

Experiences of accessing a GP in Brent

Healthwatch Brent

March 2022



Contents

Executive Summary	1
Recommendations	3
Methodology	4
Survey findings	7
Findings from Specific Practices	10
Focus groups and engagement sessions	14
Feedback from social media	17
Appendix 1. Experiences of patients living with dementia	18

Executive Summary

Healthwatch Brent undertook a public engagement project from December 2021 to March 2022 to understand the experience of arranging a GP appointment across Brent, which is part of a longer-term project for the next 6–12 months. The findings to date will inform a more in-depth piece of work to ensure improvements are made to GP practices which meet the needs of Brent patients.

We are working with North West London (NWL) NHS to help them shape the future priorities of the NWL Integrated Care System and Brent Primary Care. The project brought together patients, vulnerable and disadvantaged Brent residents, and voluntary /community groups. Its aim was to evaluate GP access in Brent by identifying and exploring the patient experience, and to highlight any issues.

The COVID-19 pandemic fundamentally shifted the way we use GP practices, both nationally and locally. Following NHS guidance, from 2020 GP practices changed the way patients could access appointments. Access to care moved rapidly from phoning or walking in for an appointment to online booking, video calls, and phone consultations. The changes were introduced at speed and patients were only invited for face-to-face appointments where it was clinically necessary.

The move to remote appointments allowed GP practices to keep services running. Remote consultations also made care more efficient for some patients as they found it easier to fit it around their lives. However, the pandemic presented a lot of new challenges

for GPs and exacerbated longer-term problems, widening the gap of health inequalities that already existed.

Following our research, Brent have provided an additional 50,698 GP appointments in the North West London Commissioning Winter Plans which included extended hours and weekend GP hubs. These were run over a 12-week appointment period, 13 December 2021 to 6 March 2022. Even with this improvement, pressure on the NHS – including within GP practices – is growing.

In September 2020 there were 777,737 GP appointments. In September 2021 that number had grown to 1.9million. Even with increased capacity, the patients we interviewed are still struggling to book an appointment and to see a doctor face-to-face.

Brent Community and Wellbeing Scrutiny Committee members, the voluntary and community sectors, and Brent residents all report that it is extremely difficult to access primary care services in Brent. This is confirmed in the Brent Community and Wellbeing Scrutiny Committee's report, 'No One Left Behind'. The report on GP Access in Brent 2021-2022, included contributions from Healthwatch Brent. Issues raised included GP accessibility issues, negative experiences when making appointments, and patients being refused face-to-face appointments. Findings from previous reports and patient testimony make it clear that many people in Brent are still struggling to access their GP.



Recommendations

From our findings we have made a number of recommendations for specific GP practice in Brent. We've shared with the GP practices and Brent Primary Care areas of where GP practices are performing well and meeting the needs of patients but also where improvements need to be made. The detailed recommendations have been shared with the certain GP practices and Brent Primary Care Commissioning team. We will work internally with system partners to monitor improvements to services and ensure they are implemented to meet the expectations of patients. The recommendations highlight what support GPs need to create sufficient access options for patients. An example is the need to streamline telephone systems to manage increasing demand. This requires support from NHS England and will reduce waiting time for patients. Some practices are not communicating well enough with patients and need to make sure patients fully understand how to access their services. Where possible, some practices should review their decisions to limit face-to-face appointments as this is no longer in line with NHSE guidance.

To ensure our recommendations are actioned, the next steps for Healthwatch Brent are:

- Reviewing the recommendations in 6 months' time through agreed Enter and View studies, and mystery shopping at problematic practices.
- Reporting those GP practices which are withholding face-to-face appointments, to Brent Primary Care.
- Lobbying North West London Integrated Care Systems to ensure they improve access to GP services for Brent residents.
- Raising the most common patient concerns with Brent Primary Care as well as with the relevant GP practices, and asking how improvements can happen.
- Undertaking a review of the project for lessons learnt to ensure our reach extends even further when delivering our future priorities.
- Seeking approval from the Healthwatch Brent Advisory Group to work with local community groups supporting asylum seekers, in order to identify GP practices which continue to refuse registration of patients with no fixed address.

Methodology

From our findings, we wanted:

1. to understand the patients' experiences of booking a GP appointment
2. to understand whether patients were offered different ways of booking appointments (face-to-face, telephone consultation, video consultation)
3. to facilitate a series of focus groups with patient groups, residents, seldom heard groups, and others to explore GP access experiences
4. to identify potential barriers to accessing primary care
5. to produce a series of next steps and actions for Brent Primary Care Networks and Brent Primary Care commissioners.

Our original intention was to carry out Enter and View visits to ten GP practices across three Primary Care Networks: Harness South, Kilburn Partnership and K&W South. Our aim was to identify if and how specific practices could improve the patient experience. It was important too, to know if patients were being directed to the right information and to alternative services such as NHS 111, Urgent Treatment Centres and Pharmacies.

However, the new Covid-19 restrictions in December 2021 impacted standard forms of delivery and we had to reconsider our objectives. Communications and face-to-face focus groups were hard to manage – more so when factoring in the lack of digital access for many Brent residents. We had to utilise all our resources and draw on relationships with community groups to ensure feedback from seldom heard groups.

Following conversations with health commissioners and the Health and Wellbeing Scrutiny Committee, we revised our plans. We worked in partnership with Ashford Place, and other seldom-heard groups including people with learning disabilities, settled migrants with English as an additional language, young people and parents/carers of young children. This enabled the capture of important challenges and concerns, and a consideration of what improved forms of support could improve GP access in Brent.

