



Long term conditions



Tower Hamlets

Clinical Commissioning Group

Our vision

We will support and encourage patients to manage their long term conditions and will work with the London Borough of Tower Hamlets, especially the Public Health team, to prevent our children and grandchildren from developing these conditions as they grow older.

We will improve health outcomes and disease control, reduce emergency admissions to hospitals and increase patient satisfaction with the services they use.



Our achievements

- “NHS Health Checks” is a national Public Health programme to identify people at risk of developing heart disease, stroke, diabetes, kidney and certain types of dementia. 64% people between the ages of 40 – 75 in Tower Hamlets have received a NHS Health Check, one of the best in London.
- We scored top marks in cardiovascular disease management nationally and in London, and are the best performing CCG in England for the management of blood pressure and cholesterol in people who have diabetes and coronary heart disease. We are also in the top 10 CCGs for the management of chronic kidney disease and hypertension in England.
- We developed an initiative to improve the quality of inpatient diabetic care at the Royal London Hospital which resulted in significant reductions in medication errors and an increase in patient satisfaction of 54%. This is now being introduced to all wards in the Royal London Hospital.

Our current priorities

- We will continue to work with patients to improve our services and are introducing a ‘Patient Activation Measure’ - a new way to help us understand the skills, abilities and confidence that people with long term conditions have to manage their own health.
- We will commission an epilepsy telephone and email support service for patients and GPs to provide treatment and self-management advice.
- We will look at proposals for a new home oxygen assessment service and will make sure we continue to share our expertise with other specialists to design and deliver the best possible services for patients.

Our priorities for 2014 - 16

1. **We will introduce services which supports people with diabetes and other long term conditions to stay well through education and peer support.**
2. **We will ensure adults using home oxygen are appropriately reviewed and supported in gaining the maximum clinical outcomes from using oxygen.**
3. **We will identify the skills, ability and confidence levels of our patients to help us support them better and ensure services are tailored to their needs.**
4. **We will commission community services which support people to stay out of hospital by providing accessible, high quality care in the community.**
5. **We will introduce clear guidelines for identifying people with liver disease early as possible to prevent deterioration and liver damage.**