

PATIENT EXPERIENCE REPORT 2022
Q4 January – March.

Introduction & Executive Summary	3
Overall Patient Reviews	5
Total Reviews per Service Category	8
Distribution of Positive & Negative Reviews	9
Themes: GPs, Hospitals & Pharmacies	10
Positive Reviews of Other Services	21
Negative Reviews of Other Services	25
Network Area GP Reviews	28
Demographic Information	32
Conclusion	34
Action, impact and next steps	35
Appendix	37



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

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 January - March 2022. In order to maintain community engagement, we have been ensuring:

- 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, are resuming 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 few 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 4 (Q4) period, January - March 2022. During this time, we collected 1,204 reviews, achieving our quarterly target of 1,200 (averaging 400 per month). Prior to this quarter there was some disruption caused by the Coronavirus pandemic. With the easing of the social distancing rules, we have resumed our face-to-face engagement and we continue to collate reviews from different services.

Out of the total number of patient experiences received, 940 (78%) were positive, 130 (11%) were neutral and 134 (11%) were negative experiences of service provision (this is based on the overall star rating provided by patients - see page 38 for further detail). Please see the conclusion for a summary of the key findings.




The information presented within this report reflects the individual patient experience of health and social care services, untainted and without agenda to ensure that the genuine observations and commentaries of the community are captured. Healthwatch Hounslow presents this as factual information to be considered and utilised to improve service provision and highlight areas of good practice.

We have included detailed analysis of the themes and sub-themes (Pages 10 -20). 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 (p. 41-42) 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.



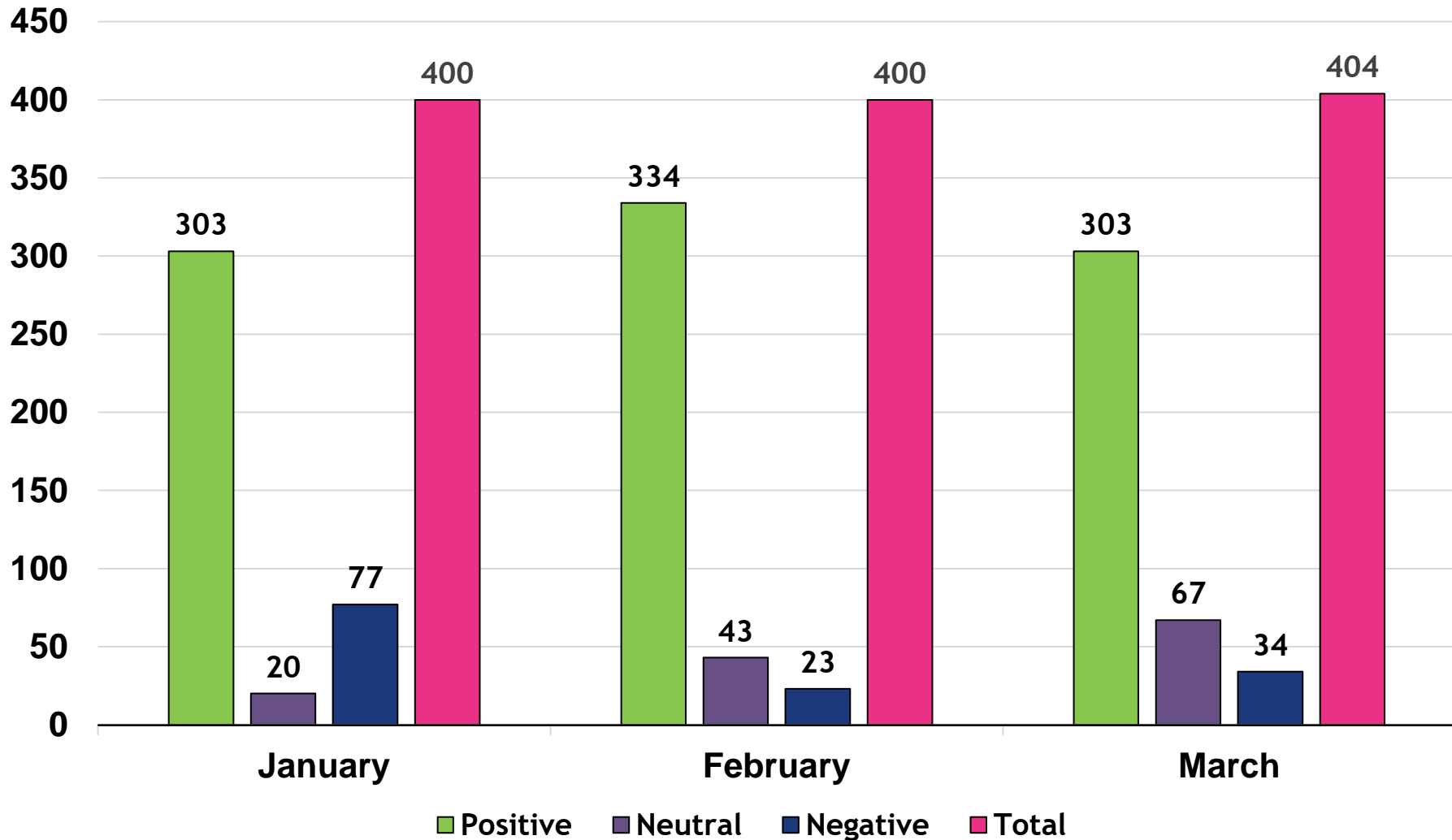
The number of patient reviews received for this quarter is 1,204. The table below shows a breakdown of the positive, neutral and negative patient reviews. (See the appendices for examples of our physical and online questionnaires).

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, 940 positive, 130 neutral and 134 negative responses have been recorded.

Month	1 - 2 Star Reviews (Negative) 	3 Star Reviews (Neutral) 	4 - 5 Star Reviews (Positive) 
January	77	20	303
February	23	43	334
March	34	67	303
Total	134	130	940



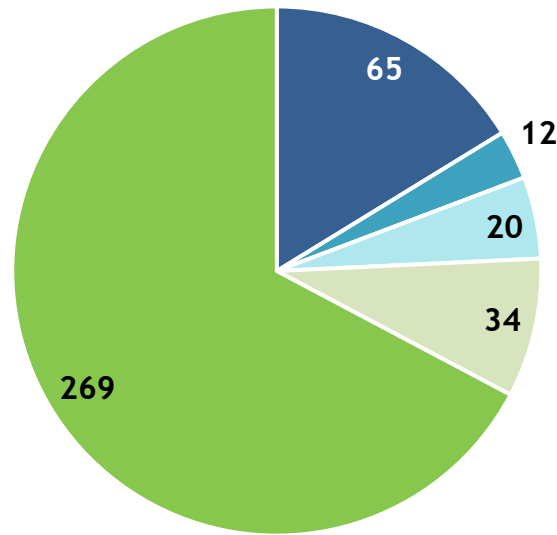
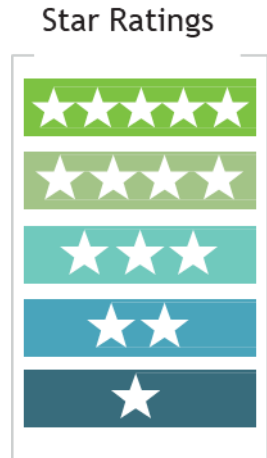
This chart provides a breakdown of positive, neutral, negative and total reviews for each month, based on the overall star rating provided.



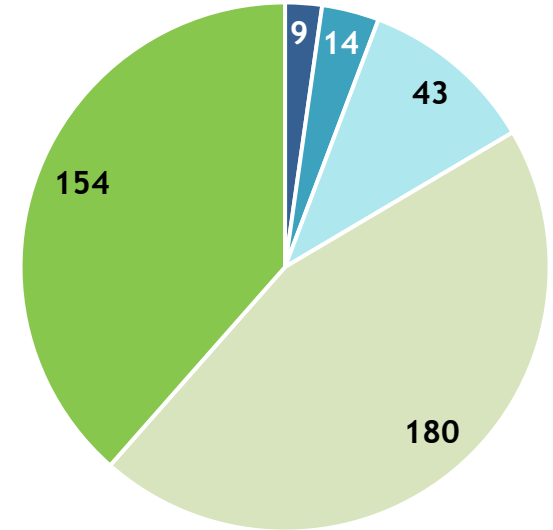


These pie charts show the breakdown of star ratings for each month and for the whole quarter.

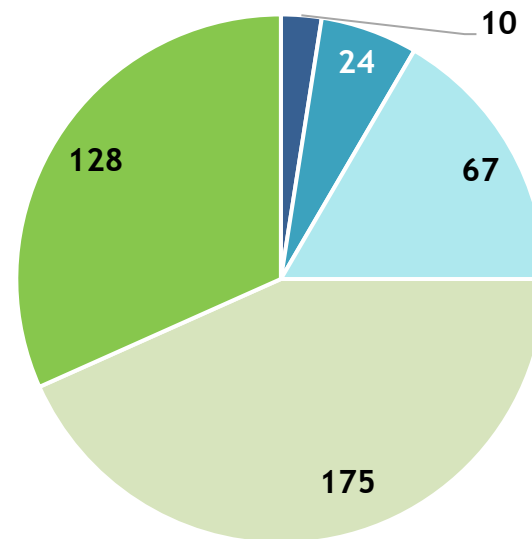
In each month, the 5-star rating received the highest proportion of reviews, followed by 4-star rating and the 1-star rating.



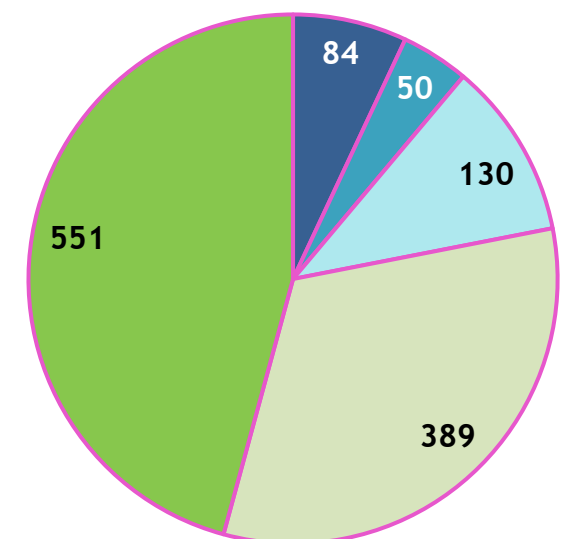
January



February



March



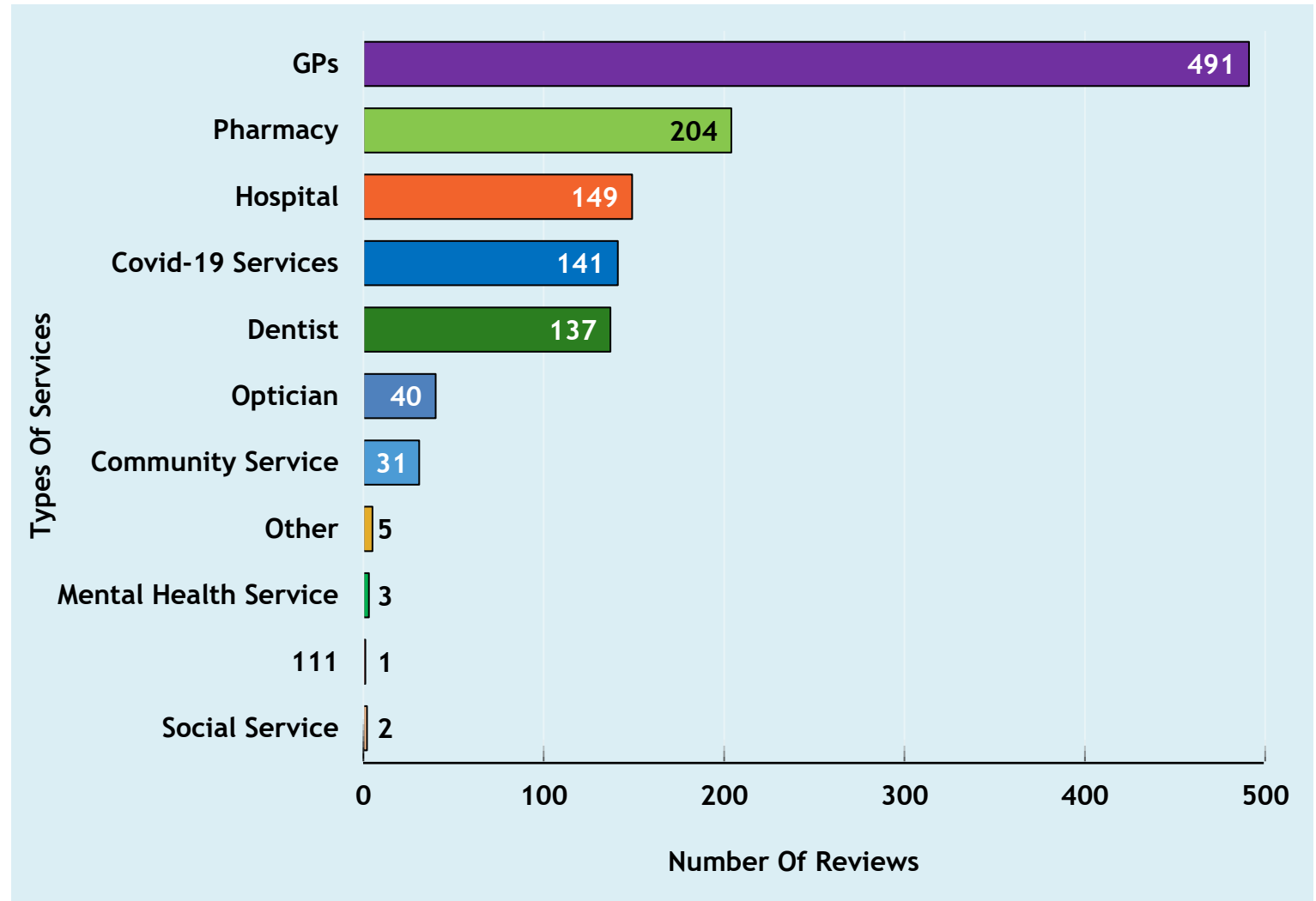
Total for Quarter 4



This chart shows the number of Q4 patient reviews covering 11 service type categories.

