



**North West London**  
Collaboration of  
Clinical Commissioning Groups

# Health and Wellbeing Forum

# Health Help Now

**The right service at the right time**

Designed and  
tailored with Local  
GP's

Easy to  
use

Accessible

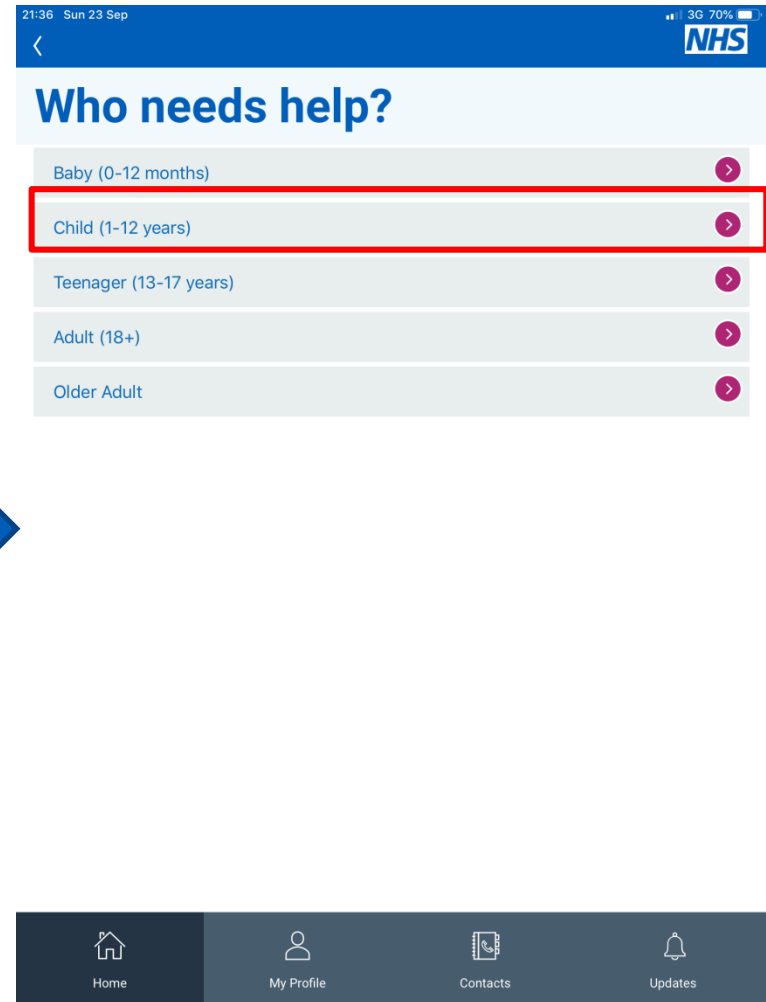
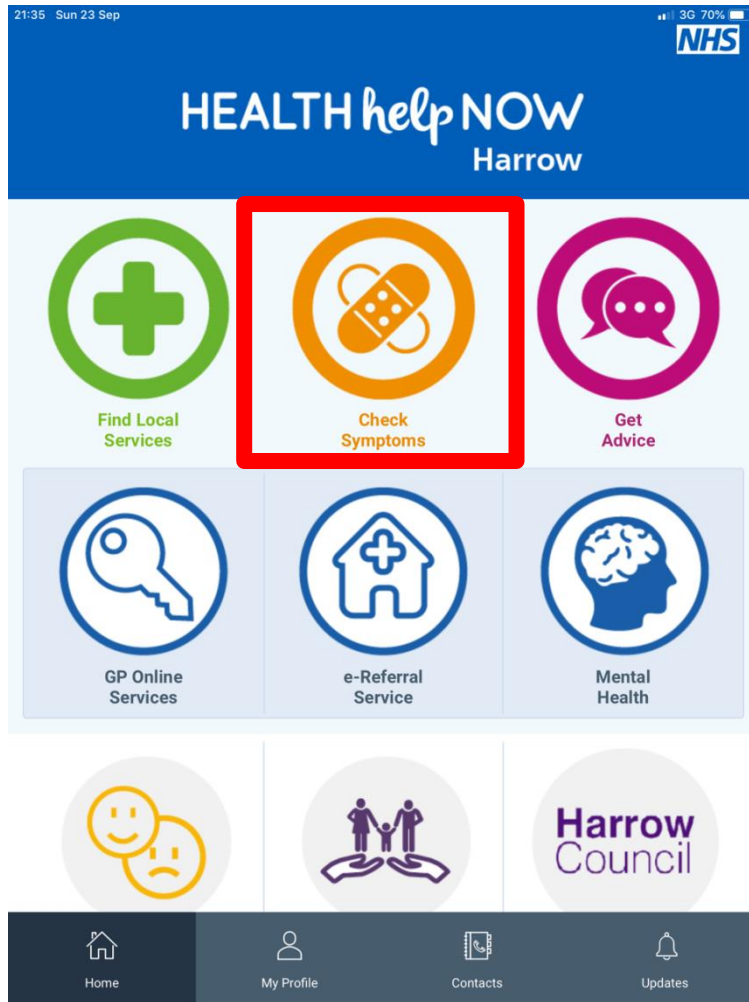
FREE

