

**Pharmaceutical Needs Assessment 2018-2021  
Patient and Public Engagement Plan**

<b>Name of Group/Activity</b>	<b>Description of group and numbers</b>	<b>Activity</b>	<b>Key contacts</b>
BME Health Forum	BME Total membership not known, newsletter goes out to 700 members across K&C, H&F and Westminster	<ul style="list-style-type: none"> <li>• Attended BME Health Forum meeting</li> <li>• Online questionnaire link circulated to members via newsletter and included on webpage</li> <li>• Provided information and contacts for possible Grenfell Engagement</li> </ul>	Nafsika Thalassis Concia Albert
Community Champions including maternity champions	CC work with diverse groups of residents across the 3 Boroughs	<ul style="list-style-type: none"> <li>• Email circulated by commissioner as well as Healthy Dialogues to all Community Champion teams</li> <li>• Engaged with White City, Westminster, Addison and Land's End Community Champions</li> <li>• Requested champions to fill out questionnaire and promote to service users</li> <li>• Community champion teams provided outreach support</li> <li>• Attended events</li> </ul>	Lesley Derry Various
Age UK	Over 50's	<ul style="list-style-type: none"> <li>• Requested inclusion of online link in newsletter/mail out to 400 members</li> </ul>	Zara Ghods
Adult Services	Various	<ul style="list-style-type: none"> <li>• Requested circulation of paper copies of questionnaire to all teams particularly in sheltered schemes</li> <li>• Approximately 90 completed questionnaires were returned from Adult services</li> </ul>	Kevin Williamson
Kensington and Chelsea Council of Voluntary Sector	Diverse voluntary groups	<ul style="list-style-type: none"> <li>• KCSC circulated online link to mailing lists and via newsletters</li> <li>• Discussed potential options for Grenfell engagement</li> </ul>	Angela Spence
Mosaic Community Trust	BME- mainly Bengali and Arabic	<ul style="list-style-type: none"> <li>• Established contact but they don't have capacity to support this work at the moment having lost funding for their groups</li> </ul>	Lena Salter- Chodhury

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Kensington and Chelsea		users	Jamie Runton Marian O'Donoghue
SASH	LGBTQ	<ul style="list-style-type: none"> <li>Information circulated to other organisations and service users by community engagement coordinator</li> </ul>	Edem Ntumy
Healthwatch	Diverse user groups	<ul style="list-style-type: none"> <li>Support with circulation of questionnaires</li> <li>Advice and support on engagement with various groups</li> </ul>	Olivia Clymer
Library service	Various	<ul style="list-style-type: none"> <li>Information circulated to all teams by Health Information Officer</li> </ul>	Kate Gieguld
Community Pharmacy outreach	Various	<ul style="list-style-type: none"> <li>Based on IMD data, chose 06 pharmacies in different wards and made contact with them to enable Community Researcher to be based in them during different times of the day</li> <li>Community Researcher was based in 01 pharmacy in Colville Ward for half a day on a weekday from 10.00 to 2.00</li> </ul>	Various pharmacies
Grenfell Residents Engagement		<ul style="list-style-type: none"> <li>Worked with BME Health Forum, CCG engagement lead and KCSC to identify contacts</li> <li>We considered outreach at Pharmacies closest to Grenfell but since residents have been re-housed this option was discounted</li> <li>It was identified that there is an outreach worker who is the most likely to give us a sense of needs; however, it has been difficult to get their contact details</li> <li>An officer has been appointed by the Council who carry out needs assessments for this group has been appointed and perhaps, during the consultation phase we will be able to get a sense of needs</li> </ul>	Various