

# **PATIENT EXPERIENCE REPORT 2016**

October - December

# Patient Experience Report

Patient experiences enable the people of Hounslow to express how they experience local health and social care services and how they think these are being run. These experiences are important, and help Healthwatch Hounslow (HWH) to understand public response to health and social care service provision, identify gaps, evaluate and identify themes, and support the development of a specific service and the reception thereof.

Patient experiences enable HWH to identify, review, and support services of public concern and highlight services that are positively received. This helps HWH to inform commissioners and service providers about the engaged patient experience, and reform service provision and procurement. Patient experiences can help to shape and improve services in Hounslow, as well as the health and wellbeing of local adults, young people, and children.

In quarter three (October - December), **850** patient experiences have been collected compared to the previous quarter, where **271** were collected. The increase in patient experiences has been due to:

- ▲ The online patient feedback centre, which allows patients to submit their feedback through the HWH website
- ▲ An increase in our volunteer base, giving us the capacity to collect more patient experiences
- ▲ A developed engagement strategy with a more targeted approach to collecting patient experiences
- ▲ Engaging with ethnic minority groups/emerging community groups
- ▲ Building relationships with the Hounslow Clinical Commissioning Group (CCG), London Borough of Hounslow (LBH), Public Health, West Middlesex University Hospital (WMUH), and other voluntary organisations;
- ▲ Carrying out different studies/reviews - allowing us to speak to different clientele groups about their patient experiences.

**Healthwatch is committed to harnessing the voice of the community and expects to see a significant increase in the total number of patient experiences received over the coming months.**

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# Executive Summary

This quarter has seen the full implementation of the digital feedback centre, which has resulted in 850 patient experiences being received.

This quarter has seen a notable increase in positive experiences received, specifically **590 positive** to **260 negative** experiences of service provision within the borough.

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 or highlight areas of good practice. We seek to identify themes and trends and (if possible), highlight potential gaps and provide recommendations early to assist in planning for future provision. Our questions are uniform across the digital feedback centre as well as the physically collected forms, we want to represent each locality as evenly as possible.

The successful and on-going implementation of the digital feedback centre will 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. Healthwatch Hounslow hopes to expand the impact of the feedback centre and build on the engagement the centre affords us to develop it even further to provide greater and better representation.

## HWH has completed 3 deep-dive studies to review:

- ✓ Carer's provision
- ✓ The Personal Care Framework - a user's perspective
- ✓ Care planning in GP surgeries

## HWH is currently reviewing:

- ▶ Patient discharge pathways
- ▶ Urgent Care Centre
- ▶ GP Access



Finally, we will continue to work with all partners to implement recommendations identified from patient experience feedback.

# Overall Patient Reviews

The number of patient reviews received for this quarter is **850**. The table below shows a breakdown of the positive and negative patient reviews. The patient reviews are based on a star rating and verbal/written feedback. See appendix for examples of our physical and online questionnaires.

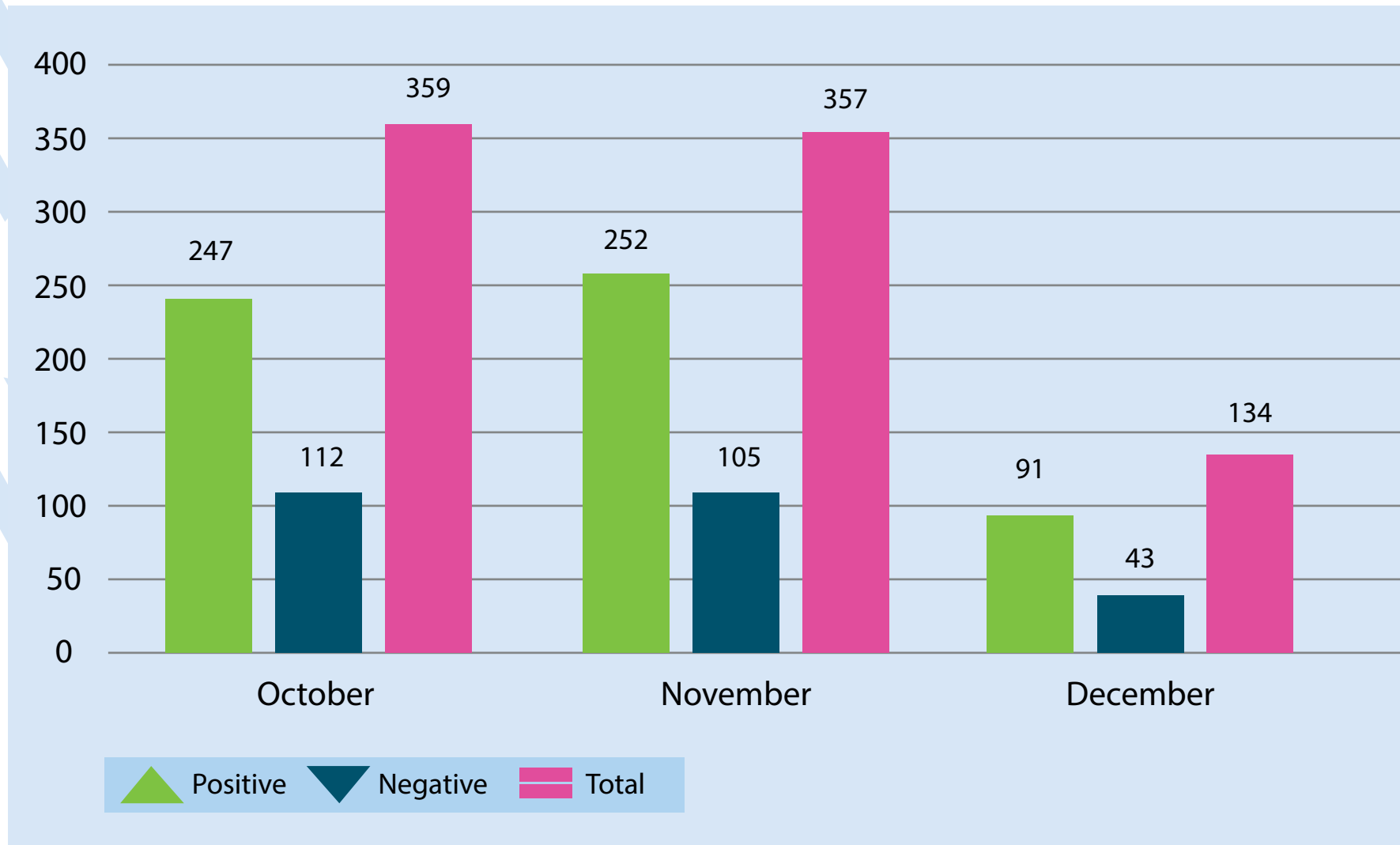
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 3 appear to indicate a negative response, while star ratings between four and five indicate a positive response.

This quarter 590 positive responses have been recorded and 260 negative responses.

Month	1 - 3 Star Reviews (Negative) 	4 - 5 Star Reviews (Positive) 
October	112	247
November	105	252
December	43	91
Total	260	590

# Overall Patient Reviews

This chart provides a breakdown of positive, negative and total reviews for each month.



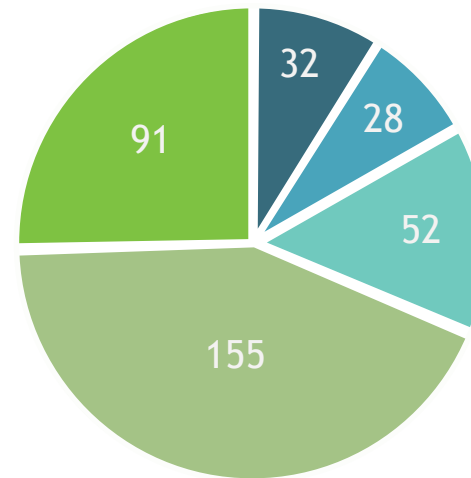
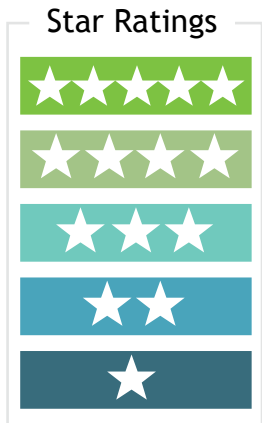
# Patient Reviews: Star Ratings

The pie charts show the total star ratings for each month and for the whole quarter.

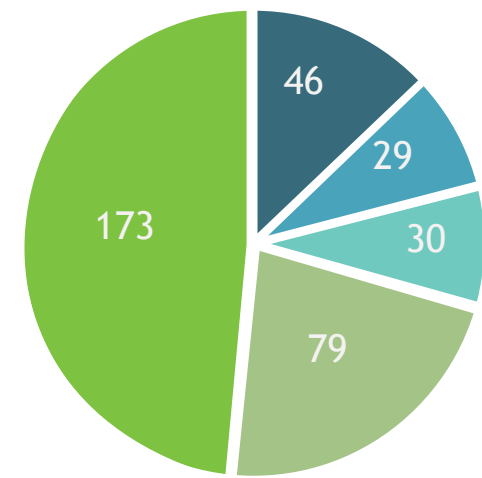
November received the highest star rating (173 five star ratings) showing that the most positive reviews were recorded during that month.

However, the lowest star ratings (46 one star ratings) were also received in November.

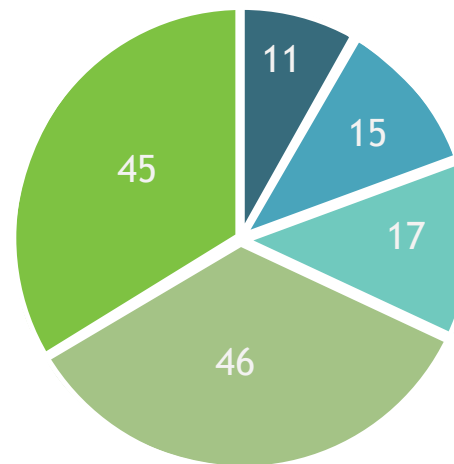
The distribution of ratings for the quarter shows 310 reviews gave a five star rating which is the highest star rating.



