



Patient feedback report Q4

January – March 2023

Summary of intelligence collected in Q4 (January – March 2023)

This report shares feedback collected from 297 Brent residents, including:

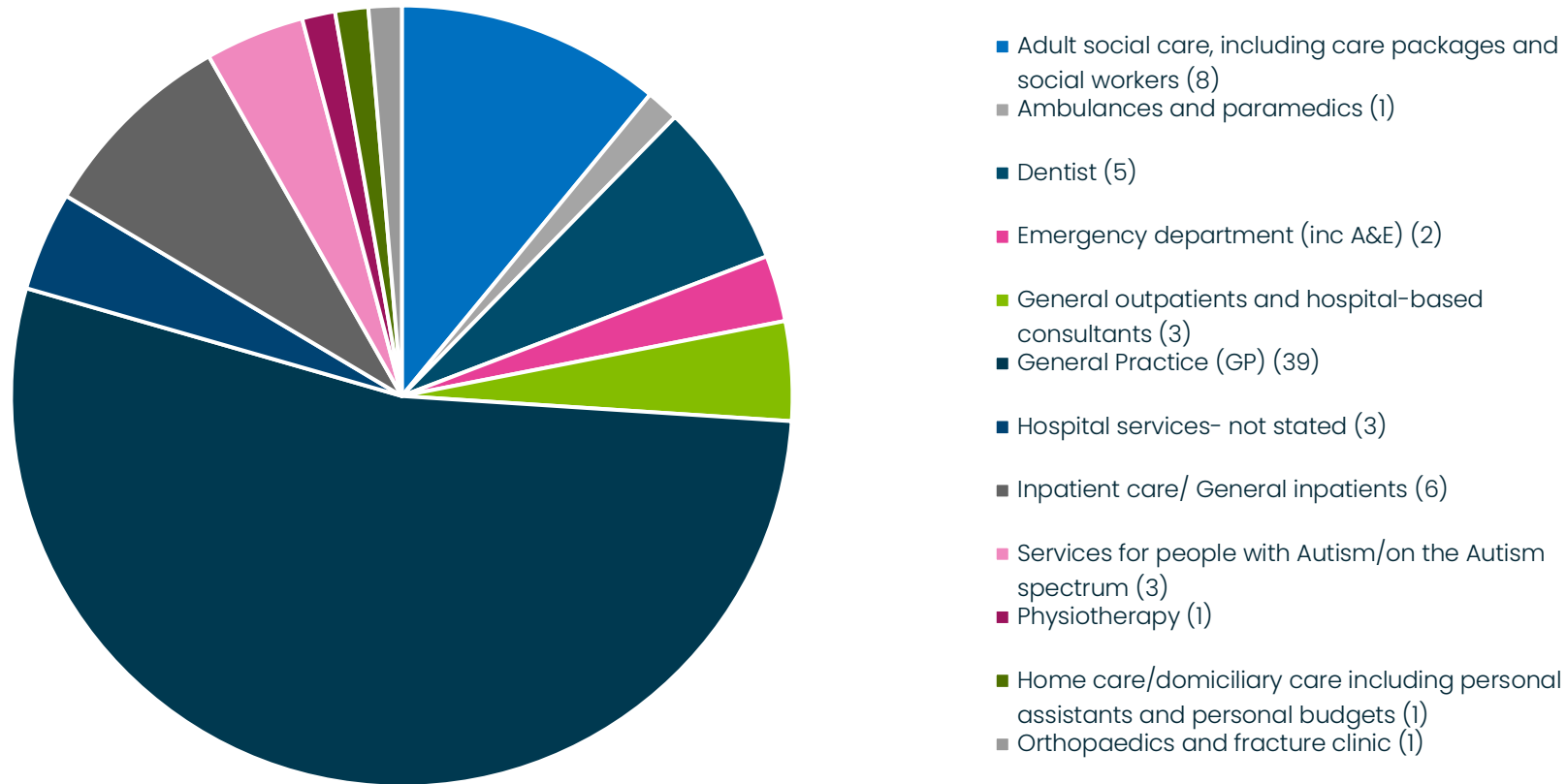
- Surveys
- Meetings between Healthwatch Brent and our Grassroots Community Voices network
- Outreach and engagement events run by our team and visits to events from other organisations
- Conversations on social media, and on community and neighbourhood sites
- Information collected and shared by Healthwatch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

This quarter we...

