



healthwatch
Brent

Healthwatch Brent

Patient Experience Report 2021/2022

January - March 2022

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Executive summary

Results - Q1 – Q4 2021/22

	Q1	Q2	Q3	Q4	Total 2021/22
Total number of health service surveys completed	16	48	129	169	362
Total number of individual survey views collected	19	46	140	474	679
Number of group surveys	2	14	2	4	22
Number of people - cases	22	40	37	26	125
Signed up for newsletter	4	2	33	36	75
Number of organisations connected with	12	42	15	14	83
More information about Healthwatch Brent service	4	6	44	35	89
Complaints about Healthwatch Brent service	0	0	0	0	0
Compliments about Healthwatch Brent service	1	1	0	0	2

Surveys – we have increased our number of individual health service surveys via the website due to feedback received for our GP Access Project: 'Understanding Patient experience when accessing GPs in Brent'. However, this meant that we have seen a reduction in patients sharing their feedback with us on other health and social care services. We will ensure in Q1 for 2022/23 we will continue to increase our group sessions and our community outreach in conjunction with the community groups we are liaising with to ensure we are reaching the most seldom heard groups to understand their experiences of using health and social care services.

Cases – The number of cases received per month has decreased from 37 in Q3 to 26 in Q4. Even though this is a reactive service which should increase with publicity and promotion, we have seen a slight drop due to the challenges faced in visiting community groups during the Covid-19 restrictions which were in place at the beginning of this year. However, Q4 cases are increasingly more complex and we are spending more time speaking with residents to ensure that health services are meeting their needs. We will continually work towards our set target of 50 per month over the next financial quarter. We will keep this target under constant review and monitor the impact of the promotional work we have planned.

Projects- 'Understanding the experience of arranging a GP appointment across Brent' Healthwatch Brent undertook a public engagement project from December 2021 to March 2022 to understand the experience of arranging a GP appointment across Brent. 371 patients shared their experiences with us and from these findings we have made a number of recommendations for specific GP practice in Brent, which have been shared with the GP practices and Brent Primary Care Commissioning team.

Commissioned work- North West London Primary Care Winter Access Schemes.

North West London Primary Care commissioned Healthwatch Brent to independently evaluate four pilot schemes that have been implemented over the winter months to take pressures off of various primary care and crisis services. The schemes evaluated were

- Additional Appointment GP Access Hubs
- Mental Health Crisis Support
- Bereavement support and,
- Care home support.

Relationship management - We are continuing to build on the relationships with the 78 community groups we have reconnected with so far and aim to identify further community groups over the next quarter via Healthwatch Brent's Grassroots Community Voices.

Themes – Access to GP services, ease of gaining an appointment, Communication and Dignity and Respect are common across all areas of our work however we have seen an increase in poor treatment and care.

Conclusion

In Q4 we have made several recommendations for GP practices and Brent Primary Care to improve GP access for patients. We have continued to give information and advice to a further 26 Brent residents to help them access health and social care. The number of patient experience survey responses has decreased slightly due to our highest priority of gathering the views of patients accessing GP practices.

Introduction

This report aims to demonstrate the work completed by the Healthwatch Brent team from January to March 2022.

Service delivery

We have spoken to local people about experiences with health and social care, which is a core part of what we do. The information given is used to help us set our priorities, and share with key decision-makers in the NHS and local council. From January – March 2022 (Q4), we gathered views from 474 patients and service users across two surveys, and we've continued to collect feedback every day.

We have supported Healthwatch England's Accessible Standard campaign to ensure local health services across Brent are providing alternative formats where required, such as braille, large print and easy read. Services must also support people to communicate, for example by arranging a British Sign Language (BSL) interpreter, deafblind manual interpreter, or an advocate. The standard aims to make sure that people who have a disability, impairment or sensory loss get information that they can access and understand and that they get any communication support they need from health and care services.

We have offered information and support to Brent residents. This year, it has included helping people arrange vital surgery appointments, sharing information about how to make an NHS complaint, and ensuring that people can register with primary care providers.

We have continued to build upon connections with local grass root organisations to understand the following

- Experiences of Children and Young people's mental health challenges
- Understanding what are the barriers for people from the Somali, South Asian communities when accessing mental health services
- Understanding peoples' experiences of being sectioned and discharged in Brent
- Understanding of the East European experience when attempting to access health and social care support in Brent

The following information will inform our priorities for 2022/2023.

We have supported the Homeless Health Group to understand various areas of unmet need in Brent regarding health and homelessness, including what services are available and any potential gaps. The group will work towards this understanding by involving people with lived experience and generating new evidence, data and knowledge where possible.

If you would like to suggest further improvements to our work, please contact Jo Kay Jo.Kay@healthwatchbrent.co.uk

Overview

There are three main functions of the Healthwatch Brent service which are:

- **Surveys**
- **Cases**
- **Relationship management**

The functions in detail

Surveys – projects, Enter and View and all survey responses

Cases – Reactive service providing advice, signposting and information about health complaints, and how to progress a complaint.

Relationship management – building relationships with community groups, service providers and Brent residents.

Themes

Survey themes	Q1	Q2	Q3	Q4
Access to Services	5	18	18	15 7
Communication	3	4	1	1
Dignity and Respect	3	6	0	1
Staff	2	5	0	2
Treatment and Care	1	3	8	7
Facilities and Surroundings	1	0	0	
Medication	0	2	3	
Administration	0	0	1	
Complaints	0	0	2	
Referrals	0	0	2	

Case themes	Q1	Q2	Q3	Q4
Access to Services	16	37	16	12
Communication	4	4	5	1
Dignity and Respect	3	6	0	1
Staff	2	5	1	
Treatment and Care	8	9	9	5
Facilities and Surroundings	1	2	0	
Medication	1	3	1	
Administration	1	4	1	
Referrals	0	4	2	3
Complaints	1	3	1	2
Not disclosed			1	
Diagnosis				1
Safeguarding concern				1

Surveys

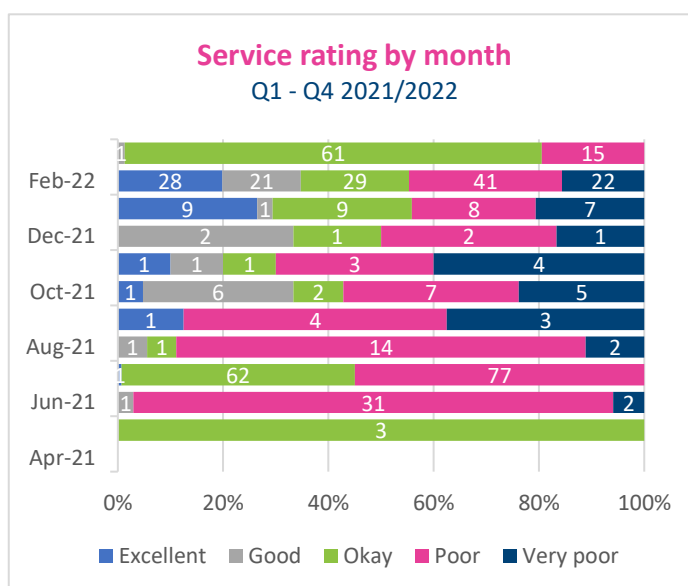
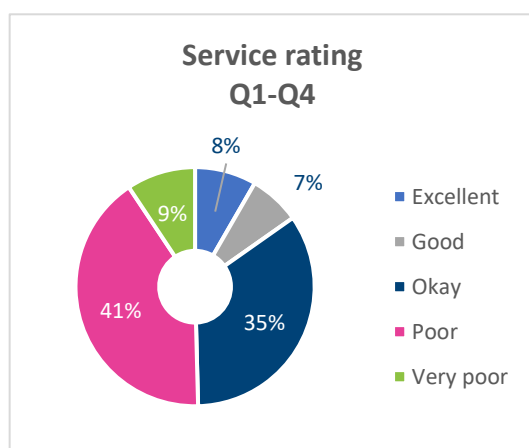
Using online and face to face surveys with individuals and groups, we have sought the view of residents in Brent about their experiences of the health and social care services. We gathered the views of 252 people in Q4.

Health Survey results Q1 – Q4 2021/22

Total number of health service surveys completed	362
Total number of individual views collected	679
Number of website surveys completed	310
Number of groups consulted	24
Number of people consulted in groups	278

In addition to asking people to share their personal experiences, we asked them to rate health and social care services they chose to talk about, 41% of people, said they received a poor service, and 35% said the service was okay and only 15% of people said it was either excellent or good.

Service rating

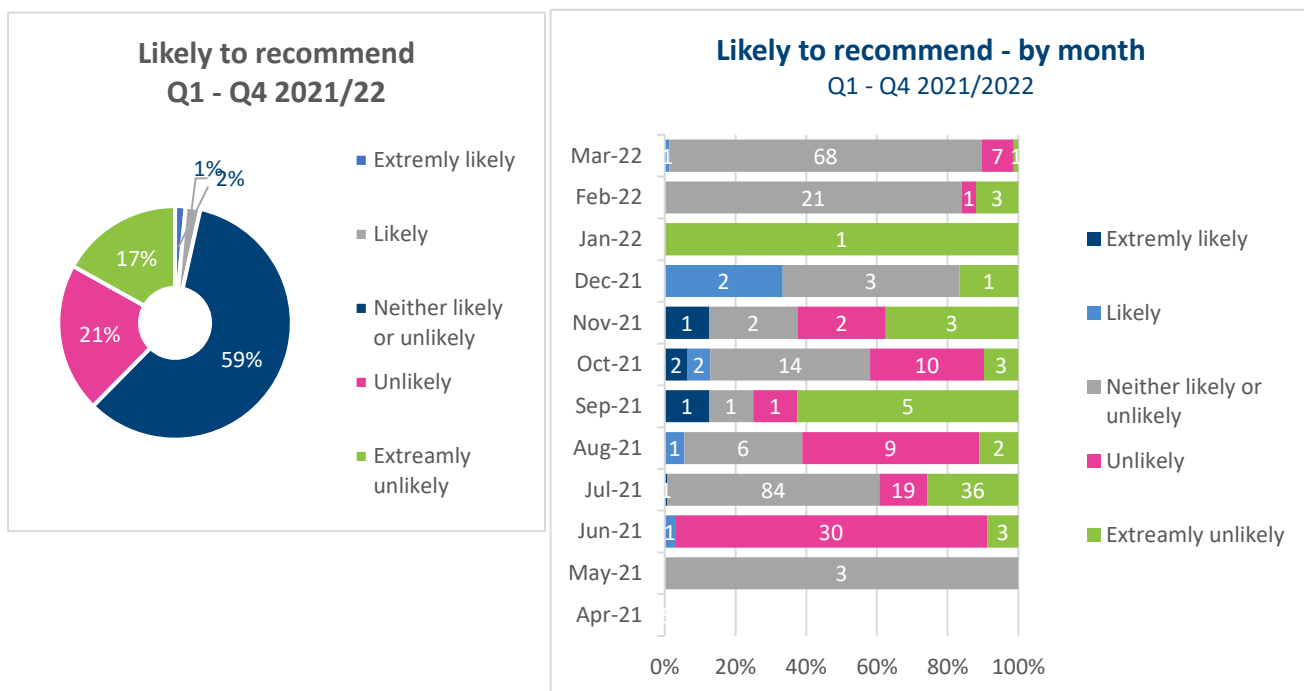


We have highlighted service rating received in Q4 2021/22 for a selection of services, these being:

