

# healthwatch Hounslow Q1 | 2019

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# nealthwatch Hounslow Q1 | 2019

### 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 covers the period April - June 2019.

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 1 period, April-June 2019. During this time, we collected 1,207 reviews, achieving our quarterly target of 1,200 (averaging 400 per month). We continued our aim of visiting varied services across the Borough, 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, 963 (80%) were positive and 244 (20%) 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 feedback. In Q1 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.

### Overall Patient Reviews

The number of patient reviews received for this quarter is 1207. The table below shows a breakdown of the positive and negative patient reviews. (See the appendices for examples of our physical and online questionnaires).

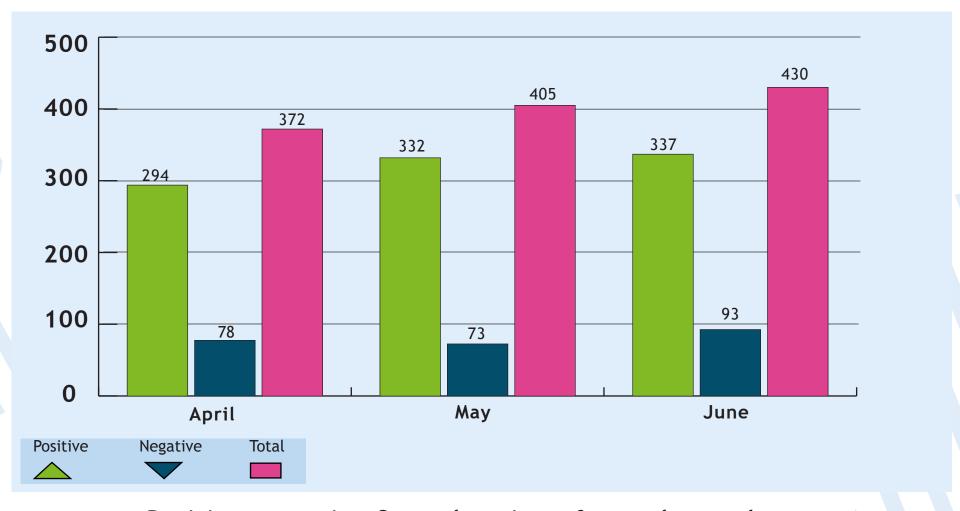
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 3 indicate a negative response\*, while star ratings between 4 and 5 indicate a positive response. This quarter 963 positive responses and 244 negative responses have been recorded.

\*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)
April	78	294
May	73	332
June	93	337
Total	244	963

### 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

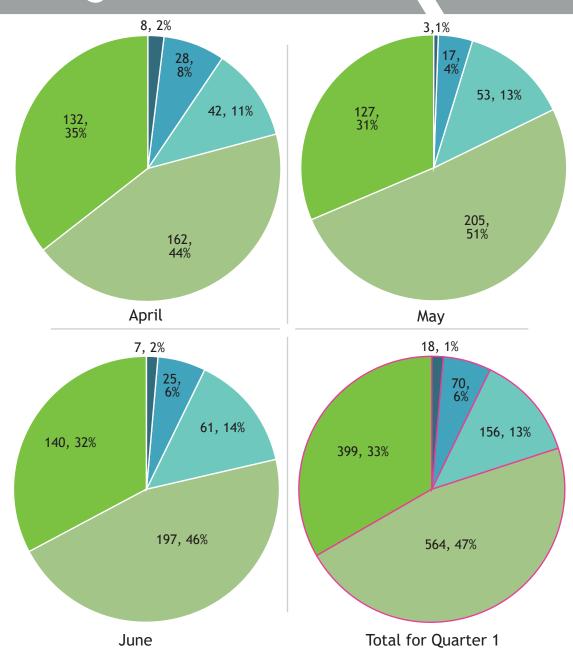
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

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

However, compared to the past quarter, there has been an increase the proportion of 5 star ratings in this quarter.

### **Star Ratings**





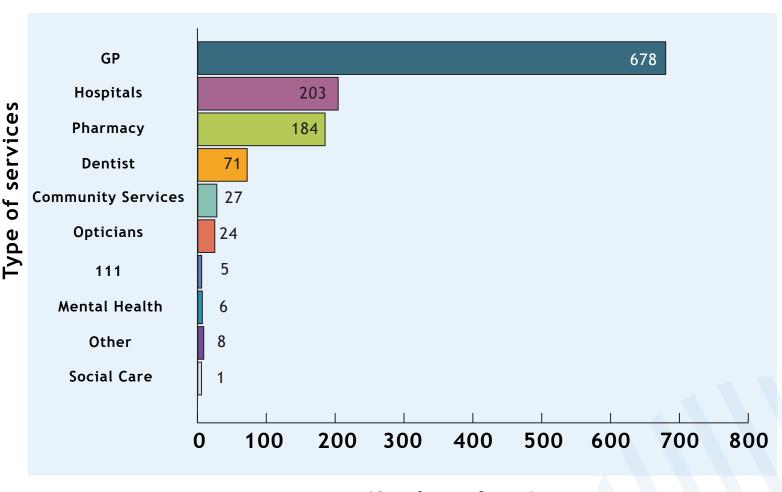
# Total Reviews per Category

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 Hospital and Pharmacy category.

For this quarter, we can see an increase in the number of reviews received from GPs, Opticians, Mental Health and Community Services.

As the Patient Experience
Programme develops, Healthwatch
Hounslow (HWH) will continue
to focus on capturing patient
experience reviews from an
increasing number of service
areas such as Community
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.

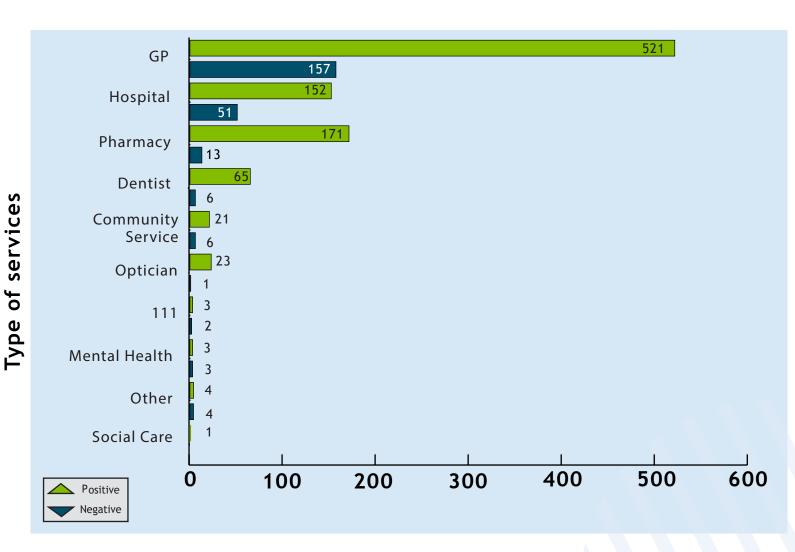


# Distribution of Positive & Negative reviews

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

The 'Opticians' category received the highest proportion of positive reviews, with 96%; 'Pharmacy' recieved 93% positive reviews and 'Dentist' recieved 92% positive reviews.

The category with the highest proportion of negative reviews is 'GP' services 23%.



Number of reviews

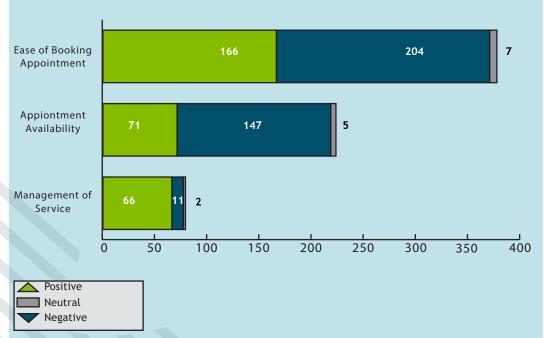
### Themes / Sub-themes & Trends for GPs

For this quarter **Administration** was one of the frequently discussed themes for GP feedbacks, with 688 reviews mentioning this topic. From these reviews; 44% (n.303) were positive, 53% (n.365) were negative and 3% (n.20) were neutral. The chart below illustrates a breakdown of the top sub-themes for **Administration**.

