

**PATIENT EXPERIENCE  
REPORT 2019 Q2  
July - September**



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# Introduction & Executive Summary

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

In delivering these duties in Hounslow we operate a comprehensive Patient Experience data collection programme. The successful and on-going implementation of the data collection programme and the Digital Feedback Centre will yield a minimum of 4,800 patient experiences per annum all of which will be presented as they are received and considered as valid community opinion. This Patient Experience Report covers the period July - September 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](http://www.healthwatchhounslow.co.uk)), which people may visit independently to provide service feedback and comments. Our questions are uniform across the Digital Feedback Centre as well as the physically collected forms.

This report covers the Quarter 2 period, July- September 2019. During this time, we collected 1,218 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, 868 (71%) were positive and 350 (29%) 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 Q2 these areas are: GPs, Hospitals and Pharmacies. We will show the sub-themes and some examples of comments. Each comment is uploaded to our online feedback centre where up to five themes and sub-themes may be applied to the comment (see appendix 3 p41-42 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 1218. The table below shows a breakdown of the positive and negative patient reviews. (See the appendices for examples of our physical and online questionnaires).

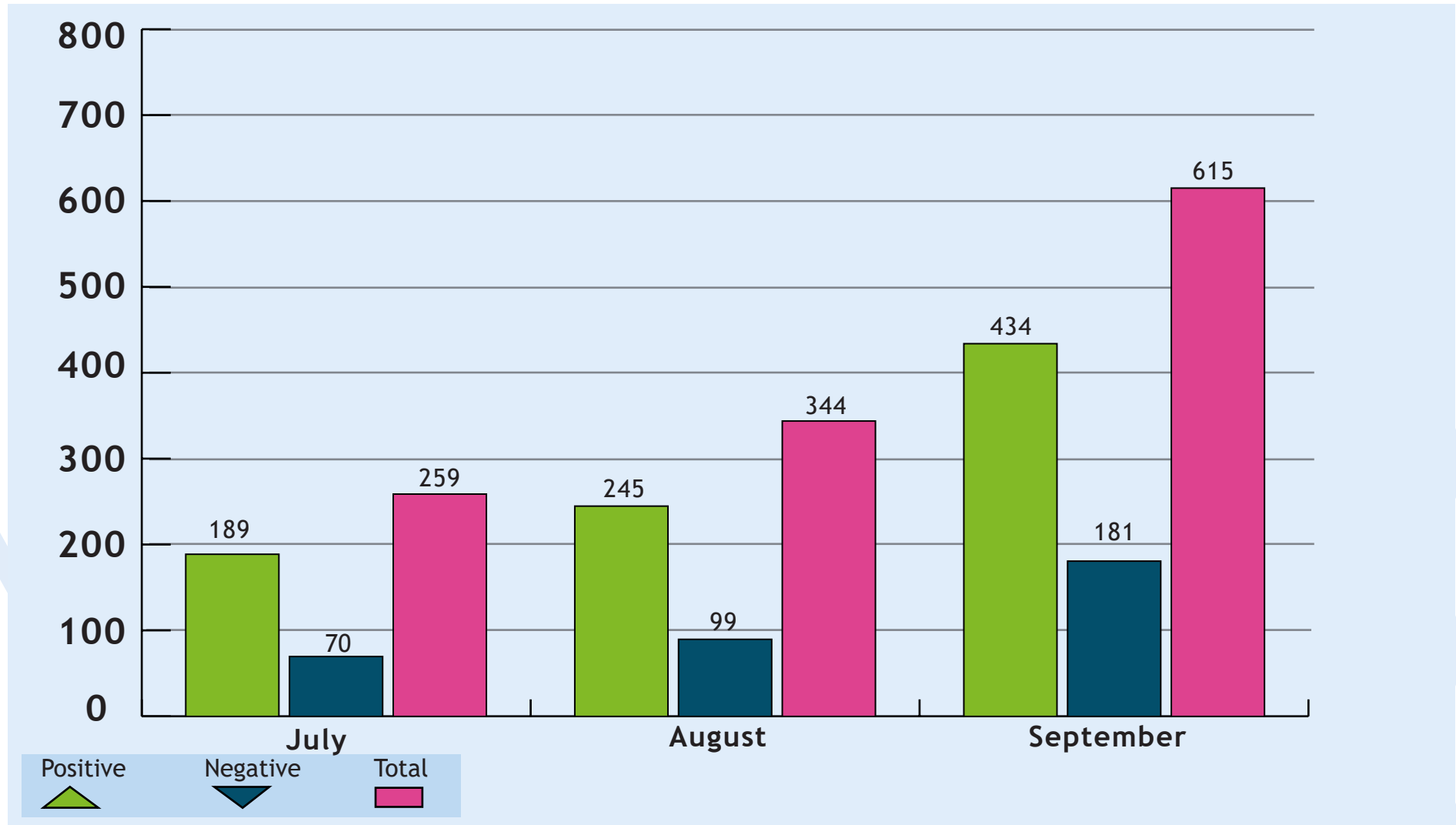
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 3 indicate a negative response\*, while star ratings between 4 and 5 indicate a positive response. This quarter 868 positive responses and 350 negative responses have been recorded.