	Excellent	Good	Okay	Poor	Very poor
Central Middlesex Hospital		100%			
Church End Medical Centre			100%		

Northwick Park Hospital			50%		50%
GP Primary Care					
Brent Council					100%
Preston Road Surgery		33%		33%	33%
Brentfield Medical Centre	50%				50%
Church Lane Surgery	100%				
Staverton Medical Centre	75%		25%		
The Stonebridge Practice	100%				
Walm Lane Surgery	25%	25%	50%		
Willow Tree Family Doctors	75%				25%
The Law Medical Group Practice		15%	42%	28%	15%
Hazeldene Medical Centre			33%	66%	
Oxgate Garden Surgery		9%	9%	45%	36%
Lonsdale Medical Group			100%		
Gladstone Medical Centre	23%	19%	27%	17%	11%
Park Royal Medical Centre			50%	50%	
Sudbury Surgery				50%	50%
Forty Willows Surgery				100%	
Jai Medical - Sheldon branch				100%	
The Wembley Practice				100%	
Burnley Medical Practice	33%	33%	33%		
Willesden Green Practice		100%			
Alperton Medical Practice			25%		75%
Neasden Medical Practice			50%		50%
Chalkhill Medical Practice				100%	
Wembley Park Drive Medical					100%
Sudbury and Alperton Medical Practice	100%				

Likely to recommend



In addition to asking patients and service users to rate health and social care services they chose to talk about, we ask how likely they are to recommend that service. 38% of people saying they were unlikely or extremely unlikely to recommend the service, and 59% of people say they would neither likely or unlikely to recommend.

Feedback sentiment

In Q1 our attention was mainly focused on mobilising the Healthwatch Brent service, this resulted in limited reviews being conducted during April and May. However, in Q2 and Q3 we have seen an increase of feedback on the sentiment towards services. In Q2 there was a rise in negative sentiment from 31 in Q1 to 100 in Q2 this decreased slightly in Q3 to 56 negative sentiments but increased slightly in Q4 to 67. There was an increase of positive sentiment in Q4 which increased from 38 in Q3 to 60 in Q4. This shows that we are now collecting a broader range of views from residents, including mixed and positive feedback as well as complaints.

Q1 2021/22

	Positive	Neutral	Negative
Apr	0	0	0
May	0	3	0
June	1	0	31
Q1 2021/22	1	3	31

Q2 2021/22

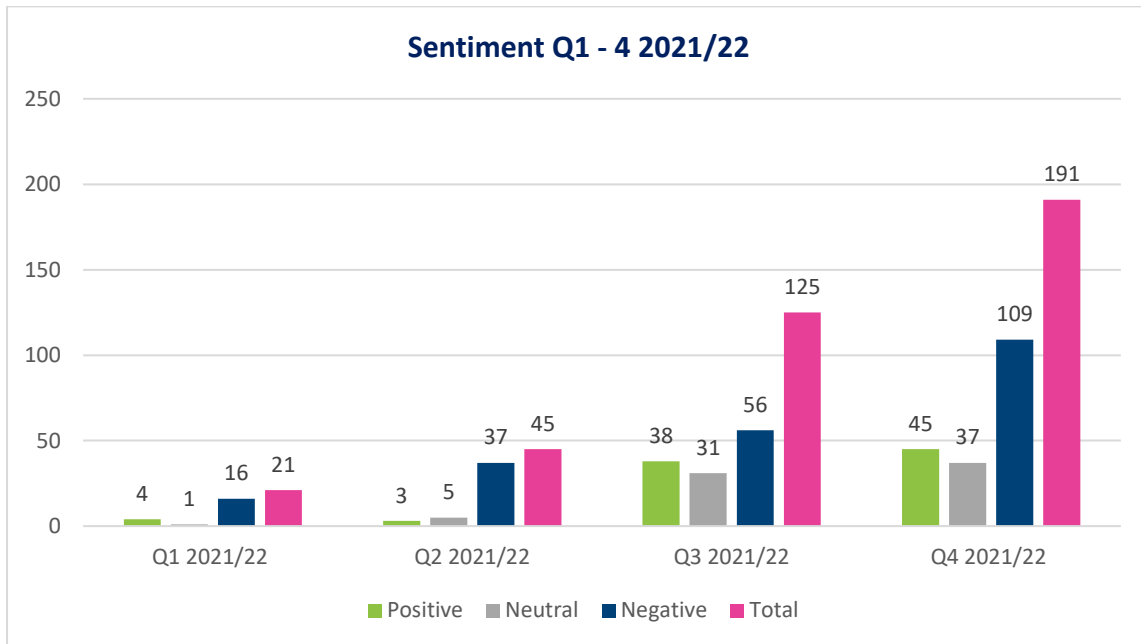
	Positive	Neutral	Negative
July	1	62	77
Aug	1	1	16
Sept	1	0	7
Q2 2021/22	3	63	100

Q4 2021/22

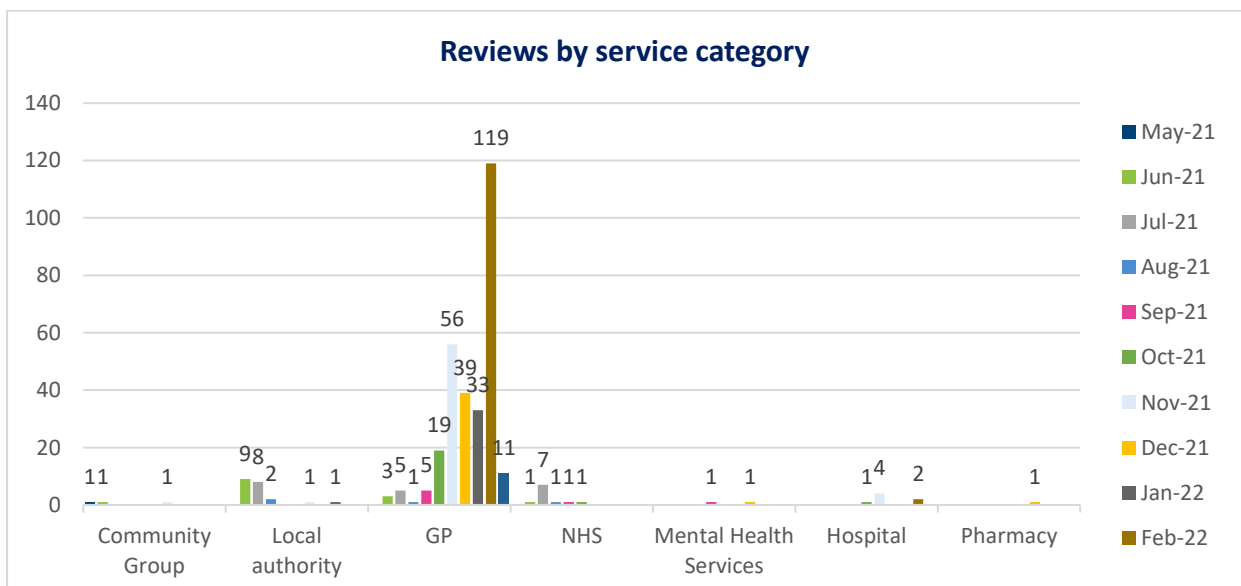
Q3 2021/22

	Positive	Neutral	Negative
October	7	2	12
November	19	16	27
December	12	13	17
Q3 2021/22	38	31	56

