



# **Patient feedback report**

## **July – September 2022**

# Summary of intelligence collected in Q2 (July – September 2022)

This report shares feedback collected from 165 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 nine community outreach events
- Supported 19 people who came to us for information and signposting
- Shared information with 619 people through our monthly newsletter

# Championing the voice of local residents

**People from Brent can come to us for advice and signposting to help them access local services. One of the most common issues is access to a dentist.**

We met Mr Angelos\*, a European migrant in his 30s, at a local engagement event. He shared the concerns he had around his health, which included his inability to find a local dentist who could offer NHS care, despite the fact that he needed urgent treatment. Mr Angelos also explained that, since moving to the UK, he had chosen not to register with a local GP.

We were able to signpost Mr Angelos to a number of different dental providers currently accepting new NHS patients. After considering the options, he chose a dentist that could meet his needs and was able to register and book an appointment. We also discussed the importance of registering with a GP and explained the process so that Mr Angelos would find it easier to access healthcare should he need it in the future.

Mr Angelos is one of many patients who come to us with issues accessing local dental care. Although we are able to support these individuals by finding dentists accepting new patients, in many cases it means sending patients out of the borough and may involve lengthy travel times. There is a serious need for more local NHS dental care.



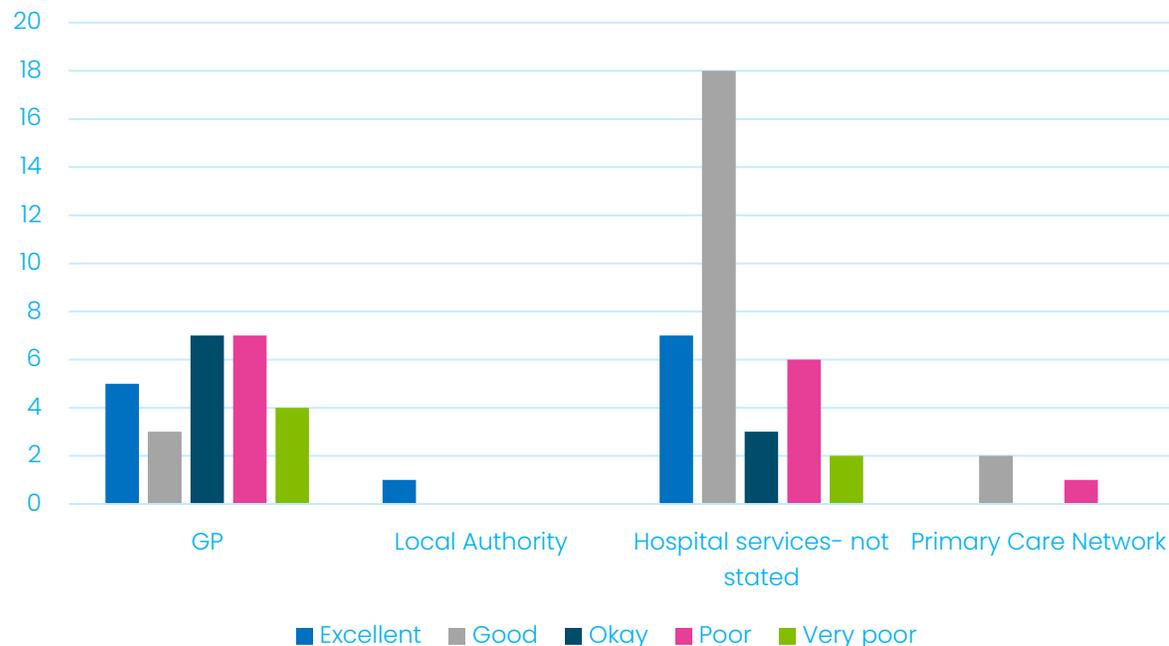
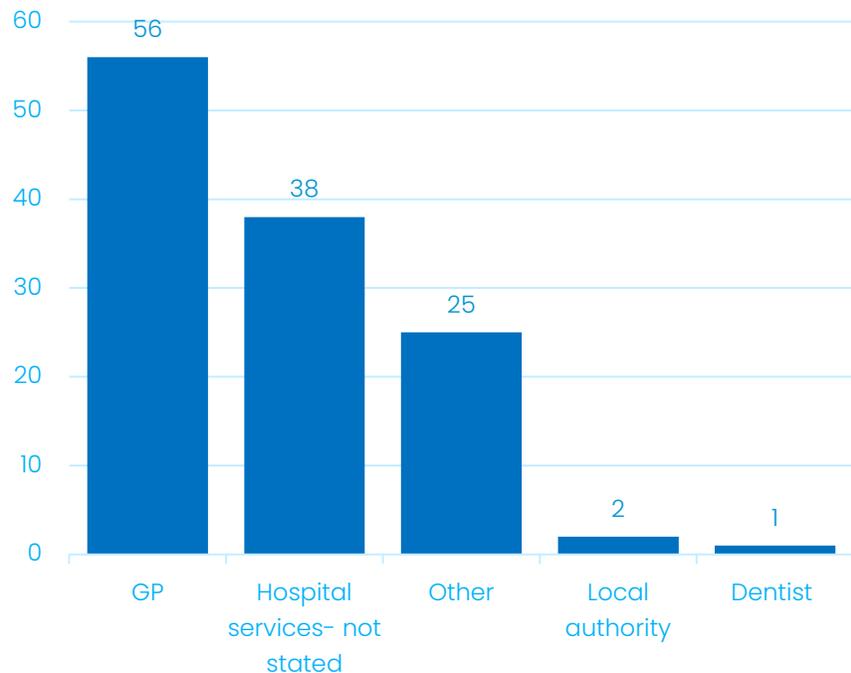
“Thanks to you I have been able to register with a dentist.”



