

Pan-Islington Patient Group Meeting

WELCOME

November 2016



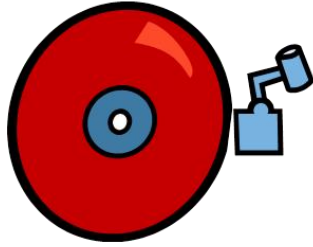
Agenda

- Introductions
- Presentation and questions
- Table discussions

Please use the Comment wall



Housekeeping



Please sign in



Islington Clinical Commissioning Group

- Islington Clinical Commissioning Group is responsible for commissioning local health care services from hospitals, and in some cases from GP practices and pharmacies.

Pan-Islington Patient Group

- Open to patients and staff from the GP practices across the borough.
- Set up as a channel of communication between the CCG and these partners.



Aims of the meeting

1. For the CCG to update residents on local services,
2. For residents to ask questions,
3. To discuss experiences of using local services.



Healthwatch Islington

- Independent, led by residents,
- Brings a perspective from community members,
- Works to influence commissioning of health and care services.

Examples:

- Mystery shopping social workers to assess response times for clients,
- Interviewing users of podiatry services to see what could be improved.



Your feedback from last meeting

- Paper copies of presentations More food
- Slower pace (though we will vary this as some people liked a faster pace)
- More information on HWI and CCG
- Name cards at the front



Your feedback from last meeting

- Information about pharmacy,
- Information about alternative services if A&E not needed.



- The Health Advocacy Service at Manor Gardens works to improve the health and wellbeing of local refugee and migrant communities through a range of projects including community research.
- Bilingual community researchers conducted two focus groups with Kurdish and Turkish-speaking participants (24 participants). Other service-users / volunteers had the opportunity to participate through an online survey (6 respondents).
- Respondents who had been to A and E had often been told that they should have accessed a different service for their needs, particularly GPs / pharmacies. Reasons for using A and E rather than other services included: being able to turn up without an appointment, difficulty getting an appointment with other services, lack of knowledge of other services, fears about health (particularly children). There was a clear need for accessible information to be provided about what services should be used, when and how (including in community languages).
- Participants were aware of pharmacies but this was overwhelmingly for prescriptions and over-the-counter medication. There was limited knowledge of what else pharmacies can offer but several respondents would like to be able to access support around diabetes, weight management, blood pressure and stop smoking support from them.
- There was a wide variety of suggestions in relation to what issues participants felt the CCG should focus on, these included: supporting communities to make healthier lifestyle choices and tackling chronic health issues such as diabetes, mental health support and consistent and reliable provision of interpreter and advocates across services (particularly for older, vulnerable patients).

Community Event & Consultation 20th of June 2016

Access to information: non- English speakers have difficulty finding out about services

Location, access & previous Experience: these seem to be deciding factors when choosing a service

Uncertainty about pharmacies: participants said they didn't know about what pharmacies could offer – more information in many languages, is needed



Questions and Answers

- Please let the chair know you'd like to ask a question
- Please keep questions (and responses) clear and to the point,
- Please give others a chance to speak,
- You can email your question afterwards, but don't be shy.



Evaluation Forms

- Please give us your feedback on the meeting,
- Raise a question for the CCG or Healthwatch,
- Suggest a new name for this group.



**Healthwatch Islington is a channel for
your views on health and social care**

To contact Healthwatch Islington:

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Thanks for getting involved!

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