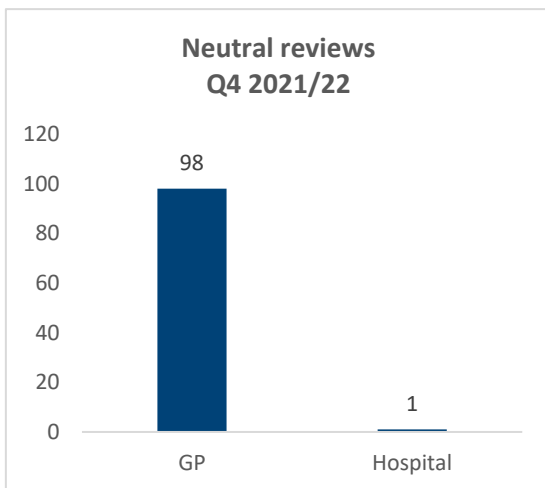
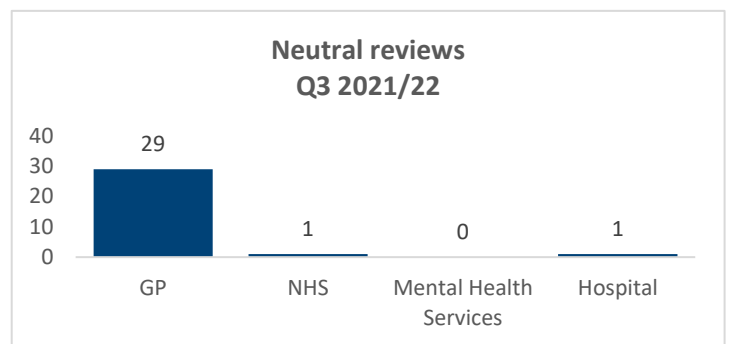
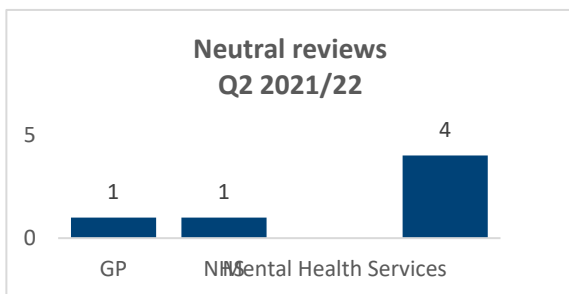
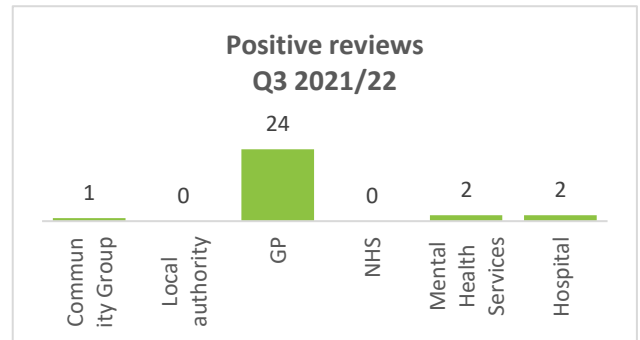
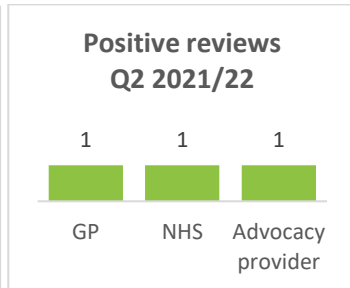
	Positive	Neutral	Negative
January	8	9	15
February	51	29	43
March	1	61	9
Q4 2021/22	60	99	67

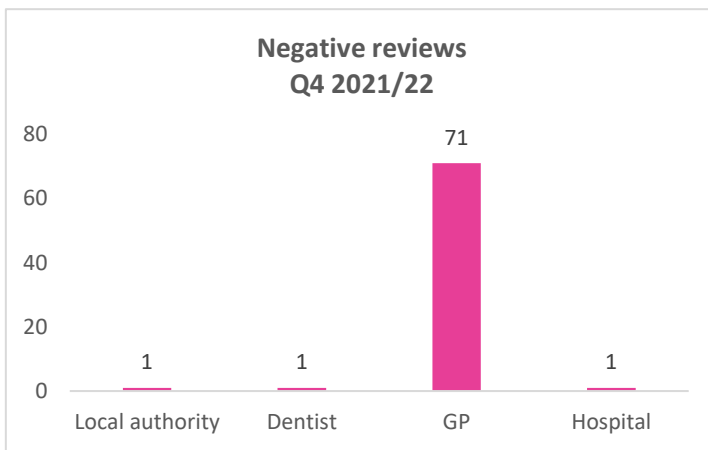
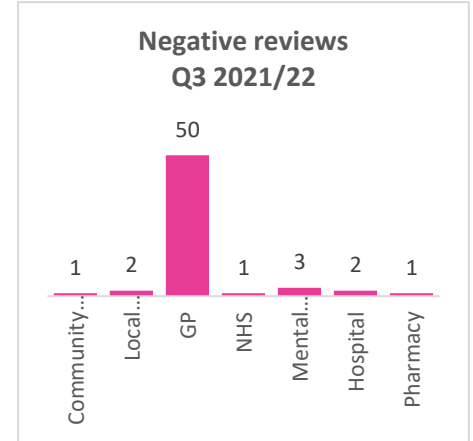
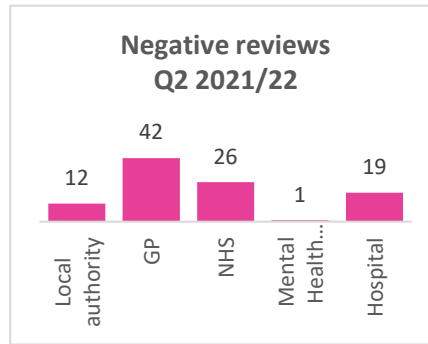
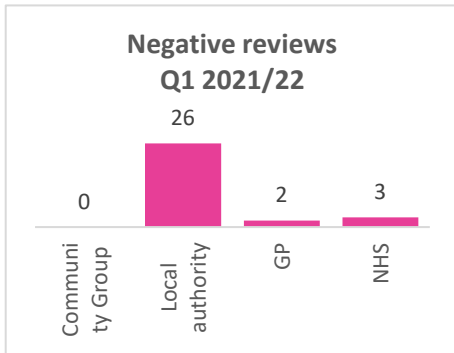


We have seen an increase in service reviews for GPs due to Healthwatch Brent's priority of understanding the experiences of patients accessing GP practices. For the next quarter we will ensure we are collecting data for a broad range of health and social care services to understand Brent residents experiences of using a variety of services.

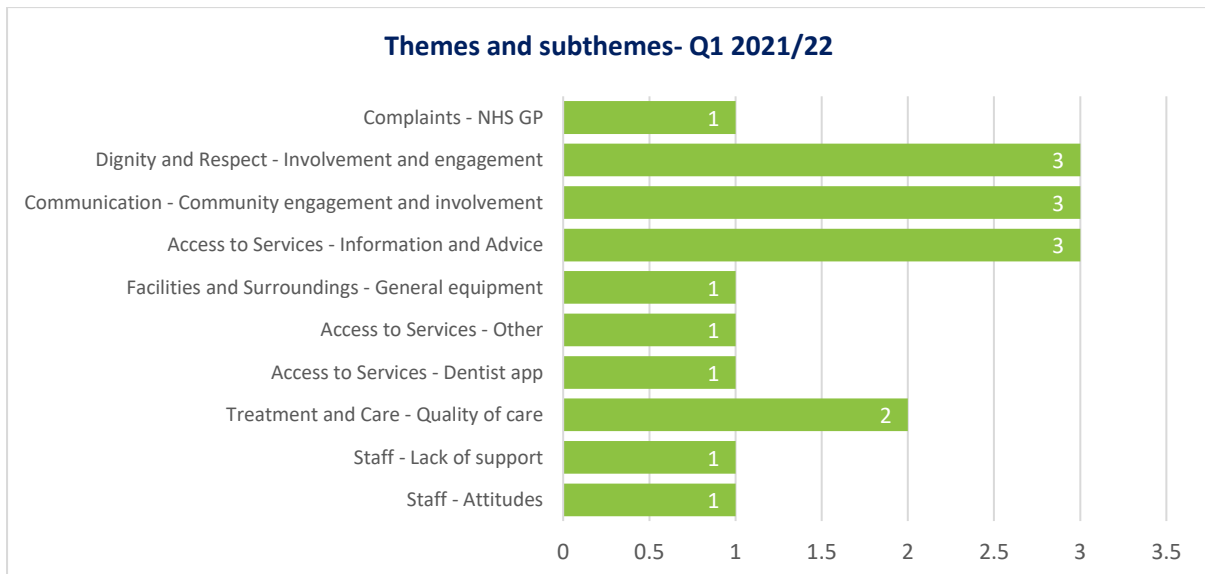


During Q1 and Q2 we received the highest percentage of feedback about the Local Authority's provision of public health services, however due to Healthwatch Brent's GP Access Project we have seen an increase in Q3 of feedback for GP and then followed by the NHS as an organisation. In Q4 there was 58 positive reviews about GP services, 98 neutral reviews and 71 negative reviews.

