

PATIENT EXPERIENCE
REPORT 2017
APRIL-JUNE

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Executive Summary

This quarter has seen the progress of the digital feedback centre, which has resulted in **1289 patient experiences** being received. This quarter has seen a notable increase in positive experiences received, specifically **895 positive** to **394 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 2 deep-dive studies to review:



- ✓ **Urgent Care Centre**
- ✓ **London Ambulance Service**

Overall Patient Reviews

The number of patient reviews received for this quarter is **1289**. 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.

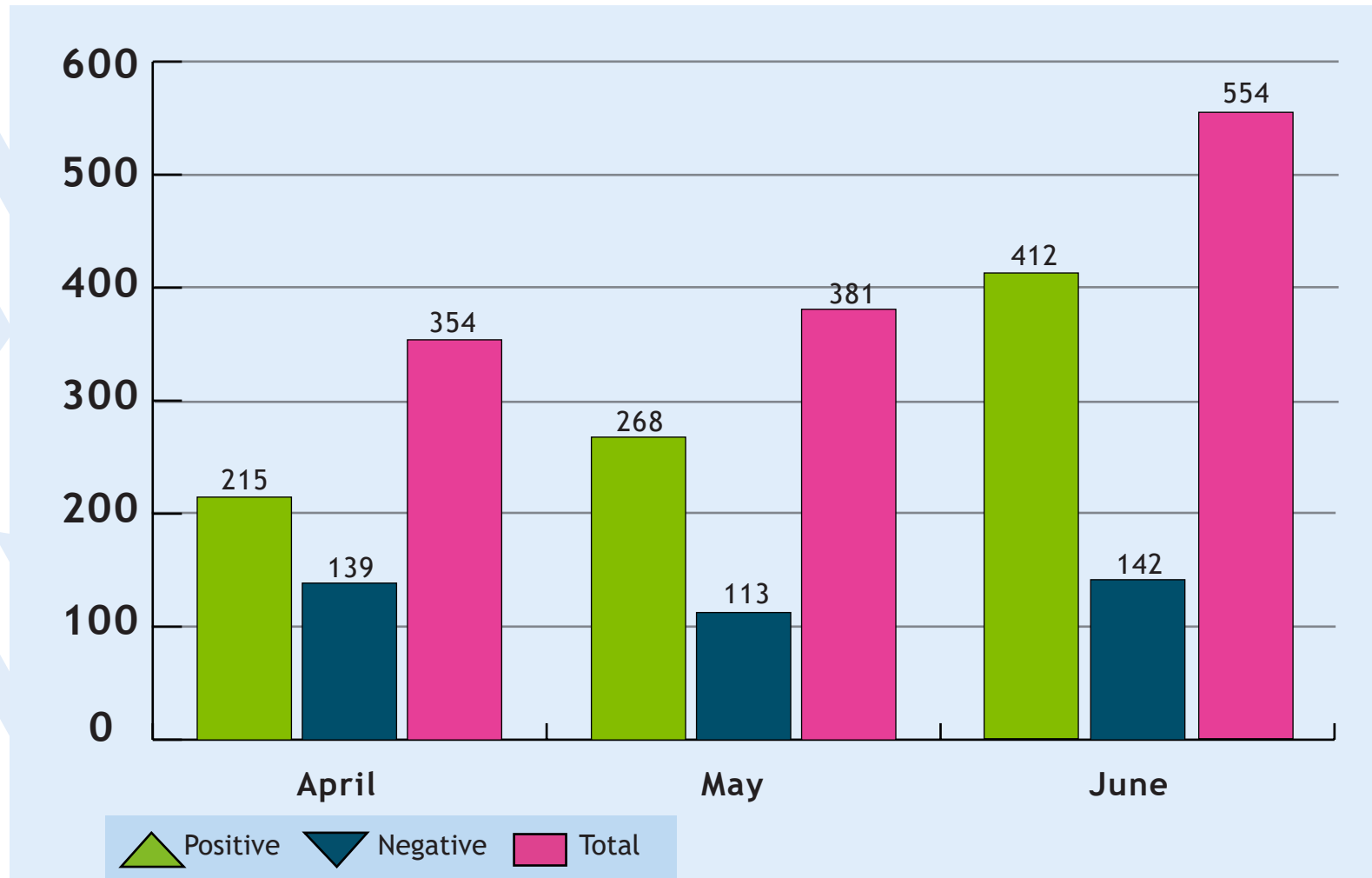
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 3 indicate a negative response, while star ratings between four and five indicate a positive response.

This quarter 895 positive responses have been recorded and 394 negative responses.

Month	1 - 3 Star Reviews (Negative) 	4 - 5 Star Reviews (Positive) 
April	139	215
May	113	268
June	142	412
Total	394	895

Overall Patient Reviews

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



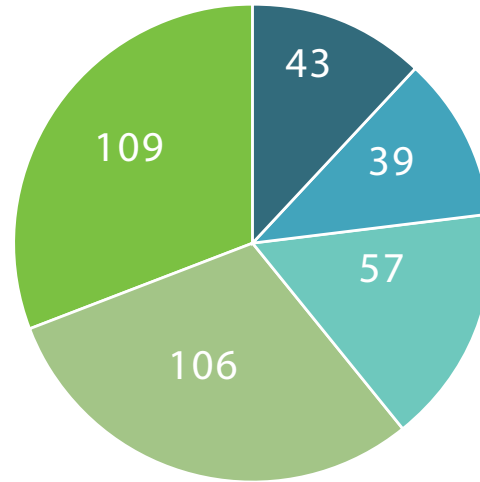
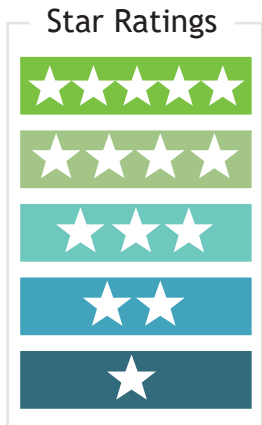
Patient Reviews: Star Ratings

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

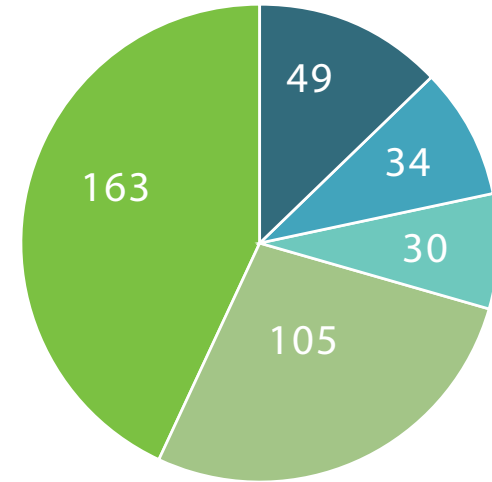
June received the highest star rating (206 five star ratings) showing that the most positive reviews were recorded during that month.

The lowest star ratings (49 one star ratings) were recorded in May.

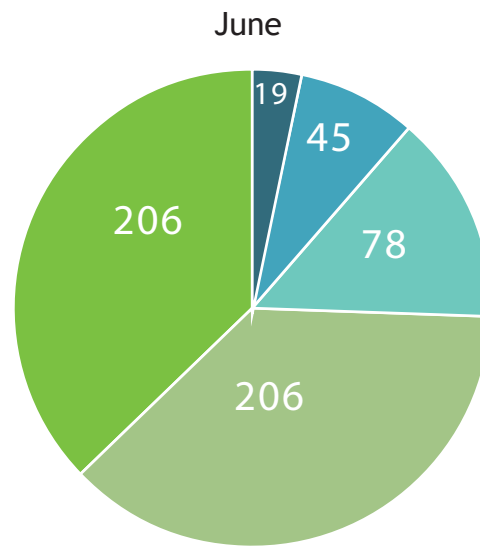
The distribution of ratings for the quarter shows 478 reviews gave a five star rating which is the highest star rating.



