

PATIENT EXPERIENCE REPORT 2020
Q3 October - December

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Introduction & Executive Summary

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

In delivering these duties in Hounslow we operate a comprehensive Patient Experience data collection programme. The 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 October - December 2020. We are focusing on:

- A regular presence on social media (Twitter, Facebook etc.)
- Online reviews
- Attending online forums/meetings
- Telephone consultations

Normally, our Patient Experience Officer, supported by a team of volunteers, visit 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.

Introduction and Executive Summary cont.

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

This report covers the quarter 3 period, October - December 2020. During this time, we collected 1041 reviews, not achieving our quarterly target of 1,200 (averaging 400 per month). This is due to the disruption caused by the Coronavirus Pandemic. Resulting us in ceasing all face-to-face engagement. We continue to collate reviews from different services.

Out of the total number of patient experiences received, 832 (80%) were positive, 45 (4%) were neutral and 164 (16%) were negative experiences of service provision (this is based on the overall star rating provided by patients - see page 4 for further detail). Please see the conclusion for a summary of the key findings.




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

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 Q2 these areas are: Dentists, GP 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.

Overall Patient Reviews

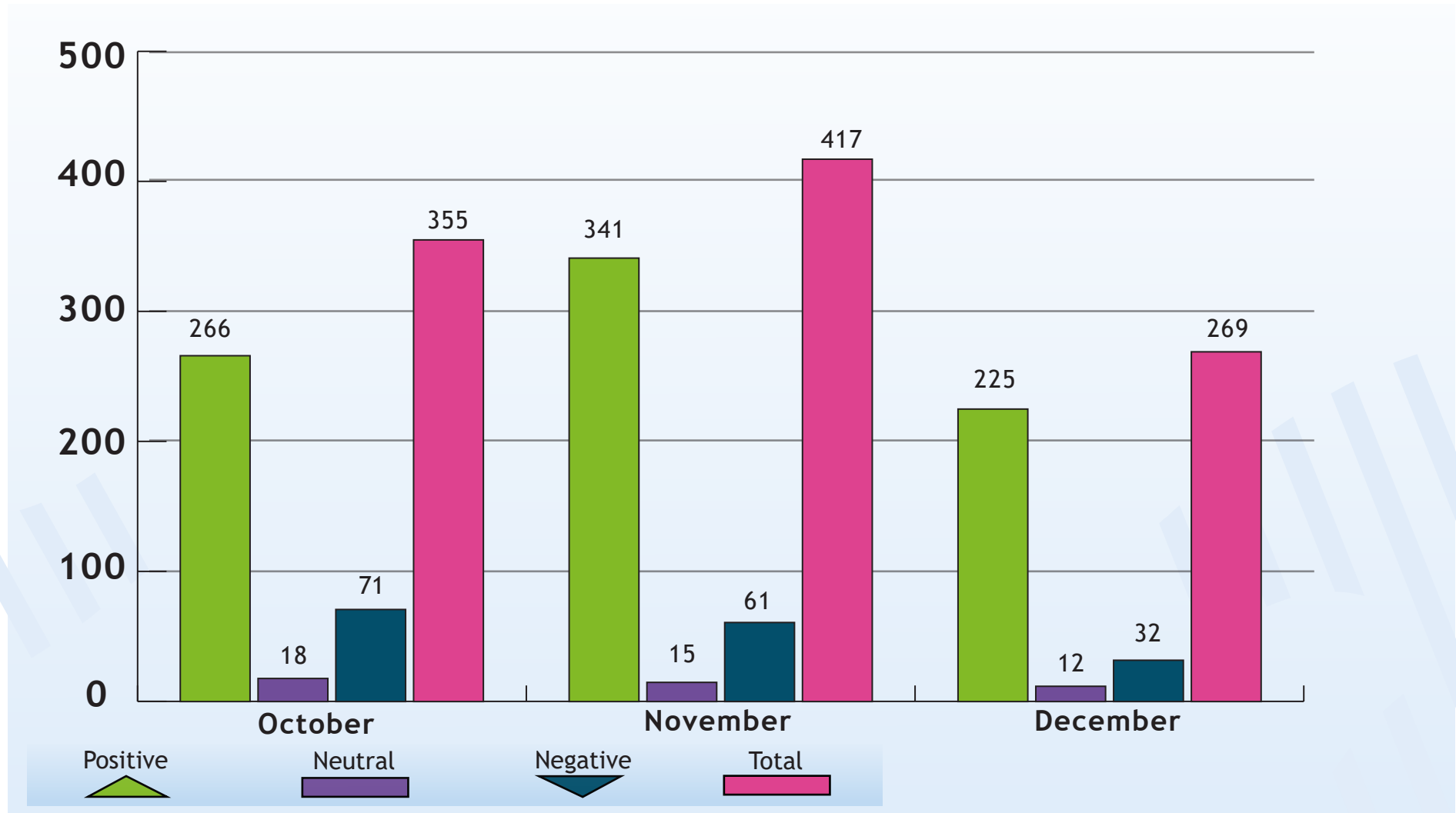
The number of patient reviews received for this quarter is 1041. The table below shows a breakdown of the positive, neutral and negative patient reviews. (See the appendices for examples of our physical and online questionnaires).

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 832 positive responses, 45 neutral responses and 164 negative responses have been recorded.

Month	1 - 2 Star Reviews (Negative) 	3 Star Reviews (Neutral) 	4 - 5 Star Reviews (Positive) 
Ocotber	71	18	266
November	61	15	341
December	32	12	225
Total	164	45	832

Overall Patient Reviews

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

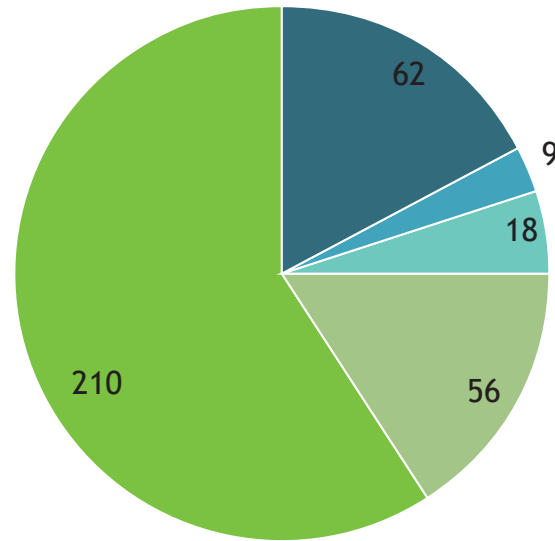
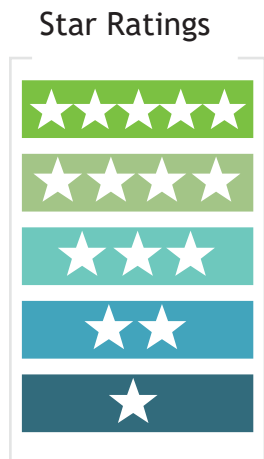


Positive, negative & total reviews for each month

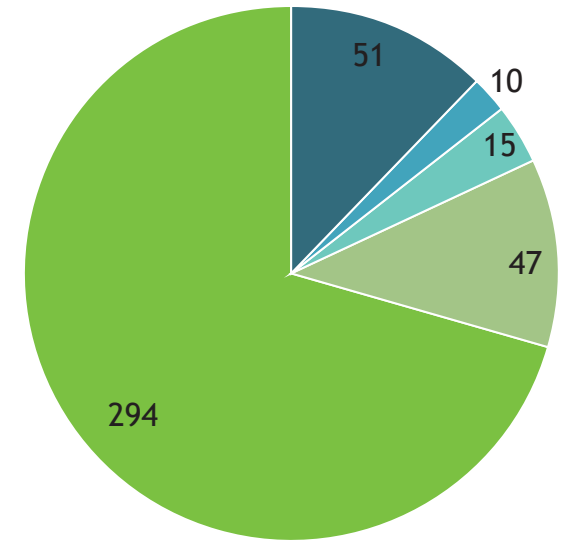
Patient Reviews: Star Ratings

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

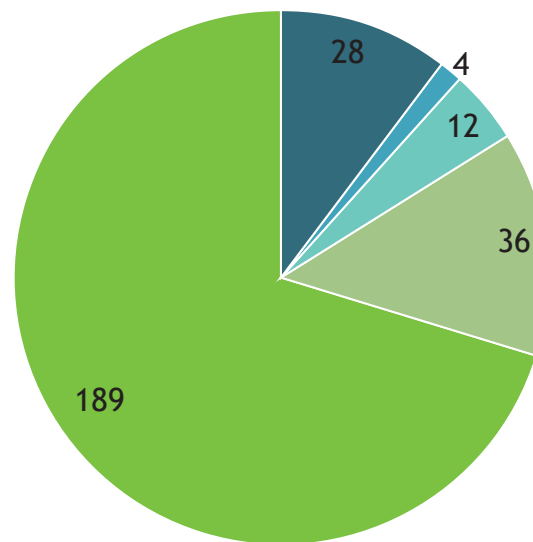
In each month the 5-star rating received the highest proportion of reviews, followed by 4-star rating and the 1-star rating.



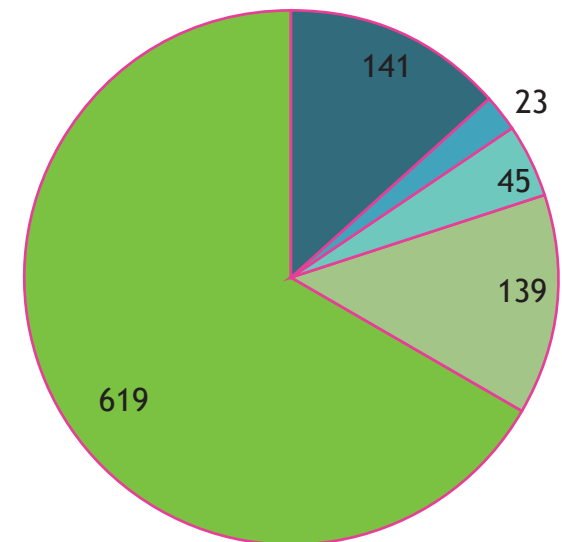
October



November



December



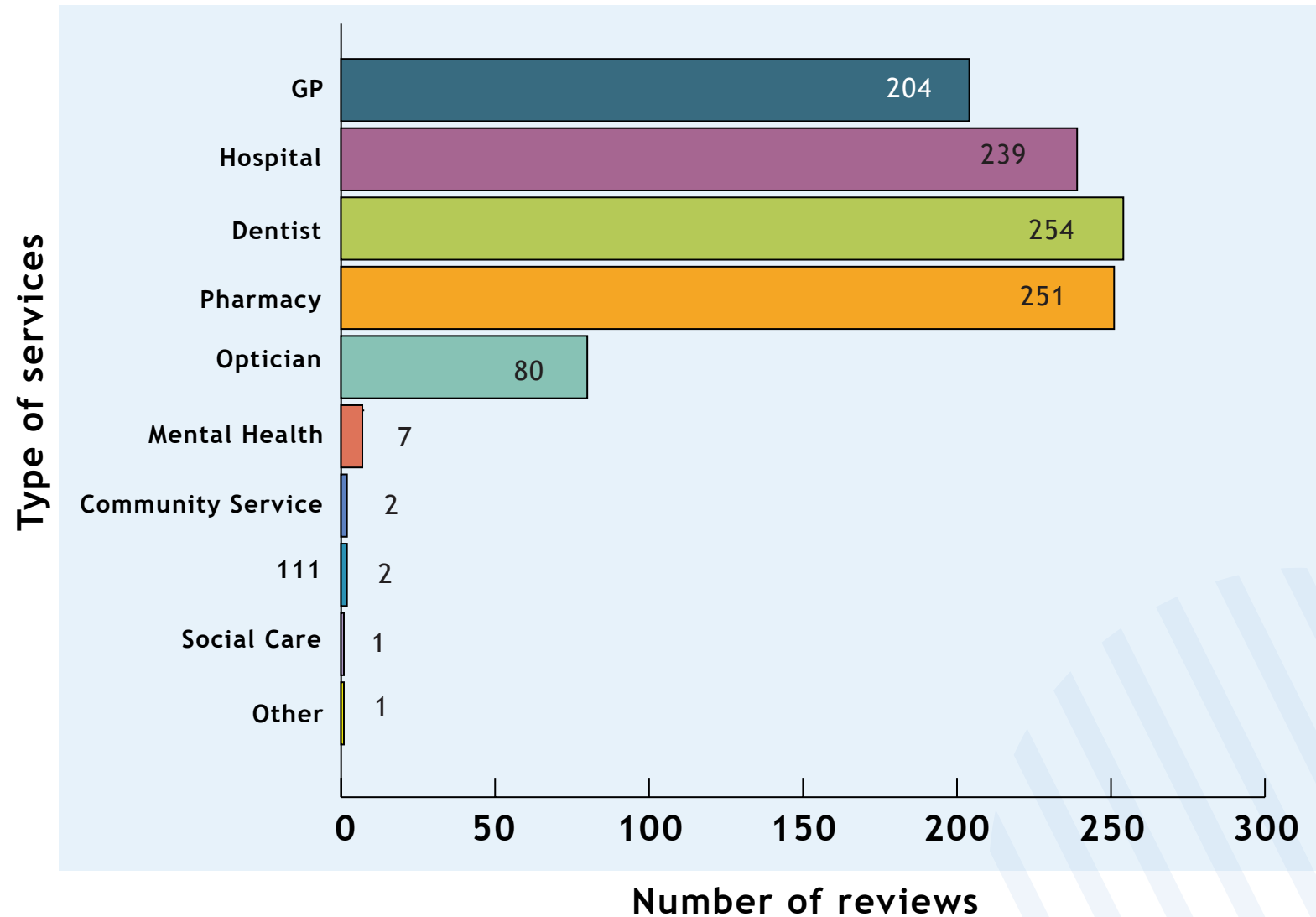
Total for Quarter 3

Total Reviews per Category

The patient reviews recorded for this quarter cover 9 service type categories, as seen in this chart.

