



Healthwatch Brent

Patient Experience Report 2020/2021

September - December 2021

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Executive summary

Results - Q1, Q2 and Q3 2021/22

	Q1	Q2	Q3	Total 2021/22
Total number of health service surveys completed	16	48	129	193
Total number of individual views collected	19	46	140	341
Number of group surveys	2	14	2	18
Number of people - cases	22	40	37	99
Signed up for newsletter	4	2	30	36
Number of organisations connected with	12	42	15	69
More information about Healthwatch Brent service	4	6	44	54
Complaints about Healthwatch Brent service	0	0	0	0
Compliments about Healthwatch Brent service	1	1	0	2

Surveys - we have increased our number of individual health service surveys via the website due to feedback received for our GP Access Project: 'Understanding Patient experience when accessing GPs in Brent'. We continue to aim to increase the group sessions in conjunction with the community groups we are liaising. This will ensure that we are reaching the most seldom heard groups to understand their experiences when trying to access a GP.

Cases - The number of cases received per month has risen from 22 in Q1 to 40 in Q2 but has decreased slightly in Q3 to 37. Even though this is a reactive service which should increase with publicity and promotion, we have seen a slight drop due to the challenges faced in visiting community groups during the Covid-19 Pandemic. However, Q3 cases that have come through our single point of access are becoming increasingly more complex and we are spending more time speaking with residents to ensure that health services are meeting their needs. We will continually work towards our set 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 - Healthwatch Brent Advisory Group agreed our highest priority: 'Understanding the experience of arranging a GP appointment across Brent'. The aim for Healthwatch Brent is to improve residents' experience when engaging with GP Practices across three Primary Care Networks (PCN): Harness South, Kilburn and K&W South.

The project will take six months, allowing us to run a four-month borough wide survey to collect meaningful experiences and patient testimonials of accessing GP in Brent.

Relationship management - We are continuing to build on the relationships with the 69 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 however we have seen an increase in poor treatment and care.

Conclusion

In Q3 we have been successful in making improvements to systems and processes that will benefit the residents of Brent. We have continued to give information and advice to a further 37 Brent residents to help them access health and social care. The number of Surveys 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.

Introduction

This report aims to demonstrate the work completed by the Healthwatch Brent team from April to December 2021.

Service delivery

We have spoken to local people about experiences with health and social care, which is a core part of what we do. The information given is used to help us set our priorities, and shared with key decision-makers in the NHS and local council. From September - December 2021 (Q3), we gathered views from 140 patients and service users, and we've continued to collect feedback every day.

We have championed the voice of local women, to ensure that Maternity Services at Northwick Park Hospital listen to women, especially those from seldom heard groups. We have helped local women to express their views about how services should be developed and improved. This has been a collaborative piece of work, with other local Healthwatch and members of the London North West University Hospital NHS Trust. We look forward to developing the work further next year.

We have offered information and support to Brent residents. This year, it has included helping people arrange vital surgery appointments, sharing information about how to make an NHS complaint, and ensuring that people can register with primary care providers.

We have built connections with the great organisations and community groups in Brent. From diabetes support groups to Black History Month community fairs, we've been out and about meeting people and getting to know their views and concerns. We've also adapted to the challenges of the pandemic, with additional online engagement activity.

We have supported Brent Council's new Joint Health and Wellbeing Strategy. The strategy will be in place until 2027, it's important that it reflects the real needs of our community. We have been consulting with community groups throughout the strategy's development to get their feedback, and will make sure local people continue to be included in the process.

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

Overview

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

- Surveys
- Cases
- Relationship management

The functions in detail

Surveys - 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

Survey themes	Q1	Q2	Q3
Access to Services	5	18	18
Communication	3	4	1
Dignity and Respect	3	6	0
Staff	2	5	0
Treatment and Care	1	3	8
Facilities and Surroundings	1	0	0
Medication	0	2	3
Administration	0	0	1
Complaints	0	0	2
Referrals	0	0	2

Case themes	Q1	Q2	Q3
Access to Services	16	37	16
Communication	4	4	5
Dignity and Respect	3	6	0
Staff	2	5	1
Treatment and Care	8	9	9
Facilities and Surroundings	1	2	0
Medication	1	3	1
Administration	1	4	1
Referrals	0	4	2
Complaints	1	3	1
Not disclosed			1

Surveys

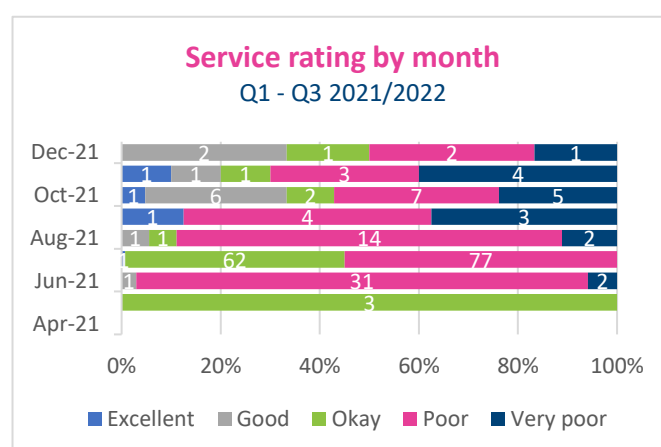
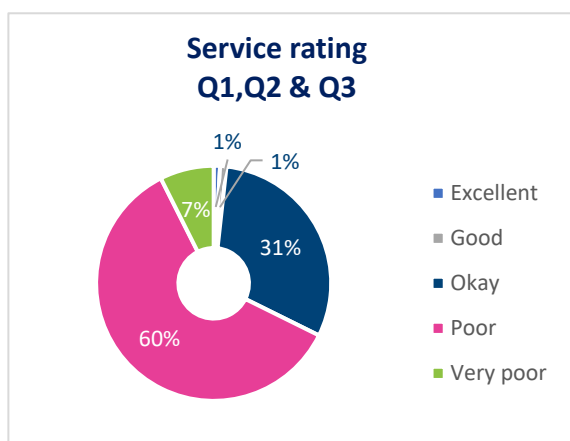
Using online and face to face Surveys with individuals and groups, we have sought the view of residents in Brent about their experiences of the health and social care services. We gathered the views of 140 people in Q3.

Health Survey results Q1, Q2 & Q3 2021/22

Total number of health service surveys completed	193
Total number of individual views collected	341
Number of website surveys completed	141
Number of groups consulted	24
Number of people consulted in groups	191

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. 60% of people, said they received poor service, and 31% said the service was okay. With 50% of people saying they were unlikely or extremely unlikely to recommend the service.

Service rating

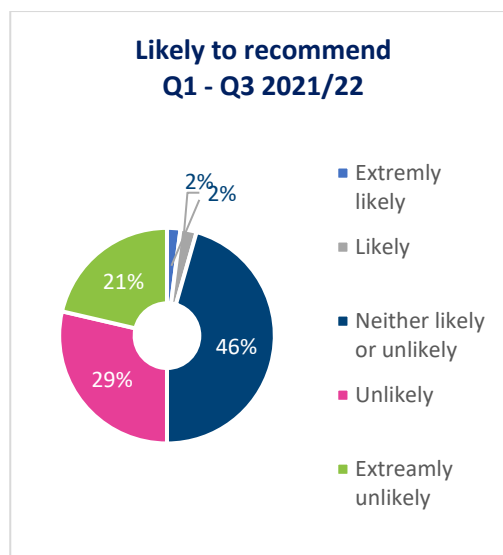
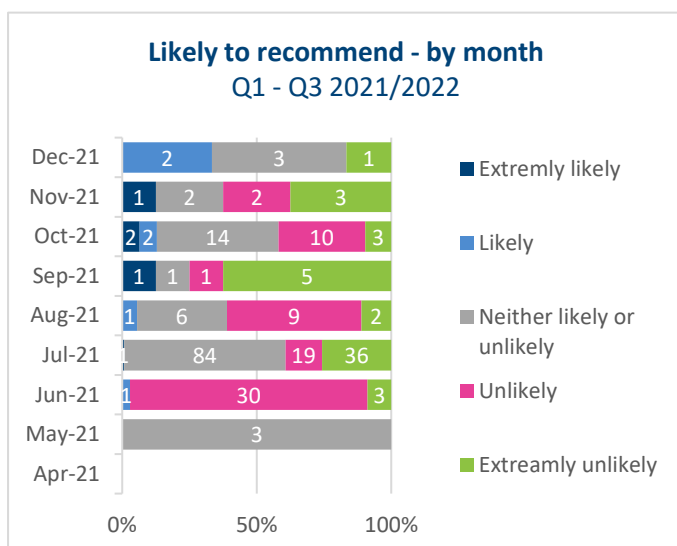


