



City of Westminster



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Westminster Health & Wellbeing Board

RBKC Health & Wellbeing Board

Date:	29 June 2021
Classification:	General Release
Title:	Primary Care and Mental Health Recovery Update
Report of:	NW London Integrated Care System (ICS) and Bi-Borough Teams
Wards Involved:	All
Financial Summary:	
Report Author and Contact Details:	Joe Nguyen, <i>Central London Borough Director, NWL CCG</i> (joe.nguyen@nhs.net), Simon Hope, <i>West London Borough Director, NWL CCG</i> (simonhope@nhs.net), Ela Pathak-Sen, <i>Westminster Borough Director, CNWL</i> (ela.pathak-sen@nhs.net), and Ann Sheridan, <i>K&C Borough Director, CNWL</i> (ann.sheridan@nhs.net)

1. Executive Summary

- 1.1 Primary Care and Mental Health are both strategic priorities of our local NHS recovery programme and ensuring we are able to build on the lessons learned during the pandemic – ensuring we are addressing the need of residents and patients and joining up our resources to provide a more direct and holistic approach to care and support.

2. Key Matters for the Board

2.1 Primary Care

2.2 Primary care across both boroughs would like to thank and acknowledge the helpful report by Healthwatch titled 'Residents Experiences of Using Primary Care Services' in April 2021 which has identified including patient access, communications, patient engagement and quality of care during Covid19 pandemic. We will be working with GP practice patient participation groups (PPGs) and setting up a joint task & finish group to address the recommendations including updating websites, phone messages, reviewing and improving digital and online information and consultation. We will be developing a joint action plan which will be shared at a subsequent Health and Wellbeing Board.

2.3 Post Covid, the direction of travel for general practice and primary care moving forward is to work together as Primary Care Networks and joining up with system partners including community and mental health, social care and voluntary sector to develop 'team-based' care approach – which will allow patients to have access to more coordinated services, access to wider range of professionals, appointments that work around their lives and personalised responses which recognises what matters to them.

2.4 What we learned during the pandemic is that primary care and system partners need to focus more in inequalities, better utilise remote monitoring, Long Term Conditions (proactive care), addressing mental health needs and supporting people post-Covid which is also prioritised within our Integrated Care Plans (ICPs) across both boroughs.

2.5 General practice will continue to develop and refine the 'triage-led' care model to ensure same day consultation to all, with a mix of virtual and face-to-face appointments where required, rapid access to acute advice and guidance and 8-8, 7 days a week model.

2.6 Mental Health

2.7 As part of the Mental Health Recovery action plan – our local focus is to fully embed/accelerate the mobilisation of new integrated primary-community Mental Health Hub – 'Community Living Well+' in RBKC and Community MH Hub in Westminster.

2.8 The key features of the community hub model include:

- All resources in one hub – every person to have a named worker
 - Separate 48 hour urgent referral route with daily triage
 - Joint working with Primary Care Networks (PCNs) – working to address both physical and mental health needs
 - DIALOG+ to be used to inform every assessment (personalisation)
 - Delivery of intervention based care – i.e. targeted to individual needs
- 2.9 This will improve patient experience through reduction in referrals, thresholds, and offering a ‘team-based’ care approach that allows the input and collaboration of primary care, mental health, 3rd sector and social care professionals.
- 2.10 In Westminster – the model has already been implemented in September 2020 with further development work to incorporate social care agenda and recruitment of additional primary care mental health roles across the 4 Primary Care Networks (PCNs).
- 2.11 In RBKC, final Standard Operating Model (SOP) agreed with staffing, systems and IT, training, communications workstreams preparing for go-live. Recruitment to new roles and expanded 3rd sector underway.

3. Options / Considerations

- 3.1 The board is asked to provide a steer and feedback on the ‘direction of travel’ and help inform our local primary care and mental health recovery agendas.

4. Legal Implications

- 4.1 None

5. Financial Implications

- 5.1 None

If you have any queries about this Report please contact:

Joe Nguyen, Central London Borough Director, NWL CCG (joe.nguyen@nhs.net),

Simon Hope, West London Borough Director, NWL CCG (simonhope@nhs.net),

Ela Pathak-Sen, Westminster Borough Director, CNWL (ela.pathak-sen@nhs.net),
and

Ann Sheridan, K&C Borough Director, CNWL (ann.sheridan@nhs.net)

APPENDICES:

Primary Care Recovery Update
Mental Health Recovery Update

BACKGROUND PAPERS:

None