

Q1 Patient Experience Report

Healthwatch Hounslow
April 2025 – June 2025



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Introduction

Patient Experience Programme

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

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

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

Methodology



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



Encouraging conversations with **users of health services**



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



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

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

Between April and June 2025, we continued to develop our PEP by:

- targeting a direct focus on individual GP services
- outlining feedback on dental and "other" services

Layout of the report

This report is broken down into six key sections:

- Quarterly snapshot
- Experiences of GP Practices – detailed analysis of each area
- Experiences of Hospital Services
- Experiences of Dental Services
- Experiences of 'Other' Services

The quarterly snapshots

The quarterly snapshots highlights the number of reviews we have collected about our local services in the last three months and how patients and residents rated their overall experiences.

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

How we use our reports

Our Local Healthwatch has representation across various meetings, committees and boards across the borough where we share findings of these reports.

We ask local partners to respond to the findings and recommendations in our report and outline what actions they will take to improve health and care services based on what people have told us.

Additional Information about the reports

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

Q1 Snapshot

This section provides a summary of the number of experiences we collected during April – June 2025 as well as breakdown of positive, neutral and negative reviews per service. We analysed residents rating of their overall experience to get this data (1* and 2* = negative, 3* = neutral, 4* and 5* = positive).



364 reviews

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

26 visits

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

Top 5 Service Types	No of Reviews	Percentage of positive reviews
GP	228	68.2%
Hospital	66	55.2%
Dentist	63	73.4%
Community Services	7	57.0%

Experiences of GP Practices



What people told us about GP Practices

STAFF ATTITUDES

"Came to see one of the nurses and they are very flexible. Take time to explain everything properly and they really care."

"Pretty straightforward system. My GP listen to my concerns and explain diagnosis easy."

STAFF ATTITUDES

"I don't agree how they offer the solution to a health problem. You can come they can listen to you; the problems should be treated. Not to tell you the problem will go away in a few days. When you come for appointment with symptoms, they only listen to you only, not checking like touching to see the problems. The attitude of doctors is not good. No empathy."

TREATMENT

"The quality is very good. Staff are very helpful and friendly."

"The cardiologist told me that my doctor was excellent because my symptoms are under control. Whenever I book an appointment and say it is my heart, I get an appointment straightaway."

"Sometimes they undermine health issues, lack of understanding. I went five times, was given blood tests but no follow treatment, although blood results were normal."

AVAILABILITY OF APPOINTMENTS

"GPs are very friendly, all GPs. Generally, reception is good. Emergency appointment time to be seen is good, not waiting long."

AVAILABILITY OF APPOINTMENTS

"Getting an appointment to see a GP, I usually wait one month to see my GP."

"The telephone system needs improving as it takes too long to get through."

POOR QUALITY OF ONLINE CONSULTATIONS

"At this GP it's incredible with supportive staff. Appointments are very quick. She called in the morning and got the emergency appointment straightaway for today."

"Online consultation should be improved especially for old people as they might not be familiar with technology."

GP services full data

No. of Reviews	228 reviews
Positive	157 (68.2)%
Negative	22 (9.4)%
Neutral	49 (22.3)%

Questions we asked residents



Q1) How do you find getting an appointment?

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

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

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

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

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

Q7) How would you rate your overall experience ?

Q8) What works well at your GP?

Q9) What is not working well, and what could be improved?

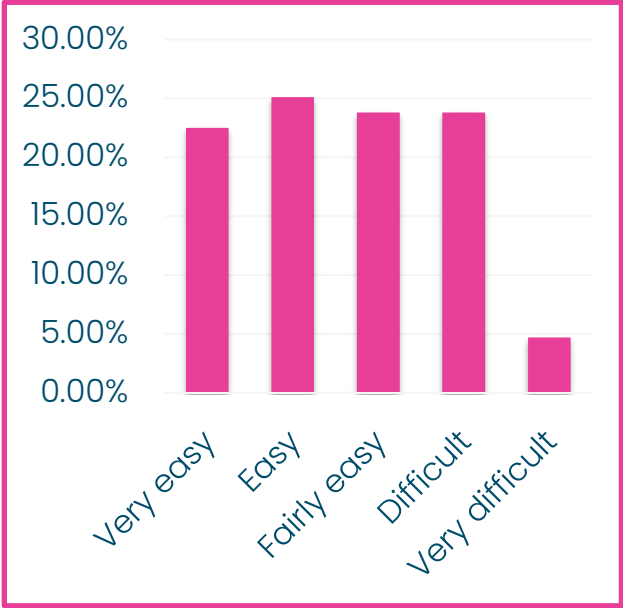
Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (Very Easy – Not at All Easy) to allow our data to be comparable with the NHS data.

Participants were asked to choose between 1-5* (Very Poor – Very Good).

Questions 8 and 9 were open-ended questions where users could state several responses.

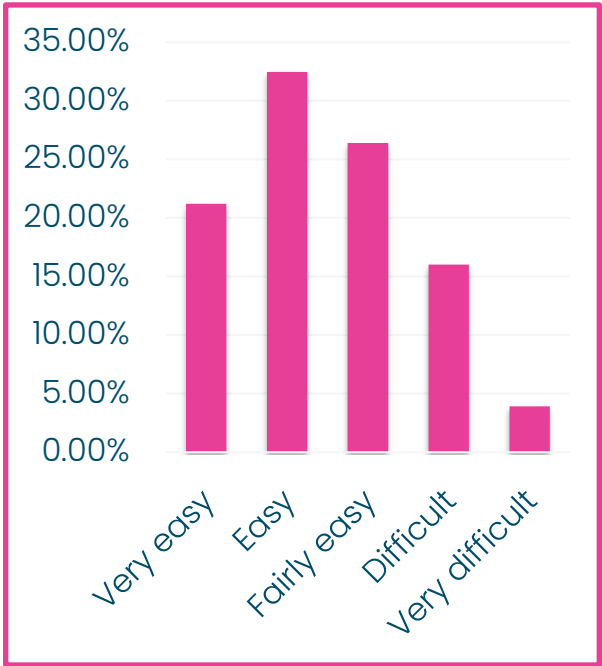
Access and Quality Questions

Q1) How do you find getting an appointment?



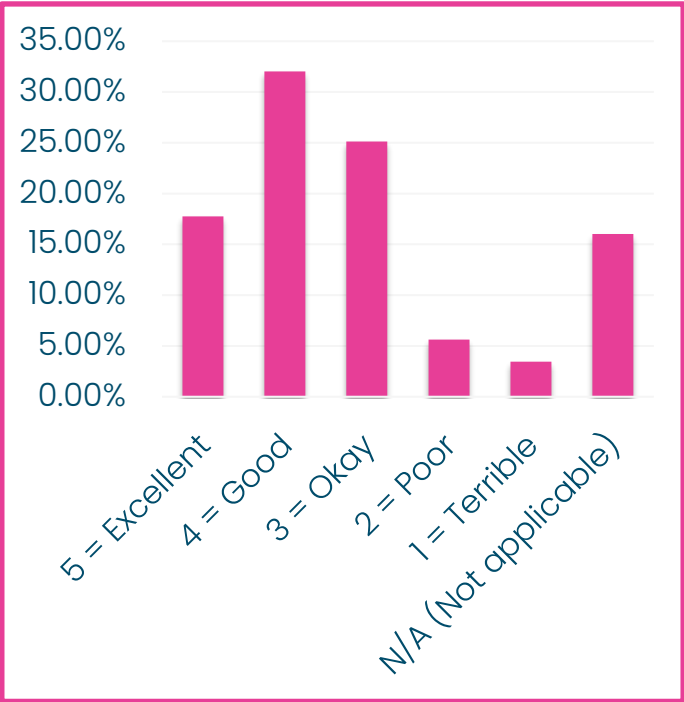
Responses	Percentage of reviews	No of reviews
Very Easy	22.5%	52
Easy	25.1%	58
Fairly Easy	23.8%	55
Difficult	23.8%	55
Very Difficult	4.8%	7
Total		228

