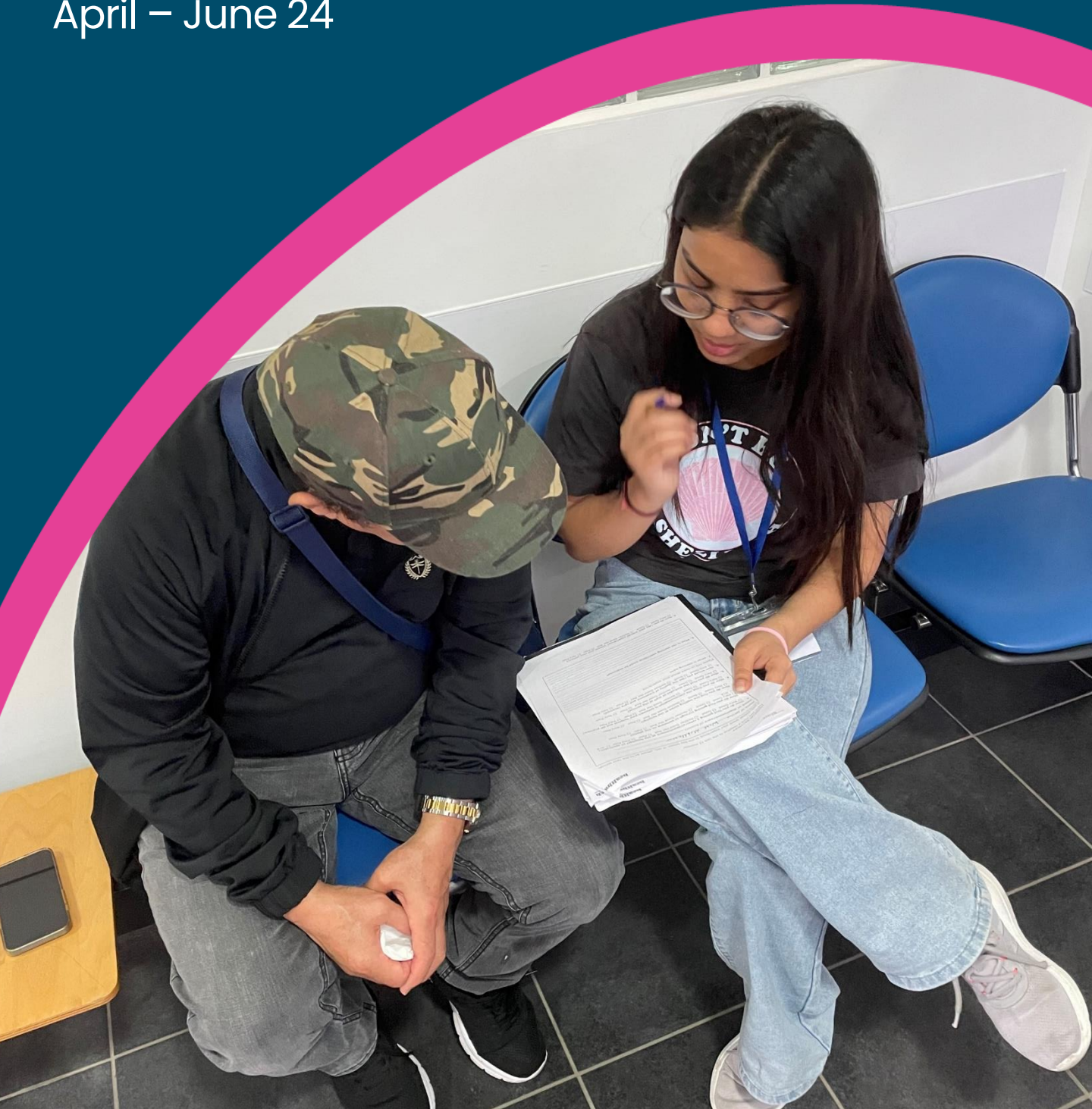


Q1 Patient Experience Report

Healthwatch Hounslow
April – June 24



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Layout of the report

This report is broken down into three key sections:

- Quarterly snapshot
- Experiences of GP Practices
- Experiences of Hospital Services

The Quarterly snapshot highlights the number of reviews we have collected about local services in the last three months and how residents/patients rated their overall experiences.

GPs and Hospitals have dedicated sections as we ask specific questions about these services when carrying out engagement. They are the two services about which we receive most feedback. Both sections highlight good practice, areas of improvement and recommendations.

Our local Healthwatch has representation across various meetings, Board and Committees across the borough where we share the findings of this report.

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 be improved allowing us to share local issues with decision makers who have the power to make changes.

Every three months we produce this report 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



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



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



Collating experiences of patients we **sign-post**.

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

Between April and June 2024, we continued to develop our PEP by :

- Updating our report design following feedback to further ensure its accessibility and ability to achieve impact

Q1 Snapshot

This section provides a summary of the experiences we collected during April – June 2024 as well as a breakdown of positive, negative and neutral 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)



1,432 reviews

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

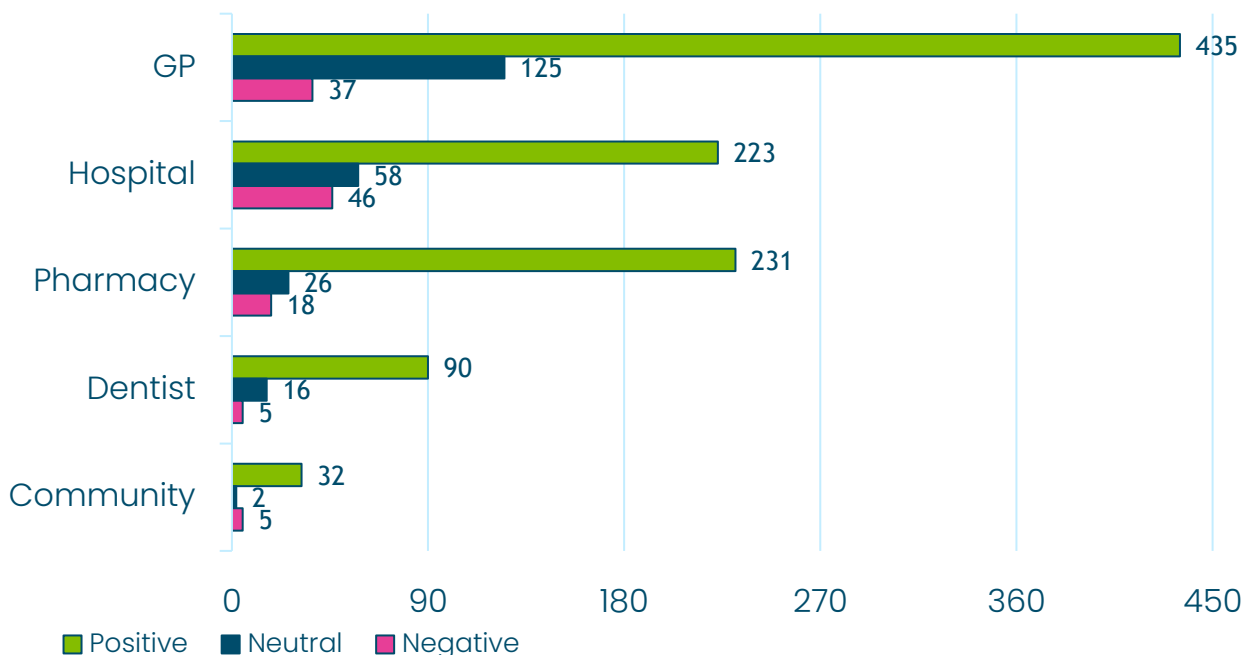
53 visits

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	597	73%
Hospital	327	68%
Pharmacy	275	84%
Dentist	115	81%
Community Services	39	82%

A full breakdown of totals for all services can be found in the appendix.

Sentiment of Reviews



Experiences of GP Practices



What people told us about GP Practices

"People that help are very kind and always want to help. Everything is done quickly and is organised."

"The doctors are good when you see them face to face. I feel heard."

"They've been good recently, it wasn't so good before, but they are very good now. They have been excellent in recent times."

"Good experience with the nurse, as I always see the nurse on monthly basis. I usually contact the doctor through telephonic consultation. "

"The doctors are really good, the admin staffs are really helpful, they try their best to get you an appointment, you can usually get an appointment within a reasonable time. They are very good with my mum and dad, they take good care of them, as they are elderly. "

"When you call for an appointment, there is never any unless you wait for 3 weeks most of the time."

"GP is not having face to face appointments. Most of the time it's telephone consultations. Very rare to get an appointment face to face."