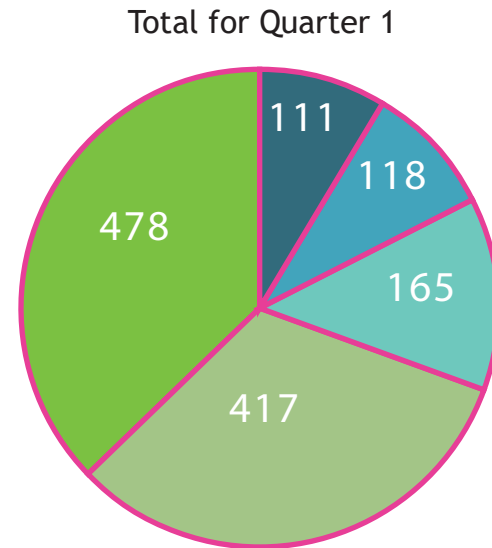
April



May



June



Total for Quarter 1

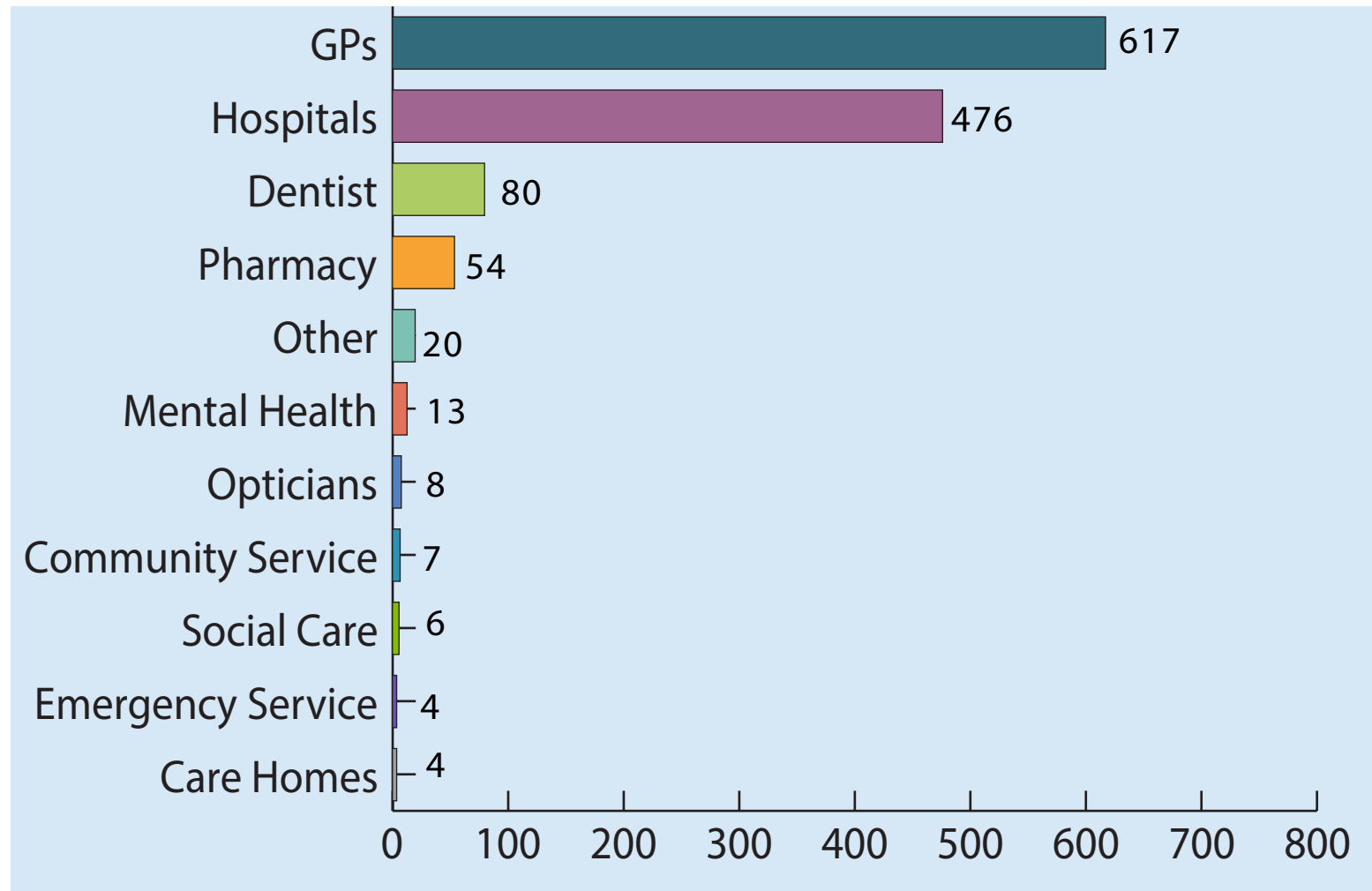
Total Reviews per Category

The chart shows the total number of reviews received in **Quarter 1**.

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

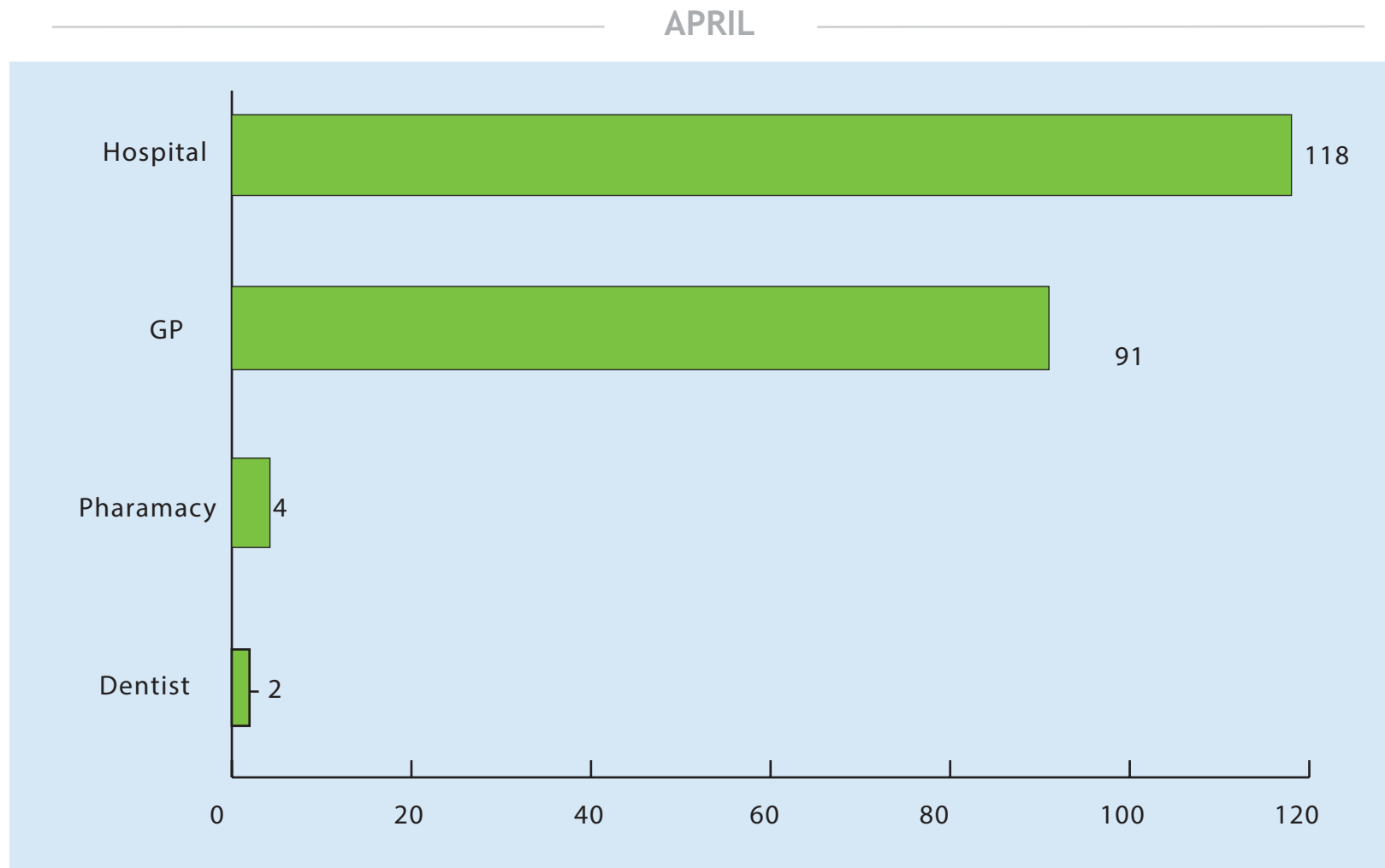
The category with the highest number of reviews recorded are the GPs, followed by the Hospital. This quarter has seen higher number of Dentist and Pharmacy reviews compared to the previous quarters.

HWH will be striving to receive more patient reviews from other services. This will give HWH a better idea of how services across the board are performing in LBH.



Positive Reviews: Themes/Trends

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





West Middlesex University Hospital

Staff Professionalism

74% of the comments about the staff were positive.

“The staff who treated me were excellent. They were very friendly and treated me very quickly. I was happy to receive such a good service.”

“The staff here work miracles. Very confident having them look after me.”

Quality of Care

84% of comments made about the quality of care were positive.

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

“I had an accident in the hospital which was not too serious, everyone involved was lovely and caring.”



GP Services

Staff Attitude

40% of the reviews of the comments mentioning the staff were positive.

“Very happy with the GPs and the reception staff.”
Willow Practice

“It’s good here the staff are helpful. Waiting times can be a bit long and appointments not soon enough for me.”
Albany Practice

Ease of Booking Appointments

33% of the reviews of the comments made about booking appointments were positive.

“I usually get an appointment quite quickly.”
The Gill Medical Centre

Care and Treatment

From all the comments about care and treatment 70% of the reviews were positive.

“A lady doctor there is always very kind to me and allows plenty of time for my consultation. I happy with my GP.”
The Practice Feltham

“They have good GPs and you don’t feel rushed during your appointments.”
Kingfisher Practice



Pharmacy

Staff

2 of the positive reviews made specific comments about the **staff**.

“The staff always serve you on time and you don’t have to wait long.”
Maswell Park Pharmacy

“Staff are great. They have excellent advice.”
Maswell Park Pharmacy



Dentist

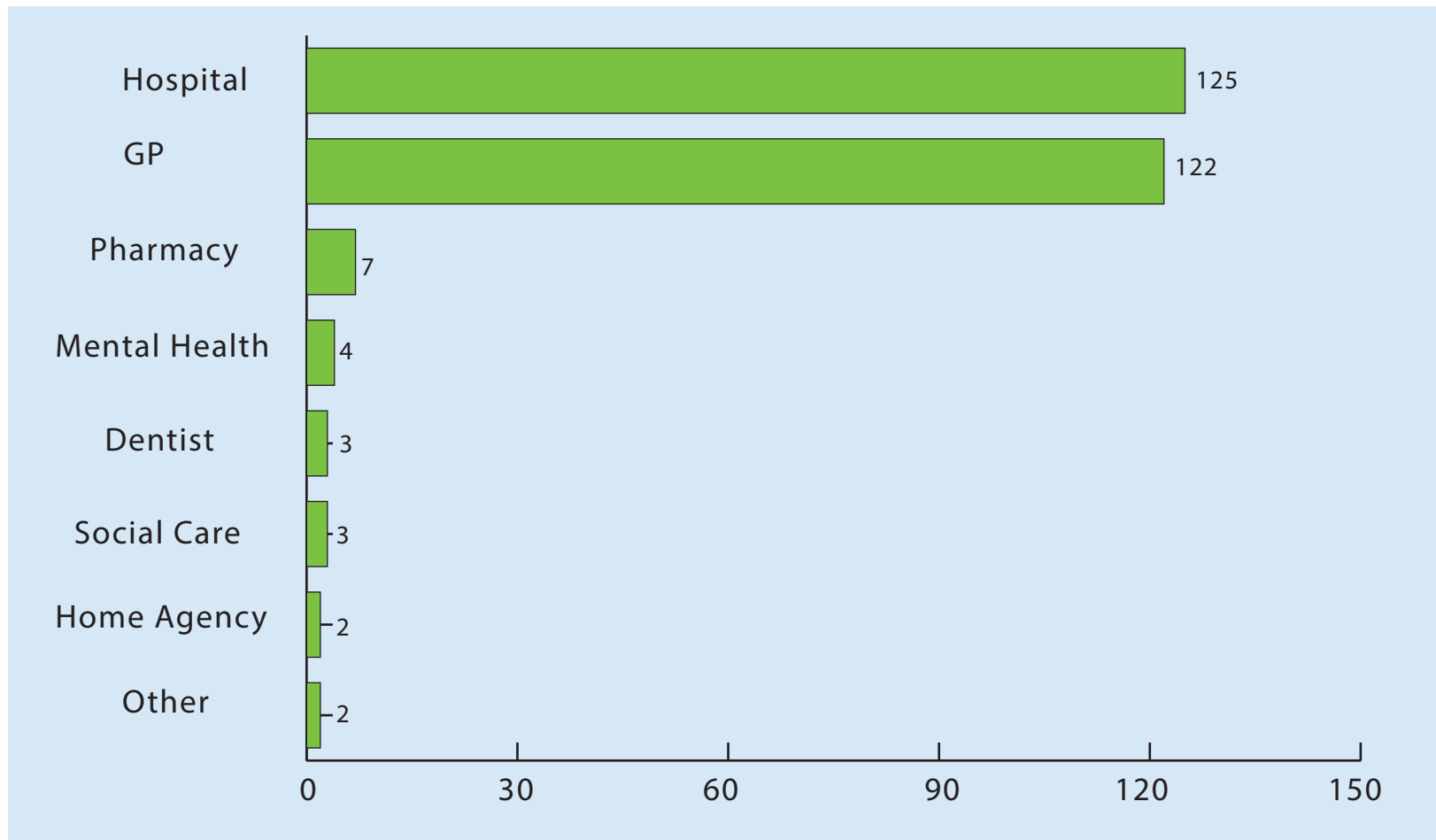
Both of the positive reviews praised the dentists in general.