The largest number of reviews were about **Ease of Booking Appointments** with 377 reviews. **From these reviews**, 44% of patients expressed positive sentiments and 54% made negative comments about the process of making appointments. The proportion of negative comments has progressively got worse compared to past few quarters; it was 49% in Q4, 48% in Q3 and 38% in Q2. Indicating that patients are expreincing more difficulty with booking appointments.

For sub-theme **Appointment Availability**, we received 32% positive sentiments and 66% negative sentiments. Compared to previous quarters more patients mention that the length of time it takes to book appointments is too long; for Q4 it was 56%; 52% in Q3 & 48% in Q2. Although the option of emergency appointments is generally seen as a positive, it doesn't outweigh patients complaints about getting regular appointment. Also, from the comments about **Management of Services**; 84% (n.66) were positive and 14% (n.11) were negative as seen on the graph.





Type of Sub-themes

#### Positive Reviews;

"Every time I call for an appointment they give me an appointment." Hounslow Family Practice

"...It's easy to get an appointment and sometimes if it's a general apppointment it can take a little longer."

West4GPs

#### **Negative Reviews;**

"...booking in advance needs improving. They need more appointments avavilable within a week instead of 2 or 3 weeks..."

St. Davids Practice

"Called for earlier (Saturday) appointment but system cancelled my appointment instead. There was no option to speak to a human." Skyways Medical Centre

"...to get through on the phone is terrible. It could be as long as 20 minutes when you call early in the morning..."

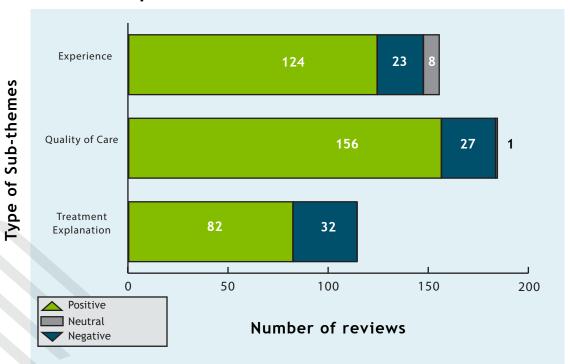
Albany Practice

### Themes/ Sub-themes & Trends for GPs

Treatment and Care was the second most mentioned theme, with 503 comments highlighting this area. These reviews were largely positive, as 77% (n.387) of patients expressed their satisfaction, whereas 21% (n.106) were negative and 2% (n.10) were neutral. The chart below presents a breakdown of the top sub-themes for Treatment and Care.

Quality of Care was the most mentioned sub-theme (n.184), followed by Treatment Experience (n.155) and then Treatment Explanation (n.114). The reviews about Quality and Experience were largely positive with 85% and 80% respectively. This is similar to the trends from the past few quarters and they show that most patients are pleased with those aspects of their treatment and care. However, there has been a change for Treatment Explanation; for this quarter there has been a drop in the proportion of positive sentiments to 72% compared to 97% form Q4, 82% in Q3 and 86% in Q2.

### Top three Sub-themes for GP Treatment & Care



#### Positive Reviews;

"They give good service and they do care for the illeness. treatment is nice and very effective..."

Heston Practice

"The treatment is excellent. They provide a very effective treatment and medication..."

First Care Practice

"...The treatment is very nice and effective."

Jersey Practice

#### **Negative Reviews;**

"...The treatment depends on which doctor you see. Some are good and some are not."

Hatton Medical Practice

"...The treatment and care aren't good, it seems like they don't really have much time..."

The Bedford Park Surgery

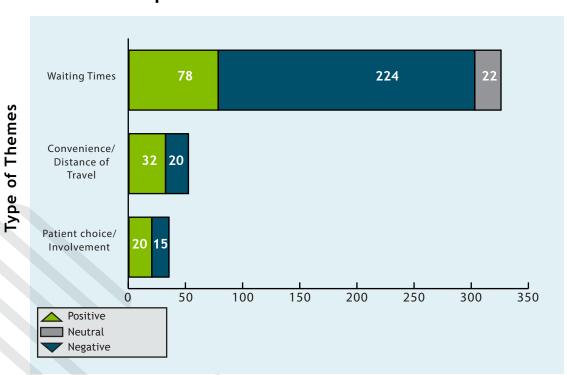
### Themes/ Sub-themes & Trends for GPs

Access to Services was one of our most mentioned themes, with 441 patient reviews focusing on this area. From the reviews within the theme, 33% (n.146) were positive, 62% (n.273) were negative and 5% (n.23) were neutral. The proportion of negative comments is similar to what we found in Quarter 4.

The chart below presents a more detailed breakdown of the top sub-themes for **Access to Services**. The **Waiting Times** sub-theme was the most frequently discussed, making up 74% (n.325) of all Access to Services feedback. Also, 69% of reviews were negative, 24% of the feedbacks were positive and 7% of the feedbacks were neutral. This has gotten worse in the previous quarters, more patients are mentioning that their appointments are late, last quarter **Waiting Time** negative comments were 67% negative, in Q3 it was 58% and in Q2 it was 49%.

There were also some reviews about **Convenience/Distance of Travel** and other reviews about **Patient Choice/Involvement** as shown on the graph below.

### Top three Sub-themes for Access to Service



#### Positive Reviews;

"...The wait to be seen is not too long, I've only had to wait 20 minutes but I usually come early for my appointment, so it isn't as bad..."

West4GPs

"....you are always seen on time, sometimes if you arrive early you get seen early."

Gill Medical Practice

#### **Negative Reviews**;

"I've been waiting for 35 minutes today...The waiting to be seen can be longer than an hour sometimes which is absolutely ridiculous..."

Albany Practice

"Waiting times are long...I might change surgery because it is so bad."

Oueens Park Medical Practice

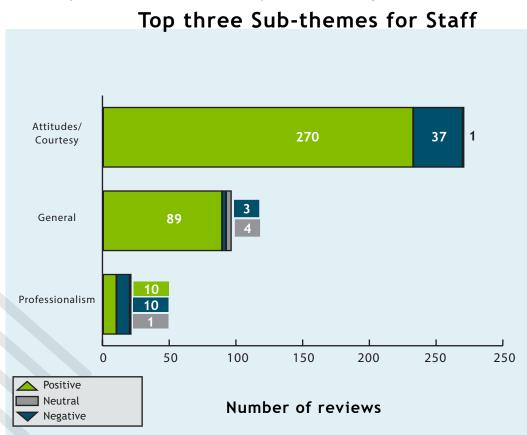
"Waiting times need to be improved..." Redwood Practice

"...The waiting times are longer here."
Thornbury Road Centre for Health

### Themes/ Sub-themes & Trends for GPs

**Staff** was another recurrent theme with 407 patient reviews. This theme had 82% positive reviews (n.334), 16% (n.65) were negative comments and 2% (n.8) were neutral, 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.270), followed by **General** comments about staff (n.96); these comments were largely positive with 86% and 93% positive sentiments respectively, showing that patients are largely pleased with their encounters with staff at their GPs. However, the comments about staff **Professionalism** (n.21) were mixed; with a split of 48% (n.10) for both positive and negative sentiments.



**Type of Sub-themes** 

#### Positive Reviews:

"...The staff and doctors are very good. They always try to accommodate you..."

Carlton Surgery

"They have good staff here..."

The Great West Surgery

"Nice staff. The Doctor is really good." St. Davids Practice

"Staff and doctors are friendly and helpful..."

The Practice (Hounslow)

#### **Negative Reviews**;

- "... .The staff are not well trained they need to improve." Bath Raod Surgery
- "...The staff need medical training to spot emergencies that need helping quicker. They were no help at all..."

