

PATIENT EXPERIENCE REPORT 2021
Q4 January – March

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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 October - December 2020. We are focusing on:

- A regular presence on social media (Twitter, Facebook etc.)
- Online reviews
- Attending online forums/meetings
- Telephone consultations

Normally, our Patient Experience Officer, supported by a team of volunteers, visit health and social care services daily to talk to and hear from patients, service users, carers and relatives about their experiences of local services. 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.

Introduction and Executive Summary cont.

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 4 period, January - March 2021. During this time, we collected 1224 reviews, achieving our quarterly target of 1,200 (averaging 400 per month). This is due to the disruption caused by the Coronavirus Pandemic. Resulting us in ceasing all face-to-face engagement. We continue to collate reviews from different services.

Out of the total number of patient experiences received, 961 (79%) were positive, 62 (5%) were neutral and 201 (16%) were negative experiences of service provision (this is based on the overall star rating provided by patients - see page 4 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 Q4 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.

Overall Patient

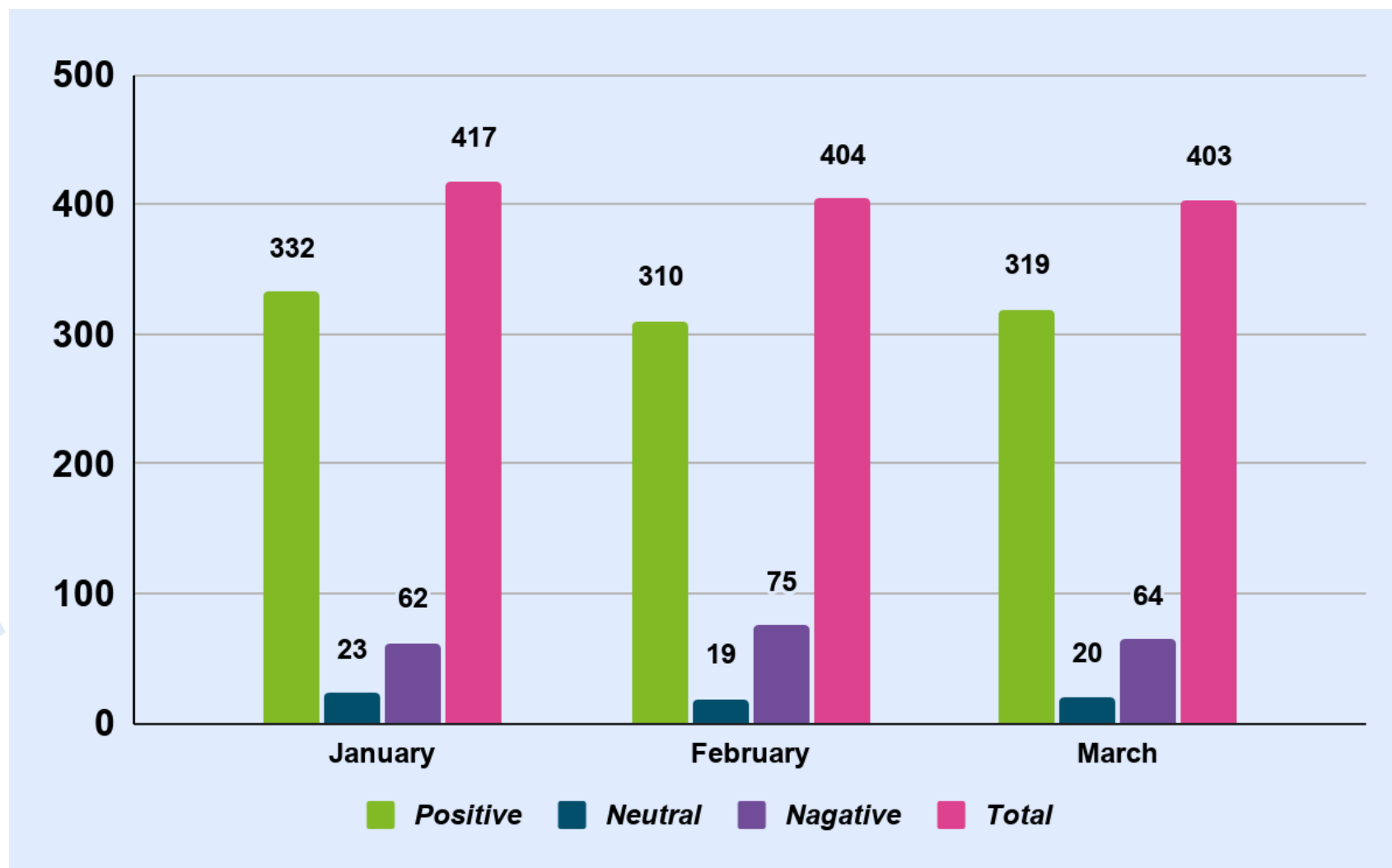
The number of patient reviews received for this quarter is 1224. The table below shows a breakdown of the positive, neutral and negative patient reviews. (See the appendices for examples of our physical and online questionnaires).

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 961 positive responses, 62 neutral responses and 201 negative responses have been recorded.

Month	1 - 2 Star Reviews (Negative) 	3 Star Reviews (Neutral) 	4 - 5 Star Reviews (Positive) 
January	62	23	332
February	75	19	310
March	64	20	319
Total	201	62	961

Overall Patient

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

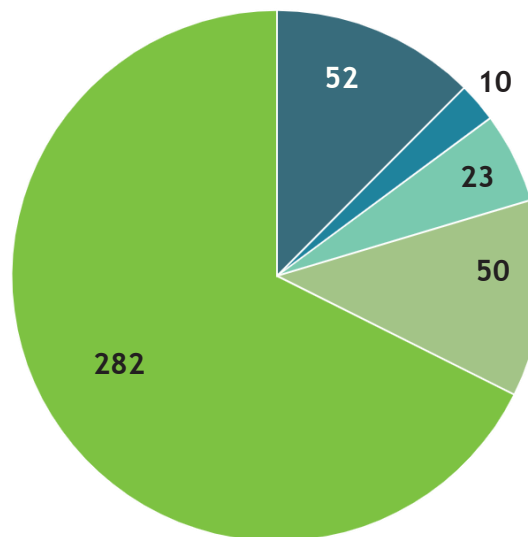


Patient Reviews: Star

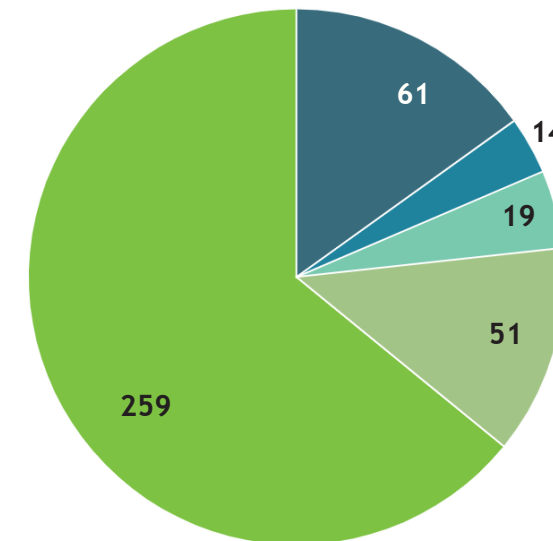
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

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

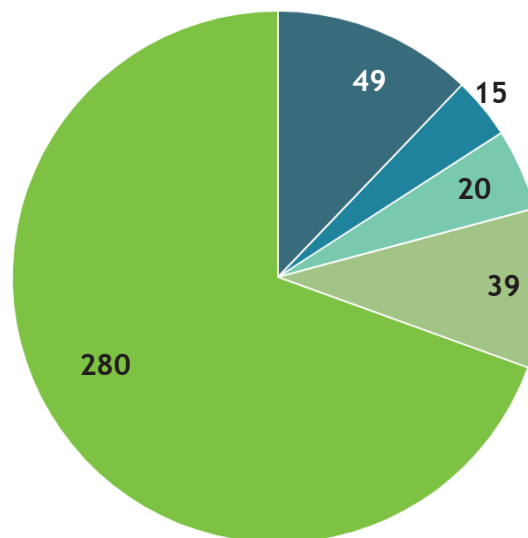
Star Ratings



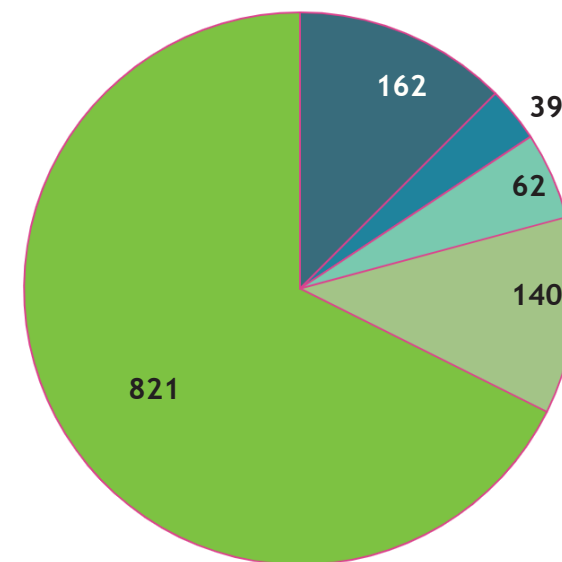
January



February



March



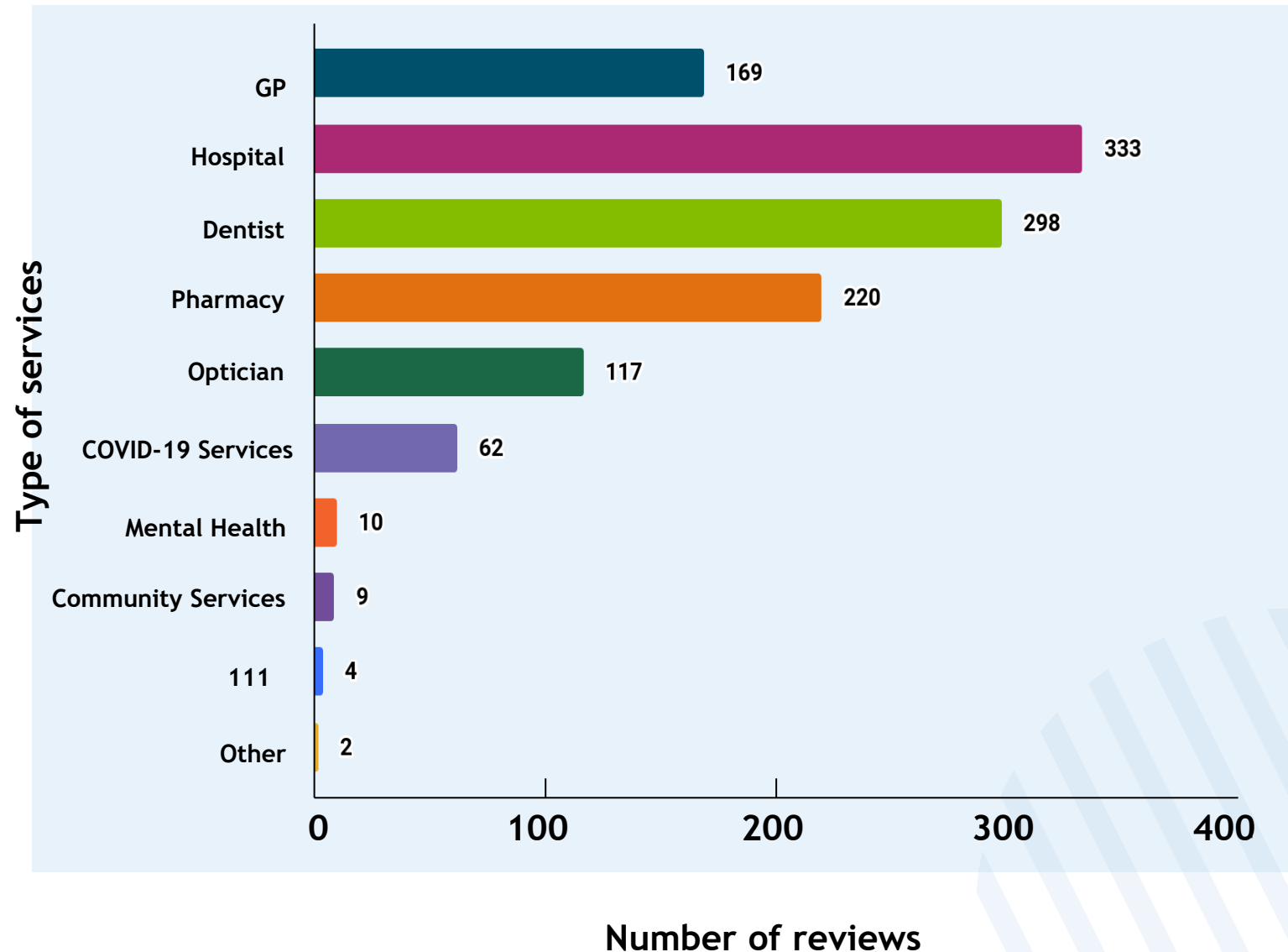
Total for Quarter 4

Total Reviews per

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 Hospital category (333), followed by the Dentist (298) and Pharmacy category (220).

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.

