

GP and Dental Service Access in Harrow

A report by Healthwatch Harrow



January 2021

“I was satisfied when I used the online form for a known condition and the doctor called me back.

However, I need to speak to/see a doctor about a new condition and can't book an appointment online and can't get through on the phone.”

Local GP Patient

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1. Executive Summary

Healthwatch Harrow has been the residents local voice and consumer champion for health and social care across the London Borough of Harrow since 2013. We remain totally independent and engage with the residents of Harrow and work with various organisations. Our role is to gather intelligence / evidence, to check and challenge service delivery, identify where services need to change and make recommendations to the Clinical Commissioning Group (CCG), Council and other health and social care providers.

Access to General Practice's (GP's) and Dental Services is an issue that we are increasingly hearing about, which resulted in our undertaking further investigation, the findings of which are included in this report. Section 3 provides the details of our methodology. In summary the findings are based on our survey, mystery patient exercise, trend analysis reports and feedback from residents through our outreach.

This last year has been an extremely difficult year for everyone as a result of the pandemic, particularly those people working within the NHS. We fully recognise the hard work that is being undertaken as we write this report. The purpose of our report is to share what Harrow residents are saying to us. There is general awareness of the issues that need to be addressed. This report is written in the spirit of collaborative working, knowing how hard people are working but also recognising that patients have the right to access services and to clearly understand how they can do this.

Due to our limited resources this report is not presented as research, but as a snapshot of our findings, what people are saying to us, particularly those from the Black, Asian and Minority Ethnic (BAME) Communities, which is the area we are commissioned to focus on. We also would like to thank all the residents who engaged in this work and our Healthwatch Volunteers for their dedication, hard work and support.

Key Findings: Themes

100 people completed the survey during November and December 2020. This is a summary of key themes, issues and our recommendations.

GPs

- Just 16% of respondents have found it 'easy' to obtain an appointment, with 43% finding it 'difficult'.
- Of those experiencing problems, over half (58%) cite telephone, and 42% state online related issues. Around half (48%) could not obtain an appointment at their own practice.
- On contact, the telephone is significantly the most popular method (82%).

- While 70% of respondents are comfortable with telephone booking, just 54% are comfortable with telephone consultations.
- While 51% of respondents are comfortable with online booking, just 34% are comfortable with online (video) consultations.
- 64% of respondents are satisfied with services overall.
- Those with Mental Health conditions, Carers, Black, Asian and Minority Ethnic (BAME) respondents and those of working age are disproportionately impacted, in terms of access, confidence across platforms and overall satisfaction.

Dentists

- A third of respondents (33%) have found it 'easy' to obtain an appointment, with a larger number (44%) finding it 'difficult'.
- 27% have experienced difficulty in obtaining an emergency appointment.
- 63% of respondents are registered with an NHS dentist, however some have recently been de-registered or advised to go private.
- On contact, the telephone is by far the most popular method (95%).
- 86% of respondents are satisfied with services overall.
- Those of working age are least satisfied, or able to access services.
- Local dentists reported that Harrow do not have enough Units of Dental Activity, so run out of their allocation for NHS treatment which means they have to offer treatment at private fees.

Equality Check

When compared with White/White British respondents, we find that those from BAME backgrounds are more likely to:

- Find it difficult to obtain a GP appointment.
- Be registered with an NHS dentist.

And less likely to:

- Be satisfied with the outcome of GP or Dental Services.
- Feel confident to use telephone or online services for GP access.
- Struggle to access a dentist with pain or problems.

Key issues and recommendations

In summarising the key issues and recommendations we would like to highlight the general concerns raised do not relate to the quality of care that people receive, the issues that need to be addressed relate to accessing services.

In addition, there are general concerns around what provision is being made for the increase in population in Central Harrow for example with the Kodak development,

it is unclear what provision is being made to support these emerging communities, which must present a challenge to the current providers.

Our findings show that even during a pandemic, the impact of people's experiences when they need to access health and social care can have a worrying effect on confidence in the system. This can cause mental anguish.

Feedback varies between different GP practices ranging for example from basic customer service standards seeming to slip at GP practices, telephone receptionists being inflexible and not passing messages on whilst others report getting a great service.

It is important to note that our recommendations are Harrow wide and may not relate to all GP practices. For example, there has been some excellent joint working between Healthwatch Harrow, Ridgeway Surgery, CCG and the Romanian community in producing some key information in Romanian, to enable better understanding and access.

Digital access is a known issue across Harrow, we have not included this as a recommendation as there is already a programme of activity to address. However, it would be prudent to monitor the success of this work.

Key Issues:

- GP Telephone systems and online booking systems are not efficient and do not meet the demands / needs of patients needing to contact the surgery.
- Commissioning of NHS Dental Care is not meeting current demand.
- The Black, Asian and Minority Ethnic (BAME) communities are disproportionately affected in accessing services.
- Accessibility is particularly an issue for those patients with language, mental health and learning disabilities.

Recommendations:

1. CCG to work with the Primary Care Networks and Harrow GP surgeries to put in place improved, quicker and more accessible phone and online appointment booking systems to reduce patient waiting times and cancelling appointments, and to review the effectiveness of their GP texting service in reducing missed appointments.
2. NHS England to review the commissioning of NHS Dental Care in Harrow, to ensure commissioning is kept up to date with demand and that the dental contract is fit for purpose. For example, one element is the Units of Dental Activity (UDA'S), as each dental practice is commissioned for a

set number of UDA's and in Harrow this is not meeting the current demand. Please see Healthwatch England report for further information:

<https://www.healthwatch.co.uk/report/2016-11-23/access-nhs-dental-services-what-people-told-local-healthwatch>

3. Primary Care Networks, GP practices and Dental Surgeries to work collaboratively with the Black, Asian and Minority Ethnic (BAME) communities to further understand the issues which are affecting these communities in accessing services e.g. language barriers, lack of digital access etc. and to put a plan of action in place to address these issues.
4. CCG to work with the Primary Care Networks and Harrow GP surgeries to improve accessibility particularly for those patients with language, mental health and learning disabilities.

This report will be shared with all key stakeholders, particularly those who commission the services and with the Harrow Health & Care Executive, Health & Wellbeing Board and the Health & Social Care Scrutiny Sub Committee and NHS England. Healthwatch Harrow will work collaboratively to ensure appropriate action is taken.

2. Background

In 2017 Healthwatch Harrow produced a GP Access report to see this, click the following link: [Healthwatch Harrow GP Access Report June 2017](#)

In this report the following recommendations were made:

1. Ensure Harrow GP surgeries are able to put in place more improved, quicker and easier accessible phone and online appointment booking systems to reduce patient waiting times and cancelling appointments, and to review the effectiveness of their GP texting service in reducing missed appointments.
2. Improve GP accessibility particularly for those patients with language, mental health and learning disabilities.
3. Provide clearly displayed and easy to understand updated information in their surgeries and websites information on translation services, local advocacy services, booking an online appointment, registration and how patients can make a complaint and Healthwatch Harrow information to explain how people can share confidential feedback on their experience, whether good or bad.

4. Create and provide increased public awareness of how to appropriately access and use A&E, Urgent Care, Walk in Centres, NHS 111, 999 information, pharmacy and Harrow Health Help App Now by advertising and providing clear and consistent signposting updated information to patients on GP websites, their out of hours telephone messaging, developing public awareness leaflets and through community outreach awareness workshops to reach all sectors of the Harrow community.
5. Develop and adopt better sharing of good internal standard models of practice and policies at both governance, operational and online levels. Working practices to ensure consistent and good standard of practice around accessibility and recognising that one size does not fit all, and ensure the services are responsive to meet the needs of its different communities of Harrow.

With the onset of lockdown in March 2020 due to Covid 19 there was a shift in how people access their GPs. Feedback from the community prior to Covid 19 showed peoples experiences were varied with some unable to get through to their GP surgeries, since then the level of dissatisfaction has greatly increased, as evidenced through our Trend Analysis Reports.

It is disappointing to see that some of our previous recommendations have not been addressed, please click the following link for our Trend Analysis Report:

[GP Patient Experience, 01.01.20 - 31.12.20.](#)

For more of our reports please visit:

[https://www.healthwatchharrow.co.uk/insight-and-reports.](https://www.healthwatchharrow.co.uk/insight-and-reports)

There has understandably been a shift in how we access GP Surgeries such as using online platforms for booking appointments and for requesting repeat prescriptions. However, this has exposed the inequalities in Harrow, not all families can afford digital resources. Some patients can only access services by telephone or mail and these are the issues that have been fed back to us.

In addition, we have been increasingly getting more issues raised with us around the difficulties in getting NHS dental appointments, as most dentists had to reduce what was on offer to patients because of the risk of infection and some dentists struggled to find adequate PPE during the first phase of the pandemic.

To gain an insight into the extent of the problem we did some investigative work between November and December to ascertain the extent of these issues, so that we would have evidence to share with stakeholders who influence and commission GP and dental contracts. The findings of this work form this report.

3. Methodology

1. We produced a survey, seeking feedback on GP and Dental access to services, which was shared with all our stakeholders in Harrow. This reached up to 500 people within Harrow by email, through our newsletter and our social media channels. The survey ran for 8 weeks till early January 2021.
2. Our volunteers engaged in a Mystery patient exercise targetted at all 32 GP surgeries in Harrow to identify how easy it was to access the surgery by phone to make an appointment.
3. We held a focus group on dental care held in Quarter 3 which was attended by 20 people. The feedback from this engagement session is included within this report in section 6.
4. We specifically focussed on the harder to reach BAME communities, who traditionally have not got engaged in our online surveys so we could capture their opinions and share their stories.
5. Through our regular outreach sessions with the Somalian and Romanian communities we engaged to share our survey with their members. This included Harrow College who kept it on their intranet for 6 weeks.
6. We also captured intelligence we have recieved through the direct contact we receive through emails and phone calls from the public.

4. Factors to consider

When working on this report, the following factors influenced the findings:

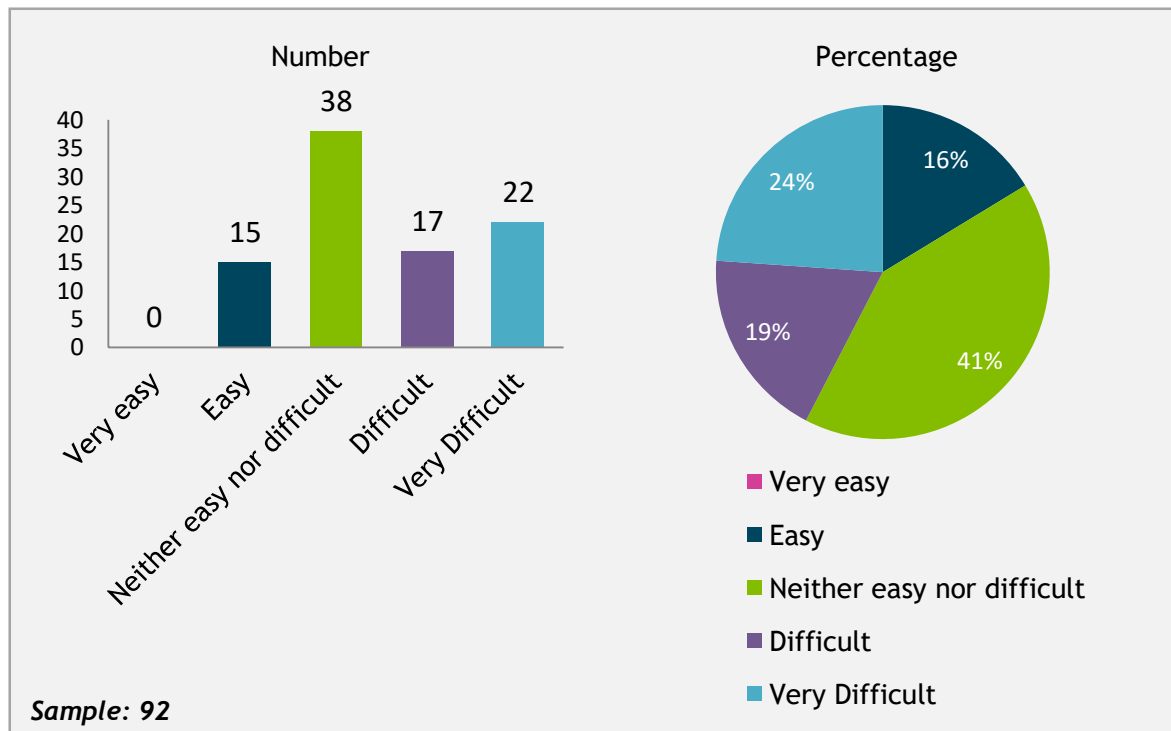
- Face to face sessions could not be held and so the reach of our target audience was limited. Our outreach sessions were accessed through zoom and Microsoft Teams.
- IT literacy meant that some people were unable to feedback and had to rely on others to feedback to us.
- Paper based surveys were discouraged as it was felt during phase 1 of the lockdown that paper could spread the virus.
- Inequalities within the population of Harrow reflected in poverty and IT literacy.