  The Green Practice (HoH)
- "...The staff here are always busy, so they can be a bit short and abrupt with you, they never have time for pleasantries"

  Albany Practice

Treatment and Care was the most frequently discussed theme for Hospitals, with 149 reviews mentioning this theme. 85% (n.127) were positive, 12% (n.18) were negative and 3% (n.4) were neutral. Similar to the previous quarter the majority of the comments about Treatment and Care were postive; for Q4 it was also 84% positive sentiments, in Q3 and in Q2 it was 86%.

The graph below shows the top sub-themes and the majority of the sub-themes had largely positive comments. The breakdown of the sub-themes is; **Experience** was the most mentioned sentiment with 84% positive (n.54), **Quality** had 86% (n.48) positive comments and **Effectiveness** had 89% (n.16) positive sentiment. This shows that patients continue to be appreciative of the **Treatment and Care** they recieve from hospitals.

### Top Three Sub-Themes for Treatment & Care



#### Positive Reviews;

"It was very good for Ante-natal care and during the birth...I will definitely have another baby here...The treatment was good and the staff were amazing."

West Middlesex University Hospital (Maternity)

"It was a great experience, they treated me great, even through the night, I don't think people appreciate how good it is..."

West Middlesex University Hospital

- "...They were really good here, I've had multiple operations done, and the after care I've had there were really good."

  West Middlesex University Hospital
- "...I love it here, it is a teaching hospital, which is very good. They are kind of polite..."

  West Middlesex University Hospital

#### **Negative Reviews**;

- "...The treatment we got wasn't good either, and I felt like I was arguing with them to prescribe me antibiotics."

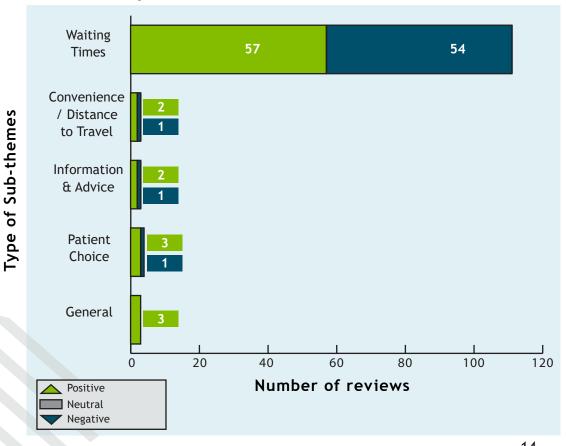
  West Middlesex Hospital (Urgent Care Centre)
- "...they just told me I'm okay. It was not as good compared to other hospitals I've been to..."

  West Middlesex University Hospital (A&E)

In this guarter 124 patient reviews were about Access to Services. From the reviews received 54% (n.67) were positive and 46% (n.57) were negative. The chart below shows the breakdown of the sub-themes for Access to Services.

Waiting Time was the most frequently discussed sub-theme with 111 comments; the comments we collected were 51% positive (n.57) and 49% negative (n.54). Similar to the last guarter (45% for both positive and negative comments) it seems the chances of patients being seen on time when at the Hospital is almost 50/50, but the long waiting times are typically from patients at the A&E or Urgent Care Centres. The other sub-themes can be seen on the chart.

### Top Sub-themes for Access to Services



#### Positive Reviews;

- "... The waiting time to be seen can be up to 30 minutes..." West Middlesex University Hospital (Dermatology)
- "...There wasn't much of a wait to be seen." West Middlesex University Hospital (Neurologist)

#### **Negative Reviews**;

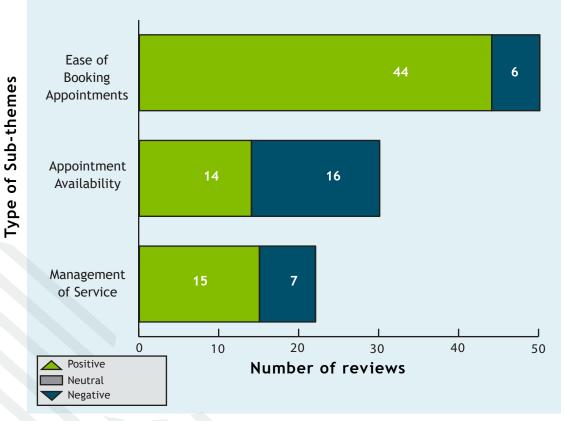
- "...The waiting overall was 4 hours, 2 hours before seeing a triage nurse and then two more hours."
- West Middlesex University Hospital
- "...Also, I was taken there by ambulance and I still had to wait over an hour to be seen."
- West Middlesex University Hospital (A&E)
- "Took 4 hours for us to be seen." West Middlesex University Hospital (A&E)
- "Unless you're dying, you are waiting for hours. The last time I had to wait for 6 hours to be seen..." West Middlesex University Hospital

For this quarter we received 104 comments about the **Administration** theme at Hospitals. From these reviews 70% (n.73) were positive and 30% (n.31) were negative, similar to past quarters, when we found; 68% positive in Q4, 70% in Q3 and 78% in Q2.

The chart below shows a breakdown of the top sub-themes for **Administration**. **Ease of Booking Appointment** attracted 50 reviews; 88% (n.44) of which were positive and 12% (n.6) were negative. This is similar to what we found in Q4 and indicates that patients find the process of scheduling outpatient appointments relatively straightforward.

For **Appointment Availability** we recieved 46% of the reviews were positive and 54% were negative. These comments relate to outpatient department and it is comparable to what we found in the previous quarter (58% negative); indicating that patients continue to find it hard to re-schedule appointments promptly or within the time they want to. Also, there were 22 reviews mentioning **Management**; 68% (n.15) of which were positive and 32% (n.7) were negative, showing that most patients are happy with hospital management.

### Top Three Sub-Themes for Administration



#### Positive Reviews;

"...They arrange the appointments but I can call to reschedule or sometimes call to confirm..."

West Middlesex University Hospital (Cardilogy & Urology)

"...I've had no problems. Getting the appointment is fine, they arrange it at the end of each one..."

West Middlesex University Hospital (Respiratory)

"...It is easy to get my appointments, with them and I don't wait long neither..."

Hammersmith Hospital (Oncology)

### **Negative Reviews;**

"...The referral took so long that by the I got the appointment, I had been to a private hospital to get the surgery done..."

West Middlesex University Hospital (Gynaecology)

"...It was absolute chaos, when I got there for my operation I was told I wasn't on the list, which was awful..."

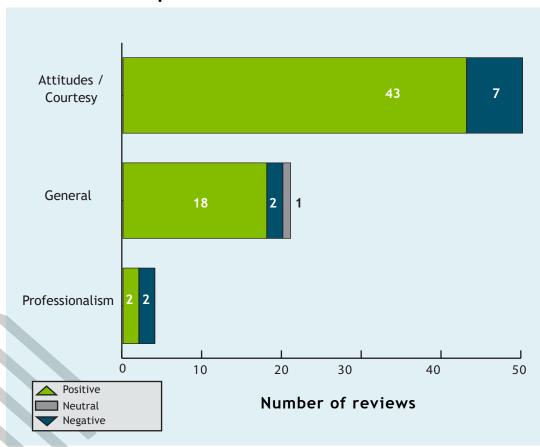
West Middlesex University Hospital

"...Not great...I prefer other hospitals as this is managed badly," West Middlesex University Hospital (Urgent Care Centre)

**Staff theme** at the hospital was another popular theme, it was mentioned in 76 patient reviews; we recieved 84% (n.64) was positive, 78% (n.11) were negative reviews and 1% (n.1) neutral reviews. Similarly to past quarters this theme attracted largely postive reviews with 84%, 78% in Q4, 81% in Q3 and 84% in Q4.

