

THE CONFEDERATION HILLINGDON CIC

ANNUAL REPORT 2023



WWW.THECONFEDERATIONHILLINGDON.ORG.UK

THE CONFEDERATION, HILLINGDON CIC
REGISTERED IN ENGLAND, COMPANY NUMBER 10771707
REGISTERED ADDRESS: LINK 1A CIVIC CENTRE, HIGH STREET, UXBRIDGE,
MIDDLESEX, UB8 1UW

MESSAGE TO OUR MEMBERS

Welcome to our 2022-2023 Annual Report for The Confederation, Hillingdon CIC.

“Better care through collaborative working” has been the bedrock of our approach to the planning and delivery of services during the past year.

We have continued to work together with our practices and PCNs to deliver high-quality care to our patients. This has been achieved by active recruitment & development of our workforce, assisting PCN maturity, successful delivery of enhanced services and the development of at-scale services to serve our practices and residents of Hillingdon.

2023-2024 will be another exciting year as we continue to develop new collaborative approaches with our health and social care partners to transform the way we deliver care for our residents, optimising the use of our skills, assets, and resources to drive change within the communities we serve. Neighbourhood development with primary care at its heart and the creation of **Urgent Primary care and Community hubs** will be key areas of focus for us. This will enable us to deliver the recommendation of Fuller’s Stocktake Report in Hillingdon.

I would like to take this opportunity to thank all our team members within the Confederation, PCNs and Primary Care for their contributions towards improving the care of all our residents in Hillingdon.



Dr Ritu Prasad
Board Chair / Director

CONTENTS

3 MESSAGE TO OUR BOARD

5 EXECUTIVE SUMMARY

6 OUR BOARD OF DIRECTORS

8 OUR SERVICES

13 GOVERNANCE

16 TRANSFORMATION

21 PEOPLE TEAM

24 FINANCE

26 HILLINGDON FAMILY PHOTOS

EXECUTIVE SUMMARY



Working in Primary Care often seems like sailing into a headwind. The Confederation has once again proven to be highly competent and agile by tacking into this headwind. Where others have tried to keep straight on course and been blown backwards, or changed direction and been becalmed. We have continued to make very good progress. Tacking is energetic, and needs the whole team (crew) to be coordinated, and by-standers may wonder what you're up to; but it gets you to your destination surprisingly fast! For those non-sailors I'll moor the analogy and describe some of the facts.

The primary care workforce is the bedrock of patient care. We successfully won and developed the NorthWest London (NWL) Training Hub, for all 8 NWL boroughs from April 2022. We have unlocked training finances, driven a new agreement with the ICB for far closer collaboration and delivered rapid training to facilitate the introduction of the new Enhanced Services contract. In Hillingdon we employ the PCN staff (ARRS) which now number over 180 people, providing a massive capacity boost for local practices and helping meet the increasing needs of the local population. This involves considerable HR, professional and training and development support. For instance we have processed well over 1,700 applications over 12 months.

Primary care finances and contracts are a wondrous thing and an artform of complexity. We cannot simplify everything, but we have taken away or mitigated a lot of the pain and risk. We have:

- Coordinated PC IT to provide the analysis and tools to practices and PCNs that have improved practice income by over £200k
- Contracted for the ES with the ICB directly to remove liability and legal fees from PCNs and practices
- Managed payments and financial transactions that cover literally thousands of individual payments and reported on these rapidly and with total accuracy. Removing huge headaches

Good patient care has also resulted. This same level of support to practices and PCN resulted in the best diabetic care outcomes for patients in NWL. And moved Hillingdon practices from laggards to leaders.

Perhaps a negative reflection as PCNs develop and the ICB shifts commissioning priorities, is that our own clinical services have changed little in scale. Our ambitions remain very high. To address this we have made huge strides within the **Hillingdon health and care partnership (HHCP)** to develop neighbourhood working and deliver the relationship with the ICB to have the confidence to invest in primary care once more. We can demonstrate that primary care in Hillingdon is progressive, collaborative and delivers for improved patient care and as a return on public investment. We now need that reflected by funding improvements.

Although our clinical services have not changed massively in scale, they have adapted hugely to the DES and ES contracts. The EAH service has changed immeasurably, now provided from 5 hubs. Our Surge service has been decommissioned and a new Same Day Urgent Care service set up. And the ES has reconfigured Phlebotomy, Blood Pressure Monitoring, Spirometry and much more. Of 34 named clinical services in the ES Transition Plan signed off by the ICB for Hillingdon, only 8 remained unchanged, 26 required practices, PCNs and the Confederation to change what they were doing. This huge effort to maintain services is welcome, but our members and patients would rather we were freed up to focus on improving and developing new services with this energy!

Finally a note on some back ground enabling functions. Quietly in the background the Confederation brokered a deal with Xon to be our preferred cloud telephony provider. This added an extra £150,000 of investment to overcome buy out clauses and get nearly all Hillingdon practices on the same digital phone system. A huge advance in improving patient access. We are also working with public and private concerns to develop estates solutions locally. The lack of void space from which to deliver care and house our staff, is a huge constraint to improving patient outcomes. In the coming year we intend to make meaningful inroads into this challenge! Watch this space.



Edmund Jahn

Chief Executive Officer

OUR BOARD OF DIRECTORS



OUR BOARD OF DIRECTORS



Dr Ritu Prasad

Board Chair / Director



Dr Martin Hall

Board Director



Edmund Jahn

Chief Executive Officer



Dr Diviash Thakrar

Board Director



Dr Ajay Birly

Board Director



Nick Gordon

Chief Financial Officer



Dr Salman Gauher

Board Director



Amanda Carey-McDermott

Chief Operating Officer



Dr Nilesh Bharakhada

Board Director



Dr Anil Raj

Board Director



Dr Sagar Dhanani

Board Vice Chair / Director /
COD



Dr Selvi Dinakarababu

Board Director

OUR SERVICES



OUR SERVICES

The Operations team has continued to strive to deliver services for PCNs, practices and their patients with the aim of achieving the **best patient outcomes in London**. We were incredibly proud as a team to win the Inspirational Team Award at the Primary Care Awards evening hosted by the Training Hub Team in March.

Our **Services** cover everything from same day appointments to diagnostic services such as Spirometry and services that support specific groups in the community such as our Care Home and Weekend Visiting services.

We deliver two services that support practices by providing appointments available for **booking on the day**. These are the Primary Care Surge Response and the Extended Access Service.



