



PATIENT EXPERIENCE REPORT 2021
Q1 April – June

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

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.

Due to the Coronavirus pandemic, we have been following government guidance and are running limited community engagement. This has affected our Patient Experience Report covering the period of April - June 2021. We are focusing on:

- A regular presence on social media (Twitter, Facebook etc.)
- Socially Distanced Contact in Community Engagement
- Online reviews
- Attending online forums/meetings
- Telephone consultations

Due to the easing of social distancing rules, our Patient Experience Officer, supported by a team of volunteers, we are making occasional visits to health and social care services 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.



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 1 period, April - June 2021. During this time, we collected 1243 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 are slowly resuming our face-to-face engagement and we continue to collate reviews from different services.

Out of the total number of patient experiences received, 974 (78%) were positive, 85 (7%) were neutral and 184 (15%) 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 9 - 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 (p37-38) 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 1243. 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).

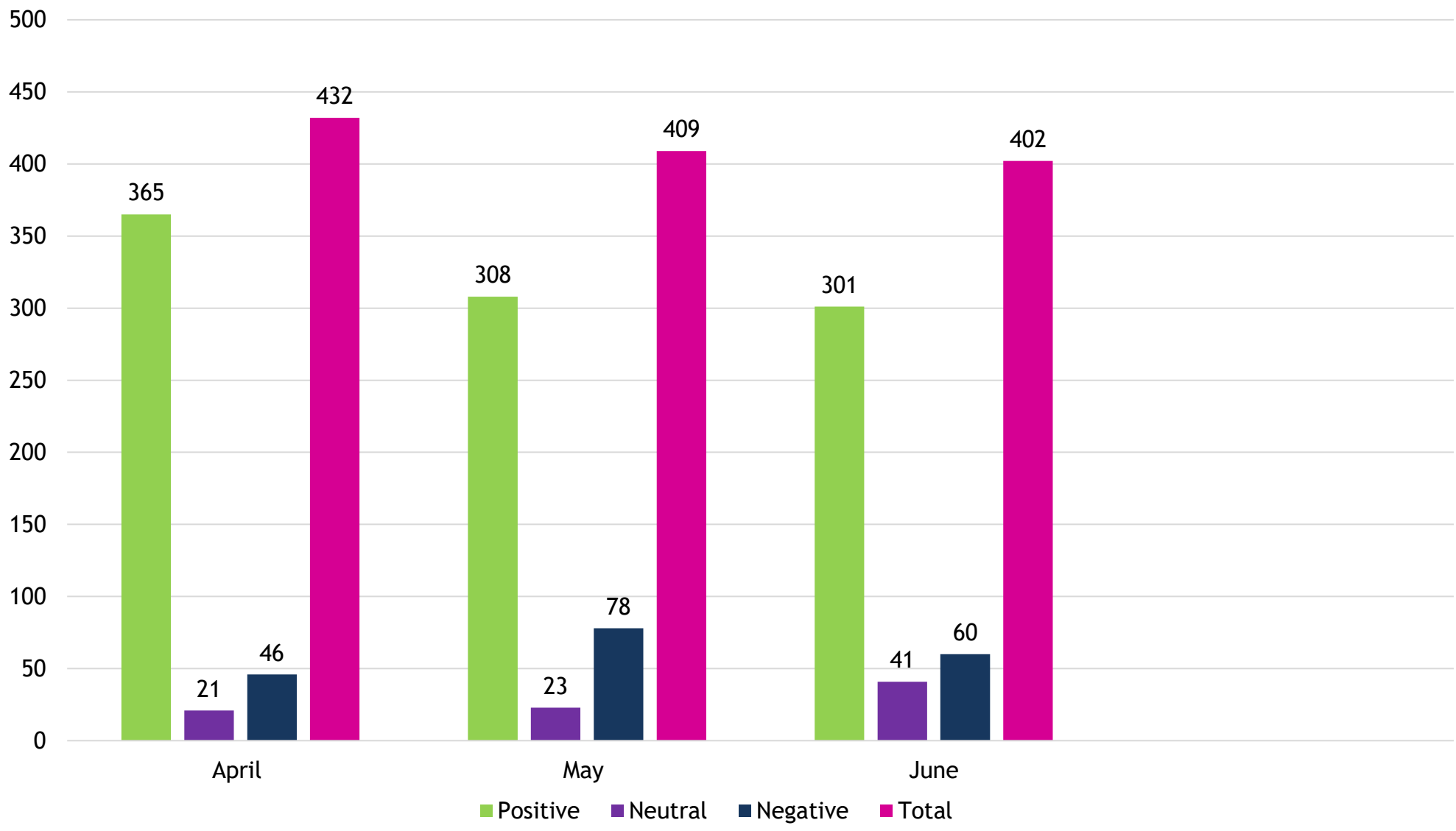
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 2 indicate a negative, 3-star rating indicate a neutral response, while star ratings between 4 and 5 indicate a positive response. This quarter, 974 positive, 85 neutral and 184 negative responses have been recorded.

Month	1 - 2 Star Reviews (Negative) 	3 Star Reviews (Neutral) 	4 - 5 Star Reviews (Positive) 
April	46	21	365
May	78	23	308
June	60	41	301
Total	184	85	974



Overall Patient Reviews

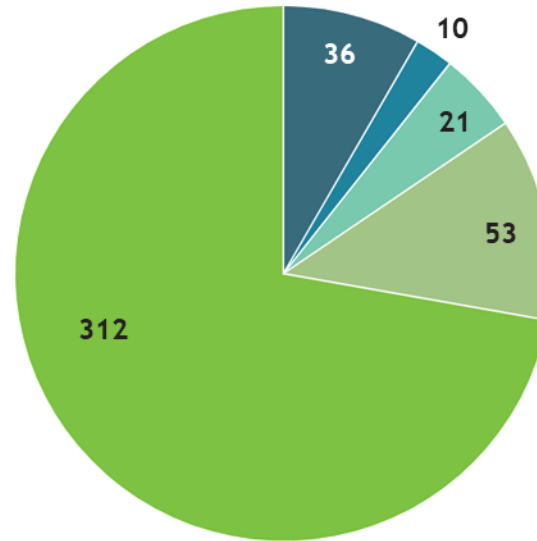
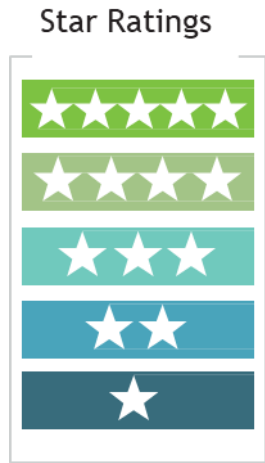
This chart provides a breakdown of positive, neutral, negative and total reviews for each month, based on the overall star rating provided.



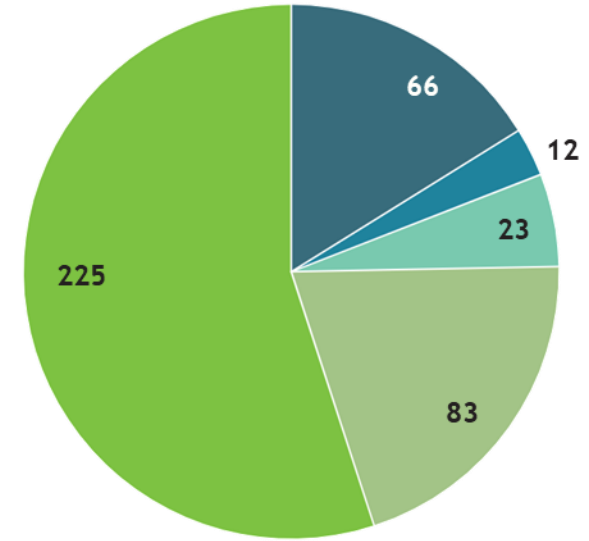


These pie charts show the breakdown of star ratings for each month and for the whole quarter.

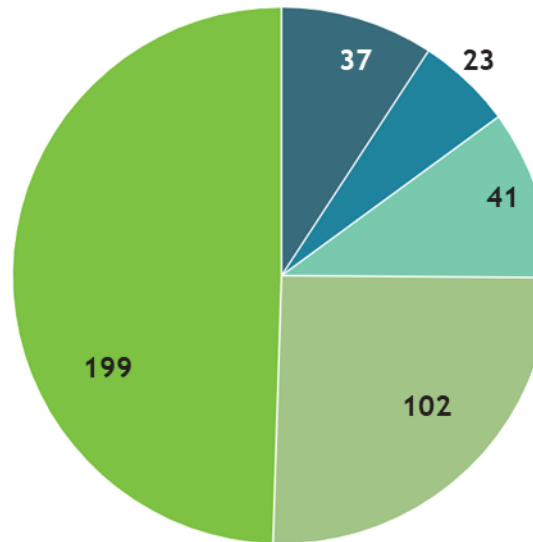
In each month, the 5-star rating received the highest proportion of reviews, followed by 4-star rating and the 1-star rating.



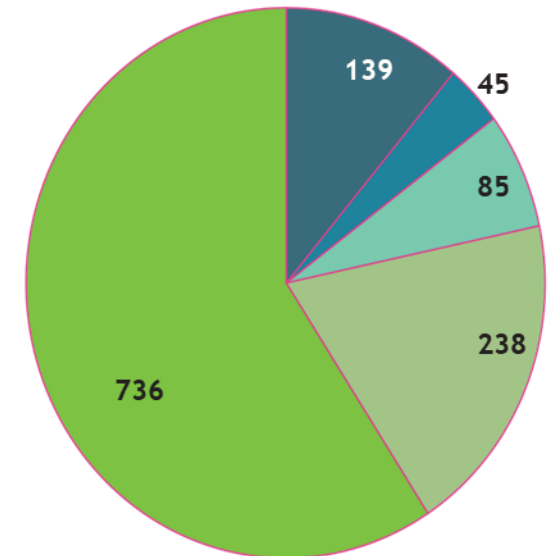
April



May



June

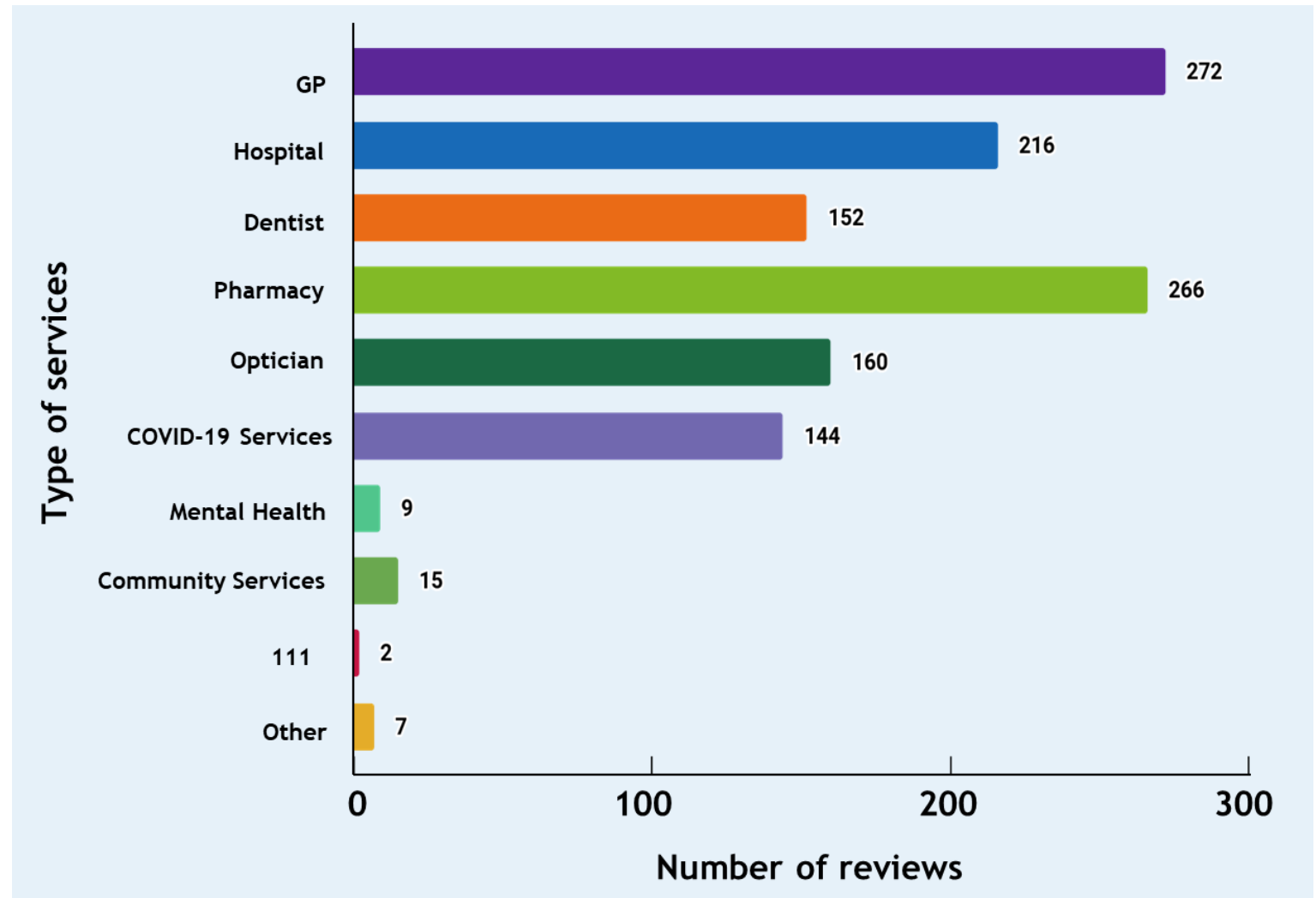


Total for Quarter 1

The patient reviews recorded for this quarter cover 10 service type categories, as seen in this chart.