- Diversity of Harrow residents resulted in language barriers and some of the communities were busy supporting the needy and had in some cases also to juggle home schooling.
- The pandemic has meant that everyone is working under pressure and prioritising with limited resources.
- Since GP practices and dentists are private businesses, there is inconsistency in the approach to messaging their patients which impacted on the feedback against specific GP surgeries.

5.GP Services

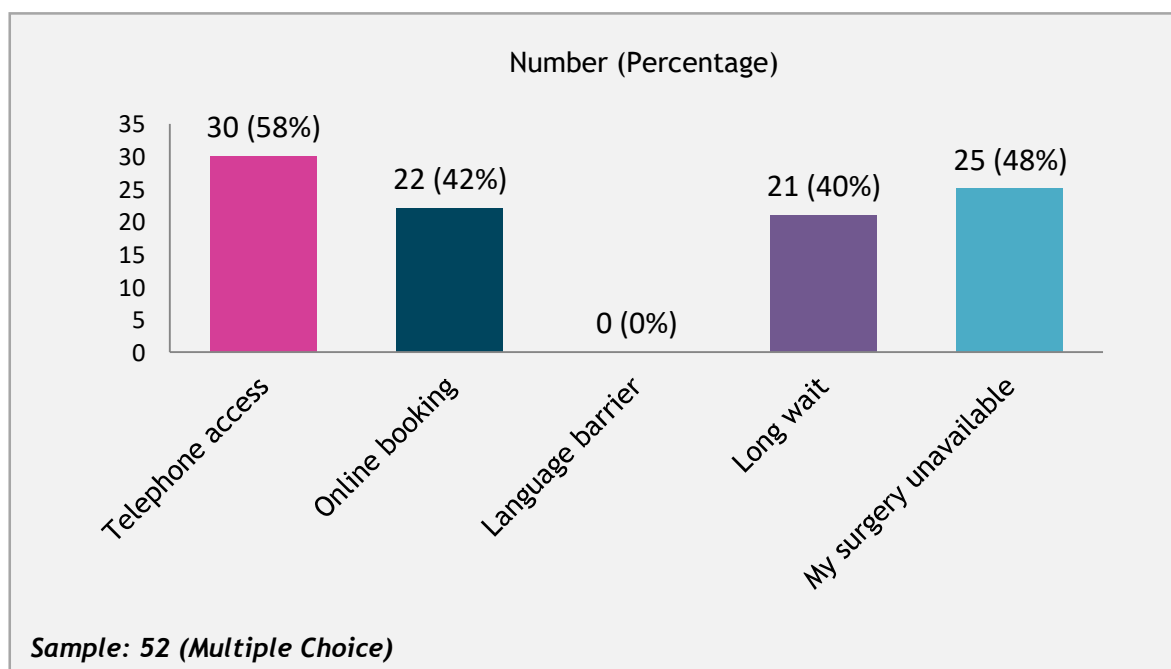
In this section we evaluate feedback around GP access, including ability to get appointments, contact methods and confidence in their use, and overall satisfaction with the experience. We have also included the findings from our mystery patient exercise.

5.1 How easy is it to get an appointment with a GP - since the pandemic (March 2020)?



43% of respondents have found it either 'difficult or very difficult' to obtain an appointment since the pandemic started in March 2020. While 16% found it easy, it is notable that nobody said the experience was 'very easy'.

5.2 If difficult what was the issue?



For those experiencing difficulty with access, over half (58%) cite telephone related issues, while over a third (42%) suggest a problem with online booking. Around half (48%) said appointments were not available at their practice, and 40% experienced long waiting times. Nobody said language has been an issue.

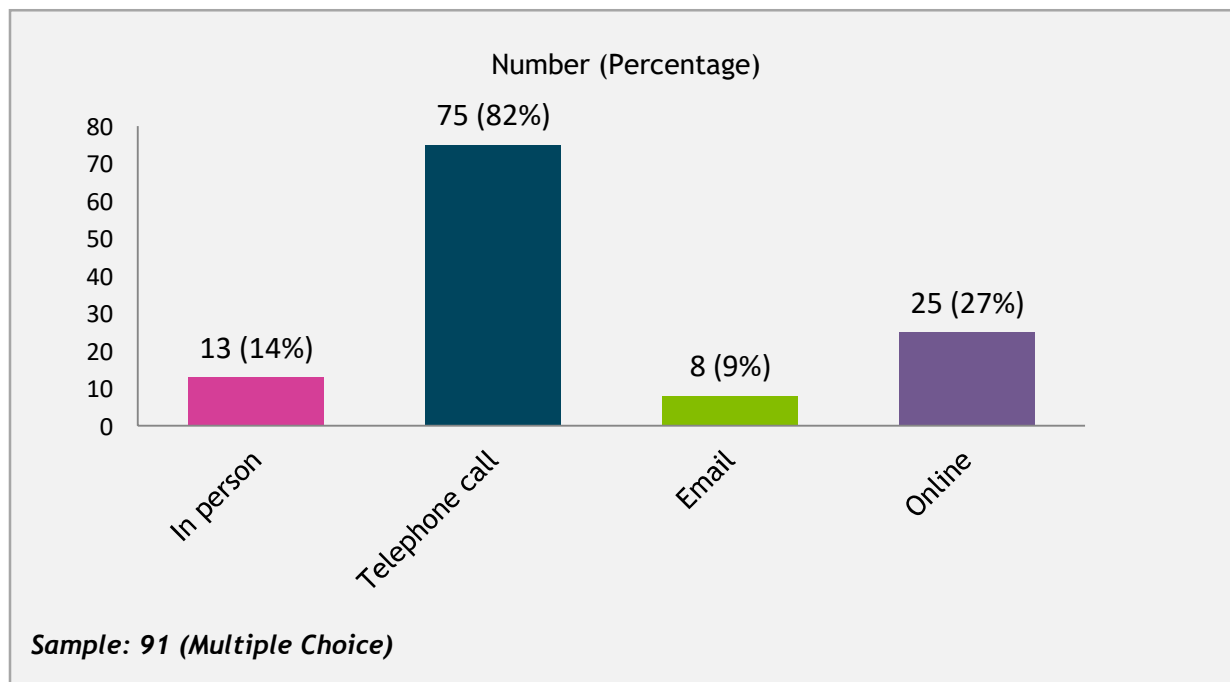
We hear that some patients have experienced difficulty with both the telephone and online systems. It is also reported that online booking does not cover all situations and may be more difficult to use when feeling ill. One person has not been able to access their GP at all in 2020, resulting in difficulties with referrals.

Selected Comments

“I was satisfied when I used the online form for a known condition and the doctor called me back, however I need to speak to/see a doctor about a new condition and can’t book an appointment online and can’t get through on the phone.”

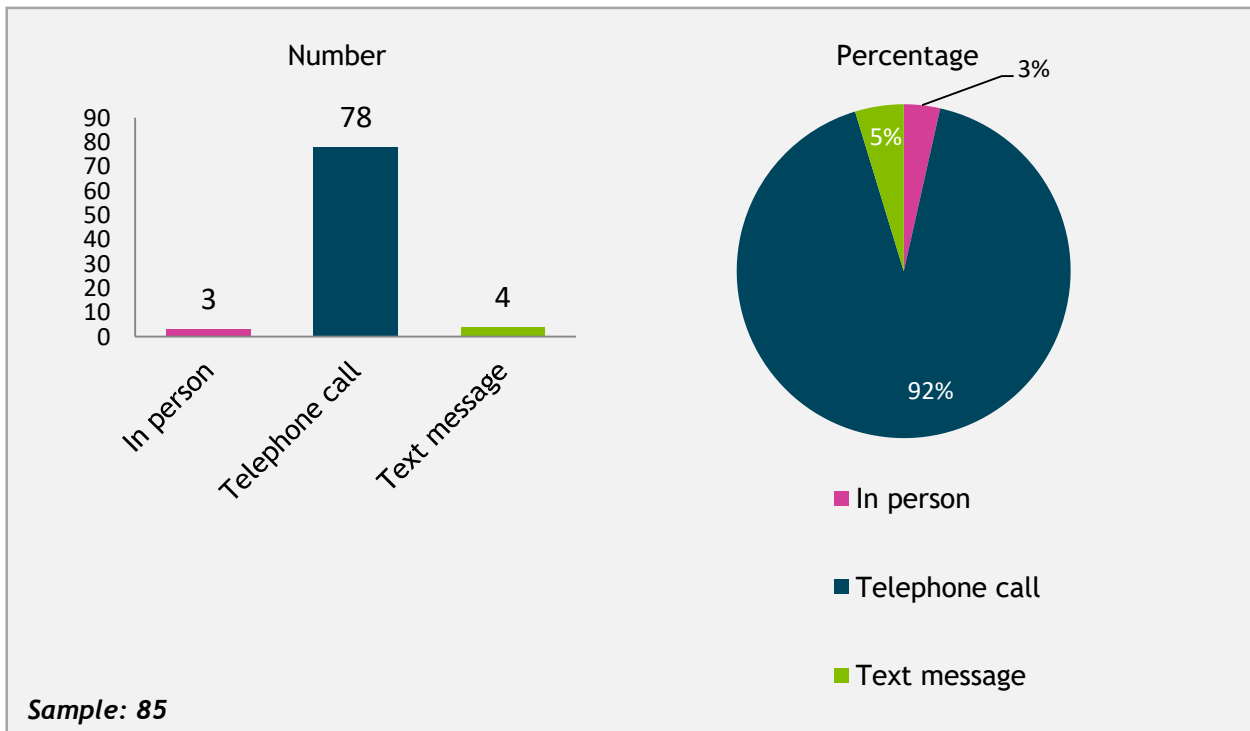
“I had acute stomach pains and continuous vomiting. Phoned my GP practice - recorded message saying go online and fill in loads of forms. Impossible to do when you feel so ill plus the forms did not reflect my symptoms. Phoned again and waited until receptionist answered. Was told that someone would phone me back later that day. Nurse telephoned me and when hearing my symptoms said that I needed to see a doctor (I know, that is why I’m trying to contact you)! Only problem, no appointments. She booked me into the Pinn Medical Centre where I saw a GP who was able to diagnose and prescribe medication. As he was not my GP however, he was unable to refer on for exploratory scans. Said if it got worse, I should go to A&E. As I am shielding this is not a good idea. I have not seen a doctor from my surgery this YEAR. Last time I was also sent to the Pinn Medical Centre. If I could move to that practice I would as mine is shambolic.”