- Attended or hosted 11 community outreach events
- Supported 27 people who came to us for information and signposting
- Shared information with 632 people through our monthly newsletter

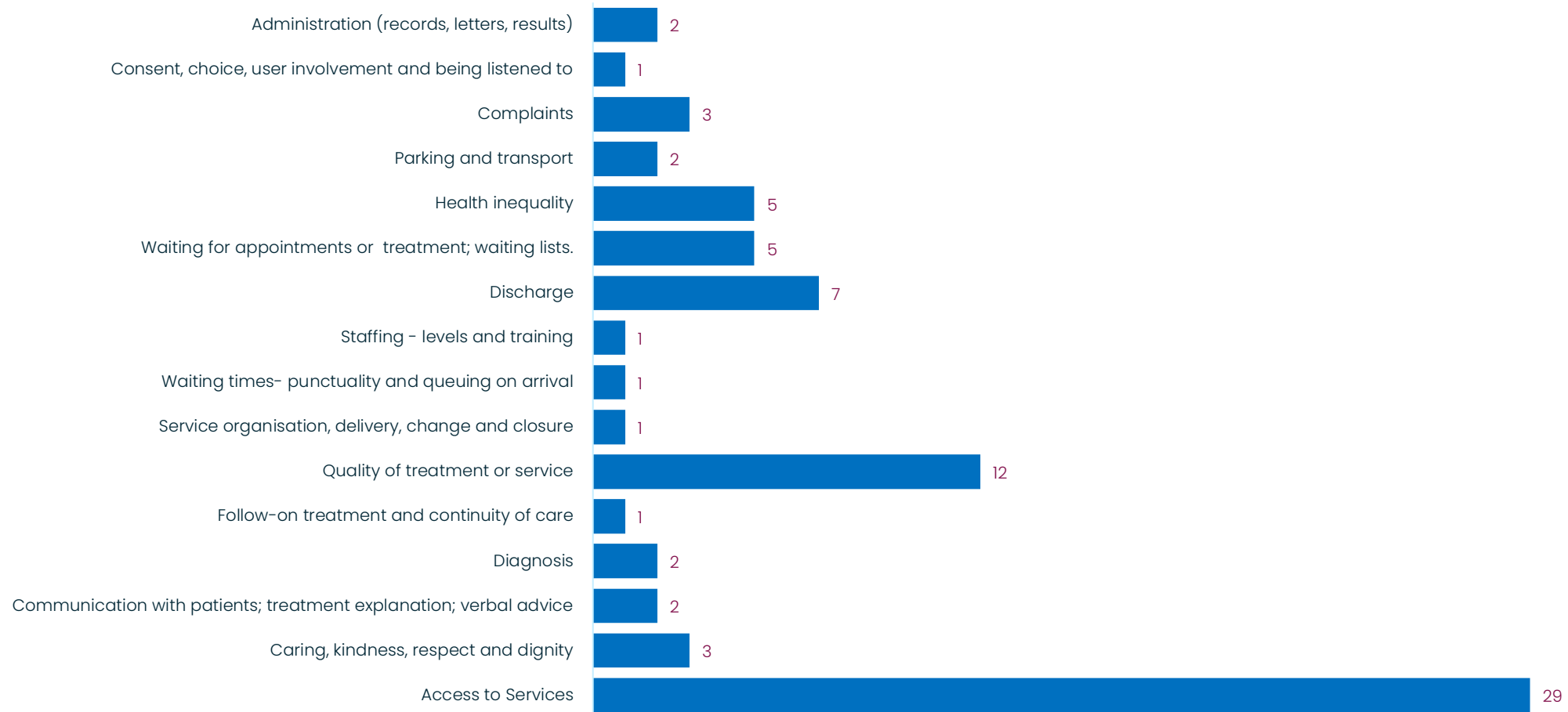
Key stats – Services we heard feedback for

As in previous months, the majority of people we spoke to wanted to share feedback about their GP practice. Other areas included adult social care, specialist services for people with autism, and hospital in-patient care.



