

# International Forum on **QUALITY & SAFETY** in **HEALTHCARE** **LONDON**

## **X2: Imperial College Healthcare NHS Trust: Improving Population Health and Equity**

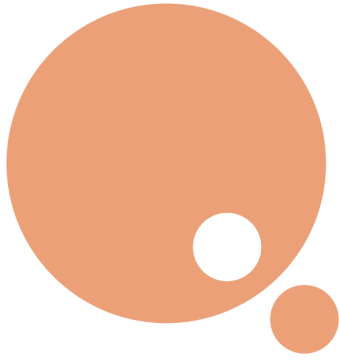
### **Overview of visit**

Imperial College Healthcare NHS trust is committed to our vision of ‘better health for life’ for our patients and communities through improving inequities in health and care. In order to achieve this, we are focused on our role as an anchor institution, working with our partners and delivering on our [Health and Equity Framework](#). Your visit to St Mary’s Hospital and the surrounding area will enable participants to experience some of the work we are doing, share learning and foster discussions amongst healthcare workers, patients and those with lived experience.

Participants will start at St Mary’s Hospital Paddington, based in North Westminster. St Mary’s is situated in one of the most deprived areas of London with communities facing the sharpest end of health inequalities, including a life expectancy gap of almost 20 years between some residents. The day will start with an overview of the trust strategy, followed by a walking tour of the local community which will bring to life our redevelopment plans for St Mary’s Hospital and introduce people to our new initiatives including the new Life Sciences partnership, digital collaboration space, and a number of community spaces and organisations. We will come back to hear from some of the individual projects being supported, and have a chance to discuss and reflect together.

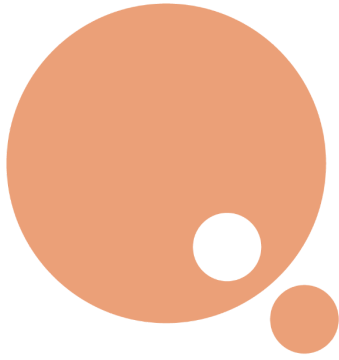
### **Provisional agenda and schedule (subject to change)**

<b>Time</b>	<b>Session</b>
<b>09:00 – 09:45</b>	<b>Travel, arrive</b>
<b>09:45-10:15</b>	<b>Registration, coffee, networking Allocation to walking groups – via coloured badges/group number</b>
<b>10:15-10:30</b>	<b>Welcome and sharing Imperial innovation and improvement story Overview of the healthcare system</b>
<b>10:30-10:55</b>	<b>Vision of ‘better health for life’ for our patients and communities in North West London and improving inequities in health and care.</b>



# International Forum on QUALITY & SAFETY in HEALTHCARE LONDON

11-12:30	<p>2 groups of either 10 or 12 people Community walk with Paddington partnerships including visits to: St Mary's church &amp; Penfold community hub</p> <p>2 groups of either 10 or 12 people Community walk with Imperial visiting church street Market and Westminster Wheels</p>
1230-12:45	15 minutes spare time to ensure colleagues return to St Mary's
12:45-13:00	Feedback and reflections from the walk
13:00-13:45	Lunch and networking – provided by Munch part of the Marylebone project supporting women experiencing domestic violence
13:45:14:25	<p>2035 Presentation 30 mins Q&amp;A 10mins</p>
14:25-15:05	<p>Equity and DNA Presentation 30 mins Q&amp;A 10mins</p>
15:05-15:30	Open discussion
15:30	Thank you and close



# International Forum on QUALITY & SAFETY in HEALTHCARE LONDON

## **Background and context**

Improving health and equity is everyone's business. The work cuts across a wide range of departments from clinical specialties to corporate services. We consider population health and health equity to be key aspects of quality – we pride ourselves on our ability to innovate and to learn but we will only provide truly high quality care if we reach everyone who needs us and ensure we deliver good outcomes for all the groups who make up our population. We are also developing a better understanding of the contribution we can make as an 'anchor' organisation in our community, exploring how we maximise our impact on local health and wellbeing in how we deploy our significant assets and 'purchasing power', such as providing more employment opportunities for local people or buying from local suppliers.

