

Q1 Patient Experience Report

Healthwatch Hounslow
April – June 23



Contents

| | |
|----------------------------------|----|
| Introduction | 3 |
| QI Snapshot | 4 |
| Experiences of GP Practices | 5 |
| Experiences of Hospital Services | 19 |
| Experiences of Dental Services | 32 |
| Experiences of 'Other' Services | 37 |
| Appendix | 42 |

Layout of the report

This report is broken down into five key sections:

- Quarterly snapshot
- Experiences of GP Practices
- Experiences of Hospital Services
- Experiences of Dental Services
- Experiences of 'Other' Services

GPs, Hospitals and Dental Services have been given dedicated sections as we ask tailored questions about these services when carrying out engagement. These are the top 3 services we receive most feedback about. Each of these sections highlight good practice, areas of improvement and recommendations.

This report functions as a standardised general overview of what Hounslow residents have told us within the last three months. Additional deep dives relating to the different sections can be requested and are dependent on additional capacity and resource provision.

Introduction

Patient Experience Programme

Healthwatch **Hounslow** is your local health and social care champion. Through our Patient Experience Programme (PEP), we hear the experiences of residents and people who have used health and care services in our borough.

They tell us what is working well and what could improve allowing us to share local issues with decision makers who have the power to make changes.

Every three months we produce this report in order to raise awareness about patient experience and share recommendations on how services could be improved.

Methodology



Carrying out engagement at **local community hotspots** such as GPs, hospitals and libraries



Encouraging conversations on **social media** and gathering **online reviews**



Providing promotional materials and surveys in **accessible formats**



Training volunteers to support engagement across the borough allowing us to reach a wider range of people and communities

Being independent helps people to trust our organisation and give honest feedback which they might not always share with local services.

Between April and June 2023, we continued to develop our PEP by :

- Finalised a patient experience report template following feedback from external partners

Q1 Snapshot

This section provides a summary of the number of experiences we collected during April – June 2023 as well as breakdown of positive, negative reviews per service. We analysed residents rating of their overall experience to get this data (1* and 2* = negative, 3* = neutral, 4* and 5* = positive)



1,461 reviews

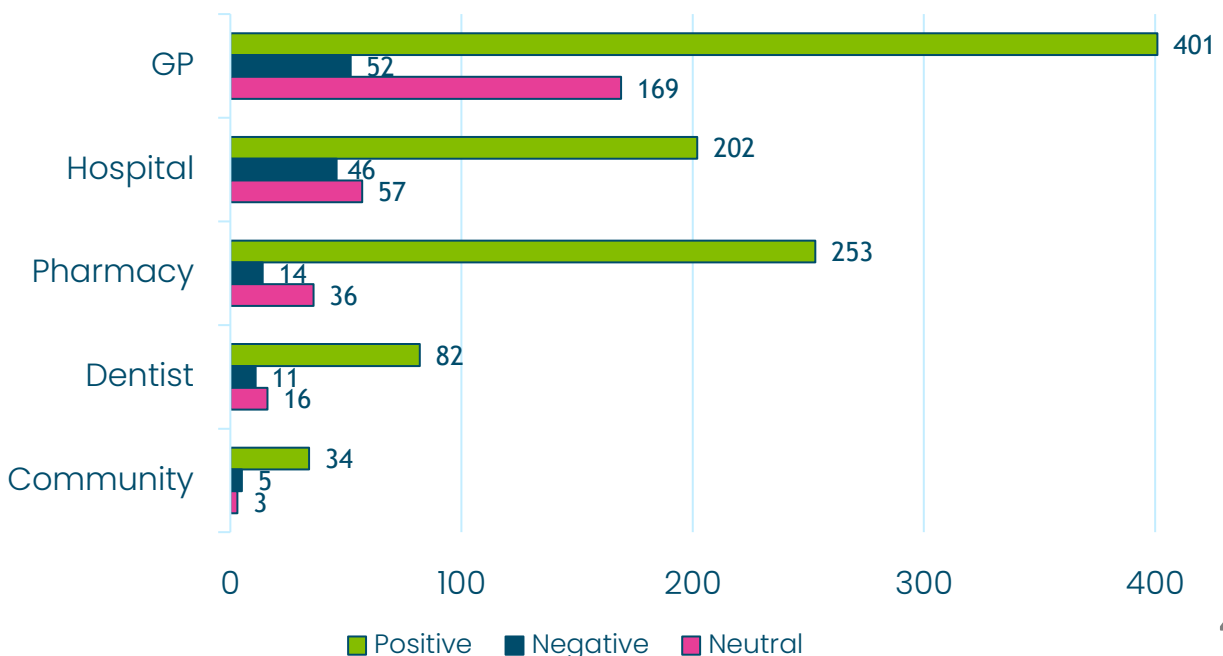
of health and care services were shared with us, helping to raise awareness of issues and improve care.

57 visits

were carried out to different local venues across the borough to reach as many as people as possible

| Top 5 Service Types | No of Reviews | Percentage of positive reviews |
|---------------------|---------------|--------------------------------|
| GP | 622 | 64% |
| Hospital | 305 | 66% |
| Pharmacy | 303 | 83% |
| Dentist | 109 | 75% |
| Community Services | 42 | 81% |

Sentiment of Reviews



Experiences of GP Practices



What people told us about GP Practices

"Once you are seeing someone, service and consultants are excellent. The nurse is exceptional."

"Sometimes the doctors are a bit rushed. Sometimes I don't get face to face appointments."

"Specific doctor. Very good. Patient/doctor relationship. And feel comfortable."

"Getting across on the phone. Tried about six times before getting across."

"Doctors know what they are doing and remember what was discussed last. Receptionists are quite nice."

"Sometimes it takes 3-4 weeks to get an appointment. It is ridiculous trying to get through to them on the phone."

"They are the best doctors around. They are caring, I know my doctor and he knows me, I do not have to go them to explain my symptoms and condition."

"I hardly get appointments. They're always wanting to offer telephone appointments I don't like. I prefer to be seen physically."

"It's convenient because I live near. They're quick; I don't have to wait long. They send me a message to remind me of my blood test."

"It is a bit difficult sometimes to get an appointment. You phone up and they do not have a doctor and they want you to see the nurse instead, but I do not come that often."

GP Services

| | |
|----------------|-----------------------------------|
| No. of Reviews | 622 (relating to 45 GP practices) |
| Positive | 64% |
| Negative | 8% |
| Neutral | 27% |



Questions we asked residents

As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

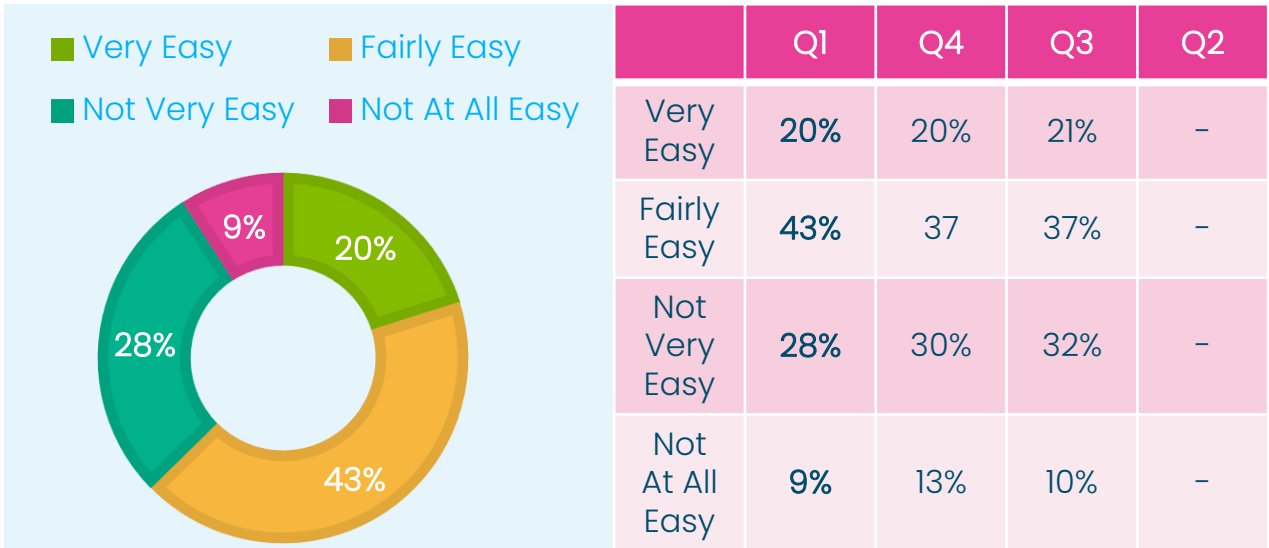
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the service?
- Q6) How would you rate the quality of treatment and care received?

Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (Very Easy – Not at All Easy) to allow our data to be comparable with the NHS data.

