

Patient Experience Report

Quarter 1

April 2016 – June 2016

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July 2016



Patient experience forms 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 to understand public response to health and social care service provision, identify gaps, evaluate and identify themes, and support developments of a specific service and the reception thereof.

Patient experiences enable Healthwatch to identify, review, and support services of public concern and highlight services that are positively received. This helps Healthwatch to inform commissioners and service providers about 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.

This quarter, **267** patient experience forms have been collected. Compared to the previous quarter, where **275** were collected, there has been a slight decrease. Patient experience forms have been collected by:

- 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 Clinical Commissioning Group, London Borough of Hounslow, Public Health, West Middlesex University Hospital, and other voluntary organisations;
- Carrying out different projects/studies – 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.



Total Patient Experiences: Positive and Negative

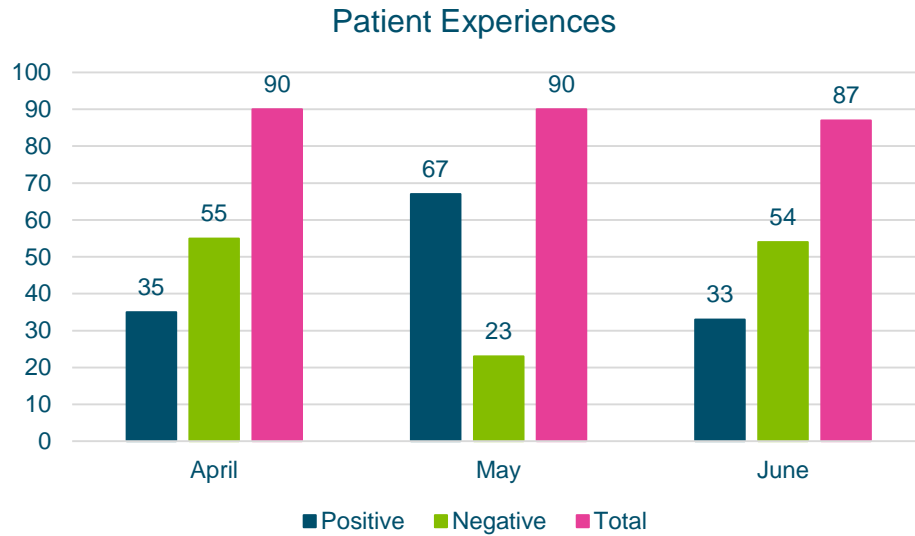


Chart 1

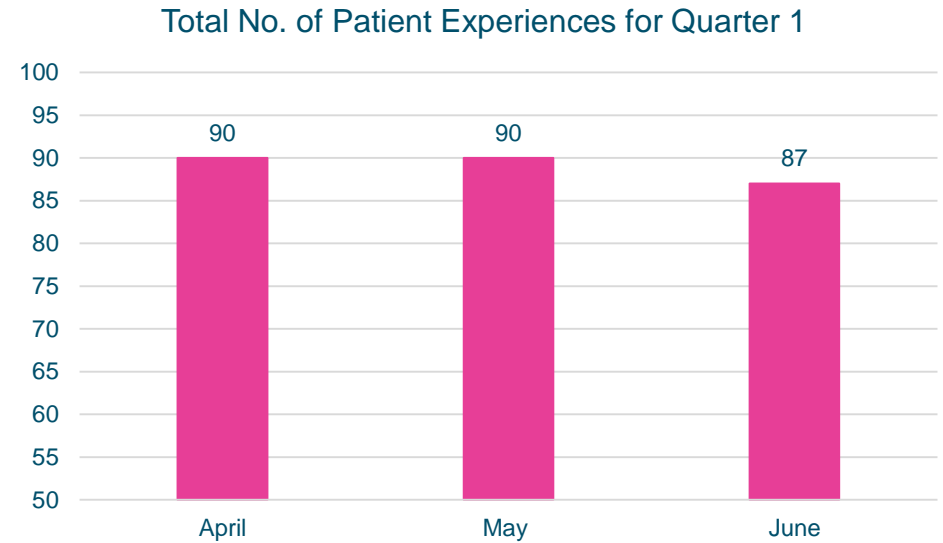


Chart 2

Chart 1 shows the breakdown of **positive**, **negative**, and the **total** number of patient experiences collected for this quarter (April, May, and June 2016). **Chart 2** shows the **total** number of patient experiences collected for each month in this quarter.

