

PATIENT EXPERIENCE REPORT 2020

Q1 April - June

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Introduction & Executive Summary

Healthwatch was created by the health and social care reforms of 2012 with a powerful ambition of putting people at the centre of health and social care. To help realise this ambition Healthwatch has a number of duties around gathering and representing the views of patients and service users in the borough of Hounslow.

In delivering these duties in Hounslow we operate a comprehensive Patient Experience data collection programme. The implementation of the data collection programme and the Digital Feedback Centre will normally 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.

Due to the Coronavirus pandemic, we have been following government guidance and are running limited community engagement. This has affected our Patient Experience Report covering the period of April - June 2020. We are focusing on:

- A regular presence on social media (Twitter, Facebook etc.)
- Online reviews
- Attending online forums/meetings
- Telephone consultations
- Speaking to patients via our Coronavirus survey

Normally, our Patient Experience Officer, supported by a team of volunteers, visit 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.

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 2020. During this time, we collected 279 reviews, not achieving our quarterly target of 1,200 (averaging 400 per month). This is due to the disruption caused by the Coronavirus lockdown. Resulting us in ceasing all face-to-face engagement. We continued to collate reviews from different services.

Out of the total number of patient experiences received, 192 (69%) were positive and 87 (31%) 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.



We have included 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: Pharmacies, GPs and Hospitals. 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 (p37-38) 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 279. The table below shows a breakdown of the positive and negative patient reviews. (See the appendices for examples of our physical and online questionnaires).

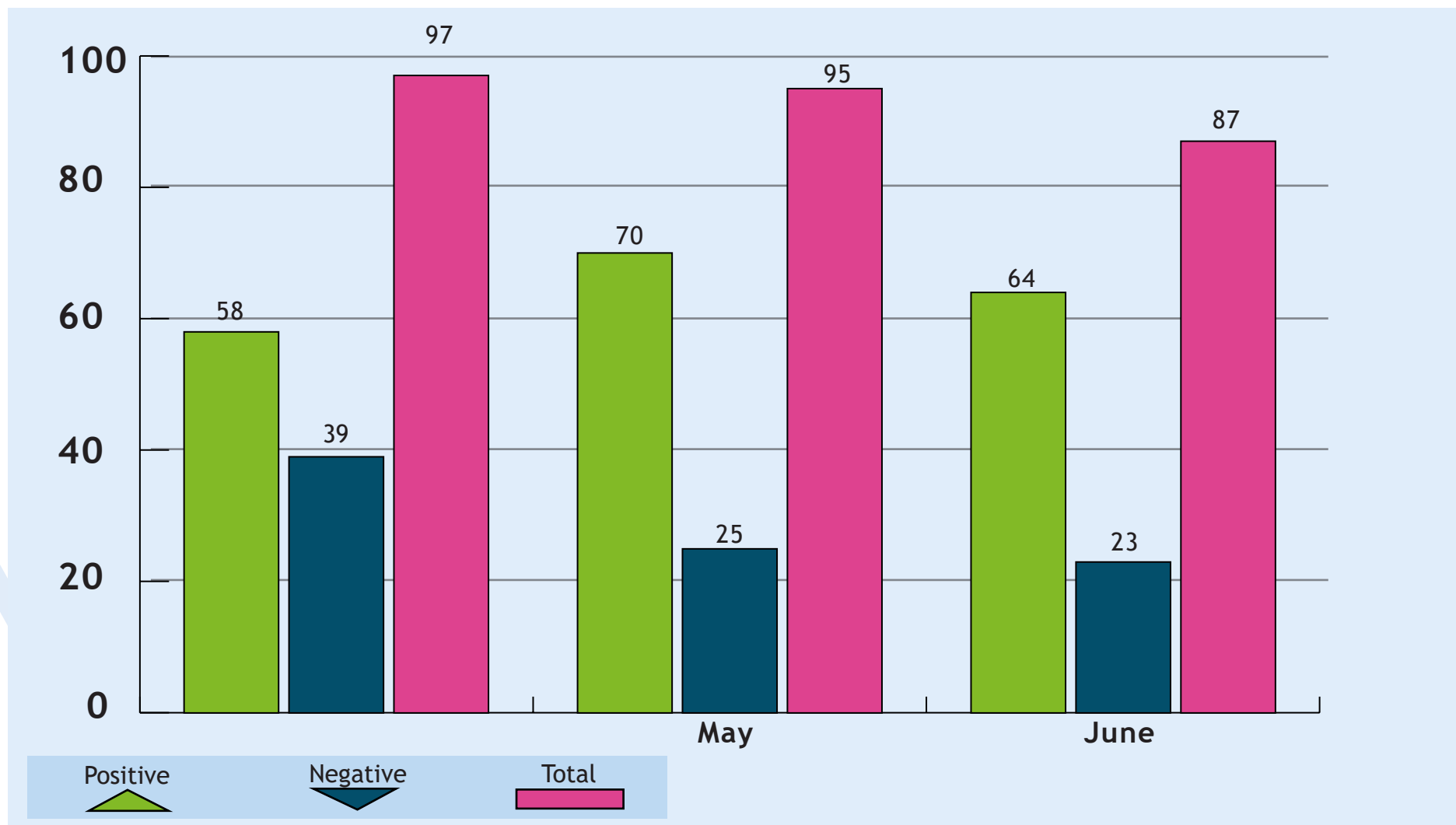
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 3 indicate a negative response*, while star ratings between 4 and 5 indicate a positive response. This quarter 192 positive responses and 87 negative responses have been recorded.

*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	39	58
May	25	70
June	23	64
Total	87	192

Overall Patient Reviews

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

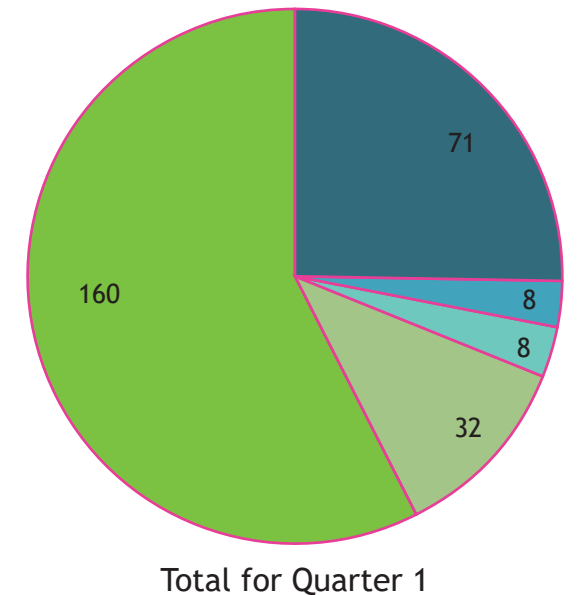
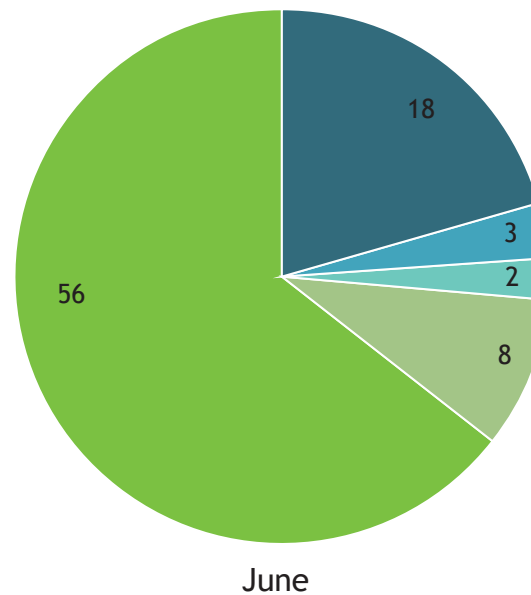
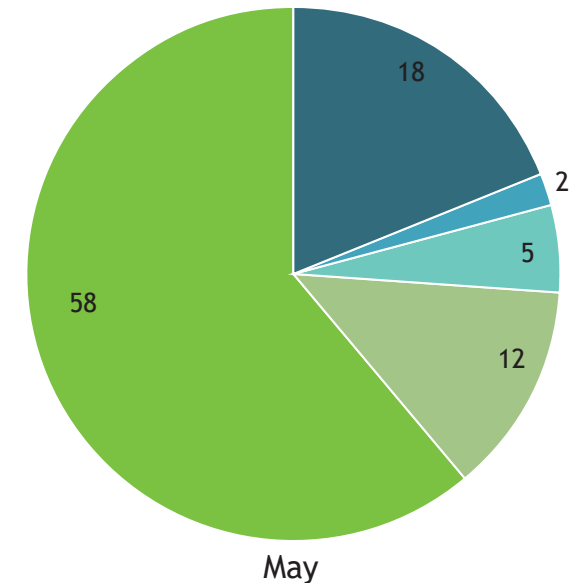
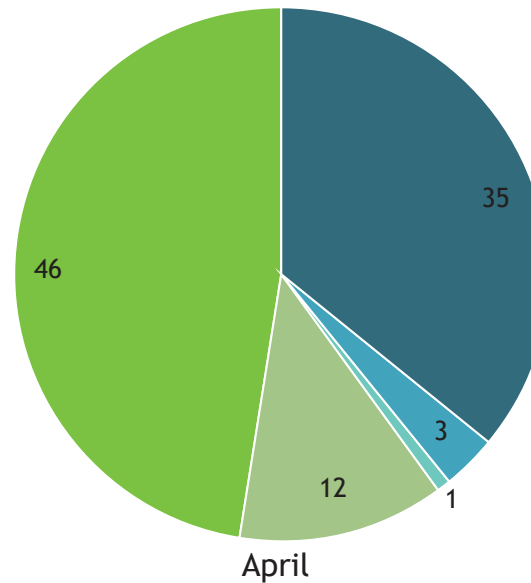
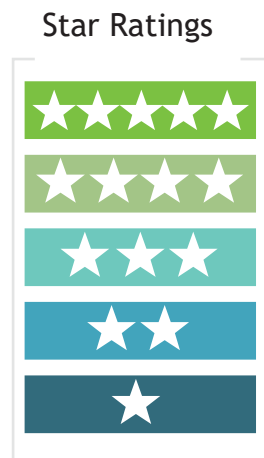


Positive, negative & total reviews for each month

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 5 star rating received the highest proportion of reviews, followed by the 1 star rating.



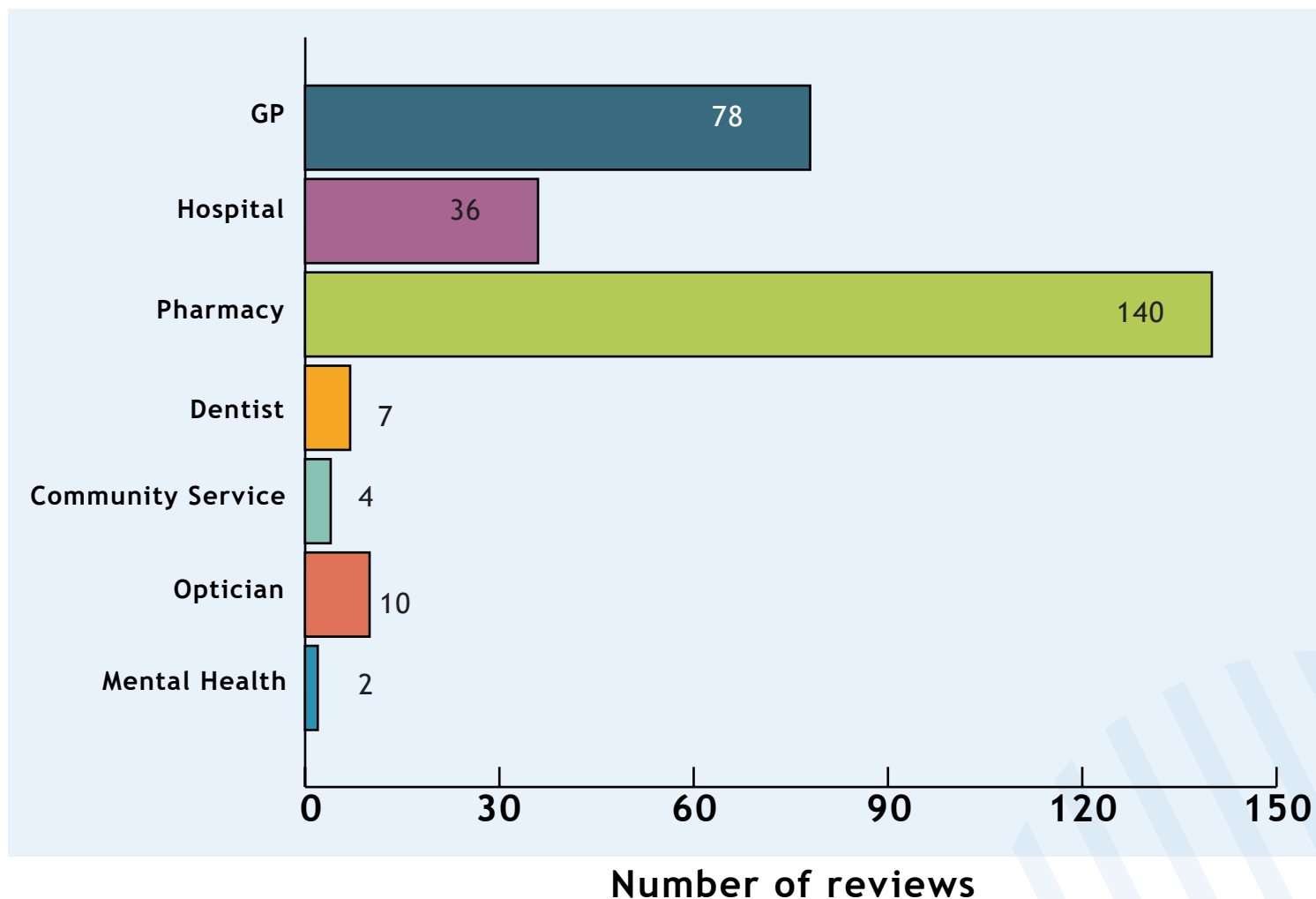
Total Reviews per Category

The patient reviews recorded for this quarter cover 7 service type categories, as seen in this chart.

