

# London Borough of Hammersmith & Fulham

## Health & Adult Social Care Policy & Accountability Committee

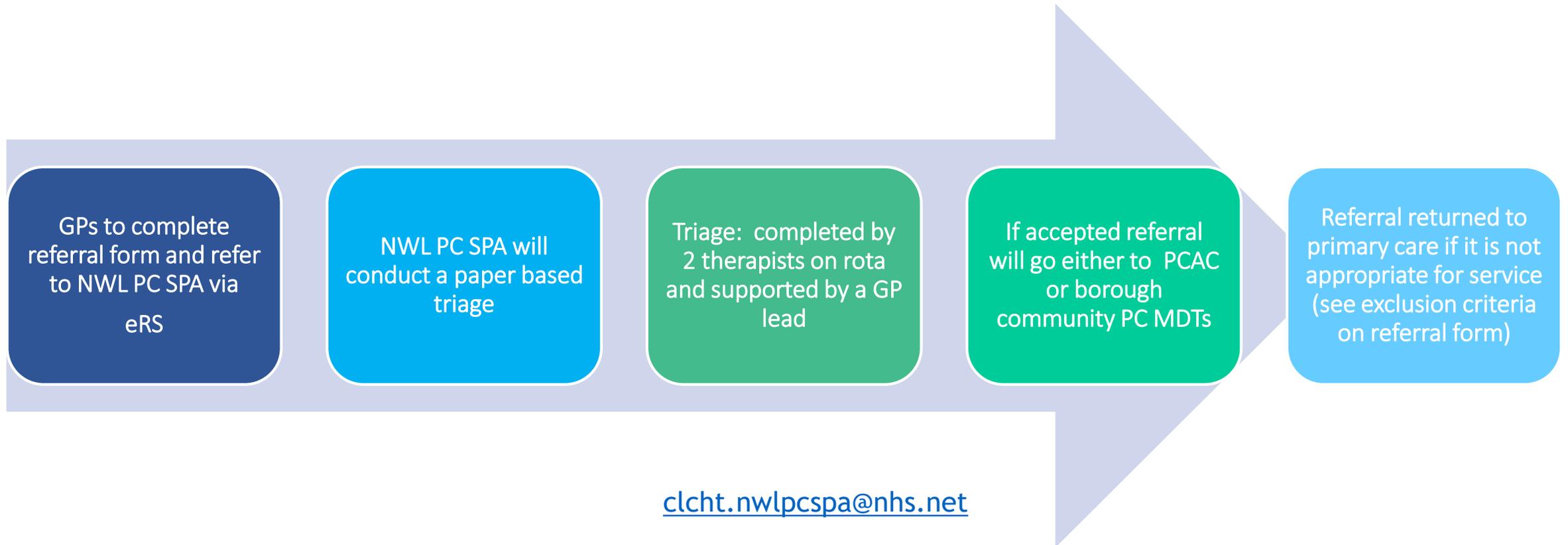
### Post Covid Syndrome Services Update

19<sup>th</sup> July 2023

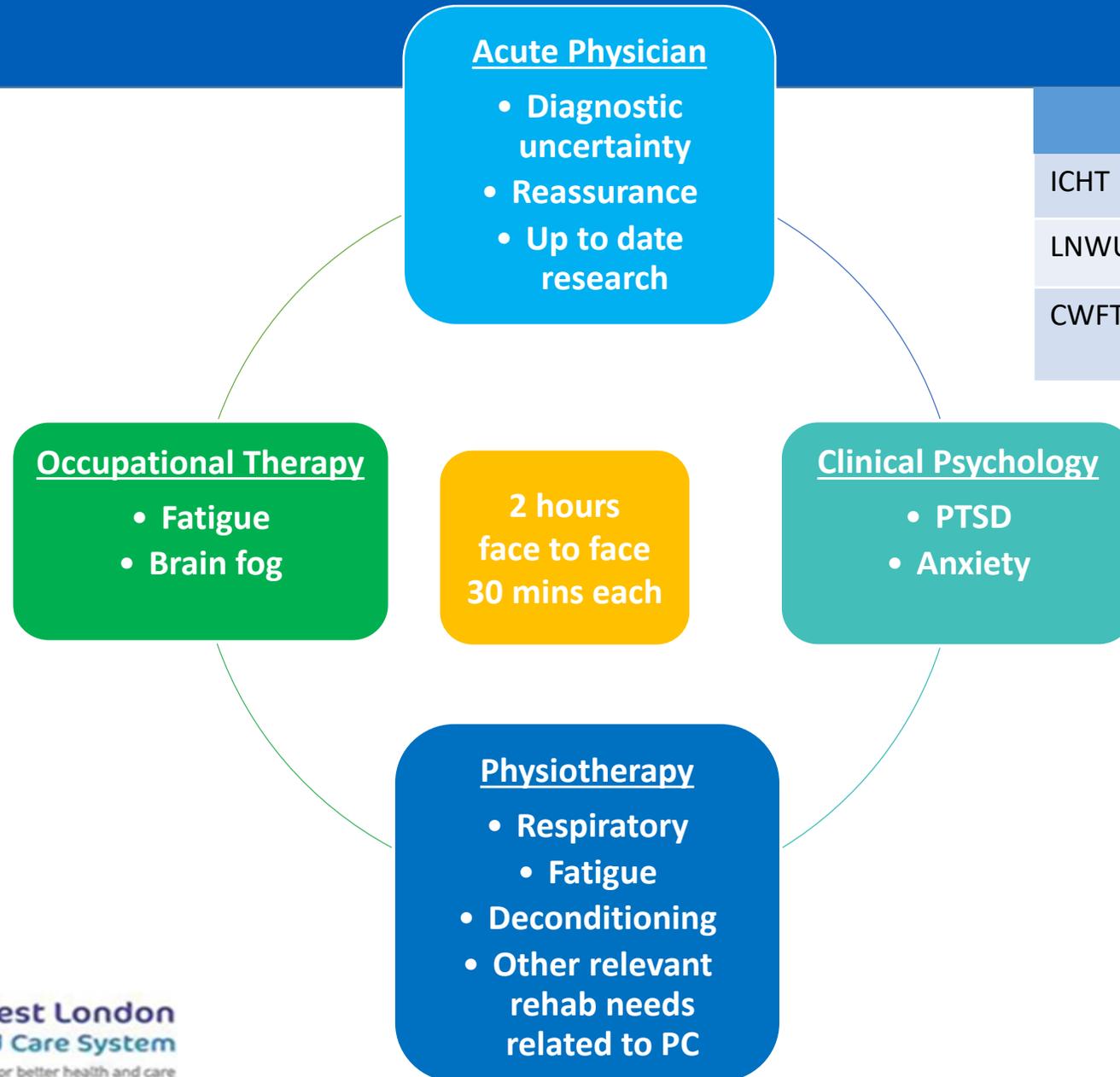
# Overview of the Post Covid Service Offer in North West London (Acute and Community Services)

