

PATIENT EXPERIENCE REPORT 2021
Q3 October - December

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Healthwatch was created by the health and social care reforms of 2012 with a powerful ambition of putting people at the center of health and social care. To help realise this ambition Healthwatch has several 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 October - December 2021. We are focusing on:

- A regular presence on social media (Twitter, Facebook etc.)
- Socially Distanced Contact in Community Engagement
- Online reviews
- Attending online forums/meetings
- Telephone consultations

Due to the easing of social distancing rules, our Patient Experience Officer, supported by a team of volunteers, we are making occasional visits to health and social care services 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 few other areas.



The outreach element of our Patient Experience Programme is supplemented by our community engagement work and our [website](#), 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 2021. During this time, we collected 1224 reviews, achieving our quarterly target of 1,200 (averaging 400 per month). prior to this quarter there was some disruption caused by the Coronavirus Pandemic. With the easing of the social distancing rules, we have resumed our face-to-face engagement and we continue to collate reviews from different services.




Out of the total number of patient experiences received, 939 (77%) were positive, 161 (13%) were neutral and 124 (10%) were negative experiences of service provision (this is based on the overall star rating provided by patients - see page 38 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 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 GPs, Hospitals, and Pharmacy services. 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 feedback.

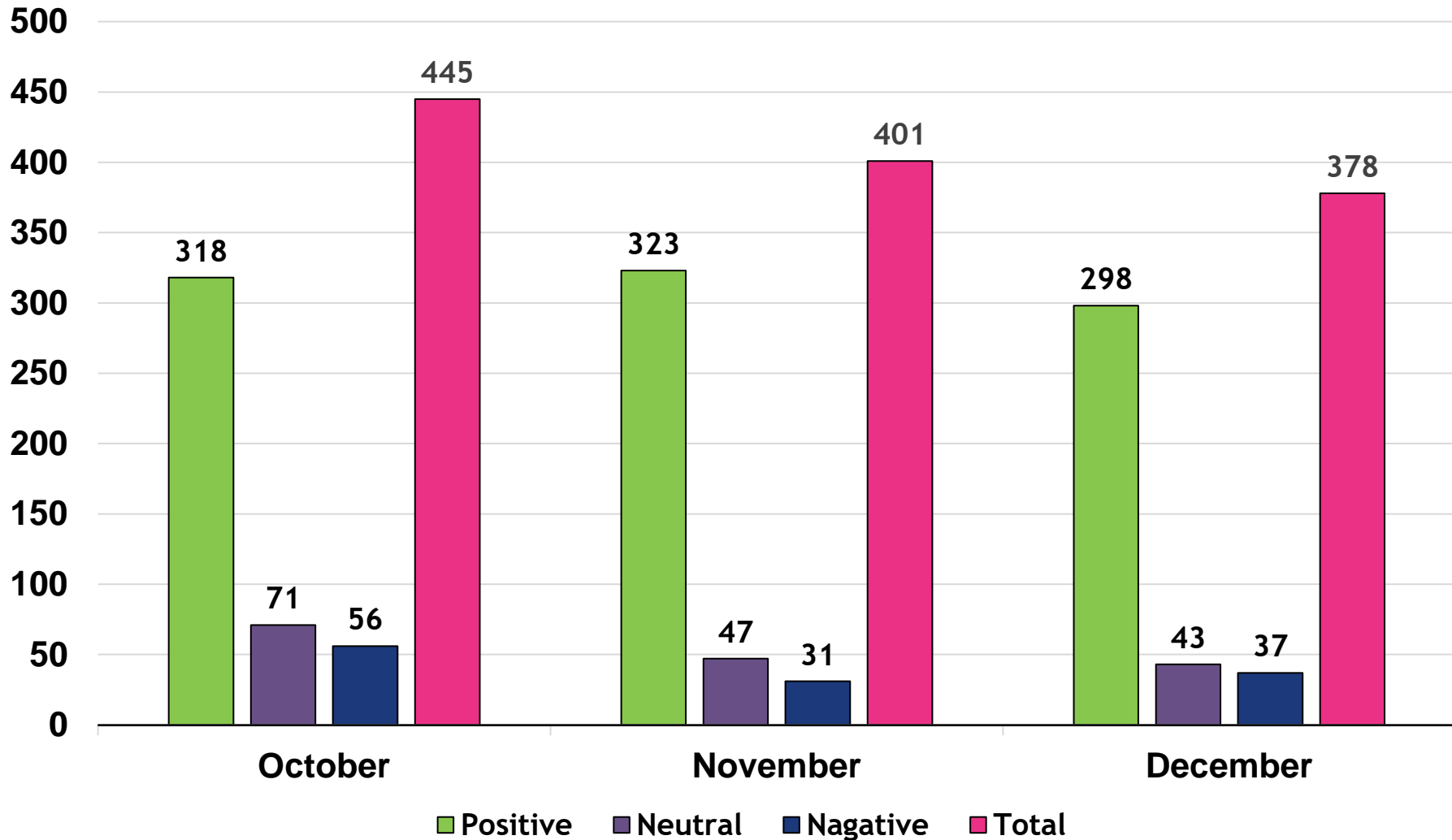
The number of patient reviews received for this quarter is 1224. The table below shows a breakdown of the positive, neutral and negative patient reviews. (See the appendices for examples of our physical and online questionnaires).

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, 939 positive, 161 neutral and 124 negative responses have been recorded.

Month	1 - 2 Star Reviews (Negative) 	3 Star Reviews (Neutral) 	4 - 5 Star Reviews (Positive) 
October	56	71	318
November	31	47	323
December	37	43	298
Total	124	161	939



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

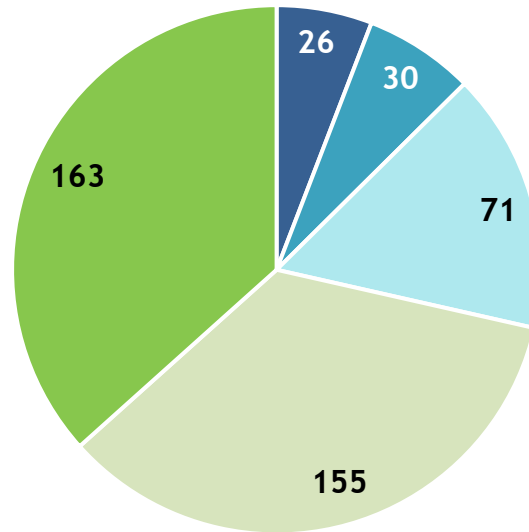




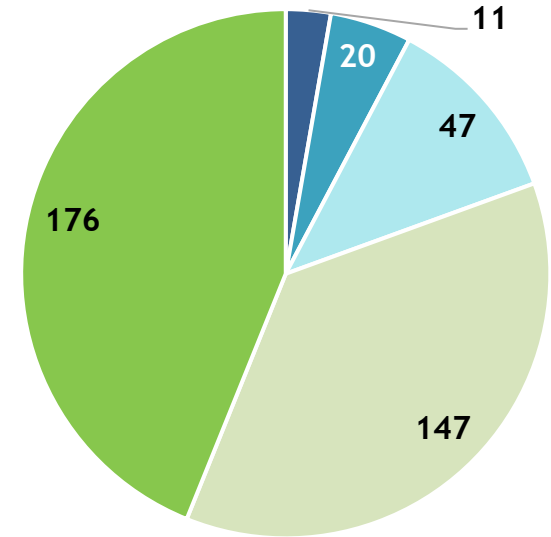
Overall Patient Reviews: Star Ratings

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

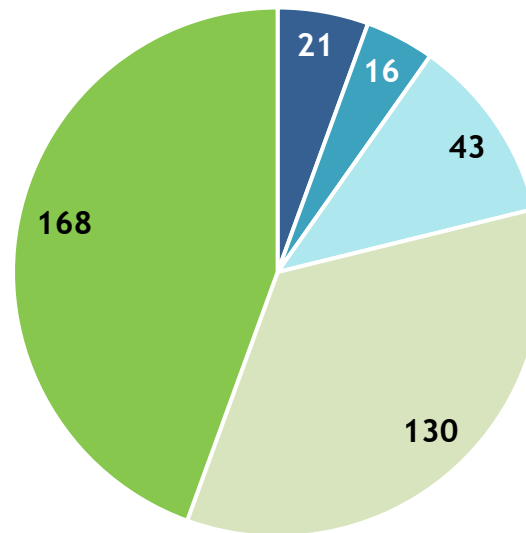
In each month, the 5-star rating received the highest proportion of reviews, followed by 4-star rating and the 1-star rating.



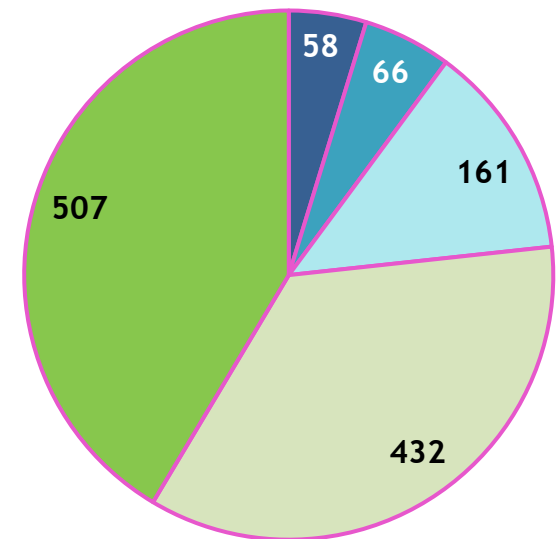
October



November

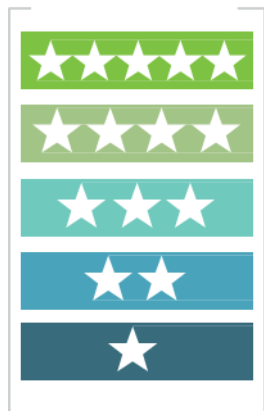


December



Total for Quarter 3

Star Ratings

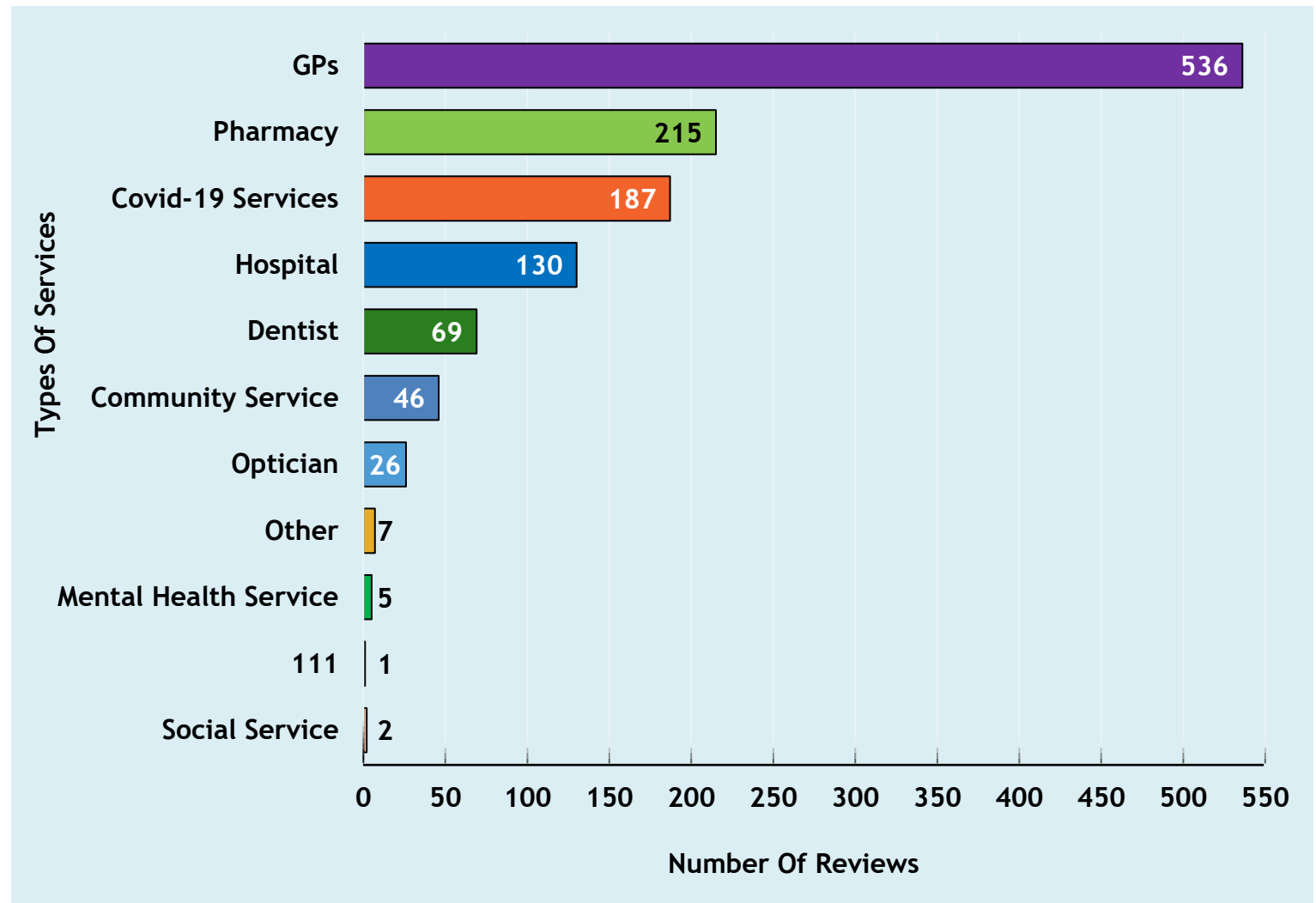




The patient reviews recorded for this quarter cover 11 service type categories, as seen in this chart.

The category with the highest number of reviews recorded is the GP category (536), followed by the Pharmacy (215) and COVID-19 Vaccine category (187).

As the Patient Experience Programme develops, Healthwatch Hounslow (HWH) will continue trying 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.

