

Q3 Patient Experience Report

Healthwatch Hounslow
Oct – Dec 22



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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 some of the services we receive the 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 are dependent on additional capacity.

Please note that this is a new report design which was developed as part of our revamp of the Patient Experience Programme. Therefore there is a difference compared to data for Q1 and Q2 reports.

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 be improved allowing us to share local issues with decision makers who have the power to make changes.

Every three months we produce this report in order 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 we continued to develop our PEP by :

- Creating a new Patient Experience Survey Form which included specific questions relating to GP, hospital and dental services – which are the three service types we collect most feedback about

Q3 Snapshot

This section provides a summary of the number of experiences we collected during October to December 2022 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)

Engagement

959 reviews

of health and care services were shared with us, helping to raise awareness of issues and improve care.

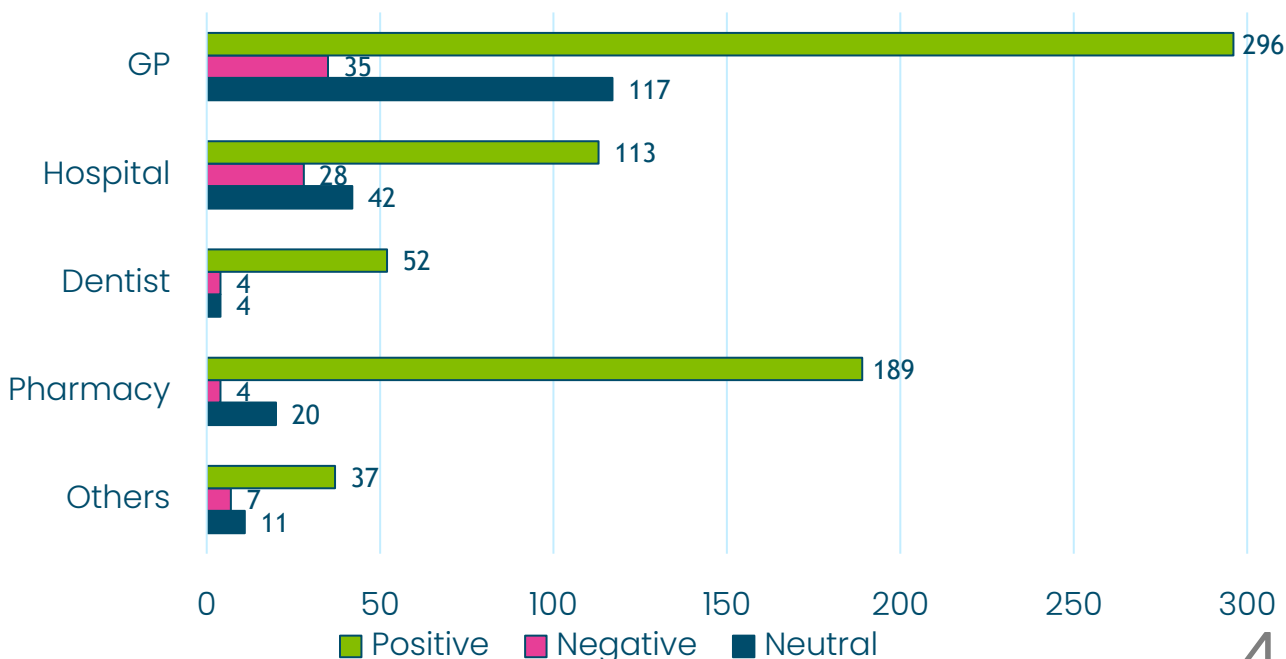


47 visits

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	448	66%
Hospital	183	62%
Dentist	60	87%
Pharmacy	213	89%
Others (e.g. Mental health services, emergency services, social care etc).	55	67%

Service Type by Sentiment



Experiences of GP Practices



What people told us about GP Practices

"Receptionists are very good and the doctors are very friendly."

"I cannot make an appointment online, so I always phone. The waiting time is long if it is an emergency appointment."

"We never have any problems. We find the doctors, receptionists and the nurses are very good. The nurse is very helpful and kind."

"With the phone you have to try a few times, it depends on when you call. The online system is fine for the repeat prescriptions but the appointments are not so good."

"The actual treatment and the doctors. Very caring throughout. Treatment is well thought out."

"I rang them to book an appointment, if you call them at 8 am in the morning, you will be 9th in the queue, if you wait it will be 15-20 minutes before you can get through to them. Also, I haven't seen the doctor for almost 2 years."

"The overall service is okay. The staff and doctors are good."

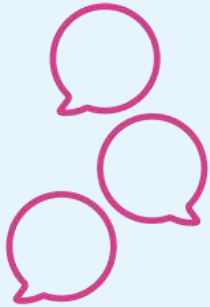
"The quality of treatment and care has always been very good. Always get what I have needed from them. If I have needed time off from work, I have got the certificate for it."

"The problem is that they do not pick up the phone when you need to book an appointment, I have to come here to speak to them. It takes over 45 minutes to get through to them, Sometimes with the telephone consultation, they do not call on time, I sometimes have to call them to find out what is going on..."

GP Services

No. of Reviews	448
Positive	66%
Negative	8%
Neutral	26%

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?

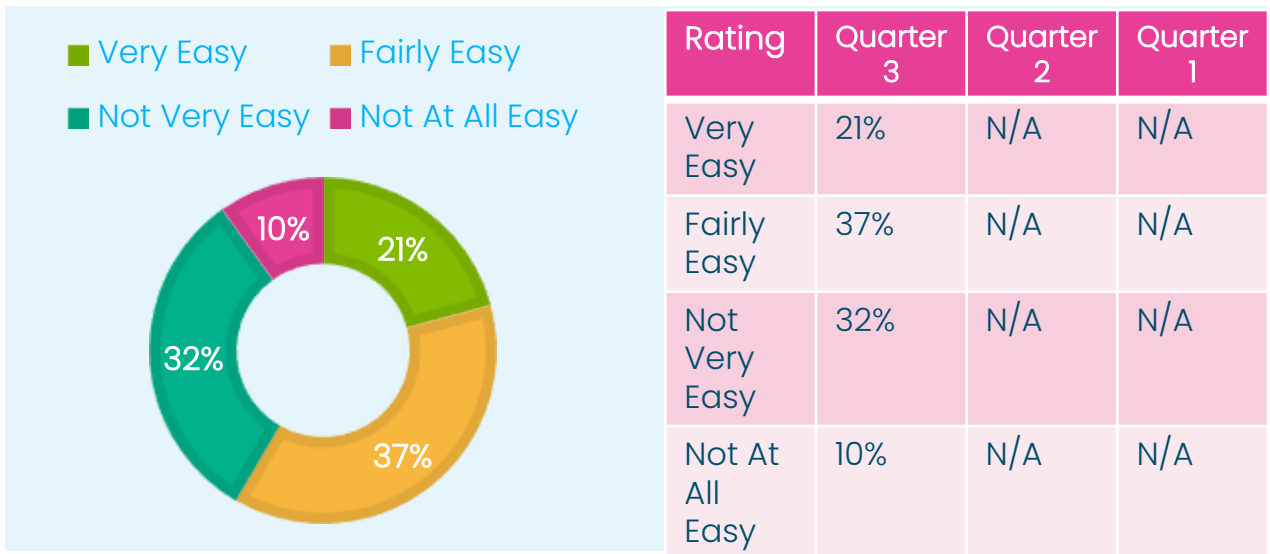
Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (**Very Easy – Not at All Easy**) to allow our data to be comparable with the NHS’.

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



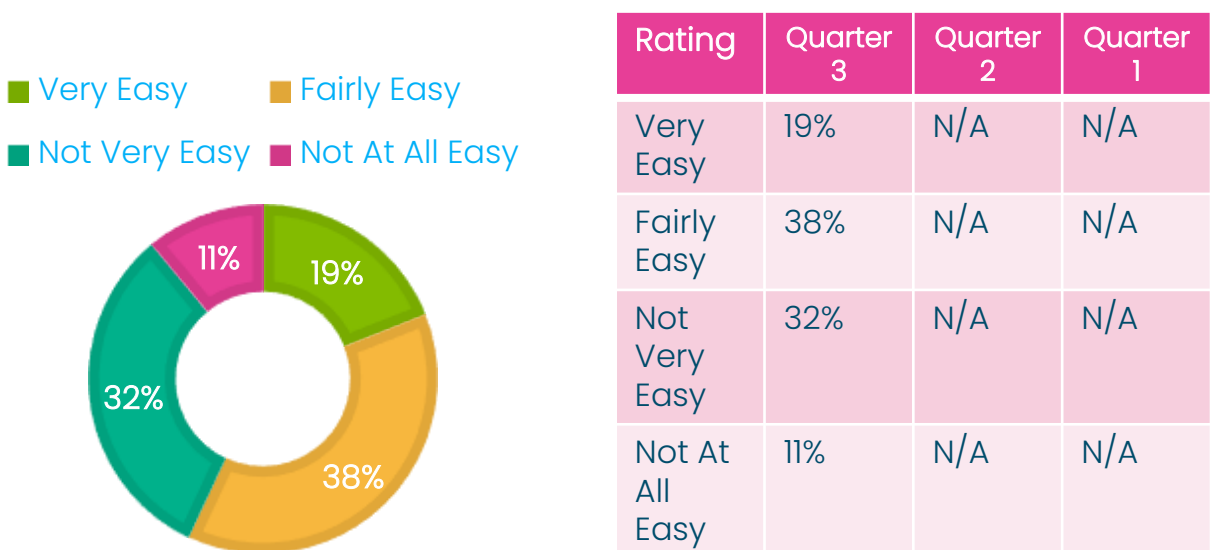
Access and Quality Questions

Q1) How do you find getting an appointment?



