



North Central London
Integrated Care Board

Directorate staff briefings

27 July 2022

In this briefing

- 100-day discharge challenge
- NCL Fertility Policy
- Start Well: Case for Change
- Monkeypox – latest information
- Agile working
- Feedback on Traverse sessions
- HR & OD updates
 - Pay awards
 - NHS pension changes
- Other updates
 - South Asian Heritage Month
 - Planned National Rail strikes
 - Temporary changes to Chase Farm Hospital UTC
 - NCL ICB intranet updates
 - NCL ICB LinkedIn page
 - NCL ICB shared emails
 - NCL Annual Report and Accounts
 - Congratulations!

100-day discharge challenge

- NHS England has launched a national “100-Day Challenge” to focus on opportunities to improve discharge processes within hospitals. As part of the challenge, it is hoped that 10 best practice initiatives will be adopted across the NHS.
 1. Identify patients needing complex discharge support early.
 2. Ensure multidisciplinary engagement in early discharge plan.
 3. Set expected date of discharge, and discharge within 48 hours of admission.
 4. Ensuring consistency of process, personnel and documentation in ward rounds.
 5. Apply seven-day working to enable discharge of patients during weekends.
 6. Treat delayed discharge as a potential harm event.
 7. Streamline operation of transfer of care hubs.
 8. Develop demand/capacity modelling for local and community systems.
 9. Manage workforce capacity in community and social care settings to better match predicted patterns in demand for care and any surges.
 10. Revise intermediate care strategies to optimise recovery and rehabilitation.

100-day discharge challenge

- The challenge started on 23 June and will finish on 30 September. In NCL, this is being led by the A&E Delivery Boards at each acute trust site, with support from across the ICS.
- It's important to note that delayed discharge is now considered a potential harm event. There is a strong evidence base that shows that when patients no longer need to be in hospital, delaying discharge creates risks for them. These risks include infection (including Covid), muscle loss, loss of independence and other problems.
- Timely hospital discharge is a critical part of supporting patients to recover, and ensuring NCL has capacity to meet ongoing demand. We want support across the ICB to deliver this challenge; if you are working in discharge, if hospital discharge affects your area of work, or have a suggestion about how NCL can deliver on the key initiatives above, do let us know via the Communications and Engagement inbox: nclccg.communications@nhs.net.
- More information, videos and other resources are available here: <https://www.emergencycareist.nhs.uk/100-day-discharge-challenge> (password is 'Emergency').

- The new [fertility policy](#) for North Central London was implemented on 25 July 2022, replacing the five separate policies that were in place for each of our boroughs.
- Residents across Barnet, Camden, Enfield, Haringey and Islington, who are concerned about their ability to get pregnant and meet certain criteria, can expect to benefit from:
 - fairer access to specialist fertility treatments across all five boroughs
 - greater clarity and consistency about which specialist fertility treatments are NHS-funded in North Central London and who is eligible
 - an increased number of in vitro fertilisation (IVF) cycles available to eligible people trying to conceive who are aged under 40 in four boroughs and the same provision in the other borough
 - funding of up to six cycles of intrauterine insemination (IUI) for eligible female same sex couples, single women, and other couples trying to conceive through artificial insemination who have not conceived after six self-funded cycles of IUI.
- The new policy was developed using a robust approach, based on evidence and advice from healthcare professionals and a range of stakeholders and engagement with residents.

NCL Fertility Policy

- North Central London residents who are already undergoing, or those who have already been referred for NHS-funded fertility treatment, will not be disadvantaged by the new policy.
- We have produced a set of [frequently asked questions](#) that covers information about the new policy as well as some common scenarios.
- We have also developed [an information leaflet](#) for people or couples living in NCL who are worried about their ability to get pregnant.
- Residents who have recently completed treatment under the previous policy for their borough may be eligible for further treatment under the new policy. These individuals are advised to speak to their GP for more information.
- You can find out more on our fertility services pages: <https://nclhealthandcare.org.uk/fertilityservices>

Start Well: Case for Change

- Health and care organisations in NCL are working together on Start Well: a long-term programme looking at children and young people, maternity and neonatal services.
- The aim is to understand if we are collectively delivering the best services to meet the needs of people living in Barnet, Camden, Enfield, Haringey and Islington, and those from neighbouring boroughs and beyond who choose to use our services.

Opportunities for improvement

We have published a [Start Well Case for Change report](#) which describes what we know about current local maternity, neonatal, children and young people's NHS services and highlights some opportunities for the future. It does not propose specific changes or solutions.

