

PATIENT EXPERIENCE
REPORT 2017
JULY- SEPTEMBER

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Executive Summary

This quarter has seen the progress of the digital feedback centre, which has resulted in **1258 patient experiences** being received. This quarter has seen a notable increase in positive experiences received, specifically **911 positive** to **347 negative** experiences of service provision within the borough.

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 or highlight areas of good practice.

We seek to identify themes and trends and (if possible), highlight potential gaps and provide recommendations early to assist in planning for future provision. Our questions are uniform across the digital feedback centre as well as the physically collected forms, we want to represent each locality as evenly as possible.

The successful and on-going implementation of 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.



Healthwatch Hounslow hopes to expand the impact of the feedback centre and build on the engagement the centre affords us to develop it even further to provide greater and better representation.

Overall Patient Reviews

The number of patient reviews received for this quarter is **1258**. The table below shows a breakdown of the positive and negative patient reviews. The patient reviews are based on a star rating and verbal/written feedback. See appendix for examples of our physical and online questionnaires.

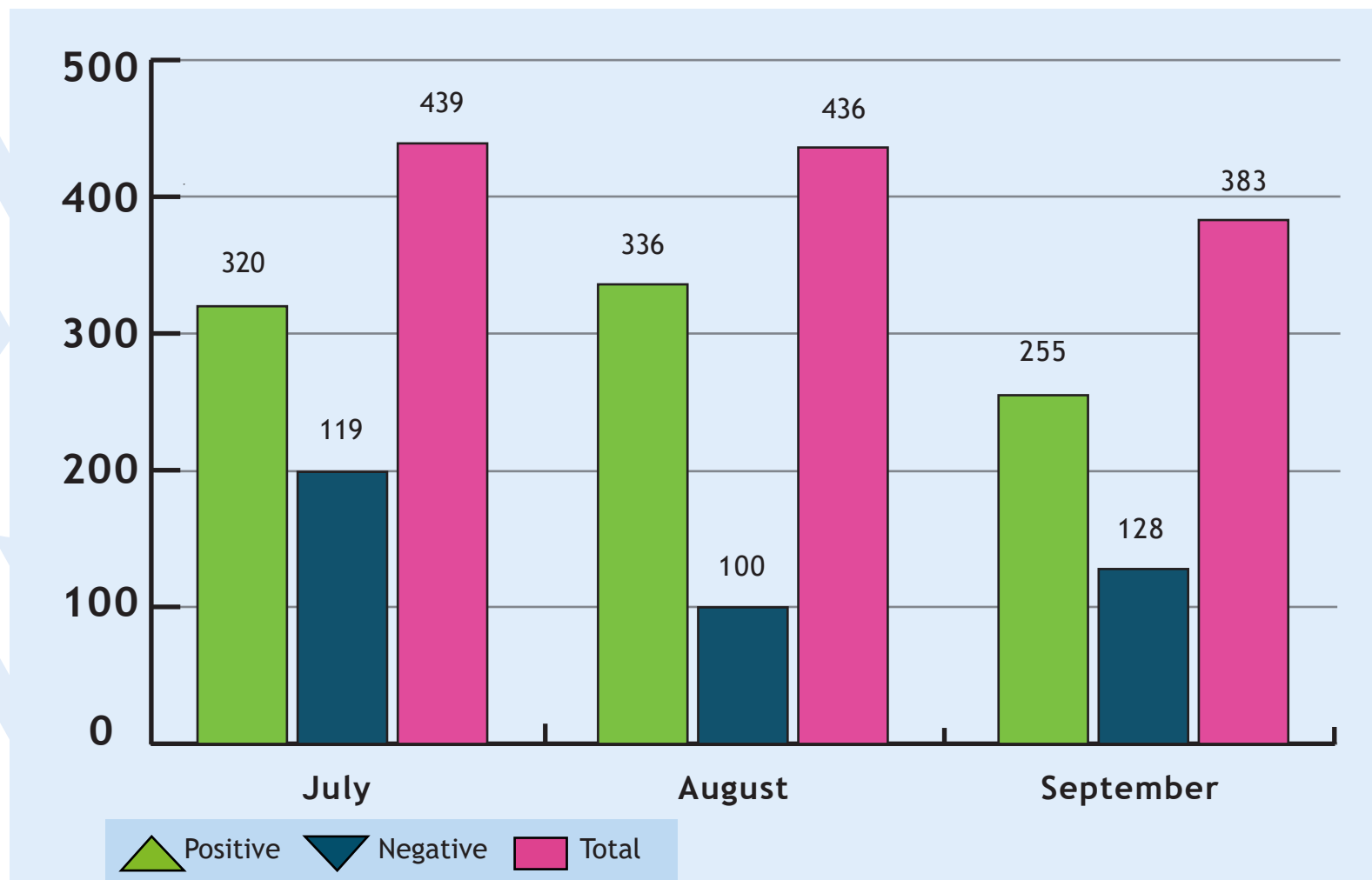
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 3 indicate a negative response, while star ratings between four and five indicate a positive response.

This quarter, 911 positive responses and 347 negative responses have been recorded.

Month	1 - 3 Star Reviews (Negative) 	4 - 5 Star Reviews (Positive) 
July	119	320
August	100	336
September	128	255
Total	347	911

Overall Patient Reviews

This chart provides a breakdown of positive, negative and total reviews for each month.



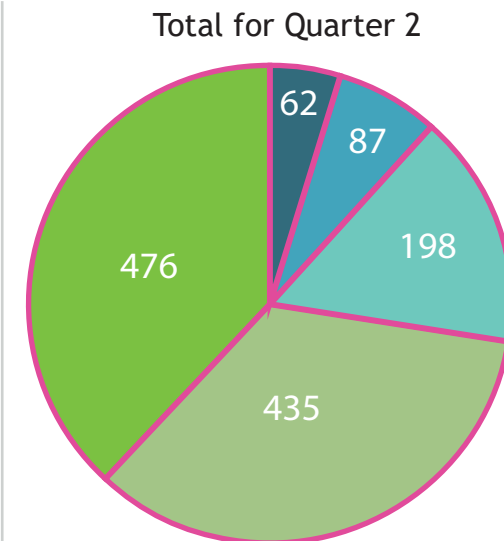
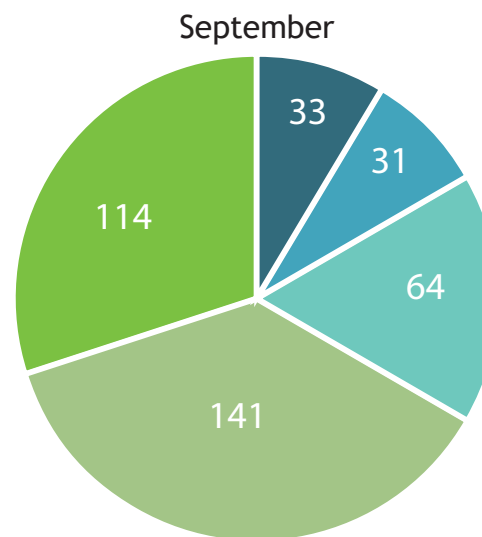
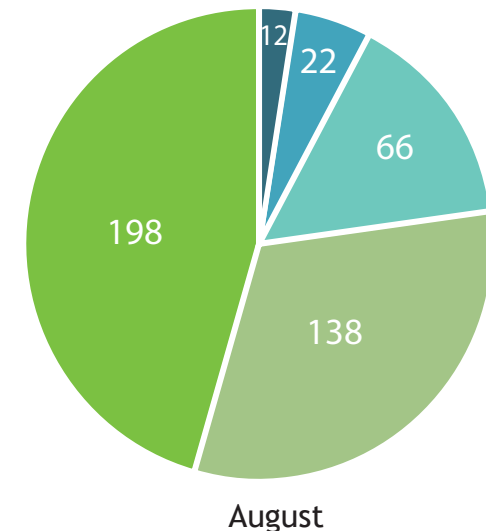
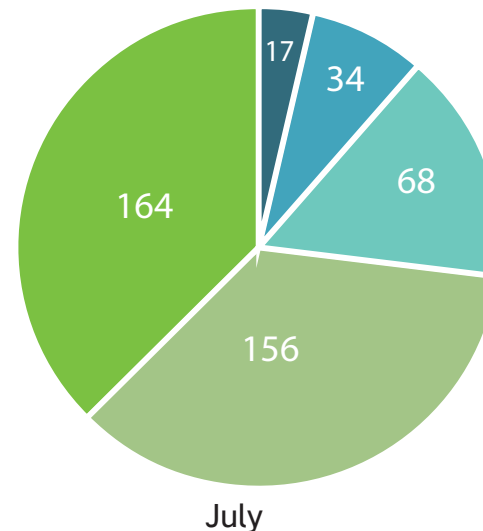
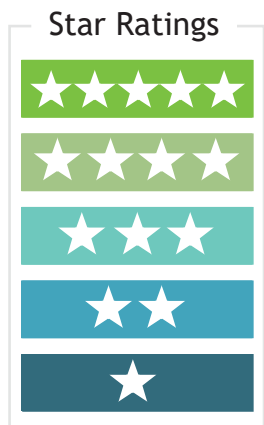
Patient Reviews: Star Ratings

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

August received the highest star rating (198 five star ratings) showing that the most positive reviews were recorded during that month.

The lowest star ratings (33 one star ratings) were recorded in September.

The distribution of ratings for the quarter shows 476 reviews gave a five star rating which is the highest star rating.