The category with the highest number of reviews recorded is the GP category (491), followed by the Pharmacy (204) and Hospital category (149).

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



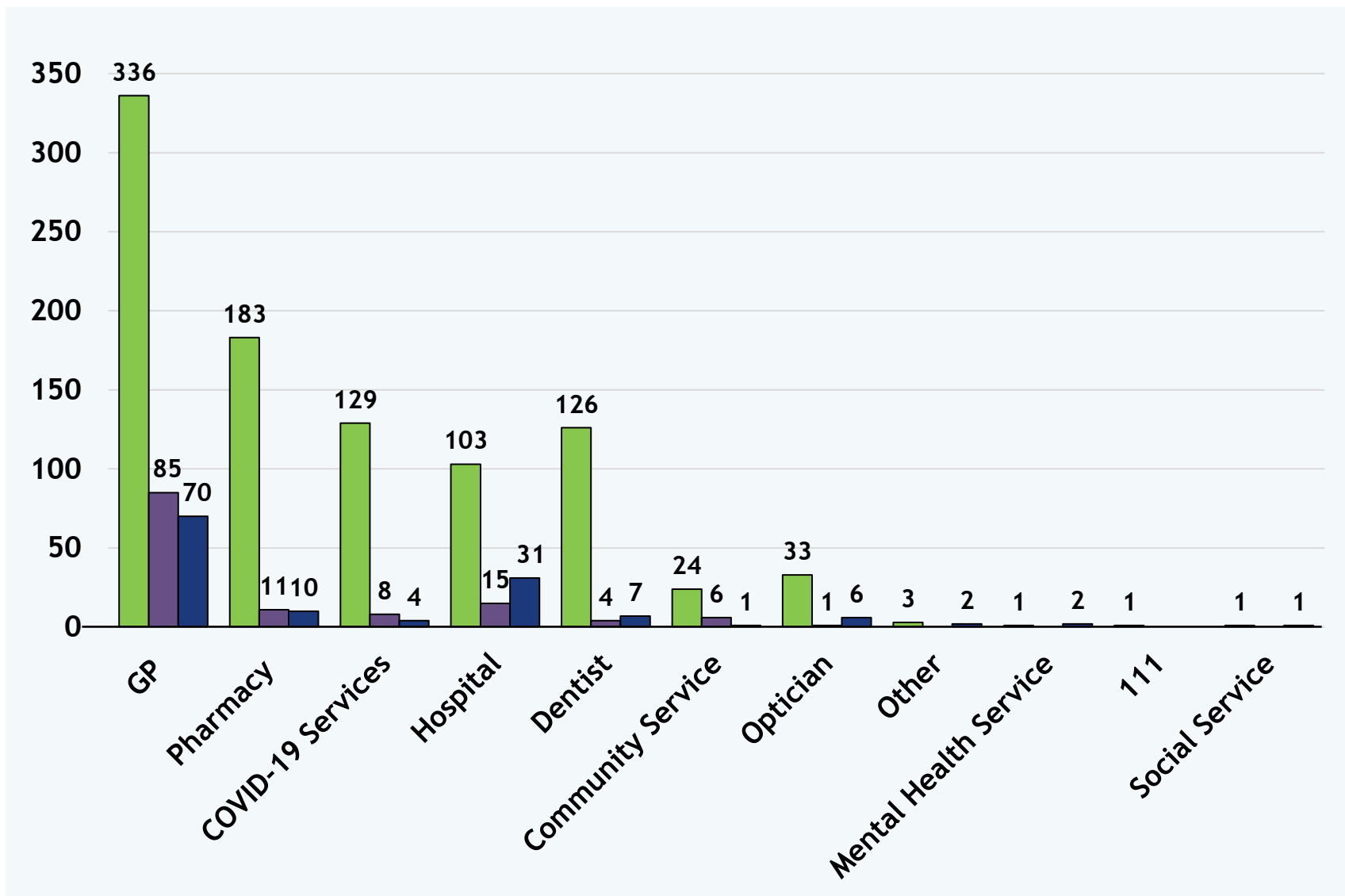


The bar chart compares the number of negative, neutral and positive reviews for each category.

The categories that received the highest proportion of positive reviews (where the count is greater than 5) are: Dentist Services (92%); COVID-19 (91%); and Pharmacy (90%).

The categories which received the highest proportion of negative reviews are Hospital (21%).

Reviews of the following were small in number (<n,2) but were noted to be mainly negative: Mental Health Services (66%); Social Services (50%); Other (40%) and



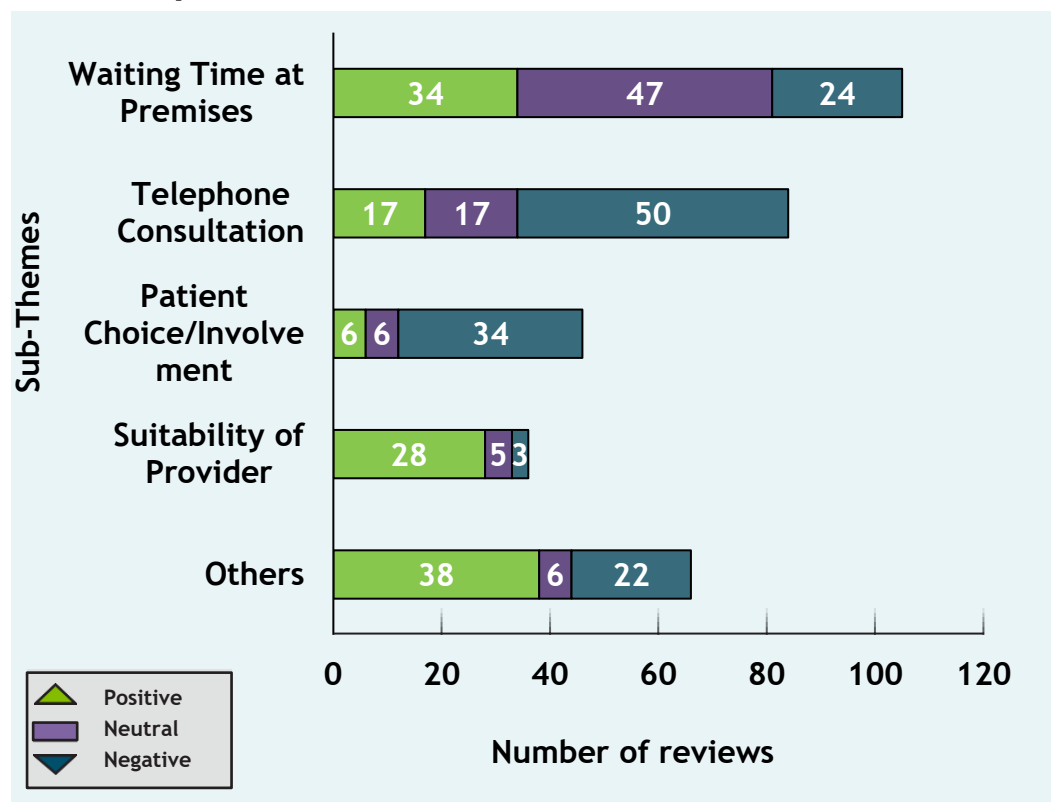
The **Access to Services** theme received 337 patient reviews. 36% (123) were positive, 39% (133) were negative and 24% (81) were neutral.

For **Waiting Times At Premises** we received 105 reviews; 32% (34) were positive, 23% (24) were negative and 45% (47) were neutral. Most of the comments being neutral shows that experiences of delays at GPs are hit and miss, patients explained that they either got seen on time or wait a while to get seen.

Telephone Consultation received 84 comments and **Patient Choice/Involvement** was also frequently discussed with 46 reviews; both sub-themes received majority negative sentiment comments with 60% and 74% respectively. This indicates that patients do not feel they are provided with sufficient options to access the service, while also finding the access to GP by phone to be too difficult.

The chart below presents a breakdown of the sub-themes for Staff. “**Others**” comprises the rest of the sub-themes mentioned; see pages 41-42.

Top Sub-themes for Access to Service



Positive Reviews

“...There isn't much of a wait to be seen when I'm there.”

The Medical Centre

“...When I phone it is easy to get through. The wait varies, they see me generally on time but today there is a bit of a delay...”

HMC Health Hounslow

“Everything is well adapted... it is really good.”

Thornbury Road Centre for Health

Negative Reviews

“They never pick up the phone.”

St. David's Practice

“...you can wait hours to be seen when you're there. ..”

The Medical Centre

“...Getting through to reception is hard...”

Spring Grove Medical Practice

“It is dreadful trying to get through on the phone.”

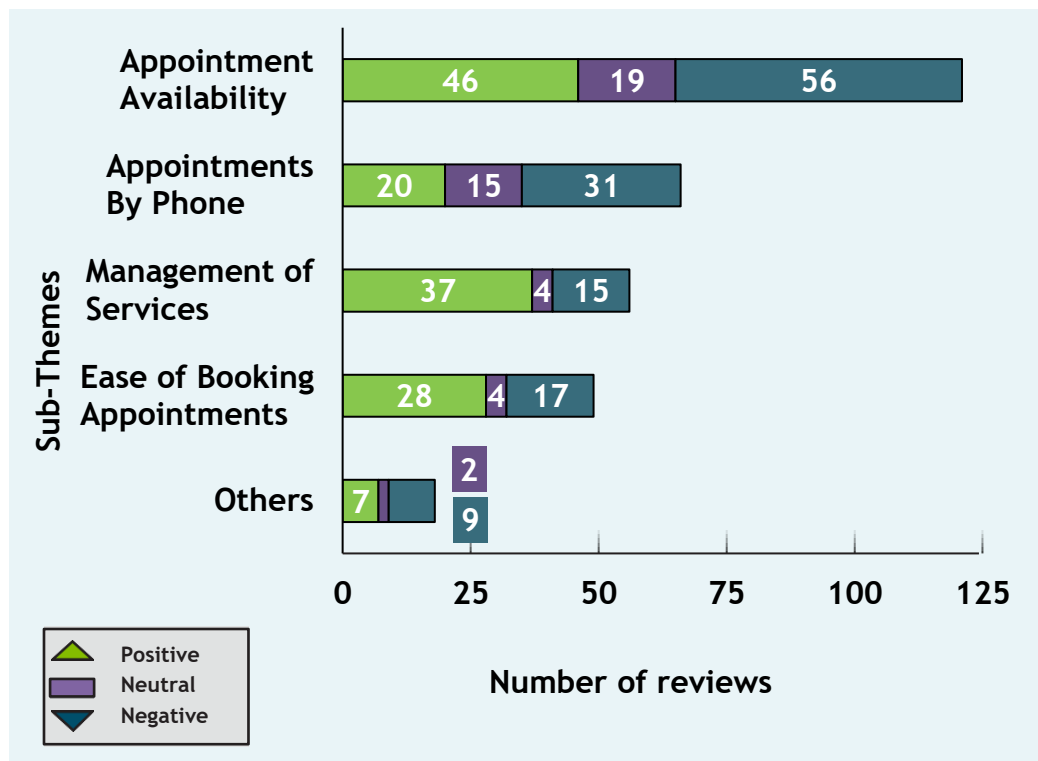
Albany Practice

The **Administration** theme received 310 reviews; 45% (140) were positive, 41% (127) were negative and 14% (43) were neutral. The chart below presents a breakdown of the sub-themes for Staff. **“Others”** comprises the rest of the sub-themes mentioned. See pages 41-42

Appointment Availability sub-theme received 121 comments with, 38% (46) were positive, 46% (56) were negative and 16% (19) were neutral. Like previous quarters, for the availability of GP appointment there is a continued trend of sentiments being negative; it was 47% in quarter 3 (Oct - Dec 2021) and 46% in quarter 2 (Jul - Sept 2021). **Booking Appointments By Phone** was also frequently discussed with 66 reviews. 30% had a positive sentiment, 47% were negative and 23% were neutral. Showing that in this quarter patients found the delay of getting through on the phones to be mostly difficult.

The comments about **Management of Services** was majority positive with 66%, **Ease of Booking Appointments** was also 57% positive. **Others** comprises the rest of the sub-themes mentioned. From our analysis of the comments for this theme the patients express that management of GPs are very good, but it can be quite a difficult process booking an appointment.

Top Sub-themes for Administration



Positive Reviews

“Always find the service very good here, never have any issues...”

Kingfisher Practice

“... I see the same doctor. Booking my appointment with the GP is very easy...”

The Medical Centre

“...I phone to book my appointment and it is easy to get through...”

Brentford Family Practice

Negative Reviews

“Such a terrible service, can never get through the phone, had to book an appointment online...”

Argyle Health Group Isleworth Practice

“During covid, it was hard to get phone appointments.”

St. David’s Practice

“During covid, I had a bad experience. The organization is poor...”

