

**PATIENT EXPERIENCE REPORT**  
**Q1 April – June 2022**

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## Who We are

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

## The Patient Experience Programme

In delivering these duties in Hounslow we operate a comprehensive Patient Experience data collection programme. The implementation of the data collection programme and the Digital Feedback Centre will normally yield a minimum of 4,800 patient experiences per annum all of which will be presented as they are received and considered as valid community opinion.

Our Patient Experience Officer, supported by a team of volunteers, visits health and social care services daily to talk to and hear from patients, service users, carers and relatives about their experiences of local services. These patient experience comments and reviews are gathered using a standard form (see appendix 1 & 2) which asks for feedback on their overall experience, likelihood to recommend a service, treatment, booking and a number of other areas. We approach every patient, capture their experience in their words and seek consent for their feedback to be published on the Healthwatch Hounslow website, through the Digital Feedback Centre. People can leave their name or comment anonymously. At the end of each service visit the Patient Experience Officer will relay any urgent matters requiring attention to the service manager. Where patients relay concerns about their treatment we inform them of their rights and the feedback and complaints mechanisms available to them.

**Beyond the survey** We also offer for a member of Healthwatch Hounslow staff to call them to discuss the issue in more detail at later date. This may be particularly relevant where a patient does not feel comfortable discussing the issue at that point or in that location. All patients are approached with sensitivity.

## Safeguarding

During our visits, if we observe or hear any safeguarding concerns these are immediately referred to the office and a safeguarding referral made where appropriate.

## Limitations

Whilst we aim to gather patient experience comments and reviews from a representative sample of Hounslow's population we acknowledge that different people use different services at different times in their lives, and some not at all. Furthermore, the results do not equally represent feedback from all patients or services. The methods used to collect the data do not include those who exclusively use remote consultations and some services. Services do not necessarily have the opportunity to give respond to statements made by patients. Whilst all patients are asked for their monitoring information some do not wish to provide this.



The outreach element of our Patient Experience Programme is supplemented by our community engagement work and our [website](#), which people may visit independently to provide service feedback and comments. Our questions are uniform across the Digital Feedback Centre as well as the physically collected forms.

## Quarter 1 2022 Summary

This report covers the quarter 1(Q1) period, April - June 2022. During this time, we collected 1249 reviews, achieving our quarterly target of 1,200 (averaging 400 per month). Prior to this quarter there was some disruption caused by the Coronavirus Pandemic. With the easing of the social distancing rules, we have resumed our face-to-face engagement and we continue to collate reviews from different services.

Out of the total number of patient experiences received, 921 (74%) were positive, 207 (16%) were neutral and 121 (10%) were negative experiences of service provision (this is based on the overall star rating provided by patients - see page 38 for further detail). Please see the conclusion for a summary of the key findings.

## Report layout and themes

The information presented within this report reflects the individual patient experience of health and social care services, untainted and without agenda to ensure that the genuine observations and commentaries of the community are captured. Healthwatch Hounslow presents this as factual information to be considered and utilised to improve service provision and highlight areas of good practice.

We have included detailed analysis of the themes and sub-themes (Pages 10 - 19). In this section, we breakdown the main themes & trends for the services where we received a significant number of feedback. In Q1 these areas are GPs, Hospitals, and Pharmacy services. We will show the sub-themes and some examples of comments. Each comment is uploaded to our online feedback centre where up to five themes and sub-themes may be applied to the comment (see appendix 3 (p. 40-41) for a full list). Depending on the content of the comment it may have one or more themes attached to it. For this reason, the total number of themes will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative or neutral 'sentiment' is given. In this section we breakdown the main themes & trends for the services where we received the largest number of feedback.

Healthwatch Hounslow use a Digital Feedback Centre (on our website) and Informatics system (software sitting behind the Digital Feedback Centre) to capture and analyse patient experience feedback. The Informatics system is currently used by approximately 1/3 of the Healthwatch Network across England and it captures feedback in a number of ways:

1. It asks for an overall star rating of the service (between 1-5)
2. It provides a free text box for comment
3. It asks for a star rating against specific domain areas (between 1-5)

In terms of reporting, the above provides Healthwatch with several data sets.

Star ratings provide a simple snapshot average, both overall and against specific domain areas.




When it comes to the free text comment box, this is analysed in two different ways resulting in two different data sets:

- In the first instance, our informatics system creates a 'sentiment score' by using a sophisticated algorithm to analyse comments and categorise them as positive, negative or neutral. This is an automatic process. Where overall sentiment is highlighted in the report, it relates to this aspect of the process.
- In the second instance, free text comments are broken down and analysed for themes and sub themes. Where relevant, up to 5 themes and sub themes can be applied to any one patient experience comment. Upon each application of a theme or sub theme, a positive, negative or neutral sentiment is also applied. This is a manual process undertaken by trained staff and specially trained volunteers. The process is overseen by the Patient Experience Officer and regularly audited in order to ensure consistency. Where themes and related sentiment are discussed in the report, it relates to this aspect of the process.

Each of the areas described above provides an independent set of results which can be viewed separately or in conjunction with one another in order to gain an insight into a service or service area. It is important to note that correlation between different data sets may not be apparent, for example, a service may have an overall star rating of 4/5 but much lower ratings against individual domain areas.

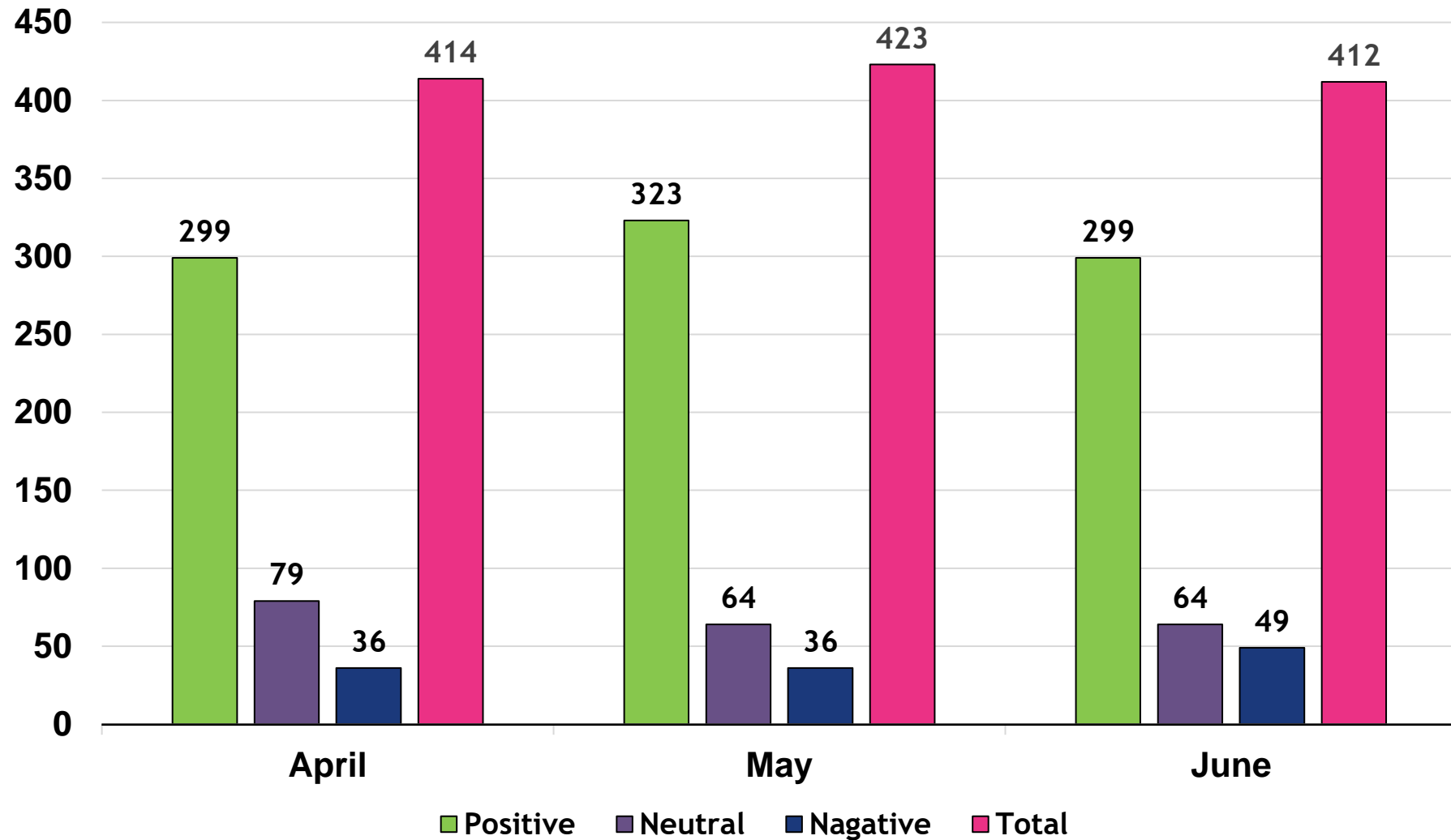
The number of patient reviews received for this quarter is 1249. The table below shows a breakdown of the positive, neutral and negative patient reviews. (See the appendices for examples of our physical and online questionnaires).

Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 2 indicate a negative, 3-star rating indicate a neutral response, while star ratings between 4 and 5 indicate a positive response. This quarter, 921 positive, 207 neutral and 121 negative responses have been recorded.

Month	1 - 2 Star Reviews (Negative) 	3 Star Reviews (Neutral) 	4 - 5 Star Reviews (Positive) 
April	36	79	299
May	36	64	323
June	49	64	299
Total	121	207	921



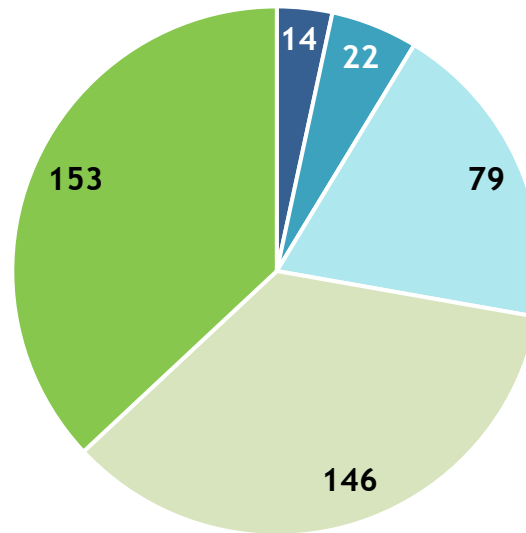
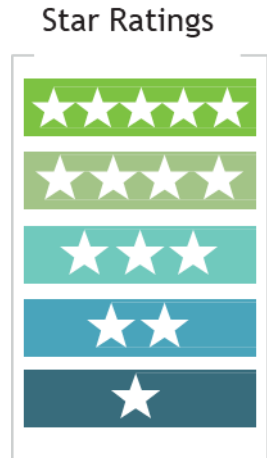
This chart provides a breakdown of positive, neutral, negative and total reviews for each month, based on the overall star rating provided.



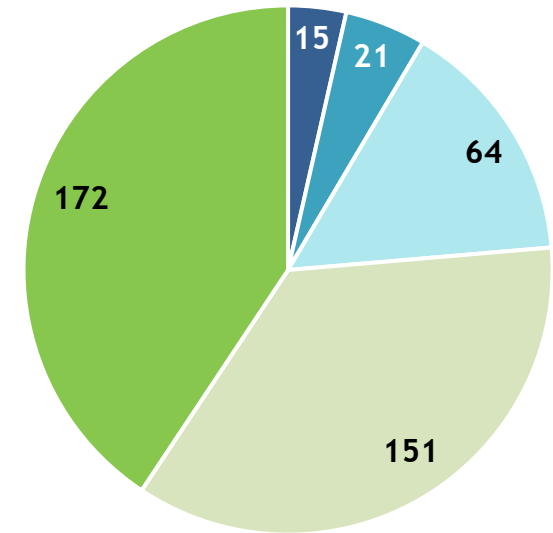


These pie charts show the breakdown of star ratings for each month and for the whole quarter.

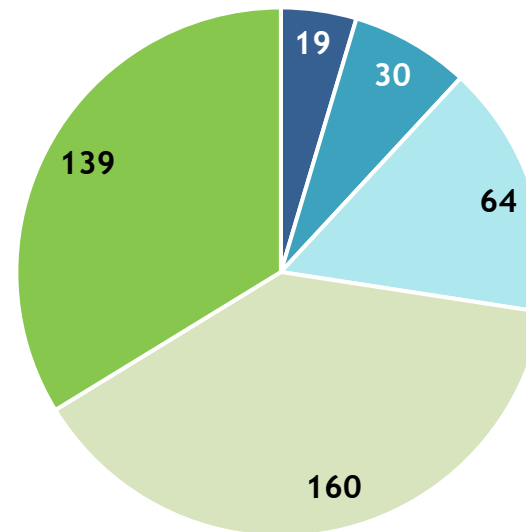
In each month, the 5-star rating received the highest proportion of reviews, followed by 4-star rating and the 1-star rating.



