

# Our Way Forward

A new strategy for LNWH 2023-2028

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Harrow Scrutiny Health and Social Care Sub-Committee 29/11/2022



# Our three phase approach helped build a strategy to overcome the critical obstacles facing LNWH



**1) Diagnose:** identify the critical challenges facing our organisation and the strengths we could build upon

**2) Focused response:** design an approach that best overcomes the challenges highlighted in the diagnosis

**3) Actions:** define the objectives and actions to achieve our focused response.

# The strategy was informed by extensive input from our employees, local population and employees

**77** **Total forum attendees**  
(51 staff; 26 stakeholders)

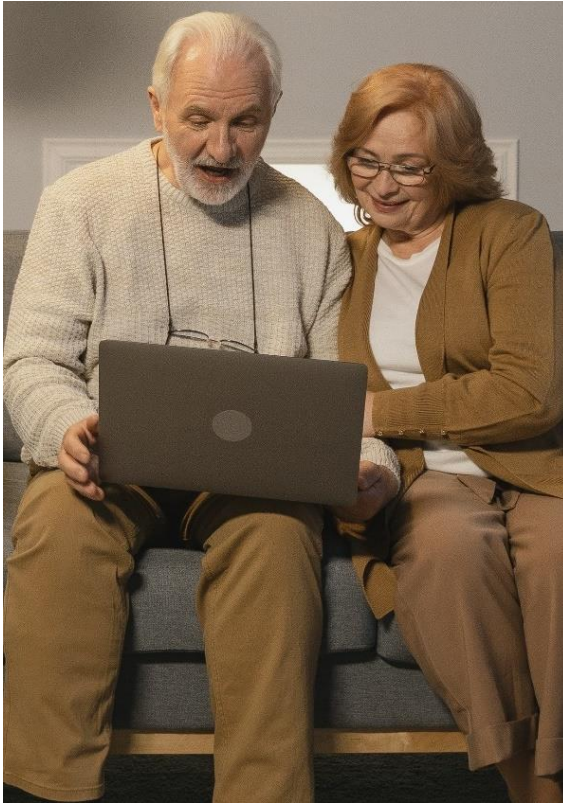


**2,258**  
**staff inputs**  
(1,565 case for change;  
553 ideas for the future)



**781**  
**Community surveys completed**

# We gathered input through online events, in person events and our multilingual community survey

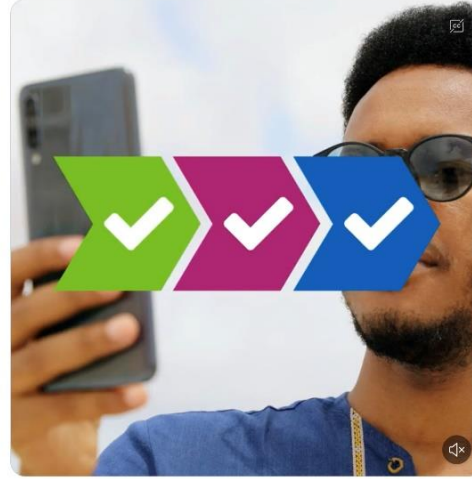


Online events

 London North West University Health...  ...  
@LNWH\_NHS

نريد معرفة ما هو مهم بالنسبة لك عند استخدام خدماتنا ، وما نحتاج إلى التركيز عليه لتحسينه.  
خذ طريقنا إلى الأمام الاستطلاع  
[forms.office.com/r/CnUhtxhkM9](https://forms.office.com/r/CnUhtxhkM9)