During October- December residents told us that they found it either 'Fairly Easy' (38%) or 'Not Very Easy' (32%) to get an appointment from their GP Practice'. Only 21% considered it 'Very Easy'.

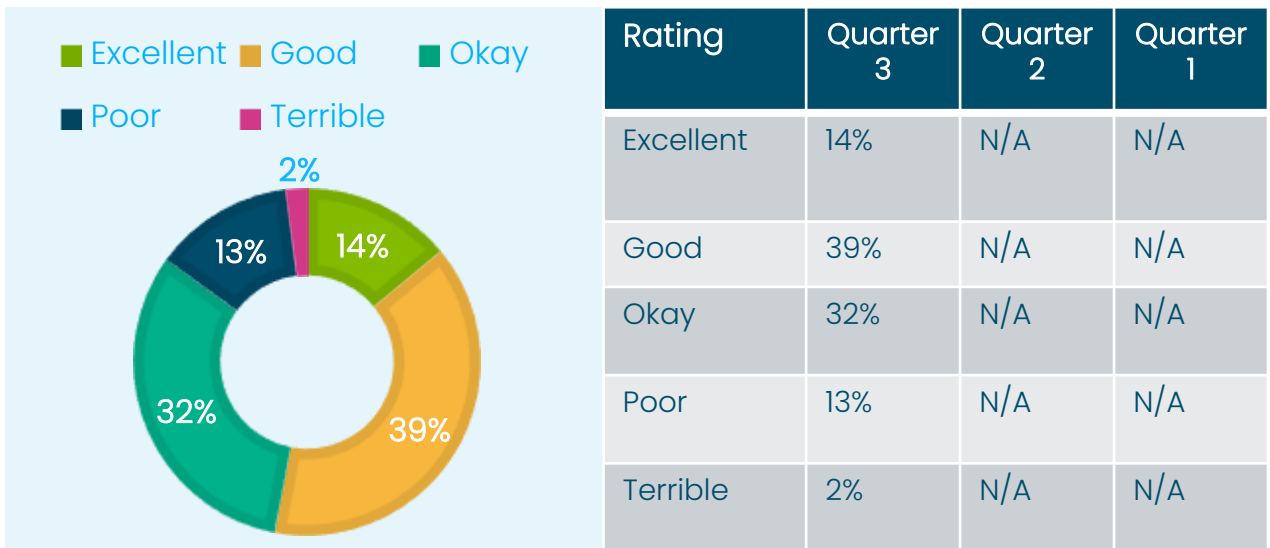
Q2) How do you find getting through to someone at your GP practice on the phone?



Also, getting through on the telephone was "Fairly Easy" for residents with 38%, however, 32% said it was "Not Very Easy" to get through on the phone'.

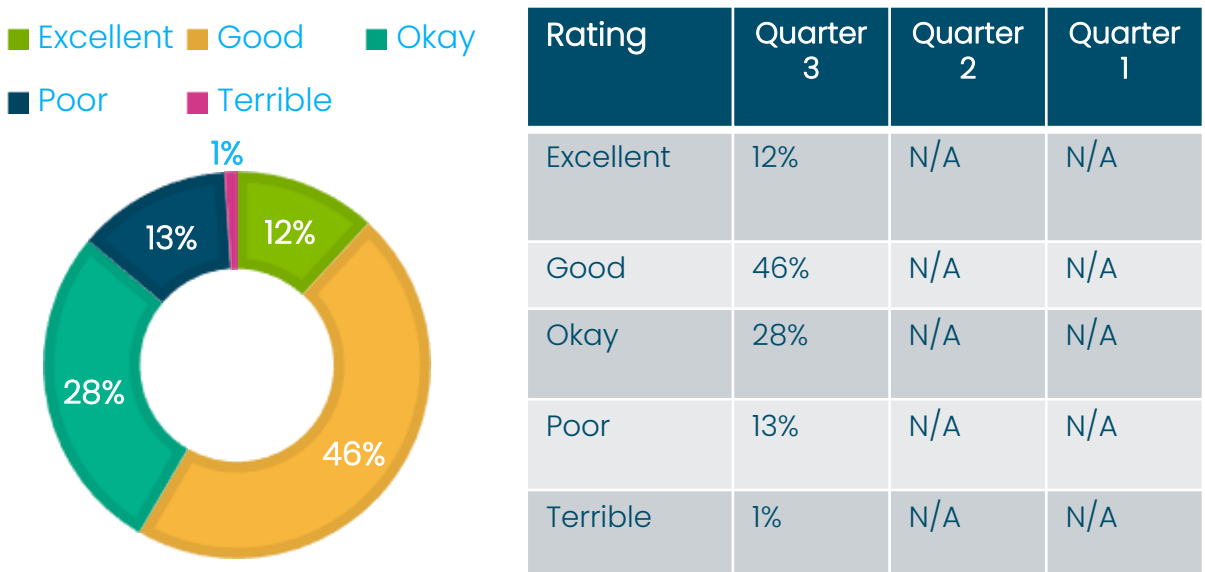
Access and Quality Questions

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



For this quarter, we collected 215 responses for this question. The number is lower than the total number of reviews because some patients have not used online consultation. 39% of residents' rated their experiences as "Good" and 32% as "Okay". Only 14% of the residents found the process to be "Excellent".

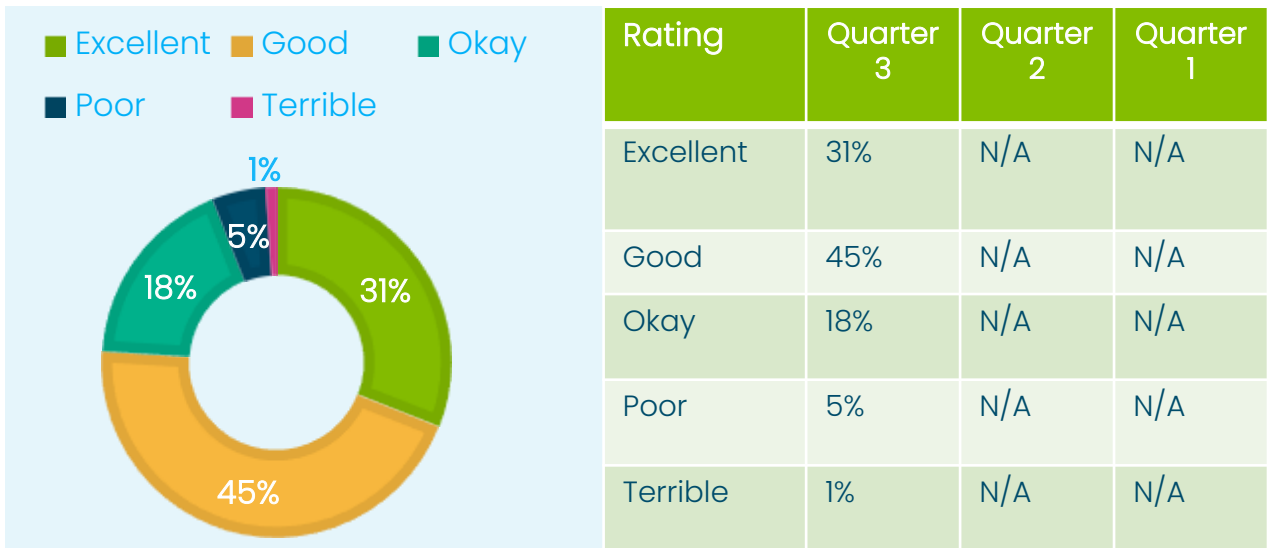
Q4) How do you find the quality of telephone consultations?



