

Patient Experience Report

Quarter 2

July – September 2016



Patient experience forms enable the people of Hounslow to express how they experience local health and social care services and how they think these are being run. These experiences are important, and help Healthwatch Hounslow (HWH) to understand public response to health and social care service provision, identify gaps, evaluate and identify themes, and support the development of a specific service and the reception thereof.

Patient experiences enable HWH to identify, review, and support services of public concern and highlight services that are positively received. This helps HWH to inform commissioners and service providers about the engaged patient experience, and reform service provision and procurement. Patient experiences can help to shape and improve services in Hounslow, as well as the health and wellbeing of local adults, young people and children.

This quarter, **271** patient experience forms have been collected, compared to the previous quarter, where **267** were collected. The increase in patient experiences has been due to:

- An increase in our volunteer base, giving us the capacity to collect more patient experiences;
- A developed engagement strategy with a more targeted approach to collecting patient experiences;
- Engaging with ethnic minority groups/emerging community groups;
- Building relationships with the Hounslow Clinical Commissioning Group (CCG), London Borough of Hounslow (LBH), Public Health, West Middlesex University Hospital (WMUH), and other voluntary organisations;
- Carrying out different projects/studies – allowing us to speak to different clientele groups about their patient experiences.

Healthwatch is committed to harnessing the voice of the community and expects to see a significant increase in the total number of patient experiences received over the coming months.

Executive Summary

This quarter has seen the incorporation of two new components into HWH's patient experience feedback. In July, five patient experience GP indicators became part of our general feedback form to specifically measure the following:

- **Overall how would you recommend your experience at your GP surgery?**
- **Generally, how easy is it to get through to someone at your GP surgery on the phone?**
- **How convenient was the time of your appointment?**
- **Overall how would you describe your experience of making an appointment?**
- **Percentage of patients who would definitely or probably recommend their GP surgery**

In August, we launched the HWH digital patient feedback centre to provide an online platform for all members of the public to relate to

us their experiences of health and social care service provision and enable patients to view feedback and make informed choices. The target for this service is to provide **300** additional patient experiences per month to compliment the number we collect through directly engaging with communities. Our overall target is to collect and collate **400** patient experiences per month, **4,800** per year.

HWH are undertaking four deep dive studies to review:

- The Urgent Care Centre
- Personal Care Framework – A user's perspective
- Care planning in GP surgeries
- Patient discharge pathways

Finally, we will continue to work with all partners to implement recommendations identified from patient experience feedback.

Patient Experiences for Quarter 2

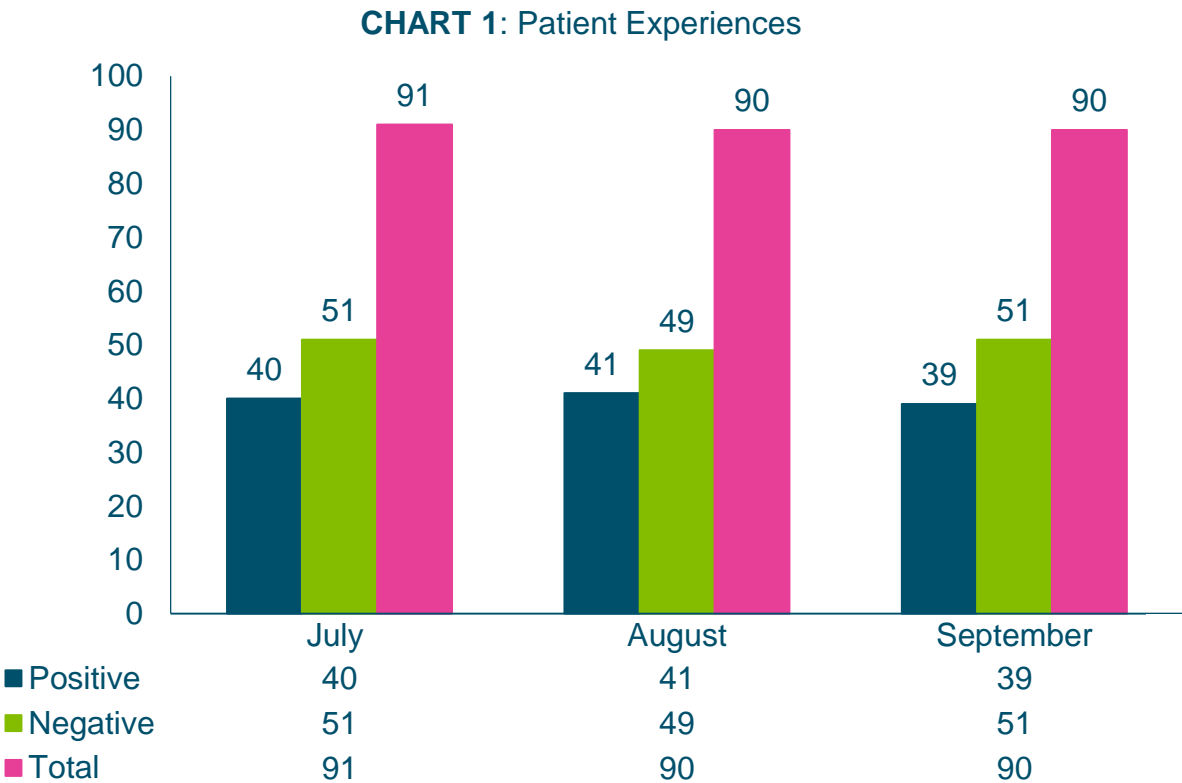
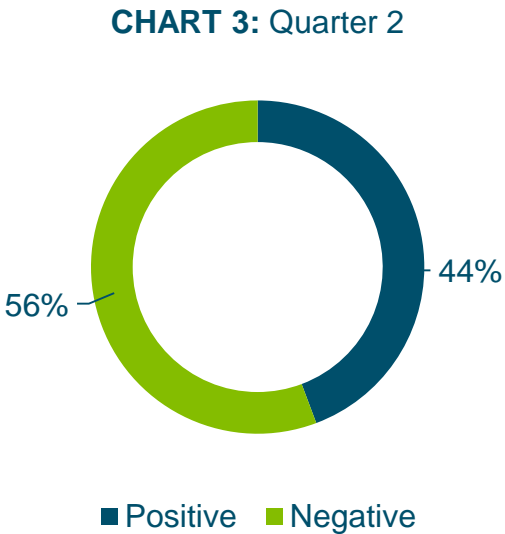
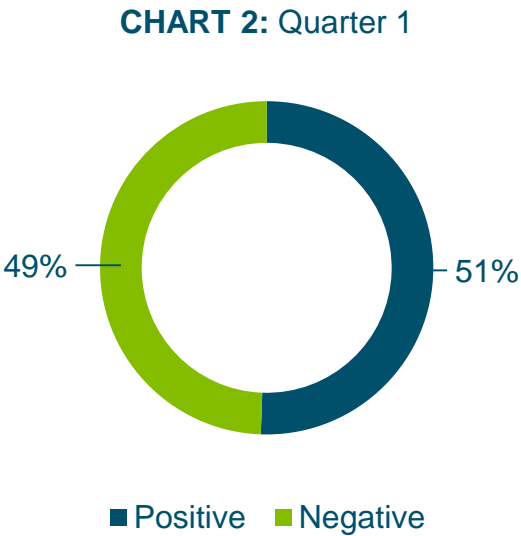


CHART 1 shows the number of positive, negative and total patient experiences for each month in quarter 2 (July – September). **CHART 2** shows the percentage of positive and negative patient experiences for quarter 1 (April – June). **CHART 3** shows the percentage of positive and negative patient experiences for quarter 2 (July – September).



Patient Experiences for Quarter 2

CHART 4: Quarter 2

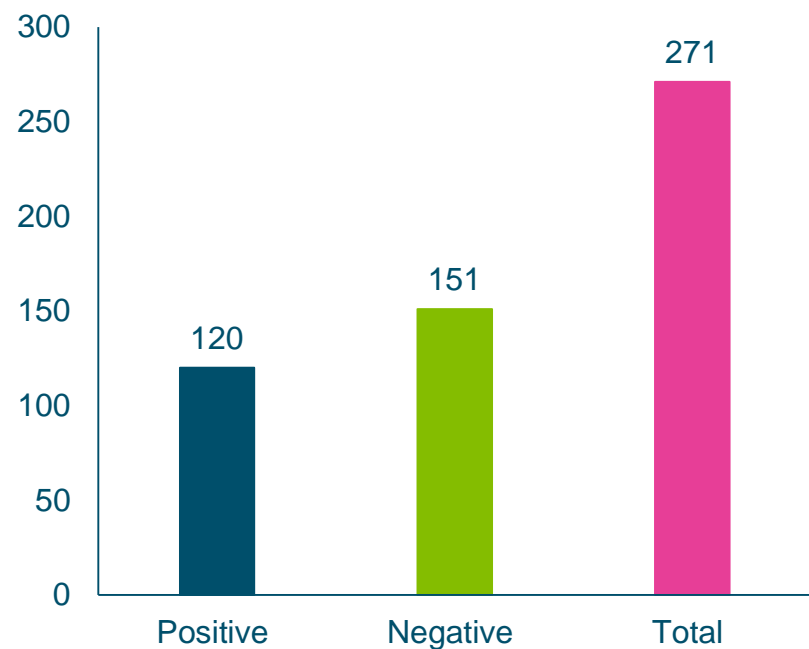


CHART 4 shows the number of positive, negative and total patient experiences for quarter 2 (July – September). **CHART 5** shows the percentage of positive and negative patient experiences for quarter 2 (July – September). **CHART 6** shows the number of positive, negative and total patient experiences for quarter 1 (April – June) & 2 (July – September).

