

PATIENT EXPERIENCE REPORT 2021
Q2 July - September

Introduction & Executive Summary	3
Overall Patient Reviews	5
Total Reviews per Service Category	8
Distribution of Positive & Negative Reviews	9
Themes: GPs, Hospitals & Pharmacies	10
Positive Reviews of Other Services	21
Negative Reviews of Other Services	25
Network Area GP Reviews	29
Demographic Information	33
Conclusion	35
Action, impact and next steps	36
Appendix	38



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

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

Due to the Coronavirus pandemic, we have been following government guidance and are running limited community engagement. This has affected our Patient Experience Report covering the period of July - September 2021. We are focusing on:

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

Due to the easing of social distancing rules, our Patient Experience Officer, supported by a team of volunteers, we are making occasional visits to health and social care services to talk to and hear from patients, service users, carers and relatives about their experiences of local services. These patient experience comments and reviews are gathered using a standard form (see appendix 1 & 2) which asks for feedback on their overall experience, likelihood to recommend a service, treatment, booking and a few other areas.



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

This report covers the quarter 2 period, July - September 2021. During this time, we collected 1,205 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, 935 (78%) were positive, 144 (12%) were neutral and 126 (10%) were negative experiences of service provision (this is based on the overall star rating provided by patients - see page 38 for further detail). Please see the conclusion for a summary of the key findings.

The information presented within this report reflects the individual patient experience of health and social care services, untainted and without agenda to ensure that the genuine observations and commentaries of the community are captured. Healthwatch Hounslow presents this as 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 9 - 19). In this section, we breakdown the main themes & trends for the services where we received a significant number of feedback. In Q1 these areas are GPs, Hospitals, and Pharmacy services. We will show the sub-themes and some examples of comments. Each comment is uploaded to our online feedback centre where up to five themes and sub-themes may be applied to the comment (see appendix 3 (p37-38) for a full list). Depending on the content of the comment it may have one or more themes attached to it. For this reason, the total number of themes will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative or neutral 'sentiment' is given. In this section we breakdown the main themes & trends for the services where we received the largest number of feedback.

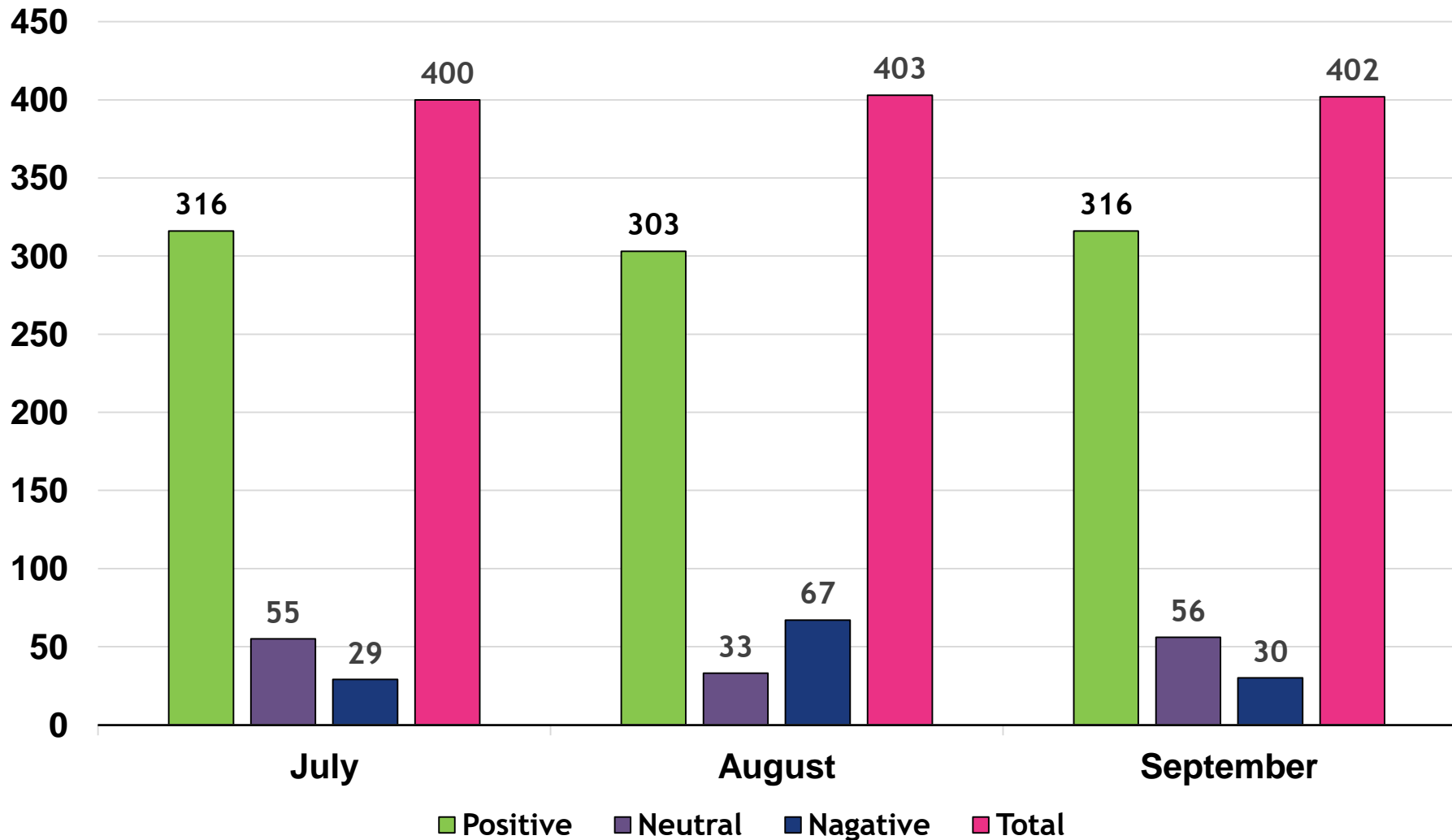
The number of patient reviews received for this quarter is 1,205. The table below shows a breakdown of the positive, neutral and negative patient reviews. (See the appendices for examples of our physical and online questionnaires).

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, 935 positive, 144 neutral and 126 negative responses have been recorded.

Month	1 - 2 Star Reviews (Negative) 	3 Star Reviews (Neutral) 	4 - 5 Star Reviews (Positive) 
July	29	55	316
August	67	33	303
September	30	56	316
Total	126	144	935



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

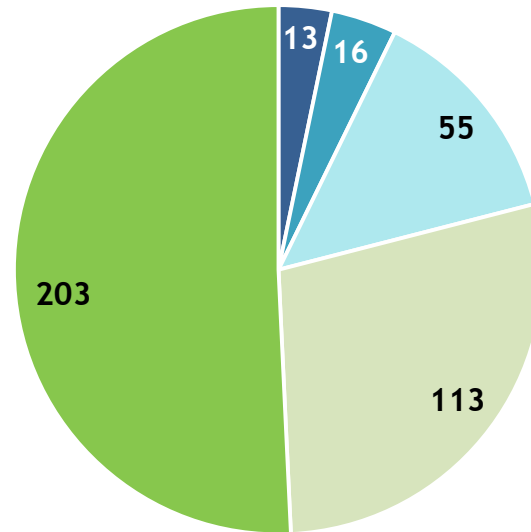




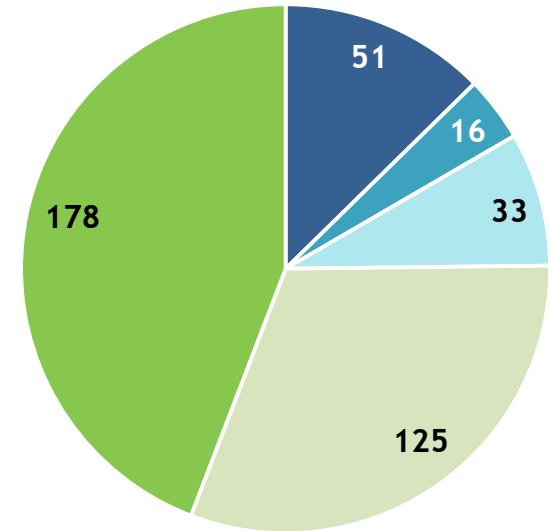
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

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

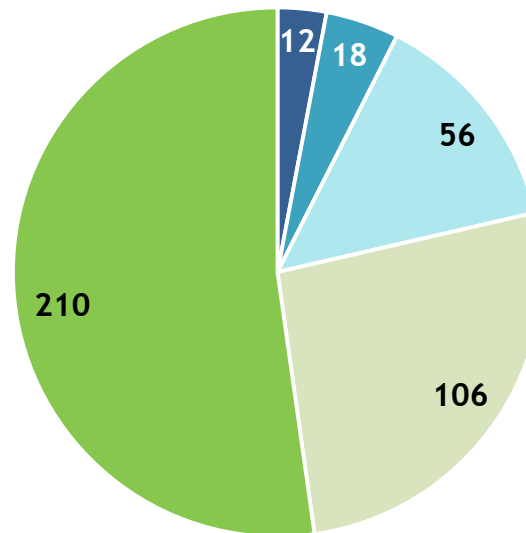
Star Ratings



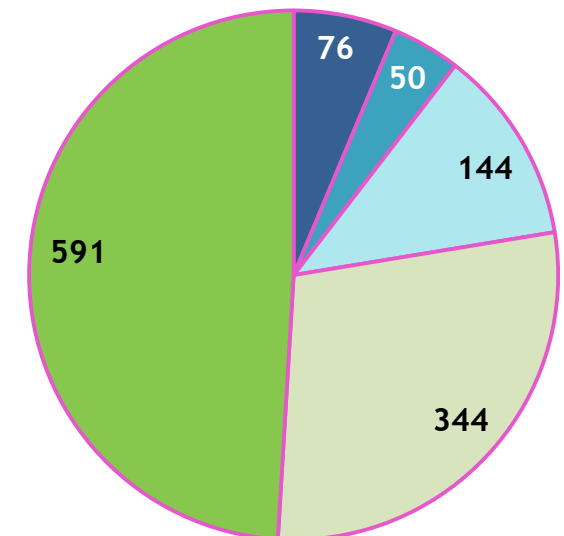
July



August



September

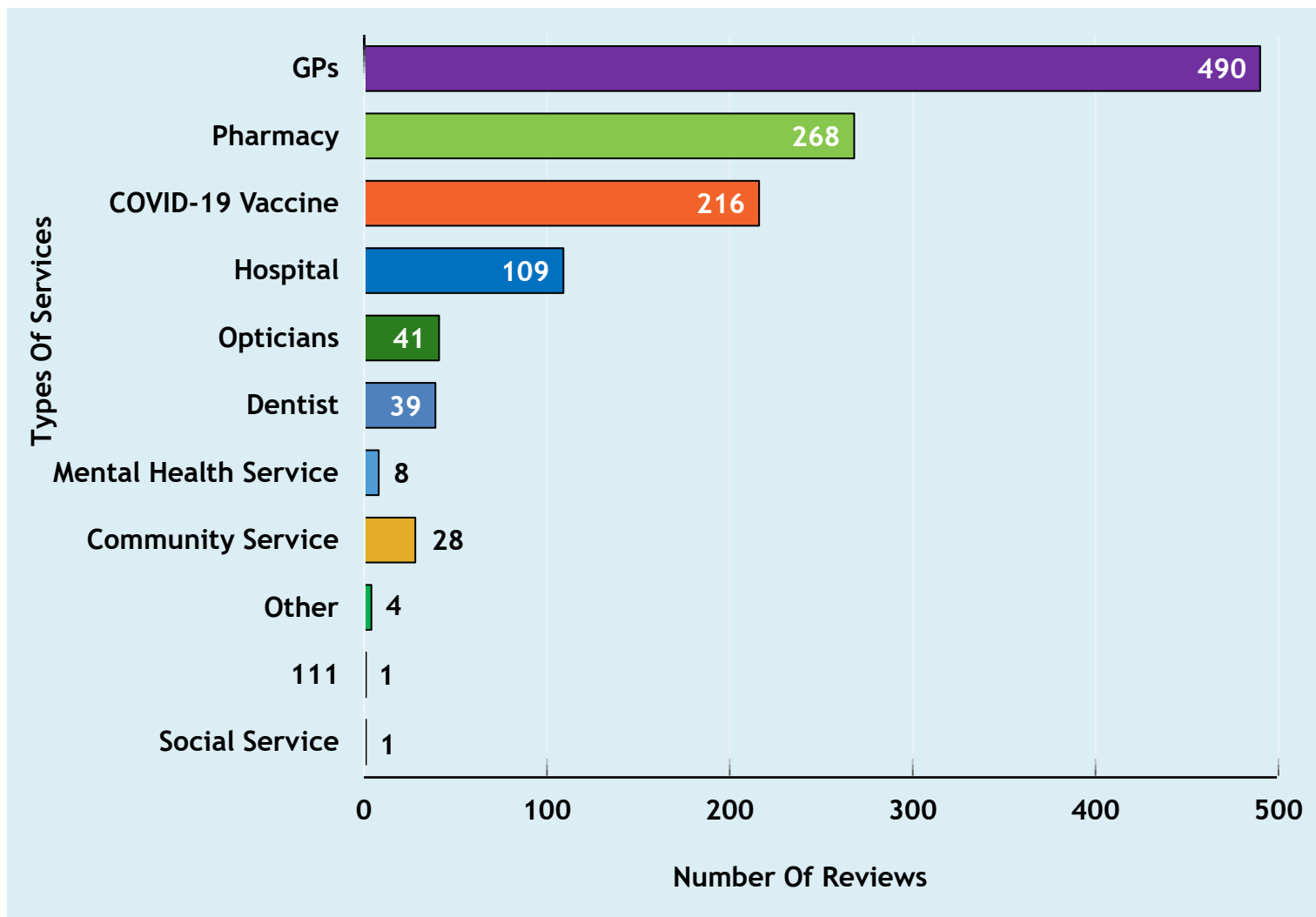


Total for Quarter 2

The patient reviews recorded for this quarter cover 10 service type categories, as seen in this chart.

