



healthwatch
Brent

Healthwatch Brent

Patient Experience Report 2020/2021

April - September 2021

Contents

Executive summary	3
Mobilisation	3
Results - Q1 and Q2 2021/22	3
Conclusion	4
Next steps	4
Introduction	5
Mobilising the service	5
Overview	6
Consultations	7
Service rating	7
Likely to recommend	8
Feedback sentiment	10
Cases	13
Combined themes FY 2021/22	15
Relationship management	16
Community groups	16
Venues	16
Demographic information	17
Conclusion	19
Next steps	20

Executive summary

Mobilisation

In March 2021 The Advocacy Project won the bid to deliver the Healthwatch Brent service starting on 1 April 2021. Since that time, we have implemented the management systems and recruited the required staff to support the service delivery. The mobilisation was completed in June 2021.

Results - Q1 and Q2 2021/22

	Q1	Q2	Total 2021/22
Total number of consultations	16	48	64
Number of individual consultations	19	46	201
Number of groups consultations	2	14	16
Number of people - cases	22	40	62
Signed up for newsletter	4	2	6
Number of organisations connected with	12	42	54
More information about Healthwatch Brent service	4	6	10
Complaints about Healthwatch Brent service	0	0	0
Compliments about Healthwatch Brent service	1	1	2

Consultations - we have received a consistent flow of completed health service surveys via the website and have completed several group sessions with Brent residents. We aim to increase the group sessions in conjunction with the community groups we are liaising with.

Cases - The number of cases received per month has risen from 22 in Q1 to 40 in Q2. This is a reactive service that will increase with publicity and promotion. We have set a temporary target of 50 per month over the next financial quarter. We will keep this target under constant review and monitor the impact of the promotional work we have planned.

Projects - Following on from the previous Healthwatch Brent provider reports on Care Schemes in Brent 2020 we completed A Brief Analysis of Good Practice and Adaptations, in Selected Care Schemes in Brent, in Response to the COVID-19 Pandemic: which we revisited after 12 months and shared the finding with Adult Social Care, Adults Safeguarding Board and Care Home Providers.

We have started a further two projects where we are reviewing the recommendations made in January 2020 from the previous Healthwatch Brent provider report: 'Cancer Screening for People with Learning Disabilities in Brent' and recommendations made in the March 2018 from the previous Healthwatch Brent report: 'Identifying Young Carers in Substance Misuse Households in Brent.' We are assessing whether the recommendations have been carried out by service providers or whether further analysis or what work needs to be carried out to implement the recommendations made in the two reports.

Relationship management - We are continuing to build on the relationships with the 54 community groups we have reconnected with so far and aim to identify further community groups over the next quarter via Healthwatch Brent's Grassroots Community Voices.

Themes - Access to Services, Communication and Dignity and Respect are common across all areas of our work.

Conclusion

We have made a successful start making improvements to systems and processes that will benefit the residents of Brent. The number of consultations and cases are as we would expect, and delivery of the service is set to become more effective with our planned improvements and service promotions.

Next steps

We will continue to:

- Promote the Healthwatch Brent service
- Improve our recording of demographic data
- Increase group sessions
- Improve the website over the coming months
- Identify and deliver projects reviewing patient experience when accessing GP surgeries, whether particular Brent communities are over or underrepresented in safeguarding and if so, what are the blocks and barriers which mean that certain communities do not have the benefit of access to safeguarding in relation to their mental and physical health and local health inequality issues in relation to accessing Mental Health Services
- Increasing engagement with seldom heard voices.

Introduction

This report aims to demonstrate the work completed by the Healthwatch Brent team managed by The Advocacy Project since 1 April 2021 when we won the bid to deliver the service.

Mobilising the service

Since April 2021 The Advocacy Project has successfully maintained the advice, information and signposting service whilst transitioning the service from Community Barnet.

Websites - we immediately updated the website to reflect the most current situation, there is more work to be done over the coming months to make further improvements.

Single point of access - the phone numbers were not transferred to us from the previous provider, this required us to quickly publicise the new phone numbers to ensure continuation of the service. We also set up alternative ways of contacting us, including email and website forms.

Recruitment - as only one person from the previous team TUPE transferred to The Advocacy Project as the new provider of Healthwatch Brent, we had to recruit a new team. We immediately recruited the Healthwatch Brent Manager and further vacant positions for the Volunteer and Projects Officer and Communication and Engagement Officer, and they were secured in post in June and August.

Planning - we implemented a draft workplan for 2021/22 which outlines how the new Healthwatch Service, intends to deliver the Health and Wellbeing Board's aims of ensuring that all residents in the borough, particularly the most vulnerable, are able to influence the commissioning and delivery of the health and social care services in Brent.

Management systems - we developed The Advocacy Project's case management system to accommodate the recording of our work and to enable us to provide accurate reports.

If you would like to suggest further improvements, please contact Jo Kay
Jo.Kay@healthwatchbrent.co.uk

Overview

There are 3 main functions of the Healthwatch Brent service which are:

- **Consultations**
- **Cases**
- **Relationship management**

The functions in detail

Consultations - projects, Enter and View and all survey responses

Cases - Reactive service providing advice, signposting and information about health complaints, and how to progress a complaint.

Relationship management - building relationships with community groups, service providers and Brent residents.

Themes

Consultation themes	Q1	Q2
Access to Services	5	18
Communication	3	4
Dignity and Respect	3	6
Staff	2	5
Treatment and Care	1	3
Facilities and Surroundings	1	0
Medication	0	2