CHART 5: Quarter 2

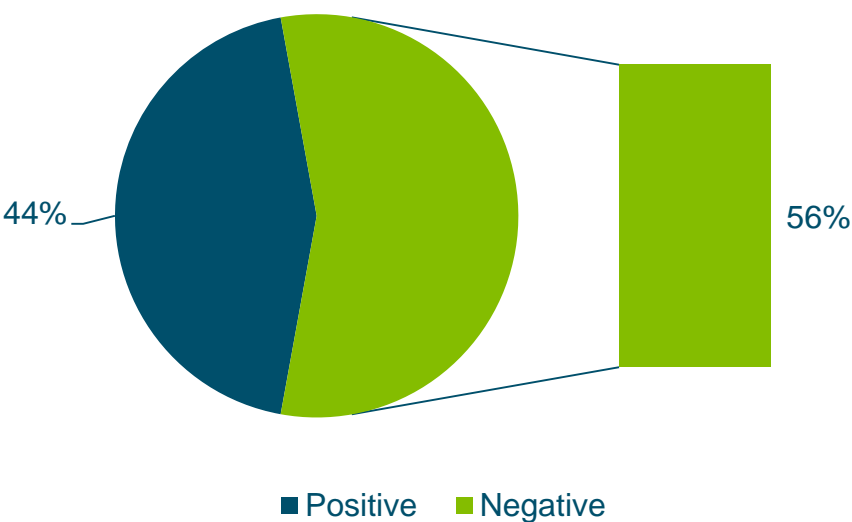
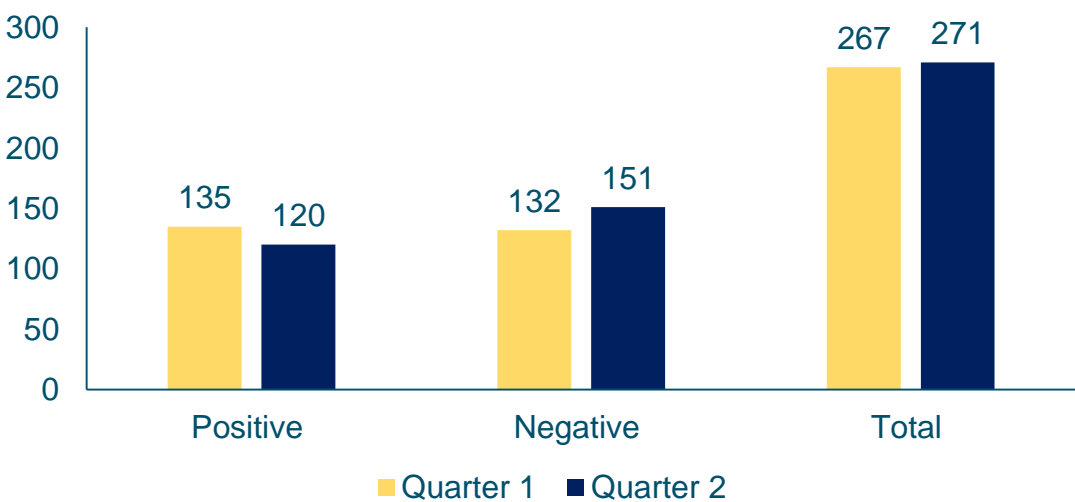


CHART 6: Quarter 1 & 2



Patient Experiences for Quarter 2

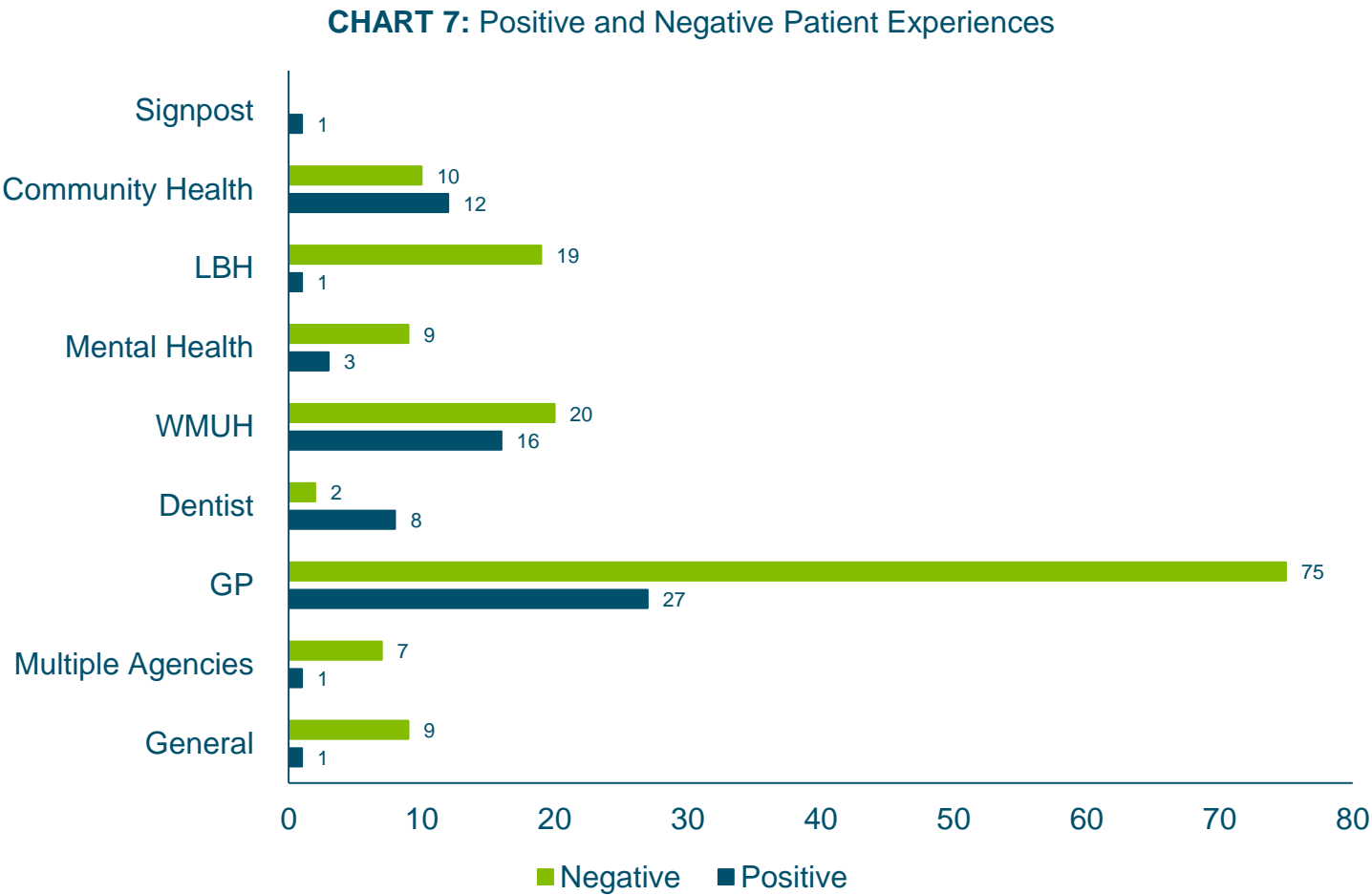


CHART 7 shows the comparison between the number of positive and negative patient experiences received in each category.

