



**South West
London**

Developing our NHS

Our Joint Forward Plan



**Easy
Read**

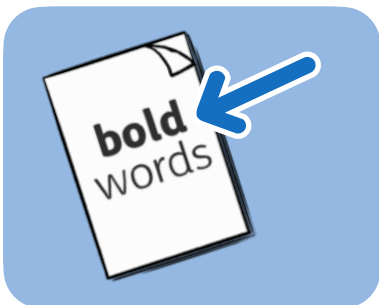
Easy Read



This is an Easy Read version of some hard information. It may not include all of the information but will tell you about the important parts.



This Easy Read information uses easier words and pictures. You may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker.



These are words that some people will find hard. When you see a bold word, we will explain it in the next sentence.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

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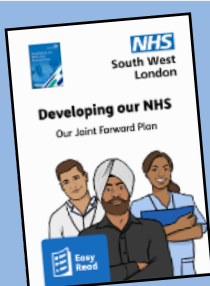
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About this plan



**South West
London**

The NHS in South West London has written this plan, called the Joint Forward Plan.



It explains how we will work with other local organisations to support the health of people in South West London over the next 5 years.

What we want to do

We wrote this plan to help us:



- Support people to be healthier, and have better health care.



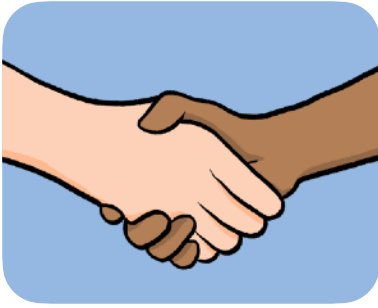
- Make sure everyone gets the same good health care.



- Spend money well, so we do not waste any.



- Support people to live better lives.



We will work with organisations in:

- Richmond Upon Thames.
- Wandsworth.
- Kingston Upon Thames.
- Merton.
- Sutton.
- Croydon.

Challenges

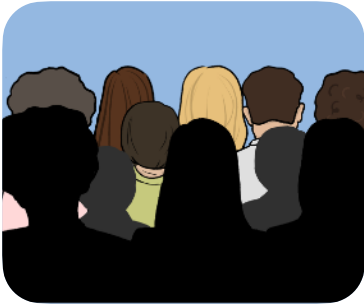
Challenges are things we need to do, to give everyone good health care.



Our challenges are:

- Getting back to normal after the Covid-19 pandemic.
- Giving everyone the same good health care.





Other challenges include:

- More people need to use our services.



- Giving all of the care and support our patients need.



- Having enough staff.



- Having enough money to do what we need to do.



- Working in ways that do not waste time.



- Improving the care we give to people.

Health inequalities



Health inequalities are where not everyone gets the same good health care.

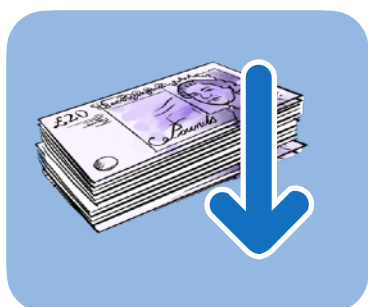
To stop health inequalities, we will:



- Write a plan to stop health inequalities.



This plan will fit in with what each borough in South West London is doing, as well as what the Mayor of London is doing.



The plan will focus on people in areas that have the least money.

To stop health inequalities, we will also:



- Provide **anchor institutions**.

Anchor institutions are places that support local people to be healthy and happy.

This might be a hospital that:



- Gives jobs to local people.



- Supports people who find it difficult to buy the things they need to live.



- Make sure our staff is made up of all the different groups of people who live in South West London.



To have staff from different groups, will give more chances for Black Asian and **minority ethnic** staff to get important jobs.

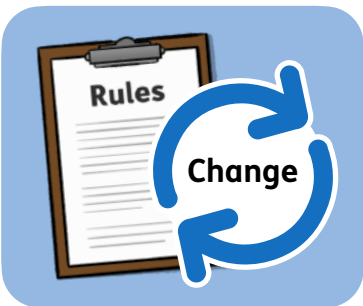


Minority ethnic people are a small group of people of the same race, in a place where most other people are a different race.