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



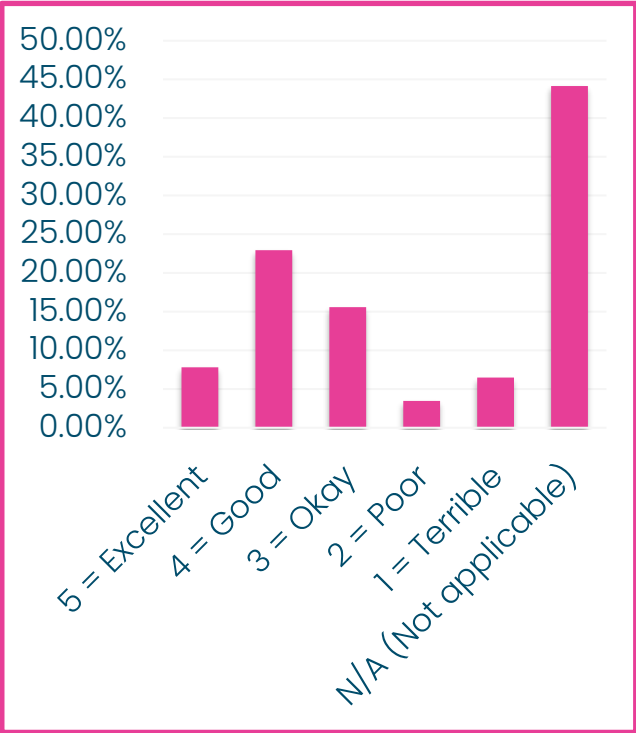
Responses	Percentage of reviews	No of reviews
Very Easy	21.2%	49
Easy	32.4%	75
Fairly Easy	26.4%	61
Difficult	16.0%	36
Very Difficult	4.0%	7
Total		228

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



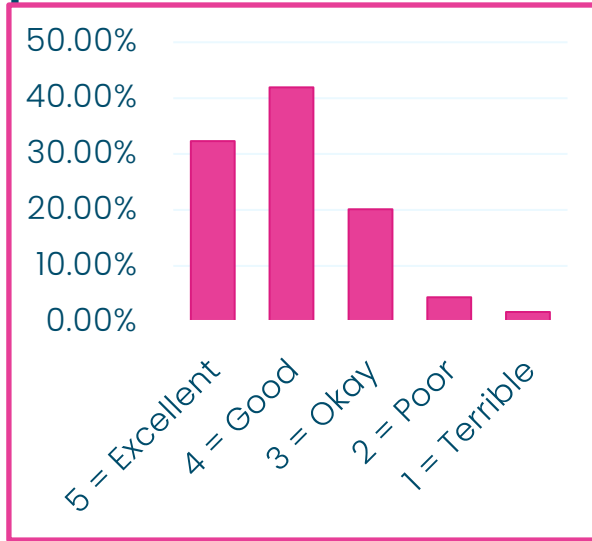
Responses	Percentage of reviews	No of reviews
5 = Excellent	17.7%	41
4 = Good	32.0%	74
3 = Okay	25.1%	58
2 = Poor	5.6%	13
1 = Terrible	3.4%	8
Not applicable	16.2%	34
Total		228

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



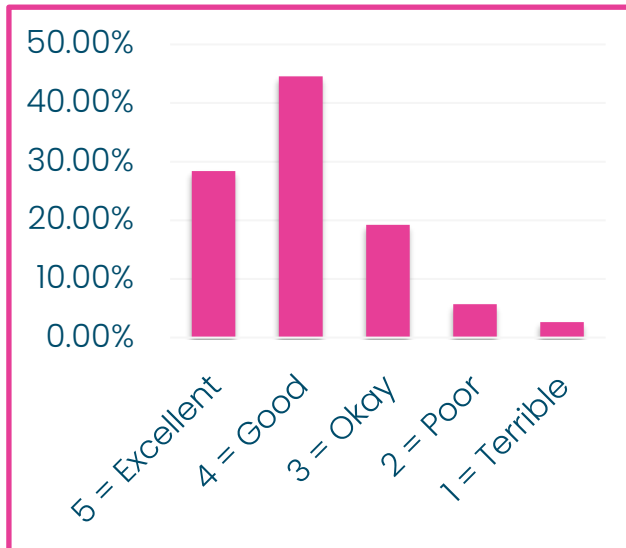
Responses	Percentage of reviews	No of reviews
5 = Excellent	7.0%	18
4 = Good	22.9%	53
3 = Okay	15.5%	35
2 = Poor	3.4%	7
1 = Terrible	6.4%	14
Not applicable	44.8%	101
Total		228

Q5) How did you find the attitudes of staff at your GP practice?



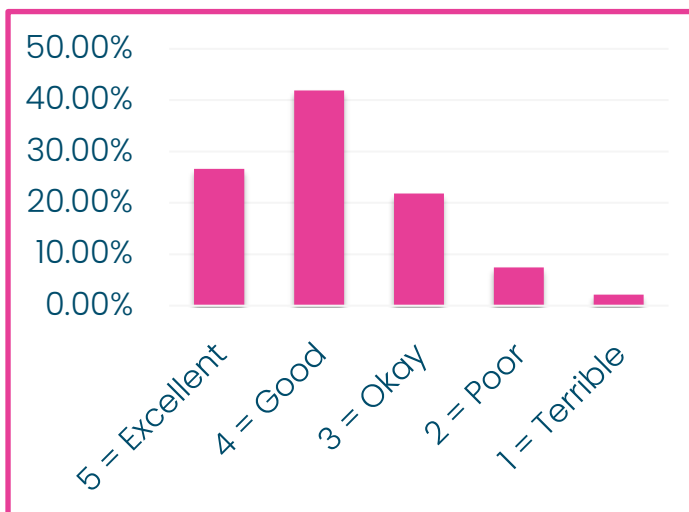
Responses	Percentage of reviews	No of reviews
5 = Excellent	32.3%	74
4 = Good	41.9%	96
3 = Okay	20.0%	44
2 = Poor	4.3%	10
1=Terrible	1.5%	4
Total		228

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



Responses	Percentage of reviews	No of reviews
5 = Excellent	28.3%	65
4 = Good	44.5%	102
3 = Okay	19.2%	44
2 = Poor	5.6%	13
1=Terrible	2.6%	6
Total		228

Q7) How do you rate your overall experience?



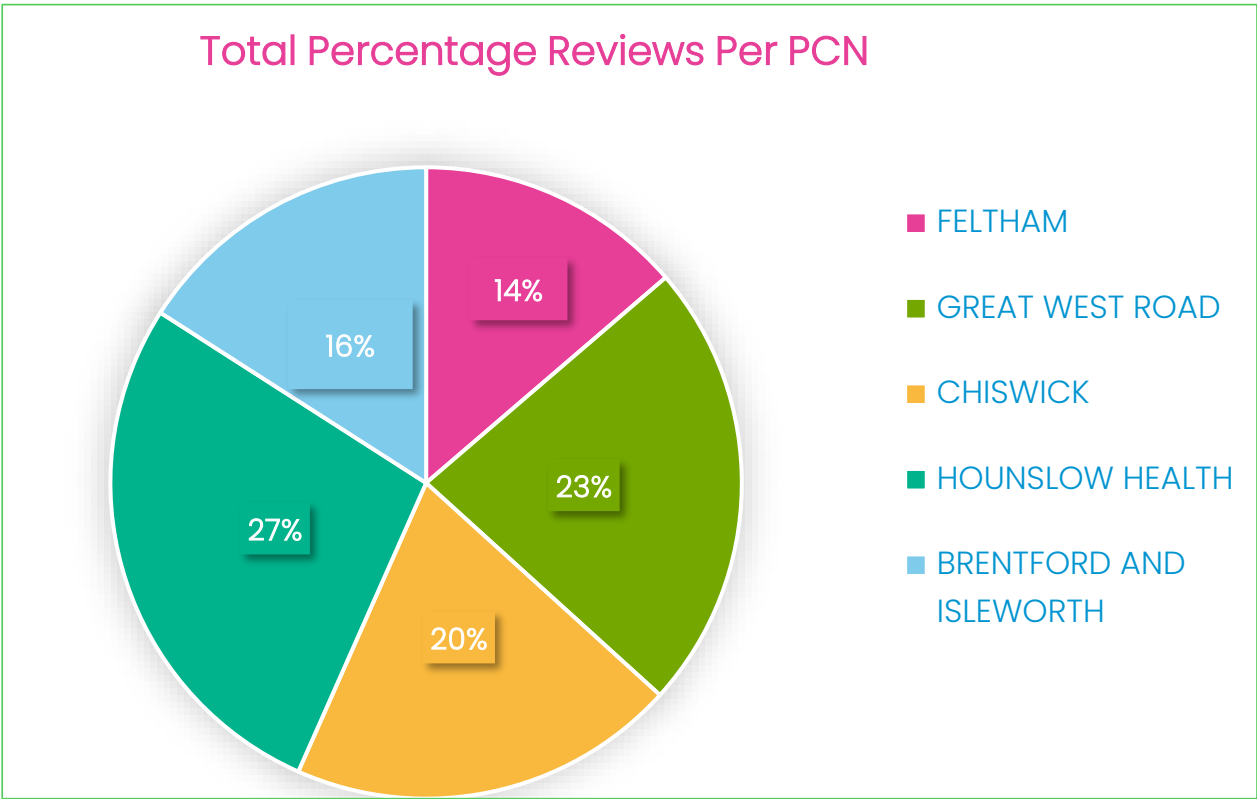
Responses	Percentage of reviews	No of reviews
5 = Excellent	26.6%	61
4 = Good	41.9%	96
3 = Okay	21.8%	50
2 = Poor	7.4%	16
1 = Terrible	2.3%	5
Total		228