5.3 How did you contact your GP Practice during the pandemic (from March 2020)?



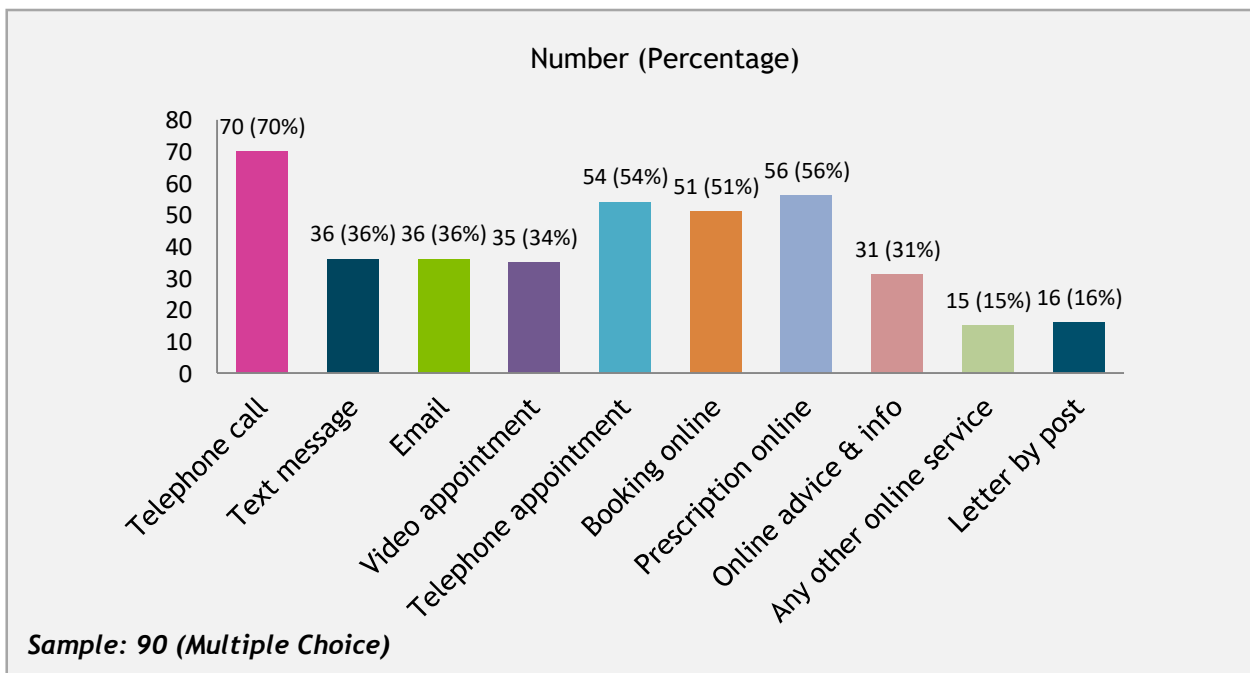
At 82%, the telephone is clearly the most popular method of contact.

5.4 If the GP contacted, you - how did they do this?



The vast majority of those contacted by the GP (92%) received a telephone call.

5.5 Do you feel confident accessing services at your GP by the following methods?



While 70% of respondents are confident with telephone access generally, a lower proportion (54%) are comfortable with telephone consultations/appointments.

56% of respondents feel comfortable with ordering repeat prescriptions online, and 51% are confident to book their appointments electronically. On other online methods including email, video appointments or access to information and advice, confidence is somewhat lower - generally at the 30% level. It is interesting that just 16% of respondents express confidence in postal letters.

When reviewing feedback, we find that some respondents would prefer a video consultation if the GP does not know them. One person who requested this says it is 'generally not available' at their practice and does not suit all platforms (such as desktop computers).

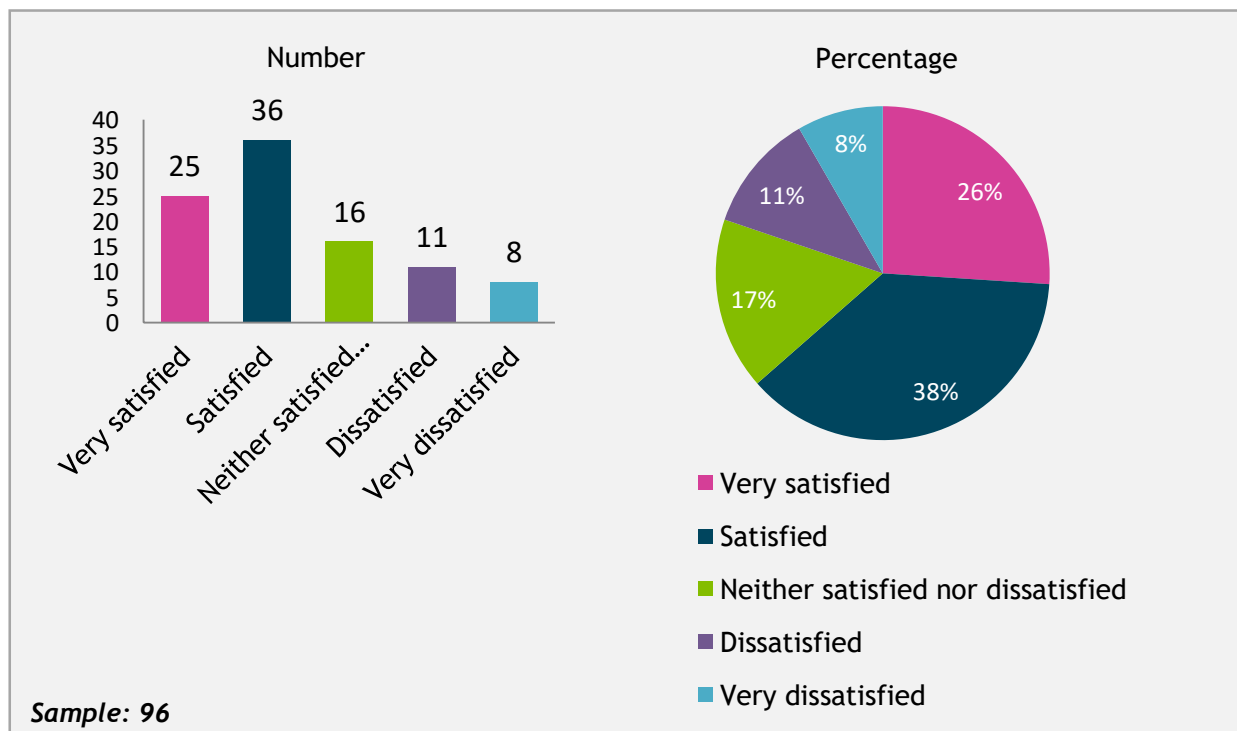
Selected Comments

“Where a face-to-face appointment is not justified in the present circumstances, I think that a video call would feel more personal if I don't already know the particular GP.”

“I would like to do video calls with the doctor, but they are generally not available. Last doctor spoken to said they did have a system although she was not familiar with using it and it is only available for smartphones and not desktop PCs, so not possible for us. Reception didn't know any details about the video call system and said it was up to the doctor to arrange.”

“Not sure how the online registration system works, too busy to find out - would be good if it could be set up automatically.”

5.6 How satisfied were you with the outcome of your contact with the GP practice?



64% of respondents are either 'satisfied or very satisfied' with the outcome of contact with the GP. Around a fifth (19%) are not satisfied. We receive accounts of good levels of support, with consultations, prescriptions and referrals accommodated for some patients. Others express frustration at not being able to secure appointments (in one case after four attempts), routine tests or results.

Selected Comments

Positives

“When eventually getting an appointment with the GP I managed to get a personal consultation and additional referrals to clinicians and Northwick Park Hospital.”

“The surgery triaged the info I'd entered & then called to say doctor would call. Spoke to GP & prescription sent to pharmacy. Was impressed with the process & happy.”

Negatives

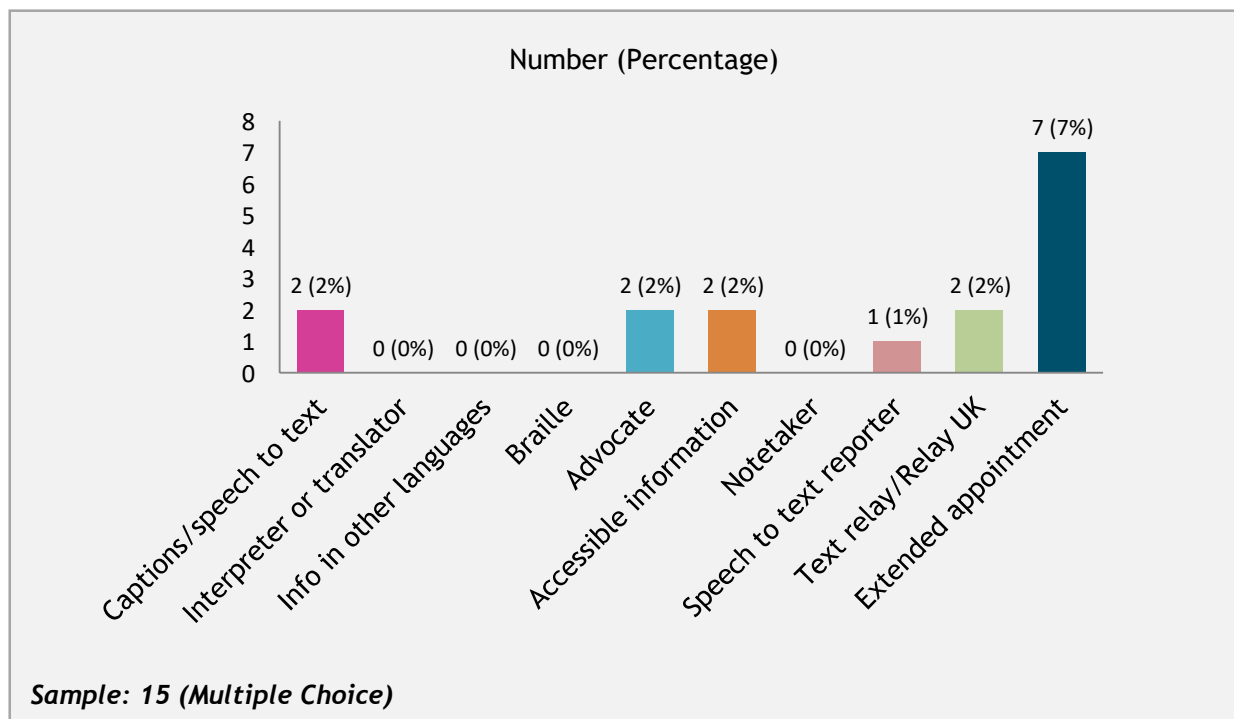
“The surgery has phoned me four times in the last few weeks and told me the doctor would like to see me. I replied that I would like to see a doctor. I was told to wait a moment while she checked the appointments and then I was told there were no appointments. This happened four times and I have to tell someone because it's becoming ridiculous!”

“Not able to talk to GP - receptionist fielding all calls.”

“I have undergone a test, but my GP has not contacted me to inform me of my results.”

“Have not had a diabetic check since March 2019.”

5.7 Do you have access to the following?



Extended appointments are the most common method of providing additional support.

5.8 Impact on Specific Groups

We look closely at age, gender, ethnic background and existing conditions, to establish any findings that may be especially relevant to certain groups.

The following ‘impact scale’ tables highlight all groups which exceed the average (baseline) figure, for key questions.

5.8.1 Found it ‘difficult or very difficult’ to obtain an appointment since the pandemic:

All respondents (baseline)	43%
Carers	44%
Aged 45 - 64 years	45%
Disability/Long Term Conditions	46%
BAME respondents	47%
Mental Health Conditions	50%

5.8.2 'Satisfied or very satisfied' with the outcome of contact:

All respondents (baseline)	64%
Carers	63%
Aged 25 - 44 years	57%
BAME respondents	57%
Aged 45 - 64 years	55%
Mental Health Conditions	25%

We find that those with mental health conditions are least able to successfully obtain appointments and are also least satisfied overall.

Carers, Black, Asian and Minority Ethnic (BAME) respondents and those of working age are also disproportionately impacted, findings suggest.

5.8.3 Feel confident to book appointments by phone:

All respondents (baseline)	70%
Aged 45 - 64 years	67%
Carers	63%
BAME respondents	60%
Mental Health Conditions	25%

5.8.4 Feel confident to book appointments online:

All respondents (baseline)	51%
BAME respondents	50%
Aged 45 - 64 years	45%
Disability/Long Term Conditions	43%
Carers	31%
Mental Health Conditions	25%

5.8.5 Feel confident with a telephone appointment/consultation:

All respondents (baseline)	54%
BAME respondents	50%
Aged 45 - 64 years	45%
Carers	44%
Aged 25 - 44 years	43%
Mental Health Conditions	25%

5.8.6 Feel confident with a video appointment/consultation:

All respondents (baseline)	34%
Aged 45 - 64 years	33%
BAME respondents	30%
Disability/Long Term Conditions	25%
Mental Health Conditions	25%

Carers, BAME respondents and those of working age are least confident in using both telephone and online systems. It is interesting that those aged 65+ are more confident with both methods, compared with younger peers.