- We will write a guide to help us:



- Find out why some groups do not get the same chances as others in our staff.



- Change our rules so that everyone gets the same chances.



- Use information about people's health to find new ways to stop health inequalities.



We will work with organisations like universities to make sure any information we use is helping people.

To stop health inequalities, we will also:



- Work with local people and organisations to change services, so they do what is most important.



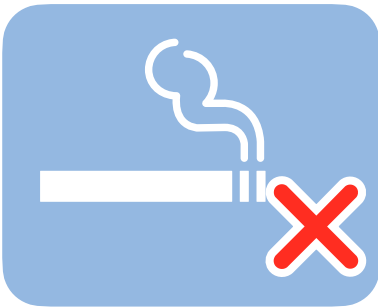
- Work with local community connectors - these are people who help others to get health and care services and information.

Ill health



Ill health means being poorly.

A lot of things that cause ill health can be stopped, so that people do not become poorly.



To stop people from having ill health, we will:

- Help more people to stop smoking.



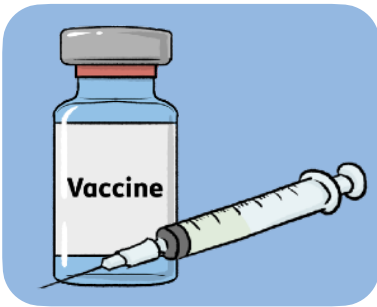
We will provide services in hospitals to help people stop smoking, like pregnant people.

- Work with local pharmacies to provide:

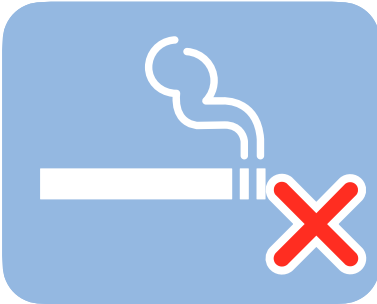


- Blood pressure checks - this is when they check how your blood is moving around your body.

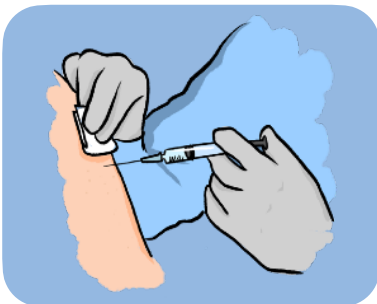
We will also work with local pharmacies to provide:



- Vaccines - these are injections or jabs that can stop you from getting a certain illness.



- Services to help people stop smoking.



- Work with other organisations to get more people to have vaccines and checks for certain illnesses.



- Support people to live in a healthy way. We will do this by helping people to get support:

- From local health and care services.



- Online.

To stop people from having ill health we will also:



- Help patients and staff understand their health and how unhealthy choices can affect it.



- Provide more information online to help people get support locally.



- Do more to support patients with **diabetes**.

Diabetes is where your body cannot deal with sugar properly.

We will do this by:



- Sending more people to take part in a project called the 'national diabetes prevention programme'.

This will help to stop them from getting diabetes.

To stop people from having ill health we will also:



- Support people to eat healthier food.



- Work with local organisations to put on events. They will talk about what is most important to local people.



- Train local people to support others to be healthy and happy.



- Do more to support patients who might have health problems to do with their heart and lungs.



- Support people to use **technology** to look after their health at home, like checking their blood pressure.

Technology is gadgets and equipment that help people.

To stop people from having ill health we will also:



- Start a project called a 'digital self-management programme'. This will help people to look after their own health.



- Make a system that reminds patients about looking after their health, including getting health checks.



- Support more people to use our services, like ones that help people stop smoking or lose weight.



We will do this by working with local councils and other local health and care organisations.

Acute care



Acute care is when someone gets care for a serious illness or injury. It also includes care for pregnant people.



People usually get acute care in a hospital.