# Post Covid Single Point of Access

(The NWL Post Covid SPA - An integrated referral pathway)



# Acute Services: Post Covid Assessment Clinic (PCAC)



| North West London PCACs |  |
|-------------------------|--|
| ICHT                    | St Mary's Hospital and Charing Cross Hospital                |
| LNWUHT                  | Central Middlesex Hospital                                   |
| CWFT                    | Chelsea and Westminster Hospital and West Middlesex Hospital |

# Community Services: Post Covid Community MDT

6 Post Covid Community MDTs in North West London: Brent, Ealing, Harrow, Hillingdon, Hounslow, Tri-Borough (Kensington & Chelsea, Hammersmith & Fulham, Westminster)

North West London SPA Triage support – GP referrals triaged on a rota basis by 2 Allied Health Professionals

MDT made up of Occupational Therapist/Clinical Psychologist/Physiotherapist/Rehabilitation Assistant and GP support

Initial Assessments suited to patient choice e.g. virtual and/or face to face

Management is guided by the patient and their goals (1:1, groups, App based and/or self management)

Living With Covid Recovery App offered to all patients

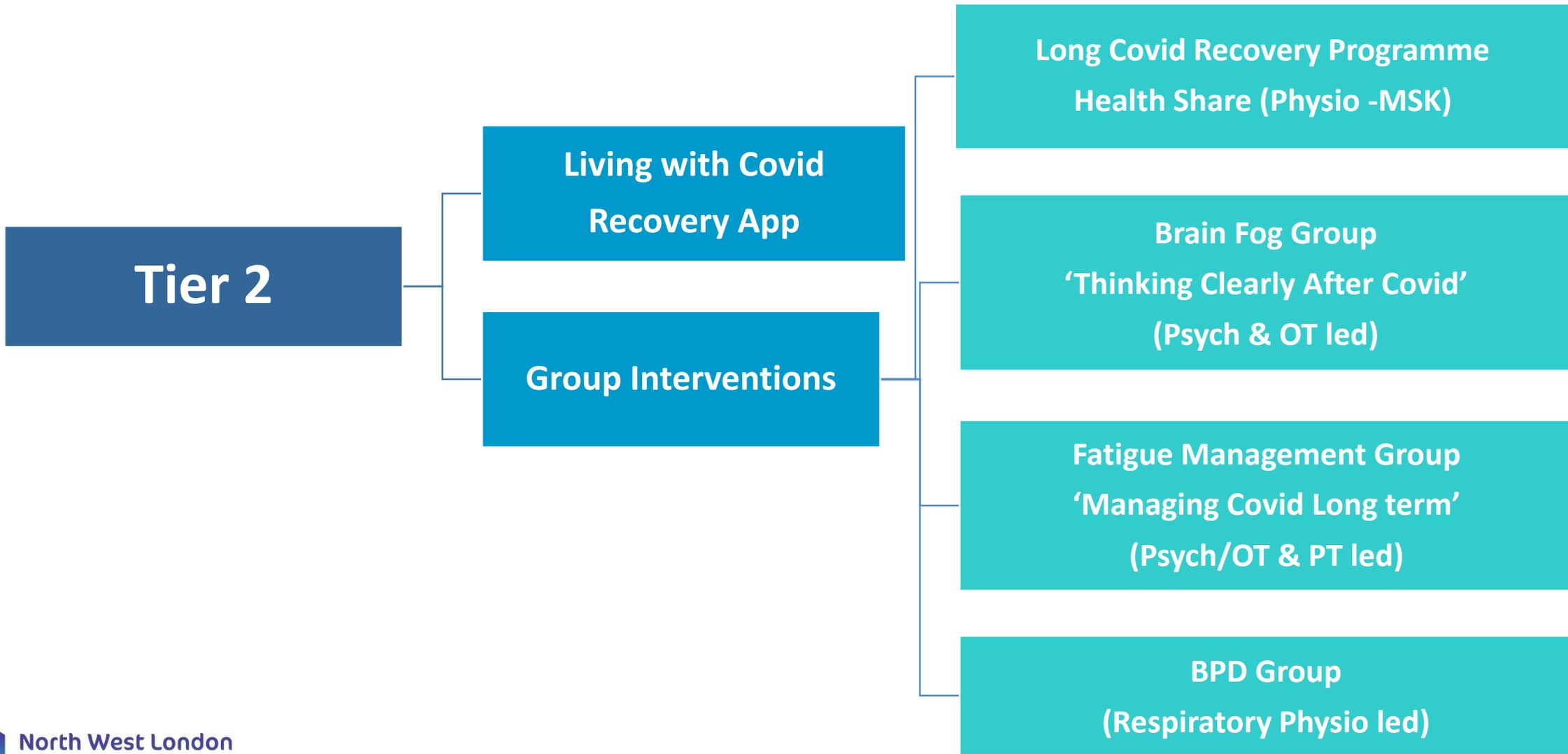
1:1 support (symptom specific, personalised to patient) and Group provision e.g. brain fog