HMC Health Feltham

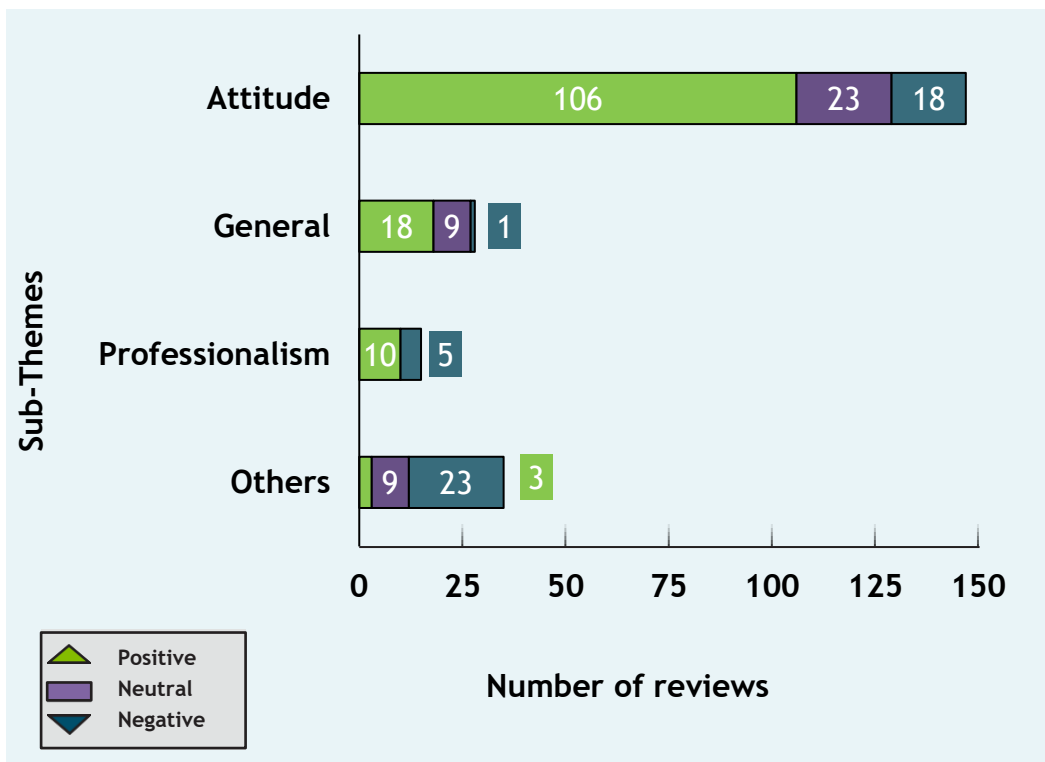
The **Staff** theme received 225 reviews. 61% were positive (137), 21% (47) were negative and 18% (41) were neutral.

Staff Attitude/Courtesy was mentioned in 147 reviews, 72% (106) were positive, 12% (18) were negative and 16% (23) were neutral. There is a trend of patients expressing positive sentiments in comments about the attitude of staff they encounter. In Q3 (Oct - Dec) it was 73% positive, 65% of reviews had a positive sentiments in Q2 (Jul - Sept).

For **General** sub-theme we received 28 reviews; 64% (18) positive, also for **Professionalism** we received 15 and from those 67% were positive. The analysis of the comments show that patients have found staff to be helpful and pleasant.

The chart below presents a breakdown of the sub-themes for Staff. “Others” comprises the rest of the sub-themes mentioned. See pages 41-42

Top Sub-themes for Staff



Positive Reviews

“Went there to register my GP. I met a wonderful receptionist who got me registered then and there - she was calm and polite...”

Grove Park Terrace Surgery

“It has been good, been here for 7 years and the reception service is fine...”

Firstcare Practice

“I have always found the staff at Gill Medical Practice very efficient, friendly, and helpful...The doctor in particular...has a charming manner which puts me at ease whenever I discuss issues with him.”

Gill Medical Practice

Negative Reviews

“...They are not accommodating, they do not give you the feeling like they are trying or being helpful, the way they speak to us rudely and they tell us they have zero patient tolerance to being rude to them....”

HMC Health Hounslow

“...At least they have to improve how to speak. Been registered here for one year, similar experiences in the past.”

Queens Park Medical Practice

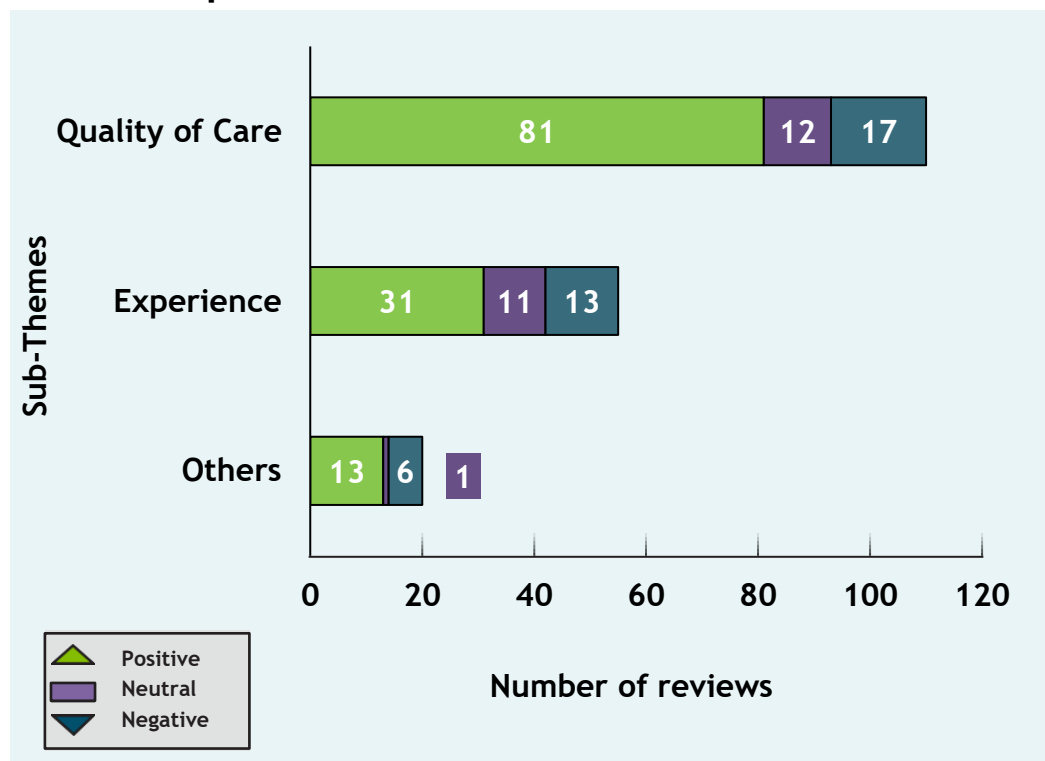
The **Treatment and Care** theme received 185 reviews. 68% (126) were positive, 19% (35) were negative and 13% (24) were neutral.

Quality of Care was the most discussed sub-theme with 110 reviews; 74% (81) were positive, 15% (17) were negative and 11% (12) were neutral. This is similar to previous quarters, showing there is a continued trend of patients with positive experiences, compared to last quarter Oct - Dec 2021, it was 79% positive, in quarter 2 (Jul - Sept 2021), it was 82% positive.

Experience of Care was a recurring sub-theme with 55 reviews; 56% (31) were positive, 24% (13) were negative and 20% (11) were neutral. Like previous quarters majority of patients are happy with their experience of care at the GPs, it was 67% in Q3 Oct - Dec 2021. After looking into the comments for this theme it is clear that patients are find the treatment quality to be generally very good.

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

Top Sub-themes for Treatment & Care



Positive Reviews

“...They’re efficient, caring, highly skilled professionals, always providing great patient care. They even go the extra mile to assist unhappy people...”

Carlton Surgery

“I had an excellent experience with this GP surgery.”

HMC Bedfont Practice

“...despite the extra pressure on staff caused by the pandemic, a new condition has been treated with the utmost care and without any delays. I feel very fortunate to belong to such a wonderful practice and to have received such good treatment.”

Willow Practice

Negative Reviews

“Experience has not been great so far to be honest...”

Bath Road Surgery

“...When you have an appointment, especially with a nurse. they do not bring the appropriate forms or information and so they do not know what to do and are unprepared to answer any questions...”

Thornbury Road Centre for Health

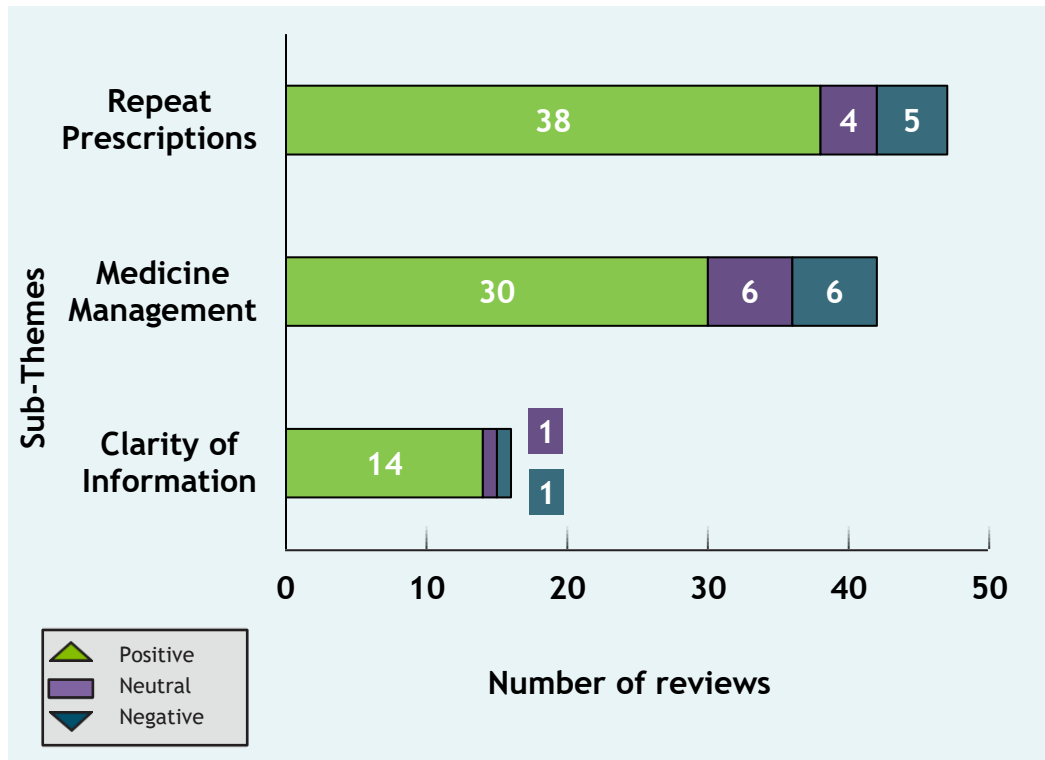


The **Medication** theme received 105 reviews; 78% (82) were positive, 11% (12) were negative and 10% (11) were neutral. The chart below presents a breakdown of the sub-theme for **Medication**.

Repeat Prescription received the most 47 reviews; 81% (38) were positive, 11% (5) were negative and 9% (4) were neutral. In previous quarters majority of the reviews have been positive in Q3 (Oct - Dec 2021) it was 91% and in Q2 (Jul - Sept) 95%.

For **Medicine Management** sub-theme we received 42 reviews; 71% (30) were positive, 14% (6) were negative and 14% (6) were neutral. This is also like previous quarters with reviews being positive, in Q3 (Oct - Dec 2021) it was 67% and in Q2 (Jul - Sept) 75%. This shows that majority of patients have found pharmacies to be very good and very helpful with medicines and prescriptions

Top Sub-themes for Medication



Positive Reviews

“My GP sends my prescription here and they normally get it ready within 2-3 days which is very good..”

Amin Pharmacy

“The pharmacist at Clark’s pharmacy always goes out of his way to make sure I get my prescription meds however difficulty to acquire they may be...”

Clarks Pharmacy

“They explain nicely about the medication. Usually I pick it up myself, but when I can't, they also have deliver service.”

Herbert and Herbert (106 Staines road)

Negative Reviews

“We have had quite a lot of issues with prescriptions going from the doctor to the pharmacy...”

Tesco in store pharmacy Isleworth

“They run out of stock regularly, it seems like they do not know what I need, so I have to go to other places.”