How we collected patients' experiences

We had five core methods of collecting experiences:

- an online survey,
- social media polls,
- online focus groups,
- outreach in the community and
- partnering with Ashford Place to hear the experiences of people living with Dementia in Brent.

We offered the option of alternative formats including paper copies and surveys translated into Brent's main spoken languages. We also took the paper survey to Brent Foodbank and local libraries, so those without digital access could get involved.

The online survey design consisted of five key questions, both quantitative and qualitative. This allowed patients to express rich, detailed experiences in the open text sections, and to give simple yes and no answers about whether they were able to book an appointment, and which type they were able to book.

We received a total of 371 responses, with a breakdown as follows:

Method	No of responses
Online survey	241
Focus Group	69
Social media	25
Ashford Place	36
Total	371

The 2019 Brent Joint Strategic Needs Assessment identifies the most deprived areas in the borough and so we made a targeted effort to gather the experiences of patients who reside in Stonebridge, Harlesden, Neasden, Willesden and Wembley.

Our focus group structure was based on the five survey questions, but allowed us to have more detailed, rich and open conversations with participants.

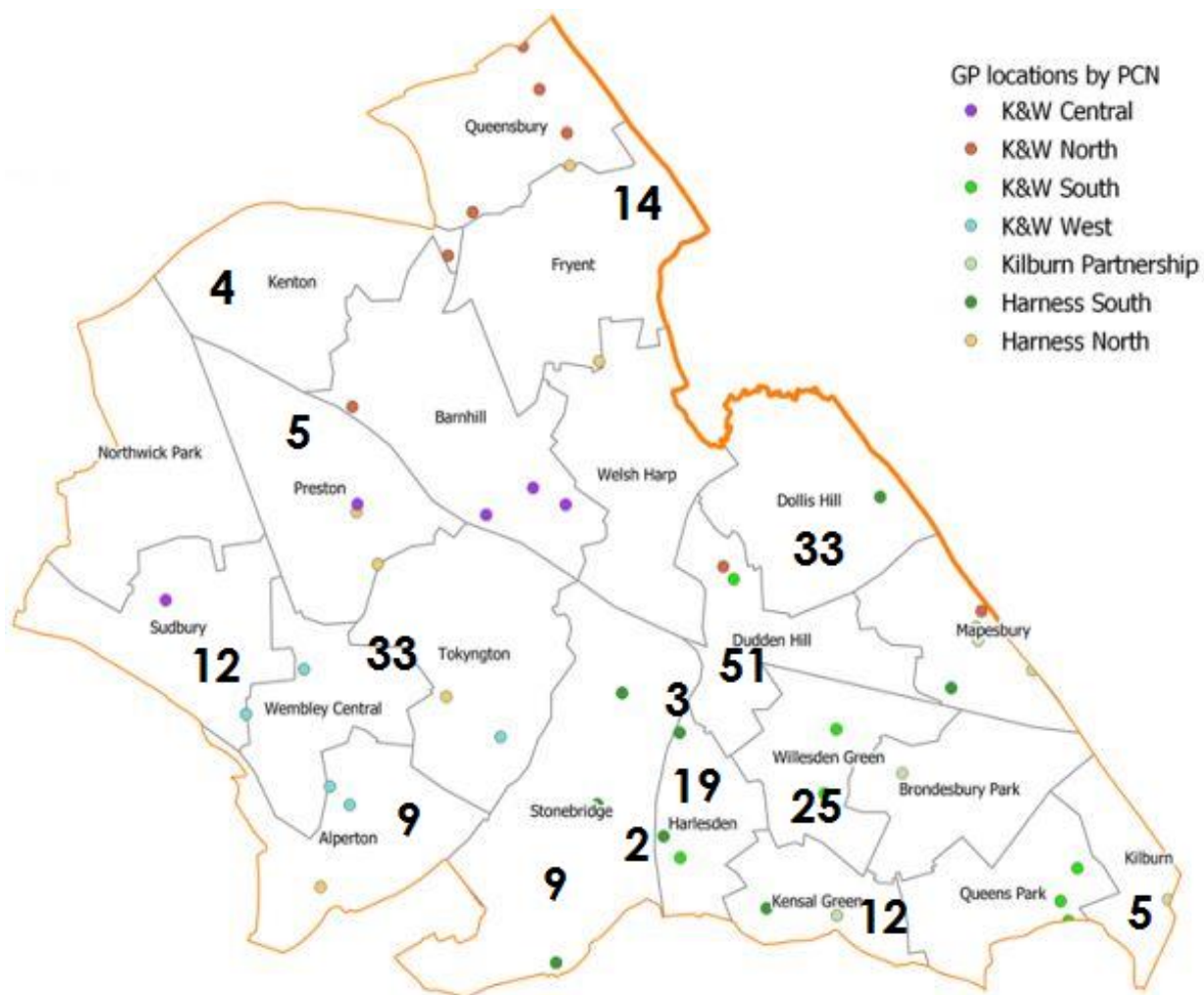
We held ten focus groups with 69 members of the public, with several community groups which are listed below:

- Patient focus groups (held online) – four groups, eight attendees
- English for Action – one group, six attendees

- Daniel’s Den – one group, 20 attendees
- Young Brent Foundation – one group, 15 attendees
- Asian Disability Alliance – one group, seven attendees
- Your Health, Your Choice – two groups, 12 attendees

We used our social media channels, Facebook, Twitter and Instagram, to promote the survey more widely across the borough. We also ran social media polls and conversation posts, inviting people to share their views directly. 25 people shared their feedback with us directly through social media.