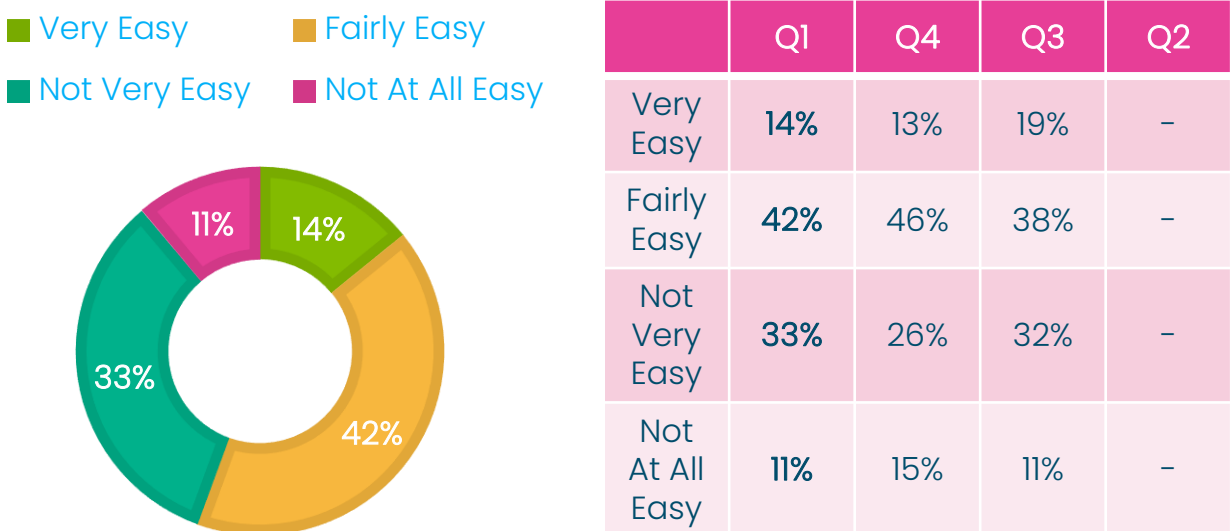
Participants were asked to choose between 1-5* (Terrible – Excellent)

Access and Quality Questions

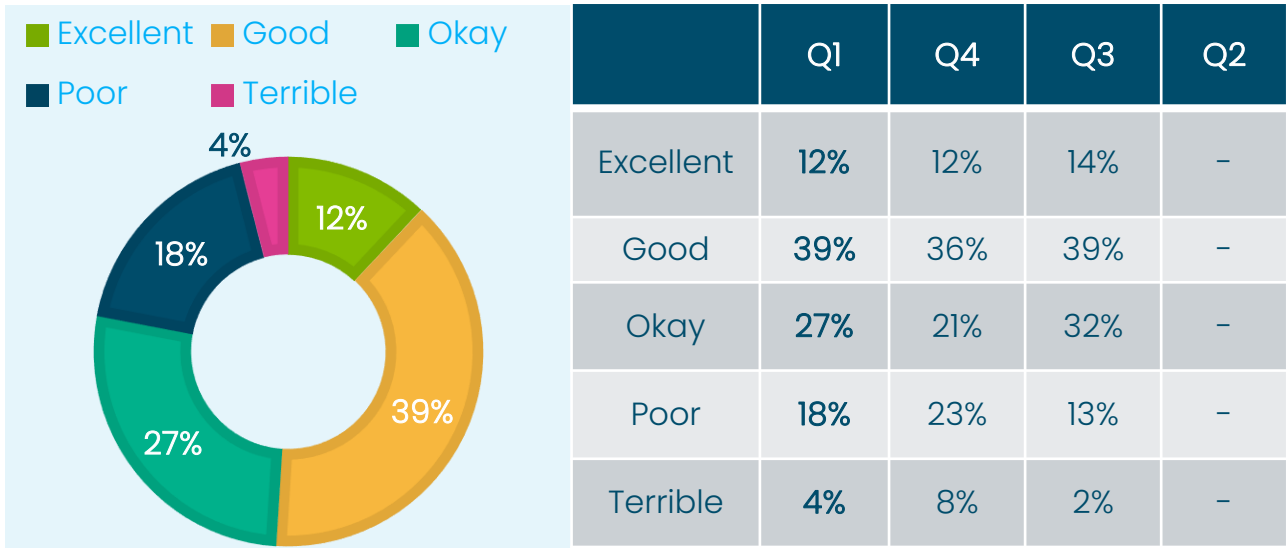
Q1) How do you find getting an appointment?



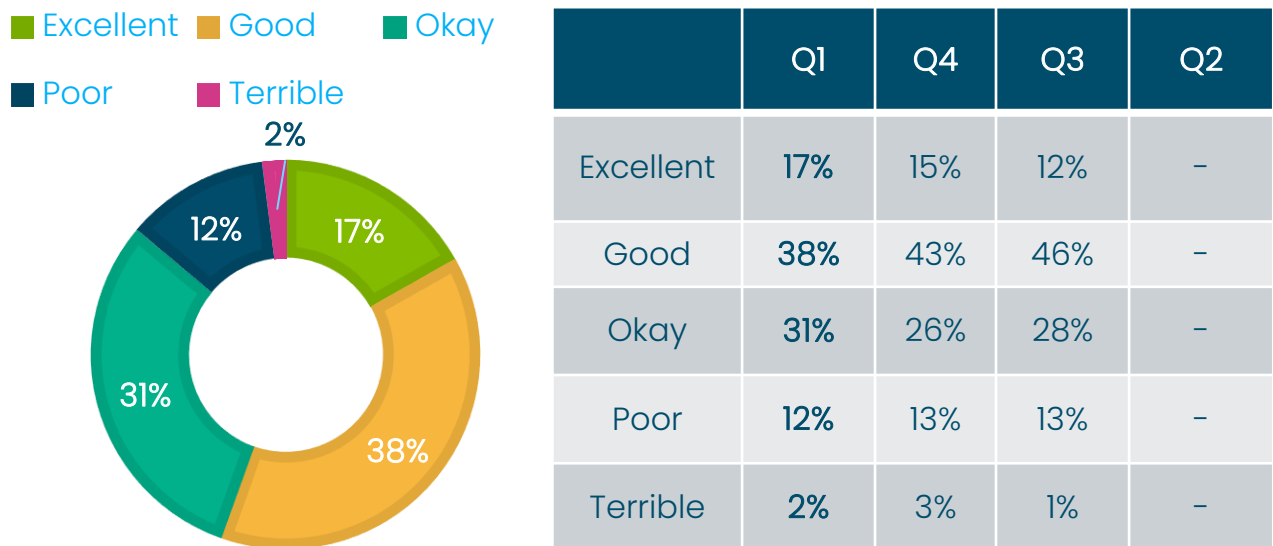
Q2) How do you find getting through to someone at your GP practice on the phone?



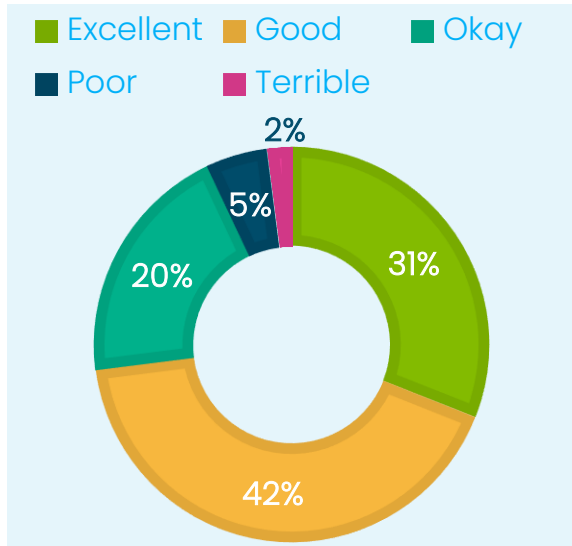
Q3) How do you find the quality of online consultations?



Q4) How do you find the quality of telephone consultations?

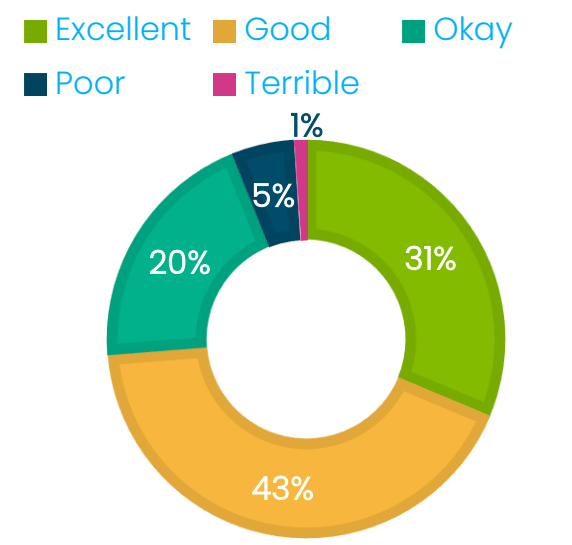


Q5) How did you find the attitudes of staff at the service?



| | Q1 | Q4 | Q3 | Q2 |
|-----------|-----|-----|-----|----|
| Excellent | 31% | 33% | 31% | - |
| Good | 42% | 41% | 45% | - |
| Okay | 20% | 18% | 18% | - |
| Poor | 5% | 8% | 5% | - |
| Terrible | 2% | 2% | 1% | - |

Q6) How would you rate the quality of treatment and care received?



| | Q1 | Q4 | Q3 | Q2 |
|-----------|-----|-----|-----|----|
| Excellent | 31% | 32% | 31% | - |
| Good | 43% | 45% | 44% | - |
| Okay | 20% | 17% | 17% | - |
| Poor | 5% | 5% | 6% | - |
| Terrible | 1% | 1% | 1% | - |

Thematic analysis

In addition to the access and quality questions we also ask two further free text questions (**What is working well?** and **What could be improved?**) to help get a more detailed picture about GP practices.