“Dentist is good here.”
Claradent Dental Care

“Dentists are good...”
Feltham Dental Care

Positive Reviews: Themes/Trends

MAY





West Middlesex University Hospital

Out of 125 positive reviews, most of the experiences are about the quality of care and the staff attitudes.

Staff Attitude

“Staff seem to know what they are doing which is always good. Its good here.”

“Son had low blood pressure. Staff were excellent, been here before and not had problems.”

“Grandaughter is getting monitored for her breathing. Very anxoius but the staff have been amazing”

Quality of Care

“In and out, patched up in no time without complications. Great care and treatment from staff”

“Cannot complain they took great care of my mother while she had an emergency operation.”



GP Services

Majority of the 122 positive reviews are about **Staff Attitude** and **Quality of Care**.

“Had some bad experiences at a previous GP in the area. Slince moving here I have had much better experiences. Staff are really rather good.”

Grove Park Surgery

“Overall it has been good. The care provided is helpful most importantly.”

Brentford Family Practice

“They have been good. Staff are friendly and doctors do their job. Very easy to book appointments online.”

The Practice (Feltham)

“I would recommend this surgery. I feel it has improved. The staff show care and getting an appointment is not too painful”

Chiswick Health Practice



Pharmacy

Quality of Seervice

Majority of the positive reviews praised the quality of service.

“Offer brilliant service with picking up and delivering prescriptions.”

Hounslow East Pharmacy

“Being a small pharmacy the service provided is very personable.”

Boots - 302 Bath Road



Mental Health

Access to Service

“I had been seen quickly in like almost 2 weeks, so there was no long waiting.I have also noticed that pregnant women were prioritised more which is really good too.So I believe the sessions quite helped me.”

Hounslow IAPT

“The services were immediate and very responsive ,I was seen after quite well.”

Hounslow IAPT



Dentist

“The staff are really friendly and their services are quick. For example, booking appointments has always been easy.”

Dr. Majid Alimadadian



Social Care

Overall Service

“My experience with social workers are really good when I need something or help with anything they would help straight away. That is what I like about them and they do care as well.”

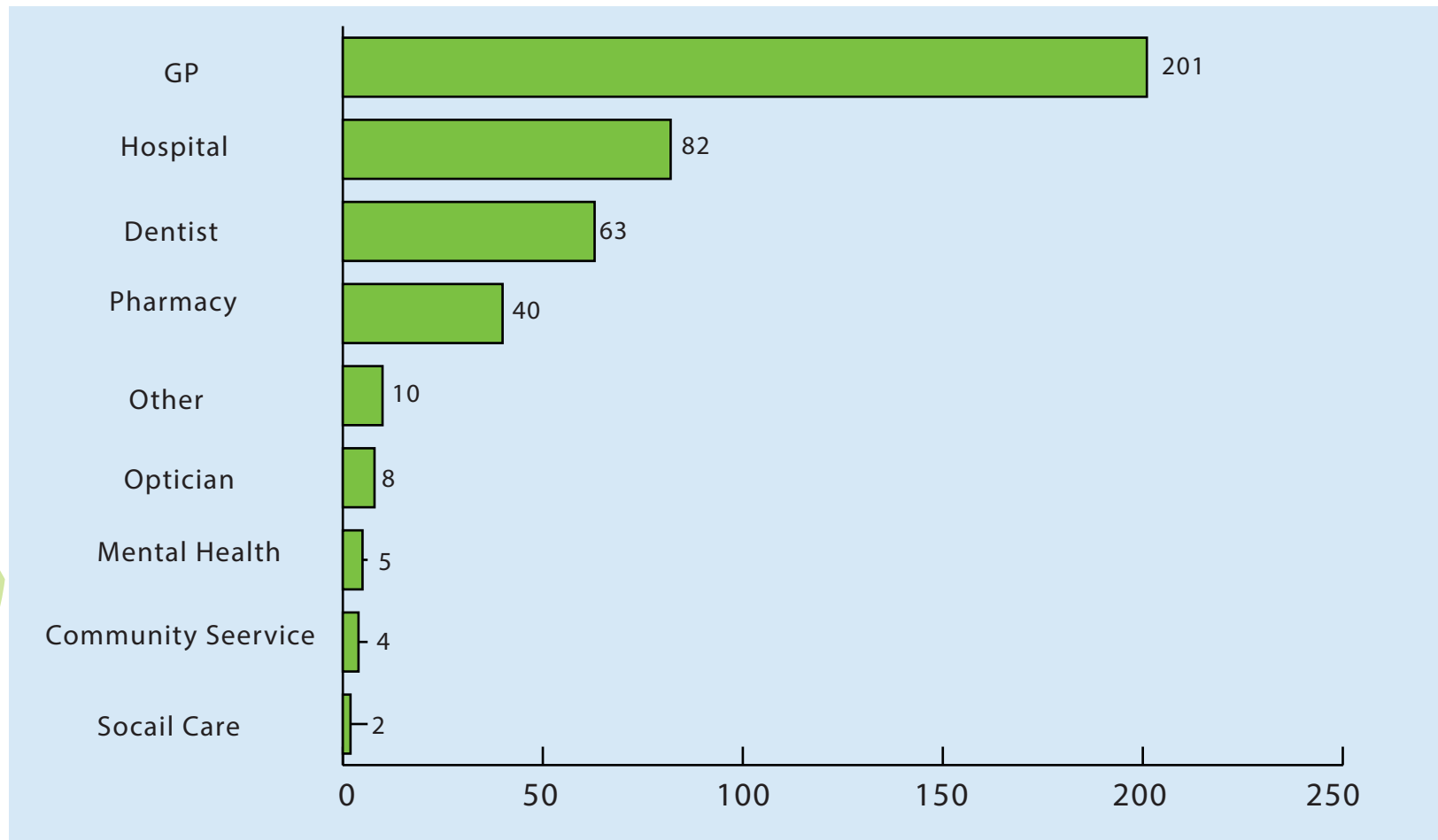
Hounslow Social Services

“My overall experience was quite good as the staff were really helpful and supportive.”

Hounslow Social Services

Positive Reviews: Themes/Trends

JUNE





GP Services

Access to Service

36% of reviews that mentioned the access to service were positive.

“I have no problems or complaints. Getting appointments is pretty easy, I get fitted into the first available appointment slot. I’ve been waiting 15 minutes for my appointments but I suppose anytime under 20 minutes is okay, and this is usually the longest I have to wait. The staff and GPs are all very helpful.”

Chiswick Health Practice

“Good, I get appointments on time and the receptionists are friendly.”

Chestnut Practice

Staff

87% of the reviews that mentioned the staff were positive.

“The reception staff are amazing and the GP apart from one doctor are also very good...”

Albany Practice

“They are good, the doctors are lovely and nice. They make me feel comfortable, the receptionist is really nice as well. The wait to get an appointment has been really good, the appointments are also usually prompt, but when its a bit late I don’t mind because people get to see the doctor for a bit longer. The quality of care is good”

St Davids Practice



West Middlesex University Hospital

“I use the outpatient services at the hospital. They are very good, kind and caring. The waiting time for a referral to the service wasn’t too long, it was about 2 weeks. The waiting time is definitely not too long. They explain the treatment I’m getting well. They are always polite, considerate of what I think and how I feel about the treatment.”

“My appointments are scheduled ahead of time for my cancer treatment. I get injections every 3 months and it takes the stuffing out of me. The appointments are set at a convenient time. When running late they write on a board in the waiting area, informing us how long the wait will be, but most times the wait is fairly reasonable.”

“They are currently not on schedule with my appointment but getting my date for operations was quite quick. My interactions with the staff has been good so far.”

“I got referred for a knee surgery, I’m very pleased with the outcome. The access was very easy, and I had no problems with the treatment.”



Dentist

Majority of the 63 positive reviews are about **Staff Attitude** and **Quality of Care**.

“They are really nice, I changed to them because I didn’t like my other dentist. It’s been really good, getting an appointment is not too bad but it can be a bit of a wait. The quality of treatment is good.”

Mount Dental Practcice

“They are excellent, they are very helpful and know the patients. Getting an appointment is easy and efficient, the online appointment service is very easy to use.”

Hamilton Dental Care



Pharmacy

“They’ve been good with my dads prescription, they help in separating medication for the different days, which is great.”

Dunns Chemist

“They are very nice people, we need few more like them. They are very helpful with dealing with all my enquiries.”

Clarks Pharmacy



▶ Opticians

Overall Service

“I will give them at least 10 out of 5 because they are excellent. They give the best service compared to other options I’ve used.”

Osterley Opticians



▶ Mental Health

Access to Service

“The therapist was helpful with my mental health, and my experience with the staff has been great.”