The majority of telephone consultations have been positive, 59% of residents we engaged with considered their telephone consultation to be either 'Excellent' or 'Good'.

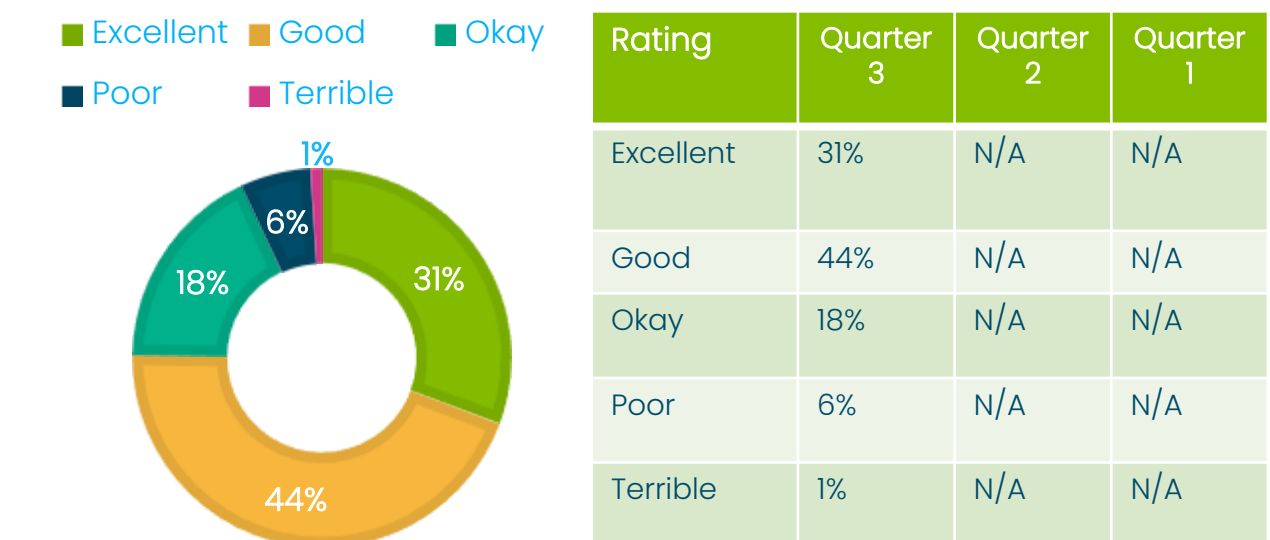
Access and Quality Questions

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



The vast majority residents we spoke to this quarter have praised the attitude of GP staff with 76% of them either considering the staff ‘Excellent or Good.’ Only 1% considered their experience with staff as ‘Terrible.’

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



The quality of treatment and care provided by GP practices is overwhelmingly considered either ‘Excellent’ or ‘Good’ with these ratings making up 75% of all reviews during October–December 2022.

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:

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

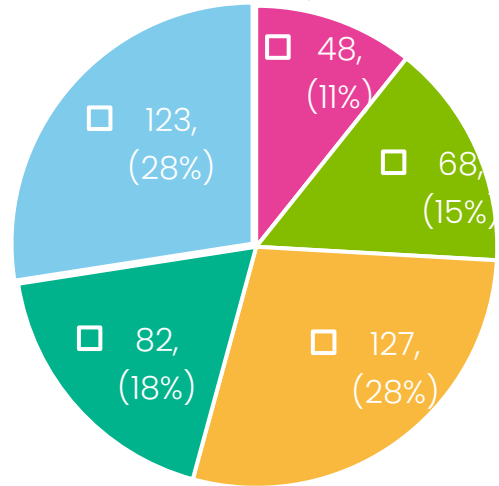
Between October and December the PCNs which received the most reviews were Heart of Hounslow and Feltham Partnership.

In order to understand the variance of experience across the borough we have compared the PCNs by the ratings given for access and quality questions covered in the previous section.

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, negative or neutral sentiment.

Total Reviews per PCN



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

Table Colour Key

Negative	Neutral	Positive
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Primary Care Network	ACCESS (out of 4)		QUALITY (out of 5)			
	To an Appointment	Getting Through on the Phone	Of Telephone Consultations	Of Online Consultations	Of Staff Attitudes	Of Treatment and Care
Chiswick	2.6	2.6	3.7	3.7	4	4.1
Brentford & Isleworth	2.5	2.5	3.2	3.4	4	3.9
Heart of Hounslow	2.8	2.5	3.5	3.5	4	4
Great West Road	2.8	2.8	3.6	3.8	3.8	3.9
Feltham	2.7	2.8	3.4	3.5	4.1	3.9

Thematic analysis

In addition to the specifically tailored questions we ask about GP practices we also ask two further questions (**What is working well? and What could be improved?**) to help get a more detailed picture.

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The charts below show the top 5 positive and negative themes (with more than 10 reviews) received for Q3 October to December 2022.

A list of the themes can be found on the Healthwatch Hounslow's website.

Top 5 Positive Themes	Percentage positive % and (count)	Top 5 Negative Themes	Percentage negative % and (count)
Quality of Staff – Health Professionals	94% (n.32)	Getting Through On The Telephone	76% (n. 103)
Quality of Treatment	84% (n.51)	Patient Choice	74% (n. 31)
Management of Service	82% (n.40)	Staff Attitudes – Administrative Staff	52% (n. 11)
Staff Attitude	81% (n.47)	Quality of Telephone Consultation	48% (n. 21)
Staff Suitability	71% (n.25)	Appointment Availability	45% (n. 67)

Thematic analysis

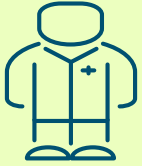
We have also identified the top 3 positive and negative themes for each PCN.

A list of the themes can be found on the Healthwatch Hounslow's website.

Primary Care Network	Overall Rating (out of 5)	Top 3 Positive Themes	Top 3 Negative Themes
Chiswick	4	Management of Service	Getting through on the Telephone
		Waiting Times at the premises	Appointment Availability
		Appointment Availability	Waiting Times (punctuality and queueing on arrival)
Brentford & Isleworth	3.6	Staff Suitability	Getting through on the telephone
		Quality of telephone appointment	Appointment Availability
		Waiting Times (punctuality and queueing on arrival)	Booking Appointments
Heart of Hounslow	3.9	Quality of Health Professionals	Getting through on the Telephone
		Management of Service	Patient Choice
		Staff Attitudes	Quality of Telephone Consultations
Great West Road	3.7	Quality of Care/Treatment	Getting through on the Telephone
		Management of Service	Waiting Times (punctuality and Queueing on arrival)
		Staff Attitudes	Appointment Availability
Feltham	3.8	Staff Attitude	Getting through on the Telephone
		Quality of Treatment	Patient Choice
		Staff Suitability	Waiting Times (punctuality and Queueing on arrival)

What has worked well?

Below is a list of the key positive aspects relating to GP practices between October and December 2022



Quality of Staff – Health Professionals

94% of reviews that covered quality of the nurses and doctors were positive. This means that residents' interaction with health professionals were really good this quarter.



Quality Of Treatment

84% of reviews that covered quality of treatment were positive. Signifying that the care majority of residents received this quarter were great.



Management of Service

82% of reviews that cited the management of their GP were positive. Residents highlighting their happiness with how the practices are being run.



Staff Attitude

81% of reviews that mentioned the attitude of staff at GP were positive. This means that the staff have been pleasant to patients using the services this quarter.



Staff Suitability

71% of reviews that covered suitability of staff were positive. Showing that residents felt the staff at their practices were appropriate and fitting in their roles.

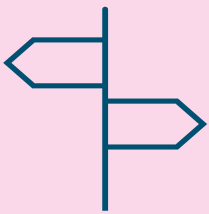
What could be improved?

Below is a list of the key areas for improvement relating to GP practices between October and December 2022



Getting Through On The Telephone

76% of reviews that covered the accessibility of GPs by phone were negative. This quarter we received 103 negative sentiment comments explaining that there were problems getting in contact with practices by phone.



Patient Choice

74% of reviews that covered patient choice were negative. Residents shared their frustrations at the lack of choice available to them, for example, the lack of choice as regards to appointments being in person or by phone.



Staff Attitude – Administrative Staff

52% of reviews that the attitude of administrative staff were negative. Residents described experiences they had with the administration staff that were not pleasant.



Quality of Telephone Consultation

48% of reviews that covered telephone consultations were negative. Residents shared their frustrations with telephone consultations, and how inadequate it is to do proper assessments over the phone.



Appointment Availability

45% of reviews that covered appointment availability were negative. For this quarter 67 residents shared their inability to book an appointment within the time frame that they think is acceptable.

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. Ensure phone systems are running as efficiently and effectively as possible.
2. Encourage digitally literate patients to use Patches to alleviate the phone lines.