"Difficult to get an appointment during an emergency. Difficult to get an appointment with same doctors."

"Sometimes they don't understand what you're trying to say in the online forms. The telephone consultations are too short, and you're rushed."

"It is a bit difficult to book appointments, they have a delay to get seen, today they are running late, it is 10-20 minutes. Unless it is urgent they do not get you an appointment for 2-3 weeks."

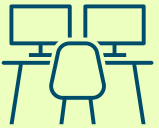
Summary findings – What has worked well?

Below is a list of the key positive aspects relating to GP practices between April and June 2024



Staff Suitability

From the comments regarding staff at GP surgeries, our findings indicate a high level of satisfaction, with 90% of respondents reporting positive experiences. This satisfaction rating is consistent with previous quarters (Q4: 89%, Q3: 84%, Q2: 88%), suggesting a sustained positive perception of staff performance among patients.



Management of Service

An analysis of 70 patient survey responses on GP management revealed a high level of satisfaction. 90% of respondents expressed positive views on how the surgery is run. This represents a significant improvement compared to Q3 (83%) and reflects a level similar to Q2 (91%). Our findings suggest that most patients perceive their GP surgery to be well-managed.



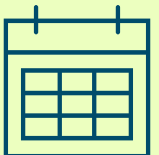
Quality of Health Professionals

Our analysis revealed the care provided by health practitioners to be the most frequently rated positive theme. 88% of comments expressed positive views on the level of care. This represents a slight improvement from Q4 (82%) and aligns with findings from Q3 (87%). While a decrease from Q2 (90%) is noted, the overall perception of care remains mainly positive.



Staff Attitudes

70% of patient feedback pertaining to staff attitude was positive. This figure aligns with Q4 results (72%) but represents a significant decline compared to Q3 (92%). A slight improvement is noted from Q2 (67%). While fluctuations in satisfaction levels have been observed over the past year, overall, patient interactions with practice staff remain predominantly positive.

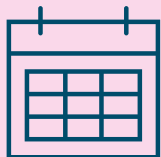


Booking Appointment

This was the second most commented upon theme this quarter, generating 139 responses. Of these, 35% were positive, representing an improvement compared to Q4 (30%). Analysis indicates an increased level of patient satisfaction with the appointment booking process compared to the previous quarter.

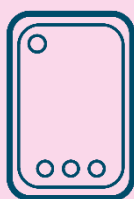
Summary findings - What could be improved?

Below is a list of the key areas for improvement relating to GP practices between April and June 2024



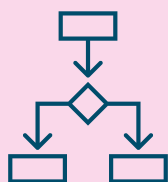
Appointment Availability

This emerged as the most frequently mentioned theme, with 211 patient comments. Notably, 65% of these comments expressed dissatisfaction, representing a significant increase compared to Q4 (55%) and Q3 (58%). These findings indicate ongoing patient frustration regarding access to appointments.



Getting Through On The Telephone

Analysis of patient responses revealed the highest level of dissatisfaction (85%) associated with contacting the practice by phone. This represents a concerning deterioration from previous quarters (Q4: 81%, Q3: 80%, Q2: 78%). These findings suggest persistent challenges for patients attempting to reach the practice by phone.



Patient Choice

83% of patient feedback related to choice and options offered by the practice was negative. This figure aligns with Q4 results (84%) but represents a significant increase compared to Q3 (63%) and Q2 (66%). These findings suggest that patients perceive a lack of autonomy in decision-making, such as the ability to choose between in-person or telephone appointments.



Waiting Times (Punctuality and Queueing on Arrival)

71% of patient feedback related to appointment waiting times was negative. This represents a decrease compared to Q4 (81%) and similar to results from Q3 (73%) and Q2 (71%). While a slight improvement is noted from the previous quarter, patient dissatisfaction with appointment delays persists.



Quality of Telephone Consultation

53% of patient feedback related to telephone consultations was negative this quarter. While this represents an increase from both Q4 (49%) and Q3 (40%), it aligns with the results from Q2 (52%). While demonstrating some fluctuation in patient satisfaction over the past year, the overall trend indicates ongoing concerns with the quality of telephone consultations.

Summary findings – Recommendations

Below is a list of recommendations for GP practices in Hounslow based on the key issues residents/patients told us about over the last three months

Appointment Availability and Booking

1. Offer flexible appointment options (e.g., evening and weekend).
2. Implement efficient online booking systems to streamline scheduling and reduce administrative burdens.

Telephone Accessibility

1. Robust telephone system with call-back options.
2. Offer online messaging or email options for non-urgent queries.
3. Ensure sufficient staff are available to answer calls promptly.

Patient Choice and Options

1. Allow patients to choose between in-person and telephone consultations where appropriate.
2. Provide patients with clear information about available care options and treatment plans.
3. Encourage participation decision-making (e.g. more patients joining Patient Participation Groups-PPGs)

Appointment Waiting Times

1. Provide clear information about potential waiting times.
2. Explore options for increasing appointment availability, as mentioned above.

Telephone Consultations

1. Make sure telephone consultations are made at the right time.
2. Regularly seek feedback on telephone consultation experiences.

GP Services – full findings

No. of Reviews	597 (relating to 45 GP practices)
Positive	73%
Negative	6%
Neutral	21%



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:

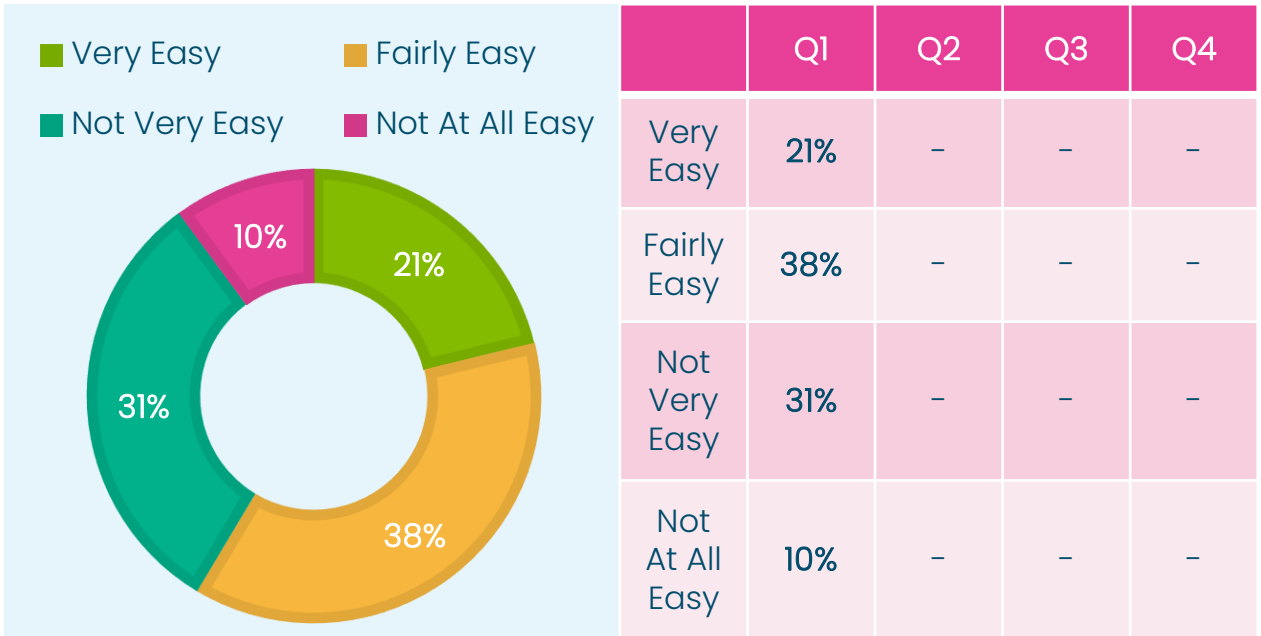
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the 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.