Operations Team

Adam Abdi, Bibi Ononogbo, Reese Ghik, Nathan Scott, Louise Perugia, Emma Herbert, Eleanor Maxwell, Alexander Biberovic, Katie Killick, Shivani Majithia, Justine Reader, Wissam Darouiche & Simran Rai

PRIMARY CARE SURGE

17,329

PATIENTS

The **Surge Response service** has seen a total of 17,329 patients during the year, with appointments being made by UTC, 111 as well as practices.

EXTENDED ACCESS SERVICE

Our **Extended Access Service** ensures all patients registered in Hillingdon can see a health care professional in the evening or at the weekend. From September 2022 we significantly increased the capacity, doubling the appointments with a significant increase in the staffing. During the winter months we increased our capacity further to give further support to practices and their patients during the first post Covid year.

Extended Access Hubs Eligibility Criteria

General Practitioner (GP)	Nurse	Advanced Nurse Practitioner (ANP)	First Contact Physiotherapist (FCP)
<ul style="list-style-type: none"> Registered General Practitioner Medical Education/Training GP Practice Medical Education/Training GP Practice GP Practice GP Practice GP Practice GP Practice 	<ul style="list-style-type: none"> Registered Nurse Medical Education/Training GP Practice GP Practice GP Practice GP Practice GP Practice GP Practice GP Practice 	<ul style="list-style-type: none"> Registered Advanced Nurse Practitioner Medical Education/Training GP Practice GP Practice GP Practice GP Practice GP Practice GP Practice GP Practice 	<ul style="list-style-type: none"> Registered First Contact Physiotherapist Medical Education/Training GP Practice GP Practice GP Practice GP Practice GP Practice GP Practice GP Practice
<ul style="list-style-type: none"> Registered Dietitian Medical Education/Training GP Practice GP Practice GP Practice GP Practice GP Practice GP Practice GP Practice 	<ul style="list-style-type: none"> Registered Pharmacist Medical Education/Training GP Practice GP Practice GP Practice GP Practice GP Practice GP Practice GP Practice 		

For more information such as site locations and hours, visit our website: www.theconfederationhillingdon.org.uk/services/extended-access-hubs



I am proud to work with such a diverse and supportive team who enabled me to hit the target for our Out of Hours appointments

Wissam Darouiche, Service Manager

2022-2023

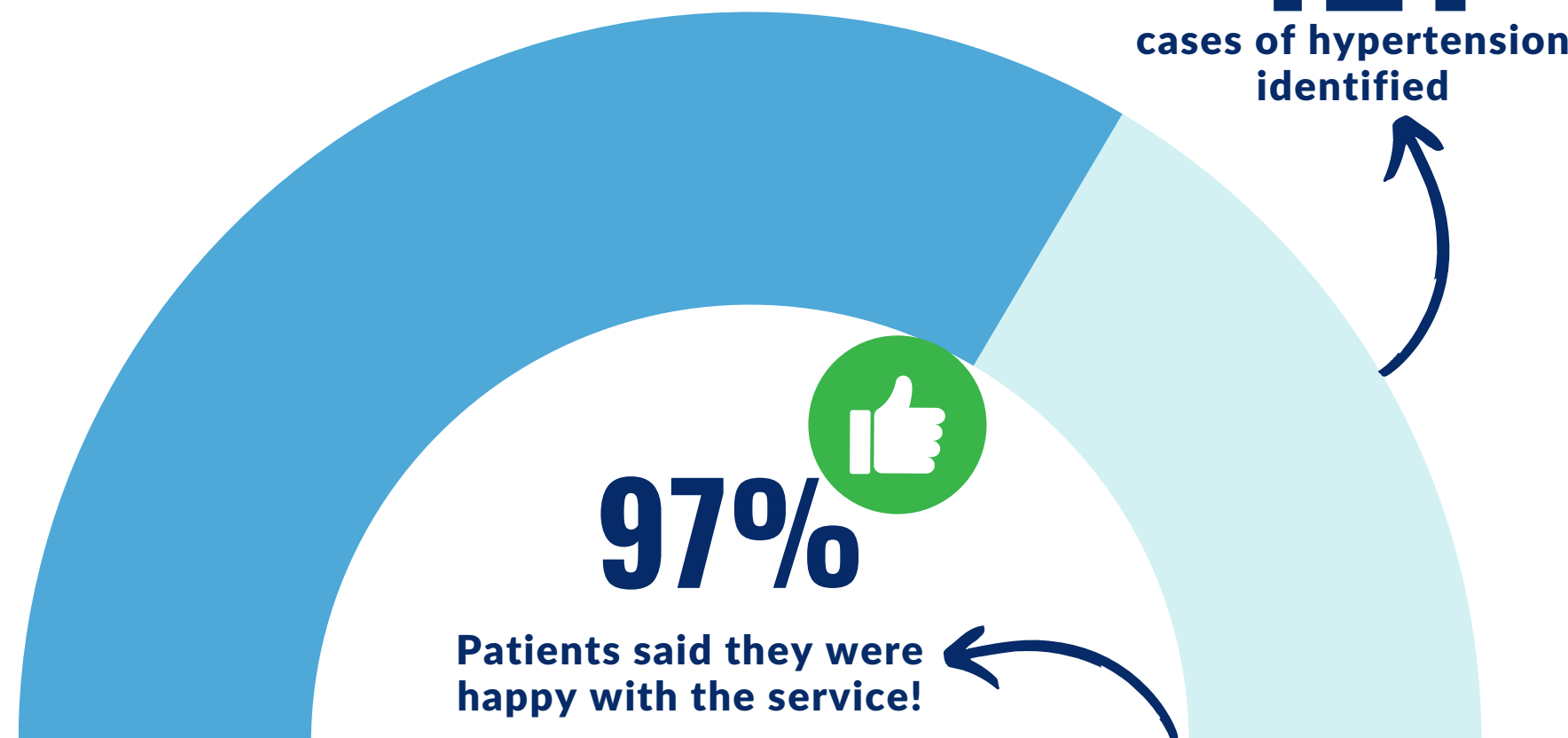


24HR BP SERVICE

Our **24hour BP** service, delivered in partnership with local practices, supports patients to monitor their blood pressure at regular intervals. This service supported 1335 patients in Hillingdon to track their blood pressure, identifying 421 patients who had hypertension, helping them to get the treatment they need.

1335
PATIENTS

421
cases of hypertension identified



CARE HOME SUPPORT SERVICE

5 The Care Home Support service has been running for over 5 years working in partnership with CNWL



As the Service Manager I am proud of the feedback we have received from care home residents' families. I know our clinicians care about the patients and to receive thanks is something that makes this service very special.

Katie Killick, Service Manager

84%

We are particularly proud that 84% of those that passed, were in their preferred place at the time, providing dignity at the end of life.