We have 4 services providing acute care:

- Croydon Health Services.
- Kingston Hospital.
- Epsom and St Helier University Hospitals.
- St George's University Hospitals.

Croydon Health Services

In Croydon Health Services, we will:



- Provide more care closer to people's homes.



- Make sure less people miss appointments.



- Have more appointments online.



- Have 2 new centres to help us with **diagnosing** people.

Diagnosing means finding out what illness a person has.

In Croydon Health Services, we will also:



- Improve care for pregnant women.



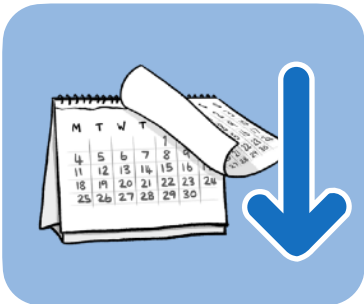
- Work to make sure more babies are born at a healthy weight.



- Improve services for children, by:
 - Having services work together more.



- Giving everyone the same good services.



- Having people wait less time to get the help they need.



- Helping children to be healthier and happier.

In Croydon Health Services, we will also:



- Support our staff to work at times that are good for them.



- Improve our plans, so that less people leave their jobs.



- Have good staff working for local doctors.



- Help all our staff to look out for each other, and feel happy working for us.



- Improve services by using more technology.



In Croydon Health Services, we will also:

- Give more patients support online.



- Use our buildings to provide more services to local people.

Kingston Hospital



At Kingston Hospital, we will:

- Work to stop people from getting ill health.



- Make sure everyone can get the same good health care.



- Make sure our services can provide care to those who need them, into the future.

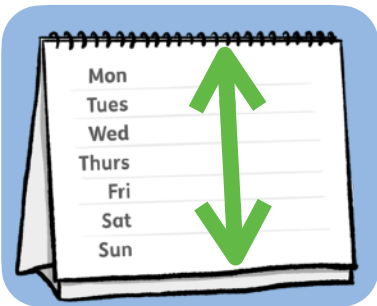
At Kingston Hospital we will also:



- Work with local organisations to make sure our services are right for what local people need.



- Use information about the health of local people to make sure our care is right for them.

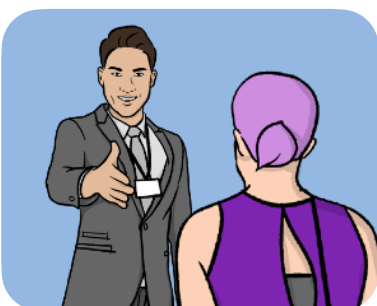


- Provide services every day of the week, in a way that is good for patients and staff.



- Become known as a hospital that knows a lot about **community care**.

Community care is local health services that support people to stay healthy in their own homes.



- Get new staff to work for us, so we can provide care in the future.



At Kingston Hospital we will also be a great place to work and get care.

St George's, Epsom and St Helier Hospitals

At St George's, Epsom and St Helier Hospitals, we will:



- Have the shortest waiting times in the country by 2028.



- Be a very safe place for staff and patients.



- Reduce the number of people who die each year.

At St George's, Epsom and St Helier Hospitals, we will also:



- Work with local organisations to make sure everyone can get the same good health care.



- Work in a way that is good for the **environment** and can carry on into the future.

The **environment** is where we live. It includes the land, the sea, the air and everything that lives in and on it. For example, plants, animals and fish.



- Spend no more money than we get by 2028.



- Use more new technology.

At St George's, Epsom and St Helier Hospitals, we will also:



- Become a place where scientists find new ways to care for people.



- Make sure staff are happy to work here.



- Work closely with other local hospitals, local doctors, councils and other organisations to keep people healthy.



- Improve the way we help people to get better after being in hospital.



- Have enough money to keep providing good health care.

At St George's, Epsom and St Helier Hospitals, we will also:



- Work with other health organisations to connect our services to local doctors and health services.

- Build a new hospital in Sutton. This will care for:



- Our most unwell patients.

