) children are measured at school in Reception and Year 6. Battersea has the top two wards for levels of overweight and obese reception year pupils (Latchmere 28.3%; Queenstown 28.8%) and the top three wards at Year 6 (Latchmere 41.5%; Queenstown 41%; St Mary’s Park 41.1%) (Public Health Intelligence September 2015).

In order to identify and address issues at an earlier age, and gather further information about the levels of pre-school obesity in the locality Battersea are taking part in a pilot to weigh and measure children when they attend for their pre-school booster. This work is building on the Wandle pilot.

Practice Nurses and Healthcare Assistants are being trained on the technicalities of measuring Body Mass Index (BMI) in children and how to discuss the issue of child obesity in an effective, compassionate and motivating way. Practices can then refer patients on to the Mini Boost service, an educational healthy lifestyle programme for children aged 2-5 and their parents.

4.7) Patient Welfare Advice Service (2015-16)

Battersea are working to develop a Patient Welfare Advice Service that will deliver non-medical advice and support to patients. The model will result in Battersea patients in need of social welfare support having easy access to the most appropriate local agency, as three organisations with different specialities will work closely together, ensuring an efficient and effective service for patients.

5) Quality Improvement

5.1) Members Development Programme

The Members Development Programme (MDP) allows protected time for practices to focus on developing and improving quality. For 2014-15 all twelve practices signed up to the MDP, focusing on areas such as infection control, significant events, safeguarding, controlled drugs, Family and Friends Test feedback, improving customer service, repeat prescribing and internal practice processes. Practices submitted regular action logs of activities they had undertaken and the outcomes achieved. All practices have engaged with the MDP for 2015-16 and will be focusing on key quality areas identified within each practice. Common areas being identified include safeguarding adults, staffing, and complaints.

5.2) Local Quality Tracker and Practice Support Team

The Local Quality Tracker was developed to provide an overview of quality in primary care, using a range of data sources including Quality and Outcome Framework (QoF) data, General Practice Outcomes Framework data and NHS England data.

The Practice Support Team (PST) is a multidisciplinary team who facilitate discussions within practices to identify areas of good practice and also areas where improvements could be made. The team then support the practice to identify and implement actions for improvement, and also share good practice identified with other practices.

The Practice Support Team has so far visited five Battersea practices and some of the areas identified within the visits, following a review of data provided, are shown in Table 6. Further visits are planned for the rest of the year.

Practice	Good Practice	Areas to Focus on
Balham Hill Medical Practice	Psychologist works in the practice	Flu vaccinations
	Endocrinology	Cervical screening uptake
	Prescribing – constructive prescribing	Immunisations
Battersea Rise Group Practice	Cytology	Flu vaccinations
	Childhood Immunisations	Patient Experience
	Child A&E attendances	Coding
	QoF Achievement	Immunisations for pregnant women

Practice	Good Practice	Areas to Focus on
Battersea Fields Practice	Childhood Immunisations	MMR uptake
	Significant events and complaints	Flu immunisations
Bolingbroke Medical Centre	Identifying Cancer	Identifying COPD
	Effective anti-inflammatory prescribing	Diagnosis of depression
	Recording smoking status	Immunisations
Begg Practice	Smoking cessation	Dementia Diagnosis Rate
	Childhood Immunisations	SMI Physical Health Checks
	Patient Experience	Diagnosis of COPD and Asthma

Table 6

At the Practice Support Team visits the practice data and areas of good practice and areas to focus on were discussed with the practice to identify learning that could be shared and actions that could be taken forward to improve on particular areas. Follow up and review of actions identified is then coordinated by the Locality team.

6) Supporting Target Delivery

As well as delivering on specific Locality based projects the practices also contribute to the achievement of wider CCG targets.

6.1) Dementia – Increasing diagnosis rates

The Wandsworth dementia diagnosis rate reached 67% as of 1st April 2015 and, therefore, meeting the nationally set target. This was achieved through the localities working with practices to promote the take up of the patient data harmonisation work (from Memory Assessment diagnosis data) and a local dementia coding audit. Both these were completed by the majority of Battersea practices. As a result the local diagnosis rate has since increased and is now at 69% (May 2015).

6.2) Improving Access to Psychological Therapies (IAPT) Referrals

In the last quarter of 2014-15 there was a drive to increase referrals to IAPT to enable them to meet their targets. Practices were regularly sent updates on the service, waiting times and courses available to remind them to refer patients. Battersea practices referred over 480 patients to IAPT in Q4 2013-14, contributing to the achievement of the IAPT targets.

7) Nine Elms Vauxhall (NEV) Development

Nine Elms Vauxhall involves the building of 20,000 new homes, the creation of 25,000 new jobs, up to 40,000 new inhabitants, new schools, parks, and other facilities in the boroughs of Wandsworth and Lambeth by 2030. NEV contains an existing deprived population, with Queenstown Ward in Battersea having one of the most deprived areas in the UK. Meeting the new NEV population's healthcare needs will require 20-24 new GPs across Wandsworth and Lambeth by 2030, including an increase in capacity for other health services by about 7.5% over the next 15 years.

Battersea Locality are liaising directly with the NEV Health Project team and attend the Project Group and Board meetings, ensuring a close engagement with local residents, Wandsworth Council, including Public Health and NHS England.

8) Summary

Battersea will continue to engage with member practices, patients and the public and other relevant stakeholders. On-going development and delivery of the priority areas and investment schemes outlined above will take place and the locality will continue to work closely with all stakeholders to build on and develop the work undertaken so far.