

Network Members in North West London ICS are developing a collaborative occupational health shared service

As the North West London ICS began to take shape, the four acute, two community and one mental health trust within the ICS, with support from the NW London Clinical Commissioning Group (CCG), identified that their staff would be best served by a single OH provision. This model also had potential for the 360 GP practices in the area and eight local authorities to join in the future.

The development of OH services for the North West London region had been explored by the ICS pre-pandemic, however the onset of the pandemic drew focus to the pivotal role played by OH services and strengthened the strategic opportunity. A shared services option was identified as the best approach and the vision of a three tiered OHWB service model agreed. This was designed to meet the needs and complexities of the circa 60,000 North West London NHS people and delivering SEQOHS quality standard OH using one common OH IT system.

The core model delivers shared practice and expertise across the ICS and enables sufficient commonality to work at scale, for example, using the same processes, documentation, clinical systems and standardised reporting. The model also consolidates the existing collaboration across ICS organisations, as well as delivering economies of scale and the buying power to afford the best, innovative OHWB solutions. These could include wellbeing apps and physio digital triage self-assessment. Successes for this shared service model include:

- Launching a digital self-triage pilot for musculoskeletal issues experienced by staff.
- A well-received peer support and coaching offer for specialist clinical staff to engage them in shaping the future of OHWB services in North West London.
- Stronger partnership working across the ICS, with a shared focus on keeping staff and patients safe.

The pilot is scalable and it is anticipated that by the end of 2022 other partners across the ICS will join the initial prototype partners in the shared service, leading to the formation of a wider shared service model in 2023.