The category with the highest number of reviews recorded is the GP category (272), followed by the Pharmacy (266) and Hospital category (216).

As the Patient Experience Programme develops, Healthwatch Hounslow (HWH) will continue making an effort to capture patient experience reviews from varied service areas. However, due to limited community engagement, we continue to gather experiences through telephone consultations, online reviews and attending online forums and meetings.

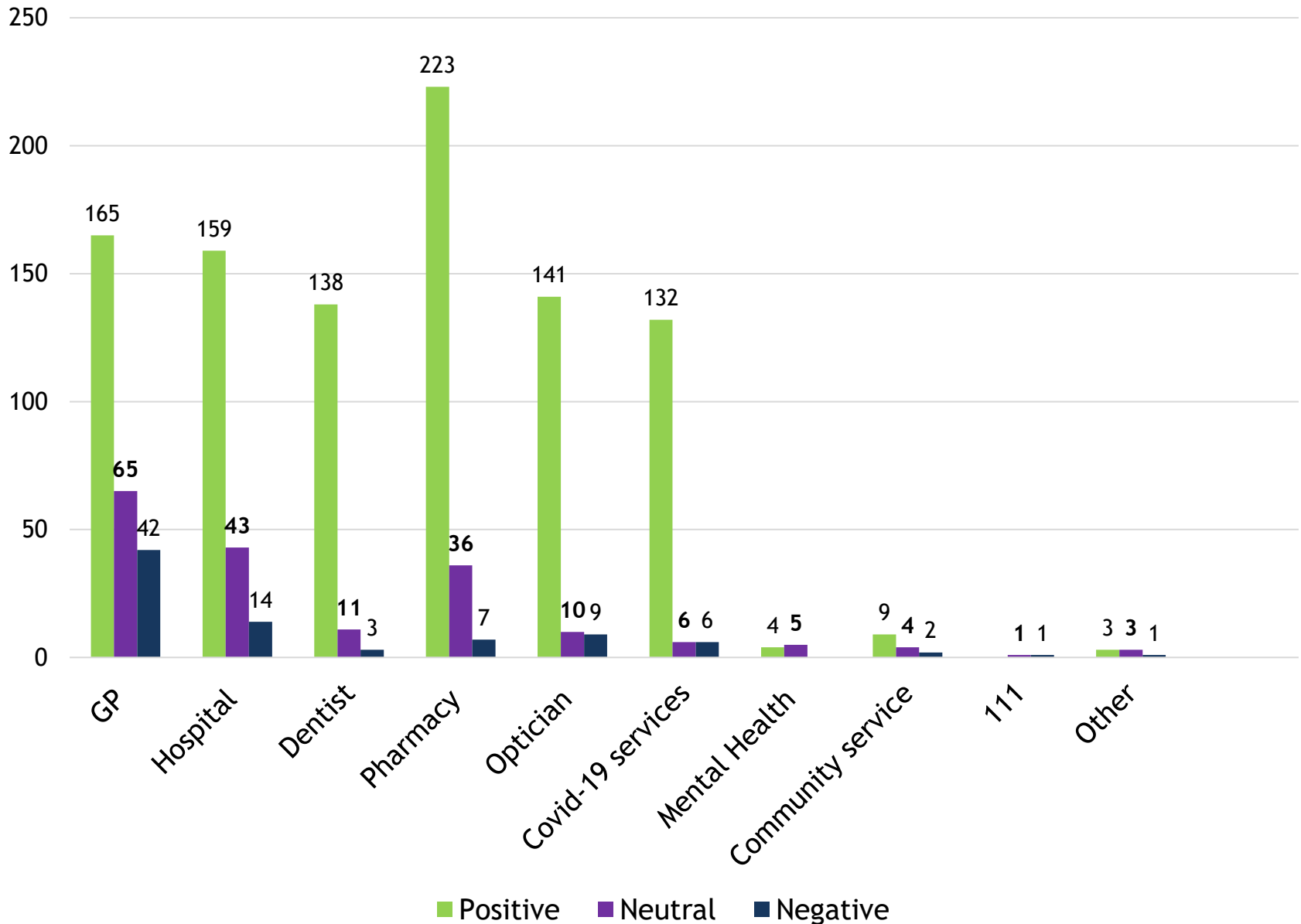




The bar chart compares the number of negative, neutral and positive reviews for each category.

The categories that received the highest proportion of positive reviews are COVID-19 (92%); Dentists (91%) and Opticians (88%).

The categories which received the highest proportion of negative reviews are Mental Health services (56%); Community services (26%) and GPs (24%).



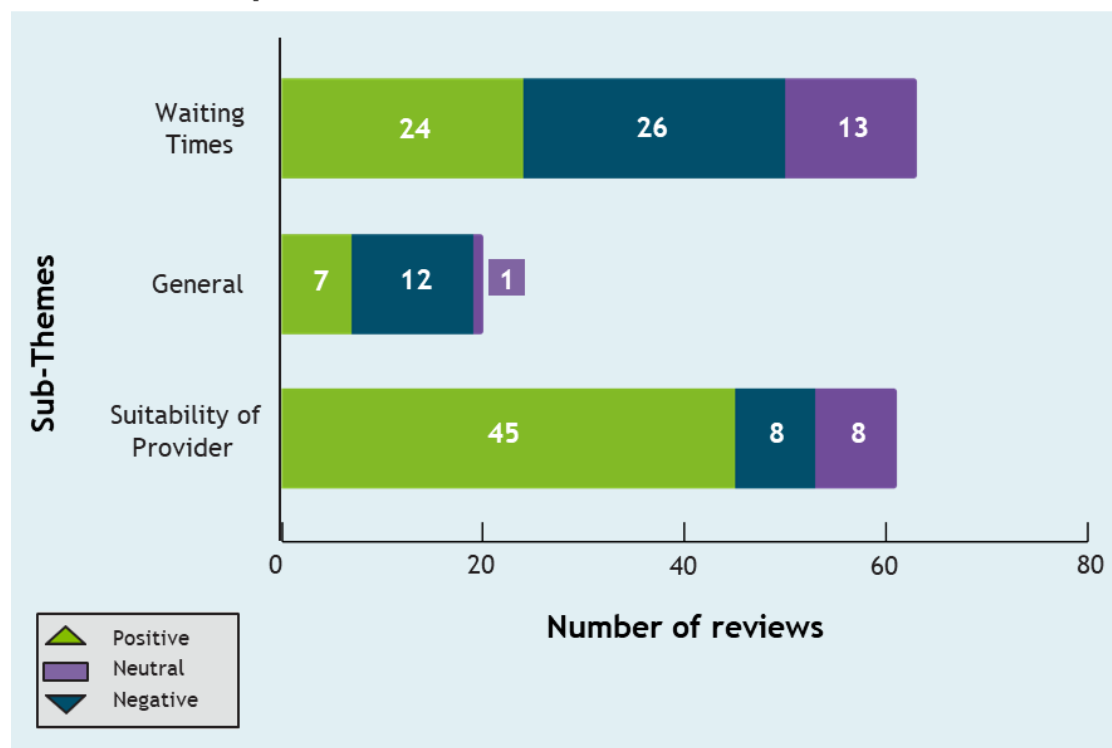
The **Access to Services** theme received 173 patient reviews. 50% (87) were positive, 36% (62) were negative and 14% (24) were neutral.

For the sub-theme of **Waiting Times**, we received 63 reviews; 38% (24) were positive, 41% (26) were negative and 21% (13) were neutral. Compared to the previous quarter there is a continued trend in negative sentiments being expressed in comments. In quarter 4 (Jan - Mar 2021), it was 44%. There is an ongoing issue with waiting times that patients are telling us about.

Suitability of Provider was a frequently discussed sub-theme with 61 reviews; 74% (45) were positive, 13% (8) were negative and 13% (8) were neutral. Similarly, to quarter 4 (Jan - Mar 2021), it was 74% (positive).

The chart below shows a breakdown of the most mentioned sub-themes for **Access to Services**, including **General**.

Top Sub-themes for Access to service



Positive Reviews

“...They're good when you get through. The wait to be seen isn't too long for me...”

St Davids Practice

“Given the circumstances, they have been really good...”

Argyle Health Group Practice

“...I can get through to them very easily and they arranged my vaccinations well...”

Clifford Road Surgery

Negative Reviews

“There has been a lack of access or availability of doctors. I find their website is incomprehensible and hard to navigate...”

West4GPs

“...Waiting times can be more than 30 minutes.”

Gill Medical Practice

“They could be doing much better honestly. Nothing specific, but after a few incidents I am planning on changing GPs.”

Queens Park Medical Practice

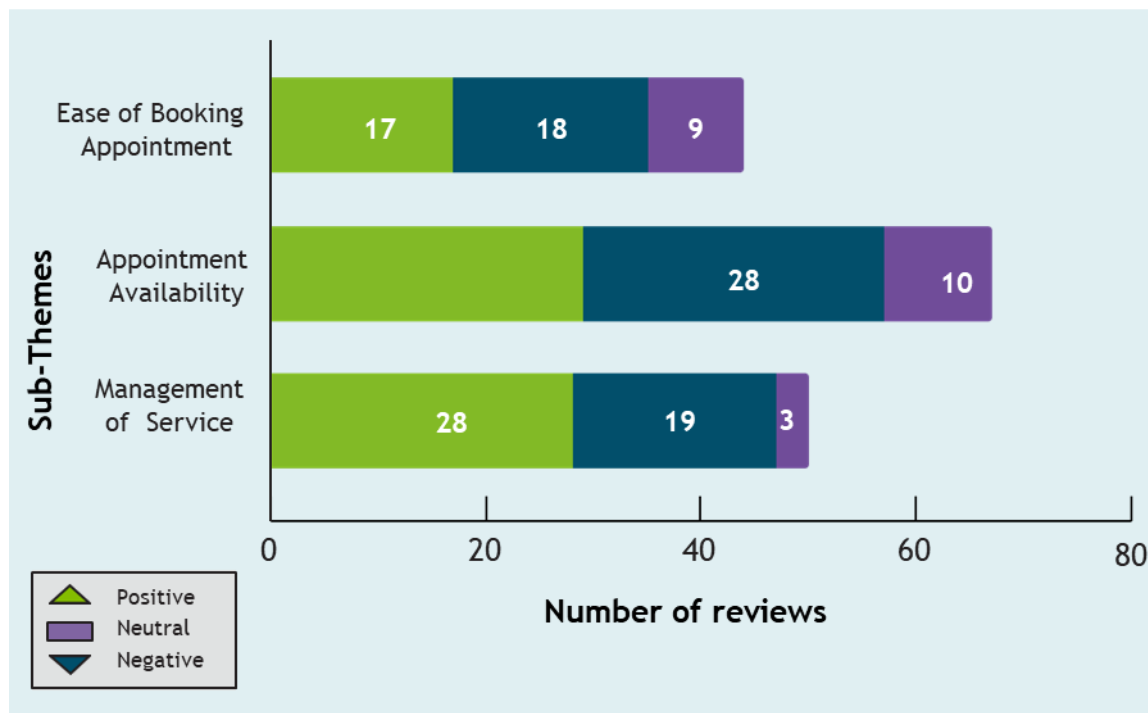
The **Administration** theme received 169 reviews; 45% (76) were positive, 41% (69) were negative and 14% (24) were neutral.

Ease of Booking Appointments sub-theme received 44 reviews, 39% (17) were positive, 41% (18) were negative and 20% (9) were neutral. In the previous quarter, it was 41% and in quarter 3 (Oct - Dec 2020), it was 55% (negative).

Appointment Availability was the most frequently discussed sub-theme with 67 reviews. 43% had a positive sentiment, 42% were negative and 15% were neutral. This tells us that patients continue to find it difficult to book appointments. In the previous quarter, it was 59% (negative).

Management of Services received 50 reviews; 56% (28) were positive, 38% (19) were negative and 6% were neutral.

Top three Sub-themes for Administration



Positive Reviews

“They are always there for me when I need them. Routine and Emergency appointments always available. I am happy.”

Queens Park Medical Practice

“I tend to be able to get appointments. Information is always up to date...”

Brentford Family Practice

Negative Reviews

“Takes a long time to even get someone to pick up the phone, around 20-35 minutes just waiting...Face to face appointments are almost impossible.”

St Davids Practice

“Getting an appointment has been very difficult to get with any of the doctors, it's been like this even before covid.”

