



East London and the City

WELCOME from Marie and Alwen

There have been many improvements in health and health services over the past year. This is thanks to the hard work of our staff and health professionals working close to you, or offering specialist care in hospitals, our partners in local authorities and in community organisations.

Our staff have worked hard through a series of significant changes and are supporting GPs and others to prepare for new arrangements, bringing GPs, patients, local people and councils to the heart of NHS decision-making.

At NHS East London and the City we aim to bring together some of the best examples of innovation and good practice from our three PCTs and build on the determination

shared by all of us to improve health and the healthcare for our communities.

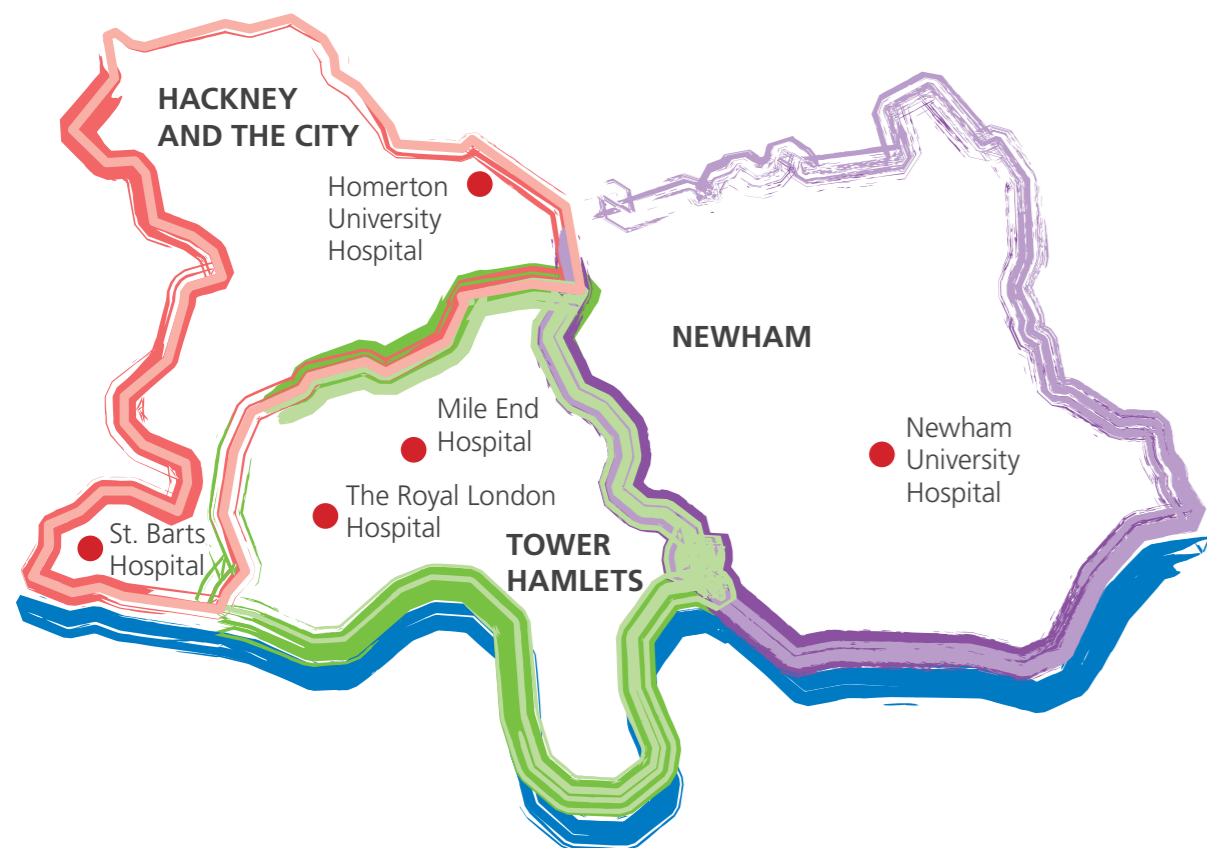
We look forward to a year where there will be some difficult financial decisions, but also fresh opportunities made available through new ways of working, including the chance for us all to be inspired by the London 2012 Olympic and Paralympic Games, and to continue to help local people improve their health.