The category with the highest number of reviews recorded is the Dentist category (254), followed by the Pharmacy (251) and Hospital category (239).

As the Patient Experience Programme develops, Healthwatch Hounslow (HWH) will make an effort 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.

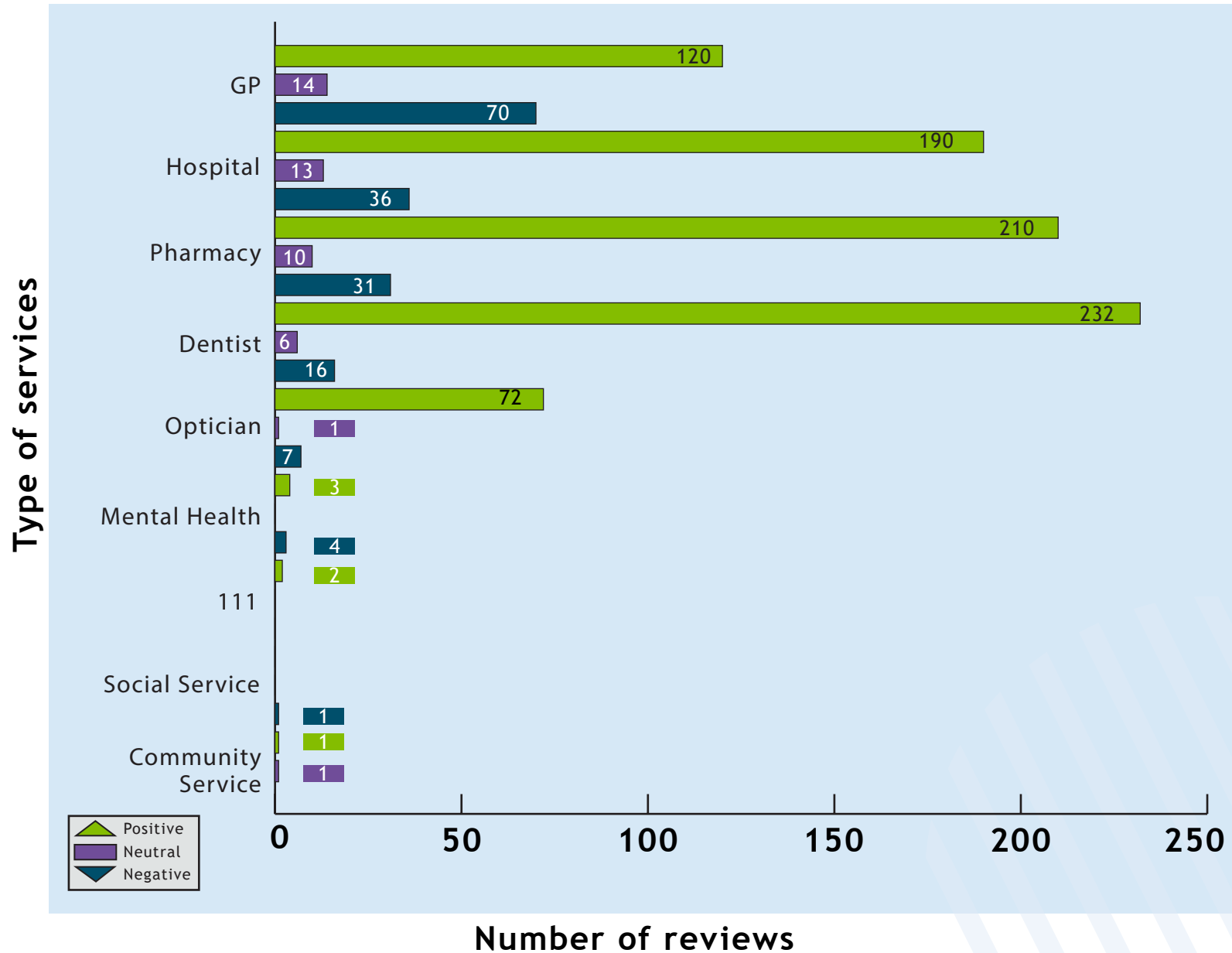


Distribution of Positive & Negative reviews

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 Dentists (91%); Opticians (90%) and Pharmacies (84%).

The category which received the highest proportion of negative reviews is GP services (34%).



GP Themes/Sub-themes

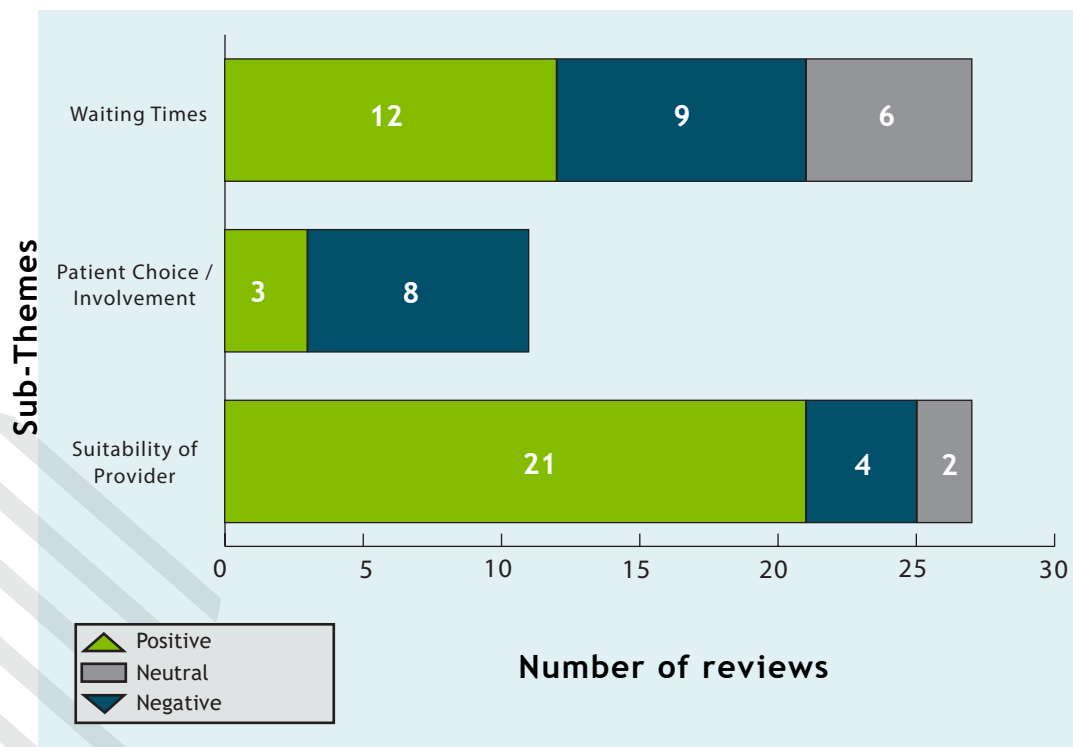
The **Access to Services** theme received 101 patient reviews. 62% (63) were positive, 27% (27) were negative and 11% (11) were neutral.

Suitability of Provider was a frequently discussed sub-theme with 27 reviews; 80% (21) were positive, 14% (4) were negative and 6% (2) were neutral. Similarly, to Quarter 2 Jul - Sep 2020 it was 84% of reviews with positive sentiments. Patients are expressing satisfaction at the service being provided.

For the sub-theme of **Waiting Times** we received 27 reviews; 44% (12) were positive, 33% (9) were negative and 22% (6) were neutral. Compared to the previous quarter there has been an increase in reviews with positive sentiments. In Quarter 2 Jul - Sep it was 38%. This tells us that patients were pleased with the waiting times at their GPs.

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

Top Sub-themes for Access to Service



Positive Reviews;

“...The doctor has non stop coordinated with various medical departments ,across several hospitals in London to keep my wife stable and well...”
Twickenham Park Medical Centre

“I went for my Flu Jab and there was no waiting...”
Skyways Medical Centre

“I’ve always been seen very quickly. very kind and efficient.”
Holly Road Medical Centre

“...I waited just 4 or 5 minutes after arrival and was on my way out again within another couple of minutes.”
Willow Practice

Negative Reviews;

“ I can’t get the surgery to respond to any of my phone calls and I’m not risking waiting around...I am so frustrated with this surgery.”
Wellesley Road Practice

“I haven’t been particularly happy with the phone consultations, haven’t found them helpful...”
Albany Practice

GP Themes/Sub-themes

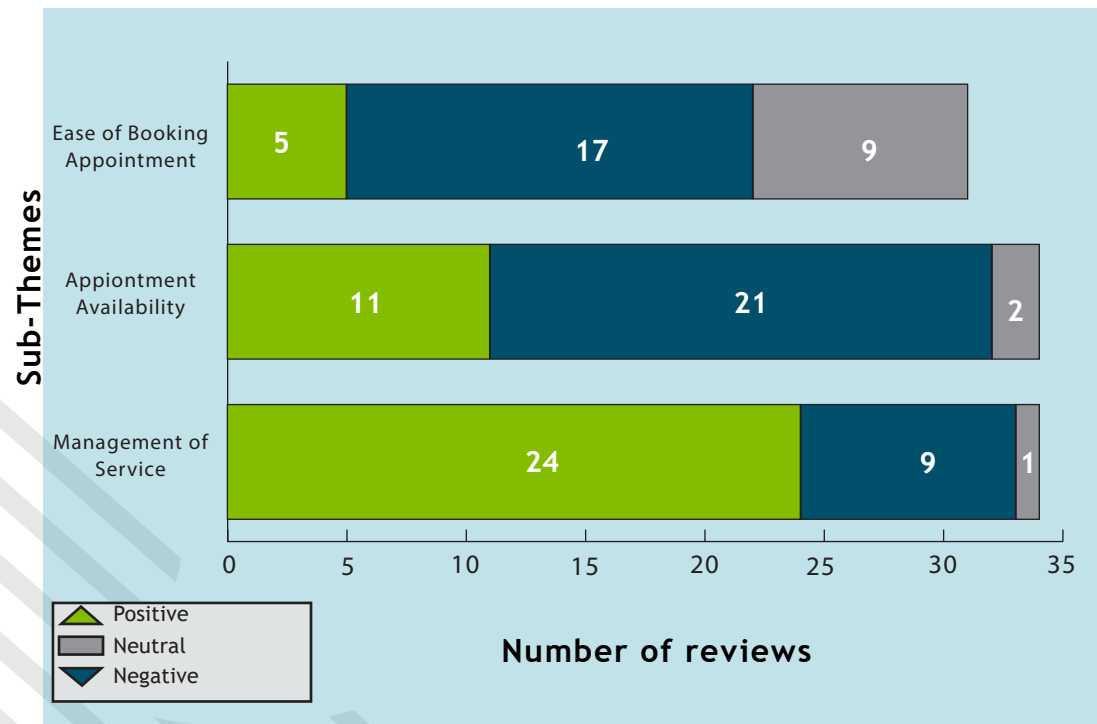
The **Administration** theme received 101 reviews; 40% (40) were positive, 49% (49) were negative and 12% (12) were neutral. The chart below illustrates a breakdown of the top sub-themes for **Administration**.

For the **Ease of Booking Appointments** sub-theme we received 31 reviews, 16% (5) were positive, 55% (17) were negative and 29% (9) were neutral. Compared to previous quarters (Quarter 2 Jul - Sep 2020) 41% of the reviews had a negative sentiment. There has been an increase in patients who are not pleased with the ease of booking appointments.

Appointment Availability was the most frequently discussed sub-theme with 34 reviews. 32% had a positive sentiment, 62% were negative and 6% were neutral. This tells us that patients continue to find it difficult to book appointments. During Quarter 2 Jul - Sep 2020, it was 56% with negative sentiments.

Management of Services received 34 reviews; 71% (24) were positive, 26% (9) were negative and 3% were neutral. Similar to previous quarters, majority of patients are pleased with the management of GP services.

Top three Sub-themes for Administration



Positive Reviews;

“Very good. I believe the service is getting much better even in the whole covid situation...”
Argyle Health Group Practice

“... They are quite good. I always get an appointment that I need. It’s unfortunate that we can’t go to the practice under normal circumstances because of the pandemic but it’s not a problem.”
Wellesley Road Practice

Negative Reviews;

“They are always room improvement...It is not easy to get an appointment also.”
Grove Park Terrace Surgery

“...I called this morning to be told that earliest appointment would be 21st December. What a farce. They say on TV to contact your doctor. What they don’t say is that you could wait weeks for an appointment...”
Dr. Sood’s Practice (Heston)

“I am disappointed with the service at this GP...Any time I call this practice; the phone is left ringing for minutes on end and then just hangs up...”
St. David’s Practice

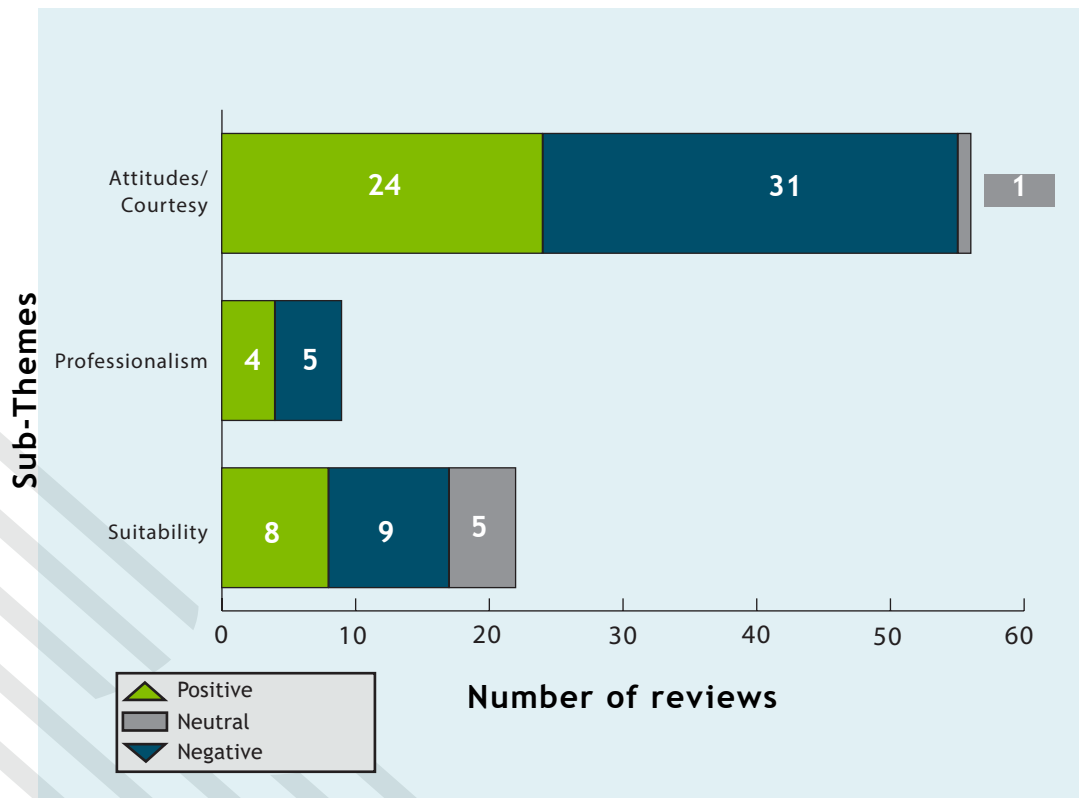
GP Themes/Sub-themes

The **Staff** theme received 96 reviews. 40% were positive (38), 52% (50) were negative and 8% (8) were neutral. Compared to the previous quarter there has been an increase in reviews with negative sentiments. In Quarter 2 (Jul - Sep) it was 42% compared to 52% this quarter. The chart below presents a breakdown of the sub-themes for **Staff**.

