

North West London community engagement

March 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 organized 'A Working Together For Your Care' event to design urgent access to health and social care for the frail and elderly or those in the last phase of life

*We attended the BAPS National Women's Forum (UK) International Women's Day 2019 'Celebrating Women: Reflect | progress | Shine. Over 800 women attended and we distributed health information on Long-term conditions such as Diabetes, and promoted 'Health Help Now' Harrow App.



Brent

* We held a writing workshop with patients to develop ICP patient information.

*We engaged with service users and carers on End of Life Care and Mental health community rehab beds.



H&F

* We held a session to plan a diabetes engagement event, attended the BME Health Forum to hear views on plans around diabetes care and our QIPP proposals.

*We held a Financial recovery quality drop in event at the Irish Cultural Centre.

*We attended the Community Champions quarterly providers meeting, and delivered TB awareness training to volunteers.



Hounslow

* We held our first public integrated care event at The Arts Centre in Hounslow enabling local services to work more closely on a daily basis to deliver three goals for local people: Improve the care that residents receive, Improve the overall health of people living in Hounslow. 40 patient participants attended.

*We attended the Better Together Brentford initiative as members of the steering group which aims to improve physical & mental health through the promotion of healthy eating & active lifestyles.



Ealing

* We held The Patient Engagement and Reference Forum and discussed the proposed pilot for autism diagnosis in people without learning disability, updates to equalities objectives and the NHS Long Term Plan and new GP contract.

*We held a patient engagement event at one of our GP practices to get feedback from registered patients on the services currently provided there, in preparation for re-procurement of contract.



Hillingdon

* We have been supporting the team (with interpreting) to meet with Somali communities in the borough - talking to new mothers about their experiences at Hillingdon Hospital during their pregnancy and what improvements could be made.

The team also talked to other mums and dads about their experiences.

*Supporting students at Uxbridge College, the arts for life team have been delivering art classes to explore new ways for students to hopefully identify art as a new way to support their wellbeing and channel emotions through picture and colour.



Central London

*We have undertaken a very successful procurement exercise for a caretaker practice to take over the Randolph surgery following the decision by the current GPs to hand back their contract.

*Healthwatch commented that it was an exemplary process and fully engaged patients at the practice. The Chair of the Patient Participation Group, also on the procurement panel, commented positively on the way the CCG engaged with patients.



West London

* We have carried out a number of engagement activities following the recent publication of the toxicity report in relation to the fire at Grenfell Tower; listening to local concerns, using feedback to inform our local NHS response and providing assurance to the community.

* Stakeholder engagement also undertaken to gather feedback on our draft North Kensington Health Strategy in order to inform future support and services for local residents.



North West London wide

* We attended Operation Royal Cup of Tea at Kensington Palace organised by Volunteer Centre at Kensington & Chelsea. Over 50 people attended from different organisations.

*We attended the Early Adoption's Celebration Event to celebrate maternity transformation achievements. Over 100 people attended.