Primary Care Networks

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

- Brentford and Isleworth
- Chiswick
- Feltham
- Great West Road
- Hounslow Health

Between April and June , the PCN which received the most reviews was Hounslow Health.



PCN Access and Quality Questions across GPs

To gain deeper insight into patients’ experiences at GP practices, the top response for each GP (across questions 1–6) within their PCN area was reviewed. Responses are presented as percentages.

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

Each has been colour coded to indicate positive, (green) negative (pink),neutral (blue) or non-applicable, n/a-residents haven't used this mode (light blue).

Responses of "very easy," "easy," "excellent," or "good" are considered positive. "Fairly easy" or "okay" are seen as neutral. "Very difficult," "difficult," "poor," or "terrible" are considered negative.

PCN NAME	ACCESS (out of 4)		QUALITY QUESTIONS (out of 5)			
	Getting an appointment	Getting through on the phone	Online consultations	Telephone consultation	Staff attitudes	Treatment and Care
Brentford & Isleworth						
Heart of Hounslow						
Great West Road						
Feltham						
Chiswick						

Positive Themes or Ongoing Issues

To gain a better understanding of patients' experiences at GP practices, we reviewed the top four positive themes and the top four ongoing issues across all GP responses. Each survey that was collected was reviewed, and four key themes were identified. These reflect the areas of service that are most important to patients, as shown below.

Top 4 Positive Themes	Total Count and % of Positive Reviews	Top 4 Ongoing issues	Total Count and % of emerging and on-going issues
Doctor's advice, treatment and communication skills	85 (37%)	Lack of availability of appointments	81 (35%)
Staff Attitudes	58 (26%)	Lack of understanding/communication issues	12 (5%)
Availability of appointments	51 (22%)	Getting Through on The telephone	8 (3.5%)
Happy with all the services provided by GPs	12 (5.3%)	Quality of telephone and online consultations	6 (3.1%)

Recommendations

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

Appointment Availability

1. Support patients to feel more comfortable booking appointments online.
2. Clearly explain all available booking options to patients and offer support to help them use them. Make sure patients understand why telephone and online consultations are offered.
3. Ensure the methods of booking appointments work when patients try to use them.

Getting Through on the Telephone

1. Implement a call-back service for patients on hold.
2. Encourage patients not to call during the busier periods of the day.
3. Inform patients of less busy times to call, through text messages or other communication channels.

Communication between staff and service users

1. Dedicating time to actively listen to patients' concerns.
2. Using clear, simple language when explaining health issues.
3. Checking that patients understand the information provided(e.g. Medical records, prescribed medications).

Quality of Telephone Consultation

1. Implement a system for appointment reminders (text, email), a few minutes/hour before the consultation call is made.
2. Provide patients with clear information on appointment options and allow them to choose their preference whenever possible.
3. Actively listen to patient preferences for appointment types and try to accommodate them whenever possible.

Equalities Snapshot

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

A full demographics breakdown can be found in the appendix.



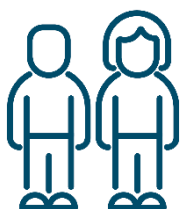
Gender

This quarter, men gave the highest percentage of positive reviews about their overall experience at 72%.



Age

People aged 35–44 had the highest percentage of positive experiences at 65%. In contrast, those aged 25–34 gave the highest percentage of negative reviews, at 11.9%.



Ethnicity

The highest percentage of positive reviews (86.8%) came from the White English/Welsh/Scottish/Northern Irish/British group. The highest percentage of negative reviews (33.3%) came from the Black/Black British – Caribbean group.



Long Term Condition

Patients that responded “Yes” to have a long-term health condition reported the highest level of positive responses at 72.8%. In contrast, those people who recorded the least positive experience were among those who stated they have a disability which stood at 14.7%.

Experiences of Hospital Services



What people told us about Hospitals

WAITING TIMES

"They treated me as quickly as possible; the doctor was nice and explained everything to me and sent the prescription straight to my GP."

"Nothing to improve because I was in the emergency department and was seen straight away."

COMMUNICATION

"The communication between doctors and myself was very caring. Taking care of the patient very carefully."

TREATMENT

"I was in the heart ward, and I was treated very well. My arm had hematoma, and the nurse gave me a nice massage."

"When I was admitted at crisis after a seizure, I was looked after immediately and felt well cared for."

WAITING TIMES

"Referred to a department, something was wrong with my legs. They only looked at what was specified by the GP doctor, but not both of my problems that are co-related and could be dealt with at the same time. Long waiting times for an appointment. Given a time, frame when they would call with an appointment, haven't called yet."

COMMUNICATION

"No communication between GP and doctor and they ask us what medications/treatment."

STAFF ATTITUDES

"Attitude of the receptionist, she had a bit of attitude."

LACK OF APPOINTMENT AVAILABILITY

"No appointments for X-Ray & MRI and needs to be done asap it's been more than 2 months."

Hospital Services

No. of Reviews	66
Positive	55.2% (37)
Negative	17.9% (12)
Neutral	26.8 (17)

Questions we asked residents



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

The questions we asked were:

- Q1) How did you find getting a referral/appointment at the hospital?
- Q2) How do you find getting through to someone on the phone?
- Q3) How do you find the waiting times at the hospital?
- Q4) How do you find the attitudes of staff at the service?
- Q5) How do you think the communication is between your hospital and GP practice?
- Q6) How would you rate the quality of treatment and care received?
- Q7) How do you rate your overall experience?
- Q8) What works well in the GP?
- Q9) What is not working well, and what could be improved?

