

Q3 Patient Experience Report

Healthwatch Hounslow
October – December 23



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Layout of the report

This report is broken down into five key sections:

- Quarterly snapshot
- Experiences of GP Practices
- Experiences of Hospital Services
- Experiences of Dental Services
- Experiences of 'Other' Services

GPs, Hospitals and Dental Services have been given dedicated sections as we ask tailored questions about these services when carrying out engagement. These are the top services we receive most feedback about. Each of these sections highlight good practice, areas of improvement and recommendations.

This report functions as a standardised general overview of what Hounslow residents have told us within the last three months. Additional deep dives relating to the different sections can be requested and are dependent on additional capacity and resource provision.

Rating Scale Change from October 2023

In response to feedback we received during our review of the Patient Experience Programme we have chosen to change our 5-star rating system from 1*= Terrible – 5* = Excellent to 1*= Very Poor – 5* = Very Good. This aligns with the rating scale used by our national body, Healthwatch England.

Questions using a different rating scale have remained the same.

Introduction

Patient Experience Programme

Healthwatch **Hounslow** is your local health and social care champion. Through our Patient Experience Programme (PEP), we hear the experiences of residents and people who have used health and care services in our borough.

They tell us what is working well and what could improve allowing us to share local issues with decision makers who have the power to make changes.

Every three months we produce this report to raise awareness about patient experience and share recommendations on how services could be improved.

Methodology



Carrying out engagement at **local community hotspots** such as GPs, hospitals and libraries



Encouraging conversations on **social media** and gathering **online reviews**



Providing promotional materials and surveys in **accessible formats**



Training volunteers to support engagement across the borough allowing us to reach a wider range of people and communities

Being independent helps people to trust our organisation and give honest feedback which they might not always share with local services.

Between October and December 2023, we continued to develop our PEP by:

- Finalised a patient experience report template following feedback from external partners

Q3 Snapshot

This section provides a summary of the number of experiences we collected during October – December 2023 as well as breakdown of positive, negative reviews per service. We analysed residents rating of their overall experience to get this data (1* and 2* = negative, 3* = neutral, 4* and 5* = positive)



1034 reviews

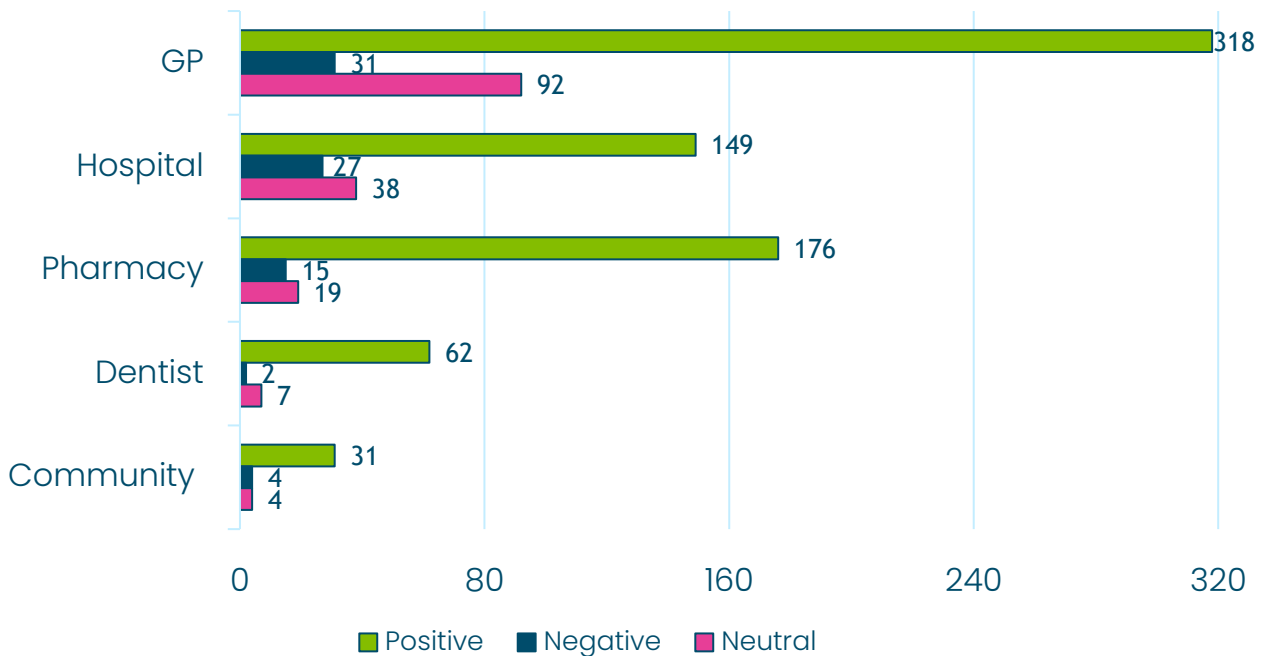
of health and care services were shared with us. This is lower than the expected 1,200 due to the Enhanced Patient Experience Project delivered during this period.

32 visits

were carried out to different local venues across the borough to reach as many as people as possible

Top 5 Service Types	No of Reviews	Percentage of positive reviews
GP	441	72%
Hospital	214	70%
Pharmacy	210	84%
Dentist	71	87%
Community Services	39	79%

Sentiment of Reviews



Yearly Comparison

In order for us to understand whether experiences of health and care services are improving we compare our data throughout the year. The chart below highlights the percentage of positive feedback each service has received during 2023-24.. The total number of positive reviews has been included next to the percentage.

Percentage of positive reviews for each service type

Service Type	Q1 (Apr-Jun 23)	Q2 (Jul-Sep 23)	Q3 (Oct-Dec 23)	Q4 (Jan-Mar 24)
GP	64% (622)	69% (252)	72% (318)	
Hospital	66% (305)	68% (118)	70% (149)	
Pharmacy	83% (303)	85% (151)	84% (176)	
Dentist	75% (109)	67% (35)	87% (62)	
Community Services	81% (42)	74% (17)	79% (31)	

What does this tell us?

- We have seen a sizeable increasing trend in the percentage of patients sharing positive feedback about GPs. Between Q1 and Q3, there was an 8% increase.
- Hospital services has also had a positive trend.. There has been a 4% increase from Q1 to Q3, which is a small percentage improvement in positive feedbacks.
- Pharmacy services continues to be extremely positive. The positive feedback for these services have been similar across the all quarters.
- Dental services have had the most changes. Although it decreased to 67% in Q2, there is a significant increase between Q1 when it was 75% positive experiences, but it has increased to 87% in Q3.
- We've also seen a few changes in Community services. There has been a small increase in the proportion of positive reviews from 74% in Q2 to 79% in Q3, but an overall decrease compared to Q1 when it was 81% positive.

Experiences of GP Practices



What people told us about GP Practices

"In terms of the GPs they are great They can see you on time and they help you."

"Sometimes you don't get an appointment when you really need it, especially for the kids"

"Doctor, I saw last week was good and quite encouraging. They were patient."

"It is very hard to get an appointment over there, it takes a long time if it is an emergency, you have to wait a long time when you phone them it takes a long time to get through, it is more than 15 minutes, they are so busy."

"Telephone appointments can be helpful when at work."

"Been registered here since I was born. The staff are all nice and friendly."

"Getting an appointment is very hard. Have to wake up early in the mornings or else you want to get one. Waiting time is too long."

"I always get an appointment when I need them. The doctors are always very helpful when I'm here and I'm always seen straight away, they are all very lovely. They rang me for my appointment when they said they would."

"The appointment are not so easy, if you phone, it rings and rings, especially if you need an appointment but now, I just go to the A&E. We used to have the same doctor that we saw when we come but now, they keep changing the doctors now, so every time you come it is someone else."

"Every time I call, I get an appointment for my kids and for myself, it is easy to get to speak to them over the phone as well and they get the job done, the only time I could not get an appointment is when I called past the time and the appointments were gone. Sometimes I cannot come, and I do not need to see them in person, so it is easy and more convenient for me, so I request phone appointments."

"Sometimes you want to see them and a lot of times it is a telephone appointment and sometimes it is a week away, you can't see them quicker, so we have to go to the A&E because we are not getting a quick response from the GP, which is not good because we then put pressure on the hospitals. They need more doctors and one of the doctors has just retired as well."

GP Services

No. of Reviews	441 (relating to 39 GP practices)
Positive	72%
Negative	7%
Neutral	21%



Questions we asked residents

As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

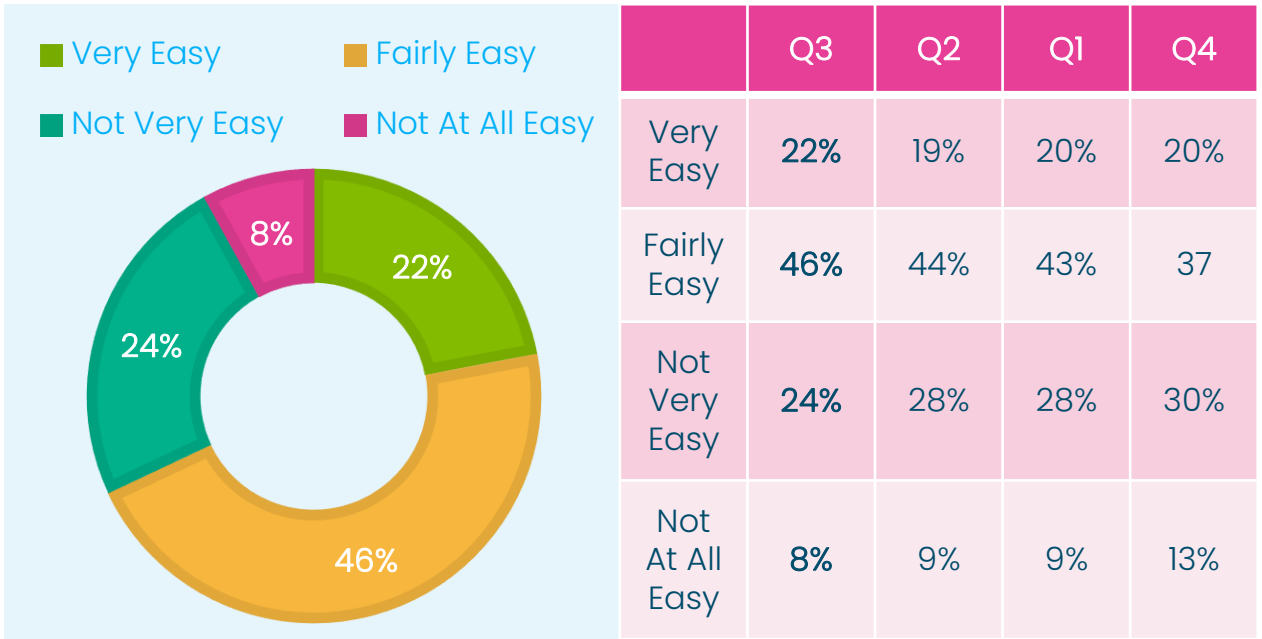
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the service?
- Q6) How would you rate the quality of treatment and care received?

Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (Very Easy – Not at All Easy) to allow our data to be comparable with the NHS data.

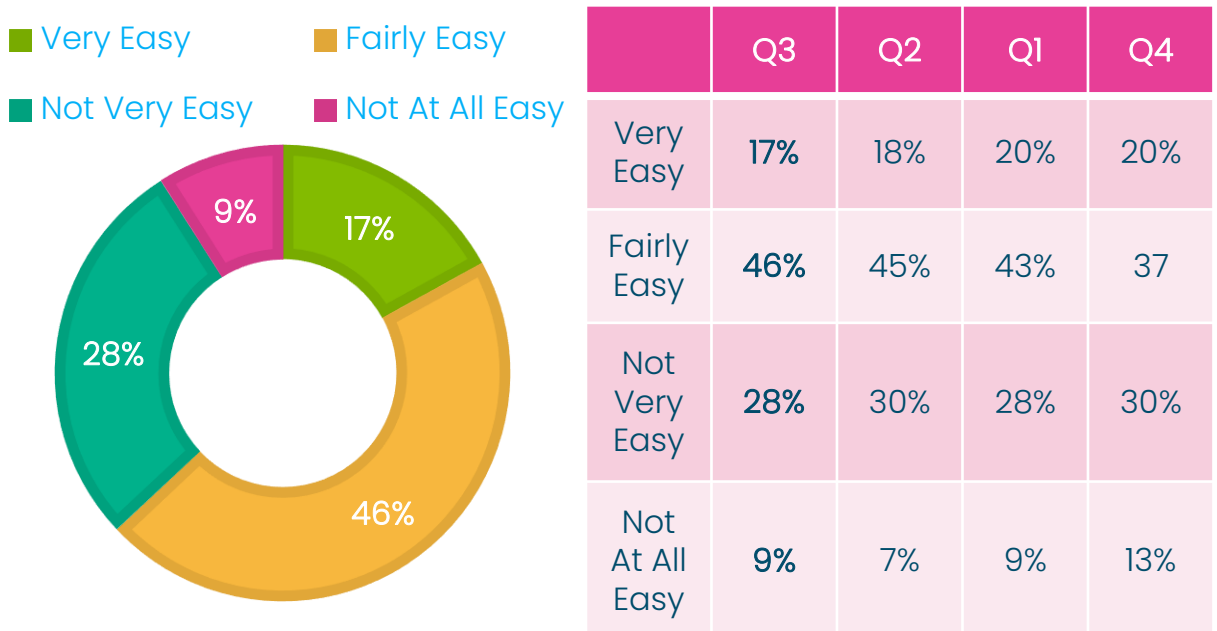
Participants were asked to choose between 1-5* (Terrible – Excellent)

Access and Quality Questions

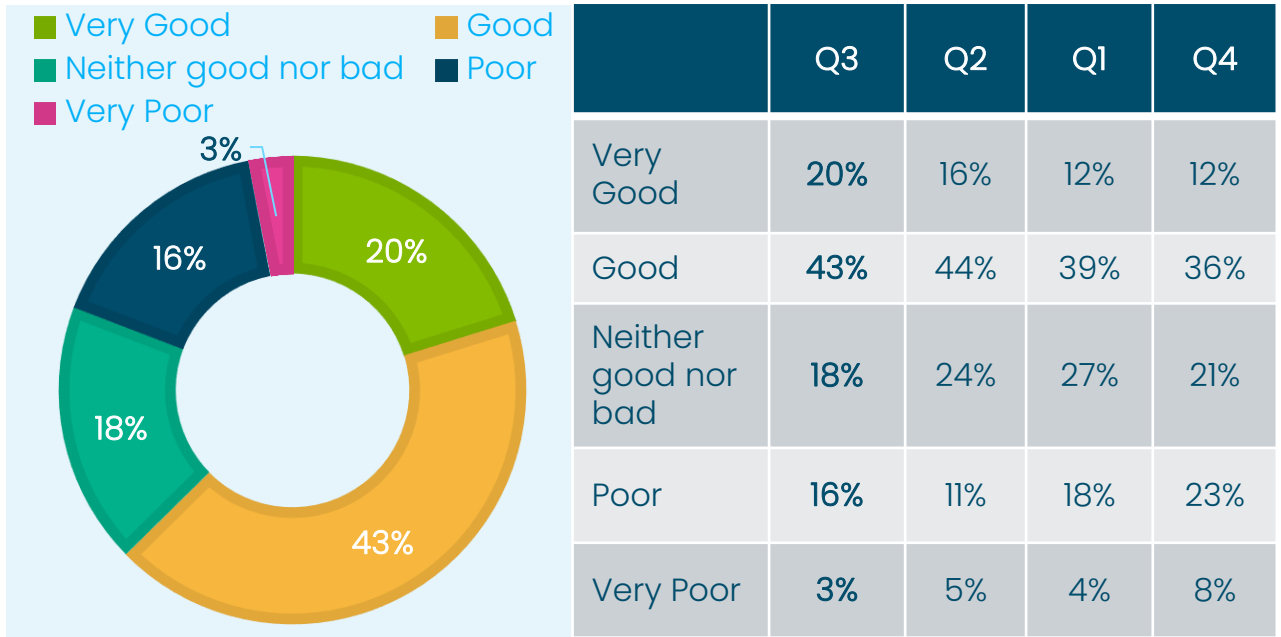
Q1) How do you find getting an appointment?



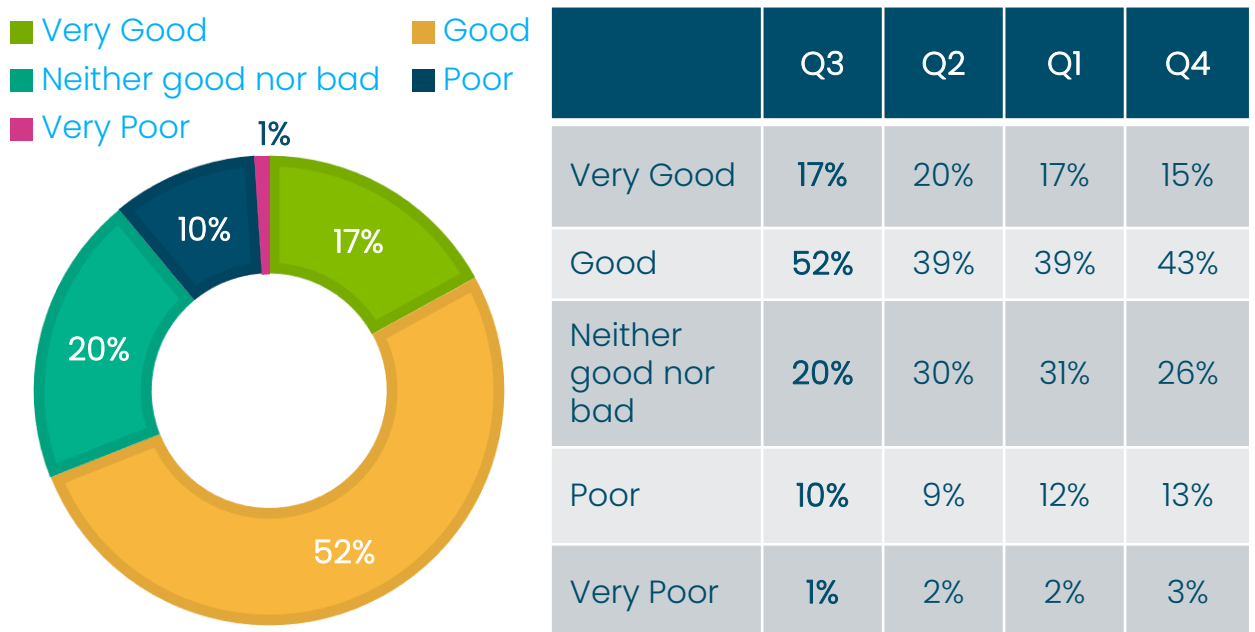
Q2) How do you find getting through to someone at your GP practice on the phone?



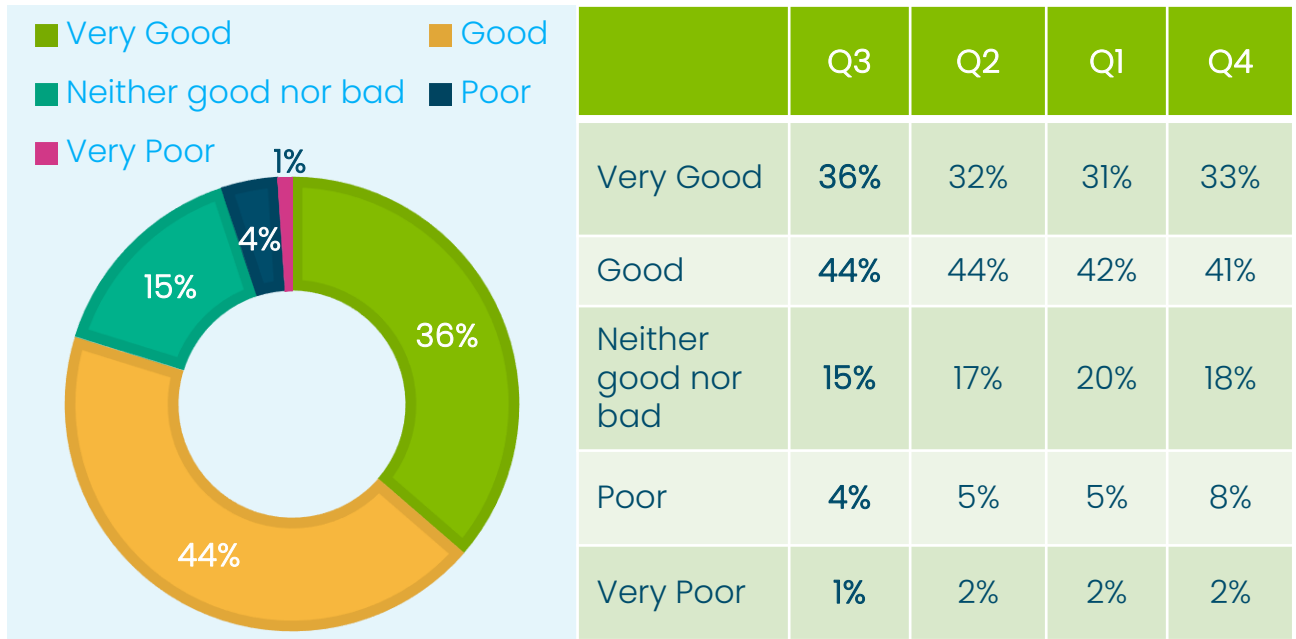
Q3) How do you find the quality of online consultations?