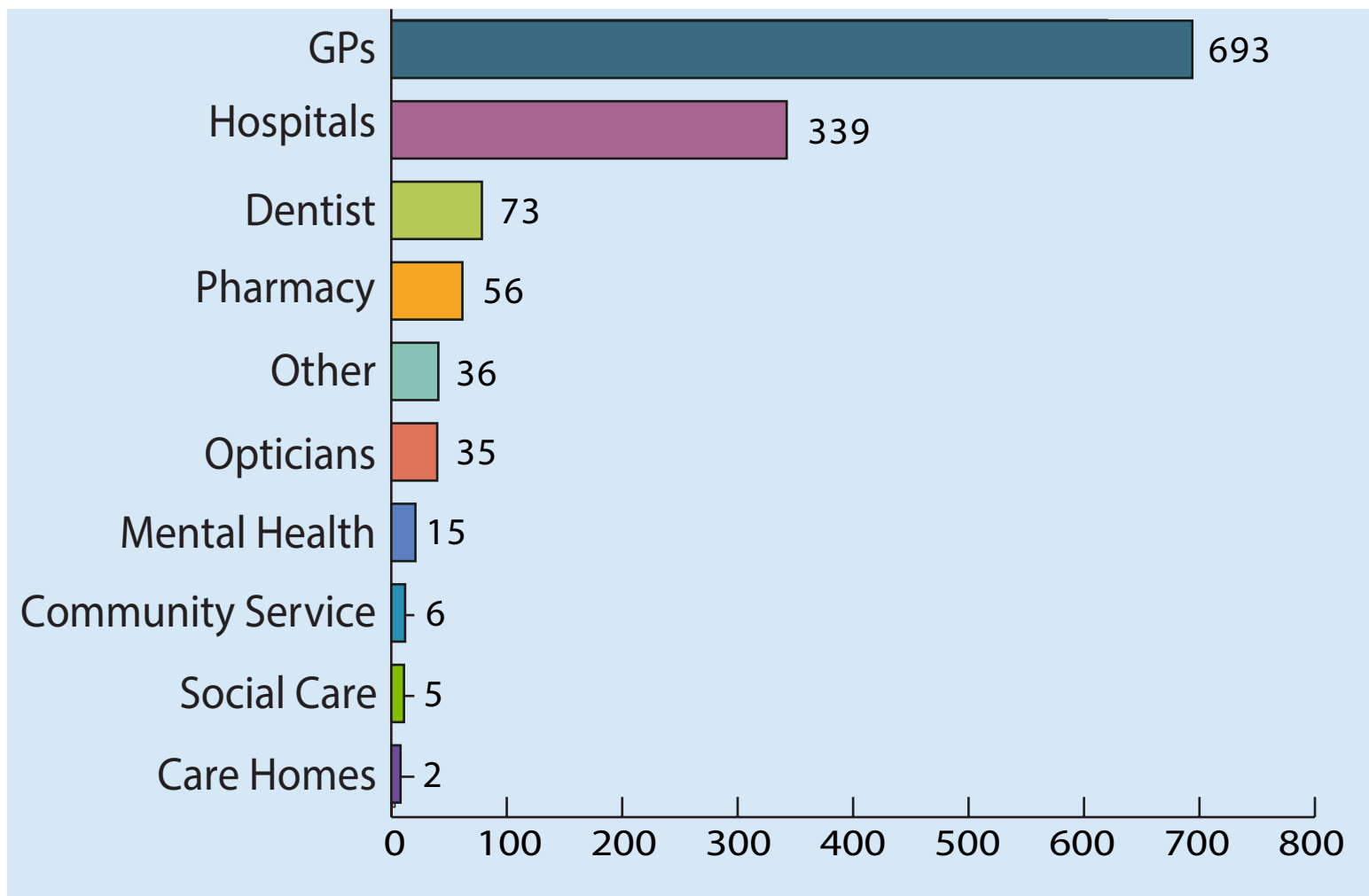
Total Reviews per Category

The chart shows the total number of reviews received in **Quarter 2**.

The patient reviews recorded for this quarter are split into 10 categories. The category with the highest number was 693 GP reviews (30%), followed by the 339 Hospital reviews (27%).

There has been an increase in the number of Optician, Pharmacy and Mental Health reviews compared to the previous quarters.

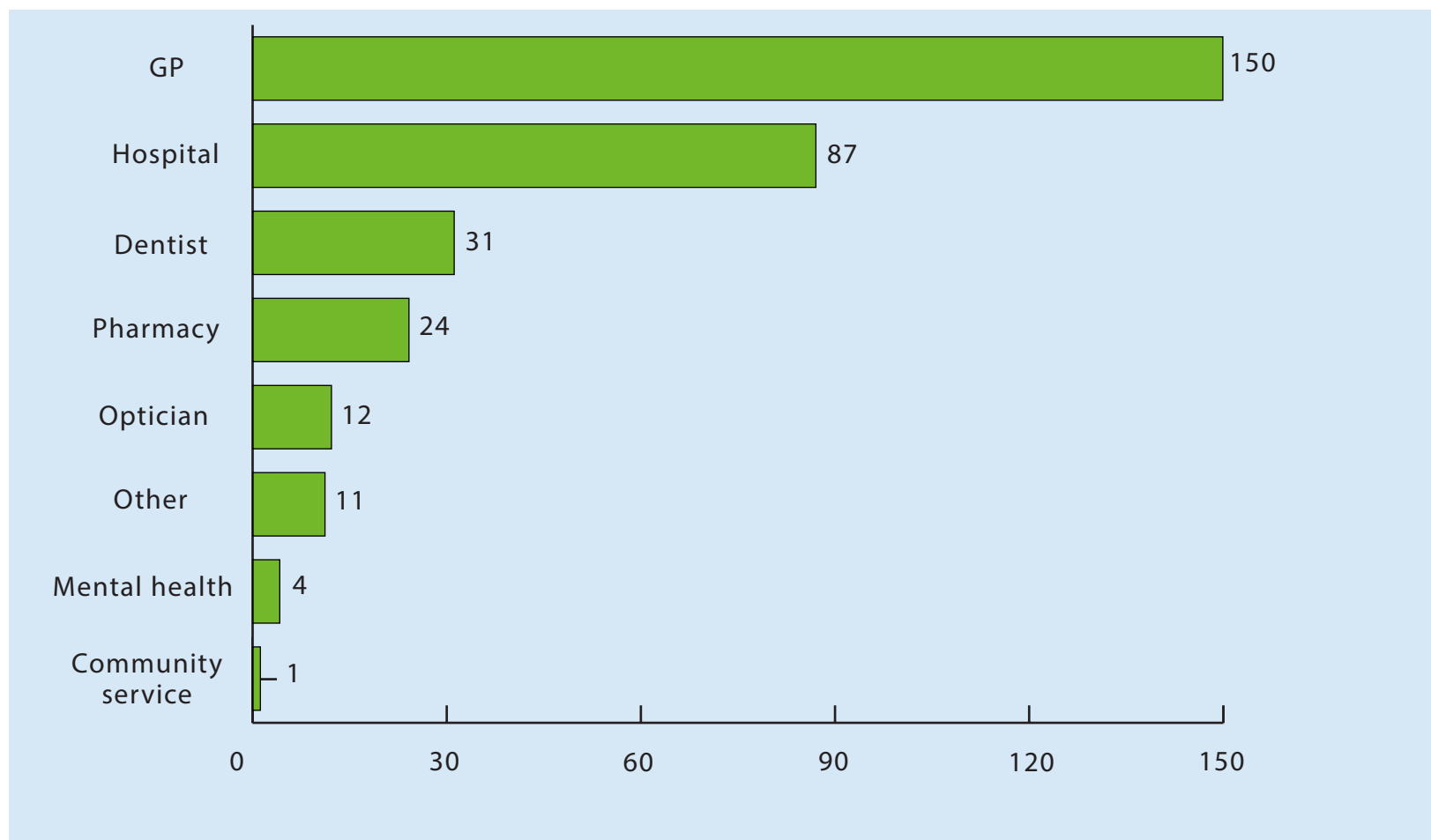
HWH will continue striving to receive patient reviews from varied services.



Positive Reviews: Themes/Trends

Looking at the positive reviews we receive allows us to highlight areas where a service is doing well and deserving of praise.

JULY





▶ West Middlesex University Hospital

Quality of care

92% of comments about the treatment and care were positive.

“I had physiotherapy and an operation at the hospital. Both my experiences were very good, they were very supportive and the treatment was explained well to me. Also, I was given the option to come back if the need arises.”

“I cannot fault them at all. I went there multiple times with my husband for care, the service was great. The treatment we got was always great and the hospice we got referred to was great as well.”

Ease of booking appointments

84% of comments made about booking appointments were positive.

“I’ve been to the hospital’s X-ray, Respiratory and CT Scan departments. They seemed very efficient and okay... The appointments are reoccurring and they are set at convenient times...”

“They are quite good at the outpatients because I can see a doctor on the same day. The waiting time to get seen is about 1 and half hours but it is better than waiting 6 weeks to see my GP...”



▶ GP Services

Treatment and Care

67% of the reviews when quality of care was mentioned were positive.

“I’ve come for a diabetic eye test...We are treated like family, they are caring and accommodating to any difficulties I have...”

Heart of Hounslow

“I’m well looked after here at the practice... The quality of treatment is great, I’m well looked after and the staff are very helpful.”

Thornbury Road Centre

Ease of Booking Appointments

59% of the reviews about booking appointments were positive.

“Getting an appointment is very easy, whenever we try to book an appointment we get one straight away...”
Spring Grove Medical Practice



▶ Dentist

95% of reviews when ease of booking appointments at the service was mentioned were positive.

“I’ve only been once on recommendation and it was very good. Getting an appointment was easy...”
Dr. Joginder Singh Sethi

“They are very good, I’ve used almost all the dentists they have available and they are all quite good. Getting an appointment is quite easy and the treatments were fine.”
The Butts Dental Practice



▶ Pharmacy

78% of comments about repeat prescriptions were positive.

“..Booking my prescriptions is very easy with them, they help in renewing my prescription when it’s necessary and when I needed them to deliver, they did.”
Jade Pharmacy

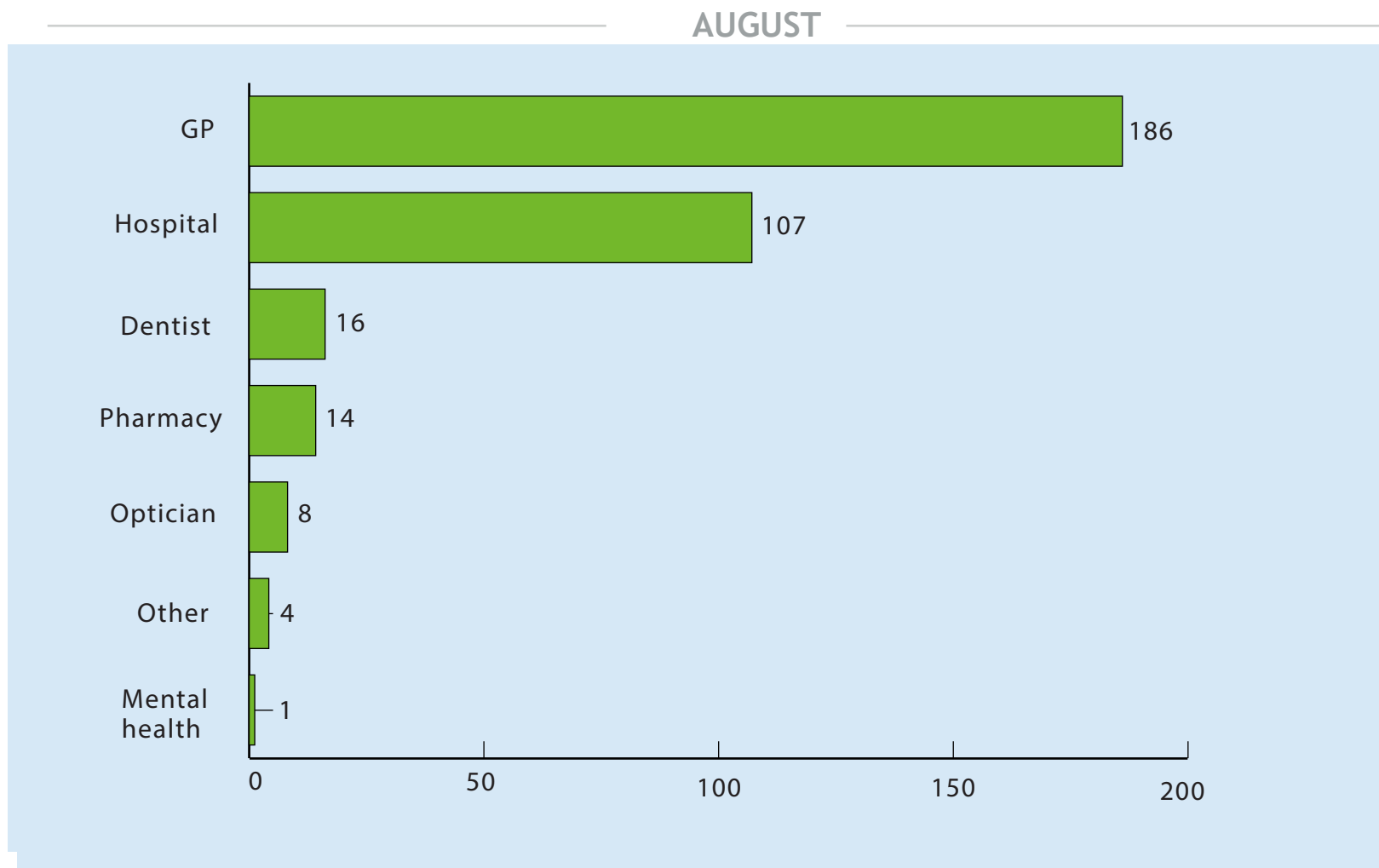


▶ Opticians

67% of comments about treatment and care were positive.

