

Dr Kuldhir Johal

GP, Clinical Leader, Digital and Population Health Specialist, Cardio-Renal-Metabolic (CRM) Clinical Lead

- *BM DCH MRCP PGCE MSc*
- Clinical IT and Digital Lead of the North West London ICB for Hillingdon
- Primary Care Clinical Lead – EMIS for NWL ICB
- *(until 30/04/2026)*
- **Cardio Renal Metabolic (CRM) Clinical Lead for Harrow Network Partners (HNP)**
- Council Member of London Clinical Senate
- GP Educator, Brunel Medical School, Brunel University, London
- GP Partner, Oakland Medical Centre, Uxbridge

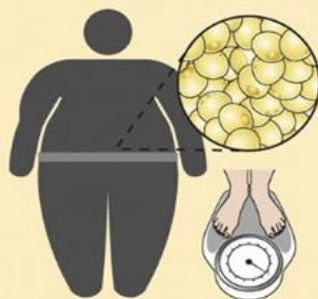
CRM delivery model – Understanding the Why and How

Stage 0: No Risk Factors



A focus on primordial prevention and preserving cardiovascular health

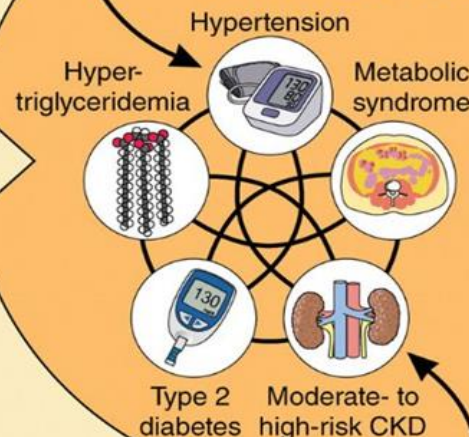
Stage 1: Excess/Dysfunctional Adipose Tissue



Overweight/obesity
Abdominal obesity
Impaired glucose tolerance

Nonmetabolic etiologies of hypertension

Stage 2: Metabolic Risk Factors and CKD

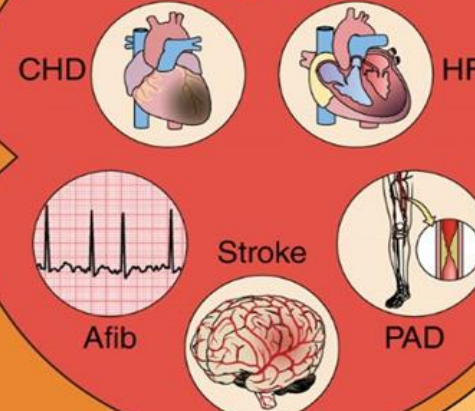


Nonmetabolic etiologies of CKD

Stage 3: Subclinical CVD in CKM Syndrome



Stage 4: Clinical CVD in CKM Syndrome



Risk equivalents of subclinical CVD in CKM Stage 3:

- Very high-risk CKD (G stage 4 and 5 CKD or by KDIGO heat map)
- High predicted risk for CVD using risk calculator



AHA 2023



- Patient Pre Assessment Questionnaire
- Clinical Template – Resources – You can import the questionnaire



Harrow CRM Pathway

Patient Identification

- Find pts to invite to CRM using the CRM folder searches for Cohort 1 or 2.
- (Cohort 1 have Obesity & either NDH/ hypertension/ CKD. Cohort 2 have Obesity + Diabetes).
- Exclusion – palliative care/ EOL, Housebound where input likely to have low benefit

Invitation / Preparation

All patients benefit from care navigators who help coordinate services across different settings.

- Check if Blood tests/ BMI/ waist circumference / BP +/-urine ACR within last 3 months.
- Send pre-appointment CRM Health check questionnaire via AccuRx
- Signpost patient to create account on MyHealth London/ Know Diabetes/ NDPP as appropriate.

CRM clinic 1st Appointment

Patients offered an extended length appointment 20-30 mins with CRM prescribing clinician

- Prescribing clinician to review health & recent metrics (QRISK/Heart Age/ KFRE/ Fib4 if relevant)
- Review/ optimize medications – explore barriers/ side effects.
- Apply NWL ICS CRM template & co-create Lifestyle Care plan with patient
- Signpost to sign up to MyHealth London/ Know Diabetes/ NDPP
- Consider referral to IAPT / Slimming World/ physio/ social prescribing/VSO / Welfare Employment support etc. according to needs.
- Plan follow up CRM review (minimum x1)

Follow up 1:1 / group

Monitoring of HbA1c, lipid levels, BP, and kidney function markers at 3-6 months.