In total, we gathered 371 pieces of feedback from local people in Brent.



The map outlines how many people per ward shared their feedback with us.

Survey findings

Brent boasts 51 GP practices across seven Primary Care Networks. From our online survey, we received feedback on 40 of the practices. We found that patients are generally very happy with the quality of care, treatment, and the overall experience at their GP practice. The table below shows the patients' overall ratings per GP practice. Key findings from patients living with dementia are in Appendix 1.

We asked GP practices to help circulate the survey as patient contact details are data protected. This meant relying on individual practices to disseminate the survey. There was considerable feedback from those that circulated the survey successfully.

The table below summarises the responses received. One of the questions asked respondents to rate their practice. These results are also summarised in the table.

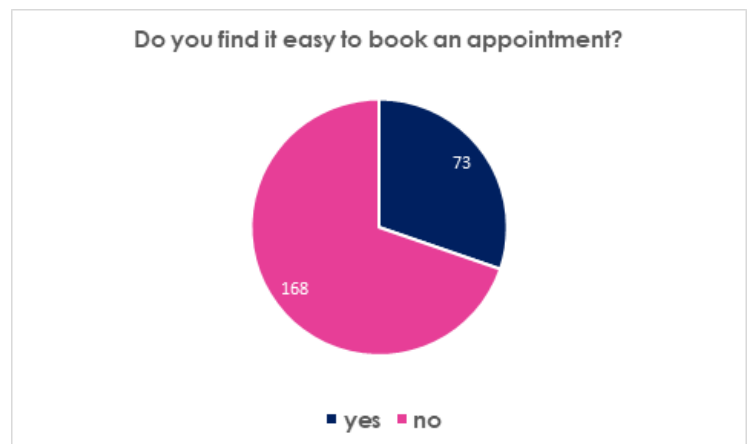
Name of GP	Excellent	Good	Okay	Poor	Very poor	Total number of patients
Gladstone Medical Centre	20	16	23	16	11	86
The Law Medical Group Practice		2	5	6	1	14
Oxgate Gardens Surgery		1	2	5	4	12
Staverton Medical Centre	4	2	2			8
The Stonebridge Practice	7	1	4	2		14
Walm Lane Surgery	2	1	3	1		7
Alperton Medical centre	1		2		3	6
Sudbury & Alperton Medical Centre		1	2	1	2	6
The Lonsdale Medical Group		1	1	1	3	6
The Wembley Practice		1	2	1	2	6
Wembley Park Drive Medical Centre		1		4	1	6
Burnley Medical Practice	1	1	3			5
Ellis Practice			1	2	1	4
Freuchen Medical Centre	3	1				4
Hazeldene Medical Centre			1	2	1	4
Preston Road Surgery		1		3		4
Sudbury Surgery	4					4
Willesden Green Surgery		2	1	1		4
Willow Tree Family Doctors	2		1		1	4
Chalkhill Medical Practice			2	1		3
Neasden Medical Centre	1		1		1	3
Park Royal Medical Centre		1	1	1		3
Sunflower Practice		2		1		3
Brentfield Medical Centre	1				1	2
Church End Medical Centre			1	1		2

	Excellent	Good	Okay	Poor	Very poor	Total number of patients
Church Lane Surgery	2					2
Forty Willows Surgery		1			1	2
Jai Medical Centre		1			1	2
Lanfranc Medical Centre		1	1			2
No name		1			1	2
Uxendon Crescent Surgery			2			2
Brampton Health Centre					1	1
Hilltop					2	2
Kilburn Park Medical					1	1
Premier Medical Centre					1	1
St George's Medical Centre				1		1
Stanley Corner			1			1
The Fryent Way			1			1
Tudor House Medical Centre			1			1
Total responses						241

We can see that only a small number of practices received sufficient responses for us to draw robust conclusions. Below is a summary of our overall responses and findings.

Patient satisfaction

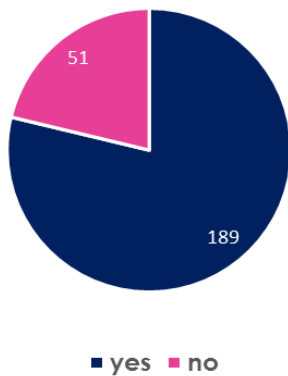
168 of the respondents said they were dissatisfied and found it difficult to book an appointment at their GP practice.



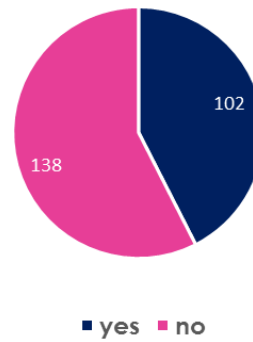
Ability to arrange appointments

89 respondents out of 241 were able to arrange telephone appointments but fewer than half of respondents (102 of 241) were able to arrange face-to-face appointments.

Are telephone appointments available?



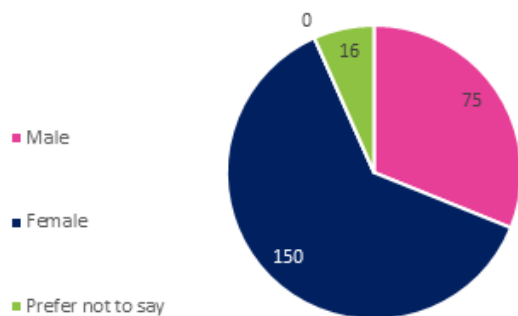
Were you able to arrange a face-to-face appointment?