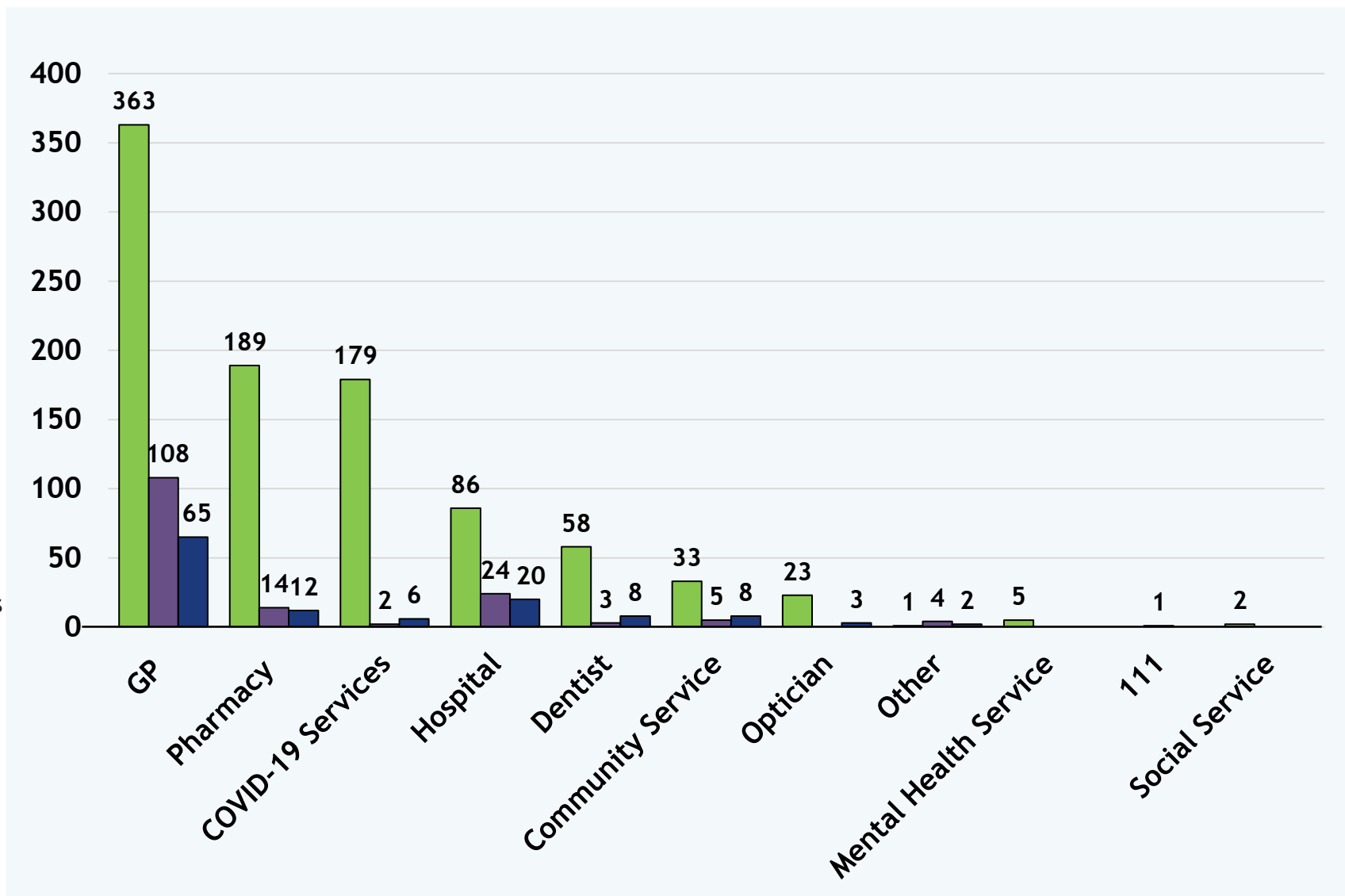




The bar chart compares the number of negative, neutral and positive reviews for each category.

The categories that received the highest proportion of positive reviews are Mental Health services (100%); COVID-19 Services (96%); Pharmacies (88%); and Opticians (88%).

The categories which received the highest proportion of negative reviews are Other Services (29%); Community Services (17%); Hospitals (15%) and GPs (12%).



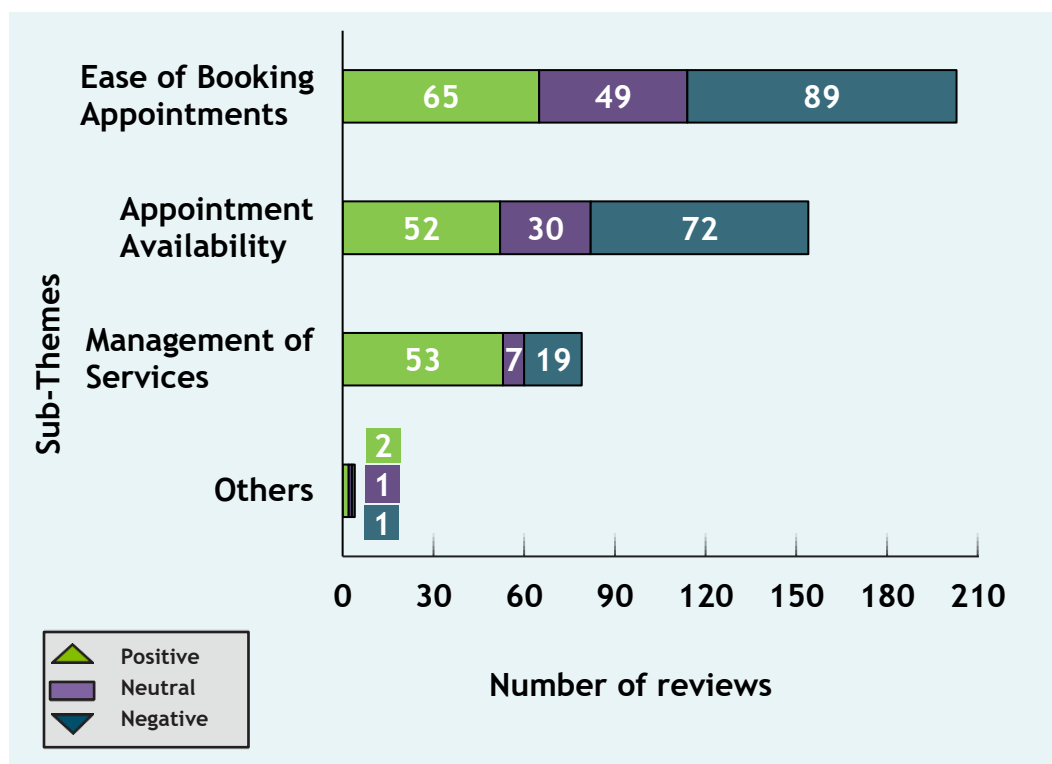
The **Administration** theme received 440 reviews; 39% (172) were positive, 41% (181) were negative and 20% (87) were neutral.

Ease of Booking Appointments sub-theme received 203 reviews, 32% (65) were positive, 44% (89) were negative and 24% (49) were neutral. Like the previous quarters, on the process of the ease of booking a GP appointment there is a continued trend of sentiments being negative; it was 39% in quarter 2 (Jul - Sept 2021) and 41% in quarter 1 (Apr - Jun 2021).

Appointment Availability was a frequently discussed sub-theme with 154 reviews. 34% had a positive sentiment, 47% were negative and 19% were neutral. Showing that patients still find it difficult to book appointments, in the previous quarter, it was 46% (negative).

Management of Services received 79 comments, in contrast to the other sub-themes majority were positive with 67% (53), 24% (19) were negative and 9% (7) were neutral. "Others" comprises the rest of the sub-themes mentioned. See pages 41-42 for the full list of sub-themes.

Top Sub-themes for Administration



Positive Reviews

"...Anything that needs to get done, gets done quickly. Very pleased with the overall service."

Brentford Group Practice

"This is only my second time attending but so far it has been good service wise."

Spring Grove Medical Practice

"...I can quickly book the appointments. The receptionist is helpful."

Thornbury Road Centre for Health

Negative Reviews

"It takes so long to get an appointment; I waited two weeks for this appointment. I cannot book online appointments and extremely difficult to get through on the phone."

Blue Wing Family Doctor Unit

"...it is almost impossible to get through to them on the phone. They don't want to give you appointments."

HMC Health Hounslow

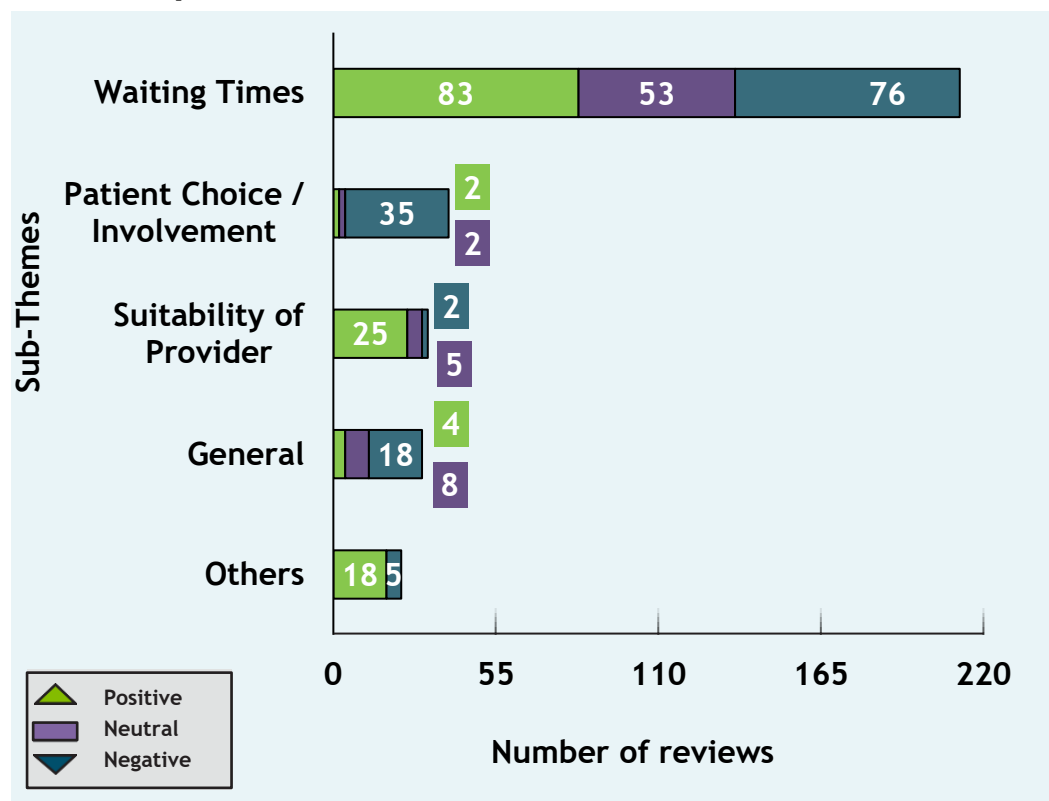
The **Access to Services** theme received 336 patient reviews. 39% (132) were positive, 40% (136) were negative and 21% (68) were neutral.

For **Waiting Times**, we received 212 reviews; 39% (83) were positive, 36% (76) were negative and 25% (53) were neutral. Like previous the quarter most of the comments were positive sentiments; in quarter 2 (Jul - Sept 2021) it was 42%, showing that lately the waiting times are getting better.

Patient Choice/Involvement was a frequently discussed sub-theme with 39 reviews; 5% (2) were positive, 90% (35) were negative and 5% (2) were neutral. In previous quarters majority of comments were negative sentiments, in Q2 (Jul- Sept 2021) it was 69% and in Q1 (Apr - Jun 2021) it was 81%. This shows us that patients want more options in the services provided at their GPs.

The chart below shows a breakdown of the most mentioned sub-themes for **Access to Services**, including **General**. “Others” comprises the rest of the sub-themes mentioned. See pages 41-42 for the full list of sub-themes.

Top Sub-themes for Access to Service



Positive Reviews

“They always see me on time, they always text me to let me know what is going on. I'm really happy coming...”

Thornbury Road Centre for Health

“The surgery is always prompt. Whenever I have had a consultation, whether same doctor or different...”

Mount Medical Centre

“...The wait to be seen is not long.”

Spring Grove Medical Practice

Negative Reviews

“...The wait to be seen is sometimes between 30-45 minutes.”

Queens Park Medical Practice

“Appointment system needs some work. Don't like the telephone appointments in place of face to face.”

St David's Practice

“Not extremely good! Getting through on the phone is not great ... They don't have access to records on time.”

HMC Health Feltham (The Practice Feltham)

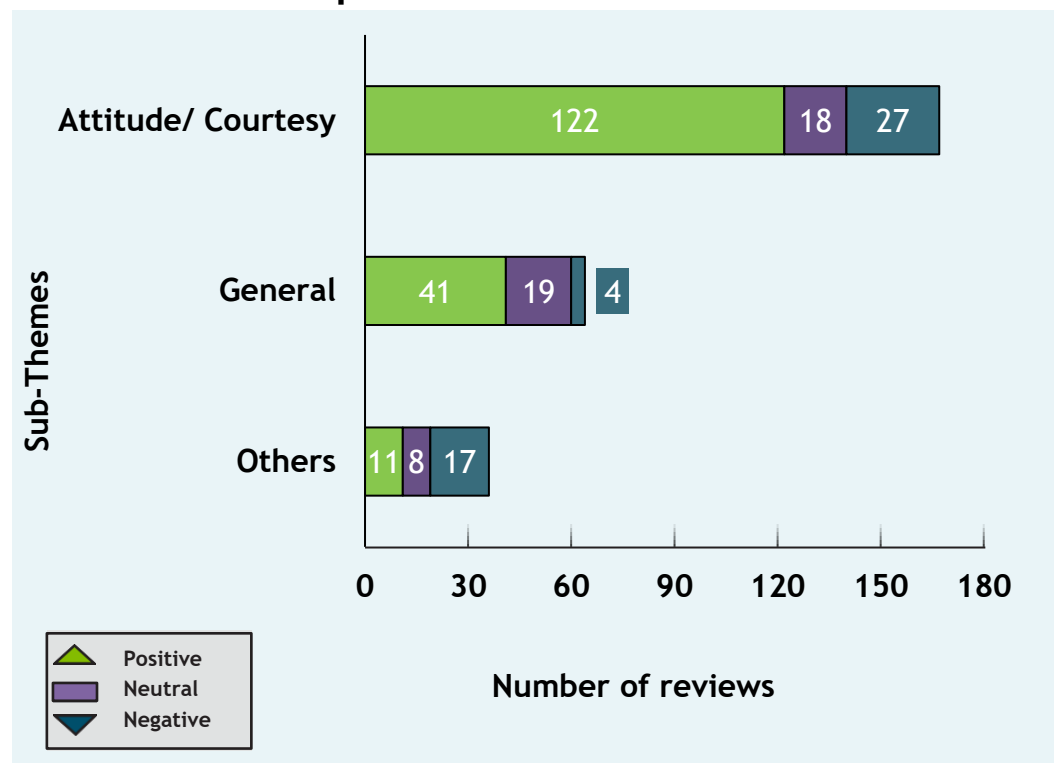
The **Staff** theme received 267 reviews. 65% were positive (174), 18% (48) were negative and 17% (45) were neutral.

