

PATIENT EXPERIENCE REPORT 2020
Q4 January - March

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Introduction & Executive Summary

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

In delivering these duties in Hounslow we operate a comprehensive Patient Experience data collection programme. The 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 January - March 2020.

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], 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 4 period, January- March 2020. During this time, we collected 1,179 reviews, not achieving our quarterly target of 1,200 (averaging 400 per month) due to the disruption caused by the coronavirus lockdown. We continued our aim of visiting varied services, with specific focus on services in Heart of Hounslow and Feltham network areas. 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, 887 (75%) were positive and 292 (25%) 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 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 Q4 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 1179. The table below shows a breakdown of the positive and negative patient reviews. (See the appendices for examples of our physical and online questionnaires).

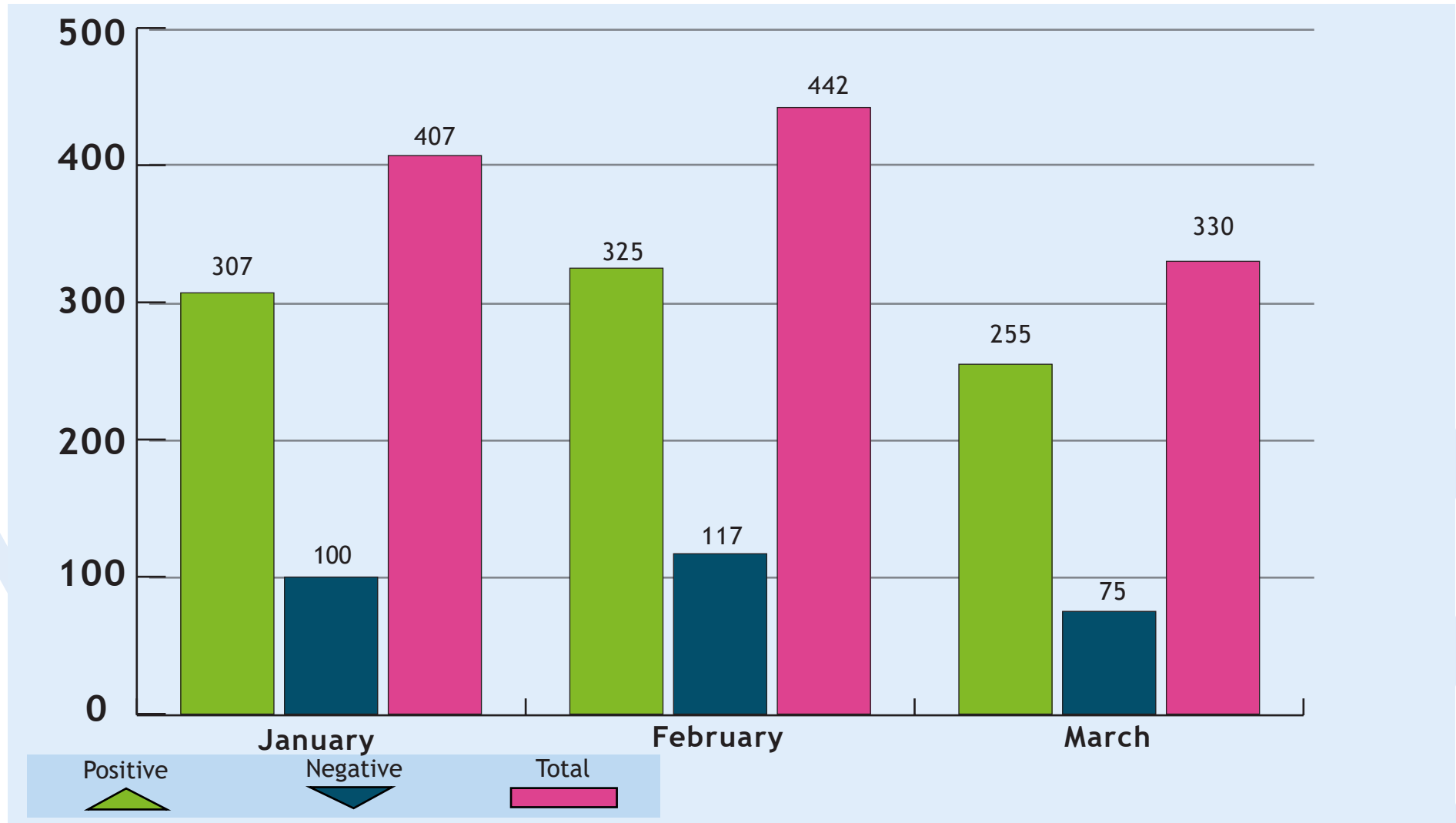
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 3 indicate a negative response*, while star ratings between 4 and 5 indicate a positive response. This quarter 887 positive responses and 292 negative responses have been recorded.

*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) 
January	100	307
February	117	325
March	75	255
Total	292	887

Overall Patient Reviews

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



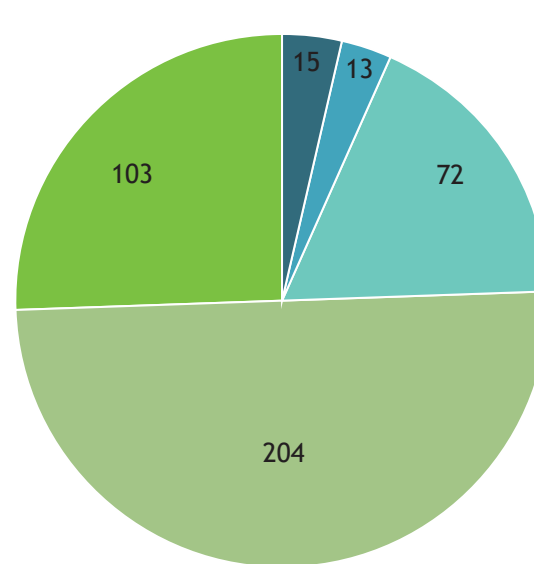
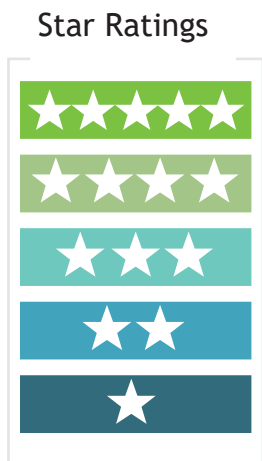
Positive, negative & total reviews for each month

Patient Reviews: Star Ratings

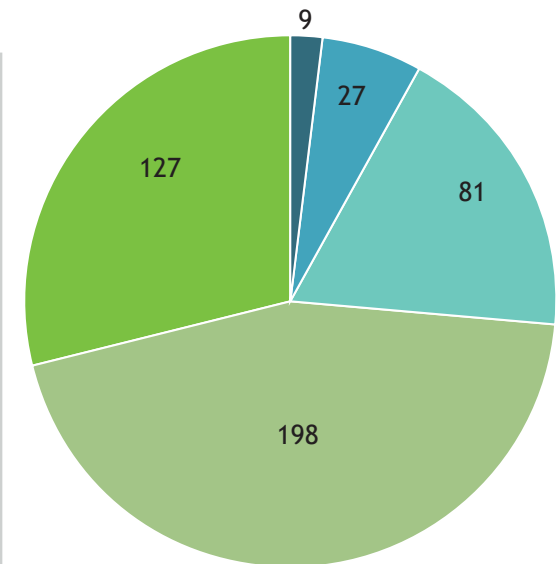
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

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

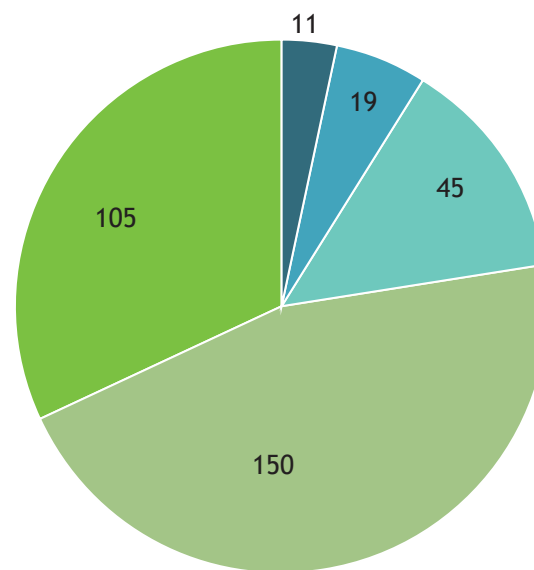
Also, compared to the previous quarter, there has been an increase in the proportion of 5 star ratings in overall star ratings for services telling us that people are satisfied with services.



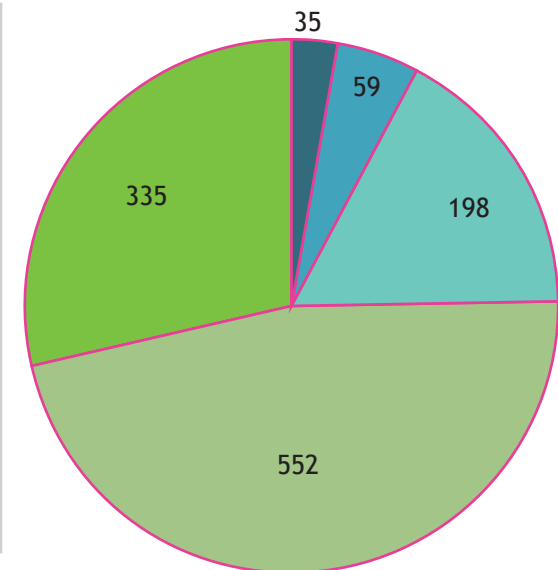
January



February



March



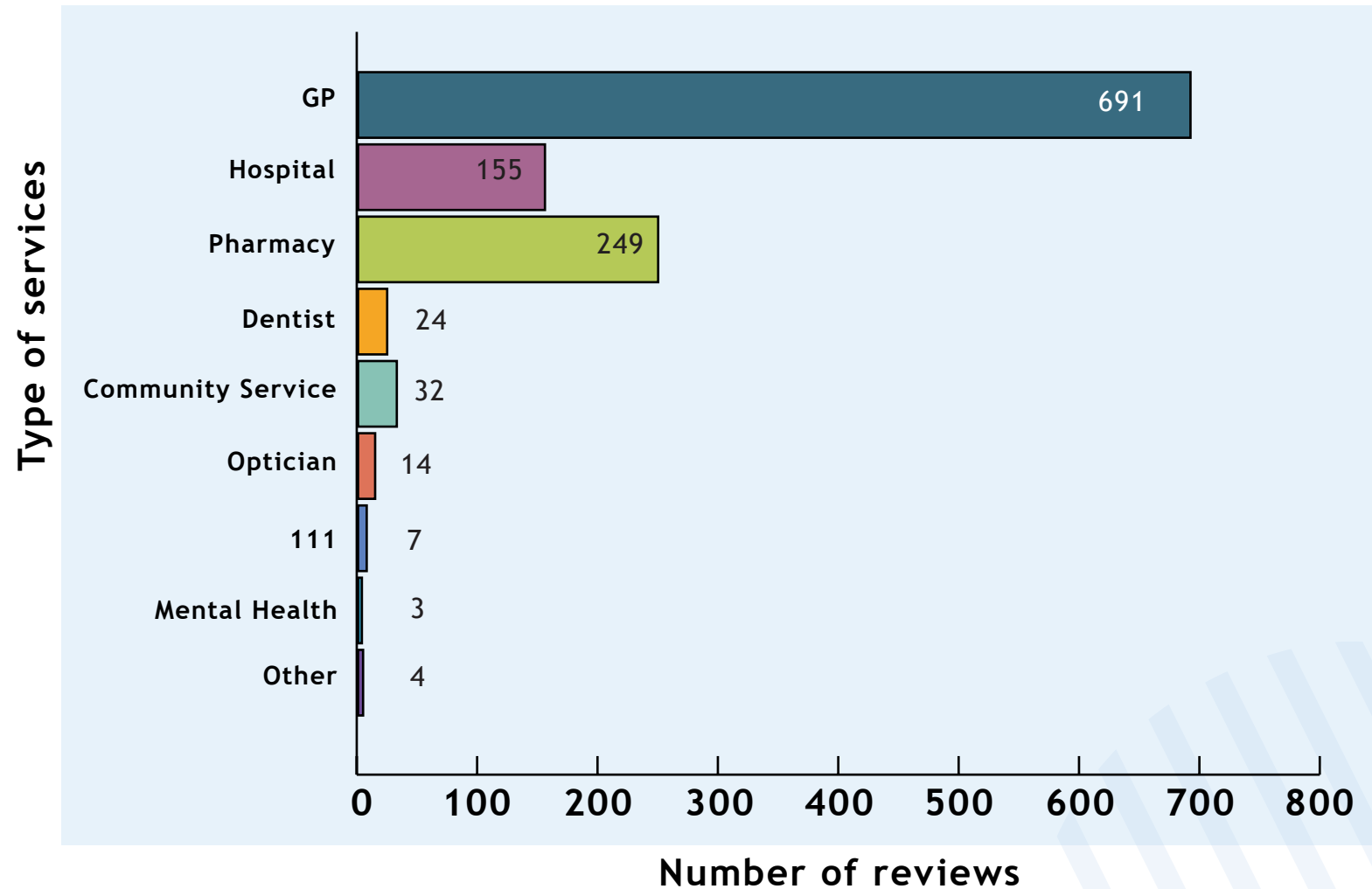
Total for Quarter 4

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 (691), followed by the Pharmacy (249) and Hospital category (155).