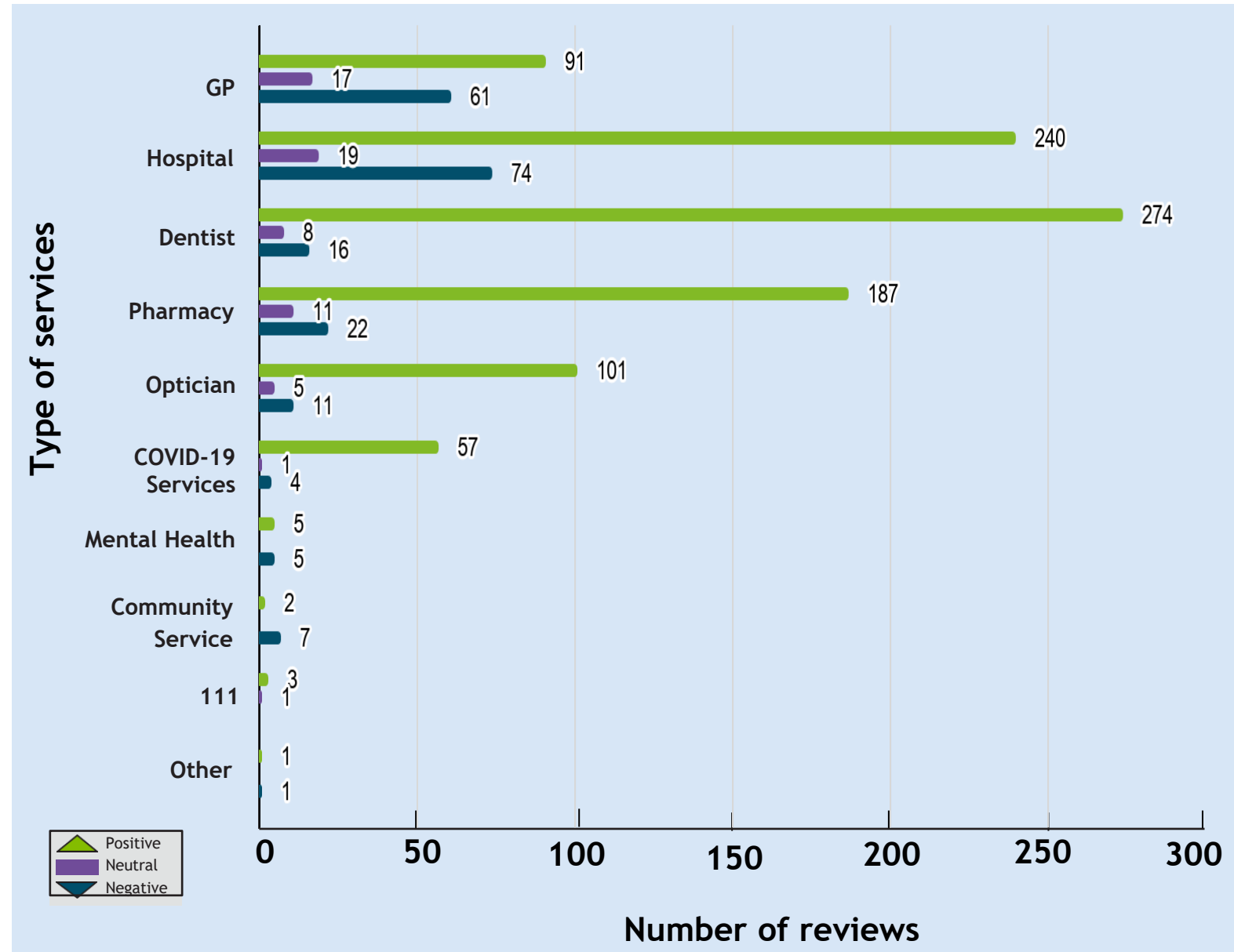


Distribution of Positive & Negative reviews

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 Dentists (92%); COVID-19s (92%) and Opticians (86%).

The category which received the highest proportion of negative reviews is GP services (36%).



GP Themes/Sub-themes

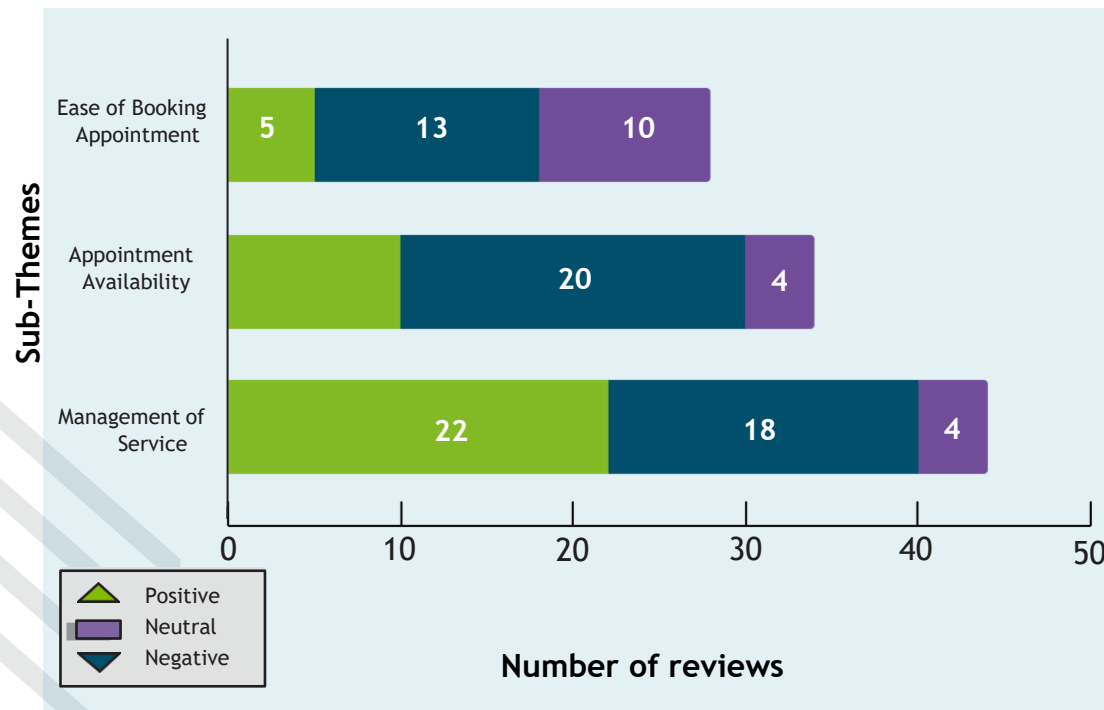
The **Administration** theme received 111 reviews; 34% (38) were positive, 50% (55) were negative and 16% (18) were neutral. The chart below illustrates a breakdown of the top sub-themes for **Administration**.

For the **Ease of Booking Appointments** sub-theme we received 28 reviews, 18% (5) were positive, 46% (13) were negative and 36% (10) were neutral. Similar to previous quarters (Quarter 3 Oct - Dec 2020) 55% of the reviews had a negative sentiment, most patients are not pleased with the ease of booking appointments.

Appointment Availability was the most frequently discussed sub-theme with 34 reviews. 29% had a positive sentiment, 59% were negative and 12% were neutral. This tells us that patients continue to find it difficult to book appointments. During Quarter 3 Oct - Dec 2020, it was 62% with negative sentiments.

Management of Services received 44 reviews; 50% (22) were positive, 41% (18) were negative and 9% were neutral. Compared to previous quarters, majority of patients are pleased with the management of GP services but there has been an increase in the reviews with negative reviews from 26% in Quarter 3 Oct - Dec 2020 to 41% this quarter. We will keep monitoring this trend in the next quarter.

Top three Sub-themes for Administration



Positive Reviews;

“...They have a new service called Push Doctor, which me and my partner used and we was able to get an appointment within a day.”
West4GPS

Negative Reviews;

“...With the current state of things, it is almost impossible to see a doctor.”

Albany Practice

“Throughout lockdown, the service has not been really good...The transition to only speak on phone wasn't easy...We couldn't figure out how to speak to someone, there was not email or anything.”

West4GPs

“...Difficult to get an appointment but I guess it is difficult all over. I do find the system frustrating because you have to hold on the phone for a while.”

Thornbury Road Centre for Health

GP Themes/Sub-themes

The **Staff** theme received 86 reviews. 42% were positive (36), 43% (37) were negative and 15% (13) were neutral. The chart below presents a breakdown of the sub-themes for **Staff**.

Staff Attitude/Courtesy was mentioned in 86 reviews, 42% (36) were positive, 43% (37) were negative and 15% (13) were neutral. Although there has been a slight improvement, similar to previous quarter, the patients' sentiments about the attitude of staff they encounter are mostly negative. In Quarter 3 Oct - Dec 2020, 55% of reviews had a negative sentiment and 2% had neutral sentiments compared to 43% and 15% respectively in this quarter.

Suitability sub-theme with 28; 54% (15) were positive, 18% (5) were negative and 29% (8) were neutral. Also, **Professionalism** sub-theme received 11 reviews; with 36% (4) being positive and 64% (7) negative.

Top three Sub-themes for Staff



Positive Reviews;

“Always very professional whenever I go...and the staff are respectful.”

Little Park Surgery

“The doctors are very approachable, treat you as if you are reasonably intelligent,...Reception staff are very polite.....”

Grove Park Terrace Surgery

Negative Reviews;

“...The staff attitude has noticeably deteriorated over the last 2 years...”

Brentford Group Practice

“...I experienced poor judgment from what seems are untrained reception staff. Very uncaring frontline staff ”

The Green Practice

“Poor experience. They have no respect and don't listen...”

Skyways Medical Centre

GP Themes/Sub-themes

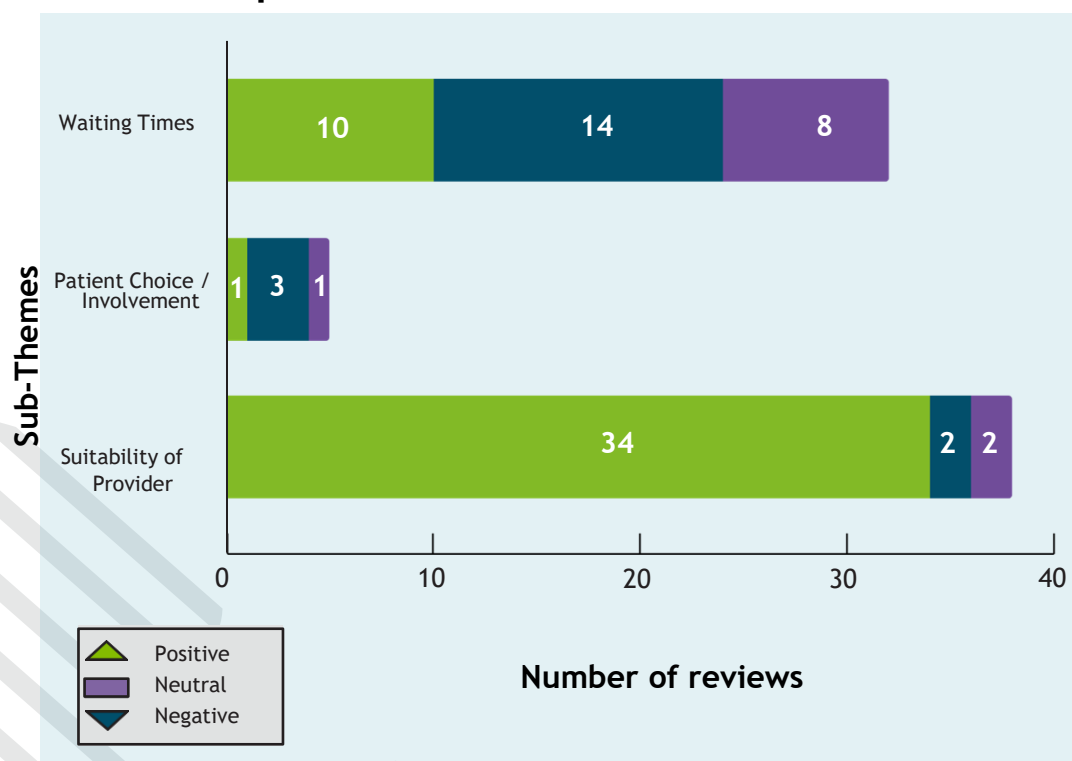
The **Access to Services** theme received 81 patient reviews. 57% (46) were positive, 28% (23) were negative and 15% (12) were neutral.

Suitability of Provider was a frequently discussed sub-theme with 38 reviews; 89% (34) were positive, 5% (2) were negative and 5% (2) were neutral. Similarly, to Quarter 3 Oct - Dec 2020 it was 80% of reviews with positive sentiments. Patients are expressing satisfaction at the service being provided.

For the sub-theme of **Waiting Times** we received 32 reviews; 31% (10) were positive, 44% (14) were negative and 25% (8) were neutral. Compared to the previous quarter there has been an increase in reviews with negative sentiments. In Quarter 3 Oct - Dec it was 33%. This tells us that patients were not pleased with the waiting times at their GPs.

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

Top Sub-themes for Access to Service



Positive Reviews;

“I had my first vaccine here sooner than I imagined. It was very well managed....”

Thornbury Road Centre for Health

“They have always been good to us and I have had my vaccination done there...”

West4GPs

“They are good. I am happy with the surgery...”

Clifford Road Surgery

Negative Reviews;

“...The waiting times for your appointment is not good.”

Thornbury Road Centre for Health

“I was number 10 in the queue, been on hold for 1 hour and 38 minutes and still no answer....”