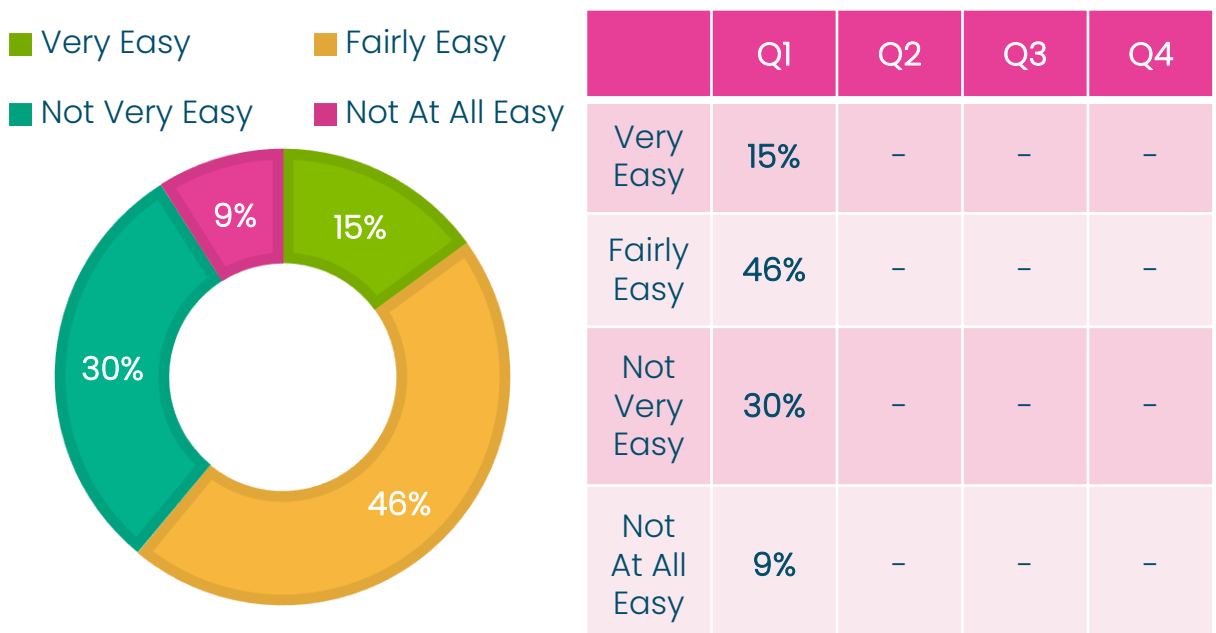
Participants were asked to choose between 1-5* (Very Poor – Very Good)

Access and Quality Questions

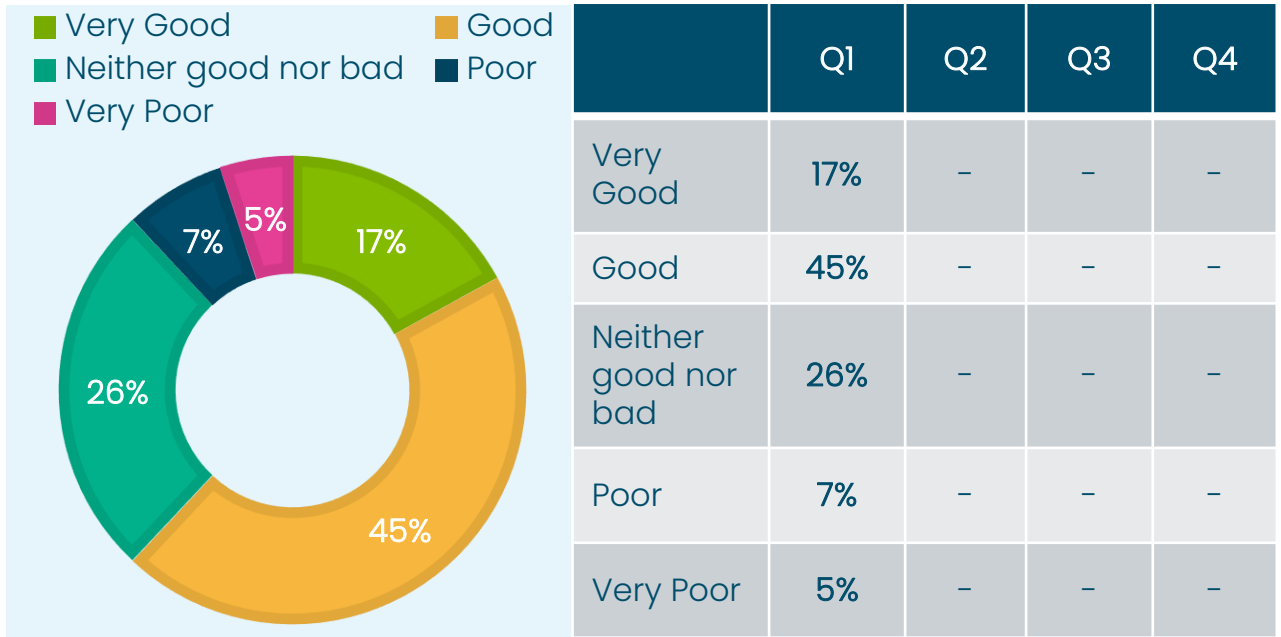
Q1) How do you find getting an appointment?



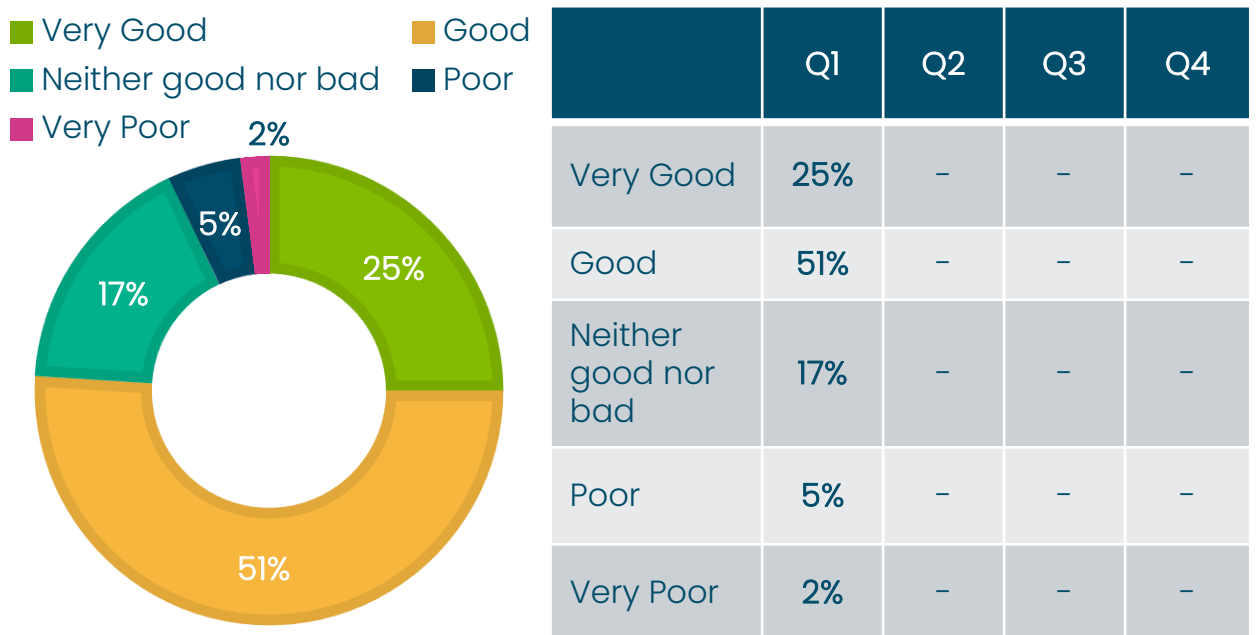
Q2) How do you find getting through to someone at your GP practice on the phone?



