

**PATIENT EXPERIENCE REPORT 2020**  
**Q2 July - September**

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# Introduction & Executive Summary

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

In delivering these duties in Hounslow we operate a comprehensive Patient Experience data collection programme. The implementation of the data collection programme and the Digital Feedback Centre will normally yield a minimum of 4,800 patient experiences per annum all of which will be presented as they are received and considered as valid community opinion.

Due to the Coronavirus pandemic, we have been following government guidance and are running limited community engagement. This has affected our Patient Experience Report covering the period of July - September 2020. We are focusing on:

- A regular presence on social media (Twitter, Facebook etc.)
- Online reviews
- Attending online forums/meetings
- Telephone consultations
- Speaking to patients via our Coronavirus survey

Normally, our Patient Experience Officer, supported by a team of volunteers, visit health and social care services daily to talk to and hear from patients, service users, carers and relatives about their experiences of local services. These patient experience comments and reviews are gathered using a standard form (see appendix 1 & 2) which asks for feedback on their overall experience, likelihood to recommend a service, treatment, booking and a number of other areas.

# Introduction and Executive Summary cont.

The outreach element of our Patient Experience Programme is supplemented by our community engagement work and our website [[www.healthwatchhounslow.co.uk](http://www.healthwatchhounslow.co.uk)], which people may visit independently to provide service feedback and comments. Our questions are uniform across the Digital Feedback Centre as well as the physically collected forms.

This report covers the quarter 2 period, July - September 2020. During this time, we collected 945 reviews, not achieving our quarterly target of 1,200 (averaging 400 per month). This is due to the disruption caused by the Coronavirus lockdown. Resulting us in ceasing all face-to-face engagement. We continued to collate reviews from different services.

Out of the total number of patient experiences received, 752 (80%) were positive, 61 (6%) were neutral and 132 (14%) were negative experiences of service provision (this is based on the overall star rating provided by patients - see page 4 for further detail). Please see the conclusion for a summary of the key findings.




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

We have included detailed analysis of the themes and sub-themes (Pages 9 - 19). In this section, we breakdown the main themes & trends for the services where we received a significant number of feedback. In Q1 these areas are: Pharmacies, GPs and Hospitals. We will show the sub-themes and some examples of comments. Each comment is uploaded to our online feedback centre where up to five themes and sub-themes may be applied to the comment (see appendix 3 (p37-38) for a full list). Depending on the content of the comment it may have one or more themes attached to it. For this reason, the total number of themes will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative or neutral 'sentiment' is given. In this section we breakdown the main themes & trends for the services where we received the largest number of feedbacks.

# Overall Patient Reviews

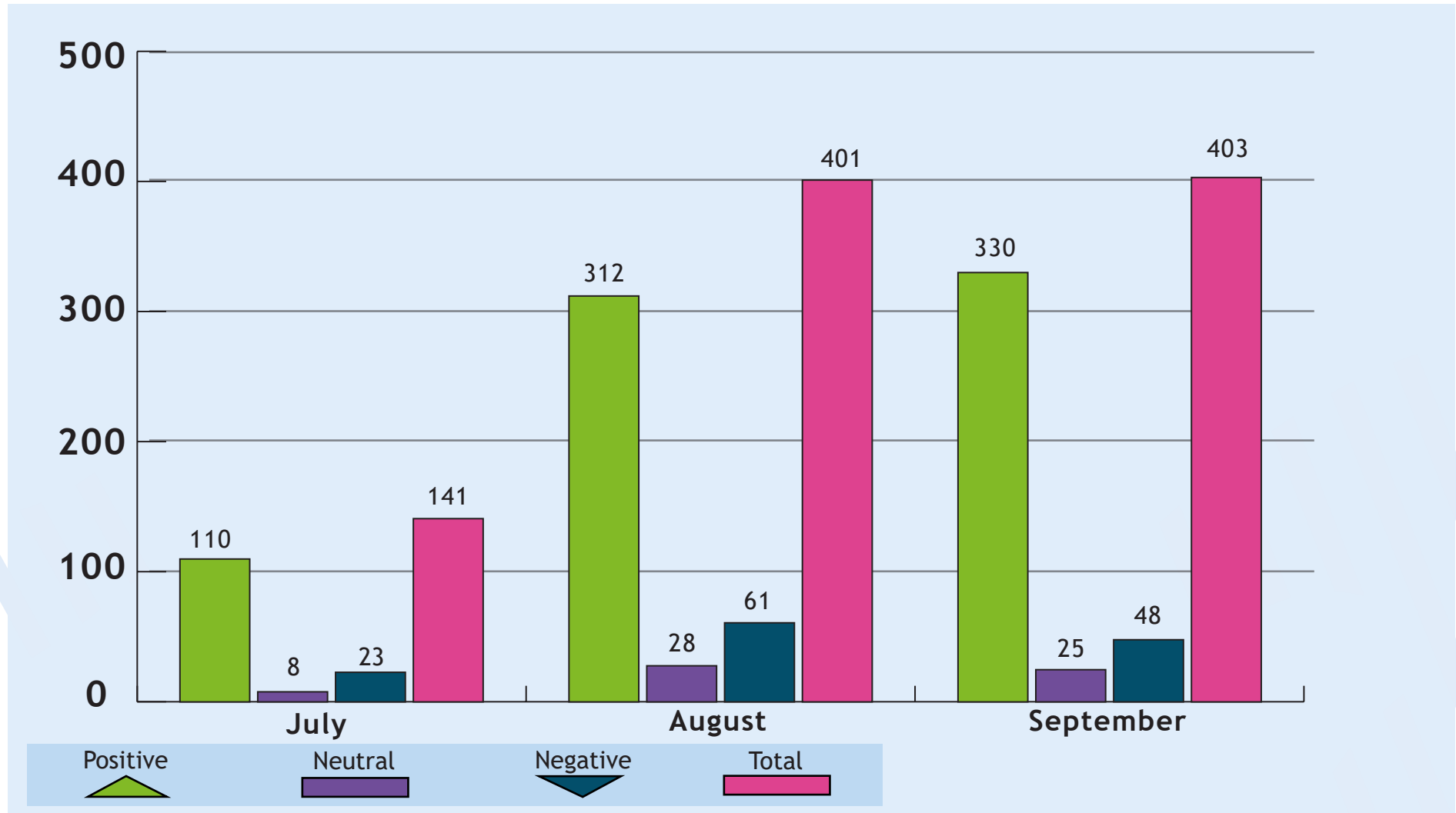
The number of patient reviews received for this quarter is 945. The table below shows a breakdown of the positive, neutral and negative patient reviews. (See the appendices for examples of our physical and online questionnaires).

Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 2 indicate a negative, 3 star rating indicate a neutral response, while star ratings between 4 and 5 indicate a positive response. This quarter 752 positive responses, 61 neutral responses and 132 negative responses have been recorded.

Month	1 - 2 Star Reviews (Negative) 	3 Star Reviews (Neutral) 	4 - 5 Star Reviews (Positive) 
July	23	8	110
August	61	28	312
September	48	25	330
Total	132	61	752

# Overall Patient Reviews

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

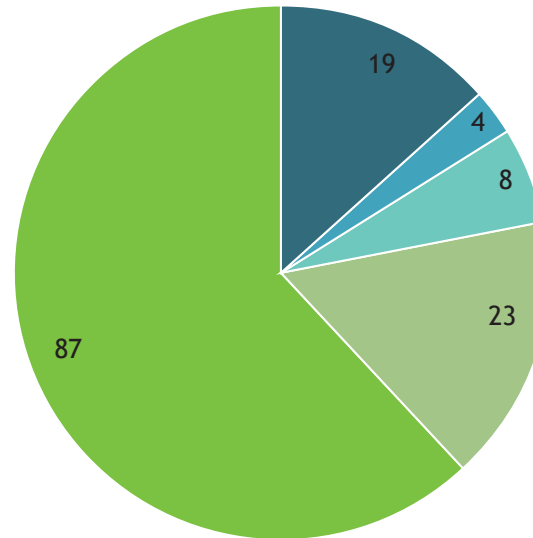
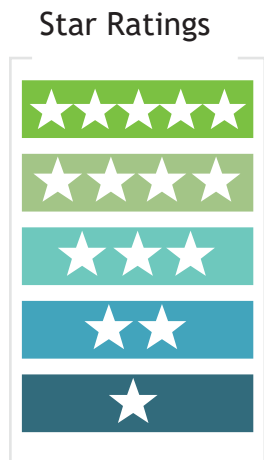


**Positive, negative & total reviews for each month**

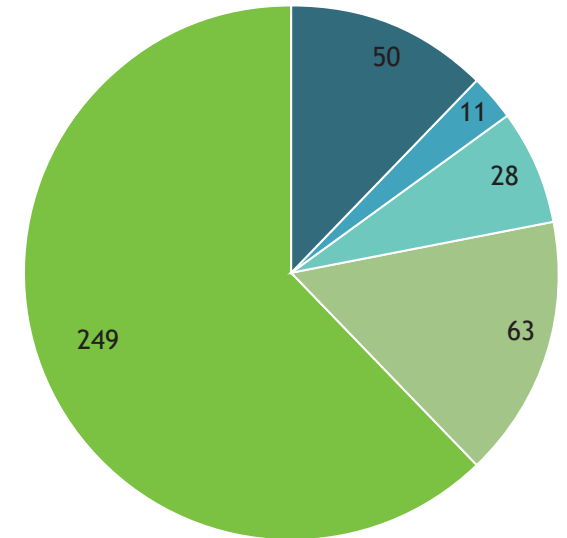
# Patient Reviews: Star Ratings

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

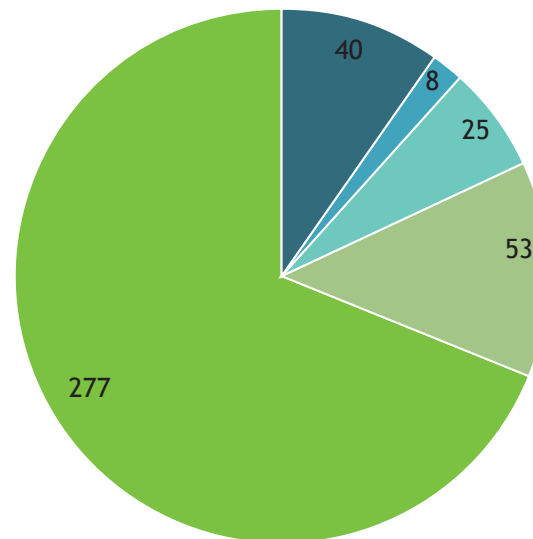
In each month the 5-star rating received the highest proportion of reviews, followed by 4-star rating and the 1-star rating.



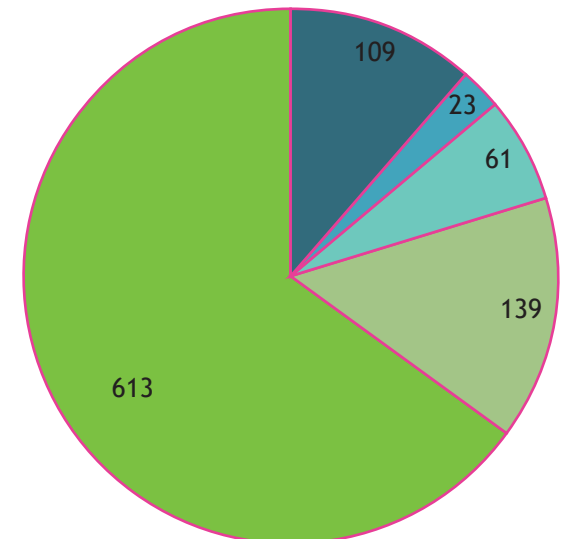
July



August



September



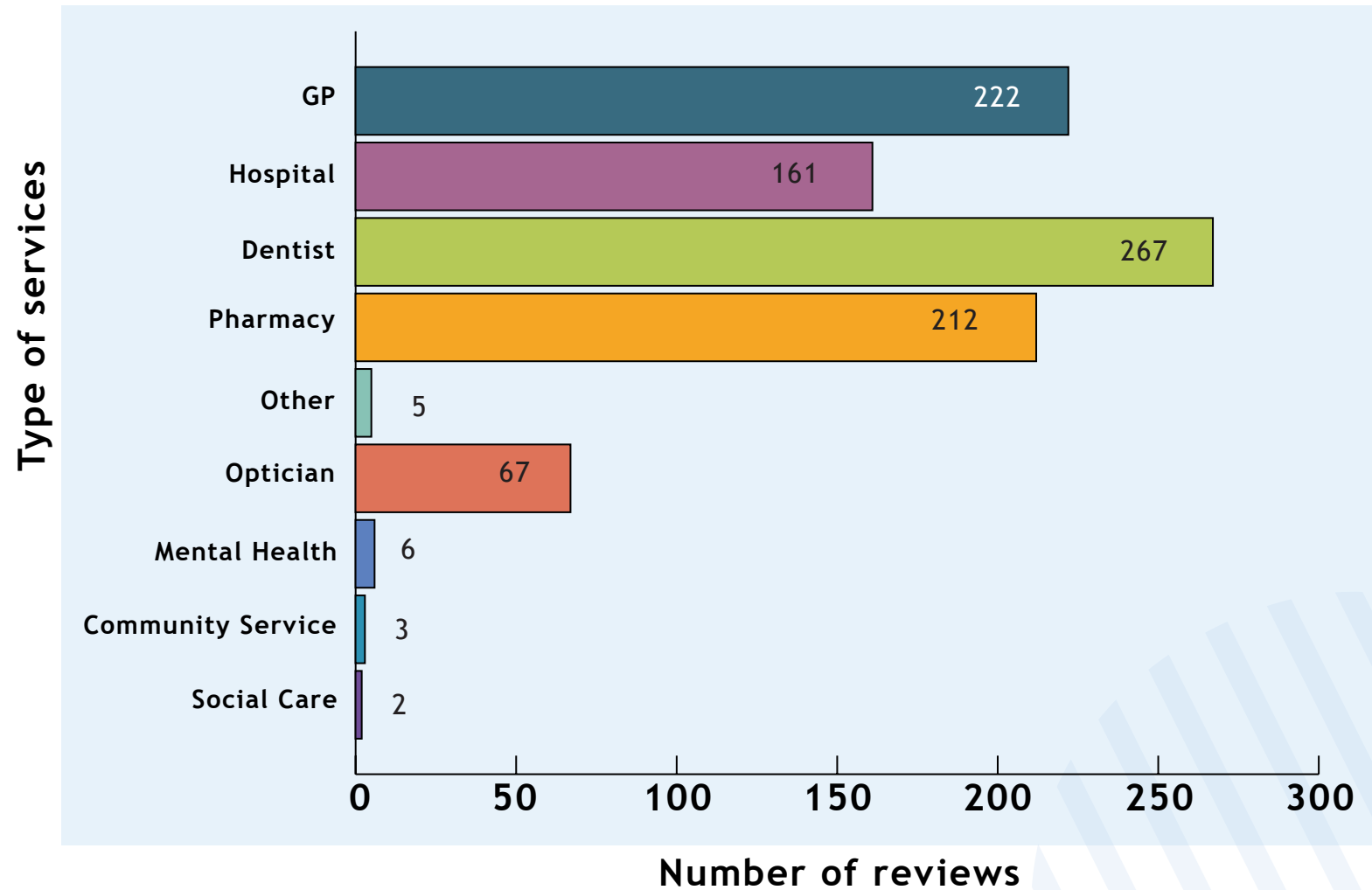
Total for Quarter 2

# Total Reviews per Category

The patient reviews recorded for this quarter cover 9 service type categories, as seen in this chart.