Staff Attitude/Courtesy was mentioned in 167 reviews, 73% (122) were positive, 16% (27) were negative and 11% (18) were neutral. There is a trend of patients expressing positive sentiments in comments about the attitude of staff they encounter. In Q2 (Jul - Sept) It was 65% positive, 53% of reviews had a positive sentiments in Q1 (Apr - Jun).

General sub-theme with 64; 64% (41) were positive, 6% (4) were negative and 30% (19) were neutral. Like the last quarter there has been majority of reviews being positive sentiments, it was 65%,.

The chart below presents a breakdown of the sub-themes for Staff. "Others" comprises the rest of the sub-themes mentioned. See pages 41-42.

Top Sub-themes for Staff



Positive Reviews

“...The staff here are fine, I have no problems with them...”

Redwood Practice

“Experience has been good. The staff have been friendly.”

St David’s Practice

“All the doctors and receptionists are very helpful and polite...”

Chestnut Practice

Negative Reviews

“...Today the receptionist forgot to check me in for my appointment and they aren't always nice on the phone...”

Chiswick Family Doctors Practice

“...the reception staff need sacking. They are just lazy. It wasn't like this before...”

The Green Practice

“...you cannot communicate with the receptionist, for example, you have something that is slightly difficult, they have no accommodation for that, they are too robotic and can be confrontational...”

Brentford Family Practice

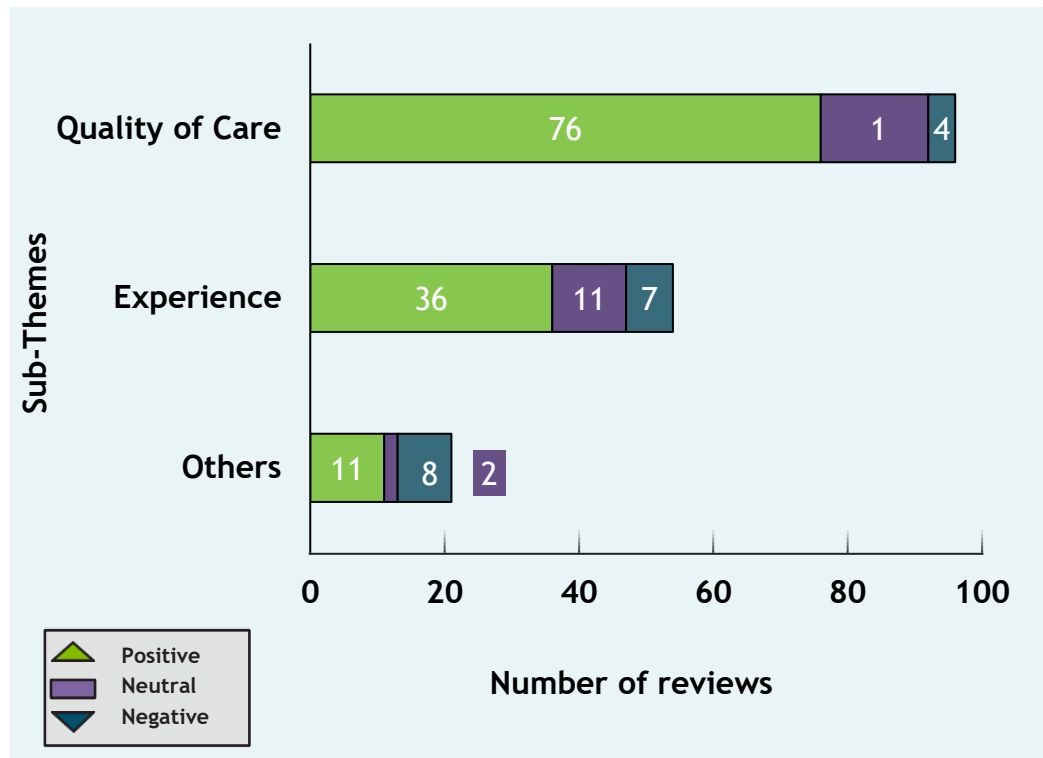
The **Treatment and Care** theme received 171 reviews. 72% (123) were positive, 11% (19) were negative and 17% (29) were neutral.

Quality of Care was the most discussed sub-theme with 96 reviews; 79% (76) were positive, 4% (4) were negative and 17% (16) were neutral. There is a continued trend of patients with positive experiences, compared to last quarter (Jul - Sept 2021), it was 82% (positive), in quarter 1 (Apr - Jun 2021), it was 68% (positive).

Experience was a recurring sub-theme with 54 reviews; 67% (36) were positive, 13% (7) were negative and 20% (11) were neutral. Like last quarter majority of patients are happy with their experience of care at the GPs, it was 67% in Q2 Jul - Sept 2021.

“Others” comprises the rest of the sub-themes mentioned. See pages 41-42 for the full list of sub-themes.

Top Sub-themes for Treatment & Care



Positive Reviews

“Very friendly, very kind and helpful even on the phone and during appointments.”

Brentford Family Practice

“I’m treated well here, so far...I have no complaints about them.”

Chiswick Health Practice

“...The doctors check everything and fix the problem..”

Blue Wing Family Doctor

Negative Reviews

“...I didn’t find the phone appointment helpful; my English is not very good, and it is had to be described....”

Brentford Family Practice

“...They do not care about us, and they have no people skills. The nurses are better than the doctors...”

Queens Park Medical Practice

“...I have to ask the doctor to explain themselves or the treatment...”

Brentford Group Practice

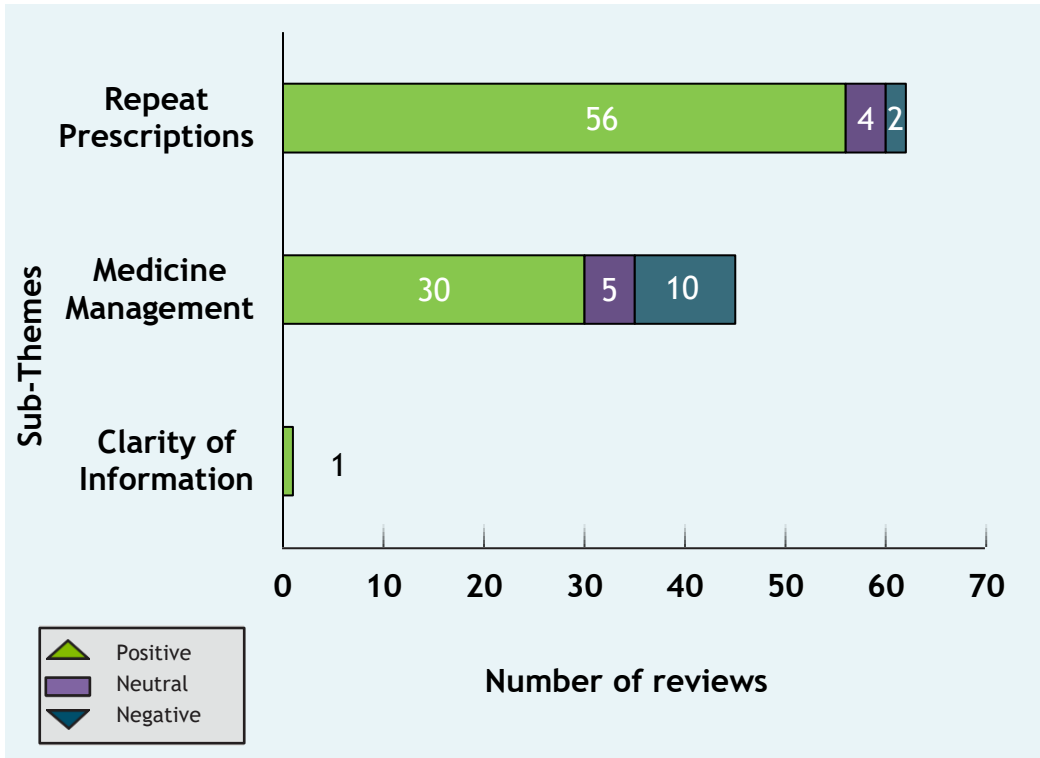


The **Medication** theme received 108 reviews; 81% (87) were positive, 11% (12) were negative and 8% (9) were neutral.

Repeat Prescriptions received 62 reviews; 91% (56) were positive, 3% (2) were negative and 6% (4) were neutral. **Medicine Management** received 45 reviews; 67% (30) were positive, 22% (10) were negative and 11% (5) were neutral.

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

Top Sub-themes for Medication



Positive Reviews

“They’ve been very good, and I get my medicine when I need it.”
Maswell Park Pharmacy

“If I am out of anything I can ring them up and they will give them to me.”
Ram Dispensing Chemist

“They bring my tablets to me and if there are any problems, they ring me up.”
Jasins Chemist

Negative Reviews

“They received my prescriptions and never sent out the medication, I called them it went through, and I was told my medication was it’s on the way to me, I called again a week later as I didn’t receive anything...”
Shah Pharmacy

“...the guys here send me a message that it is ready to pick up but then I get there, and it is not ready, and they always give you so many excuses.”
Edwards and Taylor

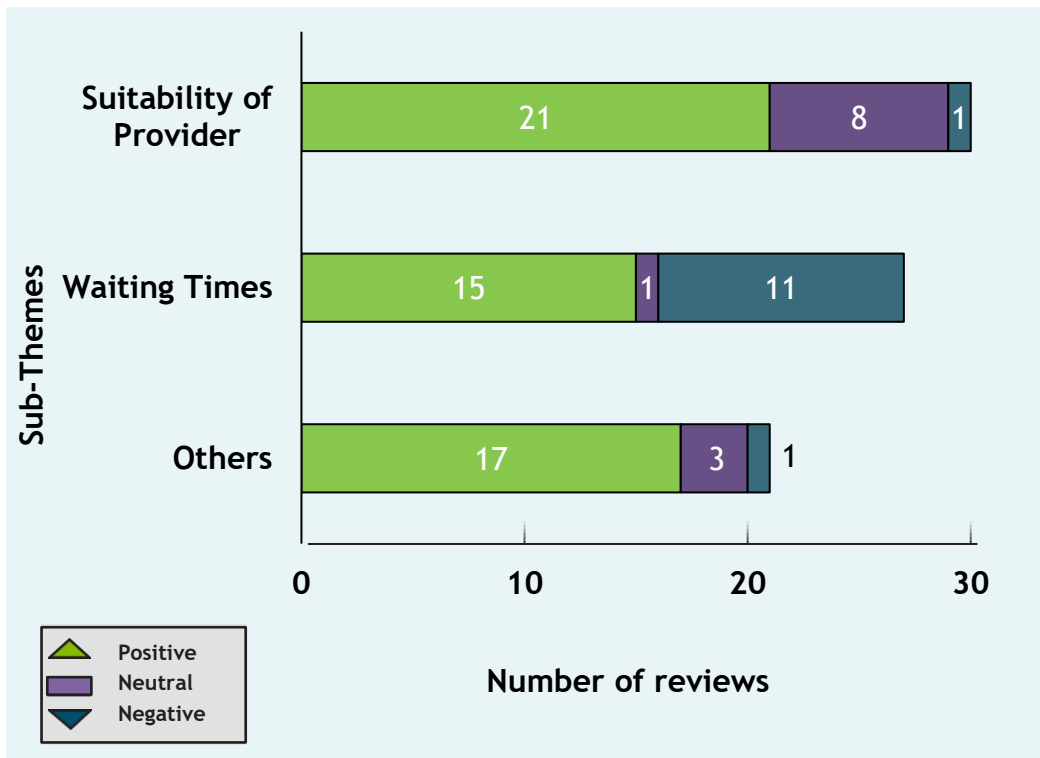


The **Access to services** theme received 78 reviews. 68% (53) were positive, 17% (13) were negative and 15% (12) were neutral. Similar to the previous quarter Jul - Sept 2021, majority of the reviews were positive.

The **Waiting Times** sub-theme received 27 reviews; 56% (15) were positive, 41% (11) were negative and 3% (1) were neutral. This tells us that patients were satisfied with the waiting times they have been provided with over the past few months. **Suitability of Provider** received 30 reviews, 70% (21) were positive, 3% (1) were negative and 27% (8) were neutral.

The chart below shows a breakdown of the sub-themes. "Others" comprises the rest of the sub-themes mentioned. See pages 41-42 for the full list of sub-themes.

Top Sub-themes for Access to Services



Positive Reviews

"They are always quick and delivered to my house during the pandemic."

Harb's Pharmacy

"I did not have to wait....."

Shah Pharmacy

"As soon as you get there you don't have to queue."

Brent Pharmacy

"They are great I used to be with another pharmacy, but it is a lot better here...."

Campbells Chemist

Negative Reviews

"Very slow service. You wait 10 minutes to be served and then your asked to wait another 15 minutes to receive the medicine. 25 minutes far too long."

