

**PATIENT EXPERIENCE
REPORT 2018
July - September**

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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 successful and on-going implementation of the data collection programme and the Digital Feedback Centre will 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. This Patient Experience Report covered the Q2 period July-September 2018.

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

Where patients relay concerns about their treatment we inform them of their rights and the feedback and complaints mechanisms available to them. We also offer for a member of Healthwatch Hounslow staff to call them to discuss the issue in more detail at later date. This may be particularly relevant where a patient does not feel comfortable discussing the issue at that point or in that location. All patients are approached with sensitivity. During our visits, if we observe or hear any safeguarding concerns these are immediately referred to the office and a safeguarding referral made where appropriate.

Whilst we aim to gather patient experience comments and reviews from a representative sample of Hounslow's population we acknowledge that different people use different services at different times in their lives, and some not at all. Whilst all patients are asked for their monitoring information some do not wish to provide this.

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 2 period, July-September 2018. During this time, we collected 1,214 reviews, achieving our quarterly target of 1,200 (400 per month). We focussed on extending the number of GP surgeries we visit especially in Feltham, Great West Road and consolidating our visits to existing GPs and Community Services. In addition, we gathered a number of reviews from community health services, pharmacies, 111 and dental services this quarter.

Out of the total number of patient experiences received, 952 (78%) were positive and 262 (22%) 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.



Following from last quarter we have included more 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 feedbacks. In Q2 these areas are: GPs, Hospitals and Pharmacies. 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 p43-44 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 feedbacks. In Q2 these areas are: GPs, Hospitals and Pharmacies. We will show the sub-themes and some examples of comments.

Overall Patient Reviews

The number of patient reviews received for this quarter is 1214. The table below shows a breakdown of the positive and negative patient reviews. (See the appendices for examples of our physical and online questionnaires).

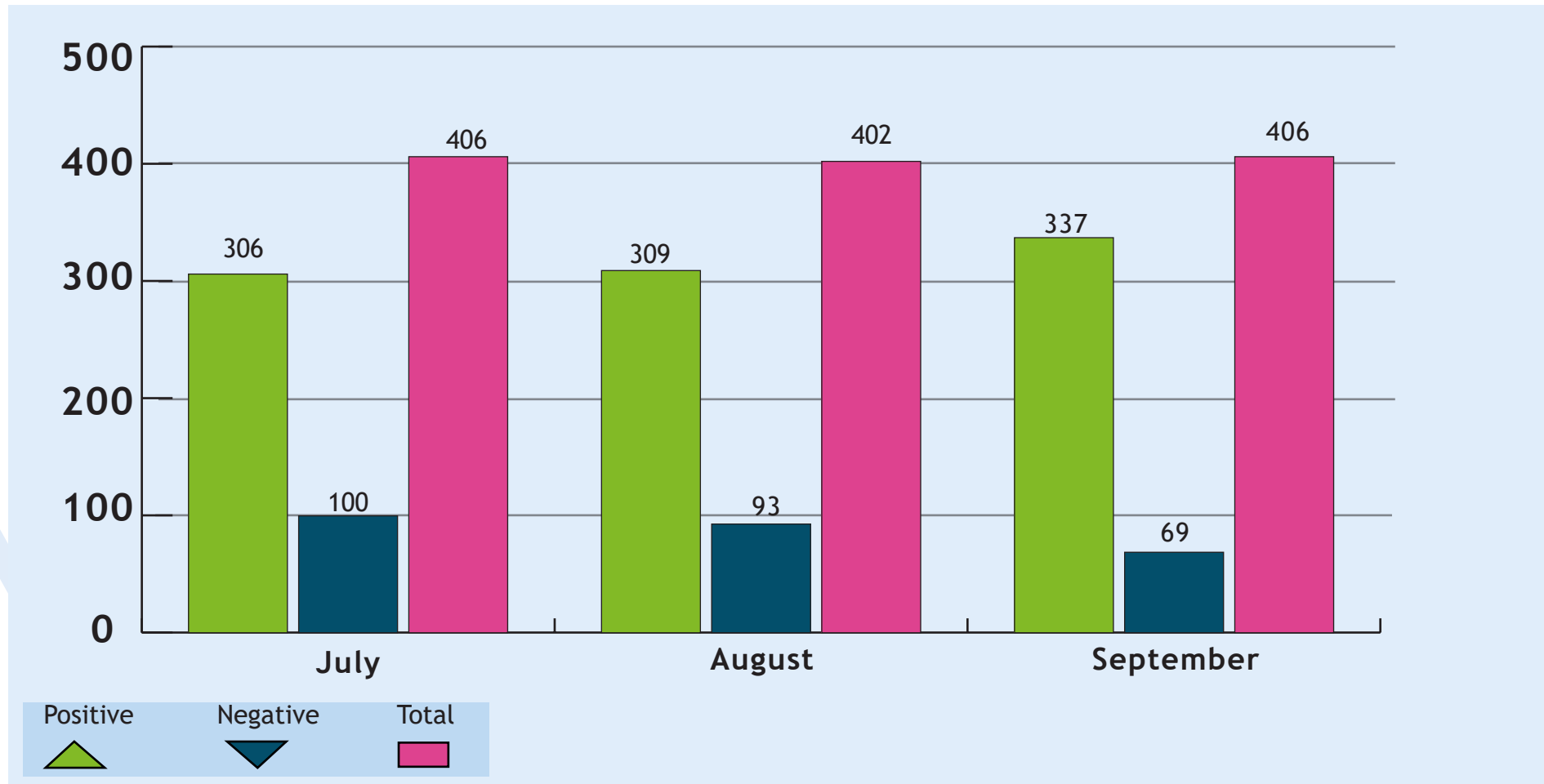
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 3 indicate a negative response*, while star ratings between 4 and 5 indicate a positive response. This quarter 952 positive responses and 262 negative responses have been recorded.

*A star rating of 3 is categorised as a “negative” star rating as experience tells us that a service with a 3 is one that generally requires improvement in one or more areas and therefore may be beneficial to keep under review.

Month	1 - 3 Star Reviews (Negative) 	4 - 5 Star Reviews (Positive) 
July	100	306
August	93	309
September	69	337
Total	262	952

Overall Patient Reviews

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



Positive, negative & total reviews for each month

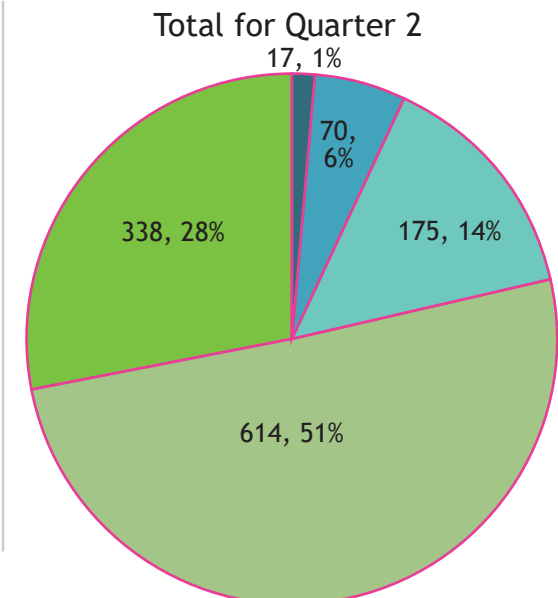
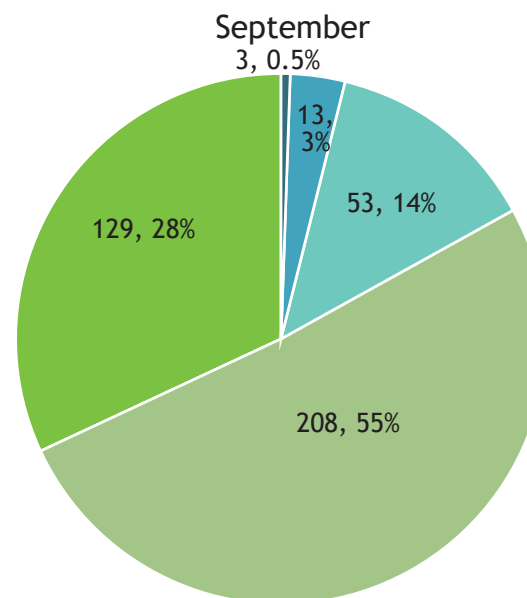
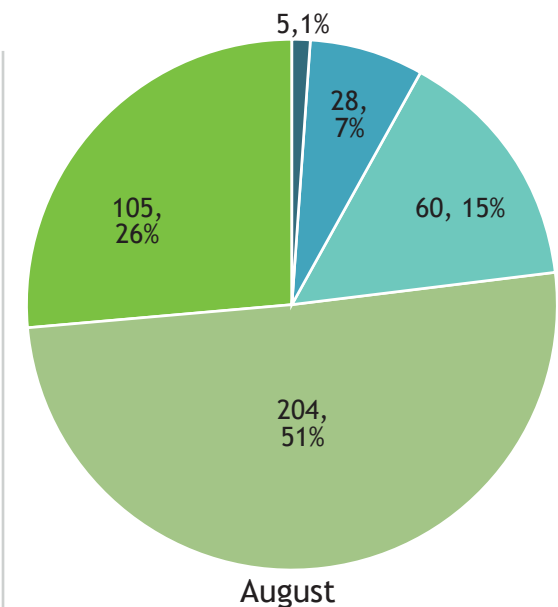
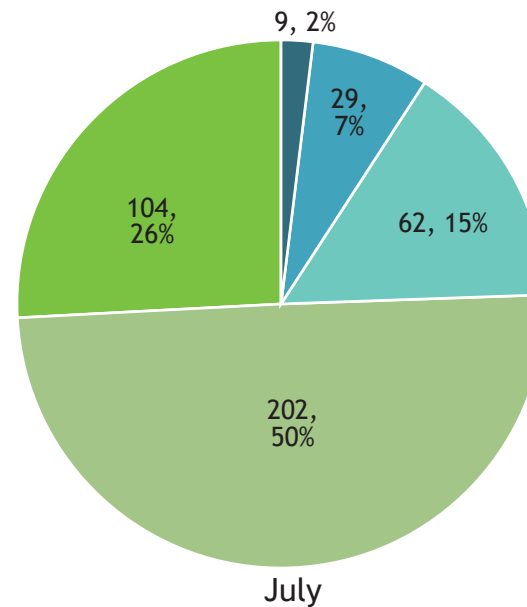
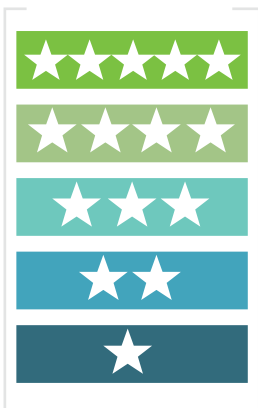
Patient Reviews: Star Ratings

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

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

From July to September the percentage of negative reviews, 1, 2 & 3 stars rating, has had a downward trend, 24%, 23% & 17% respectively. This shows that patients have had better experiences this summer.

Star Ratings



Total Reviews per Category

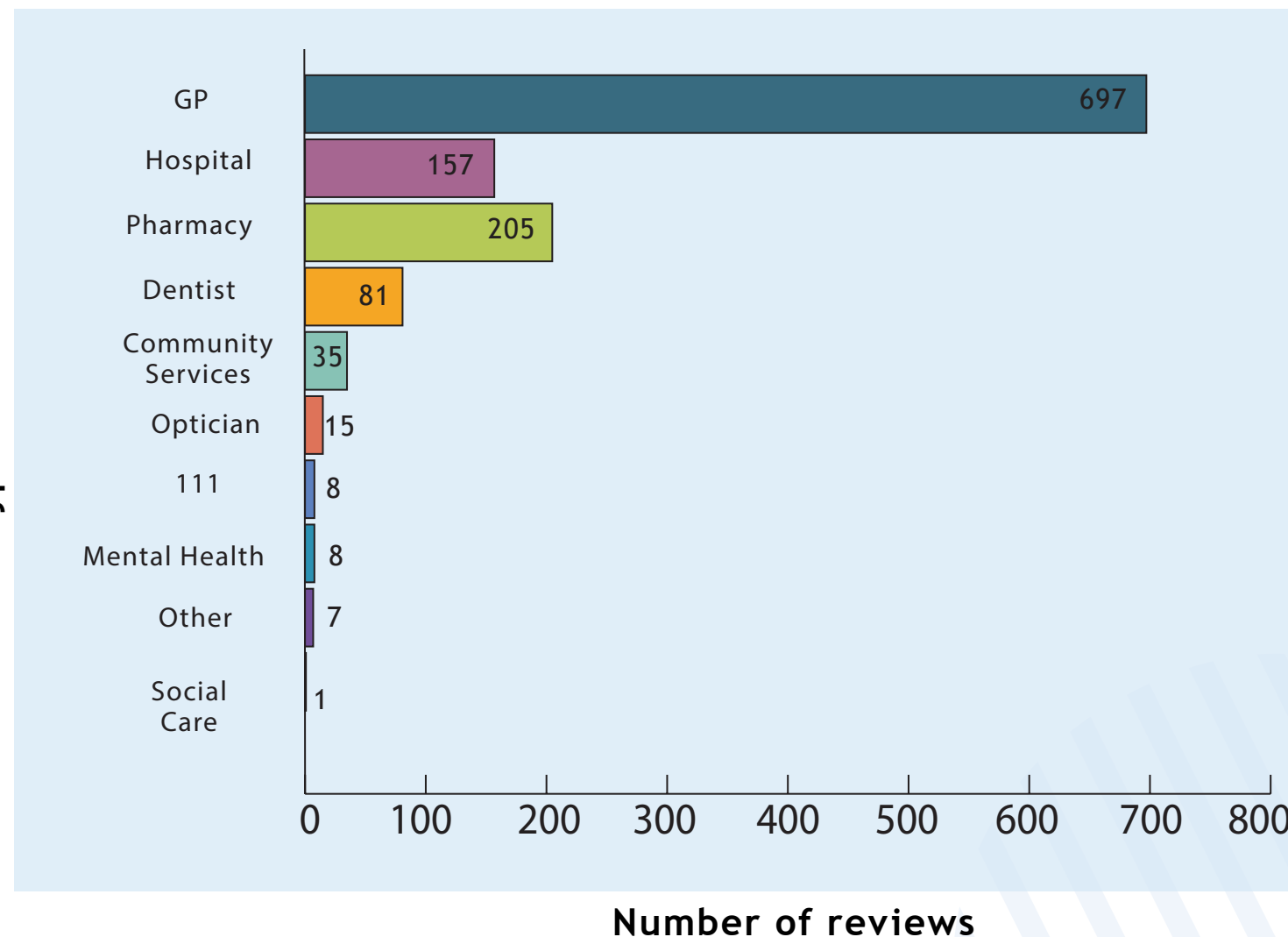
The patient reviews recorded for this quarter cover 10 service type categories, as seen in this chart.

