



# London Central & West Unscheduled Care Collaborative News

For GPs and Staff

Summer Issue 2019

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London Central & West  
Unscheduled Care Collaborative

## LCW works with providers to support and strengthen IUC bid

In 2018, North West London (NWL) Clinical Commissioning Groups (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 2.4 million patients). The procurement to date has seen a series of bidder days followed by the publication of a draft specification and opportunities for all bidders to seek clarification.

LCW has been developing the involvement of a number of key North West London NHS and provider organisations that will support and strengthen our bid. We plan to be a lead bidder and have been working on our

stakeholder and partner engagement across NW London. To date we have made good progress and are confident in our ability to submit a strong bid for the IUC service.

For our organisation, winning this contract would mean a further element of growth due to the required expansion across NW London. The NWL IUC will comprise all the usual elements of an IUC including the 111 service, clinical assessment and triage and home visiting. In addition, the bidder has to deliver the Inner NWL Single Point of Referral — LCW currently provides this to Central NW London Community Trust (CNWL) and the NWL Care home telemedicine service (we currently provides this in

partnership with West London Community Trust - WLT).

The formal Invitation to Tender is expected to be published sometime in July and we will then be given approximately six to seven weeks to produce a comprehensive written bid for submission. It is likely the bid process will include additional evaluation of a presentation and an OSCE type assessment (Objective Structure Clinical Examination). The CCG procurement will involve evaluation of our bid against the others received and then the CCG will notify the award to the successful bidder in the autumn. The CCGs plan to commence the NWL IUC in June 2020. As you can imagine, the senior team has been extremely busy with preparation in relation to the

engagement and procurement of this important service.

We remain extremely grateful to all our staff and GPs for the work you have done to support service delivery to all our patients over the last year and in particular the busy winter period. Without your on-going hard work and commitment we would not be in a position to submit a strong bid. We will keep you updated on our progress. [tonia.culpin@lcw.nhs.uk](mailto:tonia.culpin@lcw.nhs.uk)

## EAP services update

We are reviewing the Employee Assistance Programme (EAP), but, in the meantime, please continue to use the service by calling 0800 111 6387 and visit the website <http://www.my-eap.com> (login: lcwuccwell) for factsheets. [donna.jones@lcw.nhs.uk](mailto:donna.jones@lcw.nhs.uk)

## Integrated Care Partnerships progress

Integrated Care Partnerships are forming across the country and form part of the long term vision and plans for our services. LCW continues to engage at all levels across the health and social care system to help design these new and emerging Integrated Care Partnerships. A collaboration of many providers, Integrated Care Partnerships include hospital trusts, community providers, including mental health and community nursing, and therapy services, GP practices, GP networks, social care, third (voluntary) sector and Integrated Urgent Care organisations such as ourselves.

The aim of these new partnerships is to tackle some of the barriers to accessing services seamlessly and efficiently as well as addressing the demographic pressures and spiralling health and social care costs that affect us all. LCW's role helps ensure that all the lessons we have learned, from

working in partnership and in integrating local services for local people, will contribute to our future health and social care services.

There is no doubt that this is a highly ambitious project, which involves well represented public and patient opinion and will pave the way to services that are more joined up and with fewer barriers, which is what we all want and need. We will keep you updated on progress. [simon.douglas@lcw.nhs.uk](mailto:simon.douglas@lcw.nhs.uk)

## LCW/NCL IUC rated Good in CQC report

We are pleased to report that following a return visit by the Care Quality Commission (CQC) in January 2019, LCW and our NCL IUC Service has received an Overall Good rating across all of the domains: *Safe, Effective, Responsive, Well led and Caring*. Our previous inspection in 2017 identified some areas where we required improved processes and the inspection team was this time satisfied that we had worked hard to restore our previous Good ratings for all of our services.