The category with the highest number of reviews recorded is the GP category (490), followed by the Pharmacy (268) and COVID-19 Vaccine category (216).

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

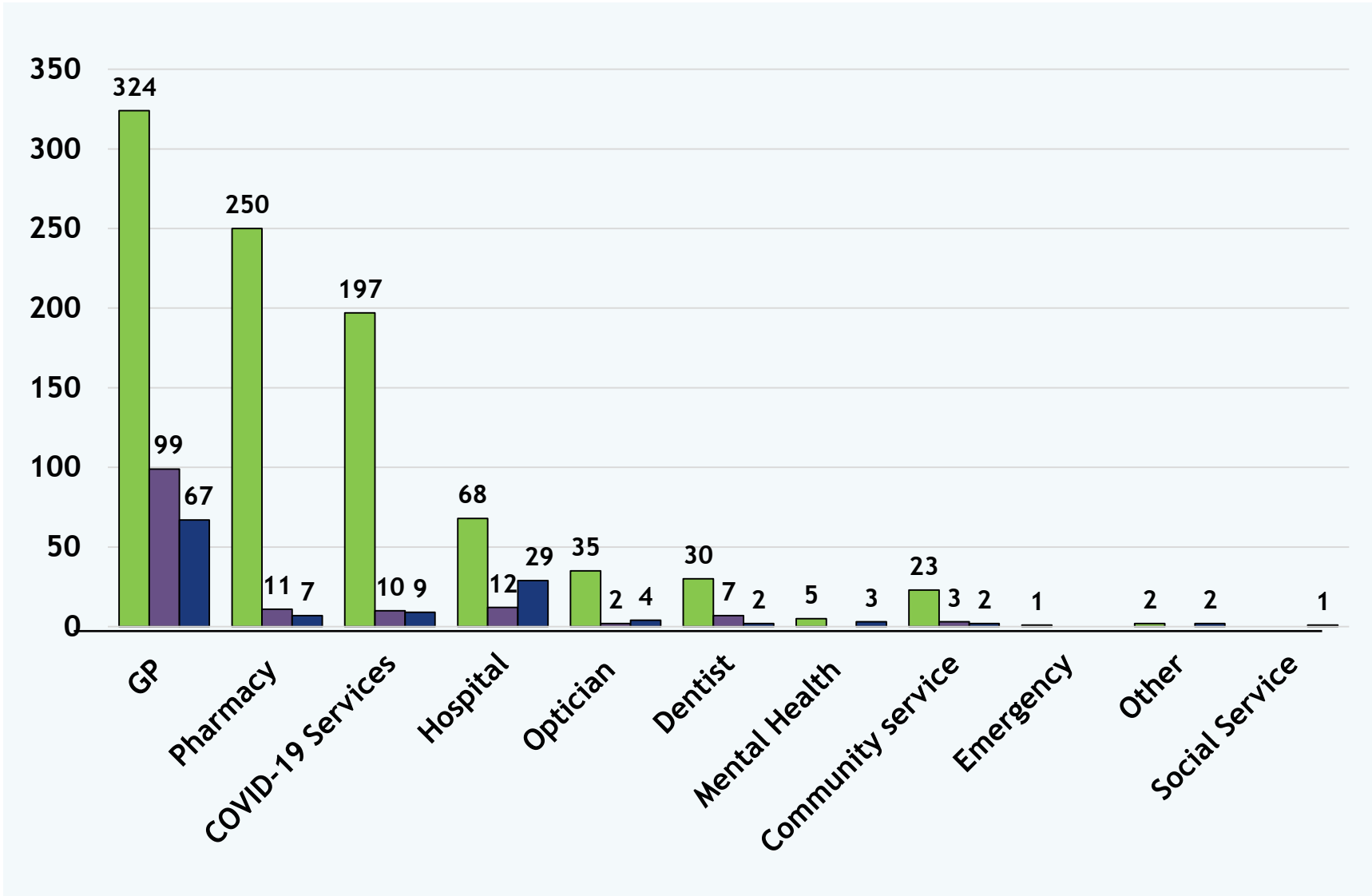




The bar chart compares the number of negative, neutral and positive reviews for each category.

The categories that received the highest proportion of positive reviews are Pharmacies (93%); COVID-19 (91%); and Opticians (85%).

The categories which received the highest proportion of negative reviews are Mental Health services (38%); Hospitals (27%) and GPs (14%).



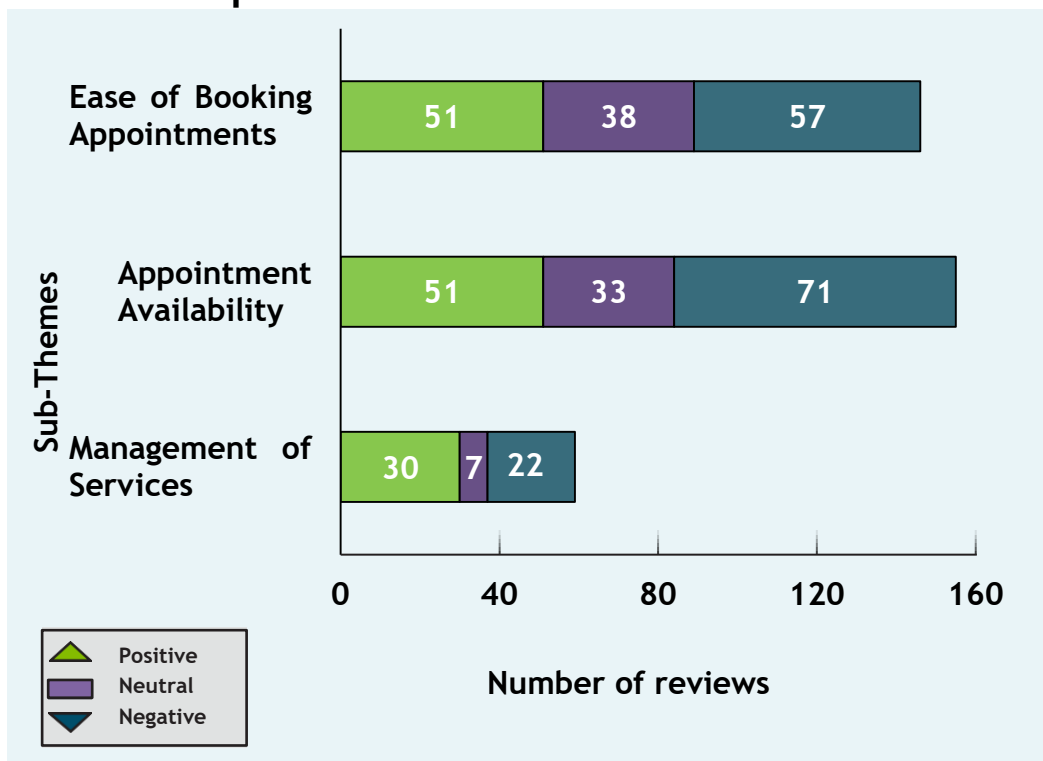
The **Administration** theme received 363 reviews; 37% (134) were positive, 42% (152) were negative and 21% (77) were neutral.

Ease of Booking Appointments sub-theme received 146 reviews, 35% (51) were positive, 39% (57) were negative and 26% (38) were neutral. In the previous quarter, it was 41% and in quarter 4 (Jan - Mar 2021), it was 46% (negative).

Appointment Availability was the most frequently discussed sub-theme with 157 reviews. 32% had a positive sentiment, 46% were negative and 22% were neutral. This tells us that patients continue to find it difficult to book appointments. In the previous quarter, it was 42% (negative).

Management of Services received 59 reviews; 51% (30) were positive, 37% (22) were negative and 12% (7) were neutral.

Top Sub-themes for Administration



Positive Reviews

“The availability of appointments is good. Introduction of telephone appointments is excellent...”

Redwood Practice

“There has never been an issue making an appointment...”

Jersey Practice

Negative Reviews

“The admin service is absolute rubbish...I genuinely worry for the elderly patients that have to deal with them.”

Bedfont Medical Centre

“...you ring them and you get an appointment. The only thing is that it can be 2 weeks for you appointment.”

Brentford Family Practice

“Nightmare trying to get an appointment. You call in the morning and you are caller number 14. I speak to the receptionist “no appointments call back at 2pm” So I did and I was caller number 15...”

Little Park Surgery

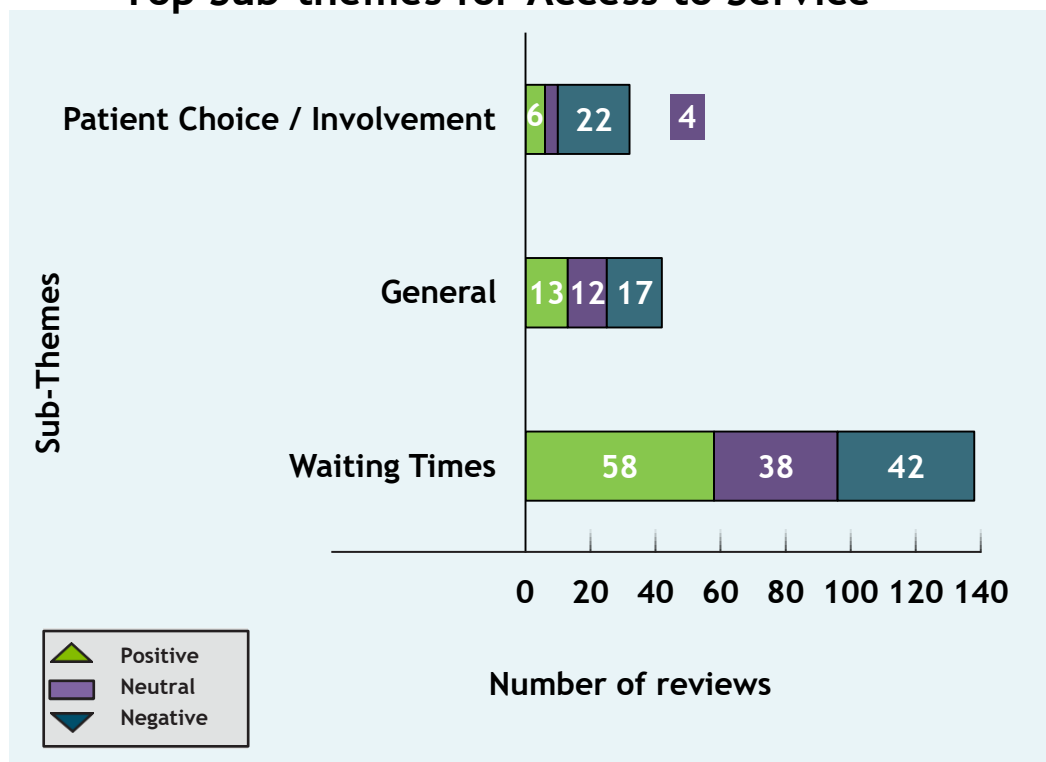
The **Access to Services** theme received 256 patient reviews. 43% (111) were positive, 34% (87) were negative and 23% (58) were neutral.

For the sub-theme of **Waiting Times**, we received 137 reviews; 42% (58) were positive, 30% (42) were negative and 28% (38) were neutral. Compared to the previous quarter there is an upward trend in positive sentiments being expressed in comments. In quarter 1 (Apr - June 2021) it was 38%, in quarter 4 (Jan - Mar 2021) it was 31%. This shows that lately the waiting times are getting better according to what patients are telling us.

Patient Choice/Involvement was a frequently discussed sub-theme with 32 reviews; 19% (6) were positive, 69% (22) were negative and 12% (4) were neutral. Similarly, to quarter 1 (Apr - Jun 2021), it was 81% majority of comments were negative sentiments.

The chart below shows a breakdown of the most mentioned sub-themes for **Access to Services**, including **General**.

Top Sub-themes for Access to Service



Positive Reviews

“...The wait to be seen is not long when I'm here...”

Queens Park Medical Practice

“I am seen in a timely manner.”

Chiswick Family Doctors Practice

“...I can be seen fairly quickly, I understand that due to the pandemic a lot of things have changed here. The wait to be seen is not too long, but I understand that they have a big workload but I wouldn't complain...”

Chestnut Practice

Negative Reviews

“It is almost impossible to get through to them on the phone, even for someone like myself who rarely comes to the practice.”

Little Park Surgery

“Access to the phone line needs improving.”

The Practice Feltham

“...I would have preferred face to face because my english is not so good, so it would have worked better in person.”