The category with the highest number of reviews recorded is the GP category, followed by the Pharmacy and then Hospital reviews.

For this quarter, we can see an increase in the number of reviews received from Pharmacy, Dentist and Optician Services.

As the Patient Experience Programme develops, Healthwatch Hounslow (HWH) will look to focus on capturing patient experience reviews from an increasing number of service areas such as Community Health Services, Mental Health Services, Social Care Services and Others. However, where services are more applicable to wider sections of the community, such as GPs, we expect to continue to receive a large number of reviews.

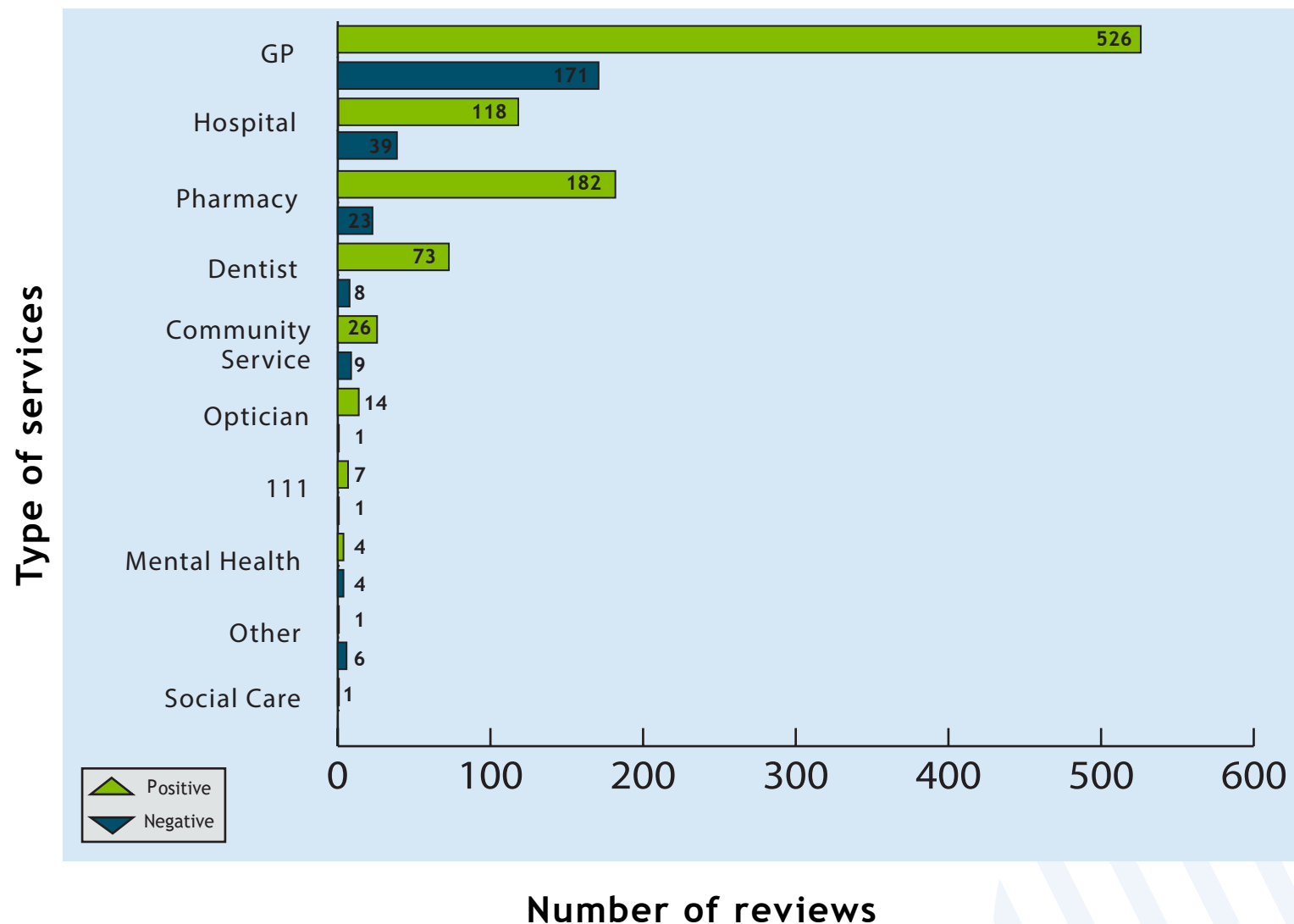
Type of services



Distribution of positive & Negative reviews

This bar chart compares the number of negative and positive reviews for each category.

The 'Opticians' category received the highest proportion of positive reviews with 93%, 'Dentist' and 'Pharmacy' categories had 90%, followed by '111' with 88%, 'GPs' and 'Hospitals' both have 75% positive reviews and 'Community Services' 74%.



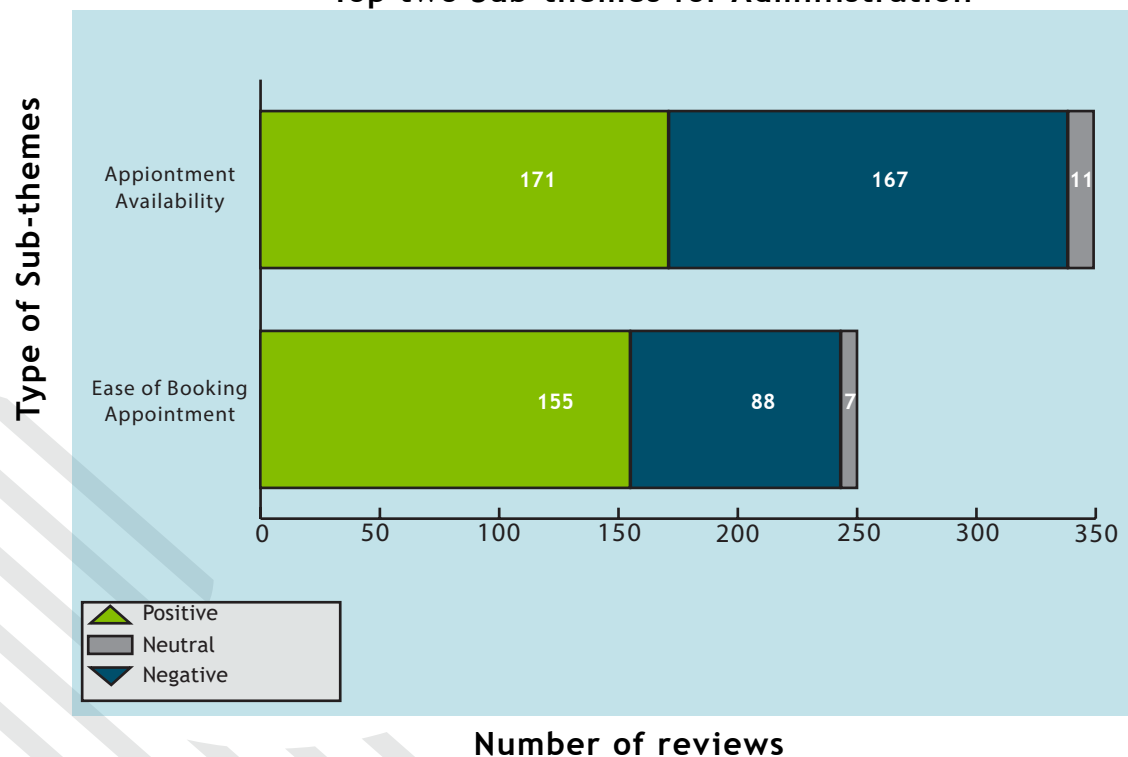
Themes /Sub-themes & Trends for GPs

On this occasion **Administration** was one of the frequently discussed themes for GPs, with 615 reviews mentioning this topic. Out of all the reviews within the Administration theme, 54% (n.334) were positive, 43% (n.262) were negative and 3% (n.19) were neutral.

The chart below illustrates a breakdown of the top two sub-themes for Administration. The largest number of reviews were about **Appointments Availability** with 349 reviews (which was 57% of Administration themed reviews). Appointment Availability received 49% positive sentiments and 48% of the feedbacks were negative. We are finding that sometimes service users think the length of time it takes to see a doctor or nurse is too long, but with the option of emergency appointments, service users can see the GP quicker.

Ease of Booking Appointments shows a different trend between positive and negatives reviews. It indicates that more service users find the process of getting an appointment at their GP to be easy, 62% of patients feedbacks were positive and 35% made negative comments. This means that for more patients making a call or booking appointments online is seen as easy.

Top two Sub-themes for Administration



Positive Reviews;

"I get appointments easily sometimes I wait long but its okay. They pick up the phone quickly."

Grove Village Medical Centre

"Today I came for last minute appointment for my 6 year old daughter she was promptly given an appointment to be seen by the next available GP which is reassuring that you will be seen rather than going to A and E for all services."

Kingfisher Practice

Negative Reviews;

"...Getting an appointment is only easy in an emergency, if not we have to wait for over 4 weeks to get my appointment, which means I need to book emergency appointments every time..."

West4GPs

"I have to wait for a long time to get appointments."

Brentford Family Practice

"It is not easy to get appointments, you have to call for half an hour..."

The Practice (Feltham)

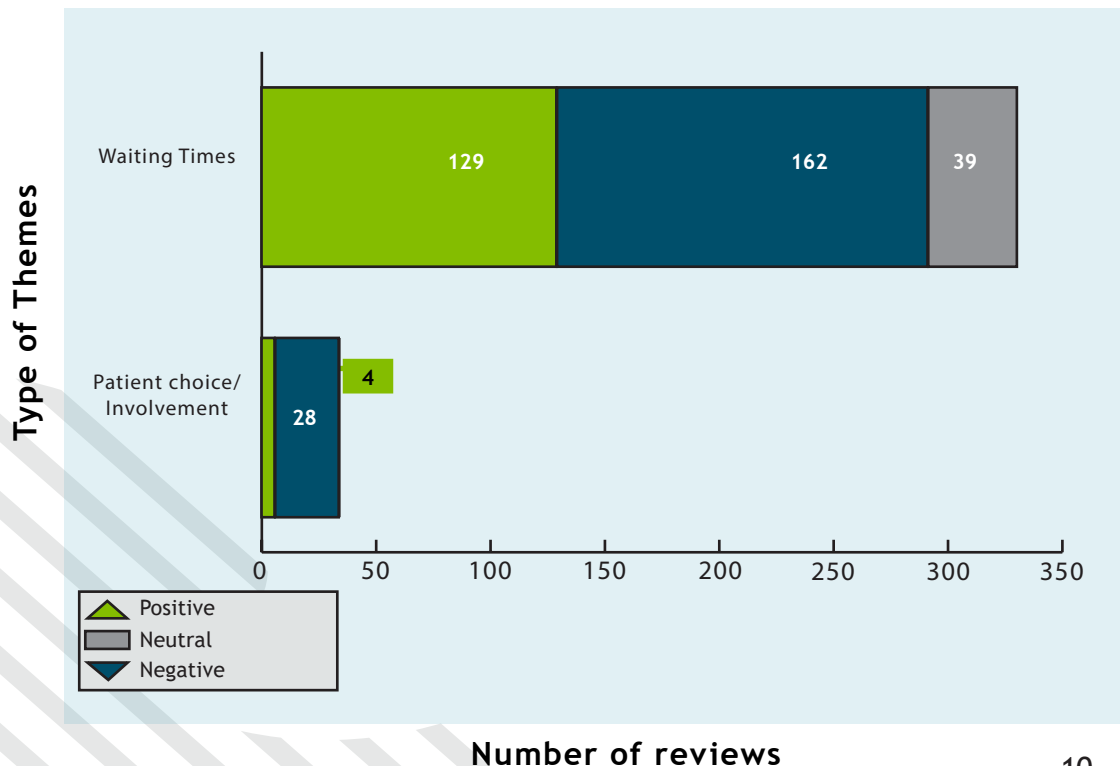
Themes/ Sub-themes & Trends for GPs

Access to Services was another of our most mentioned themes, with 396 patient reviews focusing on this area. Out of all the reviews within the Access to services theme, 40% (n.159) were positive, 50% (n.198) were negative and 10% (n.39) were neutral, this is very similar to the breakdown from Quarter1 (Q1).

The chart below presents a more detailed breakdown of the top two sub-themes for Access to Services. The **Waiting Time** sub-theme was largely the most frequently discussed theme, making up 83%(n.330) of all Access to Services feedbacks. Also, 49% of reviews were negative, 39% of the feedbacks were positive and 12% of the feedbacks were neutral. This indicates that quite a lot of patients mention their appointments being late. It should be noted that a feedback is classed as neutral when the service users say they don't mind waiting or express indifference to the waiting times.

There was also some feedback about **Patient choice/ Involvement** with 82% negative (26) and 18% positive (4). This is similar to trends we found last quarter and it shows that some service users still feel they don't get to choose how the services are provided.

Top three Sub-themes for Access to Services



Positive Reviews;

"...There isn't much of a wait, only about 5-10 minutes."

West4GPs

"...Most times they are on time or they are about 5-10 minutes wait."

