

healthwatch

Patient Experience **Dentists**



July – December 2020

01. INTRODUCTION

Introduction to this report and a background to Healthwatch & Your Voice in Health and Social Care.

02. DATA COLLECTION

Methology used to collect and analyse data.

03. SUMMARY FINDINGS

Overview and comparison of all the boroughs.

04. HOUNSLOW

Detailed analysis of dentists in Hounslow.

05. CONCLUSION, ACTIONS, IMPACTS & NEXT STEPS

Final comments and further contact details for this report.

01

INTRODUCTION

INTRODUCTION

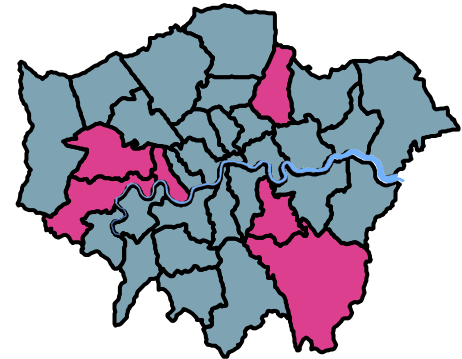
This Patient Experience Report for Healthwatch Hounslow covers dentists in the London borough of Hounslow for the period July - December 2020. The Patient Experience Data Collection Programme comprises of ongoing in-person/telephone data collection and the Digital Feedback Centre which gather patient experiences all of which will be presented as they are received and considered as valid community opinion.

About Healthwatch

Healthwatch was created by the health and social care reforms of 2012 with a powerful ambition of putting people at the centre of health and social care. To help realise this ambition Healthwatch has a number of duties around gathering and representing the views of patients and service users in local boroughs across the country.

About Your Voice in Health and Social Care

Your Voice in Health and Social Care (YVHSC) holds the contracts for the following Healthwatch services: Healthwatch **Bromley**, Healthwatch **Hounslow**, Healthwatch **Ealing**, Healthwatch **Waltham Forest**, Healthwatch **Hammersmith & Fulham** and Healthwatch **Lewisham**.



02

DATA COLLECTION

DATA COLLECTION METHODS DURING COVID-19

FACE TO FACE CONVERSATIONS

Normally, our Patient Experience Officer, supported by a team of volunteers, visit health and social care services daily to talk to and hear from patients, service users, carers and relatives about their experiences of local services. Due to COVID-19, we have been unable to carry out our traditional face to face visits in order to engage with patients and collect patient experience information from across the borough.