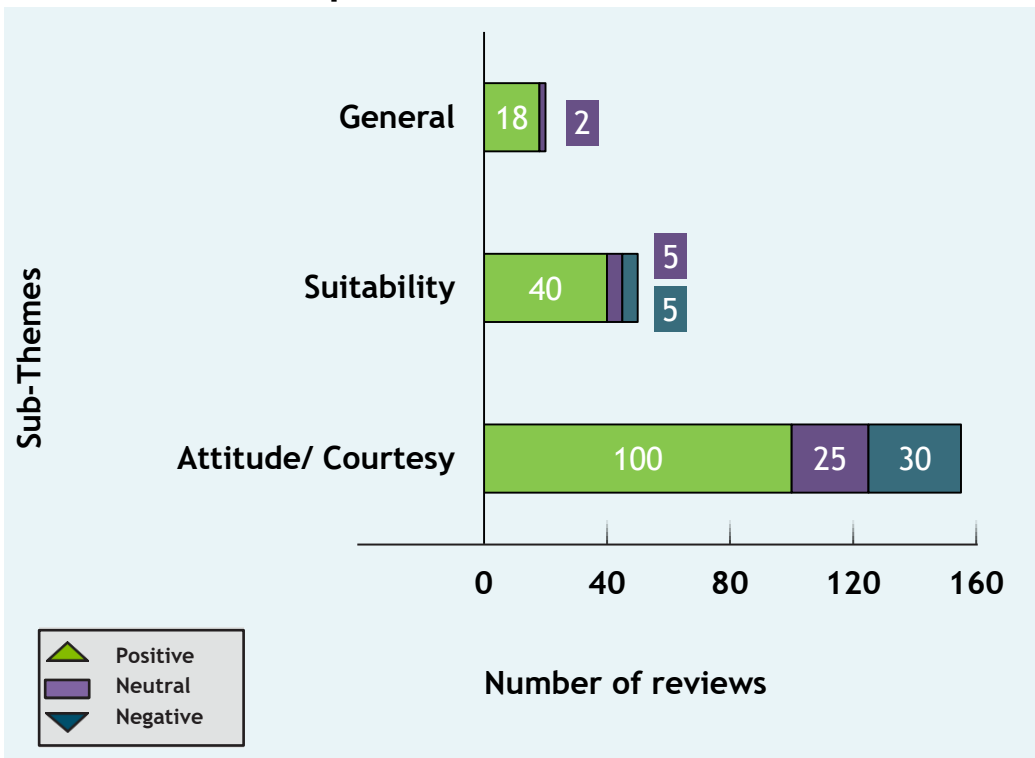
Kingfisher Practice

The **Staff** theme received 253 reviews. 67% were positive (169), 18% (45) were negative and 15% (38) were neutral. The chart below presents a breakdown of the sub-themes for Staff.

Staff Attitude/Courtesy was mentioned in 155 reviews, 65% (100) were positive, 19% (30) were negative and 16% (25) were neutral. There is an upward trend from previous quarters for positive sentiments being expressed in comments by patients about the attitude of staff they encounter. In the previous quarter, 53% of reviews had a positive sentiments and 42% in quarter 4 (Jan - Mar 2021).

Suitability sub-theme with 50; 80% (40) were positive, 10% (5) were negative and 10% (5) were neutral. Similarly, to the last quarter, it was 63%, there has been majority of reviews were positive sentiments.

Top Sub-themes for Staff



Positive Reviews

“The reception staff are usually really apologetic too...The reception staff are very good...”
Heston Practice

“The receptionists that used to work here were rude but the ones we have now are helpful. ”
Cranford Medical Centre

Negative Reviews

“...the receptionists are very rude, they want to know all your business. Before the lockdown, they had lovely people but they are all gone...”
Albany Practice

“One receptionist has a massive attitude problem.”
Grove Village Medical Centre

“Some of the receptionists can be a bit uncaring and not understanding.”
Gill Medical Practice

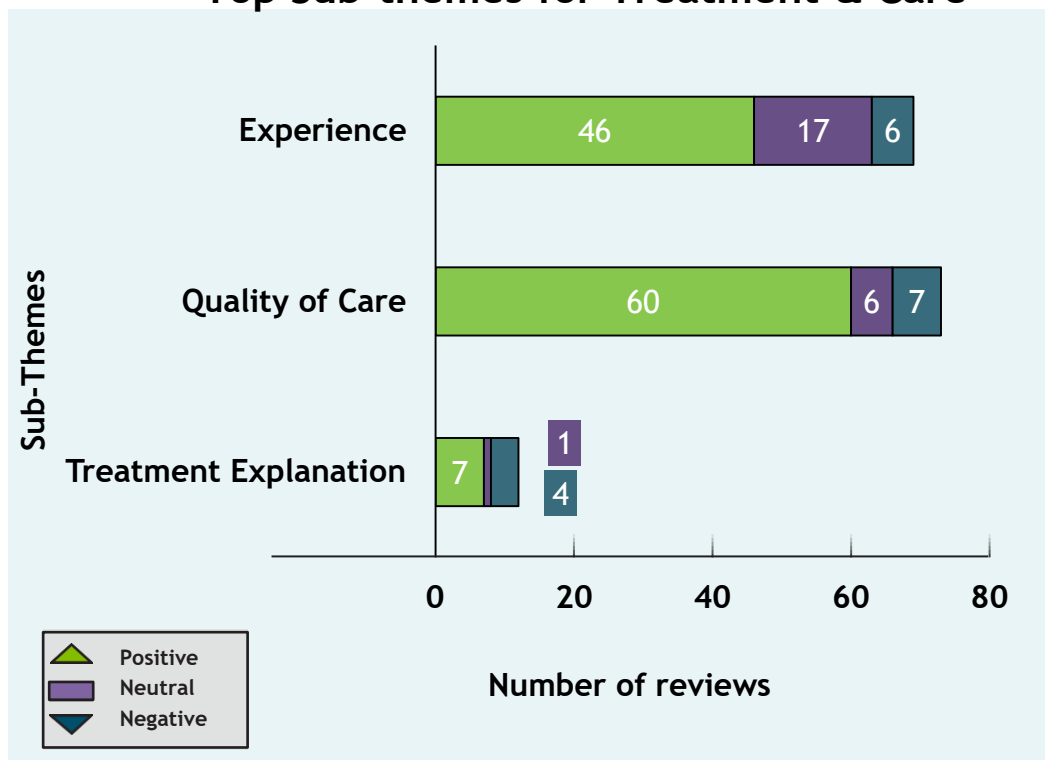
The **Treatment and Care** theme received 158 reviews. 74% (117) were positive, 11% (17) were negative and 15% (24) were neutral.

Experience was the most discussed sub-theme with 69 reviews; 67% (46) were positive, 9% (6) were negative and 24% (17) were neutral. There has been an increase in patients with positive experiences. Compared to the previous quarter (Apr - Jun 2021), it was 52% (positive).

Quality of Care was a recurring sub-theme with 73 reviews; 82% (60) were positive, 10% (7) were negative and 8% (6) were neutral.

Treatment Explanation received 12 reviews of which 58% were positive, 33% were negative and 9% were neutral.

Top Sub-themes for Treatment & Care



Positive Reviews

“... the care and treatment has always been very good”
Little Park Surgery

“...The doctors are the best, never mess up...”
Blue Wing Family Doctor

“They are very good. They explain everything...They look after me very well. I have a lot of conditions and they treat me well.”
The Crosslands Surgery

Negative Reviews

“...the past few years it has slightly deteriorated. My family GP is kind of new to us, since she retired I have not received that same level of care...”
Spring Grove Medical Practice

“A terrible experience at this GP practice.”
First Care Practice

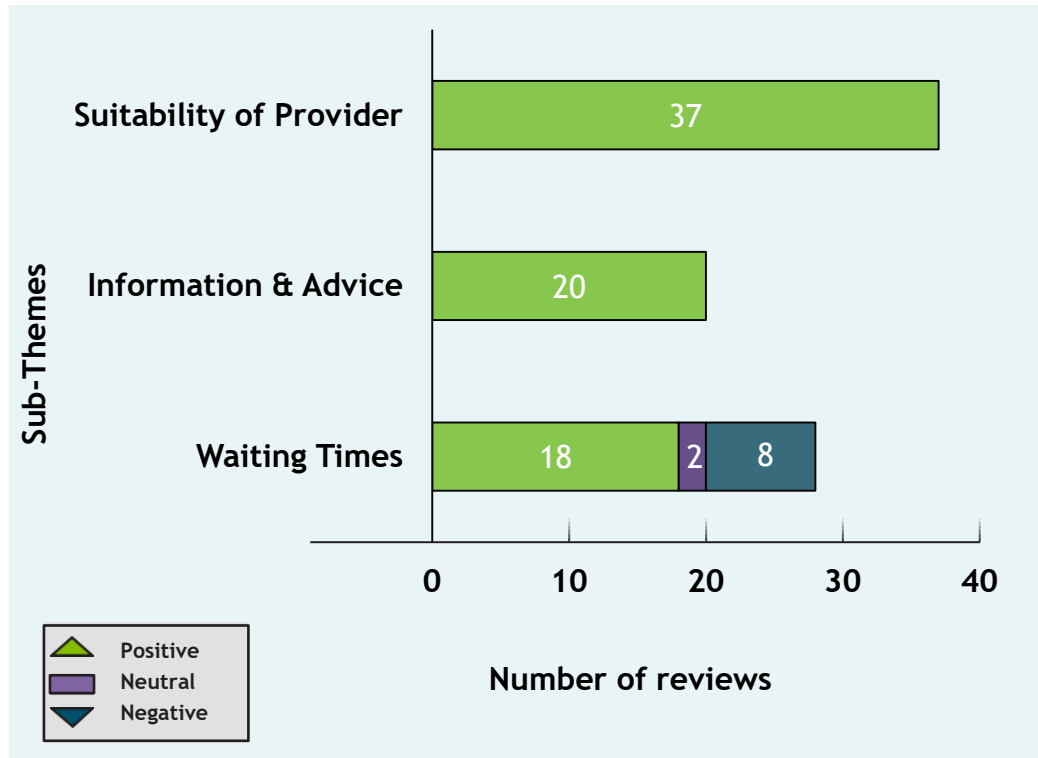


The **Access to services** theme received 99 reviews. 90% (89) were positive, 8% (8) were negative and 2% (2) were neutral. Similar to the previous quarter (Apr - Jun 2021), most of the reviews were positive (86%).

Suitability of Provider received 37 reviews, 100% (37) were positive. **Information & Advice** received 20 reviews, 100% (20) were positive.

The **Waiting Times** sub-theme received 28 reviews; 64% (18) were positive, 29% (8) were negative and 7% (2) were neutral. This tells us that patients were satisfied with the waiting times they have been provided with over the past few months. The chart below shows a breakdown of the sub-themes.

Top Sub-themes for Access to Services



Positive Reviews

“The chemist is very helpful - always there to explain the medication, answers any questions you have.”

Rams Dispensing Chemist

“Their services have been fine.”

Herbert and Herbert

“... they have a nice fast service.”

Jade Pharmacy (Vicarage Farm)

“The majority of the times, they have everything you need.”

Maswell Park Pharmacy

Negative Reviews

“...the service was not quick. Took longer to get the medication.”

Boots (Bath Road)

“They take a lot of time,..”

Campbell’s Chemist

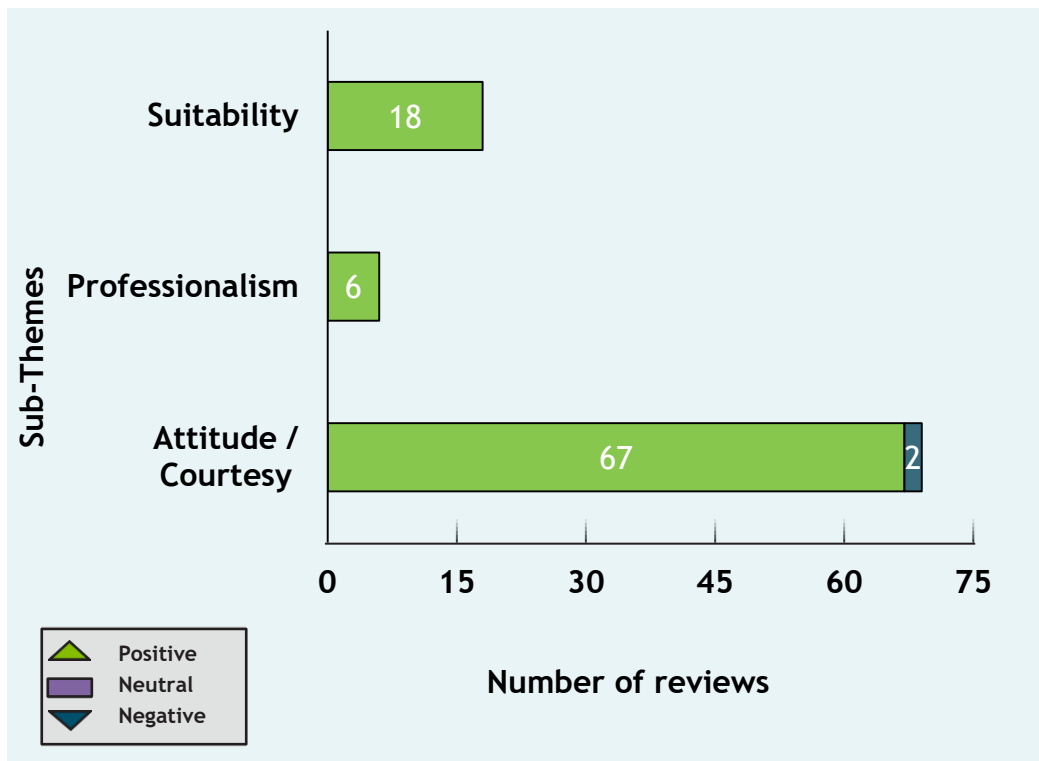


The **Staff** theme received 98 reviews, 97% (95) were positive and 3% (3) were negative. Like the previous quarter (Apr - Jun 2021), it was 77% (positive).