Hounslow Medical Centre

“There is always a long wait...”

Grove Village Medical Centre

GP Themes/Sub-themes

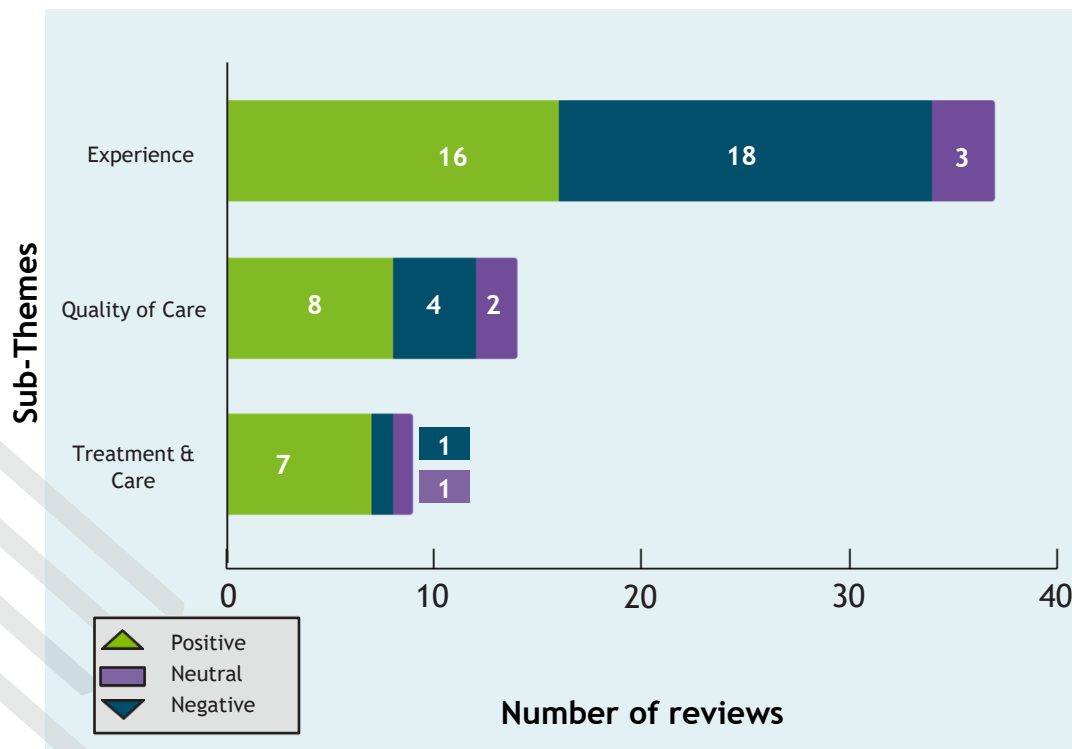
The **Treatment and Care** theme received 66 reviews. 52% (32) were positive, 38% (23) were negative and 10% (6) were neutral. The chart below shows the breakdown of the sub-themes.

Experience of Care was the most discussed sub-theme with 37 reviews; 43% (16) were positive, 49% (18) were negative and 8% (3) were neutral. There has been an increase in patients with negative experiences. Compared to Quarter 3 Oct - Dec 2020 it was 38% of reviews with negative sentiments.

Quality of Care was a recurring sub-theme with 14 reviews; 57% (8) were positive and 29% (4) were negative. Similar to Quarter 3 Oct - Dec 2020 it was 67% of reviews with positive sentiments, most patients found the quality of their treatments positive.

Treatment & Care received 9 reviews of which 78% were positive, 11% were negative and 11% were neutral.

Top Sub-themes for GP Treatment & Care



Positive Reviews;

“Wonderful experience with my Local GP. Even in this COVID-19-Lockdown, I’m having best care and support from them. The doctor is incredible....”

Cranford Medical Centre

“...I have not had a GP who cares about their patients as this one...”

Gill Medical Practice

“Treatment explanation is good.”

Bath Road Surgery

“The doctor that I see is astounding,”

Albany Practice

Negative Reviews;

“I had a very poor experience.”

Little Park Surgery

“The nursing care wasn’t very good.”

The Bedford Park Surgery

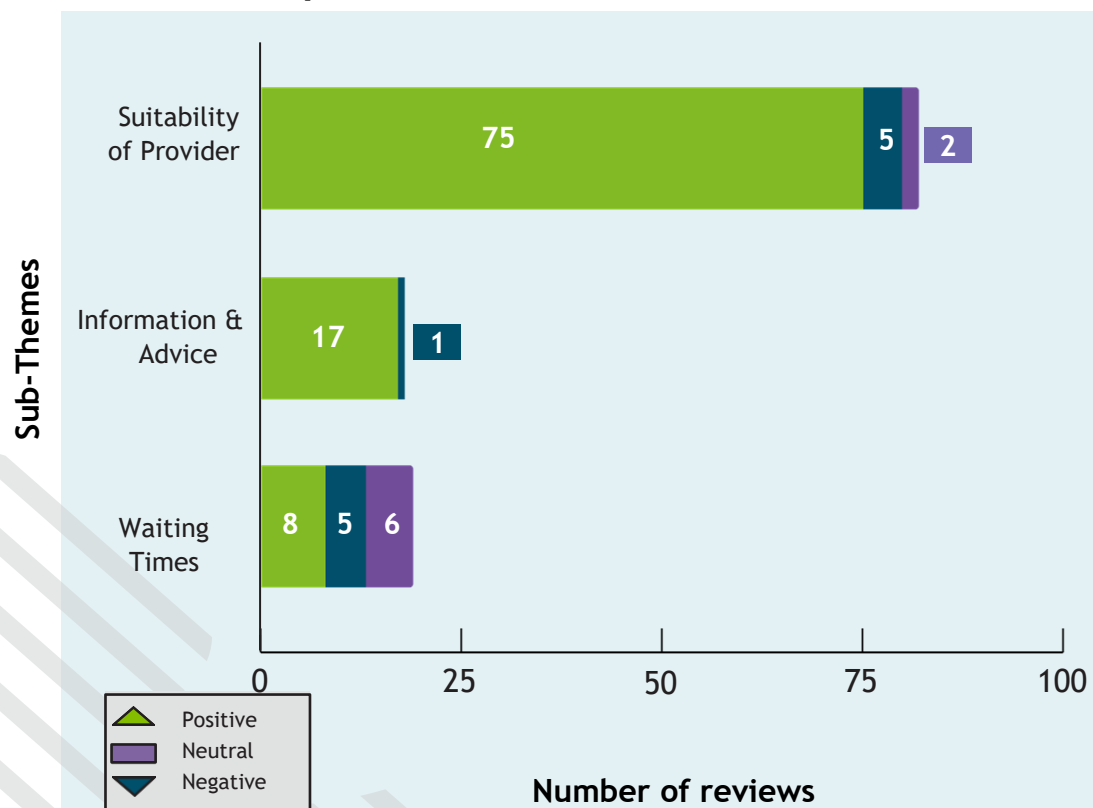
Pharmacy Themes/Sub-

The **Access to Services** theme received 137 reviews. 83% (114) were positive, 8% (11) were negative and 9% (12) were neutral. Similar to last quarter (Oct - Dec 2020), most of the reviews we received were from patients with positive sentiments (85%).

Suitability of Provider received 82 reviews, 91% (75) were positive, 6% (5) were negative and 2% (2) were neutral. Similar to Quarter 3 Oct - Dec 2020 with 89%, the majority of reviews we received had positive sentiments.

The **Information & Advice** sub-theme received 94% (17) positive sentiment reviews and 6% (1) were negative. 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 the breakdown of the sub-themes including **Waiting Times**.

Top Sub-themes for Access to services



Positive Reviews;

“They look after us as well. I can just ask them for advice, if it is not necessary to see a doctor.”

Campbells Chemist

“The pharmacist has been there since forever, he gives you really good advice.”

B A Williams Chemist

“I am so happy with my pharmacy. They are welcoming and go out of their way to help you.”

Hounslow East Pharmacy

Negative Reviews;

“You do have to wait a while sometimes but everyone has to wait. It is a waiting game.”

Campbells Chemist

“...Last time I waited 10 minutes because there were so many people waiting,..”

Morrison’s Pharmacy (Brentford)

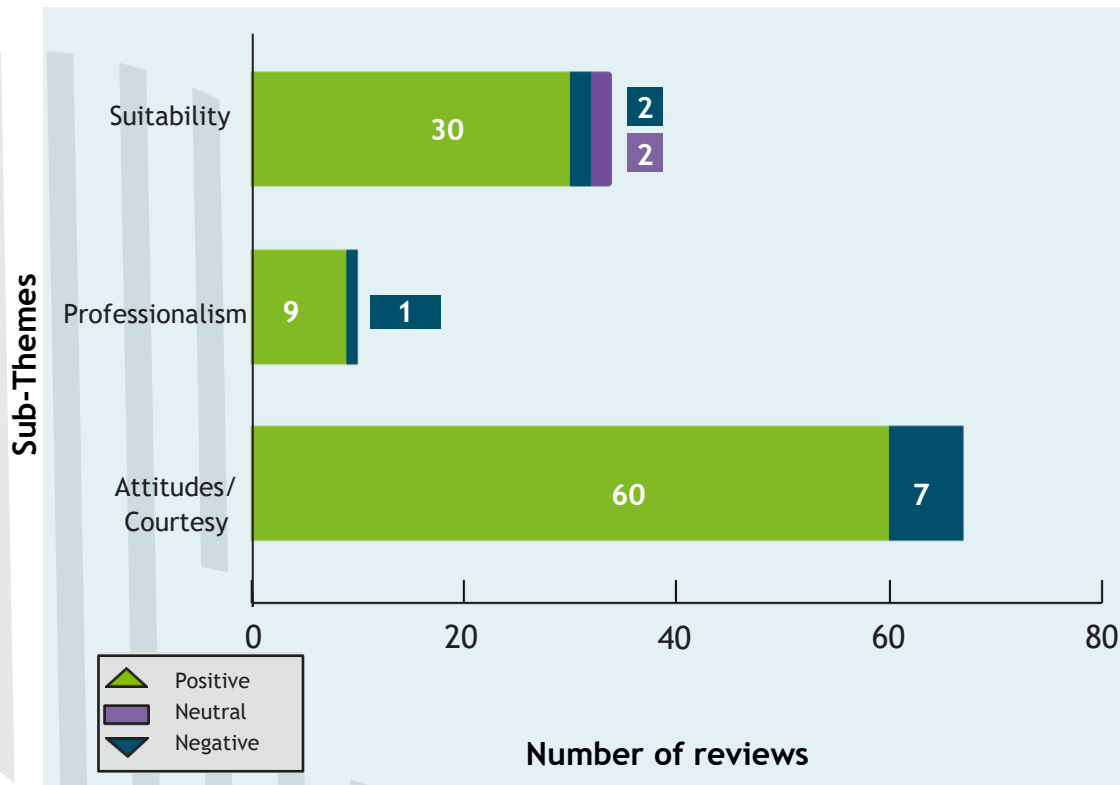
Pharmacy Themes/Sub-

The **Staff** theme received 125 reviews. 85% (106) were positive, 13% (16) were negative and 2% (3) were neutral. Similar to Quarter 3 Oct - Dec 2020, it was 90% positive, reviews mentioning the **Staff** theme were majority positive sentiments.

The **Attitudes/Courtesy** sub-themes received 67 reviews; 90% (60) were positive and 10% (7) were negative. This is similar to what we found in the previous quarter (oct - dec 2020). Reviews for this sub-theme with a positive sentiment were 91%. Showing that majority of patients are 'pleased' with staff at their pharmacies.

Professionalism sub-themes received 10 reviews; 90% (9) were positive and 10% (1) were negative. **Suitability** sub-theme received 34 reviews; 88% (30) positive reviews, 6% (2) were negative and 6% (2) were neutral. The chart below shows the breakdown of the sub-theme.