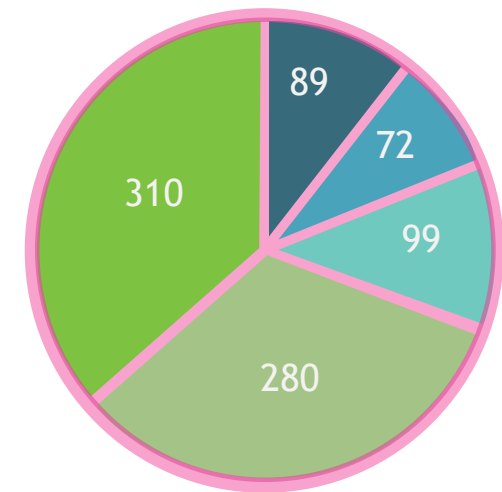
October



November



December



Total for Quarter 3

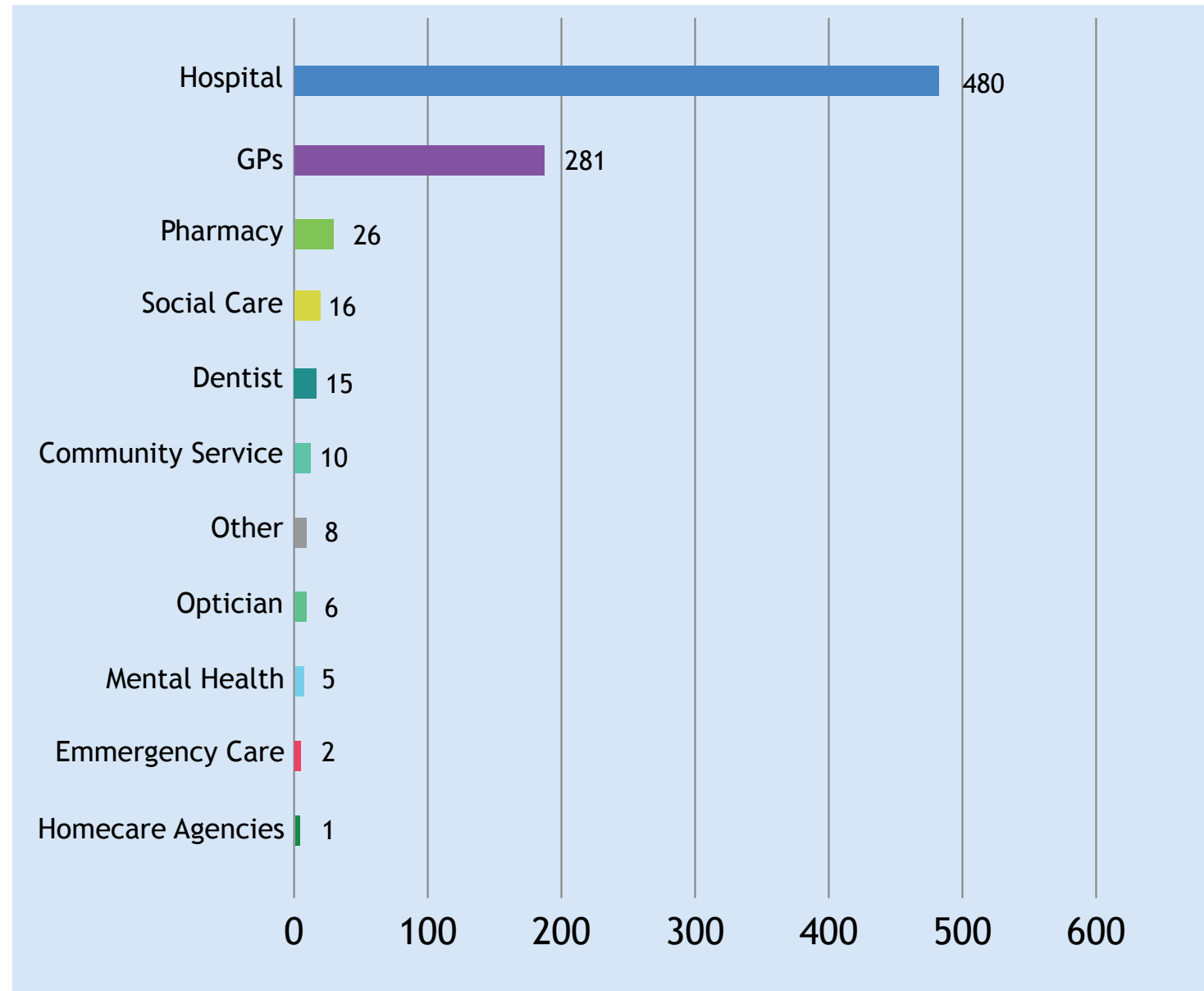
# Total Reviews per Category

The patient reviews recorded for this quarter are split into 11 categories as seen in this chart.

The chart shows the total number of reviews received in Quarter 3.

The category with the highest number of reviews recorded is West Middlesex University Hospital, followed by GPs. This quarter has seen a higher number of pharmacy reviews compared to the previous.

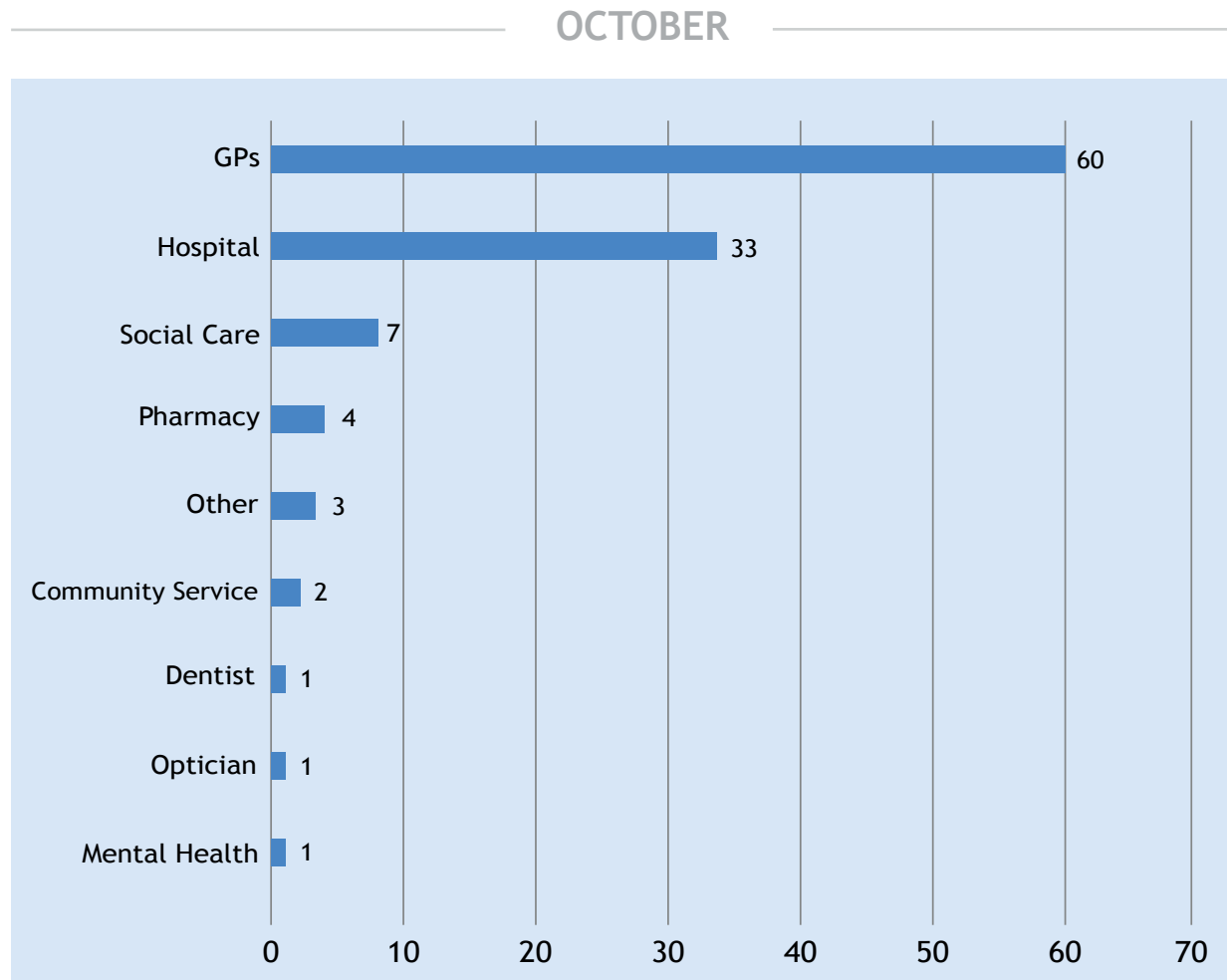
HWH will be striving to receive patient reviews from all services, especially pharmacies and social care. This will give HWH a better idea of how services across the board are performing in LBH.





# Negative Reviews: Themes/Trends

By looking at the negative reviews (1-3 stars) we receive from the people of Hounslow every month, we see trends and themes emerge. These trends can help us understand where a service needs to improve in order to provide an all round positive experience.





## GP Services

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### Booking Appointments

Out of 60 negative reviews, 46.6% mentioned booking appointments as a problem.

“I was calling for more than 40 minutes to book an appointment and no one picked up. I then was cut off. This is very frustrating” *The Practice, Feltham*

“Long waiting times and difficult to book appointment” *Little Park Surgery*

### Receptionists

25% mentioned receptionists as being a problem.

“I need to switch GPs because I am having trouble getting appointments here. Receptionists are not very professional” *Pentelow Practice*

“Doctors were cold and talked like they were better than you. The receptionists would ignore what you ask them. I try not to use the GP” *Kingfisher Practice*

### Waiting Times

15% said waiting times are too long.

“Waiting time too long. But staff have been okay” *Chestnut Practice*

“The service was good from all the staff. However, I had to wait around 40 minutes to be seen, if it was more serious it would be much more difficult to wait out” *Spring Grove Medical Practice*



## West Middlesex University Hospital

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### Waiting time

Out of the 33 negative responses, 24% gave a low rating due to waiting times.

“Staff don’t understand the urgency required for a child with temperature. I had to wait an hour to be seen in UCC”

“She (Mum) went through casualty and A&E, the doctors do their job. However, there is a real lack of information and what is going on it’s not well explained to mum and myself. Been waiting since 7am”

**A&E**

15% of patients were unhappy with A&E.

“Waiting for 6 hours now after mother was admitted to A&E. No idea what is going on, real lack of communication from doctors. Feeling quite helpless”

“A&E is very overcrowded and too loud full of crying kids. The doctors are great, not so much the reception”

**General Organisation**

12% were critical of the lack of organisation.

“Some staff were good. However, I have had test results that were incorrect and had to go in again to redo this. Some midwives can sound very disinterested”

“I went to the hospital with my daughter who is physically disabled. My English wasn’t very good, so I asked for an Interpreter. But on the day they didn’t have an Interpreter organised so we had to reschedule the appointment and it took another few more weeks”



**Social Care**

**Social Workers**

Out of the seven negative reviews, patients reported that they were mostly critical of social workers not being helpful enough.

“My Social Worker is not very good. She doesn’t understand my personal situation. She only sees what’s on the outside. She doesn’t understand how I feel”

“Social Workers need to get more involved with the residents. They only come in as a tick box exercise”



**Pharmacy**

The four negative reviews have been varied, from **mistakes with prescriptions** to the **facilities not being private enough**.