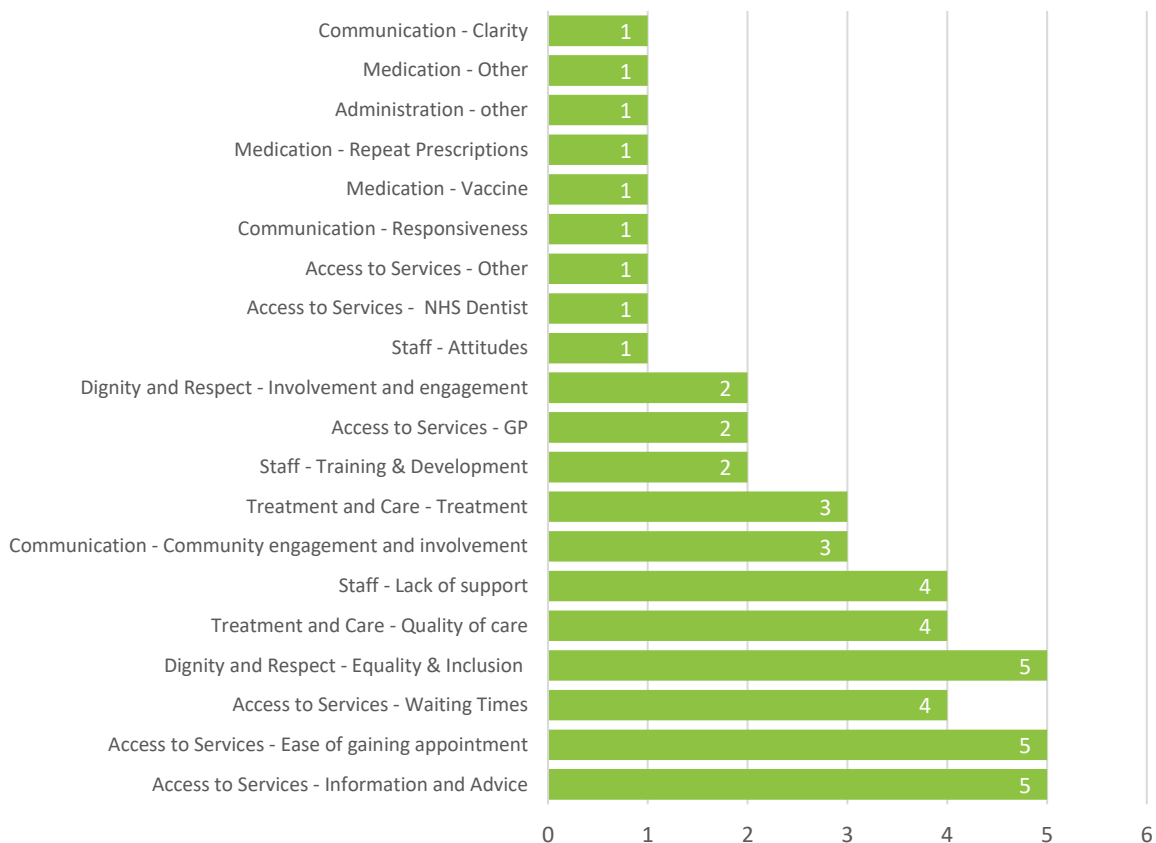




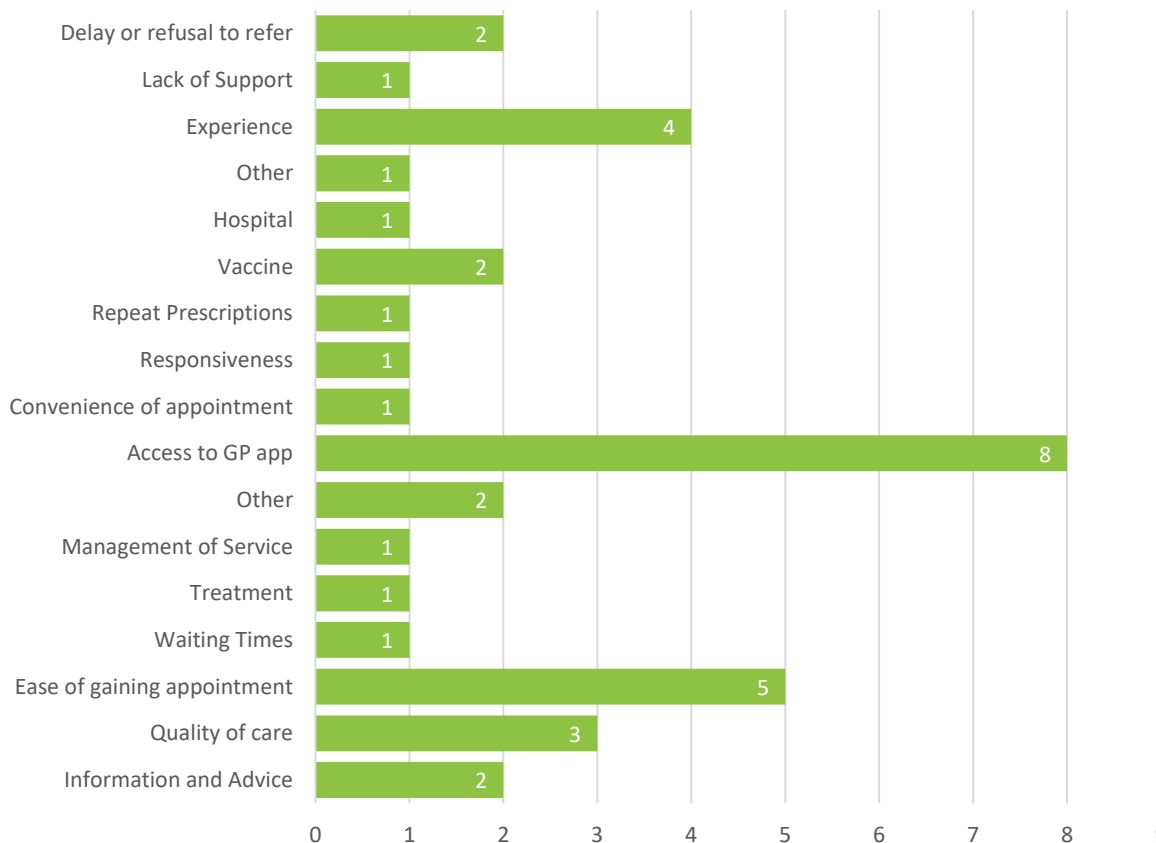
Themes – Surveys



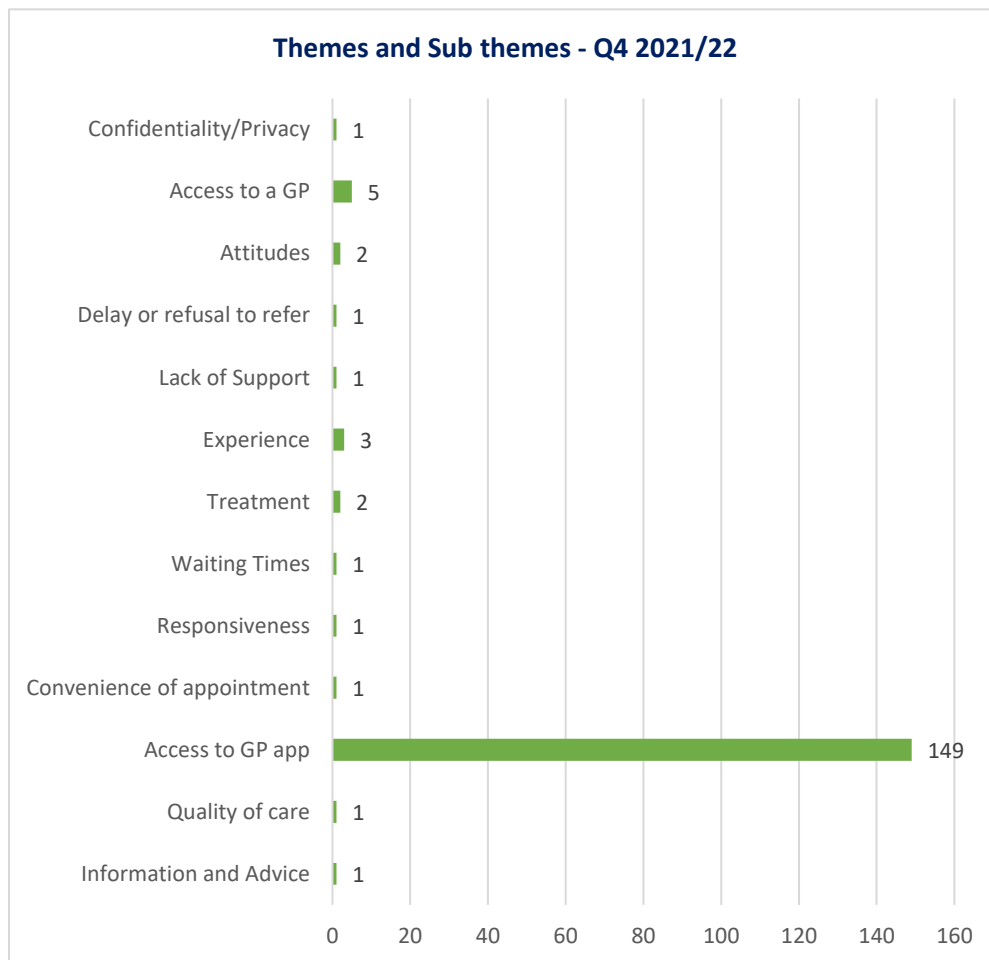
Themes and Subthemes - Q2 2021/22



Themes and Subthemes - Q3 2021/22



In Q4 there was an increase of patients sharing their views of access to GP appointments because of our highest priority. This resulted in a decrease of other themes being shared with us.

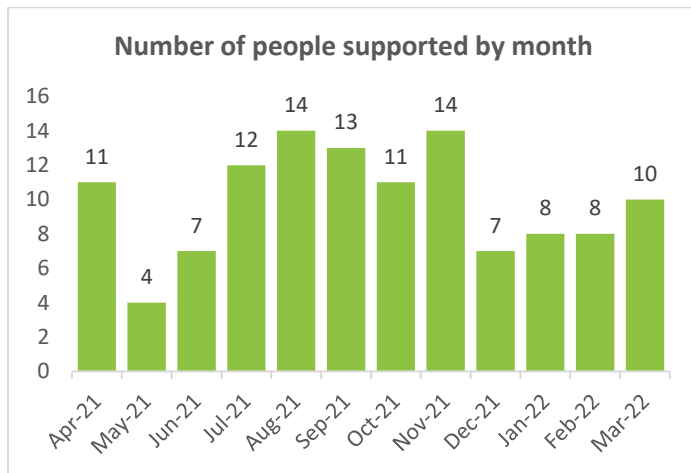


Cases

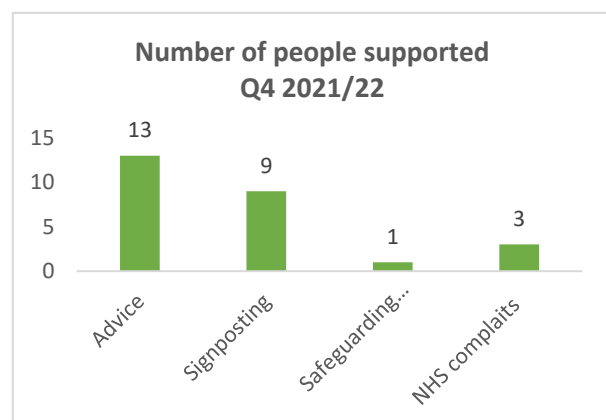
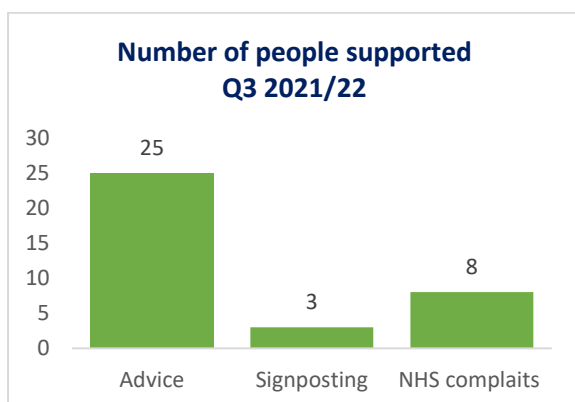
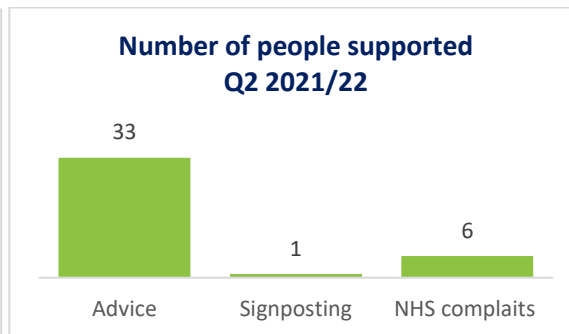
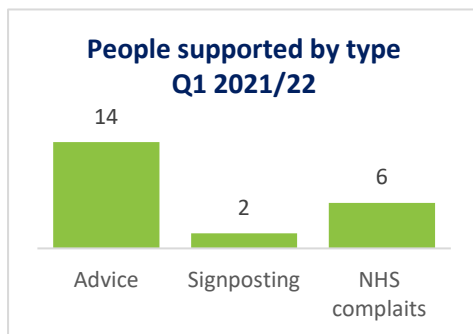
People supported

We supported a total of 125 people from April to March 2022.