COIL AND PESSARY SERVICE

The **Coil and Pessary** service started at the end of 2021 but ramped up in 2022 seeing 410 patients in the year - fitting 65 coils, nearly doubling the annual target and 225 pessaries.



65

Coils fitted!
Double the Annual Target

CARE CONNECTION TEAM

Our **Care Connection Teams** are community based multi-disciplinary teams that care for patients from 18 and where their GP has identified a physical, mental or social need for case management.

Patient feedback is excellent providing timely care to vulnerable patients in their homes, and empowering the patients to better manage their health and resources.

GP feedback is consistently fantastic and the huddles attendance remains over 90%.



WEEKEND VISITING SERVICE

Our **Weekend Visiting** service provides support over the weekends and Bank Holidays to patients who are unable to get out to services, by proactively contacting the care homes to provide advice and support and undertaking home visits as needed. Their work has consistently continued to keep some of the most vulnerable patients in Hillingdon from attending A&E, significantly improving the patient experience and providing savings for a healthy economy

958

Hospital admissions avoided.

HEALTH LIFESTYLE ACTION PROGRAM

After having to move online during the pandemic we were thrilled to reintroduce face-to-face groups. The service supports patients to lose weight and make healthy choices, a key component of preventive healthcare which can also be life-changing for those taking part

OUR HLA SERVICE
SUPPORTED

387

Residents in Hillingdon to make healthy lifestyle choices through programmes such as our Healthy Life Action programme.

INTEGRATED PAEDIATRIC COMMUNITY CLINIC SERVICE

The Integrated Paediatric Community Clinic (IPCC) service continues to support GPs in the management of complex paediatric cases developing and supporting them to be able to better manage cases in primary care, rather than referring to hospital settings. All GPs that took part in the programme say that they would recommend it to others and feel empowered having completed the programme.

Our Paediatric Phlebotomy service continues to support children to get non-urgent blood tests carried out in the community.

OVER

873

Children were seen in our IPCC Service during the year.

3317

Young people being seen in Paediatric Phlebotomy, with increased slots being added during the winter to support increased demand.

Activity and DNA Rate for Paediatric Phlebotomy



SPIROMETRY SERVICE

The **Spirometry** service started during Covid-19, initially operating from a car park setting. This year we were pleased to move the service to the more comfortable setting of our Civic Centre hub, ensuring we provide a more supportive experience for the patients who attended.

2022-2023

1,268

Patients Attended



SERVICE CLOSURE

On the 30th June 2022, our **E-hub** service closed its doors. Running for a year, the service had contributed a great deal to support residents in Hillingdon.

OFFERING GP SURGERIES

12,462

E-hub appointments with a utilisation rate of 94%.



The E-hub service delivered improvements in case closure rates, increasing these to 67%, a great performance for a virtual service.



Where patients did require face to face appointments, these were booked into one of the Confederation services wherever possible.

GOVERNANCE



GOVERNANCE

There were no regulatory reviews or inspections in the year, there has been no change to the Confederation's 'Good' rating from the 2019 CQC inspection. Services continue to complete an annual self-assessment (peer-review) to demonstrate our patients are at the heart of all we do, and compliance with the Care Quality Commission's key line of enquiries, whilst also identifying areas of improvement which are monitored and tracked by the Quality Governance team. The team is geared up for the publication for the new CQC assessment framework later in the year which will form the protocols for the Confederation's peer reviews moving forward.

The Quality Governance team during the year led two mock inspections and site visits with a key focus on environmental safety and infection prevention & control working closely with the operations team, council, and key stakeholders to resolve and mitigate all findings from the inspections.

The Quality Governance team now have a dedicated Fire, Health & Safety Officer, and a Clinical Governance Facilitator in post. A new Quality Dashboard was approved for use by the Board and Quality Governance Committee which provides greater oversight into the Confederation's key quality indicators across our services.

INCIDENTS & RISK MANAGEMENT

A major focus of the Quality team continues to be the development of a positive and safe culture where employees and service users are encouraged to speak up, raise safety concerns and report incidents without blame or fear of reprisals.

SINCE THE START OF
2023

123

Incidents have been logged
which is a 38% increase from
last year

All incidents are thoroughly investigated within timescales with learnings identified and disseminated to prevent re-occurrences, embedding a culture of continuous improvement.



Governance Team:

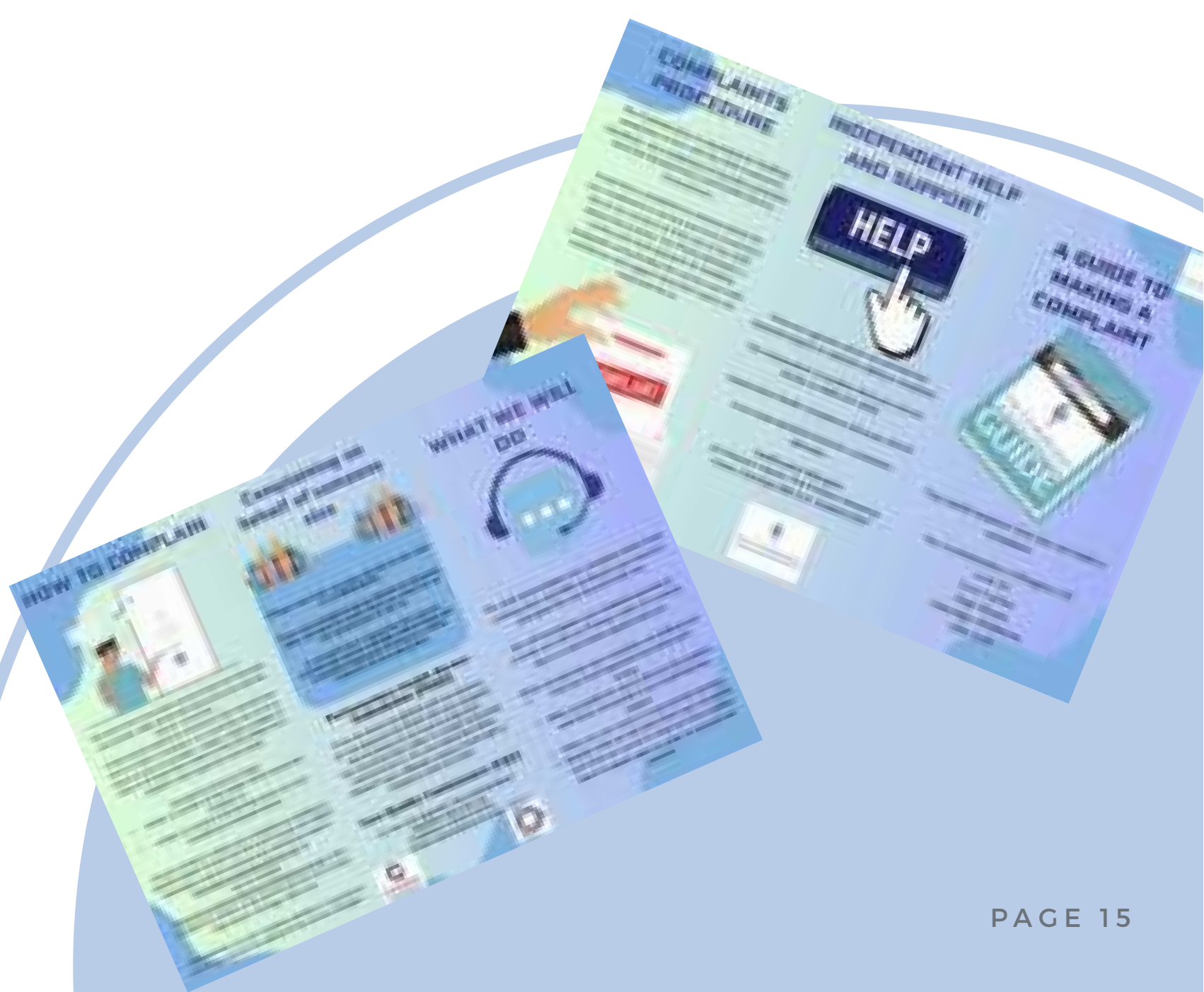
Samuel Claridge, Bhavika Atwal, Prity Badiani,
Solomon Suulola, Dr Nilesh Bharakhada & Dr Satesh
Sehdev