Apple &  
Android

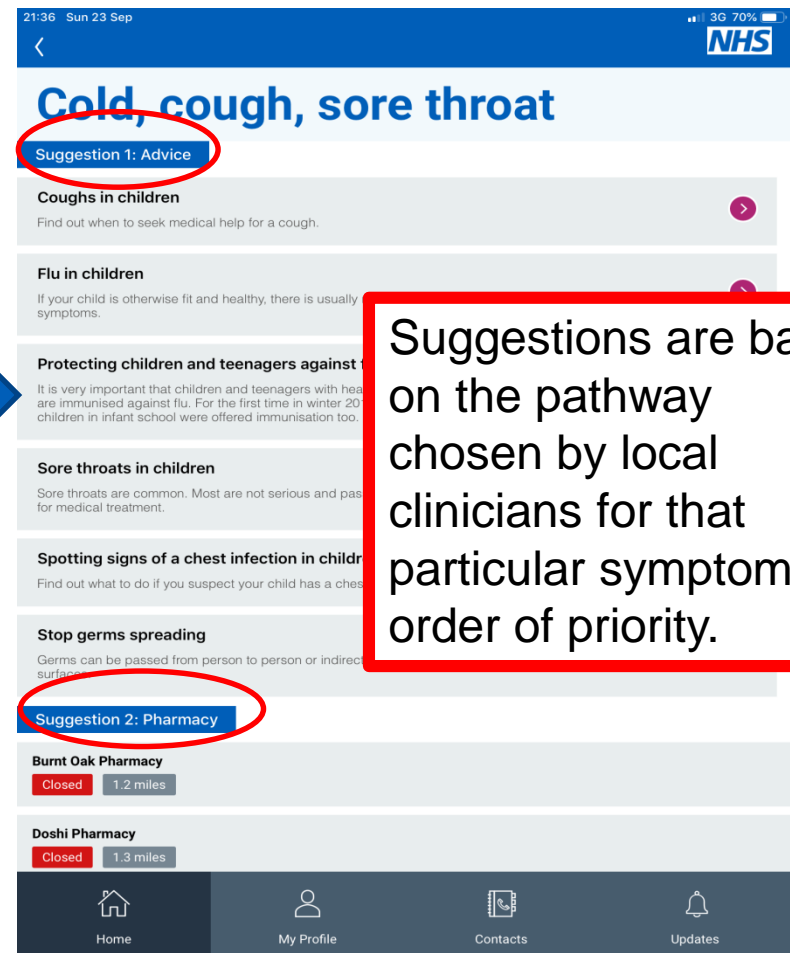
**ONE App for all your health  
and care needs**