B A Williams Pharmacy

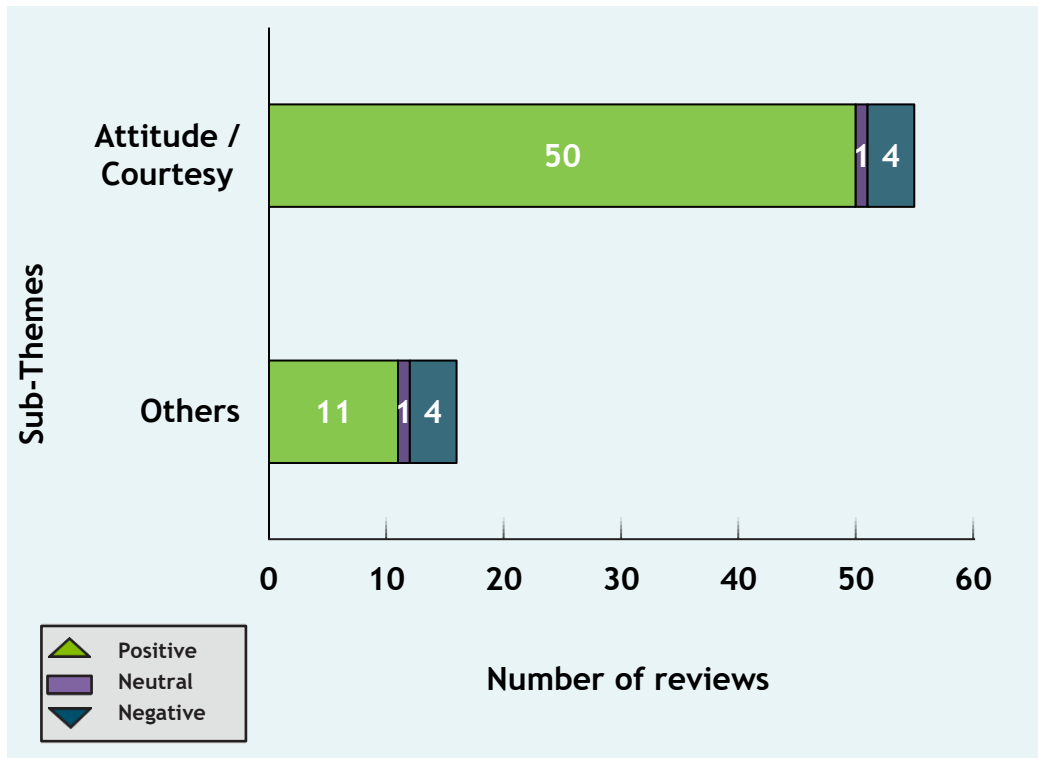


The **Staff** theme received 71 reviews, 86% (61) were positive, 11% (8) were negative and 3% (2) were positive. The chart below shows a breakdown of the sub-themes.

The **Attitudes/Courtesy** sub-theme received the most reviews, 55; from these 91% (50) were positive, 7% (4) were negative and 2% (1) were neutral. This is comparable to what we found in previous quarters; in Q3 Oct - Dec 2021 it was 85%, and in Q2 Jul - Sept 2021 it was 97%. Displaying that most patients are pleased with staffs' attitudes/courtesy, from the comments most patients described staff as "friendly" and "professional".

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

Top Sub-themes for Staff



Positive Reviews

"They've got really friendly staff and they are quite helpful when I have any questions about my medication."
Tesco in store pharmacy (Feltham)

"Great Pharmacy. The owner has the most impressive memory and welcoming attitude..."
Riverside pharmacy

"A brilliant top chemist. Him and his team are absolutely the best. Know their stuff very well..."
B A Willaims

"Always ready to help, friendly service and always a good experience..."
Alisha Pharmacy

Negative Reviews

"Very rude pharmacist...The pharmacy was very messy and unprofessional..."
Tigris pharmacy

"Very rude costumer service!"
Jade pharmacy (heston)

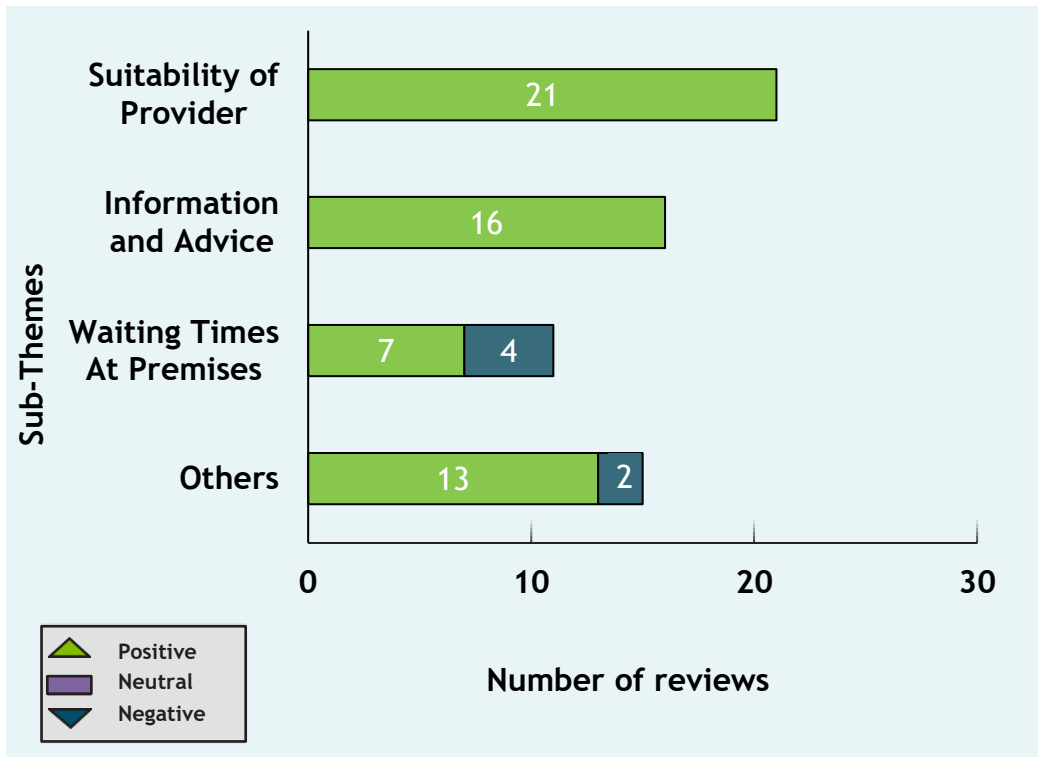


The **Access to services** theme received 63 reviews. 90% (57) were positive and 10% (6) were negative. The chart below shows a breakdown of the sub-themes. **Others** comprises the rest of the sub-themes mentioned. See pages 41-42 for the full list of sub-themes.

Suitability of Provider and **Information and Advice** both received reviews with 100% positive sentiment comments. For the **Waiting Times** sub-theme received 11 reviews; 64% (7) were positive and 36% (4) were negative sentiment comments.

This tells us that patients are satisfied with the access they have been provided with over the past few months at pharmacies, and they do not have too long when they come to pick up their repeat prescriptions. Also, from the analysis of the comments the most common description of the access was “Excellent”.

Top Sub-themes for Access to Services



Positive Reviews

“They are usually pretty quick...”

Busby’s Pharmacy

“I...only use them to collect medication but they are convenient in terms of location.”

Hounslow East Pharmacy

“They provided a very quick service.”

Dunn’s Pharmacy

“I come here to pick up my prescriptions and there isn’t much of a wait unless it hasn’t gone through the system and more often than not they’ve got it really when I’m there.”

Edwards and Taylor

Negative Reviews

“...the queue to get it can be abysmal.”

Boots Chemist (Chiswick High Road)

“Constantly waiting and can be a bit of nuisance.”

ASDA Pharmacy Hounslow

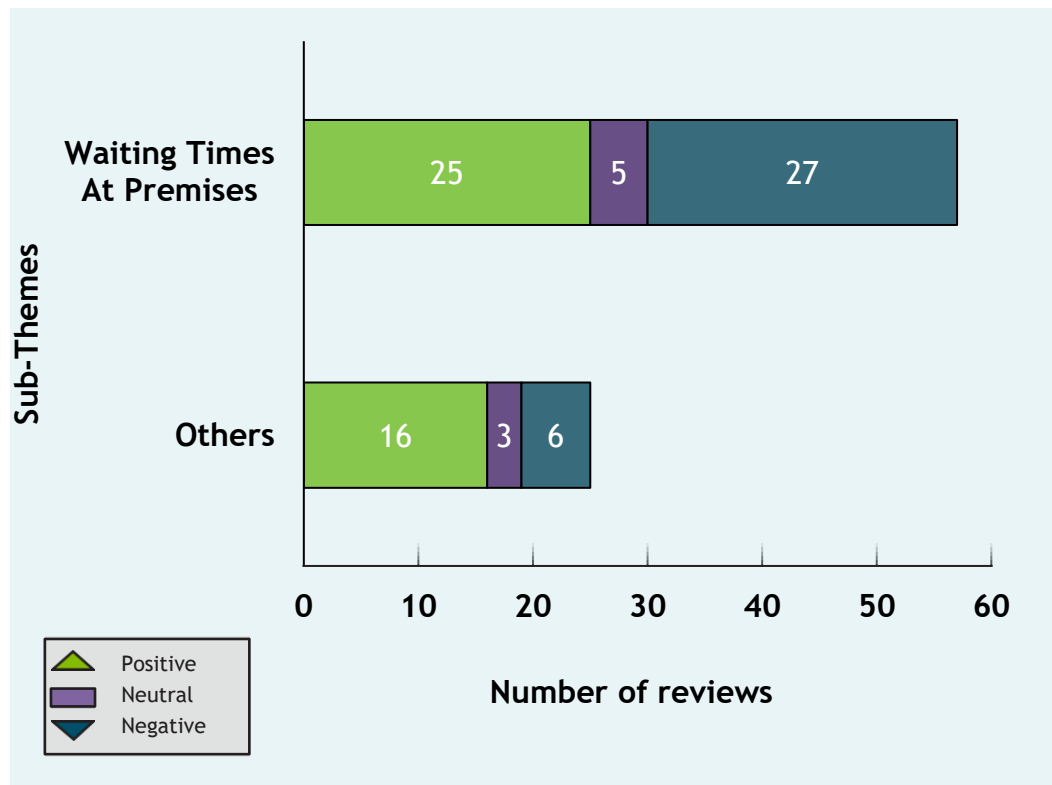


Access to Services received 82 reviews this quarter. 50% (41) were positive, 40% (33) were negative and 10% (8) were neutral.

Waiting Time At Premises was mentioned in 57 reviews. 42% (25) were positive, 47% (27) were negative and 11% (5) were neutral. Compared to previous quarters, in Q3 Oct - Dec it was 37% and it was 46% in Q2 Jul - Sept. It seems that the patients at hospitals are beginning to experience longer waiting times when they visit the hospital, especially when they visit the A&E.

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

Top Sub-themes for Access to Services



Positive Reviews

“The service here was great, I was dealt with quickly...the whole of the system worked reasonably well.”

West Middlesex Hospital (General Surgery)

“...the hospital was truly excellent! The wait times were not too long...”

West Middlesex Hospital

“I mainly come here when I come for my treatment...and the wait to be seen is not long.”

West Middlesex Hospital (Outpatients)

Negative Reviews

“...It is just the waiting times, which are not good.”

West Middlesex Hospital (Maternity)

“...waiting time in A&E is over 5 hours...”

West Middlesex Hospital (A&E)

“The waiting times there are really long before you finally get seen...”

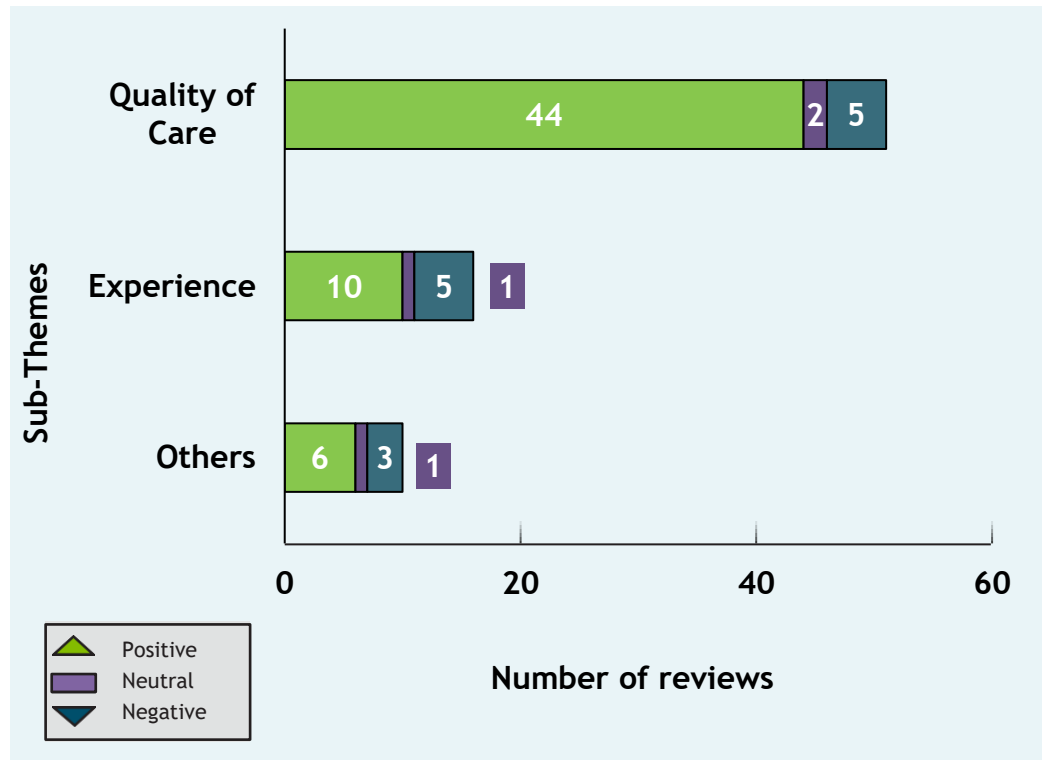
West Middlesex Hospital (A&E)



The **Treatment and Care** theme received 77 reviews. 78% (60) were positive, 17% (13) were negative and 5% (4) were neutral. The chart below shows a breakdown of the sub-themes. **Others** comprises the rest of the sub-themes mentioned. See pages 41-42 for the full list of sub-themes.