Negative Experiences – Themes/Trends

CHART 1: Negative Experiences for Quarter 2

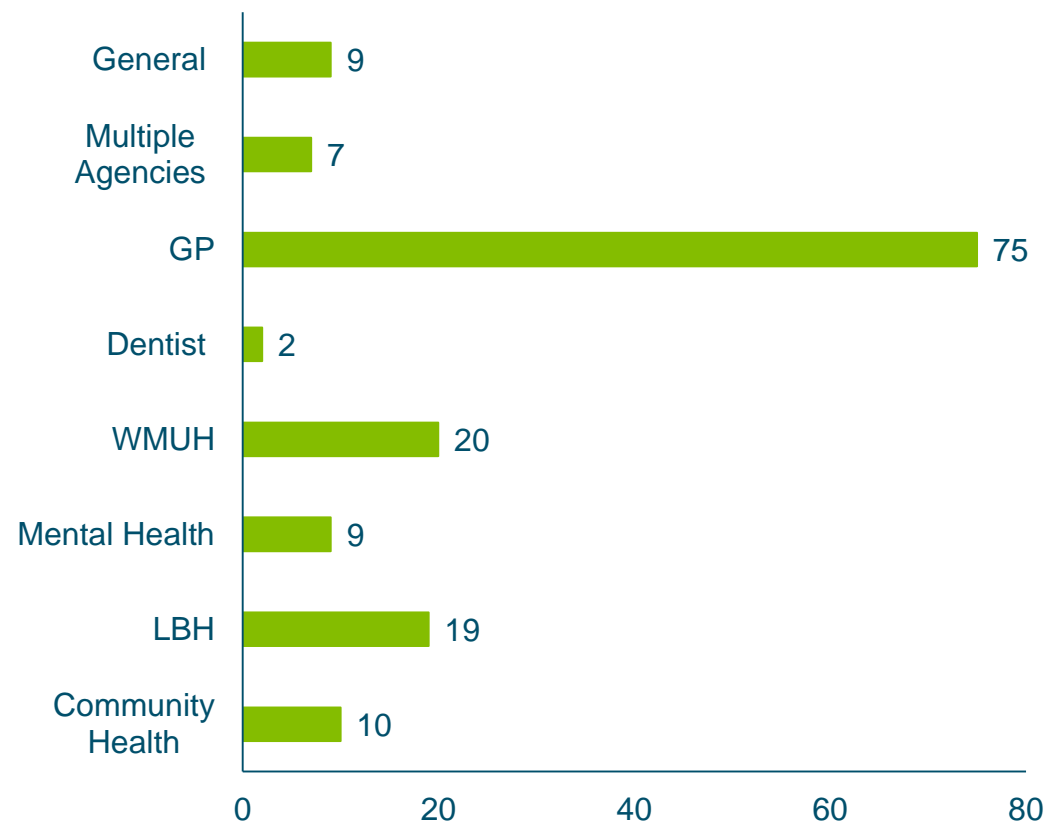
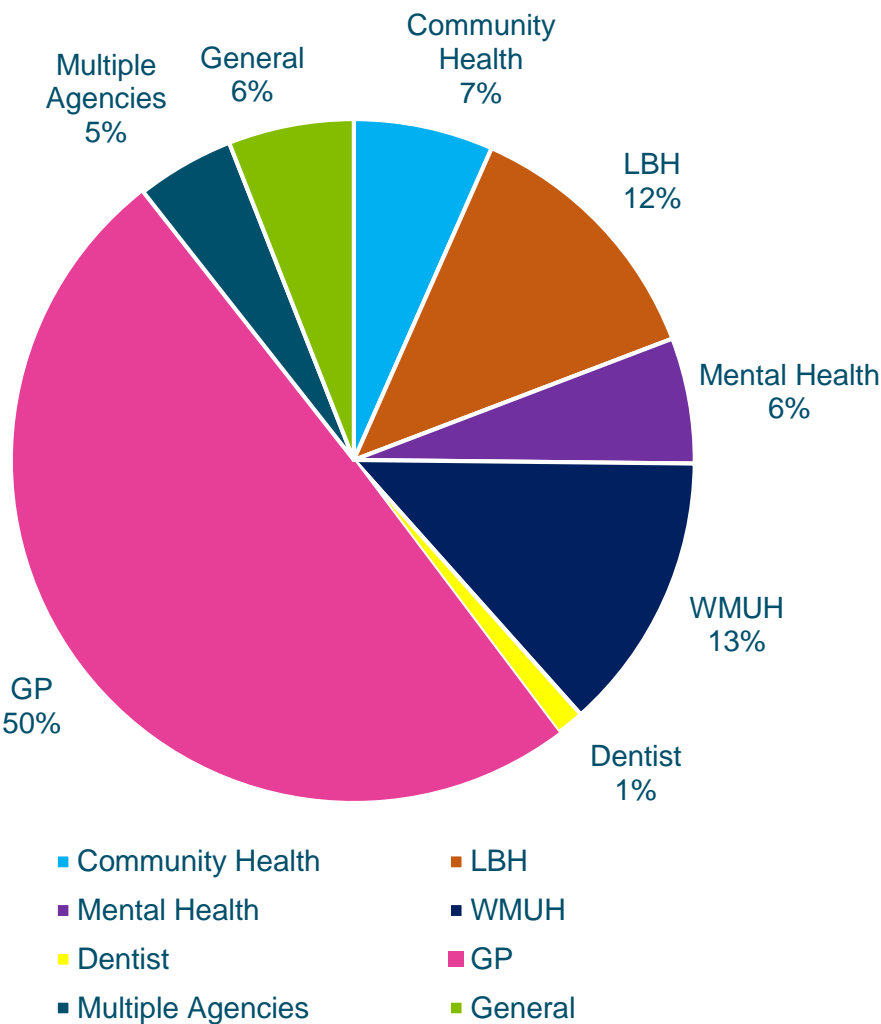


CHART 1 shows the number of negative experiences for quarter 2. **CHART 2** shows a pie chart of the percentage of negative experiences split into categories for quarter 2.

CHART 2: Negative Experiences for Quarter 2



For quarter 2, the number of negative patient experiences recorded is **151**. An increased number of trends have been identified from this quarter. Some of the trends have already been identified in the previous quarter, which we have been addressing. Some of the previous issues that were identified were access to GP services, specifically difficulty in booking GP appointments and 'difficult' frontline staff. During this quarter, the majority of negative responses received were in regards to GP surgeries: **75** patients commented on GP services. This was followed by services based at WMUH and the LBH. We have begun to access different voluntary/community groups (Bulgarian, Romanian, Afghan etc.), helping us to identify themes/trends in local health and social care services.

The following trends have been identified for each month:

JULY

WMUH

- Concerns around communication between staff and patients: Patients have said that when they go for check-ups related to wounds/injuries that need dressing and/or redressing, patients do not receive contact from the hospital as to when to schedule an appointment again. One kidney patient commented that they were 'promised' home care from the hospital. However, no one from the hospital came for five days. The patient's son had to contact the hospital and organise it personally.
- Non-English speakers feel excluded: Some Nepalese patients have commented that the hospital is not 'very friendly' towards people who are not English speakers. One patient commented that even though he is learning English at the moment, he feels that the hospital can leave patients feeling 'vulnerable' especially if their first language is not English.

GP Services

- Gill Medical Practice: Patients have commented that the surgery is not very good and the advice they have been receiving from GP staff has not been productive. Some patients have said that service has been poor from the GP staff, appointments tend to run late even when the surgery is not full, there are no call-backs even though patients have been told to expect a call, GP staff are not helpful in terms of obtaining results and blood tests are received late.
- Long waiting times: Patients have said waiting times are a continuous problem which seems to be an issue across the borough.
- Frontline staff: Patients have continued to say that frontline staff are 'rude', 'unfriendly' and not 'understanding' of their conditions. One patient said she had been with her practice for a long time and the doctors and nurses are 'lovely', but lately a particular receptionist has not been friendly.

Mental Health Services

- Feltham Cardinal Centre: A few patients have said that they do not find the mental health team effective for providing continuity of care. One patient commented that she had been discharged from the hospital but she was not seen at her home for weeks by the mental health team.
- Lack of interpretation services for minorities: Patients/relatives/carers have said there is a lack of interpretation services available for patients with mental health conditions. Many patients from ethnic minority backgrounds feel that it is difficult to communicate with medical professionals as they 'look down' on people who cannot speak English.

Care Workers

- Lack of training: Patients have said that their care workers require more training as some care workers are not 'capable' of dealing with issues that arise.
- Time of care provided: Some patients have commented that care workers are not provided with enough time to complete their tasks fully. One patient said her husband who is terminally ill has care workers who come to help with personal care and medication. She said it can be rushed at times and there's not enough time to do everything.

AUGUST

GP Services

- Reception staff informing patients about their diagnosis/conditions: Many patients have commented that reception staff inform patients about their diagnosis/treatment/results. Patients have raised their concerns about this as they feel that this should be done by a medical professional e.g. GP or nurse. Patients also feel that this is a private matter and 'other patients should not be able to hear this'.
- Difficulty in booking GP appointments: Patients have said that they struggle to book an appointment in the mornings as the phones are 'constantly engaged'. One patient said he was told by the receptionist to call 111 as there are no appointments available. The patient said that they finally managed to book an appointment via the 111 service.
- Booking GP appointments for children: Some parents have commented that they find it difficult to book appointments for their children. A few parents have commented that they feel 'very anxious' if they do not get an appointment on the same day and that they wish they received useful advice from practices.