Translate Tweet

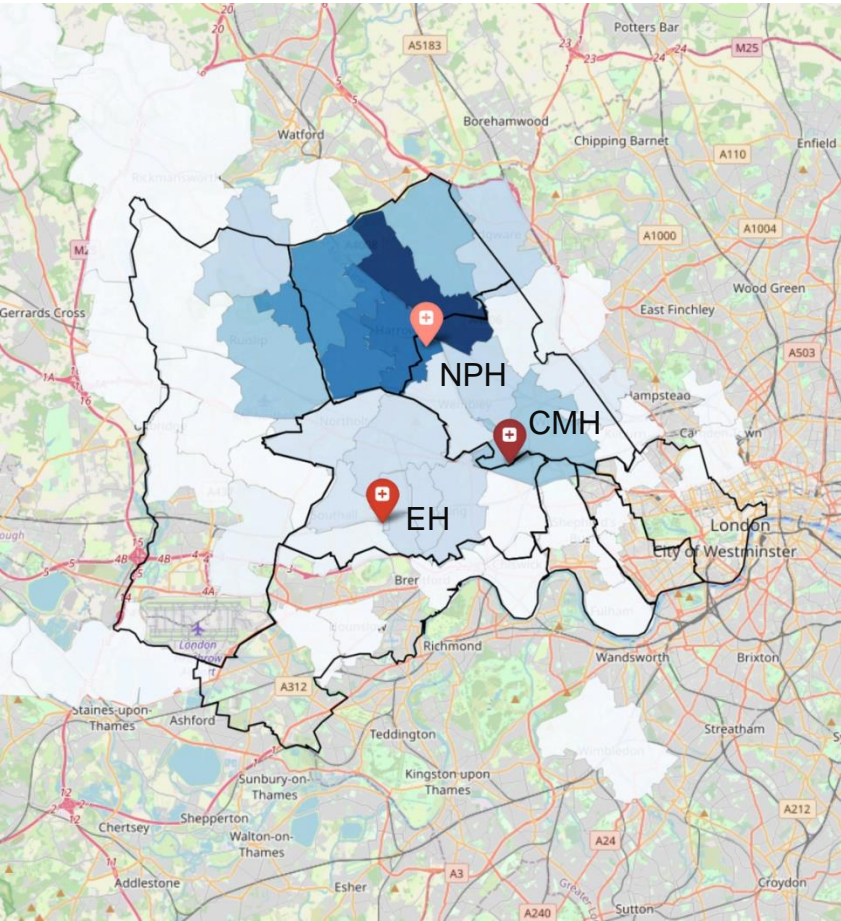


Community survey shared in seven languages

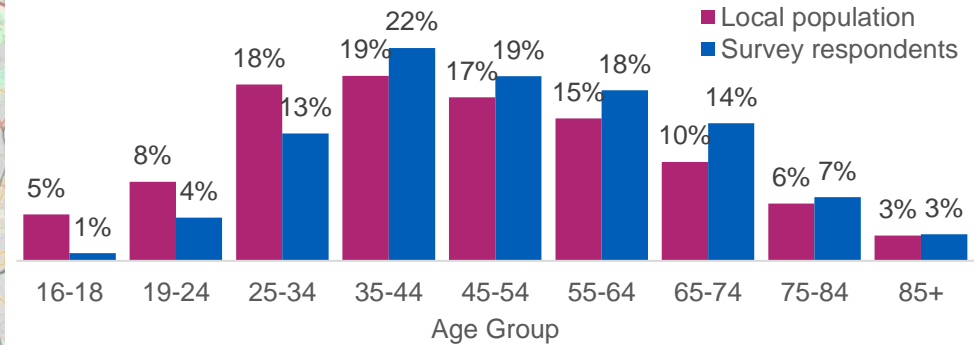


In person events

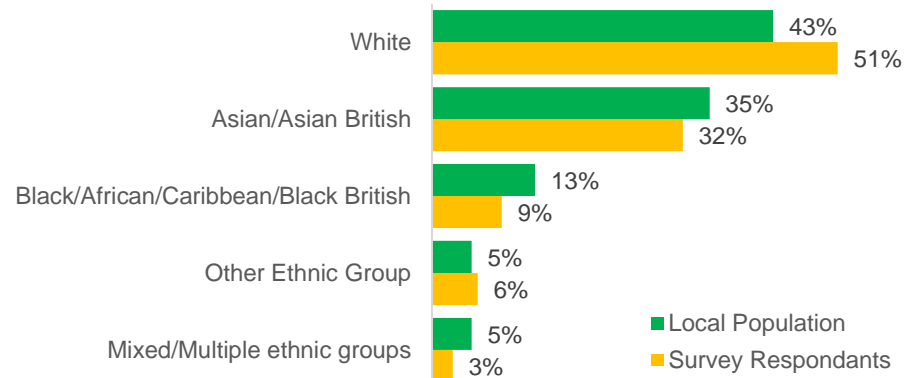
# Our community survey was completed by a diverse set of respondents...



