

Havering Place based Partnership Clinical and Care Leadership Team

Version 2

March 2023

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Place Clinical Director
Dr Narinderjit Kullar

Oversight and direction of all clinical and care Programs of work involving the Partnership
Working with the Delivery Director and partner organisations to develop and enact The Borough Health and Care strategy
Oversight of Clinical and Care Leadership team and workstreams
Represent Havering at NEL ICS and Engagement with wider related organisations **6**

Primary Care Lead
Currenently Dr Ben Molyneux

Primary Care Improvement
Supporting development of PCNs
Delivery of the recommendations of the Fuller review
Workforce Education Immunisation **4**
Patient Engagement (working with PCNs)

Planned Care VACANT

ENT
Urology
Ophthalmology
General Surgery
Gynae
Breast
MSK
Gastroenterology
Dermatology
Diagnostics **2**

Long Term Conditions Lead TBC shortly

CVD Prevention
Cardiac, Diabetes
Respiratory, Stroke, Renal
Work with NEL LTC Team
Work with PCNs and primary care on LISs and equalisation
Support roll out of Edenbridge development working with including prevalence data exercise with Primary Care **2**

Babies Children and Young People
Dr Richard Burack

Maternity LTCs
CAMHS
Paediatrics
NeonatalCYP - Weight Management Service - Pilot
Childrens Health & Wellbeing Pathway Development
BHR CYP Transformation Board; Peads integrated nursing service
SEND
ASD/ADJD Challenging behavior
BCYP NEL strategy development; **2**

Urgent & Emergency Care
Dr Mary Burtenshaw

Urgent Care
End of Life
Discharge
Work with Kirsty Boetter on existing urgent and emergency care work and projects
Supporting people to stay well at home - winter planning prep and action plan **2**

Mental Health VACANT

Mental Health
Dementia
SMI
1. Mental Health Board / Havering Mental Health Workstream
2. Refresh of Havering Community Mental Health Strategy
3. Development of Integrated MH services
4. Supporting recruitment to Mental Health ARR roles in primary care working with partners **2**

LDand Autism
Dr Jyoti Sood

NEL Autism and LD strategy focussed on autism diagnostic pathway, prevalence and annual health check and improving quality LEDOR implementation - gap
Home not hospital agenda - supported living and places in the community
Autism diagnostic pathway
CTR and dynamic risk registers to support at home
Oliver McGowan training **1**

Cancer VACANT

1. Representation at NEL Cancer board
2. Improving end-to-end pathways to timed and operational standards
3. Development of community Cancer care services
4. Public Health campaigns and initiatives **1**

St Georges development
Dr Atul Aggarwal

Development of an integrated model of care for the St Georges Wellbeing Hub **3**

Frail Older People
Mike Armstrong (2 pw)
Dr Uzma Haque (2 pw)

Housebound model development
Ageing well projects
Care Homes, Falls, Dementia, EoL
Health inequalities
Anticipatory Care MDTs / Working with Care Homes / CVS
Dementia care
Access to IAPT / Depression - large population of LD in older adults **4**

Prevention
Dr Ann Baldwin

Whole systems approach to obesity
. Self-service health check offer
Launch of Universal Stop Smoking Service including with Mental Health and/or a Learning Disability
Working with UCLP to support LTC
Proactive care for all PCNs
NDPP with PCNs **2**

Population Health Management
Vicki Kong

Imbedding an MDT approach
Work closely with Public Health / HWBB
Personalised Care including LAC
PCN MDT / Anticipatory Care Pilot
Health Inequalities & PHM
Inclusion Health
Prevention champion
Weight Management
Data and insights for PHM **2**

IT/Digital VACANT

Work with partners to develop integrated IT, Digital and Data services/enabled projects
Development of Digital and IT strategy for Havering
Representation at, and engagement with, Digital First Programme Board
Imbedding QI approach and tracking outcomes
Work with PCN IT leads to develop primary care IT/Digital capability **1**

Community Connections
Shelley Hart and Rebecca Mazrreku

Increase 50+ uptake of benefits. Unpaid/informal Carers strategy development and HI project to support Carers
Core Connector programme
Working to develop the Community and Voluntary Sector
Community Chest Project
Development of a single database for Havering
Havering Social Prescribing/ Core Connector Network development **2**

Flexible Lead
John Timbs

implementation of Significant Seven training for Dom Care providers
Developing a vision for what enhanced homecare can be within Havering
Development of ongoing comms with Care providers to ensure two way comms
Improvements in workforce recruitment and retention **1**