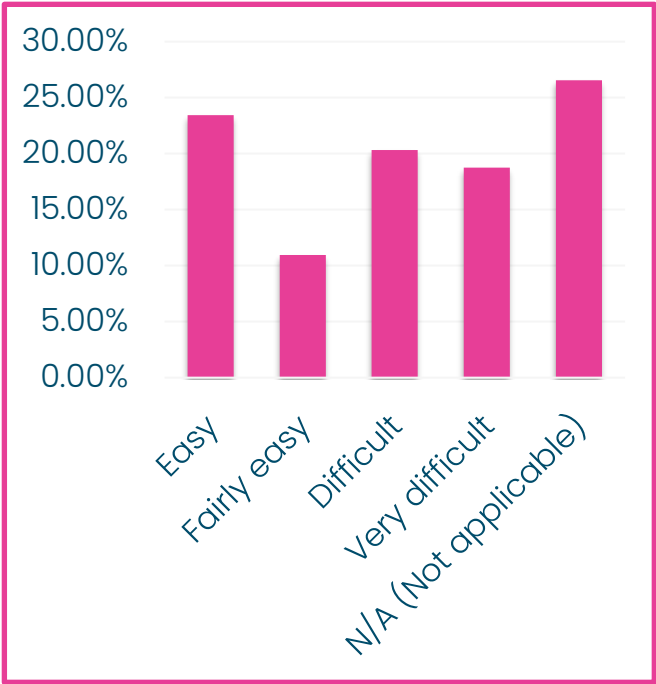
Access and Quality Questions

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



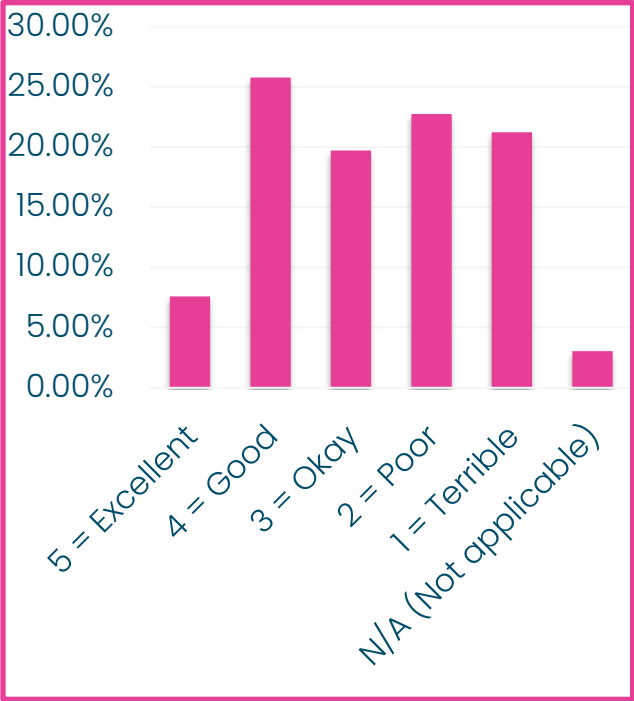
Responses	Percentage of reviews	No of reviews
Easy	27.2%	18
Fairly Easy	19.7%	13
Difficult	19.7%	13
Very Difficult	18.7%	12
Not Applicable	14.7%	10
Total		66

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



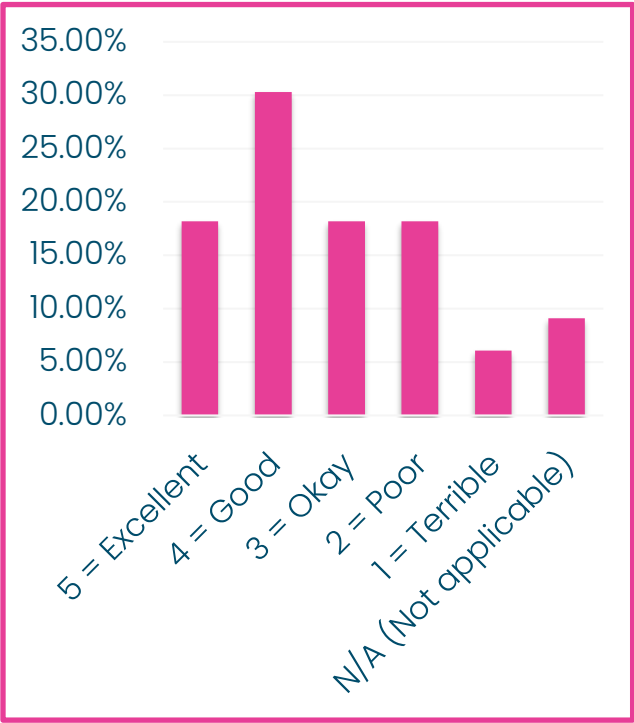
Responses	Percentage of reviews	No of reviews
Easy	22.7%	15
Fairly Easy	10.6%	7
Difficult	19.7%	13
Very Difficult	19.7%	13
Not Applicable	27.1%	18
Total		66

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



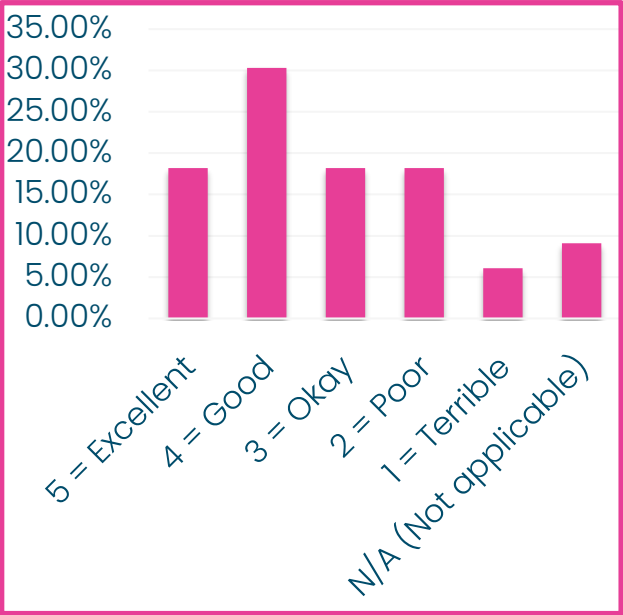
Responses	Percentage of reviews	No of reviews
5 = Excellent	7.5%	5
4 = Good	25.7%	17
3 = Okay	19.7%	13
2 = Poor	22.7%	15
1 = Terrible	21.2%	14
Not applicable	3.2%	2
Total		66

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



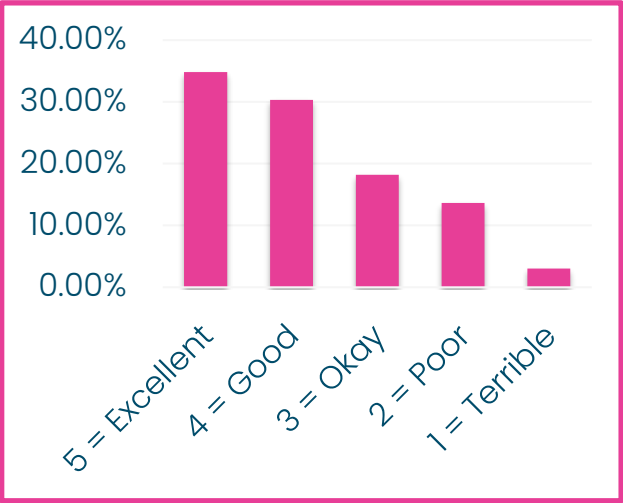
Responses	Percentage of reviews	No of reviews
5 = Excellent	18.1%	12
4 = Good	30.3%	20
3 = Okay	18.1%	12
2 = Poor	18.1%	12
1 = Terrible	6.0%	4
Not applicable	9.4%	6
Total		66

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



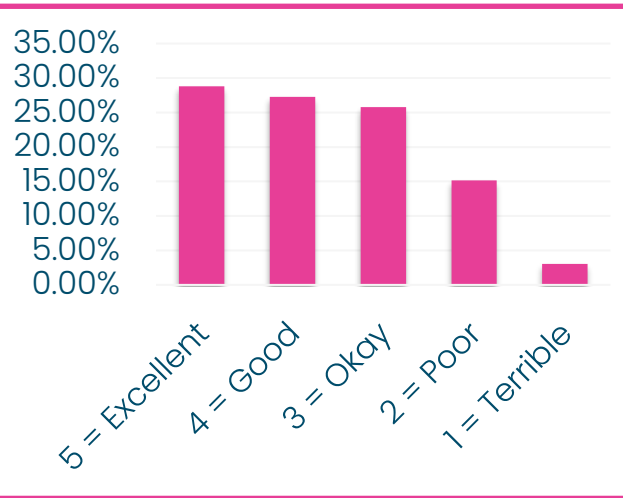
Responses	Percentage of reviews	No of reviews
5 = Excellent	30.3%	20
4 = Good	25.7%	17
3 = Okay	28.7%	19
2 = Poor	10.6%	7
1 = Terrible	3.0%	2
Not applicable	1.7%	1
Total		66

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



Responses	Percentage of reviews	No of reviews
5 = Excellent	34.8%	23
4 = Good	30.3%	20
3 = Okay	18.1%	12
2 = Poor	13.6%	9
1 = Terrible	3.2%	2
Total		66

Q7)How do you rate your overall experience?