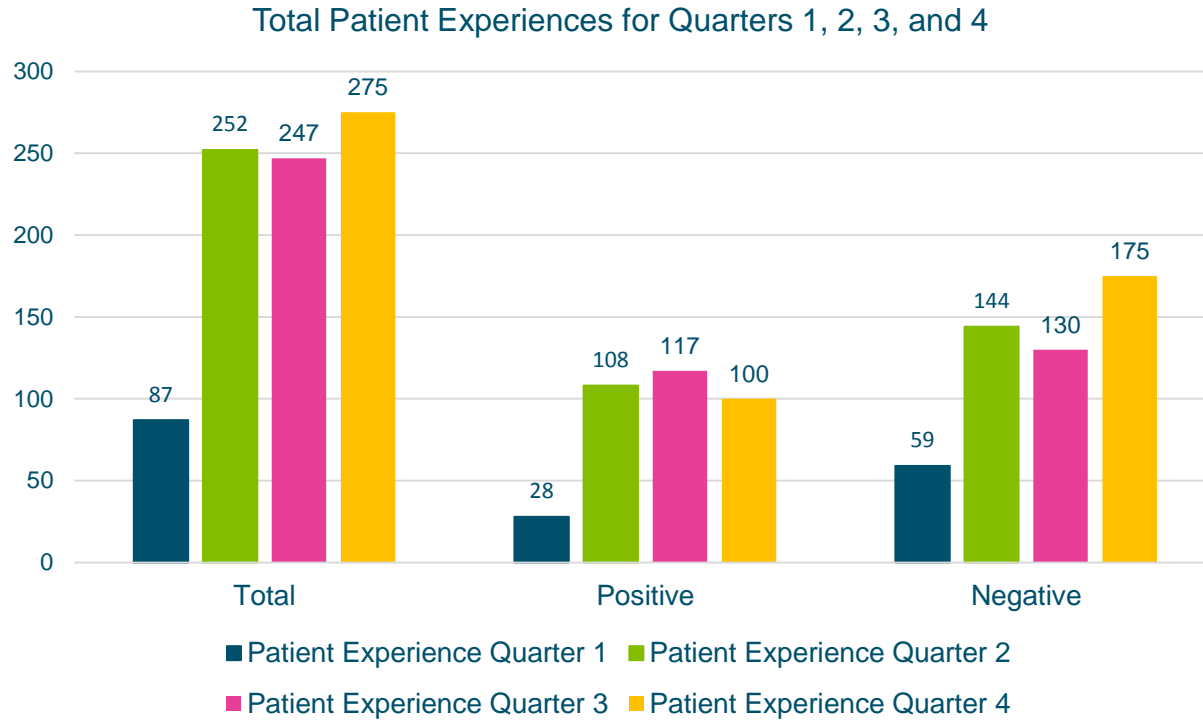


Chart 3

Chart 3 shows the breakdown of positive, negative, and the total number of patient experiences collected for **Quarter 1**, **Quarter 2**, **Quarter 3**, and **Quarter 4** from last year.