Flexible Lead
Rhiannon Haag

MDT model and approach (PCN and Housebound MDTs)
Development of the Joy app across Havering **2**



Dr Narinderjit Kullar
Clinical Director



Dr Ben Molyneux
Primary Care



Dr Ann Baldwin
Prevention



Dr Atul Aggarwal
St Georges



Dr Mary Burtenshaw
Urgent and Emergency Care



John Timbs
Flexible

TBC shortly
Long Term Conditions



Vicki Kong
Population Health Management

Team Havering Clinical and Care Leads



Dr Richard Burack
Babies, Children, Young People, and maternity



Dr Jyoti Sood
Learning Disabilities and Autism



Dr Uzma Haque
Older People and Frailty



Michael Armstrong
Older People and Frailty



Shelley Hart
Community Connections



Rebecca Mazrreku
Community Connections



Rhiannon Haag
Flexible

Dr Narinderjit Kullar

Dr Narinderjit Kullar qualified from Barts and The London School of Medicine in 1997 and since then has developed a broad range of experience encompassing a variety of roles across the NHS. Having initially pursued a career in surgery, he spent a period of time in research examining the use of technology in Medical Education; this work was recognised by the London Deanery with an "Excellence in Education" Innovation award. During this time period, he also completed a Masters Degree in Medical Education and maintains an active interest in the field.

In 2012, Dr Kullar became a qualified GP and since 2017, has been a partner at St Edwards Medical Centre in Romford. In 2019, Dr Kullar became a Clinical Director for the then newly formed Havering Crest Primary Care Network, a position that he held for three years. In developing the network, he has established a strong MDT approach through a range of allied healthcare professionals and supported the ongoing development of PCN staff. The PCN also delivered a very successful vaccination programme during the pandemic, adopting innovative ways to engage staff, local people and the underserved population to improve uptake and coverage across Havering.

Dr Kullar has consistently worked in successful collaboration with partner organisations and is committed to improving integration and supporting health and care staff. He is driven by a real passion to improve outcomes for local people and a desire to address and tackle inequalities.

Dr Kullar is married with three children.



Dr Ben Molyneux

Dr Ben Molyneux is an experienced GP having worked across North East London since 2008. Ben has recently joined the Havering place-based team as the new Clinical Director for Primary Care and intends to use his experience working across all 7 boroughs and 4 Trusts to good use. He has an urgent care interest and continues to work in both General Practice and supporting 111.

Ben has significant local clinical leadership experience across a number of domains. He continues to be a clinical sponsor for the NEL Digital First programme and recently stepped down as NEL personalisation clinical lead. He has also been clinical lead for urgent and end of life clinical at City and Hackney for 5 years.

Ben also has experience working with the GMC and CQC as well as holding senior positions at the BMA, most recently as Chair of the UK Sessional GP Committee representing GPs at national level.

‘I’m excited to begin this new role as Havering place-based partnership gets into gear. The system is under immense strain and I intend to support my primary care colleagues to deliver the very best care with our limited resources. I want to continue building relationships across PCNs and neighbourhoods and working closely with dentistry, pharmacy and optometry colleagues.’



Dr Ann Baldwin

Dr Ann Baldwin has been a General Practitioner in Havering for over 15 years, with a particular interest in Diabetes and Rheumatology.

Dr Baldwin has worked to develop primary care at scale for a number of years; having held system level roles as the integrated care lead for Havering North PCN, Clinical Director for Havering Clinical Commissioning Group, and as Chair of Havering and B&D Local Medical Committee.

Within this capacity, Dr Baldwin has championed the integrated community diabetes service in Havering and is currently working to implement artificial intelligence to improve health care through the Atrial Fibrillation AF case finding project. Dr Baldwin was the co-author of a BMJ article on the Quality Improvement approach to improve diabetes care (BMJGP 2000 Jan edition).

Dr Baldwin was awarded with fellowship of RCGP in 2021, and in 2022, won the General Practice Award for Clinical Improvement as part of the UCLP proactive care team.

As the Chair for the National Diabetes Prevention Program for North East London Dr Baldwin is passionate about early identification and intervention in long term conditions, specifically in Diabetes/CVD /stroke/AF /CKD prevention agendas in line with National and local ambitions to improve Quality of care, reduce health and digital inequality across Havering and North East London. Dr Baldwin has spoken nationally about the importance of technology in identifying conditions such as kidney disease (Urine ACR project, BBC Morning Live, 24 Jan 2023).