The **Attitude/Courtesy** sub-theme received 69 reviews; 97% (67) were positive and 3% (2) were negative. This is similar to what we found in the previous quarter (Apr - Jun 2021) it was 75%. Showing that most patients are ‘pleased’ with staffs’ attitudes/courtesy.

Professionalism received 6 reviews; 100% (6) were positive. **Suitability** received 18 reviews; 100% (18) were positive. The chart below shows a breakdown of the sub-themes.

Top Sub-themes for Staff



Positive Reviews

“The staff listened to my problem...Everyone was friendly and they all made me feel comfortable.”

Riverside Pharmacy

“From the person who answered the phone to the pharmacist, everyone was incredibly helpful and polite.”

Maswell Park Pharmacy

“...I haven't had any problems with them, they're always kind when I've been there.”

Lloyds Pharmacy

“They are polite and friendly.”

Jade Pharmacy (Isleworth)

Negative Reviews

“The staff are very rude when you call.”

Azchem Pharmacy

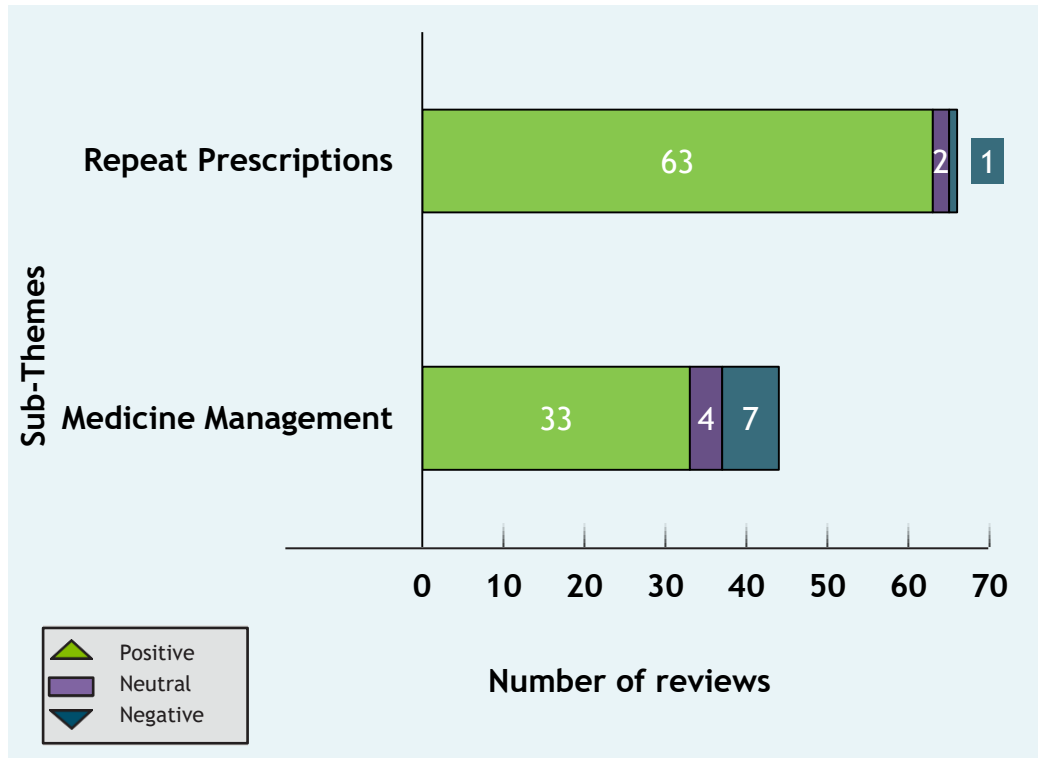


The **Medication** theme received 116 reviews; 88% (102) were positive, 7% (8) were negative and 5% (6) were neutral.

Repeat Prescription received 66 reviews; 95% (63) were positive, 2% (1) were negative and 3% (2) were neutral. **Medicine Management** received 44 reviews; 75% (33) were positive, 16% (7) were negative and 9% (4) were neutral.

The chart below presents a breakdown of the sub-theme for **Medication**. **Repeat Prescription** and **Medicine Management** were the most mentioned sub-themes.

Top Sub-themes for Medication



Positive Reviews

“Really tip top and jolly good medicine in there for dang sure and no mistake.”

Numark Pharmacy

“...efficient in sorting my medication over the phone. I collected the medication about an hour later. It was refreshing to receive this level of high-quality and hassle-free service from a pharmacy.”

Hounslow East Pharmacy

“I book my prescriptions at the GP online and they email me when it has been received and again when it has been sent out for delivery. They have been reliable...”

Pharmacy2U

Negative Reviews

“Before now I've never had a problem with collecting my medicine from them for my son, but the last few times there have been some mess ups, they never have all the medicines on time.”

Bath Road Pharmacy

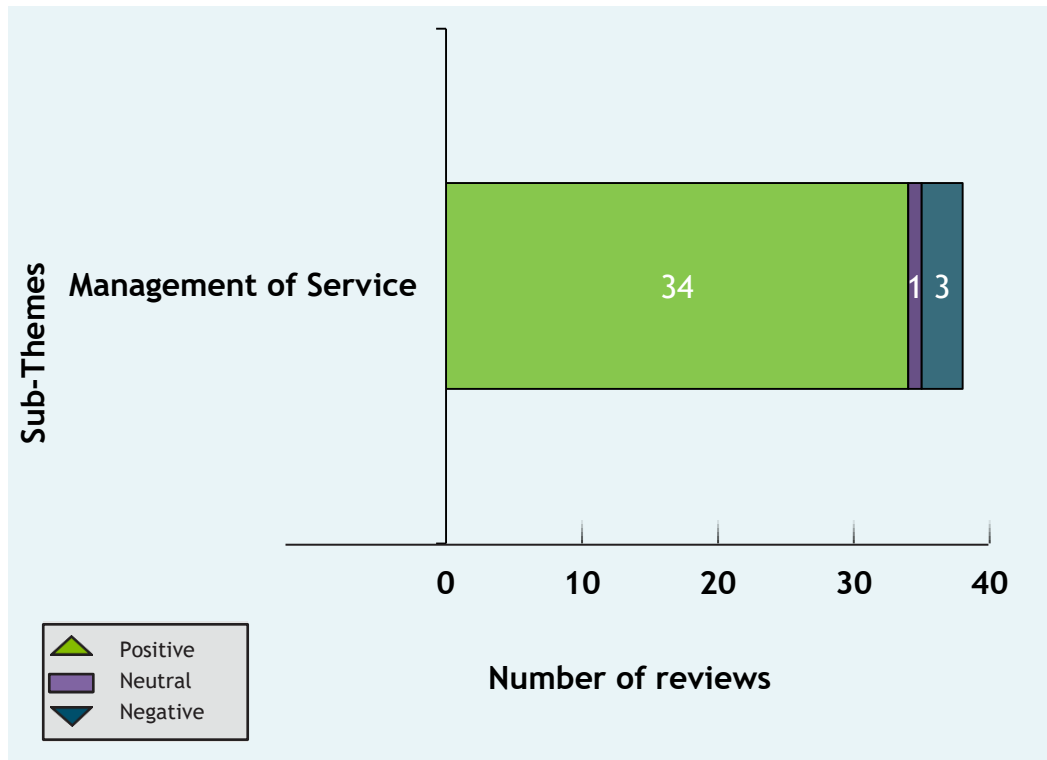


The **Administration** theme received 41 reviews; 90% (37) were positive, 7% (3) were negative and 3% (1) were neutral. Majority of reviews received had a positive sentiment. Similar to the previous quarter (Apr - Jun 2021) with 86% most of the reviews had positive sentiments.

The chart below presents a breakdown of the sub-theme for **Administration**.

Management of Service sub-theme received 38 reviews; 89% (34) were positive, 8% (3) were negative and 3% (1) were neutral.

Sub-theme for Administration



Positive Reviews

“They were very well organised by the team and it was a speedy process.”

Bhogal Pharmacy

“They are a very good service.”

Hobbs Pharmacy

“They are an excellent service, honest people to deal with.”

Maswell Park Pharmacy

“They are really well run business...”

Jade Pharmacy (Vicarage Farm Road)

Negative Reviews

“They often don't have my prescriptions...the whole process is not good.”

Jasins Chemist

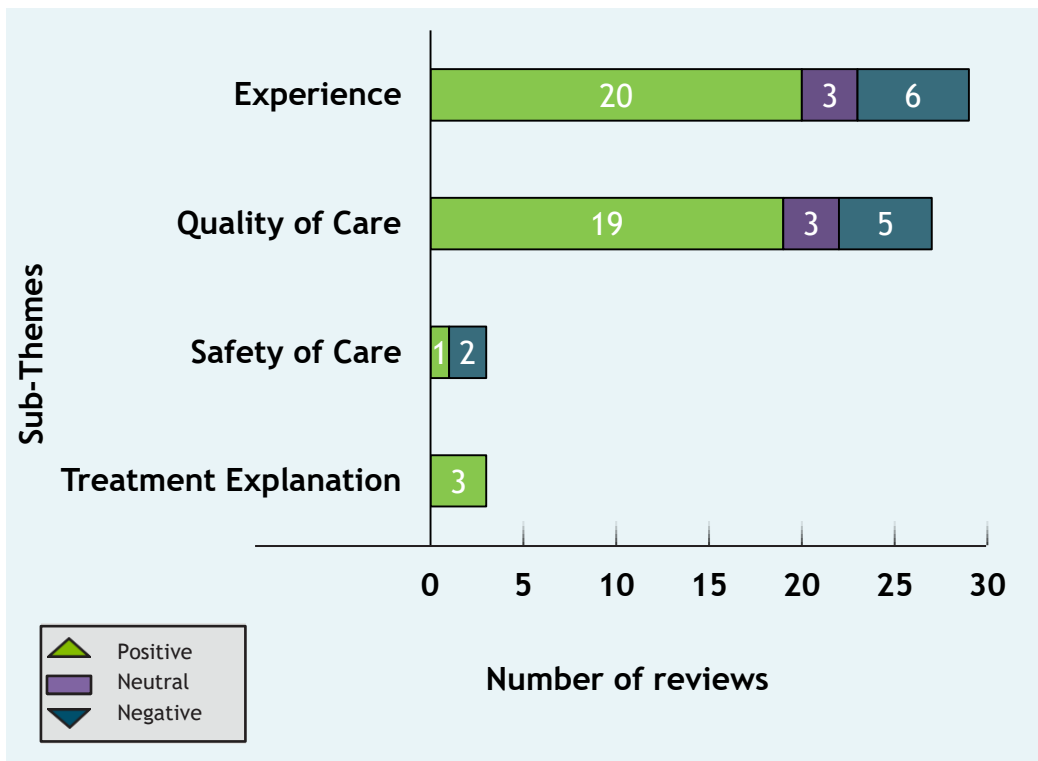


The **Treatment and Care** theme received 63 reviews. 70% (44) were positive, 21% (13) were negative and 9% (6) were neutral. There has been a continuous trend in the reviews with positive sentiments for this theme; in Quarter 1 Apr - Jun 2021 it was 81%.

The sub-theme **Experience** was the most mentioned with 29; 69% (20) were positive, 21% (6) were negative and 10% (3) were neutral. **Quality of Care** had 27 reviews; 70% (19) positive, 19% (5) were negative and 11% (3) were neutral. This tells us that patients continue to receive positive experiences about **Treatment and Care** from hospitals.

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

Top Sub-themes for Treatment and Care



Positive Reviews

“Very good. They are very attentive and checking up on me.”
West Middlesex University Hospital (Outpatient)

“A really good experience. I don't have anything bad to say.”
West Middlesex University Hospital

“They take care of you and they are more personal, they talk to you.”
West Middlesex University Hospital

“...The care was excellent, they gave me the medicines I needed too, I didn't have to wait for the pharmacy to get them...”
Hounslow Urgent Care Centre (West Middlesex Hospital)

Negative Reviews

“My first experience was not good...I was referred here and I got an x-ray but then they just discharged me without any proper explanation or prescription of medication”
West Middlesex University Hospital



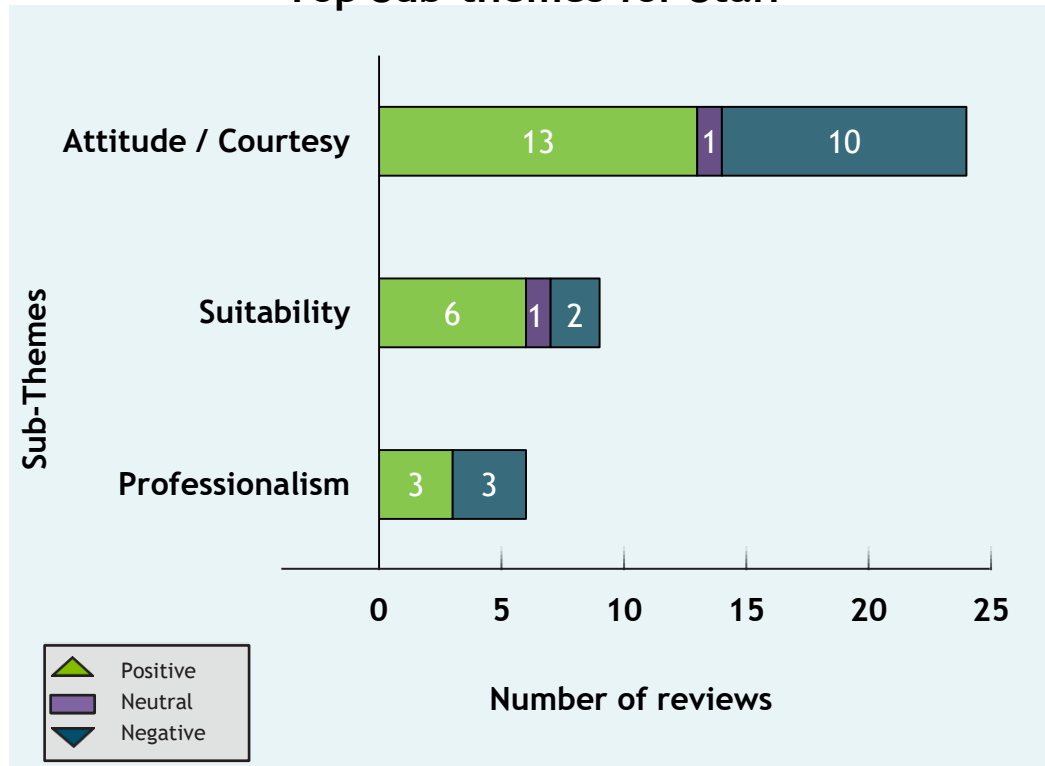
The **Staff** theme received 45 reviews; 53% (24) were positive, 42% (19) were negative and 5% (2) were neutral. Compared to the previous quarter, Apr - Jun 2021 it was 18%, this theme has received more reviews with negative sentiments.