There was specific mention of how our teams work to ensure patients' safety in the following areas:

*"Staff involved and treated people with compassion, kindness, dignity and respect."*

*"There was a strong focus on continuous learning and improvement at all levels of the organisation."*

*"The leadership, governance and culture of the service promoted the delivery of high-quality person-centred care."*

For further information contact [adam.duncan@lcw.nhs.uk](mailto:adam.duncan@lcw.nhs.uk)

## LCW needs you!

The newsletter needs you. Have you got anything for the Autumn issue? Contact Comms Lead Ann Grain with any ideas or information on 07861 376 844; [ann.grain@lcw.nhs.uk](mailto:ann.grain@lcw.nhs.uk)

## Staff wear varying shades of green and raise £ to support Grenfell

Thank you to everyone who came out in support of the families of those who lost their lives in the Grenfell fire on 14 June 14, 2017. So many of you joined the community to wear a splash of green for Grenfell on the second anniversary ensuring that everyone affected by the tragic fire are not forgotten. LCW played a key role in supporting the relief efforts during the tragedy and its aftermath. Our doctors and operations team provided fantastic support and showed a high level of dedication, composure and thoughtfulness during that sad time. Wherever you are based, your



support was greatly appreciated – thank you. Contributions were also made by LCW staff to the charity support-

ing the community via the website [Grenfellfoundation.org.uk/](http://Grenfellfoundation.org.uk/) [donna.jones@lcw.nhs.uk](mailto:donna.jones@lcw.nhs.uk)

## A guide to who does what in the restructured finance team

The finance team has recently been restructured. Mark Collison, who joined from a local Clinical Commissioning Group, has replaced Fred Worth, Finance Director and Company Secretary, who retired in February 2019. Fred's knowledge and experience

will not be lost as he has remained with LCW as a Non-Executive Director. The finance team is based in the Bloomsbury Building, St Pancras Hospital and includes: Audrey Dennis – Senior Management Accountant – oversight and management of LCW finance function, specifically ensuring monthly internal manage-

ment accounts, production of client finance reports, statutory accounts and ensuring payrolls are processed on time; Nora Ghalem – Finance Manager – responsible for cash management, GP payroll, supplier payments, client invoicing and credit control; Kunaal Bhadresa – Payroll Manager - responsible for the

staff payroll; Sajjad Ahmad Awan – Finance Assistant – responsible for the various agency payroll(s); Ergin Ulus – Management Accountant - responsible for the monitoring of LCW cash-flow and internal reporting.  
[mark.collison@lcw.nhs.uk](mailto:mark.collison@lcw.nhs.uk)

### Congratulations!

Congratulations to Runveer Dhaliwal who had a baby boy on 10 May 2019 and Remsa Bashier who had a baby boy on 19 May 2019.

### Welcome to new GPs

We would like to welcome the following GPs to LCW: Dr Pedram Azarbod, Dr Patrick Kiernan, Dr Amy Hamilton, Dr Graeme MacKenzie, Dr Christian Reinert and Dr Gary Strydom.

### Two LCW GPs retire

We also say a fond farewell to Dr Kaz Strycharczyk and Dr Kwong Man who both retired at the end of April.

### LCW at London Job Fair

LCW attended the London Job Fair at Westfield on 26-27 April 2019. The two day event was a great success and there were expressions from over 350 people interested in working for LCW.  
[donna.jones@lcw.nhs.uk](mailto:donna.jones@lcw.nhs.uk)



### Look out for HR updates

Please do look out for the email updates on HR policy - the employment related changes and health and wellbeing advice issued regularly. These include information on dress code policy, annual leave and time off for breaks. We hope you find these updates helpful and supportive.  
[donna.jones@lcw.nhs.uk](mailto:donna.jones@lcw.nhs.uk)

### Payroll queries: who to call?

Most staff queries to the finance team relate to payroll matters. As a result, we would like to recommend that all initial payroll queries are addressed to your line managers. Where a query cannot be answered, your line manager will be responsible for escalating it to

the finance team. Many queries relate to what is included on the e-payslip. Please follow the link below which provides a detailed explanation as to what is included.

<file:///kcv-ooh.local/dfs01/Staff%20Intranet/Finance/Payslip%20Explained.pdf>

[mark.collison@lcw.nhs.uk](mailto:mark.collison@lcw.nhs.uk)

### Safeguarding Adult Level 3 deadline - June 30

In line with current guidelines from the Safeguarding Intercollegiate Document 2019, Safeguarding Adults Level 3 is a mandatory requirement for all NHS clinicians.

