

North West London community engagement

May 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

*Diabetes Healthwatch Harrow Event held on the 16th May 2018, Harrow CCG Diabetes lead Jason Parker presented on the work developing in Harrow around diabetes. The event was showcased on ZEE TV with Bollywood dancing and Yoga.



Brent

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

*We are running a training event for our five newly appointed patient reps.



H&F

*The CCG has been working with Healthwatch and the NHS Leadership Academy to develop an exciting training programme to support our PPG and Patient reference Group members in coproduction and influencing decision making.

*The training should launch in September 2018.

*We have also been continuing to work with experts by experience to coproduce our outcomes framework; advertising and designing a public workshop on health and care priorities for older people; and inviting local residents to our June equality workshops.



Hounslow

*Hounslow CCG and Hounslow Local Authority joined forces in the fight against dementia for Dementia Action Week, the Alzheimer's Society's national campaign. The campaign ran from 21 to 27 May 2018.

*On Friday 18th May Hounslow CCG held an information stall at the Mulberry Centre "Dying Matters" day. The event provided an opportunity for members of the public to attend information sessions and pick up important information from a variety of care and support providers throughout Hounslow and Richmond.



Ealing

*Attended Northwick Park Hospital talking to patients about GP weekend and evening services

1. If they used the service
2. What they thought about it
3. Whether they would use in the future



Hillingdon

In May Hillingdon CCG worked with the Council to engage Parents with children using local Integrated Therapies. We held two face to face sessions complemented by an online survey. We are looking to address issues raised by parents by offering a more joined up service jointly commissioned by both HCCG and the local authority. Feedback about challenges in accessing appropriate therapy for local children will shape the new specification for the new service scheduled for 2019.



Central London

*The CCG has been working with the IAPT service and the Community Champions on May launch of a mental health awareness campaign to support and signpost local residents. We have also been working with people with diabetes and their carers to start co-producing 10 points. Finally, we have been planning a piece of work around PPG development with our local Healthwatch.



West London

*Patients have been involved in providing feedback on the Continuing health care Information Leaflet for NW London.

* Community Champions across West London have been supporting the mental health awareness campaign. They have been offering advice and support on breathing as well as self-care advice.



North West London wide

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

* Participated in the Mental Health Awareness Week in Dalgarno Community Trust – held an information stall to network and engage with the community members. Attended by over 50 people.

* Attended the Heart of Hounslow Centre and Church End Medical Centre. Spoke to over 150 people.

