

Priorities for 23-24

Our key projects and workplan

Over the past two years we have been putting down deep roots with local community groups, and developing our understanding of services across the borough. Now we are in a strong position to do focused work looking at some of the core issues that local people, community groups and partners have raised. We would like to focus our resources on developing our engagement within these priority areas, allowing us to build on learnings and insight from previous years and deliver meaningful outcomes. In addition, we will focus on growing the advice and signposting part of our service, ensuring we can share support and information with a larger number of residents.

Mental health in key communities and geographical hotspots

Across the borough, residents are telling us that they would like more support for their mental health, and a better understanding of how to access the services that are available. We are also hearing from service providers that many of Brent's communities are not accessing mental health services at the rate expected. Our mental health priority covers three individual projects, considering both acute care and community provision.

- Evaluation of local mental health in-patient services. Following our enter and view reports from Park Royal Centre for Mental Health, we will continue to work closely with the service to ensure recommendations are made.
- Co-production with Somali groups. We are working with local Somali organisations and mental health services to improve awareness in the community and ensure services are culturally appropriate. Focus groups will take place throughout May and June.
- Following the success of our co-production work with Somali groups, we will carry out a similar co-design project with people from the local Pakistani community. This will involve collecting and sharing insight regarding access to mental health services.

Engagement with Romanian people living in Brent

The Romanian population is one of the fastest growing groups in Brent, and organisations working with Romanian people have told us that there are a lot of barriers to accessing care. We have commissioned the Romanian and Eastern European Hub to run a community event collecting feedback on access to services, and recruited a Romanian community researcher to gather additional feedback.

The report on this will be published in June, and will identify next steps for targeted work addressing the barriers which have been identified.

GP Access

GP access continues to be the largest issue raised by local people during our outreach and engagement. There has been a lot of investment into improving access to GP practices in Brent, and we would like to better understand how this has affected that patient experience, and what issues are still being faced. We will also support Brent's primary care team in providing education about primary care access and using appropriate services.

Finally, we will follow up on the recommendations made in our 2022 GP access report. This will involve a series of enter and view visits to key practices, and to a new extended access hub.

Maternity services

Our report on antenatal services found that patients had positive feedback about the services provided by Northwick Park Hospital. However, to make a meaningful evaluation of the service, we also need to look at experiences of giving birth and of postnatal care.

We will work with the Maternity Voice Partnership (MVP) and local parents' groups to collect feedback about the service. This will lead to recommendations for improvement to be fed directly to the service, through the MVP.

Cancer Screening

Local residents have told us that they would like more information about cancer screening. After developing strong links with local screening providers, we have developed a plan for offering targeted cancer awareness sessions to specific community groups where uptake is low or there is a need for tailored information. This will include raising awareness of bowel cancer screening, breast cancer screening, and tests that are available for prostate cancer.

Engagement with communities in priority areas

Harlesden, Stonebridge and Kensal Green have been identified as three areas where residents are facing the largest health inequalities. We have prioritised these areas during our ongoing community engagement, and will continue to do so, building up links with local people. We will ensure that residents in these areas are given the opportunity to contribute to the project areas listed above. In addition, we will run face-to-face information and signposting sessions across these three parts of the borough. The information gathered will be shared with services, and publicised more widely through our quarterly patient experience report.

