



Ealing Community Partners

Clinical Director for Integrated Care Services

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Dear colleague,

I'm writing to let you know that community health and care services in Ealing will be delivered by a new provider – Ealing Community Partners (ECP) – from Monday 1 July 2019.

ECP is a new partnership, led by West London NHS Trust, of NHS organisations, Ealing Council, voluntary and specialist providers.

The services we will provide include:

- Nursing and therapy for children who need specialist healthcare
- Healthcare for people with a learning disability
- Physiotherapy, podiatry, speech and language therapy, occupational therapy and other services to help people maximise their independence
- Nursing for people in their own homes and community clinics
- Care for people with long term conditions, such as diabetes, pressure ulcers and continence needs, as well as psychological and psychiatric care
- General Practice (GP) services for patients in care homes
- Care at home for people who are at the end of their life.

For a full list of services, please see www.westlondon.nhs.uk/ecp

People will be able to access these services if:

- they are registered with an Ealing GP practice; and
- live in the London Borough of Ealing or within one mile of its boundaries; and
- are eligible to receive NHS care.

We are contracted to provide these services over the next 10 years. Over this period, we will be looking at ways in which we can improve services and the experience of patients and service users. We aim to make it much easier for people in Ealing to have all of their physical and mental health problems identified, assessed and treated in a coordinated way, closer to home where appropriate. This should improve their overall health and wellbeing.

In the short term, our priority is to minimise disruption during the transition of the services:

- The doctors, nurses and health professionals that patients see will generally remain the same – as the majority of the existing staff will transfer to become part of Ealing Community Partners;
- Most of the locations that patients visit in order to receive care will remain the same;
- Later this year, we will introduce a new referral hub to streamline referrals into our services, but until then the landline telephone numbers and email addresses used for referrals or by patients needing to contact the person providing their care, will remain unchanged.

I hope this information is helpful. We have produced a leaflet for patients, which you can download [here](#). This document includes information about how to contact us, including if patients or referrers have any questions, need assistance or would like to share concerns or complaints. We can be contacted on **0300 12345 44**, or by email on ealingoutofhospital@westlondon.nhs.uk.

We look forward to working closely with you in the years to come.

With best wishes,

A handwritten signature in black ink, appearing to read 'Chris Hilton'.

Dr Christopher Hilton
Clinical Director, Ealing Community Partners