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.

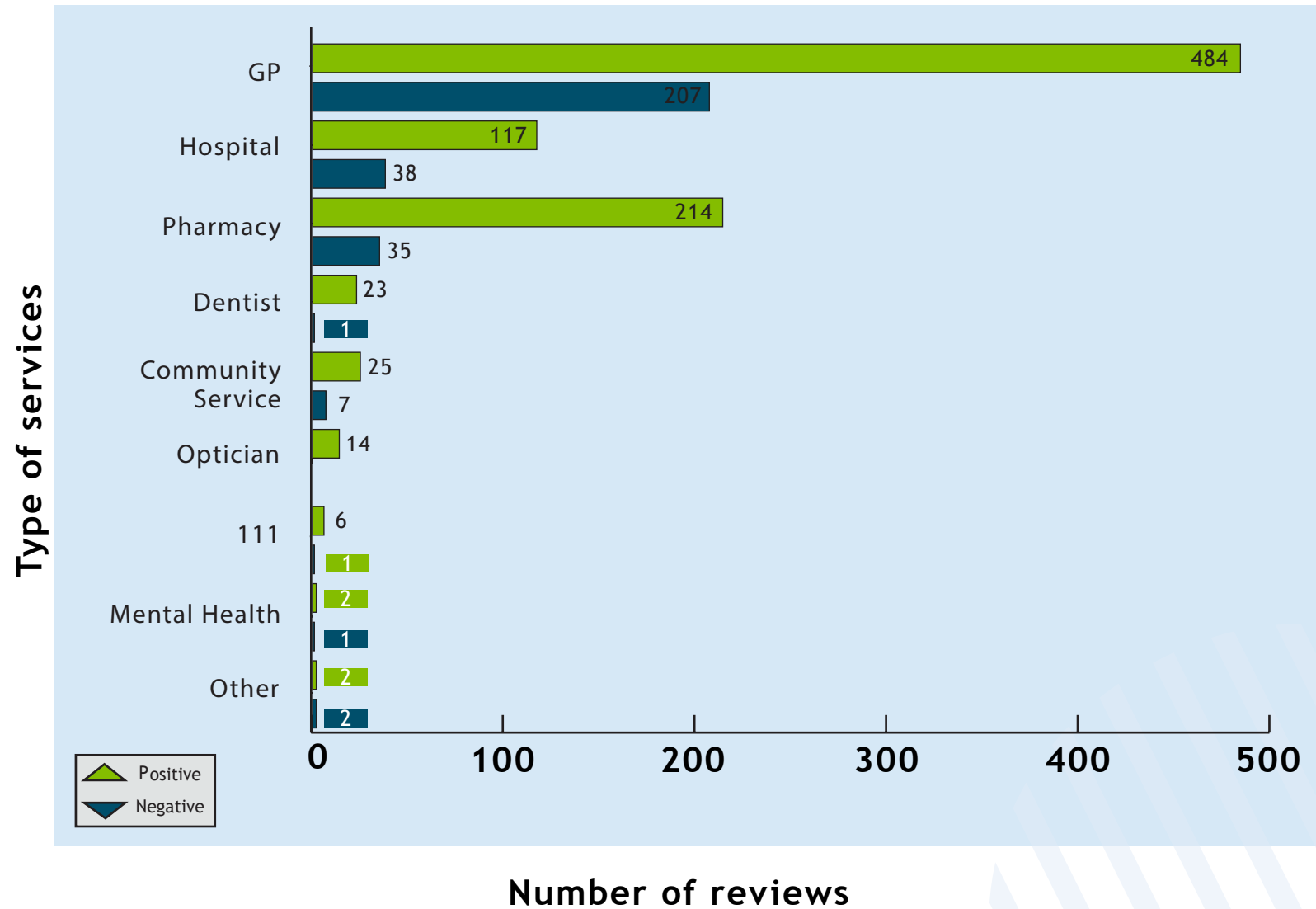


Distribution of Positive & Negative reviews

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; Optician (100%); Dentist (96%); Pharmacy (86%) and 111 (86%).

The category which received the highest proportion of negative reviews is GP services (30%).



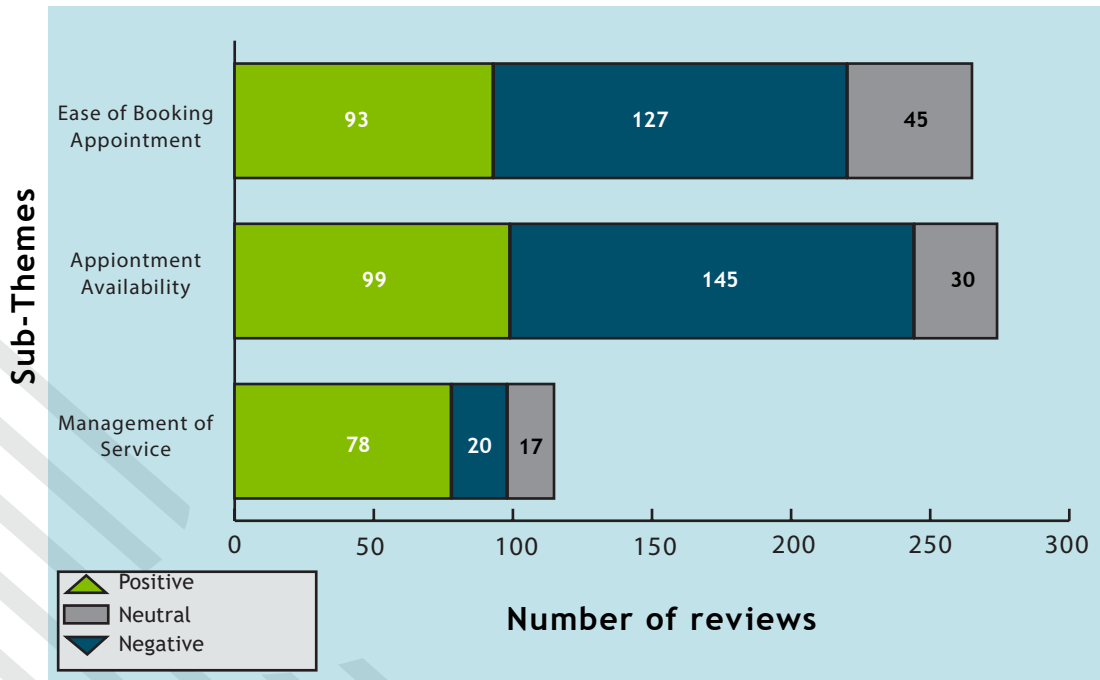
GP Themes/Sub-themes

Administration was the most mentioned theme for GP feedback, with 657 reviews; 41% (269) were positive, 45% (296) were negative and 14% (92) were neutral. Also, the chart below illustrates a breakdown of the top sub-themes for **Administration**.

Ease of Booking Appointments was a recurring sub-theme with 265 reviews. 35% (93) were positive, 48% (127) were negative and 17% (45) were neutral. Similar to previous quarters most of the feedback were negative and 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 patients found it difficult to book appointments.

Appointment Availability was the most discussed sub-theme with 274 reviews. 36% expressed positive sentiments, 53% were negative and 11% were neutral. Comparable to previous quarters most of the reviews had a negative sentiment; Quarter 3 Oct - Dec 2019 47%, Quarter 2 July - Sept 2019 67%. 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 115 reviews; 68% (78) were positive, 17% (20) were negative and 15% (17) were neutral.** Similar to previous quarters; Quarter 3 Oct - Dec 2019 79%, Quarter 2 Jul - Sept 2019 67% (positive sentiments). Majority patients are pleased with the management of GP services.

Top three Sub-themes for Administration



Positive Reviews;

“No improvements needed. You more or less get an appointment when you need one.”

Little Park Surgery

“I can walk in and get what I need at any time...”

Blue Wing Family Doctors Unit

“This is the only G.P I can get a same-day emergency appointment...”

Kingfisher Practice

Negative Reviews;

“A greater range of appointments needs improvements. They need to sort out the phone line because when you call in the morning to book an appointment it can be difficult.”

Grove Village Medical Centre

“ It took a long time to get an appointment with them, it’s one of the reasons I stopped coming here...”

Queens Park Medical Practice

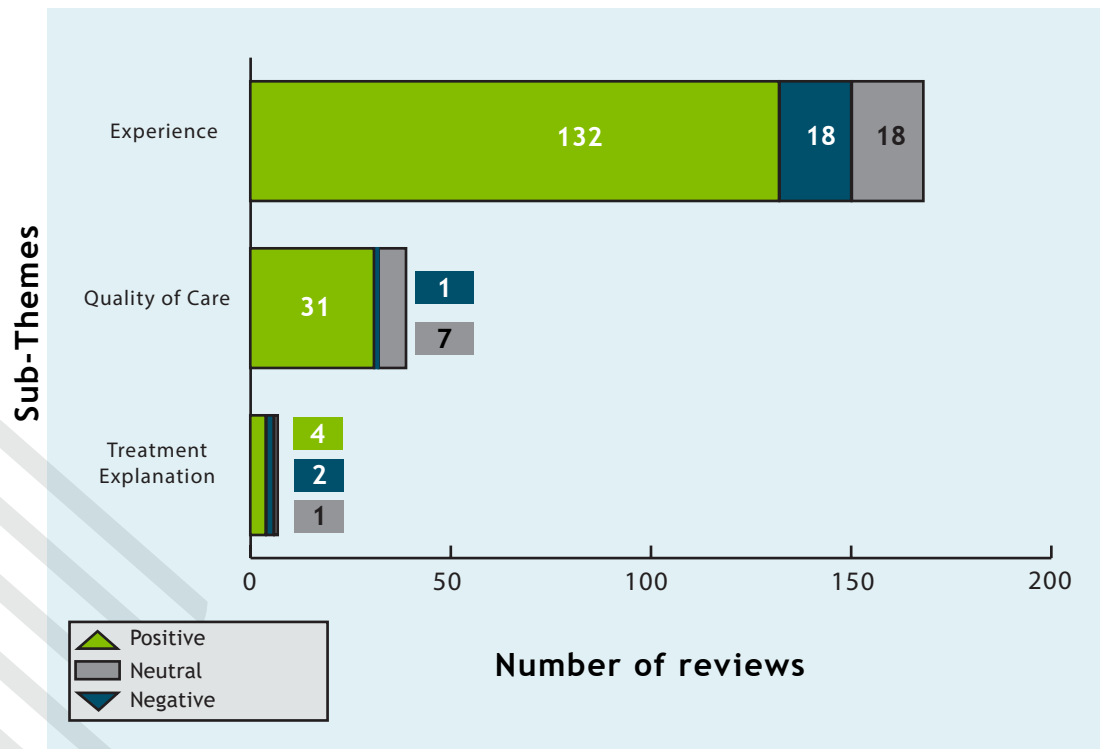
GP Themes/Sub-themes

The **Treatment and Care** theme received 210 reviews. 77% (162) were positive, 10% (21) were negative and 13% (27) were neutral. Patients expressed their satisfaction of **Treatment and Care**.

Experience of Care was a recurring sub-theme with 169 reviews, followed by **Quality of Care** (39). The reviews about **Quality of Care** and **Experience** were largely positive with 79% and 78% 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**.

In addition, **Treatment Explanation** received 57% (4) positive sentiment comments, 29% (2) negative sentiment and 14% (1) neutral sentiment comments. Also, the chart below shows a breakdown of the sub-themes for **Treatment and Care**.

