

**Patient feedback report**  
**April – June 2023**

# Reaching our local community

369

Local people have contributed to this report.

19

Events visited or hosted by Healthwatch Brent to collect feedback.

130

People have been supported with advice and signposting.

663

People received information through our monthly health newsletter.

# Patient feedback: GP access

**Access to GP appointments** continues to be the most common theme. Common issues include not being able to get through to the reception via telephone, struggling with online appointment systems, and GPs not calling patients when an appointment had been set.



“Overall care has been good, but there seems to be an issue with the GP arranging a callback and then calling at a different time or hanging up too quickly. It makes it difficult to answer the call.”



“I used Patches to complete a consultation online, waited two days for a call from the doctor and missed the call because I didn't know when it would be. They said I had to submit another form and start again.”

# Patient feedback: Pharmacies

Following the announcement that pharmacies will be providing more care, many patients want to discuss the level of service currently offered by their pharmacies. Most people we spoke to said they would be very willing to visit a pharmacy rather than a GP for minor health issues.

However, they had found that their local pharmacies were **not able to offer this service** and **did not have any private areas available** to be able to speak about health issues confidentially.



“Plans for using pharmacies more are positive – but they need to give people privacy. I don't always want to speak about personal issues while others are listening. I also wonder how they will be able to staff it.”

# Patient feedback: mental health

Residents that we met with as part of a mental health engagement event told us that they felt **there is a gap in services for people with more acute mental health issues** who are not actively in crisis. While the quality of service offered by IAPT was regarded as good, residents with more complex mental health needs felt that they were falling through the system. People also noted that they don't always receive a response when they contact services.



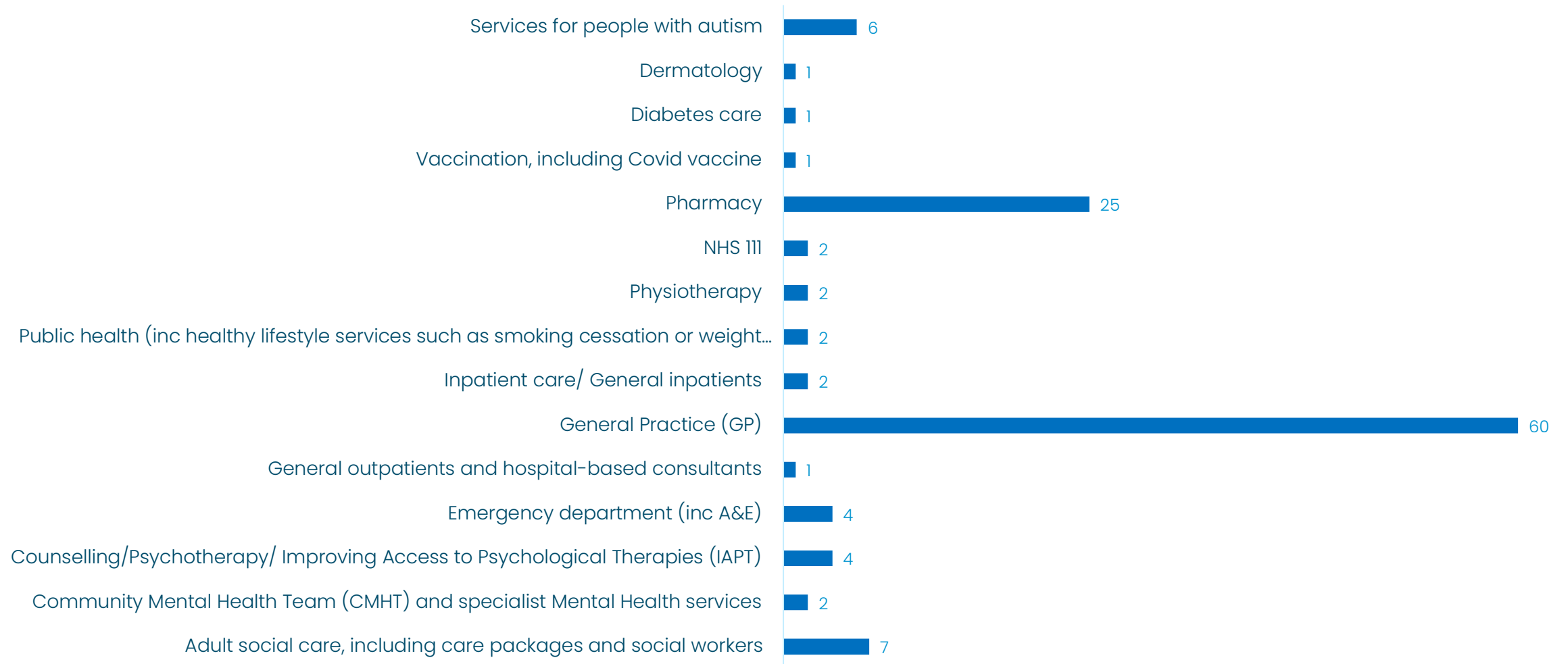
“There are big gaps for people who need longer term mental health care but not in-patients. IAPT is only for six weeks, once that is finished where do you go. Mental health provision is not good in Brent at the moment.”