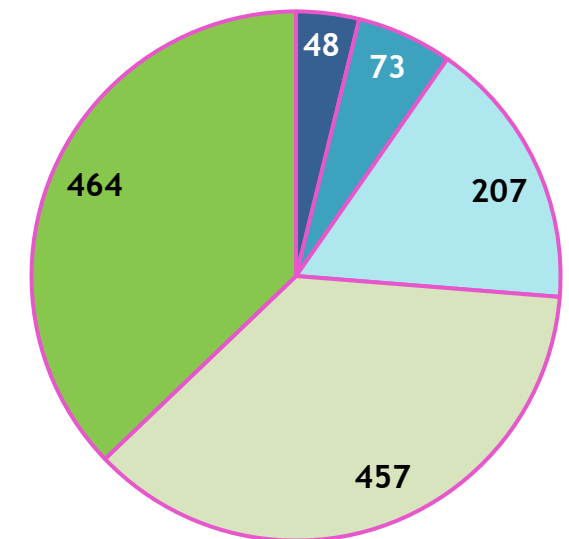
April



May



June



Total for Quarter 1

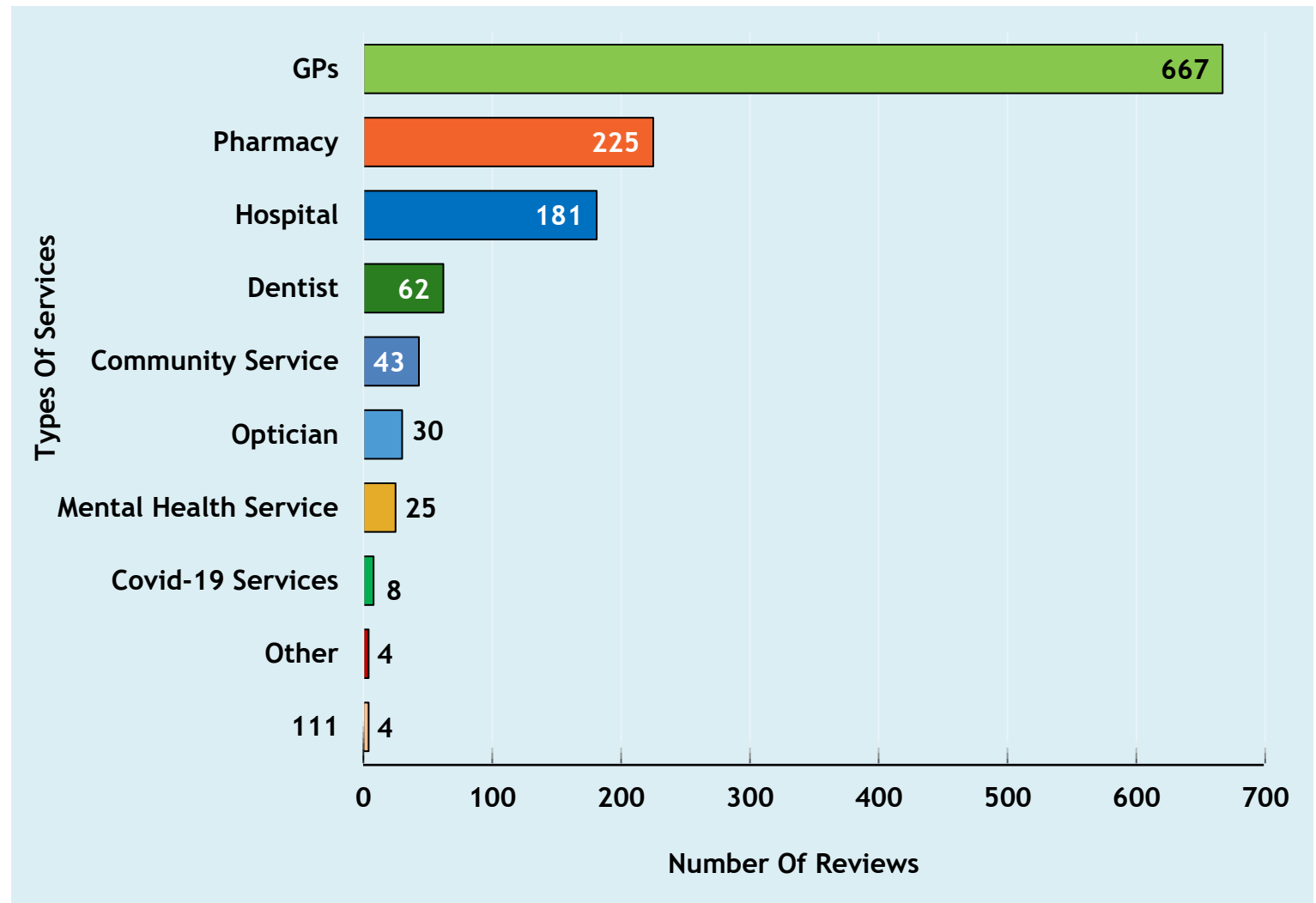




The chart shows the number of Q1 patient reviews covering 10 service type categories.

The category with the highest number of reviews recorded is the GP category (667), followed by the Pharmacy (225) and Hospital category (181).

As the Patient Experience Programme develops, Healthwatch Hounslow (HWH) will continue trying to capture patient experience reviews from varied service areas. However, due to limited community engagement, we continue to additionally gather experiences through telephone consultations, online reviews and attending online forums and meetings.



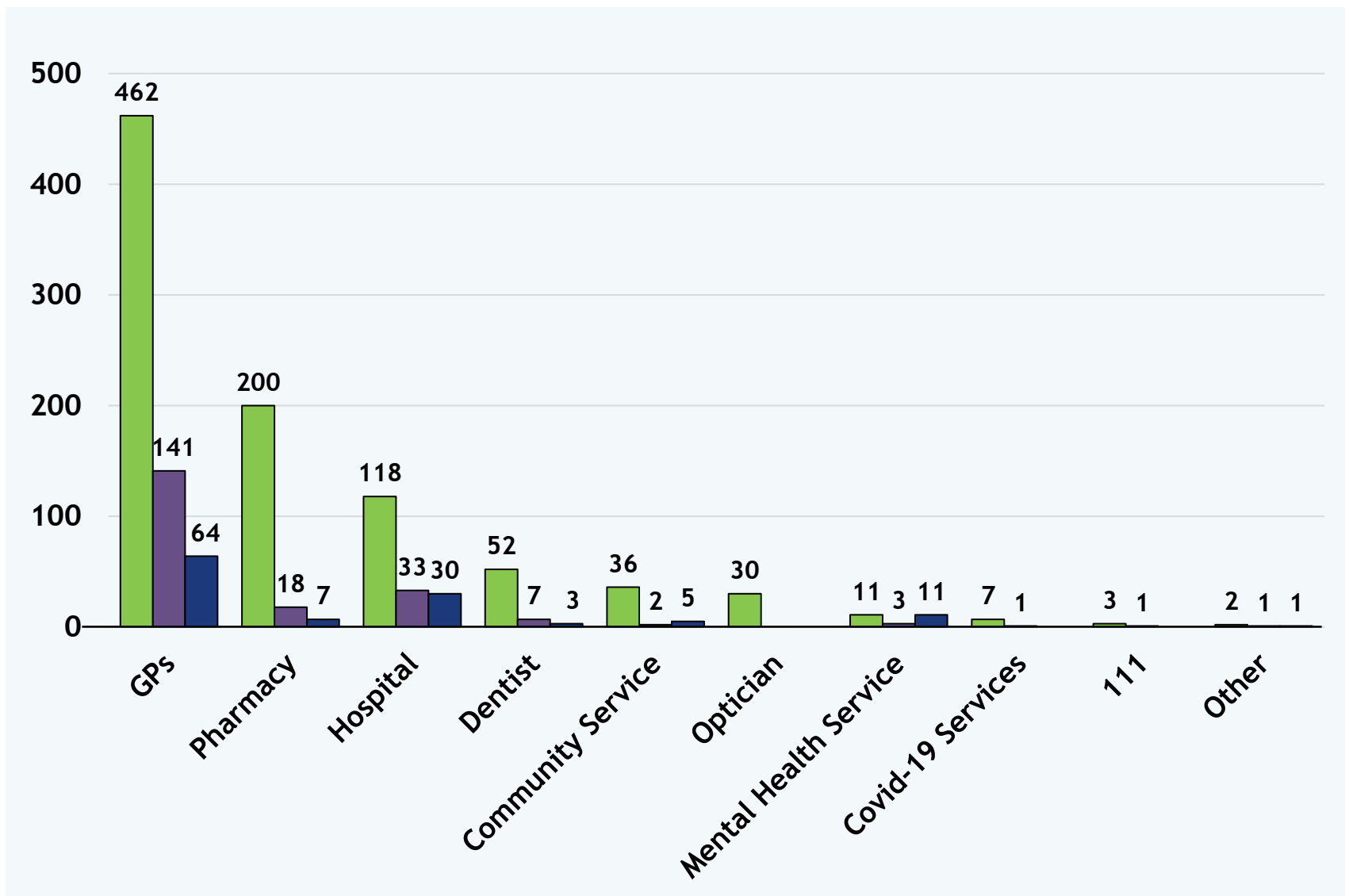


The bar chart compares the number of negative, neutral and positive reviews for each category.

From the categories that received more than 10 reviews;

The categories with the highest proportion of positive reviews are Opticians services (100%); Pharmacy Services (89%); Community Service (84%); and Dentist (84%).

The categories which received the highest proportion of negative reviews are Mental Health Services (44%); Hospital (17%); Community Service (17%); and GPs (10%).

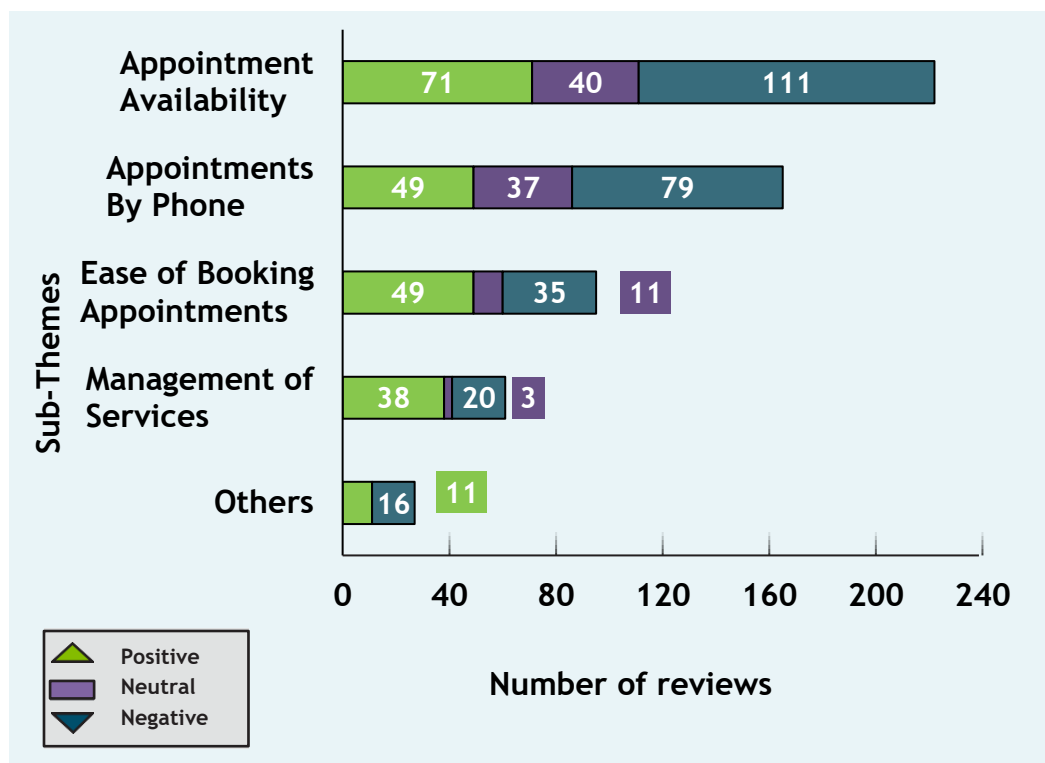


The **Administration** theme received 570 reviews; 38% (218) were positive, 46% (261) were negative and 16% (91) were neutral. The chart below presents a breakdown of the sub-themes for Staff. **“Others”** comprises the rest of the sub-themes mentioned. See pages 41-42

**Appointment Availability** sub-theme received 222 comments with, 32% (71) were positive, 50% (111) were negative and 18% (40) were neutral. Like previous quarters, for the availability of GP appointment there is a continued trend of sentiments being negative; it was 46% in quarter 4 (Jan - Mar 2022) and 47% in quarter 3 (Oct - Dec 2021). **Booking Appointments By Phone** was discussed in 165 reviews; 30% had a positive sentiment, 48% were negative and 22% were neutral, we found similar breakdown in quarter 4 (Jan - Mar 2022) it was 47% negative sentiment comments. Showing that patients find it quite difficult to get through on the phone and then the appointments aren't available promptly.

The comments about **Management of Services** was majority positive with 62%, **Ease of Booking Appointments** was also 52% positive. From our analysis of the comments for this theme the patients think that the administration at GPs are helpful, but the main problem is the difficult process when booking an appointment.

## Top Sub-themes for Administration



### Positive Reviews

“When you want an appointment you get it...”

*Argyle Health Practice*

“Easy to book an appointment by phone...”

*Jersey Practice*

“I have been here for more than 30 years. The service has never changed and improved in many ways.”

*St. David’s Practice*

### Negative Reviews

“...I haven't seen the doctors in a long time. I want face to face appointments, but they only offer over the phone.”

*Bath Road Surgery*

“... last week when I was trying to book an appointment, I had to call them over 50 times in a day and I still could not get through...For today's appointment, I had to really argue to get the appointment...”

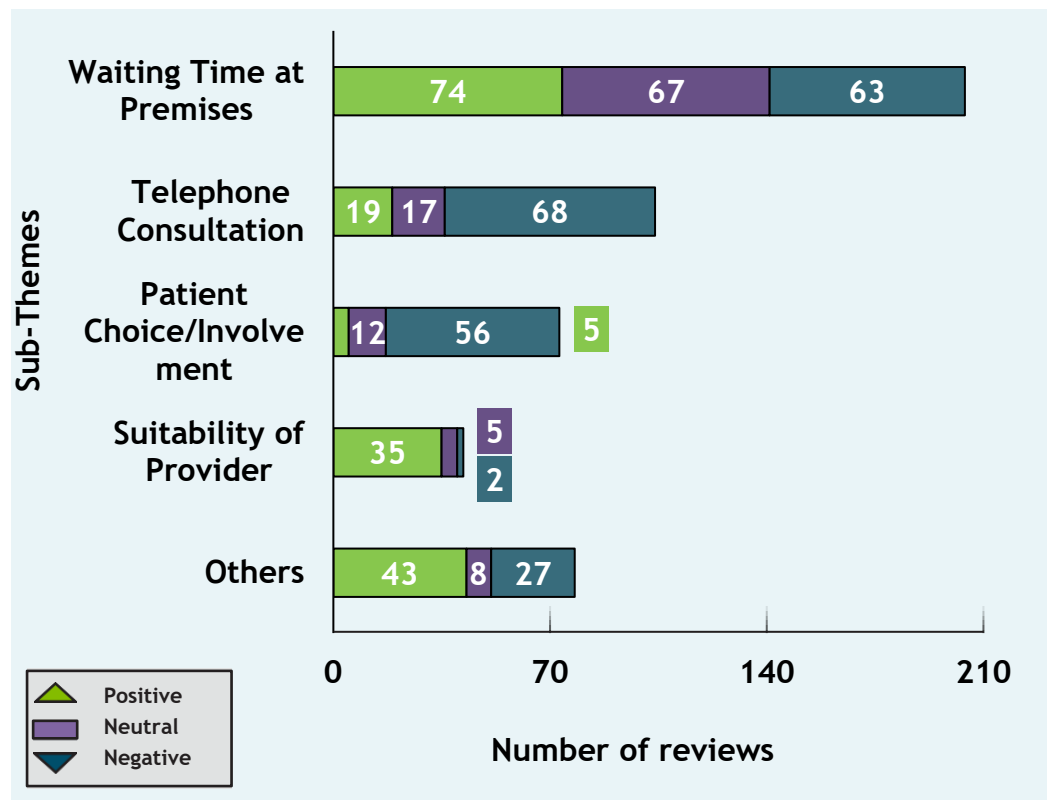
*HMC Health Hounslow*

The **Access to Services** theme received 502 patient reviews. 35% (176) were positive, 43% (216) were negative and 22% (110) were neutral. The chart below presents a breakdown of the sub-themes for Staff. “**Others**” comprises the rest of the sub-themes mentioned; see pages 41-42.

