

North West London community engagement

October 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 held various stalls at Sainsbury, Asda, Tesco and Rayners Lane station informing people about the changes taking place at the Alexandra Avenue Health Centre.

* We held an event called Shaping the future of General Practice. It was opportunity to bring together local patients and the public alongside GPs, pharmacists, community health services, voluntary sector and Council commissioners.



Brent

* In collaboration with Hestia, we engaged with patients at an all-day event on World Mental Health day.

* In addition, we did outreach to mental health support groups and Carers of people with mental illness to hear about their experiences of services received.



H&F

* We discussed a wide range of topics with Patient Reference Groups, including patient information for the musculoskeletal service, accessing GP and nurse appointments, our planned local health campaign with Queens Park Rangers FC, local tuberculosis and cervical screening awareness campaign.

* We engaged with local residents at Action on Disability to find out their views around accessing GP and nurse appointment.

* We attended Thrive LDN's World Mental Health Day.



Hounslow

* Visited a number of GP Practices with local voluntary agency 'Your Voice' to discuss social prescribing with Hounslow patients.

* Engagement event for residents in sheltered accommodation, at Heart of Hounslow health centre – sign posting to healthcare service

* We held activity and health care information stall – preventing and managing sight loss conference



Ealing

* With the Cardiac nurse team, we organised focus group in Hanwell Health Centre.

* We continue to liaise with various LGBT organisations for better insight and information related to effective communication.

* We developed further work with 3 Ealing GP PPGs. We discussed their contribution to Self-Care Week in November. Barnabas PPG to organise two SC awareness sessions.. At Featherstone HC we raised awareness about healthy lifestyle projects and at Lady Margaret Practice we developed an Action Plan regarding future engagement activities.



Hillingdon

* We started our winter campaign to increase awareness about looking after one's health during the cold months.

* The campaign includes increased publicity online and in print; regular stalls in community venues and work with local schools and faith groups.



Central London

* We attended The Abbey Centre's 70th Anniversary celebration. The event provided opportunities to meet patients, public, community champions and other stakeholders.

* We attended the arts and crafts activities for children and families as part of the internationally renowned "Oceania" exhibition at Royal Academy of Art to talk to parents and carers of the children.



West London

* We joined Healthwatch at St Charles & Chelsea & Westminster Urgent Care centres to engage parents with children under 7 to better understand the reasons why they attend.

* We partnered with Open Age for their Health Day where we promoted Winter Health messages & our My Care My Way programme for over 65s.



North West London wide

* We spoke to over 200 patients in Alexandra Avenue, The Florence Road and Elmfield Surgery promoting and getting feedback on GP extended hours service.

* Attended One Westminster Volunteer fair at the Stowe Centre – network and engage with over 100 people, providing health related information and getting feedback on GP extended hours.

* Attended the 70th Anniversary Celebration of The Abbey Centre.