# Post Covid Community MDTs – North West London Offer

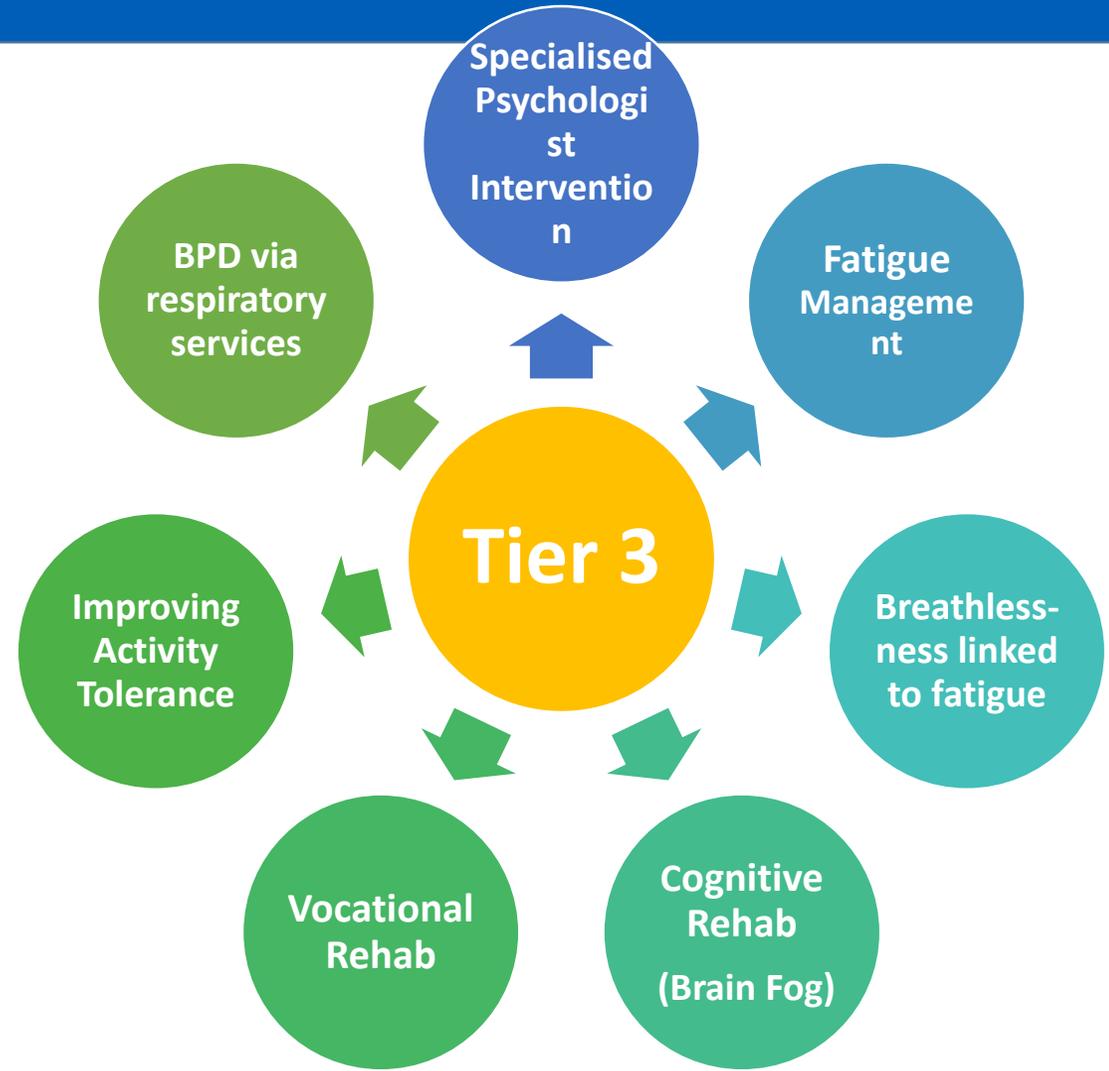
## TIER 1

Self Management – sign posting information and resources and online sites.  
Usually covered by GP but re-enforced at PCAC and MDT community teams

# Post Covid Community MDTs – North West London Offer



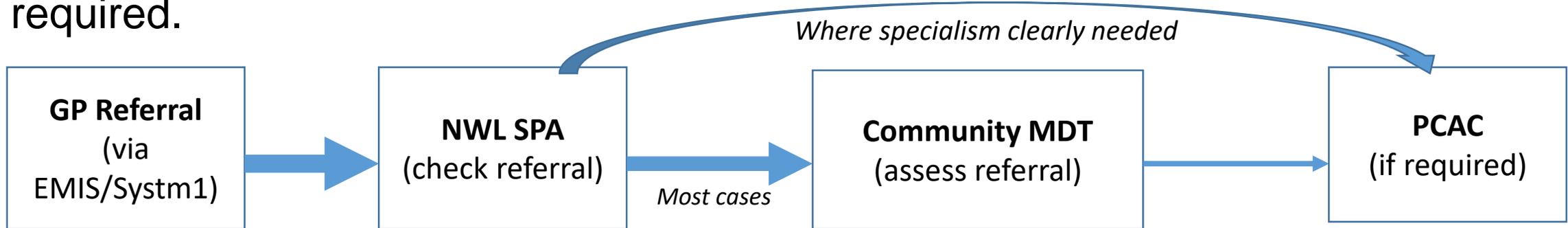
# Post Covid Community MDTs – North West London Offer



# Changes to the North West London Post Covid Referral Pathway

## Community First Model

- Under the Community First Model, referrals will continue to go to the North West London Single Point of Access (SPA) first for checking, then they will be sent on to Community MDTs for assessment. Onward referral to PCACs may take place if required.