For **Waiting Times At Premises**, we received 204 reviews; 36% (74) were positive, 31% (63) were negative and 33% (67) were neutral. Compared to Q4, there has been an increase positive sentiment and a decrease in neutral sentiment comments, it was 32% positive and 45% neutral in Q4 Jan-Mar 2022. The comments for this sub-theme are almost equally split between the sentiments, showing that experiences of waiting at practices varies from patient to patient.

**Telephone Consultation** received 104 comments and **Patient Choice/Involvement** was discussed in 73 reviews; both sub-themes received majority negative sentiment comments with 65% and 77% respectively, which is like our finding in Q4 Jan - Mar 2022, when it was 60% and 74% respectively. Indicating that patients continue to find access to GP by phone to be difficult and feel they aren’t provided sufficient options to access the service.

### Top Sub-themes for Access to Service



#### Positive Reviews

“...The wait to be seen is about 10-15 minutes but I usually come in earlier than my appointment time...”

*HMC Health Hounslow*

“They are always available. Bend over backward to help...”

*Willow Practice*

“...The wait to be seen is good, I get seen fairly quickly, and they are okay with that. I think once you have an appointment they do it right....”

*Albany Practice*

#### Negative Reviews

“Sometimes I am waiting a while for appointment...”

*Carlton Surgery*

“...There is also some wait to be seen, it can be 20-30 minutes.”

*Redwood Practice*

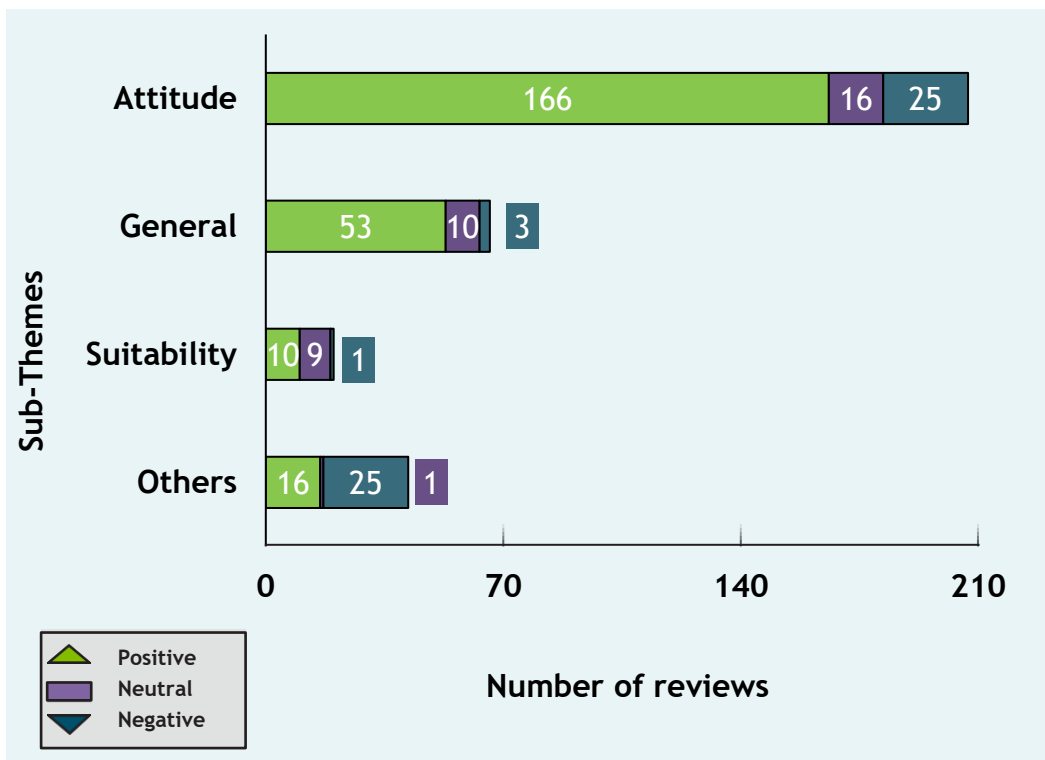
“They don't answer the phone. There is a 40 minute wait on the phone and...I want face to face appointments, but they only offer over the phone.”

The **Staff** theme received 335 reviews. 73% were positive (245), 16% (54) were negative and 11% (36) were neutral. The chart below presents a breakdown of the sub-themes for Staff. “Others” comprises the rest of the sub-themes mentioned. See pages 41-42

**Staff Attitude/Courtesy** was mentioned in 207 reviews, 80% (166) were positive, 12% (25) were negative and 8% (16) were neutral. There is a trend of patients expressing positive sentiments in comments about the attitude of staff they encounter. 72% of reviews had a positive sentiments in Q4 (Jan - Mar) and in Q3 (Oct - Dec) it was 73% positive.

For **General** sub-theme we received 66 reviews; 80% (53) positive, also for **Suitability** we received 20 and from those 50% were positive. The analysis of the comments show that patients think staff have been helpful, great with the occasional rude encounter.

**Top Sub-themes for Staff**



**Positive Reviews**

“...the reception staff are fantastic. I'm here quite often and I've had nothing but first-rate service from them...”

*West 4 GPs*

“...They are very nice and never rude.”

*Jersey Practice*

“...The staff here are nice, they are fine and good, so far I've not had any issues with them.”

*Redwood Practice*

“They are so attentive and friendly. They are quite nice to me.”

*HMC Health Feltham*

**Negative Reviews**

“...The staff used to be very good, but now you cannot get a hold of them here.”

*Albany Practice*

“...there is a lack of decision-making and inappropriate jokes. They do not explain anything to you about what is going on...”

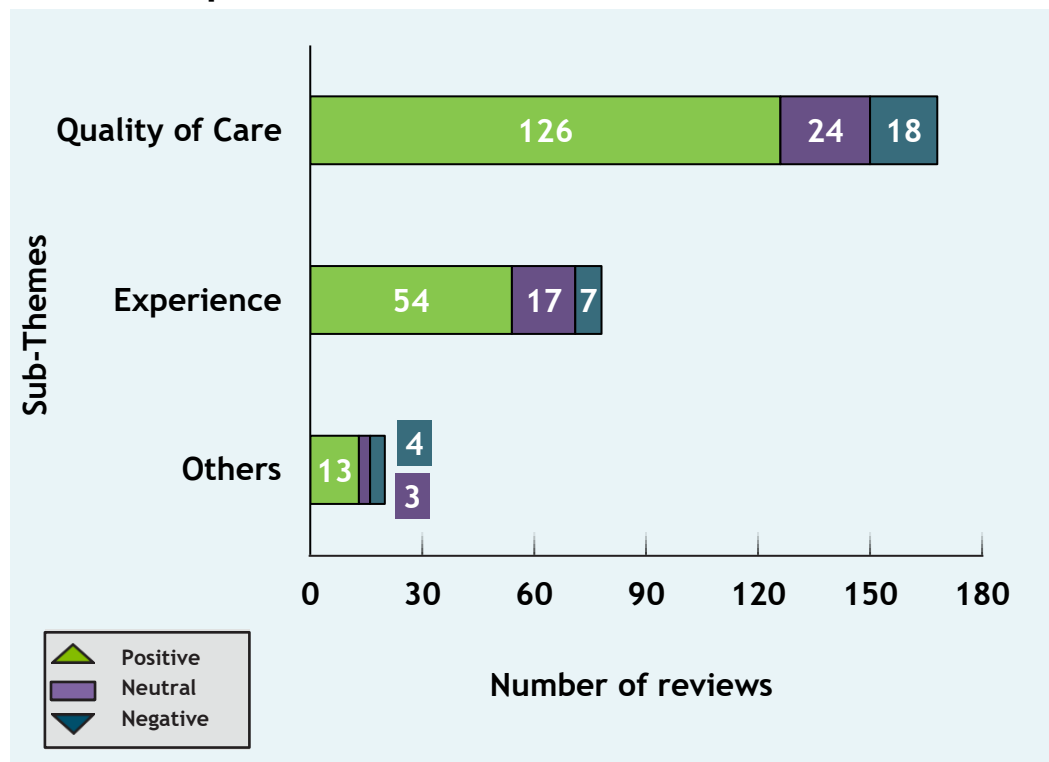
*Spring Grove Medical Practice*

The **Treatment and Care** theme received 266 reviews. 73% (193) were positive, 11% (29) were negative and 16% (44) were neutral. “Others” comprises the rest of the sub-themes mentioned. See pages 41-42 for the full list of sub-themes.

**Quality of Care** was the most discussed sub-theme with 168 reviews; 75% (126) were positive, 11% (18) were negative and 14% (24) were neutral. Similar to previous quarters, there is a trend of patients experiencing positive treatment, last quarter 4 Jan - Mar 2022, it was 74% positive and in quarter Oct - Dec 2021, it was 79% positive..

**Experience of Care** was a recurring sub-theme with 78 reviews; 69% (54) were positive, 9% (7) were negative and 22% (17) were neutral. Like previous quarters majority of patients are happy with their experience of care at the GPs, it was 56% in Q4 Jan - Mar 2022 and 67% in Q3 Oct - Dec 2021. After looking into the comments for this theme patients mainly think the treatment they receive is good and helpful.

## Top Sub-themes for Treatment & Care



### Positive Reviews

“The doctors are kind and helpful. I never had a bad experience...”

*Redwood Practice*

“The doctor has been good, explains everything thoroughly and listens to my needs/problems.”

*HMC Heston Practice*

“The doctors always guide me, I do have my favourite doctors. It takes me one minute to get here so it is very convenient.”

*Crosslands Surgery*

### Negative Reviews

“Very bad experience with one doctor. Service not good.”

*Redwood Practice*

“...The doctors seem disinterested in the patient and don't take my concerns seriously. I have had to explain to the doctor what condition I think that I have or do have, rather than the doctor guiding and explaining my treatment...”

*HMC Health Feltham*

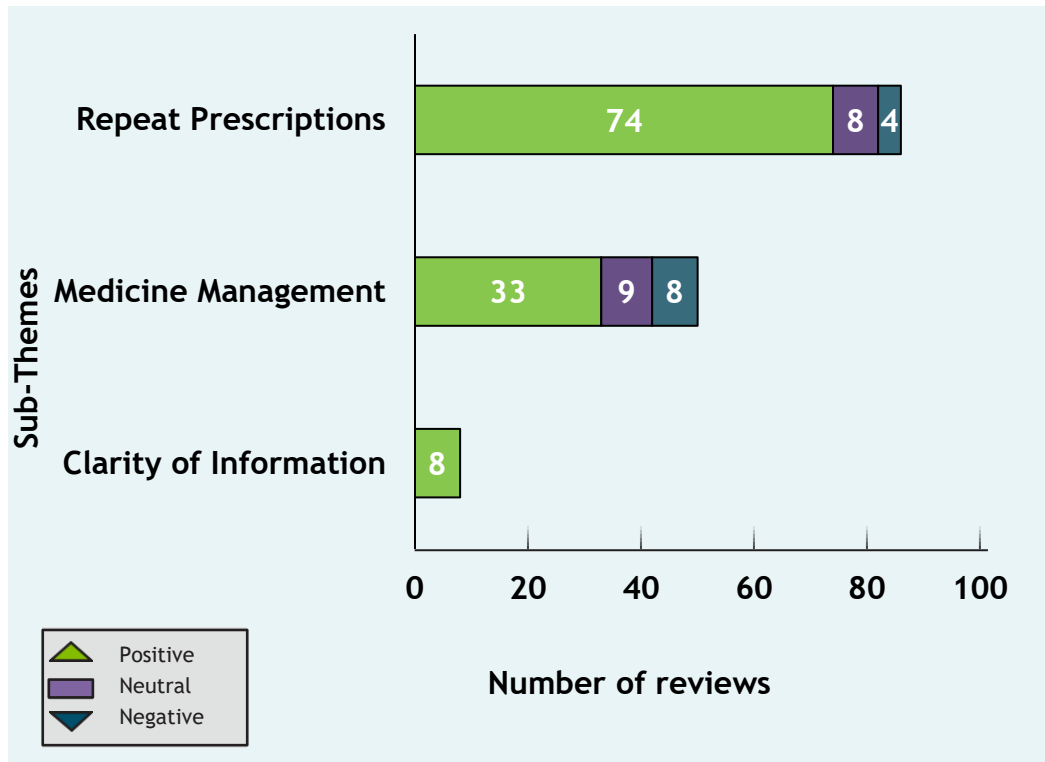


The **Medication** theme received 144 reviews; 80% (115) were positive, 8% (12) were negative and 12% (17) were neutral. The chart below presents a breakdown of the sub-theme for **Medication**.

**Repeat Prescription** received the most 86 reviews; 86% (74) were positive, 5% (4) were negative and 9% (8) were neutral. In previous quarters majority of the reviews have been positive in Q4 (Jan - Mar 2022) it was 81% and in Q3 (Oct - Dec 2021) 91%. Showing that a lot patients are happy with the how their repeat prescriptions are processed.

For **Medicine Management** sub-theme we received 50 reviews; 66% (33) were positive, 16% (8) were negative and 18% (9) were neutral. This is also like previous quarters with reviews being positive, in Q3 (Jan - Mar 2022) it was 71% and in Q3 (Oct - Dec 2021) it was 67%. From the analysis of the comments, most of the comments explained the medication services were excellent with a few comments on things that can be improved.

### Top Sub-themes for Medication



### Positive Reviews

“I’m happy with them, I can come here and they send me my medication at home when I’m not well.”

*Herbert and Herbert Pharmacy*

“Fast service for prescriptions, and gave good advice.”

*Dunn’s Pharmacy*

“I renew my prescriptions online every few months, the GP sends them here quickly and they have been absolutely excellent, I know the guy that runs the place and nothing is too much trouble for him.”

*West London Pharmacy*

### Negative Reviews

“They’re good but they sometimes run out of the stock that I need from them.”

*Shah Pharmacy*

“They are not very good. Normally running out of medication.”