St Margarets Medical Practice

Negative Reviews;

"I always have to wait really long, the doctors are always in a rush, they don't give you enough time to speak..."

Redwood Practice

"The waiting time is long when I'm here and the doctors always feel quite rushed..."

Albany Practice

"The only issue here is the waiting time, there is an always delay and we are only seeing the nurse today but still, they are 30 minutes late..."

Cranford Medical Centre

"Since I have registered, I have seen different doctors, they keep changing and I prefer to see the same doctor all the time."

Manor House Practice

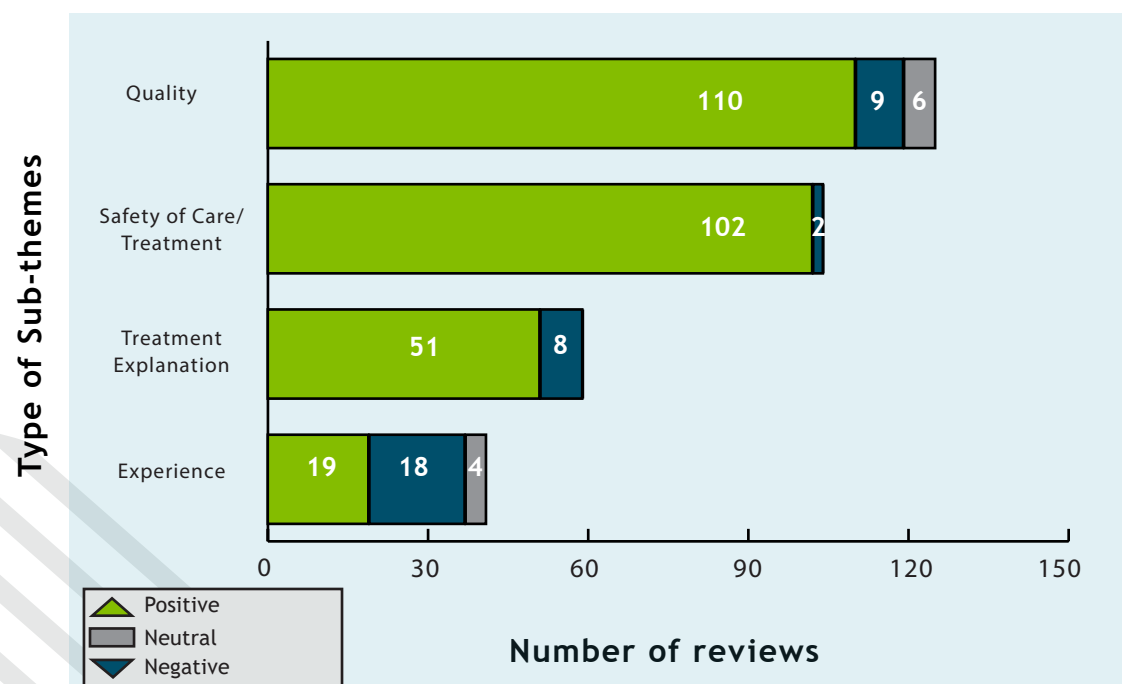
Themes/ Sub-themes & Trends for GPs

Treatment and Care was also one of the leading themes, with 342 comments highlighting this area. These reviews were largely positive, as 85% (n.290) of patients expressed their satisfaction, whereas 12% (n.41) were negative and 3% (n.11) were neutral. The chart below presents a breakdown of the top four sub-themes for Treatment and Care.

Quality of Care was the most mentioned sub-theme (37% of reviews), followed by Safety of Care (30% of reviews). Quality, Safety of Care and Treatment Explanation were largely positive with 88%, 98% and 86% respectively. This means that most service users are pleased with the all these aspects of their treatment and care and the same trends were found last quarter

However, Experience as a sub-theme was more balanced, with 46% of the feedbacks being positive, 44% were negative and 10% were neutral .

Top four Sub-themes for GP Treatment & Care



Positive Reviews;

"... I have always been treated with respect. I always manage to get an appointment and Dr P is very good and caring."
Willow Practice

"... The doctors are good they try to find the problem,they do check properly."
The Practice (Hounslow)

"...when they see you they do a great job. Usually it is very good."
Mount Medical Centre

Negative Reviews;

"...My dad and grandmother were sick and they did not receive the right care"
Manor House Practice

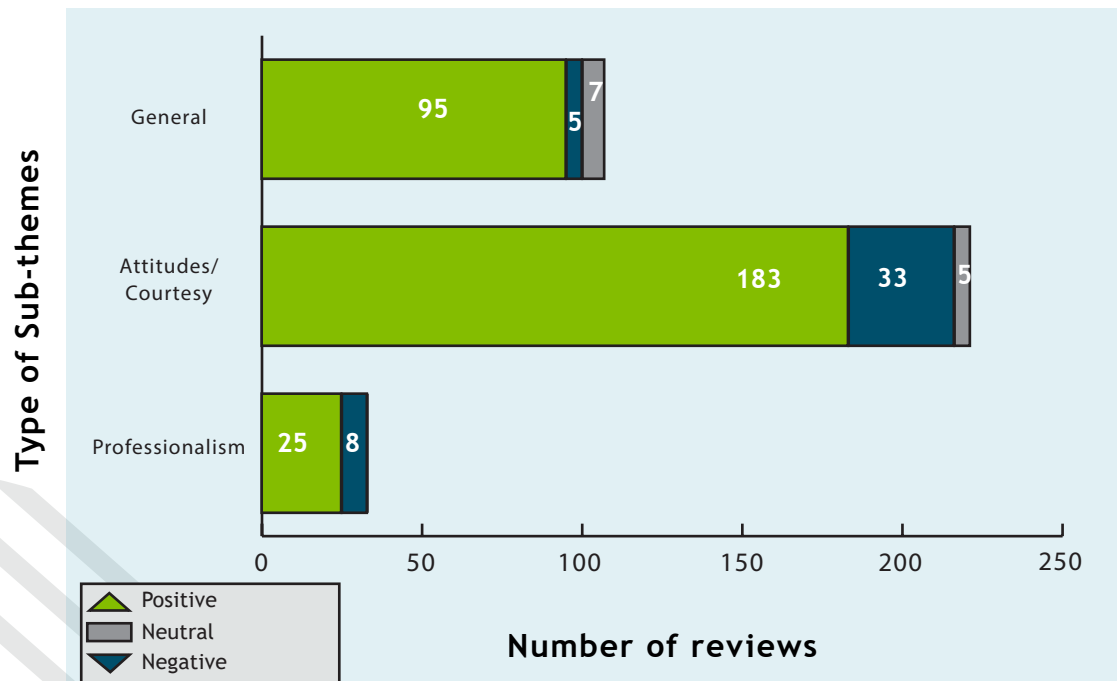
"...the doctors do not explain the treatment properly but they do sometimes give us medication."
Bath Road Surgery

Themes/ Sub-themes & Trends for GPs

Staff was our third most mentioned theme, 365 patient reviews mentioned the staff. This theme had 83% positive reviews (n.304), 13% (n.49) of the feedbacks were negative comments and only 3% (n.12) were neutral, quite similar to the trends we saw last quarter.

The chart below presents a breakdown of the sub-themes for Staff. From the feedbacks about Staff; comments about the staff Attitude/ Courtesy was the most mentioned (n.221), followed by General comments about staff (n.107) and then Professionalism (n.33). The comments received were mainly positive; 83% , 89% and 76% respectively. It is clear that service users are pleased with the staff at GPs.

Top three Sub-themes for Staff



Positive Reviews;

"The staff are very nice, the treatment is good, my husband has high blood pressure and they have been helping him."

Heston Practice

"...The attitude of the staff is very good..."

The Crosslands Surgery

"... staff are good, even though they have a difficult job to do. I've always found them to be professional."

West4GPS

Negative Reviews;

"its very dull, slow, staff can be quite immature, rude and inexperienced too."

Cranford Medical Centre

"The receptionists are terrible, they never answer the phone."

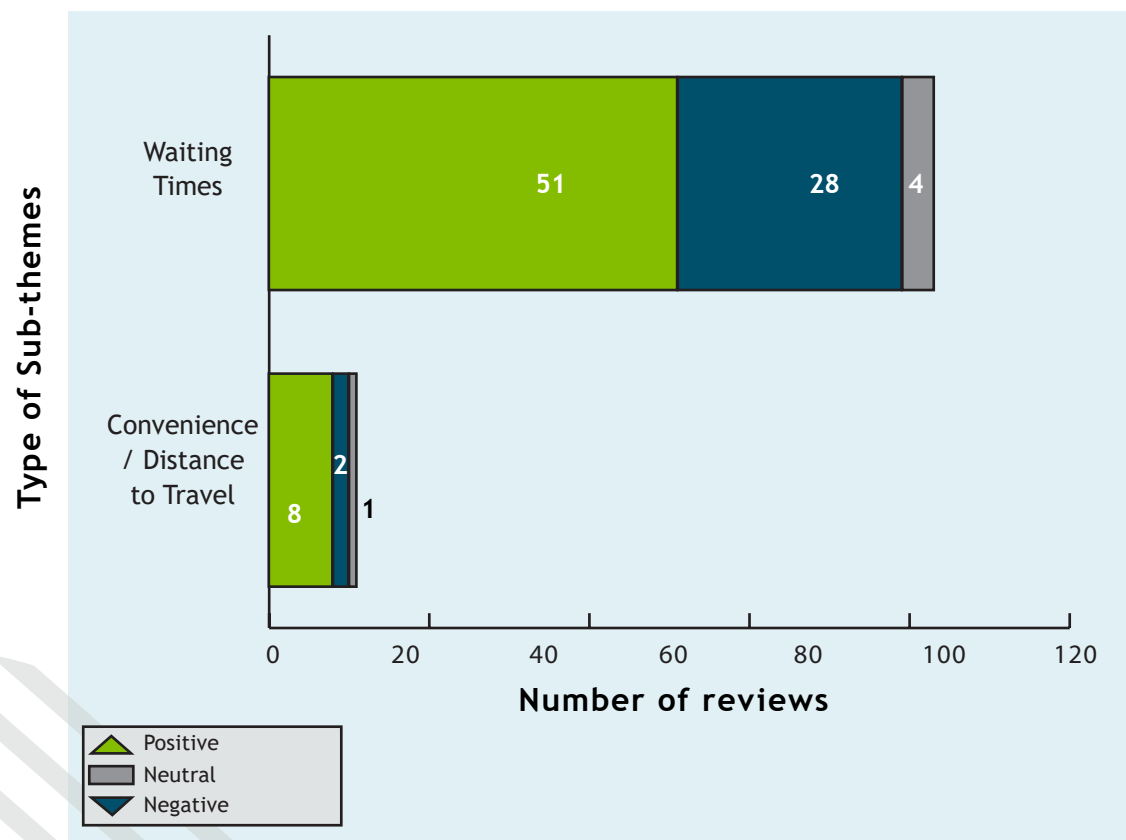
Argyle Health Group Practice

Themes/ Sub-themes & Trends for Hospitals

Access to Services remains the most mentioned theme for Hospital reviews with 102 patient reviews focusing on this area. From the reviews received 64% (n.65) were positive, 31% (n.32) were negative and 4% (n.5) were neutral.

The chart below shows the breakdown of the sub-themes for Access to services. Waiting Time was the most frequently discussed sub-theme, with 61% (n.51) positive, 34% (n.28) negative and 5% (n.4) neutral. This is an improvement compared to Q1, in Q1 positive reviews were 49% and negative reviews were 42%, so fewer negative comments have been made about 'Waiting Times' this quarter.

Top two Sub-themes for Access to Services



Positive Reviews;

"...The wait is not too long, usually, it was about 5-10 minutes extra..."
West Middlesex University Hospital

"...There is a wait sometimes but they usually double-book me and we get an update every 15 minutes which is really good."
Hammersmith Hospital

"...There was a couple hour wait but I do not mind waiting because"
Hammersmith Hospital

"...It is convenient for me to travel there by tube...they are quick to see you, usually at the appointment time unless there is an emergency."
Charing Cross Hospital

Negative Reviews;

"...They keep you waiting a long time when you arrive. The waiting is typically 1-2 hours..."
Charing Cross Hospital

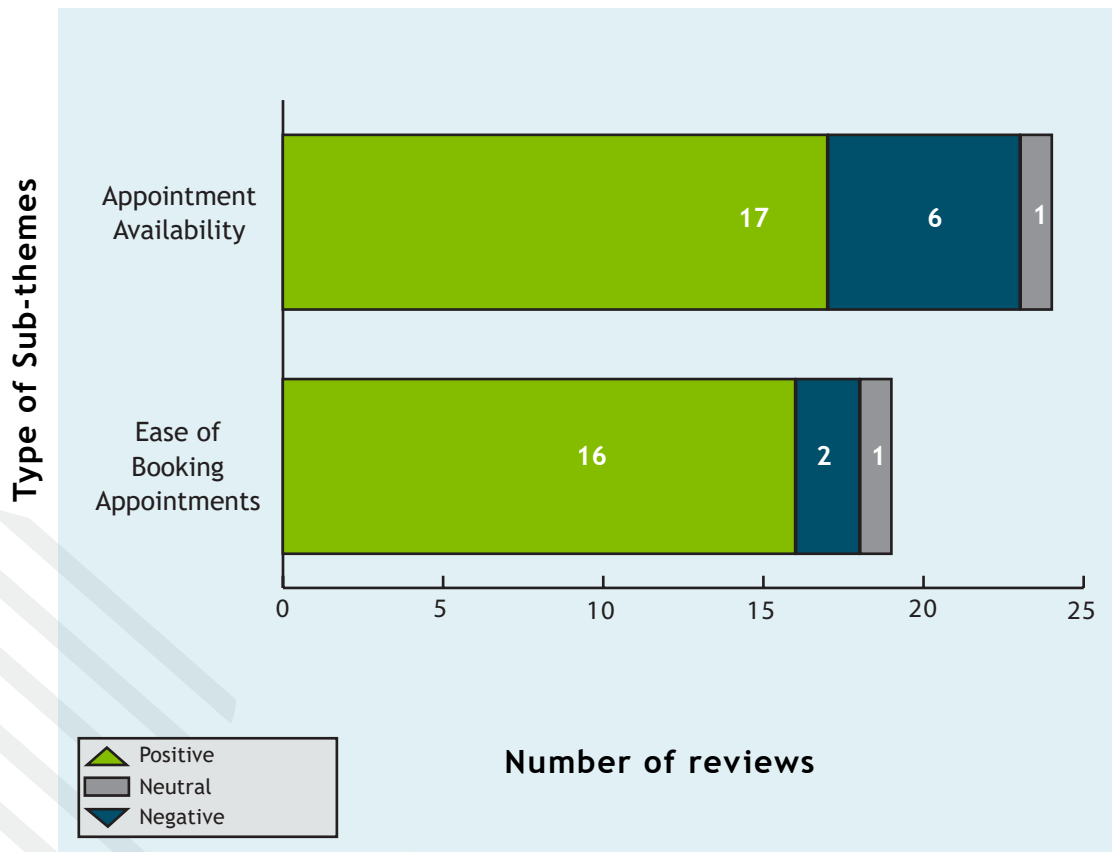
"My husband was very very ill and he was waiting for over 5 hours. They are just oversubscribed and they are good once you get seen but the waiting is the problem."
West Middlesex University Hospital

In this quarter, we received 46 comments about Administration at Hospitals. From these reviews about the Administration theme, 78% (n.36) were positive and 17% (n.8) were negative and 5% (n.2) were neutral.

