

North West London community engagement

March 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

*Following our survey about integrated care for the over 65 year olds a final report with recommendations was produced and will be presented to participants.

*We participated in the Healthwatch Harrow Forum 'your voice counts events' talking to diverse range of patients.



Brent

*De-prescribing discussions with patients and carers:

*We designed and facilitated a Brent focus group with carers and patients to discuss future medicines management schemes and proposals and how best to create patient information.

*We Undertook a survey about how to promote and improve community dermatology service at a local community event with a diverse of range of patients.



H&F

*Throughout February and March, we spoke with 175 people asking them what they thought our priorities should be, particularly around equality.

*We also received 489 responses from our patient transport survey. The results and recommendations will be reviewed in May 2018.



Hillingdon

*Following our engaging young people competition, congratulations to the nine winners of Aggie the Alien short story competition.

The awards were presented by Natasha Baker (five times Paralympic Gold medalist for Great Britain) and the ceremony was led by the Mayor of Hillingdon and the Chief Executive of Health Watch.



Ealing

*Engagement with young people: We recruited young representatives from Ealing MENCAP and the Young People's Power Group to participate on our Patient Engagement Reference Forum (PERF)

*We organised procurement training with some of our GP patient participation group members, designed to support the CCG with future NHS contracts.



Hounslow

*We provided our information and discussion with patients and public about 'prescribing wisely' on Sunrise radio (to our Punjabi communities) and on Cooltura Radio (to our Polish communities).

*We also launched a new emerging communities' exhibition to a diverse range of communities presented by the Mayor of Hounslow.



Central London

*Two workshops were held in Westminster with Black, Asian and minority ethnic communities. The workshops were set-up to talk to different ethnic groups about what they thought our priorities should be, particularly around equality.

*Workshop 1: engaged with 20 women of East African, South Asian and Middle East origins

*Workshop 2: was attended by 17 people from Chinese people in Soho.



West London

*Our community engagement work continues to support the North Kensington Recovery Programme following the fire at Grenfell Tower.

A key part of this work is through the North Kensington Multi Agency Forum. The Forum provides skills and experience from established North Kensington voluntary and community sector organisations supporting the work of the CCG. This forum assists in future developments and provides feedback from local communities



North West London wide

*Attended health and Wellbeing event for Disabled people providing information about GP extended hours.

* Pre-engagement draft survey with two carer groups – approximately 40 carers.

*Organised and delivered Outpatient Transformation focus group with 8 patients.

*Attended the development of the pen - London Community Network event designed for closer partnerships.

