

PATIENT EXPERIENCE
REPORT 2017
January - March

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Executive Summary

This quarter has seen the progress of the digital feedback centre, which has resulted in **1023 patient experiences** being received. This quarter has seen a notable increase in positive experiences received, specifically **652 positive** to **371 negative** experiences of service provision within the borough.

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 (if 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.

HWH has completed 3 deep-dive studies to review:



- ✓ Urgent Care Centre
- ✓ London Ambulance Service
- ✓ Discharge Service

Overall Patient Reviews

The number of patient reviews received for this quarter is **1023**. 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.

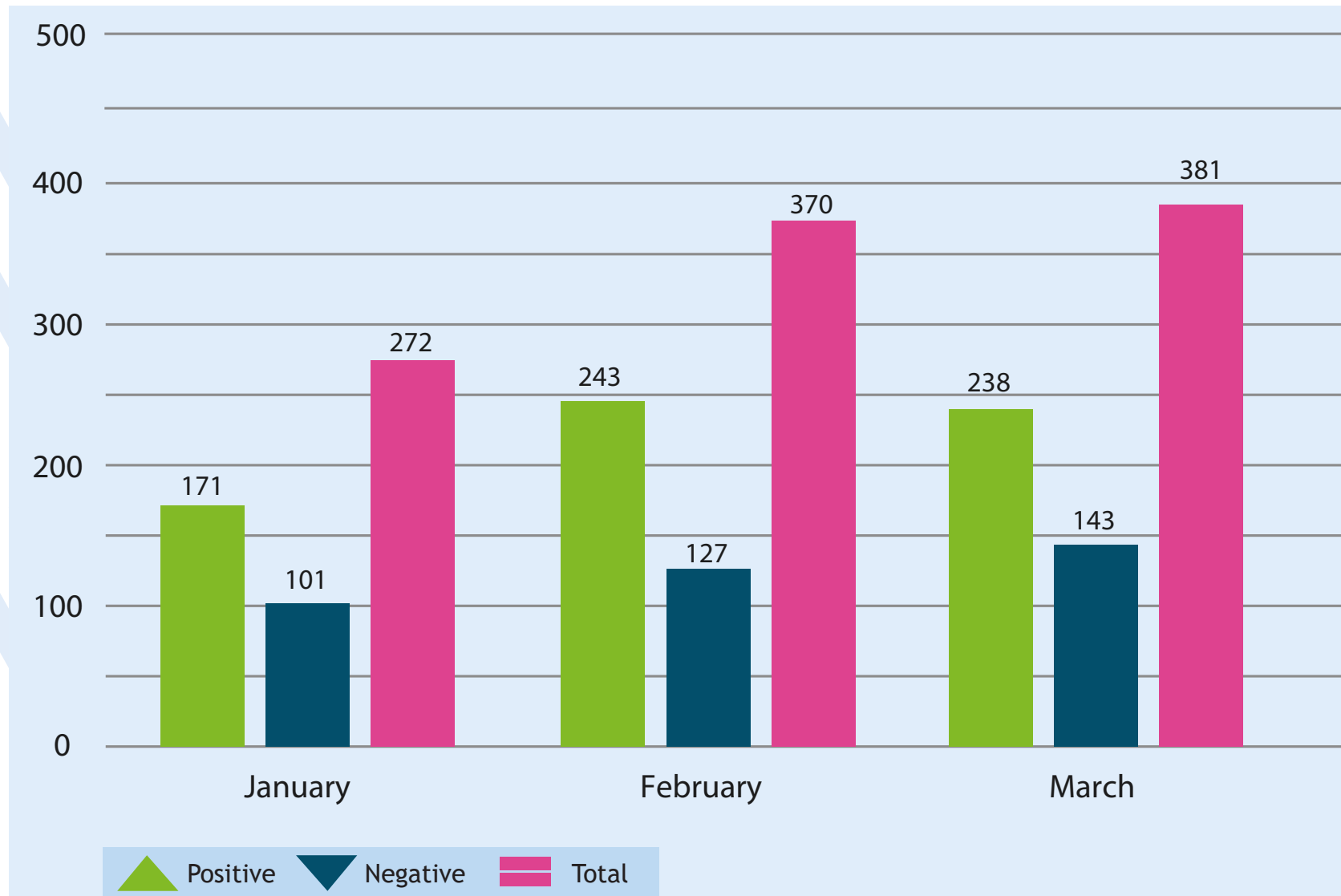
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 3 appear to indicate a negative response, while star ratings between four and five indicate a positive response.

This quarter 652 positive responses have been recorded and 371 negative responses.

Month	1 - 3 Star Reviews (Negative) 	4 - 5 Star Reviews (Positive) 
January	101	171
February	127	243
March	143	238
Total	371	652

Overall Patient Reviews

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



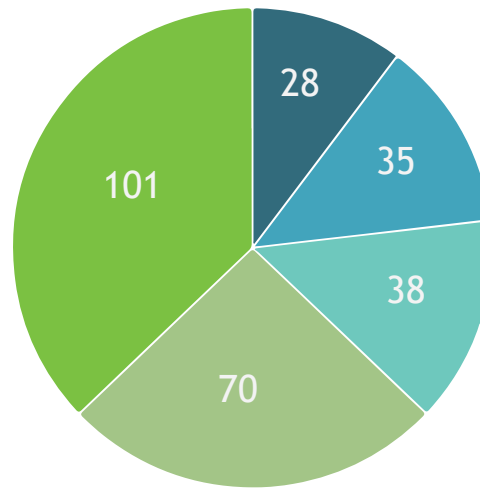
Patient Reviews: Star Ratings

The pie charts show the total star ratings for each month and for the whole quarter.

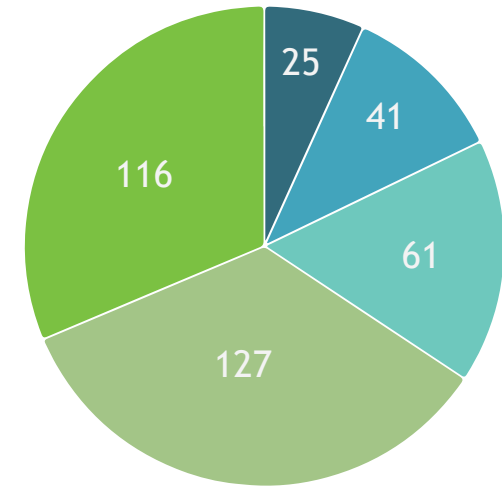
February received the highest star rating (127 five star ratings) showing that the most positive reviews were recorded during that month.

The lowest star ratings (43 one star ratings) were recorded in March.

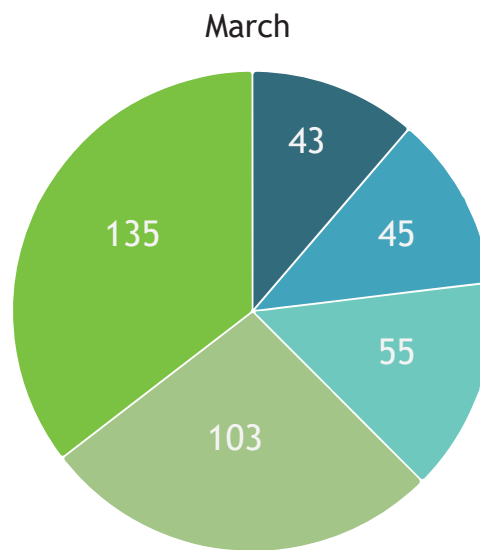
The distribution of ratings for the quarter shows 352 reviews gave a five star rating which is the highest star rating.