Responses	Percentage of reviews	No of reviews
5 = Excellent	28.7%	19
4 = Good	27.5%	18
3 = Okay	25.7%	17
2 = Poor	15.1%	10
1 = Terrible	3.0%	2
Total		66

Positive themes or Ongoing Issues

To gain a better understanding of patients' experiences at hospitals, we reviewed the top four positive themes and the top four ongoing issues across all hospital responses. Each survey that was collected was reviewed, and four key themes were identified. These reflect the areas of service that are most important to patients, as shown below.

Top 4 Positive Themes	Total Count and % of Positive Reviews	Top 4 Ongoing issues	Total Count and % of emerging and on-going issues
Doctors Treatment, communication and Advice	45%	Long waiting times at the hospital	33%
Staff Attitudes	22%	Lack of communication between doctors at the hospital and GPs	12%
Happy with all services at the Hospital	35%	Staff Attitudes	11%
Appointment Availability	25%	Long waiting times for specific appointments (i.e MRI scans)	5%

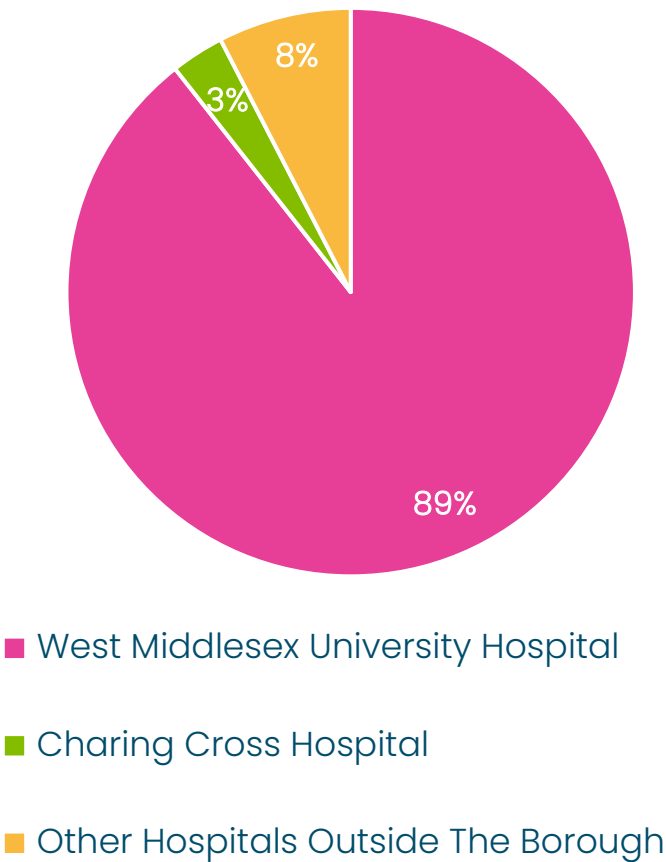
Hospital Trusts

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

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

Between April and June, the services which received the most reviews were West Middlesex University Hospital.

Total Reviews per Hospital



Analysis of the Access and Quality Control questions (1-6)

To gain a greater understanding of patient’s experience at hospitals it was decided to analysis the top responses for questions 1 –6 for each hospital that were part of this study. The table demonstrates the top responses for each question as a percentage.

Note that Access questions have been rated out of 4 (1- Very Difficult,4-Easy) and Quality questions are out of 5 (1 – Terrible, 5 - Excellent).

Each section has been colour-coded to indicate positive, (green) negative (pink) ,neutral (blue) , n/a (light blue).Data has only been presented from West Middlesex Hospital, as the number of reviews from other hospitals was fewer than 10 and therefore too small to report.

Name of Hospital	Access Questions		Quality Control Questions				
	Getting referral or/and an appointment	Getting through on the phone	Waiting at hospital	Communication (GP and Hospital)	Staff attitudes	Treatment and Care	Overall treatment of care
West Middlesex Hospital							

Analysis of Top 3 Positive and Emerging themes

We have also identified the top 3 positive and ongoing/emerging themes for each hospital to provide an in-depth breakdown of hospital services.

Hospitals	Top 3 Positive outcomes	Top 3 on-going and emerging Issues
West Middlesex Hospital No of reviews: 59	1. Treatment(39%)	1. Waiting times for appointments and Accident and Emergency (33%)
	2 Quickly seen for appointments(general appointments, bloods tests and x-rays) (25%)	2. Communication between the hospital staff and patients (17%)
	3. Staff Attitudes(22%)	3. Staff Attitudes(7%)
Other Hospitals Outside the Borough No of reviews: 5	1. Treatment (60%)	1. Staff Attitudes(40%)
	2. Staff Attitudes(20%)	2. Nothing works well (40%)
	3. Happy with everything (20%)	3. No appointments for MRI and Xray's (20%)
Charing Cross Hospital No of reviews: 2	1. Happy with everything (100%)	No negative comments recorded
	2. Communication with the doctor (50%)	No negative comments recorded
	3. Staff Attitudes(50%)	No negative comments recorded

Recommendations

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

Waiting Times and Appointment Availability

1. Inform patients about wait times upon arrival, setting expectations.
2. Regularly update patients on expected wait times.
3. Consider staggering walk-in appointment times to reduce congestion in the waiting room.
4. Inform patients of appointment cancellations and delays.

Communication between GPs and Hospitals

1. Triangulate patient information directly to GP.
2. Conduct follow-up contact with patients to confirm updated health information
3. Improve access to patient portals.

Improving Staff Attitudes

1. Apply updated training materials to all patient-facing roles.
2. Hold regular updates on staff experiences and support ongoing issues
3. Provide 1-1 support for staff in crisis situations.
4. Notify staff of updated accessibility requirements for patients and available interpreter services

Equalities Snapshot

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

A full demographics breakdown can be found in the appendix.



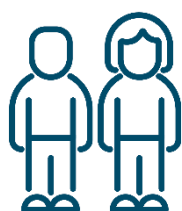
Gender

This quarter, the highest percentage of those who gave a positive review regarding their overall experience was men which stood at 73%. Similarly, women reported an overall positive experience of 70%.



Age

From the age groups we collected more than 20 reviews from; 65–74-year-olds had the highest number of positive reviews, with 84%. The second highest number of positive reviews came from 55–64-year-olds and 75–84-year-olds, for both these groups we received 78% positive feedback.



