

## QUARTERLY FEEDBACK, INFORMATION AND SIGNPOSTING REPORT JANUARY–MARCH 2023

Residents who use health and social care services tell Healthwatch Barking and Dagenham about their experiences throughout the year during pop-ups in various locations. This report shares a summary of the feedback collected from January to March 2023. During this quarter Healthwatch Barking and Dagenham has conducted engagements in different locations and collected feedback from 54 residents.

Additionally, due to project work (London Ambulance Service and NHS 111, and Maternity Choices Project) Healthwatch Barking and Dagenham staff attended Accident and Emergency ward at Queen`s hospital, an antenatal unit at Queens hospital, and a local community group. Healthwatch Barking and Dagenham have engaged with 80 respondents for the London Ambulance Service project; with 42 respondents for the Maternity Choices project, and 52 respondents for the Health Visiting project.

As part of developing relationships and partnerships with organizations within the borough, Healthwatch Barking and Dagenham visited Woodward Arts & Culture Centre Site Visit, which will be a potential location for Healthwatch to engage with residents in the future once it has been renovated. Healthwatch Barking and Dagenham have also recruited 2 organizational members.

An Enter & View at a care home has been carried out, during which information was gathered through the experiences of service users, their relatives, and staff to collect evidence of the quality and standard of the services being provided. Healthwatch representatives spoke to 6 members of staff, 7 residents and 2 relatives.

### **PART 1. FEEDBACK SESSIONS**

Service providers most mentioned in residents` feedback, were General Practitioners (GP`s, 72%), Barking, Havering and Redbridge University Hospitals NHS Trust (20%), and London Borough of Barking and Dagenham (LBBD, 6%)

Here are some selected comments:

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*“My GP is not bad, if I call them 8am in the morning, it usually takes them 20 minutes to answer the phone and give me same day appointment.”*

*“Never get through, getting to them is difficult but the service is good”.*

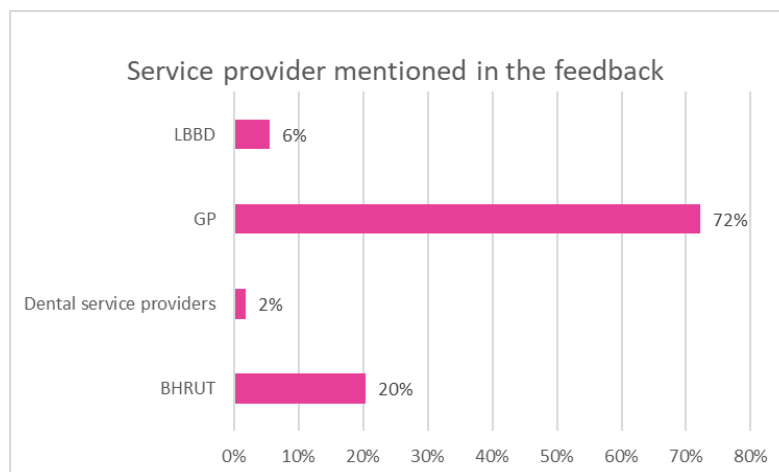
*“GP is okay. I used NHS wheelchair service and haven't have any problems. They visit me once a year. In July I broke my arm and elbow, and the service was fantastic.”*

*“My husband has a fall outside and was taken to A&E by an ambulance - he is still having follow ups. They were brilliant in responding quickly and treating him.”*

*“NHS 111 has messed me around, they said they will call back, but they never did. In the end I called 999 but I had to make my own way to the hospital. Once I was in the hospital, I received good care.”*

*“My daughter used to work in a care home, and it was the most rewarding job ever. However, she found out that one of the residents who was non-verbal was experiencing sexual abuse by other resident`s relative. She has raised a safeguarding and reported it. However, her colleagues did not like it and started bullying her for it. She had to leave her job.”*