Local population vs survey respondents: age



Local population vs survey respondents: ethnicity



# Our communities most valued the latest treatments and improved timeliness of follow ups and results

1

Latest  
treatments

2

Follow-up  
appointments

3

Getting results  
in one visit

4

Joined-up  
care

5

Community  
health

6

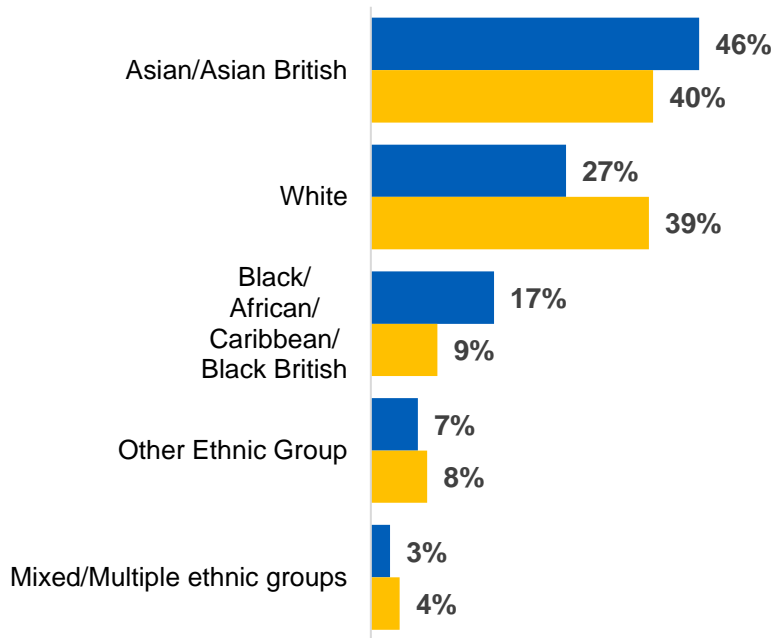
Choice of  
location

# We received input from a diverse set of our employees

## LNWH vs. survey ethnicity profile

Y-Axis: % of respondents

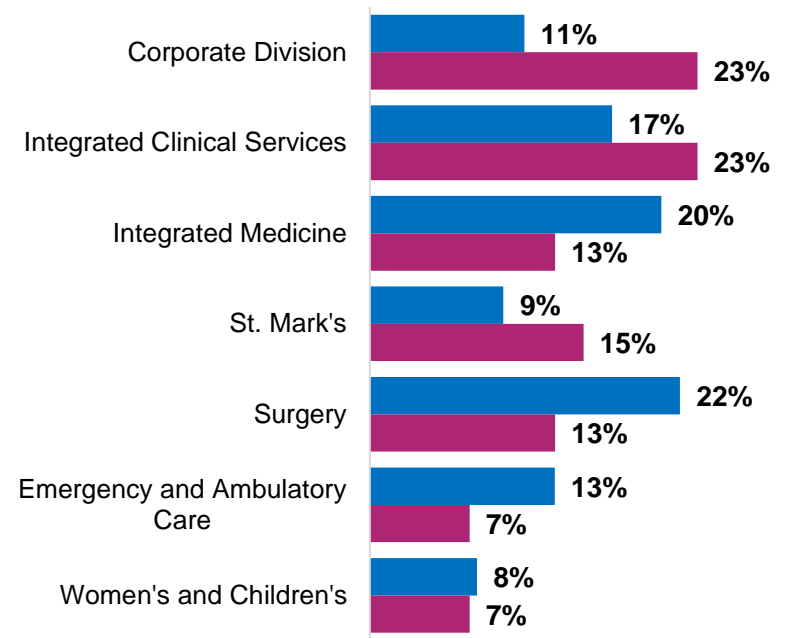
■ LNWH ■ Survey



## LNWH vs. Survey divisional profile

Y-Axis: % of respondents

■ LNWH ■ Survey





# Our employees most valued quality of care, training and timeliness of care

1

Care  
quality

2

Education and  
training

3

Waiting  
times

4

Emergency  
pathways

5

Population  
health models

6

Shared  
pathways



# Our diagnosis is that we must.....

1. improve access to high-quality services offering the latest treatments
2. become the most attractive and most supportive local employer
3. get the best from our existing resources, such as our staff, equipment, and sites
4. work with partners to reduce the substantial health inequalities faced by the diverse communities we serve

**We have defined a focused response and set of actions to achieve these aims. This approach is due to be signed off by our board in common in January 2023**



London North West  
University Healthcare  
NHS Trust

# Thank you