Top three Sub-themes for GP Treatment & Care



Positive Reviews;

“They’re always efficient and the doctors are very good...especially when I bring my children in. The doctors are very good and very thorough...”
Kingfisher Practice

“They’re good and they take care of patients...”
The Practice Hounslow

“Without them, I wouldn’t be here. All the staff, nurses and doctors are brilliant...”
Redwood Practice

“Always helpful if I need a repeat prescription...My doctor really listens to my concerns about my conditon.”
Brentford Group Practice

Negative Reviews;

“...They are not very helpful. The doctors are not good...”
The Practice Feltham

“...The care has been bad, I’ve seen 3 different doctors and they still haven’t found what is wrong, they’ve sent me to multiple places to get diagnosed but still nothing.”
Chestnut Practice

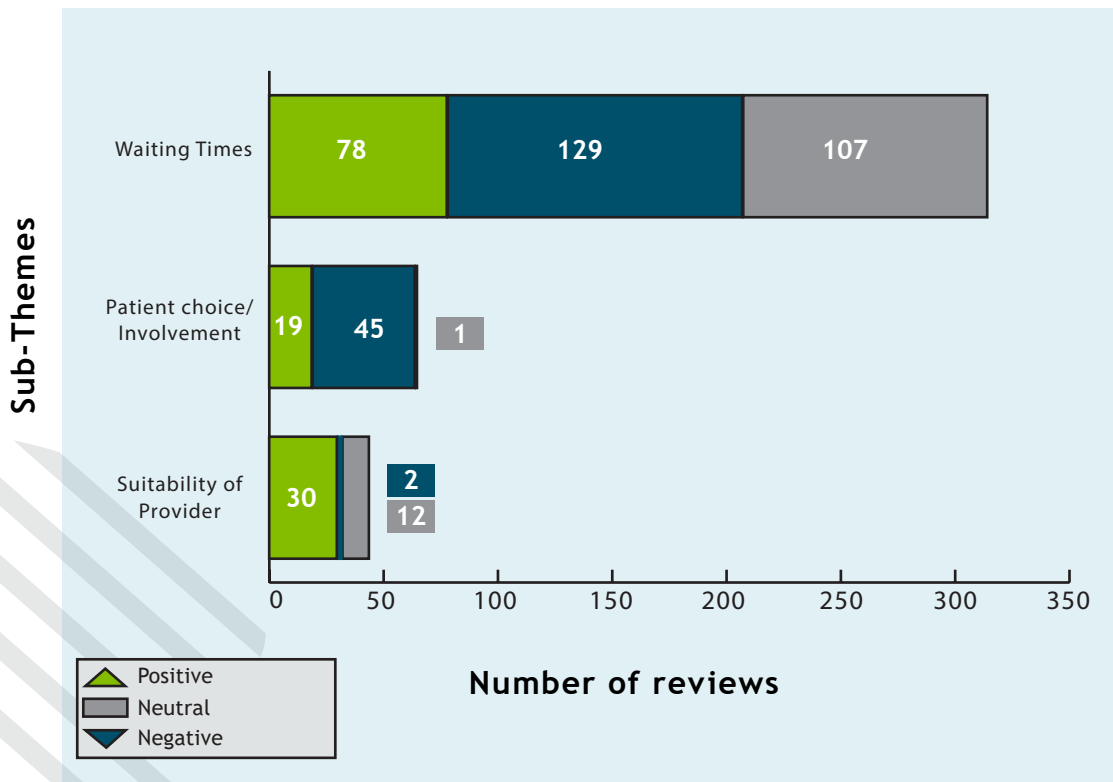
GP Themes/Sub-themes

The **Access to Services** theme received 456 patient reviews. 34% (155) were positive, 40% (182) were negative and 26% (119) were neutral. The proportional breakdown of this theme is similar to previous quarters. Most of the reviews were negative in Q3 Oct - Nov 2019 39% and in Q2 July - Sept 2019 52%.

Waiting Times was the most discussed sub-theme with 314 reviews. 41% were negative, 25% were positive and 34% were neutral. There has been an increase in reviews with negative and neutral sentiments compared to the last quarter when it was 39% (negative) and 30% (neutral). Patients are telling us that they go to their appointments expecting longer waiting times.

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

Top Sub-themes for Access to Service



Positive Reviews;

“The waiting time is normally pretty good, about 10-15 minutes wait...”
West4GPs

“... The wait to be seen can be on time or it can be late but I understand that other patients need more time...”
Chiswick Health Practice

“...The waiting time is very short...”
St. Margarets Medical Practice

Negative Reviews;

“...When you’re here the waiting times are just bad, we’ve been waiting for over 50 minutes today...”
Albany Practice

“...Sometimes there is a wait to be seen, it’s about 20 minutes on average...”
Chiswick Health Practice

“...The wait to be seen is an hour, today I’m here for a blood test but I still have to wait 40 minutes...”
Brentford Group Practice

“...There is a wait to be seen, it can be up to 40 minutes sometimes. I think they have too many patients here...”

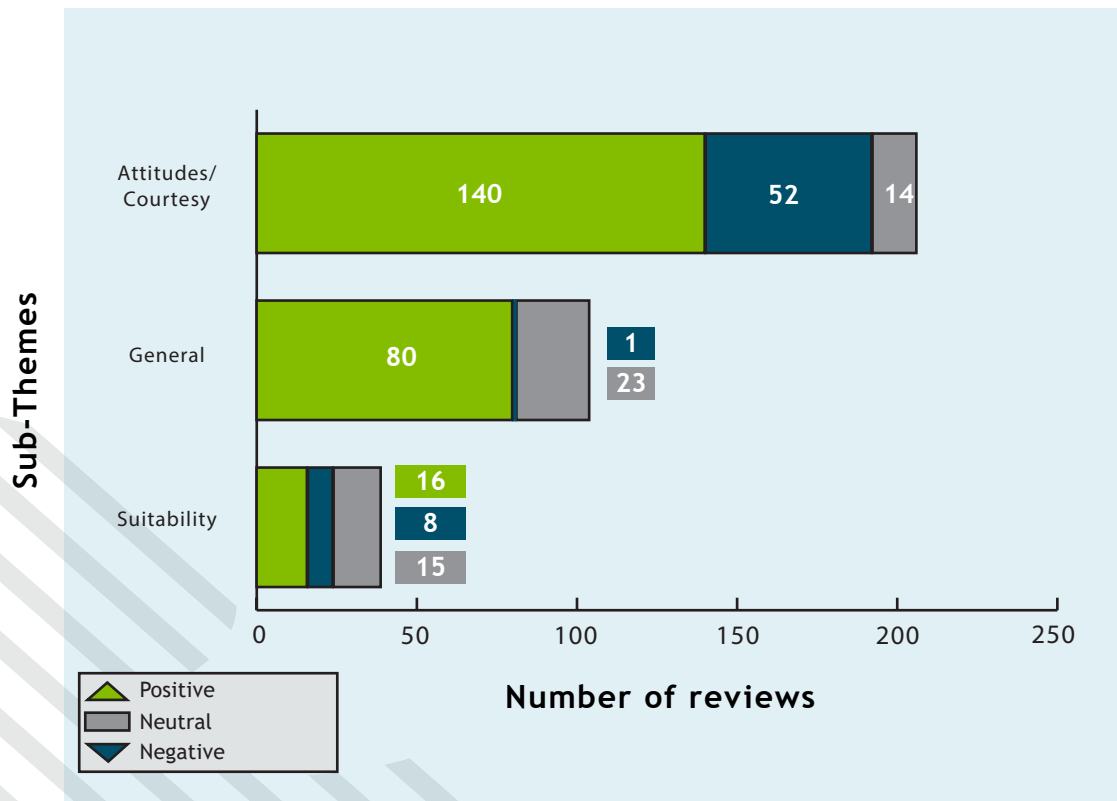
GP Themes/Sub-themes

The **Staff** theme received 403 reviews. 61% were positive (246), 25% (101) were negative and 14% (56) were neutral. Similarly, the previous quarter most of the reviews were positive; in Q3 Oct - Nov 2019 66% and in Q2 July - Sept 2019 73%.

The chart below presents a breakdown of the sub-themes for **Staff**. **Staff Attitude/Courtesy** was the most mentioned with 206 reviews, followed by **General** sub-theme with 104. These reviews were largely positive with 68% and 77% respectively. This tells us that patients are pleased with their encounters with staff.

The **Suitability** sub-theme received 39 reviews which were mostly positive and neutral. 41% (16) were positive, 21% (8) were negative and 38% (15) neutral.

Top three Sub-themes for Staff



Positive Reviews;
“The staff are great!”
Chestnut Practice

“...The staff that I speak to are okay, they’re good.”
Chiswick Health Practice

“...The staff and doctors are very helpful.”
St. David’s Practice

“...The doctor gives you time. She always gives you extra time if you ask to spend longer than the appointment time. The receptionists are always very helpful..”
Brentford Group Practice

Negative Reviews;
“Very rude receptionist...The receptionist are very aggressive and very rude on the phone and in person...”
Pentelow Practice

“They are so rude and they aren’t very helpful. I wouldn’t come here if I had a choice...”
Blue Wing Family Doctors Unit

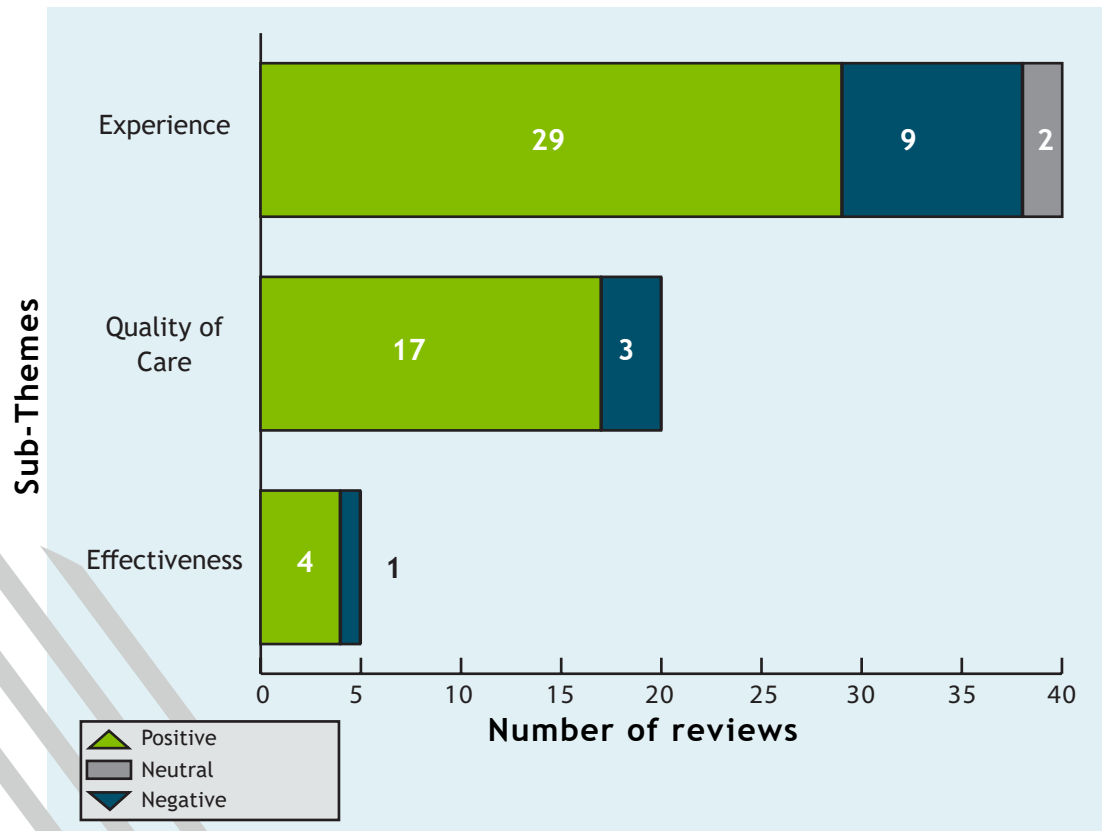
“...The receptionists are not polite. It took me 81 attempts to call this morning. They are not very helpful at all...”
Queens Park Medical Practice

Hospitals Themes/Sub-themes

The **Treatment and Care** theme received 68 reviews. 77% (52) were positive, 20% (14) were negative and 3% (2) were neutral. Similar to previous quarters for Q3 Oct - Dec 2019 69% and in Q2 July - Sept 2019 86%, the majority of the reviews expressed positive sentiments.

The chart below shows a breakdown of the most mentioned sub-themes for **Treatment and Care**. **Experience** was the most mentioned sub-theme with reviews that have positive sentiments 73% (29), followed by **Quality of Care** with 85% (17) 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’ve saved my life and helped with my health, they are very good ...the aftercare is what needs to be sorted...”
West Middlesex University Hospital (Rheumatology)

“I’ve been here with my parents and children...They took good care of us in the life-threatening situation we were there for.”
West Middlesex University Hospital

“I come here regularly and they are all good, from the doctors to the nurses. The care I’ve had at the hospital has been excellent.”
Royal Brompton Hospital

“The staff and the doctors were nice. They treated me really nicely and they they were quick with my treatment.”
West Middlesex University Hospital (Inpatient Care)

Negative Reviews;

“...I do not think the staff were trained well on the aftercare of patients. I’ve had similar experiences with the hospital at a different time...”
West Middlesex Hospital (Gastronomy)

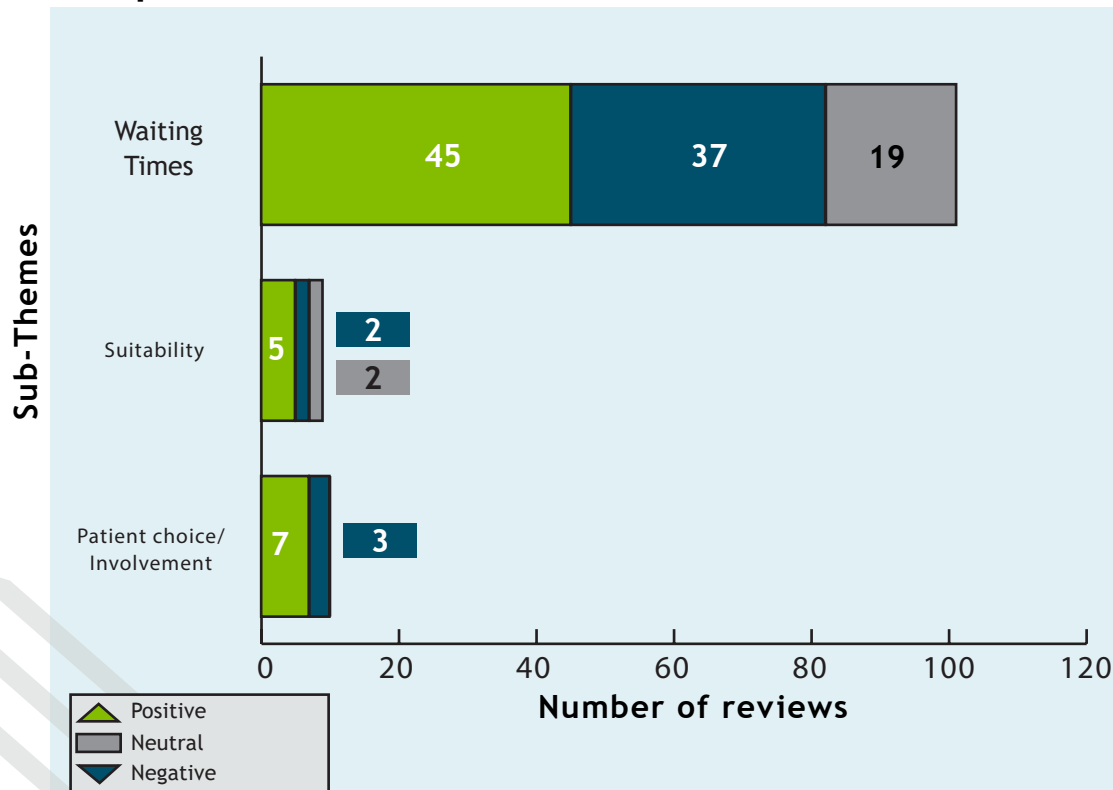
Hospitals Themes/Sub-themes

Access to Services received 126 reviews this quarter. 49% (62) were positive, 34% (43) were negative and 17% (21) were neutral. Compared to previous quarters there is a trend of increase in negative sentiment reviews; 27% in Q2 July - Sept 2019 and in 35% Q3 Oct - Dec 2019.

