

Lunch and Learn: Ealing Local Primary Care Contract updates

Focus on:

Veteran friendly GP practices
Healthy child checks
Alcohol & Patient Insights

Webinar recording:

<https://nhsuk.short.gy/ealing/webinar/contractsept2026>





Agenda		
Welcome and Introductions	Dr Tamsin Robinson	1.00pm - 1.05pm
Veteran friendly GP practice accreditation scheme	Brigadier (Retd) RG Simpson FRCGP RCGP Veterans Champion Dr Shanker Vijay	1.05pm – 1.15pm
Ealing Offer	Rachel Donovan Head of Primary Care Commissioning and Programmes	1.15pm – 1.25pm
Healthy Child: Aim, Why its important, Process overview Searches and Template	Dr Tamsin Robinson	1.25pm – 1.40pm
Signposting for Families	Louise Taylor, Public Health Principle	1.40pm – 2.00pm
Child health Hubs	Dr Tamsin Robinson	2.00pm – 2.10pm
Alcohol Specification & Patient Insights AI	Dr Shanker Vijay	2.10pm – 2.20pm
Q&A	All	2.15pm – 2.30pm

**Your
Professional
Home**



Armed Forces Veteran
friendly accredited
GP practice



The care of the Veteran: reaching out to a hard- to-reach group

**Brigadier (Retd) RG Simpson
RCGP Veterans Champion**

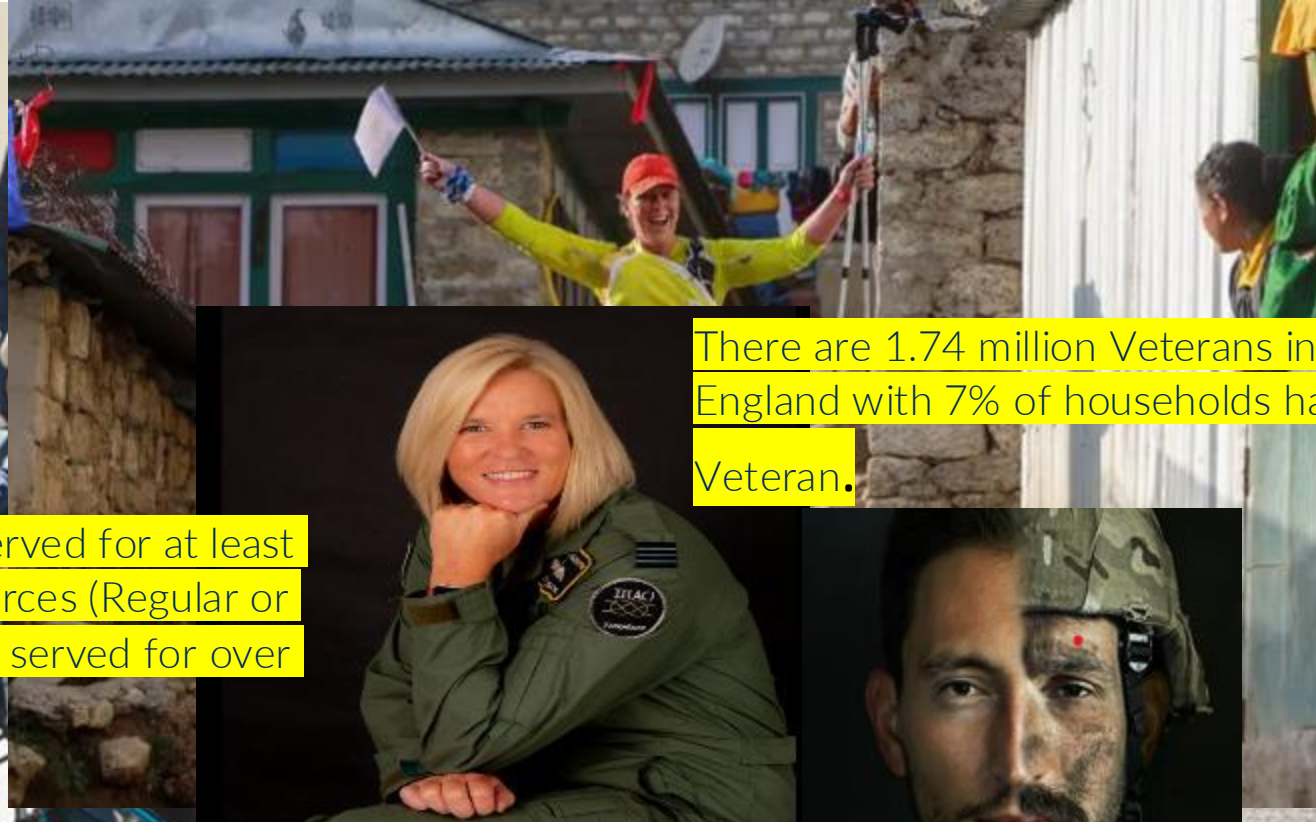


- Who is a veteran?
- Why are they treated as a special group?
- Why do you need to know?
- Why are they hard to reach?
- How can you make a difference?

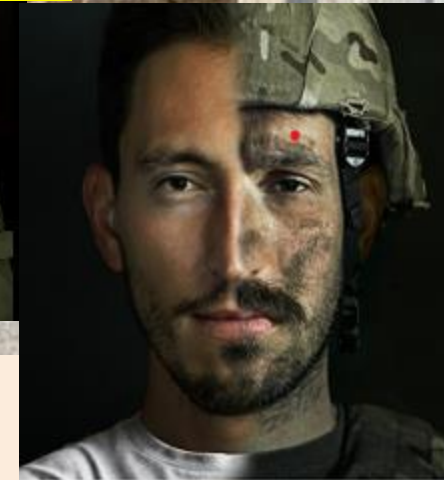
Who is a veteran?



A Veteran is anyone who has served for at least one day in the British Armed Forces (Regular or Reserve). The majority will have served for over 10 years.



There are 1.74 million Veterans in England with 7% of households having a Veteran.



Epidemiology

A veteran is as a person who has served one day in the British Armed Forces (Regular or Reservist).

UK armed forces veterans, England and Wales: Census 2021:

- 1,853,112 people in England and Wales reported that they had previously served in the UK Armed Forces (76% regular Forces, 19% in reserves, 4% in both)
- 1.7 million households (7.0% of all households) include one, or more persons, who served in the UK armed forces.

In the UK:

- 2.4 million veterans (about 5% of UK population)
- 50% are aged 75 or older and 85% are male
- 5.4 million adult spouses, partners, widowers and child dependents
- With a list size of 1800, each GP Principle will have at least 30 veterans (or more) on their list and on average will see a veteran each day.



Why are veterans treated as a special group?

Relinquish civil liberties whilst serving:

- risk of serious injury (for example loss of limbs, eyes or other body parts)
- mobile life
- separation from loved ones and family for extended periods of time

Armed Forces Covenant

The Armed Forces Covenant was established in its current form in 2011 and is a promise by the nation that the Armed Forces Community should be treated fairly and face no disadvantages when accessing public and commercial health services, with special provision made in appropriate cases for those who have sacrificed the most. The Covenant is a part of the NHS Constitution and states that the Armed Forces Community should enjoy the same standard of, and access to, healthcare as that received by any other UK citizen in the area they live. “Healthcare for the Armed Forces Community: a forward view (2021)” outlines NHS England’s commitment to improve the health and wellbeing of the Armed Forces community by:

- working in partnership to commission safe, high-quality care for serving personnel and their families
- supporting parents, carers, children and young people in the Armed Forces Community
- helping the transition from Armed Forces to civilian life
- identifying and supporting Armed Forces veterans
- improving veterans and their family’s mental health
- supporting veterans in the criminal justice system
- identifying and addressing inequalities in access to health care
- using data and technology to improve services
- driving research and innovation in armed forces healthcare.



Why do you need to know? Veterans more likely to have:

- long-term illness, disability or infirmity. More than half (52%) of veterans have a long-term illness, disability or infirmity, which is higher than general adult population (35%)
- a common mental health disorder including adjustment disorders, drug and alcohol-related problems, mood disorders and Post-traumatic stress disorder (PTSD). Rates of PTSD in those who have seen conflict are significantly higher than in the general population and symptoms may not emerge for many years. Alcohol is frequently used as an unhealthy coping mechanism in the Armed Forces and by Veterans
- muscular skeletal disorders such as arthritis, lower back, hip and knee pain that impair mobility
- difficulty hearing - about 3.5 times more likely under the age of 75

Why are they hard to reach?

Office of Veterans Affairs survey 2024:

55% of veterans in England have physical / mental health issues potentially related to their service

47% felt their mental/physical health issue had become significantly worse since leaving

One in seven have not sought help:

- GP won't understand their experiences (15%)
- Stoic - preferred to "manage their issue on their own" (30%)
- Concerns about being judged (8%)

Female versus Male veterans:

- Women have served within the Military for over 100 years
- 2018 have they had access to “all roles”
- Historically women had to leave the Army should they fall pregnant and as a result they may have not served for long enough to have a pension / reach senior ranks
- Furthermore, 64 % female veterans reported harassment and discrimination during their military careers (mostly unreported).
- Often women don't see themselves as veterans.
- Female veterans more mental health problems but are less likely to seek help.
- Female veterans more likely to have MSK problems - perhaps as fitness level expected that of a male

How can you make a difference?

63% of veterans would be more likely to seek help if they knew their GP was “veteran-friendly”

- England: RCGP veteran-friendly accreditation scheme
- Wales: Health Education and Improvement Wales (HEIW) veteran-friendly practices
- Scotland: General Practice Armed Forces and Veterans Recognition Scheme
- NI: support for veterans via the Defence Medical Welfare Services (charity).



RCGP Veteran Friendly Practice Accreditation Scheme



Launched by NHSE and RCGP in 2018

Free support programme

CPD and training for the practice team

Helps practices to:

- identify
- understand
- support veterans.

Improves outcomes for patients

Saves time for practice staff - reduce need for repeat appointments and earlier diagnoses

72% of practices in England are currently accredited

99% of accredited practices would recommend it.

How can you make a difference?

- **Ask** - if ever the person has ever served in the military at the new patient medical / text / booking in
- **Use** – the correct SNOMED Code – “military veteran”
- **Consider** – Requesting full Primary Care medical notes when a Veteran registers with significant past medical history.



NHSE mental health support for veterans and reservists in England

Op COURAGE: the NHS Veterans Mental Health and Wellbeing Service

- Everyone at Op COURAGE is either from the armed forces community or is experienced in working with serving personnel, reservists, veterans and their families
- Across England with equivalent in Scotland and Wales.

Contacting Op COURAGE

Patient can get in touch directly, or through a family member or friend

- GP referral
- Charity referral.

For more information, visit the NHS website at www.nhs.uk/opcourage



NHSE physical health for veterans and reservists in England

Op RESTORE: the NHS Veterans Physical Health and Wellbeing Service

- Accesses specialist services for veterans with physical health difficulties. Often used for second opinions where an understanding of the context of military service is helpful
- Has to be attributable to military service.

Contacting Op RESTORE

- GP referral required.

For more information, visit the NHS website:

<https://www.nhs.uk/nhs-services/armed-forces-community/>



eLearning programme

<https://elearning.rcgp.org.uk/course/info.php?id=804>

(Open access - have to register with RCGP website, but do



LEARNING

[Home](#) [Clinical topics](#) [Life stage topics](#) [Professional topics](#) [Resources](#) [Site blog](#)

Veterans' Health

Veterans' Health 



There are 2.03 million veterans in England, Wales and Scotland combined; many have medical needs, which are sometimes different to those of the general population. Veterans may be reluctant to seek help or talk about their problems, which means they do not always access care, support and treatments available. Veterans may think that 'civilians' do not understand military culture or are not aware of the options for help and services that are available. This course aims to help all members of the primary care team understand the needs of veterans and the available resources such as the RCGP Veteran Friendly GP Practice Accreditation Programme.

Funding for the production of this course was provided by [NHS England](#) as part of the RCGP Veteran Friendly Accreditation Programme. Editorial and content decisions were by the RCGP and NHS England.



[Login to access course >](#)

CPD Points: 1.5

Time to complete this course: 90 minutes

Date of publication: 28 January 2025



RCGP Veteran Friendly Practice Accreditation

<https://nhsuk.short.gy/vfp/form>





Royal College of
General Practitioners

Veteran Friendly Practice Accreditation Form (ONE practice per application ONLY)

Please make sure you spell and capitalise the name of your practice correctly, as this is how it will appear on the practice's certificate.

If you want to let us know your clinical lead has changed since your practice accredited, please DO NOT complete this form again. Instead, email veterans@rcgp.org.uk with the new clinical lead's name and work email address and we will update our records. Thank you.

When you submit this form, it will not automatically collect your details like name and email address unless you provide it yourself.

* Required

1. **Name of surgery ***

Enter your answer

Q and A

The impact of service isn't always obvious

Be a champion for veterans and families.
Veteran Friendly Accreditation helps you
identify, support and refer patients for the
best outcomes. Sign up for free.

rcgp.org.uk/veterans



Royal College of
General Practitioners



Armed Forces veteran
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GP practice





Healthy Child: What we will cover today

- Overview of the Ealing Healthy Child LES
- What is the targeted healthy child check
- Why is it important?
- How to complete the healthy child check (and searches)
- Ealing Healthy Child Leaflets
- How to manage the identified needs: weight, asthma, mould, housing, etc
- Ealing's child health hubs
- Learning from Brent
- Q&A





Ealing Local Offer 2026/27 – Healthy Child

Five Components:

- **Healthy Child leaflets:** send age-relevant leaflets to all registered 0–17s, with >95% delivery and coding (Dashboard)
- **Asthma:** identify high SABA use in 5–17s, then code, treat, review or refer in line with guidance (Dashboard)
- **Looked After Child / Care Leaver Charter:** display the Charter, update the annual template and prioritise access (Self Assessment)
- **PCN Child Health Champion:** name a GP with two protected sessions monthly to lead the standard and Child Health Hub (Self Assessment)
- **Healthy Child Checks:** target face-to-face checks at Core20 6–10s, covering screening, referral and activity-based payment (Dashboard)



Healthy Child specification – funding for PCNs

HEALTHY CHILD

£0.82

per weighted patient

>95% sent age-relevant leaflets
Appoint PCN Child Health Champion
Achieve Asthma KPI
Each Practice display LAC / Care Leaver
Charter.

