

North West London community engagement

August 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

*We engaged with the public at St. Ann Shopping Centre providing information about Alexandra Health Centre.

*We provided information about diabetes and TB screening.

*We also handed out leaflet and postcards about the 'Help Health Now' app.



Brent

*Brent CCG engaged about its' Commissioning Intentions for 2019/21 at a public meeting and at the health partners forum and a series of outreach activities to GP practices, community groups, Wembley Centre for Health and Care, Willesden Centre for Health and Care and Central Middlesex Hospital.



H&F

*We held our bi-monthly patient reference group meeting at the Irish Cultural Centre. Topics included Healthwatch's project around young people; digital healthcare; future engagement on the CCG's financial recovery plan; access to GP; and nurse appointments.

*We held an engagement workshop with 22 attendees including local residents, GP's and practice managers to discuss how we best ensure primary and urgent care access meets the needs of our local residents for the future.



Hounslow

*Supported the Hounslow activity programme 60 years plus. This programme helps people to improve their health and wellbeing.

*We met with the older people's activity officer at Danehurst Sheltered Housing, who co-ordinates activities in four key sheltered accommodation schemes in Hounslow.

*At the Centre we met with 15-20 residents and visitors from the community, where we explained the CCG's role, and informed the group of CCG meetings and events that they could attend.



Ealing

*The patient engagement committee (PPE) met - we provided an update about our equality objectives and also discussed the PPE Action Plan for 2018-21.

*Healthwatch presented their Patient Experience report.

*We continue to support our Ealing GP patient participation groups (PPGs). The feedback received from the PPGs about our support was seen as positive and informative.



Hillingdon

*Hillingdon CCG started research and engagement to obtain patient insights as the CCG begins to journey towards an Integrated care system. Working with colleagues and health partners, we aim to conduct approximately 30 interviews with patients and front line staff to develop key messages and co-design the specification for new community contact arrangements.



Central London

*We engaged with approximately 50 patients in Westminster collecting their views and experiences about GP extended hours.

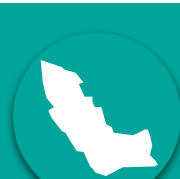
*We collected feedback from Young people about their views on NHS websites and the 'Help Health Now' app.



West London

*We worked in partnership with the Notting Dale residents advisory board for their wellbeing day at Kensington leisure centre.

*We facilitated 1 to1 and group sessions on coherent breathing for residents to learn techniques to help reduce stress & anxiety; with yoga, reflexology & chair massage available to promote overall wellbeing.



North West London wide

* Attended Park House Medical Centre and spoke to over 50 people about GP extended hours service and 'Health Help Now' survey.

* We spoke to over 100 people in Hillingdon Hospital promoting GP access to patients and getting feedback on 'Health Help Now' survey.

*We met with Young Westminster Foundation to talk about young people's views about the NHS.