We have highlighted service rating received in Q1, Q2 & Q3 2021/22 for a selection of services, these being:

	Excellent	Good	Okay	Poor	Very poor
GP			52%	43%	4%
Brent Council			7%	93%	
NHS	3%		9%	81%	6%
CNWL				100%	
Brent Carers' Centre	100%				
Jade Pharmacy Appleton				100%	
Greenhill Park Surgery			100%		

Church End and Roundwood			100%		
The Law Medical Group Practice				50%	50%
Brent Hub Enterprise Centre			100%		
Northwick Park Hospital		9%		87%	4%
Brent CAMHS					100%
Brent Advocacy Concerns	100%				
Dementia Cafés (Ashford Place)		100%			
Willow Tree Family Doctors					100%
Willesden Medical Centre				100%	
Chalkhill Medical Practice		100%			
Lonsdale Medical Group					100%
Freuchen Medical Centre	100%				
Fryent Way Surgery		100%			
Stonebridge Medical Centre				100%	
Brentfield Medical Centre				100%	
Preston Road Surgery		100%			
Neasden Medical Centre		100%			
Stonebridge Practice		20%		40%	40%
The Wembley Practice		100%			
Brampton Medical Practice			50%	50%	
Hilltop Medical Practice					100%
Wembley Park Drive		33%		33%	33%
The Clementine Churchill Hospital				100%	
Willesden Centre for Health				50%	50%
Community Mental Health Services				100%	
Kilburn Park Medical Centre					100%
Halezeden Medical Centre GP		50%			50%

Likely to recommend



We have highlighted likely to recommend results received in Q1, Q2 & Q3 2021/22 for a selection of services these being:

	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely
GP	1		43	8	21
Brent Council			12	31	
NHS	1		17	12	
Greenhill Park Surgery			18		
Church End and Roundwood			3		
Youth and Community Association					
The Law Medical Group Practice					2
Brent Hub Enterprise Centre			2		
Northwick Park Hospital		1	11		19
Brent Advocacy Concerns	1				
Dementia Cafés (Ashford Place)		1			
Willesden Centre for Health					8
Halezeden Medical Centre GP					1
Kilburn Park Medical Centre					1
The Willesden Medical Centre					1
The Lonsdale medical group					1
Chalkhill Medical Practice		1			
Community Mental Health Services					1
Brent Carer's Centre	1				
Jade Pharmacy Appleton			1		
Willow Tree Family Doctor					1
Brent CAMHS					1
Freuchen Medical Centre					1
Fryent Way Surgery		1			
Stonebridge Medical Centre				3	

Brentfield Medical Centre				1	
Preston Road Surgery			1		
Neasden Medical Centre		1			
Stonebridge Practice			1	3	
The Wembley Practice			1		
Brampton Medical Practice		1		1	
Hilltop Medical Practice				1	
Wembley Park Drive					2
Clementine Churchill			1		
Halezeden Medical Centre GP			1		

Feedback sentiment

In Q1 our attention was mainly focused on mobilising the Healthwatch Brent service, this resulted in limited reviews being conducted during April and May. However in Q2 and Q3 we have seen an increase of feedback on the sentiment towards services. In Q2 there was a rise in negative sentiment from 31 in Q1 to 100 in Q2 this decreased slightly in Q3 to 56 negative sentiment. There was an increase of positive sentiment in Q3 which increased from 3 in Q2 to 38 in Q3. This shows that we are now collecting a broader range of views from residents, including mixed and positive feedback as well as complaints.

Q1 2021/22

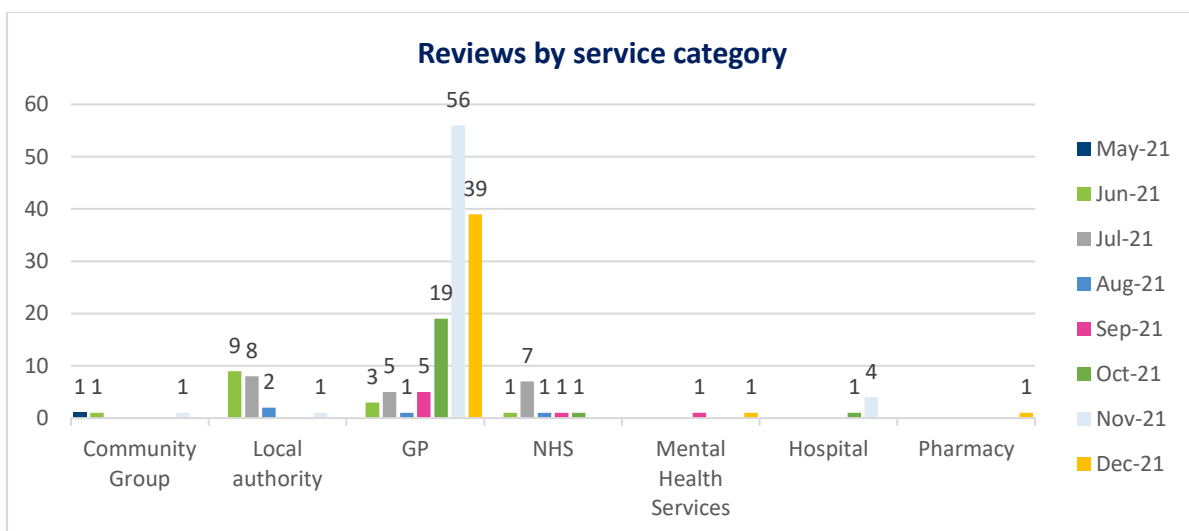
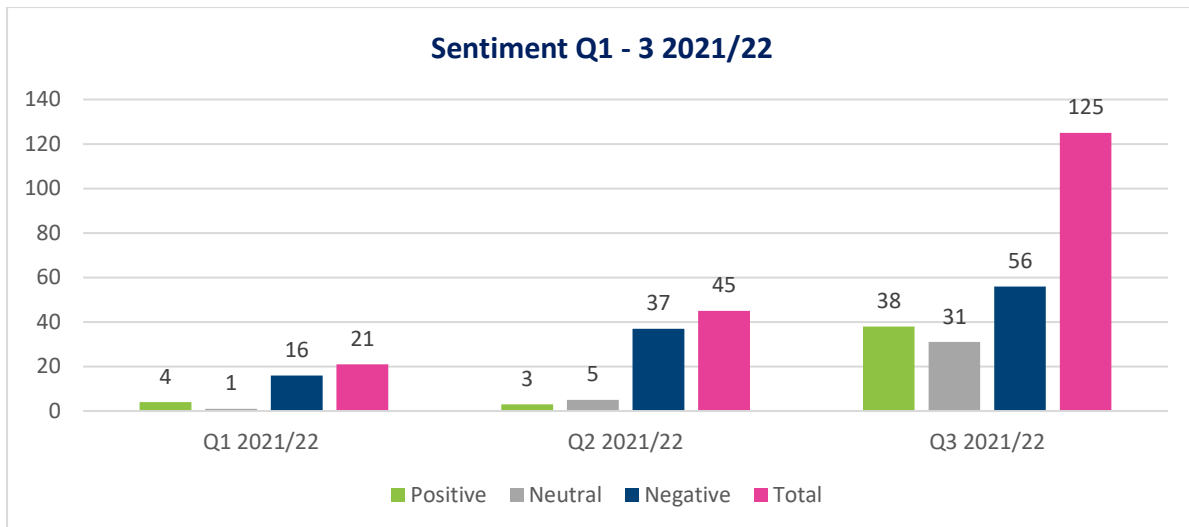
	Positive	Neutral	Negative
Apr	0	0	0
May	0	3	0
June	1	0	31
Q1 2021/22	1	3	31