There were no serious reportable incidents reported. The Quality Governance team maintain the Confederation's comprehensive risk register which captures all risks from service lines to board level and ensure there are adequate mitigations and on-going periodic reviews.

PATIENT FEEDBACK AND COMPLAINTS

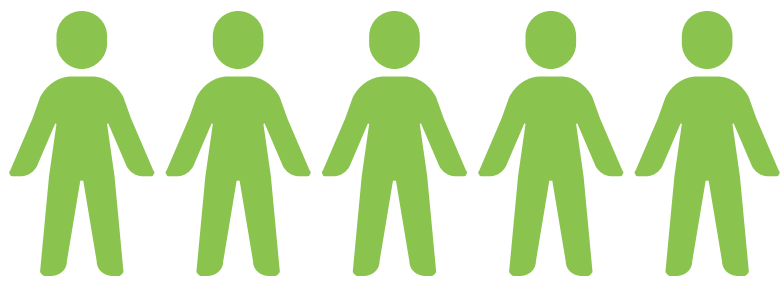
The Confederation actively promotes a culture that seeks feedback, recognising that complaints are an opportunity to obtain valuable information from our service users, learning from their experiences to improve the quality of our services and the experience of our service users.

The Confederation's Complaints process was updated in August 2023 making it easier for service users to express their views, and strengthening our commitment to promptly address all patient concerns, clearly define our complaints process and accountabilities, ensuring our patients are always at the centre of the process. An easy-to-follow complaint guide was developed and is now available on our website and across our services.



THE CONFEDERATION
SPONSORED

5



In addition, the Confederation sponsored 5 employees to attend the NHS Complaints summit in May 2023 where they learnt in detail the NHS complaints standards. Key lessons and industry best standards from the summit have been embedded in our complaints process and policy.

The Confederation received 10 formal complaints year to date

10

All complaints received are acknowledged promptly and investigated within regulatory timescales to provide the complainant with the desired/agreed resolution.

JANUARY 23 – JULY 23

970 FFT

The Confederation participates in the Friends and Family Test (FFT) across our services and have received a total of 970 FFT responses.

20%

Response target has been agreed by our Quality Governance Committee as the base rate to ensure proportionate feedback and representation is maintained across our services. Our service teams continue to work hard promoting the FFT survey to service users.

The overall feedback was positive, and we will continue to drive responses to improve the services for both service users and staff.

INFORMATION GOVERNANCE

Our Data Security and Protection Toolkit (DSPT) is a mandatory assessment of our compliance against 10 core national data standards was submitted during the year, 2 weeks in advance of the set deadline. The Confederation was able to evidence and provide assurance of good data security arrangements and adherence to the principles of correct data handling.

DATA SECURITY

97%

Data security awareness training uptake for the Confederation was 97% which exceeded NHSE's 95% Minimum target.

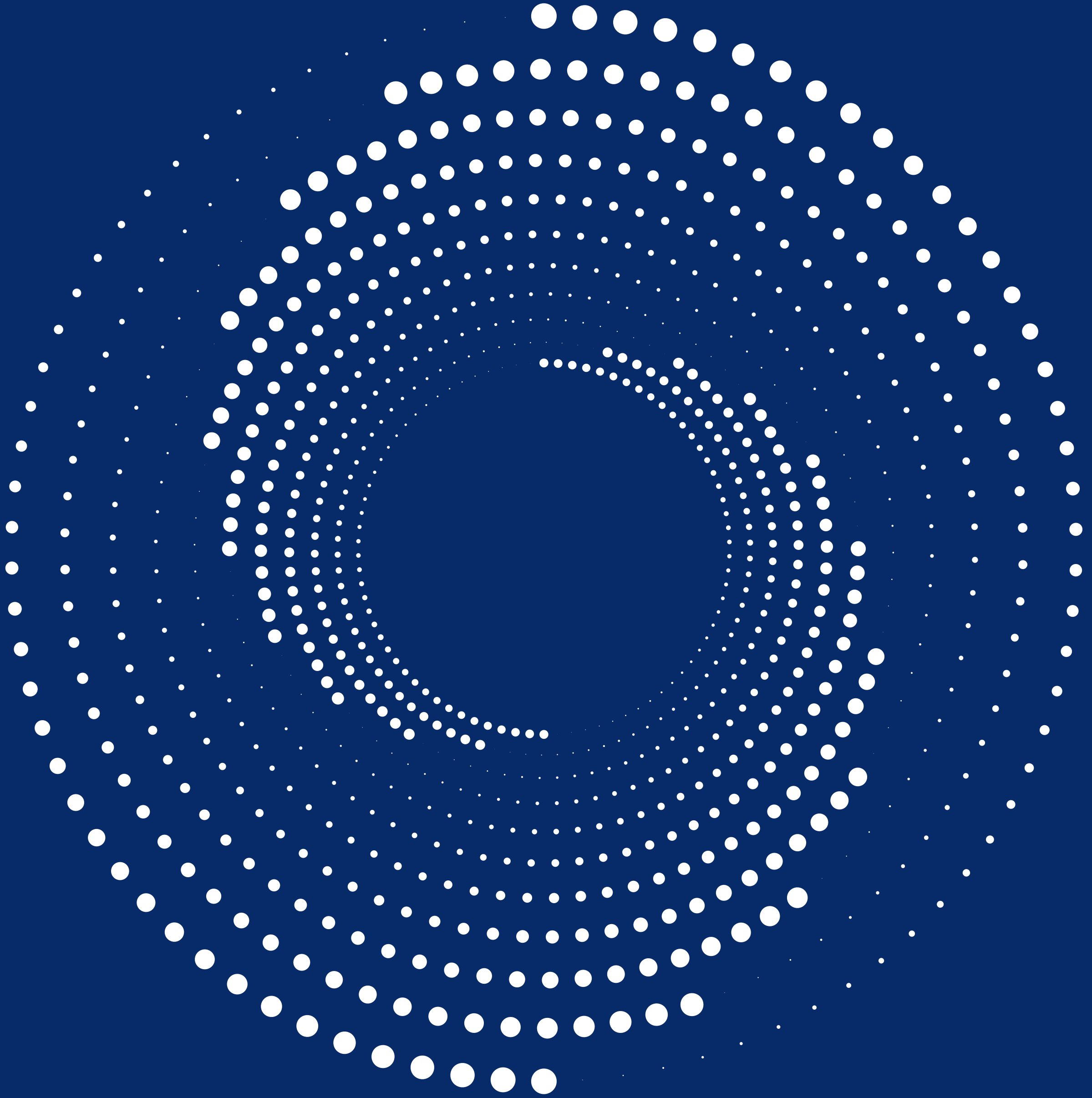
The Confederation also developed a single Data sharing agreement for research helping the borough reach top spot for recruiting patients for clinical research.

