

# Patient feedback report April – June 2024

# Reaching our local community

121

Local people have contributed to this report.

6

Events visited or hosted by Healthwatch Kensington & Chelsea to collect feedback.

239

People have been supported with advice and signposting.

3,500

People accessed our website, with the most popular content being access to our news articles and reports.

# Patient feedback: Enter & View

We joined up with Healthwatch Hammersmith & Fulham to carry out a visit to outpatient departments at Chelsea & Westminster Hospital. The focus of the visits was to collect feedback from patients about appointment letters, travelling and arriving at the hospital, signage, and the waiting experience.

**Overall, the visit was very positive, with the team identifying many examples of best practice.** This included positive experiences of waiting, good facilities across most of the outpatient areas, clean and spacious clinics, and up to date signage.

The team also identified some areas for improvement and made **24 recommendations** for the trust to take forward. These included giving more information about available assistance, improving accessibility for wheelchair users and adding more detail to appointment letters. View the full report [here](#).



"The soothing music in the background really helped calm my nerves while waiting for my appointment. It created a relaxing atmosphere."

# Patient feedback: Intermediate care

Working with Imperial's Networked Data Lab, our team carried out qualitative research to show the experiences of older adults using intermediate care services. This research aimed to develop patient stories that could help complement existing quantitative data.

Residents raised **a number of concerns** about how intermediate care was delivered. This included a need for greater patient and carer involvement in decision-making, improved communication, and better integration with specialist services. We have used these themes to produce a series of recommendations which will be shared with local services.



“The intermediate care was supposed to assist with pain relief and support my mobility to help me regain some independence. I was referred to the pain clinic at Chelsea & Westminster hospital. The pain clinic discharged me after one visit they said I didn't qualify for pain management I am still in a lot of pain.”

# Patient feedback: mental health support

Several residents contacted us this quarter for more support accessing community mental health services. Patients were not always aware of what community support was available for them, or of the various voluntary sector organisations that could provide mental health support. Two residents described experiences of being discharged from mental health in-patient services and receiving limited support afterwards.

We support residents by sharing information about the different services available, as well as how to have a conversation with the GP about accessing mental health support. However, patients would also benefit from more proactive support from healthcare professionals, and clearer information about what's available.

# Patient feedback: digital inclusion

We spoke to seven older adults living in Kensington & Chelsea about their experiences of using digital tools to access health and social care services. Some of the concerns they shared included:

- language barriers making it difficult to read information in English, even if the individual can speak English in conversation
- Accessibility issues for people with conditions such as dyslexia, or with sight issues
- Concerns around the security and privacy of online services
- Not enough support or training provided

We are using the information we've collected to develop an information and support offer to help residents access online services.



Participants told us that services need to slow down and consider the impact before moving services online. One said: "It's happening too fast and many of us just can't catch up."

# Overall themes:

- Requests for information about the complaints process
- Support and resources for carers
- Information about advocacy
- Difficulty accessing services
- Staffing levels and training
- Administrative issues (records, letters, results)

The themes above reflect the comments shared by the residents we engaged with throughout Q1. We use this information to help us prioritise which areas Healthwatch Kensington & Chelsea will focus on in coming months.



# Impact highlights

16 recommendations published to improve the accessibility of local GP practices, through **Enter & View** reports.

Commitment from the North West London Integrated Care Board to delay changes to **same-day access** until further work can be done to engage patients and residents.

**Evaluation report** published in collaboration with Imperial College London Network Data Lab on patient experience of intermediary care.

**Enter & View** visit at Chelsea and Westminster Hospital- 24 recommendations to improve experiences of waiting at the hospital, covering areas such as improved signage, better accessibility for patients with mobility issues and improvements to the clarity of appointment letters.

A report was published sharing resident's views on changes to **acute mental health services**. The findings were included in an evaluation report published by the Integrated Care Board. We are taking an active role in reviewing the proposed changes to mental health inpatient care.





# Spotlight: visits to Chelsea and Westminster Hospital



Patients at Chelsea and Westminster Hospital now have the opportunity to meet with our team once a month at our regular engagement pop-ups. While at the hospital we collect feedback about residents' general experiences with health and social care, and we also provide information and advice if they have any questions or concerns.

Feedback about the hospital has been generally positive. However, our presence there has helped us to support patients with a range of queries such as how to contact the Patient Advice and Liason Service.

As of August, we will be expanding this work to include St Mary's and Queen Charlotte Hospitals.