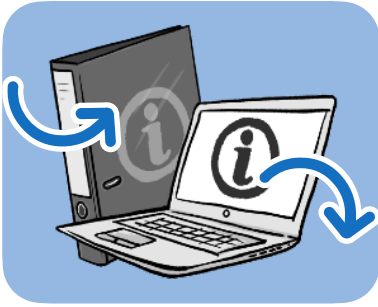


- Patients who need care from doctors who know a lot about their illness.



- Support our staff to work differently to give patients the best care.

At St George's, Epsom and St Helier Hospitals, we will also:

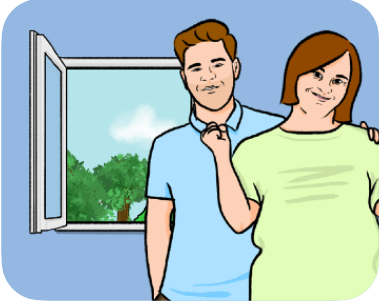


- Make a system for sharing people's health information between different local hospitals.



- Work more closely with local organisations, local doctors and hospitals across the country.

Community care



Community care is local health services that support people to stay healthy in their own homes.



To improve our community care, we will:

- Work with patients and other organisations to make better local services in each of our 6 boroughs.



- Use information about the health of local people.



We will do this to make sure local services are helping those who need it.



To improve our community care, we will also:

- Make sure services work in a fair way.



- Support people to be healthier, so that they do not become ill.



- Write new plans to help us find and keep the right staff.



- Involve local people when we change services.



- Make sure people do not have to wait as long for local health services.



- Think about how we can pay for local services in different ways.

Mental health



Mental health is the way you think, feel and behave. Having good mental health means being able to cope with your emotions.

We have services that support people to have good mental health. To improve these services, we will:



- Support more people to get better after having mental health issues.



- Support more people from different groups to use mental health services.



- Reduce the amount that services have to restrict people - this means stopping them from doing something that might hurt themselves or others.

To improve mental health services, we will also:



- Reduce the number of people who want to hurt themselves or take their own lives.



- Reduce the number of black men who are detained - this means they are put somewhere that they cannot leave.



- Support local people to understand more about mental health.

Learning disabilities and autism



Autism affects things like communication, being with other people, or how you think and feel about things.



We have services that support people with learning disabilities and autistic people.

To improve these services, we will:

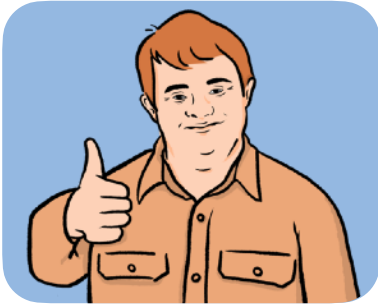


- Reduce the number of people who have to go to hospital for their mental health.



- Reduce the number of people with learning disabilities and autistic people who die when they could have got better.

To improve support services for people with learning disabilities and autistic people, we will also:



- Support people with learning disabilities and autistic people to be healthy and happy.



- Reduce the amount of time autistic people need to wait to find out if they have a certain illness.



- Make sure that all **patient care plan reviews** are done within **national targets**.



Patient care plan reviews are where health staff check that the plan for a person's care is right for them.



National targets are how the government says work should be done.

To improve support services for people with learning disabilities and autistic people, we will also:



- Reduce the number of patients who are kept apart from others.



- Reduce the amount of time people with learning disabilities and autistic people stay in hospital.

GPs



GPs are local doctors. To improve services from GPs, we will:

- Make sure that people can see a GP in different ways.



- Make sure people can see a doctor face to face.



- Make a list of different services that can stop people from becoming ill, like support to stop smoking.



- Make sure GPs provide the right support for local people.



- Get GPs to work with local organisations, and help people to look after their own health and home.

To improve services from GPs, we will also:



- Find people who might need extra help to get the care and support they need.



- Give extra help to everyone with a learning disability, and **dementia**.

Dementia is a disease in the brain. It affects your memory and behaviour.



- Support people with serious mental health issues to have health checks.



- Make sure GPs have the right technology and buildings to do their jobs well.