Staff Attitude/Courtesy was mentioned in 56 reviews, 43% (24) were positive, 55% (31) were negative and 2% (1) were neutral. Patients are not 'pleased' with the attitude of staff they encounter. In Quarter 2 (Jul - Sep 2020), 50% of reviews had a positive sentiment.

Suitability sub-theme with 22; 36% (8) were positive, 41% (9) were negative and 23% (5) were neutral. Also, **Professionalism** sub-theme received 9 reviews; with 44% (4) being positive and 56% (5) negative.

Top three Sub-themes for Staff



Positive Reviews;

“The whole team are caring and efficient. Everyone is very efficient and proactive with the needs of the patient.”
Willow Practice

“...They are very good. Generally speaking they are always helpful and friendly.”
Brentford Group Practice

“...The receptionist are trying their best, it is all difficult at the moment...”
Albany Practice

Negative Reviews;

“...The lady was so rude and straight for nothing. Extremely disappointed”
Jersey Practice

“These people working here can't even answer a simple question, really rude and hang up your phone calls...They should really learn some proper customer service etiquette.”
The Green Practice

“Very rude receptionist, she has no manners...The doctor himself is very rude too.”
Queens Park Medical Practice

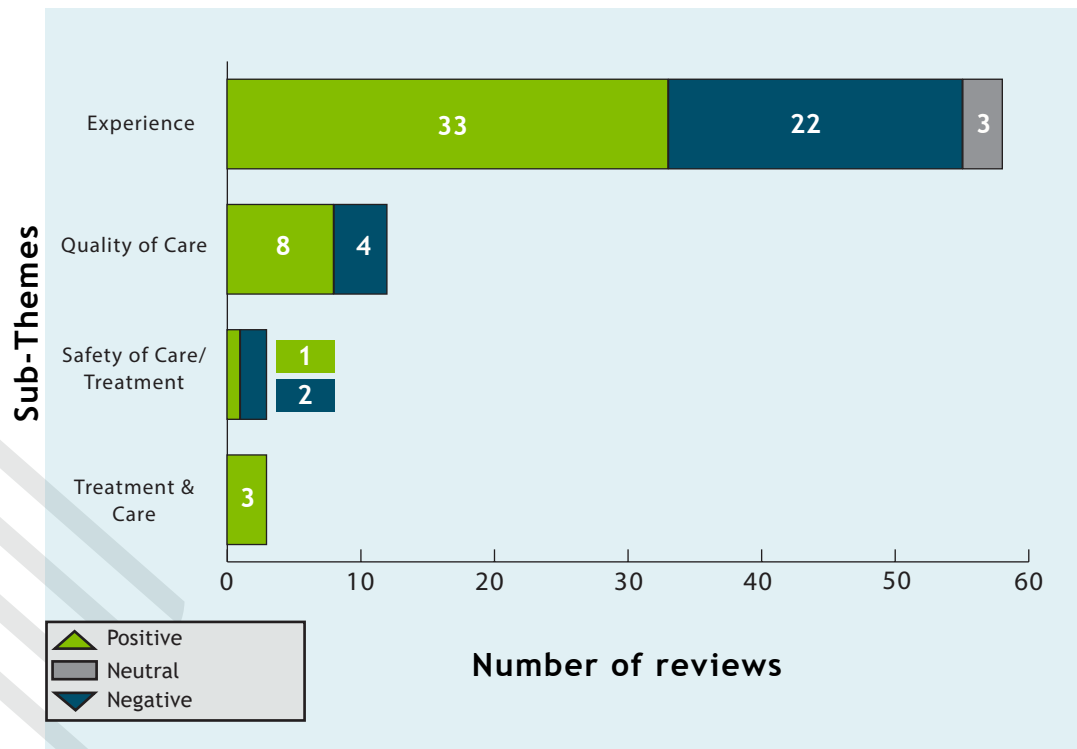
GP Themes/Sub-themes

The **Treatment and Care** theme received 77 reviews. 66% (51) were positive, 30% (23) were negative and 4% (3) were neutral. Patients continue to express their satisfaction of **Treatment and Care**, similar to last quarter (Jul - Sep 2020) when 69% of the reviews were positive.

Experience of Care was the most discussed sub-theme with 58 reviews; 57% (33) were positive, 38% (22) were negative and 5% (3) were neutral. Compared to Quarter 2 Jul - Sep 2020 it was 45% of reviews with positive sentiments. There has been an increase in patients with positive experiences. **Quality of Care** was a recurring sub-theme with 12 reviews; 67% (8) were positive and 33% (4) were negative. Similar to Quarter 2 Jul - Sep 2020 it was 73% of reviews with positive sentiments, most patients found the quality of their treatments positive.

Treatment & Care received 3 reviews all of which were positive and **Safety of Care/Treatment** also received 3 reviews; 33% were positive and 67% were negative. The chart below shows the breakdown of the sub-themes.

Top Sub-themes for GP Treatment & Care



Positive Reviews;

“They are very good...Always very prompt with their treatment...”
Brentford Group Practice

“Everything is dealt with properly...the medical side is very good.”
Grove Park Surgery

“The doctors are very caring and good at what they do.”
Albany Practice

“I had an excellent experience here at this practice.”
Gill Medical Practice

“The treatment is improving, they understand me much better. The quality of care is amazing.”
Argyle Health Group Practice

Negative Reviews;

“They don’t contact me at all and it feels like they don’t attend to my needs...”
Chiswick Health Practice

“A very poor experience at this practice.”
The Practice (Feltham)

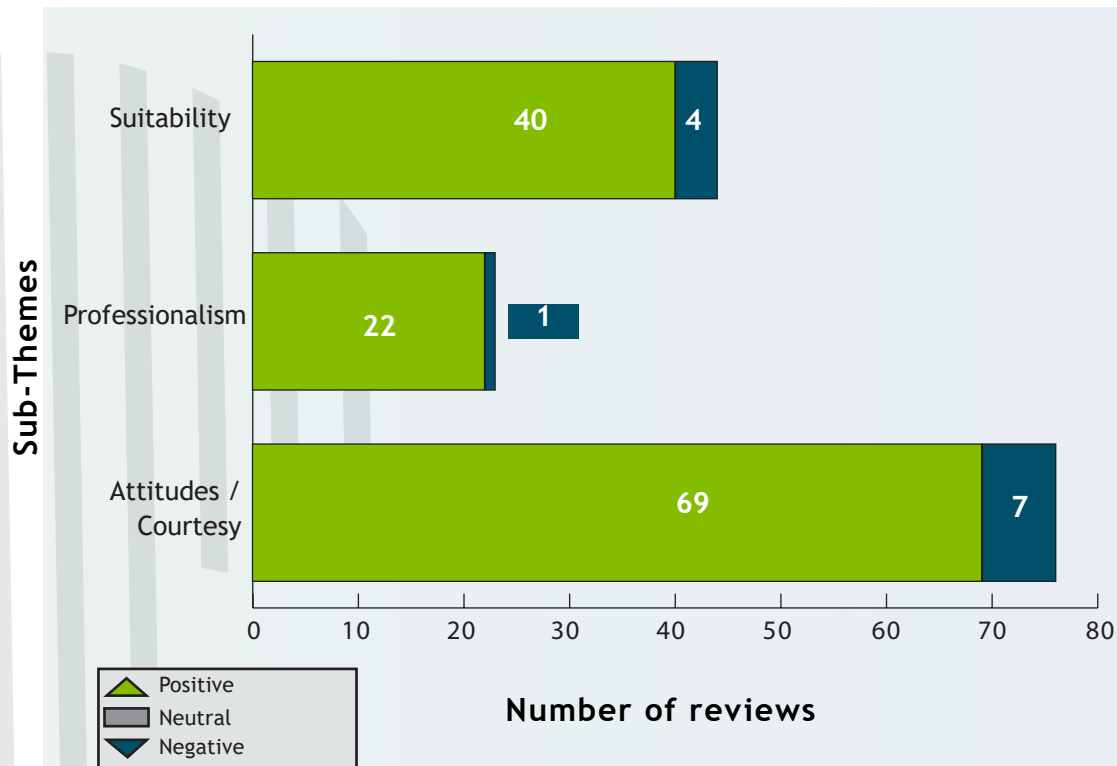
Pharmacy Themes/Sub-themes

The **Staff** theme received 153 reviews. 90% (138) were positive and 10% (15) were negative. The chart below shows the sub-themes for reviews mentioning the **Staff** theme.

The **Attitudes/Courtesy** sub-themes received 76 reviews; 91% (69) were positive and 9% (7) were negative. This is similar to what we found in the previous quarter (Jul - Sep 2020). Reviews for this sub-theme with a positive sentiment were 95%. Showing that majority of patients are ‘pleased’ with staff at their pharmacies.

Professionalism sub-themes received 23 reviews; 96% (22) were positive and 4% (1) were negative. **Suitability** sub-theme received 44 reviews; 91% (40) positive reviews and 9% (4) were negative. The chart below shows the breakdown of the sub-theme.

Top Sub-themes for Staff



Positive Reviews;

“The staff are familiar with me...The chap who runs it is pretty good, seems like a nice chap.”
B A Williams Chemist

“Many thanks to the young lady who helped me with an issue this morning, she was kind and sympathetic and really put me at ease...”
Riverside Pharmacy

“The team at this pharmacy always go the extra mile if needed, supporting the local community. Very professional...”
Numark Pharmacy

“They are friendly, helpful and knowledgeable staff...”
Herbert & Herbert Pharmacy

“ We had our covid tests done by a staff member, who was informative, patient and professional considering how many tests she must do every day.”
West London Pharmacy

Negative Reviews;

“...whenever you ring the person picking up the phone is very rude and clearly thinks slamming the phone down mid conversation with a customer is acceptable...”
Jade Pharmacy (Heston)

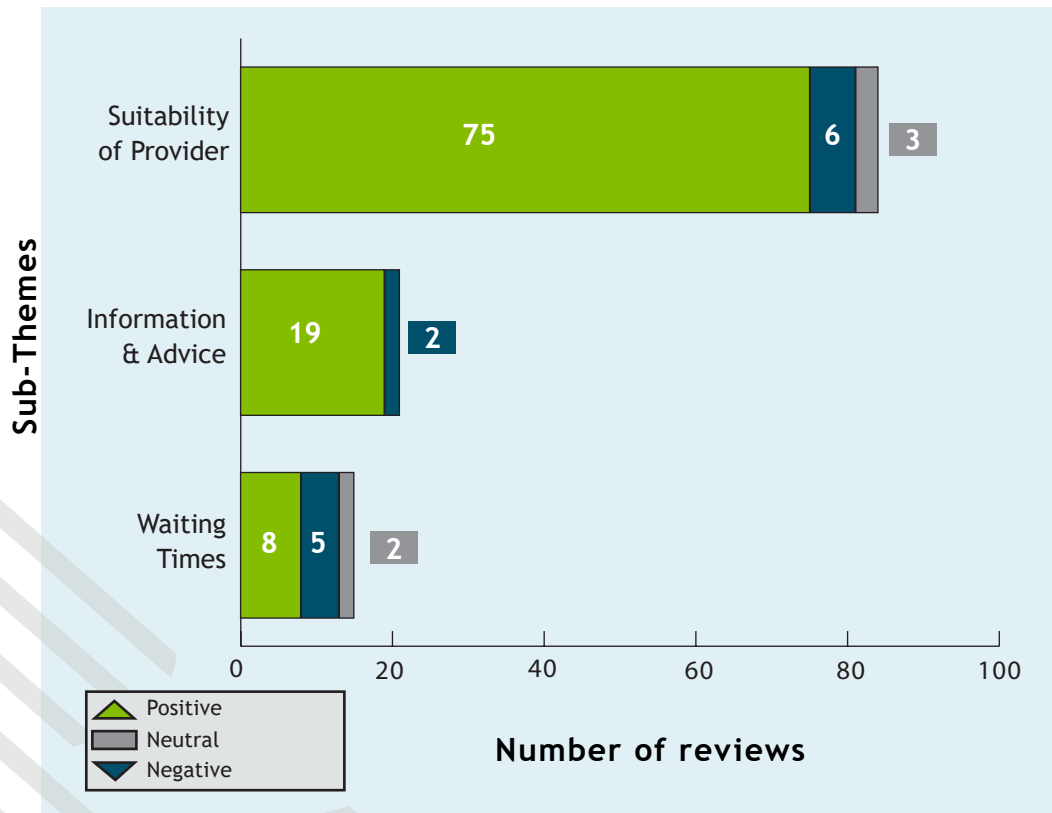
Pharmacy Themes/Sub-themes

The **Access to Services** theme received 137 reviews. 85% (116) were positive, 11% (15) were negative and 4% (6) were neutral. Similar to last quarter (Jul - Sep 2020), most of the reviews we received were from patients with positive sentiments (81%).

