



Patient feedback report Q3

October – December 2022

Summary of intelligence collected in Q3 (October – December 2022)

This report shares feedback collected from 372 Brent residents, including:

- Surveys
- Meetings between Healthwatch Brent and our Grassroots Community Voices network
- Outreach and engagement events run by our team and visits to events from other organisations
- Conversations on social media, and on community and neighbourhood sites
- Information collected and shared by Healthwatch Brent volunteers

This quarter we...

- Attended or hosted 16 community outreach events
- Supported 23 people who came to us for information and signposting
- Shared information with 612 people through our monthly newsletter

Signposting and advice: spotlight on NHS complaints

A large proportion of the enquiries we receive are from people struggling to understand the NHS complaints process. This quarter, 10 out of the 23 cases we responded to required information about complaints, and in four cases we made a referral so that the individual could be supported through Independent Health Complaints Advocacy (IHCA).

In many cases, patients were aware of the process for complaining directly to the service, but wanted to understand alternative options. This was typically due to concerns that an investigation made by the GP practice would be biased, or not taken seriously. In some cases, patients had already made a complaint to the service, but had not received a response.

"I would like to know the best process in order for my complaint to be taken seriously."

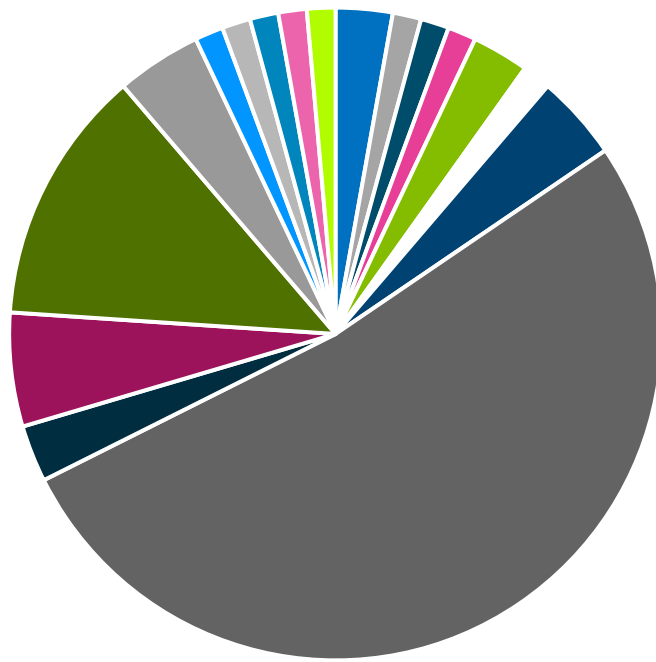
"I hope I will not be batted away to the hospital concerned. I have raised my concerns on numerous occasions to several people who claim to be in charge. This is counter-productive as it means that I am ignored and my concerns apparently deemed irrelevant."

"I have tried to send them a complaint about all this last week and was ignored."

We were able to discuss the complaints process in detail with these patients, to ensure that they understood all their options, as well as the possibility of escalating their concerns if needed. We have developed a close working relationship with POhWER, who provide IHCA services in Brent, and that means we are also able to make quick referrals for those who would benefit from additional support with their complaint.