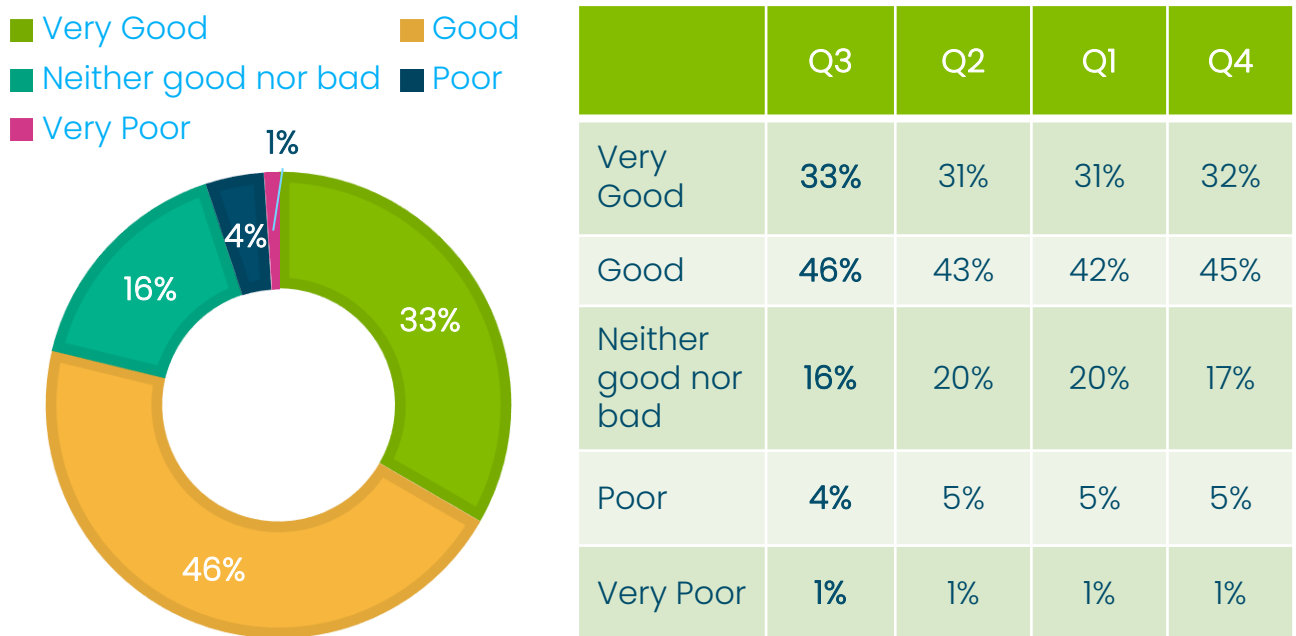
Q4) How do you find the quality of telephone consultations?



Q5) How did you find the attitudes of staff at the service?



Q6) How would you rate the quality of treatment and care received?



Thematic analysis

In addition to the access and quality questions highlighted on previous pages, we also ask two further free text questions (**What is working well? and What could be improved?**), gathering qualitative feedback to help get a more detailed picture about GP practices.

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 5 positive and negative themes mentioned by patients between October and December 2023 based on the free text responses received. This tells us which areas of the services are most important to patients.

Top 5 Positive Themes	Total Count and % of Positive Reviews
Quality of Staff (Health Professionals)	82 (87%)
Booking Appointments	49 (49%)
Appointment Availability	49 (37%)
Staff Attitudes	48 (92%)
Management of Service	43 (83%)

Top 5 Negative Themes	Total Count and % of Negative Reviews
Getting Through on The Telephone	87 (80%)
Appointment Availability	77 (58%)
Booking Appointments	49 (49%)
Waiting Times And Queueing On Arrival	37 (73%)
Patient Choice	26 (63%)

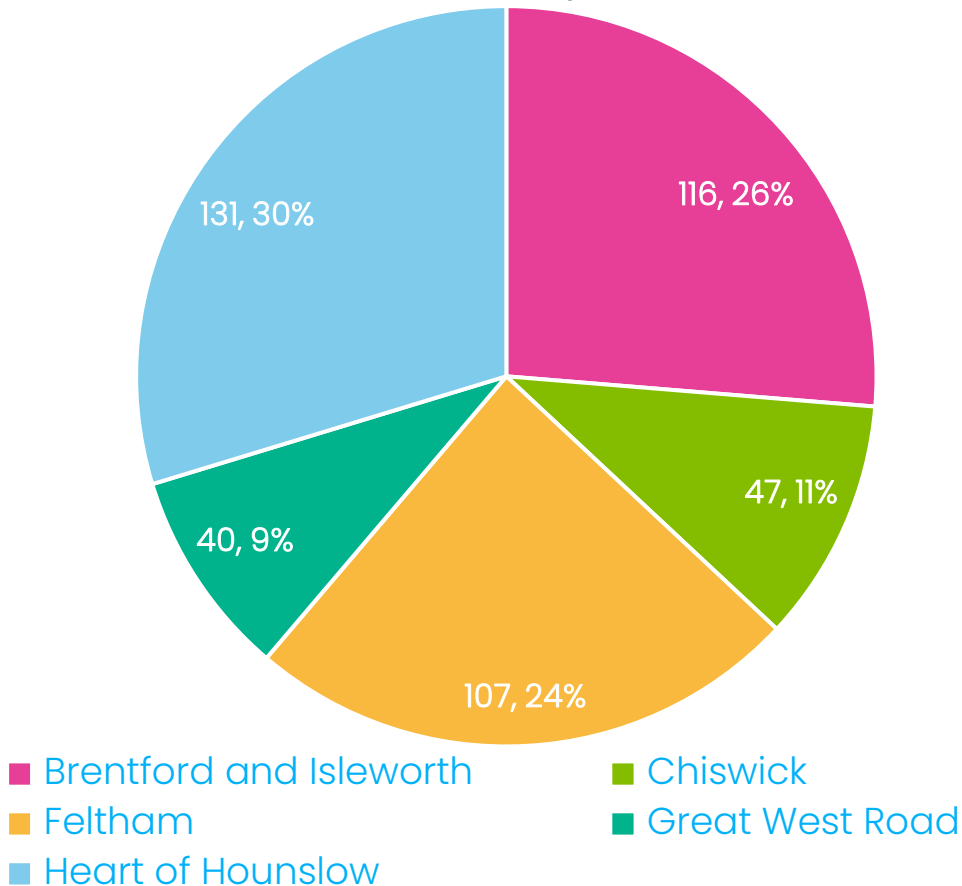
Primary Care Networks

Primary care networks (PCNs) are groups of GP practices within the same area which work together to support patients. Within Hounslow there are **5 PCN'S** covering the borough. These are:

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

Between October and December, the PCNs which received the most reviews were Heart of Hounslow, Brentford & Isleworth and Feltham.

Total Reviews per PCN



PCN Access and Quality Questions

In order to understand the variance of experience across the borough we have compared the PCNs by their access and quality ratings.

Please note that Access has been rated out of 4 (1 – Not at All Easy – 4 Very Easy) and Quality is out of 5 (1 – Terrible, 5 – Excellent)

Each average rating has been colour coded to indicate positive, (green) negative (pink) or neutral (blue) sentiment.

PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	Getting an appointment	Getting through on the phone	Of Online consultations	Of Telephone consultations	Of Staff attitudes	Of Treatment and Care
Brentford & Isleworth	2.7	2.7	3.5	3.6	3.9	4.1
Chiswick	2.9	2.8	2.3	3.9	4.6	4.1
Feltham	2.8	2.7	3.8	3.8	4.1	4.2
Great West Road	2.8	2.6	3.7	3.7	4	3.9
Heart of Hounslow	2.9	2.8	3.5	3.7	4	3.9

PCN Themes

We have also identified the top 3 positive and negative themes for each PCN where we have received over 10 reviews.

Primary Care Network	Average Overall rating	Top 3 Positive Issues	Top 3 Negative Issues
Brentford and Isleworth	3.8	1. Staff Attitudes	1. Getting Through on the Telephone
		2. Quality of Health Professionals	2. Waiting Times and Queueing on Arrival
		3. Treatment and Care Support	3. Patient Choice
Chiswick	4	1. Quality of Telephone Consultations	1. Getting Through on the Telephone
		2. Booking Appointments	2. Online Consultations
		3. Appointment Availability	3. Appointment Availability
Feltham	3.9	1. Management of Service	1. Patient Choice
		2. Quality of Treatment	2. Getting Through on The Telephone
		3. Treatment and Care Support	3. Appointment Availability
Great West Road	3.9	1. Quality of Health Professionals	1. Getting Through on The Telephone
		2. Booking Appointments	2. Appointment Availability
		3. Appointment Availability	3. Booking Appointments
Heart of Hounslow	3.9	1. Staff Attitudes	1. Waiting Times on Arrival
		2. Quality of Health Professionals	2. Getting through on the telephone
		3. Staff Suitability	3. Appointment Availability

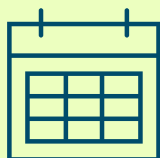
What has worked well?

Below is a list of the key positive aspects relating to GP practices between October and December 2023



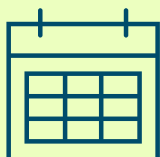
Quality of Health Professionals

This theme received the highest number of positive comments, 87% of these reviews were positive. This is similar to previous quarters, in Q2 it was 90% and 85% in Q1. Indicating that the level of care provided by health practitioners continues to be well received.



Booking Appointments

From the comments we received regarding the appointment booking process; 49% of these were positive. In Q2 it was 48% and in Q1 it was 47%. Showing that the process was easy for many patients. The responses to quantitative question 1 also reflects this, see page 9.



Appointment Availability

133 reviews cited the availability of appointments, from these, 37% were positive. This is a noticeable improvement from the 30% recorded in Q2. This improvement means more patients found it quicker to get appointments this quarter than they did previously



Staff Attitudes

92% of feedback referring to staff attitude were positive. This is a substantial improvement from Q2 when it was only 67%. Lots more interactions between residents and practice staff has been pleasant this quarter. The responses to quantitative question 5 also reflects this, see page 11.



Management of Service

Majority of residents remain content with how their practices are being run by management. 83% of the reviews citing this theme were positive. While this is a large decline from Q2 when it was 91%, it is still a small improvement from Q1 when it was only 78%.

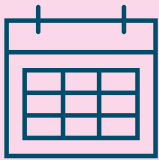
What could be improved?

Below is a list of the key areas for improvement relating to GP practices between October and December 2023



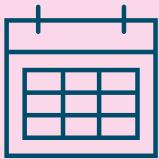
Getting Through On The Telephone

80% of the reviews covering the ease getting through to the GP were negative. This is almost similar to what we found in the past few quarters; in Q2 it was 78% and in Q1 it was 81%. For most patients the difficulty of getting through on the phone has persisted.



Appointment Availability

This theme received the highest number of comments, with 133, 58% of these reviews were negative. This is a small decline from Q2 when it was 64%, it's almost similar to what we found in Q1 when it was 55% and 59% in Q4. However, the frustrations from the lack of appointments persists for a lot of patients.



Booking Appointments

49% of reviews that covered the process of booking appointments were negative. This is a small decline from Q2 when it was 53% but identical to Q1 when it was 49% negative. Showing us that patients' experience booking appointments hasn't improved in the past few quarters.