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 5 positive and negative themes received (with more than 20 reviews) between April and June 2023 based on the free text responses received.

| Top 5 Positive Themes | Positive Percentage and Count |
|---|-------------------------------|
| Convenience/ Distance to Travel | 94% (31) |
| Quality of Staff (Health Professionals) | 85% (70) |
| Quality of Treatment | 82% (42) |
| Management of Service | 78% (47) |
| Suitability of Staff | 74% (29) |

| Top 5 Negative Themes | Negative Percentage and Count |
|---------------------------------------|-------------------------------|
| Staff Levels | 84% (21) |
| Patient Choice | 84% (41) |
| Getting Through on the Phone | 81% (123) |
| Waiting Times and Queueing on Arrival | 72% (47) |
| Treatment Experience | 65% (24) |

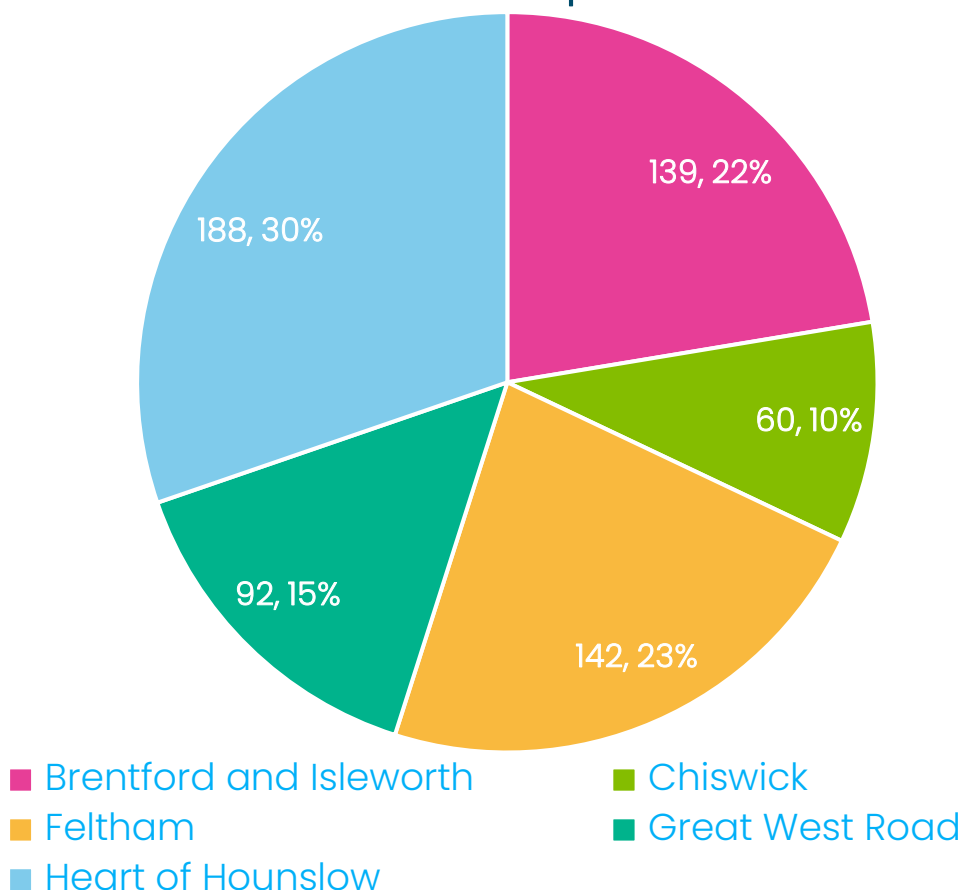
Primary Care Networks

Primary care networks (PCNs) are groups of GP practices within the same area which work together to support patients. Within Hounslow there are **5 PCN'S** covering the borough. These are:

- Brentford and Isleworth
- Chiswick
- Feltham
- Great West Road
- Heart of Hounslow

Between April and June, the PCNs which received the most reviews were Heart of Hounslow, Brentford & Isleworth and Feltham.

Total Reviews per PCN



PCN Access and Quality Questions

In order to understand the variance of experience across the borough we have compared the PCNs by their access and quality ratings.

Please note that Access has been rated out of 4 (1 – Not at All Easy – 4 Very Easy) and Quality is out of 5 (1 – Terrible, 5 – Excellent)

Each average rating has been colour coded to indicate positive, (green) negative (pink) or neutral (blue) sentiment.

| PCN NAME | ACCESS (out of 4) | | QUALITY (out of 5) | | | |
|----------------------------------|------------------------|------------------------------|----------------------------|-------------------------|--------------------|-----------------------|
| | Getting an appointment | Getting through on the phone | Of Telephone consultations | Of Online consultations | Of Staff attitudes | Of Treatment and Care |
| Brentford & Isleworth | 2.6 | 2.5 | 3.2 | 3.5 | 3.8 | 3.9 |
| Chiswick | 2.7 | 2.9 | 3.2 | 3.7 | 4.1 | 4.1 |
| Feltham | 2.7 | 2.6 | 3.4 | 3.4 | 3.9 | 3.9 |
| Great West Road | 2.8 | 2.6 | 3.8 | 3.7 | 4 | 4 |
| Heart of Hounslow | 2.9 | 2.5 | 3.4 | 3.6 | 4 | 4.1 |

PCN Themes

We have also identified the top 3 positive and negative themes for each PCN where we have received over 10 reviews.

| Primary Care Network | Average Overall rating | Top 3 Positive Issues | Top 3 Negative Issues |
|-------------------------|------------------------|------------------------------------|--------------------------------------|
| Brentford and Isleworth | 3.6 | 1. Quality of Health Professionals | 1. Patient Choice |
| | | 2. Staff Attitudes | 2. Continuity of Care |
| | | 3. Quality of Care/Treatment | 3. Getting Through on the Telephone |
| Chiswick | 3.9 | 1. Convenience/ Distance to Travel | 1. Online Consultation |
| | | 2. Quality of Health Professionals | 2. Quality of Telephone Consultation |
| | | 3. Staff Attitudes | 3. Getting through on the telephone |
| Feltham | 3.7 | 1. Quality of Treatment | 1. Getting through on the telephone |
| | | 2. Convenience/ Distance to Travel | 2. Patient Choice |
| | | 3. Staff Suitability | 3. Quality of Telephone Consultation |
| Great West Road | 3.8 | 1. Quality of Health Professionals | 1. Waiting Times on Arrival |
| | | 2. Management of Service | 2. Getting through on the telephone |
| | | 3. Staff Attitudes | 3. Booking Appointments |
| Heart of Hounslow | 3.9 | 1. Management of Service | 1. Patient Choice |
| | | 2. Treatment and Care Support | 2. Getting through on the telephone |
| | | 3. Quality of Health Professionals | 3. Waiting Times on Arrival |

What has worked well?

Below is a list of the key positive aspects relating to GP practices between April and June 2023



Convenience/ Distance to Travel

Most patients (94%) had positive comments about the distance to our practices, which is an improvement from 88% in Q4. It's clear that proximity to services is highly valued by our patients.



Quality of Health Professionals

85% of reviews that covered quality of the nurses and doctors were positive. This is slightly less than Q4 when it was 89%. However, most residents' interaction with health practitioners continue to be positive and admirable.



Quality of Treatment

Majority of patients have had positive treatment from their GPs. 82% of reviews were positive. Also, from the responses to the question about treatment and care, 74% rated their experience as either "Excellent" or "Good".



Management of Service

In the recent reviews, 78% of patients had positive remarks about the GP management, a slight decrease from 88% in Q4. However, the majority of residents remain satisfied with how our practices are run.



Staff Suitability

74% of reviews that covered suitability of staff were positive. This is a small improvement compared to Q3 when it was 71%. Showing that more residents felt the staff at their practices were fitting in their roles.

What could be improved?

Below is a list of the key areas for improvement relating to GP practices between April and June 2023



Staff Levels

84% of reviews that covered staffing levels were negative. Most of the patients that mentioned this theme explained that there aren't enough staff on duty. This was mainly about the lack of GPs and nurses.



Patient Choice

84% of reviews that covered patient choice were negative. In Q4 we found that 74% of patients had negative sentiments. Residents continue to be frustrated at the lack of choice available to them, the main complaint being the choice to book in person appointments.



Getting Through On The Telephone

We received the highest number of reviews for this theme, 151. 81% of these reviews were negative. This is the theme with the most negative responses. Most patients expect the telephone lines at their GPs to improve.



Waiting Times for Appointments (Queueing on Arrival)

72% of reviews that covered the waiting times at appointments were negative. There is a worsening picture, with Q4 seeing rates at 60% negative.



Quality of Telephone Consultation

62% of reviews that covered telephone consultations were negative. Compared to previous quarter, in Q3 it was 48% and in Q4 it was 59% negative. More residents are sharing their frustration with telephone consultations, especially how inadequate it is to do proper assessments over the phone.

Recommendations

Below is a list of recommendations for GP practices in Hounslow based on the findings in this section

Staff Levels

1. More doctors and nurses to accommodate the number of patients at the practice.
2. Doctors and nurses being available on more days of the week.

Patient Choice

1. Patients being provided the choice to book appointments either in person or over the phone.
2. More information provided to patients about the choices available to them.

Booking Appointment Online

1. More support given to patients to feel more comfortable booking appointments online.
2. Ensure that online services work when patients try to use them.

Getting Through on the Telephone.

1. More staff and when possible, a designated staff member to answer calls from patients.
2. Try to implement a call-back service for patients.

Treatment Experience

1. Patients supported to feel confident to share their issues during their appointments.
2. Patients sometimes feel like the 10 minutes allotted for appointments aren't adequate.
3. Patients should be able to discuss more than one issue if they can fit into allotted time.

Equalities Snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience based on personal characteristics.

This section pulls out interesting statistics we found when analysing overall experience ratings (1=Terrible 5= Excellent). A full demographics breakdown can be found in the appendix.



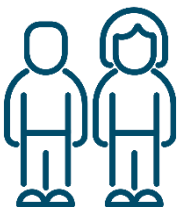
Gender

During the last three months, men and women reported identical levels of positive experiences, with 66% for both. This is almost similar to the last quarter when they both reported 68% positive experiences.



Age

From the age groups with more than 20 reviews. 65-74 year olds and 35-44 year olds had the highest percentage of positive experience with 76% and 72% respectively. By contrast, 75-84 year olds and 45-54 year olds have shared the most negative reviews with 17% and 11% negative reviews.



Ethnicity

76% of White British residents who shared reviews considered their last experience of a GP to be either 'Good' or 'Excellent'. This was the highest percentage for an ethnicity that shared more than 10 reviews. However, the group that shared the most negative reviews was Asian British residents with 11%.



Long Term Condition

26% of GP patients we spoke to who shared their equalities data considered themselves to have a long-term condition.

From those patients, 63% of them had a positive experience of their practice, comparable to 68% of those who did not have a Long-Term Condition.

