

North West London community engagement

November 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 supported Enderley Road PPG with their Diabetes Awareness Talk event. It was opportunity for patients to discuss and answer any concerns with the Diabetes Clinical Directors and Dietician. Diabetes UK Health Help Now, held a stall, attendees were given the opportunity to learn and participate in the Tai Chi session and discuss the benefits of Tai Chi in relation to diabetes.



Brent

*We marked World Diabetes day in partnership with providers and the local authority at a patient event.

*We launched the Primary Care Patient Forum, which will provide engagement on primary care transformation locally.



H&F

* We engaged with local people about primary and urgent care access at a wide range of events, including at Queens Park Rangers FC yoga class, Community Champion events, Youth Takeover Day and the Age UK Consultative Forum. We gathered lots of useful information.

* We ran a Patient Leadership and coaching training day for people interested in joining their GP Patient Participation Group. 30 people attended with an abundance of positive and constructive energy.



Hounslow

* For World COPD awareness day we held a workshop with the local group to work with anyone registered with a GP practice who had been diagnosed with a long term respiratory condition. The workshop was attended by the Mayor of Hounslow and local dignitaries.

* We held five Locality patient participation group meetings throughout the borough with discussion on raising the cancer screen uptake and social prescribing promotion.



Ealing

* Self-care week Ealing's PPGs participated in raising awareness sessions with patients around: falls prevention, Winter staying well, cancer screening & healthy eating.

*We promoted Atrial Fibrillation (AF) awareness with patients in partnership with Imperial Hospitals, Public health & Community cardiac nurses, assessing over 80 peoples' pulse and heart rate. We also raised AF awareness with BAME groups at a community event at the Gurdwara Sikh temple in Southall.-



Hillingdon

* We engaged with 6,387 residents, encouraging the increased take up of flu jab, right care place (extended hours hubs and 111), repeat prescriptions, online services, My Health, keeping well over winter, AF & BP checks.

Our activities included presentations at Leisure centres, library, surgery's, children centres, Brunel university, Uxbridge College, faith/community groups, school assemblies, school fair and shopping centres.



Central London

*We attended an event themes 'Memory through Music' for people with dementia, their families and cares. The event was co-organised by Resonate Arts, Royal Academy of Arts and Wigmore Hall.

*We engaged with homeless people who attend fortnightly week end social club organised by the Passage at Napier Hall. We provided information on winter preparedness, availability of winter shelters, flu vaccine, extended hours GP services and Health Help Now.



West London

*We have funded 10 community organisations within North Kensington to facilitate conversations around our Health Recovery plan.

* Annual self-care event was on the 15th November where providers could try out local services and therapies including massage & yoga, receive health information & network with colleagues.



North West London wide

* We attended Carers network AGM, we surveyed carer staff and carers about 'how are carers identified'.

* Spoke to over 21 people in Wembley Health centre and Hanwell community centre, getting feedback on 'your first hospital appointment' survey.

* We attended Community Champions – great event with 200 community champions and volunteers attended.