- The Model will be implemented in July/August 2023, with standard North West London-wide triage, assessment and discharge protocols in place.
- The Model will lead to fewer referrals going to Acute PCACs

# Hammersmith & Fulham Data

# Hammersmith & Fulham Referral Data

127 accepted GP referrals to Post Covid Community MDTs and PCACs (June 2022 – June 2023) (14% of all NWL accepted referrals)

125 referrals returned to GP (June 2022 – June 2023) (17% of all NWL referrals returned to GPs)

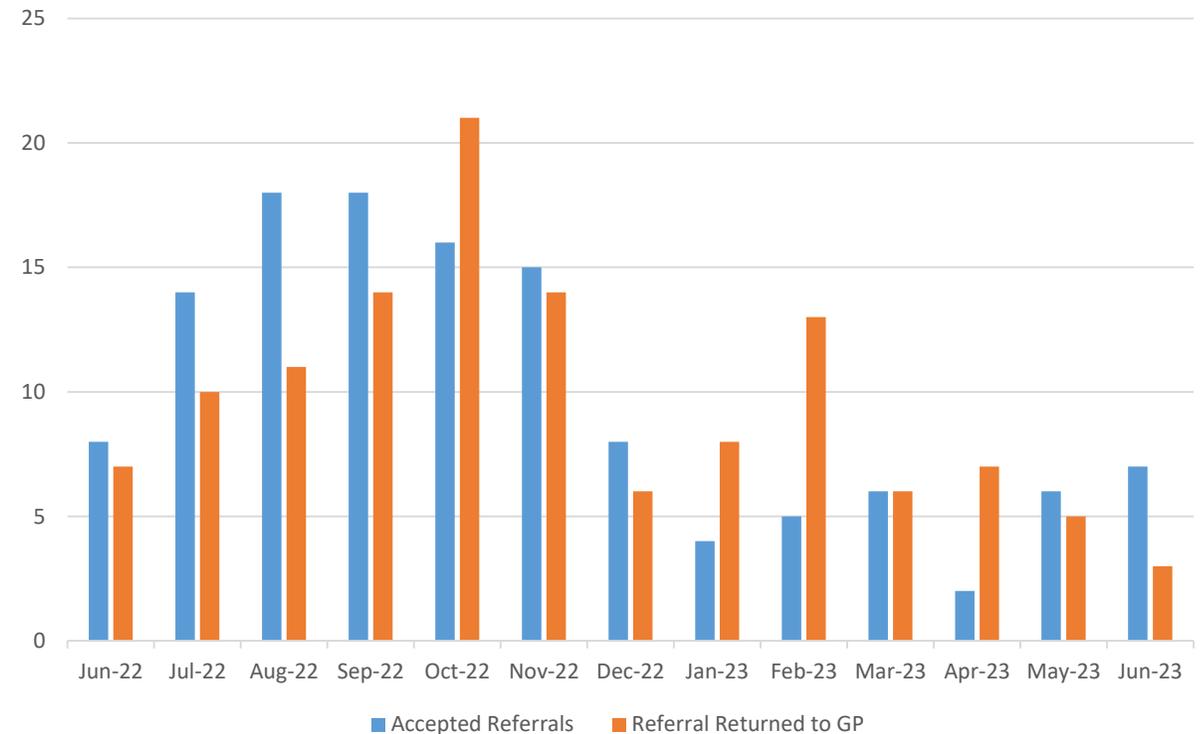
More referrals accepted than returned in May – June 2023 due to the release of Post Covid Toolkit to health professionals and GPs across North West

