

**PATIENT EXPERIENCE REPORT 2022**  
**Q2 July – September.**

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## **Who We are**

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 several duties around gathering and representing the views of patients and service users in the borough of Hounslow.

## **The Patient Experience Programme**

In delivering these duties in Hounslow we operate a comprehensive Patient Experience data collection programme. The implementation of the data collection programme and the Digital Feedback Centre will normally 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.

Our Patient Experience Officer, supported by a team of volunteers, visits health and social care services daily to talk to and hear from patients, service users, carers and relatives about their experiences of local services. These patient experience comments and reviews are gathered using a standard form (see appendix 1 & 2) which asks for feedback on their overall experience, likelihood to recommend a service, treatment, booking and a number of other areas. We approach every patient, capture their experience in their words and seek consent for their feedback to be published on the Healthwatch Hounslow 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. Where patients relay concerns about their treatment we inform them of their rights and the feedback and complaints mechanisms available to them.

**Beyond the survey** We also offer for a member of Healthwatch Hounslow staff to call them to discuss the issue in more detail at 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 sensitivity.

## **Safeguarding**

During our visits, if we observe or hear any safeguarding concerns these are immediately referred to the office and a safeguarding referral made where appropriate.

## **Limitations**

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.



The outreach element of our Patient Experience Programme is supplemented by our community engagement work and our [website](#), 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.

This report covers the quarter 2 (Q2) period, July - September 2022. During this time, we collected 1223 reviews, achieving our quarterly target of 1,200 (averaging 400 per month). Prior to this quarter there was some disruption caused by the Coronavirus Pandemic. With the easing of the social distancing rules, we have resumed our face-to-face engagement and we continue to collate reviews from different services.




Out of the total number of patient experiences received, 926 (76%) were positive, 187 (15%) were neutral and 110 (9%) were negative experiences of service provision (this is based on the overall star rating provided by patients - see page 38 for further detail). Please see the conclusion for a summary of the key findings.

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 and highlight areas of good practice.

We have included detailed analysis of the themes and sub-themes (Pages 10 - 19). In this section, we breakdown the main themes & trends for the services where we received a significant number of feedback. In Q1 these areas are GPs, Hospitals, and Pharmacy services. We will show the sub-themes and some examples of comments. Each comment is uploaded to our online feedback centre where up to five themes and sub-themes may be applied to the comment (see appendix 3 (p. 40-41) for a full list). Depending on the content of the comment it may have one or more themes attached to it. For this reason, the total number 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. In this section we breakdown the main themes & trends for the services where we received the largest number of feedback.

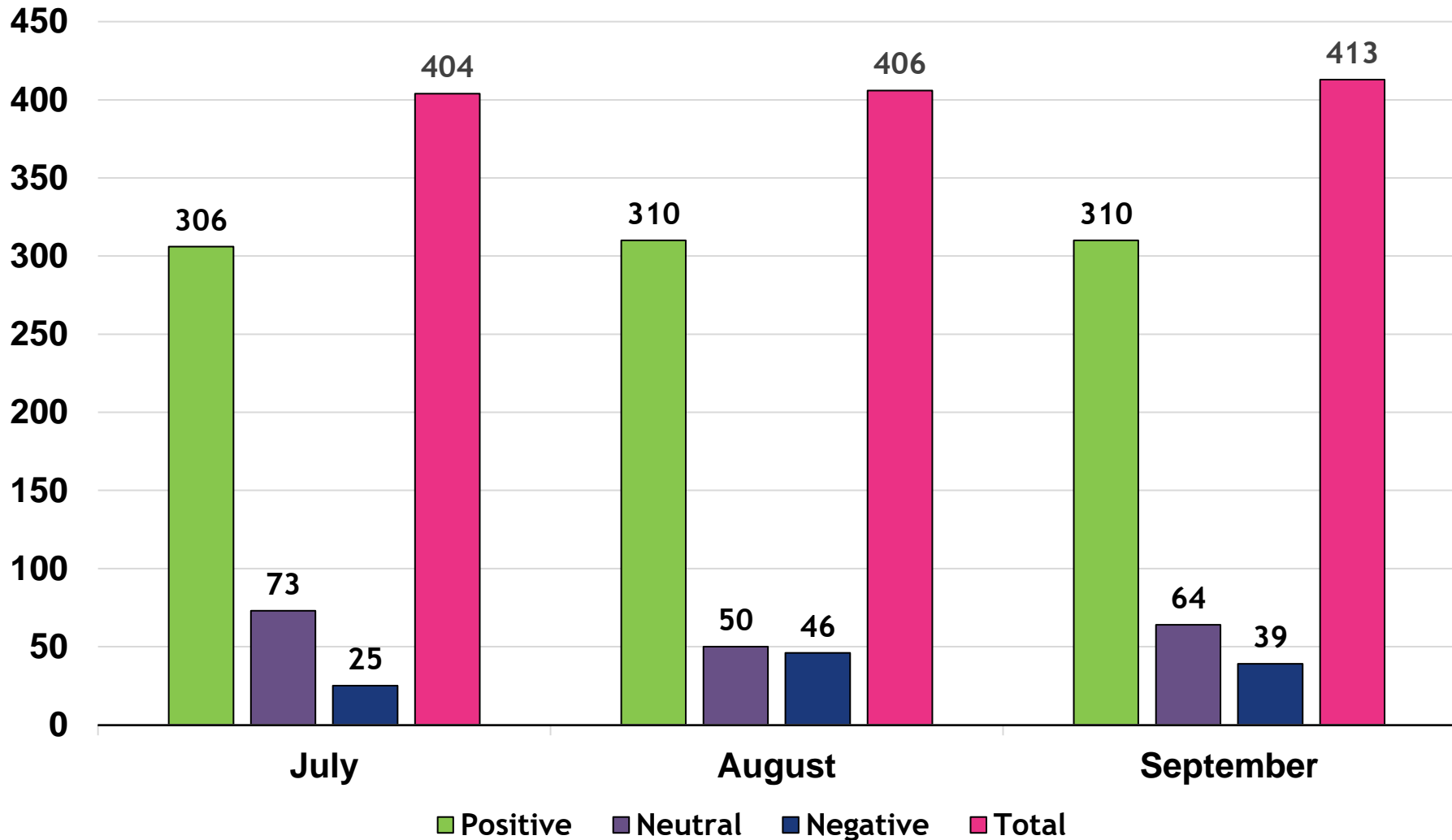
The number of patient reviews received for this quarter is 1223. The table below shows a breakdown of the positive, neutral and negative patient reviews. (See the appendices for examples of our physical and online questionnaires).

Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 2 indicate a negative, 3-star rating indicate a neutral response, while star ratings between 4 and 5 indicate a positive response. This quarter, 926 positive, 187 neutral and 110 negative responses have been recorded.

Month	1 - 2 Star Reviews (Negative) 	3 Star Reviews (Neutral) 	4 - 5 Star Reviews (Positive) 
July	25	73	306
August	46	50	310
September	39	64	310
Total	110	187	926



This chart provides a breakdown of positive, neutral, negative and total reviews for each month, based on the overall star rating provided.

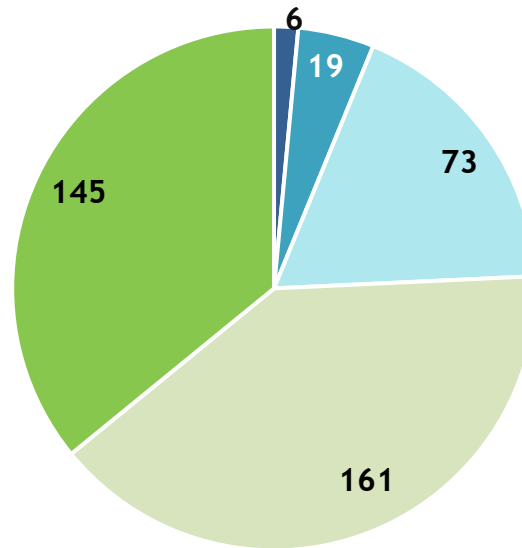
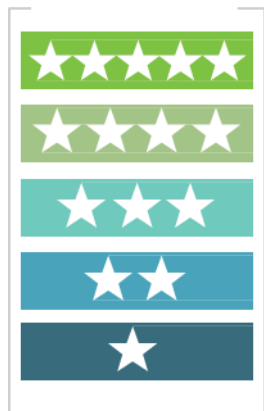




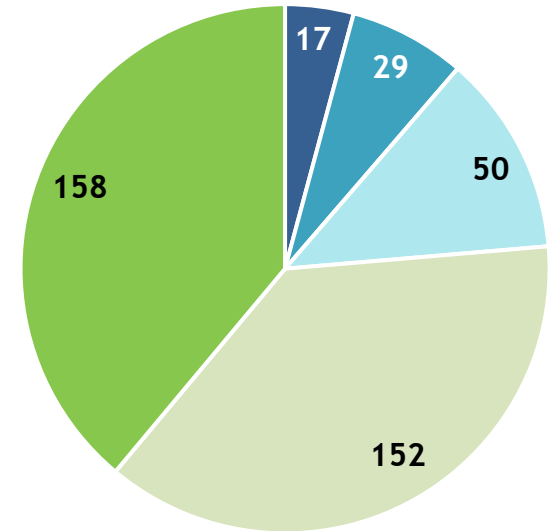
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

In each month, the 5-star rating received the highest proportion of reviews, followed by 4-star rating and the 1-star rating.

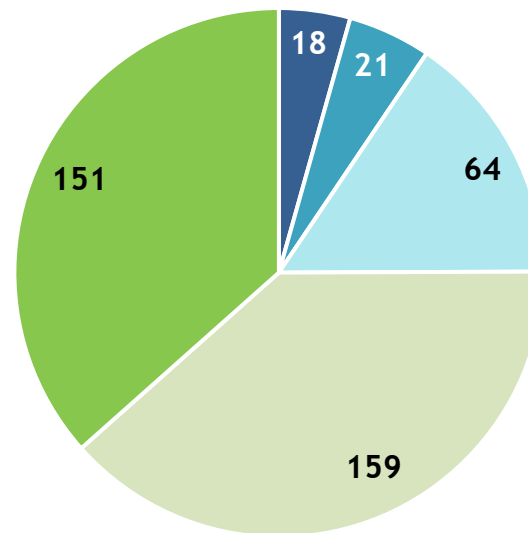
Star Ratings



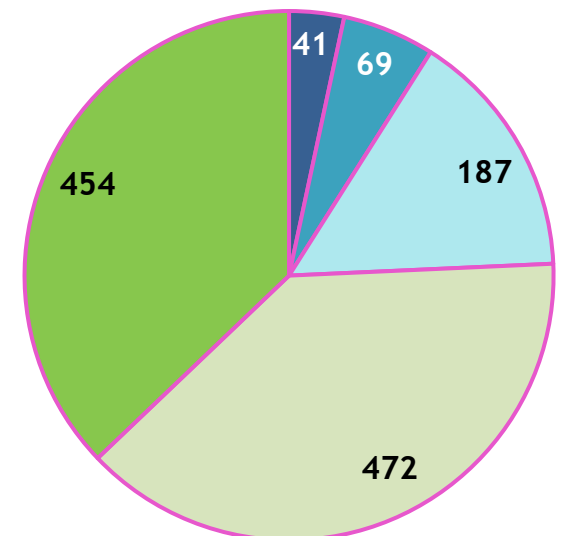
July



August



September



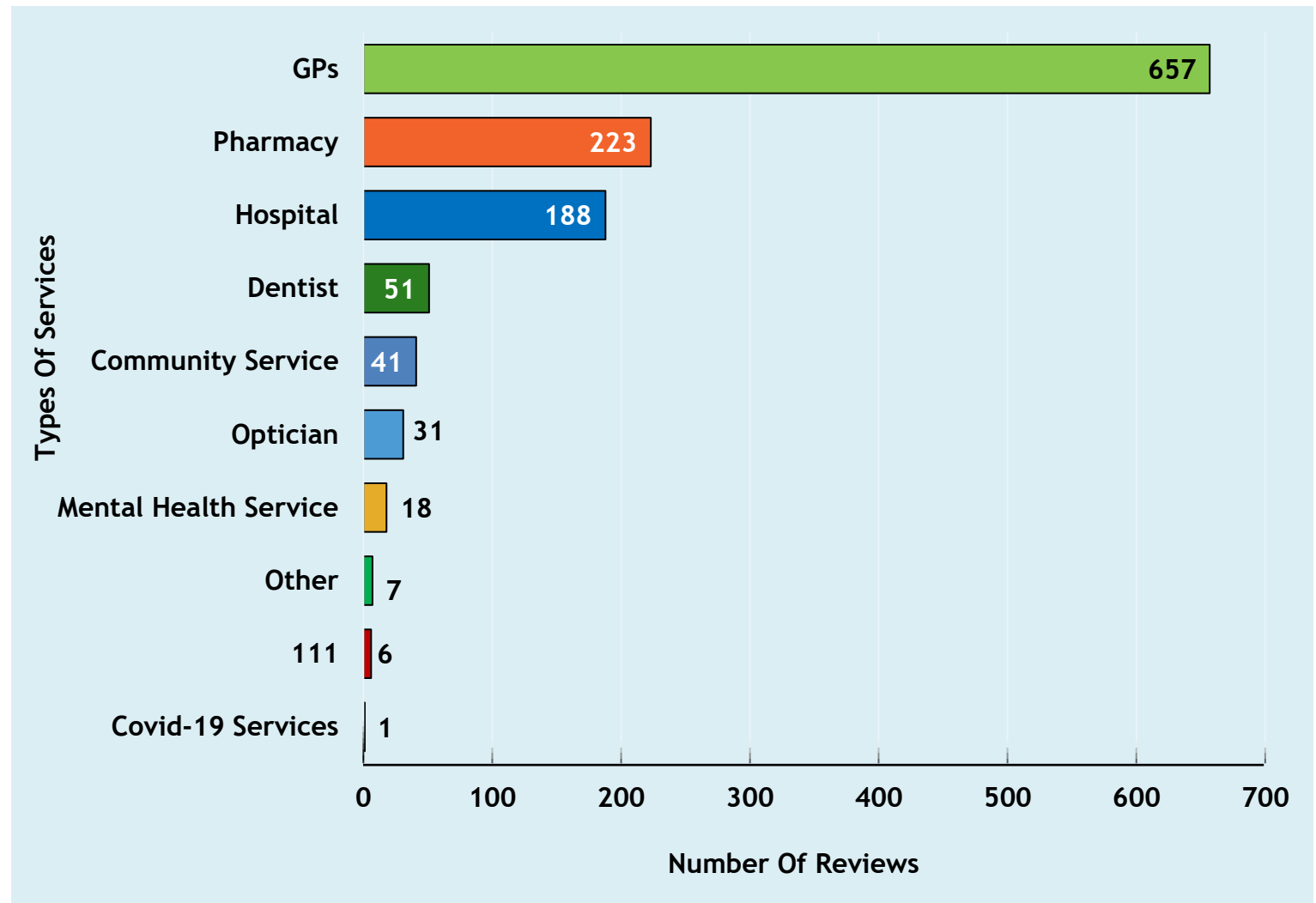
Total for Quarter 2



The chart shows the number of Q2 patient reviews covering 10 service type categories.

