

**PATIENT EXPERIENCE REPORT 2019**  
**Q3 October - December**



# Contents

Introduction & Executive Summary	2
Overall Patient Reviews	4
Total Reviews per Service Category	7
Distribution of Positive & Negative Reviews	8
Themes: GPs, Hospitals & Pharmacies	9
Positive Reviews of Other Services	20
Negative Reviews of Other Services	23
Specific Network Area GP Reviews	25
Demographic Information	31
Conclusion	33
Action, impact and next steps	34
Appendix	35

# 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 successful and on-going implementation of the data collection programme and 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. This Patient Experience Report covers the period of October - December 2019.

Our Patient Experience Officer, supported by a team of volunteers, visits 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. We approach every patient, capture their experience in their words and seek consent for their feedback to be published on the Healthwatch Hounslow website, through the Digital Feedback Centre. People can leave their name or comment anonymously. At the end of each service visit the Patient Experience Officer will relay any urgent matters requiring attention to the service manager.

Where patients relay concerns about their treatment we inform them of their rights and the feedback and complaints mechanisms available to them. We also offer for a member of Healthwatch Hounslow staff to call them to discuss the issue in more detail at later date. This may be particularly relevant where a patient does not feel comfortable discussing the issue at that point or in that location. All patients are approached with sensitivity. During our visits, if we observe or hear any safeguarding concerns these are immediately referred to the office and a safeguarding referral made where appropriate.

Whilst we aim to gather patient experience comments and reviews from a representative sample of Hounslow's population we acknowledge that different people use different services at different times in their lives, and some not at all. Whilst all patients are asked for their monitoring information some do not wish to provide this.

# 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 3 period, October- December 2019. During this time, we collected 1,233 reviews, achieving our quarterly target of 1,200 (averaging 400 per month). We continued our aim of visiting varied services across the Borough, in addition, we gathered a number of reviews from community health services, pharmacies, 111 and dental services this quarter.

Out of the total number of patient experiences received, 931 (76%) were positive and 302 (24%) 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.



Following from last quarter we have included more 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 Q3 these areas are: GPs, Hospitals and Pharmacies. 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 (p39-40) 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 1233. The table below shows a breakdown of the positive and negative patient reviews. (See the appendices for examples of our physical and online questionnaires).

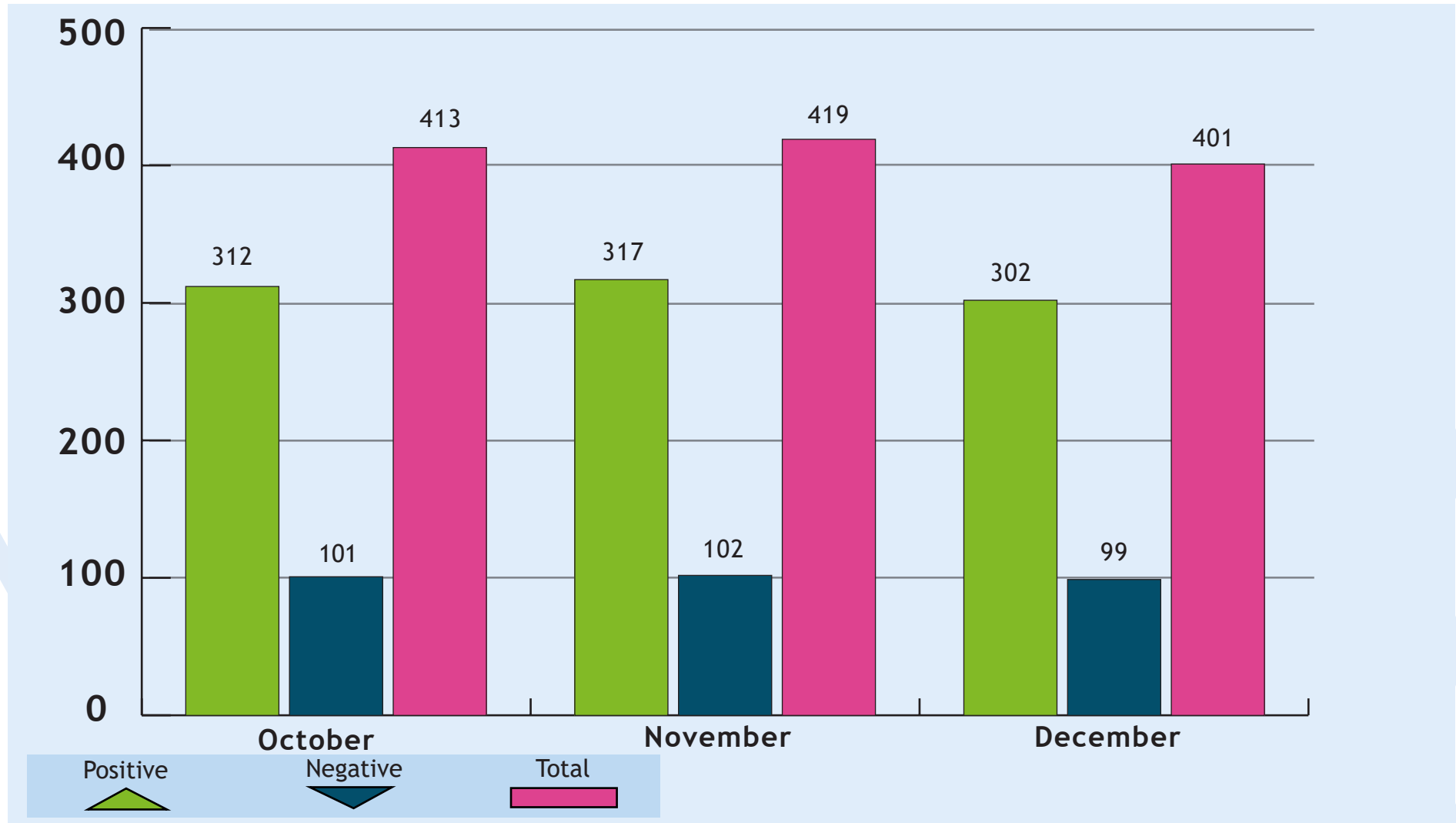
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 3 indicate a negative response\*, while star ratings between 4 and 5 indicate a positive response. This quarter 931 positive responses and 302 negative responses have been recorded.

\*A star rating of 3 is categorised as a “negative” star rating as experience tells us that a service with a 3 is one that generally requires improvement in one or more areas and therefore may be beneficial to keep under review.

Month	1 - 3 Star Reviews (Negative) 	4 - 5 Star Reviews (Positive) 
October	101	312
November	102	317
December	99	302
Total	302	931

# Overall Patient Reviews

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



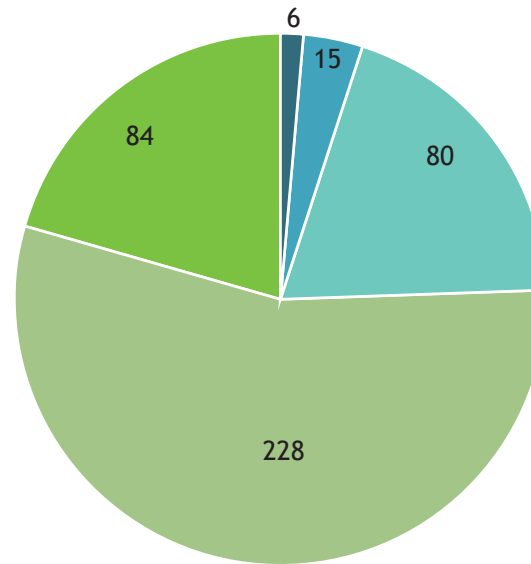
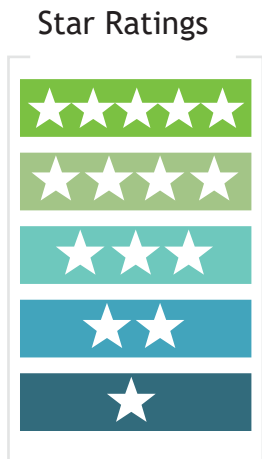
Positive, negative & total reviews for each month

# Patient Reviews: Star Ratings

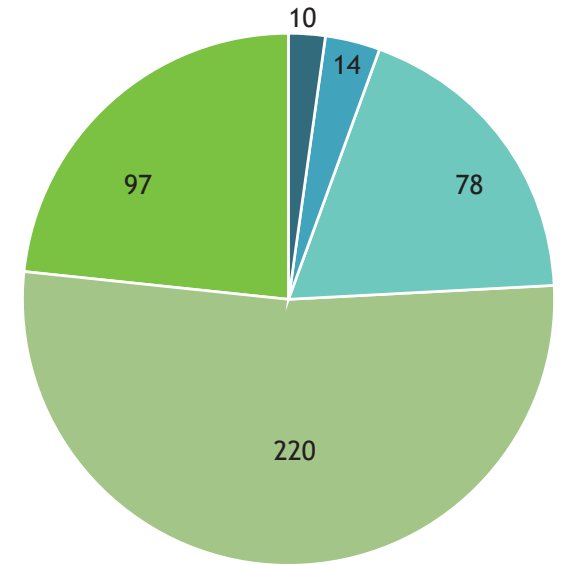
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

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

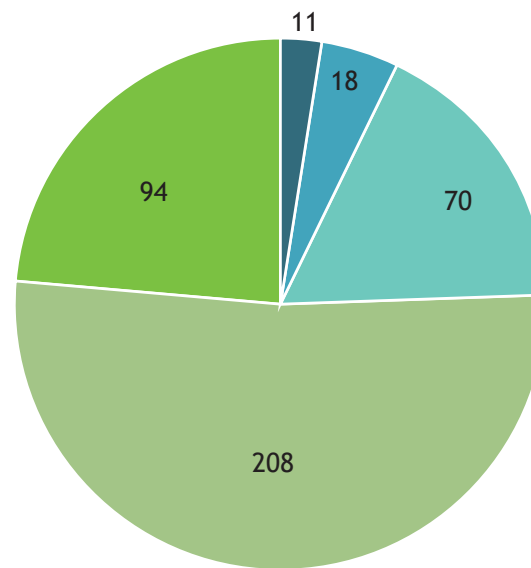
Also, compared to the previous quarter, there has been an increase in the proportion of 4-star ratings in the overall star ratings for services. Telling us that people are satisfied with services.



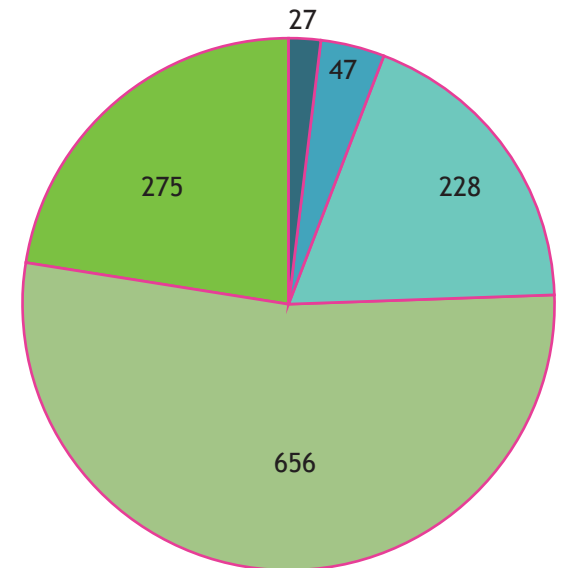
October



November



December



Total for Quarter 3

# Total Reviews per Category

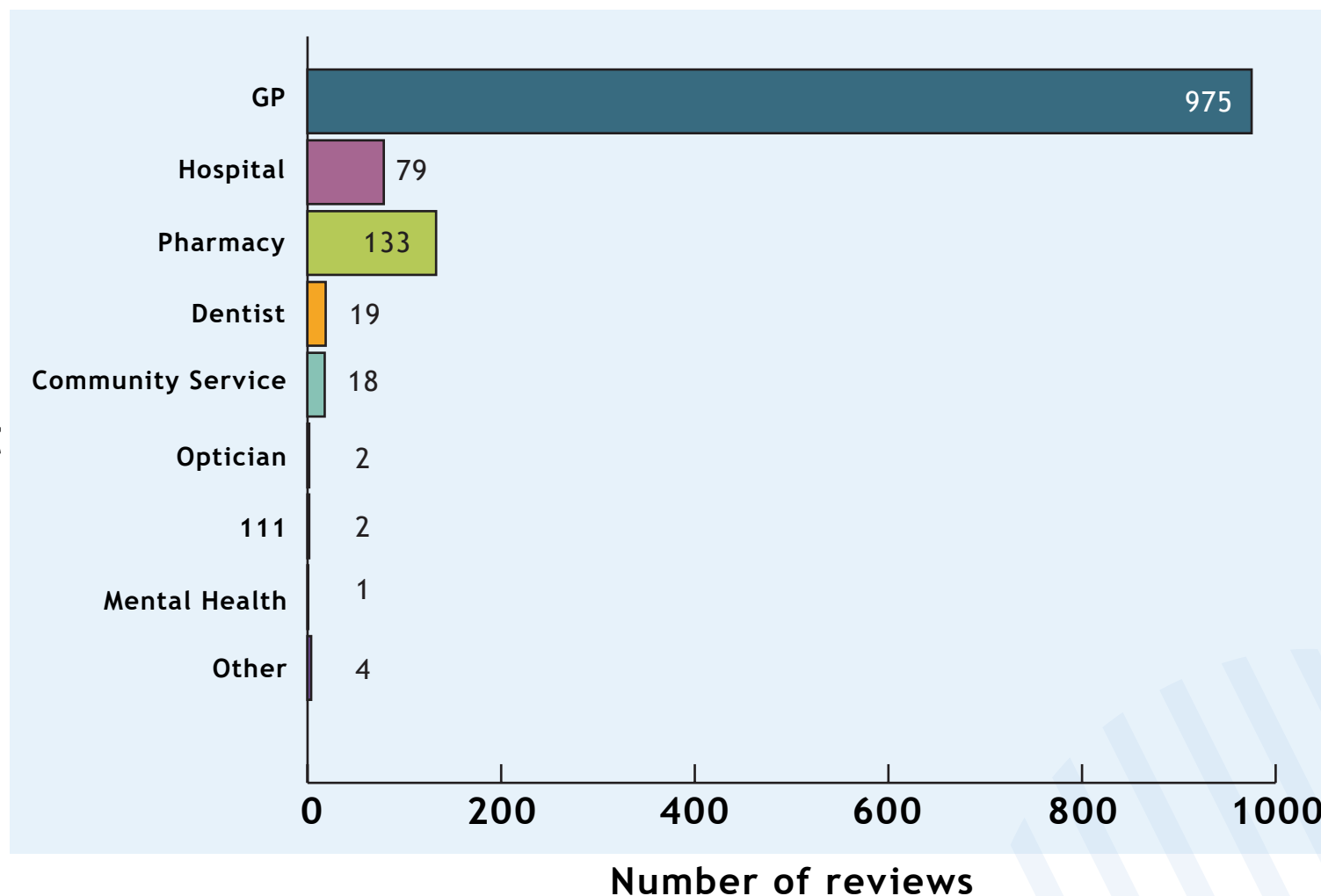
The patient reviews recorded for this quarter cover 9 service type categories, as seen in this chart.