More recently, Dr Baldwin attended an audience with King Charles as the South East Asian representative for North East London to discuss important issues such as the state of the NHS, and the plight of political detainees in Burma.

Alongside her passion for improving care for local people, Dr Baldwin is dedicated to improving care in her native Burma, and founded 'Mission Burma Charity UK' to drive forward this work.



Dr Atul Aggarwal

Dr Aggarwal qualified in 1988 and spent his early years in Wales training in orthopaedics and in accident and emergency services.

In 1992 Dr Aggarwal became a general practitioner in Havering, and is a longstanding Partner at Maylands HealthCare.

Dr Aggarwal has held senior roles within the borough and across Barking and Dagenham, Havering and Redbridge, working closely with our local hospital trust, local authority and community providers.

Dr Aggarwal is also an associate medical director at BHRUT with a strong focus on bringing a primary care perspective to services that are delivered from our acute trust and improving links with primary care.

Dr Aggarwal passionate about his role as the clinical lead for the innovative St Georges wellbeing hub development. His comprehensive experience and knowledge of the local population, alongside his keen interest in building community resilience, imbedding prevention and improving integration of services, will enable him to lead development of a truly integrated model of care and support for not only local people and carers, but wider Havering residents.



Dr Jyoti Sood

Dr Jyoti Sood has worked as a General Practitioner in Barking and Dagenham, Havering and Redbridge for over 17 years. Dr Sood has gained vast clinical experience during this time, and works as a GP with special interest in both diabetes and dermatology.

Dr Sood has held system clinical leadership positions for a number of years, and has driven transformative improvement in Long term conditions, Diabetes, Learning Disability and Autism in this capacity.

She has a significant interest in education, and believes this to be the golden thread running across everything we do in health and social care settings. She has developed education programmes for various workstreams to support the workforce to gain skills and ultimately improve the delivery of care to local people.

Dr Sood has a real passion for reducing inequalities and has worked with national teams to develop reasonably adjusted pathways across a variety of workstreams. She is keen to continue working on the inequalities faced by our citizens, particularly those with a Learning Disability and/or autism.

Dr Sood is keen to develop an integrated collaborative offer for patients with LD and Autism, embedding service change and transformation that is driven by the experiences of local people, with their voice heard at every level.



Dr Mary Burtenshaw

Dr Mary Burtenshaw qualified from Barts and the London in 2003, initially pursuing a career in anaesthesia before undertaking training in General Practice, qualifying in 2015. Since April 2019 Dr Burtenshaw has been a partner at Hornchurch Healthcare, a rapidly growing practice, rated 'good by CQC. Dr Burtenshaw has embedded a culture of continuous improvement within the practice, and has worked to raise the profile of patient participation.

Dr Burtenshaw is particularly interested in women's health, frailty, and addressing health inequalities and, as a previous Clinical Director with Havering Clinical Commissioning Group, has made significant improvements in these areas for local people. Through this Clinical Director role, Dr Burtenshaw's portfolio primarily included urgent and emergency care, with a particular focus on prehospital pathway improvement, among a number of innovative partnership initiatives to improve access to urgent and emergency care for local people, and support them to remain well at home. Dr Burtenshaw was chair of the Barking and Dagenham, Havering and Redbridge Urgent and Emergency Care Transformation Board and will continue to drive forward these improvements through the new BHR Places Urgent Care forum.

As a member of the South Havering Primary Care Network Executive Committee Dr Burtenshaw continues to drive and shape improvements to primary care, and is also able to make inroads to addressing inequalities as the Health Inequalities Lead for the South Primary Care Network.



Dr Richard Burack

Richard is the senior / executive partner at a large training practice in Havering and has been at the same practice since completing his vocational training over 3 decades ago. Aside from his practice commitments, he has held various medical roles including Youth team Dr for a professional football Team; GP tutor in Academic Department of General Practice at QMW University of London; Out of hours / urgent care clinical director; an FHSA/PCT and CCG clinical lead; Honorary Consultant at Great Ormond Street for children working in the late effects clinic for child survivors of cancer and strategic clinical lead for CYP services across the BHR footprint. He has particular interest in adolescent health and wellbeing, having conducted local research and published papers focussing on CYP access to primary care services and remains a long-standing member of the RCGP Adolescent Working Group.