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

Month	1 - 3 Star Reviews (Negative) 	4 - 5 Star Reviews (Positive) 
July	70	189
August	99	245
September	181	434
Total	350	868

# Overall Patient Reviews

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



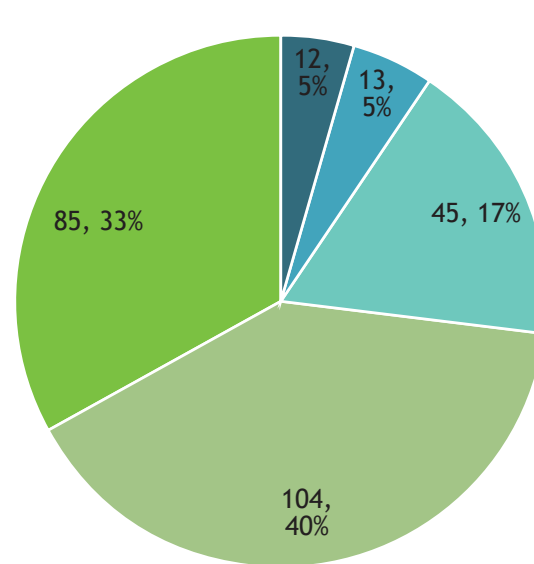
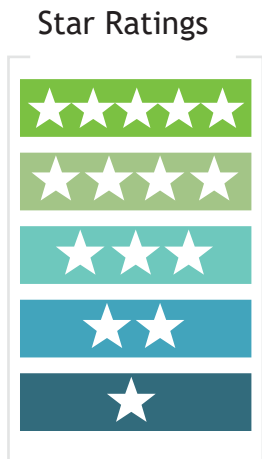
Positive, negative & total reviews for each month

# Patient Reviews: Star Ratings

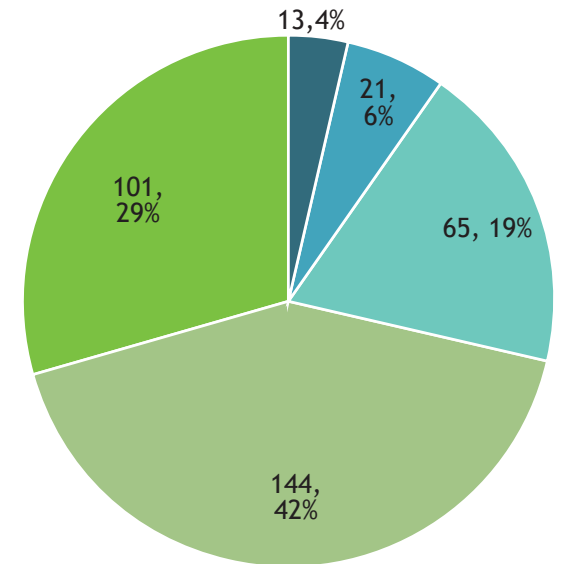
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

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

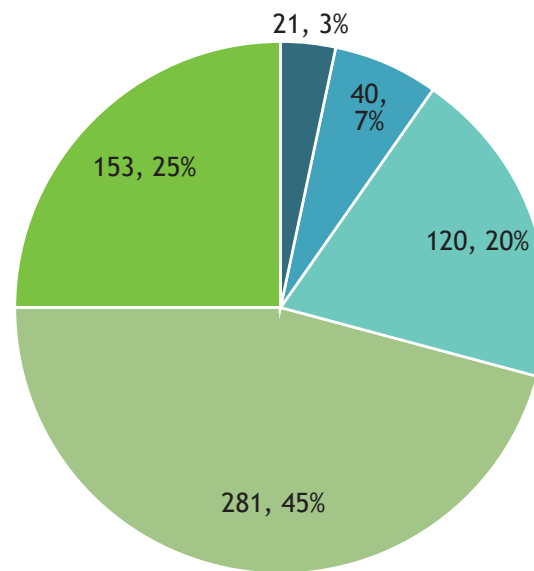
However, compared to the past quarter, there has been an increase in the proportion of 5 star ratings for this quarter.