London to raise awareness and increase referrals.

Source: NWL Post Covid SPA

| North West London Borough       | Total Accepted Referrals (June 2022 - June 2023) | Percentage  | Total Referrals Returned to GP (June 2022 - June 2023) | Percentage  |
|---------------------------------|--|-------------|--|-------------|
| Brent                           | 92   | 9%          | 80   | 11%         |
| Ealing                          | 164  | 18%         | 111  | 15%         |
| <b>Hammersmith &amp; Fulham</b> | <b>127</b>                                       | <b>14%</b>  | <b>125</b>   | <b>17%</b>  |
| Harrow                          | 123  | 13%         | 98   | 12%         |
| Hillingdon                      | 126  | 14%         | 80   | 11%         |
| Hounslow                        | 70   | 8%          | 47   | 6%          |
| Kensington & Chelsea            | 136  | 15%         | 130  | 17%         |
| Westminster                     | 92   | 9%          | 80   | 11%         |
| <b>NWL Total</b>                | <b>930</b>                                       | <b>100%</b> | <b>751</b>   | <b>100%</b> |

Referrals to Community MDTs and PCACs:  
Hammersmith & Fulham Patients  
(June 2022 – June 2023)



# Hammersmith & Fulham Referral Data

## Number of Hammersmith & Fulham GP Practices having made no Referrals to Post COVID Services (Acute and Community):

1

| NWL Borough                     | Total GP Practices Not Referring | Percentage of all GP Practices |
|---------------------------------|----------------------------------|--------------------------------|
| Brent                           | 3                                | 6%                             |
| Ealing                          | 11                               | 15%                            |
| <b>Hammersmith &amp; Fulham</b> | <b>1</b>                         | <b>4%</b>                      |
| Harrow                          | 2                                | 6%                             |
| Hillingdon                      | 6                                | 13%                            |
| Hounslow                        | 6                                | 15%                            |
| Kensington & Chelsea            | 2                                | 5%                             |
| Westminster                     | 7                                | 2%                             |
| NWL Total                       | 38                               | 11%                            |

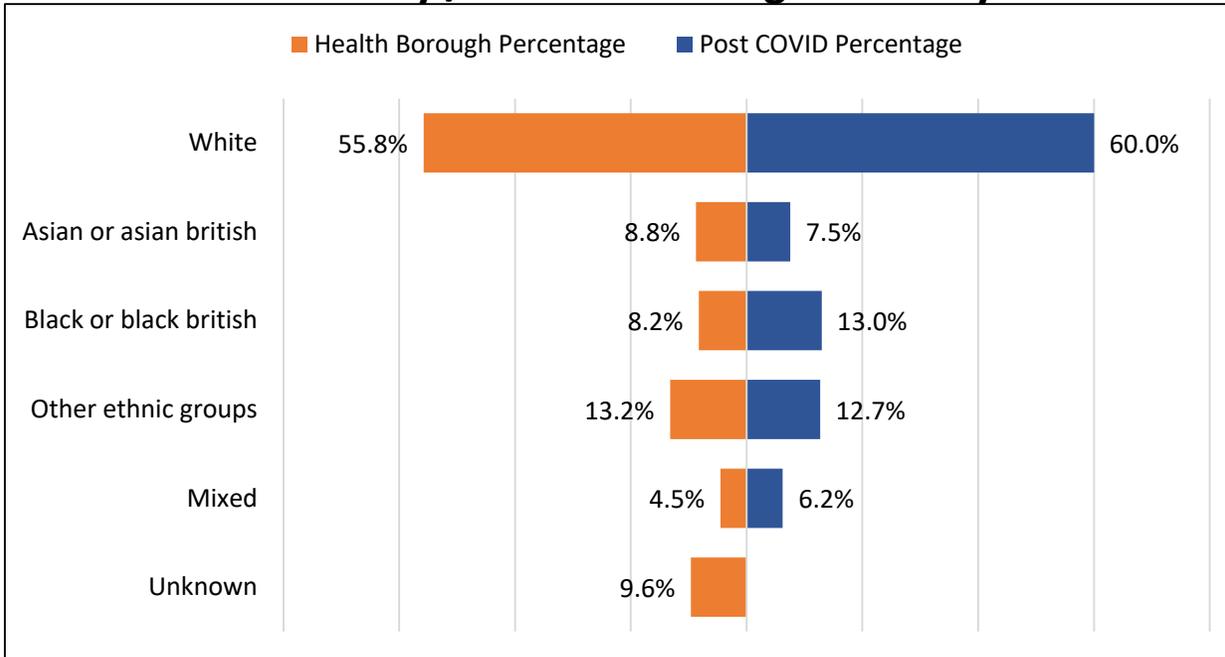
## Number of Hammersmith & Fulham GP Practices having made less than 5 Referrals to Post COVID Services (Acute & Community):

