



# London Central & West Unscheduled Care Collaborative News

For GPs and Staff

Autumn Issue 2019

Editor: Ann Grain 07861 376 844  
ann.grain@lcw.nhs.uk

London Central & West  
Unscheduled Care Collaborative

## NCL GP Connect pilot to expand

We are working with GP practices in North Central London to pilot the GP Connect service. The pilot, at present with two GP practices, enables clinicians in the Integrated Urgent Care service to book patients into their own practice in-hours for a face-to-face appointment, where required.

The GP Connect pilot is also enabling surgeries and authorised clinical staff to view the patient's primary care record within the

Adastra system, quickly and efficiently. LCW expects the pilot to expand to 84 GP surgeries by Christmas this year. GP Connect, which is to be rolled out nationwide, aims to save time for clinicians and provide better, more convenient care for patients. The service will also help meet targets under NHS England's Improving Access to General Practice programme.

[blu.reynold@lcw.nhs.uk](mailto:blu.reynold@lcw.nhs.uk)

## NWL IUC Tender announcement

The North West London (NWL) Invitation to Tender has been further delayed. This was expected in July (see LCW Summer 2019 newsletter) but has now been deferred by the NWL Clinical Commissioning Groups. In 2018 NWL CCGs began their procurement exercise for a single Integrated Urgent Care (IUC) service across all NWL boroughs: Brent, Central London, Ealing, Hammersmith & Fulham, Harrow, Hillingdon, Hounslow and West London (circa 2.4m patients). We plan to be a lead bidder and have been working on our stakeholder and partner engagement across NW London. We will keep everyone updated re progress.

[tonia.culpin@lcw.nhs.uk](mailto:tonia.culpin@lcw.nhs.uk)

## CQC says 'GOOD'

The first CQC visit to the GP Practice managed in partnership with LCW and Imperial NHS Trust took place in July.

The CQC rating recommended GOOD across all domains for the Partnership for Health GP practices – so congratulations to Practice Manager Yuleen Phillips, Dr Ro Sri Pathmanathan and Dr Adel Issak and the practice team for this great achievement and all their hard work before and during the two-day CQC visit. Please note the practice is still recruiting salaried GPs to join the team of four salaried GPs – for an application form, email [Abdul.muhiith@lcw.nhs.uk](mailto:Abdul.muhiith@lcw.nhs.uk) or for an informal discussion please email Dr Ro Sri Pathmanathan: [ro.sripathmanathan@nhs.net](mailto:ro.sripathmanathan@nhs.net)  
[tonia.culpin@lcw.nhs.uk](mailto:tonia.culpin@lcw.nhs.uk)

## Great performance over Carnival

The 111 and OOH service level performance during the August 19 to 26 week, including the Nottinghill Carnival Bank Holiday weekend, was excellent.

Because of the hard work and dedication of all staff, LCW ranked either 1<sup>st</sup> or 2<sup>nd</sup> in terms of NHS 111 performance out of all London providers in the seven-day period. In Out of Hours we were 100% compliant in Routine and Urgent Home visits; 97% compliant in Urgent GP call backs and 98% compliant in routine call backs within the hour. Blu Reynolds, LCW Operations Director, said: "This is a great accomplishment and it is because of all of you that over 6,000 patients were triaged this weekend and supported. A big thank you to everyone."

[blu.reynold@lcw.nhs.uk](mailto:blu.reynold@lcw.nhs.uk)



Carnival went to Leeanne Austin's head

The Nottinghill Carnival is one of the largest street parties in Europe and this year LCW staff celebrated it in even more style. Flags and vibrant clothing decked the office over the weekend of August 25/26 and the buzz was catching and very Caribbean - as the head gear above will testify.

## AHSN recommendations

LCW is working in partnership with Healthy London Partnership to implement the 14 recommendations in a report from the Academic Health Science Network into the 5\*, 6\* and 7\* phone lines. The lines are designed to enable particular callers to use their telephone key pad to connect quickly with a GP in the NHS 111 call centre. LCW is also working with Islington Care Homes to tag their phone number to negate the need for the care home to dial 6\* when ringing 111. [blu.reynold@lcw.nhs.uk](mailto:blu.reynold@lcw.nhs.uk)

## NCL hospice partnership

As part of the NHS England Ageing Well Programme, we are working with NCL partners at the North London Hospice to support the integration of IT between both organisations to enable us to work more closely. This will not only ensure patients with palliative care issues are better managed by giving the hospice access to the IUC Clinical Assessment Service (CAS), but will enable the CAS to draw on the end of life expertise available at the North London Hospice.

[blu.reynold@lcw.nhs.uk](mailto:blu.reynold@lcw.nhs.uk)

## Welcome Mastercall

LCW is working with Mastercall, a social enterprise that delivers urgent care services in Manchester.

