

WeCare


**NHS**  
Barts Health  
NHS Trust

## Hello and welcome

**Jen Leonard**  
Director, QI Programme, Barts Health NHS Trust

**Nayna Manyá**  
Director of Improvement and Transformation, NUH

**Dr Ambuj Bhardwaj**  
Senior Improvement Advisor, NUH QI Lead



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### Day plan

|    | Activity  | Time          | Presenter  |
|----|---|---------------|--|
| 1  | Contact person for the day                                |               | Linda Marling (07930 114 212)                                  |
| 2  | Tea   | 10:15 - 10:30 |  |
| 3  | Barts presentation  | 10:30 - 11:15 | Jen Leonard, Nayna Manyá                                       |
| 4  | NUH presentation  | 11:15 - 11:40 | Helen Parker   |
| 5  | Presentation: Patient participation in QI                 | 11:40 - 12:00 | Anna Sandiford and Mbemba Bojang (Patient Participation leads) |
| 6  | Comfort break   | 12:00 - 12:15 |  |
| 7  | Presentation: Well Newham Challenge                       | 12:15 - 12:35 | Ysabella Hawkings & Jason Strelitz (LBN)                       |
| 8  | LUNCH   | 12:40 - 13:40 | Ana Correia  |
| 9  | Welcome back, reflection                                  | 13:40 - 14:00 | Simon Ashton   |
| 10 | Visits - New Build, Pharmacy Robot and Maternity services | 14:00 - 15:30 |  |
| 11 | Feedback, reflection, and Tea                             | 15:30 - 16:00 | Micheal Magbagbeola  |

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### We are a group of five hospitals at the heart of east London

**Newham Hospital**  
A district general hospital with an orthopaedic centre

**Mile End Hospital**  
A community hospital

**St Bartholomew's Hospital**  
Britain's oldest hospital and a specialist heart and cancer centre

**The Royal London Hospital**  
A major trauma centre and home to a dental hospital, children's hospital and the London Air Ambulance

**Whipps Cross Hospital**  
A district general hospital with a specialist eye treatment centre

**Churchill Place**  
Corporate offices located in Canary Wharf and home to much of our administrative functions



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### We are one of the UK's largest health care providers


- We have an annual turnover of £2.2bn
- Over 20,000 staff members
- A patient population of over 2.5 million people
- We treat 6,200 patients every day...
- ...including over 1,500 visitors to accident and emergency
- We deliver 14,000 babies every year...
- ...and see over 1.5 million in outpatients



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### We are proud of our diversity

- Our staff are as diverse as the people we care for
- 60% of colleagues are Black and Minority Ethnic
- Seven major religions are represented across our workforce
- Over 60 different languages spoken across our east London population
- 13% of our employees have a disability and 2.8% identify as LGBTQ+



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### ...and we are proud of the difference we make every day



NEWS  
The doctors bringing A&E to your home

Surgeons at Barts Health perform world's first aneurysm surgery while patient still awake

FGM victims urged to visit new clinic at Whipps Cross

World-first surgery saves boy with rare condition affecting just 35 people in the world

New clinic news  
need of dental care

celebrating 300 years of healthcare in the heart of London

There aren't enough ways to save lives... outstanding care they provide

First heart patients diagnosed using new fibre optic technology

NHS Trust to trial world's first high blood pressure injection

2,000 lives saved and 621 deaths...

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### ...and we are proud of the difference we make every day

*"A day after my procedure, we took our grandson for a stroll in his pram. I was pushing and we went a good 2-3 miles, up some slopes and down others, no pains, no aches, just like 10 years ago. Simply wonderful. I can't thank you and your team enough for repairing my heart so professionally and well, and doing it all while giving me a confident feeling and peace of mind."*

St Bartholomew's Hospital patient

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### We are guided by our WeCare values

- Our WeCare values shape everything that we do
- They are visible in every interaction we have with each other, our patients, their families and our partners
- WeCare about everything from the appointment letters our patients receive, to the state of our facilities when they walk through the door

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### We want to be an "anchor institution" in east London

- Purchasing local good and services
- Using buildings and spaces to support our communities
- Widening access to good quality employment
- Working more closely with local partners
- Reducing our environmental impact through our Green Plan

