

Overview Summary

NWL CCG/ICS (Community) Engagement and Equalities Team

North West London ICS

The purpose of the North West London ICS is to **reduce inequalities increase quality of life and achieve outcomes on a par with the best of global cities.**

People of diverse backgrounds across
8 boroughs



Our approaches to working with residents/VCS

- Best practice approach to resident involvement including outreach work
- Enhance integrated working and Co-production
- Access to these services
- Improved outcomes and user experience
- Addressing health inequalities
- Efficient use of public funds

Tri-borough Engagement and Communication Team



Ethnanda Manley-Browne

I work across Hammersmith and Fulham, RBKC and Westminster boroughs

My title is the Senior Engagement and Equalities Manager



Alaa Mohamed

I work across Hammersmith and Fulham, RBKC and Westminster boroughs

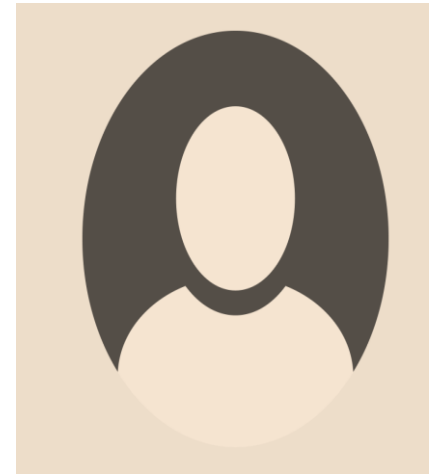
My title is the Engagement and Equalities Manager



Nandine Maktadir

I work across Hammersmith and Fulham, RBKC and Westminster boroughs

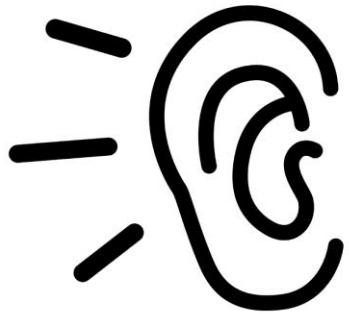
My title is the Engagement and Equalities Officer



Vacant

- Engagement & Equalities Manager
- Engagement & Equalities Officer

What do we do?



Listen – our most important role is to listen to our residents and community organisations. Our team is really keen to hear about resident experiences of NHS services and find out what worked and what didn't.

How do we do listen?

1. We run a bi-monthly collaborative space, currently virtually
2. We co-produce specific local service change/improvement -Task & Finish group
3. We hold public events e.g. engagement workshops and focus group
4. Via surveys, questionnaires and data gathering e.g. KCSC, HW
5. We join and participating organisation's meetings
6. Via social media and community network

What do we do?



We share information with residents about NHS services, for example, if there is a change, a new service or a big health initiative – e.g. Covid-19, Care Home, Palliative Care service

How do we do share information?

1. Presenting at local meetings/community groups/events
2. Sharing information via our weekly e-newsletter
3. using our social media channels and community network
4. Via our collaborative space and engagement events
5. LDA people's requirements and language translation are considered

What services are we focusing on in 2022?

We will be engaging on the following NHS services throughout this year

1. Continue encouraging Covid-19 vaccine e.g. over 7000 outreach and leafleting just a week before Xmas and 2nd week of January
2. Flu Vaccine service
3. Mental Health and Wellbeing Services
4. Fitness and address Obesity Services
5. CYP, school and Parent Services
6. Care Home Services
7. Discharge from Hospital to Home Services
8. End of Life Care (Community Specialist Palliative Care Review Programme)
9. Reducing Barriers to Health Services
10. Tackling health equality works

What do we do?



We also advise and support regarding EDI/EO

Neighbourhood and place based projects

EHIA completed by local lead with support from Engagement and Equality Manager

NWL Level Projects

EHIA completed by project lead with support from EDI Lead


Forward all completed EHIAs to nhsnwlccg.equality@nhs.net for review and sign off

1. Age
2. Disability
3. Gender reassignment
4. Marriage and Civil partnership
5. Pregnancy and Maternity
6. Race
7. Sexual orientation
8. Religion or belief
9. Sex

Vulnerable groups

- Carers
- Homeless
- Travellers
- Ex-offenders
- Mental illness
- People living in areas of great inequality

Contact Details

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End of the presentation

Thank you for listening to us

Now its your opportunity to ask us