Experiences of Hospital Services



What people told us about Hospitals

"I guess they have the right treatment for what you need. They tend to listen to you and not rush you."

"The appointments are terrible, you are waiting at least 6 months for the appointment, and they do not follow-up like they're meant to, so you are constantly chasing them up."

"The staff were really friendly, everyone is working really hard. My parents have had so much love and been well looked after."

"Unit is not flexible; appointment dates are always required to be changed."

"They're really caring; made time, I was comfortable, I felt I was looked after well, and they cared about my experience."

"Nurses were a bit bossy. There could be more doctors at night. There was a long queue and there was only one doctor on site of A&E."

"They look after the patients very well, they do their maximum, I came there with my mum. Compared to the experience we had at another hospital; it was really good."

"You have to wait a very long time, I guess we are used to that, it depends on when you are here, but it is not good."

Hospital Services

| | |
|----------------|-----|
| No. of Reviews | 305 |
| Positive | 66% |
| Negative | 15% |
| Neutral | 19% |



Questions we asked residents

As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

Q1) How did you find getting a referral/appointment at the hospital?

Q2) How do you find getting through to someone on the phone?

Q3) How do you find the waiting times at the hospital?

Q4) How do you find the attitudes of staff at the service?

Q5) How do you think the communication is between your hospital and GP practice?

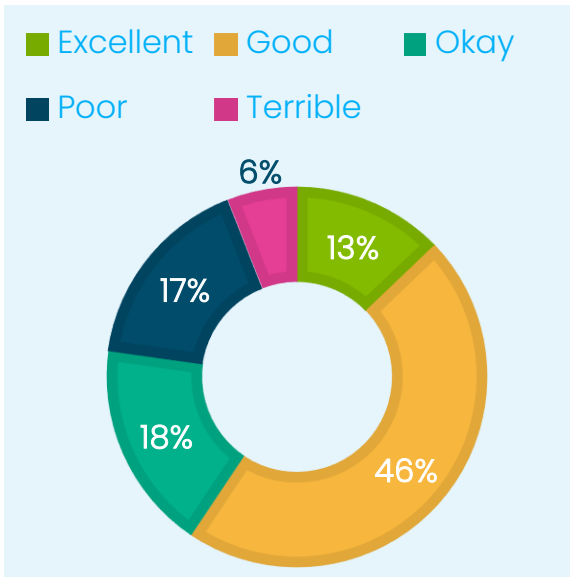
Q6) How would you rate the quality of treatment and care received?

Participants were asked to choose between 1-5* (Terrible – Excellent) for all questions.



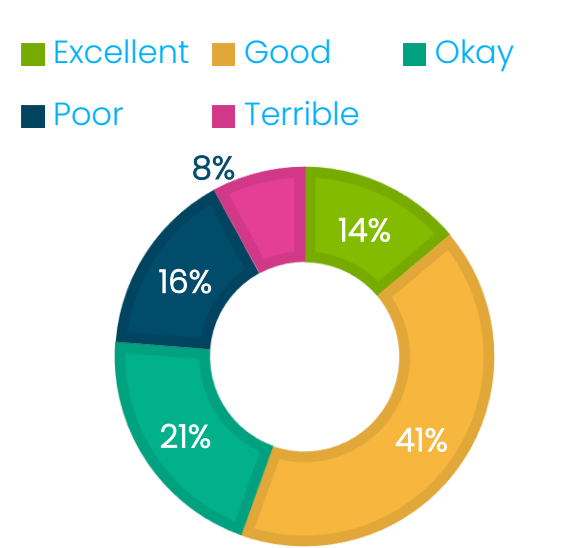
Access and Quality Questions

Q1) How do you find getting a referral/appointment at the hospital?



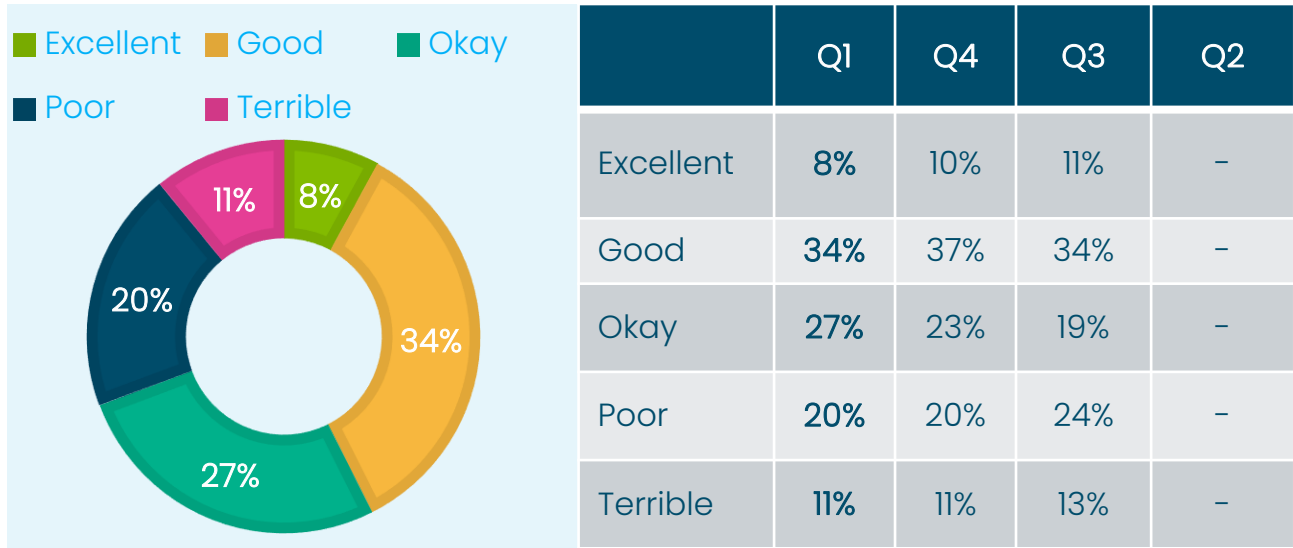
| | Q1 | Q4 | Q3 | Q2 |
|-----------|-----|-----|-----|----|
| Excellent | 13% | 16% | 19% | - |
| Good | 46% | 55% | 41% | - |
| Okay | 18% | 15% | 17% | - |
| Poor | 17% | 10% | 15% | - |
| Terrible | 6% | 4% | 9% | - |

Q2) How do you find getting through to someone on the phone?

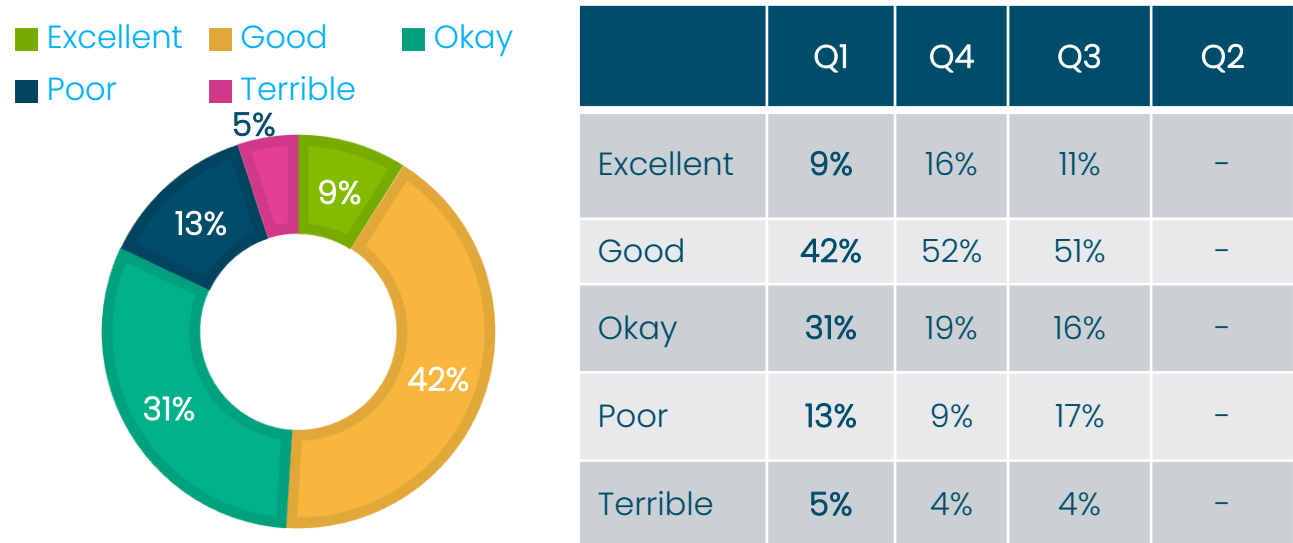


| | Q1 | Q4 | Q3 | Q2 |
|-----------|-----|-----|-----|----|
| Excellent | 14% | 9% | 10% | - |
| Good | 41% | 51% | 43% | - |
| Okay | 21% | 19% | 31% | - |
| Poor | 16% | 16% | 11% | - |
| Terrible | 8% | 4% | 5% | - |

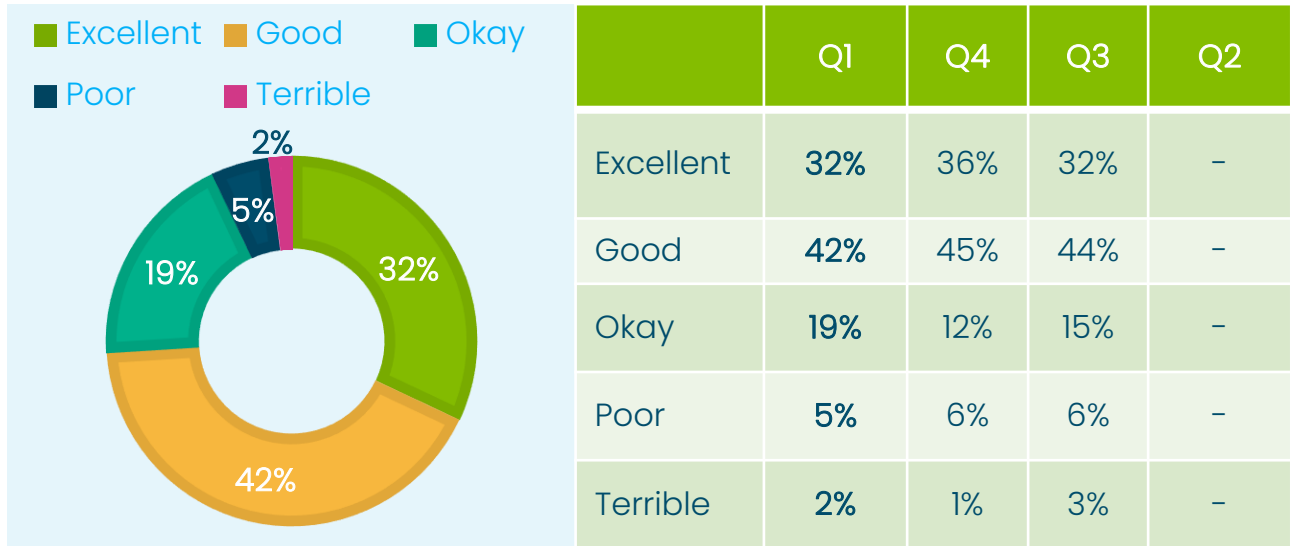
Q3) How do you find the waiting times at the hospital?