The category with the highest number of reviews recorded is the Dentist category (267), followed by the GP (222) and Pharmacy category (212).

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



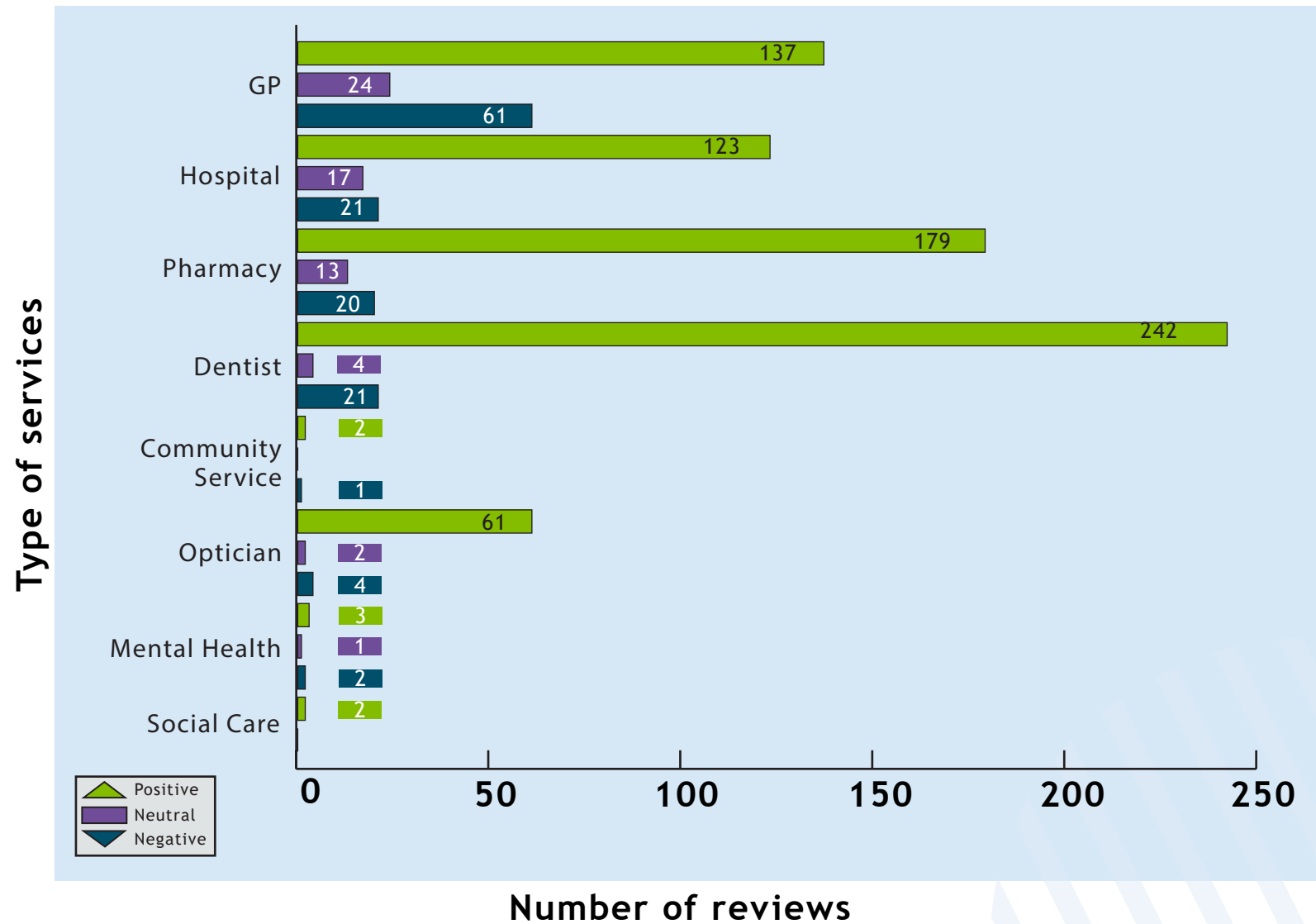


# Distribution of Positive & Negative reviews

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

The categories that received the highest proportion of positive reviews are Opticians (91%); Dentists (91%) and Pharmacies (84%).

The category which received the highest proportion of negative reviews is GP services (27%).



# GP Themes/Sub-themes

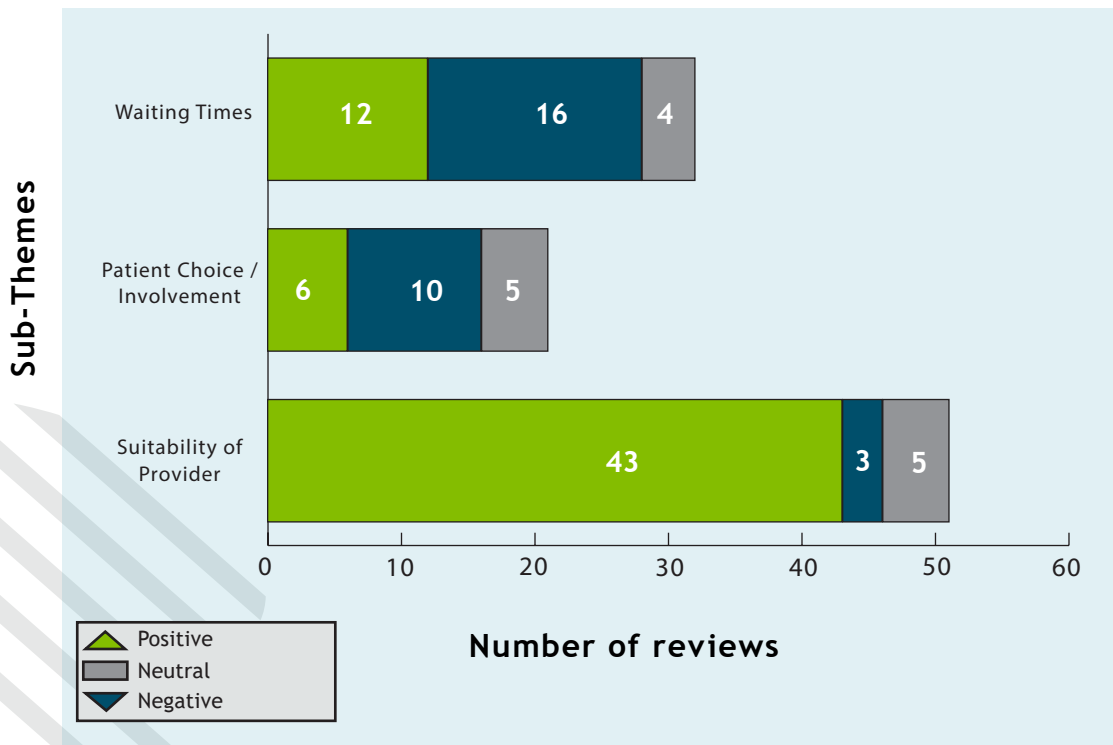
The **Access to Services** theme received 121 patient reviews. 60% (73) were positive, 27% (33) were negative and 12% (15) were neutral.

**Suitability of Provider** was the most discussed sub-theme with 51 reviews; 84% (43) were positive, 6% (3) were negative and 10% (5) were neutral. Similarly, to Quarter 1 Apr - Jun 2020 it was 75% of reviews with positive sentiments. Patients are expressing satisfaction at the service being provided.

For the sub-theme of **Waiting Times** we received 32 reviews; 38% were positive, 50% were negative and 12% were neutral. Compared to the previous quarter there has been an increase in reviews with negative sentiments. In Quarter 1 Apr - Jun it was 40%. This tells us that patients aren't pleased with the waiting times at GPs.

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

## Top Sub-themes for Access to Service



### Positive Reviews;

“I’m very happy with the practice. They are doing an amazing job throughout the pandemic...”  
*Heston Practice*

“They have been great. Been very supportive.”  
*Brentford Group Practice*

“I’ve been going there a long time. The people do what I ask them...”  
*Wellesley Road Practice*

“At the moment you can’t do face to face which I understand...the phone consultation that I had throughout the height of COVID was good.”  
*St. Margaret’s Medical Practice*

### Negative Reviews;

“...The waiting time is crazy as well.”  
*Little Park Surgery*

“...I finally went for my nurses appointment, to which I was called 30 minutes late as usual...”  
*Blue Wing Family*

“I find all the electronic ways of getting in touch with them quite difficult...”  
*First Care Practice*

# GP Themes/Sub-themes

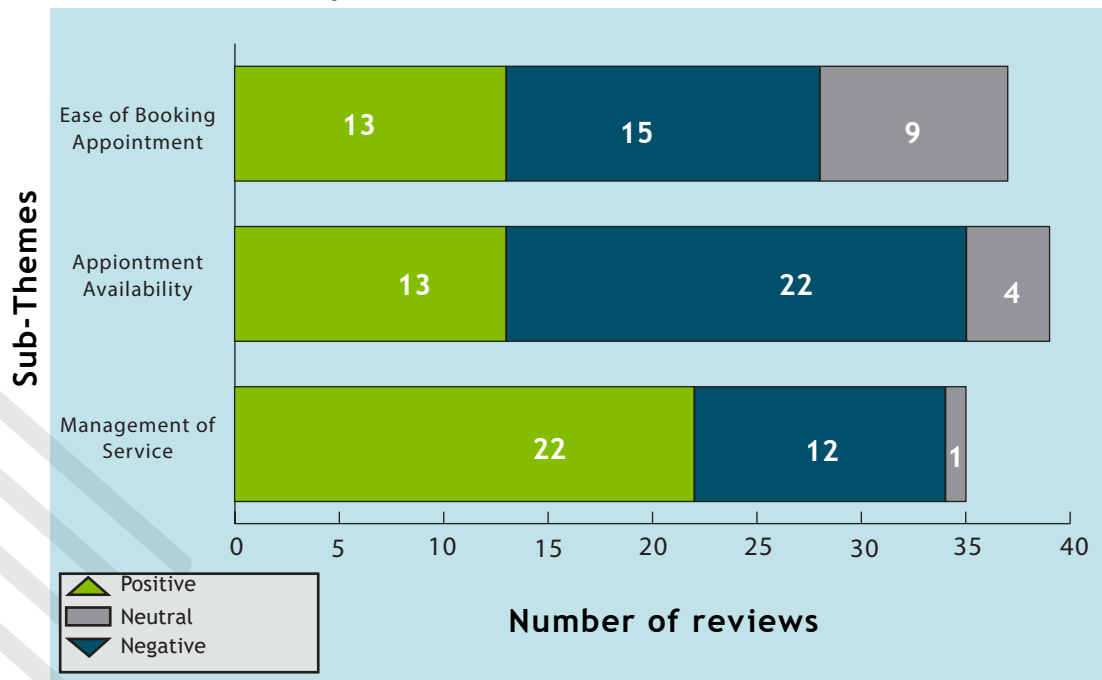
**Administration** theme received 111 reviews; 43% (48) were positive and 44% (19) were negative. The chart below illustrates a breakdown of the top sub-themes for **Administration**.

For the **Ease of Booking Appointments** sub-theme we received 37 reviews, 35% (6) were positive, 41% (15) were negative and 24% (9) were neutral. Similar to previous quarters (Quarter 1 Apr- Jun 2020) when all 4 reviews had a negative sentiment, majority of patients are still not pleased with the ease of booking appointments.

**Appointment Availability** was the most frequently discussed sub-theme with 39 reviews. 33% had a positive sentiment, 56% were negative and 10% had a neutral sentiment. This tells us that patients find it difficult to book appointments. In Quarter 1 Apr - Jun 2020 it was 67% which had a positive sentiment compared to 33% in this quarter.

**Management of Services** received 35 reviews; 63% (22) were positive, 34% (12) were negative and 3% (1) were neutral. Similar to previous quarters majority of patients are pleased with the management of GP services, in Quarter 1 Apr - Jun 2020 it was 67%.

**Top three Sub-themes for Administration**



**Positive Reviews;**

“They are good, it is easy to get an appointment and they are always able to meet my needs when required.”  
*Acton Lane Medical Centre*

“I’ve been going there a long time. I get an appointment when I need one...”  
*Wellesley Road Practice*

“They are brilliant. You ring and you can always talk to someone, they are super.”  
*St. Margaret’s Medical Practice*

**Negative Reviews;**

“I called them 31 times in total today. Always busy, no answers, nothing.”  
*The Practice (Feltham)*

“Sometimes it can be hard to get through to the surgery by phone, especially if it is urgent. The phone can be engaged for long periods and I will have to wait to call back again the next day...”  
*Glebe Street Surgery*

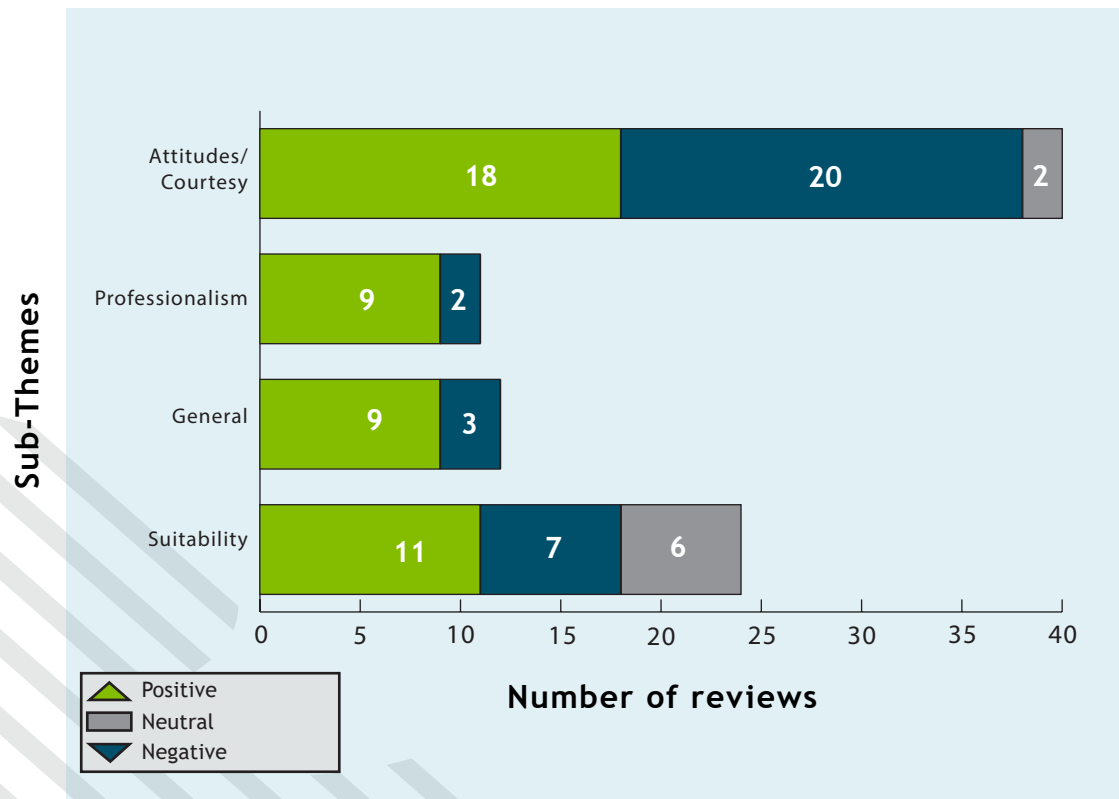
# GP Themes/Sub-themes

**Staff** theme received 95 reviews. 49% were positive (47), 42% (40) were negative and 8% (8) were neutral. Compared to the previous quarter there has been an increase in reviews with negative sentiments. In Quarter 1 (Apr - Jun) it was 36% compared to 42% this quarter. The chart below presents a breakdown of the sub-themes for **Staff**.