HEALTHY CHILD CHECKS

£50

per completed activity

Pays for each completed Healthy Child
Check for the eligible cohort up to a cap
Core20+5 children aged 6–10 in Ealing.



What is the targeted healthy child check?

The Healthy Child Check provides a **holistic biopsychosocial health check** for children aged 6–10 in Ealing, for children living in the **most deprived postcodes (CORE20+5)**. It aims to:





Aim

- **Identify and address unmet needs** in obesity, physical health, and mental health.
- **Align with CORE20+5** priorities to reduce child health inequalities.
- Use **need-based funding**, giving proportionately more to high-deprivation populations.
- Emphasise **prevention**, tackling obesity, poor mental health, and low immunisation uptake.
- **Screen proactively** for asthma, mental health, and social determinants (e.g. smoking, mould).
- Provide a **mid-point weight check** (between NCMP reception and year 6).
- Ensure early **referral, signposting, and support** to manage needs before they escalate.



Why is it important?

Children in Ealing face significant health inequalities across various domains:

- **Child Poverty:** JSNA data shows 35% of children in the borough are living in poverty after housing costs were taken into account
- **Obesity: At Reception** 1 in 5 Reception Year children start school above a healthy weight; this rises to 1 in 3 amongst Year 6 children in Ealing. Food insecurity and unequal access to fresh fruits and vegetables is a driver and source of health inequality.
- **Dental Health:** Tooth decay is the most common oral disease affecting children and young people in Ealing and as a borough it displays the highest child tooth decay rates in London as published by the most recent oral health survey of 5 year old children (1). In addition in Ealing, tooth decay is the top cause of non-emergency hospital admissions for children.
- **Healthcare Utilisation:** 20% most deprived are twice as likely to be frequent A&E attenders than remaining population
- **Low MMR vaccine uptake in Ealing compared to London and England average.**



How to complete

PRACTICE WORKFLOW





How to find the searches

Navigation bar: Patient, Appointments, Reporting, Audit, Setup, Clinical Tools, Workflow, User, System, Help

Search, Task, Discard, Save, Details, Next, Acute, Note, Appts, Home

Buttons: New, Join, Copy, Import, Export, Excluded Patients, Report Queue, Upload, Refresh

Left sidebar (By Owner):

- Waiting
- Completed
- Search reports...
- Favourites
- By Owner
 - My Reports (523)
 - Local Reports (5284)
 - NW London ICB (16338)
 - Ealing Borough - NW London ICB (1593)
 - COVID19 (3)
 - DO NOT USE To be deleted (7)
 - Ealing Project (235)
 - Ealing Standard 2018 2019 (3)
 - Hypertension Ealing Test (9)
 - Imms Catch Up 2016 (89)
 - LIS 2017 2018 (149)
 - LTBI PHE 2018 19 (16)
 - Medicines Management Safety Alerts (24)
 - NWL Ealing Local Enhanced Services 2025 26 (113)
 - NWL Ealing Local Enhanced Services 2026 27 (145)
 - 02 EOL (3)
 - 04 CYP Asthma Inhalers (11)
 - 05 Carers (5)
 - 08 Care Planning (2)
 - 10 ABPI (2)
 - Alcohol (7)
 - Healthy Child (13)
 - z 02 EOL (6)
 - z 04 CYP Asthma Inhalers (11)
 - z 05 Carers (7)

Right pane: Healthy Child

Search results:

- *TO OFFER HEALTH CHECK - CHL005F - Curr Regd eligible 6-10yrs in Ealing Core 20 areas w NO health check in 2026-27
- 01 Healthy Child leaflet - To share Age 0-4yrs leaflet
- 02 Healthy Child leaflet - To share Age 5-12yrs leaflet
- 03 Healthy Child leaflet - To share Age 13-17yrs leaflet
- 04 Healthy Child leaflet - Already received age relevant healthy child leaflet when Aged 0-4yrs
- 05 Healthy Child leaflet - Already received age relevant healthy child leaflet when Aged 5-12yrs
- 06 Healthy Child leaflet - Already received age relevant healthy child leaflet when Aged 13-17yrs
- CHL004D - DENOMINATOR - 0 to 17 year olds
- CHL004N - NUMERATOR - 0 to 17 year olds who have received age relevant healthy child leaflet
- CHL005A - ACTIVITY - 6-10 yr olds in Core 20 Areas w Hth Check in 2026-27 - Regd or Left or Died
- CHL005D - DENOMINATOR - Curr Regd 6-10yr olds in Core 20 Deprived Areas in Ealing
- CHL005N - NUMERATOR - Curr Regd 6-10yr olds in Ealing Core 20 areas with health check in 2026-27
- CHL005X - Currently Registered Children Aged 6-10yrs Living in Core 20 Deprived Areas in Ealing

Healthy Child Checks - Ealing (6-10yrs)

Other Details... Exact date & time Sun 13 Sep 2026 01:29

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button [Hide Warning](#)

Admin | Screening - Part 1 | Screening - Part 2 | Physical Health | Wellbeing | Plan, Referrals & Completion | Disclaimer

Admin

North West London

Health Checks for 6-10 year olds: To be completed by a doctor or nurse,
F2F estimated appointment time: 30 mins

Seen by

Accompanied By

Who is living at home with you?

Child has carer responsibilities

Current safeguarding status

☐ Child is cause for safeguarding concern

☐ Subject to child protection plan

☐ Subject of child in need plan

☐ Looked after child

☐ Unaccompanied child asylum seeker

☐ Child is cause for concern

☐ Child in foster care

☐ Child in residential care

☐ Subject to special guardianship order Act 1989

☐ Vulnerable family

Safeguarding

Launch NWL Child Safeguarding Template

School

Education

Name of Primary School

School Attendance

Details of any learning difficul...

Victim of bullying

Seen by

Date

Selection

No previous values

☒ Show recordings from other templates

☐ Show empty recordings

Information

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Suspend

Ok

Cancel

Show Incomplete Fields

NHS

West and North London

Real time review of
template

28

Healthy Child Checks - Ealing (6-10yrs)

Other Details...Exact date & timeSun 13 Sep 202601:29

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button

AdminScreening - Part 1Screening - Part 2Physical HealthWellbeingPlan, Referrals & CompletionDisclaimer

Screening - Part 1

Dental Care

NHS (free) Dental check up recommended at least 12 monthly. Brush twice a day with fluoride toothpaste. For emergency/ urgent dentist appointment call 111

Dental registration status

Tooth symptoms / concerns?

Dental caries

Advised to see dentist

Eye Health

NHS (free) optician check up recommended at least 12 monthly

Eye/sight symptoms or concern?

Wears glasses

Advised to see optician

Exposure to Smoke

Smoker in household

Health education - smoking

Education and cessation of vaping

Cough

No cough

Nocturnal cough / wheeze

Episodic dry cough

Expiratory wheeze

Asthma

Consider referral into Ealing Asthma nurse

Atopy History

Allergic rhinitis

Food allergy

Eczema

FH: Atopy

Consider arranging further clinical consultation as needed

CA: Find a Dentist

CA: Find a NHS Sight Te

If relevant, send family members 'Stop Smoking' S1 Communications Annexe preset messages from their GP records (rather than child's)

NWL Asthma

Show recordings from other templates

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West and North London

29

30

Healthy Child Checks - Ealing (6-10yrs)

Other Details... Exact date & time Sun 13 Sep 2026 01:29

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Admin | Screening - Part 1 | Screening - Part 2 | **Physical Health** | Wellbeing | Plan, Referrals & Completion | Disclaimer

Physical Health

Do you have any worries about your body or health?

Examination (as needed)

O/E - weight 4.78 Kg

O/E - height m

BMI Kg/m²

For 6 to 10-year-olds, BMI is interpreted using percentiles (centiles) that compare the child's BMI to others of the same age and sex. The standard ranges are: underweight (below 2nd/5th percentile), normal/healthy weight (2nd-85th percentile), overweight (85th-95th percentile), and obese/very overweight (95th percentile and above)

Signpost children above a healthy weight to ALFIE which offers nutrition, behaviour change and physical activity sessions. Contact the team: 07909 002201 or email clcht.ealinghealth4life@nhs.net

If underweight, losing weight or child/ parent concerned consider booking further clinical review

Allergy

Record Allergy or Sensitivity

Patient over the counter medication

Attended A&E recently / frequently
Document details: why and where

Child Growth Charts...

BMI for Children

Date

Selection

No previous values

☒ Show recordings from other templates

☐ Show empty recordings

Information

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Suspend

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Cancel

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West and North London

31

Healthy Child Checks - Ealing (6-10yrs)

Other Details...

Exact date & time

Sun 13 Sep 2026

01:29

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button [Hide Warning](#)

Admin

Screening - Part 1

Screening - Part 2

Physical Health

Wellbeing

Plan, Referrals & Completion

Disclaimer

Wellbeing

North West London

Child

How are you feeling? Any Worries?

Physical Activity & Games

How do you like to spend your free time?

What sport would you like to try?

It's recommended that kids this age spend about 60 minutes a day being active. Have a look at the infographic (pick the right one). Do you think you do this?

Online safety discussion and advice

Parent / Carer concern regarding

Child's behaviour

Child's development

Child's mood / mental health

URL Physical Activity Ad...

URL Disabled Children Ph...

URL NSPCC: Safe Online

NWL Paediatric Ment...

No previous values

☒ Show recordings from other templates

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Information

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West and North London

32

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Admin | Screening - Part 1 | Screening - Part 2 | Physical Health | Wellbeing | **Plan, Referrals & Completion** | Disclaimer

Plan, Referrals & Completion

Goals & Plan for Health

[Share copy of Ealing healthy child leaflet >>](#)
[This electronic leaflet contains useful local information for 5 years to pre teens](#)

Referral to child health hub

Referral to safeguarding children team

Refer to child and adolescent mental health service

Referral to community paediatric service

Referral to school nurse

[Ealing School Nurses: c1cht.ealingschoolnurseteam@nhs.net](#)

Signposting to Activities

Healthy Child Check

CA: Healthy Children 5-12yrs leaflet Ealing

Children Services WL

Whats on in Ealing

Goals & Plan for Health

Date Selection

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☒ Show recordings from other templates
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Plan, Referrals & Completion

Goals & Plan for Health

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[Ealing School Nurses: c1cht.ealingschoolnurseteam@nhs.net](mailto:c1cht.ealingschoolnurseteam@nhs.net)

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No previous values

☒ Show recordings from other templates
☐ Show empty recordings

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Healthy Child Leaflets – Ealing: SystmOne Visualisation



All children (0-17yrs) receive age relevant healthy child leaflets

(with addition of 'Health care services information leaflet given' SNOMED 202001000000108 code)



SystemOne Communications Annexe: Preset Messages

West and North London

The screenshot displays the SystemOne Communications Annexe interface. The main window shows a patient record for 'West London Mental Health Nhs Trust, Uxbridge Road, Southall UB1 3EU'. The 'Contact Details' section includes an email address, a mobile number (07943140906), and an Airmid account status. The 'Message' section shows a 'Send SMS' button and a 'Preset' dropdown menu. A 'Select Message Preset' dialog box is open, displaying a list of message presets. The 'Ealing' category is selected, and the 'Healthy Babies & Children 0-4yrs leaflet Ealing' preset is highlighted. The background window shows a patient record for 'XXTESTPATIENT-TEMQ-TESTPATIENT, Mickey (Ms) 13 Jul 1991 (35 y) F'.

SystemOne GP: VIJAYADEVA, Shalini (Dr) (Clinical Practitioner Access Role) at Guru Nanak Medical Centre - Patient Record

Communications Annexe

West London Mental Health Nhs Trust, Uxbridge Road, Southall UB1 3EU
Mobile (preferred, ended): 07999 111999
999 053 3466 Test Patient, Guru Nanak Medical Centre

Contact Details

Type	Details	Verified
Email		☐
Mobile number	07943140906	☒
Airmid	No Airmid account	☐

Preferred contact method: SMS
SMS consent: Consent recorded

Message

Send SMS

Preset: [Icon]

Add code: [Icon]

Questionnaire: [Icon]

Set File Links: 0 linked file(s)

☐ Allow reply

Enter message text

Preview

Delay sending until: [Dropdown]
Repeating every: [Dropdown] for [Dropdown] finishing on [Dropdown]
Send me a task after: [Dropdown] days to prompt a review

Select Message Preset

Enter text to search: [Text Box] Search Clear

Message Preset

- Admin
- Appointments
- Appointments;Asthma Review Face to Face
- Cancer;Bowel Cancer Awareness
- Cancer;Bowel USC Patient Information Leaflet
- Cancer;Breast Cancer Awareness
- Cancer;Breast USC Patient Information Leaflet
- Cancer;Cervical Cancer Screening
- Cancer;Generic USC Patient Information Leaflet
- Cancer;Screening
- Cancer;Symptomatic FIT Leaflet
- Cancer;Various
- Diabetes
- Drugs and Alcohol
- EGPF Research;INTERACT
- EGPF Review Calls;Booking Links
- EGPF;PCN
- ENT
- Ealing**
 - Charities Free Social Support Ealing
 - Healthy Babies & Children 0-4yrs leaflet Ealing
 - Healthy Children 5-12yrs leaflet Ealing
 - Healthy Teenagers 13-17yrs leaflet Ealing

Ok Cancel

11 Jan 2024 - 13 Sep 2026

02:08



0-4



[https://nhs.uk/short.gy/ealing/
HealthyBabiesandChildrenund
er5leaflet](https://nhs.uk/short.gy/ealing/HealthyBabiesandChildrenunder5leaflet)

5-12



[https://nhs.uk/short.gy/ealing/
HealthyChildrenaged5-
12yrsleaflet](https://nhs.uk/short.gy/ealing/HealthyChildrenaged5-12yrsleaflet)

Teen



[https://nhs.uk/short.gy/ealing/
HealthyTeenagersaged13-
17yrsleaflet](https://nhs.uk/short.gy/ealing/HealthyTeenagersaged13-17yrsleaflet)

Healthy Child Leaflets – Number of Clicks on Links

Top links	Clicks 
/EalingHealthyChildrenaged5-12yrsleaflet	11k
/EalingHealthyBabiesandChildrenunder5leaflet	8088
/EalingHealthyTeenagersaged13-17yrsleaflet	8061



Signposting



West and North London

Oral / Dental Health Support

- ❖ Routine – Dentist (S1 Communications Annexe – ‘Find a Dentist’ preset message)
- ❖ Community Dental Service- for complex needs
- ❖ Emergency Care – 111 or A & E
- ❖ Oral Health Promotion – Whittington NHS Trust

Eyes / vision screening

- ❖ High Street Optician – NHS & Glasses
(S1 Communications Annexe – Find Sight test preset message)
- ❖ Vision screening being implemented for Reception children early next year.