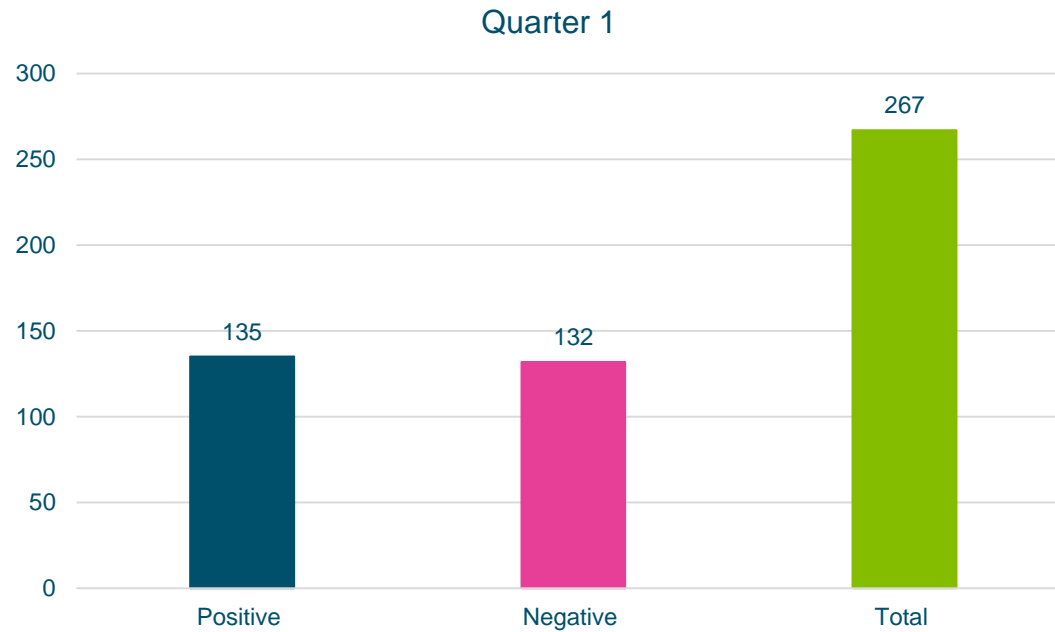
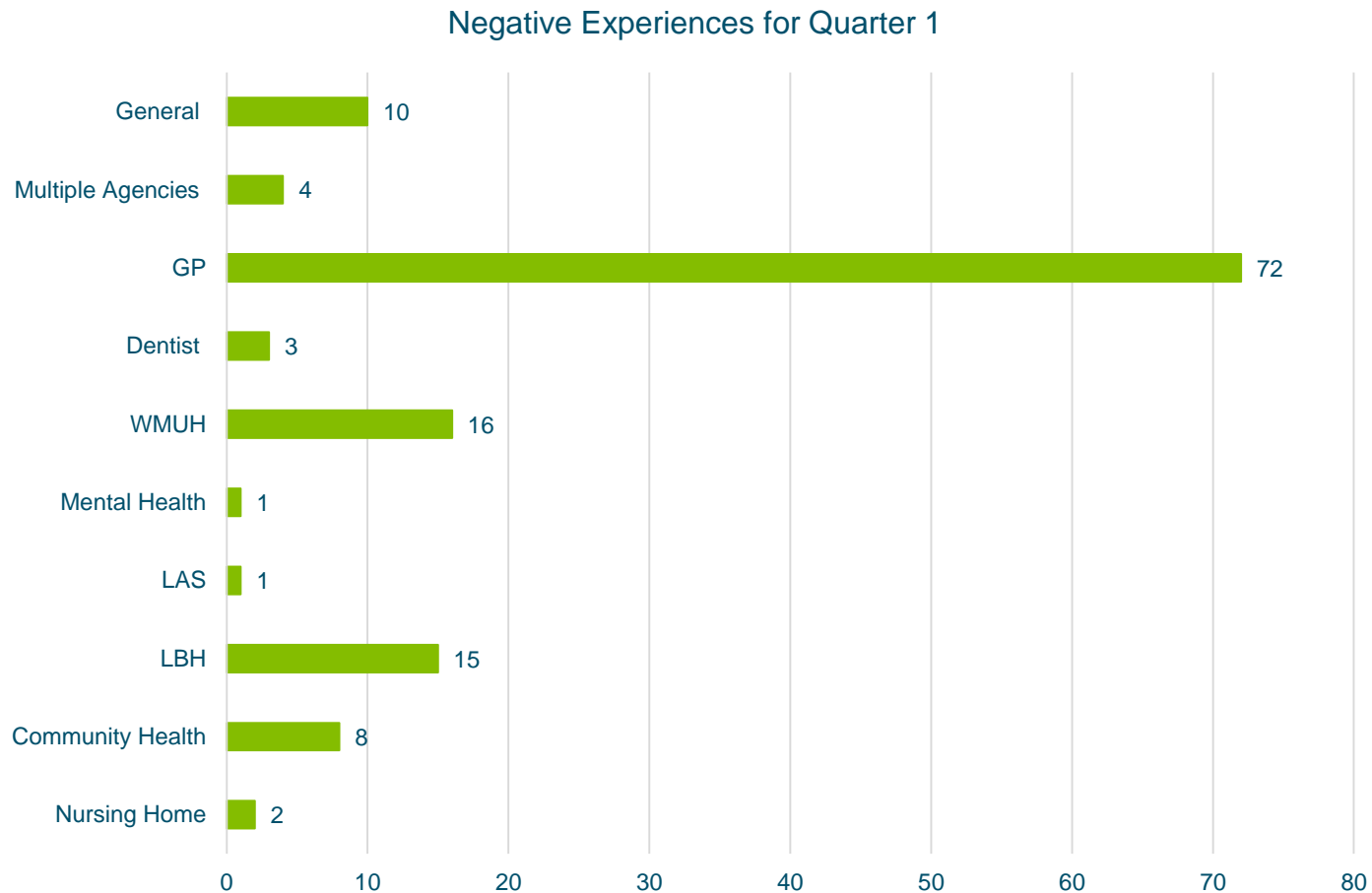