The category with the highest number of reviews recorded is the GP category (975), followed by the Pharmacy (133) and Hospital category (79).

For this quarter, we can see an increase in the number of reviews received for GP services and Community Services.

As the Patient Experience Programme develops, Healthwatch Hounslow (HWH) will make an effort to capture patient experience reviews from an increasing number of service areas such as Community Services, Mental Health Services, Social Care Services and Others. However, where services are more applicable to wider sections of the community, such as GP services, we expect to continue to receive a large number of reviews.

Type of services



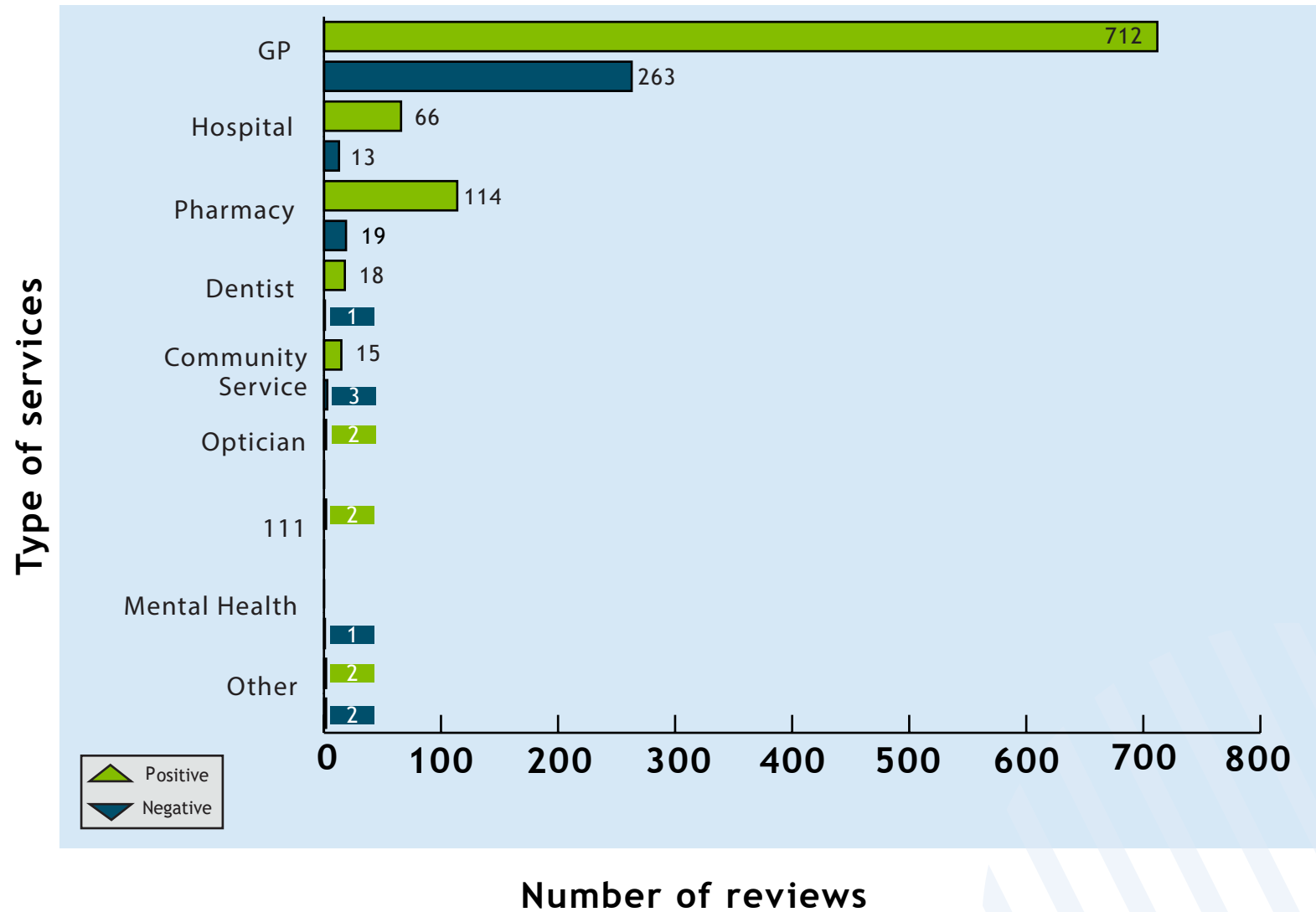


# Distribution of Positive & Negative reviews

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

The categories that received the highest proportion of positive reviews are; Dentist (95%); Pharmacy (86%) and Hospital (84%).

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



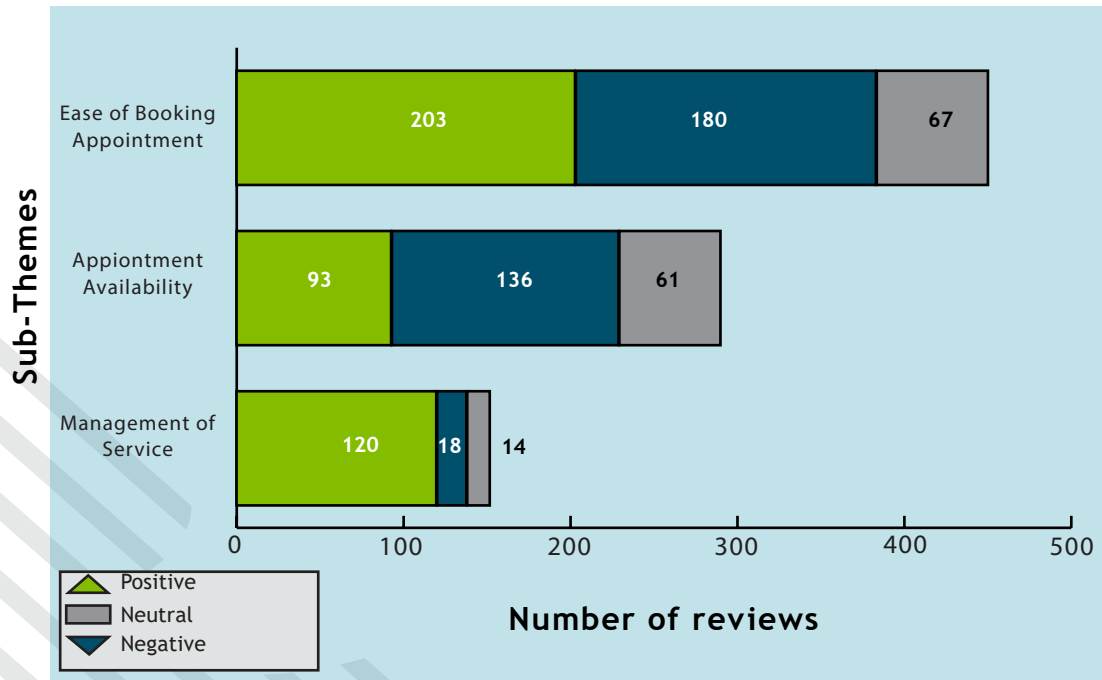
# GP Themes/Sub-themes

**Administration** was one of the most mentioned themes for GP feedback, with 905 reviews mentioning this, out of these; 47% (423) were positive, 37% (338) were negative and 16% (144) were neutral.

The chart below illustrates a breakdown of the top sub-themes for **Administration**. **Ease of Booking Appointments** was the most discussed sub-theme with 450 reviews. 45% (203) were positive, 40% (180) were negative and 15% (67) were neutral. There has been a rise in the reviews with a neutral sentiment. Quarter 1 (April - June 2019) 2%, Quarter 2 (July - Sept 2019) 12% and Quarter 3 (Oct - Dec 2019) 15%. This tells us that more patients are anticipating difficulty in booking an appointment.

**Appointment Availability** was the second most discussed sub-theme with 290 reviews. 32% expressed positive sentiments, 47% were negative and 21% were neutral. There has been a drop in reviews with a negative sentiment but a rise in reviews with a neutral sentiment. From the previous quarters; Quarter 2 (July - Sept) 21%, Quarter 1 (April - June) 10%. This tells us that patients are expecting routine appointments to take longer to book. However, the availability of emergency appointments are more favourable. **Management of Services received 152 reviews; 79% (120) were positive, 12% (18) were negative and 9% (14) were neutral.** Similar to previous quarters (Quarter 2 Jul - Sept 67%, Quarter 1 Apr - Jun 84% positive sentiments) patients were pleased with the management of GP services.

**Top three Sub-themes for Administration**



**Positive Reviews;**

“...Once you get through you can usually get an appointment with no problems.”  
*The Practice (Feltham)*

“Booking of appointment easily available by phone and at times of emergency...”  
*First Care Practice*

**Negative Reviews;**

“Whenever I call, I wait 20 minutes for them to actually pick up the phone. Then when they do pick up, they say they don’t have any appointments available...”  
*Jersey Practice*

“In terms of appointments, I experienced a lot of delays...they called me up and told me to wait longer or call back for another appointment...”  
*The Practice (Hounslow)*

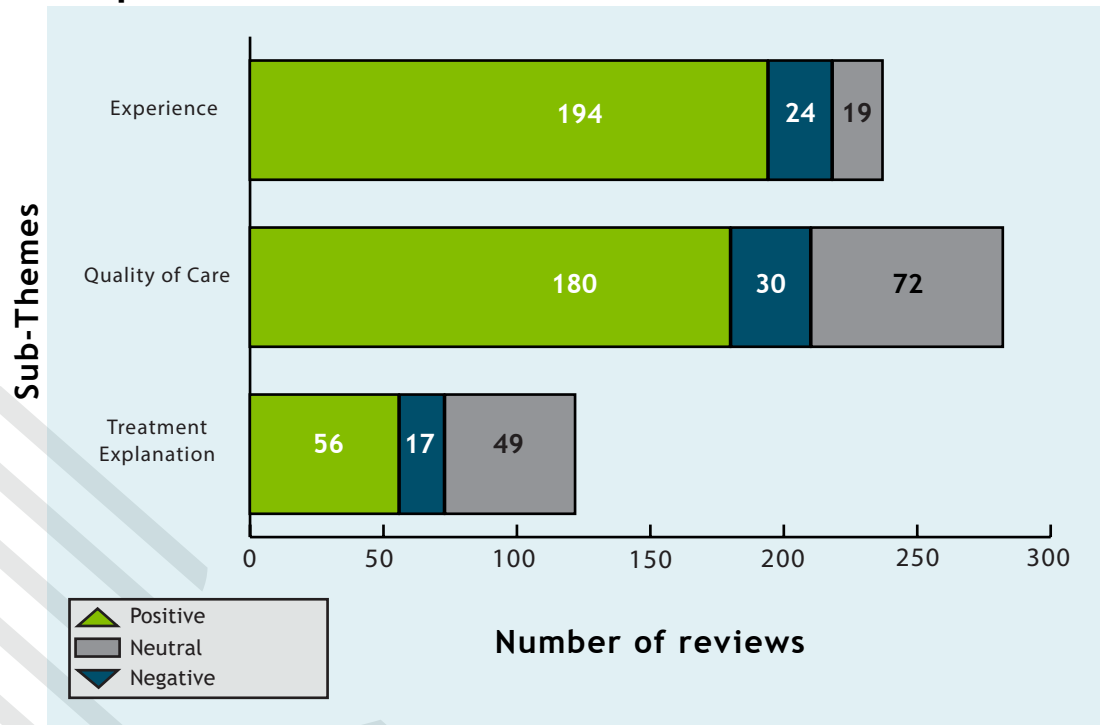
# GP Themes/Sub-themes

The **Treatment and Care** theme received 652 reviews. 67% (439) were positive, 11% (72) were negative and 22% (141) were neutral. Patients expressed their satisfaction of **Treatment and Care**.

The chart below shows a breakdown of the most mentioned sub-themes for **Treatment and Care**. **Quality of Care** was the most discussed sub-theme with 282 reviews, followed by **Experience** (237) and **Treatment Explanation** (122). The reviews about **Quality of Care** and **Experience** were largely positive with 64% and 82% respectively. Similar trends were found in the previous quarters. This tells us that that majority of patients are pleased with aspects of **Treatment and Care**.

There has been a drop in reviews with a positive sentiment for **Treatment Explanation**. In the previous quarter it was 66% and this quarter it's 46%. However, there has been an increase in reviews with a neutral sentiment. In the previous quarter it was 11% and this quarter it is 40%.