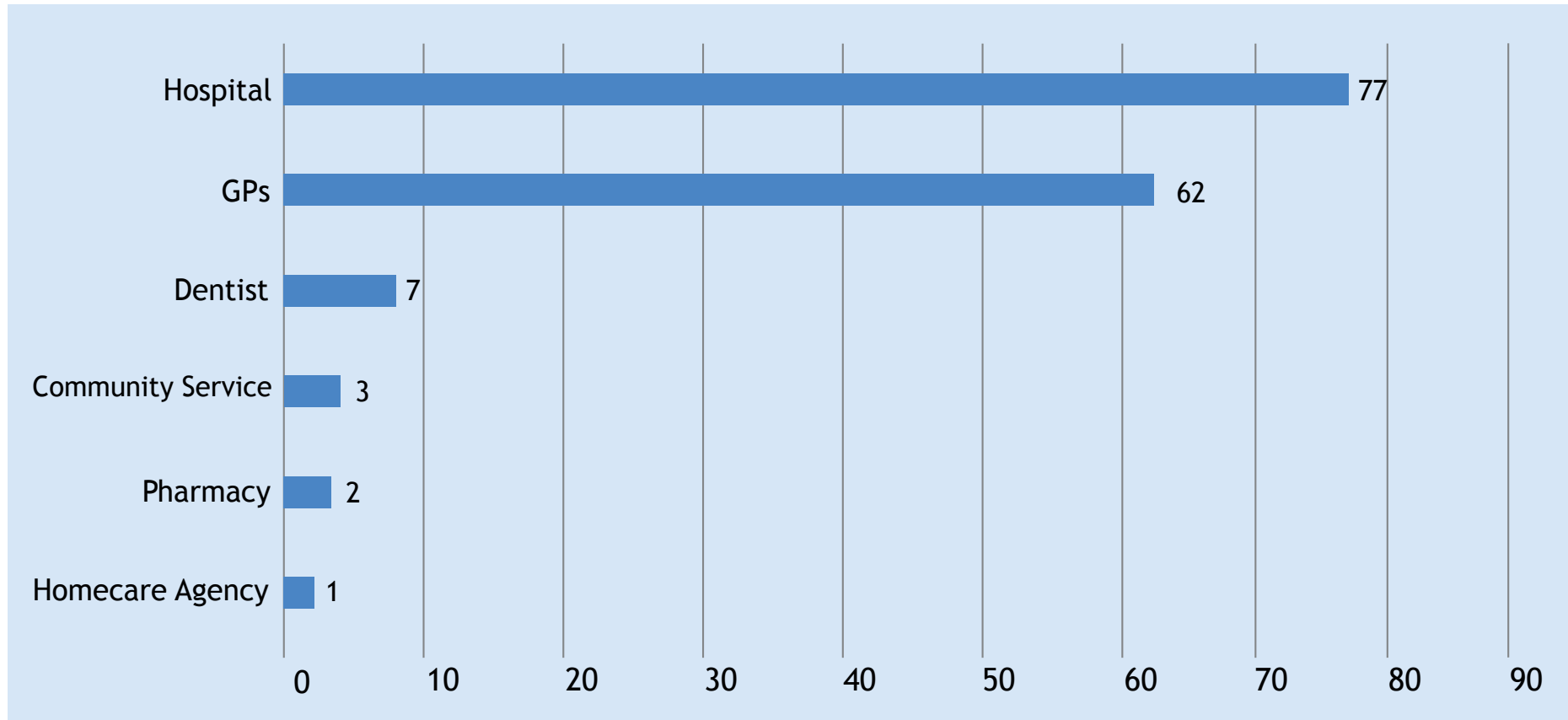
“The pharmacy in boots (Feltham) keep messing up my repeat prescription and I have told them many times to update my details if that helps but they still haven’t” *Boots, Feltham*

“I wanted to discuss my condition in private but it was difficult as the pharmacy was hectic and the sales assistants were not too understanding. I’ve decided to use a different pharmacy” *ASDA, Hounslow*

Pharmacies who have been commissioned in medicinal reviews will have access to a consultation room. The Hounslow Clinical Commissioning Group will be meeting with the Boots Manager to discuss issues.

# Negative Reviews: Themes/Trends

NOVEMBER





## West Middlesex University Hospital

### Lack of Professionalism

Out of 71 negative reviews, 25% said a lack of professionalism was the reason for a low rating.

“I came in for results for my enlarged liver to see what they are going to do, they did not have the results yet because the consultants did not meet up to discuss this, now I have to wait another 2 weeks. It’s ludicrous as I am wasting my time here”

“They messed up my blood results. So, I have to come again and take more time off work. Not very professional”

### Nurses

18% of patients mention nursing staff as a problem.

“I used to be a nurse myself and have been through all the training. The way they treat my mother here is not up to the standard I was taught. Most of the procedures I don’t agree with, like the amount of activity she gets and isn’t encouraged enough to eat and drink”

“Visiting a friend today to see how much the government does not care about healthcare and how much nurses are lacking in basic training because they are too busy with paperwork”

### Quality of Care

16% of patients said the poor quality of care was the reason for a low rating.

“I went in for chest pains, waited 3 hours to see triage nurse and then 4hrs till doctor. I told them I have cardiac problems in the past but they did not take this into much account. It could have been something much more serious.”

“My mother has been in bed for 24 hours and she needs movement because they are not allowing her to be mobile enough in the Syon ward. Visiting times need sorting as well.”



## GP Services

### Booking Appointments

Out of the 23 negative reviews, 26% mentioned problems with booking appointments.

“I struggled to get an appointment set up with a GP I wanted to see. Then the date was inconvenient itself”  
*Heart of Hounslow, Green Practice*

“Receptionists gave me an appointment which was not soon enough as the condition was serious but she didn’t understand this. I moved to another surgery since” *Chiswick Health Practice*

### Waiting Times

21% of patients mentioned long waiting times.

“Waited an hour last time I was there. Doctors were alright though” *Brentford Group Practice*

“If I am 10mins late I lose my appointment and need to rebook, not getting the diagnosis for my illness. But if I am 10 mins early I have to wait for ages” *Blue Wing Family Doctor Unit*

### Lack of Professionalism

17.3% of patients reported negative experiences around receiving some form of unprofessional conduct from staff.

“The GP is useless at Chestnut. They prescribed antibiotics and I phoned them many times and told them I wasn’t feeling well. They said it must be because of the antibiotics. I phoned them again and told them I feel like I’m going to collapse. They didn’t listen and finally I phoned 111 and a GP came to see me. They had to take me on an ambulance” *Heart of Hounslow, Chestnut Practice*

“I was called in for an appointment on the basis of recent blood tests. When I was seen by the doctor he had no idea why I’d been called in or even which blood tests were applicable. A complete waste of my time and yet another example of the moronic incompetence offered by admin staff who seem to struggle with basic tasks and make errors time and time again. Depressingly, this isn’t the first time this has happened” *Blue Wing Family Doctor Unit*



### Social Care

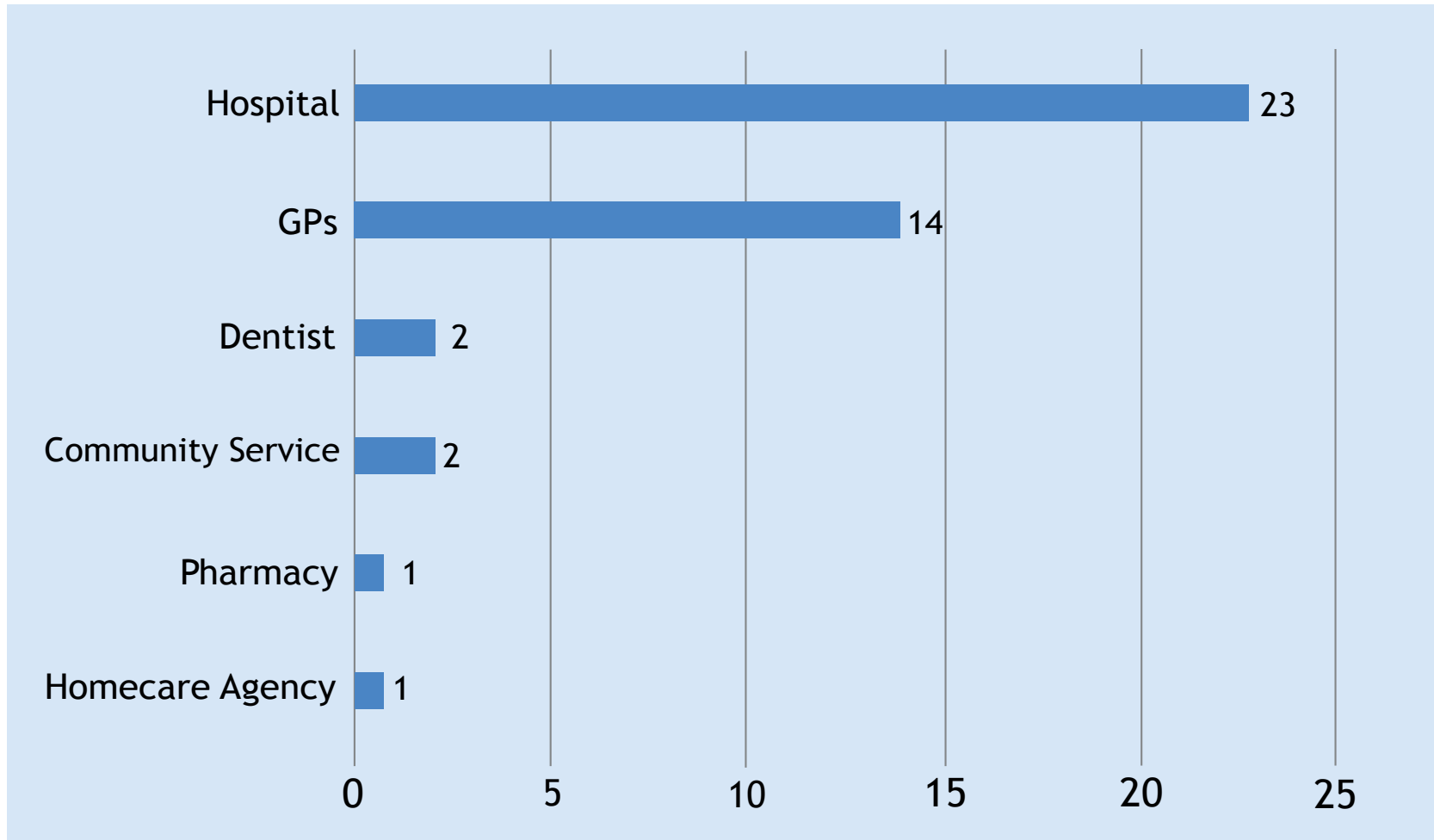
Four out of seven reviews on social services describe **social workers as lacking involvement and being neglectful.**

“The social workers haven’t seen my mother in weeks and there is no one to keep an eye on her. It’s difficult for me to look after her as I live outside the borough”

“My social worker never comes to see me. She only sees me when something has happened. Not very good”. A carer commented: “They have been very uncooperative and their staff are incompetent. As a carer I feel like no one has listened to me. I feel very alone. Both my children have disabilities and the Social Worker has not listened to any of my needs”

# Negative Reviews: Themes/Trends

DECEMBER





## West Middlesex University Hospital

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### Waiting Times

Out of 23 negative reviews, six of the reviews mentioned waiting times as a problem.

“It was a 5-hour wait to see someone during an appointment for high blood sugar”

### Staff

Four of the reviews given by patients were critical of staff and therefore received a lower star rating.

“No real help at all from staff. They tell you what you need to do and prescribe the medicine but it’s all about the paperwork”

“Went in to get blood results but the consultant did not request a blood test, so it was a complete waste of time”



## GP Services

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### Receptionists

Out of 14 negative reviews, four of the reviews were critical of reception staff.

“Receptionists can be not very friendly. Always rushing patients”

*Jersey Practice*

### Booking Appointments

Four reviews mention booking appointments as an issue.

“It takes some time to book an appointment, especially on the phone”

*Jersey Practice*

“Sometimes difficult to book an appointment”

*Brentford Family Practice*

The HCCG are providing training for receptionists which will provide the opportunity for them to undertake an NVQ level 2 business administration.