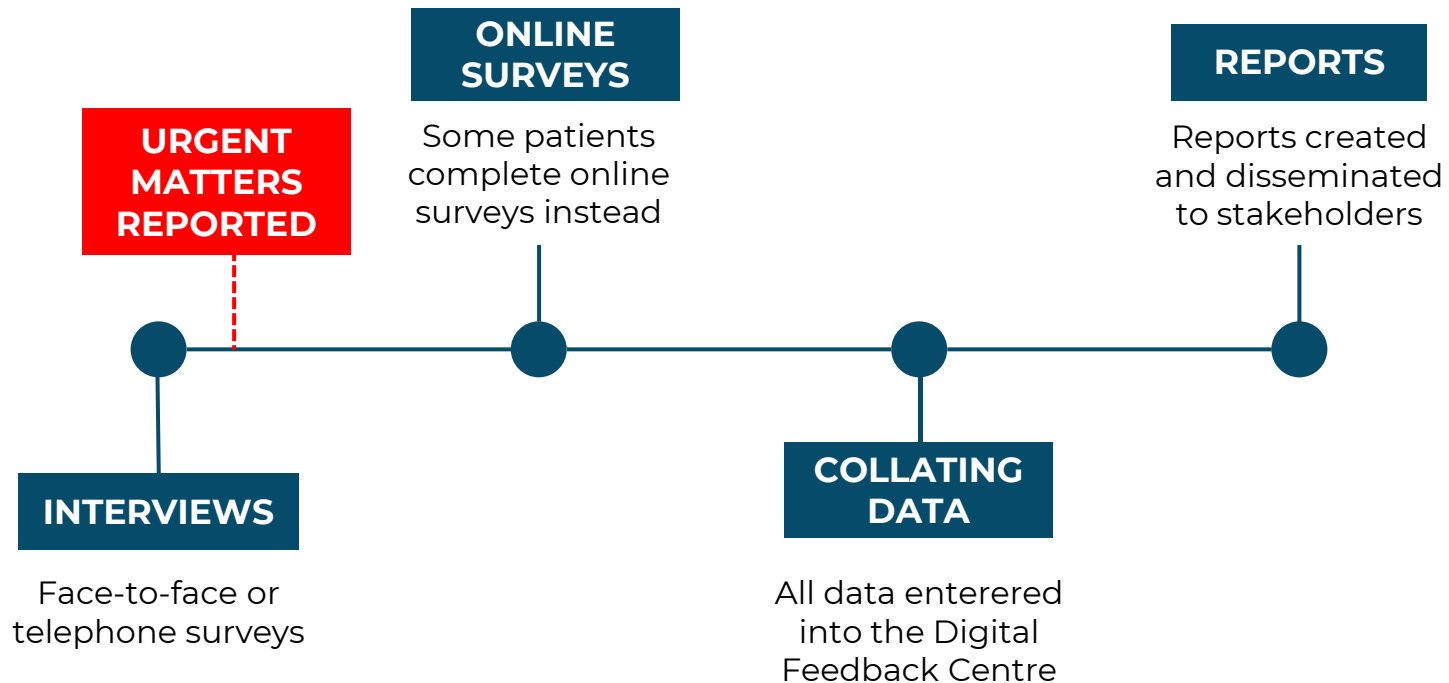


A NEW APPROACH

In adapting to these challenging new circumstances we developed and introduced a new model for our Patient Experience Programme, involving the collection of feedback via our zoom engagement sessions and collating existing online reviews from relevant platforms, such as NHS.uk, Care Home, Google reviews and Care Opinion.

This new approach has benefited residents through additional provision of information and signposting. As our service becomes further embedded across the borough, we expect greater awareness of our service and a subsequent increasing number of reviews.

DATA COLLECTION TIMELINE



DATA COLLECTION PROCEDURES

PATIENT CONCERNS

Where patients relay concerns about their treatment we inform them of their rights and the feedback and complaints mechanisms available to them. We also offer for a relevant Healthwatch staff member to call them to discuss the issue in more detail at a later date. This may be particularly relevant where a patient does not feel comfortable discussing the issue at that point or in that location. All patients are approached with empathy, patience and sensitivity.

SAMPLING

Whilst we aim to gather patient experience comments and reviews from a representative sample of the local 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. In support of our efforts to ensure feedback from all sections of the community, we recruit Patient Experience Volunteers with additional languages.

OUTREACH

The outreach element of our Patient Experience Programme is supplemented by our community engagement work and our website (www.healthwatchhounslow.co.uk), which people may visit independently to provide service feedback and comments. Our questions are uniform across the Digital Feedback Centre as well as the physically collected forms.

DATA COLLECTION PROCEDURES

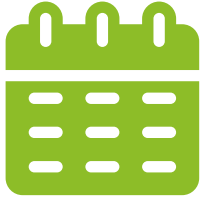
STANDARDISED FEEDBACK FORM

These patient experience comments and reviews are gathered using a standard form. The form asks the patient for simple star ratings on their overall experience, likelihood to recommend a service, treatment, booking and a number of other areas. In addition, there is a free text box where patients are asked to leave a review or feedback comments.

CONSENT & URGENT MATTERS

We approach every patient, capture their experience in their words and seek consent for their feedback to be published on the relevant Healthwatch website, through the Digital Feedback Centre. People can leave their name or comment anonymously. At the end of each service visit, the Patient Experience Officer will relay any urgent matters requiring attention to the service manager. However, this was not possible during this quarter due to COVID-19 social distancing measures put in place by the UK government.