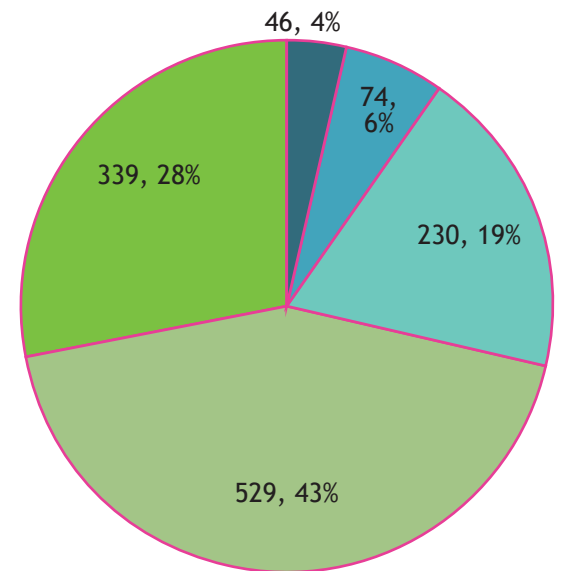
July



August



September



Total for Quarter 2

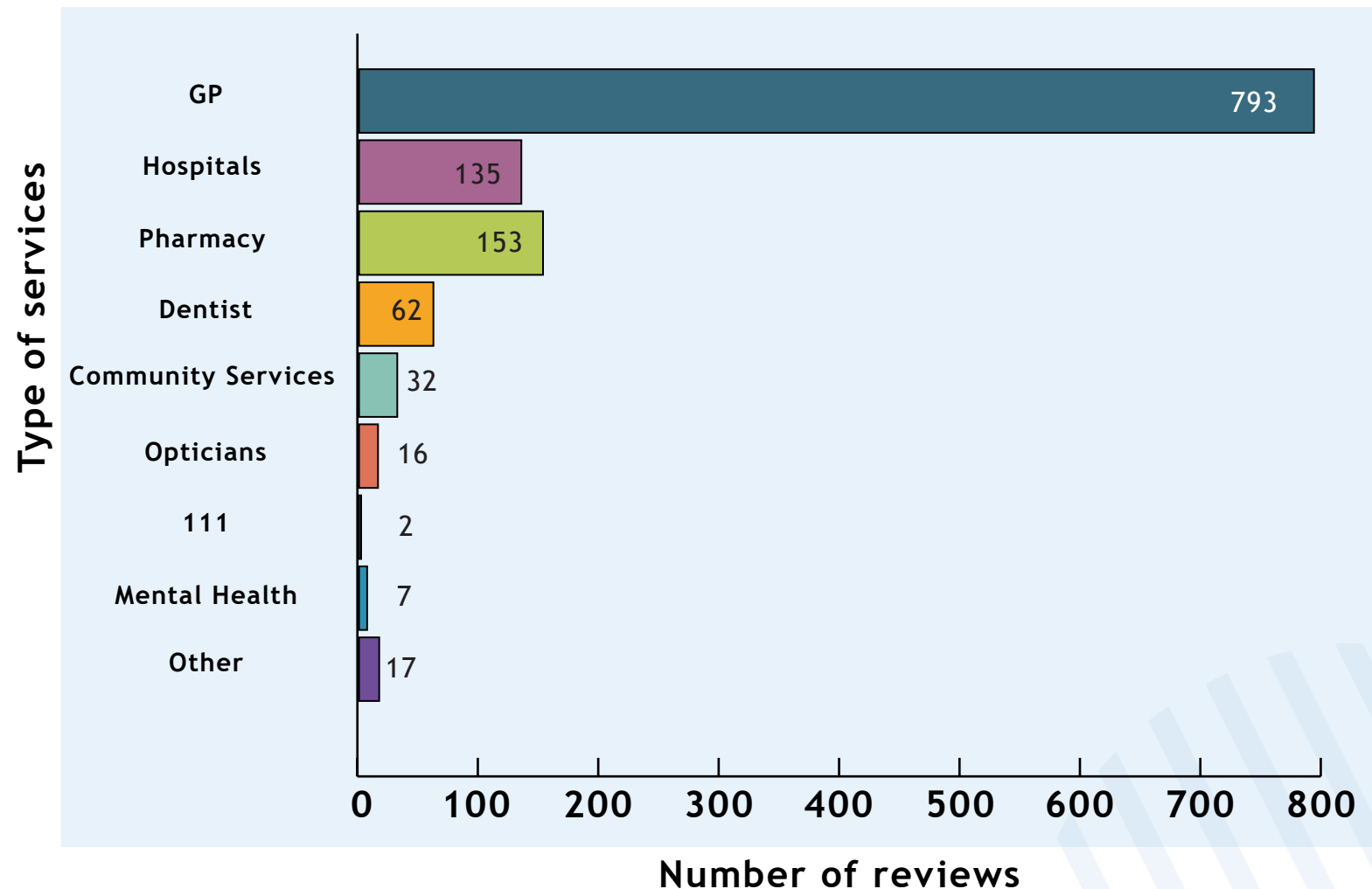
# Total Reviews per Category

The patient reviews recorded for this quarter cover 9 service type categories, as seen in this chart.

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

For this quarter, we can see an increase in the number of reviews received