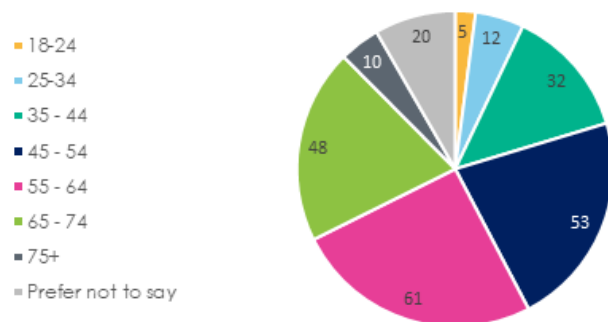
Breakdown of survey respondents

We were successful in gathering experiences from a range of ages and ethnic groups:

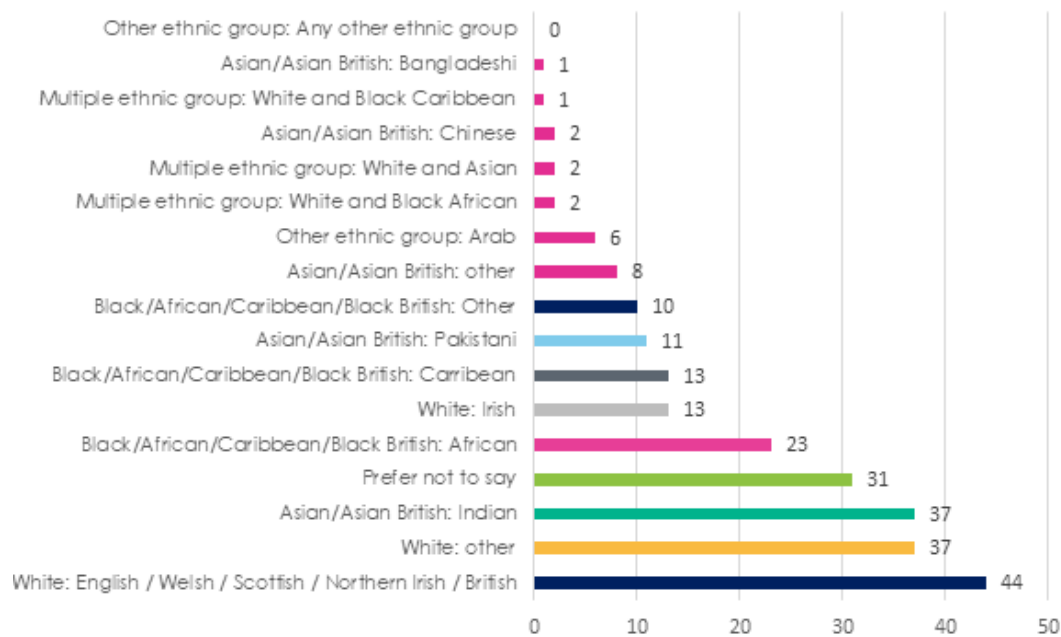
Gender



Respondents age



Ethnicity



Findings from Practices

Our findings point to variations in satisfaction across the 51 GP practices. Some are praised on their quality of care and their approach, while others need additional support to improve their telephone-based systems from NHS England. Some GP practices may also need other organisations to help with staff training.

Key themes:

eConsult

Overall, patients liked the eConsult service and had a positive experience. They liked being able to use technology, such as uploading photos. Respondents complimented the care from the doctors and nurses when they had either a phone or a face-to-face appointment after filling in the eConsult form. However, respondents also said that after filling in the eConsult form, there is a delay in response from some of the practices.



“The GPs are OK but it is almost impossible to get an appointment. They also did not answer the last eConsult I tried.”

“I complete an eConsultation and the same day I received a text message with my appointment date and time. The doctor called me and got the options for a f2f. very happy.”

“You can’t book appointments and they don’t answer eConsults. Receptionists are curt to the point of rudeness. Doctors are fine if you can actually see one.”

Communication and staff attitudes

Many people mentioned the rudeness of some reception staff when answering the phone at certain GP practices. Some respondents said that communication is poor. However, some respondents commented on how positive it was that other languages such as Hindi were spoken by receptionists.



“This practice provides a professional service. The staff members are respectful and polite.”

“The reception is very poor, and it takes long to get appointments.”

“Very helpful. Good experience.”

“They try to be helpful, but they are oversubscribed with patients. People use GPs for non-health issues. You need to fine people who misuse our health service or not turn up to appts.”

“Quite hard I never get to see the Dr I am with, it’s with whoever is available. Response rate is slow.”

Waiting times

people were frustrated with the length of time it takes to book an appointment and that you can only book on the day you ring. Some respondents said that they were frustrated when call backs were promised but did not happen. Many found it difficult to get through on the phone and are frustrated with the length of time it takes to book.



“Long waiting times. Had to go back to GP for same issue several times. Mostly locum docs. No continuity. Not very helpful.”

Access to appointments

Almost all comments mentioned the difficulty getting an appointment, and/or getting through on the phone, as telephone lines are always busy. People described a lack of response from various surgeries. Although some patients at certain practices have said that they find it easy to access via the telephone and eConsult.

