

**PATIENT EXPERIENCE**  
**REPORT 2017**  
**OCTOBER - DECEMBER**



# Contents

Executive Summary	2
Overall Patient Reviews	3
Patient Reviews: Star Ratings	5
Distribution of Negative and Positive Reviews	7
Positive Reviews	8
Negative Reviews	14
Review Themes & Trends	20
Locality-Specific GP Reviews	22
Area Distribution of Reviews	32
Representative Information	33
Quarterly Information	34
Conclusion	38

# Executive Summary

This report covers the Quarter 3 period, October - December 2017. During this time, we collected **1136 patient experiences**. This is a slight decrease from the previous quarter - 1258. We received **881 positive experiences** and **255 negative** experiences.

The information presented within this report reflects the individual patient experience of health and social care services, untainted and without agenda to ensure that the genuine observations and commentaries of the community are captured. Healthwatch Hounslow presents this as factual information to be considered and utilised to improve service provision or highlight areas of good practice. We seek to identify themes and trends and when possible, highlight potential gaps and provide recommendations early to assist in planning for future provision.

Our questions are uniform across the digital feedback centre as well as the physically collected forms, we want to represent each locality as evenly as possible. The successful and on-going implementation of the digital feedback centre will yield a minimum of 4,800 patient experiences per annum all of which will be presented as they are received and considered as valid community opinion.

Healthwatch Hounslow hopes to expand the impact of the feedback centre and build on the engagement the centre affords us to develop it even further to provide greater and better representation.



Whilst we aim to gather patient experience comments and reviews from a representative sample of Hounslow's population we acknowledge that different people use different services at different times in their lives, and some not at all. Whilst all patients are asked for their monitoring information some do not wish to provide this.

# Overall Patient Reviews

The number of patient reviews received for this quarter is **1136**. The table below shows a breakdown of the positive and negative patient reviews. The patient reviews are based on a star rating and verbal/written feedback. See appendix for examples of our physical and online questionnaires.

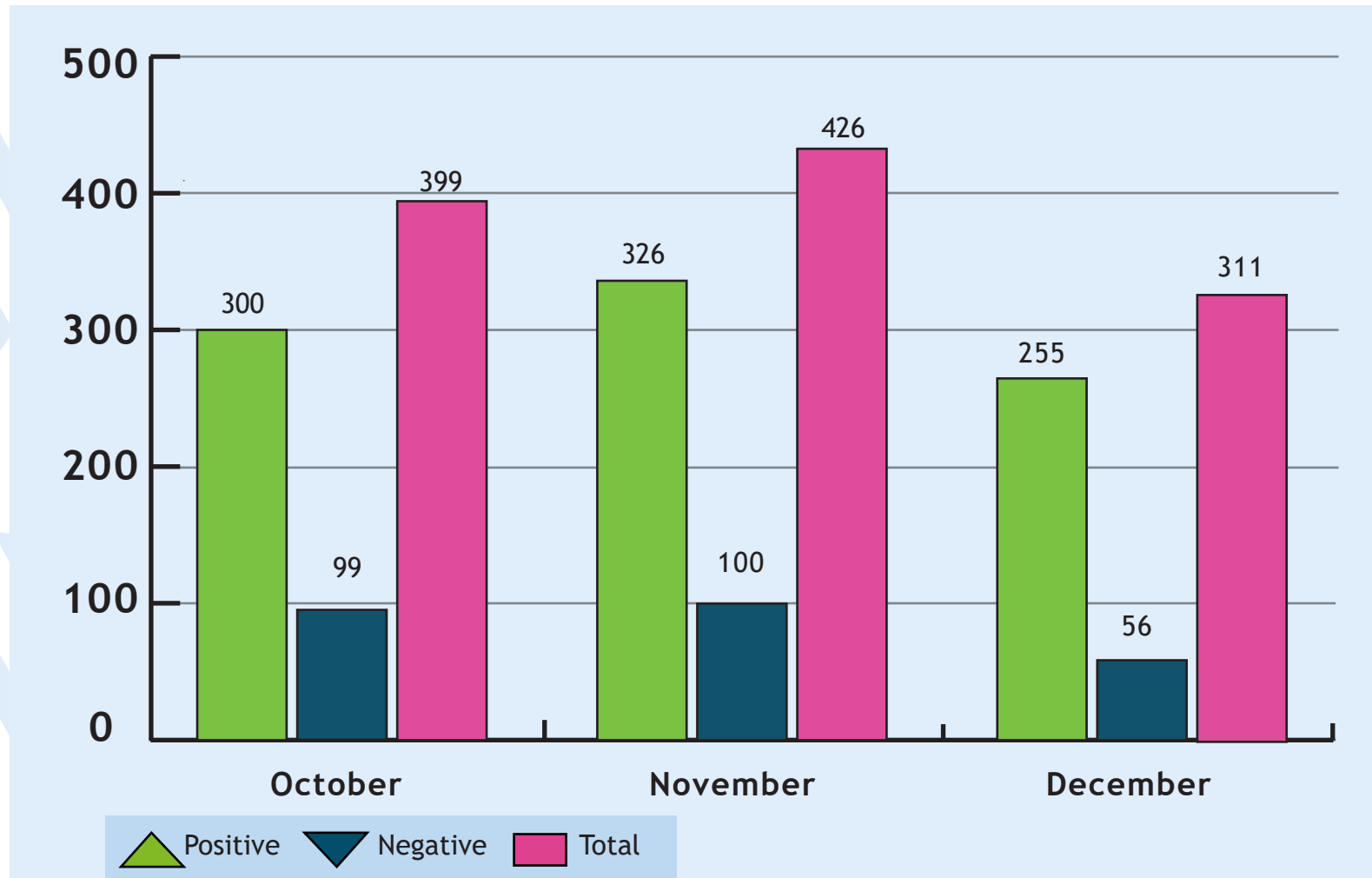
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 3 indicate a negative response, while star ratings between four and five indicate a positive response.

This quarter, 881 positive responses and 255 negative responses have been recorded.

Month	1 - 3 Star Reviews (Negative) 	4 - 5 Star Reviews (Positive) 
October	99	300
November	100	326
December	56	255
<b>Total</b>	<b>255</b>	<b>881</b>

# Overall Patient Reviews

This chart provides a breakdown of positive, negative and total reviews for each month.



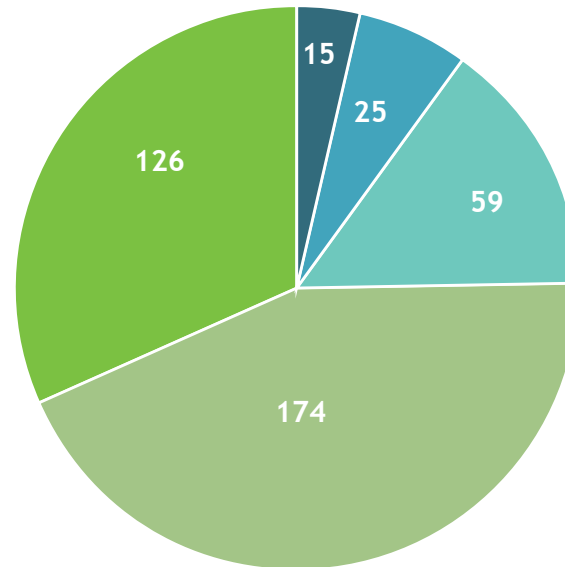
# Patient Reviews: Star Ratings

These pie charts show the total number of star ratings for each month and for the whole quarter.

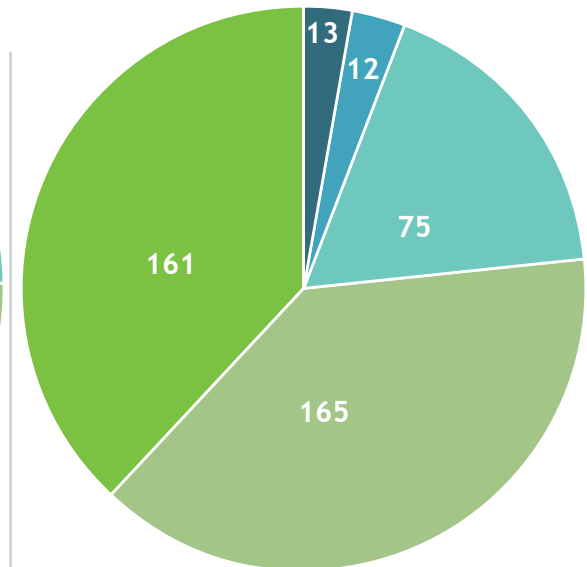
November received the majority of 5 star rating (161 ratings) compared to October and December.

October received the highest of 1 star rating (15 ratings).

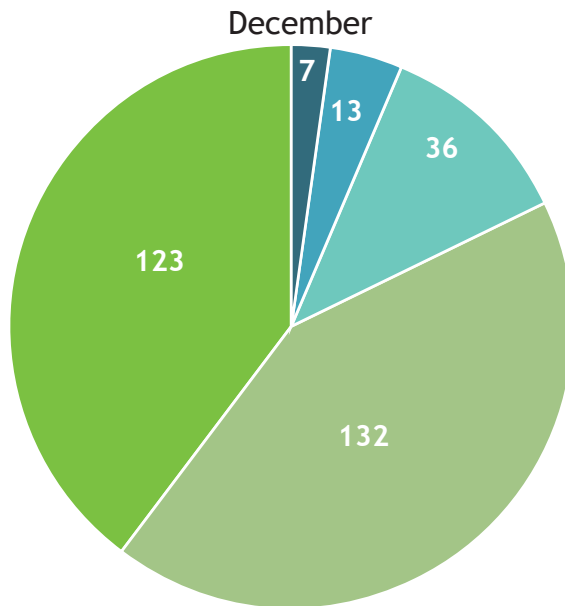
The distribution of ratings for this quarter's experiences are shown in the chart titled "Total for Quarter 3".