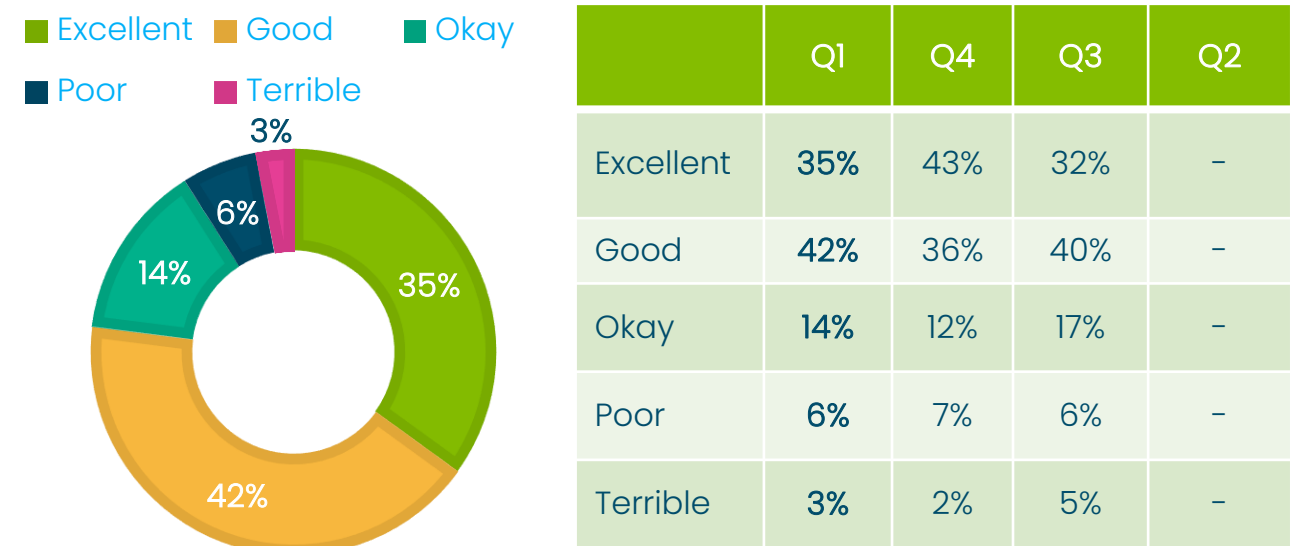
Q4) How do you think the communication is between your hospital and GP practice?



Q5) How do you find the attitudes of staff at the service?



Q6) How would you rate the quality of treatment and care received?



Thematic analysis

In addition to the access and quality questions we also ask two further free text questions (**What is working well?** and **What could be improved?**) to help get a more detailed picture about Hospital services.

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 5 positive and negative themes received (with more than 10 reviews) between April and June 2023 based on the free text responses received.

| Top 5 Positive Issues | Positive Percentage and Count | Top 5 Negative Issues | Negative Percentage and Count |
|-----------------------------|-------------------------------|---------------------------------------|-------------------------------|
| Staff Professionalism | 100% (11) | Staffing Levels | 96% (22) |
| Staff Attitudes | 86% (12) | Communication between Services | 80% (12) |
| Communication with Patients | 86% (54) | Lack of Communication | 75% (15) |
| Management of Service | 83% (20) | Appointment Availability | 73% (22) |
| Quality of Treatment | 83% (39) | Waiting Times and Queueing on Arrival | 72% (112) |

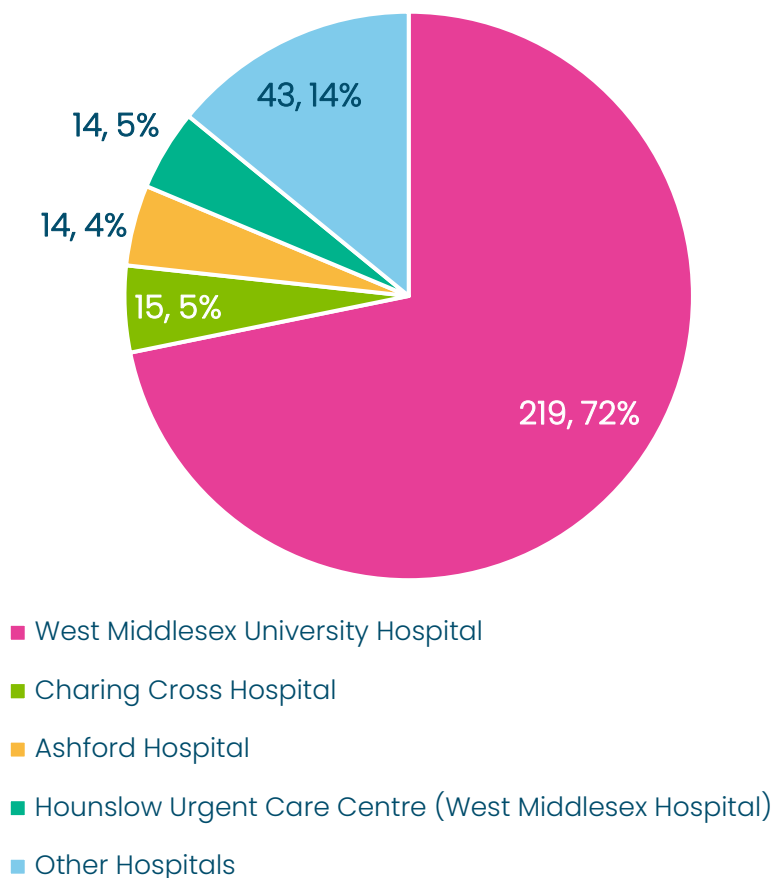
Hospital Trusts

Hounslow residents access a variety of different hospitals depending on factors such as choice, locality and specialist requirements. During the last three months we heard experiences about the following hospitals:

- West Middlesex University Hospital
- Charing Cross Hospital
- Ashford Hospital
- Hounslow Urgent Care Centre (West Middlesex Hospital)
- Other Hospitals

Between April and June, the services which received the most reviews were West Middlesex University Hospital and Charing Cross Hospital. This is similar to what we found last quarter, when West Middlesex and Charing Cross Hospitals had the most reviews.

Total Reviews per Hospital



In order to understand the variance of experience across the hospitals we have compared the ratings given for access and quality covered in the previous section. Most of the reviews are from West Middlesex Hospital and on the table below we can see the other hospitals. Please note that each question has been rated out of 5 (1 – Terrible 5 –Excellent)

Positive ■ Neutral ■ Negative ■

| Name of Hospital | ACCESS (out of 5) | | | QUALITY (out of 5) | | |
|--|----------------------------|------------------------------|---------------|--|--------------------|-----------------------|
| | To a referral/ appointment | Getting through on the phone | Waiting Times | Of Communication between GP and Hospital | Of Staff attitudes | Of Treatment and Care |
| West Middlesex No of reviews: 219 | 3.4 | 3.3 | 3 | 3.3 | 3.9 | 4 |
| Hospitals Outside the Borough No of reviews: 20 | 3 | 3.6 | 3.5 | 3.4 | 4.3 | 3.9 |
| Charing Cross No of reviews: 15 | 3.8 | 3.7 | 3.9 | 3.9 | 4.2 | 4.4 |
| Hounslow Urgent Care Centre (West Middlesex) No of reviews: 14 | - | - | 2.3 | 3.3 | 3.6 | 3.7 |
| Ashford Hospital No of reviews: 14 | 3.8 | 3.9 | 3.4 | 3.3 | 3.9 | 4.4 |

We have also identified the top 3 positive and negative themes for each hospital where we have received over 20 reviews.

| Hospitals | Overall Rating (Out of 5) | Top 3 Positive Issues | Top 3 Negative Issues |
|---|---------------------------|--|--|
| West Middlesex Hospital No of reviews: 219 | 3.7 | <ul style="list-style-type: none"> 1. Staff Professionalism 2. Communication with Patients 3. Staff Attitudes | <ul style="list-style-type: none"> 1. Staffing Levels 2. Lack of Communication 3. Waiting Times and Queueing on Arrival |
| Hospitals Outside the Borough No of reviews: 20 | 3.8 | <ul style="list-style-type: none"> 1. Quality of Care/Treatment 2. Management of Service 3. Discharge Speed | <ul style="list-style-type: none"> 1. Waiting Times and Queueing on Arrival 2. Appointment availability 3. Communication between Services |

What has worked well?

Below is a list of the key positive aspects relating to hospitals between April and June 2023



Staff Professionalism

In the last few months 100% of reviews that covered professionalism of staff at hospitals were positive. Residents explained that the staff they interact with at hospitals have been very proficient in their roles.