LBH

- Housing department at Hounslow Council: Many patients have commented that the housing department is not helpful and cause them 'anxiety and stress' which affects their health. One patient said they were about to be made homeless and they were speaking to a housing officer. The patient said the housing officer was 'unfriendly' and made them feel 'worthless'. The patient said they have been feeling very 'depressed' lately.
- LBH services: Patients have commented that some of the services they receive from the Hounslow council are not 'very good'. One blind patient said the Hounslow council has not been very supportive and when he needed a handyman, he was not able to get someone in straight away. One patient said he knows many people who are blind and suffer from visual impairment but are not able to qualify for a guide dog. The patient said that not everyone is able to use the stick as guidance. As he is not able to get someone to support him, he is forced to stay indoors.

Social Services

- Dealing with complaints: Some patients have said that they feel that their complaints are not responded to in a timely manner. One patient commented that it was difficult to contact someone from the social services department in regards to her complaint. The patient said that they had been waiting for some time to get a response but had heard nothing.

Mental Health Services

- Lack of counselling services: Patients have expressed concern that there is a lack of counselling services and that the services available have long waiting times.
- Mental Health Crisis Team: Some patients have said that when they are in a crisis, the team in charge is not very 'responsive' or 'supportive'. One patient said that they were visited by the crisis team but were only visited for a short while before they had to go. The patient said that they felt 'very alone' and felt like they had no one to turn to. Another patient commented that they were extremely disappointed with the quality of the mental health services provided in the borough. They found the attitude of people who were sent by the crisis acute treatment team based at the Lakeside unit at West Middlesex Hospital extremely 'cold and impatient'.

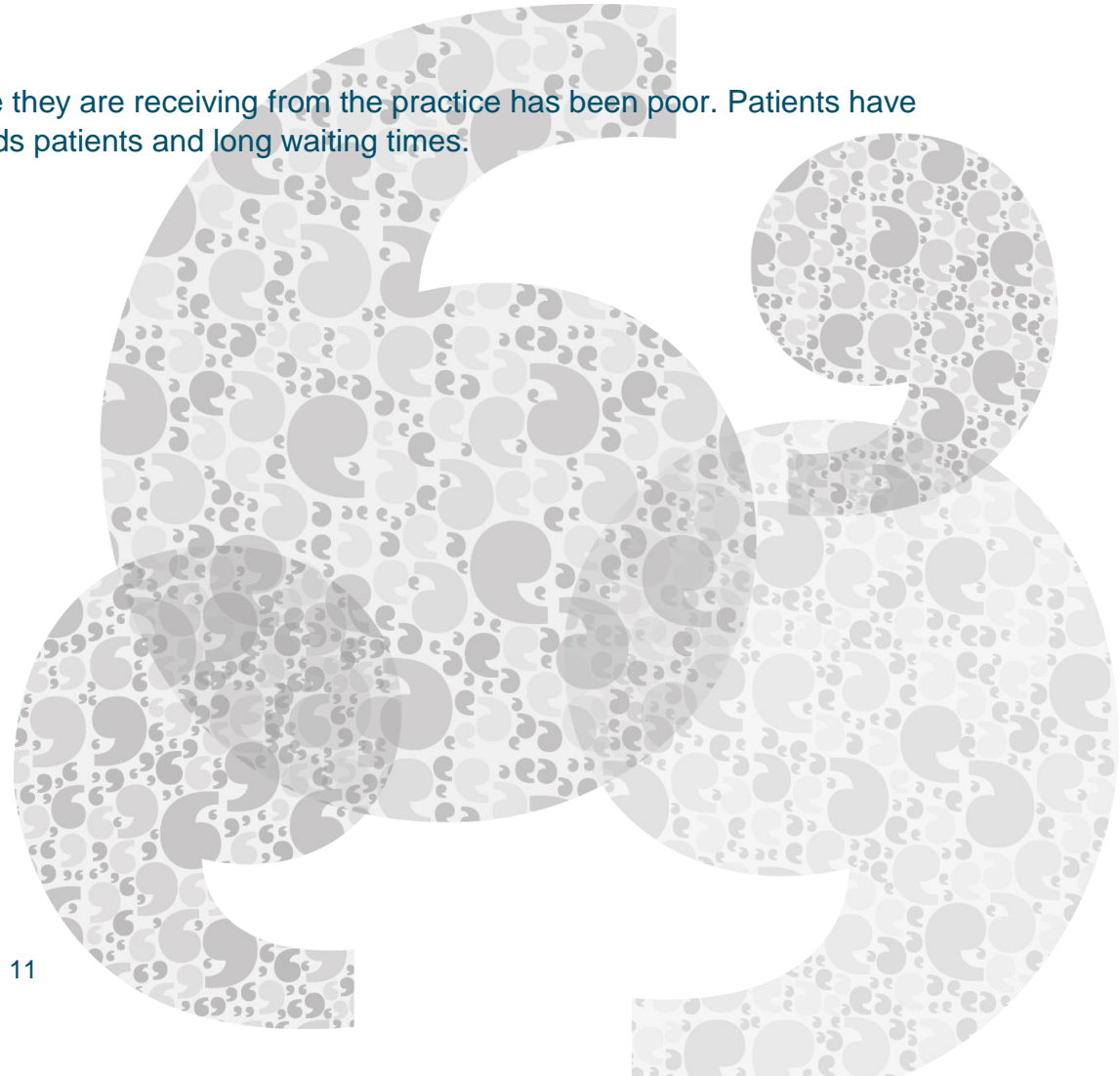
September

Social Services

- Dealing with complaints: Patients have expressed concern about the time it takes for their concerns/complaints to be addressed. One patient said she had been writing letters to the social services department but had not received any response. The patient said that they felt as if 'no one cared' and no support was provided for the situation they were in.

GP Services

- Green Practice: Many patients have commented that the service they are receiving from the practice has been poor. Patients have highlighted issues around the behaviour of reception staff towards patients and long waiting times.