Q2 2021/22

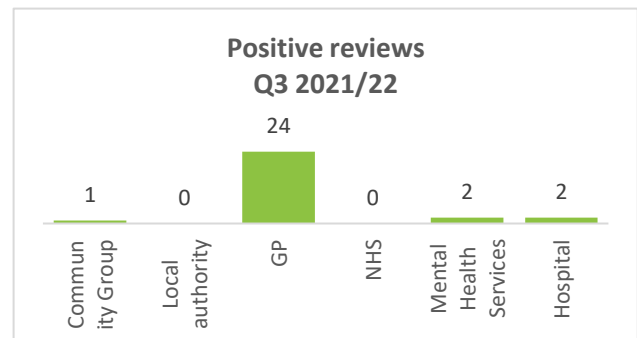
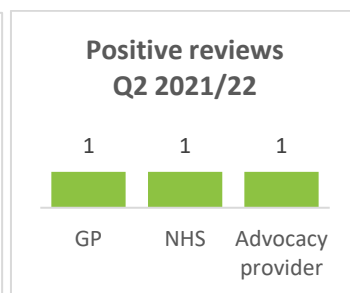
	Positive	Neutral	Negative
July	1	62	77
Aug	1	1	16
Sept	1	0	7
Q2 2021/22	3	63	100

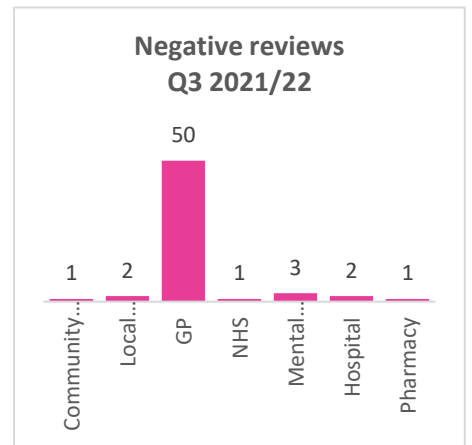
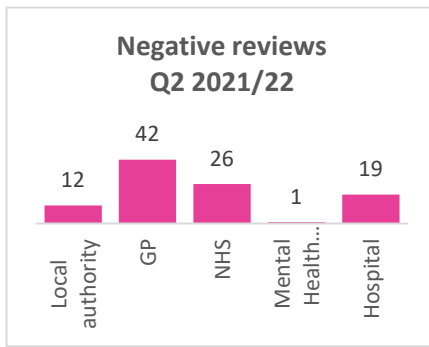
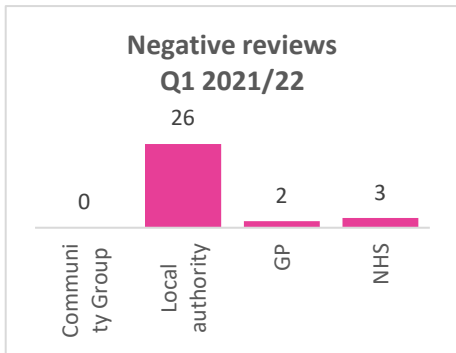
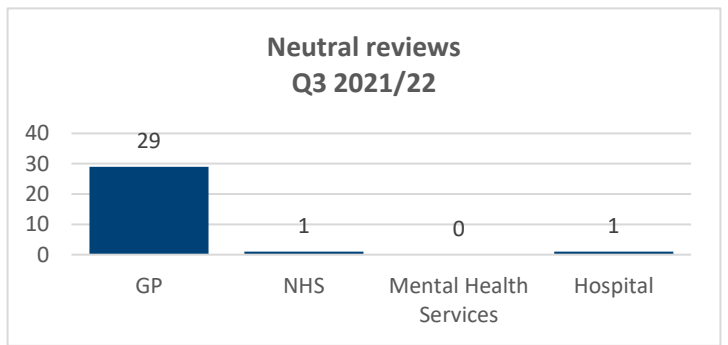
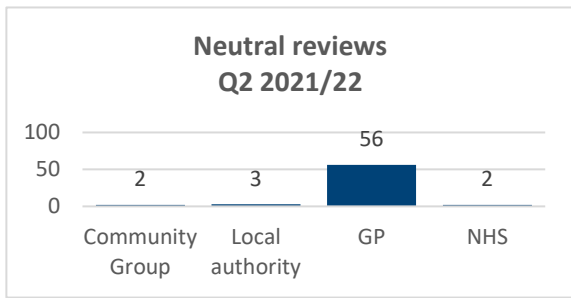
Q3 2021/22

	Positive	Neutral	Negative
October	7	2	12
November	19	16	27
December	12	13	17
Q3 2021/22	38	31	56

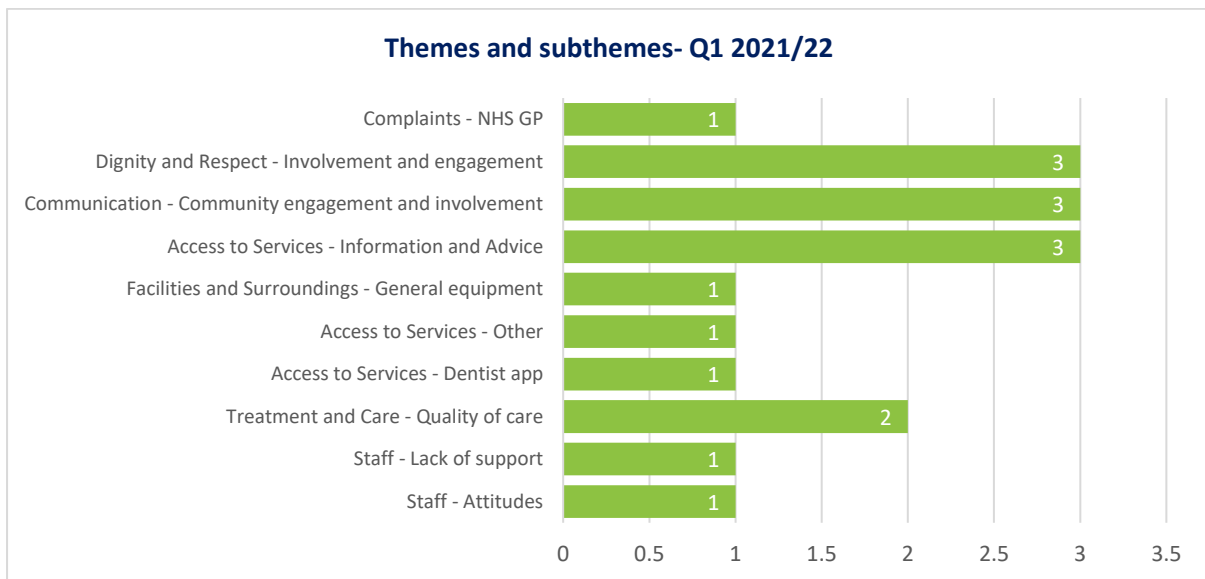


During Q1 and Q2 we received the highest percentage of feedback about the Local Authority's provision of public health services, however due to Healthwatch Brent's GP Access Project we have seen an increase in Q3 of feedback for GP and then followed by the NHS as an organisation. Future health service reviews will endeavour to clarify specific services.