Weight

- ❖ [Child healthy growth and weight - Healthier Families – NHS](#) Recipes, Activity Ideas and more
- ❖ For 5-13 year olds – ALFIE: A weekly programme of support that includes nutrition, physical activity and behaviour change. To find out more call 07909 002201 or email clcht.ealinghealth4life@nhs.net
- ❖ Currently mobilising MoreLife a Tier 2 Weight Management Programme for 14+ and also for adults.- **Hot off the press**


Whittington Health
NHS Trust

How to find an NHS dentist

You can find an NHS dentist that is convenient for you, near your home or school, and phone them to see if there are any NHS appointments available at the moment.

Dental surgeries will not always have the capacity to take on new NHS patients and you may have to join a waiting list.

Once you find a dental surgery, you may have to fill in a registration form. However, that does not mean you have guaranteed access to an NHS dental appointment in the future.

Scan the QR Code to find a dentist close to you or search find an NHS dentist:





Signposting



West and North London

Smoking cessation

- ❖ Stop Smoking Service. Referrals via SystmOne, healthcare referral or self-referral
- ❖ Email: wlm-tr.hls@nhs.net Telephone number: 0208 354 8889
- ❖ Young Peoples Vaping support for under 18's. Email: Easy.project@cgl.org.uk

Cost of living

- ❖ [Cost of living support and advice | Ealing Council](#)
- ❖ If you need to speak to someone urgently, please call the contact centre on 020 8825 7170.
- ❖ Information on all sorts – HAF, benefits calculator, local and government financial support, Community advice drop-in sessions for families - housing, benefits, debt and money advice. Income maximisation, preventing eviction, negotiating with creditors and Debt Relief Orders, specifically for CYP: Free uniform swap shop, Healthy Start Scheme, Ealing baby bank, Children Centre activities, Free School Meals.

Housing

- ❖ [Housing | Ealing Council](#)
- ❖ All sorts of information on homelessness, finding a home, benefits and financial support and more
- ❖ Damp & Mould [Damp and mould | Damp and mould | Ealing Council](#)
- ❖ For leaseholder, shared owner and resident homeowners: [Leaseholders, shared owners and resident homeowners | Damp and mould | Ealing Council](#)



Ealing Child Hub Contacts



West and North London

	Greenwell	Northolt	TEN	Acton	North Southall
Place	Oldfield Family Practice	Rotates 6-monthly (currently at GUV)	The Corfton Road Surgery	Cloister Road Surgery	K S Medical Centre
Clinic (monthly)	4th Thursday- 09:00-12:00	4th Tuesday - 09:30-12:30	4th Friday- 09:30-12:30	2nd Friday- 09:30-12:30	3rd Tuesday - 09:30-12:30
MDT (monthly)	4th Thursday- 12:00-13:00	combined MDT with Greenwell	4th Friday- 13:00-14:00	2nd Friday- 13:00-14:00	3rd Tuesday- 13:00-14:00
Started	2022	2023	2024	2024	2025
Linked Acute Paediatrician	Dr Nitu Sengupta nitu.sengupta@nhs.net	Dr May Nagle may.nagle@nhs.net	Dr Margaret Rhoads m.rhoads@nhs.net	Dr Margaret Rhoads m.rhoads@nhs.net	Dr Anthony Kershaw anthony.kershaw@nhs.net
Acute Paeds Consultant Trust	LNWUHT	LNWUHT	LNWUHT	LNWUHT	LNWUHT
GP Lead	Dr Rosalind Herbert rosalind.herbert@nhs.net	Dr Ghulam Murtaza gmurtaza@nhs.net	Dr Susru Sukumaran susru.sukumaran@nhs.net	Dr Niro Neminathan niroshan.neminathan1@nhs.net	Dr Kamini Gautam kamini.gautam@nhs.net ;
Hub Coordinator	b.guneratne@nhs.net	dimitria.karamfilova@nhs.net	rasha.ghandour@nhs.net	shona-may.elliott@nhs.net	myo.swe@nhs.net milania.mina@nhs.net



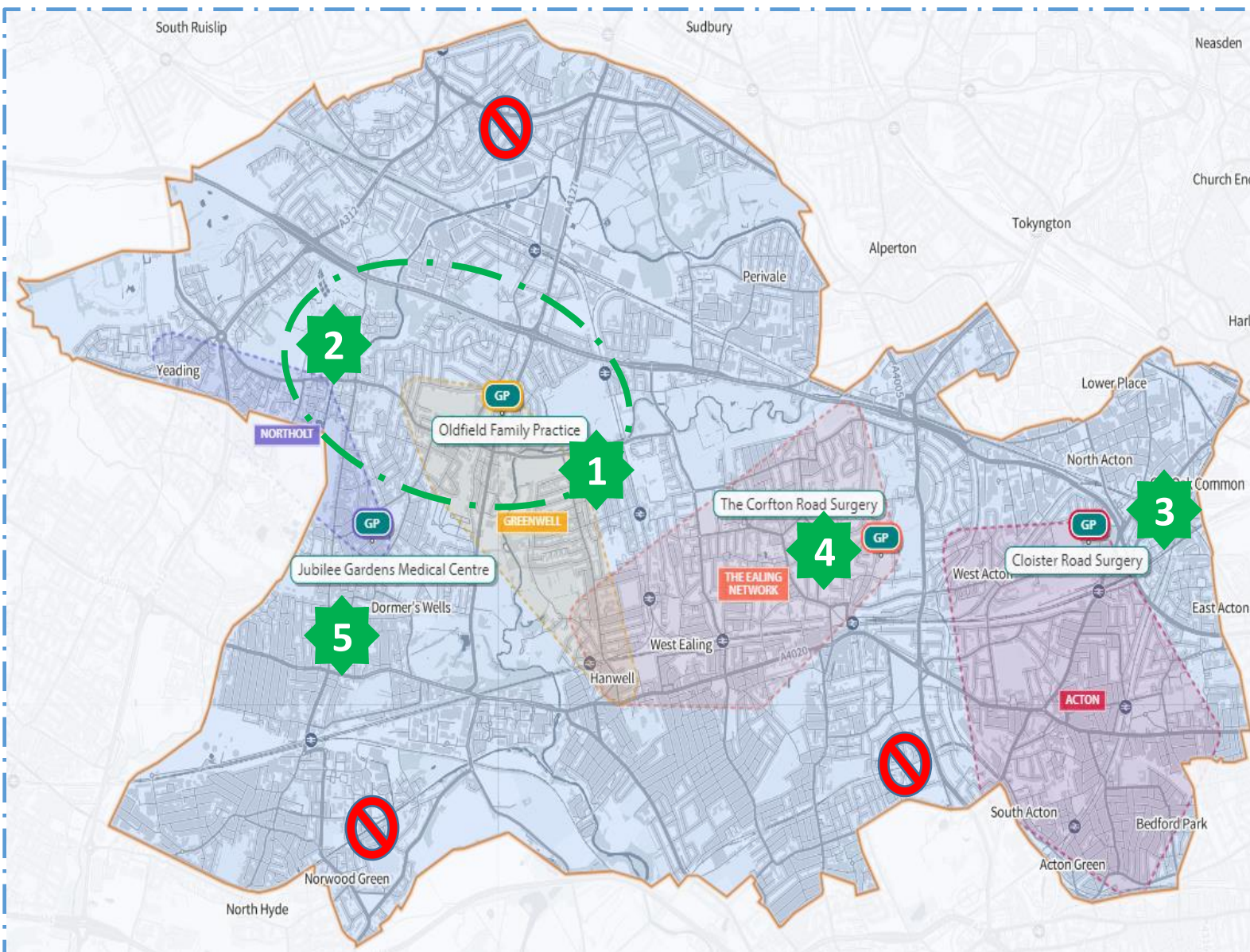
Child Health Hubs

- Introduced to the 2026/27 NWL Single Offer to expand roll out of Child Health hubs across all NWL PCNs/neighbourhoods
- Two core components:
 - monthly MDT case discussions
 - joint GP–Consultant Paediatrician clinics delivered in GP surgeries.
- PHM-led proactive case finding, using WSIC, JSNA and local intelligence to target early intervention, particularly for Core20Plus5 and local priority cohorts.
- Integrated system working, with strong links to Family Hubs, CAMHS, health visiting, school nursing and VCSE partners to improve access, coordination and equity.





West and North London



❑ 5 CHHs in operation:

1. Greenwell (Sep-22)

2. Northolt (Sep-23)

(These 2 CHHs share the same MDT)

3. Acton (Sep-24)

4. The Ealing Network (Sep-24)

5. North Southall (Nov-25)

❑ 3 hubs to mobilise for a full coverage of all PCN neighbourhood

- Northolt, Greenford, Perivale (NGP)
- South Southall
- South Central Ealing



Learning from Brent

[About](#) [Political](#) [Our support](#) [Case studies](#) [Parliament](#) [Topics](#) [Publica](#)

[Home](#) > [Case studies](#)

From Recognition to Response: Strengthening the GP-Family Hub Link in Brent

A GP recognized a young, struggling single mother's deeper family crises during a routine appointment but had no time to address them. By referring her to a local Family Wellbeing Centre, the mother received holistic support for her child's needs, finances, and wellbeing, which also helped her manage her own health. This case highlights the powerful, necessary partnership between time-pressed GPs, who identify hidden needs, and community hubs, which provide the sustained, practical support families require.

[Family Hubs](#) | 05 Dec 2025

Summary

Identifying and strengthening the GP-Family Hub Link

Top tips for GPs on better linking with your Family Hub

Summary

A GP recognised a young, struggling single mother's deeper family crises during a routine appointment but had no time to address them. By referring her to a local Family Wellbeing Centre, the mother received holistic support for her child's needs, finances, and wellbeing, which also helped her manage her own health. This case highlights the powerful, necessary partnership between time-pressed GPs, who identify hidden needs, and community hubs,

North West London ICB – Neighbourhood Health Programme Case Study

Brent's Child Health Hub Model - Summary

Overview

Brent faces significant socioeconomic challenges, with nearly 60% of children living in income-deprived households, leading to severe health outcomes such as high rates of dental decay, obesity, and asthma-related emergency visits. Traditional healthcare models, often limited to ten-minute consultations, can fail to address the complex underlying social causes of these medical symptoms. In response, Brent's Integrated Care Partnership (ICP) developed the Child Health Hub model to provide holistic, neighbourhood-based paediatric care.

Key Learnings on how the Child Health Hub model supports Neighbourhood Health

- **Shift from reactive to proactive care:** A core learning is the necessity of moving away from a "wait and see" approach to proactive neighbourhood working. The Targeted Healthy Child Checks (for 6–10 year olds) function as a "radar" to identify hidden medical and social needs—such as mould, smoking, or dental issues—before they escalate into crises.
- **Medical issues often have social roots:** Neighbourhood health acknowledges that poor health in children is often not always medical. Complex problems like recurring asthma or parental exhaustion are frequently medical symptoms of complex underlying social concerns that require multifaceted solutions rather than just a hospital referral.
- **Integration as a "safety net":** Effective neighbourhood health treats the system not as "separate islands" (hospitals, schools, GPs) but as a single, interconnected safety net. This is achieved through Multi-Disciplinary Teams (MDTs) where professionals from various sectors—including mental health and social care—collaborate on cases that require various parts of the health and care system.
- **The power of community-based support:** The inclusion of Children and Young People (CYP) Link Workers and Family Wellbeing Centres provides culturally competent social support. These workers help families navigate non-medical barriers like housing, financial advice, and school admissions, which directly impact health outcomes.
- **Mutual professional learning:** Placing paediatricians in local GP surgeries creates a "joint clinic" environment where GPs gain informal specialist training, and paediatricians develop a deeper understanding of community-specific barriers.

Evidence of Impact

- **Reduced impact on secondary care:** 71% of children seen or discussed in the hubs avoid a referral to secondary care.
- **Faster access:** The average wait time from referral to being seen at a hub is just two weeks.
- **Targeted support:** Proactive checks have made children 19.5 times more likely to be referred for further socioeconomic support and 5.9 times more likely to receive catch-up vaccinations.
- **Improved reach:** Referrals to child weight management services increased by 150% following the introduction of targeted checks.



Conclusion

The Brent model demonstrates that neighbourhood health is most effective when primary care is supported by a responsive ecosystem that can "respond beyond the limits of the consultation". By treating the whole person, rather than just a specific symptom, the programme is successfully identifying and supporting the children and their families.

For more information, please contact amina.al-yassin@nhs.uk

Written by Jaimee Lewis and designed by nooh Studio.