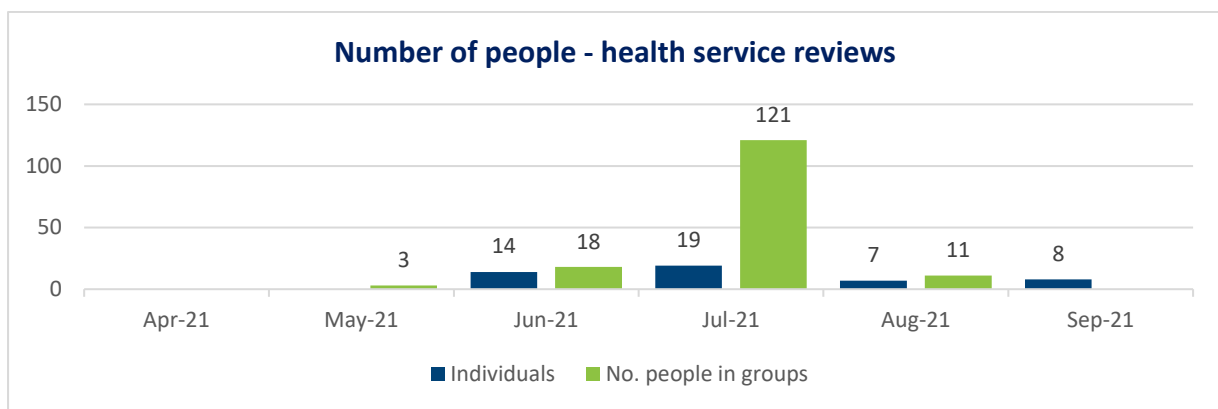
Case themes	Q1	Q2
Access to Services	16	37
Communication	4	4
Dignity and Respect	3	6
Staff	2	5
Treatment and Care	8	9
Facilities and Surroundings	1	2
Medication	1	3
Administration	1	4
Referrals	0	4
Complaints	1	3

Consultations

Using an online survey and face to face consultations with individuals and groups, we have sought the view of residents in Brent about their experiences of the health and social care services. We gathered the views of 35 people in Q1 and 166 people in Q2.

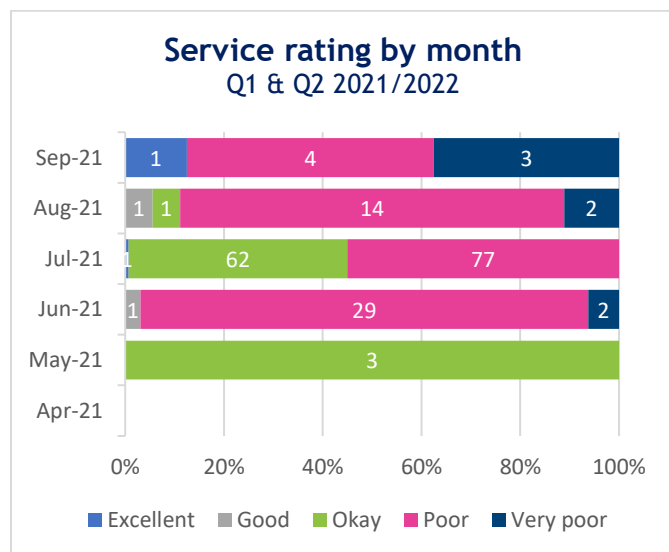
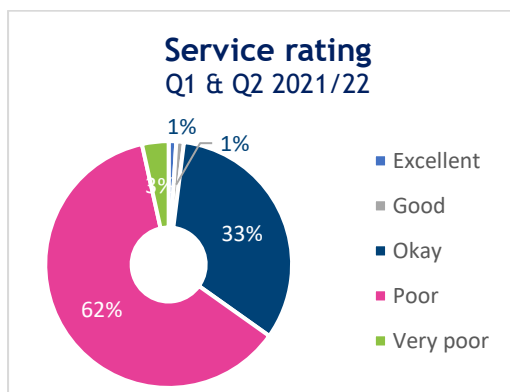
Health consultation results Q1 & Q2 2021/22

Total number of health service consultations completed	187
Total number of people consulted	201
Number of website surveys completed	14
Number of groups consulted	16
Number of people consulted in groups	153



In addition to asking people to share their personal experiences, we asked them to rate health and social care services they chose to talk about, plus how likely they are to recommend that service. 62% of people, said they received poor service with 51% of people saying they were unlikely or extremely unlikely to recommend the service.

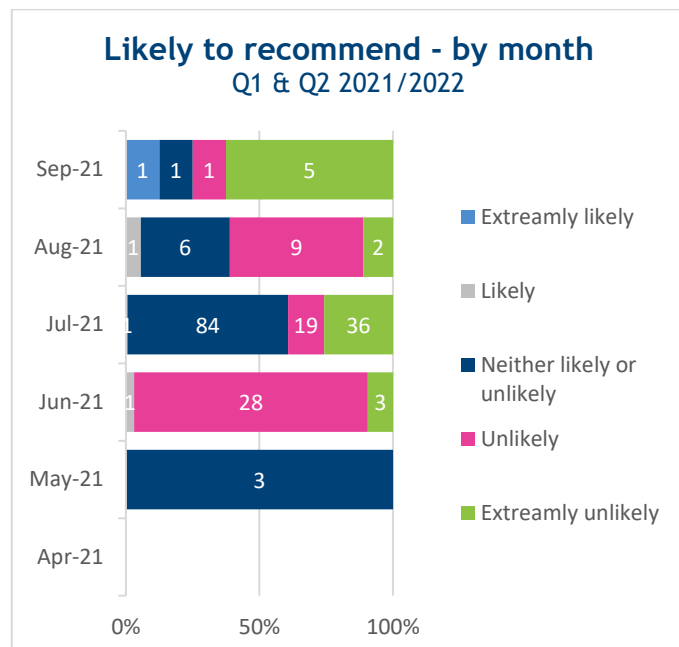
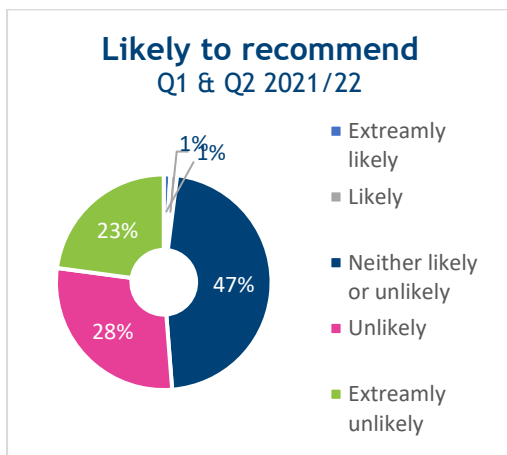
Service rating



We have highlighted service rating received in Q1 and Q2 2021/22 for a selection of services these being:

	Excellent	Good	Okay	Poor	Very poor
GP			54%	44%	2%
Brent Council			7%	93%	
NHS (Dentists & Trusts)	3%		6%	85%	6%
Greenhill Park Surgery			100%		
The Law Medical Group Practice				50%	50%
Northwick Park Hospital				100%	
Brent Advocacy Concerns	100%				
Dementia Cafés (Ashford Place)		100%			
Willesden Centre for Health				100%	
Hazeldene Medical Centre GP					100%
Kilburn Park Medical Centre					100%
The Willesden Medical Centre				100%	
The Lonsdale Medical Group					100%
Chalkhill Practice		100%			
Community Mental Health Services				100%	