DATA COLLECTION FOR THIS REPORT



PERIOD

This report covers
Q2 & Q3
Jul – Dec 2020



REVIEWS

521 reviews were
collected




STAR RATING

The overall mean
star rating was 4.64
(the scale is 1 to 5,
with 5 being most
positive)

EXPLAINING THE DATA

We use the Digital Feedback Centre (on our website) and Informatics system (software sitting behind the Digital Feedback Centre) to capture and analyse patient experience feedback. The Informatics system is currently used by approximately 1/3 of the Healthwatch Network across England and it captures feedback in a number of ways:

1. It asks for an overall star rating of the service, (between 1-5) 
2. It provides a free text box for comment
3. Its asks for a star rating against specific domain areas, (between 1-5). Unfortunately for this quarter as most of the reviews were collected online this information was not available.

In terms of reporting, the above provides Healthwatch with several data sets.

- Star ratings provide a simple snapshot average, both overall and against specific domain areas. Mean averages are used for comparison purposes.
- The free-text comment box is analysed in two different ways resulting in two different data sets. In the first instance, the Informatics system looks at the patient experience comment in its totality, using a sophisticated algorithm to analyse words and phrases in order to apply a sentiment score to the overall comment. The sentiment score is translated into an overall positive, negative or neutral sentiment. This is an automatic process. Where overall sentiment is highlighted in the report, it relates to this aspect of the process.

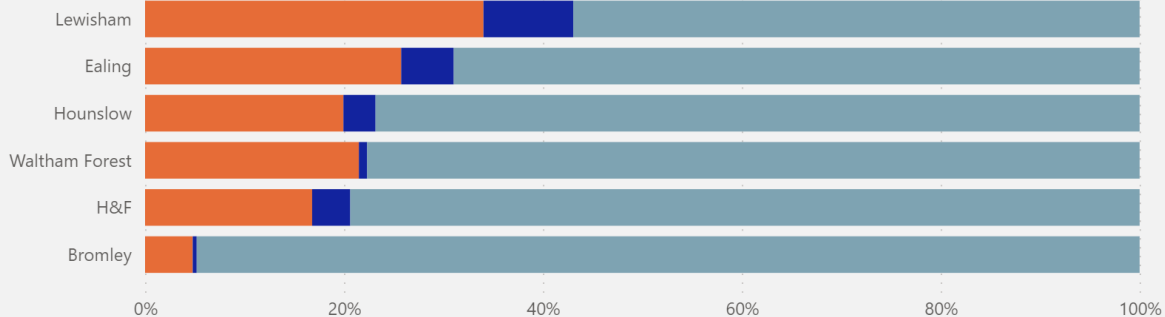
03

SUMMARY FINDINGS

Overall sentiment when asked about specific themes

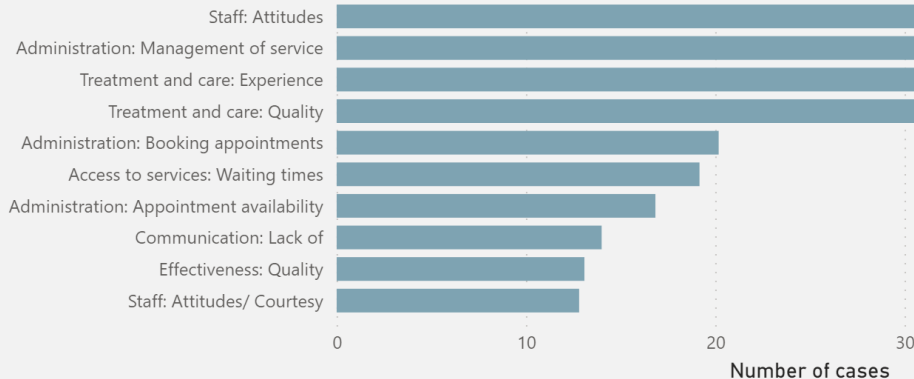
● Negative ● Neutral ● Positive

In surveys, participants tend to give more honest answers when asked to give a rating against specific topics. These scores are translated from star-ratings where 4/5 stars is positive, 3 stars is neutral and 1/2 stars is negative.