The chart below shows a breakdown of the top sub-themes for Administration. Ease of Booking an Appointment, as a sub-theme attracted 19 reviews, 84% (n.16) of which were positive and 11% (n.2) were negative. This indicates that service users find the process of getting an appointment relatively straightforward, these will be outpatient appointments.

24 reviews mentioned Appointment Availability as a sub-theme. 71% (n.17) of which were positive, 25% (n.6) were negative and 4% (n.1) were neutral, indicating that most service users don't wait too long to get appointments at the hospital.

Top four Sub-Themes for Administration



Positive Reviews;

"I had a mammogram and it was good, it was easy to get my appointment..."

Charing Cross Hospital

"...They are usually willing to give elderly patients the earliest appointments possible."

West Middlesex University Hospital

"I come here every 6 months over the past 5-10 years. It is easy to get my appointment and the bus makes it convenient to get to..."

West Middlesex University Hospital

Negative Reviews;

"I was told I will have a few tests done by the hospital but I'm still waiting for my appointment because it has been set for November..."

West Middlesex University Hospital

"I've been seen by them for 8 years, getting an appointment is really difficult...the time between appointments can be up to 5 months..."

Charing Cross Hospital

"I went there today hoping I was going to get an answer for my health problems but I've got no answer. I have to wait 8 weeks for my next appointment..."

Charing Cross Hospital

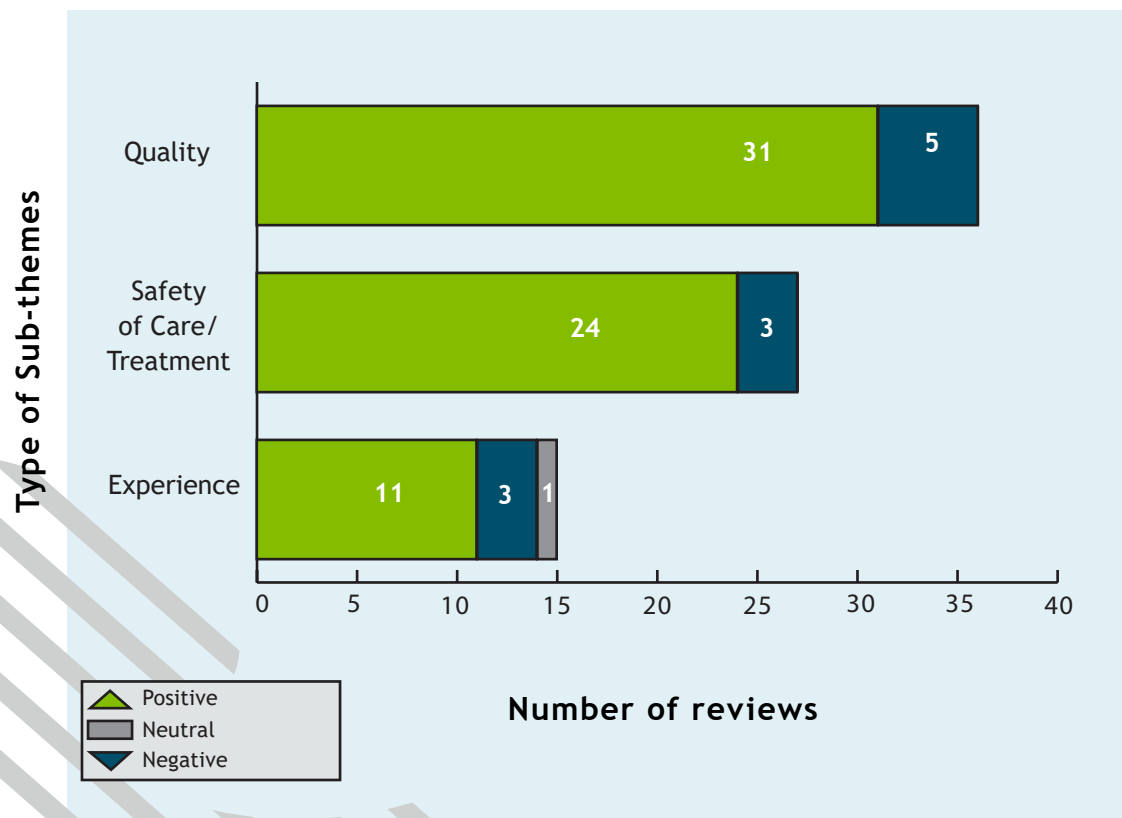
Themes/ Sub-themes & Trends for Hospitals

Treatment and Care is also a frequently discussed theme for Hospitals, with 93 reviews mentioning this topic. 86% (n.80) of service users expressed their satisfaction, 13% (n.12) were negative and 1% (n.1) was neutral.

The chart below presents a breakdown of the sub-themes for Treatment and Care at the hospital. Quality was the most mentioned and it had a 86% positive sentiment (n.32), Safety of Care/Treatment had 89% (n.24) positive comments and Experience had 73% (n.11) positive sentiments.

From all three sub-themes, comments about treatment and care were largely positive, which is also an improvement from last quarter, overall Q1 positive comments were 79% compared to 86% this quarter.

Top four Sub-Themes for Treatment & Care



Positive Reviews;

"...When I was there, they were very quick to see me. The treatment was very quick and efficient for what I was there for..."

Charing Cross Hospital

"I had my first baby there and the experience was very good. The nurses and midwives were excellent. They were very caring."

West Middlesex University Hospital

"My experience was very good, they were able to diagnose me, provide the appropriate care and help me."

West Middlesex University Hospital

Negative Reviews;

"I came here with my pregnant daughter to have some check-ups. The treatment was horrible; the midwife did not know what she was doing..."

West Middlesex University Hospital

"I've had poor treatment here in the past, so I do not go there. The courtesy I got was not good, the whole place doesn't have a good atmosphere. I always felt I wanted a second opinion after I've been there."

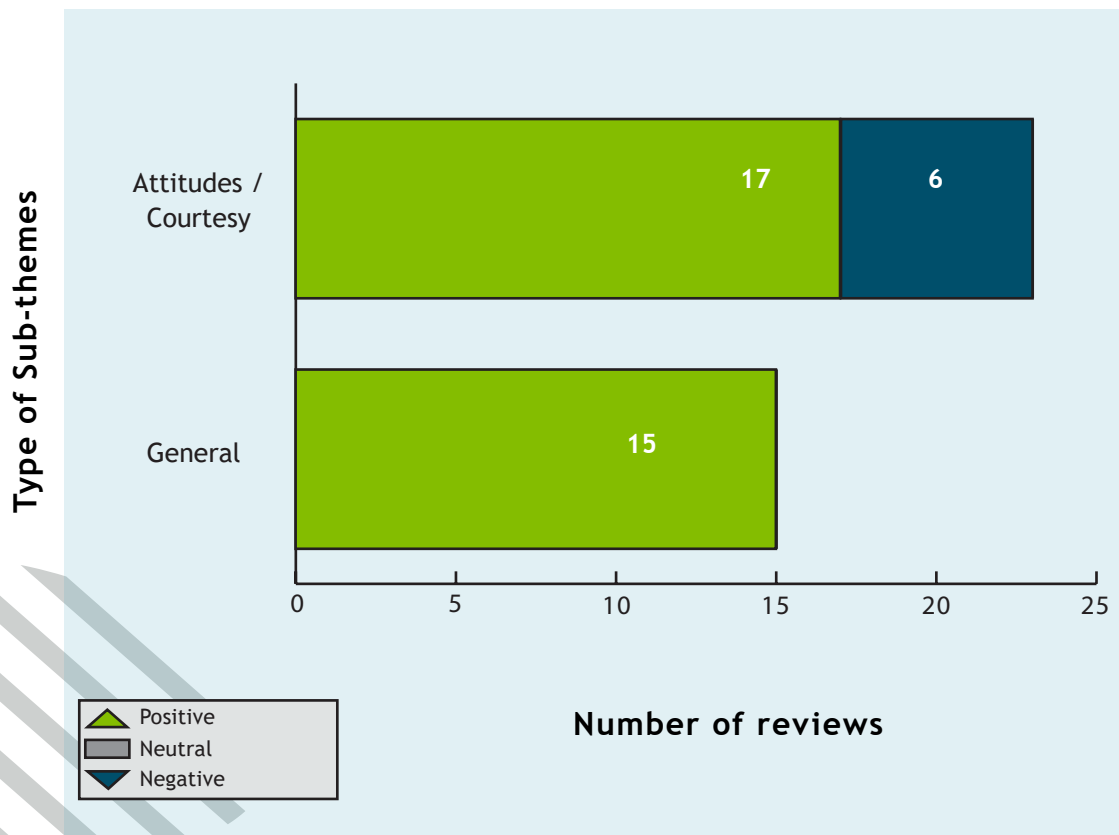
West Middlesex University Hospital

Themes/ Sub-themes & Trends for Hospitals

Comments about the **Staff** at the hospital was another popular theme, it received 45 patient reviews. Similarly to Q1 this sub-theme attracted 84% positive reviews (n.38) and 16% (n.7) negative comments.

The chart below presents a breakdown of the sub-themes for Staff. Attitudes/Courtesy comments about the Staff were the most frequently mentioned sub-theme, with 74% of the reviews (no. 17) being positive. In addition, General comments about the Staff were all positive.

Top four Sub-themes for Staff



Positive Reviews;

"I come here every 6 months over the past 5-10 years...The staff are good, I've had no problems with anybody in that time."

West Middlesex University Hospital

"I had my first baby there and the experience was very good. The nurses and midwives were excellent. They were very caring."

West Middlesex University Hospital

"I've had good experiences here, the staff are polite..."

West Middlesex University Hospital

"...The staff were nice and polite and made sure I was at ease."

West Middlesex University Hospital

Negative Reviews;

"I went to the A&E because I hurt my ankle. I found the staff to be quite rude..."

Charing Cross Hospital

"I saw a person here who did a few tests and it was fine but I then saw a neurologist and it was an absolute nightmare. I had to write multiple complaints about my experience. I even called the receptionists later to find out but they did not seem concerned nor bothered by their response..."

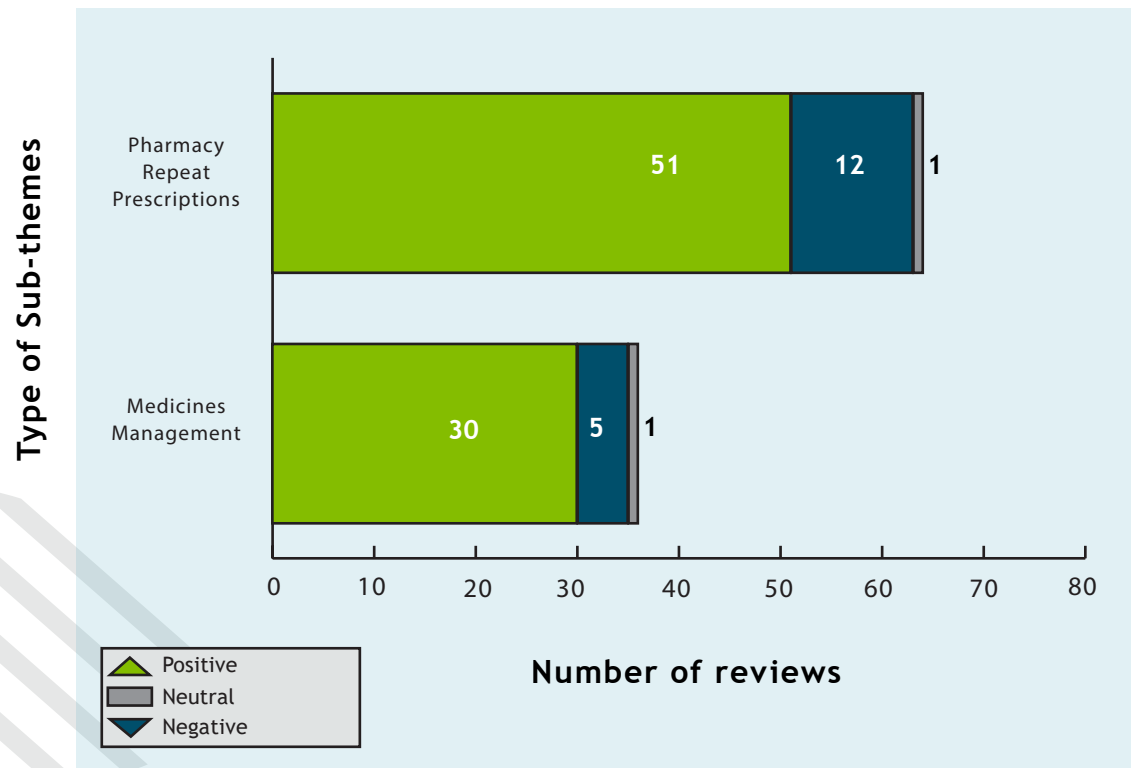
West Middlesex University Hospital

Themes/ Sub-themes & Trends for Pharmacy

The chart below presents a breakdown of the sub-theme for Medication. Overall 102 of the reviews were about Medication of which 80% (n.82) were positive, 18% (n.18) were negative and 2% (n.2) were neutral.