My first clinic on 21/06/2025 (CORE 20)

3 children not in
school



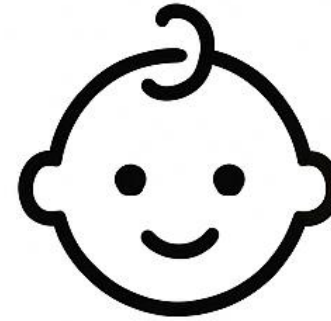
Mould and damp

Unimmunised

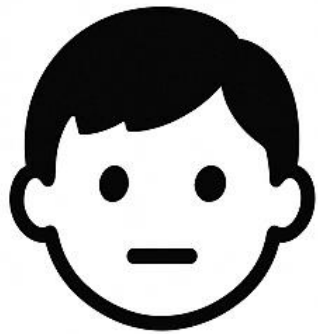
4 children with severe
dental decay- 2 not
registered with dentist

3 children in
temporary
accommodation

6y boy in temporary accommodation: Mum could not afford the 3 bus fares to get to school. Mum needs him back in school as she is illiterate and was relying on him to learn English and translate for her



Detection → Action





Outcomes: Start of some positive glimmers



Food poverty identified → Family supported via food bank referral



Childhood obesity identified → Referral to Beezee Bodies for healthy lifestyle support



Immunisation gaps → Catch-up courses initiated



Household smoking → Referrals made to smoking cessation services



Severe financial stress (£15,000 debt) → Social prescriber and National Debt Helpline referrals



Complex developmental case (7y boy, ?ADHD, low tone, learning difficulties, faltering growth) → Referred to Child Health Hub for multidisciplinary assessment



Refugee family with four children and a new baby struggling with essentials → Supported by Family Wellbeing Centre



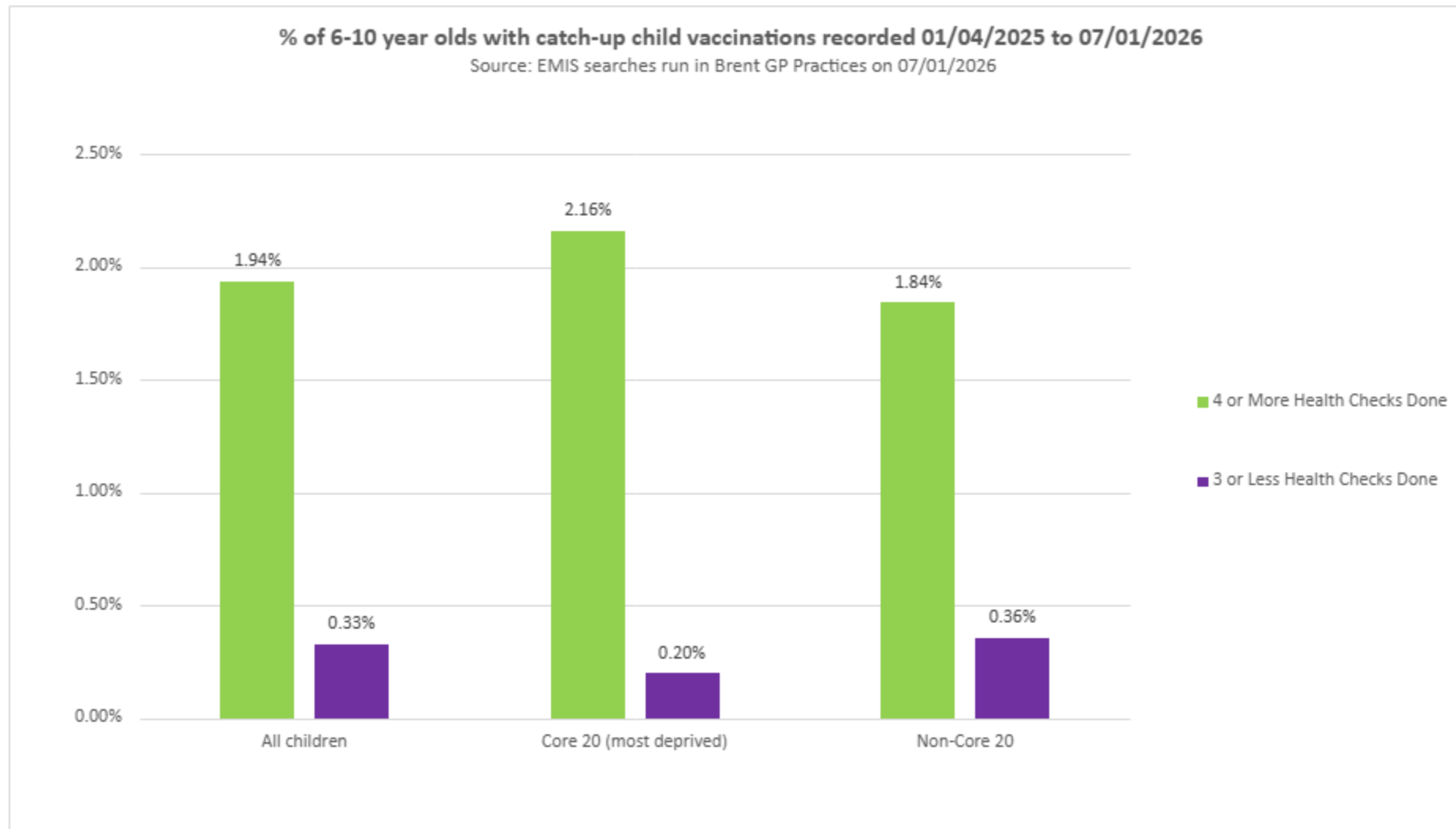
Physical health needs addressed (threadworms, poor eyesight, recurrent abdominal pain, suspected asthma)

Safeguarding concerns identified (physical punishment, non-prescribed use of sleeping tablets)





Children who had a health check were x5.9 more likely to have catch-up vaccinations given





Questions and Answers?

Webinar recording:

<https://nhsuk.short.gy/ealing/webinar/contractsept2026>



2026/27

Ealing Local Enhanced Service Specifications

Alcohol & Patient Insights AI

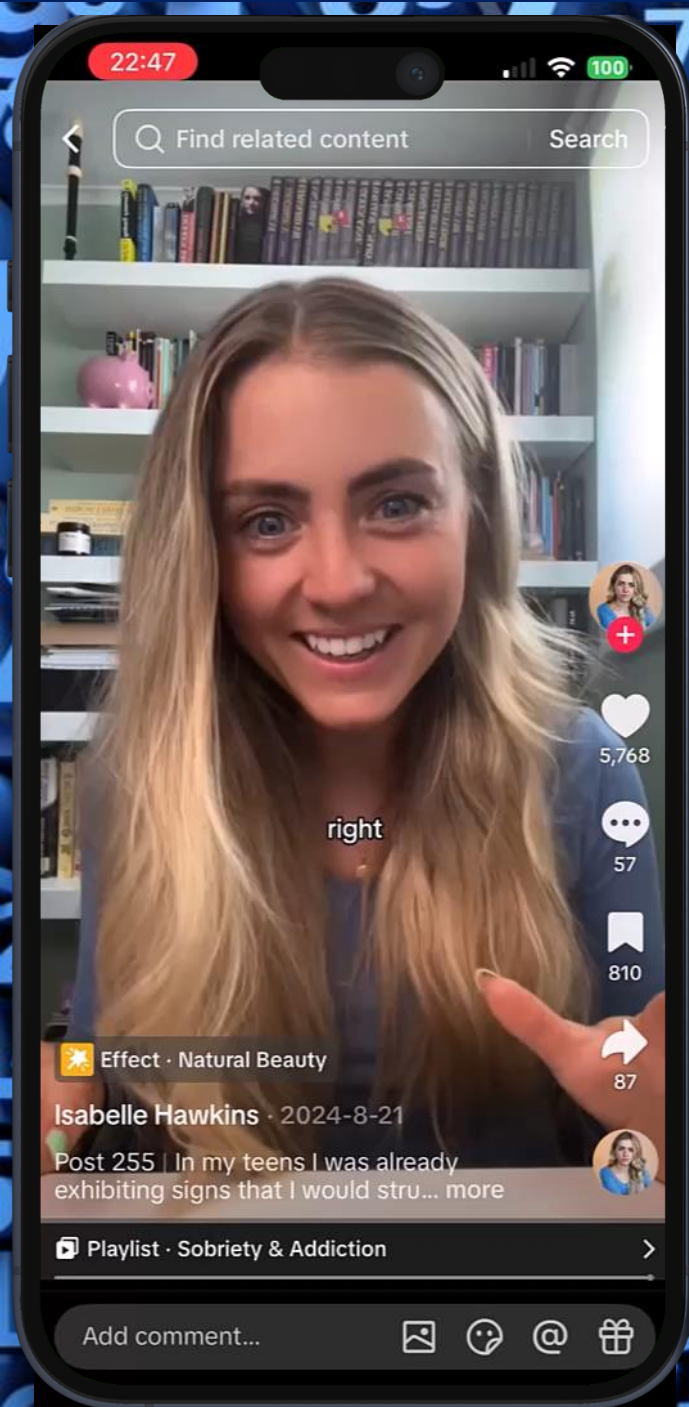
Dr Shanker Vijay

Webinar Recording 2025



NHS





Why screen teenagers for Alcohol?

Ealing has **highest** rate of alcohol related hospital admissions in London (JSNA 2023)

40% of pupils said they had ever had an alcoholic drink (2021 survey)

Prevalence increases with age, from
13% of 11-yr-olds to **65%** of 15-yr-olds

6% of all pupils said they usually drank alcohol **at least once per week**

Rate of alcohol related mortality in Ealing is **36.8/100,000**
(**5th** highest rate in London)

Outcomes: April 2025 to April 2026

26,223 teenagers offered AUDIT questionnaire

8.9% (2354) completed AUDIT questionnaire

99% (2332) responses **LOW RISK**

1% (22) responses **INCREASING RISK (19) / HIGHER RISK (1)**
/ POSSIBLE DEPENDENCY (2)



Small Things Make A Big Difference!

BIG

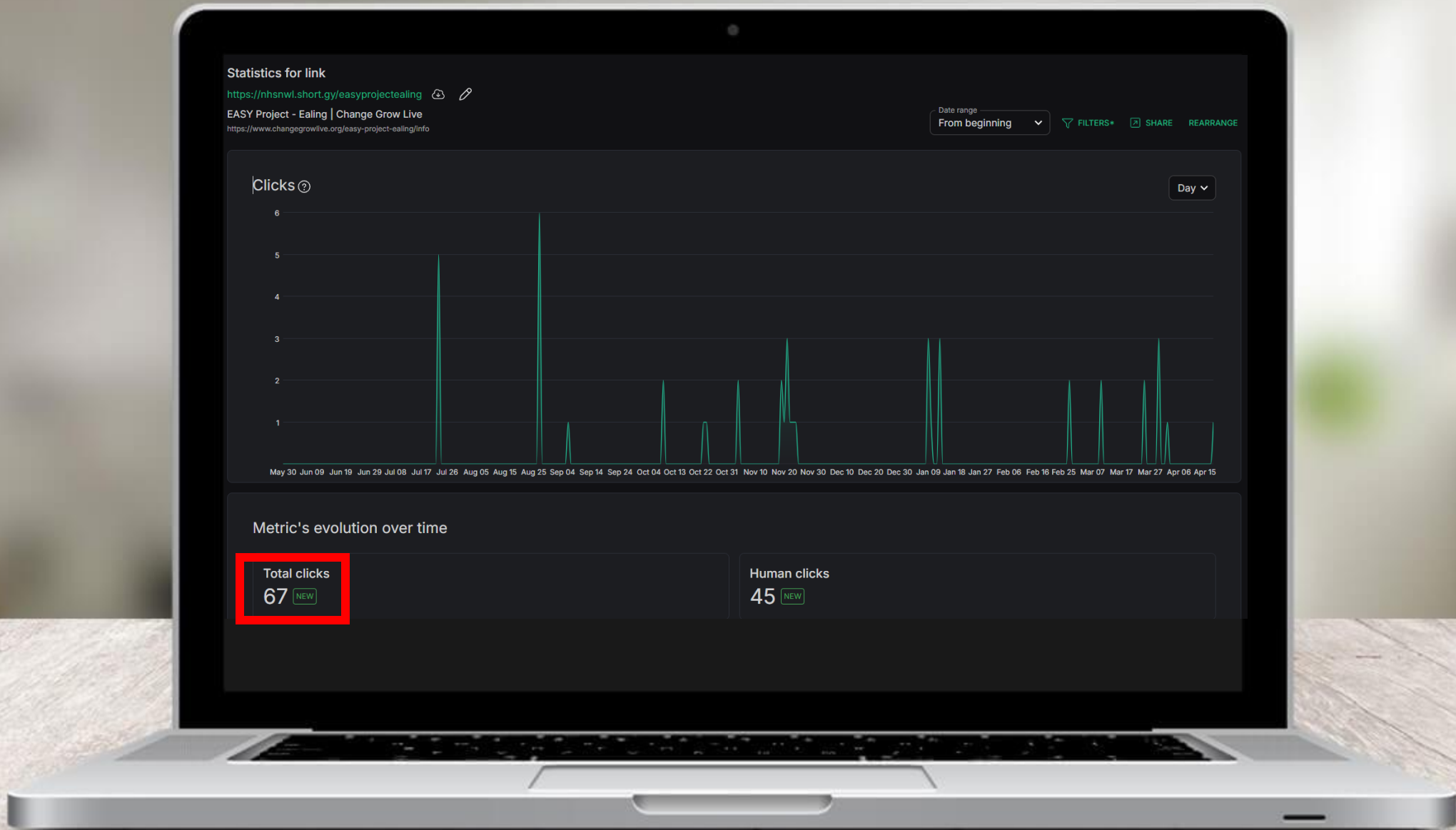
Small
Small
Small
Small





Perhaps one less life lost

Impact on ‘Drop outs’: 67 clicks on EASY project link (exceeding 22 known at risk)



Spread: Demo in National SystmOne IT webinar

20 implementation enquiries
with downloads of
free IT resources

**DO NOT
REINVENT
THE WHEEL**

....just attach it to a new Wagon

Quote by Mark McCormack

Visualisations with TPP SystmOne

eGPLearning
20.2K subscribers

34 | Share | Ask | Save

eGPLearning:
[www.youtube.com/
live/UQrsRKxD08w](https://www.youtube.com/live/UQrsRKxD08w)





Selected TPP Case Study

Case Study: Innovative Alcohol Screening for Teenagers in Ealing



TPP <accountteam-noreply@tpp-uk.com>

To VIJAYADEVA, Shanker (NHS NORTH WEST LONDON ICB - W2U3Z) 04/12/2025



[If there are problems with how this message is displayed, click here to view it in a web browser.](#)

systemone

Innovative Alcohol Screening for Teenagers in Ealing

Empowering proactive, preventative care for healthier communities

- The Challenge -

Prevention is at the heart of the NHS Long Term Plan - but turning it into everyday practice requires tools that make it easy. In Ealing, North West London, GP practices faced a growing concern: early alcohol misuse among teenagers was increasing, yet routine screening wasn't happening consistently.