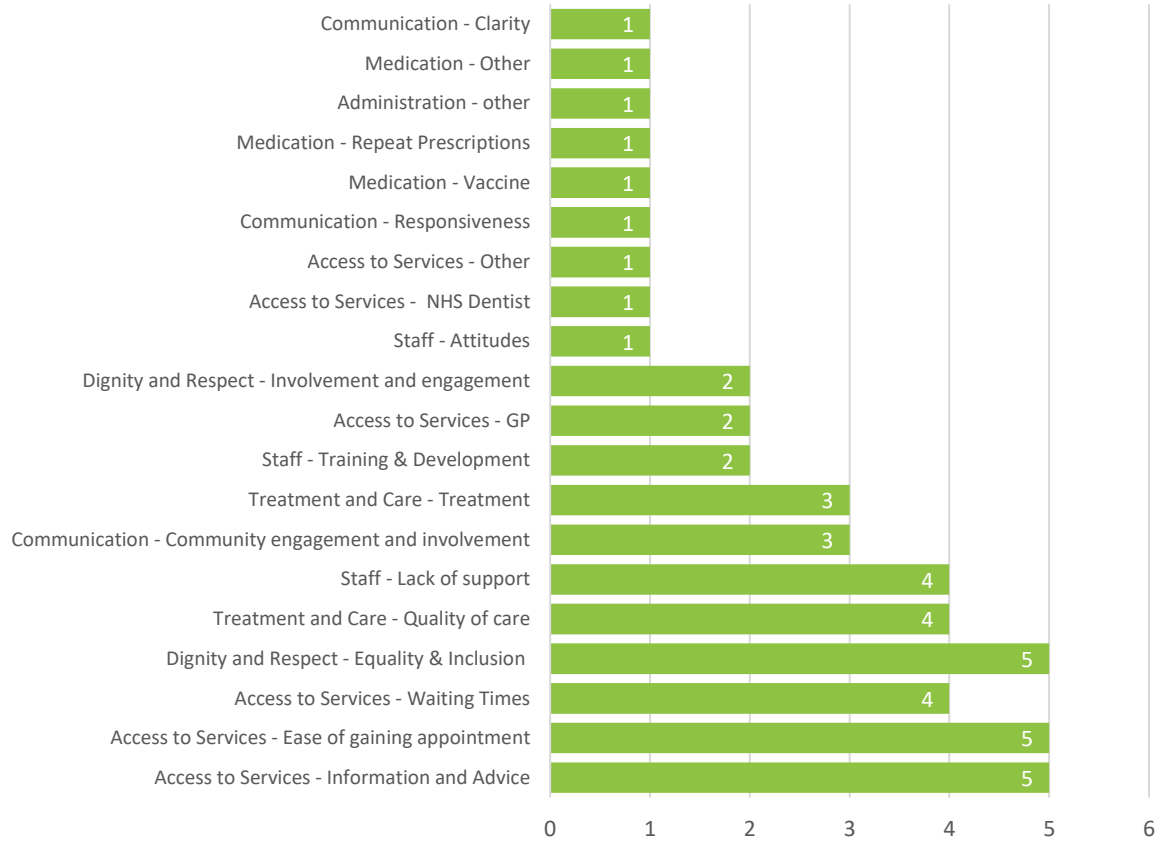




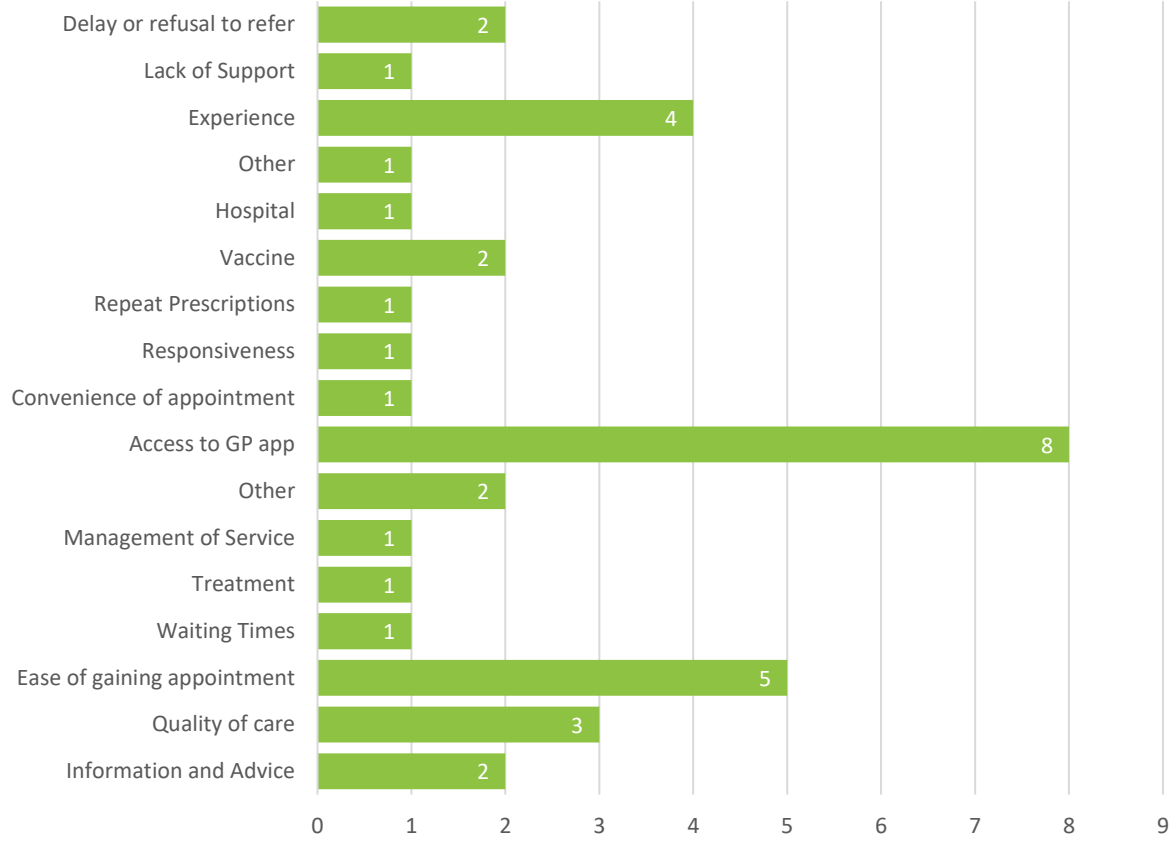
Themes - Surveys



Themes and Subthemes - Q2 2021/22



Themes and Subthemes - Q3 2021/22

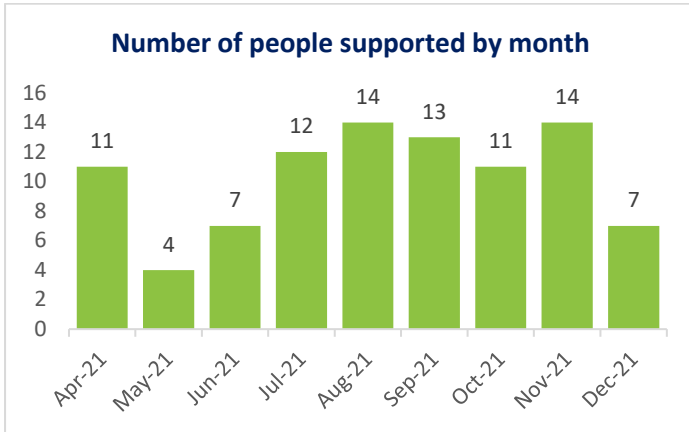


Cases

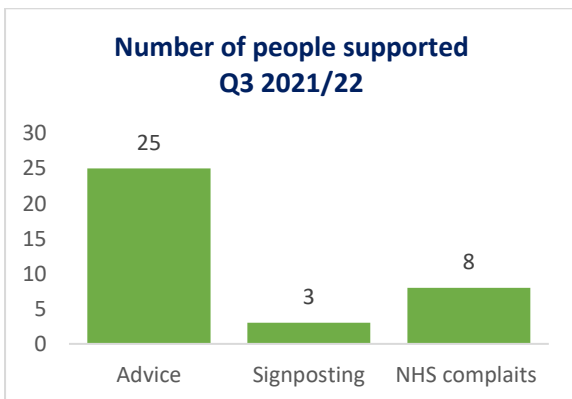
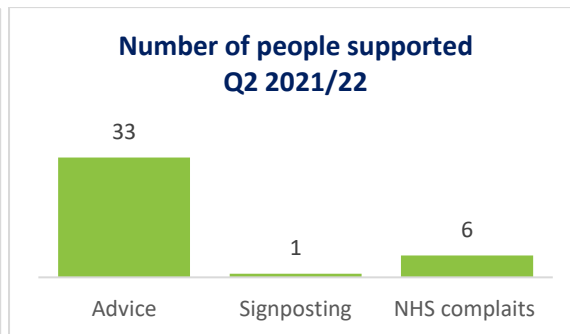
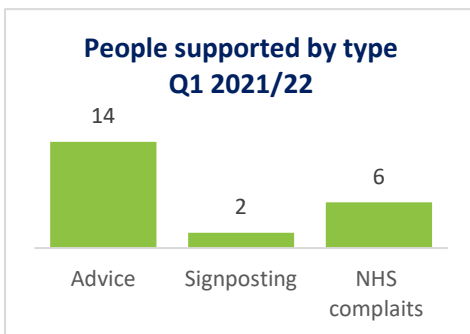
People supported

We supported a total of 99 people from April to December 2021.

- Q1 we supported 22 people
- Q2 we supported 40 people
- Q3 we supported 37 people