Project Search interns at Whipps Cross Hospital

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### We have come a long way since 2015

| Year                   | 2015 Barts Health NHS Trust CQC ratings |         |           |             |         |            | 2019 Barts Health NHS Trust CQC ratings |           |             |         |  |  |
|------------------------|---|---------|-----------|-------------|---------|------------|---|-----------|-------------|---------|--|--|
|                        | Specialist                              | General | Community | Residential | Overall | Specialist | General                                 | Community | Residential | Overall |  |  |
| Westend                | Good                                    | Good    | Good      | Good        | Good    | Good       | Good                                    | Good      | Good        | Good    |  |  |
| The Royal London       | Good                                    | Good    | Good      | Good        | Good    | Good       | Good                                    | Good      | Good        | Good    |  |  |
| St Bartholomew's       | Good                                    | Good    | Good      | Good        | Good    | Good       | Good                                    | Good      | Good        | Good    |  |  |
| Whipps Cross           | Good                                    | Good    | Good      | Good        | Good    | Good       | Good                                    | Good      | Good        | Good    |  |  |
| Barts Health NHS Trust | Good                                    | Good    | Good      | Good        | Good    | Good       | Good                                    | Good      | Good        | Good    |  |  |

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### But Covid hit us hard

- Like the rest of the world, we navigated an unprecedented pandemic
- Our east London population was hit particularly hard
- During the first wave, Newham had the highest age-standardised mortality rate in England and Wales, at 144.3 deaths per 100,000, compared with 25 in some wealthier areas
- Covid ushered in a new era of mutual aid, partnership working, and innovation driven by ground-breaking research
- In a matter of weeks, we set up the NHS Nightingale Hospital London in the ExCel arena, and over the course of the pandemic we vaccinated thousands of local residents
- Though its legacy in our hospitals is a backlog of operations and staff shortages

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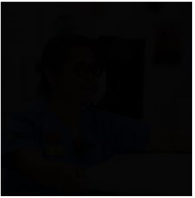
### There are challenges facing our communities...

- North east London as a whole will expand by 15% over the next 15 years, equivalent to a new borough
- The proportion of people aged 65+ is projected to rise from 8.5% in 2021 to 9.7% by 2026
- Our local population is incredibly mobile and transient
- Many face high levels of deprivation and job insecurity, vast income inequality and housing discrimination
- Social isolation and loneliness are commonplace
- Black Africans, African Caribbeans and South Asians are at greater risk of developing circulatory diseases
- Rates of smoking are higher than the UK average

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### ...and our staff too

- Three quarters of our staff say patient care is our top priority
- 65% of colleagues would be happy with their family receiving our standards of care...
- ...and 62% would recommend the organisation as a place to work
- Less than half of staff say they have adequate materials, supplies or equipment to do their job...
- ...and only one in three people believe the organisation has enough staff to do our jobs properly
- In the last year, 17% of BAME staff experienced discrimination at work from a colleague



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### Our approach

Our Vision: To be a high performing group of NHS hospitals, recognised for excellence and innovation, and providing safe and compassionate care to our patients in east London and beyond.

Why we're here: our vision and values

What we do: our priorities and objectives

- Our people culture:** Promoting an outstanding, inclusive place to work\*
- Our patients CARE:** Providing excellent and equitable health and care
- Our partnerships collaboration:** Working together with our local communities

How we do it: our commitments and approach

- Our people culture:**
  - Creating a fair and just culture
  - Supporting the wellbeing of our people
  - Working differently to transform care
  - Ensuring a permanent, stable workforce
- Our patients CARE:**
  - Increasing performance and productivity
  - Transforming services through innovation
  - Empowering equity, quality and standards
  - Preventing health in our population
- Our partnerships collaboration:**
  - Acting as an effective hospital group
  - Cooperating across north east London
  - Contributing as an anchor institution
  - Preparing long term projects\*

Using our values through our everyday behaviours: **WeBelong, WeImprove and WeLead**

Supported by: **Our values and behaviours, digital, legal, technology and customer communications**

90 YEARS 1123-2023

Our values and behaviours, digital, legal, technology and customer communications

Our values and behaviours, digital, legal, technology and customer communications

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### WeBelong

- Eradicate racism and all forms of discrimination and inequality
- Embed inclusivity and equity in everything we do
- Create an compassionate and inclusive leadership community
- Address the wider determinants of health

### WeImprove

- Embed a culture of continuous improvement
- Use quality improvement to address the biggest challenges
- Improve outcomes for all our patients and the experiences of our staff

### WeLead

- Improve leadership recruitment and selection
- Protect leadership health and wellbeing
- Develop performance expectations
- Promote talent and career management

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### It's time to test your knowledge

1. How many hospitals are in the Barts Health group?
2. How many languages are spoken across our east London boroughs?
3. What WeCare value is represented by the letter 'A'?
4. How many patients do we treat every day?
5. How many babies do we delivery at our hospitals each year?