- Find the best GPs, nurses and other staff who will carry on working for us into the future.

To improve services from GPs, we will also:



- Make sure that, when hospitals work together across South West London, they include GPs.



- Make sure GPs buildings are easy for people to use and get around.

Cancer

To improve our services that care for people with cancer, we will:



- Spot cancer earlier and faster, so that less people die each year.

We want to find cancer early in 940 more people over the next 3 years.



- Give help first to people who need the most help.



- Use new ways of caring for people with cancer.



- Make sure that cancer care is right for each patient.

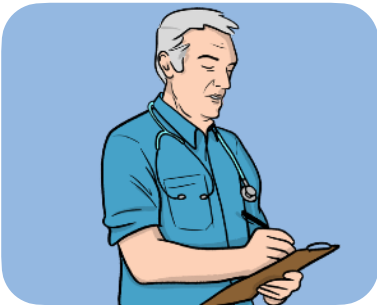
To improve our services that care for people with cancer, we will also:



- Make sure everyone can get the same checks and care for cancer.



- Get more people to get checks for cancer.



- Work with GPs to find cancer earlier.



- Improve the way that people go from finding out they have cancer, to getting care for it.

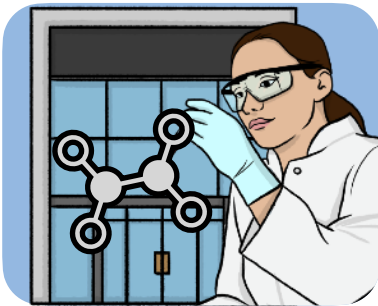


- Carry on getting back to normal after the Covid-19 pandemic.

Diagnostics



Diagnostics are services that find out which illnesses people have.



To improve our diagnostics services, we will:

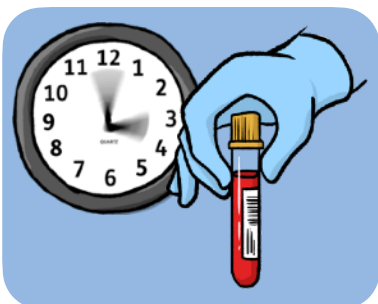
- Make new diagnostics centres, with new rooms and technology.



- Make sure everyone can get the same good diagnostics services.



- Help different health organisations share staff and information more easily.



- Make tests take less time.

To improve our diagnostics services, we will also:



- Train more staff to work in diagnostics services.



- Use technology so we waste less time.



- Improve the way diagnostics services talk to other health services.

Maternity



Maternity services care for people who are pregnant, giving birth or who have just had babies.

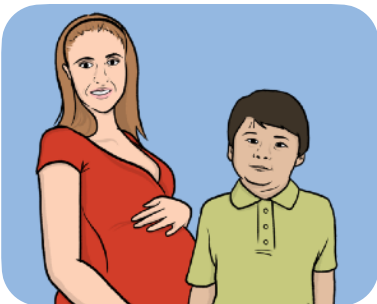


To improve maternity services, we will:

- Give patients more choice over who cares for them.



- Spot women and families who need extra help, like if they do not have enough money to buy the things they need to live, or if they are not safe.



- Improve the safety and care for pregnant women and their families.



- Support women to stop smoking when they are pregnant.

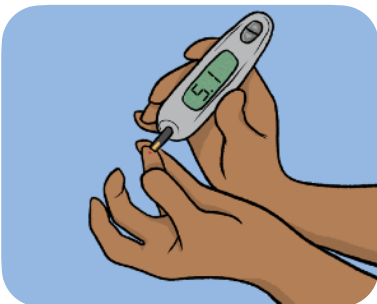
To improve maternity services, we will also:



- Check how babies grow, and support women who might have a baby who does not weigh very much.



- Support pregnant women to check and tell us if their baby is moving less.



- Support women to check if they get diabetes when they are pregnant.



- Support women and families to plan to be pregnant in a safe way.



- Check if babies have not got enough sugar in their blood - this can affect their brains when they grow up.