## Pharmacy

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### Busy

“It can get very busy and long queues can get built up”  
*Asda Hounslow*



## Social Care

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### Lack of Help

“My health is being affected as I’m worried I may lose my home. The council is not very helpful. I might be homeless soon”



## Dentist

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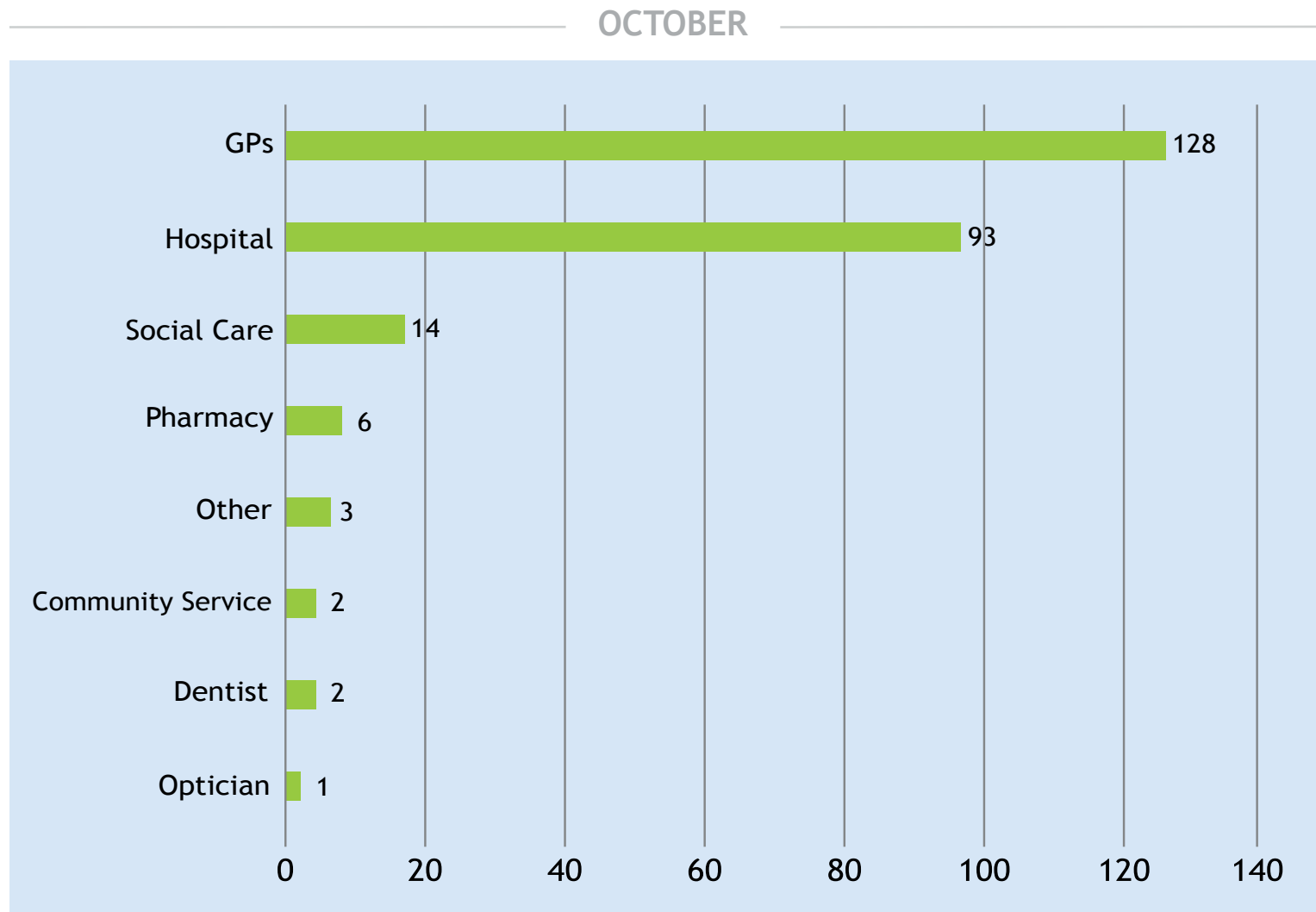
### Cost

“I haven’t visited the dentist in over 2 years. When I had a problem with my tooth, I booked an appointment and they told me that I have to pay privately as I’m not a regular patient. To see the dentist I had to pay £40 and for my treatment I have to pay £95. This is ridiculous as it’s very expensive and the treatment privately isn’t great. If I’m paying private I’m expecting better advice and customer service which I believe I didn’t receive”  
*Dr. Raichand Desaur*

“The treatment is very expensive. Even though I work and pay my taxes, it’s too pricey to go to the dentist as they charge too much”  
*The Smile Studios*

# Positive Reviews: Themes/Trends

Looking at the positive reviews we receive allows us to highlight the areas where a service is doing well and deserving of praise.





## West Middlesex University Hospital

### Doctors

15% praised doctors for their services.

“I had heart surgery here and the doctors were absolutely magnificent. There were some mistakes made with paperwork but they apologised and we are all human and make mistakes”

“Doctors took their time to really assess my mother. They were very professional and thorough with the assessment. Nurses and staff have been great too. Nothing more you can ask for really.”

### A&E

7% specifically praised the Accident Emergency Department.

“Great, shoulder was seriously injured. A&E patched me up in four hours”

“Great care. No problems with anyone I know that has come here. Paramedics are prompt, A&E are very thorough and caring”

### Urgent Care Centre

Second most praised service at WMUH was the UCC (6%).

“Used the UCC here for stitching and tetanus injection and they were very efficient and friendly”

“UCC is great, it takes some of the strain of A&E. I was in and out under an hour. Everyone was lovely who I met”



## GP Services

### General Practitioners

Out of 93 positive reviews, 18% of reviews praised their general practitioner.

Patient said that their GP diagnosed a serious illness in time and they were very happy with staff.  
*Queens Park Medical Practice*

“The GP takes his time to understand your symptoms in detail before choosing what to do with you. Feel safe in their hands. Get appointments soon enough”  
*Greenbrook Manor*

**Quality of Care**

15% specifically credited their high rating to the quality of care provided.

“Getting an appointment has been difficult. I’m happy with the quality of care”  
*The Practice, Feltham*

“My experiences with this GP have been excellent. The doctors go above and beyond. They treat my mother with great care. Receptionist does their job well and getting appointments isn’t too hard”  
*Mount Medical Practice*

**Appointment Booking**

11% of patients mentioned that they are happy with how easy it is to book an appointment.

One patient commented: “I am happy with the treatment here. It has been very good, getting appointments is relatively easy”  
*Glebe Street*

“Lovely people. The doctor that sees me there, she is great. Very easy to get appointments”  
*Brentford Family Practice*



**Pharmacy**

**Staff**

Out of 14 positive reviews, four reviews mentioned staff in a positive light.

“I have been using this chemist for a while so they know me and are always very friendly and I get my prescriptions without much trouble”  
*Jade Pharmacy*

“Busy when I use it but could be because of how good they are. Great customer service”  
*Churchill’s Pharmacy*

**Medicine Stock**

Four reviews reported how impressive the pharmacy’s efficiency in stocking medicine was.

“I have 15 different prescriptions. They have it in 2 days”  
*Tesco, Osterely Park*

“Really efficient, didn’t have particular med I needed and they got it in stock very quickly”  
*Campbell’s Chemist*



**Dentist**

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**Staff**

Five out of six reviews in October were positive.

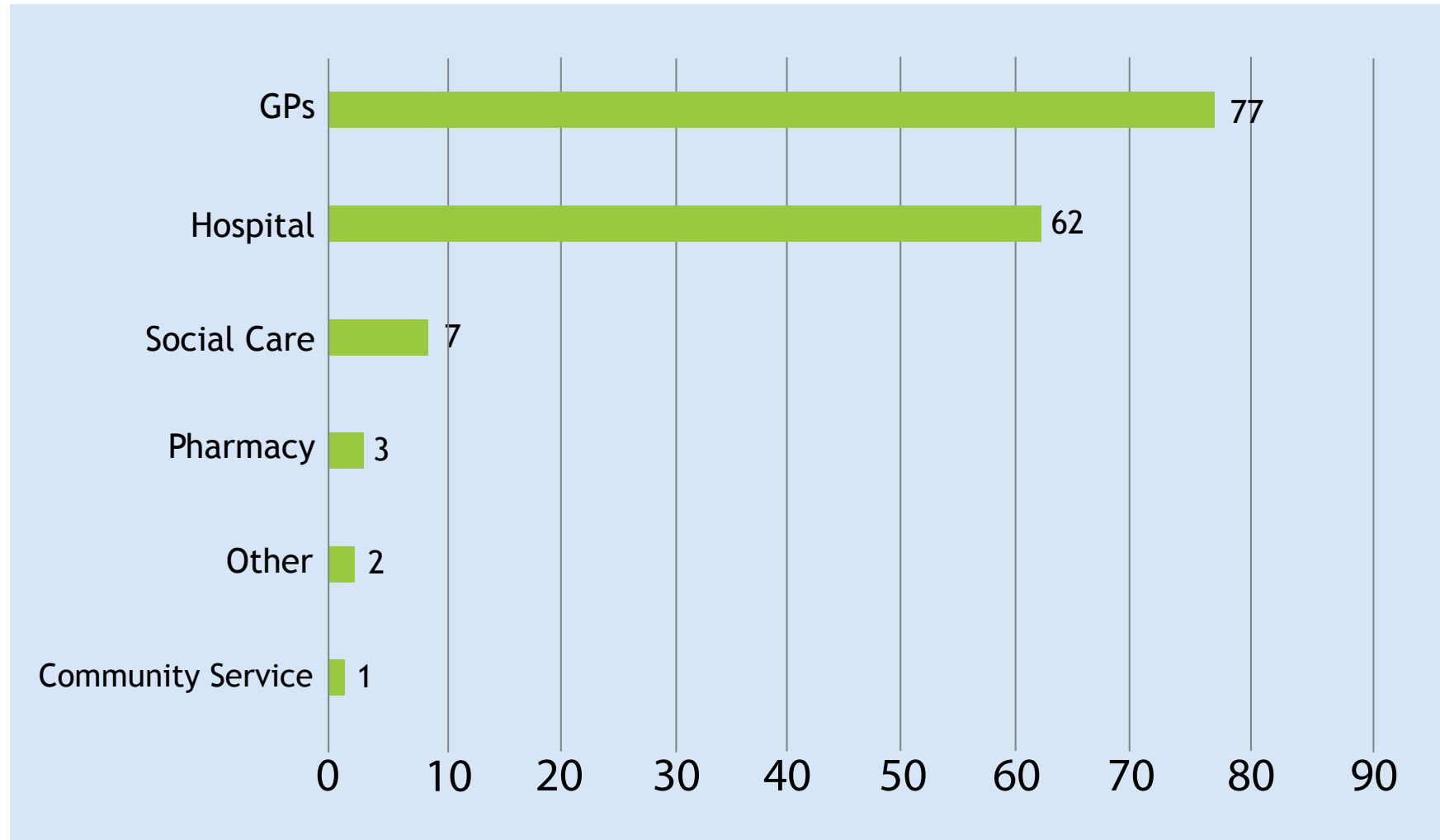
Most had praise for the level of professionalism demonstrated by staff.

“Not bad. They are pretty careful and sound like they know what they’re doing.”  
*Dr Davinderpal Kooner*

“Very professional and efficient.”  
*Dr Poonum Winayak*

# Positive Reviews: Themes/Trends

NOVEMBER





▶ **West Middlesex University Hospital**

**Quality of Care**

Out of 177 positive reviews, 22% specifically credited the treatment and quality of care they received as being excellent.

“Boyfriend was here for a severe burn on his hand. The treatment was very professional and calm”

“Had a serious heart condition. The cardiology department here has been astonishing with the care provided”

**Doctors**

16% of the reviews mentioned doctors providing a positive experience.

“I have had irregular heartbeats for a while and have come here to get treatment. The consultants and doctors have been very effective and sympathetic”

“Uncle is recovering very well at the moment after a septic chest infection. The doctors saved his life and he is in the best place he can be”

**Staff Attitude**

12% praised the dedication and attitude of staff.

“Cut the inside of my nose and lost lots of blood, needed an emergency blood transfusion. If it wasn’t for all the staff involved and making every move correctly I would not be here. The dedication was so reassuring”

**Paediatric & Maternity Dept.**

6% of the reviews highly praised the paediatric and maternity departments.

“My son is ill in the paediatric dept. But he is getting better and staff here have been wonderful, I couldn’t ask for more”

“Son is well looked after in Paediatric unit with asthma. The doctors and nurses have a sense of fun and are very caring”

“Maternity staff provided here were magnificent to me and my family. Overjoyed with the overall treatment”



## GP Services

### General Practitioners

Out of 62 reviews, 26% praised the General Practitioner who they have come into contact with.