The Confederations Information Governance Framework was also updated to clearly outline our approach for safeguarding data regarding our patients, employees, services, and business. There have been no reportable data breaches.

HHCP QUALITY & SAFETY COMMITTEE

The Hillingdon Health Care Partners Quality & Safety Committee is held every other month and is chaired by Dr Bharakhada the Confederation's GP Quality Director supported by the Confederation's Quality Governance team. The remit is to ensure the quality and safety of clinical activities are in line with the HHCP quality governance accountability framework, provide steer and direction on national guidelines and provide mitigation and escalation of significant risks to the HHCP Delivery Board. Future objectives for the committee include strengthening of collaborative partnership working and leading on quality matters such as complaints involving multiple partners in addition to identified key performance indicators for partner organisations.

TRANSFORMATION



TRANSFORMATION

In 2022/23, the Transformation Team have been working closely with Primary Care Networks and our key partner organisations to ensure that we can strive towards meeting our vision of Hillingdon having the best primary care outcomes for patients in London.

Engagement with our patients is a key factor in how we can develop and transform our primary care services to meet the needs of patients. Therefore, the development of Community Roadshows led by the Transformation Team and H4ALL, provided each Primary Care Network with the platform to speak to their patients about a vast array of subjects including explaining the remit of the new Additional Roles staff within practices and educate patients on key health priorities.



Transformation Team

Noreen Groves, Frank Hamilton, Kate Cann, Samar Battikh, Sita Steel, Sasha Nelson, Naomi Kennard, Alexandra Eve & Manesha Birdi

Summer Roadshows

NORTH CONNECT:

52 BP Checks

COLNE UNION:

**Smoothie Bike
13 SPLW Sign ups
10 H&W Sign Ups**

SYNERGY:

30+ BP Checks

1580

Attendees
(across all 6 PCNs)

LONG LANE:

28 PPG Sign Up

CELANDINE & METROCARE:

**25BP Checks
21 PPG Sing Ups**

HH COLLAB:

50+ BP Checks

Winter Roadshows

COLNE UNION:

3 Health Checks

HH COLLAB:

10 BP Checks

CELANDINE & METROCARE:

**42 Health Checks
52 BP Checks**

1350

Attendees
(across all 6 PCNs)

LONG LANE:

**3 Health Checks
1 PPG Sign Up**

NORTH CONNECT:

**30 Health Checks
191 BP Checks**

SYNERGY:

19 Health Checks

2022- 2023

12

Roadshows were undertaken throughout the year, two within each Primary Care Network catchment area in the Spring and Winter months

SUMMER & WINTER ROADSHOWS



Overall

Throughout 12 roadshows

2930

Patient engagement

250

Blood Pressure checks undertaken

94

Health checks in the Extended Access Hubs

SUMMER ROADSHOW POSTER



NORTH CONNECT TEAM



BP CHECKS



MAYOR VISITS CELANDINE & METROCARE ROADSHOW



THE CONFEDERATION STALL



CONFEDERATION LEAFLET



RESIDENTS AT HAYES & HARLINGTON COLLABORATIVE PCN



NORTH CONNECT TEAM



BRINGING SOME CREATIVITY TO THE ROADSHOWS



WINTER WELLNESS WONDERLAND POSTER



SOME OF OUR PARTNERS WHO ATTENDED:



In conjunction with this, the Transformation Team led the Extended Access Hub engagement sessions both at borough and PCN level including analysis of all questionnaires and running a borough wide online seminar with over four hundred patients signed up. To further support Practices and PCNs, the team developed Patient Participation Group guidance and templates to ensure effective on-going communication and engagement with patients.

By supporting Practices and Primary Care Networks via collaborative working with partners and the third sector, Hillingdon continued to increase our performance within both the Diabetes and Serious Mental Illness Enhanced Service Contracts. Hillingdon was the only borough to be green across the Diabetes dashboard which supported NWL ICB to be the No1 ICB in the country for nine key care processes. Similarly, NWL was one of three ICBs in London to exceed the 2022/23 Serious Mental Illness target and was the best performing ICB regionally and nationally, delivering the greatest number of health checks out of all 42 ICBs in England.

During 2022/23, the Transformation Team were successful in winning numerous bids to:

- Develop the Social Prescriber with a Specialist Interest Framework and Programme
- Help Primary Care Networks increase their Serious Mental Illness health checks through additional funding to contact patients and identify reasons for non-attendance if applicable
- To be part of a national Lipids pathway programme

Through the increase in Research Studies by Practices, we have also assisted in the increase of income via such studies; to further improve this aspect we have now developed centralised searching to optimise research usage and minimise practice time.



