



North Central London
Health and Care
Integrated Care System



Haringey ICB Update

PPG network

October 2025



ICB updates



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- North Central London (NCL) and North West London (NWL) Integrated Care Boards will merge into a new organisation from 1st April 2026.
- The new organisation will be called **West and North London Integrated Care Board**
- The current CEO of NCL, **Frances O'Callaghan, has been appointed as CEO** of the new organisation.
- **Mike Bell has been appointed the new Chair.** Mike has more than 25 years' experience in senior roles in the NHS, including vice chair of NHS London. He's a strong advocate for the Neighbourhoods agenda
- Further updates on organisational change are expected as we go through winter and I will keep the PPG group updated at future meetings.

Whittington's Appointment service



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- Whittington's community central booking team (who book all their community new patient appointments and rescheduling) uses a computerised call system and have shared data on their recent activity at request of the ICB.
- August 2025 data showed that callers had
 - an average of 45 seconds waiting to be answered.
 - 4% of calls were 'dropped' – i.e. the caller hung up before answering.
- Community health centres (who book or reschedule most follow up appointments) have now also gone onto the computerised phone system, which will really improve their call waiting as it diverts to the next free receptionist (even if in a different community health centre) so patients should wait less time before a call is answered.
- It also enables them to report and track how long it takes for calls to be answered

Weighing scales for wheelchair users

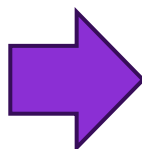


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PPG network highlighted that there isn't a way for non-weight bearing residents or wheelchair users being accurately weighed as part of health checks or generally in General Practice

What we did

- ICB team engaged Haringey Wheelchair service to establish current arrangements and potential population numbers
- We looked at what options in scales and locations would be
- We reviewed the evidence base around different approaches
- We engaged clinical leads in children's and adults community NHS services and General Practice



What we found

- We estimate there are 6,000 wheelchair users in Haringey
- Children in special schools are weighed using hoist scales
- A suitable weighing scale is used by the Wheelchair service during their assessment / wheelchair selection process
- We identified equipment options and the staffing input required for each.
- For those on anti-coagulants, there are bariatric scales in clinics at Whittington and North Mid which can be used where high accuracy is clinically important
- GPs advise they would use patient self-reported data, or arm circumference measurement to calculate BMI

Weighing scales for wheelchair users



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Summary to date

Evidence shows that arm circumference is a good proxy for weighing scales for most, but with lower quality results for some, including those who are obese, muscly or are older.

We also note that even where a specialist scale is available, height measurement may not be practical and so a proxy for height such as arm span or knee height will be required to calculate estimated BMI.

At this stage, there aren't clear clinical requirements identified for routine use of specialist scales for weighing wheelchair-users or patients are otherwise non-weight bearing.



Next steps

We continue to talk to a range of clinicians to identify any unmet clinical need for specialist weighing facilities.

We are identifying whether there is a need for improved access to existing suitable scales for certain patients

We will look at whether updated guidance would be helpful for General Practice and Community NHS Services on measurement using arm circumference and other proxies, including the circumstances when those are not suitable

We will report back to PPG on our recommendations once we've finished speaking to colleagues.