Some respondents said they find it difficult to book a same day appointment. Some respondents with additional needs also commented on the challenges and barriers they have accessing certain practices.

Some respondents stated that their practice does not book appointments in advance and telephone appointments are allocated on a first come first served basis and some patients felt call-backs were not working well. However, at some practices patients have been satisfied with the procedure to book an appointment with their preferred doctor.



“It’s been 3 years since I spoke to or saw a doctor despite being on medication that should be reviewed regularly. And it is not for the want of trying. I know a large number of patients who have been reduced to tears trying to see a doctor.”

“Reception staff very rude. Unfriendly. Not bothered to help. They would sometimes hang up the phone on purpose. Very Hard to get normal book-in-advance slots to see a doctor, whether in-person, by phone or online, about issues faced. Always

have to call in the morning before 8am. Not practical for the working, parent, or general person.”

“This used to be a fantastic surgery but even before Covid it was very difficult to get an appointment. I once cried on the phone to the receptionist because I was so ill. But now you have to wait weeks to see a doctor you know and there is a very unsympathetic locum with no bedside manner who can be seen sooner. The GP I used to see isn't there anymore. The reception staff work really hard but with the increasing NHS administrative burden of course they are overwhelmed.”

“One has to wait sometimes up to three weeks for an appointment at a convenient time. It would be really good if there could be evening appointments, or call out appointments.”

“I am deaf. I can't call GP appointment cos I can't speak so I want booking appointment on mobile app easy for me but GP don't use app message reply or booking appointment. They forget it. So also I want booking app for interpreters BSL too.”

“The worst part of this surgery is you can never get through to make an appointment in the morning and by the time you get through they say they are fully booked, which is the most annoying part of the surgery.”

Face-to-face appointments

Based on the responses we received it was frequently mentioned that certain practices are still not offering face-to-face appointments and there is a 3-4 week wait for a face-to-face appointment.



“Impossible to get through on the phone. Not able to see GP face to face. Unable to email GP.”

“Nearly an hour waiting on phone. No face to face appointment can be booked.”

“Not good I call the GP and they say they can't see me for several weeks or I have to call back in 30 mins, I'm sure the Drs are good but I never get to see them.”

Quality of care

Respondents complimented certain practices on the quality of care and friendliness of staff. Some respondents praised the staff and doctors for the treatment they received. However some respondents at certain practices said that there was a lack of continuity of care and were not able to see their registered doctor. And some patients said that at certain practices staff are not adequately trained and they are disinterested in patients' concerns.



“I believe the doctors, nurses and pharmacist are effective and professional. I have reasonable confidence in the advice they give. However, it is very difficult to build any perception of continuity of care because different doctors make telephone calls and seldom is there any knowledge of patients or what has been filled in on the eConsult.”

“An hour on phone to speak to unhelpful badly trained staff. Can't see doctor. They suggest A&E.”

“Good once I was able to get my appointment.”

Recommendations

Based on the findings, we have made a number of recommendations for specific GP practices in Brent. The detailed recommendations have been shared with the certain GP practices however the themes of the recommendations are:

- review processes of not offering face to face appointments, in line with NHSE guidance’
- further support needed from NHS England to upgrade surgery phone systems to meet the demands of the local population
- further help is needed from organisations to support the training of surgery staff
- GP practices would benefit from Government support in recruitment and retention of a national workforce plan
- review appointment booking policy
- review response times to eConsult requests or set out realistic timescales for response to patients.
- Understanding patients with particular needs



Focus groups and engagement sessions

We supplemented our borough-wide survey with focus groups and community engagement sessions. This allowed us to gather more in-depth information about access experiences and to reach out to community groups who may not have seen our survey.

In total we ran four online focus groups and added six engagement sessions, meeting with 69 people. Groups we met included young people, people with disabilities, Brent's settled migrant communities and parents/carers of young children.

The feedback gathered from these groups echoed and reinforced the wider survey. Many of the respondents were frustrated by a lack of available GP appointments, long phone waiting times and long waits after submitting an e-consultation form. They reported limited face-to-face contact with doctors. Individuals we spoke to were generally positive about the quality of treatment offered by their GP but added that this only had value for those who could get appointments. The evidence shows that almost two thirds of our groups had problems booking an appointment, and almost all said it was not possible to get a face-to-face appointment. Others were unsure. However, more than half of our respondents said that they had been able to book a telephone appointment.

Several of our focus group attendees had resorted to private healthcare because of difficulties with accessing their NHS GP. Many others said they had either attended urgent treatment centres or allowed their health conditions to worsen. They stated that a lack of NHS GP appointments had left them unsure how to receive non-emergency healthcare.



Online focus groups

We met with eight patients through our online focus groups, seven of whom had found difficulties accessing their GPs. Here is some of the feedback we received:

“During the pandemic, we can’t see GP face to face. It is all telephone. You are given a three-hour slot for your appointment, and it’s easy to miss the call. Miss it twice and that’s it, you don’t get another appointment. I have gone private now.” This patient said that fixed time slots, more face-to-face appointments and better training for staff would be helpful.

“Even before Covid it was difficult to get an appointment. You have to ring, and if you’re lucky they’ll call you in for an appointment.” The patient told us that she had tried the eConsult form, but found it difficult to get an appointment as the form is long and it takes a while to hear back. This feedback corresponds with the survey result where people said they were frustrated you can only book an appointment on the day you ring.

“There are no face-to-face appointments available. You can only book through eConsult, and then it can take a month to hear back.” A second patient registered at this practice echoed these concerns and added: “I don’t know why they don’t want us to come to the surgery.”