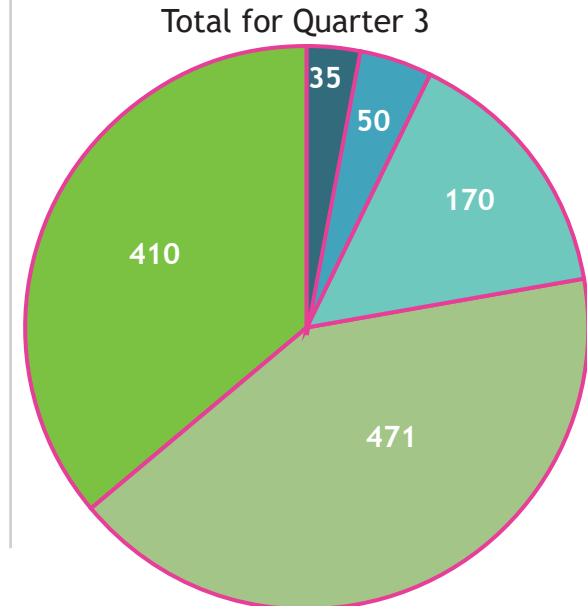
October



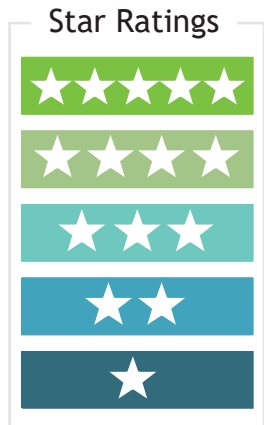
November



December



Total for Quarter 3

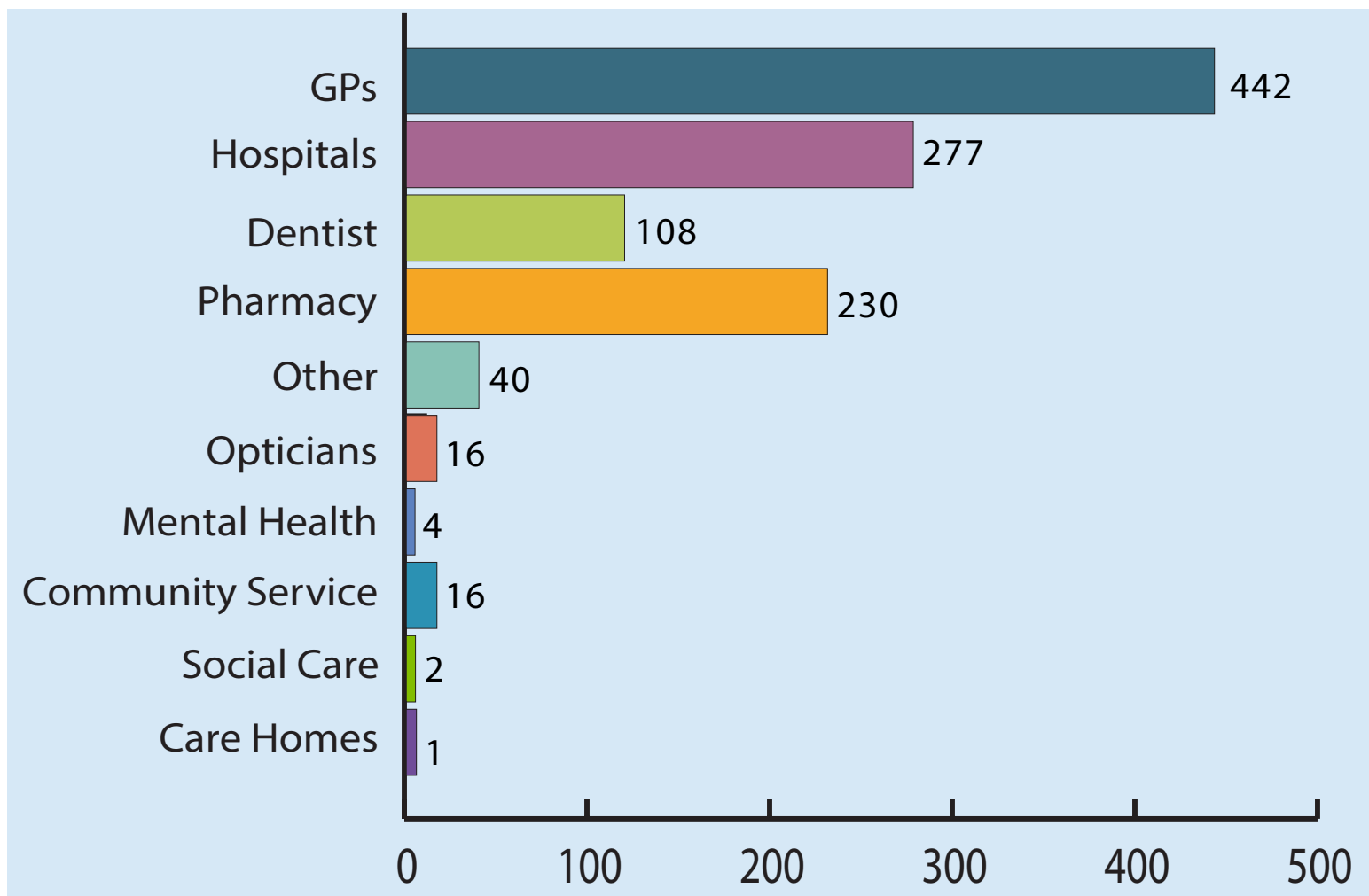


# Total Reviews per Category

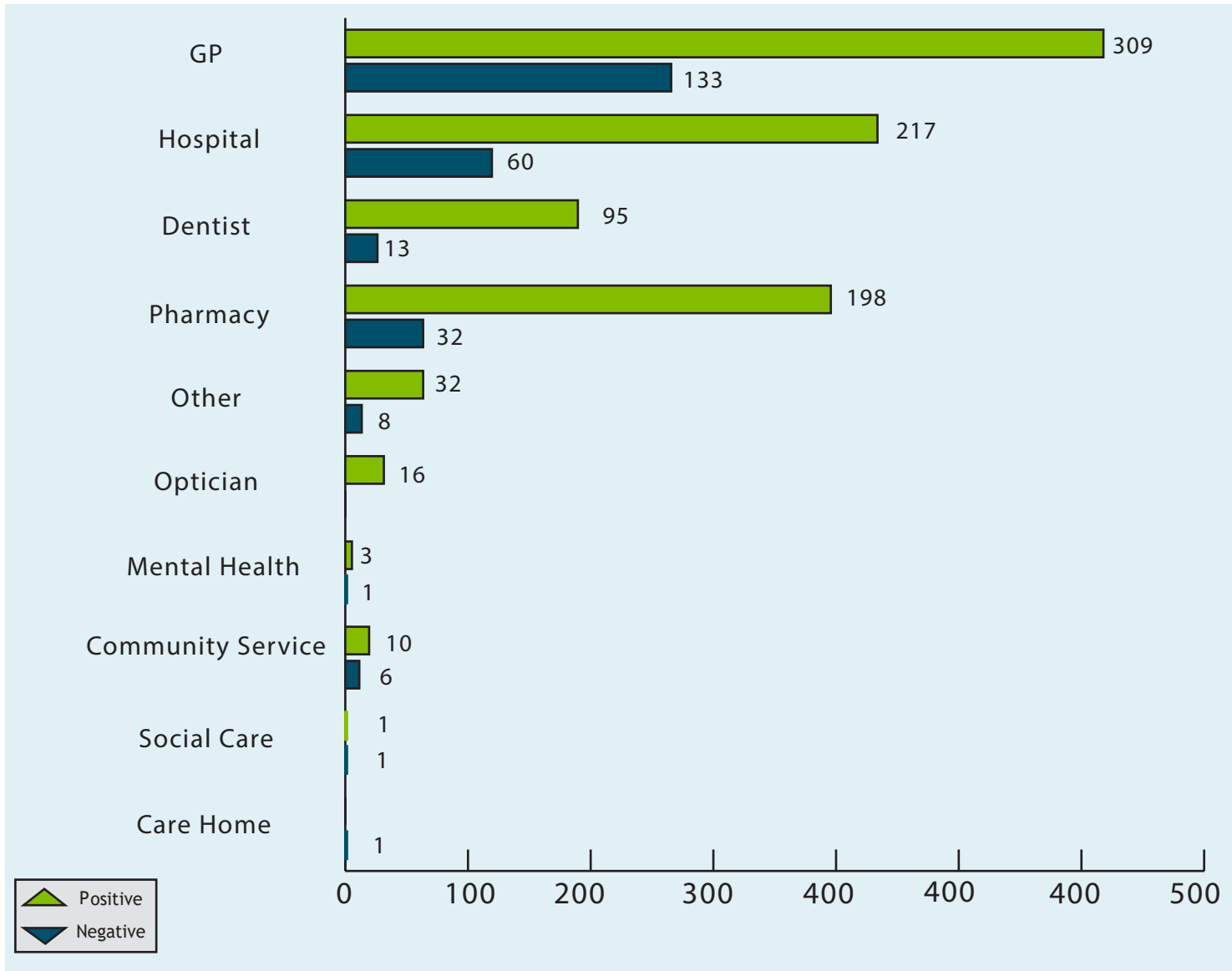
The chart shows the total number of reviews received in **Quarter 3**.

The patient reviews recorded for this quarter are split into 10 categories. The category with the highest number was GP reviews (442). Followed by the Hospital (277), Pharmacy (230) and Dentist (108).

HWH will continue striving to receive patient reviews from varied services. Healthwatch Hounslow (HWH) will look to focus on capturing patient experience reviews from an increasing number of service areas such as pharmacy, mental health, social care services and others.



# Distribution of Negative & Positive Reviews



**This clustered bar chart compares the number of negative and positive reviews for each category.**

The GP category received the highest number of positive reviews (309) followed by the Hospital category (217).

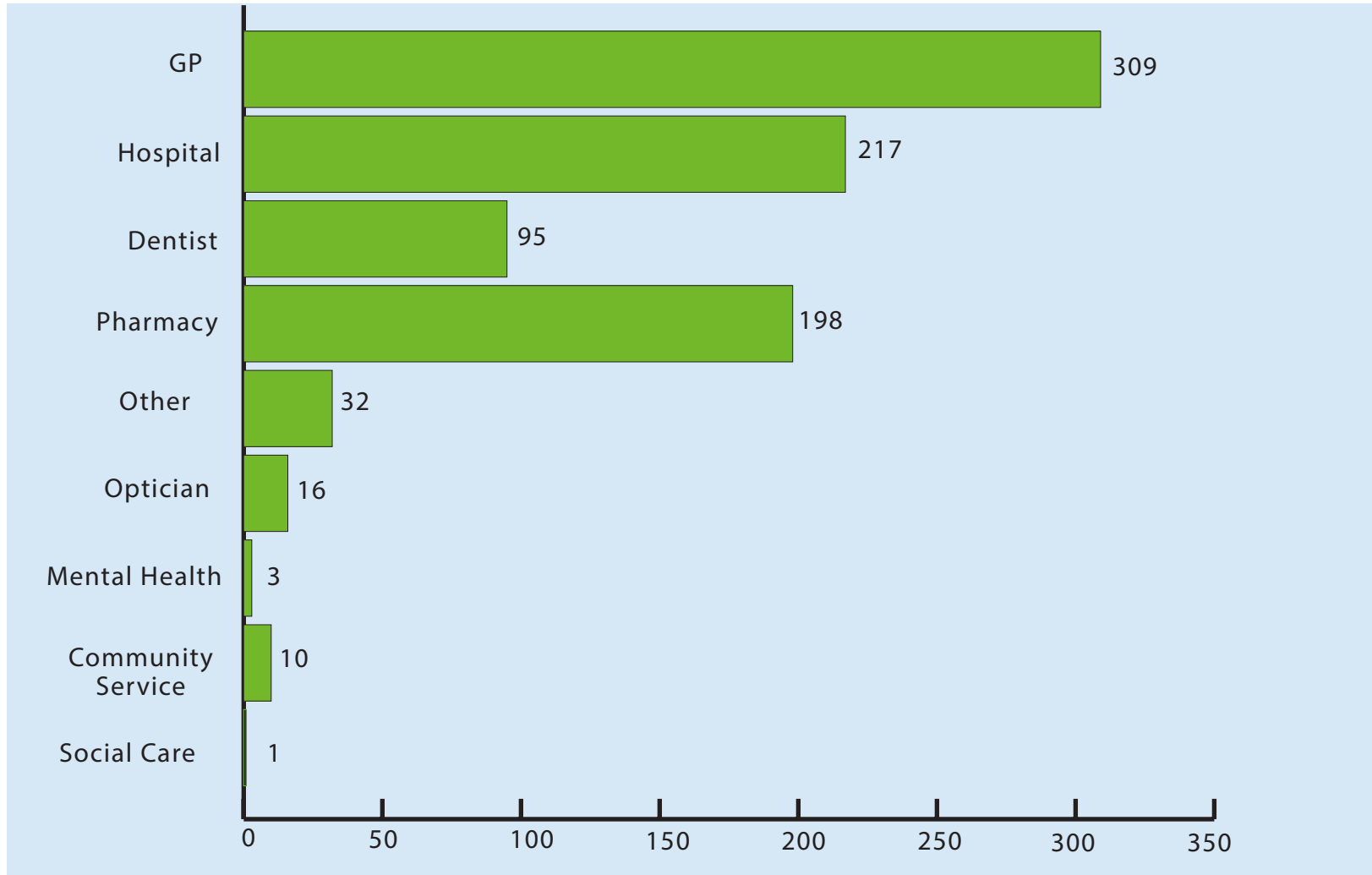
However, the Hospital and GP categories received the highest number of negative reviews - Hospital (60) and GP (133).

This quarter, HWH received 881 positive reviews compared to the previous quarter (911).



# Positive Reviews

Looking at the positive reviews we have received allow us to highlight areas where a service is doing well and deserving of praise. This section provides an overview of the number of positive reviews by service area and goes on to give some advantage of comment received.





## West Middlesex University Hospital

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“I went to the X-ray department. I already had an appointment booked and I saw that at least 20 people were waiting there as well. But the service was really good and staff were all very efficient. I was taken in for X-ray within 10 minutes. Really good work and systematic work by the staff there.”

“I usually go to the cardiology ward for my regular follow-ups. They’ve been great. Excellent care and treatment by the doctors and nurses. Staff are all nice too. It’s not really difficult to get appointments here either.”

