

# North West London community engagement

June 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 organized on Thursday 7<sup>th</sup> June 2018 a Dermatology workshop to discuss with patients how the dermatology services could be improved for patients with skin conditions such as eczema, psoriasis, lichen sclerosis, basal cell carcinoma, acne, melanoma and leg ulcers.



## Brent

\*We visited community gynaecology clinics to speak with service users on how to improve the service.

\*We are running a training event to our five newly appointed patients reps.



## H&F

\*We had a fantastic meeting with our Patient Reference Group, where we started coproducing our annual engagement and communications improvement plan.

\*We were invited to an Action on Disability event where we raised awareness around NHS services and how to get involved with your local NHS.

\*We worked collaboratively with the Local Authority to facilitate a workshop on tackling social isolation and loneliness.



## Hounslow

\*We have been involved in planning activities within the community for Carers Week and organised a carer's health day at Southville community centre in Feltham and discussed health and wellbeing and self-care.

\*We worked in collaboration with Cancer Research UK to park their information bus in Morrison's Supermarket car park in Brentford and talked to customers about cancer awareness, health and wellbeing.



## Ealing

\*We launched a new Patient Engagement Reference Forum (PERF). This new patient group has representatives from our PPGs, CVC sector, Healthwatch Ealing, cardiac and mental health patients and young people.

\*Jointly with our NW London colleagues, we organised and participated in 3 Equality workshops. The feedback gave us a valuable insight into the equality issues. We also encouraged our residents to complete the equality surveys at various community events across Ealing.



## Hillingdon

\*We organised a series of "drop-in" events for patients to support the merger of two practices (The Orchard and Hayes Town Centre practices) to one major practice – The Medical Centre – from 1<sup>st</sup> July.

The 5 events were held at different times, to give patients the opportunity to meet the new providers and obtain more information about the service improvements planned for the new Practice.



## Central London

\*We are working on developing our equality objectives for the next four years. This follows the BAME workshops held earlier this year.

\* We held a constructive workshop with 15 Westminster, K&C and H&F residents to discuss what our priorities should be around at reducing health inequalities.



## West London

\*We attended creative well-being week event at the 'Association for Cultural Advancement through Visual Art' (ACAVA) – engaging with residents across West London promoting 'My Care My Way' and GP extended hours services.

\*We promoted self-care through 'My care My Way' and GP extended hours services at two events: Westminster carers at the Stowe Centre and with Kensington & Chelsea carers at Westbourne Church.



## North West London wide

\* We participated in the Carer's Day event across Ealing, Westminster and Kensington & Chelsea – held an information stall to engage with the community members. Spoke to over 150 people.

\* Attended the Focus Group in Westway Sports Centre with African dancers – providing health related information.

\* Spoke over 100 people in Wembley Park Medical Centre and Church End Medical Centre about GP extended hours service.

\* Attended Gypsy Roma Travellers History Month Event in City Hall, network and engage with community members .