Mastercall had previously supported LCW with the NCL go-live in October 2016.

We are working to ensure both organisations remain sustainable and to this end, Mastercall has seconded their Director of IT, Jonathan Ritche, and Director of Organisational Development, Karen Nutt, to LCW for two days a week to support our Senior Management team.

We would like to welcome Karen and Jonathan to our service.

[tonia.culpin@lcw.nhs.uk](mailto:tonia.culpin@lcw.nhs.uk)

## Campaign launched to get NHS staff to share the NHS App

NHS Digital is keen to raise awareness about the NHS App among NHS staff in the run up to the busiest time of the year. The campaign, launched recently, is keen to make sure that NHS staff can benefit from the app, as well as know more about it in case they are asked by friends, families, patients or carers. The app enables all of us to conveniently order repeat prescriptions and quickly check symptoms - plus access to NHS 111 online means no more wondering if you need urgent attention. You can also set your organ donation preferences and view your GP medical record.

Have you got the NHS App?

Simplify your life. Download the NHS App

Download on the App Store | GET IT ON Google Play

NHS App

It is built and owned by the NHS, so you know your personal data is always secure. A variety of new

functions and services will also be added in the coming months. [blu.reynold@lcw.nhs.uk](mailto:blu.reynold@lcw.nhs.uk)

## EAP introduces employee discounts and benefits for all LCW staff

The new and improved Employee Assistance Programme (EAP) was launched on September 2 introducing the brand new and exciting employee discounts and benefits available on the LCW Rewards platform.

The EAP provides confidential sup-

port and advice by telephone and online to our employees and (if required) up to six confidential counselling sessions. The EAP service also provides a confidential telephone advice service to immediate family members. The new LCW employee discounts and benefits will enable savings and cash rewards on everyday spending and entertainment. You can register to gain

access to these benefits including discounts on groceries, days out, holidays, restaurants, and retail outlets. You will also have the option to purchase a Spree Cashback card (a pre-paid card) on which you would receive cashback on purchases from supermarkets, department stores, restaurants and several everyday retailers.

[donna.jones@lcw.nhs.uk](mailto:donna.jones@lcw.nhs.uk)

## Education round up

As the **NHS Long-Term** plan for integrated care systems gathers momentum, we are turning our attention to light-touch ways for its GPs to learn about integrated systems. One option is to develop short modules that incrementally build up a course. If you have ideas about this, please email

[paul.thomas7@nhs.net](mailto:paul.thomas7@nhs.net)

Please join us at our **Peer Review Group** which takes place once a month (alternate Mondays and Wednesdays). Previous attendees have found it offers a great opportunity to discuss cases that are rich in learning with your peers in the service. Please book yourself on via this link- <https://doodle.com/poll/kbycu49cbw4ybt7s>. If you have any problems doing so, please contact [sue.williams@lcw.nhs.uk](mailto:sue.williams@lcw.nhs.uk)

In January 2020 we will be holding a **Child Safeguarding** course. If you would like to attend, please email [sue.williams@lcw.nhs.uk](mailto:sue.williams@lcw.nhs.uk). Keep an eye out for the **monthly email updates** from the Joint Ops & Clinical Leads team for further details. [paul.thomas7@nhs.net](mailto:paul.thomas7@nhs.net)

## Exploring ways to further improve access

LCW is engaged in discussions with four Mental Health Hub providers in North West London and North Central London to explore ways of broadening the range and numbers of MH cases they will accept from the IUC. This is in a bid to enable patients to have better access to the locally commissioned mental health services.

[blu.reynold@lcw.nhs.uk](mailto:blu.reynold@lcw.nhs.uk)

## Warm welcome

A warm welcome to all new staff members who have joined our various teams across the service over the past months. We hope to feature you in the next issue.

## Goodbye

We also say a fond farewell and thanks to Dr Saima Choudhry who worked for LCW for many years and has now left to start a new life in Qatar. Best wishes also to Dr Sarit Ghosh, LCW NCL Safeguarding lead, who left recently.

## Congratulations

Welcome to Dr Nicoletta Baroni on her return to the Clinical Supervisor team and congratulations to two new Registrar Supervisors: Dr Houda Ounnas and Dr Mustafa Salmani.

## September babies

Stef Cava, SPOR team lead, went on maternity leave in September to have her baby girl. Good luck and we can't wait to see your new daughter. Faisa Salad also left on maternity leave in September to have her second baby. Good luck and keep in touch.