The category with the highest number of reviews recorded is the GP category (657), followed by the Pharmacy (223) and Hospital category (188).

As the Patient Experience Programme develops, Healthwatch Hounslow (HWH) will continue trying to capture patient experience reviews from varied service areas.





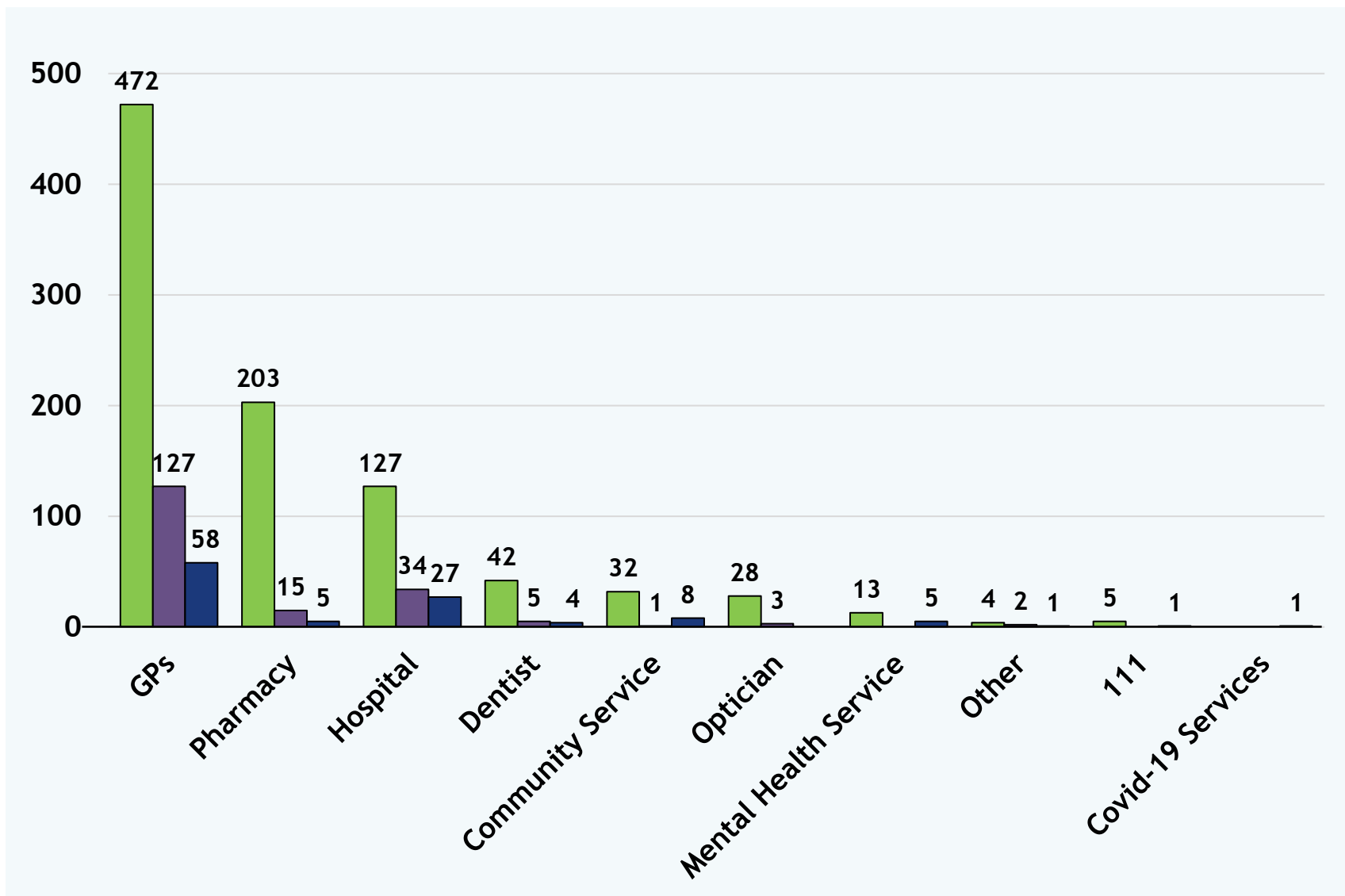


The bar chart compares the number of negative, neutral and positive reviews for each category.

From the categories that received more than 10 reviews;

The categories with the highest proportion of positive reviews are Pharmacy Services (91%); Opticians services (90%); 111 Service (83%); and Dentist (82%).

The categories which received the highest proportion of negative reviews are Mental Health Services (28%); Community Service (20%); Hospital Services (14%) and Other (14%).

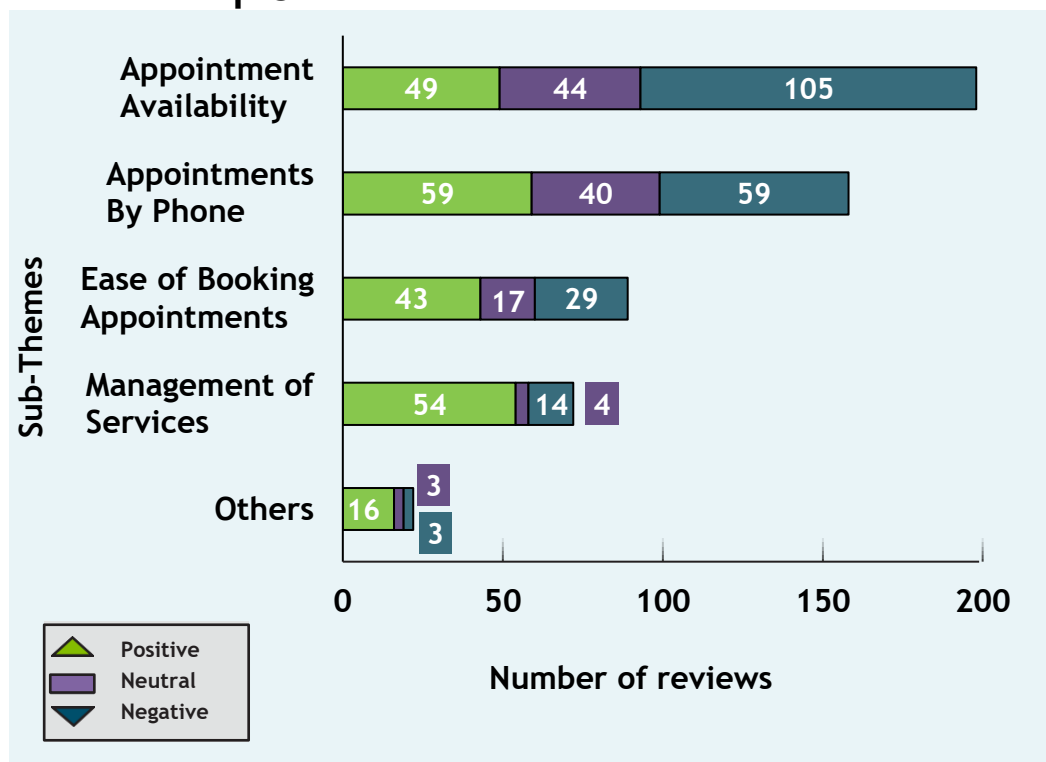


The **Administration** theme received 539 reviews; 41% (221) were positive, 39% (210) were negative and 20% (108) were neutral. The chart below presents a breakdown of the sub-themes for Staff. “Others” comprises the rest of the sub-themes combined. See pages 41-42

**Appointment Availability** sub-theme received 198 comments with, 25% (49) were positive, 53% (105) were negative and 22% (44) were neutral. There is a continued trend of sentiments being negative; it was 50% in quarter 1 (Apr - Jun 2022) and 46% in quarter 4 (Jan - Mar 2022), showing that this continues to be an issue for patients. **Booking Appointments By Phone** was discussed in 158 reviews; 37% had a positive sentiment, 36% were negative and 25% were neutral, we found some improvement from quarter 1 (Apr - Jun 2022) and quarter 4 (Jan - Mar 2022) when it was 48% and 47% negative sentiment comments, respectively. We will continue to monitor this theme to see if the improvement is sustained.

The comments about **Management of Services** was majority positive with 75%, **Ease of Booking Appointments** was also 48% positive. From our analysis of this theme the patients think that the administration at GPs are helpful, and there has been a slight improvement with the phone line but there still aren't enough appointments available.

## Top Sub-themes for Administration



### Positive Reviews

“... I can get an urgent appointment pretty quickly which is really good. I phone to book and it is easy to get through...”

*Spring Grove Medical Practice*

“You can normally get an appointment especially when it is important...”

*St Margarets Medical Practice*

“I can get the appointments when I need them.”

*Hiyos Practice*

### Negative Reviews

“...It is difficult to get an appointment. It took me 2-3 weeks to get an appointment today.”

*Skyways Medical Centre*

“Waiting on the phone takes too long. Sometimes for an emergency appointment, it can be very hard to get one...”

*HMC Health Hounslow*

“It is extremely difficult to get an appointment. Since the pandemic, the service has deteriorated significantly. You cannot make an appointment online, this has been discontinued. In fact you cannot make an appointment at all...”

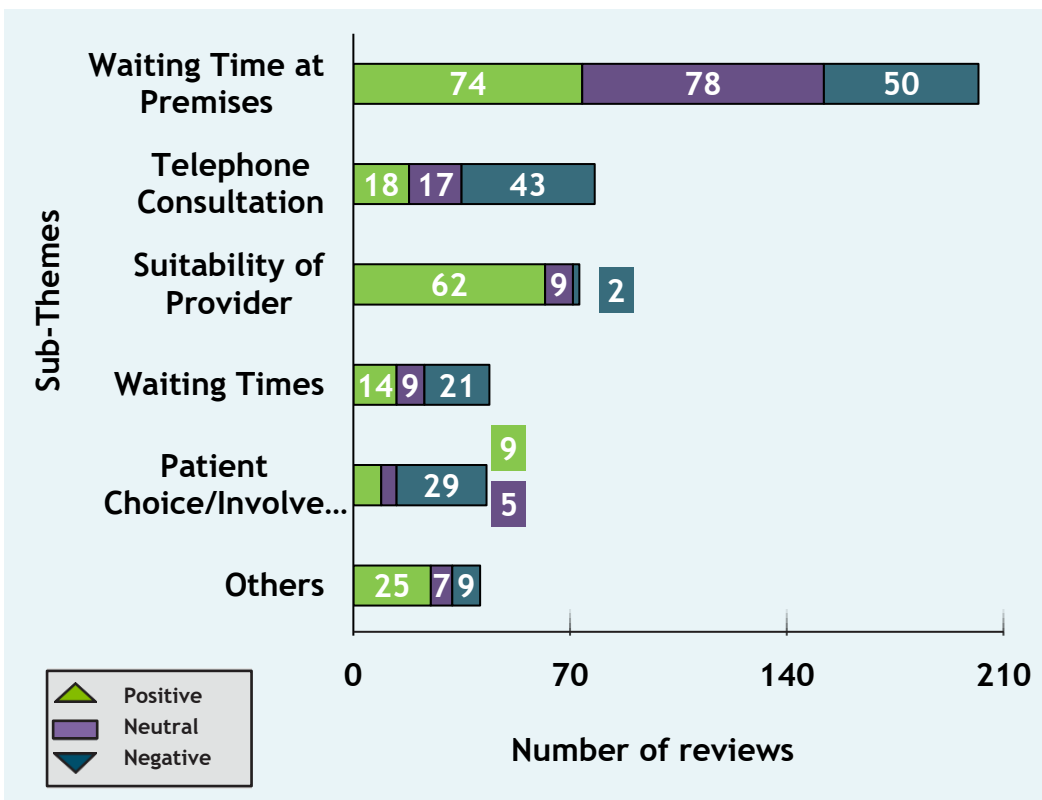
*West 4 GPs*

The **Access to Services** theme received 481 patient reviews. 42% (202) were positive, 32% (154) were negative and 26% (125) were neutral. The chart below presents a breakdown of the sub-themes for Staff. “**Others**” comprises the rest of the sub-themes combined; see pages 41-42.

For **Waiting Times At Premises**, we received 202 reviews; 37% (74) were positive, 50% (25) were negative and 39% (78) were neutral. For the comments from quarter 1 April to June 2022, this sub-theme was mostly split between the neutral and positive sentiments it was 33% and 36% respectively, and there has been a decrease in the negative comments from 31% in Q1 to 25% this quarter, showing that experiences of waiting at practices varies from patient to patient with a few patients thinking it is too long.

**Telephone Consultation** received 78 comments, of which 43 (55%) were negative sentiment comments. However, **Suitability of Provider** was 85% positive, which is like our finding in Q1 Apr - Jun 2022, when it was 83%. Indicating that patients continue to find access to GP by phone to be difficult but feel their GP services are good with providing a good service.

## Top Sub-themes for Access to Service



### Positive Reviews

“It’s good, better than before the pandemic.”

*Chiswick Health Practice*

“They are open until 8 on the weekends. A family practice and we’ve been here for many years.”

*Gill Medical Practice*

“It’s good. I don’t like the app though.”

*Hounslow Family Practice*

### Negative Reviews

“...Quite difficult to get through on the phone.”

*Blue Wing Family Doctor Unit*

“... I haven’t been able to come there for a while and the last time I was here there was a long queue, I think I had to wait for 30 minutes...”

*Thornbury Road Centre for Health*

“...The wait to be seen varies, it is a sliding scale really, sometimes it is okay, and sometimes it isn’t. The phones are not too bad to get through if you phone early...”

