

North West London community engagement

January 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

*Since November, the Harrow team sought responses to their online diabetes survey. The survey ended in January with 109 responses.

*The team are now in the process of planning focus groups to listen further and learn from patients



Brent

*The Brent Health Partners Forum, heard views from nearly 100 people about urgent and emergency care.

We provided information on how our urgent care services can be accessed by patients with long-term conditions, older people, post discharge, children and those at end of life. We also launched the Health Help Now App at this event.

*We spoke to 250 people across Brent about the GP Access Hubs.



H&F

*Spoke to 98 people in the borough about patient transport using a survey, face to face engagement, Twitter and H&F website

*Provided engagement and monitoring training to community and voluntary sector partners'

*Translated a wide range of public materials into Easy Read



Hillingdon

*In January, Hillingdon CCG launched the "Aggie the Alien" competition to promote and engage local residents in self-care and the appropriate use of health services.

Aggie the Alien is aimed at children aged 5 -11 years old to write a story about how they would help Aggie find and choose the right healthcare service while she is on earth.



Ealing

*Ealing Voluntary and Community Services (VCS) health summit was attended by approximately 80 people sharing progress and ideas on how the VCS sector can support improvement in health care outcomes

*Launched new a GP patient participation group (PPG) newsletter and supporting individual PPGs to increase membership and run a successful PPGs



Hounslow

*The engagement team had a stall at Hounslow Civic Centre Funders Fair to share information with the voluntary and community sector working across the borough. They met with many people and promoted self-care, prescribing wisely, winter health and cervical cancer information materials.



Central London

*The Central London engagement team met with their patient reference group and discussed the end of life service, gynaecology and continence service, and look at improvements at the Urgent Care Centre in St Mary's Hospital.

*They also met with patients, the voluntary sector and Healthwatch to discuss what local people expect from community and primary care services.



West London

*West London engagement team co-produced materials with St Mungos, Healthwatch and residents to raise awareness of the closure of the Half Penny Steps Walk-in Centre service

*Promoted the extended GP hours hubs in partnership with the Community Champions at an event with 900 people



North West London wide

*At the of January 2018 we concluded our naming hub survey speaking to 2286 people across NW London to get feedback on what patients are more likely to identify with when new health and social care services are brought together in one community building.

*In January, we spoke to 300 patients across NW London boroughs promoting extended GP access to patients.

*Recruited 20 patients to attend workshops to help improve outpatients departments across five medical areas

