

Report for: **Health and Wellbeing Board**

Date of Meeting: **September 2022**

Subject: **Healthwatch Trend Analysis Reports Q1 & Response**

Responsible Officer: Isha Coombes, Borough Director
NHS NWL

Public: Yes

Wards affected: All

Enclosures: Borough Response to Q1 Trends Report

Section 1 - Summary and Recommendations

Report for Information

Healthwatch Harrow champions the voice of patients and ensures that their views and experiences of Health and Social Care are captured and fed back through the Trend Analysis Reports to commissioners in order to bring about change.

Our reports are produced on a quarterly basis and shared with the Health and Wellbeing board along with other key stakeholders. The key concerns consistently raised relate to GP access. The purpose of this report is to track progress from Q4 to Q1. It demonstrates that there has been progress in some areas but access is still a key issue.

NHS North West London primary care strategy is aligned to the ambitions outlined within the Fuller review:

- Accessible same day care including urgent care
- Improving Population Health and Wellbeing
- Enhancing Long Term Condition Management and preventative care

Whilst we continue to see an increase in the number of Face-to-Face appointments, we are working to ensure adequate provision of access to meet the needs of the population, ensuring the right balance of face to face and digital appointments are offered.

This report provides a comprehensive overview of Healthwatch analysis of patient experience of services and NHS North West London programme of work which will collectively help improve patient access and experience.

Section 2 – Report

Financial Implications/Comments

There are no financial implications contained within the report.

Legal Implications/Comments

Terms of reference for the Health and Wellbeing Board include to agree health and wellbeing priorities for Harrow.

Risk Management Implications

None Identified.

Equalities implications / Public Sector Equality Duty

NHS NWL key objective is to reduce health inequalities and the various programmes of work aims to reduce health inequalities by improving and promoting access to core General Practice services.

Council Priorities

Please identify how the decision sought delivers these priorities.

Not applicable for this report.

Section 3 - Statutory Officer Clearance (Council and Joint Reports)

Statutory Officer:

Signed on *behalf of/by the Chief Financial Officer

Donna Edwards

Date: 15/09/2022

Statutory Officer:

Signed on *behalf of/by the Monitoring Officer

Sharon Clark

Date: 15/09/2022

Chief Officer:

Signed by the Corporate Director

Senel Arkut

Date: 15/09/2022

Section 4 - Contact Details and Background Papers

Contact:

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Isha Coombes, Harrow Borough Director | NHS NWL

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