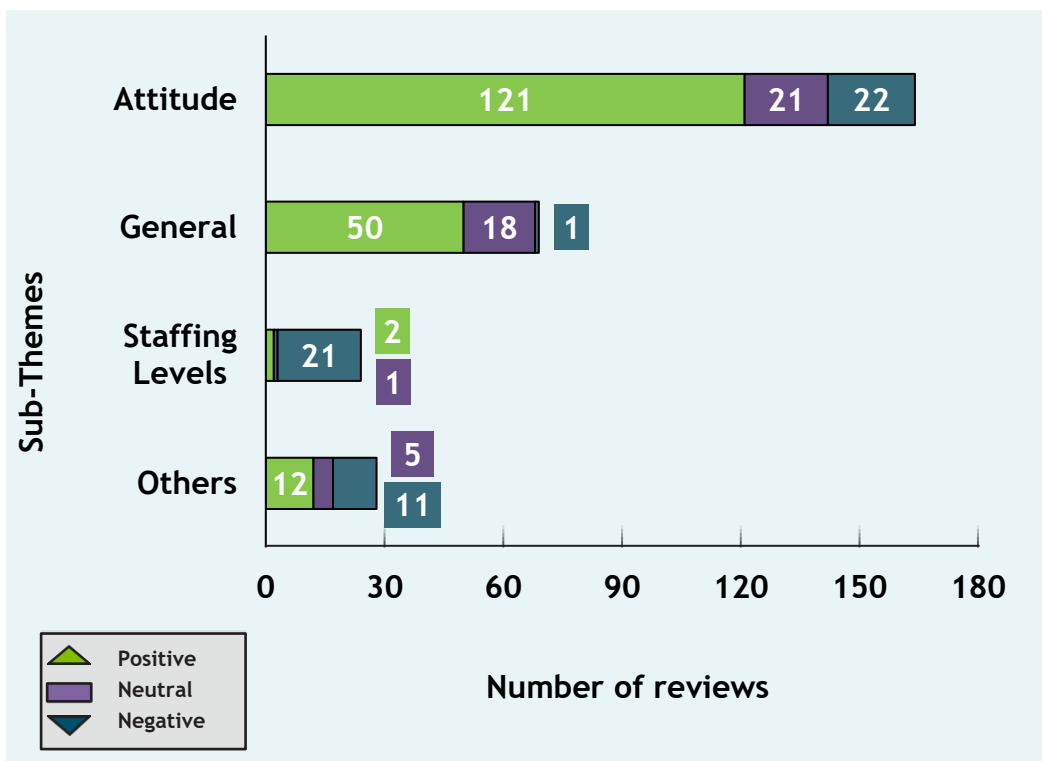
*Chiswick Health Practice*

The **Staff** theme received 335 reviews. 73% were positive (245), 16% (54) were negative and 11% (36) were neutral. The chart below presents a breakdown of the sub-themes for Staff. “Others” comprises the rest of the sub-themes combined. See pages 41-42

**Staff Attitude/Courtesy** was mentioned in 164 reviews, 74% (121) were positive, 13% (22) were negative and 13% (21) were neutral. There is a trend of patients expressing positive sentiments in comments about the attitude of staff they encounter. 72% of reviews had a positive sentiment in Q4 (Jan - Mar) and in Q1 (Apr - Jun) it was 80% positive.

For **General** sub-theme we received 69 reviews; 72% (50) were positive, this is similar to what we found in Q1, were 80% were positive sentiment comments. The analysis of the comments show that patients think staff have been helpful, great with the occasional rude encounter.

### Top Sub-themes for Staff



#### Positive Reviews

“...I've always had good relationships with the staff, I've not had any issues, they are quite helpful...”

*Spring Grove Medical Practice*

““The reception team are very helpful and the doctor that I see is absolutely marvellous.”

*St Margarets Medical Practice*

“Helpful doctor and the staff are good.”

*Skyways Medical Centre*

“The staff are all really nice when I speak to them on the phone they are easy to get the right information from.”

*Thornbury Road Centre for Health*

#### Negative Reviews

“... there is a lack of decision-making and inappropriate jokes. They do not explain anything to you about what is going on...”

*Spring Grove Medical Practice*

“I find the staff at reception to not be very helpful.”

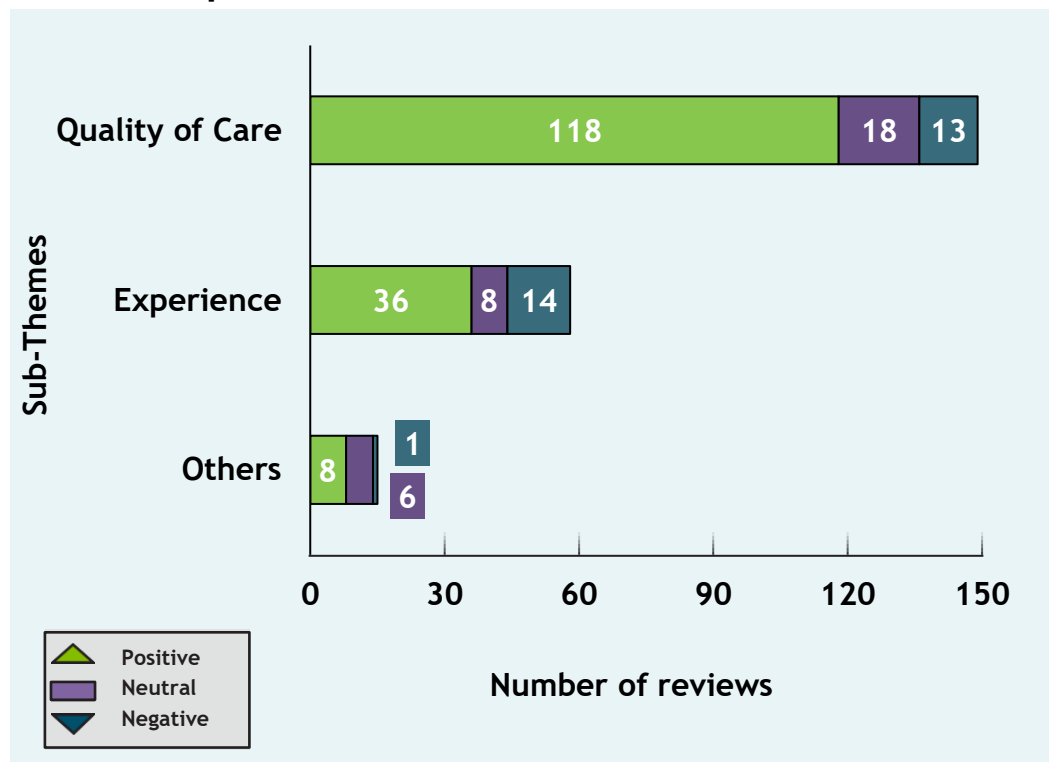
*HMC Health Feltham*

The **Treatment and Care** theme received 222 reviews. 73% (162) were positive, 14% (32) were negative and 13% (28) were neutral. “**Others**” comprises the rest of the sub-themes combined. See pages 41-42 for the full list of sub-themes.

**Quality of Care** was the most discussed sub-theme with 149 reviews; 79% (118) were positive, 12% (18) were negative and 9% (13) were neutral. Similar to previous quarters, there is a trend of patients experiencing positive treatment, in quarter 4 Jan - Mar 2022, it was 74% positive and last quarter Apr - Jun 2022 it was 75% positive.

**Experience of Care** was a recurring sub-theme with 58 reviews; 62% (36) were positive, 14% (8) were negative and 24% (14) were neutral. Compared to previous quarters there is an upward trend of patients having happy experiences of care at the GPs, it was 56% in Q4 Jan - Mar 2022 and 69% in Q1 Apr - Jun 2022. After looking into the comments for this theme patients mainly think the treatment they receive is good and helpful.

## Top Sub-themes for Treatment & Care



### Positive Reviews

“They always give good treatment here...”

*Chiswick Health Practice*

“When the doctor see's you, you get good explanations...”

*St. David's Practice*

“This doctor is my long term doctor and has been great since the pandemic...”

*Skyways Medical Centre*

“Always get support from doctors...All the doctors are really good”

*Gill Medical Practice*

### Negative Reviews

“...I've had some experiences with a couple of people that I was not so impressed by.”

*Thornbury Road Centre for Health*

“They could be better, they don't really look after their patients. Don't spend enough time with patients.”

*Chestnut Practice*

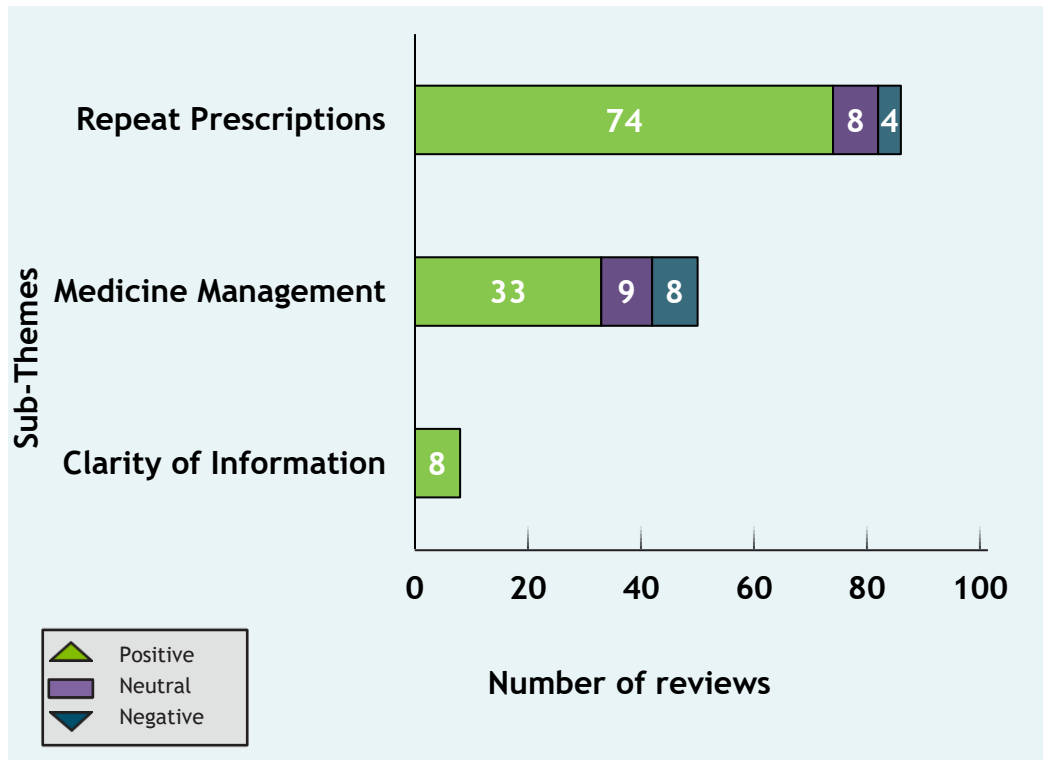


The **Medication** theme received 156 reviews; 83% (130) were positive, 8% (12) were negative and 9% (14) were neutral. The chart below presents a breakdown of the sub-theme for **Medication**.

**Repeat Prescription** received the most 89 reviews; 84% (75) were positive, 8% (7) were negative and 8% (7) were neutral. In previous quarters majority of the reviews have been positive in Q4 (Jan - Mar 2022) it was 81% and in Q1 (Apr - Jun 2022) 86%. Showing that a lot patients are happy with the how their repeat prescriptions are processed.

For **Medicine Management** sub-theme we received 58 reviews; 79% (46) were positive, 9% (5) were negative and 12% (7) were neutral. This is also like previous quarters with reviews being positive, in Q4 (Jan - Mar 2022) it was 71% and in Q1 (Apr - Jun 2022) it was 66%. From the analysis of the comments, patients explained that the medication services were excellent with a some room for improvements.

## Top Sub-themes for Medication



### Positive Reviews

“... they get me my medication when I'm there and if they don't have it at the time they get it for me within 24 hours..”

*Jasins Chemist*

“It works like a dream, I order my prescriptions online when I need them and then within 4 days it is available to pick up.”

*Bedford Park Pharmacy*

“Sometimes when the GP does not have to prescription processed I call the number here and they sort me out, if I go there they have it ready on time for me.”

*Shah Pharmacy*

### Negative Reviews

“A lot of times they do not have what you need and they looking through different bags trying to find the medicine, it may be because there is a shortage”

*Lloyds Pharmacy Chiswick (Sainsbury's)*

“They always have a problem with my repeat prescriptions. I have a dosette box and most of the time they do not have it...”

*Asda Pharmacy (Hounslow)*

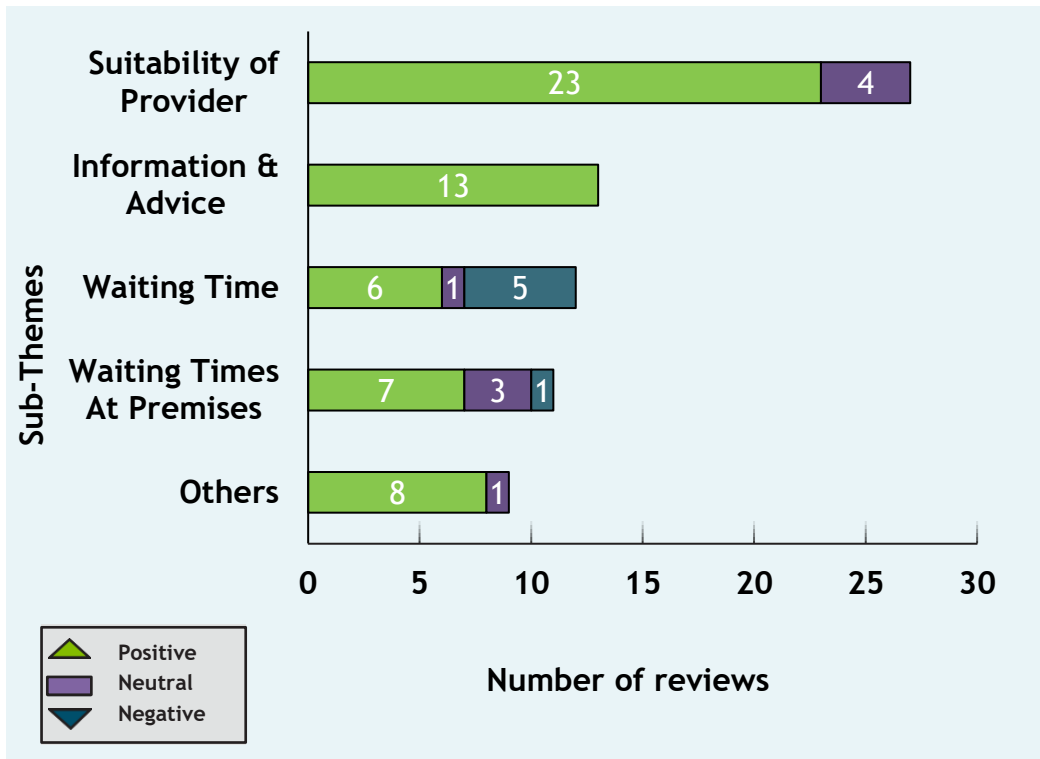


**Access to services** theme received 72 reviews. 79% (57) were positive, 8% (6) were negative and 13% (9) were neutral. The chart below shows a breakdown of the sub-themes. **Others** comprises the rest of the sub-themes combined. See pages 41-42 for the full list of sub-themes.