To facilitate this training, LCW has made the module available on our Blue Stream Academy account. This module can take

up to three hours to complete. Can you please complete this module by the 30 June 2019 so LCW can provide the necessary assurance to CCG quality leads and our Board.

If you do not have access to Blue Stream, please contact Abdul Muhith in HR.

[abdul.muhith@lcw.nhs.uk](mailto:abdul.muhith@lcw.nhs.uk)

### Are you available to work during the summer?

GPs, is there anything stopping you from working more? Many of you have told me you want to – so I am now holding you to your word. There are plenty of shifts to go round as we come into the summer months. If you have holidays planned please let us know as early as possible to ensure all areas are thoroughly covered. Please also feel free to let the team know any dates you are free even though we may not seem to have shifts, we usually have something up our sleeves. We would also like to remind you that you now have NHSE central indemnity cover for any additional shifts you might be able to work in the summer months. Also please don't forget to recommend us to your GP friends. We have an incentive scheme for bringing in your hard working, reliable colleagues. [kerry.jeffs@lcw.nhs.uk](mailto:kerry.jeffs@lcw.nhs.uk) Contact us [rotas@lcw.nhs.uk](mailto:rotas@lcw.nhs.uk)

### Employee referral scheme reminder

Please ask HR about the referral scheme that gives financial rewards to staff members who successfully introduce new employees to LCW.

Two payments are made totalling £500: one introductory reward once the person is confirmed in post, payable after they have successfully completed essential

training (i.e. Pathways Training for 111 Call Advisors) and confirmed in post following their probationary period.

The second payment is made after the new staff member has been in the role for one year. For more information contact: [donna.jones@lcw.nhs.uk](mailto:donna.jones@lcw.nhs.uk)

### Education round up

The monthly LCW Peer Review Group (PRG) is now well established. The PRG provides clinicians (GPs, Advanced Nurse Practitioners (ANPs) and pharmacists) with an opportunity to discuss cases that we have potential to learn from e.g. ones that are complex and challenging. The cases often provide experience and knowledge of the wider urgent care system, particularly at the interface of services.

This provides insights into how LCW can help to improve the system as a whole and not just the parts for which LCW is responsible. It also provides evidence that our clinicians are reflecting and learning, which is a key requirement for annual professional appraisals and helps provide support and evidence for professional revalidation.

All clinicians are encouraged to book themselves into a session at least once a year.

Here are the dates for the next six PRG meetings: 15 July, 14 August, 16 September, 9 October, 18 November and 11 December 2019.

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

### Dates for your diaries

This October we will hold a Basic Life Support course and in January 2020 a Child Safeguarding course. We also hope this year to hold a NB Medical Updating course for Out of Hours GPs, pharmacists, ANPs and 111 clinicians.

Keep an eye out for the monthly email updates from the Joint Ops & Clinical Leads Team.

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

### Ask the MD dates

Ask the MD calls will be held between 1:00 and 2:00 on the following dates: 31 July, 21 August, 18 September, 23 October, 20 November and 17 December.

## A safe place to work - new initiatives

LCW has invested in a number of initiatives to make the workplace safer. As well as the ongoing work of the Health and Safety Committee reviewing all workplace related incidents and putting controls in place where required, we have committed to some valuable additional training for members of the team.

Service managers will all be undertaking Institution of Occupational Safety and Health (IOSH) courses this year which will

extend the coverage of trained Health and Safety Officers across our services. We have also run accredited first aider courses and have increased coverage of trained site first aiders with more courses planned in the near future. Mental Health awareness has also been promoted at our sites and we have run *Time to Talk* sessions at the St Charles site which have been well attended. Run by Maryam

Mohammed and Helen O'Shaughnessy these informal drop-in sessions are a way for all members of the team to discuss particular issues or make suggestions about how best the team can support colleagues.

To support our ongoing commitment in this area we have invested in mental health first aid courses that we will be offering to staff in the near future.

See piece below for news on suicide training.

