

North West London community engagement

December 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 an event called 'Working together for your care', Health and Care teams and the community/voluntary sector have worked together to develop an improved and joined - up health and care service for our over 65s.

*We held a NHS 111 public walk-in event gathering ideas and feedback from patients on how the 111 telephone service and 111 online could be improved for patients with physical or mental health needs.



Brent

* We continued to promote the winter campaigns on digital platforms, printed information, and outreach to community groups.

*We also had a series of workshops with patients on a project aimed at improving GP websites.



H&F

* We continued to engage with community groups as part of our review of primary and urgent care access. We engaged with the Health, Adult Social Care and Social Inclusion Policy and Accountability Committee, the BME Health Forum, our patient reference group and "Heads-Up" mental health service user involvement panel. We have currently heard from 362 local people.

*We attended Mosaic LGBT Youth annual showcase event.



Hounslow

* We delivered key promotional messages to residents to advise them of our five healthcare hubs open in Hounslow. We have bus stop posters and street banners directing patients to evening and weekend appointment.

*The engagement team launched a winter healthcare awareness evening in Tesco in Feltham talking to over 350 residents.

*Hounslow has been selected as one of 25 pilot sites across the country for the new school-based Mental Health Support Teams.



Ealing

* We participated in International Day at the People's disability alliance event, more than 50 people with disabilities and their carers/family members attended.

* We attended the Somali women's group meeting information about GP extended hours services, winter campaign, cervical and prostate cancer screening.

* The patient engagement reference forum (PERF) had 3rd meeting. New PPG representatives Eastmead, Broadmead and Chiswick Family Practice. 25 members in attendance.



Hillingdon

* Prevention/self-management programme was successfully accredited by QISMET this month which, means this is now a structured education programme. The workshops are designed to empower residents with diabetes or at risk of developing diabetes to effectively look after their health.



Central London

*We attended a fabulous Christmas Party "Silver Saturday" organised by the Abbey Centre, where we engaged with service users, local councillors and other stakeholders.

In collaboration with the Abbey Centre Community Champions we distributed 98 goodie bags inclusive of information on Winter Wellness and Extended Hours GP Services.

* We attended an event organised by Mosaic LGBT Youth centre.



West London

* We held a co-design workshop with patients; carers, providers, commissioners & GPs to work together and look at how we can join up services and explore better ways of working together .

*We have attended SMARTs Christmas and Beyond Mental Health event, promoting various programmes including My Care My Way for over 65s, our mental health programme Community Living Well and raising awareness around Winter health messages including flu jabs, calling 111 & where to go for the right medical care this Winter.



North West London wide

* We attended the "Hold for Beat the Winter Blues Event" providing health related information and getting feedback on 'your first hospital appointment' survey. Over 50 people attended.

* Spoke to patients in Northwick Park Hospital getting feedback on 'your first hospital appointment' survey.