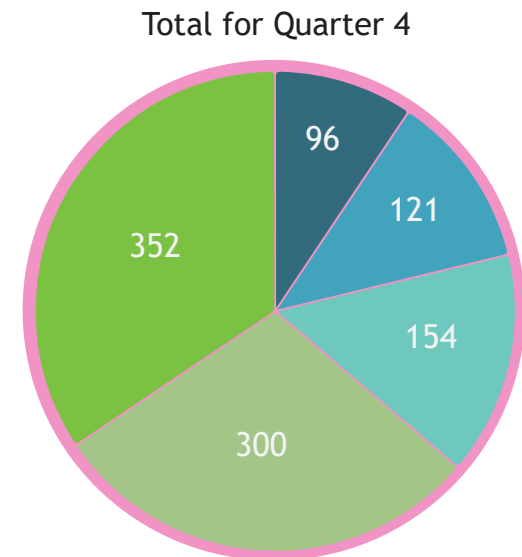
January



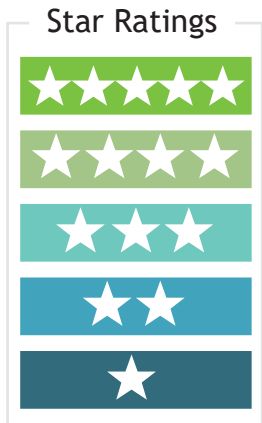
February



March



Total for Quarter 4



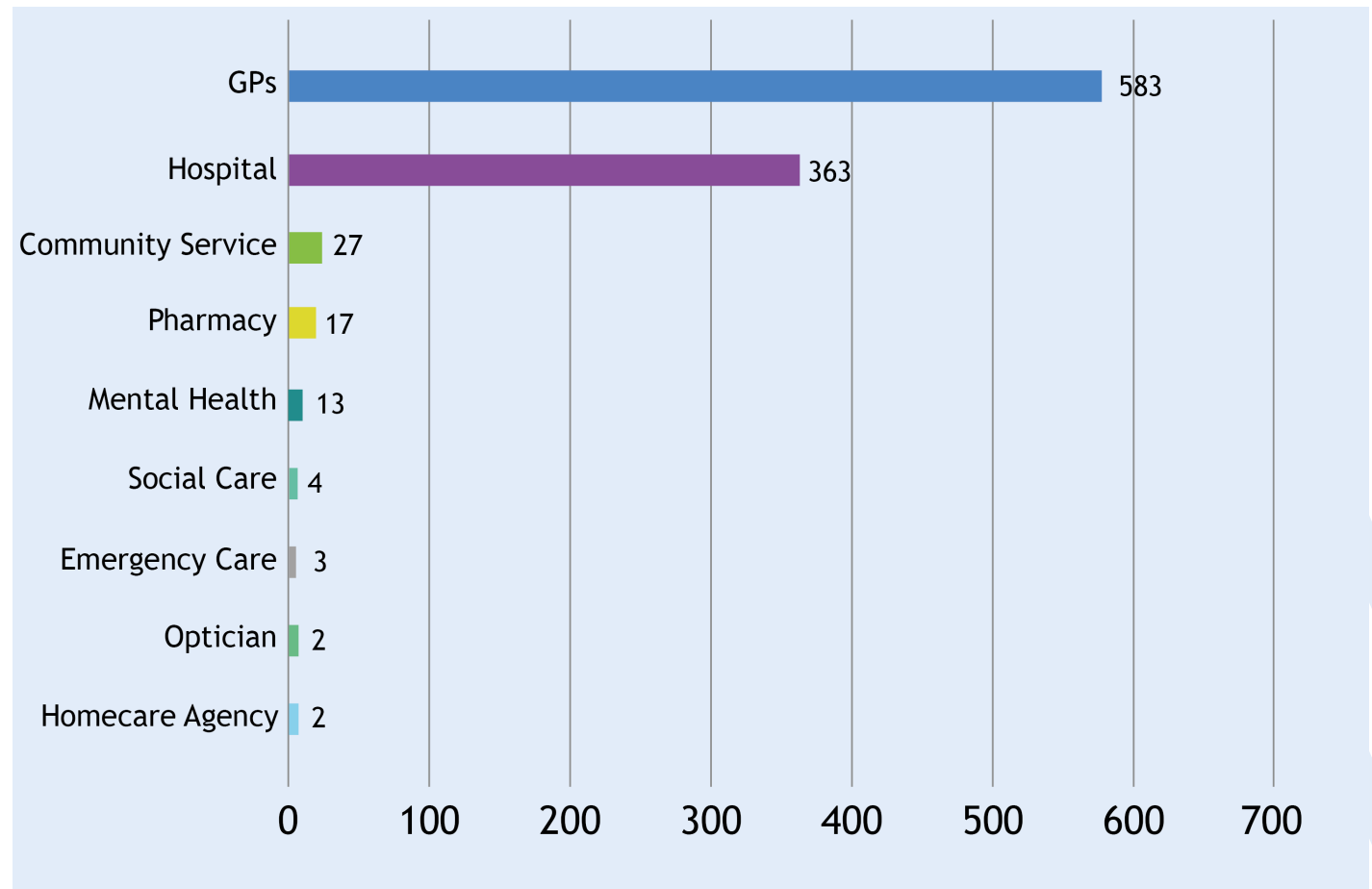
Total Reviews per Category

The patient reviews recorded for this quarter are split into 9 categories as seen in this chart.

The chart shows the total number of reviews received in Quarter 4.

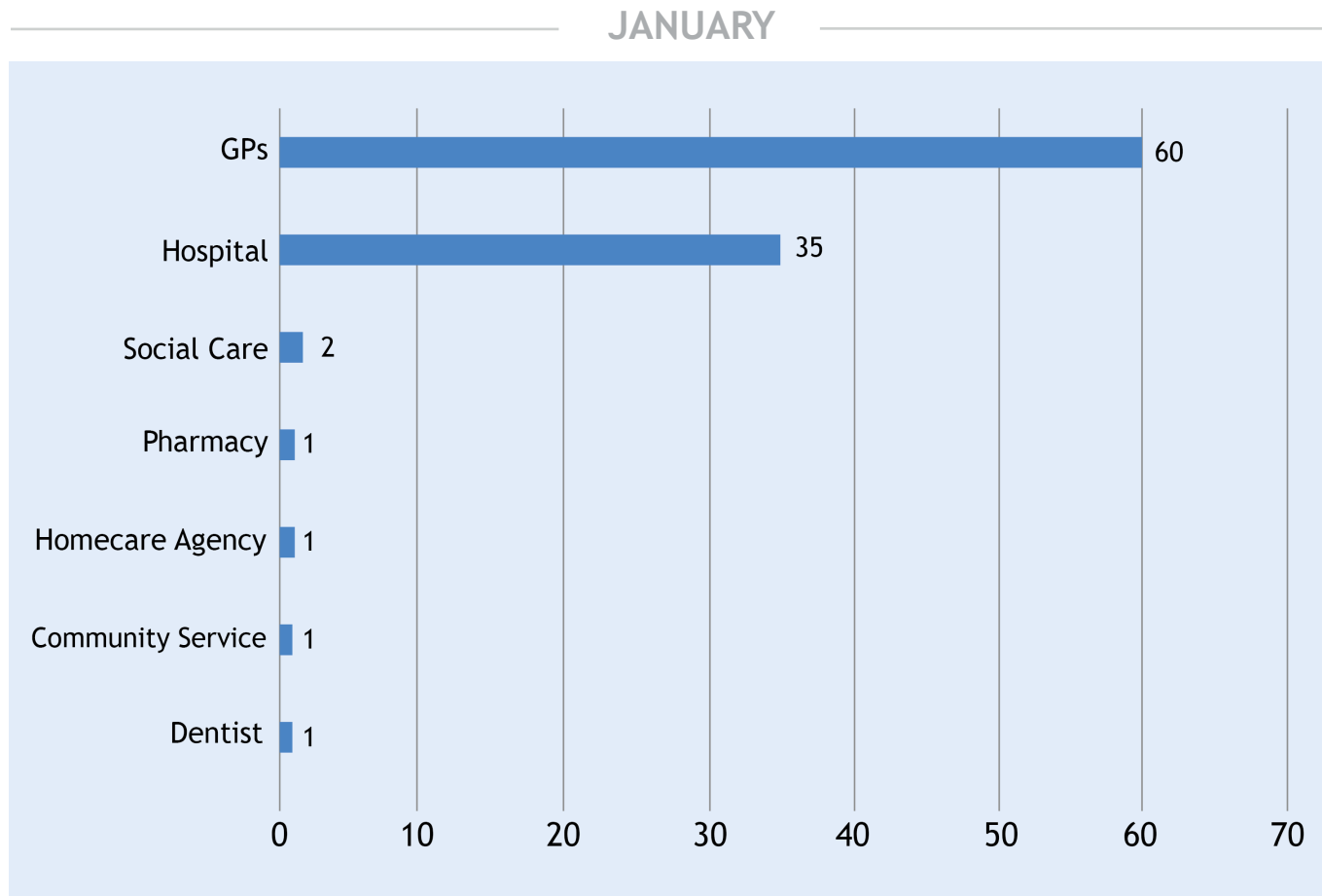
The category with the highest number of reviews recorded are the GPs, followed by the Hospital. This quarter has seen a higher number of Community Service reviews compared to the previous.

HWH will be striving to receive patient reviews from all services, especially pharmacies and social care. This will give HWH a better idea of how services across the board are performing in LBH.



Negative Reviews: Themes/Trends

By looking at the negative reviews (1-3 stars) we receive 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.





GPs

Appointments

Out of 60 negative reviews, 27% mentioned booking appointments as a problem.

“Appointments too far away. I wish they were sooner”

Holly Road Medical Centre

“Appointments not soon enough for me. Things change if you leave it too late”

Cole Park Surgery

Staff Attitude

23% mentioned staff attitude as being a problem.

“Doctor was cold and lacked any real care. Something I find younger docs to be better at.”

Grove Village Medical Centre

“I believe I was not heard. The doctor only heard what she wanted and questioned be like a lawyer. She laughed at some things I said which I found extremely unprofessional”

Chestnut Practice



West Middlesex University Hospital

Waiting Time

Out of the 35 negative responses, 40% gave a low rating due to waiting times.

“Waiting for ages now, daughter has cough which affects her breathing. Why can’t they have a separate section for children?”

“Takes time to process things here, there’s admin problems, constant tests been rebooked and new appointments getting cancelled makes things drag on”

Organisation

29% gave a low rating due to poor organisation.

“My son was to have tests done but it was cancelled by the hospital as the bed was required. I don’t know if the hospital is to blame or the system”



▶ **Social Care**

Consistency

Out of the seven negative reviews, patients reported that they were mostly critical of social workers not being helpful enough.

“My social worker is okay but they always change”



▶ **Pharmacy**

2 negative reviews were critical of the space

“When I went there it felt busy and cramped. Staff seem ok and they had the meds which was good”