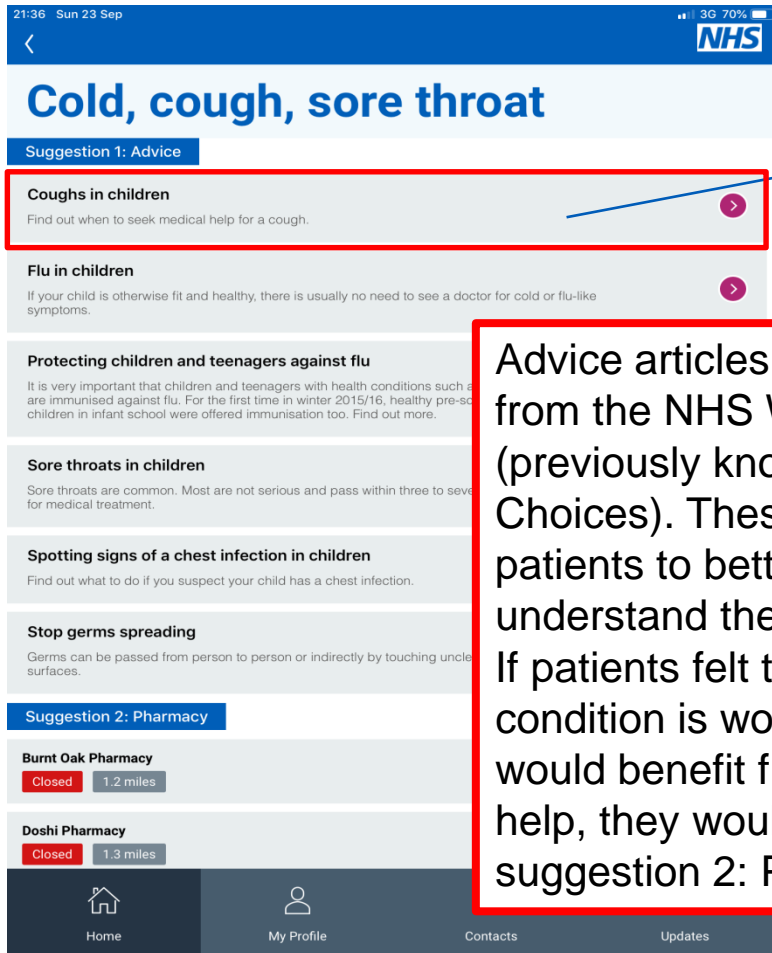
# Home Screen: CHECK SYMPTOMS



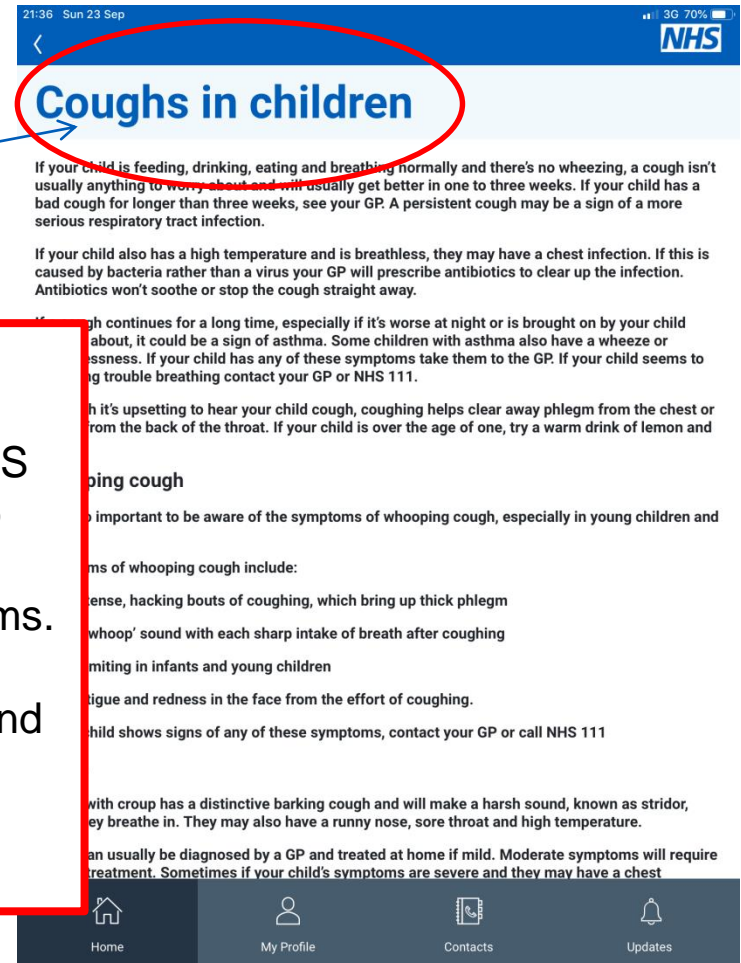
# CHECK SYMPTOMS



# CHECK SYMPTOMS



Advice articles are taken from the NHS Website (previously known as NHS Choices). These will help patients to better understand their symptoms. If patients felt that the condition is worsening, and would benefit from extra help, they would look at suggestion 2: Pharmacy.