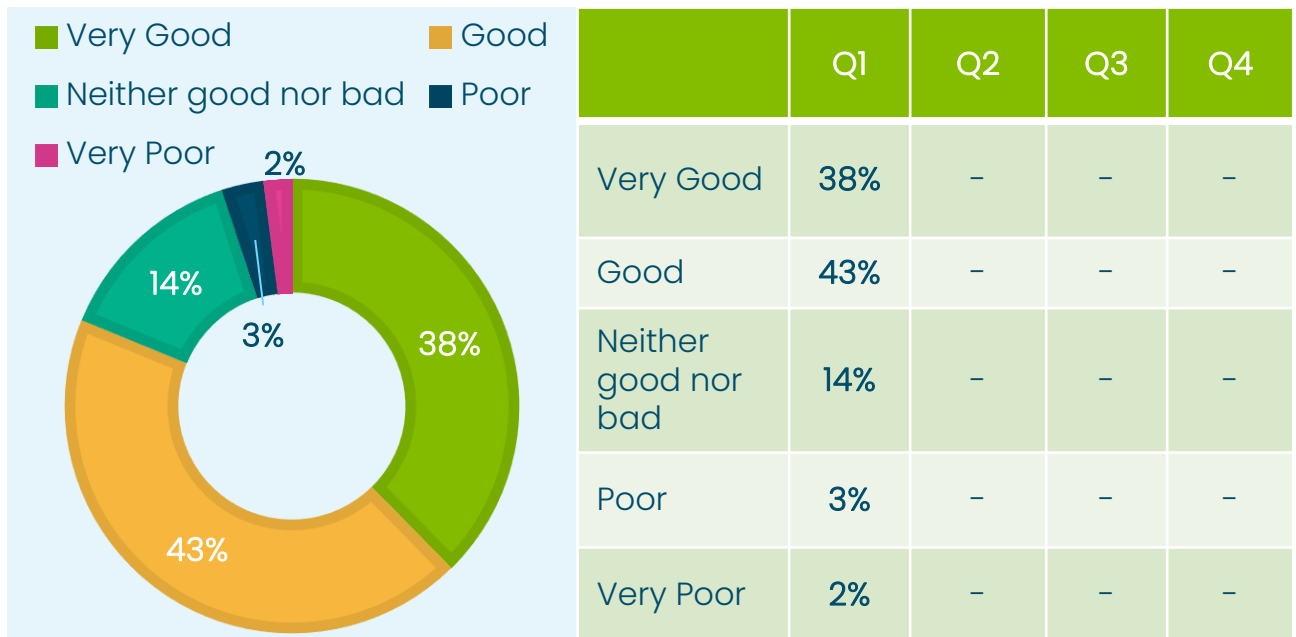
Q3) How do you find the quality of online consultations?



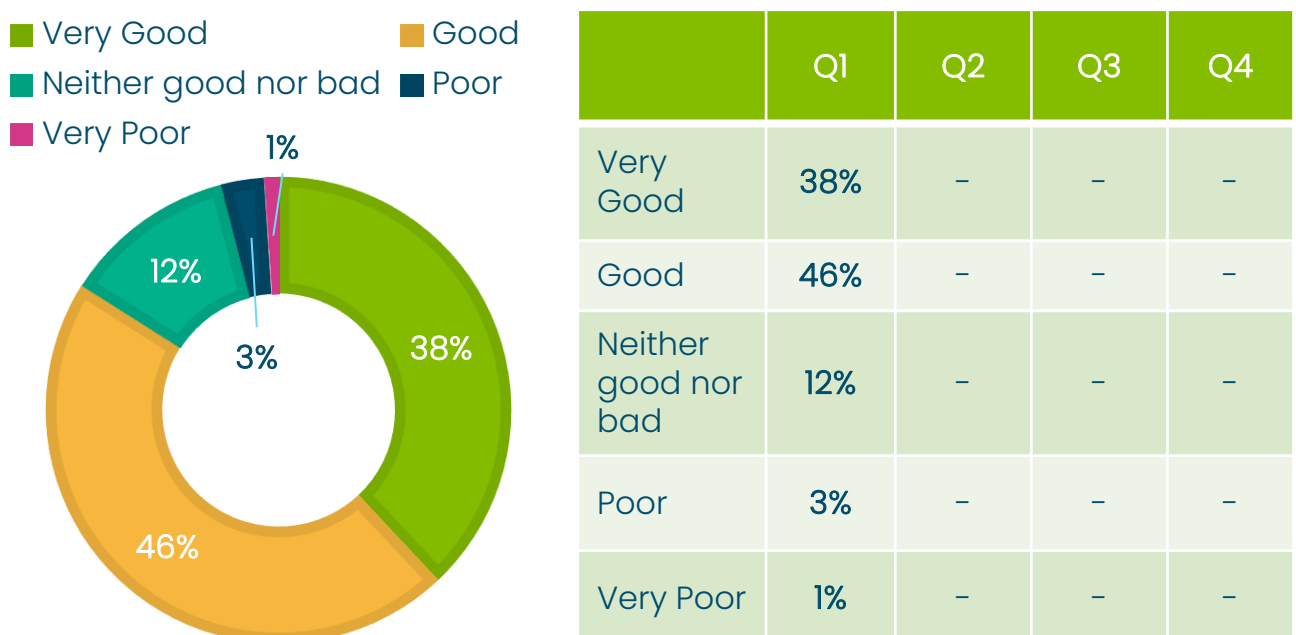
Q4) How do you find the quality of telephone consultations?



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



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



Thematic analysis

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

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. The table below shows the top 10 themes mentioned by patients between April and June 2024 based on the free text responses received. This tells us which areas of the service are most important to patients.

We have broken down each theme by positive, neutral and negative sentiment. Percentages have been included alongside the totals.

Top 10 Themes	Positive	Neutral	Negative	Total
Appointment Availability	57 (27%)	16 (8%)	138 (65%)	211
Booking Appointments	48 (35%)	1 (1%)	90 (65%)	139
Getting Through on the Telephone	14 (12%)	3 (3%)	97 (85%)	114
Quality of Staff (Health Professionals)	89 (88%)	5 (5%)	7 (7%)	101
Waiting Times and Queueing on Arrival	17 (24%)	3 (4%)	50 (71%)	70
Management of Service	62 (89%)	-	8 (11%)	70
Staff Attitudes	47 (70%)	1 (1%)	19 (28%)	67
Quality of Treatment	47 (70%)	2 (3%)	18 (27%)	67
Quality of Telephone Consultation	27 (45%)	1 (2%)	32 (53%)	60
Staff Suitability	53 (90%)	4 (7%)	2 (3%)	59

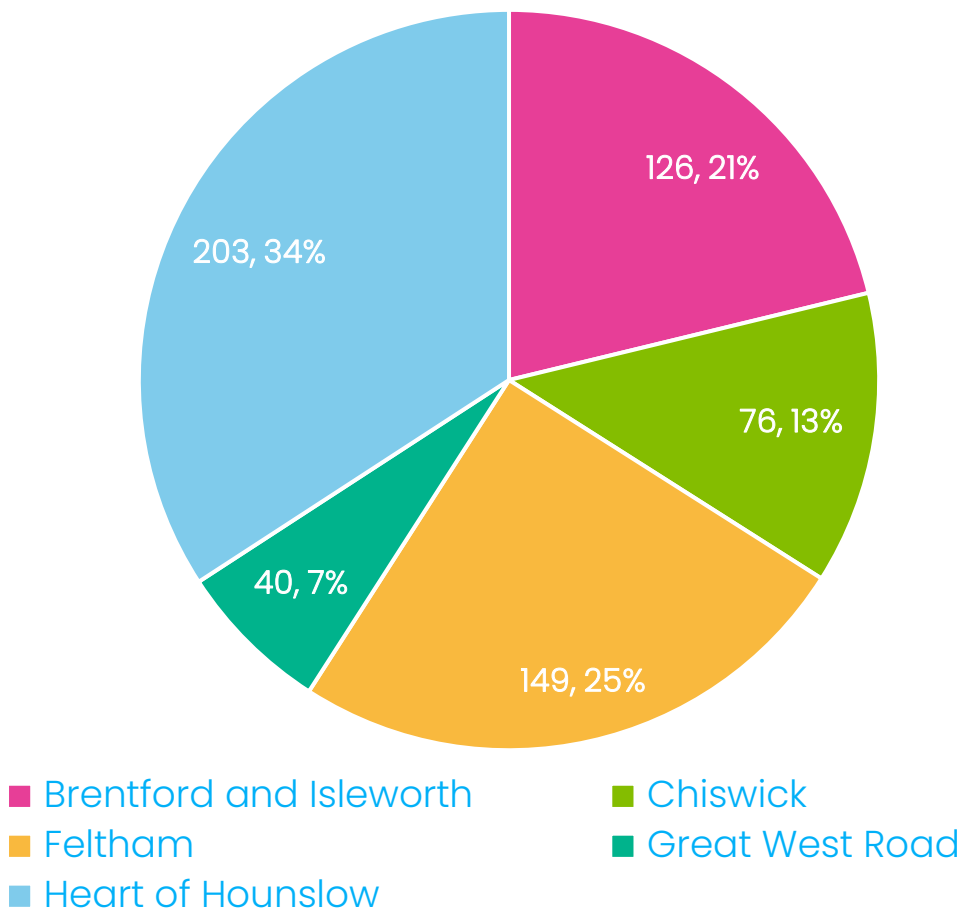
Primary Care Networks

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, Feltham and Brentford & Isleworth. Compared to last quarter, there has been a small increase of reviews collected from services in each of these PCNs.

