

# The NHS in north east London

A GUIDE FOR COUNCILLORS



The NHS in north east London is made up of a number of different organisations – each contributing to the healthcare your residents receive.

This guide explains a little about who does what in the local NHS and who you should contact for help with health-related enquiries.

# Joined up regional health and social care planning

## East London Health and Care

### Partnership (ELHCP)

#### What we do

We bring together the area's eight councils and 12 NHS organisations, combining expertise and resources to ensure health and care services meet the needs of local people, now and in the future. Your council is part of this partnership.

#### Contact us about

Strategic plans for health and social care across north east London, including estates, large scale service transformations, and plans to attract and retain the staff we need to deliver services.

#### Contact ELHCP

- Senior Responsible Officer: Jane Milligan
- [www.eastlondonhcp.nhs.uk](http://www.eastlondonhcp.nhs.uk)
- [enquiries@eastlondonhcp.nhs.uk](mailto:enquiries@eastlondonhcp.nhs.uk)
- or contact the health lead within your council.

# Local healthcare planning

## Clinical Commissioning

### Groups (CCGs)

#### What we do

There are seven CCGs in north east London and their role is to plan and buy health services for the residents in their borough: from cancer care to mental health; hospital operations to prescriptions. CCGs commission services from a range of different NHS providers (see below), plus charities and the private sector.

The seven CCGs work independently to commission health services for each local area, but are moving to commission jointly across north east London where it makes sense to provide consistent services. The seven CCGs have a single Accountable Officer, Jane Milligan. Day-to-day management is overseen by a Managing Director.

#### Contact us about

Plans and funding for local health services.

#### Contact your local CCG

### Barking and Dagenham, Havering and Redbridge (BHR)

- Managing Director: Ceri Jacob
- [www.barkingdagenhamccg.nhs.uk](http://www.barkingdagenhamccg.nhs.uk)
- [www.haveringccg.nhs.uk](http://www.haveringccg.nhs.uk)
- [www.redbridgeccg.nhs.uk](http://www.redbridgeccg.nhs.uk)
- [bhrccgs.enquiries@nhs.net](mailto:bhrccgs.enquiries@nhs.net)
- 020 3416 5905

### City and Hackney

- Managing Director: David Maher
- [www.cityandhackneyccg.nhs.uk](http://www.cityandhackneyccg.nhs.uk)
- [CAHCCG.cityandhackneyccg@nhs.net](mailto:CAHCCG.cityandhackneyccg@nhs.net)
- 020 3816 3222

### Newham

- Managing Director: Selina Douglas
- [www.newhamccg.nhs.uk](http://www.newhamccg.nhs.uk)
- [NewCCG.enquiries@nhs.net](mailto:NewCCG.enquiries@nhs.net)
- 020 3688 2300

### Tower Hamlets

- Managing Director: Simon Hall
- [www.towerhamletsccg.nhs.uk](http://www.towerhamletsccg.nhs.uk)
- [thccg.info@nhs.net](mailto:thccg.info@nhs.net)
- 020 3688 2500

### Waltham Forest

- Managing Director: Jane Mehta
- [www.walthamforestccg.nhs.uk](http://www.walthamforestccg.nhs.uk)
- [wfccg.enquiries@nhs.net](mailto:wfccg.enquiries@nhs.net)
- 020 3688 2604.

## Local authorities

Your council commissions social care services such as sexual health, drug and alcohol, some mental health services, and residential care homes. It also works closely with the NHS on commissioning joint services.

Contact your council's adult social care team for more information.

**Please note:** If your enquiry is about hospital care, mental health services, out-of-hours services or community services (e.g. community nursing), you should contact the local provider of the service in the first instance: the hospital itself, or the relevant GP practice. See more information on this in the rest of the guide.

# Local healthcare providers

## GP practices

### What we do

GP practices provide day-to-day care for residents, this is the way most people come into contact with the NHS. There are hundreds of GP practices across north east London – all of which are part of their borough's CCG. Most are independent businesses commissioned by the NHS.

### Contact us about

GP appointment waiting times, opening hours and services.

### Contact us

Find individual GP practice contact details at, [www.nhs.uk](http://www.nhs.uk)

## Hospitals

### What we do

We provide inpatient, outpatient, emergency and planned services; together with centres of specialist care, including stroke, cancer, cardiovascular disease and neuroscience.