The category with the highest number of reviews recorded is the Pharmacy category (140), followed by the GP (78) and Hospital category (36).

As the Patient Experience Programme develops, Healthwatch Hounslow (HWH) will make an effort to capture patient experience reviews from varied service areas. However, due to limited community engagement, we expect to continue to receive a large number of reviews from services with more of an online presence such as Pharmacies and GP services.

Type of services



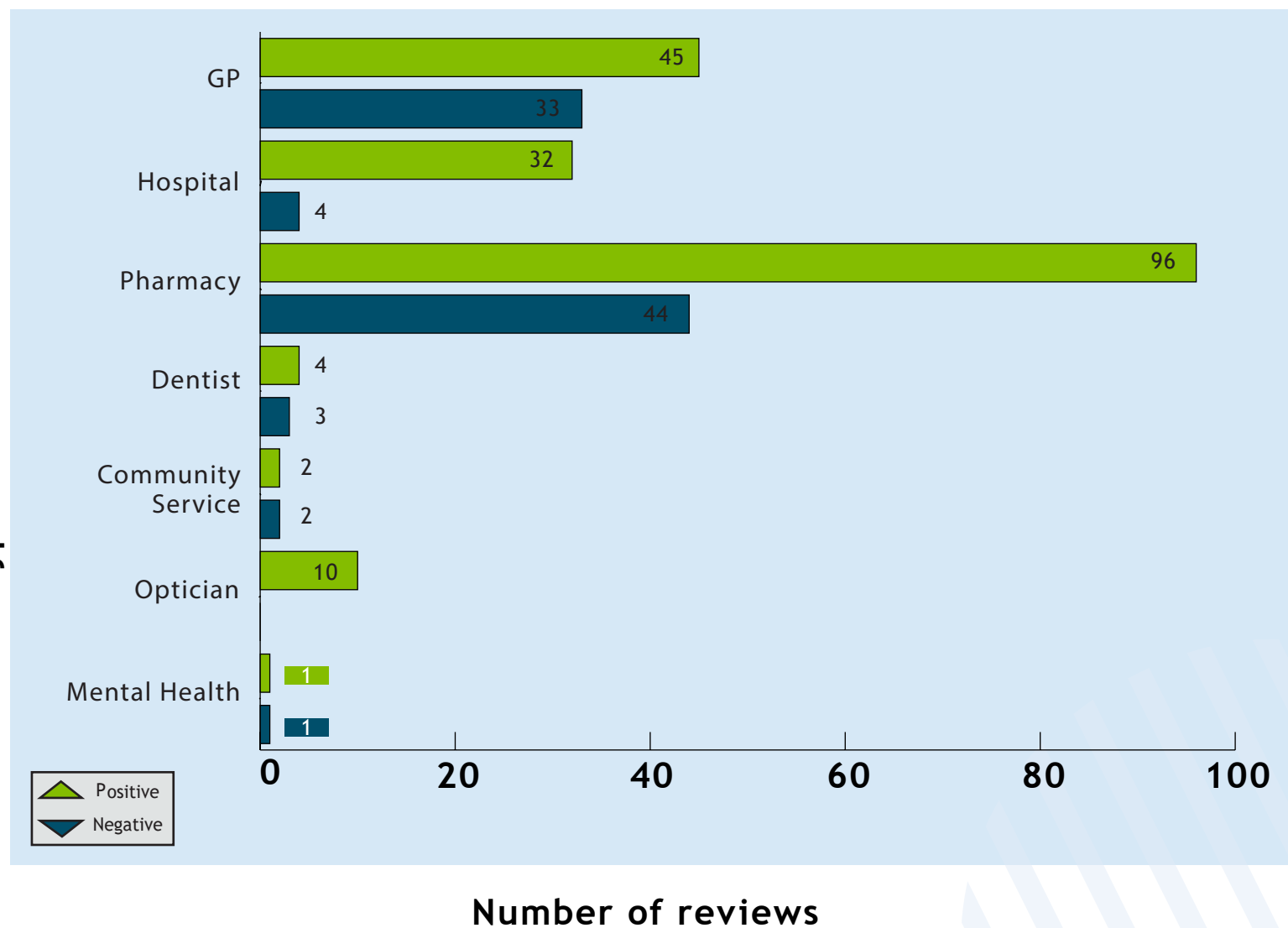
Distribution of Positive & Negative reviews

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

The categories that received the highest proportion of positive reviews are; Optician (100%); Hospital (89%) and Pharmacy (69%) .

The category which received the highest proportion of negative reviews is GP services (42%).

Type of services



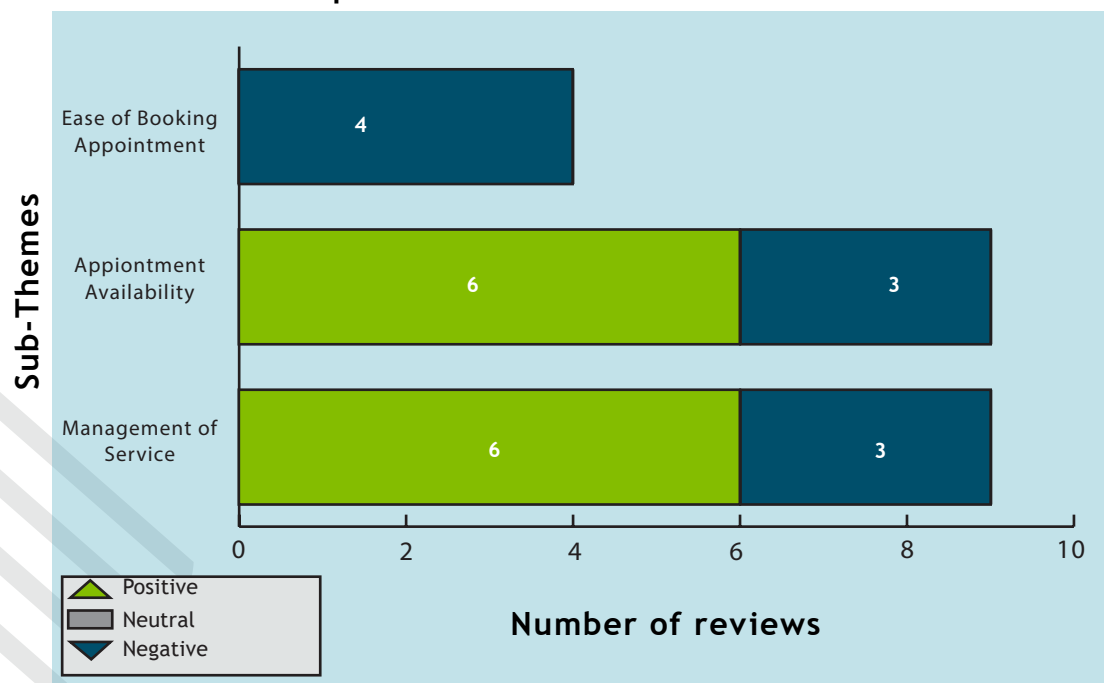
GP Themes/Sub-themes

Administration theme received 22 reviews; 55% (12) were positive and 45% (10) were negative. The chart below illustrates a breakdown of the top sub-themes for **Administration**.

For the **Ease of Booking Appointments** sub-theme we received 4 reviews, 100% negative. **Appointment Availability** was a frequently discussed sub-theme with 9 reviews. 67% had a positive sentiment and 33% had a negative sentiment. This tells us that patients find it difficult to book appointments, however, they find the availability of appointments to be favourable.

Management of Services received 9 reviews; 67% (6) were positive and 33% (3) were negative. Similar to previous quarters majority of patients are pleased with the management of GP services. In Quarter 4 Jan - Mar 2020 it was 68% and in Quarter 3 Oct - Dec it was 79%.

Top three Sub-themes for Administration



Positive Reviews;

“Really good practice. Would recommend to anyone...They can always get me an emergency appointment...”
Spring Grove Medical Practice

“I have been with the surgery for nearly 20 years and I cannot praise them enough. The receptionists are very helpful when arranging appointments as well as are flexible when re-arranging...”
Gill Medical Practice

Negative Reviews;

“I called them 31 times in total today. Always busy, no answers, nothing.”
The Practice (Feltham)

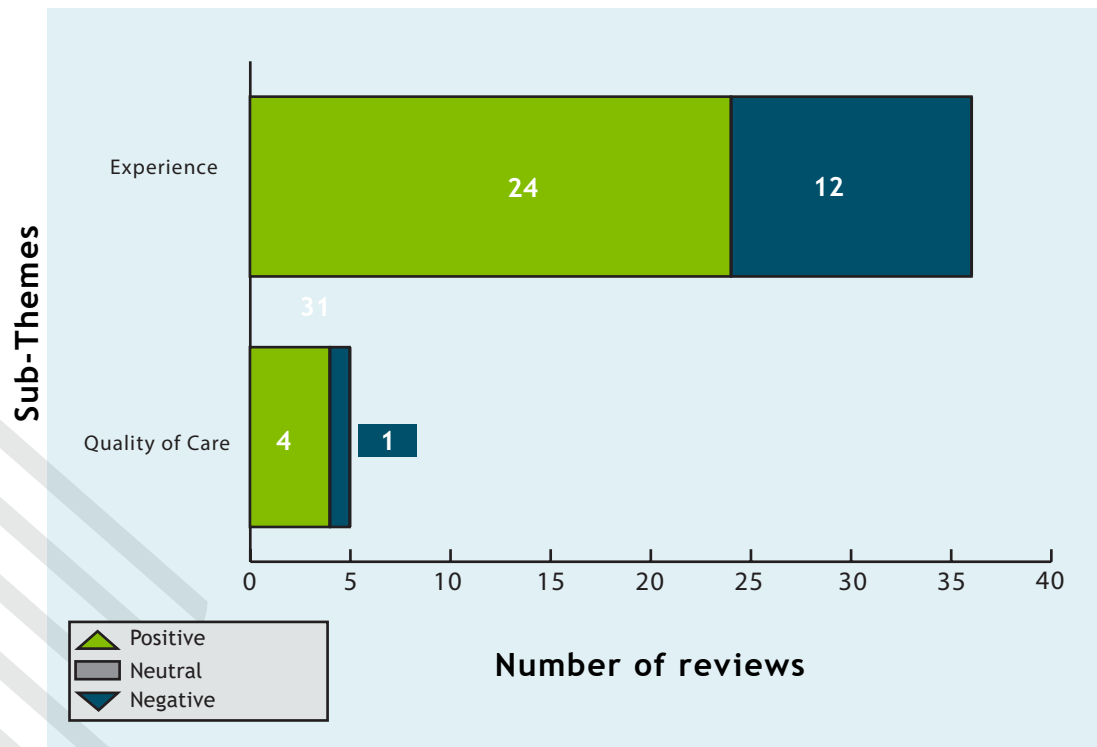
“...It’s impossible to get an appointment. Their automated system often gets disconnected once you choose the option to speak to a receptionist...”
Argyle Health Group Practice

GP Themes/Sub-themes

The **Treatment and Care** theme received 43 reviews. 65% (28) were positive and 35% (15) were negative. Patients continue to express their satisfaction of **Treatment and Care**, similar to last quarter (Jan - Mar 2020) when 77% of the reviews were positive.

Experience of Care was a recurring sub-theme with 36 reviews, followed by **Quality of Care** with 5 reviews. The reviews about **Quality of Care** and **Experience** were largely positive with 80% and 67% respectively. Similar trends were found for both sub-themes in the previous quarters; in Quarter 4 Jan - Mar they were 79% and 78% respectively. This tells us that majority of patients are pleased with aspects of **Treatment and Care**.

Top Sub-themes for GP Treatment & Care



Positive Reviews;

“...One of the doctors is very good and is a kind person.”
Chestnut Practice

“Very happy with the care provided by the doctor and his team. The doctor has always been very caring and compassionate towards his patients...”
Jersey Practice

“...The doctors are ok, I liked how the doctor was towards me and my daughter. They showed full interest and they talked nicely to me and had patience to explain the things regarding my problem. Nice experience!”
Argyle Health Group Practice

Negative Reviews;

“I’ve had several very bad experiences with one of the doctors. They do not see it fit to leave their chair to examine the patient...”
Skyways Medical Centre

“...I resigned from going there anymore, after all, I can just get my paracetamol from the pharmacy, as ‘take some paracetamol’ is the usual piece of advice from the Doctor.”
Mount Medical Practice

GP Themes/Sub-themes

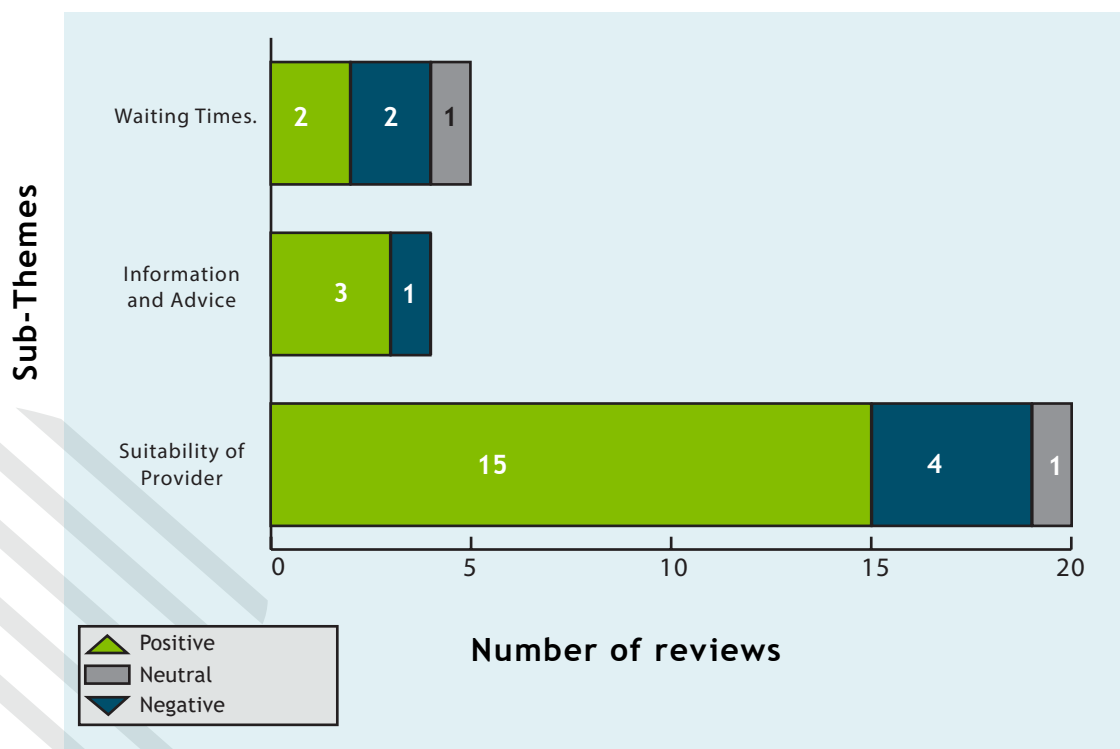
The **Access to Services** theme received 33 patient reviews. 70% (23) were positive, 24% (8) were negative and 6% (2) were neutral.