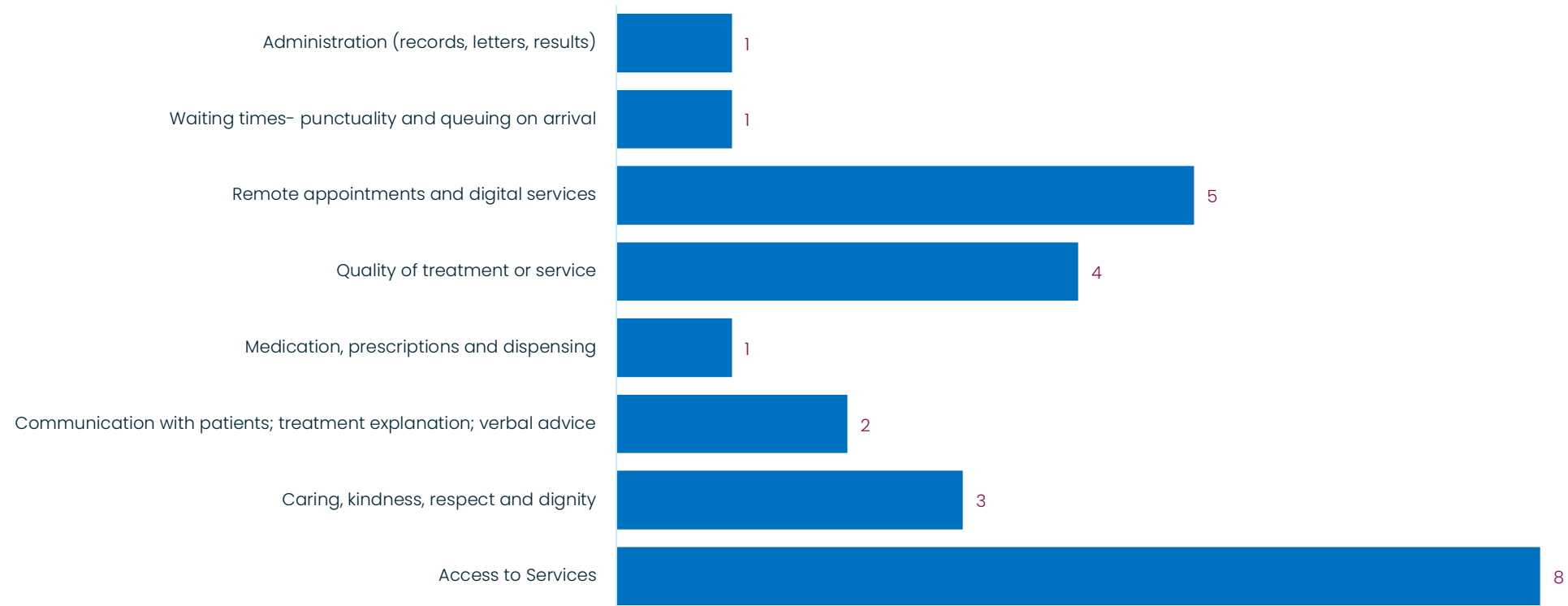
Key stats – Overall themes

Primary themes – the main reasons people contacted us



Key stats – Overall themes

Secondary themes – additional comments people shared



Spotlight: London Ambulance Service

The London Ambulance Service (LAS) approached Healthwatch organisations across London for input into their new organisational strategy for 2023–28. The aim was for local Healthwatch to support the LAS in understanding patients' views of how the service is performing.

We spoke to 47 patients, and collected 108 service ratings for a number of services including ambulances, A&E, 999, 111 and urgent treatment centres:

- 37 'very satisfied' service ratings
- 33 'satisfied' ratings
- 17 'neither satisfied or dissatisfied'
- 13 'dissatisfied'
- 8 'very dissatisfied'

Many people told us that they were pleasantly surprised by how quickly an ambulance arrived. There was also positive feedback about the ease with which ambulances could be arranged – including through 111 and, in one case, the use of a Careline Pendant. Most of the feedback referring to the attitude of staff was also positive, with particular praise for the attitude of paramedics.

For those with a less positive experience, the main concerns were long waiting times, continuity of care when being transferred between services, and the difficulty of accessing some hospital services. Long waiting times when being transferred from the ambulance to hospital were a particular area of concern, even for those who were otherwise satisfied with their experience.