Medicines Management and Pharmacy Repeat Prescriptions had most of the feedback. Most of the feedback was positive, with 83% (n.30) and 80%(n.51) respectively. We have collected more pharmacy reviews this quarter compared to Q1 and the comments remain largely positive.

Top two Sub-Themes for Medication



Positive Reviews;

"I do a repeat prescription, within 24 hours its ready and they send me a text for collection..."

Herbert and Herbert

"They always have my drugs in stock."

Chiswick Pharmacy

"I come here for my repeat prescriptions, they are so efficient and so nice, so they have a queue of people going there."

Busby's Pharmacy

Negative Reviews;

"I had a problem with them recently. My GP sent two prescriptions to them separately but I had not picked up my first one from them. Due to the mix up on how much medication I actually have with me, I will be out of tablets for about 7 weeks"

Morrison's In store Pharmacy

"The system for getting my prescription has been changed, now I have to pick it up from my GP and then take it from them, it is so long now, sometimes I don't even bother."

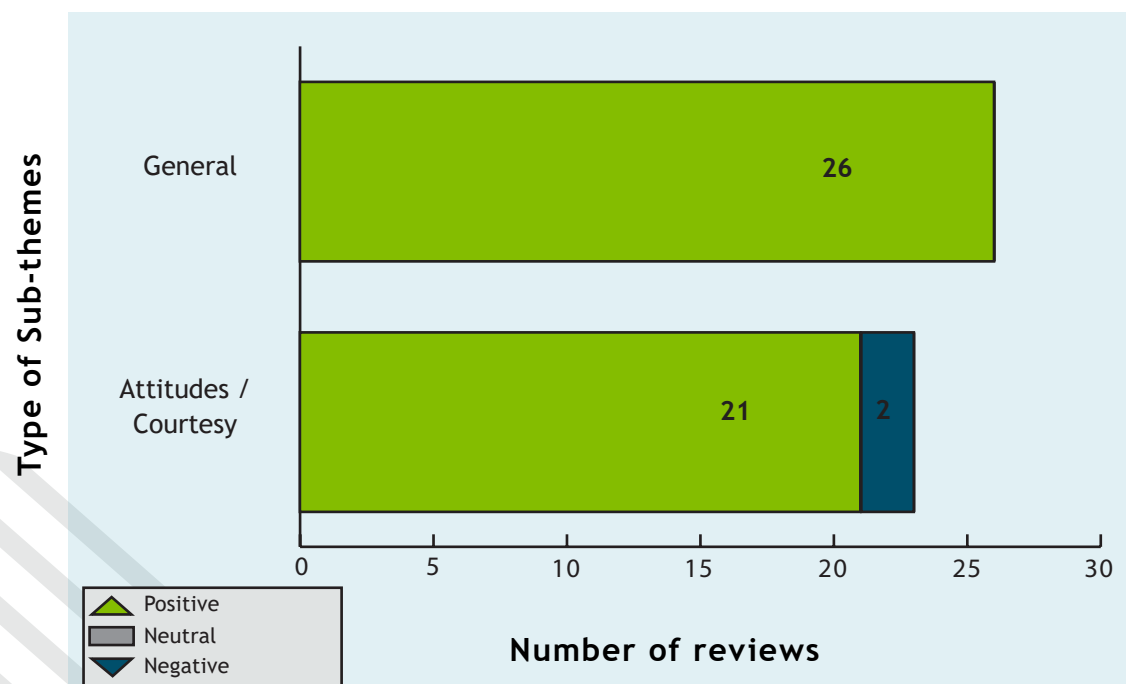
Brent Pharmacy

The chart below shows the sub-theme for **Staff** theme and there are some examples of these feedbacks showing these sub-themes.

Overall 54 of the comments we collected were about Staff, 94% (n.51) were positive and only 3 reviews were (6%) negative.

Staff in General and Staff Attitudes had most of the feedback. As seen below, the majority of the reviews are positive, this is also very similar to the percentages from Q1, with General comments having 100% positive comments and Staff attitude having 91%.

Top three Sub-themes for Staff



Positive Reviews;

"The staff are very nice, friendly and helpful..."

Lloyds

"They are polite, I come through the door and they give me my prescription."

Chiswick Pharmacy

"The pharmacist is very approachable, very helpful and very knowledgeable. He is really really good and very caring."

Numark Pharmacy

"They are nice and friendly, the chemist knows me pretty well. I get on with all the staff."

B A Williams Chemist

Negative Reviews;

"...The staff aren't particularly nice but I only go here because it is handy."

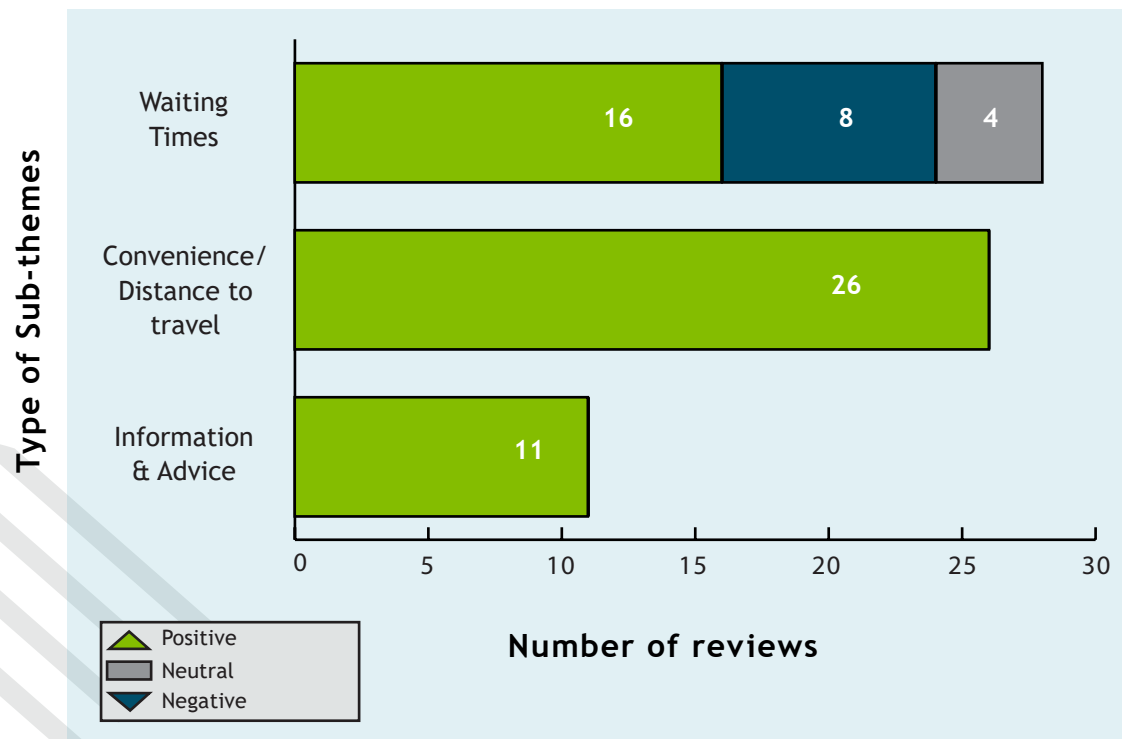
Morrison's In store Pharmacy

Themes/ Sub-themes & Trends for Pharmacy

The chart below shows the sub-theme for Access to Pharmacy Services and there are some examples of this feedback showing these sub-themes. Overall 66 of the comments collected were about **Access to Services** of which 83% (n.55) were positive, 12% (n.8) were negative and 5% (n.3) were neutral.

Information & Advice, Waiting Times and Convenience/Distance to travel had most of the feedback. The chart below illustrates a breakdown of the three sub-themes; Information & Advice and Convenience/Distance had 100% positive comments (the same as Q1). However, Waiting Times had 59% positive comments (n.16), 30% negative comments (n.8) and 11% neutral comments (n.4).

Top three Sub-themes for Access to services



Positive Reviews;

"They pick up my prescription from the doctor and in 2 to 3 days it's ready. They will send me a text to notify me about my medication. They are nice and helpful."

Maswell Park Pharmacy

"My prescription is sent here automatically and they have been very good, I can do it all online and have it sent to them within a day or two which is really convenient."

Sainsbury's In store Pharmacy

"They are efficient and I do not have to wait."

Campbell's Chemist

Negative Reviews;

"I like it because of the times and days they are open but it is sometimes very busy so you have to wait long."

Jade Pharmacy (Heston)

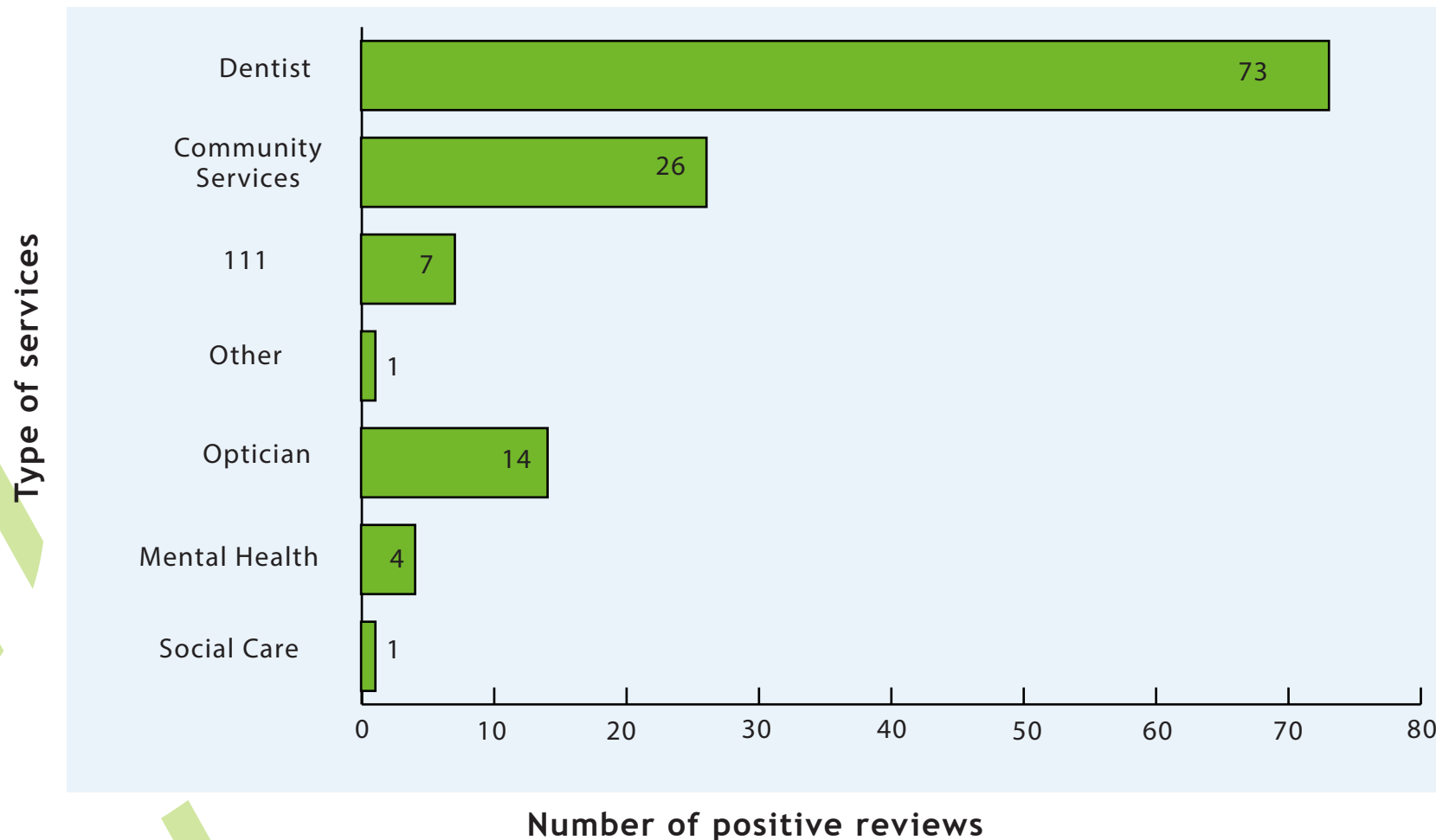
"...There is sometimes a long wait when it's busy."

Boots (Fetham, High Street)

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.

July - August - September





Dentist

“The service is good, it is quick and efficient. It takes about a week or so to get my appointment. I do not have a problem with the dentists at all.”

The Butts Dental Practice

“They have friendly staff, it is easy to book. They are helpful and the actual treatment was really good. They are well organised.”

Strand on the Green Dentist.

“It’s very good but it’s expensive. It is very easy to get an appointment.”

The Dental Suite

“They’ve always looked after me very well. They have accommodated me when I need an emergency appointment and they are generally very good. They see you on time except for the odd time when they are late.”

Perfect Smile Dental



Community services

“I’ve been here for a few things. I once had a lymphoma taken out here, I had my implant done here and my son had a blood test for diabetes done here as well. They were amazing, it was really good, they have everything well organised. It was convenient to travel to and it was good that I could have everything done in the same place. There wasn’t much of a wait.”

Heart of Hounslow

“Every 3 months I have an appointment where they check my blood pressure, my eye and other checks. I don’t have any issues. they also sent me for some check up.”