When looking at online specifically, those with disabilities/long term conditions are significantly disadvantaged, compared with others.

Those with mental health conditions are notably least confident of all - in both telephone and online access.

5.8.7 Comparison of ethnic groupings:

	BAME %	W/WB %
Found it 'difficult or very difficult' to obtain an appointment	47%	37%
'Satisfied or very satisfied' with the outcome of contact	57%	65%
Feel confident to book appointments by phone	60%	76%
Feel confident to book appointments online	50%	53%
Feel confident with a telephone appointment/consultation	50%	58%
Feel confident with a video appointment/consultation	30%	38%

Compared with White/White British (W/WB) respondents, we find that those from BAME communities are notably less successful in obtaining appointments, and not as satisfied with the outcome of contact.

BAME respondents are also not as confident in using both telephone and online systems.

Mystery Patient Exercise

As part of our work looking at access to GP surgeries, we wanted to understand how easy it was for a patient to get through to their GP surgery particularly as due to the pandemic many services have moved online, which does put those patients who do not have digital access at a disadvantage.

We reviewed the websites of all GP surgeries and then our team of volunteers telephoned each of our 32 practices, to assess how easy it was to get through. The intelligence collated related to the following questions:

Q1 How was the telephone call answered initially?

Q2 How long before you spoke to someone?

Q3 Can you book an appointment by telephone?

Q4: Which online booking system is used?

The key findings from this exercise are:

The greater majority of the GP surgeries - 79% operate using a recorded message, which led to a receptionist then answering to speak to the patient.

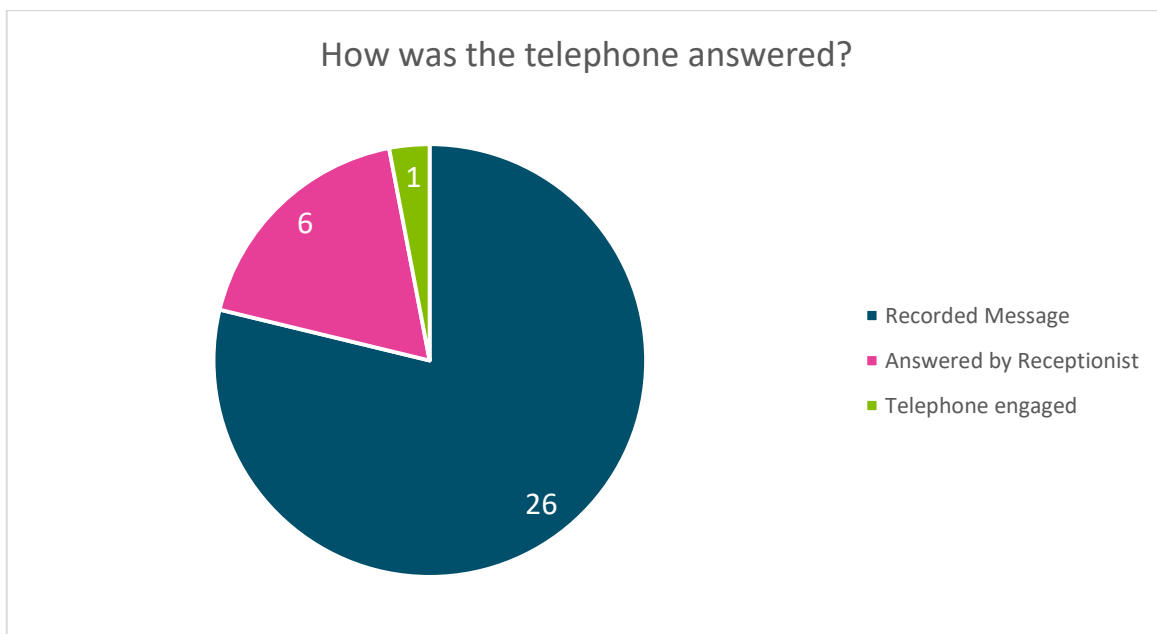
When ringing at a time to get through to a receptionist the majority of calls were picked up within 1 - 5 minutes. It is worth noting that our mystery patient exercise was undertaken by our volunteers who were testing the system to measure ease of reaching a GP through phoning, but they did not have the added pressure or frustration of doing this whilst also potentially feeling particularly unwell.

Q1 How was the telephone call answered initially?

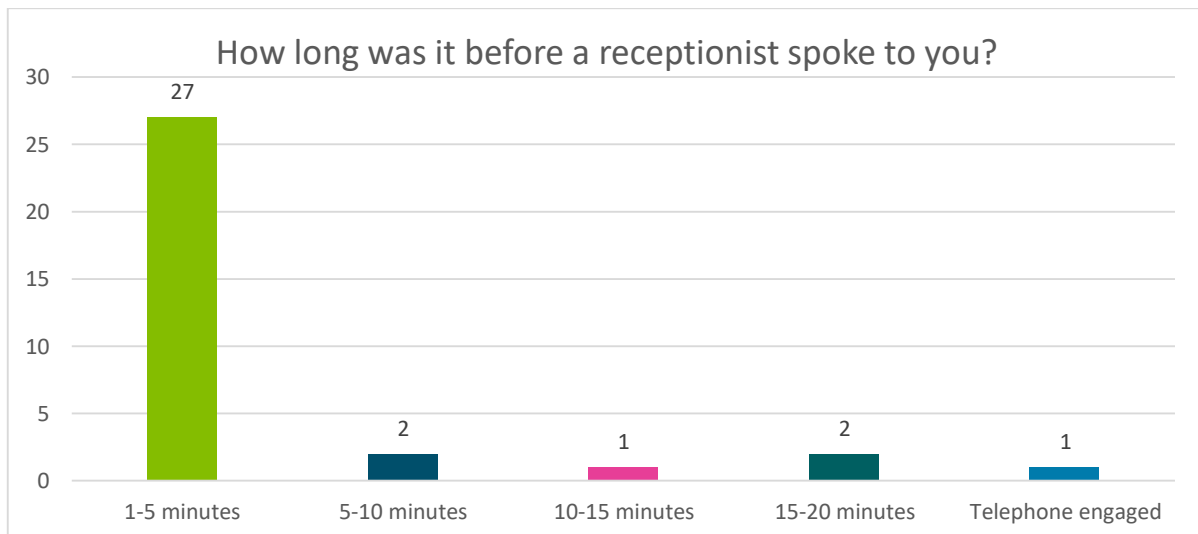
Answerphone/Recorded Message then answered: 26

No Answerphone - straight to receptionist: 6

Engaged and busy lines - 1



Q2. How long before you spoke to someone?



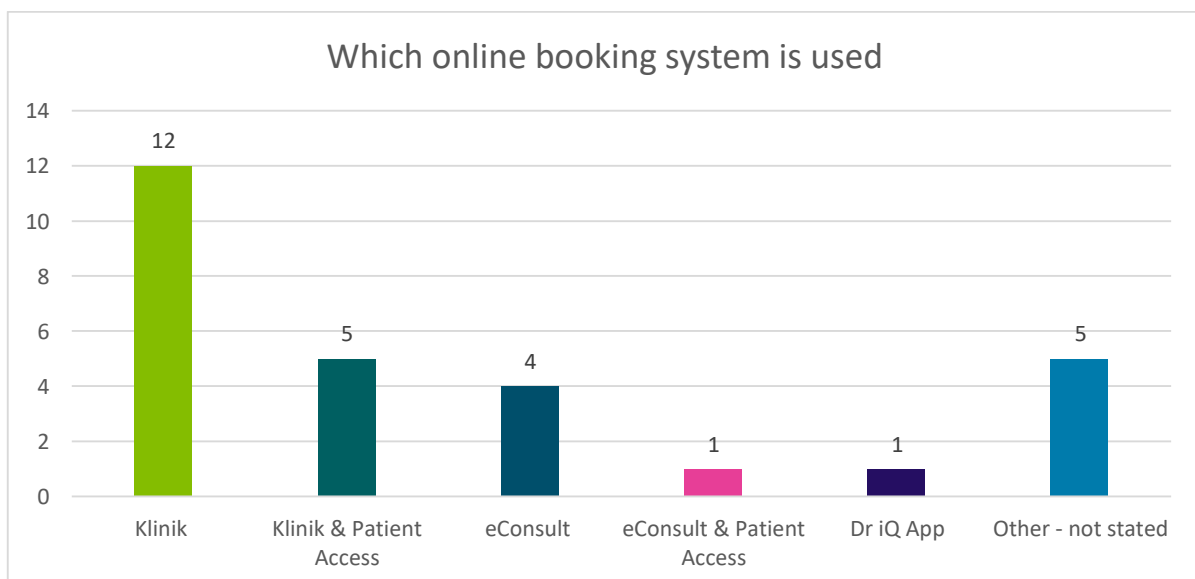
Q3: Can you book an appointment by telephone?

Generally, the majority of surgeries will take telephone bookings - some offer this just for the day's appointments, so if full, patients would need to call back the next day, also the receptionist may book the appointment for you online over the phone.

In some cases, there might not be a telephone booking system, but you book through the receptionist. 25 surgeries confirmed that you can book an appointment by telephone.

Q4: Which online booking system is used?

We found out of the surgeries that we asked, the following confirmed:

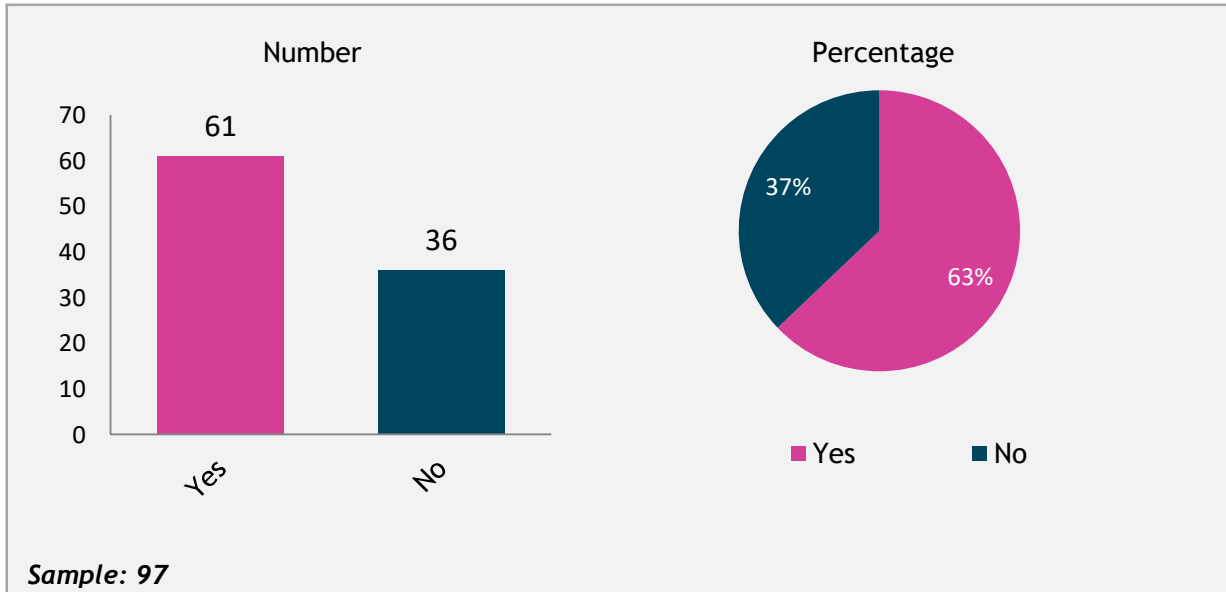


One surgery stated from March 2020 all appointment booking facilities were disabled with telephone booking as the only option.

6. Dentists

In this section we evaluate feedback around dental service access, including registration, ability to get appointments, contact methods and overall satisfaction with the experience.

6.1 Are you registered with an NHS Dentist?



Around two thirds of respondents (63%) are registered with an NHS dentist. Of the 37% who are not, many are registered with private practices.

We hear that some patients have been either de-registered, or advised by their practices to seek private treatment.

Selected Comments

“My usual dentist has said I am no longer registered with them and cannot register as an NHS patient at this time.”