[adam.duncan@lcw.nhs.uk](mailto:adam.duncan@lcw.nhs.uk)

## How we work with patient reps

LCW regularly works with local patient representatives through our Integrated Urgent Care (IUC) Clinical Quality Review groups. We are fortunate to have a group of active and supportive reps who understand the system-wide challenges of delivering a high quality patient service around the clock.

The patient representatives never fail to share positive feedback whenever they have received some from someone they know or from a member of the public who has had experience of using the service themselves.

One of our North Central London (NCL) representatives took the opportunity recently to pass on her sincere thanks for help that our 111 service gave when her grandson, who she was looking after, became ill suddenly and required an emergency ambulance, which arrived promptly.

The professional service delivered by the call advisor and clinician was fed back to a senior LCW team member in the presence of our Commissioners, and other patient representatives.

[adam.duncan@lcw.nhs.uk](mailto:adam.duncan@lcw.nhs.uk)

## Suicide awareness training in July

This summer we will be training 16 staff as mental health first aiders. They will be part of a team who will run the *Time to Talk* events for all staff.

Suicide awareness training will commence in July for call

advisors. Clinicians will also receive training in the use of the safetool for suicide risk assessment. Currently, the LCW training team is providing version 17 update training to all staff. Please ensure you are booked on a session before 8 July.

[helen.oshaughnessy@lcw.nhs.uk](mailto:helen.oshaughnessy@lcw.nhs.uk)

## Patient safety top tips reminder

We thought we would take the opportunity in this regular newsletter column to remind you of a few top tips:

**111 services** - Always confirm **current location** on every call without exception this is the most important step for patient safety in the call process.

**Visiting GPs and Drivers** - make sure that each issued medication is clearly recorded on the MARS sheet.

**All Staff** - Distractions cause errors, avoid interrupting colleagues who are engaged in patient care whether in a face to face setting or on the phones. Please keep call centre background noise to a minimum as it is a clinical environment for delivering patient care. [adam.duncan@lcw.nhs.uk](mailto:adam.duncan@lcw.nhs.uk)

## LCW teams up with LEO

LCW has recently improved the way in which we induct trainee registrars. In the past, the operations team would have to chase the registrars for their compliance documents in order for them to work in the Out of Hours.

By teaming up with the Lead Education Organisation (LEO), an organisation that keeps all the registrar compliance documents on a central database, LCW will

now receive assurance from the LEO that the registrars have all their documents in place before they start their placement in either the February or August. We know this process will greatly improve the induction period and this will ensure that the registrars are on the rota and working once their training period starts.

[leeanne.austin@lcw.nhs.net](mailto:leeanne.austin@lcw.nhs.net)

## Medicines Management update following November launch

As you are all aware, LCW implemented a new medicines management process in November 2018. This involved improving the way we manage the booking in and out of the CD bags, additional stock boxes and drugs cassettes by the GPs.

I am delighted to report that since this process was implemented, we have had no incident records with unaccounted drug stock.

Thank you to the GPs, despatchers, OOH supervisors and the pharmacy team who have helped change the way we log and record our drug usage.

For more information:

[leeanne.austin@lcw.nhs.net](mailto:leeanne.austin@lcw.nhs.net)

## Sessional GP work requirements

As all GPs know, LCW is 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/sfhadmin/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)

## Access to CNS

The new five-year GP contract in England that came into effect in April includes access to the Clinical Negligence Scheme (CNS) for General Practice, which also went live in April 2019 and is run by NHS Resolution. All NHS GP service providers, including out-of-hours providers, are able to be members of the scheme free of charge and it will cover all GPs and other staff working in delivery of primary medical services, including locum and salaried GPs, prison GPs, nurses and other health professionals. The CNS does not include support with complaints or disciplinary hearings, including GMC hearings. (NMC, GPC and HCPC for nurses, pharmacists and paramedics respectively). Separate cover with a relevant defence organisation is required for these areas. The CNS does not cover non-NHS work i.e. private work will require separate and suitable cover. [simon.douglas@lcw.nhs.uk](mailto:simon.douglas@lcw.nhs.uk)