Waiting Time was the most frequently discussed with 101 reviews. 45% (45) were positive, 37% (37) were negative and 19% (19) were neutral. Compared to previous quarters, positive reviews were the most mentioned but the proportion of reviews with negative and neutral sentiments have increased again, it was 38% (negative) and 15% (neutral) in Q3 Oct - Dec 2019, it was 29% (negative) and 7% in Q2 Jul - Sept 2019. Indicating that more patients are finding the waiting times at the Hospital to be too long.

The chart below also shows the breakdown of the sub-themes for **Access to Services** including; **Patient Choice/Involvement** and **Suitability**.

Top Three Sub-themes for Access to Services



Positive Reviews;

“...Once you get through they are great...The waiting times aren’t as bad as it used to be...”

West Middlesex University Hospital (Haematology)

“...They are efficient and seem a well-run hospital. The waiting time is good here, they are much better than they used to be...”

West Middlesex University Hospital (Oncology)

“...It was my first time at the hospital and I was impressed. The wait wasn’t too bad, I wouldn’t complain about the wait...”

West Middlesex University Hospital (Gynecology)

Negative Reviews;

“...I went as an emergency so the initial wait was long, I had to wait a couple of hours.”

West Middlesex University Hospital (A&E)

“...There is some waiting time to get sorted, when I’m there it is busy, they are normally busy. It is a day out normally...”

West Middlesex University Hospital

“There are a lot of people waiting, they need to have a system to find out who really has an emergency. The wait to be seen is very long the last time I was there. I had to wait 3 hours...”

West Middlesex University Hospital (A&E)

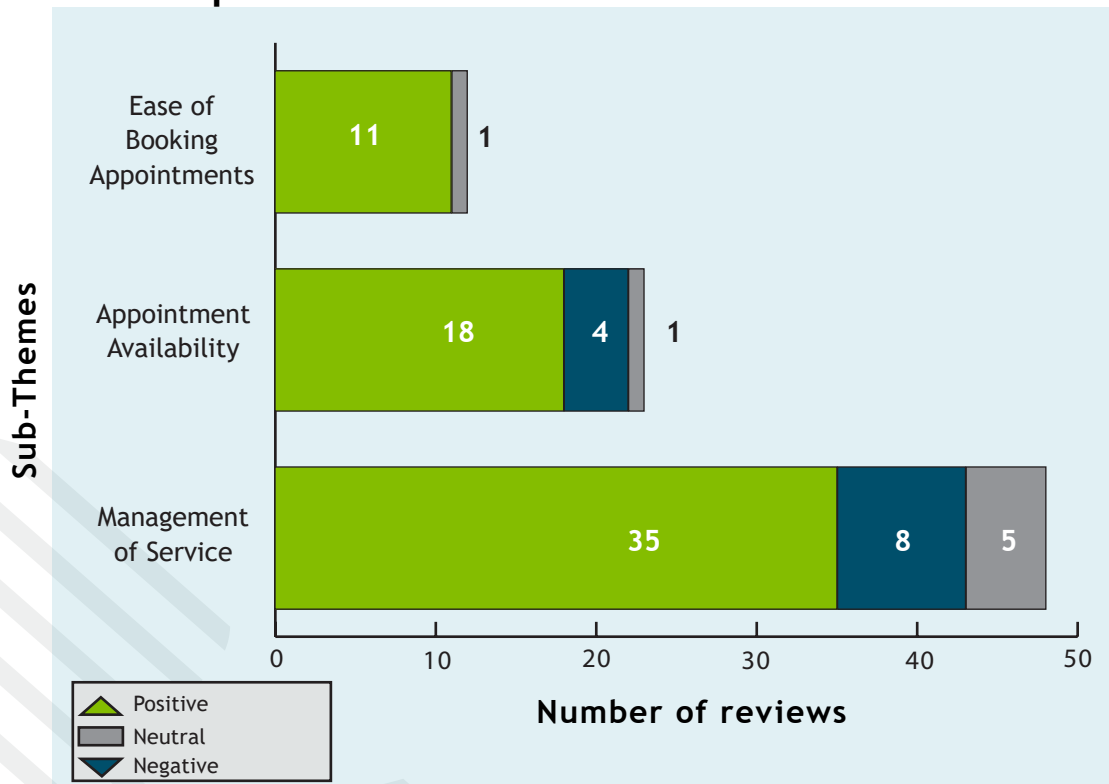
Hospitals Themes/Sub-themes

The **Administration** theme received 84 reviews. 76% (64) were positive, 15% (13) were negative and 8% (7) were neutral. The chart below shows a breakdown of the top sub-themes for **Administration**.

The **Ease of Booking Appointment** sub-theme received 12 reviews; 92% (11) were positive and 8% (1) were neutral. Compared to the last quarter, reviews that expressed positive sentiments has increased. It was 50% in Q3 Oct - Dec 2019. This tells us that patients found the process of scheduling outpatient appointments easy. The **Appointment Availability** sub-theme received 23 reviews. With 73% (35) of reviews with positive sentiments, 17% (8) negative sentiments and 10% (5) of reviews with a neutral sentiment. There has been an increase in reviews with a positive sentiments from the previous quarter. This tells us that patients found it difficult to reschedule appointments promptly.

Management of Service sub-theme received the most reviews, with 48 reviews; 73% (35) were positive, 17% (8) were negative and 10% (5) were neutral. Like previous quarters, most reviews have been positive; in Q3 Oct - Dec 2019 it was 82% and 78% in Q2 Jul - Sept 2019. Therefore maintaining the trend of patients being pleased with hospital management.

Top Three Sub-Themes for Administration



Positive Reviews;

“...They usually make my appointment either straight away at the end of each appointment, or they send me a letter from the next appointment..”

Charing Cross Hospital

“...They were efficient. The system was one of the best in the country. The service here was more efficient than the previous care I’ve had...”

West Middlesex University Hospital

“...It was very easy to get the appointment, I had to wait a couple weeks but it was easy to get it booked.”

West Middlesex University Hospital (Physiotherapy)

Negative Reviews;

“...The only issue is the appointments. The appointments can be cancelled or rescheduled. For example, I need to be seen every 6 months but it can be as long as 9 months due to rescheduling but that has got better...”

Hammersmith Hospital

“...The appointments are set-up automatically and they don’t have the clinic any other day. So I have no other option than what they have...”

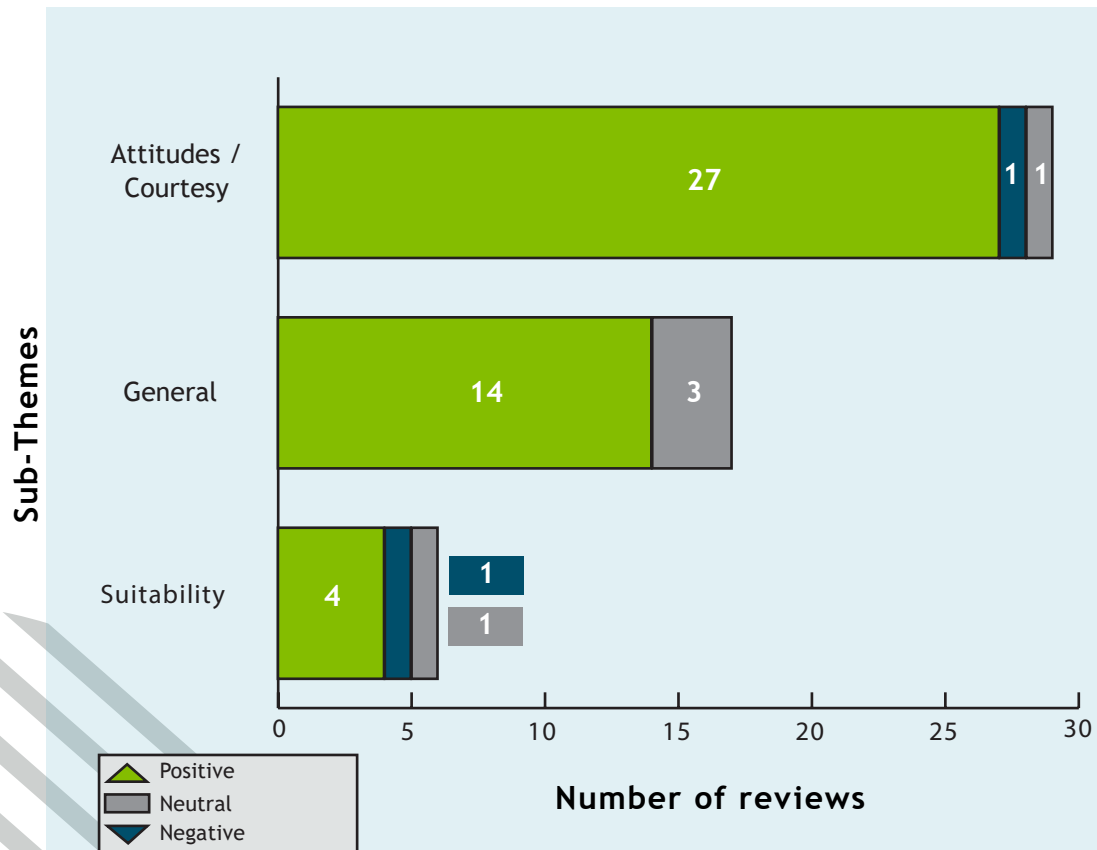
West Middlesex University Hospital (Respiratory)

Hospitals Themes/Sub-themes

The **Staff theme** received 67 reviews; 75% (50) were positive, 11% (16) were negative and 9% (6) were neutral. This theme largely attracts reviews with positive sentiments, in Q3 Oct - Dec 2019 it was 81%. The chart below shows a breakdown of the sub-themes for the **Staff** theme.

Attitudes/Courtesy was the most frequently mentioned sub-theme with 29 reviews in which 98% (27) were positive. The **General** sub-theme received 17 reviews, 14 (82%) of these reviews had a positive sentiment and 3 (18%) had a neutral sentiment reviews.

Top Three Sub-themes for Staff



Positive Reviews;

“...The staff here are good, they’re never rude to you.”
West Middlesex University Hospital (A&E)

“...The doctors and nurses were nice and did what they could do, given the circumstances.”
West Middlesex University Hospital (Inpatient)

“...My husband was here Christmas day and also in January and the staff were so good. They were even phoning us at home to make sure he is ok.”
West Middlesex University Hospital

“The staff and the doctors were nice. They treated me really nicely...”
West Middlesex University Hospital (Inpatient)

“...The doctors I see there is really good, friendly and accommodating...”
West Middlesex University Hospital (Inpatient)

Negative Reviews;

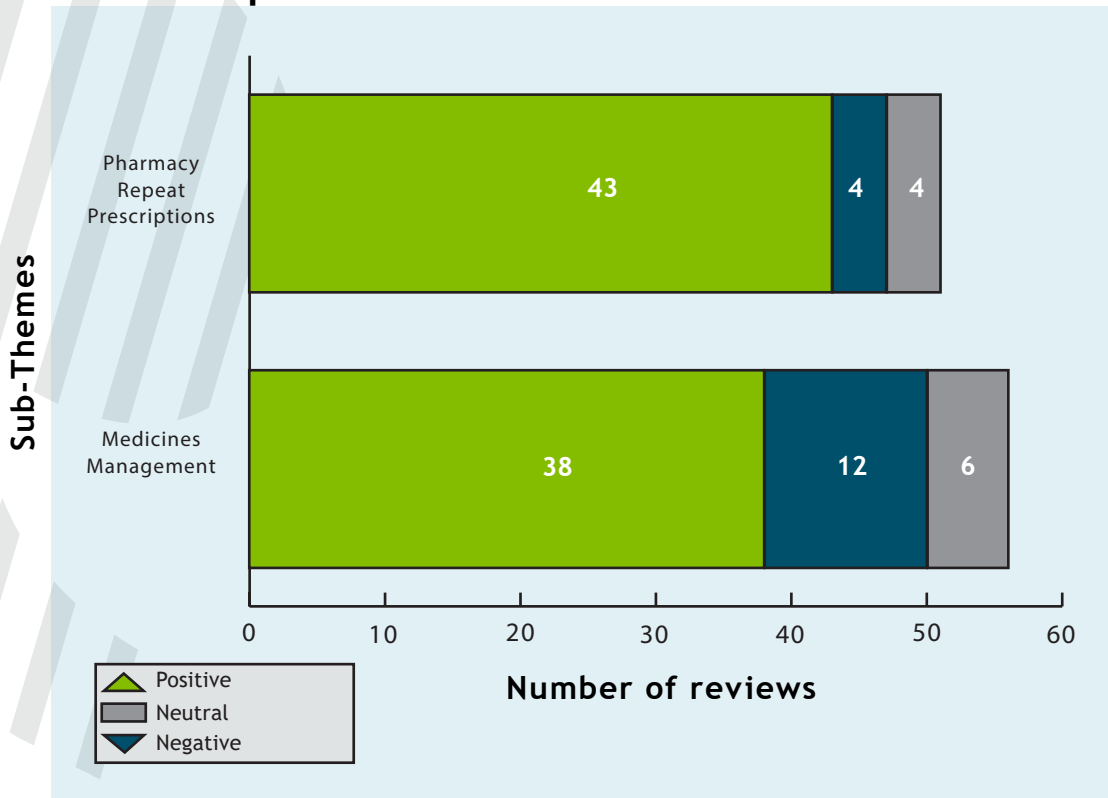
“...the reception and booking staff would learn a thing or two from the surrounding hospitals around them. I would also comment that the reception and booking are well know with other staff in other hospitals for their laziness...”
Western Eye Hospital

Pharmacy Themes/Sub-themes

The **Medication** theme received 112 reviews; 77% (86) were positive, 14% (16) were negative and 9% (10) were neutral. There has been an increase in the proportion of reviews with a positive sentiment compared to previous quarters, in Q3 Oct - Dec 2019 it was 73%.