Tesco pharmacy Feltham

"Waiting times are too long..."

ASDA Pharmacy Hounslow

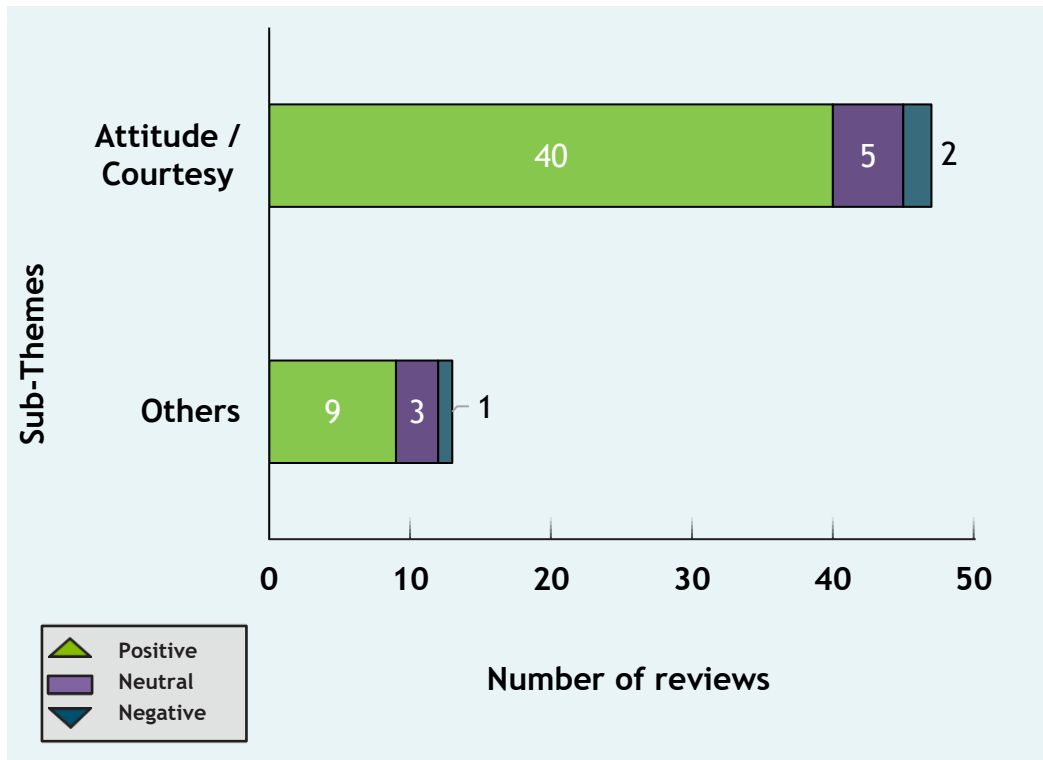


The **Staff** theme received 60 reviews, 82% (49) were positive, 5% (3) were negative and 13% (8) were positive. Like the previous quarter Jul - Sept 2021, it was 97% positive.

The **Attitudes/Courtesy** sub-theme received 47 reviews; 85% (40) were positive, 4% (2) were negative and 11% (5) were neutral. This is similar to what we found in Q2 Jul - Sept 2021 it was 97%, in Q1 Apr - Jun 2021 it was 75%. Showing that most patients are 'pleased' with staffs' attitudes/courtesy.

The chart below shows a breakdown of the sub-themes. "Others" comprises the rest of the sub-themes mentioned. See pages 41-42 for the full list of sub-themes.

Top Sub-themes for Staff



Positive Reviews

"The staff there are helpful....they are polite...."

Bath Road Pharmacy

"They are really good, I know the staff there, they are friendly and they know me..."

Tesco Pharmacy Feltham

"...the staff are very friendly...."

Boots Whitton High Street

Negative Reviews

"...They have some issues that need to be sorted especially with one of the staff."

Lloyd's Pharmacy

"the staff sometimes don't get the simple things right, like they don't give you the right answer"

Brent Pharmacy

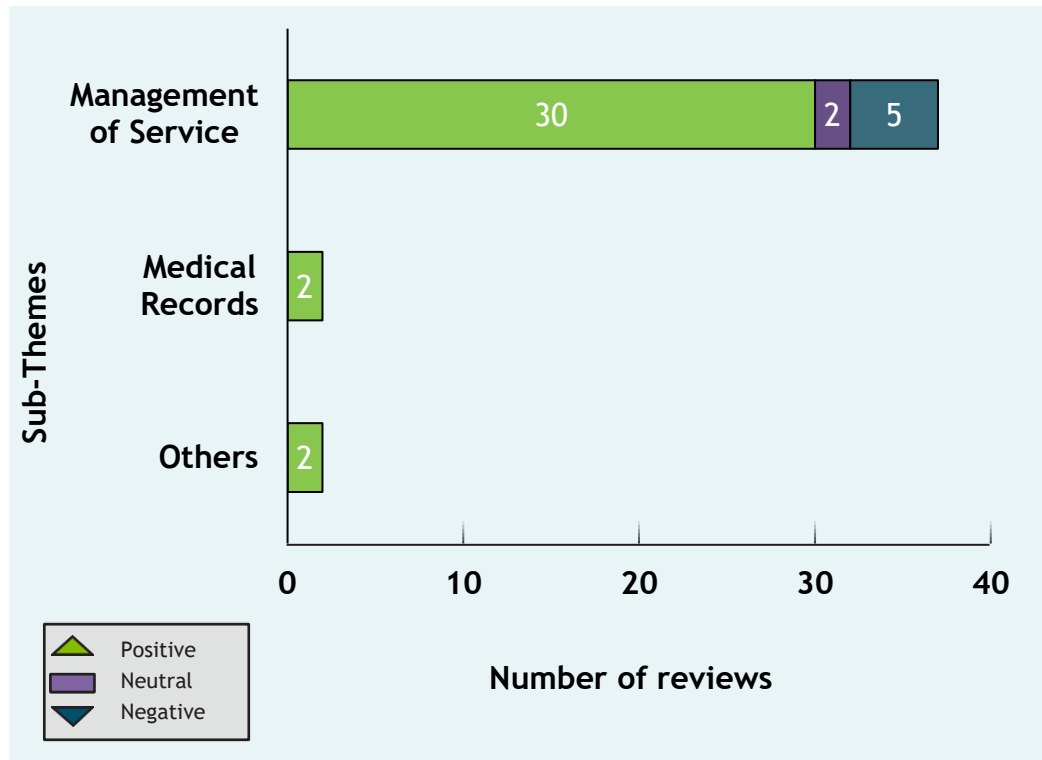


The **Administration** theme received 41 reviews; 83% (34) were positive, 12% (5) were negative and 5% (2) were neutral. Majority of reviews received had a positive sentiment. Like last quarter Jul - Sept 2021 with 90% most of the reviews had positive sentiments.

Management of Service sub-theme received 37 reviews; 81% (30) were positive, 14% (5) were negative and 5% (2) were neutral. Comparable to the previous quarters the comments have majority positive sentiments, in Q2 Jul - Sept it was 89%.

“Others” comprises the rest of the sub-themes mentioned. See pages 41-42 for the full list of sub-themes. The chart below presents a breakdown of the sub-theme for **Administration**.

Sub-theme for Administration



Positive Reviews

“I’ve never had any problems with getting my prescriptions.”

Dunn’s Pharmacy

“The prescriptions are sent here electronically, and they are really good.”

Maswell Park Pharmacy

“Top marks, they are excellent here. They are so prompt with the dispensing of medication - tell you when it is ready to collect ...”

Morrisons pharmacy

“My prescription got processed by my GP and it was sent to them to process. It is easy ...”

Superdrug Hounslow

Negative Reviews

“I did not have many problems with them until I changed the system on the computer. Then it was a bit of a mess, they lost a few of my prescriptions, for example, I called them yesterday about my prescription, so I have to go back again to find out what is going on.”

Asda Pharmacy Hounslow

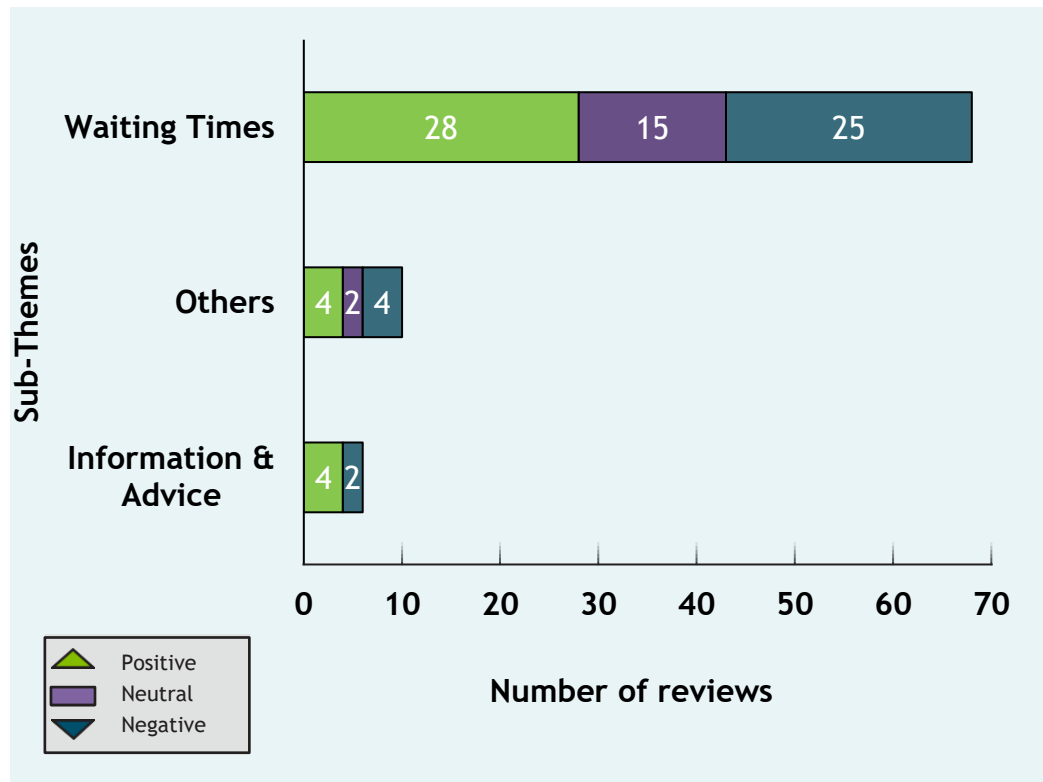


Access to Services received 84 reviews this quarter. 43% (36) were positive, 37% (31) were negative and 20% (17) were neutral.

Waiting Time was mentioned in 68 reviews. 41% (28) were positive, 37% (25) were negative and 22% (15) were neutral. Compared to the previous quarters, there is an upward trend of positive sentiment comments about waiting times, in Q2 Jul - Sept it was 38% and in Q1 Apr - Jun it was 24%.

Information & Advice was mentioned in 6 reviews, 67% (4) were positive. "Others" comprises the rest of the sub-themes mentioned. See pages 41-42 for the full list of sub-themes. The chart below shows the breakdown of the sub-themes.

Top Sub-themes for Access to Services



Positive Reviews

"I was very sick, got admitted in 10 minutes. I was very satisfied ..."
West Middlesex Hospital (A&E)

"They were good, the wait was good here compared to other departments...."
West Middlesex Hospital (Imaging)

"...The waiting time used to be long but recently it has been okay, I think Covid has slowed things down, so they are more efficient when I'm there.."
West Middlesex Hospital (Respiratory)

Negative Reviews

"I am not happy with them. Too much waiting.."
West Middlesex Hospital

"...Waiting time was 7 hours in the A+E emergency unit and after 7 hours, the doctor called my name . . ."
West Middlesex Hospital

"The last time I was here for an appointment I had to wait for over an hour to be seen. I had an appointment scheduled for 1:30 pm but I did not get seen until 2:30 pm."
West Middlesex Hospital (MRI)



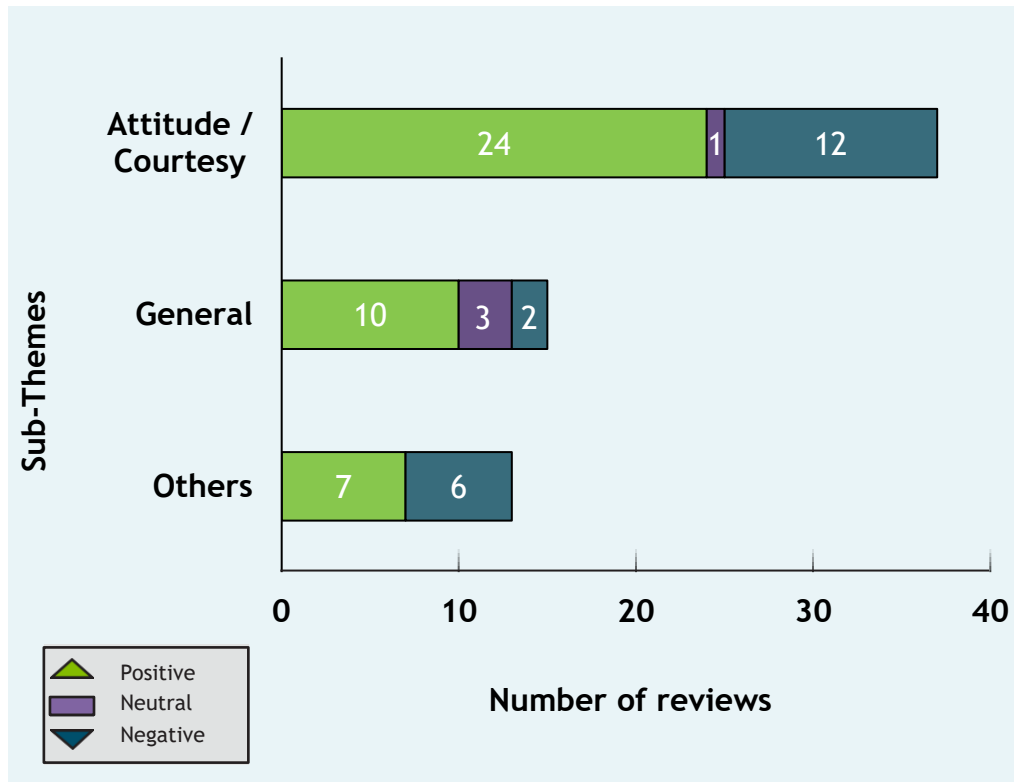
The **Staff** theme received 65 reviews; 63% (41) were positive, 31% (20) were negative and 6% (4) were neutral.