For **Suitability of Provider** we received 27 reviews; 85% (23) were positive and 15% (4) were neutral. From the analysis of the comments patients generally described their pharmacies are good, like last Q1 (Apr - Jun 2022) we received 96% positive sentiment comments, and in Q4 (Jan - Mar 2022) it was 100%.

**Information and Advice** sub-theme received 13 reviews; 100% (13) were positive sentiment comments. For the **Waiting Times** sub-theme we received 12 reviews; 50% (6) were positive, 8% (1) were neutral and 42% (5) were negative sentiment comments. Also, **Waiting Times At The Premises** sub-theme received 11 reviews; 64% (7) were positive, 9% (1) were negative and 27% (3) were neutral sentiment comments.

### Top Sub-themes for Access to Services



#### Positive Reviews

“A very good pharmacy. I have never had any problems with them..”

*Riverside Pharmacy*

“They usually have the medicine that I need and they give me advice when I'm there.”

*Minal Pharmacy*

“They are pretty good and they have what I need.”

*Churchill's Pharmacy*

“Whenever you phone they have the prescription ready and they say you should come and collect your prescription and you do not have to wait on the phone.”

*Maswell Park Pharmacy*

#### Negative Reviews

“They are not good, your prescriptions are meant to be processed in 3 days but sometimes you might be waiting for a week before they leave the prescriptions available for you.”

*Boots Chemist (Feltham)*

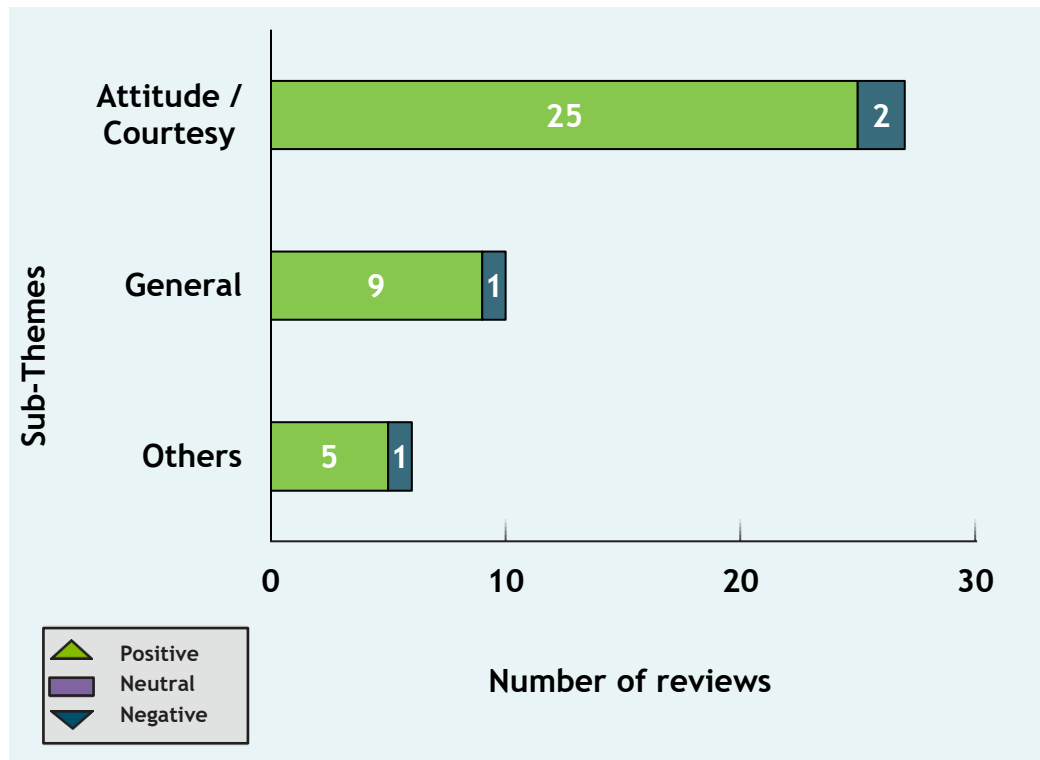


The **Staff** theme received 43 reviews, 91% (39) were positive and 9% (4) were negative. The chart below shows a breakdown of the sub-themes.

The **Attitudes/Courtesy** sub-theme received the most reviews 27; from these 93% (25) were positive and 7% (2) were negative. This is comparable to what we found in previous quarters; in Q4 Jan - Mar 2022 it was 91%, and in Q1 Apr - Jun 2022 it was 95%. Showing that most patients are pleased with staffs' attitudes/courtesy at the chemist and pharmacies they use.

**Others** comprises the rest of the sub-themes mentioned. See pages 41-42 for the full list of sub-themes.

### Top Sub-themes for Staff



#### Positive Reviews

“My pharmacist is a very good man.”

*Brent Pharmacy*

“They are always willing, nothing is ever too much for them...I'm really impressed with them.”

*Jade Pharmacy (Isleworth)*

“They are friendly there and they are informative, and the pharmacist there is very nice, all the staff there are nice anyway..”

*B A Williams Chemist*

“...If there is a problem, they can solve it. A lot of staff members that are there to help.”

*Busby's Pharmacy*

#### Negative Reviews

“Their attitude could be better.”

*Jade Pharmacy (Heston)*

“...they are very busy and they are understaffed, it seems like they dispense a lot of medication because there are always so many people there..”

*Boots (Whitton High Street)*



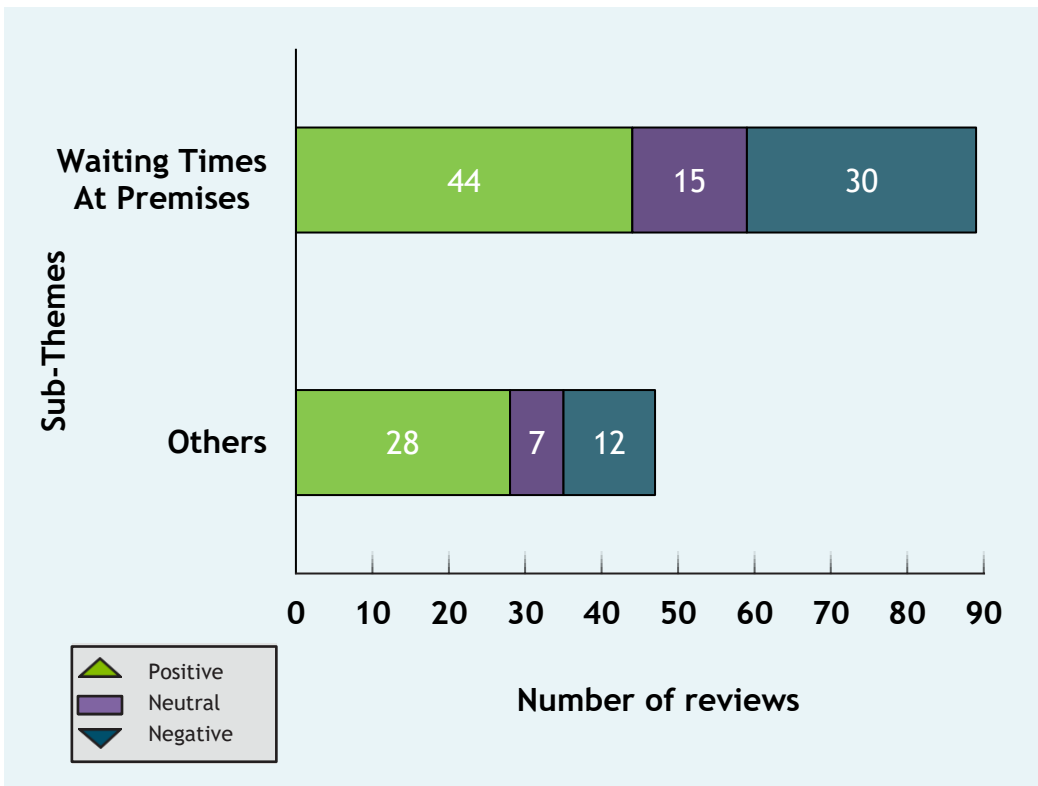


**Access to Services** received 136 reviews this quarter. 53% (72) were positive, 31% (42) were negative and 16% (22) were neutral.

**Waiting Time At Premises** was mentioned in 89 reviews. 49% (44) were positive, 34% (30) were negative and 17% (15) were neutral. Compared to previous quarters, in Q4 Jan - Mar it was 42% and it was 53% in Q1 Apr - Jun, we received more positive sentiment comments. Showing that patients at hospitals are experiencing lesser waiting times when they arrive for their appointment, we will continue monitoring this theme.

**Others** comprises the rest of the sub-themes mentioned. See pages 41-42 for the full list of sub-themes. The chart below shows the breakdown of the sub-themes.

## Top Sub-themes for Access to Services



### Positive Reviews

“...The wait to be seen when I was there was not a long wait unless it was really busy.”

*West Middlesex University Hospital (Maternity)*

“...The wait is not long, I've been seen really quickly when I'm there...”

*Chelsea and Westminster Hospital (Colorectal)*

“...The wait to be seen by them when I arrived was maybe 10 minutes maximum...”

*West Middlesex University Hospital (Gynaecology)*

“...when I am here for my appointment, I do not have to wait much to be seen, they are always really quick...”

*West Middlesex University Hospital (Orthopaedics)*

### Negative Reviews

“There is a very very long queue when I'm there. the wait to be seen is 3-4 hours and it is like that most of the time...”

*West Mid Hospital (A&E)*

“The waiting when I come here is way too long, I've taken my son there a few times and we always have to wait 2-3 hours before we get seen.”

*West Middlesex University Hospital (Ultra Sound)*

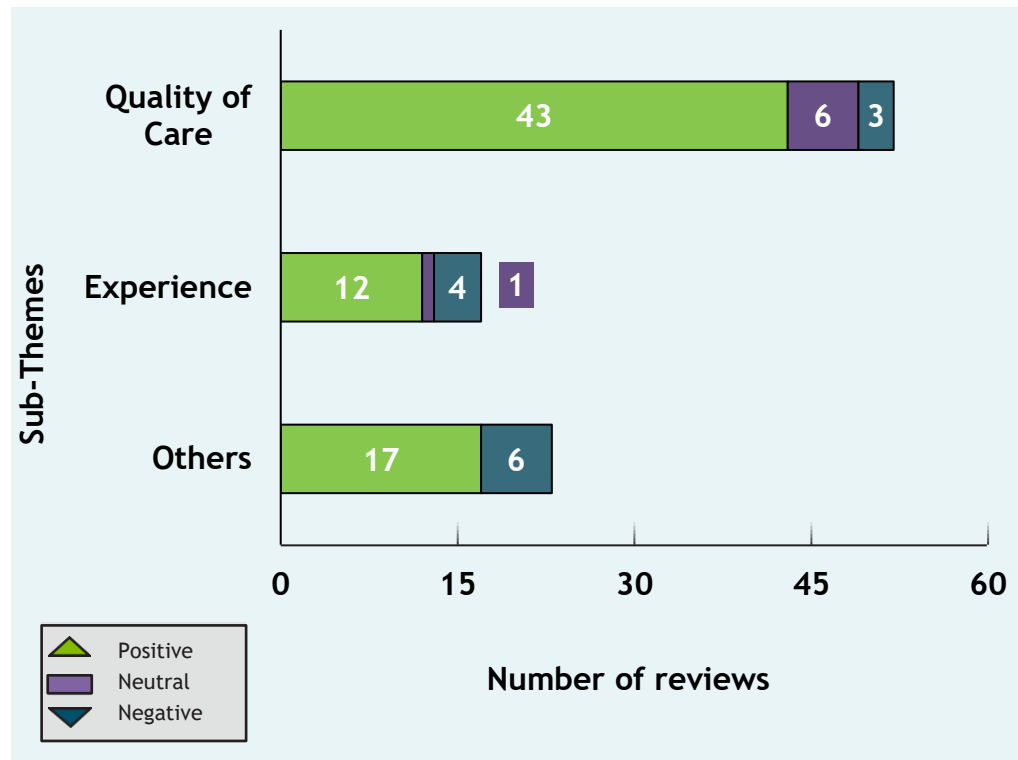


The **Treatment and Care** theme received 92 reviews. 78% (72) were positive, 14% (13) were negative and 8% (7) were neutral. The chart below shows a breakdown of the sub-themes. **Others** comprises the rest of the sub-themes combined. See pages 41-42 for the full list of sub-themes.

**Quality of Care** was the most mentioned sub-theme with 52; 83% (43) were positive, 6% (3) were negative and 12% (6) were neutral. Like with previous quarters most of the comments have been positive, in Q1 Apr - Jun 2022 it was 93%. This shows us that patients continue to receive very good quality of care from hospitals.

For **Experience** we had 17 reviews; 71% (12) positive, 24% (4) were negative and 6% (1) were neutral. Showing that some general experience of patients at hospitals this quarter were not good enough.

### Top Sub-themes for Treatment and Care



#### Positive Reviews

“I came here to get my pacemaker checked, and they have been very good...The care has been very good, no complaints there...”

*Hammersmith Hospital (Cardiology)*

“Very good. The cardiologist is very good and good doctors. She checks me thoroughly.”

*West Middlesex University Hospital (Cardiology)*

“...The care and examinations that they do are good, they do their examinations on us very nicely...”

*West Middlesex University Hospital (A&E)*

“All my experiences with them were good, they were always on top of my care and they send me reminders. They made me feel comfortable when I was there for my C-section too, especially the anaesthetist here...”