“NHS practice has now told me that I have to go private.”

“My dentist tells me that they cannot operate to an acceptable standard within the cash limited services they would have to provide on the NHS.”

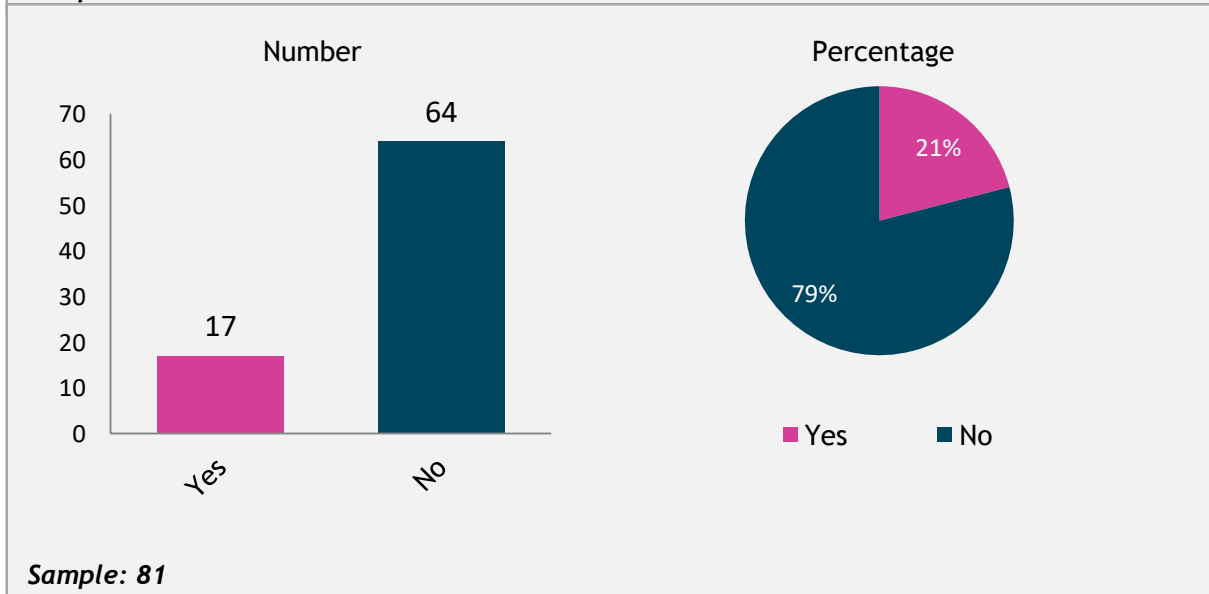
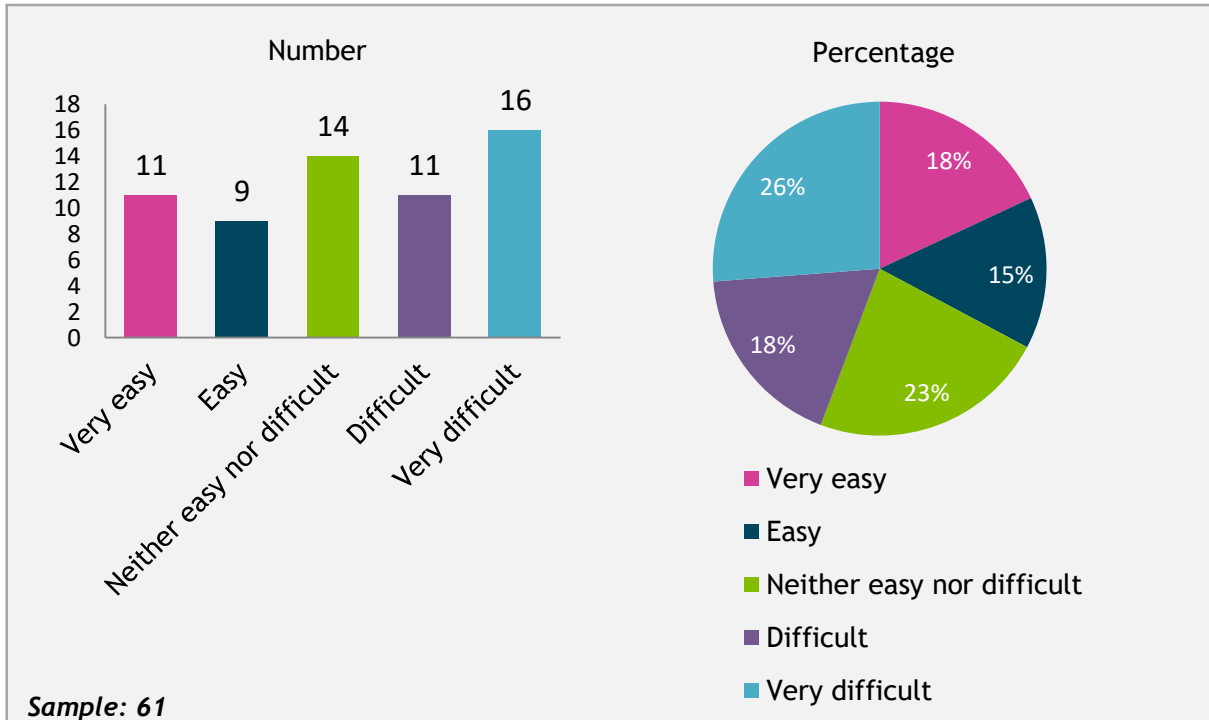
“Difficult to get appointments, they send one letter for check-ups, but no reminders then take you off of their NHS list.”

“Trying to get my 2-year-old registered.”

“None available, certainly not at convenient times.”

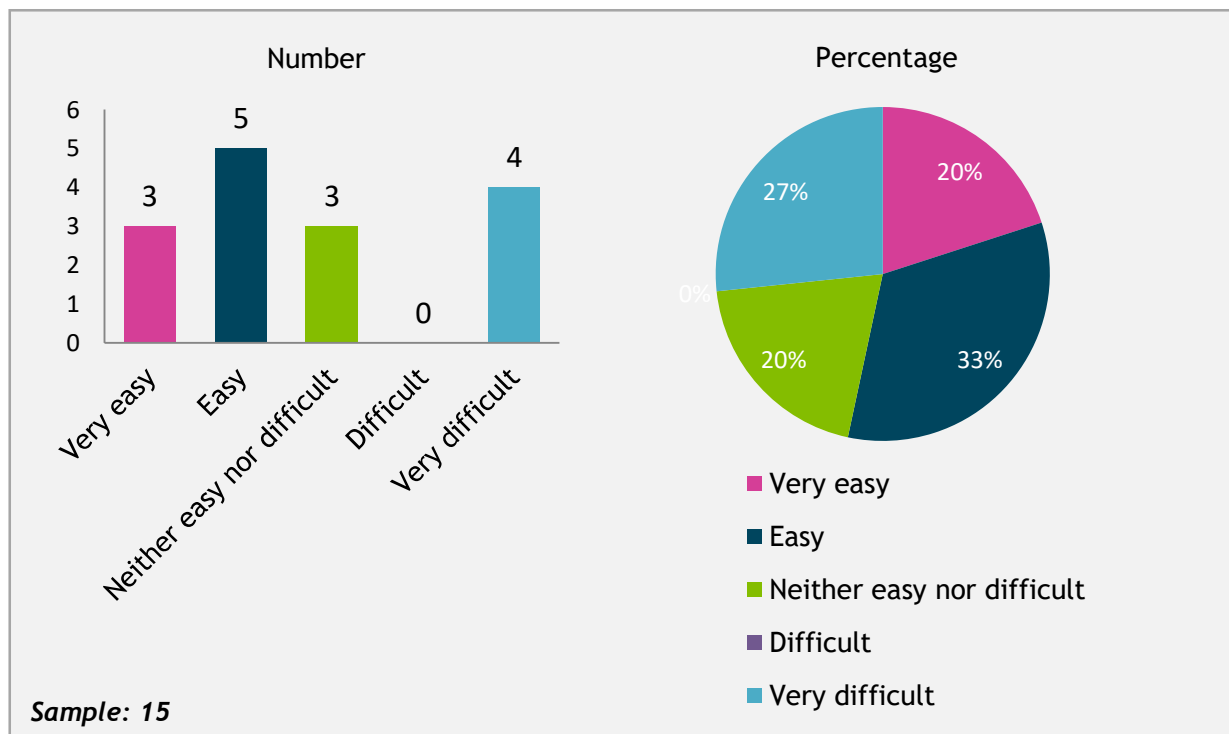
“When we moved to this area many years ago, we were unable to find an NHS dentist. I am now happy with the private dentist I go to, so I don’t want to change to another practice.”

6.2 How easy is it to get an appointment with a Dentist - during the pandemic (from March 2020)?



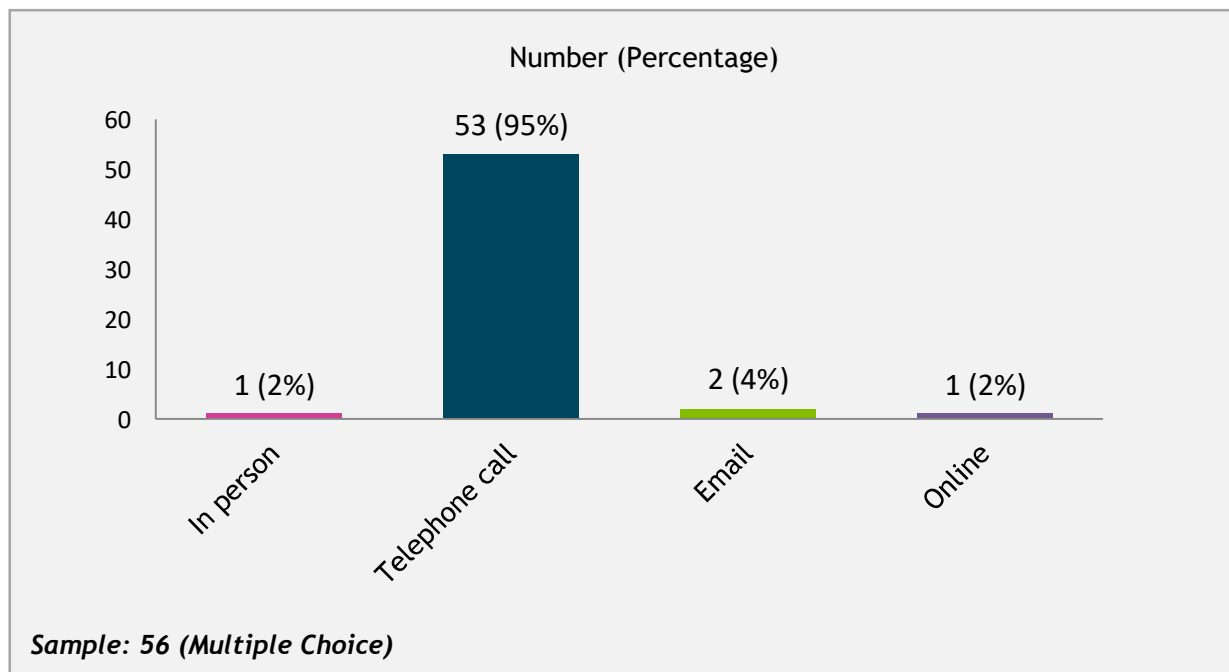
Around a fifth of appointments (21%) were for an emergency.