Areas of focus

Start Well is specifically looking at:

- Children and young people's planned (elective) services in hospitals
- Children and young people's emergency services in hospitals
- Maternity services
- Neonatal care for babies who are unwell when they are born or are born early and need extra support.

Start Well: Case for Change

- Start Well is focused on services at North Mid, Barnet Hospital, Royal Free Hospital, Chase Farm Hospital, UCLH and Whittington Health. The programme also touches on services provided by specialist providers, including GOSH, RNOH, and Moorfields. The links between local hospitals and specialist hospitals, particularly GOSH, have been considered.
- Community services, mental health services and primary care are not part of the Start Well programme, but the overlap between them and this programme is being carefully considered.

Share your views

- We want to hear the views of staff, patients and the public, and partners on the opportunities for improvement included in the Case for Change. This includes residents of Barnet, Camden, Enfield, Haringey, Islington and neighbouring areas who might use hospital services in NCL. We are particularly interested in hearing from anyone who has current or recent experience of these services, or anyone who might need these services in future, and their families and carers.
- You can read full and summary versions of the Case for Change, or a leaflet which gives an overview, on the [NCL ICS website](#).
- There is also more information on this page about how to give feedback, including an [online survey](#).
- The opportunity to give feedback runs from 4 July to 9 September 2022.

Monkeypox – latest information

- Monkeypox is a rare infection most commonly found in west or central Africa. There has recently been an increase in cases in the UK, but the risk of catching it is low.
- Monkeypox can be passed on from person to person through:
 - any close physical contact with monkeypox blisters or scabs (including during sexual contact, kissing, cuddling or holding hands)
 - touching clothing, bedding or towels used by someone with monkeypox
 - the coughs or sneezes of a person with monkeypox when they're close to you.
- The NHS in London, along with local public health teams, will be accelerating the rollout of the monkeypox vaccine from this week, prioritising individuals who are most likely to get the virus.
- NHS staff across the country have already started vaccinating eligible gay, bisexual or men who have sex with men (GBMSM), along with the frontline staff at greatest risk of exposure and those who have been in close contact with a confirmed case, in line with the UK Health Security Agency advice.
- Full details: <https://www.england.nhs.uk/2022/07/accelerated-monkeypox-vaccination-rollout-in-london-as-ukhsa-secure-more-vaccines/>

Agile working – Covid-19

- If you are not feeling well enough to work, do take the time off that you need to recuperate. If you are feeling unwell but well enough to work, you are encouraged to work from home to avoid passing an infection onto colleagues.
- If you have Covid-19 symptoms, you are encouraged to do a lateral flow test before coming into the office. If you have a positive test result, NHS guidance is to try to stay at home and avoid contact with other people for 5 days after the day you took your test.
- It is important to let your line manager know if you test positive for Covid-19 and especially if you had recently attended an office. You or your line manager should notify Business Services, who can then contact any staff you worked in close proximity with, in order that they can take any necessary action.
- Absence related to Covid-19 (or if you are continuing to work from home whilst Covid-positive) should be logged on Workforce. More information will be available on how to do this in the staff newsletter.

Agile working – working in an office

- You **must book a desk** using DeskSmart in advance of coming into the office.
- If you don't need a desk, but will be coming into the office, we are updating the system to allow you to register your 'attendance'.
- You can work flexibly to avoid rush hour travel to and from the office. Islington is our busiest office, so do work from another office if you prefer.
- There is no change regarding attending in-person meetings. These are continuing where there is benefit or business need. If you have a reason for not wanting to attend in-person, do discuss this with your line manager or HR.
- Many of our rooms also have hybrid technology in place, so plan ahead and consider what meeting format is most appropriate – and will enable the best participation from attendees.
- Whilst it is not mandatory to wear face masks in the office, if you feel comfortable wearing one, please continue to do so. You may for example prefer to remove your mask whilst sitting, but wear it when moving around the office.
- If you are working at the Camden office, you must wear a face mask when moving around the building (for example when using the toilets and when you arrive and leave). However, when moving around in our office space, face masks are supported as a personal choice.

- It's important for us to come together for some work, but the Executive Management Team recognises the value of flexibility around this.
- In line with the ICB Agile Working policy, most staff are continuing to work from home for a proportion of their week and coming in when personal or business needs require this – or simply for a change of scene and to chat to workmates.
- Everyone is encouraged to continue to use sensible judgement as we learn to live with Covid-19, navigate hot summer weather and then head into flu season.