*West Middlesex University Hospital (Maternity)*

#### Negative Reviews

“My experience here was not good, I had to come back multiple times and see different consultants and all they did was prescribe me medicine, which did not work”

*West Middlesex University Hospital (Ophthalmology)*

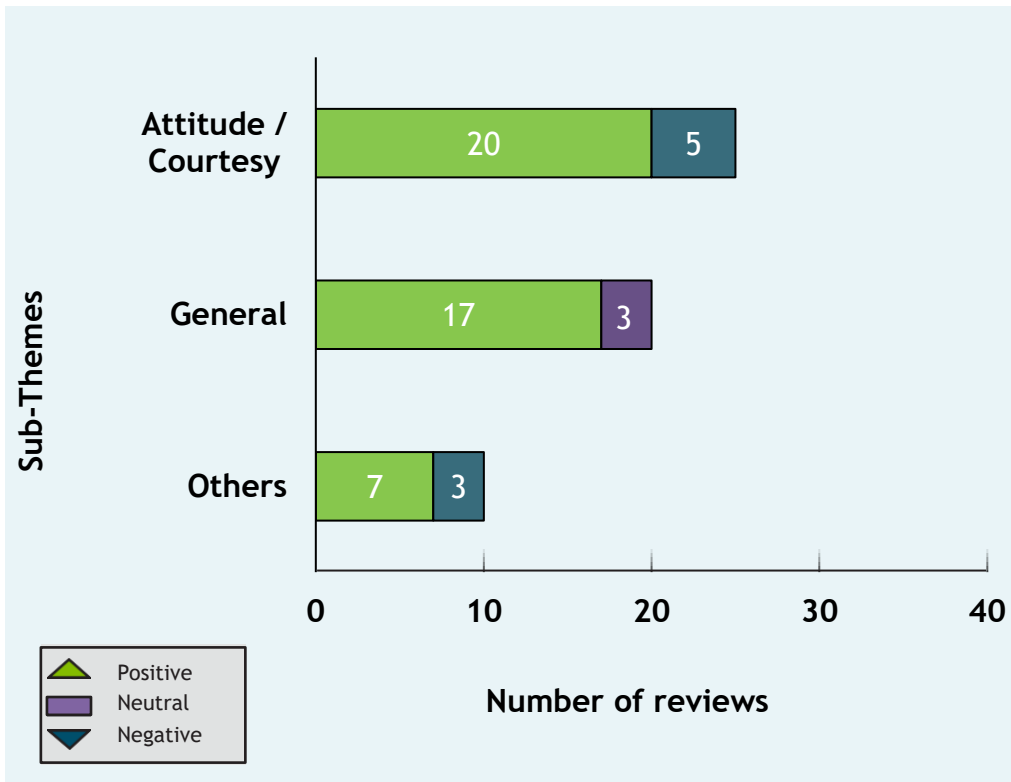


The **Staff** theme received 55 reviews; 80% (44) were positive, 15% (8) were negative and 5% (3) were neutral. The chart below shows a breakdown of the sub-themes for the **Staff** theme.

**Attitudes/Courtesy** was the most frequently mentioned sub-theme with 25 reviews; 80% (20) were positive and 20% (5) were negative. Compared to previous quarters; in Q4 Jan - Mar 2022 it was 69%, in Q1 Apr - Jun 2022 it was 77%, there has been an upward trend in the reviews with a positive sentiment.

**General** received 20 reviews, 85% (17) were positive and 15% (3) were neutral. **Others** comprises the rest of the sub-themes mentioned. See pages 41-42 for the full list of sub-themes.

### Top Sub-themes for Staff



#### Positive Reviews

“They are okay when I come for my appointments. The staff are nice and I get treated well by the doctors...”

*West Middlesex University Hospital (Gynaecology)*

“I prefer to come here than to go to other hospitals. Everybody that I've seen here has been understanding...The staff here couldn't be better.”

*Charing Cross Hospital (Ophthalmology)*

“...The staff there were good and very helpful.”

*Teddington Walk-In Centre*

“They have been really helpful and fantastic with me.”

*West Middlesex University Hospital*

#### Negative Reviews

“...I just gave up and the staff felt like they were over stretched. They did not have enough staff there.”

*Hounslow Urgent Care Centre (West Middlesex Hospital)*

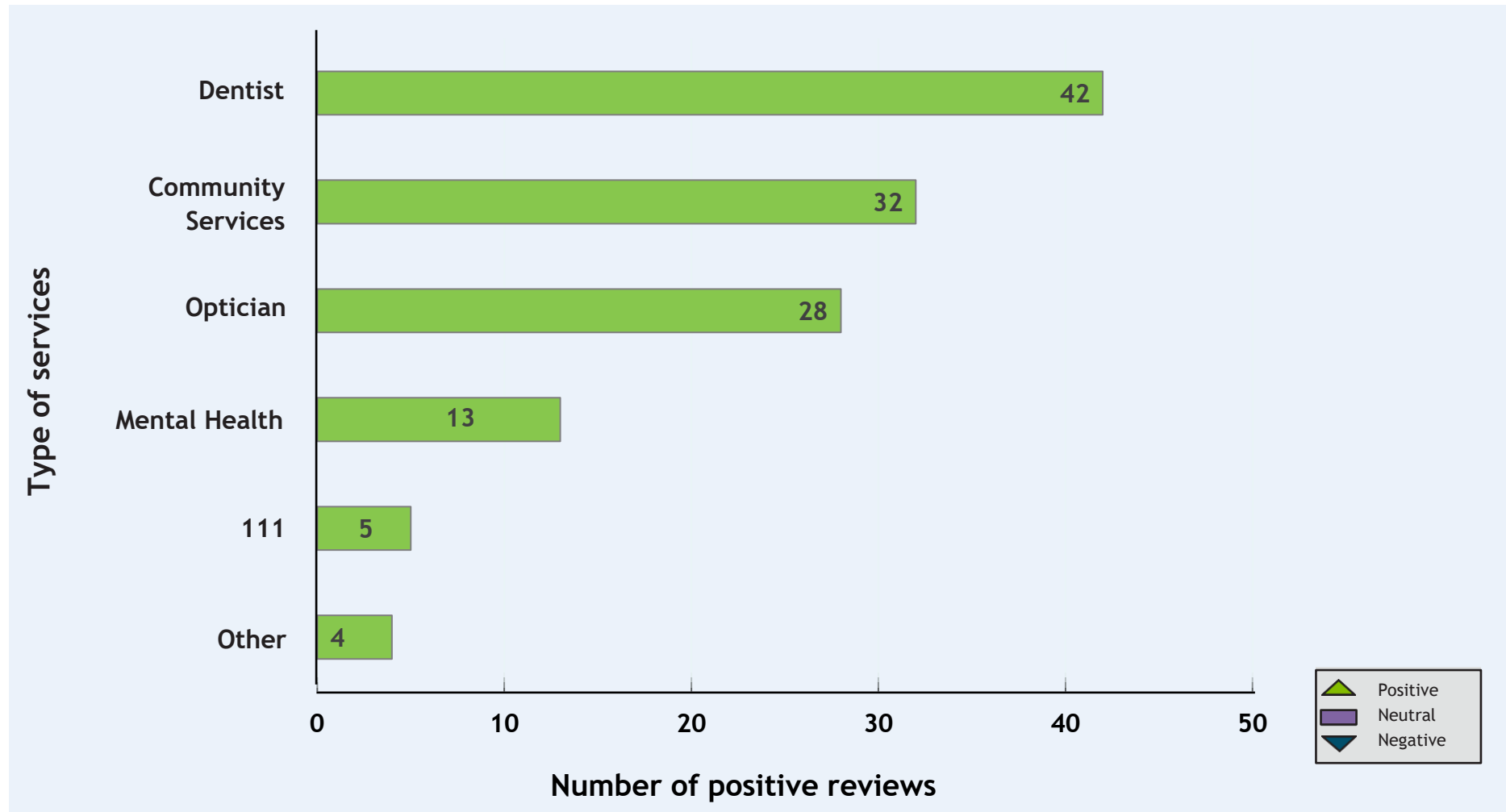
“It is not great for maternal health here and there isn't any representation of black staff here. There doesn't seem to be any understanding of black women's maternal health here..”

*West Middlesex University Hospital (Maternity)*



In this section, we look at the positive reviews we have received about other services we have not examined in detail, allowing us to highlight areas where a service is doing well and deserving of praise. This section provides an overview of positive reviews by service area and goes on to give some examples of comments received.

July - August - September





## Dentist

“Communication with the patient is good. Good convenience of requests for appointments. Good behaviour and guidance.”

*Berkeley Dental Practice*

“It was easy to get my appointments with them. There was no long wait to be seen by them and the care was good”

*Bridge Dental Practice*

“They are good, they pretty much solve any situation and resolve the issues, and they are always pleasant. The appointments are easy if it is needed, if it is an emergency then it is not an issue.”

*The Butts Dental Practice*

“When I've been here it has been a good experience, but I haven't been able to go because of covid, we are due to be seen in October. The appointment was quite a long wait when I phone them but luckily it was not something urgent so I was quite happy to take that appointment..”

*Oakleigh House Dental Practice*

“My appointments with them are easy to get, there isn't much of a wait to be seen when I'm there, and the staff are very professional.”

*Chiswick Dental and Implant Clinic*



## Mental Health

“The support worker is on call if I need them and I can pop in there if they are in the office. They have referred me to get a psychiatrist. The appointments are easy most of the time. There is no long wait to be seen because it is usually pretty quiet when I'm there.”

*West London Mental Health Trust*

“They helped me a lot, the appointment was a referral from my GP, and it was all sorted relatively quickly, I have an appointment every week, the person I was seeing was really helpful and they helped me check up on the issues I was having at the time, I can not thank them enough for helping me out.”

*Hounslow IAPT*

“I've been in and out of there for a few years and they have been good. I've had some treatment with them as well. There was no long wait to be seen I only sat for about 5 minutes before they saw me the last time.”

*Lakeside Mental Health Unit*



## Community Services

“I’ve been with them for 6 months and I’ve been getting tested and treated by them. My appointment was easy, they send them through to me, and the times have been convenient since I do not mind what time I go there. The wait to be seen is about 10 minutes.”

*Hounslow and Richmond Community Healthcare (Physiotherapy, West Middlesex)*

“They come to visit me at home for my baby and they were good. We also have another appointment arranged for this month which will be via zoom. The appointments with them have been easy to arrange.”

*Hounslow and Richmond Community Healthcare (Health Visitor)*

“They were fantastic. Explained everything, very pleasant in their manner. Explained what I needed to know.”

*Heart of Hounslow*

“I come here annually for my appointments. They send me the time for my appointments and sometimes when I’m there, I have to wait to be seen by them but it is not too long.”

*North West London Diabetic Eye Screening Programme*

“They were good, the doctor I saw was listening to me, she wanted to make me feel better before I left, they were all good”

*Sexual Health Hounslow*



## Other

“They’ve been helpful, I’m satisfied with them, they try to help when I call them.”

*111*

“They just explain to you nicely and they advise you if you need to go to the A&E or go elsewhere and sometimes they call you back to make sure that everything is okay.”

*111*

“The NHS has had a lot of difficulties recently with the pandemic, and we expect the best from them. They are doing their best all through it.”

*Services in General*

“We ought to be a little more understanding of the people working with the NHS, they are really under a lot of pressure and they do their best, I am very happy with the services I’m required over the years.”

*Services in General*



## Opticians

“They are pretty good. Some of the staff are good here.”

*Boots Opticians (332 Chiswick High Road)*

“I had cataracts in both my eyes and the lady was very good with treating me. It was easy getting my appointments. They were good with contacting the doctors at the GP and the hospital to get me treated.”

*Tesco Opticians (Osterley Park)*

“They are very good. Very helpful, up to date with equipment. If you need an assessment, they can see you straight away if they are not busy.”

*Specsavers Opticians (152 The Centre, Feltham)*

“I can get an appointment that suits me. The staff come across as professional and I am seen on time.”

*Vision Express (177 High St, Hounslow)*

“I’ve had excellent service with them and they give me full explanations of my sight requirements. they are very nice and seem to be very efficient people. They were willing to do some consultation for my husband which was all done for free, they took their time to fully do all the check and explain it all to him for free.”

*FourFourFour Opticians*

“Full marks for them. They are very good.”

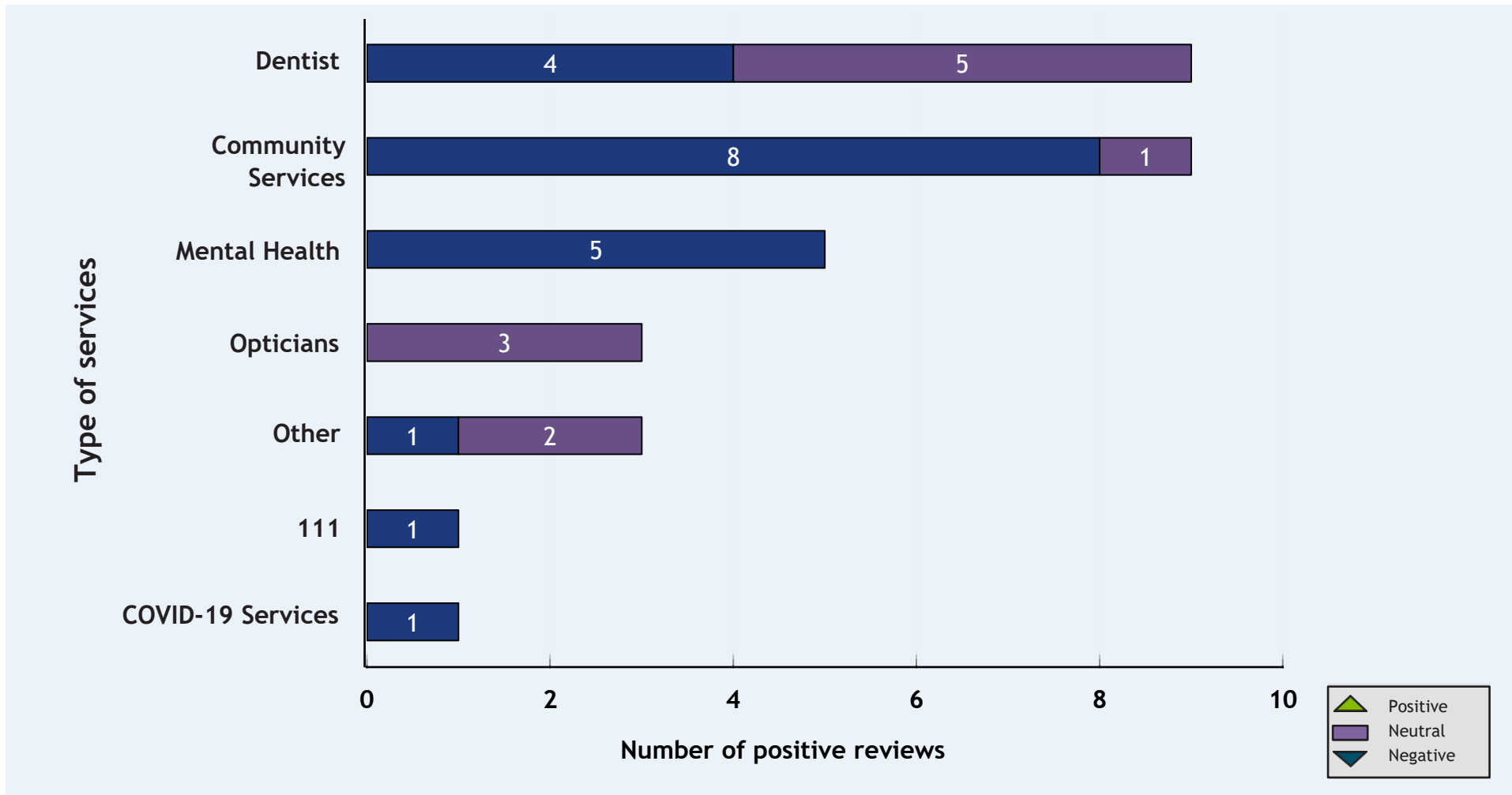
*Sherman Opticians*



# Neutral & Negative Reviews of Other

In this section, we look at the neutral and negative reviews we have received about other services we have not examined in detail, allowing us to highlight parts of services that need to improve. This section provides an overview of neutral and negative reviews by service area and goes on to give some examples of comments received.