Patient Choice

1. For some patients, not being offered face to face appointments is very distressing – while others prefer the phone. Give patients a choice according to their preferences.
2. Let patients indicate what their preferred method of appointment is.

Staff Attitude – Administrative Staff

1. Regular customer service training for frontline admin staff.
2. Clear information around active signposting by receptionists – during call management and with posters.

Quality of Telephone Appointments

1. Let patients choose whether they have telephone appointments or face to face.
2. When there is a telephone appointment and the patient has resisted, clinicians should put patient at ease and explain how telephone appointments might differ from face to face and where it is the same, what can be determined and what cannot and what to do if their situation changes (safety netting).

Appointment Availability

1. Monitor waiting times for appointments.
2. Ensure appointment availability is in line with patient list numbers.
3. Where there are long waits, suitable signposting for self-care where appropriate.

Equalities snapshot

During our engagement at GP services we ask residents to voluntarily share information about themselves with us, 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 when we analysed overall experience ratings. A full demographics breakdown can be found in the appendix.



Gender

Whilst both genders reported similar levels of positive experience (68% men vs 67% women), men had more negative experiences, with 10% vs 4% rating their experience 2* or lower during the last quarter.



Age

From the age groups with more than 20 reviews. 55-64 year olds had the highest percentage of positive experience with 73%. By contrast, 75-84 year olds have share the most negative reviews with 35%.



Ethnicity

Most reviews this quarter were from 'White British', 'Asian Indian' and 'Other White Background' ethnic groups. They all had majority positive experiences (72%, 71%, 74% respectively). This compares with those from the 'Asian British' ethnic group, which had 55% positive reviews and 33% neutral reviews.



Disability

71% of disabled patients reported positive experiences compared to 68% of those who were not disabled.

Experiences of Hospital Services



What people told us about Hospitals

"I've been with them for a long time, they take you in on time and they do proper checks on you and they give you time. "

"The staff are really polite. If you do not understand anything, they will explain things to you."

"They are very nice, well trained. First class treatment. The nurses are well trained and mainly on time. "

"They care about me and my child, they were very good, and they took good care of me after I had a C-section here. "

"They're good with the kids, they see the children fast, it can be a long wait sometimes but you expect that at a hospital. The medical professionals there are very good and in my experience I have more confidence in them than I do the GPs."

"There was a lot of waiting, I had to wait for six months before I got the appointment with them. "

"It was too long a wait and the consultation was very brief, you wait there for hours and then you only get seen to for 5 minutes. "

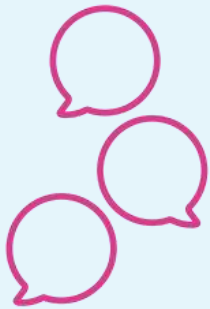
"Waiting times. General communication isn't the best. A lot of sitting around."

"The first time we came here we had to wait for more than 5 hours to get seen. We noticed that they are short of staff"

"They're over-stretched staff here, it took a long time for them to do things. It seems that they are trying to do too much, they do not have the support they need to care for the patients. "

Hospital Services

No. of Reviews	183
Positive	62%
Negative	15%
Neutral	23%



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?

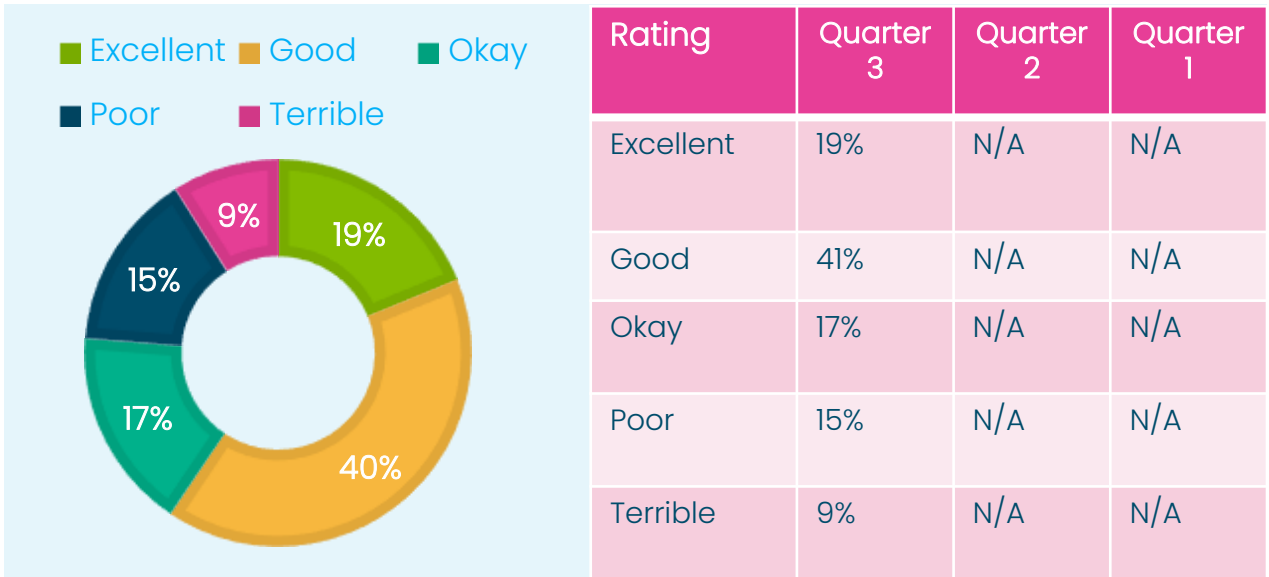
Q6) How would you rate the quality of treatment and care received?

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



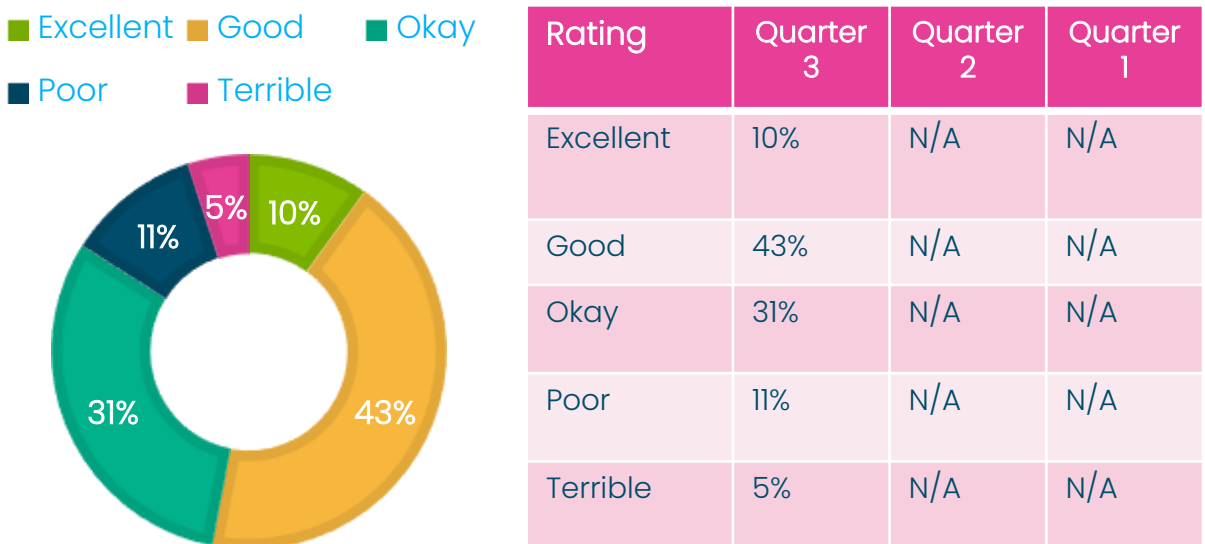
Access and Quality Questions

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



This quarter we found that the majority of residents had positive experiences getting a referral/appointment at the hospital. We noted that 60% of patients rated their experience as 'Excellent' and 'Good'.