**Staff Attitude/Courtesy** was mentioned in 40 reviews, 45% (18) were positive, 50% (20) were negative and 5% (2) neutral. Patients are not ‘pleased’ with the attitude of staff they encounter. In Quarter 1 (Apr - Jun 2020), 64% of reviews had a positive sentiment.

**Suitability** sub-theme with 24; 46% (11) were positive, 29% (7) were negative and 25% (6) were neutral. Also, **Professionalism** sub-theme received 11 reviews; with 82% (9) being positive and 18% (2) negative and **General** sub-theme received 12; 75% (9) were positive and 25% (3) were negative.

## Top three Sub-themes for Staff



### Positive Reviews;

“Very nice doctors and excellent staff. I’ve never had a problem with anybody in this establishment. Keep up the good work...”  
*Mount Medical Centre*

“... All staff that we have met at the surgery are nice, smiling and know-how welcome people...”  
*Bath Road Surgery*

“... in general, it is a good surgery with good staff and doctors and they keep their environment clean especially since COVID-19.”  
*Glebe Street Surgery*

“Very good staff and doctors who always try to help out.”  
*Hatton Medical Practice*

### Negative Reviews;

“I am so disappointed to say that the service from the reception team is not very good. Very rude.”  
*Thornbury Road Centre for Health*

“Receptionists are very abrupt and the doctors like to rush through everything...”  
*Little Park Surgery*

“The reception are not trained well and extremely unprofessional.”  
*Clifford Road Surgery*

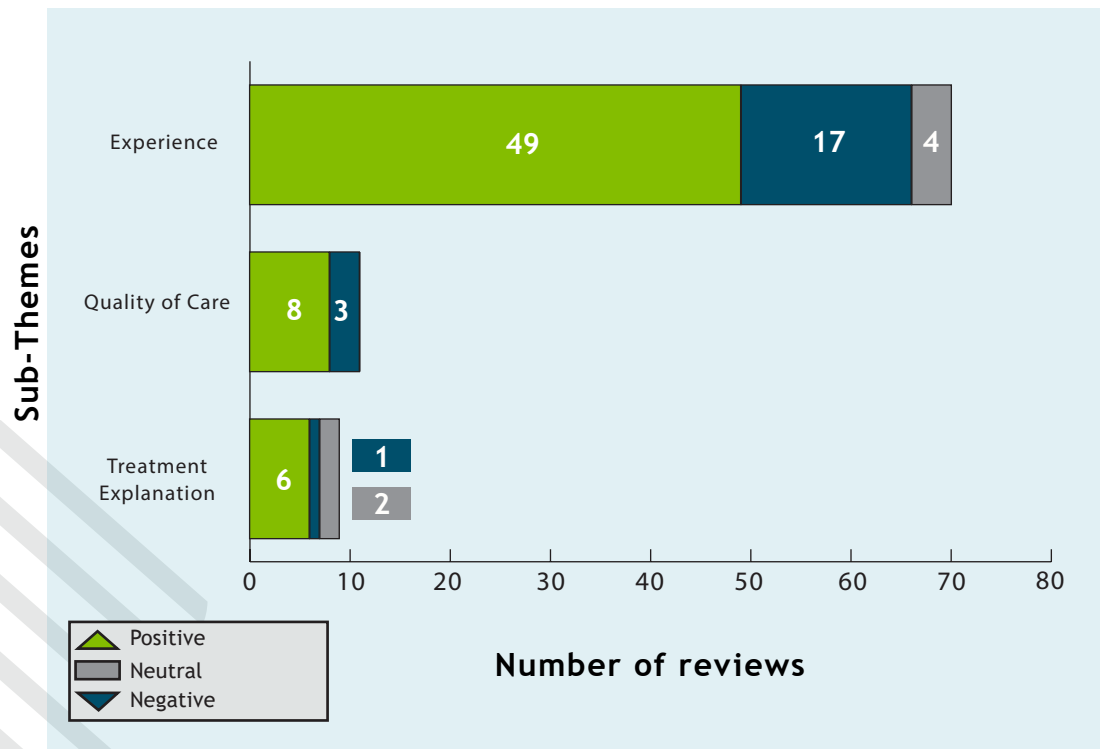
# GP Themes/Sub-themes

The **Treatment and Care** theme received 91 reviews. 69% (63) were positive, 24% (22) were negative and 7% (6) were neutral. Patients continue to express their satisfaction of **Treatment and Care**, similar to last quarter (Apr - Jun 2020) when 65% of the reviews were positive.

**Experience of Care** was the most discussed sub-theme with 70 reviews; 70% (49) were positive, 24% (17) were negative and 6% (4) were neutral. Similarly, to Quarter 1 Apr - Jun 2020 it was 80% of reviews with positive sentiments.

**Quality of Care** was a recurring sub-theme with 11 reviews, followed by **Treatment Explanation** with 9 reviews. The reviews about **Quality of Care** and **Treatment Explanation** were largely positive with 73% and 67% respectively. Similar trends were found for **Quality of Care** in the previous quarters; in Quarter 1 Apr - Jun it was 80%. This tells us that majority of patients are pleased with aspects of **Treatment and Care**.

## Top Sub-themes for GP Treatment & Care



### Positive Reviews;

“All the doctors that I have seen have been very good...”  
*West4GPS*

“The practice nurse I see is a gem. I felt very comforted and relaxed. She had good knowledge about my health issue and shared that information with me in a professional manner.”  
*Brentford Family Practice*

“...The doctors are always helpful and explains things in details and investigates the issue that needs attention...”  
*Clifford Road Surgery*

“They listen and were very quick with a diagnosis... Very patient in terms of treatment explanation, they even write it down for me.”  
*Brentford Group Practice*

### Negative Reviews;

“... I was given no walking aids so I had to limp for months. I was given no support for pain management and the doctor was talking rubbish...”  
*Jersey Practice*

“...I feel that I have not received a pro-active attitude from the GP..”  
*Chiswick Health Practice*

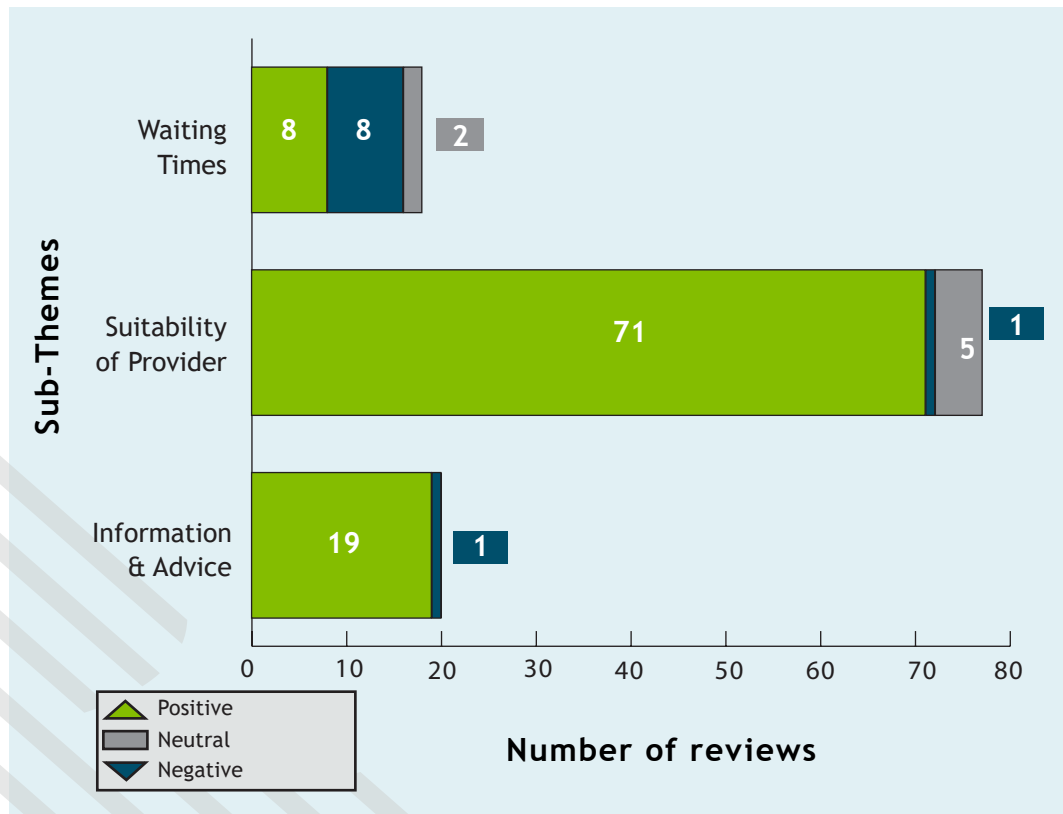
# Pharmacy Themes/Sub-themes

The **Access to Services** theme received 135 reviews. 81% (109) were positive, 13% (18) were negative and 7% (8) were neutral. Compared to last quarter (Apr - Jun 2020), there has been an increase in reviews with positive sentiments (68%).

The **Information & Advice** sub-theme received 95% positive reviews. **Suitability of Provider** received 77 reviews, 92% (71) were positive, 1% (1) were negative and 6% (5) were neutral. The sub-theme **Waiting Times** received 18 reviews, 44% (8) were positive, 44% (8) were negative and 11% (2) were neutral. This tells us that apart from waiting times, patients were satisfied with the accessibility to pharmacies in the past few months.

The chart below shows the breakdown of the sub-themes.

## Top Sub-themes for Access to services



### Positive Reviews;

“They are very good. Sometimes you have to wait but it is not a problem.”  
*A C Curd Pharmacy*

“...Provides a good service. I don’t have to wait too long to get my medicine”  
*Busby’s Pharmacy*

“I think the pharmacist there is good. Very helpful, if I run out of medication, they organised it very quickly, explains medication information well.”  
*Osterley Park Pharmacy*

“They are very efficient. Very smooth and I don’t have to wait, find them very easy.”  
*Riverside Pharmacy*

### Negative Reviews;

“The pharmacy is always very slow, every week I wait 30-45 minutes even if there isn’t a queue. It is best to call to ask them to make it ready.”  
*Boots (Feltham Longford Centre)*

“...They make you wait for prescriptions unnecessarily...”  
*Edwards & Taylor Pharmacy*

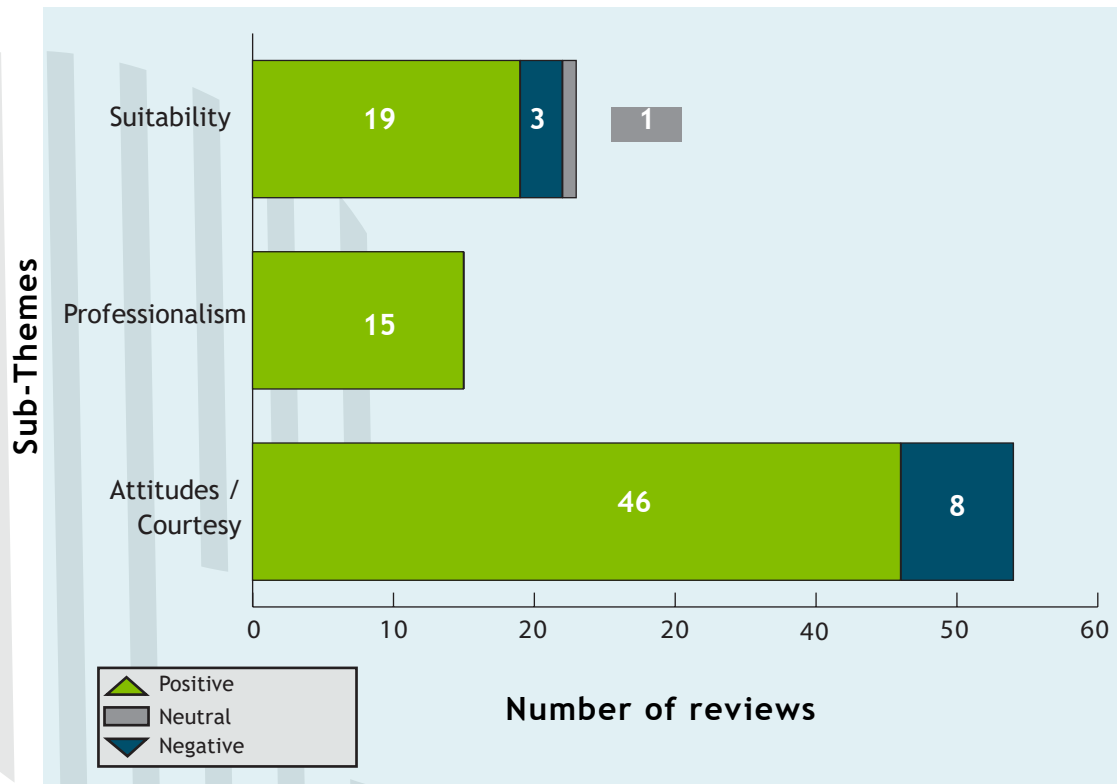
# Pharmacy Themes/Sub-themes

The **Staff** theme received 96 reviews. 85% (82) were positive, 13% (12) were negative and 2% (2) were neutral. The chart below shows the sub-themes for reviews mentioning the **Staff** theme.