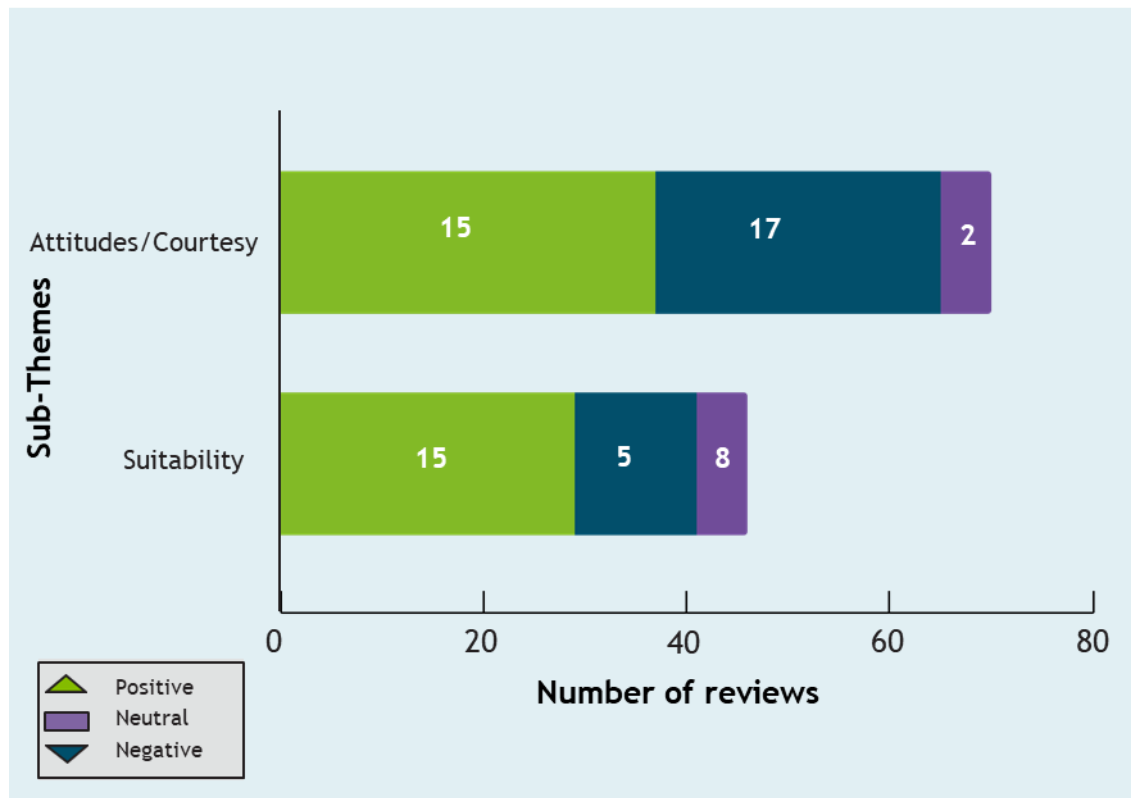
Chiswick Health Practice

The **Staff** theme received 125 reviews. 42% were positive (36), 43% (37) were negative and 15% (13) were neutral.

Staff Attitude/Courtesy was mentioned in 86 reviews, 53% (37) were positive, 40% (28) were negative and 7% (5) were neutral. Compared to previous quarter there has been an increase in positive sentiments being expressed in comments by patients about the attitude of staff they encounter. In the previous quarter, 43% of reviews had a negative sentiment and 42% had expressed positive sentiments compared to 40% and 53% respectively in this quarter.

Suitability sub-theme with 46; 63% (29) were positive, 26% (12) were negative and 11% (5) were neutral. Compared to the last quarter, it was 54%, there has been further increase in the positive reviews.

Top three Sub-themes for Staff



Positive Reviews

“The staff are good, both the doctors and receptionists.”
Heston Practice

“I do not have to come in too often, but they are alright when I do. Everyone here from the receptionist to the doctors are amazing.”
Bedfont Medical Centre

Negative Reviews

“The staff are rude, they don't listen and I had the lady put the phone down on me earlier today...”
Queens Park Medical Practice

“...The reception is very variable, mostly they try to keep you away from the doctors, they never answer the phone. There is no concept of customer service...they seem to want you to do everything online and their service isn't that good.”
The Green Practice

“Sometimes the receptionists can talk in a rude manner.”
The Practice (Hounslow)

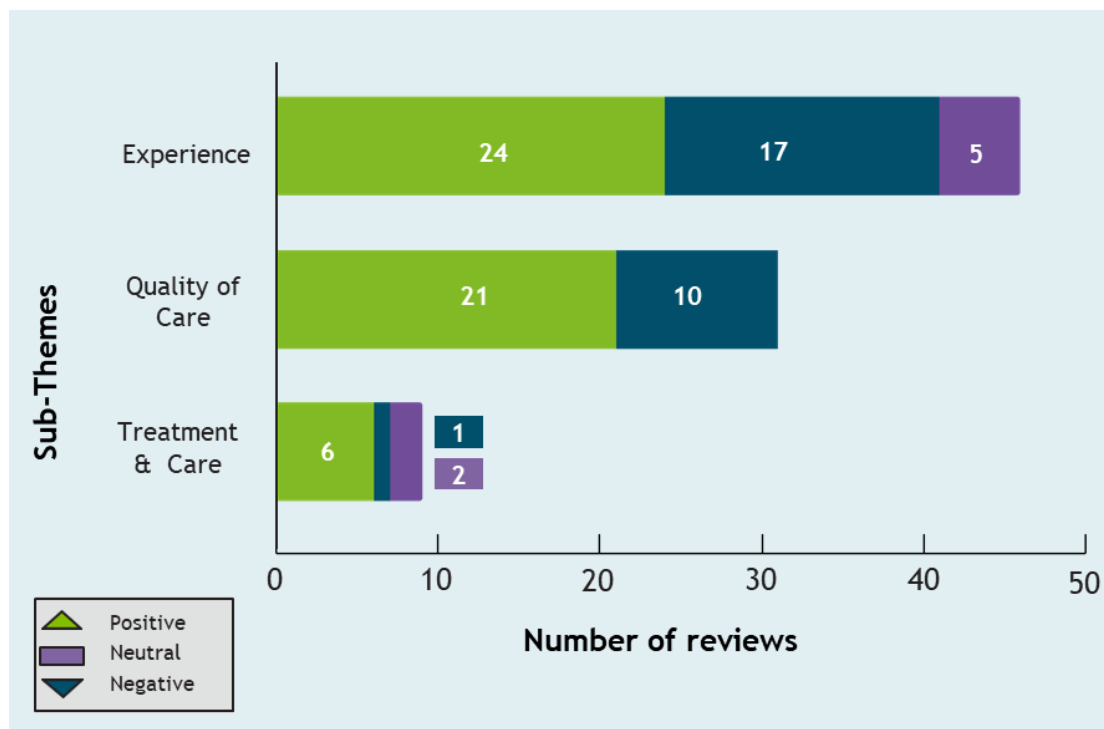
The **Treatment and Care** theme received 87 reviews. 59% (51) were positive, 33% (29) were negative and 8% (7) were neutral.

Experience of Care was the most discussed sub-theme with 46 reviews; 52% (24) were positive, 37% (17) were negative and 11% (5) were neutral. There has been an increase in patients with positive experiences. Compared to the previous quarter (Jan - Mar 2021), it was 43% (positive).

Quality of Care was a recurring sub-theme with 31 reviews; 68% (21) were positive and 32% (10) were negative.

Treatment & Care received 9 reviews of which 67% were positive, 11% were negative and 22% were neutral.

Top Sub-themes for Treatment & Care



Positive Reviews

“...When I broke my arm, they were immediately ready to treat me and have been treating me very well for a long time...”

Mount Medical Centre

“They are very just very efficient. Doctors are very pleasant and knowledgeable. They are very quick for any treatment plans.”

Thornbury Road Centre for Health

“The treatment and care is really good.”

Queens Park Medical Practice

Negative Reviews

“...all the doctor did was refer her somewhere else. You get the impression that the pandemic has been an excuse to slack on care.”

Spring Grove Medical Practice

“...They could be more efficient with the treatment explanations, very slow about doing recommendations.”

Chiswick Health Practice

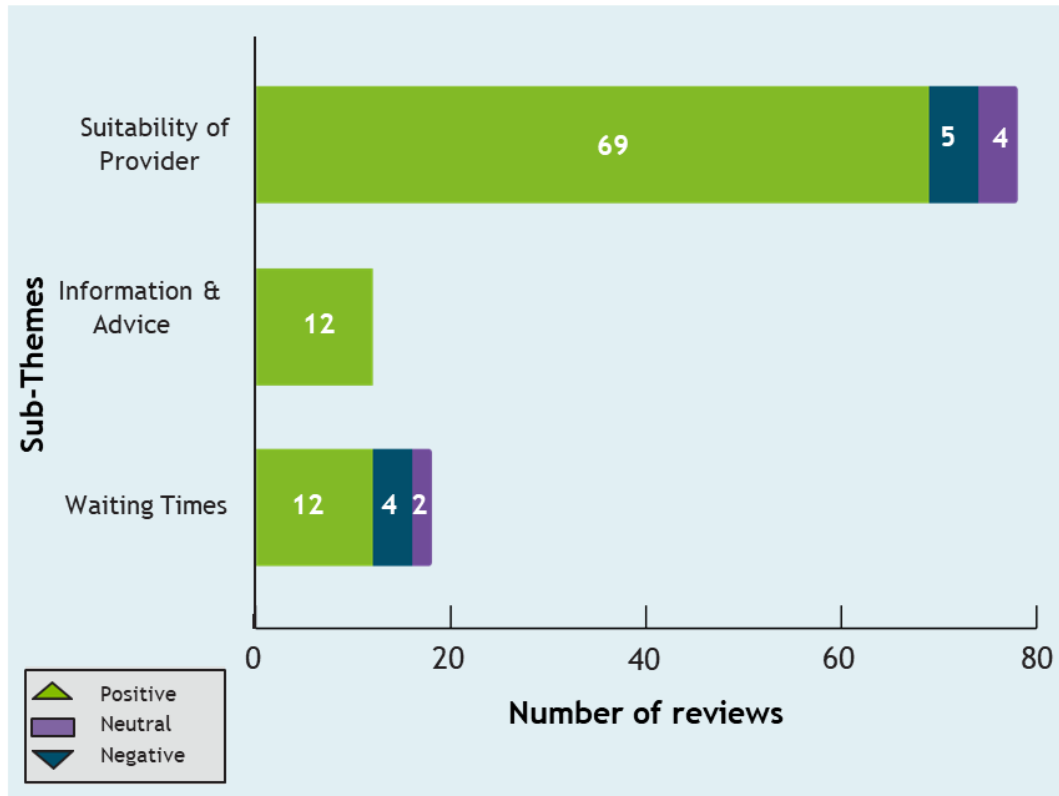


The **Access to services** theme received 122 reviews. 86% (105) were positive, 9% (11) were negative and 5% (6) were neutral. Similar to the previous quarter (Jan - Mar 2021), most of the reviews were positive (83%).

Suitability of Provider received 78 reviews, 88% (69) were positive, 6% (5) were negative and 5% (4) were neutral.

The **Waiting Times** sub-theme received 18 reviews; 67% (12) were positive, 22% (4) were negative and 11% (2) were neutral. This tells us that patients were satisfied with the information/advise they have been provided with over the past few months. The chart below shows a breakdown of the sub-themes.

Top Sub-themes for Access to services



Positive Reviews

“I do not have any problems with them. they're very quick too. As soon as I walk through the door someone comes out to deal with me.”

Brent Pharmacy

“Always willing to go the extra mile and help us. They offer free deliveries which has been a huge help for us during the pandemic.”

Bhogal Pharmacy

“...You usually do not have to wait for very long.”

Riverside Pharmacy

Negative Reviews

“...you go there before they start preparing your medication and this leads to long waiting time. I didn't expect to be standing around after getting the call that my medication was ready...”

Tesco Pharmacy (Feltham Dukes Green)

“Sometimes there is an issue, they do not prepare the prescription by the time I come in for pick-up, so I have to wait for them to sort it,..”

Edwards and Taylor

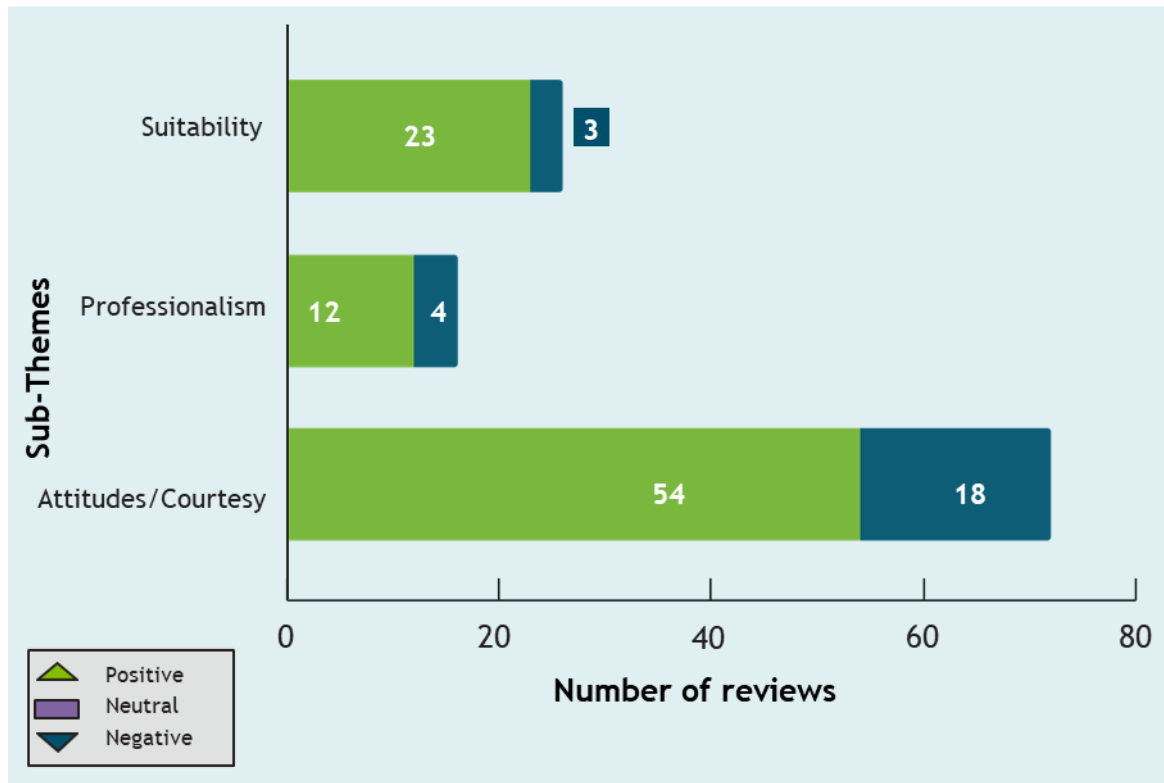


The **Staff** theme received 115 reviews, 77% (89) were positive, 22% (25) were negative and 1% (1) were neutral. Similar to the previous quarter (Jan - Mar 2021), it was 85% (positive).