The chart below presents a breakdown of the sub-themes for **Staff**. **Attitudes/Courtesy** of the staff were the most frequently mentioned sub-theme(n.50). The comments were mainly positive with 86% (n.43). In addition, comments about the staff in **General** were overwhemingly

### Top Three Sub-themes for Staff



Type of Sub-themes

#### Positive Reviews;

"I came in with a problem and it was sorted out great. The way the staff dealt with it was really good and I was informed of what was going on throughout..."

West Middlesex University Hospital

- "...Some of the midwives were fantastic and supportive. They were very informative because it was my first child..."

  West Middlesex University Hospital (Maternity)
- "...The staff here are very good, although they work under difficult circumstances..."

West Middlesex University Hospital (A&E)

- "... The people I spoke to were very nice and compared to the other hospitals, it is good here..."

  West Middlesex University Hospital
- "...The staff were friendly enough but they seemed under pressure..." West Middlesex University Hospital (Surgery)

### **Negative Reviews;**

"They are not very nice, they were very rude..."

West Middlesex University Hospital (A&E)

"They are rude and very dismissive. When I went there they told me they couldn't see my problem..."

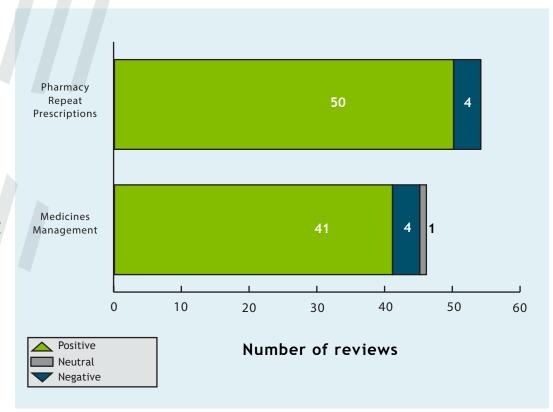
West Middlesex University Hospital (Physiotherapy)

### Themes/ Sub-themes & Trends for Pharmacy

Overall 105 comments were made about **Medication** and from those comments; 90% (n.95) were positive, 9% (n.9) were negative and 1% (n.1) were neutral. These findings are of comments about this theme being overwhemingly positive is similar to what we found in the past quarters; 90% were positive in Q4, 86% in Q3 and 80% were psoitive in Q2.

The chart below presents a breakdown of the sub-theme for **Medication**. **Medicines Management** and **Pharmacy Repeat Prescriptions** were the most mentioned of the sub-themes. Most of the feedback was positive, with 89% (n.41) and 93%(n.50) respectively. Comparable to the findings from the previous quarter, the comments made about **Medication** were predominantly positive.

### Top Two Sub-Themes for Medication



#### Positive Reviews;

"They collect my prescriptions from the GP and I have a lot of them.... They deliver my prescriptions and they are good all round." B A Williams Chemist

"Great service, they always have my medication."

Herbert and Herbert Chemist

"The prescriptions are delivered on time when we need it." Campbell's Chemist

#### **Negative Reviews;**

- "...prescriptions used to come straight here before but it has gone a bit strange recently. Now they don't have your medication or they don't have the prescriptions..."

  Campbells Chemist
- "...More often then not they don't have what I need whether it be prescriptions or just over the counter drugs..."

  Morrison's Pharmacy

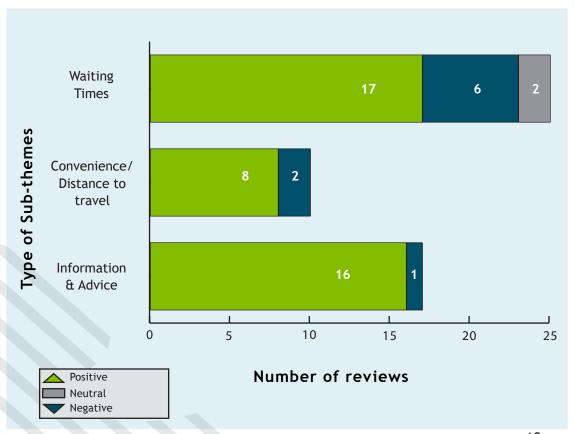
"The old system was much better for me, the new system causes delays...now I have to bring the prescriptions here myself..."
Chiswick Pharmacy

### Themes/ Sub-themes & Trends for Pharmacy

The chart below shows the sub-theme for **Access to Services**. 65 comments mentioned **Access to Services** of which 80% (n.52) were positive, 17% (n.11) were negative and 3% (n.2) were neutral. This is almost identical with the findings from Q4, which had 79% positive comments about access to pharmacy services.

Information & Advice, Waiting Times and Convenience/Distance to Travel were the sub-themes that received most of the feedback. Information & Advice had 94% positive comments, Convenience/Distance had 80% positive comments. However, Waiting Times had 68% positive comments (n.17), 24% negative comments (n.6) and 8% neutral comments (n.2).

### Top three Sub-themes for Access to services



#### Positive Reviews;

"It is easy for me to get to them, they are very efficient..."

B A Williams Chemist

"They are helpful and they give me advice on what medication to get..."

Morrison's Pharmacy

"They are very good, I only wait 5 minutes and I get my prescriptions." Churchill's Pharmacy

"Easy to see and they give me simple information." Jade Pharmacy (Heston)

"... It is handy because they are across the road from my GP." Campbell's Chemist

#### **Negative Reviews**;

"Even when there is nothing happening, they tell you to wait 15 minutes..."

Morrisons Pharmacy

"There is always a long wait here. When I'm here there is a queue to be seen..."

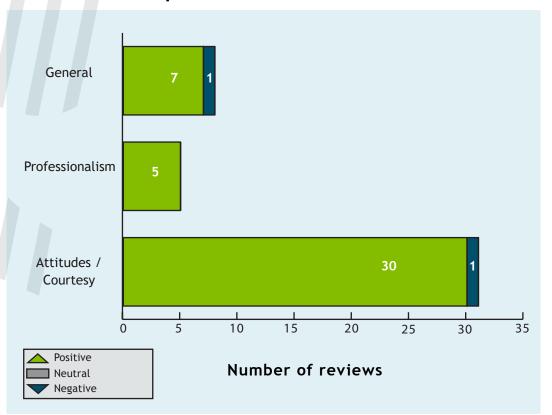
Campbell's Chemist

## Themes/ Sub-themes & Trends for Pharmacy

For this quarter we recieved 47 of the comments about **Staff**, 96% (n.45) were positive and 4% (n.2) negative. The findings are comparable to what we found in Q4; last quarter the comments were 91% positive. The chart below shows the sub-themes for reviews mentioning the **Staff**.

**General, Professionalism** and **Attitudes/Courtesy** sub-themes had most of the reviews. As seen below, the reviews were largely positive, which is very similar to the previous quarter, with **General** the comments were 88% positive sentiments, **Professionalism** recieved 100% positive comments and **Attitude** 97% positive comments.

### Top Two Sub-themes for Staff



Type of Sub-themes

#### Positive Reviews;

"They are so ready to help, they check that you're alright and they chat to you about your medication..."

Brent Pharmacy

"I have a good relationship with them, they understand what I need and ...we are very fortunate to have them."

Busby's Pharmacy

"They take care of my medication...the staff are all very good."

Jade Pharmacy (Iselworth)

"Every time I go there the staff are helpful...I've not had any problems."

Boots (Chiswick High Street)

#### **Negative Reviews**;

"They were not very helpful or polite..."

