



GREENWICH HEALTH NEWSLETTER

JULY 2025



Welcome to the Greenwich Health Newsletter.

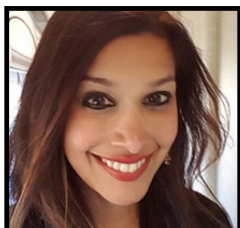
This is our quarterly shareholder update for our member practices which includes updates from our Board, our CEO David James and COO Robert Sweeney. We welcome your thoughts and feedback – if you have any questions please contact any of us at the email addresses below.



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A MESSAGE FROM THE DIRECTORS

Dear Colleagues,

We are pleased to share a brief update following a productive and positive start to the year.

Thank you to those who were able to attend our recent AGM. It was a valuable opportunity to reflect on our progress and challenges over the past year, and to outline our strategic direction going forward. For those who were unable to attend, the AGM minutes were originally circulated on 22 April 2025 and are re-attached here for ease of reference.

We are proud to report sustained improvement in the performance of our Urgent Treatment Centre (UTC), with impressive outcomes over the winter and into the spring. In the last quarter, overall UTC performance has consistently exceeded 95%, with average streaming times now under 15 minutes. These figures reflect the strength of both our clinical and managerial teams, and the effectiveness of our operational model. Notably, we have also seen a strengthening of our relationship with the hospital trust, with increased dialogue and collaborative working despite some difficult issues along the way.

As referenced at the AGM, the federation's financial position has shown encouraging improvement following a difficult mobilisation period.

We were also pleased to see such strong attendance at the Training Hub's recent virtual PLT. Our continued commitment to providing cover has enabled broader participation across member practices. In March, we hosted an internal development day at Greenwich and Bexley Hospice, centred on International Women's Day, celebrating the significant contributions of women in our workforce and across Greenwich general practice.

We are also pleased to confirm that we have secured ICB funding for several clinical fellow roles covering a range of clinical areas, ensuring continued support for workforce development following the conclusion of the SPIN programme.

Finally, we extend our sincere thanks to those who participated in the recent director elections. Your engagement as member practices is fundamental to our governance. All three of us are honoured to have been re-elected and look forward to continuing our work with you and our board colleagues in support of general practice across Greenwich.

Thank you once again for your ongoing support.

Best wishes,
Rebecca, Shikha and Niraj

Directors, Greenwich Health

AN UPDATE FROM THE CEO

Over the past quarter we have completed our usual year-end review, focusing on performance across 24/25 and setting out our plans for the year ahead. Across the past 12-months we have seen service improvements across the board, with increased performance at UTC, record numbers seen in our primary care and Live Well clinics, over 30 ARRS staff supporting 3 different PCNs and over 2000 activities provided by the Training Hub.

Our dual commitment; supporting practices and delivery of excellent services remain the key drivers for the work we do. As we navigate turbulent times for the NHS as a whole, we have focused on ensuring the sustainability of the organisation, ensuring we continue to generate funding we can reinvest into local practices and care for patients. Building on the success of the UTC contract we won in 2023, our team continue to actively monitor the various procurement portals, looking for potential contracts which can enhance the local offer and/or expand our footprint to ensure the organisation secures income for the long term. We are also engaging with commissioners and partners across the local health economy, to understand how the 10-year plan will impact what we do and how we can support the system going forwards.

Whilst our year end accounts are provisional at present, we saw a return to profitability this year, following a challenging period (23/24) in which we mobilised the UTC service. I am pleased to note that we were able to fully fund all our Practice Support Programmes (PSP) from surplus generated in-year, meaning we will report a small profit, bolstering our reserves for future years and allowing investment into further programmes which will support our member practices. Whilst our existing PSP offers remain popular, we are keen to explore how else we can support practices and PCNs. We plan to share an offer for co-design & production of a new PSP offer later this year.