Suitability of Provider received 84 reviews, 89% (75) were positive, 7% (6) were negative and 4% (3) were neutral. The **Information & Advice** sub-theme received 90% (19) were positive and 10% (2) were negative. This tells us that patients were satisfied with the information/advise they have been provided with over the past few months.

The chart below shows the breakdown of the sub-themes.

Top Sub-themes for Access to services



Positive Reviews;

“They are very good. Sometimes you have to wait but it is not a problem.”
A C Curd Pharmacy

“This is a really excellent chemist. The proprietor is extremely knowledgeable and helpful... He is also prepared to give medical advice...”
Crystal Pharmacy

“I needed a test for a flight, they gave me the option of getting it done by the pharmacist on site or taking the kit home the same day.”
Maswell Park Pharmacy

“They are very prompt and give helpful responses to questions regarding medication.”
Hounslow East Pharmacy

Negative Reviews;

“If you don’t mind standing in the street for 20 minutes then it is ok...”
A C Curd Pharmacy

“...I tried asking her for information about something and they refused to check it in the system....”
Boots Pharmacy (Whitton High st.)

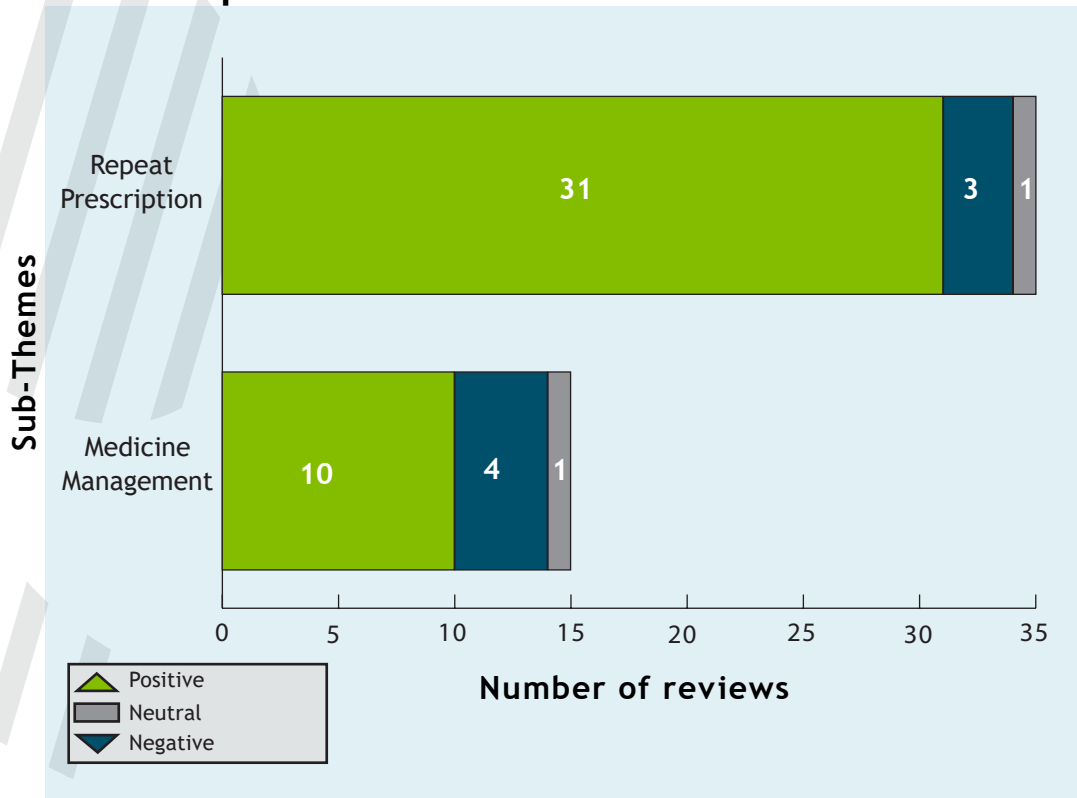
Pharmacy Themes/Sub-themes

The **Medication** theme received 55 reviews; 84% (46) were positive, 13% (7) were negative and 4% (2) were neutral.

The chart below presents a breakdown of the sub-theme for **Treatment and Care**.

Repeat Prescription and **Medicine Management** were the most mentioned of the sub-themes. **Repeat Prescription** received 35 reviews; 89% (31) were positive, 8% (3) were negative and 3% (1) were neutral. **Medicine Management** received 15 reviews; 67% (10) were positive, 27% (4) were negative and 7% (1) were neutral.

Top Two Sub-Themes for Medication



Positive Reviews;

“They are fine. Very helpful and they sort the prescriptions on time and do what they are supposed to do.”

Brent Pharmacy

“The pharmacy has been very helpful and nice. They deliver my medication which is good since I’ve been self-isolating at home...”

Numark Pharmacy

“I always come here for prescriptions and other regular items we need for the family... A few months ago I asked for an item they didn’t normally stock and it was ordered in for me...”

Campbell’s Chemist

“I have been to this Pharmacy on many occasions in order to collect repeat prescriptions for a friend of mine. Without exception, the service offered is outstanding...”

Azchem Pharmacy

Negative Reviews;

“I went into the pharmacy today to collect medication...Twice they confirmed that they could not locate the prescription on the system, when it was on the system all along...”

Minal Pharmacy

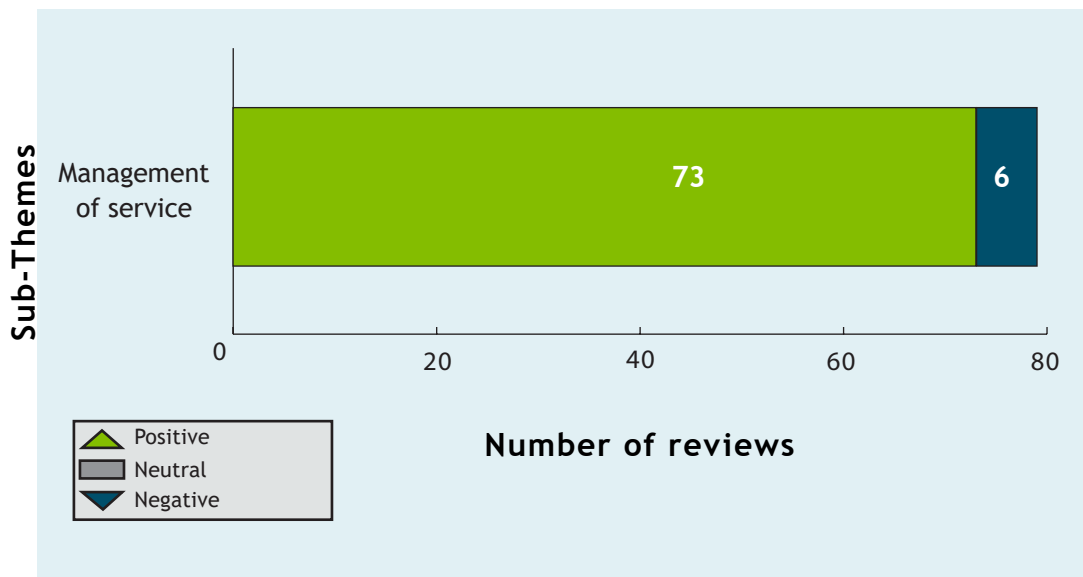
Pharmacy Themes/Sub-themes

The **Administration** theme received 79 reviews; 92% (73) were positive and 8% (6) were negative. Majority of reviews received had a positive sentiment, similar to Quarter 2 Jul - Sep 2020, 90%.

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

Management of Service sub-theme received 79; 92% (73) were positive sentiment and 8% (6) had a negative sentiment.

Sub-Theme for Administration



Positive Reviews;

“In store experience is good. The pharmacy is well run and efficient...”

Jade Pharmacy

“They are wonderful, kind and reliable service. Always willing to go the extra mile...”

Harb’s Pharmacy

“The best service and support I have experienced in any shop...I have used this pharmacy I have always felt welcomed and informed not just a one off.”

Busby’s Pharmacy

“The service is matchless and outstanding, the team go above and beyond to deliver the highest quality of service...”

Azchem Pharmacy

Negative Reviews;

“They have poor customer service and limited product range.”

Bedford Park Pharmacy

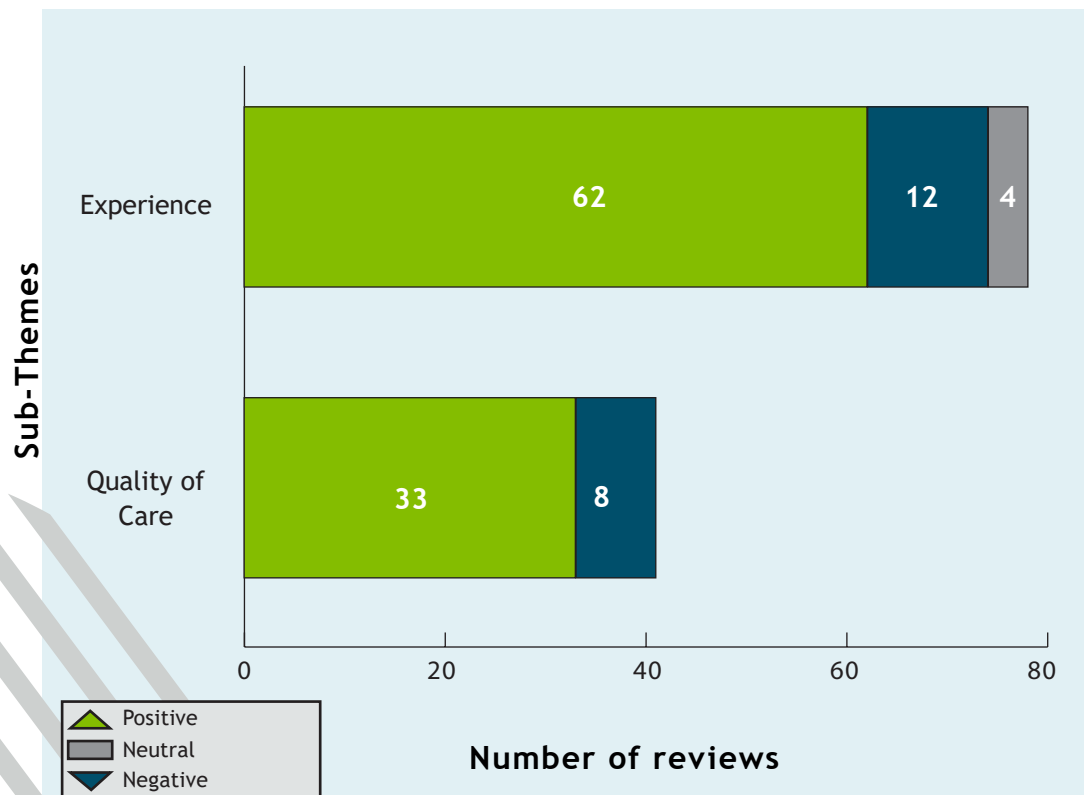
Hospitals Themes/Sub-themes

The **Treatment and Care** theme received 156 reviews. 84% (131) were positive, 13% (20) were negative and 3% (5) were neutral. There has been a continuous trend in the reviews with positive sentiments for this theme; in Quarter 2 Jul - Sep 2020 it was 79%.

The sub-themes **Experience** was the most mentioned, 78; 79% (62) were positive, 15% (12) were negative and 5% (4) were neutral. **Quality of Care** had 41 reviews; 80% (33) positive and 20% (8) were negative. This tells us that patients continue to be positive about their experiences of **Treatment and Care** that they receive from hospitals.

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

Top Sub-Themes for Treatment & Care



Positive Reviews;

“... The quality of the advice that I was given when I was contacted was excellent.”

West Middlesex University Hospital (Nuerology)

“They are very good... and efficient in being able to diagnosis and receive the treatment needed. Their services have improved since covid.”

Charing Cross Hospital (A&E)

“... They were really good and this is coming from someone who doesn't like MRI's and this was the best one I ever had.”

West Middlesex University Hospital (Imaging)

“I had a surgery was very nervous. All the nurses & doctors were absolutely amazing. The treatment, care & attention I received was excellent...”

West Middlesex University Hospital

“The care I received there from start of my pregnancy to birth was very good...”

West Middlesex University Hospital (Maternity)

Negative Reviews;

“Awful treatment to my mother in the department we were with no communication...”