Staff attending frontline services – free lateral flow kits

We wanted to share one important change. ICB staff attending a frontline site for work purposes, such as GP Practices, Care Homes or a Trust site, should continue to order through existing channels although in addition, you can now collect a free lateral flow test kit before travelling to the site, from one of our offices. The kits will be available for collection from Business Service, **via pre-arranged collection only**. You can contact Business Services to arrange this via nclcb.businessservices@nhs.net

Feedback on Traverse sessions

- Throughout May and June Traverse led eight staff engagement sessions.
- These sessions were attended by hundreds of staff who engaged and participated well with facilitators and each other.
- Thank you to everyone who was able to attend. If you missed any of the sessions, slides and recordings are available on the staff intranet:
<https://intranet.northcentrallondon.icb.nhs.uk/working-at-the-icb/ncl-icb-transition/may-and-june-staff-engagement-workshops/>
- We want to hear from those staff that attended one or more of these.
- We have created a short survey and would encourage all attendees to take a few minutes to share their thoughts. This will help inform needs for further sessions.
- You can complete the survey via this link: <https://magpielanding.traverse.org.uk/surveys/series2survey>



North Central London
Integrated Care Board

HR & OD updates

Pay awards

- On 19 July 2022 the government's announced that NHS staff will receive a pay rise in 2022/23.
- This will mean:
 - over one million NHS staff – including nurses, paramedics and midwives – to get a pay rise of at least £1,400 with lowest earners to receive up to 9.3%, backdated to April 2022
 - eligible dentists and doctors will receive a 4.5% pay rise
 - pay rise recognises the contribution of NHS staff while balancing the need to protect taxpayers, manage public spending and not drive up inflation.
- NHS Employers are currently updating their materials to enable organisations to communicate the details of the pay awards to the staff and once these are published we will share further communication.
- Further details of government's message on the pay award can be found here: <https://www.gov.uk/government/news/nhs-staff-to-receive-pay-rise>
- NHS Employers have advised that they have commenced work to update all the relevant material in response to the announcement, including updates to the [NHS terms and conditions of service handbook](#) and publication of a pay advisory notice (Agenda for Change) and a pay circular (medical).

NHS pension changes

- Following a public consultation which began on 15 October 2021 and ended on 7 January 2022 there are a number of changes happening to the contribution tiers of the NHS Pension scheme with the first phase starting on **1 October 2022**.
- This review was proposed due to the recent closure of the final salary schemes to members and the move to the career average 2015 pension scheme.
- The changes that are being introduced are:
 1. Members' contribution rates are to be based on actual pensionable pay instead of notional whole-time equivalent (WTE) pay.
 2. The structure for member contributions would change.
 3. The thresholds for the member contribution tiers would be increased in line with annual Agenda for Change (AfC) pay awards.
 4. The member contribution structure would be phased over two years.
- More information about these changes can be found on the staff intranet:
<https://intranet.northcentrallondon.icb.nhs.uk/hr-od/payroll-and-pensions/nhs-pension-changes/>
- Dates for the next pension drop-in clinics can also be found on the staff intranet:
<https://intranet.northcentrallondon.icb.nhs.uk/hr-od/payroll-and-pensions/pension-clinics/>



North Central London
Integrated Care Board

Other updates

South Asian Heritage month

- South Asian Heritage Month is taking place from Monday 18 July to Wednesday 17 August.
- The aim of the month is to celebrate and commemorate South Asian cultures and communities. It also aims to educate people about the shared histories and cultures of the UK and South Asia, and the diverse heritage which continues to link the two.
- South Asia is made up of eight countries: Afghanistan, Bangladesh, Bhutan, India, Nepal, Pakistan, Maldives and Sri Lanka.
- The month begins on 18 July, as this was the date that the Indian Independence Act 1947 gained royal assent from King George VI, and ends on the 17 August, the date that the Radcliffe Line was published in 1947, which finally set out where the border between India, West Pakistan and East Pakistan (now Bangladesh) would be.

South Asian Heritage month

- The theme of South Asian Heritage Month this year is ‘Journeys of Empire’. From empires such as the Mughal, the Durrani, the Vijayanagara and the British, events this year will reflect upon the vast impacts journeys of empire have had.
- The theme has been chosen to reflect two major anniversaries taking place in 2022:
 - 75th anniversary of the independence of India and the creation of Pakistan
 - 50th anniversary of the expulsions of Ugandan Asians by Idi Amin.
- Further information on South Asian Heritage Month can be found on the following websites:
 - [South Asian Heritage Month](#)
 - [Exploring the shared histories of the UK and South Asia during South Asian Heritage Month | British Council](#)