Attitudes/Courtesy was the most frequently mentioned sub-theme with 37 reviews; 65% (24) were positive, 32% (12) were negative and 3% (1) were neutral. Compared to previous Q2 Jul - Sept 2021, it was 54%, there has been an increase in the reviews with positive sentiments.

General received 15 reviews, 67% (10) were positive, 13% (2) were negative and 20% (3) were neutral.

“Others” comprises the rest of the sub-themes mentioned. See pages 41-42 for the full list of sub-themes. The chart below shows a breakdown of the sub-themes for the **Staff** theme.

Top Sub-themes for Staff



Positive Reviews

“the staff were really busy, but they were nice when they finally see us...”

Hounslow Urgent Care Centre (West Middlesex Hospital)

“They know my son and they are welcoming when we come here with my son. They are pretty much good here.”

Hounslow Urgent Care Centre (West Middlesex Hospital)

“... I think that they are nice and I'm happy when I leave. They are always willing to help me...”

West Middlesex Hospital (Imaging)

Negative Reviews

“...the staff have not been so good; I was not happy with them. Also, the majority of the nurses here are trainee nurses too.”

West Middlesex Hospital (A&E)

“...they tend to do their best, they are overcrowded and short-staffed, but they did try to do their best.”

Charing Cross Hospital (A&E)

“...The staff are okay; they aren't really good. They suggest a few things and treat you, but I'm never really satisfied...”

Hounslow Urgent Care Centre (West Middlesex Hospital)

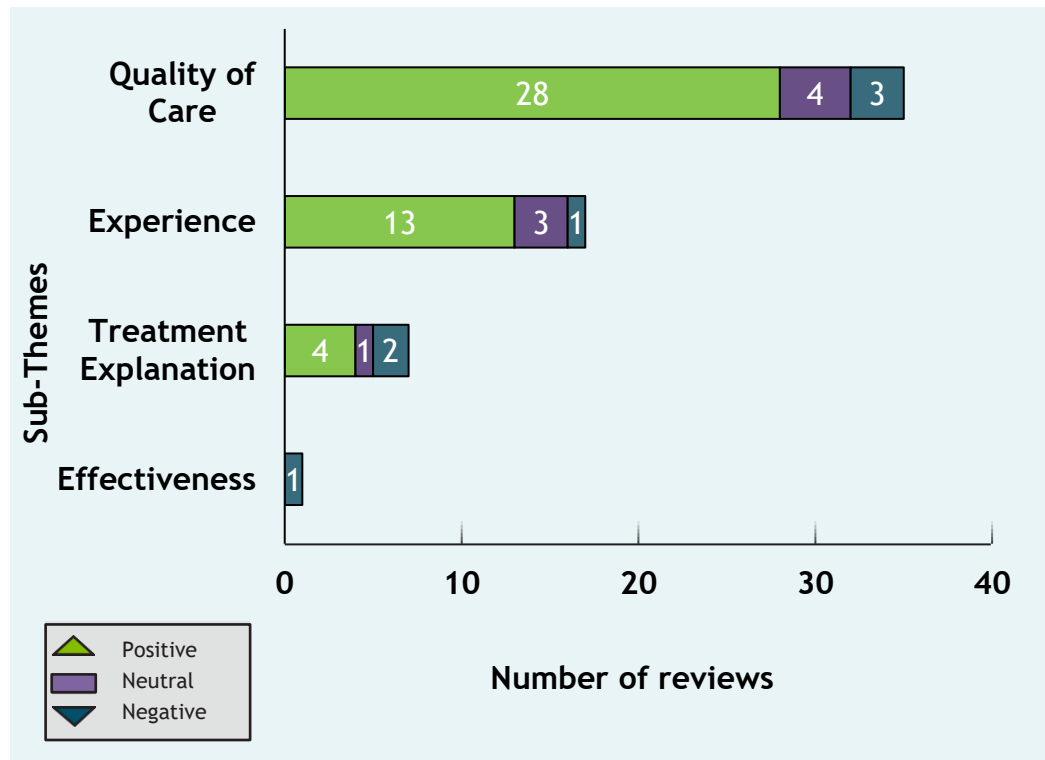


The **Treatment and Care** theme received 60 reviews. 75% (45) were positive, 12% (7) were negative and 13% (8) were neutral. There has been a continuous trend in the reviews with positive sentiments for this theme; in Quarter 2 Jul - Sept 2021 it was 70%, in Quarter 1 Apr - Jun 2021 it was 81%.

The sub-theme **Quality of Care** was the most mentioned with 35; 80% (28) were positive, 9% (3) were negative and 11% (4) were neutral. **Experience** had 17 reviews; 76% (13) positive, 6% (1) were negative and 18% (3) were neutral. Both sub-themes having majority positive sentiment comments shows us that patients continue to receive positive experiences about **Treatment and Care** from hospitals.

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

Top Sub-themes for Treatment and Care



Positive Reviews

“...The nurses were attentive throughout my stay, and they were very friendly...”

West Middlesex Hospital (Inpatient)

“I had an elbow injury and could not get an appointment with my GP, so I came here... the care was very good.”

Hounslow Urgent Care Centre (West Middlesex Hospital)

“...due to the pandemic, we've only had check-ups through telephone consultations. They also have someone who oversees his medication here and checks up on him regularly which is very good.”

West Middlesex Hospital (Cardiology)

Negative Reviews

“...I am not happy with the treatment and care I've gotten here.....”

West Middlesex Hospital (Urology)

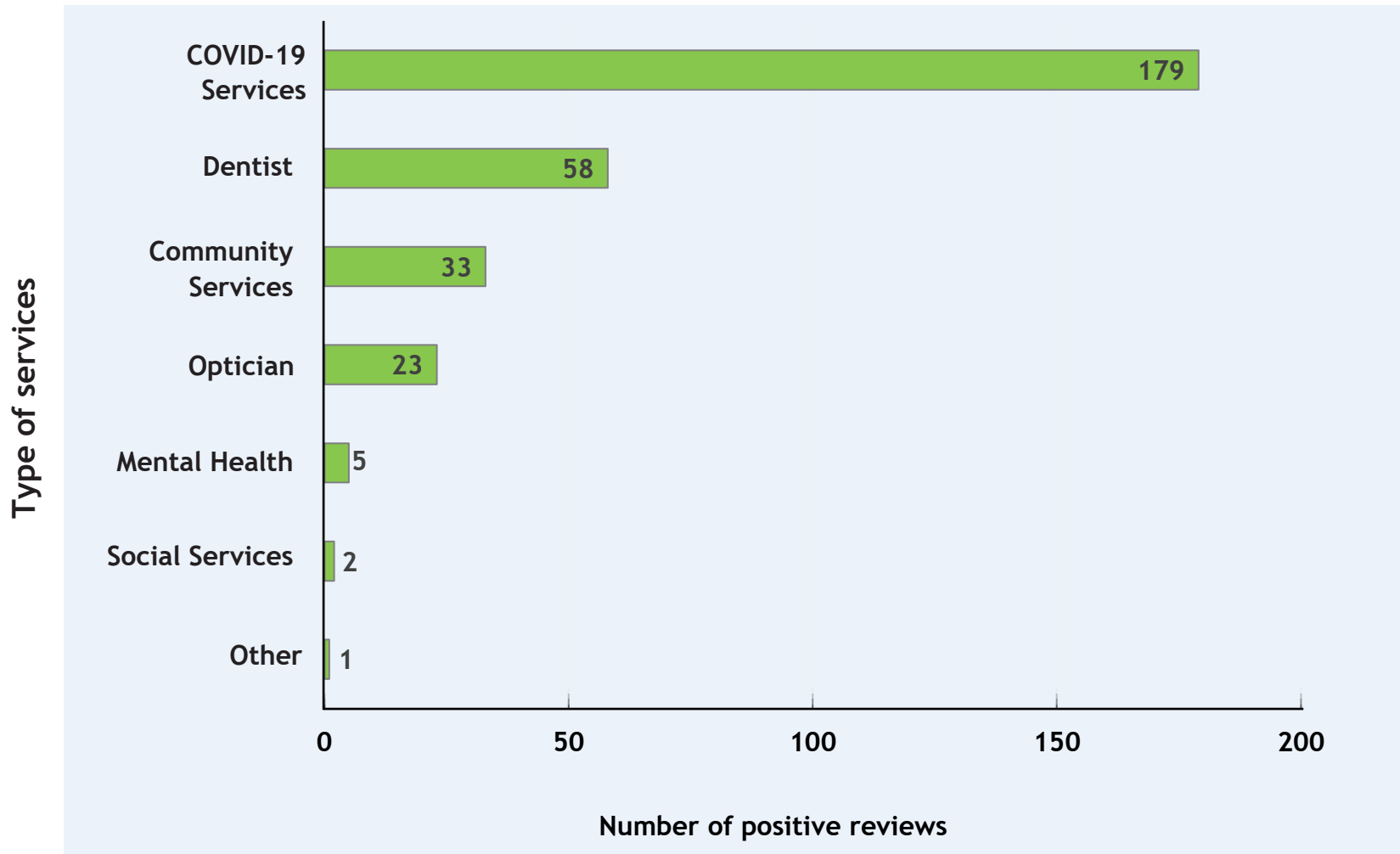
“... I didn't have a follow-up after my visit, it took a few phone calls before I got the results of my test to be recorded, which was way too long...”

West Middlesex Hospital



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





COVID-19 Services

“I have done my PCR test for travel; the team is so efficient. No queues, They helped me with inputting information - very helpful and friendly. This is a breath of fresh air after my previous experiences with other companies of delay and charging a lot of money. Happy I found this Pharmacy.”

COVID-19 Testing Site - (West London Pharmacy)

“I had both of my vaccines here, it was quiet, the appointments were easy to arrange, they rang me, and they took the information and set-up the appointments.”

COVID-19 Vaccination Centre - Clayponds Community Centre (South Ealing Pharmacy)

“I came here for both my vaccines, and they were very efficient. They phone me up to book the appointments and I got the vaccines pretty early on.”

COVID-19 Vaccination Centre (Chiswick Health Centre)

“They were efficient and when I called, they booked my appointment at a convenient time. For my second shot, I needed it urgently and I explained my situation and they were able to get me an appointment at a reasonable time.”

COVID-19 Vaccination Centre (Brentford Fountain Leisure Centre)



Opticians

“They were good with detecting the lymphoma in my eyes which was treated quickly and that made sure that I was able to still have some of my sight. They referred me to Moorefield's who were able to give me recommendation of what to do to salvage my sight.”

Scriven Opticians Feltham

“They run a pretty efficient operation there, They also have some good people and I've never been kept waiting very long.”

Vision Express (Chiswick)

“The opticians were lovely. It was all done online with the booking of the appointments which was quite easy. There was no wait to be seen.”

Specsavers Opticians High Street Hounslow

“It is local for me, and they listen to me and I get the right treatment. The optician is very good.”

The Eye Studio Opticians



Dentist

“They gave me the appointment when I needed it and they are reasonably easy, and the waiting time was not that bad, but they do change you..”

Oakleigh House Dental Practice

“They are really efficient, friendly and they make sure everything is possible and I've been using them for 40 years.”

South Ealing Dental Practice

“They put you at ease. The dentist is really lovely. Going to the dentist is one of the scariest things so I appreciate it.”

Albany Dental Practice

“I had my appointment there a few weeks ago and the service was on the NHS. It was quite good.”

Whitton Corner Dental Practice



Community Services

“When I came out of the hospital, I was housebound, and they arranged for me to get the physio to come to me every week during my recovery. The treatment I had was very good.”

Hounslow and Richmond Community Healthcare (179117)

“I was really inspired by them, and it helped me to stop smoking.”

One You Hounslow

“They treat you well and with respect. It was a good service, the wait to be seen was not long. They booked my appointment, and I could rearrange if I wanted to.”

North West London Diabetic Eye Screening Programme (178521)

“Last week was my first appointment, which I've had here for ages, for the last few weeks. They have to keep rearranging because of the pandemic and it wasn't anything too urgent. They were pretty much on time the last time I was there. The staff are okay, I would like to move to somewhere else close to me.”

Community Outpatients (Hounslow Community Dermatology Service (178521))



Mental Health

“I haven't used them for a long time. I am a new patient. It is easy to book an appointment, but the one problem is that you must be referred. There are many patients so it can be busy which is understandable, but they are helpful..”

Child and Adolescent Mental Health Service

“They have helped me greatly - I was in a bad place due to covid & not being able to go out at all due to a bowel condition - so everything got a bit out of hand.”

Hounslow IAPT

“The counsellor referred me after the 10 sessions with her. Overall, very good. I was grateful to be referred to the LTC group. I had no idea it existed. It would be helpful if it were more widely known about. It is very constructive and supportive for people struggling with ongoing illness which impacts on mental health.”

Hounslow IAPT



Other

“The whole NHS is very good, the different service we've used here has been good.”