from GPs 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.



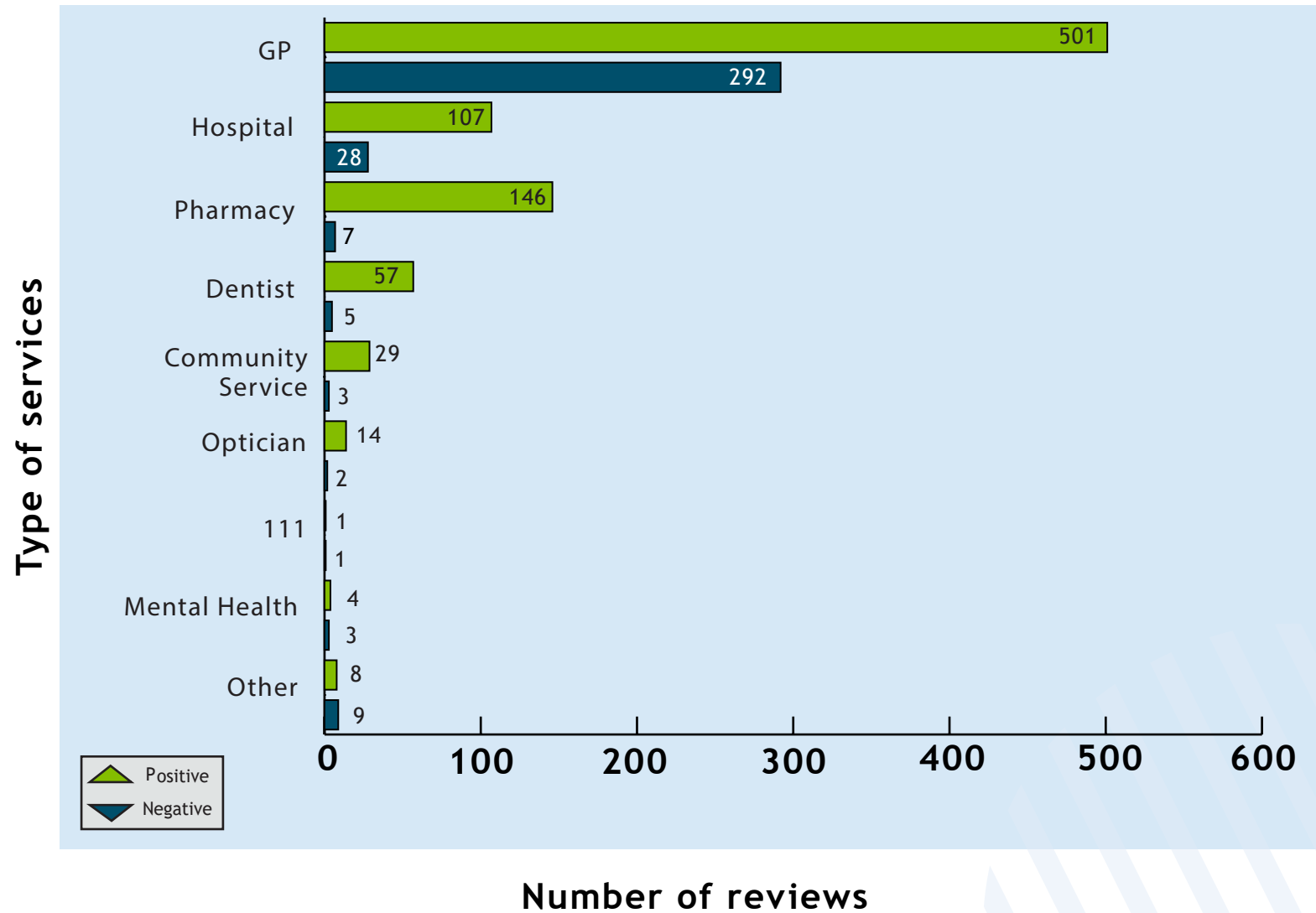


# Distribution of Positive & Negative reviews

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

The categories that received the highest proportion of positive reviews are; 'Pharmacy' with 95%; 'Dentist' with 92% positive reviews and 'Community Service' received 91% positive reviews.