## Welcome to new GPs

We would like to welcome the following GPs to our clinical team: Dr Sarah Alhulail, Dr Avnita Amin, Dr Sinead Barrowman, Dr Shona Biggart, Dr Bryony Blakeway, Dr Shiv Chande, Dr John Garlick, Dr Rebecca Hammett-Burke, Dr Jessica Hanlon, Dr Katrina Hunphreys, Dr Jonathan Kong, Dr Elizabeth Nyholm, Dr Kalliopi Nikolaidou, Dr Tala Qusous, Dr Maneesha Silva, Dr James Thaxter and Dr Hayley Webb. And a warm welcome to Dr Laura Geddes who replaced Dr Sarit Ghosh in his deputy MD role at Barndoc and our NCL IUC Safeguarding Lead. Welcome to the two new PffH planned care GPs: Dr Ouldouze Baradaran and Dr Alba Soares Pereira.

## And the Gold Stars are awarded to ...



We are delighted to be piloting the Gold Stars awards in the ILL call centre.

The following four call advisors won a star during September/October:

**Fiona Simeon** – Good patient advocate

**Susan Best** - Performing well/helpful to others

**Amanda Doyle** - Performing well/helpful to others

**Soraia Silvestre** – Very proactive/most improved

Gold Star awards are given to call handlers and GPs who have gone

above and beyond and are a way of rewarding positive behaviours. They are awarded for good calls, positive patient experience, saving a life and the most improved team member.

We will be seeking staff feedback and plan to further develop the scheme and then introduce it across other departments.

[aofie. Kearney@lcw.nhs.uk](mailto:aofie. Kearney@lcw.nhs.uk)

## Got any news?

Got anything for the Spring 2020 Newsletter? Contact your Comms Lead Ann Grain on 07861 376844 or email

[ann.grain@lcw.nhs.uk](mailto:ann.grain@lcw.nhs.uk)

## Admission Avoidance joint proposal submitted

We are working with local Commissioners and have submitted a joint proposal, to Health Education England, for funding to develop methods for increased referrals into the Admission Avoidance services. This includes referrals from the IUC CAS and potentially ILL.

The Admission Avoidance team works jointly with community health services, primary care, the acute trust and other agencies (including social services and ambulance services) to reduce emergency admissions to acute hospitals. [blu.reynold@lcw.nhs.uk](mailto:blu.reynold@lcw.nhs.uk)

## Are you available to work shifts over the critical winter period?

Calling all GPs, Pharmacists, ANPs/TAS nurses/ ILL clinicians and all non clinical staff across all departments.

Are you available to work shifts across the critical winter period? Are you able to help over the key period over Christmas and New Year? Please let your manager know if you would like to work additional hours/shifts.

**Contractor GPs:** the current rota is published until the end of December, so please fill those long winter days, evenings and nights with plenty of work to keep you busy, logging your availability via Rota Master or calling the team on 0203 313 7408 or contact us [rotas@lcw.nhs.uk](mailto:rotas@lcw.nhs.uk)

Also be sure to look out for communications from the rota team to log your availabilities for January to March 2020. **Introduce a colleague:** don't forget to recommend LCW to your GP colleagues ... you might be eligible for a referral bonus. [kerry.jeffs@lcw.nhs.uk](mailto:kerry.jeffs@lcw.nhs.uk)

## Wear it Pink Day

Guessing the number of flamingos was just one imaginative game staff played to raise £230 during the LCW **Wear it Pink Day** on October 24. Held as part of Breast Cancer Awareness month, staff

were encouraged to wear pink and donate money toward Breast Cancer Now, a UK charity providing world-class research and life-changing care for people affected by breast cancer. Posters were also displayed around LCW offices containing facts about the disease.

Flamingos aside, other games and competitions, including a sweepstake, were organised over the lunch hour helping swell the charity coffers. Still wishing to donate? Text **Pink** to **70444**. [uche.madukwe@lcw.nhs.uk](mailto:uche.madukwe@lcw.nhs.uk)

## HAC lift named after ex LCW call advisor

Following the prompt life saving actions of ex LCW 111 call advisor Julie Bart in 2017, a new emergency lift for cardiac patients at Hammersmith Hospital's Heart Attack Centre (HAC) has been named after her. The new lift will ensure faster and more reliable access to the unit for patients arriving in an emergency.

Mark Davies rang 111 in 2017 with what he called "seriously weird symptoms" but which Julie assessed as being a heart attack. An ambulance was dispatched to his home as high priority and Julie stayed on the line with Mark until

it arrived. In an article in the Daily Mail on November 21, 2017, Mark credited Julie's handling of the 111 call, alongside actions taken by others on the day, as saving his life and has resulted in him suffering no lasting damage. A ceremony to open the new HAC emergency lift and the unveiling of a commemorative plaque took place on Thursday September 19 attended by Secretary of State for Health and Social Care Matt Hancock, Mark Davies and Julie Bart as well as LCW Medical Director Simon Douglass and clinical staff from the Ham-

mersmith Heart Attack Centre and representatives from the London Ambulance Service (pictured). The project was made possible by Mark Davies who after undergoing emergency surgery at the HAC, made it his mission to raise money for a brand new lift. He raised almost £100,000 towards the project with

the support of Imperial Health Charity. Matt Hancock, in a short speech at the unveiling of the plaque dedicated to Julie Bart, said: "It is amazing how when services link up - 111, LAS and Hammersmith Hospital's HAC - as in the case of Mark Davies, there is every chance of an excellent outcome."