To improve maternity services, we will also:



- Check that women and babies are healthy during and after giving birth.



- Reduce the number of babies born before they should be, by checking on pregnant women and babies.



- Check the support we give to women who breastfeed.



- Support women to become healthy again after giving birth.



- Support the mental health of pregnant women and women who have young babies.

To improve maternity services, we will also:



- Make centres where women can get mental health care.



- Support maternal medicine networks. These are systems that make sure women who need extra health support get the care they need.



- Improve the care and advice women get before they get pregnant, to help them stay healthy.



- Support women who need extra help with having babies because of a health condition they have.



- Make sure women have the right information to make choices about their care.

To improve maternity services, we will also:



- Make sure women have plans for their care that are right for them.



- Write a plan to make sure all mothers and babies can get very good maternity care.



- Work on stopping babies from Black, Asian and minority ethnic groups from dying.



- Make sure women from Black, Asian and minority ethnic groups can get care from the same doctors and nurses.



- Translate information for people if they need it.



- Improve services to reduce the number of women with **pelvic floor dysfunction**.

Pelvic floor dysfunction is when muscles do not work around your **pelvis**.

Your **pelvis** is the bone at the bottom of your torso, near your bottom, bladder and private parts.



- Get better information about people's health, and use it to help us give safer care to women and families.



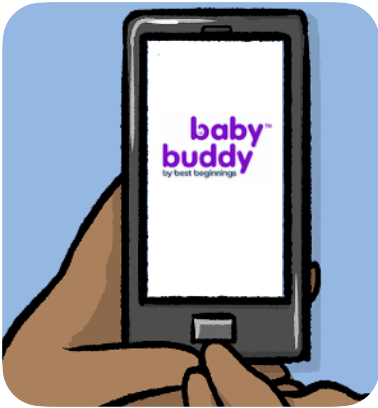
- Do what **national maternity studies** say we should do.

National maternity studies are when an organisation looks at maternity services across the country to see how they could improve.



- Involve pregnant women in improving services.

To improve maternity services, we will also:



- Provide the **Baby Buddy App** to people in South West London.

The **Baby Buddy App** is a programme on your phone that supports pregnant women and families.



- Train maternity service staff, so they have more skills.

Urgent care and emergencies



Urgent care is care for people who need it right away.



To improve urgent care, we will:

- Make it simpler to use and understand.



- Work with local doctors.



- Make sure **111** works with local health services.

111 is a phone line you can call to get support and advice if you are unwell.

To improve urgent care, we will also:



- Make sure local health services can get support to care for people who need urgent care.



- Make it easy for people to get the right care, no matter where they call or turn up.



- Make sure people know about and trust 111.



- Make it easier for 111 to work with 999.



- Have more doctors and nurses working in 111 and 999 so that more people can get help over the phone.

To improve urgent care, we will also:



- Use more technology to make it easier for staff at 111 or 999 to get appointments for urgent care in the right place.



- Have more staff working in urgent care, with the right skills to care for people.



- Get different urgent care services across South West London to work together.



- Support staff to stay happy and healthy.



- Train staff in new ways.

To improve urgent care, we will also:



- Stop people having to wait for urgent care, like waiting for an ambulance.



- Make sure people can go home from hospital as soon as they are ready.



- Care for patients in their own homes, using technology.



- Help hospitals to send people home earlier in the day, or at weekends.



- Have fewer people in hospital beds, so that there is more room for new patients.

To improve urgent care, we will also:



- Listen to patients when we change our services.



- Help everyone understand urgent care services, so they can get the right care when they need it.

Staff



We want our staff to be healthy, happy and have the right skills to give patients the care they need.

To do this, we will:



- Make sure we get the best doctors, nurses and other staff to work for us.



- Support and train our staff so they do not leave.



- Use technology to do more, so that staff have more time to care for patients.



- Support staff who are finding it difficult to pay for the things they need.



To make improvements for our staff we will also make sure they feel safe to speak up so that we can change and improve our work.

For more information



You can look at our website here:
www.southwestlondon.icb.nhs.uk