Top Sub-themes for Staff



Positive Reviews;

“The staff are very friendly and they look after me very well.”
Maswell Park Pharmacy

“They are responsive and generally help you with what is needed.”
Jasins Chemist

“...Everybody is friendly and close to me. They are like family.”
Osterley Park Pharmacy

“They are incredibly helpful. When I walk in, the pharmacist always recognises me, says 'Good Morning'.”
Brent Pharmacy

Negative Reviews;

“...In my opinion, they lack people skills & the understanding of some health conditions to appropriately serve a large sector of the community...”
Brent Pharmacy

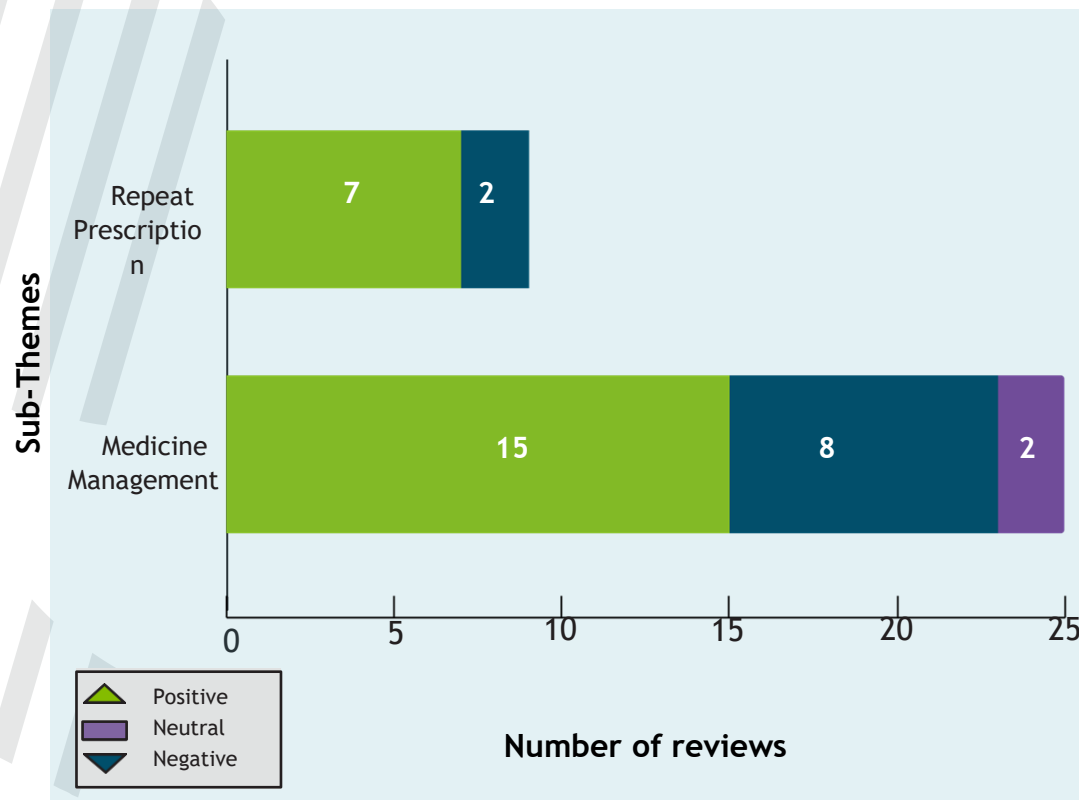
Pharmacy Themes/Sub-

The **Medication** theme received 34 reviews; 65% (22) were positive, 29% (10) were negative and 6% (2) 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.

Repeat Prescription received 9 reviews; 78% (7) were positive, and 22% (2) were negative. **Medicine Management** received 25 reviews; 60% (15) were positive, 32% (8) were negative and 8% (2) were neutral.

Top Two Sub-Themes for Medication



Positive Reviews;

“They text me when my medication is ready. Everything is packed away very good.”

Tesco Pharmacy (Isleworth)

“...They call and let me know, if not in stock they let me know when to collect and they remember my name. I don't have to wait long...”

Maswell Park Pharmacy

“They are pretty excellent, efficient and they deliver regularly.”

Morrison's Pharmacy (Brentford)

“They don't make mistakes with dispensing my medication. The chief chemist there is very good particularly..”

B A Williams Chemist

“It is a blessing. Comes through the post. So much better than going out.”

Pharmacy2U

Negative Reviews;

“...Sometimes they cannot find my name and medication on their shelf. Their system is not good, takes ages.”

Morrison's Pharmacy (Brentford)

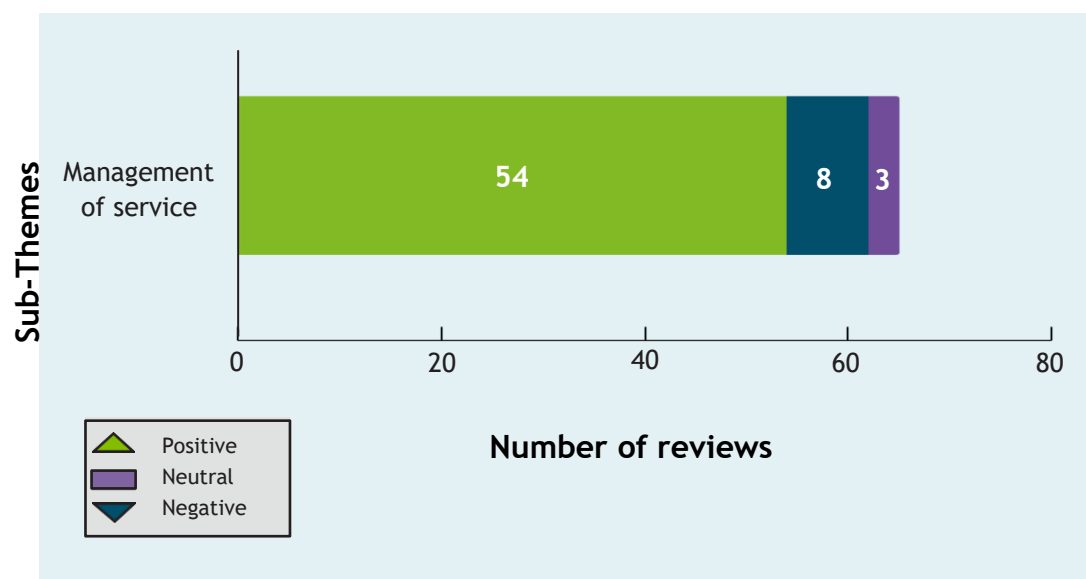
Pharmacy Themes/Sub-

The **Administration** theme received 65 reviews; 83% (54) were positive, 12% (8) were negative and 5% (3) were neutral. Majority of reviews received had a positive sentiment, similar to Quarter 3 Oct - Dec 2020, 92%.

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

Management of Service sub-theme received 65; 83% (54) were positive sentiment, 12% (8) had a negative sentiment and 5% (3) were neutral..

Sub-Theme for Administration



Positive Reviews;

“...They are very innovative and have become convenient for me.”

Bedford Park Pharmacy

“They are very good. Good efficiency.”

Brent Pharmacy

“They are very good. If something hasn't happened they will chase it up for you. I have been with them for 40 odd years.”

B A Williams Chemist

“They always ring me if there is a problem, they will ring when prescriptions are in...”

Campbell's Chemist

Negative Reviews;

“Sadly the service at this chemist has rapidly gone downhill...in my opinion of course. This was an excellent pharmacy...”

Brent Pharmacy

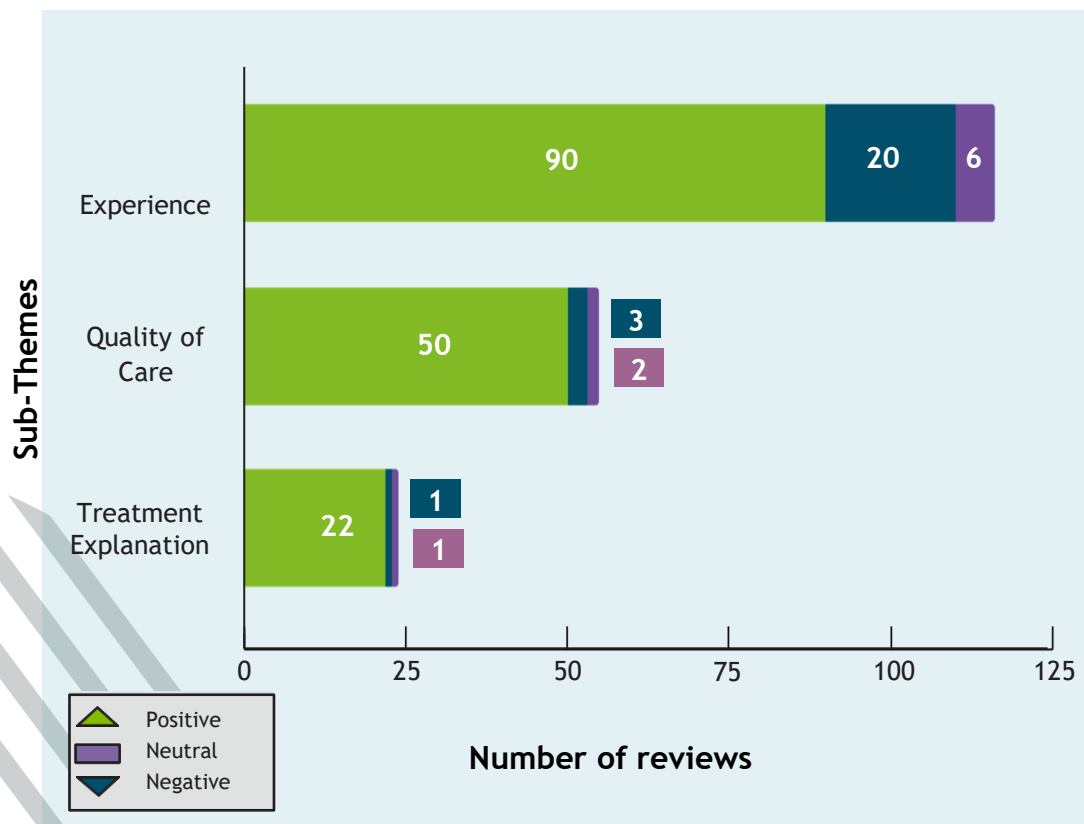
Hospitals Themes/Sub-themes

The **Treatment and Care** theme received 225 reviews. 81% (182) were positive, 15% (34) were negative and 4% (9) were neutral. There has been a continuous trend in the reviews with positive sentiments for this theme; in Quarter 3 Oct - Dec 2020 it was 84%.

The sub-themes **Experience** was the most mentioned, 116; 79% (90) were positive, 17% (20) were negative and 5% (6) were neutral. **Quality of Care** had 55 reviews; 91% (50) positive, 5% (3) were negative and 4% (2) were neutral sentiment reviews. This tells us that patients continue to be positive about their experiences of **Treatment and Care** that they receive 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;

“The consultant was excellent.”
West Middlesex University Hospital (Rheumatology)

“My doctor was very good and explained everything to me - I had a very logical approach of what had to be done...”
Western Eye Hospital

“A good experience with this hospital.”
West Middlesex University Hospital

“I have a monthly check up and it is always good, doctors and nurse are very good. Very happy with the treatment.”
Charing Cross Hospital

Negative Reviews;

“I think they were under great pressure because it was right at the beginning of the lockdown. They just talked me through and did some tests, they figured I had not broken anything and it was incorrect.”
West Middlesex Hospital

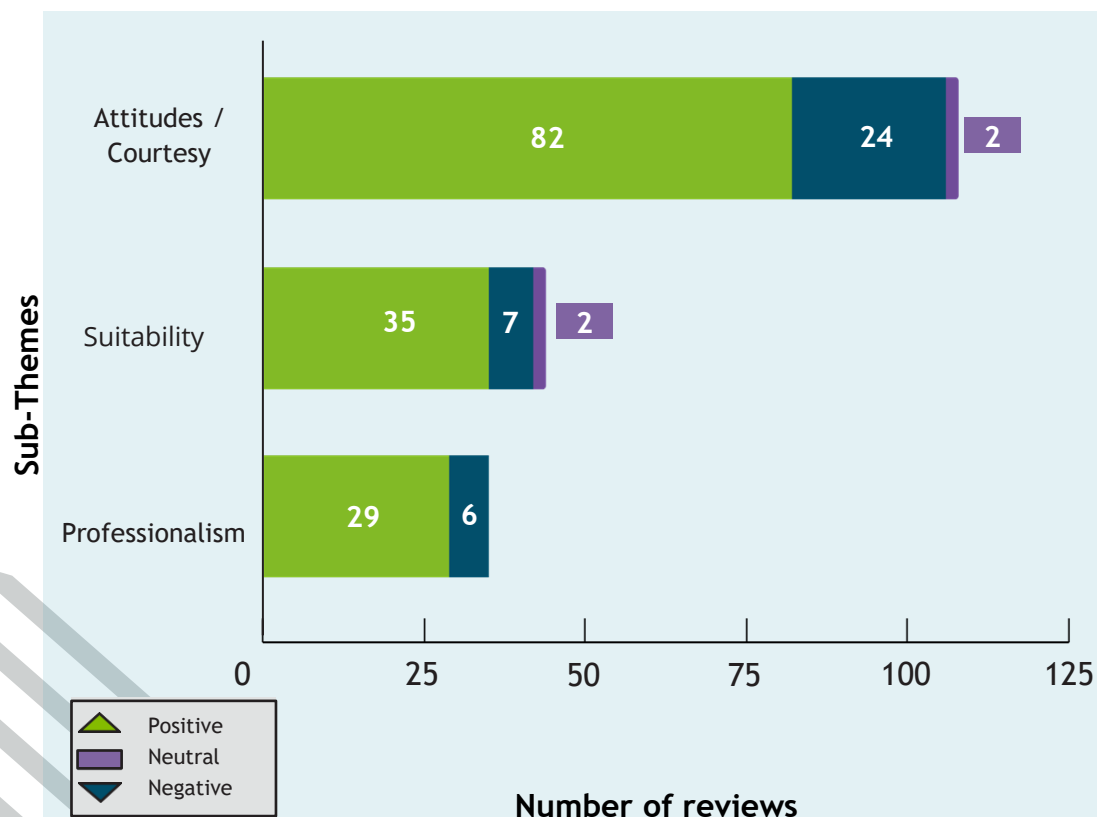
Hospitals Themes/Sub-themes

The **Staff theme** received 216 reviews; 74% (160) were positive, 23% (50) were negative and 3% (6) were neutral. Similar to last quarter this theme received mainly reviews with positive sentiments, Quarter 3 Oct - Dec 2020 81%. This shows that patients continue are happy with staff at hospitals.