“They are very very good and if I could give more than 5 I would give them that. The treatment was great.”
Mr S Stewart Duncan

Positive Reviews: Themes/Trends





▶ West Middlesex University Hospital

86% of the feedbacks were positive when Ease of Booking Appointments was mentioned.

“I went there on a referral from the podiatrist at my practice. It was quite easy to access and the care was very good.”

“I receive anti-natal treatment from both the hospital and in Brentford Children Center. They are really good, the appointments are made by them and they are fairly straight forward and convenient...”

85% of positive reviews were positive when Treatment & Care was mentioned.

“They are brilliant, absolutely fantastic. They were quick and quite thorough, my child was concussed and they were very patient, they explained everything well...”

“I had a stroke a few weeks ago. They are very very good... I was taken in by ambulance and I got immediate care. The quality of care was very good...”



▶ GP Services

When Ease of Booking Appointments was mentioned 71% of feedbacks were positive.

“They are good. They’ve always been helpful to me and I’m very happy. Getting an appointment is really easy, I call and get one for the following week...”

Chiswick Family Doctors Practice

“I find it easy to book an appointment because I book it at the reception desk face-to-face with ease after the staff’s lunch break is over...”

Thornbury Road Centre for Health

86% of feedbacks about Treatment and Care were positive.

“They were helpful and the care was very good I felt well looked after...”

Heart of Hounslow

“I’ve been here all my life, they are pretty damn good or else I wouldn’t keep coming back... The quality of care has been brilliant, they’ve saved my life at least twice...”

West4GPS



Pharmacy

Majority of the positive reviews praised ease of getting medications.

“They are really good, the pharmacist was really helpful and I’ve been there with my daughter for minor illnesses.”
B A Williams

“They are good. They are fine and normally anything I come to get, I either get it on the same day or I wait for a day or two...”
Campbell’s Chemist



Dentist

Majority of the positive reviews praised Ease of Booking Appointments and Treatment and Care from their dentists.

“The standard of care is very high. Getting an appointment is easy, and they are always punctual...”
Chiswick Park Dental Practice

“Getting an appointment is easy, one dentist was terrible but all the others have been great, the staff are fine as well.”
Oakleigh House Dental Practice



Opticians

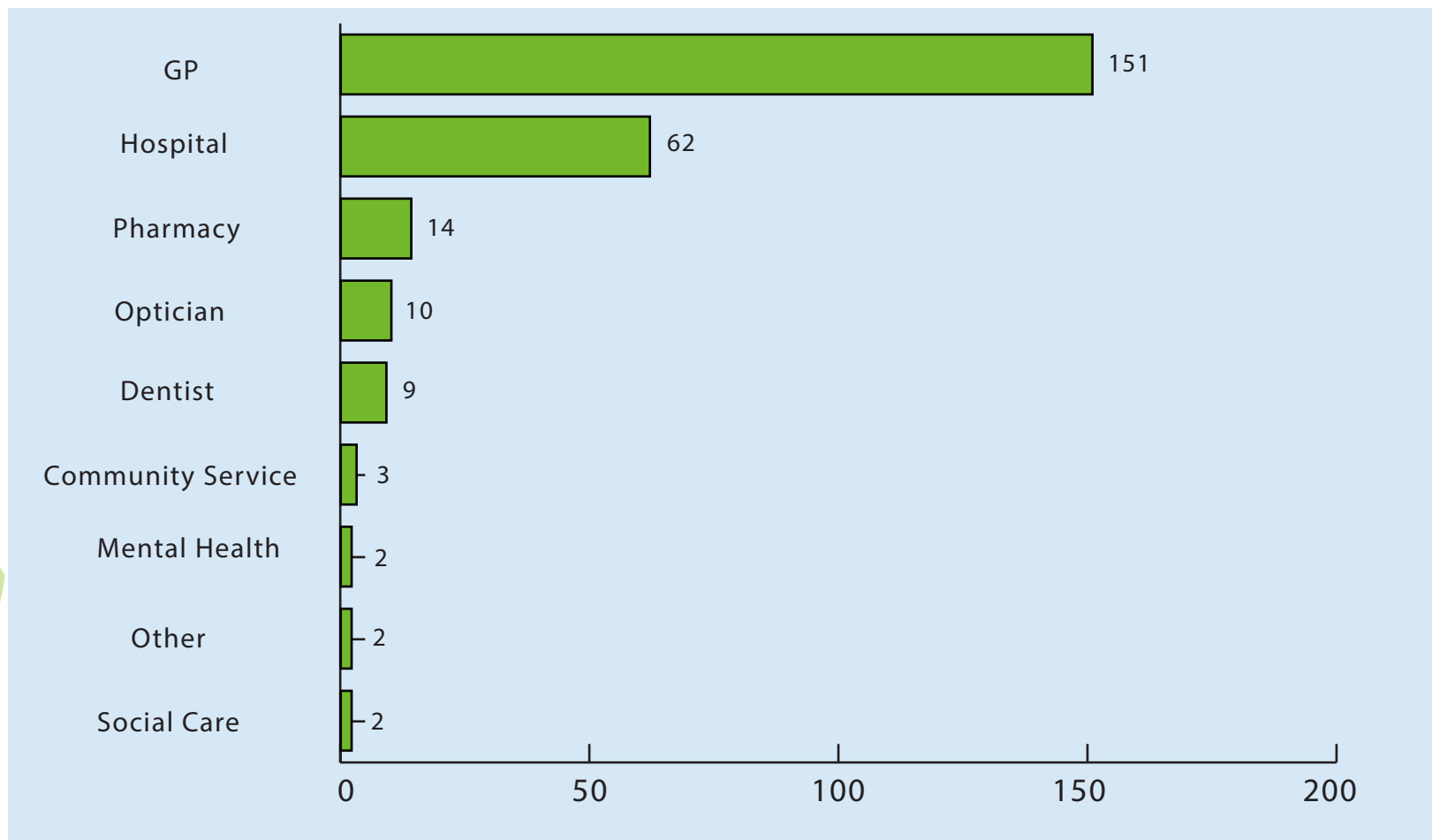
67% of comments about treatment and care were positive.

“They have always done everything we wanted from them and we have not had any problems with them in the past.”
Feltham Eyecare Centre

“I’ve been going there for 15 years and they are excellent. Getting an appointment is always easy and there isn’t too much of a wait. They are efficiently run.”
Specsavers Opticians

Positive Reviews: Themes/Trends

SEPTEMBER





GP Services

81% of reviews that mentioned treatment and care were positive.

“Overall a good practice. Great service and treatment as well as care from the GP Doctor. GP Doctor always explains very well regarding the treatments...”

Thornbury Road Centre for Health

“The staff are helpful, the treatment explanations and quality of care are good.”

Hounslow Family Practice

83% of reviews were positive when staff attitude were mentioned.

“I have no problems. It’s very easy to book appointments. The reception staff are very good. The doctors are very good, very caring and polite. The treatment explanations are thorough and very easy to understand....”

Chestnut Practice

“... All the staff are very kind. The receptionists are very accommodating, put me at ease and give me the right information about how to book appointments. I get handy text reminders 1 week in advance and 24 hours in advance of my appointment slots...”

Grove Village Medical Centre



West Middlesex University Hospital

84% of reviews that mentioned treatment and care were positive.

“They are very good and they dealt with my problem efficiently. I was so well looked after I felt like I was in a private hospital...”

“They are very good, the quality of the doctors is always good but the convenience isn’t of the same standard. I must say, the quality of the doctors is far more important than anything else.”

76% of reviews that mentioned staff were positive.

“The staff are good, friendly and helpful and I got good care from the doctor, but the waiting time is too long...”

“They’ve got a great staff who really took good care of me and my well-being for my the time I was admitted in the hospital. Good service and treatment by the doctors as well.”



► Pharmacy

Majority of the positive reviews praised the Staff and the Ease of Getting Repeat Prescriptions.

“They are brilliant. My medicines and other medical supplies are always delivered on time. The staff are very efficient, caring, knowledgeable and they give good advice and explanations in answer to any questions I have.”

Boots

“The staff are very efficient and knowledgeable. They give good advice and are very helpful. I always get my medicines on time. If they have to make the medicines for me while I’m there, I have to wait for only about 7 minutes.”

Rowlands Pharmacy



► Dentist

Majority of the positive reviews are about Staff and Administration.

“Considering their budget, they provide very good services. I am happy with everything and don’t have anything bad to say. The staff behave very well, the dentists explain my treatment clearly and provide good quality care.”

The Butts Dental Practice

“It’s a good service, getting an appointment with them is easy and the wait isn’t too long. The quality of care is excellent and the staff are good as well.”

Chiswick Dental



▶ Opticians

Overall Service

"The eye tests are pretty good and there is no waiting to get seen to. They usually run to time, the quality of care is fine and the staff is pretty good as well."

Osterley Opticians



▶ Mental Health

Access to Service

"I used IAPT for myself and I found it was a very good service, however, I waited for 2 months before I was seen. Perhaps the waiting list can be improved."

Hounslow IAPT



▶ Community Service

Overall Service

"I went to one of their talks and was quite impressed with it. I learned a lot and I think people could learn a lot more."

