

Central and North West London NHS FT

March 2026

Integrated Neighbourhood Teams

Our work on integrated neighbourhood teams in Hillingdon is receiving national recognition with visits from the Minister of State for Care, Stephen Kinnock MP and local MP Danny Beales in November, The Right Honourable Baron Lord Victor Adebowale, CBE, NHS Confederation Chair in September and Dr Minal Bakhai the Director for Primary Care, Community Transformation and Improvement (PCTI) SRO for the National Neighbourhood Implementation Programme in February.

A key component of neighbourhood working is the ability to share clinical information and jointly care plan between teams. An innovative software called Blinx is being trailed in Hillingdon which enables District Nurses to write directly into the GP clinical systems without duplication. If successful, the benefits would be wide reaching and would be a significant enabler for further joint working between teams.

Our current focus within neighbourhoods is expanding our frailty and proactive care approaches.

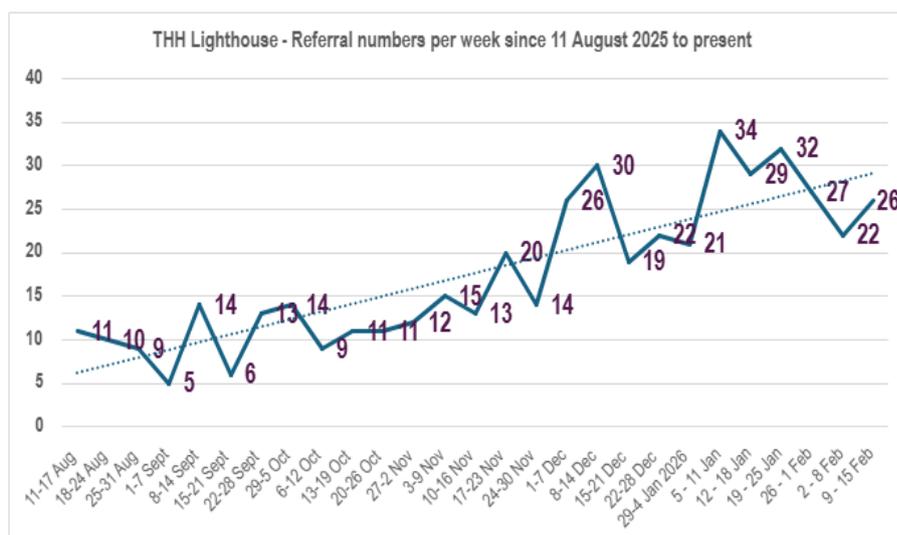
Community Services Expansion

In late 2025, additional recurrent funding was provided across all eight North West London boroughs to expand our Urgent Community Response (UCR) teams, and establish a Hospital at Home function in each borough. The UCR expansion will support patients in a physical health crisis in under two hours to avoid A&E attendance or admission whilst the Hospital at Home will provide additional support for patients after UCR care between days 3 and 17. We have been working through mobilisation of this funding and recruitment is completing.

Additionally, we have secured additional for Palliative Care and Neurology Navigators which we are also recruiting into.

Lighthouse

The Lighthouse is collocated behind THH A&E and aims to provide a therapeutic environment to support patients experiencing a mental health crisis. Capacity has now expanded so that it can support six patients at any one time. We are currently in the process of expanding the staffing model to support this, but initial data is positive with 70% more patients being seen than before this change.



Children's Neurodevelopmental Assessments

We continue to focus on reducing on waiting lists for children requiring a neurodevelopmental assessment. Due to increasing demand we did have nearly 2,000 children in Hillingdon waiting for an assessment, with some waiting one to two years. In late 2025 we received non-recurrent investment from NWL ICB to reduce the waiting lists which needed to be actioned before the end of March. We therefore have invested in additional capacity including with independent sector providers and are on track to reduce the number waiting to 400 by the end of March. To ensure longer term stability of the pathway, we are also transformed our own assessment pathways to ensure they are as efficient, and safe, as possible whilst utilising new digital technologies such as ambient voice technology. Whilst there will still be a gap in capacity, these changes will enable us to double our productivity and the number of children we see.

MHST (Mental Health Support Teams) – Wave 14 Rollout

Our MHST teams work with schools to support children with mental health concerns. It is a national model that is being rolled out in waves, and Hillingdon already has approximately 60% coverage. Wave 14 includes additional teams in Hillingdon and we have now recruited staff who are rolling out the model to additional schools.

Musculoskeletal (MSK) Physiotherapy

The MSK Physiotherapy Transformation Programme has achieved improved DNA rates, delivered successful Community Access Days in January and February, and formalised support via a contract with Shaw Trust.

Youth Justice

Hillingdon's Youth Justice Service (HYJS) has been awarded the National Autistic Society (NAS) Inclusion Award. Making them the first service within the Clinical Justice System and first ever Youth Justice Service in the UK to be presented with this award.

HYJS works closely with CNWL to provide extra support to young people who are brought to the youth court. CNWL provides speech and language therapy and psychology to the young people and their families, and extra support to those who have additional needs, like autism