Likely to recommend



We have highlighted likely to recommend results received in Q1 and Q2 2021/22 for a selection of services these being:

	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Unsure
GP			43	7	20	
Brent Council			11	30		
NHS (Dentists & Trusts)	1		17	12		1
Greenhill Park Surgery			18			
The Law Medical Group Practice					2	
Northwick Park Hospital					18	
Brent Advocacy Concerns	1					
Dementia Cafés (Ashford Place)		1				
Willesden Centre for Health					7	
Hazeldene Medical Centre GP					1	
Kilburn Park Medical Centre					1	
The Willesden Medical Centre					1	
The Lonsdale Medical Group					1	
Chalkhill Practice		1				
Community Mental Health Services					1	

Feedback sentiment

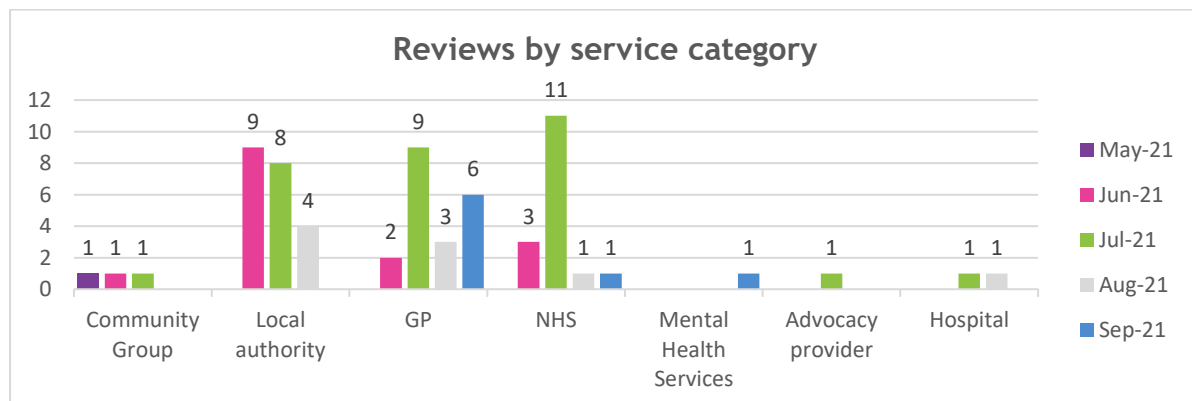
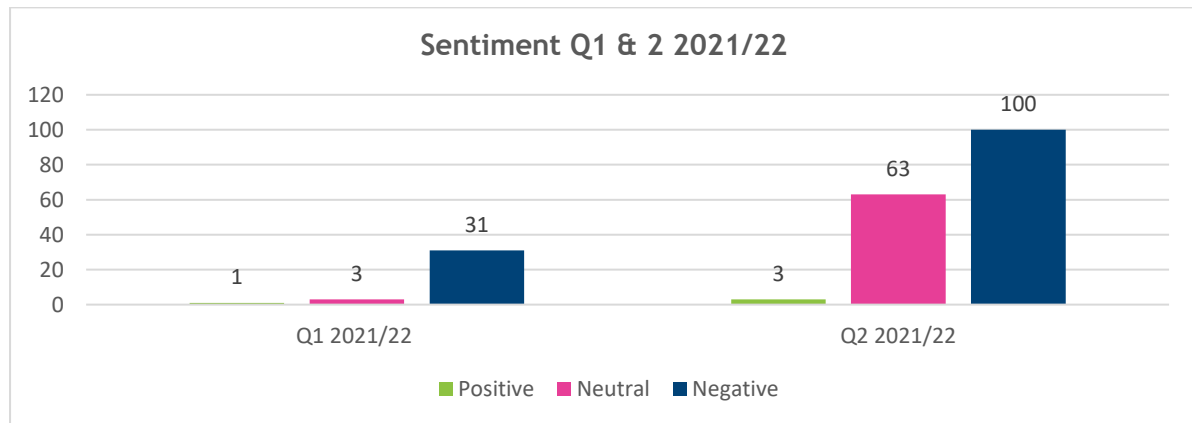
In April and May our attention was mainly focused on mobilising the Healthwatch Brent service. Mobilisation included, recruitment, establishing feedback mechanisms, writing policies, and implementing our management systems. This resulted in limited reviews being conducted during April and May.

Q1 2021/22

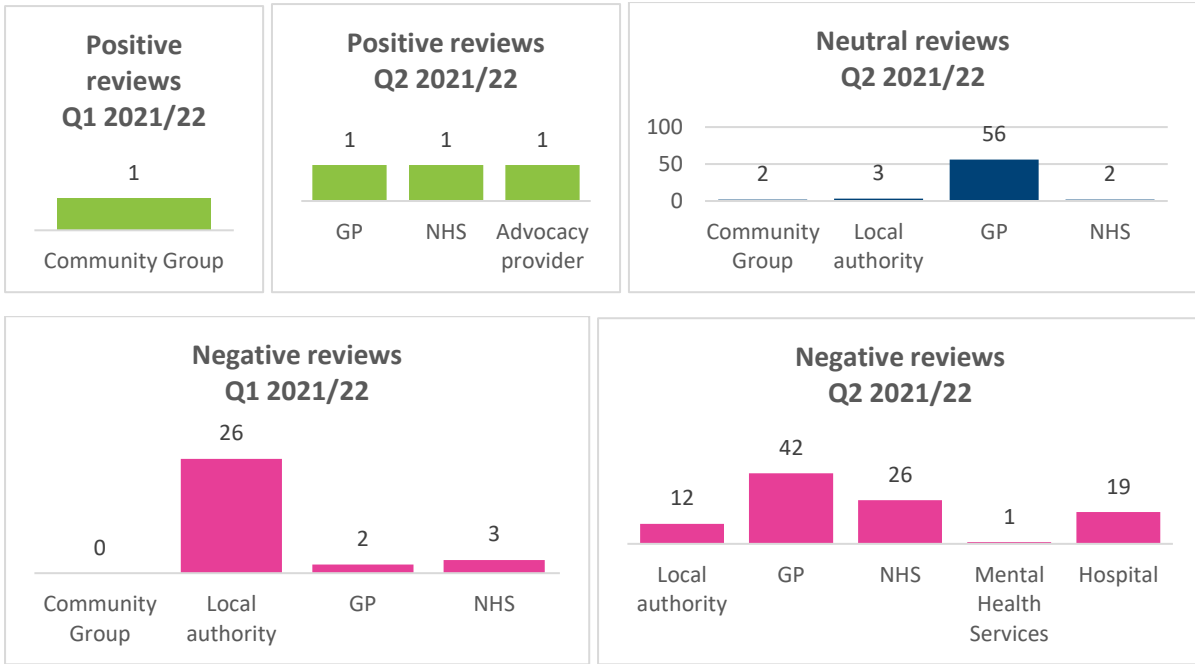
	Positive	Neutral	Negative
Apr	0	0	0
May	0	3	0
June	1	0	31
Q1 2021/22	1	3	31