Chart 4

Chart 4 shows the breakdown of **positive**, **negative**, and the **total** number of patient experiences collected for the new **Quarter 1**.

Negative Experience Themes



For quarter 1, the number of negative patient experiences recorded is **132**. An increased number of trends have been identified from this quarter. Some of the trends had already been identified in the previous quarter, which we have been addressing. Some of the previous issues that were identified were access to GP services, specifically difficulty in booking GP appointments and 'unfriendly' front-line staff.

During this quarter, the majority of negative responses received were in regard to GP surgeries: 72 patients commented on GP services. This was followed by services based at West Middlesex University Hospital (WМУH) and the London Borough of Hounslow.

We have begun to access different voluntary/community groups (Bulgarian, Romanian, Afghan etc), helping us to identify themes/trends in local health and social care services.

The following trends have been identified for each month:

April

- **GP services:** Patients have raised concerns about reception services being poor at some GP surgeries, such as receptionists talking amongst each other while the patients are waiting to speak to them, and some receptionists being 'rude'. Patients have said that it can take up to two weeks to book an appointment and waiting times to see their GP can be very long. Patients have commented that their referrals were made incorrectly and it took them a long time to see a consultant. Patients have told us they were not made aware of interpretation services. Patients from the emerging communities have said they are not aware of any health initiatives of which HWH staff/volunteers should have made them aware. These include free diabetes checks, referrals to exercise classes by the GP, free entrance to leisure centres for patients who meet the criteria, 111 etc.
- **WMUH maternity services:** Patients have commented that the waiting time for blood tests to be carried out and the wait for operations is too long. One patient said when she was admitted to the maternity ward there were no beds and everything was organised late.
- **Social services:** Patients have stated that social workers can be 'inconsiderate' and not very understanding of their situation. They felt that social workers were 'cold' and there was no continuity in care as they were 'always receiving a new social worker'.
- **Dental services:** Patients have said the pricing is unclear for NHS treatments.
- **Care agencies:** Patients have said their complaints are not being dealt with appropriately by their care agencies (Avant Healthcare Ltd).
- **Hounslow CCG:** Some patients have said the meetings they attend at the CCG are not effective and are not a good representation of the borough.
- **Hounslow council:** Patients have said that they have encountered many problems with receiving a blue badge.
- **Diabetes services:** Patients have expressed concerns about not enough information being available for diabetic patients and that some of the support/group meetings are 'not useful'.