The **Attitudes/Courtesy** sub-theme received 67 reviews; 75% (54) were positive and 25% (18) were negative. This is similar to what we found in the previous quarter (Jan - Mar 2021). Reviews for this sub-theme with a positive sentiment were 90%. Showing that the majority of patients are 'pleased' with staffs' attitudes/courtesy.

Professionalism received 16 reviews; 75% (12) were positive and 25% (4) were negative. **Suitability** received 26 reviews; 88% (23) were positive and 12% (3) were negative. The chart below shows a breakdown of the sub-themes.

Top Sub-themes for Staff



Positive Reviews

“They are very nice people.”
A C Curd Ltd

“They are very customer-focused and very good service. They give good advice.”
Churchill's Pharmacy

“The staff get to know you, call you by your first name. Great service.”
Asda Pharmacy (Feltham)

“They're courteous....They're helpful and friendly.”
Boots (302 Bath Road)

Negative Reviews

“Rude staff. The pharmacist is always on the phone - so not paying attention to queue of waiting customers...”
Edwards and Taylor

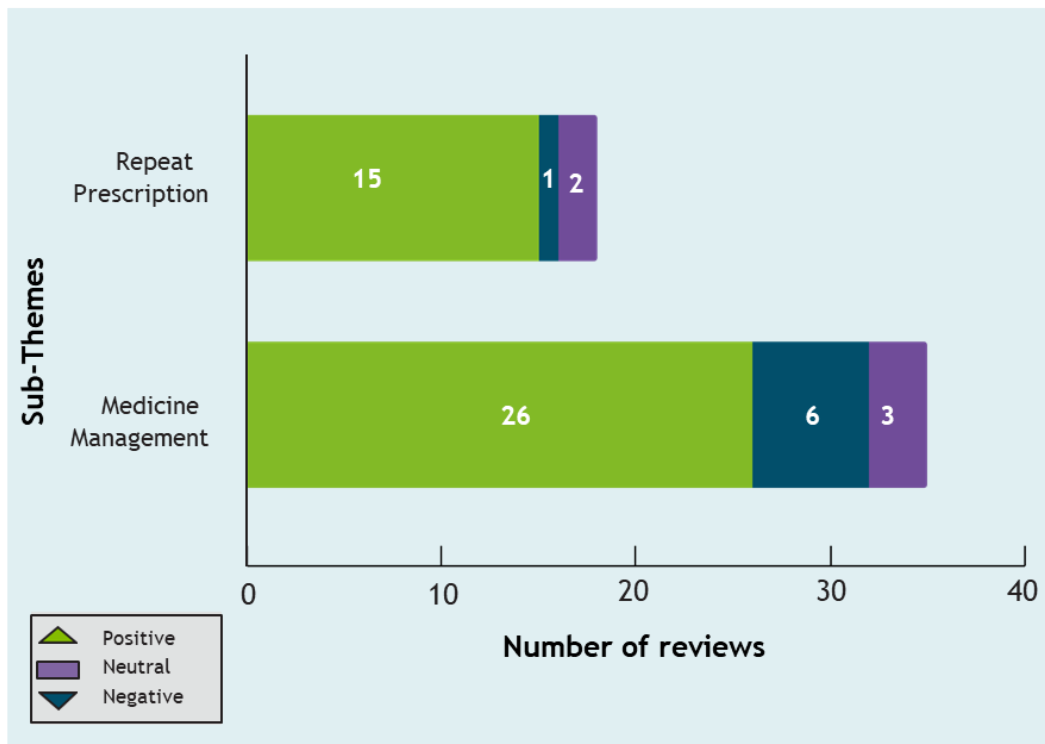


The **Medication** theme received 56 reviews; 79% (44) were positive, 13% (7) were negative and 9% (5) were neutral.

Repeat Prescription received 18 reviews; 83% (15) were positive, 6% (1) were negative and 11% (2) were neutral. **Medicine Management** received 35 reviews; 74% (26) were positive, 17% (6) were negative and 9% (3) were neutral.

The chart below presents a breakdown of the sub-theme for **Treatment and Care**. **Repeat Prescription** and **Medicine Management** were the most mentioned sub-themes.

Top Two Sub-Themes for Medication



Positive Reviews

“My medication is always there, on time, never had a problem.”
Asda Pharmacy (Feltham)

“Whenever I phone, medication is always ready. They deliver to me and are very understanding”
Herbert and Herbert (280 Staines Road)

“I do my repeat prescription request online and they process it within 2 days and if I need something urgently then they send me a text message to let me know which is very good.”
Tesco In store Pharmacy (Osterley Park)

“For one thing, we get the prescriptions delivered by pharmacists himself, can't be much better than that.”
A C Curd Ltd

Negative Reviews

“Sometimes I can only get half of my tablets. I take a lot of medication and sometimes some of my medication is missing when I receive it, so I have to chase it up.”
Asda Pharmacy (Fetham)

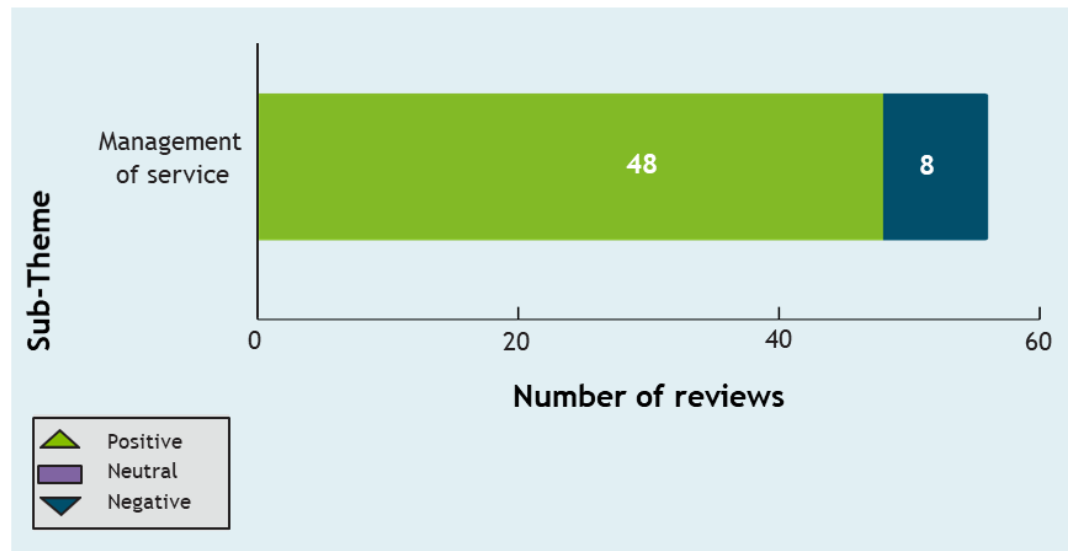


The **Administration** theme received 56 reviews; 86% (48) were positive and 14% (8) were negative. Majority of reviews received had a positive sentiment. Similar to the previous quarter (Jan - Mar 2021) with 83% being positive reviews.

The chart below presents a breakdown of the sub-theme for **Administration**.

Management of Service sub-theme received 56 reviews; 86% (48) were positive and 14% (8) were negative.

Sub-Theme for Administration



Positive Reviews

“They are brilliant. I’ve been using them for years, different people have taken over, but it has always been very good.”
Azchem Pharmacy

“They have looked after us for over 40 years, they are excellent.”
Churchill’s Pharmacy

“They are open a lot. They usually have what you need ...the automatic system between the surgery and the pharmacy, is quite a good system.”
Riverside Pharmacy

“I have never had any problems with them.”
Brent Pharmacy

Negative Reviews

“I don’t find them terribly reliable.”
Jasins Chemist

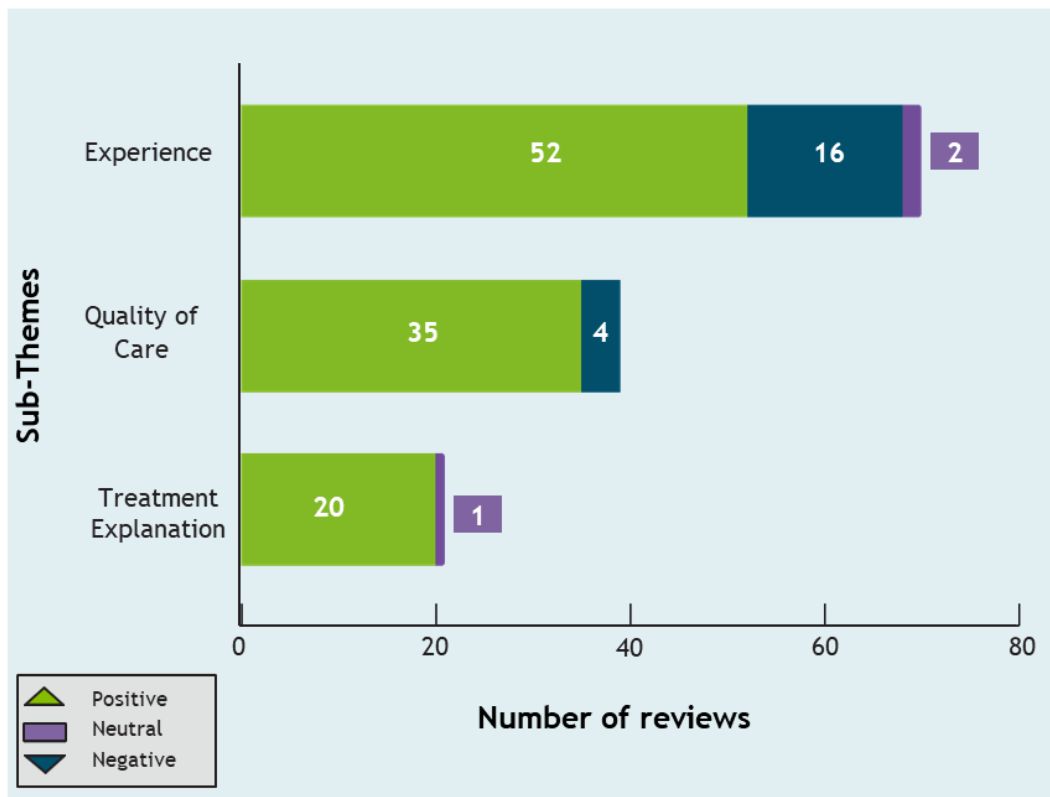


The **Treatment and Care** theme received 155 reviews. 81% (126) were positive, 17% (26) were negative and 2% (3) were neutral. There has been a continuous trend in the reviews with positive sentiments for this theme; in Quarter 4 Jan - Mar 2021 it was 81%.

The sub-theme **Experience** was the most mentioned, 70; 74% (52) were positive, 23% (16) were negative and 3% (2) were neutral. **Quality of Care** had 39 reviews; 90% (35) positive and 10% (4) were negative. This tells us that patients continue to receive positive experiences about **Treatment and Care** from hospitals.

The chart below shows a breakdown of the most mentioned sub-themes for **Treatment and Care**, including **Treatment Explanation**.