## Top three Sub-themes for GP Treatment & Care



### Positive Reviews;

“Excellent treatment! The doctors are very good at explaining the treatments...”  
*Redwood Practice*

“They’re very proactive... My husband had surgery and the GP rang us the next day to make sure he was okay, that was old fashioned GP care.”  
*Brentford Group Practice*

“My entire family comes here and my doctor is the best. He gives great service...my doctor takes time to get personal with patients.”  
*St Margarets Medical Practice*

### Negative Reviews;

“...In terms of treatment explanation, I wish there was more time to spend with the doctor.”  
*St David’s Practice*

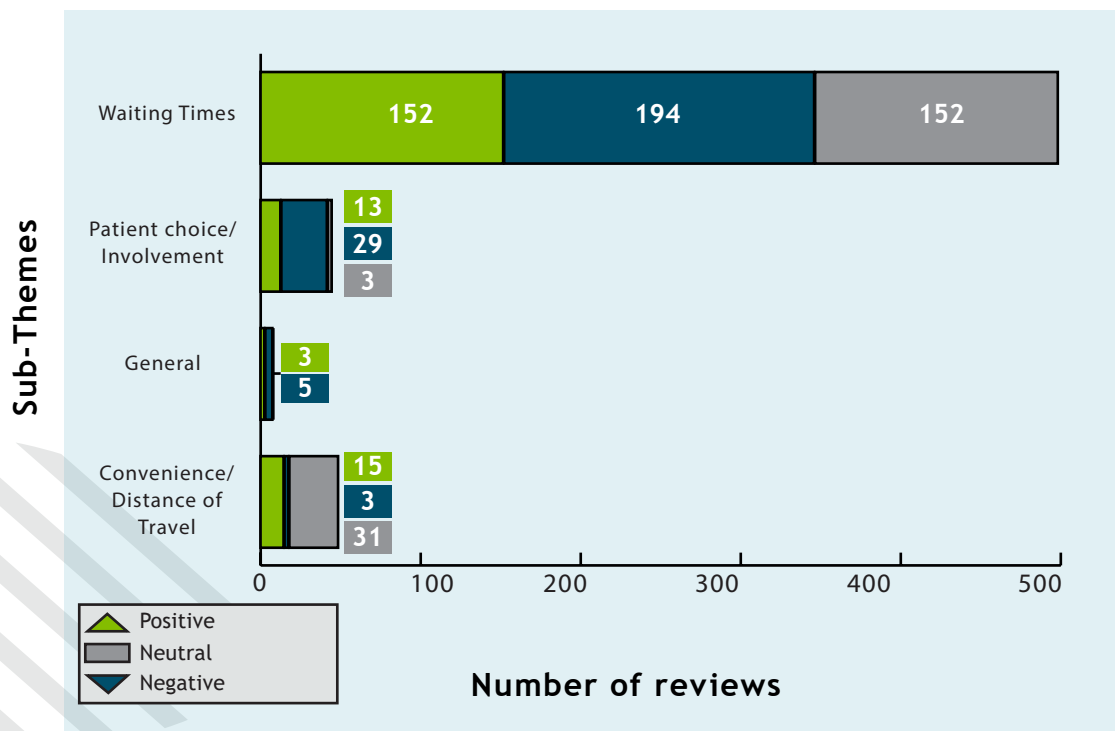
“Everything just depends on what doctor you see...The quality of care you get depends on what you come to the GP to be treated for...”  
*Redwood Practice*

# GP Themes/Sub-themes

The **Access to Services** theme received 604 patient reviews. 30% (183) were positive, 39% (235) were negative and 31% (186) were neutral. The proportion of reviews with a negative sentiment has decreased from the previous quarter (52% in Q2 July - Sept 2019). However, there has been an increase in the proportion of reviews with a neutral sentiment (18% in Q2 July - Sept 2019).

The chart below shows a breakdown of the most mentioned sub-themes for **Access to Services**. The **Waiting Times** sub-theme was the most discussed sub-theme with 498 reviews. 39% were negative, 30% were positive and 30% were neutral. There has been a decrease in reviews with a negative sentiment. However, there has been an increase in reviews with a neutral sentiment. Patients are telling us that they go to their appointments expecting longer waiting times.

## Top Sub-themes for Access to Service



**Positive Reviews;**  
“The waiting times vary but usually, they are good.”  
*Little Park Surgery*

“...The waiting time is only 5-10 minutes.”  
*Spring Grove Medical Practice*

“...The waiting time is okay. Usually, around 10-15 minutes wait.”  
*Willow Practice*

**Negative Reviews;**  
“...The waiting time is not that great. I am usually waiting for 45 minutes...”  
*Little Park Surgery*

“The waiting time at the surgery is long.”  
*Hounslow Family Practice*

“...Waiting time is generally 20-30 minutes past the appointment...”  
*St. David’s Practice*

“Waiting times are extremely poor. Regularly waiting over 45 minutes to be seen, it is quicker to go to A&E...”  
*Albany Practice*



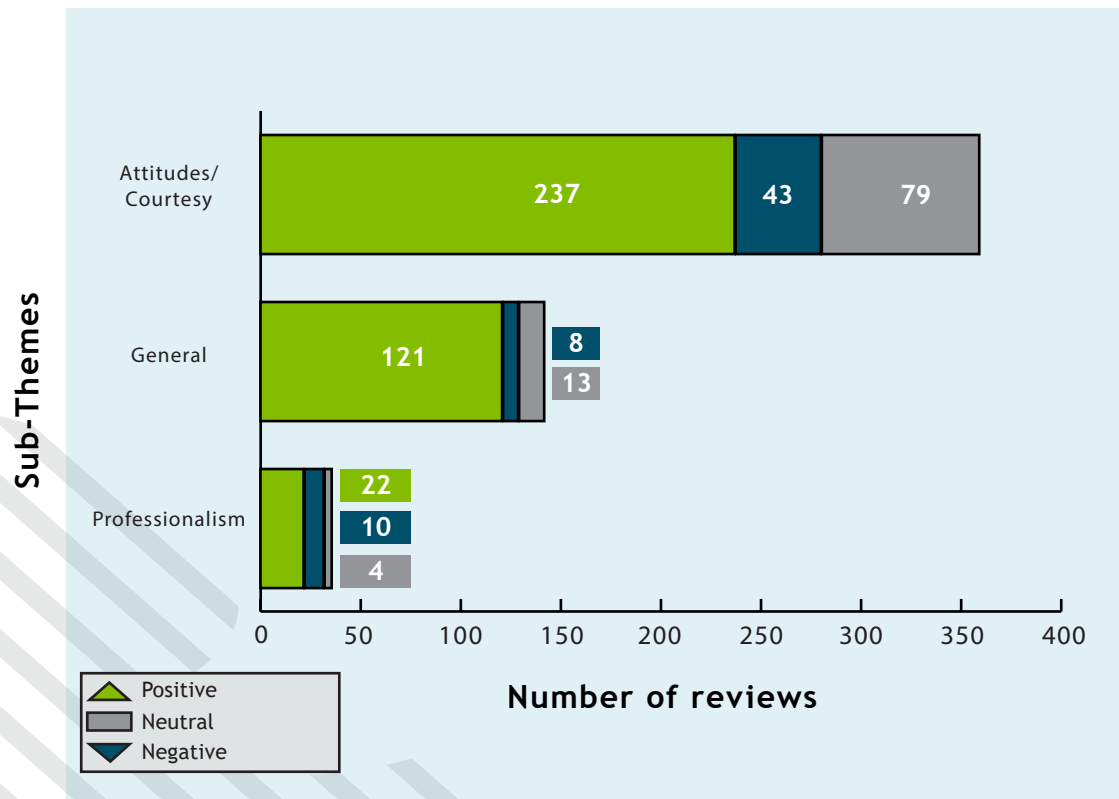
# GP Themes/Sub-themes

The **Staff** theme received 578 reviews. 66% were positive reviews (381), 17% (99) were negative and 17% (98) were neutral. There has been an increase in the proportion of reviews with a neutral sentiment.

The chart below presents a breakdown of the sub-themes for **Staff**. **Staff Attitude/Courtesy** was the most mentioned with 359 reviews, followed by **General** sub-theme with 142. These reviews were largely positive with 66% and 85% respectively. This tells us that patients are pleased with their encounters with staff.

The **Professionalism** sub-theme received 36 reviews which were mostly positive. 61% (20) were positive, 27% (10) were negative and 12% (4) neutral.

## Top three Sub-themes for Staff



### Positive Reviews;

“Staff are really good. Doctors are very caring.”  
*Skyways Medical Centre*

“Staff attitude has improved a lot...They attend to you very well.”  
*The Great West Surgery*

“The doctors are great and the receptionists are fine too...”  
*Brentford Family Practice*

“...The staff are pretty helpful. They always help me...”  
*Albany Practice*

“...Staff are good and well behaved...”  
*Clifford Road Surgery*

### Negative Reviews;

“Sometimes it is hard to communicate with the staff. It can be especially difficult if English is your second language. Some of the staff don’t have patience.”  
*Spring Grove Medical Practice*

“There need to be improvements with the staff...”  
*Chestnut Practice*

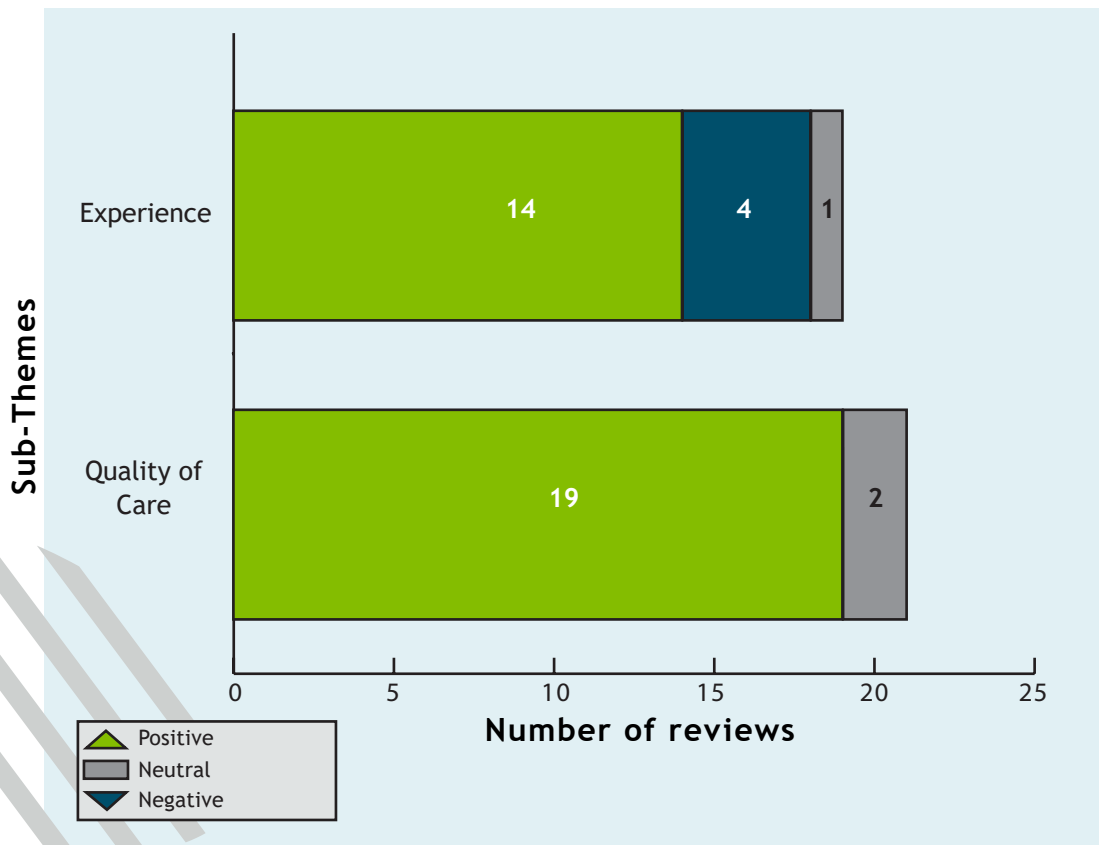
“Staff is rude and disrespectful to me on the phone when I tried to book an appointment...”  
*Bath Road Surgery*

# Hospitals Themes/Sub-themes

The **Treatment and Care** theme received 55 reviews. 69% (38) were positive, 15% (8) were negative and 16% (9) were neutral.

The chart below shows a breakdown of the most mentioned sub-theme for **Treatment and Care**. **Quality of Care** was the most mentioned sub-theme with reviews that have a positive sentiments of 90% (19) and for **Experience** with 74% (14) of reviews with a positive sentiment. This tells us that patients continue to be positive about their experiences of **Treatment and Care** they receive from hospitals.