Attitude/Courtesy was the most frequently mentioned sub-theme with 24 reviews; 54% (13) were positive, 42% (10) were negative and 4% (1) were neutral. Compared to previous quarter 1 Apr - Jun 2021, it was 25%, there has been an increase in the reviews with negative sentiments.

Professionalism received 6 reviews 50% (3) were positive and 50% (3) were negative. **Suitability** received 9 reviews, 67% (6) were positive, 22% (2) were negative and 11% (1) were neutral.

The chart below shows a breakdown of the sub-themes for the **Staff** theme.

Top Sub-themes for Staff



Positive Reviews

“...the staff are always very pleasant when we speak to them and they give us all the information we need to know.”

West Middlesex University Hospital (Cardiology)

“...the staff were doing their utmost to get through people quickly and with care and good humour...”

Hounslow Urgent Care Centre (West Middlesex Hospital)

“...all the nurses were friendly throughout my stay. They listen to you when I talk to them...”

West Middlesex Hospital (Inpatient)

“...the staff are always very pleasant when we speak to them and they give us all the information we need to know.”

West Middlesex University Hospital (Cardiology)

Negative Reviews

“...Rude staff and completely not helpful...I went to ask if someone is actually going to see me only to hear ‘I don’t know, maybe?’ This is unacceptable...”

West Middlesex University Hospital



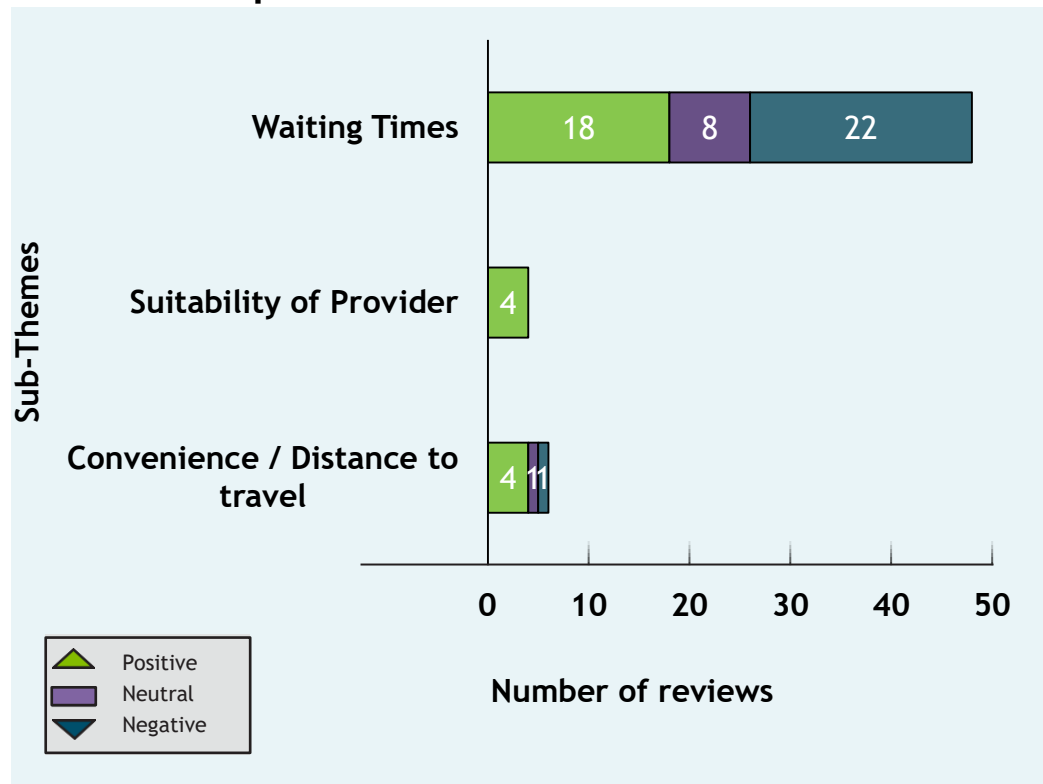
Access to Services received 65 reviews this quarter. 46% (30) were positive, 38% (25) were negative and 16% (10) were neutral.

Waiting Time was mentioned in 48 reviews. 38% (18) were positive, 46% (22) were negative and 16% (8) were neutral. Compared to the previous quarter (Apr - Jun 2021), it was 63%. Majority of patients this quarter mentioned waiting times being an issue during hospital visits.

Suitability was a frequently discussed sub-theme with 4 reviews. 100% (4) were positive.

The chart below shows the breakdown of the sub-themes including for **Convenience / Distance to Travel**.

Top Sub-themes for Access to Services



Positive Reviews

“... The waiting time there is pretty good, they do their best for me when I'm there.”

West Middlesex University Hospital (Outpatients)

“We've never had any problems getting there...they give us all the information we need to know.”

West Middlesex University Hospital (Cardiology)

“...The wait is not long, I'm usually there for appointments arranged before and they are prompt.”

West Middlesex University Hospital (Imaging)

Negative Reviews

“...We waited 5 hours to be seen, then we finally saw a paediatrician...Then we waited another 4 hours...”

West Middlesex University Hospital (A&E)

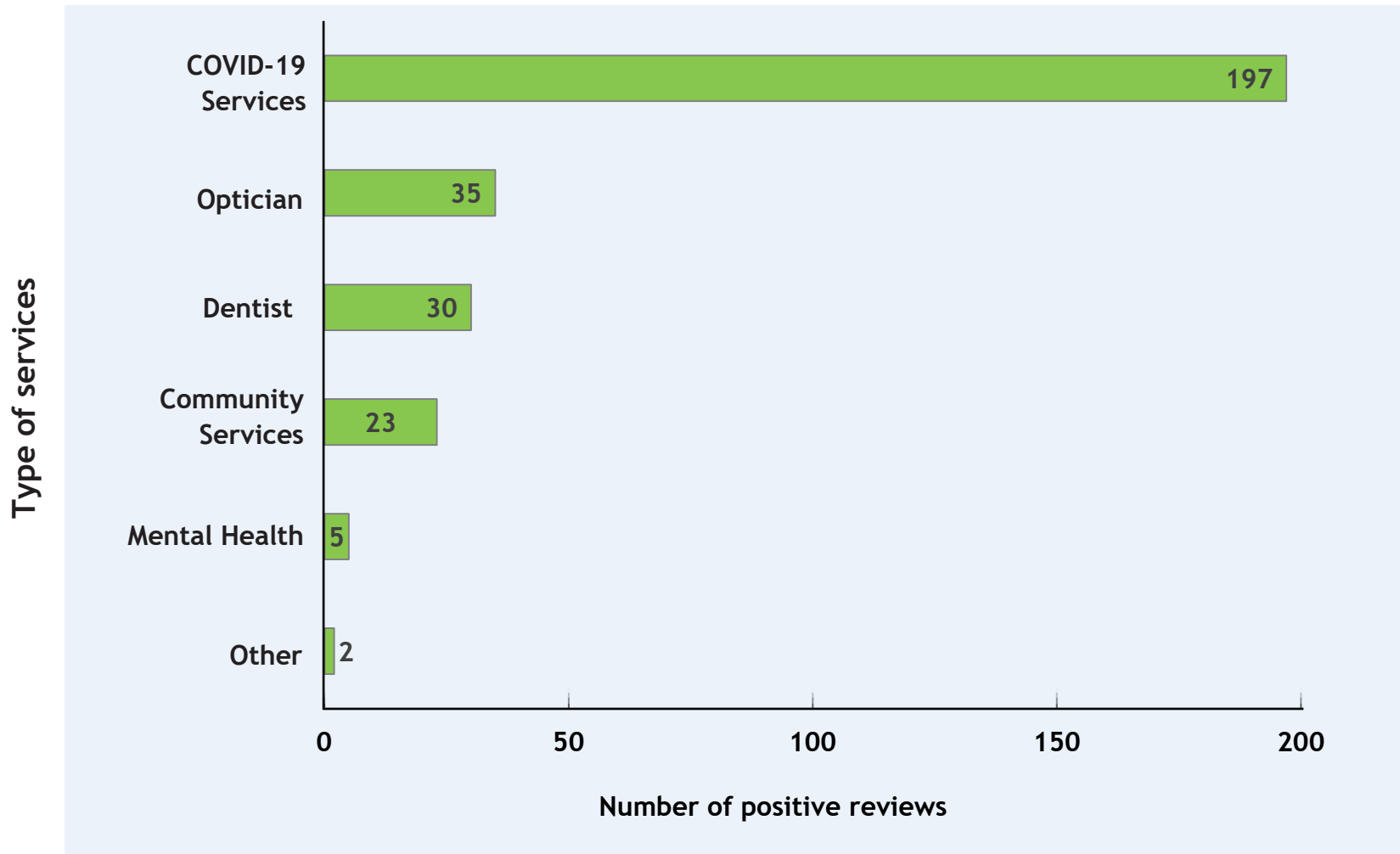
“I had to wait for 3 and half hours to be seen by them. I was only here for a stitch but the waiting time was so long that I left...”

Hounslow Urgent Care Centre (West Middlesex Hospital)



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

July - August - September





COVID-19 Services

“I had both jabs done here and they were great. I got the jabs earlier on because of my job and my health conditions, the wait wasn't long neither.”

COVID-19 Vaccination Centre (Brentford Fountain Leisure Centre)

“I had my second vaccine here and it was a lot more faster and efficient than the first time. Also, there was more space.”

COVID-19 Vaccination Centre (Brentford Fountain Leisure Centre)

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

COVID-19 Vaccination Centre (Chiswick Health Centre)

“They were very organised, they were fast, so I was in and out, it was all well organised.”

COVID-19 Vaccination Centre (Feltham Assembly Hall)



Opticians

“They are very good, they explain everything well. They are always great and they have really good equipment.”

Boots Opticians Chiswick High Street

“They're under new management and the staff here are pleasant, helpful and knowledgeable about my care.”

The Eye Boutique

“Very caring and very helpful.”

Bailey Opticians

“Sometimes they don't explain things to you properly, they need to be better at explaining to the patients the thing they are doing.”

Specsavers Opticians (High St. Hounslow)



Dentist

“The receptionists are friendly as well as the dentist. Flexible with appointments. Services are very excellent.”

Bedfont Green Dental Practice

“My dentist is really lovely, it takes a couple of weeks to get the appointment. They are all very kind and I do not wait long to be seen when I'm there.”

The Butts Dental Practice

“The dentist is professional, helpful, and listens to my need. They also showed me what I need to do to maintain my dental hygiene.”

Gentle Dental Care

“They are professional and they get things done. It was easy to get my appointment. The wait is not longer than the normal waiting time.”

Vicarage Farm Dental Centre



Community Services

“It was very good, they sent us to get further scans and they were very good. They are all very caring people, everyone I've seen here have been good.”

Hounslow and Richmond Community Healthcare (Bedfont Clinic)

“I come here annually for my check-up and we've not had any problems. They are very efficient and they send me a reminder for appointments when it is close to our appointment time.”

North West London Diabetic Eye Screening Programme (Feltham)

“I come here for my test and they are good. After about a week they send me a report updating me about the results of my test.”

North West London Diabetic Eye Screening Programme (Feltham)

“The midwives were great, I had them for my babies, our appointments with them are done now but it was all good while we had them.”

Hounslow and Richmond Community Healthcare (Midwives)



Mental Health

“They were all very good, I have no complaints about them except for the waiting times when I was there. We have been a few times in emergency and they were good.”

Child and Adolescent Mental Health Service

“I’ve been in contact with them in the past and they were brilliant, they took their time to do follow-ups and check it was all very good.”