Hounslow East Pharmacy



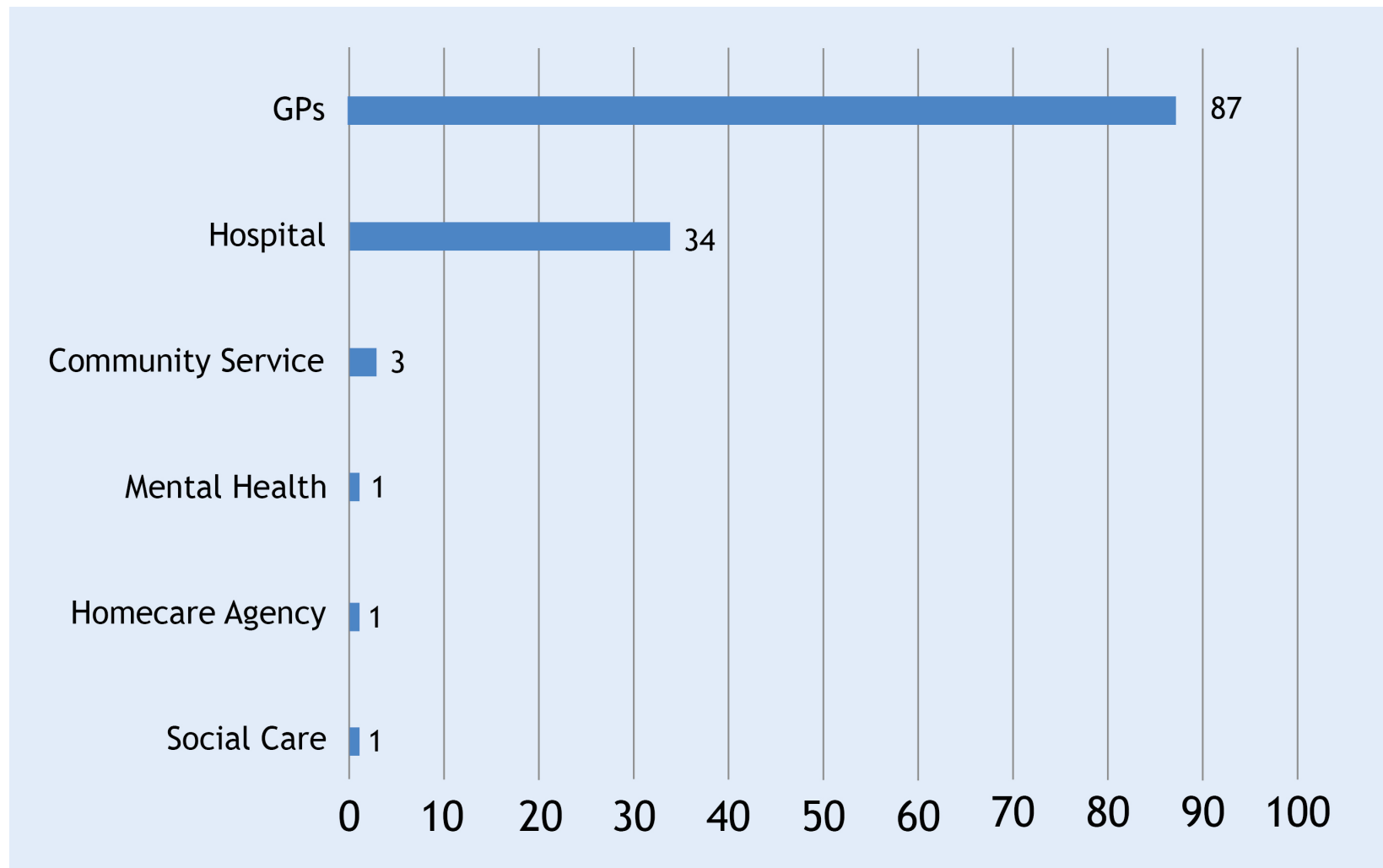
▶ **Homecare Agency**

“Difficult to book appointment but not bad service”

Clifton Gardens Resource Centre

Negative Reviews: Themes/Trends

FEBRUARY





GP Services

Booking Appointments

Out of the 87 negative reviews, 45% found it difficult to book appointments.

“It is very difficult to book an appointment with them as no one answers, also I am not sure if I can trust the docs judgement”

Jersey Practice

“Every time I try to make an urgent appointment, the phone is engaged. It takes almost 30 minutes to get through. Not good”

Cranford Medical Centre

Staff

“Not too happy with the doc here I don’t feel he is giving me the full attention and reception staff is not very responsive”

Queens Park Medical Practice

“The organisation between staff is low, docs are not in contact with admin, I was mean to have a blood test scheduled but the reception said they have not heard anything about this”

Wellesley Road Surgery



West Middlesex University Hospital

Appointments with Specialists

Out of 34 negative reviews, 15% were to do with appointments with specialists not being soon enough.

“When it comes to seeing a specialist or consultant it can take a long time to get the appointment and then to see them.”

“5 months to get an appointment at ENT. Not good enough”

Disorganisation

“My father was moved around between wards and his records were messed up and might have been given wrong meds, he cant remember and no ones saying anything”

“Messed up blood results, take time off work to come in again, just want this to be over with”



Community Service

“Not helpful. No one representing the organisation”

Diabetes UK Hounslow

“Staff are disappointing and not very helpful. I needed some help to see someone but everyone kept brushing me off to the reception area. There was a very long queue”

London Borough of Hounslow

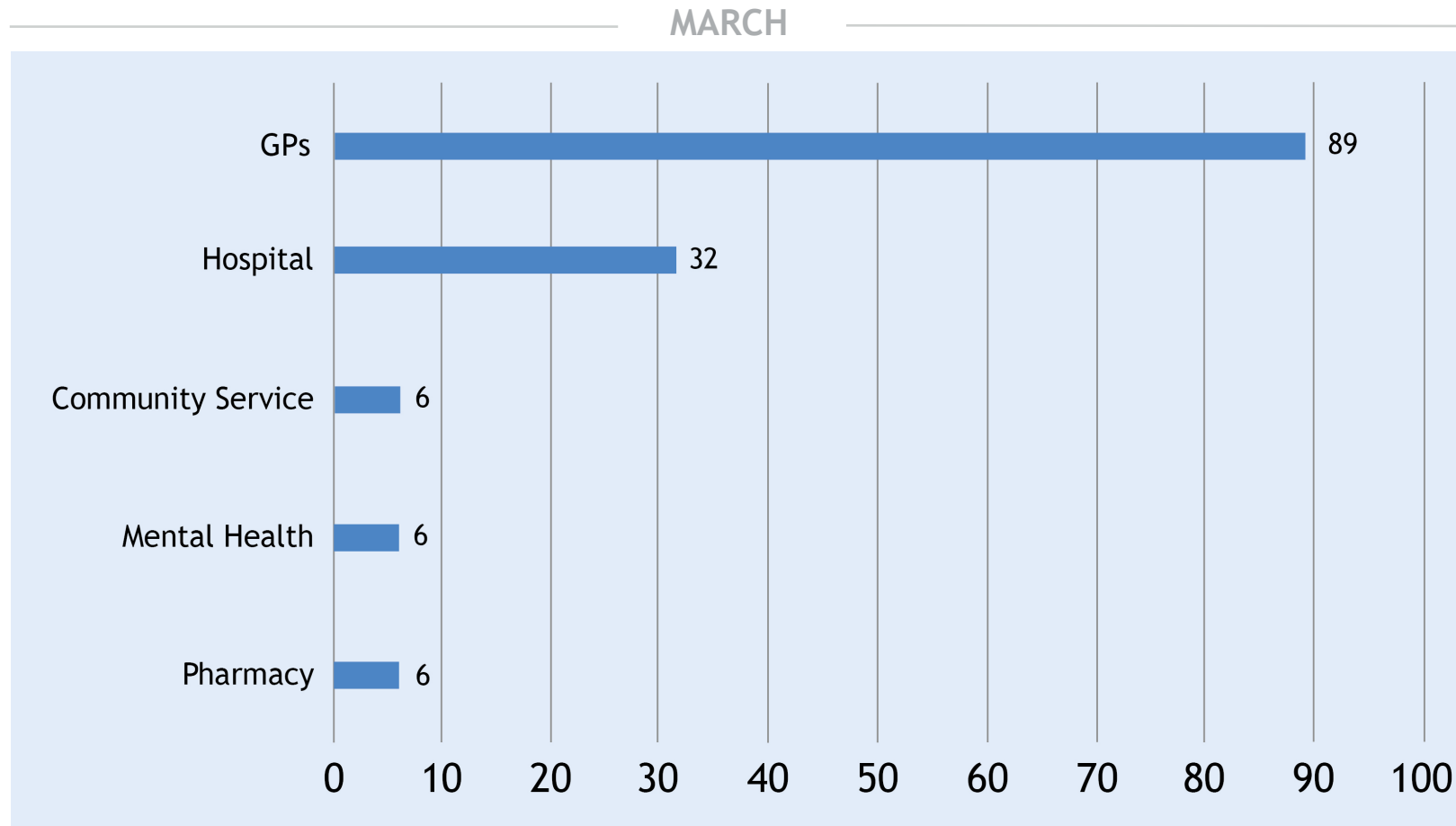


Mental Health

“There are some concerns around staff behaviour towards patients”

Lakeside Mental Health Unit

Negative Reviews: Themes/Trends





GP Services

Doctors Attitude

Out of 87 negative reviews, 21% were critical of doctors.

“Doctor is cold and seems to rush me, make me feel like I didn’t get across all the right descriptions making me feel less assured when leaving instead of the opposite”

Chestnut Practice

“Not happy with doc there, their attitude is not very compassionate and there is some arrogance in their tone, undermining my own views”

Bath Road Surgery

Appointment Booking

“Not good at all, getting an appointment from the reception staff is like pulling teeth”

Bath Road Surgery

“Getting an appointment sorted is a pain, and then the wait is long only to get mediocre treatment from docs”

Pentelow Practice



West Middlesex University Hospital

Organisation

“I had to phone the hospital to find out if they had received my referral letter for an MRI scan. They said they had received nothing. This has been ongoing for weeks. It’s ridiculous that the hospital doesn’t have any of my records”

“Had my neurology appointment cancelled twice, now it 3 months away, due to reorganisation in the department”

Waiting Time

“Got to clinic 1hr early and then had to wait an hour after appt to see doc”

“I was kept in hospital longer than I should have. I was waiting to be discharged but nothing was in place. It all seemed to take a really long time.”



Community Service

Lack of Support

“The carers allowance is horrifying. It’s very little money for the work we do! We are saving the government millions of pounds by looking after our loved ones and some support would be well deserved”

LBH

“More needs to be done for carers. There needs to be more support and help from the council. Carers can feel very unsupported sometimes and the lack of services doesn’t help”

LBH



Mental Health

Neglect

“Autistic son had to wait for an occupational therapist for a long time.”