# Signposting & advice: support accessing vital medications

Ms. Jenkins\* contacted us for support accessing a vital medication. The medication was quite rare, and her GP and local pharmacy had been unable to provide it due to stock issues across the local area. However, by liaising with the GP and emergency pharmacy service, it was possible to identify a location where the medication would be available. We confirmed with the patient that she would be able to have the medication collected from this location. The patient was able to access her medication without further delay, alleviating her distress and ensuring continuity of her treatment.

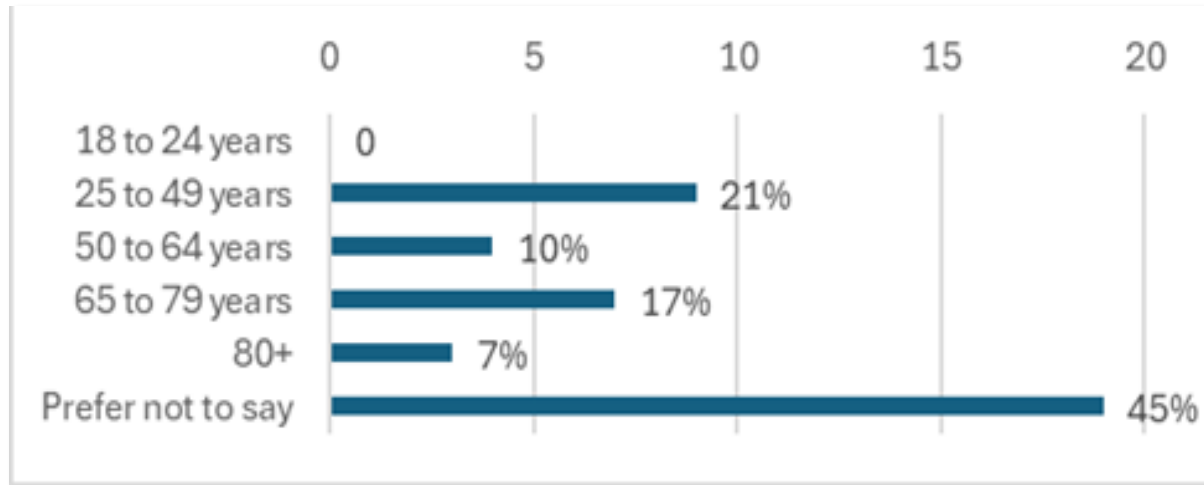
The collaborative effort between Healthwatch Kensington & Chelsea, the patient's GP, and the emergency pharmacy highlighted the importance of effective communication and advocacy in addressing healthcare access issues.

\* Name changed for privacy

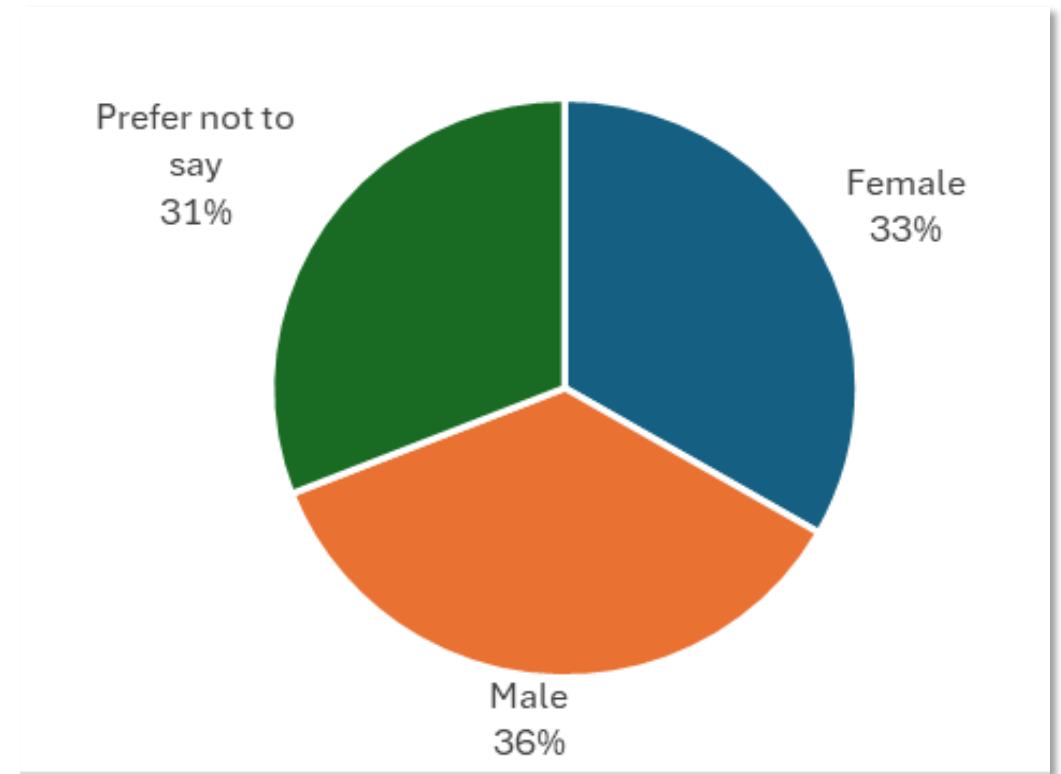
# Who we've reached

These charts show the age, gender and ethnicity of people participating in our projects. Over the next quarter, we will be focusing on increasing the number of people who choose to disclose their demographic data.