“Every time I had been here to consult the doctor they have been tremendous”

*Bath Road Surgery*

“Only been once so far and it was a good service provided. Doctors supplied correct medications which have helped to alleviate symptoms”

*Chiswick Family Doctors Practice*

### Quality of Care

22.5% mention that the quality of care at the practice was good.

“No problems here. Waits can be long but overall I’m happy with staff and care”

*Chestnut Practice*

“I have a pleasant experience here every time. I feel listened to and not rushed. All advice and meds so far prescribed have been helping”

*Mount Medical Centre*

### Staff

20.9% of reviews credit the staff at their GP surgery.

“Nurses and doctors are professional and charming. They make it easier to go there. If you want to see the main doctor it can be a 3-week wait”

*Chiswick Health Practice*

“Staff here are very efficient and helpful. Have been here for a couple of years and wouldn’t go anywhere else”

*Albany Practice*





**Dentist**

**Treatment**

All seven reviews were positive for dentists. The majority of reviews mentioned using the service over a period of time with their family, and how treatment has been positive.

“Great dentist. My wife and children come here and have been very impressed so far”  
*Dr. Marc Hughes*

“Good explanation of treatment. My family goes there. They are great dentists.”  
*Dr. Raichand Desaur*



**Community Service**

**Support & Improvement**

Three positive reviews praised service involvement in assisting someone with getting better.

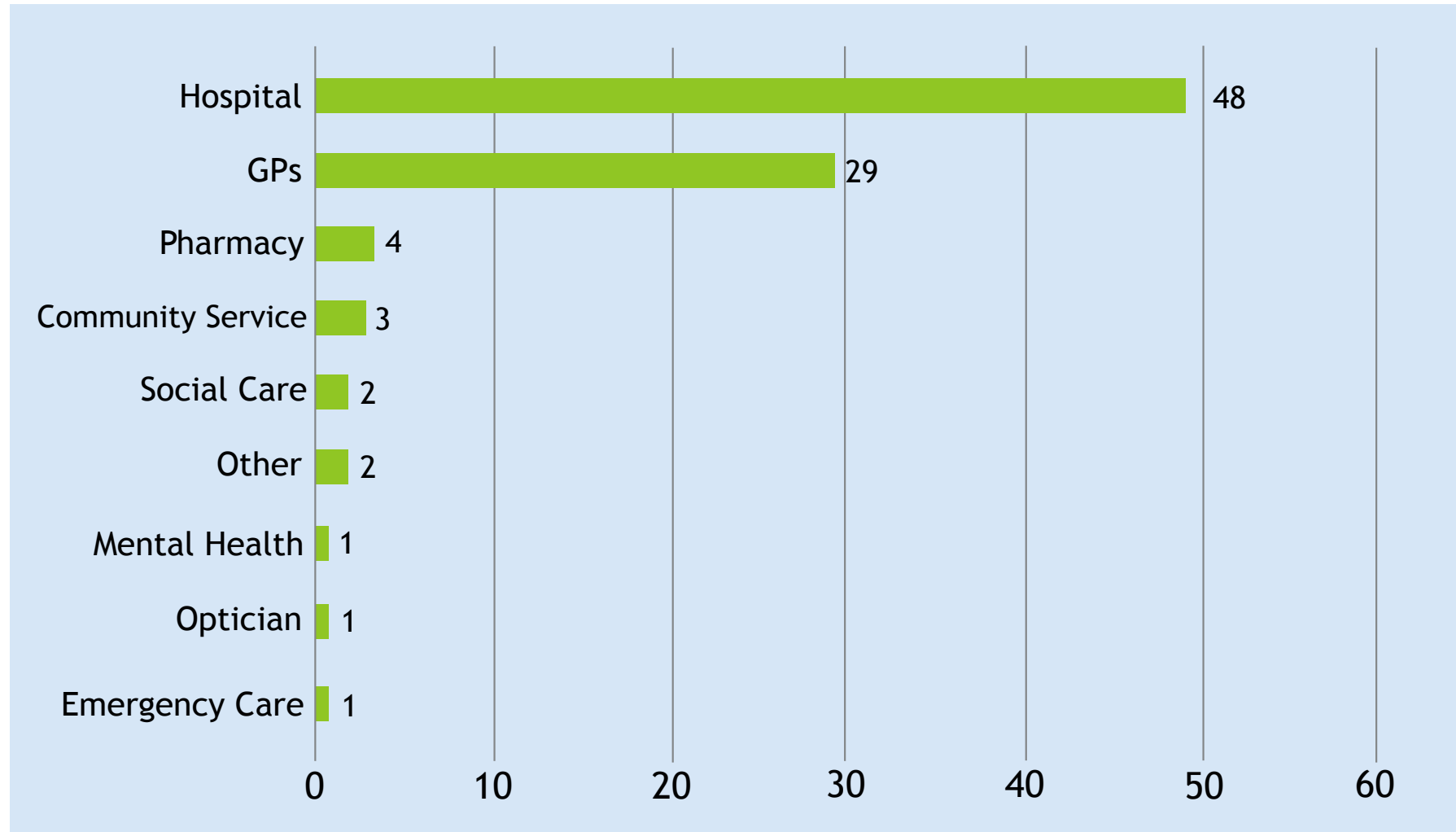
“Energetic and positive vibe. Take good care of my son. The one service we have used that could meet his needs”  
*Barn in the Community*

“My dad was referred to the service. They are very supportive of his condition. More funding is needed to keep them going”  
*Alzheimer’s Society, Hounslow and Ealing*

“I was diagnosed with cancer. The staff at the Mulberry Centre really helped me through a tough time. They provide a very good support system”  
*Mulberry Centre*

# Positive Reviews: Themes/Trends

DECEMBER





▶ West Middlesex University Hospital

**Care & Treatment**

Out of 48 positive reviews, 42% commented on the care they received by staff.

“Mum was put into palliative care. The staff were caring and very involved with everything, ensuring she was getting great care”

“Dad was in AMU1. He is elderly and is in and out but never too much bother for staff who care for him”

**Doctors**

20% of patients mentioned doctors in their review.

“The doctors were superb to my husband. No rush and explained everything clearly”

“Well impressed with the Nurses and Doctors on Day Surgery Ward and Recovery Ward at West Middlesex University Hospital”

**Nurses**

10% of patients credited particularly the nurses

“Well impressed with the Nurses and Doctors on Day Surgery Ward and Recovery Ward at West Middlesex University Hospital”

“The nurse looked after my dad very well - Syon Ward”



GP Services

Staff

Out of the 29 positive reviews, 34% praised the staff and doctors.

“The doctor there is good and speaks to me in Punjabi”

*Jersey Practice*

“No problems. Doctors are good and listen”

*Green Practice*

“They have a great team and I’m able to get an appointment fairly quickly. I have known some of the staff for a while”

*Chiswick Family Doctors Practice*

Quality of Care

17% of the patients were happy with the overall care they received.

“Receptionists are friendly and professional. Docs are caring and useful. Overall it’s been good. My English is not the best but they always understand and care for me well”

*Blue Wing Family Doctor Unit*

“Doctor Sood’s practice has been good to me.”

*Dr Sood’s Practice*



## Pharmacy

The four positive reviews varied from staff to great advice. The reviews were for Maswell Park Pharmacy

“I had a cold and suspected I had conjunctivitis. I went to the Pharmacy and the Pharmacist there gave me some really good advice. He suggested I take some cough syrup and anti-histamine tablets. If my symptoms got worse, he told me to come back and he would be able to prescribe eye drops over the counter”

“My prescription is always ready on time and the pharmacist is friendly. They give me good advice every time”



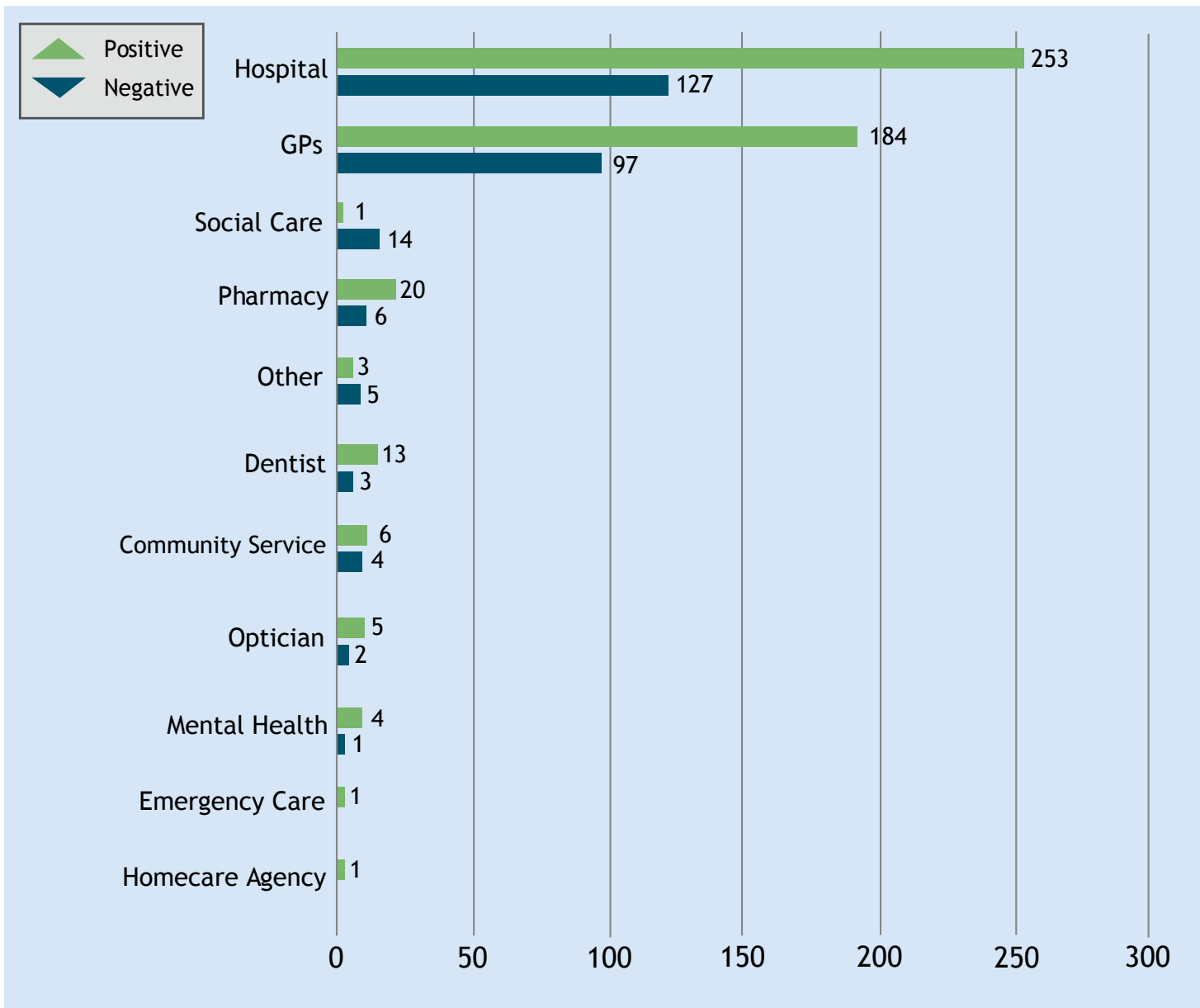
## Community Service

Three positive reviews were received.

“The staff are very passionate about what they do and the therapists are very caring. It’s nice to see professionals in an environment where they truly care about what they do”  
*Mulberry Centre*

“This is a good place for people to share their concerns and know who to contact for services sometimes”  
*Disability Network Hounslow*

# Distribution of Negative & Positive Reviews



This clustered bar chart compares the number of negative and positive reviews for each category.