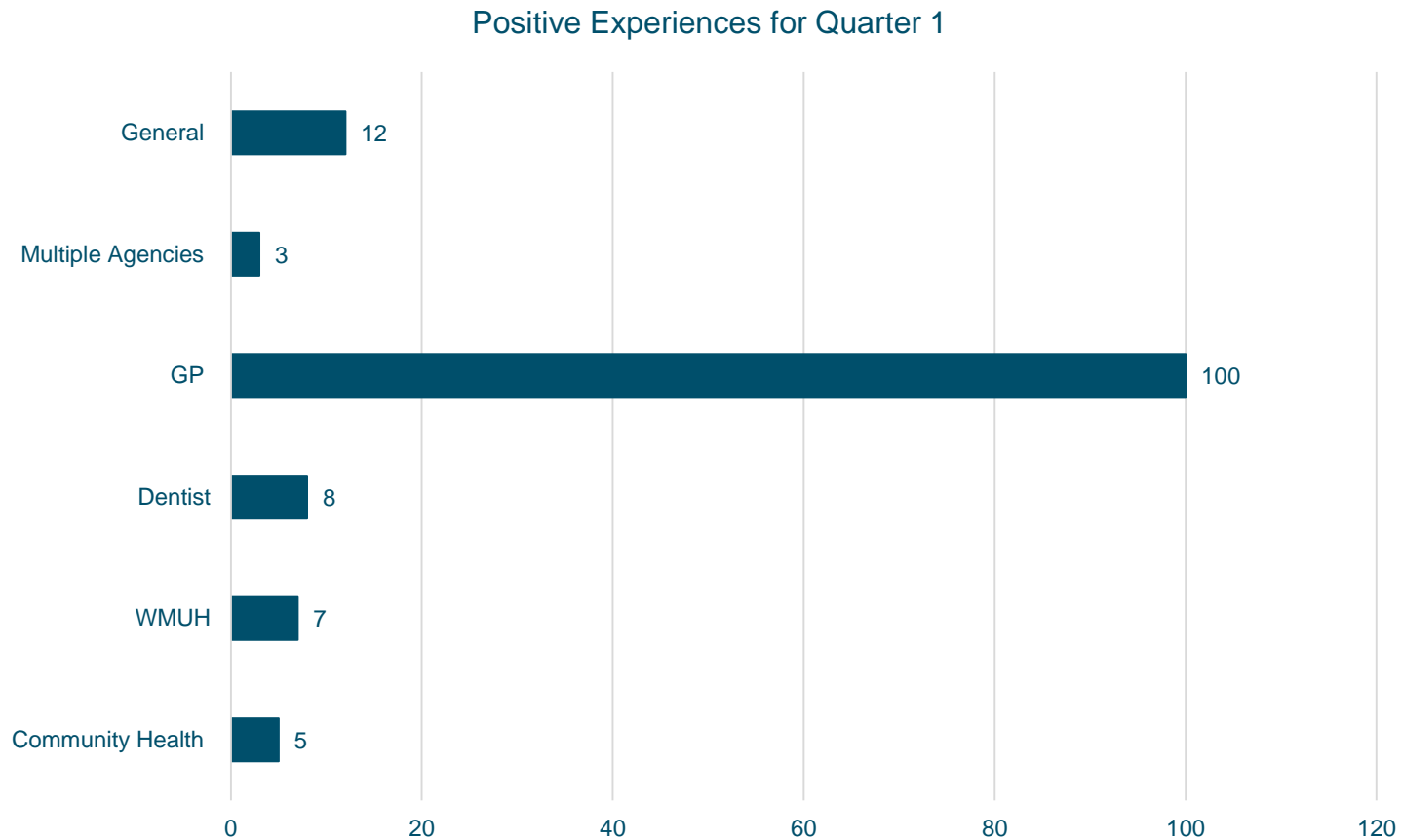
May

- **GP services:** Patients said that they are not able to get an appointment even if it is urgent. Patients said that there are too many locum doctors and that there is a lack of continuity in care. Patients raised concerns about urgent prescriptions being late and the reception service being poor in order to deal with this.
- **WMUH discharge services:** Patients have said the discharge service is 'very poor'. One patient said her husband had been repeatedly discharged at 1 am even though he is bed-bound. On most occasions she said no care had been put in place for her husband.
- **Social services:** Patients and family/friends have said that there is a long wait for an assessment to be carried out by social workers.

June

- **GP services:** Patients have said that they receive delayed diagnosis from their GPs and there is a lack of follow-up appointments. Patients also raised concerns about a lack of continuity in care. Patients have commented that there is difficulty in booking appointments and that the reception service is slow to respond to calls. There are long waiting times for GP appointments. Some patients have said that they experience a lack of information from their GP about certain health conditions such as diabetes. Delays in ordering repeat prescriptions has been highlighted as an issue by most patients. Patients have also reported that appointments are rushed.
- **WMUH:** One patient said that the ambulance from WMUH arrived late at night and did not bring the proper equipment to transport her husband. There was a resultant delay in delivering the equipment for him to be transported to the hospital. Patients have reported long waiting times for appointments at the hospital, especially for blood tests.
- **Carers' services:** Patients have said that there is a lack of information for carers on support groups and services. Some carers have said the payment they receive from the council is 'very poor'.
- **Dental services:** Patients have expressed concerns that they are being charged too much for their NHS treatments and more information needs to be displayed for the pricing of treatment.
- **Voluntary services:** Some patients have said some activities/classes run by Age UK Hounslow are not regular or useful.
- **Hounslow council:** Patients have said the council is not very useful in helping people fill out forms or understanding what they are entitled to.
- **Diabetes services:** Patients said that not enough is being done to promote diabetes awareness and healthy eating.