Positive Experiences – Themes/Trends

CHART 1: Positive Experiences for Quarter 2

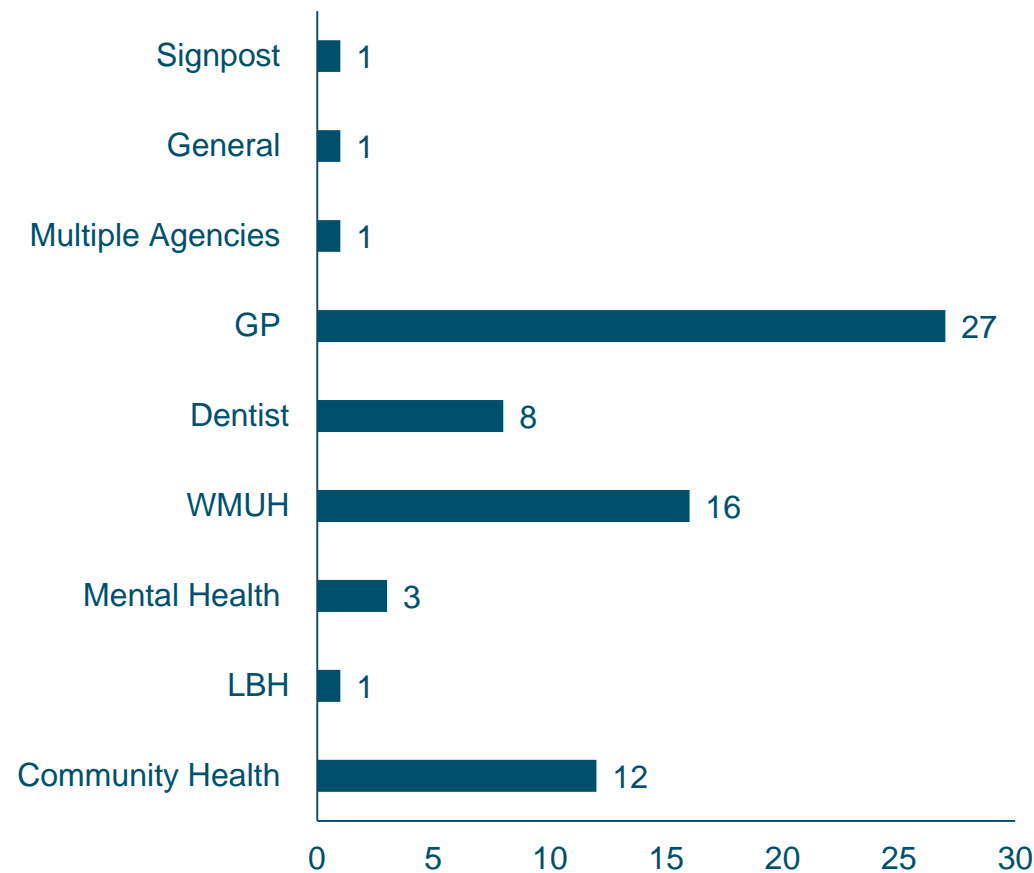
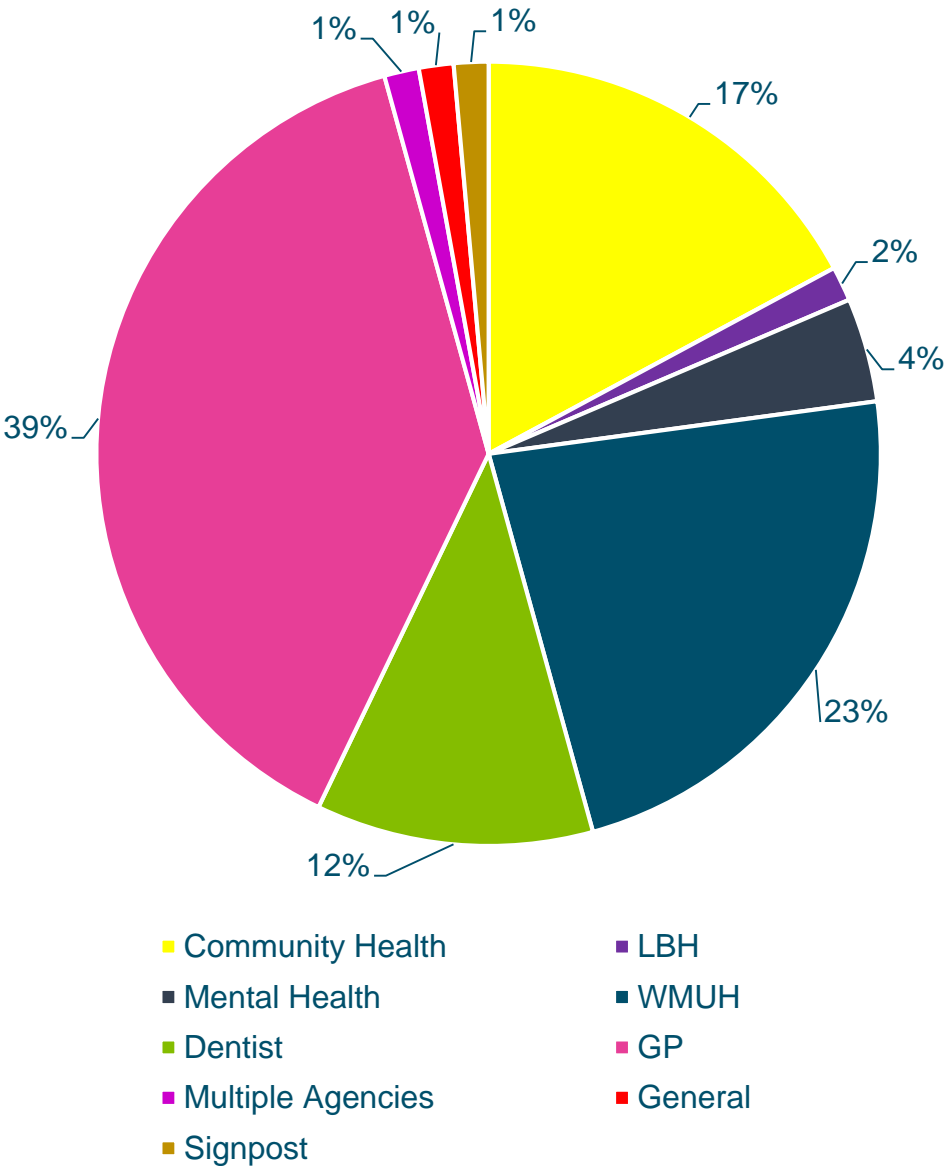


CHART 1 shows the number of positive experiences for quarter 2. **CHART 2** shows a pie chart of the percentage of positive experiences split into categories for quarter 2.

CHART 2: Positive Experiences for Quarter 2



For quarter 2, the number of positive patient experiences recorded is **120**. An increased number of trends have been identified from this quarter. Some of the trends had already been identified in the previous quarter. Some of the previous positive experiences that were identified were services provided by the GP and quality of care provided by frontline staff at WMUH e.g. nurses and doctors. During this quarter, the majority of positive responses received were in regard to GPs: **27** patients commented on GP services. This was followed by services based at WMUH and Community Health Services. We have begun to access different voluntary/community groups (Bulgarian, Romanian, Afghan etc.), helping us to identify themes/trends in local health and social care services.

The following trends have been identified for each month:

JULY

Dental Services

- Good reception service: Patients have said that the reception staff at dental practices provide good customer service. One patient said that the reception staff at her dental practice are 'very helpful' and deal with queries very well.
- Services provided by the dentist: Patients have commented that the treatment and care they have received from the dentist has been 'very good' and/or 'excellent'.
- Booking dental appointments: Patients have said booking an emergency dental appointment has been quite easy and they usually get the appointment 'very quickly'.

GP Services

- Services provided by the GP: Many patients have commented that their GP has provided 'very good' and/or 'excellent' services. One patient commented that his GP at Hounslow Medical Centre is 'very good'. The patient said he struggles to speak English but the GP speaks to him in his own language which makes him feel comfortable.
- Appointments not being rushed: Some patients have said that their GP does not rush their appointments and they feel like they are listened to. One patient said that their GP at Wellesley Road Surgery is an 'excellent' GP. They feel like they are being listened to and feel that the GP has been 'very supportive' through their difficult time.
- GP staff at Chiswick Family Practice, Wellesley Road Surgery, Blue Wing Practice and Chestnut Practice: Many patients have commented that they find their GPs are 'very good' and provide 'excellent care'. Some patients have also highlighted that GP staff 'work very hard' too.

WMUH

- WMUH staff: Many patients have said that they have received a high standard of care from WMUH staff at the hospital. One patient commented that when she visited the Urgent Care Centre, the doctor carried out a thorough assessment and the patient was given 'excellent treatment'. The patient said they were very pleased with the doctor.
- WMUH Volunteers: Patients have said that the WMUH volunteers based at the reception are very 'helpful' in using the self-service machines. One patient said that the volunteer directed him towards the department and it is 'very useful' to have volunteers help out at the hospital.

Pharmacy

- Services provided by the pharmacist: Patients have said that the service they receive from their pharmacist is 'very good'. The advice that is provided by the pharmacist is useful and effective and many patients feel that they do not have to see the GP. One patient said, 'despite the long queues, the pharmacist was very helpful'.

AUGUST

Dentist

- Services provided by the dentist: Patients have commented that their dentist provides 'very good' treatment.

GP Surgeries

- Firstcare Practice, Blue Wing Practice and Maswell Park Health Centre (Kingfisher Practice and Willow Practice): The following GP practices have received many positive experiences from patients. Patients have attributed the positive feedback to the 'excellent' care received from the GPs and 'very good' GP staff – many patients have said that staff were friendly and welcoming.

Maswell Park Health Centre

- Willow Practice: Many patients have commented that they had received 'very good' service from the practice and were pleased with the care they have been receiving from GPs. One patient commented that when they had been diagnosed with cancer, their GP was very 'supportive and kind'.
- Willow Practice PPG: One patient said that they have found their PPG 'extremely useful'. They said it is great to be a part of the surgery and they have guest speakers who inform them about different topics.