Attitudes/Courtesy was the most frequently mentioned sub-theme with 108 reviews; 76% (82) were positive, 22% (24) were negative and 2% (2) were neutral. Compared to last quarter we received reviews with largely positive sentiments, 84% in Quarter 3 Oct - Dec 2020.

Professionalism received 35 reviews and **Suitability** received 44 reviews, both sub-themes received mainly positive reviews with 83% and 80% respectively. The chart below shows a breakdown of the sub-themes for the **Staff** theme.

Top Three Sub-themes for Staff



Positive Reviews;

“The women that runs the audiology department goes in on Saturday's and phones people up to ask if they are okay...Such overall great professionalism and kindness.”

West Middlesex University Hospital (Audiology)

“Great experience. The doctor and nurses were excellent...During this difficult time the nurses are working hard saving our lives. Thank you to you all.”

Charing Cross Hospital (ICU)

“...The staff were very nice and understanding. They explained everything to me.”

Charing Cross Hospital (Oncology)

“The nurses treated me with care. My consultant managed to get me my own room. They were amazing, checked up on me all the time in a friendly manner even though they were so busy.”

Charing Cross Hospital

Negative Reviews;

“They were short of staff so the nursing staff weren't as attentive....”

Charing Cross Hospital

Hospitals Themes/Sub-themes

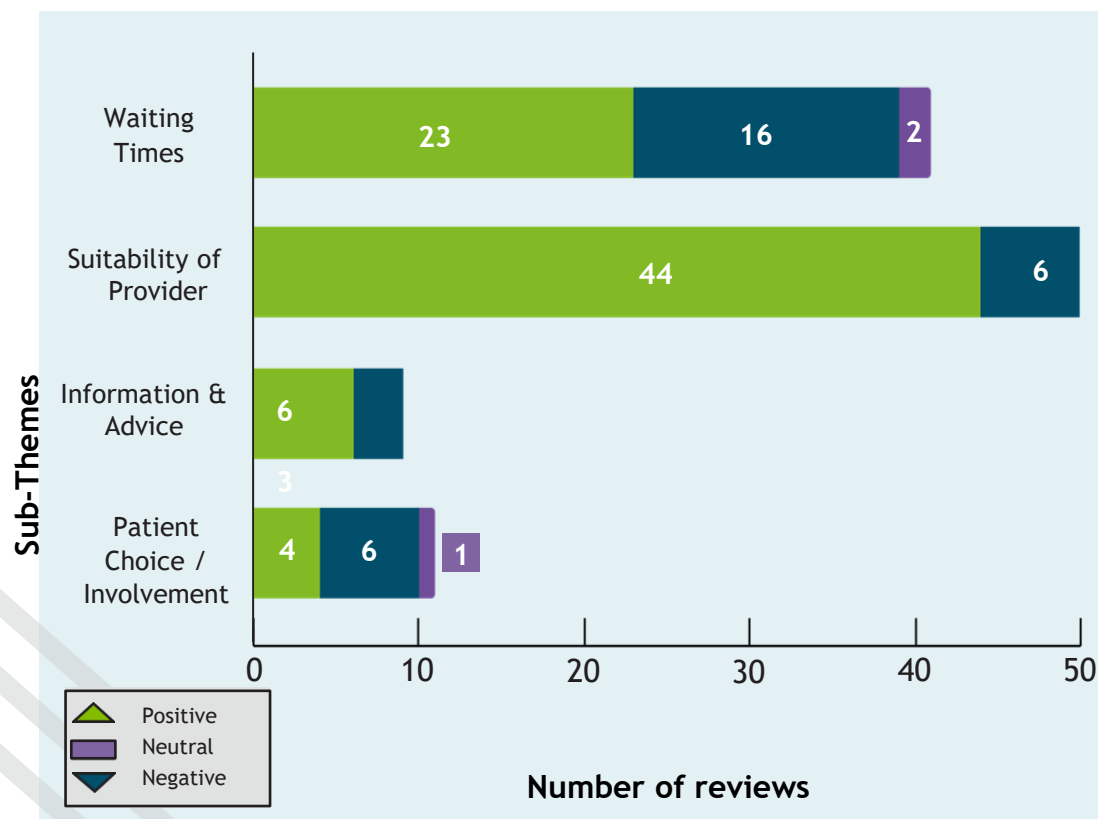
Access to Services received 115 reviews this quarter 68% (78) were positive, 29% (33) were negative and 3% (3) were neutral. Similar to last quarter, majority of reviews have positive sentiments with 69% in Quarter 3 Oct - Dec 2020.

Waiting Time was mentioned in 41 reviews, 56% (23) were positive, 39% (16) were negative and 5% (2) were neutral. Compared to previous quarter (oct - dec 2020) when it was 55%, majority of patients continue to express positive sentiments about the waiting times at hospital visits.

Suitability was the most frequently discussed sub-theme with 50 reviews, the reviews were 88% (44) positive and 12% (6) negative. This is similar to Quarter 3 Oct 0 Dec 2020, when positive sentiment reviews were 93%.

The chart below also shows the breakdown of the sub-themes including Patient Choice/ Involvement and Information & Advice.

Top Three Sub-themes for Access to Services



Positive Reviews;

“...It was great. I did not wait, I was seen before my appointment...”
Charing Cross Hospital (Imaging)

“...You can turn up for an appointment and you can barely wait which is exceptional given the pressure hospitals face..”
West Middlesex Hospital (Audiology)

“They were really quick. Was in and out within an hour....”
West Middlesex Hospital (X-ray)

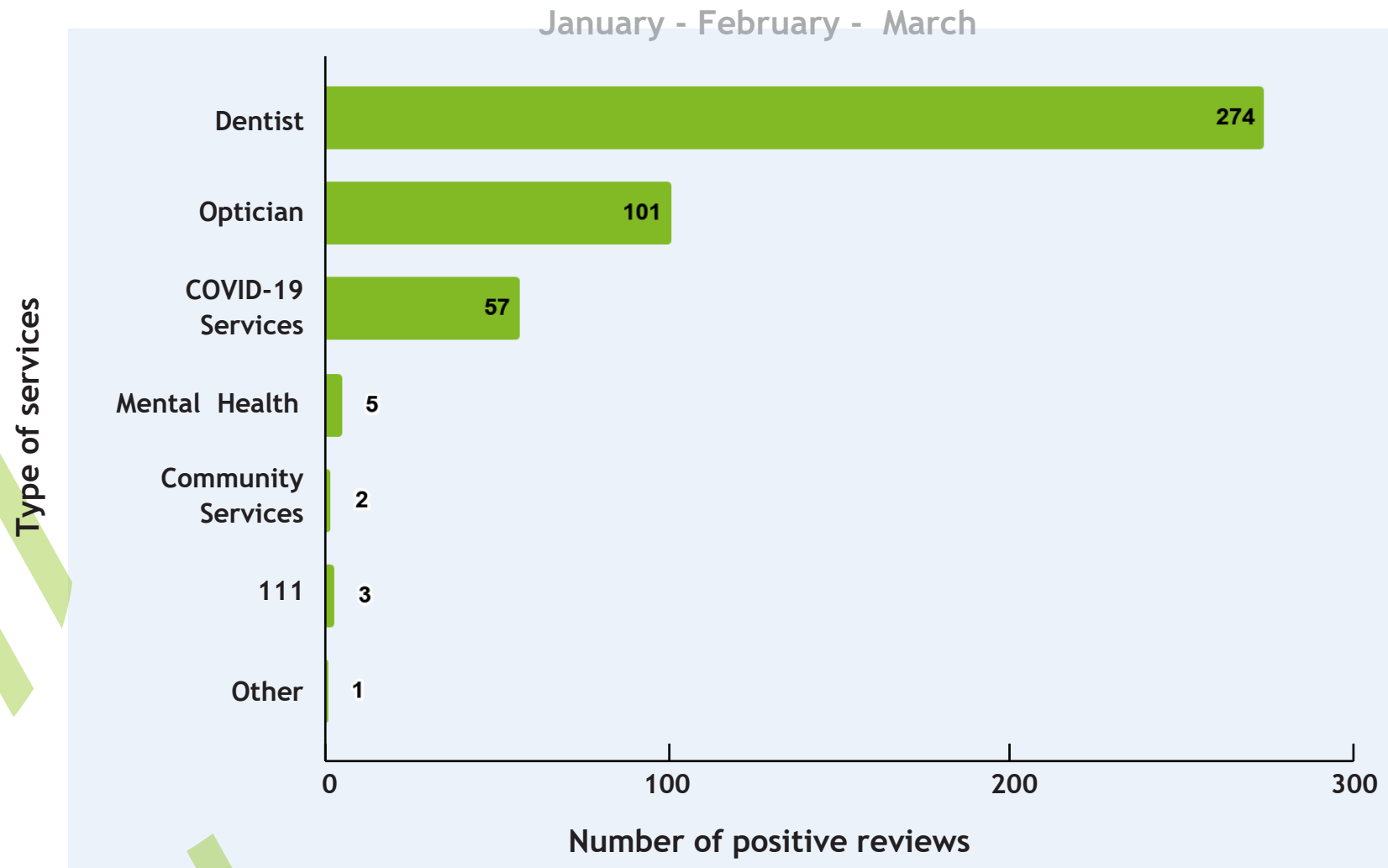
“...I was worried I will have to wait a long time time but, that was not the case. I was seen almost immediately, had numerous tests and was sent home.”
Charing Cross Hospital

Negative Reviews;

“I had a scheduled appointment they called to cancel my appointment when I had already left..I have had further appointments cancelled so I have to wait but they have sent a letter for another appointment.”
West Middlesex Hospital

Positive Reviews of Other

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.





Dentist

“They are very pleasant and appear to be pleased to see me, I know the dentist as well. Very clean and they are very considerate for what they charge.”

Strand on the Green Dentist

“They couldn't have done a better job. It was easy to get an appointment, everything was well set up and the staff was fantastic.”

West London Dental Centres

“I like the lady who is the dentist, she is very nice and patient. She knows I am not the biggest fan of going to the dentist and is very accommodating,”

Bright Smile Studio

“I had my tooth removal last year. Doctor checked and referred me to Ealing Hospital and it was removed.”

Albany Dental Practice

“They are easy to get hold of. They do check ups and general dentistry.”

South Ealing Dental Practice

“They are very friendly, efficient and it is reasonable easy to get appointments.”

The Butts Dental Practice



Mental Health

“I have been to it with my mum as her mental health can get extremely bad but we always overcome it. She seems to enjoy it without her releasing it and it helps calm her down.”

Hounslow Recovery Centre

“Everything was great except a few digital issues they were having.”

Hounslow IAPT



Opticians

“They have a very good ophthalmologist who is so helpful. You just feel as though she is really trying to hone into the problem.”

Sherman Opticians

“They have always been good to me here. Always given me a good help, all kind and polite.”

Specsavers Opticians (High Street, Hounslow)

“Very pleasant and quickly dealt with. If you do have to wait, they come a tell you. Very agreeable and efficient, good at their job.”

Specsavers Opticians (Chiswick)

“They are good. The optician that attended to me was good.”

The Eye Boutique



COVID-19 Services

“I went for my vaccination and it was a very busy day but given the circumstances, the staff were running around making sure that everything was done well, I had a good experience with them.”

COVID-19 Vaccination Centre (Chiswick Health Centre)

“They made me feel at ease during my covid vaccination, very helpful and friendly staff and I was seen in a matter of minutes. Plus a great location with easy parking!”

COVID-19 Vaccination Site (Shah Pharmacy)

“There was a long queue, about 30 minutes. It was not so good waiting in the cold for that long but I understand that there was a lot of people needing the jab and they can't help it. I had the pfizer jab and I hope I get it with my second jab.”

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



Other

“They have been much more useful than the GP with helping us.”

111

“Booked myself for the vaccine via 111, it went smoothly and efficiently.”

111

“They have been very good and very clear with their information, advice and updates. They have been very helpful and supportive during this time especially as I've been shielding for months. I am pleased with how the council have been handling everything.”