Waiting Times (Punctuality and Queueing on Arrival)

73% of reviews that covered the waiting times at appointments were negative. Similar to the last two quarters, it was 71% in Q2 and in Q1 when 72% were negative. Showing us that the delays experienced at appointments by patients have persisted all through the past few months.



Patient Choice

63% of reviews that covered patient choice were negative. We found similar sentiments from residents in Q2, with 66% negative reviews, too many residents are frustrated at the lack of choice available to them. The main complaints are the length appointments being too short and if appointments are in person or digital.

Recommendations

Below is a list of recommendations for GP practices in Hounslow based on the findings in this section

Getting Through on the Telephone.

1. Encourage patients not to call during the busier periods of the day.
2. More staff and a designated staff member to answer calls from patients if possible.
3. Try to implement a call-back service for patients.

Appointment Availability

1. When appointments are not available, suitable signposting should be done.
2. More support given to patients to feel more comfortable booking appointments online and ensure the system of doing so works well.

Booking Appointments

1. Ensure the methods of booking appointments work when patients try to use the ,e.g. no technical issues with PATCHS.
2. Inform and support patients to use the different methods of booking appointments.

Waiting Times (queueing on arrival)

1. Inform patients on arrival when there is a delay to manage their expectations on the day.
2. Regularly update patients about the delay period.

Patient Choice

1. More information provided to patients about the choices available to them.
2. Acknowledge patients' preferences for appointments.

Emerging or Ongoing Issues

So that we can understand ongoing or emerging issues in the borough we compare the top positive and negative issues throughout the year. We have highlighted in dark pink or bright green any issues which have repeated in at least three quarters.

Positive Issues

Q3	Q2	Q1	Q4
Quality of Health Professionals	Quality of Health Professionals	Convenience/ Distance to Travel	Quality of Health Professionals
Booking Appointments	Appointment Availability	Quality of Health Professionals	Management of Service
Appointment Availability	Booking Appointments	Quality of Treatment	Convenience/ Distance to Travel
Staff Attitudes	Management of Service	Management of Service	Suitability of Staff
Management of Service	Quality of Treatment	Suitability of Staff	Treatment and Care Support

Negative issues

Q3	Q2	Q1	Q4
Getting Through on The Telephone	Appointment Availability	Staff Levels	Getting Through on the Telephone
Appointment Availability	Getting Through on the Phone	Patient Choice	Patient Choice
Booking Appointments	Booking Appointments	Getting Through on the Phone	Booking Appointments - Online
Waiting Times And Queueing On Arrival	Quality of Telephone Consultations	Waiting Times (punctuality and queuing on arrival)	Waiting Times (punctuality and queuing on arrival)
Patient Choice	Patient Choice	Treatment Experience	Quality of Telephone Consultations

Equalities Snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience based on personal characteristics.

This section pulls out interesting statistics we found when analysing overall experience ratings (1=Terrible 5= Excellent). A full demographics breakdown can be found in the appendix.



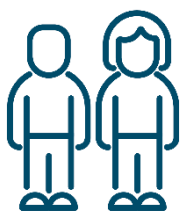
Gender

During the last quarter, men and women reported the same sentiment of positive experiences, with 73% each. In addition, the negative responses from the genders were similar, with 6% and 5% respectively.



Age

From the age groups with at least 20 reviews. 75–84-year-olds had the highest percentage of positive experience with 90%. This is followed by; 18-24 olds with 76% and by 65–74 years old with 75%. By contrast, 35-44-, 45-54- and 55–64-year-olds have shared the most negative reviews with 9%, 8%, and 8% negative reviews, respectively.



Ethnicity

79% of White British; 75% from both Asian Pakistani and Asian Indian residents considered their experience at GPs to be positive. These were the highest percentage for any ethnicity that received more than 10 reviews. However, the groups that shared the most negative reviews was Asian Pakistani residents with 10% and Asian British residents with 12% .



Long Term Condition

From the GP patients we spoke to, 75% of them shared that they have a long-term condition.

From those patients, 71% of them had a positive experience at their practice, we saw similar sentiments from patients last quarter when it was 74% positive experiences.

Experiences of Hospital Services



What people told us about Hospitals

"I was done within 30 minutes. It was a walk-in appointment, so it was up to me to come in at my convenience. I had no issues with them, they explained everything, and it was easy to understand."

"They were very good, they responded quickly. There was no problem with them, the consultant we saw was great and took them with us and we got extra time for them to explain to us."

"My doctor was excellent at communicating with the hospital and me. The staff kept you informed about all the care and provided support and guidance."

"Their treatment has been upgraded. Explained the issue very well and corrected it efficiently."

"The treatment was quick once we got seen. The staff are good, but they are overworked."

"The communication has taken a long time to get the result, that was a couple of months ago."

"Aftercare in the labour ward was poor. I was in a lot of pain, and I had to keep asking doctors to come and see. A lot of the nurses were not good."

"The communication has taken a long time to get the result, that was a couple of months ago."

"We have to wait for so long without any explanation for why we are waiting for so long. They are not really nice and helpful, they are just there chit chatting with themselves, they don't seem to understand that we are there because we have to be there."

"The wait is too long. How they speak to you could be better. They gave priority to other patients even though I was there earlier."

Hospital Services

No. of Reviews	214
Positive	70%
Negative	13%
Neutral	18%

Questions we asked residents



As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

Q1) How did you find getting a referral/appointment at the hospital?

Q2) How do you find getting through to someone on the phone?

Q3) How do you find the waiting times at the hospital?

Q4) How do you find the attitudes of staff at the service?

Q5) How do you think the communication is between your hospital and GP practice?

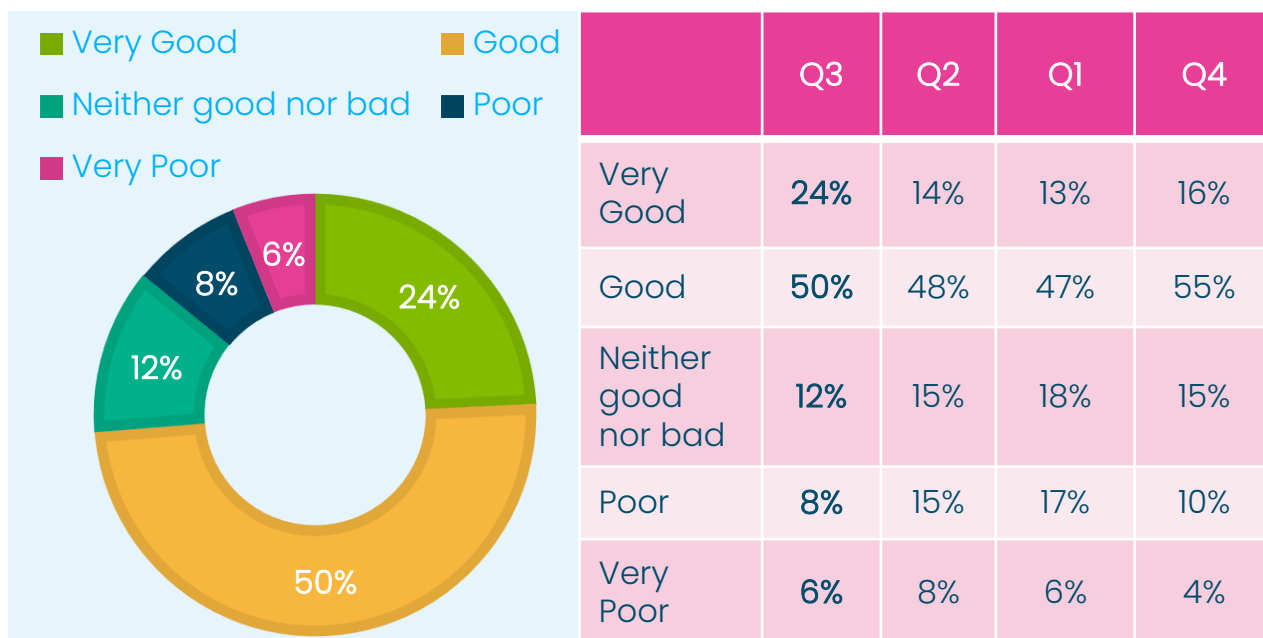
Q6) How would you rate the quality of treatment and care received?

Participants were asked to choose between 1-5* (Terrible – Excellent) for all questions.

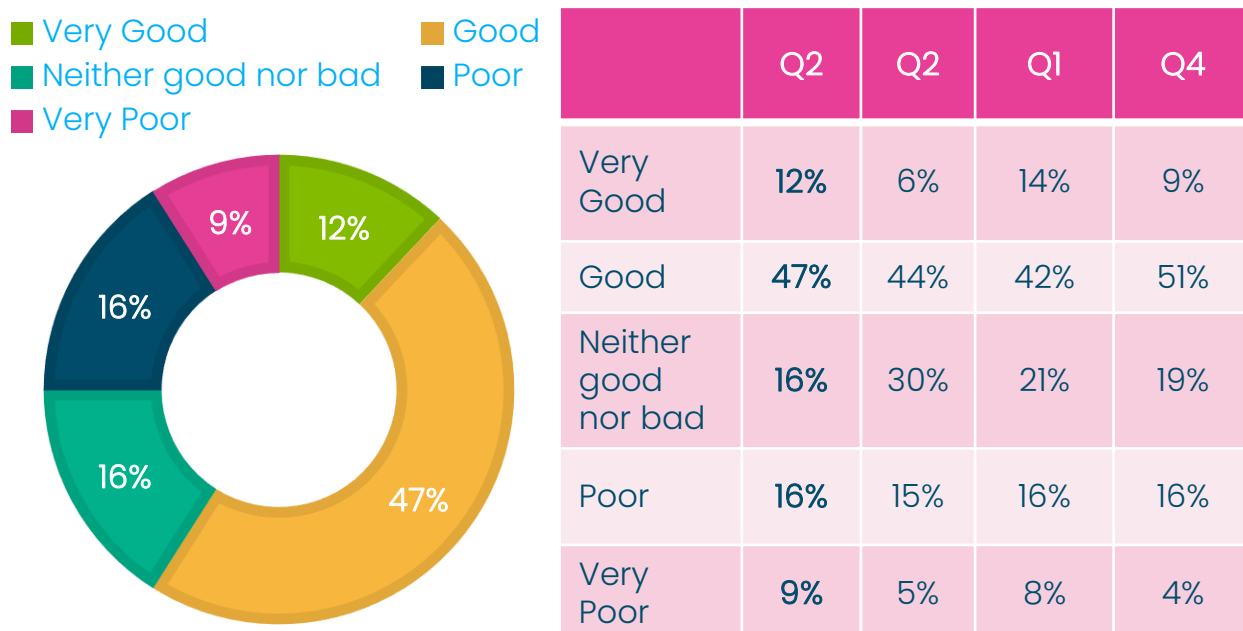


Access and Quality Questions

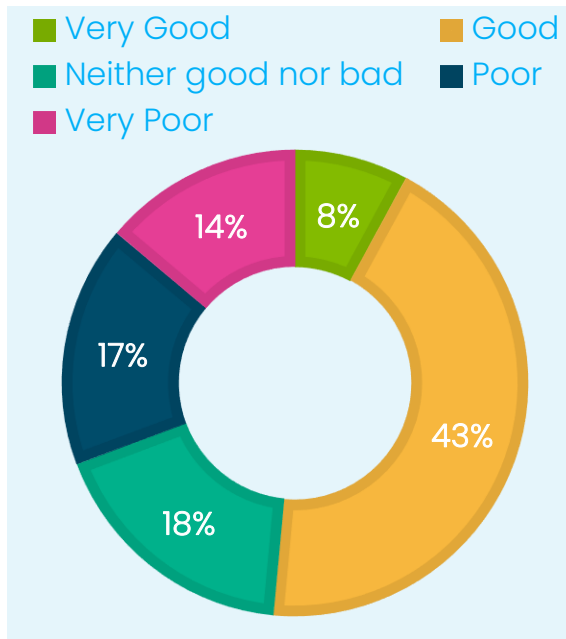
Q1) How did you find getting a referral/appointment at the hospital?