7

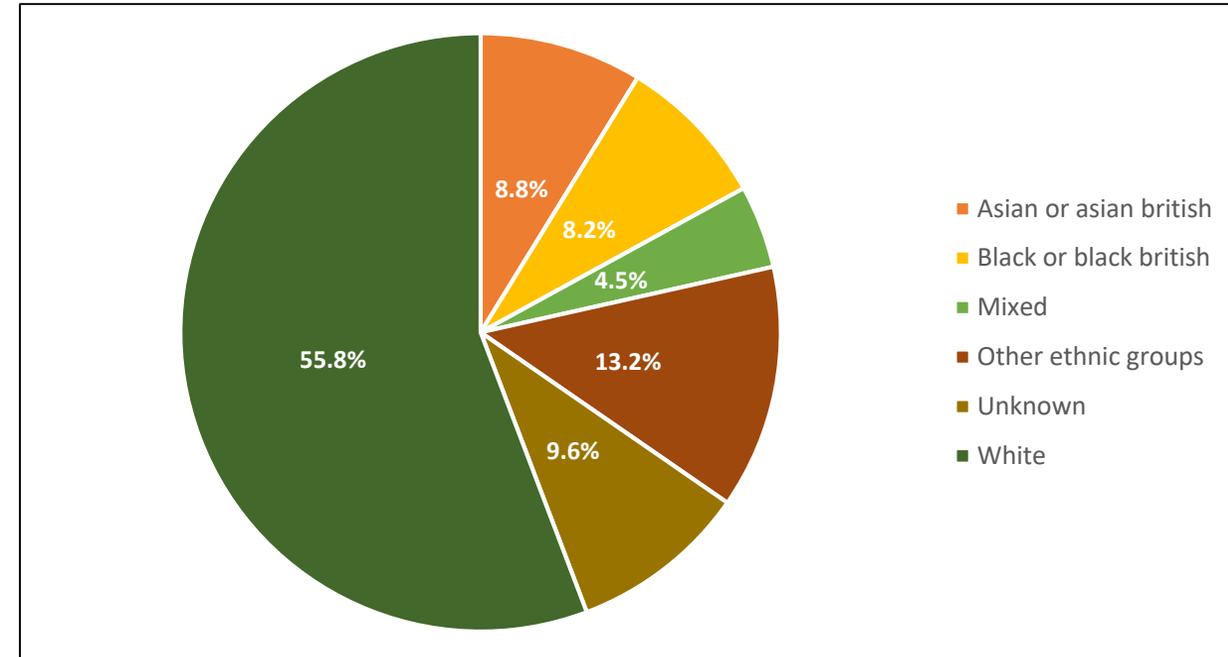
Data Source: NWL ICB Business Intelligence Post Covid  
Health Inequalities Dashboard (as at 30/04/23)

# Hammersmith & Fulham: Post Covid Population Statistics

Post Covid Referrals by Ethnicity versus the General NWL  
Ethnicity / General Borough Ethnicity



