

# Healthwatch Brent Outcomes: 22-23

## Public Engagement

800

800 people told us about their experiences with health and social care. Their stories have fed directly into our projects and priorities. We also share the detail with relevant services.

We asked people for their views on specific priorities, including Covid-19 vaccination and the London Ambulance Service. This information will be used for service improvement.



Advice and signposting is available for all Brent residents, giving information about how to access services or make a complaint.

## Enter and View visits



Volunteers carried out three Enter and View visits to in-patient wards at Park Royal Mental Health Centre. We made a series of recommendations to help improve quality of care.

We have received responses from the Ward Managers outlining how they will meet the recommendations, and will maintain close contact to ensure changes are implemented.



## Community projects



We're working closely with local community groups to address barriers to accessing health and social care. This includes co-design work with Somali groups and mental health services, targeted engagement with the Romanian community and a new series of cancer screening awareness sessions to be delivered to at-risk community groups.

## Events and lectures

885

885 members of the public and local partners attended our health inequalities and 'Speak Up' lectures throughout 2022.

These events have provided vital education on topics such as transitional safeguarding, mental health and gambling addiction. They also provide a unique opportunity for members of the public, experts and professionals to discuss health inequalities.