Number of cases by Main causes of dissatisfaction

Main causes of dissatisfaction



This table shows the main* causes of dissatisfaction where patients rated the service as negative.

*where total n > 20.

COVID-19 OBSERVATIONS ACROSS THE BOROUGH



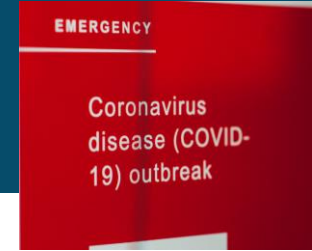
PPE & CLEANLINESS

Not wearing adequate mask and gloves.
Unclean surfaces.



PROFITEERING

Charging unreasonable amounts for disposable PPE equipment.

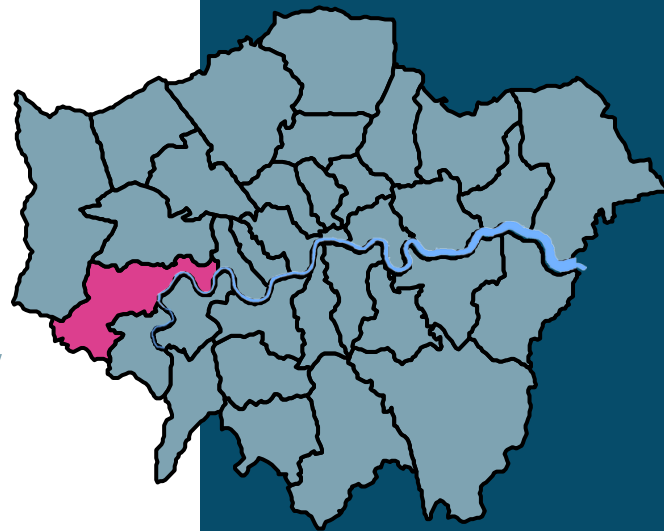


OUTBREAKS

Not raising awareness when there has been an outbreak among staff/customers.

04

HOUNSLOW



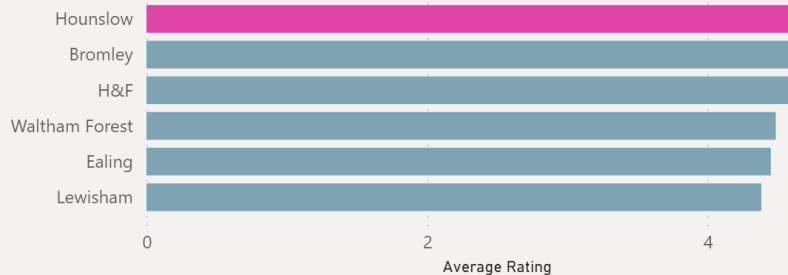
521

Number of Patients Surveyed

Average of Rating

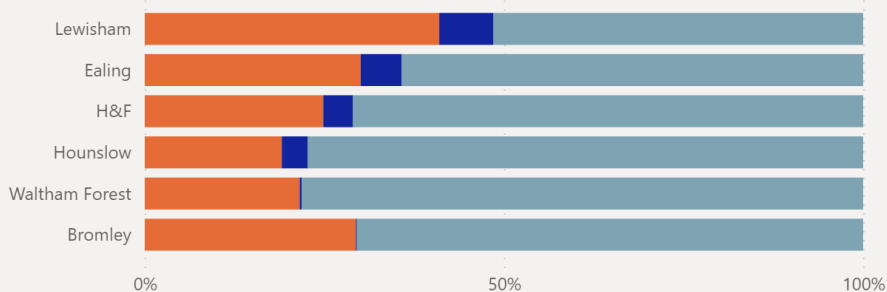


Average Rating by Borough



Sentiment Rating of Reviews

● Negative ● Neutral ● Positive



Hounslow dentists performed best within the 6 boroughs for this period, with an overall rating of 4.64 out of 5 star rating.