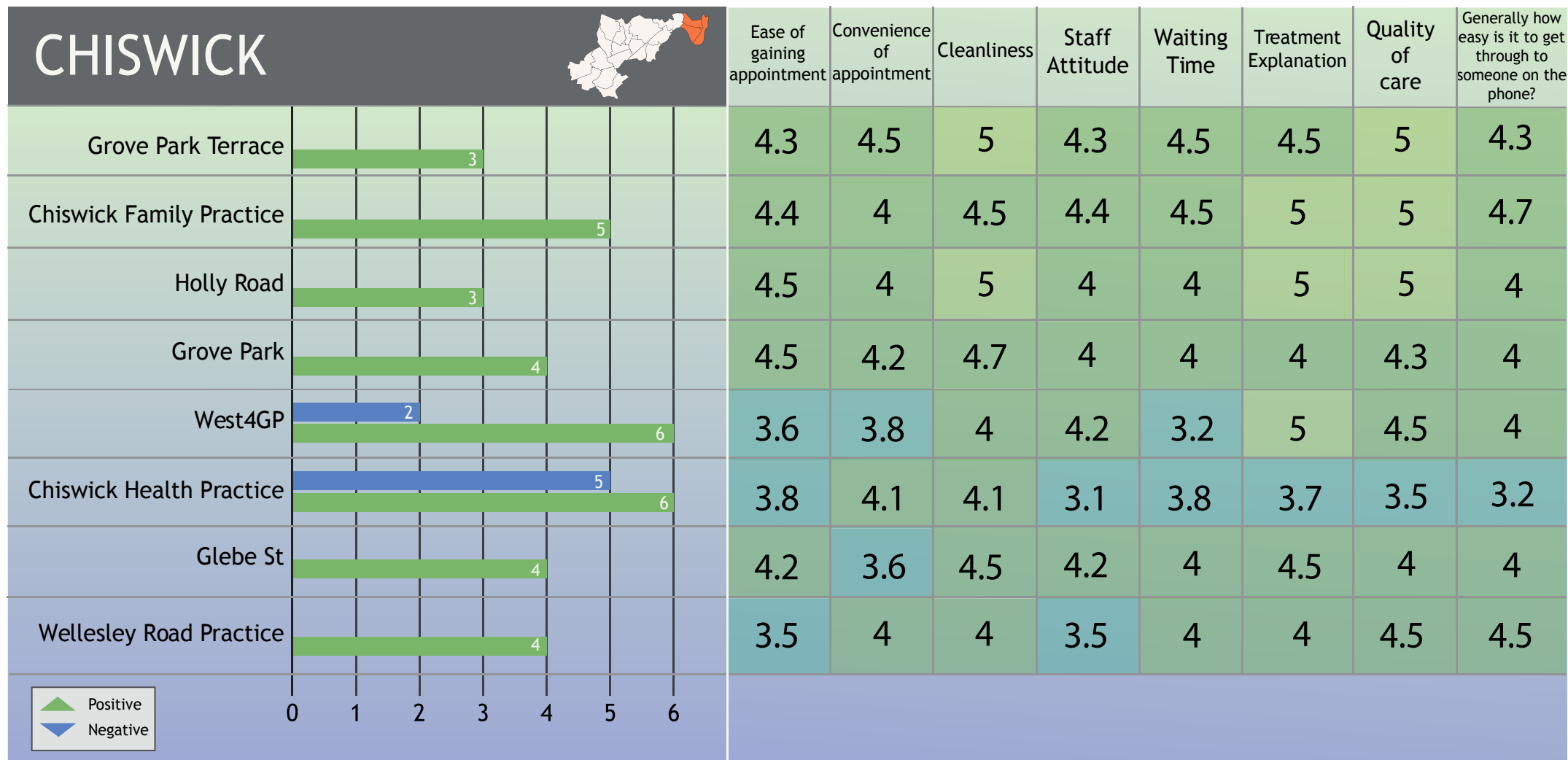
The 'Hospital' category received the highest number of positive reviews followed by the 'GP' category which received 184 positive reviews.

However, both the 'Hospital' and 'GP' categories received the highest number of negative reviews ('Hospital' - 127, 'GP' - 97).

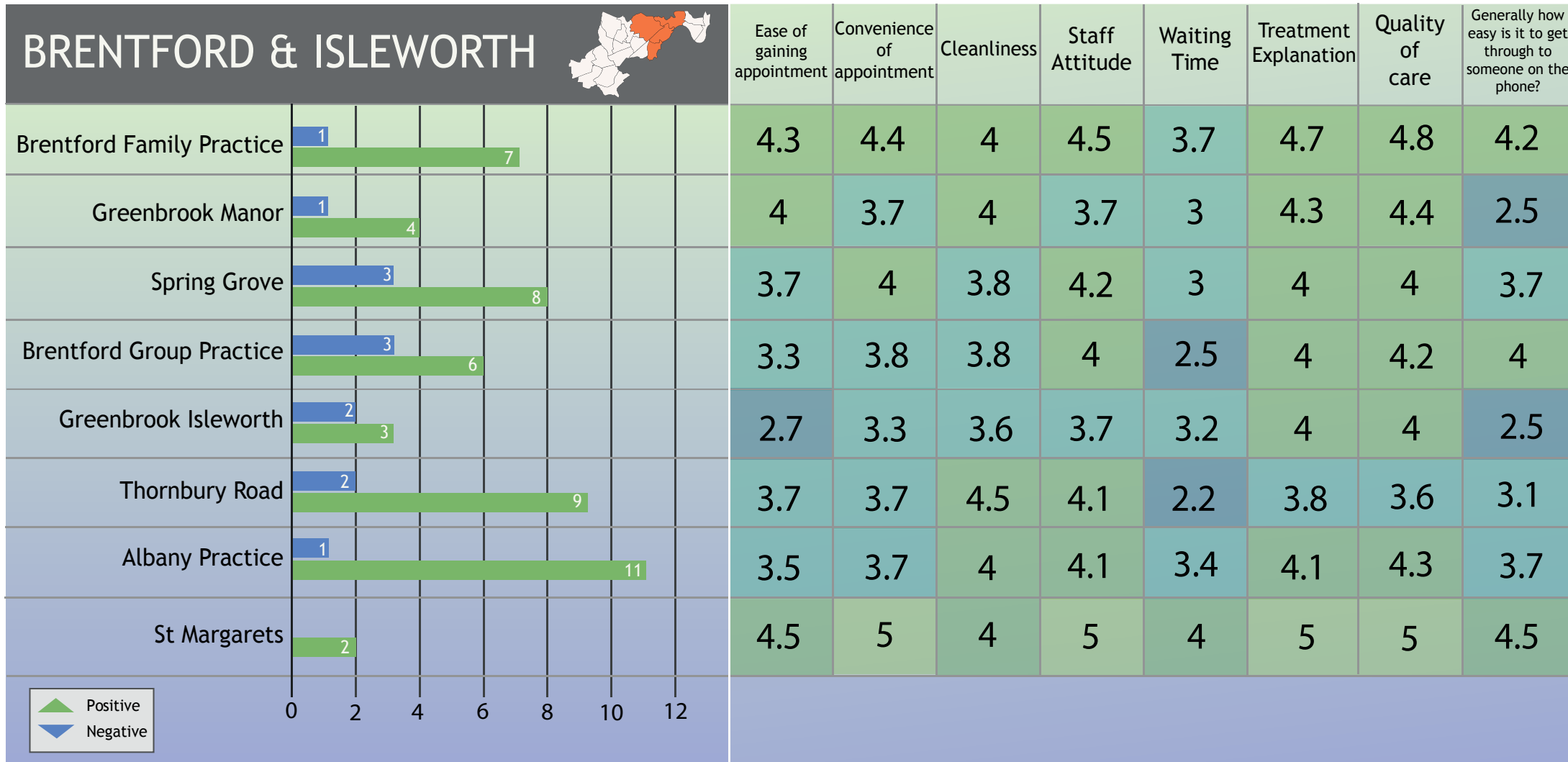
This quarter, HWH received 590 positive reviews compared to last quarter in which we received 120 positive reviews.

# Locality Specific GP Reviews

These bar charts show the number of negative and positive reviews for each surgery, alongside the score out of 5 given by patients when asked to assess specific areas, such as ease of gaining and appointment or waiting times. LBH is divided into five localities: **Heart of Hounslow, Great West Road, Brentford and Isleworth, Chiswick and Feltham**. The bar charts go into further detail by splitting up the localities according to GP surgeries.