## Top Sub-Themes for Treatment & Care



### Positive Reviews;

“They took care of me very well throughout my pregnancy.”  
*West Middlesex University Hospital (Maternity)*

“The A&E service is fantastic...they explain things very clearly and take good care of you.”  
*West Middlesex University Hospital (A&E)*

“...The treatment I had was very good. I’ve never had a problem with them.”  
*West Middlesex University Hospital (A&E)*

“I had a baby recently and I had a good treatment here, I went to the maternity to get post-natal care and it was all very good...”  
*West Middlesex University Hospital (Maternity)*

### Negative Reviews;

“I had a knee replacement surgery here and that went well, but the care afterwards wasn’t good, it went downhill. I kept going back to them to do the test to find out what went wrong...”  
*West Middlesex Hospital*

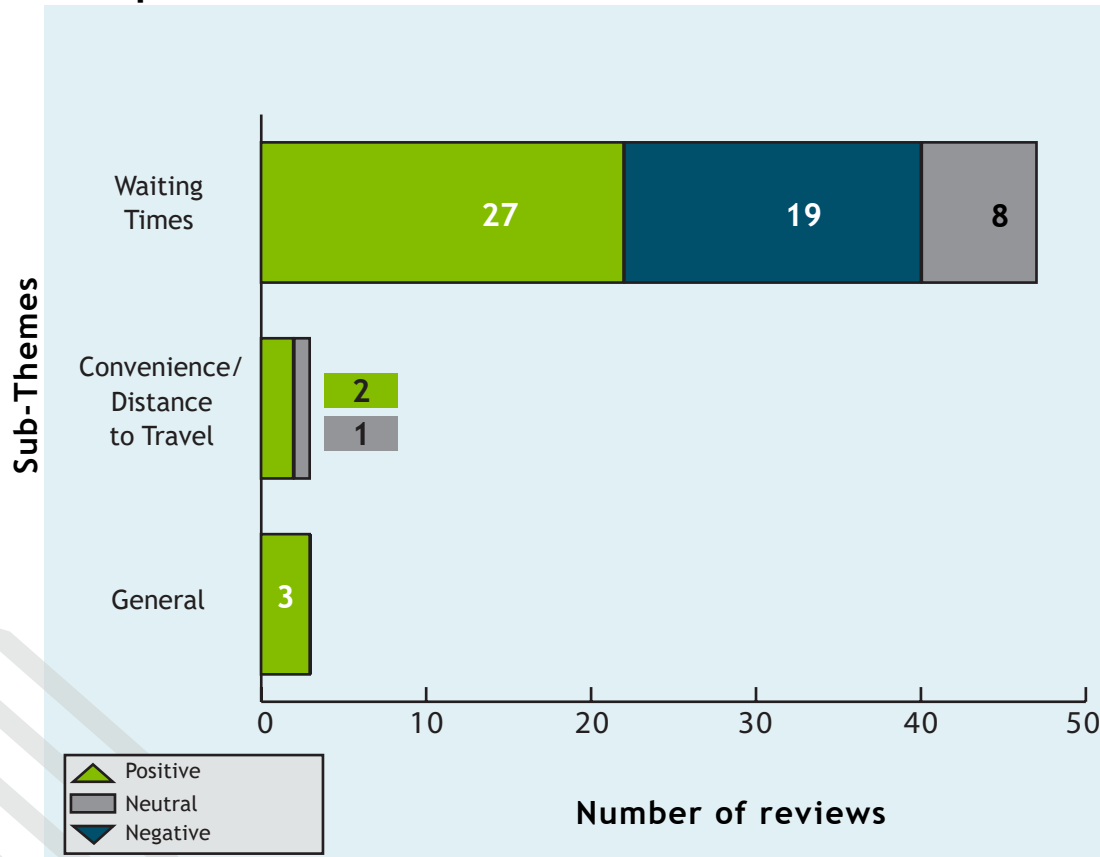
“I’m not very impressed with them, I use them in the past with my son and the treatment we got wasn’t good...”  
*West Middlesex University Hospital*

# Hospitals Themes/Sub-themes

**Access to Services** received 54 reviews this quarter. 50% (27) were positive, 35% (19) were negative and 15% (8) were neutral. The chart below shows the breakdown of the sub-themes for **Access to Services**.

The sub-theme **Waiting Time** was the most frequently discussed with 47 reviews. 47% (22) were positive, 38% (18) were negative and 15% (7) were neutral. This quarter, the proportion of reviews with negative sentiments has increased again, it was 29% in Quarter 2 (Jul - Sept), 49% in Q1 and 45% in Q4. Indicating that patients are finding the waiting times at the Hospital to be too long.

## Top Three Sub-themes for Access to Services



### Positive Reviews;

“... There isn’t much of a wait to be seen. They have a routine, you get the blood test and then wait for that to be done...I take something to keep me occupied.”

*West Middlesex University Hospital*

“...I’m always here early so I wait for a little while but it isn’t longer than it should be, when I’m waiting to be seen.”

*West Middlesex University Hospital*

### Negative Reviews;

“I was feeling unwell and no one knew why it took a lot of time...The wait to be seen was between an hour and 2 hours to be seen...”

*West Middlesex University Hospital (A&E)*

“The waiting period can be long...so I have to wait a while to get what I want.”

*West Middlesex University Hospital*

“You have to wait a long time and they are rubbish at IT...The wait to be seen is always long...”

*West Middlesex University Hospital (ENT)*

“Sometimes there is a long wait, I once had to wait nearly 3 hours to be seen. Normally it is about an hours wait to be seen...”

*West Middlesex University Hospital (Maternity)*

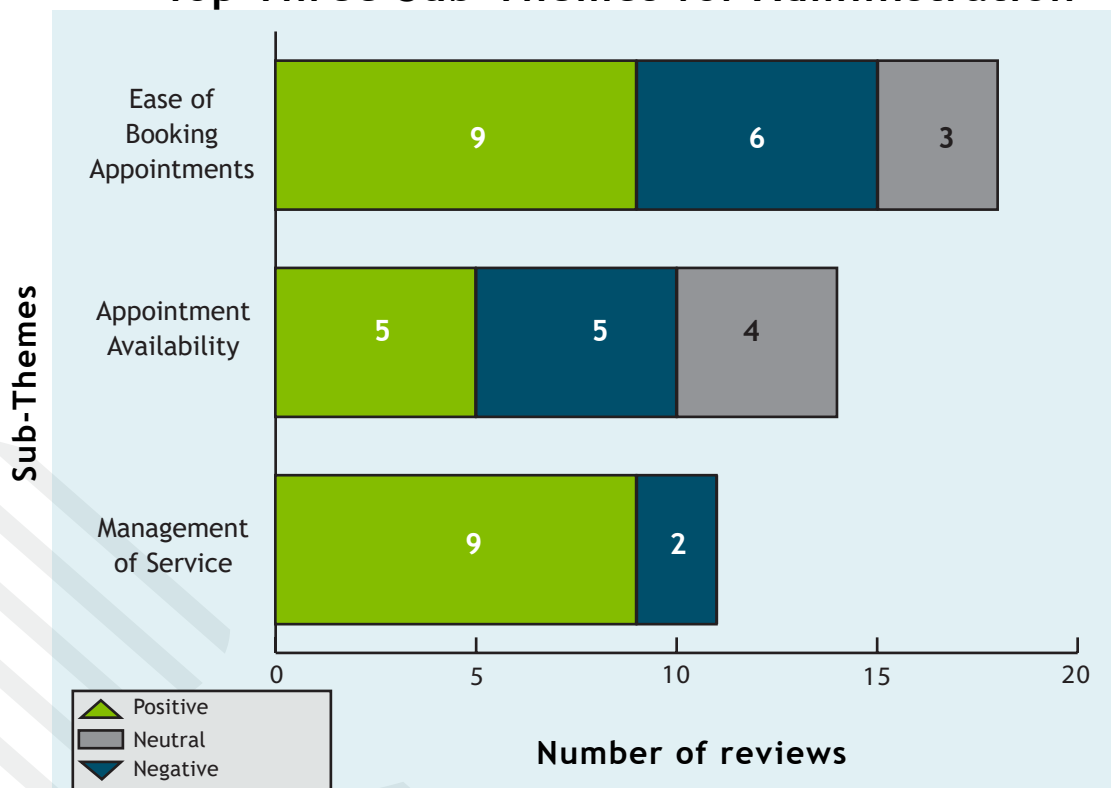
# Hospitals Themes/Sub-themes

The **Administration** theme received 44 reviews. 52% (23) were positive, 30% (13) were negative and 18% (8) were neutral. The chart below shows a breakdown of the top sub-themes for **Administration**.

The **Ease of Booking Appointment** sub-theme received 18 reviews; 50% (9) were positive, 33% (6) were negative and 17% (3) were neutral. There has been a drop in the proportion of reviews with a positive sentiment, it was 84% in Q2 and 88% in Q1. This tells us that patients found the process of scheduling outpatient appointments difficult.

The **Appointment Availability** sub-theme received 14 reviews. With an equal proportion of 35% for reviews with both positive and negative sentiments and 30% for reviews with a neutral sentiment. There has been an increase in reviews with a neutral sentiment from the previous quarter. This tells us that patients found it difficult to reschedule appointments promptly. The **Management of Service** sub-theme received 11 reviews; 82% (9) were positive and 18% (2) were negative, implying that patients are pleased with hospital management.

## Top Three Sub-Themes for Administration



### Positive Reviews;

“They sent me a letter and also some reminders for my appointment. It was all really good, the appointment came through straight away...”  
*West Middlesex University Hospital (MRI Scan)*

“...The referral service sent me here. It was fine, they were good and nice. I got the appointment here smoothly...”  
*West Middlesex University Hospital*

“...It was easy to get the appointment with them after I told my GP that I didn't like the experience at Charing Cross. I got the appointment here quickly.”  
*West Middlesex University Hospital (Outpatients)*

### Negative Reviews;

“The administration and booking an appointment is bad, I'm meant to be seen every 3 months but it always takes 6 months. It's only the administration that is bad...”  
*Chelsea and Westminster Hospital (Pain Management Clinic)*

“They constantly cancel and rebook my appointments without ever letting me know and then they call me and get mad that I am not at the appointment that they did not tell me about...”  
*West Middlesex University Hospital*

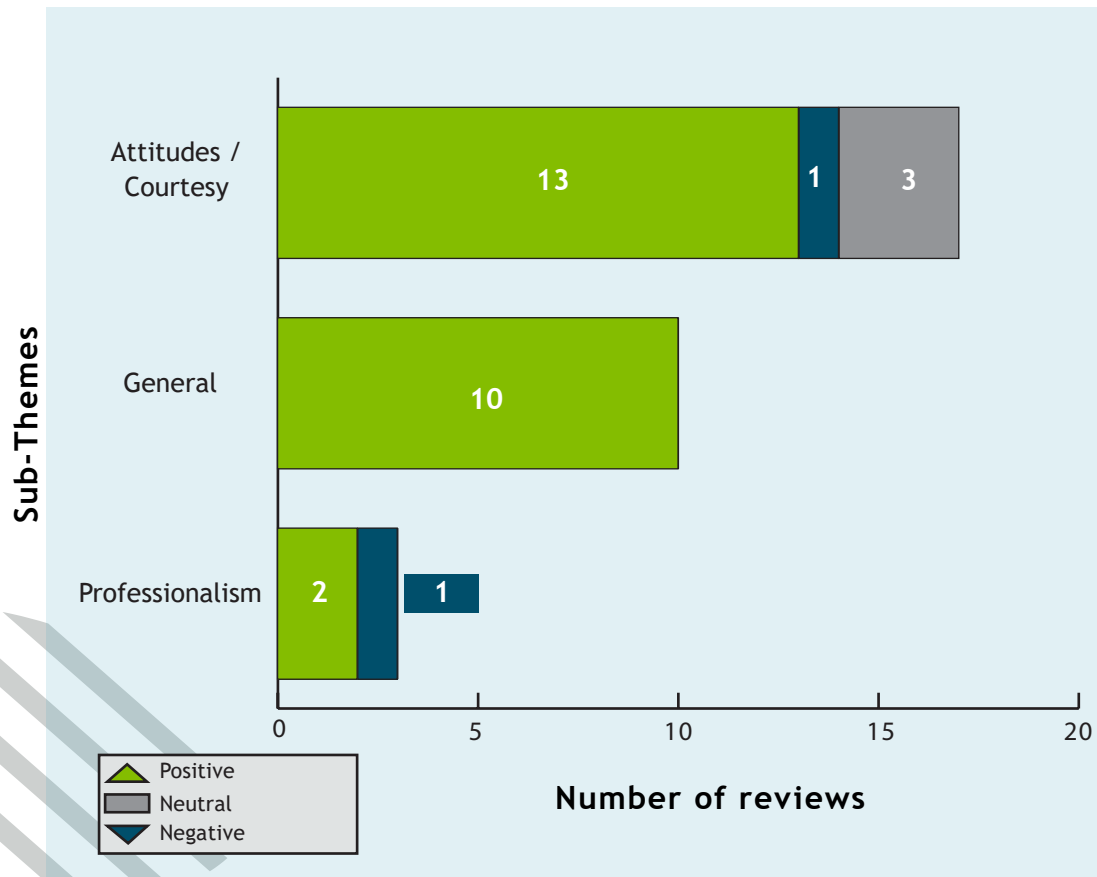


# Hospitals Themes/Sub-themes

The **Staff theme** received 31 reviews; 81% (25) were positive, 9% (3) were negative and 9% (3) were neutral. This theme largely attracts reviews with positive sentiments, in Q2 July - Sept 2019 it was 89%. The chart below shows a breakdown of the sub-themes for the **Staff** theme.

**Attitudes/Courtesy** was the most frequently mentioned sub-theme with 17 reviews in which 76% (13) were positive. The **General** sub-theme received 10 (100%) reviews in which all reviews had a positive sentiment.

**Top Three Sub-themes for Staff**



**Positive Reviews;**

“...The staff there are very good and they’re professionals, given the situation they’re working in.”

*West Middlesex University Hospital*

“Most of the staff are really good, they were helpful and supportive but one of them wasn’t quite sympathetic. Besides that everyone was helpful...”

*West Middlesex University Hospital (Maternity)*

“...The staff were alright; they’re really improved compared to the bad experience I’ve had in the past”

*West Middlesex University Hospital (Gynaecology)*

“...The staff there are pleasant and they do try, although there is so much work for them they are pleasant...”

*Chelsea and Westminster Hospital*

**Negative Reviews;**

“...I have to wait for hours, I think they’re very understaffed...”

*Hammersmith Hospital (Endocrinology)*

“...You get some rude and abrupt staff...”