*Feltham Boots Pharmacy*

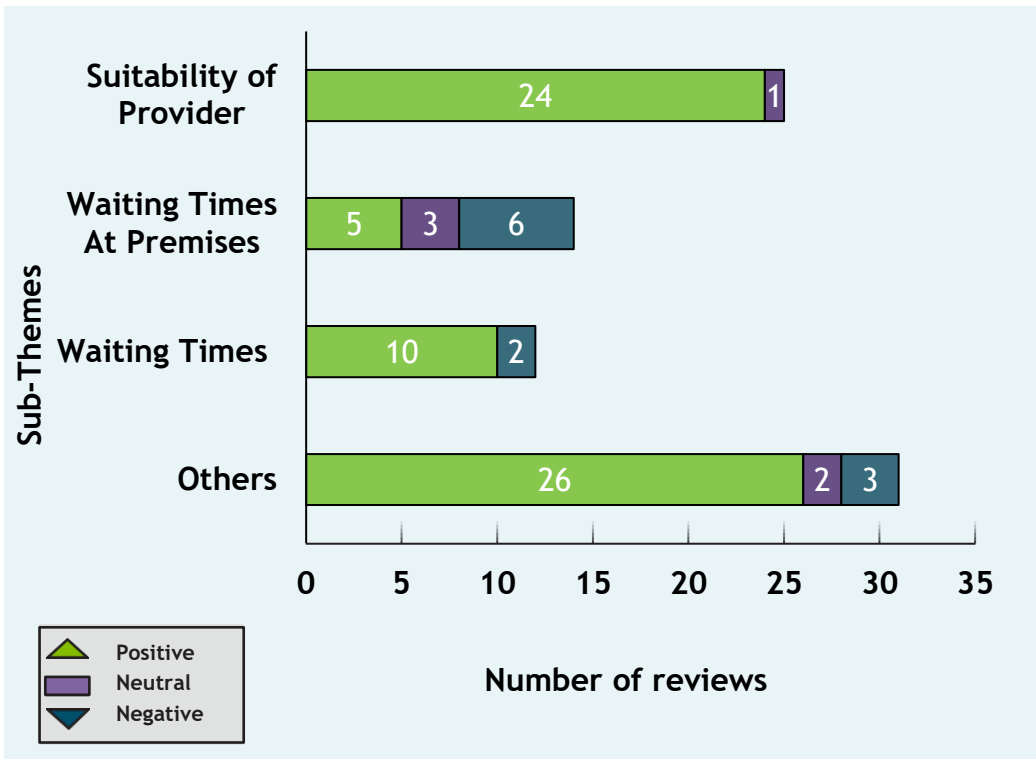


**Access to services** theme received 82 reviews. 79% (65) were positive, 13% (11) were negative and 7% (6) were neutral. The chart below shows a breakdown of the sub-themes. **Others** comprises the rest of the sub-themes mentioned. See pages 41-42 for the full list of sub-themes.

For **Suitability of Provider** we received 25 reviews; 96% (24) were positive and 4% (1) were neutral. From the analysis of the comments patients generally described their pharmacies are really good, like last Q4 (Jan - Mar 2022) we received 100% positive sentiment comments.

For the **Waiting Times** sub-theme received 12 reviews; 83% (10) were positive and 17% (2) were negative sentiment comments. But for **Waiting Times At The Premises** sub-theme received 14 reviews; 36% (5) were positive, 43% (6) were negative and 21% (3) were neutral sentiment comments. This shows that patients find the speed of prescriptions being processed are efficient, but they usually have to wait too long when they come to pick up their repeat prescriptions.

## Top Sub-themes for Access to Services



### Positive Reviews

“They are absolutely wonderful, everything goes quickly. I do not have to wait when I'm here.”

*Herbert and Herbert Pharmacy*

“Very easy; you just go and pick up the medication.”

*Bath Road Pharmacy*

“I come here for my appointments and I haven't had any issues. I get what I need and they have everything in stock. They're really efficient.”

*Jade Pharmacy (Isleworth)*

“It is like going to the doctor. They are very good..”

*Minal Pharmacy*

### Negative Reviews

“...It is hit and miss. Also, difficult to get advice”

*Jasins Chemist*

“The new chemist took over and wasn't experienced in dealing with the patient, and after waiting for hours a few times we changed our prescription chemist.”

*West London Pharmacy*



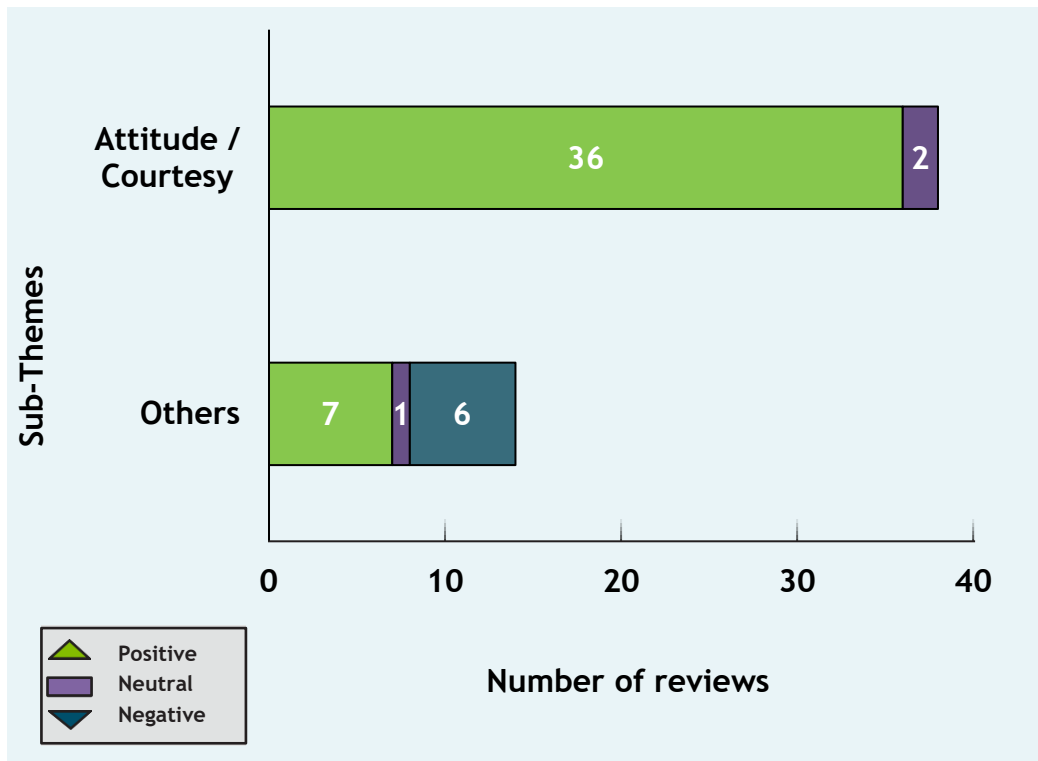


The **Staff** theme received 52 reviews, 83% (43) were positive, 12% (6) were negative and 6% (3) were positive. The chart below shows a breakdown of the sub-themes.

The **Attitudes/Courtesy** sub-theme received the most reviews, 38; from these 95% (36) were positive and 5% (2) were neutral. This is comparable to what we found in previous quarters; in Q4 Jan - Mar 2022 it was 91%, and in Q3 Oct - Dec 2021 it was 85%. Showing that most patients are pleased with staffs' attitudes/courtesy, from the comments most patients described staff as "excellent" and "helpful".

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

### Top Sub-themes for Staff



#### Positive Reviews

"They are very friendly."  
*Jade Pharmacy (Heston)*

"They're very helpful here when I come for my prescriptions..."  
*Brent Pharmacy*

"...they are always very helpful and they are good with the delivery."  
*Whitton Corner Pharmacy*

"They are usually quite quick and the staff there are friendly"  
*Morrison's Pharmacy*

#### Negative Reviews

"Staff are a bit lazy and take very long time to dispense medicine."  
*Shah Pharmacy*

"They are so busy so they do not give you so much information about your medicine.."  
*Boots Hounslow High Street*

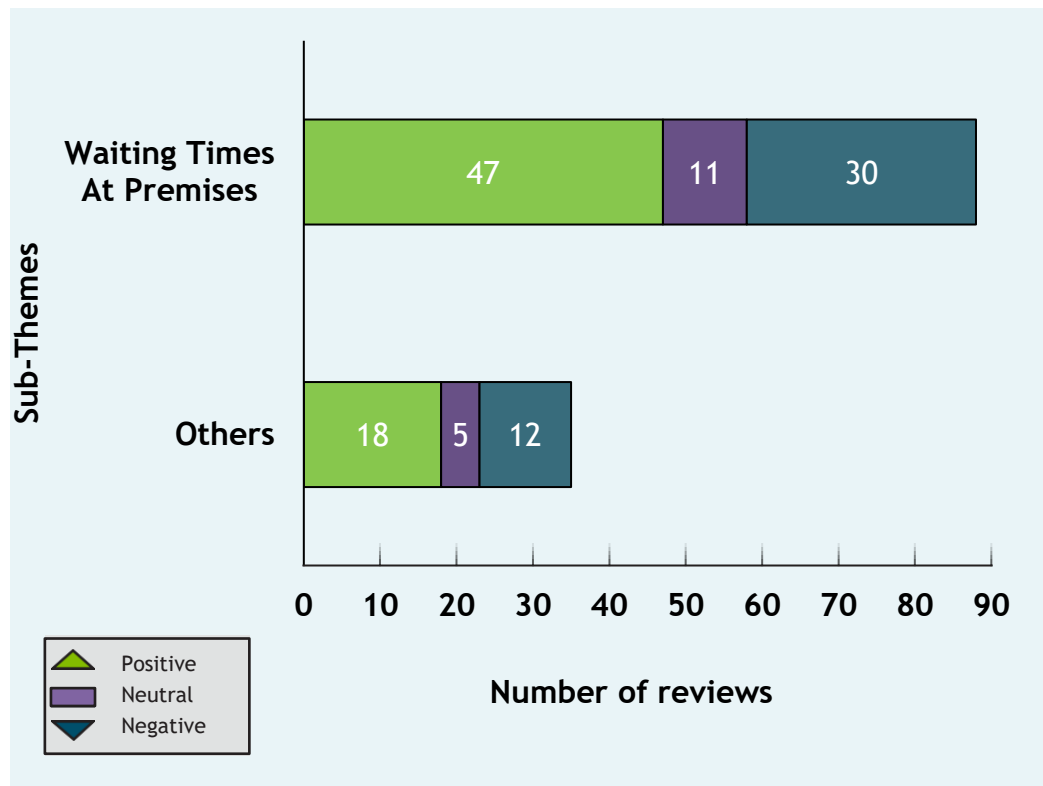


**Access to Services** received 123 reviews this quarter. 53% (65) were positive, 34% (42) were negative and 13% (16) were neutral.

**Waiting Time At Premises** was mentioned in 88 reviews. 53% (47) were positive, 34% (30) were negative and 13% (11) were neutral. Compared to previous quarters, in Q4 Jan - Mar it was 42% and it was 41% in Q3 Oct - Dec, we received more positive sentiment comments. Showing that patients at hospitals have experienced lesser waiting times than in the past, we will continue to monitor this theme further.

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

### Top Sub-themes for Access to Services



#### Positive Reviews

“...The wait is not long for the one appointment I've had there..”  
*West Middlesex Hospital (Maternity)*

“...They were quite good with the waiting, I got seen within 30 minutes which was quite quick.”  
*West Middlesex Hospital (Endocrinology)*

“I was in and out so quickly...they saw me immediately I got there...”  
*West Middlesex Hospital (X-ray)*

#### Negative Reviews

“You have to wait for so long it was at least 5-6 hours to get seen...”  
*West Middlesex Hospital (A&E)*

“I was referred here, it was not good at all, I've been waiting to see them for more than a year, they book me into the appointments and then they cancelled it...”  
*West Middlesex Hospital (Urology)*

“There were too many people there and the wait to be seen was 4 hours. Maybe when the GP opens up fully there wouldn't be so many people there...”  
*Hounslow Urgent Care Centre (West Middlesex Hospital)*

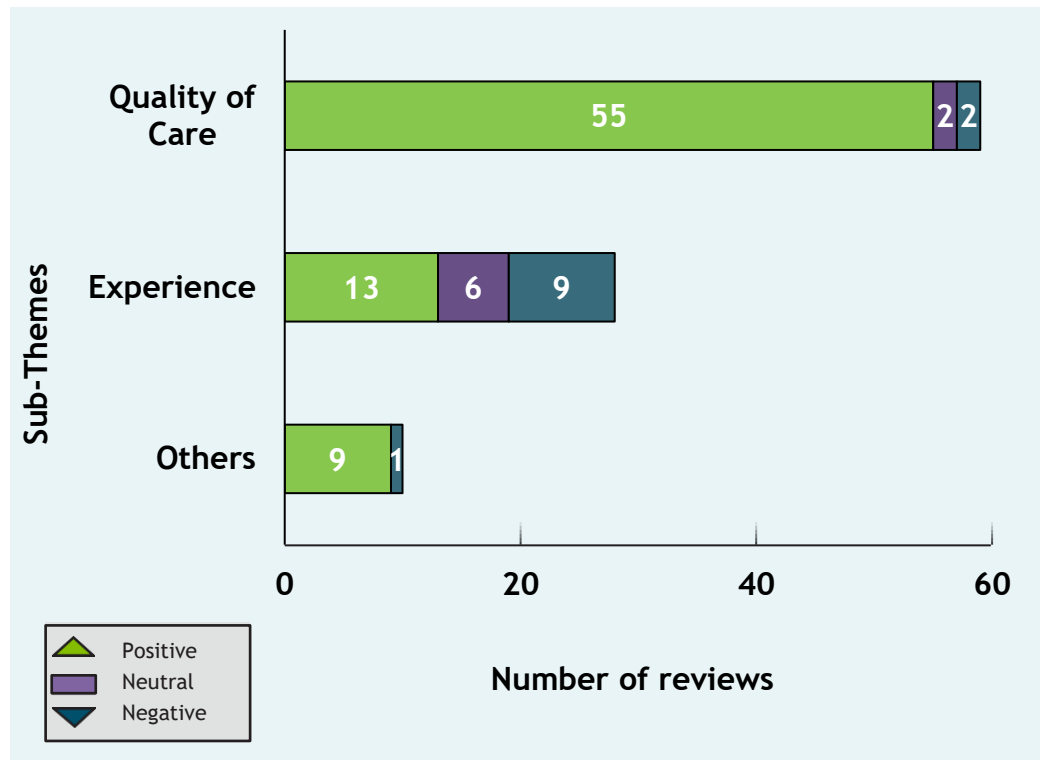


The **Treatment and Care** theme received 97 reviews. 79% (77) were positive, 12% (12) were negative and 8% (8) were neutral. The chart below shows a breakdown of the sub-themes. **Others** comprises the rest of the sub-themes mentioned. See pages 41-42 for the full list of sub-themes.

**Quality of Care** was the most mentioned sub-theme with 59; 93% (55) were positive, 3% (2) were negative and 3% (2) were neutral. This shows us that patients continue to receive very good quality of care from hospitals

For **Experience** we had 28 reviews; 46% (13) positive, 32% (9) were negative and 21% (6) were neutral. Compared to previous quarters there has been a decrease in the positive comments and an increase in neutral comments, in Q4 Jan-Mar 2022 it was 63% and 4% respectively and in Q3 Oct-Dec 2021 it was 76% and 11%. Showing that some general experience of patients at hospitals this quarter were not good enough.