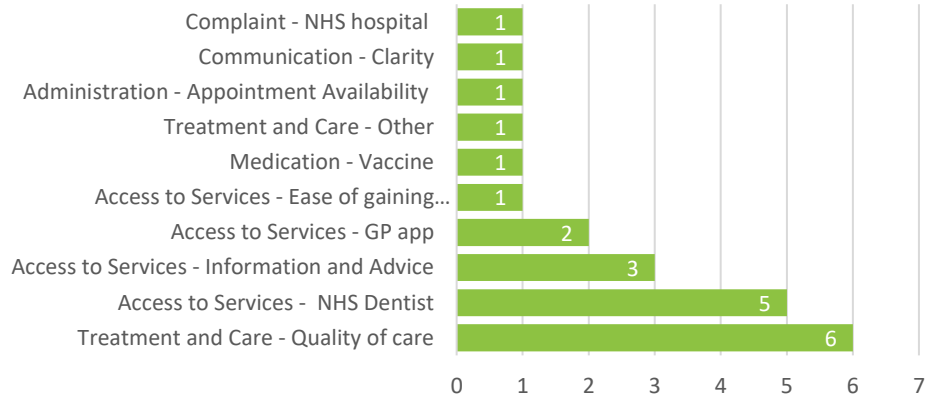
78% of people who contacted us wanted advice, we signposted 6% of people to services within Brent and we supported 16% of people to raise a health service complaint.



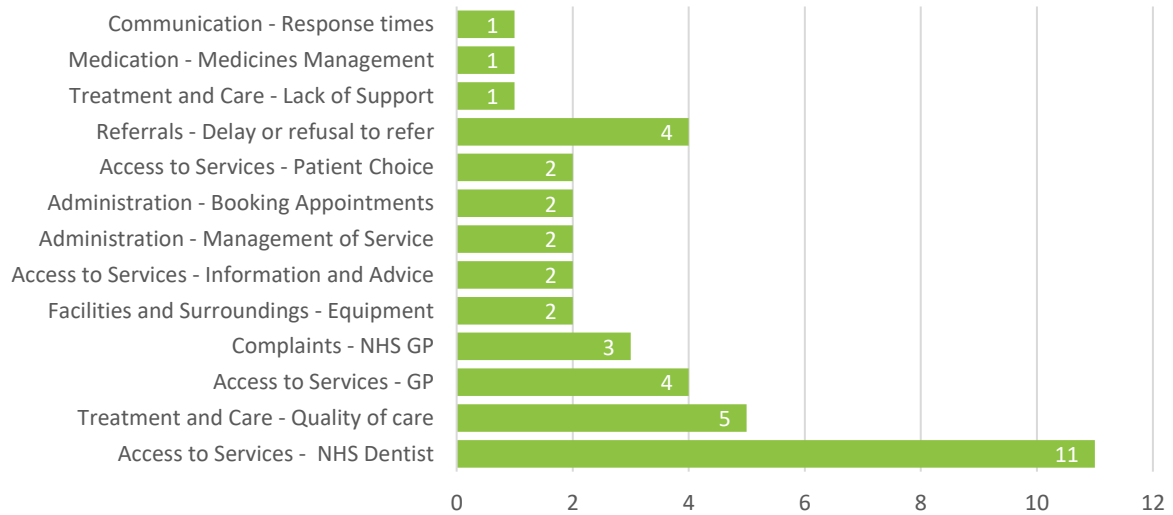
Themes - cases

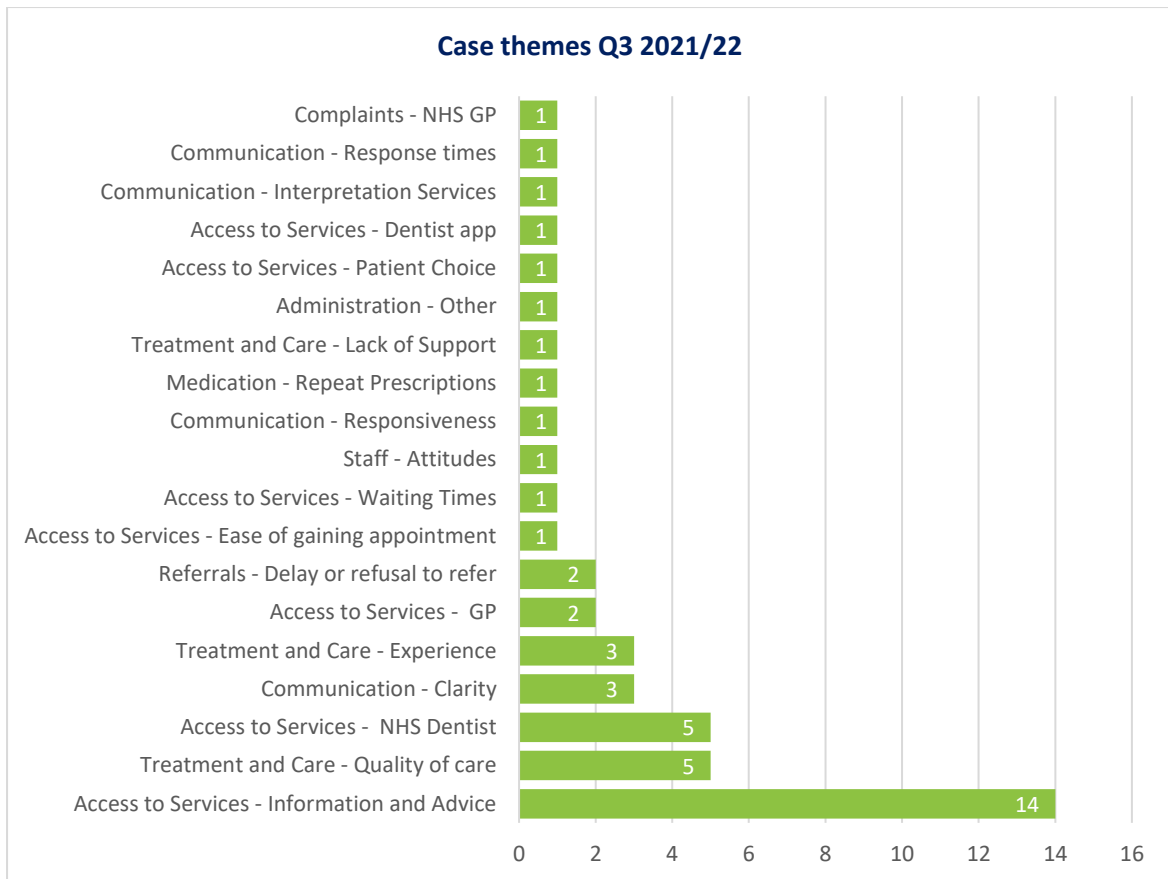
In Q1 2021/22 the most common enquiry subject was quality of service, representing 27% of all enquiries. 22% of enquiries related to accessing NHS dental services. In Q3 this increased to 27% of enquires.

