

AGENDA

TUESDAY

14.04.2026

09:00

REGISTRATION | WELCOME COFFEE & PASTRIES

09:30

SOUTHWEST LONDON TRAINING HUB WELCOME

Dr Mohan Sekeram | South West London Training Hub Clinical Lead
Dr Charlotte Alexander | South West London Training Hub PCAN Clinical Lead

09:40

THE NATIONAL PERSPECTIVE ON INTS AND THE ROLE OF DIGITAL IN NEIGHBOURHOOD HEALTH

Dr Agatha Nortley-Meshe | London Regional Medical Director for Primary Care, NHS England

10:00

NEIGHBOURHOODS - FROM DESIGN TO DELIVERY

SWL ICB

10:20

DIGITAL ENABLEMENT IN PRACTICE: OPPORTUNITIES, ENABLERS, AND COMMON PITFALLS

Ambra Caruso | Head of Digital Transformation, Health Innovation Network

10:45

COFFEE BREAK: REFRESHMENTS AND NETWORKING

11:10

ROUNDTABLE DISCUSSIONS - PART 1

- Frailty working across SWL: what integrated working looks like in practice
- Digital Collaboration Between the NHS and the VCFSE Sector in Integrated Neighbourhoods Teams
- Making Digital Work for Integrated Neighbourhood Teams

11:55

ROUNDTABLE DISCUSSIONS - PART 2

- Where Mental Health Meets Community
- Working with the community without waiting for a contract
- Building relationship networks across the SWL primary-secondary care interface

12:40

PLENARY: KEY TAKEAWAYS & EXPERT PANEL

13:10

CLOSEING REMARKS

13:15

NETWORKING LUNCH



Roundtable discussions

Part 1. 11:55 – 12:35

FRAILTY WORKING ACROSS SWL: WHAT INTEGRATED WORKING LOOKS LIKE IN PRACTICE **DR TOWHID IMAM**

This session will explore the evidence for delivering frailty care in community settings, the South West London Model of Care and how frailty is managed across the whole pathway. It will also consider evolving national approaches to frailty and provide practical insights on improving care through multidisciplinary team (MDT) working across primary, community, and wider neighbourhood partners.

DIGITAL COLLABORATION BETWEEN THE NHS AND THE VCSE SECTOR IN INTEGRATED NEIGHBOURHOODS TEAMS **EMMA HILL | KATE WHITE**

This session explores how stronger digital collaboration between the NHS and the Voluntary, Community, Faith and Social Enterprise (VCFSE) sector can support more connected, preventative, and person centred care within integrated neighbourhood models. We will highlight opportunities for building digitally enabled partnerships across neighbourhood teams, ensuring community organisations and the NHS can work together more seamlessly around the needs of local residents.

MAKING DIGITAL WORK FOR INTEGRATED NEIGHBOURHOOD TEAMS **DR RAZA TOOSY | AMBRA CARUSO PEARL OKEKE**

Making Digital Work for Integrated Neighbourhood Teams'. A practical discussion using real PCN data examples to improve access by understanding demand, capacity and patient pathways. We will be exploring key challenges such as administrative burden, interoperability, and digital exclusion, and how digital solutions could help address them and enable new ways of working



Roundtable discussions

Part 2. 11:10 – 11:50

WHERE MENTAL HEALTH MEETS COMMUNITY **DR PEJU RAJI**

Mental health is not just a clinical issue – it is deeply shaped by the communities people live in. This session explores how Integrated Neighbourhood Teams can work together across primary care, community services, local authorities and the voluntary sector to better support mental wellbeing. By connecting clinical care with community assets, social support and preventative approaches, neighbourhoods can play a vital role in improving mental health outcomes and building more resilient communities.