The **Attitudes/Courtesy** sub-themes received 54 reviews. 85% (46) were positive and 15% (8) were negative. In the previous quarter (Apr - Jun 2020), reviews for this sub-theme with a positive sentiment were 76%. Majority of patients are ‘pleased’ with staff at their pharmacies.

**Professionalism** received 100% (15) positive reviews. The **Suitability** sub-theme received 23 reviews, 83% (19) were positive, 13% (3) were negative and 4% (1) were neutral.

## Top Two Sub-themes for Staff



### Positive Reviews;

“Very knowledgeable staff and pharmacists...”  
*Brent Pharmacy*

“...The staff go out of their way to help you. Even when they are busy and under stress they still continue to serve with a smile.”  
*Minal Pharmacy*

“The staff has always been so helpful, regardless of the situation, she will always put 100% into what she’s doing and the effort doesn’t go unnoticed.”  
*Jade Pharmacy (Heston)*

“I have used the pharmacy for many years. The staff are always friendly and helpful and the fact they deal with ordering all my prescription for me is so helpful.”  
*Numark Pharmacy*

### Negative Reviews;

“...Staff are hit and miss with regards to service and I have had a few issues. Such a shame.”  
*Harb’s Pharmacy*

“The staff were unhelpful and rude.”  
*Campbells Chemist*

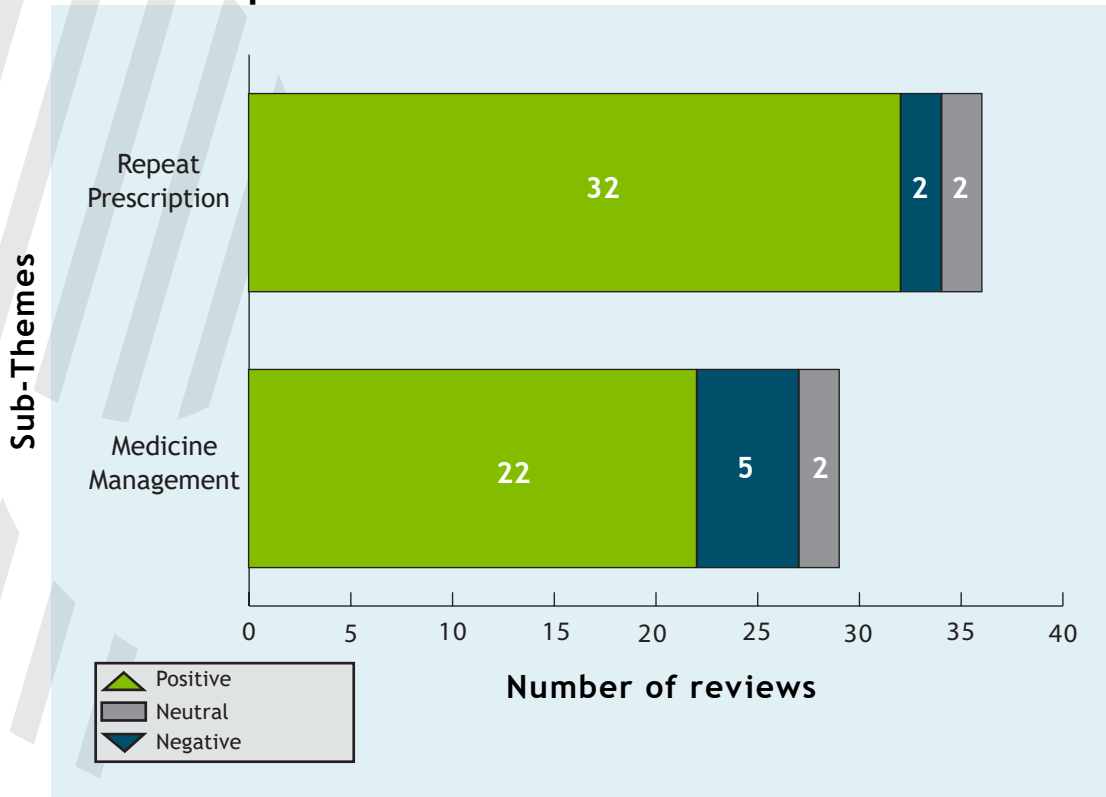
# Pharmacy Themes/Sub-themes

The **Medication** theme received 67 reviews; 84% (56) were positive, 10% (7) were negative and 6% (4) were neutral. This shows us that most patients are happy with their medication services at their pharmacies.

The chart below presents a breakdown of the sub-theme for **Treatment and Care**.

**Repeat Prescription** and **Medicine Management** were the most mentioned of the sub-themes. **Repeat Prescription** received 36 reviews; 88% (32) were positive, 6% (2) were negative and 6% (2) were neutral. **Medicine Management** received 29 reviews; 76% (22) were positive, 17% (5) were negative and 7% (2) were neutral.

## Top Two Sub-Themes for Medication



### Positive Reviews;

“They always deliver medication on time, which is excellent.”  
*Bhogal Pharmacy*

“...They are efficient and professional. I collect my repeat prescription from here. The shop is well stocked...”  
*West London Pharmacy*

“The best service I’ve ever had in any pharmacy. They make regular delivery service and I always have my prescription tablets in time.”  
*Hounslow East Pharmacy*

“I have no complaints. I am able to receive my prescriptions very quickly from the pharmacy.”  
*Campbells Chemist*

### Negative Reviews;

“Pharmacist during weekdays will tell you prescriptions are ordered when they aren’t and will leave you missing days on medication.”  
*Boots (Whitton High Street)*



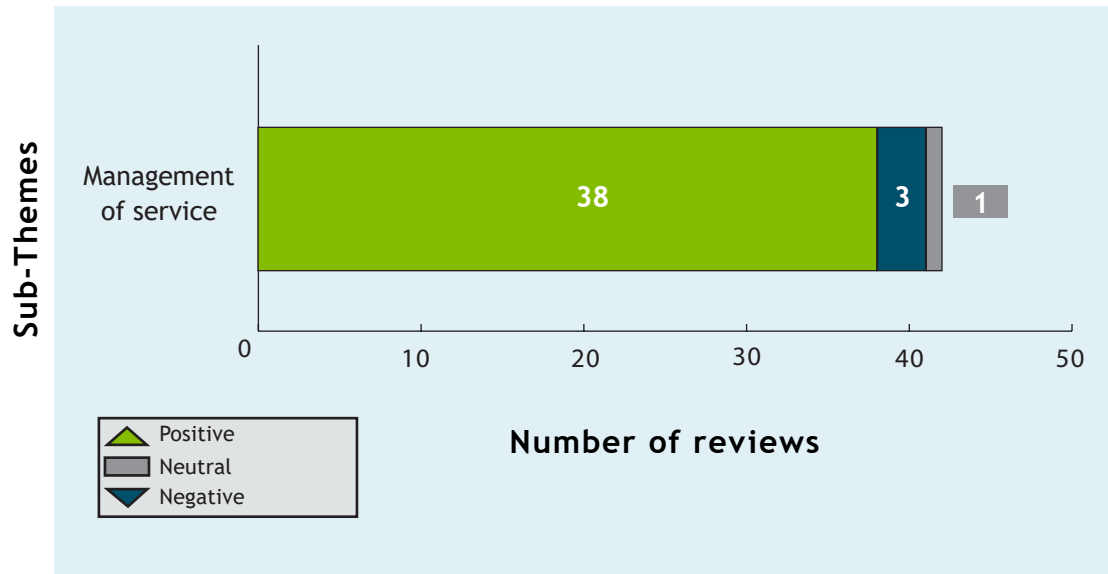
# Pharmacy Themes/Sub-themes

The **Administration** theme received 42 reviews; 90% (38) were positive, 7% (3) were negative and 2% (1) were neutral. Majority of reviews received had a positive sentiment, similar to Quarter 1 Apr - Jun 2020, 85% positive reviews.

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

**Management of Service** sub-theme received 20 reviews where 90% (18) were reviews with positive, 7% (3) were negative and 2% (1) were neutral.

## Sub-Themes for Administration



### Positive Reviews;

“Very efficient. Coping very well with the virus.”  
*Osterley Park Pharmacy*

“The best pharmacy in the area who go out of their way to help.”  
*Amin Pharmacy*

“A great experience. They are efficient and helpful. They’ve been amazing throughout this pandemic.”  
*Maswell Park Pharmacy*

“Very helpful. Been delivering to us throughout COVID-19 and have provided us an option to continue doing so if we would like them to.”  
*Azchem Pharmacy*

### Negative Reviews;

“...I’ve been left without my medication due to them not ordering prescriptions on time, informing me it had been ordered when it hadn’t. Also had items missing on multiple occasions.”  
*Boots Pharmacy (Whitton High Street)*

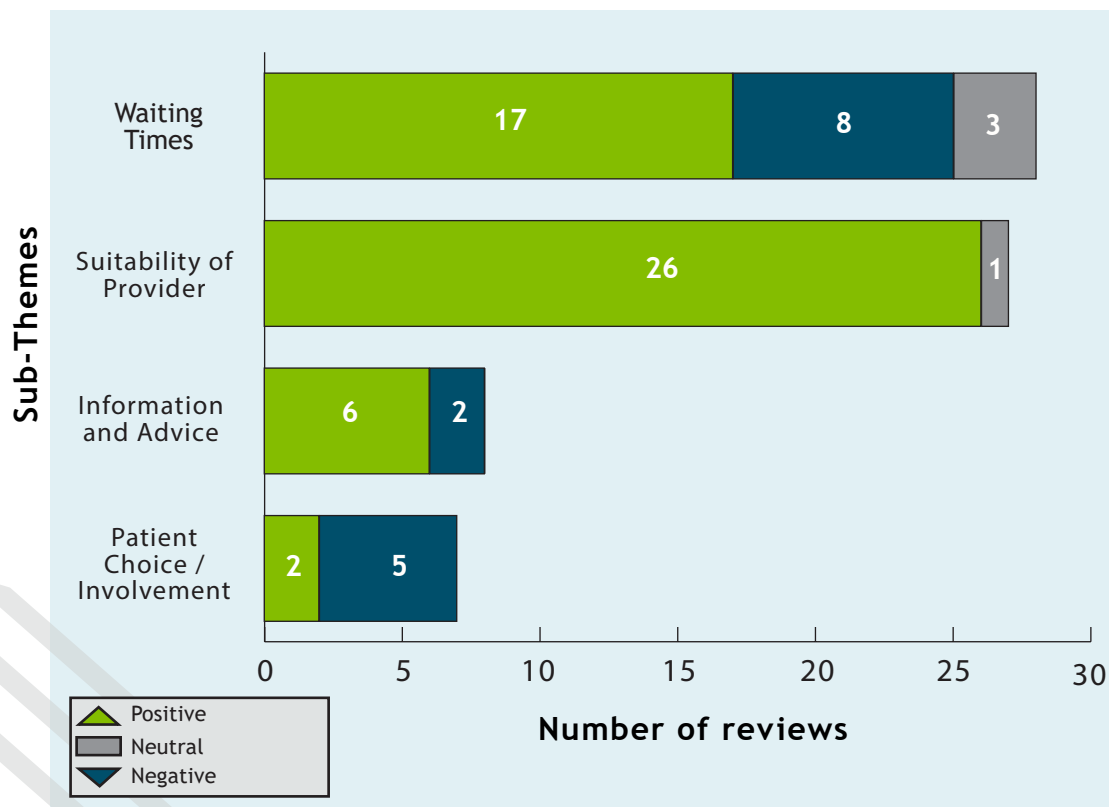
# Hospitals Themes/Sub-themes

**Access to Services** received 74 reviews this quarter 72% (53) were positive, 23% (17) were negative and 5% (4) were neutral. Similar to last quarter, majority of reviews have positive sentiments with 88% in Quarter 1 Apr - Jun 2020. The chart below also shows the breakdown of the sub-themes.

**Waiting Time** was mentioned in 28 reviews, 61% (17) were positive, 29% (8) were negative and 11% (3) were neutral. **Suitability** was a frequently discussed sub-theme with 27 reviews, the reviews were 96% (26) positive and 4% (1) were neutral.

**Information and Advice** was mentioned in 8 reviews, from these reviews 75% (6) were positive and 25% (2) were negative. Also, **Patient Choice/Involvement** was mentioned in 7 reviews, with 29% (2) positive and 71% (5) negative.

## Top Three Sub-themes for Access to Services



### Positive Reviews;

“Prompt, efficient, very transparent, very clear cut. Always somebody to speak to. Very reassuring.”

*West Middlesex University Hospital (A&E)*

“Very good. When I went to my appointment, I got called in within 5 minutes.”

*West Middlesex University Hospital*

“... Sometimes you do have to wait but it is understandable. Personally I didn't have to wait very long...”

*West Middlesex University Hospital (A&E)*

“Throughout the pandemic, I've had two appointments there and they have been excellent.”

*Charing Cross Hospital (Oncology)*

### Negative Reviews;

“The doctors can't wait to get rid of you. I was here unable to walk and I had to wait 7 hours to be seen...”

*West Middlesex University Hospital*

“The doctor that attended to me did not give me time to ask questions, I understand they are in a rush but it would have been nice.”

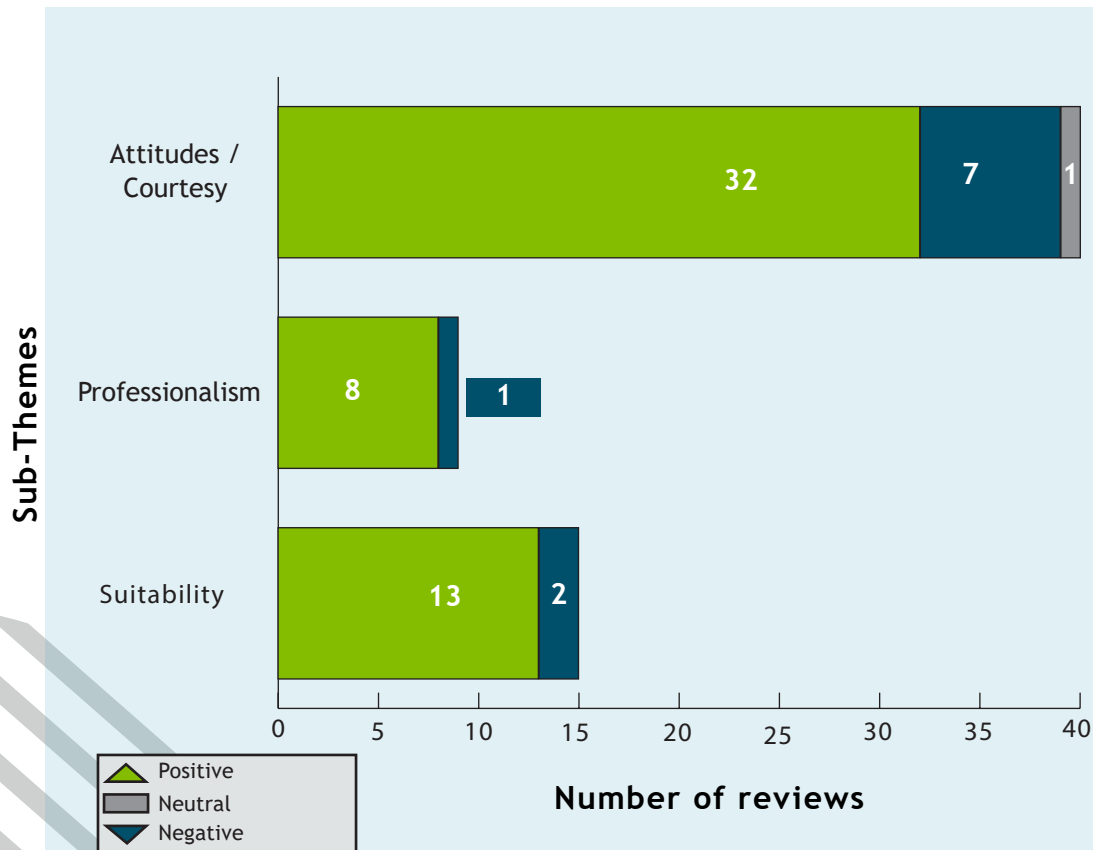
*West Middlesex University Hospital (Cardiology)*

# Hospitals Themes/Sub-themes

The **Staff theme** received 74 reviews; 81% (60) were positive, 18% (13) were negative and 1% (1) were neutral. This theme largely attracts reviews with positive sentiments, Q1 Apr - Jun 2020 it was 100% and in Quarter 4 Jan - Mar 2020 it was 75%. The chart below shows a breakdown of the sub-themes for the **Staff** theme.