Child and Adolescent Mental Health Service



Other

“They give you the advice you want and they tell you to go to the hospital every time but they’re better than google.”
111

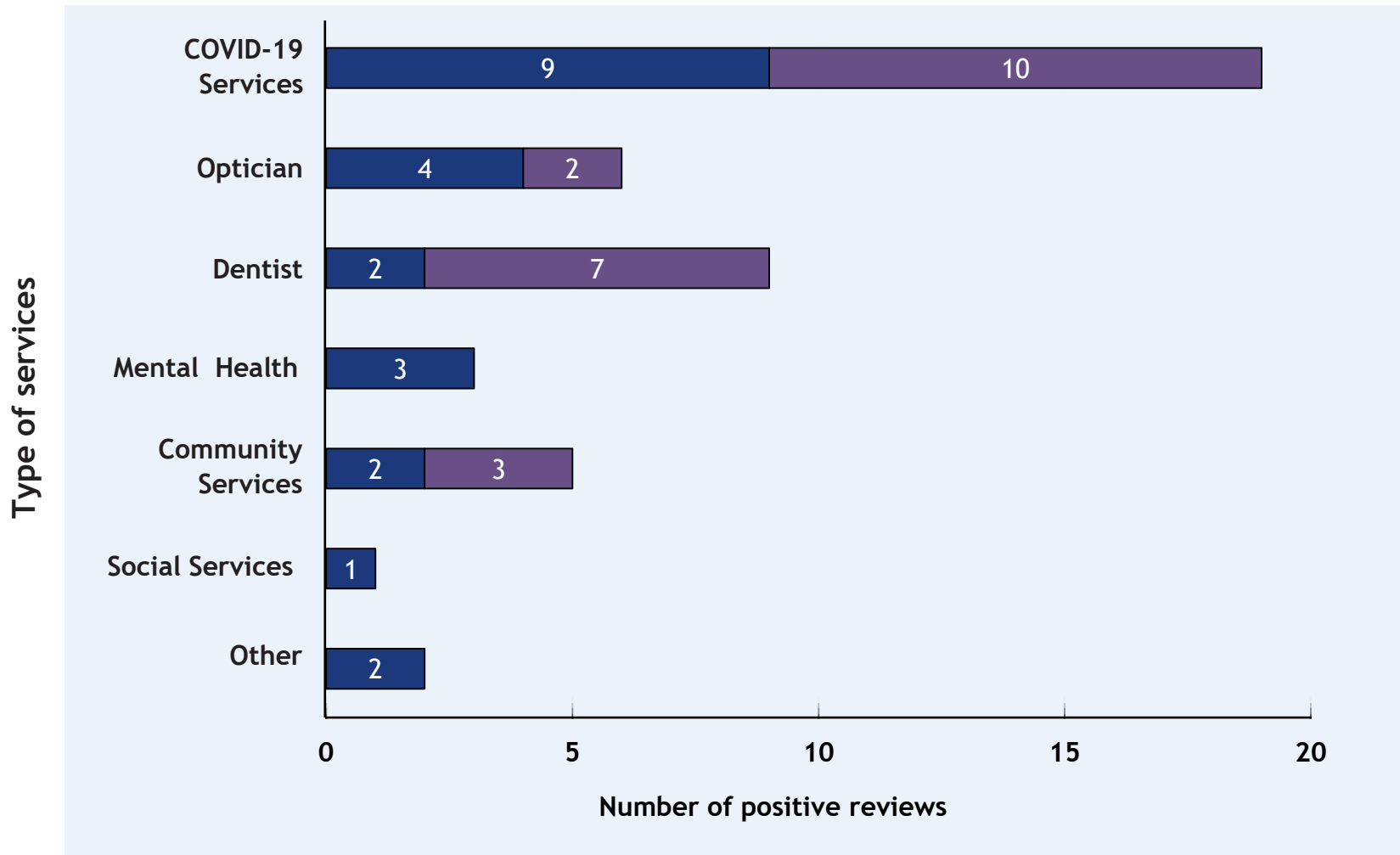
“The Whole NHS, in general, has been good, all the services I’ve used have been good.”

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.

July - August - September





COVID-19 Services

“I turned up and was seen straight away, received my blue card - job done, or so I thought! 3 weeks later I downloaded the NHS app for my Covid Pass only to find out that the centre had not registered it! NHS say talk to my GP. GP says go back to the centre”

COVID-19 Vaccination Site (Centre Clayponds Community Centre)

“I was standing outside for a long time.”

COVID-19 Vaccination Site (Chiswick Health Centre)

“When I came here for my vaccine the layout plan wasn't the best nor was the process.”

COVID-19 Vaccination Centre (Brentford Fountain Leisure Centre)

“It was difficult to get the date. I booked online but when I go back into the system I had to rebook.”

COVID-19 Vaccination Site (Shah Pharmacy)



Community services

“They were trying to avoid coming to do my visits, they kept trying to get the midwives to do their work for them, which was all very inconvenient.”

Hounslow and Richmond Community Healthcare (Health Visitor)



Mental Health

“I called in and they put me through to a dead phonenumber.”

Lakeside Mental Health Unit



Dentist

“I visited here once for a toothache and the dentist who attended to me wasn't great because the filling I got wasn't done right, it fell out a few months later after my visit.”

SK Dental Hounslow

“The appointment system needs improvement - They are always fully booked.”`

Armytage Dental Practice

“They are not good with my appointments.”

The Butts Dental Practice

“I had a bad experience last time I went, ended up in hospital, getting the appointment was easy but the cost to be seen is ridiculous, I went during the pandemic, he talk tooth out when it was infectious.”

Feltham Dental Care



Opticians

“They didn't seem to have the type of glasses and frames they advertised. The wait was also a little bit longer than it has to be.”

The Eye Studio Opticians

“I'm not happy with them, I wasn't very convinced with the diagnosis I got here. When I came for a check-up here the diagnosis I got wasn't right, I was happy with the current level of my glasses, but they were suggesting that I need to get thicker specs, I left and went somewhere else.”

Specsavers Opticians (Chiswick)



Other

“I disagree with the private sector competing for the contracts in the NHS, for example, the chemist being given contracts for the NHS.”

Services in General

“The call seems to feel really rushed. They didn't really explain what your symptoms could be related to.”

111

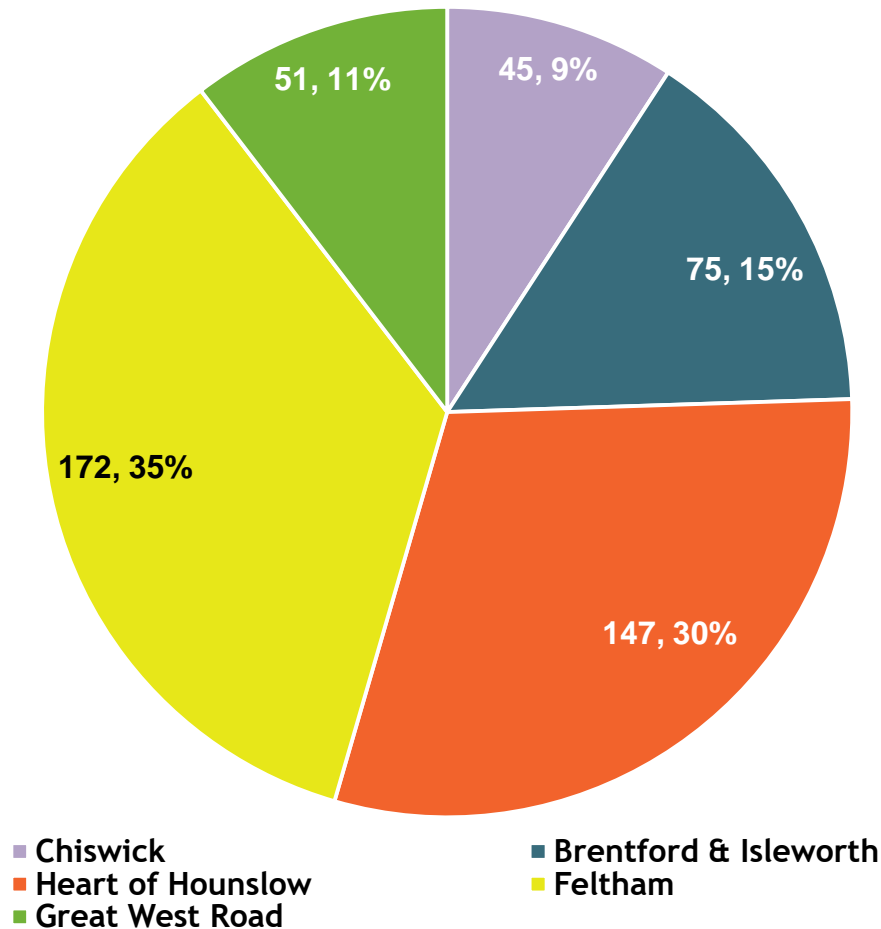


Social Services

“Social services have been terrible, I've had no help from anyone.”

Hounslow Social Services

Network Area



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

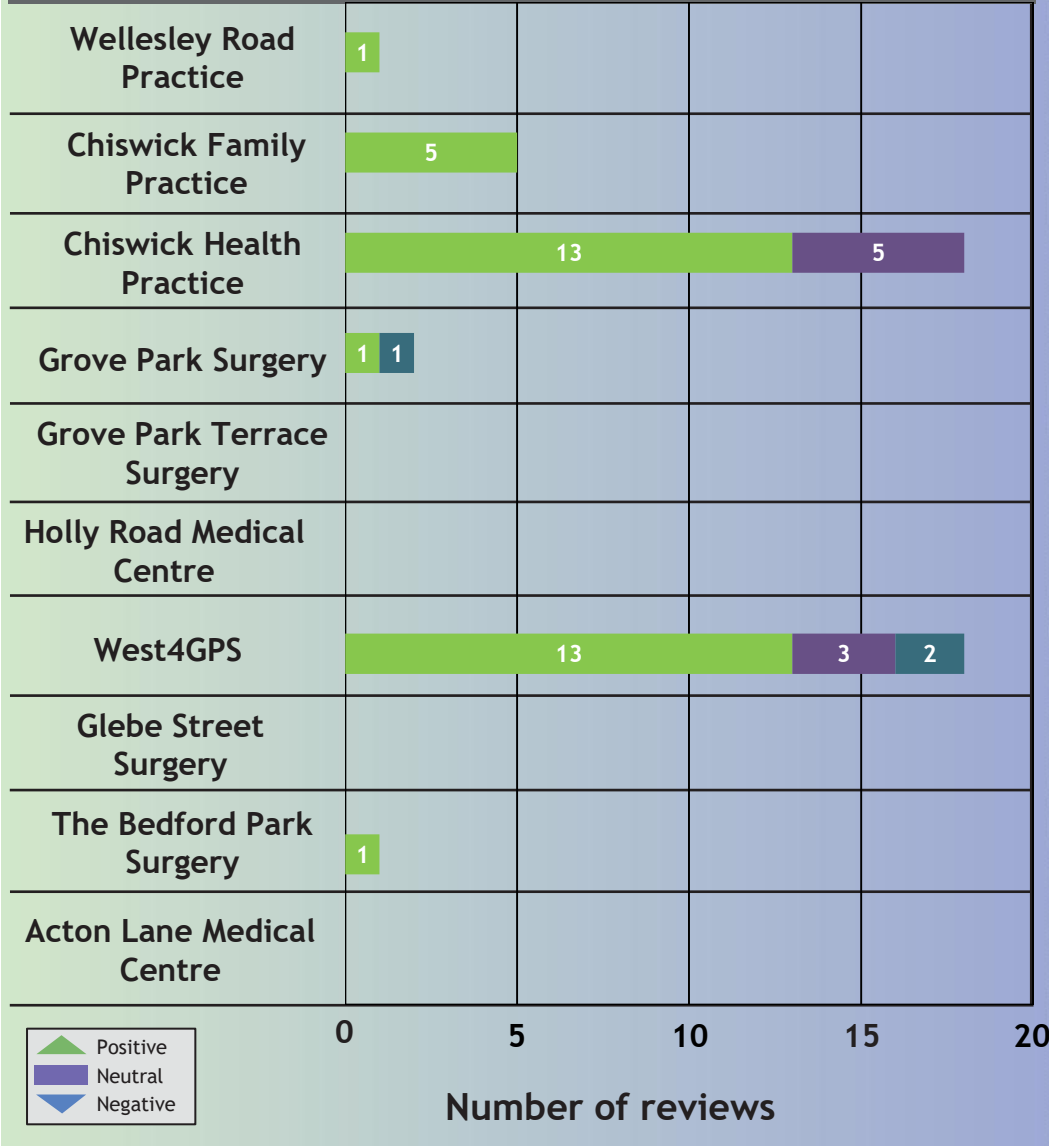
- Chiswick
- Brentford & Isleworth
- Heart of Hounslow
- Feltham
- Great West Road

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.