- Q1 we supported 22 people
- Q2 we supported 40 people
- Q3 we supported 37 people
- Q4 we supported 26 people

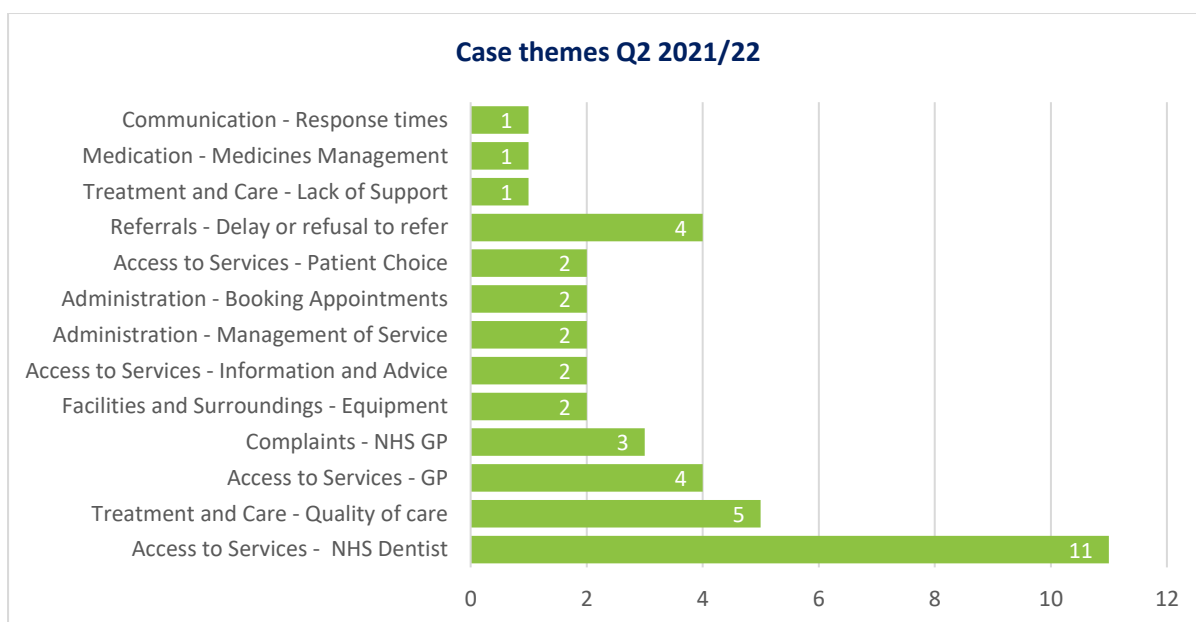
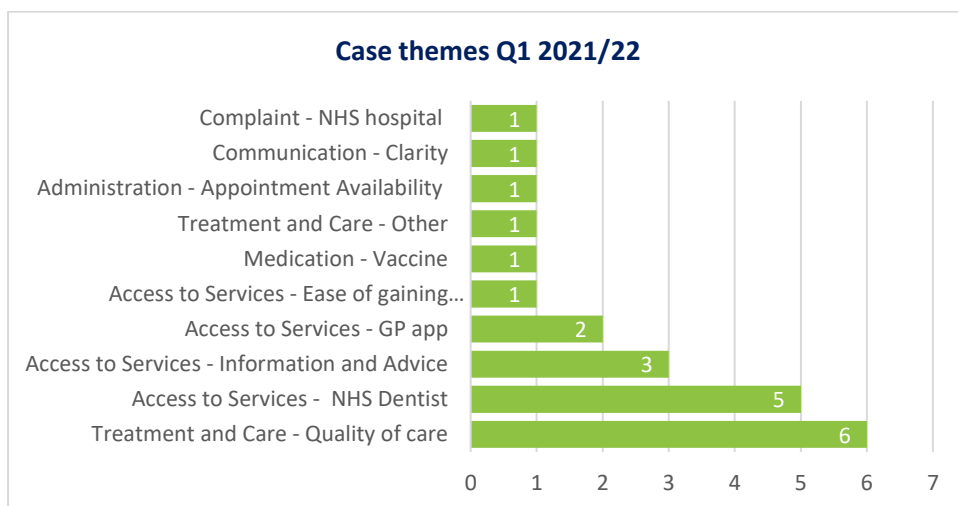


68% of people who contacted us wanted advice, we signposted 12% of people to services within Brent, we supported 18% of people to raise a health service complaint and raised one safeguarding concern to the Local Authority.



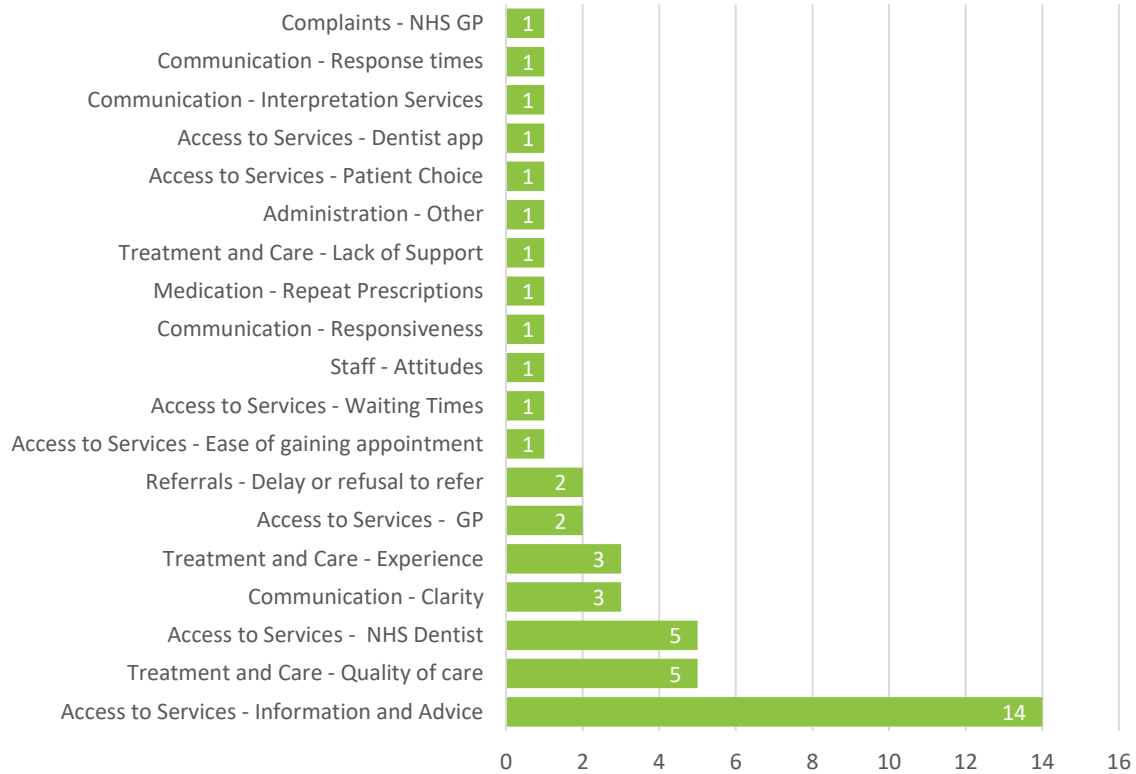
Themes - cases

In Q1 2021/22 the most common enquiry subject was quality of service, representing 27% of all enquiries. 22% of enquiries related to accessing NHS dental services. In Q2 this increased to 27% of enquires was relating to accessing an NHS Dentist.

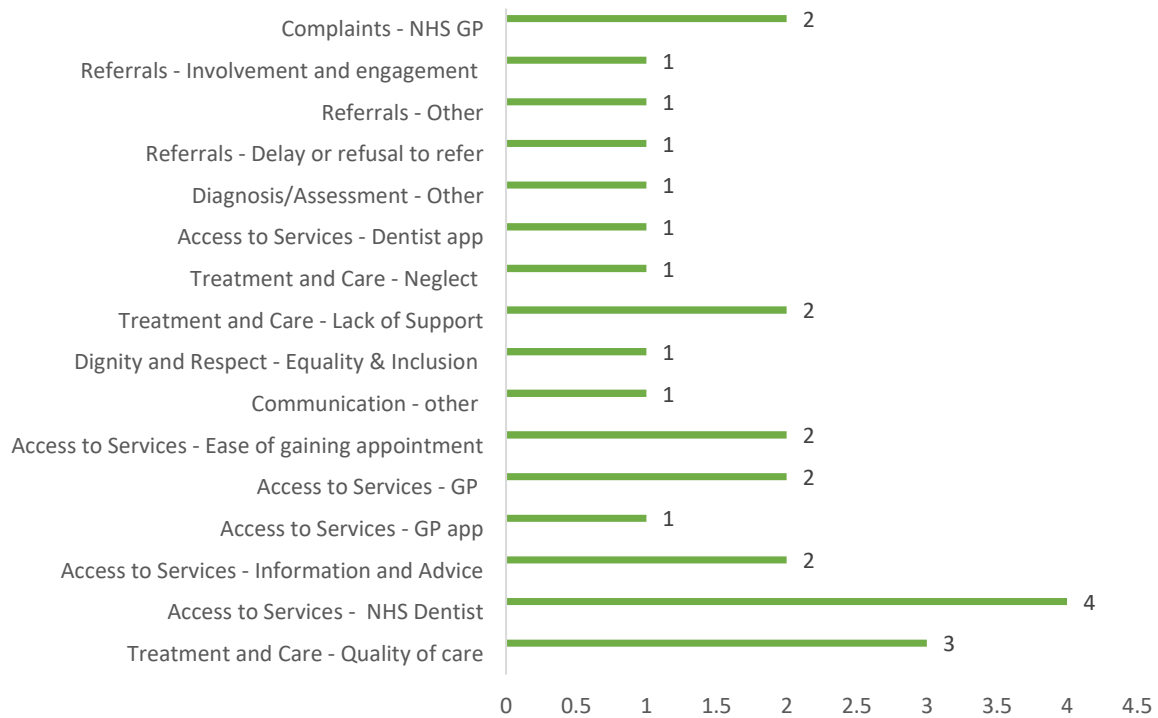


In Q3 37% of residents wanted further information and advice of how they can access health services. However in Q4 23% related to Treatment and Care and 38% related to access to Primary Care such as accessing a GP and NHS dentist.