- The Solution -

Using SystmOne's Visualisations and Communications Annexe, Dr Shanker Vijayadeva introduced an efficient, scalable approach that makes routine screening easy and consistent.

Targets for Ealing GP Practices 2026/2027:

1

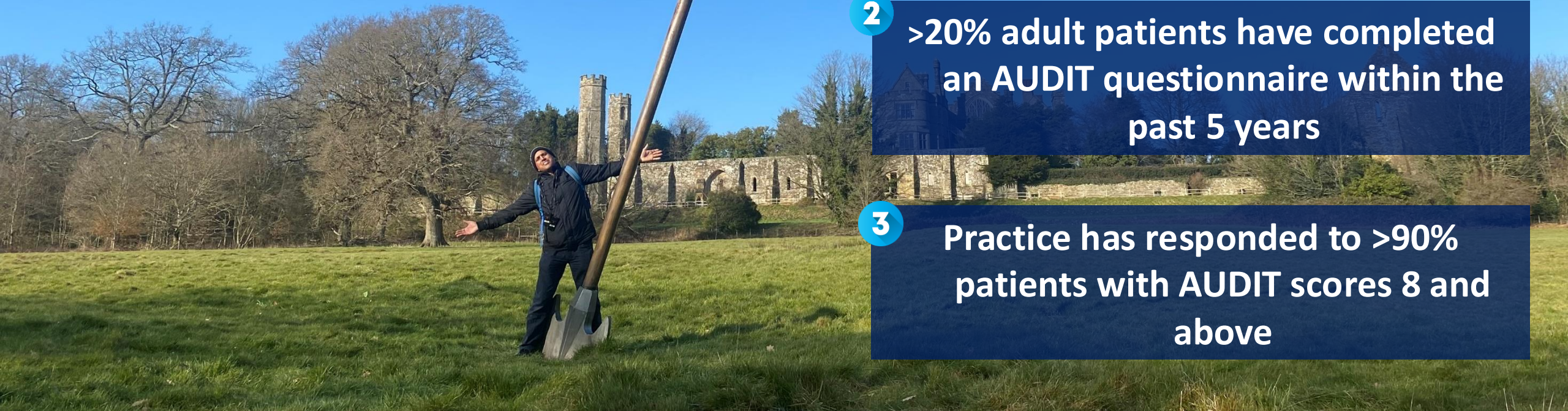
>90% patients aged over 13yrs (teenagers and adults) provided an AUDIT questionnaire if not completed one within the past 5 years

2

>20% adult patients have completed an AUDIT questionnaire within the past 5 years

3

Practice has responded to >90% patients with AUDIT scores 8 and above



Alcohol Screening Dashboard: SystmOne Visualisation

Alcohol Screening Dashboard - Ealing

Alcohol Screening - Ealing Borough

Click here to watch Training Webinar recording

To Offer AUDIT

Age Range	# of Patients	CA
Teenagers 13-17yrs	6	
Adults 18yrs+	43	

To Chase AUDIT (offered > 1 mth ago)

Age Range	# of Patients	CA
Teenagers 13-17yrs	539	
Adults 18yrs+	7,788	

Completed AUDIT scores & Patients still awaiting response about their score/risk (if not low)

Score / Risk	# Teenagers	# Respond about Risk - Teenagers	CA	# Adults	# Respond about Risk - Adults	CA
>20 Possible Dependence	0	0		23	0	
16-19 Higher Risk	0	0		13	0	
8-15 Increasing Risk	1	0		129	0	
0-7 Low Risk	216	179		2,684	2,504	

Thanks for all your efforts with this initiative! Dr Shanker Vijay

Outcomes

Indicator	% Patients	# of Patients
Offered Alcohol screening if not completed past 5yrs	99.5%	8,414
Teenagers Completed Screening in past 5yrs	24.6%	180
Adults Completed Screening in past 5yrs	33.3%	3,979
Alcohol Advice / Intervention in past 5yrs	11.5%	1,719
Under care / Referred to Alcohol Services in past 12mths	0.1%	13

Close

Settings

Search for 'Visualisation' → Launch Visualisation

SystemOne GP: VIJAYADEVA, Shanker (Dr) (Clinical Practitioner Access Role) at Guru Nanak Medical Centre - Patient Record

Patient

Appointments

Reporting

Audit

Setup

Links

Clinical Tools

Workflow

User

System

Help

Home

Search

Appts

Appts

Free Slot

Task

Sch Task

Discard

Details

Teleph...

Save

Next

Acute

Repeat

Repeat

Note

eConsu...

More

More

Start Consultation

Next Event

Event Details

Pathology

Drawing

Auto-Consultation

Settings

Clinical

Administrative

Tabbed Journal

Code Journal (587)

New Journal

Medication

Medication (2)

Repeat Templates (4)

Prescription History (68)

Sensitivities & Allergies (1)

Prescription Requests

ETP Details

Degraded GP2GP Data

Degraded GP2GP Medication

GP2GP Degraded Entries

Medication Review

Vaccinations (3)

Vaccinations

Communication and Referrals

Communications & Letters (138)

IT Training: TPP SystemOne Update on Visualisations

Launch Patient Visualisation

Launch Visualisation

Visualisation Maintenance

Visualisation Overview

XXTESTPATIENT-TEMQ-TESTPATIENT, Mickey (Ms) 13 Jul 1991 (34 y) F

West London Mental Health Nhs Trust, Uxbridge Road, Southall UB1 3EU

Mobile (preferred): 07999 111999

999 053 3466 Test Patient. Guru Nanak Medical Centre.

Searching in the journal shows results after any applied filtering. This does not include results from consultations in collapsed admissions. The search box only searches on patient data currently visible in the journal. This message can be hidden by going to User > User Preferences > Patient Record > New Journal and disabling the 'Show search warning' check box.

Custom Filter

Search

Local Data

GP Data

Patient App

Community

Urgent Care

Everything

Normally positioned, uninfamed tympanic membrane. Normal ear canal.

Mouth + throat:

Throat red with pus.

Plan:

- Prescribes Penicillin V for 5 days.

- Recommends purchasing paracetamol over the counter.

- Advises contacting 111 or the clinic if symptoms worsen.

16 Jul 2025

09:34 - Surgery: LOCUM, Gp (Dr) (Clinical Practitioner Access Role) Entered at: Crawford Street Surgery

Epimax moisturising cream (Aspire Pharma Ltd) - 500 gram - use as directed

FP10: Printed On Wed 16 Jul 2025 09:37 By Dr Gp Locum - ID: 11238625349

16 Jul 2025

09:37 - Surgery: LOCUM, Gp (Dr) (Clinical Practitioner Access Role) Entered at: Crawford Street Surgery

05:49 - Surgery: VIJAYADEVA, Shanker (Dr) (Clinical Practitioner Access Role)

Page 3 of 3

13 Jun 2022 - 22 Jul 2025

Select Visualisation → 'Alcohol Screening Dashboard – Ealing' & 'Healthy Child Leaflets – Ealing'

SystemOne GP: VIJAYADEVA, Shanker (Dr) (Clinical Practitioner Access Role) at Guru Nanak Medical Centre - Patient Record

Patient Appointments Reporting Audit Setup Links Dispensing Clinical Tools Workflow User System Help

Home Search Appts Appts Free Slot Task Sch Task Discard Details Teleph... Save Next Acute Repeat Repeat Note eConsu... More More

Start Consultation Next Event Event Details Pathol Select Visualisation

Clinical Administrative

Tabbed Journal

Searching in can be hidden

Local D

02 Sep 2 Pawan B

02 Sep 2 Pawan B

09 Sep 2 Felix

13 Sep 2 Dr S Vijaya

9 Rows

Alcohol Screening Dashboard - Ealing

Healthy Child Leaflets - Ealing

IT Training

NWL CKD Dashboard

NWL CKD Dashboard - Patients

NWL Flu Visualisation v1.0

NWL HPV Self-sampling Tracker

Pharmacy First & Pharmacy Services - Activity Dashboard

raghu test 1

Ok Cancel

XXTESTPATIENT-TEMQ-TESTPATIENT, Mickey (Ms) 13 Jul 1991 (35 y) F

West London Mental Health Nhs Trust, Uxbridge Road, Southall UB1 3EU

Mobile (preferred, ended): 07999 111999

999 053 3466 Test Patient. Guru Nanak Medical Centre

patient data currently visible in the journal. This message

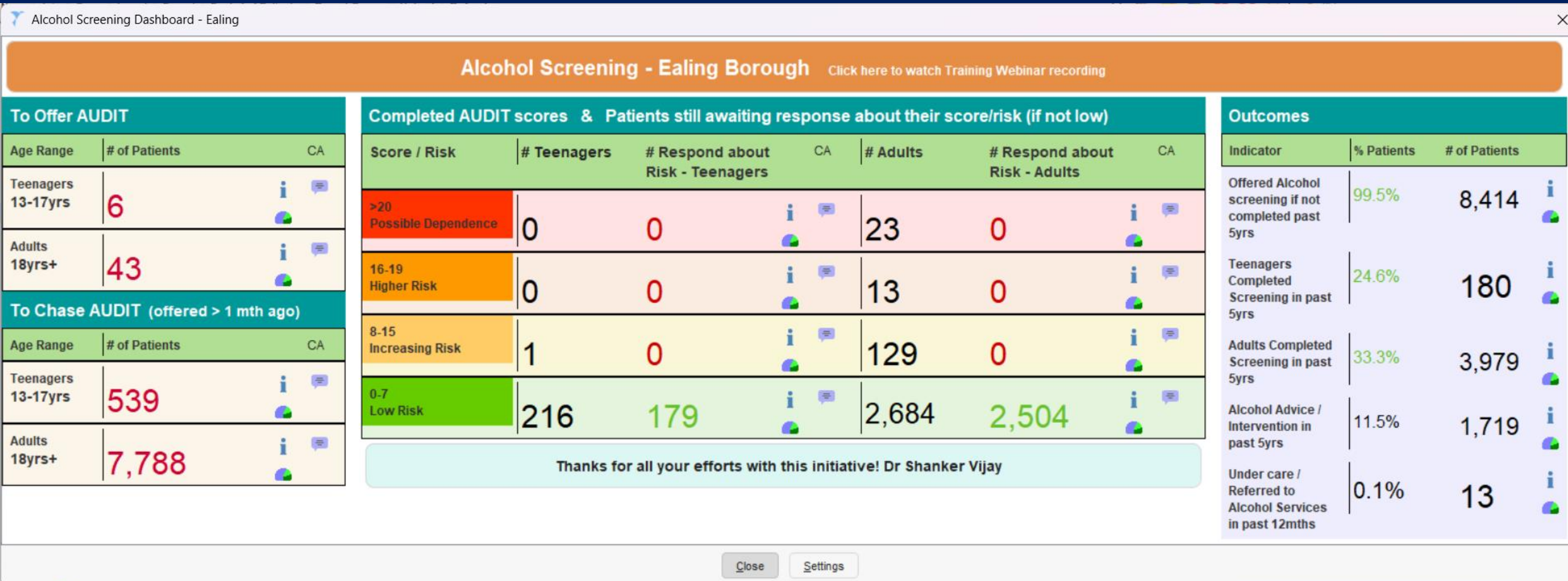
us improve our services and

Patient Plan

1 need review

**IMPORTANT: If you change Mobile number for testing purposes, please could you change in back to 07999 111999 before you finish with this test patient to avoid your number being accidentally disclosed if this test patient is used for screenshots/demo purposes. Thank you! Dr Shanker Vijay