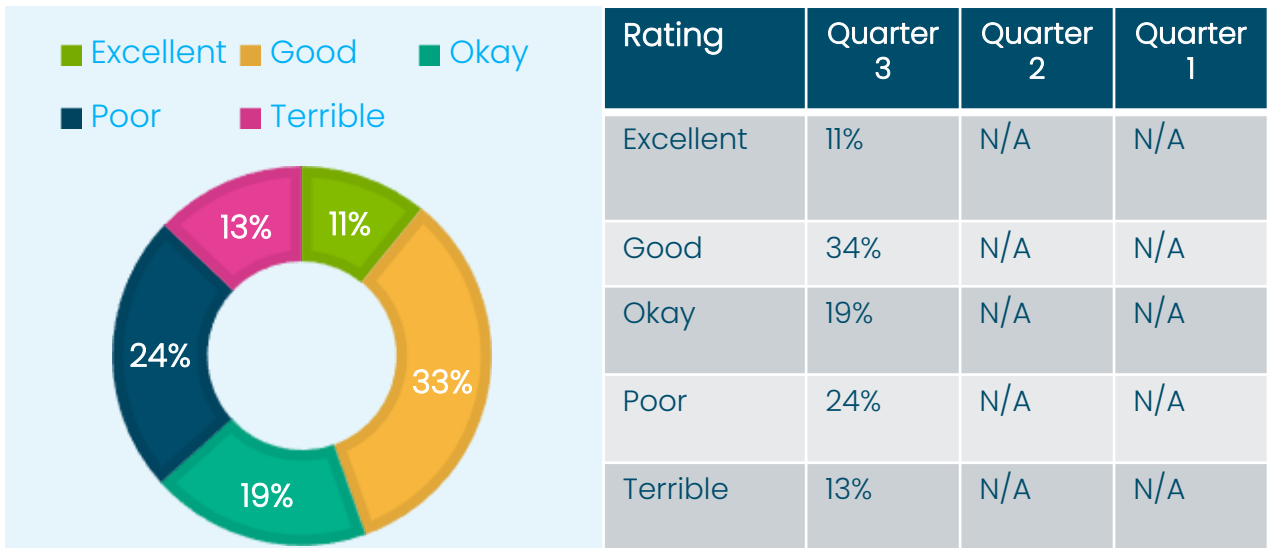
Q2) How do you find getting through to someone on the phone?



The majority of responses to getting through on the phone have been positive. The most chosen option was 'Good' with 43% of the responses. Also, only 5% of the responses were 'Terrible'.

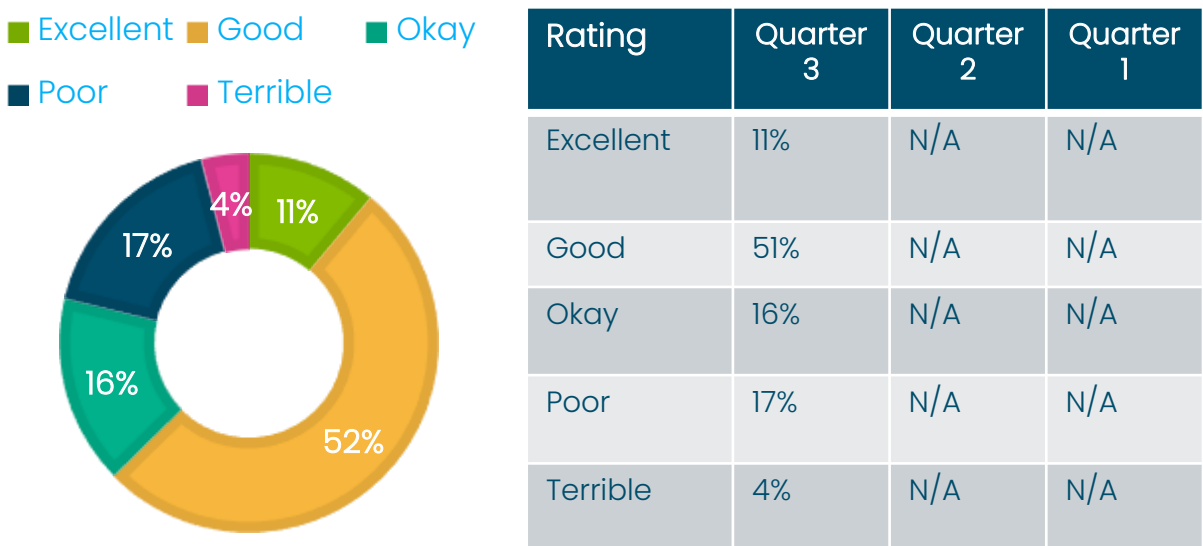
Access and Quality Questions

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



This quarter from responses to waiting times about hospitals most of the comments were 'Good'. However, there was a substantial amount of negative response with 37% of the responses being 'Poor' and 'Terrible'.

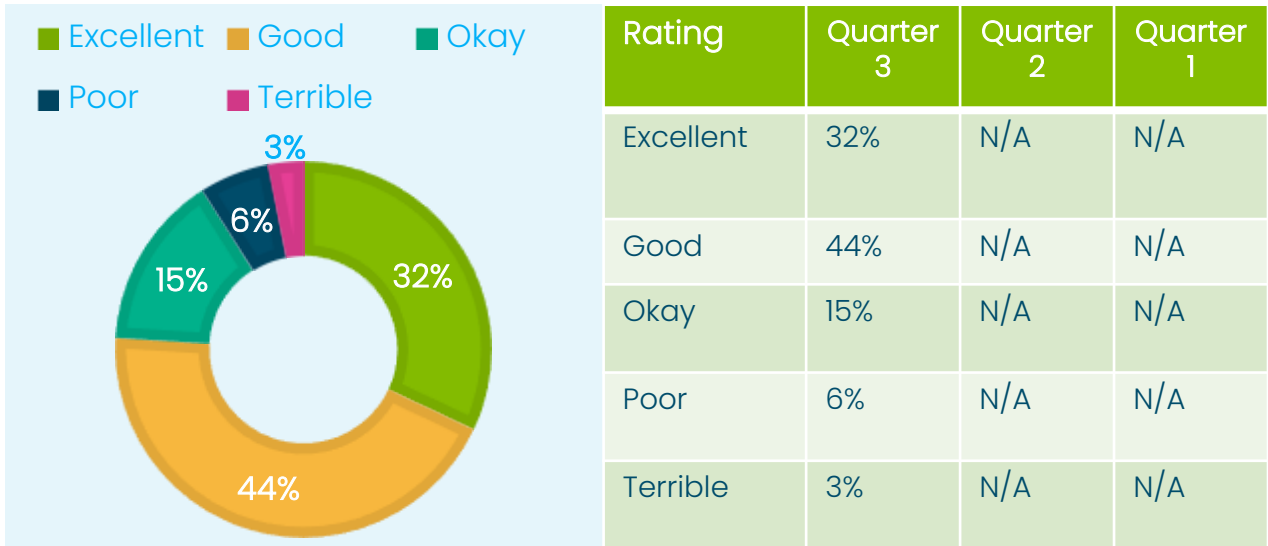
Q4) How do you find the attitudes of staff at the service?



The majority of responses to staff attitudes have been positive. The majority of patients selected positive options, with 63% choosing 'Excellent' and 'Good'. Only 4% of the responses were 'Terrible'. Showing that the patients have had good experiences with staff at hospitals.

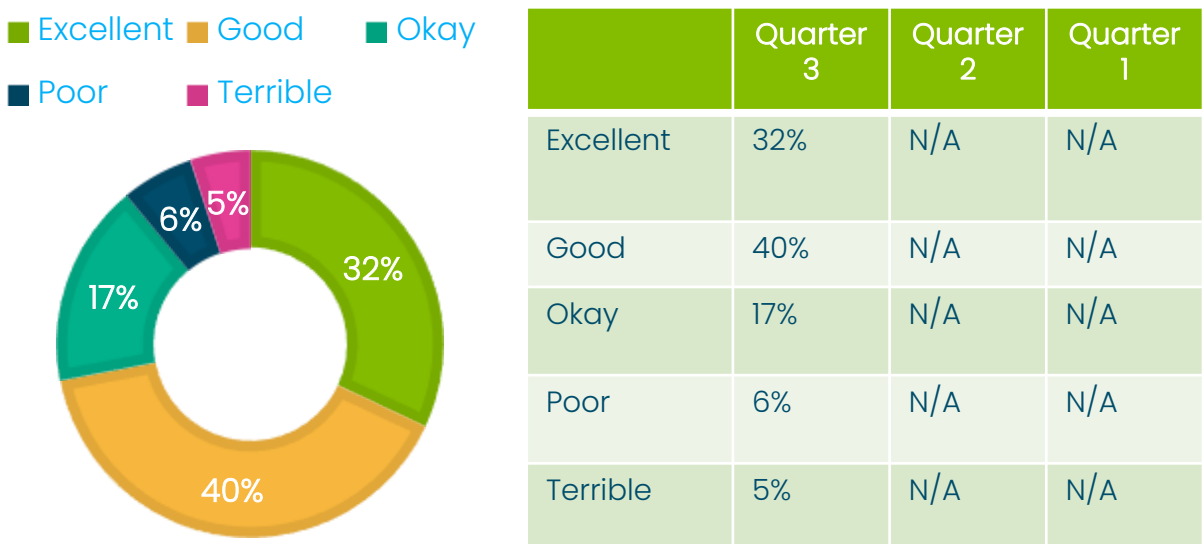
Access and Quality Questions

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



In this quarter we found that the vast majority of residents find the communication between hospitals and hospital to be positive. We noted that 76% of patients rated their experience as 'Excellent' and 'Good'.