### Top Sub-themes for Treatment and Care



#### Positive Reviews

“They looked after me and they went through the process to see if I was healthy, I was then admitted and monitored for 3 days...”

*West Middlesex Hospital (General Surgery)*

“They are really good. Always very good with kids. All the doctors and nurses always to make the kids feel at ease.”

*West Middlesex Hospital (Paediatrics)*

“I like the treatment. I wouldn't go anywhere else. Been going there for 5 years.”

*West Middlesex Hospital*

“Very good care. The doctors are very good...”

*Hounslow Urgent Care Centre (West Middlesex Hospital)*

#### Negative Reviews

“I do not like coming here because I end up getting admitted to a ward here and then my mental health deteriorates ...”

*West Middlesex Hospital (A&E)*

“They kept passing me between themselves, I did not like the experience there, they were not helpful at all, I just felt messed around when I just wanted to get treated...”

*West Middlesex Hospital (Gynaecology)*

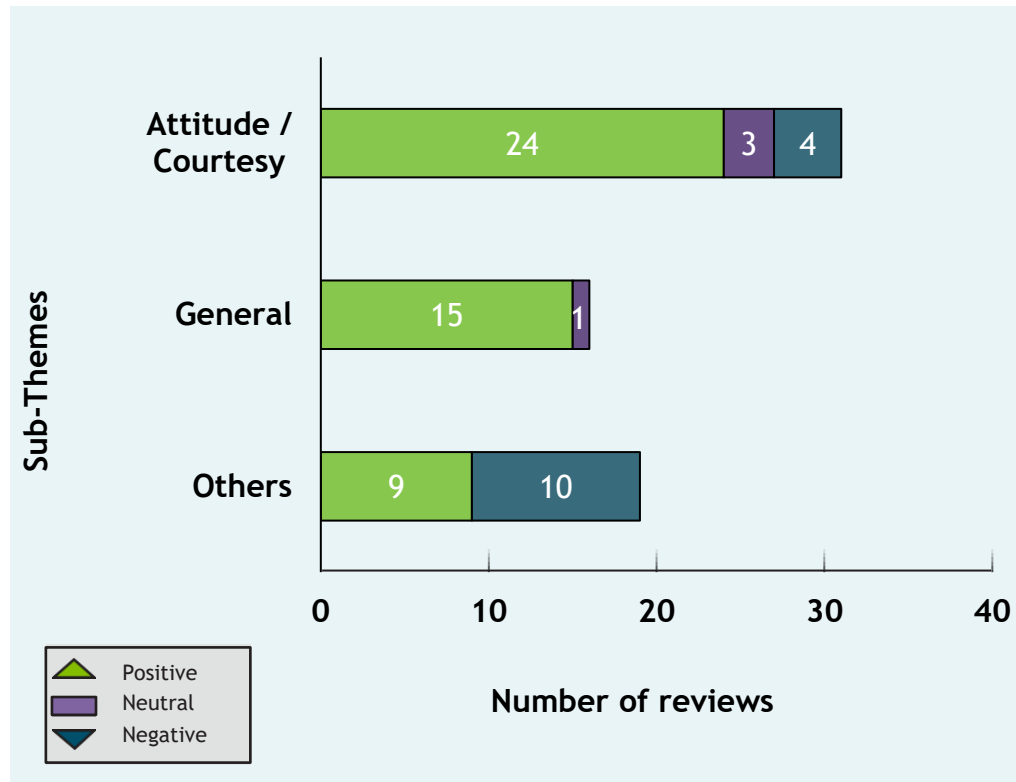


The **Staff** theme received 66 reviews; 73% (48) were positive, 21% (14) were negative and 6% (4) were neutral. The chart below shows a breakdown of the sub-themes for the **Staff** theme.

**Attitudes/Courtesy** was the most frequently mentioned sub-theme with 31 reviews; 77% (24) were positive, 13% (4) were negative and 10% (3) were neutral. Compared to previous quarters; in Q4 Jan - Mar 2022 it was 69%, in Q3 Oct - Dec 2021 it was 65%, there has been an upward trend in the reviews with positive sentiments.

**General** received 16 reviews, 94% (15) were positive and 6% (1) were neutral. **Others** comprises the rest of the sub-themes mentioned. See pages 41-42 for the full list of sub-themes.

### Top Sub-themes for Staff



#### Positive Reviews

“I was brought here by ambulance and then admitted into the hospital for a month. The staff were quite good, the care was quite good too...”  
*West Middlesex Hospital (Cardiology)*

“...The staff there were truly lovely and incredibly helpful. I was seen by the doctor, who was friendly and energetic, professional and thorough....”  
*Hounslow Urgent Care Centre (West Middlesex Hospital)*

“...The staff there are good, they're friendly and if you need anything they'll help out”  
*West Middlesex Hospital (Renal Clinic)*

“The people here were good, and the doctor here was nice.”  
*West Middlesex Hospital*

#### Negative Reviews

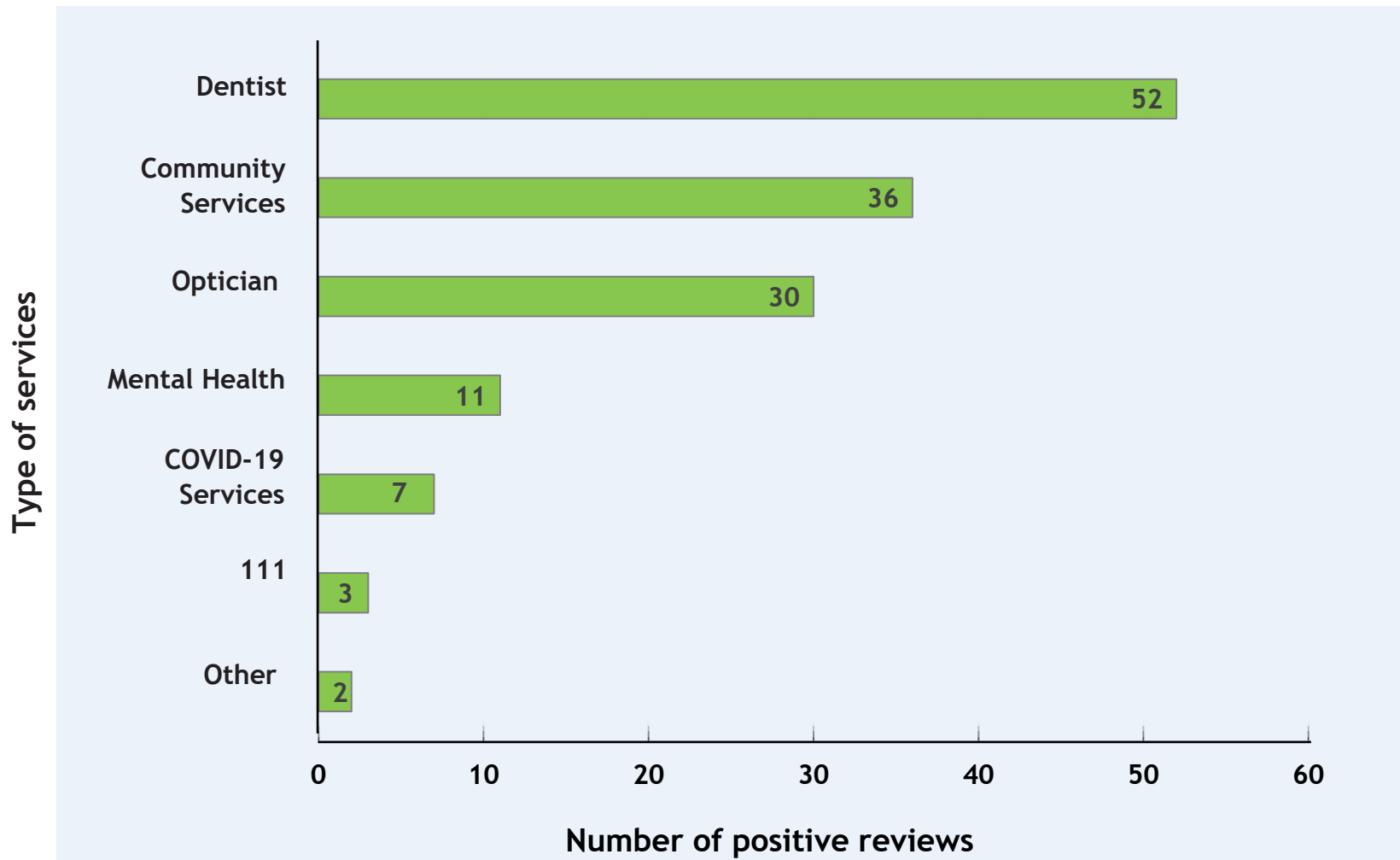
“Very indifferent people and unqualified!”  
*Hounslow Urgent Care Centre (West Middlesex Hospital)*

“...The staff I saw there were nice but there was a shortage of midwives, especially at night, there was no staff to care for the baby.”  
*West Middlesex Hospital (Maternity)*



In this section, we look at the positive reviews we have received about other services we have not examined in detail, allowing us to highlight areas where a service is doing well and deserving of praise. This section provides an overview of positive reviews by service area and goes on to give some examples of comments received.

April - May - June





## Dentist

“I was in so much discomfort and I had to have a root canal but I was not a registered patient here. I was referred by 111 and I had to pay privately but they were great. The dentist also checked up on me afterward.”

*Whitton Corner Dental Practice*

“They have very friendly staff and all the dentists I've seen there have all been very good at what they do. I have no complaints at all apart from the price, the wait is no more than 5 minutes, very rarely more than 10 minutes.”

*The Butts Dental Practice*

“They deal with my teeth properly. Booking my appointments with them is easy, the wait to be seen is not that long here..”

*Vicarage Farm Dental Centre*

“The dentist is very understanding and really careful, they understand what they are doing and when you arrive on time they see you on time too. The appointments are easy to get with them.”

*Banning Dental Group*



## Community Services

“They're friendly, professional and they know what they're doing. They speak and explain everything to you properly, which is what you need. Also, they are not in a rush with you. The appointment was easy to get, and the wait to be seen was not long either.”

*North West London Diabetic Eye Screening Programme (Feltham Health Centre)*

“They were very good, it is easy to get the appointment and genuinely speaking the delay is not long. The staff there are also excellent and I've seen a number of them, they have all been excellent.”

*NHS Breast Screening London Service*

“This is my first appointment with them and it was easy. The wait was okay, it was about 10 minutes which is alright. The staff have been nice and friendly.”

*North West London Diabetic Eye Screening Programme (Feltham Health Centre)*

“They sent me a letter telling me to come for my appointment. They were very efficient, it was not a long wait to be seen when I was there. The staff there were very good.”

*North West London Diabetic Eye Screening Programme*



## Opticians

“They were able to make a change for my eyes and told me I had diabetes.”

*Vision Express (177 High St, Hounslow)*

“They are very accurate and they're fast. It is also easy to book my appointments, the care there is not complicated as it is at Specsavers.”

*Boots Opticians (332 Chiswick High Road)*

“Like all opticians, they are fine but they constantly try to change your glasses but that is a general remark about all opticians. They are okay and they treat me fine. When I had a problem with my eye, they sent me to a specialist. It was quite good.”

*The Eye Studio Opticians*

“I get regular checks with them once a year for a diabetic eye scan and it has all been fabulous. Whenever I needed an appointment, I ring up and I can see someone within a week. The staff there are very good.”

*Sherman Opticians*

“I'm very happy with the service, they are quite expensive but I'm happy with the service. The appointments are very easy. There isn't much of a wait to be seen.”

*The Eye Boutique*



## Mental Health

“They always call me and they always check up on me, they were really helpful to me when I've had difficult times. They were helpful and supportive to me, they always send someone to look out for me, which I'm very thankful for.”

*Lakeside Mental Health Unit*

“They were very friendly and helpful.”

*Hounslow IAPT*

“Unlike my previous experience, it was much better. This time we got the appointment quickly, although there was a long gap between the appointments I understand that they are under a lot of pressure.”

*Child and Adolescent Mental Health Services (CAMHS)*



## COVID-19 Services

“I had the second vaccine here and they were better than where I had the first one, it was quite quick here.”  
*COVID-19 Vaccination Centre (Brentford Fountain Leisure Centre)*

“They were very effective with everything. The appointment service was very easy.”  
*COVID-19 Vaccination Centre (Heart of Hounslow Centre For Health)*

“I had all 3 of the vaccines here and it was all good.”  
*COVID-19 Vaccination Centre (Chiswick Health Centre)*



## Other

“They are super nice and helpful if they do not have an answer for what I need from them, they get a doctor to call me back within an hour and if I cannot get an appointment with my GP they will send me somewhere else to get it done.”  
*111*

“I got a call from them at quarter past 9 in the evening, after having a blood test done early in the day. They told me to go to the hospital as soon as possible, which was very good because they thought that I needed to be seen urgently. Although it turned out that it wasn't necessary, the fact that they acted immediately which was very good.”  
*111*