Hounslow IAPT



▶ Community Service

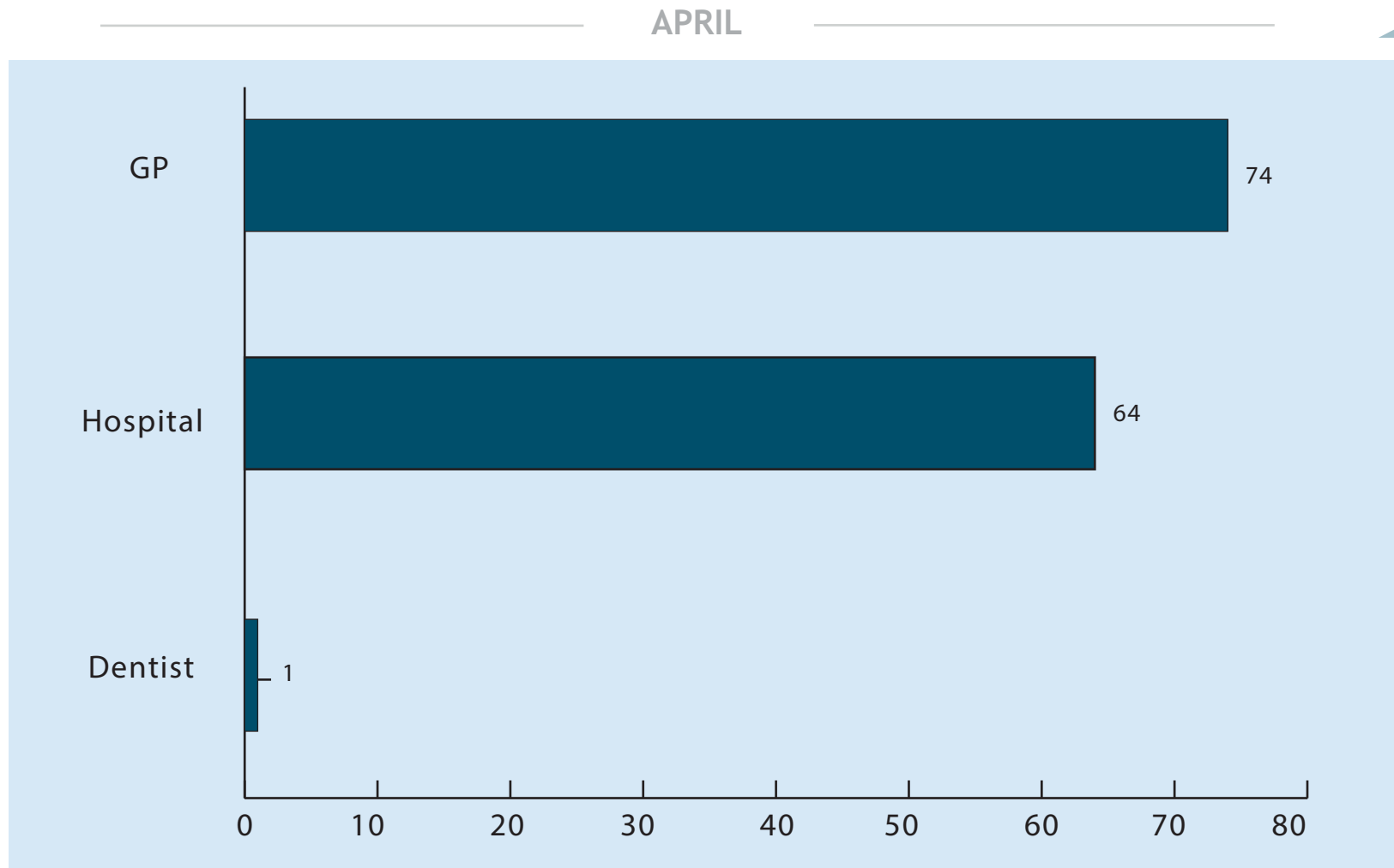
Overall Service

“The staff are very supportive. I have received lots of useful information from the centre. The staff should be recognised for their efforts. The therapists are great too.”

Mulberry Centre Hounslow

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.





GPs

Ease of Booking appointments

70% of reviews where ease of booking appointments are mentioned was negative.

“Very badly run, no consistency in seeing same doctor, who is never there, have to see locums all the time. Get the distinct impression that because my father is elderly they just don’t care. Have now moved him to another practice and the difference is unreal, so much more professional and caring, and consistency in seeing the same doctor.”

Cole Park Surgery

Waiting times

67% of reviews when Waiting times was mentioned was negative.

“It takes too long to be seen. The time always runs longer.”

Blue Wing Family Doctor

Treatment & Care

15% of reviews where care was mentioned was negative.

“They are not bad but are not very considerate of patients when they are sick.”

Gill Medical Practice



West Middlesex University Hospital

Access to Service

From the 64 negative responses, 81% of the reviews mentioning access to service were negative.

“The triage nurse bit and the overall organisation is dreadful. There is no confidentiality when you speak to them and then there is people queuing all over the place.”

“5 hrs wait, it has been painful in every way. I have been told ringing in for an appointment you have to wait a week to be seen.”

Staff

26% of comments mentioning staff gave a negative feedback.

“I have problems with thyroid and the docs seem a bit unsure and cant give me straight answers.”

“Midwife was great but staff at the post natal clinic were awful. They were unfriendly and did not provide any information as a first time mum.”



Dentist

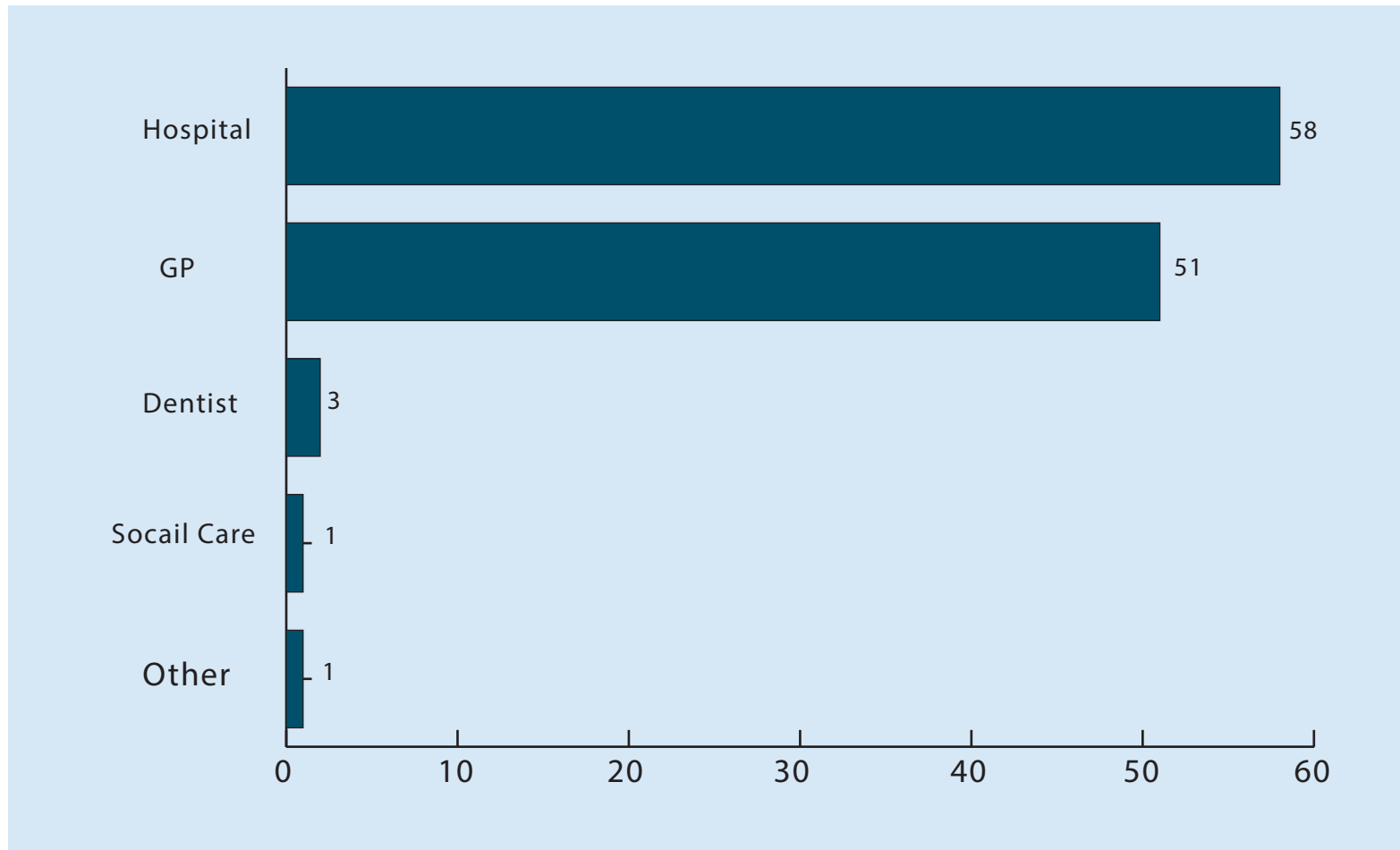
Finance

“I tried to book an emergency appointment but they were charging very expensive rates.”

The Smile Studios Limited

Negative Reviews: Themes/Trends

MAY





West Middlesex University Hospital

Access to services

91% of reviews that mention access to service were negative, majority being about waiting times.

“The queue was atrocious and then the wait. Cant believe this is the best system for this.”

“It takes a long time for referrals to go through to the hospital.”

“Concerned with the fact I have to wait so long to see doctor.”

“Ridiculous wait at the a&e, in so much pain and its so busy here.”



GP Services

Majority of negative feedback were about the ease of booking appointments and staff.

Ease of Booking Appointments

“Its not easy to get an appointment, it usually takes at least 3 weeks.”

Greenbrook Isleworth

“It’s difficult to make an appointment. It takes at least 2 weeks to get an appointment. By that time I’m usually fine.”

First Care Practice

Staff

“Receptionists are fine and doctors too but waiting times are too long which for me seriously Impacts the service and I have to try to get times that I know are less busy.”

Thornbury Road Centre for Health

“I never see the same doctor. I keep seeing a different doctor and keep having to explain myself all the time. I feel like I’m just another number on a spreadsheet. There needs to be more personal care.”

First Care Practice



Dentist

“Horrible, rude and not willing to take me seriously.”
The Dental Suite Hounslow



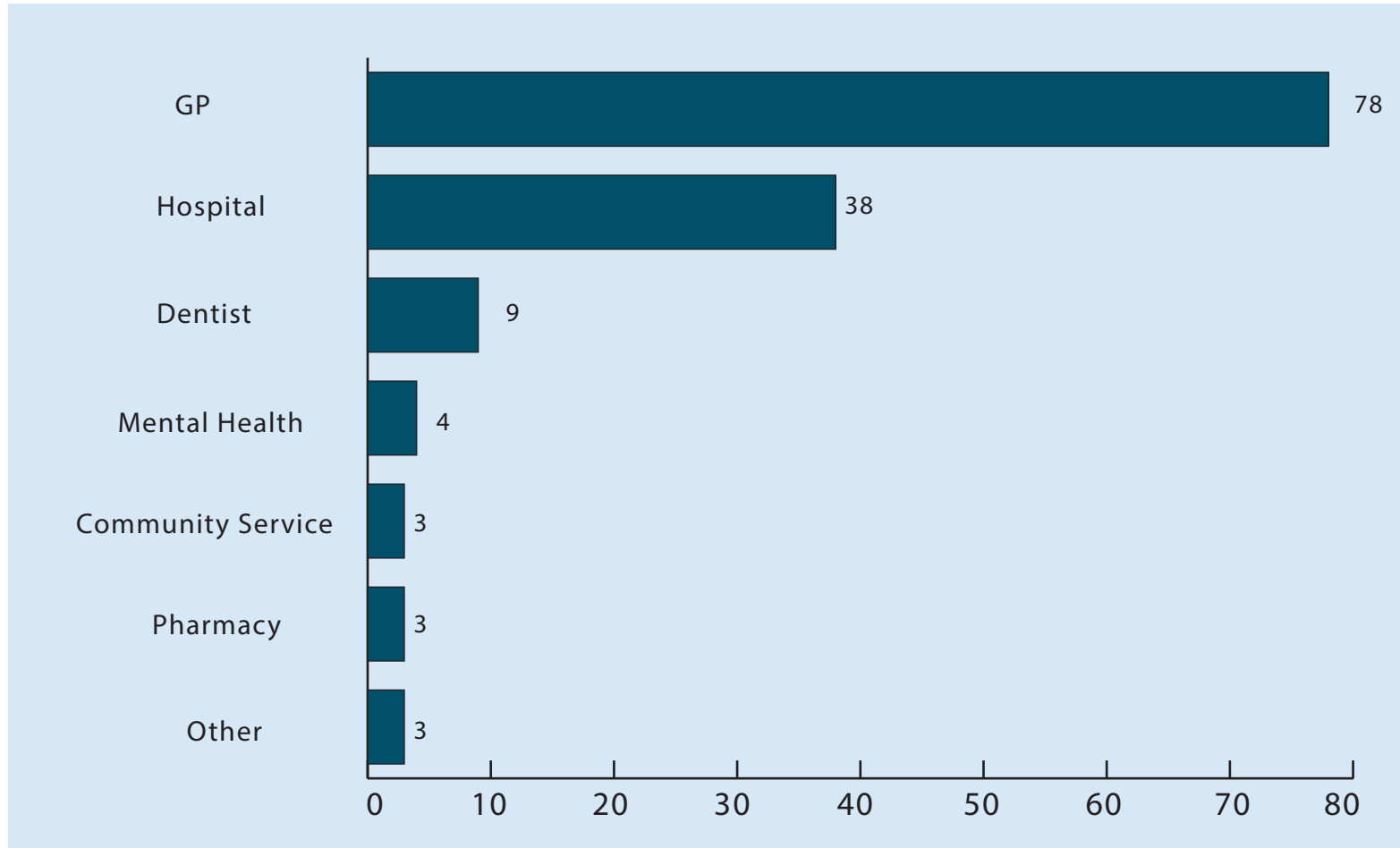
Social Care

Overall Service

“Staff were very helpful and understanding but getting appointments and waiting times are not good enough”
Hounslow Social Services

Negative Reviews: Themes/Trends

JUNE





GP Services

Majority of negative reviews were about the waiting times and staff.