2022/23 saw the introduction of Population Health Management focus within Hillingdon, with the Transformation Team playing a key role in the borough and Primary Care Network level programmes undertaken by a health innovation company called Optum. Alongside this and to support knowledge within primary care, the team worked with the Training Hub to develop 3 Population Health webinars. The team will continue to take a Population Health Management approach in 2023/24 to help increase the health outcomes for our patients.



Plans for 2023/24 include rolling out JOY (Social Prescriber Platform) across all Primary Care Networks, achieving 75% of Hillingdon practices being signed up for centralised searching, continue to support Primary Care Networks to develop, continuing with the success of Community Roadshows and working with Primary Care Networks and partners to move towards integrated neighbourhood structures and new ways of working.

Below is some of the feedback that we've received.



It has been a great help for the Digital First programme (when rolling out the Joy CMS for Social Prescribers) to have the support and backing of the Hillingdon Transformation team. The team have greatly aided our communication strategy!

Clare Gallagher
NHS Northwest London Digital First



Dear Transformation Team,

As mentioned on your team meeting earlier, within the OD group we are looking for ways to have more inclusive meetings/share best practice. With this in mind, and the fantastic work you are all doing as a team by inviting other teams to your meetings to stay collaborative and keep in the loop we have used the transformation team as the gold standard in this example! Thank you all for being so collaborative!!!

Karisma Khuttan
Comms and Engagement Lead



Congratulations to everyone who organised the roadshow event. These types of events should continue over time, thanks to these conversations with patients and suggestions through feedback, we could identify what topics could be discussed in the future.

Marimar Carreno
NHS NWL

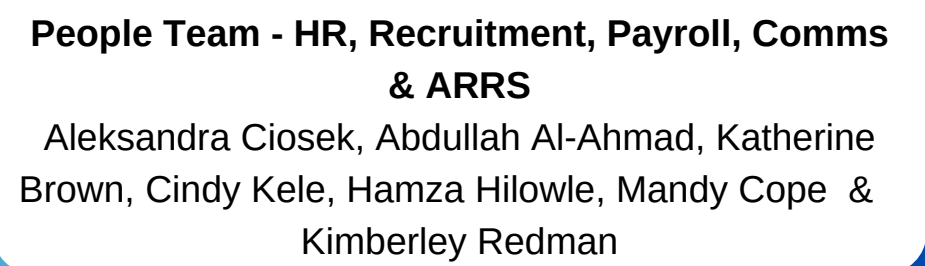
PEOPLE TEAM



DEALT WITH

1738

JOB APPLICANTS



HUMAN RESOURCES

NEW • NEW • NEW • NEW • NEW

136

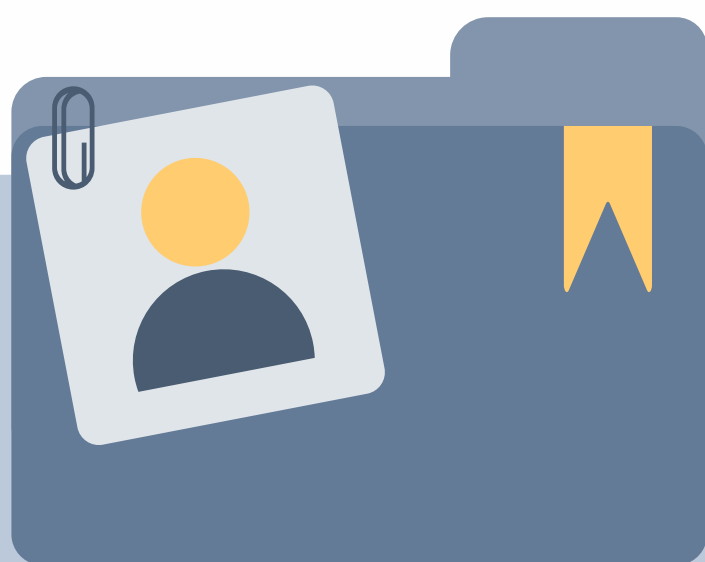
To support the development of our staff, we also launched a new online Appraisal System to automate the Appraisal process and ensure that assessment is led by our Values and development is supported by strong objectives.

ADDITIONAL CLINICAL ROLES



Our team of Additional Roles within our PCN's continues to grow and we ended the year with 160 members of staff across our 6 PCN's.

New Roles Introduced:



The growth in recruitment and development in our lead roles within each ARRS group, has enabled us to support the development of supervision and peer to peer support of our teams. In addition, we also introduced Trainee Pharmacists which has supported with a new pipeline of pharmacists choosing Primary Care for their profession.

PCN Teams - The Journey

22/23 = £5m
ARRS Budget

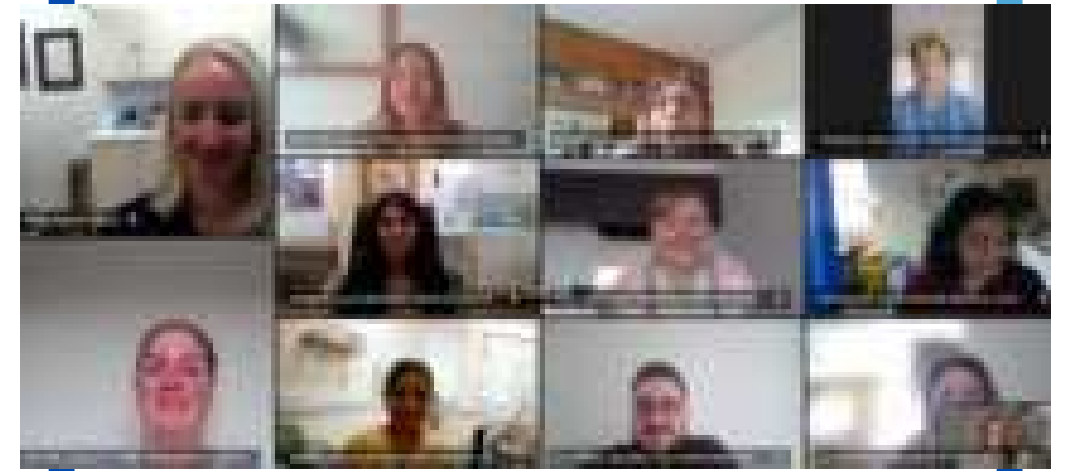
At the end of March 2023, we employed 160 PCN Staff!

20 more Clinical
Pharmacists and 4 more
Social Prescriber Link
Workers joined the team

TRAINING HUB

This year was the year the team finally started to be able to go back into practices, meet with our workforce, hold some face to face events and had a key priority focus on Health and Wellbeing.