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 – Very Poor, 5 – Very Good)

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

Positive ■ Neutral ■ Negative ■

PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	Getting an appointment	Getting through on the phone	Of Online consultation	Of Telephone consultation	Of Staff attitudes	Of Treatment and Care
Brentford & Isleworth No of reviews: 126	2.7	2.6	3.5	3.9	4	4
Chiswick No of reviews: 76	2.7	2.6	3.2	4.1	4.5	4.3
Feltham No of reviews: 149	2.6	2.6	3.7	3.8	4	4.1
Great West Road No of reviews: 40	2.8	2.8	3.6	3.9	4.2	4
Heart of Hounslow No of reviews: 203	2.7	2.7	3.9	4	4.2	4.2

PCN Themes

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

Primary Care Network	Average Overall rating	Top 3 Positive Issues	Top 3 Negative Issues
Brentford and Isleworth No of reviews: 126	3.8	1. Quality of Health Professionals	1. Appointment Availability
		2. Staff Attitudes	Booking Appointments Online
		3. Quality of Treatment	3. Waiting Times on Arrival
Chiswick No of reviews: 76	4	1. Quality of Health Professionals	1. Appointment Availability
		2. Quality of Treatment	2. Online Consultations
		3. Staff Suitability	3. Booking Appointments Online
Feltham No of reviews: 149	3.8	1. Quality of Health Professionals	1. Appointment Availability
		2. Appointment Availability	2. Booking Appointments
		3. Staff Attitudes	3. Getting Through on The Telephone
Great West Road No of reviews: 40	3.9	1. Management of Service	1. Appointment Availability
		2. Quality of Health Professionals	2. Booking Appointments
		3. Staff Suitability	3. Getting Through on The Telephone
Heart of Hounslow No of reviews: 203	4	1. Quality of Health Professionals	1. Appointment Availability
		2. Appointment Availability	2. Getting Through on The Telephone
		3. Management of Service	3. Booking Appointments

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=Very Poor 5= Very Good). A full demographics breakdown can be found in the appendix.



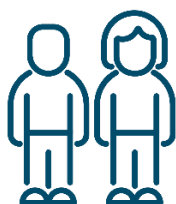
Gender

This quarter, men reported 79% sentiment of positive experiences, that is a small improvement compared to the average (73%). While women reported a similar sentiment to the average, with 75%. Negative responses from the genders has a small difference, with 2% and 6% respectively.



Age

From the age groups with at least 20 reviews. 65–74-year-olds had the highest percentage of positive experience with 84%. Followed by; 35–44 olds with 83% and by 55–64 years old with 80%. The groups that shared most negative reviews were 45–54-year-old with 7%– and 55–64-year-olds with 10%.



Ethnicity

The largest group of patients that expressed their experience at GPs being positive were Black British/Other with 93% and Black African Background with 82% positive. These were the highest percentage for any ethnicity that received more than 15 reviews. However, the group that shared the most negative reviews was Other Asian Background residents with 7%.



Long Term Condition

In this quarter the patients that responded “Yes” to having a long-term health conditions, 75% of them had a positive experience at their practice. This is similar to last quarters sentiments from patients when 78% had positive experiences.

Experiences of Hospital Services



What people told us about Hospitals

"The doctor's consultations were very good. They asked all the questions and gave me the time I needed. I got calpol when we arrived."

"Poor communication between GP and hospital. GP did not know about my surgery I had at the hospital."

"I had to go there a few times to get sorted and they did a decent job. It was good once I saw the doctor."

"The waiting is long; it is about 5-6 hours. There could be more doctors there, so we do not have to wait for hours to be seen."

"They were friendly staff, they made me feel comfortable and they explained everything. I found the patient care from them to be very good."

"I was referred to them two years ago and I'm still waiting for them to see me. It is so long when you go to the A&E there as well, you are waiting for hours. "

"They were friendly and capable enough and I did not have to wait that long for the referral."

"There have been many instances when the GP hasn't received things from the hospital, so I have to keep chasing things up."

"When they knew I had cancer, they did everything quickly. They cared for me very good, don't make me wait. In one week, they gave me X-ray and started chemo quickly.. Care about my kidney, diabetes, and everything."

"There has been no news from them in a while, it will be nice to get a notification when they receive the referrals from the doctors. I'm meant to have surgery soon, but I have no information on when it will be done."

Summary findings - What has worked well?

Below is a list of the key positive aspects relating to hospitals between April and June 2024



Treatment Experience

Among the top themes analysed, this theme garnered the highest positive response rate at 83%. Notably exhibiting an upward trend over the past few quarters. In Q4, the positive rate stood at 77%, and in Q3, it was 54%. This positive trend signifies a continual improvement in patients' experiences of receiving treatment at hospitals.



Quality of Health Professionals

This theme received the most positive feedback, with 78% of patients expressing satisfaction. This represents a notable decline from Q4, when the positive feedback rate was 88%. But it is encouraging to note that the current level is similar to Q3, at 78%. Overall, the level of care provided by healthcare professionals at hospitals continues to be well-received by patients.



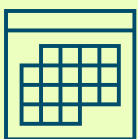
Quality of Treatment and Care

This theme garnered 77% positive feedback this quarter. This figure is comparable to the 79% positive feedback in Q4. However, it represents a notable decline from the 87% positive rating in Q3. While patient responses have fluctuated somewhat, the majority of patients reported receiving high-quality care at Hospitals.



Staff Attitudes

This quarter, 72% of comments regarding this theme were positive. While this is a significant decrease from the 79% positive rating in Q4, it remains comparable to the 73% observed in Q3. However, Q2 saw a higher positive rating of 89%. Despite the fluctuations, the majority of patient interactions with hospital staff continue to be positive.



Waiting for Appointments/ Waiting Lists

In this quarter, 45% of comments regarding waiting lists for hospital appointments were positive. This represents a significant improvement compared to previous quarters, with only 19% positive feedback in Q4 and 33% in Q3. These figures indicate a progressive improvement in wait times for hospital referrals.

Summary findings - What could be improved?

Below is a list of the key areas for improvement relating to hospitals between April and June 2024..



Waiting Times (Punctuality and Queueing on Arrival)

This emerged as the most frequently highlighted issue, with 140 comments, of these comments, 62% were negative. While this figure is similar to previous quarters (59% in Q4 and 61% in Q3), it represents a significant increase compared to Q2 (54%). This suggests a rise in patient experiences of delays, particularly within A&E and walk-in services.



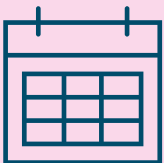
Communication Between Services

This theme attracted the highest proportion of negative feedback, with 79% of comments expressing dissatisfaction. This represents a significant decline compared to the 70% negative rating in Q4. This issue remains a significant concern. The majority of patient complaints relate to inefficient communication between GP surgeries and hospitals.



Communication With Patients

55% of reviews expressed dissatisfaction with this theme. This represents a significant increase compared to the 42% negative feedback recorded in Q4 and the 46% in Q3. The rising number of negative comments indicates that a growing number of patients are dissatisfied with the communication they receive from their hospital.



Appointment Availability

54% of comments regarding this theme were negative. While this represents an improvement compared to previous quarters (71% negative in Q4, 65% in Q3, and 81% in Q1), there is still some variation. Despite some progress, significant number of patients continue to express dissatisfaction with the length of time between appointments. They perceive the current gaps as too long for their needs.



Waiting for Appointments/ Waiting Lists

This quarter, 53% of comments regarding appointment availability were negative. While this represents a clear improvement compared to the 81% negative feedback in Q4, some concerns remain. Despite this progress, many patients continue to find the wait times for referrals to be excessive.

Summary Findings – Recommendations

Below is a list of recommendations for hospitals in Hounslow based on the key issues residents/patients told us about over the last three months

Appointment Waiting Times

1. Staggering walk-in appointment times to reduce congestion in the waiting room.
2. Setting expectations by informing patients about appointment delays upon arrival.
3. Ensure adequate staffing across all departments to manage patient flow effectively.

Communication Between Services

1. Develop clear and consistent communication channels between different services to ensure timely information sharing and reduce patient confusion.
2. Carry out follow-ups to make sure shared information has been received.

Communication with Patients

1. Utilise digital platforms to provide patients with regular updates on appointment times, waiting periods, and treatment plans.

Appointment Availability and Booking

1. Send patients text or email reminders about their appointments to stop people from missing them.
2. Offer flexible appointment options (e.g. telephone, evening and weekend appointments).

Waiting for Referral Appointments

1. Explore options for delivering care in community settings to reduce pressure on hospitals.
2. Increase the number of available appointments, particularly for urgent care services.

Hospital Services – full findings

No. of Reviews	327 (relating to 10 hospitals)
Positive	68%
Negative	14%
Neutral	18%



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?