“I’ve been to the A and E here once, when I had a fall and my husband called 999 was brought into A and E department and they instantly took care of me right away and put me at ease. The doctors are really good at their work.”

“Over the years, my family, relatives, and friends have all been in and out of there and I must say, they’ve been pretty good all these years. They’ve managed to maintain good service standards all these years and been good at choosing all the right doctors and staff they’ve got there. All the staffs, nurses and doctors have been excellent in their services. I’ve got no complaints at all. One of the best hospitals I must say.”

“I’ve been to various departments here over the years, I have to say that they’ve always been good regardless of the hiccups. Staffs have all been quite friendly. Doctors are all well-experienced and give out good explanations making you understand your health-related problem better.”

“The premises are always clean and staff always know what they are doing. There is a bit of a wait, and I would like to be seen on time but I don’t expect them to be perfect. The appointments are made by them when I’m there for my appointment and they schedule the next appointment which is usually convenient for me.”

“I’ve been to the urinary department here. Most of the nurses are good and well trained. Doctors are really good and thorough as well. There are times when you get seen by junior nurses and it’s a bit of unpleasant experience but no complaints as they’re under training and I’m sure they’re doing the best they can.”



## GP Services

“It’s not always easy to book an appointment here, sometimes more than a week and I typically wait an hour so before I’m seen by the GP. But they’ve got generally very good staff. I was going on a holiday and needed a vaccination but they didn’t have any appointments for a month. The receptionist called me back the following day saying there’s a cancellation and I could come in for my vaccination. They’ve been always courteous, polite and well-mannered. GP always explains well and service has been always good. It’s a good practice except for the waiting time.”

***Albany Practice***

“Overall a good practice I’d say. Staff are all generally pleasant and helpful. GP is always accommodating and explains well treatment as well as service. It’s easy to get appointments here, however, the waiting time is rather long which takes sometimes an hour or so to be seen by the doctor.”

***Brentford Family Practice***

“Appointments here are usually a bit difficult to get but I have to say that sometimes if it’s an emergency they do give you an appointment for the day; like today I had call in the morning for an emergency appointment and the staff at the reception was nice enough to call me back saying that I could come in at 11 am today to see the GP. I would say that the waiting time usually varies, sometimes I’m seen quickly and sometimes I do wait for a little over 15 minutes. As I was saying the staffs are all very nice here. GP Doctor has been always good in his service.”

***St. David’s Practice***

“Getting appointments is no problem, however, waiting to be called in by the dr can take quite long at times. The staff are very friendly and the Dr is very nice otherwise.”

***Spring Grove Medical Practice***

“I’ve been here for 15 years and I’m always happy with them. I live in Brentford but I still prefer to come to this practice. I can call on the same day and get an emergency appointment. There is a bit of a wait when I come in for emergency appointments.”

***West4GPs***



## Dentist

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“They’re really good. The only reason why I travel so far because of the dentist. Staff are all lovely. It’s really easy to get appointments here. They’re pretty accommodating. The dentist is really good.”

***The Butts Dental Practice***

“They’re very good and I go here for my son. It’s easy to get appointments here for kids especially. The dentist works well with kids and very happy with their services.”

***Oakleigh House Dental Practice***

“I haven’t been here for a few months but they are good. I get an appointment within a week when I need one but it might also depend on which dentist I want to see.”

***Chiswick Dental***



## Pharmacy

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“They’re really good, especially the staff. There was once I needed a vaccination before my holidays, which they had run out on and they helped me to make calls to find and get particular Hep A vaccination. Although they weren’t able to get it, they were helpful.”

***ASDA Pharmacy (Feltham)***

“They’re quite good, but it’s just that sometimes they’re just a bit busy and take some time to get prescriptions. They’ve got very helpful staffs who took time and effort in ordering prescriptions for my mum which was difficult to get.”

***Campbell’s Chemist***

“The pharmacists and staff are always willing to help me anytime I need anything from them.”

***B A Williams***





## ▶ Other

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“We called them to get advice for our young daughter who was having symptoms of infection, they booked us an appointment to go see a doctor in Harmony Clinic at West Middlesex University Hospital and the infection was quickly treated by medicine and ointment prescribed by the doctor.”

**NHS 111**

“I call them for residents as I work in a residential care home. Sometimes it is a waste of time as they ask a lot of questions, so it may not be practically helpful sometimes. Other times they are helpful in giving us out of hours GP appointments.”

**NHS 111**

“I called in for my son when he had epileptic seizures. They were quick and responsive. Really helpful and informative.”

**NHS 111**

“I called in for my husband once. They were really good. Provided good information and fast service.”

**NHS 111**



## ▶ Opticians

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“I usually go here for my diabetic eye check-ups. They’re really good and provide good service. My GP refers me here every month.”

**Vision Express (High Street Hounslow)**

“They’re good, no complaints at all. Always kept to their efficiency. Happy with my service.”

**Feltham Eyecare Centre**

“The doctor is very considerate. He volunteered to arrange for me to get services at home, since I cannot walk easily because of my disability and parking is an issue for my children who drive me to the optician.”

**Mr S Stewart Duncan**



## Mental Health

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“I’m really impressed that within a week of me calling them up regarding my sister’s condition, they made an appointment and came over to talk and understand the situation as well as how can they help. I can’t believe how fast they came and liaised with other NHS services to ensure my sister gets the right care and treatment.”

*Hounslow IAPT*

“We came to Anchor counseling services here at Feltham after being referred by Hounslow IAPT service. They’re really good. I’m happy that my sister is being well taken care of and they’re taking time to help her out.”

*Hounslow IAPT*



## Community Service

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“I’ve been coming to the Physiotherapy here at Feltham for many years now. They’ve been really good. They are a few not too good as well but overall the staff are fine. Appointments are easy to get, in fact, they called up yesterday to say there’s a cancellation and if I’d like to come see the physio.”

*Hounslow and Richmond Community Healthcare*

“I went in for a breast screening. I made an appointment easily. When I went for screening there was no waiting time, the staff were excellent and very helpful.”

*Heart of Hounslow*

“I come to Chiswick health centre for physiotherapy, they are great and I get appointments really easy.”

*Hounslow and Richmond Community Healthcare*



## Social Care

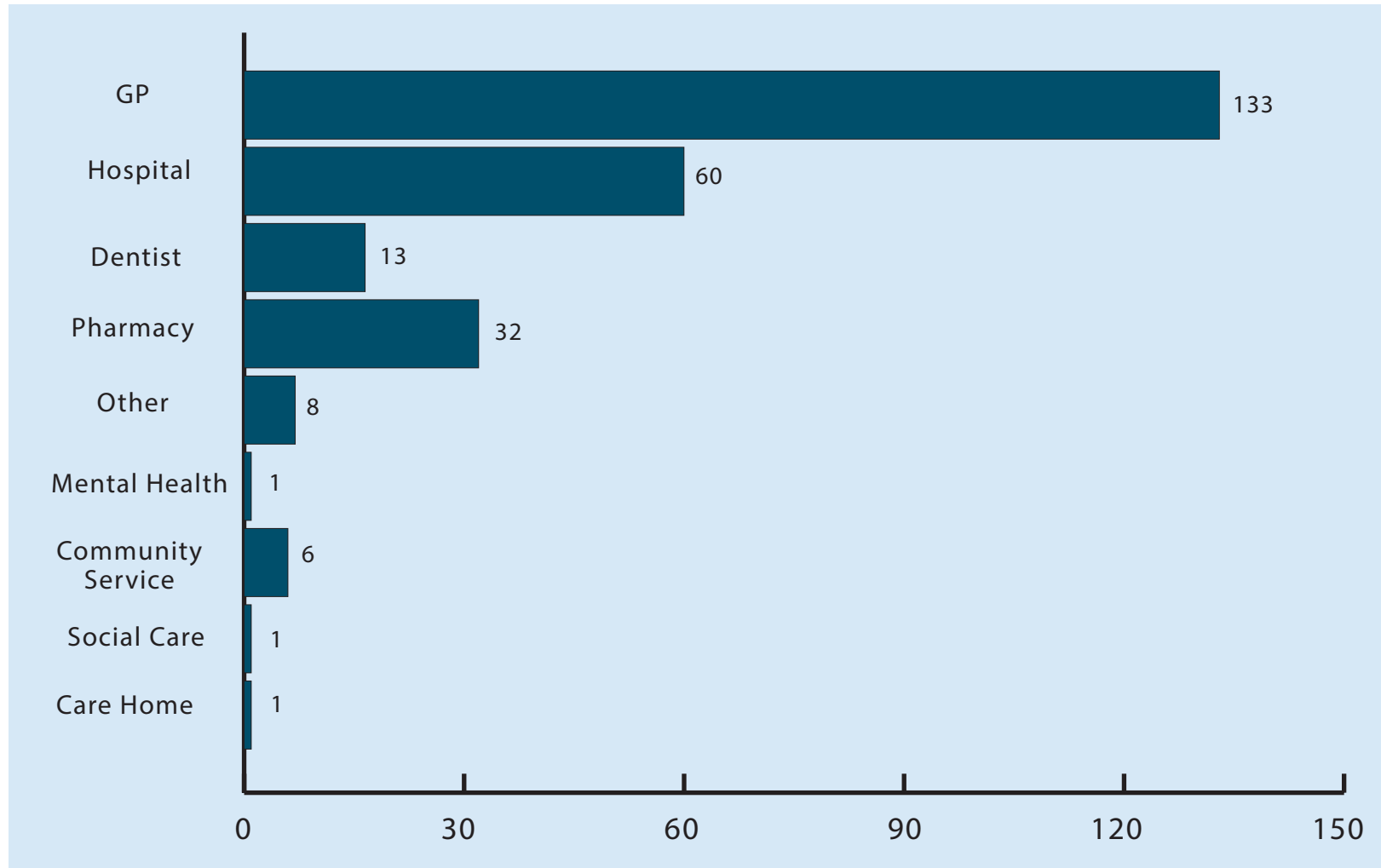
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“For once my mum had a very encouraging and lovely social worker who didn’t speak down to her or rudely.”

*Hounslow Social Services*

# Negative Reviews

By looking at the negative reviews we received from the people of Hounslow every month, we see trends and themes emerge. These trends can help us understand where a service needs to improve in order to provide an all-round positive experience. This section provides an overview of the number of negative reviews by services area and goes on to give some example of comment received.





## West Middlesex University Hospital

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“I got a bad service from the Urgent Care Centre. A week ago, I went for my daughter’s illness. She got an allergic reaction to the antibiotics she was prescribed. I went to get a prescription for some other antibiotics. The staff were very unhelpful and rigid. They refused to give the prescription, just because I had not brought her with me. Another thing I’m unhappy with is that when I got a discharge letter for my daughter from the hospital, the paper was blank, except for the name of the antibiotics my daughter needed. They did not print any of my daughter’s details (her date of birth, address, etc.).”

“When I went there for treatment, I felt the waiting time was very long and in the end, I wasn’t even prescribed any medication. Even my GP found it strange as to why I wasn’t prescribed medication.”

“I called up 111 regarding my daughter’s conditions and they referred to West Middlesex University Hospital. We waited almost 4 hours in the A and E department. When the doctor finally saw my daughter he was not too pleasant and a bit rude as my daughter was too cranky and crying all time. But I expected better care and treatment from the doctor. Nurses were good.”

“The wait is always long, the last time I went with my child to the A&E, I had to wait for more than two hours to get seen. The information of care was not enough, the staffing level was short and they were quiet stretched but the staff were trying their best.”

“Although I had an excellent care and service in the intensive care unit when I had a kidney infection this summer, I cannot say the same for the aftercare which should have been followed-up properly. Post-discharge, my GP doctor saw that I was screened and tested positive for atrial fibrillation and told me I should have been called for a follow-up. I was not aware of any of this, and despite my GP trying multiple times to request not only for my follow up but several other patients as well. Finally, she got in touch with them and they have said they will send me an appointment through the post in 3 weeks time. 2 weeks have gone now and I intend to seek my GP in a weeks time. I have also been told I have problems in my spleen and there are mentions of possible cysts. Due to my age, I am concerned about delays in diagnosis.”





## GPs

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“They weren’t good, it was too long a distance to travel and the service at the practice wasn’t too good. Getting appointments wasn’t easy neither, this is why I had to change my practice.”