## Age

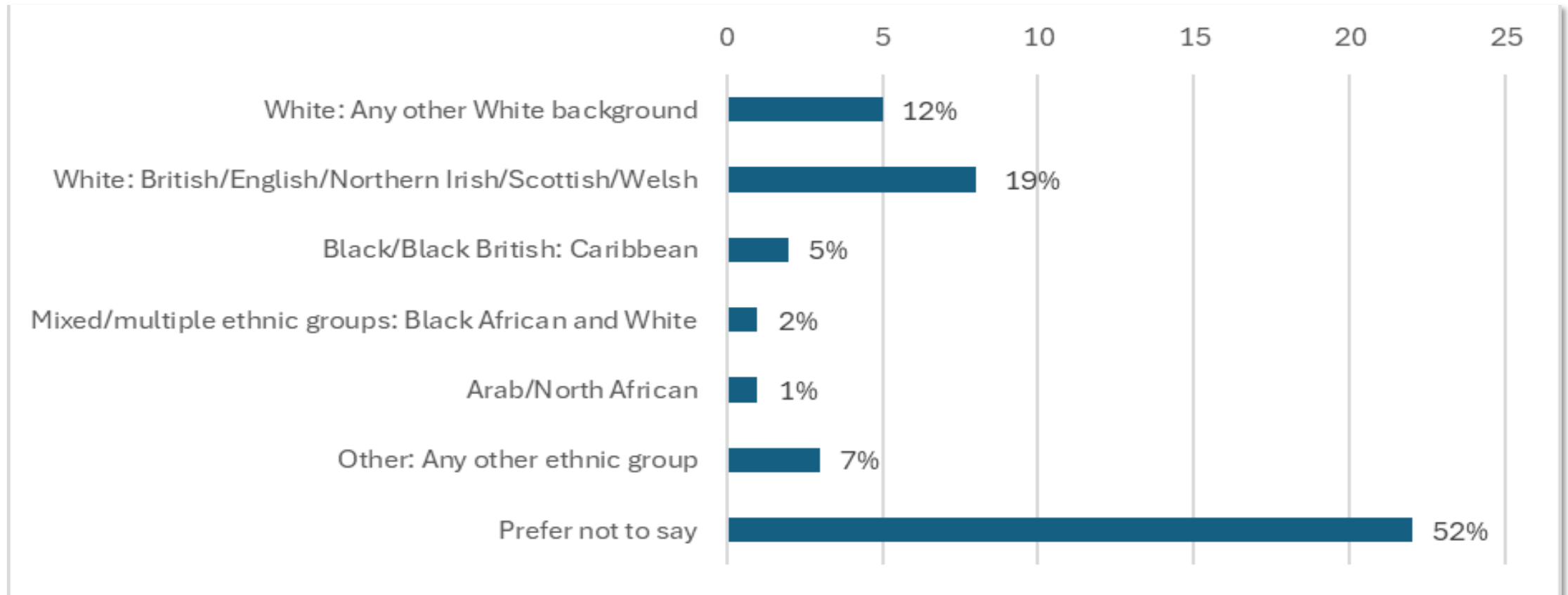


## Gender



# Who we've reached

## Ethnicity



# What we're working on

## Cost of living and access to healthcare

We are working collaboratively to carry out a survey to explore how changes to the cost-of-living are affecting access to healthcare services such as dentistry, opticians, primary and secondary healthcare services, and medication.

## Eye care survey

As part of the [#ShareForBetterCare](#) campaign, Healthwatch England are launching a national drive to learn about people's eye care experiences. In Kensington & Chelsea we be delivering a local survey.

## Enter & Views

This power offers a way for Healthwatch to meet some of their statutory functions and allows them to identify what is working well with services and where they could be improved. We enter and view services on an ongoing basis and produce public reports.

## Digital inclusion

We have been speaking to residents about their experiences using digital healthcare, and what they feel would help improve access. We are using this information to develop a proposal for digital access hubs to be run across the Bi-borough.

**Any questions or comments? Get in touch to find out more**

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Chelsea