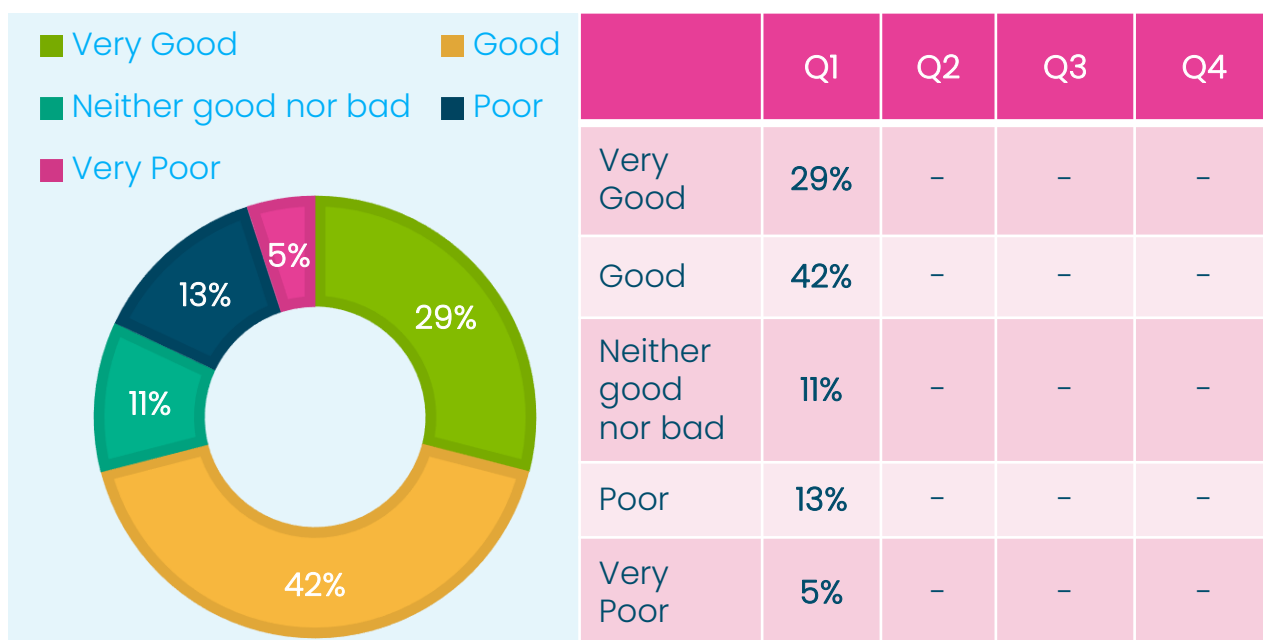
Q5) How do you think the communication is between your hospital and GP practice?

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

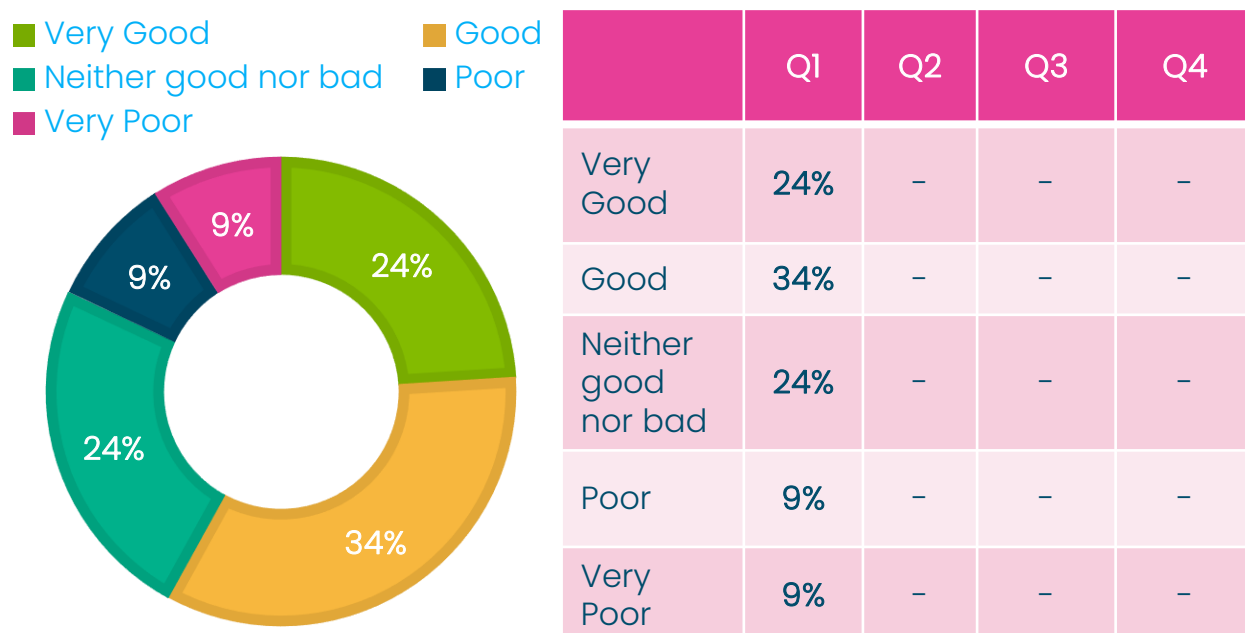
Participants were asked to choose between 1-5* (Very Poor – Very Good) for all questions.

Access and Quality Questions

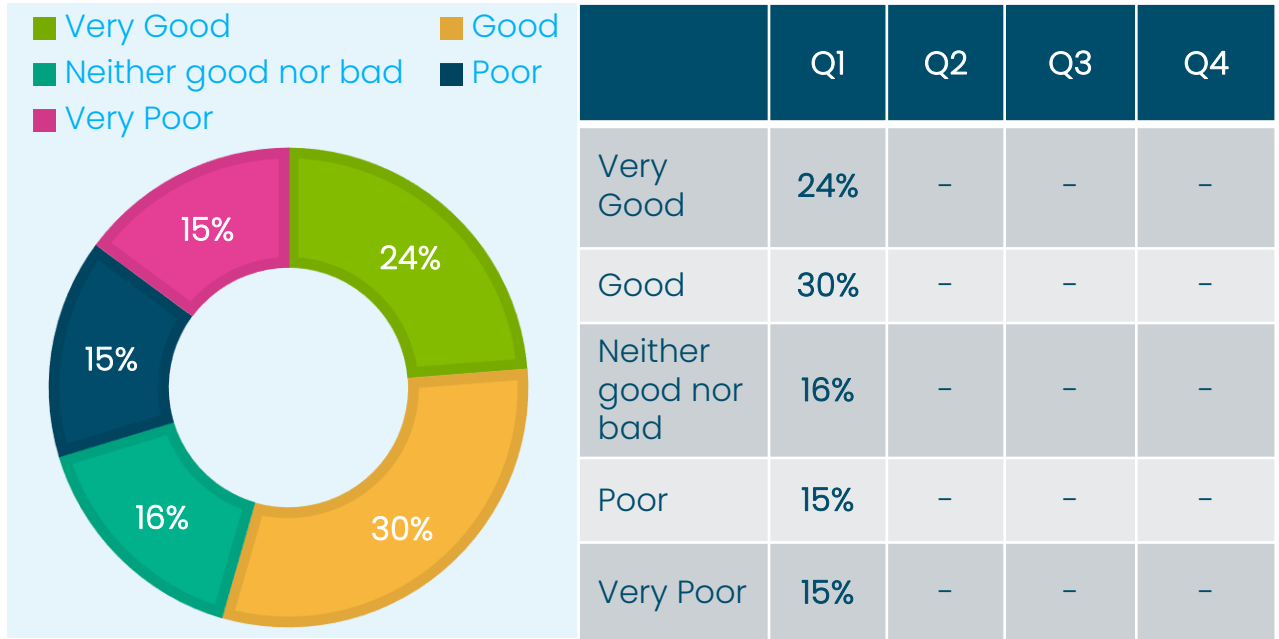
Q1) How do you find getting a referral/appointment at the hospital?