***Bath Road Surgery***

“It took a very long time to book an appointment for my child. They did not listen to me and put me on hold for 20 minutes.”

***First Care Practice***

“My daughter had a bad cold and cough. She was trying to get an appointment at the GP for over 2 weeks and finally decided to just go to the A and E. It was the third week already and she still didn’t manage to get an appointment.”

***Gill Medical Practice***

“I came in the other day with puffiness in my eye and after much persuasion, the receptionist gave me an appointment to see the nurse. The nurse only listened to me but didn’t examine me nor my eye at all and told me to take eye drops. I felt like I wasn’t even examined properly.”

***Hounslow Family Practice***

“I brought my son in for his immunisation and vaccines. I precisely told he is in for his 3 month old immunisation whereas the GP doctor gave 3 year old immunisation which I found out after checking the red book. I consulted with the nurse, who was kind enough to bring it to the attention of another GP Doctor. The other GP Doctor said it shouldn’t be a problem but didn’t explain to me properly. It was concerning my son’s health so I was very worried.”

***Hatton Medical Practice***

“I have a lot of medical ailments. I find it really difficult to come in and see the GP for just one issue at a time. It’s troublesome to book appointments over and over again. It isn’t easy either to get appointments here. GP is okay but I hope they look into this issue.”

***The Green Practice***



## ▶ Pharmacy

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“Friendly staff but to collect prescriptions takes too long.”

***Jade Pharmacy***

“I went here once to get my prescriptions and had a very bad experience. The chemist was not being professional at all and went on and on quite loudly about my condition. I found it very rude.”

***Dunns Chemist***

“The staff here are really good. They always get my prescription ready correctly but sometimes there are delays and its not too convenient.”

***Osterley Park Pharmacy***



## ▶ Dentist

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“Staffs are not helpful, sometimes rude. It’s somewhat easy to get appointments and Dentist is okay.”

***Claradent Dental Care***

“Staffs are not so good; unfriendly. It’s always difficult to get appointments here. Dentist is okay.”

***Eye Smile Dentist***

“I’ve had a very bad experience here that made me finally change my dental practice. I felt like I was a make-work project for the dentist. I had a dental problem which was easily sorted out by the other dentist that I went to whereas here, the dentist made it seem like it was a big problem and made me keep coming back again and again. Even the x-ray machine wasn’t something current or new. Probably they’re getting the X-rays wrongly. I hope they improve their services.”

***Chiswick Dental Care***



## Others

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“I am partially sighted and suffer from type 1 diabetes and arthritis. As I am quite elderly now the only place I go to socialise is the Sikh temple in Southall. I need to carefully plan my journey as I am on insulin and need to eat at certain times. I am very dissatisfied with Dial-a-ride because they never give me a suitable time and it is very difficult to coordinate with them. I see the cars being driven empty, I don't know why it is so difficult to find a suitable time for clients.”

***Dial-a-Ride***

“They ask you a lot of questions and, I am concerned for people who don't speak English fluently, it can be confusing and difficult for some to answer the questions.”

***NHS 111***

“I understand they want us to answer them as truthfully as possible but they ask you a lot of questions and when you are with a sickly child who is inconsolable and doing very poorly, for example, vomiting it is very distracting and you get very impatient during the call.”

***NHS 111***



## Mental Health

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“In general, I feel the NHS needs to realise that members of the Asian Indian community cannot talk openly about depression. This is because there is a stigma that often results from their talking openly about their depression and suicidal thoughts as a result of deeply ingrained Indian cultural attitudes towards these problems. They need to develop an effective strategy for reaching out to Asian Indian communities, raising their awareness and helping them open up about depression.”

***Mental Health Services In General***



## Community Service

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“Someone came from the council to assess my friend’s needs and I asked for some adjustments to be made to allow her more independence, like adding a bar to support her to open her windows and also to make getting a bath easier. Nothing I suggested was made, in fact, no change was made.”

*London Borough of Hounslow*

“I come here to see the physiotherapist; the exercise advice given was not great and there hasn’t been significant change since. I still have the same problems with my joints.”

*Heart of Hounslow*

“I come for my baby’s health check at Brentford health centre. It is a bit confusing to know when I’m supposed to bring my baby in for checks. They seem very disorganised, there is no receptionist to check in with or get any information from. Also, they are not very supportive of patients who are new mothers.”

*Hounslow and Richmond Community Healthcare*



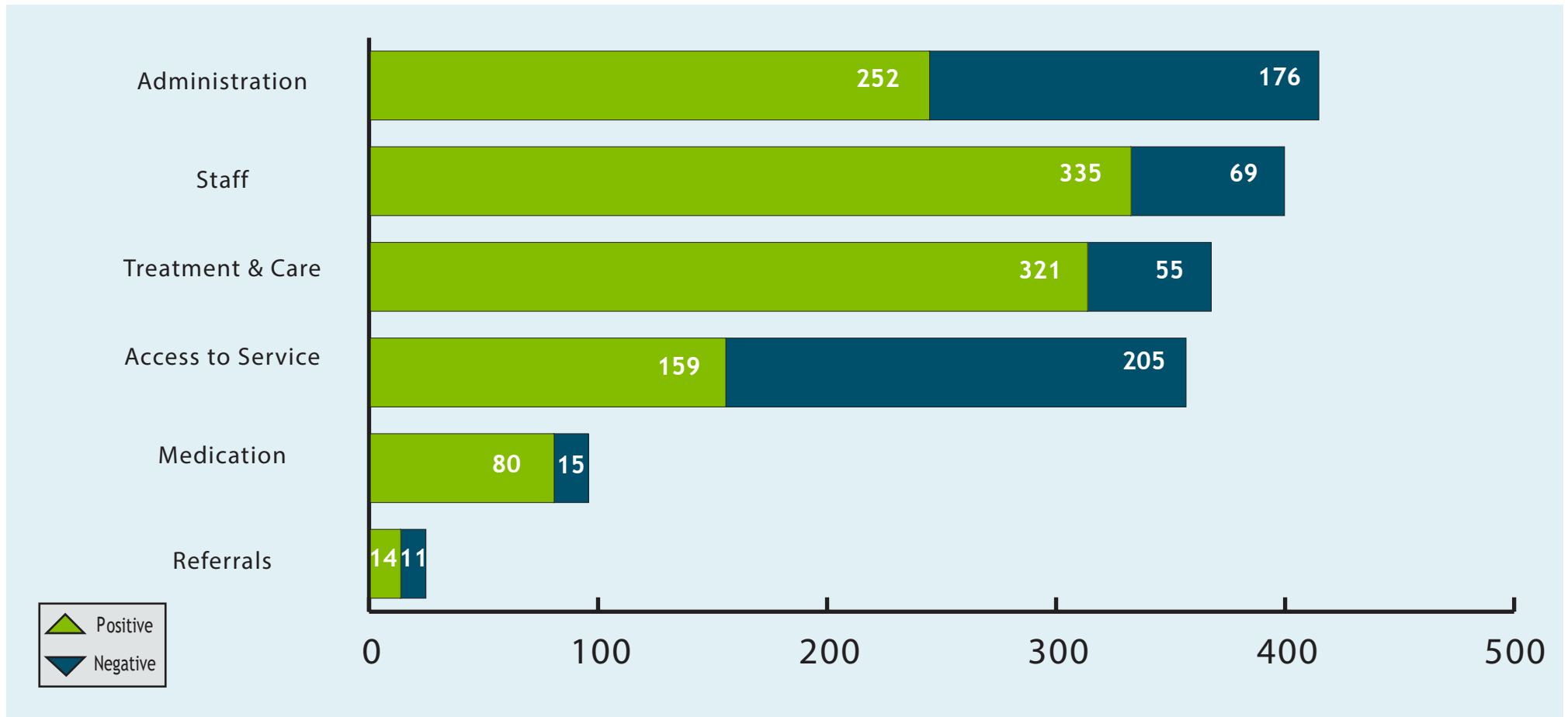
## Social Care

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“Very difficult to get through to the right person and then it takes a long time for them to get back to you.”

*Hounslow Social Services*





This section shows a breakdown of the main themes for those service areas where we received a significant number of reviews. In Q3 these areas are: Administration, Staff, Treatment & Care, Access to service, Medication and Referrals. After asking patients for an overall star rating of the service we ask them to “tell us more about your experience”. (See the appendices for examples of our physical and online questionnaires). Each comment is uploaded to our Online Feedback Centre where up to five themes and sub-themes may be applied to each feedback. Depending on the content of the comment it may have one or more themes attached to it. For this reason, the total numbers of themes will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative or neutral ‘sentiment’ is given.

This chart show that access to services is the largest area receiving negative feedback. Followed by Administration and staff, treatment and care, both received a high proportion of positive feedback.

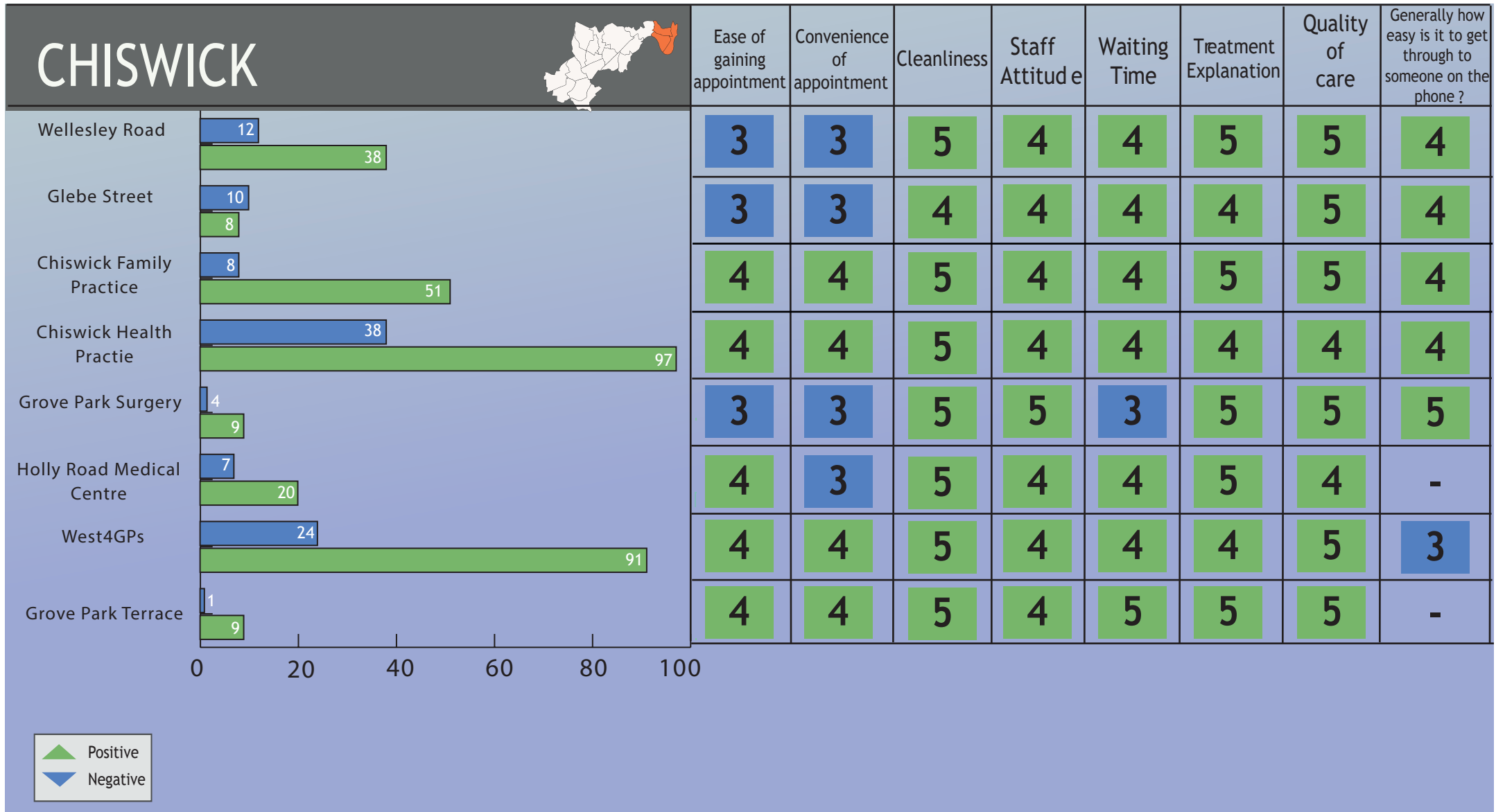
- Ease of booking and the availability of appointments fall under **Administration: 428 Comments - 59% Positive; 41 % Negative.**
- Staff attitude, professionalism and staffing levels at services, come under **Staff: 404 Comments - 83% Positive; 17% Negative.**
- Quality of care, effectiveness of treatment and treatment explanations, come under **Treatment and Care: 376 Comments - 85% Positive; 15% Negative.**
- Waiting times and convenience of accessing a service, come under **Access to Service: 364 Comments - 44% Poisitive; 56% Negative.**
- Patient’s prescription, come under **Medication: 95 Comments - 84% Positive; 16% Negative.**
- Referral to other services, come under **Referrals: 25 Comments - 56% Positive; 44% Negative.**