Case themes Q1 2021/22



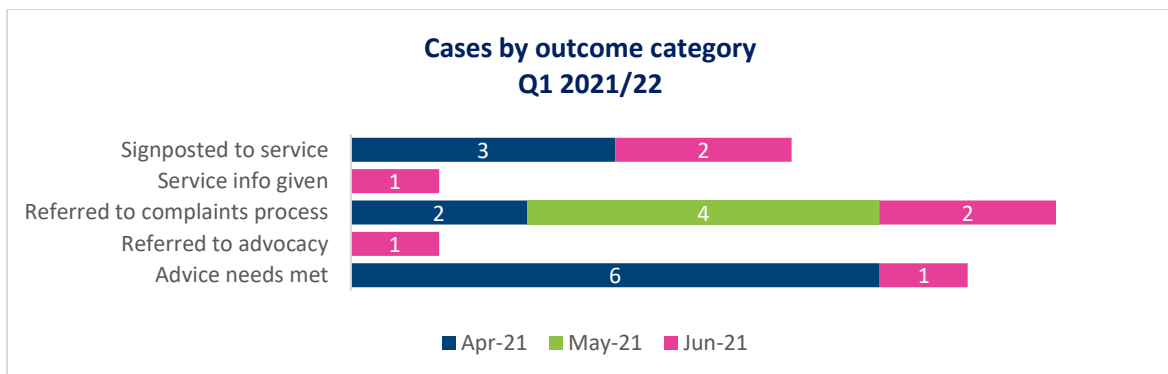
Case themes Q2 2021/22



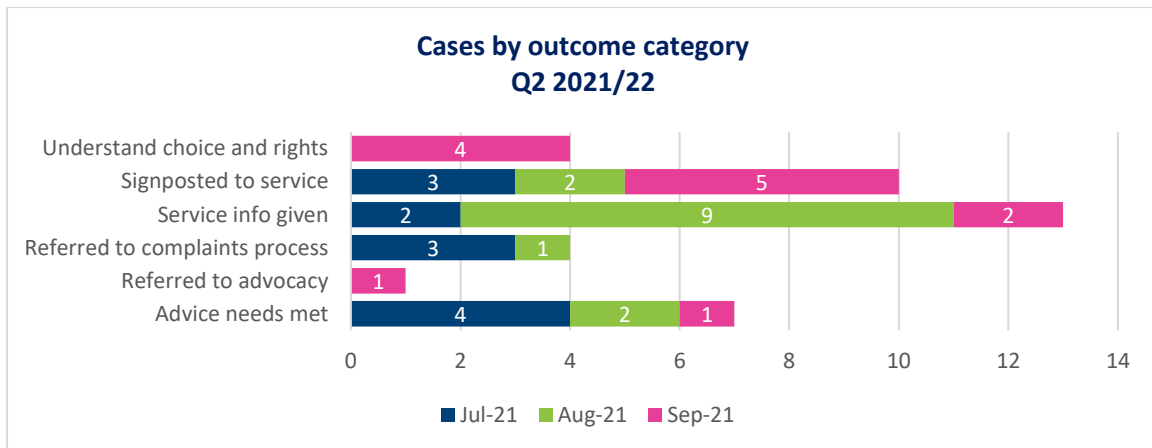


Outcomes by category

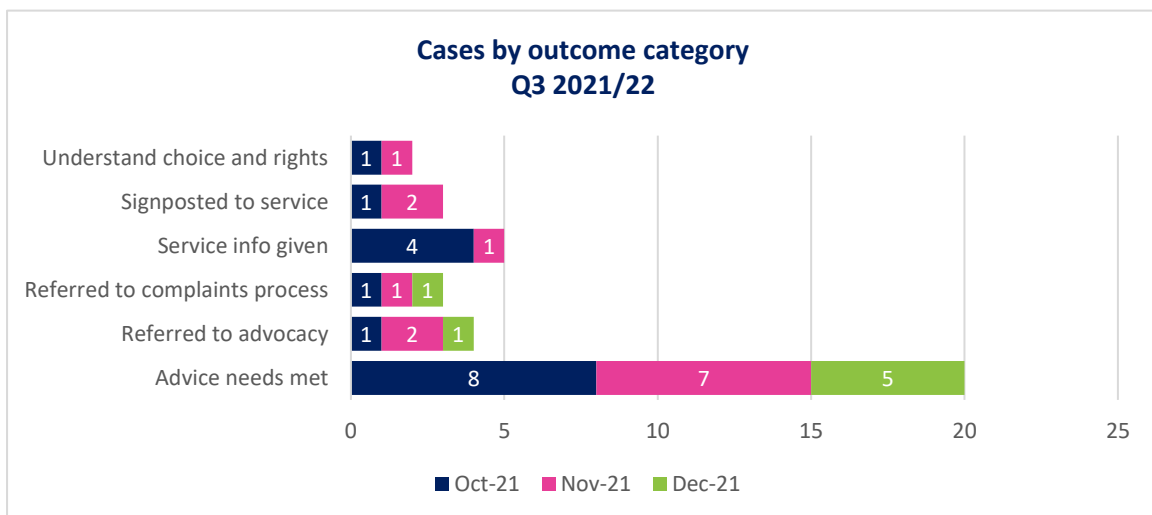
The outcomes below show that for combined Q1, Q2 & Q3 2021/22 Healthwatch Brent referred 15% of cases to POhWER who provide the Independent Health Complaints Advocacy Service in Brent. 18% of cases were signposted to other organisations. We were able to provide advice to 34% of people.



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.



In Q3 Healthwatch Brent provided service information to 13% of people contacted the service for support. We signposted 8% of people to other services and met the advice needs of 54% of people.