Alcohol Screening Dashboard: SystmOne Visualisation



Alcohol Screening Dashboard: SystmOne Visualisation

Alcohol Screening Dashboard - Ealing

Alcohol Screening - Ealing Borough

Click here to watch Training Webinar recording

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	Respond about risk - Adults	CA
18+ Higher Risk	0	
8-15 Increasing Risk	1	
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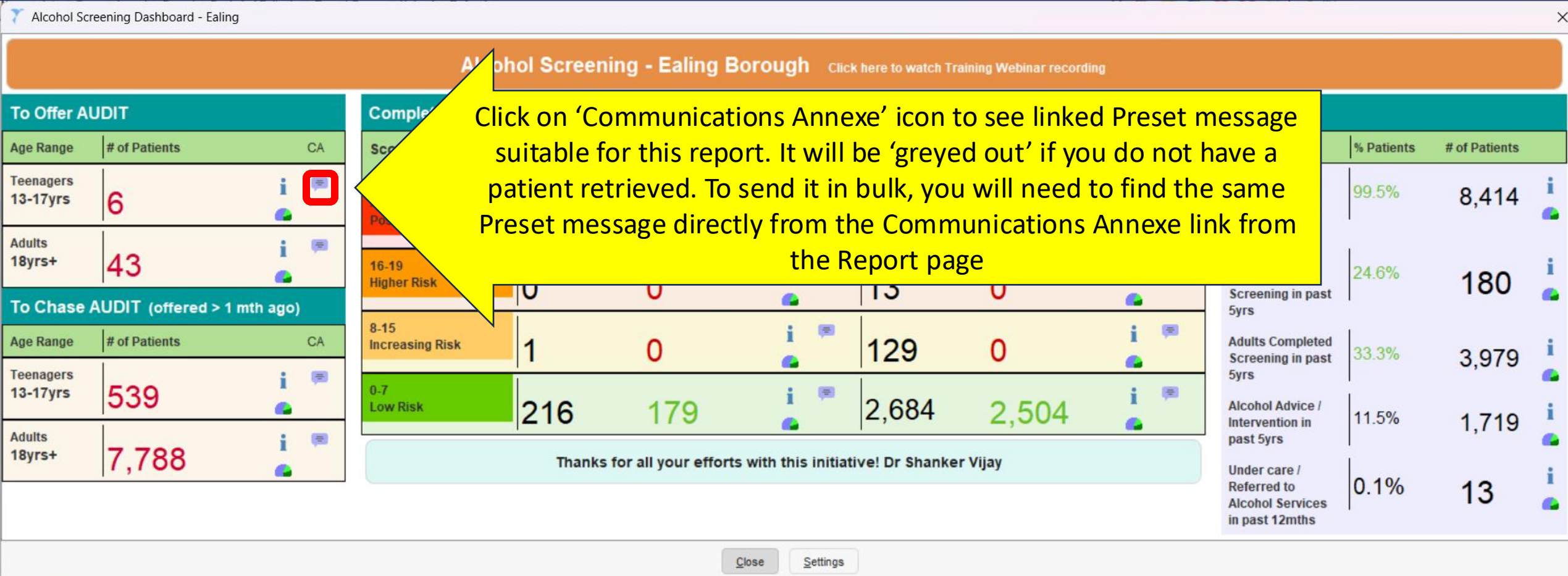
Thanks for all your efforts with this initiative! Dr Shanker Vijay

Close

Settings

Click on 'i' icon to retrieve the linked Report. You will need to close the Visualisation to see/access the Report in full

Alcohol Screening Dashboard: SystmOne Visualisation





Setup so able to launch Visualisations from Toolbar or Clinical Tree

SystemOne GP: VIJAYADEVA, Shanker (Dr) (Clinical Practitioner Access Role) at Guru Nanak Medical Centre - Patient Record

Home Search Appts Appts Free Slot Task Sch Task Discard Details Teleph... Save Next Acute Repeat Repeat Note eConsu... More More

Start Consultation Next Event Event Details Pathol Select Visualisation

Tabbed Journal

Searching in [] can be hidden

Local D

02 Sep 2 Pawan B

02 Sep 2 Pawan B

09 Sep 2 Felix

13 Sep 2 Dr S Vijay

9 Rows

Ok Cancel

Visualisation Selection Dialog

Enter text to search

Search Clear

Icon	Name
	Alcohol Screening Dashboard - Ealing
	Healthy Child Leaflets - Ealing
	IT Training
	NWL CKD Dashboard
	NWL CKD Dashboard - Patients
	NWL Flu Visualisation v1.0
	NWL HPV Self-sampling Tracker
	Pharmacy First & Pharmacy Services - Activity Dashboard
	raghu test 1

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Add 'Launch Visualisation' to Practice Toolbar

SystmOne GP: VIJAYADEVA, Shanker (Dr) (Clinical Practitioner Access Role) at Guru Nanak Medical Centre - Patient Record

Patient Appointments Reporting Audit Setup Links Clinical Tools Workflow User System Help

Home Search Appts Appts Free Slot Task Sch Task Discard Details Teleph... Save Next Acute Repeat Repeat Note eConsu... More More

Organisation Preferences

Configure Buttons

Available Buttons

Launch Visualisation

Search results for 'Launch Visualisation'

- IT Training: TPP SystmOne Update on Visualisations Patient Actions
- Launch Patient Visualisation Patient Actions, Visualisations
 - Select Visualisation
 - Select Visualisation to open in window
- Launch Visualisation Patient Actions, Visualisations
 - Select Visualisation

Navigation Actions

- A&E
- Appointments
- Child Health
- Clinical assistant
- Clinical Tools
- Community
- Core Clinical
- Demographics
- Eyes
- IOS
- Mental Health
- OLD Templates
- Palliative Care

Selected Buttons

Button style Small

- Send a patient appointment invitation
- New MED3 statement
- Workflow Template
- Workflow Optimisation
- Ethnicity, language and literacy
- Launch Visualisation

Ok Cancel

XXTESTPATIENT-TEMQ-TESTPATIENT, Mickey (Ms) 13 Jul 1991 (34 y) F

West London Mental Health Nhs Trust, Uxbridge Road, Southall

07999 111999

66 Test Patient. Guru Nanak Medical Centre.

currently visible in the journal. This message

Joy

More

22 Jul 2025

Dr S Vijay



Consider adding individual Visualisations to Clinical Tree

SystmOne GP: VIJAYADEVA, Shanker (Dr) (Clinical Practitioner Access Role) at Guru Nanak Medical Centre - Patient Record

Home Search Appts Appts Free Slot Task Sch Task Discard Details Teleph... Save Next Acute Repeat Repeat Note eConsu... More More

Start Consultation Next Event Event Details Pathology

Clinical Administrative

Tabbed Journal

Searching in the... can be hidden...

Local Data

16 Jul 2025 LOCUM

16 Jul 2025 LOCUM

22 Jul 2025 Dr S Vijay

Amend Tree Configuration

Configuration name: Guru Nanak General Practice

Available Tree Nodes

Enter text to search Search Clear

- ✓ Hospital
- ✓ Infusions
- ✓ IOS
- ✓ Medication
- ✓ Mental Health
- ✓ OLD Templates
- ✓ Palliative Care
- ✓ Questionnaires
- ✓ Record Management
- ✓ Referrals, Letters & Attachments
- ✓ Templates
- ✓ Utility
- ✓ Views
- ✓ Visualisations
 - ✓ Ealing
 - Alcohol Screening Dashboard - Ealing
 - Healthy Child Leaflets - Ealing
 - ✓ NWL Visualisations
 - IT Training
 - NWL CKD Dashboard
 - NWL CKD Dashboard - Patients
 - Pharmacy First & Pharmacy Services Dashboard
 - ✓ TPP examples

Selected Tree Nodes

Some of the nodes shown below may be gender-specific or may be dependent on the user having particular access rights. This means not all of the nodes may be visible when

- Quick Glance
- Safeguarding
- Safeguarding Information
- Child Safeguarding - NWL ICB
- Special Notes
- Problems
- Major Active Problems
- Minor Active Problems
- Major Inactive Problems
- Minor Inactive Problems
- Summary Care Record
- Summary & Family History
- Summaries
 - Choose n Book (Problem based)
 - Choose n Book (Summary based)
- Third Party Patient Record
- Journal
- Tabbed Journal
- Code Journal
- New Journal

Ok Cancel

XXTESTPATIENT-TEMQ-TESTPATIENT, Mickey (Ms) 13 Jul 1991 (34 y) F

West London Mental Health Nhs Trust, Uxbridge Road, Southall

ferred): 07999 111999

66 Test Patient. Guru Nanak Medical Centre.

currently visible in the journal. This message

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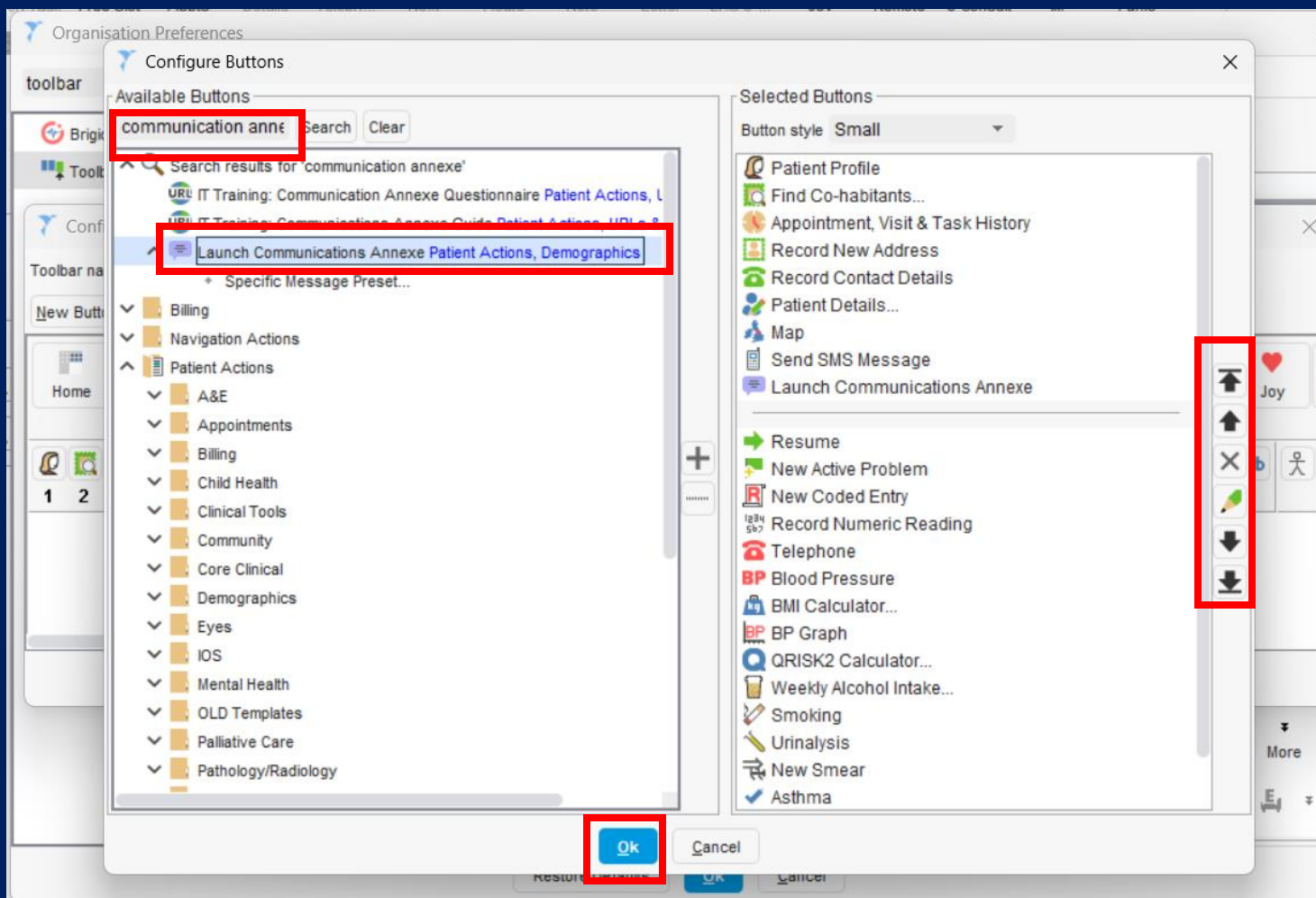
2

1



Add 'Communications Annexe' to your Toolbars (if not present)

Organisational Preferences → Toolbars → Amend Toolbar → Amend Button Set → Search for 'Communications Annexe' in Available Buttons → Double click on it to add to Toolbar → Use Arrows to move to Preferred Position → OK





If wish to 'Enable scheduled (delayed) messages'

Organisational Preferences → Messaging → Scheduled Messages
→ Enabled scheduled messages

You need to nominate one PC (recommended Gateway PC) to be left running to send messages.

The screenshot shows the 'Organisation Preferences' window. On the left, the 'Messaging' category is expanded, and 'Scheduled Messages' is selected. On the right, a yellow informational box explains that a nominated PC is required for scheduled messages. Below this, the 'Enable scheduled messages' checkbox is checked. The 'Nominated client PC ID for sending scheduled messages' field contains '-1', and the 'This PC' button is visible. At the bottom, there are 'Restore Defaults', 'Ok', and 'Cancel' buttons.

Organisation Preferences

Enter text to search Search Clear

^ Messaging

- Mail Accounts
- Email
- Messaging Services
- Messaging & Appointments
- Messaging & Visits
- Scheduled Messages
- MIG
- Mobile Working
- Multiple Clients
- Name Formatting
- NDTMS
- NHS 111
- NHS Pathways
- Notice Board
- Online Services
 - OpenSAFELY
- Panic Button
- Pathology
- Patient Record Restrictions

To send scheduled messages, you will need to nominate one PC to send scheduled Communications Annexe messages.

To do this, enter the PC ID of the nominated PC in the field below. It is recommended that a Gateway PC is used as SystmOne will need to be running on that PC in order for the messages to send. If this PC is not running at the time the message is scheduled for, the message will fail to send.

☒ Enable scheduled messages

Nominated client PC ID for sending scheduled messages -1 This PC

Restore Defaults Ok Cancel

**Digital AUDIT questionnaire needed
thoughtful design and
careful testing.....**



Do you drink alcohol

Stuart
Mitchell



**Charlotte Knowles, CEO
of TPP**

‘TPP supports this excellent example of the NHS 10 Year Plan in action, using our SystmOne digital tools to support prevention and improve the future health of younger generations.