### Contact us about

An individual's care, A&E waiting times, delayed or cancelled operations; questions about estates, car parking and travel to and from hospital.

### Contact your local hospital trust

**Barking, Havering and Redbridge University Hospitals NHS Trust** (King George and Queen's hospitals)

- Chief Executive: Matthew Hopkins
- [www.bhrhospitals.nhs.uk](http://www.bhrhospitals.nhs.uk)
- [communications@bhrhospitals.nhs.uk](mailto:communications@bhrhospitals.nhs.uk)
- 01708 435 000

**Barts Health NHS Trust** (St Bartholomew's, The Royal London, Mile End, Newham University, and Whipps Cross hospitals)

- Chief Executive: Alwen Williams
- [www.bartshealth.nhs.uk](http://www.bartshealth.nhs.uk)
- [communications@bartshealth.nhs.uk](mailto:communications@bartshealth.nhs.uk)
- 020 7377 7000

**Homerton University Hospital NHS Foundation Trust** (Homerton Hospital)

- Chief Executive: Tracey Fletcher
- [www.homerton.nhs.uk](http://www.homerton.nhs.uk)
- [huh-tr.communications@nhs.net](mailto:huh-tr.communications@nhs.net)
- 020 8510 5555.

## Mental health and community services

### What we do

We provide mental health and community services to children, young people and adults, in clinics and people's homes.

### Contact us about

Waiting times for services or assessments, community nursing and other specialist services delivered in the community.

### Contact your local mental health and community services

**North East London NHS Foundation Trust** (including Barking Community Hospital)

- Chief Executive: John Brouder
- [www.nelft.nhs.uk](http://www.nelft.nhs.uk)
- [communications@nelft.nhs.uk](mailto:communications@nelft.nhs.uk)
- 0300 555 1200

**East London NHS Foundation Trust**

- Chief Executive: Navina Evans
- [www.elft.nhs.uk](http://www.elft.nhs.uk)
- [elft.communications@nhs.net](mailto:elft.communications@nhs.net)
- 020 7655 4000

**Homerton University Hospital NHS Foundation Trust**

Contact details as listed previously.

## NHS 111 and ambulance services

### What we do

London Ambulance Service provide emergency ambulance services in north east London. From 1 August 2018 we will also provide a clinically-led NHS 111 service, a free health helpline which provides urgent care and advice, as well as having clinicians available to assess people over the phone 24/7.

### Contact us on

- [www.londonambulance.nhs.uk](http://www.londonambulance.nhs.uk)
- 020 7783 2000.

# Regulators

## Care Quality Commission

### What we do

Inspect and monitor health and adult social care services – including hospitals, GP practices and care services – and report to the public.

### Contact us about

Providers' performance ratings and residents' experiences.

### Contact us on

- [www.cqc.org.uk](http://www.cqc.org.uk)
- [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)
- 0300 061 6161.

## NHS Improvement

### What we do

Oversee NHS hospitals; offering support to providers to deliver safe, high quality, compassionate and financially sustainable care.

### Contact us about

The performance of your local NHS trust.

### Contact us on

- [www.improvement.nhs.uk](http://www.improvement.nhs.uk)
- [enquiries@improvement.nhs.uk](mailto:enquiries@improvement.nhs.uk)
- 0300 123 2257.

# National planning and commissioning

## NHS England

### What we do

We are responsible for planning, agreeing and monitoring health services across the region. We allocate funding to CCGs, manage primary care contracts for GPs, pharmacists and dentists, as well as some specialised national services.

### Contact us about

CCGs and GP practice performance; and any questions about local and national NHS strategy.

### Contact us

- [www.england.nhs.uk/london](http://www.england.nhs.uk/london)
- [england.londonregionaldirector@nhs.net](mailto:england.londonregionaldirector@nhs.net)

## Public Health England

### What we do

We are responsible for helping people to stay healthy by promoting healthy eating, staying active, immunisation, and wellbeing. Your council has a public health team which delivers these messages locally.

### Contact us about

Health visitors, community health champions, or winter and flu advice.

### Contact us

Contact your council's public health team.