Services in General



Social Services

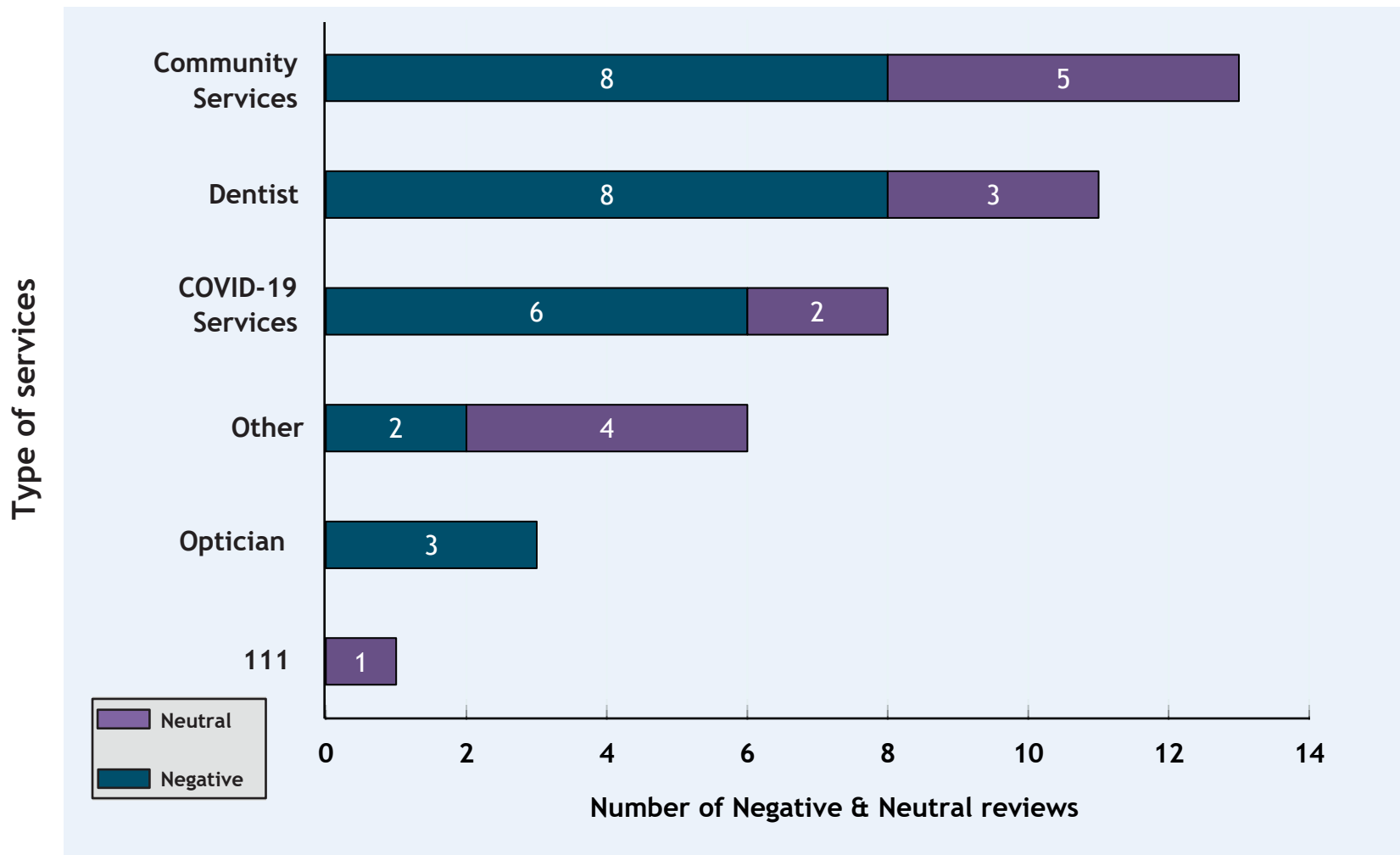
“The support worker comes in to help with setting up my bills or anything of that sort I need. The lady has been brilliant.”

Hounslow Social Services



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

October - November - December





COVID-19 Services

“They are very unorganized.”

COVID-19 Vaccination Site (Jade Pharmacy, Heston Rd)

“They didn’t care if people were wearing masks or not. No privacy for injections. Care sheet wasn’t done correctly”

COVID-19 Vaccination Centre (Feltham Assembly Hall)

“I came here for the 1st jab and then recently for the booster. They weren't good with giving me the appointment time, I had to email them to ask what was going on, I did get a fast response with a link to follow. Other than that, it all went well.”

COVID-19 Vaccination Centre General



Community services

“I’ve been referred for a service there, but I haven’t heard anything from them about what is going on.”

Hounslow and Richmond Community Healthcare (182338)

“Sometimes good and bad experiences. No one picks up the phone or gives appointments properly.”

North West London Diabetic Eye Screening Programme (179571)

“I haven't been able to have an appointment with them since last year.”

Hounslow and Richmond Community Healthcare (184586)



Dentist

“If you are a private patient, they are great but for the NHS patients they treat you like it is a charity, it is not so good, the appointments take longer, they sometimes suggest appointments in 2-3 months. They are not so good for us; it is a two-tier system with them.”

Care Dental Smile Studio

“They are nice. The treatment is good. They referred me to the hospital because I had a cyst.”

South Ealing Dental Practice



Opticians

“When you choose the glasses, you are not sure if they are the right fit, sometimes you feel the staff at the front are not particularly sure on what they are doing,”

Specsavers Opticians (Chiswick)

“The first experience was not bad at all but when I came to pick up my glasses they ordered completely different ones. I need short distance reading glasses and they got me long distance. So, I had to wait another few days for new ones.”

Specsavers Opticians (Chiswick)



Other

“There is a problem with sharing of information between the services. For example, the information I have on an app on my phone for the GP isn't available to my doctors at the hospital and vice versa. So, I have to take screenshots of the information and send them to the other services.”

Services in General

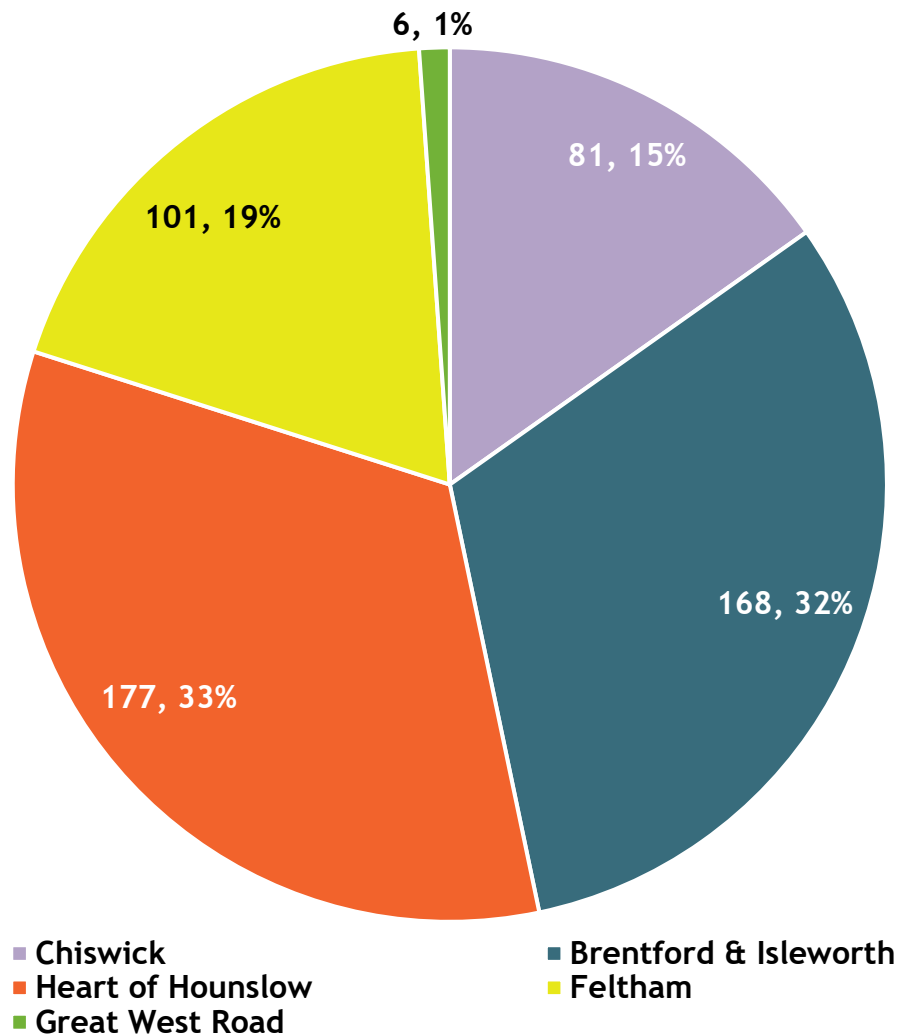
“We are sent questioners to give feedback about the service, but they do not give us the option to give more details. Also there needs to be more focus on giving proper information on how to deal with their health and given the way the infrastructure is built this is a big problem.”

Services in General

“They probably had too many calls to deal with but when we called, they told us they will call us back, but we only got a call back after a couple of hours which wasn't acceptable, but I understand that the pandemic meant they were busy.”

111

Network Area



The data shown gives an overview for each GP surgery. The London Borough of Hounslow is divided into five GP Network areas:

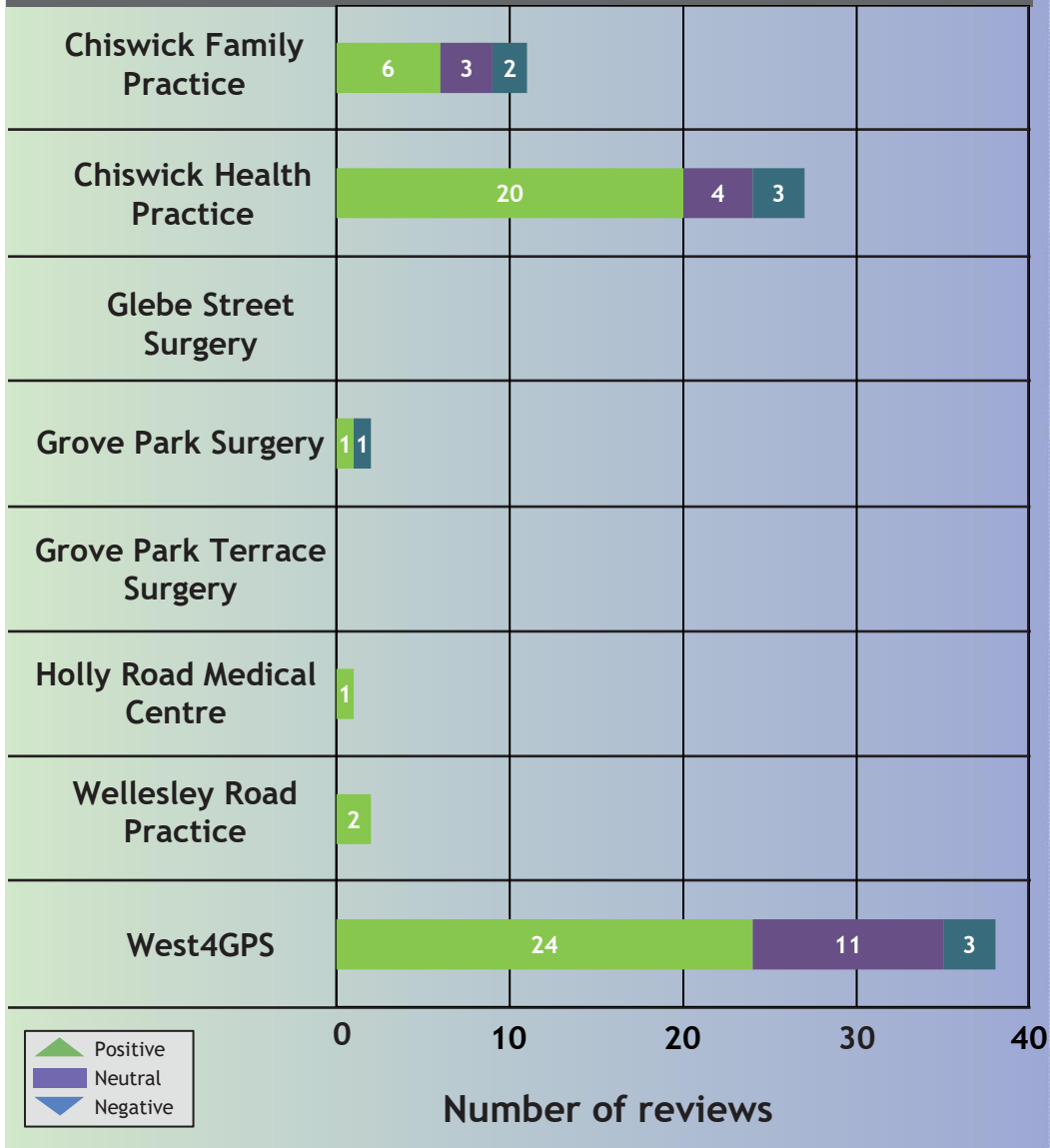
- Chiswick
- Brentford & Isleworth
- Heart of Hounslow
- Feltham
- Great West Road

