

North West London Personalised Care Newsletter

Issue 1—August 2026

Welcome to the first Newsletter for Personalised Care staff working in North West London.

This quarterly newsletter aims is to share learning, celebrate successes and highlight training and development opportunities.

We would love to hear your **feedback, ideas, and suggestions** about what you'd like to see in future newsletters. Whether it's examples of good practice, case studies, training opportunities, local events, resources, staff achievements, or topics you'd like us to cover, your input will help shape this newsletter into a valuable resource for the personalised care workforce across North West London.

Please get in touch with your comments, suggestions, and contributions at nwl.traininghub@nhs.net



Key Updates

Personalised Care Roles Stocktake Report

We're pleased to share the North West London Personalised Care Roles Stocktake Report. [Linked here.](#)



This report recognises the impact of personalised care roles across NWL, highlighting the difference these roles make for residents and the contribution they bring to neighbourhood working.

Thank you to everyone who contributed their insight and experience.

The role of Personalised Care in
Neighbourhood Health
in North West London

Sharing Good Practice

Have a success story to share?

We're keen to showcase the fantastic work being delivered by Personalised Care staff across North West London.

Share how you've:

- Improved patient outcomes
- Developed a new approach
- Built community partnerships
- Solved a local challenge

To share email: nwl.traininghub@nhs.net

Empowering Neighbourhoods: How Personalised Care Bridges Health Inequalities

[This blog post](#) from the Personalised Care Institute highlights the transformative impact of personalised care in tackling health inequalities within deprived communities. Providing real-world examples of how personalised care can create meaningful and measurable improvements in people's lives.



Training and Development



ARRS 2 Day Foundation Health Coaching Course

Building on previous work the past 3 years, the NW London Training Hub are working with provider Peak Health Coaching to provide the PCI approved core required 2-day health & role coaching programme for the new to role Social Prescribing Link workers and Care Co-Ordinators. To apply for a space please [complete the EOI form](#)

ARRS 4 Day Intermediate Health Coaching Course

The 4 Day Intermediate Health Coaching course required for Health & Wellbeing Coaches new to role, limited spaces may still be available so please email nwl.traininghub@nhs.net directly to enquire about this. Please include your role and where you work in your email.

PCI Free Learning Opportunities

The Personalised Care Institute offers [several free courses](#) for all health and care professionals, regardless of profession or seniority. This includes information on the 6 components of personalised care as well as other topics such as tackling loneliness and isolation.



Tools and Resources



[Personalised Care Institute](#)

The Personalised Care Institute (PCI) sets the standards for personalised care training in England and provides resources to help health and care professionals develop the skills and confidence to deliver person-centred care.

[Supported Self Management—What is it?](#)

Supported Self-Management (SSM) supports people to manage their own health and wellbeing more effectively, helping improve outcomes and promote independence. [Find out more](#)

[Universal Personalised Care: 6 Key Components](#)

Universal Personalised Care is the NHS approach to ensuring people have greater choice, control, and involvement in decisions about their health and wellbeing. It is built around six key components that work together to deliver truly person-centred care. [Find out more here](#)

[Workforce Development Frameworks](#)

These frameworks provide clear standards, training guidance and professional development support for Care Co-ordinators, Social Prescribing Link Workers and Health and Wellbeing Coaches, helping to build a skilled and consistent personalised care workforce.

[Framework for Care Co-ordinators](#)

[Framework for Social Prescribing Link Workers](#)

[Framework for Health and Wellbeing Coaches](#)

[National Academy for Social Prescribing \(NASP\)](#)

National Academy for Social Prescribing (NASP) champions social prescribing across the UK, providing [training and development](#), [events and webinars](#) that support Link Workers and share the latest research, best practice and innovative projects.

[The Virtual Village Hall](#)

[The Virtual Village Hall](#) is a free, online activity hub and community designed by the charity, Royal Voluntary Service. It helps people stay mentally and physically active, socially connected and having fun, supporting them to better manage their health, including long-term conditions.

[Money Talk Toolkit](#)

Free training and resources to help health and care professionals discuss financial wellbeing, understand its impact on health, and signpost people to the right support.

[NWL Training Hub Website](#)

Here NWL Training Hub shares the latest training opportunities, news and resources for Primary Care staff across North West London with pages dedicated to these roles; [Care Coordinator](#), [Health and Wellbeing Coach](#) and [Social Prescribing Link Worker](#).



Events and Webinars



RCGP London Webinars - Supporting patients experiencing gambling harms

Dr Emma Ryan, RCGP Clinical Champion for Gambling Harms, will provide practical guidance on identifying, assessing and supporting patients experiencing gambling harms

- **15th October 12:30 - 13:45** [Book your place](#)
- **26th November, 12:30 - 13:45** [Book your place](#)

NWL Peer Support Network for ARRS-funded Managers and Supervisors

Are you in an ARRS-funded role? Do you line manage or supervise other ARRS-funded colleagues? If you answered yes, this Peer Support Network is for you. Upcoming Sessions:

- **16th September, 10:00-12:00** [book here](#)
This session will focus on **personal behaviour and communication styles**
- **20th October, 10:00-12:00** [book here](#)
This session will explore themes of **resilience as a manager or supervisor**, plus time management between your leadership role and your patient-facing role.

National Academy for Social Prescribing (NASP) Webinars

NASP record their webinars and these can be a useful resource for social prescribers. Recent webinars include: [Supporting people with long-term conditions](#) and [Supporting mental health through social prescribing - my role and remit](#). **Upcoming Webinars;**

- Embedding Equity, Diversity, Inclusion and Belonging and cultural safety in practice
26th August, 12:00—13:00 [book here](#)
- Thriving in a neighbourhood team - How link workers strengthen integrated care
24th September, 12:00—13:00 [book here](#)
- Mental health Part Two: World Mental Health Day
21st October, 12:00—13:00 [book here](#)
- Building effective referral pathways
10th November, 12:00—13:00 [book here](#)
- Housing support in social prescribing - information for link workers
15th December, 12:00—13:00 [book here](#)

Personalised Care Institute (PCI) Webinars

Several PCI webinars are available to watch on demand via the [PCI website here](#). Recent topics include personalised annual reviews, reflective practice for health and wellbeing coaching, and pain management with Flippin' Pain.