SEPTEMBER

Opticians

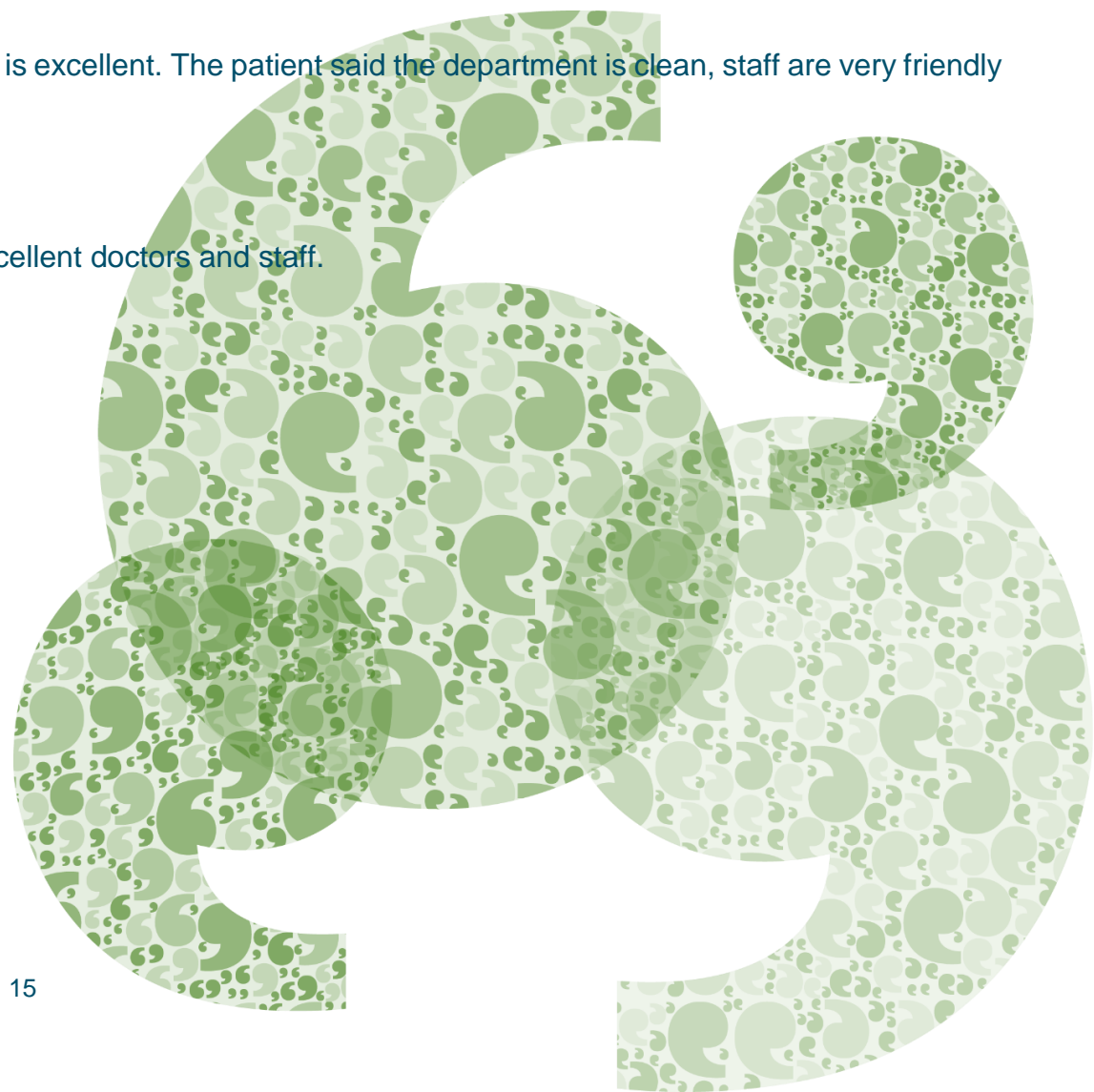
- Services provided by the Opticians: Patients have said that they are pleased with the service they receive from their Opticians. They have said that staff are very friendly and patient. One patient said that the service they receive from Specsavers in Hounslow is 'excellent'.

WMUH

- Maternity Ward: Patients have said the maternity ward at WMUH is excellent. The patient said the department is clean, staff are very friendly and the midwives do an 'excellent job'.

GP Surgeries

- Wellesley Road Surgery: Patients have said the practice has excellent doctors and staff.