Daniel’s Den: Patients and carers of young children

Of 20 respondents at Daniel’s Den, 75% were happy with their access to GP appointments. Residents said it was easy to get emergency appointments and while access to non-urgent care may mean a longer wait, appointments were available.

There was still a significant number who were experiencing difficulties getting appointments. We have highlighted some specific feedback below.

“We can’t get an appointment at all, because we can’t get past the receptionist. I’ve tried using the e-consult and it comes up with ‘not compatible’.” The individual explained that they had to go to the Urgent Treatment Centre due to lack of GP access, but were signposted back to the GP and still unable to get an appointment.

“I was waiting on the phone for 30 minutes and eventually had to give up and go to work. The problems just end up getting worse.”

Young Brent Foundation: Young people

15 young people joined our session with Young Brent Foundation. They said that they are more likely to speak to friends, family members or other trusted personal contacts about both physical and mental health issues, rather than approaching a health professional.

Several young people shared difficulties experienced accessing an appointment and raised concerns about waiting times to see a GP. Some stated they would be hesitant to contact their GP. Several young people expressed the view that they felt unheard by health professionals. Concerns included lack of confidentiality, fear of approaching health professionals, and the worry that they would not be able to talk openly.

One young person said: "In the old days they would sit down and talk to you. But now they make you feel uncomfortable about going to the service in the first place."

English for Action: Settled migrants with English as an additional language

We met with six students at the English for Action language school. As a group, they complained about the long waiting times between contacting their GPs and receiving an appointment. They referenced the lack of face-to-face appointments and the difficulty of explaining symptoms over the phone with doctors not given them enough time. One individual stated: "I don't want to go to the NHS, they don't care about your problems. I feel like they treat me differently because I am an immigrant."

Asian People's Disability Alliance: People with disabilities

We spoke to seven service users from the Asian People's Disability Alliance who more often contact their GPs via phone. Four respondents reported difficulty booking an appointment; three said they found it easy. Challenges included staff using complicated language or jargon, and staff refusing them face-to-face appointments. Improvements suggested by the service users included seeing the same GP for each appointment, allowing more time in appointments, and making it easier to see a doctor face-to-face.

My Health, My Choice: People with learning disabilities

My Health, My Choice is a user involvement project working with people with learning disabilities. They spoke to 12 service users at Tudor Gardens and Chalkhill Community Centre. The majority of service users said that they found it easy to book an appointment. Typically, they would have support from staff to book their appointments over the phone.

They said that staff would usually use simple and jargon-free language that made it easier to understand. However, some of the service users we spoke to also said that the

GP websites could be difficult to understand. While some services users had been able to book face-to-face appointments, several said that this had not been possible and that it would be their preferred method of speaking to a GP. Most of the people we spoke to also said that they would like more time during their appointments.

Feedback from social media

In addition to our survey responses and focus groups/engagement activity, we heard from 25 people who left comments on our social media posts or responded to social media surveys. Again, the comments showed an overall dissatisfaction with the difficult process that currently prevents people from booking a GP appointment. The word cloud below shows some of the comments we received – notably a lack of appointments and desire to “go back to normal”.



Appendix 1. Experiences of patients living with dementia

Introduction

In partnership with Healthwatch Brent, this report shows the findings conducted with service users from Ashford Place during the months of January to February 2022. The purpose of the survey was to undertake 20 individual interviews with patients living with dementia, to hear about experiences with their GP practices. We also obtained feedback from more detailed conversations with two focus groups, all of whom regularly use the services at Ashford Place and its ancillary services at Barham Library, Chalkhill Community Centre and St Cuthberts Memory.

The respondents shared their experiences with 18 out of the 51 GP practices in Brent. The table below shows which of the GP practices the key findings relate to.

Name of GP Practice	Total number of patients
The Law Medical Group Practice	3
Chaplin Road	1
Vale Farm	1
Premier Medical Centre	2
Kenton Bridge	2
Kensal Green	1
Oxgate Gardens Surgery	4
Wembley Park Drive Medical Centre	2
Ellis Practice	1
Sudbury Court	1
Willow Tree Family Doctors	1
Chalkhill Practice	7
Brentfield Medical Centre	2