Communication with Patients

86% of the reviews covering the communication between hospitals and patients were positive. Patients explained that they are informed and updated about the next steps in treatment they are receiving from hospitals.



Staff Attitudes

86% of comments that covered staff attitudes were positive. Comparably, in Q4 it was 82% and Q3 it was 86% positive. Patients continue to find their interactions with staff at hospitals as 'lovely' and 'courteous'.



Management of Service

In this quarter 83% of the reviews covering the management of hospitals were positive. The residents explained that the hospitals they have used seem to run smoothly.



Quality of Treatment

83% of comments were positive. The trend in previous quarters, Q4 when it was 89% and in Q3 it was 82% positive. Residents still find the treatment they have received at the hospitals this quarter has been good or excellent.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between April and June 2023.



Staffing Levels

94% of the reviews that covered staffing levels was negative. We found almost similar negative sentiment in Q4 when it was 90% negative and in Q3 it was 100% negative. This continues to be a significant issue at hospitals.



Lack of Communication

75% of reviews covering communication was negative. Compared to Q4 when it was 68% negative. More residents explained that the general communication from hospitals is lacking, and it seems to be deteriorating. We will monitor this negative trend in the next report.



Communication Between Services

80% of reviews covering communication between services was negative. In Q4 it was 75% negative. Residents mentioned that the sharing of information between hospitals and services like; GPs, other hospitals and community services, has again not been good enough.



Waiting Times (punctuality and queueing on arrival)

This was the most highlighted sub-theme again this quarter (with 156 reviews) and 72% of these reviews were negative. Most of the comments were patients complaining about how long they have to wait to be seen at hospitals.



Appointment Availability

73% of reviews that covered availability of appointments were negative. In Q4 when the reviews were 55% negative. The patients we spoke with mentioned the length of time spent waiting in between appointments is too long.

Recommendations

Below is a list of recommendations for hospitals in Hounslow based on the findings in this section

Staffing Levels

1. More medical staff on call to adequately deal with the number of patients.
2. Doctors and nurses being available on more days of the week.

Communication

1. Patients need to feel more involved and engaged throughout their treatment process.
2. Patients being in the loop with the process and updated with the stages of information sharing between services.

Waiting Times for Appointments

1. Ensure patients are being communicated with about any delays on the day.
2. More support being given to patients while they are waiting to be attended to.

Appointment Availability

1. Providing patients, the choice to have appointment over the phone when it is appropriate.
2. Patients being informed of any changes to appointments dates.

Getting Through on the Telephone

1. More staff and when possible, a designated staff member to answer calls from patients.
2. Inform patients of any other process to contact the hospital departments.

Equalities Snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience provided to people based on their personal characteristics.

This section pulls out interesting statistics when we analysed overall experience ratings (1= Terrible 5= Excellent) A full demographics breakdown can be found in the appendix.



Gender

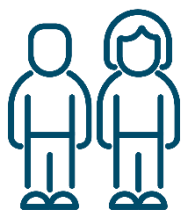
During the last three months, 60% of the men we spoke to had a positive experience of Hospitals. By comparison, 71% of women rated their last hospital visit as 'Good' or 'Excellent'.



Age

75-84 year olds shared the highest amount of positive experiences about hospitals. 94% of all the patients were pleased with the services.

The second highest amount of positive reviews came from 65-74 year olds, 82% of this feedback was positive.



Ethnicity

From the hospital patients that we spoke to in the last three months, White British (82), Asian Indian (41) and Asian British (40) had the most reviews.

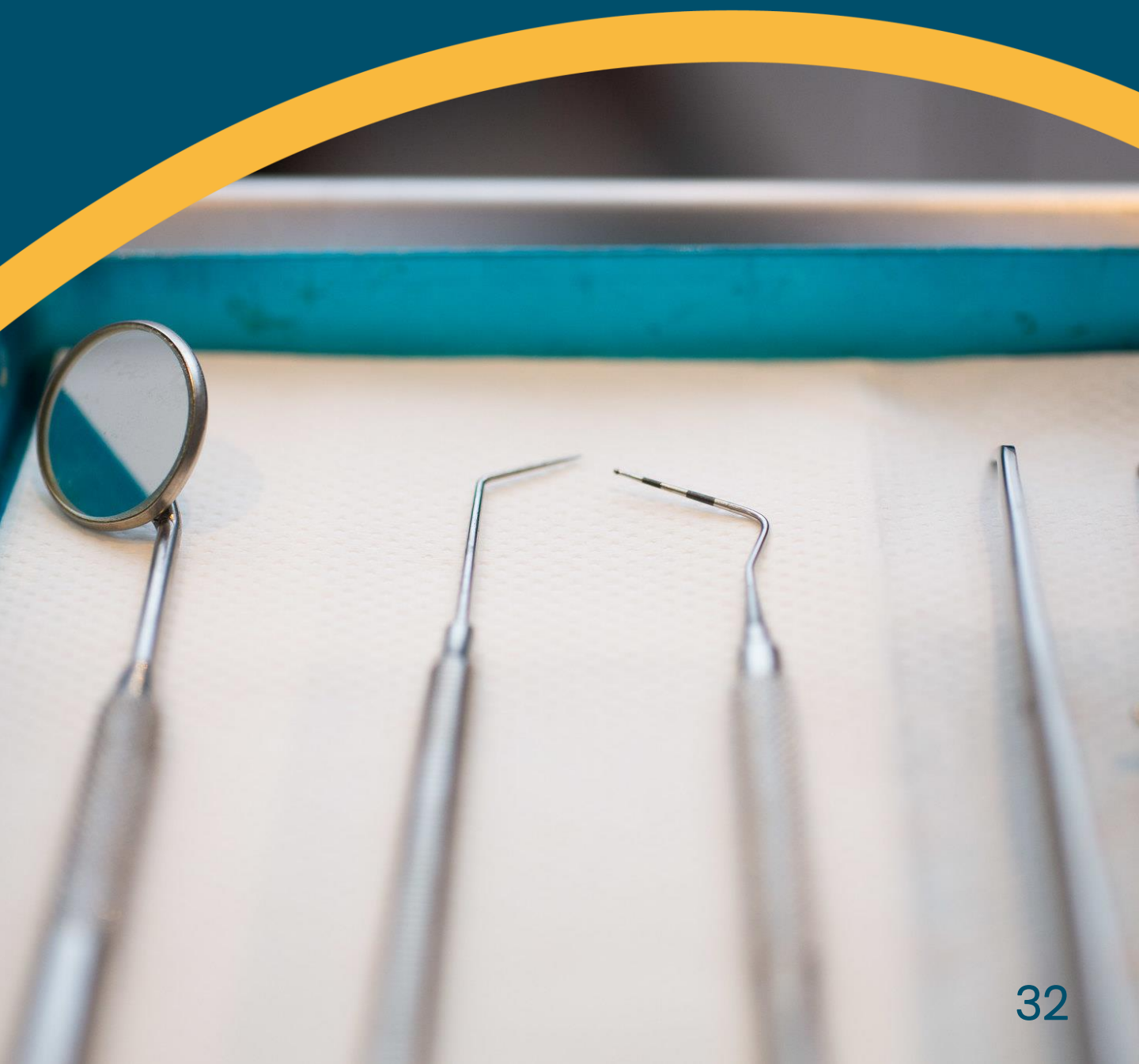
White British had 76% positive reviews, for Asian Indian it was 66%. However only 45% of Asian British reviews were positive.



Disability and Long-Term Conditions

Patients who considered themselves to be disabled (44) responded with 61% positive reviews and from patients with long-term condition (112), 69% of them responded with positive reviews.

Experiences of Dental Services



Dental Services

| | |
|----------------|-----------------------------------|
| No. of Reviews | 109 (relating to 39 GP practices) |
| Positive | 75% |
| Negative | 10% |
| Neutral | 15% |

Questions we asked residents

As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

Q1) How did you find it registering with an NHS dentist? (within the last 12 months)

Q2) How do you find getting NHS appointments?

Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

Q4) How helpful are staff in explaining your dental treatment?

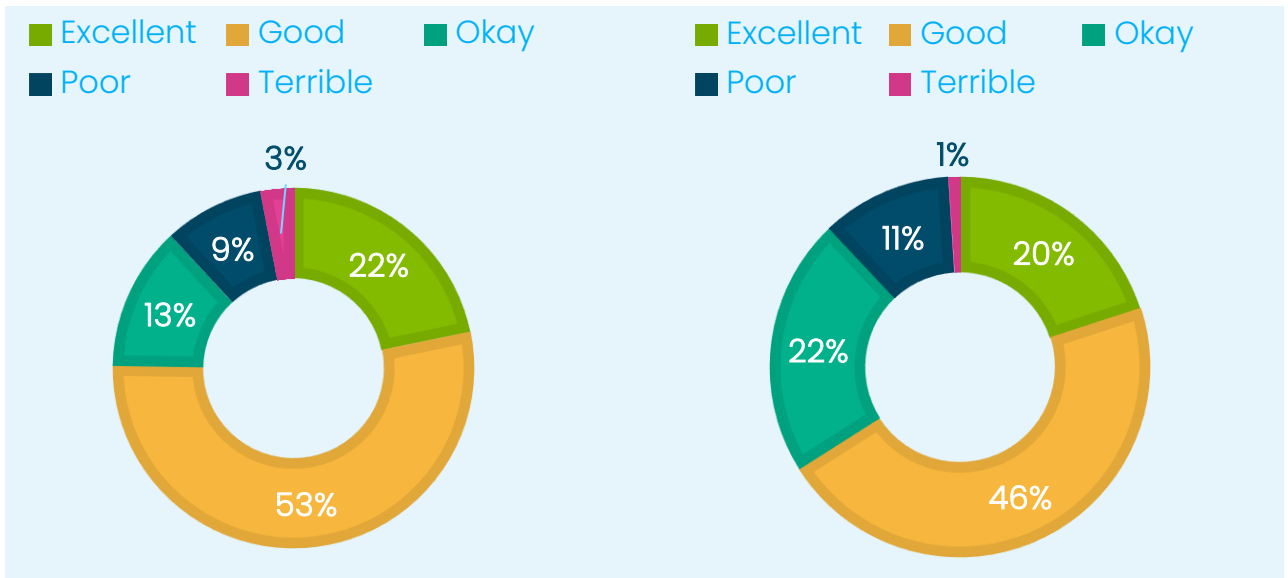
Q5) How do you find the attitudes of staff at the service?