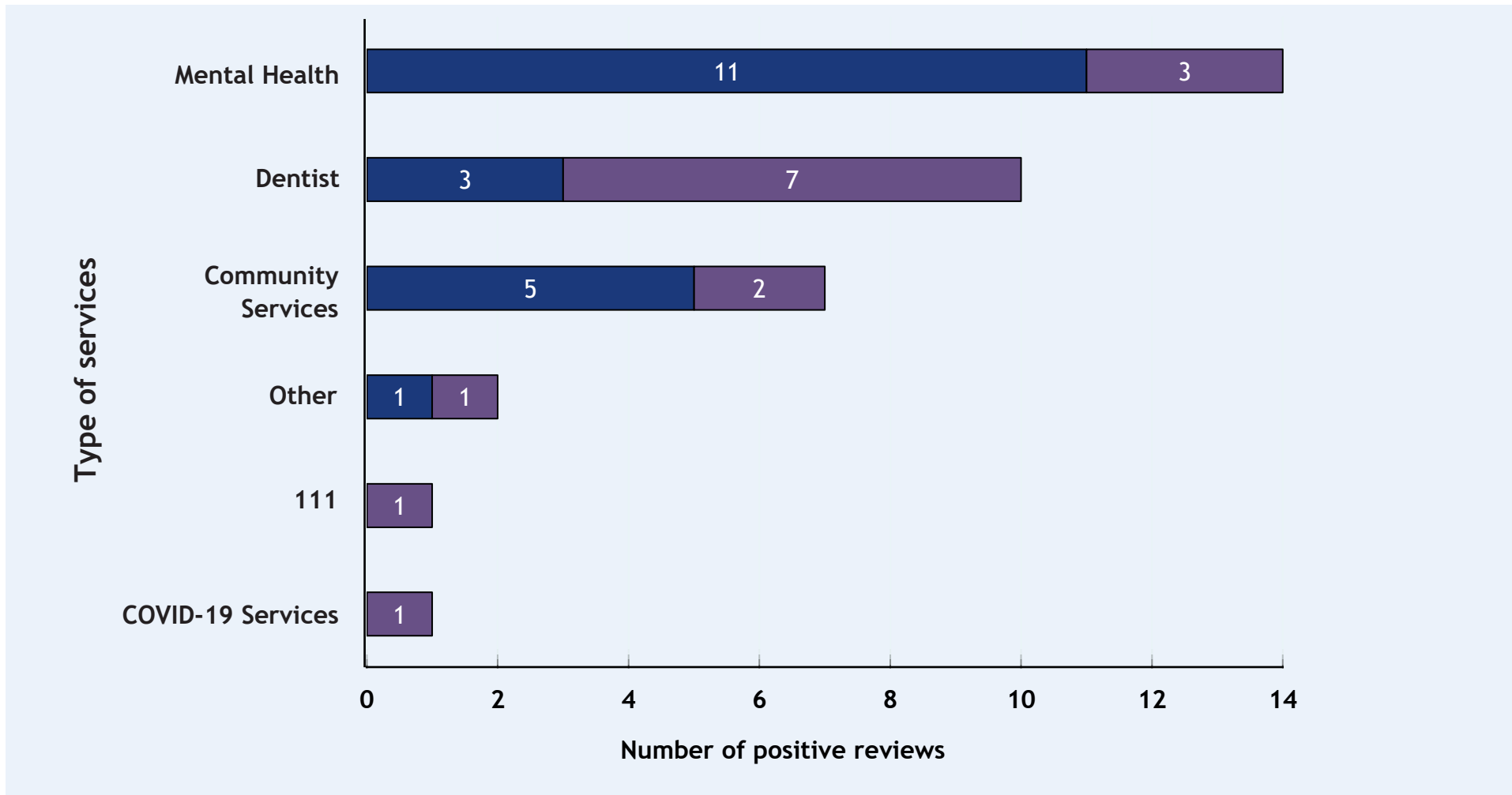
“I've got nothing but praise for the NHS service. They are very good in all the different services I go there.”  
*Services in General*





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

April - May - June





## Mental Health

“I used the counselling service here but the lady was very rude so I did not come back after the second session because I did not feel comfortable speaking to her. Also, I was only scheduled for 4 sessions which I did not think would be enough anyway.”

*Hounslow IAPT*

“For my first son, it was terrible, the problem was the waiting time to get to see them, it took a couple of years to see them, and after that, it was a long gap in between the appointments too.”

*Child and Adolescent Mental Health Services (CAMHS)*

“Some of the staff are really good. Long waiting times and a bit of a fiddle to get things sorted out. Rest of the staff are lovely.”

*Lakeside Mental Health Unit*



## Community services

“I was referred back to my GP without even being seen.”

*Community Outpatients (Hounslow Community Dermatology Service)*

“It was a video call and we could not really hear each other, we ended up having to do it over the phone, but it was meant to be a one-year review for my baby but she could not see him in person to do the checks, she had to go with what I said, it was not good.”

*Hounslow and Richmond Community Healthcare (Health Visitor)*

“They do not have the appointment all the time at Feltham, it is only a couple of days, it will be better if we could come here rather than going all the way to Hounslow when we have a referral to their service.”

*Sexual Health Hounslow*



## Dentist

“The waiting list for an appointment is too long and because I’m a NHS patient I do not feel like I get the same treatment, I feel like they offer us less and try to convince us to pay more to get better care from them.”

*Advance Dental Care*

“You get charged a lot to have a regular check-up. The price should not be that high. The appointments aren't always so flexible, they just tell you what they have available.”

*A J Hutton & Associates*

“It is hard to get an appointment there, it takes at least 3 weeks to get an appointment with them. The wait to be seen when I'm there is not too long.”

*Ghuri Dental*



## Other

“When we go to different urgent care centers like the ones in Kingston and Twickenham, then they let us that the care we've come for is not an emergency so we need to go back to the GPs. But we cannot get an appointment with the GPs that is why we come to these places in the first place. Also, we do not bother going to West Mid because the waiting time to get seen when we go there is at least 3-4 hours because we get seen.”

*Services in general*

“There is a long wait to get them to answer, it was about 45 minutes and it was during the pandemic, and then what they said was just what I expected and the follow-up from the practitioner was late as well before I spoke to them. It was during the pandemic so that is why it was long.”

*111*

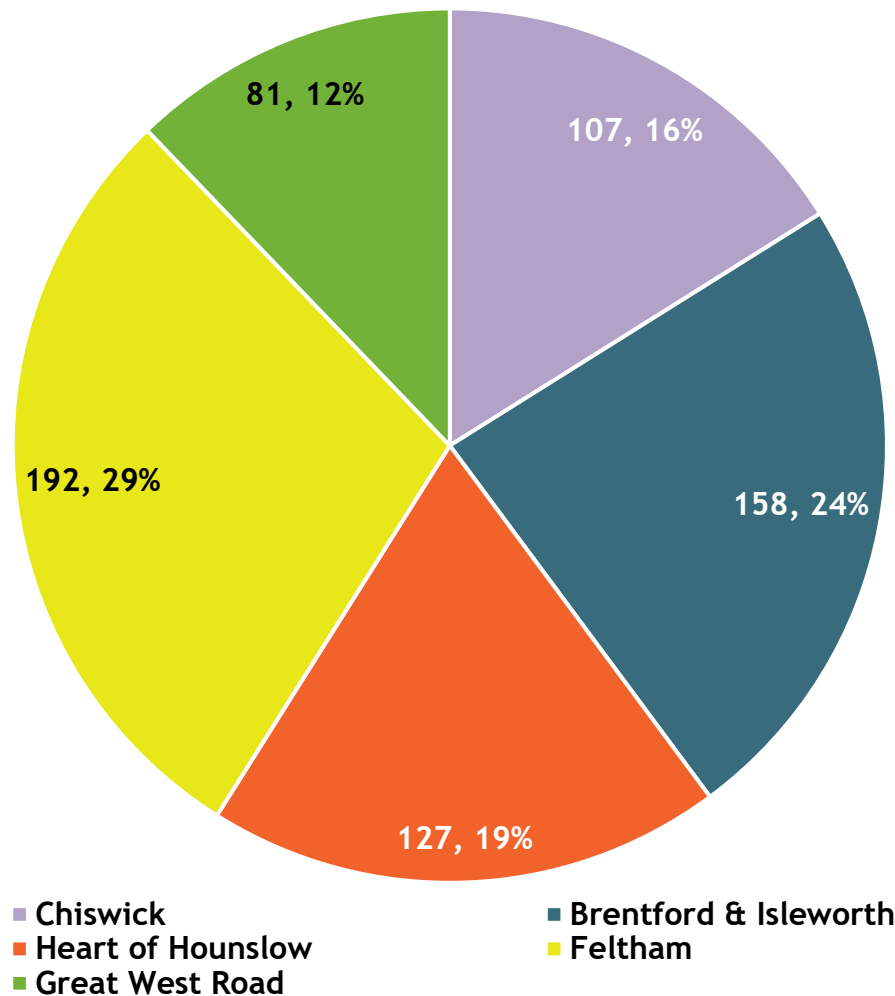


## COVID-19 Services

“I came here for my initial vaccine and they were a bit slow when I came in for the vaccine.”

*COVID-19 Vaccination Centre*

## Network Area



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

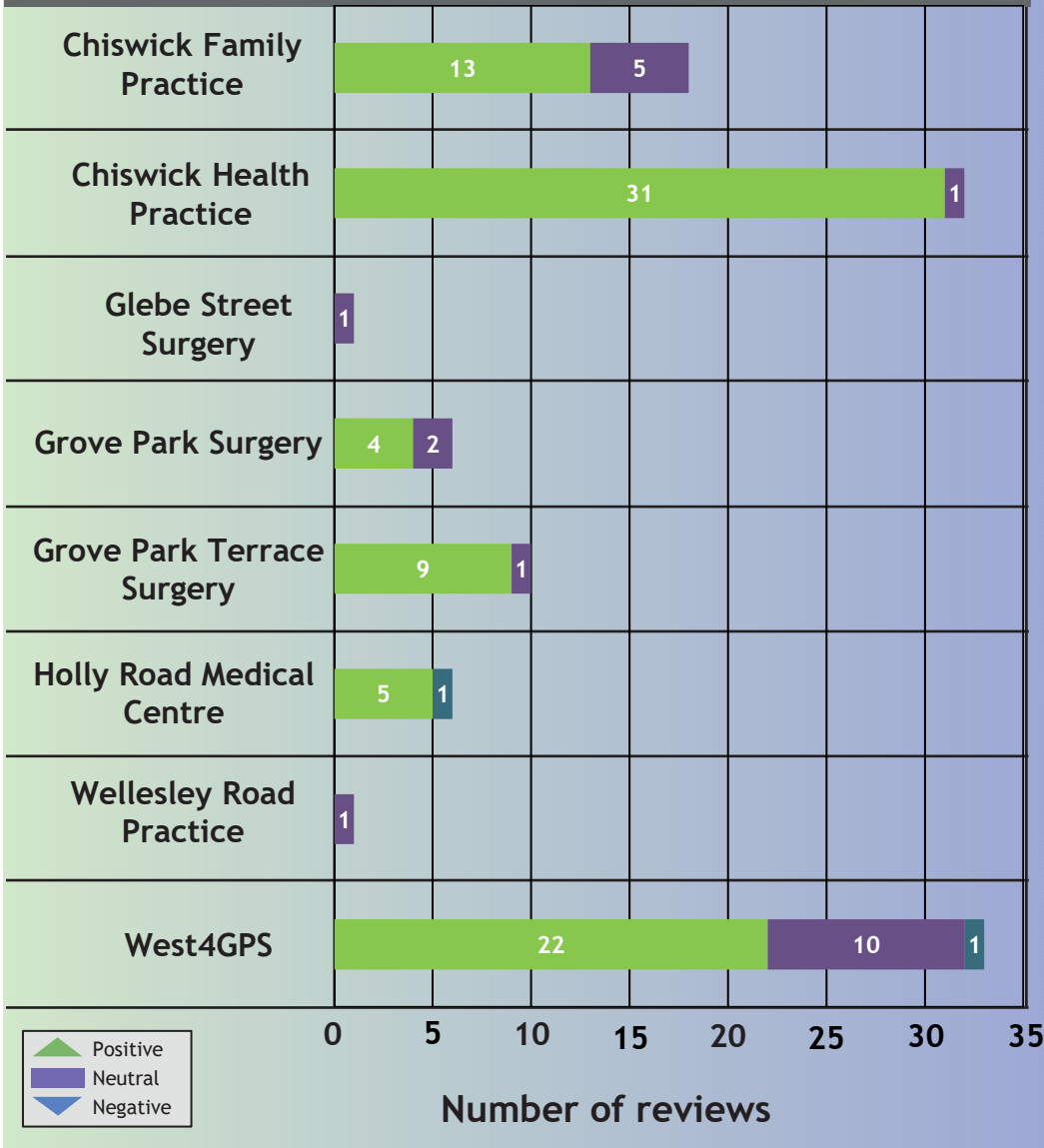
- Chiswick
- Brentford & Isleworth
- Heart of Hounslow
- Feltham
- Great West Road

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

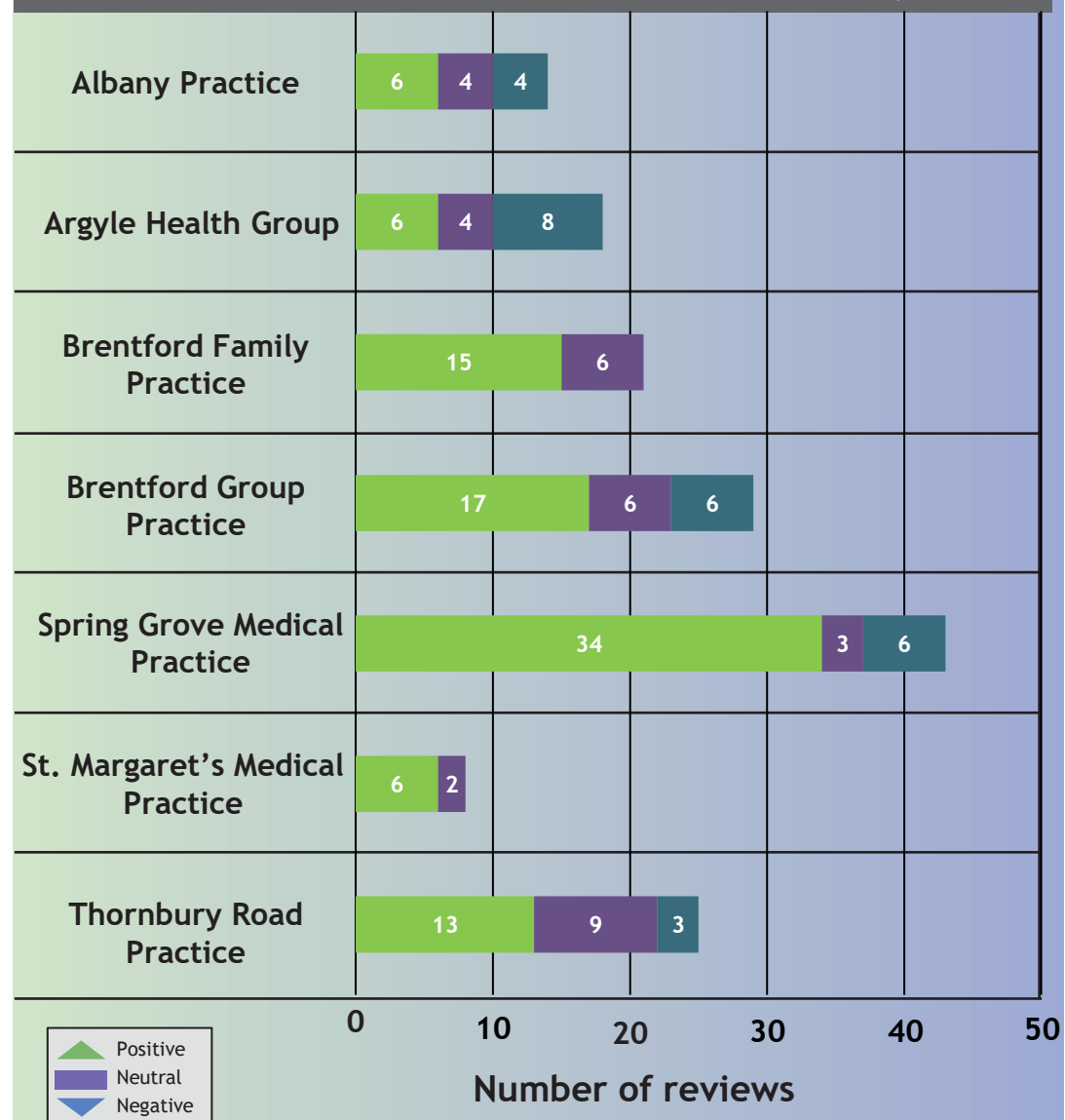
In terms of network area, the majority of reviews were received from Feltham 29% (192), Brentford & Isleworth 24% (158), Heart of Hounslow 19% (127), Chiswick 16% (107) and Great West Road 12% (81).