Spotlight: London Ambulance Service

Based on the feedback received, we identified four key priorities for the London Ambulance Service. We're pleased to see that these areas have been highlighted by LAS in their insights from the project.

- **Priority one:** Work with hospitals to improve the process of transferring patients from ambulance to hospital care.
- **Priority two:** Maintain high quality of care provided by ambulance staff when attending patients.
- **Priority three:** Ensure that training is in place to provide appropriate levels of support from 999/111 call handlers, including providing information about where to seek alternative treatment.
- **Priority four:** Ensure appropriate training or support is in place for responding to mental health related calls.

The full report will be available on our website from the end of April.

Spotlight: Visits to Park Royal Mental Health Centre

We have now published our reports from three recent visits to in-patient wards at Park Royal Mental Health Centre. In total, our team spoke to 21 patients as well as a number of staff at the wards.

During our visits, we identified a number of key recommendations, including:

- Ensuring patients have a copy of their care plan and the opportunity to discuss it with staff.
- Patients and relatives to receive more information about the NHS complaints process and access to Independent Mental Health Advocacy.
- Appropriate refresher training, for instance in communication skills.
- Better access to religious items, such as prayer mats or religious books, and to religious or spiritual leaders.
- A wider range of meaningful activities.

We're pleased to see a commitment from the service to act on these recommendations, with a number of changes already underway and an action plan in place to ensure that improvements are made. [You can read more about this project and download the report here.](#)

Signposting and advice

This quarter we supported 27 people with information, signposting or advice. This service is a vital source of support for people who are struggling to navigate the complex healthcare system, or who have been unable to get help from other services. These cases are increasingly complex, and show the importance of offering tailored, personal support for those who are not currently having their needs met.

This will be a key area of service development for Healthwatch Brent over the next year. By increasing the capacity in the team and upskilling volunteers to handle signposting and information enquiries, our aim is to increase the amount of help we can provide.

Currently, cases are very varied with a range of different concerns including difficulty receiving information from GP practices, signposting to the NHS complaints process, and support getting documentation such as that needed for a blue badge application.

Our team are able to refer or direct residents to relevant services, contact health services on behalf of patients for information/support, and inform patients of their rights and choices under the NHS constitution.

Signposting and advice: getting an urgent GP appointment



Our volunteer Joan* met Ms Robinson* at a community event. Ms Robinson reported that she had just had her blood pressure taken as part of a health check, and the result was alarmingly high. She had tried to contact her GP to follow-up, but not received any response.

Joan was able to reassure Ms Robinson, and offer her support in getting an appointment to follow up on the results. She contacted the GP practice on behalf of the patient, spoke to the receptionist and was given confirmation that the GP practice had received the blood pressure results and would see the patient to discuss them further.

This is an example of how Healthwatch Brent can offer immediate, practical support to residents while out in the community. Having a professional there to support her helped Mrs Robinson feel more confident in arranging the appointment she needed.

*Names have been changed to maintain anonymity.

Key themes from our 'share your views' survey

Our 'share your views' survey is always live, so people can give feedback about any health or social care service they have used in Brent. This quarter 64 people gave feedback.

GP practices

As in previous quarters, the largest portion of feedback related to GP practices, which accounted for just under 50% of all responses. Concerns included difficulty accessing interpreting services, long waiting times and difficulty for some patients in using online systems. However patients did rate some aspects of their care highly, particularly the attitude of staff.

"There is too long a wait. It is not accessible for people who don't speak English."

"Overall [the service is] good when I need it. Appointment for my daughter was on the same day."

London North West University Healthcare NHS Trust (LNWH)

Most feedback received regarding hospital care at LNWH was positive, with patients praising the approach of clinical staff and the care given on the wards. However, there were also concerns about long waiting times and a lack of support after discharge. Patients who had visited the A&E department also noted a need for more attention from staff.

“The Hospital were very unhelpful after my husband's discharge. They said we already had all the help we need and wouldn't support with an additional care package.”

“I have had two MRI scans in the past three weeks and the service both times was excellent. They immediately put me at ease with their kindness.”

“The emergency section was poor. Long wait, no one attending. I needed someone to help me to the toilet but nobody came.”

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

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