



Healthwatch Brent

Q4 monitoring report

Executive summary

From January – March we have continued to act on what people are telling us and have shared their views with those who have the power to make change happen at place and system level. We have also helped people find the information they need about services in their area and recorded this as ‘advice and information’.

Overall, 474 residents shared their views in our Patient Voice and GP Access Surveys and an additional 26 residents came to us for signposting and advice. Much of the feedback we received related to access to services, and in particular the difficulties that patients have in accessing GP and dentist services.

This quarter we connected with a further 14 voluntary and community organisations, and our Grassroots Community Voices platform was revamped to provide more value to our community partners. Relationships have also been built with the Safeguarding Transformation Team to ensure residents and service users are able to feed into the national consultation on the changes to the Mental Capacity Act and the Draft Liberty Protection Safeguards legislation.

We’re pleased to be seeing the impact that our work is having. This quarter Healthwatch Brent has submitted several recommendations to Brent Primary Care commissioning and to 11 GP practices to improve access for Brent patients.

Through our Information and Advice service we have also received positive feedback from patients. Comments include: “I would like to obtain some advice from Healthwatch in relation to the Brent Learning Disability Team and my son’s care and support... I would like to thank you for kindly agreeing to support us. Your support is very much appreciated.”

More information about the information gathered from Brent service users can be found in our [Quarterly Patient Experience Report](#), which covers January - March this year.