



## Healthwatch Brent

# Q2 monitoring report

### Executive summary

In July – September 2021, Healthwatch Brent has continued to raise awareness of our service across the borough, collecting views from the public and building partnerships with our core stakeholders. We collected views from 126 residents in a variety of settings, using both online feedback surveys and in-person drop-in sessions.

Some of the key concerns raised included a lack of communication received from GPs, with inconsistent messages and a feeling that health and care providers do not always listen to people or treat all groups equally. Many people have also reported having extreme difficulties accessing primary care services such as GP practices and NHS dentists. Additional areas of concern included negative experiences with staff, and a need to improve the quality of care received within GP practices. These themes will inform our work over the coming months.

During Q2 we have built up relationships with a number of community and voluntary groups in the area. This has included the launch of our Grassroots Community Voices network, which will allow us to build partnerships with grassroots organisations across the borough.

Alongside building relationships with these groups, we have continued to engage with stakeholder and partner organisations. This has included supporting stage two of the Brent Health and Wellbeing Strategy consultation. We are continuing to meet with London North West Healthcare NHS Trust Patient Experience Team to amplify patient voices, and working collaboratively with other local Healthwatch to share information and influence change together.

We have seen an increase in residents accessing our Single Point of Access for information and signposting. Many have shared frustrations around unequal access to GP services, difficulties registering with an NHS dentist and understanding how to raise a formal complaint.

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