Suitability of Provider was the most discussed sub-theme with 20 reviews; 75% (15) were positive, 20% (4) were negative and 5% were neutral. Similarly, to Quarter 4 Jan - Mar 2020 it was 71% of reviews with positive sentiments. Patients are expressing satisfaction at the service being provided.

For the sub-theme of **Waiting Times** we received 5 reviews; 40% were positive, 40% were negative and 20% were neutral. Compared to the previous quarter there has been an increase in reviews with positive sentiments. In Quarter 4 Jan - Mar it was 25%. This is due to the decrease in reviews with neutral sentiments (34% in Q4).

The chart below shows a breakdown of the most mentioned sub-themes for **Access to Services**, including **Information and Advice**.

Top Sub-themes for Access to Service



Positive Reviews;

“As a patient at this practice, I am more than satisfied with the service I receive, generally, I’m seen within good time...”
Chestnut Practice

“...it has had its problems but over the last few months during the pandemic, I have found them to be be very helpful.”
Albany Practice

“Been a patient for many years always been very well looked after...I recommend to all my family and friends. Very happy with surgery.”
Bath Road Surgery

Negative Reviews;

“On occasion I was with a particular doctor I will never go to them again. The visit was late by one hour...”
Chestnut Practice

“...When we arrive there, you have to wait longer than your scheduled appointment time.”
St. David’s Practice

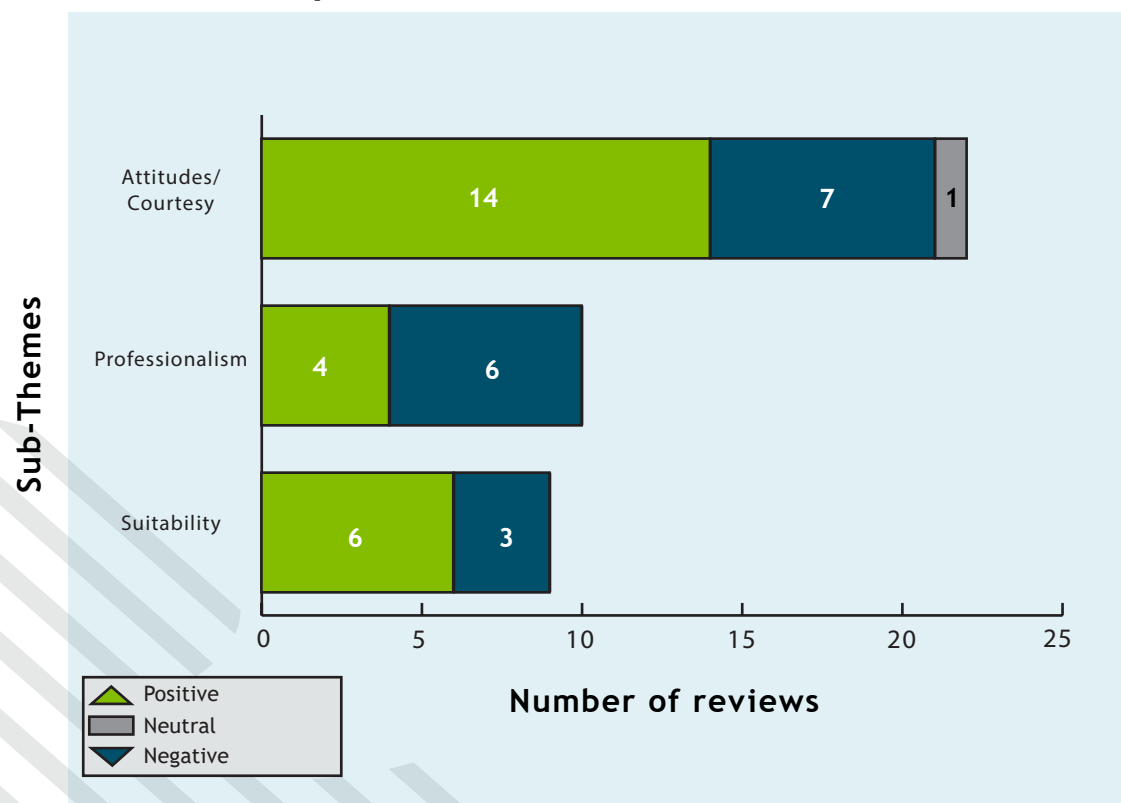
GP Themes/Sub-themes

The **Staff** theme received 47 reviews. 62% (29) were positive, 36% (17) were negative and 2% (1) were neutral. Similarly, the previous quarter most of the reviews were positive. The chart below presents a breakdown of the sub-themes for **Staff**.

Staff Attitude/Courtesy was mentioned in 22 reviews, 64% (14) were positive, 32% (7) were negative and 5% (1) neutral. Patients are 'pleased' with the attitude of staff they encounter. In Quarter 4 (Jan - Mar 2020), 68% of reviews had a positive sentiment.

Professional sub-theme with 10; 40% (4) were positive and 60% (6) were negative. Also, the **Suitability** sub-theme received 9 reviews which were mostly positive. 67% (6) were positive and 33% (3) were negative.

Top three Sub-themes for Staff



Positive Reviews;

"Very helpful and efficient, speaks with great respect and empathy, always there for my family and I."

Bath Road Surgery

"Wanted to give a huge thank you to the reception staff and doctor... Thank you for being so kind and diligent...."

Grove Village Medical Centre

"...In these difficult times its reassuring to know that our practice does care. Thank you to the friendly receptionist."

Skyways Medcal Centre

"Excellent service, lovely staff and excellent doctors. Always courteous and thorough. Always helpful."

Carlton Surgery

Negative Reviews;

"...Not very friendly, not professional at all, bad communication and they hanged up the phone on me..."

The Green Practice

"...Very unprofessional. Interrupts all the time throughout conversation..."

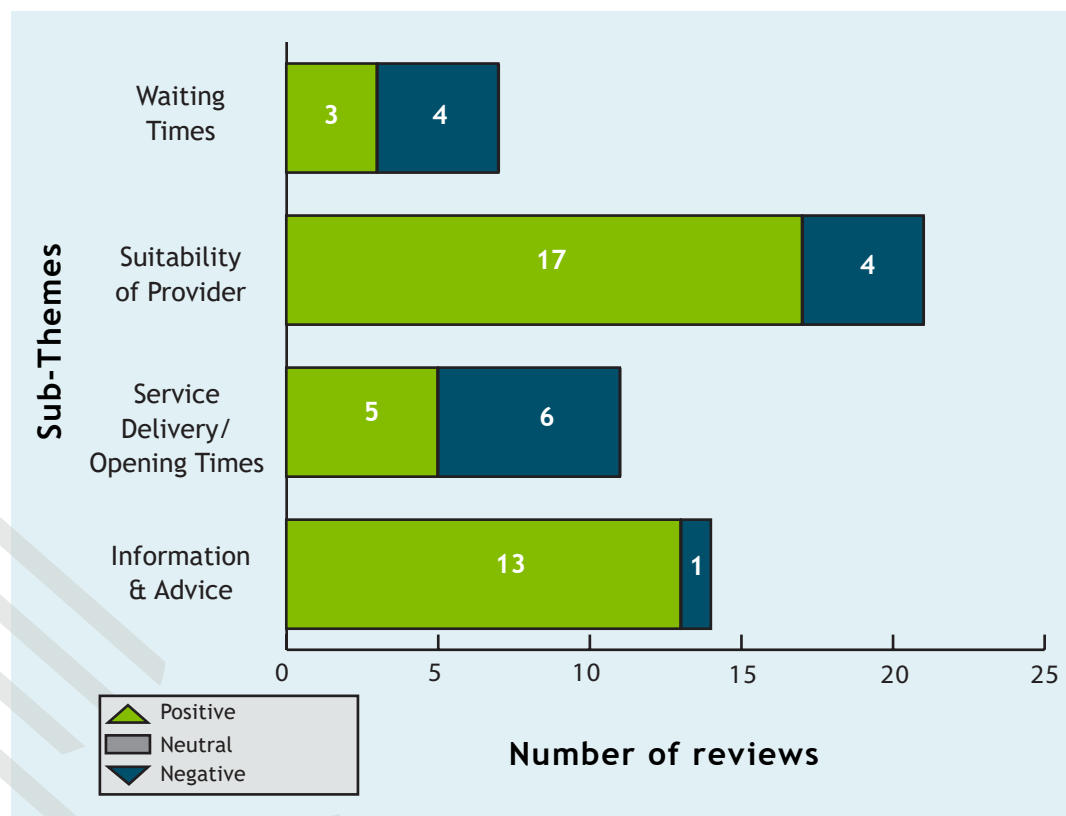
Kingfisher Practice

Pharmacy Themes/Sub-themes

The **Access to Services** theme received 59 reviews. 68% (40) were positive and 32% (19) were negative. Majority of the reviews were positive in the previous quarter (Jan - Mar 2020). 78% of the reviews had positive sentiments.

The **Information & Advice** sub-theme received 93% positive reviews. 81% of reviews about **Service Delivery/Opening Times** had a positive sentiment. **Suitability of Provider** received 21 reviews, 81% (17) were positive and 19% (4) were negative. The sub-theme **Waiting Times** received 7 reviews, 43% (3) were positive and 57% (4) were negative. This tells us that apart from waiting times patients were satisfied with the accessibility to pharmacies in the past few months.

Top Sub-themes for Access to services



Positive Reviews;

“Fantastic customer service. Friendly, helpful advice and always has the prescription ready to collect.”
Maswell Park Pharmacy

“I called them... and they rushed over an emergency inhaler, getting here before the ambulance...then they called to check if I was doing well and advised me on what to do while I waited for the paramedics”
Minal Pharmacy

“This is the best Pharmacy around...They do everything to help you the best way they can and they give you the best advice as well.”
B A Williams Chemist

“...The service is prompt and excellent, everyone is very informed and obviously experts in their field....”
Maswell Park Pharmacy

Negative Reviews;

“...After a couple of hours when you come to the pharmacy, they say sorry it is not ready please come in the evening...”
Minal Pharmacy

“...I turned up it was not open.”
Alphega Chemist

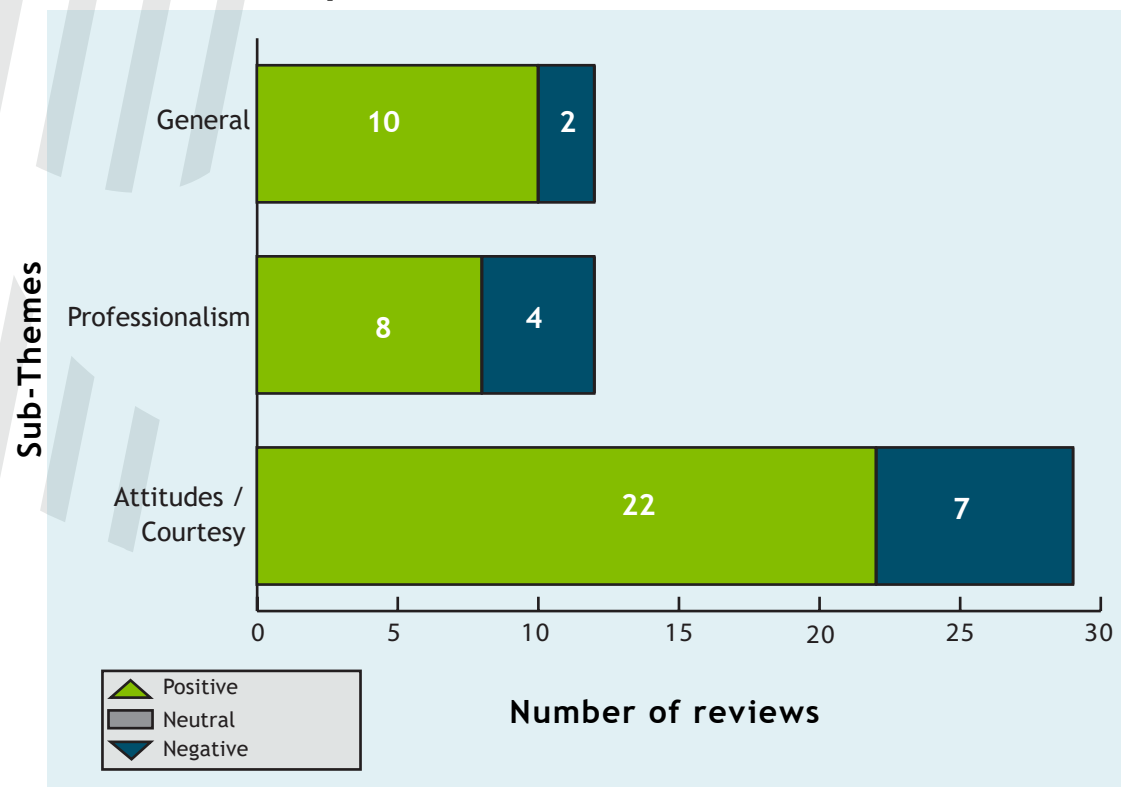
Pharmacy Themes/Sub-themes

The **Staff** theme received 61 reviews. 75% (46) were positive and 25% (15) were negative. The chart below shows the sub-themes for reviews mentioning the **Staff** theme.