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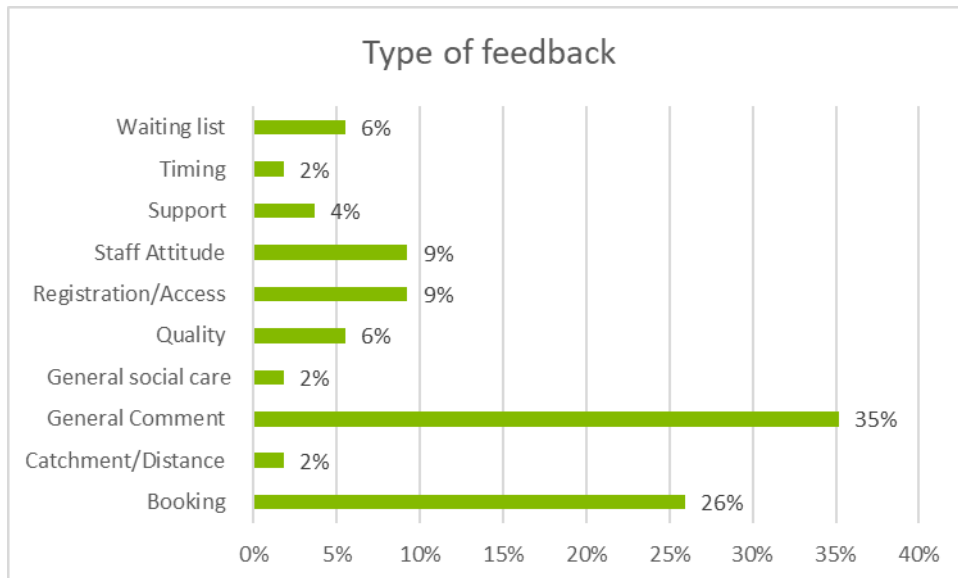
More than a third (35%) of comments were general, some of the examples are listed below:

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*"I don't see my GP as I am healthy. I am 92 years of age."*

*"My doctor is nice. I get my blood pressure checked regularly. My carer books appointments for me. I must also attend breast cancer checks."*

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26% of the feedback was about booking appointments. Here is what residents told us:

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*Digital exclusion for elderly and disabled people. Be patient, give time. Everyone needs respect and help."*

*"I cannot get an appointment. I have been told to ring at 8am in the morning, but when I ring, I am number 44 in the queue and appointments disappear quickly. I have called 111 - they say if I have pre-existing conditions, I need to book an appointment with my GP - which I have tried! I feel there are lack of receptionists too. I also think that people who can access technology can book appointments quickly and people who need urgent appointments and cannot get through to the surgery are left without any. I think it is better when you speak to a receptionist as they can screen and decide how urgently you need an appointment."*

*"I had to wait all day form my call to be answered, I was number 39 in the queue, and in the end, line got cut off. I rang 111 and they told me to contact my GP. I find it helpful when I get sent a link to book an appointment as I can choose a date and time. Since covid services have gone downhill."*

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9% of residents have made comments on staff attitude, and 9% have raised concerns about access to medical care:

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*"I cannot get a face-to-face appointment; my surgery does not book them when I ask. I had a high blood pressure and temperature - I called 111 and was sent to hospital and hospitalized with pneumonia. There was one occasion when I managed to get a face-to-face GP appointment - she asked, "Who booked you in?" when I walked in."*

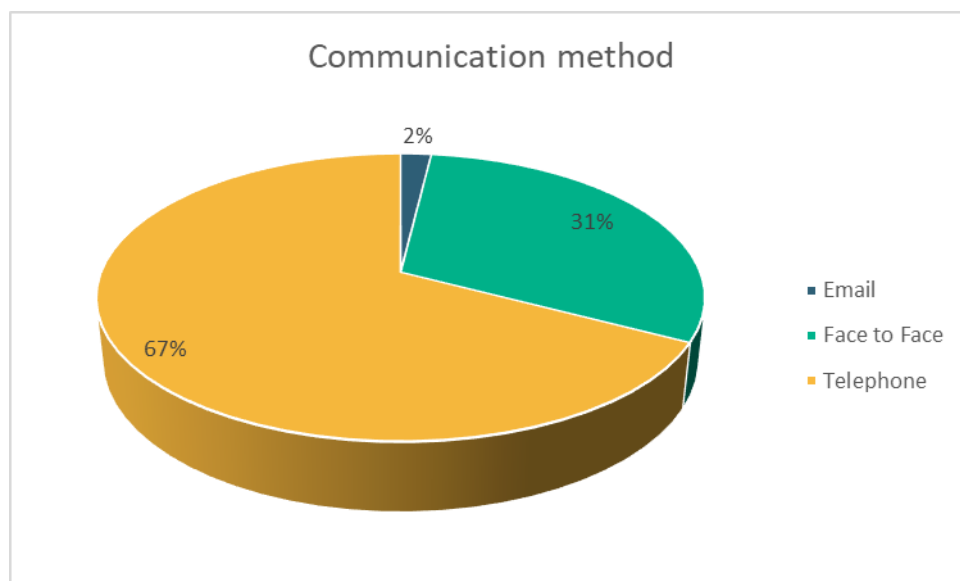
*"I have been waiting 1 year for the gynaecologist appointment."*