6.3 If yes, how easy was it to get an emergency appointment with the Dentist?



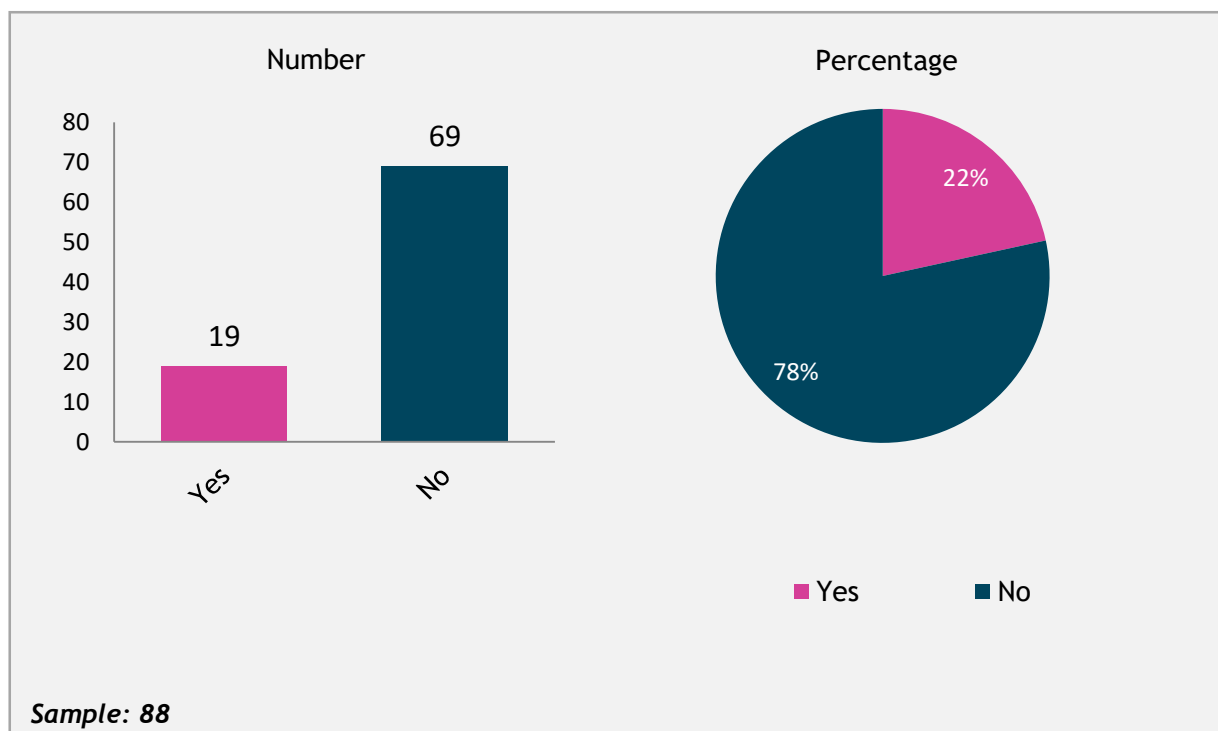
For those with an emergency, over half (53%) found it easy to get an appointment while a sizeable minority (27%) have experienced difficulty.

6.4 How did you make an appointment with your Dentist during the pandemic (from March 2020)?



On booking, the most popular method by far is the telephone.

6.5 Have you struggled to access a dental service with pain or problems in the last 12 months?



Over three quarters of respondents (78%) have not struggled to access services with problems or while in pain. A notable minority (22%) have expressed difficulty.

Experiences highlight waiting times (in one case two months for urgent treatment) and difficulty in obtaining access.

Selected Comments

“In July when I had dental pain there were no appointments available until September.”

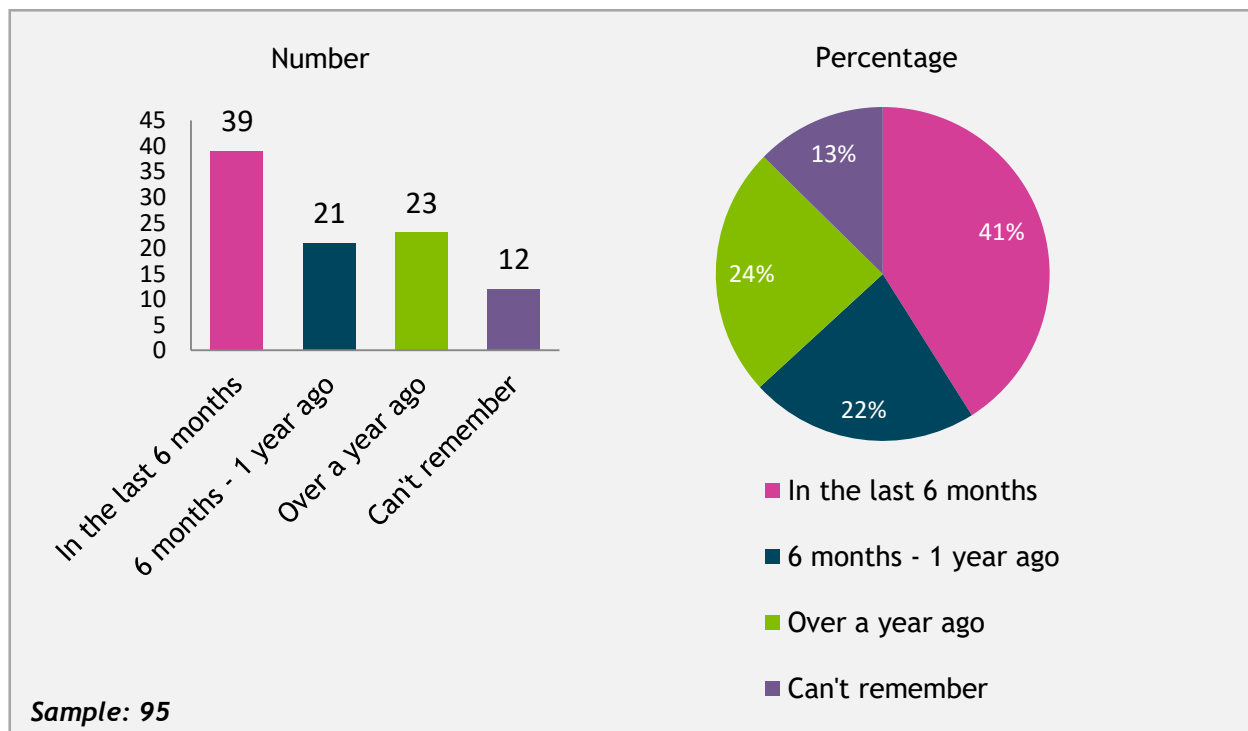
“During pandemic, no appointments available unless established infection.”

“I used to go to an orthodontist, but my treatment finished, and I am unable to get access to an NHS dentist.”

“We do not have our dentist because of Covid.”

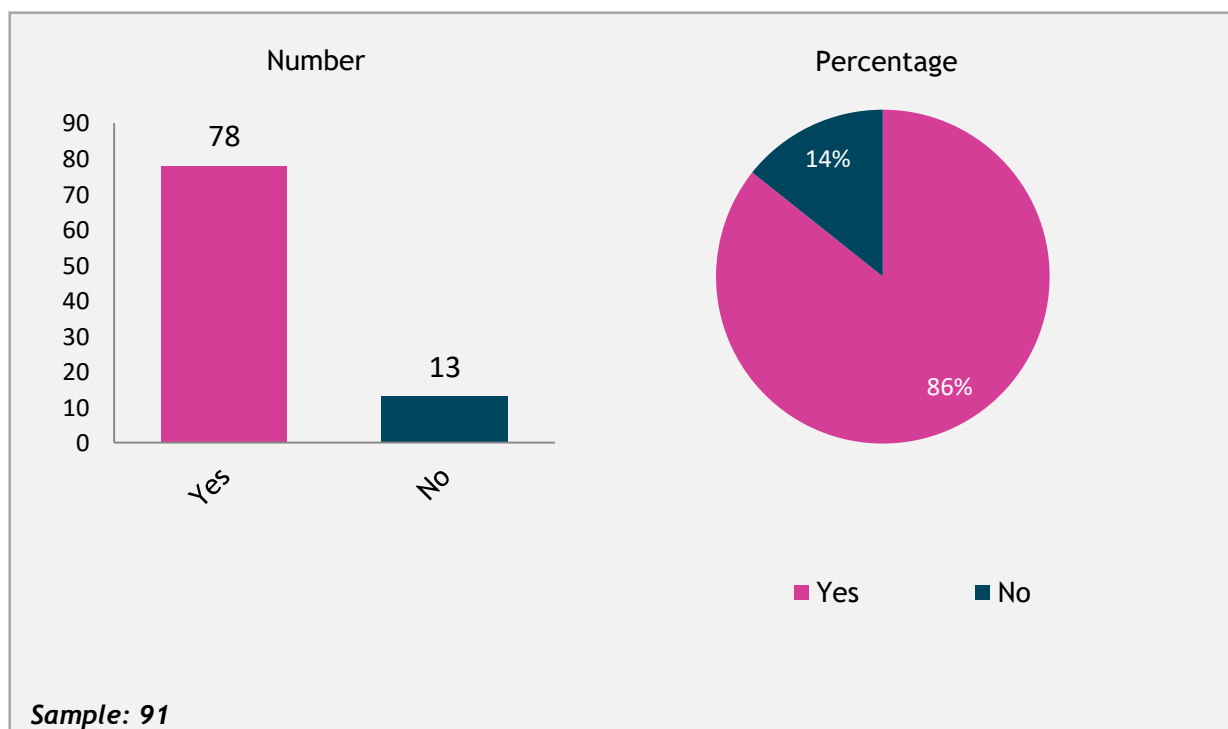
“There were problems for emergency access to dentists because that was the government’s request, getting an emergency appointment was either being given antibiotics/tooth out or wait. There were very few dentists confident enough to see patients in the first five months or so since they did not want a patient with the virus and did not want to be in trouble with the department of health. There should have been MORE good dentists available being allowed to see patients.”

6.6 When did you last visit the service?



63% of respondents have visited a dentist within the last year, while a quarter (24%) last visited over a year ago.

6.7 Are you pleased with the overall treatment you receive from your dental practice?



The vast majority of respondents (86%) are pleased with the overall treatment received.

We hear that treatment and check-ups have been delayed as a result of the pandemic, a 'cause of concern' for some patients. Waiting times and cost are also cited as issues.

Selected Comments

Positives

"Always able to get an appointment."

"The practice I go to is very helpful and I understand why check-ups were cancelled."

"They provide good advice on dental hygiene and do not appear to do any unnecessary work."

"Because my family paid for me, I'm lucky."

Negatives

"I needed a check-up prior to a hospital appointment. However, during the initial phase of the pandemic, I would not have been able to have treatment as dentists could not use drills. Also, no hygienists were able to give appointments and that is a cause of concern."

"Happy to see a dentist but only an assessment appointment so no treatment could be done. Waiting for the new year to be treated."

"Unable to have a basic check-up."

"They did minimum work and said they would contact me when they are able to do more and have never contacted me."

"Emergency App made by 111. The lady dentist was not confident to pull/remove a dental root! We have to wait 3 months for an app with specialist!!!"

"But it is expensive."

"I had to pay private charges for extraction and treatment."

6.8 Impact on Specific Groups

We look closely at age, gender, ethnic background and existing conditions, to establish any findings that may be especially relevant to certain groups.

The following ‘impact scale’ tables highlight all groups which exceed the average (baseline) figure, for key questions.

6.8.1 Registered with an NHS Dentist:

All respondents (baseline)	63%
Aged 25 - 44 years	57%
White/White British respondents	56%
Aged 65 and over	48%

Those of retirement age, early working age or from a White/White British background are least likely to be registered with an NHS dentist.

6.8.2 Have struggled to access a dental service with pain or problems in the last 12 months:

All respondents (baseline)	22%
Mental Health Conditions	25%
Aged 25 - 44 years	36%

Working aged respondents are most likely to experience difficulty in obtaining appointments for pain or problems.

6.8.3 Pleased with the overall treatment received:

All respondents (baseline)	86%
White/White British respondents	83%
Aged 45 - 64 years	79%
BAME respondents	70%
Aged 25 - 44 years	57%

Those of working age are significantly least pleased with the overall treatment received. BAME respondents are also disproportionately impacted.

6.8.4 Comparison of ethnic groupings:

	BAME %	W/WB %
Registered with an NHS Dentist	73%	56%
Have struggled to access a dental service with pain or problems	17%	20%
Pleased with the overall treatment received	70%	83%

Compared with White/White British (W/WB) respondents, we find that those from BAME communities are significantly more likely to be registered for NHS treatment, and also notably less pleased with the overall service received.

7. Glossary of Terms

BAME
W/WB

Black, Asian and Minority Ethnic
White/White British

8. Distribution and Comment

This report is available to the public and is shared with our statutory and community partners. Accessible formats are available.

If you have any comments on this report or wish to share your views and experiences, please contact us.

