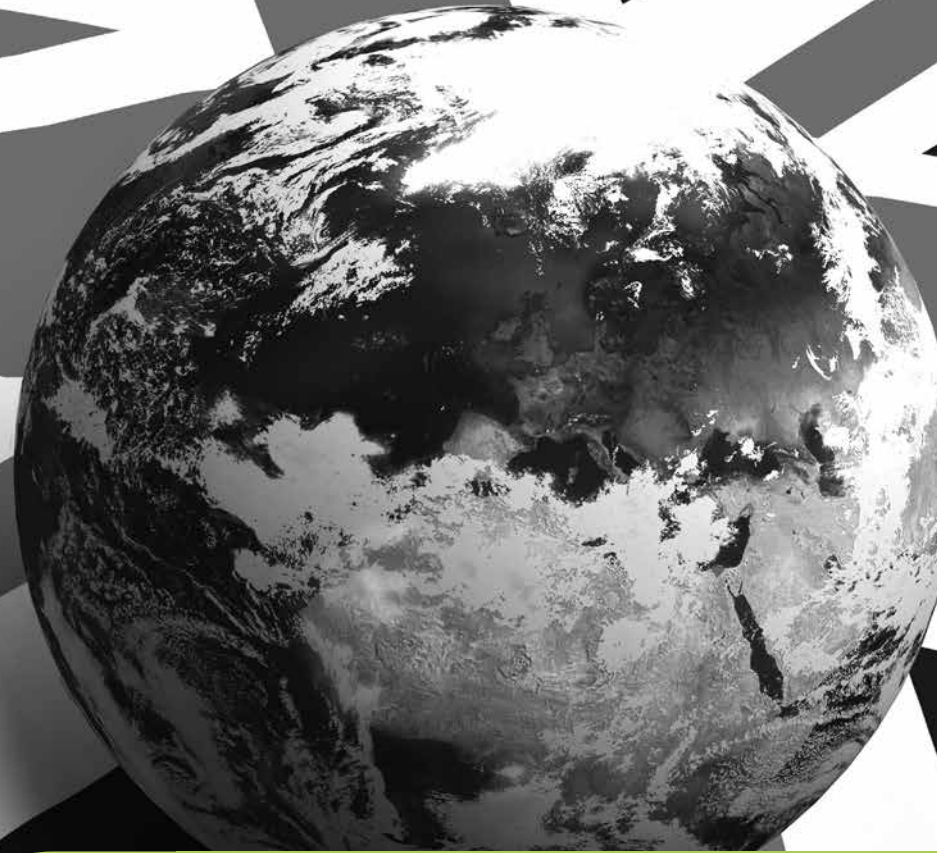


International

Central and North West London **NHS**
NHS Foundation Trust



Specialists in community based
physical and mental healthcare



Wellbeing for life

London | Milton Keynes | Kent | Surrey | Hampshire



**Central and North West London
NHS Foundation Trust (CNWL) is
a member of the world-renowned
NHS family.**

Key facts

6,500

staff across a range of disciplines

292,783

patients cared for in 2014-15

47,325

community mental health patients

3,586

mental health inpatients

147,621

community physical health patients

1,035

physical health inpatients

100+

first languages spoken in the Trust's catchment area

Annual turnover of

£451 million



CNWL is one of the largest NHS trusts in the UK, caring for people with a wide range of physical and mental health needs. We have approximately 6,500 staff across a wide range of disciplines (including doctors, nurses, social workers, and pharmacists) who provide healthcare to a third of London's population and across the South of England. We provide more than 300 different health services across 150 sites and in many more community settings.

The Trust has grown significantly since it was first established, regularly acquiring new services and whole organisations. During this exciting period we have gained considerable experience of taking on major new challenges in diverse market places.

CNWL is recognised locally, nationally and internationally for providing high quality, innovative healthcare. We aim to employ only the best people, and CNWL experts have been called upon to contribute to national and international health strategy and policy (with many models of our care being adapted for use in other countries).

Whether the Trust is providing services to patients in the UK or to customers overseas, providing high quality services that meet the particular needs of those who use them is our number one priority. We engage with local people to really understand the local context and actively involve them in ways that make a real difference to the services they receive.



Our services at home

CNWL is one of the largest NHS trusts in the UK to bring together both physical and mental healthcare services, positioning us well to develop creative and innovative models of care.

Mental health and allied specialties

.....
Hospital and crisis services
.....

Addictions and substance misuse
.....

Community care
.....

Eating disorders
.....

Learning disabilities
.....

Offender care
.....

Older people and healthy ageing
.....

Psychological medicine
.....

Health Psychology
.....

Long term rehabilitation

Community physical health services

.....
Adult community nursing
.....

Diabetes services
.....

Heart failure
.....

Stroke and neurological services
.....

Children's health visiting
.....

Community paediatrics
.....

Palliative care
.....

Specialist nursing
.....

Urgent care services

Sexual health services

.....
Family planning
.....

HIV services
.....

Sexually transmitted infections and HIV testing

Corporate services

.....
Training and development
.....

Clinical governance
.....

Research and development
.....

Corporate governance
.....

Estates management
.....

Finance
.....

Human resources
.....

Information technology
.....