Q2 2021/22

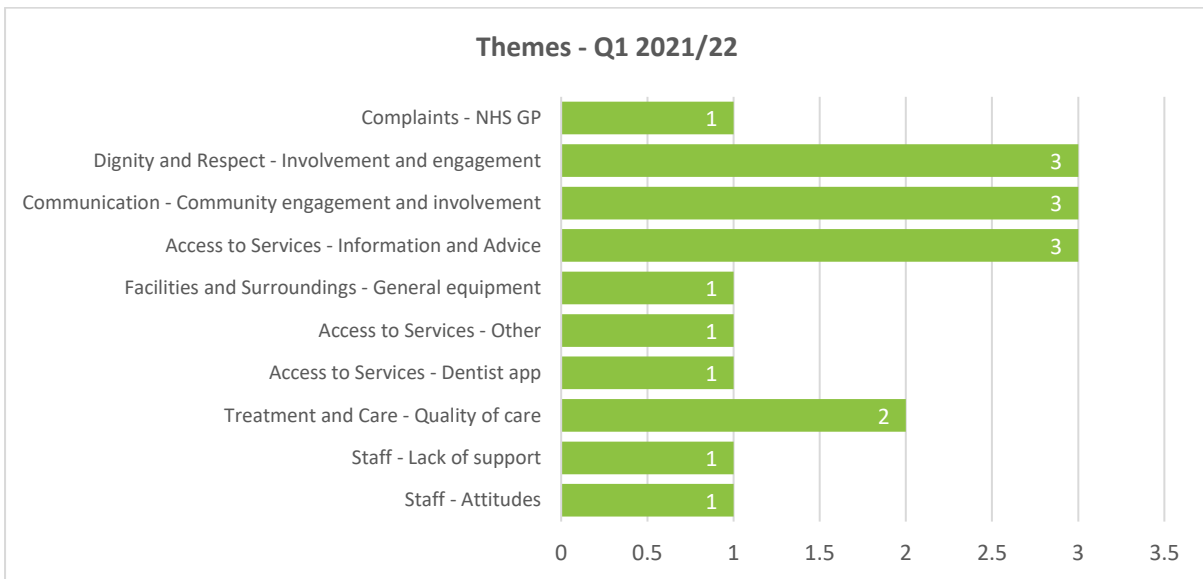
	Positive	Neutral	Negative
July	1	62	77
Aug	1	1	16
Sept	1	0	7
Q2 2021/22	3	63	100



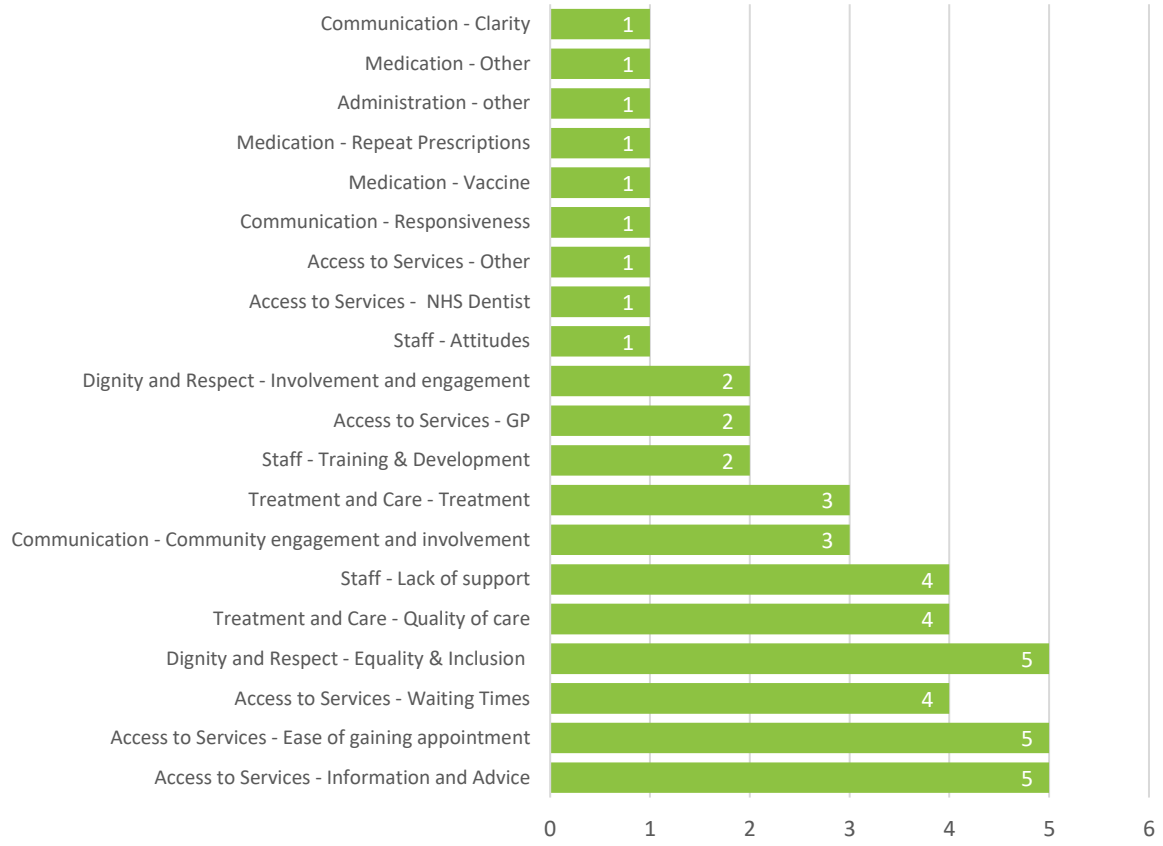
During Q1 and Q2 we received the highest percentage of feedback about the Local Authority's provision of public health services followed by GP and then the NHS as an organisation. Future health service reviews will endeavour to clarify specific services.