Marie Gabriel
Chair



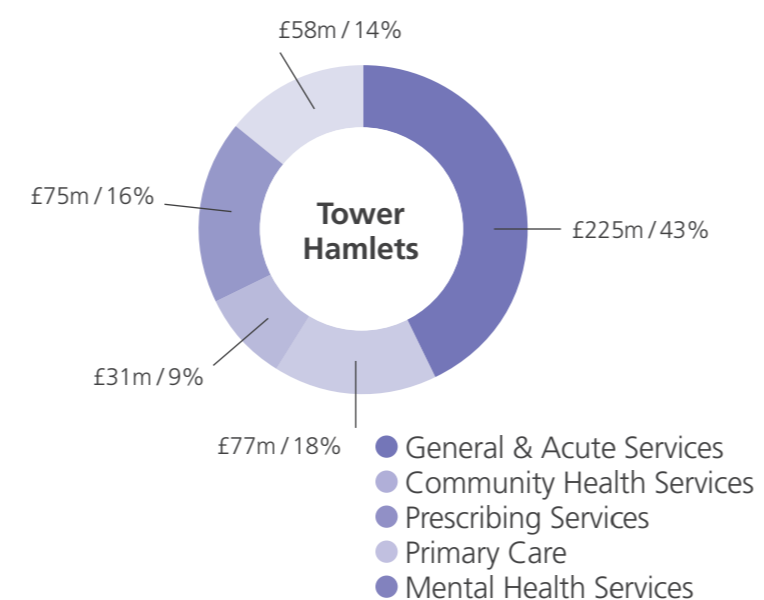
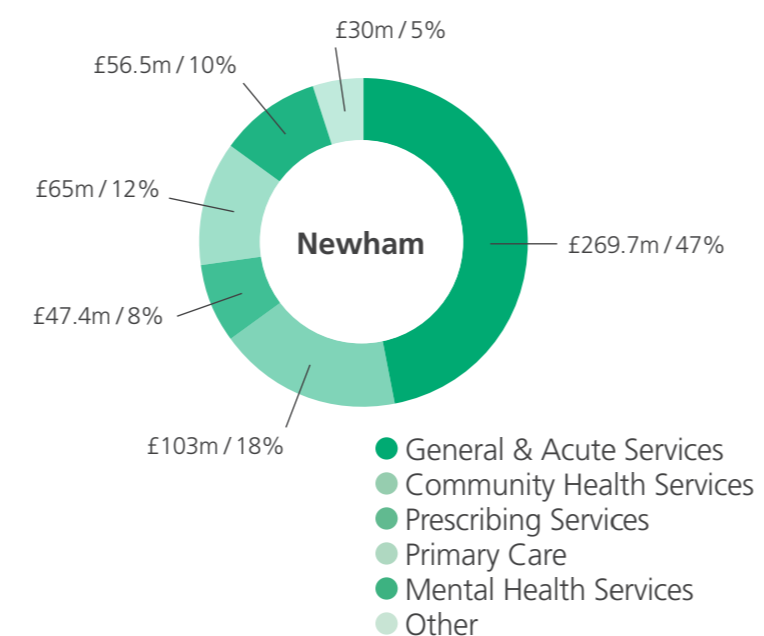
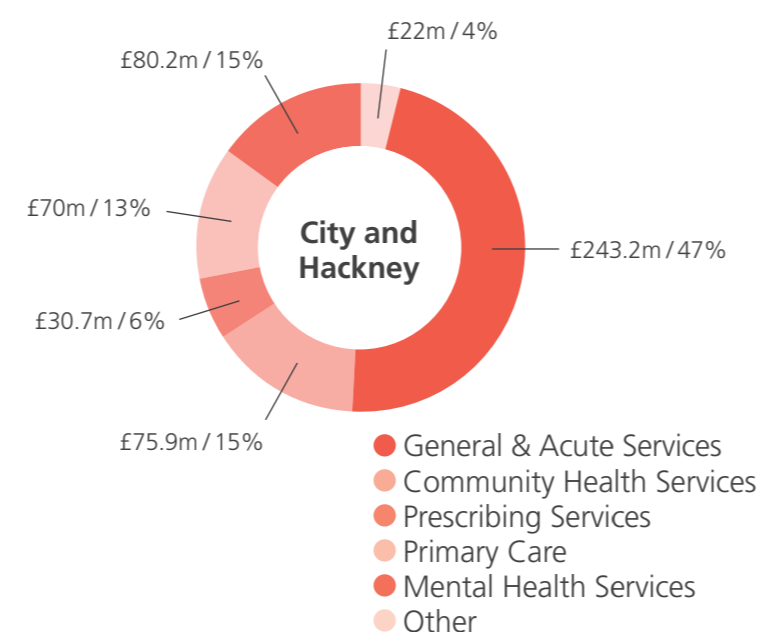
Alwen Williams
Chief executive



ABOUT US

NHS East London and the City is a cluster of three Primary Care Trusts covering the geographical areas of City and Hackney, Newham and Tower Hamlets. It is a transitional organisation, here to commission health services and improve public health. It is also working closely with GPs and other stakeholders to introduce new ways of commissioning.