West London Mental Health Trust

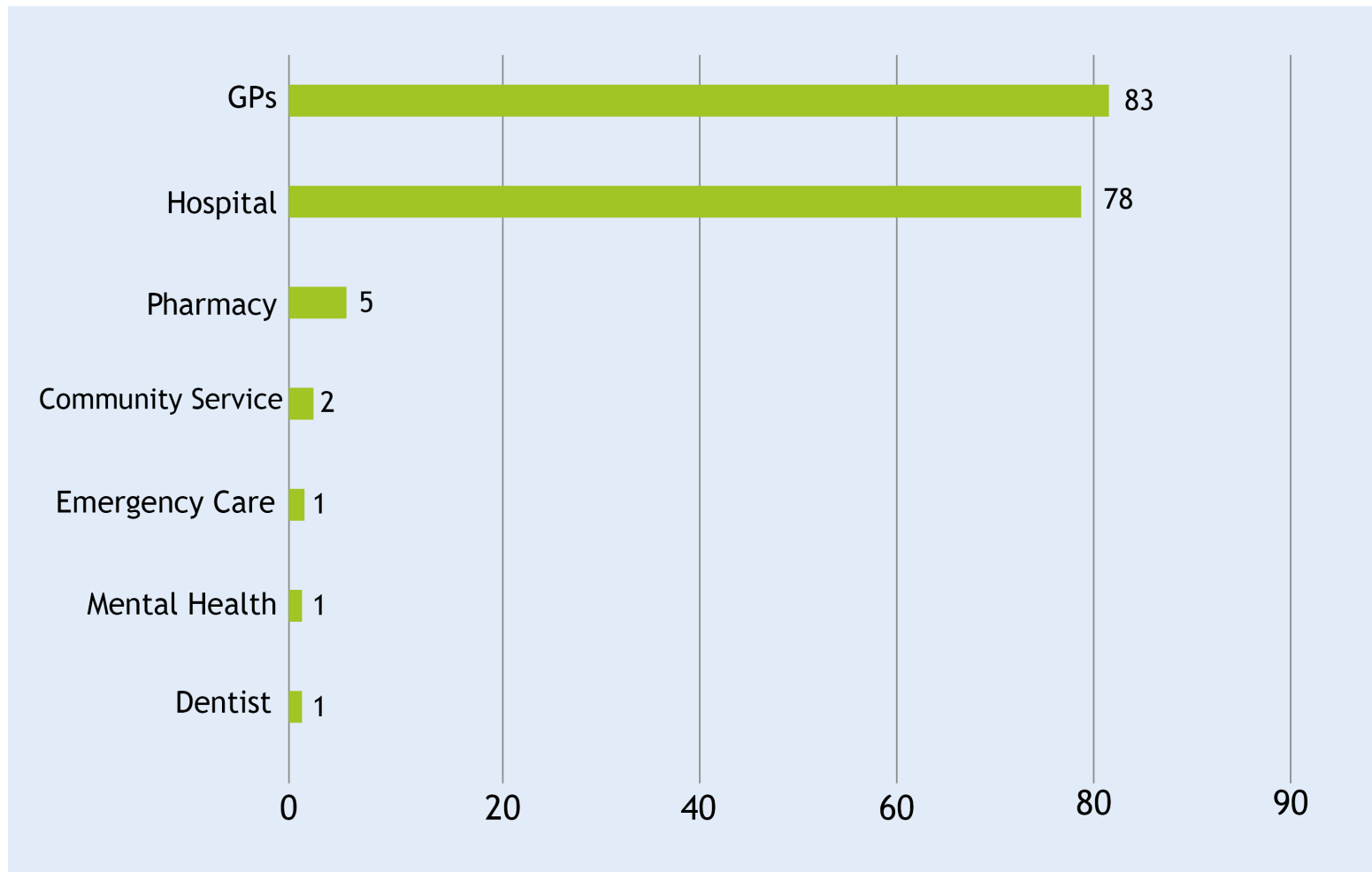
“AHDH son has been put on a 11 month waiting list, while his school refused to take him back. Lack of support from CAHMS.”

Child and Adolescent Mental Health Services (CAMHS)

Positive Reviews: Themes/Trends

Looking at the positive reviews we receive allows us to highlight areas where a service is doing well and deserving of praise.

JANUARY





▶ **West Middlesex University Hospital**

Staff Professionalism

59% praised staff for their services.

“Emergency surgery successfully carried out. Thanks to all staff involved during my time.”

“I have come for my results after a head injury. Every staff member involved has provided a class service, very committed and dedicated.”

Quality of Care

33% mentioned that they were happy with the care they recieved.

“Son had stomach ache, suspected appendicitis, but they found it was a viral infection. Great care here in the paediatric dept, same exp with other mums”

“In and out, patched up in no time without complications. Great care and treatment from staff”



▶ **GP Services**

Staff Attitude

Out of 83 positive reviews, 31% of reviews praised the staff

“There is a very nice lady GP who has been treating me. She has been the best GP I have seen so far. Very kind and understanding. She doesn’t rush my appointments”

Gill Medical Practice

“I often come here to see the GP. I am very happy with the overall service from staff to appointment booking”

Grove Village Medical Centre

Staff Listening to Patients

Out of 83 positive reviews, 12% of the reviews were happy about staff being attentive.

“Been coming here often. I must say it has been great experience I have had worse GPs and having someone actually listen to you is a breath of fresh air.”

Cole Park Surgery

“Good place with a service that has done well in taking care of me. Good advice and listening abilities from staff”

St David’s Practice



Pharmacy

Staff

All 5 positive reviews praised **staff**.

“I have been using this chemist for a while so they know me and are always very friendly and I get my prescriptions without much trouble”

Jade Pharmacy

“I often come to this pharmacy and the staff are helpful”

Bedford Park Pharmacy



Community Service

Both of the positive reviews praised the service for its **support**.

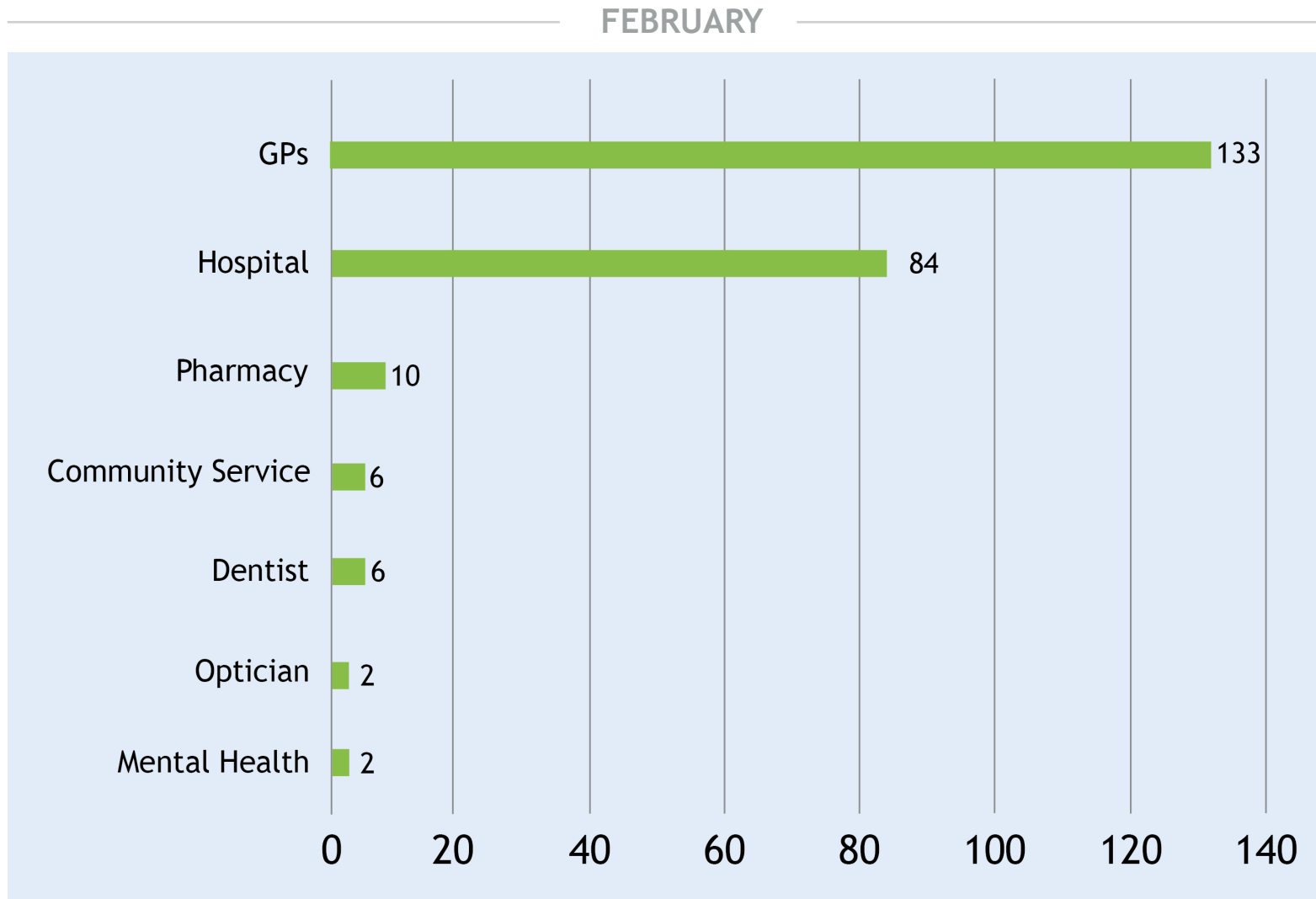
“Very supportive of my son who has severe learning disabilities and autism.”

Our Barn in the Community

The staff could be more involved but my key worker was good.

Hestia Housing And Support Hounslow

Positive Reviews: Themes/Trends





GP Services

Staff Professionalism

Out of 133 positive reviews 61% praised a staff members professionalism.

“My GP is very good. He talks to me and doesn’t rush me”
Blue Wing Family Doctor Unit

“Docs listen to you and care, receptionists are helpful and make sure they help me with any issues”
Clifford Road Surgery

Treatment

25.5% were happy with the treatment received.

“Happy with getting appointment and treatment”
Willow Practice

“Been looked after well here the years I have been”
Clifford Road Surgery



West Middlesex University Hospital

Quality of Care

Out of 84 positive reviews, 55% specifically credited the treatment and quality of care they received.

“For diabetes I get my blood checked here. Doctors are charming and very helpful and look after you well, always have solid advice for any concerns”

“When I was an in patient at the hospital, the nurses were very nice. They helped me get better and spoke to me daily. That’s how most professionals should be”

Maternity

11% of the reviews were specifically regarding the maternity ward.

“First-born here, no wife is slowly recovering. Midwives were great, tell you all the options and have answers to any problems”

“Successful birth here, midwives and docs involved have been spot on”



Pharmacy

Staff

All 5 out of 10 positive reviews praised the staff.