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 51 reviews. 84% (43) were positive, 8% (4) were negative and 8% (4) were neutral. **Medicines Management** received 56 reviews. 68% (38) were positive, 21% (12) negative and 11% (6) were neutral.

Top Two Sub-Themes for Medication



Positive Reviews;

“They’re very good and they are very obliging and accommodating. I come here for my repeat prescriptions and it is good.”

Masswell Park Pharmacy

“They’re always on the ball. They are pretty helpful and always nice.”

Campbell’s Chemist

“They do everything they can for you. They also deliver the medicine if you need them to.”

Harb’s Pharmacy

“They are very good with my prescriptions.”

Pestle & Mortar Pharmacy

Negative Reviews;

“They’ve changed management recently so it was a bit confusing the last time but they are okay. They did eventually get me my prescriptions.”

West London Pharmacy

“The medication is never ready for collection when I arrive. But they do appear to be busy a lot of the time. It could be organized a bit better...”

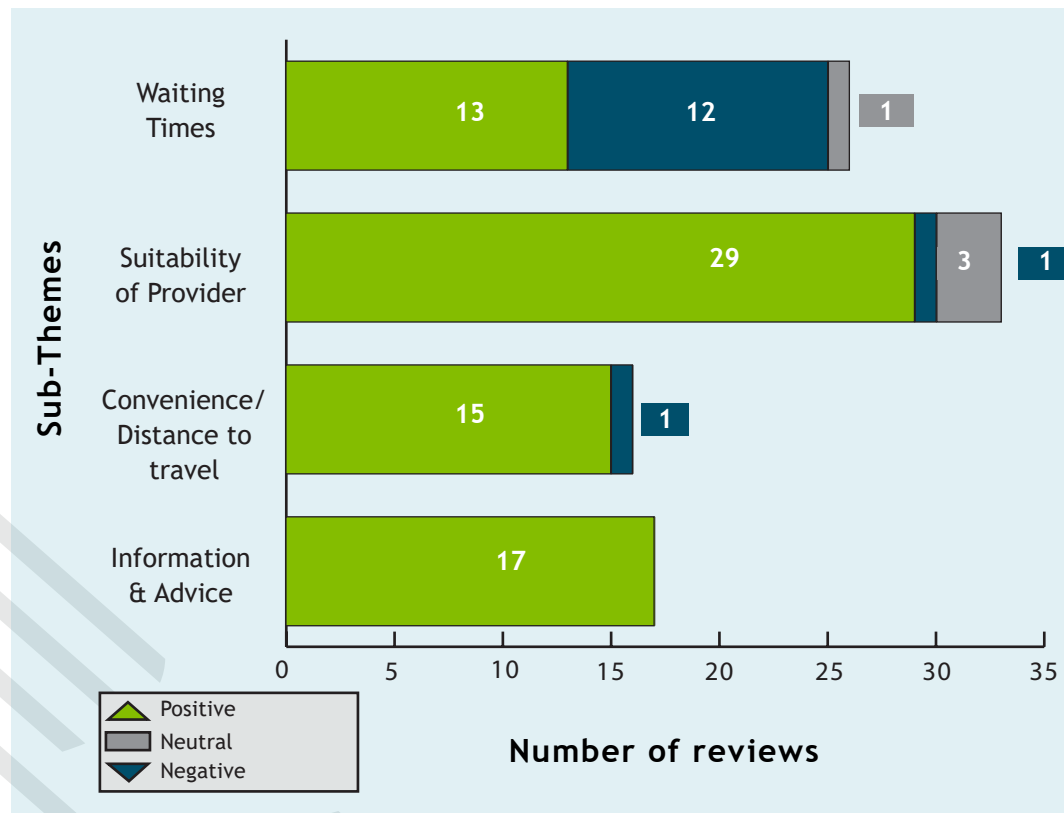
Edwards & Taylor Pharmacy

Pharmacy Themes/Sub-themes

The **Access to Services** theme received 109 reviews. 78% (85) were positive, 18% (20) were negative and 4% (4) were neutral. There is a notable difference from Q3 in which 48% of reviews had a positive sentiment about **Access to Services**. The change is due to decrease in reviews with a neutral sentiment from 40% in Q3 to 4% in Q4.

The **Information & Advice** sub-theme received 100% positive reviews. **Convenience/Distance** received 94% reviews with a positive sentiment. **Suitability of Provider** received 33 reviews, 88% (29) were positive, 3% (1) were negative and 9% (3) were neutral. The sub-theme **Waiting Times** received 26 reviews, 50% (13) were positive, 46% (12) were negative and 4% (1) were neutral.

Top Sub-themes for Access to services



Positive Reviews;

“...They always check on your health, if I’ve got my problem I can discuss it with them before going to my GP.”
Rams Dispensing Chemist

“...Everything is on time here. When I come here for my prescriptions, they are on time.”
Masswell Park Pharmacy

“They get my medicine quickly...If you go there they recommend something for you if you need it.”
Herbert & Herbet

“It is the chemist I’ve always used, they’ve never let me down, they do what they need to do.”
Minal Pharmacy

Negative Reviews;

“They seem to have what I need but they shut between 2-3 pm which I sometimes forget about which is annoying.”
Morrison’s In Store Pharmacy

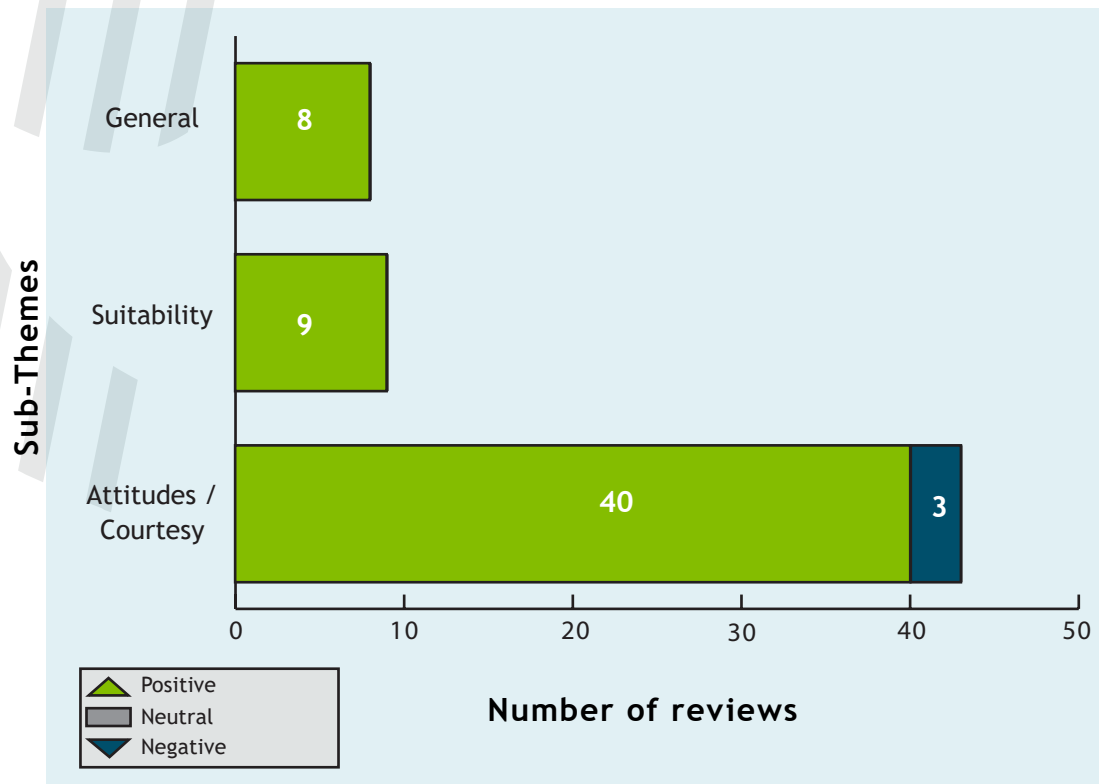
“They are good, but the waiting time is really bad.”
Rams Dispensing Chemist

Pharmacy Themes/Sub-themes

The **Staff** theme received 67 reviews. 91% (61) were positive, 8% (5) were negative and 2% (1) were neutral. There has been an increase in positive reviews from 59% in Q3 and neutral reviews dropped from 40% last quarter.

The chart below shows the sub-themes for reviews mentioning the **Staff** theme. The **General** and **Suitability** sub-themes received 100% positive reviews. The **Attitudes/Courtesy** sub-theme received 43 reviews. 93% (40) were positive and 7% (3) were negative. Compared to the previous quarter there has been an increase again in positive reviews from 96% in Q2 to 54% in Q3 to 93% this quarter. The difference in the breakdown has been due to fluctuations in neutral sentiment reviews.

Top Two Sub-themes for Staff



Positive Reviews;

“I like the pharmacists here. I come here to pick up my prescription and they are pleasant...”
Morrison’s In Store Pharmacy

“They are quick and polite. I have been going here for a long time.”
Jade Pharmacy (Heston)

“...when there is a problem they tell you. They are not rude and they help you when you need it.”
Bath Road Pharmacy

“They are very friendly and the chemist is very attentive..”
Rams Dispensing Chemist

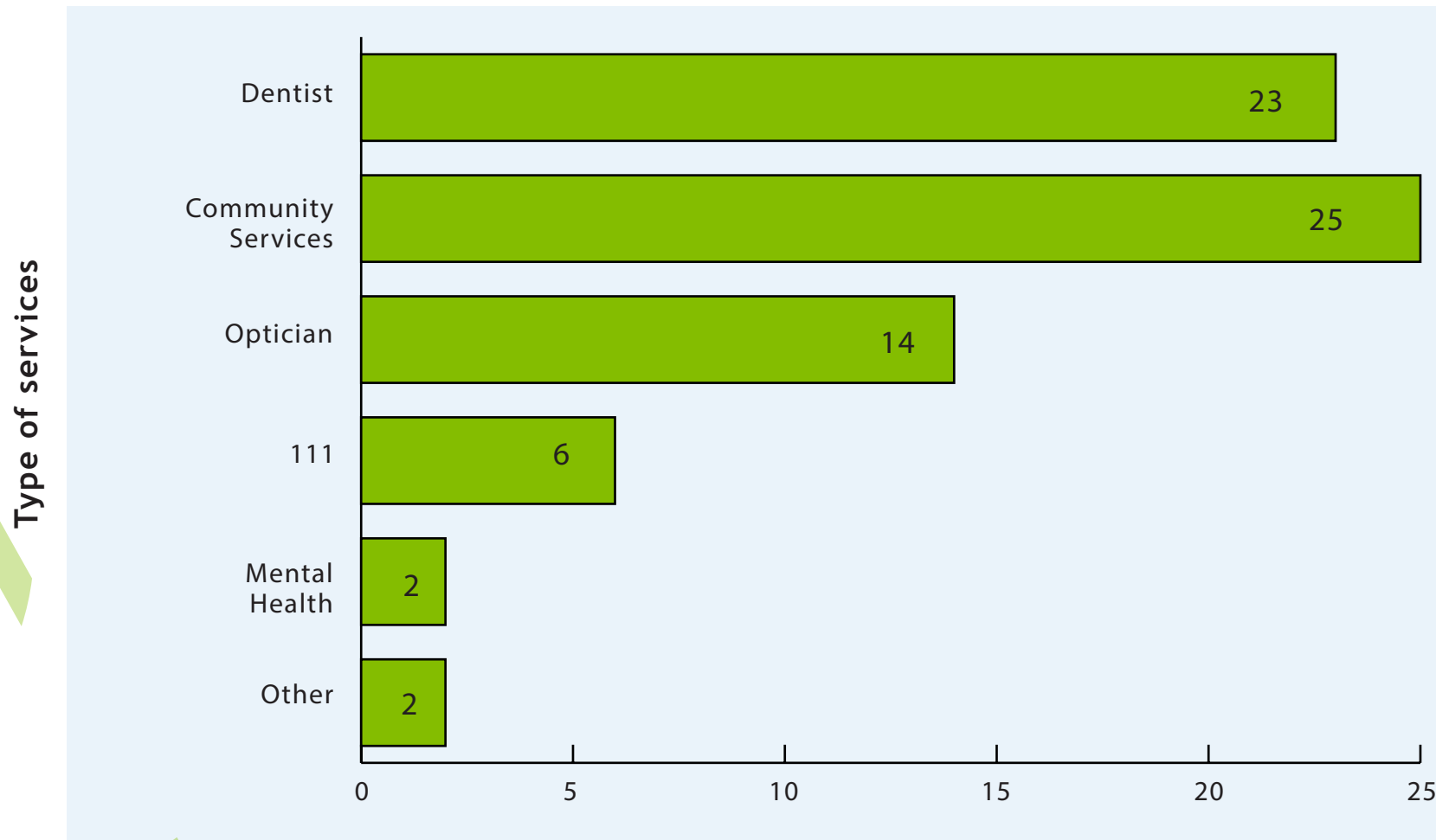
Negative Reviews;

“Customer service is poor...The staff attitude is poor.”
Boots Pharmacy (Feltham High St.)