# Locality Specific GP Reviews Q3

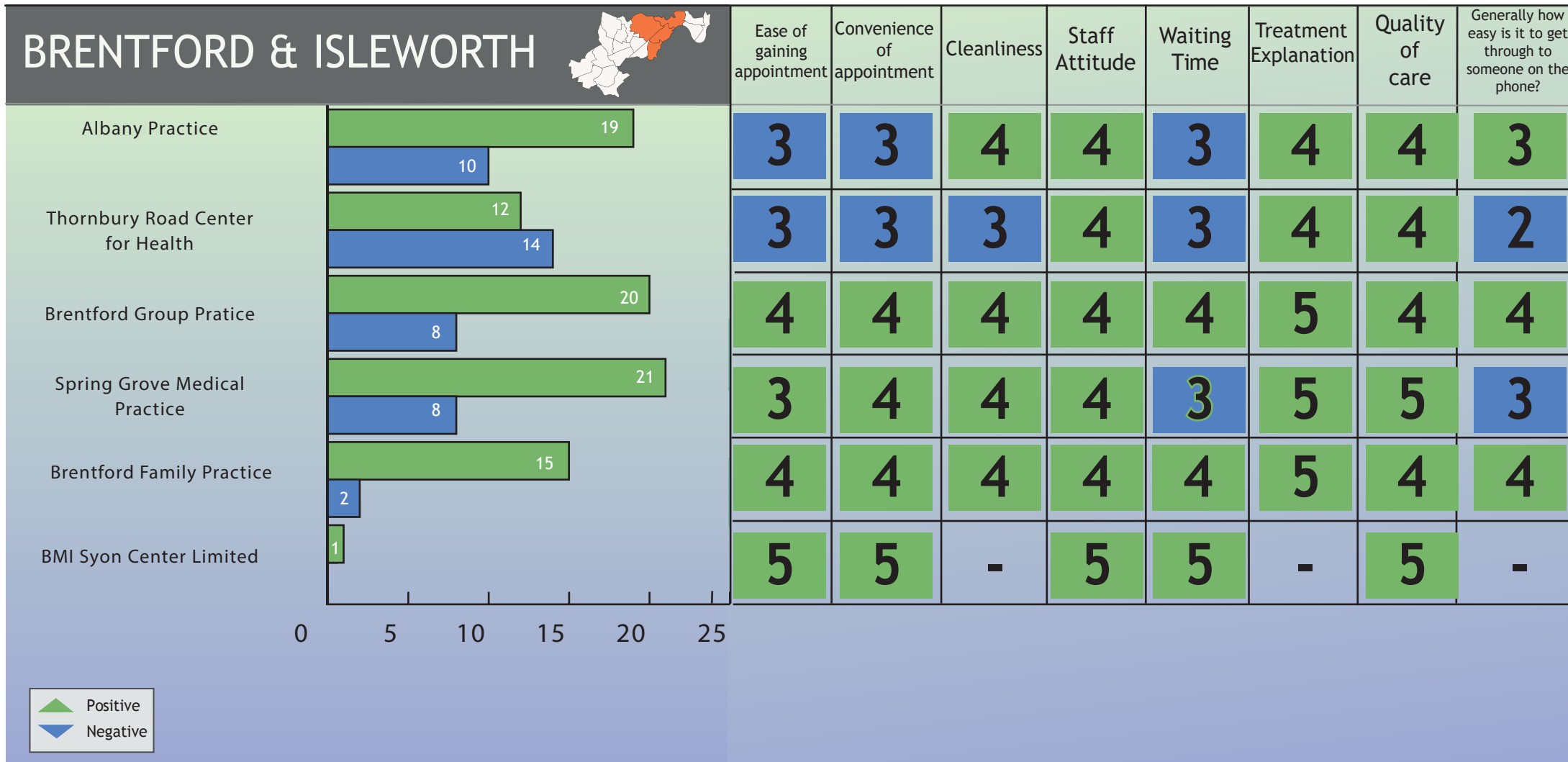
These bar charts show the number of negative and positive reviews for each surgery, alongside the score out of 5 given by patients to assess specific areas, such as ease of gaining and appointment or waiting times. LBH is divided into five localities: **Heart of Hounslow**, **Great West Road**, **Brentford and Isleworth**, **Chiswick** and **Feltham**. The bar charts go into further detail by splitting up the localities according to GP surgeries.



# Locality Specific GP Reviews JAN - DEC 2017

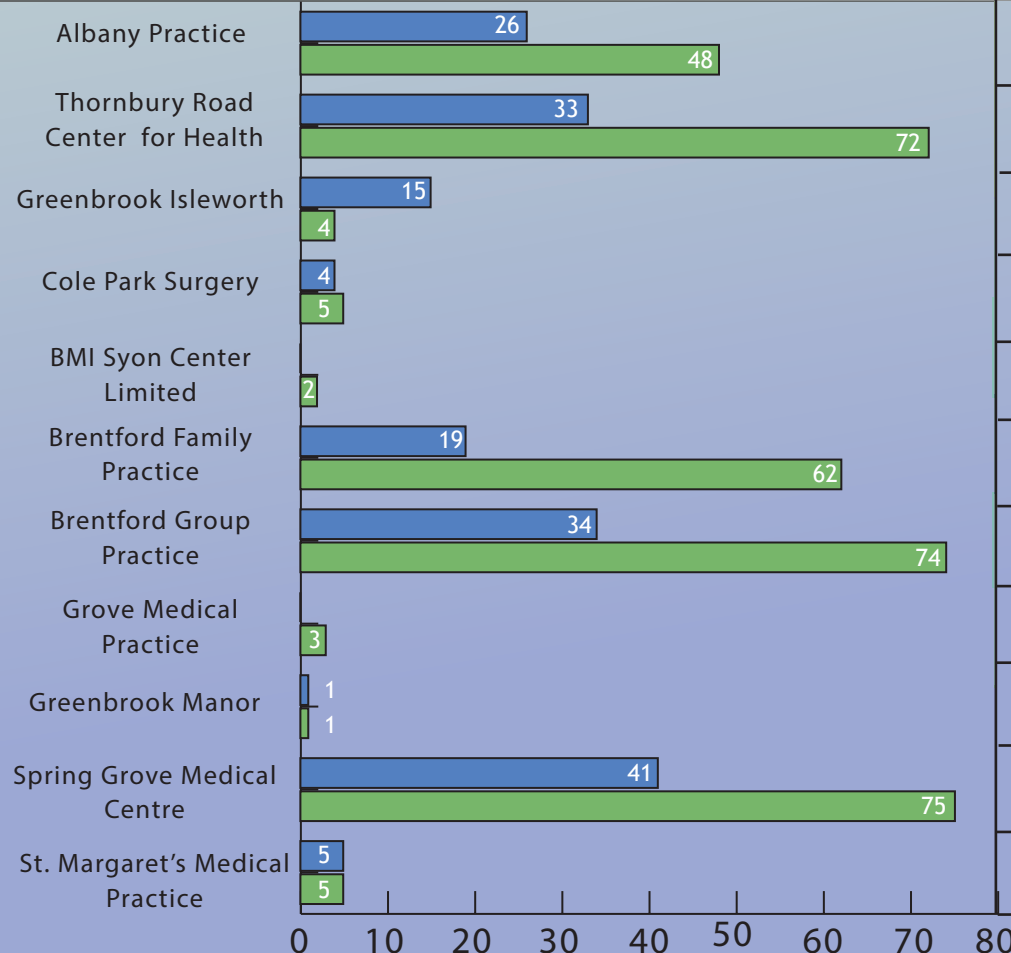


# Locality Specific GP Reviews Q3

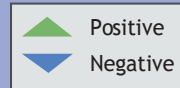


# Locality Specific GP Reviews JAN - DEC 2017

## BRENTFORD & ISLEWORTH



	Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Albany Practice	3	3	4	4	3	4	4	3
Thornbury Road Center for Health	3	3	4	4	3	4	5	3
Greenbrook Isleworth	3	3	5	3	3	4	4	3
Cole Park Surgery	3	2	5	3	3	4	4	2
BMI Syon Center Limited	5	5	-	5	5	4	5	-
Brentford Family Practice	4	4	5	4	4	5	4	4
Brentford Group Practice	4	4	4	4	3	4	4	4
Grove Medical Practice	4	5	5	5	3	4	5	-
Greenbrook Manor	3	-	-	-	3	-	5	-
Spring Grove Medical Centre	4	4	4	4	3	4	5	3
St. Margaret's Medical Practice	2	2	4	4	3	4	5	2

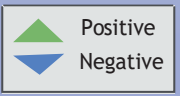
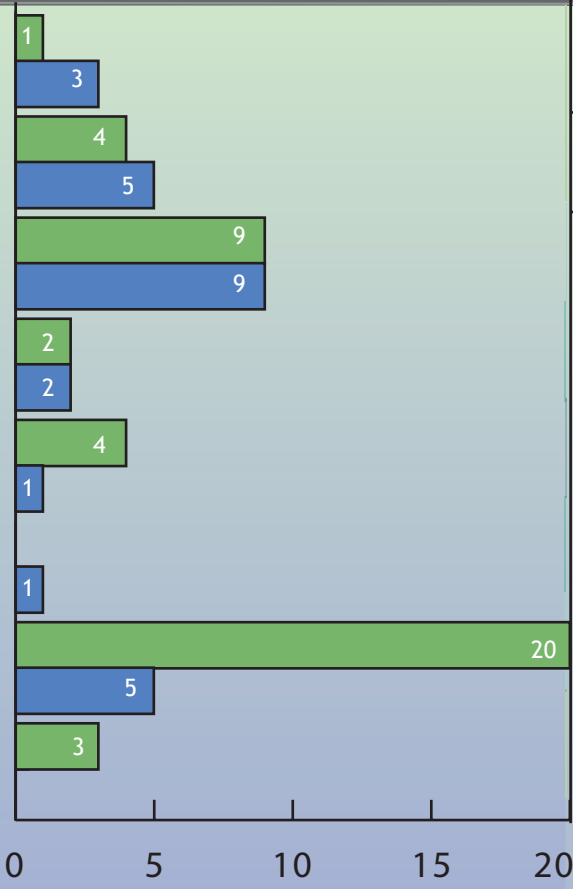