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



In this quarter we found that the majority of residents also find the quality of care and treatment they received at hospital to be positive. We noted that 72% of patients rated their experience as 'Excellent' and 'Good', with only 5% saying it was 'Terrible'.

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:

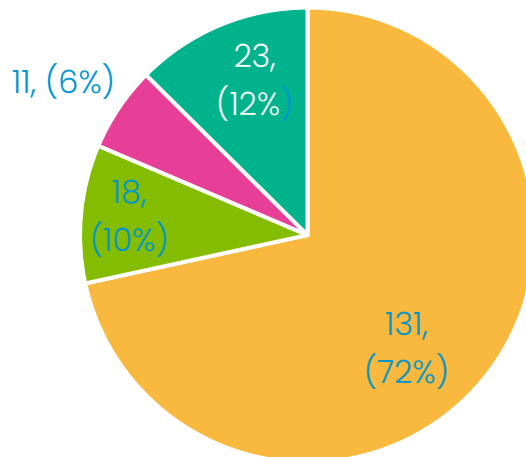
- West Middlesex University Hospital
- Hospitals Outside the Borough
- Charing Cross Hospital
- Other Hospitals

Between October and December, the service which received the most reviews were West Middlesex University Hospital.

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.

Please note that each question has been rated out of 5 (1 – Terrible – 5 Excellent)

Total Reviews per Hospital



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

Name of Hospitals	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 University No of reviews: 131	3.4	3.4	2.8	3.5	3.9	3.8
Hospitals Outside the Borough No of reviews: 18	2.7	3.1	3.2	3.1	3.9	3.8
Charing Cross No of reviews: 11	3.2	2.5	2.8	2.7	4.2	3.6

Table Colour Key

Negative

Neutral

Positive

Thematic analysis

In addition to the specifically tailored questions we ask about Hospital services we also ask two further questions (**What is working well?** and **What could be improved?**) to help get a more detailed picture.

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The charts below show the top 5 positive and negative themes (with more than 5 reviews) received between October and December 2022.

We have also identified the top 3 positive and negative themes for each hospital that we have received over 183 number of reviews.

Top 5 Positive Issues	Percentage positive % and (count)	Top 5 Negative Issues	Percentage negative % and (count)
Staff Attitudes	86% (n.19)	Waiting for appointment referrals	81% (n.13)
Quality of Health Professionals	86% (n.19)	Waiting Times (punctuality and queueing on arrival)	68% (n.56)
Quality of Treatment	82% (n.27)	Experience of Treatment	37% (n.11)
Commissioning and Provision	77% (n.17)	Communication with Patients	36% (n.8)
Communication with Patients	74% (n.14)	Staffing Levels	100% (n.10)

Primary Care Network	Overall Rating (out of 5)	Top 3 Positive Themes	Top 3 Negative Themes
West Middlesex University Hospital	3.6	1. Quality of Treatment	1. Waiting Times (punctuality and queueing on arrival)
		2. Staff Attitudes	2. Experience of Treatment
		3. Quality of Health Professionals	3. Communication With Patients

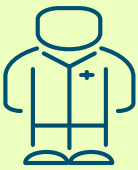
What has worked well?

Below is a list of the key positive aspects relating to hospitals between October and December 2022



Staff Attitudes

86% of comments that covered the attitude of staff at hospitals were positive. Patients found that their interactions with staff have been pleasant and friendly.



Quality of Health Professionals

86% of comments that highlighted the quality of health professionals at hospitals were positive. In this past few months we found that the doctors and nurses have been really good.



Quality of Treatment and Care

82% of comments that covered the quality of the care at hospitals were positive. Patients found that the treatment they have received at the hospitals this quarter has been good.



Commissioning and Provision

77% of comments that covered the provision of services at hospitals were positive. Residents found in the past quarter the provision of services provided at the hospitals has been good.



Treatment Support

77% of reviews that covered treatment support were positive. In this quarter residents also made specific comments about how supported they felt with the treatment they received.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between October and December 2022



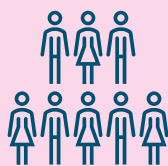
Waiting Times for Appointments (Queueing on Arrival)

68% of reviews that covered waiting times for appointments were negative. This was the most highlighted sub-theme and majority of the comments were patients complaining about how long they have to wait to be seen at hospitals.



Waiting for Appointment Referrals

81% of reviews that covered waiting for referrals were negative. In the past few months the patients we have spoken to have also mentioned the length of time spent on the waiting list of appointments is too long.



Staff Levels

100% of reviews that covered the level staff was negative. We received a few comments regarding the number of staff on duty at hospitals, all these comments where negative..



Experience of Treatments

37% of reviews that covered treatment experiences were negative. Patients explained to us that in roughly a third of the time the experiences when receiving treatment was not good.



Communication with patients

36% of reviews covering communication was negative. This quarter residents explained to us that the communication between them and the hospitals have not good enough.

Recommendations

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

Waiting Times for Appointments (Queueing on Arrival)

1. More doctors and nurses to accommodate patient numbers.
2. Ensure early triage and next steps explained well.
3. Provide estimate of how long the wait could be.

Waiting for Appointment Referrals

1. More doctors and medical staff to deal with more patients
2. Ensure communication is timely to reduce delays
3. Adequate information on pain relief and self-care during the wait where appropriate.

Staff Levels

1. See above points.

Experience of Treatments

1. Ensure pro-active feedback and complaints loop to help monitor quality of care.

Communication with Patients

1. Involve and engage with patients throughout decision making.

Equalities Snapshot – Hospitals

During our engagement at hospitals 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. A full demographics breakdown can be found in the appendix.



Gender

66% of females rate their overall experience positively compared to 52% of males. The difference is largely due to a high 3* star rating from men. This quarter 33% of males rated their experience as a 3* 'okay' (neutral).



Age

65-74 year olds had the highest percentage of positive experience with 81%. Patients aged 18-24 year expressed were less positive with 70% of their reviews positive.



Ethnicity

Most reviews this quarter were from 'White British', 'Asian Indian' and 'Other White Background' ethnic groups, who had similar levels of positive ratings (67%, 64%, 60% respectively). Those from the 'Asian British' ethnic group had slightly lower rates of positivity, at 57%.



Long term conditions

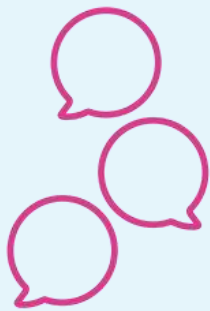
There was no variation in experience for those who reported having a long term condition and those that didn't. 63% of reviews for each group were positive.

Experiences of Dental Services



Dental Services

No. of Reviews	60
Positive	87%
Negative	7%
Neutral	7%



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?

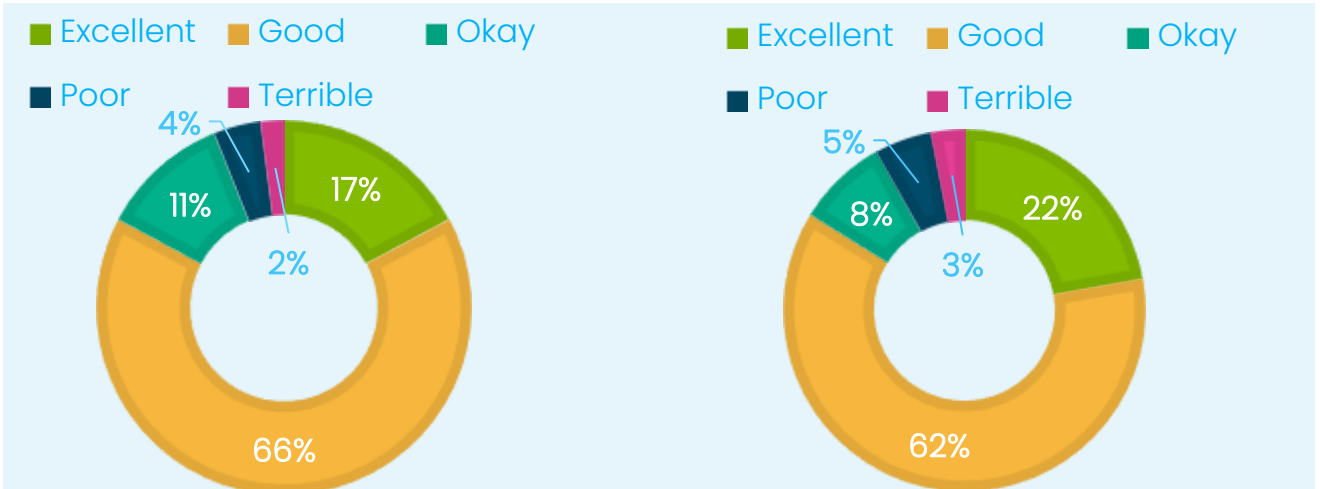
Q5) How do you find the attitudes of staff at the service?