# CHECK SYMPTOMS: Suggestions: Particular services (eg. Pharmacy, GP, Walk-in)



21:36 Sun 23 Sep 3G 70% **NHS**

## Cold, cough, sore throat

**Suggestion 2: Pharmacy**

**Burnt Oak Pharmacy**  
Closed 1.2 miles

**Suggestion 3: GP practice**

**Mollison Way Surgery**  
Closed 1.6 miles

**Bacon Lane Surgery**  
Closed 1.7 miles

**Suggestion 4: Walk-in centre**

**Belmont Health Centre**  
Closed 3.5 miles

**Alexandra Avenue Walk-in Centre**  
Closed 5.9 miles

21:37 Sun 23 Sep 3G 7% **NHS**

**Boots**  
Closed 3.4 miles  
Boots, 32 Church Road, Stanmore, London, HA7 4AL

**Call** **Directions**

**Opening times**

Mon	09:00 - 17:30
Tue	09:00 - 17:30
Wed	09:00 - 17:30
Thu	09:00 - 17:30
Fri	09:00 - 17:30
Sat	09:00 - 17:30
Sun	Closed

**Add to...**

020 8954 0421

Website

Email

Home My Profile Contacts Updates

Patients are able to navigate to any of the services selected by clicking the Directions button.

21:38 Sun 23 Sep 3G 70% **NHS**

**Boots**  
Closed 3.4 miles  
Boots, 32 Church Road, Stanmore, London, HA7 4AL

**Driving** Cycling Walking Public

**3 Beaufort Square, London NW9 4BP, UK**

5.3 mi. About 16 mins

1. Head **south** on **Caversham Rd** towards **East Dr** 66 ft
2. Turn **left** onto **East Dr** 308 ft
3. Turn **right** to stay on **East Dr** 482 ft
4. Turn **left** onto **Aerodrome Rd** 0.2 mi
5. Turn **left** onto **Watford Way/A41** 1.8 mi  
Continue to follow Watford Way
6. At the roundabout, take the **2nd** exit onto **Watford Way/A1** 0.6 mi
7. At the roundabout, take the **2nd** exit onto **Edgware Way/Watford By-Pass/A41** 1.4 mi
8. At the roundabout, take the **2nd** exit onto **Spur Rd/A410** 1.2 mi  
Continue to follow A410  
Go through 1 roundabout  
Destination will be on the left

Home My Profile Contacts Updates

Patients are able to contact the selected service, whether it is a pharmacy, GP service, walk in centre, all through the app at a click of a button.

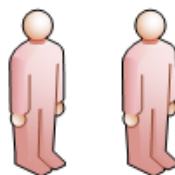
# Digital Citizen Education Programme



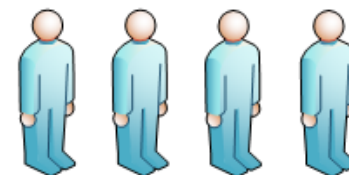




TRAINERS



DIGITAL  
AMBASSADORS  
(DA'S)



DIGITAL CITIZENS

## DIGITAL CITIZEN EDUCATION PROGRAMME

Arrange 3 hour training session, covering the following areas (25 min each)

- Cover key digital initiatives in NWL
- What is a Digital Citizen?
  - Drivers for residents to use Digital tools
  - Aims of the programme
- Patient Online
- Health Help Now
- Electronic Referral Service

### Specialty modules

Online Consultations\*  
Digital Mental Health  
Know Diabetes\*  
NHS Go\*

Attendees given certificates

Description - A person that delivers a training session to NWL residents. The aim is to increase the digital knowledge of each attendee so that they can confidently navigate the array of digital tools available

Existing NHS Staff (engagement leads from NWL)  
Lay Partners  
PPG leads  
Uni students  
Community Group leads  
Volunteers

**REQUIREMENT** - Deliver 2 1-hour sessions each month

Android tablets loaned for each session

### Who?

Community/ patient groups  
University students  
BME groups  
NWL residents

### Communication

Councils  
CCG – disseminate to practices  
Facebook  
Twitter  
Universities

Pre and post questionnaire on confidence of using digital tools

**OUTCOME** – Each attendee able to use at least one digital tool more confidently to manage/access health