Positive Experience Themes



For quarter 1, the number of positive patient experiences recorded is **135**. HWH have received an overwhelmingly positive response from patients as regards health and social care services, particularly the services that GPs provide. The quality of care provided by GPs/doctors and frontline staff at WMUH has also been positive. Positive comments about services generally have been shared by patients.

The following trends have been identified for each month:

April

- **GP services:** Patients have said that they are generally happy with their GP and the staff.
- **WMUH:** Patients have commented that the maternity service at WMUH is very good and they are happy with the service overall.
- **Dental services:** Patients have said they are happy with their dental practice and the service they receive.
- **Pharmacy:** Patients have said it is a 'good place' to go if they are not able to get an appointment with a GP or doctor. Some patients have said they are happy with their repeat prescription service.

May

- **GP services:** Patients have said they are happy with their GP practice and in particular with their GP. Some patients have commented that the reception service is good.
- **WMUH:** Patients have commented that the WMUH services are generally good.
- **Dental services:** Patients have commented that their dentists are good and reminders for appointments are sent on time.

June

- **GP services:** Patients have said they are happy with the service. Patients are very happy with their GP and the staff and have commended them on their good customer service.
- **Dental services:** Patients have said their dentist and the reception staff are very good. It is also very easy to book an appointment.

Representative Information

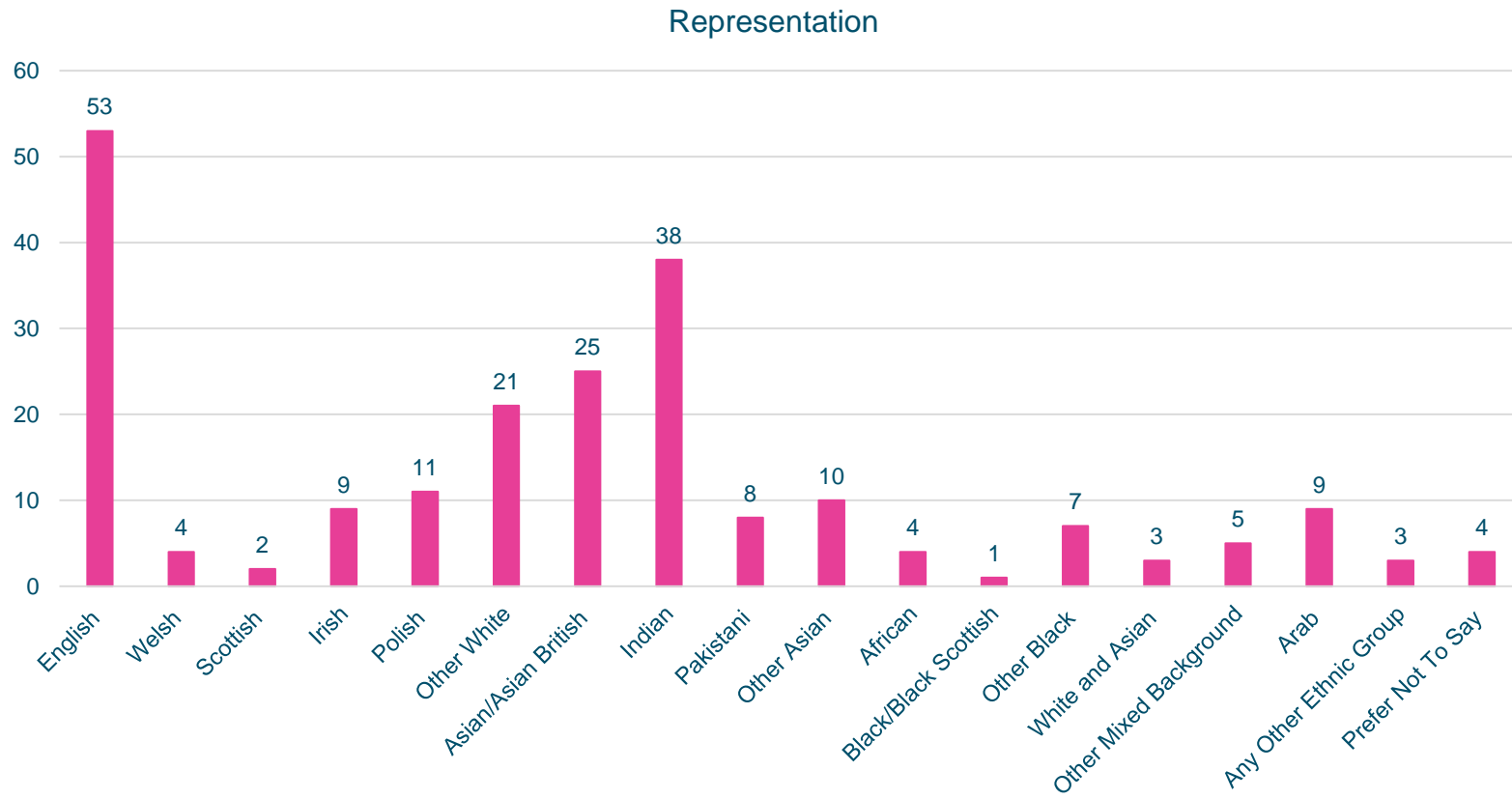


Chart 1

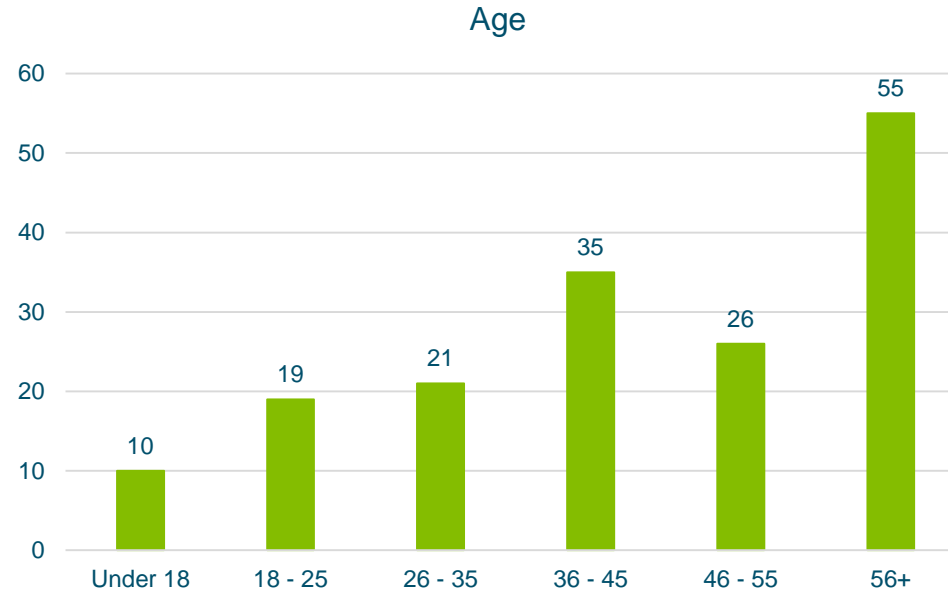


Chart 2

Chart 1 shows a breakdown of patients' ethnicities and **Chart 2** shows patients' age ranges.

The numbers of ethnicities and ages recorded have risen from the previous quarter, although we acknowledge that some of the groups in terms of age and diversity background are underrepresented.

- As previously stated in our reports, the largest number of respondents come from an English and Indian background, and 55 of the responses so far have been from patients aged 56+. Some patients have chosen not to disclose their ethnicity or age; therefore this is not a full representation of the data.
- There has been an increase in the representation of ethnicities and age. This is due to the GP survey we carried out on behalf of the Hounslow CCG in which we took the opportunity to also speak to patients about their patient experiences. We spoke to 2,500 residents across the borough of Hounslow.

- There has been an increase in all age groups since the last quarter, most notably in the age range of 36 – 45 and 46 – 55.
- There has been a significant increase in the number of respondents from an Other White, Polish and Arab background.
- We are interacting with all diversity groups and aim to continue collecting patient experiences from the emerging community especially.