Access and Quality Questions

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

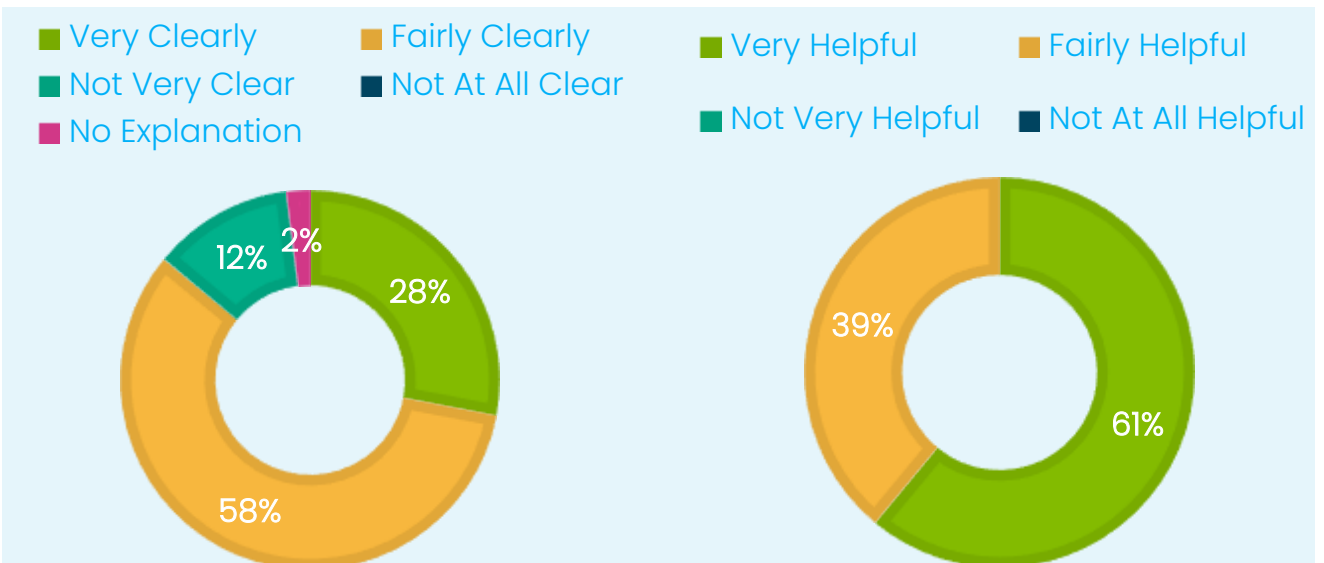
Q2) How do you find getting NHS appointments?



During October- December, we found that residents had good experiences trying to register with a NHS dentist with 83% of reviews being rated 'Excellent' or 'Good'. Similarly, when it came to getting an appointment, 84% found it to be a 'Good' or 'Excellent' experience.

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

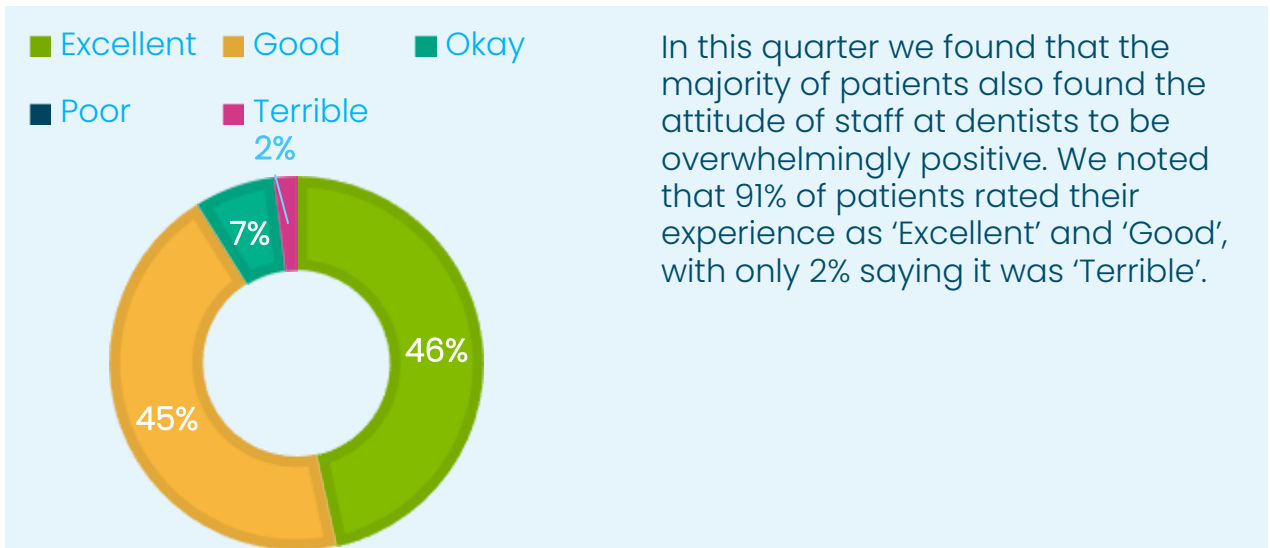
Q4) How helpful are staff in explaining your dental treatment?



In this quarter patients explained to us that the price was accurately explained at the dentists, with 86% of reviews being rated as 'Very Clearly' or 'Fairly Clearly'. Similarly, the staff explained the treatment well, with 61% being 'Very Helpful' and 39% were 'Fairly Helpful'.

Access and Quality Questions

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



Thematic analysis

In addition to the specifically tailored questions we ask about Dental services we also ask two further questions (*What is working well?* and *What could be improved?*) to help get a more detailed picture.

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The charts below show the top 5 positive and negative themes (with more than 5 reviews) received between October and December 2022.

Top 5 Positive Issues	Percentage positive % and (count)	Top 5 Negative Issues	Percentage negative % and (count)
Quality of Treatment	100% (n.12)	Affordability	80% (n.4)
Commissioning and Provision	100% (n.11)	Appointment Availability	31% (n.5)
Staff Suitability	100% (n.10)	Waiting Times (Queueing on Arrival)	29% (n.4)
Staff Attitudes	100% (n.8)	Communication with Patients	17% (n.1)
Quality of Health Professionals	100% (n.5)	Booking Appointments	14% (n.2)

We've produced a list of good practice, areas of improvement and recommendations relating to dentists between October and December 2022.

What has worked well?



Quality of Treatment and Care

100% of comments that covered the quality of the care at dentist were positive. This sub-theme had the most reviews and the vast majority of patients found the treatment they received to be really good.



Commissioning and Provision

100% of comments that mentioned provision of dentist services were positive. In this quarter we found that residents have highlighted the dentistry services have been adequately provided to them.

What could be improved?



Affordability

80% of comments that highlighted the affordability of dentist services were negative. This quarter patients have mentioned to us that the dentistry services have been expensive.



Appointment Availability

31% of comments that highlighted the availability of appointments at dentist services were negative. It was highlighted to this quarter by patients that the dentistry services do not have enough appointments available.

Recommendations

Affordability

1. Ensure any patients entitled to free/discounted treatment receive it.
2. Payment plans with 0% interest rate where patients cannot afford a single payment.

Getting through on the telephone

1. Install call management systems to manage calls
2. Allow online booking for standard services to alleviate phone lines.