Top Sub-Themes for Treatment & Care



Positive Reviews

“Excellent care from the nurses and doctors.”
West Middlesex University Hospital (Gynecology)

“They have been really good; they deal with my issues really well whenever I am here. On the occasions when I've needed to be admitted they have also provided me with amazing care...”
West Middlesex University Hospital (A&E)

“The care was fantastic. They were accommodating. Treatment Explanation was good. They make sure you understand what is happening...”
West Middlesex University Hospital (Orthopedics)

Negative Reviews

“My husband went to the hospital, he had COVID-19 but they did not treat him well at all...There were so many doctors that attended to my husband, but the service was not good at all.”
West Middlesex University Hospital (Inpatient)

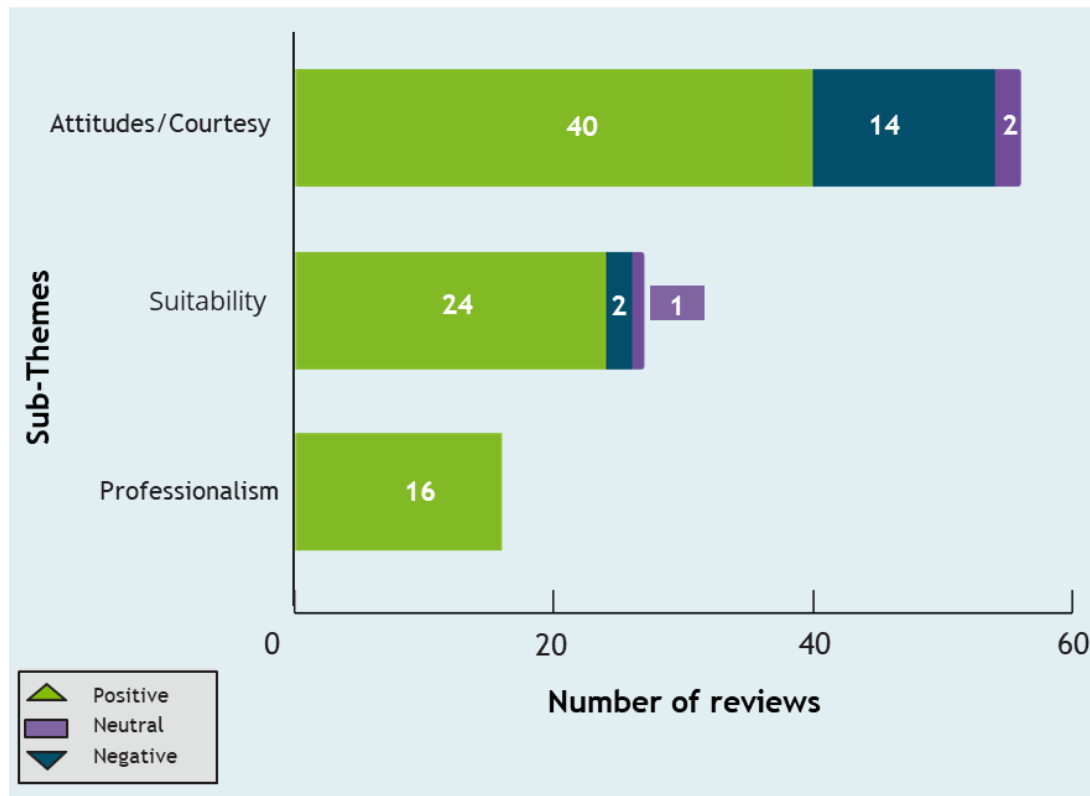


The **Staff** theme received 111 reviews; 77% (85) were positive, 18% (20) were negative and 5% (6) were neutral. Similar to the previous quarter, this theme received mainly reviews with positive sentiments.

Attitudes/Courtesy was the most frequently mentioned sub-theme with 56 reviews; 71% (40) were positive, 25% (14) were negative and 4% (2) were neutral.

Professionalism received 16 reviews and **Suitability** received 27 reviews, both sub-themes received mainly positive reviews with 100% and 89% respectively. The chart below shows a breakdown of the sub-themes for the **Staff** theme.

Top Three Sub-themes for Staff



Positive Reviews

“They were very efficient, helpful and just a very good service.”
West Middlesex University Hospital (A&E)

“...The staff are friendly and helpful..”
West Middlesex University Hospital

“They are very accessible and very professional.”
Charing Cross Hospital

“They are life savers.”
West Middlesex University Hospital (Inpatient)

“Everyone is very willing to help. I haven't had any problems with any of the staff who are very polite and helpful.”
Hammersmith Hospital (Imaging)

Negative Reviews

“...The lady there was also rude, there seems to be a recurring problem with the staff...”
West Middlesex University Hospital (A&E)



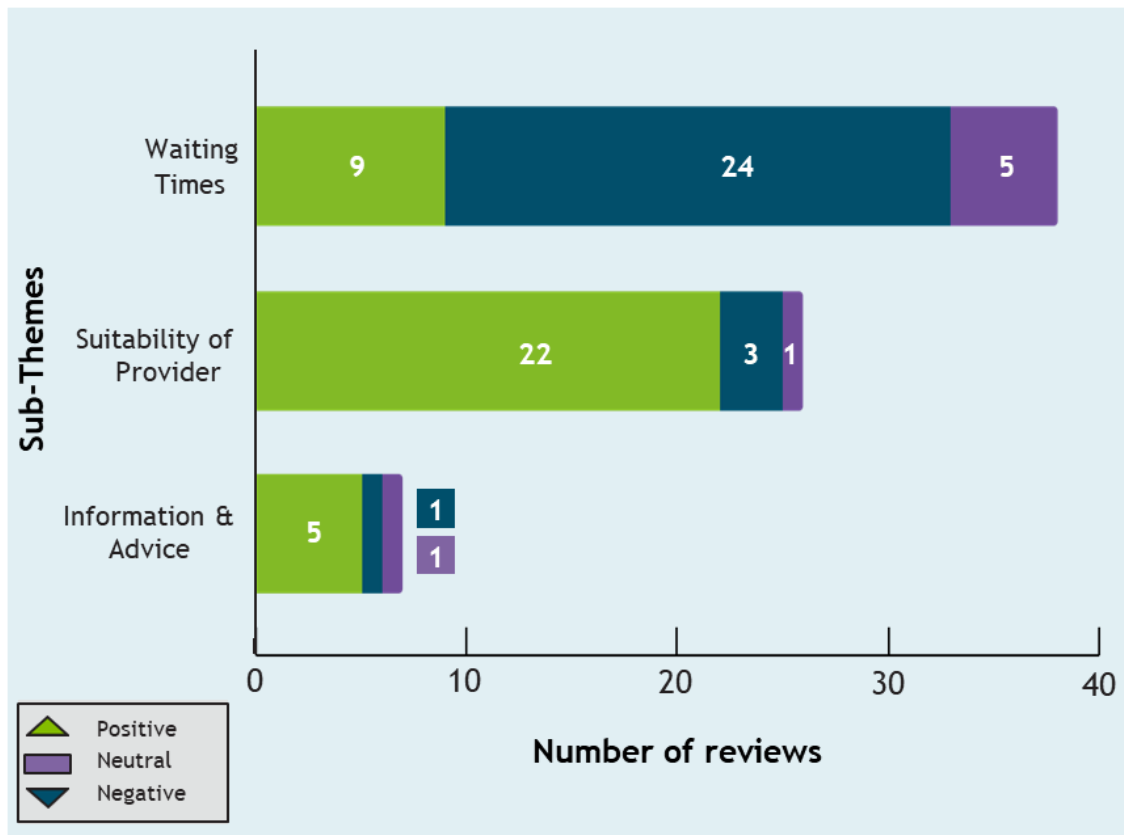
Access to Services received 77 reviews this quarter. 68% (78) were positive, 29% (33) were negative and 3% (3) were neutral.

Waiting Time was mentioned in 38 reviews. 24% (9) were positive, 63% (24) were negative and 13% (5) were neutral. Compared to the previous quarter (Jan - March 2021), it was 39%. Majority of patients this quarter mentioned waiting times being an issue during hospital visits.

Suitability was a frequently discussed sub-theme with 26 reviews. 85% (22) were positive, 12% (3) were negative and 4% (1) were neutral. In the previous quarter (Jan - Mar 2021), 88% of the reviews were positive.

The chart below shows the breakdown of the sub-themes including for **Information & Advice**.

Top Three Sub-themes for Access to Services



Positive Reviews

“...I was dealt with so quickly, got an appointment very quickly despite during this COVID period. I was not waiting very long, and they explained the tests to me.”

Charing Cross Hospital

“...It was just so easy, waited for about 10 minutes, was seen, got the result sent to me the following week.”

West Middlesex University Hospital

“They were good, I got seen to within 30 minutes when I arrived...”

West Middlesex University Hospital (Cardiology)

Negative Reviews

“It is extremely slow when you're here. The last time I was here, I had to wait up to 2 hours to be seen by them.”

Teddington Walk-in Centre

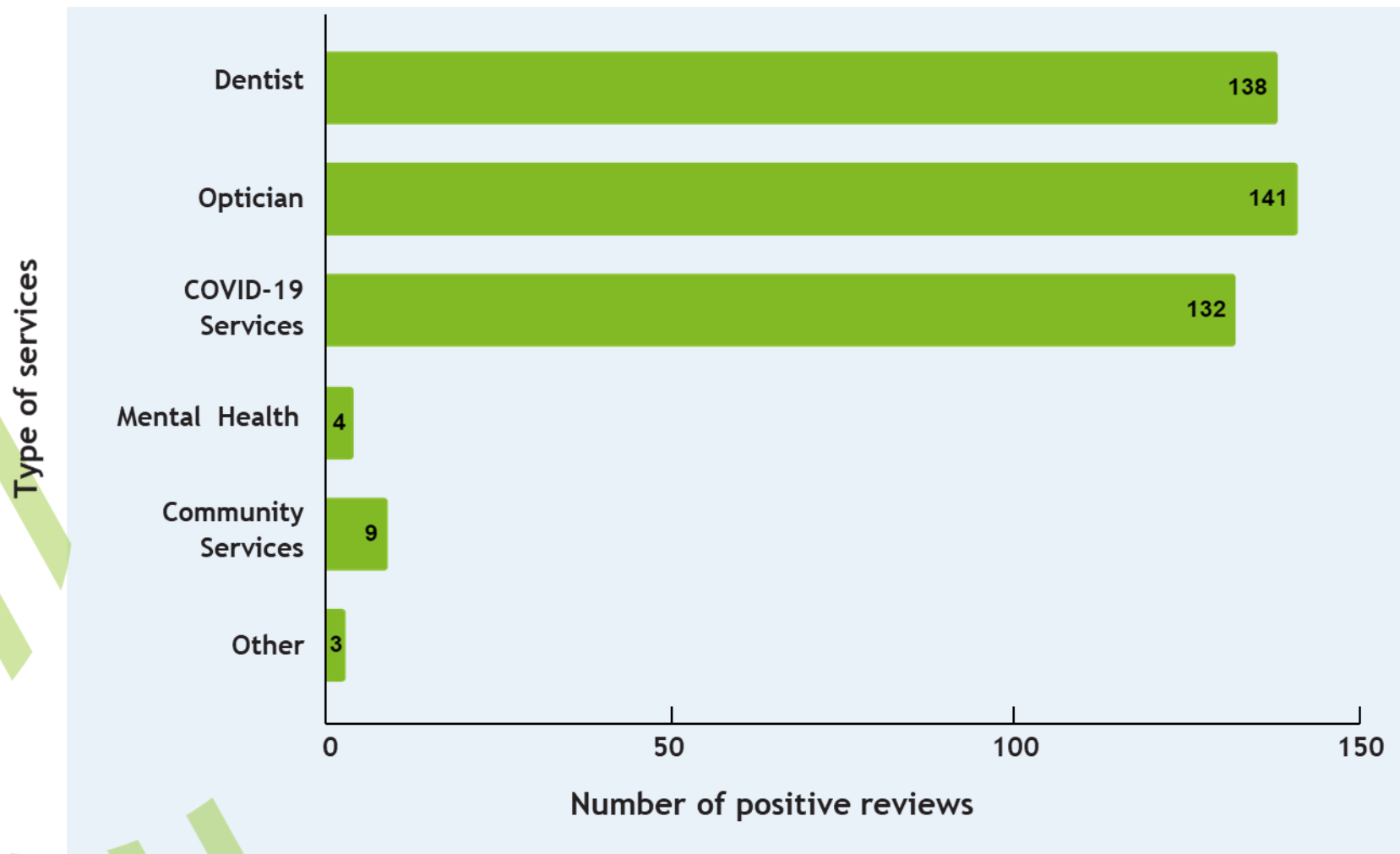
“They were so busy the last time...The wait to be seen is quite long, we had to wait 3-4 hours to be seen.”

West Middlesex University Hospital (A&E)



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.

April - May - June





Dentist

“Awesome staff and service! I had horrible experiences with dentists before, that treated my tooth wrong and just worsened my situation. After giving up hope, I came here, and Markus helped me and gave me the right treatment for my tooth so I could heal again. I can highly recommend him and the staff here. Everyone is super nice and helpful, and you get the feeling that they truly care for you which is awesome.”

Albany Dental Practice

“It is amazing. There is a couple who run it and they are just the nicest people, so are the receptionists. My husband hates going to the dentist, I convinced him to go here, and he absolutely loves it.”

Toothism Dental Clinic

“The admin team is excellent, and I have no reason to doubt what I am being advised by the hygienist and dentist.”

St Margarets Dental

“I really like my dentist. I find the receptionist very good. They are very efficient.”

West London Dental Centre

“I haven't been for the past year, but I have an appointment with them coming up. But when I have gone there, no problems. The only issue is that they have a high turnover of dentists.”

Oakleigh House Dental Practice



Mental Health

“I am impressed with the Doctor and the Team. The new combination of medication really worked. The Team is very friendly and professional. Their attitude helped my husband a lot to recover. I wish all wards in mental health were like this. Care and kind attitude that what mentally ill people need.”

Lakeside Mental Health Unit

“My therapy sessions are finished, and I feel I can manage my anxiety. It's such a great feeling to be strong enough to deal with anxiety episodes.”

Hounslow IAPT



Opticians

“It is only something I go to once a year, always generally pretty good.”

Boots Opticians Hounslow High Street

“I haven't been here in a long time but when I have gone, it has always been an positive experience. The staff are friendly and the waiting times are short.”

Specsavers Opticians (Feltham)

“They were polite and friendly, the service here was first class.”

Tesco Opticians (Osterley)

“I had the wrong prescription from my old opticians. I could not see properly for about a year and they sorted it all. out.”

Specsavers Opticians (High St. Hounslow)



COVID-19 Services

“I was texted by my GP surgery and booked it for myself. Appointment within a few days. Very smooth on the day - in and out in 5 mins. Superb service from volunteers and medical staff.”

COVID-19 Vaccination Centre (Thornbury Road Centre For Health)

“The appointments ran very smoothly, everyone from volunteers to patients to medics were cheerful and as I cannot stand in a queue (I am an old lady with bad knees) I went up in the lift and did not have to wait.”