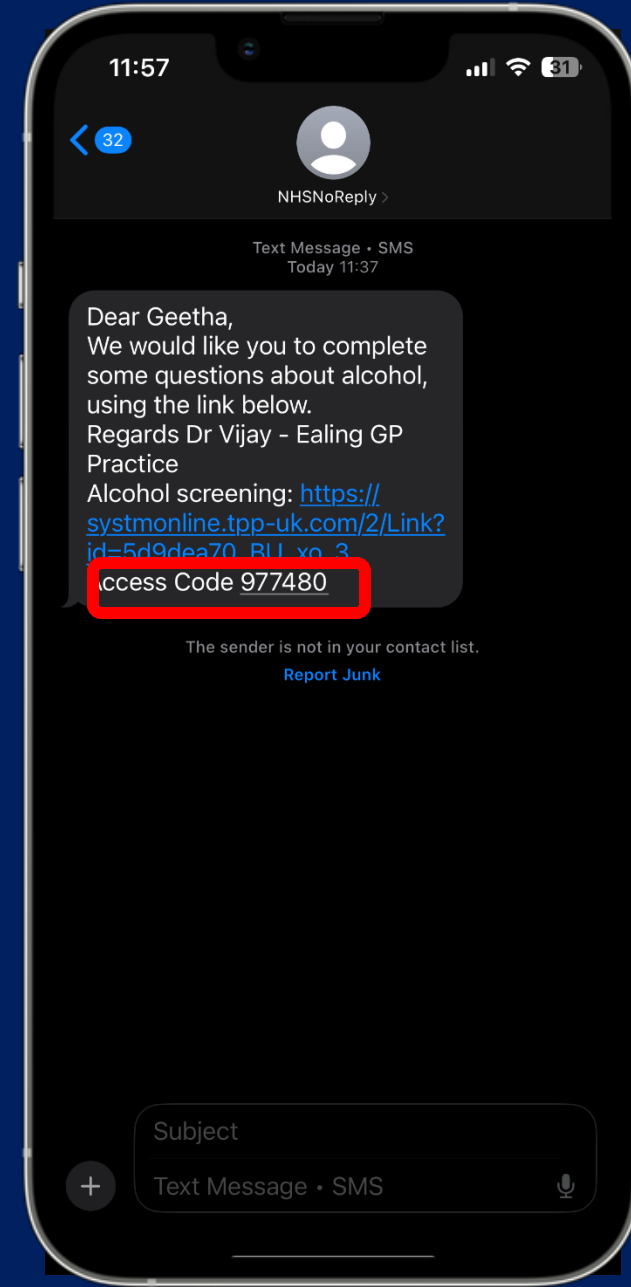
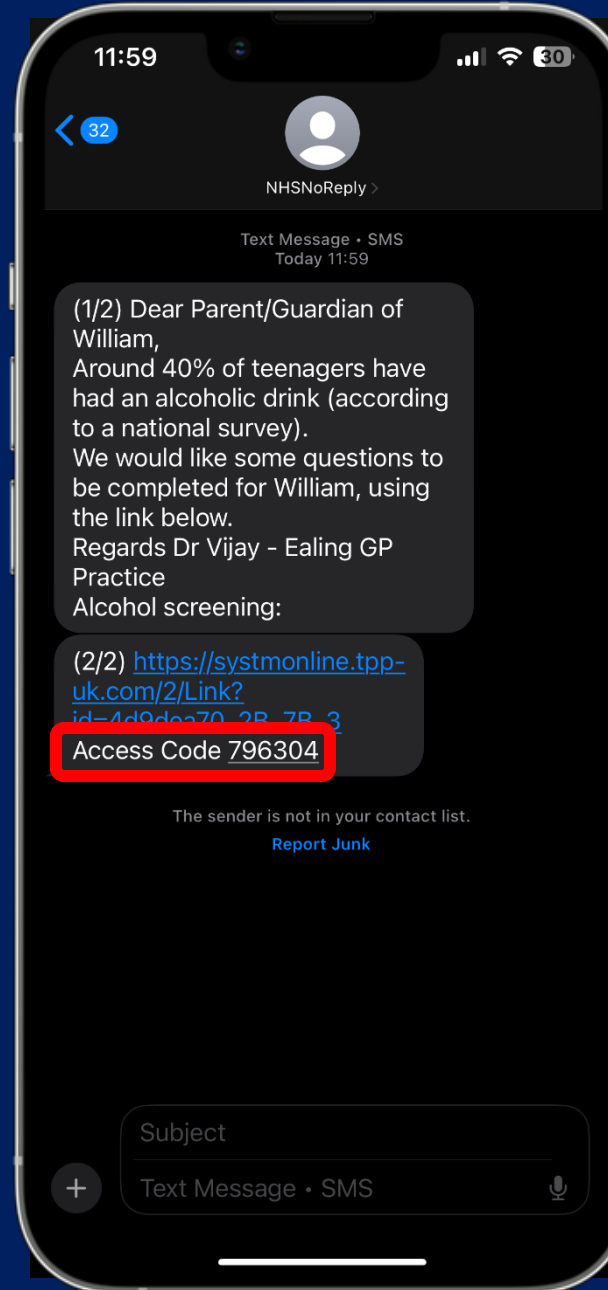
Acting on feedback from Dr Vijay, we collaborated to quickly introduce an additional SystmOne option ahead of the alcohol screening launch, helping to maximise questionnaire response rates.’



Remove Access Code for Questionnaires / Patient Replies

Practices are requested to remove the Access code option to increase response rates for questionnaires & patient replies.

Patients still have to enter their Date of Birth (as verification) and the Access code does not offer additional security as SystmOne includes the Access code in the same message as the original link.





Organisational Preferences → Search 'Access code' → Deselect 'Include an access code' so not included → OK

SystemOne GP: VIJAYADEVA, Shanker (Dr) (Clinical Practitioner Access Role) at Guru Nanak Medical Centre - Patient Record

Patient Appointments Reporting Audit Setup Links Clinical Tools Workflow User System Help

Home Search Appts Appts Free Slot Task Sch Task Discard Details Teleph... Save Next Acute Repeat Repeat Note eConsu... More More

XXTESTPATIENT-TEMQ-TESTPATIENT, Mickey (Ms) 13 Jul 1991 (34 y) F
West London Mental Health Nhs Trust, Uxbridge Road, Southall

Organisation Preferences

access code Search Clear

Online Services

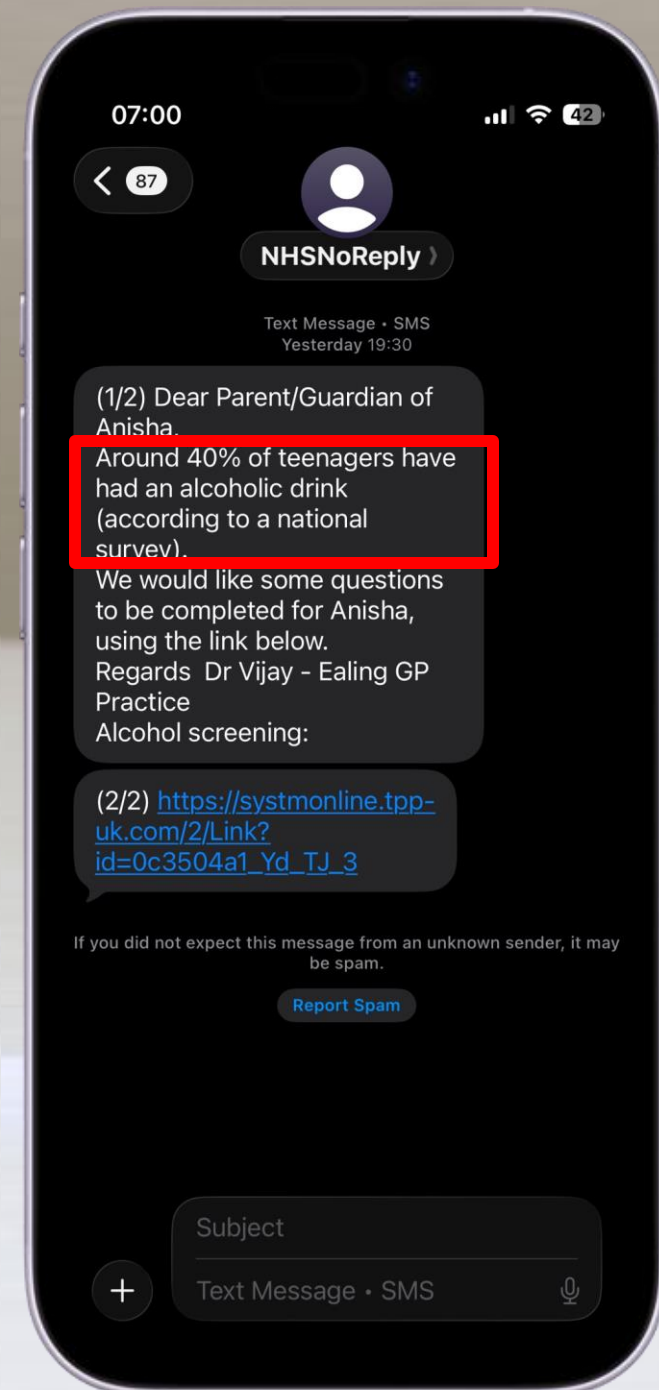
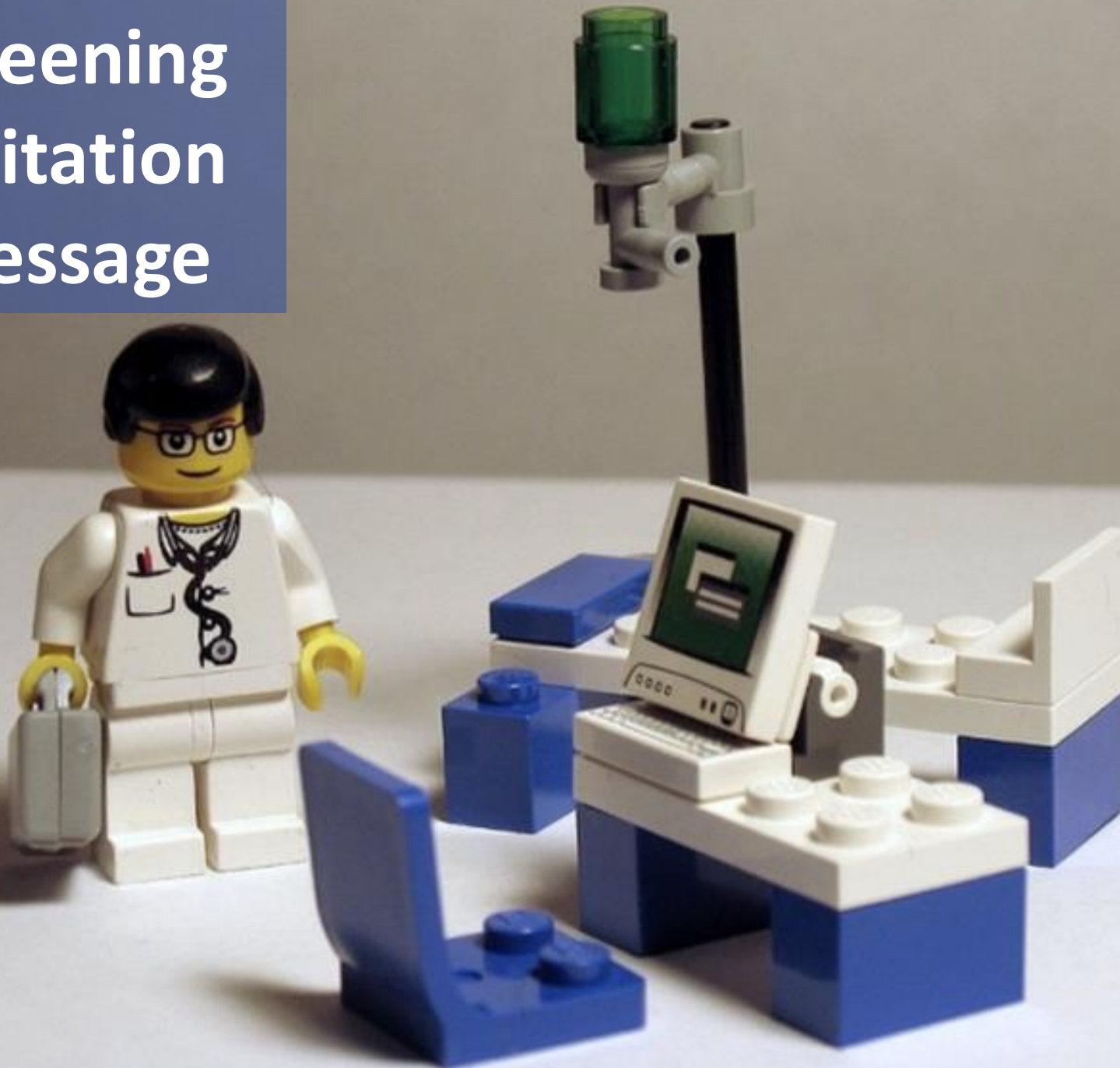
+ Patient Communication

- ☒ Allow patients to submit questionnaires that have been published for online use by this unit
- ☒ Allow patients to be notified by email when their online accounts are accessed
- ☒ Allows patients to be notified when there are multiple failed attempts to access their online account
 - ☒ Send an email to the online user and send a task to this unit
 - ☐ Send an email to the online user and send a task to this unit if the email cannot be sent
 - ☐ Send a task to this unit
- ☐ Include an access code when sending links for questionnaires and patient replies

Restore Defaults OK Cancel

IMPORTANT! Please make this DESELECTION change BEFORE you start sending out questionnaire to improve response rates

Screening Invitation Message



⇒ Forwarded

the form was very quick and easy to fill out. It only had around 10 multiple choice questions and calculated my result of being at risk of alcohol harm instantly

