

Resource pack

New Care Coordinators in London

August 2022



London Care Coordinator Network Manager

- I am the London Care Coordinator Network Manager. My role is primarily to help develop Care Coordinators across London, build peer support and networking opportunities for them locally and help PCNs understand and embed the role effectively.
- We now have a group of Local CC Champions for each of the five ICS areas in London who are also helping to connect local CCs and share local knowledge and resources.
- Together with the other London Personalised Care Team leads I support supervisors or employers on how the role can be better supported, developed and integrated, providing clarity on where they sit within the wider personalised care and health inequalities agenda.
- I regularly share the feedback and challenges of London CCs to the national NHSE team and have been involved with the work on the new CC roadmap outlining the national expectation in terms of training, role, supervision and support
- I work alongside Jenny Brooks, project officer at Healthy London Partnership to support you. Please contact us if you have any queries (see contacts page)



Rafif Mansour, Salaried GP in Barnet, SPIN fellow working in collaboration with Barnet training hub to support Care Coordinators

NEW CARE COORDINATORS IN LONDON

Have a read

NHS England has a range of materials to help you in your job. A [section](#) has been added to the FutureNHS Collaboration Platform* for new CCs which provides all the guidance, training, templates and info you need to carry out your role, including:

- ❑ [Welcome pack](#) for new Care Coordinators
- ❑ [National Care Coordinator](#) Future NHS area: National resources located here
- ❑ [London Care Coordinator](#) Future NHS area: here you can ask peers questions and access resources
- ❑ Care Coordinator roadmap (TBC March) – outlining development, training and the value of Care Coordinators
- ❑ [Network Contract Directed Enhanced Service](#) – page 89 details the contract guidelines around Care Coordinators and reimbursement of their pay through ARRS

* If you are not registered with the FutureNHS Collaboration Platform you can [join here](#).

NEW CARE COORDINATORS IN LONDON

Top tips for new Care Coordinators

1. [Sign up](#) to receive the fortnightly London Care Coordinator emails and hear about events, access peer support and general updates relating to Care Coordination.
2. Attend the national Care Coordinator share and learn sessions. [Sign up here.](#)
3. Watch and share this [three-minute video on Care Coordinators](#) in primary care with colleagues.
4. Undertake [e-learning](#) related to personalized care, care coordination or clinical conditions you may work with.
5. [Email the Care Coordinator champions in your ICS](#), to connect to CCs in your patch.
6. [Read Information for New Care Coordinators](#)
7. [Watch the webinar on the value of Care Coordinators in tackling health inequalities and showcase of examples across London.](#)
8. Look through NHSE's Care Coordinator case studies [here](#).
9. Make sure you are [looking after yourself](#), you can book a [free coaching session](#) for primary care staff.

What support you can expect

Monthly Peer Support Sessions – These happen on Mondays usually at the end of the month, if you [sign up to the mailing list](#), you will receive the calendar invites.

The plan for these sessions is below. If you sign up to the mailing list you will receive the recordings after each event.

- May:
 - **Day in the life of a Care Coordinator** (2 care coordinators presenting for ~10 minutes about their work, what it looks like day-to-day, split of activities, groups they are a part of)
- June- Dec:
 - **Spotlight on different work areas/cohorts**
 - Including background to clinical area/service, presenting of case studies, tools/tips to work with this patient group, external speaker, working through a patient case example
 - Example areas: Diabetes, SMI, Care homes, Carers, Frail, Health inclusion groups, excluded groups/lack of access

1:1 Support Sessions

These sessions are designed to offer additional support to work through challenges or help you develop your role further. They run every other Monday. You can sign up as an individual or small group.

Please sign up for a 30 minute slot [here](#).

Connect to peers

Please contact the care coordinator champions in your ICS to be included in ICS level peer support groups, conversations and meetings.

If you do not know what ICS or PCN you work in, you can enter your practice name [here](#) to find out.

Care Coordinator Champion Contacts			
Name	Email	ICS	Borough
Ellie Hatch-Mccarthy	ellie.hatch-mccarthy@nhs.net	NCL	Barnet
Rupert York	rupert.york1@nhs.net	NCL	Camden
Nasima Begum	nasima.begum12@nhs.net	NEL	Hackney
Navjot Rai	navjot.ra1@nhs.net	NEL	Redbridge
Francesca Caruana	francesca.caruana1@nhs.net	NEL	Tower Hamlets
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Contacts

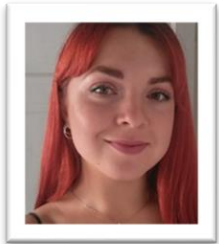
Please feel free to contact our team if you have any questions related to Care Coordination in London:



Rafif Mansour

Care Coordinator Network Manager

Email: r.mansour@nhs.net



Jenny Brooks

Regional Learning Coordinator Support

PCN development Project Officer

Healthy London Partnership

Email: jennifer.brooks14@nhs.net

NEW CARE COORDINATORS IN LONDON

Resources for Care Coordinators

- [HLP Care Coordination Website](#)
- London Mailing List and peer support [sign up form](#)
- [Information for New Care Coordinators](#) (National level)
- [Welcome and induction pack](#) for new Care Coordinators
- [PCI Care Coordinator role description, access PCI accredited training here](#)
- [E-learning for healthcare platform](#)
- Care Coordinator roadmap (including competency framework)
- [Supported self management shared resources](#)
- FutureNHS Collaboration Platform ([National workspace](#) including [Webinars](#))
- FutureNHS Collaboration Platform ([London Region page](#))
- [Care Coordinator case studies](#)
- [Guidance on MDTs and working in MDTs](#)
- [MDT case studies](#)
- [Sign up to the personalised care bulletin](#)
- [Sign up for the integrated care bulletin](#)

Resources for understanding primary care and the NHS

About the strategic direction of primary care

- [Next steps for integrating primary care: Fuller Stocktake report](#)
- [Letter from Integrated Care System leaders](#)
- [Integrated care systems in London: Challenges and opportunities ahead \(kingsfund.org.uk\)](#)
- [What are provider collaboratives?](#)

DES contract

- [Network Contract Directed Enhanced Service – Contract specification 2022/23 – PCN Requirements and Entitlements](#)
- [Network Contract Directed Enhanced Service – Guidance for 2022/23 in England](#)
- [Network Contract Directed Enhanced Service – Frequently asked questions 2022/23](#)
- [PCN adjusted populations spreadsheet](#)
- [Network Contract Directed Enhanced Service – Investment and Impact Fund 2022/23: Updated Guidance](#)
- [Network Contract Directed Enhanced Service – Personalised Care: Social prescribing; shared decision making; digitising personalised care and support planning](#)

Quality and Outcomes framework (QOF)

- [Results for practices](#) and guidance

Population health and health inequalities

- [What is population health in the NHS – King's fund](#)

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