COVID-19 Vaccination Centre (Chiswick Health Centre)

“I've had both my vaccines here, I'm very grateful to have had them here. The appointment was easy to get for the first one but for the second one, there was a bit of a problem. I had to get my surgery to sort it out for me, which they did on the same day. That was great because it prevented me from falling through the net.”

COVID-19 Vaccination Centre (Heart of Hounslow Centre For Health)



Community Services

“The nurse here was so good. The staff here were friendly too. It was easy to get, and we did not have to wait long to be seen.”

Hounslow and Richmond Community Healthcare (Podiatry)

“It is always on time. They send me a letter about my appointment when I need to come, it is annually. The wait isn't long to be seen when I'm here, the whole process is over and done within 30 minutes, today I was seen straight away.”

North West London Diabetic Eye Screening Programme (Feltham)

“They look after me properly, they are always helpful whenever I've been here and I do it annually, for the last 10 years. They send me a letter about the appointment, and it is convenient for me.”

North West London Diabetic Eye Screening Programme



Other

“I had my first vaccine. It was done pretty quickly. Went round there, treated very well. I was in and out in 5 minutes.”

All services: Coronavirus (COVID-19)

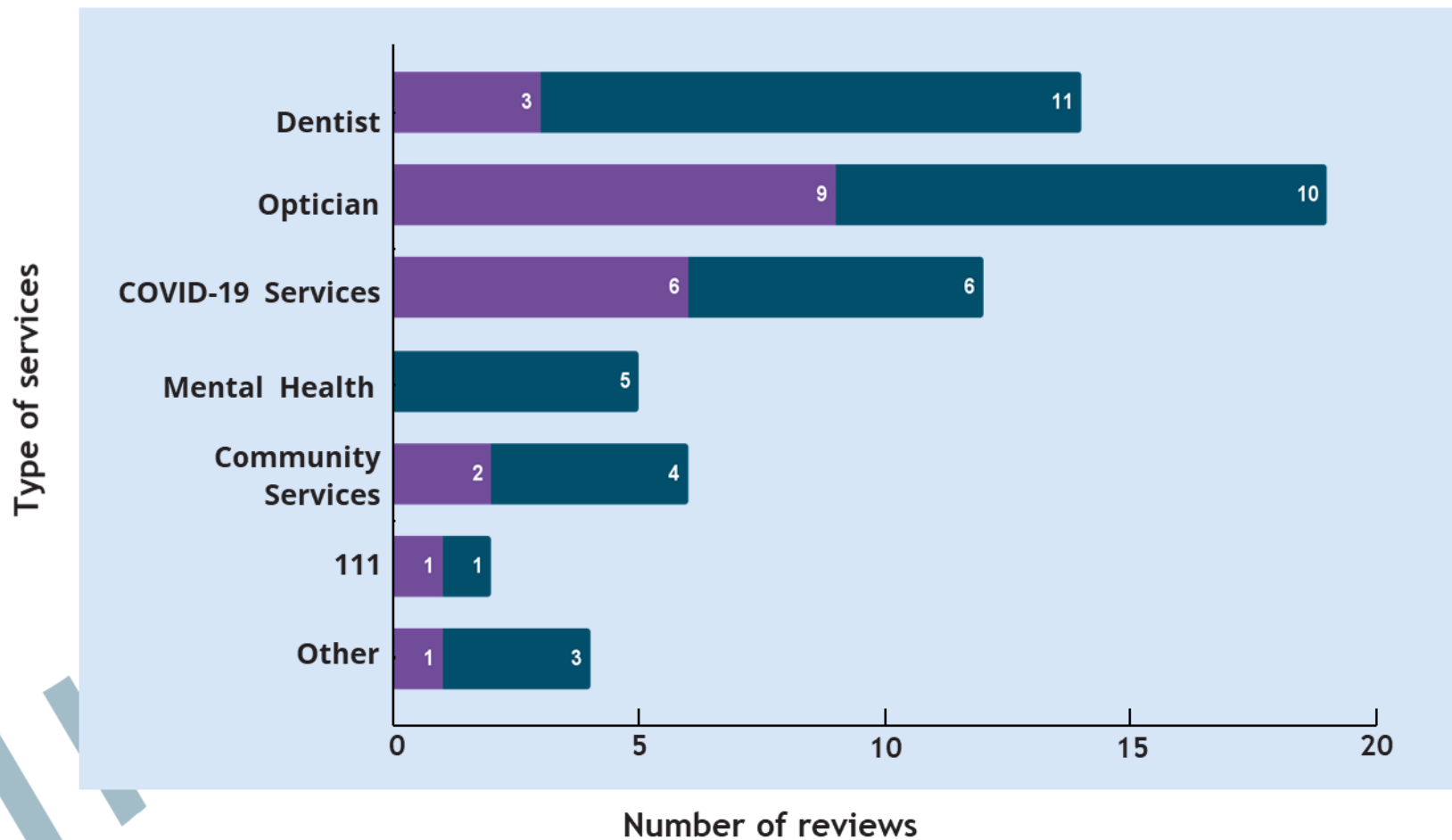
“Good services and the team were excellent. They looked after me and provided the equipment that I needed at home. The nurse who came to look after me was very good and caring. She really gave me the confidence to move around and help me being on crutches for a few months.”

London Borough of Hounslow Home Care



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.

April - May - June





Dentist

“I have phoned a few times over the last year, they say they are not taking non urgent appointments. I phoned them today and they said they are taking appointments. My children have not had an appointment in over a year, and they suggested to call in May.”

Bright Smile Studio

“They need better dentists and receptionists. They also need to provide a better understanding of what is and is not covered by the NHS.”

Advance Dental Care

“I like they give the appointments to you so quickly when you call. The quality of the treatment here is not good though.”

The Family Dental Practice

“We have not heard from our dentist in a long time.”

The Butts Dental Practice

“The last time I called them, they said because I have not been there for 7 years, they had taken me off the list and to find another dentist. I was not happy with that.”

Bright Smile Studio



Opticians

“They were dreadful. The anti-scratch lenses I got here was scratched within 2 months, and they refused to refund me when I complained.”

Specsavers Opticians (Chiswick)

“They are just okay. Not good or bad.”

Boots Opticians Hounslow - High St



COVID-19 Services

“I had my first jab here. It was a bit chaotic. It was a little bit haphazard with the sort of people running it. We all queued outside and there was not much room there and you could not really keep 6-foot distance.”

COVID-19 Vaccination Centre (Thornbury Road Centre For Health)

“When you see the guy at the desk, he had no mask on. Slightly disorganised, I was asked the same question four times by different people. The entrance - those going in and out, was the same pathway so they did not have an exit section.”

COVID-19 Vaccination Site (Jade Pharmacy, Heston Rd)

“Staff were welcoming but there was no information given regarding the vaccine or Yellow Card scheme.”

COVID-19 Vaccination Centre (Chiswick Health Centre)



Community services

“They do not answer their telephone and when they call back, they just leave a miss call. Making it impossible to pick up the telephone. Previously they did not inform me my appointment was telephone via video call, this resulted me going into the Outpatient clinic. Although I have been able to get medication, they are not very informative about the treatment and I have done most (if not, all) of the research myself.”

Community Outpatients (Hounslow Community Dermatology Service)



Mental Health

“They hung up on me telling me “They would call me back” and never did. My GP made a referral in January - it is now April and they have done absolutely nothing.”

CAMHS



Other

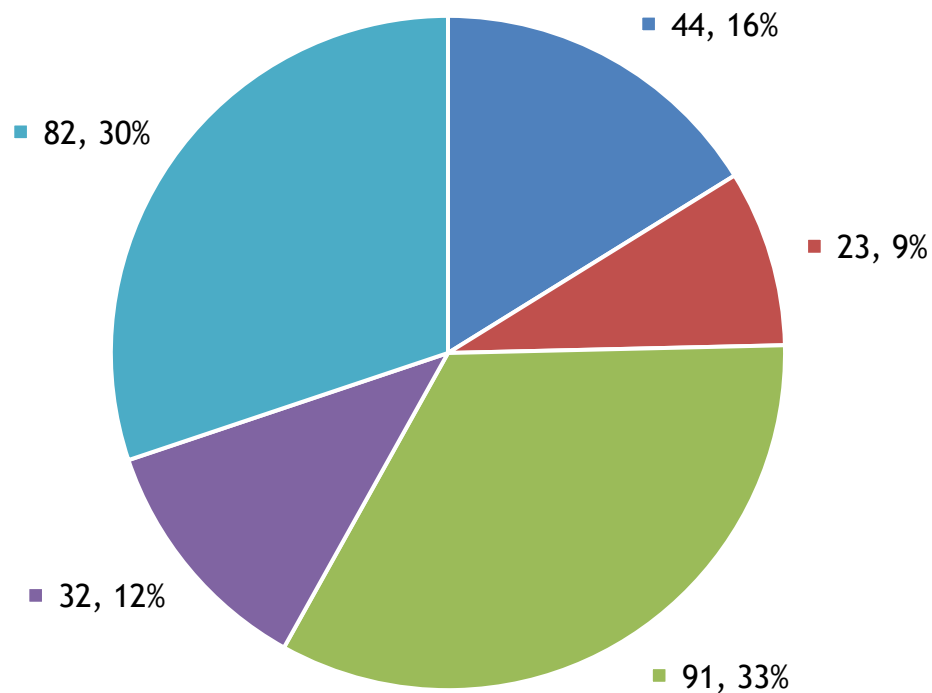
“The whole system is overstretched; it is causing a lot of problems for the patients. We cannot get an appointment with the doctors.”

Services in General

“The call seems to feel really rushed. They didn't really explain what your symptoms could be related to.”

111

Network Area



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

The following 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.

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

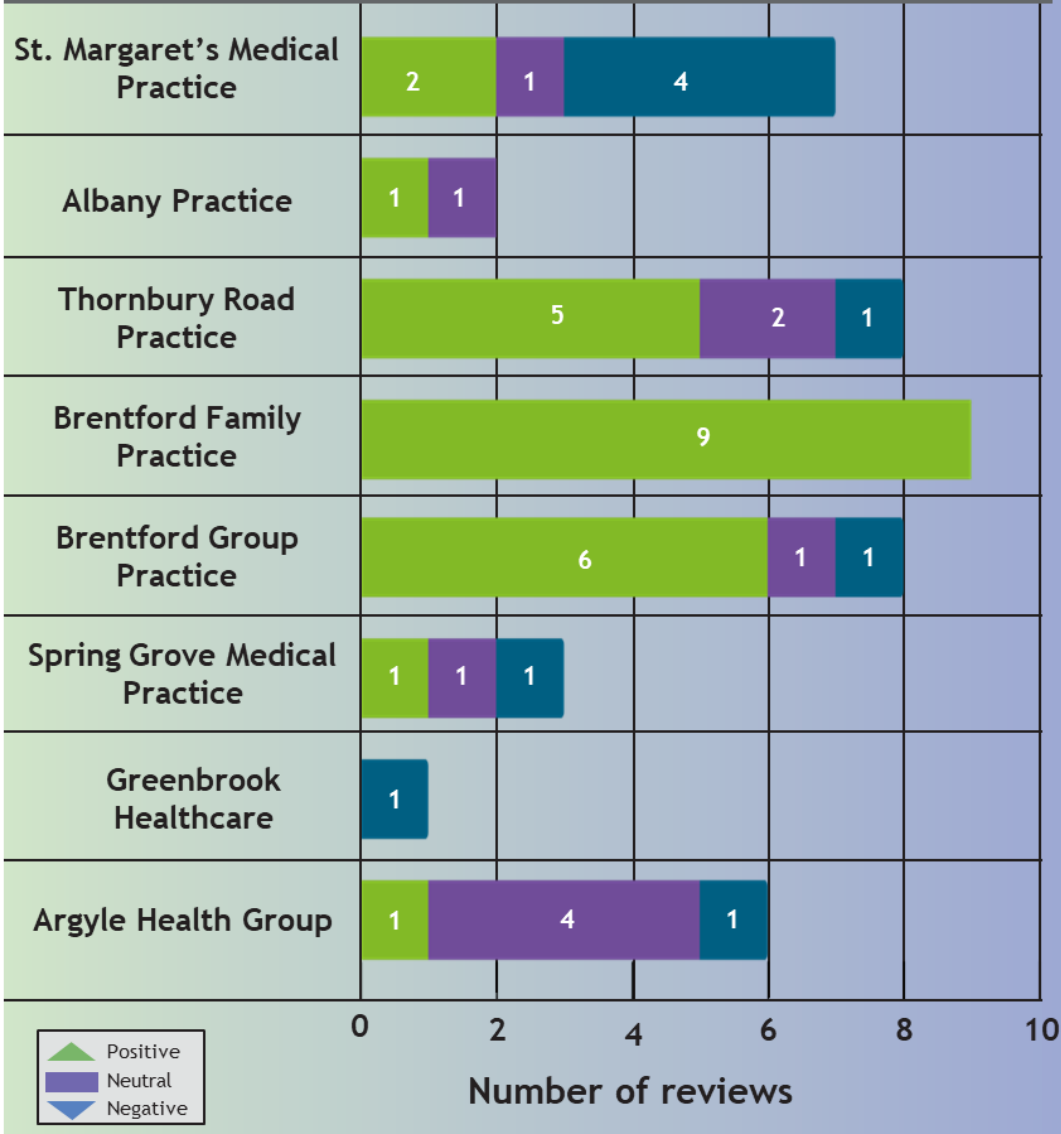
- Brentford & Isleworth
- Chiswick
- Feltham
- Heart of Hounslow
- Great West Road

The following pages show services within these network areas.

