



South West London  
Clinical Commissioning Group

# Kingston – overview of health response

Healthwatch Kingston – 16 June  
2020



Bringing together Croydon, Kingston, Merton, Richmond, Sutton and Wandsworth

# Kingston – borough update

- NHS continues to be in a level 4 national incident. NHS England has asked NHS organisations to fully retain their emergency preparedness, resilience and response incident coordination functions given the ongoing uncertainty.
- Quick set up of services to support - hot hubs, hot cars and cold cars, to support practices and separate patients; with collaborative working between all the partners
- Quick set up of triage protocols based on latest evidence and admission criteria across services
- New ways of working – online, videos and telephone triage of patients prior to any face to face
- Community services discharge support services and set up of drive-through observation services for Covid -19 positive patient monitoring.
- Marie Curie support for co-ordinate my care (CMC) records, and commencement of new advance care plans in care homes
- The ability to get volunteers working across organisations
- Hospital and community partners working more closely – stranded / super-stranded patients are at record lows



# Engagement planning

## Lookback and learning

System leaders, health and care organisations, South West London (SWL) incident response cells and Healthwatch were asked to:

- identify what changes they would want to maintain over the short, medium and/or long term.
- what we have done as a system in response to Covid-19 they would like to continue and suggest we stop.

Help refresh our local health and care plan's vision and priorities and our clinically-led SWL focus to continue to provide safe services and manage Covid-19 within our borough and organisations

## Understanding impact

- We want to understand the impact of the pandemic on local people and staff (particular focus on BAME and vulnerable people with long term conditions).
- How have you been affected by service changes and governmental measures (e.g. social distancing)?
- Map key service changes (local and across SWL) and any insight gathered or planned (staff and local people)
- To provide a clearer picture of the key changes; impact, and who has been invited to share their views and experiences so far
- Identify gaps and target our communications and engagement plans working with health and care partners
- This work will inform new ways of working while continuing to respond to Covid-19 and in the longer-term refresh and reshape local health and care plans



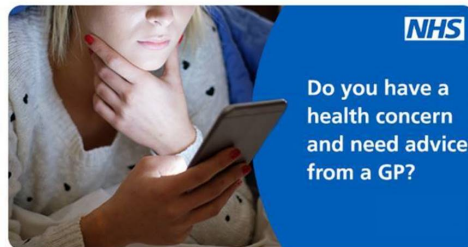
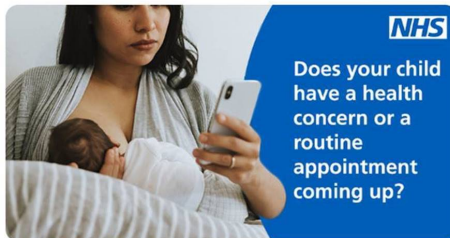
## Key changes

- Virtual appointments
- Separation of Covid and non-Covid patients
- Patients seeking advice from 111 and primary care before coming into A&E
- Quicker discharge from hospital to community beds
- Home working and better use of technology



# NHS is still here for you

## Example campaign materials



## Social media



Think about your child's health in the same way you usually would and get in touch with your GP practice if you have a concern.

GPs are offering advice in new ways by phone or video to provide you with healthcare advice and reduce the need for travel.

If you, your child, or a member of your household has Covid-19 related symptoms follow the latest advice ([nhs.uk/coronavirus](https://nhs.uk/coronavirus)). If your symptoms get worse, visit NHS 111 online ([111.nhs.uk/covid-19](https://111.nhs.uk/covid-19)) for advice. Only call NHS 111 if you cannot get help online.

**If you need this information in a different format, please contact [SWLCCGS@swlondon.nhs.uk](mailto:SWLCCGS@swlondon.nhs.uk) or call 0203 880 0302**

Contact your GP or call NHS 111 if you have urgent care needs, or dial 999 in emergencies



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## Printed leaflets



# Questions

- What would you like us to discuss with you at your August meeting?
- Contact us at [kingstonccg.engage@swlondon.nhs.uk](mailto:kingstonccg.engage@swlondon.nhs.uk)