WORKING WITH THE COMMUNITY WITHOUT WAITING FOR A CONTRACT **DR NICK MERRIFIELD**

Neighbourhood & partnership working was written into the PCN contracts in 2019. Uncertainty around contracts (SNP, MNP, IHO), delivery vehicles, though seems PCNs likely to be entering their final year
New Malden PCN examples of working with our community without contracts driving it. Some funded - proactive anticipatory care (PAC), outreach work (community groups such as Korean and Tamil diaspora) events to promote health (in person events & partnerships, webinars and liver prevention work)

'BRIDGING THE GAP' - TALES FROM THE PRIMARY / SECONDARY CARE INTERFACE

DR MATT DAVIS | DR ALISHA PATEL

This session will explore how developing relationships and a shared vision will help integrated neighbourhood teams move from ideas to action. Drawing on work from the South West London Clinical Innovator Scheme, it will highlight collaboration between primary and secondary care to deliver quality improvement for patients. It will also showcase work to platform the NHS App through a network of NHS App Ambassadors across SWL, supporting patients to use key features such as repeat prescriptions, health records and appointment management, and demonstrating how a coordinated neighbourhood approach can improve access, digital inclusion and patient experience



Dr. Agatha Nortley-Meshe
London Regional Medical
Director for Primary Care, NHS
England

Dr. Agatha Nortley-Meshe is a South London GP and the London Regional Medical Director for Primary Care at NHS England. She also serves as the Regional Medical Lead for the Urgent and Emergency Care (UEC) Transformation Programme and the National Primary Care Medical Directorate Lead for UEC. In addition, she is a Senior Responsible Officer for the London Neighbourhood Health Programme.

Dr. Nortley-Meshe brings extensive experience in clinical leadership, governance, and service redesign, with insight across provider, commissioner, regional, and national settings. Her frontline work across primary, community, and urgent care – including 111 and 999 services – has shaped her whole-system perspective of the health and care landscape. An accredited WRES expert, she is a passionate advocate for race equality and tackling health inequalities, and delivers leadership development, coaching, and quality improvement programmes nationally and internationally.

Dr Nicola Jones MBE is a GP and Chief Medical Officer for South West London Integrated Care Board (ICB), providing clinical leadership to improve outcomes, reduce inequalities, and strengthen integration across primary, community, and acute care. A former managing partner and Primary Care Network (PCN) Clinical Director, she has extensive experience in practice leadership and multidisciplinary team development. She holds an MBA from London Business School, bringing expertise in strategy, operations, and change management. Alongside her local clinical work, she advises at national level on policy and delivery programmes. Her professional interests include system transformation, leadership development, population health management, and building sustainable, high-quality primary care systems that deliver better health for local communities



Dr Nicola Jones MBE
Chief Medical Officer for
South West London Integrated
Care Board



Ambra Caruso | Head of Digital
Transformation, Health
Innovation Network

Ambra is the Head of Digital Transformation at HIN South London, where she leads the organisation's digital portfolio and supports local partners with the selection and adoption of a broad range of digital tools.

Prior to her current role, she gained extensive NHS transformation experience across musculoskeletal, cardiovascular, and neurosciences programmes, alongside roles in the charity sector including managing a local Healthwatch.

Ambra is passionate about ensuring the NHS can fully benefit from the effective adoption of digital innovation and emerging technologies.

Towhid Imam is a Consultant Geriatrician at Croydon Health Services where is a department lead and created their Front door frailty service/Frailty Same Day Emergency Care Model. He is a National Advisor at NHS England and GIRFT and was previously a Clinical Lead for Virtual Wards. He is currently supporting the National Frailty Collaborative which is improving frailty care across England through quality improvement. He is currently a lead for Frailty at South West London ICB and SRO for Discharge and Flow. He provided clinical leadership to the creation of the SWL Model of Care for Frailty.



