

SENT BY EMAIL

30 April 2026

Primary Care
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Dear PCN Clinical Directors,

We are writing to extend our sincere thanks and congratulations to all PCNs across North West London for your outstanding delivery of the Enhanced Services programme over the course of 2025/26.

This has been a year of strong, consistent performance and it is clear that your commitment to high-quality patient care continues to make a meaningful difference across our communities. The overall position, which is rated green across all enhanced services, is a significant achievement and reflects the collective effort, resilience and professionalism of your teams.

There are several highlights worth recognising:

- **Exceptional achievement against targets:** the large majority of PCNs met or exceeded their KPI thresholds, with only a small proportion falling below target. This demonstrates a very high level of system-wide delivery and alignment with the ethos of the Single Offer (equitable access and care for all our residents).
- **Diabetes KPI delivery:** Following the in-year adjustment to the HbA1c threshold, *most PCNs achieved 100% of the revised target*, showing strong responsiveness and focus on improving outcomes. NWL continues to be one of the top achieving ICBs nationally for diabetes care.
- **Capitated service performance:** across CKD, hypertension and respiratory programmes, the majority of PCNs achieved full delivery against their contracted population targets, indicating consistent proactive management of long-term conditions. The respiratory KPIs were new this year and PCNs tackled these head on to exceed the 80% thresholds for asthma reviews, completion of 8 key care processes for COPD and the prescribing of combined inhalers for newly diagnosed patients (resulting in a 33% reduction in SABA prescribing). We also saw over 400 practice staff members trained in asthma technique compliance (both adult and paediatric asthma) which is a huge achievement. The training offer will continue in 2026/27 with the addition of COPD OPTIMISE to further upskill the workforce in respiratory care which will have a huge impact of admission avoidance and A&E attendances.
- **Mental health delivery:** high levels of target achievement were sustained across PCNs, supporting improved access and continuity of care for our mental health patients.
- **Activity delivery against plan:** activity-based services were delivered close to 100% of planned levels overall, with only a small variance (less than 1%) at year end. This reflects significantly improved alignment between plan and delivery with more robust forecasting.

While there were some areas where initial targets proved ambitious, such as in specific IAP settings, these insights position us well to further refine target-setting and support even stronger achievement in 2026/27.

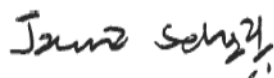
Above all, what stands out is the consistency of high target attainment across the system. Delivering at or near full achievement across multiple programmes simultaneously is a significant accomplishment and reflects



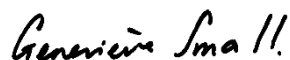
the maturity, collaboration and determination of our PCNs.

We appreciate these are challenging times with the organisational change affecting the ICB and a corresponding reduction in ICB workforce. We will be bidding farewell to our primary care medical director and enhanced services clinical lead In 2026/27, however the primary care team will continue to be available to support you throughout the course of the 2 year extension period and we look forward to building on the great work delivered over the past 3 years.

Yours sincerely



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