Mulberry Centre Hounslow



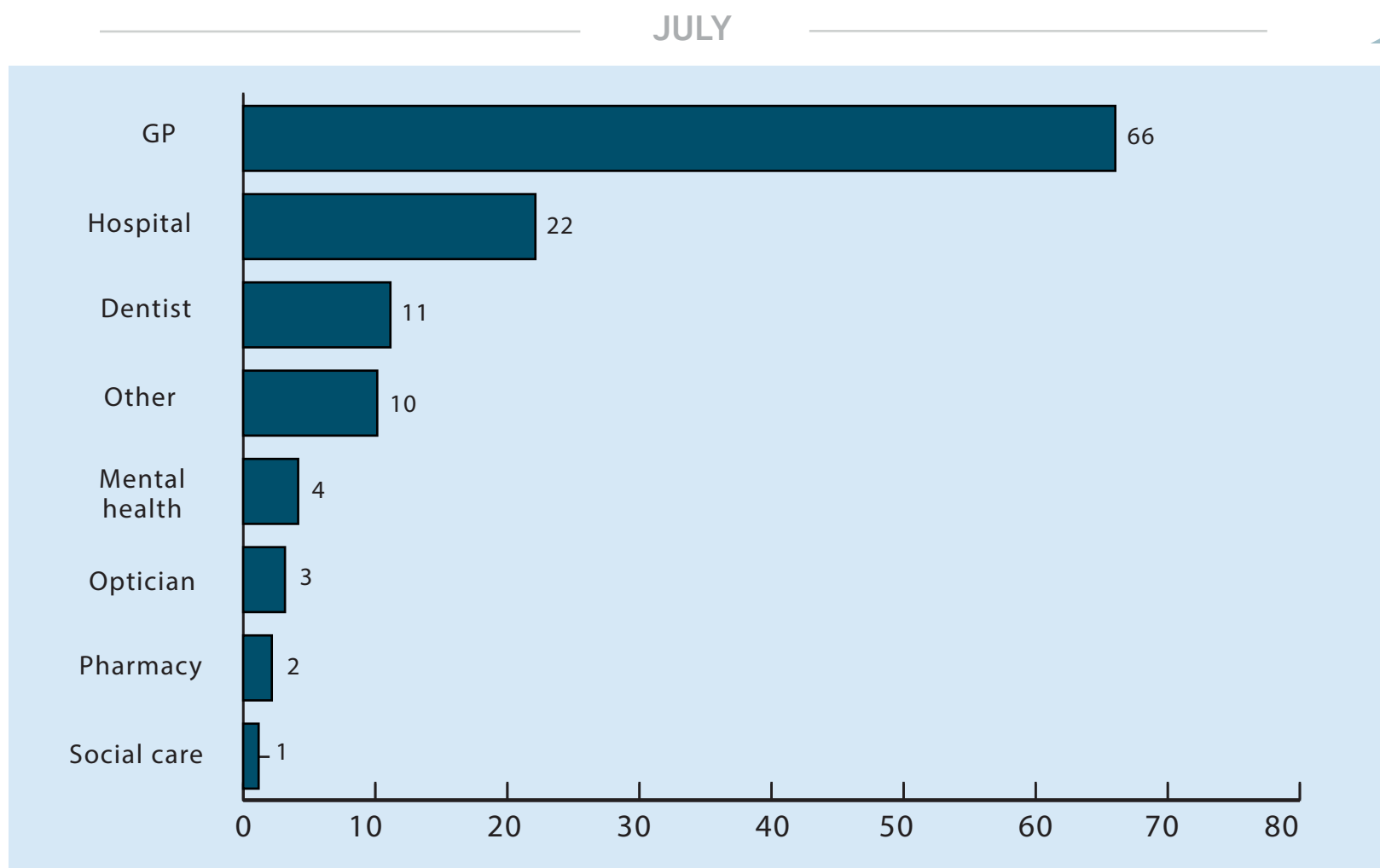
▶ Social Care

"There is lots of information for people to use. It's also easy to use and it's all local information."

Care Place Hounslow

Negative Reviews: Themes/Trends

By looking at the negative reviews (1-3 stars) we receive from the people of Hounslow every month, we see trends and themes emerge. These trends can help us understand where a service needs to improve in order to provide an all round positive experience.





GPs

82% of reviews when Appointment Availability were mentioned was negative.

“The GP service isn’t good at all, I feel like we do not need them. It’s very difficult to get an appointment, I have to wait two weeks. The quality of service is really poor and we don’t get to see the same doctor...They don’t seem to care about you, show very little sympathy and come across as cold. The way they provide the service isn’t good at all.”

Heart of Hounslow

56% of reviews when Waiting Time was mentioned were negative.

“The last time I came in I had to wait for 40 minutes and I came in early in order to be on time. I have to come in quite often and they are late most times...”

Thornbury Road Centre for Health

41% of reviews when Ease of Booking Appointments were mentioned was negative.

“I tried to book an appointment for 2 weeks now and they keep telling me to ring back. Every time I do, they tell me the same thing.”

Bath Road Surgery



West Middlesex University Hospital

From the negative responses, 52% of the reviews mentioning waiting times were negative.

“I went to the A&E at the hospital. They were poor because the waiting is too long. I had to wait 4 hours to get seen and when I finally got seen I had to wait again to see the nurse...”

“I have used the urgent care centre at the hospital. There is a long wait and something that can be done in 5 minutes, I have to wait an hour for...”

32% of reviews mentioning Ease of Booking Appointments gave a negative feedback.

“I saw someone in December and I was told I have to see someone else for further treatment, I’m still waiting for an appointment. So far I’ve had three appointments cancelled, they do not seem well organised and I feel my age affects which service I can access.”

“I come to the rheumatology department. I only get seen every 4 months, I think it’s because of the pressure of demand, so it is difficult to get through to someone...”



Dentist

"I'm very irritated by the service at this dental practice. They wrote to me asking for me to come in for another appointment even though I said I wouldn't be coming back."

The Smile Studios Limited



Mental Health

"They are poor. Unhelpful and too autocratic, overall it was a bad experience."

West London Mental Health Trust



Opticians

"I had a test for my peripheral vision and I failed. They said they will get back to me but they still haven't."

Specsavers Opticians



Pharmacy

"The staff have mixed up my prescription a couple of times and I know it is happened to others. The chap that's done this is still employed though, which I do not think is good enough."

Boots (Feltham)



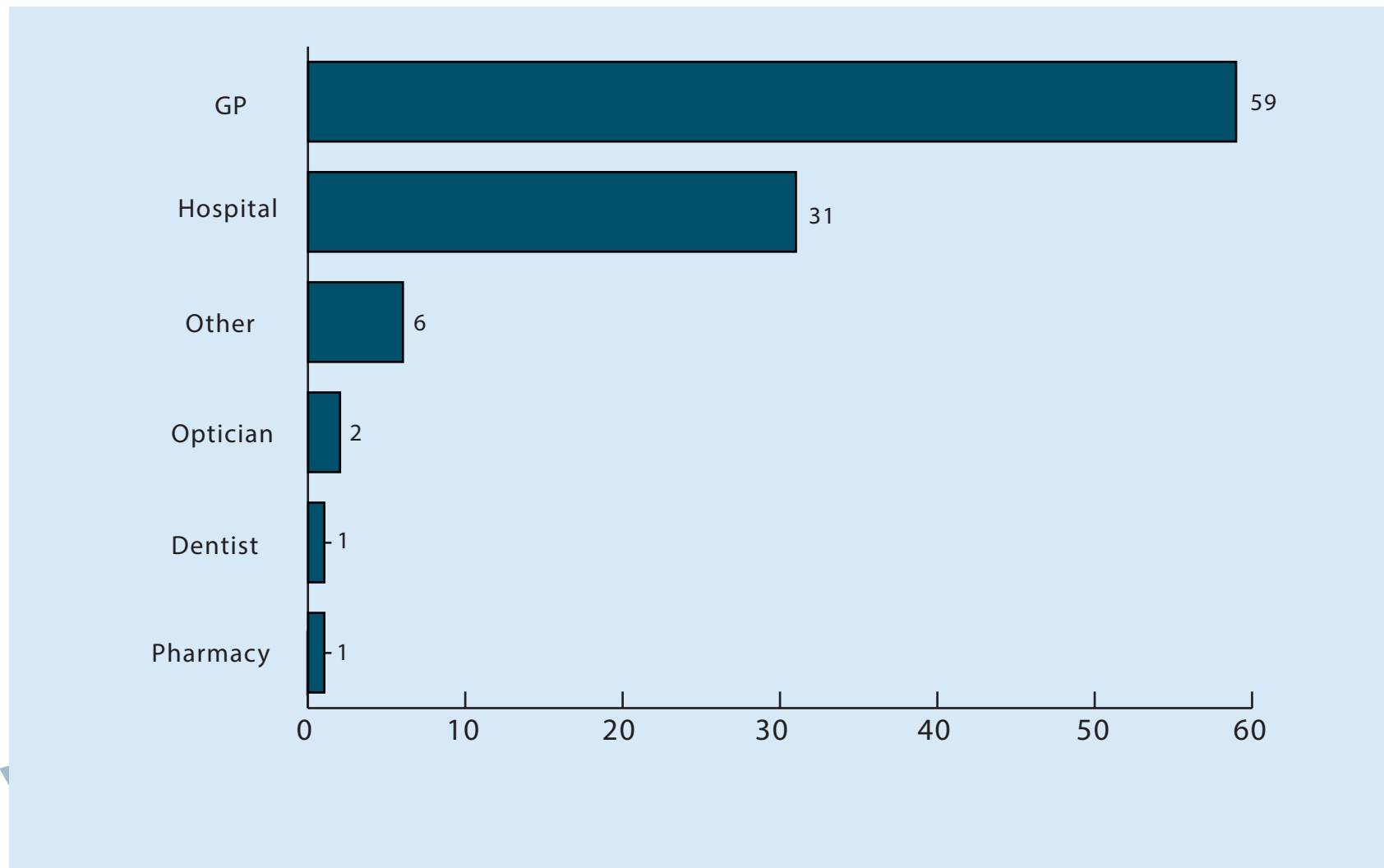
Social Care

"I would give a zero rating if I could. The staff aren't properly trained, they show very little empathy and don't listen when I try to explain. They don't give proper support and it seems funding isn't good so they are trying to close as many cases as possible, so they give as little support as they can get away with."

Hounslow Social Services

Negative Reviews: Themes/Trends

AUGUST





▶ West Middlesex University Hospital

Waiting Times

55% of reviews that mention waiting times were negative.

“They have a long waiting time. I have to sit there for ages, its diabolical. I’ve been to the A&E and Outpatients services, they are both bad.”

“The times I’ve been to the A&E there was a very long wait and the receptionists are not particularly caring. The waiting area is not comfortable or welcoming neither, we’re all crammed together in a very small area.”

“The wait was incredibly long at the A&E but to be fair it’s because of the number of people using it. It was about an hour and a half wait and the care I got was good.”



▶ GP Services

57% of reviews when Waiting Times were mentioned were negative.

“Waiting time always running behind. booking appointment it can be difficult depend on the time you are calling, sometime you have to call again...”

Brentford Family Practice

“When I come early for my appointment I have to sit for a while but if we are late they do not see us. My appointment today is running late already and getting an appointment isn’t easy, it takes a while on the queue on the phone and if I do not wait then they say its fully booked...”

St Davids Practice

29% of reviews when Ease of Booking Appointments were mentioned were negative.

“I’ve had bad experiences every time I come here. Getting an appointment isn’t easy, receptionist makes it difficult and I think they are overrun because we don’t get an appointment in less than two weeks...”

Brentford Group Practice

“Getting an appointment isn’t easy, to see my own GP I have to wait 2 weeks...”

The Practice (Feltham)



▶ Dentist

"The availability of appointments isn't good, I usually have to wait six weeks to get an appointment. The waiting isn't too long, on average it is about 10 minutes."

Oakleigh House Dental Practice



▶ Opticians

"I think I might have picked up an infection when I went for my regular check-up but I don't want to complain."