HOW WE SPENT YOUR MONEY 2010-2011



WE WOULD LIKE TO HEAR FROM YOU

If you have any comments or feedback about this publication:

Write to
NHS East London and the City
Clifton House
75-77 Worship Street
London EC2A 2EJ

Email
enquiries@elc.nhs.uk

For Patient Advice and Liaison Services (PALS) or complaints:

Write to
PALS and Complaints Team
NHS East London and the City
FREEPOST RRGL-SJRZ-LURL
81 Commercial Road
London E1 1RD

Phone
0800 389 3093

Email
palsandcomplaints@elc.nhs.uk

Sparrow Design, a social enterprise at the Bromley by Bow Centre
www.sparrow-studio.com



East London and the City

CREATING
A HEALTHIER FUTURE

KEY ACHIEVEMENTS

Immunisation is up in Tower Hamlets by

6%

11%

more women are attending their breast screening appointments in Newham.

Teenage pregnancy rates have fallen by

37%

over ten years in Hackney.

City and Hackney, Newham and Tower Hamlets are among

the best performing in London

for smoking cessation, consistently exceeding targets.

OUR PRIORITIES for 2011–12

Improving Health and Reducing Inequalities

- Working with partners to promote health and prevent ill health
- Focussing on children's health, cancer screening and legacy planning for the 2012 London Olympics
- Sharing best practice on tobacco control, sexual health, obesity and immunisation

Improving Quality and Productivity

- Improving choice in maternity services, the quality of primary care and the performance of mental health services
- Helping to reduce hospital infection rates and the elimination of mixed sex wards
- Redesigning urgent care and offering more services closer to home

Involving our Communities to Improve the Patient Experience

- Taking action on what local people tell us about our services
- Supporting clinical commissioning groups to develop high quality models of engagement

Delivering on Equalities and Staff Development

- Developing staff through training and personal development
- Supporting staff during organisational change and NHS reform
- Putting equalities and recognition of diversity at the heart of everything that we do

Implementing NHS Reform

- Ensuring the best possible arrangements are in place to deliver high quality commissioning
- Helping to develop the best plans for public health transition
- Supporting the development of health and wellbeing boards with local authorities and our partners

Developing Service Provision

- Working closely with our local hospital trusts to support them as effective providers of integrated care, community and hospital services
- Helping to improve the quality of mental health care

AWARDS

NHS Newham in partnership with Newham LINKs were national winners of the Prevention Category at The Health Service Journal's Liberating Ideas Awards with the Communities of Health, a collection of community and faith organisations supporting local people to improve their health.



NHS Tower Hamlets wins the HSI's best social marketing award.

NHS Tower Hamlets won a prestigious Health Service Journal Award in the 'Best Social Marketing' category for innovative work to encourage more women to attend their breast screening appointments.

NEW HEALTH CENTRES

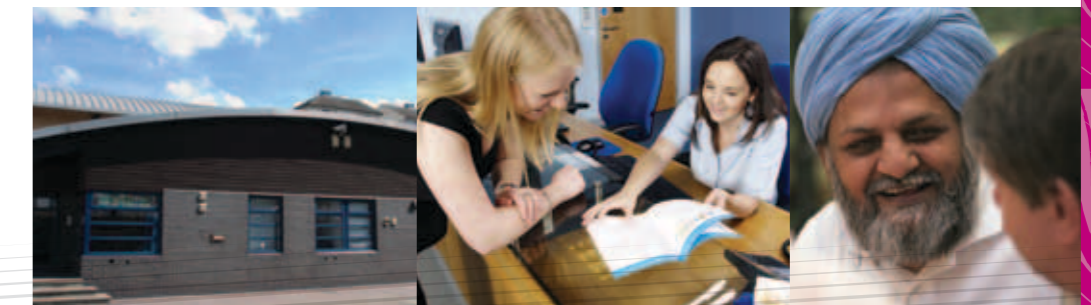
Construction is underway for a large health centre located near the Athletes' Village in Stratford, which will be a lasting legacy of the Olympic Games for east London.

Hackney and Tower Hamlets opened their first GP-led walk-in centres, both open from 8am until 8pm seven days a week.

A new £1.7 million health centre has opened in Bethnal Green. It has a large range of consultation, treatment and multi-use rooms, and a spacious waiting area.

A new community walk-in clinic for men with prostate problems opened in Newham at the Newham African-Caribbean Resource Centre.

A new GP surgery in Britannia Village, Newham, opened in the summer consisting of two consulting rooms, a treatment room and an on-site pharmacy.



NHS EAST LONDON AND THE CITY IN NUMBERS

50,000

NHS Health Checks undertaken across east London last year.

911,585

patients registered with a GP.

5,000

people helped to stop smoking last year.

8,500

took part in the Newham health debate.

2,490

members of the public are members of LINKs.

256,669

people received dental treatment.

575

GPs in east London and the City.