Q2) How do you find getting through to someone on the phone?

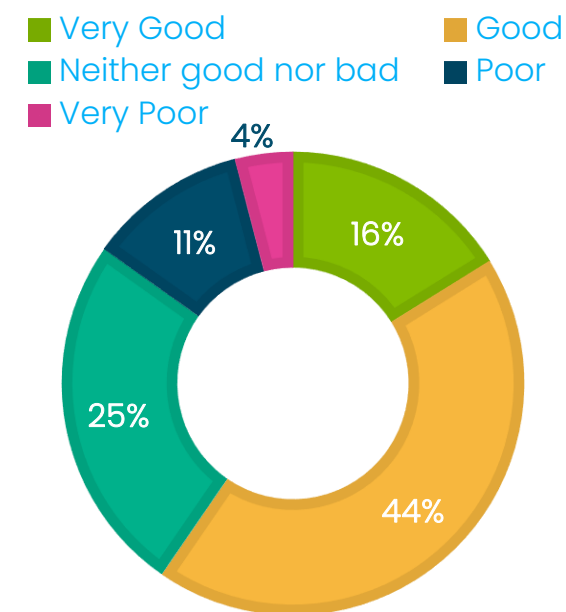


Q3) How do you find the waiting times at the hospital?



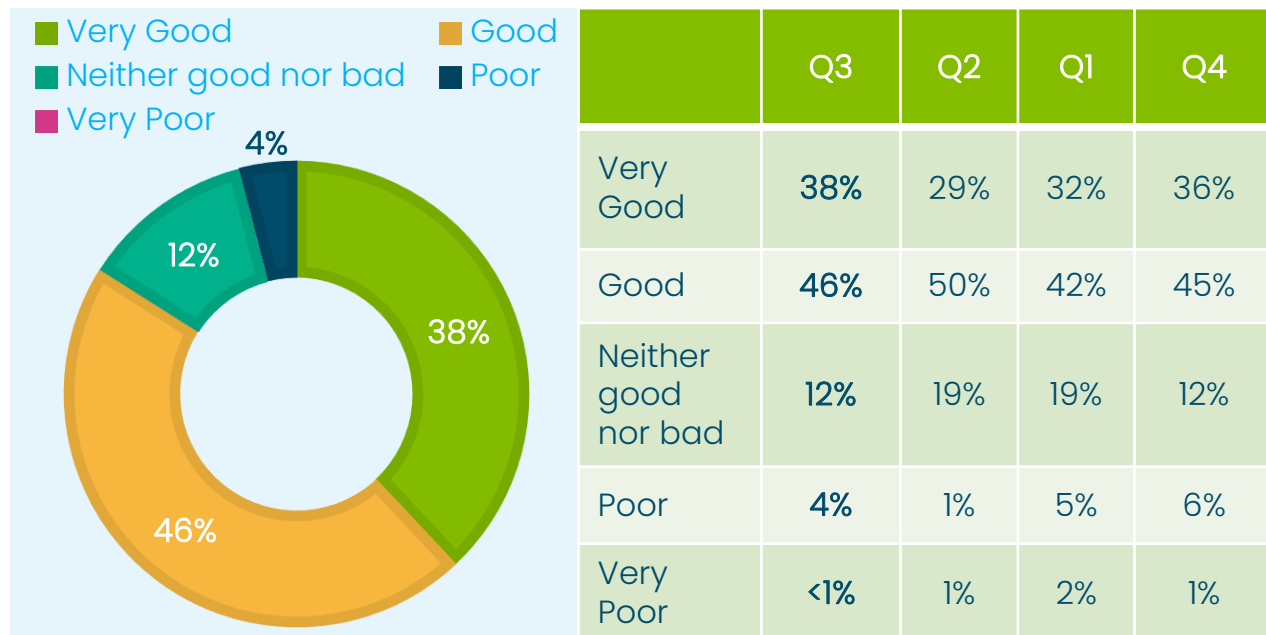
	Q3	Q2	Q1	Q4
Very Good	8%	11%	8%	10%
Good	43%	35%	35%	37%
Neither good nor bad	18%	31%	27%	23%
Poor	17%	12%	20%	20%
Terrible	14%	11%	11%	11%

Q4) How do you think the communication is between your hospital and GP practice?

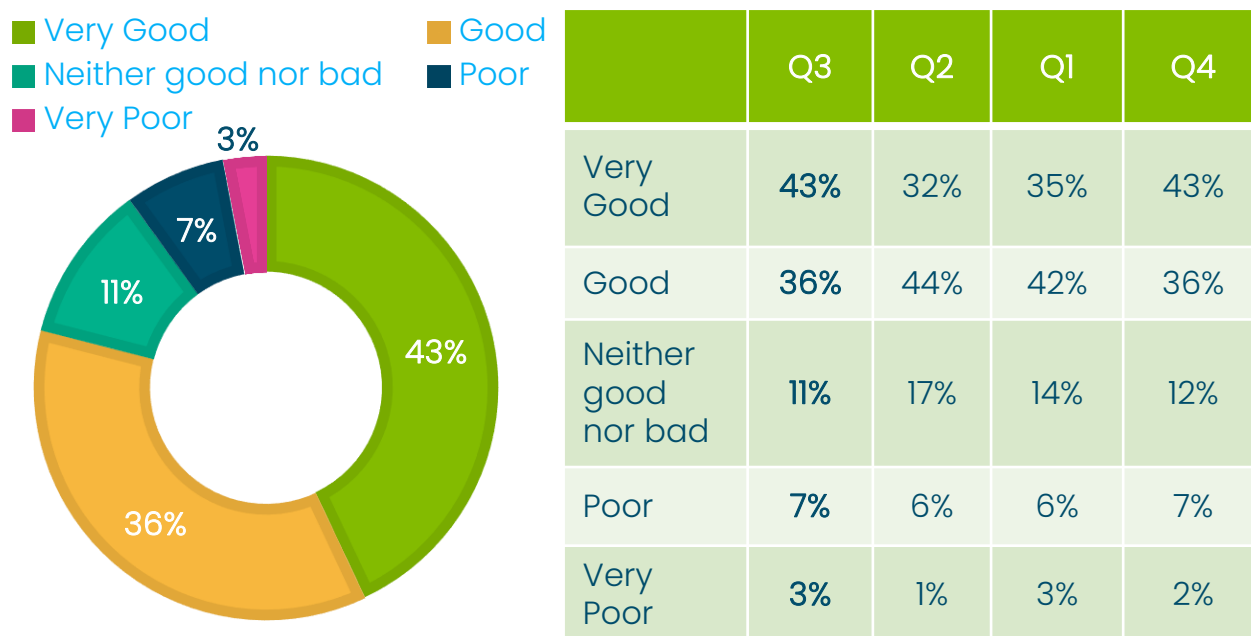


	Q3	Q2	Q1	Q4
Very Good	16%	14%	9%	16%
Good	44%	43%	42%	52%
Neither good nor bad	25%	29%	31%	19%
Poor	11%	10%	13%	9%
Very Poor	4%	4%	5%	4%

Q5) How do you find the attitudes of staff at the service?



Q6) How would you rate the quality of treatment and care received?



Thematic analysis

In addition to the access and quality questions highlighted on previous pages, we also ask two further free text questions (**What is working well?** and **What could be improved?**), gathering qualitative feedback to help get a more detailed picture about Hospital services.

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 5 positive and negative themes mentioned by patients between October and December 2023 based on the free text responses received. This tells us which areas of the services are most important to patients.

Top 5 Positive Issues	Total Count and % of Positive Reviews	Top 5 Negative Issues	Total Count and % of Negative Reviews
Quality of Treatment	39 (87%)	Waiting Times and Queueing on Arrival	62 (61%)
Waiting Times and Queueing on Arrival	31 (30%)	Communication with patients	17 (46%)
Staff Attitudes	24 (73%)	Appointment Availability	13 (65%)
Communication with Patients	19 (51%)	Treatment Experience	13 (46%)
Treatment Experience	15 (54%)	Staff Attitudes	9 (27%)

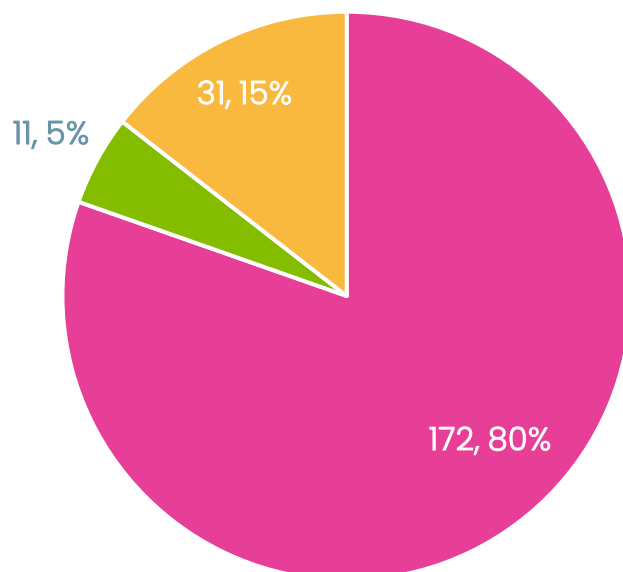
Hospital Trusts

Hounslow residents access a variety of different hospitals depending on factors such as choice, locality and specialist requirements. During the last three months we heard experiences about the following hospitals:

- West Middlesex University Hospital
- Charing Cross Hospital
- Other Hospitals Outside The Borough

Between October and December, the services which received the most reviews were West Middlesex University Hospital and Charing Cross Hospital. This is similar to what we found last quarter, when West Middlesex and Charing Cross Hospitals had the most reviews.