Access and Quality Questions

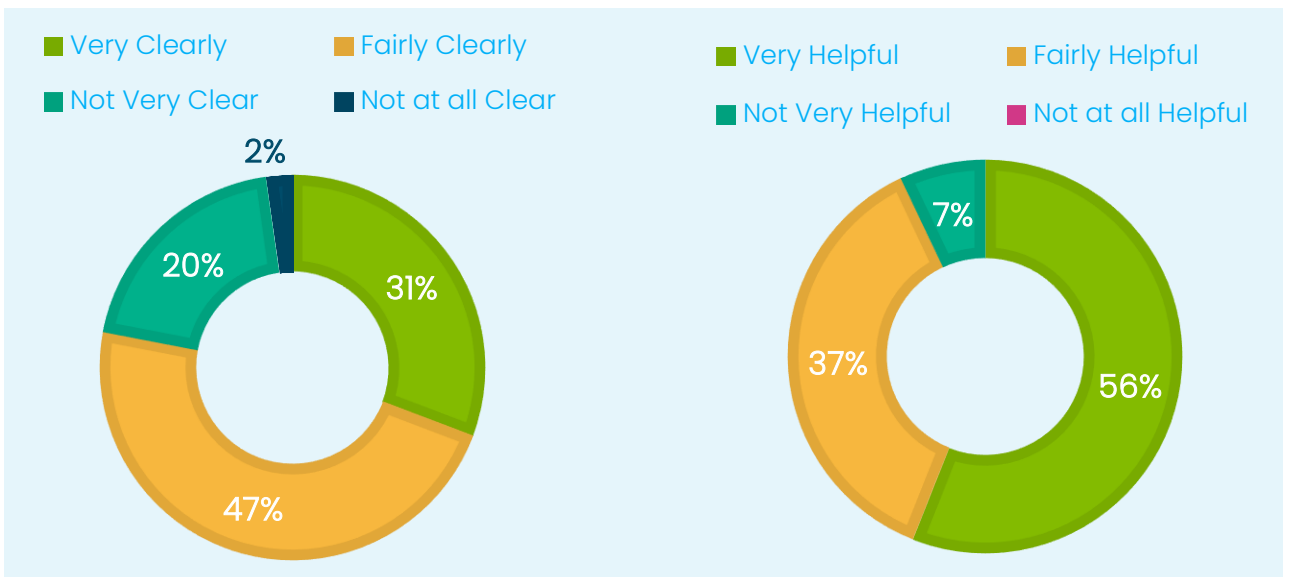
Q1) How did you find it registering with an NHS dentist? (within the last 12 months)

Q2) How do you find getting NHS appointments?

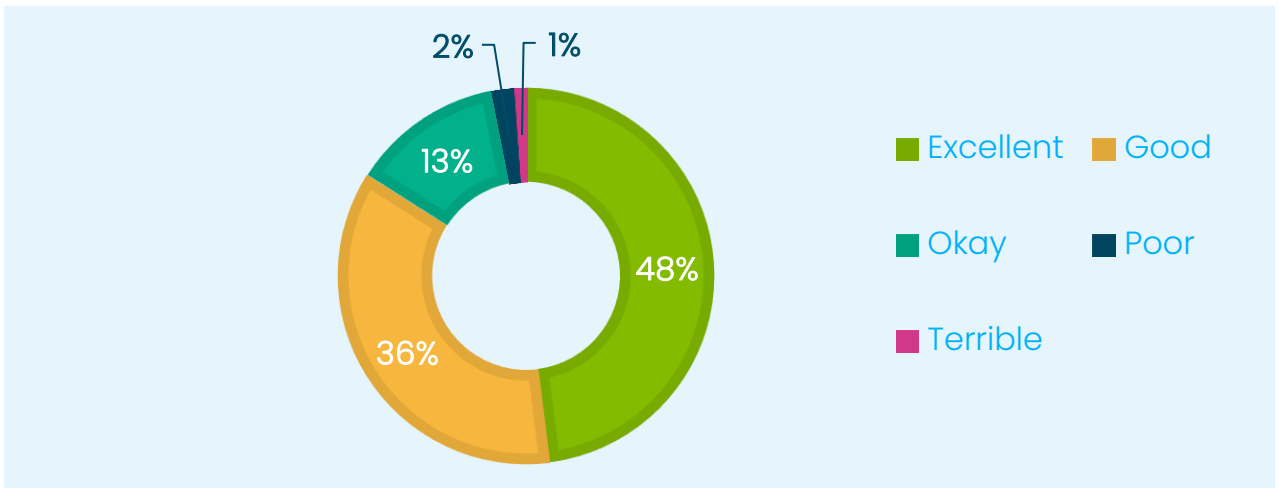


Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

Q4) How helpful are staff in explaining your dental treatment?



Q5) How do you find the attitudes of staff at the service?



Thematic analysis

In addition to the access and quality questions we also ask two further free text questions (*What is working well?* and *What could be improved?*) to help get a more detailed picture of Dental services.

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 5 positive and negative themes received (with more than 5 reviews) between April and June 2023 based on the free text responses received.

| Top 5 Positive Issues | Positive Percentage and Count | Top 5 Negative Issues | Negative Percentage and Count |
|---------------------------------|-------------------------------|----------------------------|-------------------------------|
| Communication with Patients | 100% (8) | Clarity about Service Cost | 100% (8) |
| Quality of Health Professionals | 90% (9) | Affordability | 100% (8) |
| Quality of Treatment | 88% (14) | Appointment Availability | 71% (17) |
| Treatment Explanation | 83% (5) | Information and Advice | 67% (4) |
| Staff Attitudes | 82% (14) | Registration | 50% (8) |

We've produced a list of good practice, areas of improvement and recommendations relating to dentists between April and June 2023.

What has worked well?



Communication with Patients

86% of the reviews covering communication between hospitals and patients were positive. Patients explained that they are informed and updated about the next steps in treatment they are receiving from hospitals.



Quality of Health Professionals

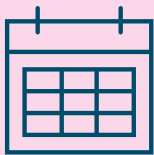
95% of comments that covered the attitude of staff at hospitals were positive. This is more than in Q4 when it was 82% positive. In the past few months, more patients described their interactions with staff at dentist as warm and welcoming.

What could be improved?



Cost and Fundings

Two of the themes about costs were 100% negative. These reviews highlight the affordability and issues around clarity of costs at dentist services. Patients explained that services are expensive, and the costs are not properly explained.



Appointment Availability

71% of the comments highlighting the availability of appointments at dentist services were negative. This is a large divergence from Q4 when it was 35% negative. More patients are having difficulties booking appointments - we will monitor this theme for the next report.

Recommendations

Affordability

1. Ensure any patients entitled to free/discounted treatment receive it.
2. Payment plans with 0% interest rate where patients cannot afford a single payment.

Appointment Availability

1. Patients being given the choice to book appointments through other processes, for example, online booking.

Experiences of 'Other' services



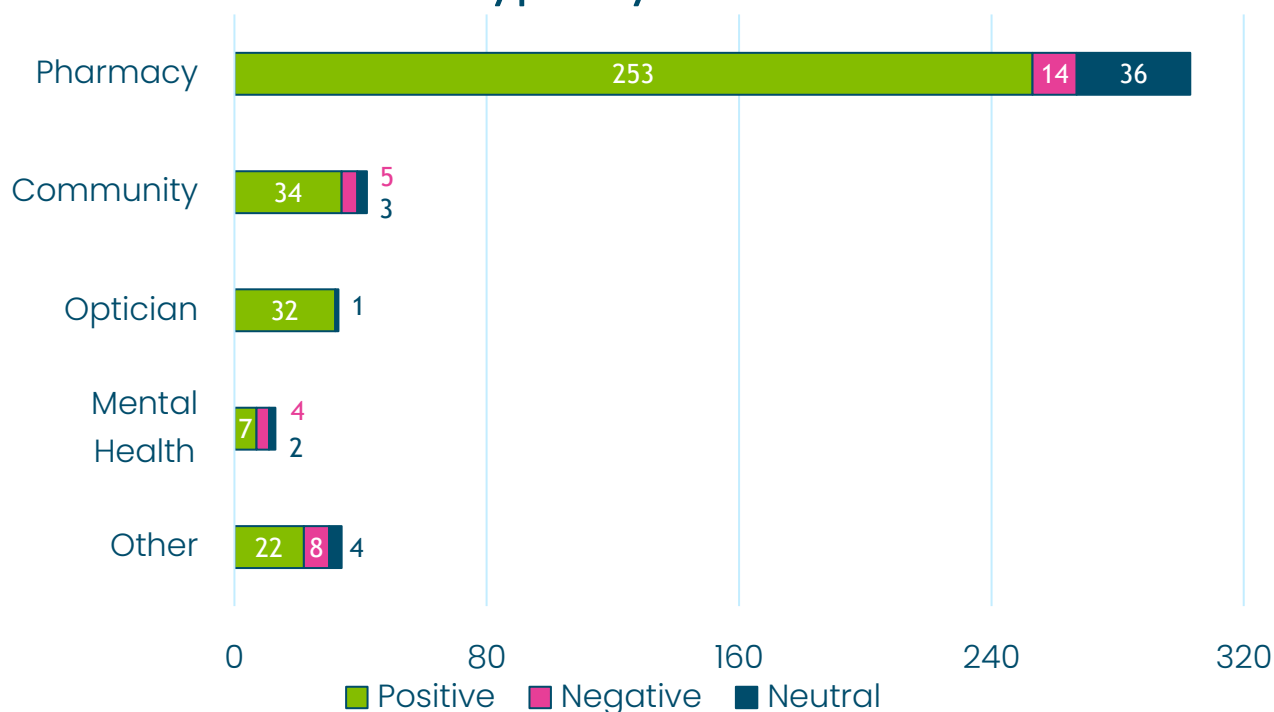
Experiences of 'Other' services

In addition to asking specifically about GPs, Hospitals and Dentists we also give the opportunity for people to share experiences about any other public health or care service asking them what is working well and what could be improved.