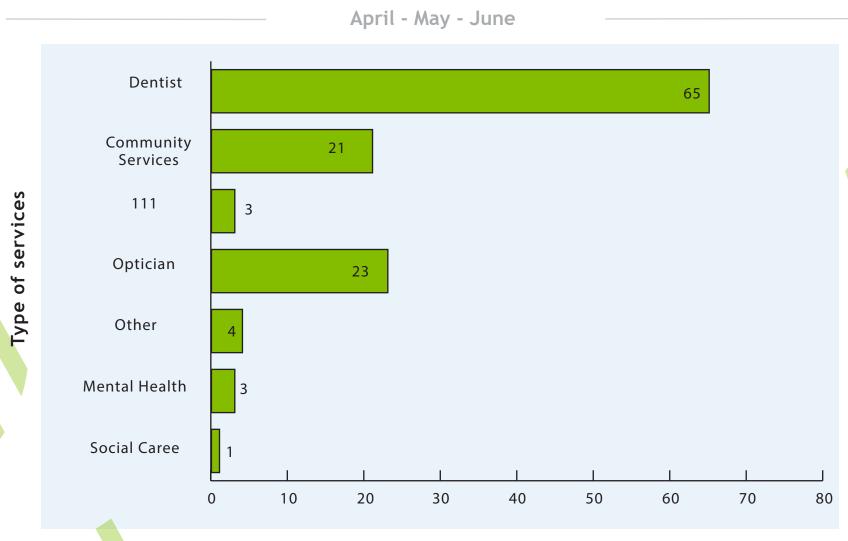
Boots Chemist (Chiswick High Street)

"The staff here can be a bit clueless at times. A lot of the time, they tell you some things are on the shelf when they aren't..."

Morrison's Pharmacy

### 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.



Number of positive reviews



#### **Dentist**

"The dentist here is very good, he never hurts you and he always gives you good treatment. It is fairly easy to get an appointment there and there usually isn't any waiting. I usually get seen on time."

### Oakleigh House Dental Practice

"They are very good and very expensive. It is easy to get my appointment, there wasn't much of a wait to be seen. The staff are very good."

Strand on the Green Dentist.

"They attend to you well. I have no problems with the staff and the receptionists. It is easy to get an appointment. There is no waiting at all, the only thing is that I pay for all their services."

#### The Butts Dental Practice

"They are very efficient, they are very good at treating patients like me who are nervous with dentists." **St Margarets Dental** 

"I do not go in regularly, they are not bad but not super. They are a very expensive dentist. It is easy to get my appointment, I usually don't use them for anything other than check-ups because it is so expensive."

The Butts Dental Practice

"The staff are polite, I get seen on time and I feel like they give equally as good treatment to me as they do to someone that is paying a bit more money. I have no bad things to say about them."

#### Smilecare Dental Clinic Limited

"They are good, they seem alright, it is easy to get my appointments. They are normally busy when I'm there so there is waiting. The treatment has been okay."

#### The Dental Care Clinic

"We have a relationship with the dentist, the dentists are good and caring, it doesn't hurt. Getting an appointment is usually okay, there isn't much of a wait to be seen and the staff are great."

#### **Burlington Dental Centre**



### **Community Services**

"I get my nails done here and there is no pain. But getting my appointment isn't good, the times are too irregular." Hounslow and Richmond Community Healthcare (Podiarty)

"I phone them up when I need my refill and I get it delivered the next day. They are good and efficient and they even come out on the weekends if you need them."

**BOC Hounslow Community Respiratory** 

"Sometimes you have to wait around for a bit of time when coming here. However, once you've got an appointment I know I will be seen so I just wait my turn. The appointments are arranged by them and they have an automatic recall system which lets them arrange the appointment at the end of each one."

North West London Diabetic Eye Screening Programme

"They were really good with my baby until he turned 8 weeks and since then I haven't had any contact with the health visitor."

Hounslow and Richmond Community Healthcare (Health Visitor)



#### Other

"I used them when I was really ill and they were very helpful, as they helped me to figure out what was wrong with me. They were very calm and they made me feel relaxed."

NHS 111

"The NHS has been great for my son, I am generally happy with the whole service we have received, it has been amazing how he gets cared for."

Services In General

"I call them quite often and they are very helpful, I always get good advice from them. They always give me suggestions on what to do next, so they let me know if I need to go to A&E or use alternative services. It is good to have their service available especially with caring for my kids."

NHS 111

"All the doctors and nurses I've come in contact with at the NHS have been great. I've never thought I won't be going back to any of the services."

Services In General



### **Opticians**

"They seem to be experts, they really know what they're talking about. I felt safe with them, unlike other places I've been to..."

### **Vision Express Opticians**

"They did a general test and find that I have an eye problem which I'm being treated for at Ashford. It is easy to get the appointments, I just phone them up."

Specsavers Opticians (Hounslow)

"I've been going here for 30 years. It is easy to get my appointment, they arrange a yearly appointment and when I'm there it isn't much of a wait."

**Sherman Opticians** 

"It is very easy to get my appointment and the wait to be seen is about 10-15 minutes."

**Boots Opticians (Chiswick High Street)** 



### Mental Health

"The staff are very good nice and accommodating, but it takes a long time to get seen. It took over six months but the staff are lovely and understanding. The treatment has been good so far."

CAMHS

"I had the 10 week counselling session in Chiswick, the counsellor was really helpful throughout. I was offered more support at the end and given information for private services in case I need it. Although, I think they should have phased out the sessions with the counsellor, like with group sessions or something like that, rather than ending it after the 10th sessions, that would have been really helpful."

Hounslow IAPT



#### Social Care

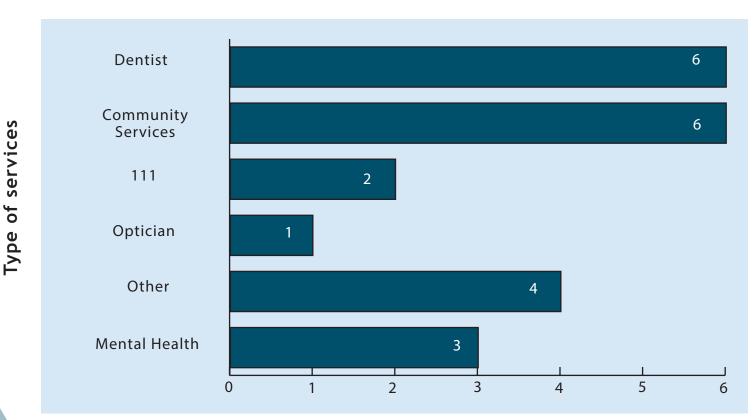
'My son has lived at The Mulberries for years. We visit him every week and know he is very well supported at this home. I trust the employees here as they take great care of him. I would highly recommend this place to anyone looking for a great service."

Dimensions UK Limited (Bath Road)

# 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.





Number of reviews



#### **Dentist**

"They have very friendly people but the equipment wasn't up to the level I expected. I'm still suffering from the mistake they made when I went there."

### **Burlington Dental Centre**

"I did not like it here, they were not receptive nor understanding when I brought up some concerns I had about my husbands care. Also, one of the receptionists was rude to me because I asked if I could speak to her in private."

#### Chiswick Dental

"They are not great, it's a terrible service for the price. You go in for a simple filling and they are charging you £100 and its not a great job either."

The Butts Dental Practice



### **Community services**

"They weren't as good as I expected. It was hard to get an appointment with them and I only get a short time with the physiotherapist. I think there aren't enough physios for the demand."

Hounslow and Richmond Community Healthcare (Physiotherapy)

"When I went there I didn't think they were that helpful. It didn't meet my expectations because they just prescribed me the same thing that my GP had prescribed me before. It was easy to get the appointment because it was referred to me by the GP and I just had to wait for the letter that took 2-3 weeks. The wait to be seen was 20 minutes."

Community Outpatients (Hounslow Community Dermatology Service)

"They seem to be working quite slow. I've been waiting a few weeks for the support they are meant to be giving me, and the problem I'm having is getting quite stressful."

Hestia Housing And Support Hounslow



### Other

"I called them after I had a fall and I asked them to send someone to check on me in case my injuries were worse than I thought. I told them I would rather be taken to West Middlesex hospital and not Ealing hospital. They told me they could not help me so I would have to go to the hospital myself, even though I told them I live alone and I'm elderly."