Hounslow Council



Community Services

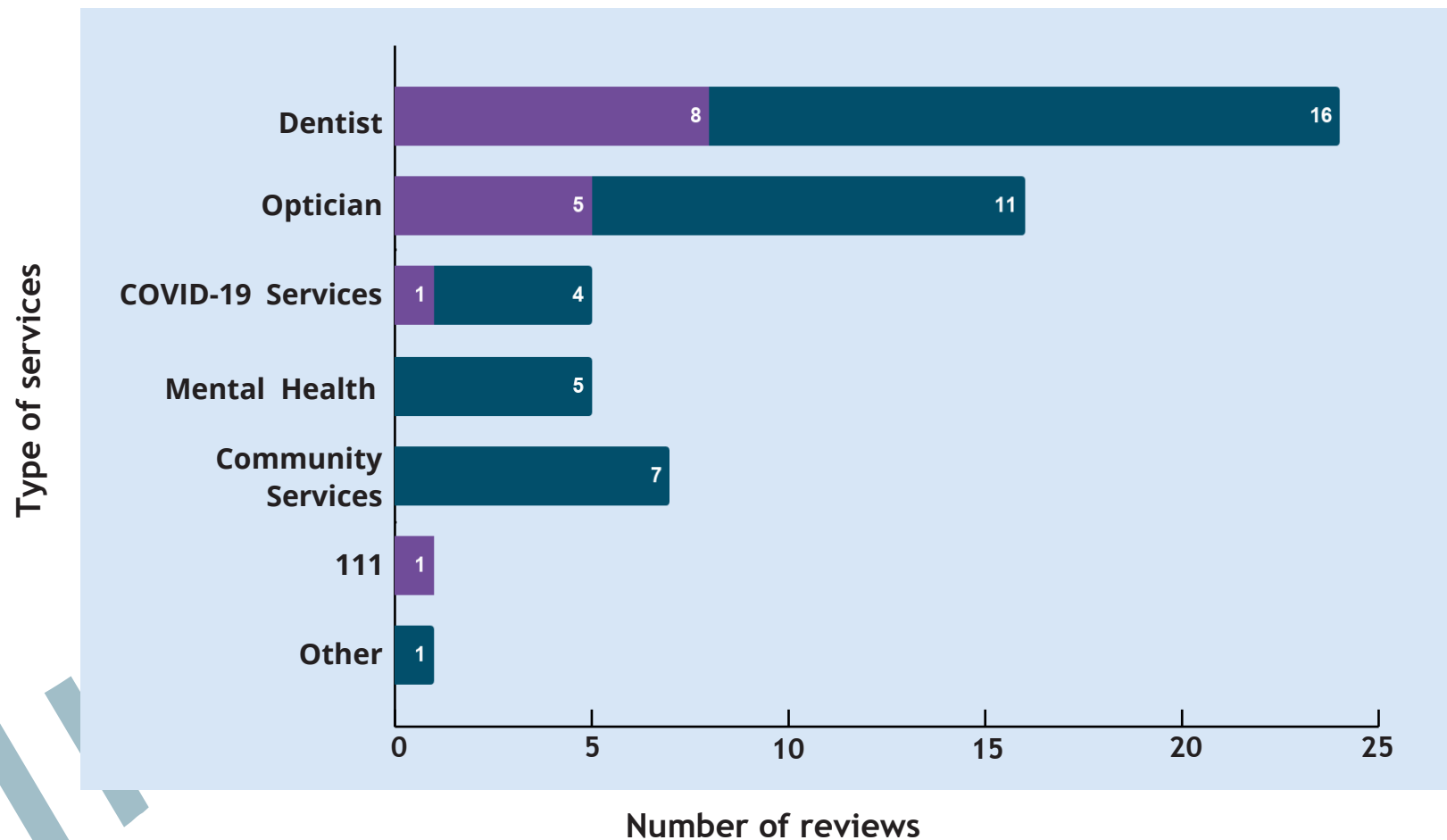
“I used the podiatry service this morning to have my feet dealt with. I was extremely happy with the result. The gentleman who did with my feet was very good and gave me some excellent advice on keeping them going in over the next few weeks. Keep up the good work!”

Heart of Hounslow

Neutral & Negative Reviews of

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.

January - February - March





Dentist

“I like the dentist themselves. She is a very nice girl, but I am just not the biggest fan of going to the dentists.”

The Butts Dental Practice

“It is currently difficult to get an appointment.”

Whitton Corner Dental Practice

“Staff were very professional and personable and usual but I felt that £160 charge to set some composite filling into a cavity, a procedure that took about 3 mins, and that didn't involve drilling or anaesthetic was excessive.”

Sparkle Dental Boutique

“It used to be the best in the area been with them for nearly 8 years, however recently I waited 3 weeks for my appointment and they called me 30 minutes before my appointment to cancel it.”

Advance Dental Care

“This place is good but however the waiting time is terrible. You could be waiting for 45 minutes to 2 hours to be seen. I believe they need to try and improve in this.”

Claradent Dental Care



Opticians

“Not really happy with them. I don't think they are very helpful and they don't seem to know what they are doing (Only the girls - I spoke to a guy working there and he was really helpful).”

Tesco Opticians (Osterley Park)

“The optician herself was good but the glasses weren't particularly good when I got them.”

Tesco Opticians (Osterley Park)



COVID-19 Services

“I had my Pfizer vaccination done here and when I went I ended up waiting for a hour and a half out in the rain. Everyone there was of an older age and everyone was crammed. Eventually they did ask people if they needed a seat to sit down but overall it was not a good experience.”

COVID-19 Vaccination Centre (Chiswick Health Centre)

“I was feeling low, so I didn't feel like going. But, there was nothing on the text message where you could not cancel and re-book, only cancel.”

COVID-19 Vaccination Site (Hounslow Family Practice)



Community services

“I made a complaint in writing on 16th Feb about an appointment that was made for a weeks time. I was told the appointment has been made and I would receive a text. However, a week later I did not receive it and was told I would have to book another appointment. Unfortunately to date, I have not had any feedback or contact from the doctor or the surgery manager. I also rang and asked for a repeat prescription and an update of my complaint around 10 days ago. I was told again that they would get back to me. My complaint has fallen on deaf ears and no communication to me. I find this unprofessional and unhelpful.”

Heart of Hounslow



Mental Health

“From the moment a family member was admitted, there has been little to no communication. with dismissive staff who treat families and the patients inhumanely. There is a huge power play at lakeside unit and they prey on the mercy of families... It is impossible to get a hold of the right staff and you are left feeling helpless. They don't deserve one star.”

Lakeside Mental Health Unit



Other

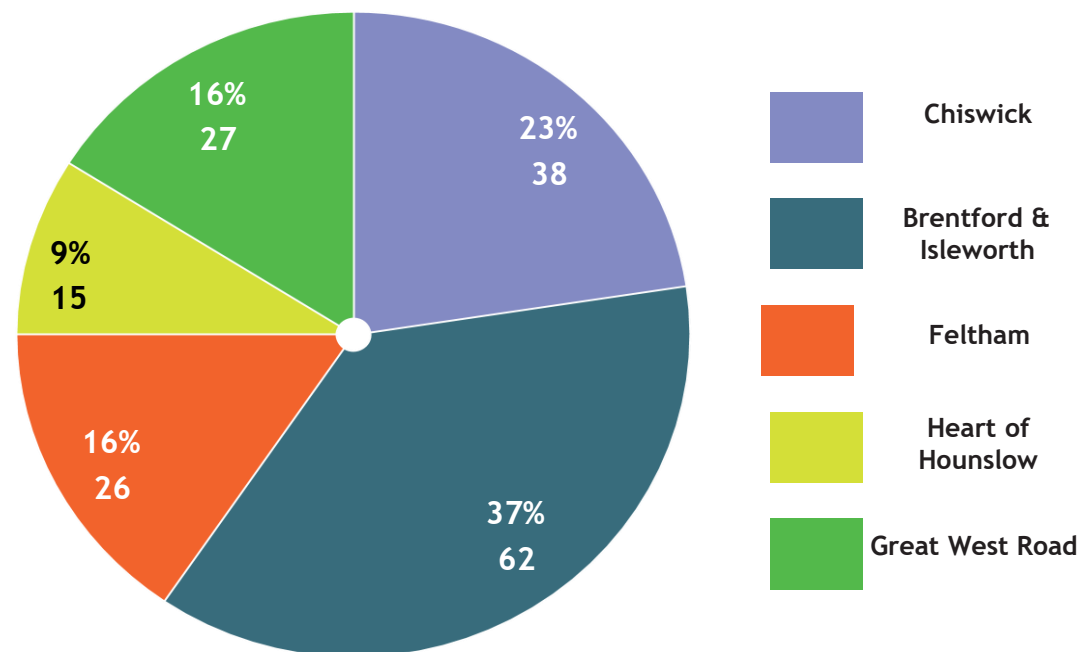
“I called them for my partner, once you actually get on the phone to someone it was okay. But trying to getting through to someone was very difficult.”

111

Network Area GP Reviews

Number of GP Reviews per Network Area

The pie chart shows the number of reviews received in each network area. The highest number of reviews received was from Brentford & Isleworth 37% (62), Chiswick 23% (38), Great West Road 16% (27), Feltham 16% (26) and Heart of Hounslow 9% (15).

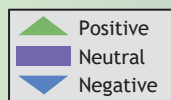
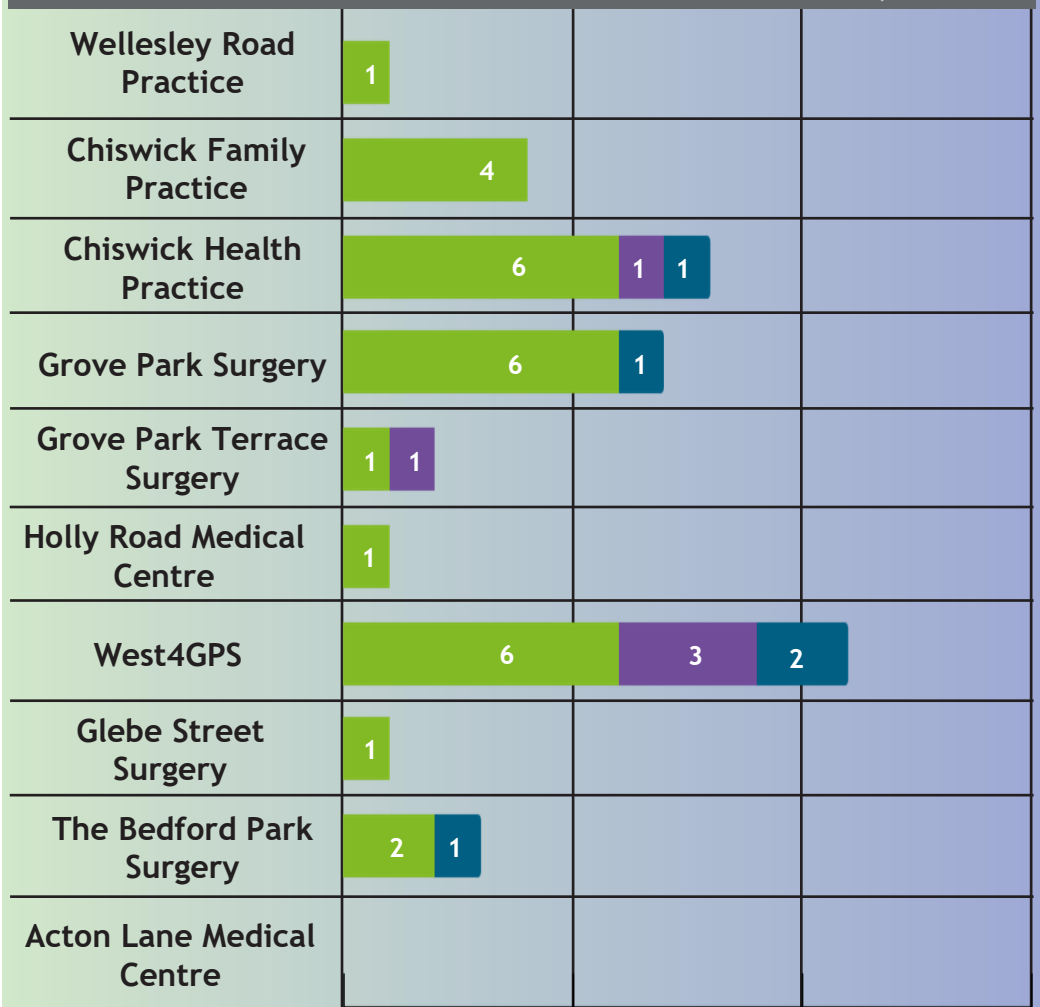


The following pages show the number of positive, negative and neutral reviews for each surgery based on an overall star rating. The bar charts reflect the overall star ratings for each service this quarter.

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, Heart of Hounslow, Feltham and Great West Road. The following pages show services within these Network areas.

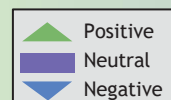
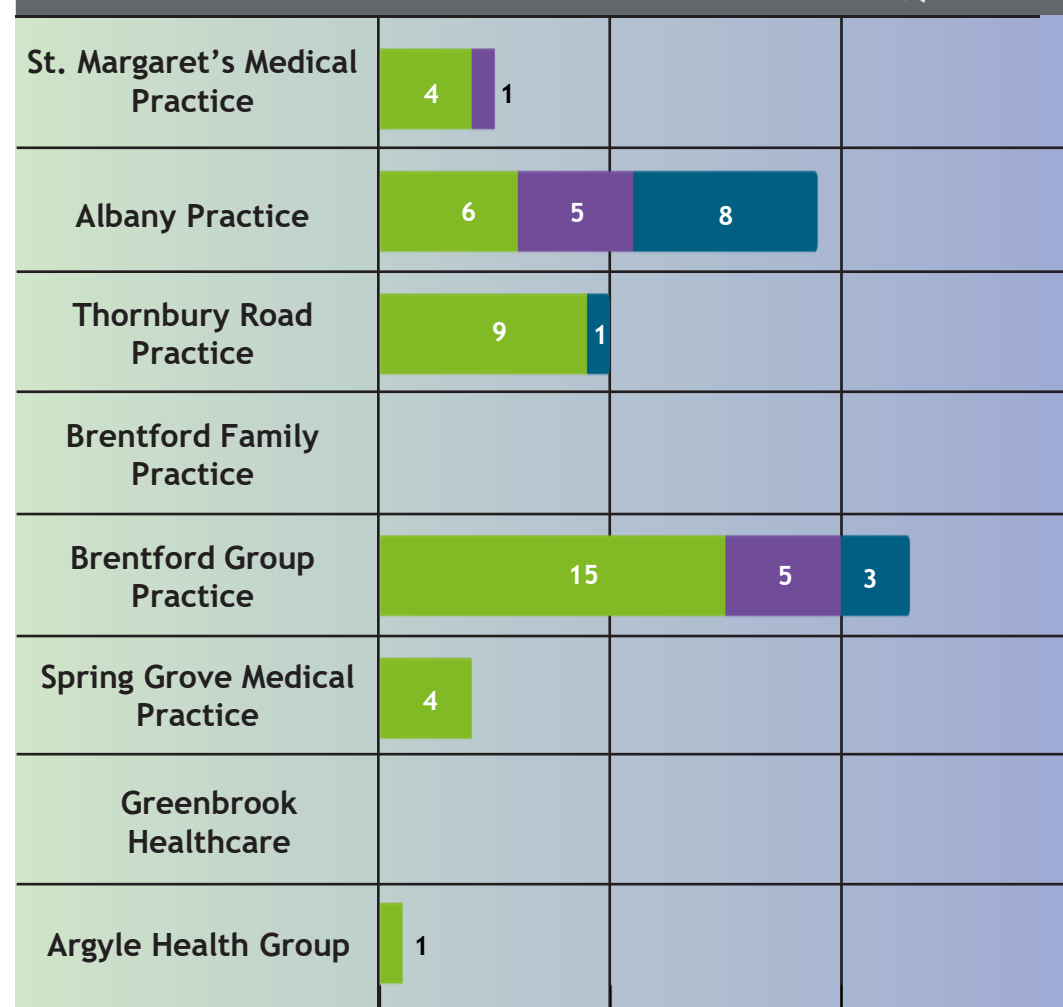
Network Area GP Reviews