61% of feedback were Waiting Times was mentioned was negative.

“It is hopeless trying to get an appointment, waiting time to see the GP too bad but the staff are very helpful and good,”

Blue Wing Family Doctor

“The time to get an appointment is usually very short, but the wait to see the GP is long.”

West4GPs

6% of reviews were Staff was mentioned was negative.

“As you enter the centre, the front reception staff could be more efficient. They have problems dealing with patients and sometimes don’t know where to send you. I have been sent to the wrong place twice.”

Heart of Hounslow

“The receptionists are not very nice. They can be a bit rude sometimes. Also, I’ve seen them treat other patients not very well. They need to be more considerate of people.”

Jersey Practice



West Middlesex University Hospital

Access to services

67% of reviews that mention access to service were negative, majority being about waiting times.

“It takes way too long to see a consultant. I needed to see a consultant for my arm. But it took months. That’s just too long. I have to work and I’m paying for NHS services through my taxes so I deserve to receive good treatment in a timely manner.”

“My experience at the walk-in centre has not that good, We have to wait for hours and hours to be seen, It was about 3 hours the last time. This is sometimes okay but when I or my children are very ill it isn’t good enough. The treatment was okay, but sometimes they don’t treat us, they just send me somewhere else.”

“I’ve been waiting for 7 months for an operation date, the first one was cancelled because the doctor was not available. This was very stressful as the pain was unbearable and I could not go to work. I was in a lot of pain. I had get physiotherapy in the mean time.”

“They cancelled my appoint. without telling me. I have been waiting for this appoint. at the hospital for a long time. It’s not good enough.”



Dentist

“It’s really busy, and they sometimes try to make me pay for extra services I do not want. They also do not have any arrangements for my baby when I come in for treatment. However, their time management is well organised.”

Chiswick Dental



Mental Health

“The mental health provision was unsafe and the care given to my son was just not good enough. I got referred from pillar to post and I got the sense that no one really knows what to do, this causes desperation in finding solutions.”

West London Mental Health Trust



Community Service

Overall Service

“I have been trying to get an assessment for my brother. But it’s been difficult getting hold of the right person. I’m very new to this. Unfortunately, my brother had an accident which caused his disability.”

London Borough of Hounslow

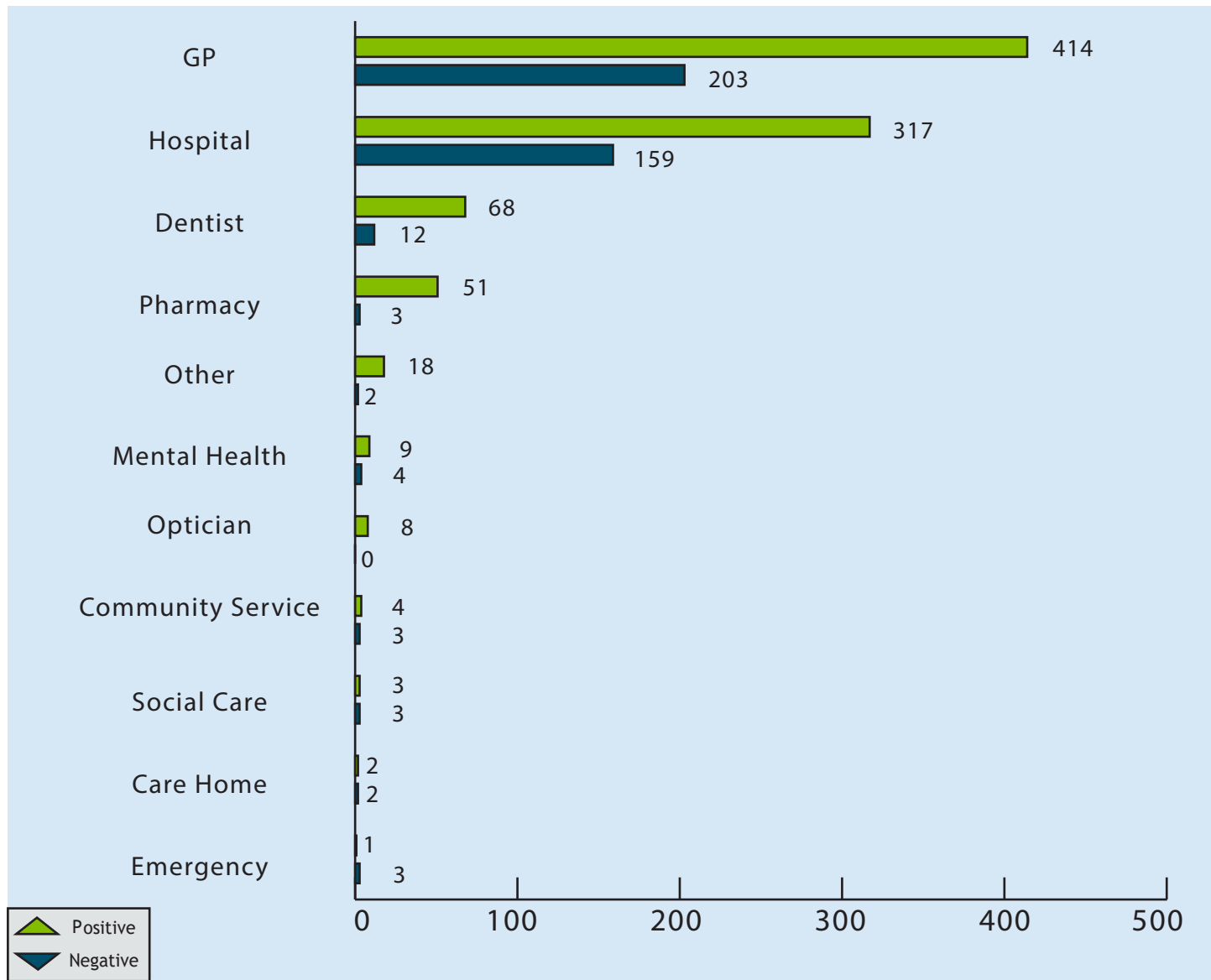


Pharmacy

“They have been improving their services, but still need to get better, for example they mixed up my prescription.”

Azchem Pharmacy

Distribution of Negative & Positive Reviews



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

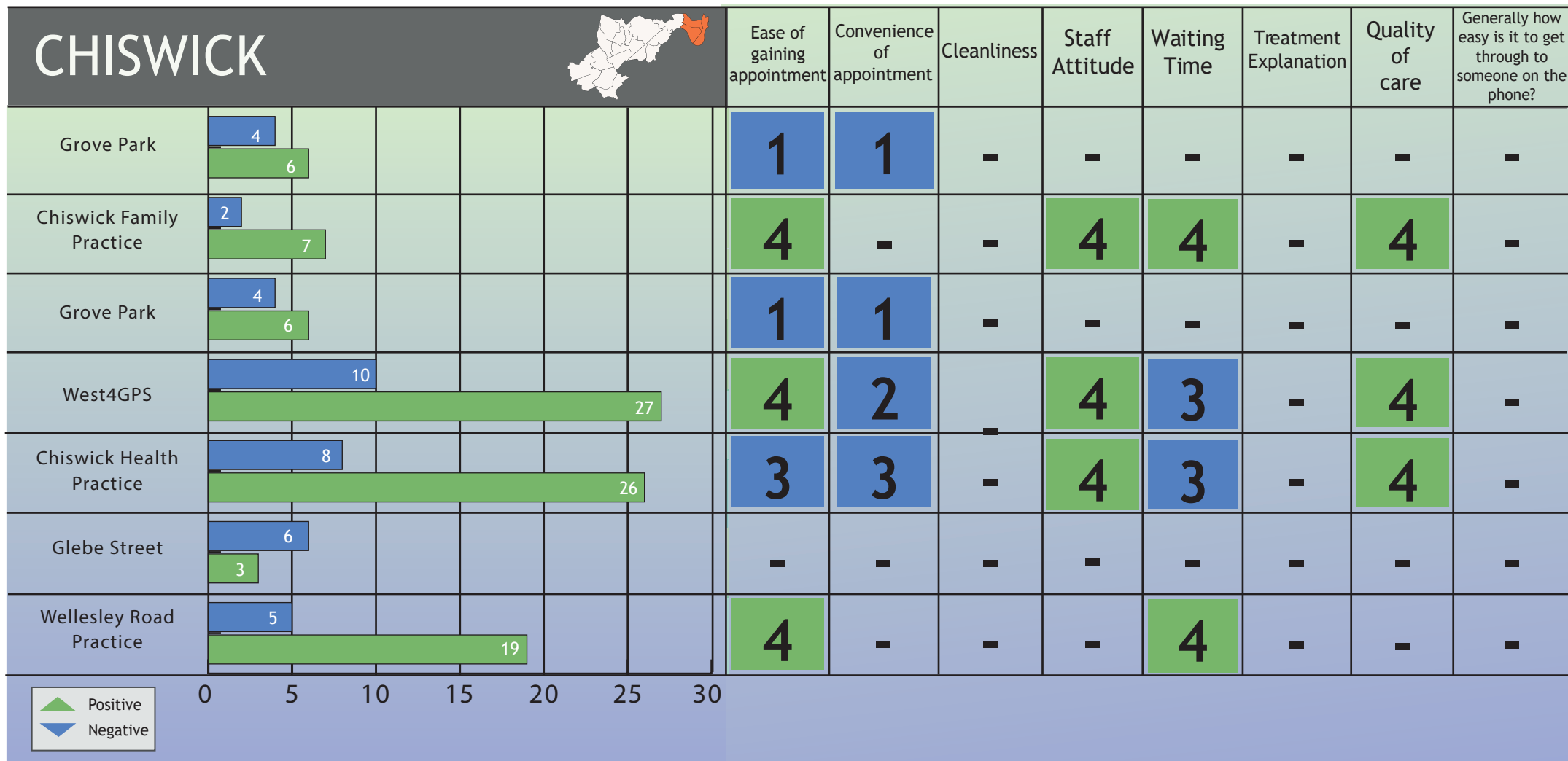
The 'GPs' category received the highest number of positive reviews (414) followed by the 'Hospital' category which received 317 positive reviews.