Key stats – Services we heard feedback for

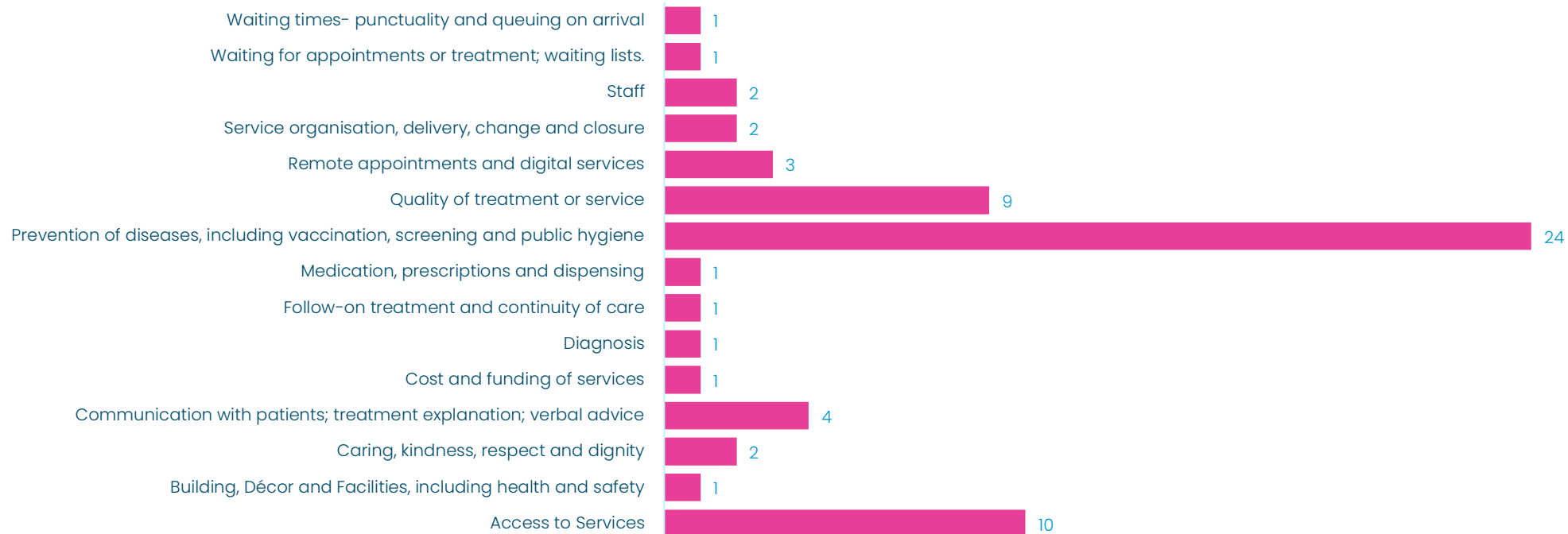
As in previous months, the majority of people we spoke to wanted to share feedback about their GP practice. This accounted for just over half of the responses. Maternity services and general in-patient care were the next biggest areas.



- Adult social care, including care packages and social workers
- Ambulances and paramedics
- Community Mental Health Team (CMHT) and specialist Mental Health services
- Counselling/Psychotherapy/ Improving Access to Psychological Therapies (IAPT)
- Dentist
- Emergency department (inc A&E)
- General outpatients and hospital-based consultants
- General Practice (GP)
- Hospital services- not stated
- Inpatient care/ General inpatients
- Maternity care
- Other
- Public health (inc healthy lifestyle services such as smoking cessation or weight management)
- Screening services and testing
- Services for people with Autism/on the Autism spectrum
- Speech and language therapy; occupational therapy; other allied health professions
- Unknown