Project and quality management

Delivering high quality services

Patients are at the heart of everything the Trust does. We are committed to providing the highest quality, safe and effective care whether it is in a hospital setting, in a community clinic or in the patient's own home.

There are a number of external ways of assuring the quality of both our organisation and the services we provide, including regulatory compliance with Monitor, the UK's regulator for foundation trusts, and the Care Quality Commission (CQC).

But the best judge of the quality of our services is our patients and here is what some of them had to say in the most recent patient survey results:

98% of patients reported that they were treated with dignity and respect

95% of patients told us they would be 'likely' or 'extremely likely' to recommend CNWL services to their family and friends

How CNWL can help: The support process

CNWL combines nearly 70 years of NHS clinical knowledge, expertise, and a deep understanding of healthcare with the practical hands-on experience of successfully delivering services in a wide variety of markets.

Consultancy and Government level policy development services

We understand that there are many challenges faced by our partners around the world, and while many of the underlying themes may be similar, all our clients require and deserve solutions tailored to meet their individual needs.

That is why the start of our process of working with you is to understand and review the situation from your point of view. This enables us to provide a specific programme that will meet and exceed your requirements.

We can review policy at a strategic level across a whole healthcare system, or in more specifically targeted areas. We analyse, identify, design, and implement practical solutions in a range of areas such as infrastructure and buildings, clinical models, workforce, leadership skills, monitoring, governance and IT.

On the clinical side our models of care span the whole pathway from prevention, through acute hospital settings, to mental and community services, and include specialist areas such as addictions and HIV.

Once the analysis and planning is completed, we will continue to work closely with you through the design and implementation phase to ensure that between us we can 'make it happen' on the ground. Our unique level of oversight and practical support ensures that the delivery phase, often the most difficult area, can be successfully achieved.

Embedded in the whole process is a system of continual review and evaluation to ensure changes are both sustainable at a local level and up-to-date with the latest developments.

Whatever approach we need to take, we aim to ensure you can deliver the highest quality care possible in the most cost effective manner.

Training and developing solutions for a sustainable workforce

One of the key areas to help implement the changes identified is in the training and development of your staff – your teams need to be provided with the right skill mix to run your high quality services.

CNWL are a lead provider of education and offer accredited undergraduate and postgraduate medical training in a wide range of specialities (including psychiatry, sexual health, paediatrics and care of the elderly) in conjunction with Imperial College, and this can be delivered directly or as part of a 'train the trainer' programme.

We can also offer tailored training packages for both clinical and management teams, using the most appropriate training platforms for you.

You can choose to have training which is:

- An extensive range of training for nurses, doctors, psychiatrists, psychologists and other healthcare support staff which can either be delivered locally or in the UK.
- Delivered in the UK with an option of onsite observation and mentoring.
- Training which is delivered in your country.
- E-learning or distance learning on a select range of topics.

Our services internationally

CNWL engages with many organisations around the world (including the UN and WHO), and areas ranging from the Middle East (UAE, Kuwait), Africa (where we have a permanent link with Tanzania), and Asia (including China and India).

CNWL also has a long history of working with staff and students from overseas, for whom English is not the primary language. In our home market we operate in a culturally diverse population (with over 100 different first languages being spoken), and to support this we developed an in-house interpreting service. We are well placed to meet not only language requirements but also to understand different cultural issues.

A few examples of our international work are listed below which demonstrate the scope and breadth of our engagement with overseas customers:

China

We run training and clinical observation programmes for senior doctors and nurses ranging from two weeks to three months, and engage in policy development work covering integrated health and social care with various partners across the country.

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India

We are engaged in scoping work as part of the wider Indo-UK Medi-City collaboration to set up 11 healthcare and education sites across in India, and have specifically advised on addictions services in Punjab as part of the project.

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Sri Lanka

Our learning disability service has worked with mental health services in Sri Lanka to develop a training programme for doctors. The country's 25 years of conflict and the 2004 Indian Ocean tsunami, have led to serious, widespread mental health issues, including some of the highest suicide rates in the world. It is anticipated that the doctors trained will be inspired to pass on their knowledge to other healthcare professionals at other institutions.

Africa (Tanzania Link programme)

In 2010, CNWL established a link with Mirembe Hospital and Nursing School in Dodoma, Tanzania. The link is a mental health partnership which encourages two way learning, supports capacity building and enhances professional development in both organisations. Priorities and improvements for the link have included:

- Therapeutic management of violence and aggression and breakaway training
- IT development
- Support for the opening of a new substance misuse centre at the hospital
- Developing occupational therapy.



Work with other international organisations

A number of staff from CNWL have worked with the United Nations Office on Drugs and Crime (UNODC) and the World Health Organisation (WHO). Projects include:

- Relapse prevention training both on the methadone treatment programmes and prison services in Mauritius.
- Psychological intervention training and the setting up of a methadone maintenance programme (MMP).
- A two-year masters training programme with over 10 African countries and South East Asian countries such as Vietnam.
- Capacity building development programmes for countries such as Seychelles, Ethiopia, Cape Verde and Madagascar, and assistance in writing bids for Global Aids Funds.
- Masters training sessions in Serbia for South Eastern European countries including Bosnia, Albania, Montenegro and Serbia.



Further information

For further information about how CNWL can help on an international basis and build in-country capacity and expertise, please contact our international clinical lead:

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