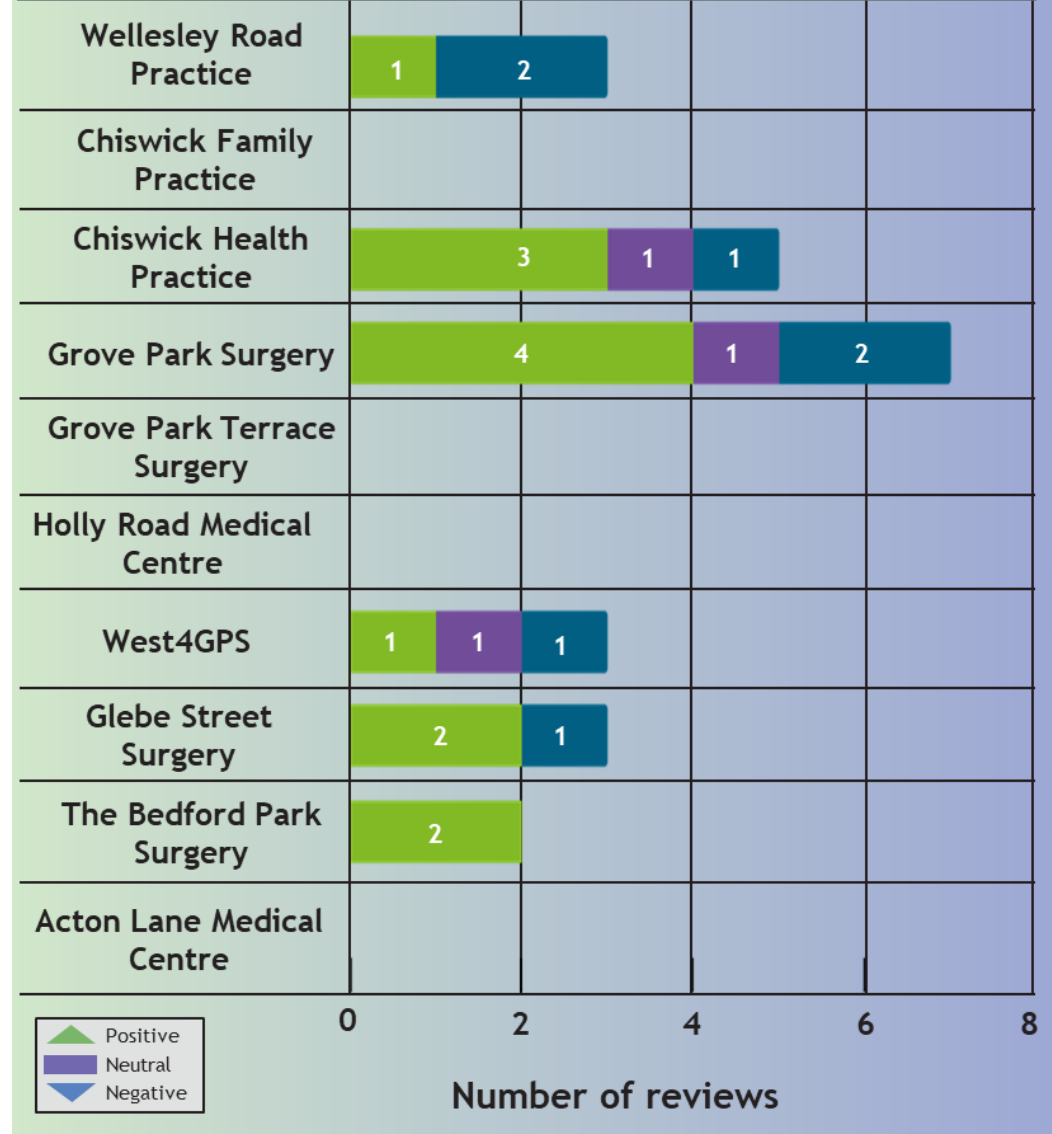
In terms of network area, the majority of reviews were received from Feltham 34% (91), Heart of Hounslow 30% (82), Brentford & Isleworth 16% (44) Great West Road 12% (32) and Chiswick 8% (23).

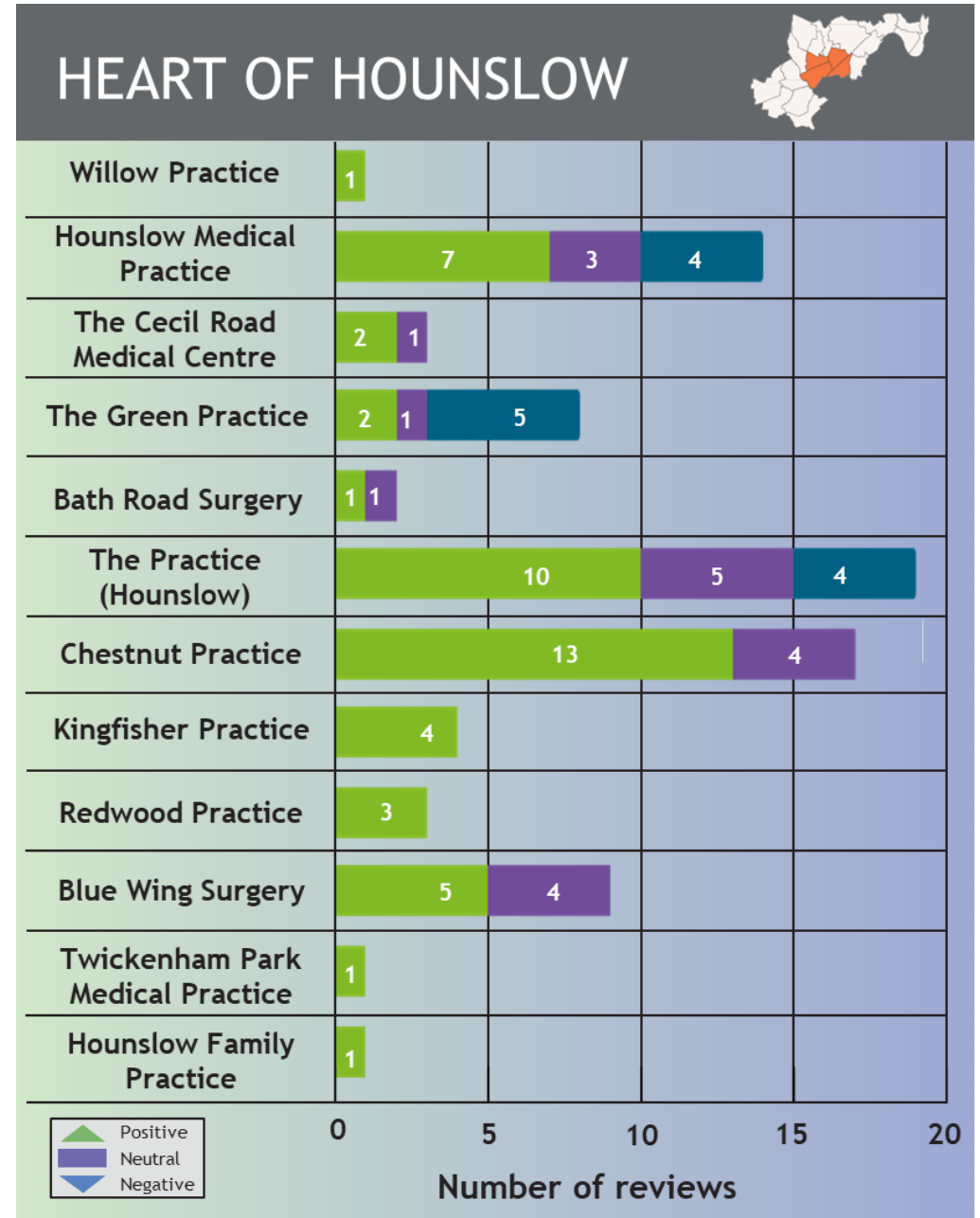
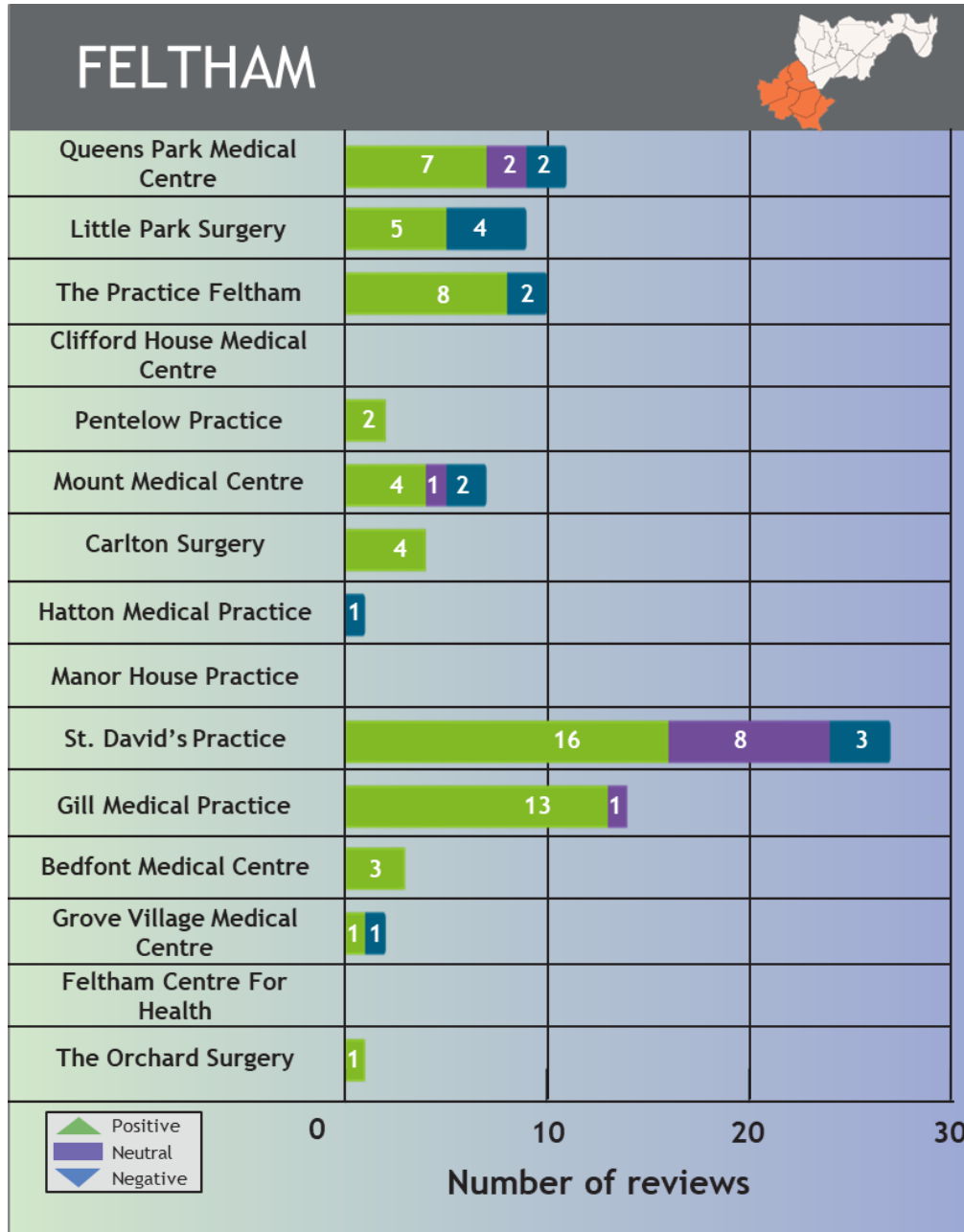