# Locality Specific GP Reviews Q3

## FELTHAM



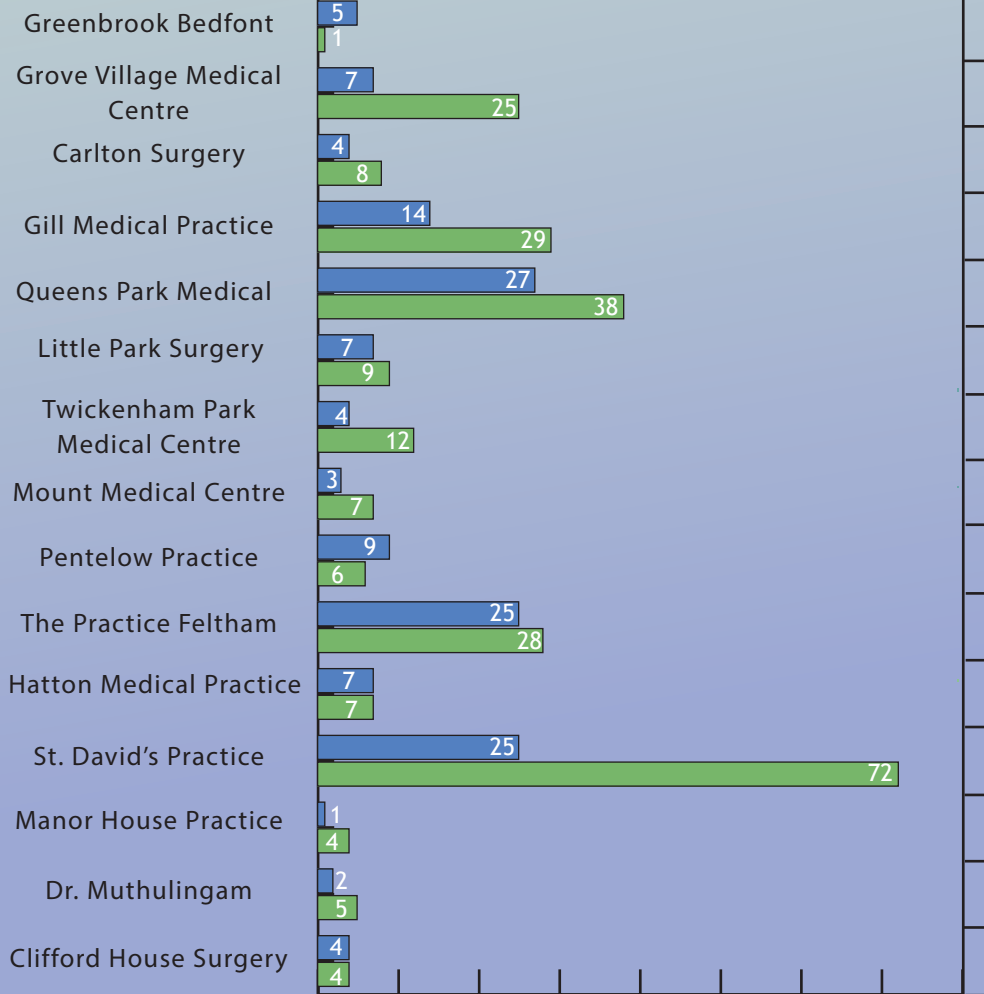
	Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Carlton Surgery	-	-	-	2	-	2	2	-
Gill Medical Practice	5	4	4	4	3	3	4	4
Queen's Park Medical Practice	2	3	4	3	4	4	4	4
Little Park Surgery	3	4	3	3	4	4	4	3
The Practice Feltham	4	5	-	4	3	-	4	5
Hatton Medical Practice	-	-	-	2	-	1	2	-
St. David's Practice	4	3	4	4	3	5	5	3
Dr. Muthulingam Santhanathan	5	5	-	5	2	-	5	-



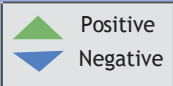


# Locality Specific GP Reviews JAN - DEC 2017

## FELTHAM



	Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Greenbrook Bedfont	3	2	-	4	4	4	4	2
Grove Village Medical Centre	3	3	5	4	4	4	4	4
Carlton Surgery	-	-	-	2	-	2	2	-
Gill Medical Practice	4	4	4	4	3	3	4	3
Queens Park Medical	3	4	5	3	4	4	4	3
Little Park Surgery	3	4	3	3	4	4	4	3
Twickenham Park Medical Centre	3	4	5	4	4	4	5	4
Mount Medical Centre	4	4	5	5	4	4	4	-
Pentelow Practice	3	4	5	4	4	4	4	1
The Practice Feltham	3	3	5	4	3	3	4	3
Hatton Medical Practice	3	3	5	3	4	3	3	-
St. David's Practice	4	3	5	4	3	5	4	3
Manor House Practice	4	-	-	5	4	-	4	-
Dr. Muthulingam	4	5	-	5	3	4	4	4
Clifford House Surgery	4	4	5	5	3	5	5	4



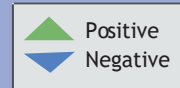
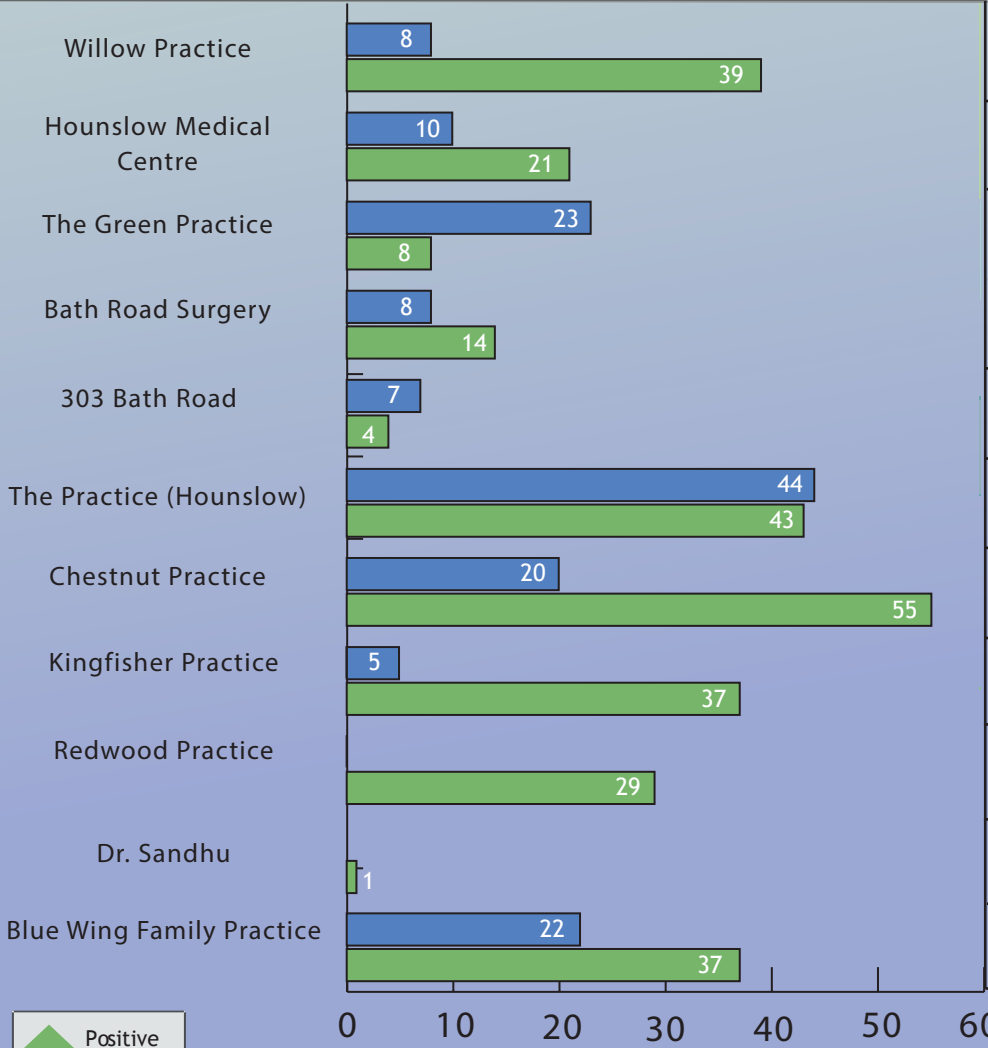
# Locality Specific GP Reviews Q3

## HEART OF HOUNSLOW



# Locality Specific GP Reviews JAN - DEC 2017

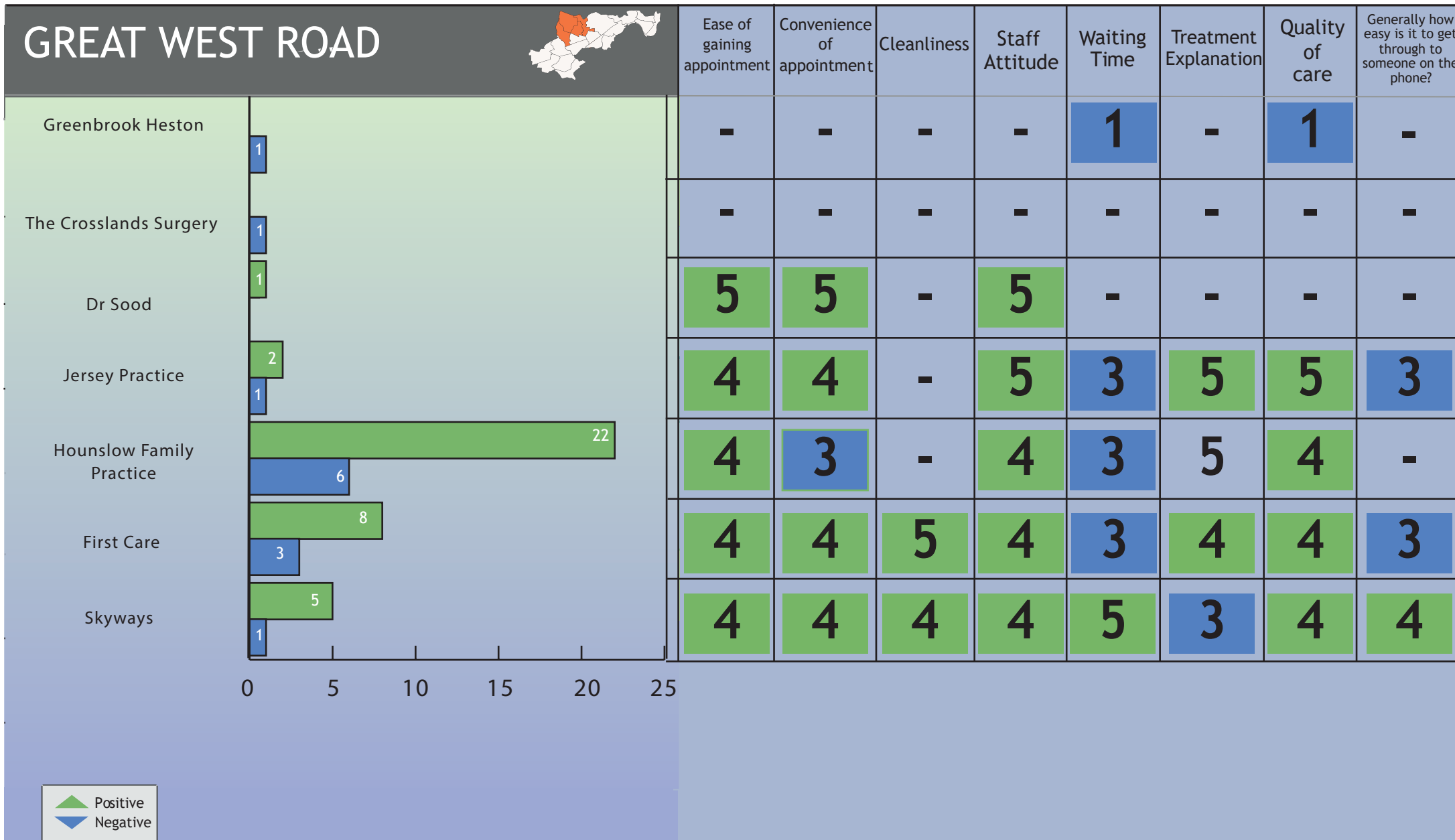
## HEART OF HOUNSLOW



	Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Willow Practice	4	4	4	4	4	4	4	4
Hounslow Medical Centre	4	3	4	4	3	4	4	2
The Green Practice	3	2	4	3	3	4	4	2
Bath Road Surgery	4	4	4	4	4	4	4	2
303 Bath Road	2	2	4	3	2	3	3	4
The Practice (Hounslow)	3	3	4	3	4	4	4	2
Chestnut Practice	4	4	4	4	4	4	4	4
Kingfisher Practice	4	5	5	4	4	5	5	4
Redwood Practice	5	5	5	5	4	5	5	4
Dr. Sandhu	5	-	-	-	-	-	-	-
Blue Wing Family Practice	3	3	4	4	3	4	4	2