The sub-theme **Quality of Care** was the most mentioned with 51; 86% (44) were positive, 10% (5) were negative and 4% (2) were neutral. **Experience** had 16 reviews; 63% (10) positive, 31% (5) were negative and 6% (1) were neutral. Both these sub-themes having majority positive sentiment comments shows us that patients continue to receive positive experiences about **Treatment and Care** from hospitals. Added to this from the analysis of the comments the most common description of the care was “excellent” and “very good”.

Top Sub-themes for Treatment and Care



Positive Reviews

“...They are reassuring to you when something comes up and the treatment has been very good...”

West Middlesex Hospital (Breast Clinic)

“...Great care from the doctors and nurses.”

West Middlesex Hospital (Cardiology)

“They are always very good. Always put your ease, treat you like a next door neighbour, good at calming you down...”

West Middlesex Hospital (Audiology)

“...My experiences here have been better experiences compared to at the A&E, they take really good care of the patients in the different wards I've been to.”

West Middlesex Hospital (Inpatients)

Negative Reviews

“...They only give you paracetamol when you are there, they never really look into your problem. They just do the quickest checks and prescribe you paracetamol.”

West Middlesex Hospital (A&E)

“...I was coming back and forth to the hospital. Doctor just gave paracetamol and they sent us home.”

West Middlesex Hospital

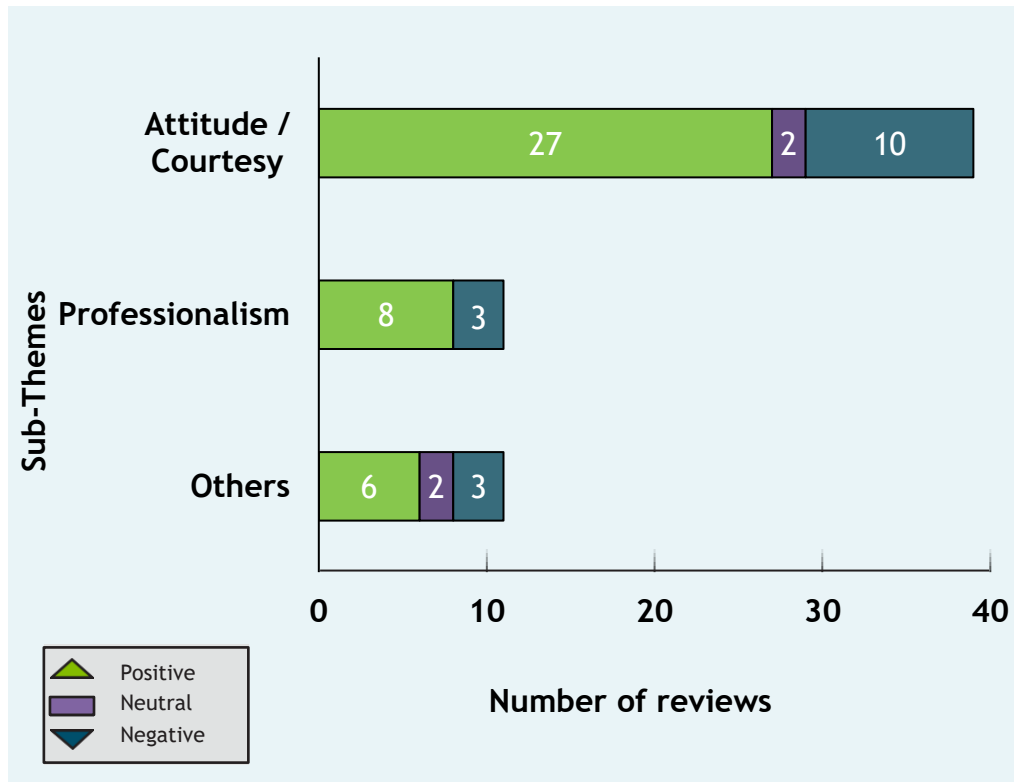


The **Staff** theme received 61 reviews; 67% (41) were positive, 26% (16) were negative and 7% (4) were neutral. The chart below shows a breakdown of the sub-themes for the **Staff** theme.

Attitudes/Courtesy was the most frequently mentioned sub-theme with 39 reviews; 69% (27) were positive, 26% (10) were negative and 5% (2) were neutral. Compared to previous quarters; in Q3 Oct - Dec 2021 it was 65%, in Q2 Jul - Sept 2021 it was 54%, there has been an upward trend in the reviews with positive sentiments.

Professionalism received 11 reviews, 73% (8) were positive and 27% (3) were negative. **Others** comprises the rest of the sub-themes mentioned. See pages 41-42 for the full list of sub-themes.

Top Sub-themes for Staff



Positive Reviews

“...they are always polite, nice and helpful...”

West Middlesex Hospital (Outpatients)

“Coming here has been good, they have been helpful and nice to me.”

West Middlesex Hospital (Outpatients)

“...The staff I come in contact with there is when I go in for the blood test, they are really good...”

West Middlesex Hospital (Oncology)

“Been in 3 different departments and cannot speak more highly of the doctors and nurses. They are so patient and kind...”

West Middlesex Hospital (Urology)

Negative Reviews

“...They weren't very polite here either...”

West Middlesex Hospital

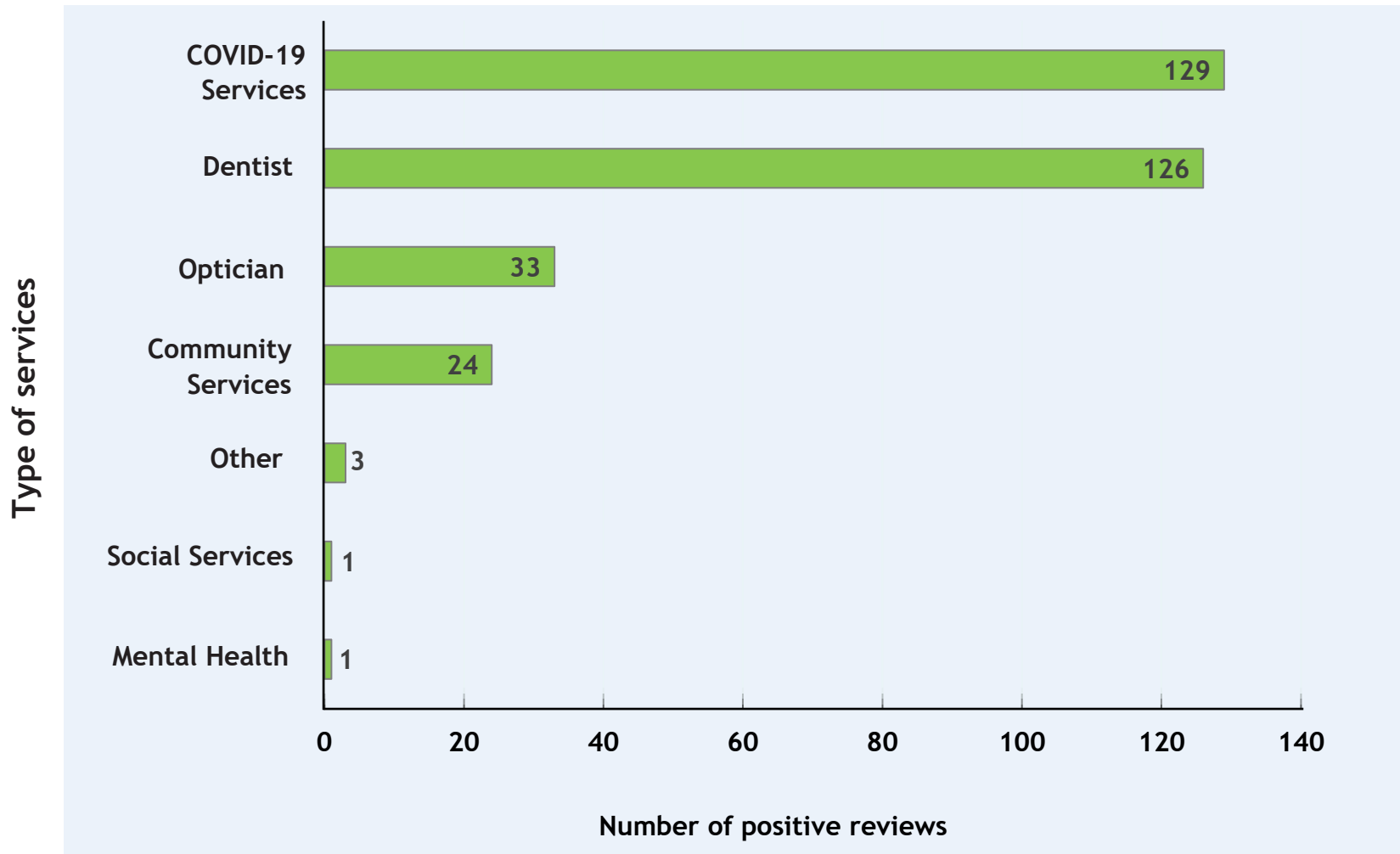
“There needs to be more consistency and more adequate staffing....with the massive turnover from the staff, I have to explain everything from the beginning every time I talk to someone...”

West Middlesex Hospital (Diabetic Medicine)



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.

January - February - March





COVID-19 Services

“Fast, convenient, and efficient service. The pharmacist was especially accommodating, and thanks to him I was able to comfortably make my flight despite tight timelines.”

COVID-19 Testing Site - (West London Pharmacy)

“I had all three of my vaccines here and it was perfectly fine and they were brilliant with making sure you're okay and telling you what was going on.”

COVID-19 Vaccination Centre (Chiswick Health Centre)

“It was really good and quick, they were very efficient, I was here early and I was seen earlier than my appointment time, they fit me in, I was in and out in on time.”

COVID-19 Vaccination Centre (Chiswick Health Centre)

“I received an email that I was eligible for my booster and booked the appointment myself online. I only had to wait a couple of days to get my appointment and was seen immediately on the day. It all went very smoothly and the staff and volunteers were efficient and friendly.”

COVID-19 Vaccination Centre (Clayponds Community Centre)



Opticians

“I do not come in often but they've been good, I did not have any problem with them and I did not have to wait long.”

Specsavers Opticians (152 The Centre, Feltham)

“I had been experiencing headaches and I came here and they were quite helpful in sorting that out.”

Specsavers Opticians (Chiswick)

“They are very good, it is easy to get an appointment with them and the wait to be seen is not long.”

The Eye Studio Opticians

“The appointment was easy to schedule, I had it originally scheduled for next week but there was a cancellation so I'm having it a week earlier.”

Boots Opticians (332 Chiswick High Road)



Dentist

“They are just easy to get appointments with. They are all very good here.”

The Butts Dental Practice

“The service there is very good, they have a lot of patients. The wait to be seen is not long.”

Claradent Dental Care

“No problems. My kids are there as well. The care is excellent. Any needs you have they are there for you.”

Bright Smile Studio

“You get in pretty quick, the people are nice when I go in. There is no wait at all.”

Mount Dental Practice



Community Services

“It is quick and beneficial. I have got diabetes and any health issues that comes up is picked up very quickly in here.”

North West London Diabetic Eye Screening Programme (187139)

“I’m seeing someone different here, and comparing them to West Middlesex, it is improving. The appointments are easy to book, the physiotherapist booked the appointment for me the last time, and before I had to phone them to sort out the appointments. It was easy to get through to them and there isn’t much of a wait to be seen, it is slightly late today, not too bad so far. The care has been good.”

Hounslow and Richmond Community Healthcare (187989)

“It is easy to get to, it is a nice clean environment and I do not have to wait too long. The appointment was easy to book too. The staff have been fine too.”

North West London Diabetic Eye Screening Programme (191529)

“They usually make the appointments for us and we just go in and it is convenient to come here for the appointments.”

Hounslow and Richmond Community Healthcare (187844)



Mental Health

“Following a year of trauma, I did a CBT course with Hounslow ISPT. I found the structure very useful and was motivated to change my mindset...I think I had 10 sessions in all, I found the service efficient, timely and did not have a long wait...”

Hounslow IAPT



Other

“They have been pretty spot on when I've called them, they immediately book me an appointment and then help me to book an appointment when it is necessary.”

111

“I know the value of the NHS. People moan and groan about the service. I think it is great, the service has its faults but it is very good and keeping in mind the other options and system from other countries we are lucky here. It was very good.”

Services in General

“All the services I've used with the trust has been brilliant, the services have all been really good, I think we are very lucky.”