West Middlesex Hospital (Orthopaedics)

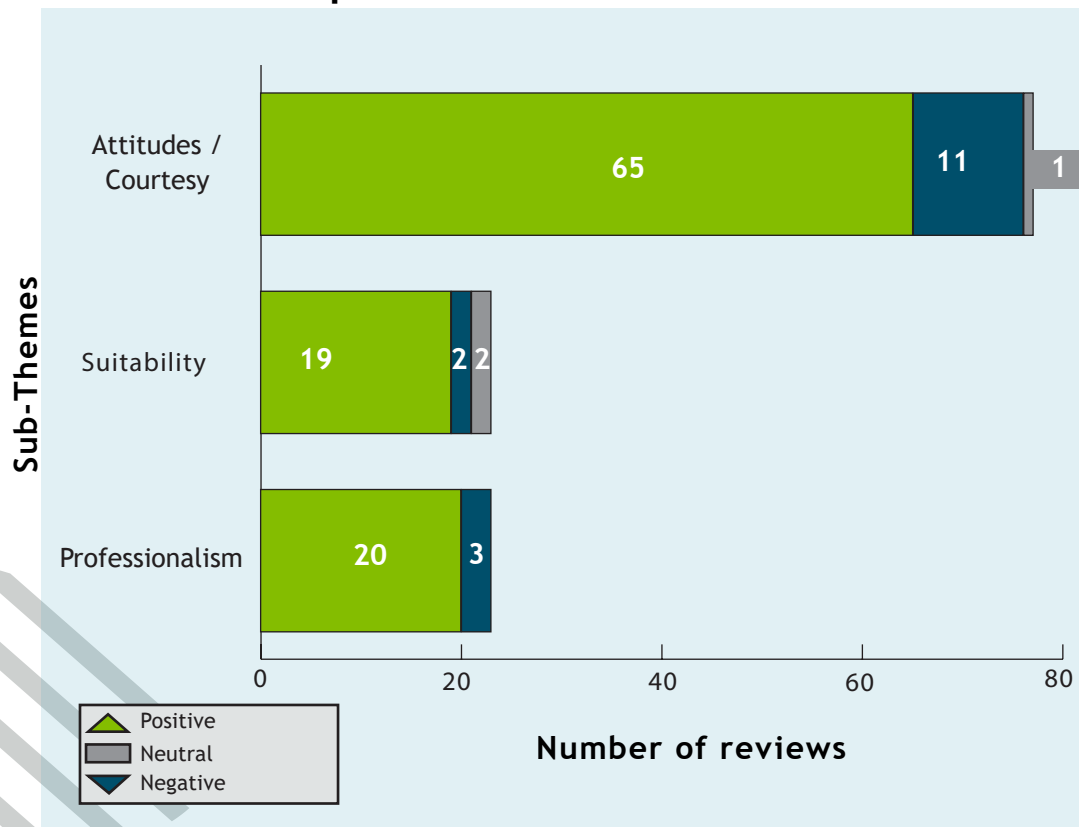
Hospitals Themes/Sub-themes

The **Staff theme** received 144 reviews; 81% (117) were positive, 16% (23) were negative and 3% (4) were neutral. Similar to last quarter this theme received mainly reviews with positive sentiments, Quarter 2 Jul - Sep 2020 81%. This shows that patients continue are happy with staff at hospitals.

Attitudes/Courtesy was the most frequently mentioned sub-theme with 77 reviews; 84% (65) were positive, 14% (11) were negative and 1% (1) were neutral. Compared to last quarter we received reviews with largely positive sentiments, 80% in Quarter 2 Jul - Sep 2020.

Professionalism and **Suitability** sub-themes received 23 reviews, both sub-themes received mainly positive reviews with 87% and 82% respectively. The chart below shows a breakdown of the sub-themes for the **Staff** theme.

Top Three Sub-themes for Staff



Positive Reviews;

“They are sympathetic, helpful and explain things. Everything is just brilliant.”

West Middlesex University Hospital (ENT)

“...I spoke to a member of staff. She was very helpful, provided a lot of information and went out of her way to assist me.”

West Middlesex University Hospital (Imaging)

“Very warm and understanding staff, best treatment at this particular time.”

Charing Cross Hospital (Outpatients)

“The consultant I saw was very professional. Good communicator, not rushed. Got time for me.”

West Middlesex University Hospital (Cardiology)

“I was happy with the staff that attended to me.”

West Middlesex University Hospital

Negative Reviews;

“...The receptionist was very rude, and purposefully made inflammatory comments towards my very sick partner.”

West Middlesex University Hospital (A&E)

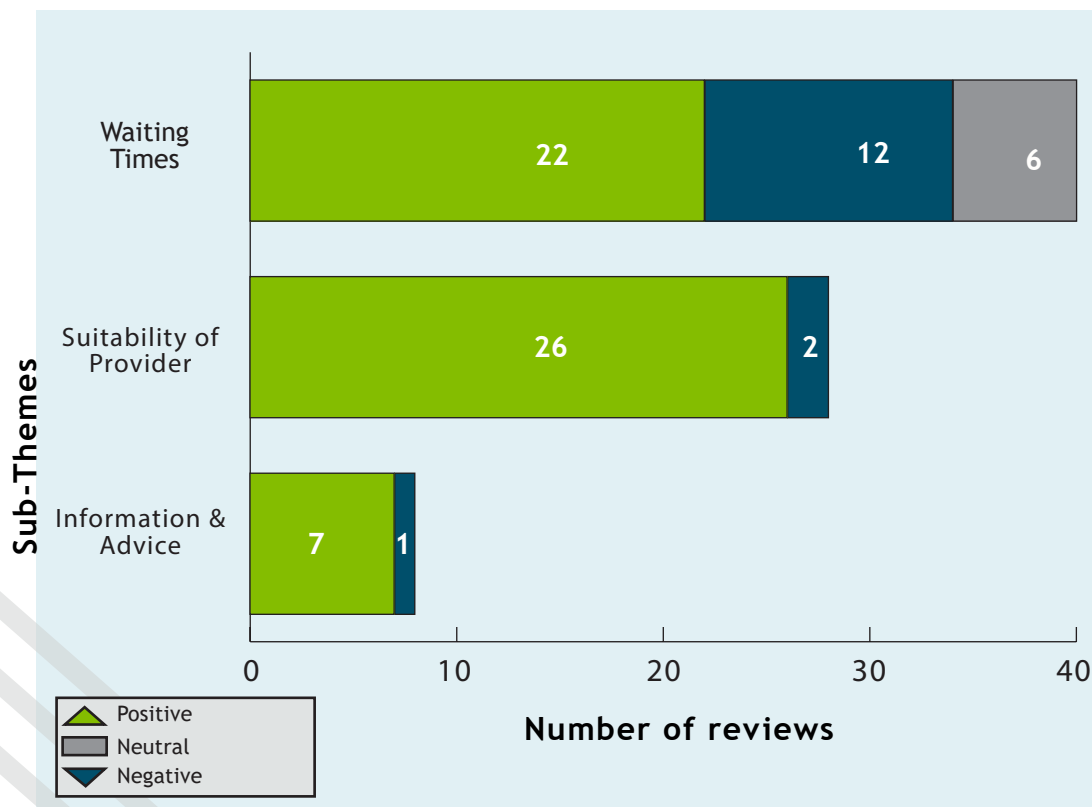
Hospitals Themes/Sub-themes

Access to Services received 91 reviews this quarter 69% (62) were positive, 22% (20) were negative and 9% (9) were neutral. Similar to last quarter, majority of reviews have positive sentiments with 72% in Quarter 2 Jul - Sep 2020.

Waiting Time was mentioned in 40 reviews, 55% (22) were positive, 30% (12) were negative and 15% (6) were neutral. **Suitability** was a frequently discussed sub-theme with 28 reviews, the reviews were 93% (26) positive and 7% (2) negative.

Also, **Information & Advice** was mentioned in 8 reviews, with 87% (7) positive and 13% (1) negative. The chart below also shows the breakdown of the sub-themes.

Top Three Sub-themes for Access to Services



Positive Reviews;

“It was fine. All masked up, no sitting in the waiting room for too long...”

West Middlesex University Hospital (A&E)

“They were very speedy with their response when I needed to speak to them...”

West Middlesex University Hospital (Nuerology)

“My GP refereed me to a specialist...I did not have to wait long for the appointment.”

Charing Cross Hospital

“...What an awesome service. I was in a great deal of pain but was triaged and was seen by a doctor in under 15 minutes...”

Western Eye Hospital

Negative Reviews;

“The doctors can’t wait to get rid of you. I was here unable to walk and I had to wait 7 hours to be seen...”

West Middlesex University Hospital

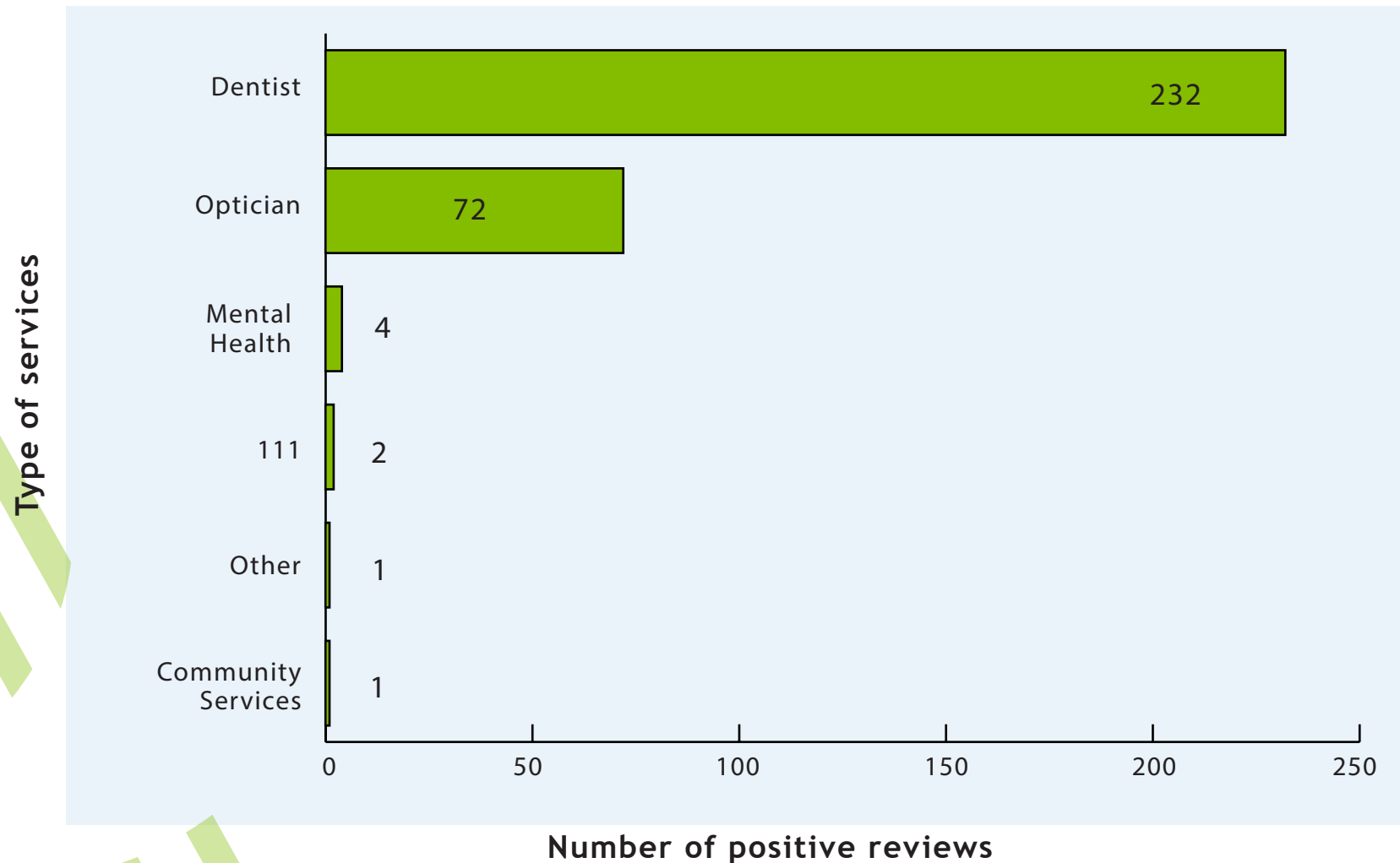
“I had an appointment at 1pm, arrived at 12:30pm. It’s currently 1:40pm and not only have I not been seen but I’ve not been attended to...”

Charing Cross Hospital (Outpatients)

Positive Reviews of Other Services

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

October - November - December





Dentist

“They have wonderful staff, I’ve been a customer here since I was a kid. They are amazing and so welcoming. I feel like a valued customer each time I and my family come in.”

Armytage Dental Practice

“The dentist is understanding and professional, I got my bridge put back in great care and also advise for the better solution to avoid this happening.”

South Ealing Dental Practice

“It was the first time I attended this practice. The dentist was very friendly and explained everything to me clearly. He done a fantastic job and was clearly very experienced. I will definitely be back. It was great to find a professional and friendly dentist.”

Feltham Dental Care

“The dentist is very friendly in his approach and impeccable in his practice. He ensured that my teeth were to the highest of standards by the end of the course. Thanks also goes to the team that took away and put on my braces, they made it seem so effortless, painless and quick, which I am grateful for as I hadn’t had any serious operations on my teeth.”

Orthosmile Hounslow

“Friendly staff and modern equipment and practices. I’ve been using this dentist for almost 20 years as we live next door and they have been great.”

West London Dental Practice

“My dentist today is a kind and sympathetic lady. Very gentle and reassuring...”

Bridge Dentist Practice



Mental Health

“I reluctantly had CBT done here but I had a specific therapist so I had an objective opinion and the therapist I had here was 100% that. The therapist was professional, empathetic and understanding...”

Hounslow IAPT



Opticians

“We’ve been going here for a long time. You are treated as individual and not a number. Plus it is convenient because it’s near to where we live.”

The Eye Boutique

“I’m happy with my glasses first of all, it is great quality for a great price. Also, I’m happy with the overall experience, from trying on and finding the right frames, to having my eyes tested and purchasing the final product.”

Sherman Opticians

“I come here for my annual eye test, I have the highest regard for the professionalism of the staff. They are always very good.”

Vision Express (Hounslow High Street)

“ The optometrist is very efficient, knowledgeable and thorough. He has also suggested Ortho -K lenses which have significantly helped...The team is very professional and always provide the best possible care to their patients.”

Osterley Opticians



Other

“Very efficient and the person that came out to see me treated me well and took me seriously, excellent service.”