Themes - consultations



Subthemes - Q2 2021/22

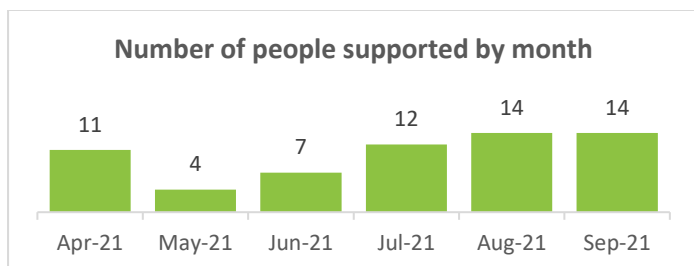


Cases

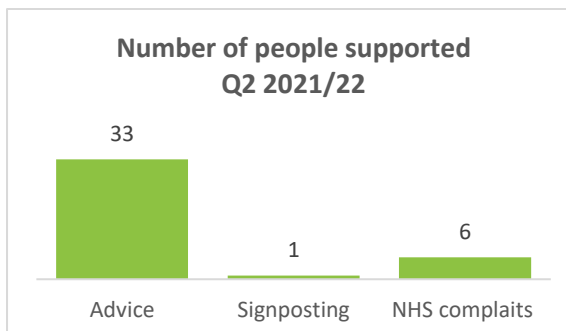
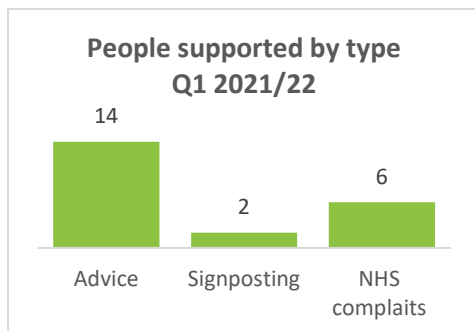
People supported

We supported a total of 62 people in Q1 and Q2 2021/22 combined.

- Q1 we supported 22 people
- Q2 we supported 40 people

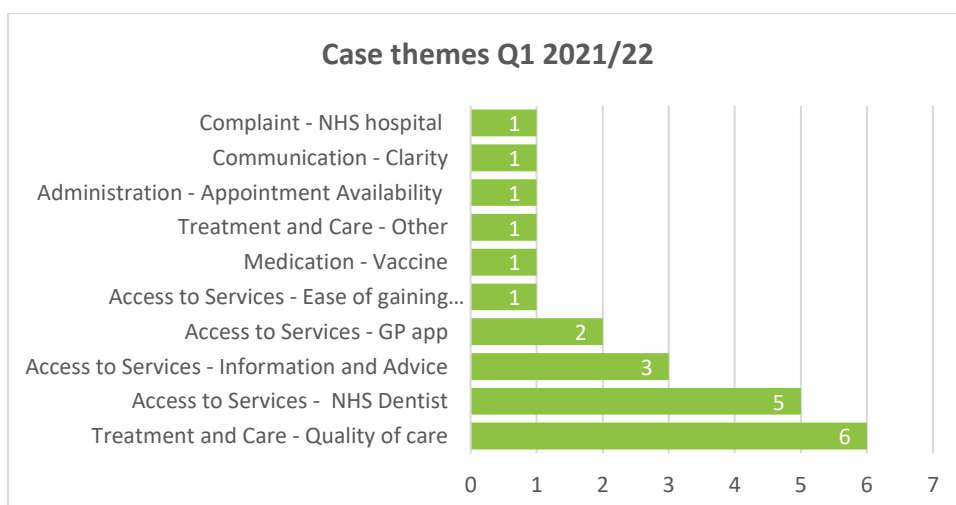


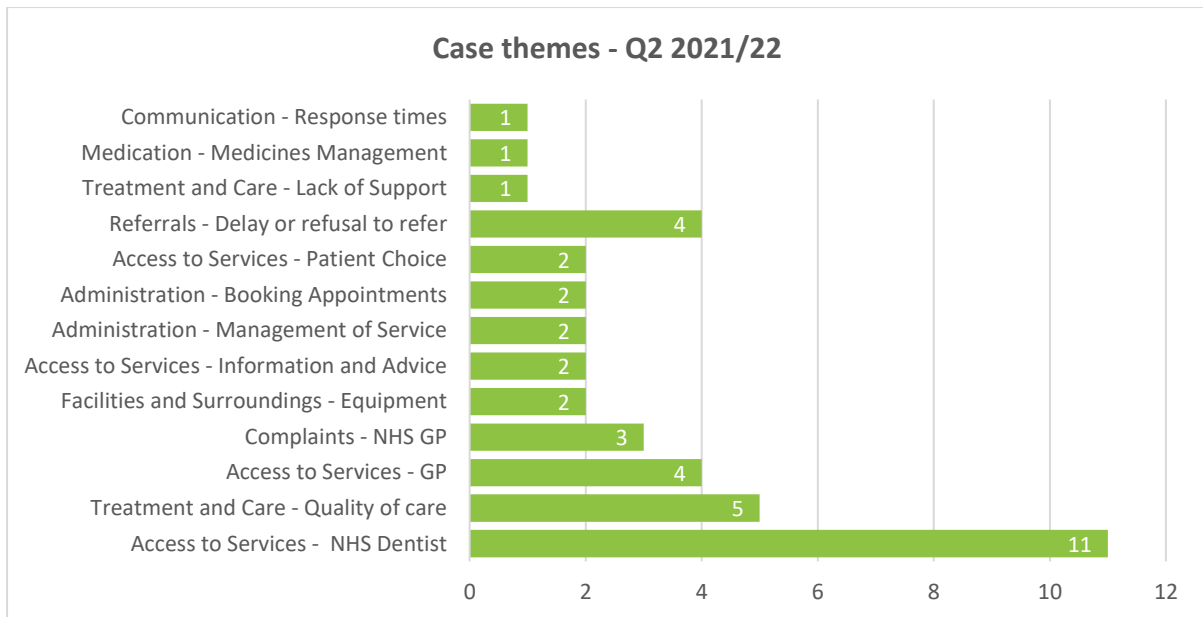
75% of people who contacted us wanted advice, we signposted 5% of people to services within Brent and we supported 20% of people to raise a health service complaint.