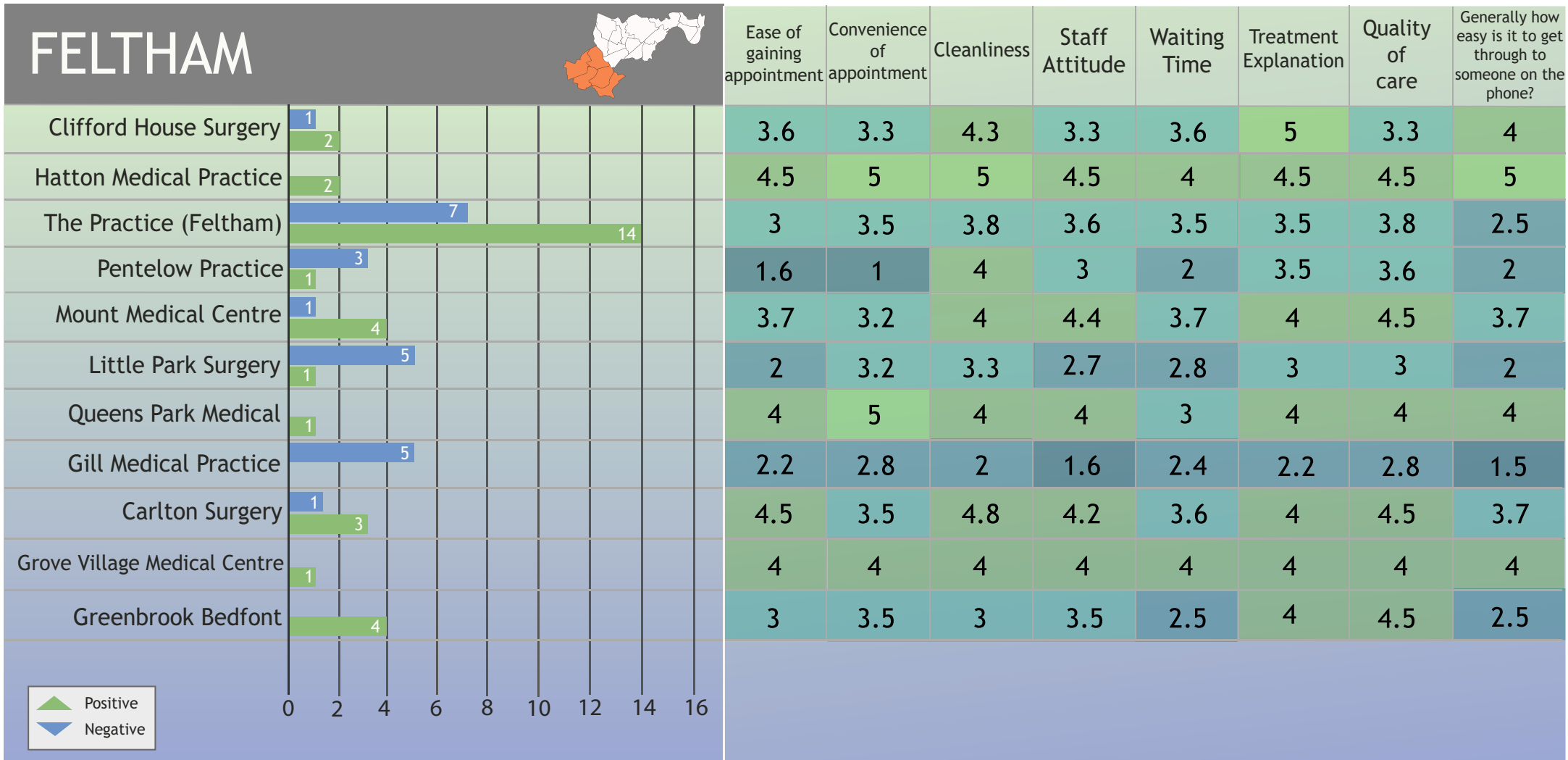


# Locality Specific GP Reviews

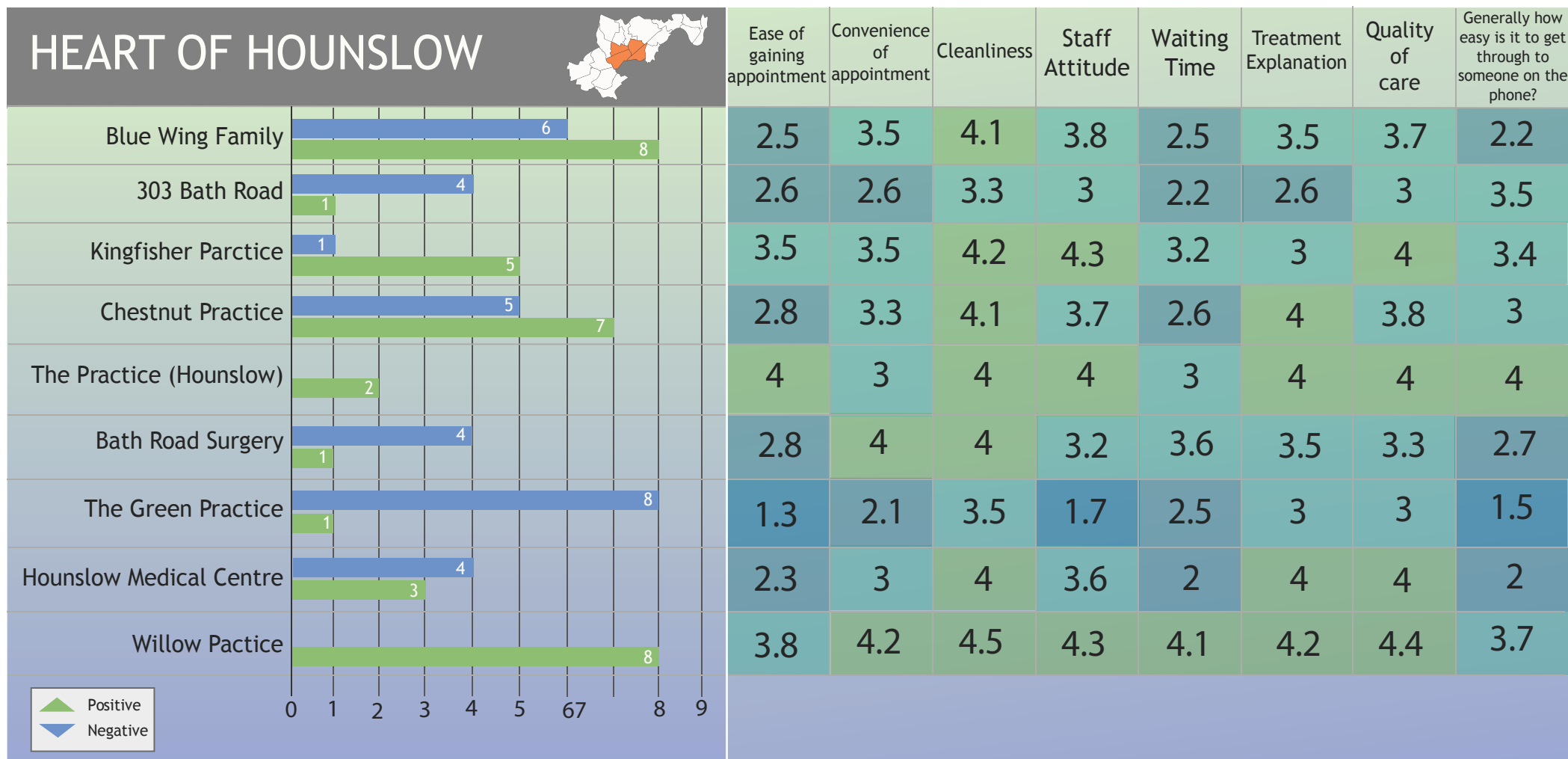




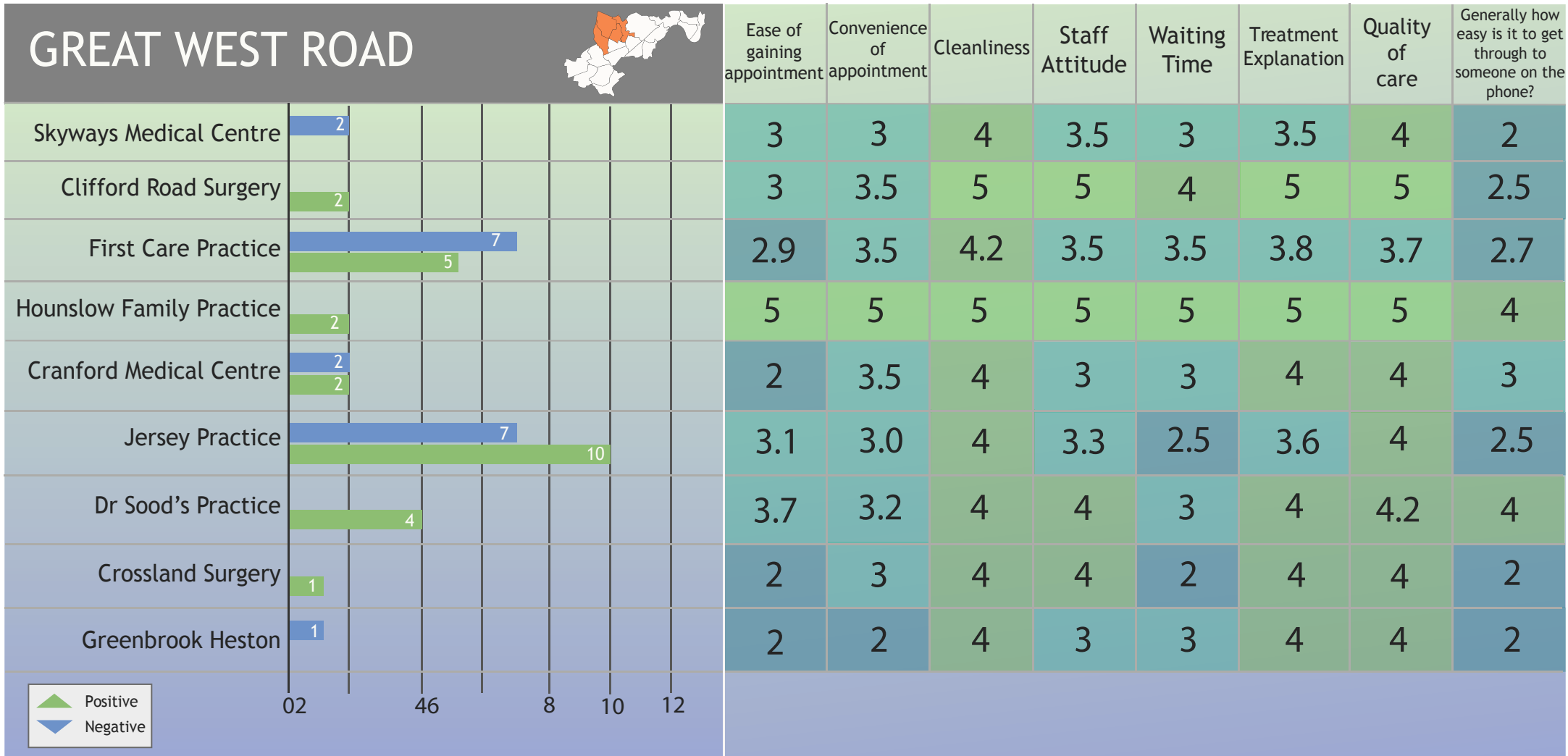
# Locality Specific GP Reviews



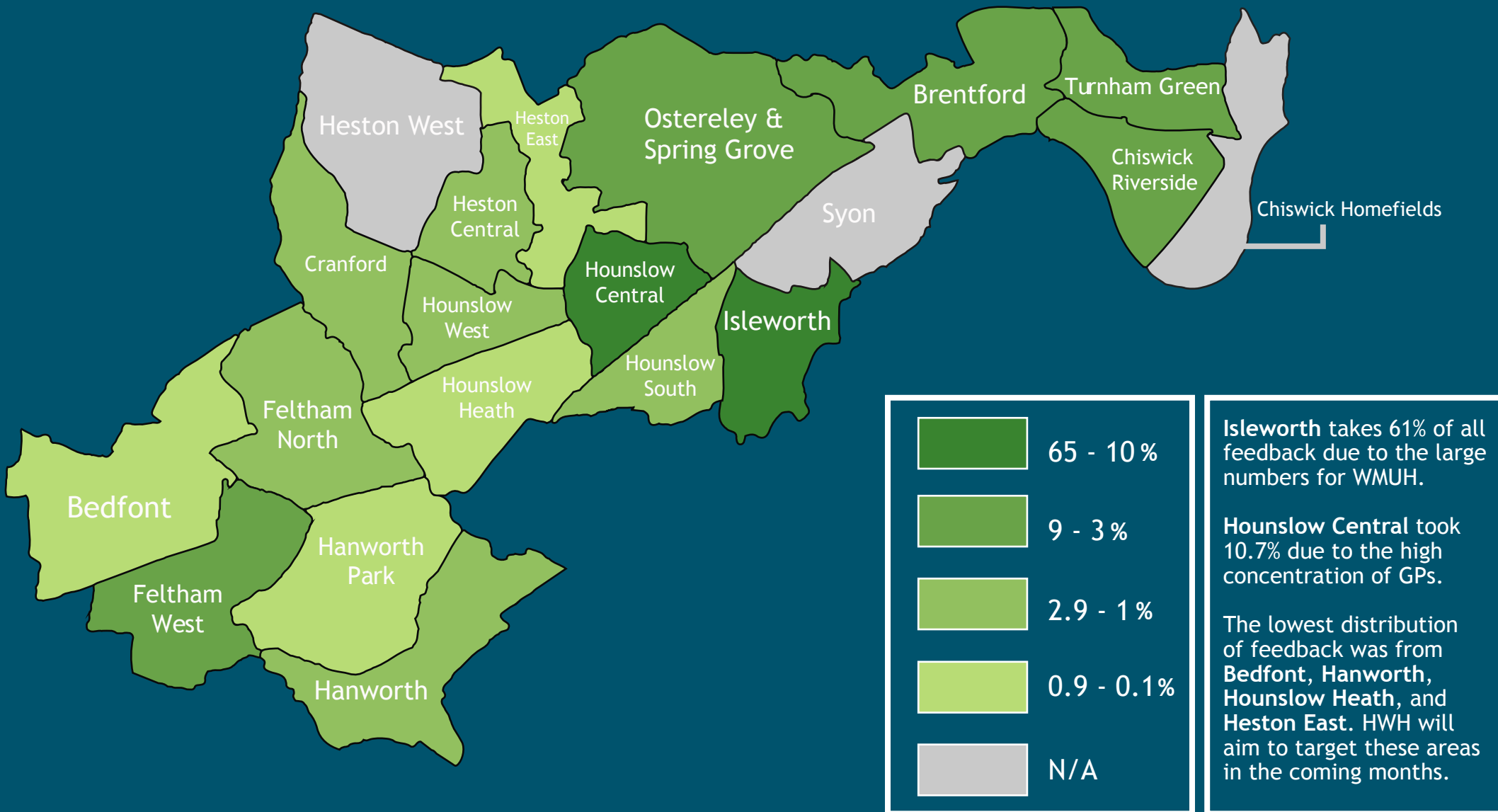
# Locality Specific GP Reviews



# Locality Specific GP Reviews

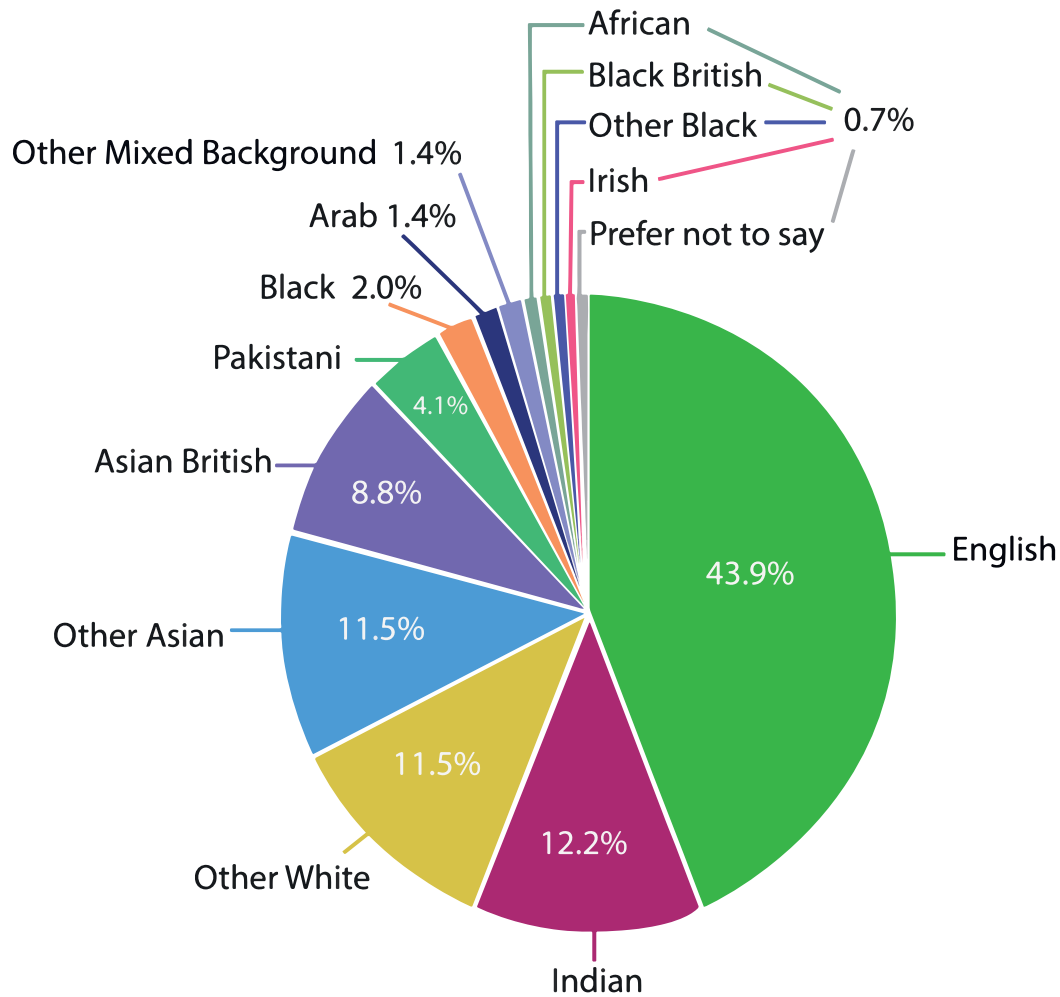


# Area Distribution of Reviews

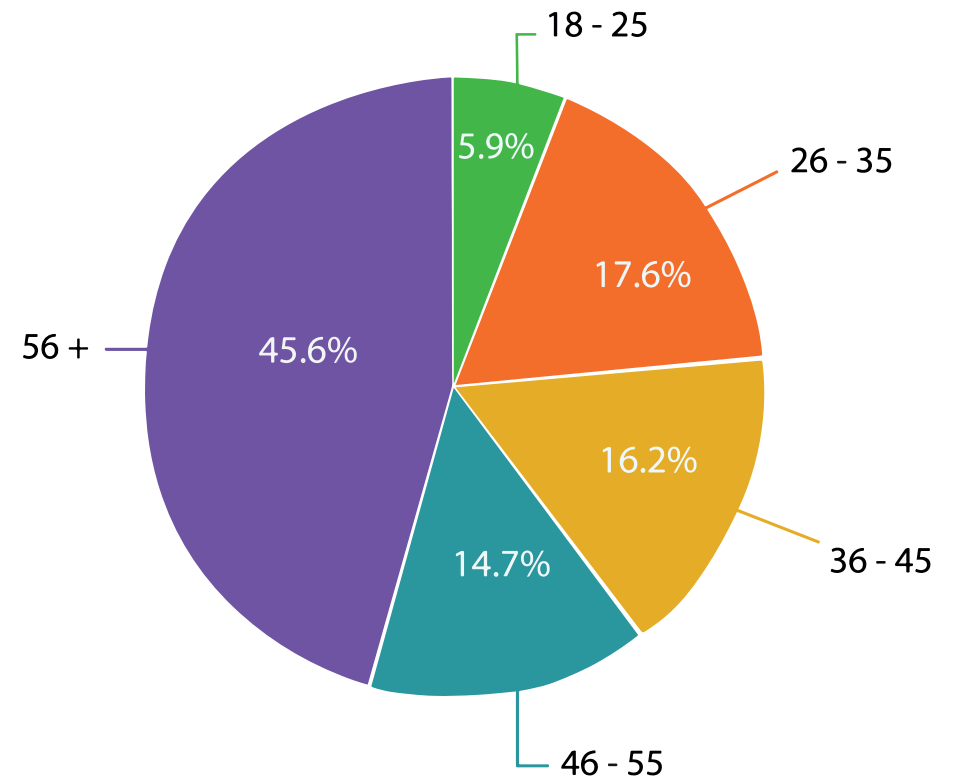


# Representative Information

**Ethnicity of Patient**



**Age of Patient**



# Conclusion

This quarter 850 patient experiences have been collected which is a **214% increase** from the last quarter (271). This has been due to the digital patient feedback centre and our consistent engagement with the public on a monthly basis using the physical patient experience forms.

The following projects have given us the additional opportunity to speak to patients about their experiences with health and social care services:

- ▶ Emerging communities project
- ▶ Service reviews
- ▶ Digital feedback centre
- ▶ Carers project
- ▶ Volunteer recruitment
- ▶ Weekly engagement activities

Overall, November received the highest number of positive responses (252) for the quarter whereas October received the highest number of negative responses (112) for the quarter. There has been a higher number of positive responses for this quarter - 590.

## ▶ Star Ratings

In this quarter, services were given star ratings. This will give HWH a better view of how patients view services and it's not restrictive to 'good' and 'bad' categories. October received the highest number of five-star ratings (155) whereas November received the highest number of one-star ratings (46).

## ▶ Service Categories

The reviews have been split into categories: Homecare Agency, Emergency Care, Mental Health, Optician, Other, Community Service, Dentist, Social Care, Pharmacy, GPs, and Hospital. The hospital (480) and GP (281) categories received the highest number of reviews.

The hospital and GP categories received the highest number of negative reviews for every month (Oct - Dec). Some of the issues highlighted across the services were booking appointments, waiting times, and staff attitudes. A new issue that has been mentioned is general organisation. A patient described that there was a lack of coordination between different services. For example, details of patient's test results were lost or wrong appointments were booked or cancelled. However, the hospital and GP categories received the highest number of positive reviews for every month. There has been a greater amount of positive feedback for pharmacists. Many patients have commented that they are happy with the advice they have been receiving from their pharmacist. Some of the feedback highlighted was positive treatment from doctors and staff, including staff attitudes. Also, quality of care was positive for most patients.

### ► Locality Reviews

Locality-specific reviews have been included in this quarter. This includes most of the GP surgeries in the locality. GP surgeries in the Chiswick locality received the highest number of positive reviews, whereas GP surgeries in the Heart of Hounslow received the highest number of negative reviews. Using locality-specific data will help to identify how well individual GP surgeries are performing. GP surgeries that received over 10+ positive reviews were Albany Practice (Brentford and Isleworth) and The Practice (Feltham). The GP indicators show the lowest and highest rated GP surgeries across the borough. The information collected will change monthly depending on where most of the reviews are received from.