Diabetes UK Hounslow

“It was a very quick visit. My doctor referred me and I received the letter very quickly. The lady was very nice, I did not wait long.”

North West London Diabetic Eye Screening Programme

“The district nurse from Chiswick health centre has been wonderful. They are all brilliant and the care I’ve got was amazing.”

Hounslow and Richmond Community Healthcare



Other

“I’ve been in an ambulance a few times and those guys are really good.”

Services in General

“They were really consistent and gave really good advice, they were efficient. I was told a doctor will call me back within 6 hours but I got a call back in 20 minutes.”

NHS 111

“My son is not feeling well and in the last few days I have been trying to get an appointment, I could not get anything so I called 111 and they booked an appointment with my GP. I don’t understand, they told me they did not have an appointment but now they have. The person on the phone was very nice”

NHS 111

“They gave me some useful advice and even called the ambulance for me, which turned out not to be necessary. They were really quick as well, I got straight through.”

NHS 111

“The lady on the phone was very helpful, my son was not feeling well in the evening so I called them and they booked an appointment for me at the hospital. Very nice lady.”

NHS 111



Opticians

“The test for my eyes was okay. They did the test and tell you if you need anything. They also give you updates if you are doing better and if not what can be done.”

Osterley Opticians

“They are very friendly and helpful. It is easy to get my appointment, they normally send me a reminder. The treatment has been good, I’m happy with it.”

Specsavers Chiswick



Mental Health

‘The staff are very friendly and always happy to help, wellbeing network coffee mornings has a lovely atmosphere which leaves me feeling positive. They do a range of activities so as to meet everyone’s need. They also do one-to-one so you can have a private chat about any problem that you may have like family issues and they tell you which way you should go in your job. The staff are very open.’

West London Mental Health Trust

“The referral system is a bit delayed, you have to wait at least a month to get seen, but once you get in, it is fine, they listen to you and they explain well.”

CAMHS



Social Care

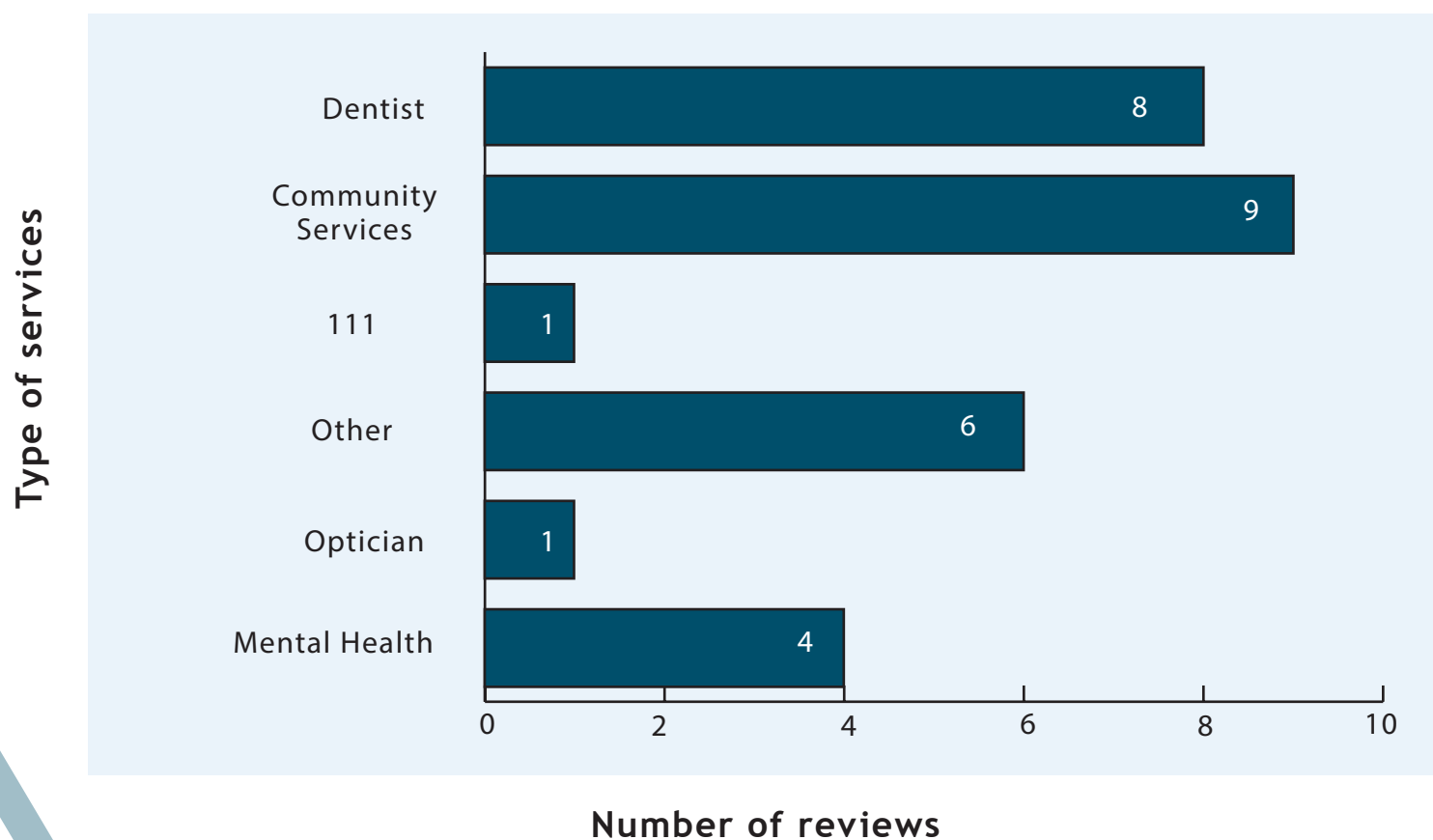
‘Its good”

Hounslow Social Services

Negative Reviews of Other Services

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

July - August - September





Dentist

“They have been okay but I’ve sometimes felt like they are doing things for themselves rather than for the best interest of the patient.”

Chiswick Dental

“I went there for treatment on my teeth but they told me I had to come back in three weeks time so I cancelled it.”

The Butts Dental Practice

“They are okay but they keep on changing. Every time I go there they seem to have a different system, but beyond that, they have been fine and are quite efficient. But they have a problem with retention of staff.”

Albany Dental Praactice



Community services

“They just give you exercises to do, which are meant to strengthen the area around your injury. But they don’t seem to give the best cure, they just give you what they can afford. I found out from my physio that all I needed was a medication rather than long physiotherapy session”

Hounslow and Richmond Community Healthcare

“I’m quite outspoken about my health but I was trying to explain to them what was wrong with me and the physiotherapist wasn’t listening to me, she was just trying to tell me it was something else causing the pain. She was trying to convince me that my back pain was because of stress and I was telling her that it wasn’t. She just wanted to follow the book rather than take my opinion seriously.”

Hounslow and Richmond Community Healthcare

“I did not think it was very good, I ended up going privately to have better treatment. They didn’t seem so well qualified as the private one. The overall experience just did not seem as good.”

Hounslow and Richmond Community Healthcare

“There is only one dietician, which might be why it takes so long, but we have been waiting since June for a referral for my son.”

Hounslow and Richmond Community Healthcare



Other

“It was a waste, they ask so many questions and it seems like they are just running through the scripts without listening to the patients.”

NHS 111

“There needs to be a preventative system. They don’t seem to care for you in a preventative manner, like giving you information on how to prevent serious illness, especially in your old age.”

Services in General

“Trying to see a specialist takes such a long time. No one comes here for no reason but the amount of times it takes to get a referral from the GP is just too long. The amount of time between you could either be cured or indeed be dead.”

Services in General

“NHS, in general, is really good but they give patients more stuff than they need, which is wasteful. There also needs to be less management and more working staff.”

Services in General

“My special needs son had various therapy sessions but it was never merged or joined up with his schooling. The services need to be more joined up.”

Services in General



Opticians

“There is a very long waiting time, they are not organised.”

Boots - Hounslow High St



Mental Health

“The last time I went there I had to wait for ages to be seen it was about an hour. Nothing was achieved at the appointment really and I do not feel the need to go back. It was on referral from my GP and it only took a week or two to get. Also, the staff were quite rude.”

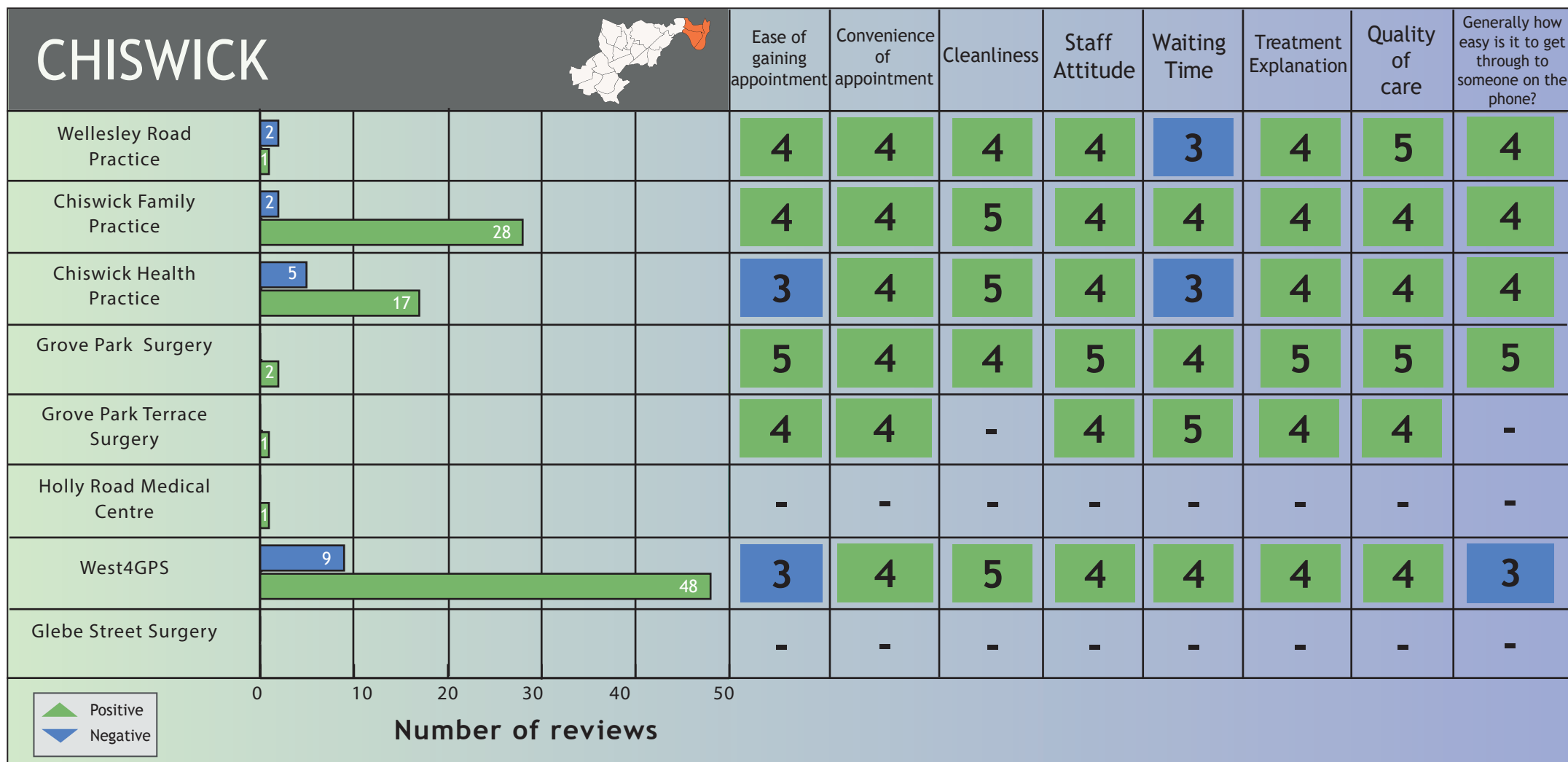
Lakeside Mental Health Unit

“I went to the recovery team in Hounslow, they are poor. If I could rate them below one I would. The mental health services don’t accept new patients because they are so under pressure, they can only deal with people who have been severely affected. So they pass you on to voluntary services or places that can’t really help. This was after I was told by IAPT that I could not access their service because my issues were too complex for them to deal with.”