“Great team, glad to have this place as my local.”
Jade Pharmacy

“The pharmacist and staff there are very helpful. When I had a cold they gave me good advice.”
Maswell Park Pharmacy



Dentist

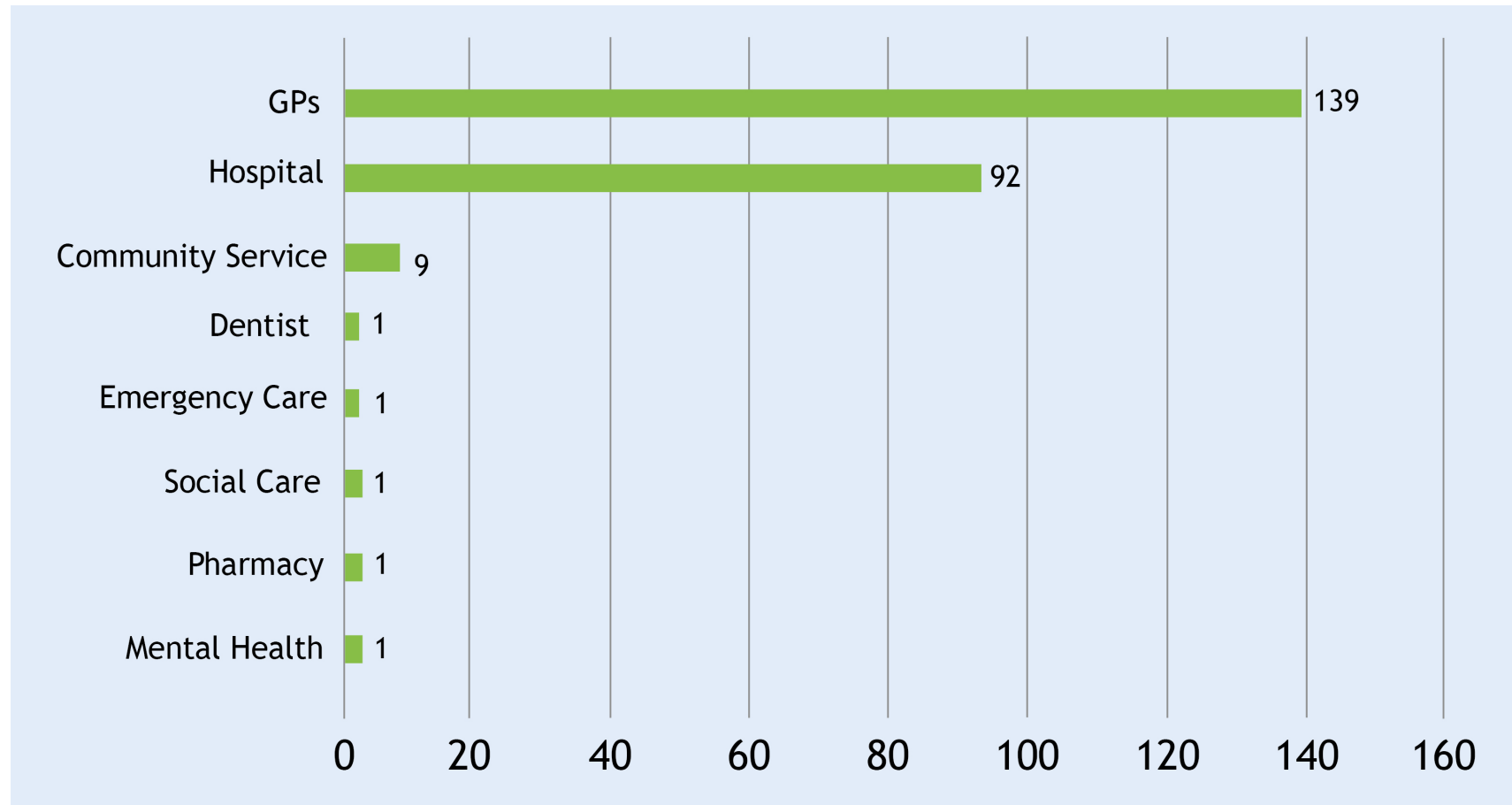
Treatment Provided

“My dentist is fantastic, he always identifies problems beforehand.”
Dr. Raichand Desaur

“My dentist is very good - happy with his service.”
Smilecare Dental Clinic Limited

Positive Reviews: Themes/Trends

MARCH





▶ **GP Services**

Appointment Booking

Out of the 139 positive reviews, 50% were happy with the ease of booking appointments.

“I called the surgery to check my blood test. They said I should come in. I was able to see the GP on the same day. He explained my progress. I was happy to see him so quickly”

Kingfisher Practice

“I’m quite happy with this gp. The most important things are met here for me such as needing an appointment as soon as it’s possible and getting the right treatment from some great staff”

Grove Park Surgery

Doctors

27% of the patients were happy with their doctor.

“Quality of care is really good, been here 3 yrs and its been consistent thanks to a doctor”

Grove Park Terrace Surgery

“Thanks to the docs there, I am recovering after correctly identifying signs of a serious disease, docs were impressed from hospital”

Brentford Group Practice



▶ **West Middlesex University Hospital**

Professionalism

“Left my appointment letter the main receptionist staff were polite and registered my arrival without any fuss. When I arrived at the outpatients department the nurse was welcoming. Eventually I had my discussion with the clinician who discussed my case with me and informed me of my options using plain English. Brilliant”

“Mother was in the Marble Hill Ward, she is rather elderly and fragile, but they do their job and take care of her, she always talks fondly of the staff and my exp have been nothing but positive”

Care

“Nurses and doctors are professional and charming. They make it easier to go there. If you want to see the main doctor it can be a 3 week wait”

“Had a colonoscopy which isn’t the most pleasant and hurts but the docs were fine and cheerful keeping thing light-hearted”



Community Service

Advice & Support

“I was diagnosed with cancer a while back. The support I have received from staff at the Mulberry Centre has been fantastic.”

Mulberry Centre

“The council organised an event. I have a son with autism and this was a great place to get some advice and help. They should put on more events like this so people know where to go.”

LBH



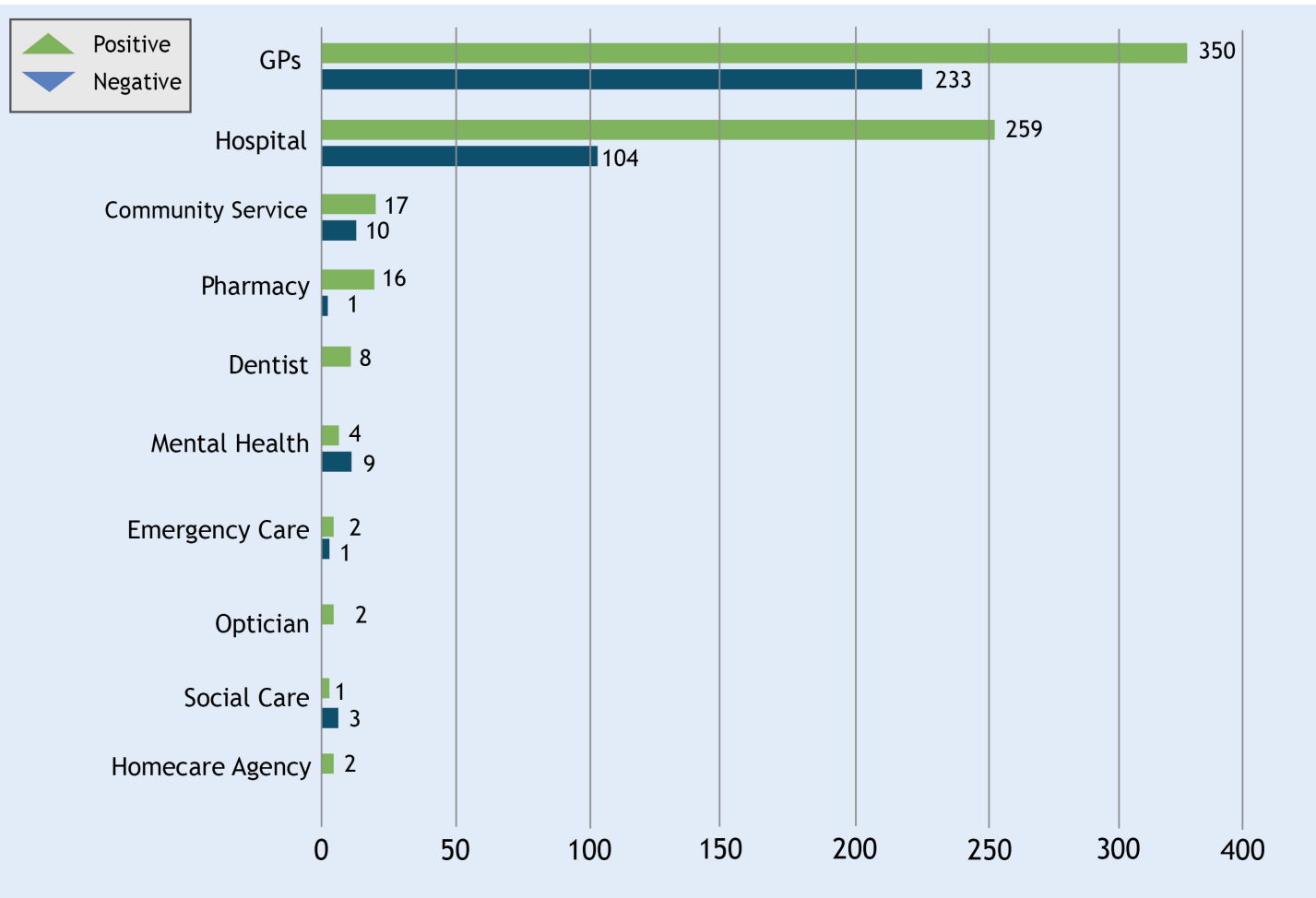
Dentist

Professionalism

“Fantastic first visit, empathetic dentist and professional practice , helped me to overcome my phobia and explained everything in detail.”