Ethnicity

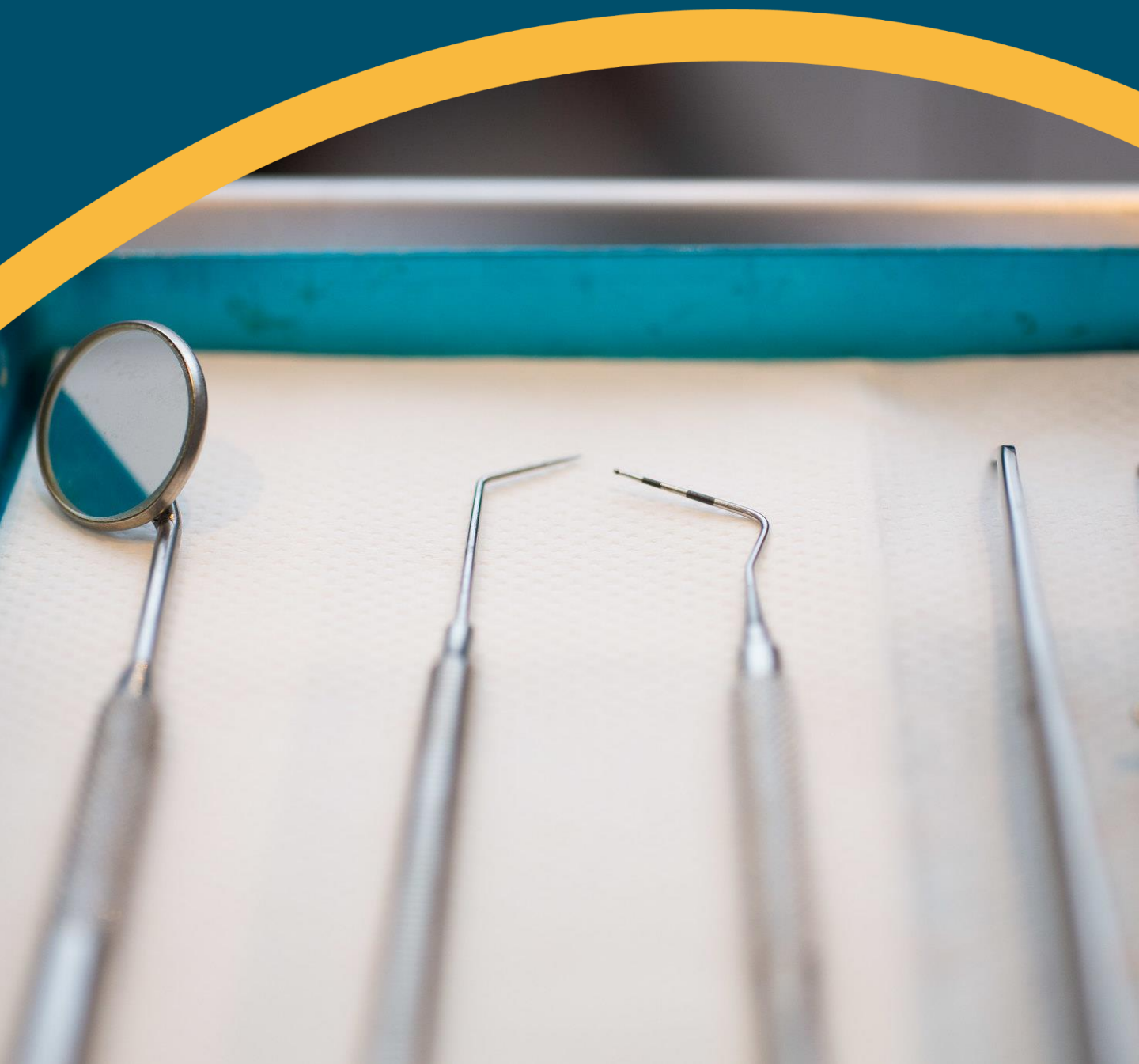
White British had 78% positive reviews; this is a small improvement from last quarter when it was 72%. For Asian Indian; 72% were positive this quarter. In addition, Asian British reviews were 59% positive, which is a significant change from last quarter when it was 76%.



Long Term Condition

Patients who considered themselves to be disabled (43) responded with 77% positive reviews, which is a sizeably better than the average for all hospital reviews (70%). Also, in patients with long-term condition (118), 73% of these reviews were positive.

Experiences of Dental Services



What people told us about Dentists

HELPFUL STAFF

"They are all extremely helpful and friendly."

TREATMENT

"Dentists were helpful when I am in pain, they treat me and explain the problems."

FLEXIBLE APPOINTMENTS

"The reception staff are good to They are on time, it's easy to get the appointment you want."

COMMUNICATION

"Communication is very good in terms of explanation of the issues you have."

HAPPY WITH EVERYTHING

"Everything was good such as treatment and advise apart from the dentist. "

APPOINTMENT AVAILABILITY

"I was referred to the NHS dentist and it took too long. After being referred to a specialist, I have been waiting four months."

COSTS

"The prices of treatment could be cheaper."

TREATMENT

"When I went the last time, they had to take one teeth out. The medicine given by the dentist ,was not enough and the more experienced dentist had to explain everything and did most of the work."

CLARITY OF FEES

"Fees wasn't clear and it was found at the end. They didn't mention in the first place but was informed later and extra payment was needed."

Dental Services

No. of Reviews	63 reviews
Positive	73.4% (46)
Negative	9.3% (6)
Neutral	17.1% (11)



Questions we asked residents

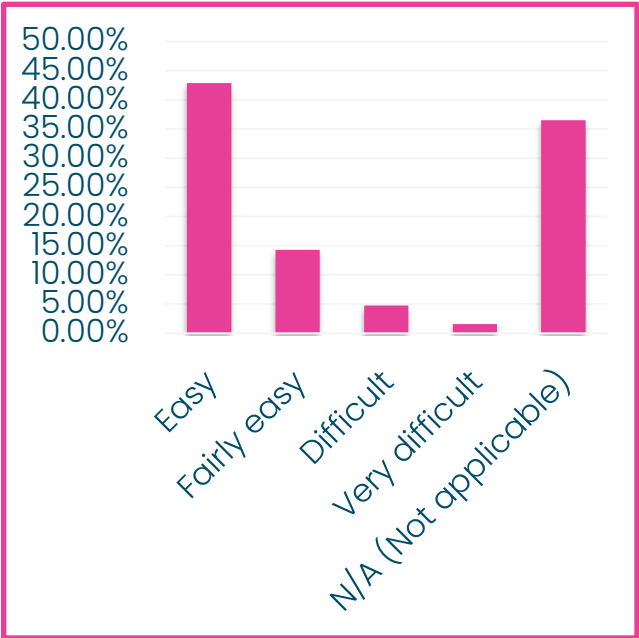
As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

- Q1) How did you find it registering with an NHS dentist? (within the last 12 months)
- Q2) How do you find getting NHS appointments?
- Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?
- Q4) How helpful are staff in explaining your dental treatment?
- Q5) How do you find the attitudes of staff at the service?
- Q6) How do you rate your overall experience?
- Q7) What works well at the dental practice?
- Q8) What is not working well, and what could be improved?

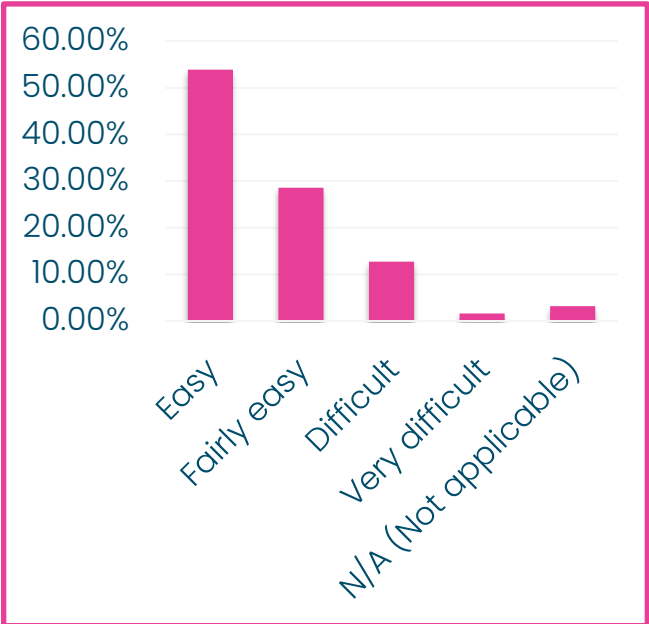
Access and Quality Questions

Q1) How easy was it to register with an NHS dentist? (If you have registered within the last 12 months)



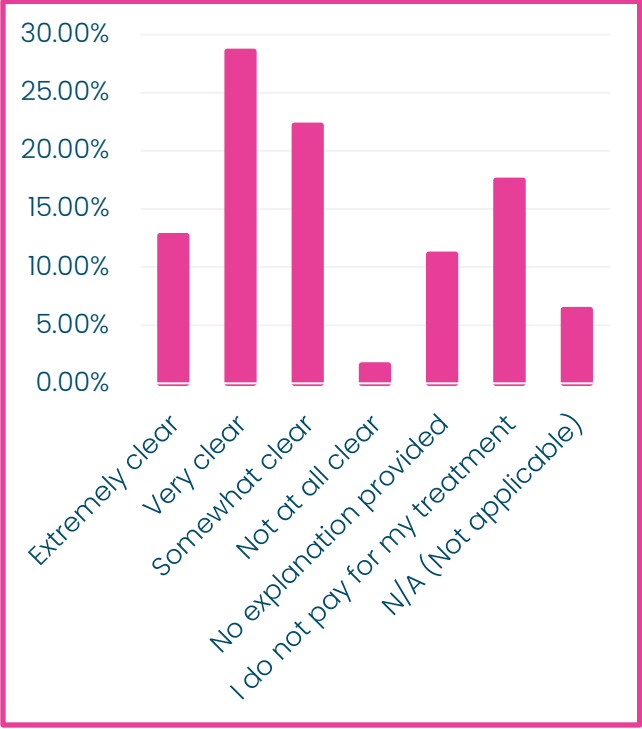
Responses	Percentage of reviews	No of reviews
Easy	42.9%	27
Fairly easy	14.3%	9
Difficult	4.7%	3
Very difficult	1.5%	1
Not applicable	36.6%	23
Total		63

Q2) How easy is it to get an NHS dental appointment?