**Attitudes/Courtesy** was the most frequently mentioned sub-theme with 40 reviews; 80% (32) were positive, 17% (7) were negative and 3% (1) were neutral. The **Professionalism** sub-theme received 9 reviews and **Suitability** sub-theme received 15 reviews, both sub-themes received majority positive reviews with 89% and 87% respectively.

## Top Three Sub-themes for Staff



### Positive Reviews;

“Love all the midwives and doctors here. It couldn’t be any better than at this hospital.”

*West Middlesex University Hospital (Maternity)*

“The staff were really nice to me.”

*West Middlesex University Hospital (A&E)*

“It has been pretty good...The staff are always excellent too. Had a test for the virus and that was pretty quick.”

*West Middlesex University Hospital (A&E)*

“They seemed very thorough, professional, kind and very supportive”

*West Middlesex University Hospital (Gynaecology)*

“The person who saw me was marvelous. I don’t feel out of place at all when I am there. I can’t say I have met anyone who I have not liked.”

*Charing Cross Hospital*

### Negative Reviews;

“...the receptionist is very rude, she gives you the feeling that you made the wrong decision coming to the hospital. They do not need to smile but they need to show some respect to patients...”

*Urgent Care Centre (West Middlesex Hospital)*

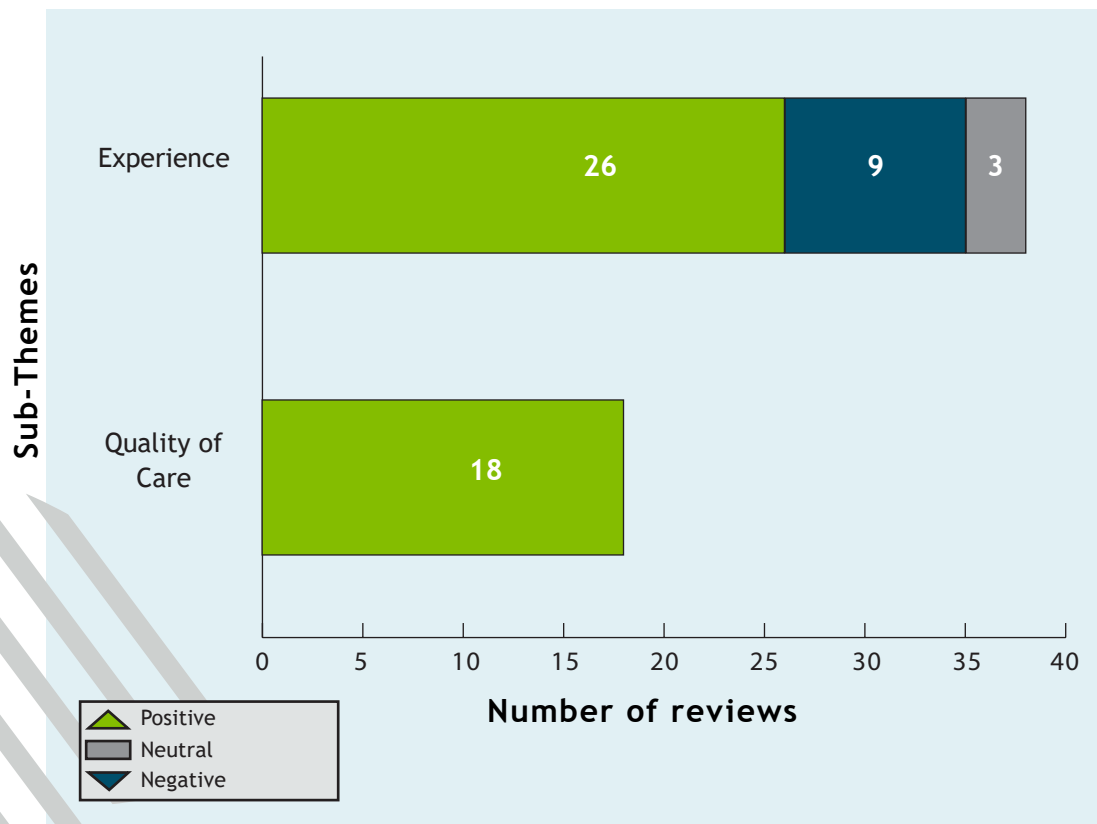
# Hospitals Themes/Sub-themes

The **Treatment and Care** theme received 63 reviews. 79% (50) were positive, 16% (10) were negative and 5% (3) were neutral. There has been a continuous trend in the reviews with positive sentiments for this theme; in Quarter 1 Apr - Jun 2020 it was 90% and in Quarter 4 Jan - Mar 2020, it was 77%.

The sub-themes **Experience** was the most mentioned sub-theme with majority of the reviews having positive sentiments with 68% (26), 24% (9) were negative and 8% (3) were neutral. **Quality of Care** had 100% (18) positive reviews. This tells us that patients continue to be positive about their experiences of **Treatment and Care** that they receive from hospitals.

The chart below shows a breakdown of the most mentioned sub-themes for **Treatment and Care**.

## Top Sub-Themes for Treatment & Care



### Positive Reviews;

“They always explain everything to me, very knowledgeable. I’ve had very good treatment throughout the COVID-19 lockdown...”  
*West Middlesex University Hospital (Rheumatology)*

“this hospital have given me great care and have helped me so much... the urology team carried out my procedure so well I was able to go home within a few hours with no post-operative pain or discomfort.”  
*West Middlesex University Hospital (Urology)*

“I’ve been happy for every visit I have had at this hospital...”  
*Ashford Hospital*

“They seemed very thorough, professional, kind and very supportive.”  
*West Middlesex University Hospital (Gynaecology)*

“I had a phone consultation which was fine. It was all good...”  
*West Middlesex University Hospital (Gastro)*

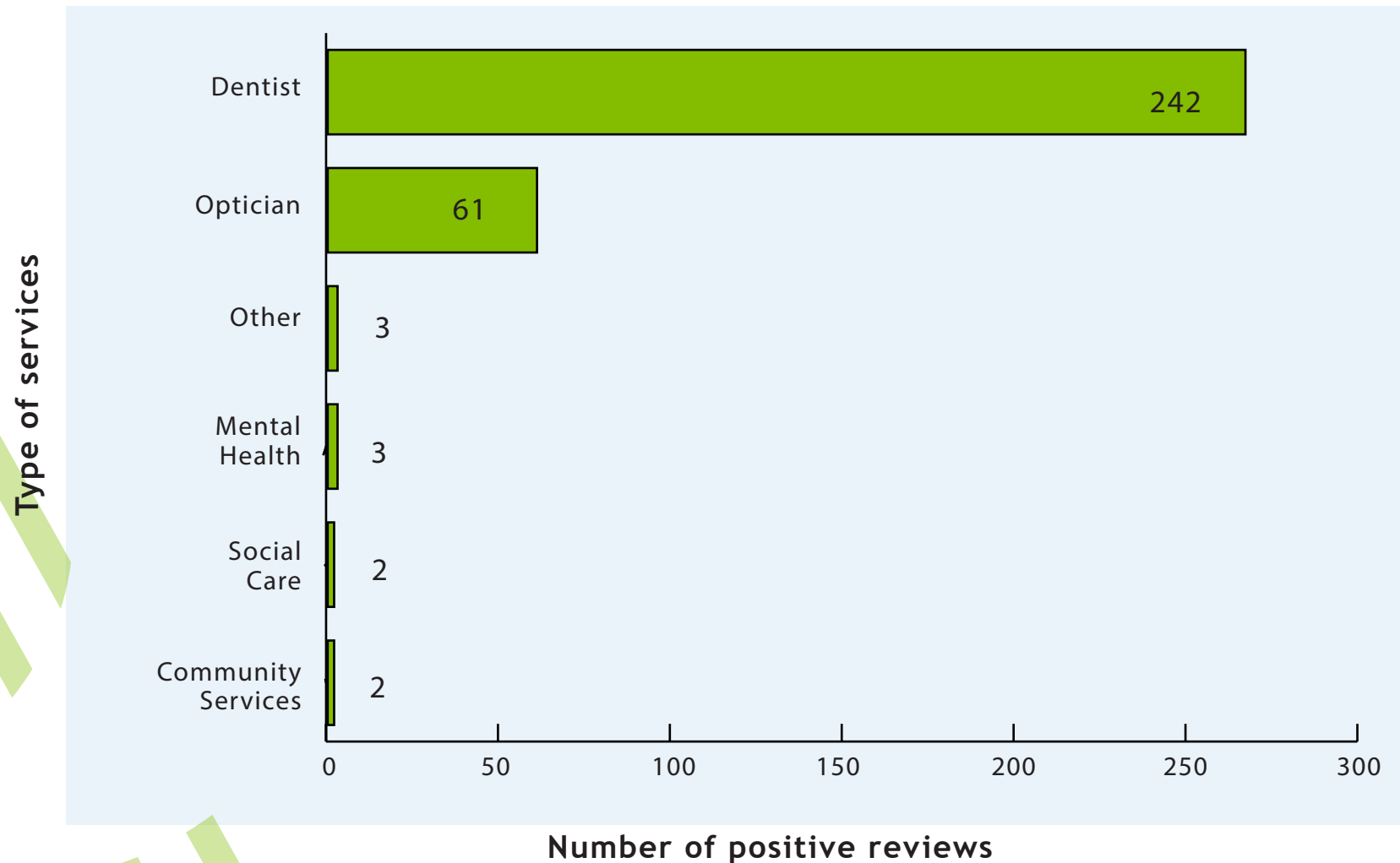
### Negative Reviews;

“I was sent to A&E by my doctor. No treatment was given and I was sent home. I got an infection and had to return..”  
*West Middlesex Hospital (A&E)*

# Positive Reviews of Other Services

In this section, we look at the positive reviews we have received about other services we have not examined in detail, allowing us to highlight areas where a service is doing well and deserving of praise. This section provides an overview of positive reviews by service area and goes on to give some examples of comments received.

July - August - September





## Dentist

“Bookings managed very efficiently indeed. Adherence to covid procedures first class. I saw the hygienist who was most professional and pleasant.”

***Bridge Dental Practice***

“I’ve used the surgery for years and the dentist I see is an excellent dentist.”

***The Butts Dental Practice***

“Excellent service as always, especially as it was an emergency appointment. All the Covid precautions were clearly explained and made it all feel so safe to be back at the dentist.”

***Eye Smile Dentist***

“The dentist is amazing, highly skilled, very patient and professional. Puts me at ease throughout my procedure. The staff are excellent and friendly too.”

***Oakleigh House Dental Practice***

“It is a huge relief that Whitton Corner has been able to open up again. They have taken plenty of precautions - temperature screening when you arrive, strict limits on how many people can sit in the waiting room, keeping your belongings in a sealed box, staff wearing protective gear. I felt completely comfortable and was hugely relieved to have a professional fix for what has been quite a sore tooth.”

***Whitton Corner Dental Practice***

“The team at this dentist are very professional, always friendly and eager to help. The dentist is an amazing dentist; always greets with a warm smile, never rushes through appointments as he always listens to my concerns and requests.”

***The Dentist @ Chiswick***



## Mental Health

“I have attended one to one sessions over many months. I am very pleased and satisfied with the help and coping techniques with what I have been taught. On the whole, I am delighted with the way my treatment has come along...”

***Hounslow Recovery Centre***



## Opticians

“Such a fantastic level of customer service, both with my eyes and ears. They are very professional, very welcoming and very efficient. I particularly liked that I didn’t feel pressured towards choosing expensive frames, unlike previous opticians.”

*Ronald Brown Opticians*

“I am so grateful we found this practice a year ago. My son was 6 and all the glasses did not fit his face - he did not want to wear them. We were very lucky to find this amazing practice where owner is taking time to make sure all text are done perfectly correct. I was amazed by professional equipment in the practice. The place is spotless and the staff are so friendly.”

*Feltham Eyecare Centre*

“They have super polite and patient staff. They are always very professional.”

*Specsaver (Hounslow High Street)*

“I was recommended by a friend and I’ve been going there for many years. I have always had excellent and friendly service.”

*Osterley Opticians*



## Other

“My wife had a covid test, was free of the virus but was very pleased with the level of care that she received.”

*Covid-19 Service*



## Social Care

“Excellent work & very nice staff.”