The **General sub-themes** received 12 reviews. 83% (10) were positive and 17% (2) were negative. In the previous quarter (Jan - Mar 2020), reviews for this sub-theme with a positive sentiment were 100%. Majority of patients are 'pleased' with staff at their pharmacies.

Professionalism received 67% (8) positive reviews and 33% (4) negative reviews. The **Attitudes/Courtesy** sub-theme received 29 reviews, 76% (22) were positive and 24% (7) were negative.

Top Two Sub-themes for Staff



Positive Reviews;

"I have been using this pharmacy for years. The staff are always friendly and helpful."

Medico Pharmacy

"...The staff are always helpful and professional."

Campbell's Chemist

"Friendly and helpful staff...always great customer service."

Churchill Pharmacy

"Amazing staff as well as great service. Been dealing with this Pharmacy for more than 20 years."

Bhogal Pharmacy

Negative Reviews;

"Unprofessional rude uneducated staff...One of the younger staff members was disrespectful and rude"

Jade Pharmacy (Isleworth)

"I recently changed my pharmacy...because one of the staff members is rude. Always shouting and arguing! Not friendly at all."

Bath Road Pharmacy

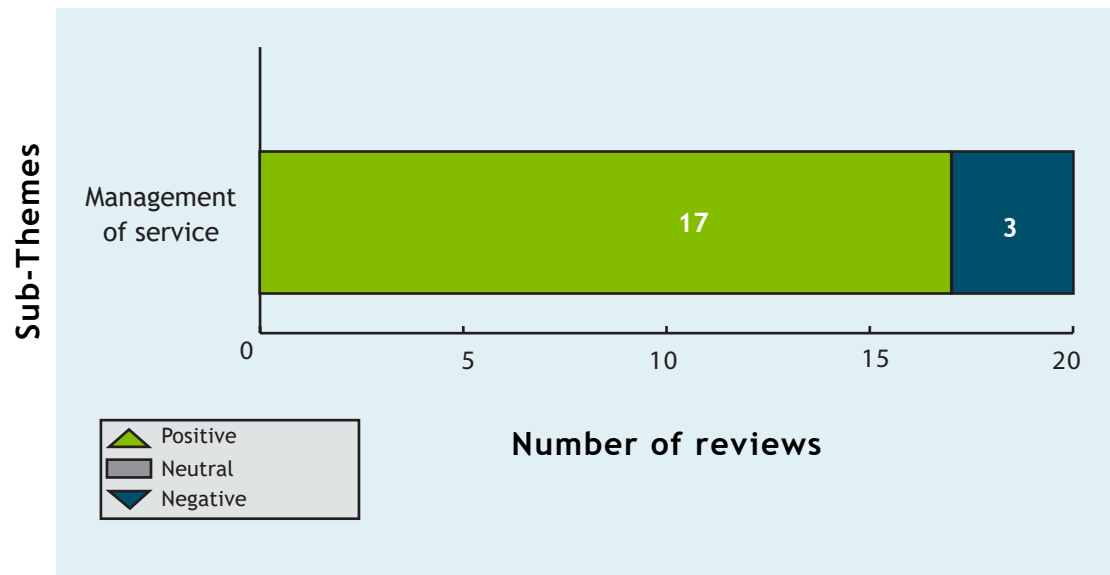
Pharmacy Themes/Sub-themes

The **Administration** theme received 20 reviews; 85% (17) were positive and 15% (3) were negative.

The chart below presents a breakdown of the sub-theme for **Administration**.

Management of Service sub-theme received 20 reviews where 85% (17) were reviews with positive and 15% (3) were negative.

Sub-Themes for Administration



Positive Reviews;

“Nice independent local pharmacy. The pharmacy manager is lovely...”
Feltham Pharmacy

“...They offered a free home delivery and a WhatsApp message service to keep me updated on the status of prescriptions including delivery. Top class customer service.”
Hounslow East Pharmacy

“This is an outstanding pharmacy...The NHS is really stretched at the moment, and I feel very grateful for the urgent assistance Harb’s provided me during these unprecedented times.”
Harb’s Pharmacy

Negative Reviews;

“As a Pharmacy professional myself it is absolutely shocking how this Pharmacy is run... Its a disgrace to the whole pharmacy profession.”
Feltham Pharmacy

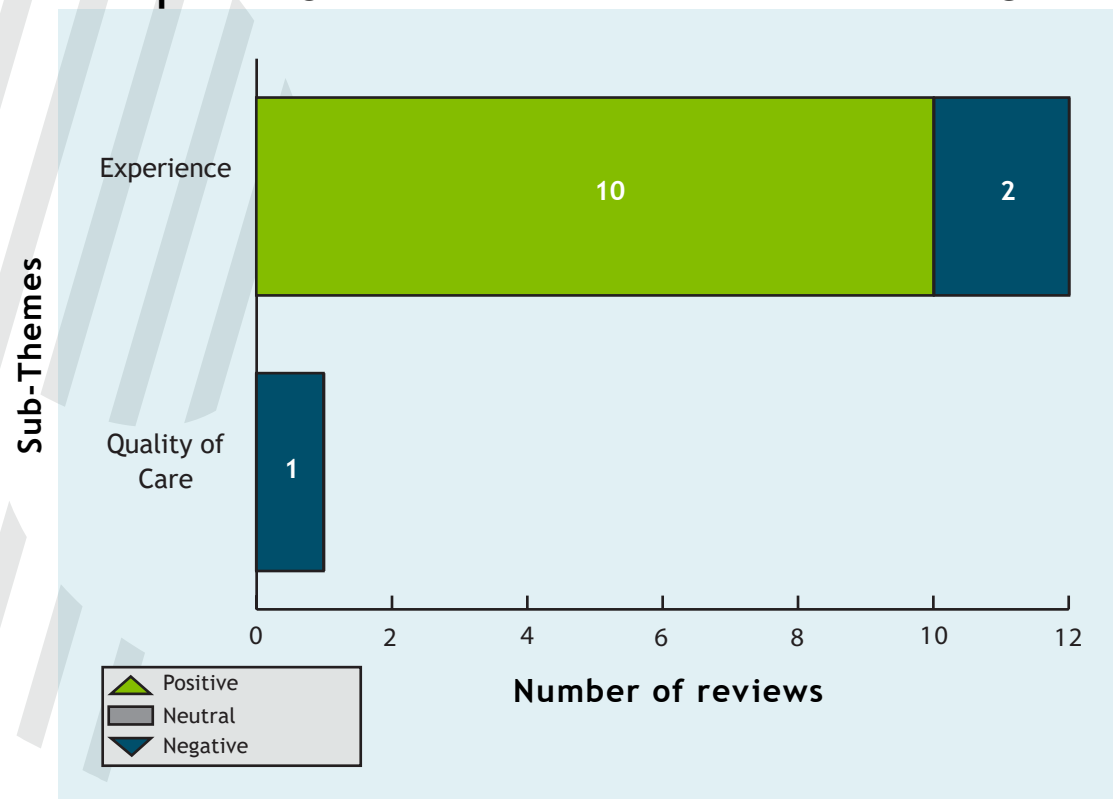
Pharmacy Themes/Sub-themes

The **Treatment and Care** theme received 13 reviews; 77% (10) were positive and 23% (3) were negative.

The chart below presents a breakdown of the sub-theme for **Treatment and Care**.

Experience and **Quality of Care** were the most mentioned of the sub-themes. **Experience** received 12 reviews. 83% (10) were positive and 17% (2) were negative. **Quality of Care** received 1 review which was negative.

Top Two Sub-Themes for Treatment and Care



Positive Reviews;

“My experience when I came here was great.”
Shah Pharmacy

“They are an excellent pharmacy.”
Hounslow Central Pharmacy

“This is a very good pharmacy. The care here was very good too.”
Feltham Pharmacy

“I had an excellent experience here.”
Jade Pharmacy (Heston)

“An excellent experience at this pharmacy.”
Amin Pharmacy

Negative Reviews;

“Worst pharmacy. They never helped out my parents.”
Boots (Feltham High Street)

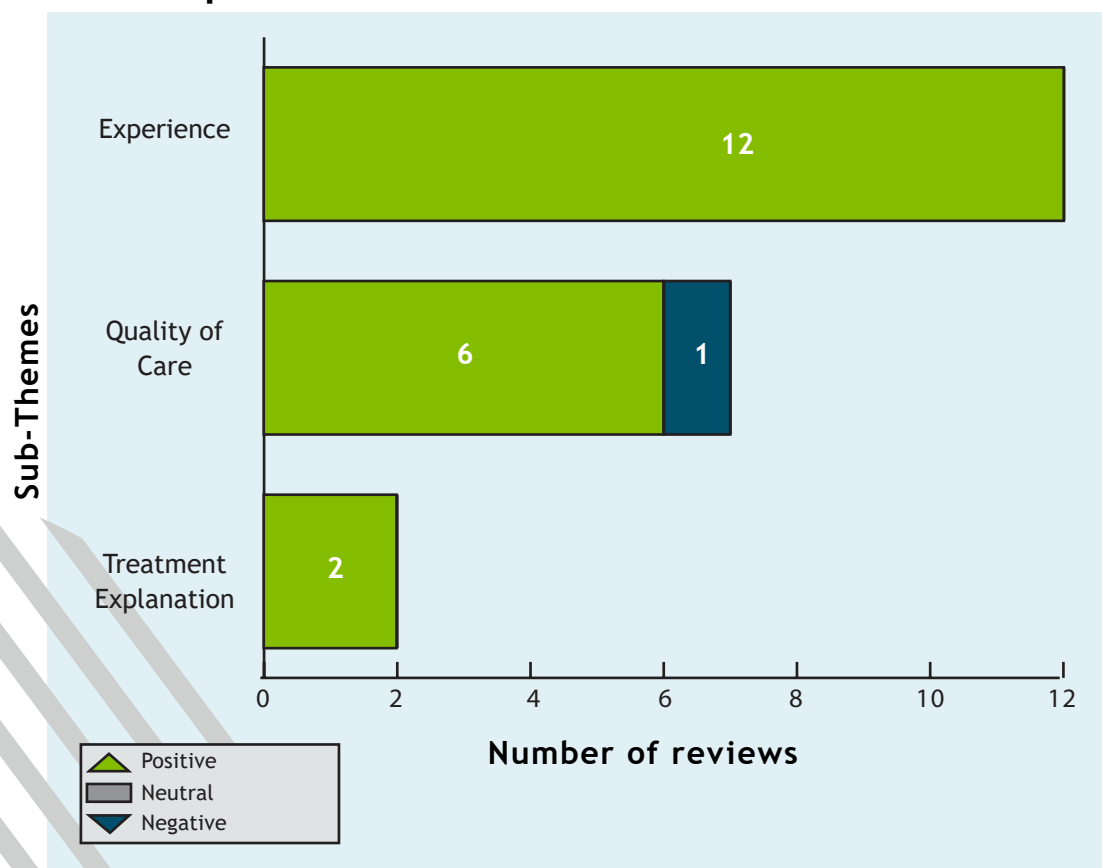
Hospitals Themes/Sub-themes

The **Treatment and Care** theme received 22 reviews. 90% (20) were positive, 5% (1) were negative and 5% (1) were neutral. There has been a continuous increase in the reviews with positive sentiments for this theme; in Quarter 4 Jan - Mar 2020 it was 77% and in Quarter 3 Oct - Dec 2019 it was 69%.

The sub-themes **Experience**, **Quality of Care** and **Treatment Explanation** were the most mentioned sub-theme with majority of the reviews having positive sentiments with 100% (12), 86% (6) and 100% (2) respectively. This tells us that patients continue to be positive about their experiences of **Treatment and Care** that they receive from hospitals.

The chart below shows a breakdown of the most mentioned sub-themes for **Treatment and Care**.