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

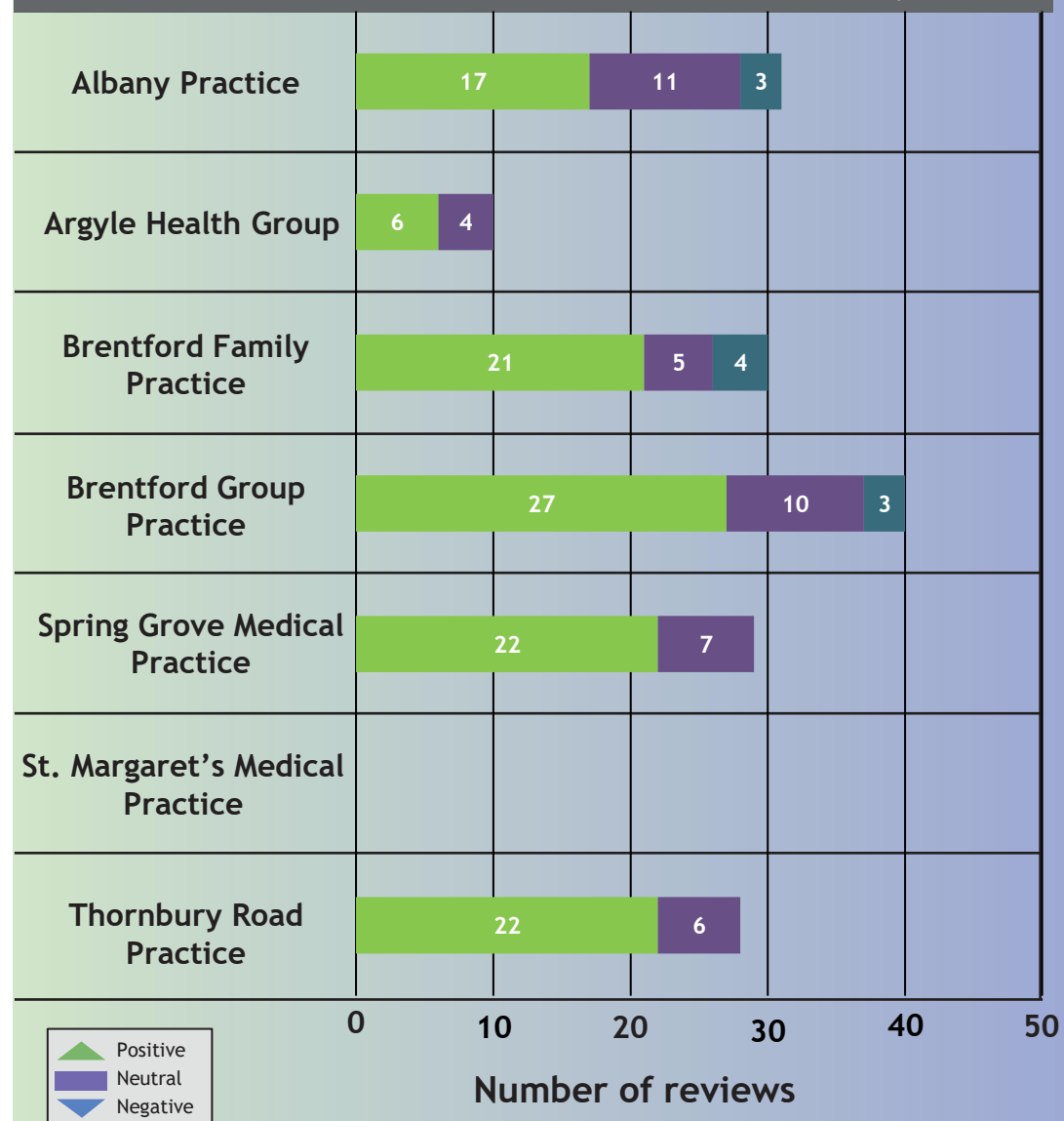
In terms of network area, the majority of reviews were received from Heart of Hounslow 33% (177), Brentford & Isleworth 32% (168), Feltham 19% (101), Chiswick 15% (81) and Great West Road 1% (6).



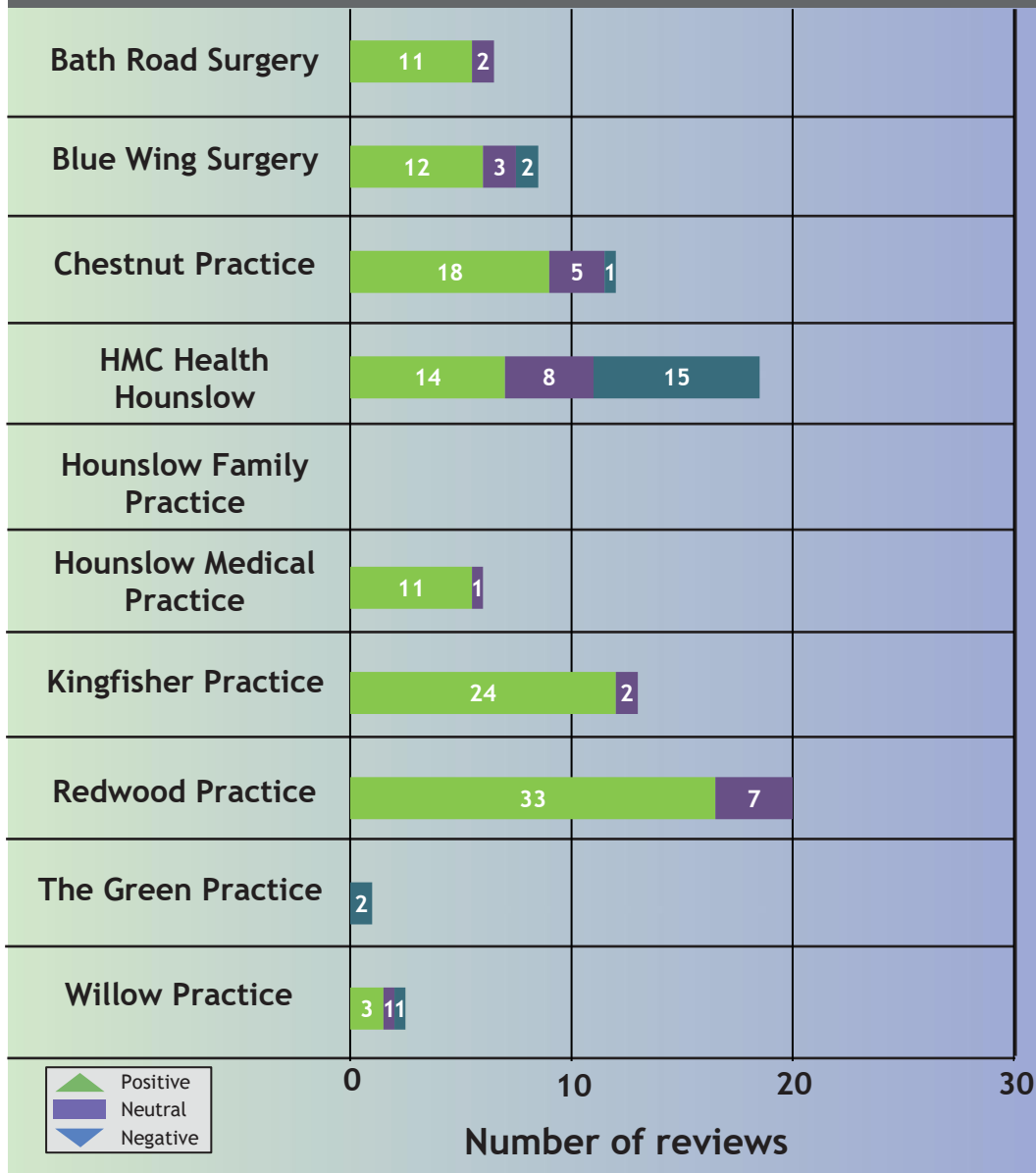
CHISWICK



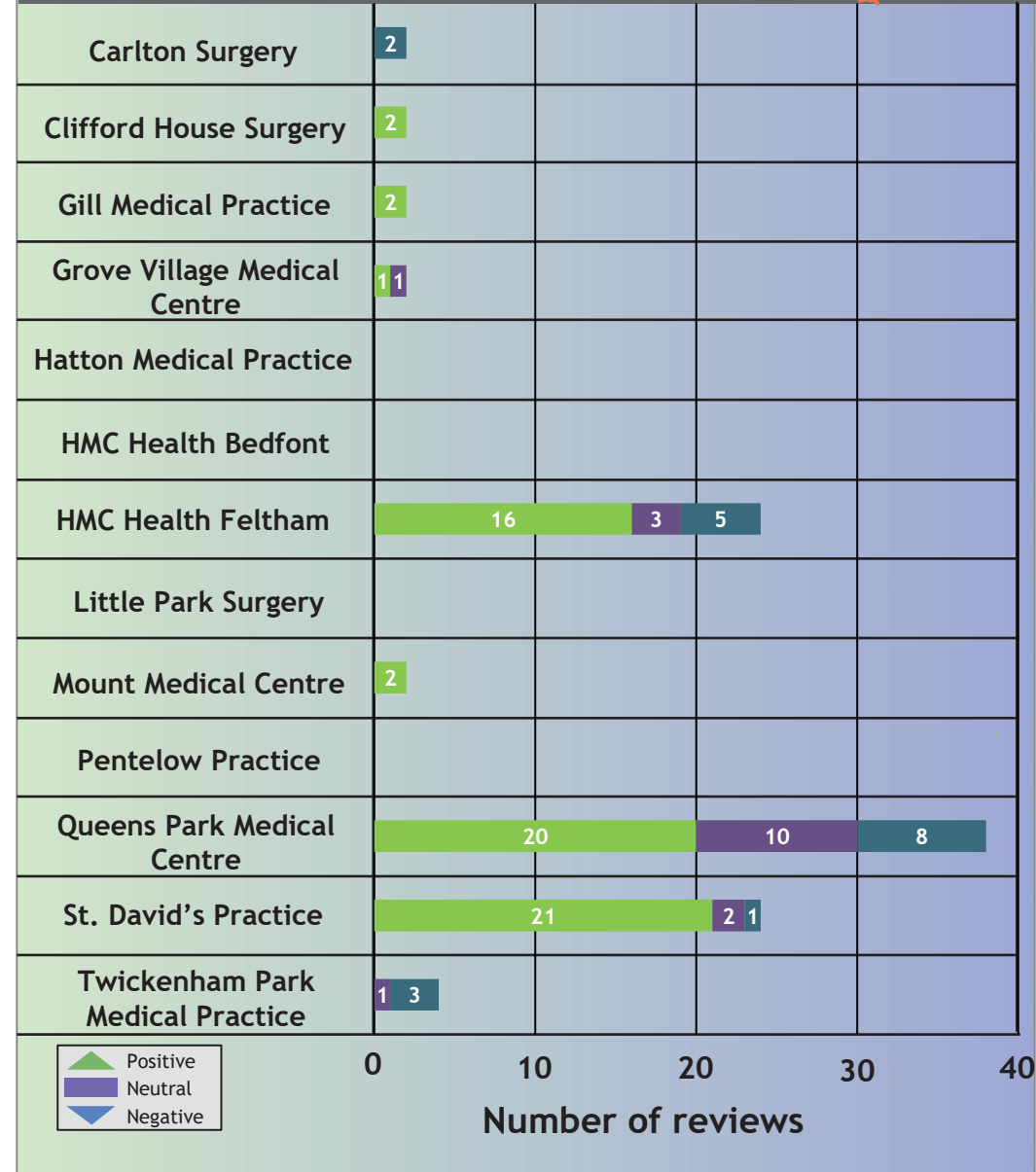
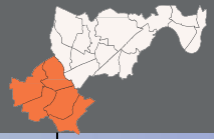
BRENTFORD & ISLEWORTH

