

Harrow LINK Action Plan 2009

Item No.	Area for Investigation or Challenge	Evidence	Link to National Cross Cutting Themes	Action Required	LINK Action Team Lead & other Participants
1.	Children & Young People – Provision and access to appropriate health services.	<p>London Health Observatory (LHO) indicators and the Joint Strategic Needs Assessment (JSNA) for Harrow indicate that provision of and access to appropriate and targeted, age based (13-18 year old) health Services and health-care may be inadequate. Harrow LINK should assess NHS Harrow plans to address:-</p> <ul style="list-style-type: none"> • sexual Health awareness, • teenage pregnancy rates, • fitness levels and the predisposition to life threatening illnesses, • substance abuse, • mental and physical abuse • and mental health issues <p>...against the needs of the Harrow's young residents.</p> <p>Positive, results based actions should be applauded but inadequacies in service provision and access should be reported, with a view to working with Service Commissioners and Providers to improve the situation.</p>	A, E, CC, PC, V	<ol style="list-style-type: none"> 1. Host to investigate which local statutory authorities are responsible in these areas. 2. Host to investigate which specific local voluntary sector groups may have supporting evidence of the issues. 3. Action Team to quantify Scope, Scale and Impact on local young residents. 4. Host to arrange discussions between the Action Team and Commissioners and Providers about short and long term strategies & service provision for this group. 5. Action Team to collate and analyse all information, with Host assistance, if required. 6. Action Team to report back with findings, conclusions and recommendations. 	<p>Team Lead GG</p> <p>Participants JH, MA, NV, VP</p>

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2.	Management of Chronic & Long-Term Conditions, including Mental Health and Disabilities	<p>There is anecdotal evidence from specialised voluntary organisations that Self-Care or Self-Management of patients in Primary and Community Care is not being properly serviced by clinicians & practitioners and that patient concerns are dismissed, resulting in deterioration of health and wellbeing.</p> <p>This affects particularly the provision of Primary (GP) care, Hospital/Specialist referrals, Community Care, Home Care Support and other essential services for house bound, hard to reach and patients with mental health issues and/or disabilities.</p> <p>Harrow LINK should assess the scope scale and impact on affected residents. Positive, results based actions should be applauded but inadequacies in service provision and access should be reported, with a view to working with Service Commissioners and Providers to improve the situation.</p>	A, E, CC, PC, V	<ol style="list-style-type: none"> 1. Host to investigate which local statutory authorities are responsible in these areas. 2. Host to investigate which specific local voluntary sector groups may have supporting evidence of the issues. 3. Action Team to quantify Scope, Scale and Impact on affected Harrow residents. 4. Host to arrange discussions between the Action Team and Commissioners and Providers about short and long term strategies & service provision in these areas. 5. Action Team to collate and analyse all information, with Host assistance, if required. 6. Action Team to report back with findings, conclusions and recommendations. 	<p>Team Lead NV</p> <p>Participants DL, AS, SS, DS, JH & AF</p> <p>RS (Reserve)</p>

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3.	Ensuring appropriate & effective health & Social Care service commissioning and delivery, giving thought to Stakeholder Engagement and Patient Choice	<p>Across a range of Health & Social Care Services, there is anecdotal evidence from specialised voluntary organisations and Harrow LINK participants of inadequacies in:-</p> <ul style="list-style-type: none"> • Residential & Day Care Centres and Meals on Wheels availability/accessibility of specialist food provision for minority ethnic groups. • Quality of care and attention to elderly and/or vulnerable patient needs in both hospital (specifically geriatric) wards and residential care homes. • Availability/accessibility of GP provided diagnostic services, e.g. Phlebotomy and Blood testing • Communications about the provision of Poly-Clinic type Services across Harrow • Availability/accessibility of local referral specialist dental clinics in the borough • Access to Interpreter and translation services for those for who English is not their first language and concern that health literacy is an issue for certain groups, e.g. lack of understanding of health services amongst minority and disadvantaged groups and those with mental disabilities and hearing or speech difficulties. • Inflexible Hospital appointment systems (for GP to Specialist referral and subsequent Specialist clinic follow up). <p>Harrow LINK should assess the scope, scale and impact on affected residents. Positive, results based actions should be applauded but inadequacies in service provision and access should be reported, with a view to working with Service Commissioners and Providers to improve the situation.</p>	A, E, CC, PC, V	<ol style="list-style-type: none"> 1. Host to investigate which local statutory authorities are responsible in these areas. 2. Host to investigate which specific local voluntary sector groups may have supporting evidence of the issues. 3. Action Team to quantify Scope, Scale and Impact on affected Harrow residents. 4. Host to arrange discussions between the Action Team and Commissioners and Providers about short and long term strategies & service provision in these areas 5. Action Team to collate and analyse all information, with Host assistance, if required. 6. Action Team to report back with findings, conclusions and recommendations. 	<p>Team Lead AB</p> <p>Participants AD, JH, MV & LF</p> <p>RS (Reserve)</p>