

Quarterly Insight Report

1st April to 30 June 2023



Introduction

This quarterly “Signposting and Feedback Insight Report” provides an overview of the key themes we have identified in relation to community feedback and signposting from 1st April- 30th June 2023. It also provides in-depth analysis of some of these key issues highlighted.

Community Feedback

- We received feedback about services from 31 people this quarter. This included twelve (39%) at our stalls, nine (29%) from outreach visits, six (19%) at events and four (13%) through our online form.

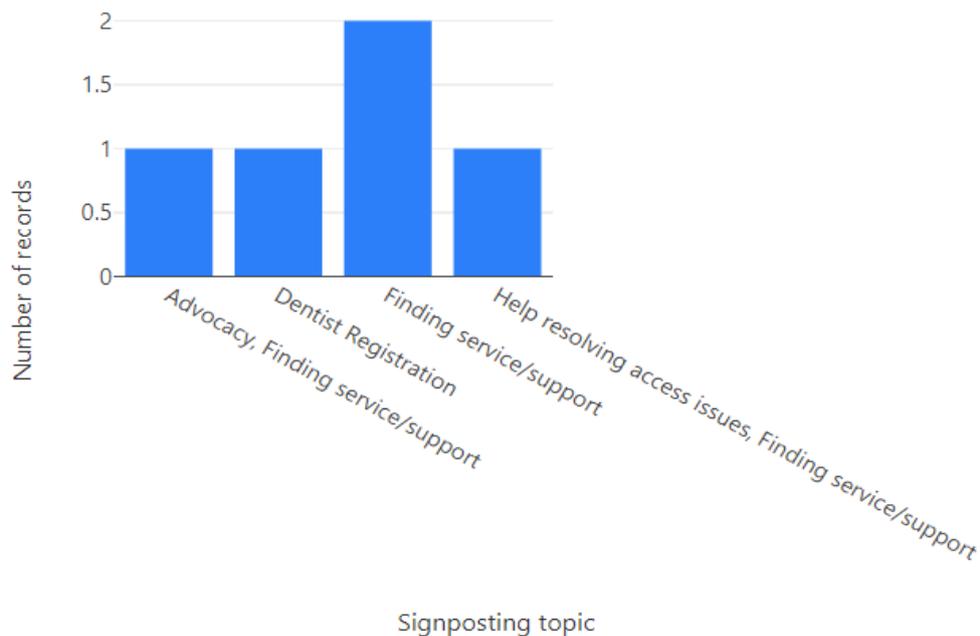
We ran stalls at King’s College Hospital and Eid in the Park community event to collect this feedback. We plan to run more frequent stalls focusing on specific services and themes to generate more targeted feedback for our partners and to inform our projects this year.

- The four aspects of care that received the most feedback were: **Care Coordination (ten people)**, **Communication (five people)**, **Complaints and Feedback (four people)**, **Fees (one person)** and **Access (one person)**. The most common aspect of care reported last quarter was Access.
 - The top issues in **Care Coordination** were “inadequate service/support” relating to King’s College Hospital’s Accident and Emergency services (A&E), Nexus Medical Centre and Camberwell Dental Surgery. Other issues flagged include “can’t get a timely appointment,” “difficulty accessing information,” “long wait at appointment,” “poor communication between services,” “can’t see desired professional” and “appointments being too short”.
 - The top issue in **Communication** was “poor communication between services,” and the majority of this feedback was related to Community Mental Health Teams. Other issues raised by service users include “lack of care continuity” and “difficulty accessing information.”
 - One person flagged **Access** as an issue, regarding lack of information about mental health services available to international students.
 - One person gave positive feedback about **Fees**, regarding the Minor Ailment Scheme which has helped them with the cost of prescriptions.
 - We received two cases of positive feedback about A&E services at King’s College Hospital, one case of positive feedback about Guys and St. Thomas Trust (GSTT), one case of positive feedback about Lister GP surgery, and one case of positive feedback about Hawkeston GP Surgery.