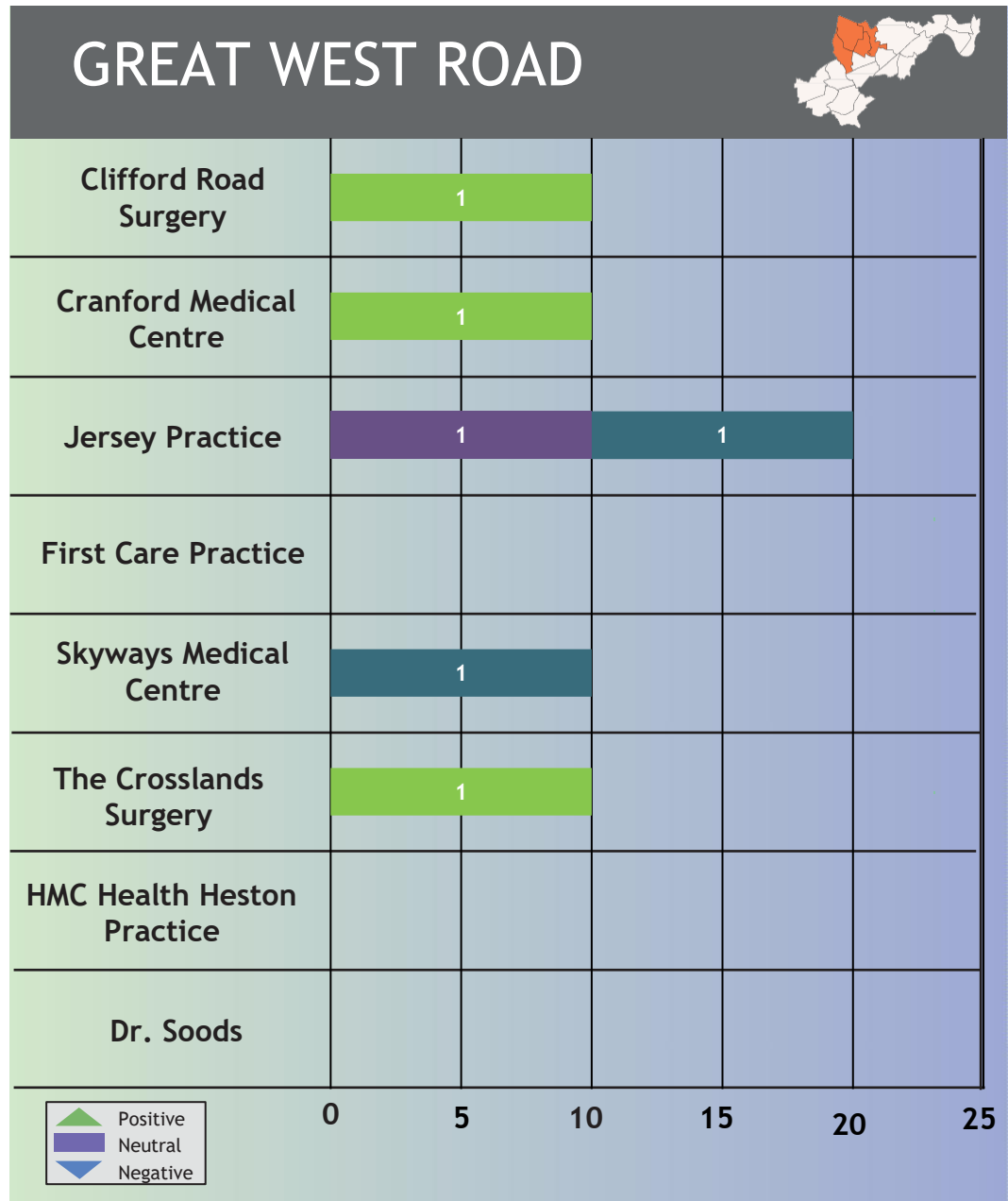


HEART OF HOUNSLOW



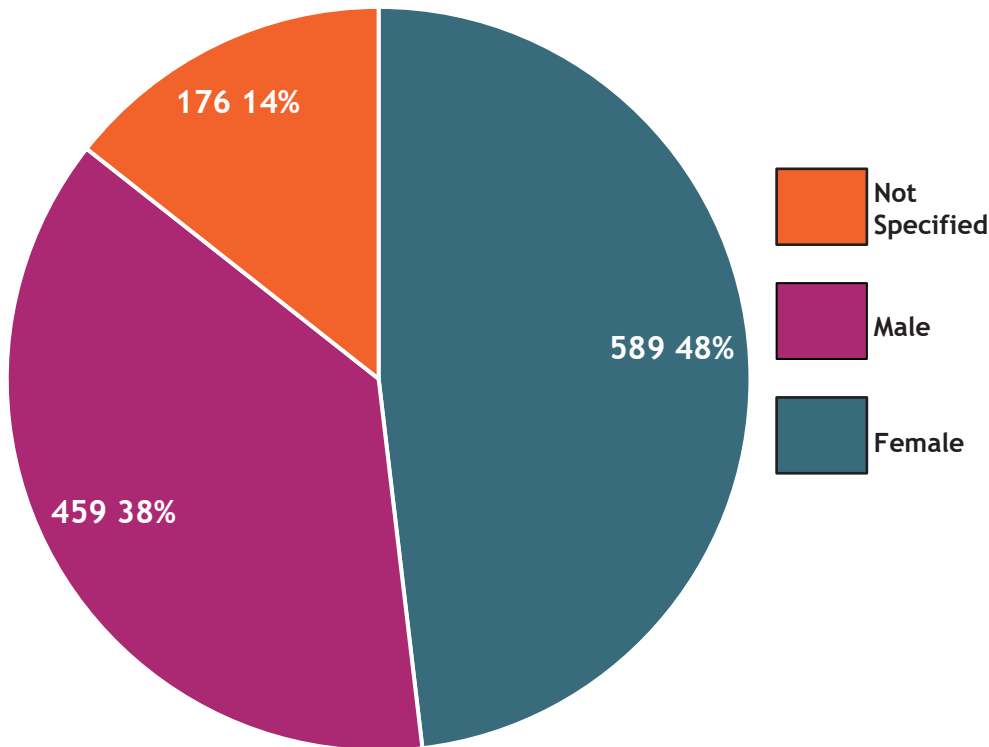
FELTHAM





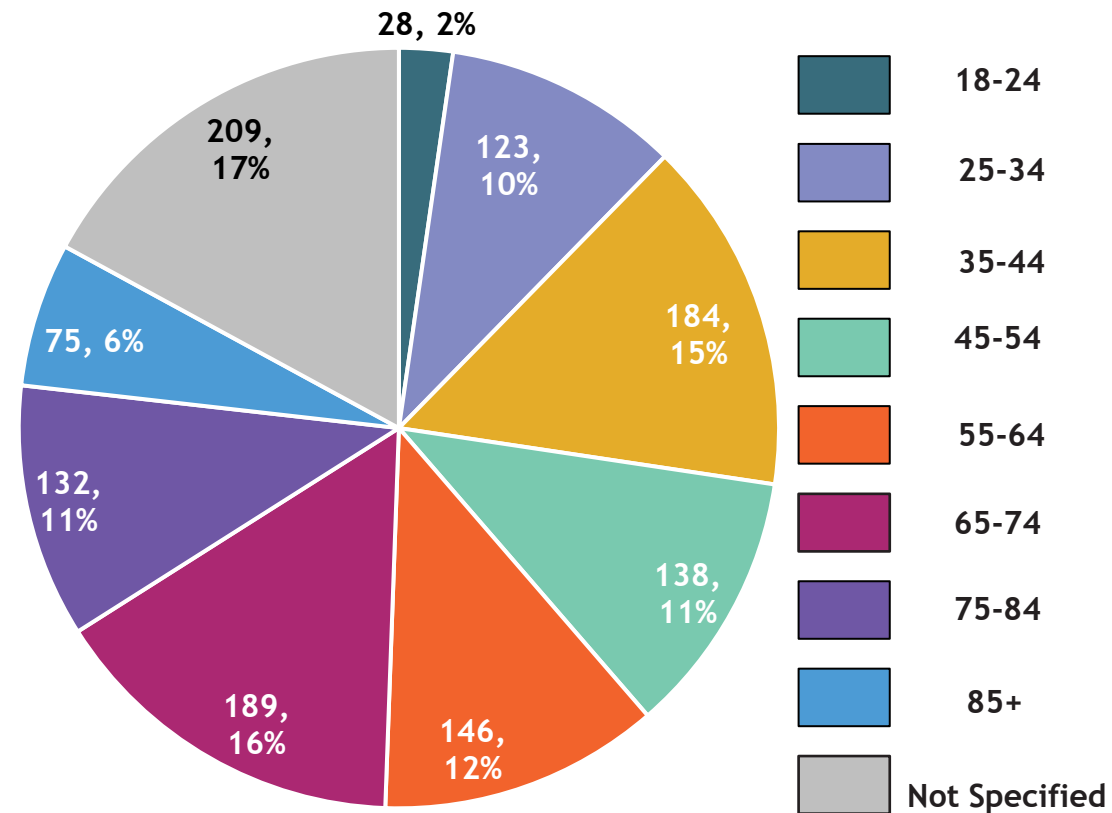


Gender



In terms of gender, 48% (589) identified as female, 38% (459) identified as male and 14% (176) didn't specify their gender.

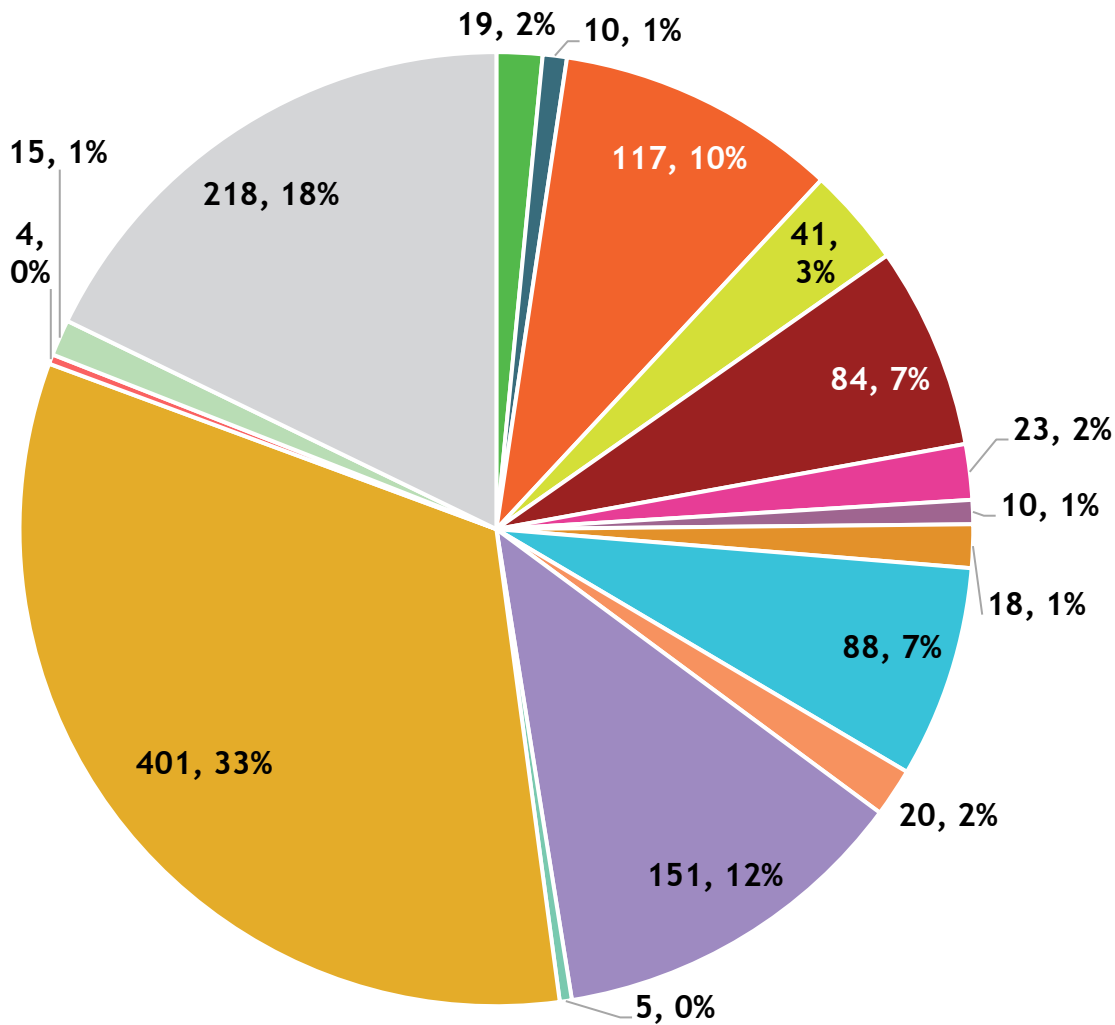
Age



In terms of age, 17% (209) preferred not to identify their age. The majority of the feedback received was from 65-74 age group (189, 16%), followed by 35-44 age group (184, 15%) and 55-64 age group (146, 12%).



In terms of ethnicity, 18% (218) did not to specify their ethnicity. The proportion of feedback received this quarter was from people who identified as White British 33% (401), 12% (151) from Other White Background, 10% (117) from Asian Indian, 7% (88) from Other Asian Background and 7% (84) identifying as Asian British.



Arab	19
Asian Chinese	10
Asian Indian	117
Asian Pakistani	41
Asian British	84
Black African	23
Black Caribbean	10
Black British	18
Other Asian Background	88
Other Mixed Background	20
Other White Background	151
Other Black Background	5
White British	401
Latin American	4
Other	15
Not specified	218

For this quarter we collected 1224 patient experiences, maintaining our target of 400 reviews per month.

For this quarter, there are 939 positive reviews, 161 neutral reviews and 124 negative reviews. As we have seen 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

- 79% of comments about Treatment and Care were positive.
- 72% of comments about Medication were positive.
- 72% of comments about Staff were positive.
- 58% of comments about Communication were positive.

Negative

- 39% of comments about Communication were negative.
- 34% of Comments about Administration were negative.
- 32% of Comments about Access to Service were negative.
- 22% of comments about Medication were negative.

For a full list of sub-themes see the appendix on pages 41 - 42.



This report identifies several areas of good practice and areas for improvement across different services. HWH 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
- Care Quality Commission
- 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.



Due to the Coronavirus pandemic, we have been operating differently. Initially we had ceased all face-to-face engagement. However, since May 2021, we have been carrying out face-to-face engagement. We are continuing to make steady but positive steps forward to engage with the community and have all the necessary risk assessments in place before each visit.

We know there are many patients who prefer the face-to-face approach, and this is a key part of our service delivery that cannot be done from home. We are following government guidelines and monitoring the situation daily. The visits are not taken lightly, and a risk assessment is taken before each visit and staff are following stringent PPE use guidelines.

We continue to monitor the situation, keep abreast of government guidelines and seek advice from our commissioning partners.

For future reports we will be focusing on:

- Continuing to develop and expand our social media presence
- Gathering mental health reviews - we are currently creating a patient experience form specifically asking feedback about mental health services.
- Continuing to gather online reviews
- Attending online forums/meetings
- Telephone consultations to reach especially those most vulnerable and providing information and signposting.

In terms of next steps for our Patient Experience programme, HWH continues 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. We are focusing on involving local people and communities to gather patient experiences and find out the impact of the pandemic on communities hit hardest.



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)

I accept the [Terms and conditions](#)

I consent to being contacted regarding my feedback by Healthwatch*

Yes No

I confirm I am over the age of 16*

Yes No

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?

Select one



Which age group are you?

Select one



Do you consider yourself to have any of the following?

Select one



What religion are you?

Select one



What is your marital status?

Select one



What is your ethnicity

Select one



[Submit feedback >](#)

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



Share Your Experience with Us

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

Thank you very much for agreeing to participate in this survey.

The information provided by you in this questionnaire will be used for research purposes only and will not be used to personally identify you

The information you give today will be held in a secure database, you can ask for it to be removed at any time.

Do you give consent for your information to be used in this way?

Yes No

Name of service:

Month/Year:

1. How likely are you to recommend this service to anyone who needs similar care or treatment?
5 = Extremely likely 4 = Likely 3 = Neither likely or unlikely 2 = Unlikely 1 = Extremely unlikely () Don't know

2. How would 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
.....
.....



- 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 () 75 to 84 () 85+ () Prefer not to say

What is your ethnicity?

White

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

Asian / Asian British

- 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
- Latin American
- 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 () None

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!



Themes	Sub-themes
Access to Services	Convenience/Distance of Travel, Information and Advice, Patient Choice/ Involvement, Service Delivery/Opening Times, General, Waiting Times
Administration	Admission Procedure, Incident Reporting, Appointment availability, Management of service, Ease of Booking Appointments, Medical records, Commissioning and provision, Quality/Risk management, General
Care Home Management	Registered Manager - Absence, Registered Manager - Suitability, Registered Manager - Training & Development, Staffing levels, Suitability of Staff
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 & Inclusion, Consent, Involvement & Engagement, Death of a Service User (Mental Health Services), Death of a Service User</i>
Discharge	<i>Coordination of services, Safety, General, Speed, Preparation, Clarity of After-Care</i>
Facilities and Surroundings	Buildings and Infrastructure, Disability Access, Car parking, Equipment, Cleanliness (Infection Control), Food & Hydration, Cleanliness (Environment), General, Cleanliness (Staff), Lack of Seating area
Finance	Financial Viability, Clarity of Information, Transparency of Fees
Home Support	Care, Equipment, Co-ordination of Services



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