July - August - September







## Dentist

“My son has pain from a dental problem. The referral had not been sent to the hospital. I followed up many times. It took 3 months. Now I am told I have more wait for an appointment.”

*Advance Dental Care*

“Before the pandemic was the last time I got to use the service, they initially were not seeing us because of the pandemic but after they sent me a message telling me to come in but I could not get that appointment, the service has progressively got bad, it is so much more complicated now.”

*Armytage Dental Practice*

“They are average, the dentists are not as good as the old dentist, and there is also a long wait for referrals. I've been waiting for 9 months to have a hospital referral. The appointment are also not easy, they never pick the phone up and the appointments are at least 2-3 months which is not good enough.”

*The Ivory Clinic*

“I was not really happy with the first result of my teeth and I was not told to not do certain things. They also said they will follow up afterward but they did not call me. I'm thinking of going elsewhere next time I had a dentist.”

*Banning Dental Group*



## Other

“The last time that I used it was not good, they told me that they will call me back but I waited almost 12 hours before they finally called back. It was at 5am that I got the call back which was of no use.”

*111*

“We need an in-between non-urgent system 24/7 to handle care that is needed. I have private healthcare but tends to refer back to the NHS which defeats the purpose of private health care.”

*Services in general*



## COVID-19 Services

“The email links inviting me for a booster vaccine suggested the west mid walk in, and indicated that there was no need to book. The centre gave priority to booked appointments, so the walk in queue standing outside, hardly moved. When inside, I was welcomed but not given a leaflet until after the vaccine. I was not invited to wait 15 mins, just sent away immediately.”

*COVID-19 Vaccination Centre*



## Mental Health

“Put on as an informal patient instead of being sectioned although the practice knew or could see the patient was a dire risk to themselves on several occasions. To top that, they discharged the patient into the community. Absurd and extremely negligent doctor and some staff.”

*Lakeside Mental Health Unit*

“Bad experience. They were horrible.”

*Hounslow Recovery Team*

“I've been with them on and off for the past 5 years and it has not been good, they say they will only see you if you are suicidal and even for that they will only see you once a year.”

*Hounslow IAPT*



## Opticians

“They used to be good but no so much recently. The last time I went, they missed my prescriptions twice.”

*Specsavers Opticians (152 The Centre, Feltham)*



## Community services

“We were referred to them by my GP, but they still haven't contacted us and it has been 2-3 months, so we cannot rely on them, the phone number I have for them does not work either.”

*Hounslow and Richmond Community Healthcare (Community Matron)*

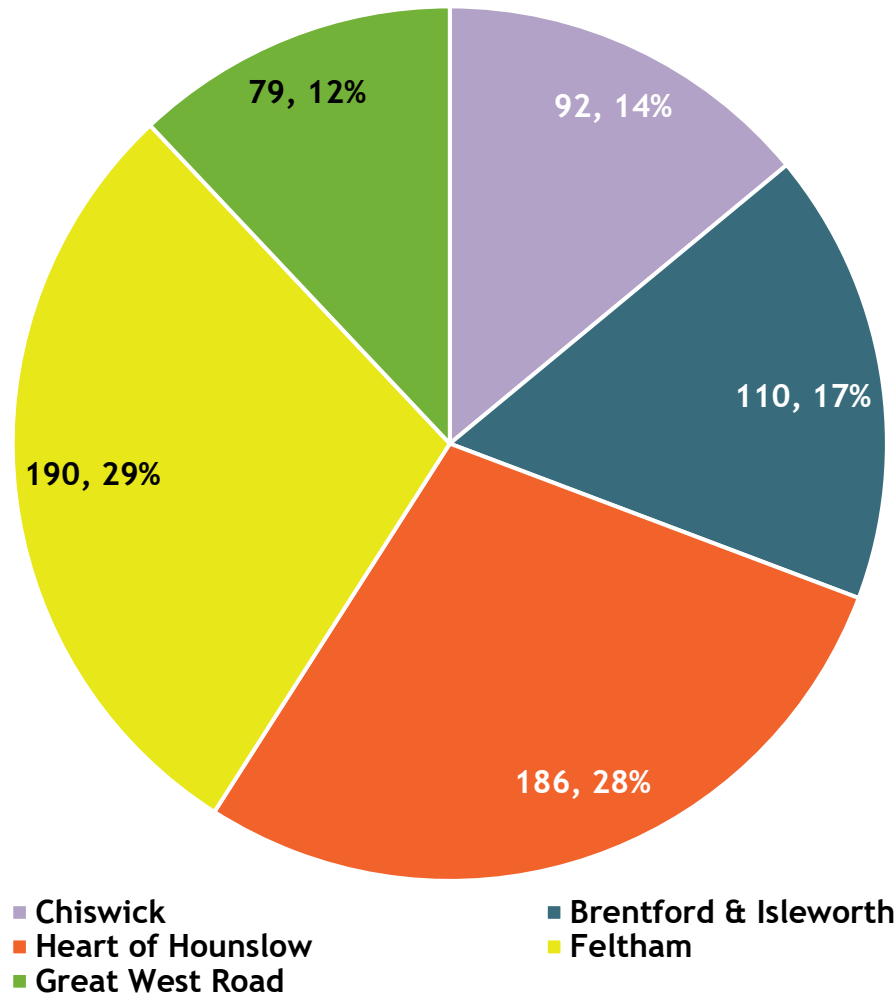
“The waiting list and the waiting times have not been good and the way they talk hasn't been pleasant. They were not very polite. The wait time is about 10-15 minutes. I only come here every year and it is always this long. The care I get is good.”

*North West London Diabetic Eye Screening Programme (Heart of Hounslow)*

“It is quite a long wait sometimes when you're waiting there. The last time I had to wait 30 minutes past the appointment time. The staff were okay.”

*North West London Diabetic Eye Screening Programme (Heart of Hounslow)*

## Network Area



The data shown gives an overview for each GP surgery. The London Borough of Hounslow is divided into five GP Network areas:

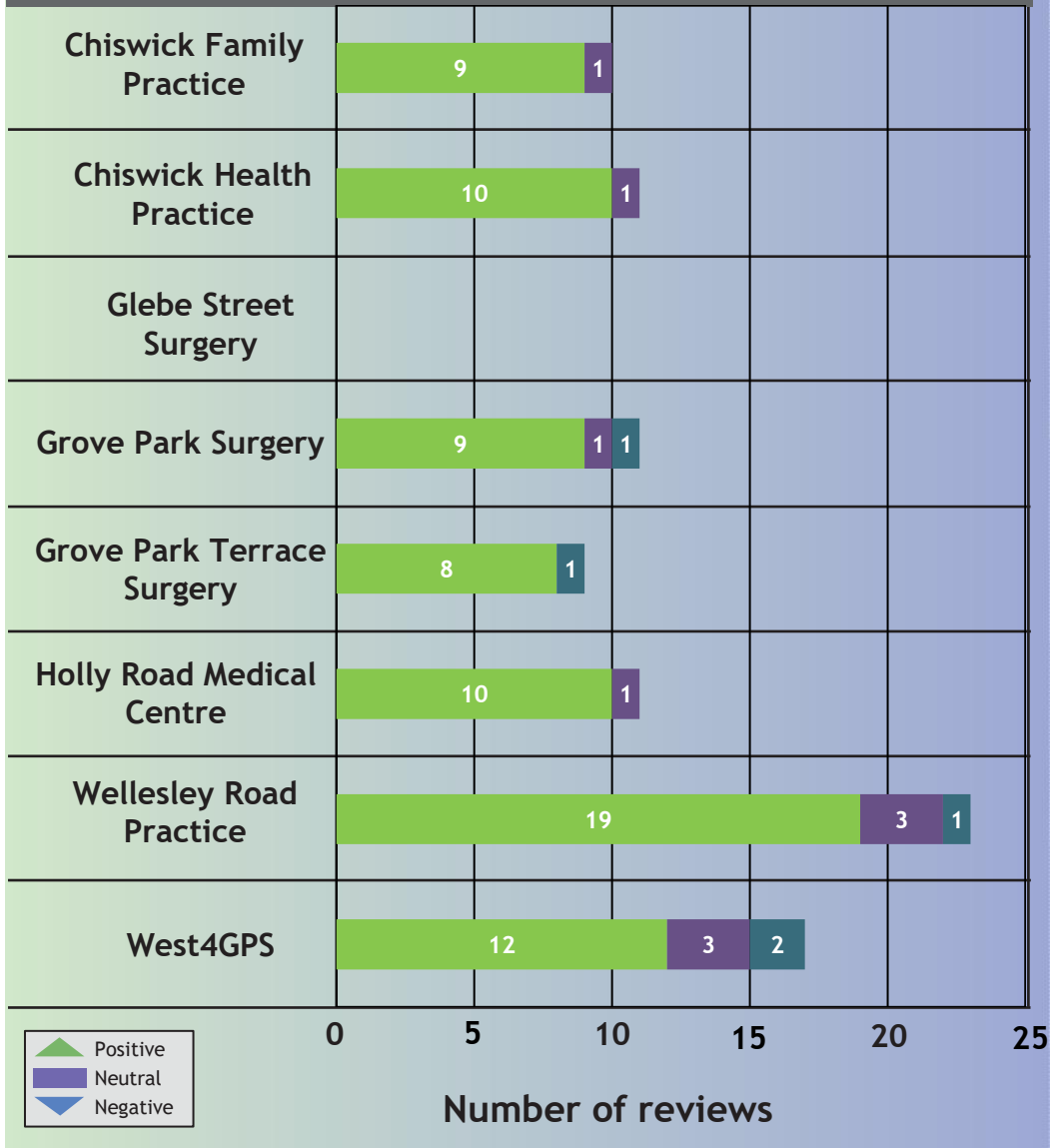
- Chiswick
- Brentford & Isleworth
- Heart of Hounslow
- Feltham
- Great West Road

The following pages show services within these network areas. The pages show the number of positive, negative and neutral reviews for each GP surgery based on an overall star rating. The bar charts reflect the overall star ratings for each service this quarter.

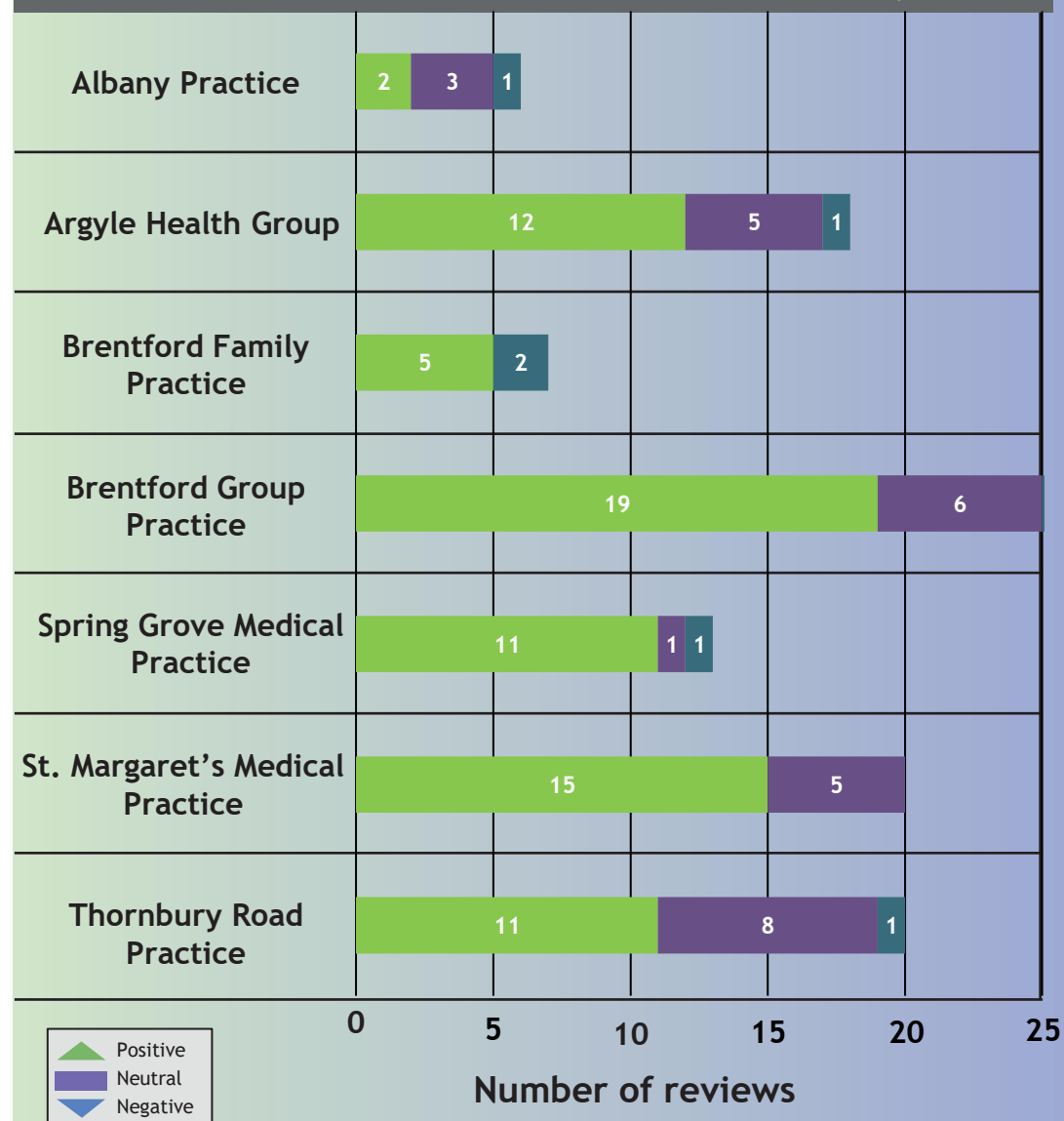
In terms of network area, the majority of reviews were received from Feltham 29% (190), Heart of Hounslow 28% (186), Brentford & Isleworth 17% (110), Chiswick 14% (92) and Great West Road 12% (79).