NHS 111

"The appointments and timing could be a lot better, but once you get seen they are very good. When you want an appointment there is so much waiting and there is some waiting to be seen on the day as well, this is a problem across all the service I use with the NHS."

Services in General



### **Opticians**

"...The first time I was here, the care was brilliant but the second time I came the glasses weren't right, so I don't know what I'll get next time."

**Boots Opticians (Chiswick High St)** 



### Mental Health

"The long wait to get an appointment when I really needed it defeated the purpose. The sessions I didn't find too useful, although the person I spoke to was a nice and understanding individual. However, when I called the anchor office, the person at the other end seemed rather in a rush to discharge me when I wanted to ask more questions after I said I wouldn't be able to attend anymore because of a new job...The annoying thing is that I probably still need more counselling, but my experience has put me off. It was a big step for me to ask and find help in the first place."

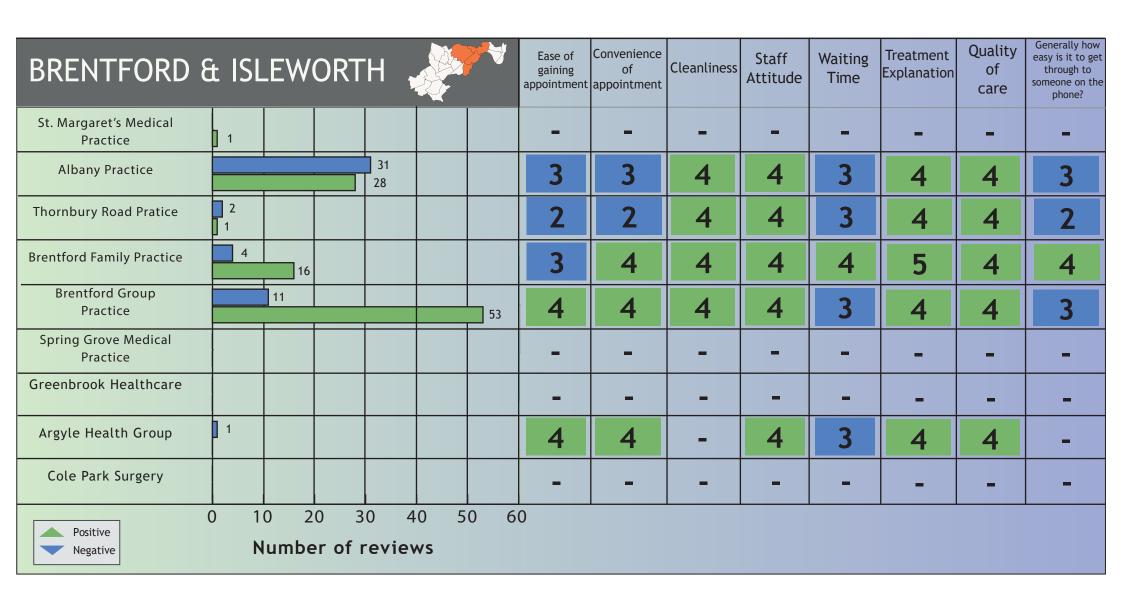
Hounslow IAPT

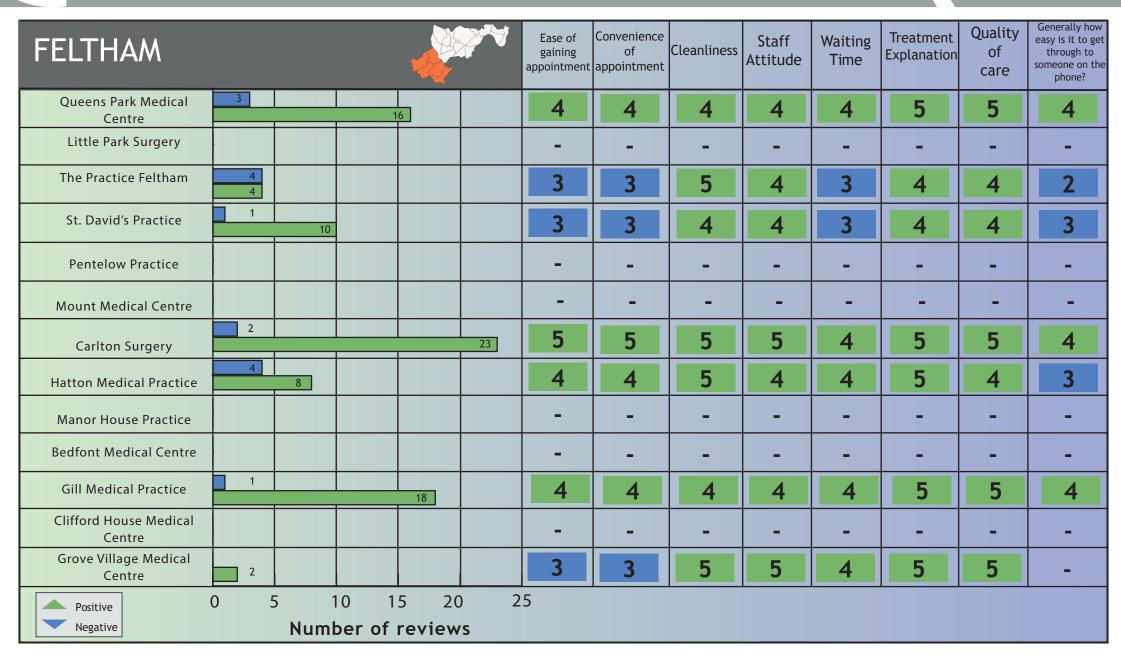
"The service is variable we haven't had continuity of care with them. But that is because we never go often, so there is a change of staff. They arrange to come to see me for an annual review now."