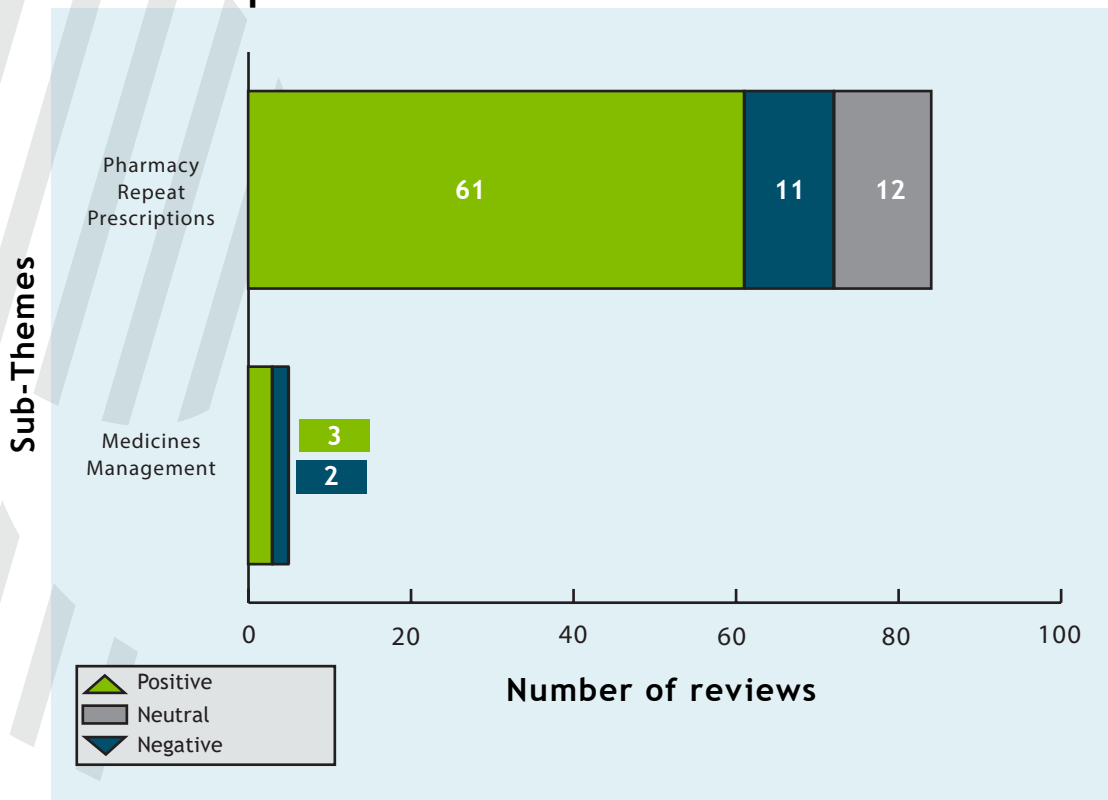
*West Middlesex University Hospital (A&E)*

# Pharmacy Themes/Sub-themes

The **Medication** theme received 90 reviews; 73% (65) were positive, 14% (13) were negative and 13% (12) were neutral. There has been a decrease in the proportion of reviews with a positive sentiment in Q2 (July - Sept 2019) it was 93%.

The chart below presents a breakdown of the sub-theme for **Medication**. **Medicines Management** and **Pharmacy Repeat Prescriptions** were the most mentioned of the sub-themes. **Pharmacy Repeat Prescriptions** received 84 reviews. 73% (61) were positive, 13% (11) were negative and 14% (n.12) were neutral.

### Top Two Sub-Themes for Medication



#### Positive Reviews;

“I’ve never had any problem, I come here when I need my prescription.”  
*B A Williams Chemist*

“I order my prescription online and it comes here directly. The chemist also double-checks, to make sure you don’t take the medicine that you shouldn’t.”  
*Churchill’s Pharmacy*

“I get my prescriptions sent here from my GP every six months and then I pick it up every month. This system works great for me.”  
*Morrison’s In Store Pharmacy*

“They are pretty efficient with my prescription.”  
*Boots Chemist*

#### Negative Reviews;

“I come here for my repeat prescriptions, they are very nice but not very good. They just never have your prescription when you need it.”  
*Sainsbury In Store Pharmacy*

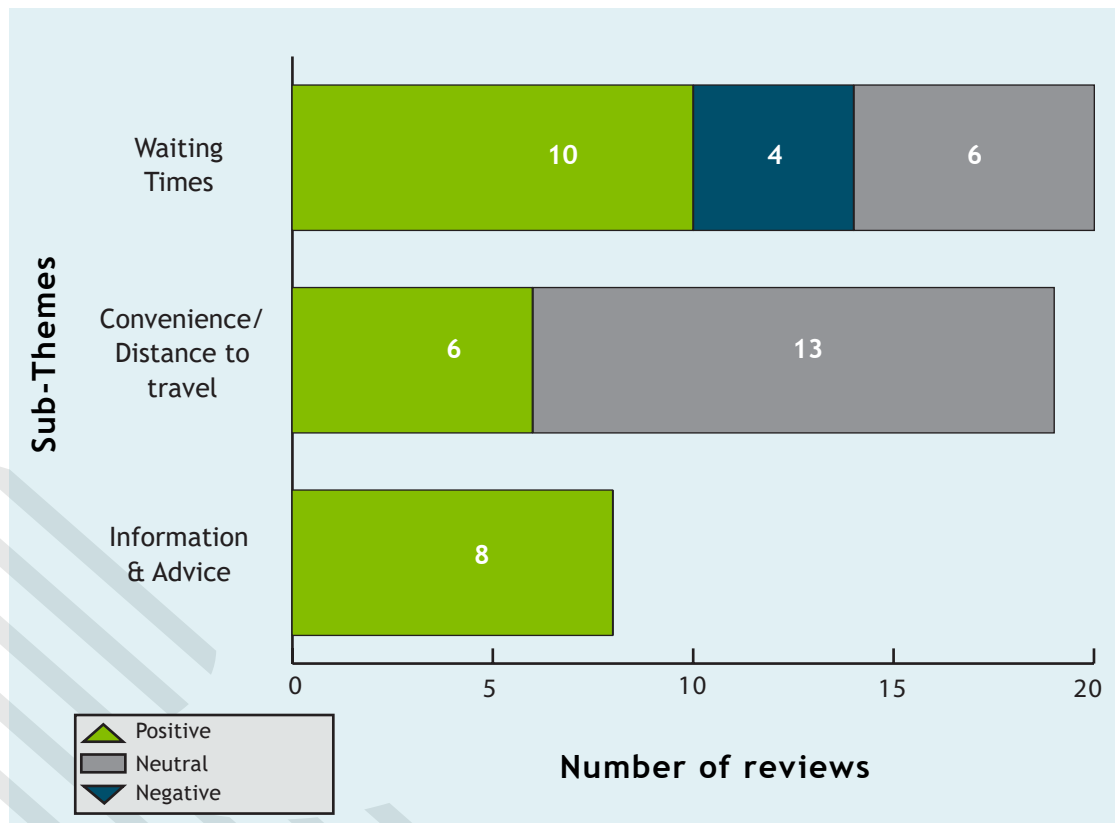
“I had a prescription sent here by my GP but they didn’t have what I wanted.”  
*Harb’s Pharmacy*

# Pharmacy Themes/Sub-themes

The **Access to Services** theme received 52 reviews. 48% (25) were positive, 12% (6) were negative and 40% (21) were neutral. There is a notable difference from Q2 in which 93% of reviews had a positive sentiment about **Access to Services**. The change is due to an increase in reviews with a neutral sentiment from 4% in Q2 to 40%.

The **Information & Advice** sub-theme received 100% positive reviews. **Convenience/Distance** received 32% reviews with a positive sentiment and 68% were neutral. The sub-theme **Waiting Times** received 20 reviews, 50% (10) were positive, 20% (4) were negative and 30% (6) were neutral.

## Top three Sub-themes for Access to services



### Positive Reviews;

“They offer useful advice about your prescription which I think is very good.”

*Brent Pharmacy*

“Great service, they are quick to fill prescriptions.”

*Campbell’s Chemist*

“It is convenient to get my prescription from them and I can phone up to find out if my prescription is ready. Also, the wait is not too long normally.”

*Morrison’s In Store Pharmacy*

“I get my medicine from them and my prescriptions always come in on time.”

*B A Williams Chemist*

### Negative Reviews;

“Usually, there is some wait or hiccup over my repeat prescription...”

*Harb’s Pharmacy*

“Service could be a lot faster usually just have to wait 15 minutes to get spoken to.”

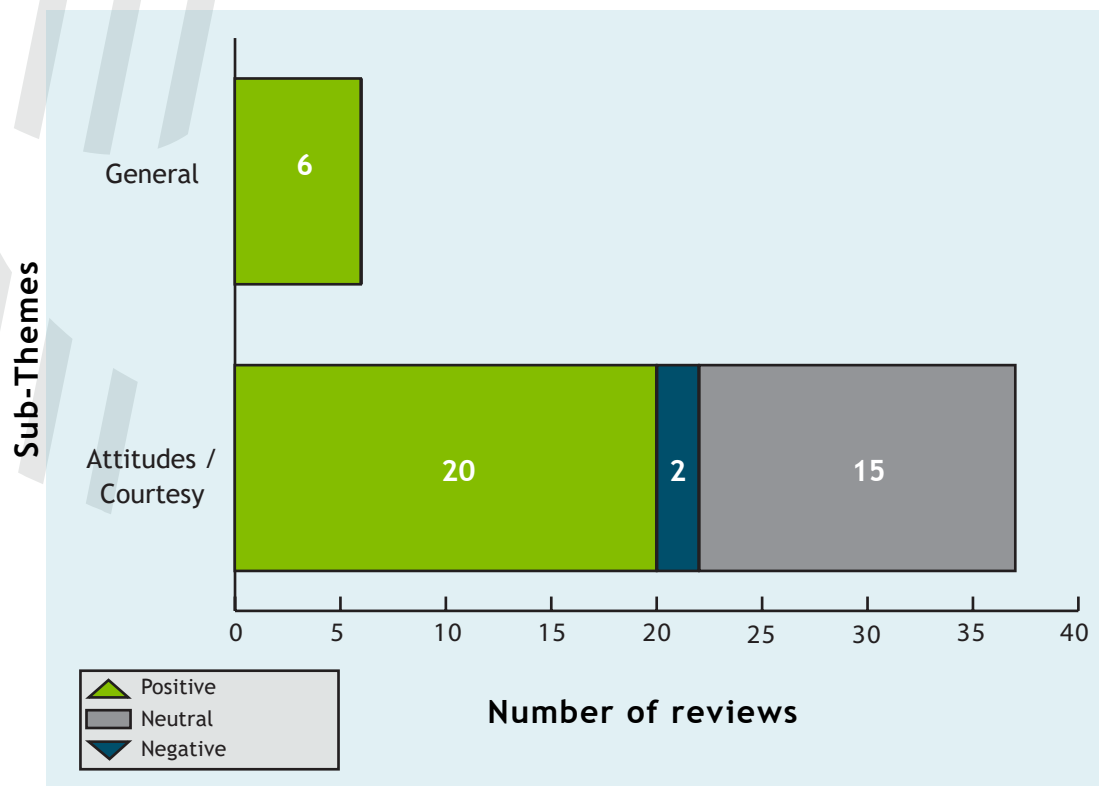
*Lloyds Pharmacy*

# Pharmacy Themes/Sub-themes

The **Staff** theme received 44 reviews. 59% (26) were positive, 1% (3) were negative and 40% (15) were neutral. There has been a decrease in positive reviews from 87% in Q2 to 59% in this quarter. The change is due to increase in neutral reviews, there was none last quarter but it increased to 40% this quarter.

The chart below shows the sub-themes for reviews mentioning the **Staff**. The **General** sub-theme received 100% positive reviews. The **Attitudes/Courtesy** sub-theme received 37 reviews. 54% (20) were positive, 5% (2) were negative and 41% (n.15) were neutral. Compared to the previous quarter there has been a drop in positive reviews from 96% in Q2 to 54% this quarter. There has been an increase in neutral reviews.

## Top Two Sub-themes for Staff



### Positive Reviews;

“Service and staff are good...Lots of communication.”  
*Boots Chemist*

“...They always give me nice advice and they have very good staff here.”  
*Morrison’s In Store Pharmacy*

“The staff and pharmacists are very helpful. They explain the medication very well.”  
*Edwards and Taylor Pharmacy*

“Great service and friendly staff...”  
*Campbell’s Chemist*

### Negative Reviews;

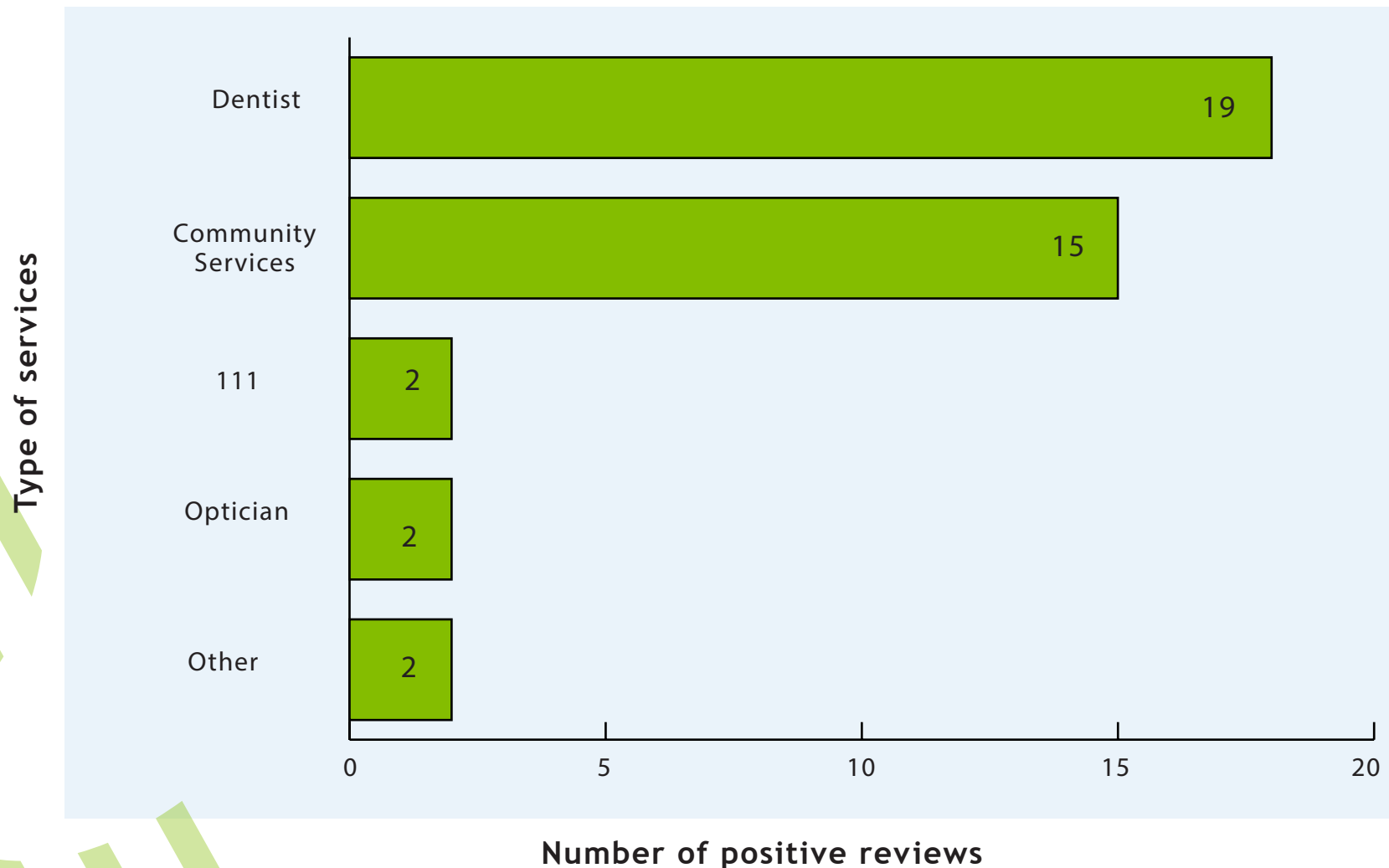
“They’re not good, they sometimes get my medicine short...Also they don’t have enough staff.”  
*Morrison’s In Store Pharmacy*



# 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.

October - November - December



Number of positive reviews



## Dentist

“My whole family comes here. The dentist here is very good and the hygienists are good too. It is clean and they recently got a good CQC report. It is very easy to book an appointment here, you have to wait for a bit but they always do their best to get you in.”

