

North West London community engagement

April 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

*Health and Care teams and the community/voluntary sector in Harrow worked together to develop an improved and joined-up health and care service for our over 65s.

*We held a feedback event on April 24 on the progress of the program to attract more frontline staff and members of the public.



Brent

*We promoted Health Help Now at three community road shows (Tesco superstore, Kingsbury library, Harlesden library) and at Central Middlesex Hospital community hub events.

*We had a de-prescribing workshop with 30 patients.

*We advertised for patient reps to sit on various committees within our local NHS.



H&F

*The CCG has been in the 'Purdah' the period leading up to elections, during which time government departments and the NHS generally refrain from making any new announcements. However, we have used this time to write up and start taking action on patient and public engagement feedback from the month before, and plan our activity for the coming months.



Hillingdon

*On behalf of the CCG, Healthwatch engaged with local residents around muscle and joint conditions to help the CCG improve its plans for Musculoskeletal services (MSK). Healthwatch conducted 'drop-in' sessions at MSK clinics and promoted the online survey for patients.



Ealing

*We have published our PPG newsletter, which shares information on various opportunities to get involved and provides updates on news from the CCG.

*All our PPG newsletters are available on our Ealing CCG website –

<http://www.ealingccg.nhs.uk/get-involved/patient-participation-groups/ppg-newsletters.aspx>



Hounslow

*We organised two diabetes awareness events for members of the public; at Danehurst sheltered Housing and Feltham Asian Ladies Support Group. Many of the people attending commented they felt eager to improve their diet and become more active.

*Hounslow CCG has trained 17 GP Self Care Volunteers placed across 39 GP surgery waiting rooms in Hounslow. The volunteers engage with patients, signposting them to local services and support groups.



Central London

*The CCG has been in the 'Purdah' the period leading up to elections, during which time government departments and the NHS generally refrain from making any new announcements. However, we have used this time to write up and start taking action on patient and public engagement feedback from the month before, and plan our activity for the coming months.



West London

*The CCG has been in the 'Purdah' the period leading up to elections, during which time government departments and the NHS generally refrain from making any new announcements. However, we have used this time to write up and start taking action on patient and public engagement feedback from the month before, and plan our activity for the coming months.



North West London wide

*We participated in the Healthy Minds Network Event in Abbey Centre providing health-related information. More than 150 people attended.

* We participated in a volunteer fair in NW London, attended by a diverse range of volunteer organisations and community groups.

* We attended the second Community Engagement Network, which includes voluntary, public and private sector organisations. The network bring people together to help create better connections and working partnerships.