Services in General



Social Services

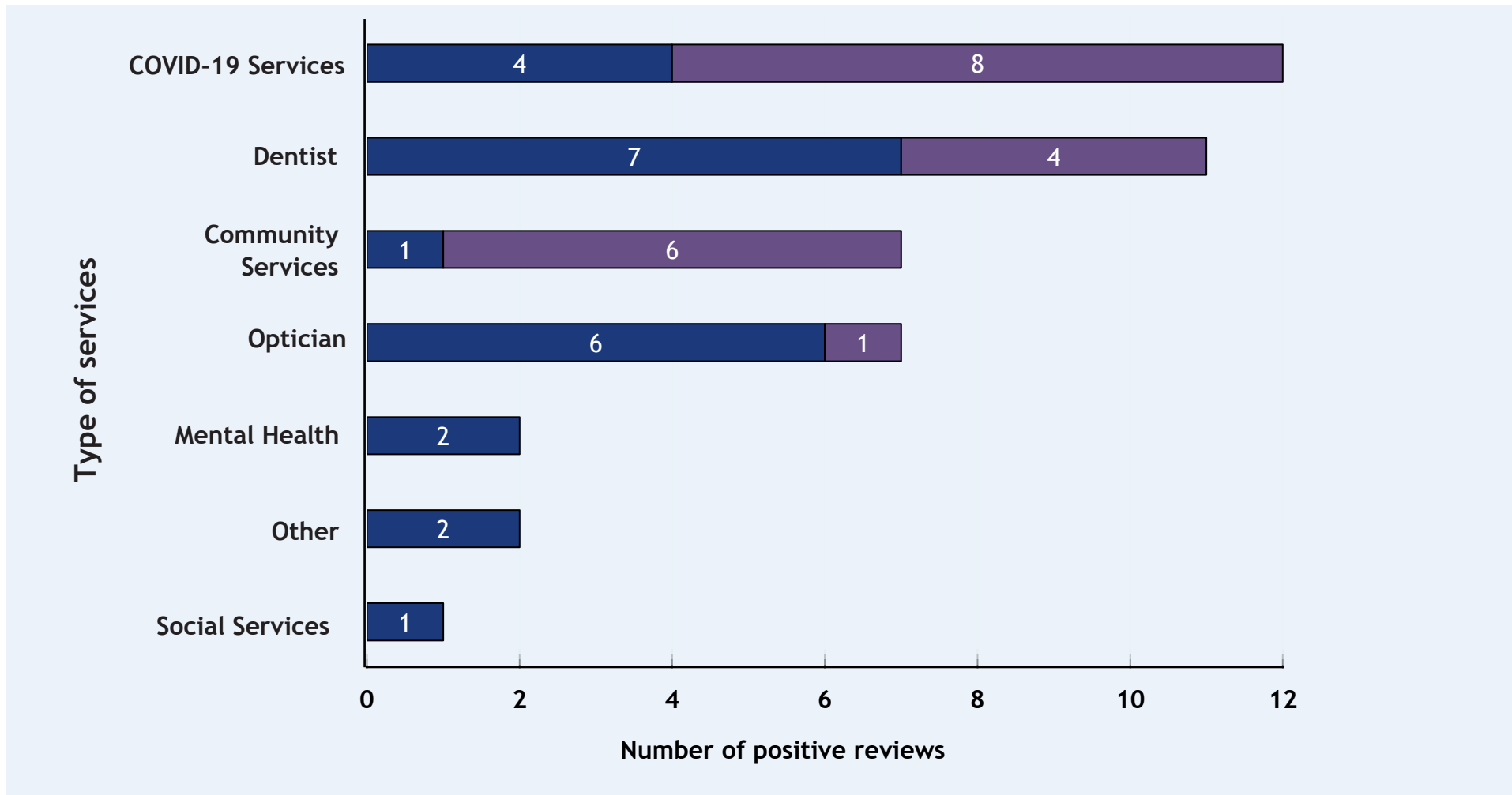
“At the moment, they are short of staff because of this covid, not hanging about, do what they have to do and then go but they have just got so much on, some carers are better than hours, some are too quick, but the ones that come in are very good.”

Avant Healthcare Services Limited



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





COVID-19 Services

“They took way too long for them to send the PCR test back to me. I payed more money to get it same day it was supposed to take 2-8 hours but it took them more than 15 hours which led to me missing my flight.”

COVID-19 Testing Site - (West London Pharmacy)

“I was here past week they told me to book for my booster and when I came they said they don't have the vaccine they told me last week they had the didn't have and when we asked why they said it was a manor factory problem. Very unorganised.”

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

“It was a bit disorganised and I had to wait longer than I should have.”

COVID-19 Vaccination Centre (Chiswick Health Centre)



Community services

“Useless receptionist who needs retraining.”

Heart of Hounslow

“They take too long, there is only one person here doing it so it takes a while, I've been with them for a number of years and every year it is the same. However, my appointments are easy to book and the staff are friendly and approachable, the care has been very good, although I've had an experience before when the level of care wasn't very good but the person I'm seeing today is very good.”

North West London Diabetic Eye Screening Programme (187960)

“It was difficult to book the appointment because the line was busy all the time, it took a month to book it. But on the day it was good, there was no wait to be seen.”

Hounslow and Richmond Community Healthcare (191285)



Mental Health

“I'm still waiting for an assessment for my son. Referred by a GP in April 2020, we still haven't had an initial assessment.”

Child and Adolescent Mental Health Services (CAMHS)



Opticians

“They are very efficient, of course with the cuts and privatisation the NHS has had, they are now designated as the people to do eye checks and they don't have properly or educated trained staff, they don't know quite a lot of what they talking about. They have a tick box system and will come to conclusions that actually need more investigation...”

Vision Express (Chiswick)

“Had an appointment at 4pm. Told to wait in the waiting area. 30 minutes later and no one has called us. Went to tell a member of staff, they said we hadn't been entered as 'arrived'. This is the second time this has happened on two consecutive occasions.”

Specsavers Opticians (174 High Street, Hounslow)



Dentist

“They will no longer take patients until April.”

Vicarage Farm Dental Centre

“I was struck off for not attending for over 2 years. There was no NHS waiting list so no chance of having NHS treatment, ever. However if I went private I could get an appointment the following day...”

Chiswick Dental and Implant Clinic

“They are okay but it is always difficult to get an appointment. Experience is different compared to a private dentist.”

The Family Dental Practice



Other

“There is a lot of waste in time and resources, because of the lack of joined-up services, when we go to two different services for my dad's foot they do the same check-ups at both places, I think this is because the services have been outsourced to two different private providers.”

Services in general

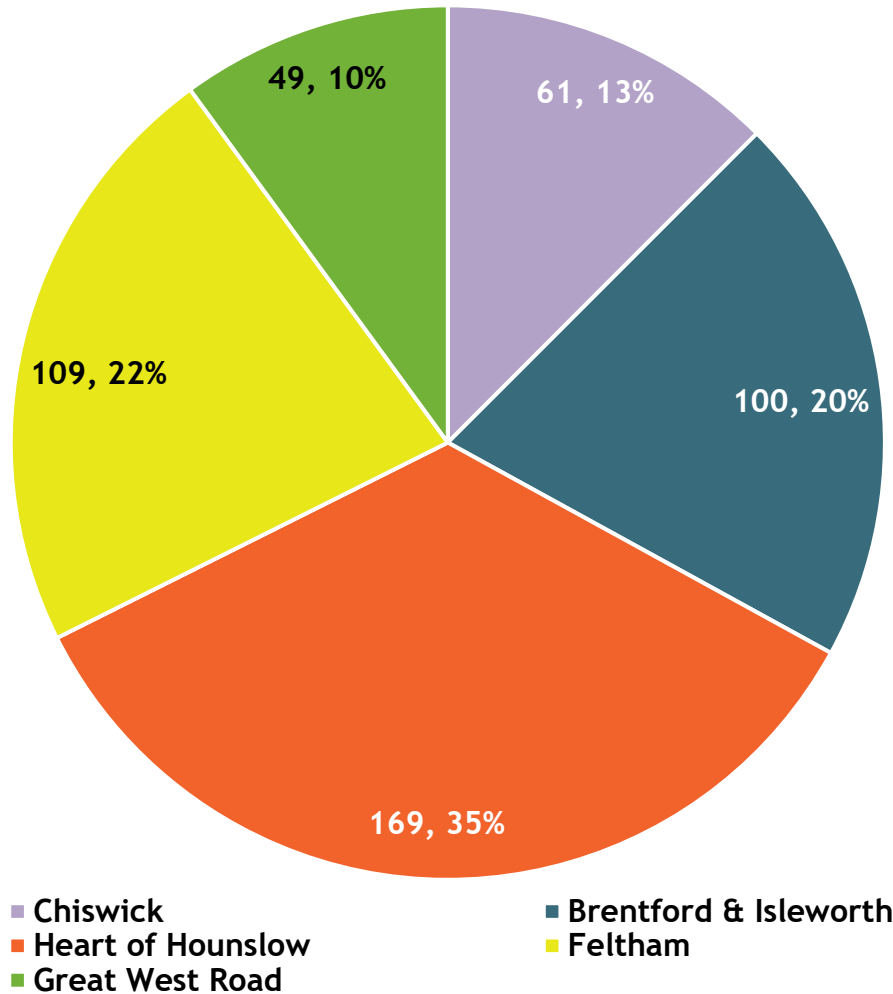


Social Services

“...no care or attention. They didn't wear a facial mask. The management is very poor.”

Nation Care Agency Ltd

Network Area



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

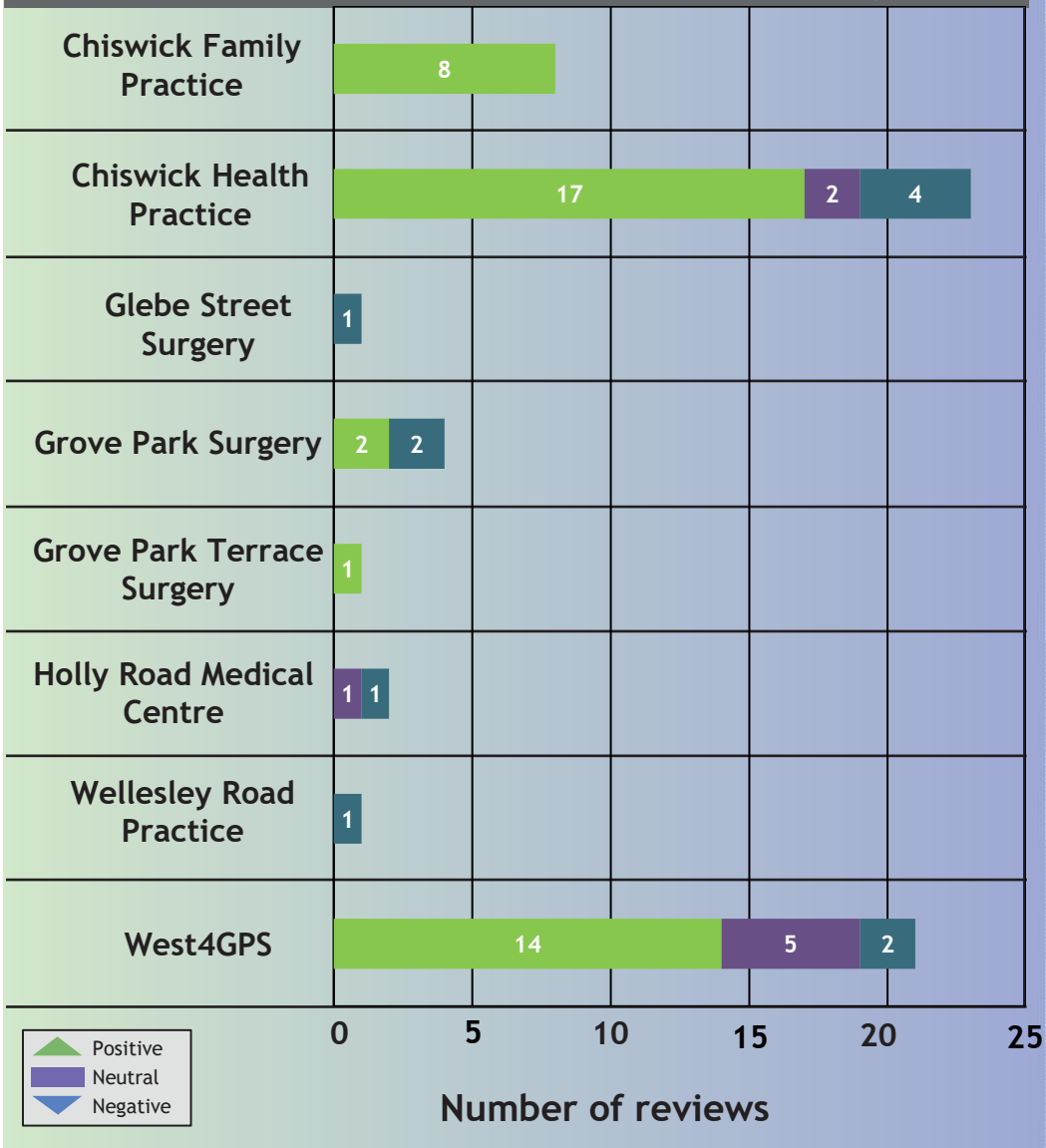
- Chiswick
- Brentford & Isleworth
- Heart of Hounslow
- Feltham
- Great West Road