***Hounslow High Street Dental Practice***

“There is no waiting time, I get seen pretty quickly, normally about 5 minutes. It is easy to book my appointment, the treatment has been good.”

***Chiswick Dental Centre***

“I do like their service. It is easy to book an appointment. There isn't much of a wait to be seen. The staff are good. The care isn't too bad neither.”

***The Butts Dental Practice***

“They are very very good but also very expensive. It is easy to get an appointment with the dentist. There isn't much of a wait to be seen.”

***Strand-on-the-Green Dentist.***

“In case of an emergency, my dentist will do their best to help but if they can't they do a referral to the hospital on my behalf. Staff are very supportive.”

***Hounslow West Dental Practice***

“The whole service here is excellent.”

***Brightsmile Dental Care***

“Their service was straight forward to use. I booked my appointment with ease and the job was done properly.”

***Chiswick Denture Clinic***

“It is a good service and the dentist I see is very good. I stayed on with the dentist because we like him, even though he is now private. It is busy with the dentist so we have to the appointment in advance but I do not have to see him that often.”

***Albany Dental Practice***



## Community Services

“They identified what was wrong with me...and they got my GPs to start acting...The wait to be seen was 5 minutes at most, I was usually there for the appointment in the morning, so I didn’t mind the 5 minutes wait.”

*North West London Diabetic Eye Screening Programme*

“I come here annually and it is nice. They send me a letter when my appointment is done and they have nice staff here.”

*North West London Diabetic Eye Screening Programme*

“They’ve helped me to recover in the past and they are working positively with me this time too. It is easy to get an appointment with them.”

*Addiction Recovery Community (ARC) Hounslow*

“They were really sympathetic when I got my diagnosis and they gave me tips and tools to improve my breathing which I wouldn’t have known if I didn’t go to them. It was easy to book my appointment, I was given a doctor and I registered to start to go to the clinic. The wait wasn’t long, I got seen straight away.”

*BOC Hounslow Community Respiratory*



## Other

“When I rang them, for my husband it took some time but it was understandable and they got the doctor to ring us back. The doctor referred us to the Urgent care centre.”

*NHS 111*

“They are doing the best job that they can, given the reduction in funding and increase in population in the area.”

*Services In General*



## Opticians

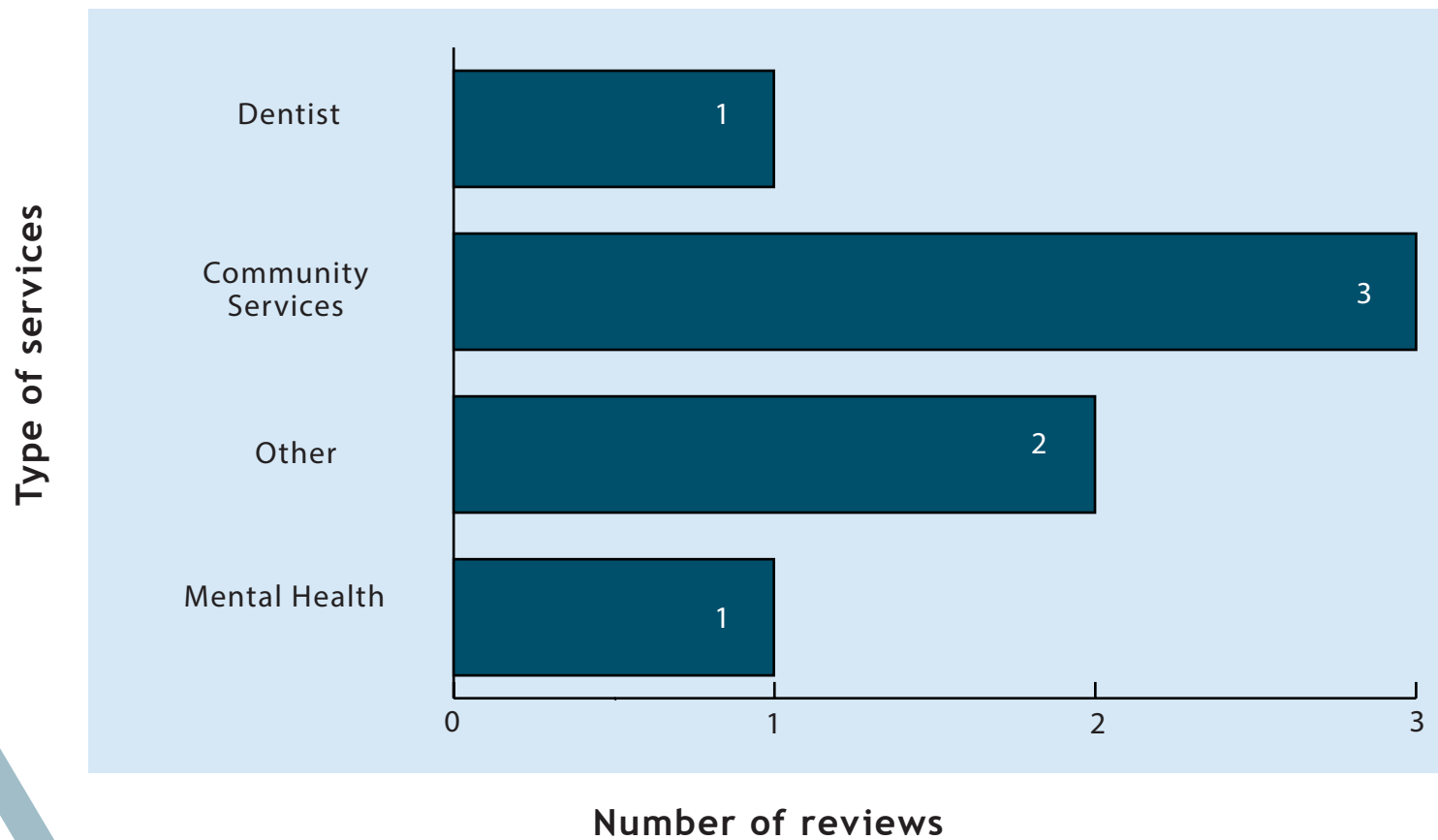
“You get your appointment when you need to, they are friendly and polite. They always explain everything that you needs to be done and they are thorough with the test. They also help you to choose your glasses.”

*Specsavers Opticians (Chiswick)*

# 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.

October - November - December





### Dentist

“When I’ve had a problem and come here, they made it worse. So I don’t come here if I do not have anything wrong with me.”

*Bright Smile Studio*



### Community services

“My condition has got worse since I started doing the exercise they recommended. It felt like my arthritis got worse but I can barely work now. I have to stay in most days now. When I needed to get an appointment, I phoned up to get an appointment and there wasn’t much of a wait to be seen.”

*Hounslow and Richmond Community Healthcare (Physiotherapy)*



### Other

“False Accusations Made Against My Mother. They tried to frame my mother for an offence she did not commit. Them and their carer both called 999. Absolutely shocking as they are supposed to be caring for people but are in fact doing the exact opposite.”

*Care Outlook Ltd*



### Mental Health

“I do not feel reassured in their care for patients. Patients aren’t well looked after and accounted for”

*Lakeside Mental Health Unit*

# Network Area GP Reviews

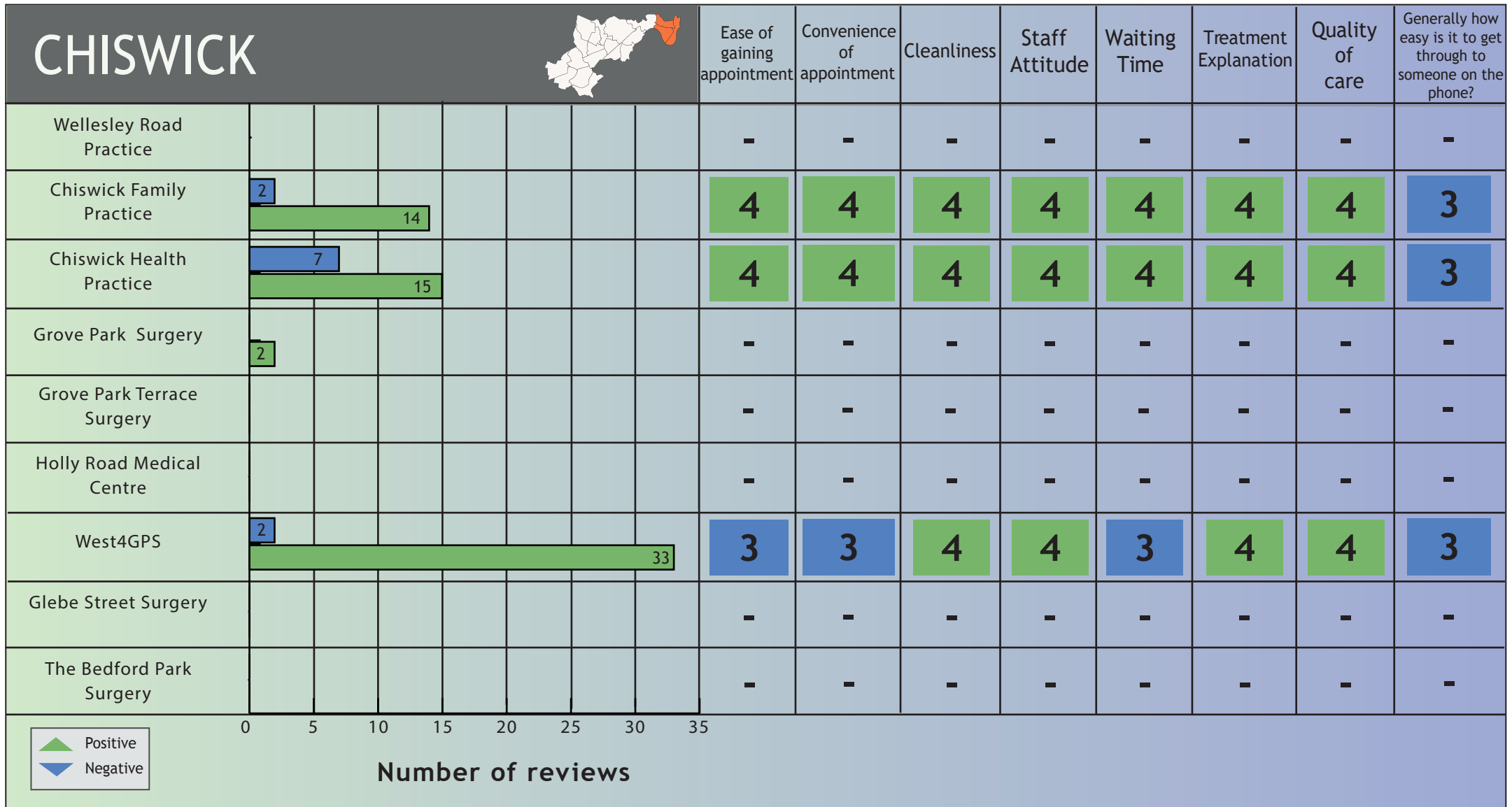
The following pages show the number of positive, negative and neutral reviews for each surgery based on an overall star rating. The bar charts on the left reflect the overall star ratings for each service this quarter. The data on the right-hand side reflects the average star rating out of 5\* given by patients to assess a number of additional specific areas, such as ease of gaining an appointment, waiting times and other service indicators.

These two data sets are shown together to give 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.