111



Community Services

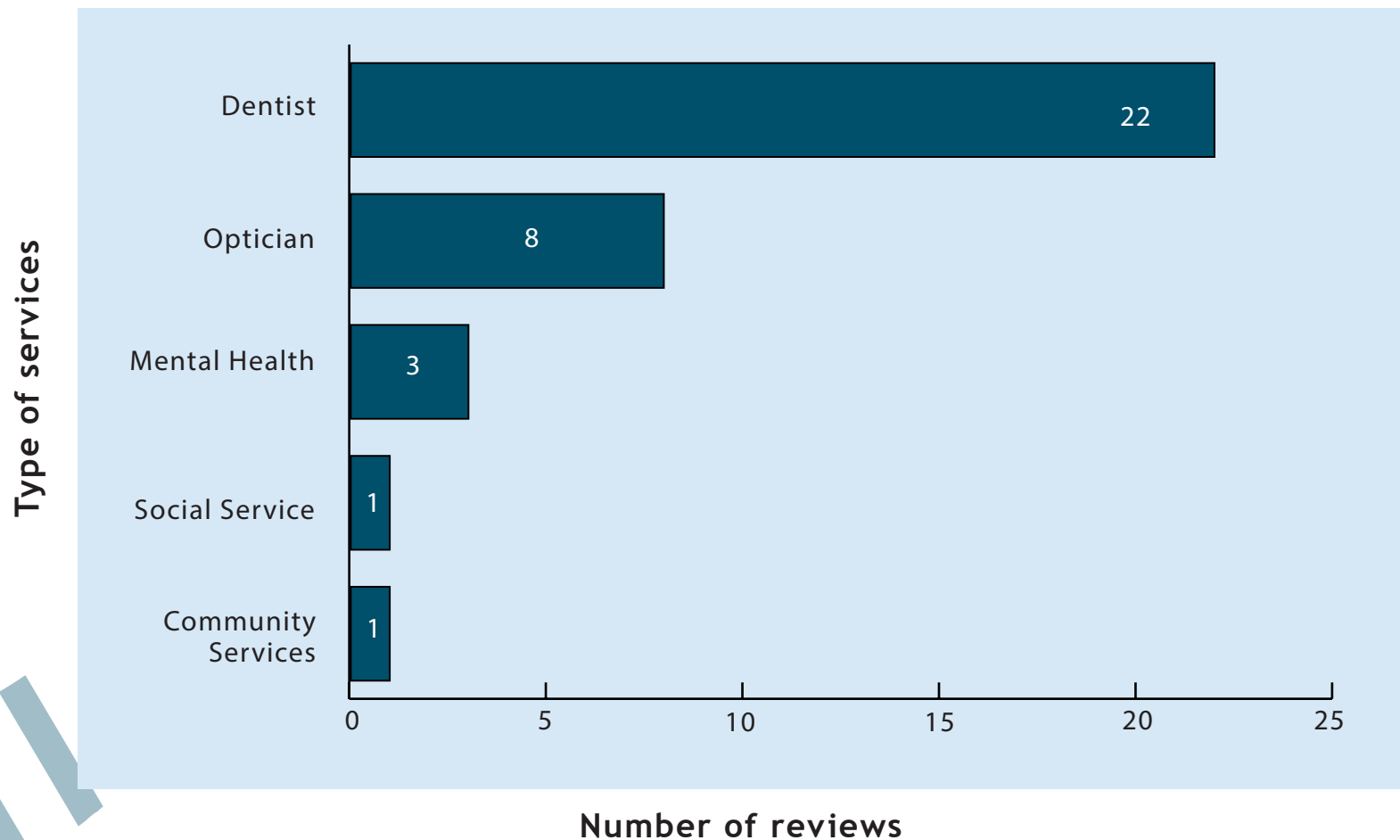
“Overall every person I came into contact with were very polite. I felt comfortable at most of the time it was just journey there and back due to very anxiety. Other than that, I had a very welcoming experience.”

Citizen’s Advice Bureau

Neutral & Negative Reviews of Other

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.

October - November - December





Dentist

“Online booking is usually easy but due to pandemic, they shut the online booking. The hygienist I used to go to was not available so I had to do it with the other staff. This time it wasn’t really good. The timing was not good so she was only concentrating on the lower teeth. I will still go to them but might want to wait until my preferred hygienist available.”

Chiswick Dental

“We have been with this dental clinic for nearly over 20 years but my last experience wasn’t good, I found that the service has deteriorated and the care has gone down.”

South Ealing Dental Practice

“The dentist doesn’t know how to talk with the patients and didn’t have much knowledge to diagnose the issues.”

The Ivory Clinic

“Overall the clinic is very presentable and clean so it does have a good feeling. However I felt that their approach was too salesy and marketing oriented. My experience with the hygienists was below average, the price was higher than I expected too and the treatment was painful.”

Banning Dental Practice

“Horrible receptionist, not ready to help nor explain properly. Very bad service.”

SK Dental Practice



Opticians

“The actual testing and all that was alright. Some of their equipment did break down so it took longer than usual. I assume it was a one off.”

Tesco Opticians (Osterley Park)

“Previously before it was sold on, it was good. The eye test person diagnosed that I needed 3 different types of glasses (1 for normal and 3 for reading) which I declined because it would have been too expensive.”

The Eye Boutique



Mental Health

“I’ve been a patient here for some years and I’m appalled by their standard of care. I’ve had 6 doctors since being here, there seems to be a big turnover rate, on top of that the handover between the doctors seems nonexistent. I just don’t feel like they care, it feels very disheartening and for someone with my condition.”

Hounslow Recovery Team (Cardinal Centre)



Social Care

“We have had a terrible service it’s shocking. We haven’t had any contact with our social worker. We’ve tried to get in contact but been having difficulties doing so and we haven’t heard anything back. We’ve just been left in the dark.”

Hounslow Social Service



Community services

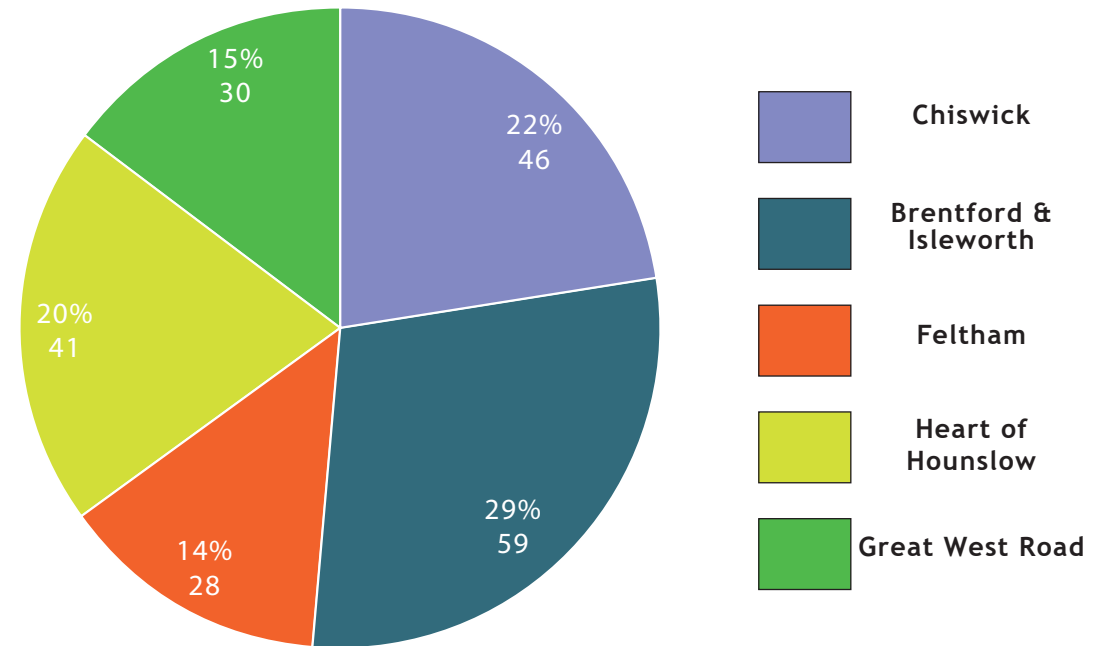
“Okay, but the district nurses need to ensure that they are bringing the right equipment with them when they are doing treatment visits.”

Hounslow and Richmond Community Healthcare (Chiswick)

Network Area GP Reviews

Number of GP Reviews per Network Area

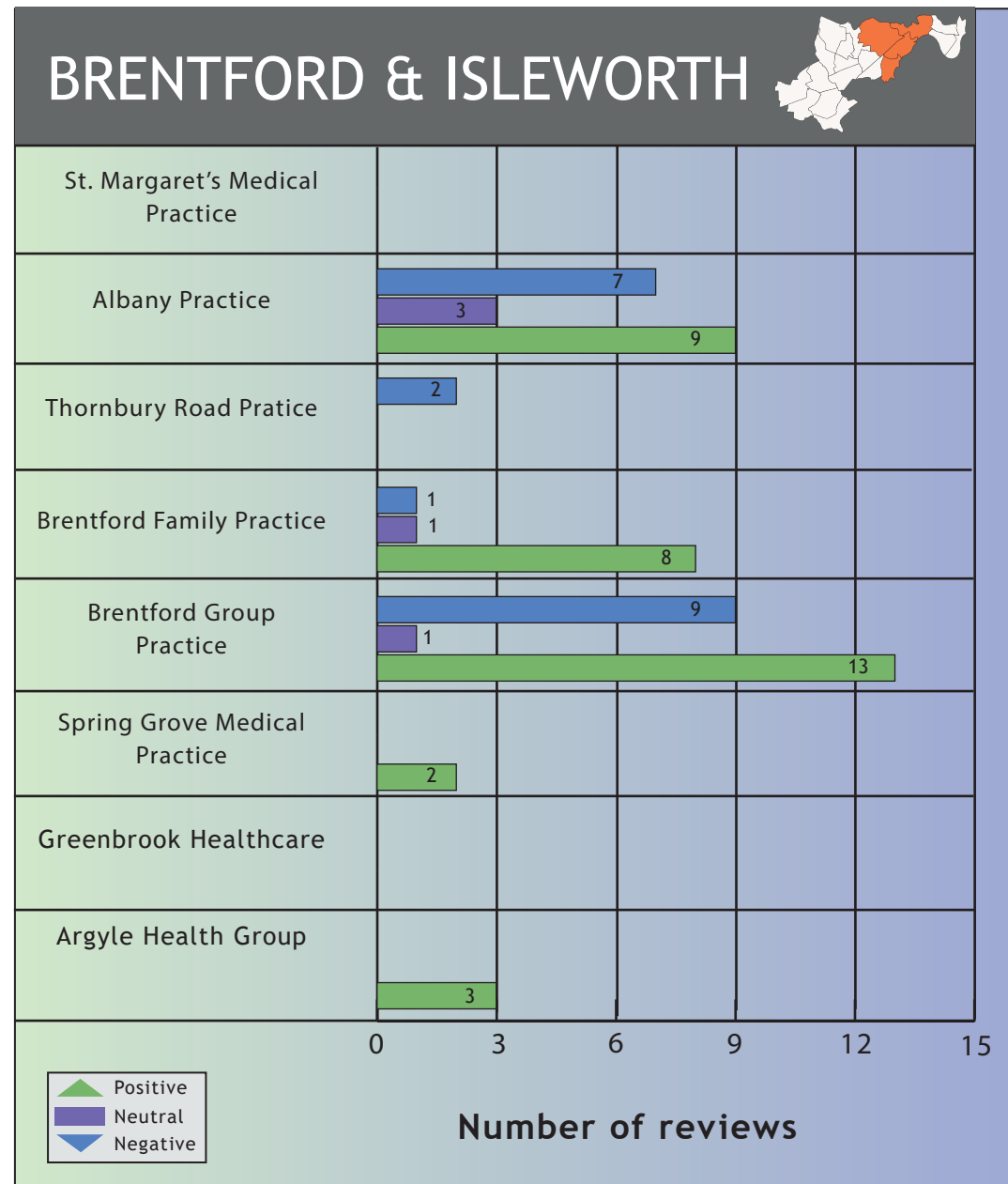
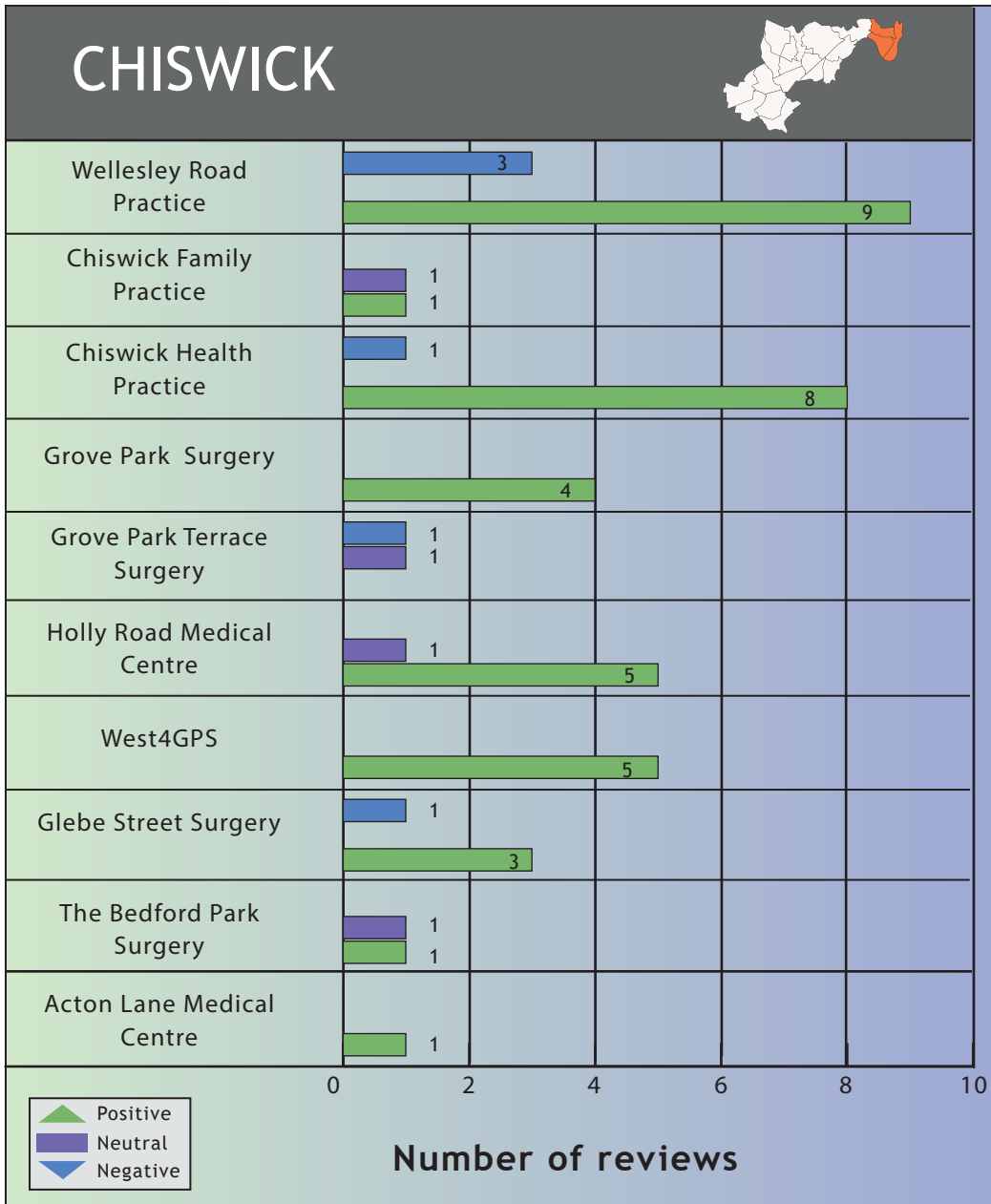
The pie chart shows the number of reviews received in each network area. The highest number of reviews received was from Brentford & Isleworth 29% (59), Chiswick 22% (46), Heart of Hounslow 20% (41), Great West Road 15% (30) and Feltham 14% (28).



