

A photograph showing a doctor in a white coat and a blue stethoscope around his neck, smiling warmly at an elderly patient. The patient is seen from the back, wearing a dark blue top. They are in a clinical setting with a white wall, a yellow object on a shelf, and a window with blinds in the background.

# Patient feedback report July - September 2023

# Reaching our local community

293

Local people have contributed to this report.

17

Events visited or hosted by Healthwatch Brent to collect feedback.

204

People have been supported with advice and signposting.

663

People received information through our monthly health newsletter.

# Patient feedback: Dental care

20% of all our direct signposting enquiries this quarter related to dental care, and enquiries in this area have become more complicated. Alongside people enquiring about how to find an NHS dentist to register with, we have had an increase in people expressing concerns about the quality of care received from their dentist.

In one case, an asylum seeker had been incorrectly told he was not entitled to free treatment and needed information about his rights. In another case, a patient had called ten separate surgeries after experiencing urgent dental issues, but not been able to find one registering new NHS patients.



"I'm in need of a dentistry but apparently none are accepting new NHS patients. Please could you give advice on how to proceed? I live in [Brent] and I have called 10 different places."

# Patient feedback: Mental health

Lack of mental health services for people with complex needs continues to be a key theme.

According to one drugs and alcohol support professional we heard from, many people with complex mental health needs were being forwarded to their service by their GP or through talking therapies. However, because of their underlying mental health conditions, they were not able to receive treatment.

Talking therapies are not able to offer their services to people with active addiction. This, in turn, leads to a difficult cycle for many, where they are bounced back and forth between services.



“More support is needed for people with complex needs/mental health needs. They are being referred to drug and alcohol service by GPs and by IAPT, but they often need their mental health concerns to be treated first.”

# Patient feedback: hospital discharge

The experience of patients being discharged from hospital is one of the key areas that we are monitoring through 2023-2024. Some of the issues that have emerged include:

- Discharge being postponed due to delays in arranging a care home placement.
- Lack of follow-up care after discharge, particularly for adult social services.

We will continue to monitor this issue, with the intention of developing a project looking more closely into experiences of discharge for people with additional care needs.



“Medical care is brilliant. It’s the post discharge social care which is non-existent. Especially for the families and carers.”

# Spotlight: experiences of Romanian people living in Brent

We partnered with local community groups to collect feedback from 50 Romanian people living in Brent, and made three recommendations to support better access:

- Primary and secondary care services in Brent should ensure that information about translation and interpreting services is prominently displayed, and shared pro-actively with all patients for whom English is not the primary language
- Collaborative work should be carried out to explore issues of trust and lack of information/resources. Co-designed resources explaining key aspects of the UK health system should be produced and circulated widely.
- Further research is needed to better understand why people are choosing to go abroad or access private healthcare, and to better understand the experiences of people whose circumstances make them more vulnerable.

[View the full report here.](#)



# Spotlight: health equality events for the whole community

**Prof Jacqueline Dunkley-Bent OBE**  
Chief Midwife, International Confederation of Midwives

**Cllr Ketan Sheth**  
Chair, Brent Council Community & Wellbeing Scrutiny Committee

**Making a global impact in midwifery: Q&A with Prof Jacqueline Dunkley-Bent OBE**

**Wednesday 30 August**  
Join us at 5.50pm for 6pm start

healthwatch Brent   healthwatch Kensington and Chelsea   healthwatch Westminster   The Advocacy Project

**Dr Jaymin Shah**  
Clinical Lead Cardiology LNWH Trust

**Shrawan Sharma**  
Senior Transformation Lead LNWH Trust

**Cllr Ketan Sheth**  
Chair, Brent Council Community & Wellbeing Scrutiny Committee

**Transforming our hospitals: cardiology care in North West London**

**Wednesday 26 July**  
Join us at 5.50pm for 6pm start

healthwatch Brent   healthwatch Kensington and Chelsea   healthwatch Westminster   The Advocacy Project

Our health equality events have been running for nearly two years – every month we hear from expert speakers on a range of topics that impact health inequalities.

