

# North West London community engagement

April 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 attended a Migrant health: rights and realities event about how we can better support migrant communities in Harrow.

\*We attended the London Tamil market at Bryon Hall, over **10000** people attended, we distributed translated diabetes health information on the day.



## Brent

\*We continued engagement on End of life care with events at voluntary sector provider St Luke's Hospice and NHS provider, Pembridge.

\*We promoted sign posting and self-care for the Easter holiday through social media channels and some outreach.



## H&F

\*We have been engaging on a number of topics as well as consulting with local residents and community groups on proposals relating to Hammersmith's urgent care centre and our weekend GP hubs.

\*We have consulted with a wide range of groups including through events and stalls in the community, a local mosque, West London LGBT Forum, and Healthwatch CWL events.

\*We held our bi-monthly patient reference group where we discussed musculoskeletal patient information, the NHS Long Term Plan, our financial recovery equality engagement, the successful "RNHS" signposting campaign and the great achievements of our volunteers.



## Hounslow

\*We attended Lampton School careers fair and discussed different career opportunities in the NHS as well as becoming GPs and nurses. We also discussed about how health is more than just accessing health care and introduced them to the idea of caring for the whole person.

\*We worked in partnership with adult social care colleagues to engage with patients and staff at the hospital about various health and care issues. We had conversations about recovery after a heart attack and changing your lifestyle after a pre-diabetes diagnosis. We promoted the launch of the new Health Help Now App and handed out information cards.



## Ealing

\* We had a drop in session at Ealing Town Hall for service users and staff to talk to the team about the Oriel Project at Moorfield's Eye Hospital.

\*We carried out a survey of the PPGs in Ealing to see how we can better support them.

\*We recruited patient representatives to review reports and CCG websites.



## Hillingdon

\*As part of our 'MyHealth Programme' we piloted an empowering physical activity workshop, for patients that had been on our diabetes workshops. This session was about setting goals to get more active no matter your level of movement.

\*We met with our Hillingdon community health connectors to discuss the feedback gathered as part of the 2018/19 Your Health Matters winter campaign from Hillingdon patients. This feedback will be used to feed into upcoming consultations and work streams.



## Central London

\* We held a discussion with London Islamic Cultural Centre in collaboration with TB alert (UK) to develop a template to communicate with target groups within the wider community.

\*At the Westminster Homeless Action Together conference we promoted our engagement activities.

\*We supported NW London's Integrated urgent care team with recruiting new patient advisory panel members to represent Central London CCG.



## West London

\* Our patient reference group met this month where patients fed in to:

- Plans for the primary care networks and how they can engage with local patients
- The role local residents have in our integrated care plans for 19/20
- And how best the link worker role could work to promote social prescribing and self-care in line with the NHS Long Term Plan.



## North West London wide

\* We attended The Abbey Centre tea dance event – networked and engaged with over 100 people.

\* At the Bayonne and Field road community's Easter health fair we provided information and feedback around the Hammersmith and Fulham consultation.

\* We engaged with the Parsons Green Mosque. Where we provided information and feedback about the Hammersmith and Fulham consultation. Over 500 people attended.