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

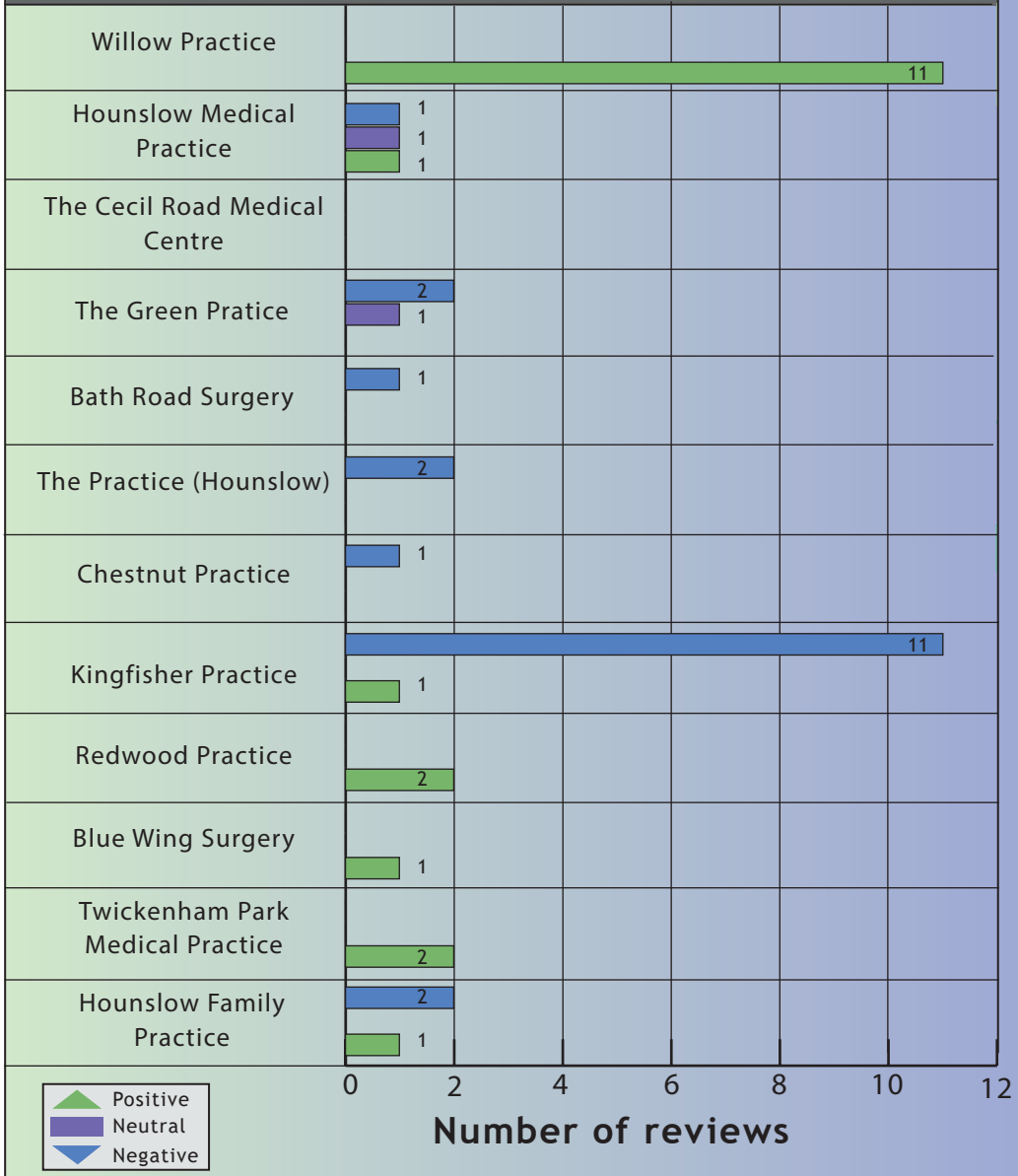
The data shown gives an overview for each GP surgery. The London Borough of Hounslow is divided into five GP Network areas: Brentford & Isleworth, Chiswick, Heart of Hounslow, Feltham and Great West Road. The following pages show services within these Network areas.