CHISWICK



Number of reviews

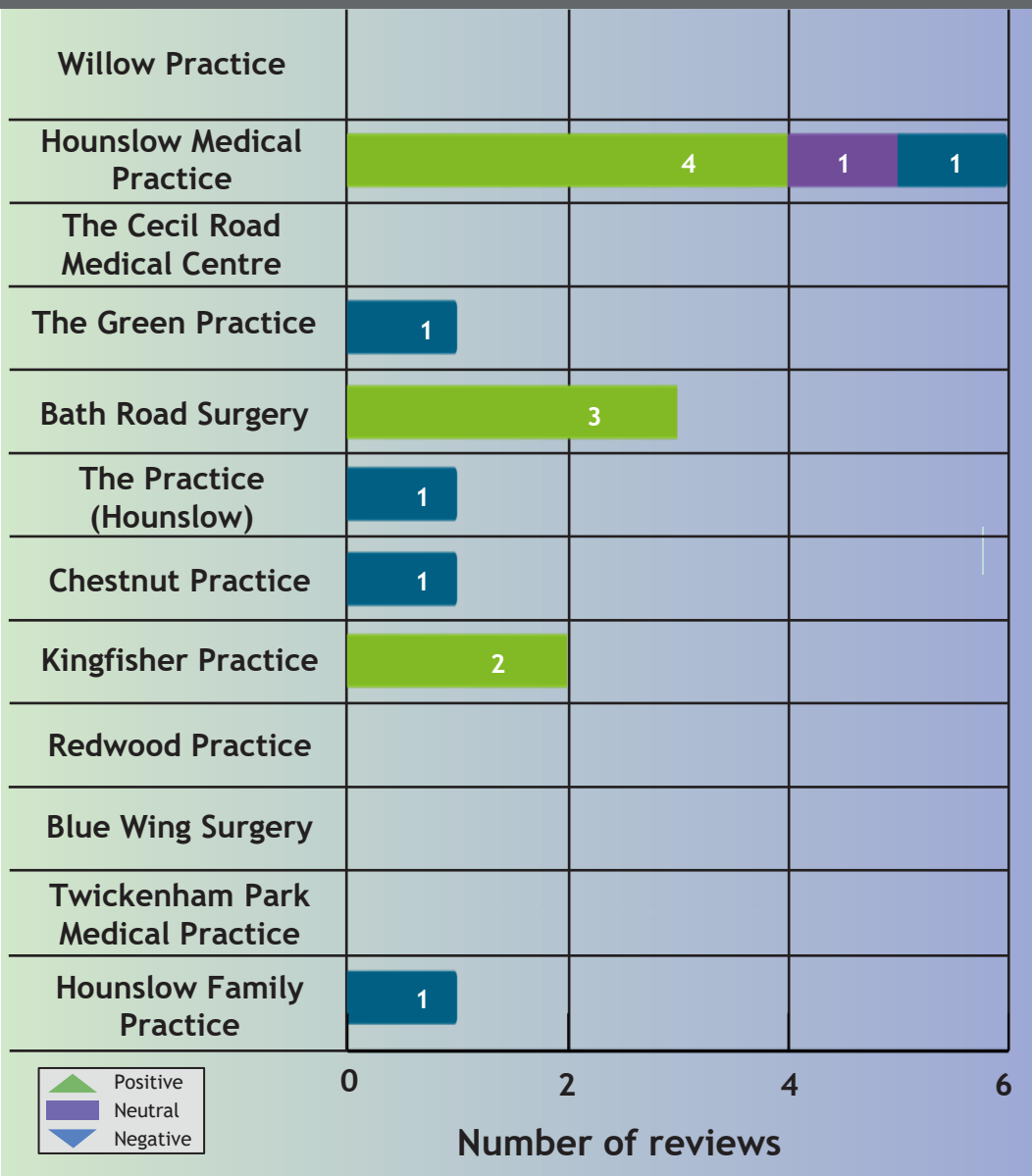
BRENTFORD & ISLEWORTH



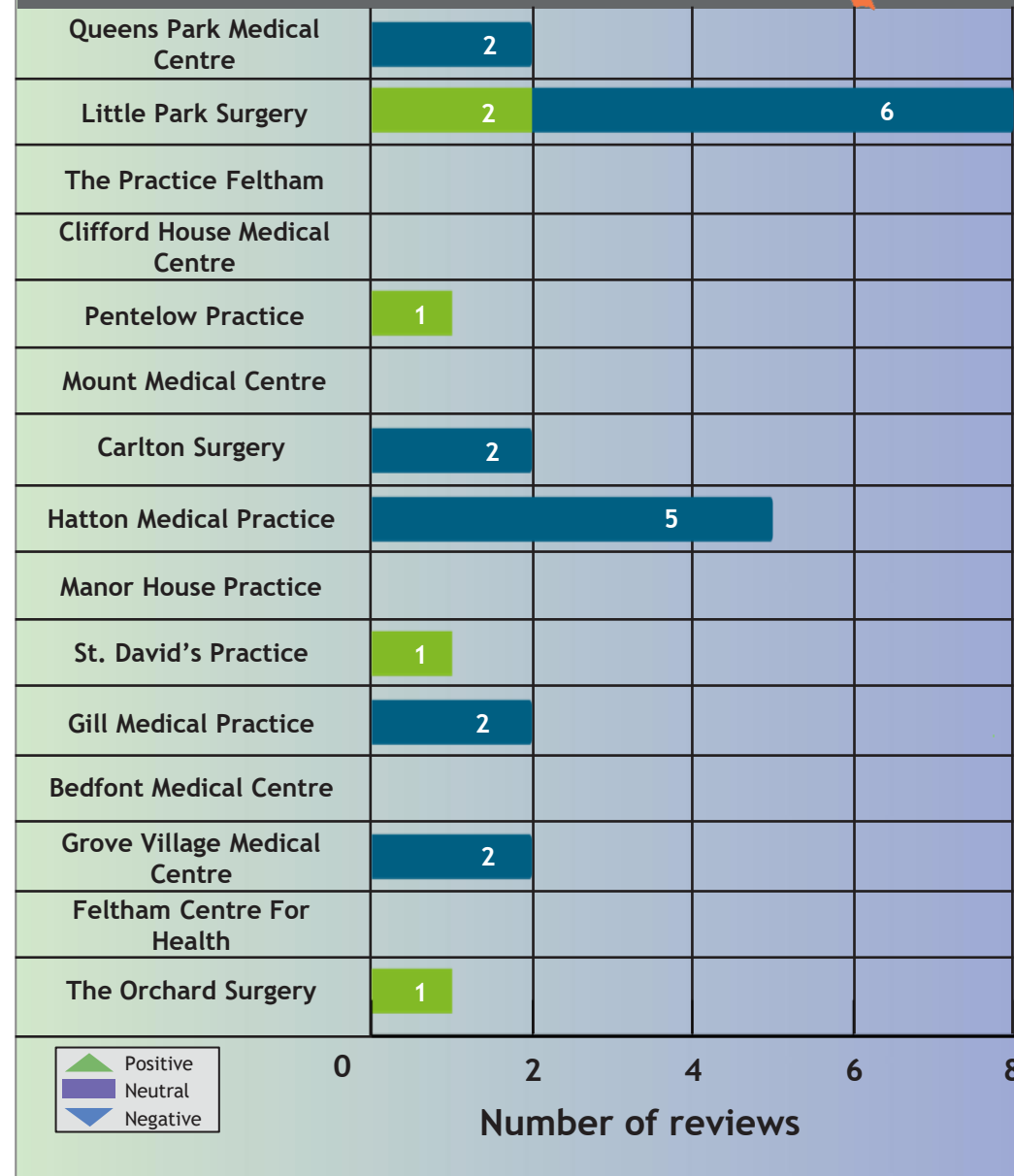
Number of reviews

Network Area GP Reviews

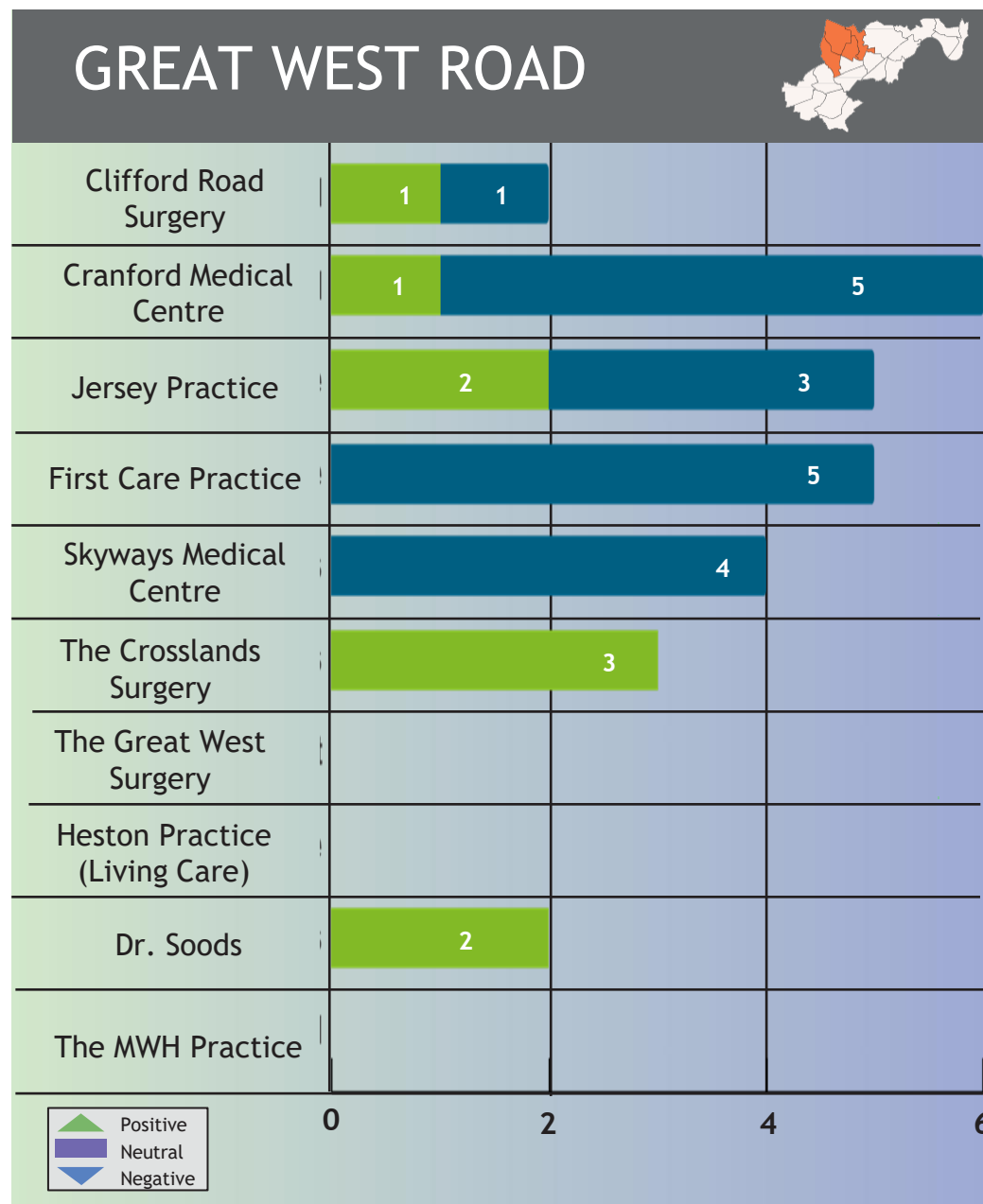
HEART OF HOUNSLOW



FELTHAM

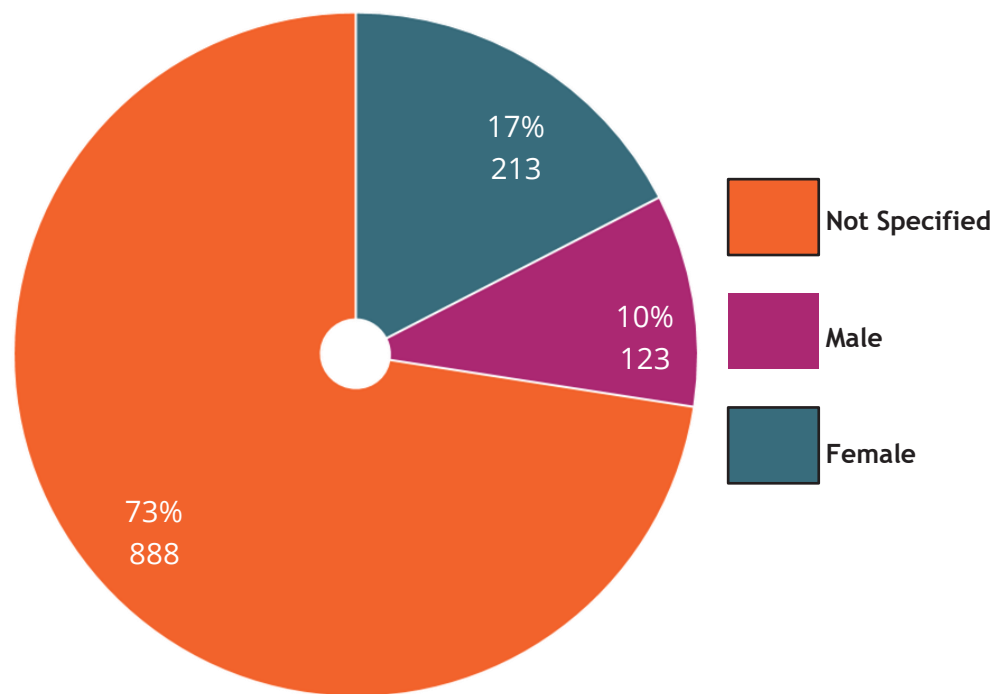


Network Area GP Reviews



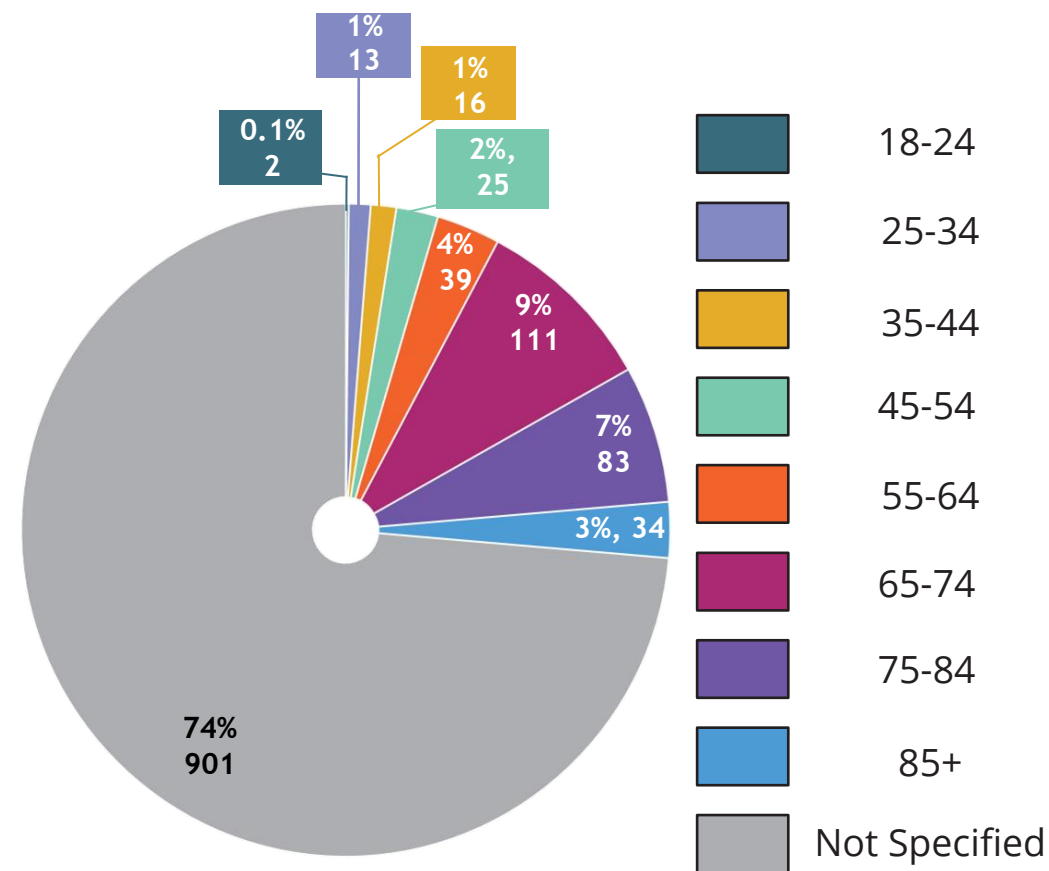
Demographic Information (January - March)

The pie chart below shows the number of reviews received by gender from January - March 2021. The reviews received were 17% (213) from women, 10% (123) from men and 73% (888) from reviews without specified genders.



Gender

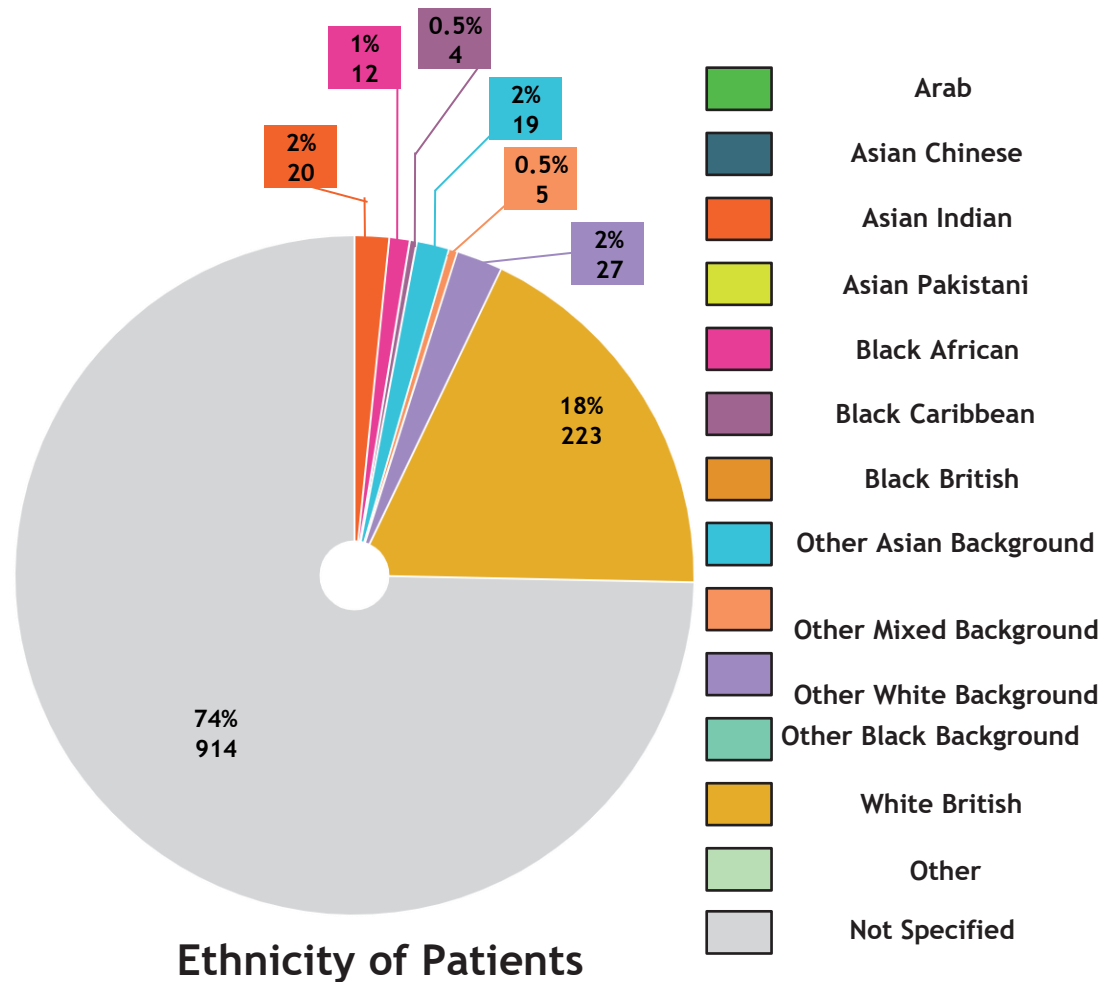
In terms of the age breakdown, 74% (901) preferred not to identify their age. The majority of the feedback received was from the 65-74 age group with 9% (111), followed by 75-84 age group with 7% (83) and 55-64 age group with 4% (39) and 85+ age group with 3% (34).



Age of Patients

Demographic Information (January - March)

In terms of ethnicity, 74% (914) who did not to specify their ethnicity, the proportion of feedback received this quarter was from people who identified as White British 18% (223), 2% (27) from Other White Background, 2% (19) from Other Asian Background, 2% (20) from Other Mixed Background, 1% (12) identifying as Black African, 0.5% (4) from Black Caribbean, 0.5% (5) from Black British, 2% (19) from Asian Indian, 2% (27) from Asian Pakistani and 1% (12) identifying as Arab.



Conclusion

For this quarter we collected 1224 patient experiences, due to the disruption of the Coronavirus Pandemic we have not maintained our target of 400 reviews per month.

For this quarter, there are 961 positive reviews, 62 neutral reviews and 201 negative reviews. As we saw 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

85% of comments about **Treatment and Care** were positive.

79% of comments about **Staff** were positive.

75% of comments about **Access to Service** were positive.

68% of comments about **Administration** were positive.

Negative

55% of comments about **Communication** were negative.

33% of comments about **Facilities and Surroundings** were negative.

24% of Comments about **Administration** were negative.

17% of Comments about **Staff** were negative.

17% of Comments about **Access to Service** were negative.

For a full list of sub-themes see the appendix on pages 43 - 44.

Actions, impact and next steps

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 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
- CCG Primary Care Co-Commissioning meeting
- Care Quality Commission
- CCG Quality, Patient Safety and Equalities Committee meeting
- CCG Governing Body meeting
- 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.

Actions, impact and next steps

Due to the Coronavirus pandemic, we will be operating differently. We currently have ceased all face-to-face engagement. For future reports we will be focusing on:

- Developing a larger social media presence
- Online reviews
- Attending online forums/meetings
- Telephone consultations

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.

Appendix - Online Questionnaire

Leave feedback

How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

How do you rate your overall experience of this service?*



Summary of your experience* (max 45 characters)

Give a brief description of your experience, or highlight a key observation