In 2012, he became the Named GP for children's safeguarding for both Havering and Barking & Dagenham and is the current co-chair of NHSE London Named GP Network and an active member of the National Network of Named GPs (NNGP). Currently, he is also the practice clinical lead and representative for the Havering Marshalls Primary Care Network (MPCN) and has recognised leadership roles and responsibilities for MPCN and their involvement in the COVID vaccination programme; children and safeguarding agenda; extended access provision and local estates (Raphael's House) development.

Married for 31 years, 4 months and 5 days (but who's counting) with 3 growing, older children (aged 27, 25 and 20) and a fourth younger child (now aged 2.5, this time of the four legged variety – a first for the family and likely to be the biggest parenting challenge yet.)



Dr Uzma Haque

Dr Uzma Haque is a qualified General Practitioner based in Barking and Dagenham where she has worked for nearly 20 years.

Dr Haque has led system transformation across Barking, Dagenham, Havering and Redbridge as a Clinical Director for Older People and Frailty for a number of years. She is now the clinical and care pathway lead for older Adults and Frailty in each of the three BHR Boroughs. She has an interest in education and health inequalities, and continues to work across primary care.

Dr Haque has significant local clinical leadership experience across a wide range of areas such as Inclusion health, Population health management and building learning environments. She has been a past BDH Local Medical Committee Chair and recently stepped down as urgent care lead for BHR. She is looking forward to new ways of working, improving lives with our residents for our residents.



Vicki Kong

Vicki Kong is a pharmacist who graduated from University College London in 1998 and completed her training with Leicestershire Hospitals and AstraZeneca. She has worked in different aspects in the NHS: hospital, intermediate care, community pharmacy and primary care. Her journey started in hospital as a clinical pharmacist rotating in various clinical areas whilst completing a postgraduate diploma in Clinical Pharmacy with the University of Wales. She later managed the Medicines Information Service in BHRUT, training other pharmacy colleagues and working in collaboration with clinicians to develop guidelines and treatment pathways.

Since 2008, Vicki has worked in the Medicines Optimisation team, specialising in digital. During the COVID vaccination programme, she supported Havering vaccination sites and various initiatives to encourage uptake for the local population. In 2022, she joined the Digital First Team, North East London as a Clinical Lead for Community Pharmacy. She has developed strong partnership working to enable rollout of pharmacy digital projects across the region. She is currently undertaking the Masters in Digital Health Leadership with Imperial College (due to complete summer 2023) focussing on risk stratification in bowel cancer screening. She is passionate in using digital and data to support clinicians and partner organisations to improve the health of the local population and reduce inequalities.

Vicki is an avid chess player.



Rhiannon Haag

Rhiannon Haag qualified as a Speech & Language Therapist in 2008 and has worked across various roles in the field of adult acquired disorders, including acute and community settings. Since 2011, Rhiannon has worked as a specialist therapist in head and neck cancer and voice disorders for NELFT. She has developed additional special interests in the development of services within the community setting and acts as an advisor for the Royal College of Speech & Language Therapists regarding endoscopic evaluations of swallowing and SLT services for people with head and neck cancers.

In recent years, Rhiannon has developed a keen interest in Quality Improvement and is a Q community member. She works as a mentor for NELFT staff undertaking QI projects and has presented her own projects at national and international conferences. As clinical lead SLT, she champions the use of QI methodology across her team, which has led to successful collaborations with various clinical teams and voluntary organisations. After establishing the UK's first comprehensive domiciliary service for people following laryngectomy, she is currently working with the NELFT QI team to lead a co-production project to consider how the care pathway can be further improved, particularly through increased collaboration with community based professionals.

Before qualifying, Rhiannon studied modern languages and worked in education settings in the UK and abroad. She continues to maintain strong international links and still enjoys learning new languages whenever the chance arises. She is married with one daughter.



Shelley Hart

Shelley is the founder and CEO of Havering Volunteer Centre in Romford, an award winning centre of excellence. During her working career she has worked in private, public, health and voluntary public sector roles.

Shelley has been working in the voluntary sector since 2001 when she joined Havering Victim Support in Hornchurch. She was promoted to the Borough Manager for Barking and Dagenham and subsequently promoted to cover Havering as the Borough Manager for both boroughs. She remained in these roles until 2013.

Shelley was previously a Practice Manager for a large Romford Medical Practice where she learned about GP operations and working with health partners. Following her greatest passion, Shelley re-joined the voluntary Sector back in 2015.