Top Sub-Themes for Treatment & Care



Positive Reviews;

“...Everything was perfect. Consultant was very reassuring and explained everything fully before, during and after the procedure...”
West Middlesex University Hospital (Cardiology)

“...Their care was outstanding. They monitored me regularly, listened to me, were encouraging and so caring.”
West Middlesex University Hospital (Inpatient Care)

“Such a brilliant service delivered via virtual environment by a fantastic lady, super with children, approachable and explains well to parents and children...”
Ashford Hospital

“As always, the medical care was thorough and excellent... and the way in which the space was laid out so that social distance was maintained all the time. It was very reassuring...”
Charing Cross Hospital

Negative Reviews;

“...Was eventually seen by doctor. After a brief conversation (30 seconds or so) with me about my symptoms she has a quick glimpse in my eye... she could not see anything...anyways I left in pain and disappointment that they could not identify the issue.”
West Middlesex Hospital (A&E)

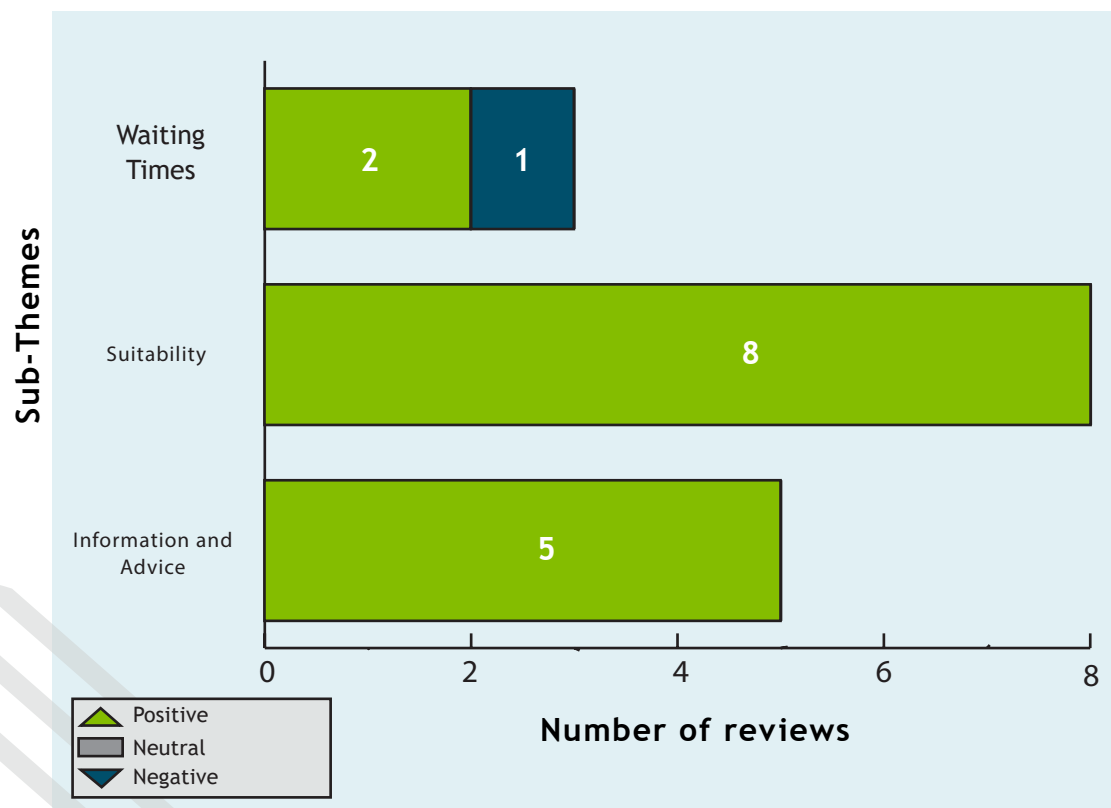
Hospitals Themes/Sub-themes

Access to Services received 17 reviews this quarter 88% (15) were positive and 12% (2) were negative. Compared to last quarter there has been an increase in the reviews with positive sentiments from 49% in Quarter 4 Jan - Mar 2020 to 88% this quarter.

Waiting Time was mentioned in 3 reviews, 67% (2) were positive and 33% (1) were negative. **Suitability** was the most frequently discussed sub-theme with 8 reviews, and the reviews were 100% positive. Similarly, **Information and Advice** was mentioned in 5 reviews, all these reviews were positive.

The chart below also shows the breakdown of the sub-themes.

Top Three Sub-themes for Access to Services



Positive Reviews;

“Functioning well through phone consultation and as much as possible in difficult circumstances.”

West Middlesex University Hospital

“My experience at this hospital was good.”

West Middlesex University Hospital

“...As soon as I checked in I was looked after by the nurses...All were very knowledgeable and patient (answering my many questions)...”

Ashford Hospital

“...They really look after you and on the first go I’ve been successful. I can’t thank them enough. It felt like I was having private health care the whole way through.”

Hammersmith Hospital (IVF Clinic)

“Such a brilliant service delivered via virtual environment by a fantastic lady, super with children, approachable and explains well to parents and children...”

Ashford Hospital

Negative Reviews;

“I went in to A&E to get my eye checked as it was itching, burning & bright red. I ... suspected a possible infection. Waited 3 to 4 hours to be seen....”

West Middlesex University Hospital (A&E)

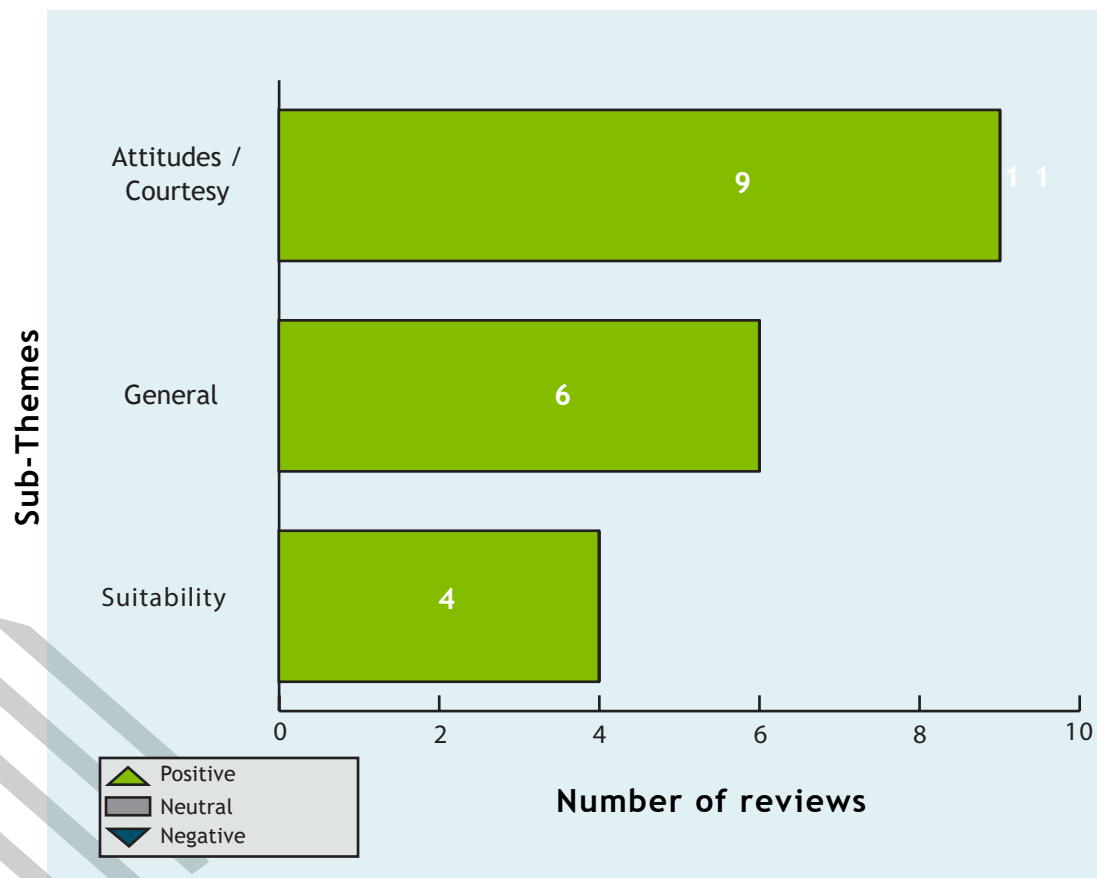
Hospitals Themes/Sub-themes

The **Staff theme** received 21 reviews; 100% (21) were positive. This theme largely attracts reviews with positive sentiments, in Quarter 4 Jan - Mar 2020 it was 75% and in Q3 Oct - Dec 2019 it was 81%.

The chart below shows a breakdown of the sub-themes for the **Staff** theme.

Attitudes/Courtesy was the most frequently mentioned sub-theme with 9 reviews all of which were positive. The **General** sub-theme received 6 reviews and **Suitability** sub-theme received 4 reviews, both sub-themes received 100% positive reviews .

Top Three Sub-themes for Staff



Positive Reviews;

"I was induced and the midwives I had and they were great..."
West Middlesex University Hospital (Maternity)

"I've had the best experience from arriving to leaving, the reception staff, the x-ray staff and the breast clinic staff all provided a superb service."
West Middlesex University Hospital (Imaging)

"...Everything was perfect...the consultant was supported by a friendly, welcoming and highly professional team. I would have no hesitation in returning here."
West Middlesex University Hospital (Cardiology)

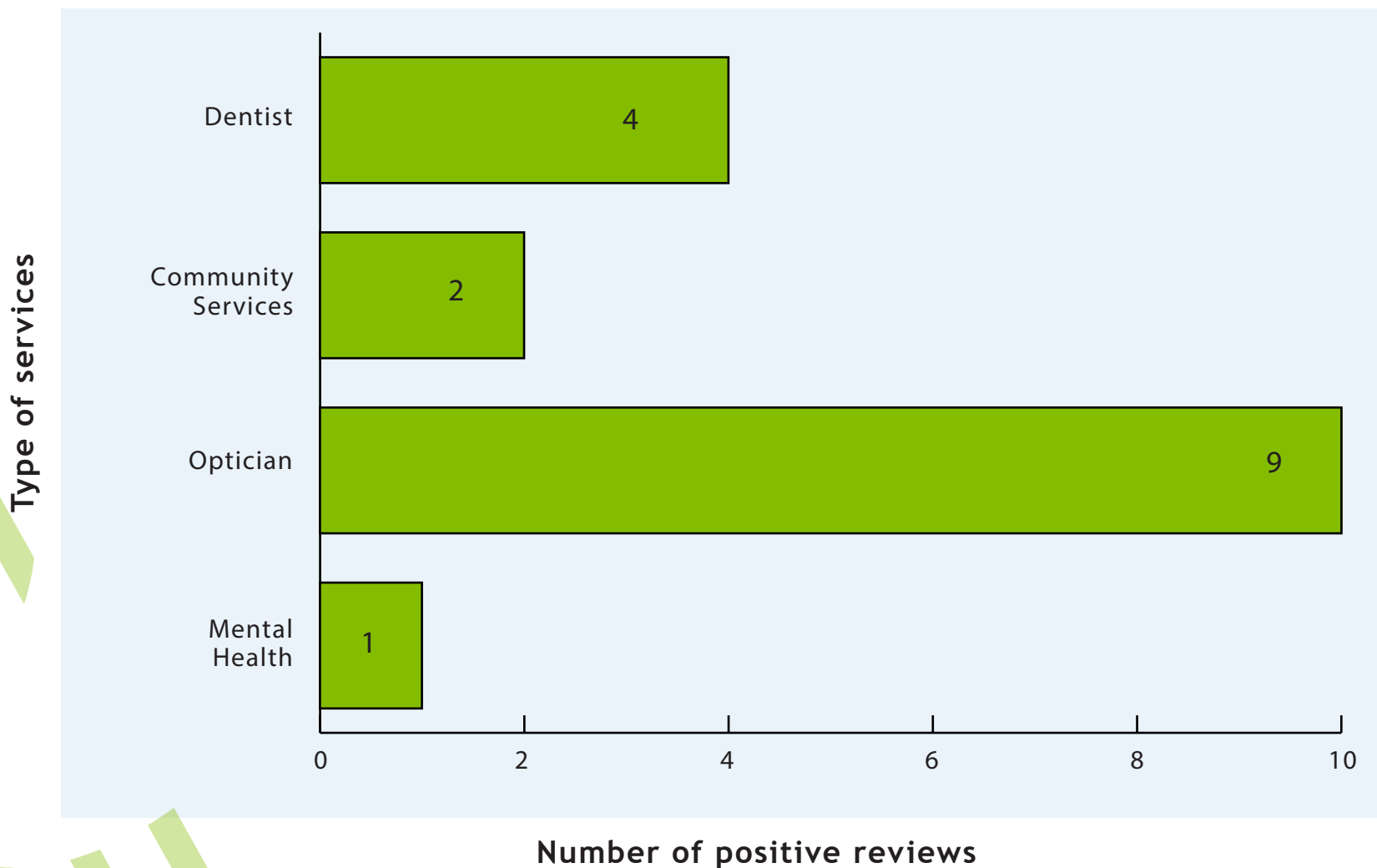
"...The staff were incredibly helpful, friendly and super efficient, we had multiple tests and an X-ray all within an hour of entering the hospital..."
West Middlesex University Hospital (Imaging)

"I just wanted to say how much I appreciated the friendly and calm and caring approach at the Urgent Treatment Centre...what stood out was how kind the staff were, from the security who greeted one, and gave hand sanitizer, to the nurse who did the coronavirus screen at the outset, to the reception staff and the doctor whom I saw..."
Charing Cross Hospital

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.

April - May - June





Dentist

“The doctor is brilliant. She made me feel confident and provides you with the right advice.”

Osterley Dental Practice

“Excellent urgent care and service, including very thorough PPE procedures followed, highly recommend.”

The Dentist @ Chiswick

“Just popped in for my first appointment since Covid hit. They have managed things really well to make sure everything is safe including building alterations. Staff all have full protective equipment and patients are guided to take steps to ensure safety of themselves, the staff and other patients. Really impressive.”

Eye Smile Dentist



Community Services

‘Very polite reception lady. I arrived early and was seen immediately. Couldn’t be happier. Very pleasant professional nurse. Pleasant spaces and clinics too.’

Heart of Hounslow



Opticians

“Great opticians which my family and I have used for years. The team are professional, personable, and go out of their way to offer a quality service every time.”

The Eye Studios

“Top level service and very professional staff who are always ready to help.”