Boots (Chiswick)

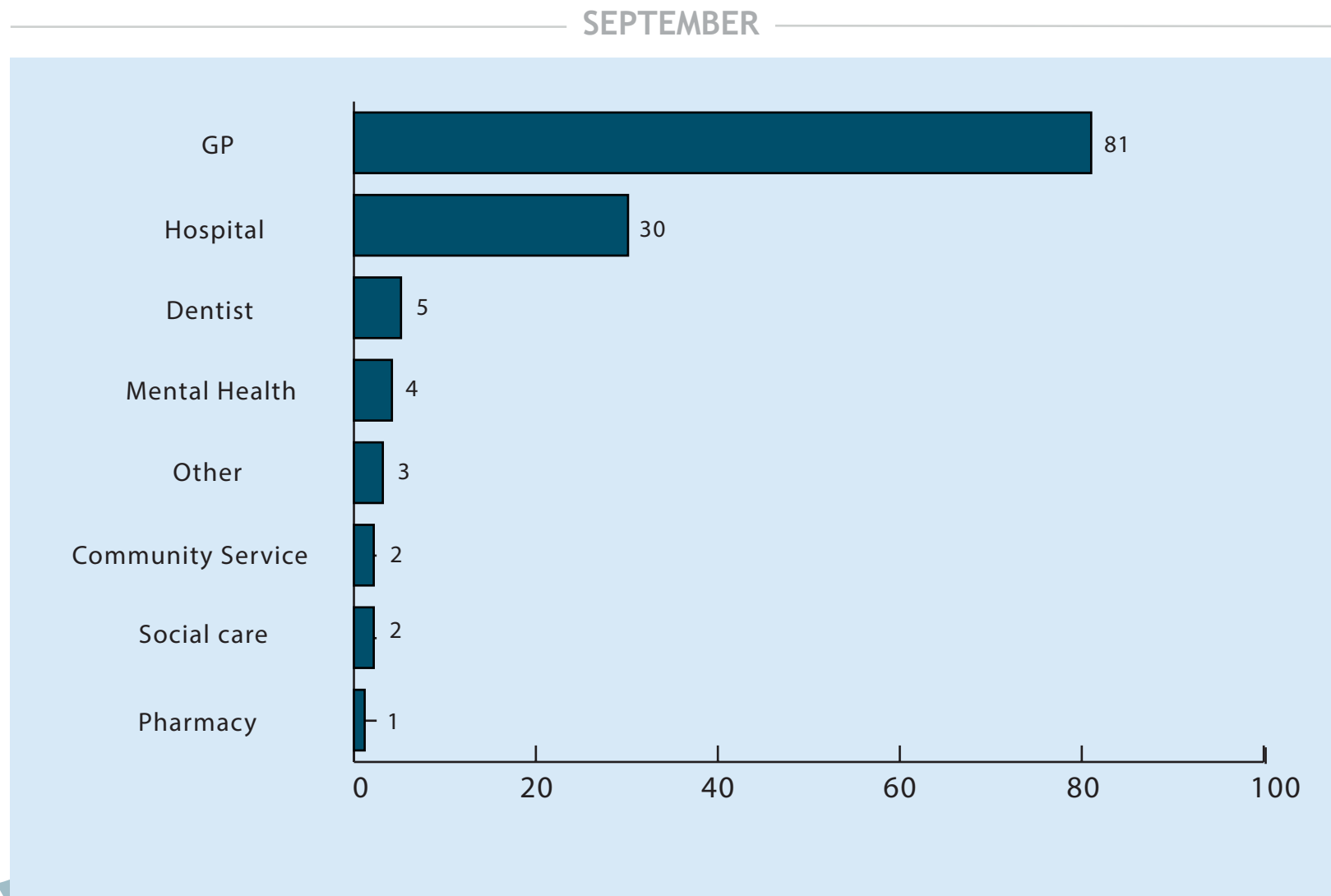


▶ Pharmacy

"They messed my order up..."

Boots (Feltham).

Negative Reviews: Themes/Trends





GP Services

57% of feedbacks when Waiting Times were mentioned was negative.

“They are absolutely useless...Waiting on the phone takes a long time and then we don’t get an appointment early. There is a long wait when I’m here as well. I’ve had to wait for over hour before...”

Blue Wing Family Doctor

“There is a long wait sometimes when I’m here for my appointments. It can be up to an hour but the average wait is about 30 mintes...”

Queens Park Medical Practice

43% of feedbacks were negative when Ease of Booking Appointments was mentioned.

“...I had to call 8 times in order to get through on the phone! If I call for an emergency appointment and I am told the first appointment is at 9:15 AM, I have to take it because if I ask for a later appointment, I won’t get one. There is not much flexibility or availability of appointments. Booking appointments is very much on the practice’s terms...”

Chiswick Health Practice

“It’s very hard for me to book an appointment. I work from 7 AM to 7 PM for 4 days per week. For booking an emergency appointment, I often have to call the practice from work at around 8:30 AM. I am kept on hold and have to keep hearing the music that plays from their automated phone system for a long time...”

Blue Wing Family Doctor Unit



West Middlesex University Hospital

Access to services (Waiting Times)

48% of reviews that mention access to service were negative, majority being about wating times.

“From he middle of the night, I waited for 3 and a half hours in A&E. A&E was not crowded at that time. There were only 5 other people there. When I approached a receptionist to enquire, she looked confused and then said ‘Oh, we forgot about you!’ I was not pleased to hear that response...”

“I went to A&E and I waited for 3 hours. That waiting time is too long. I am happy with everything else though...”

“There is a very long wait in A&E here. It can be up to 4 hours.”



▶ Dentist

45% of feedbacks were negative when Treatment and Care was mentioned.

"The staff are polite. However, the treatment I got wasn't good. I had a dental implant done by them. Within just a few days, my implant came out! I think the dentist there is unreliable."

Mount Dental Practice



▶ Mental Health

"The current system of mental health care is failing and falling in on itself. There is no consistency in service standards. I never see the same therapist whether it is in IAPT or in the Lakeside Mental health unit, the administration of services I've used keep making mistakes by moving me between different waiting lists. I cannot get through to any telephone support lines and my voice messages are not responded to. The NHS needs to heed the advice of organisations like MIND who wants to see their current system of mental health care change for the better..."

General Mental Health Services



▶ Community Service

"Not happy with their community services. Their nurses are quite unfriendly and not trained well."

Hounslow and Richmond Community Healthcare



▶ Pharmacy

"It took ages to get one of my prescriptions from them. I came back in a couple of days and then was told the delivery hadn't come. I had to wait for 1 more day. The staff attitude was good though."

Osterley Park Pharmacy

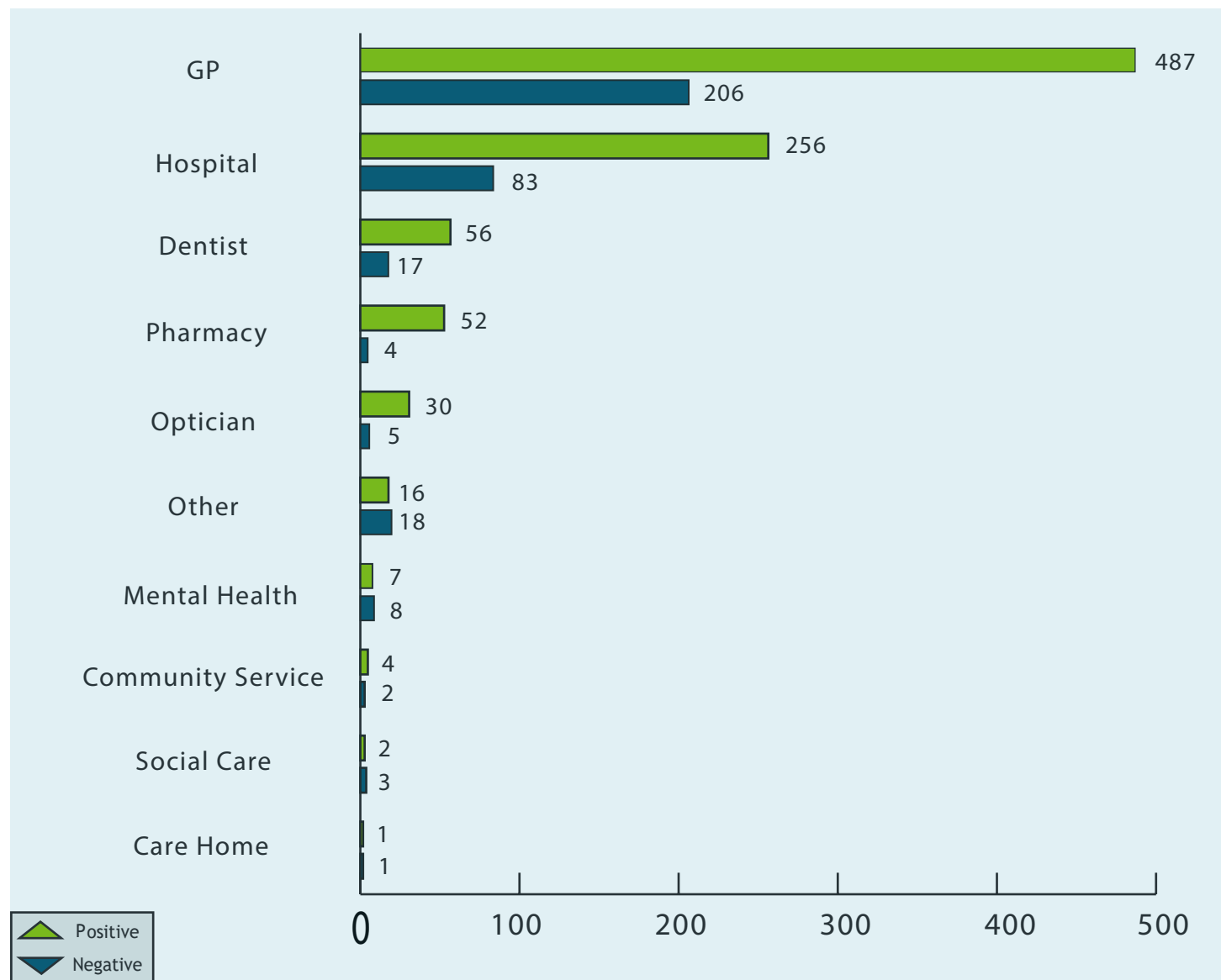


▶ Social Care

"I always feel like I'm being passed around from person to person which is very annoying."

Hounslow Social Services

Distribution of Negative & Positive Reviews



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

The 'GPs' category received the highest number of positive reviews (487) followed by the 'Hospital' category which received 256 positive reviews.

However, the 'Hospital' and 'GP' categories also received the highest number of negative reviews ('Hospital' - 83, 'GP' - 206).