Julie Bart (left) and Mark Davies (front right) with Matt Hancock (centre).

## 'Abaco needs our support' urges Dr Stone



Dr Keith Stone, an external member of our Quality and Governance Committee, has recently returned from a month in the Abaco islands in The Bahamas working as part of the Team Rubicon UK disaster response team following Hurricane Dorian.

On September 1 the category 5 hurricane tore into Abaco with a ferocity never experienced before - winds of 295 km/hr recorded. With the wind came a flood which

pushed a 20-plus-foot wall of water onto the island, in the form of storm surge. The devastation was extensive with homes, businesses and other buildings completely or partially destroyed. "This was my fifth tour with Team Rubicon UK to devastated parts of the world," explained Keith. "As part of a response team I helped distribute aid as well as address primary needs of shelter, food, clean water and medical kits to the estimated 76,000 people in need.

"The people are still in desperate need of support" added Keith who is Team Rubicon UK's clinical director (a voluntary role). "We need all the donations we can get."

Team Rubicon UK receives no government funding and relies on

the generosity of individuals, trusts and foundations and corporate support. To donate to the people of Abaco islands, please follow this link <https://www.teamrubiconuk.org/> [keith.stone@lcw.nhs.uk](mailto:keith.stone@lcw.nhs.uk)

## £432 raised for MacMillan Cancer

Amateur bakers the length and breadth of our service heeded the call from Sue Williams (PA to Tonia Culpin) to turn their ovens up high and get baking for MacMillan Cancer Support.

The sale of these delicious treats was held on September 27 and a staggering £432 was raised. Thank you and well done to everybody - including all of you who enjoyed eating the colourful array of cakes.

care being received and offers expert assessment and advice at times when it matters most.

The NeuroResponse service is also exploring making it available to patients affected by Parkinson's disease and Dementia. [blu.reynold@lcw.nhs.uk](mailto:blu.reynold@lcw.nhs.uk)

## NeuroResponse update

The number of patients registered with the NeuroResponse service has recently increased to 200 across Barnet and Camden.

Launched two years ago, NeuroResponse is designed for people living with long term neurological conditions, to help improve management of the condition and improve quality of life.

Developed in partnership with people living with Multiple Sclerosis (MS), their families and health professionals, the service seeks to complement the current specialist

## Dr Abraham George to run in 3rd London Marathon

To run one London Marathon is a feat in itself, to run two is pretty amazing but Dr Abraham George (pictured), one of our GPs, is now raising money to run his third in as many years!

Having run in 2018 and 2019 to raise money for a housing charity supporting those affected by the devastation at Grenfell Tower in London, Dr George is training to run again and is raising money for a charity close to his heart:

Friends of Vellore UK, (FOV UK).

FOV UK supports various activities at the Christian Medical College in Vellore, and is India's premier Medical Missionary institu-

tion - Dr George is an alumnus of the CMC.

One such project is the Low Cost Effective Care Unit (LCECU) that treats the poor by combining excellent diagnostic and therapeutic skills with minimal investigation.

To sponsor Dr Abraham George, please follow this link to his *Virgin Money Giving* page: <http://bit.ly/32jcOqj>



## Sessional GP work requirements

As all GPs know, we are required to maintain up-to-date compliance files. This includes the requirement for NHS providers and our sub-contractors to seek evidence of an individual's 'right to work' in the UK which means us typically holding a copy of your passport. If this is not available, there are other options available to satisfy this requirement.

Where we are unable to provide this evidence, upon inspection, the organisation is at risk of receiving a hefty fine.

Importantly, we need each GP to submit additional evidence of updates in relation to: Medical Indemnity Certificate - a copy of this annually, or we will not be able to confirm your sessions; Annual PCT Medical Performers list verification

number and evidence of annual PCT Medical Performers list GP appraisal. Disclosure & Barring Service check (previously CRB) - our Recruitment Officer, Shaun O'Sullivan, will be happy to provide information on the application process if you do not have a certificate available; Child Protection Level 3 (<http://www.elfh.org.uk/projects/safeguarding/register.html> you can also use <http://corelearning.skillsforhealth.org.uk/local/sfadmin/login/index.php>); Basic Life Support (including anaphylaxis) - LCW occasionally runs these courses so look out in the clinical newsletter for dates. Please submit your evidence, or for more information/queries email: [recruitment@lcw.nhs.uk](mailto:recruitment@lcw.nhs.uk)