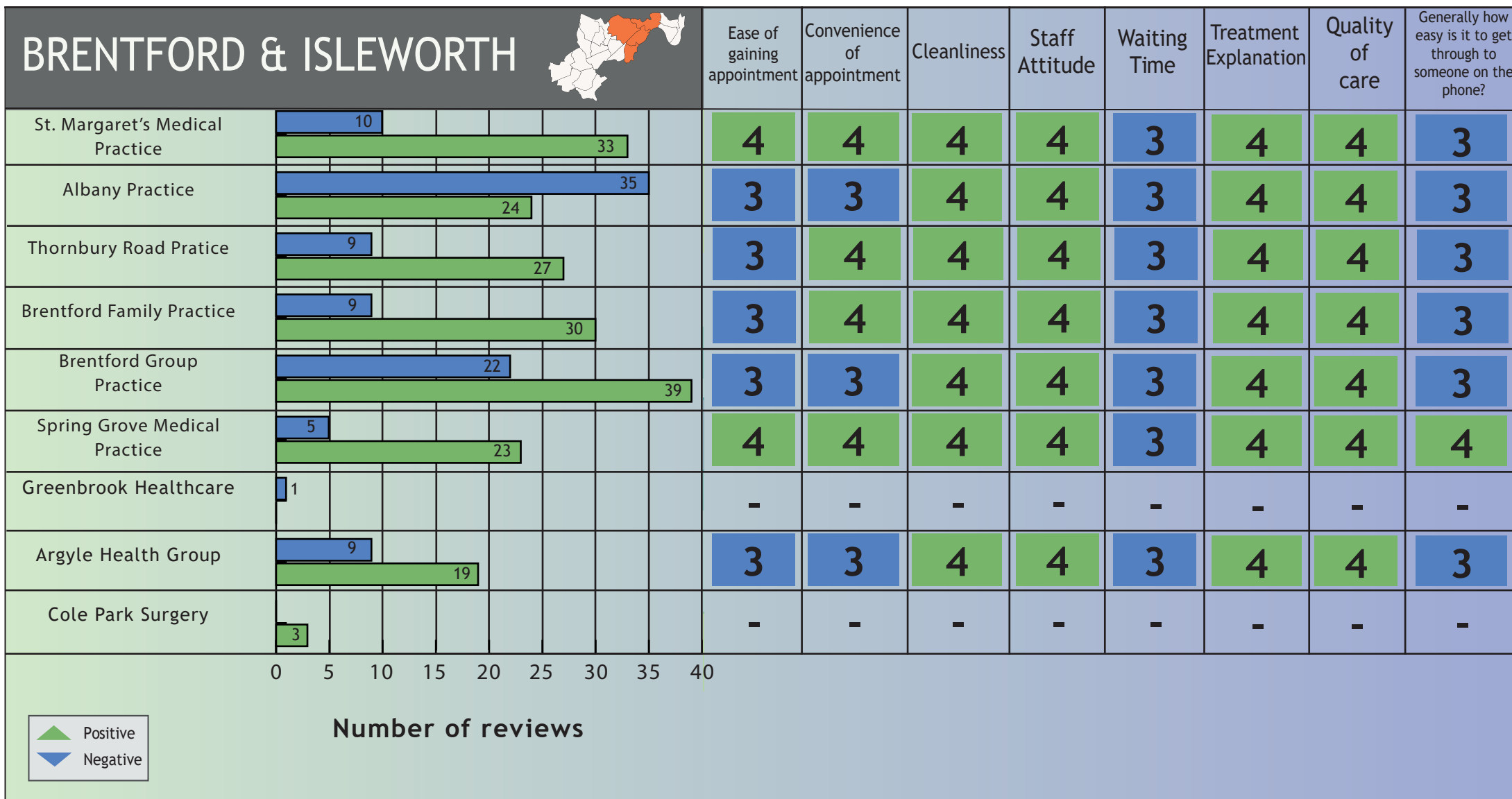
GP surgeries that recorded less than 10 reviews for this quarter or the year are not included in the averages, due to the sample size being small and therefore unrepresentative overall. We will attempt to increase feedback from those GP surgeries through targeted patient engagement work. Please note that whilst we are committed to only reporting averages (right-hand-side data) where a minimum of 10 reviews has been received - as shown in the left-hand-side bar charts data - there may be occasions where the averages reflect less than 10 reviews. This may occur when not all reviewers provide a star rating for each of the eight areas. For example, a patient may commonly walk-in to their surgery to make an appointment and therefore not feel able to leave a star rating in relation to phone access.