*"I have had cancellations; I have been waiting for a couple of hospital appointments, but they just got cancelled."*

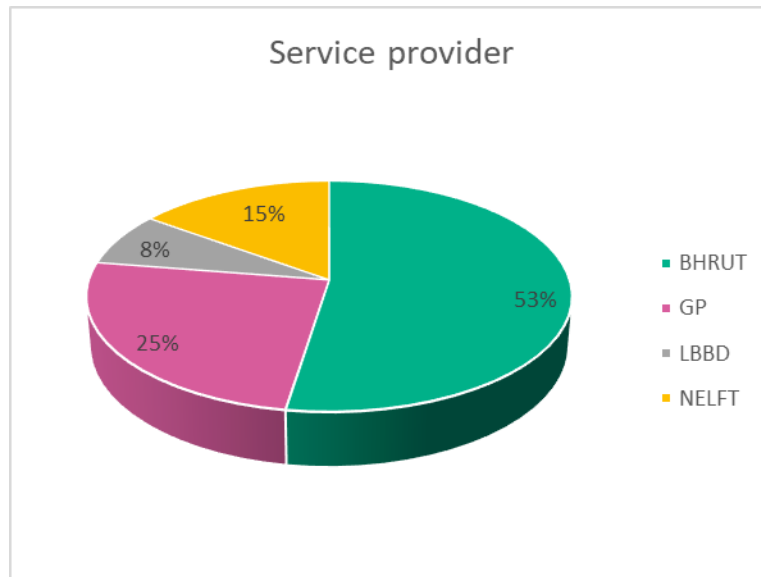
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## **PART 2. INFORMATION AND SIGNPOSTING**

Healthwatch Barking and Dagenham provided information and/or signposted 52 residents during the past quarter. 67% of them made contact by phoning, 31% received information and advice face-to-face, and 2% have emailed asking for information and advice.



BHRUT was the most mentioned service provider (53%) for residents needing information and advice, GP`s accounted for 25% of queries, and NELFT for 15%.



One of the main reasons why local people sought information and advice from Healthwatch Barking and Dagenham was Urgent Care (39%). This continues to be the constant concern for people due to lack of available face-to-face appointments with their GP practices and difficulties booking appointments over the phone - which is evident in the feedback analysis for the past quarter. 20% sought information and advice in relation to the issues they have been experiencing with their GP`s. Here are some selected comments:

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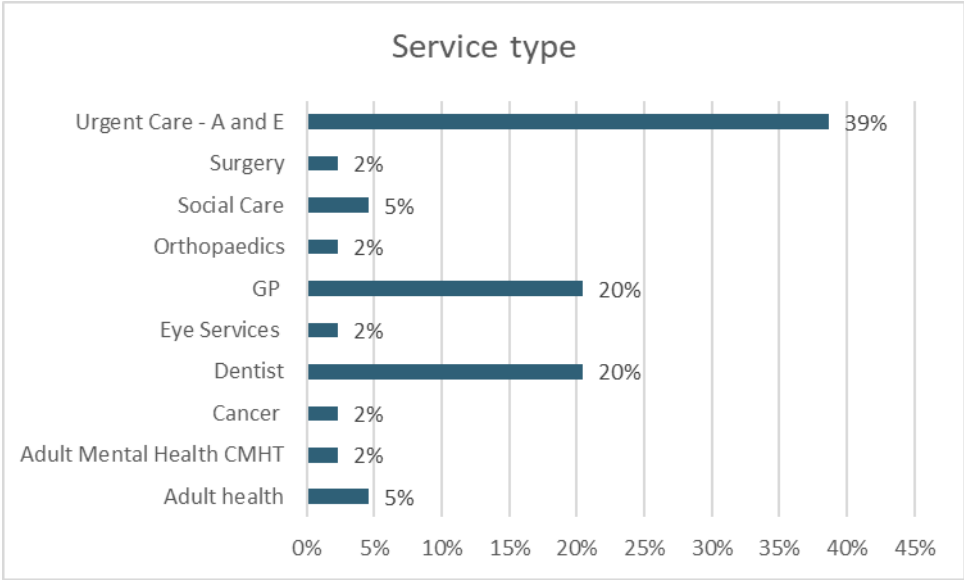
*"I cannot get to register with a new GP surgery in the borough. The practice is not accepting my proof of address even though NHS website clearly states that you do not need any proof or ID to register to a surgery."*

*"My medical records are incorrect, and I have been removed as a patient. I am unable to get medication for my heart. Doctors do not believe my symptoms and call me aggressive."*