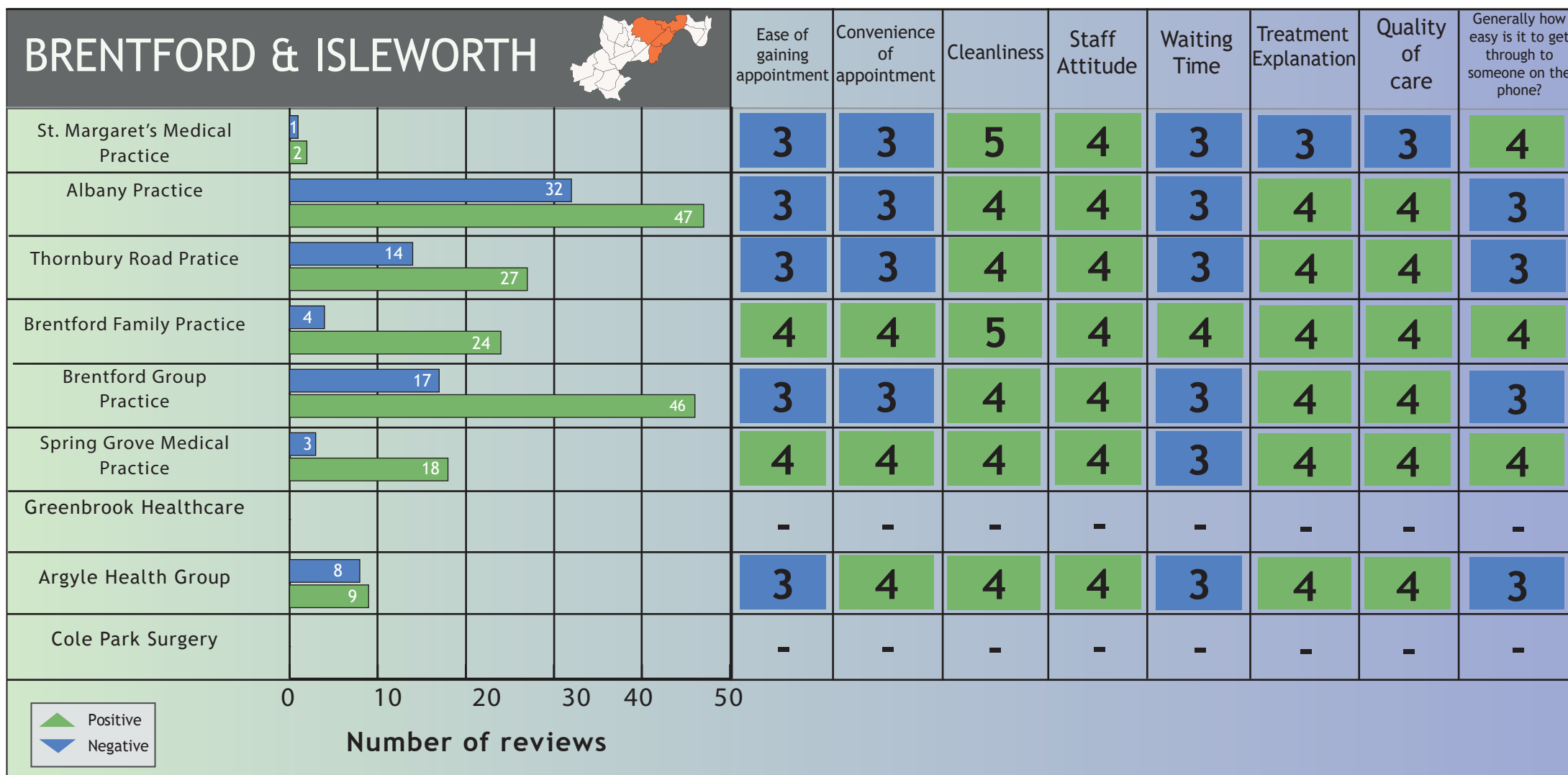
West London Mental Health Trust

Locality Specific GP Reviews

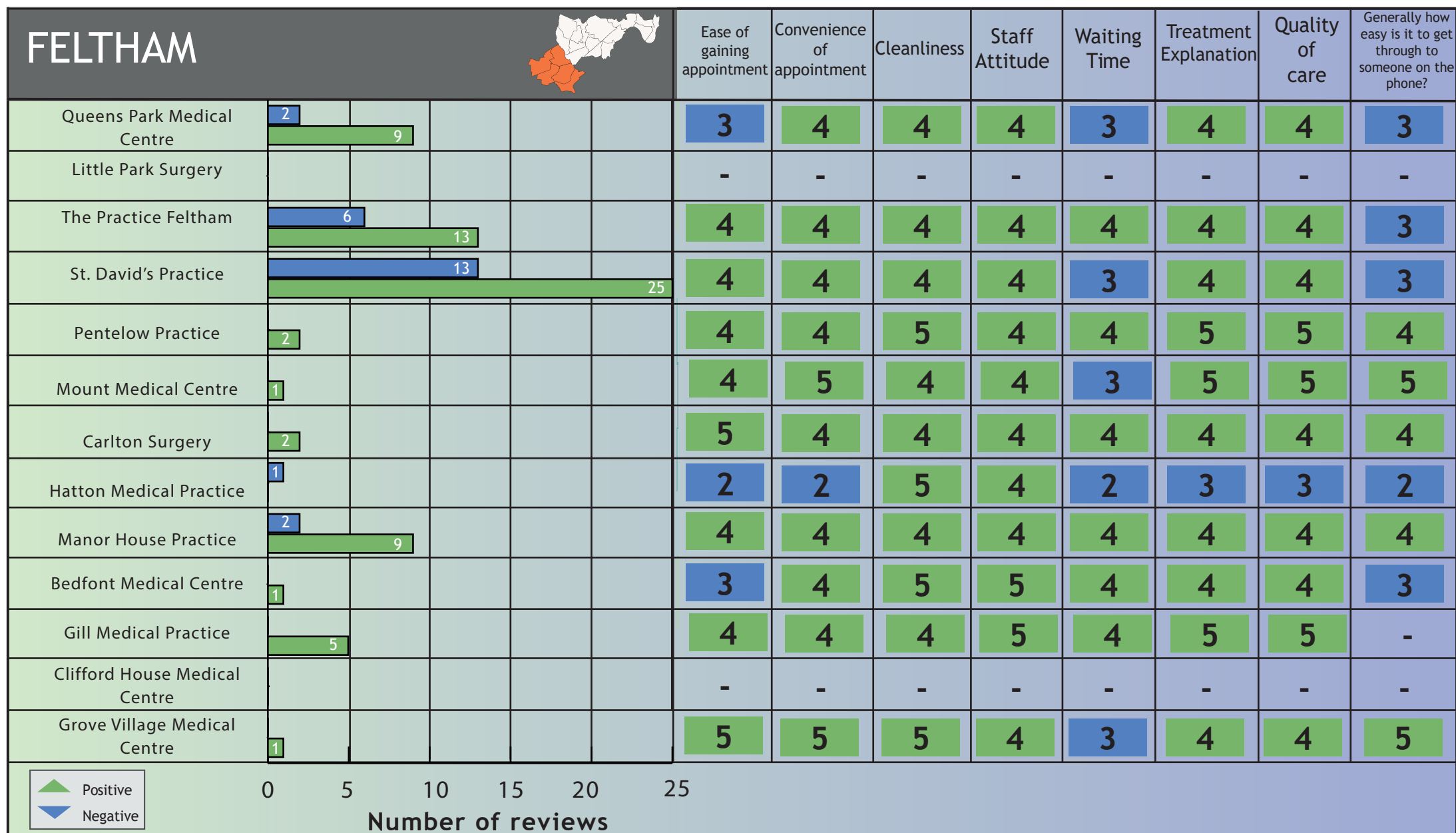
These bar charts show the number of negative and positive reviews for each surgery based on an overall star rating. The data on the right hand side reflects the average star rating out of 5* given by patients to assess a number of additional specific areas, such as ease of gaining an appointment, waiting times etc. These two data sets are shown together to give an overview for each GP Surgery. The London Borough of Hounslow is divided into five localities: **Chiswick, Brentford & Isleworth, Feltham, Heart of Hounslow and Great West Road**. The bar charts go into further detail by splitting up the localities according to GP surgeries.