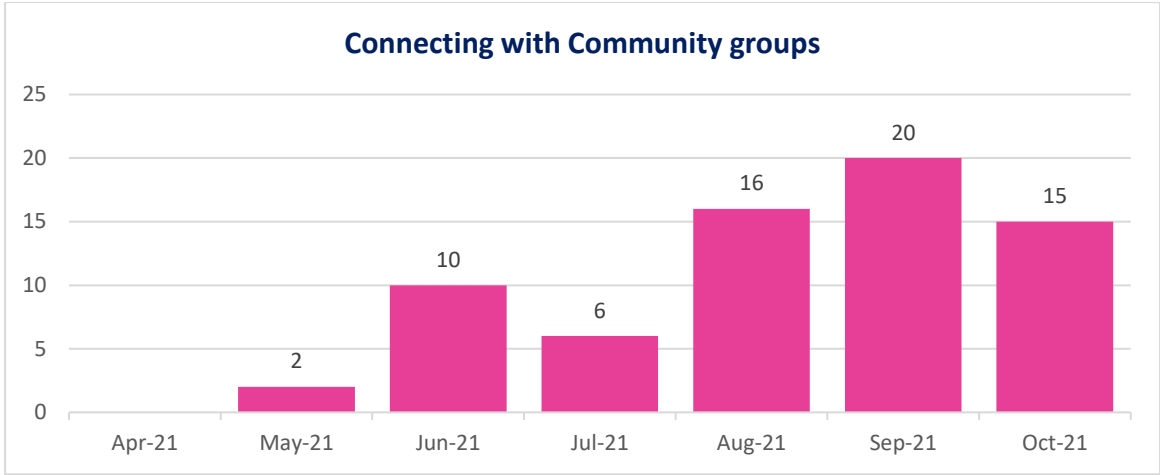


Relationship management

Community groups

Building successful relationships

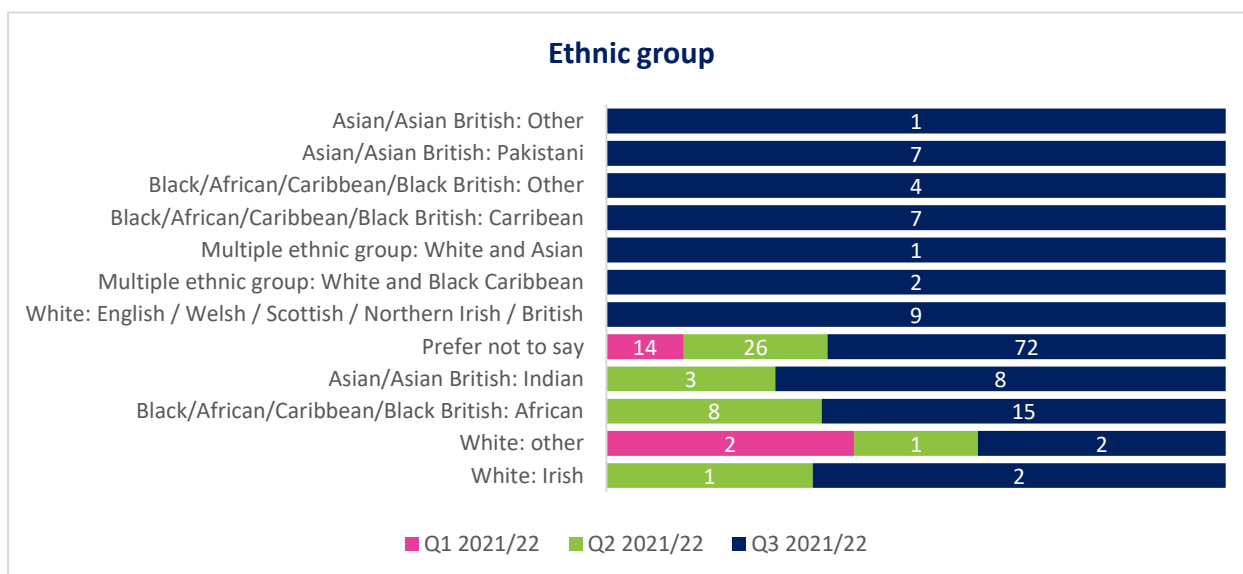
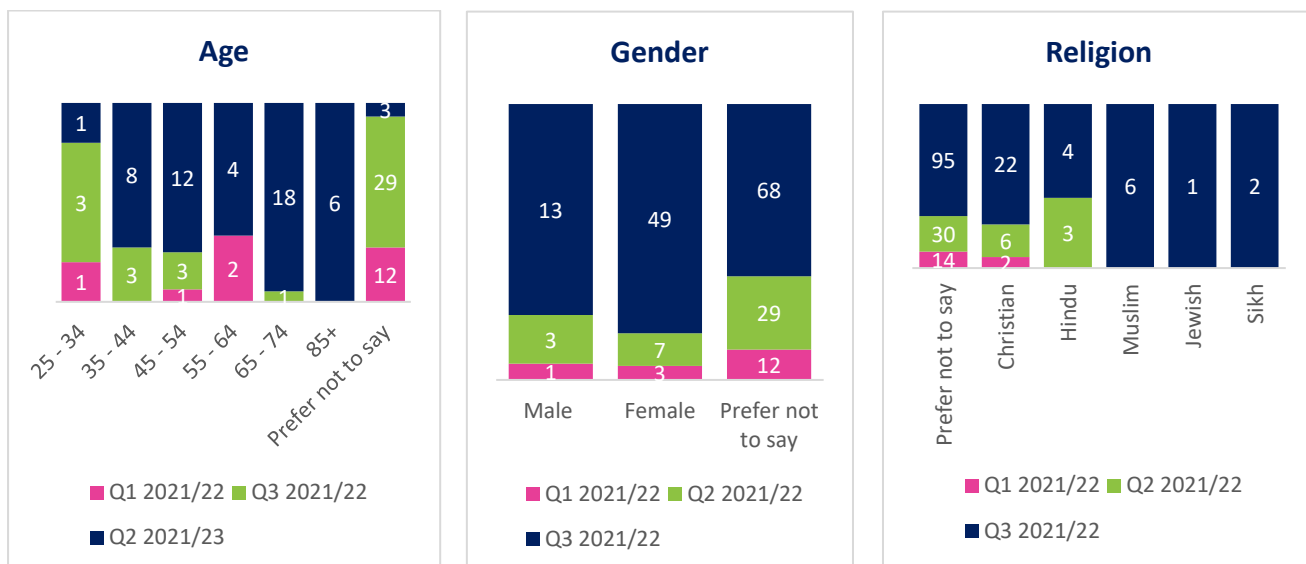
The table below represents the number of community groups we have connected with by month. We are seeking to establish good relationships with community groups to enable a more holistic support network for the residents of Brent and ensuring the most seldom groups are listened to.

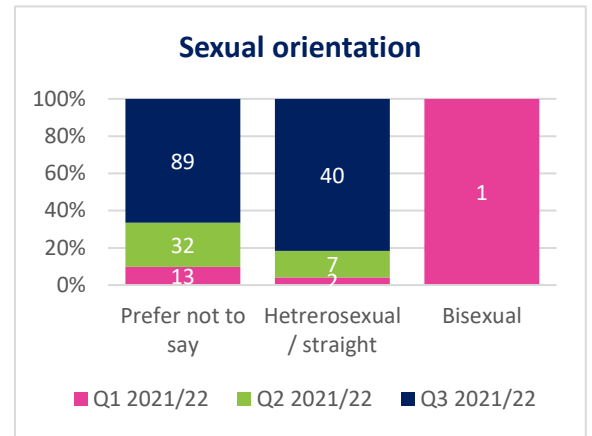
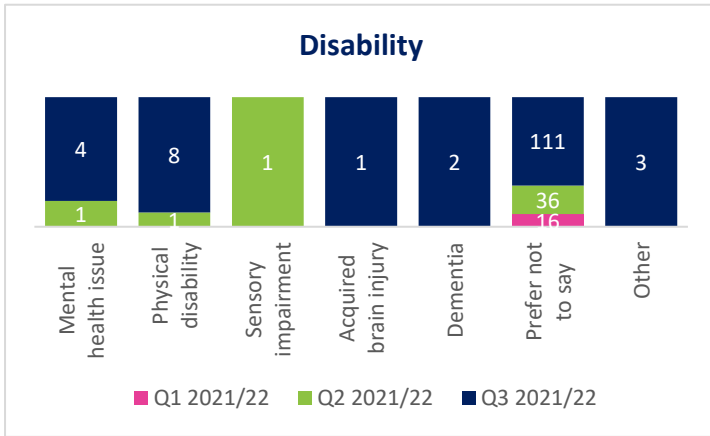


