

Helping you

be well. **live** well. **work** well.

in North Central London

How are you, really?

In Primary Care, we all carry a lot: from patient needs and workloads, to family, finances, and our personal health. We do it day in and day out because we all care, a lot. But with so much on our shoulders, we all need to take time for ourselves, and each other, so that we can all be well, live well and work well.

To support everyone working in GP surgeries, community pharmacies and NHS funded dental and optometry sites in Barnet, Camden, Enfield, Haringey and Islington, **NCL Training Hub** partnered with the website [KeepingWellNCL.nhs](https://www.KeepingWellNCL.nhs), launched the Valued Awards and heard back from patients.

Support: visit KeepingWell NCL to register for [events and training](#), [access resources](#), [download the toolkit](#) and find [bitesize health and wellbeing advice](#). [Watch the animation to find out more](#).

Valued Awards: Primary Care workers across North Central London were commended in the inaugural Valued Awards this Spring. The awards recognised employee wellbeing is inextricably linked to organisational culture and professional fulfilment. See all awardees below.

Patient reflections: feedback from the patient communities of North Central London were gathered in a survey to show recognition and thanks with Primary Care workers. Hear what they had to say, below.





Valued Awards 2022

Celebrating the North Central London workforce

WINNERS

Education: Brunswick Park Medical Practice, Barnet

Health and wellbeing: Hampstead Group Practice, Camden

Leadership: joint winners
Dr Alpesh Patel, pan-NCL
CCG Covid Vaccination leadership team, pan-NCL

Service delivery: Barnet Vaccine Bus, Barnet

HIGHLY COMMENDED

Health and wellbeing: Caversham Group Practice, Camden

Leadership: Brunswick Park Medical Practice, Barnet

Service delivery: Havergal Surgery, Haringey

COMMENDED

Education: Barnet Training Hub

Health and wellbeing: Havergal Surgery, Haringey

Leadership: Dr Marlene Neary (Haringey), David Currie (Islington) & Dr Will Zermansky (Haringey)

Service delivery: Prakash Rughani, BECH LOC

The Training Hub's Valued Awards recognised that employee wellbeing is inextricably linked to organisational culture and professional fulfilment. The awards celebrated individuals, teams and organisations that have put in place initiatives that support people to thrive in the workplace.

The Awardees were invited to celebrate and collect their awards at an event in King's Cross, Camden in April.

The Training Hub would like to congratulate all awardees and thank everyone who nominated Primary Care workers from across NCL.

Case studies of the winners will be published in the coming weeks.



What residents in NCL say...

The Training Hub commissioned a survey* of people living in Barnet, Camden, Enfield, Haringey and Islington to ask about their experiences of primary care services. Here is what they said:

- 89% said they clapped for NHS heroes during the pandemic.
- 9 in 10 say they can access primary care services when they need them.
- Helpful, caring and friendly are the top three words people used to describe their last experience with a Primary Care service.
- "THANK YOU! ", say the vast majority.
- Of the one in five who say they have lost their cool with a Primary Care worker, most regret it.
- 70% say they have mentioned a positive experience to a friend of family member (just 10% say they have shared a negative experience).
- Respondents were asked about their most positive experience with a Primary Care worker in the last two years, or to leave a compliment. Praise was bountiful. Here is a selection:
 - "...all the treatments that they provide me were top to the notch."
 - "Exceptionally fulfilled with my daughter's dental treatment."
 - " Received good understanding and care."
 - "I'm very thankful to them because they help me and my family."

**Survey run by Census Wide between 25.03.22-24.04.22. Representative sample of 507 consumers in Barnet, Camden, Enfield, Haringey and Islington.*

