

The Five Year Forward Plan

In December 2018, I as the Co-ordinator of Femme Protects Life programme gave your concerns to the Prime Minister, (MP) Theresa May which outlined the concerns that you had about your health, how to reach assistance in a crisis and how to improve the service for patients who are affected by symptoms relating to the Sonic Crisis.

This review includes some suggestions given because of your concerns and includes how they will be implemented by the NHS from January 2019.

The Plan includes:

- An integrated Care Plan which includes, general practice, cancer, mental health, psychological services and maternity services
- The aim is to reduce health inequalities, prevention and improve the health of the population through social care and prevention strategies.
- There will be better access to primary care for patients in local boroughs across London.
- There will be better access to GPs. GP consultations will be easier to access online and by telephone.
- There is a strong focus on child healthcare and improving mental and physical healthcare.
- There will be better therapeutic services for in-patients.
- There will be mental health and psychological support offered in schools for children and young people. There will be a specialised team.
- Mental and psychological healthcare will be better integrated.

Crisis Response

There will be a fully 'integrated community-based healthcare' service for patients with symptoms.

- The service will offer a Crisis Response Service for patients across London through multi-disciplinary teams. Teams will include nurses, G.Ps, pharmacists and district nurses in addition to other healthcare practitioners at hospitals and in primary care.
- The healthcare plan should be inclusive, collaborative and have compassion for patients. These should be the cultural values.
- There will be a Clinical Assessment Service (CAS) as part of the NHS 111 in 2019/20
- The Crisis Response Service will offer a single point of access through primary care, accessible 24/7 with an immediate response through NHS 111, the ambulance and A & E.
- There will be Urgent Treatment Centres (UTCs) by 2020. Urgent treatment can be outside of hospitals for easier access. UTCs will be accessible through a GP with easy to book appointment with NHS 111.
- Telephone advice will be offered on the telephone so that visiting A & E at hospitals is not essential.
- There will be an emphasis on same day emergency care (SDEC) so that patients are treated urgently in a crisis.
- There will be more support for patients in care homes, better access to general practice and crisis response services

Patients & Carers (Peer-to-Peer Care)

Both patients and carers have a 'shared responsibility health'. It also includes peer to peer care which is person-centred and relevant to social care.

- Healthcare will be person-centred
- Younger carers (peers) will be supported by adult carers. Carers will be identified and included in a patient's care. It is an improved approach to supporting young carers across the country.
- There will be a better integration of healthcare and social care.
- The aim is to improve how patients interact with improving their own healthcare. They will be able to make more informed choices about their healthcare by using a range of services available locally and nationally.

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I would like to thank MP Sir David Cameron, MP Prime Minister Theresa May, MP Jeremy Hunt and those who have assisted.

Femme Protects Life was a campaign to improve the health and safety of patients and victims of the Sonic Crisis in 2018 in the United Kingdom.

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