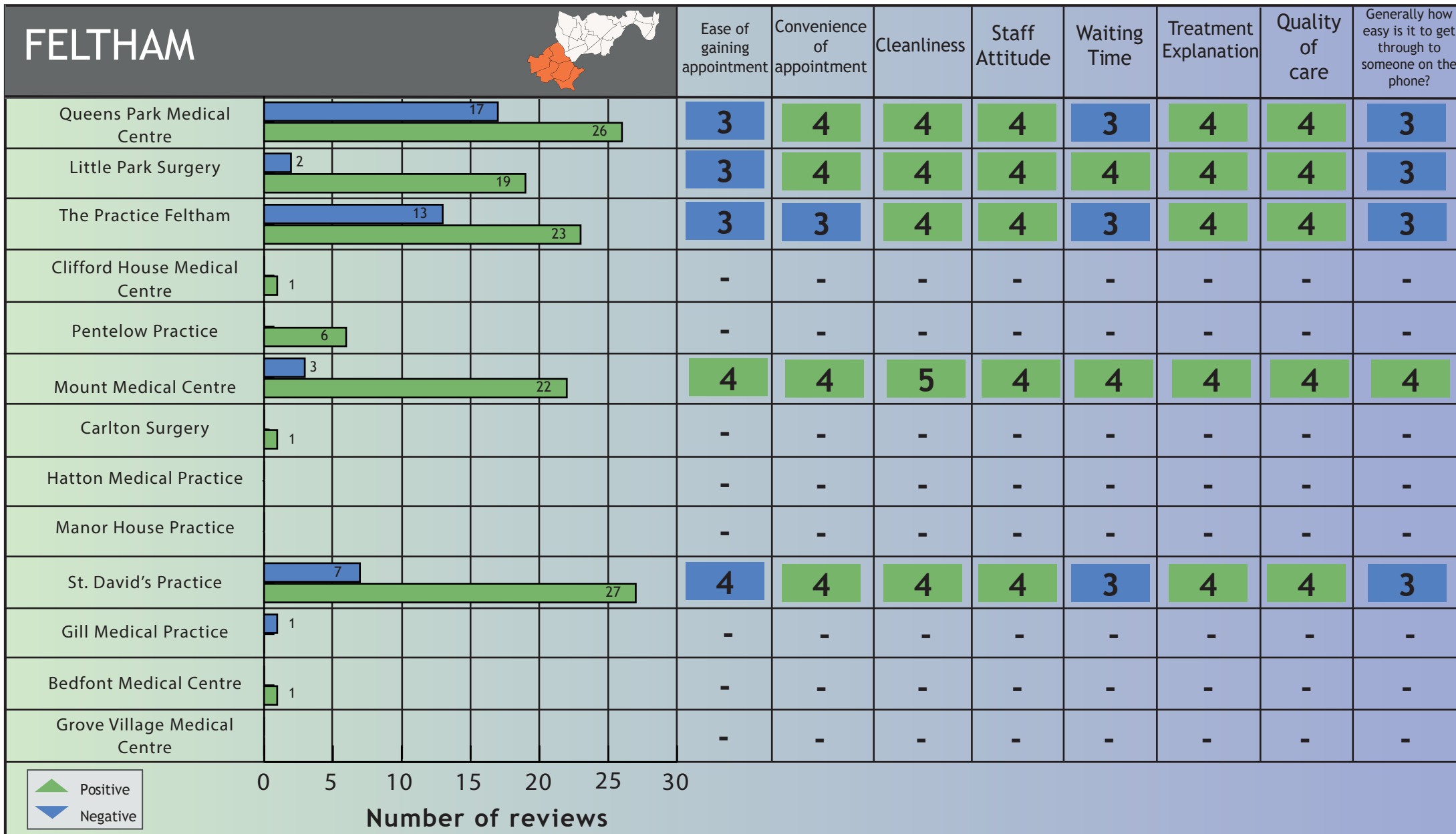
# Network Area GP Reviews



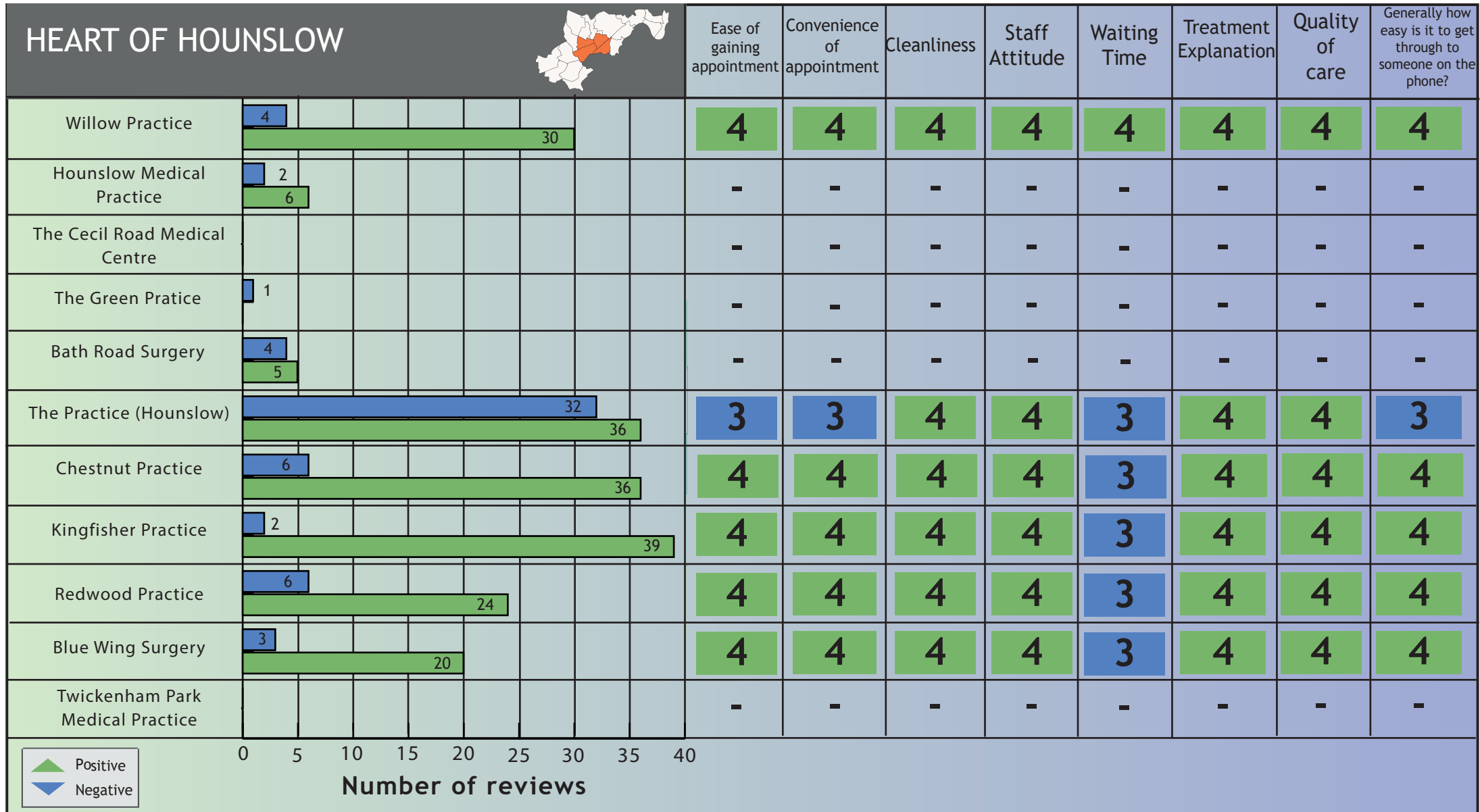
# Network Area GP Reviews



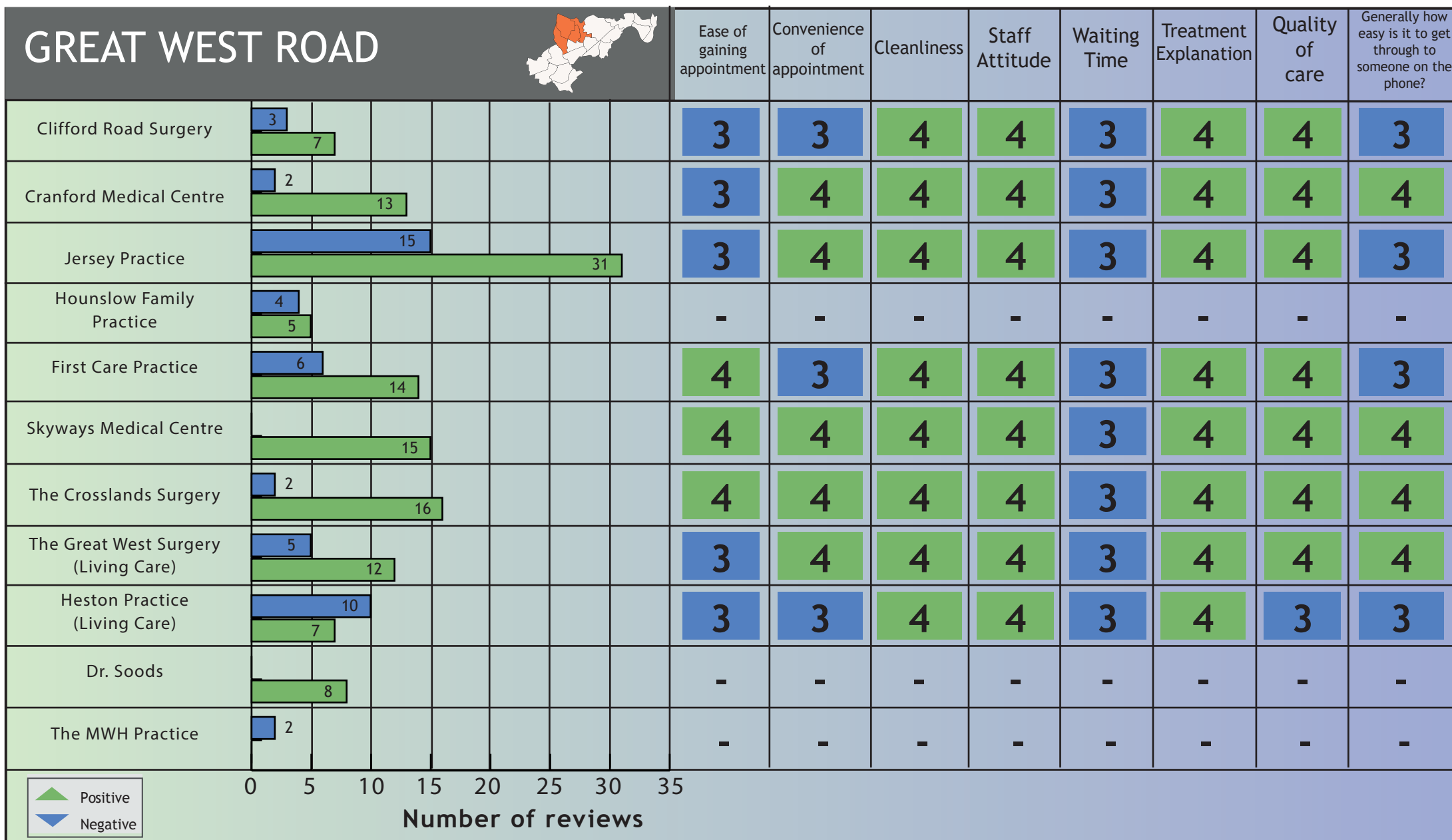
# Network Area GP Reviews



# Network Area GP Reviews

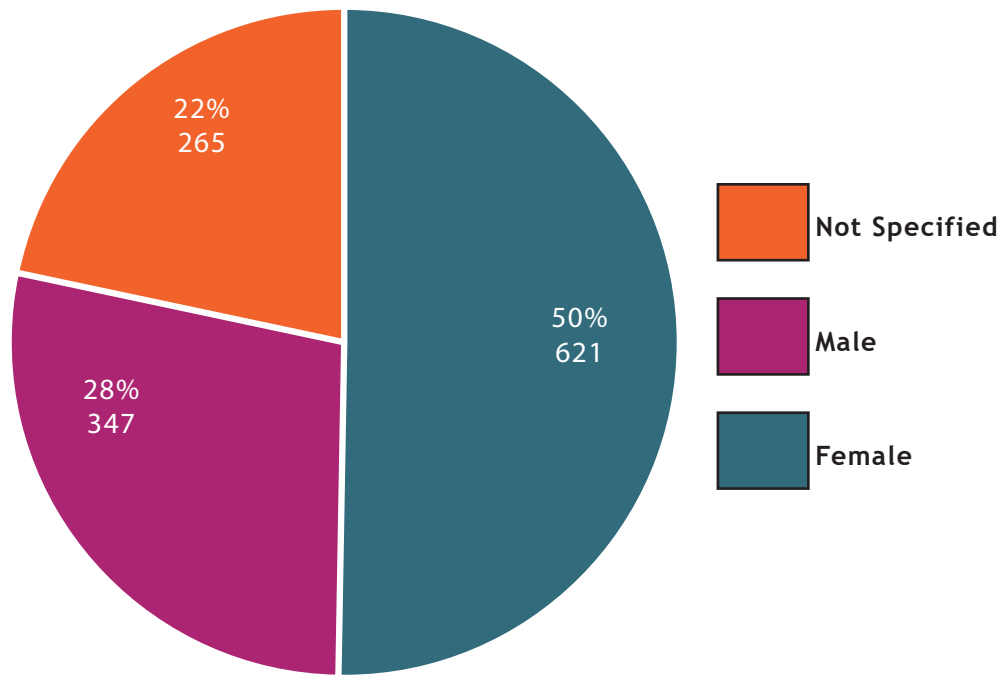


# Network Area GP Reviews



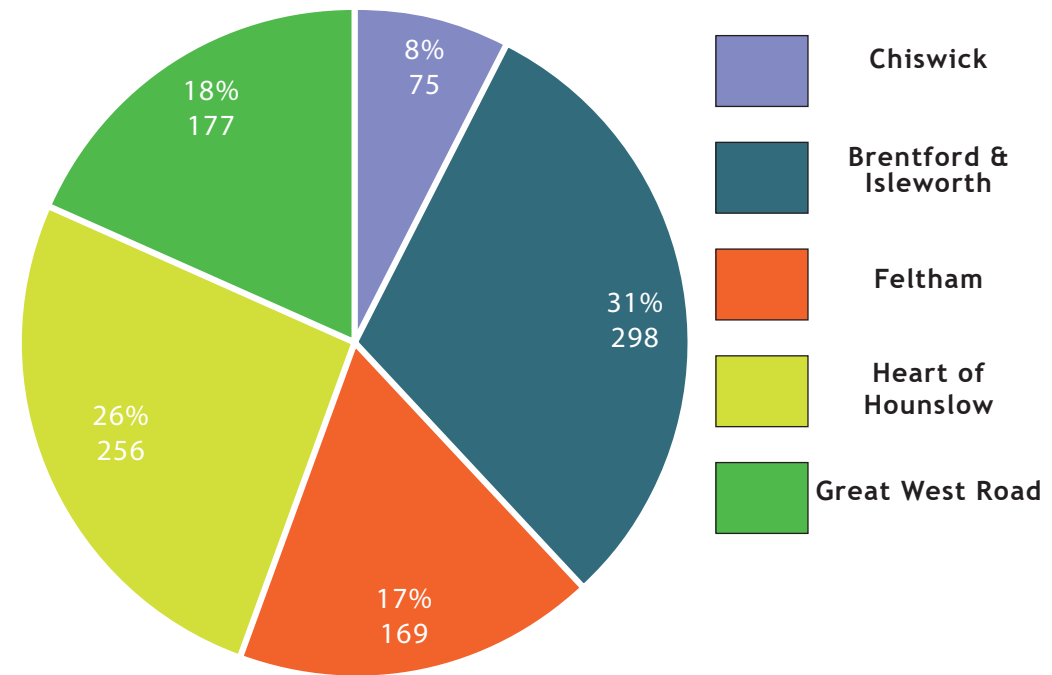
# Demographic Information (October-December)

The pie chart below shows the number of reviews received by gender from October - December 2019. The majority of the reviews received were from women with 50% (621) and from men with 28% (347).



**Gender**

The pie chart below shows the number of reviews received in each network area. The highest number of reviews received was from Brentford and Isleworth 31% (298) and Heart of Hounslow 26% (256). Followed by Great West Road 18% (177), Feltham 17% (169) and Chiswick 8% (75). We aim to continue collecting patient feedback more evenly in each network area.



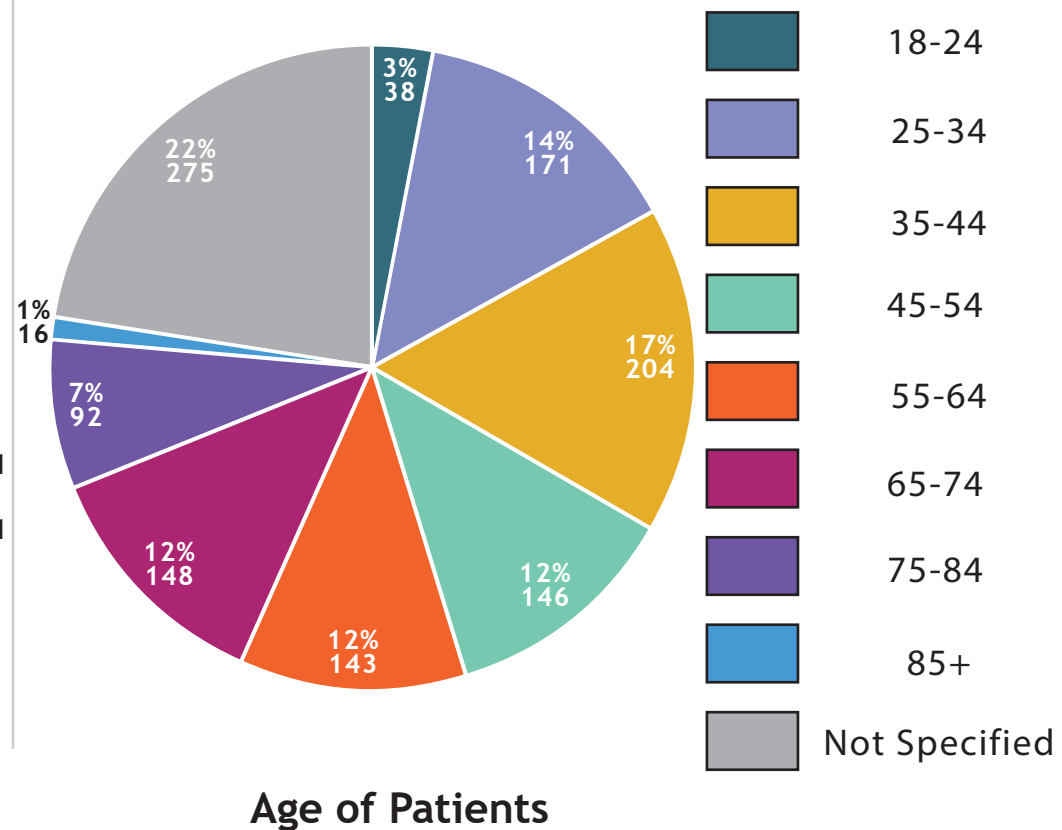
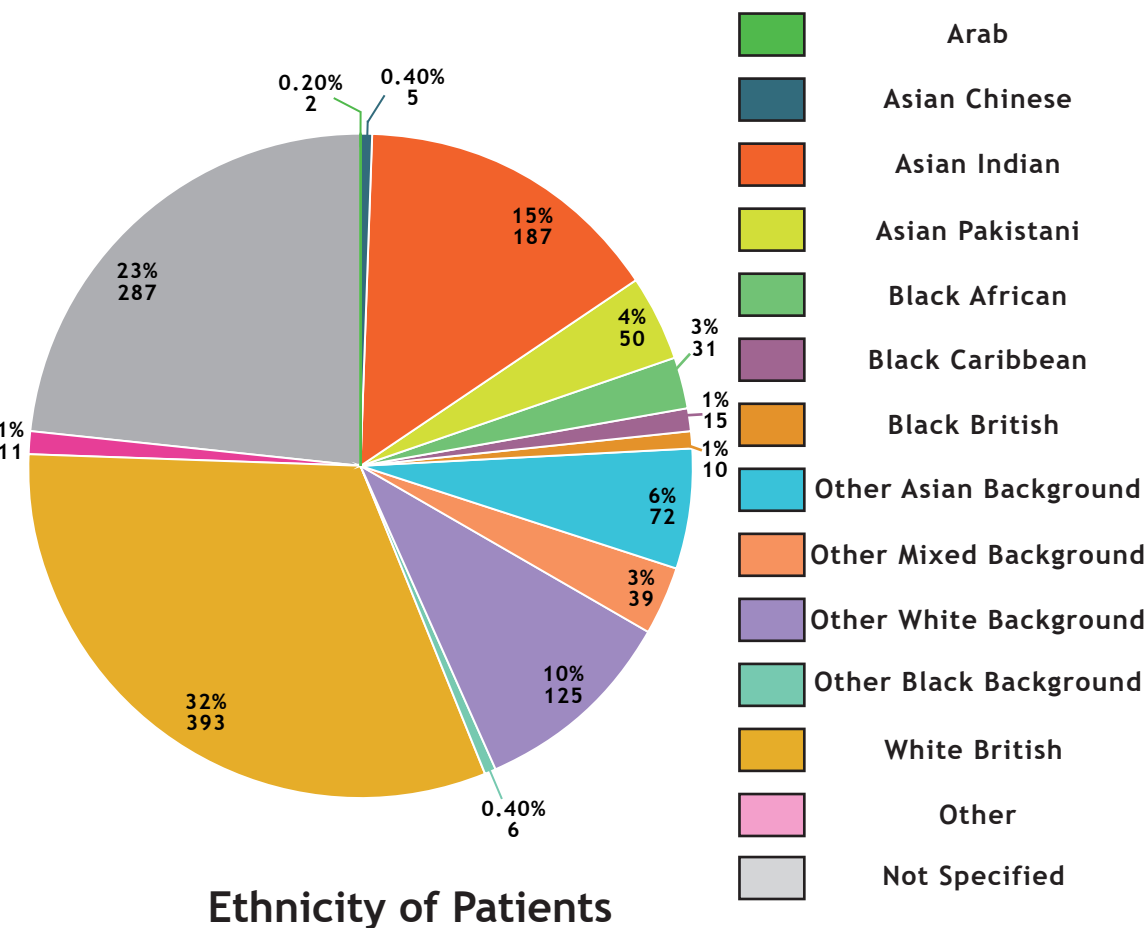
**Number of GP Reviews per Network Area**



# Demographic Information (October-December)

In terms of ethnicity, excluding the 23% (287) who did not to specify their ethnicity, the largest proportion of feedback received this quarter was from people who identified as White British, 32% (393) followed by 15% (187) from people who identified as Asian Indian. Also, 10% (125) of patients identified as Other White Background; followed by 6% (72) from people who identified as Other Asian Background and 4% (50) identifying as Asian Pakistani.

In terms of the age breakdown, 22% (275) preferred not to identify their age. The majority of the feedback received was from the 35-44 age group with 17% (204). Followed by 25-34 age group with 14% (171), 65-74 age group with 12% (148), 45-54 age group with 12% (146), 55-64 age group with 12% (143) and 75-84 age group with 7% (92). However, the 85+ age group (1%, 16) and 18-24 age group (3%, 38) supplied the fewest number of reviews.



# Conclusion

For this quarter we collected 1,233 patient experiences, so we have maintained our target of averaging 400 reviews every month and due to contributions of our volunteers, who were able to collect large number of experiences. This allowed us to exceed our quarterly target of 1200 patient experience reviews.

Majority of reviews from patients about GP services were received from the Brentford & Isleworth (298) and Heart of Hounslow (256) network areas. Feltham (169) and Great West Road (177) have had an increase from the previous quarter as well. We will continue our effort to collect as many experiences as possible from all network areas.

For this quarter, there are 931 positive reviews and 302 negative reviews. As we saw in the previous quarters, overall, positive patient experiences far outweigh negative patient experiences. Once again in this quarter we have selected the services with the most feedback (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

- 81% of comments about **Medication** were positive.
- 78% of comments about **Treatment and Care** were positive.
- 77% of comments about **Staff** were positive.
- 49% of comments about **Administration** were positive.

## Negative

- 64% of comments about **Communication** were negative.
- 64% of comments about **Facilities & Surroundings** were negative.
- 43% of Comments about **Administration** were negative.
- 42% of Comments about **Access to Services** were negative.

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

# 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. Initial actions identified from presentation and discussion of the previous report (Q2, July - September 2019) include:

- To focus on gathering patient experiences from West Middlesex University Hospital, including Outpatient department.
- To increase patient feedback from the Feltham and Great West Road network areas.
- To increase feedback about Mental Health services.

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>