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

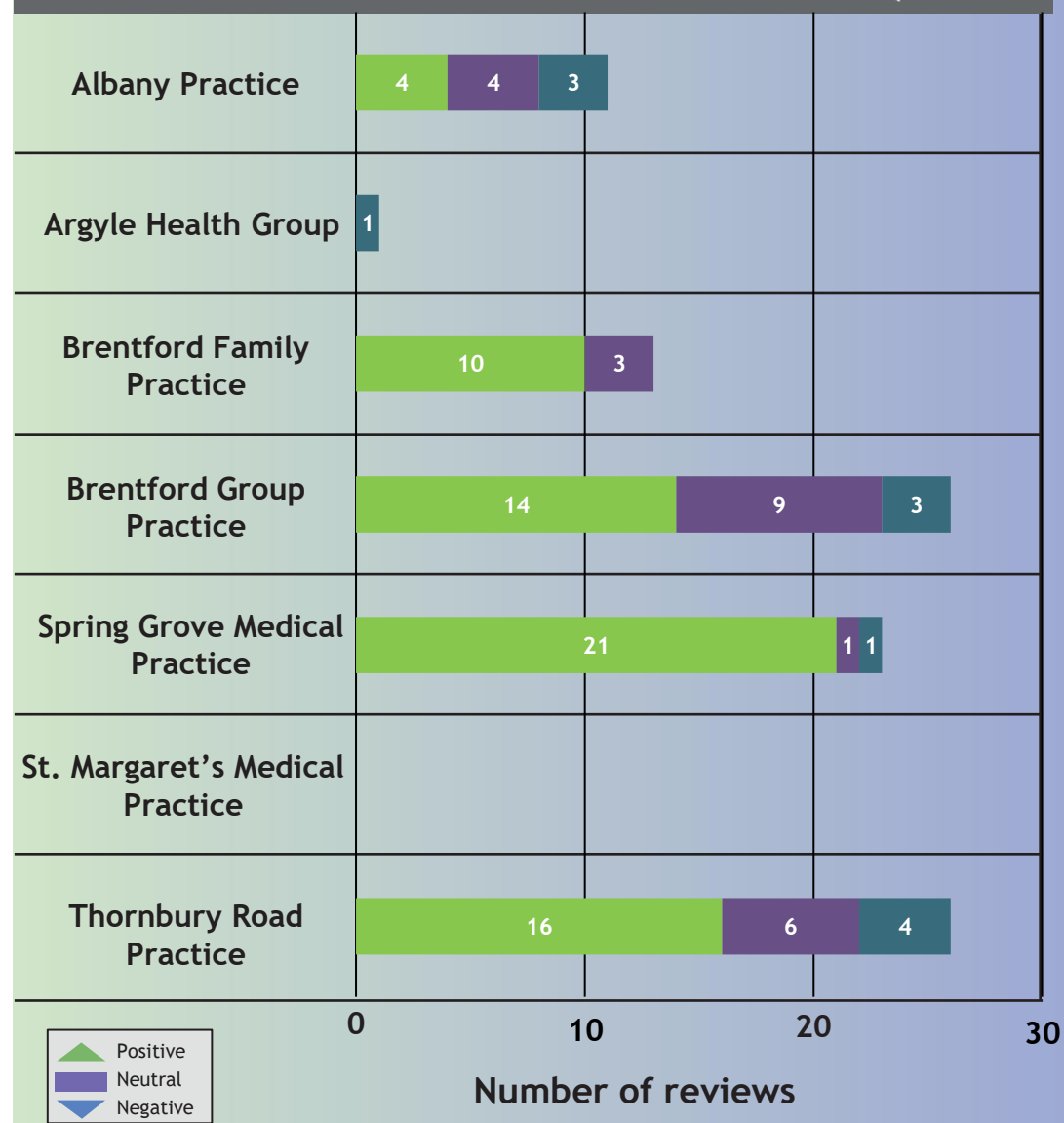
In terms of network area, the majority of reviews were received from Heart of Hounslow 35% (169), Brentford & Isleworth 20% (100), Feltham 22% (109), Chiswick 13% (61) and Great West Road 10% (49).



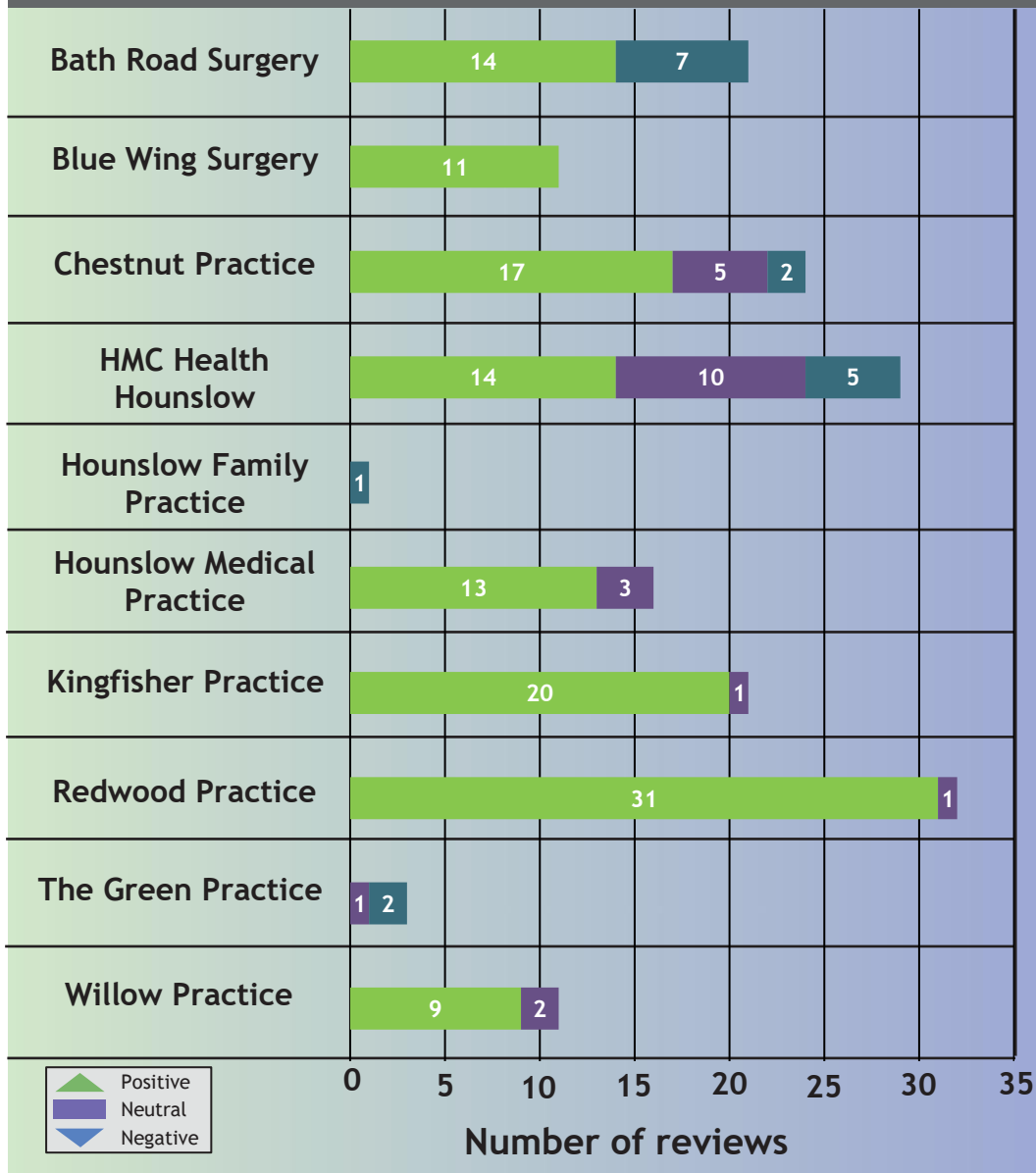
CHISWICK



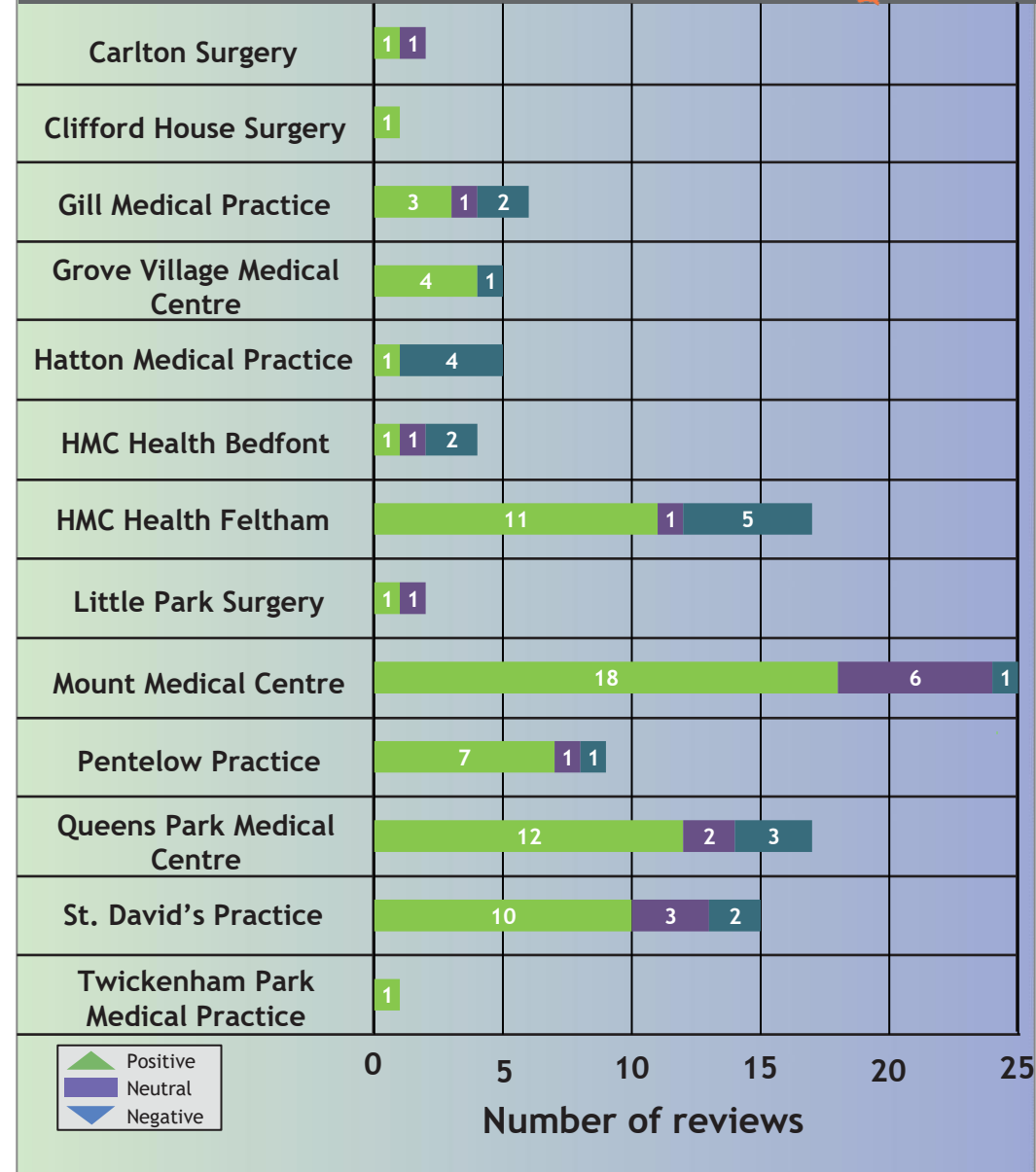
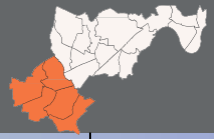
BRENTFORD & ISLEWORTH