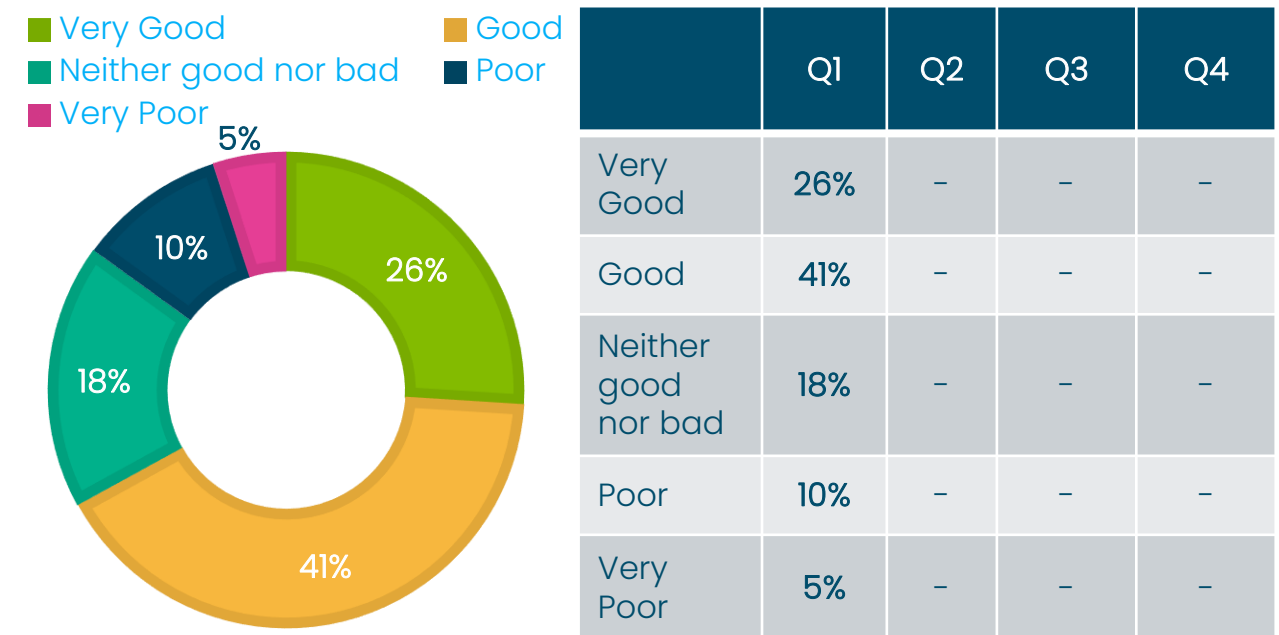
Q2) How do you find getting through to someone on the phone?



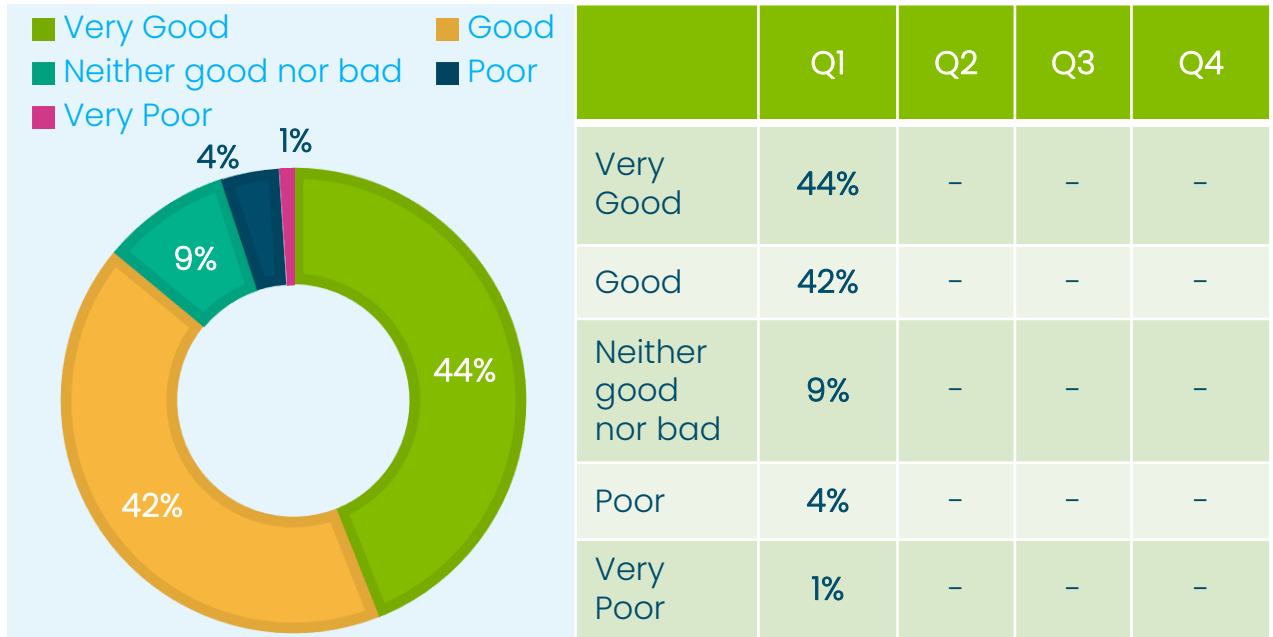
Q3) How do you find the waiting times at the hospital?



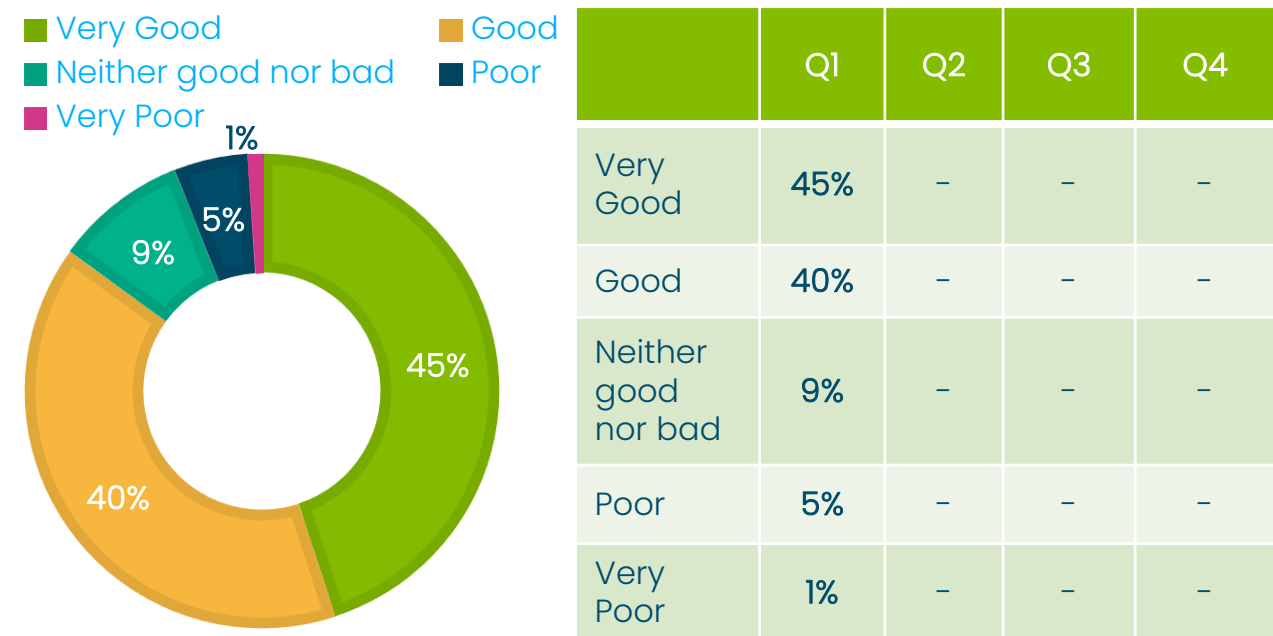
Q4) How do you think the communication is between your hospital and GP practice?



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 highlighted on previous pages, we also ask two further free text questions (**What is working well? and What could be improved?**), gathering qualitative feedback to help get a more detailed picture about hospital services.

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 10 themes mentioned by patients between April and June 2024 based on the free text responses received. This tells us which areas of the service are most important to patients.

We have broken down each theme by positive, neutral and negative sentiment. Percentages have been included alongside the totals.