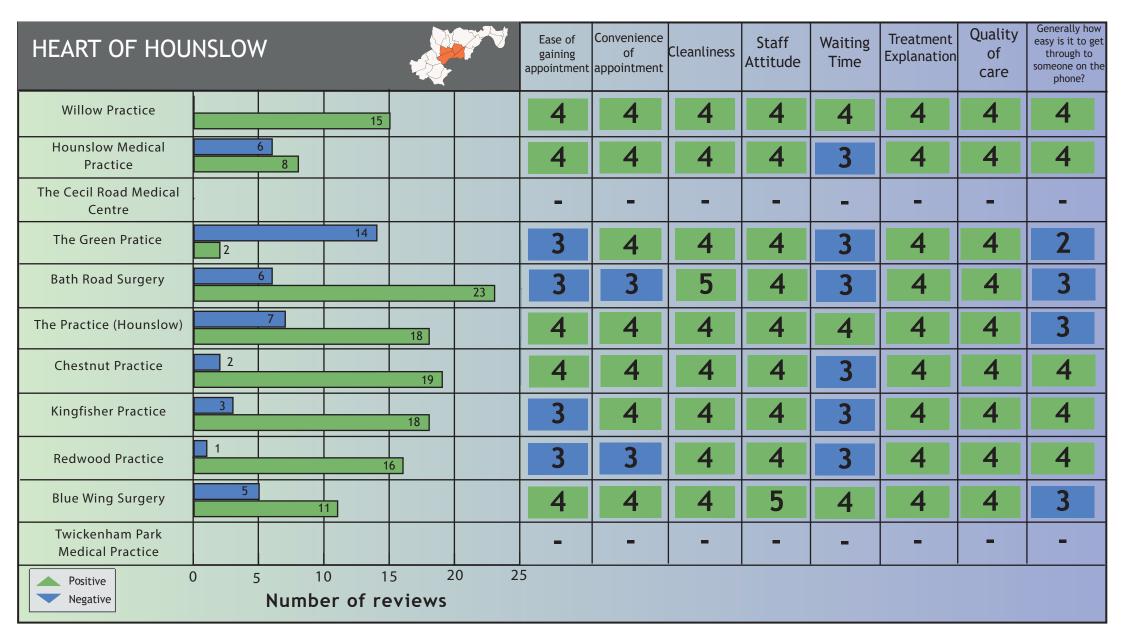
Lakeside Mental Health Unit

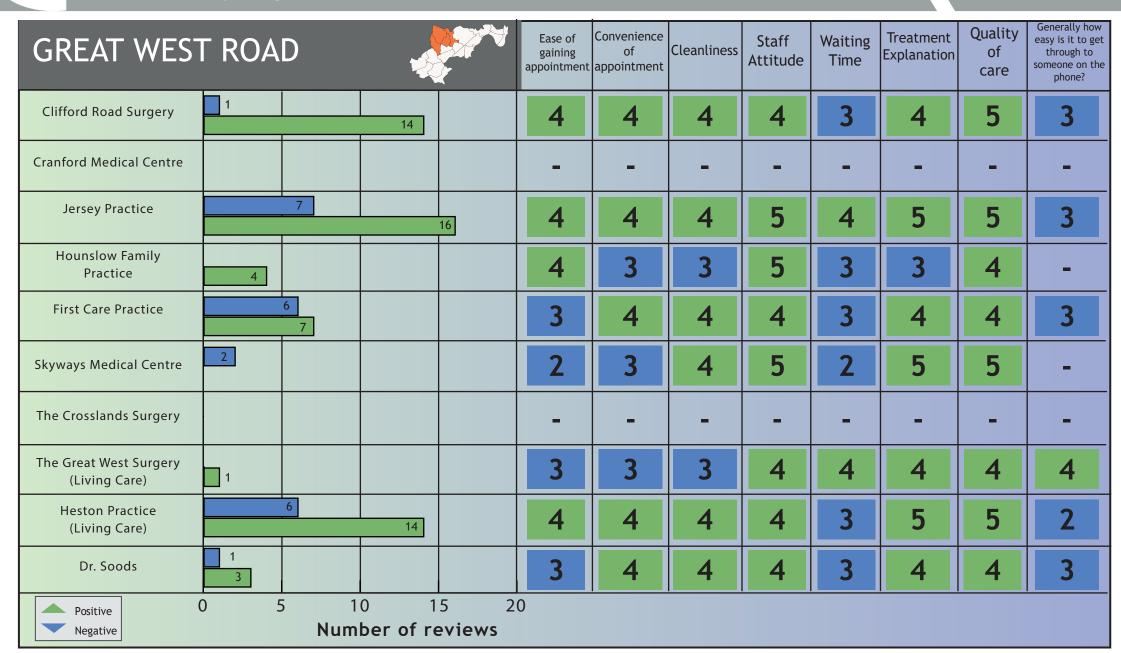
These bar charts show the number of negative and positive reviews for each surgery based on an overall star rating. The data on the right hand side reflects the average star rating out of 5\* given by patients to assess a number of additional specific areas, such as ease of gaining an appointment, waiting times etc. These two data sets as 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.

CHISWIC							***	Ease of gaining	Convenience	Cleanliness	Staff	Waiting Time	Treatment Explanation	Quality	Generally how easy is it to get through to someone on the phone?
Wellesley Road Practice	1							4	4	4	4	4	5	5	4
Chiswick Family Practice	5			40				3	3	4	4	3	4	4	4
Chiswick Health Practice	4			39				3	4	4	4	3	4	4	4
Grove Park Surgery								-	-	-	-	-	-	-	-
Grove Park Terrace Surgery								1	ı	-	-	-	-	-	-
Holly Road Medical Centre	3							5	3	4	4	4	-	4	5
West4GPS		14				69		4	4	4	4	4	4	4	3
Glebe Street Surgery								-	-	-	-	-	-	-	-
The Bedford Park Surgery	1							3	3	4	3	4	3	3	2
Positive Negative Neg															



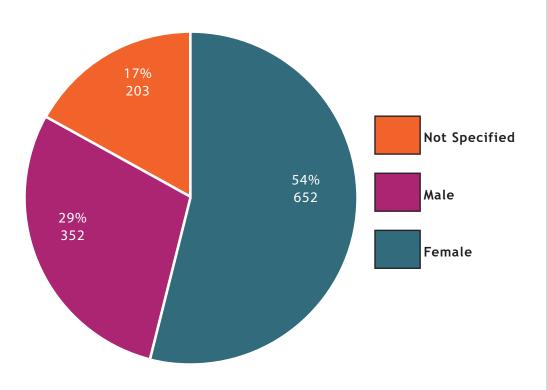






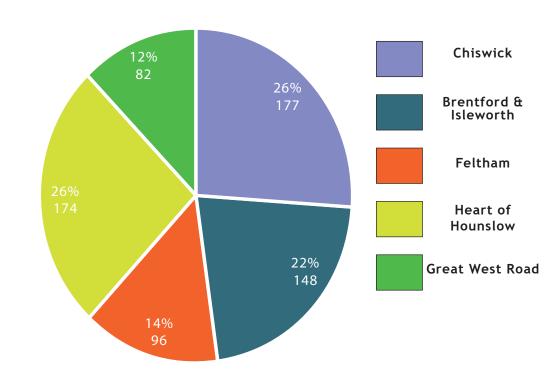
### Demographic Information (Apil-June)

The pie chart below shows the number of reviews received by gender from April - June 2019. The majority of the reviews received this quarter were from women with 54% (652) and 29% of reviews from men.



Gender

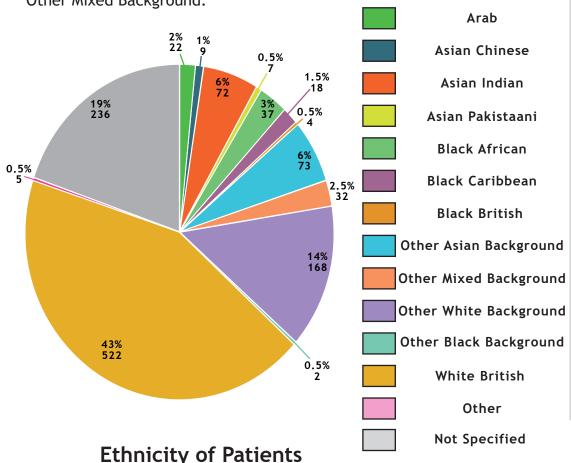
During this quarter we were able to visit a number GP surgeries in each locality with the highest number of the reviews being received from "Heart of Hounslow" and "Chiswick" locality areas 26% (n.174) (n.177), followed by Brentford and Isleworth with 22% (n.148). We also received considerably more reviews from "Feltham" 14% (n.96) compared to last Q4 (n.56). We will continue to aim to collect patient feedback more evenly in each locality.



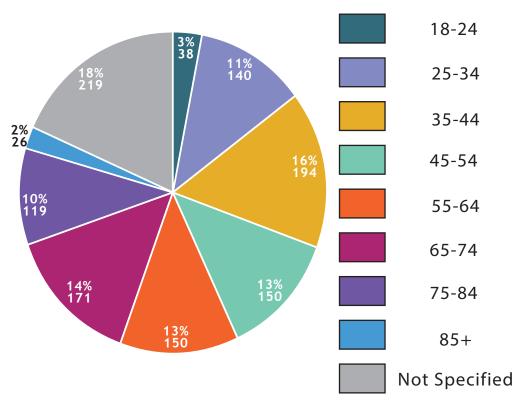
Number of GP Reviews per Locality Area

### Demographic Information (April-June)

In terms of ethnicity, excluding the 19% (n.236) who did not to specify their ethnicity, the largest proportion of feedback received this quarter was from people who identified as White British, 43% (522) followed by 14% (168) was from people who identified as Other White Background. Also, 6% (73) (72) people that identified as Other Asian Background and Asian Indian Background; followed by 3% (37) from people who identified as Black African and 2.5% (32) was from those identifying as Other Mixed Background.