Planned National Rail strikes

- [National rail strikes](#) are taking place in July and August. Most TfL services will be running as normal although some TfL lines may be affected where they use Network Rail lines. See the TfL website for details of affected lines: [National rail strikes - Transport for London \(tfl.gov.uk\)](#)
- It is important to check your journey details before travelling and if you can work from home over these dates then do so. Only travel to work locations if it is essential that you attend the office.
- **Strike details**
 - RMT Union members are due to strike today (Wednesday 27 July) from 2am for 24 hours.
 - ASLEF Union members are due to strike on Saturday 30 July.
 - RMT Union members are due to strike on Thursday 18 and Saturday 20 August.
 - The strikes on 18 and 20 August will see over 40,000 workers across Network Rail and 14 train operating companies walk out which will lead to large scale disruption nationally.
 - Some services will also be affected on the morning of Thursday 28 July. Saturday 30 July 2022. The following train operators are affected: London Overground, Greater Anglia, Great Western Railway, Hull Trains, LNER, London North Western Railway, South Eastern and West Midlands Railway.
 - All UK train operators. Some services will also be affected on the mornings of Friday 19 and Sunday 21 August.
- Details of affected lines can be found at: [Industrial action - Network Rail](#)

Temporary changes to Chase Farm Hospital UTC

- The opening hours at Chase Farm Hospital's Urgent Treatment Centre (UTC) have temporarily changed.
- The centre is currently open from 8am until 8.30pm with patients being booked in until 7.30pm.
- The change in opening hours is temporary and is due to the increased number of attendances, coupled with staff shortages.
- Further details can be found here: <https://www.royalfree.nhs.uk/news-media/news/temporary-changes-to-chase-farm-hospital-urgent-treatment-centre/>

NCL ICB intranet updates

- This week we will be making some tweaks to the pages on the NCL ICB staff intranet.
- We have reviewed the current navigation on the website and you will have no doubt noticed that over time the drop-downs have grown in length which make it less easy to find pages.
- As such, we will be working with the webteam over the next few days to create new drop-downs across the top of the page. These will be:

[Home](#) | [Working at NCL ICB](#) | [About NCL ICB](#) | [HR & OD](#) | [News & Events](#) | [Policies, Forms & Templates](#)

- If you would like to add something to the staff intranet – either updating existing content, adding a new page or adding a news story – please contact the NCL ICB Communications & Engagement team: nclccg.communications@nhs.net

NCL ICB LinkedIn page

- As part of our change from NCL CCG to NCL ICB, we have updated our LinkedIn page to reflect the new organisation name.
- If you would like your LinkedIn profile to show that you work for NHS North Central London Integrated Care Board (NCL ICB) you will need to log into your profile and connect to the new organisation name.
- Our new LinkedIn page can be found here:
<https://www.linkedin.com/company/nhs-north-central-london-icb/>
- If you are recruiting and would like a job posted on our page, please contact the Communications and Engagement team: nclccg.communications@nhs.net

NCL CCG → NCL ICB shared emails

- Please note that CCG inboxes started to transition to become ICB inboxes last week.
- That is, those shared mailboxes that previously started with 'nclccg.xxxxx' are being changed to 'nclicb.xxxxx'.
- This is being led by the NHS Mail team and we expect all inboxes to be transferred in the next week.
- If your shared inbox hasn't been updated by COP Wednesday 3 August, please contact the Communications and Engagement team, and we will raise a collective ticket with the NHS Mail team.

NCL CCG Annual Report and Accounts

- The NHS North Central London Clinical Commissioning Group (NCL CCG) Annual Report and Accounts for 2021/22 has been published on the NCL Health and Care website.
- <https://nclhealthandcare.org.uk/icb/north-central-london-integrated-care-board/who-we-are/publications/>
- A final NCL CCG Annual Report and Accounts for the period 1 April – 30 June 2022 will be published later in the year.
- The NCL ICB Board of Members meeting on 27 September will include a general meeting to share and discuss the Annual Report and Accounts.

Congratulations!

- Individuals who have made outstanding contributions to the community were awarded Middlesex Medals earlier this month as part of Middlesex University's graduation ceremonies.
- Middlesex alumna and NHS North Central London Integrated Care Board Chief Nursing Officer, Chris Caldwell, received one of these awards for her tireless work for equity and improvements in health and wellbeing.
- Chris' leadership in healthcare and education has a strong focus on collaboration, in particular to instil a pan-London approach to building and sustaining high-quality nursing.
- The success of the Capital Nursing Programme and the continual growth in Chris' contributions to a wide range of themes, including mental health, align closely to Middlesex's institutional ambitions.
- A huge congratulations to Chris!
- Further information on the Middlesex Medals and the five winners can be found [here](#).