Dr Towhid Imam
Consultant Geriatrician and
Policy Advisor



Kate White
Superhighways Manager

Kate White has managed Superhighways for over 25 years, developing and sustaining the programme supporting civil society to better use digital, data and tech and expanding to a pan London basis. She has extensive experience in supporting small charities and community organisations to be more efficient and effective using digital technology, including running training and providing one to one advice – managing a small team of eight and co-designing support with the sector. Alongside this core capacity building focus, she has developed and delivered a range of digital inclusion initiatives working with local partners to support residents facing barriers to accessing online services and apps. Recently Kate was the VCSE sector rep on the SWL Digital Board and is currently working with RM Partners to raise awareness of the NHS app as part of community engagement activity relating to current cancer campaigns.

Dr Raza Toosy is a General Practitioner with 22 years' clinical experience and currently serves as Clinical IT Lead, INT Chair, Clinical Director for Sutton PCN and Trustee of Safe in Our World, a charity focusing on mental health and gaming. He holds an MSc in IT (Distinction) and spent 15 years as a software developer in the EMIS Partner Programme, specialising in C# and now working in Python. He also holds a professional certificate in AI & Machine Learning from Imperial College London (2025), where he received an exemplary assignment commendation. His work focuses on using patient-identifiable data at scale to support Integrated Neighbourhood Teams through risk stratification, in partnership with Sutton PCN and the South West London BI Data Team. He occasionally shares insights at razatoosy.com.



Dr Raza Toosy
Clinical IT Lead, INT Chair,
Clinical Director for Sutton PCN



Pearl Okeke
Senior Project Manager, Health
Innovation Network

Pearl is a digital healthcare transformation professional with experience in service innovation, implementation and evaluation of digital technologies across primary and secondary care. As a Senior Project Manager at the Health Innovation Network, Pearl leads digital transformation initiatives across clinical services, working at the intersection of strategy, delivery, and adoption. Her work includes identifying and guiding services with implementing emerging health technologies and supporting innovators to navigate NHS priorities. Pearl also undertakes digital health market analysis and leads service evaluations to optimise workflows across clinical pathways, ensuring digital solutions deliver sustainable meaningful value for both patients and clinicians.

Dr Nick Merrifield is a Kingston GP, local healthcare leader and educator. He champions collaborative leadership, workforce development, the potential for primary care at scale and the power of communities to shape better health outcomes for all. Frequently speaking at healthcare conferences.

Nick combines clinical practice with strategic system-level delivery, fostering innovation, promoting prevention and improving population health.



Dr Nick Merrifield
GP; PCN Clinical Director; SWL
Training Hub Director; ICB Kingston
Deputy Clinical Director; Professor of
Primary Care at St Marys University



Dr Matt Davis

Dr Matt Davis has worked as a GP in South West London since 2014, after beginning his career in Surrey. Over the past year, he has served as the SWL ICB Clinical Innovator, focusing on strengthening the primary–secondary care interface between Epsom and St Helier University Hospitals NHS Trust and primary care across South West London.

His work has included auditing Advice and Guidance pathways, leading quality improvement projects based on the findings, supporting “Bridging the Gap” partnership meetings, and contributing to the development of an interface consensus working document for SWL.

Dr Alisha Patel is a GP in Battersea, a GP trainer for second–year medical students at Imperial College London, and a Clinical Innovator for South West London ICB.

She has a strong interest in digital transformation in primary care, developed following her GP training when she became a SPIN Fellow with KSS Health Innovation, exploring the role of AI in primary care.

She also serves as the Clinical Safety Officer for digital tools within her practice. In her role as a South West London Clinical Innovator, she is working to develop and implement a structure that supports wider, autonomous use of the NHS App across South West London.



Dr Alisha Patel



Emma Hill
Deputy CEO, Health
Programmes Manager

Emma Hill is a senior leader with extensive experience driving community health, wellbeing, and preventative services across London and Wales. With a background working in Local Authorities, University, NHS Trusts and now as the Deputy CEO, Health programmes Manager at Kingston Voluntary Action, she leads strategic programmes that strengthen community resilience, improve access to health supportive activities, and fosters collaborative working between the VCFSE sector, Local Authorities, and NHS partners. Emma brings a strong track record in designing and scaling grassroots health programmes, with a deep commitment to equitable health outcomes