Shelley has gained vast experience and leadership skills around many complex issues and community crisis support. She was instrumental in the support for victims and families involved in the London 7/7 bombings, support with the Grenfell disaster and Croydon Fires, and more recently with the Afghan and Ukrainian humanitarian appeals and the support following fires in Wennington. Shelley was ready to mobilise Havering Volunteer Centre during the pandemic and subsequent lock downs, ensuring the most vulnerable in Havering to ensure they had access to medication, food and other key support. Shelley set up the Check in Chat Care befriending calls for those isolated and alone, which still continue to this day.

Shelley is also involved in the climate challenge and helping make the community greener and safer. Shelley is Chair of the Safer Neighbourhood Board, Chair off the Havering Volunteer Managers Forum, a Steering Group Member of Havering Compact, is the Havering lead and integral to the Voluntary and Community Sector Emergency Partnership and London Emergency Committee, member of the NEL ICS Alliance and is part of the wider voluntary sector network across London.



Mike Armstrong

Mike is Managing Director of Havering Care Homes which provide nursing care to the elderly in the Borough. Previously he was Chief Executive of a charity running a residential home and was Deputy Leader of Havering Council.

Whilst a Councillor he held several portfolio's including housing, regeneration, the environment, transformation and strategic planning.

Mike is currently the Care Provider Lead for the London Oversight group behalf of the Care Association Alliance. He works with the NHS in London as the Care Provider Lead for the Healthy London Partnership. This has given him the opportunity to be involved in several pilots across the system including trusted assessor and shared care records, which he believes is fundamental to a system that shows equality of esteem to the workforce, whilst building meaningful partnership that delivers a more seamless service for those who need it.

As Chairman of the Havering Care Association and Co-Chair of Care Providers Voice he has developed a network of care providers across NEL, who the organisations seek to support with recruitment, workforce development and to ensure providers are part of the solution and given the opportunity to share some of the great work that goes on in the sector.

Mike is keen to see service development and transformation projects have the residents experience at the heart of its design.



Rebecca Mazrreku

Rebecca Mazrreku is the Centre Operations Manager at Havering Volunteer Centre (HVC). She has first-hand experience in the establishment of upscaling a new charity and developing the strategic operational functionalities of a busy Volunteer Centre. She has developed innovative ways of formalising partnerships across all sectors to bridge divides in responding to service need in Havering.

In partnership with the CEO, Rebecca steered Havering Volunteer Centre's staff and volunteer base through the pandemic to deliver emergency support to thousands of residents, ensuring each person's individual needs were met. This involved redesigning and restructuring HVC's operating framework to deliver crisis intervention.

In 2020, Rebecca played a pivotal role when the Covid-19 Vaccination Programme was rolled out across two locations in Havering. The partnership working between the NHS and Voluntary Sector was further cemented with the support provided by the engagement of volunteers. This process required a new way of working for both sectors and sourcing a way to blend clinical needs with community needs. Rebecca spearheaded the delivery of structured volunteer engagement to successfully ensure that patients had the best vaccination experience possible.

Rebecca continues to work in partnership with multi-agency partners across sectors, continuously building and developing working relationships whilst ensuring that the community has a voice and is represented.

Priding herself on delivering excellent customer service, Rebecca believes that the route to a good experience begins with the first stages of customer experience. Making people feel valued and listened to right from the beginning is the foundation to a good working relationship. It's this ethos that enables her to forge strong working partnerships which achieves results for the end user.

Rebecca has been a Havering resident all her life; she is passionate about the borough and passionate that residents have access to the very best services available.



John Timbs

John is owner and Managing Director of Lodge Group Care Uk Ltd, a Havering based provider of homecare services and children & adults learning disability services in residential and supported living settings.

He is also a Director of; Havering Care Association, and their lead for homecare and learning disability/mental health services, and Care Providers voice, a free network that engages with over 400 providers across North East London and commissioning teams and other partners.

John sits on the North East London Care Provider group, Skills for Care London CEO Group and various work streams locally, regionally and nationally.

John is a Community Board member of Care City, a health innovation hub for healthy ageing and well-being across East London.

John is also Director of Housing and Care at Abbeyfield South Downs Ltd, a charity providing supported living housing to older people across East Sussex and is very proud of their newly opened £13m development of 48 units of bespoke care enabled sheltered accommodation.

John is passionate about ensuring social care plays a full and active part in a truly integrated system delivering best outcomes to residents and patients.