HOUNSLOW COMPLAINTS



Sample of 1 & 2 star reviews



The biggest issue is that they rush appointments.”

“I just wanted a normal cleaning, instead the dentist just looked at my teeth and did and x-ray that's it!



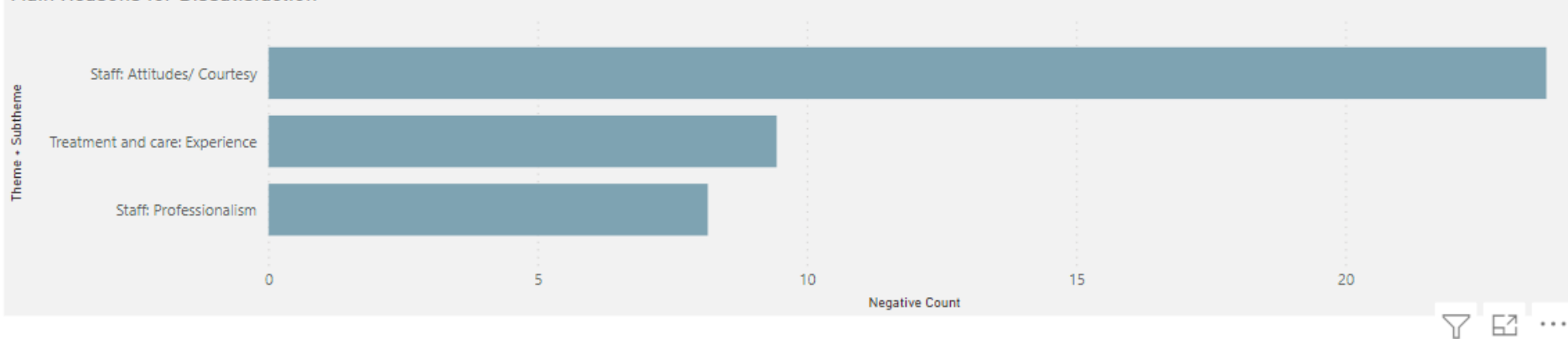
“The receptionists are very rude and the prices are expensive.”



“I had an emergency appointment which was spent in tears and being berated by the dentist who had no compassion and patience.”



Main Reasons for Dissatisfaction



When looking at individual categories, **Staff Attitudes (6%, n. 11)**, **Treatment & Care: Experience (8%, n. 9)** and **Staff Professionalism (8%, n. 8)** were the greatest causes of dissatisfaction.

The reviews also highlight a number of issues with *staff rudeness, lack of compassion and struggles to get an appointment.*

Sample of Negative Reviews

We have been with this dental clinic for nearly over 20 years but my last experience wasn't good, I found that the service has deteriorated and the care has gone down.

Unprofessional, totally messed up my appointment, I turned up for my scheduled appointment just to be told that it's been cancelled! When no one even contacted me to let me know that it was cancelled, my name was not correct on the system, my email and contact number was wrong as well. Still waiting for my deposit to be refunded after almost one month. Instead of apologizing I received a letter saying I failed to attend my appointment. Called twice and email as well for refund!!! When called the team member still insisting I have not attend for my appointment. Reception team and management need some serious training.

This doctor's interventions damaged my face. DO NOT get teeth removed or get braces. It will make your airway smaller and ruin the quality of your life. This doctor did not give me any option or tell me about any potential side effects of braces and teeth removal. You'll go from happy and healthy to miserable and unable to run almost after the braces are removed. For the love of God do not get extractions or braces! Do some research. Its well documented

HOUNSLOW COMPLIMENTS

Sample of 4 & 5 star reviews



They are a caring and kind dental practice.”

“Extremely satisfied with the whole process from appointment to procedure and the payment.”



