

# Acute Care

presented by Neil Ashman, CEO Royal London & Mile End Hospitals and Place Exec Lead.



<b>Reflections and achievements</b>	<b>Priorities for 2024/25</b>
<ul style="list-style-type: none"><li>• Working collaboratively with partners across NEL</li><li>• The NHS recovery &amp; workforce remains under significant pressure – particularly in urgent care</li><li>• New models of care in outpatients, in surgical pathways (high-volume low-complexity hubs), and offering ‘hospitals at home’ are evolving</li><li>• The Children’s ‘H@H’ is now well-set in TH, and our virtual ward for frailty and respiratory pathways in the community is expanding</li><li>• New diagnostics centre at Mile End</li></ul>	<ul style="list-style-type: none"><li>• Be meticulous about the quality of our services</li><li>• Improve Patient Flow through our hospital to bring hospital discharge to earlier in the day</li><li>• Meet the demands for Urgent/Emergency Care against national performance standards across our health offer (from NHS111 to our pharmacies and beyond)</li><li>• Reduce our waiting lists by shortening the time to takes to see &amp; treat our elective patients</li><li>• Work with partners to focus on prevention of ill-health, screening and optimum long term condition care</li></ul>
<b>Ongoing pressures and challenges</b>	
<ol style="list-style-type: none"><li>1. Our people – retaining our workforce, developing their skills, recruiting locally and committing to their wellbeing</li><li>2. Increased demand for urgent and emergency care, particularly for those with Mental Health needs</li><li>3. Getting people waiting for treatment seen, and meeting their expectations across the NEL system</li><li>4. Meeting the women of TH’s expectations of excellent maternity care, and hearing their voices to shape our service</li><li>5. Meeting the needs of all NEL residents for high-quality highly specialised services in a timely fashion</li></ol>	