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.

January - February - March



Number of positive reviews



Dentist

“I’ve got no complaints with them, they’re fine, apart from them being so expensive. It cost much less in other countries. It is easy to get my appointment, you can always get an appointment. There isn’t much of a wait to be seen.”

Oakleigh House Dental Practice

“The dentist is a good, she does what I need and has been good for over 10 years now.”

St Margarets Dental

“I’m pleased with them, They’re good and friendly. I come here privately and I have to wait to get an appointment. I don’t mind waiting because I do not need them urgently. It usually takes 2 weeks to get an appointment. There normally isn’t much of a wait to be seen neither.”

Chiswick Park Dental Practice

“They have a good dentist, they also send you reminders and they’re efficient. It is always easy to get my appointment. They’re pretty much on time, there can be a wait sometimes but that is rare.”

Bright Smile Studio

“They are very family orientated and very good with nervous patients. It was easy to get my appointment, I just text them and they book me in. The wait to be seen wasn’t long neither.”

Care Dental Aesthetics

“Had a pain in my tooth and the doctor was very effective to get me out of pain. My new root canal and crowned tooth could not be any better.”

Albany Dental Practice

“They just renovated the place so it is really clean and new. You get seen pretty quickly and the care I get is great. Also, I get sedated because I need it. They don’t force you down the private route but they give you the option.”

Perfect Smile Dental

“They are really good and seem to be interested in your care. It is a nice and clean place, they seem to be friendly.”

Chiswick Dental



Community Services

“It was like going to a hotel. I was seen immediately and it was fairly quick and easy to book an appointment.”
Community Outpatients (Hounslow Community Dermatology Service)

“I have no complaints about any of the treatment they’ve done. The nurses are excellent, they all have been helpful. They book the appointment and they try to make it the convenient time for me. The wait to be seen depends on the number of patients here, but I appreciate that if they have a patient then it might take longer, generally they are on time. They staff have all been helpful and nice.”

Hounslow and Richmond Community Healthcare (Tissue Visibility)

“We always get seen on time when I’m there. The appointments are easy to schedule too.”
North West London Diabetic Eye Screening Programme

“The reception staff here are very nice and my appointments are scheduled by them which is easy and convenient for me. They are always on time too when I come here for my appointment.”

Hounslow and Richmond Community Healthcare (Podiatry)

“I got a message asking if I wanted to use their service to stop smoking. I called them last week and they told me to come today, I’ve only had to wait about 15 minutes to be seen. It has all been good so far.”

One You Hounslow

“They’re on time and always polite and caring. Normally they send me a letter for my appointment, it is an annual appointment, the appointments are usually convenient so I haven’t had to reschedule.”

North West London Diabetic Eye Screening Programme



Opticians

“They’re very professional, friendly and efficient. They tend to be quite caring and it is really easy to get my appointment with them. There isn’t much of a wait to be seen.”

Vision Express (High St. Hounslow)

“I always get good service from them. It is easy to get an appointment. There is no wait to be seen when I’m there. The staff are very good.”

Vision Express (Chiswick)



Other

“The lady I spoke to was really nice and she was thorough with the questions she asked. They also transferred all the information I gave them to my GP before I arrived for my appointment. They also booked the appointment for me.”

NHS 111

“The different services I’ve been with have been good, I’ve had no problem with them. If you trust them well they were nice, they are doing a good job under a lot of pressure so they might be unfriendly sometimes but they are good most times.”

Services In General

“They are responsive to your demands, they seem to care and they always try to find a solution to the issue you have called them for. They send you a doctor if it is necessary.”

NHS 111

“There are a lot of patients using the services but the services are still brilliant.”

Services In General

“They dealt with me very quickly and referred me to the right person. They were good for me and I find them very efficient.”

NHS 111



Mental Health

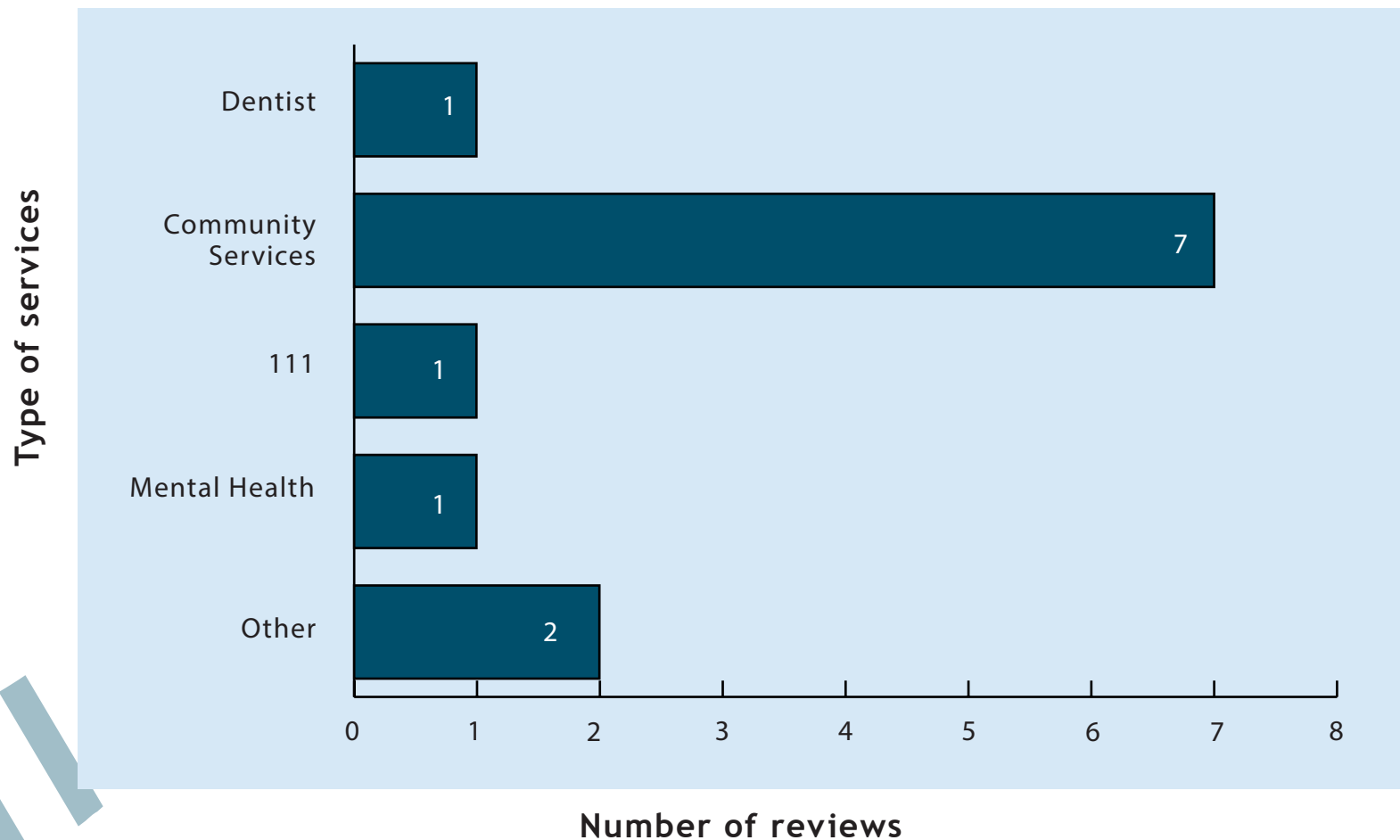
“The therapist I see was quite good. It was easy to get the appointment which was really good. The wait to be seen was good, I was mainly seen to straight away.”

Hounslow IAPT

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.

January - February - March





Dentist

“I hardly come here but they’re not as good as other health services. They don’t take things seriously and they don’t explain things properly. There are a lot of misunderstandings. They are not too busy there.”

Chiswick Dental



Community services

“It was quite awkward to get an appointment and the physiotherapist was quite pushy. To book an appointment I call and you’re on hold for ages until you just give up. Then if you don’t make the appointment, they discharge you and then you have to be referred there again, it would be easier to book with the actual service. There wasn’t much of a wait to be seen when I was there.”

Hounslow and Richmond Community Healthcare (Physiotherapy)

“I came to Heart of Hounslow and they took a picture of my skin. They later said it wasn’t enough so I had to get another appointment. I missed the appointment because I lost my letter, I didn’t get a new one but by the time I contacted them I had been discharged and I had to go back to my GP to get a new appointment.”

Community Outpatients (Hounslow Community Dermatology Service)



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

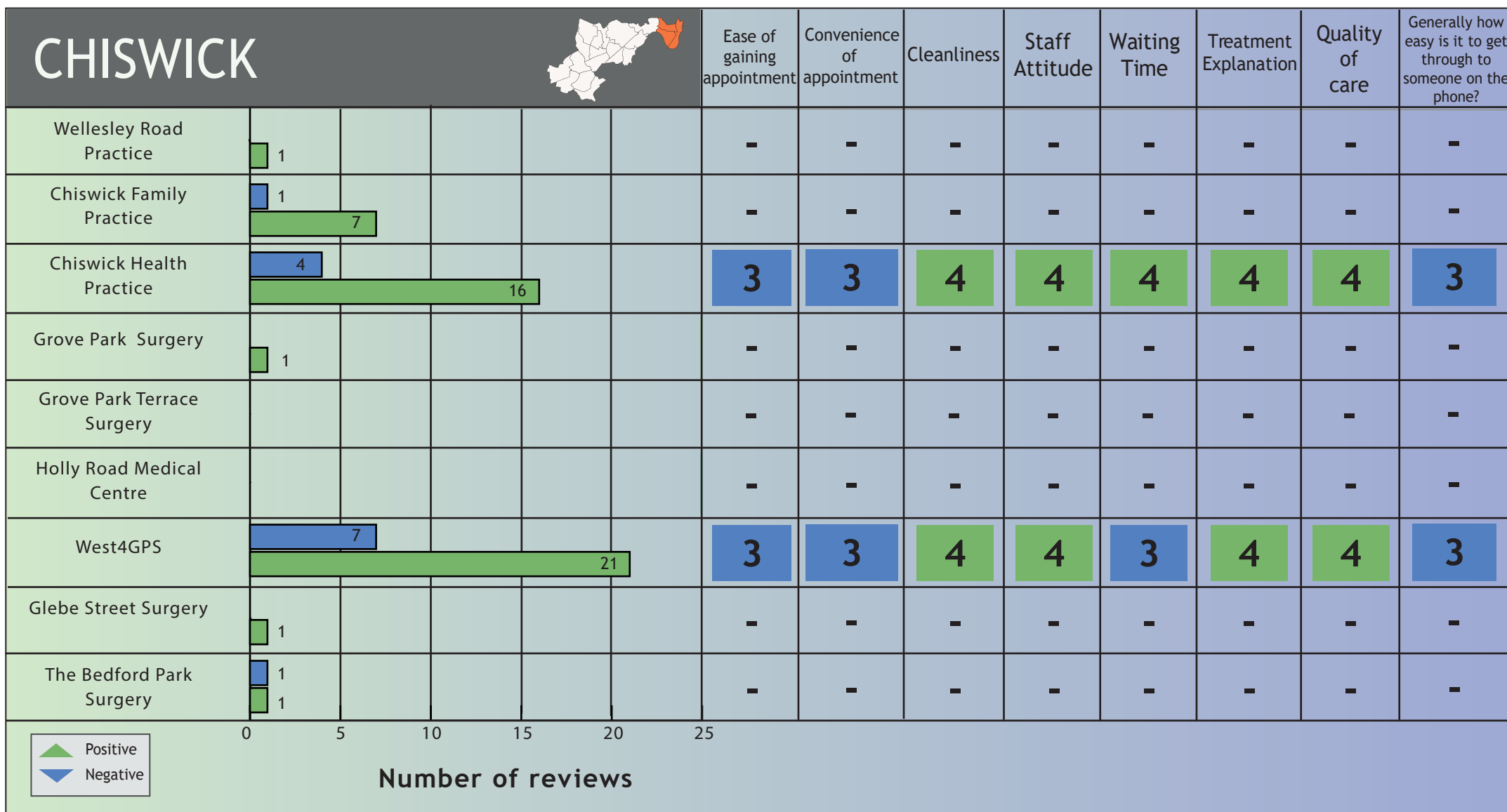
Network Area GP Reviews

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.