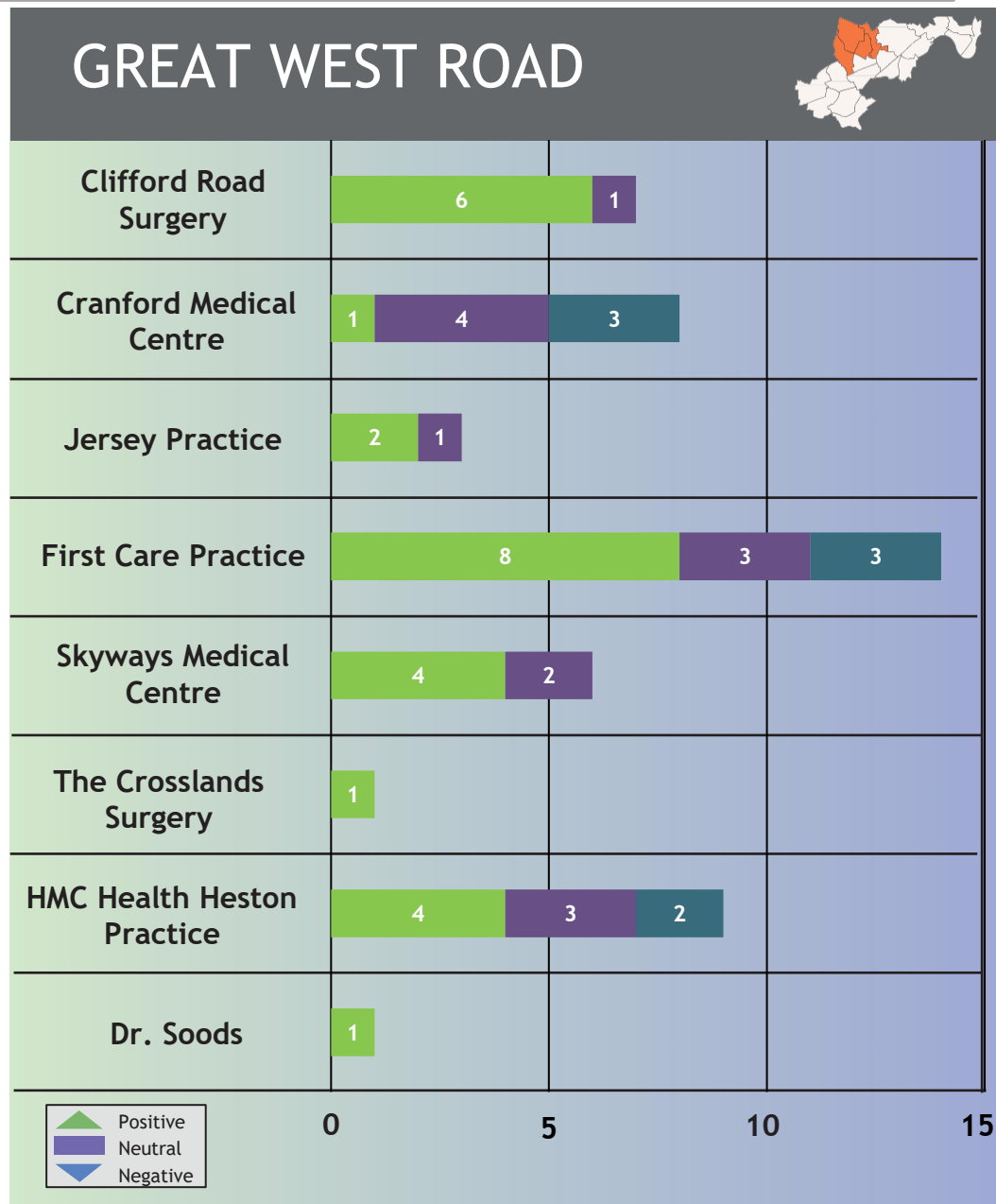


HEART OF HOUNSLOW



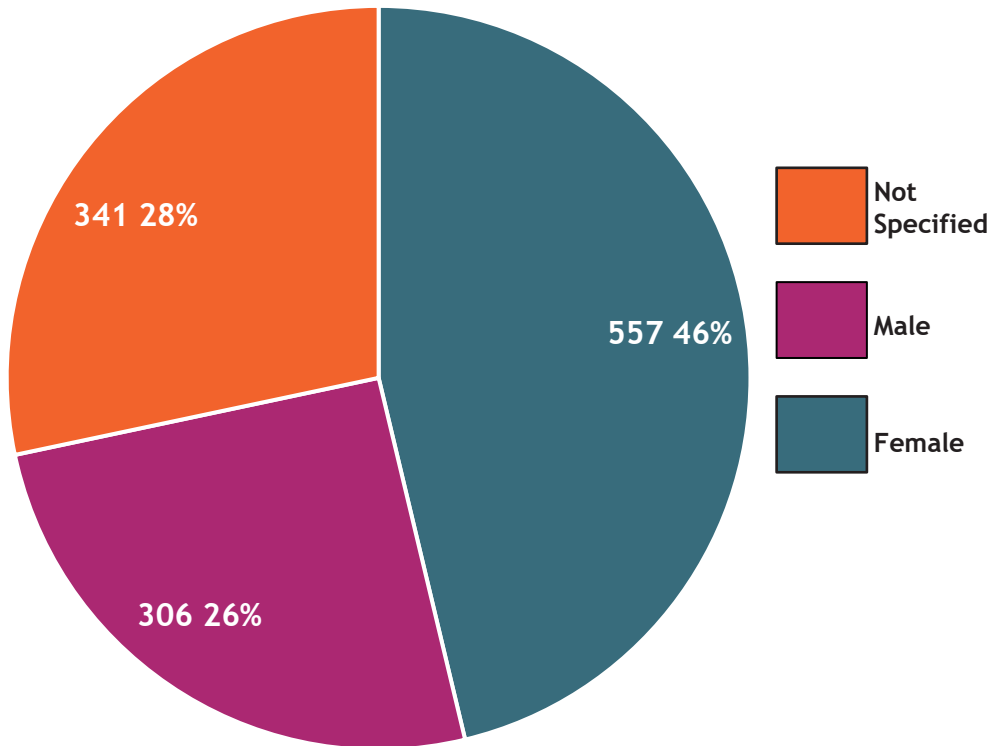
FELTHAM





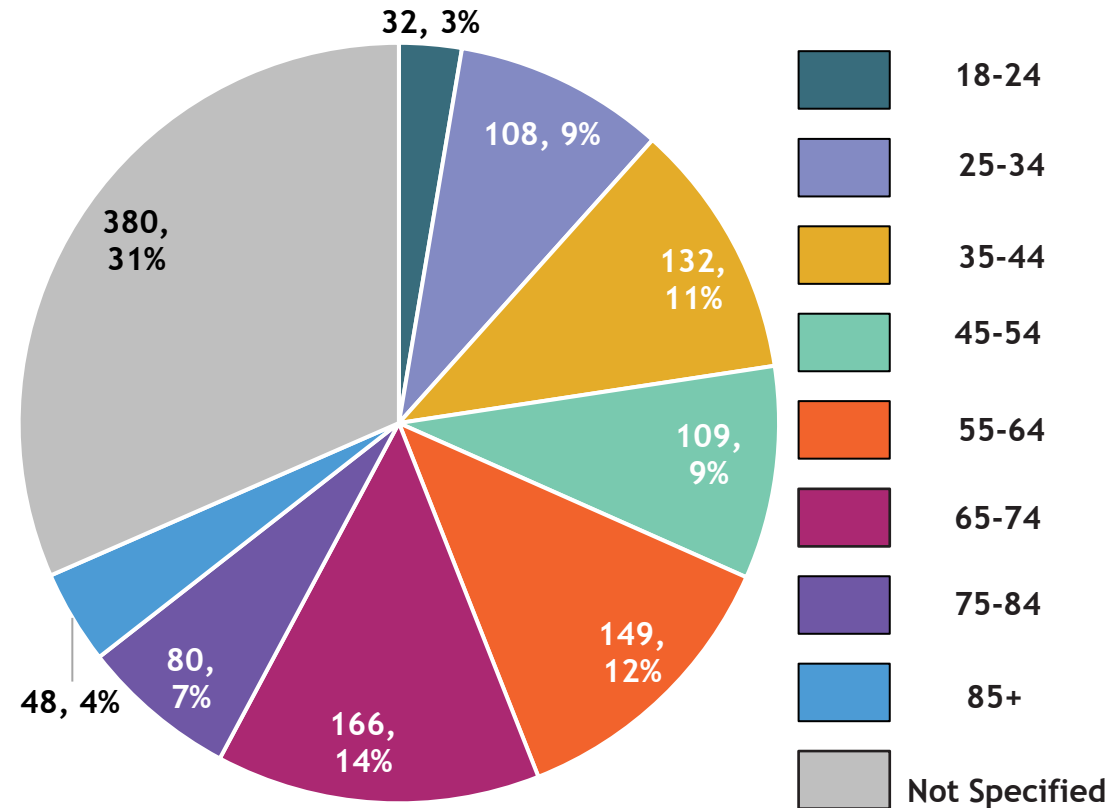


Gender



In terms of gender, 46% (557) identified as female, 26% (306) identified as male and 28% (341) didn't specify their gender.

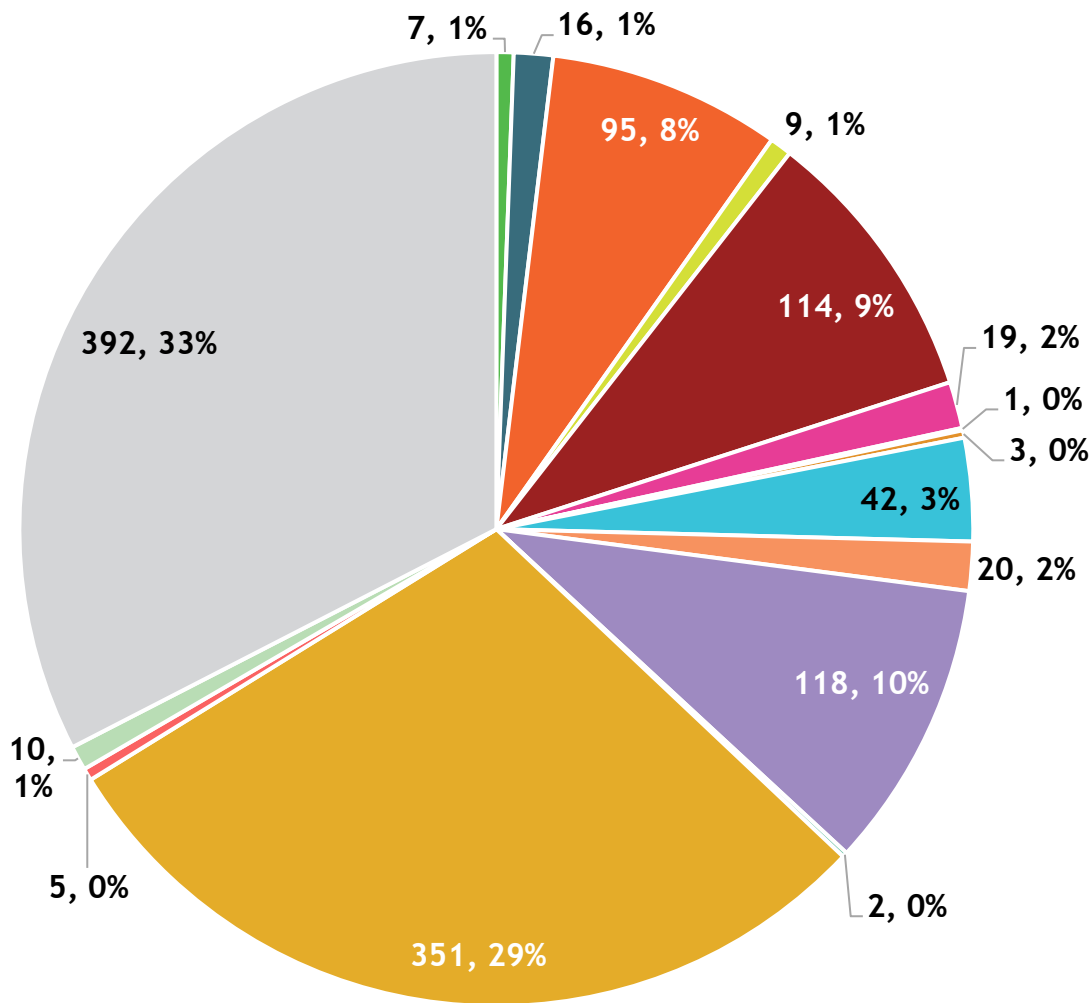
Age














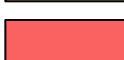




In terms of age, 31% (380) preferred not to identify their age. The majority of the feedback received was from 65-74 age group (166, 14%), followed by 55-64 age group (149, 12%) and 35-44 age group (132, 11%).



In terms of ethnicity, 33% (392) did not to specify their ethnicity. The proportion of feedback received this quarter was from people who identified as White British 29% (351), 10% (118) from Other White Background, 9% (114) from Asian British, and 8% (95) from Asian Indian.



	Arab	7
	Asian Chinese	16
	Asian Indian	95
	Asian Pakistani	9
	Asian British	114
	Black African	19
	Black Caribbean	1
	Black British	3
	Other Asian Background	42
	Other Mixed Background	20
	Other White Background	118
	Other Black Background	2
	White British	351
	Latin American	5
	Other	10
	Not specified	392

For this quarter we collected 1,204 patient experiences, maintaining our target of 400 reviews per month.

For this quarter, there are 940 positive reviews, 130 neutral reviews and 134 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

- 79% of comments about Treatment and Care were positive.
- 74% of comments about Staff were positive.
- 70% of comments about Medication were positive.
- 61% of comments about Administration were positive.

Negative

- 36% of comments about Communication were negative.
- 30% of Comments about Administration were negative.
- 30% of Comments about Access to Service were negative.
- 20% of comments about Medication were negative.

For a full list of sub-themes see the appendix on pages 40 - 41.

It should be noted that a number of these reviews take place in GP practices and do not necessarily convey the experiences of all those using remote consultations.



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 daily. 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, amongst others. 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.
- Gathering views from those who have remote consultations and do not visit GP practices.
- 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 to you prefer to identify yourself as?

Male Female Other Prefer not to say

What is your sexual orientation?

Select one



Which age group are you?

Select one



Do you consider yourself to have any of the following?

Select one



What religion are you?

Select one



What is your marital status?

Select one



What is your ethnicity

Select one



[Submit feedback >](#)

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



Share Your Experience with Us

Healthwatch Hounslow gives you the chance to say what you think about how local health and social care services are run. Your experiences are important and can help to inform the commissioners and service providers. Whether it is a compliment, concern or complaint, it is easy to tell us about your experience by completing and submitting this form or contacting us, our details are at the bottom of this form.

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

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

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

Do you give consent for your information to be used in this way?
 Yes No

Name of service:

Month/Year:

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

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

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

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



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

.....
.....

6. Your ratings (select if applicable)

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

If "other", please specify.....

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

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

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

- No Yes

14. Would you like to speak to Healthwatch directly?

- No Yes

About you

Name.....

Email.....

Leave feedback anonymously

Monitoring Information

What gender do you identify yourself as:

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

Which age group are you in?

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

What is your ethnicity?

White

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

Asian / Asian British

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



Black, African, Caribbean, Black British

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

Mixed, Multiple

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

Other Ethnic Group

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

Which area of the borough do you live in?

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

Do you consider yourself to be disabled?

- Yes No Prefer not to say

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

- Yes No Prefer not to say

Are you a carer?

- Yes No Prefer not to say

What is your religion?

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

What is your sexual orientation?

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

Which of these categories best describes your employment status?

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

Thank you for sharing your experience!



Themes	Sub-themes
Access to Services	Convenience/Distance of Travel, Information and Advice, Patient Choice/ Involvement, Service Delivery/Opening Times, General, Waiting Times
Administration	Admission Procedure, Incident Reporting, Appointment availability, Management of service, Ease of Booking Appointments, Medical records, Commissioning and provision, Quality/Risk management, General
Care Home Management	Registered Manager - Absence, Registered Manager - Suitability, Registered Manager - Training & Development, Staffing levels, Suitability of Staff
Communication	<i>General, Lack of Information, Interpretation Services, Clarity</i>
Continuity and Integration of Care	
Diagnosis/Assessment	<i>General, Lack of, Delay, Mis-diagnosis, Tests/Results, Accuracy</i>
Dignity and Respect	<i>Confidentiality/Privacy, Equality & 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