However, the 'Hospital' and 'GP' categories also received the highest number of negative reviews ('Hospital' - 158, 'GP' - 203).

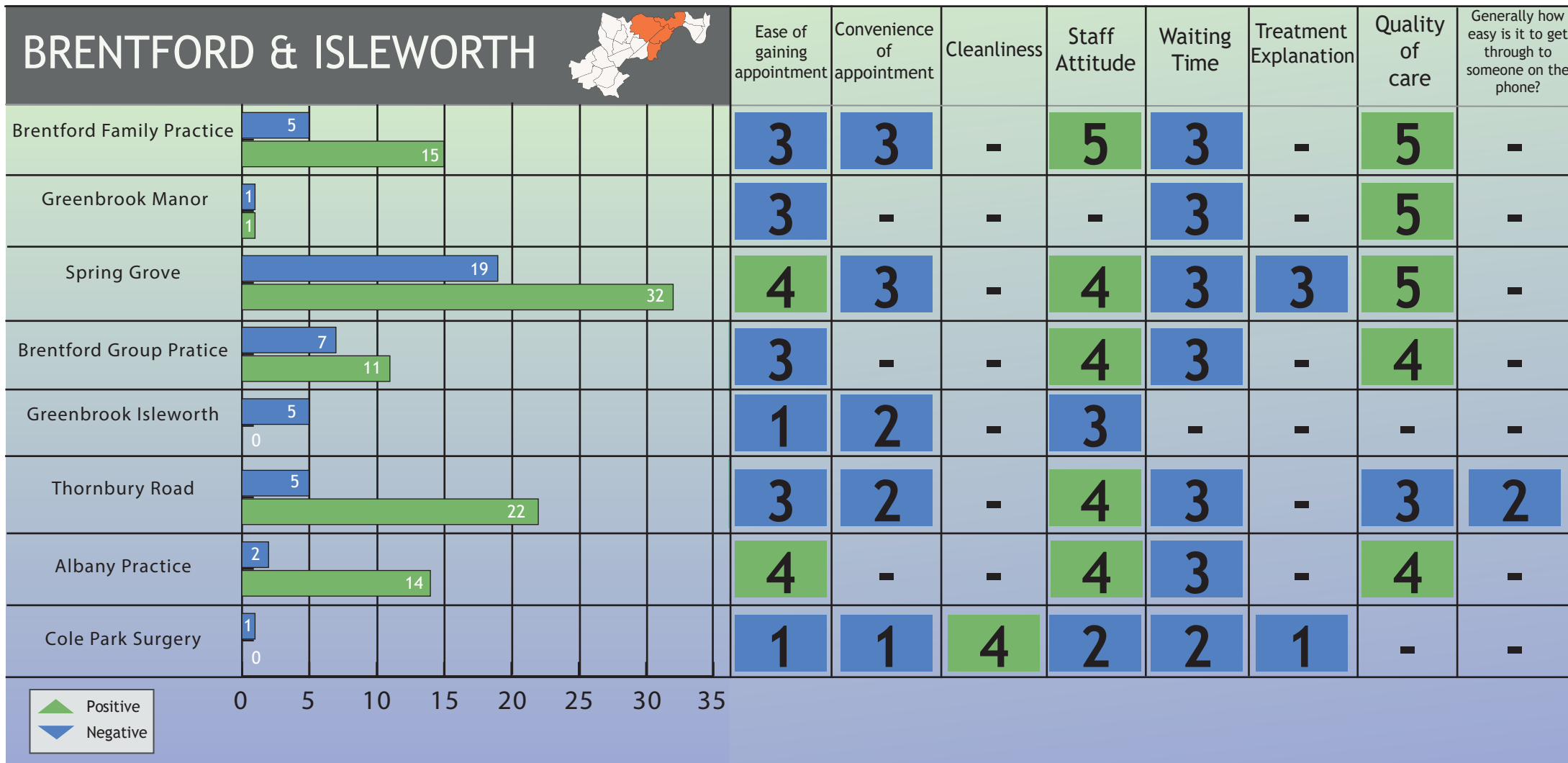
This quarter, HWH received 895 positive reviews compared to last quarter in which we received 394 positive reviews.

Locality Specific GP Reviews

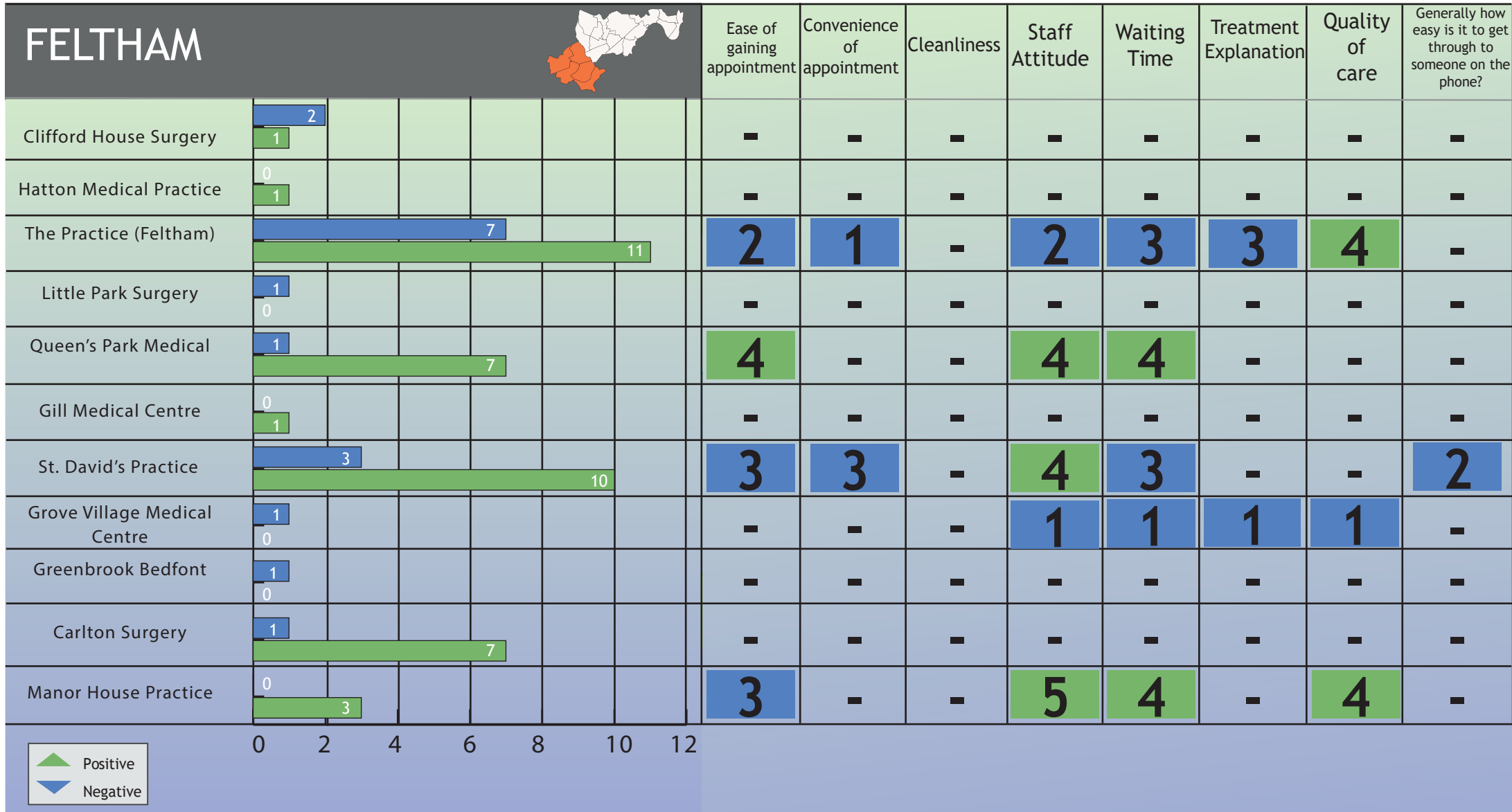
These bar charts show the number of negative and positive reviews for each surgery, alongside the score out of 5 given by patients to assess specific areas, such as ease of gaining and appointment or waiting times. LBH is divided into five localities: **Heart of Hounslow**, **Great West Road**, **Brentford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