## CHISWICK

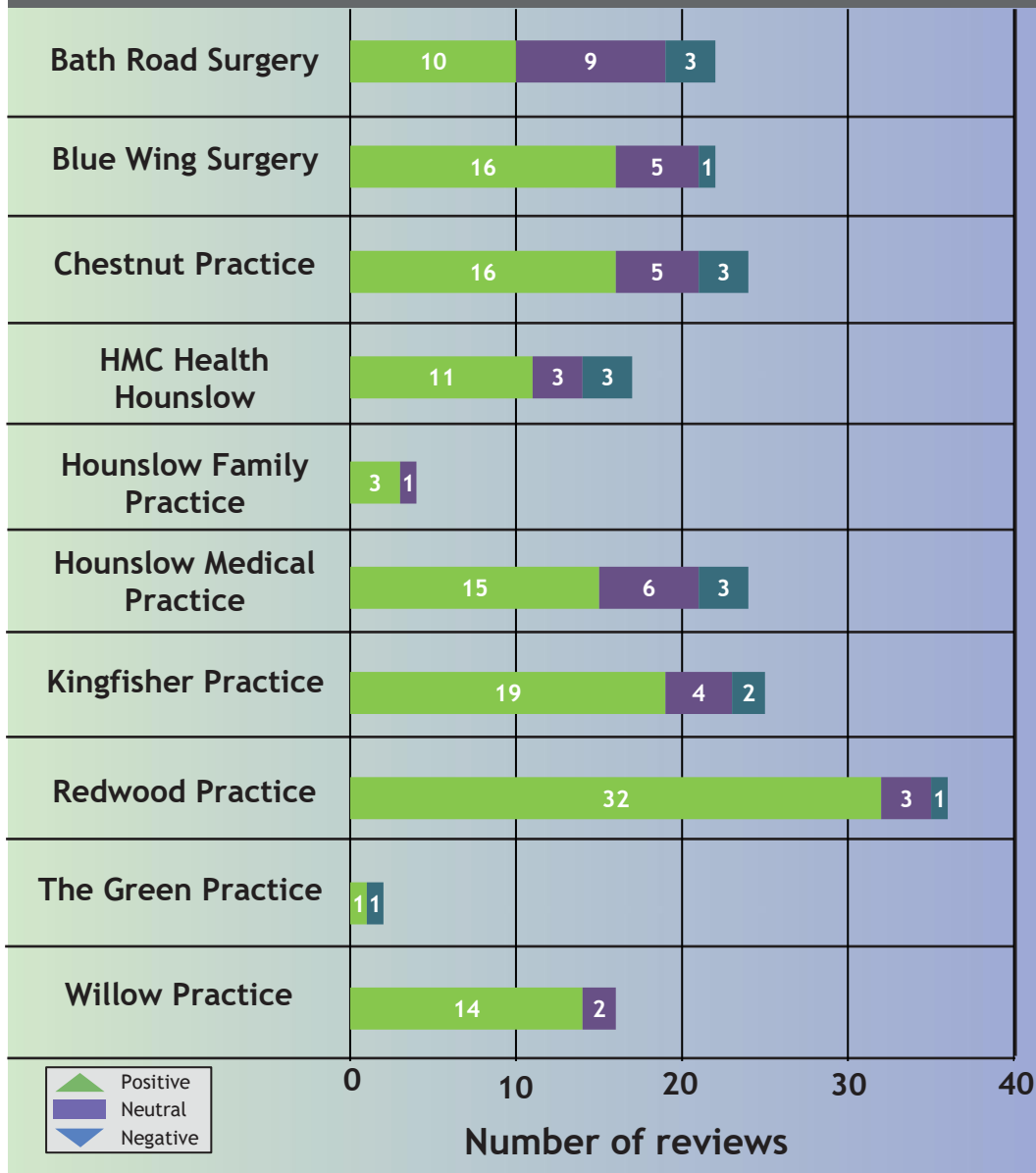


## BRENTFORD & ISLEWORTH

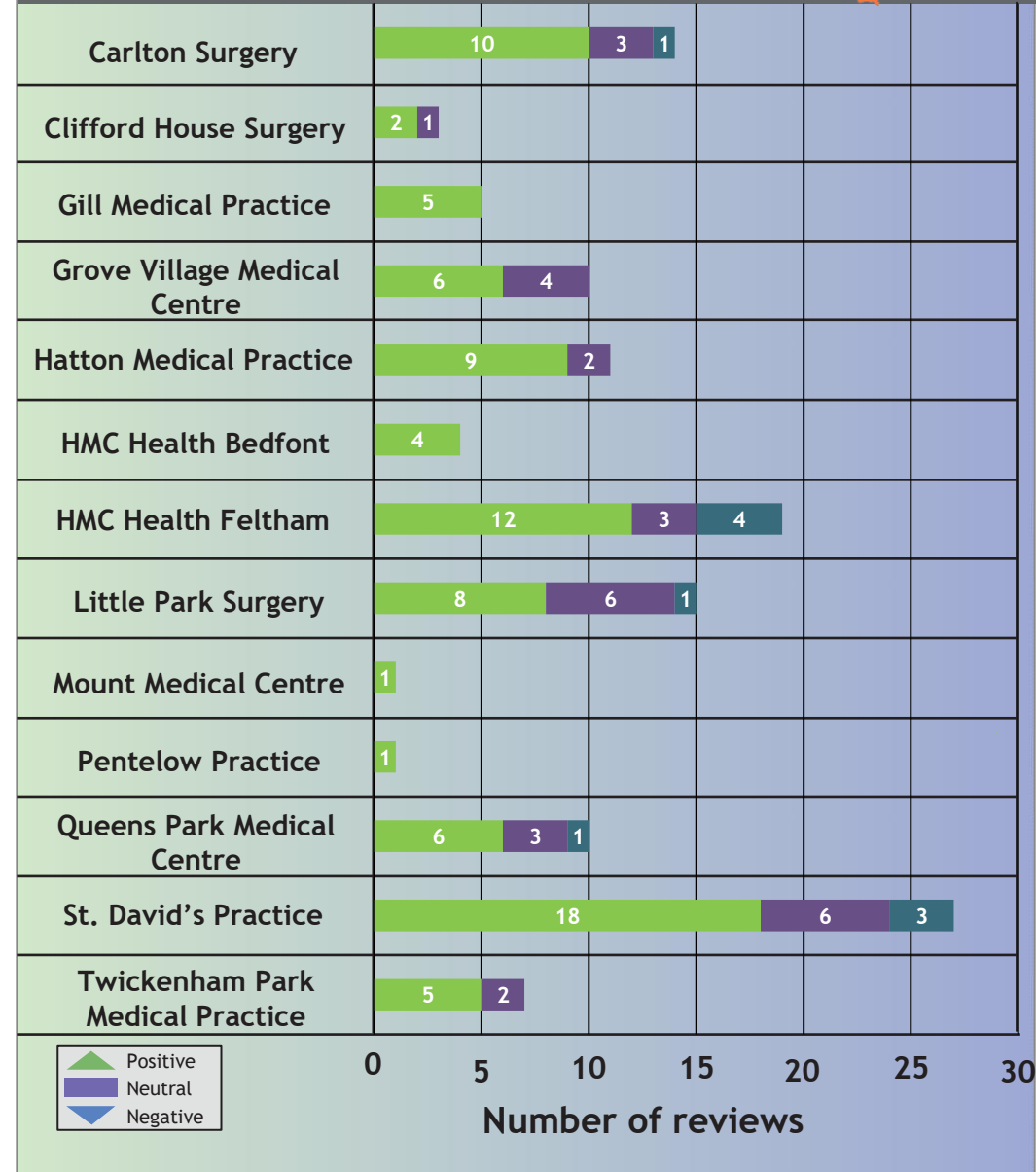
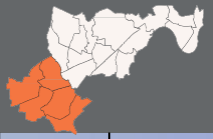