Total Reviews per Hospital



- West Middlesex University Hospital
- Charing Cross Hospital
- Other Hospitals Outside The Borough

In order to understand the variance of experience across the hospitals we have compared the ratings given for access and quality covered in the previous section. Most of the reviews are from West Middlesex Hospital and on the table below we can see the other hospitals. Please note that each question has been rated out of 5 (1 – Terrible 5 –Excellent)

Positive ■ Neutral ■ Negative ■

Name of Hospital	ACCESS (out of 5)			QUALITY (out of 5)		
	To a referral/ appointment	Getting through on the phone	Waiting Times	Of Communication between GP and Hospital	Of Staff attitudes	Of Treatment and Care
West Middlesex No of reviews: 172	3.7	3.3	3	3.5	4.1	4
Other Hospitals Outside the Borough No of reviews: 31	4	3.8	3.9	3.8	4.5	4.7
Charing Cross No of reviews: 11	4	3.3	3.7	3.6	4.5	4.6

We have also identified the top 3 positive and negative themes for each hospital where we have received over 20 reviews.

Hospitals	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
West Middlesex Hospital No of reviews: 219	3.7	1. Staff Suitability	1. Waiting Times and Queueing on Arrival
		2. Quality of Treatment	2. Communication with patients
		3. Management of Service	3. Treatment Experience
Hospitals Outside the Borough No of reviews: 20	4.4	1. Communication with patients	1. Appointment Availability
		2. Treatment Experience	2. Waiting Times and Queueing on Arrival
		3. Staff Attitudes	3. Booking Appointments

What has worked well?

Below is a list of the key positive aspects relating to hospitals between October and December 2023



Quality of Treatment

Positive comments accounted for 87% of comments on this theme, which is almost same as Q2 when it was 89% and an improvement on Q1's 83%. The quality of treatment received at hospitals remains consistently high, and the responses to quantitative question 6 also reflects this, see page 26.



Waiting Times (Punctuality and Queueing on Arrival)

30% of the comments citing the waiting times at hospitals for patients were positive. A small decline from Q2 when 36% positive comments about waiting times. In addition, to these positive sentiments, most of the responses to quantitative question 3 was also positive, see page 25.



Staff Attitudes

73% of comments that covered staff attitude were positive. Although, this is a significant decline from previous quarters; Q2 when it was 89% positive and in Q1 reported at 86%. There is a continued trend of residents having pleasant interacts with hospital staff.



Communication with Patients

51% of the reviews covering the communication between hospitals and patients were positive. Most patients were pleased with information and updates they get regarding the treatment they are receiving at hospitals.



Treatment Experience

54% of comments that covered experience of treatment were positive, but in Q2 it was 63% positive. Although that is a significant decline, majority of patients continue to have positive experiences of receiving treatment from the doctors and nurses at hospitals.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between October and December 2023.



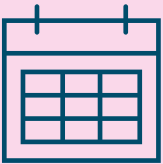
Waiting Times (Punctuality and Queueing on Arrival)

This sub-theme was highlighted in 102 reviews, 61% of them being negative. This indicates a sizeable decline from the previous quarter when it was only 54% negative. Most of these reviews were from patients experiencing long delays at the A&E and urgent care services.



Communication With Patients

There is a trend of more patients expressing their dissatisfaction with the communication from hospitals. 46% of reviews covering communication between hospitals and patients was negative. A significant increase from Q2 when it was only 27% and in Q1 it was 14%.



Appointment Availability

65% of reviews that covered availability of appointments were negative. This is a significant decline from Q1 when it was 81% negative. Although, we've seen some improvement for a lot of patient's the length of time spent waiting between appointments continues to be too long.



Treatment Experience

46% of reviews covering the experiences of patient receiving treatment at hospitals was negative. This is a noticeable increase from Q2 when it was 38% negative. The general experience of patients while receiving treatment at hospitals has decline in the past quarter.



Staffing Attitudes

The interactions between staff and patients at hospitals are trending negatively. 27% of the reviews that covered attitude of staff were negative this quarter. A significant increase from Q2 when it was 11% negative and in Q1 it was 10% negative.

Recommendations

Below is a list of recommendations for hospitals in Hounslow based on the findings in this section

Appointment Availability

1. Offer alternatives to patient when there are changes to appointments, for example, at hospitals with lower waiting lists.
2. Provide patients the choice to have some appointments digitally.

Waiting Times for Appointments

1. Communicate with patients on arrival about any delays on the day.
2. Provide triage as quickly as possible to emergency.
3. Stagger the appointment times for walk-in appointments patients.

Communication

1. Send patient letters and/or emails explaining the next steps to patients adequately.
2. Keep patients updated around the communications between hospitals and with their GPs.

Treatment Experience

1. Patients need to feel more involved and engaged throughout their treatment process.
2. Ensure Health practitioners give undivided attention to patients.

Staff Attitude

1. Increase administrative staff on call to deal with patient queries.
2. Monitor staff rotas to prevent burn out.

Emerging or Ongoing Issues

In order for us to understand ongoing or emerging issues in the borough we compare the top positive and negative issues throughout the year. We have highlighted in dark pink or bright green any issues which have repeated in at least three financial quarters.

Positive Issues

Q3	Q2	Q1	Q4
Quality of Treatment	Quality of Treatment	Staff Professionalism	Quality of Staff-Healthcare Professionals
Waiting Times and Queueing on Arrival	Waiting Times and Queueing on Arrival	Staff Attitudes	Quality of Treatment
Staff Attitudes	Staff Attitudes	Communication with Patients	Staff Attitudes
Communication with Patients	Management of Service	Management of Service	Booking Appointments
Treatment Experience	Staff Attitudes – Health Professionals	Quality of Treatment	Suitability of Staff

Negative issues

Q3	Q2	Q1	Q4
Waiting Times and Queueing on Arrival	Waiting Times and Queueing on Arrival	Staffing Levels	Staffing Levels
Communication with patients	Appointment Availability	Communication Between Services	Communication Between Services
Appointment Availability	Staffing Levels	Lack of Communication	Lack of Communication
Treatment Experience	Waiting for Appointment Referrals	Appointment Availability	Waiting Times and Queueing on Arrival
Staff Attitudes	Lack of Communication	Waiting Times and Queueing on Arrival	Appointment Availability

Equalities Snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience provided to people based on their personal characteristics.

This section pulls out interesting statistics when we analysed overall experience ratings (1= Terrible 5= Excellent) A full demographics breakdown can be found in the appendix.



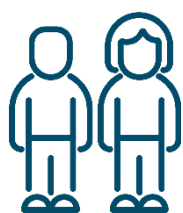
Gender

During the last quarter, 68% of the men had a positive experience at Hospitals, this is a sizeable improvement from last quarter when it was 61%. However, 70% of women rated their hospital visit as 'Good' or 'Excellent'. Similar to Q2 when it was 73%.



Age

From the age groups we collected more than 15 reviews from; 65–74-year-olds had the highest number of positive experiences at hospitals, with 90% of all them being pleased with the services. The second highest number of positive reviews came from 55–64-year-olds, 82% of this feedback was positive.



Ethnicity

For this quarter, hospital patients that we spoke to White British (61), Asian Indian (31) and Asian British (25) had the most reviews.

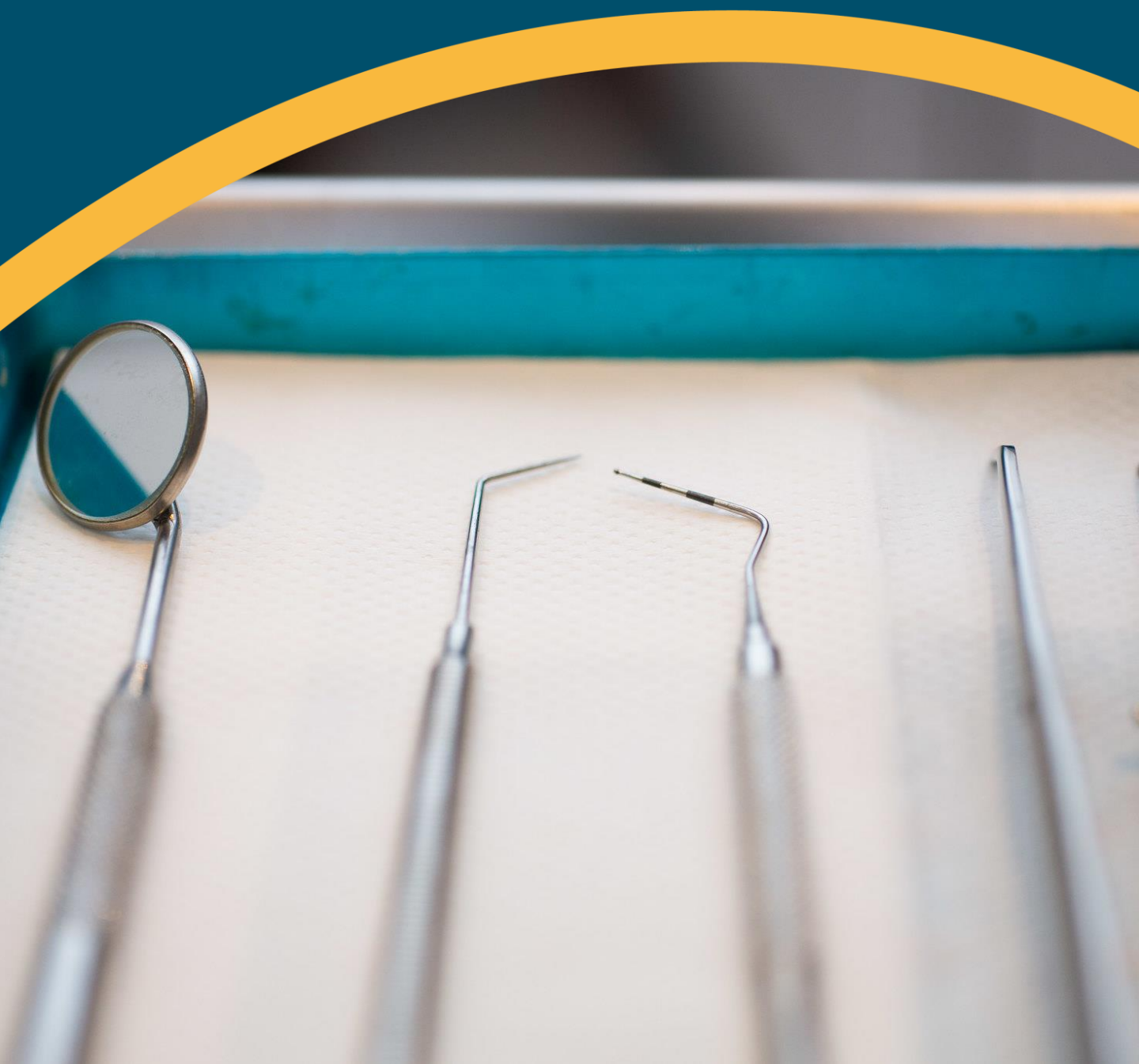
White British had 72% positive reviews; this is like last quarter when it was 73%. For Asian Indian reviews; 71% were positive this quarter and is similar to last quarter when it was 69%. In addition, Asian British reviews were 76% positive, which is also comparable with what we had last quarter when it was 79%.