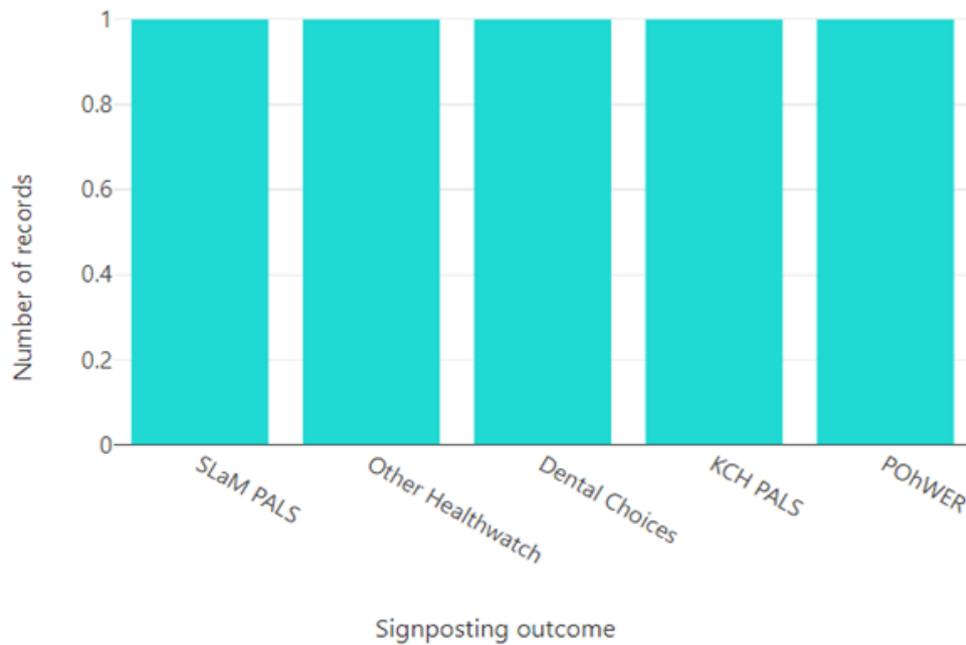
Signposting Information

- We helped five people with signposting, advice, and information: three by phone (60%) and two by email (40%). This indicates a decrease from last quarter, during which time we supported 22 people.
- The most common area of signposting was “finding service support”, closely followed by “advocacy”, “dentist registration” and “help resolving access issues”. Notably, we have received no signposting requests for “how to complain” this quarter, compared to the last quarter where this comprised 23% of our signposting.
- The issues flagged included: Inadequate “services/support” (two people), “delayed or cancelled treatment/appointment (one person)”, “patient records inaccurate/incomplete” (one person) and “difficulty accessing information” (one person).
- We received “finding service support” requests for 1) adult weight loss support and 2) mental health support from an individual who was having difficulty contacting Community Health Teams.
- This quarter, we signposted people to 5 different services: POHWER, KCH Patient Advice and Liaison Service (PALS), Dental Choices, SLAM PALS and Healthwatch Essex.

Graph showing the reasons people contacted us for signposting



Graph showing the signposting we provided



Key Themes In-Depth

- **GP Access**

We continue to receive feedback about GP access issues across the borough, namely difficulty with booking appointments due to the 8am call-in system (where patients must telephone their GP surgery at 8am to receive a same-day appointment), waiting lists for appointments and the duration of appointments. We have also received feedback that people find referrals processes complicated and difficult to navigate, as well as that people from minority backgrounds feel that GPs do not take them seriously.

“The GP is awful, you can't get an appointment. I call first thing in the morning and they say the appointments are all gone. The services are all online, which is not accessible for people with mental health issues or elderly people. People have to rely on A&E because primary care is not good enough, especially for ethnic minorities. I know how to navigate the system because I am a medic but for people with mental health issues, vulnerable people, it's awful. People end up in jail because there is no primary care, they are left to reach crisis point. When ethnic minorities go to the GP with a problem, they are not taken seriously.”

Our upcoming report on access to health and social care services for Latin American communities in Southwark will provide further insight into GP access for ethnic minorities, as respondents had the most problems with this aspect of healthcare.

- **Mental health**

We have received a lot of feedback from people who are struggling to access mental health services, either because they are unaware of the services available to them, or because they have had poor experiences when trying to access them. South London and Maudsley's Patient Carer Race Equality Framework (PCREF) found that people from Black African and Caribbean backgrounds who seek mental health support experience differential outcomes than their counterparts from other ethnic groups. We are currently in the data collection phase of a follow-up project on access to mental health services for Black African and Caribbean communities in Southwark to better understand and address these issues.

Healthwatch Southwark Priorities 2023-24

We are in the process of reviewing our strategy and expect to develop a 3-year plan by October 2023. Our Top Four priorities for 2023-24 thus far are,

1. Tackling health inequalities with the continuation of our health inequalities projects
 - Reviewing health care access issues for Latin American communities in Southwark.
 - Reviewing access to mental health services for Black African and Caribbean communities in Southwark.
2. Developing a 3-year strategy for Healthwatch Southwark.
3. Continuing our project on access to health and social care services for people learning disabilities and autism.
4. Starting our Enter and View visit programme.

For more information, please contact Ruman Kallar (Research & Projects Officer) at ruman@healthwatchsouthwark.org