

# North West London community engagement

September 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 had a stall at the Tesco Express store at Rayners Lane to distribute and answer any queries the public had regarding the Alexandra walk-in Centre changing into a GP access centre.

\* We held our Commissioning Intentions event, where the public were given an opportunity to discuss our plans and priorities for 2019/20

\* Our annual general meeting (AGM) was on the 25 September.



## Brent

\* Continued engagement on our Commissioning Intentions through the following outreach activity to ensure a cross section of patient input into our plans for: Black cancer care; Dementia support group; Mental health user support group; and our PPG meeting.

\* Our annual general meeting (AGM) was on the 26 September.



## H&F

\* We engaged with local people in a variety of ways, including: second financial recovery workshop, Annual General Meeting held on 11 September, where we opened with a fantastic presentation on patient leadership and mental health parity from one of our volunteer Experts by Experience.

\* Brought together 16 local people to discuss Patient Participation Group leadership course the CCG is running for patients.

\* Attended Healthwatch AGM on 17 September



## Hounslow

\* We have run Locality Patient Participation Group for the Heart of Hounslow, Great West Road, Brentford, Isleworth and Chiswick and Feltham areas. This involved initiatives such as news on GP online.

\* We held our bi-monthly Patient and Public Engagement Committee with presentations about our commissioning plans for 2019/20, our primary care performance and a new supported living facility in Brentford.

\* Our annual general meeting (AGM) was on the 11 September.



## Ealing

\* We successfully presented at City Hall about our equalities work with our local communities. Our previous engagement events helped in co-designing the specific/local Equality Objectives for each CCG.

\* Engaged with Older People's Consultative Forum and Learning Disability Partnership Board.

\* Our annual general meeting (AGM) was on the 19 September. The AGM was very successful with over 200 people attending.



## Hillingdon

\* We engaged local people and stakeholders about our Commissioning Intentions. The themes this year were - keeping well, managing in time of crisis and appropriate time in hospital.

Engagement included a survey conducted online and face to face by the team visiting waiting areas in the local hospital and community groups. 204 surveys were completed.

\* Our annual general meeting (AGM) was on the 12 September.



## Central London

\* We attended children and young person forum and spoke with 26 stakeholders about how best to engage with young people and their families.

\* Attended the Healthwatch AGM engaged with patients about the E-network



## West London

\* We promoted 2018 winter health messages through a quiz at the Community Champions meeting whilst hearing from local groups.

\* We worked in partnership with EPIC and RBKC Youth Council to design an event for young people in North Kensington. Musician Professor Green attended and held a Q&A session with young people about his personal journey

\* Our annual general meeting (AGM) was on the 25 September.



## North West London wide

\* Attended summer fair organised by Community Champions and spoke to over 100 people providing health related information and getting feedback on GP extended hours service.

\* We spoke to over 100 people in St. Mary's and Charing Cross hospitals, promoting GP extended hours service to patients and staff.

\* Talk on deaf awareness for our staff presented by Daniel Webster from Action on Hearing Loss.