The pie chart below shows the age breakdown of reviews received this quarter. Aside from people who preferred not to identify their age 18% (n.241), the majority of the feedback received was from the 35-44 age 16% (194) followed by 65-74 age group 14% (171), followed by 13% (150) from 45-54 and 55-64 groups. However, the 85+ with 2% (26) and 18-24s with 3% (38) groups supplied the fewest number of reviews respectively.



Age of Patients

### Conclusion

For this quarter we collected 1,207 patient experiences, so we have maintained our target of averaging 400 reviews every month and due to contributions of our volunteers, who were able to collect large number of experiences. This allowed us to exceed our quarterly target of 1200 patient experience reviews.

Majority of reviews from patients about GP services were received from the Chiswick and Heart of Hounslow localities. There has been an increase in reviews from the Feltham locality compared to the previous quarter. We will continue our effort to collect as many experiences as possible from all locality areas.

For this quarter, there are 963 positive reviews and 244 negative reviews. As we saw in the previous quarters, 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 carry an in-depth analysis of the themes and trends of these services. However, when we looked at the overall themes and trends for all the services, we found the following positive and negative themes (themes with over 100 comments):

#### **Positive**

84% of comments about Staff were positive.

81% of comments about Medication were positive.

80% of comments about Treatment and Care were positive.

53% of comments about Administration were positive.

### Negative

70% of comments about Communication were negative.

51% of comments about Access to Services were negative.

45% of Comments about Administration were negative.

18% of Comments about Treatment & Care and 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 several areas of good practice and areas for improvement across different services. Healthwatch Hounslow will use this report in its meetings with both commissioners and providers, sharing the themes identified from the patient voice in order to inform how services could or should be improved. As additional reports are published these themes and importantly, any trends, will be followed up in more detail with relevant partners. We will work with partners to develop appropriate actions to address the issues identified.

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

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

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 (Q3, October - December 2018) include:

- · To focus on gathering more patient experiences from West Middlesex University Hospital, including Outpatients department.
- · To increase patient feedback from the Feltham and Great West Road localities.
- · To increase feedback about Mental Health services.

In terms of next steps for our Patient Experience programme, HWH aims to continue to grow and develop the programme, recruiting and training more volunteers to support data collection and increase the breadth of health and social care services we can cover. We have a regular slot at West Middlesex University Hospital and are present in the main atrium.

### 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\*

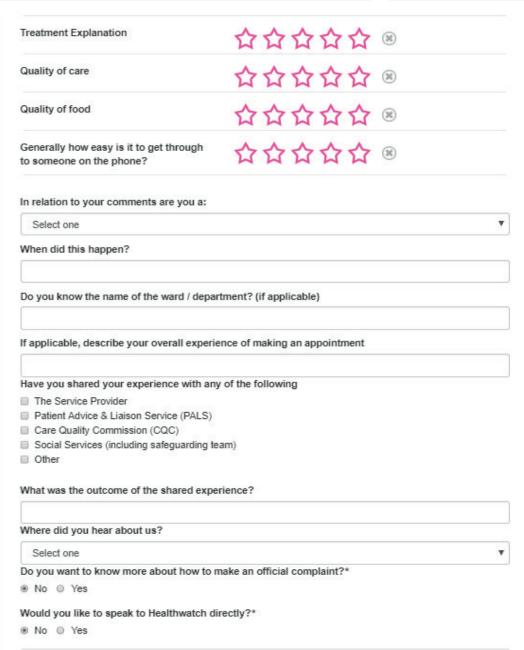
Expand on your experience here. Why was your experience a good / bad one? List any reasons or specific detail that might help explain

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	☆☆☆☆☆®



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?
Select one ▼
Which age group are you?
Select one ▼
Do you consider yourself to have any of the following?
Select one ▼
What religion are you?
Select one ▼
What is your marital status?
Select one
What is your ethnicity
Select one ▼
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:				
<ol> <li>How likely</li> <li>Extremely likely</li> <li>Extremely unlik</li> </ol>	4 = Likely	3 = Neither like		nilar care or treatment? 2 = Unlikely
2. How do yo 5 = Excellent	u rate your overal 4 = Good	•	2 = Poor	1 = Terrible
•	of your experience			
	re about your exp			
	you live? (town/ci	ity)		
	gs (select if applic	able)		
Ease of gaining app				
5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Terrible
Convenience of app	ointment			
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 explanat		2 Olassa	2 . D	4 Tamella	
5 = Excellent	4 = G000	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 5 = Excellent	_	_	on the phone? 2 = Poor	1 = Terrible	
7. In relation ( ) Patient ( ( ) Service Provide		( ) Relative		Relative	
8. When did to	• •				
	ow the name of t				•••
10. If applicab	ole, describe you	r overall experie	nce of making ar	n appointment	

11. Have you shared your experience with any of the following? (Please tick)	What is your ethnicity?				
( ) Informally with the Service Provider (those who run the service)	White				
( ) Formally with the Service Provider (via an official complaint)	( ) English / Welsh / Scottish / Northern Irish / British				
( ) Patient Liaison and Advice Service (PALS)	( ) Gypsy or Irish Traveller				
( ) Ealing Clinical Commissioning Group	( ) Any other white background				
( ) Ealing Council Social Services (including safeguarding)					
( ) Care quality Commission (CQC)	Asian / Asian British				
( ) Other	( ) Bangladeshi				
If "other", please specify	( ) Chinese				
	( ) Indian				
12. Where did you hear about us? (Select one)	( ) Pakistani				
( ) Event ( ) Newspaper / Magazine ( ) TV	( ) Any other Asian background				
( ) Radio ( ) Internet / Website ( ) Word of mouth ( ) Healthcare					
setting ( ) Other ( ) Social media (Twitter/Facebook)	Black, African, Caribbean, Black British				
	( ) African				
13. Do you want to know more about how to make an official complaint?	( ) Caribbean				
( ) No ( ) Yes	( ) Any other Black, African, Caribbean background				
14. Would you like to speak to Healthwatch directly?					
( ) No ( ) Yes	Mixed, Multiple				
	( ) White and Asian				
About you	( ) White and Black African				
Name	( ) White and Black Caribbean				
Email	( ) Any other mixed / multiple background				
( ) Leave feedback anonymously					
	Other Ethnic Group				
Monitoring Information	( ) Arab				
	( ) Any other ethnic group				
What gender do you identify yourself as:					
( ) Female ( ) Male ( ) Other	Which area of the borough do you live in?				
( ) Prefer not to say	( ) Heart Of Hounslow ( ) Other				
	( ) Great West Road ( ) Out of the Borough				
Which age group are you in?	( ) Feltham ( ) Prefer not to say				
( ) Under 18 ( ) 18 to 24 ( ) 25 to 34 ( ) 35 to 44 ( ) 45 to 54 ( ) 55 to 64	( ) Chiswick				
( ) 65 to 74 ( ) 85+ ( ) Prefer not to say	( ) Brentford & Isleworth				

Do you consider yours	elf to be disabled?		
( ) Yes	( ) No	( ) Prefer not to say	
Do you consider yours	elf to have a long-term	condition or health and social care n	need?
( ) Yes	( ) No	( ) Prefer not to say	
Are you a carer?			
( ) Yes	( ) No	( ) Prefer not to say	
What is your religion?			
( ) Buddhist Jewish	( ) Christian	( ) Hindu	( )
( ) Muslim	( ) Sikh	( ) Other religion	
( ) Prefer not to say			
What is your sexual or	rientation?		
( ) Bisexual	( ) Gay man	( ) Lesbian (	) Straight /
Heterosexual			
( ) Prefer not to say			
Which of these catego	ories best describes your	employment status?	
( ) In unpaid volunta	ry work only		
( ) Not in Employmen	nt & Unable to Work		
	nt / not actively seeking	work - retired	
( ) Not in Employmen			
( ) Not in Employmen			
( ) Paid: 16 or more			
( ) Paid: Less than 16			
( ) Prefer not to say			

Thank you for sharing your experience!

# Appendix - Themes and Trends

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

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