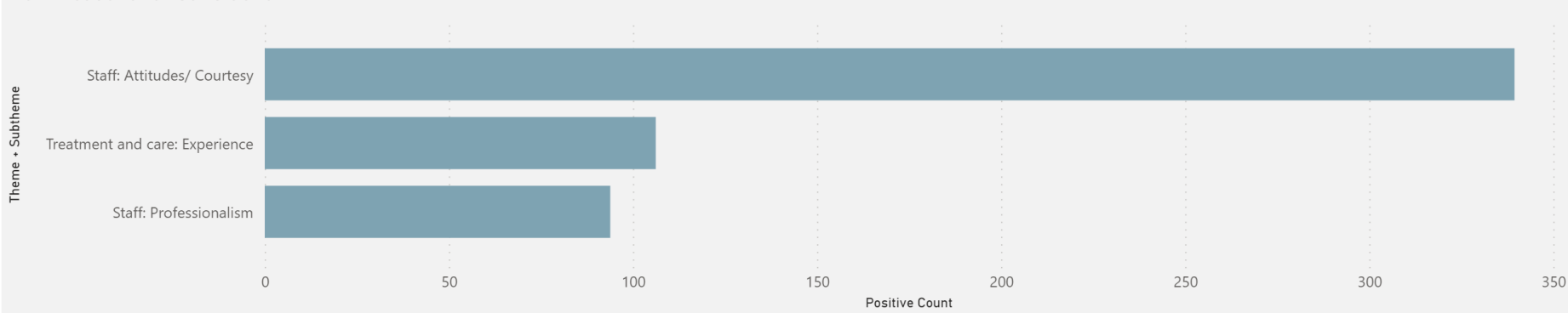
“Treatment is always on point and painless.”



“I was a nervous patient until I visited this practice.”



Main Reasons for Satisfaction



The most highly rated themes in Hounslow include **Staff Attitudes** (93%, n. 169), **Treatment & Care: Experience** (90%, n. 106) and **Staff Professionalism** (92%, n. 94).

The reviews also highlighted that patients appreciated ease in booking appointments, empathetic staff and covid-secure practices.

Sample of Positive Reviews

Very thorough consultation followed by tailored treatments plan. Everyone is extremely accommodating and welcoming.

Very thorough and pleasant.

Very professional, friendly, and efficient practice. Staff were very reassuring during the current pandemic.

Very professional and friendly. I was put at ease and the dentist answered any questions I had.

Very polite and professional team. Appointments were followed as booked, no changes or delays. All staff, from reception, to assistants to dentist and periodontist made me feel comfortable and confident that I was in good hands. All Covid 19 measures are in place with checks and cleaning taking place regularly and continuously throughout sessions.

Very nice and professional staff, excellent management and customer service. They provide the best service even in the time of pandemic.

05

CONCLUSION & NEXT STEPS

CONCLUSION

Dentists have performed well for Q2 & Q3 2020/21 across Hounslow. **Staff Attitudes, Treatment** and **Professionalism** remain key areas for dentists to maintain high standards.

During the Covid-19 pandemic **patients are more aware of cleanliness and sanitised protective equipment** in dentists and this was commented on frequently.

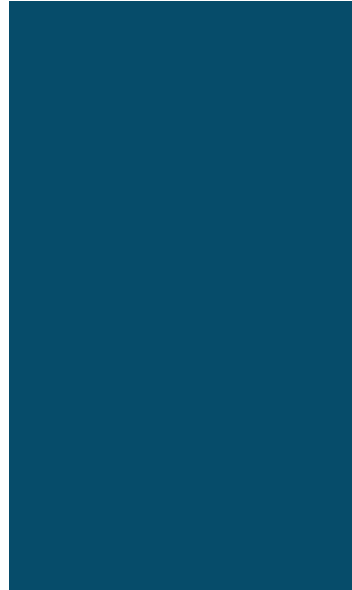
ACTION, IMPACT & NEXT STEPS

Present Findings

to various commissioning, provider and local authority led boards and committees.

Continue to Innovate

to engage in innovative ways during the COVID-19 social distancing measures in order to obtain patient feedback and experience.



Partner Meetings

to discuss the issues of concern and identify actions to take these forwards.

Promote our Service

through a range of platforms and services to capture a range of feedback and experiences.