Network Area GP Reviews

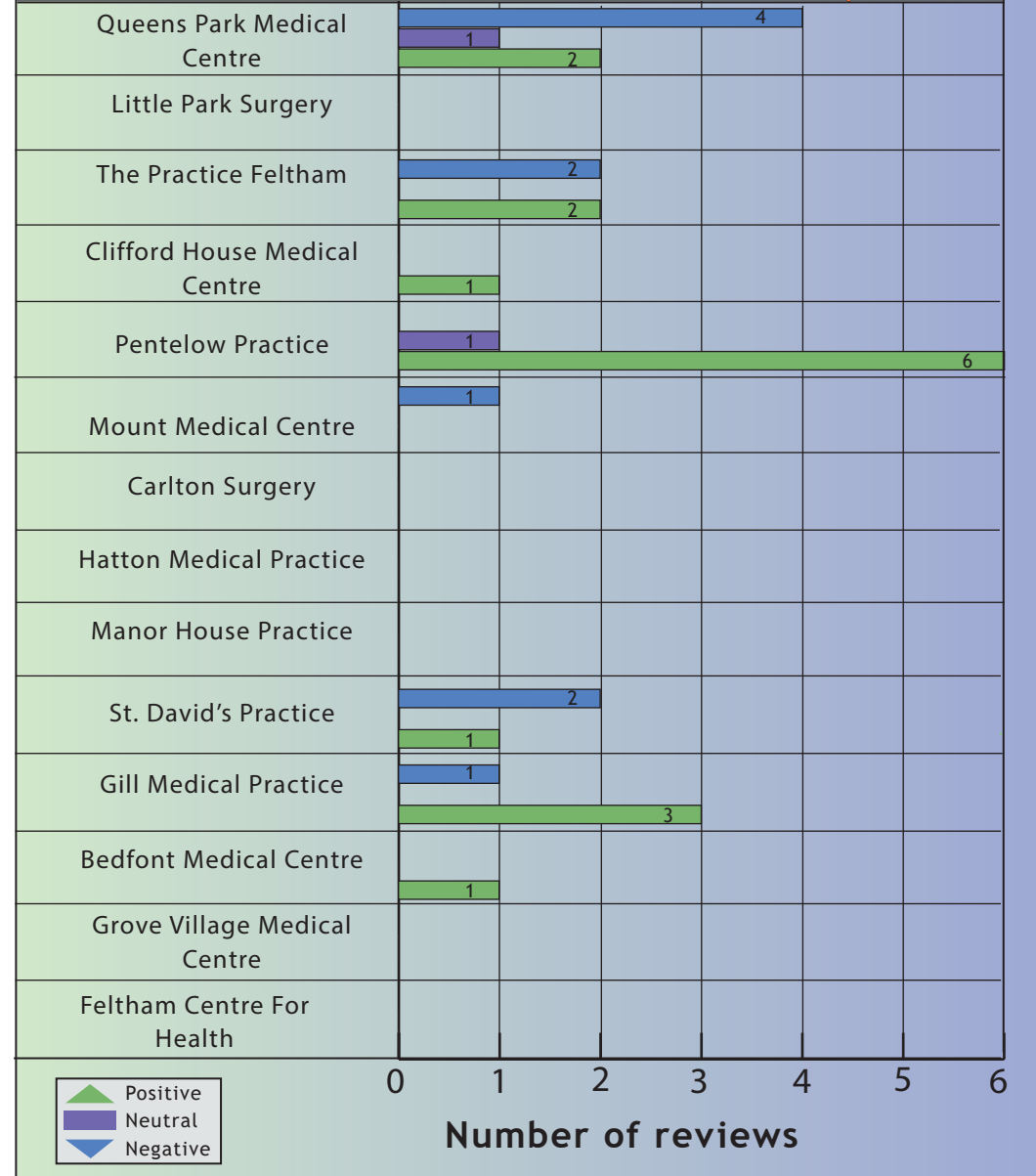


Network Area GP Reviews

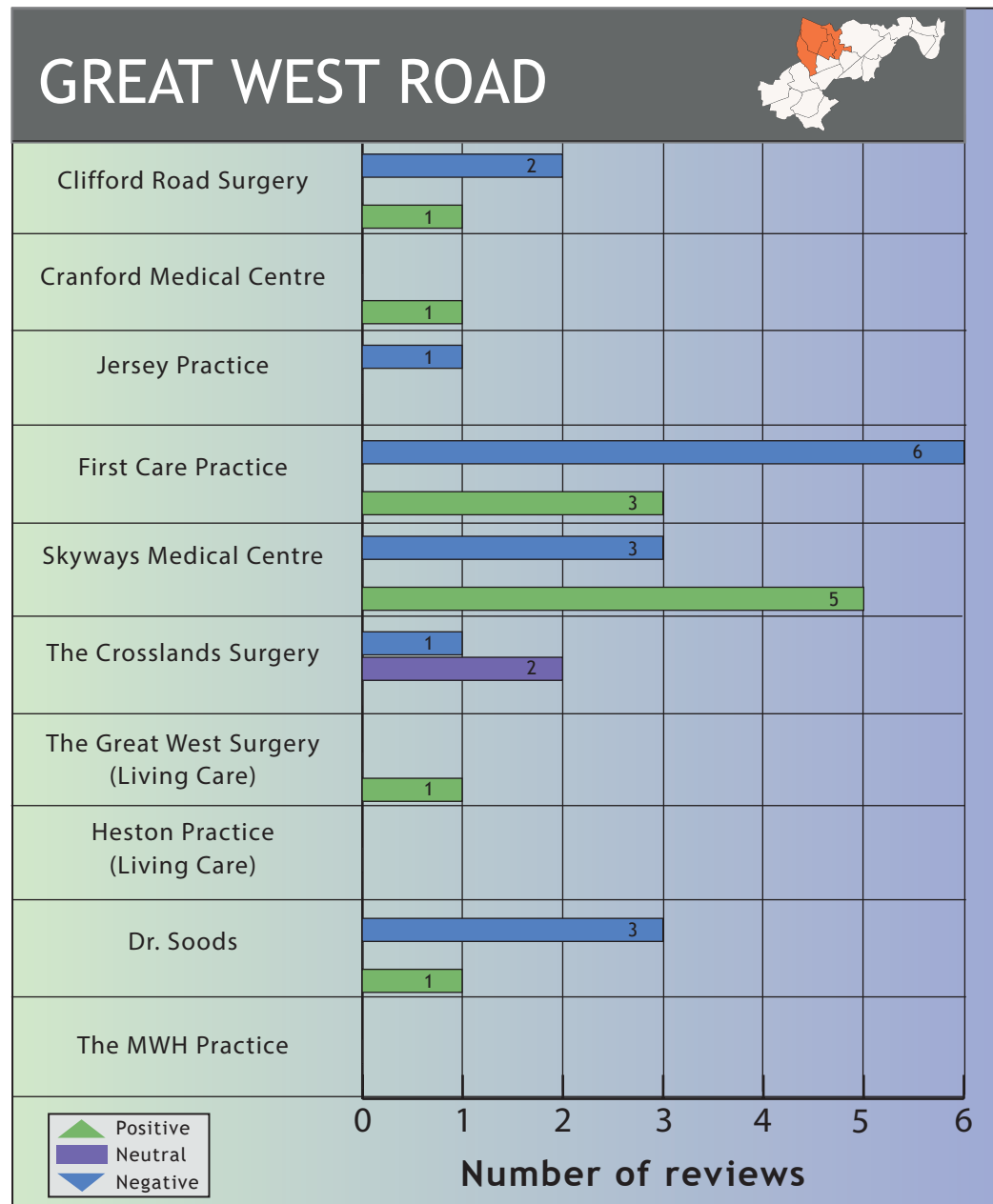
HEART OF HOUNSLOW



FELTHAM

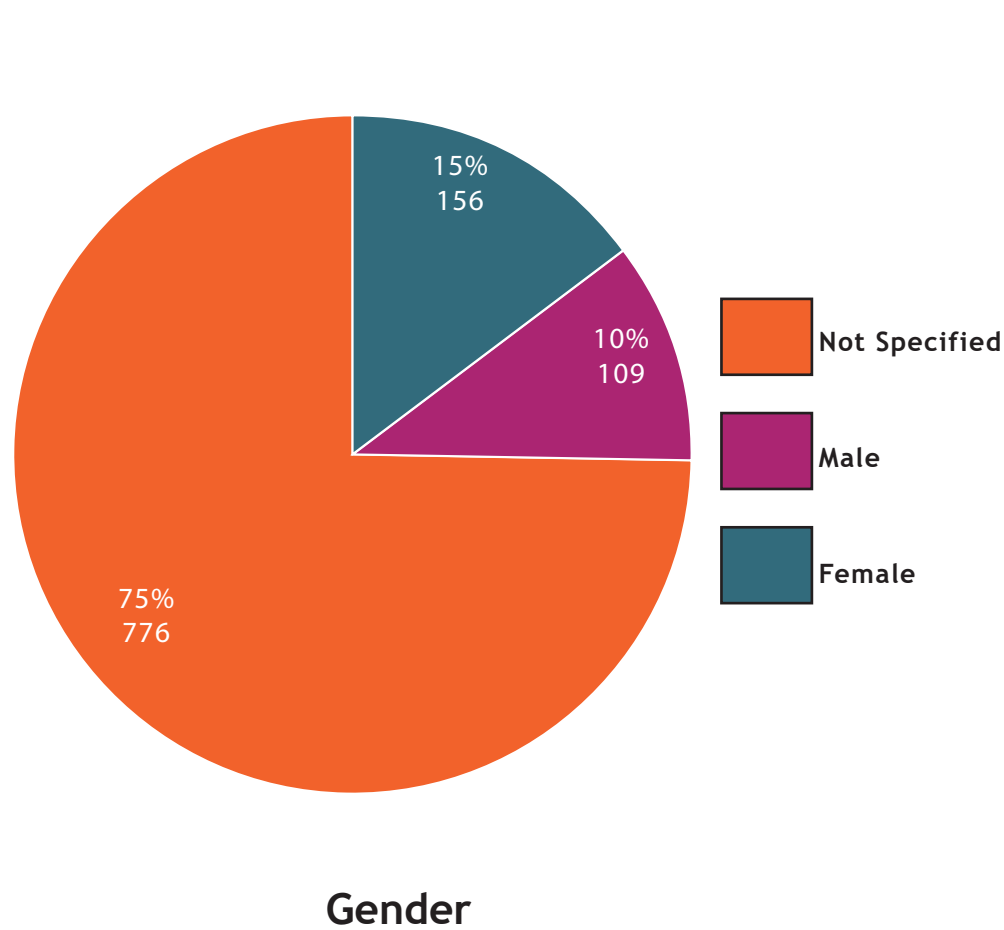


Network Area GP Reviews

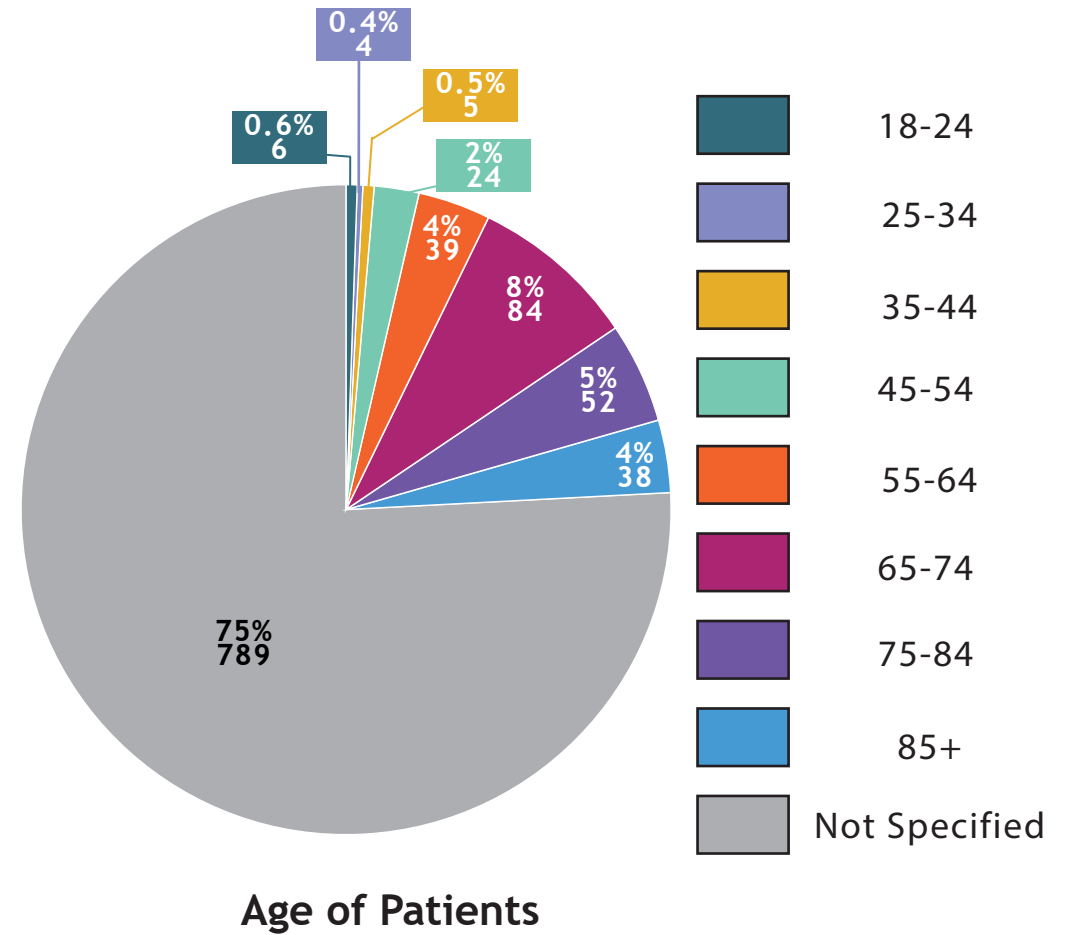


Demographic Information (October - December)

The pie chart below shows the number of reviews received by gender from October - December 2020. The reviews received were 15% (156) from women, 10% (109) from men and 75% (776) from reviews without specified genders.

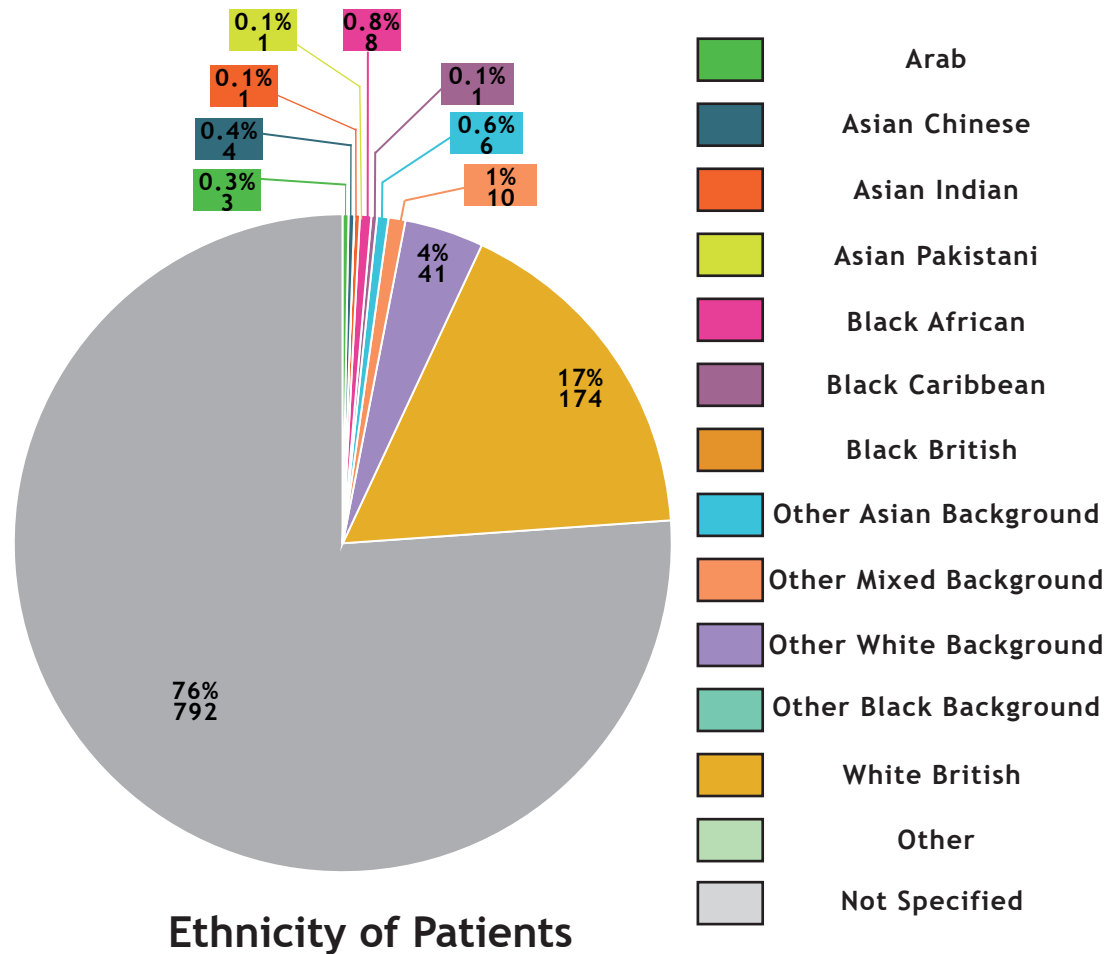


In terms of the age breakdown, 75.5% (789) preferred not to identify their age. The majority of the feedback received was from the 65-74 age group with 8% (84), followed by 75-84 age group with 5% (52) and 55-64 age group with 4% (39).



Demographic Information (October - December)

In terms of ethnicity, 76% (792) who did not to specify their ethnicity, the proportion of feedback received this quarter was from people who identified as White British 17% (174), 4% (41) from Other White Background, 1% (10) from Other Mixed Background, 0.8% (8) from Black African and 0.6% (6) identifying as Other Asian Background.



For this quarter we collected 1041 patient experiences, due to the disruption of the Coronavirus Pandemic we have not maintained our target of 400 reviews per month.

For this quarter, there are 832 positive reviews, 45 neutral reviews and 164 negative reviews. As we saw 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

84% of comments about **Treatment and Care** were positive.

83% of comments about **Facilities & Surroundings** were positive.

81% of comments about **Staff** were positive.

77% of comments about **Access to Services** were positive.

Negative

44% of comments about **Communication** were negative.

23% of comments about **Administration** were negative.

21% of Comments about **Medication** were negative.

17% of Comments about **Staff** were negative.

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

Actions, impact and next steps

This report identifies several areas of good practice and areas for improvement across different services. Healthwatch Hounslow will use this report in its meetings with both commissioners and providers, sharing the themes and trends identified from the patient voice in order to inform how services could or should be improved. As additional reports are published these themes and importantly, any trends, will be followed up in more detail with relevant partners. We will work with partners to develop appropriate actions to address the issues identified.

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

- CCG Integrated Care Patient and Public Engagement meeting
- Hounslow Integrated Care Comms meeting
- CCG Primary Care Co-Commissioning meeting
- Care Quality Commission
- CCG Quality, Patient Safety and Equalities Committee meeting
- CCG Governing Body meeting
- Hounslow Local Authority
- Hounslow and Richmond Community Healthcare
- Chelsea and Westminster Hospital NHS Foundation Trust - West Middlesex University Hospital

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

Actions, impact and next steps

Due to the Coronavirus pandemic, we will be operating differently. We currently have ceased all face-to-face engagement. For future reports we will be focusing on:

- Developing a larger social media presence
- Online reviews
- Attending online forums/meetings
- Telephone consultations

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

Appendix - Online Questionnaire

Leave feedback

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

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

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



Summary of your experience* (max 45 characters)

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

Tell us more about your experience*

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

Where do you live? (town/city)

Chiswick, Isleworth, Hounslow...

Your ratings (select if applicable)

Ease of gaining appointment



Convenience of appointment



Cleanliness



Staff Attitude



Waiting Time



Treatment Explanation



Quality of care



Quality of food



Generally how easy is it to get through to someone on the phone?



In relation to your comments are you a:

Select one

When did this happen?

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

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following

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

What was the outcome of the shared experience?

Where did you hear about us?

Select one

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

- No
- Yes

Would you like to speak to Healthwatch directly?*

- No
- Yes

About you

Name

Leave feedback anonymously?

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

I accept the [Terms and conditions](#)

Subscribe to the newsletter?

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

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

What gender to you prefer to identify yourself as?

Male Female Other Prefer not to say

What is your sexual orientation?

Which age group are you?

Do you consider yourself to have any of the following?

What religion are you?

What is your marital status?

What is your ethnicity

[Submit feedback >](#)

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

Appendix - Physical Questionnaire

Share Your Experience with Us

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

Name of Service:

Month/Year:

1. How likely are you to recommend this anyone who needs similar care or treatment?
5 = Extremely likely 4 = Likely 3 = Neither likely nor unlikely 2 = Unlikely
1 = Extremely unlikely () Don't know

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

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

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

5. Where do you live? (town/city)
.....

6. Your ratings (select if applicable)
Ease of gaining appointment
5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

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

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

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

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

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

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

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

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

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

8. When did this happen
.....

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

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

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

- Informally with the Service Provider (those who run the service)
 Formally with the Service Provider (via an official complaint)
 Patient Liaison and Advice Service (PALS)
 Ealing Clinical Commissioning Group
 Ealing Council Social Services (including safeguarding)
 Care quality Commission (CQC)
 Other

If "other", please specify

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

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

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

- No Yes

14. Would you like to speak to Healthwatch directly?

- No Yes

About you

Name.....

Email.....

- Leave feedback anonymously

Monitoring Information

What gender do you identify yourself as:

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

Which age group are you in?

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

What is your ethnicity?

White

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

Asian / Asian British

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

Black, African, Caribbean, Black British

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

Mixed, Multiple

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

Other Ethnic Group

- Arab
 Any other ethnic group.....

Which area of the borough do you live in?

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

Do you consider yourself to be disabled?

- Yes No Prefer not to say

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

- Yes No Prefer not to say

Are you a carer?

- Yes No Prefer not to say

What is your religion?

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

What is your sexual orientation?

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

Which of these categories best describes your employment status?

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

Thank you for sharing your experience!

Appendix - Themes and Trends

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

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