

North West London community engagement

February 2018

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

*Harrow CCG distributed an online and paper survey on integrated care for the over 65s to patients, carers and wider public. 221 responses have been received so far.

*A successful 'Working together for your care' workshop was held on Wednesday 7 February at Northwick Park Hospital for patients.



Brent

*Involvement around dermatology – engagement on community service to develop service specification. We ran a workshop and had interviews with patients at community event.

*Health Help Now App – promotion of the App at community events



H&F

*Spoke to 72 people so far about what outcomes we should be prioritising and what our four year equality objectives should look like. A survey is open until the end of March to get more views. Engagement documents have been translated into Easy Read and we are working with interpreters in the local community



Hillingdon

*Hillingdon CCG's 'My health programme' continues to engage and empower residents to take better care of their health. Since April 2017 the team has reached 4393 people and is aiming to reach 6000 residents by 1 April 2018. Issues engaged on include NHS 111, Urgent care, A&E and when to use them; workshops on specific conditions.



Ealing

*Patient Reference Group (PRG) - Out of Hospital-Single Contact programme. This is multidisciplinary patient and community group set up for this programme. We discussed further programme's proposals and more feedback was received about the Prospectus.

*PPG Newsletter and PPG's support: We published second edition of the PPG Newsletter and visited two PPG meetings (attended by approximately 30-40 patients and carers). We are committed support our PPGs, by ensuring that they are equipped with the right guidance and information. In March we will hold specific procurement training for our PRG members to enable them to understand the process better.



Hounslow

*Produced Hounslow chronic obstructive pulmonary disease (COPD) booklet with the local COPD patient group.

*Ran a patient information stall at local shopping centre to promote self-care and winter healthcare.

*Held five locality patient groups to discuss patient involvement about primary care contracts.



Central London

*This month the medicines management team have been working with community champions and other partners in the voluntary and community sector to ensure we effectively communicate about changes to the way we prescribe medicines



West London

* Eight local organisations who will receive funding to deliver a range of mental health self-care activities until March 2019 were announced. These activities are aligned to Community Living Well, a network of services in the community to support people with stable long-term mental health needs.

*Work continues to engage with local people and professionals about the closure of the Half Penny Steps walk in service.



North West London wide

*Participated in Westminster open space community engagement network. Provided extended GP access information and the North West London health and care partnership booklet to around 80 students and community groups.

* We provided GP extended access information in Abbey Centre and survey to carer network.

* We spoke to 120 patients in Hillingdon Hospital promoting GP access to patients and get feedback on the 'hub' naming survey.