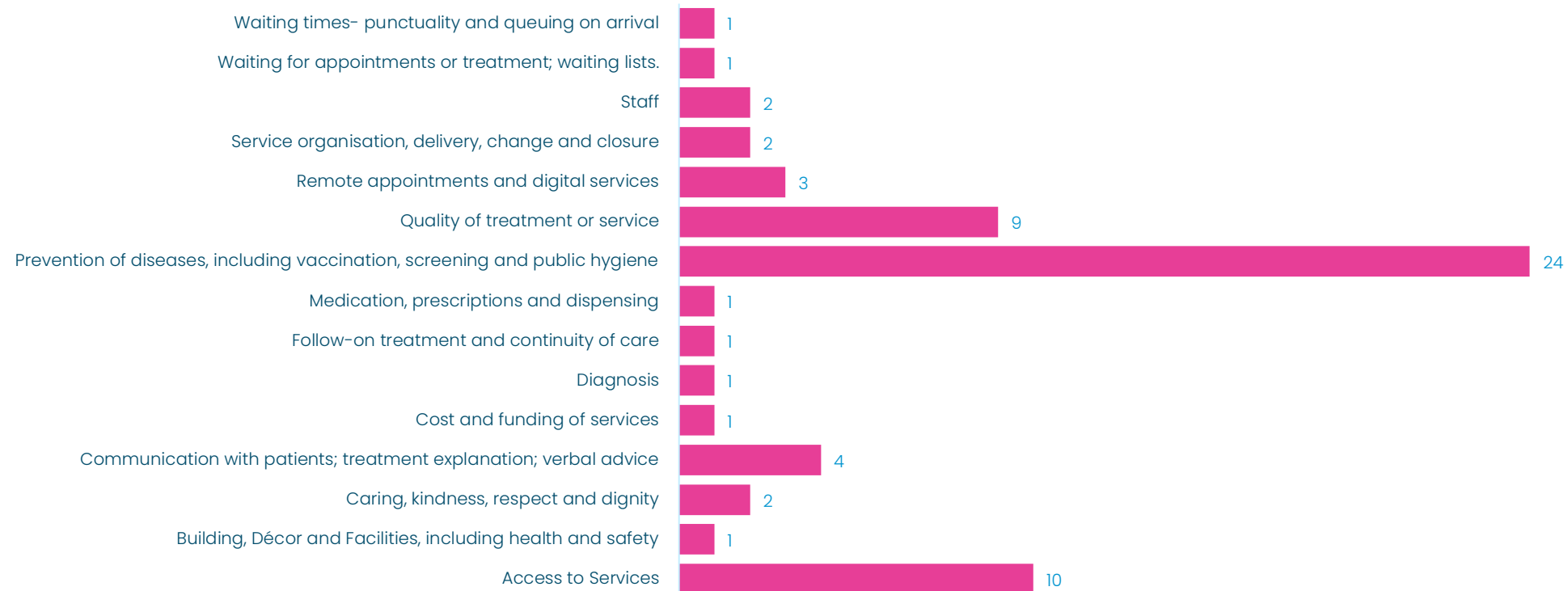
Key stats – Overall themes

Primary themes – the main reasons people contacted us



Key stats – Overall themes

Secondary themes – additional comments people shared



Spotlight: Covid-19 vaccination

We spoke to 29 people from Pakistani and Bangladeshi communities about their views on the Covid-19 vaccination program, and other types of vaccination. This was part of a piece of work commissioned by NHS England to address lower uptake of the Covid-19 vaccine within these communities. A detailed report has been shared with NHSE.

From the feedback we received...

- **24** of the participants stated that they would be happy to take both the Covid-19 vaccine and the flu vaccine
- **19** participants said that they would have got the vaccine without needing reminders from the NHS
- **The majority of participants felt that messaging about the Covid-19 vaccine could be improved.** Most common feedback was that messaging could be made simpler and more direct, and that information needs to be provided in community languages and a variety of accessible formats.

“My mum has no written language skills in any language. Sending written communication is pointless as one of us has to translate. There is quite a number of the community in the same position. They need to have translators at vaccination centres and have people from our community to be able to speak to.”

Spotlight: Northwick Park maternity

We completed our engagement with patients at Northwick Park's antenatal clinic, speaking to 37 women in total and collecting their views about access to care and quality of treatment.

- **26 patients** rated their experience as good or excellent
- **3** rated their experience as okay
- **1** rated their experience as very poor
- The remaining Seven people chose not to rate their experience.

In addition, 27 people agreed or strongly agreed that staff were friendly, and 23 people agreed or strongly agreed that it was easy to access the service. However, long waiting times at the clinic were highlighted as an area for improvement.

"Staff are lovely and kind, they answer all my questions."

"Waiting times can be quite long at the appointments – always waiting for at least 30 minutes."

The full report is available on the Healthwatch Brent website, and has been shared with the department. Our next step will be to complete a similar engagement project with postnatal patients, and compare the results.

Spotlight: cancer awareness evening

In November we hosted our first community health awareness evening, focussing on information about cancer screenings, as this was an area that the local community had expressed interest in learning more about. This was hosted at Chalkhill Community Centre, and open to all members of the public.

- We partnered with the Imperial Patient Experience Research Centre to deliver the event. Imperial connected us with expert speakers who could share information about bowel cancer and prostate cancer screening, as well as patients who could offer their own unique perspective.
- Representatives from local community groups, charities and Brent Health Matters also attended and hosted information stands.
- Members of the public who attended the session found the information helpful, and said they would like to attend future events focussing on different topics. However, we also found that it was difficult to find a time that was suitable for the diverse range of people interested in attending the event.

In response to feedback from the event, as well as those unable to attend, we are developing a new project that will focus on delivering targeted cancer screening awareness to specific community groups.

Other key themes in our data

We gather feedback from residents on all health and social care services in Brent. Here are some of the key themes from our data.

GP practices

52% of feedback we received related to GP practices, and as in previous quarters the majority of this feedback related to access to services. In particular, patients were concerned about long waiting times on the telephone, lack of face-to-face appointments and difficulties using online booking systems.

“I can't get an appointment. I was told to go online, but this is too difficult. All the staff know me but they won't help. I'm not happy with this GP at all.”

“It's not the same since Covid. Harder to get an appointment as you have to use the e-consult system, send a photo and wait a couple of days for someone to get back to you (...) some people are choosing to keep their GP out of borough due to bad reputation of services in Brent.

Hospitals

Most of the feedback about hospital care related to the London North West University Healthcare NHS Trust. Quality of care was rated as good overall, however patients also highlighted issues with long waiting times and administration.

“My partner with appendicitis was left waiting for a long time. However after we raised the issue with them they have been very responsive.”

“[I had a] very negative experience with Northwick Park. Appointments for prostate cancer were messed up, and after complaining I did not get a satisfactory response.”

Access to dentists

Although representing a smaller proportion of overall feedback, access to dentists continues to be a key concern for residents – and particularly for those approaching us for information and advice.

“I have been trying to find a dentist for about 6 months. Most practices say they do take new patients on their website but when you call, they confirm otherwise and ask me to call again in the following month. Are you able to help in any way?”

Any questions or comments? Get in touch to find out more

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