Themes - cases

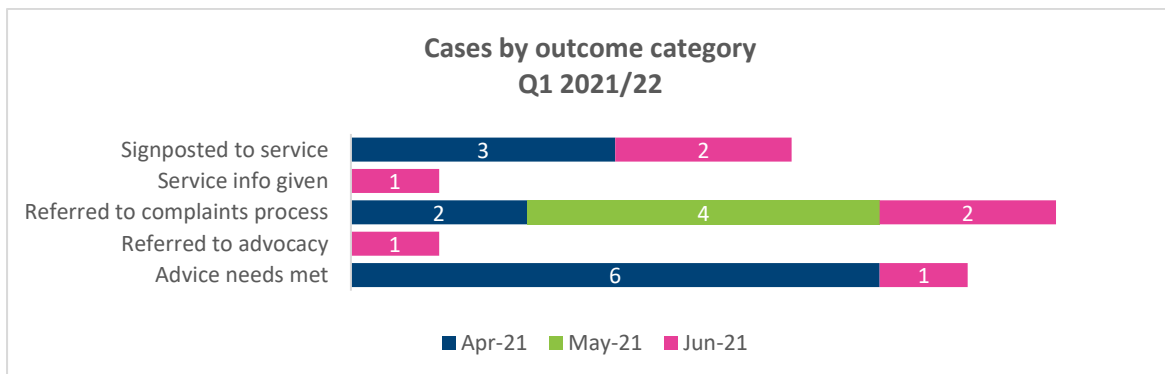
In Q1 2021/22 the most common enquiry subject was quality of service, representing 27% of all enquiries. 22% of enquiries related to accessing NHS dental services.



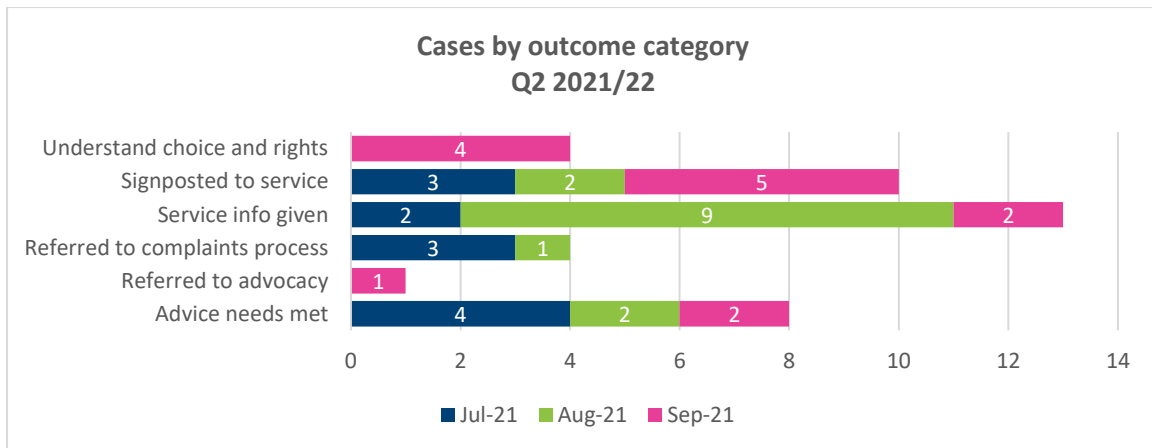


Outcomes by category

The outcomes below show that in Q1 2021/22 Healthwatch Brent referred 36% of cases to POhWER who provide the Independent Health Complaints Advocacy Service in Brent. 23% of cases were signposted to other organisations. We were able to provide advice to 32% of people.

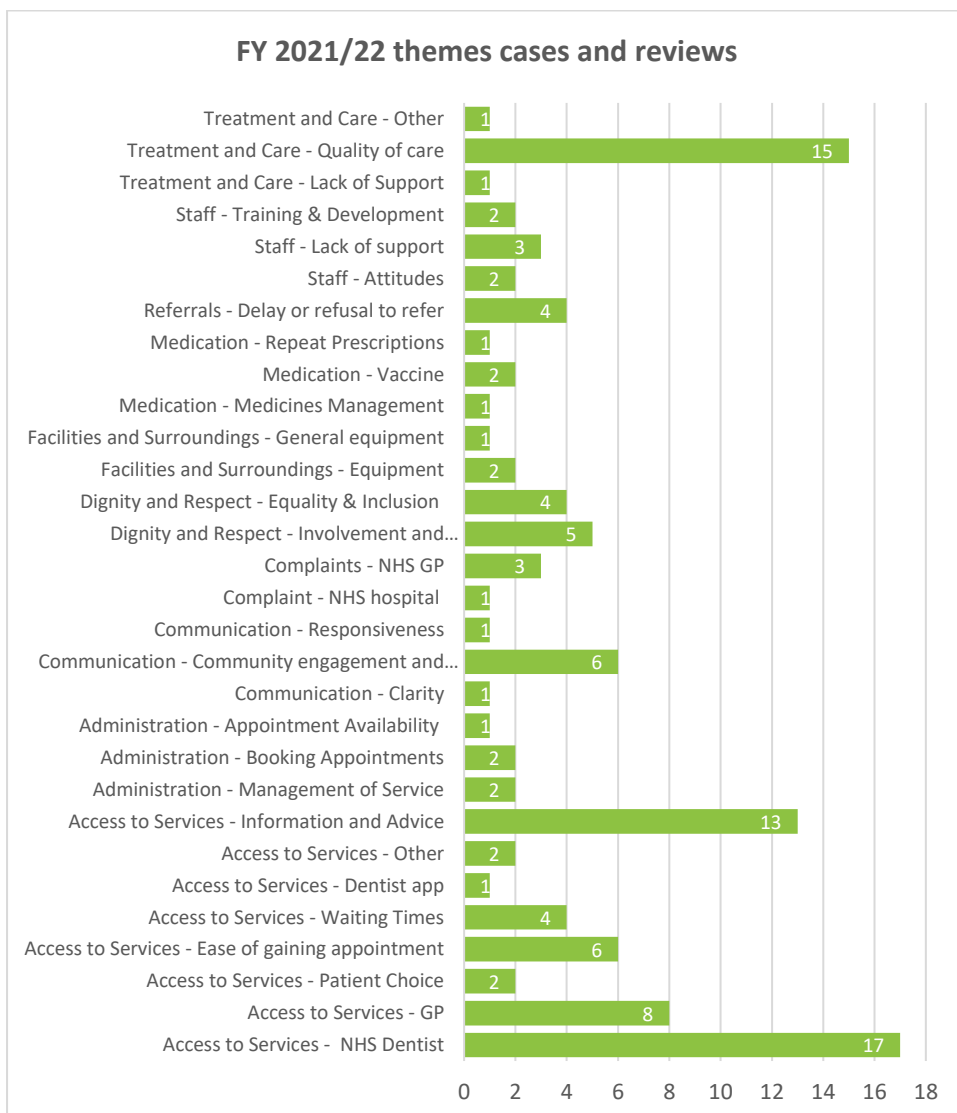


In Q2 Healthwatch Brent provided service information to 33% of people contacted the service for support. We sign posted 26% of people to other services and met the advice needs of 18% of people.