Case themes Q3 2021/22

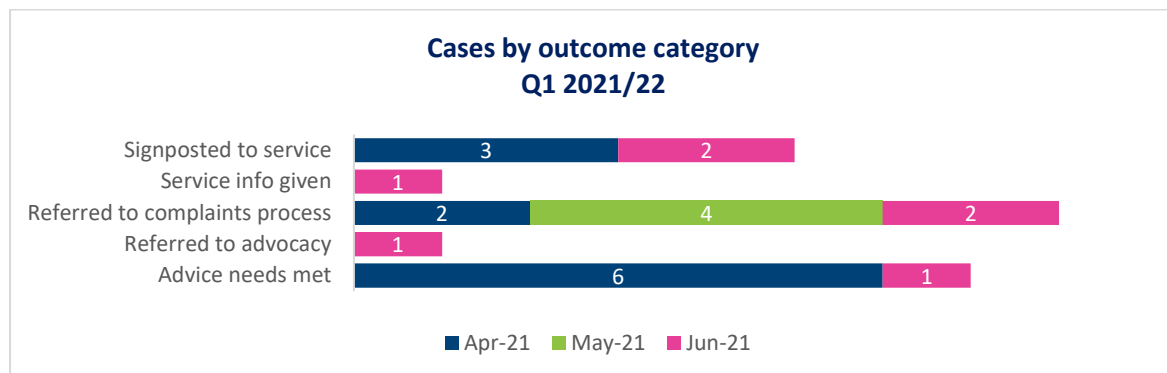


Case themes - Q4 2021/22

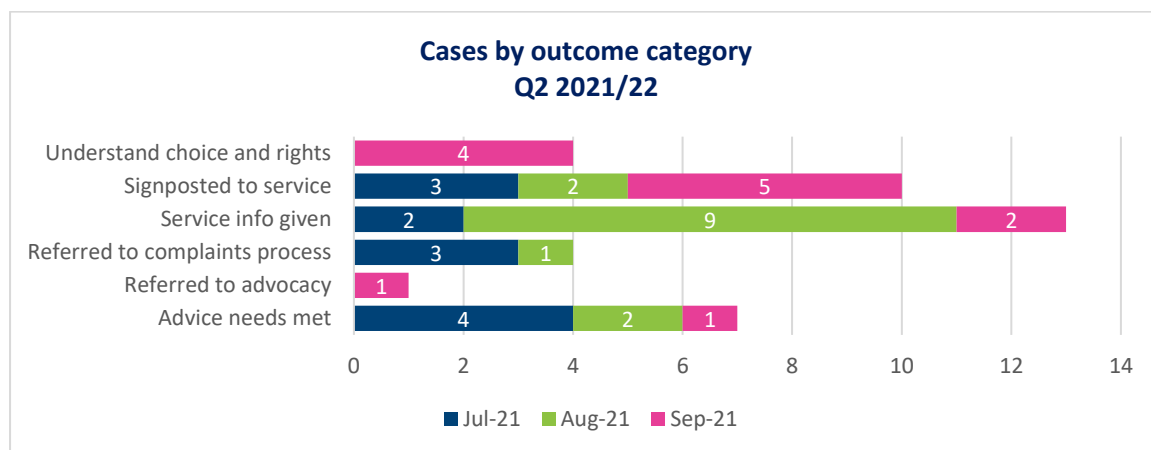


Outcomes by category

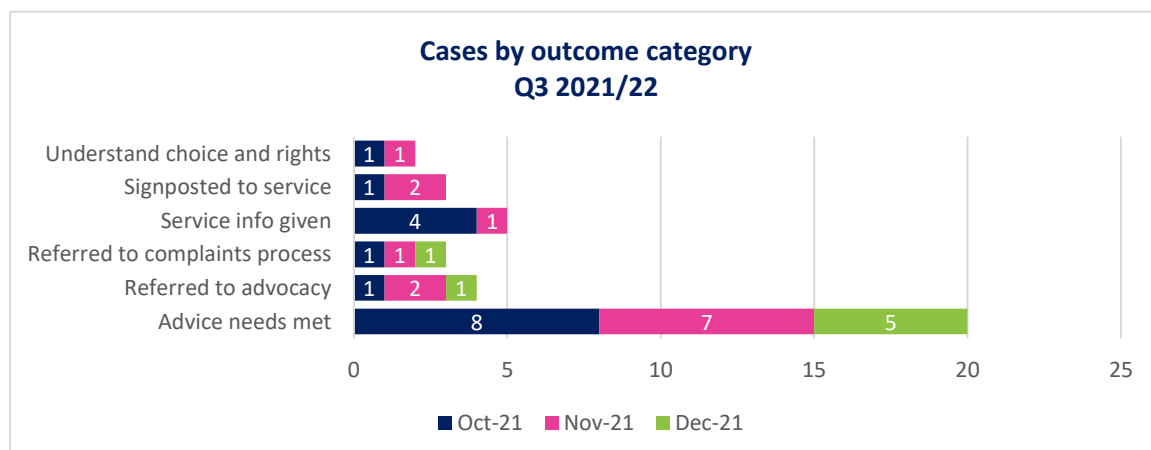
The outcomes below shows for combined Q1 – Q4 2021/22 Healthwatch Brent referred 15% of cases to POhWER who provide the Independent Health Complaints Advocacy Service in Brent. 15% of cases were signposted to other organisations. We were able to provide advice to 36% of people.



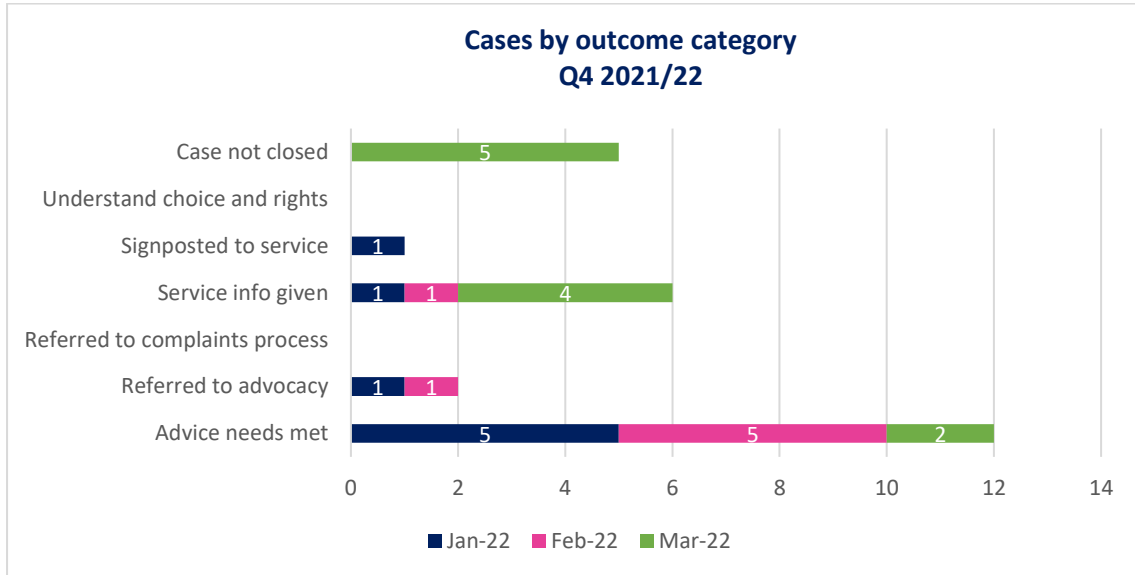
In Q2 Healthwatch Brent provided service information to 33% of people contacted the service for support. We sign posted 26% of people to other services and met the advice needs of 18% of people.



In Q3 Healthwatch Brent provided service information to 13% of people contacted the service for support. We signposted 8% of people to other services and met the advice needs of 54% of people.



In Q4 Healthwatch Brent provided service information to 23% of people contacted the service for support. We signposted 8% of people to other services and met the advice needs of 46% of people. 19% of the cases are not closed due to the nature of the complexity we are still helping the residents with the information they require to access health and social care services.