Representative Information

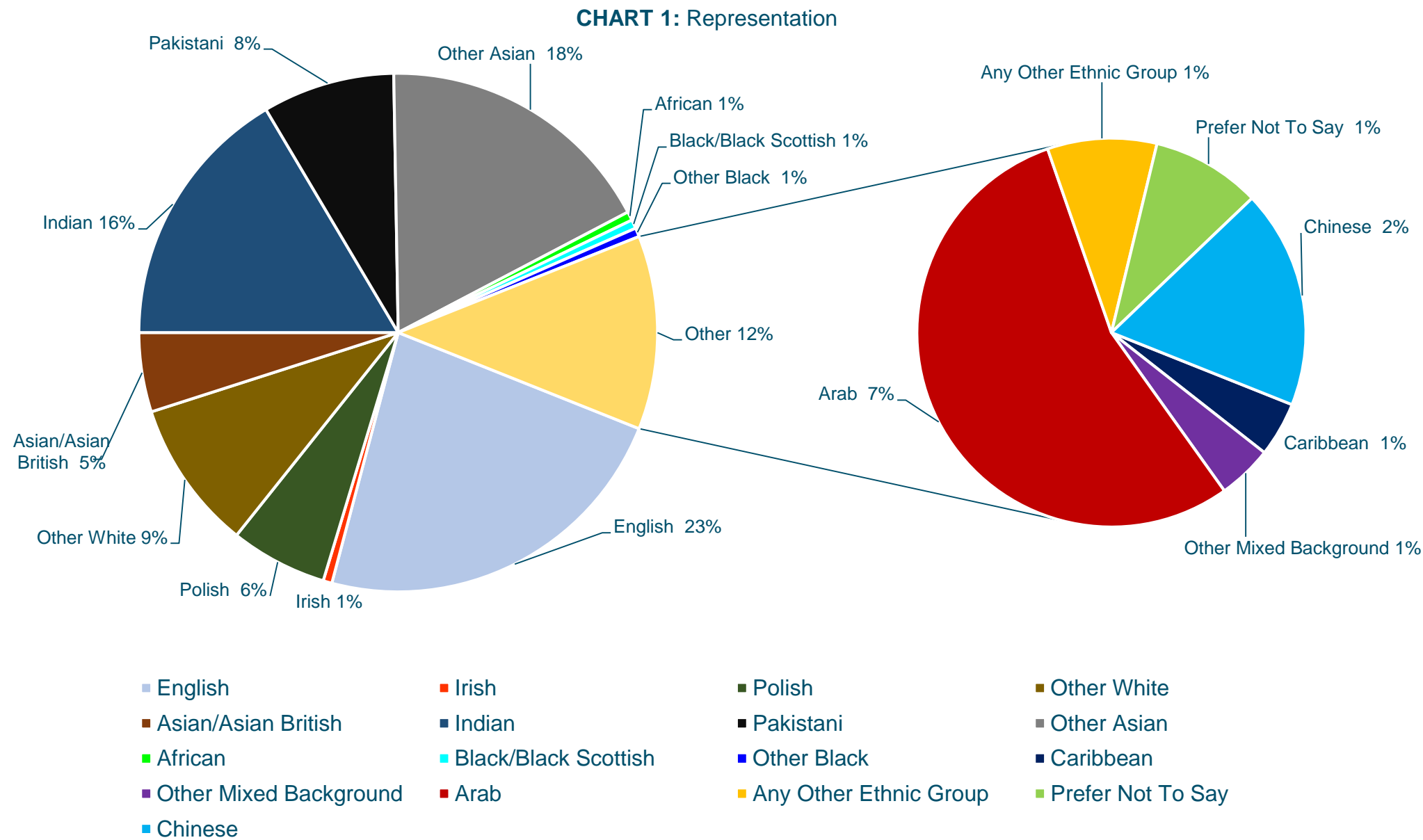


CHART 2: Representation

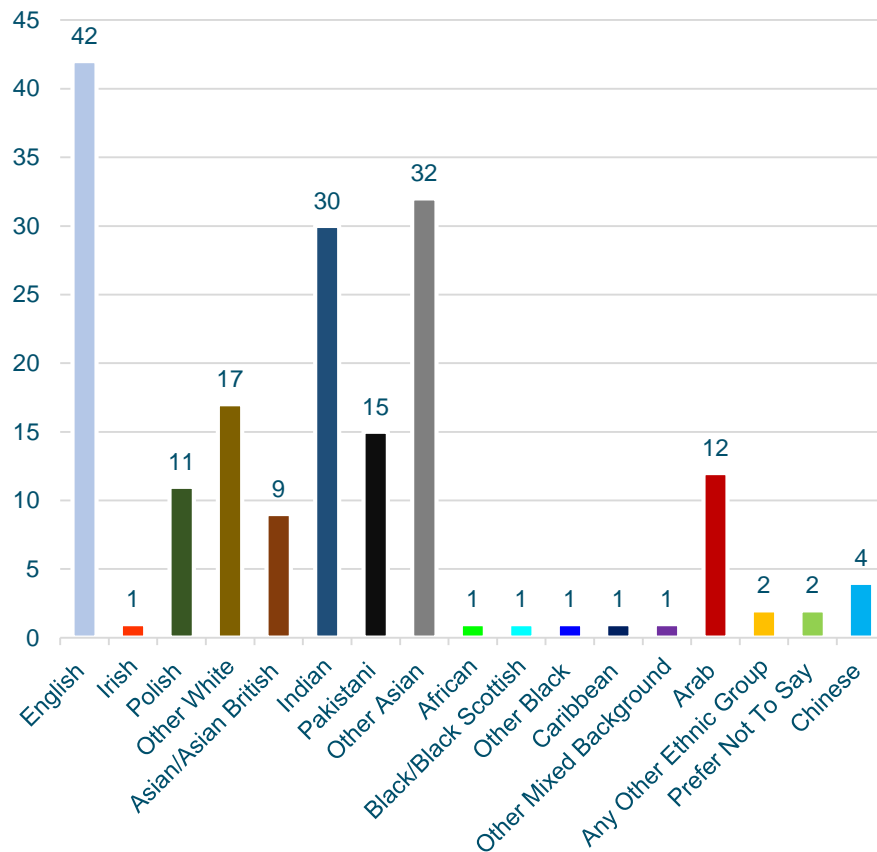


CHART 3: Age

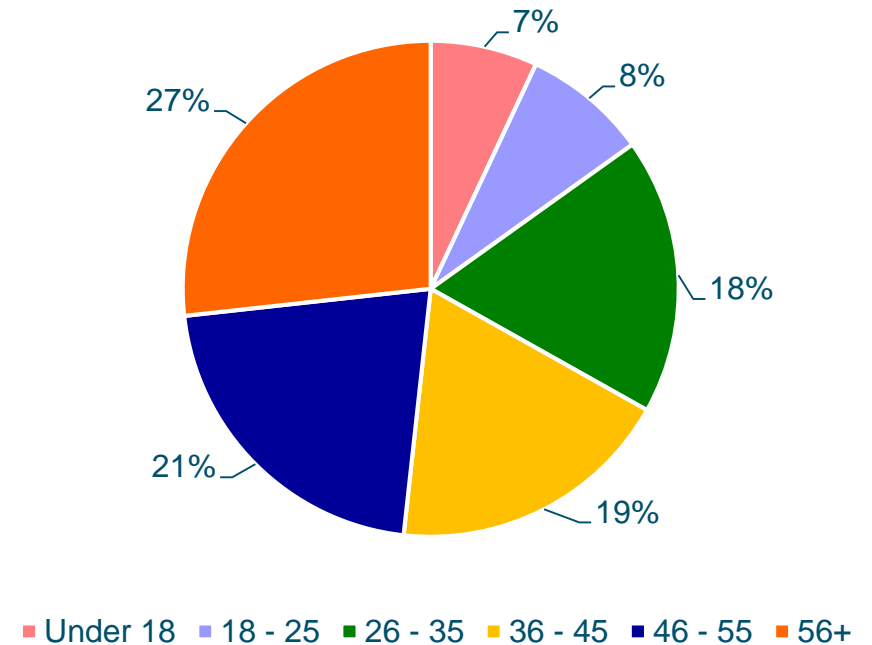
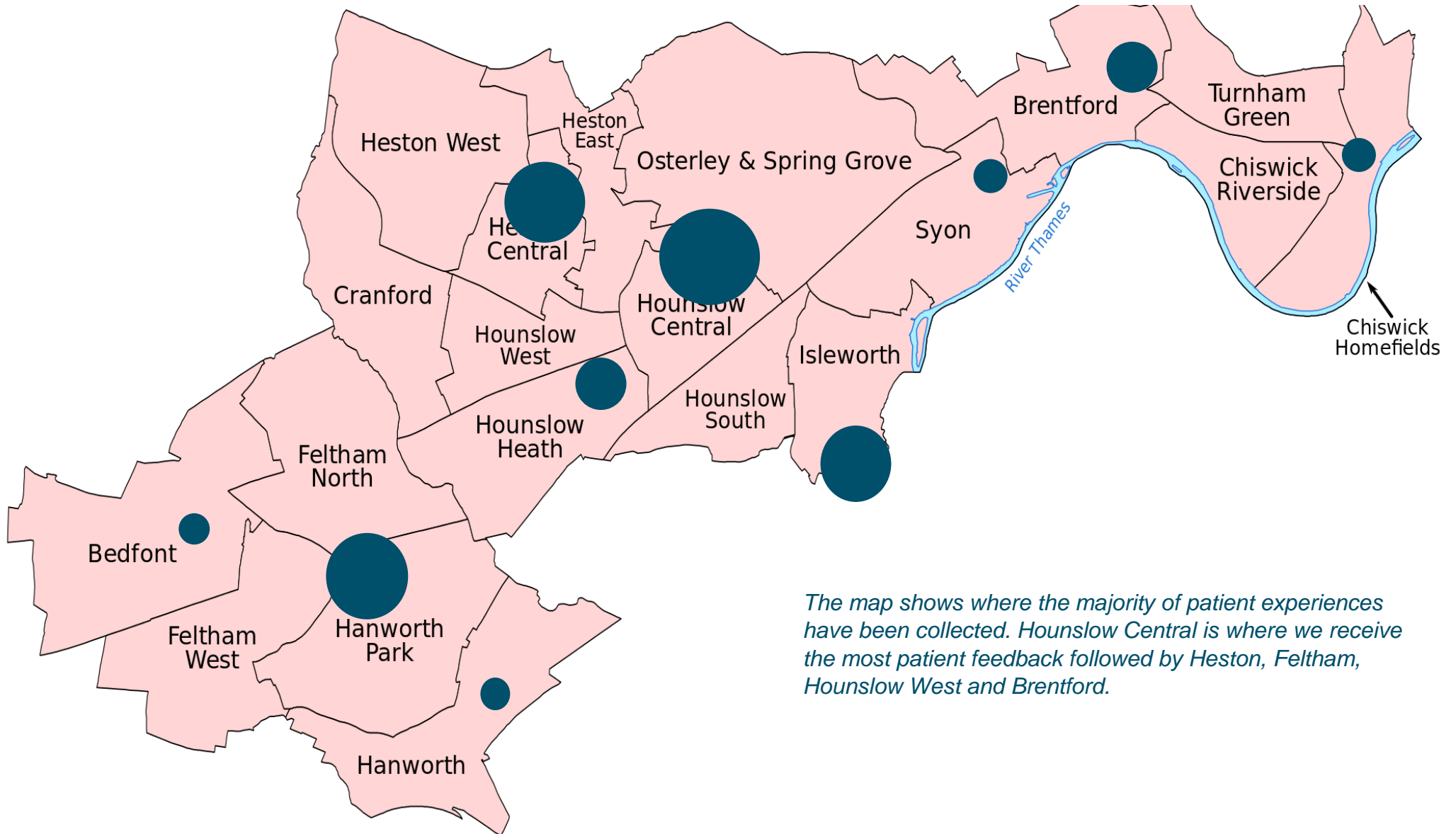


CHART 1 shows the representation breakdown of patients spoken to for quarter 2. **CHART 2** shows the number of patients from each ethnic group.

CHART 3 shows a pie chart of the percentage of different ages of patients.

- We acknowledge that some of the groups in terms of age and diversity background are underrepresented.
- As previously stated in our reports, the largest number of respondents come from an English background, and **46** of the responses so far have been from patients aged 56+. Some patients have chosen not to disclose their ethnicity or age; therefore, this is not a full representation of the data.
- There has been an increase in the representation of ethnicities and age. This is due to the expansion of the emerging communities' project and the reviews that are being undertaken.
- There has been an increase in all age groups since the last quarter, most notably in the age range of **under 18, 25 – 35 and 46 – 55**.

- There has been a significant increase in the number of respondents from **Other Asian (Nepalese, Sri Lankan etc.), Other White, and Polish and Arab background.**
- We interact with all diversity groups and aim to continue collecting patient experiences from the emerging community, especially.



Patient Feedback Centre – GP Indicators

The table below shows the ratings based on responses for the GP indicators from July – September, 2016.

GP Indicators	<i>July Rating (Lowest 1 – 5 Highest)</i>	<i>August Rating (Lowest 1 – 5 Highest)</i>	<i>September Rating (Lowest 1 – 5 Highest)</i>
Overall how would you recommend your experience of your GP surgery?	3	2.8	3.3
Generally, how easy is it to get through on the phone to someone at your GP surgery?	2.8	2.6	3
How convenient was the appointment you were able to get?	2.9	2.5	3.6
Percentage of patients who would definitely or probably recommend their GP surgery	45%	40%	50%

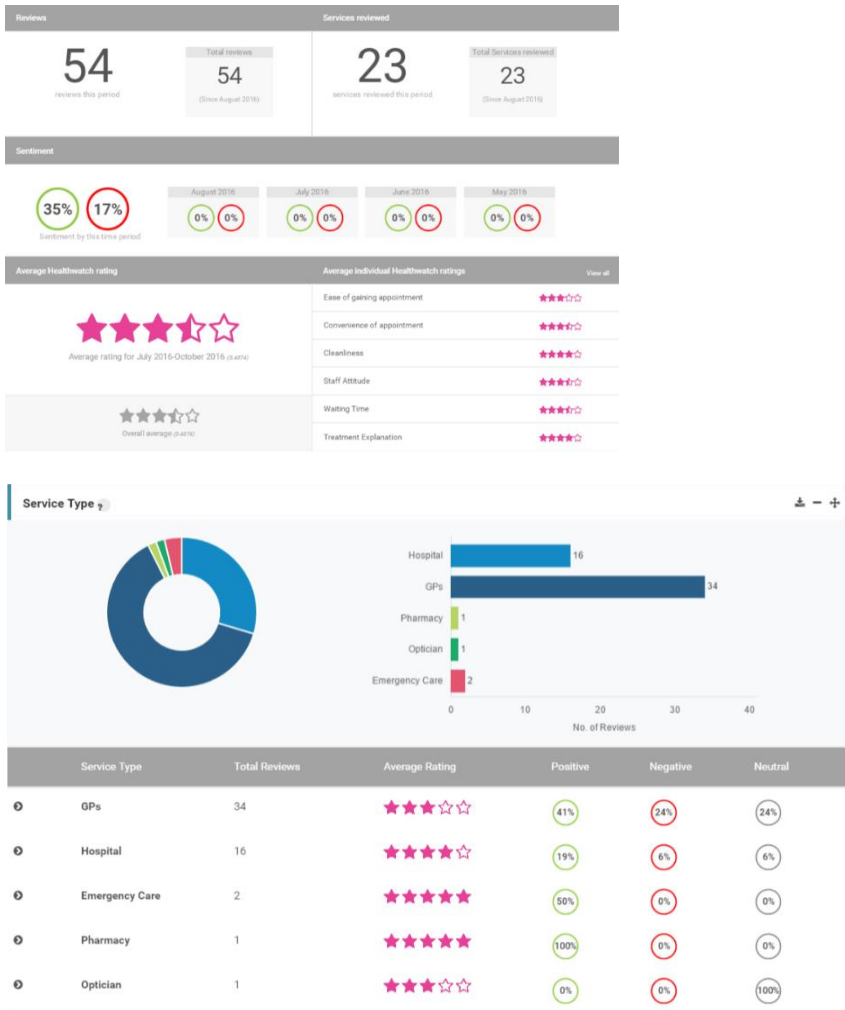
Overall how would you describe your experience of making an appointment?