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### How did you do?

- How many hospitals are in the Barts Health group?  
**Five**
- How many languages are spoken across our east London boroughs?  
**60**
- What WeCare value is represented by the letter 'A'?  
**Accountable**
- How many patients do we treat every day?  
**6,200**
- How many babies do we delivery at our hospitals each year?  
**14,000**

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## WelImprove at Barts Health NHS Trust

"The way we do things around here"

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### Roadmap for WelImprove

**Model for Improvement**  
 What are we trying to accomplish?  
 How will we know that a change is an improvement?  
 What change can we make that will result in improvement?

Act Plan Study Do

Measurement and data, project management and psychology of change

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### Our WelImprove Journey

- IHI Initial Diagnostic Dec '18
- Leading for Change workshops with IHI/BH top team (Mar '19)
- Launch of First Steps in QI (Feb '20) and virtual Aug '20
- Improvement Science in Action (wave 1) June '19
- Launched 2 Collaboratives (2019)
- Development of QI capability framework and dosing model (Oct 21)
- First 30 leaders commence Leading for Improvement Programme (Nov 21)
- Measurement for Improvement training commenced (Nov 21)
- Launched our e-learning offer (Nov 22)
- Improvement in Action commences (Sept 22)
- WelImprove Awards (March 23)
- Improvement Coach Programme taught by BH (May-July 23)
- Community of Practice launch ( )

Delivery through projects and programmes

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### Key elements of our QI system

- Alignment of approaches across NIEL
- Proactively engage and embed patient and community partners in improvement
- Utilisation of data to identify risk, decision making, & appropriate action
- Embedded in Trust processes – recruitment, business planning, CIP
- Use of data for improvement
- Assurance processes & responses to challenges in delivery

- Leadership for improvement
  - Distributive leadership
  - Promote a values based culture
  - Model QI behaviours & hold ourselves to account
- Communicate to motivate
  - Learning organisation
  - Telling stories of QI journeys
  - Celebration of achievements across the Group & sites
  - Visual management
- Single improvement methodology
  - Relentless focus and consistency of use
  - Transparency of approach & rigour of supporting evidence
  - Shared language of improvement
- Build QI capability & capacity
  - Develop internal capability to learn, teach & practice QI tools
  - Responsive to different learning styles and needs
- Build local evidence
  - Develop internal capability to learn, teach & practice QI tools
  - Responsive to different learning styles and needs
- Embed QI through all parts of the system
- Develop QI infrastructure
- Engage wider system partners & leaders

• Active projects demonstrating results

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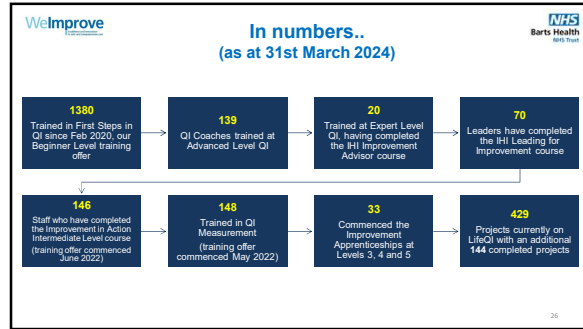
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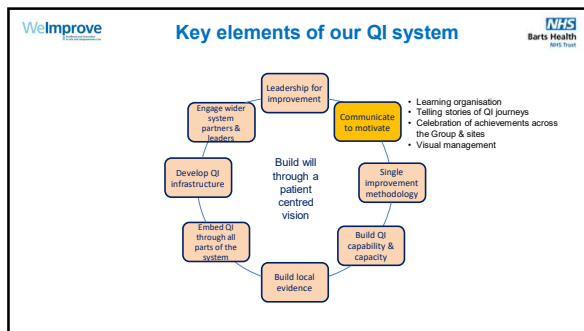
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Let's hear from some of those who have been engaged...