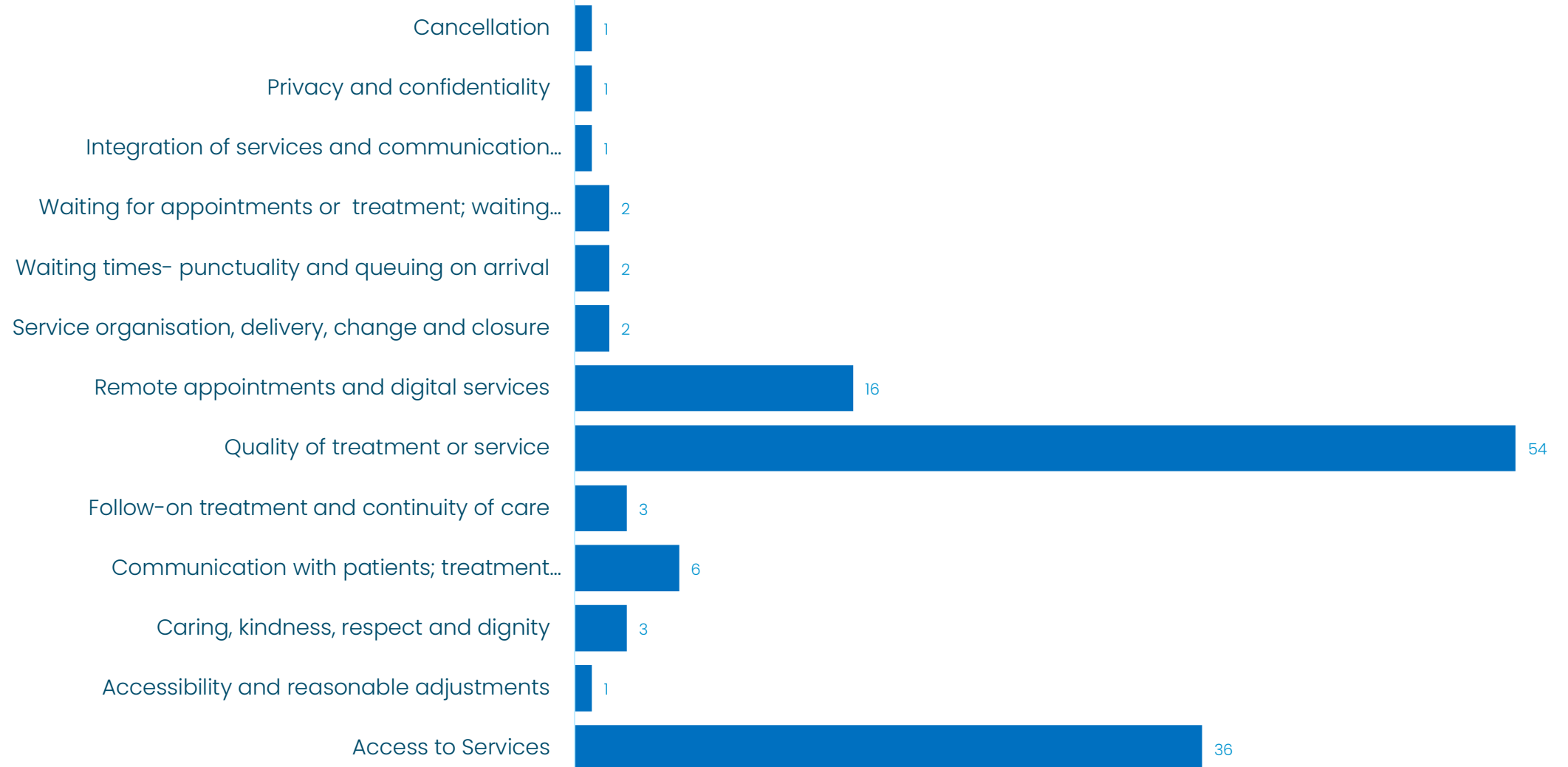
“I have complex mental health needs, and when I contact services they say they're not able to help me. I have tried contacting CNWL and IAPT, but they don't have the services in place for my complex needs. I'm also told I'm not eligible.”



# Key stats: Services we heard feedback for



# Key stats: Overall themes



# Spotlight: signposting pop-ups at local community centres

People at local community centres are now able to access our support in person, as we are running a regular series of advice and signposting pop-ups. Throughout April, May and June we regularly visited the Chalkhill Community Centre in Wembley and also attended a wellbeing coffee morning at the Unity Centre in Harlesden. We were able to give immediate advice about how to access important services such as IAPT and Brent Bereavement Service. We also collected detailed feedback from the people who work at the centres.





# Signposting and advice: support for people with dementia



We were contacted by Ms Chopra\* because she wanted to find a support group for her father, who had been recently diagnosed with dementia. Ms Chopra's father and stepmother were looking for support in Gujarati, their preferred language.

Brent is lucky to have a range of community dementia services across the borough, including a Gujarati speaking memory café. We were able to put Ms Chopra directly in touch with the relevant service, allowing her to find targeted support for her family.

By building closer links with dementia services in Brent, we are growing our capacity to support people who need dementia support either for themselves or for a loved one. We're also able to provide additional information and advice to the people who use Brent's dementia cafés – such as finding dementia-friendly dentists.

\* Name changed for privacy

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

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