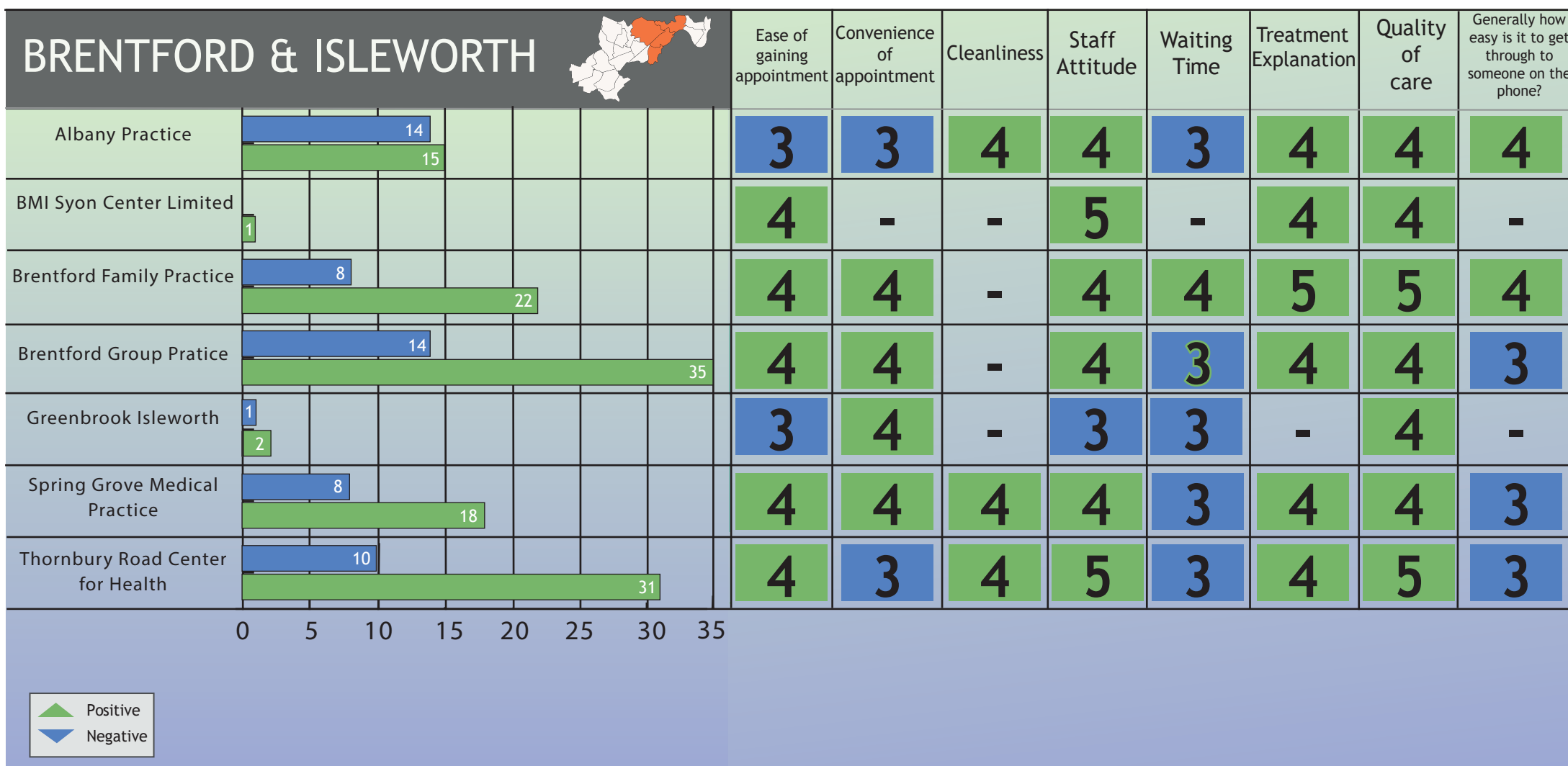
This quarter, HWH received 911 positive reviews compared to last quarter's 895 positive reviews.

Locality Specific GP Reviews

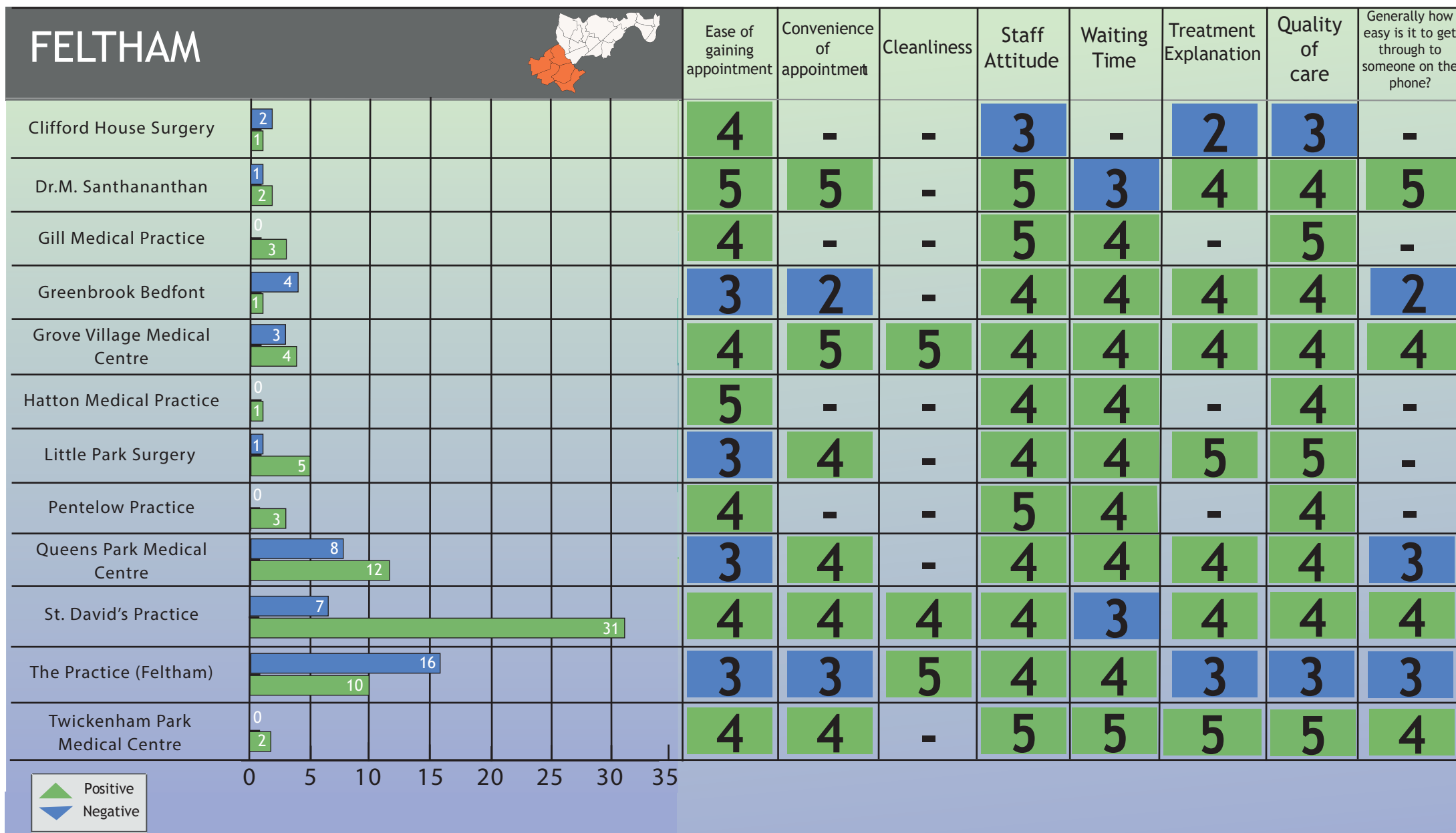
These bar charts show the number of negative and positive reviews for each surgery, alongside the score out of 5 given by patients to assess specific areas, such as ease of gaining and appointment or waiting times. LBH is divided into five localities: **Heart of Hounslow**, **Great West Road**, **Brentford and Isleworth**, **Chiswick** and **Feltham**. The bar charts go into further detail by splitting up the localities according to GP surgeries.