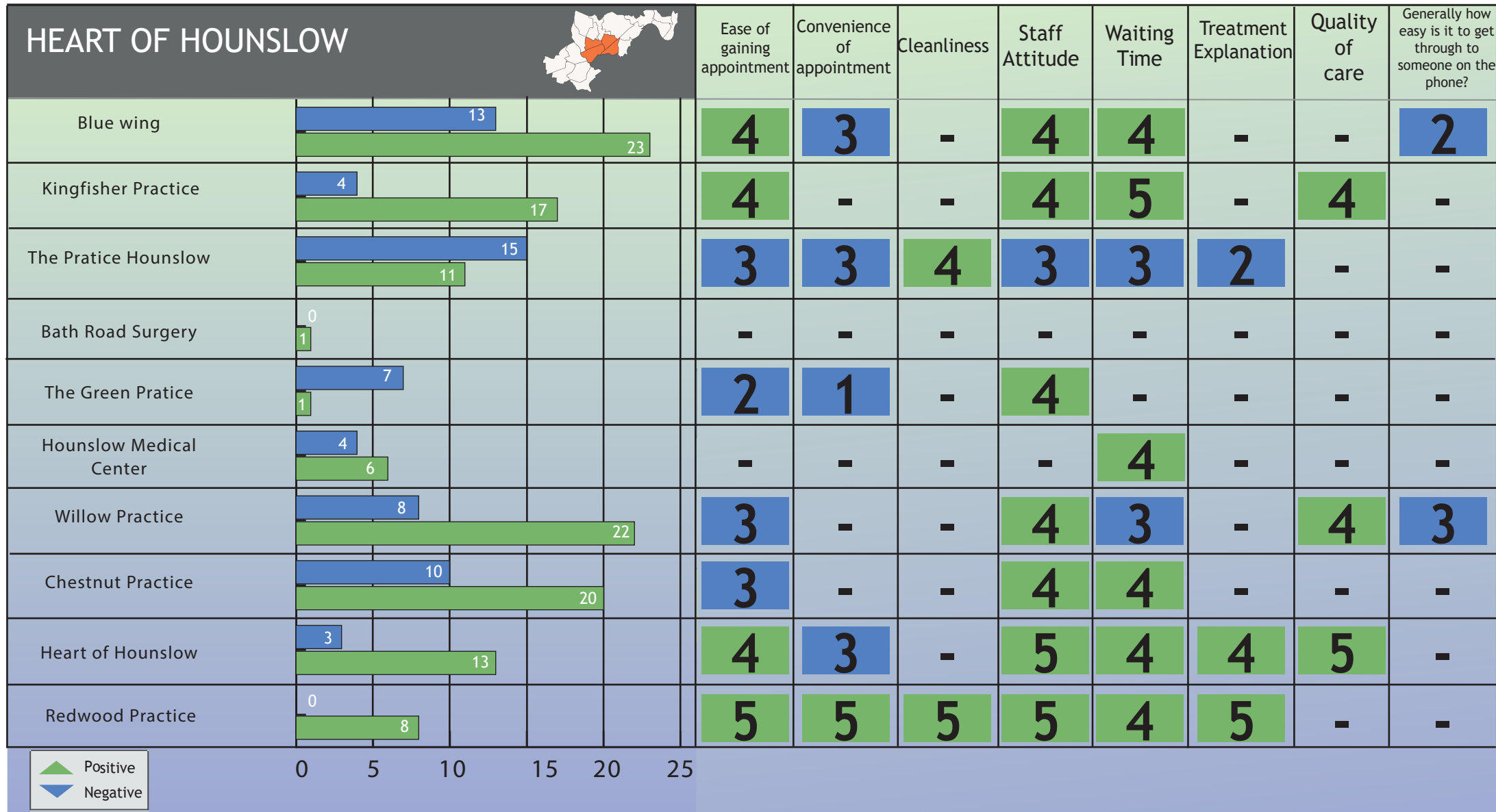
Locality Specific GP Reviews



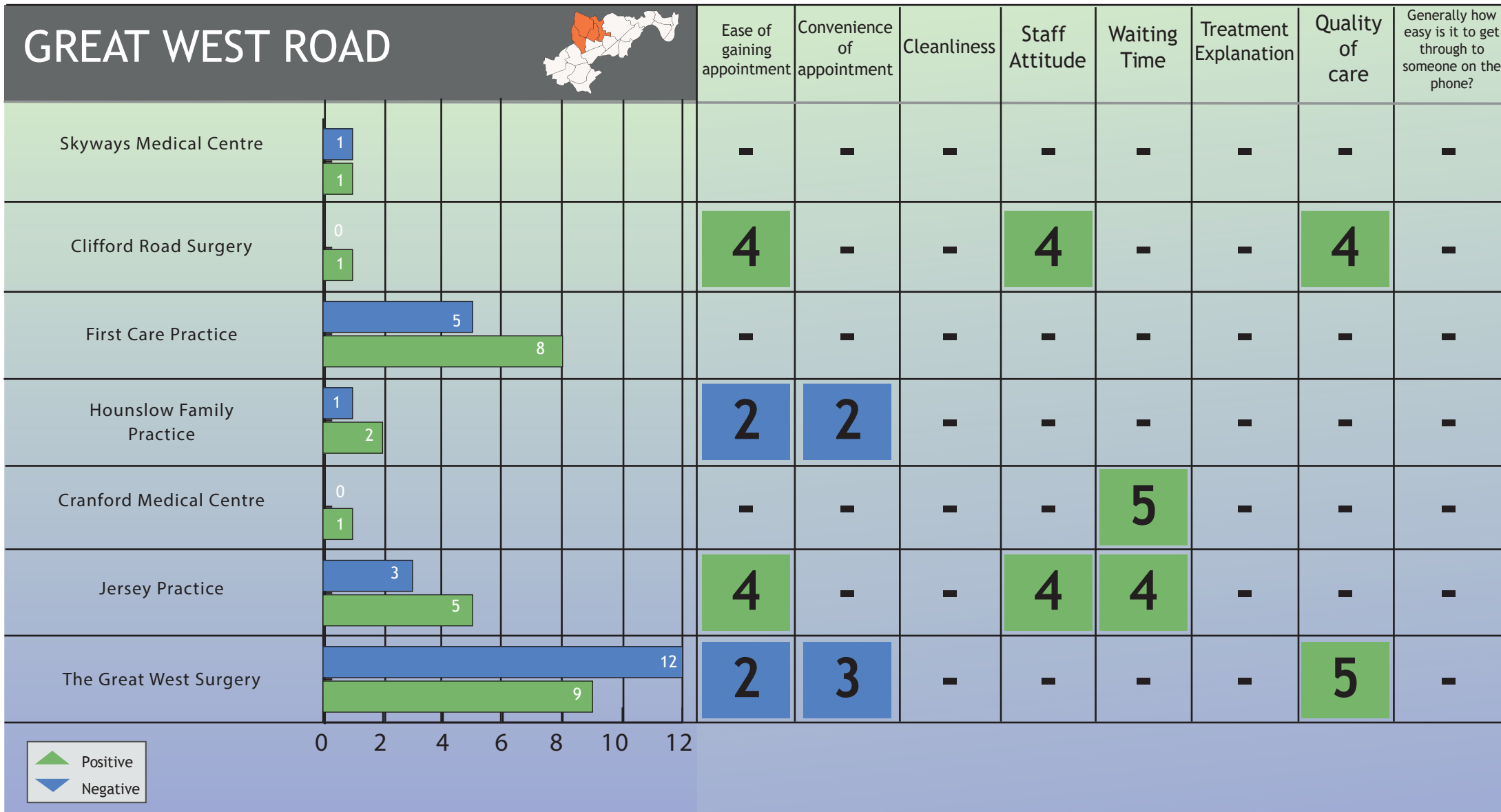
Locality Specific GP Reviews



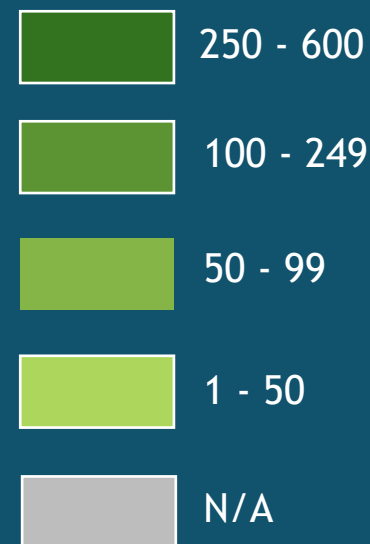
Locality Specific GP Reviews



Locality Specific GP Reviews



Area Distribution of Reviews



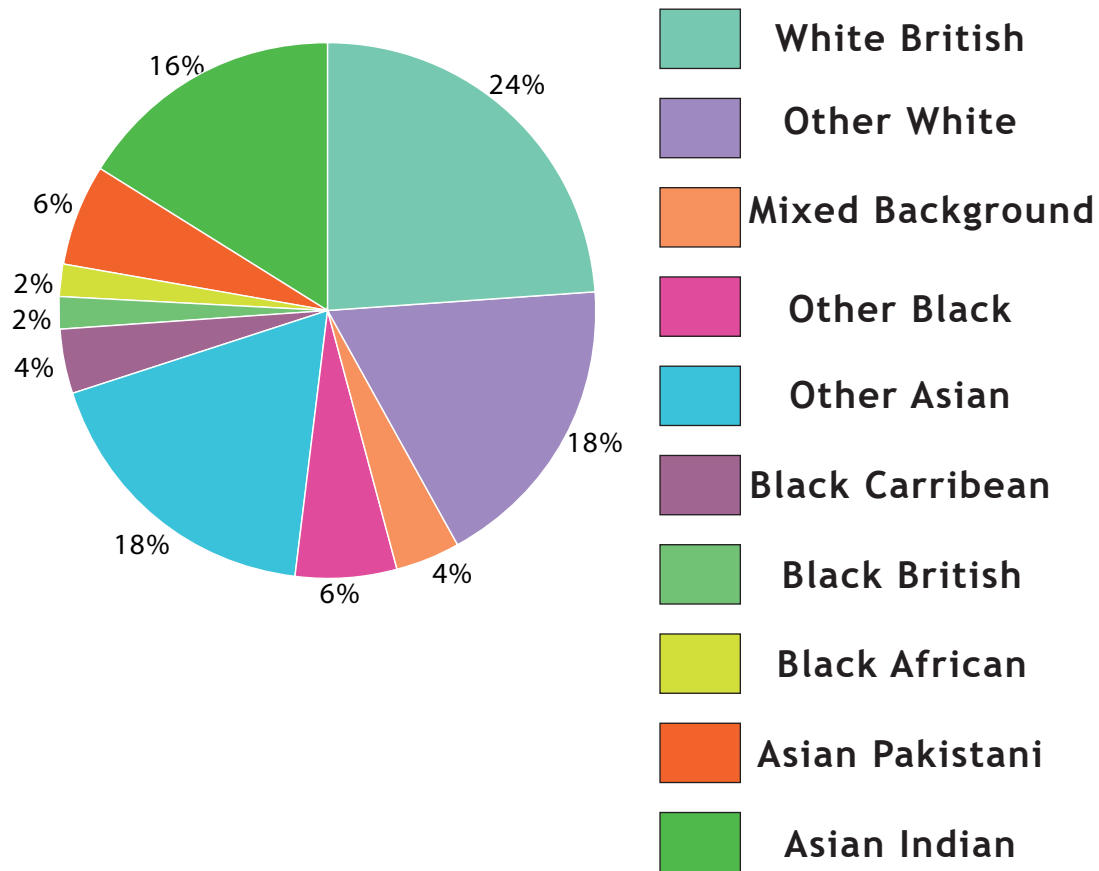
The map shows the distribution of GPs and Hospital reviews around the 5 locality areas.

600 experiences have come from Brentford & Isleworth which is 58% of all feedback due to the large numbers for WMUH.

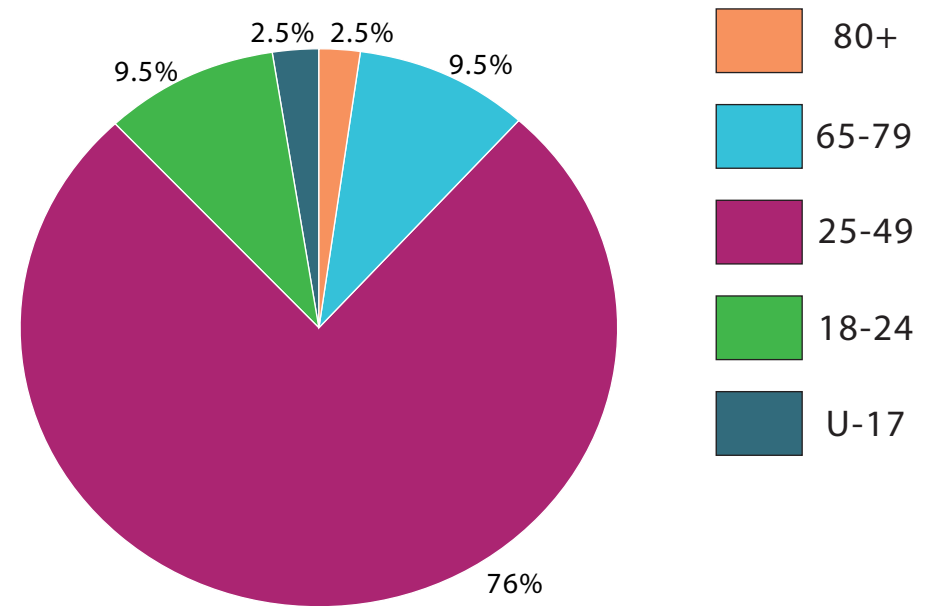
The lowest distribution of feedback was from Great West Road area. HWH will aim to target this area in the coming months.