Specsaver (Hounslow High Street)



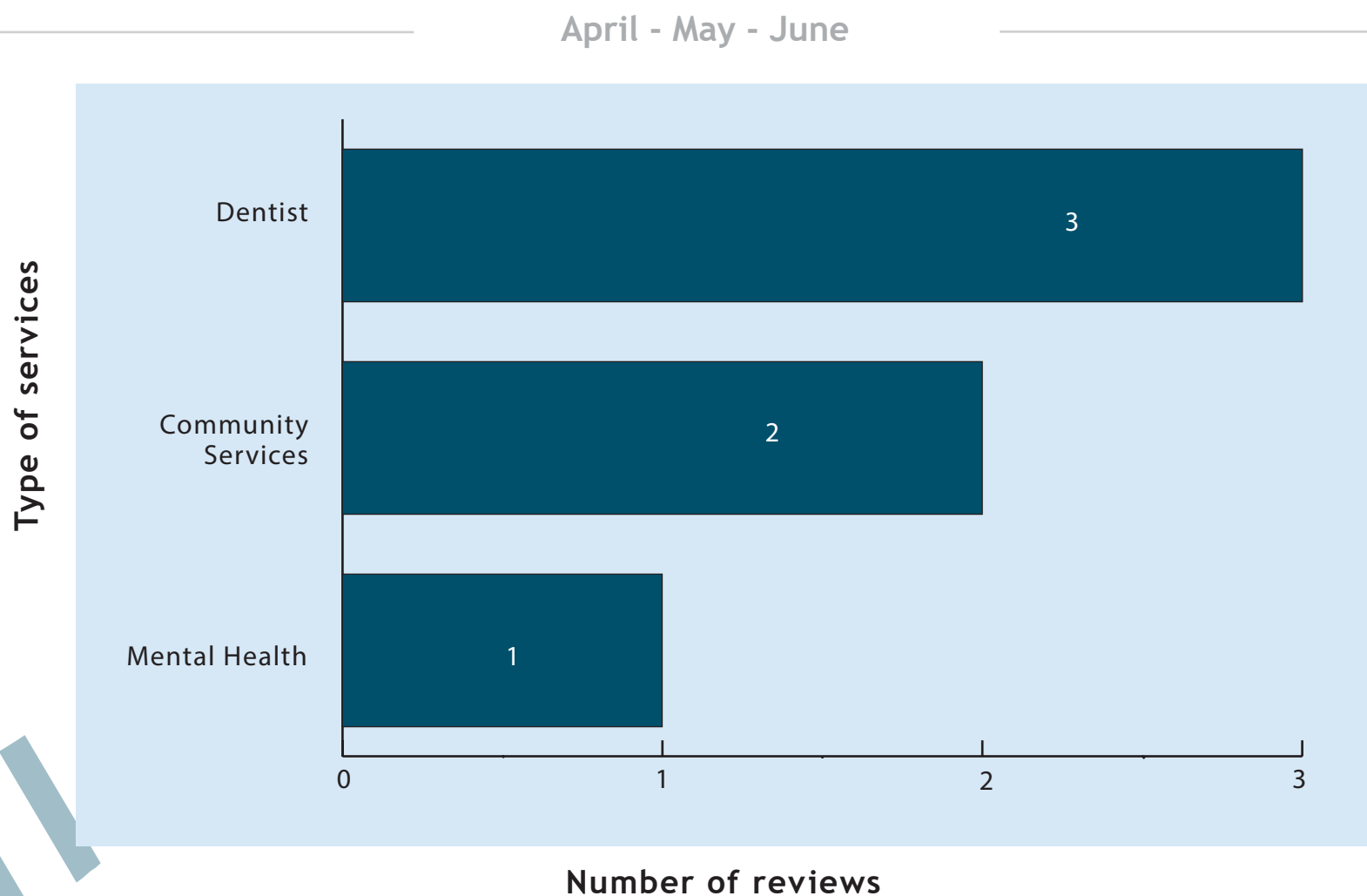
Mental Health

“They were professional on the phone and reassured me with information.”

Lakeside Mental Health Unit

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.





Dentist

“The receptionists here are rude.”

S K Dental



Community services

“My expereince here was very poor.”

Heart of Hounslow



Mental Health

“Some staff were rude and condescending. There were also times when some members of the team didn’t seem to know details you would expect them to as health care professionals.”

Lakeside Mental Health Unit

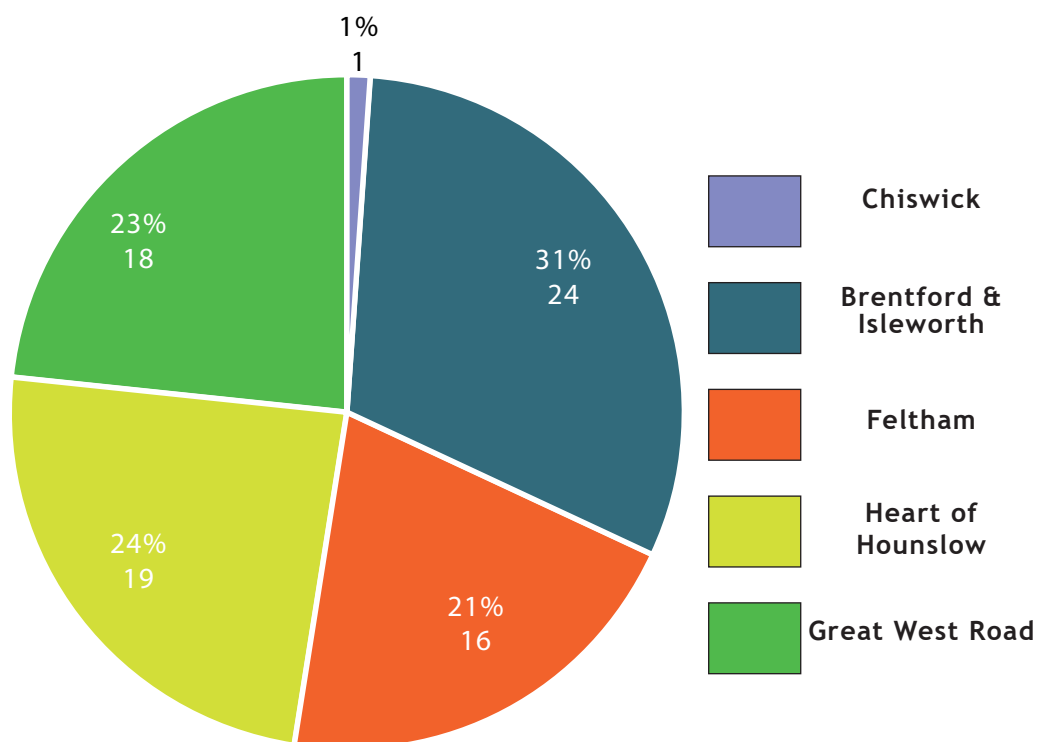
Network Area GP Reviews

The following pages show the number of positive, negative and neutral reviews for each surgery based on an overall star rating. The bar charts reflect the overall star ratings for each service this quarter.

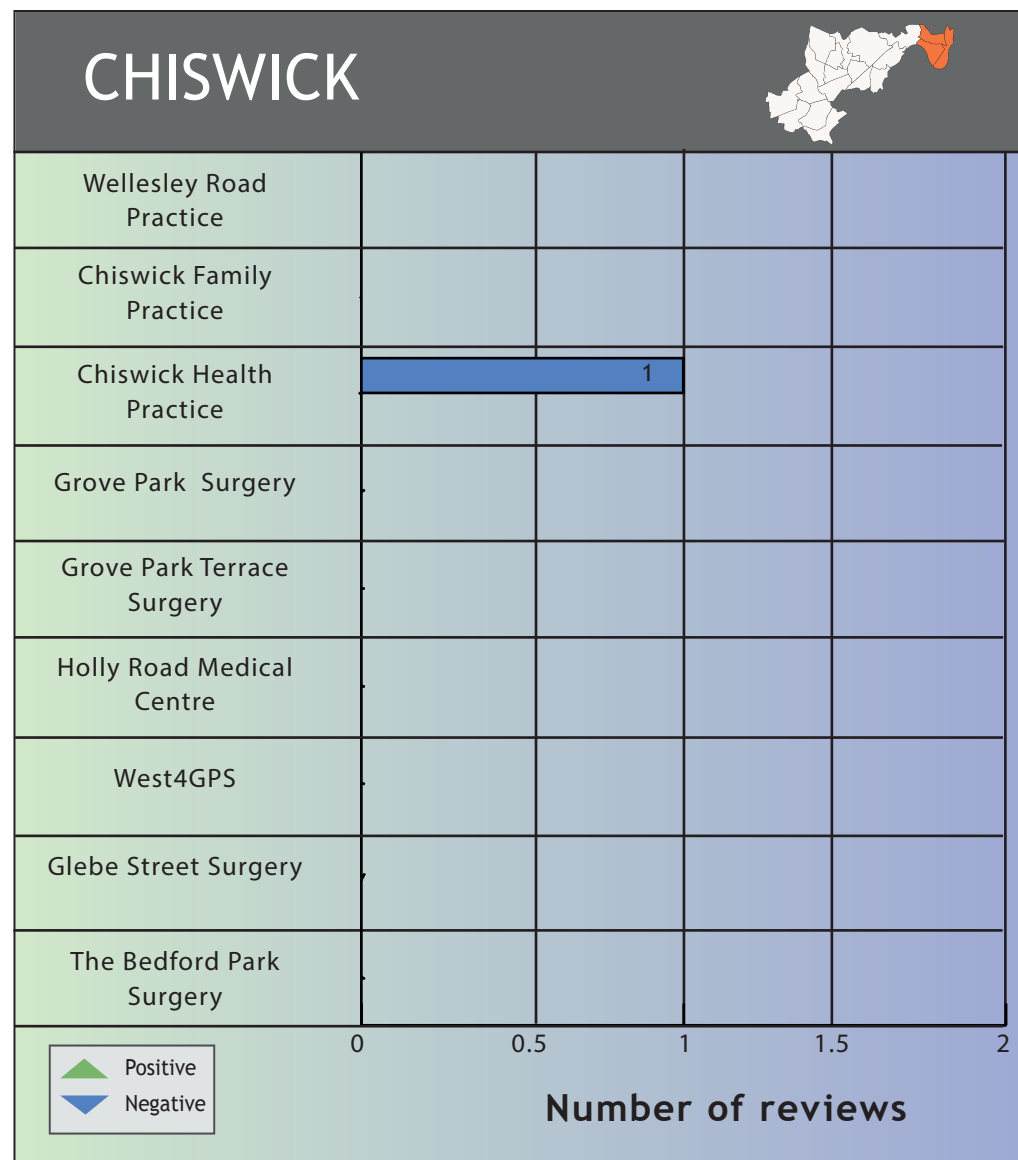
These data shown gives an overview for each GP surgery. The London Borough of Hounslow is divided into five GP Network areas: Brentford & Isleworth, Chiswick, Heart of Hounslow, Feltham and Great West Road. The following pages show services within these Network areas.

Network Area GP Reviews

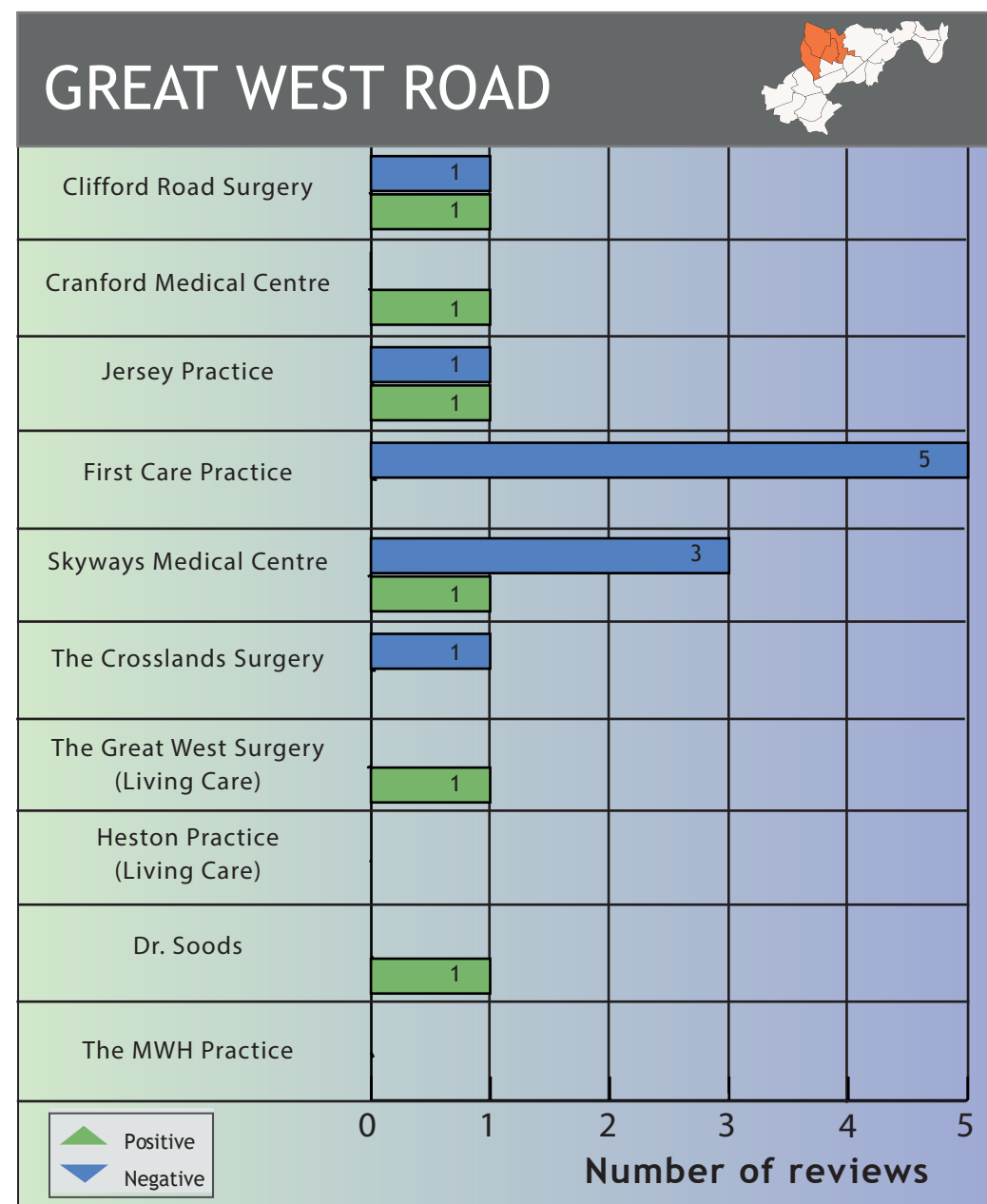
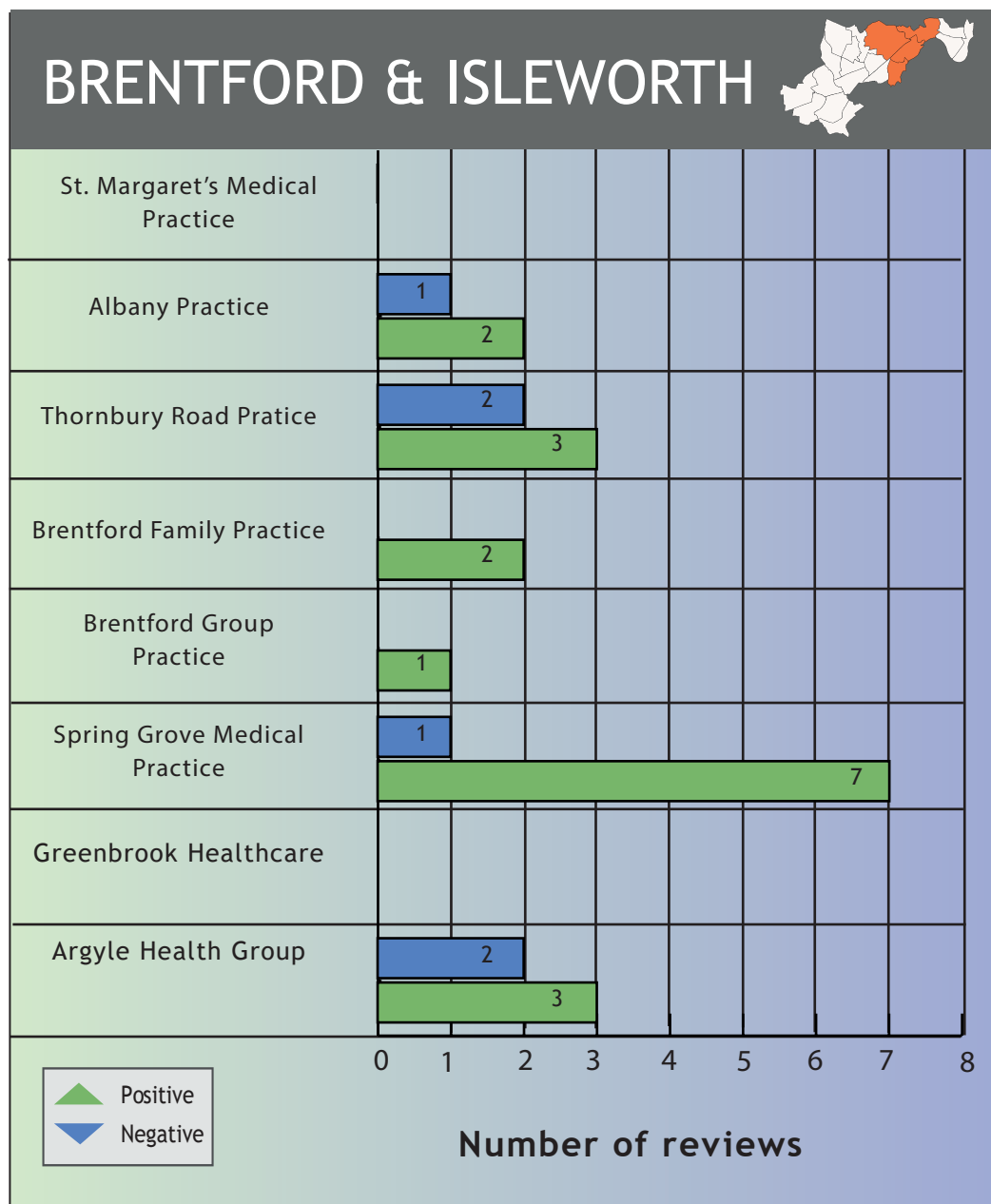
The pie chart shows the number of reviews received in each network area. The highest number of reviews received was from Brentford & Isleworth 31% (24), Heart of Hounslow 24% (19), Great West Road 23% (18), Feltham 21% (16) and Chiswick 1% (1).



