

## Healthwatch Living with Long Covid report – NCL action plan

Theme	Recommendation	Action(s)	Status
Primary Care	Increase training and support for primary care clinicians so they can be better informed on Long COVID and its symptoms. This will also help identify patients with potential Long COVID.	<ul style="list-style-type: none"> <li>Complete a set of “what’s new in post-Covid syndrome” videos with steering group members to support primary care clinicians to stay up to date</li> </ul>	Videos launched – more planned
		<ul style="list-style-type: none"> <li>Encourage NCL GPs to complete the national GP Long Covid survey when it goes live</li> </ul>	Planned
		<ul style="list-style-type: none"> <li>Complete and launch the streamlined EMIS template for Long Covid assessment and referral</li> </ul>	Complete
		<ul style="list-style-type: none"> <li>Borough GP clinical leads to reach out to low-referring practices for targeted support</li> </ul>	In progress
	Build awareness of local support and treatment already available for patients through multi-platform communications campaign.	<ul style="list-style-type: none"> <li>Meet CCG engagement team in 2-3 weeks to plan a response; publish on website and attend meeting with Healthwatches to discuss the plan</li> </ul>	Complete
		<ul style="list-style-type: none"> <li>Report back on ongoing social prescribing pilot in Camden in which the clinic will take direct referrals from the voluntary sector to support referrals from vulnerable groups. Consider expansion to all NCL boroughs if successful</li> </ul>	In progress
NCL CCG	Ensure there is more consistency in people’s experiences accessing the Long COVID pathway taking into account patients’ physical, mental and social needs.	<ul style="list-style-type: none"> <li>Existing at UCLH – exploring expansion via community providers</li> <li>Agreeing consistent outcomes frameworks across providers</li> </ul>	In progress
	Ensure at the point a patient is referred for Long COVID support the Long COVID Pathway is explained and communicated to them in an accessible method.	<ul style="list-style-type: none"> <li>Develop patient information / pathway guide as part of the single point of access launch</li> <li>Gather feedback from patients to confirm new process has led to improvements</li> </ul>	Complete – launched with SPA
	Ensure all patients on the Long COVID pathway are clear about how they will be followed up after their first appointment, including planned and patient-initiated options.		

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	Patients who are diagnosed with Long COVID or referred for further support should be given immediate access to applicable self-care and self-management resources regardless of the 12-week NICE guidance.	<ul style="list-style-type: none"> <li>• Signpost clinicians to UCLH YouTube channel for self-management content once ready</li> <li>• Launched within the SPA process</li> </ul>	In progress
	Invest in the development of local peer support groups for Long COVID.	<ul style="list-style-type: none"> <li>• Confirm peer support in development in all boroughs.</li> </ul>	In progress
Long COVID Clinic &	Ensure all patients on the Long COVID pathway understand how to contact the clinical team responsible for their care accurately through telephone and email.	<ul style="list-style-type: none"> <li>• Include as part of SPA launch</li> <li>• Gather feedback from patients to confirm new process has led to improvements</li> </ul>	Complete – launched with SPA
Councils	Local Education Authorities should work proactively with teachers through education and training to support families whose children are absent from school due to Long COVID.	<ul style="list-style-type: none"> <li>• Resources shared – gather feedback on utility and use</li> </ul>	Complete
	Local Public Health teams should continue to monitor data and conduct an ongoing needs analysis of Long COVID in communities to inform how NCL CCG can make the Long COVID services more equitable and address inequalities.	<ul style="list-style-type: none"> <li>• Updated needs analysis document due in June 2022 with development of a Healtheintent dashboard which will provide live information and replace the need for periodic refreshes of the document in future.</li> <li>• Healtheintent dashboard launched</li> </ul>	Complete
	Local Public Health teams should publish their data on Long COVID to make it more visible.	<ul style="list-style-type: none"> <li>• Ensure public health teams publish the forthcoming refresh of the needs analysis document on their websites.</li> </ul>	Complete
Employers	Human resource departments of employers in North Central London statutory services, such as NHS Trusts, Councils and the NCL CCG, working with the NCL's Long COVID Vocational Rehab Service, should recognise and adequately accommodate employees	<ul style="list-style-type: none"> <li>• Write out to HR and OH teams in all statutory organisations in NCL ICS to make them aware of the Long Covid symptoms, pathway and the specialist Vocational Rehab service.</li> </ul>	Planned

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	diagnosed with Long COVID through flexible working policies	<ul style="list-style-type: none"><li>• Repeat successful information session for Camden council with Islington.</li><li>• Reach out to other NCL councils to support similar sessions in other boroughs</li></ul>	In progress