Hammersmith & Fulham Population: Ethnicity

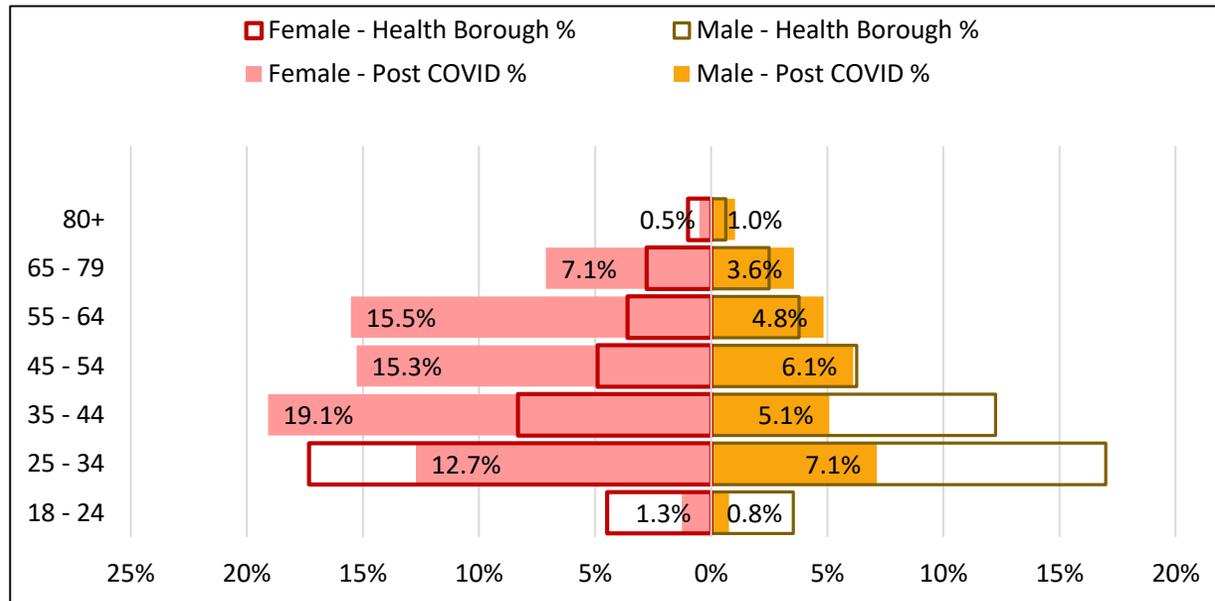


Lower number of referrals from the Asian/Asian British ethnic group, in proportion to their percentage in the Hammersmith & Fulham population

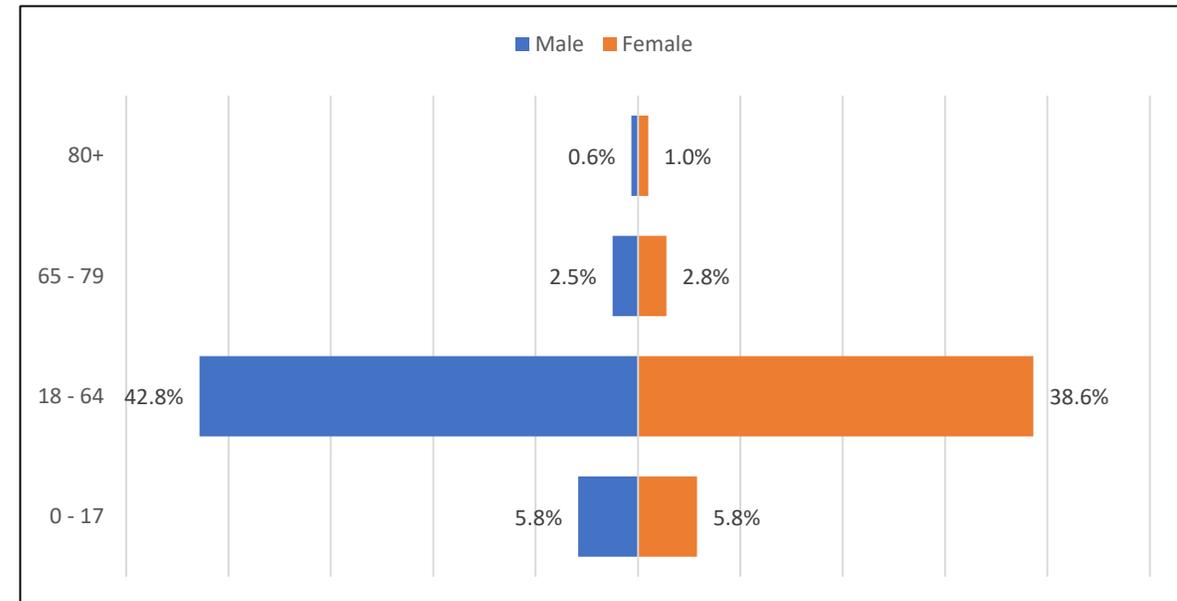
Source: NWL ICB Business Intelligence Post Covid Health Inequalities Dashboard