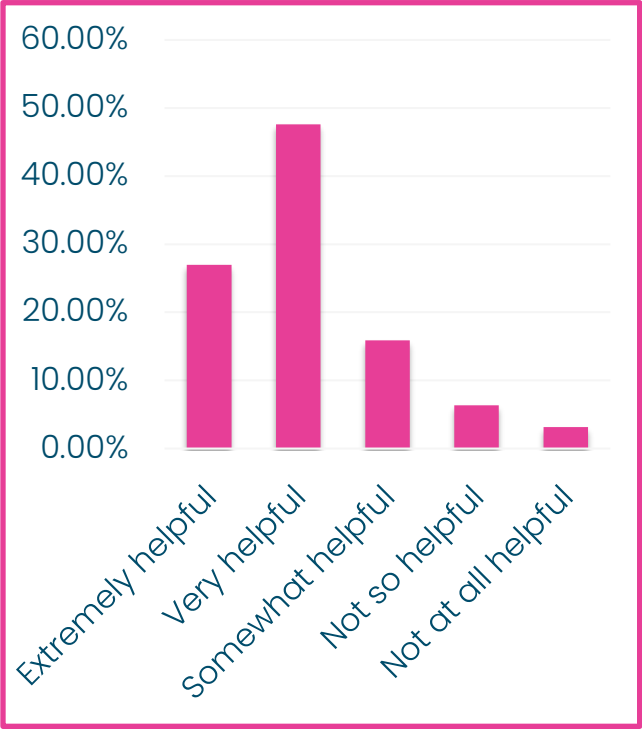
Responses	Percentage of reviews	No of reviews
Easy	53.9%	34
Fairly easy	28.5%	18
Difficult	12.7%	8
Very difficult	1.5%	1
Not applicable	3.4%	2
Total		63

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



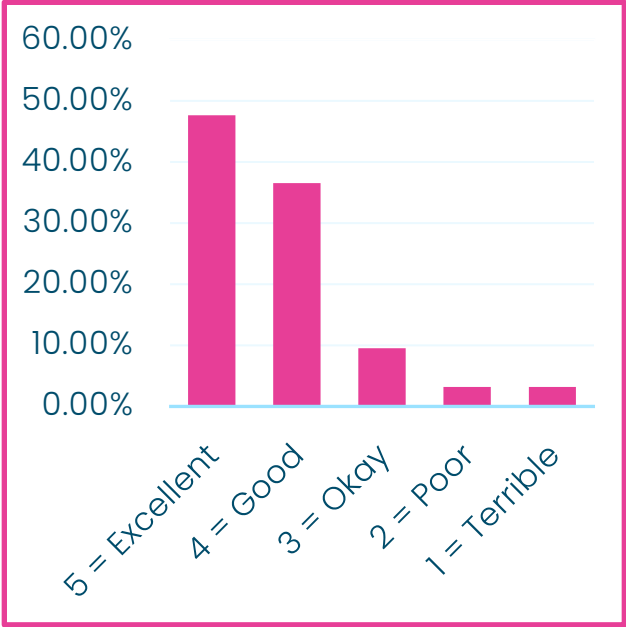
Responses	Percentage of reviews	No of reviews
Extremely clear	12.7%	8
Very clear	28.5%	18
Somewhat clear	22.2%	14
Not at all clear	1.6%	1
No explanation provided	11.1%	7
I do not pay for my treatment	17.4%	11
Not applicable	6.2%	4
Total		63

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



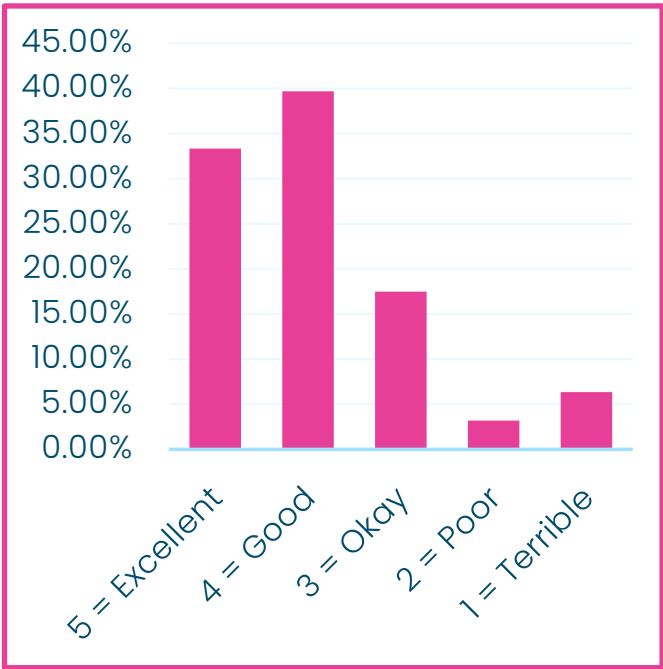
Responses	Percentage of reviews	No of reviews
Extremely helpful	47.6%	30
Very helpful	15.8%	10
Somewhat helpful	6.3%	4
Not so helpful	3.4%	2
Not at all helpful	47.6%	30
I do not pay for my treatment	15.8%	10
Not applicable	6.3%	4
Total		63

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



Responses	Percentag e of reviews	No of reviews
5 = Excellent	47.6%	30
4 = Good	36.5%	23
3 = Okay	9.5%	6
2 = Poor	3.2%	2
1 = Terrible	3.2%	2
Total		63

Q6) How do you rate your overall experience?



Responses	Percentage of reviews	No of reviews
5 = Excellent	33.3%	21
4 = Good	39.6%	25
3 = Okay	17.5%	11
2 = Poor	3.2%	2
1 = Terrible	6.4%	4
Total		63

Analysis of the top responses for questions 1 – 6

To gain a greater understanding of patient’s experience at the dentist. It was decided to review the top response for each dentist regarding questions 1 –6. The responses are given in percentages.

Responses such as "very easy," "easy," "excellent," "good," "extremely clear," or "very clear" are classified as positive reviews. Responses like "okay," "somewhat clear," or "somewhat helpful" are considered neutral. Meanwhile, responses such as "very difficult," "difficult," "not so clear," "not at all clear," "not so helpful," or "not at all helpful" are classified as negative reviews.

Access questions have been rated out of 4 (1 – Not at All Easy – 4 Very Easy) and Quality questions are out of 5 (1 – Terrible, 5 – Excellent) .Each has been colour coded to indicate positive, (green) negative (pink) or neutral (blue).

	QUALITY CONTROL QUESTIONS		ACCESS QUESTIONS			
	Easy to register	Getting an NHS appointment	Paying for NHS dental treatment	Staff explaining dental treatment	Attitude of Staff	Overall experience
Dentists						

Positive themes or Ongoing Issues

To gain a better understanding of patients' experiences at dentists, we reviewed the top four positive themes and the top four ongoing issues across all responses. Each survey that was collected was reviewed, and four key themes were identified. These reflect the areas of service that are most important to patients, as shown below.

Top 4 Positive Themes	Total Count and % of Positive Reviews	Top 4 Ongoing issues	Total Count and % of emerging and on-going issues
Happy with everything	38%	Costs	13%
Helpful staff	36%	Appointment Availability	11%
Quality of treatment	29%	Quality of treatment	5%
Flexible appointments	21 %	Clarity about NHS dentists' costs	5%

Analysis of Top 3 Positive and Emerging themes

We have also identified the top 3 positive and ongoing/emerging themes for each dentist to provide an in-depth breakdown of dental services.