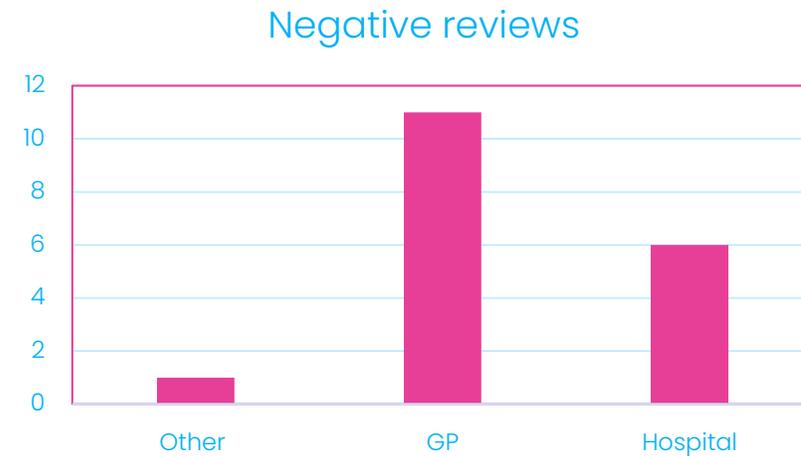
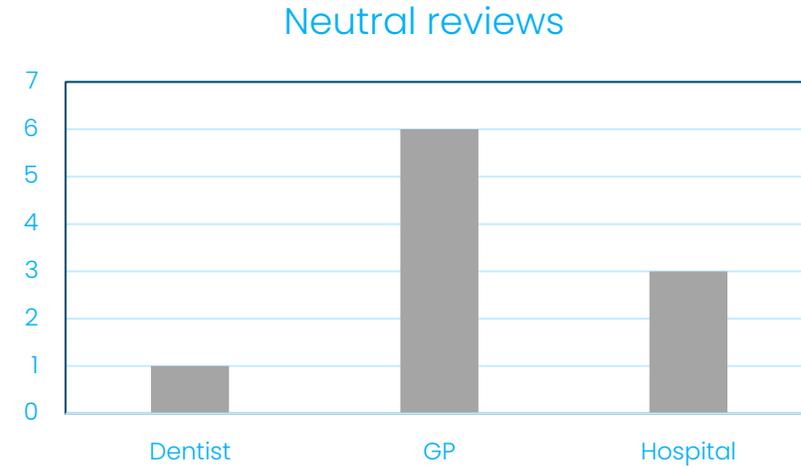
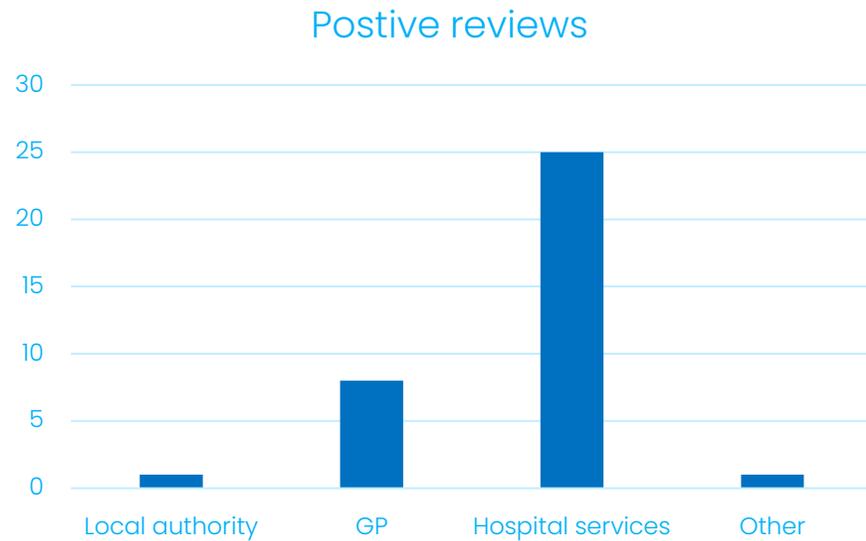
\*names have been changed to protect the identity of individuals