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**The WelImprove Awards**

- Celebrate the achievements of teams across BH in applying QI methodology to make improvements
- Identify projects for wider sharing and potential implementation
- Inspire participants and wider BH communities to be involved in WelImprove
- Spread the word about WelImprove and achievements so far

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**WelImprove Awards**

Shane Degaris @shaned... - 10/03/2023

What a fantastic event - congratulations to all of our winners, and for all nominated teams! @WelImproveBH @NHSBartsHealth @JenLeonard6 @chrisjgordon1 @S\_AshtonNHS

So pleased to receive an award on behalf of those involved in the journey of improving Imaging services across @NHSBartsHealth and North East London. Such an inspiring afternoon @WelImproveBH

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**Welmprove** **NHS**  
Barts Health  
NHS Trust

## Looking ahead..

- Build on our foundations
- Embed a quality management system across the organisation
- Strengthen the supporting infrastructure
- Develop stronger links with community partners and our patients
- Welmprove Awards 2024...

**Thank you – any questions?**

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# Newham University Hospital

Dr Helen Parker  
Deputy Medical Director

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## Our people

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## The population we serve is incredibly diverse

**Socioeconomic groups and deprivation**

- 20% of 16-65 year olds on universal credit
- 76% adults economically active
- 6% adults with no formal qualification
- 49% children living in low income households
- 24.5% of residents earn below the Living Wage
- 48.3 households in temporary accommodation per 1,000

**Protected characteristics**

- 35% Christian | 35% Muslim
- 38% of population under 30
- 65% speak English
- 31% White | 17.5% Black | 14.2% Asian | 5% Mixed

**Population health**

- 10% adults have depression and anxiety
- Life expectancy: 80 (male); 83 (female)
- 61% adults are overweight/obese

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## Newham's Population – Socio-economic challenges

Newham has a range of long-standing and systemic socio-economic challenges that significantly impact on its populations health and well being and which therefore present Newham Hospital with a very particular range of health challenges. These include:

**Socio-economic challenges and outcomes**

- Fast Poverty**  
Newham is reported as having the highest fast poverty rates in England. 20,000 households in Newham are unable to afford to heat and fuel their homes properly without being in poverty.
- Disadvantaged**  
Newham has the highest rate of disadvantage in London.
- Deprivation**  
Newham is the most deprived borough in London.
- Air Quality**  
7% of all residents in Newham live in the most deprived areas in London.

**Health Inequalities, impacts**

- Healthy Life Expectancy**  
Newham is substantially lower than London and England.
- Long term Mental Health problems**  
Newham has the 2nd highest rate in London.
- Emergency Admissions**  
Newham residents had the 4th highest rate in London.
- High team Violence level**  
Newham has the highest rate in London.

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## Newham's Population – Socio-economic challenges

Newham's population is larger and growing faster than other boroughs in NE London and has a comparatively small hospital to cope with the demands placed on it by this population

**Socio-economic challenges**

- Housing**  
Almost 60% of Newham residents rent their property in London.
- Lack of job opportunity**  
Unemployment in Newham is higher when compared to London.
- Social isolation & loneliness**  
100,000 lonely people have health issues for residents in Newham.
- Housing & Homelessness**  
100,000 lonely people have health issues for residents in Newham.

**Health Inequalities, impacts and outcomes**

- Top health causes for death in Newham**  
These are the three most common causes of death in Newham.
- Cancer screening in Newham**  
Screening uptake is only 45%.
- Childhood Immunisation**  
Newham is lower than London average.
- Early death in Newham**  
The mortality rate in Newham is significantly higher than London, and has been rising since 2010.

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### Our staff reflect this diversity

Based at the heart of the local community and with an incredibly diverse workforce of nearly 2,500 colleagues, Newham Hospital serves and cares for one of the most diverse populations in England.

Below is a summary of who we are in relation to age, ethnicity, gender and religion.