Some of the teams key highlights were:



People Team - Training Hub

Pictured: Emma Ronald, Natasha England, Sameeya Bhatti, Marie Franklin, Seerat Sharma, Claire Fyfe, Sri Natarajan, Vicky Alford, Anita Verma, Abdullah Al-Ahmad & Shahrzad Hooshangi

49

Training Events

Our Primary Care awards ceremony was a success, with 9 awards being won by individuals and teams within the Confederation, PCNs and Primary Care.

2022-2023

852

Practice staff attended online training

Setting up Health & Wellbeing initiatives across Hillingdon

Recruiting and supporting our **12x** PCN Education Leads – 6 Nurses & 6 GP's across all PCN's

Supported PCN Learning Environment Approval – 4 out of 6 completed

Facilitation of Health & Wellbeing workshops in 5 practices and conducting PCN Temperature Checks

eMasterlearns

x5

240

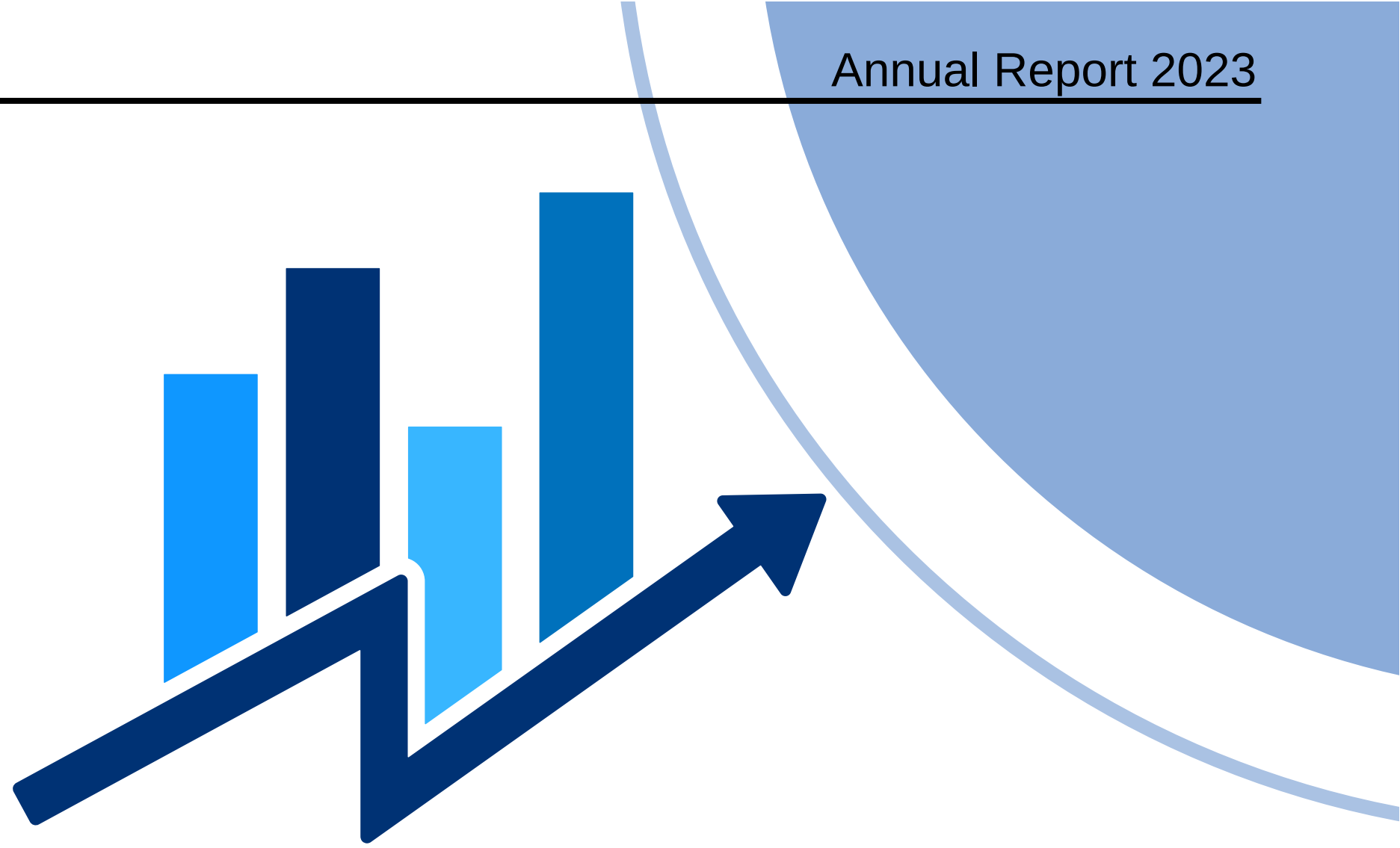
External training events advertised

FINANCE



FINANCIAL REVIEW

The financial position of the Company continues to be strong. We expect to make a small surplus for the year ended 31st March 2023 as we continue to invest in the services we provide within Hillingdon and North West London and hold combined bank balances at 31st March 2023 of over £5m (non HEE and ARRS funds). At last year's AGM we reported on how the role of Finance has significantly changed over the past three years and how what people see is only a small part of what we do.



THE CHANGING ROLE OF FINANCE

From a finance workload perspective, the Confederation continues to change drastically.