The Training Hub has continued to offer a fantastic array of support to practices across GP, nursing, AHP, management and admin teams. Although funding from NHSE has dwindled over the past few years, Greenwich Health continues to support the core infrastructure that enables the TH team to flourish, offering support at forums, supervision and mentoring. We've also redoubled our efforts to support practices to make the best of the SELWDH offers with our new monthly round-up, we can see from bookings that this has been effective with greatly improved bookings from the majority of Greenwich practices. Please do remember that DNAs waste valuable slots, so only book if you're sure you can attend; please cancel if you can no longer make it. I am also pleased to say we have been able to secure funding for two new fellowship roles, an exciting opportunity for local clinicians to get involved in wider programmes of work which support local system priorities. More details on these roles and how to apply will be coming soon.

Our teams continue to work innovatively with commissioners and I am pleased to say our Live Well team have recently concluded a community outreach project, targeting those patients who have previously not-engaged with the NHS Health Check programme. We were pleased to report significant uptake from a cohort who had previously ignored several invites. By changing up our invite process and offering clinics at a range of different venues (community centres, libraries etc) we were able to reach significant numbers, many of whom were at significant risk of CVD who might have otherwise been missed.

The long-awaited Live Well procurement will shortly enter the final stage following the announcement of successful Framework providers and two market engagement events in early July. We anticipate a highly competitive procurement, with many private organisations showing interest in the services under tender. We will shortly engage with practices and commissioners to establish which elements can be sub-contracted back to practices, PCNs or neighbourhoods, subject to the contract specification and financial viability.



David James
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AN UPDATE FROM THE COO

We continue to work hard on all of our service programmes to ensure quality and performance across the board.

As we enter the third year of our contract for Urgent Care at Queen Elizabeth Hospital, we have really embedded our plans and the Greenwich Health ethos into the department. This has culminated in above 95% performance (Seen and discharged in 4 hours) every month from January 2025 with our most recent month seeing us achieve over 98% of patients. This has been a real team effort and I want to thank the Urgent Care leadership team and the front line staff for the amazing care and support they provide patients everyday and night. We have continued to work closely with our ED colleagues within Lewisham & Greenwich Trust on a range of schemes as we look to develop the overall Urgent and Emergency Care service at the hospital. This has included working on streaming and triage collaboratively, developing interoperability between the GH record system and the trust system which will make the patient journey smoother as well as co-developing a proposal for council funding to develop a new streaming area which will completely transform the patients experience on arrival at the hospital (Due to go live in Q3).

Our Live Well services go from strength to strength as we continue to support your patients with NHS Health checks, Smoking Cessation Services and Long-Acting Reversible Contraception. Our end of year position for 24/25 was a very positive one with delivery of almost 1,400 contraceptive devices, supporting almost 750 people to quit smoking (with a preliminary quit rate of 60%) and delivering almost 4,500 NHS Health Checks. In the last quarter, we have been supporting the council with some other cohorts of smokers, particularly those identified during a hospital stay. This has meant that our teams have been working hard to pick up this additional workload. Sarah and her team have been working tirelessly as usual to provide a service of real quality for our patients.

We also continue to effectively deliver our Primary Care Services, with the continual support of Enhanced Access as well as the recruitment and support of ARRS staff for the PCN utilising our support which continues to keep our HR team very busy! We have also just had our busiest month for our dressings service with a utilisation rate of 92% which shows how important that service is both for practices as well as reducing repeat dressing demand on our UTC.

We were also very pleased to report that our Long Term Condition Home Visit Service for the practices that opted for our support completely delivered all home visits for the 24/25 cohort. We completed this with two months to spare and are busy going through the process again for the 25/26 cohorts.

And finally, we are in the process of rolling out the 25/26 Practice Support Programme offering. This year we continue to provide:

- EMIS Training – Delivered by Shay
- CQC Support – Inspection readiness
- Recruitment support for practices
- Flexible Staff Pool through Lantum
- Ash Lane support for prescription claims processes
- Funding for the Practice Managers Forum

We are really also finding that our PSP Programme lead is finding more and more engagement from our practices which is fantastic. We want to hear from you so that we can tailor things to what you need and where the challenges are. Also, if you need any further information about any of our programmes listed above, please reach out to us.



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