This section provides of positive, negative reviews per service. We analysed residents rating of their overall experience to get this data (1* and 2* = negative, 3* = neutral, 4* and 5* = positive)

| Service Type | No of Reviews | Percentage of positive reviews |
|--------------------|---------------|--------------------------------|
| Pharmacy | 303 | 83% |
| Community Services | 42 | 81% |
| Optician | 33 | 97% |
| Mental Health | 13 | 54% |
| Other | 34 | 65% |

Service Type by Sentiment



What has worked well?

Below is a list of the key positive aspects relating to 'Other' Hounslow Services between April and June 2023.



Communication with Patients

100% of reviews that covered communication between services and patients were positive. Residents explained that communication (for example text reminders and updates) from services like; pharmacies, opticians and others were very good in the past few months.



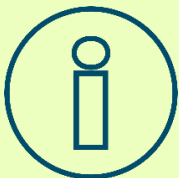
Staff Attitudes & Suitability

Most patients that used "other" services were contented with the staff they've interacted with in the last quarter. 96% of reviews that covered suitability of staff were positive and 94% of that covered the attitude of staff were positive comments.



Convenience/Distance to Travel

96% of reviews that covered distance of travel for patients were positive. Most of these reviews were from Pharmacies, residents explained to us that the access to pharmacies are convenient and easy.



Information and Advice

87% of reviews that covered information and advice were positive. These reviews were mainly from residents using pharmacies and those that called 111. They told us they valued the advice they have received from these services in the past few months..



Management of Service

87% of reviews that covered the management of services were positive. These reviews were from residents using pharmacies, opticians and community services, they explained that these services have been well run in the past few months.

What could be improved?

Below is a list of the key positive aspects relating to 'Other' Hounslow Services between April and June 2023.



Waiting Times for Appointments/Lists

83% of reviews that covered waiting times for appointments were negative. These reviews were mainly from mental health and community services. Residents have expressed their frustration with being referred for an appointment but having to wait too long on the waiting lists to get seen.



Staffing Levels

90% of reviews that covered staff levels were negative. Residents told us that they that there aren't enough staff on duty when they visit some services. This was mainly about the lack people to attend to customers at pharmacies.



Getting Through on the Phone

60% of reviews that covering getting through on the phone were negative. Compared to last quarter when it was 25% negative responses, we observed that more residents found it hard to get through on the phone to speak to someone.



Waiting Times (Punctuality and Queueing on Arrival)

35% of reviews that covered waiting times at health services were negative, last quarter 24% of the reviews were negative. These were mainly from residents using community services and pharmacies and having to wait too long to get attended to.



Communication Between Services

42% of reviews that covered communicating between services were negative. Like last quarter when it was 50% negative comments, some residents have experienced some issues with services not communicating adequately.

Recommendations

Below is a list of recommendations about services in Hounslow based on the findings in this section

Waiting Times for Appointments/ Waiting Lists

- Patients being able to get timely appointments and being updated all through the process, so they don't feel forgotten.

Staffing Levels

- Staff being available to see patients on more days of the week, such as weekends and evenings, especially for community services.

Waiting Times (punctuality and queueing on arrival)

- Inform patients how long they will be waiting for when arrive.

Getting Through on the Telephone

- Give patients the option to contact the service through other means other than by phone.

Lack of Communication

- Patients being updated when communication happens between services. Services keeping track of any changes with the treatments patients are receiving with other services.

Appendix



Demographics

| Gender | Percentage % | No of Reviews |
|-------------------------------|--------------|---------------|
| Man (including trans man) | 29% | 421 |
| Woman (including trans woman) | 53% | 773 |
| Non- binary | <1% | 5 |
| Other | - | - |
| Prefer not to say | <1% | 5 |
| Not Specified | 18% | 257 |
| Total | | 1461 |

| Age | Percentage % | No of Reviews |
|-------------------|--------------|---------------|
| Under 18 | 1% | 19 |
| 18-24 | 5% | 66 |
| 25-34 | 14% | 209 |
| 35-44 | 15% | 225 |
| 45-54 | 15% | 220 |
| 55-64 | 12% | 175 |
| 65-74 | 12% | 180 |
| 75-84 | 5% | 66 |
| 85+ | 2% | 27 |
| Prefer not to say | <1% | 11 |
| Not Specified | 18% | 263 |
| Total | | 1461 |

| Disability | Percentage % | No of Reviews |
|-------------------|--------------|---------------|
| Yes | 10% | 151 |
| No | 70% | 1027 |
| Prefer not to say | <1% | 5 |
| Not known | <1% | 11 |
| Not Specified | 19% | 277 |
| Total | | 1461 |

| Ethnicity | Percentage % | No of Reviews |
|---|--------------|---------------|
| White British | 27% | 394 |
| Asian Indian | 12% | 182 |
| Asian British | 12% | 171 |
| Other White Background | 8% | 121 |
| Black British | 3% | 50 |
| Other Asian/Asian British Background | 3% | 48 |
| White Irish | 3% | 42 |
| Asian Pakistani | 2% | 28 |
| Black African | 2% | 25 |
| Arab | 2% | 25 |
| Other ethnic group | 2% | 22 |
| Asian Chinese | <1% | 12 |
| Black Caribbean | <1% | 10 |
| Mixed Asian and White | <1% | 8 |
| Mixed Black Caribbean and White | <1% | 8 |
| Asian Bangladeshi | <1% | 7 |
| Other Black / Black British background | <1% | 7 |
| Other Mixed / Multiple ethnic groups background | <1% | 7 |
| Mixed Black African and White | <1% | 5 |
| Roma | <1% | 2 |
| Not Specified | 20% | 287 |
| Total | | 1461 |

Demographics

| Long-term condition | Percentage % | No of Reviews |
|---------------------|--------------|---------------|
| Yes | 31% | 449 |
| No | 49% | 709 |
| Prefer not to say | 1% | 18 |
| Not known | <1% | 8 |
| Not Specified | 19% | 277 |
| Total | | 1461 |

| Sexual Orientation | Percentage % | No of Reviews |
|------------------------|--------------|---------------|
| Asexual | <1% | 7 |
| Bisexual | <1% | 11 |
| Gay Man | <1% | 2 |
| Heterosexual/ Straight | 46% | 677 |
| Lesbian / Gay woman | <1% | 5 |
| Pansexual | - | - |
| Prefer not to say | 4% | 63 |
| Not known | - | - |
| Not Specified | 48% | 696 |
| Total | | 1461 |

| Pregnancy | Percentage % | No of Reviews |
|----------------------------------|--------------|---------------|
| Currently pregnant | <1% | 10 |
| Currently breastfeeding | <1% | 11 |
| Given birth in the last 26 weeks | 1% | 17 |
| Prefer not to say | <1% | 8 |
| Not known | 3% | 48 |
| Not relevant | 45% | 655 |
| Not Specified | 49% | 712 |
| Total | | 1461 |

| Religion | Percentage % | No of Reviews |
|-------------------|--------------|---------------|
| Buddhist | 1% | 19 |
| Christian | 28% | 415 |
| Hindu | 8% | 121 |
| Jewish | <1% | 1 |
| Muslim | 12% | 174 |
| Sikh | 7% | 105 |
| Spiritualism | 1% | 21 |
| Agnostic | - | - |
| No religion | 18% | 265 |
| Prefer not to say | 3% | 43 |
| Other religion | 2% | 22 |
| Not Specified | 19% | 275 |
| Total | | 1461 |

| Unpaid Carer | Percentage % | No of Reviews |
|-------------------|--------------|---------------|
| Yes | 7% | 100 |
| No | 46% | 665 |
| Prefer not to say | <1% | 5 |
| Not Specified | 47% | 691 |
| Total | | 1461 |

Demographics

| Area of the borough | Percentage % | No of Reviews |
|------------------------|--------------|---------------|
| Brentford & Isleworth | 20% | 293 |
| Chiswick | 5% | 78 |
| Feltham | 16% | 243 |
| Great West Road | 3% | 49 |
| Heart of Hounslow | 23% | 335 |
| Other | 6% | 85 |
| Outside of the Borough | 6% | 89 |
| Prefer Not To Say | <1% | 4 |
| Not Specified | 20% | 285 |
| Total | | 1461 |

| Employment status | Percentage % | No of Reviews |
|--|--------------|---------------|
| In unpaid voluntary work only | <1% | 8 |
| Not in employment & Unable to work | 3% | 39 |
| Not in Employment/ not actively seeking work – retired | 13% | 185 |
| Not in Employment (seeking work) | 3% | 41 |
| Not in Employment (Student) | 1% | 14 |
| On maternity leave | 2% | 25 |
| Paid: 16 or more hours/week | 26% | 382 |
| Paid: Less than 16 hours/week | 3% | 41 |
| Prefer not to say | 3% | 41 |
| Not Specified | 47% | 685 |
| Total | | 1461 |



healthwatch

Hounslow

Healthwatch Hounslow
45 St. Mary's Road,
Ealing
W5 5RG

www.healthwatchhounslow.co.uk

tel: 0203 603 2438

email: info@healthwatchhounslow.co.uk

 @HWHounslow

 [Facebook.com/HealthwatchHounslow01](https://www.facebook.com/HealthwatchHounslow01)

 Healthwatch_hounslow

 Healthwatch Hounslow