*Avant Healthcare Services*



## Community Services

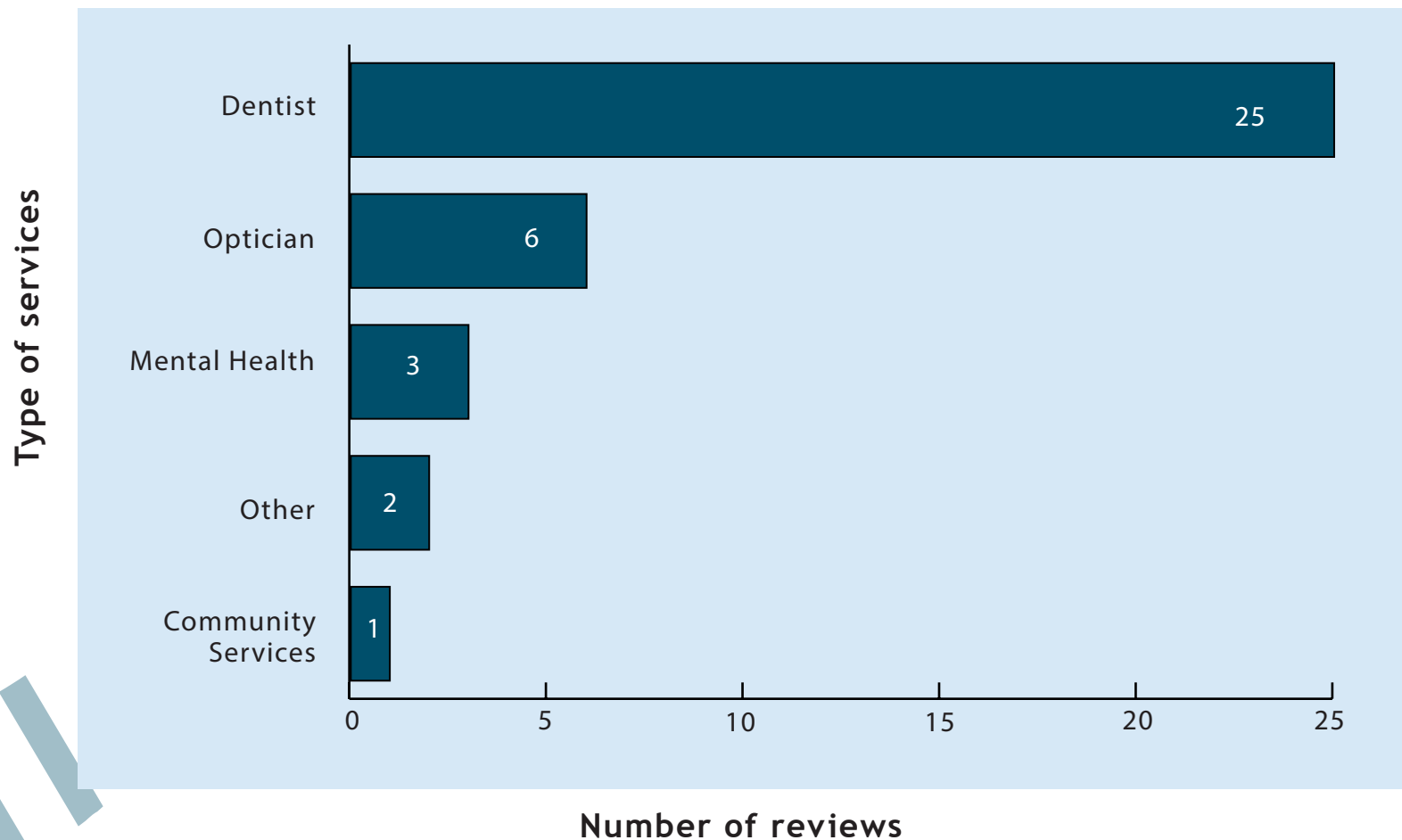
“They phone me everyday to see how I am.”

*Hounslow and Richmond Community Service*

# Negative Reviews of Other Services

In this section, we look at the negative reviews we have received about other services we have not examined in detail, allowing us to highlight parts of services that need to be improved. This section provides an overview of negative reviews by service area and goes on to give some examples of comments received.

July - August - September







## Dentist

“Rude receptionist and not a helpful dentist. I was not happy with the customer service.”

***Brightsmile Dental Care***

“They communicated with me right at the beginning of the lockdown. Haven’t heard anything from them since and I am waiting to receive treatment so not very good in that sense...”

***Bridge Dental Practice***

“The dentist is not very professional.”

***The Smile Studios***

“1 hour delay even though I had an appointment booked, then dentist spent 5 seconds looking at me and did nothing just recommended salt water and there was no cleaning done just a 5 second look...”

***Whitton Corner Dental Practice***

“The receptionist has an attitude problem and is very unhelpful. The dentist himself is good though.”

***Apex Dental Surgery***



## Opticians

“I’ve been calling for 3 days at different times but no answer. 1 week later I’m still calling but no answer, I do not want to fill a form only, I want to explain to someone, if they pick up the phone.”

***Specsavers (Feltham)***

“The service was good but I was over charged for a frame...Other places have a very good service and you pay much less than this place.”

***Specsaver (Hounslow High Street)***



### Mental Health

“It was cut in the middle because of COVID 19 and it was renewed online. The person was very good but the technology was a not so great, I don’t know if it was because of them or my connection but the technology didn’t seem up to it.”  
*Hounslow IAPT*



### Other

“Information on testing for Covid-19 is not clear”  
*Covid-19 Service*



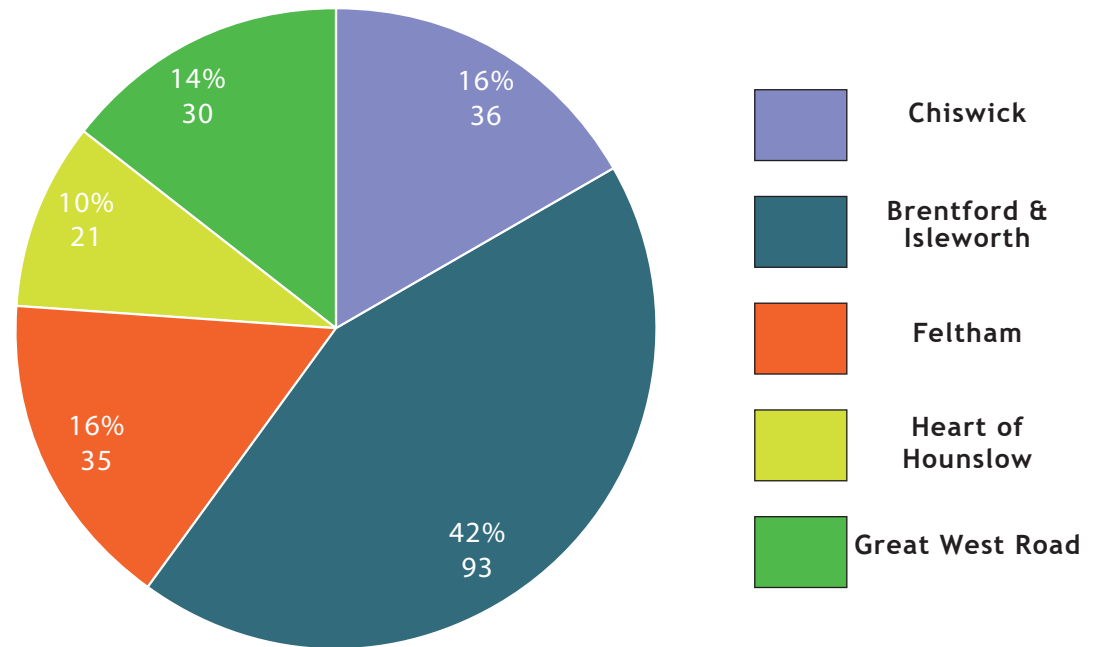
### Community services

“I tried to phone up for support for my partner. Was a Friday and could do with support in what to do. The man who answered the phone just wanted to go home for the weekend.”  
*Addiction Recovery Community (ARC) Hounslow*

# Network Area GP Reviews

## Number of GP Reviews per Network Area

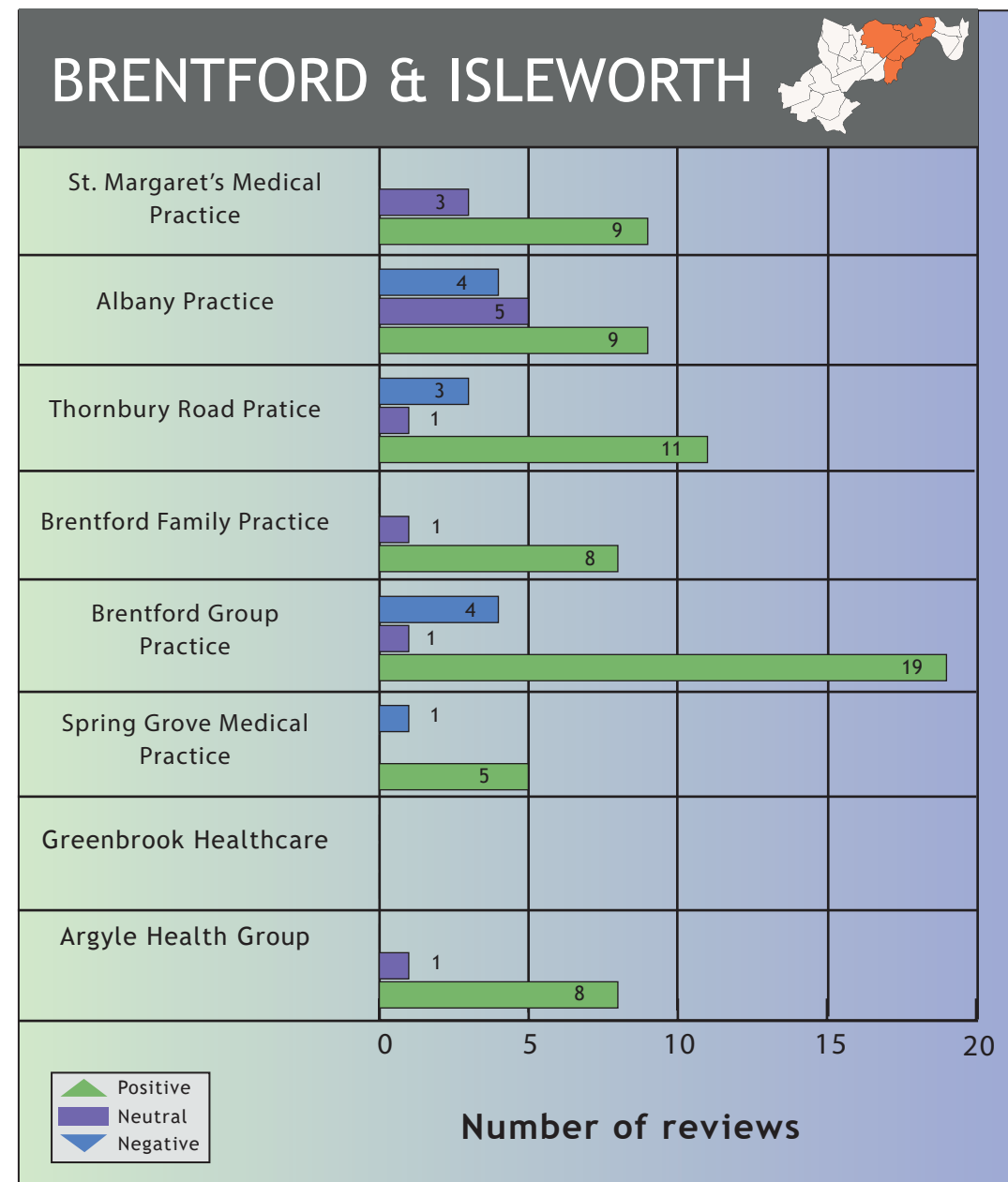
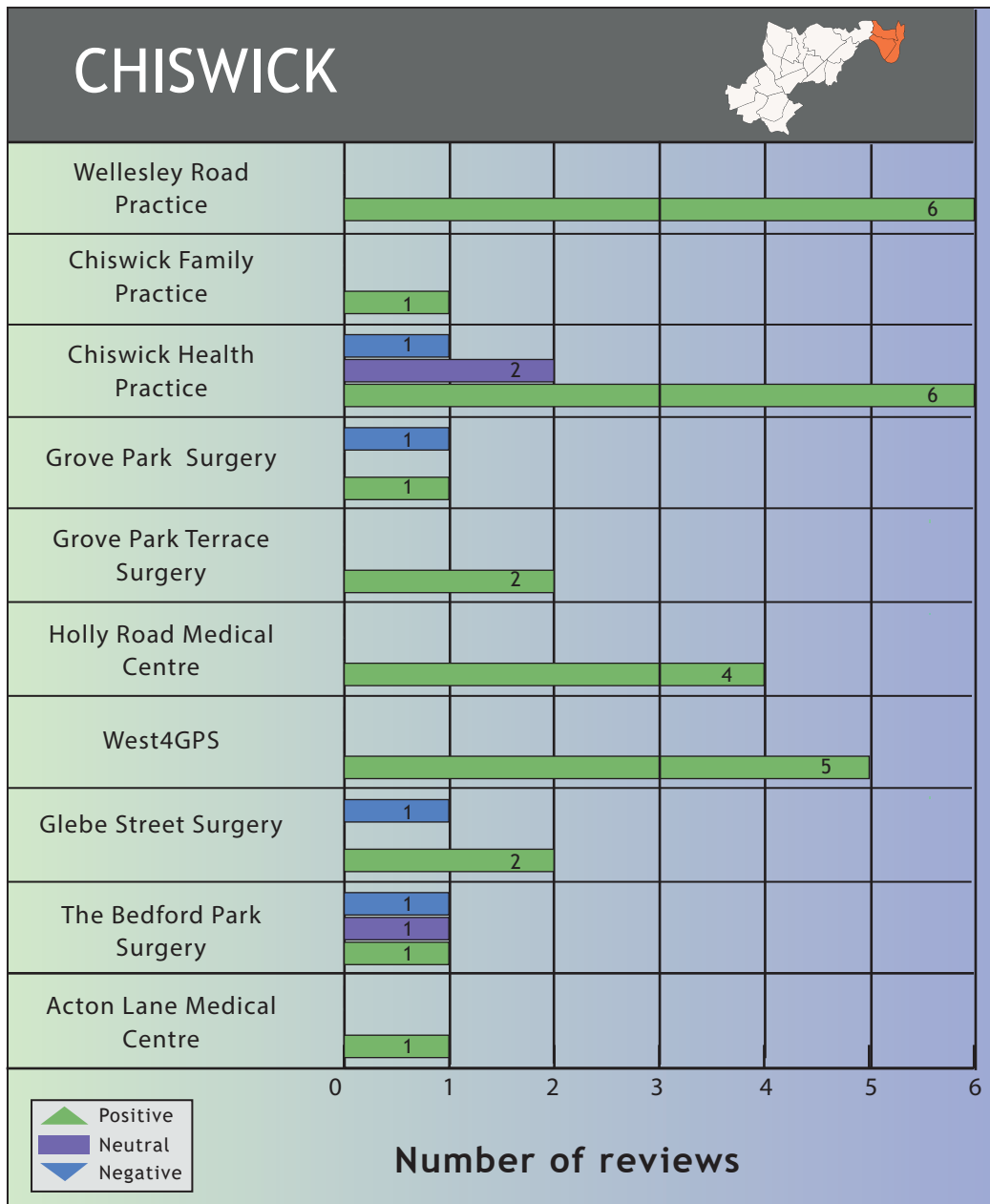
The pie chart shows the number of reviews received in each network area. The highest number of reviews received was from Brentford & Isleworth 42% (93), Feltham 16% (35), Chiswick 16% (36), Great West Road 14% (30) and Heart of Hounslow 10% (21).