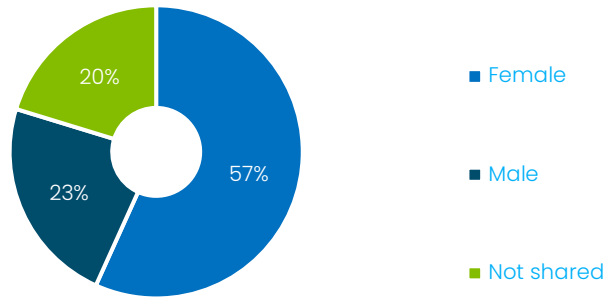
Our experts include those with lived experience as well as professionals, and the events offer a chance for local patients and residents to come together with people who provide their care.

In Q2 we welcomed more than 80 people to our three events, covering midwifery, cancer care and cardiology.

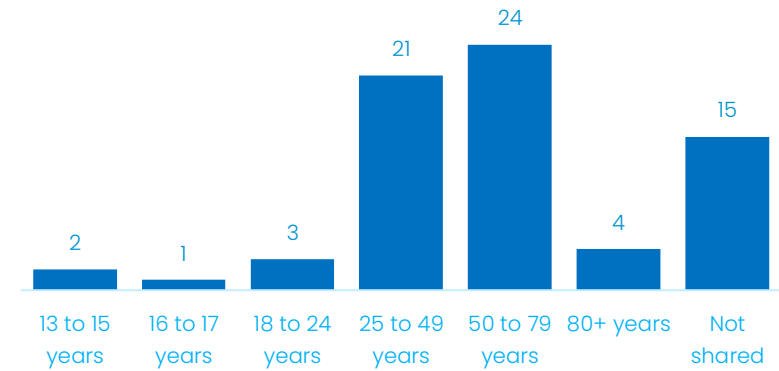
Find out more: [advocacyproject.org.uk/lectures](https://advocacyproject.org.uk/lectures)