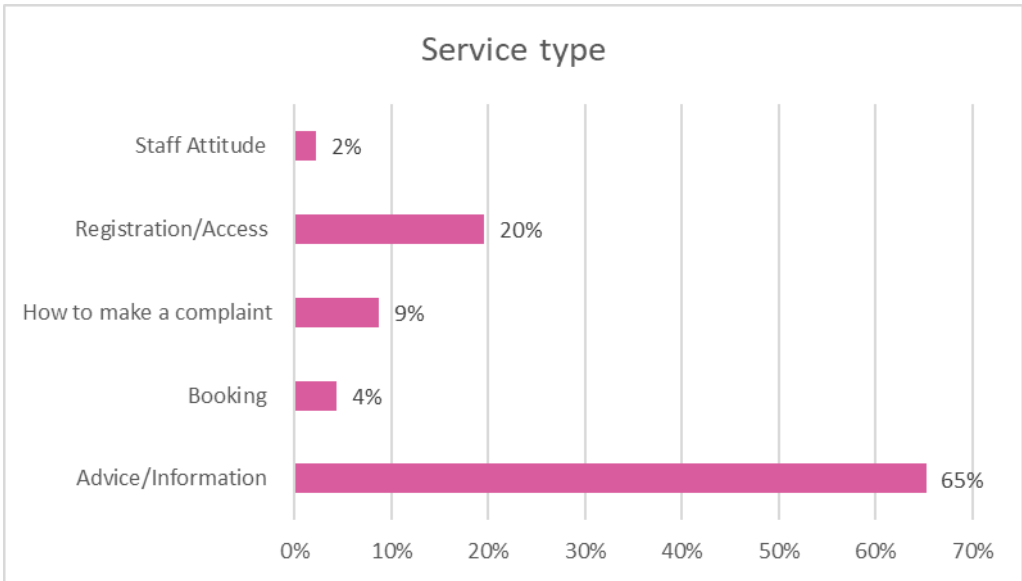
*"Why can`t I get a GP appointment for my sick children? Surgery is justifying this using Covid pandemic, however we are over this pandemic..."*

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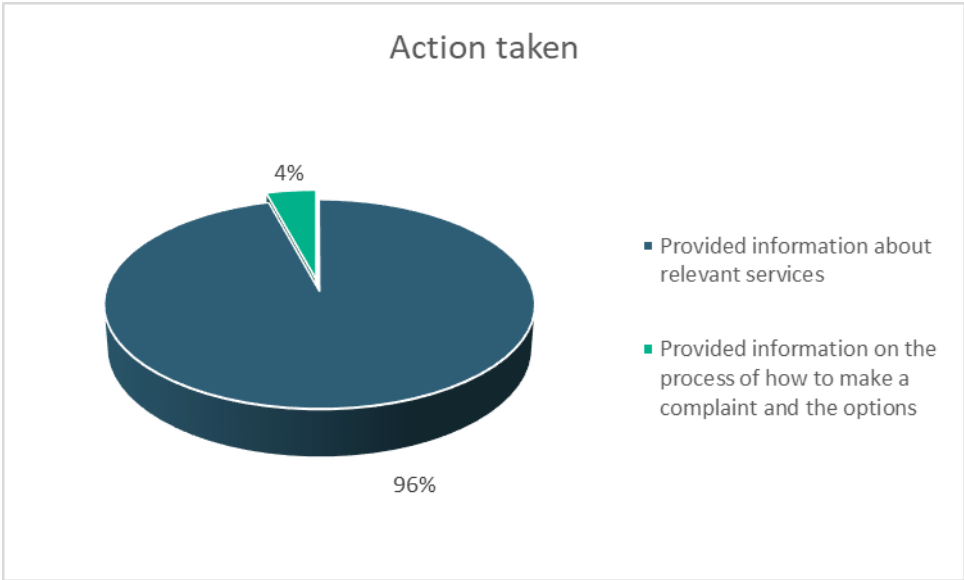
20% of queries were in relation to dental services. Residents who got in touch wanted advice on how to make a complaint or how to access urgent dental treatment.



More than half (65%) of residents required advice and information, 20% wanted advice on registration and service access barriers, 9% wanted to be explained on their options on making a complaint.



96% of people who contacted our service were provided information about relevant services, and the remaining 4% were provided information on the process of making a complaint against a healthcare provider.



The main signposting destination for people contacting our information and advice service has been NHS 111 (55%). 15% have been signposted to their local Healthwatch to get support with the issue they were having. Below is a breakdown of other signposting destinations.