Experiences of 'Other' services



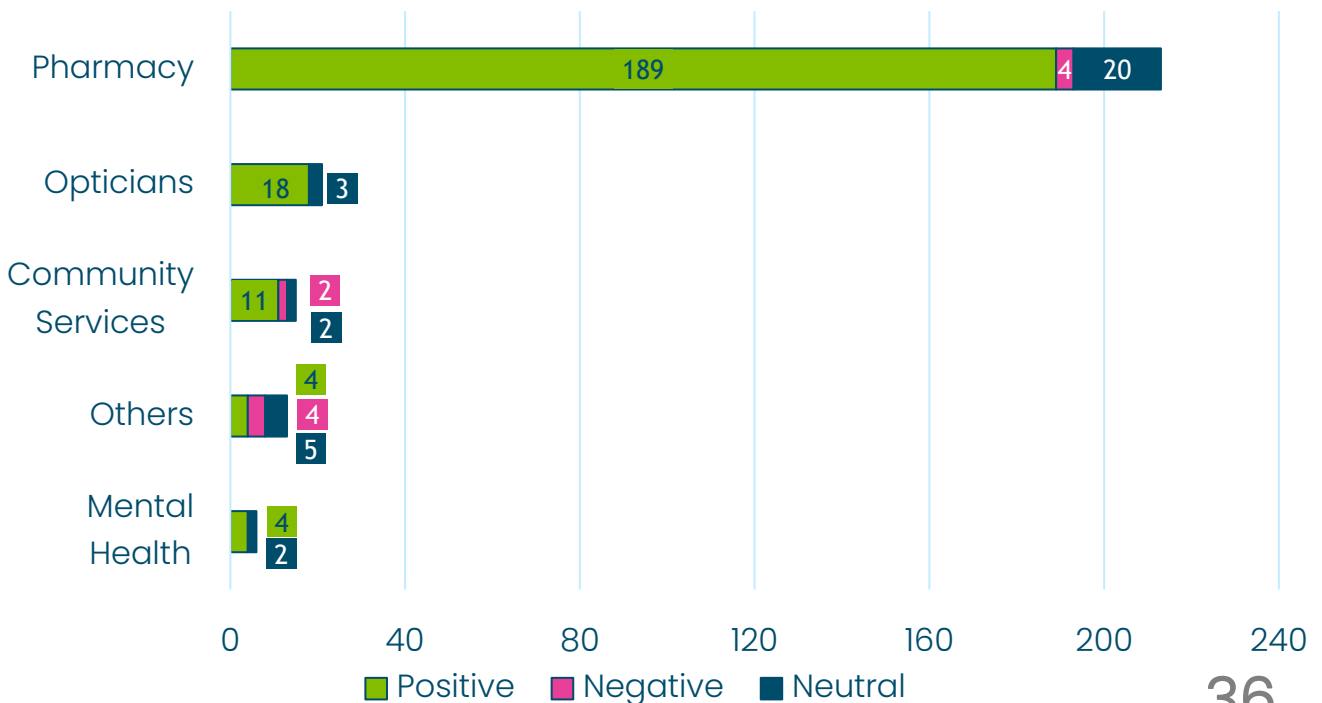
Experiences of 'Other' services

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)

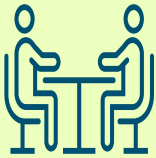
Service Type	No of Reviews	Percentage of Total Reviews
Pharmacy	213	22%
Optician	21	2%
Community Services	15	2%
Other Services	13	1%
Mental Health	6	1%

Service Type by Sentiment



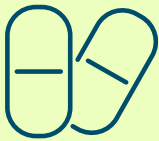
What has worked well?

Below is a list of the key positive aspects relating to 'Other' services in Hounslow between October and December 2022



Communication with Patients

100% of reviews that covered communication were positive. Patients explained to us that the communication between them and services like pharmacies, opticians and community services have been really good in the past quarter.



Communication Around Prescriptions

93% of reviews that covered prescription communication were positive. Residents were overwhelmingly pleased with the explanations and information they get regarding their prescriptions from their pharmacies.



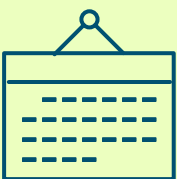
Suitability of Staff

91% of reviews covering staff suitability were positive. Residents using services like Opticians, Community health services and pharmacies, found that the staff they interact with have been positive.



Staff Attitudes

90% of reviews that covered staff attitudes were positive. Patients told us they found their interactions with staff across the different services on the previous page to be very pleasant and kind.



Booking Appointments

88% of reviews that covered booking appointments were positive. Residents highlighted to us that the process of booking appointment with services like Opticians and Community Services to be quite easy.

What could be improved?

Below is a list of the key areas of improvement relating to 'Other' Hounslow services between October and December 2022



Waiting Times At The Premises

26% of reviews that covered waiting times were negative. This quarter patients were frustrated to arrive at their appointments or to collect their prescription in the case of pharmacies and having to wait long periods to be seen.



Medicine Management

15% of reviews that covered management of medicine were negative. Some of the residents highlighted that there are some issues with prescriptions not being sent through on time or not being dispensed in time.



Management of Services

14% of reviews that covering management of service were negative. This quarter we also had some residents explained that they do not think some of the services in this category are being run to the best standard.



Quality of Treatment

13% of reviews that covered quality of treatment were negative. These comments will have been for patients using Opticians, Mental Health Services and Community Services. Explaining to us that the care being provided from these services isn't always the up to standard.

Recommendations

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

Pharmacy – Waiting Times at the Premises

Inform patients how long the wait for medicine will be so that they can choose to use the waiting time effectively.

Pharmacy – Medicine Management

Keep patients included in communications when there are delays so that they can make informed decisions on what to do.

Management of Services

Leaders should look at the NHS [Academy's Leadership Framework](#) for guidance on where to start.

Quality of Treatment

Implement a robust Quality Improvement approach. [The Health Foundation](#) has more information.

Appendix



Demographics

When engaging with residents we ask them to voluntarily share equalities information. This means the data for this section is less than the overall number of reviews. Below is a breakdown of responses for each demographic question.

Gender	Percentage %	No. of reviews
Man (inc trans man)	26%	249
Woman (inc trans woman)	55%	514
Non-binary	0%	0
Other	0%	0
Prefer not to say	0%	3
Not provided	20%	193
Total		959

Age	Percentage %	No. of reviews
Under 18	1%	6
16-24	4%	36
25-34	16%	153
35-44	20%	189
45-54	11%	108
55-64	8%	79
65-74	10%	97
75-84	7%	67
85+	2%	19
Prefer not to say	0%	4
Not provided	21%	201
Total		959

Disability	Percentage %	No. of reviews
Yes	8%	72
No	61%	588
Prefer not to say	0%	299
Not known	0%	0
Not provided	31%	299
Total		959

Long term condition	Percentage %	No. of reviews
Yes	21%	203
No	46%	440
Prefer not to say	0%	2
Not known	0%	0
Not provided	33%	314
Total		959

Ethnicity	Percentage %	No. of reviews
British / English / Northern Irish / Scottish / Welsh	26%	246
Irish	1%	11
Any other White background	8%	81
Asian British	12%	115
Bangladeshi	1%	8
Chinese	2%	21
Indian	12%	116
Pakistani	3%	25
Any other Asian background/Asian British Background	3%	31
Black British	2%	31
African	3%	17
Any other Black / Black British background	0%	2
Asian and White	0%	2
Black African and White	1%	5
Black Caribbean and White	0%	4
Any other Mixed / Multiple ethnic groups background	1%	6
Arab	2%	17
Any other ethnic group	1%	14
Not provided	22%	214
Total		959

Religion	Percentage %	No. of reviews
Buddhist	0%	1
Christian	23%	220
Hindu	7%	69
Jewish	0%	1
Muslim	13%	121
Sikh	6%	60
Spiritualism	1%	6
Other religion	1%	9
No religion	16%	153
Prefer not to say	0%	3
Not known	0%	0
Not provided	33%	316
Total		959

Demographics

Sexual Orientation	Percentage %	No. of reviews
Asexual	0%	2
Bisexual	1%	6
Gay man	0%	0
Heterosexual / Straight	25%	235
Lesbian / Gay woman	0%	0
Pansexual	0%	0
Prefer not to say	2%	22
Not known	0%	0
Not provided	72%	694
Total		959

Pregnancy	Percentage %	No. of reviews
Currently pregnant	0%	4
Currently breastfeeding	1%	7
Given birth in the last 26 weeks	1%	6
Prefer not to say	1%	5
Not known	2%	16
Not relevant	30%	289
No	1%	14
Not provided	64%	618
Total		959

Unpaid Carer	Percentage %	No. of reviews
Yes	4%	35
No	38%	365
Prefer not to say	1%	8
Not provided	31%	551
Total		959

Employment Status	Percentage %	No. of reviews
In unpaid voluntary work only	0%	3
Not in Employment & Unable to Work	4%	34
Not in Employment / not actively seeking work – retired	10%	100
Not in Employment (seeking work)	3%	28
Not in Employment (student)	2%	23
Paid: 16 or more hours/week	18%	173
Paid: Less than 16 hours/week	2%	18
Prefer not to say	1%	6
On maternity leave	1%	9
Not provided	59%	565
Total		959

Area of the borough	Percentage %	No. of reviews
Brentford & Isleworth	3%	31
Chiswick	2%	20
Feltham	14%	131
Great West Road	4%	39
Heart of Hounslow	16%	150
Other	5%	44
Out of Borough	3%	25
Prefer not to say	0%	4
Not provided	54%	515
Total		959