Combined themes FY 2021/22

The most common subthemes across cases and consultations relate to accessing NHS dental services, representing 15% of all engagements. Quality of care represents 13% of all engagement and providing information and advice equates to 11% of all engagements.



Theme	No. engagements
Access to Services	53
Treatment and Care	17
Dignity and Respect	9
Communication	8
Staff	7
Administration	5

Theme	No. engagements
Complaints	4
Medication	4
Referrals	4
Facilities and Surroundings	3
Diagnosis/Assessment	0

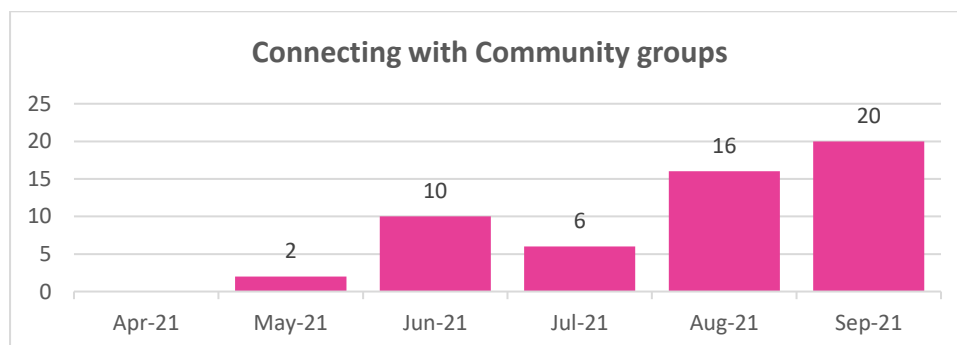
46% of all engagements with Brent residents relate to access to services. 15% of all engagements relate to treatment and care, with 8% relating to dignity and respect.

Relationship management

Community groups

Building successful relationships

The table below represents the number of community groups we have connected with by month. We are seeking to establish good relationships with community groups to enable a more holistic support network for the residents of Brent.



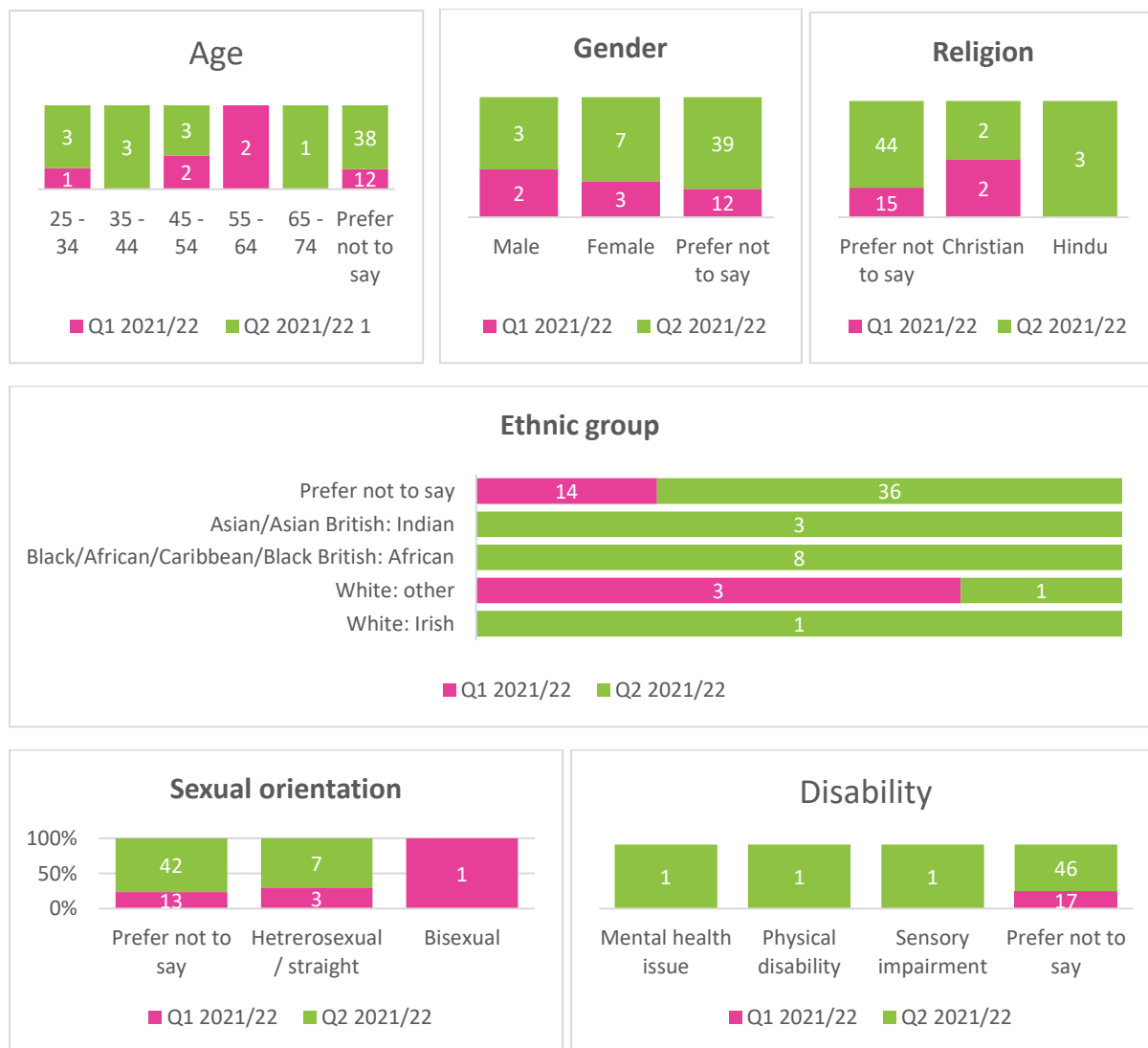
There are 25 community organisations we are currently in discussion with, either organising working arrangements or trying to reconnect with.