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

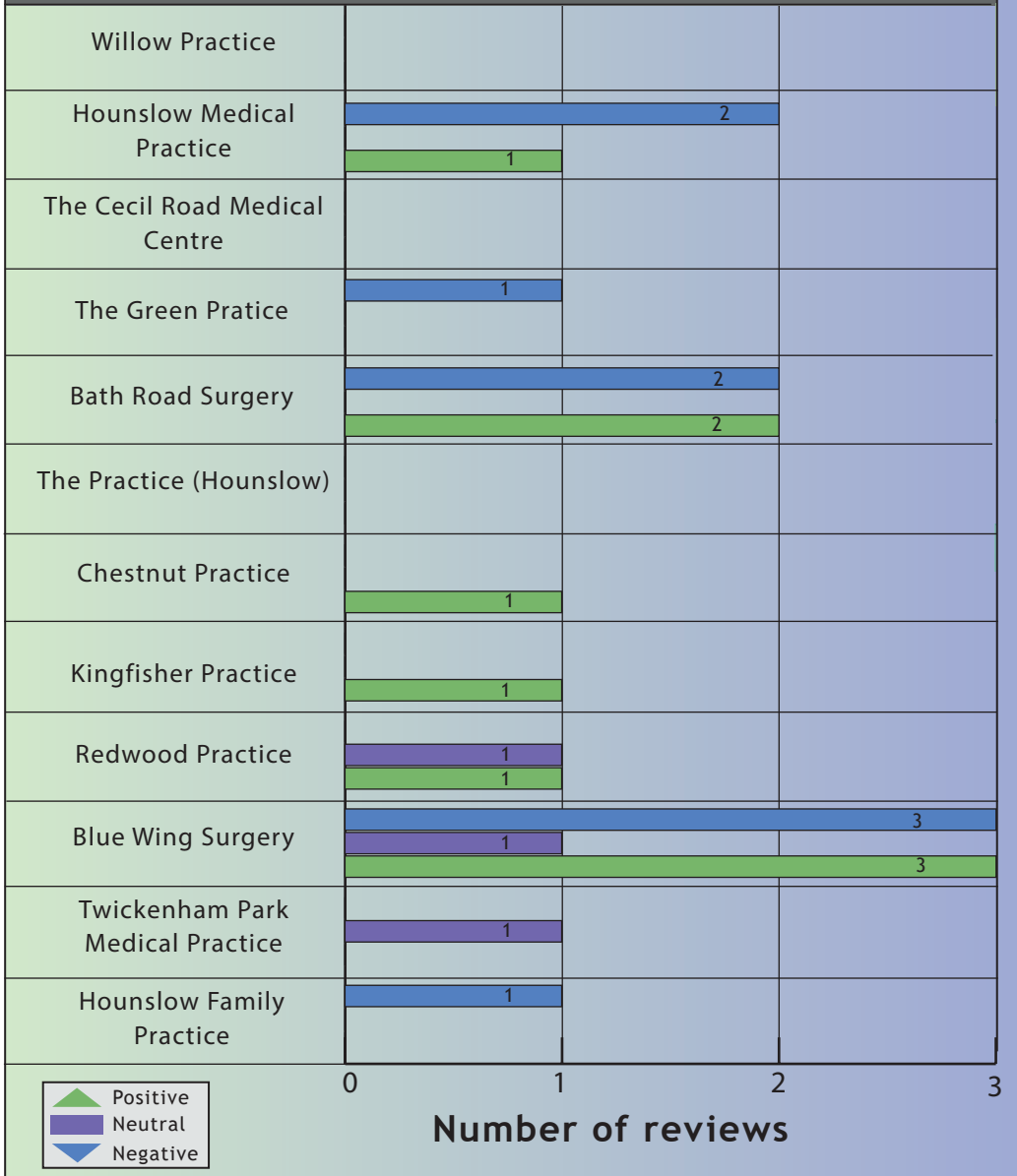
The data shown gives an overview for each GP surgery. The London Borough of Hounslow is divided into five GP Network areas: Brentford & Isleworth, Chiswick, Heart of Hounslow, Feltham and Great West Road. The following pages show services within these Network areas.

# Network Area GP Reviews

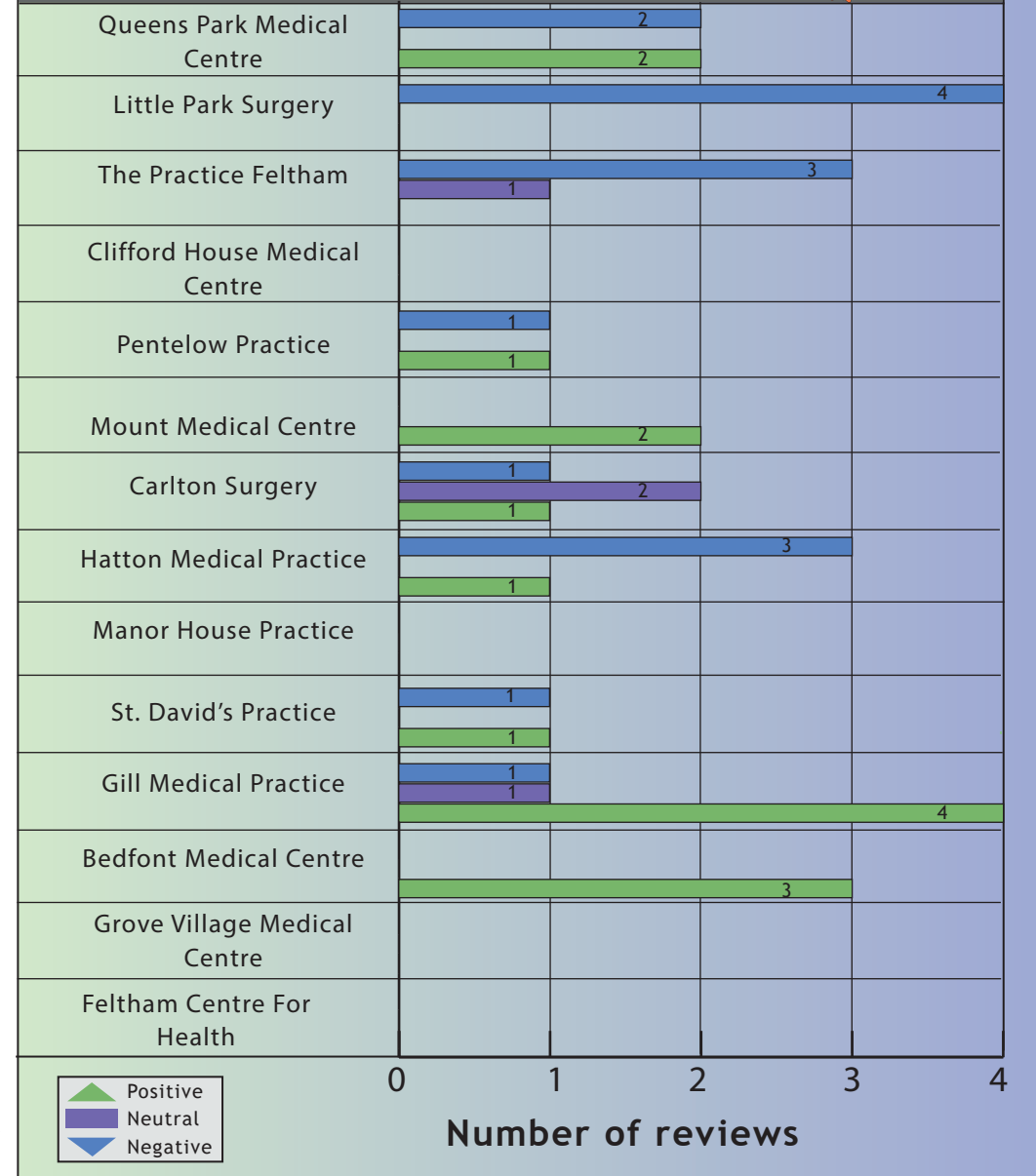
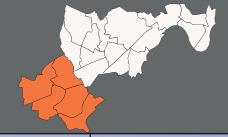