“Very, difficult. The phone is always engaged and it takes about 30 – 45 minutes for me to speak to someone.”

“I prefer to phone in, however it can take some time before someone answers the call.”

The digital patient feedback centre has the capability to analyse large amounts of data. The information is presented in an effective way which helps us to understand where there are gaps in the services and where improvements can be made. Below are some snapshots of how data is displayed. This is provided as an example of the type of the information that will be presented. This is only a snapshot as the digital feedback centre has only been running for six weeks. This data does not include October.

For October we are expecting between **200 – 300** responses. During August and September, the focus was on marketing and promoting the service. Our Website and Marketing Officer has been visiting GP surgeries, Health Centres, WMUH and various other health and social care services across the borough to promote the digital feedback centre. So far, we have received **54** responses online.



Services

Total: 19 Services

Search:

Service	Service Type	Reviews	Rating	Positive	Negative
The Green Practice - Heart of Hounslow	GP	4	★★★★☆	0%	50%
First Care Practice	GP	3	★★★★☆	0%	33%
Glebe Street Surgery	GP	3	★★★★★	100%	0%
Chiswick Health Practice	GP	3	★★★★☆	0%	0%
Blue Wing Family Doctor Unit	GP	2	★★★★☆	50%	50%
Hounslow Medical Centre	GP	2	★★★★☆	50%	50%
Spring Grove Medical Practice	GP	2	★★★★☆	100%	0%
Little Park Surgery	GP	2	★★★★☆	50%	0%
Holly Road Medical Centre	GP	2	★★★★★	50%	0%
Chestnut Practice	GP	2	★★★★☆	0%	0%
Hatton Medical Practice	GP	1	★★★★★	100%	0%
The Practice (Hounslow)	GP	1	★★★★☆	0%	100%
Bath Road Surgery	GP	1	★★★★☆	0%	100%
St Margarets Medical Practice	GP	1	★★★★☆	100%	0%
Queens Park Medical Practice	GP	1	★★★★★	100%	0%

1 2

Effecting Change

Studies/Reviews

Targeted Physical Activity in Hounslow – Public Health and Leisure Team London Borough Hounslow (LBH) commissioned us to undertake a study on *Targeted Physical Activity in Hounslow*. The study focuses on what stops specific groups in Hounslow (Adults with disabilities and Children and young people with disabilities and local women/girls) in certain “inactive” parts of the borough from participating in sports and physical activity. The report has been completed and is currently being reviewed by the Public Health and Leisure Team LBH. We have made a number of recommendations which could improve physical activity within specific groups in the borough.

GPs and Care Plans for Vulnerable Adults – Hounslow CCG has commissioned us to undertake a review of how effective the care plans are for patients and whether patients are aware of their care plans. The HWH research team are currently reaching out to GP practices to complete a questionnaire for the care plans. This will inform us about the effectiveness of the care plans and make recommendations on how to ensure that the care plans can play an important part in patients’ health.

Review of Urgent Care Centre (UCC) – We are conducting a review of the UCC to see how the service is running. Earlier this year the UCC was inspected by the Care Quality Commission (CQC). The UCC was required to make improvements to their service. Hounslow and Richmond Community Healthcare (HRCH) run the service at the UCC. HWH will be speaking to staff and patients to check what service improvements have been made by HRCH to meet standards and observe how the service is run generally.

Part 2 PCF (Personal Care Framework) User’s Perspective – We will be carrying out a follow-up study to our original report ‘*The Personal Care Framework: Measuring the Impact*’. LBH and the Hounslow CCG introduced the Personal Care Framework (PCF), as a contract signed by 22 care providers in the borough. The original report involved us creating a questionnaire which was sent to key members of staff in 14 organisations that provide personalised care to users in the borough. They were also asked to send their latest Key Performance Indicator (KPI) reports so as to compare their performance against their KPIs. Mystery shoppers were used to call the organisations and ask them a series of questions. In the follow-up report, we will be following up on the recommendations that were made to these care providers.

Discharge services – We will be undertaking a review of discharge services based in WMUH. HWH will be speaking to staff and patients about their experiences of the discharge service.

Digital Feedback Centre

The digital feedback centre launched on the 8th of August. Patients across the borough are able to give their feedback about particular health and social care services they have used in the borough. The Hounslow CCG provided us with GP indicators which are made up of questions around patients' experiences of the service and if they would make a recommendation for other patients to join the surgery. GP indicators will be measured too. Our Website and Marketing Officer will be promoting the digital feedback centre to patients and providers around the borough. The data collected on the system will be translated into stats which are easy to understand and share with providers. We anticipate that we will collect 200 – 300 responses a month on the system alone in addition to the 100 physical patient experiences.

Emerging Community Project

Emerging Community Volunteers are currently disseminating information, gathering patient experiences and informing patients about access to health and social care services. The volunteers are also thinking about alternative ways to engage with the emerging community. We are liaising with First Care Practice to access their emerging communities' patients.

Carers

We will be launching our carer service at the end of November. Carer Support Volunteers will be providing emotional support and signposting carers to services in the borough. We will be disseminating marketing material with a list of all the services available to carers.

'Enter and View'

'Enter and View' authorised representatives visited Ashgrove Care Home on the 22nd September 2016. The report has been completed and will be sent to the provider.

Volunteers

The volunteers have produced excellent work for the organisation. Our mystery shopper volunteer has been visiting mystery shopping care agencies and is currently drafting a report on her findings. The emerging community volunteers continue to disseminate information about access to health and social care services. The patient experience volunteers have been gathering patient feedback from various services. 'Enter and View' Authorised Representatives are currently in the process of visiting other services. We have many more volunteers who contribute to our organisations in different ways. Many volunteers have continued onto employment opportunities due to volunteering for HWH.

Conclusion

Due to our consistent engagement with the public on a monthly basis we have been able to collect patient experiences from a wider audience. The following projects have given us the additional opportunity to speak to patients about their experiences with health and social care services:

- Emerging Communities Project;
 - Service Reviews;
 - Promotion of Digital Feedback Centre
 - Carers Project;
 - Volunteer Recruitment
 - Engagement activities – weekly
-
- In quarter 2 we received 271 patient feedback forms which is an increase of 1.5% from the previous quarter. This quarter 75 negative responses were received in relation to GP services followed by 20 negative responses from WMUH. Some issues that have been consistently mentioned are difficulty in booking GP appointments, long waiting times at the GP/WMUH, and poor customer service from receptionists and staff.
 - **We are collecting a higher number of negative patient experiences because we are reaching vulnerable patients from all sections of the community. They are more likely to provide negative feedback due to health inequalities.**
 - There were 27 positive responses from patients about the service they were receiving from their GP. Many patients highlighted the point that initial access to the GP surgery (e.g. booking appointments, reception staff) was difficult but the service received from their GP was 'very good' and/or 'excellent'.
 - Patients have praised WMUH staff members, especially from the maternity ward, saying that they provide a 'very good' service. Patients have also praised GP staff for their service.
 - Patients have reported that they are pleased with the customer service provided by their dental practice (dentist and reception staff).
 - Patient experiences are still limited at this point as we do not truly represent a cross-section of society in the Hounslow borough. This has been reiterated in our previous patient experience report.

- As an organisation, we strive to be representative of the community population. We are therefore in the process of recruiting volunteers from various backgrounds:
 - Emerging communities (Tamil, Algerian, Afghan, Nepalese, Bulgarian, Romanian, and Burmese);
 - Hard-to-reach communities (e.g. Polish and Somali);
 - Backgrounds in health and social care services for the Enter and View programme;
 - Young carers;
 - Young people;
 - Age groups: 18 – 25 and 46 – 55