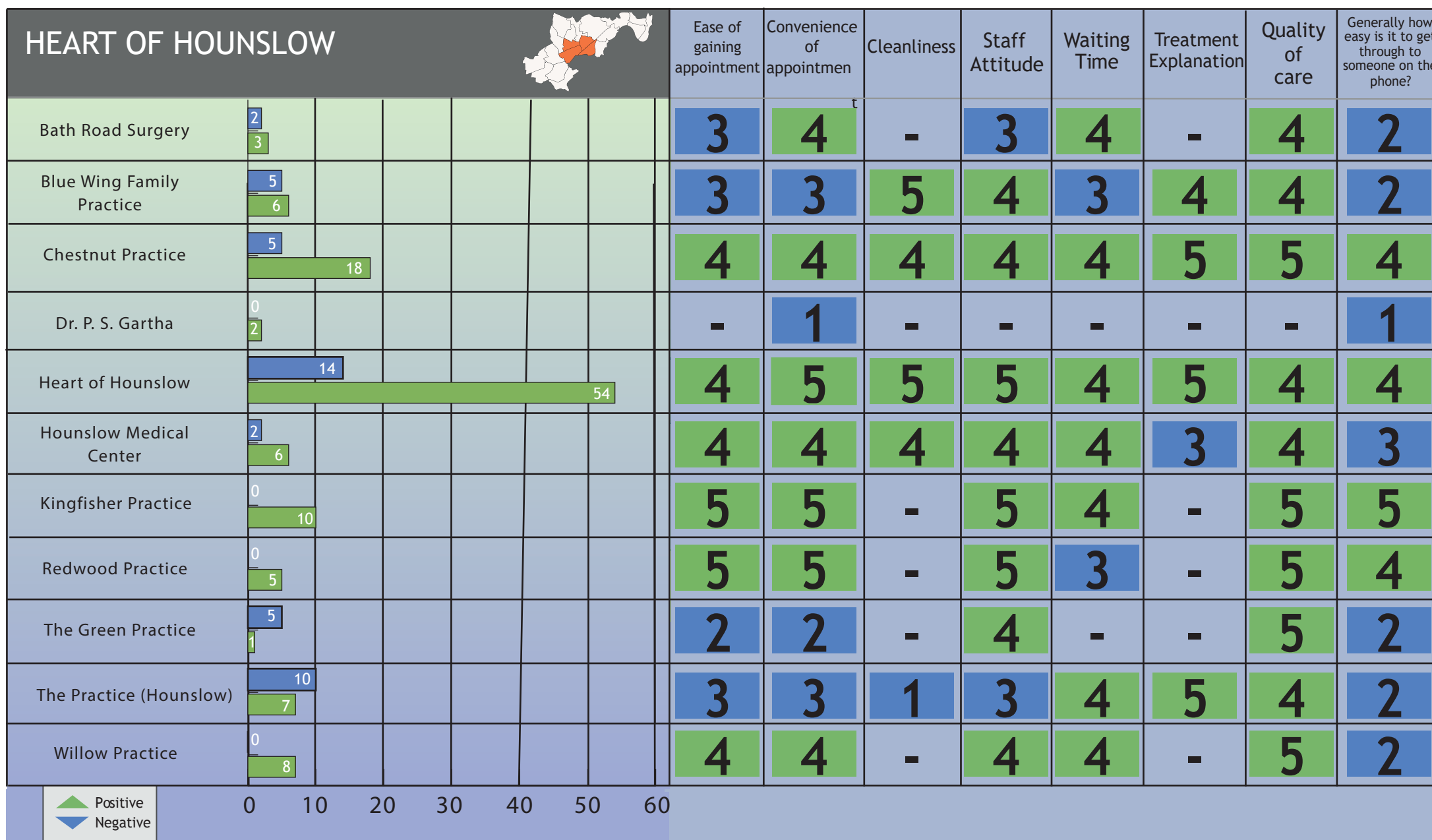
Locality Specific GP Reviews



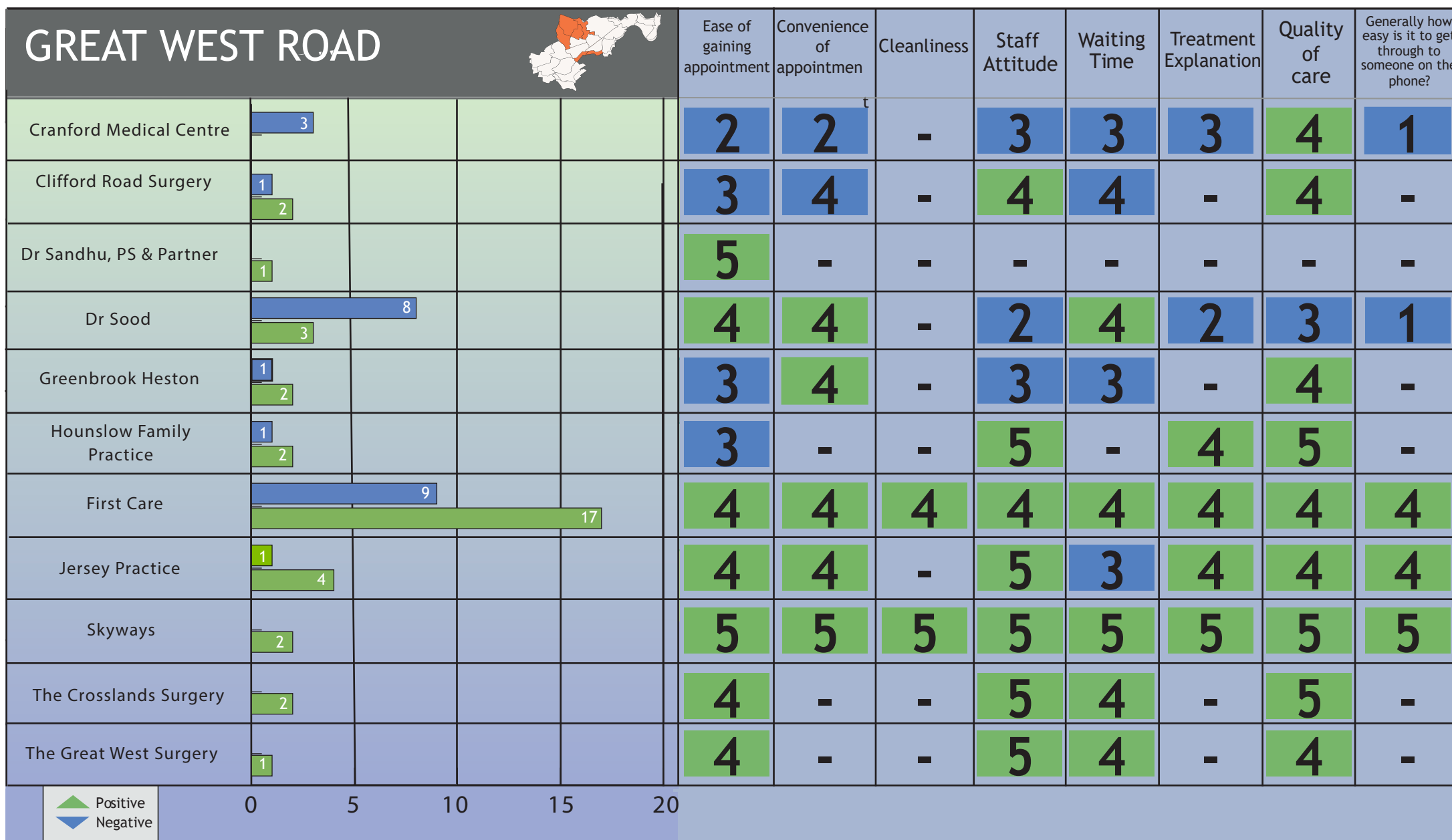
Locality Specific GP Reviews



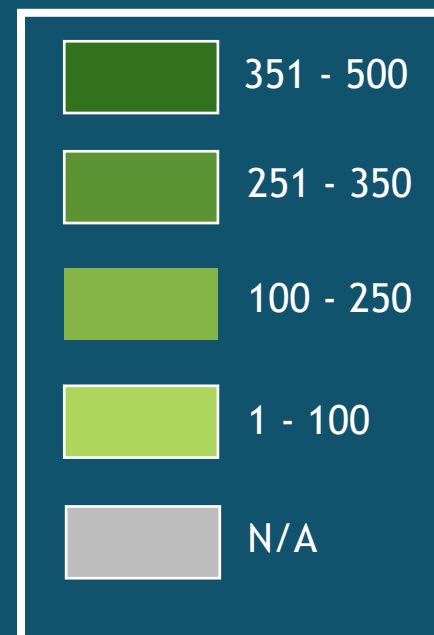
Locality Specific GP Reviews



Locality Specific GP Reviews



Area Distribution of Reviews



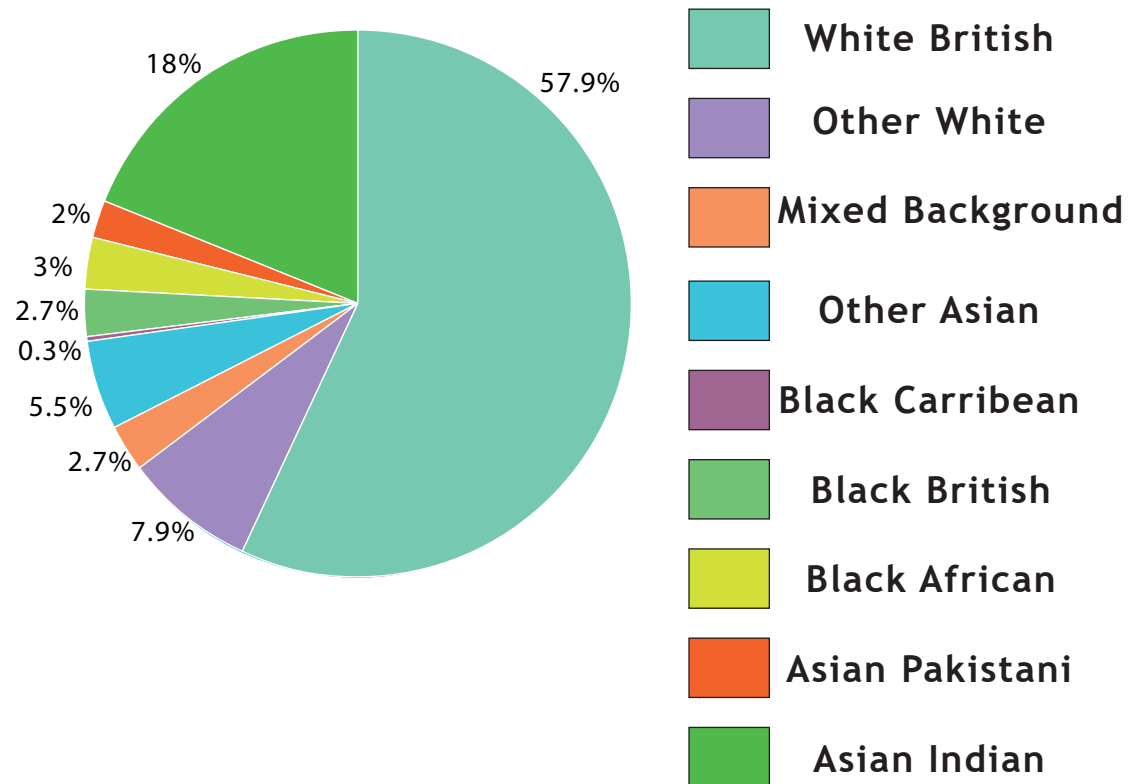
The map shows the distribution of GPs and Hospital reviews around the 5 locality areas.

425 experiences are from Brentford & Isleworth area (41% of the feedbacks) due to the added numbers from WMUH.

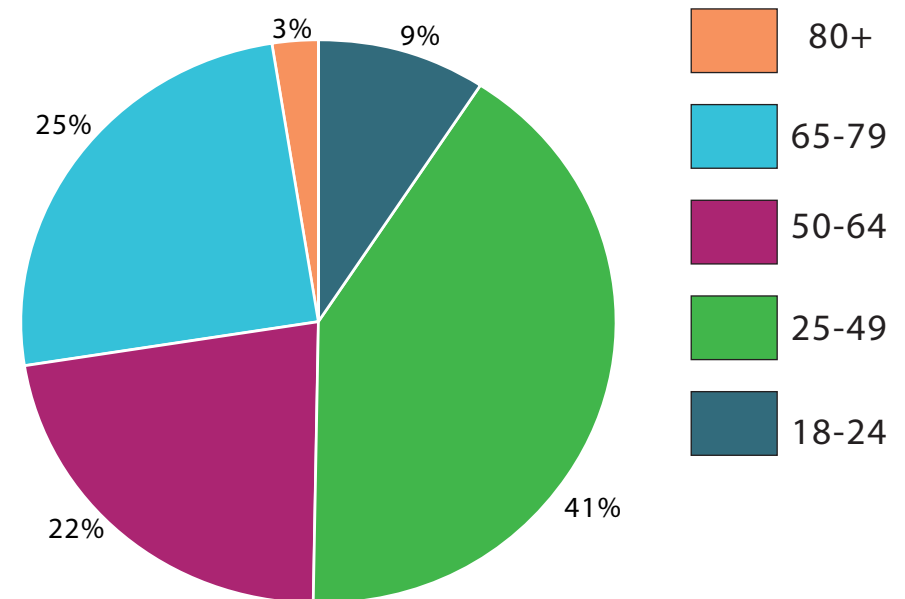
This quarter there has been an increase in the number of feedbacks from **Great West Road** area (6% of the feedbacks).