**Our staff**

| Ethnicity                      | %     |
|--------------------------------|-------|
| Black African                  | 18.9% |
| Black Caribbean                | 4.1%  |
| Black Other                    | 6.3%  |
| South Asian                    | 22.9% |
| Indian, Pakistani, Bangladeshi | 7.8%  |
| Chinese, Filipino, Malaysian   | 5.6%  |
| Asian Other                    | 4.1%  |
| Mixed                          | 4.1%  |
| White British                  | 13.9% |
| White Other                    | 8.8%  |
| Other                          | 2.9%  |
| Not stated                     | 3.7%  |

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### Everyday their about a COVID death in the UK's worst-affected area

Serving our diverse population during Covid was a big challenge

The borough's rate - 144.3 deaths per 100,000 people - is closely followed by Brent in north London (141.5), and Newham's neighbour Hackney (127.4), according to figures published by the Office for National Statistics. The data confirms what Islam has suspected all along: **people living in the poorest parts of the country are dying from Covid-19 at a much higher rate than those in the richest.**

**Government has led the London borough of Newham, one of the UK's most deprived areas, to face the toughest challenge in Coronavirus: Save lives**  
1 May 2020

**K**amal Khan has seen more than his fair share of death. Over the last few weeks, he and his team at the Newham Health Centre have seen more than their fair share of death. One by one, they have seen people die. Some were young, some were old, some were healthy, some were not. But they were all dying. And they were all dying in the same place: the Newham Health Centre. The borough's rate - 144.3 deaths per 100,000 people - is closely followed by Brent in north London (141.5), and Newham's neighbour Hackney (127.4), according to figures published by the Office for National Statistics. The data confirms what Islam has suspected all along: people living in the poorest parts of the country are dying from Covid-19 at a much higher rate than those in the richest.

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**Our services**

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### We offer a range of services to our community

**Newham Hospital** provides all the services expected of a busy district hospital including emergency care, surgery, children's health, women's health, maternity services, specialist medicine, long-term care and diagnostics, alongside innovative facilities such as its orthopaedic centre. We also have a dedicated stroke unit and clinical support services including therapies and imaging.

We see one aver 500 patients in our **Accident and Emergency (A&E) department** every day and have one of the largest maternity units in the UK with over 5,000 births each year. Our state-of-the-art Rainbow Centre is fully geared up to meet the needs of our young patients and their families in a child-friendly environment and we are dementia friendly across the whole hospital.

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### We're improving services for our patients

Newham Hospital is home to the **Gateway Surgical Centre** - a state-of-the-art stand-alone facility run by Barts Health for our patients. The Centre boasts some of the most innovative and modern diagnostic and surgical facilities available anywhere in the world, with doctors and nurses who are highly skilled, experienced and caring.

In 2023, the centre was **officially rated among the best in the country** for high clinical standards of care and fast access for patients, joining a select group of elective surgical hubs accredited by NHS England.

In 2024, we will be opening a new modular unit at the hospital. It will be home to a 26-bed general ward and a 12-bed, purpose built intensive care unit, which will be among the best in London.

The hospital has recently had a new CT scanner come online and later in 2024 an additional MRI and pharmacy robot will also be in use.

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### Patient participation in QI

Anna Sandford and Mbemba Bojang  
(Patient Participation leads)

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**People Participation in Quality Improvement**

**A vehicle for change, Patient experience and safety**



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**Our approach to People Participation**

**Proactive rather than reactive!**

*"Putting engagement and participation at the heart of improving care and experience"*

Patient and Community Experience, Engagement and Participation Strategy 2022-2025

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**If it's not meaningful, is it even participation?**



**CO-PRODUCTION**  
"We develop, design and deliver services together, both leading our service"


**PARTICIPATION**  
"We develop ideas and make decisions together"

**CONSULTATION**  
"You ask us for our input and ideas - we inform but you decide"


**INFORMATION**  
"You tell us what you are doing or have decided, decisions are made before we are involved"

**NO ENGAGEMENT**  
"You and I are not speaking, I am not sure if others and I have to work - we are unable to share our expertise"

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**Remember...**




There is nothing to gain by minimising problems

Patients are already aware that there are issues; we can't solve these without their help


Patients will not be disadvantaged by trying to help. By better understanding the service, they will be able to benefit more from what is offered

Working together can only improve relationships and mutual respect

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**The impact....**




Evidence shows that QI projects with service user involvement are four times more likely to produce sustained improvements than those without.