Number of GP Reviews per Network Area

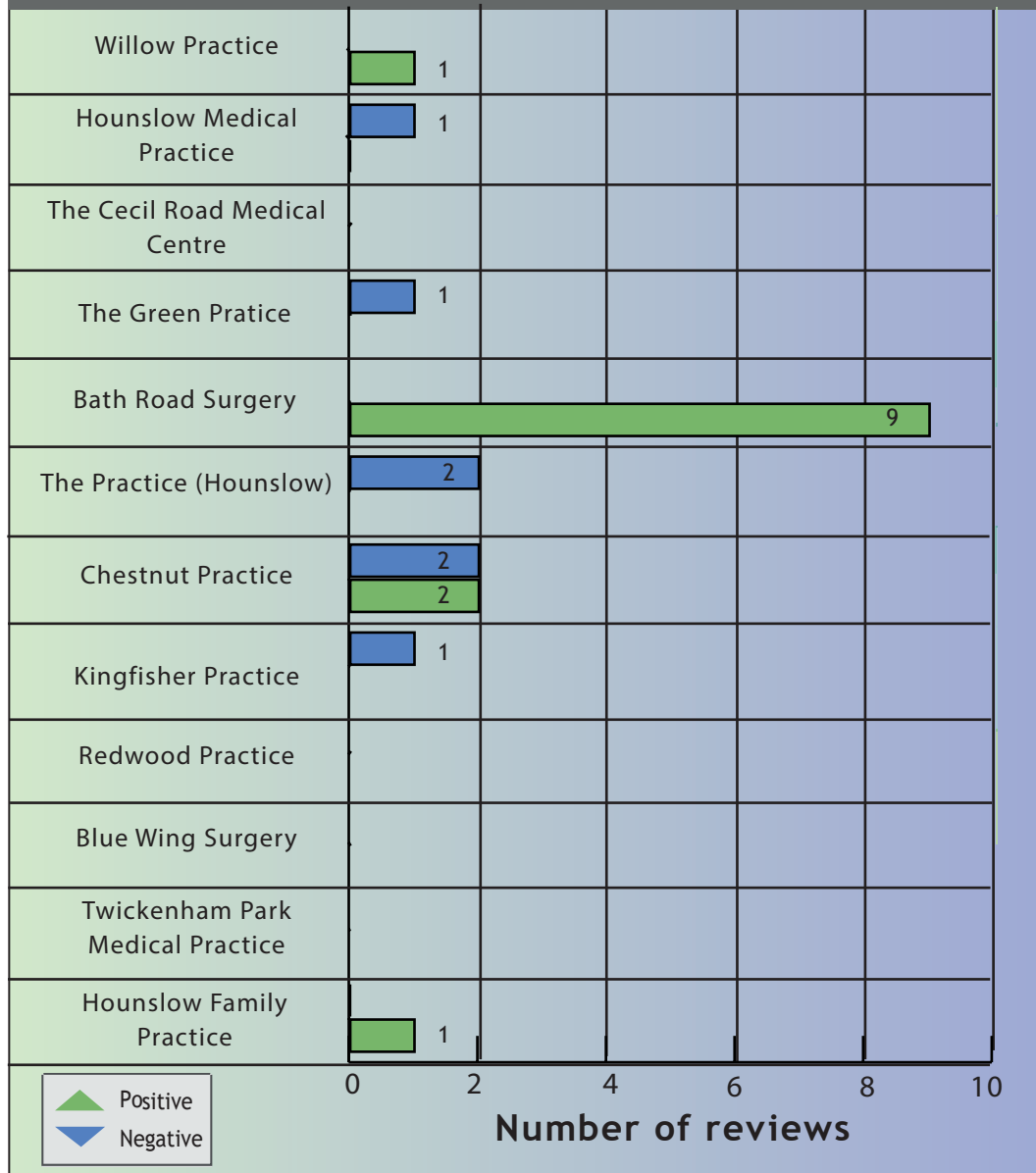


Network Area GP Reviews

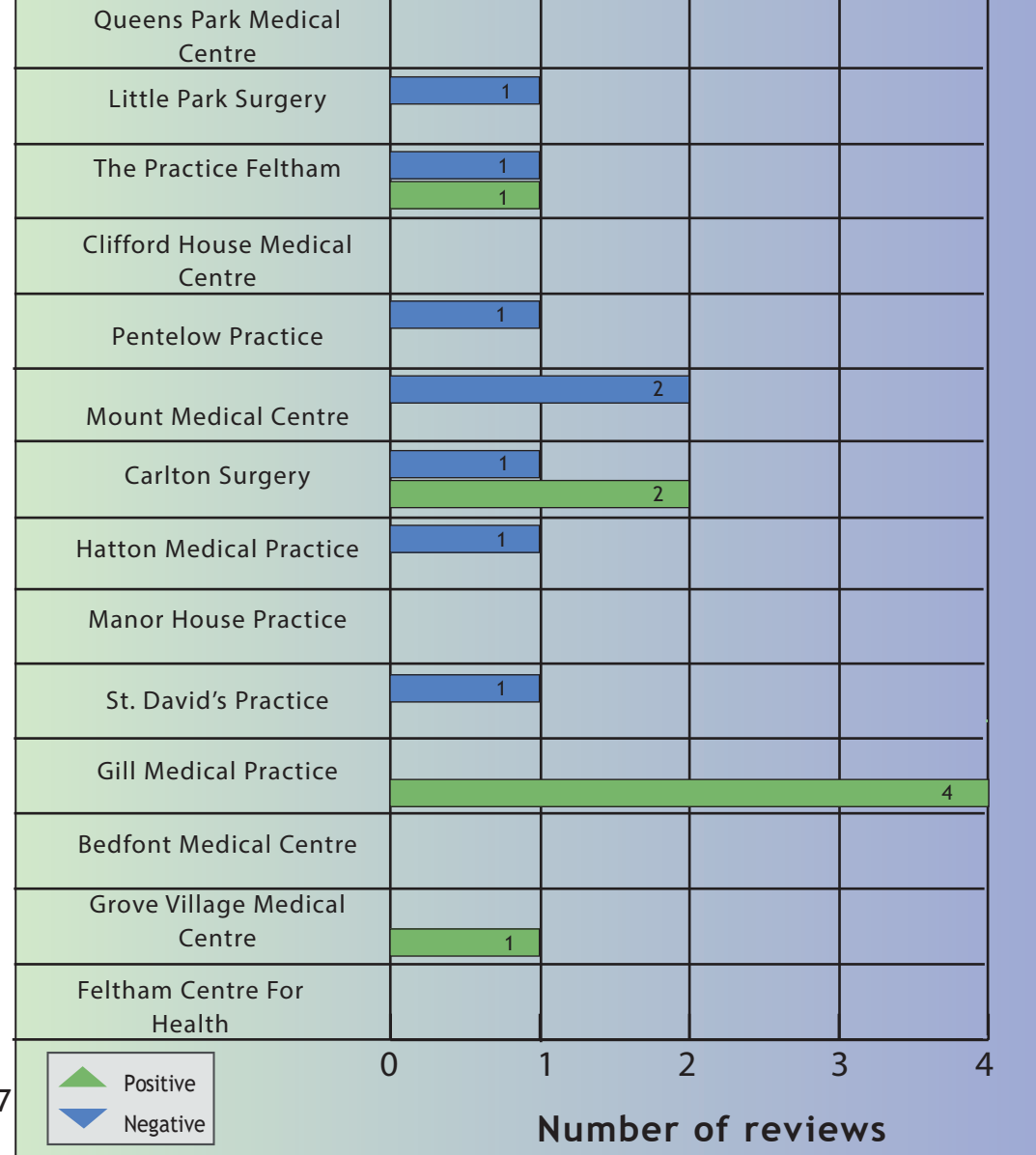


Network Area GP Reviews

HEART OF HOUNSLOW

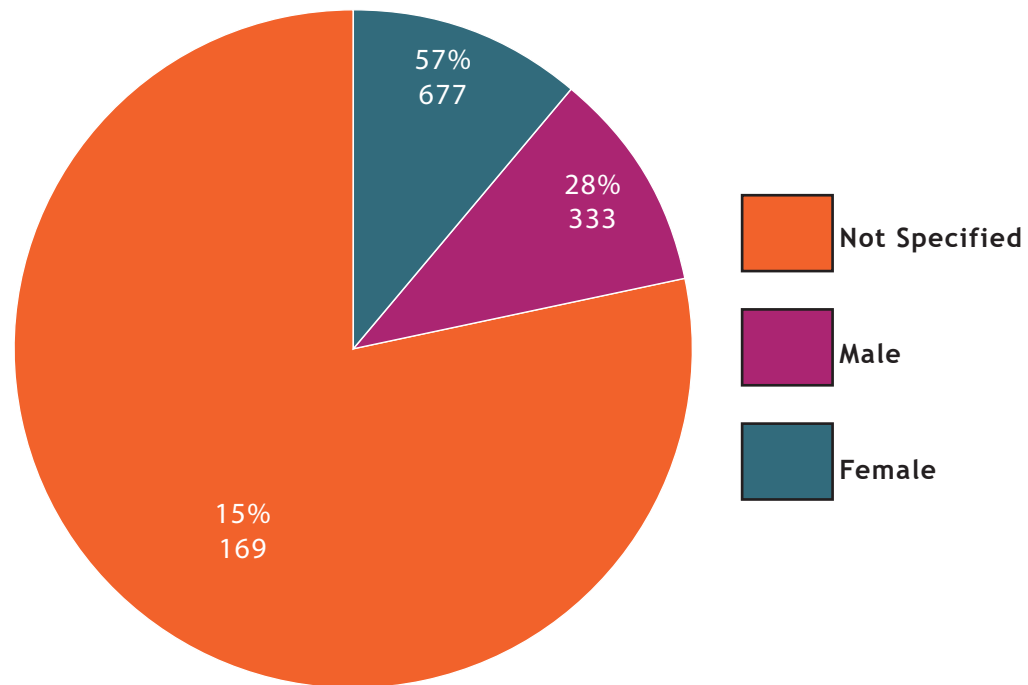


FELTHAM



Demographic Information (April - June)

