

# North West London community engagement

January 2019

Listening to what patients have to say about their care and what they would like to see for the future is an important part of what we do.

This is a summary of what we've been talking to people across NW London about this month.



## Harrow

\*We held a meeting with Harrow Patient Participation Network, which is an umbrella organisation that represents the patient voice at a number of PPGs in Harrow. We discussed how we can work closer and better with patient Participation Groups in Harrow through designing a Carer's information booklet finding alternative approaches to promoting self-care locally and revising their work plans.



## Brent

\* We held the Health Partners Forum with the theme 'urgent care services during winter'.

\*We also ran a community physiotherapy service event to coincide with the lunch of the new service, presenting the pathways and service offer.

\*Mental health commissioners met with service users to discuss their experiences of the community rehab service provided by CNWL.



## H&F

\*We worked with Thrive LDN, a local resident and artist to make her dream of creating a mental health anti stigma podcast come true.

\*We met with the Healthwatch Local Committee to hear and learn from their constructive feedback on our draft proposed consultation document.

\*We also shared learning with NHS England and London engagement leads from our Patient Leadership training and coaching course pilot.



## Hounslow

\* We met with patients and public at our five Locality Patient Participation Groups (LPPG) and our Patient and Public Engagement Committee. The key topics for discussion were; Online Consultation, Primary Care Quality Dashboard, One you Hounslow – events for 2019 and One You services update on integrated care and awareness of hate crime/racial abuse towards staff.

\*We have successfully re-launched LPPG in Feltham. The group has appointed a new Chair and looks forward to recruiting a new Vice Chair in the near future.



## Ealing

\* We continue to promote the development of Patient Participation Groups by going out to meet practice PPG representatives.

\*We held a meeting with the patient reference Group for the Single Contract for Out of Hospital Services and wider stakeholders to establish an on-going engagement plan with preferred bidder.



## Hillingdon

\* We worked with Uxbridge College and local voluntary sector group, The Arts for Life project, to train thirty frontline college staff to provide mental health and emotional support for college students and fellow staff members. The training was delivered over two-day focusing on emotional literacy, mental health resilience and peer support. The staff feedback was so positive that the college is now seeking to self-fund training for all college staff.



## Central London

\* We have engaged with local residents at the Stowe to involve them in the on-going patient and public feedback on; Palliative Care review, Continuing Healthcare (CHC) and Integrated Urgent Care Service. Over 30 feedback patient information letters on Palliative Care review and CHC were distributed.

\*We held a PRG meeting and it was well attended. This meeting involved the presentation and discussion on current NW London wide work on; review on palliative care, CHC, integrated urgent care centre and diagnostic services procurement.



## West London

\*This month we partnered with City West Homes and attended two events in North Westminster for local residents; promoting Winter Health messages, raising awareness about GP extended hours appointments and informing people of our palliative care review.

\*We also held our patient reference group meeting, where patients could feed in to the 111 advisory group, palliative care review & members volunteered to be part of a sub group to look at recruiting new patients to support upcoming work.



## North West London wide

\* We attended the "Winter Resilience Chat" organised by Healthwatch Ealing providing health related information and all the tips needed to keep warm during the cold month. Over 20 people attended.

\* Volunteer network meeting looking at good best practice to involve and work with new volunteers.

\* We attended user group at Pembridge Hospice getting feedback about their palliative care at Pembridge Hospice.