# Key stats: Demographics of the people we heard from

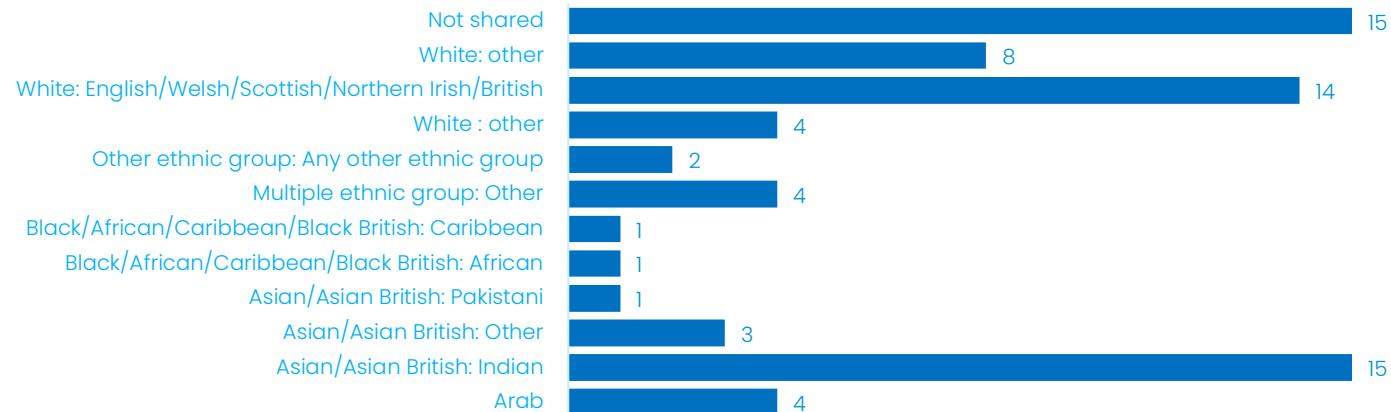
Gender



Age

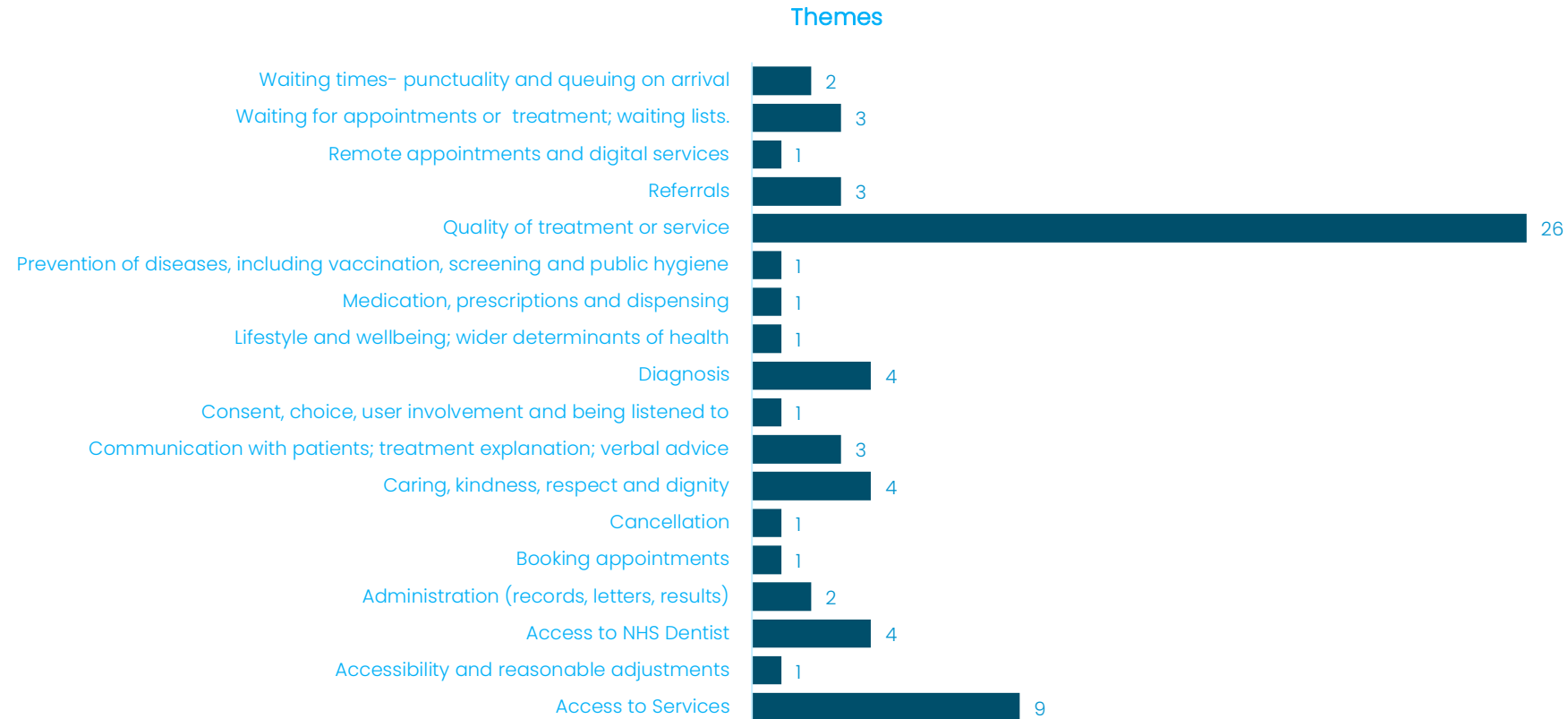


Ethnic Group





# Key stats: Overall themes



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

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**healthwatch**  
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