## CHISWICK

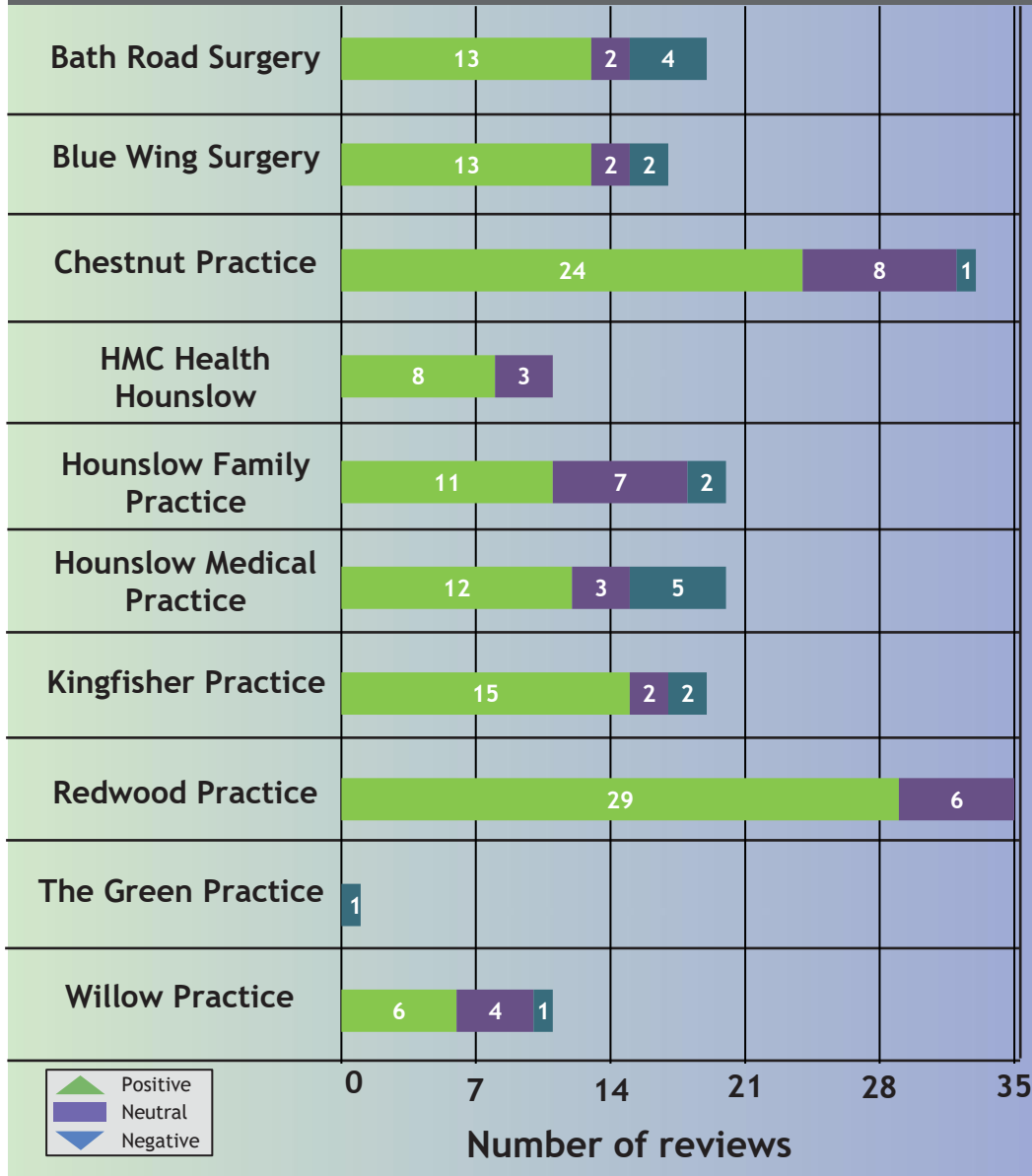


## BRENTFORD & ISLEWORTH

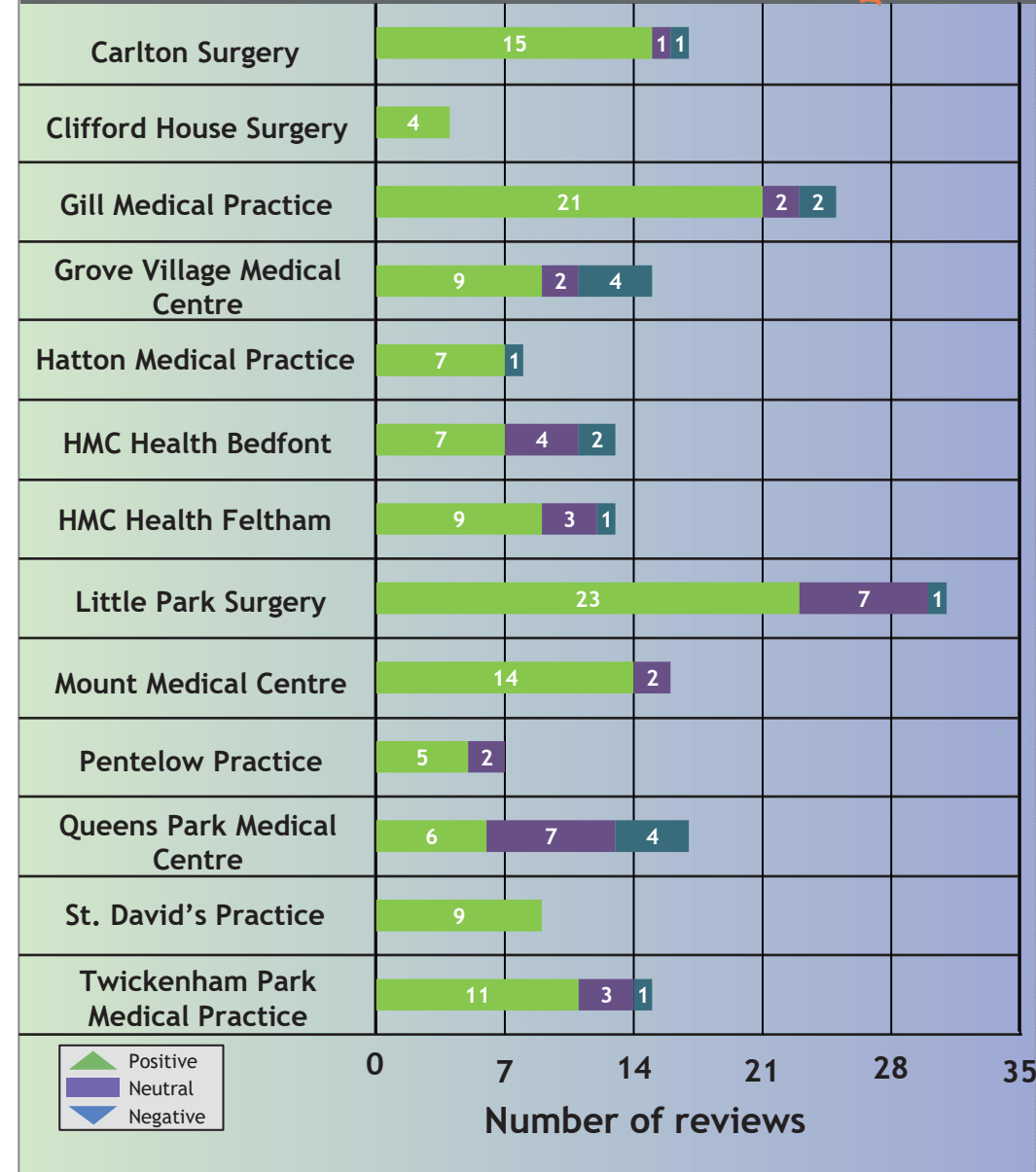


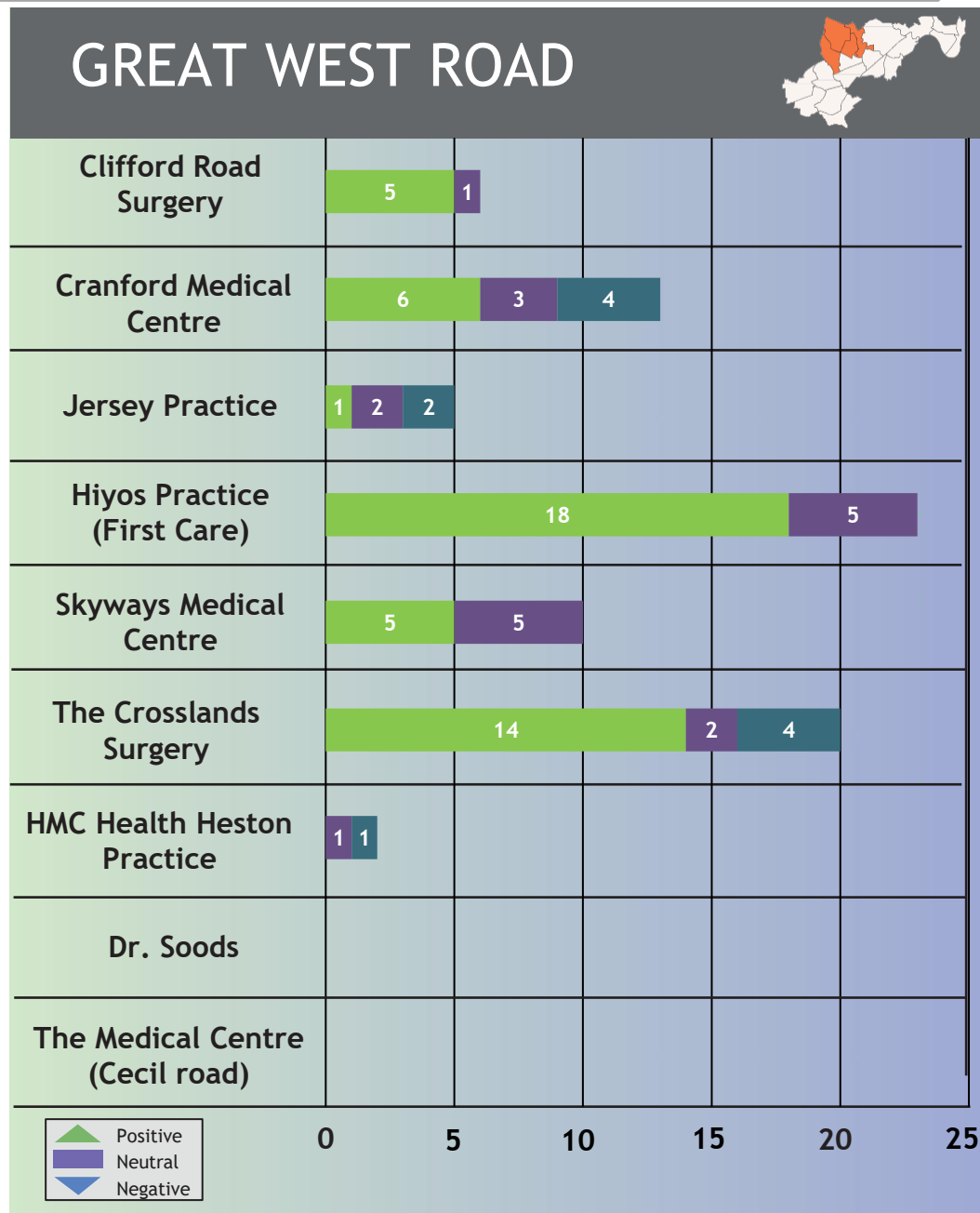


## HEART OF HOUNSLOW



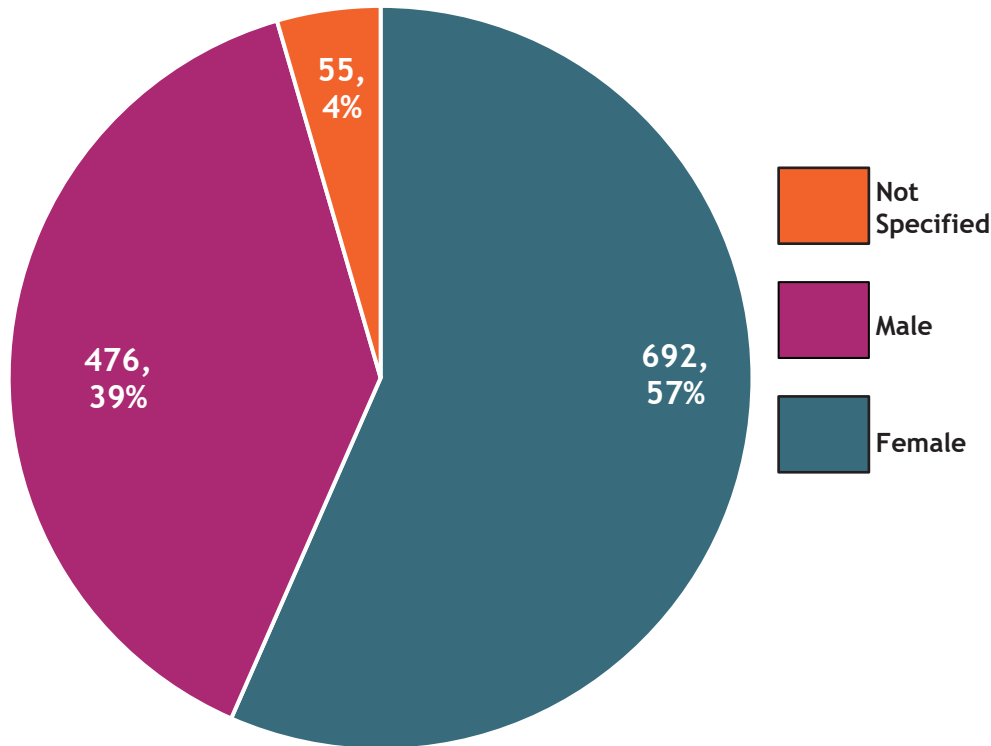
## FELTHAM





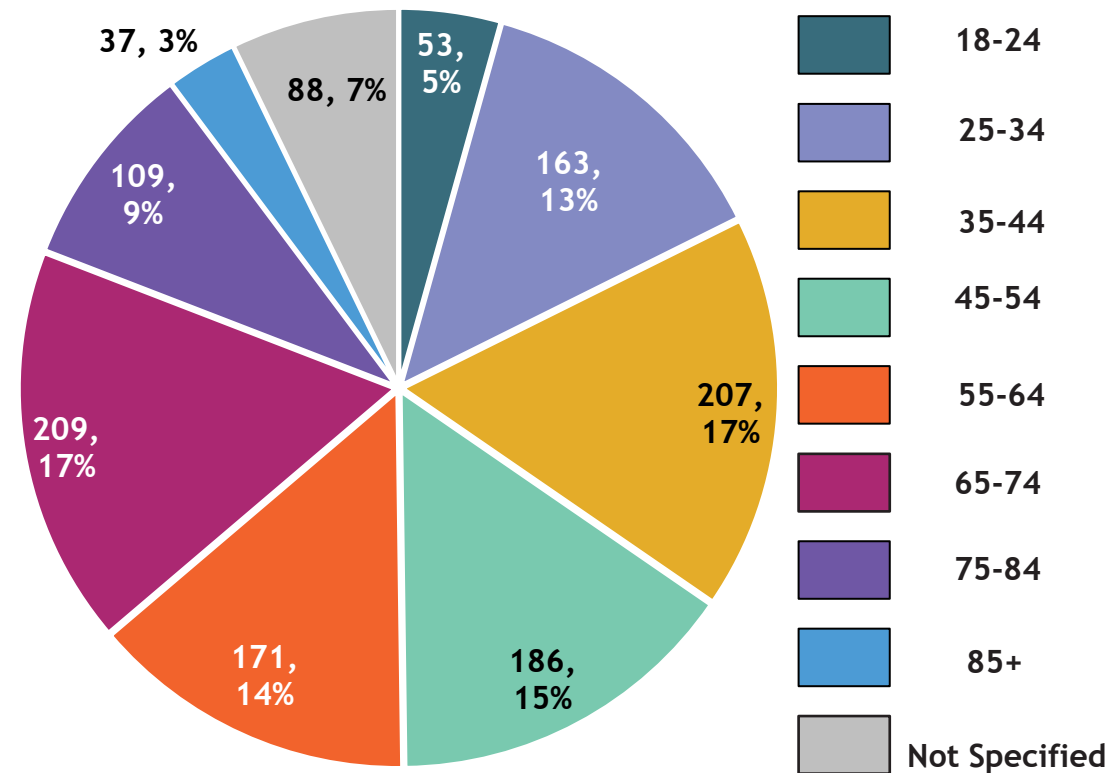


## Gender



In terms of gender, 57% (692) identified as female, 39% (476) identified as male and 4% (55) didn't specify their gender.