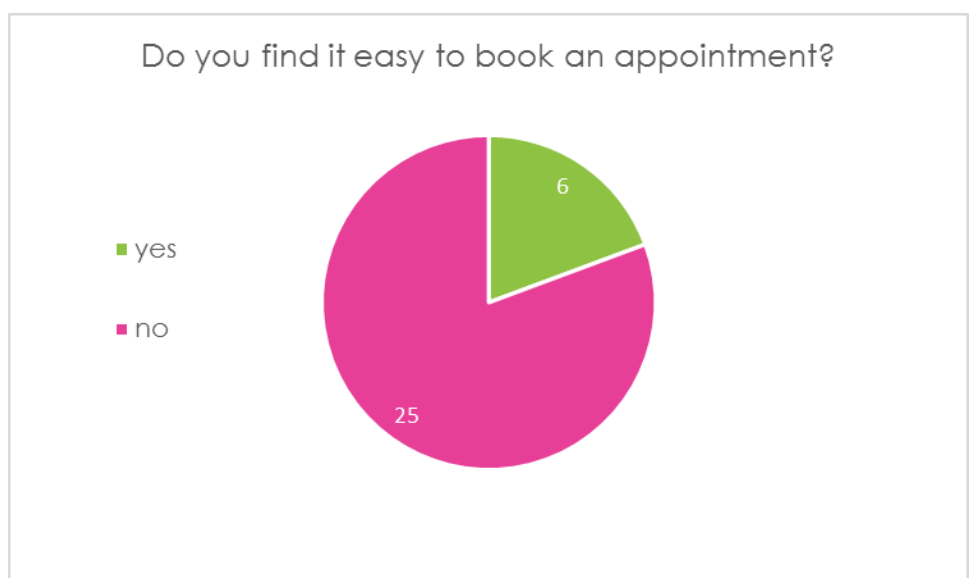
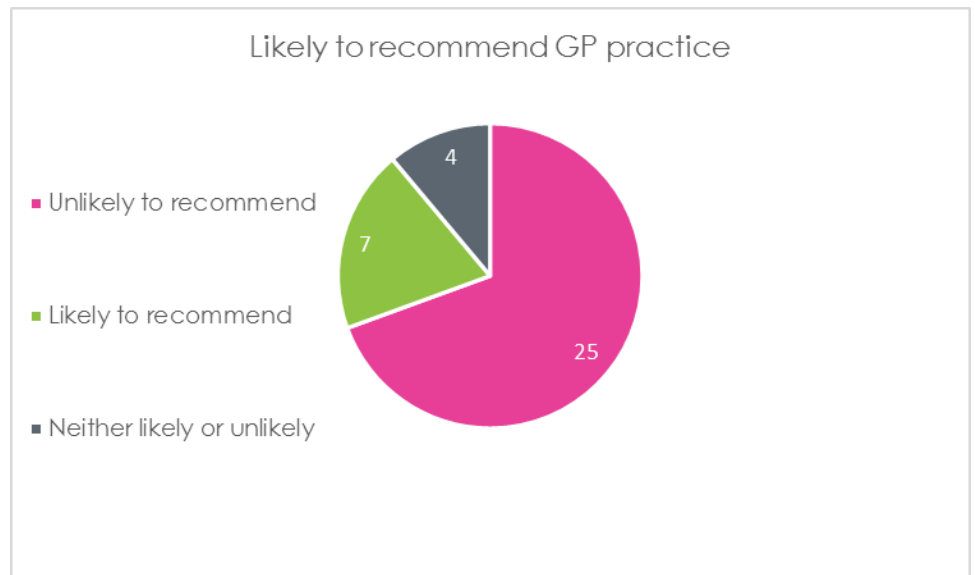
Forty Willows Surgery	1
Uxendon Crescent Surgery	4
Kilburn Park Medical	1
Stanley Corner	1
The Fryent Way	1
Total responses	36

Survey findings

This appendix highlights the key findings of the experiences of dementia patients have when accessing GP practices in Brent.

One of the key findings is that 25 respondents were unlikely to recommend their surgery while as only 7 respondents would likely recommend their GP practice.

Out of the respondents only 6 said that it was easy to make an appointment compared to most of the respondents (25) who found it difficult.



Overall, the majority of respondents were dissatisfied with their GP practice and the majority were not likely to recommend their surgery. The key issues highlighted were:

Understanding the particular needs of those with dementia and their carers: with dementia or caring for someone with dementia is very difficult and requires regular support from GP. Many with dementia live with other health conditions and most are older.

Telephone waiting times: several respondents reported that the waiting times are lengthy, the average was 15–60 minutes while held in a queue. The respondents said their frustration is predominantly the length of time at joining the queue to moving through to the queue for instance joining at No.10 and after 10 minutes only being at No. 8 in the queue.

Receptionists: many respondents felt discouraged by receptionists, (in past receptionists would make a face-to-face appointment with the Doctor) but now most patients felt they were being pushed towards telephone or on-line consultations which the majority of older patients couldn't access themselves, due to lack of internet skills. There were several complaints of receptionists being rude, impatient and unhelpful, one person reported being told 'Go to a walk-in centre' when they queried having to wait for an appointment. One respondent mentioned that it was 'the luck of the draw' as to whether you could get a face-to-face appointment.

Call back times: there was also frustration at having to wait for a doctor to call the patients back later in the day or the next day. The respondents' also said consultations were often with a doctor they were not always familiar with. One patient in her eighties reported not seeing 'her GP' for over 2 years.

Dissatisfaction with assessments with telephone consultations and diagnosis: several respondents felt that a phone conversation with a doctor does not pick up on patients' appearance, body language, general demeanour (how pale, ill looking), patients' mental attitude and /or deteriorating physical state.

Privacy concerns: some respondents mentioned they found it difficult to speak about intimate problems and describing 'private' symptoms over the phone and they therefore sometimes didn't fully explain their symptoms and problems.

Assessment times: another point raised was that in phone consultations they felt rushed, with some tending to say 'I'm ok' and not feeling confident to question what they were prescribed or diagnosed with in the GP appointment.

Communication difficulties: regarding on-line consultations, some felt awkward and embarrassed having to describe symptoms to a relative, often a grandchild so they can fill out an online e-consult form.

Medication concerns: some respondents reported not feeling confident with the prescription they received following a phone consultation and they felt aggrieved that they could see the pharmacist face-to-face but not the Doctor.