Dentists	Top 3 Positive outcomes	Top 3 on-going and emerging Issues
Dental Suite	1.Happy with everything (63%)	1. Cost (11%)
	2. Helpful staff (32%)	2. Waiting times (11%)
	3. Appointment availability(26%)	3. Treatment (5%)
Hounslow High Street Dental Practice	1. Happy with everything (83%)	2. Cost (17%)
	2. Helpful staff (33%)	No other negative comments recorded
	3. Appointment availability (33%)	No other negative comments recorded
All other dentists	1. Helpful staff (36%)	1. Lack of appointments(19%)
	2.Treatment (36%)	2. Cost (17%)
	3.Appointment availability(17%)	3. Ineffective treatment (11%)

Recommendations

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

Expensive cost of treatments

1. Inform patients about the cost of different NHS treatments when patients book an appointment.
2. Revise a payment structure for patients to pay for the treatment, on a monthly basis.
3. Create a central register listing local dentists accepting new NHS patients.

Lack of appointment availability

1. Implement a structure where patients can be seen promptly when referred by GPs or for standard appointments.
2. When appointments change, provide patients with options, ensuring there are seen at the quickest available time.

Lack of clarity about NHS treatment costs

1. Produce information about cost of NHS treatments that is accessible to users.
2. Ensure patients understand the specific procedures that are covered by NHS for free and what other procedures that cost money.

Equalities Snapshot

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

A full demographics breakdown can be found in the appendix.



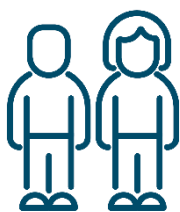
Gender

This quarter, the highest percentage of those who gave a positive review regarding their overall experience was men, at 77.7%. Similarly, 75.5% of women reported a positive overall experience. However, a higher percentage of women gave a negative review, at 2.5%, compared to just 1.1% of men.



Age

Among age groups, those aged 35–44 reported the highest percentage of positive overall experiences at the dentist at 72.7%. In contrast, the lowest percentage of positive experiences were reported by 75–84-year-olds with only 66% giving a positive rating.



Ethnicity

White respondents had the highest positive ratings (60%), while British Indian respondents had the lowest (52.9%). Black/Black African respondents were in between at 59.5%. Negative ratings were highest among British Indian groups (3.2%), followed by Black/Black African (2.3%) and White respondents (2.0%).



Long Term Condition

Patients who stated they had a disability gave 71.4% positive reviews about their overall experience at the dentist. Additionally, 75% of patients with long-term health issues gave a positive review regarding their overall experience.

Experiences of 'Other' services



What people told us about Other services

OPENING TIMES

"The pharmacy is open till late."

STAFF ATTITUDES

"Staff are quite rude; they kept me waiting for so long even if there was no person ahead of me."
(Pharmacy)

TREATMENT

"The team is quite good, they came to my house and saved me, thankful to them for their efforts, have been referred to exercise service and they do a good job, awaiting the hip replacement now."
(Fall Prevention Service)

"There could be more female staff."
(Pharmacy)

WAITING TIMES

"The treatment, have been there previously."
(Mental Health Service)

"They can be quicker if somebody is in bathtub and has fallen, they need quick support."
(Fall Prevention Services)

LACK OF CLARITY ABOUT GUIDELINES ON PAYMENTS

"All the courses were given to me were somehow okay for reading but not practical ,at least they show some care."
(Talking Therapies)

"Delays and confusion in managing payments and accessing clear guidance. Clearer guidance and quicker support could make managing them much easier."
(Adult Social Care)

Experiences of ‘Other’ services

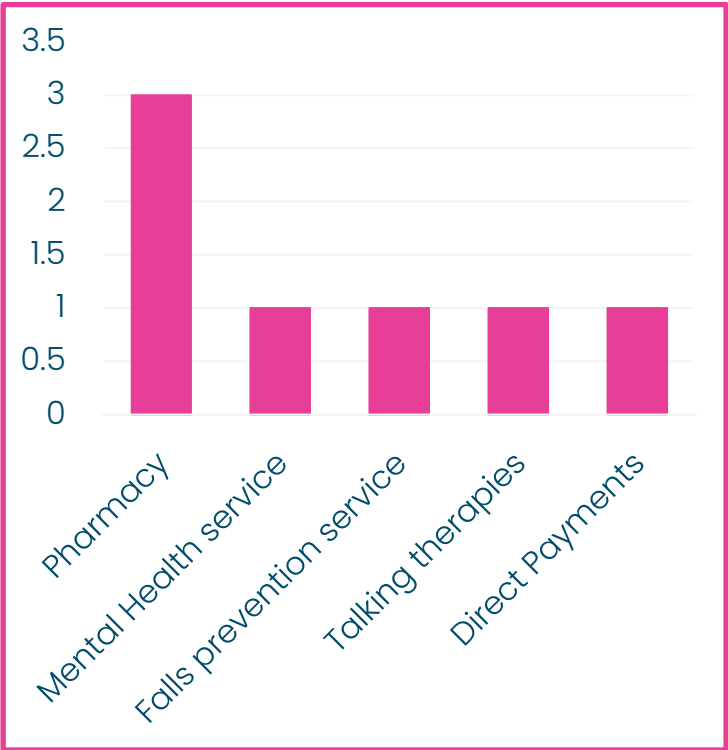
In addition to asking specifically about GPs, Hospitals and Dentists we also give the opportunity for people to share experiences about any other health services, social care and community services asking them what is working well and what could be improved.

This section provides of positive, negative reviews per service.

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

No. of Reviews	7 Reviews
Positive	4
Negative	2
Neutral	1

The table below shows surveys collected from ‘Other’ services. Importantly, most survey responses were retrieved from pharmacies. (43%).



Service Type	No of Reviews
Pharmacy	3
Mental Health service (Lakeside Unit)	1
Falls prevention service	1
Talking therapies	1
Adult Social Care(Direct Payments)	1

Thematic analysis of open-ended responses

To gain a better understand of ‘Other services’ we have collated the positive and on-going themes for each of these types of services. It is important to note we received the fewest responses on ‘other’ services.

Type of service	Positive Outcomes	On going/emerging issues
Pharmacy	Opening times and advice and female staff	Lack of advice about other services
Mental Health service (Lakeside Unit)	Treatment	Waiting times for appointments
Falls prevention service	Treatment	Waiting times for appointments
Talking therapies	Course materials were useful	Waiting times for appointments
Adult social care (Direct Payments)	Treatment	No clear guidelines about payments

Appendix



Demographics

GENDER	Percentage %	No of Reviews
Man (including trans man)	31.5%	116
Woman (including trans woman)	67.0%	247
Non- binary	0,2%	1
Other	0.5%	0
Prefer not to say	0.2%	0
Not Specified	0.2%	0
Total		364

AGE	Percentage %	No of Reviews
18-24	6.5%	24
25-34	19.2%	70
35-44	27.0%	101
45-54	19.7%	61
55-64	11.5%	42
65-74	7.6%	35
75-84	7.4%	27
85+	0.82	3
Prefer not to say	0.27%	1
Not Specified	0%	0
Total		364

DISABILITY	Percentage %	No of Reviews
Yes	22.0%	62
No	81.0%	295
Prefer not to say	1.9%	7
Not known		
Total		364

ETHNICITY	Percentage %	No of Reviews
White - English / Welsh / Scottish / Northern Irish / British	20.6%	75
White - Irish	1.3%	5
White - European	5.7%	21
White - Other	2.4%	9
European	1.9%	7
Arab	3.2%	12
Asian / Asian British - Indian	20%	73
Asian / Asian British - Pakistani	8.5%	31
Asian / Asian British - Bangladeshi	3.0%	11
-Chinese	1.0%	4
-Any other Asian background (please see below)	9.0%	33
-Black / Black British - African	8.2%	30
-Black / Black British - Caribbean	2.7%	10
-Any other Black background	0.2%	1
-Gypsy, Roma or Traveller	0%	0
-Latin American	0.2%	1
-Mixed - Asian and White	1.0%	4
-Mixed - Black African and White	0.8%	3
-Mixed - Black Caribbean and White	1.6%	6
-Any other Mixed / Multiple ethnic background	1.3%	5
-Prefer not to say	0.8%	3
-Other -	0%	
Other - not listed	5.4%	20
Total		364



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