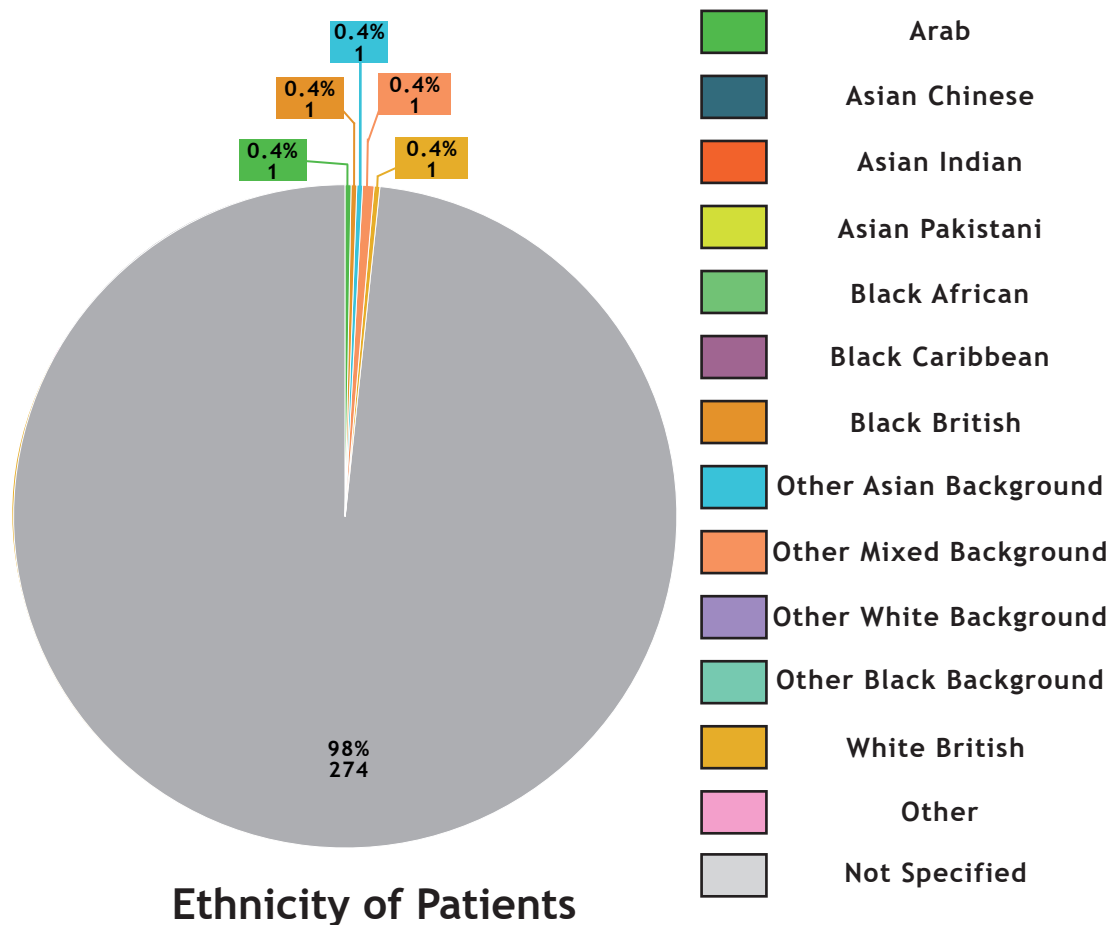
The pie chart below shows the number of reviews received by gender from January - March 2020. The majority of the reviews received were from women with 57% (677) and from men with 28% (333).



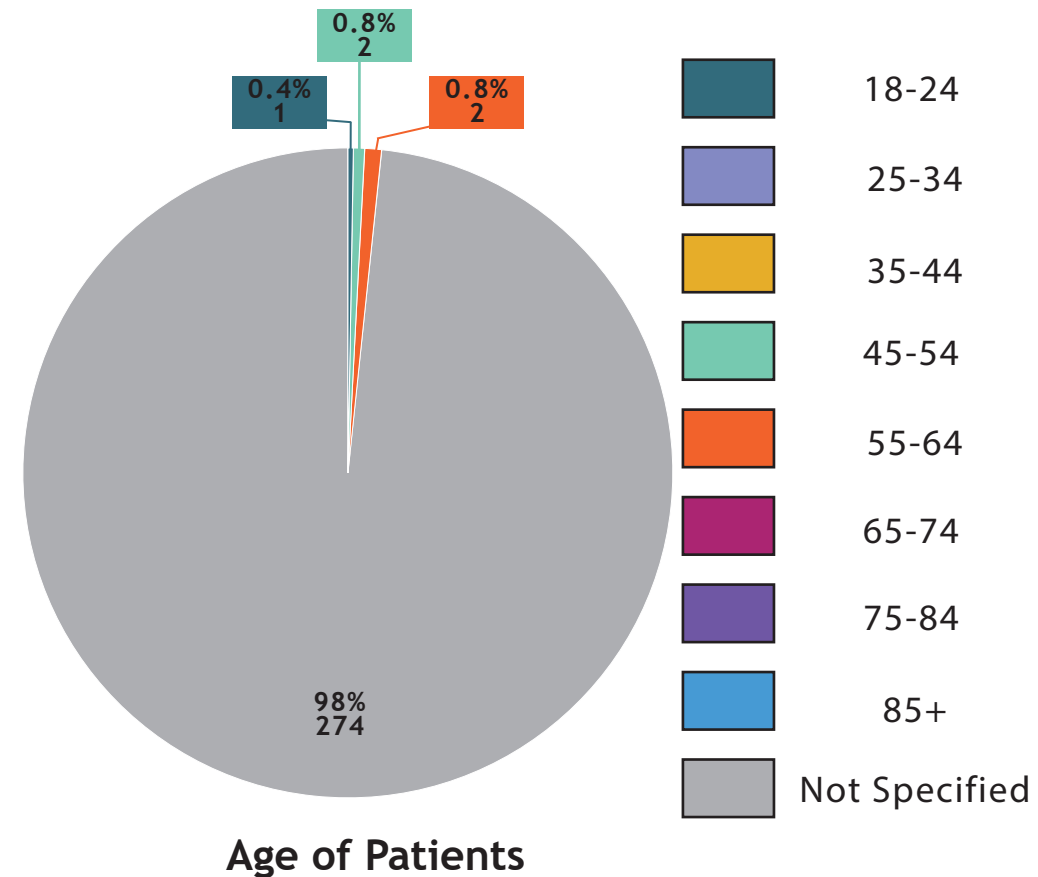
Gender

Demographic Information (April - June)

In terms of ethnicity, 98% (274) who did not to specify their ethnicity, the proportion of feedback received this quarter was from people who identified as White British, 0.4% (1), 0.4% (1) from Other Mixed Background, 0.4% (1) from Other Asian Background, 0.4% (1) from Black British and 0.4% (1) identifying as Arab.



In terms of the age breakdown, 98% (274) preferred not to identify their age. The majority of the feedback received was from the 45-54 age group with 0.8% (2), followed by 55-64 age group with 0.8% (2) and 18-24 age group with 0.4% (1).



Conclusion

For this quarter we collected 279 patient experiences, due to the disruption of the coronavirus we have not maintained our target of 400 reviews per month.

For this quarter, there are 192 positive reviews and 87 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 50 comments):

Positive

75% of comments about **Treatment and Care** were positive.

75% of comments about **Staff** were positive.

73% of comments about **Access to Services** were positive.

73% of comments about **Administration** were positive.

Negative

63% of comments about **Communication** were negative.

27% of comments about **Administration** were negative.

26% of Comments about **Access to Services** were negative.

24% of Comments about **Staff** were negative.

For a full list of sub-themes see the appendix on pages 40 - 41.

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

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.

Actions, impact and next steps

Due to the Coronavirus pandemic, we will be operating differently. We currently have ceased all face-to-face engagement. For future reports we will be focusing on:

- Developing a larger social media presence
- Online reviews
- Attending online forums/meetings
- Telephone consultations
- Speaking to patients via our Coronavirus survey

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.

Appendix - Online Questionnaire

Leave feedback

How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?

- ☐ Extremely likely
☐ Likely
☐ Neither likely nor unlikely
☐ Unlikely
☐ Extremely unlikely
☐ Don't know

How do you rate your overall experience of this service?*



Summary of your experience* (max 45 characters)

Give a brief description of your experience, or highlight a key observation

Tell us more about your experience*

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

Where do you live? (town/city)

Chiswick, Isleworth, Hounslow...

Your ratings (select if applicable)

Ease of gaining appointment



Convenience of appointment



Cleanliness



Staff Attitude



Waiting Time



Treatment Explanation



Quality of care



Quality of food



Generally how easy is it to get through to someone on the phone?



In relation to your comments are you a:

Select one

When did this happen?

Do you know the name of the ward / department? (if applicable)

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following

- ☐ The Service Provider
☐ Patient Advice & Liaison Service (PALS)
☐ Care Quality Commission (CQC)
☐ Social Services (including safeguarding team)
☐ Other

What was the outcome of the shared experience?

Where did you hear about us?

Select one

Do you want to know more about how to make an official complaint?*

- ☒ No ☐ Yes

Would you like to speak to Healthwatch directly?*

- ☒ No ☐ Yes

About you

Name

☐ Leave feedback anonymously?

Email* (So you can be notified of provider responses and we can prevent spam, an email is required. If you do not wish to add your email, please use info@healthwatchhounslow.co.uk)

☐ I accept the [Terms and conditions](#)

☐ Subscribe to the newsletter?

If you are willing to provide us with some monitoring information please [click here](#).

Please note: Monitoring information helps us identify trends and gaps in our information gathering, enabling us to provide more detailed evidence to service providers and commissioners about your health and social care services.

What gender to you prefer to identify yourself as?

☐ Male ☐ Female ☐ Other ☐ Prefer not to say

What is your sexual orientation?

Which age group are you?

Do you consider yourself to have any of the following?

What religion are you?

What is your marital status?

What is your ethnicity

[Submit feedback >](#)

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

Appendix - Physical Questionnaire

Share Your Experience with Us

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

Name of Service:

Month/Year:

1. How likely are you to recommend this anyone who needs similar care or treatment?

5 = Extremely likely 4 = Likely 3 = Neither likely nor unlikely 2 = Unlikely

1 = Extremely unlikely () Don't know

2. How do you rate your overall experience?

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

3. Summary of your experience

.....
.....

4. Tell us more about your experience

.....
.....

5. Where do you live? (town/city)

.....

6. Your ratings (select if applicable)

Ease of gaining appointment

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Convenience of appointment

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Cleanliness

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Staff Attitude

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Waiting Time

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Treatment explanation

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Quality of care

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Quality of food

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Generally, how easy is it to get through to someone on the phone?

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

7. In relation to your comments are you a:

() Patient () Carer () Relative () Carer and Relative

() Service Provider () Visitor () Professional

8. When did this happen

.....

9. Do you know the name of the ward / department? (if applicable)

.....

10. If applicable, describe your overall experience of making an appointment

.....

11. Have you shared your experience with any of the following? (Please tick)

- ☐ Informally with the Service Provider (those who run the service)
☐ Formally with the Service Provider (via an official complaint)
☐ Patient Liaison and Advice Service (PALS)
☐ Ealing Clinical Commissioning Group
☐ Ealing Council Social Services (including safeguarding)
☐ Care quality Commission (CQC)
☐ Other

If "other", please specify

12. Where did you hear about us? (Select one)

- ☐ Event ☐ Newspaper / Magazine ☐ TV
☐ Radio ☐ Internet / Website ☐ Word of mouth ☐ Healthcare setting
☐ Other ☐ Social media (Twitter/Facebook)

13. Do you want to know more about how to make an official complaint?

- ☐ No ☐ Yes

14. Would you like to speak to Healthwatch directly?

- ☐ No ☐ Yes

About you

Name.....

Email.....

- ☐ Leave feedback anonymously

Monitoring Information

What gender do you identify yourself as:

- ☐ Female ☐ Male ☐ Other.....
☐ Prefer not to say

Which age group are you in?

- ☐ Under 18 ☐ 18 to 24 ☐ 25 to 34 ☐ 35 to 44 ☐ 45 to 54 ☐ 55 to 64
☐ 65 to 74 ☐ 85+ ☐ Prefer not to say

What is your ethnicity?

White

- ☐ English / Welsh / Scottish / Northern Irish / British
☐ Gypsy or Irish Traveller
☐ Any other white background.....

Asian / Asian British

- ☐ Bangladeshi
☐ Chinese
☐ Indian
☐ Pakistani
☐ Any other Asian background.....

Black, African, Caribbean, Black British

- ☐ African
☐ Caribbean
☐ Any other Black, African, Caribbean background.....

Mixed, Multiple

- ☐ White and Asian
☐ White and Black African
☐ White and Black Caribbean
☐ Any other mixed / multiple background.....

Other Ethnic Group

- ☐ Arab
☐ Any other ethnic group.....

Which area of the borough do you live in?

- ☐ Heart Of Hounslow ☐ Other
☐ Great West Road ☐ Out of the Borough
☐ Feltham ☐ Prefer not to say
☐ Chiswick
☐ Brentford & Isleworth

Do you consider yourself to be disabled?

☐ Yes ☐ No ☐ Prefer not to say

Do you consider yourself to have a long-term condition or health and social care need?

☐ Yes ☐ No ☐ Prefer not to say

Are you a carer?

☐ Yes ☐ No ☐ Prefer not to say

What is your religion?

☐ Buddhist ☐ Christian ☐ Hindu ☐ Jewish
☐ Muslim ☐ Sikh ☐ Other religion.....
☐ Prefer not to say

What is your sexual orientation?

☐ Bisexual ☐ Gay man ☐ Lesbian ☐ Straight /
Heterosexual
☐ Prefer not to say

Which of these categories best describes your employment status?

☐ In unpaid voluntary work only
☐ Not in Employment & Unable to Work
☐ Not in Employment / not actively seeking work - retired
☐ Not in Employment (seeking work)
☐ Not in Employment (student)
☐ Paid: 16 or more hours/week
☐ Paid: Less than 16 hours/week
☐ Prefer not to say

Thank you for sharing your experience!

Appendix - Themes and Trends

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

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