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**Quality improvement**



Capacity building

Big I, little I

Working in partnership with QI team

Equity of engagement

QI support, psychologically safe environment

Appreciation of the system

Co-Production and lived experience learning

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**Where we are**

| People participation examples   | Quality improvement   |
|---|---|
| <ul style="list-style-type: none"> <li>NH Working Together Group (monthly)</li> <li>10, 15 steps Challenges so far (walkarounds with patients, services as seen)</li> <li>Quarterly World Café events, three so far</li> <li>Service users as core members on key committees (Patient Experience and Engagement, End of Life Care Committee, Imaging improvement, Leaflet Consultation Panel)</li> <li>Community partner engagement events (Hospital and outreach)</li> <li>Deep dives – Orthopaedics, Emergency department projects</li> <li>Health Equity steering group</li> <li>ENT partners, Alcohol Liaison Nurse fund bid</li> </ul> | <ul style="list-style-type: none"> <li>PPLs both trained QI Coaches</li> <li>Service users trained in QI alongside staff members</li> <li>QI Project Charter have dedicated section for PP. (Aim &gt;50% to have PP)</li> <li>Examples of new QI projects with service user involvement                             <ul style="list-style-type: none"> <li>Bilingual and Interpretation Advocacy QI Project</li> <li>OPD clinic Transport Patient QI project</li> <li>Miscarriage Peer Support Project</li> </ul> </li> </ul> |

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**Working Together Group**

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**World Café as a forum for brainstorming and idea generation.**

- Spread of representation
- Feeds into many aspects of improvement and engagement
- Held quarterly

Co-designed and co-facilitated by Working Together Group members

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**Newham hospital as an Anchor institution to initiate, support and sustain whole systems improvement at scale**

**COMMUNITY**

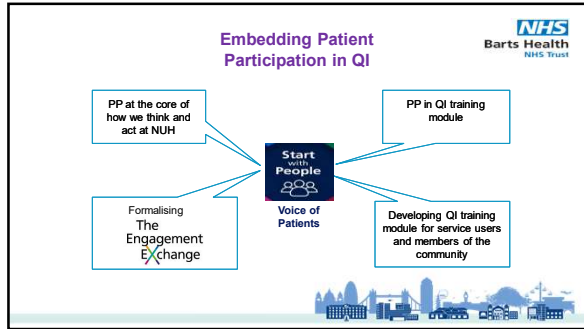
Reaching out to seldom listened to communities in a diverse borough

**INTERACT** **CARE**

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**What's next?**

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NHS Barts Health NHS Trust

Mbemba Bojang:  
People Participation Lead

Anna Sandiford:  
People Participation Lead

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NHS Barts Health NHS Trust

## Well Newham Challenge

Ysabella Hawkings  
Public Health Principal – Well Newham, Health Promotion (inc Health Literacy & Comm), and Health Protection

Jason Strelitz  
Director of Public Health – London Borough of Newham (LBN)

Ana Correia  
Diabetes Specialist Dietitian, NUH

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# Well Newham Challenge

NHS Newham London

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## NEWHAM CONTEXT

NHS Newham London

- Median age of 32 years – one of the youngest local authorities in the country. However, the borough is projected to have the largest increase in the older population in North East London
- Newham has an IMD score of 29.6 (compared to 21.8 for London and 21.7 for England).
- 6 in 10 respondents to the Newham Residents Survey report being in good health.
- Approximately 28% of residents report feeling lonely often, some of the time, or all of the time
- Approximately 1 in 4 Newham residents have at least one long term condition. The population with at least one long term condition has increased by 38% since 2017.
- 5 most common LTCs: Hypertension, Obesity, Diabetes, Depression, Asthma

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## WELL NEWHAM CHALLENGE

NHS Newham London

The Well Newham Challenge enables and supports Newham Hospital staff to pilot new initiatives that target the social determinants of health to improve the health outcomes and experiences for Newham residents.

