

# North West London community engagement

February 2019

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 organised a winter health information stand at the Harrow Civic Centre sharing information on how to keep well during the winter months and promoting the Health Help Now App.

\* We held a Continuing Health Care (CHC) drop-in session to explain the CHC proposal. Patients, family and carers were able to provide their views or answers to any queries.



## Brent

\* We engaged on community mental health rehab beds and with parents on mental health and emotional wellbeing.

\* We continued our program of outreach to diverse, grassroots communities to raise awareness of GP access and other local services. Some of the communities include a Romanian group and older people.



## H&F

\* We held our bi-monthly Patient Reference Group discussing Continuing Healthcare, Employment and Well-being Services, the palliative care review and urgent and primary care access forward planner.

\* We held an ad hoc support session around Patient Participation Group development.

\* We obtained agreement to roll-out a new initiative to address LGBT communities' health inequalities called 'Pride in Practice'



## Hounslow

\* We attended Council's Funder Fair – this event was an opportunity for voluntary, community and social enterprise organisations to network with other organisations who could offer funding. We had a stall displaying promotional resources and met with representatives from a wide variety of VCSE.

\* Engagement with cognitive impairment and dementia service at Lakeside Mental Health Unit. The team met with residents to ask their agreement for them to provide input into service booklet for dementia and memory problems.



## Ealing

\* We held an event to engage with patients and carers on the CHC Choice Policy.

\* We continue to engage with patients and other stakeholders around the single contact for Out of Hospital services.

\* We were represented at an event promoting the Digital Healthy Schools Programme.



## Hillingdon

\* We engaged with various community groups including Somali and faith groups, we have been educating women on the importance of having regular cervical smear tests and how to get them.

\* For CCG staff to celebrate all hard work and appreciation for each other, we held compliments day for the fourth year running.

\* As part of My Health self-education programme, we updated some of our workshops to include coaching style of education and engagement.



## Central London

\* Attended Westminster Mental Health Service User forum at Westminster Mind. Senior Mental Health Commissioner represented the CCG to listen patients' feedback and also answered questions.

\* International mother language celebration event was organised by Westminster Bangladeshi Association at Pimlico Library. We had a stall to reach out to Bangladeshi men, women and children. With the support of volunteer interpreters from the community disseminated information on PRG, procurements, strategic reviews and co-production opportunities.

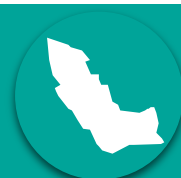


## West London

\* We completed engagement on our Health Recovery Strategy and have received over a 1,000 responses and comments.

\* An engagement event on the development of the Cultural Competence Framework was recently held for the Voluntary Sector. Over 40 people attended and made a substantial contribution to help us ensure the framework would be relevant and appropriate.

\* The North Kensington Health Recovery Partnership met to consider and discuss the following items – Health Informatics tool kit; Cultural Competence Framework, Health Recovery Strategy, Community Conversations.



## North West London wide

\* We attended Wellbeing Event 'New Year – New You' organised by Dalgarno Trust. Approximately 150 people attended. We provided health related information and network with numerous organisations.

\* We facilitated a palliative care focus group gaining feedback about their care at St. John's Hospice.

\* We facilitated and engaged, services user and carer groups at Wider Stakeholder Event. Over 100 people attended.