# Network Area GP Reviews

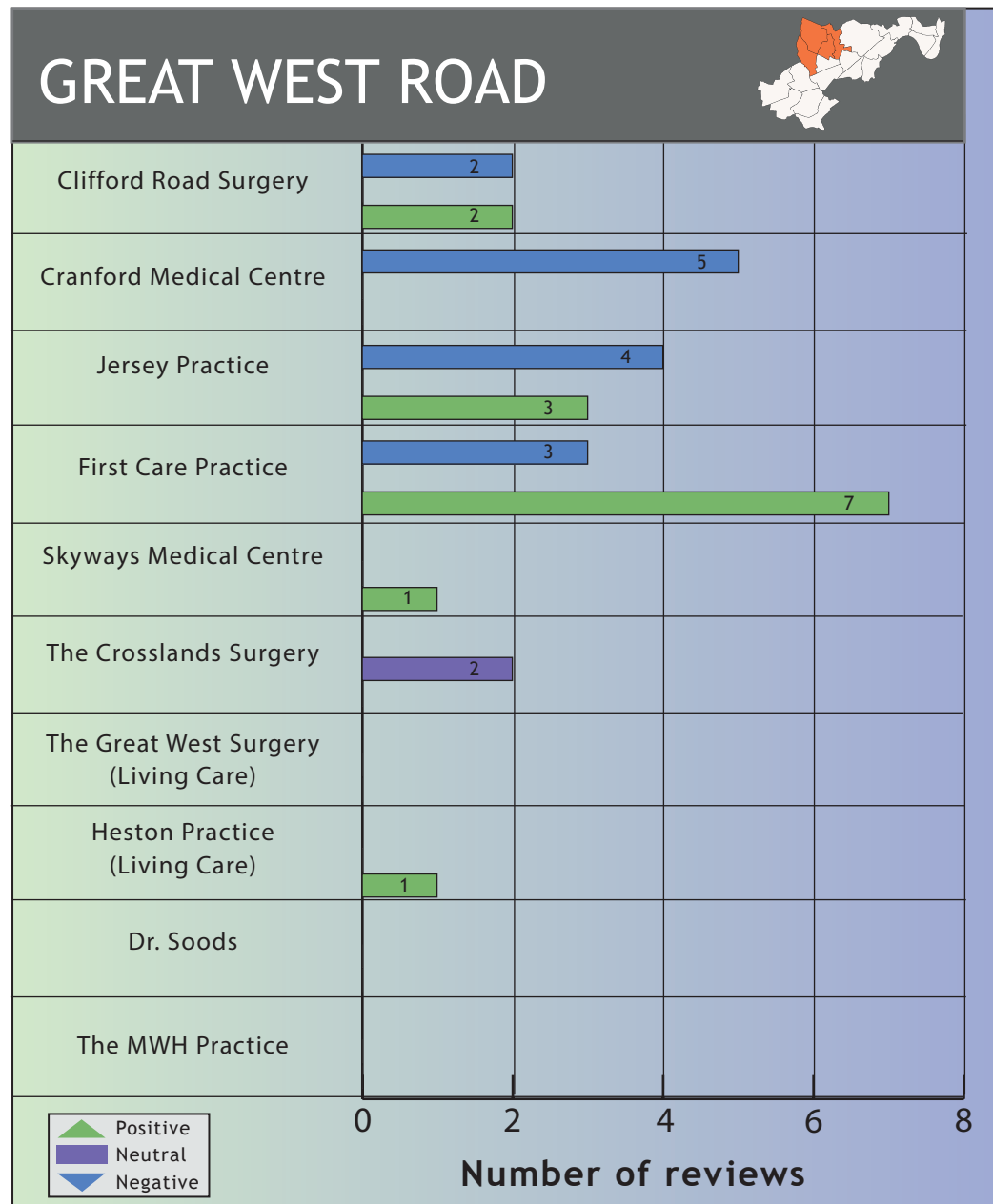
## HEART OF HOUNSLOW



## FELTHAM

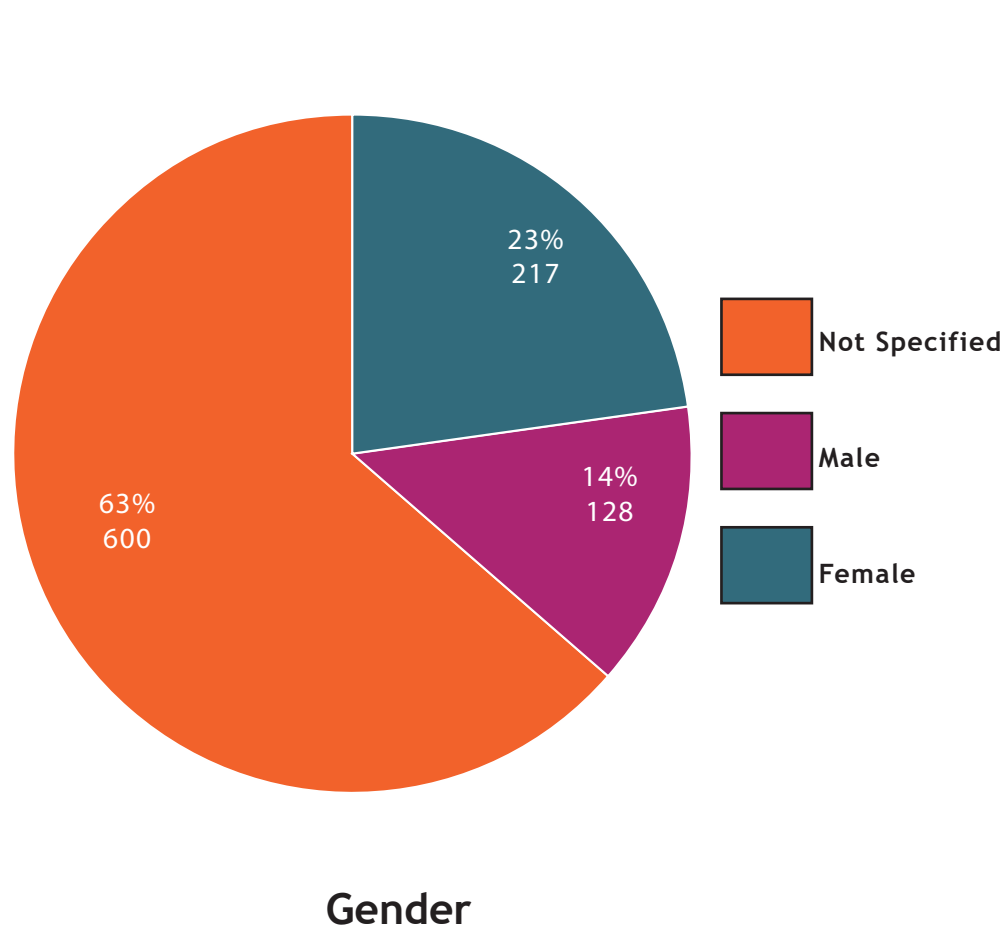


# Network Area GP Reviews

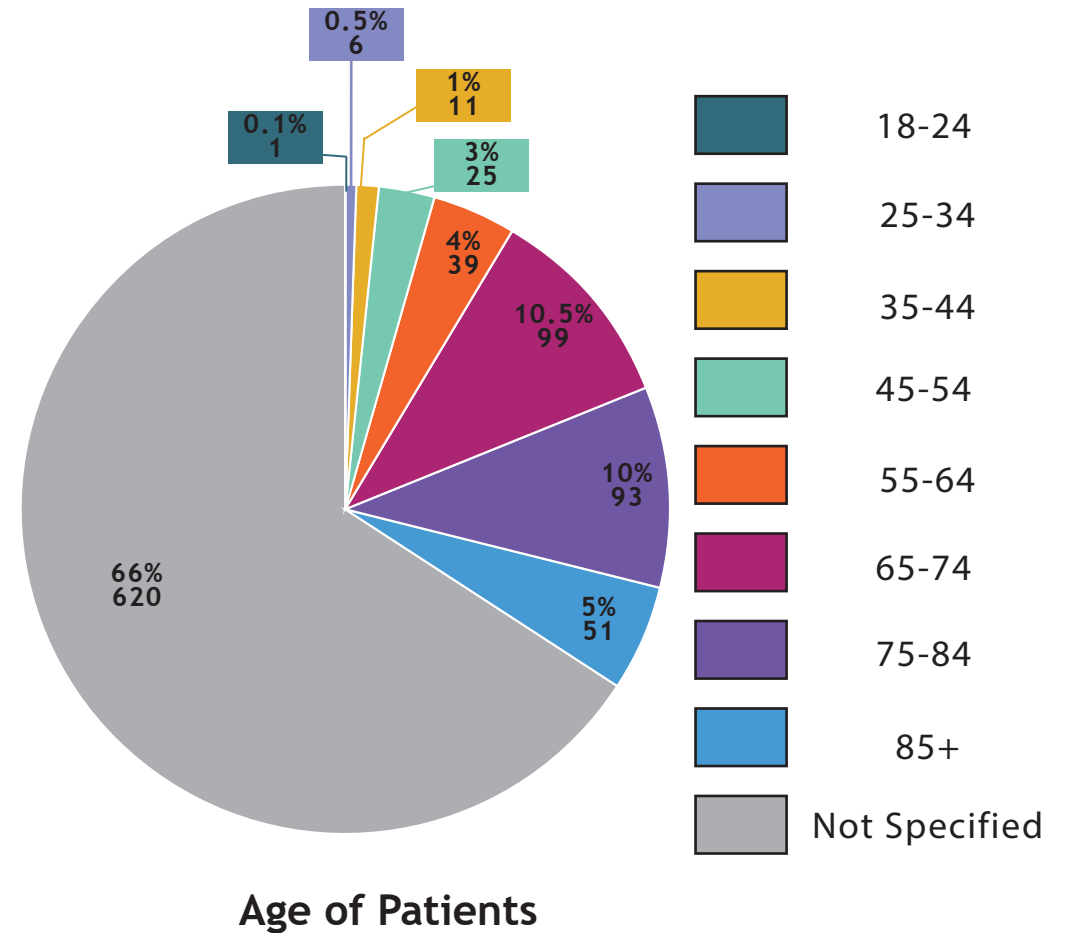


# Demographic Information (July - September)

The pie chart below shows the number of reviews received by gender from July - September 2020. The reviews received were 23% (217) from women, 14% (128) from men and 63% (600) from reviews without specified genders.

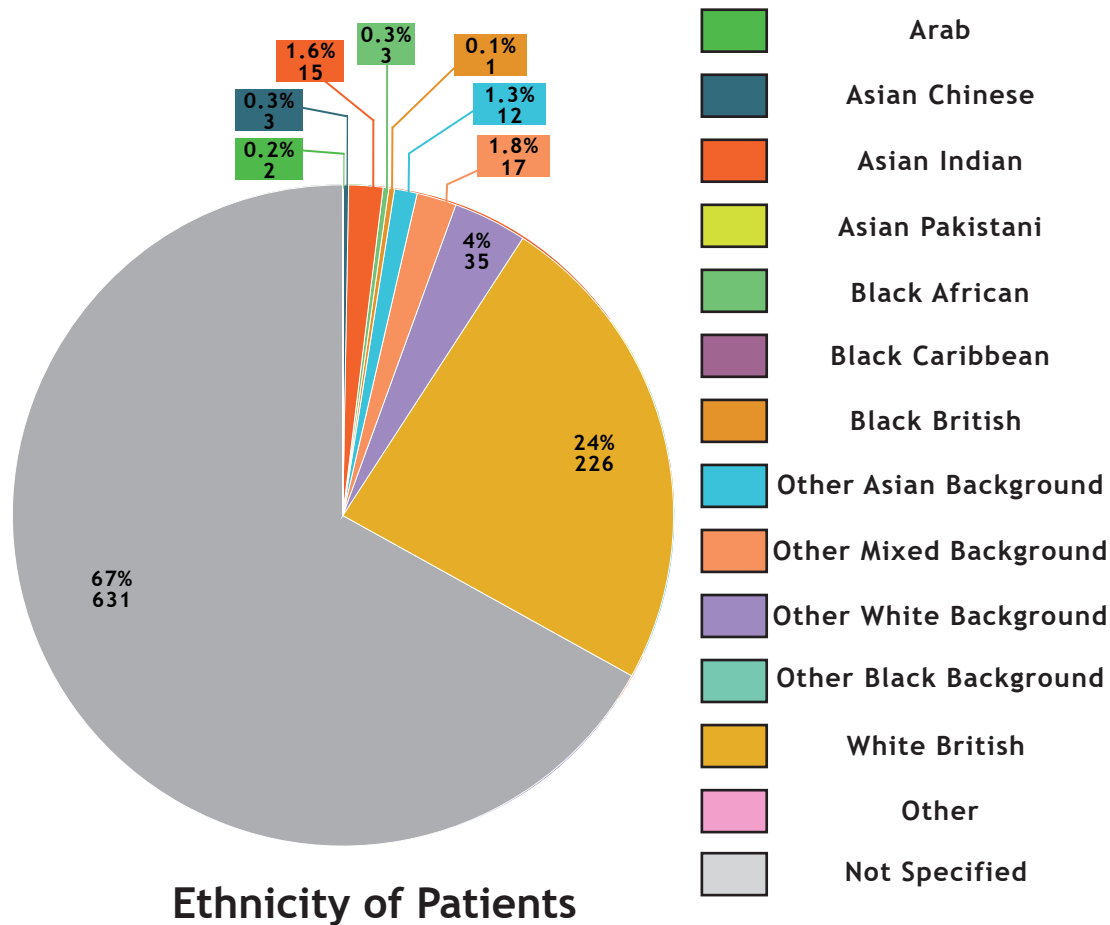


In terms of the age breakdown, 66% (620) preferred not to identify their age. The majority of the feedback received was from the 65-74 age group with 10.5% (99), followed by 75-84 age group with 10% (93) and 85+ age group with 5% (51).



# Demographic Information (July - September)

In terms of ethnicity, 67% (631) who did not to specify their ethnicity, the proportion of feedback received this quarter was from people who identified as White British 24% (226), 4% (35) from Other White Background, 1.8% (17) from Other Mixed Background, 1.6% (15) from Asian Indian and 1.3% (12) identifying as Other Asian Background.





# Conclusion

For this quarter we collected 945 patient experiences, due to the disruption of the coronavirus we have not maintained our target of 400 reviews per month.

For this quarter, there are 752 positive reviews, 61 neutral reviews and 132 negative reviews. As we saw in the previous quarters, overall, positive patient experiences far outweigh negative patient experiences. This quarter we have selected some services (GPs, Hospitals and Pharmacies) to carry an in-depth analysis of the themes and trends of these services. However, when we looked at the overall themes and trends for all the services, we found the following positive and negative themes (themes with over 50 comments):

## Positive

**88%** of comments about **Facilities & Surroundings** were positive.

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

**80%** of comments about **Staff** were positive.

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

## Negative

**40%** of comments about **Communication** were negative.

**23%** of comments about **Administration** were negative.

**18%** of Comments about **Access to Services** were negative.

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

For a full list of sub-themes see the appendix on pages 42 - 43.

# Actions, impact and next steps

This report identifies several areas of good practice and areas for improvement across different services. Healthwatch Hounslow will use this report in its meetings with both commissioners and providers, sharing the themes and trends identified from the patient voice in order to inform how services could or should be improved. As additional reports are published these themes and importantly, any trends, will be followed up in more detail with relevant partners. We will work with partners to develop appropriate actions to address the issues identified.

The report will be shared at the following meetings/committees/contacts:

- CCG Integrated Care Patient and Public Engagement meeting
- Hounslow Integrated Care Comms meeting
- CCG Primary Care Co-Commissioning meeting
- Care Quality Commission
- CCG Quality, Patient Safety and Equalities Committee meeting
- CCG Governing Body meeting
- Hounslow Local Authority
- Hounslow and Richmond Community Healthcare
- Chelsea and Westminster Hospital NHS Foundation Trust - West Middlesex University Hospital

We are working closely with the CCG and a variety of partners to identify how this intelligence can meaningfully feed into existing commissioning and monitoring mechanisms.

# Actions, impact and next steps

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

- Developing a larger social media presence
- Online reviews
- Attending online forums/meetings
- Telephone consultations
- Speaking to patients via our Coronavirus survey

In terms of next steps for our Patient Experience programme, HWH aims to continue to grow and develop the programme, recruiting and training more volunteers to support data collection and increase the breadth of health and social care services we can cover.

# Appendix - Online Questionnaire

## Leave feedback

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

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

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



Summary of your experience\* (max 45 characters)

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

Tell us more about your experience\*

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

Where do you live? (town/city)

Chiswick, Isleworth, Hounslow...

## Your ratings (select if applicable)

Ease of gaining appointment



Convenience of appointment



Cleanliness



Staff Attitude



Waiting Time



Treatment Explanation



Quality of care



Quality of food



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



In relation to your comments are you a:

Select one

When did this happen?

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

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following

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

What was the outcome of the shared experience?

Where did you hear about us?

Select one

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

- No
- Yes

Would you like to speak to Healthwatch directly?\*

- No
- Yes

## About you

Name

Leave feedback anonymously?

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

What gender to you prefer to identify yourself as?

Male  Female  Other  Prefer not to say

What is your sexual orientation?

Which age group are you?

Do you consider yourself to have any of the following?

What religion are you?

What is your marital status?

What is your ethnicity

[Submit feedback >](#)

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

# Appendix - Physical Questionnaire

## Share Your Experience with Us

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

Name of Service: .....

Month/Year: .....

1. How likely are you to recommend this anyone who needs similar care or treatment?

5 = Extremely likely    4 = Likely    3 = Neither likely nor unlikely    2 = Unlikely  
1 = Extremely unlikely    ( ) Don't know

2. How do you rate your overall experience?

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

3. Summary of your experience

.....  
.....

4. Tell us more about your experience

.....  
.....

5. Where do you live? (town/city)

.....

6. Your ratings (select if applicable)

Ease of gaining appointment

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

Convenience of appointment

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

Cleanliness

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

Staff Attitude

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

Waiting Time

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

Treatment explanation

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

Quality of care

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

Quality of food

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

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

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

7. In relation to your comments are you a:

( ) Patient    ( ) Carer    ( ) Relative    ( ) Carer and Relative  
( ) Service Provider    ( ) Visitor    ( ) Professional

8. When did this happen

.....

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

.....

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

.....

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

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

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

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

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

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

- No       Yes

14. Would you like to speak to Healthwatch directly?

- No       Yes

## About you

Name.....

Email.....

- Leave feedback anonymously

## Monitoring Information

What gender do you identify yourself as:

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

Which age group are you in?

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

What is your ethnicity?

White

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

Asian / Asian British

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

Black, African, Caribbean, Black British

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

Mixed, Multiple

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

Other Ethnic Group

- Arab  
 Any other ethnic group.....

Which area of the borough do you live in?

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

Do you consider yourself to be disabled?

- Yes                       No                       Prefer not to say

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

- Yes                       No                       Prefer not to say

Are you a carer?

- Yes                       No                       Prefer not to say

What is your religion?

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

What is your sexual orientation?

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

Which of these categories best describes your employment status?

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

**Thank you for sharing your experience!**



# Appendix - Themes and Trends

<b>Themes</b>	<b>Sub-themes</b>
Access to Services	<i>Convenience/Distance of Travel, Information and Advice, Patient Choice/Involvement, Service Delivery/Opening Times, General, Waiting Times.</i>
Administration	<i>Admission Procedure, Incident Reporting, Appointment availability, Management of service, Ease of Booking Appointments, Medical records, Commissioning and provision, Quality/Risk management, General.</i>
Care Home Management	<i>Registered Manager - Absence, Registered Manager - Suitability, Registered Manager - Training &amp; Development, Staffing levels, Suitability of Staff.</i>
Communication	<i>General, Lack of Information, Interpretation Services, Clarity.</i>
Continuity and Integration of Care	
Diagnosis / Assessment	<i>General, Lack of, Delay, Mis-diagnosis, Tests/Results, Accuracy.</i>
Dignity and Respect	<i>Confidentiality/Privacy, Equality &amp; Inclusion, Consent, Involvement &amp; Engagement, Death of a Service User (Mental Health Services), Death of a Service User.</i>
Discharge	<i>Coordinati on of services, Safety, General, Speed, Preparation, Clarity of After-Care.</i>
Facilities and Surroundings	<i>Buildings and Infrastructure, Disability Access, Car parking, Equipment, Cleanliness (Infecti on Control), Food &amp; Hydration, Cleanliness (Environment), General, Cleanliness (Staff), Lack of Seating area.</i>
Finance	<i>Financial Viability, Clarity of Information, Transparency of Fees.</i>
Home Support	<i>Care, Equipment, Co-ordination of Services.</i>

<b>Themes</b>	<b>Sub-themes</b>
Making a Complaint	<i>Complaints Management, PALS/PACT, General/Ease of Making a Complaint.</i>
Medication	<i>Pharmacy Repeat Prescriptions, Medicines Management.</i>
Transport	<i>Patient Transport Service (non NHS), Ambulance (Routine), Ambulance (Emergency).</i>
Referrals	<i>General, Timeliness, Waiting times.</i>
Safety / Safeguarding / Abuse	
Staff	<i>Ambulance Staff/Paramedics, Midwives, Attitudes, Staffing levels, Lack of Capacity, Suitability, District Nurses/Health Visitors, Training and development, General, Professionalism.</i>
Treatment and Care	<i>Effectiveness, Experience, Quality, Safety of Care/Treatment, Treatment Explanation.</i>