- Initiatives are identified, designed, and implemented by staff
- Staff are encouraged to use their knowledge and understanding of patient experiences / circumstances to develop initiatives
- Projects receive support for up to 12 months from the Newham Hospital quality improvement team and the Council's Public Health team and up to £5,000 funding

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## PURPOSE & PRINCIPLES

### Purpose

- Improve outcomes and experience for patients, rooted in the social determinants of their health and wellbeing
- Develop a positive, empowering and supportive culture of collaboration and innovation
- Have a positive effect on staff mental health and wellbeing
- Gather learning and insights
- Embed public health approaches within the hospital

### Principles

- Simplicity – integrated into existing work, one idea that can make a difference
- Supported
- Low barrier to involvement – all staff able to propose projects
- Positive, exciting, and collaborative experience
- Connected to work happening at place by the improvement team, public health team, and others




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## WHAT IS REQUIRED?

The programme is looking for innovative ideas so there is a lot of flexibility. However the key criteria that idea submissions should meet are:

- Ideas must address social factors that impact health and wellbeing through a **new** evidence-based project that is not currently happening at the hospital
- Projects should primarily target Newham Hospital patients or Newham residents
- At least one project lead must be based at Newham Hospital for the duration of the project (approx. 12 months)
- Submissions must have a sponsor from senior leadership within their team / department
- The project aim must be achievable within 12 months



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## PROJECTS

### Cohort 1

- Peer support programme for pregnant people with gestational diabetes
- Screening for social need in cardiology
- Co-developing Bangladeshi carb swap menu for Diabetics
- Co-developing translated bowel cancer screening flyers
- Translating outpatient pharmacy labels

### Cohort 2


- Trauma informed approach in emergency department high intensity user programme
- Miscarriage support group providing counselling and peer support



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## COHORT 1 UPDATES

| Project  | Outcomes / Progress  |
|--|--|
| Gestational Diabetes Peer Support Programme in partnership with Social Action for Health | Programme ran for 3 months including training peer supporters. Provided support in English, Urdu, and Bengali. Provided diet advice and exercise sessions. Participants reported improved confidence in managing their diabetes and improved understanding of healthy foods and effects of stress on blood sugar control. Identifying funding for 12m pilot. |
| Screening for Social Prescribing in Cardiology   | Piloted survey to identify patients with social prescribing need. 45% of patients registered, and 50% of this group responded. 56% of respondents were flagged for concern about social deprivation and 68% reported financial distress or hardship. Have obtained funding to recruit a full-time social prescriber.   |
| Diabetes Carb Swap Menu  | Created a culturally appropriate booklet in partnership with the community. Participants have responded positively and improved their diabetes blood sugar control. Final version being reviewed and approved by Trust publications board.   |
| Bowel Cancer Flyer   | Created a flyer promoting bowel cancer screening in Urdu, Bengali, and Sylheti. Final version being reviewed and approved by Trust publications board.   |
| Translated Pharmacy Labels   | 3 month pilot underway after long process to get IT and IG approval. Being tested with outpatients and inpatients being discharged.  |



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## Bangladeshi Carbohydrate Reference List A Practical Way to Count Carbohydrates

**Ana Corrales**

**Aim Statement:** To improve patient experience and glycaemic control, initially focusing on British-Bangladeshi patients by June 2023. This will be achieved by co-designing culture-specific dietary advice.

### Rationale:

All patients with diabetes should have the opportunity to access information that is tailored to their cultural background. In Newham, 60% of new cases of diabetes are in the Asian population, with the highest risk of type 2 diabetes in those of Bangladeshi origin.

### Plans for next phase of project:

- Approval by the Trusts Comms design team to ensure leaflet meets the Trusts standards and advise if any changes re branding, logos etc are needed
- sign off at Patient Information Reference Group

### Summary of achievements


- Developed a culturally appropriate reference list
- Engaged with the community through focus groups and co-design sessions
- Obtained funding for a full-time social prescriber
- Developed a peer support programme for pregnant women with gestational diabetes
- Co-developed a carb swap menu for diabetics
- Co-developed translated bowel cancer screening flyers
- Translated outpatient pharmacy labels

### Challenges we faced:

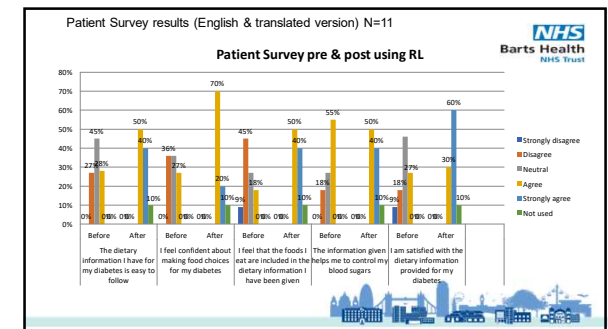
- Non-English speakers
- Strikes/ clinic cancellations
- Difficulties in collecting patient feedback
- Large time commitment