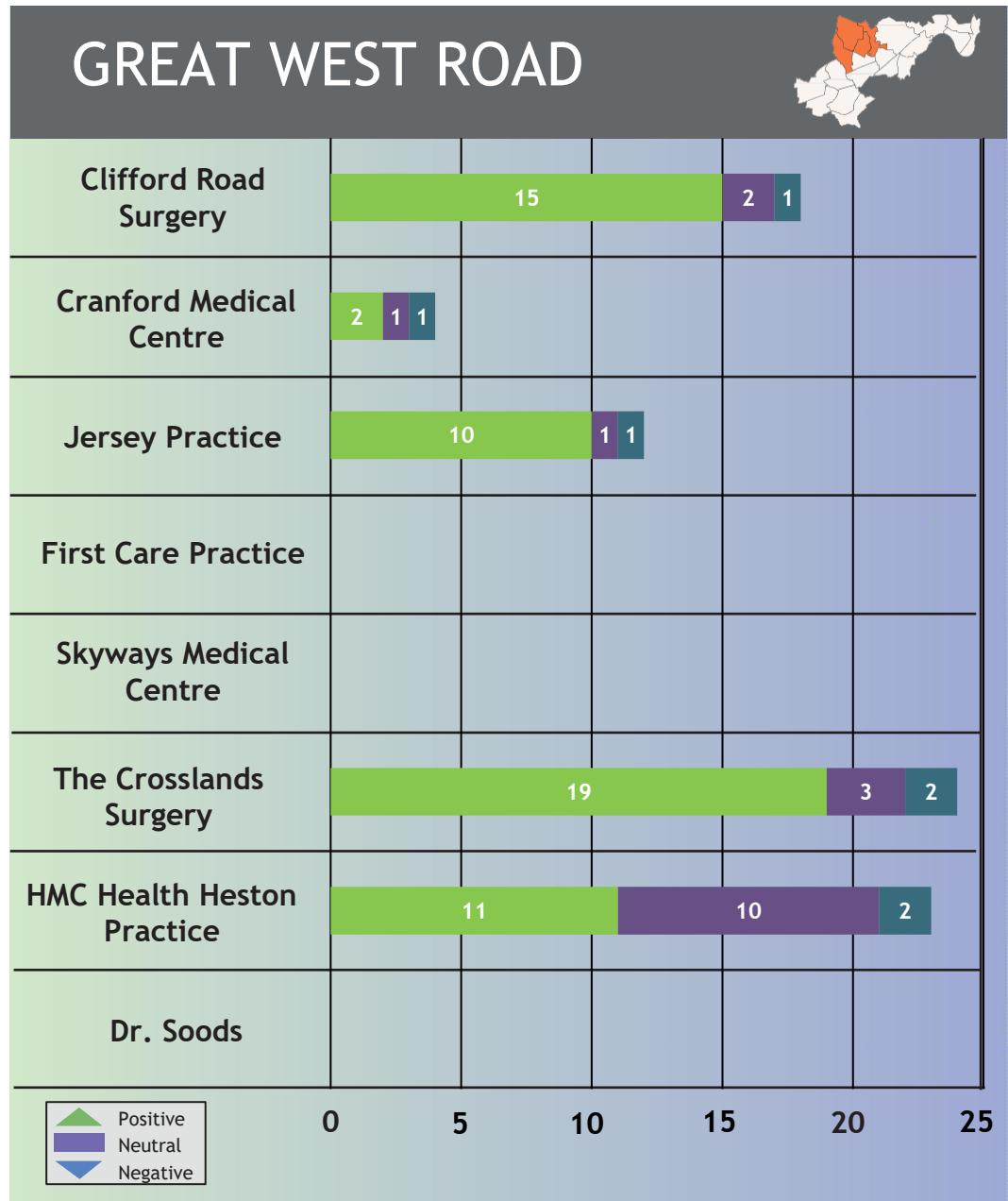


## HEART OF HOUNSLOW



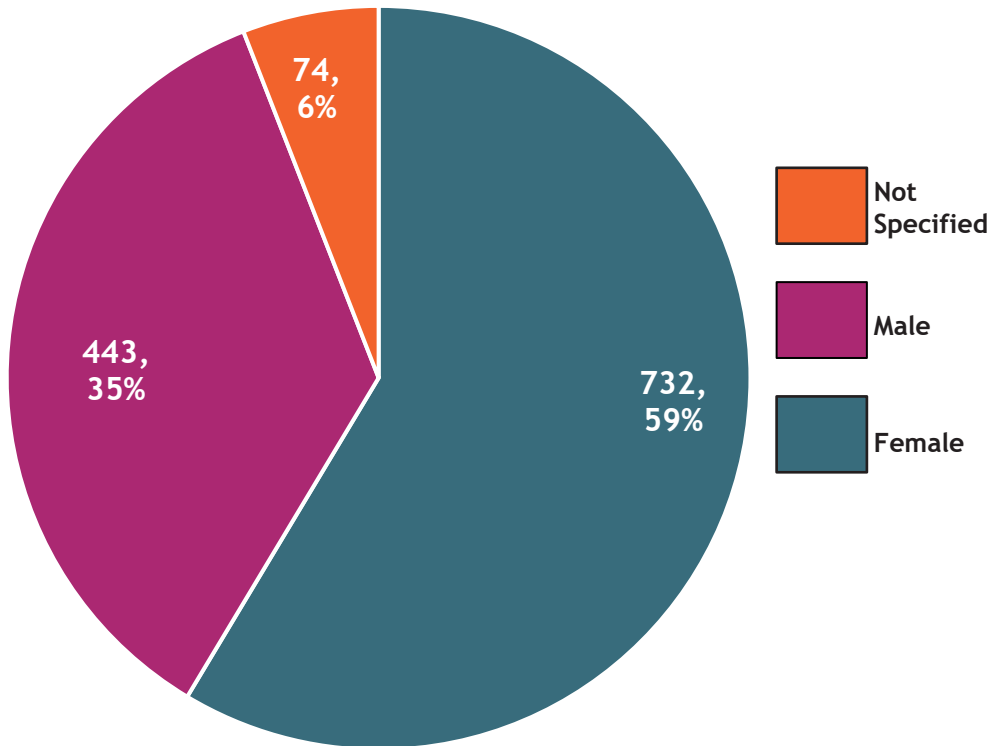
## FELTHAM





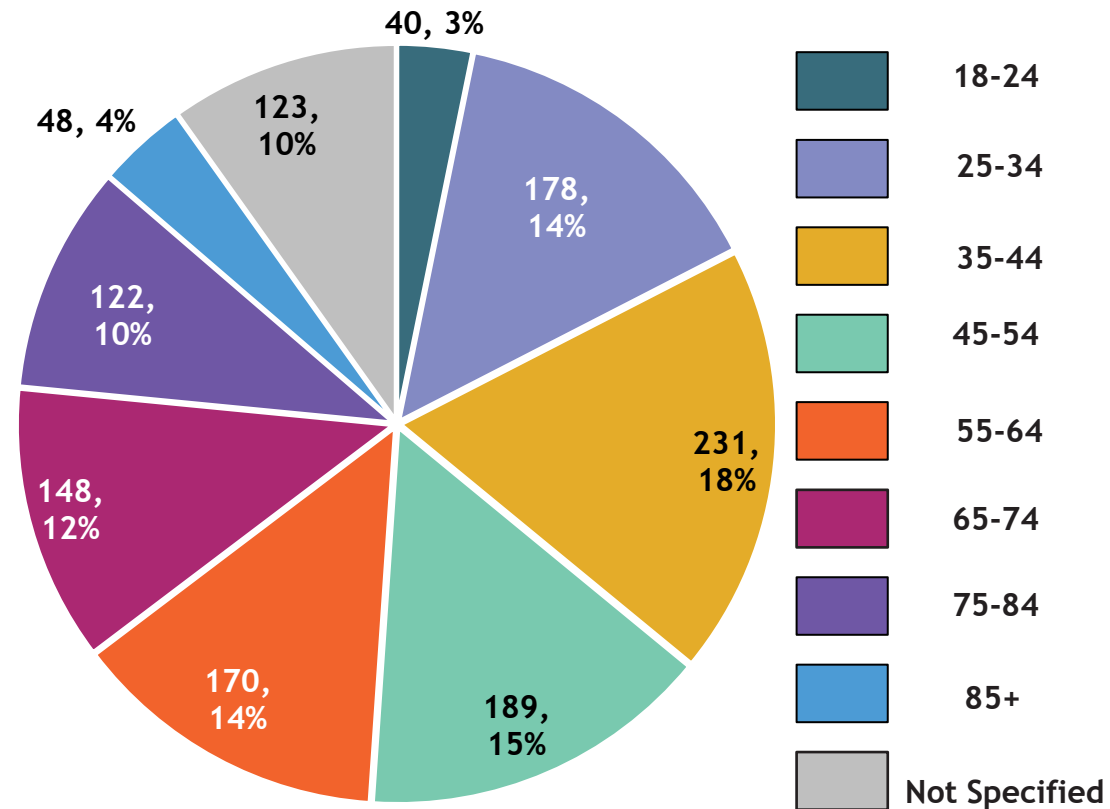


## Gender



In terms of gender, 59% (732) identified as female, 35% (443) identified as male and 6% (74) didn't specify their gender.

## Age

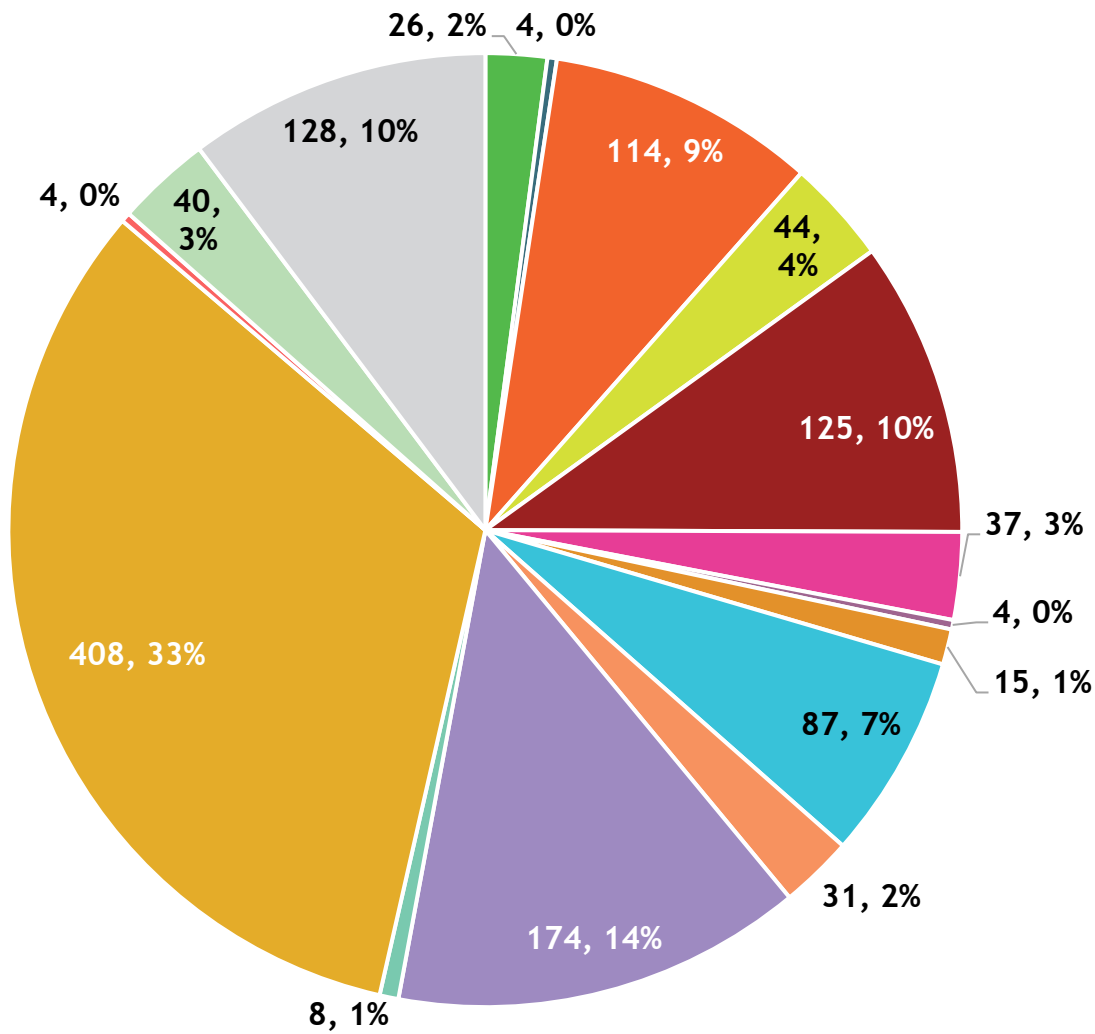


In terms of age, 31% (380) preferred not to identify their age. The majority of the feedback received was from 65-74 age group (166, 14%), followed by 55-64 age group (149, 12%) and 35-44 age group (132, 11%).





In terms of ethnicity, 10% (128) did not to specify their ethnicity. The proportion of feedback received this quarter was from people who identified as White British 33% (408), 14% (174) from Other White Background, 10% (125) from Asian British, and 9% (114) from Asian Indian.



Arab	26
Asian Chinese	4
Asian Indian	114
Asian Pakistani	44
Asian British	125
Black African	37
Black Caribbean	4
Black British	15
Other Asian Background	87
Other Mixed Background	31
Other White Background	174
Other Black Background	8
White British	408
Latin American	4
Other	40
Not specified	128

For this quarter we collected 1249 patient experiences, maintaining our target of 400 reviews per month.

For this quarter, there are 921 positive reviews, 207 neutral reviews and 121 negative reviews. As we have seen in the previous quarters, overall, positive patient experiences far outweigh negative patient experiences. However, when we looked at the overall themes and trends for all the services, we found the following positive and negative themes (themes with over 50 comments):

### **Positive**

- 75% of comments about Medication were positive.
- 75% of comments about Treatment and Care were positive.
- 73% of comments about Staff were positive.
- 54% of comments about Communication were positive.

### **Negative**

- 44% of comments about Communication were negative.
- 42% of Comments about Administration were negative.
- 36% of Comments about Access to Service were negative.
- 17% of comments about Staff were negative.

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



This report identifies several areas of good practice and areas for improvement across different services. Healthwatch Hounslow will use this report in its meetings with both commissioners and providers, sharing the themes and trends identified from the patient voice in order to inform how services could or should be improved.

As additional reports are published these themes and important, any trends, will be followed up in more detail with relevant partners. We will work with partners to develop appropriate actions to address the issues identified.

The report will be shared at the following meetings/committees/contacts:

Borough Executive Groups	NPPG Chairs	HRCH Complaints & PALS Scrutiny Group
Health & Wellbeing Board	Mental Health Wellbeing Group	Chelsea & Westminster Hospital NHS Foundation
Hounslow Primary Care Exec Group	Hounslow ICP Communications & Engagement Workstream	HRC
Health & Adult Care Scrutiny Panel	Hounslow Integrated Care Patient & Public Engagement (ICPPE) Committee	Care Quality Commission
Hounslow Adults Safeguarding Board	Health inequalities sub-group	ICP Public Health & Prevention Workstream
London Borough of Hounslow	GP Practice PPG meetings	

We are working closely with a variety of partners to identify how this intelligence can meaningfully feed into existing commissioning and monitoring mechanisms. We are currently working with Healthwatch Ealing and Healthwatch Hammersmith & Fulham on a West London Mental Health patient experience survey.

In terms of next steps for our Patient Experience programme, HWH aims to continue to grow and develop the programme, recruiting and training more volunteers to support data collection and increase the breadth of health and social care services we can cover.



## Leave feedback

How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

How do you rate your overall experience of this service?\*



Summary of your experience\* (max 45 characters)

Give a brief description of your experience, or highlight a key observation

Tell us more about your experience\*

Expand on your experience here. Why was your experience a good / bad one? List any reasons or specific detail that might help explain

Where do you live? (town/city)

Chiswick, Isleworth, Hounslow...

## Your ratings (select if applicable)

- Ease of gaining appointment
- Convenience of appointment
- Cleanliness
- Staff Attitude
- Waiting Time
- Treatment Explanation
- Quality of care
- Quality of food
- Generally how easy is it to get through to someone on the phone?

In relation to your comments are you a:

Select one

When did this happen?

Do you know the name of the ward / department? (if applicable)

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following

- The Service Provider
- Patient Advice & Liaison Service (PALS)
- Care Quality Commission (CQC)
- Social Services (including safeguarding team)
- Other

What was the outcome of the shared experience?

Where did you hear about us?

Select one

Do you want to know more about how to make an official complaint?\*

- No
- Yes

Would you like to speak to Healthwatch directly?\*

- No
- Yes



## About you

Name

Leave feedback anonymously?

Email\* (So you can be notified of provider responses and we can prevent spam, an email is required. If you do not wish to add your email, please use [Info@healthwatchhounslow.co.uk](mailto:Info@healthwatchhounslow.co.uk))

I accept the [Terms and conditions](#)

I consent to being contacted regarding my feedback by Healthwatch\*

Yes  No

I confirm I am over the age of 16\*

Yes  No

Subscribe to the newsletter?

If you are willing to provide us with some monitoring information please [click here](#).

Please note: Monitoring information helps us identify trends and gaps in our information gathering, enabling us to provide more detailed evidence to service providers and commissioners about your health and social care services.

What gender do you prefer to identify yourself as?

Male  Female  Other  Prefer not to say

What is your sexual orientation?

Select one



Which age group are you?

Select one



Do you consider yourself to have any of the following?

Select one



What religion are you?

Select one



What is your marital status?

Select one



What is your ethnicity

Select one



[Submit feedback >](#)

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



### Share Your Experience with Us

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

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

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

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

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

Yes  No

Name of service: .....

Month/Year: .....

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

2. How would you rate your overall experience?  
5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

3. Summary of your experience  
.....  
.....  
.....

4. Tell us more about your experience  
.....  
.....  
.....  
.....  
.....



5. Where do you live? (Town/City)  
.....  
.....

### 6. Your ratings (select if applicable)

Ease of gaining appointment  
5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

Convenience of appointment  
5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

Cleanliness  
5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

Staff Attitude  
5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

Waiting Time  
5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

Treatment explanation  
5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

Quality of care  
5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

Quality of food  
5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

Generally, how easy is it to get through to someone on the phone?  
5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

7. In relation to your comments are you a:  
( ) Patient    ( ) Carer    ( ) Relative    ( ) Carer and Relative  
( ) Service Provider    ( ) Visitor    ( ) Professional

8. When did this happen  
.....  
.....

9. Do you know the name of the ward / department? (if applicable)  
.....  
.....

10. If applicable, describe your overall experience of making an appointment  
.....  
.....



### 11. Have you shared your experience with any of the following? (Please tick)

- Informally with the Service Provider (those who run the service)
  - Formally with the Service Provider (via an official complaint)
  - Patient Liaison and Advice Service (PALS)
  - Hounslow Clinical Commissioning Group (HCCG)
  - Hounslow Council Social Services (including safeguarding)
  - Care quality Commission (CQC)
  - Other
- If "other", please specify.....

### 12. Where did you hear about us? (select one)

- Event  Newspaper / Magazine  TV
- Radio  Internet / Website  Word of mouth
- Healthcare setting  Other
- Social media (Twitter/Facebook)

### 13. Do you want to know more about how to make an official complaint?

- No  Yes

### 14. Would you like to speak to Healthwatch directly?

- No  Yes

#### About you

Name.....  
 Email.....  
 Leave feedback anonymously

#### Monitoring Information

#### What gender do you identify yourself as:

- Female  Male  Other.....
- Prefer not to say

#### Which age group are you in?

- Under 18  18 to 24  25 to 34  35 to 44  45 to 54  55 to 64
- 65 to 74  85+  Prefer not to say

#### What is your ethnicity?

##### White

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

##### Asian / Asian British

- Bangladeshi
- Chinese
- Indian
- Pakistani
- Any other Asian background.....



### Black, African, Caribbean, Black British

- African
- Caribbean
- Any other Black, African, Caribbean background.....

### Mixed, Multiple

- White and Asian
- White and Black African
- White and Black Caribbean
- Any other mixed / multiple background.....

### Other Ethnic Group

- Arab
- Any other ethnic group.....

### Which area of the borough do you live in?

- Heart of Hounslow  Other
- Great West Road  Out of the Borough
- Feltham  Prefer not to say
- Chiswick  Brentford & Isleworth

### Do you consider yourself to be disabled?

- Yes  No  Prefer not to say

### Do you consider yourself to have a long-term condition or health and social care need?

- Yes  No  Prefer not to say

### Are you a carer?

- Yes  No  Prefer not to say

### What is your religion?

- Buddhist  Christian  Hindu  Jewish
- Muslim  Sikh  Other religion.....
- Prefer not to say

### What is your sexual orientation?

- Bisexual  Gay man  Lesbian  Straight / Heterosexual
- Prefer not to say

### Which of these categories best describes your employment status?

- In unpaid voluntary work only
- Not in Employment & Unable to Work
- Not in Employment / not actively seeking work – retired
- Not in Employment (seeking work)
- Not in Employment (student)
- Paid: 16 or more hours/week
- Paid: Less than 16 hours/week
- Prefer not to say

Thank you for sharing your experience!



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





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