Mr Jag Chawla & Dr Satnam Chawla & Dr Mohan Chawla

Distribution of Negative & Positive Reviews



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

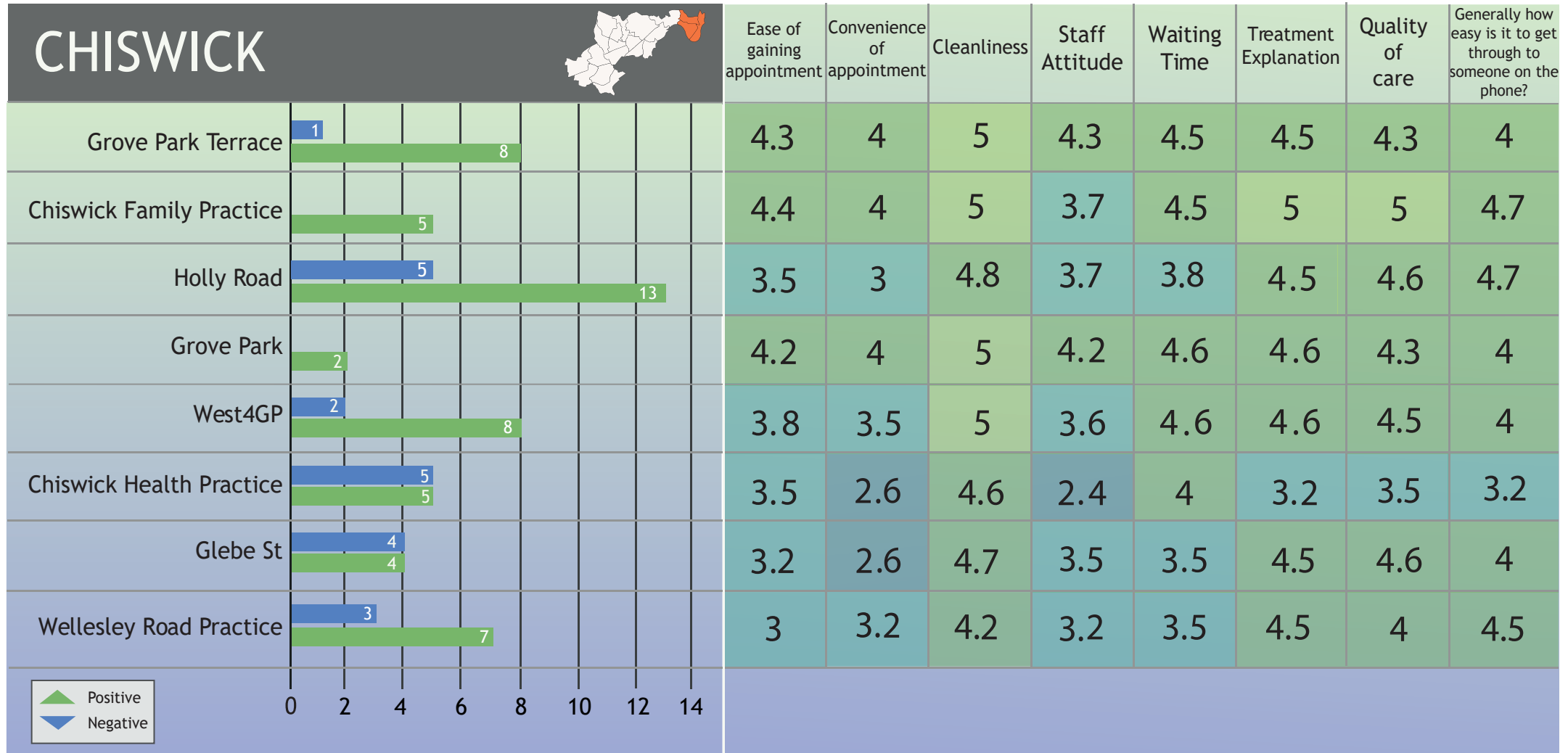
The 'GPs' category received the highest number of positive reviews followed by the 'Hospital' category which received 259 positive reviews.

However, both the 'Hospital' and 'GP' categories received the highest number of negative reviews ('Hospital' - 104, 'GP' - 233).

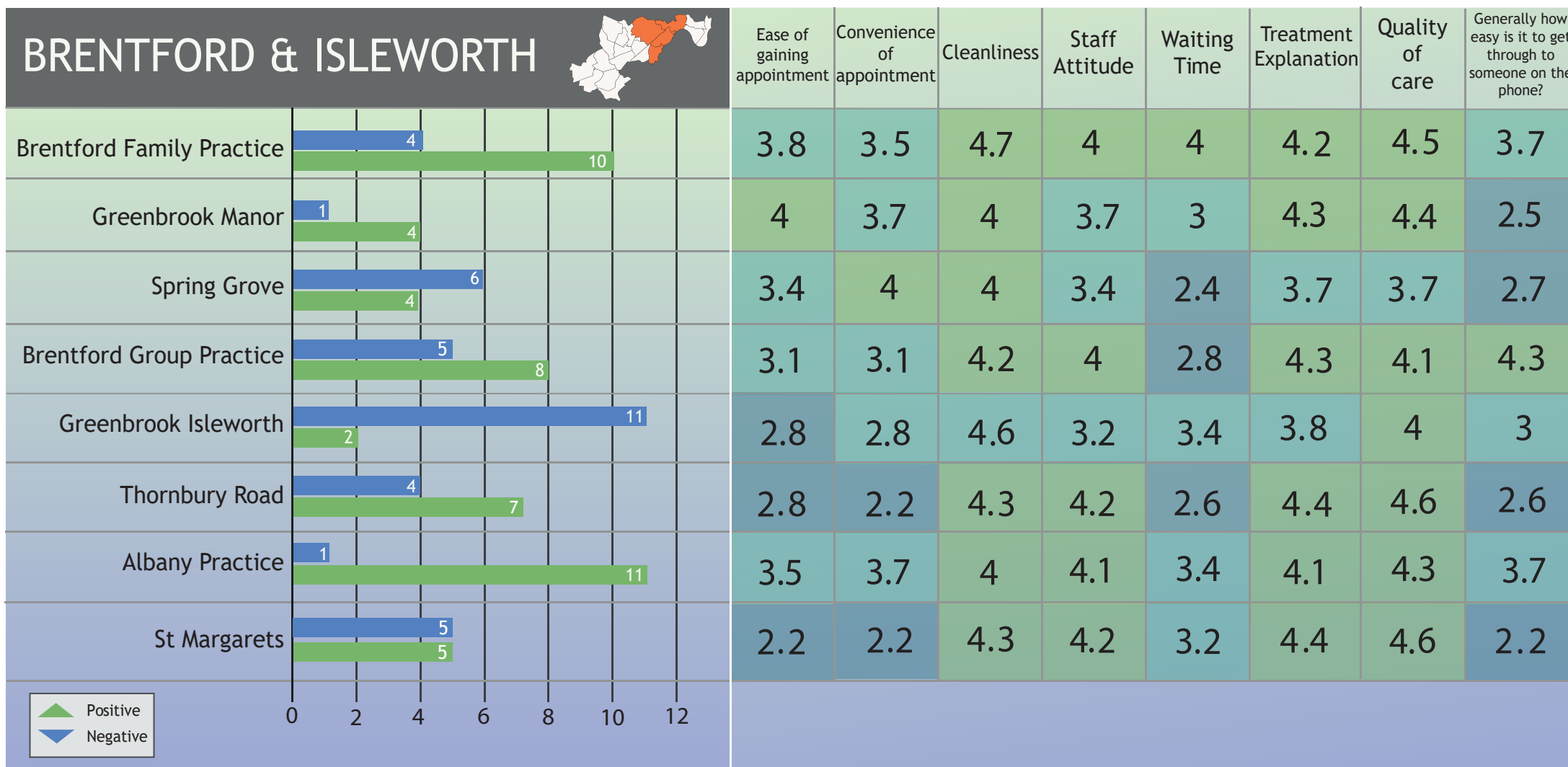
This quarter, HWH received 659 positive reviews compared to last quarter in which we received 590 positive reviews.

Locality Specific GP Reviews

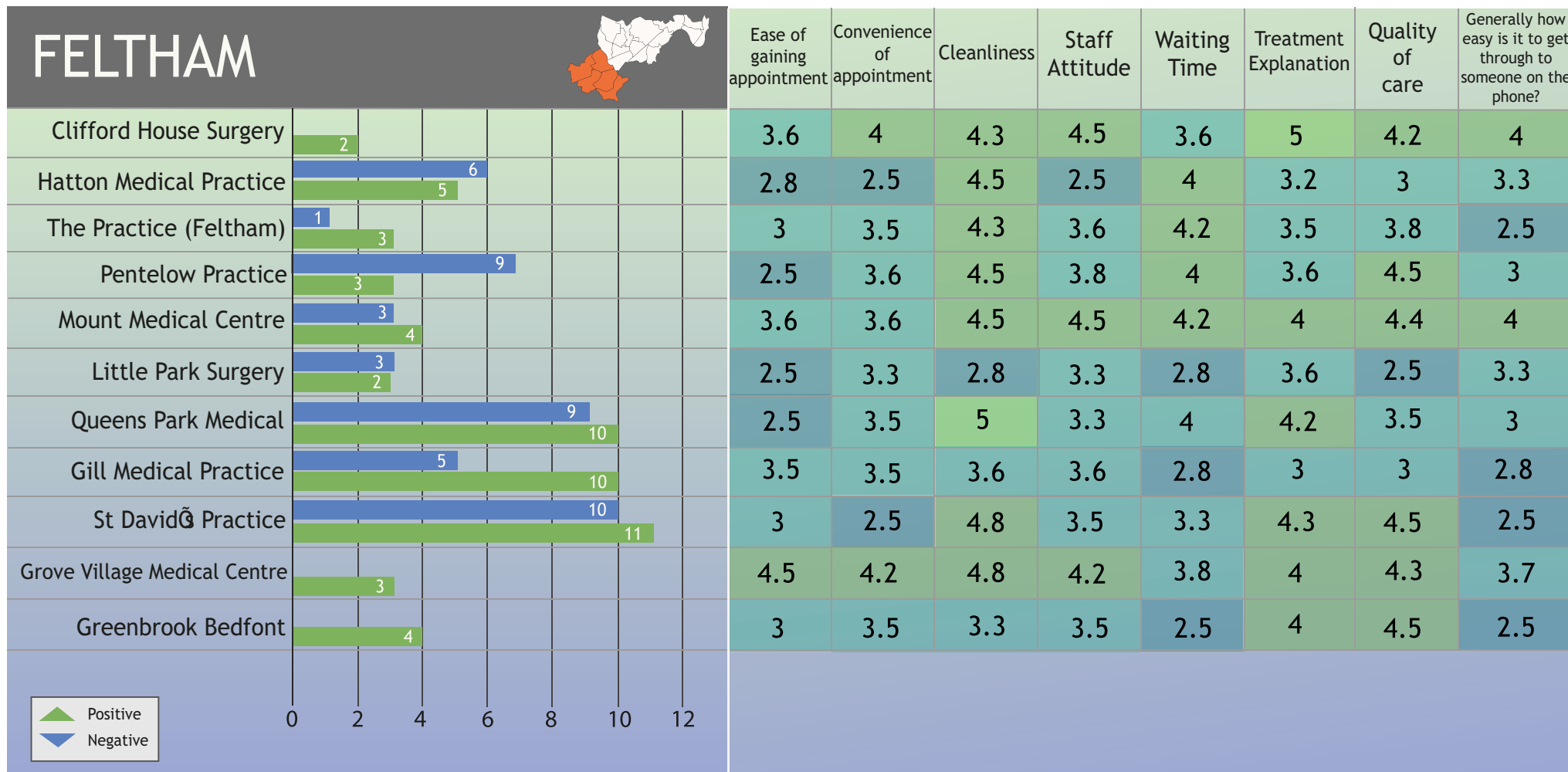
These bar charts show the number of negative and positive reviews for each surgery, alongside the score out of 5 given by patients when asked to assess specific areas, such as ease of gaining and appointment or waiting times. LBH is divided into five localities: **Heart of Hounslow**, **Great West Road**,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