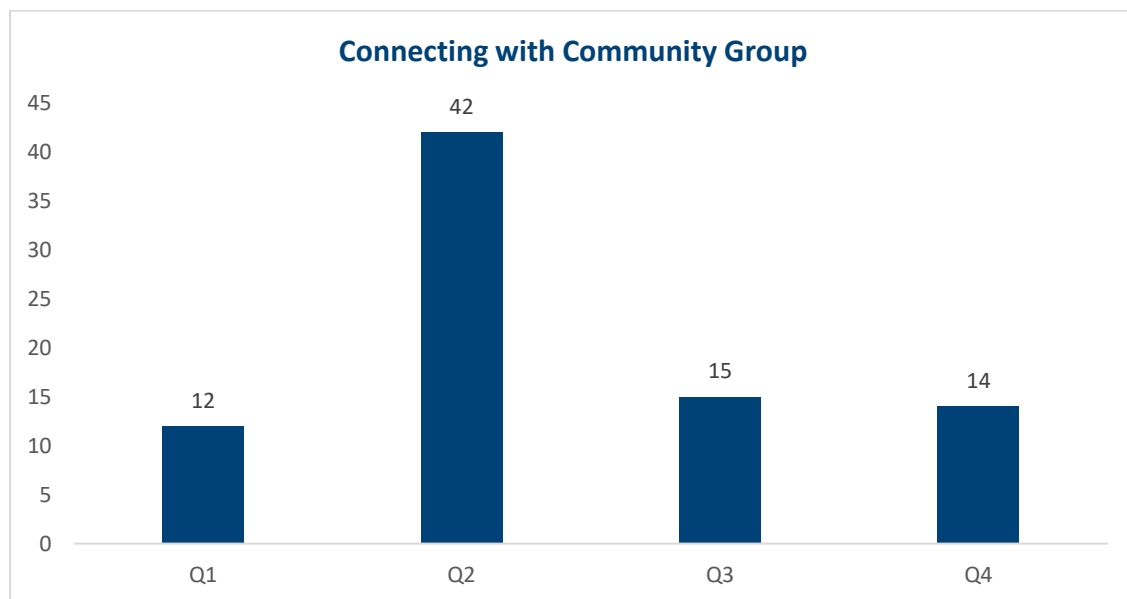


Relationship management

Community groups

Building successful relationships

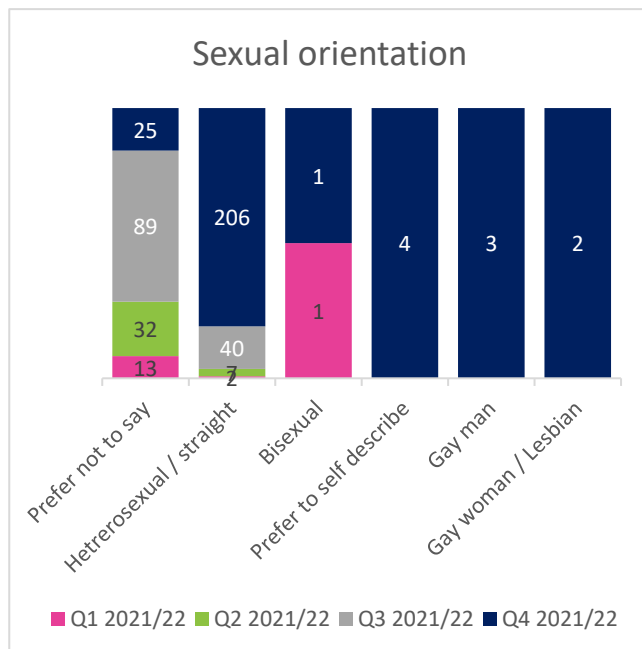
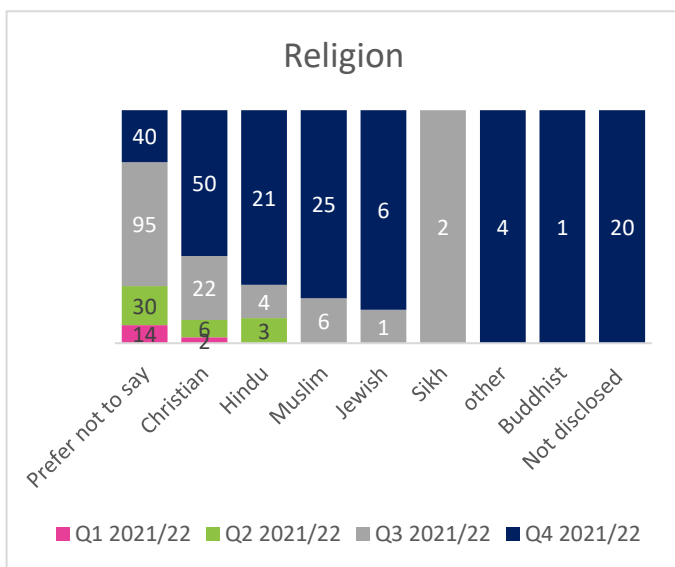
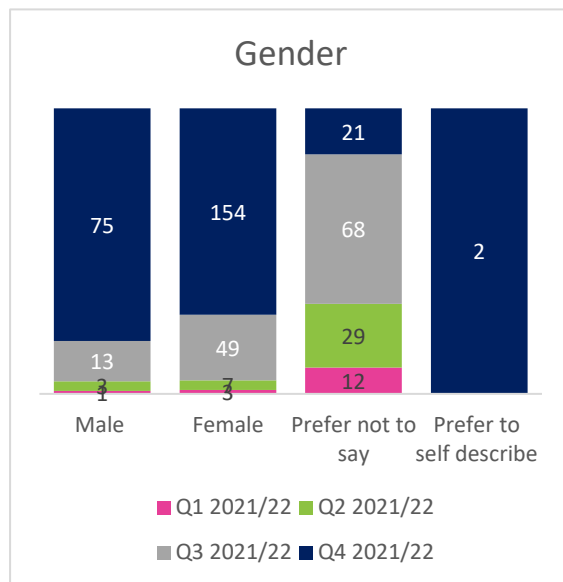
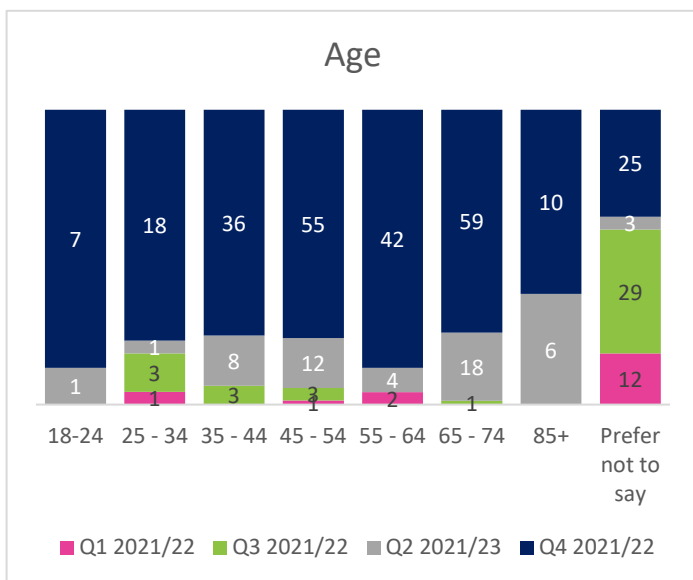
The table below represents the number of community groups we have connected with by month. We are seeking to establish good relationships with community groups to enable a more holistic support network for the residents of Brent and ensuring the most seldom groups are listened to.

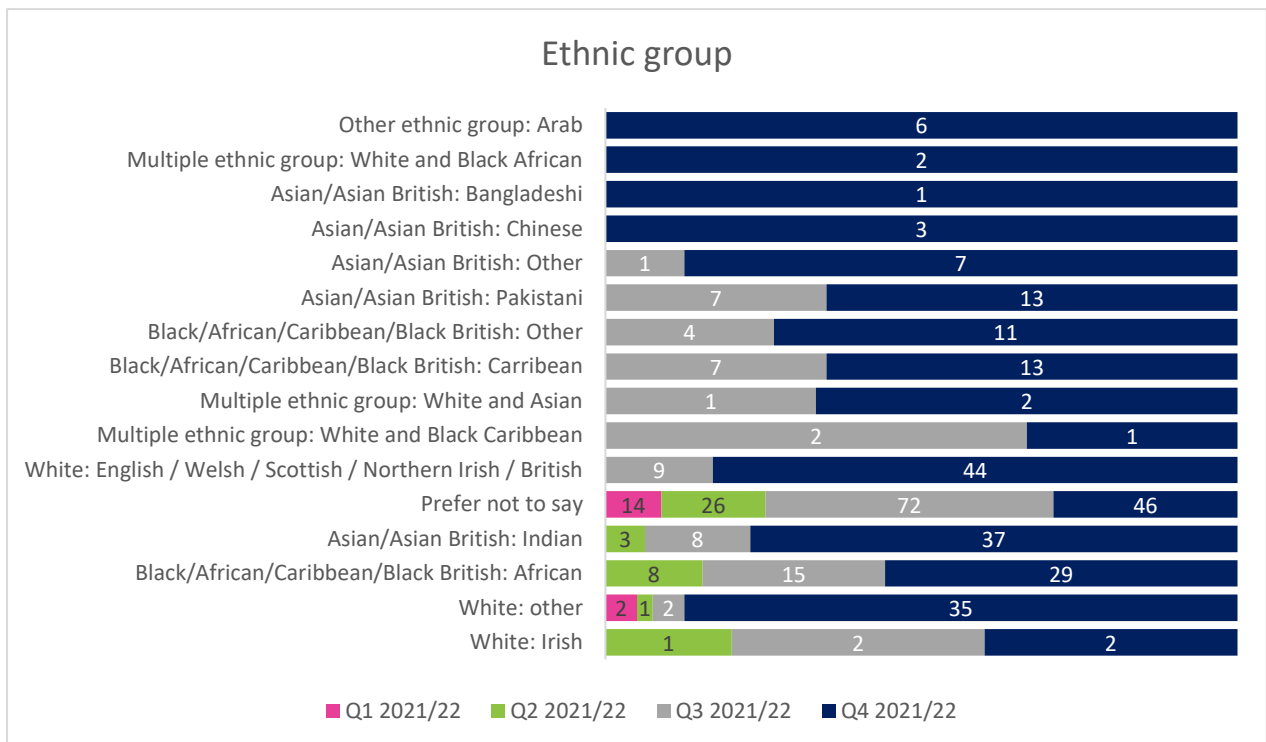
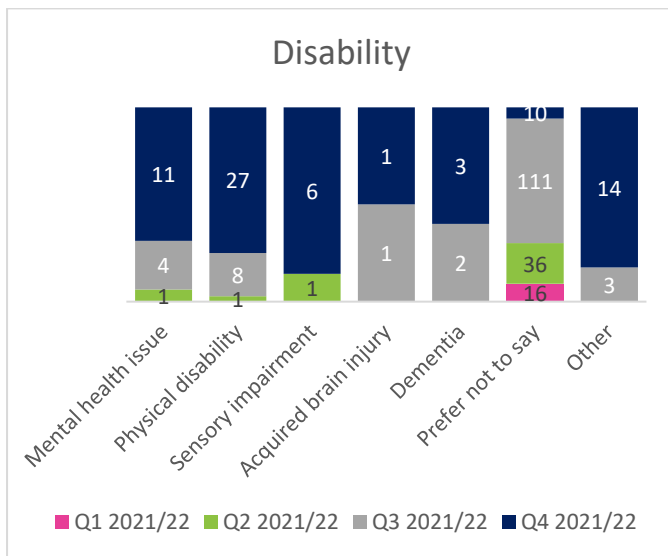