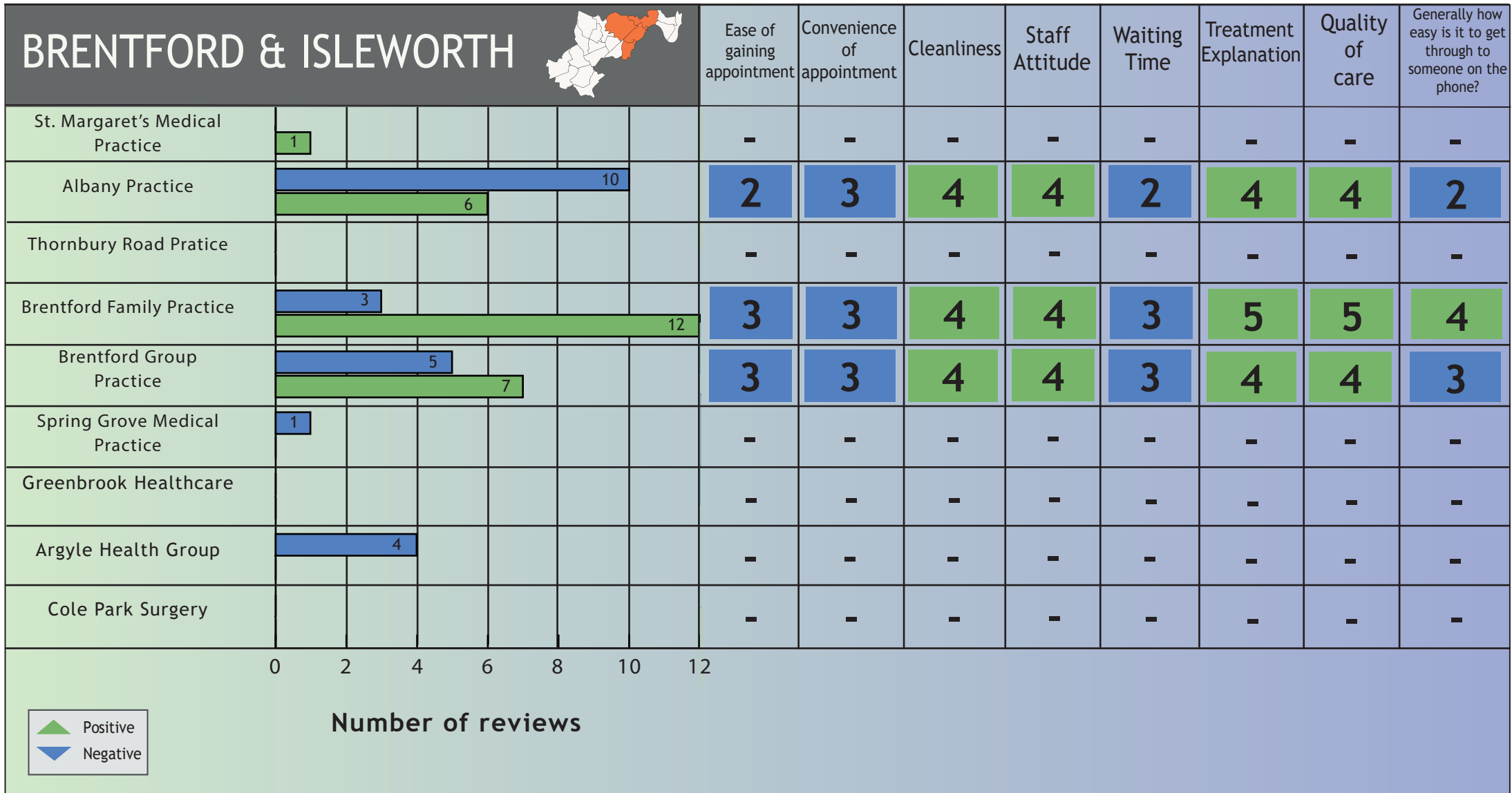
These two data sets are shown together to give an overview for each GP surgery. The London Borough of Hounslow is divided into five GP Network areas: Brentford & Isleworth, Chiswick, Heart of Hounslow, Feltham and Great West Road. For this quarter we focused on the Heart of Hounslow and Feltham network areas. The following pages show services within these Network areas.

GP surgeries that recorded less than 10 reviews for this quarter 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

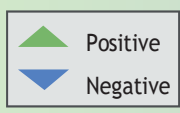


Network Area GP Reviews

FELTHAM



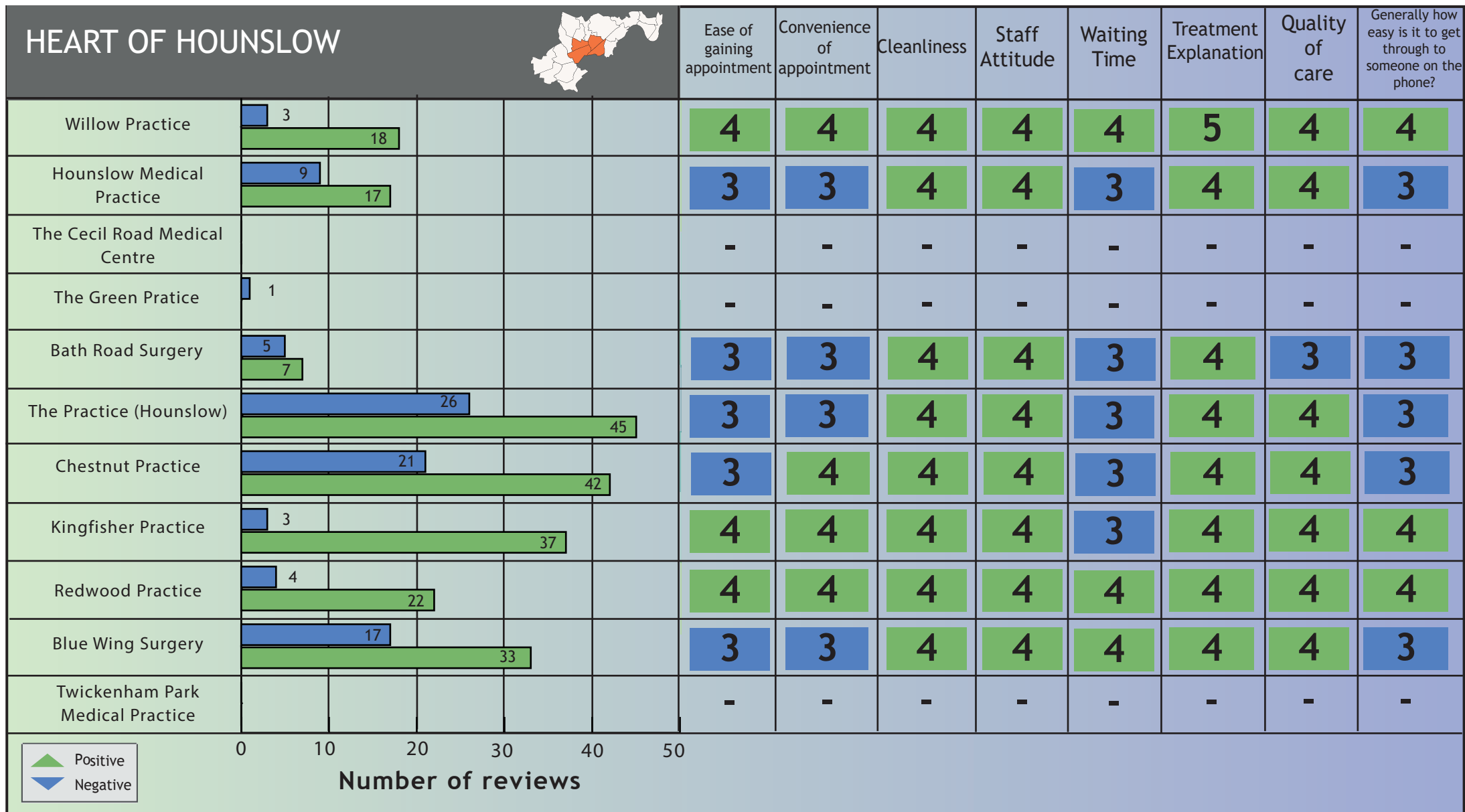
						Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Queens Park Medical Centre	12	27				3	4	4	4	3	4	4	3
Little Park Surgery	13	31				3	4	4	4	3	4	4	3
The Practice Feltham	16	16				3	3	4	4	3	4	4	3
Clifford House Medical Centre						-	-	-	-	-	-	-	-
Pentelow Practice	2					-	-	-	-	-	-	-	-
Mount Medical Centre		7				-	-	-	-	-	-	-	-
Carlton Surgery	1	7				-	-	-	-	-	-	-	-
Hatton Medical Practice	1					-	-	-	-	-	-	-	-
Manor House Practice		1				-	-	-	-	-	-	-	-
St. David's Practice	15	47				4	4	4	4	3	4	4	3
Gill Medical Practice		1				-	-	-	-	-	-	-	-
Bedfont Medical Centre	3	7				3	3	4	4	3	4	4	3
Grove Village Medical Centre	1	21				4	4	4	5	4	4	4	4
Feltham Centre For Health	6	9				3	3	4	3	3	4	4	3