# Hammersmith & Fulham: Post Covid Population Statistics

Post Covid Referrals by Age & Gender / General Borough  
Age & Gender



Hammersmith & Fuham Population: Age & Gender

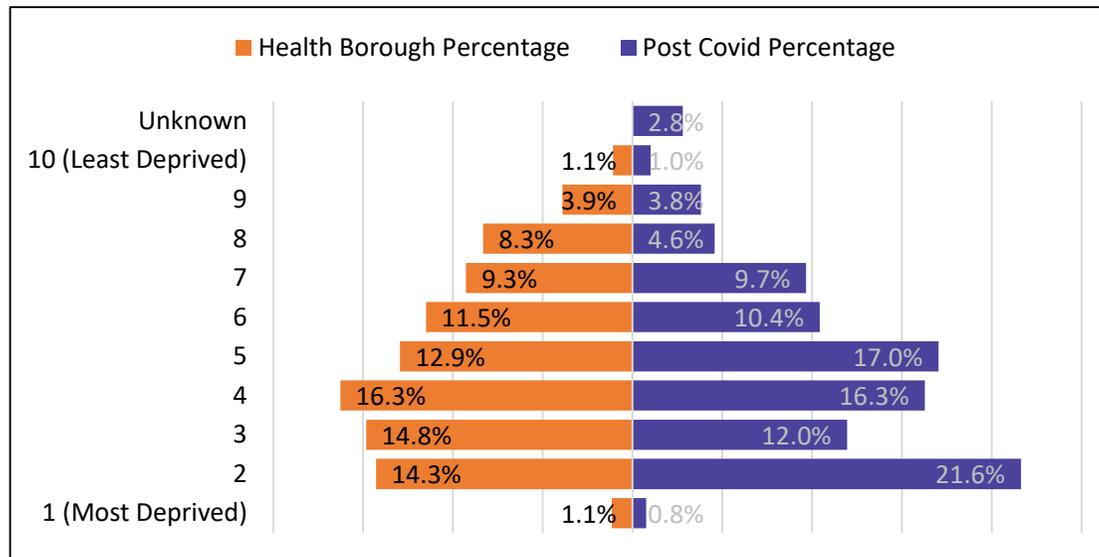


Most referrals from female patients aged between 35 – 64, higher than their prevalence in the Hammersmith & Fulham population.

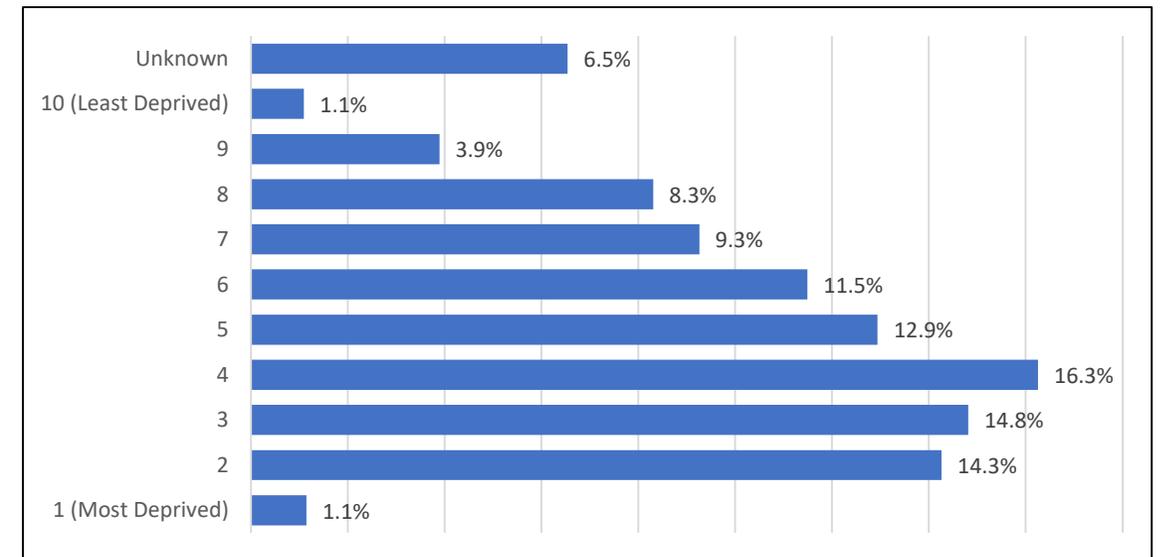
Source: NWL ICB Business Intelligence Post Covid Health Inequalities Dashboard

# Hammersmith & Fulham: Post Covid Population Statistics

## Post Covid Referrals by Deprivation versus the General NWL Deprivation / General Borough Deprivation



## Hammersmith & Fulham Population: Deprivation



Referrals from Deprivation Indices 1 (most deprived), 3, 6 and 8 not in proportion to their percentages in the Hammersmith & Fulham population

Source: NWL ICB Business Intelligence Health Inequalities Dashboard

# Hammersmith & Fulham: Post Covid Health Inequalities

# NWL Post Covid Health Inequalities Programme

## Stage 1: prepare

- NWL Business Intelligence to finalise borough-based dashboards
- Ensure dashboards are routinely available to Leads
- Map potential borough-based partners, with advice from NWL Personalisation Lead and Engagement Lead.
- Each borough lead to use borough-based partnership meetings to review local dashboard data, and discuss local priorities

## Stage 2: launch

- 90 min “inequalities programme workshop”
- Agree an overarching Aim which will apply across all of NWL
- Identify what needs to be in place, to deliver that Aim
- Agree 2-3 metrics to gauge success

## Stage 3: action

- Each borough team to form a “borough inequalities project group” which includes their GP and relevant 3<sup>rd</sup> sector reps
- Each borough team to take forward their own change ideas.
- ongoing guidance to come from NWL leads
- Team to report back to their local borough based partnership meetings on progress.

Programme led by each Community MDT Team, working with key borough partners in their individual boroughs

Programme now at Stage 3: Action, with progress monitored by the NWL ICB Post Covid Working Group

Overall Aim: (i) to address local health inequalities and (ii) to reduce the number of minimally referring GP practices by 50% by October 2023