### ► Heat Map

A heat map has been included in this quarter's report. The heat map shows in which areas HWH has received the highest number of reviews. Hounslow Central and Isleworth have received the highest number of reviews. This will give HWH an idea of which areas need to be targeted to achieve a good spread of feedback across the borough.

### ► Representative Data

It is clear from the pie charts that the majority of patient feedback is received from patients aged 56+ (45.6%) and predominately from a white background (43.9%). 17.6% of patients aged between 26 and 35 provided feedback, which is the second largest group, followed by 36 to 45-year-olds (16.2%). The main ethnic minority groups to provide feedback were Indian (12.2%), other Asian (11.5%) and Asian British (8.8%). HWH will continue to target vulnerable groups, emerging community groups, and other groups.

# Appendix - Physical Questionnaire

## Share Your Experience

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.

**1. What service would you like to comment on? (Please be specific)**

*e.g. Hospital, GP Surgery, Care Home, Dentist, Pharmacy, Supported living, Social worker*

.....  
.....

**2. Please provide details of your experience**

**Date** .....

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

**3. How would you rate your overall experience?**

5 = Excellent      4 = Good      3 = Average      2 = Poor      1 = Very poor

**4. 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 \*

\*If other please state: .....

**5. What was the outcome of the shared experience?**

.....  
.....  
.....

**6. Overall how would you recommend your experience of your GP surgery?**

5 = Very Likely      4 = Likely      3 = Don't know      2 = Unlikely      1 = Very Unlikely

**7. Generally how easy is it to get through to someone at your GP surgery on the phone?**

3 = Easy      2 = Don't know      1 = Not easy

**8. How convenient was the appointment you were able to get?**

3 = Easy      2 = Don't know      1 = Not easy

**9. Overall how would you describe your experience of making an appointment?**

.....  
.....  
.....

**10. Would you definitely or probably recommend your GP surgery?**

5 = Definitely      4 = Probably      3 = Don't know      2 = Probably not      1 = Definitely not

**Name of GP Surgery:**

.....

**What's your ethnicity?**

.....

**What is your religion or beliefs?**

.....

**Do you consider yourself to have a disability? (Please circle)**

Yes      No      Prefer not to say

**What is your sexual orientation? (Please circle)**

Heterosexual      Bisexual  
Gay woman      Other  
Gay man      Prefer not to say

Age: .....      Gender: .....      Postcode: .....

Name (Optional): .....

Address (Optional): .....

Phone Number (Optional): .....

Email (Optional): .....



# 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?

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

- No  Yes

Would you like to speak to Healthwatch directly?\*

- No  Yes

## About you

Name

- Leave feedback anonymously?

Email\* (So you can be notified of provider responses and we can prevent spam, an email is required. If you do not wish to add your email, please use [info@healthwatchhounslow.co.uk](mailto:info@healthwatchhounslow.co.uk))

I accept the [Terms and conditions](#)

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.

[Submit feedback >](#)

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

Please note: Monitoring information helps us identify trends and gaps in our information gathering, enabling us to provide more detailed evidence to service providers and commissioners about your health and social care services.

What gender do you prefer to identify yourself as?

- Male  Female  Other  Prefer not to say

What is your sexual orientation?

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