Disability and Long-Term Conditions

Patients who considered themselves to be disabled (24) responded with 58% positive reviews, which is a significant decrease from Q2 when it was 84%. Also, patients with long-term condition (77), 70% of these reviews were positive. Which is also a significant decrease compared to Q2 when it was 83%. However, it should be noted that the change in responses from these demographics of patients has mostly been from positive to neutral reviews, i.e. "Neither good nor bad".

Experiences of Dental Services



Dental Services

No. of Reviews	71 (relating to 31 Dental practices)
Positive	87%
Negative	3%
Neutral	10%



Questions we asked residents

As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

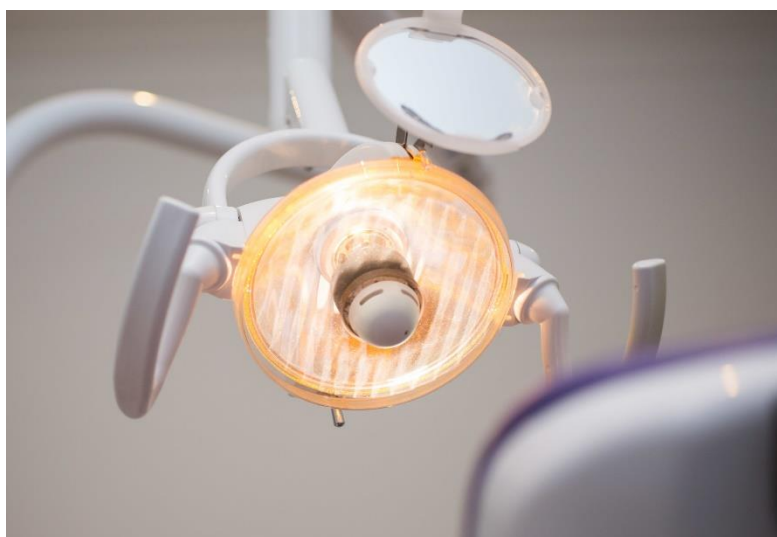
Q1) How did you find it registering with an NHS dentist? (within the last 12 months)

Q2) How do you find getting NHS appointments?

Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

Q4) How helpful are staff in explaining your dental treatment?

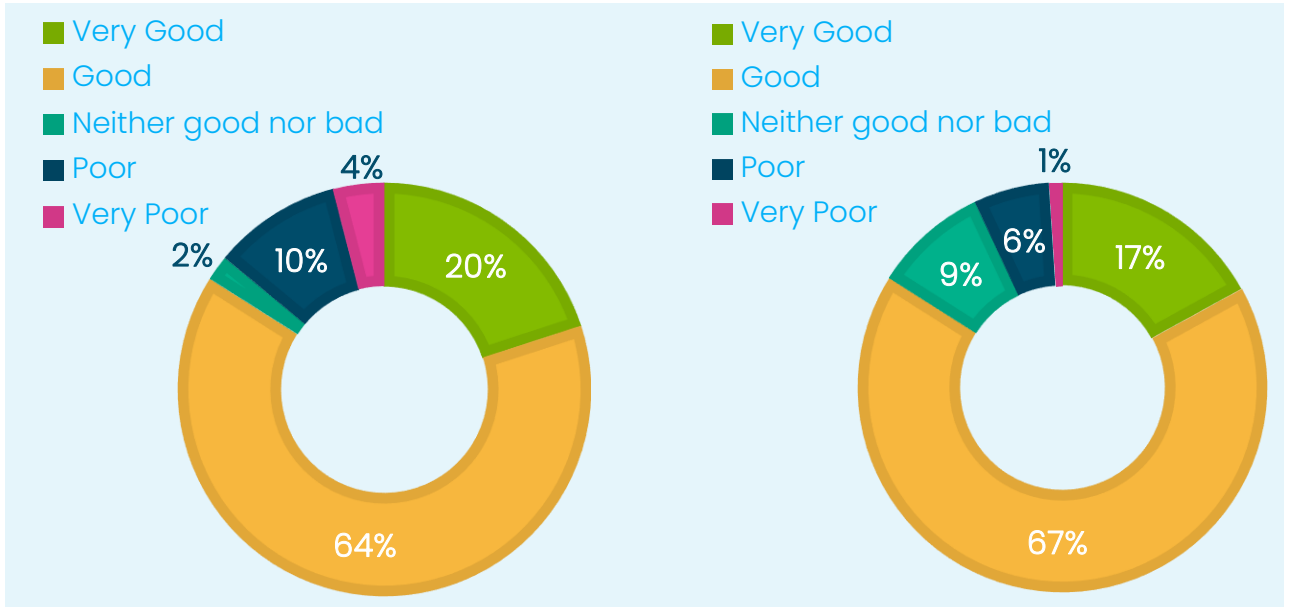
Q5) How do you find the attitudes of staff at the service?



Access and Quality Questions

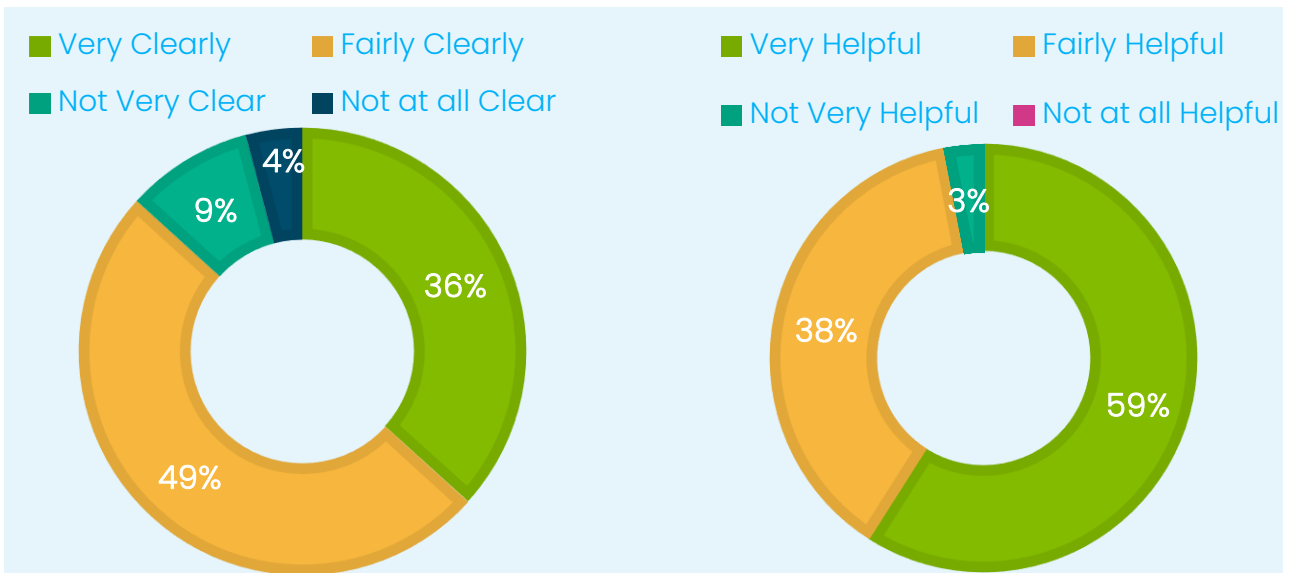
Q1) How did you find it registering with an NHS dentist? (within the last 12 months)

Q2) How do you find getting NHS appointments?

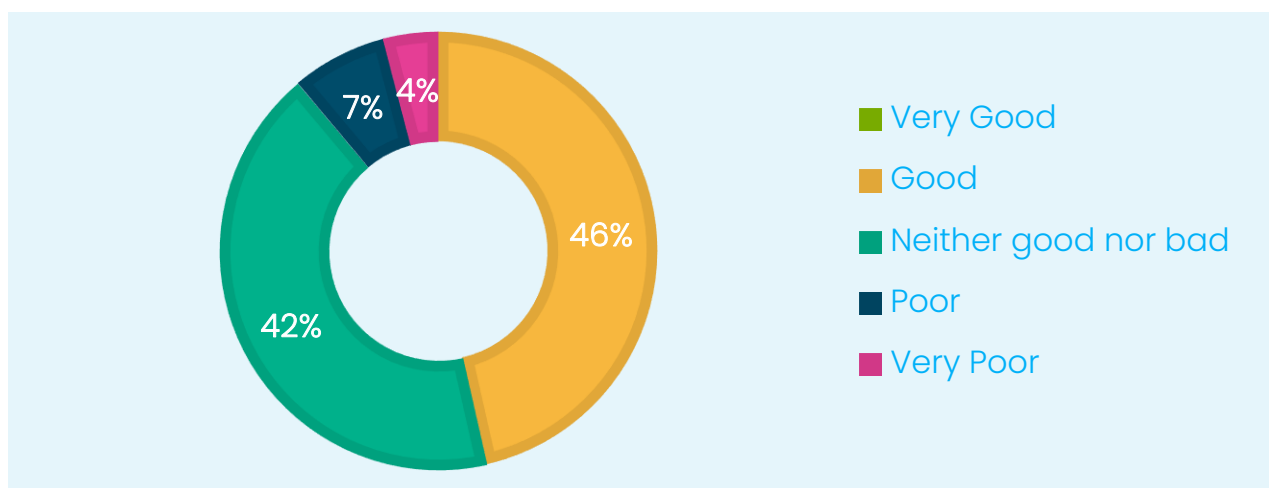


Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

Q4) How helpful are staff in explaining your dental treatment?



Q5) How do you find the attitudes of staff at the service?



Thematic analysis

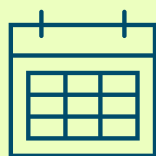
In addition to the access and quality questions we also ask two further free text questions (*What is working well?* and *What could be improved?*) to help get a more detailed picture of Dental services.

Each experience we collect is reviewed and up to 5 themes and sub-themes themes are applied. The tables below show the top 5 positive and negative issues received between October and December 2023 based on the free text responses received.

Top 5 Positive Issues	Total Count and % of Positive Reviews	Top 5 Negative Issues	Total Count and % of Negative Reviews
Appointment Availability	13 (72%)	Affordability	9 (100%)
Communication with Patients	9 (90%)	Registration	4 (44%)
Staff Attitudes	7 (88%)	Staffing Levels	3 (100%)
Management of Service	7 (100%)	Appointment Availability	3 (17%)
Booking Appointments	7 (100%)	Staff Attitudes – Health Professionals	2 (40%)

We've produced a list of good practice, areas of improvement and recommendations relating to dentists between October and December 2023.

What has worked well?



Appointment Availability

72% of the comments that cited the availability appointments were positive. This is a significant improvement from previous quarters, in Q2 it was 40% and in Q1 it was only 29%. Patients' access to appointments have been much better this quarter.



Communications With Patients

90% of residents that mentioned the communication between them, and their Dentist services were positive. This continues the positive trend we found previously, in Q1 100% of the reviews were positive.

What could be improved?



Affordability

100% of the reviews about the affordability of dentist services were negative. For most patients, the costs are still too high at dentist services. The sentiment has inclined compared to Q2 when it was 83% and identical to Q1 when it was 100% negative.