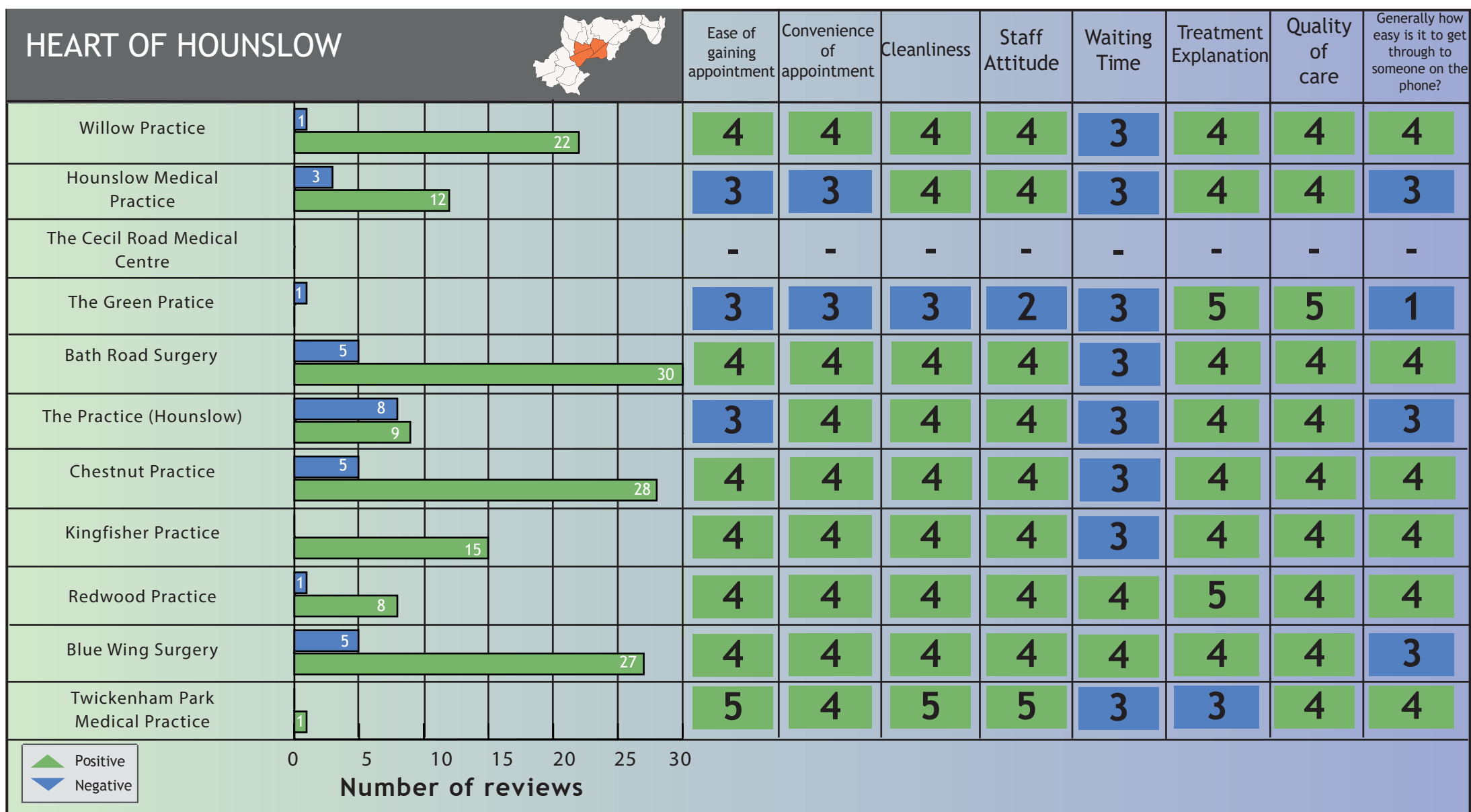
Locality Specific GP Reviews



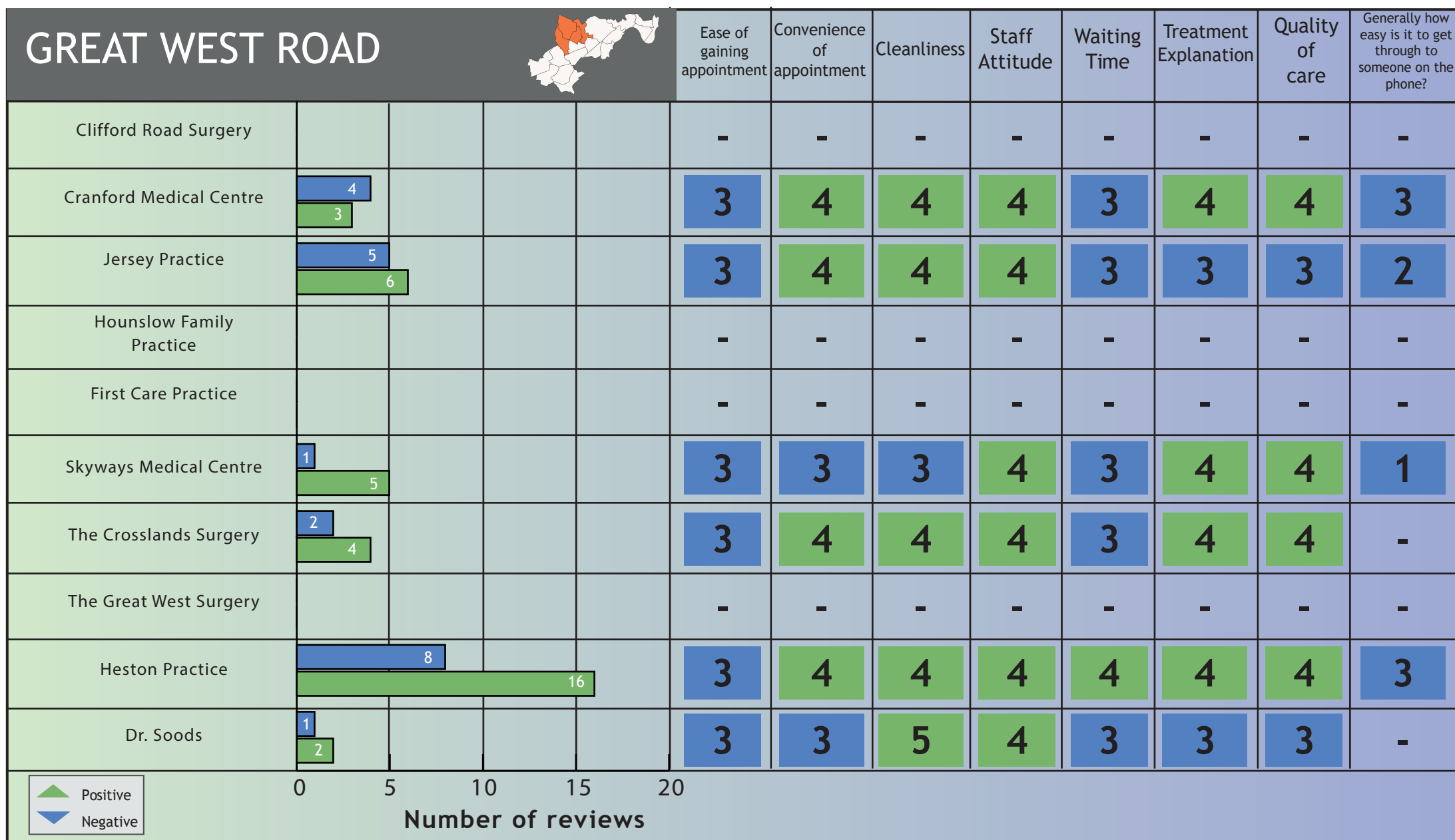
Locality Specific GP Reviews



Locality Specific GP Reviews

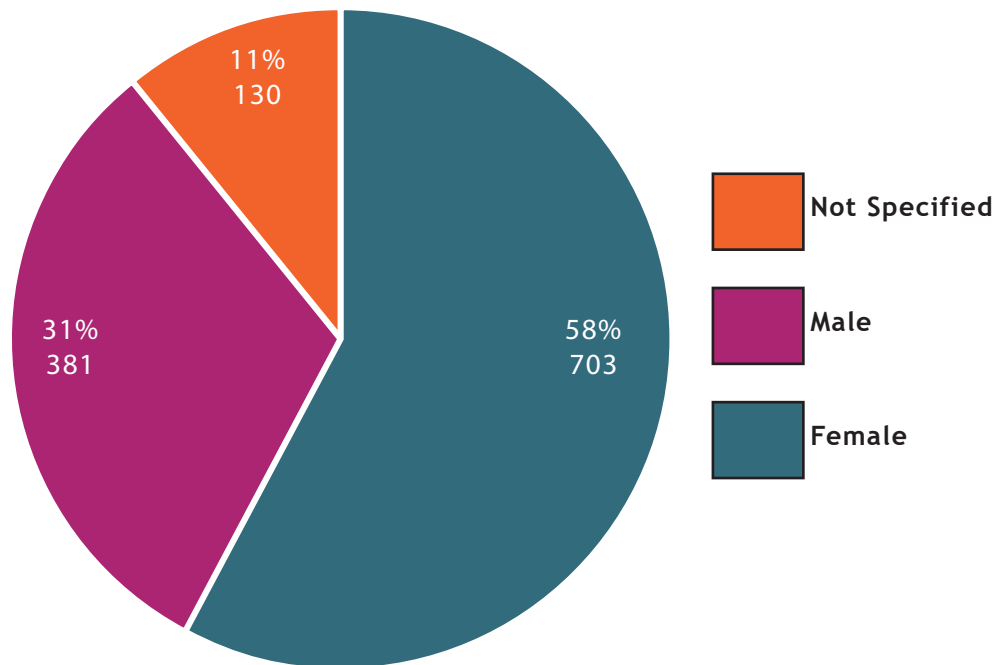


Locality Specific GP Reviews



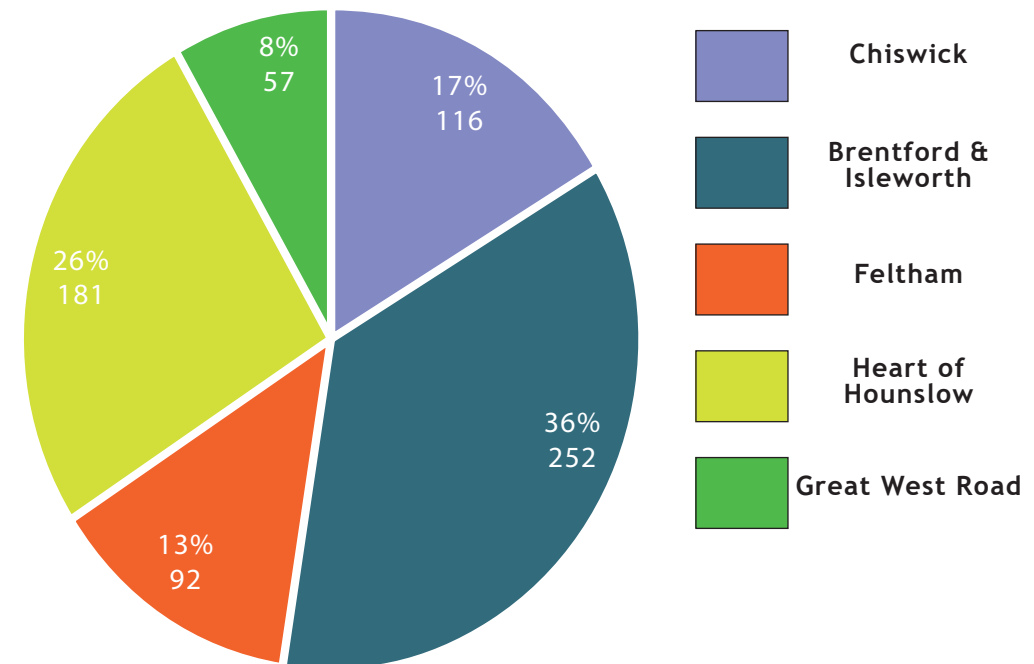
Demographic Information (July-September)

The pie chart below shows the number of reviews received by gender from July -September 2018. The majority of the reviews received this quarter were from women with 58% (703) and 31% of reviews from men.



Gender

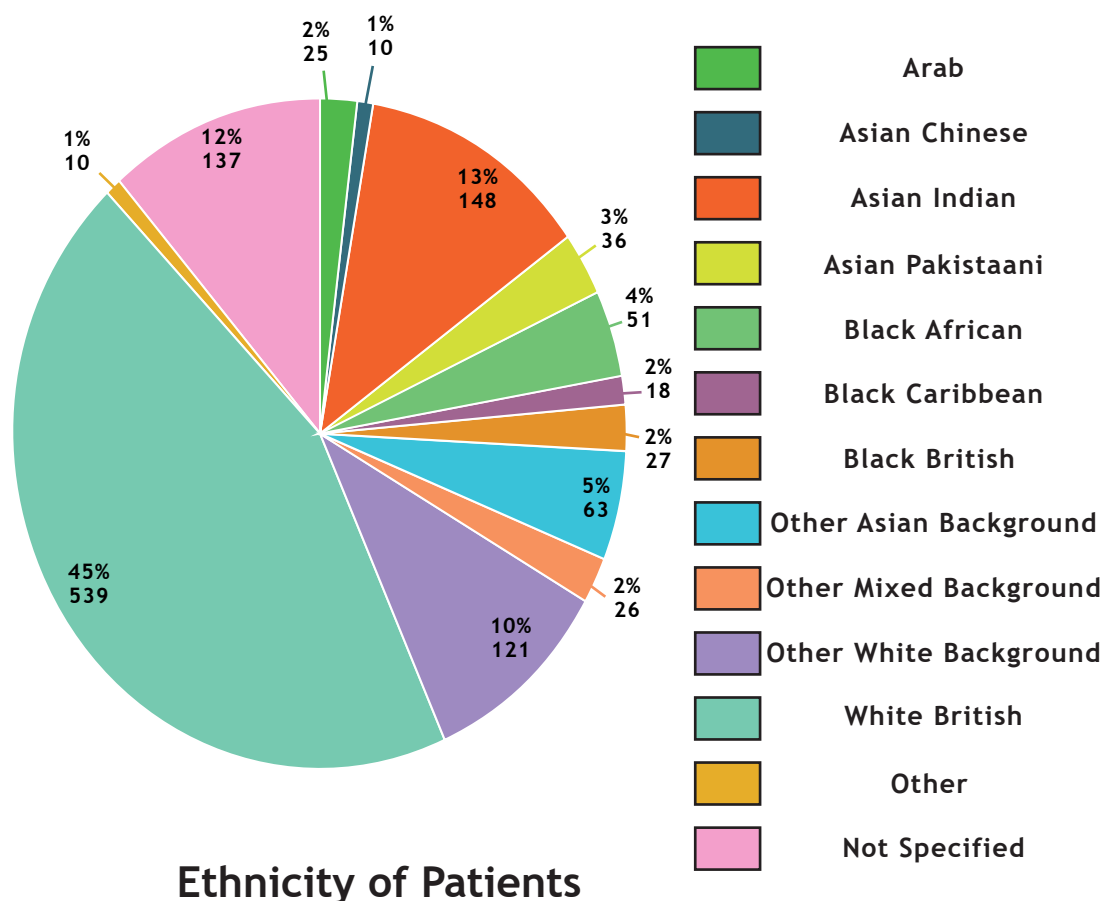
During this quarter we were able to visits a number GP surgeries in each locality with the highest number of the reviews being received from Brentford and Isleworth 36% (n.252) and Heart of Hounslow 26% (n.181). We also received more reviews from the other areas, we will continue to aim to collect patient feedback more evenly in each locality.



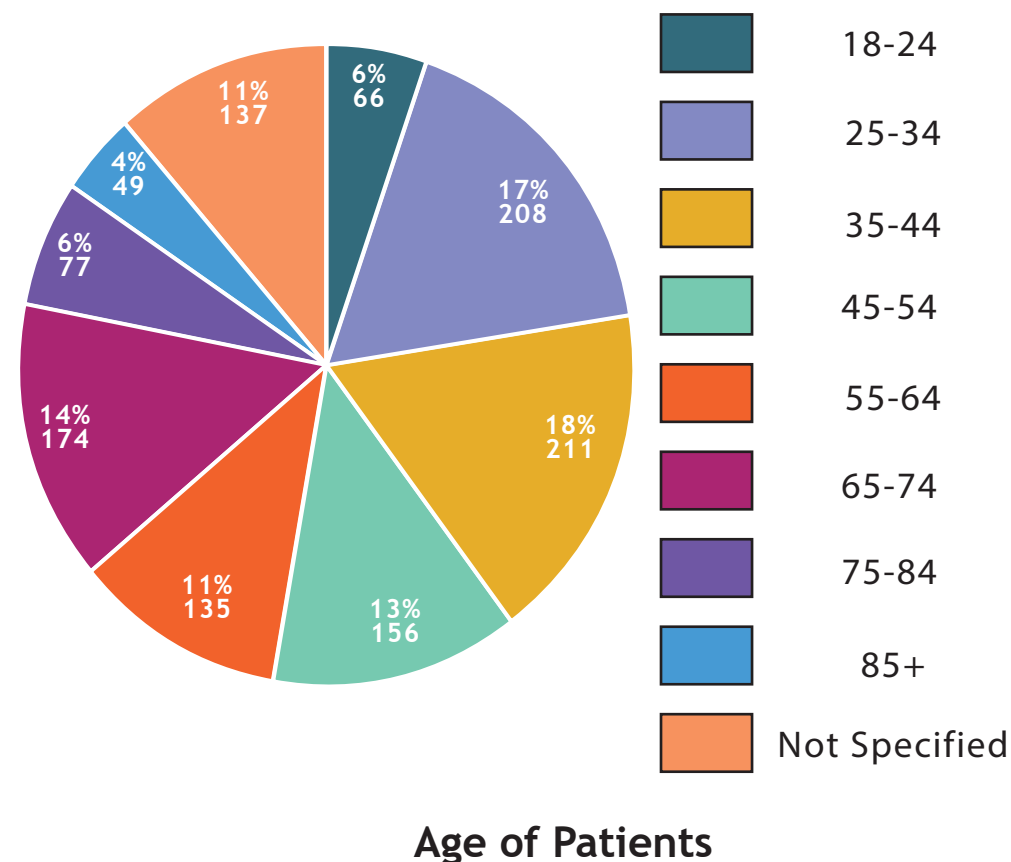
Number of GP Reviews per Locality Area

Demographic Information (July-September)

In terms of ethnicity, excluding the 12% (n. 137) who did not specify their ethnicity, the largest proportion of feedback received this quarter was from people who identified as White British, 45% (539); 13% (148) was from people who identified as Asian Indian; 10% (121) of reviews was from people who identified as being from Other White background; and 5% (63) was from those identifying as Other Asian Background.



The pie chart below shows the age breakdown of reviews received this quarter. Apart from people who preferred not to identify their age 11% (n.137), the majority of the feedback received this quarter was from the 35 to 44 age group 18% (211), followed by 17% (208) from 25-34s, however, the 85+ group supplied fewest number of reviews with 4% (49).



This quarter, 1,214 patient experiences were collected, we have maintained our goal of collecting over 400 reviews every month and we were able to visit a larger number of services in Hounslow during this period due to contributions of our volunteers. This allowed us to exceed our target of 1200 patient experience reviews.

For this quarter we have increased the number of reviews collected from Pharmacies, Dentists and Opticians. Also the reviews from GPs in the Brentford & Isleworth, Great West Road & Feltham locality areas has increased. We will continue our effort to collect as many experiences as possible from all locality areas.

There were 952 positive reviews and 262 negative reviews received this quarter. As we saw in Q1, overall, positive patient experiences far outweigh negative patient experiences. Once again in this quarter we have selected the services with the most feedback (GPs, Hospitals and Pharmacies) to do an in-depth analysis of the themes and trends of these services.

However, if we look at the overall picture of all the services, we found the following overall positive and negative themes:

Positive

86% of Treatment and Care comments received were positive

84% of comments about Staff were positive

74% of comments about Medication were positive

59% of comments about Administration were positive

Negative

39% of comments about Access to Services were negative

38% of comments about Administration were negative

24% of Comments about Medication were negative

For a full list of sub-themes see the appendix on pages 43-44

Actions, impact and next steps

This report identifies a number of areas of good practice and also areas for improvement across different services. Healthwatch Hounslow (HWH) will use this report in its meetings with both commissioners and providers, sharing the themes 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 last HWH Patient Experience Report (Q1) has now been shared and presented at a number of different levels to different audiences including the:

- Hounslow CCG Quality, Patient Safety and Equality Committee
- Hounslow CCG Governing Body
- Hounslow CCG Public & Patient Experience Committee
- Carers Partnership Board

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. Initial actions identified from presentation and discussion of the previous report include:

- We are able now to provide 12 months data and this was welcomed as it gives a more representative picture of the feedback about a particular service.
- Further consideration into how the report can be best fed into and form a part of Contract Monitoring Meetings the CCG has with providers.

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 are able to cover.

We also have approached Chelsea and Westminster Hospitals NHS Trust to ask for a regular slot collecting experiences at West Middlesex University Hospital outpatients.

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>