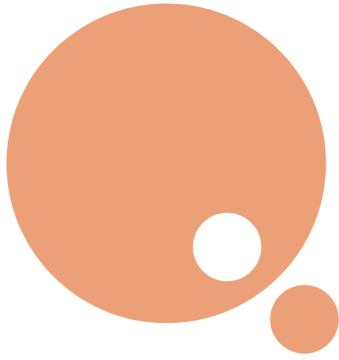
As well as developing our strategic understanding and longer term plans, we are identifying and getting on with work in areas of national priority where we know we can make a significant difference straight away. This includes:

- Working with voluntary sector and community partners to develop local health and wellbeing programmes with a focus on ill-health preventative. An example is our partnership with Chelsea FC Foundation where we are leveraging natural synergies between sport, health, wellbeing and the NHS to design new ways of engaging and supporting local communities.
- Analyse our own data on hospital appointment attendances and to work with patients and communities to understand why some groups are significantly under represented and then, importantly, to co-design solutions.
- Making the most of our relationship with patients who smoke by systematically encouraging them to stop smoking, connecting them to specialist support and advice.
- Embedding health and equity in the way we design, deliver and measure our services by building partnerships with groups such as Imperial College London's Self Care Academic Research Unit.

## **Integrating care around the needs of local communities through place-based partnerships**

Over the last decade we have developed collaborations with local councils, communities and NHS partners to plan and deliver 'place-based' integrated care, joining up care and support around the needs and preferences of our local populations.

A recent success story is our partnership with social care teams to improve care for older people



# International Forum on QUALITY & SAFETY in HEALTHCARE LONDON

during the pandemic. This ensured that care home staff had timely access to advice and support from our doctors, nurses and therapists specialising in the care of older people.

## **Focusing on our staff as a key part of our local population**

The third pillar of our health and equity framework is focused on promoting the mental and physical health and wellbeing of our own staff. Over half of our 14,500 staff live locally and many have active roles within their communities - thinking about them as a key part of our local population is essential.

Many of our buildings are old and in poor condition but, through our refurbishment work and our long term redevelopment plans, we are working hard to create healthy working environments for staff as well as high quality facilities for patients. We also want to act as an exemplar employer focused on continuously improving the experience of our staff.

## **Maximising our impact as an 'anchor' organisation in our local communities**

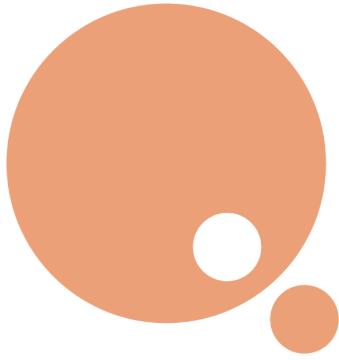
While collaboration features across all aspects of our health and equity approach, the final pillar of our framework focuses on our role as an 'anchor' organisation where it's all about partnerships.

Access to quality employment is a crucial determinant of health and wellbeing and so we are actively accelerating efforts to expand work experience placements, opportunities for volunteering, apprenticeships and employment for local people.

Another really critical aspect of our anchors mission is how we reduce our environmental impact. Through our bold Green Plan we have made a clear commitment to reduce our impact on the environment and to deliver sustainable healthcare.

We also supporting others as part of our collective 'anchor' mission. Two exciting examples of this are:

- Compassionate communities – through this pioneering new funding initiative in partnership with Imperial Health Charity, we are helping to improve the health and wellbeing of local communities affected by the hidden impacts of Covid-19. We've awarded grants to support 20 local projects addressing major health problems deepened by the impact of the pandemic, such as mental health and wellbeing, food poverty and obesity, as well as to tackle related issues such as language barriers and misinformation.
- Westminster Council's #2035 project – we're a key partner in this new programme that aims to halve the gap in life expectancy across the borough by 2035. It grew out of community-led



# International Forum on QUALITY & SAFETY in HEALTHCARE LONDON

research that asked local people what really mattered to them. We are now helping to co-design interventions in seven areas that local communities have said will affect the greatest change. This work also provides a brilliant opportunity to involve staff who are also local residents as change agents within their local communities, as well as leveraging the impact of companies based in the Paddington Basin who are working with us and the wider NIHR Imperial Biomedical Research Centre to expand life science research and innovation.

As countries across the globe struggle with rising costs of living, the growing impact of climate change and intense pressures on their health and care systems, we have to change our approach to how we think about health and care. Critically, we have to move the focus of our hospitals and the wider NHS from being almost solely a 'repair shop' to one where the health and equity of our local communities is always front of mind.