Representative Information

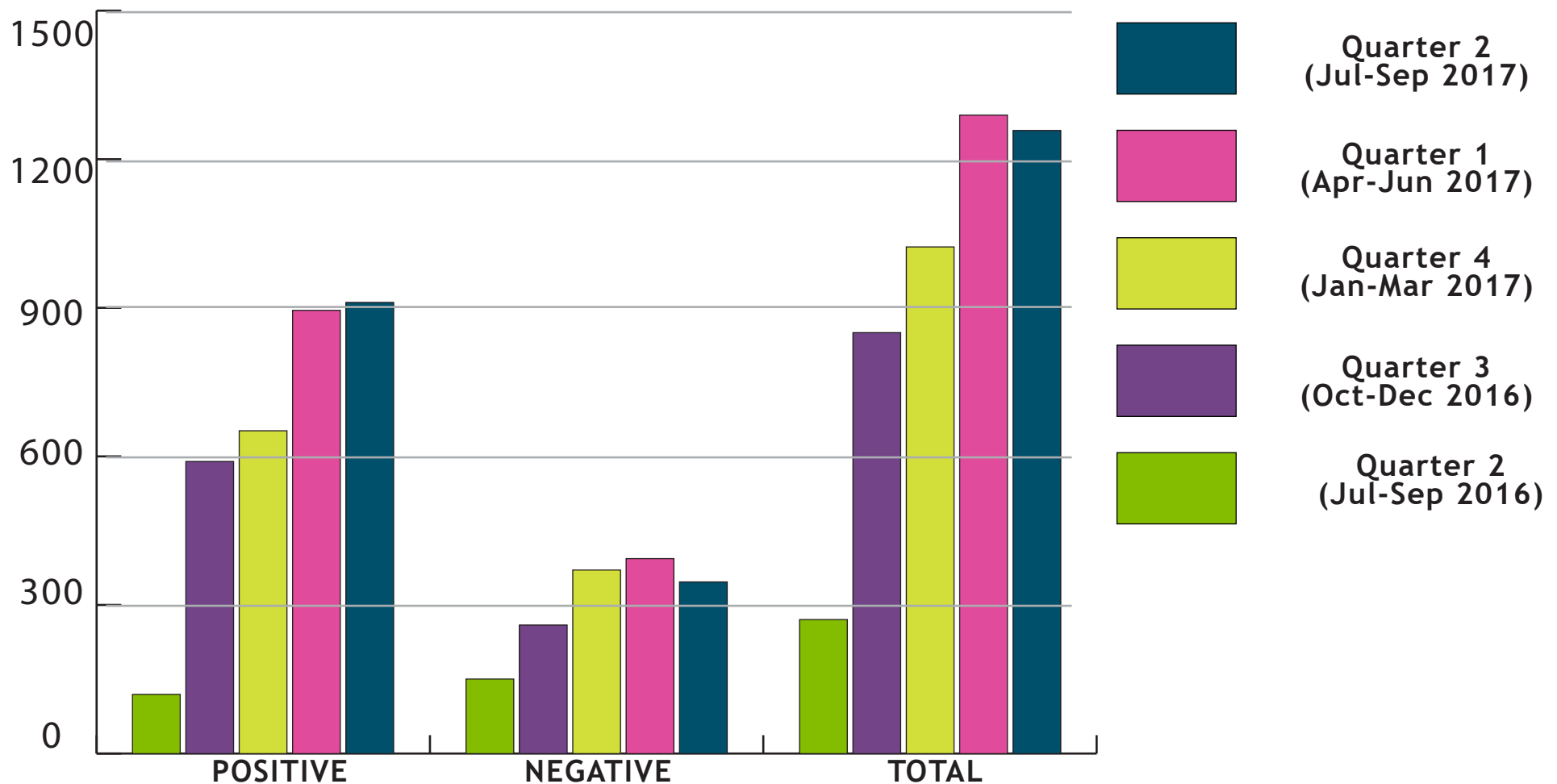
Ethnicity of Patients

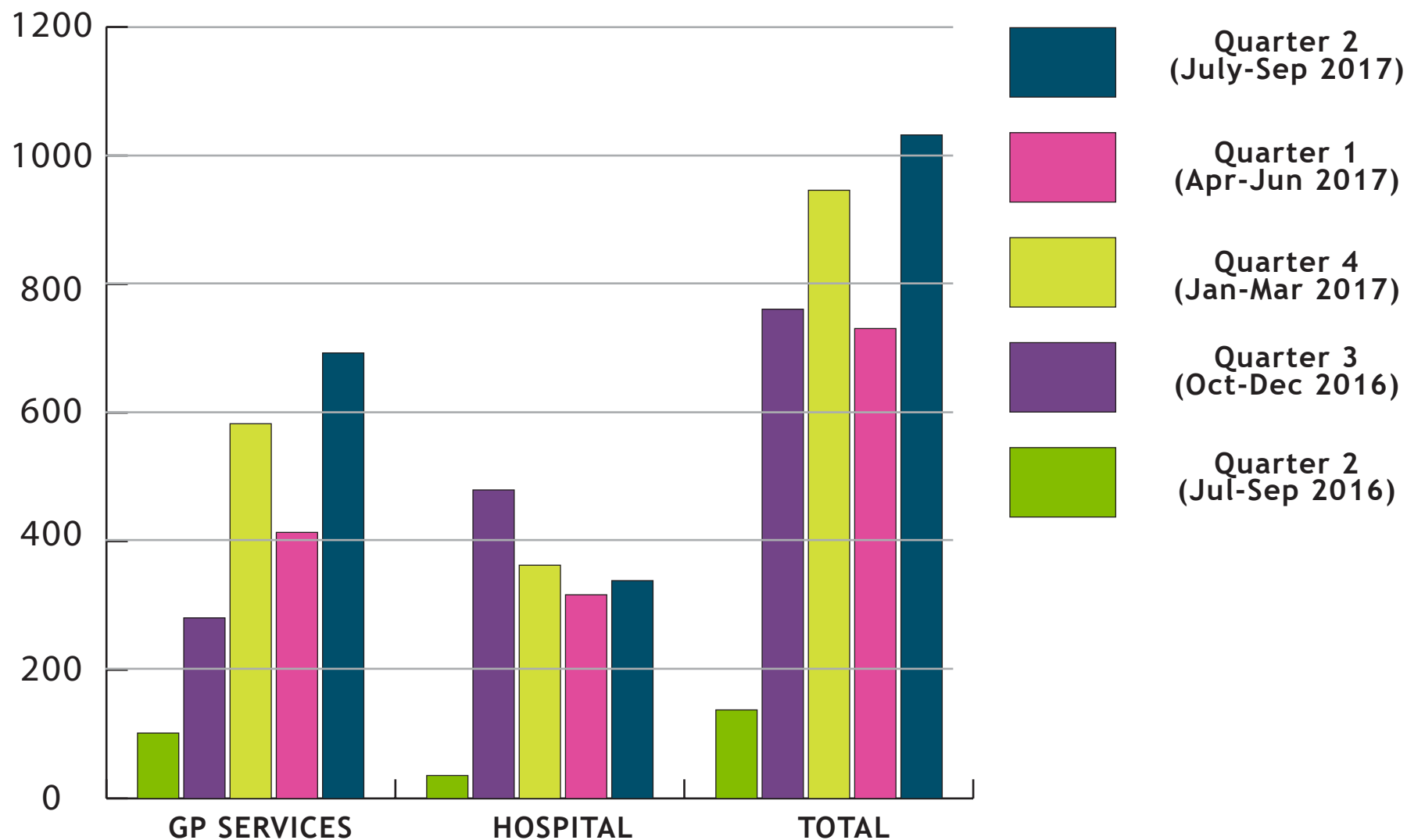


Age of Patients



Since the patient feedback centre has been running there has been a significant increase in patient feedback. Over the past year, patient experiences have risen from online reviews, patient experience officer and volunteers engaging with the local community.





Quarter 2 (Jul-Sep 2017)

Negative reviews:

- Difficulty in booking GP appointments
- Waiting time at the hospital
- Appointment availability for GPs.

Positive reviews:

- Quality of care received from GPs and hospitals.
- Staff professionalism at services.
- Ease of booking GP appointments.

Quarter 1 (Apr-Jun 2017)

Negative reviews:

- Access to services; mostly comments about waiting times at the practices.
- Administration - Patients complained about the ease of booking appointments.

Positive reviews:

- Majority of patients happy with the attitude of staff.
- Positive feedbacks on the quality and effectiveness of treatment.

Quarter 4 (Jan-Mar 2017)

Negative reviews:

- Difficulty in booking GP appointments
- GP surgery staff attitudes towards patients
- Waiting time at the hospital
- Not receiving specialist appointments quick enough

Positive reviews:

- Quality of care received from GPs and hospital staff
- Staffs' professionalism at the hospital (WMUH)
- GP surgery staffs' attitude towards patients
- Staff listening to patients

Quarter 3 (Oct-Dec 2016)

Negative reviews:

- Booking appointments, waiting times, and staff attitudes.
- General organisation - Lack of coordination between different services

Positive reviews:

- Patients happy with the advice given by pharmacist
- Positive treatment from doctors and staff, including staff attitudes.
- Quality of care

Conclusion

This quarter, 1258 patient experiences were collected. There were 911 positive reviews which is an increase from the last quarter's 895. 347 negative reviews were received this quarter which is less than last quarter's 394.

Overall there has been a slight decrease (2.4% less) in reviews compared to the previous quarter. However, we are still receiving an average of 400 reviews each month and we have increased the variation of reviews received.

Star Ratings

The highest star rating was recorded in August - 326 (4 - 5 star ratings were received). Most of the reviews were received in July. The lowest star ratings were received in September - 33 one star ratings were received. A total of 476 five star ratings and 62 one star ratings were received for the quarter.

The reviews have been split into different categories in order to identify the services that have been receiving feedback. The categories with the most recorded reviews were GP services (693), hospital (339), dentist (73) and pharmacy (56).

Distribution of Reviews

Similar to the past quarter, the majority of reviews have been received from Brentford & Isleworth area. This is because of the large number of reviews received for West Middlesex Hospital added to the GP reviews.

However, this quarter we have increased the number of reviews collected in Great West Road Area (6% of this quarter's reviews).

Representation

We maintained the variation ethnic backgrounds for our feedbacks with White British, Asian Indian and Other White Backgrounds making up majority of the reviews.

However, we increased the variation feedbacks received from the different age groups compared to the previous quarter. The 25-49 age group was the largest percentage(41%), 80+ was the least(3%). Also, we received more 50-64(22%) reviews compared to the previous quarter.

Appendix - Physical Questionnaire

Share Your Experience

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

1. What service would you like to comment on? (Please be specific)

e.g. Hospital, GP Surgery, Care Home, Dentist, Pharmacy, Supported living, Social worker

2. Please provide details of your experience

Date

3. How would you rate your overall experience?

5 = Excellent

4 = Good

3 = Average

2 = Poor

1 = Very poor

4. 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 *

*If other please state:

5. What was the outcome of the shared experience?

6. Overall how would you recommend your experience of your GP surgery?

5 = Very Likely

4 = Likely

3 = Don't know

2 = Unlikely

1 = Very Unlikely

7. Generally how easy is it to get through to someone at your GP surgery on the phone?

3 = Easy

2 = Don't know

1 = Not easy

8. How convenient was the appointment you were able to get?

3 = Easy

2 = Don't know

1 = Not easy

9. Overall how would you describe your experience of making an appointment?

10. Would you definitely or probably recommend your GP surgery?

5 = Definitely

4 = Probably

3 = Don't know

2 = Probably not

1 = Definitely not

Name of GP Surgery:

What's your ethnicity?

What is your religion or beliefs?

Do you consider yourself to have a disability? (Please circle)

Yes

No

Prefer not to say

What is your sexual orientation? (Please circle)

Heterosexual

Gay women

Gay man

Bisexual

Other

Prefer not to say

Age:

Gender:

Postcode:

Name (Optional):

Address (Optional):

Phone Number (Optional):

Email (Optional):

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?

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.

[Submit feedback >](#)

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

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