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Contact us



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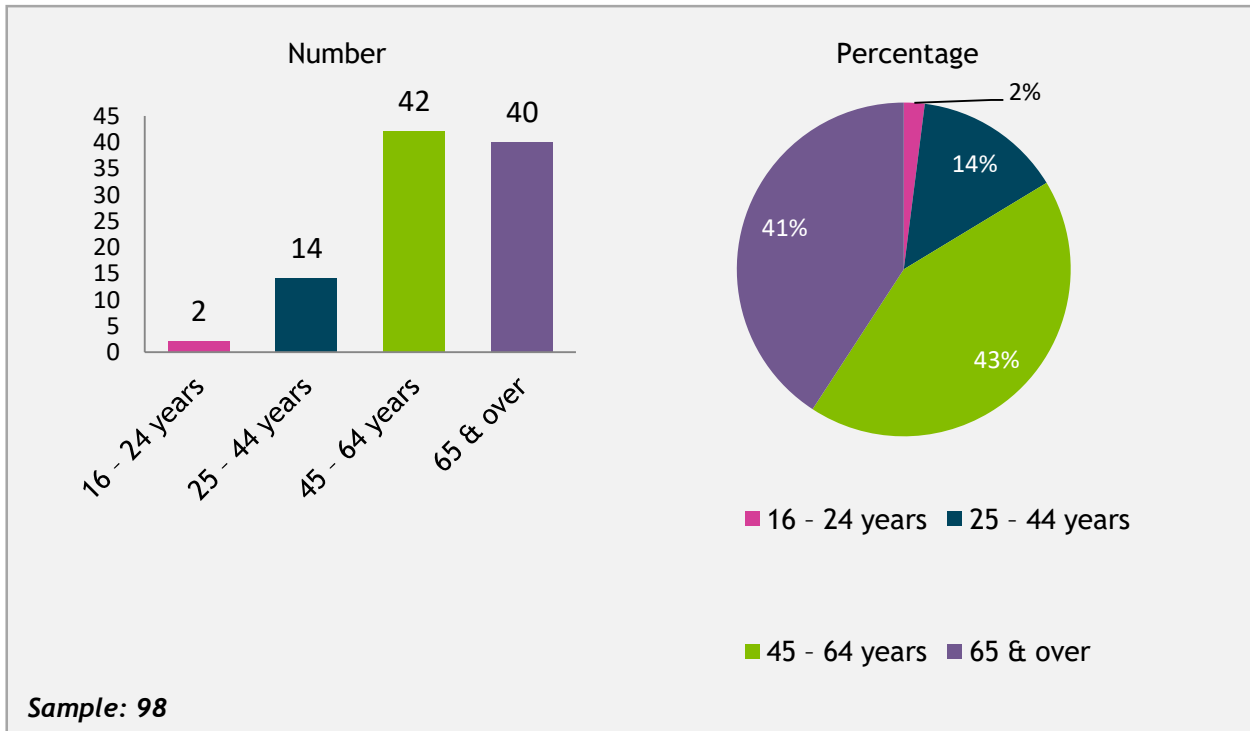


[Healthwatch Harrow](https://www.nextdoor.com/Healthwatch-Harrow)

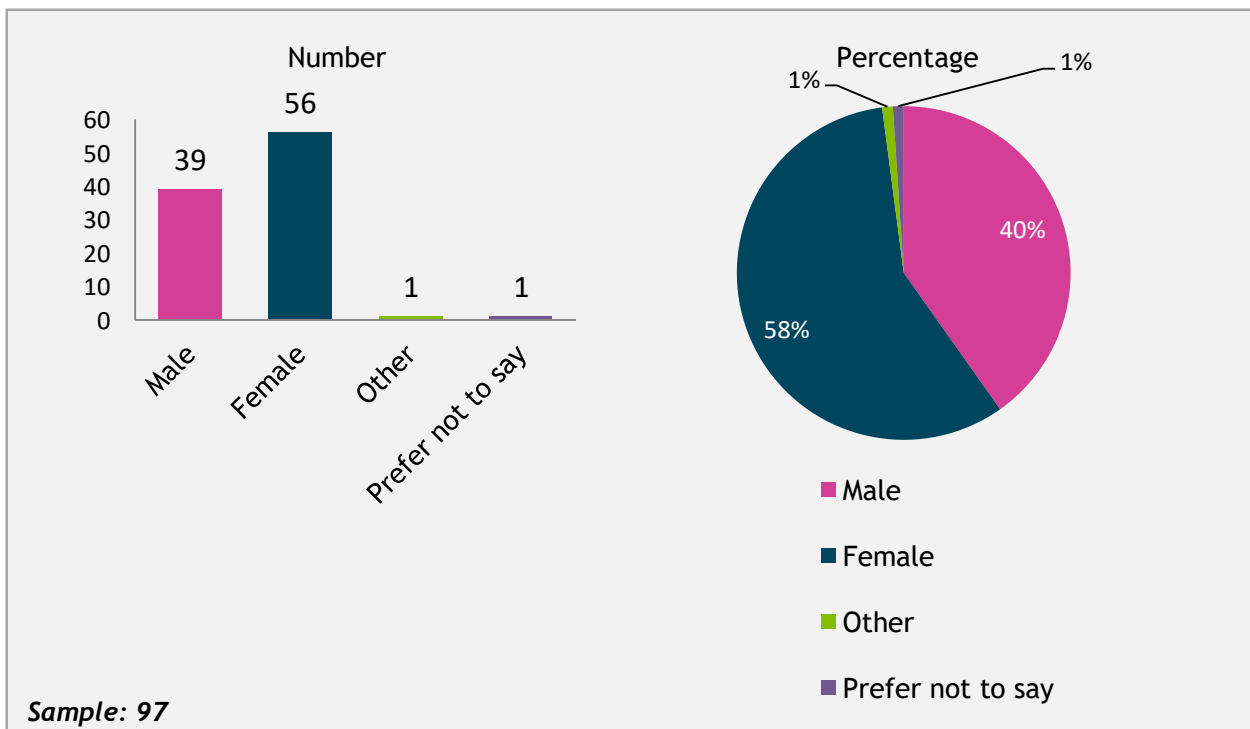
Appendix 1 - Demographics

The demographics of participants are stated as follows.

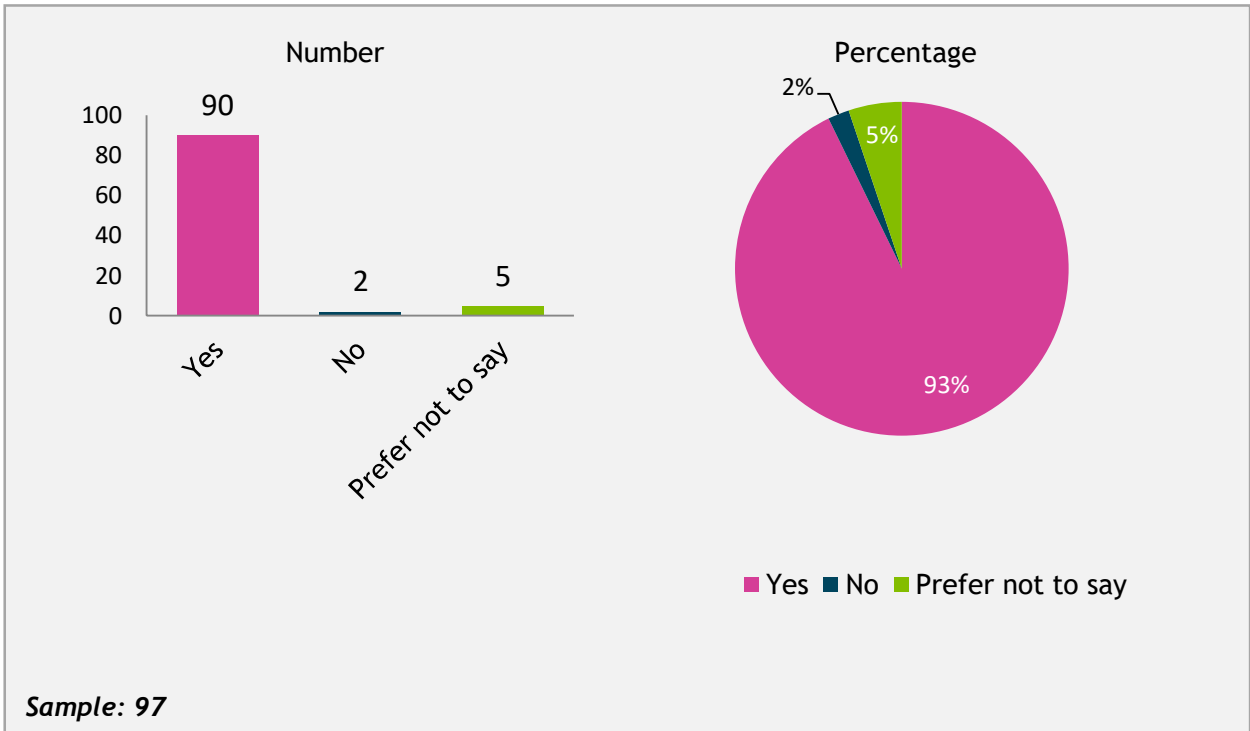
What is your age group?



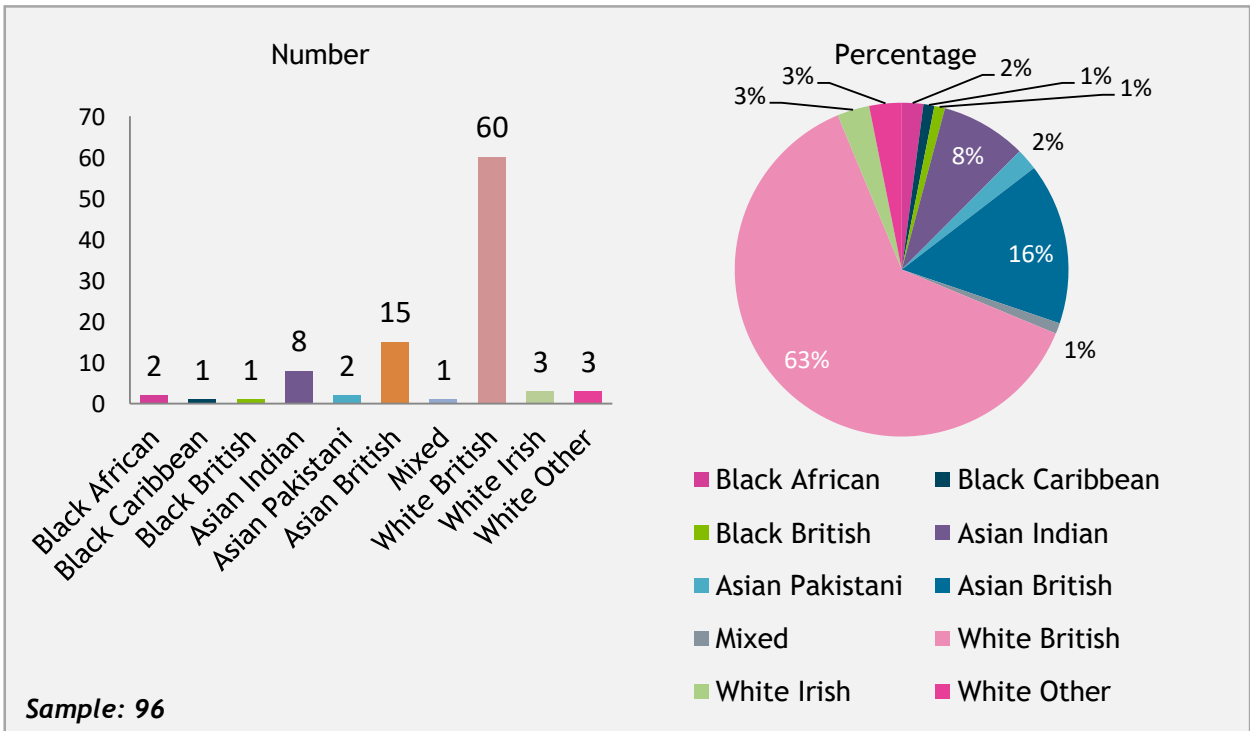
What is your gender?