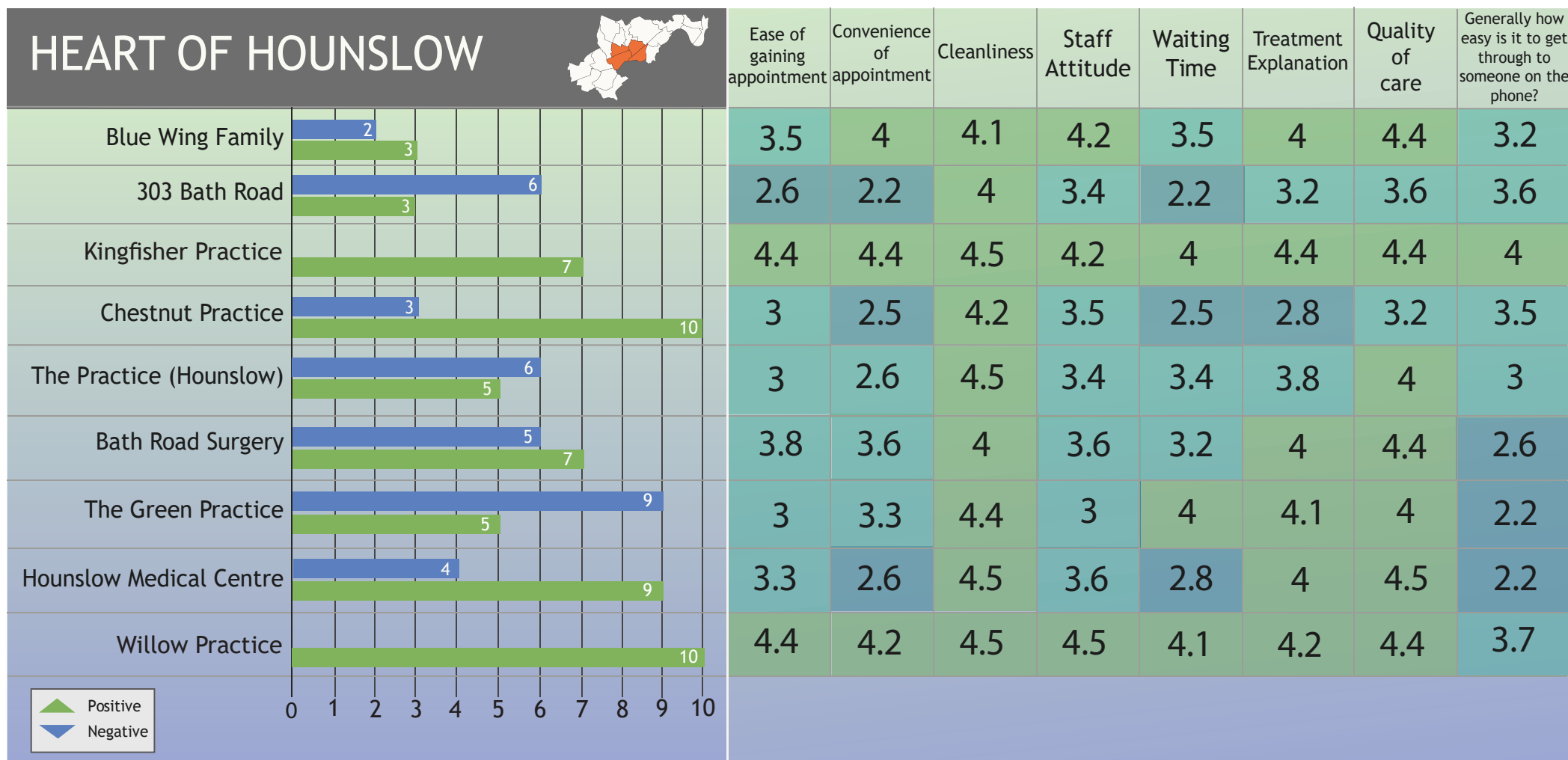
Locality Specific GP Reviews



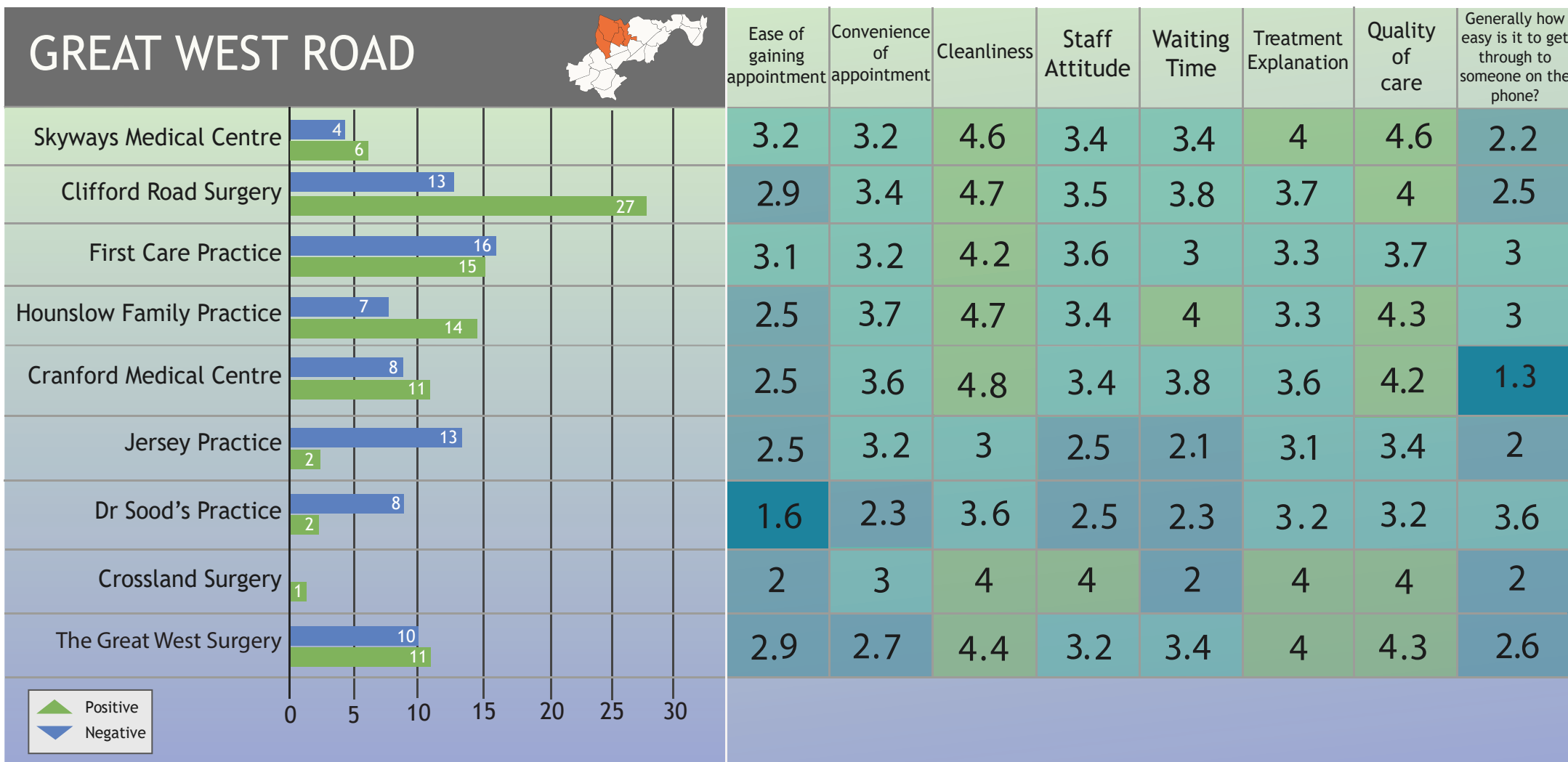
Locality Specific GP Reviews



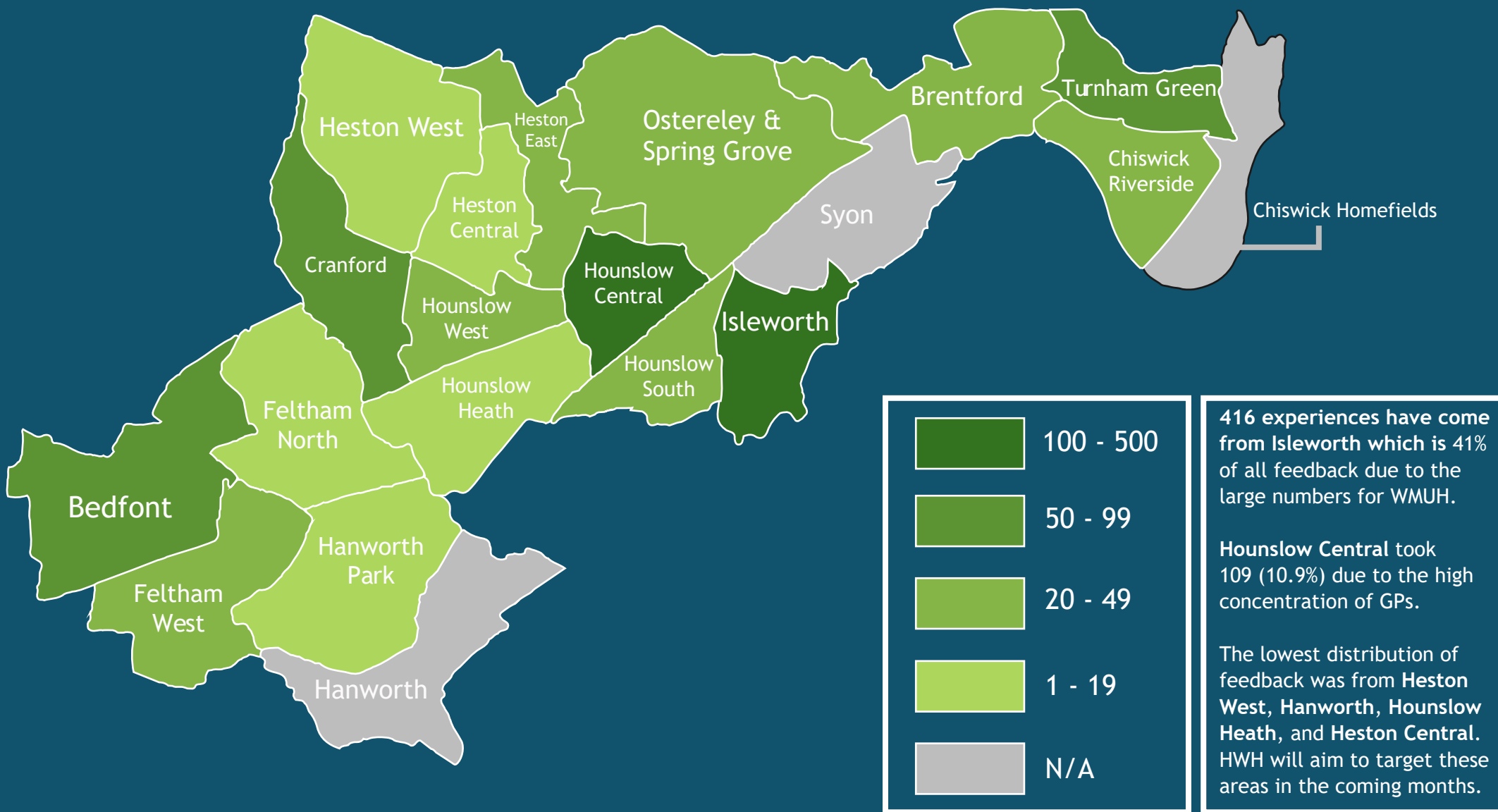
Locality Specific GP Reviews



Locality Specific GP Reviews

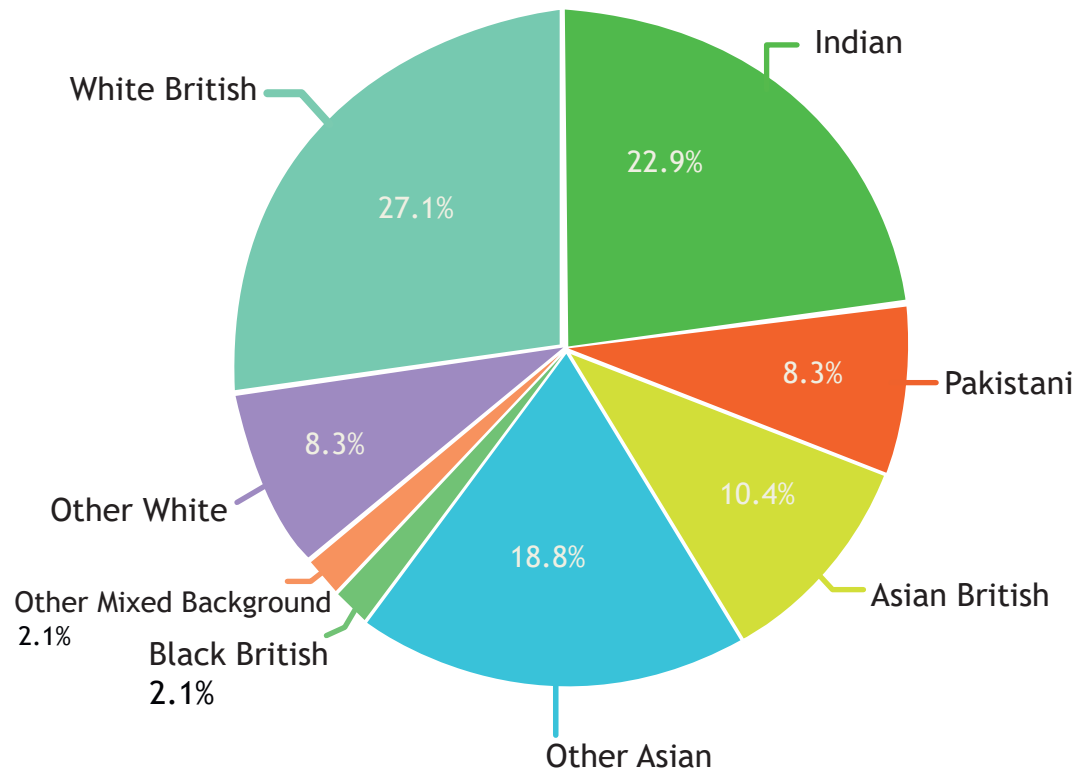


Area Distribution of Reviews

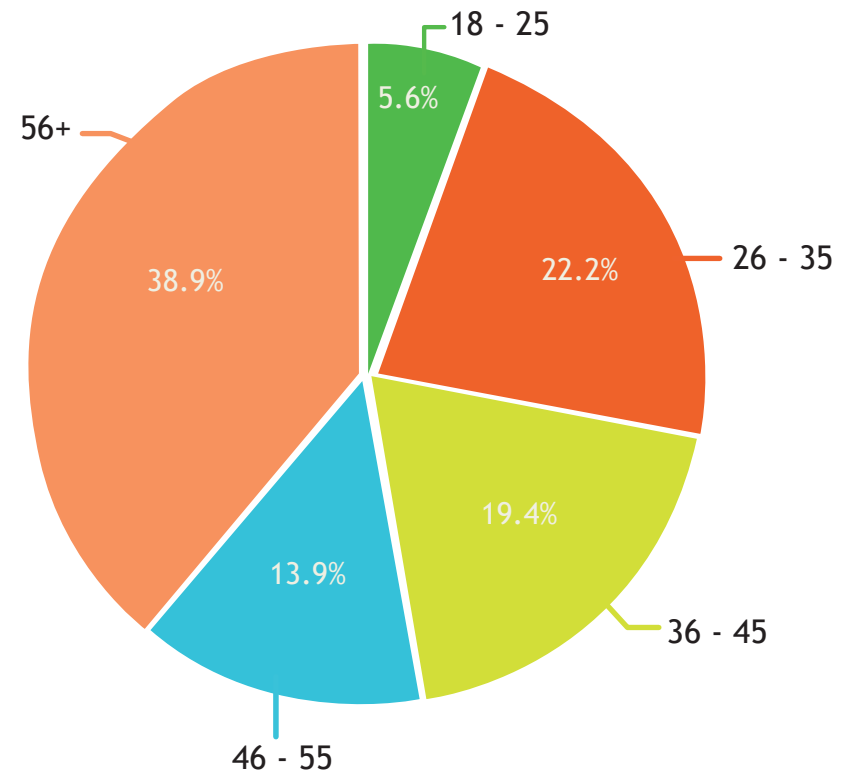


Representative Information

Ethnicity of Patient



Age of Patient



Conclusion

This quarter **1023 patient experiences** have been collected which is a **20.3% increase** from the last quarter (850). This has been due to the digital patient feedback centre and our consistent engagement with the public on a monthly basis using the physical patient experience forms.

This quarter there were 652 positive reviews which is an 11% increase from the last quarter. 371 negative reviews were received this quarter which is a 42% increase from the last quarter. Overall there has been an increase in reviews from the last quarter.

The following projects have given us the additional opportunity to speak to patients about their experiences of health and social care services:

- ▶ London Ambulance Service study
- ▶ Urgent Care Centre study
- ▶ GP Access Review study
- ▶ Discharge study
- ▶ Promoting self-care in GP surgeries

▶ Star Ratings

The highest star rating was recorded in February - 127 five star ratings were received. Most of the reviews were received in February. The lowest star ratings were received in March - 43 one star ratings were received. A total of 352 five star ratings were received for the quarter.

► Total reviews

The reviews have been split into different categories in order to identify the services that have been receiving feedback. The categories with the most recorded reviews were the hospital (363) and GPs (583). They also received the highest number of positive reviews however they also received the highest number of negative reviews.

Some of the negative themes highlighted by the reviews were:

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

Some of the positive themes highlighted by the reviews were:

- ▶ Quality of care received from GPs and hospital staff
- ▶ Staffs' professionalism at the hospital (WMUH)
- ▶ GP surgery staffs' attitude towards patients
- ▶ Staff listening to patients

► Distribution of Reviews

In order to get focus on each area in the Hounslow borough we strive to reach out to and get feedback from people who use health and social services as far and wide as possible, so we are not purely concentrating on the same areas and neglecting areas.

In this quarter we again have a large amount of feedback for Isleworth and Hounslow Central. This is because of West Middlesex Hospital and the concentration of GPs, like in Heart of Hounslow. However this quarter we did receive a large amount of feedback for services in Heston East, Bedfont and Heston West, where we had very small to none in the last. We aim to keep it as even as possible across the board.

► Representation

We have seen an increase in feedback from Indian (10%), Other Asian (7%) and Pakistani (4%) patients. We also saw a decrease in White British (27%) and Other White (4%) patients.

We have had increases in the 26 - 35 (%) and 36 - 45 (%) age groups. While there was a 8% decrease in the 56+ age group.

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

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2. Please provide details of your experience

Date

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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 Bisexual
Gay women Other
Gay man 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