- Admin call pt to check progress/ identify barriers, send CRM post-clinic questionnaire and seek feedback via AccuRx.
- Follow up appointment with HCA to repeat metrics and then follow up in CRM clinic with clinician.



Sample Script



- **CRM Appointment Invite Script**

- **[Opening]**

"Hello, am I speaking to [Patient's Name]?"

- **[Introduction & Explanation of PCN]**

"Hi [Patient's Name], my name is [Your Name], and I'm calling on behalf of [Patient's Practice], where you're registered. I work for [insert PCN Organisation Name] as a care coordinator. Just to explain, a Primary Care Network, or PCN, helps local GP practices by providing additional services and coordinating care to ensure patients receive more comprehensive support."

- **[Transition to Appointment Invitation – Cohort 1 – Low risk]**

- "I'm calling today to offer you an appointment for a new service we're providing: a detailed health review with one of our doctors. This review focuses on your heart, kidneys, and metabolism, which are important areas for maintaining overall health. Even if you don't have any current health conditions such as diabetes, this comprehensive review can help us understand your overall well-being and identify any early risk factors.
- This will involve a review of your overall health, including hypertension, cholesterol, and kidney function. We'll also discuss your diet, exercise, and lifestyle to find areas for improvement and create a personalised plan to support your long-term health. Our goal is to catch any potential issues early and work together to keep you feeling your best."
- **[Transition to Appointment Invitation – Cohort 2 - High Risk/Medium]**
- I'm calling today to offer you an appointment for a new service we're providing: a detailed health review with one of our doctors. This review focuses on your heart, kidneys, and metabolism, which are areas that can be affected by conditions like diabetes and a higher BMI. It's important because these systems are closely linked, and managing them together can help reduce the risk of future complications, including potential issues with your kidneys.
- This will involve a review of your overall health, including diabetes, hypertension, cholesterol, and kidney function. We'll discuss diet, exercise, and lifestyle to find areas for improvement and create a personalised plan. We want to make sure any risks are caught early and managed effectively to protect your long-term health.



- **[Benefits of Attending]**
"This review will go beyond the usual check-ups. The doctor will work with you to create a detailed, personalised care plan. This includes a holistic assessment, medicines optimisation, goal setting, and discussion of potential next steps like social prescribing, weight management, mental health support, or peer support groups."
- **[Why It's Important]**
"We're inviting you in for this appointment because having a higher BMI can increase the risk of developing certain health complications over time, such as issues with your heart, kidneys, and metabolism. By identifying any early risk factors now, we can work together to create a plan that helps manage your health and prevent serious complications in the future, including potential kidney problems that could lead to conditions like kidney failure or the need for dialysis. Our focus is on supporting your long-term well-being through proactive and personalised care."
- **[Closing]**
"Would you be able to attend this appointment? We can book a time that's convenient for you."
- **[If patient books]**
"When you go to reception you will not be able to sign in using the usual screen. You will need to go to the receptionist to sign in for your appointment. The Doctor will come to get you".
- **FAQ - I have already had a review recently**
- "Thank you for letting me know that you've had a recent review. I understand that it may have covered some important aspects of your health, but this new appointment is a bit different and more in-depth. It's not just a routine check-up. This review is specifically focused on managing the combined risks related to your heart, kidneys, and metabolism, which can often be affected by diabetes and a higher BMI."
- "The doctor will work with you on a detailed care plan that looks closely at potential complications, including blood pressure, heart health, and kidney function. We'll also review your medications, set health goals, and discuss additional support options, like weight management, mental health services, or social prescribing."
- "Even if you've had a recent review, this is an important opportunity to create a personalised, long-term plan aimed at preventing future complications. Would you be able to attend this appointment? We can arrange a convenient time for you."
- **FAQ – I already know it all**
- "I completely understand that you may feel confident about managing your condition, which is great to hear. However, this new service is more than just going over what you already know. It's designed to take a deeper look at how your heart, kidneys, and overall health are connected to diabetes and a higher BMI, focusing on reducing any future risks."
- "The review will help you develop a personalised care plan with the doctor, which could include updated guidance on medications, setting specific health goals, and exploring additional support options. Sometimes, even small adjustments can make a big difference in preventing complications down the line."
- "We really want to ensure you're fully supported and have the best plan in place for your long-term health. Would you be able to attend this appointment?"