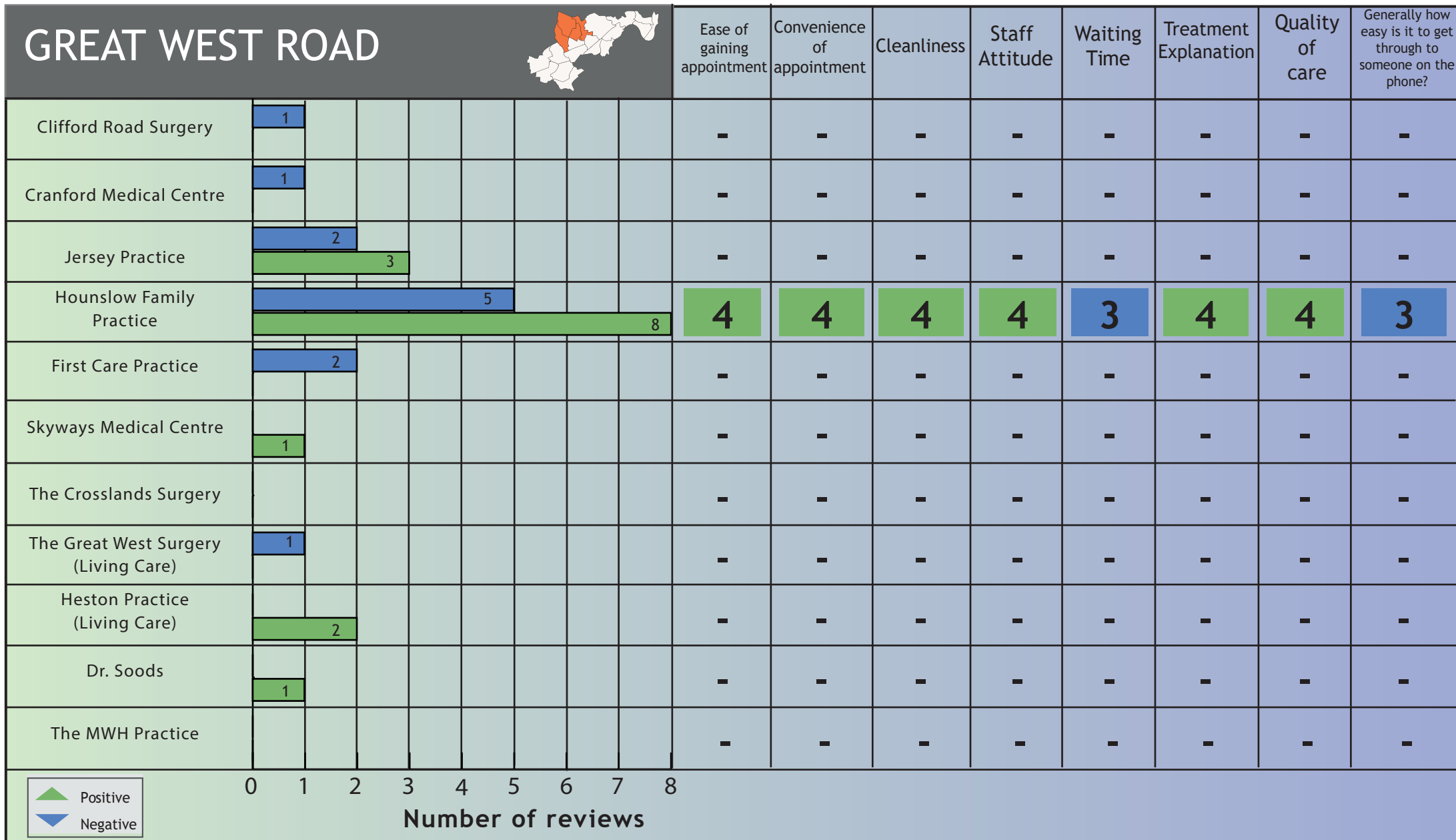
0 10 20 30 40 50

Number of reviews

Network Area GP Reviews

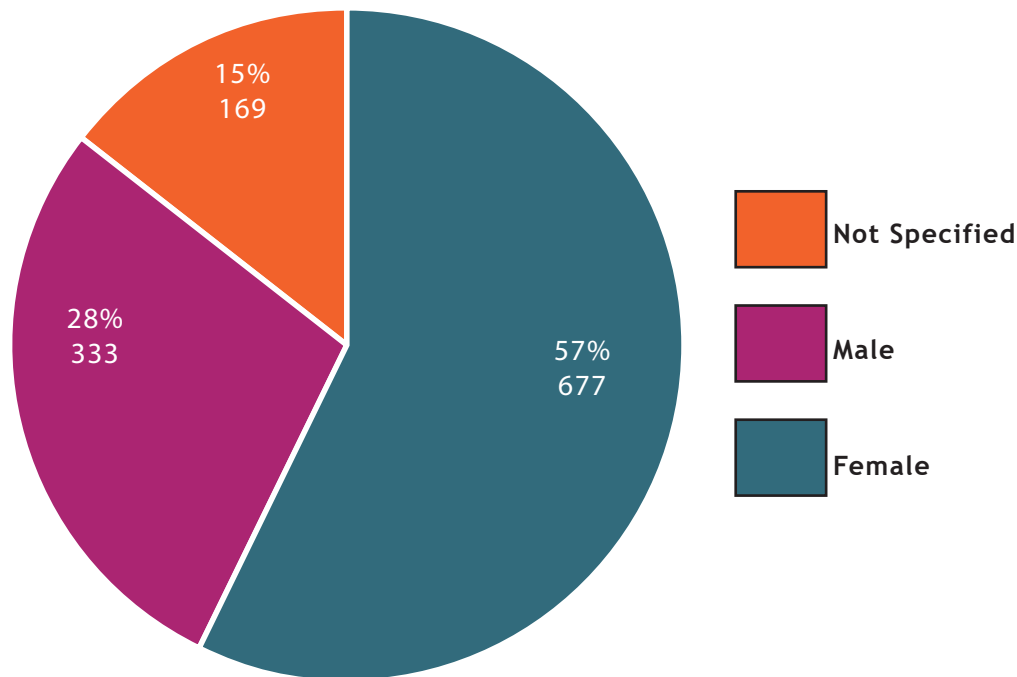


Network Area GP Reviews



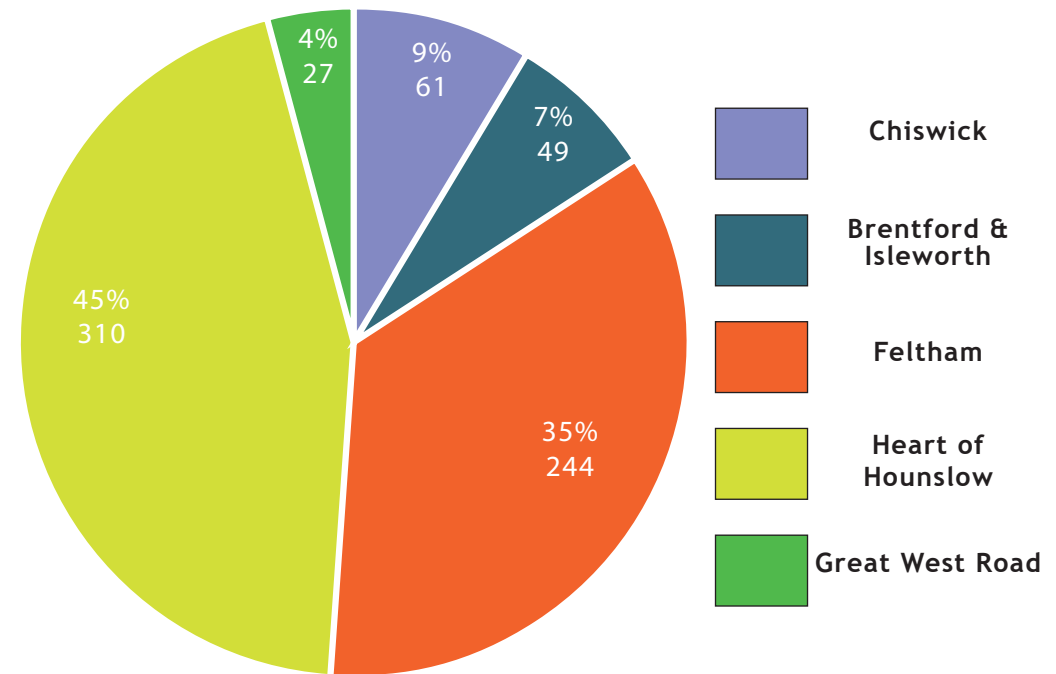
Demographic Information (January - March)

The pie chart below shows the number of reviews received by gender from January - March 2020. The majority of the reviews received were from women with 57% (677) and from men with 28% (333).



Gender

The pie chart below shows the number of reviews received in each network area. The highest number of reviews received was from Heart of Hounslow 45% (310) and Feltham 35% (244), we focused on these two network areas for this quarter. Also, from the other network areas we received; Chiswick 9% (61), Brentford and Isleworth 7% (49) and Great West Road 4% (27).

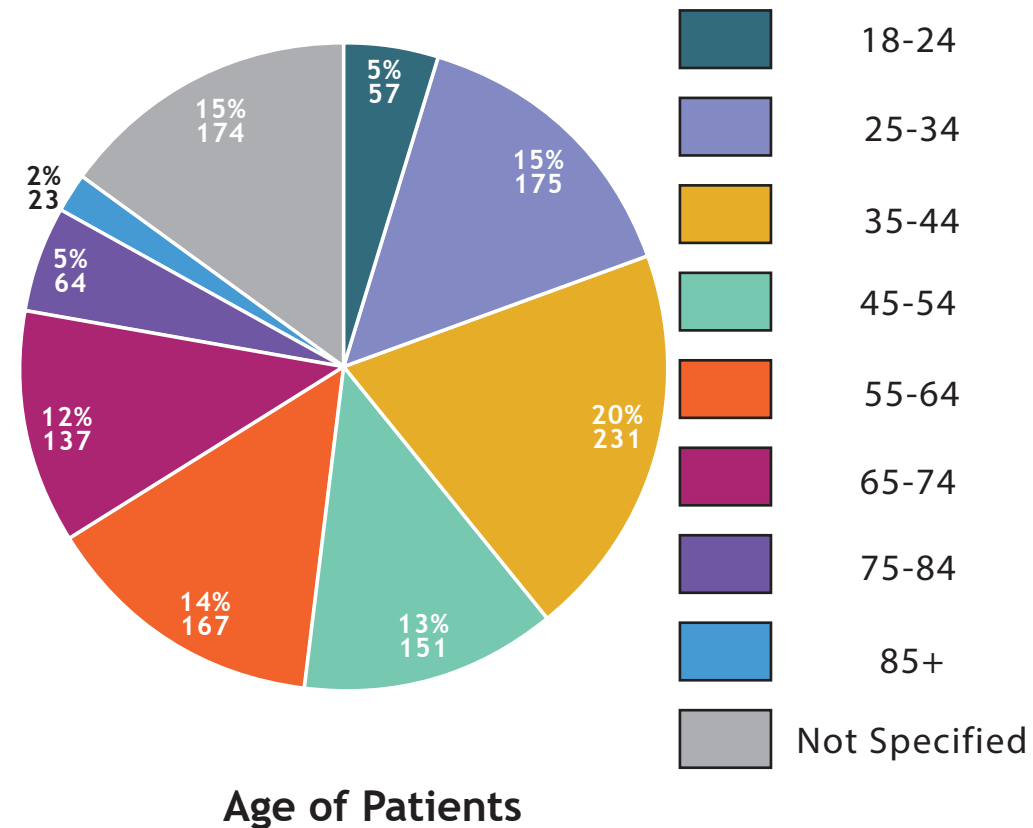
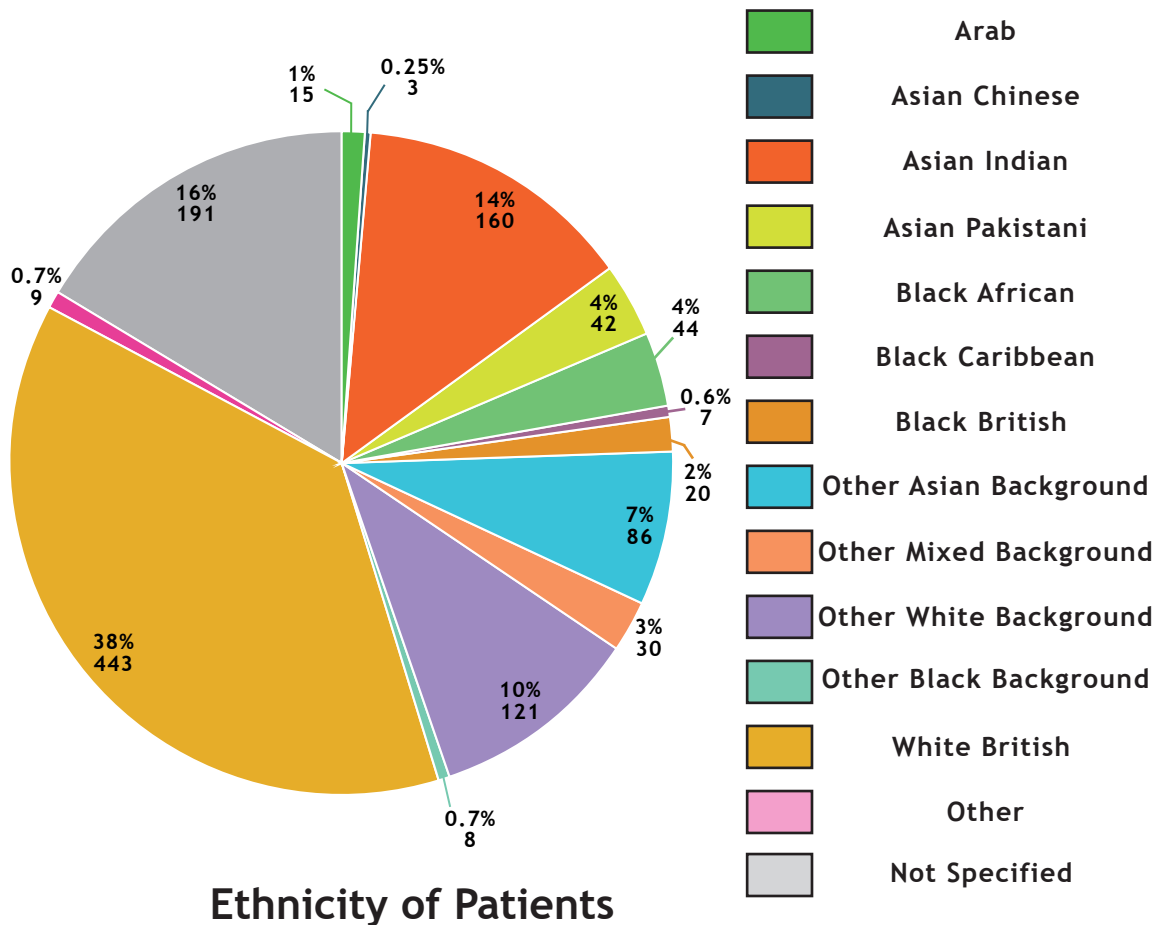


Number of GP Reviews per Network Area

Demographic Information (January - March)

In terms of ethnicity, excluding the 16% (191) who did not to specify their ethnicity, the largest proportion of feedback received this quarter was from people who identified as White British, 38% (443) followed by 14% (160) from people who identified as Asian Indian. Also, 10% (121) of patients identified as Other White Background; followed by 7% (86) from people who identified as Other Asian Background, 4% (44) identifying as Black African and 4% (42) identifying as Asian Pakistani.

In terms of the age breakdown, 15% (174) preferred not to identify their age. The majority of the feedback received was from the 35-44 age group with 20% (231). Followed by 25-34 age group with 15% (175), 55-64 age group with 14% (167), 45-54 age group with 13% (151) and 65-74 age group with 12% (137). However, the 85+ age group (2%, 23) 75-84 age group (5%, 64) and 18-24 age group (5%, 57) supplied the fewest number of reviews.



Conclusion

For this quarter we collected 1,179 patient experiences, due to the disruption of the coronavirus we haven't maintained our target of averaging 400 reviews every month but from the contributions of our volunteers, we were able to collect large number of experiences.

Majority of reviews from patients about GP services were received from the Heart of Hounslow (310) and Feltham (244) network areas. These two networks areas have had the most increase in reviews because we focused on the services in these areas. We will continue our effort to collect as many experiences as possible from all network areas.

For this quarter, there are 887 positive reviews and 292 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

78% of comments about **Treatment and Care** were positive.

75% of comments about **Medication** were positive.

67% of comments about **Staff** were positive.

60% of comments about **Communication** were positive.

Negative

48% of comments about **Facilities & Surroundings** were negative.

39% of comments about **Communication** were negative.

37% of Comments about **Administration** were negative.

34% 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 (Q3, October - December 2019) include:

- To focus on gathering patient experiences from West Middlesex University Hospital, including Outpatients 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)

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

Themes	Sub-themes
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 & 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 & Inclusion, Consent, Involvement & 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 & 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>

Themes	Sub-themes
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>