Top 10 Themes	Positive	Neutral	Negative	Total
Waiting Times and Queueing on Arrival	45 (32%)	8 (6%)	87 (62%)	140
Quality of Treatment	48 (77%)	1 (2%)	13 (21%)	62
Staff Attitudes	38 (72%)	2 (4%)	13 (25%)	53
Communication with Patients	19 (43%)	1 (2%)	24 (55%)	44
Quality of Health Professionals	32 (78%)	1 (2%)	8 (20%)	41
Waiting for Appointments/ Waiting Lists	17 (45%)	1 (3%)	20 (53%)	38
Appointment Availability	16 (46%)	-	19 (54%)	35
Treatment Experience	24 (83%)	-	5 (17%)	29
Booking Appointments	9 (64%)	-	5 (36%)	14
Communication Between Services	3 (21%)	-	11 (79%)	14

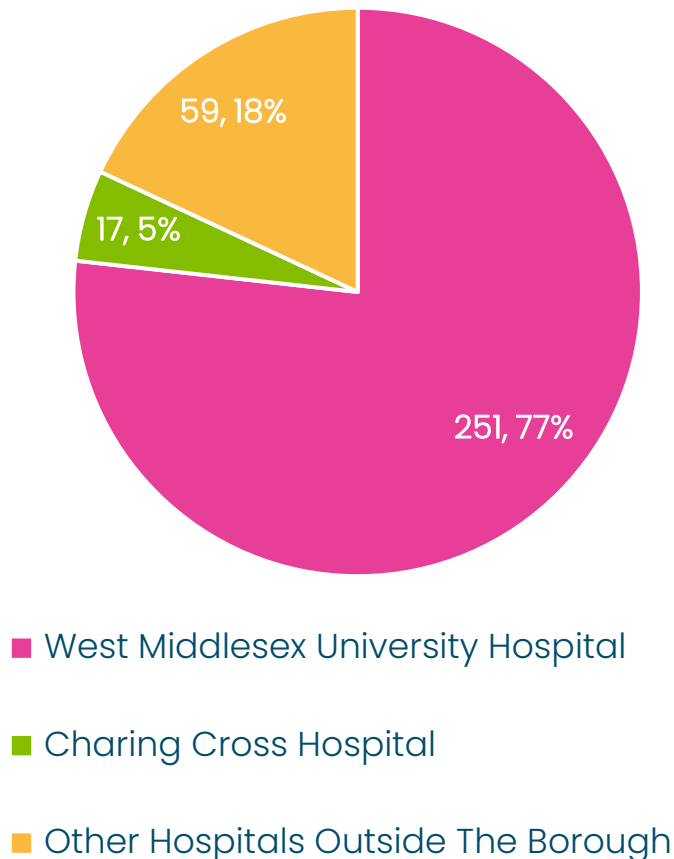
Hospital Trusts

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
- Other Hospitals Outside The Borough

Between April to 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. Please note that each question has been rated out of 5 (1 – Very Poor 5 –Very Good)

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 University Hospital No of reviews: 251	3.7	3.4	3.2	3.7	4.2	4.2
Charing Cross Hospital No of reviews: 17	4	3.9	3.9	3.6	4.4	4.2
Other Hospitals Outside the Borough No of reviews: 59	3.9	4	3.7	3.8	4.4	4.5

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

Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
West Middlesex University Hospital No of reviews: 251	3.8	1. Quality of Treatment	1. Waiting Times and Queueing on Arrival
		2. Waiting Times and Queueing on Arrival	2. Communication with Patients
		3. Staff Attitudes	3. Appointment Availability
Other Hospitals Outside the Borough No of reviews: 59	4	1. Waiting Times and Queueing on Arrival	1. Waiting Times and Queueing on Arrival
		2. Staff Attitudes	2. Waiting Lists/Times for Appointments
		3. Quality of Treatment	3. Booking Appointment

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= Very Poor 5= Very Good) A full demographics breakdown can be found in the appendix.



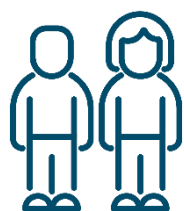
Gender

For this quarter, 67% of men had a positive experience at Hospitals, this is a small decline from last quarter when it was 73%. In contrast, women experienced a small improvement, it was 75% this quarter compared to last quarter when it was 70%.



Age

From age groups we collected more than 20 reviews; 35–44-year-olds and 45–54-year-olds had the highest number of positive reviews, with 74% positive reviews for both groups. The second highest number of positive reviews came from 65–74-year-olds for both these groups we received 70% positive feedback.



Ethnicity

For this quarter, hospital patients that we spoke to White British (73), Asian Indian (48) and Asian British (39) had the most reviews. White British had 74% positive reviews; this is a small decline from last quarter when it was 78%. For Asian Indian; this quarter it was 79% positive. In addition, Other Asian reviews were 59% positive.



Disability and Long-Term Conditions

Patients who considered themselves to be disabled (36) responded with 75% positive reviews, which is a slightly better than the average for all hospital reviews (70%). Also, patients with long-term condition (90), 72% of these reviews were positive. Which is similar to what we found last quarter when it was 73% positive feedback.

Appendix



No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	435 (73%)	125 (21%)	37 (6%)	597
Hospital	223 (68%)	58 (18%)	46 (14%)	327
Pharmacy	231 (84%)	26 (9%)	18 (7%)	275
Dentist	93 (81%)	17 (15%)	5 (4%)	115
Community Health	32 (82%)	2 (5%)	5 (13%)	39
Optician	31 (86%)	4 (11%)	1 (3%)	36
Emergency	22 (71%)	3 (10%)	6 (19%)	31
Mental Health	5 (71%)	1 (14%)	1 (14%)	7
Other	-	-	4 (100%)	4
COVID19	1 (100%)	-	-	1
Overall Total	1073	236	123	1432

Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	23%	326
Woman (including trans woman)	54%	771
Non- binary	-	-
Other	-	-
Prefer not to say	<1%	5
Not Provided	23%	330
Total		1432

Age	Percentage %	No of Reviews
Under 18	<1%	6
18-24	4%	61
25-34	13%	188
35-44	17%	239
45-54	14%	200
55-64	11%	158
65-74	9%	131
75-84	4%	56
85+	1%	14
Prefer not to say	<1%	7
Not Provided	26%	372
Total		1432

Disability	Percentage %	No of Reviews
Yes	9%	134
No	60%	862
Prefer not to say	2%	28
Not known	<1%	4
Not Provided	28%	404
Total		1432

Ethnicity	Percentage %	No of Reviews
White British	22%	321
White Irish	2%	24
Gypsy or Irish Traveller	-	-
Roma	-	-
Other White Background	7%	99
Asian Indian	15%	217
Asian Pakistani	3%	50
Asian Bangladeshi	<1%	7
Asian Chinese	<1%	1
Asian British /Other Asian	13%	185
Black British /Other Black	2%	27
Black Caribbean	1%	21
Black African	3%	50
Mixed Asian and White	<1%	3
Mixed Black African and White	<1%	8
Mixed Black Caribbean and White	<1%	7
Other Mixed/ Multiple Ethnic Groups	<1%	5
Arab	1%	18
Other Ethnic Group	<1%	10
Not Provided	26%	379
Total		1432

Demographics

Long-term condition	Percentage %	No of Reviews
Yes	26%	379
No	43%	619
Prefer not to say	2%	27
Not known	<1%	6
Not Provided	28%	401
Total		1432

Sexual Orientation	Percentage %	No of Reviews
Asexual	<1%	5
Bisexual	1%	18
Gay Man	<1%	2
Heterosexual/ Straight	34%	493
Lesbian / Gay woman	-	-
Pansexual	<1%	1
Prefer not to say	4%	64
Not known	-	-
Not Provided	59%	849
Total		1432

Pregnancy	Percentage %	No of Reviews
Currently pregnant	<1%	8
Currently breastfeeding	<1%	5
Given birth in the last 26 weeks	1%	14
Prefer not to say	<1%	9
Not known	1%	16
Not relevant	37%	533
Not Provided	59%	847
Total		1432

Religion	Percentage %	No of Reviews
Buddhist	1%	10
Christian	25%	364
Hindu	9%	134
Jewish	<1%	3
Muslim	15%	211
Sikh	5%	77
Spiritualism	<1%	4
Other religion	<1%	7
No religion	14%	201
Prefer not to say	1%	11
Not Provided	28%	410
Total		1432

Unpaid Carer	Percentage %	No of Reviews
Yes	4%	56
No	42%	608
Prefer not to say	1%	15
Not Provided	53%	753
Total		1432

Demographics

Area of the borough	Percentage %	No of Reviews
Brentford & Isleworth	16%	224
Chiswick	7%	96
Feltham	15%	220
Great West Road	1%	21
Heart of Hounslow	26%	371
Other	3%	39
Outside of the Borough	4%	59
Prefer Not To Say	<1%	4
Not Provided	28%	398
Total		1432

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	1%	14
Not in employment & Unable to work	5%	71
Not in Employment/ not actively seeking work – retired	9%	135
Not in Employment (seeking work)	2%	22
Not in Employment (Student)	2%	28
On maternity leave	2%	22
Paid: 16 or more hours/week	22%	313
Paid: Less than 16 hours/week	3%	42
Prefer not to say	2%	28
Not Provided	53%	757
Total		1432



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