21:50

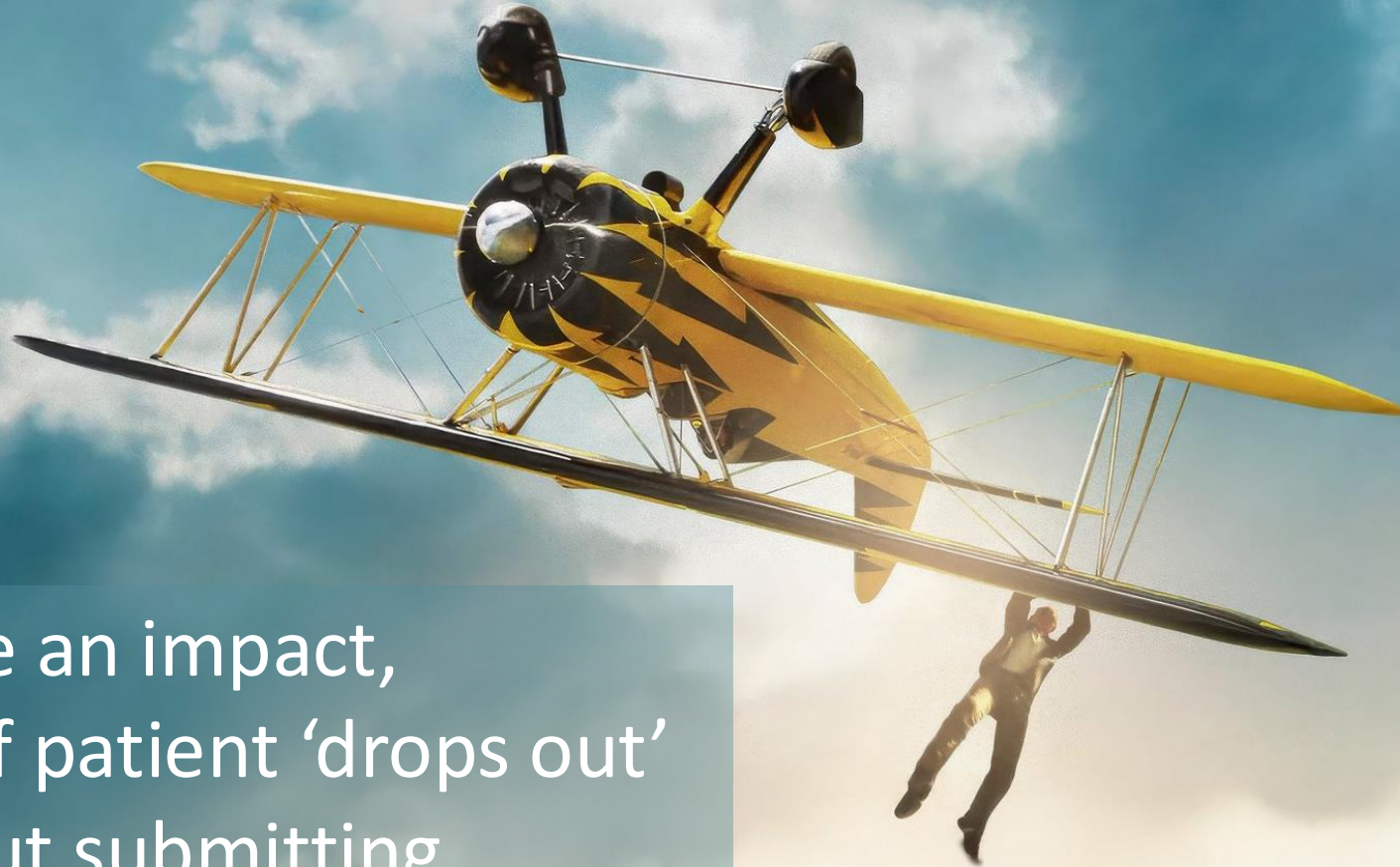
⇒ Forwarded

yes I do think that teenagers should be screened for alcohol

21:53



WhatsApp



Ensure an impact,
even if patient 'drops out'
without submitting
responses

03:00

Mail

systmonline.tpp-uk.com

Guru Nanak Medical Centre
1-3 Woodlands Road
Southall, UB1 1EQ

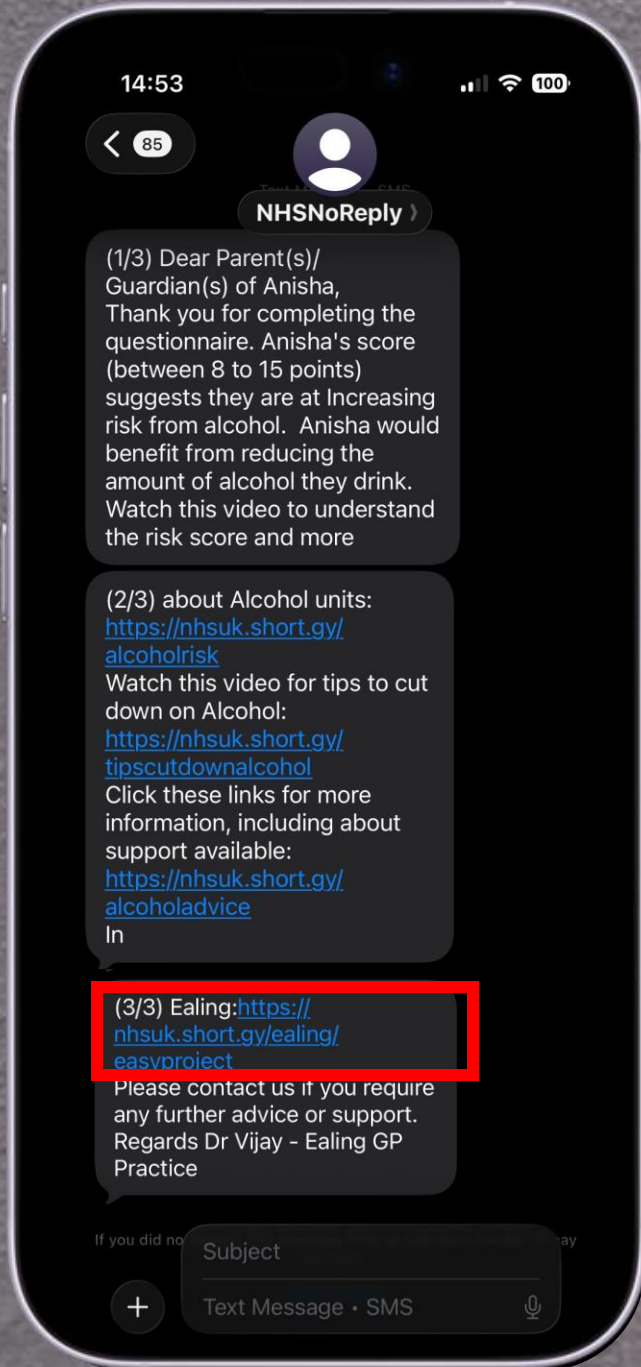
Patient Identification

* Please confirm your date of birth

Day	Month	Year

Confirm

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Template
Responses
back to
Teenagers
(e.g For
Increased Risk)



EASY Project – Drug & Alcohol Service for 5-17yr olds in Ealing

- Tested design of Digital questionnaire and Template responses
- Provided Alcohol training to GP practices



Telford International Conference Centre Monday 28th September 2026 evening

Paediatrics and CYP Safety Initiative of the Year



Finalists:

- **Coventry & Warwickshire Partnership Trust** - Coventry Children's Physical Health MDT Single Point of Access
- **Gloucestershire Hospitals FT** - Beyond Admission: A Youth Worker approach to holistic care for young people with mental health in Gloucestershire
- **Kings College Hospital FT** - Implementation of a Paediatric Critical Care Outreach Team
- **North Thames Paediatric Network** - Delivering equitable access to an independent paediatric critical care review: a regional Martha's Rule escalation model
- **Oxleas FT** - Digital PEWS: Enhancing Overnight Safety in Children's Continuing Care
- **Rotherham, Doncaster and South Humber FT** - From Surviving to Thriving
- **University Hospitals Sussex FT** - Children and Young People Mental Health 5 day Education Programme
- **West and North London ICB, Ealing Borough Team** - Alcohol Screening in Teenagers by Primary Care
- **Yorkshire and Humber Paediatric Critical Care Operational Delivery Network** - Martha's Rule Pilot



Ealing Contract: Digital & AI - Patient Insights (SystmOne)



<https://tpp-uk.com/patient-insights/>

tpp

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SystmOne AI – Patient Insights

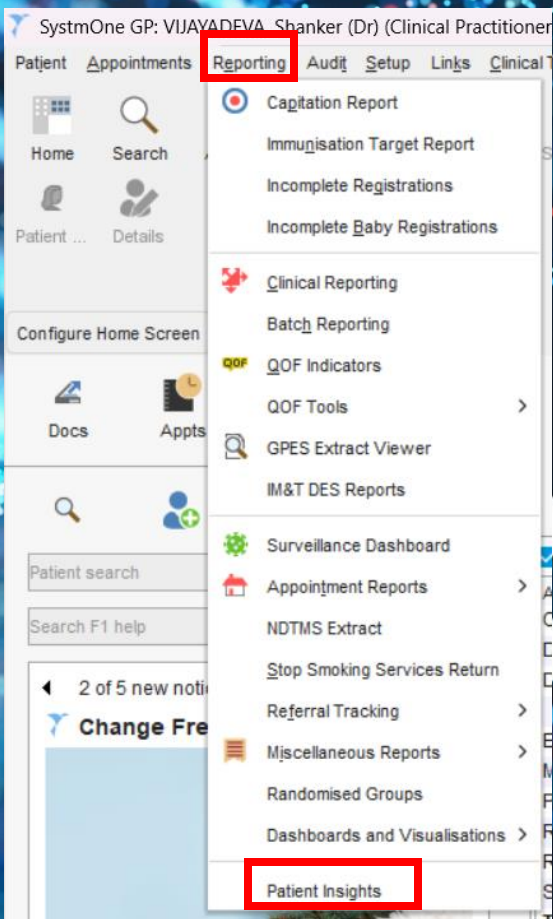
A video player showing a dark background with blue and red particle effects. The text "systmone^{ai}" is displayed in white. The video player includes a play button, a progress bar, and a timestamp of 00:56.

00:56

Patient Insights: Early Cancer Detection

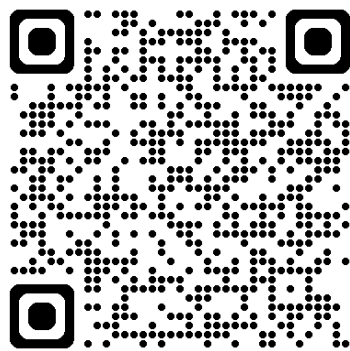
<https://tpp-uk.com/general-practice/>

systemone^{ai}



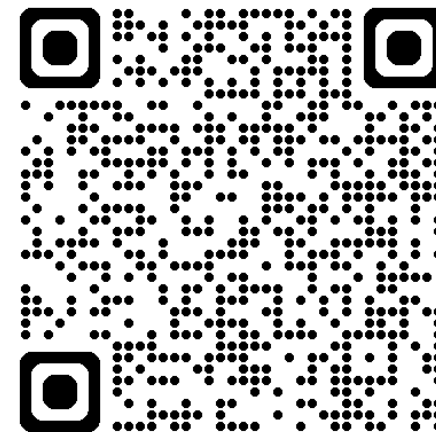
The screenshot shows a table of patient data for Bladder Cancer, Bowel Cancer, Ovarian Cancer, and Uterine Cancer. The table has columns for NHS Number, Patient, Date Of Birth, Sex, Checked, Checked By, Notes, and Flags. The data is filtered for 10 patients.

NHS Number	Patient	Date Of Birth	Sex	Checked	Checked By	Notes	Flags
612 455 4216	Mr Arthur Berry	28 Nov 1939	Male	08 Jul 2020 15:56	Dr Andy Tipper		
456 188 1654	Miss Jane Greaves	29 Aug 1938	Female	14 Nov 2019 02:47	Anja notSU Pilav	Sent for bloods	
345 899 8543	Mrs Jean Gregory	29 Aug 1938	Female	08 Nov 2019 15:03	Mr Tom Hardy	Referral sent	
575 644 6575	Mrs Margaret Hamilton	29 Aug 1948	Female	12 Apr 2022 06:28	Mrs Victoria Hall		
915 788 7519	Miss Louise Howard	29 Aug 1938	Female	08 Nov 2019 15:07	Mr Tom Hardy		
923 100 1329	Miss Jane Mahmood	29 Aug 1938	Female				
267 933 9762	Miss Rachel Nash	29 Aug 1953	Female	08 Nov 2019 09:09	Anja notSU Pilav	Referred to specialist	
579 300 3975	Miss Katherine Norton	19 Sep 1972	Female	06 May 2020 14:59	Dr Andy Tipper		
349 233 2943	Miss Chantelle O'Donnell	29 Aug 1938	Female				
	Mrs Susan Roe	29 Aug 1938	Female	29 Nov 2019 09:32	Dr Gavin Wignall	Referred	



Webinar

Bladder Cancer
Bowel Cancer
Ovarian Cancer
Uterine Cancer



Ealing Standard: Digital & AI - Patient Insights (SystmOne)

<https://www.youtube.com/watch?v=b5wlBKVnXmo>

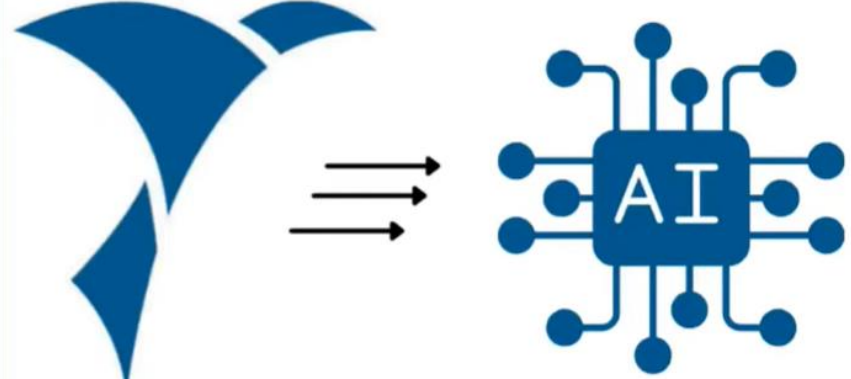


YouTube GB

Search

Includes paid promotion

AI in SystmOne

A diagram showing a blue abstract shape on the left, three horizontal arrows pointing to the right, and a blue square icon with the letters 'AI' inside, surrounded by a network of smaller blue circles.

A circular logo with a rainbow border and a central icon of a person with a gear.

LIVE

AI in TPP SystmOne

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Questions and Answers?

-

Webinar recording:

<https://nhsuk.short.gy/ealing/webinar/contractsept2026>

