



London Borough of Harrow – Health Visiting Report – London North West Healthcare Trust (LNWHT) Response

The Scrutiny Leadership Group (SLG) agreed to undertake a review of ‘Health Visiting Service in Harrow in the form of a Challenge Panel. The Challenge Panel invited submissions and heard evidence from the Director of Public Health, Council Officers, and Public Health England. The representatives from London North West Trust (LNWHT), Jacinth Jeffers: General Manager – Children Services, Women & Children Division and Suzette Muhammad: Head of Universal Children Services, Women & Children Division.

The table below correlates to the recommendations highlighted in the Review of the Health Visiting Service Report and constitute LNWHT formal response.

| Recommendations | Details | LNWHT Response |
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| Recommendation 1 | To ensure all vacancies are filled across all staff bands | As of 25.07.2017 the vacancy rate is 3.1% (3.21 WTE) |
| Recommendation 2 | To improve staff skill mix focussing on 1 & 2.5 reviews | In December 2016, 4 additional nursery nurses were successfully appointed consequently there has been an improvement in appointments offered and client take up. July 2016 - 1yr =18% 2.5 yr =25 % June 2017 - 1yr =82.2% 2.5yr = 46.8% |
| Recommendation 3 | Recruitment of HV's | The service will be at full establishment of HV's as of September 2017. We are holding 2 posts for student health visitors who will qualify in September 2017 and the remaining post to be use as lower banding skill mix. |
| Recommendation 4 | HV Training on, general advice consistency, language support on offer and cultural support groups | Agreed. LNWHT will ensure the HV Academic Hub provides updated training on key clinical advice areas to ensure improved consistency. |
| Recommendation 5 | Diversity and cultural awareness training | Agreed. LNWHT provides mandatory training for all staff on Equality Diversity and Human Rights. Does LB Harrow deliver a course specific to Harrow residents' needs that HV's could have access to? |
| Recommendation 6 | Training on cultural pressures and providing an confidential setting for assessments | Agreed. Cultural pressures should be part of diversity training. LNWHT no longer hold join clinic, all assessments |

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| | | are conducted on a 121 bases providing confidentiality. |
| Recommendation 7 | Increased promotion of Saturday clinics | LNWHT is committed to the increase of Saturday clinics at Caryl Thomas site and this has improved uptake of assessments. We would be happy to investigate using a children centre sites on a Saturday to additionally increase attendance. |
| Recommendation 8 & 9 | Increase promotional material for the service and display in a variety on venues in the community. | Agreed. LNWHT would be pleased to discuss this further with commissioners covering areas of most needs, venues, using LB Harrow demographics and costing. |
| Recommendation 10 | Agreed KPI targets | Completed for 2017/2018 |
| Recommendation 11 | Proposed changes to ethnicity recording on SystemOne | Alan Brown is now the LNWHT lead for S1 and is prepared to meet with commissioners to discuss this recommendation. |
| Recommendation 12 | Review of service letters to ensure language options are included. | Agreed. Prepared to discuss details with commissioners. |
| Recommendation 13 | Ensure all staff are trained and aware of interpreting service offer to support clinical delivery | All staff aware of how to access LNWHT interpreting service. |
| Recommendation 14 | Review of clinic set up to avoid incidences of lack of confidentiality | This practice was ceased in December 2016. All assessments are provided on a 121 bases in confidence. |
| Recommendation 15 | For the council | |
| Recommendation 16 | Support for top five language groups | Agreed. Details for further discussion with commissioners |

Report compiled by:

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