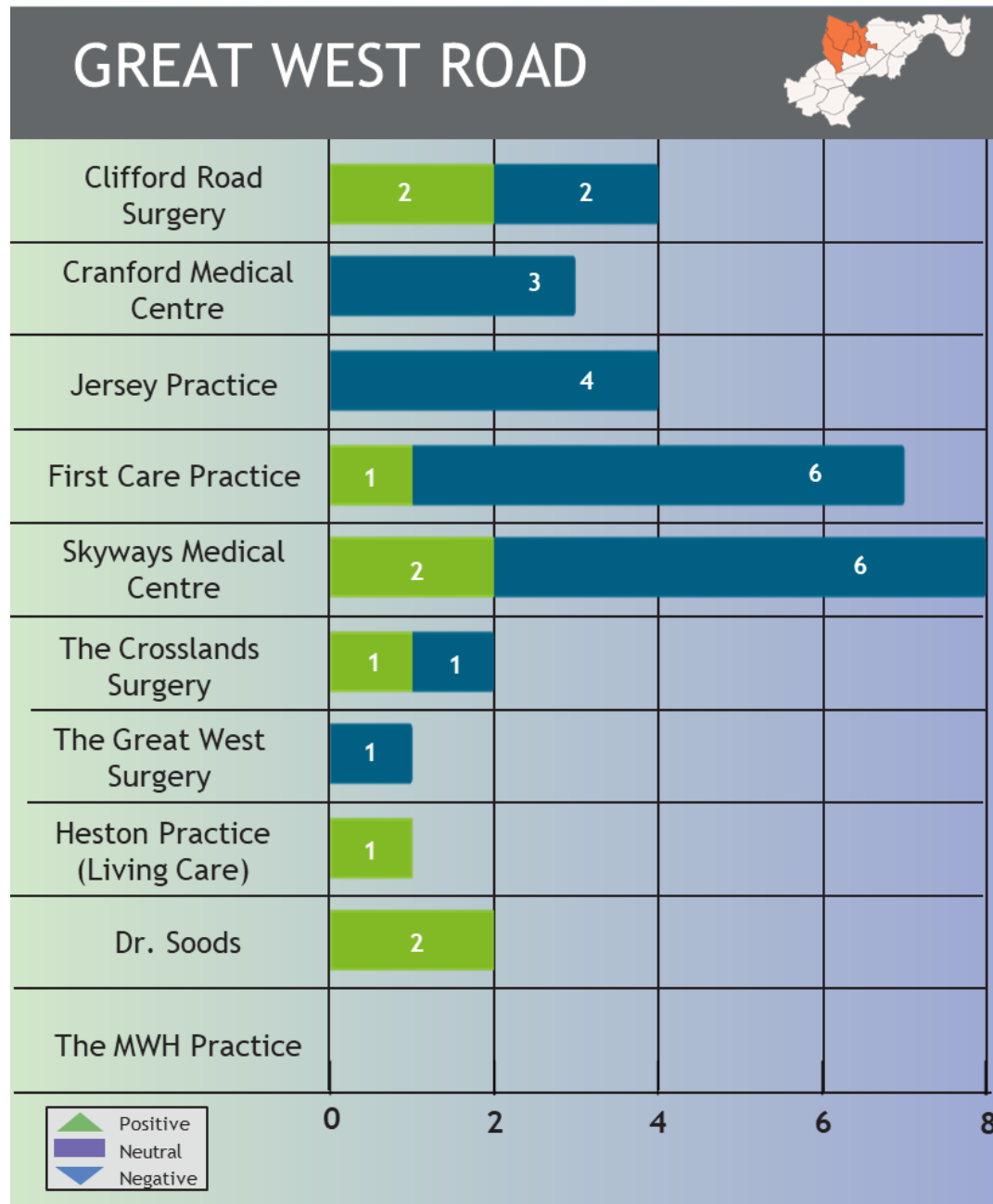
BRENTFORD & ISLEWORTH



CHISWICK

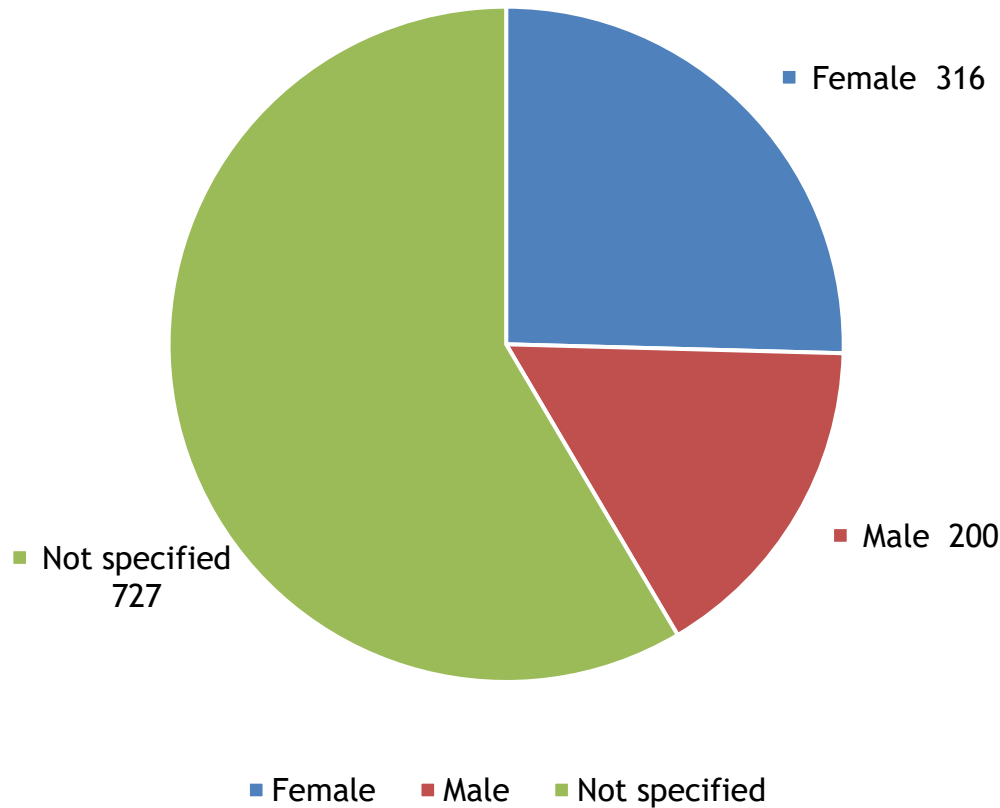






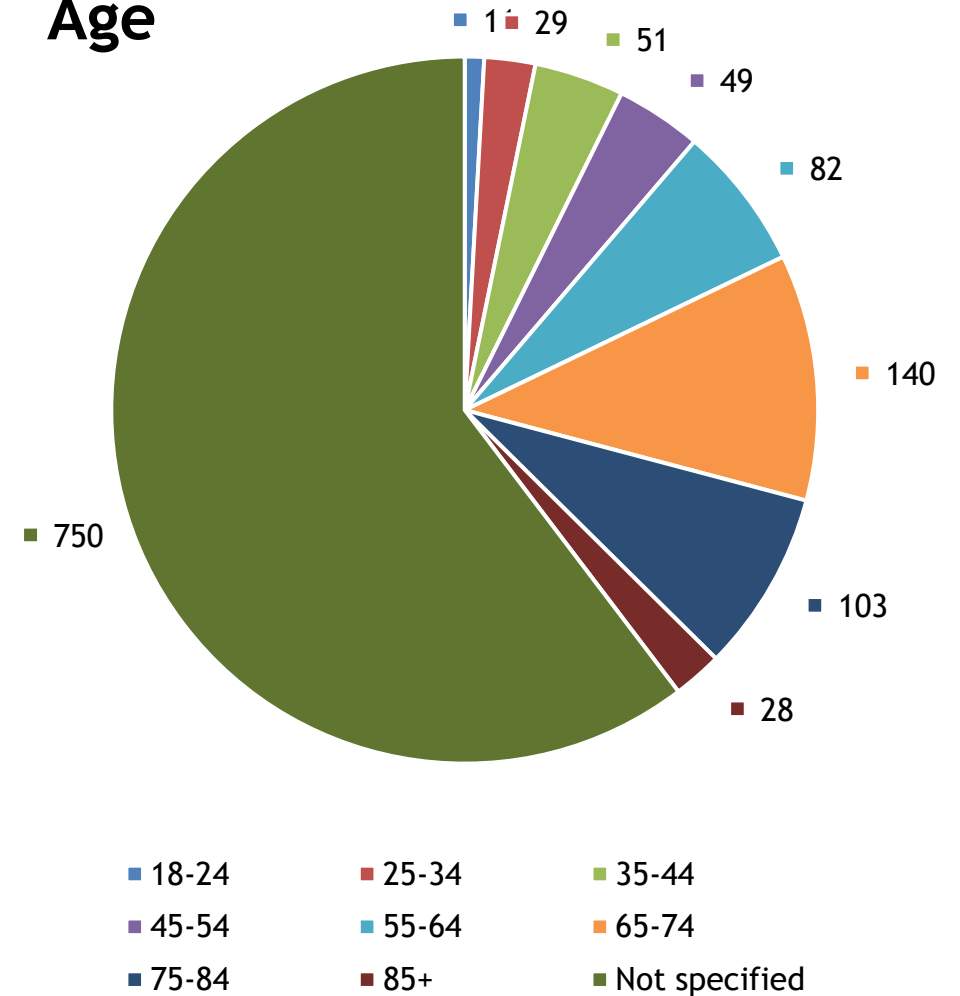


Gender



In terms of gender, 25% (316) identified as female, 16% (200) identified as male and 59% (727) didn't specify their gender.

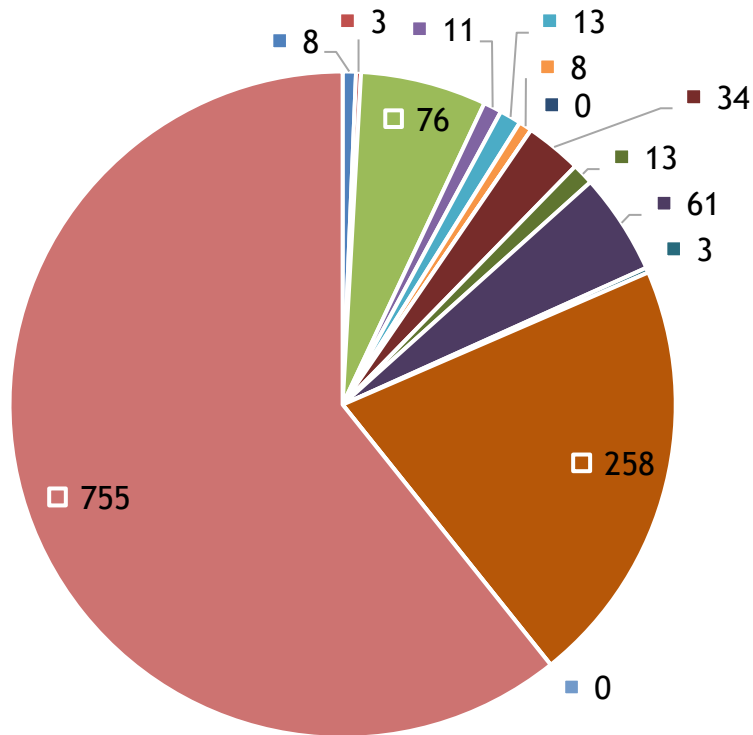
Age



In terms of age, 60% (750) preferred not to identify their age. The majority of the feedback received was from 65-74 age group (140, 11%), followed by 75-84 age group (103, 8%) and 55-64 age group (82, 7%).



In terms of ethnicity, 60% (755) did not specify their ethnicity. The proportion of feedback received this quarter was from people who identified as White British 21% (258), 6% (76) from Asian Indian, 5% (61) from Other White Background, 3% (34) from Other Asian Background and 1% (13) identifying as Black African.



- Arab
- Asian Pakistani
- Black British
- Other White Background
- Other
- Asian Chinese
- Black African
- Other Asian Background
- Other Black Background
- Not specified
- Asian Indian
- Black Caribbean
- Other Mixed Background
- White British

Arab	8
Asian Chinese	3
Asian Indian	76
Asian Pakistani	11
Black African	13
Black Caribbean	8
Black British	0
Other Asian Background	34
Other Mixed Background	13
Other White Background	61
Other Black Background	3
White British	258
Other	0
Not specified	755

For this quarter we collected 1243 patient experiences, maintaining our target of 400 reviews per month.

For this quarter, there are 974 positive reviews, 85 neutral reviews and 184 negative reviews. As we have seen in the previous quarters, overall, positive patient experiences far outweigh negative patient experiences. This quarter we have selected some services (GPs, Hospitals and Pharmacies) to carry an in-depth analysis of the themes and trends of these services. However, when we looked at the overall themes and trends for all the services, we found the following positive and negative themes (themes with over 50 comments):

Positive

- 83% of comments about Treatment and Care were positive.
- 76% of comments about Staff were positive.
- 72% of comments about Medication were positive.
- 67% of comments about Access to Service were positive.
- 66% of comments about Administration were positive.

Negative

- 45% of comments about Communication were negative.
- 33% of Comments about Facilities and Surroundings were negative.
- 26% of Comments about Administration were negative.
- 23% of comments about Access to Service were negative.
- 21% of Comments about Staff were negative.

For a full list of sub-themes see the appendix on pages 45 - 46.



This report identifies several areas of good practice and areas for improvement across different services. HWH 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 importantly, 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:

CCG Integrated Care Patient and Public Engagement meeting

Hounslow Integrated Care Comms meeting

Care Quality Commission

Hounslow Local Authority

Hounslow and Richmond Community Healthcare

Chelsea and Westminster Hospital NHS Foundation Trust - West Middlesex University Hospital

We are working closely with the CCG and a variety of partners to identify how this intelligence can meaningfully feed into existing commissioning and monitoring mechanisms.



Due to the Coronavirus pandemic, we have been operating differently. Initially we had ceased all face-to-face engagement. However, for the past month we have been carrying out some face-to-face engagement. We are taking small steps forward to engage with the community and have all the necessary risk assessments in place before each visit.

We know there are many patients who prefer the face-to-face approach, and this is a key part of our service delivery that cannot be done from home. We are following government guidelines and monitoring the situation on a daily basis. The visits are not taken lightly, and a risk assessment is taken before each visit and staff are following stringent PPE use guidelines.

So far, we have carried our visits to Feltham Centre for Health and Brentford Health Centre. We continue to monitor the situation, keep abreast of government guidelines and seek advice from our commissioning partners.

For future reports we will be focusing on:

- Continuing to develop and expand our social media presence
- Gathering mental health reviews - we are currently creating a patient experience form specifically asking feedback about mental health services.
- Continuing to gather online reviews
- Attending online forums/meetings
- Telephone consultations to reach especially those most vulnerable and providing information and signposting.

In terms of next steps for our Patient Experience programme, HWH continues 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. We are focusing on involving local people and communities to gather patient experiences and find out the impact of the pandemic on communities hit hardest.



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)

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 do 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 & Inclusion, Consent, Involvement & 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