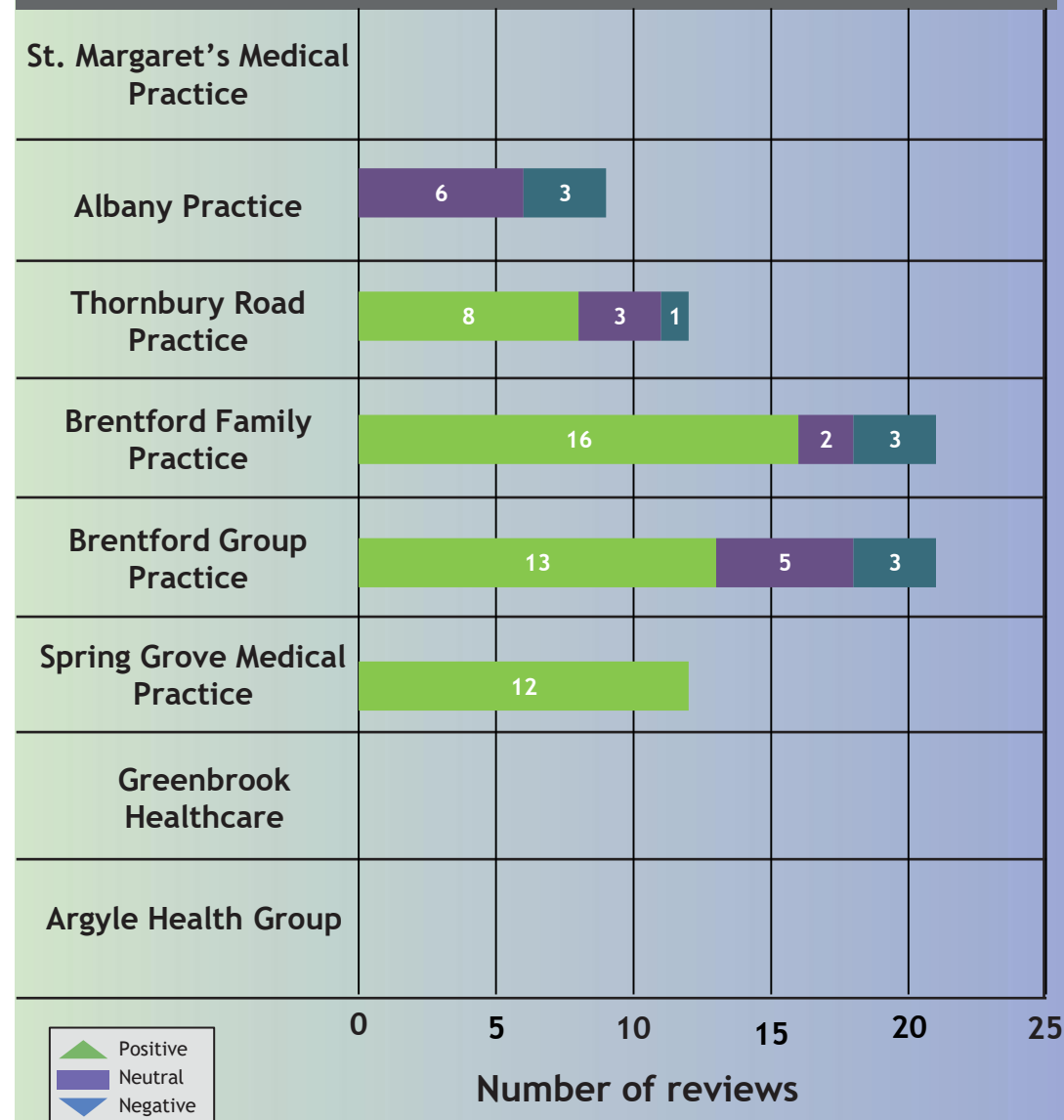
In terms of network area, the majority of reviews were received from Feltham 35% (172), Heart of Hounslow 30% (147), Brentford & Isleworth 15% (75) Great West Road 11% (51) and Chiswick 9% (45).