Demographic information

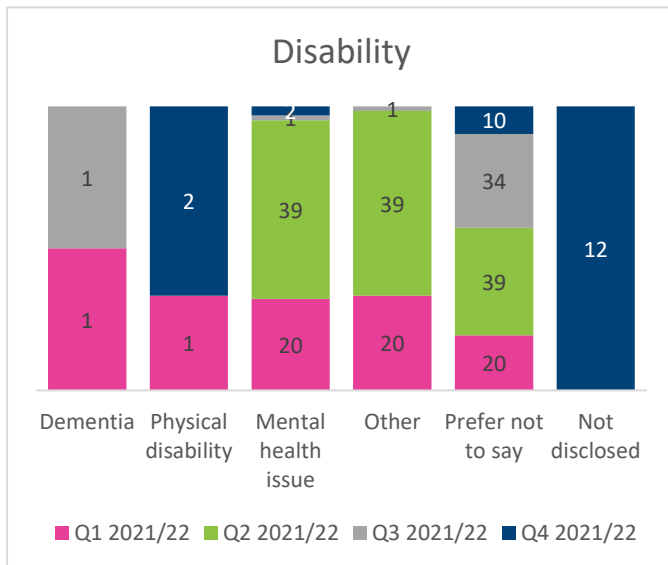
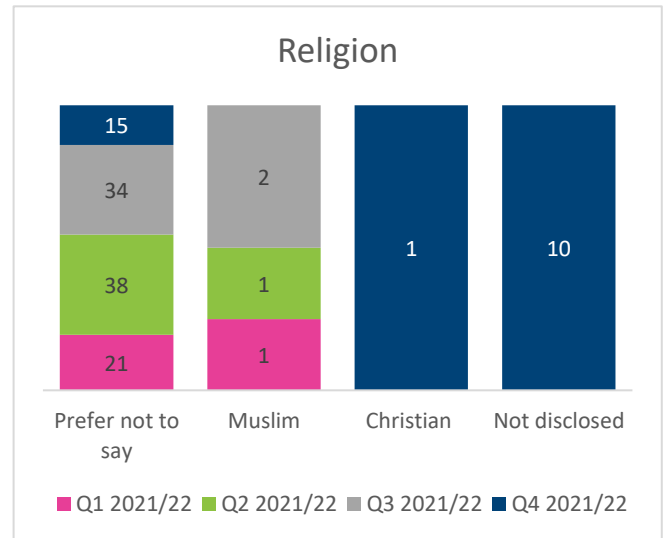
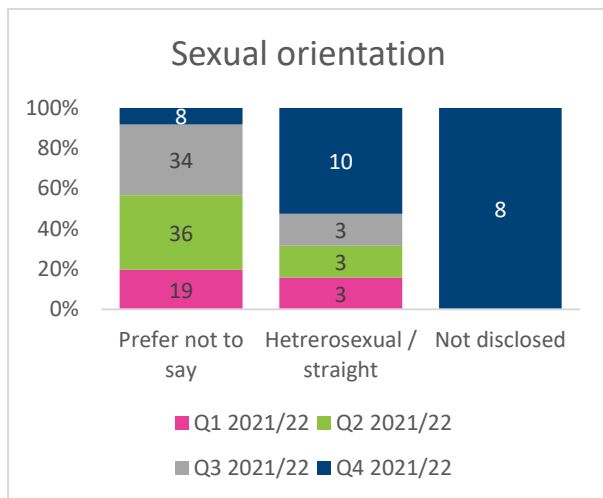
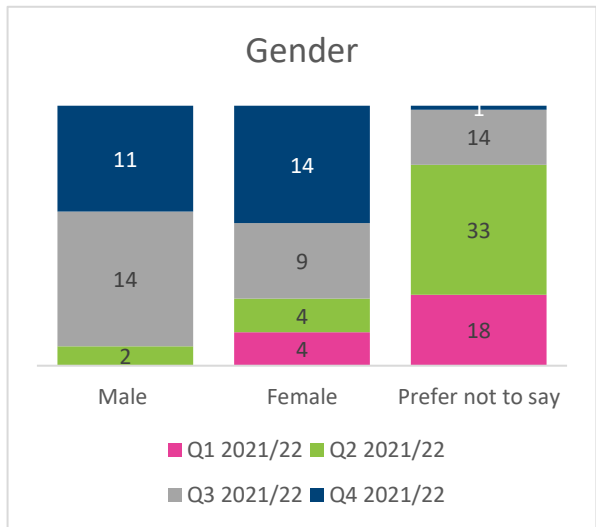
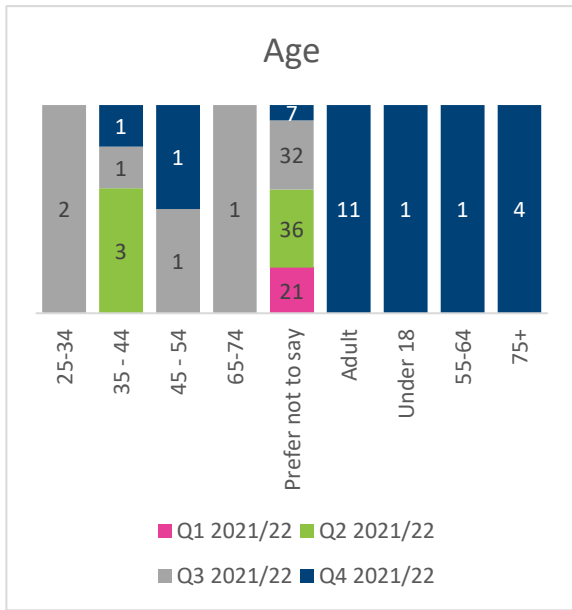
Surveys

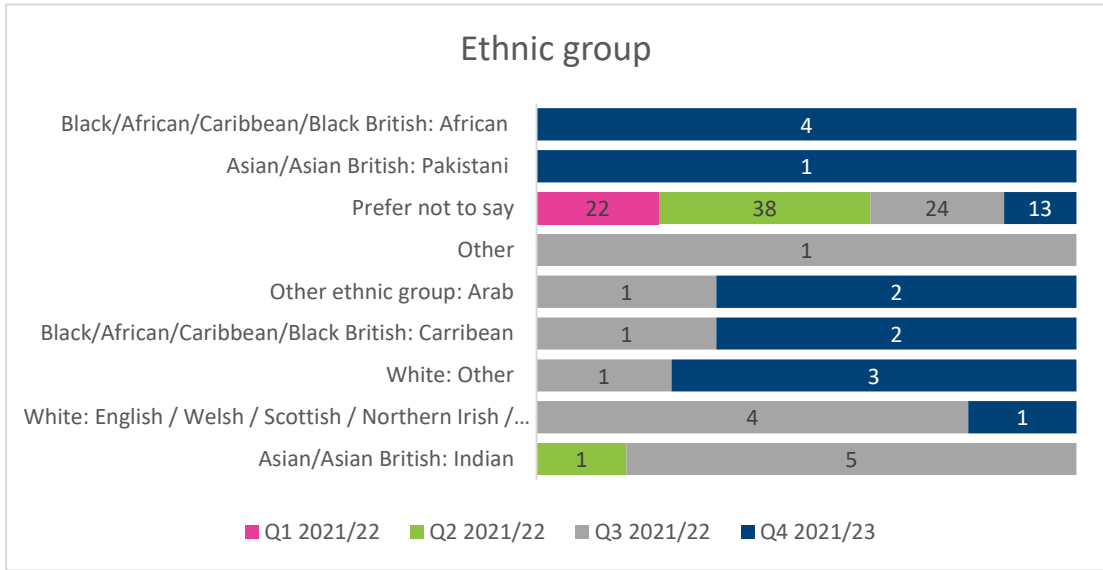
We have gathered the demographic data above predominantly via the website form. There are still a significant number of people that do not wish to share their demographic information however we have seen an increase in Q4 of patients and residents sharing their demographic data.





Cases





Many of the people that have contacted us have declined to share their demographic information however we have seen a slight increase in Q4 of patients sharing their demographic. We are currently working on a strategy to improve the collection of this data to ensure we are hearing from the most 'seldom heard'.

Conclusion

In Q 1 - 4 a total of 679 patient experience views were collected via our surveys. We gathered the views of 35 people in Q1 and significantly improved on this by hearing from 474 people in Q4. Over the three quarters 254 people said they received a poor service and 38% of the respondents said they were unlikely or extremely unlikely to recommend the service.

Overall service ratings

Looking at the overall service ratings received for Q1 – Q4, 35% said their service were okay, 41% said they were poor and 9% said they were very poor. Overall Q1 – Q4 we received 218 negative reviews and 165 of these were negative reviews of GP surgeries. Following on from this, in Q4 we received an increase of 21 negative GP reviews from Brent Residents which highlights patients are still feeling increasingly unhappy with GP surgeries.

The majority of the themes still relate to dignity and respect, communication and access to services especially gaining a GP appointment and registering with an NHS dentist. From our outreach engagement work we are still hearing of a significant amount of reviews relating to the lack of access to Mental Health Services. Brent residents have also raised issues that there is no continuity between primary and secondary care. People are feeling left behind especially when they do not meet the eligibility criteria and are not offered any other support.

These findings provide an indication that more still needs to be done by services and stakeholders to ensure that a high standard of care is being consistently delivered across all services in the borough.

GP improvements

The findings from the analysis within this report highlight that in Q4 there are still several key areas for improvement in GP surgeries. There has been an increase in Q4 of several GP surgeries receiving 100% poor or very poor service rating.

Negative reviews relating to these GP surgeries in Brent highlighted Access to Services and Quality of Care received. Relating to the theme Access to Services, a trend is beginning to emerge where people are highlighting difficulties booking an appointment using the variety of methods available. This especially related to booking a face-to-face appointment.

Although these findings are somewhat expected, and correlate with North West London and national findings due to the rise of high demands on Primary Care during the Covid-19 pandemic, we must still ensure that patients are able to access their GP and no barriers are in place to prevent them from receiving an appointment. Following on from our engagement project we will continue to monitor this trend and review different GP practices in the form of an Enter and View. This will offer a proactive and consistent approach to gather patient experience.



Healthwatch Brent

www.healthwatchbrent.co.uk

For more information or to comment on
this report, please contact us:

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