# Key stats – Services we heard feedback for

The majority of patients shared feedback about their GPs, but we also heard about a number of other service areas.



# Sentiment towards different service types



# Spotlight: maternity care

This quarter, 28 women gave feedback about their experience of maternity care at Northwick Park Hospital. The majority of the feedback was positive, although patients highlighted long waiting times during visits and brusque attitudes of staff as areas for improvement.

From the feedback we received...

- **21** rated their experience as good or excellent
- **3** rated their experience as okay
- **1** rated their experience as very poor

Three people chose not to rate their experience.

“Good so far. Staff are friendly. There is lots of information about our choices. However waiting times at the start of an appointment can be very long.”

“Happy with the service so far – sometimes the staff can be quite rude , during the scans, especially if they are busy. It can be rushed. But they do give you everything you need, so overall the care is good.”

We will be continuing our visits to Northwick Park maternity in Q3, in conjunction with the Northwick Park Maternity Voices team. The feedback will be shared with the relevant teams, giving a snapshot of how patients currently view the service, as well as strengths and any potential areas for improvement.

# Spotlight: cancer screenings

Following our March lecture about health screenings, we asked local people to tell us whether they have the information they need about different types of health screening. 25 people shared their views about public health information.

- **13** people told us that they don't currently attend health screenings
- The majority (**14**) of respondents said that they either don't know what screenings are currently available, or would like to know more on this topic
- Prostate cancer and bowel cancer were highlighted as two of the key areas that people would like to know more about
- **11** respondents said that they would be interested in attending an event about this, and additional three people said that they would be interested in seeing more information online.

In response to this information, we have worked with local patients and partners from the Imperial Patient Experience Research Centre to plan a community cancer awareness evening, focussing on the areas that residents say matter most to them. This is an opportunity for people to meet with clinicians, and to learn more about cancer screening and treatment. The output from this work will include video content to share online so that we can reach a broader audience, and a report looking at what we have learned and next steps for improving awareness.

# Other key themes in our data

We gather feedback from residents on all health and social care services in Brent. Here are some of the key themes from our data.

## GP practices

34% of feedback we received related to GP practices, with access to services being the most common theme. Patients continue to complain that the process for booking an appointment is lengthy and can be confusing, especially when using the online booking system. There are also long waiting times for call-backs from the doctors, and patients have stated that receptionists can be rude or unhelpful.

“The GPs are good but receptionists can be rude. When I recently needed an appointment for my son, they made me go online to book. It was too complicated. Then later I heard them give somebody else an appointment straight away which seemed unfair.”

“Used to be a good practice but since Covid you can't get an appointment. They say the doctor will ring you back, but you're waiting a long time and sometimes I struggle to hear or understand over the phone.”

## Hospitals

The vast majority of feedback about Northwick Park and Central Middlesex Hospital was positive: out of 38 reviews, only six rated the services as poor or very poor.

Positive areas highlighted included:

- Positive/friendly attitude of staff
- High standard of care from clinicians
- Ease of arranging appointments

Areas for improvement included:

- Long waiting times
- Lack of communication, both with patients and between the hospitals and primary care services
- Appointments being postponed

"1st class appointment with optical technician. He was so helpful and put my mind at rest."

"Routine annual check up. Department was 10 members of staff down for varying reasons, but still performed well and with remarkable good spirits considering the pressure they were under. NHS at it's very best."

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

[www.healthwatchbrent.co.uk](http://www.healthwatchbrent.co.uk)

t: 020 2896 9730

e: [info@healthwatchbrent.co.uk](mailto:info@healthwatchbrent.co.uk)

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Brent