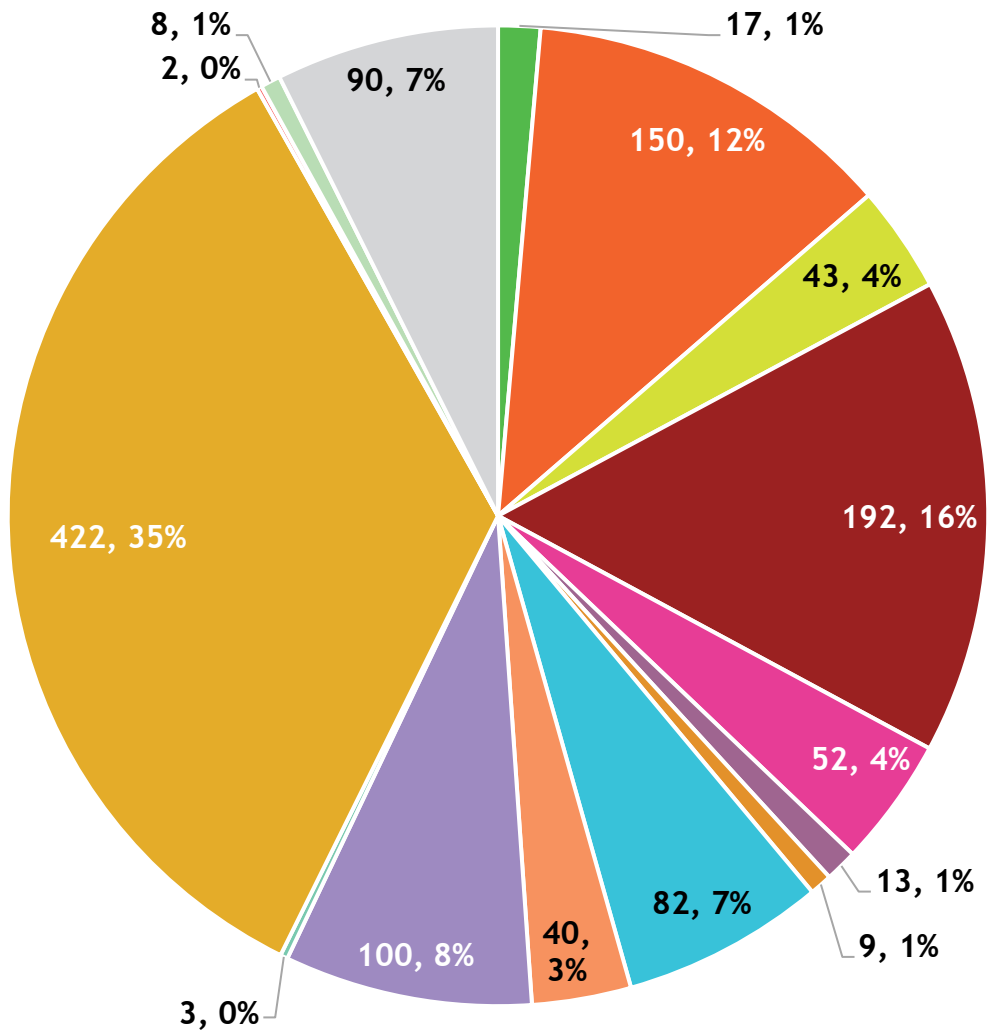
## Age



In terms of age, 7% (88) preferred not to identify their age. The majority of the feedback received was from 65-74 age group (209, 17%), followed by 35-44 age group (207, 17%) and 45-54 age group (186, 15%).



In terms of ethnicity, 7% (90) did not to specify their ethnicity. The proportion of feedback received this quarter was from people who identified as White British 35% (422), 16% (192) from Asian British Background, 12% (150) from Asian Indian, and 8% (100) from Other White Background.



Arab	17
Asian Chinese	
Asian Indian	150
Asian Pakistani	43
Asian British	192
Black African	52
Black Caribbean	13
Black British	9
Other Asian Background	82
Other Mixed Background	40
Other White Background	100
Other Black Background	3
White British	422
Latin American	2
Other	8
Not specified	90



For this quarter we collected 1223 patient experiences, maintaining our target of 400 reviews per month.

For this quarter, there are 926 positive reviews, 187 neutral reviews and 110 negative reviews. As we have seen in the previous quarters, overall, positive patient experiences far outweigh negative patient. If we look beyond this overall picture at specific service areas, findings indicate the following:

### Hospitals

- Hospital reviews were positive overall.
- 17% of reviews regarding Waiting Time at Premises were of a negative sentiment, however 49% were positive, and this was an improvement on the previous Quarter.
- 78% of reviews regarding Treatment and Care were positive, with Quality of Care and being commented on most and positively (83% positive sentiment).
- The Staff theme received 55 reviews of which 80% were positive.

### GPs

- Telephone Consultations received 55% negative sentiments followed by 53% for Appointment Availability and 37% for Appointments by Phone.
- We are pleased to note that Staff Attitudes and Quality of Care were largely positive, with 73% of the 335 reviews being positive.

### Pharmacies

- The overall sentiment across Pharmacy services was positive. Where negative sentiments did occur, they tended to be around Medicine Management and Waiting Times.



This report identifies several areas of good practice and areas for improvement across different services. Healthwatch Hounslow will use this report in its meetings with both commissioners and providers, sharing the themes and trends identified from the patient voice in order to inform how services could or should be improved.

As additional reports are published these themes and important, any trends, will be followed up in more detail with relevant partners. We will work with partners to develop appropriate actions to address the issues identified.

The report will be shared at the following meetings/committees/contacts:

Borough Executive Groups	NPPG Chairs	HRCH Complaints & PALS Scrutiny Group
Health & Wellbeing Board	Mental Health Wellbeing Group	Chelsea & Westminster Hospital NHS Foundation
Hounslow Primary Care Exec Group	Hounslow ICP Communications & Engagement Workstream	HRC
Health & Adult Care Scrutiny Panel	Hounslow Integrated Care Patient & Public Engagement (ICPPE) Committee	Care Quality Commission
Hounslow Adults Safeguarding Board	Health inequalities sub-group	ICP Public Health & Prevention Workstream
London Borough of Hounslow	GP Practice PPG meetings	

We are working closely with a variety of partners to identify how this intelligence can meaningfully feed into existing commissioning and monitoring mechanisms. We are currently working with Healthwatch Ealing and Healthwatch Hammersmith & Fulham on a West London Mental Health patient experience survey. We are also increasing our engagement programme to reach seldom-heard communities.

In terms of next steps for our Patient Experience programme, HWH aims to continue to grow and develop the programme, recruiting and training more volunteers to support data collection and increase the breadth of health and social care services we can cover.



## 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?

Select one

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](mailto:Info@healthwatchhounslow.co.uk))

I accept the [Terms and conditions](#)

I consent to being contacted regarding my feedback by Healthwatch\*

Yes  No

I confirm I am over the age of 16\*

Yes  No

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.

What gender to you prefer to identify yourself as?

Male  Female  Other  Prefer not to say

What is your sexual orientation?

Select one



Which age group are you?

Select one



Do you consider yourself to have any of the following?

Select one



What religion are you?

Select one



What is your marital status?

Select one



What is your ethnicity

Select one



[Submit feedback >](#)

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



### Share Your Experience with Us

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.

Thank you very much for agreeing to participate in this survey.

The information provided by you in this questionnaire will be used for research purposes only and will not be used to personally identify you

The information you give today will be held in a secure database, you can ask for it to be removed at any time.

Do you give consent for your information to be used in this way?

Yes  No

Name of service: .....

Month/Year: .....

1. How likely are you to recommend this service to anyone who needs similar care or treatment?  
5 = Extremely likely    4 = Likely    3 = Neither likely or unlikely    2 = Unlikely    1 = Extremely unlikely    ( ) Don't know

2. How would you rate your overall experience?  
5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

3. Summary of your experience  
.....  
.....  
.....

4. Tell us more about your experience  
.....  
.....  
.....  
.....  
.....



5. Where do you live? (Town/City)  
.....  
.....

### 6. Your ratings (select if applicable)

Ease of gaining appointment  
5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

Convenience of appointment  
5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

Cleanliness  
5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

Staff Attitude  
5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

Waiting Time  
5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

Treatment explanation  
5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

Quality of care  
5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

Quality of food  
5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

Generally, how easy is it to get through to someone on the phone?  
5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

7. In relation to your comments are you a:  
( ) Patient    ( ) Carer    ( ) Relative    ( ) Carer and Relative  
( ) Service Provider    ( ) Visitor    ( ) Professional

8. When did this happen  
.....  
.....

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

10. If applicable, describe your overall experience of making an appointment  
.....  
.....



**11. Have you shared your experience with any of the following? (Please tick)**

- Informally with the Service Provider (those who run the service)
  - Formally with the Service Provider (via an official complaint)
  - Patient Liaison and Advice Service (PALS)
  - Hounslow Clinical Commissioning Group (HCCG)
  - Hounslow Council Social Services (including safeguarding)
  - Care quality Commission (CQC)
  - Other
- If "other", please specify.....

**12. Where did you hear about us? (select one)**

- Event  Newspaper / Magazine  TV
- Radio  Internet / Website  Word of mouth
- Healthcare setting  Other
- Social media (Twitter/Facebook)

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

- No  Yes

**14. Would you like to speak to Healthwatch directly?**

- No  Yes

**About you**

Name.....  
 Email.....  
 Leave feedback anonymously

**Monitoring Information**

**What gender do you identify yourself as:**

- Female  Male  Other.....
- Prefer not to say

**Which age group are you in?**

- Under 18  18 to 24  25 to 34  35 to 44  45 to 54  55 to 64
- 65 to 74  85+  Prefer not to say

**What is your ethnicity?**

**White**

- English / Welsh / Scottish / Northern Irish / British
- Gypsy or Irish Traveler
- Any other white background.....

**Asian / Asian British**

- Bangladeshi
- Chinese
- Indian
- Pakistani
- Any other Asian background.....



**Black, African, Caribbean, Black British**

- African
- Caribbean
- Any other Black, African, Caribbean background.....

**Mixed, Multiple**

- White and Asian
- White and Black African
- White and Black Caribbean
- Any other mixed / multiple background.....

**Other Ethnic Group**

- Arab
- Any other ethnic group.....

**Which area of the borough do you live in?**

- Heart of Hounslow  Other
- Great West Road  Out of the Borough
- Feltham  Prefer not to say
- Chiswick  Brentford & Isleworth

**Do you consider yourself to be disabled?**

- Yes  No  Prefer not to say

**Do you consider yourself to have a long-term condition or health and social care need?**

- Yes  No  Prefer not to say

**Are you a carer?**

- Yes  No  Prefer not to say

**What is your religion?**

- Buddhist  Christian  Hindu  Jewish
- Muslim  Sikh  Other religion.....
- Prefer not to say

**What is your sexual orientation?**

- Bisexual  Gay man  Lesbian  Straight / Heterosexual
- Prefer not to say

**Which of these categories best describes your employment status?**

- In unpaid voluntary work only
- Not in Employment & Unable to Work
- Not in Employment / not actively seeking work – retired
- Not in Employment (seeking work)
- Not in Employment (student)
- Paid: 16 or more hours/week
- Paid: Less than 16 hours/week
- Prefer not to say

Thank you for sharing your experience!



Themes	Sub-themes
Access to Services	Convenience/Distance of Travel, Information and Advice, Patient Choice/ Involvement, Service Delivery/Opening Times, General, Waiting Times
Administration	Admission Procedure, Incident Reporting, Appointment availability, Management of service, Ease of Booking Appointments, Medical records, Commissioning and provision, Quality/Risk management, General
Care Home Management	Registered Manager - Absence, Registered Manager - Suitability, Registered Manager - Training & Development, Staffing levels, Suitability of Staff
Communication	<i>General, Lack of Information, Interpretation Services, Clarity</i>
Continuity and Integration of Care	
Diagnosis/Assessment	<i>General, Lack of, Delay, Mis-diagnosis, Tests/Results, Accuracy</i>
Dignity and Respect	<i>Confidentiality/Privacy, Equality &amp; Inclusion, Consent, Involvement &amp; Engagement, Death of a Service User (Mental Health Services), Death of a Service User</i>
Discharge	<i>Coordination of services, Safety, General, Speed, Preparation, Clarity of After-Care</i>
Facilities and Surroundings	Buildings and Infrastructure, Disability Access, Car parking, Equipment, Cleanliness (Infection Control), Food & Hydration, Cleanliness (Environment), General, Cleanliness (Staff), Lack of Seating area
Finance	Financial Viability, Clarity of Information, Transparency of Fees
Home Support	Care, Equipment, Co-ordination of Services



Themes	Sub-themes
Making a Complaint	Complaints Management, PALS/PACT, General/Ease of Making a Complaint
Medication	Pharmacy Repeat Prescriptions, Medicines Management
Transport	Patient Transport Service (non-NHS), Ambulance (Routine), Ambulance (Emergency)
Referrals	General, Timeliness, Waiting times
Safety/Safeguarding/Abuse	
Staff	Ambulance Staff/Paramedics, Midwives, Attitudes, Staffing levels, Lack of Capacity, Suitability, District Nurses/Health Visitors, Training and development, General, Professionalism
Treatment and Care	Effectiveness, Experience, Quality, Safety of Care/Treatment, Treatment Explanation