

North West London community engagement

July 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 attended Northwick Park hospital Open Day on 7th July and the Asian Dance Music Event on 15th July. At both events we shared information on long term conditions such as Diabetes, raised awareness on the #IHADMINE Campaign on Cervical Screening.



Brent

*We visited clinical spaces at Willesden and Wembley to ask patients about Community Gynaecology services and commenced communications for new GP Access Hub services.

*6 new patient representatives attended their first committee meeting. Each committee within the CCG's governance structure now has at least one patient representative.



H&F

*On 3 July CCG held a Financial Recovery Workshop with local people, councilors and other key stakeholders to discuss the CCG's financial position and plans for making required savings.

*We undertook filming work with the director of the Midaye Somali Development Network, focusing on how access and provision can be improved for BME groups.



Hounslow

*Diabetes UK together with Hounslow CCG recently held three engagement events across Hounslow to hear from people living or caring for someone with either Type 1 or Type 2 diabetes.

* Two NHS 70 events, one at Chiswick Town hall with an introduction led by Dame Christine Beasley, Former chief nurse for NHS England and the second with Age UK Hounslow. 250 patients attended in total.



Ealing

*We met with Parkinson's UK Support Group at the William Hobbayne Centre. They shared some of their experiences of being a carer to a person with Parkinson. We also promoted PPGs, GP Access clinics and other opportunities to get involved.

*We attended LGBT NWL forum at LIDO Centre. They nominated their representative for PERF and expressed interest to be actively involved in future PPE projects.



Hillingdon

*We hosted the Hillingdon Independent Living roadshow showcasing aids and equipment to help residents with disabilities living at home to live independently.

*The event, which was held in the Pavilion Shopping Centre, "mocked up" common areas of the home such as the bedroom/living room and bathroom to give local people the opportunity to find out more and was the first of a two part roadshow: the second event will be held at Harlington School on 20 September from 12 and 6pm in Hayes.



Central London

*On Wednesday 4 July we held its bi-monthly Patient Reference Group meeting. Items covered included updates from representatives; discussion and feedback on GP evening weekend appointments; and the feedback received via the CCG's annual stakeholder survey. Going forward, the group will be considering both the positive feedback and the noted areas for improvement indicated by the survey results, and working together to co-produce an action plan.



West London

*Goldborne Festival 1st July: Engagement with North Kensington residents in Goldborne area, GP extended hours survey undertaken, My Care My Way and integrated care conversations with over 200 people.

*Funders fair 3 July: Engagement with the 3rd sector across the tri borough annual event, access to funding options and changing NHS landscape.



North West London wide

* Attended Tea dance event in Abbey Centre – network and engage with over 100 people.

* Attended the BME health forum – spoke to members from the French African community and gained wonderful feedback about GP extended hours service

* Attended Breathe Easy meeting providing health related information and get feedback about GP extended hours.

