Appendix 2: Proposed response to the Transforming Services, Changing Lives Consultation to be submitted to the Chair of the Health and Adult Services Select Committee on behalf of the Council

Thank you for asking the Barking and Dagenham Health and Adult Services Select Committee to respond to the consultation on the Transforming Services, Changing Lives Programme. We support the Programme’s aim of improving people’s health and healthcare in East London and feel that your Case for Change has some general applications across the Barking and Dagenham, Havering and Redbridge health economy. However we would like to put forward the following comments in response to the consultation, also taking into consideration the comments made by the Health and Wellbeing Board in response to the presentation made at their 9 September meeting.

Ensuring that local services do meet local needs

One of the key areas for change within Transforming Services, Changing Lives (TSCL) is ‘Ensuring local services meet local needs’. Barking and Dagenham is only cited a handful of times in your Case for Change document. It is therefore not clear how the Programme is taking Barking and Dagenham residents directly into account, nor how the key areas for change will benefit our residents. We understand that the Programme is focused primarily on Newham, Tower Hamlets and Waltham Forest, however Barking and Dagenham forms part of East London and a number of our residents use services commissioned from the acute and community trusts discussed in the document. It would be useful for future Programme documentation to profile the Borough, the needs of our residents and service usage and state explicitly how the Change Programme will bring improved services and health outcomes for our residents.

Whilst we understand why you wish to adopt common outcomes and clinical principles, this cannot necessarily translate into a common service delivery model or vehicle. We say this because we do not believe that a ‘one size fits all’ approach will work in this Programme. As we are sure that your analysis shows, every Borough’s health needs and demographic pressures are different and the TSCL Programme needs to ensure that this is reflected to ensure that local services truly meet local needs. The Borough has seen transformative programmes before, namely the Health for North East London (H4NEL) programme, and the lessons from these previous consultations do not appear to have been learned. H4NEL did not take into account the individual Borough needs nor the practicalities of accessing services from the point of view of residents (such as the availability of transport routes and the length of travel times), and the Programme needs to ensure that these important issues are being addressed when any changes are being made to services.
Focus on integration

Although the focus of this consultation is to improve healthcare and health outcomes, it is disappointing that the TSCL Programme does not give credit to the important integrated working that is taking place between health and social care across East London. Within Barking and Dagenham our integrated cluster teams (teams of social workers, GPs and other health professionals) work together to improve outcomes for some of our most vulnerable residents which has prevented the need for health services further down the line. Additionally, our Joint Assessment and Discharge service with Havering and Redbridge is ensuring that patients are discharged in a timely manner and leave hospital with appropriate support within their own home or in the community where possible, rather than in hospital or residential settings. Our Borough’s focus is on integrating more with health services, and with key legislation and policy such as the Better Care Fund, Care Act, Children and Families Act, and the most recent Baker Commission report recognising the importance and the benefits of integration, we feel that the TSCL Programme needs to both acknowledge the integration agenda, and think about how joint working and commissioning can facilitate and drive health improvements in East London.

Parity of esteem

Finally, we wish to ensure that the TSCL Programme is taking both physical and mental health needs into account when designing improved services. Parity of esteem has been a significant topic of discussion at our Health and Wellbeing Board and mental health sub-group meetings and we are currently auditing our own mental health services to ensure that our service provision is robust, effective and addressing the 25 priority areas outlined in the Department of Health’s ‘Closing the Gap’ report. This Committee would like to be reassured that the TSCL programme will address both the physical and mental health inequalities and needs within our populations and see mental health given an equal footing with other health services in East London.

We look forward to seeing the future development of the Transforming Services, Changing Lives programme and seeing our comments included within future documents. We will ensure that you are invited to a future Health and Adult Services Select Committee meeting once the vision and priorities for change have been worked up following the consultation.