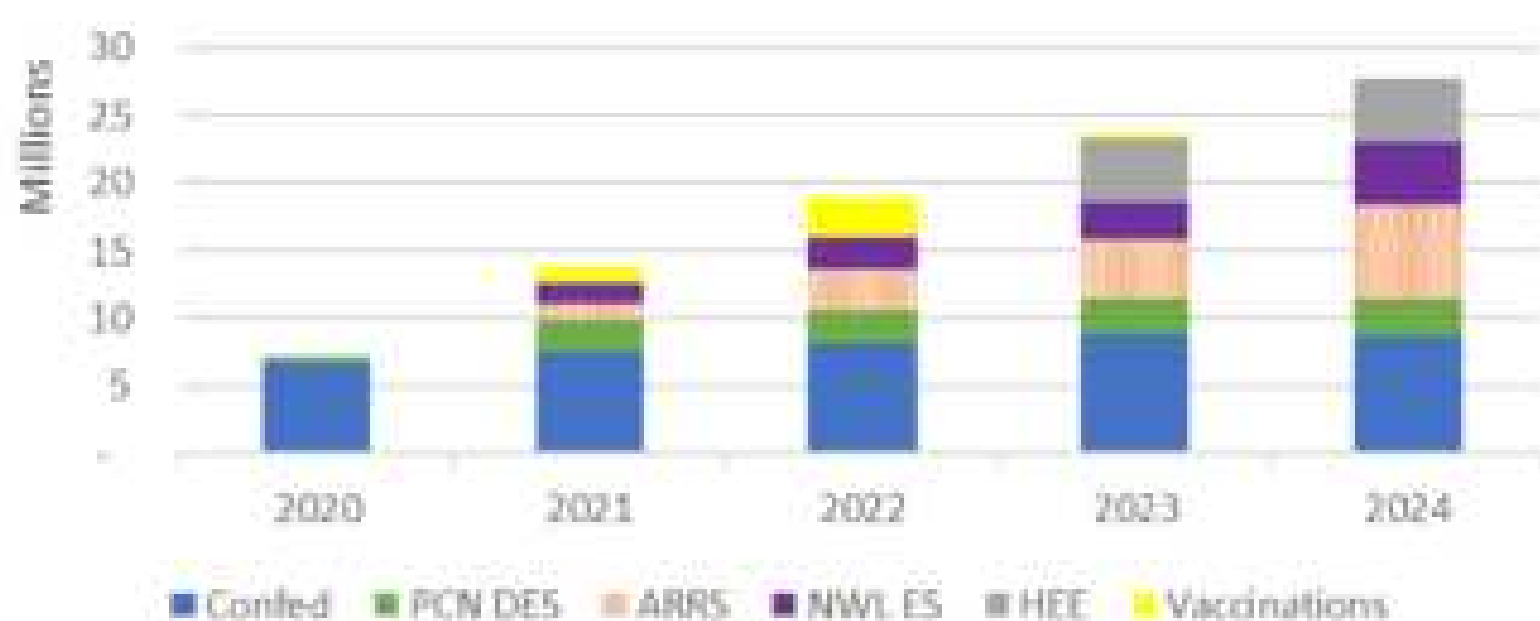
In 2022-2023
'total' activity
was up by
46% ~ £24M

It's forecast to
grow a further
18%
in 2023-2024

We continue to
grow, and the team
will handle over
£28m
worth of transactions
in 2023-24

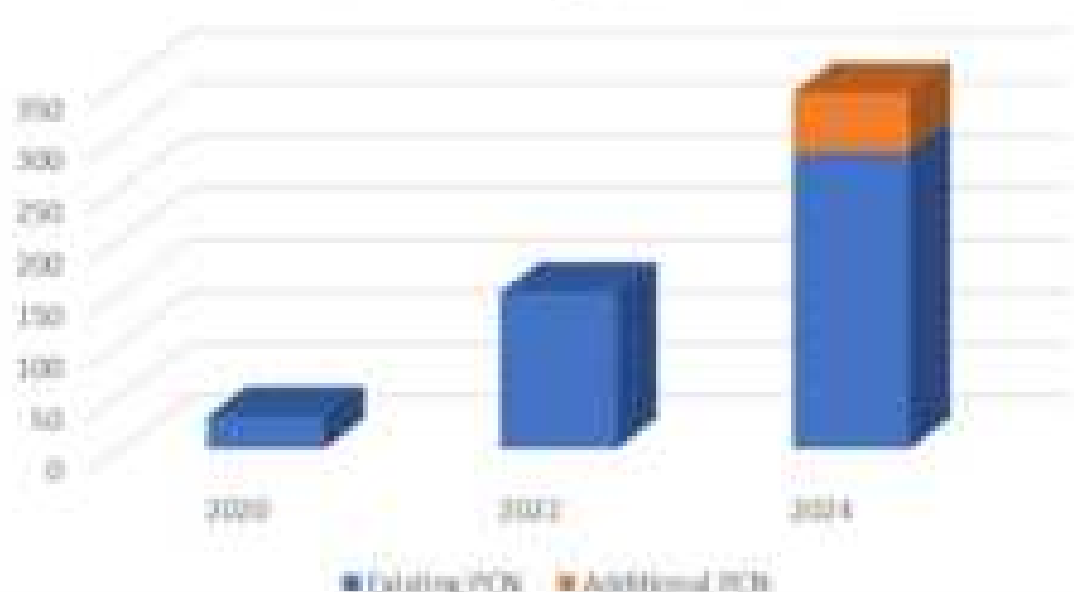
The costs of the
Finance department
are less than
2%
of the activity we
manage.

Confed Finance Activities



We continue to spend a lot of time working with the PCN CDs to improve our **reporting**, and the greater visibility and understanding of PCN finances facilitates greater scrutiny. We are pleased that since the year end another PCN has approached us to look after their Finances and it enables us to leverage on the work we have done.

PCN Funding Sources



At the last AGM we reported that the income streams for the 5 PCNs we support had grown from 30 in 2020 to over 150 in 2022. The introduction in 2023-24 of the NWL Single Enhanced Service has alone nearly doubled that, with an additional **27** items to track for each PCN. Supporting the practices and PCN CDs to maximise the income will be an important function for 2023-24.



We continue to invest in our **systems** and since the year end have upgraded our accounting system and will be looking to 2023-24 to optimise the systems we have and to invest in the team, however the complexity of what we are looking after does present many challenges. Investment in systems and people and with integrated working between practices, PCNs and the Confederation should maximise the £7m of ARRS income.

“To support this scaling of turnover and complexity we have upgraded our auditors this year. However, their remaining available time slots were later than we had planned, and our audit is ongoing at the time of publishing this annual report. Our final audited accounts will be provided as an electronic addendum to this report within two months.”

Financial statement for the end of the year 31st March 2023

FINANICAL REVIEW

Financial statement for the end
of the year 31st March 2023
Coming Soon

HILLINGDON FAMILY PHOTOS

ONE YEAR IN IMAGES



From left to right:

Top Row: 2022 Summer Party, Dr Ritu Prasad, Hillingdon Recruitment Fair July 2022, Whiteboard Winner October 2022,

Middle Row: Katie Killick's new son, Whiteboard entry December 2022, Games at the 2022 SUMmer Party, Kanchan Quadros winning the Hillingdon Primary Care Patient Choice Award

Bottom Row: Cindy Kele Graduation, Simran Rai and her baby daughter, Naomi Kennard on the float for Pride with NHS LGBTQIA+ Form and NHS BT & Kimberley Redman and her new son.

*THE CONFEDERATION, HILLINGDON CIC REGISTERED IN ENGLAND,
COMPANY NUMBER 10771707
REGISTERED ADDRESS: LINK 1A CIVIC CENTRE, HIGH STREET, UXBRIDGE,
MIDDLESEX, UB8 1UW*