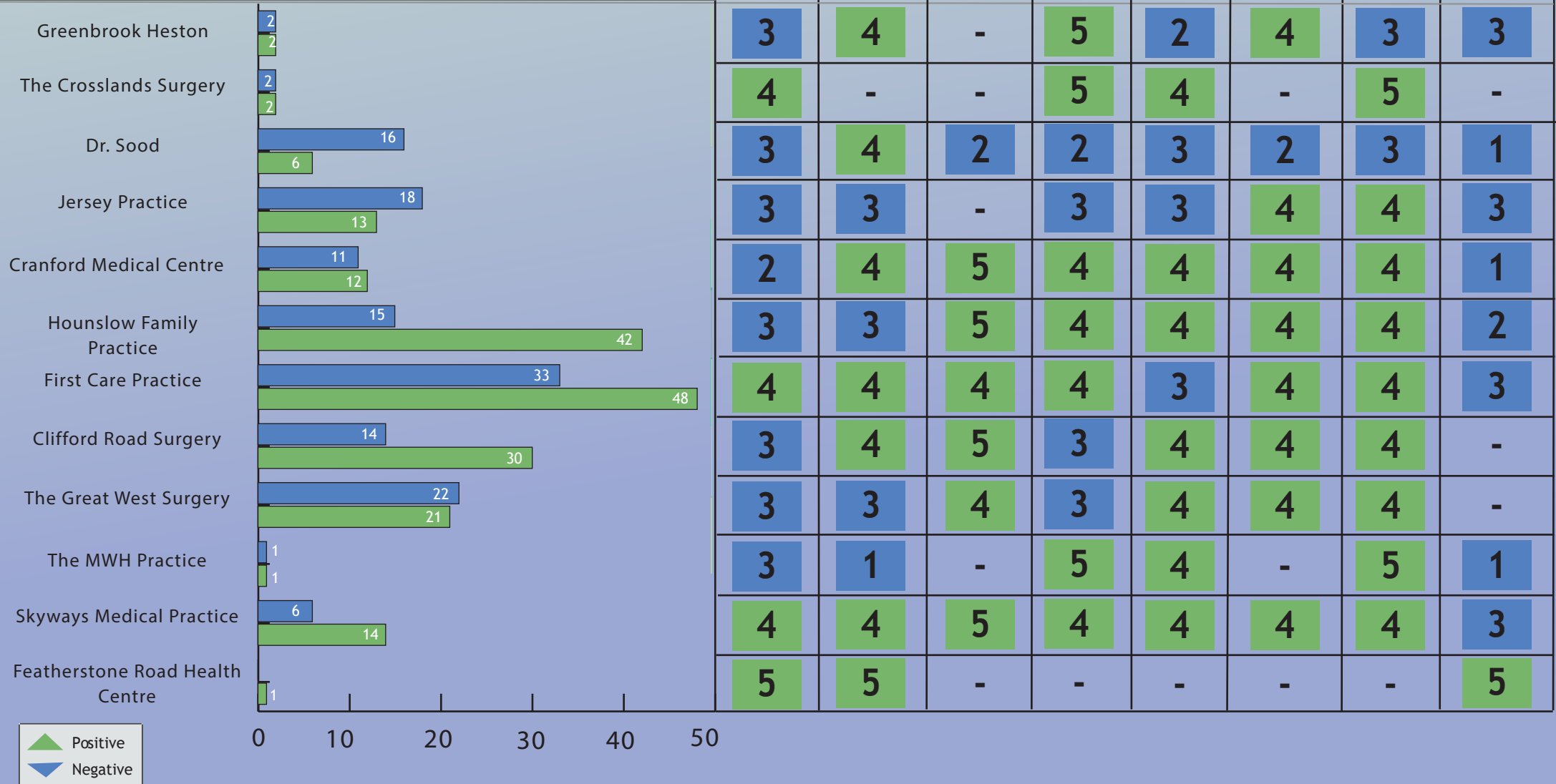
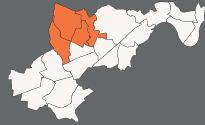
# Locality Specific GP Reviews Q3

## GREAT WEST ROAD

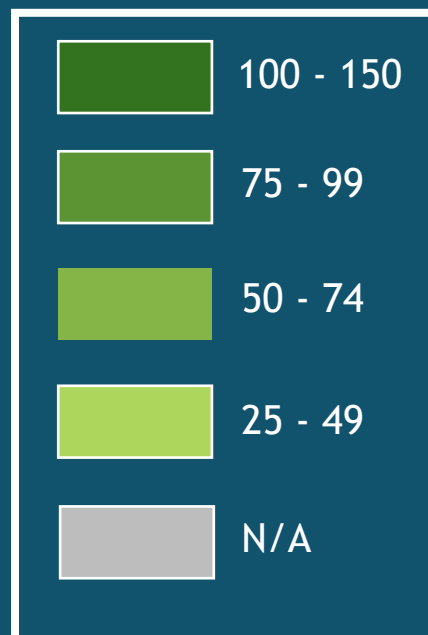


# Locality Specific GP Reviews JAN - DEC 2017

## GREAT WEST ROAD



# Area Distribution of Reviews



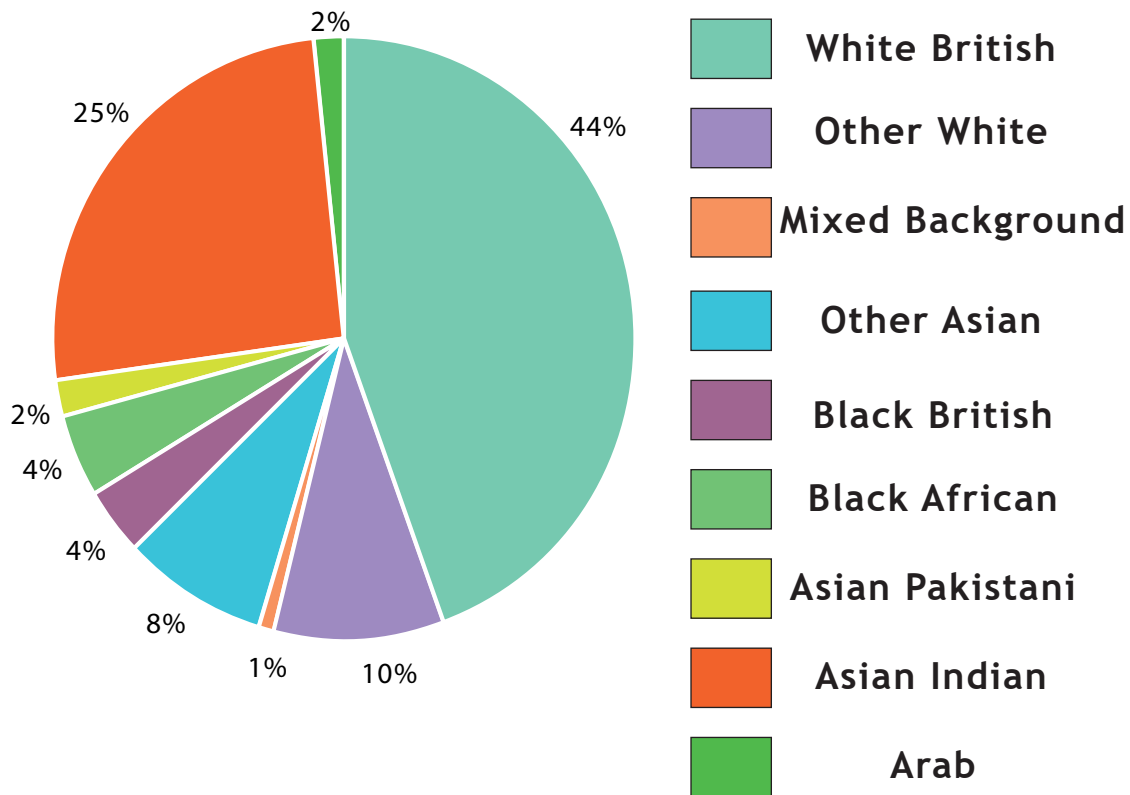
The map shows the distribution of GPs reviews around the 5 locality areas.

130 experiences are from Brentford & Isleworth area(29% of GP feedbacks), the most of all the 5 locality areas.

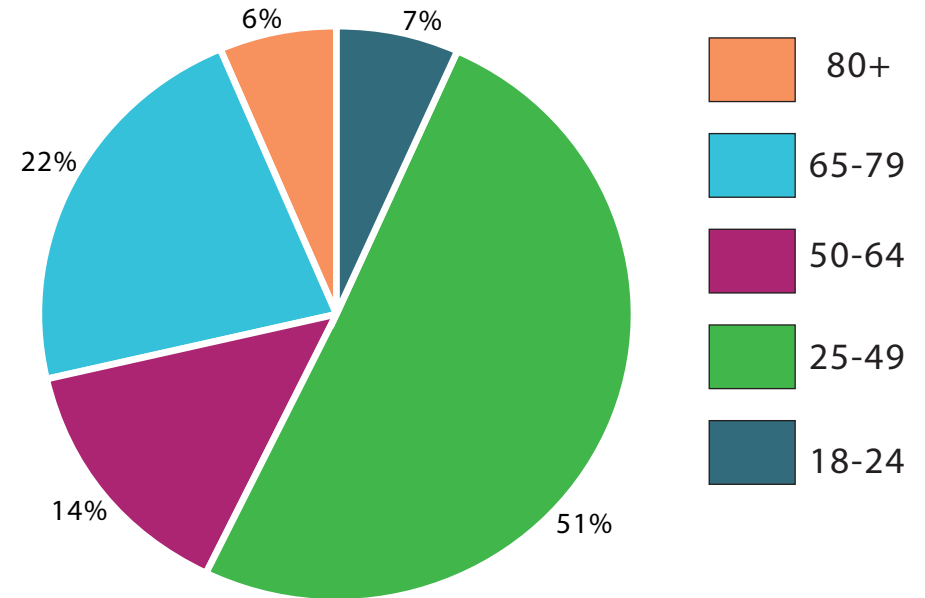
This quarter there has been an increase in the number of feedbacks from Great West Road area (11% of GP feedbacks).