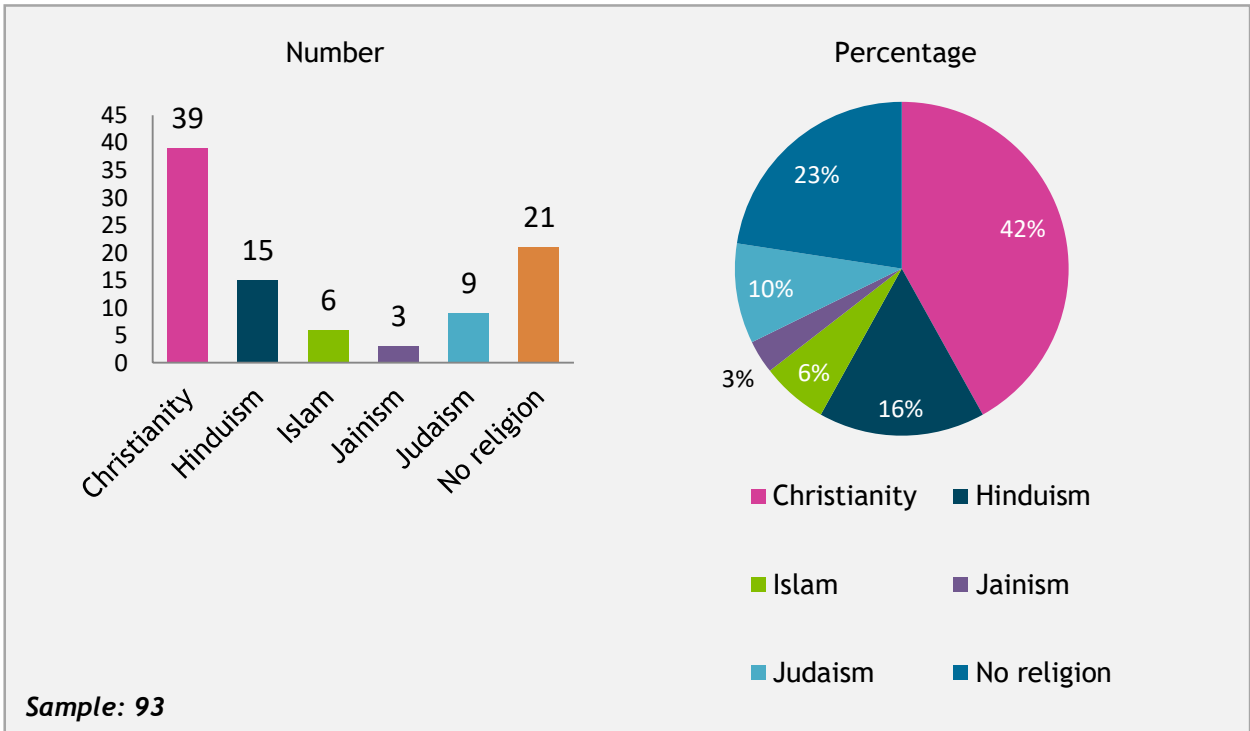
Is your gender identity the same as assigned at birth?



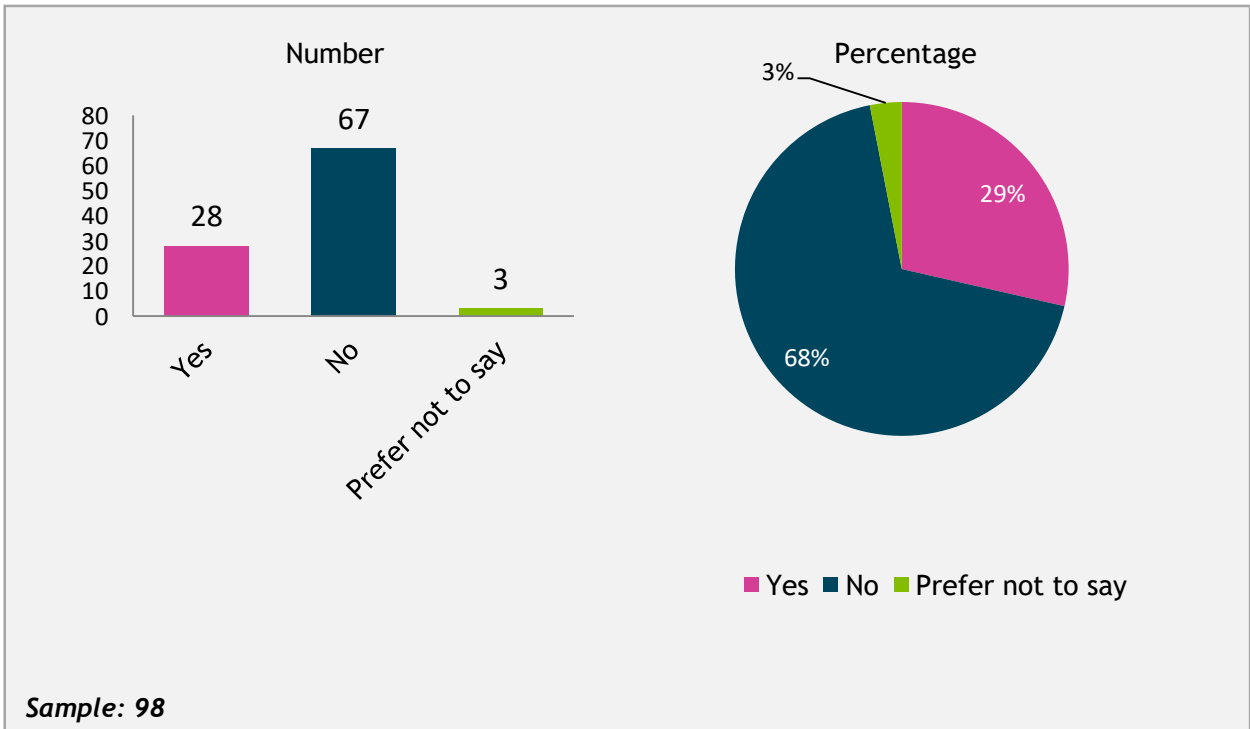
What is your ethnic origin?



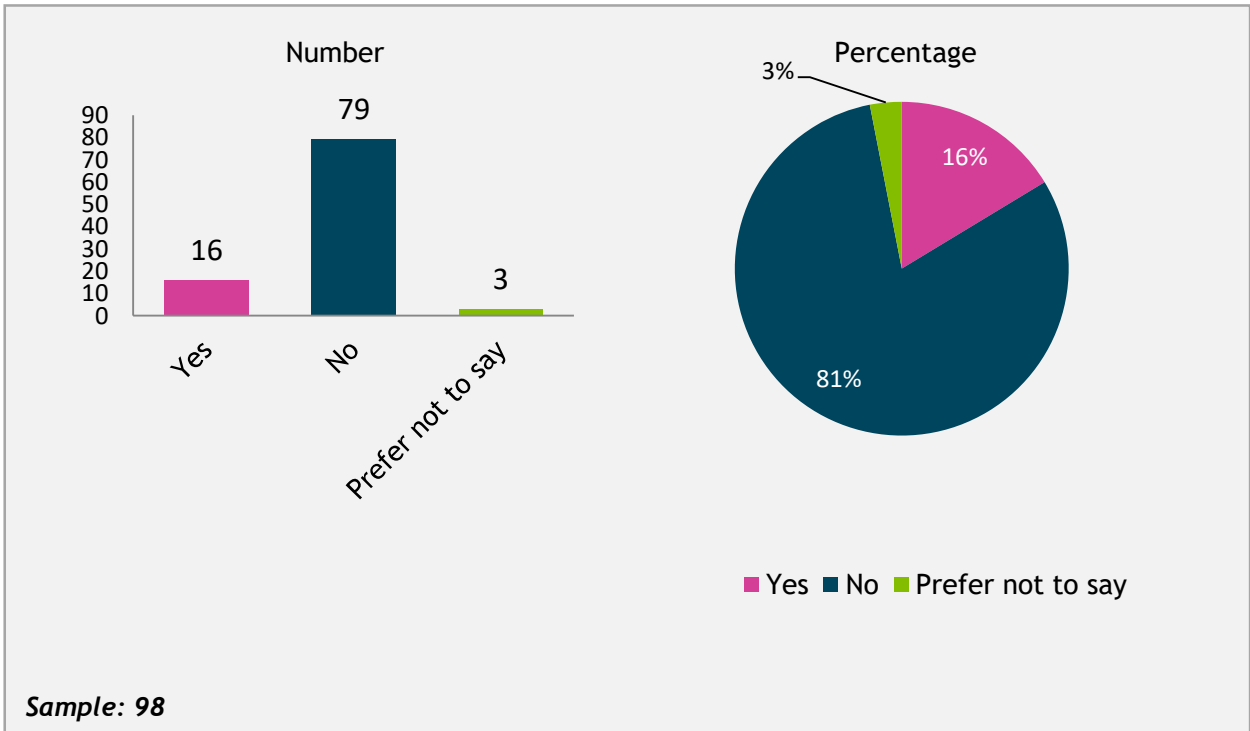
What is your religion?



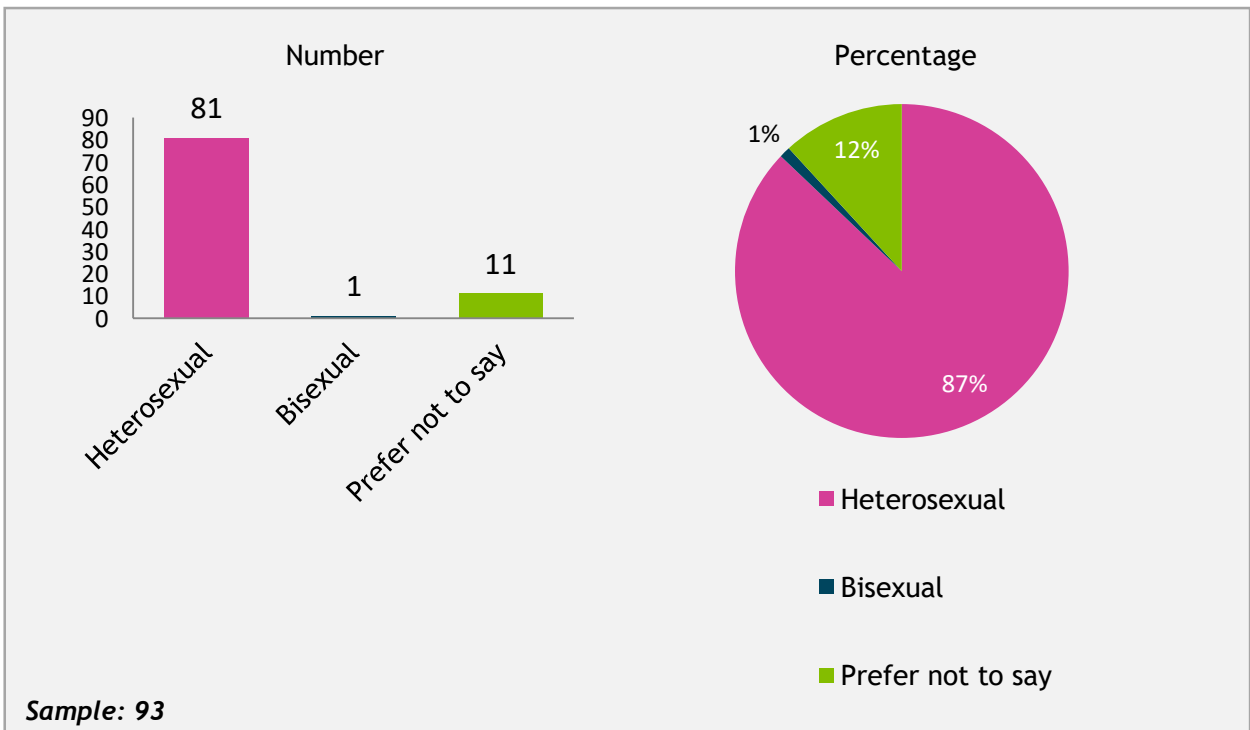
Do you consider yourself to have a disability or long-term condition?



Are you a carer for a vulnerable person?



Sexual orientation - are you?



“The practice I go to is very helpful and I understand why check-ups were cancelled.”

Local Dental Patient