Demographic information

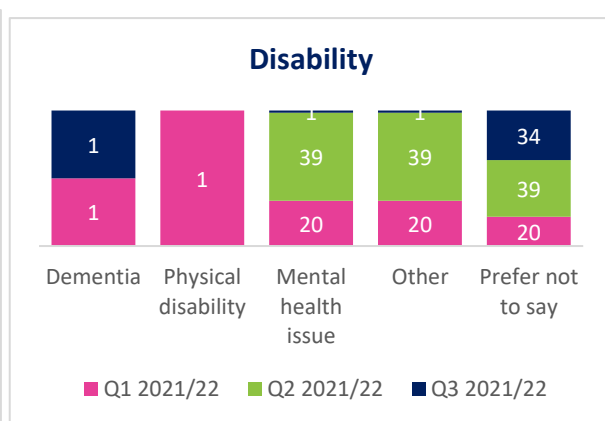
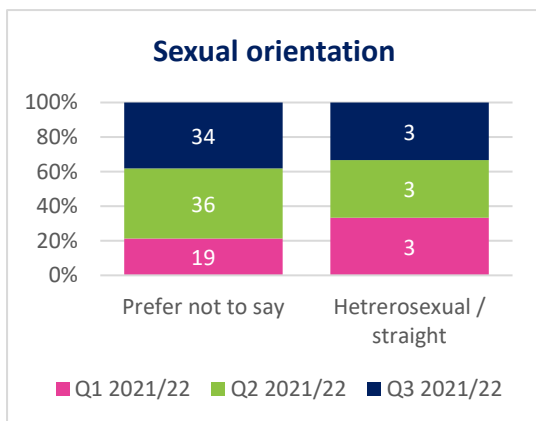
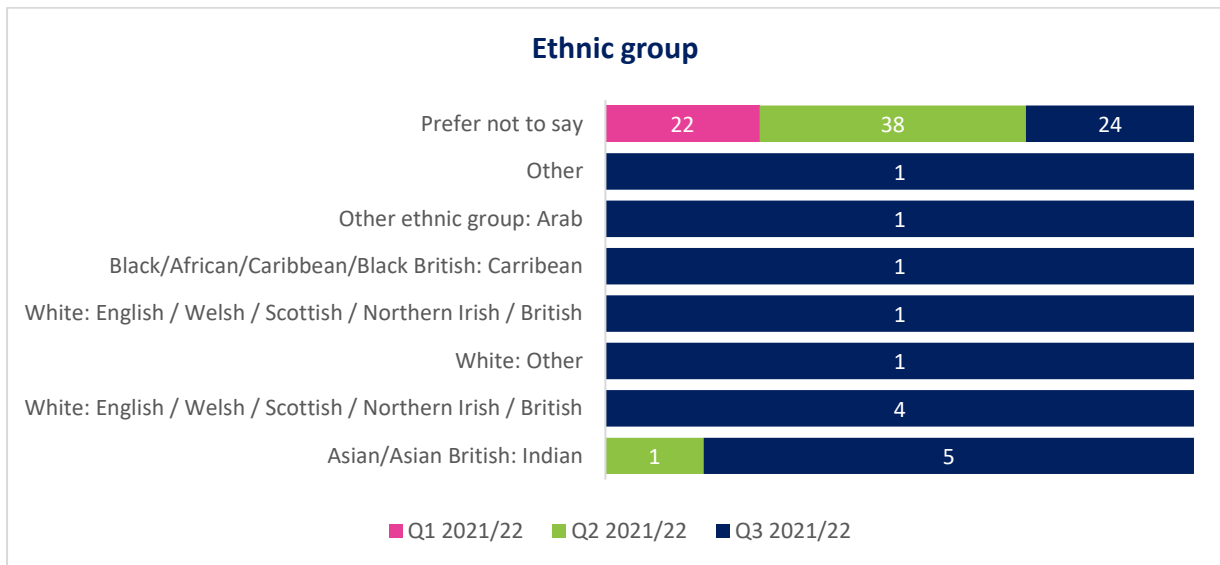
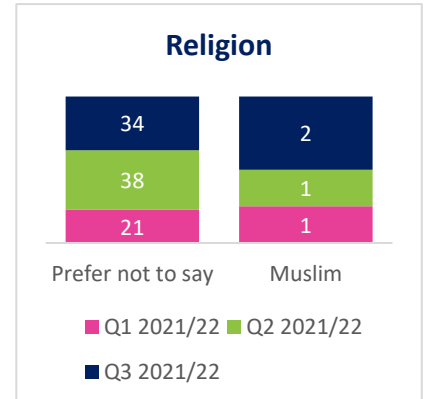
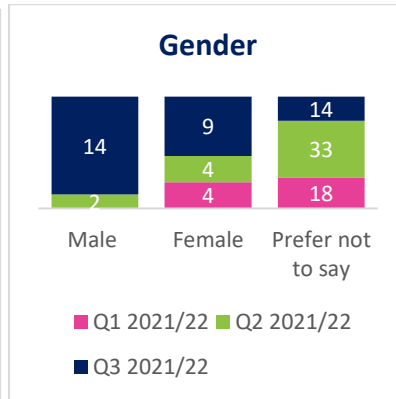
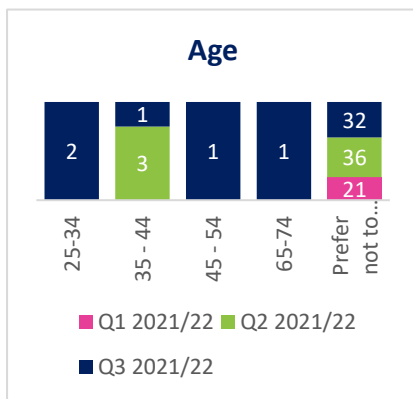
Surveys

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 however we have seen an increase in Q3 of patients and residents sharing their demographic data.





Cases



Many of the people that have contacted us have declined to share their demographic information however we have seen a slight increase in Q3. We are currently working on a strategy to improve the collection of this data.

Conclusion

In Quarter 1, 2, and 3 a total of 341 patient experience views were collected. We gathered the views of 35 people in Q1 and significantly improved on this by hearing from 140 people in Q3. Over the three Quarters 60% of the people said they received a poor service and 50% of people said they were unlikely or extremely unlikely to recommend the service.

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. However this slightly decreased in Q3 to 52% said they were okay, 43% said they were poor and however very poor increased from 2% to 4%. In Q1 and Q2 we received 44 negative reviews of GP surgeries. Following on from this, in Q3 we received an increase of 50 negative views from Brent Residents which highlights patients are still feeling increasingly unhappy with GP surgeries.

In Q1 and 2, 7% of the service ratings said the Local Authority were okay and 93% said they were poor. In Q3 this stayed the same and overall, Brent Council received 38 negative reviews in Q1 and 2 which significantly decreased to 2 negative reviews.

The majority of the themes still relate to dignity and respect and communication, however there has also been an increase of reviews for access to services especially when accessing GP and NHS Dentists. There is still a significant amount of reviews relating to the lack of access to Mental Health Services. Brent residents have raised issues that there is no continuity between primary and secondary care. People are feeling left behind especially when they do not meet the eligibility criteria and are not offered any other support.

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 that in Q3 there are still several key areas for improvement in GP surgeries.

There has been an increase in Q3 of several more GP surgeries receiving 100% poor or very poor service rating. These were The Law Medical Group Practice, Willow Tree Family Doctors, Willesden Medical Centre, Stonebridge 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 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

GP Access improvement plans

Healthwatch Brent will continue to be proactive in collating feedback from patients and residents in Brent to hear their experiences when accessing GP surgeries in Brent. We will ensure to use various outreach methods to collect as many views as we can, as this has been a greater challenge over the last month due to the Covid-19 Pandemic restrictions which have been put in place since Dec 2021.

Volunteers

We are in the process of strengthening our volunteer recruitment strategy to ensure that we continue to work with existing and new Healthwatch Brent volunteers, with a focus on up-skilling them in the areas of patient experience.

We will:

- ▶ 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.
- ▶ Recruit young volunteers to ensure we are hearing from 16-25years especially mental health services and accessing health services for young people.
- ▶ Recruit volunteers who have a specialist discipline to strengthen our core team.

Voluntary Sector

We will continue to build relationships within the voluntary and community sector (VCS) to increase access to our Patient Experience Feedback survey. And to ensure the VCS are influencing our key priorities.

- ▶ 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.