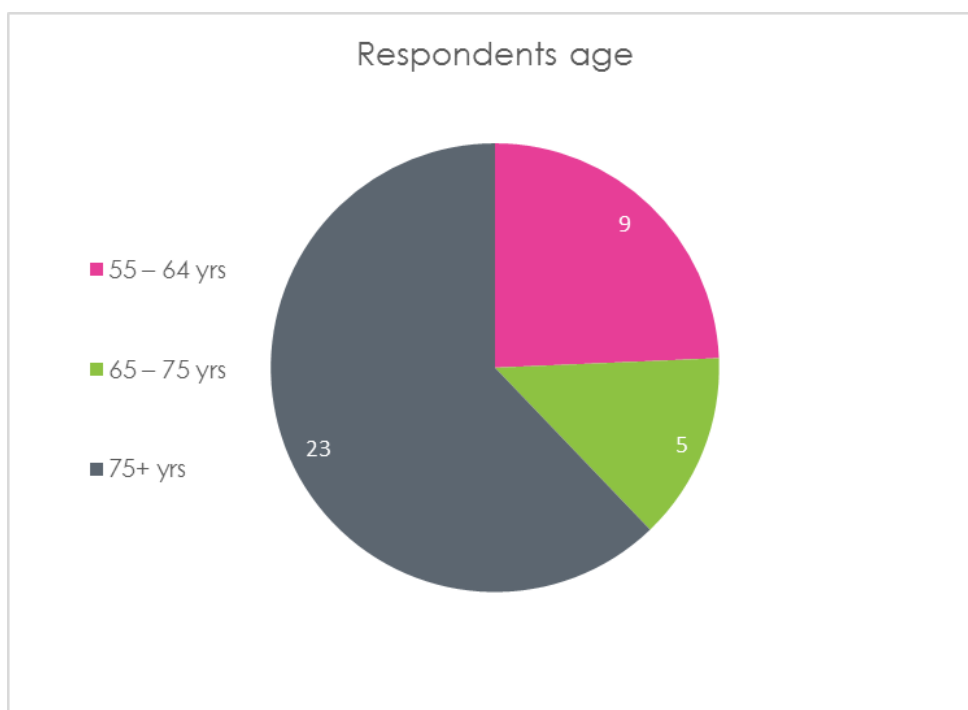
Slow return of services: many felt services hadn't improved much with face-to-face appointments after COVID-19 restrictions were eased. Despite government policy that GPs should be available for face-to-face appointments. They were also reluctant to go to A&E departments given the long waiting times or fears of COVID-19 infections.

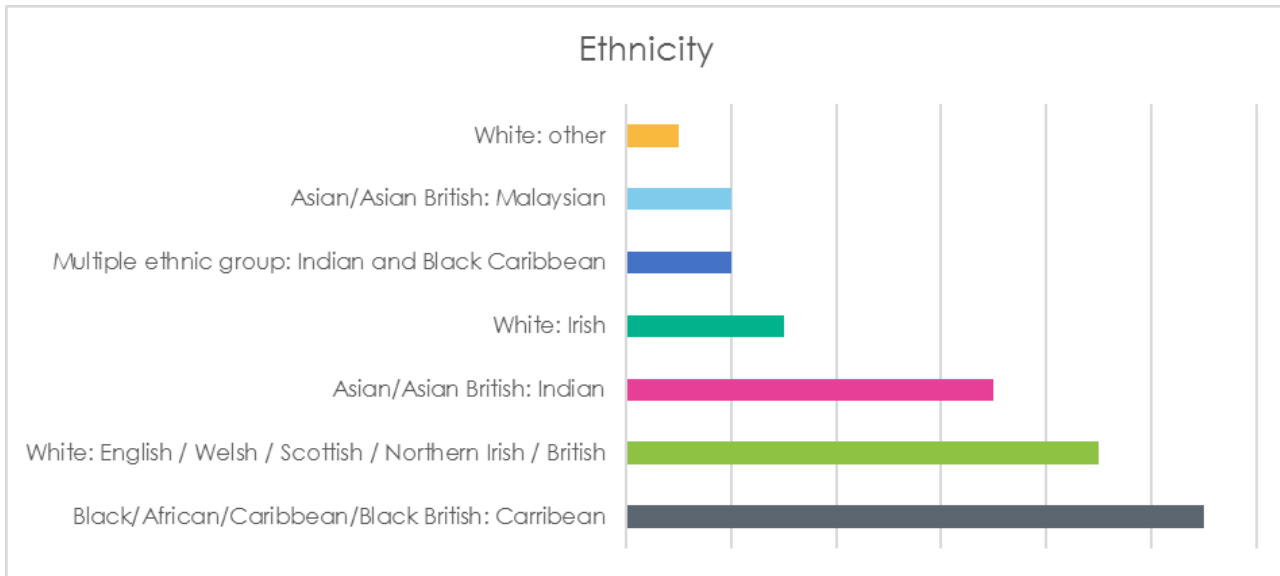
Pain relief and Physiotherapy: Respondents said that it is difficult getting appointments for pain relief and physiotherapy referrals have also been delayed. Majority of the respondents sad that they would rather wait in pain rather than go to A&E.

Devolved responsibilities: Respondents commended their pharmacist for the vital service they provide with several saying they'd be lost without the pharmacy.

Breakdown of demographics

A total of 36 respondents detailed their experiences across 18 different surgeries in the Borough of Brent. There was a total of 9 males and 25 females, from the following age groups and ethnicities.





Recommendations

Recommendations from this piece of work has been incorporated into the recommendation section above. The detailed recommendations have been shared with Brent Primary Care and the GP practices.



Healthwatch Brent

www.healthwatchbrent.co.uk

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