Venues

We are establishing relationships with venues to enable us to provide details to groups and advise of potential meeting places. We have connected with 8 venues in Q1 and Q2.

Demographic information

Consultations



We have gathered the demographic data above predominantly via the website form. There are still a significant number of people that do not wish to share their demographic information.

Cases



Many of the people that have contacted us have declined to share their demographic information. We are currently working on a strategy to improve the collection of this data.

Conclusion

In Quarter 1 and 2, a total of 201 patient experience views were collected. We gathered the views of 35 people in Q1 and significantly improved on this by hearing from 166 people in Q2. 62% of the people said they received a poor service and 51% of people said they were unlikely or extremely unlikely to recommend the service.

As we do not have data from the previous financial year (2020/21) we are unable to compare whether this is an improvement of Patient Experience data collecting. As we move into Q3 and Q4 we will use our figures as a benchmark for the next two quarters. We hope to see an increase in the number of people whose views are collected, improving on our current figure of 201.

Overall service ratings

Looking at the overall service ratings received for Q1 and Q2, 54% said their GPs were okay, 44% said they were poor and 2% said they were very poor. In Q1 and Q2 we received 44 negative reviews of GP surgeries. Following on from this feedback, in Q3 and Q4 we will be gathering further views from Brent Residents to understand their experiences of arranging a GP appointment across Brent.

7% of the service ratings said the Local Authority were okay and 93% said they were poor. Overall, Brent Council received 38 negative reviews. The majority of the themes related to dignity and respect and communication. In some wards Brent residents felt that Brent Council do not listen to their views, and people feel that they have been left behind. Many residents felt reassured that there was a drive behind raising awareness of Diabetes, however some people felt there was not enough engagement work on other health conditions such as Sickle Cell or Mental Health issues.

These findings provide an indication that more still needs to be done by services and stakeholders to ensure that a high standard of care is being consistently delivered across all services in the borough.

GP improvements

The findings from the analysis within this report highlight several key areas for improvement in GP surgeries.

Several GP surgeries received 100% poor or very poor service rating. These were The Law Medical Group Practice, Hazeldene Medical Centre, Kilburn Park Medical Centre and The Lonsdale Medical Group.

Negative reviews relating to these GP surgeries in Brent highlighted Access to Services and Quality of Care received. Relating to the theme Access to Services, a trend is beginning to emerge where people are highlighting difficulties booking an appointment using the variety of methods available. This especially related to booking a face-to-face appointment.

Although these findings are somewhat expected, and correlate with North West London and national findings due to the rise of high demands on Primary Care during the Covid-19 pandemic, we must still ensure that patients are able to access their GP and that there are no barriers in place to prevent them from receiving an appointment. We would expect

to see that the quality of care is always delivered to a high standard. We will continue to monitor this trend, offering a proactive and consistent approach to gather patient experience and ensure that Primary Care are offering a high-quality service that meets the needs of the individuals by providing an integrated and holistic patient journey.

Next steps

Improving our Patient Experience data collecting

Healthwatch Brent will continue to be proactive in improving our methods of outreach and engagement as well as the way in which we represent the voices of Brent communities in the borough's decision-making processes. We will:

- › Continue to work with Healthwatch Brent volunteers, with a focus on up-skilling them in the areas of patient experience.
- › Recruit and increase our pool of volunteers with a concerted effort on recruiting those that speak Gujarati, Hindi, Urdu, Arabic, and Somali and with a focus on recruiting Patient Experience volunteers.
- › Continue to build on relationships within the voluntary and community sector to increase access to our Patient Experience Feedback survey.
- › Implement and recruit Health Connectors to engage with their own communities, promote Healthwatch Brent and collect feedback on health and social care services.
- › Work with Healthwatch Brent's Advisory Group to hold discussions on how we can present our findings to ensure that actions and recommendations are being collaboratively approached by all stakeholders.
- › Continue to promote and recruit Voluntary and Community Sector organisations to become part of Healthwatch Brent's Grassroots Community Voices, to ensure we are hearing from the most seldom heard groups.
- › We will gather further feedback from Black, Asian and Minority Ethnic Communities in Brent, and ensure we are improving our systems to collect demographic data as there are still a significant number of people that do not wish to share their demographic information.
- › We will work with young people organisations to ensure that we are reaching children and young people views as well as adult feedback.
- › We will discuss with key stakeholders to explore how we can improve our Patient Experience data collecting and to ensure the report findings are being acted on.

Following the feedback collected over Q1 and Q2, we will put an emphasis on better understanding Brent residents' experiences with primary services:

- › We will implement our GP access project on 'understanding the experience of arranging a GP appointment across Brent.' And to improve residents' experience when engaging with GP practices across three Primary Care Networks:
 - Harness South
 - Kilburn and
 - K&W South
- › Based on the findings of this report we aim to further understand attitudes toward and experiences of the difficulties when accessing a GP surgery in Brent.
- › We want to improve the report by increasing the amount of feedback we are gathering, we would like to improve and build relationships with practice managers,

across Primary Care and implement different ways patients can feedback for example having a link to Healthwatch Brent Patient Experience survey on GP surgeries websites.

- We want to improve the report by increasing the amount of feedback we are gathering, we would like to improve and build relationships with practice managers, across Primary Care and implement different ways patients can feedback for example having a link to Healthwatch Brent Patient Experience survey on GP surgeries websites.
- We will ensure that we improve our communications so residents and patients are leaving feedback on all services such as Pharmacies, Opticians and further experiences of Dentists.

Finally, we will strengthen our feedback and reporting processes to ensure that all the information we gather is acted upon:

- We want to ensure that we are continuously feeding back to services where we may have received negative reviews on their service.
- We want to work with stakeholders to ensure that actions and recommendations are followed through. This could be implemented by Healthwatch Brent producing end of quarter summaries with general recommendations about their service or where there is a specific more direct recommendation, we could have regular discussions with the service about what we are seeing so recommendations and improvements are real time.