Representative Information

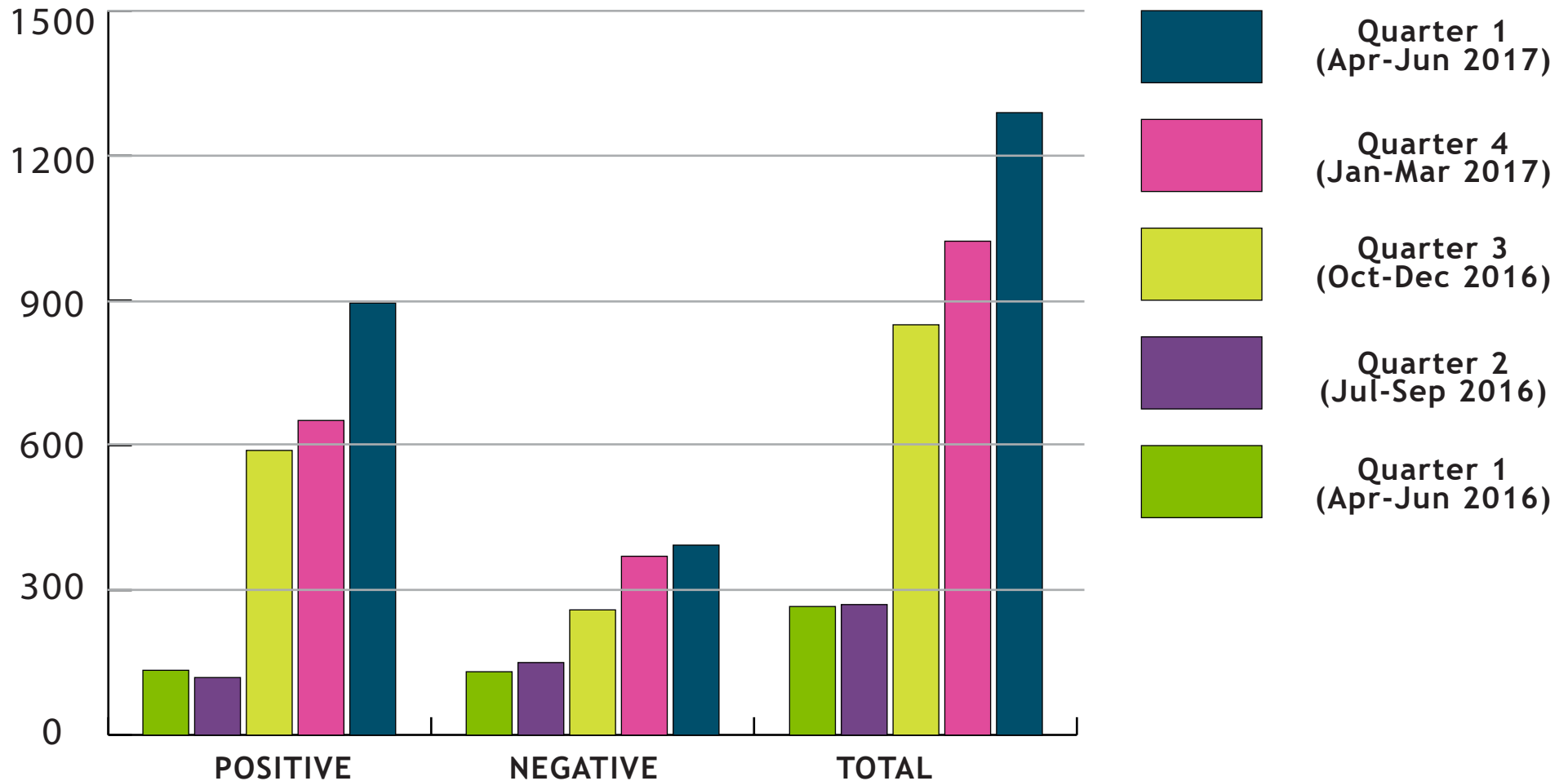
Ethnicity of Patients

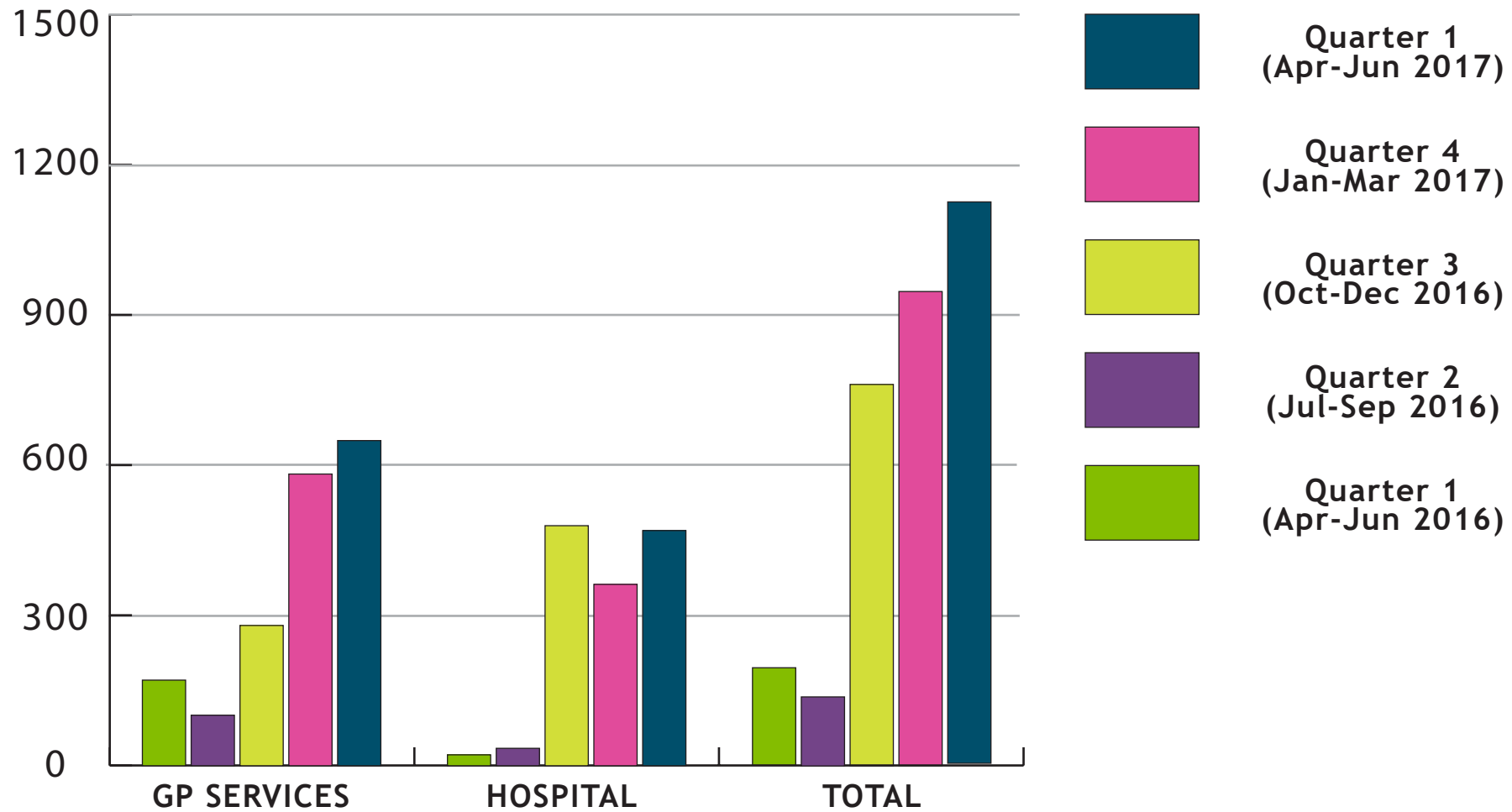


Age of Patients



Since the patient feedback centre has been running there has been a significant increase in patient feedback. Over the past year, patient experiences have risen from online reviews, patient experience officer and volunteers engaging with the local community.





Quarter 4 (Jan-Mar 2017)

Negative reviews:

- Difficulty in booking GP appointments
- GP surgery staff attitudes towards patients
- Waiting time at the hospital
- Not receiving specialist appointments quick enough

Positive reviews:

- Quality of care received from GPs and hospital staff
- Staffs' professionalism at the hospital (WMUH)
- GP surgery staffs' attitude towards patients
- Staff listening to patients

Quarter 3 (Oct-Dec 2016)

Negative reviews:

- Booking appointments, waiting times, and staff attitudes.
- General organisation - Lack of coordination between different services

Positive reviews:

- Patients happy with the advice given by pharmacist
- Positive treatment from doctors and staff, including staff attitudes.

Quarter 2 (Jul-Sep 2016)

Negative reviews:

- Difficulty in booking GP appointments, long waiting times at the GP/WMUH, and poor customer service from receptionists and staff

Positive reviews:

- Service from GPs
- WMUH staff members, especially from the maternity ward
- GP staff for their service

Quarter 1 (Apr-Jun 2016)

Negative reviews:

- Difficulty in booking GP appointments, long waiting times at the GP/WMUH, and poor customer service from receptionists
- 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.

Positive reviews:

- Services received from GP was 'very good'.
- WMUH staff members
- Customer service provided by their dental practice (dentist and reception staff).

Conclusion

This quarter, 1289 patient experiences were collected. This is a 26% increase from the last quarter (1023).

There were 895 positive reviews which is a 37% increase from the last quarter (652). 394 negative reviews were received this quarter which is a 6% increase from the last quarter (371).

Overall there has been an increase in reviews from the previous quarter.

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

- ▶ *London Ambulance Service study*
- ▶ *Urgent Care Centre study*
- ▶ *Promoting self-care in GP surgeries*

Star Ratings

The highest star rating was recorded in June - 412 (4 - 5 star ratings were received). Most of the reviews were received in June. The lowest star ratings were received in May - 49 one star ratings were received. A total of 478 five star ratings and 111 one star ratings were received for the quarter.

The reviews have been split into different categories in order to identify the services that have been receiving feedback. The categories with the most recorded reviews were GP services (617), hospital (476), dentist (80) and pharmacy (54).

Distribution of Reviews

The majority of reviews have been received from Brentford & Isleworth. This is because of the large number of reviews received for West Middlesex Hospital. However this quarter we received more reviews from services in Feltham locality area.

Representation

We have seen an increase in feedback from ethnic backgrounds like Black African (2%), Mixed Backgrounds (4%), Black Caribbean (4%) and Other White Backgrounds (18%) compared to the last quarter. This has led to percentage decrease of Indian, Other Asian, White British and Pakistani feedbacks.

We have had increases in the feedbacks received from 18 - 24 (9.5%) and 25 - 49 (76%) age groups. While there was a decrease in the 49+ age 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 women 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)

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