Tell us more about your experience*

Expand on your experience here. Why was your experience a good / bad one? List any reasons or specific detail that might help explain

Where do you live? (town/city)

Chiswick, Isleworth, Hounslow...

Your ratings (select if applicable)

Ease of gaining appointment



Convenience of appointment



Cleanliness



Staff Attitude



Waiting Time



Treatment Explanation



Quality of care



Quality of food



Generally how easy is it to get through to someone on the phone?



In relation to your comments are you a:

Select one

When did this happen?

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

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following

- The Service Provider
- Patient Advice & Liaison Service (PALS)
- Care Quality Commission (CQC)
- Social Services (including safeguarding team)
- Other

What was the outcome of the shared experience?

Where did you hear about us?

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](#)

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?

Which age group are you?

Do you consider yourself to have any of the following?

What religion are you?

What is your marital status?

What is your ethnicity

[Submit feedback >](#)

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

Appendix - Physical

Share Your Experience with Us

Healthwatch Ealing 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.

Name of Service:

Month/Year:

1. How likely are you to recommend this anyone who needs similar care or treatment? 5 = Extremely likely 4 = Likely 3 = Neither likely nor unlikely 2 = Unlikely

1 = Extremely unlikely () Don't know

2. How do 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)
- Ealing Clinical Commissioning Group
- Ealing 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 setting Other Healthcare Social media (Twitter/Facebook)

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

- No complaint? Yes

14. Would you like to speak to Healthwatch

- No directly? Yes

About you

Name.....

Email.....

- Leave feedback anonymously

Monitoring Information

What gender do you identify yourself as:

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

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 Traveller
- 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	<i>Convenience/Distance of Travel, Information and Advice, Patient Choice/Involvement, Service Delivery/Opening Times, General, Waiting Times.</i>
Administration	<i>Admission Procedure, Incident Reporting, Appointment availability, Management of service, Ease of Booking Appointments, Medical records, Commissioning and provision, Quality/Risk management, General.</i>
Care Home Management	<i>Registered Manager - Absence, Registered Manager - Suitability, Registered Manager - Training & Development, Staffing levels, Suitability of Staff.</i>
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>Coordinati on of services, Safety, General, Speed, Preparation, Clarity of After-Care.</i>
Facilities and Surroundings	<i>Buildings and Infrastructure, Disability Access, Car parking, Equipment, Cleanliness (Infecti on Control), Food & Hydration, Cleanliness (Environment), General, Cleanliness (Staff), Lack of Seating area.</i>
Finance	<i>Financial Viability, Clarity of Information, Transparency of Fees.</i>
Home Support	<i>Care, Equipment, Co-ordination of Services.</i>