### Lessons learnt:

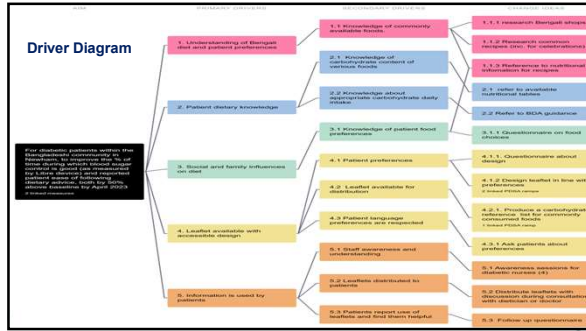
- Multiple steps required to identify a problem
- Importance of patient experience
- Cultural barriers to access information



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### Initial draft

| Item                      | Portion size    | Calories      | Carbohydrate |
|---------------------------|-----------------|---------------|--------------|
|                           | weight in grams | g per portion | per 100g     |
| <b>Rice</b>               |                 |               |              |
| Basmati (well drained)    | 1 portion       | 117 kcal      | 23g          |
| Jowar                     | 1 portion       | 78g           | 39g          |
| Dalia                     | 1 portion       | 78g           | 39g          |
| <b>Vegetables</b>         |                 |               |              |
| Broccoli                  | 1 portion       | 25g           | —            |
| Carrot                    | 1 portion       | 42.7g         | —            |
| Spinach                   | 1 portion       | 73g           | 14g          |
| Red Chilli (medium sized) | 1/2             | 28.7g         | 28.7%        |
| Leafy Green               | 1 portion       | 100g          | 2%           |
| Leek                      | 1 portion       | 100g          | 3%           |
| Peas                      | 1 portion       | 2.4g          | 1%           |
| Chickpeas                 | 1 portion       | 121g          | 18.1%        |
| String Beans              | 1 portion       | 90g           | 8.1%         |
| Spaghetti                 | 1 portion       | 70g           | 10%          |
| <b>Beans</b>              |                 |               |              |
| Red Kidney Beans (dried)  | 1/2             | 100g          | 14.2g        |
| Black Beans               | 1 portion       | 100g          | 27.3g        |
| Green Beans               | 1 portion       | 100g          | 17g          |
| Chickpeas                 | 1 portion       | 100g          | 21.1g        |
| Peas                      | 1 portion       | 100g          | 4%           |
| Beans (with sprouts)      | 1 portion       | 100g          | 25g          |
| <b>Spices</b>             |                 |               |              |
| Mustard                   | 1 portion       | 10g           | 0.2g         |
| Coriander                 | 1 portion       | 10g           | 0.2g         |
| Mustard Seed              | 1 portion       | 10g           | 0.2g         |
| Mustard Oil               | 1 portion       | 10g           | 0.2g         |
| Mustard Paste             | 1 portion       | 10g           | 0.2g         |
| Mustard Powder            | 1 portion       | 10g           | 0.2g         |
| Mustard Paste             | 1 portion       | 10g           | 0.2g         |
| Mustard Paste             | 1 portion       | 10g           | 0.2g         |

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### Currently

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Lunch 12:40 - 13:40

Please feel free to glance through the improvement initiatives displayed in the room

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WeCare

## Welcome back, reflections


Simon Ashton  
CEO, NUH

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WeCare

## Visits


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1. **Pharmacy:** A new Pharmacy dispensing robot has been installed recently. This will help us improve safety in terms of selection errors and better management of stock control and faster supply of critical medications and discharges.

2. **New build:** 2 wards and a 14 bedded Intensive Care Unit. These will allow us to provide quality care to our patients, and a far nicer environment for staff to work improving their morale.

3. **Maternity Services:** hear from the Multi-Disciplinary Team about our maternity safety programme, and its impact on patient experience



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# Welcome back, feedback and reflections

Micheal Magbagbeola  
Director of People – Newham NLH



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