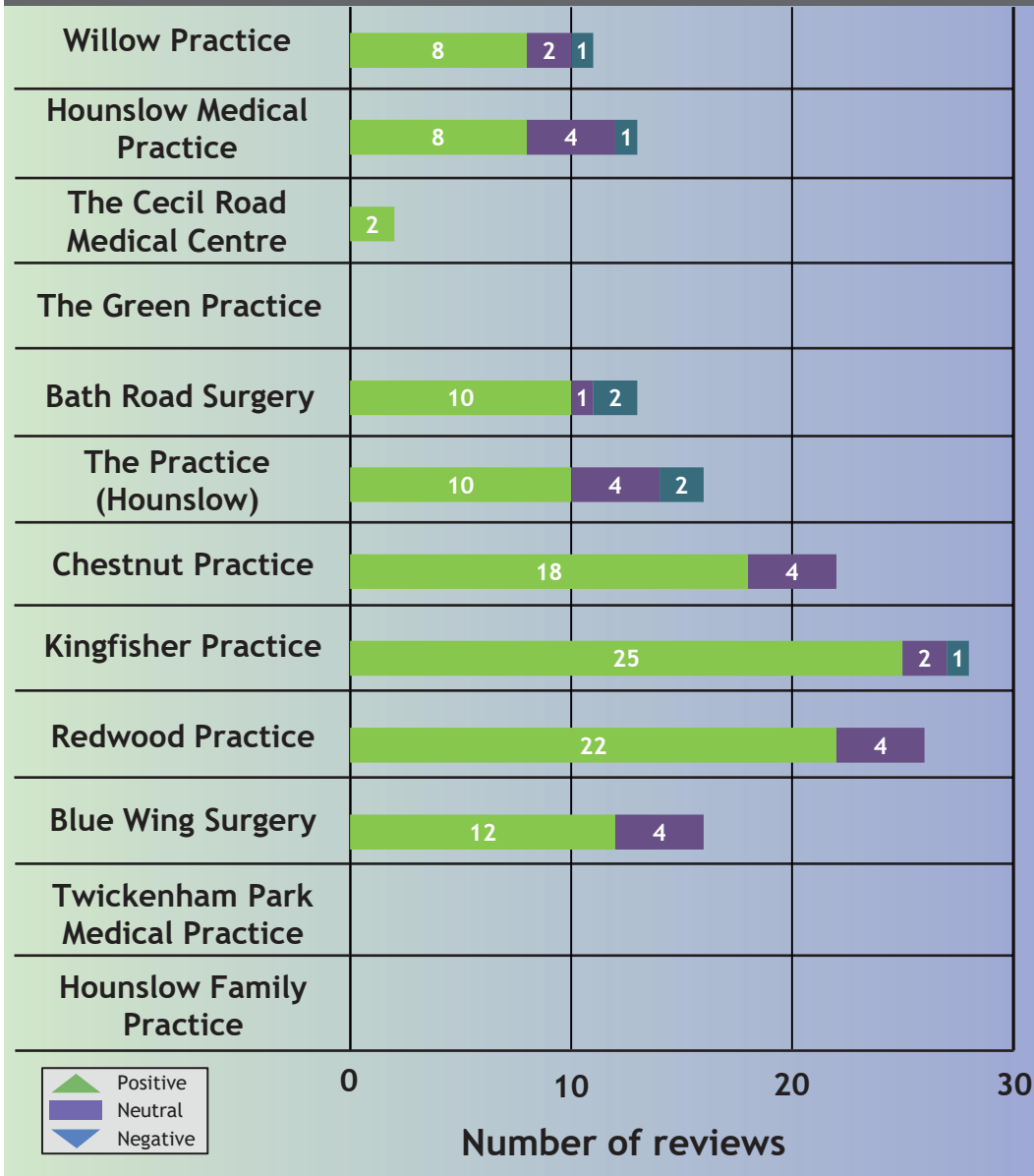
CHISWICK



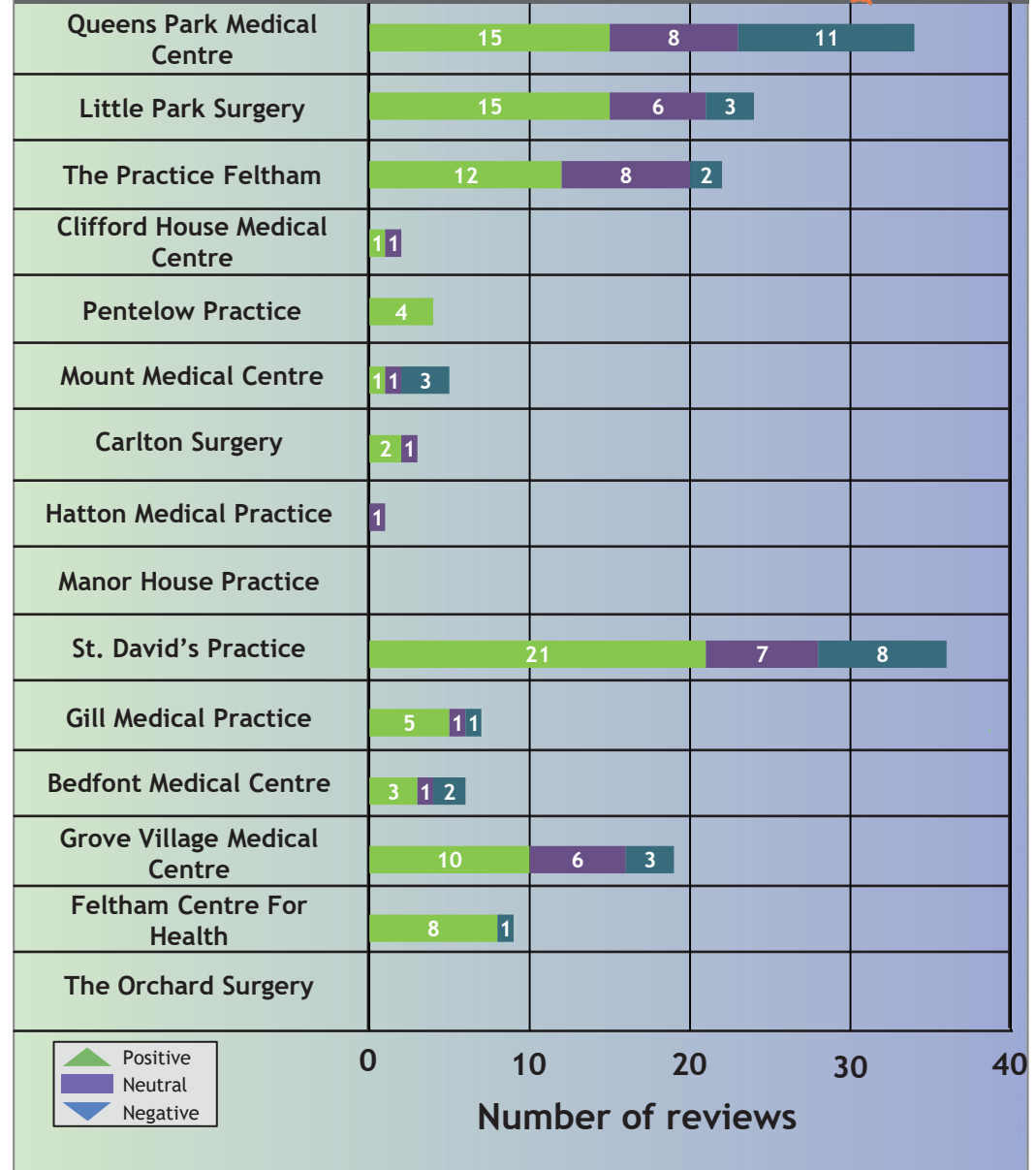
BRENTFORD & ISLEWORTH

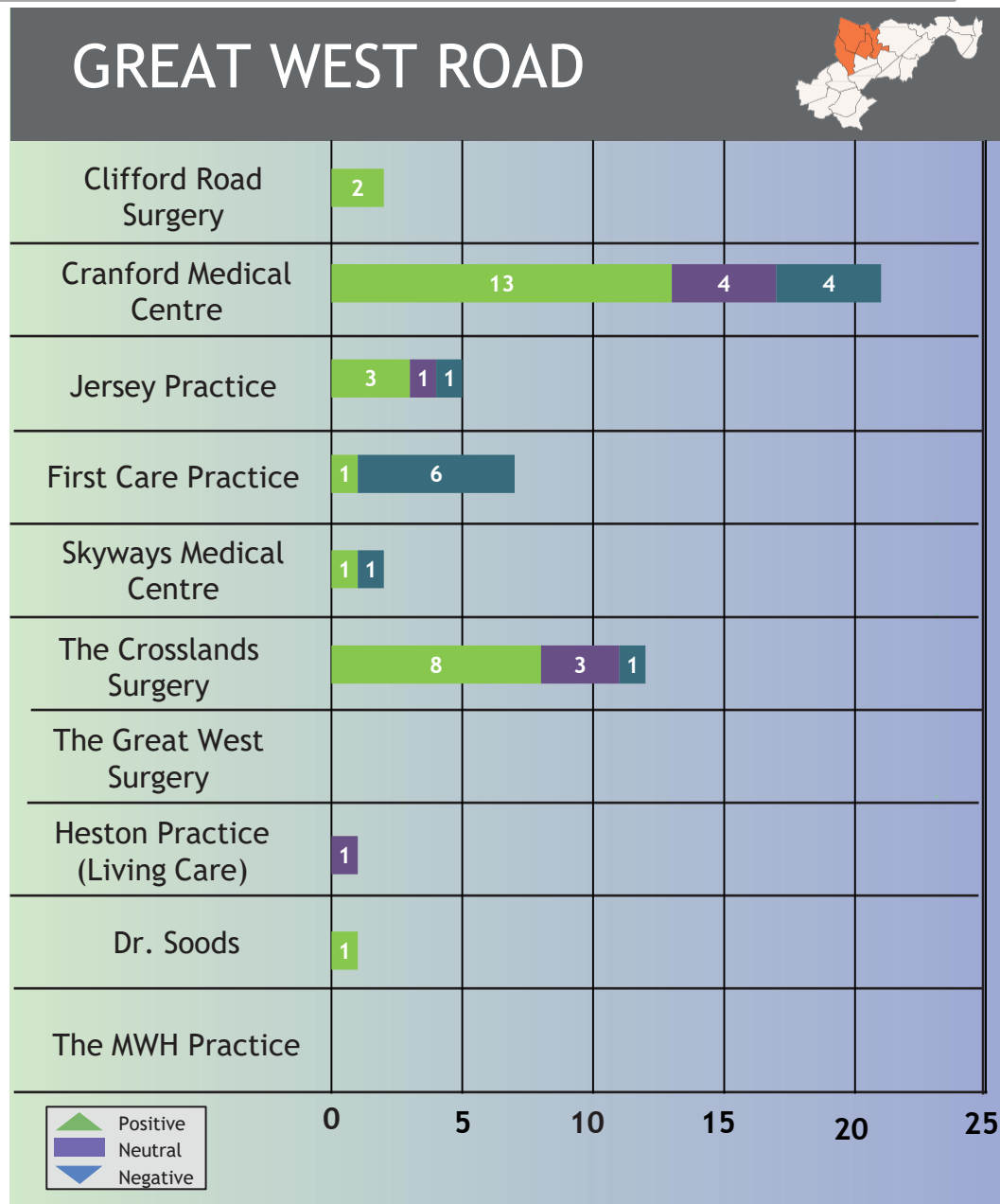


HEART OF HOUNSLOW



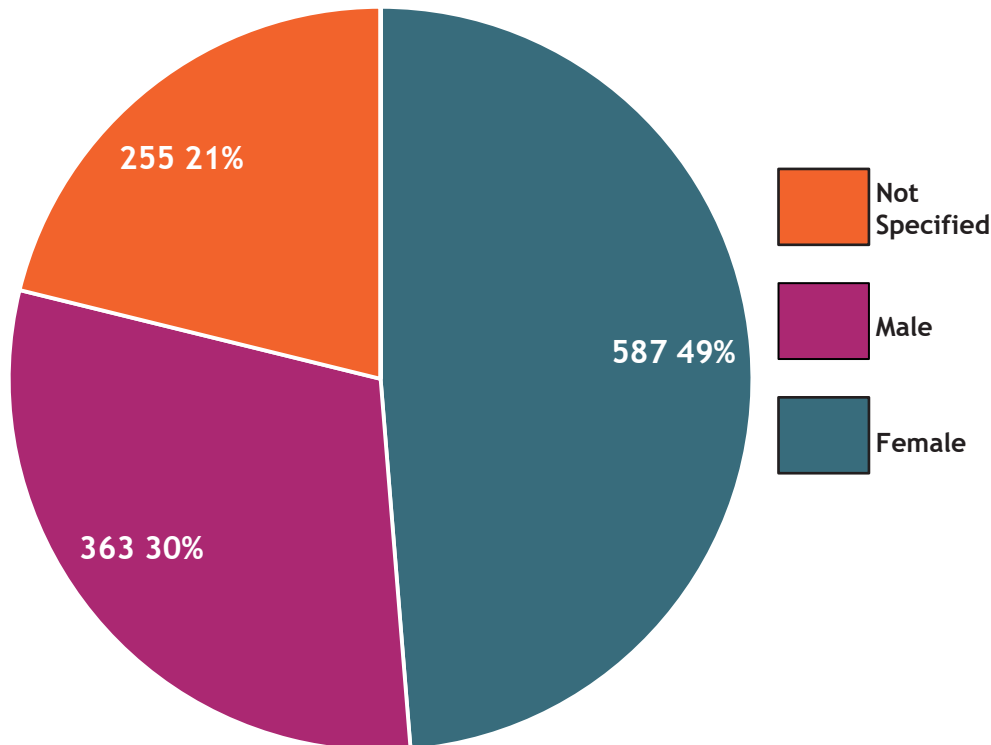
FELTHAM





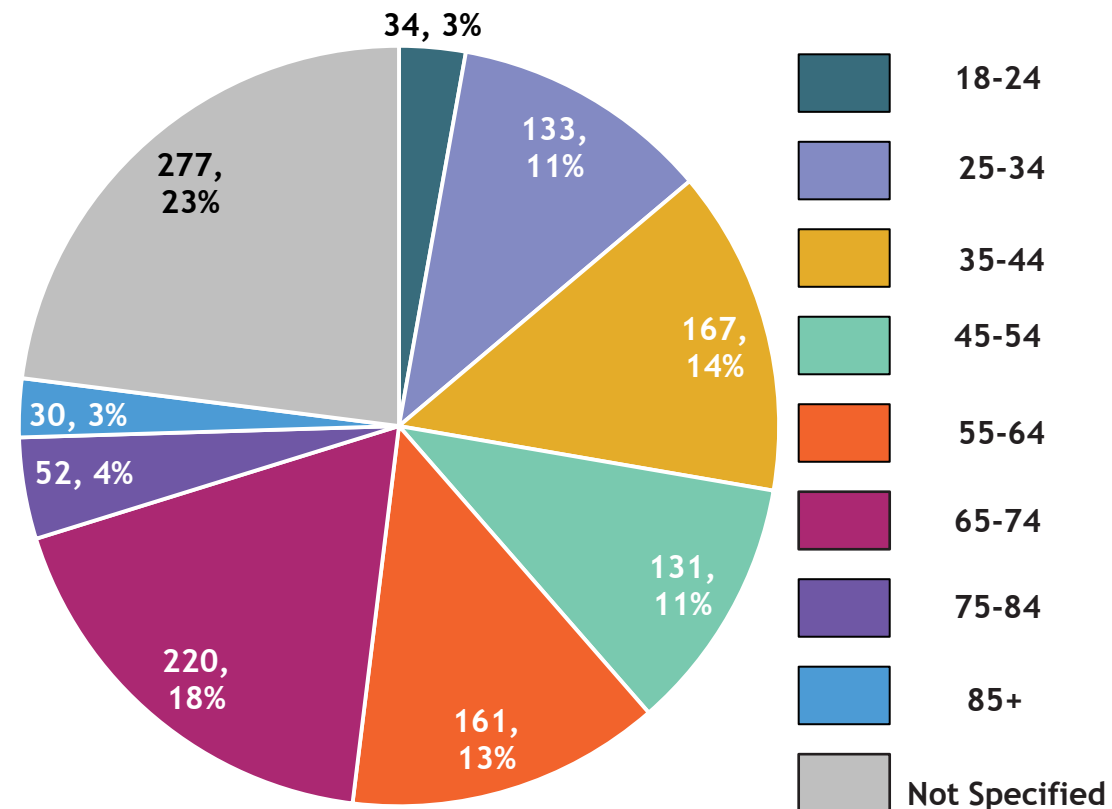


Gender



In terms of gender, 49% (587) identified as female, 30% (363) identified as male and 21% (255) didn't specify their gender.

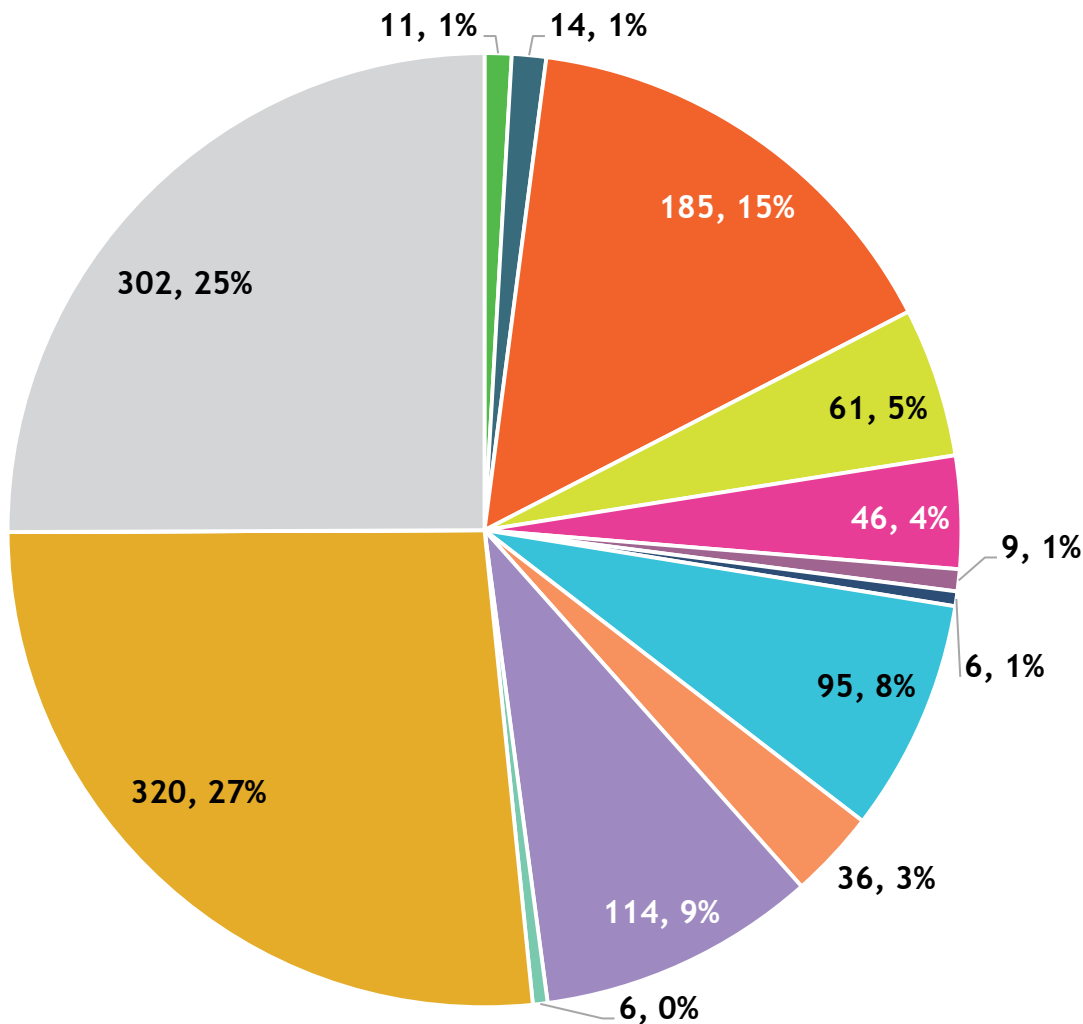
Age



In terms of age, 23% (277) preferred not to identify their age. The majority of the feedback received was from 65-74 age group (220, 18%), followed by 35-44 age group (167, 14%) and 55-64 age group (161, 13%).



In terms of ethnicity, 25% (302) did not to specify their ethnicity. The proportion of feedback received this quarter was from people who identified as White British 27% (320), 15% (185) from Asian Indian, 9% (114) from Other White Background, 5% (61) from Asian Pakistani and 4% (46) identifying as Black African.



Arab	11
Asian Chinese	14
Asian Indian	185
Asian Pakistani	61
Black African	46
Black Caribbean	9
Black British	6
Other Asian Background	95
Other Mixed Background	36
Other White Background	114
Other Black Background	6
White British	320
Other	0
Not specified	302

For this quarter we collected 1205 patient experiences, maintaining our target of 400 reviews per month.

For this quarter, there are 935 positive reviews, 144 neutral reviews and 126 negative reviews. As we have seen in the previous quarters, overall, positive patient experiences far outweigh negative patient experiences. This quarter we have selected some services (GPs, Hospitals and Pharmacies) to carry an in-depth analysis of the themes and trends of these services. However, when we looked at the overall themes and trends for all the services, we found the following positive and negative themes (themes with over 50 comments):

Positive

- 83% of comments about Medication were positive.
- 77% of comments about Treatment and Care were positive.
- 76% of comments about Staff were positive.
- 65% of comments about Communication were positive.

Negative

- 34% of comments about Administration were negative.
- 31% of Comments about Communication were negative.
- 25% of Comments about Access to Service were negative.
- 16% of comments about Staff were negative.

For a full list of sub-themes see the appendix on pages 45 - 46.



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

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

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

- CCG Integrated Care Patient and Public Engagement meeting
- Hounslow Integrated Care Comms meeting
- Care Quality Commission
- Hounslow Local Authority
- Hounslow and Richmond Community Healthcare
- Chelsea and Westminster Hospital NHS Foundation Trust - West Middlesex University Hospital

We are working closely with the CCG and a variety of partners to identify how this intelligence can meaningfully feed into existing commissioning and monitoring mechanisms.



Due to the Coronavirus pandemic, we have been operating differently. Initially we had ceased all face-to-face engagement. However, for the past month we have been carrying out some face-to-face engagement. We are taking small steps forward to engage with the community and have all the necessary risk assessments in place before each visit.

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

So far, we have carried our visits to Feltham Centre for Health and Brentford Health Centre. We continue to monitor the situation, keep abreast of government guidelines and seek advice from our commissioning partners.

For future reports we will be focusing on:

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

In terms of next steps for our Patient Experience programme, HWH continues to grow and develop the programme, recruiting and training more volunteers to support data collection and increase the breadth of health and social care services we can cover. We are focusing on involving local people and communities to gather patient experiences and find out the impact of the pandemic on communities hit hardest.



Leave feedback

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

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

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



Summary of your experience* (max 45 characters)

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

Tell us more about your experience*

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

Where do you live? (town/city)

Chiswick, Isleworth, Hounslow...

Your ratings (select if applicable)

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

In relation to your comments are you a:

Select one

When did this happen?

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

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following

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

What was the outcome of the shared experience?

Where did you hear about us?

Select one

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

- No
- Yes

Would you like to speak to Healthwatch directly?*

- No
- Yes



About you

Name

Leave feedback anonymously?

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

I accept the [Terms and conditions](#)

I consent to being contacted regarding my feedback by Healthwatch*
 Yes No

I confirm I am over the age of 16*

Yes No

Subscribe to the newsletter?

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

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

What gender 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 & Inclusion, Consent, Involvement & Engagement, Death of a Service User (Mental Health Services), Death of a Service User</i>
Discharge	<i>Coordination of services, Safety, General, Speed, Preparation, Clarity of After-Care</i>
Facilities and Surroundings	Buildings and Infrastructure, Disability Access, Car parking, Equipment, Cleanliness (Infection Control), Food & Hydration, Cleanliness (Environment), General, Cleanliness (Staff), Lack of Seating area
Finance	Financial Viability, Clarity of Information, Transparency of Fees
Home Support	Care, Equipment, Co-ordination of Services



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