Effecting Change

HWH have been seeking to implement change from the recommendations within our reports. Below are some of the changes we have begun implementing:

Our most recent studies/surveys have allowed us to speak to patients from different services and the general public. As well as gathering survey responses, we were able to gather patient experiences.

- Personal care framework: Our research manager is liaising with providers of both services to support the report's recommendations.
- A survey of mental health services for children and young people in Hounslow: The purpose of the study is to examine mental health service provisions available and being accessed by children and young people in Hounslow, with a view to finding out their appropriateness, effectiveness, and adequacy. Additionally it aims to review mental health pathways so as to identify service gaps and any areas requiring further improvement and progress.
- An evaluative review of the community recovery service and integrated community response service in Hounslow: Healthwatch Hounslow (HWH) has presented an evaluative review of both the Community Recovery Service (CRS) and the Integrated Community Response Service (ICRS), in Hounslow so as to review current services in line with the King's Fund recommendations and to examine service provision available and being accessed by the community in Hounslow.
- Evaluation of Greenrod Place and Park Lodge House in Hounslow: The aim of this study was to revisit Greenrod Place to find out how services had progressed between HWH's earlier review (carried out in 2015), and the present time; and also to examine service provision at Park Lodge House.
- Prime Minister's Challenge Fund: Improving access to General Practice: HWH made recommendations about improving access to GP services. We have contacted the following GP Surgeries:
 - Dr. Sood's practice;
 - Jersey practice;
 - Albany practice;
 - Willow practice/Kingfisher practice;
 - Redwood practice;

- The Practice Feltham Centre;
- Heart of Hounslow;
- First Care practice.

GP practice managers have been contacted on 2 occasions. We have received acknowledgment from some of the GP practice managers and have successfully set up meetings with 2 of them (*First Care Practice and Albany Practice*). Hounslow CCG (Clinical Commissioning Group) have been informed of these steps and are supporting us to effect change.

HWH are in a good position to effect change and improve health and social care services in the borough of Hounslow. We are only able to achieve this through speaking to patients about their experiences.

Conclusion

- Due to our consistent engagement with the public on a monthly basis we have been able to collect patient experiences from a wider audience. The following projects have given us the additional opportunity to speak to patients about their patient experiences of health and social care services:
 - Emerging Communities Project;
 - Carers Project;
 - GP Survey (speaking to over 2500 residents in the London borough of Hounslow).
- In quarter 1, we received 72 negative responses in relation to GP services followed by 16 negative responses from WMUH. Some issues that have been consistently mentioned are difficulty in booking GP appointments, long waiting times at the GP/WMUH, and poor customer service from receptionists.
- Speaking to carers highlighted the issue of the lack of services for carers, such as signposting to services, information on benefits to which they are entitled, support for respite, lack of carer centres etc.
- There were 100 positive responses from patients about the service they were receiving from their GP. Many patients highlighted the point that initial access to the GP surgery (e.g. booking appointments, reception staff) was difficult but the service received from their GP was 'very good'.
- Patients have praised WMUH staff members, especially from the maternity ward, saying that they provide a 'very good' service. Patients have also praised GP staff for their service.
- Patients have reported that they are pleased with the customer service provided by their dental practice (dentist and reception staff). This may provide an opportunity to work in partnership with dental practices to improve GP staff's customer service.
- We have been speaking to hard-to-reach and emerging communities, including carers, about health and social care services. We have spoken to 2500 residents in the Hounslow borough in the 5 localities – Great West Road, Heart of Hounslow, Chiswick, Feltham and Brentford & Isleworth.

- Patient experiences are still limited at this point as we do not truly represent a cross-section of society in the Hounslow borough. This has been reiterated in our previous patient experience report.
- We are currently in the process of designing a new feedback centre for patients to provide feedback on health and social care services. This will add an additional 300 – 400 patient experiences a month.

As an organisation, HWH strives to be representative of the community population. We are therefore in the process of recruiting volunteers from various backgrounds:

- Emerging communities (Tamil, Algerian, Afghan, Nepalese, Bulgarian, Romanian, and Burmese);
- Hard-to-reach communities (e.g. Polish and Somali);
- Backgrounds in health and social care services for the Enter and View programme;
- Young carers;
- Young people;
- Age groups: 18 – 25 and 46 – 55.