

**To: All GP Practices in North East London**

**Subject: Launch of NEL Community Anticoagulation Service – Important Information**

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Dear Colleagues,

We are pleased to update you on the upcoming launch of the North East London (NEL) Community Anticoagulation Service, which will provide a single, streamlined model across NEL.

**Key points for GP practices:**

- Patient Handover:
  - New providers are collaborating with existing providers to ensure the safe transfer of patients to the new service provider.
  - Transfer of patient clinical information will primarily occur via the INR Star platform.
  - In **Newham**, the transfer will be a manual process due to a different dosing system used by the current service providers.
- Your Role:
  - Please approve any data-sharing requests from the new provider of the service promptly to avoid breaks in continuation of care.
  - If contacted by patients with any concerns including details of their next appointment, please signpost the patient to the correct provider as clinical responsibility remains with the current provider until the go-live date (see Table below).

The full-service specification was approved in July 2025 following extensive stakeholder engagement and clinical review and is available on the Primary Care Portal [here](#).

**Important Changes:**

- Patient Specific Directions (PSDs):
  - PSDs will not be used in the new service, due to repeated patient safety incidents.
  - For **patients in Barking, Dagenham, Redbridge, and Havering**, please ensure warfarin is added to repeat prescription lists, as you would for patients seen in acute care.
- EMIS Integration:
  - Automatic write-back to EMIS is a requirement of the new service, ensuring INR results and dose changes are communicated in real time. Please agree data sharing as requested by the new service provider.
- Management of excursions of INR
  - This will be managed by the anticoagulation clinic including any requirement to prescribe low molecular weight heparin or vitamin K. Link to guidance [here](#)
- DOAC switching
  - New providers are required to switch suitable patients with non-valvular atrial fibrillation to a DOAC. Once stabilised on a DOAC, patients will be discharged to the care of their GP.

**List of Providers and clinics per area:**

The table below outlines the list of providers, commencement date of the service, area covered per provider and clinic location. For easy reference, please use this table when referring patients to the Community Anticoagulation Services.

Given the short turnaround time for mobilisation, in some boroughs the full choice of clinics may not be available for patients on 1st January however patients will still have access to a clinic in their borough.

| Provider details and contact details for service                                                                                                                        | Area covered                | Go-live date | Clinic Locations                                                                                                                                                                                                                                                                                                                                                                              |
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| <b>Together First CIC</b><br><a href="mailto:Nelondonicb.anticoagulationbd@nhs.net">Nelondonicb.anticoagulationbd@nhs.net</a>                                           | <b>Barking and Dagenham</b> | 01/01/2026   | <b>Barking Community Hospital</b><br>Upney Lane, Barking,<br>Essex<br>IG11 9LX<br><br><b>Parsloes Hub</b> (tbc)<br>2 Hobart Rd<br>Dagenham<br>RM9 5NH<br><br><b>Becontree Medical Centre</b> (tbc)<br>641-645 Becontree Avenue<br>Dagenham<br>RM8 3HP<br><br><b>Broad Street Medical Centre</b> (go live date 10/01/26)<br>Broad Street Resource Centre<br>Morland Rd<br>Dagenham<br>RM10 9HU |
| <b>City and Hackney Integrated Primary Care CIC</b><br><a href="mailto:cityhackneycic.anticoag@nhs.net">cityhackneycic.anticoag@nhs.net</a>                             | <b>City and Hackney</b>     | 01/04/2026   | Existing provider-no change                                                                                                                                                                                                                                                                                                                                                                   |
| <b>WF Federated GP Network Limited</b><br><a href="mailto:wfgpfednet.anticoagulationservice@nhs.net">wfgpfednet.anticoagulationservice@nhs.net</a><br><br>0208 298 6491 | <b>Tower Hamlets</b>        | 01/04/2026   | TBC closer to launch date                                                                                                                                                                                                                                                                                                                                                                     |
|                                                                                                                                                                         | <b>Newham</b>               | 01/01/2026   | <b>Plashet Medical Centre</b><br>152 Plashet Road<br>Upton Park<br>E13 0QT<br><br><b>Westbury Road Medical Practice</b><br>32 Westbury Road<br>London<br>E7 8BU<br><br><b>Claremont Clinic</b><br>59-463, Romford Road<br>London<br>E7 8AB<br><br><b>Wordsworth Health Centre</b><br>9 Wordsworth Avenue Manor Park<br>E12 6SU                                                                |
|                                                                                                                                                                         | <b>Havering</b>             |              | <b>St Edwards Medical Centre</b><br>7 St. Edwards Way<br>Romford<br>RM1 3DQ                                                                                                                                                                                                                                                                                                                   |

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|                                                                                                                                                                                                                                       |                |            | <b>St Georges Central Park Surgery</b><br>126 Upminster Road, Hornchurch,<br>Essex RM12 6PL<br><br><b>Berwick Surgery</b> 17 Berwick Rd,<br>Rainham RM13 9QU<br><br><b>Further clinics planned across<br/> the borough of Havering.<br/> Awaiting confirmation at time of<br/> circulation.</b> |
|                                                                                                                                                                                                                                       | Waltham Forest |            | Existing provider-no change                                                                                                                                                                                                                                                                     |
| <b>Healthbridge Direct Limited</b><br><br><a href="tel:02039813500">020 3981 3500</a> (Option 3) Monday-Friday<br>09:00-11:00<br><br><a href="mailto:nelondonicb.anticoagRedbridge@nhs.net">nelondonicb.anticoagRedbridge@nhs.net</a> | Redbridge      | 01/01/2026 | <b>Forest Edge Practice</b><br>Hainault Health Centre<br>Manford Way<br>IG7 4DF<br><br><b>Oak Tree Medical Centre</b><br>273-275 Green Lane<br>Ilford<br>IG3 9TJ<br><br><b>Glebelands Practice</b><br>2 Glebelands Avenue<br>London<br>E18 2AB                                                  |

If you have any questions or want to know more about community anticoagulation services please get in touch with the medicines optimisation team at [nelondonicb.medicinesoptimisationenquiries@nhs.net](mailto:nelondonicb.medicinesoptimisationenquiries@nhs.net). Your continued support is essential to ensure a safe and successful launch with minimal disruption to patients.

Thank you for your cooperation

Kind regards,

Raliat Onatade,  
NEL Chief Pharmacist and Director of Medicines and Pharmacy