# Representative Information

## Ethnicity of Patients

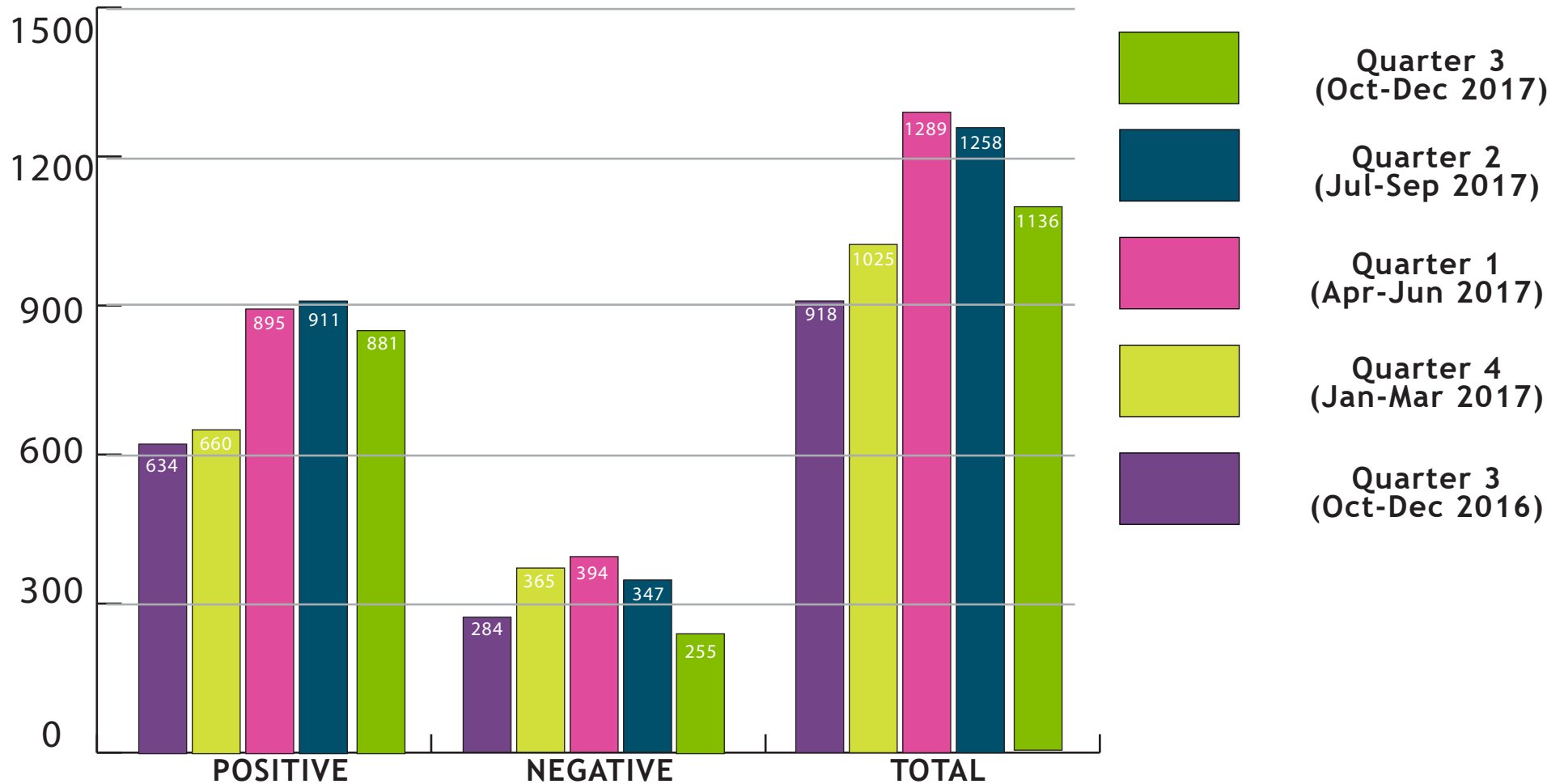


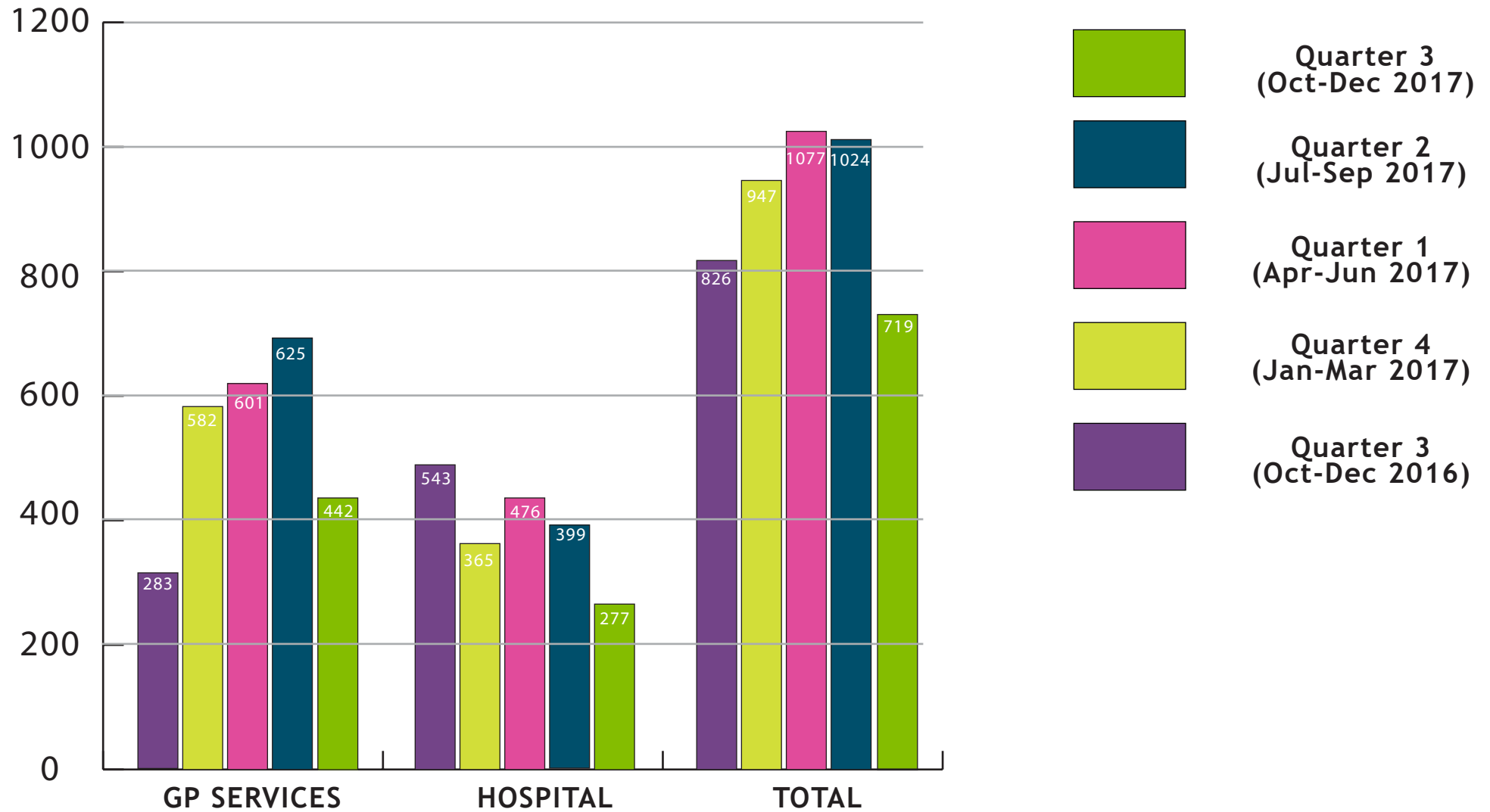
## Age of Patients





Since the patient feedback centre has been running there has been a significant increase in patient feedback. Over the past year, patient experiences have risen from online reviews, the patient experience officer and volunteers engaging with the local community.





Over the past year, we have been recording the type of positive/negative themes/trends recorded. The themes/trends are listed below.

## Quarter 3 (Oct-Dec 2017)

### *Negative themes/trends:*

- Waiting time at the hospital.
- Waiting time for appointments at the GP surgery.
- Appointment availability for GPs.

### *Positive themes/trends:*

- Quality of care received from GPs and Hospitals.
- Staff attitude & professionalism at services.
- Ease of getting appointments.

## Quarter 2 (Jul-Sep 2017)

### *Negative themes/trends:*

- Difficulty in booking GP appointments.
- Waiting time at the hospital.
- Appointment availability for GPs.

### *Positive themes/trends:*

- Quality of care received from GPs and hospitals.
- Staff professionalism at services.
- Ease of booking GP appointments.

## Quarter 1 (Apr-Jun 2017)

### *Negative themes/trends:*

- Access to services; mostly comments about waiting times at the practices.
- Administration - Patients complained about booking appointments.

### *Positive themes/trends:*

- Majority of patients happy with the attitude of staff.
- Quality and effectiveness of treatment.

## Quarter 4 (Jan-Mar 2017)

### *Negative themes/trends:*

- Difficulty in booking GP appointments.
- GP staff attitudes towards patients.
- Waiting time at the hospital.
- Not receiving specialist appointments quick enough.

### *Positive themes/trends:*

- Quality of care received from GPs and hospital staff.
- Staff professionalism at the hospital (WMUH).
- GP staff attitude towards patients.
- Staff listening to patients.

# Conclusion

This quarter, 1136 patient experiences were collected. This is a slight decrease of 10% from the previous quarter (1258). There were 881 positive reviews for this quarter. This is a slight decrease from the previous quarter (911). There were 255 negative reviews for this quarter. This is a slight decrease from the previous quarter (347).

We were able to visit a greater number of GP practices and health and social care services in Hounslow during this period. The majority of reviews have been received from Brentford & Isleworth. However, there has been an increase in feedback from the Great West Road locality.

In terms of ethnicity, the majority of feedback received this quarter was from people who identified as White British, 44%; 25% was from people who identified as Asian Indian; 10% from those identifying as Other White. In terms of age, the majority of feedback received this quarter was from people aged 25 - 49 (51%); 22% from people aged 65 - 79 and 14% from people aged 50 - 64.

# Appendix - Physical Questionnaire

## Share Your Experience

Healthwatch Hounslow gives you the chance to say what you think about how local health and social care services are run. Your experiences are important and can help to inform the commissioners and service providers. Whether it is a compliment, concern or complaint, it is easy to tell us about your experience by completing and submitting this form or contacting us, our details are at the bottom of this form.

1. What service would you like to comment on? (Please be specific)

*e.g. Hospital, GP Surgery, Care Home, Dentist, Pharmacy, Supported living, Social worker*

2. Please provide details of your experience

Date

3. How would you rate your overall experience?

5 = Excellent

4 = Good

3 = Average

2 = Poor

1 = Very poor

4. Have you shared your experience with any of the following?

The Service Provider

Patient Advice & Liaison Service (PALS)

Care Quality Commission (CQC)

Social Services (including Safeguarding Team)

Other \*

\*If other please state: .....

5. What was the outcome of the shared experience?

6. Overall how would you recommend your experience of your GP surgery?

5 = Very Likely

4 = Likely

3 = Don't know

2 = Unlikely

1 = Very Unlikely

7. Generally how easy is it to get through to someone at your GP surgery on the phone?

3 = Easy

2 = Don't know

1 = Not easy

8. How convenient was the appointment you were able to get?

3 = Easy

2 = Don't know

1 = Not easy

9. Overall how would you describe your experience of making an appointment?

10. Would you definitely or probably recommend your GP surgery?

5 = Definitely

4 = Probably

3 = Don't know

2 = Probably not

1 = Definitely not

Name of GP Surgery:

What's your ethnicity?

What is your religion or beliefs?

Do you consider yourself to have a disability? (Please circle)

Yes

No

Prefer not to say

What is your sexual orientation? (Please circle)

Heterosexual

Gay women

Gay man

Bisexual

Other

Prefer not to say

Age: .....

Gender: .....

Postcode: .....

Name (Optional): .....

Address (Optional): .....

Phone Number (Optional): .....

Email (Optional): .....

# Appendix - Online Questionnaire

## Leave feedback

How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?

- Extremely likely  
 Likely  
 Neither likely nor unlikely  
 Unlikely  
 Extremely unlikely  
 Don't know

How do you rate your overall experience of this service?\*



Summary of your experience\* (max 45 characters)

Give a brief description of your experience, or highlight a key observation

Tell us more about your experience\*

Expand on your experience here. Why was your experience a good / bad one? List any reasons or specific detail that might help explain

Where do you live? (town/city)

Chiswick, Isleworth, Hounslow...

## Your ratings (select if applicable)

Ease of gaining appointment



Convenience of appointment



Cleanliness



Staff Attitude



Waiting Time



Treatment Explanation



Quality of care



Quality of food



Generally how easy is it to get through to someone on the phone?



In relation to your comments are you a:

Select one



When did this happen?

Do you know the name of the ward / department? (if applicable)

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following

- The Service Provider
- Patient Advice & Liaison Service (PALS)
- Care Quality Commission (CQC)
- Social Services (Including safeguarding team)
- Other

What was the outcome of the shared experience?

Where did you hear about us?

Do you want to know more about how to make an official complaint?\*

- No  Yes

Would you like to speak to Healthwatch directly?\*

- No  Yes

## About you

Name

- Leave feedback anonymously?

**Email\*** (So you can be notified of provider responses and we can prevent spam, an email is required. If you do not wish to add your email, please use info@healthwatchhounslow.co.uk)

- I accept the [Terms and conditions](#)

- Subscribe to the newsletter?

If you are willing to provide us with some monitoring information please [click here](#).

Please note: Monitoring information helps us identify trends and gaps in our information gathering, enabling us to provide more detailed evidence to service providers and commissioners about your health and social care services.

[Submit feedback >](#)

Only your overall rating, comment and name (if disclosed) will be visible online.

Please note: Monitoring information helps us identify trends and gaps in our information gathering, enabling us to provide more detailed evidence to service providers and commissioners about your health and social care services.

What gender do you prefer to identify yourself as?

- Male  Female  Other  Prefer not to say

What is your sexual orientation?

Which age group are you?

Do you consider yourself to have any of the following?

What religion are you?

What is your marital status?

What is your ethnicity