Registration

44% of comments citing the registration process at the dentist were negative. Compared to Q1 it was 50% negative. Showing that for a lot of residents are the experiences trying to register with a dentist still has been bad. We will continue to monitor this theme in the following quarter.

Recommendations

Affordability

1. Ensure any cost options are effectively communicated with patients.
2. Payment plans with 0% interest rate where patients cannot afford a single payment.

Registration

1. Encourage dental practices to make use of government incentives to increasing their capacity for NHS patients.
2. Create a register of local dentist taking new NHS patients.

Experiences of 'Other' services



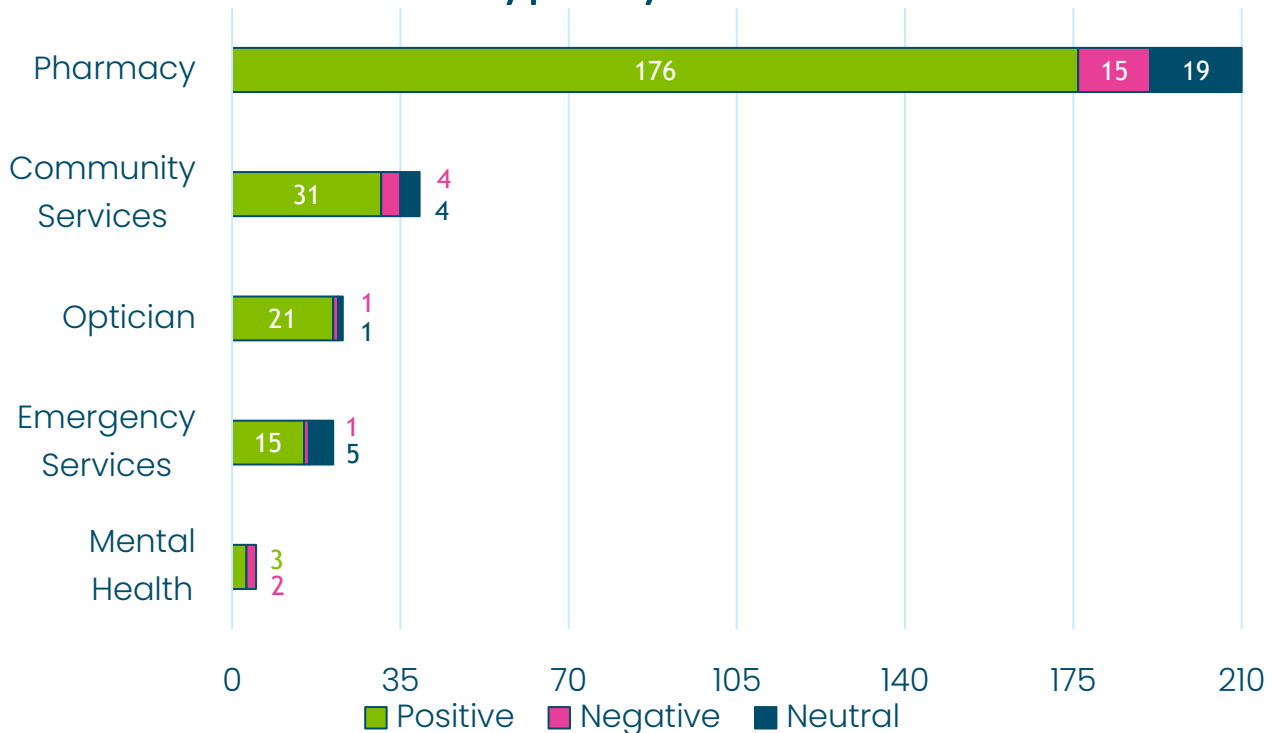
Experiences of 'Other' services

In addition to asking specifically about GPs, Hospitals and Dentists we also give the opportunity for people to share experiences about any other public health or care service asking them what is working well and what could be improved.

This section provides of positive, negative reviews per service. We analysed residents rating of their overall experience to get this data (1* and 2* = negative, 3* = neutral, 4* and 5* = positive)

Service Type	No of Reviews	Percentage of positive reviews
Pharmacy	210	84%
Community Services	39	79%
Optician	23	91%
Emergency Services	21	71%
Mental Health	5	60%

Service Type by Sentiment



What has worked well?

Below is a list of the key positive aspects relating to 'Other' Hounslow Services between October and December 2023.



Staff Attitudes

93% of reviews that mentioned the attitude of staff were positive. A sizeable improvement from Q2 when it was 83% and similar to Q1 when it was 94% positive. Residents using all types of services listed as "Other" in our categorisation were again pleased with their interactions with staff.



Communication with Patients

91% of reviews for this theme were positive. An improvement from Q2 when it was 75% but not as high as the 100% in Q1. Nevertheless, most residents continue to receive pretty good communication from pharmacies and community services.



Staff Suitability

For this quarter 90% of patients citing the suitability of staff at "Other" services were positive. Compared to Q2 when it was 100% positive and Q1 when it was 96%, there is a decline. Despite this, most patients find the staff fitting and efficient in their roles.



Communication Around Prescriptions

From residents using pharmacies; 90% of reviews mentioning prescription communication in the past quarter were positive. This is a significant improvement from previous quarter, in Q2 it was 76% and in Q1 74%. Residents have found the communication regarding prescriptions to be quite helpful.

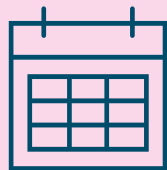


Medicine Management

This received the highest number of positive comments, 72% of these were positive. This is a small decline from last quarter when it was 76% and in Q1 it was 78%. However, most residents continue to appreciate how good pharmacies are with filing and delivering their prescriptions.

What could be improved?

Below is a list of the key positive aspects relating to 'Other' Hounslow Services between October and December 2023.



Appointments Availability

54% of reviews citing the gap between appointments were negative. These reviews were from Opticians and Community Services. This sentiment is trending negatively, in Q2 it was 50% and only 18% in Q1. More patients have expressed frustration with the inability to get an appointment within a reasonable time.



Waiting Times (Punctuality and Queueing on Arrival)

This theme received the highest number of negative comments, with 47% being negative. This is identical to last quarter when it was also 47%. Residents using pharmacies and community services have not experienced any improvement with the waiting times at these services.



Staffing Levels

100% of reviews that covered the number of staff on duty were negative. A clear incline compared to Q2 when it was 83% and 90% negative in Q1. Most comments from residents still point to a lack of adequate staff at "Other" services.



Getting Through On The Phone

56% of reviews citing the ease of getting through to "Other" service by phone were negative. A significant incline compared to Q2 when it was only 20% but similar to Q1 when it was 60%. We will continue to monitor this theme in the following quarter.



Medicine Management

This was the most mentioned theme for "Other" services with 92 reviews. Of these 15% were negative, comparable to last quarter when it was 13%, and 19% in Q1. There is a sizeable number of residents who continue to experience complications with the management of their prescription.

Recommendations

Below is a list of recommendations about services in Hounslow based on the findings in this section

Staffing Levels

- Staff being available to see patients on more days of the week, such as weekends and evenings, especially for community services.
- More staff to attend to patients during busy periods at pharmacies.

Waiting Times (punctuality and queueing on arrival)

- Inform patients when they arrive if there will be some waiting.

Appointments Availability

- Provide patients the option to attend appointments earlier at other locations, especially for community services.

Getting through On The Phones

- Ensure phones are efficiently running and regularly manned.
- Provide alternatives for patients to contact services.

Medicine Management

- Promptly inform patients if there are medicine shortages.
- Signpost patients to other pharmacies that can dispense unavailable prescriptions.

Appendix



Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	21%	214
Woman (including trans woman)	62%	647
Non- binary	-	-
Other	-	-
Prefer not to say	<1%	5
Not Specified	16%	168
Total		1034

Age	Percentage %	No of Reviews
Under 18	<1%	4
18-24	5%	60
25-34	17%	178
35-44	20%	203
45-54	7%	76
55-64	10%	101
65-74	14%	141
75-84	6%	67
85+	3%	30
Prefer not to say	<1%	1
Not Specified	17%	173
Total		1034

Disability	Percentage %	No of Reviews
Yes	10%	107
No	68%	705
Prefer not to say	1%	10
Not known	<1%	3
Not Specified	20%	209
Total		1034

Ethnicity	Percentage %	No of Reviews
White British	27%	280
Asian Indian	13%	131
Asian British	10%	106
Other White Background	9%	98
Other Asian/Asian British Background	4%	45
Asian Pakistani	3%	35
Black African	3%	33
White Irish	2%	20
Arab	2%	17
Other Ethnic Group	2%	16
Black British	1%	12
Black Caribbean	1%	12
Asian Bangladeshi	1%	9
Mixed Black African and White	1%	8
Mixed Black African and White	1%	7
Roma	<1%	6
Mixed Asian and White	<1%	6
Asian Chinese	<1%	4
Other Black British	<1%	3
Gypsy or Irish Traveller	<1%	2
Black Caribbean and White	<1%	1
Not Specified	18%	183
Total		1034

Demographics

Long-term condition	Percentage %	No of Reviews
Yes	32%	336
No	45%	469
Prefer not to say	1%	8
Not known	1%	14
Not Specified	20%	207
Total		1034

Sexual Orientation	Percentage %	No of Reviews
Asexual	<1%	7
Bisexual	<1%	6
Gay Man	<1%	1
Heterosexual/ Straight	43%	449
Lesbian / Gay woman	<1%	3
Pansexual	<1%	1
Prefer not to say	8%	81
Not known	-	-
Not Specified	47%	486
Total		1034

Pregnancy	Percentage %	No of Reviews
Currently pregnant	2%	16
Currently breastfeeding	2%	24
Given birth in the last 26 weeks	1%	9
Prefer not to say	1%	12
Not known	2%	17
Not relevant	44%	460
Not Specified	48%	496
Total		1034

Religion	Percentage %	No of Reviews
Buddhist	1%	8
Christian	35%	357
Hindu	9%	94
Jewish	<1%	5
Muslim	12%	129
Sikh	4%	41
Spiritualism	<1%	6
Agnostic	-	-
No religion	16%	164
Prefer not to say	1%	14
Other religion	1%	22
Not Specified	19%	194
Total		1034

Unpaid Carer	Percentage %	No of Reviews
Yes	5%	51
No	46%	479
Prefer not to say	1%	11
Not Specified	48%	493
Total		1034

Demographics

Area of the borough	Percentage %	No of Reviews
Brentford & Isleworth	22%	231
Chiswick	8%	81
Feltham	18%	187
Great West Road	4%	39
Heart of Hounslow	20%	205
Other	5%	49
Outside of the Borough	3%	31
Prefer Not To Say	<1%	1
Not Specified	20%	210
Total		1034

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	<1%	2
Not in employment & Unable to work	5%	55
Not in Employment/ not actively seeking work – retired	15%	150
Not in Employment (seeking work)	2%	23
Not in Employment (Student)	2%	21
On maternity leave	2%	21
Paid: 16 or more hours/week	22%	232
Paid: Less than 16 hours/week	1%	14
Prefer not to say	2%	18
Not Specified	48%	498
Total		1034



healthwatch

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