The category which received the highest proportion of negative reviews is 'GP' services with 37%.



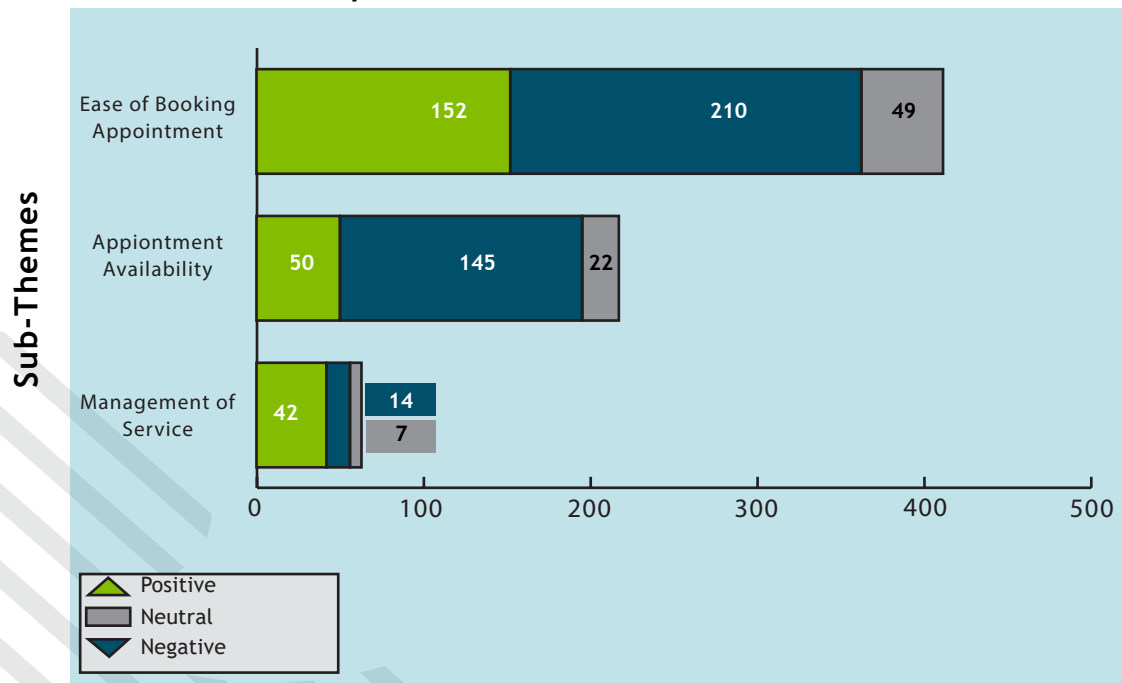
# Themes /Sub-themes & Trends for GPs

For this quarter, **Administration** was one of the frequently discussed themes for GP feedbacks, with 747 reviews mentioning this topic. From these reviews; 40% (n.299) were positive, 50% (n.374) were negative and 10% (n.74) 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 411 reviews. From these reviews, 37% were positive comments and 51% made negative comments about booking appointments. The trend continues with most comments reflecting negative sentiments; it was 54% in Q1, 49% in Q4 and 48% in Q3. Indicating that patients are still experiencing difficulty with booking appointments, especially patients complaining about phone access to the practice when booking appointments.

For the sub-theme **Appointment Availability**, 23% of patients expressed positive sentiments and 67% negative sentiments. Similar to previous quarters patients mention that the length of time it takes to book appointments is too long; for Q1 it was 66%; 56% in Q4 & 52% in Q3. Although the option of emergency appointments is generally seen as a positive, it doesn't outweigh patients complaints about getting routine appointments. Also, from the comments about **Management of Services**; 67% (n.42) were positive, 22% (n.14) were negative and 11% (n.7) were neutral as seen on the graph.

**Top three Sub-themes for Administration**



**Positive Reviews;**

“Booking an appointment is usually easy sometimes you have to wait one week later...”  
*Jersey Practice*

“I have never had any problems at this practice. Booking an appointment online is easy and works way better than calling.”  
*Thornbury Road Centre for Health*

**Negative Reviews;**

“In the morning, I am often on hold for around 45 minutes and when I get through to someone they don't have an appointment available for at least a couple of weeks.”  
*West4GPs*

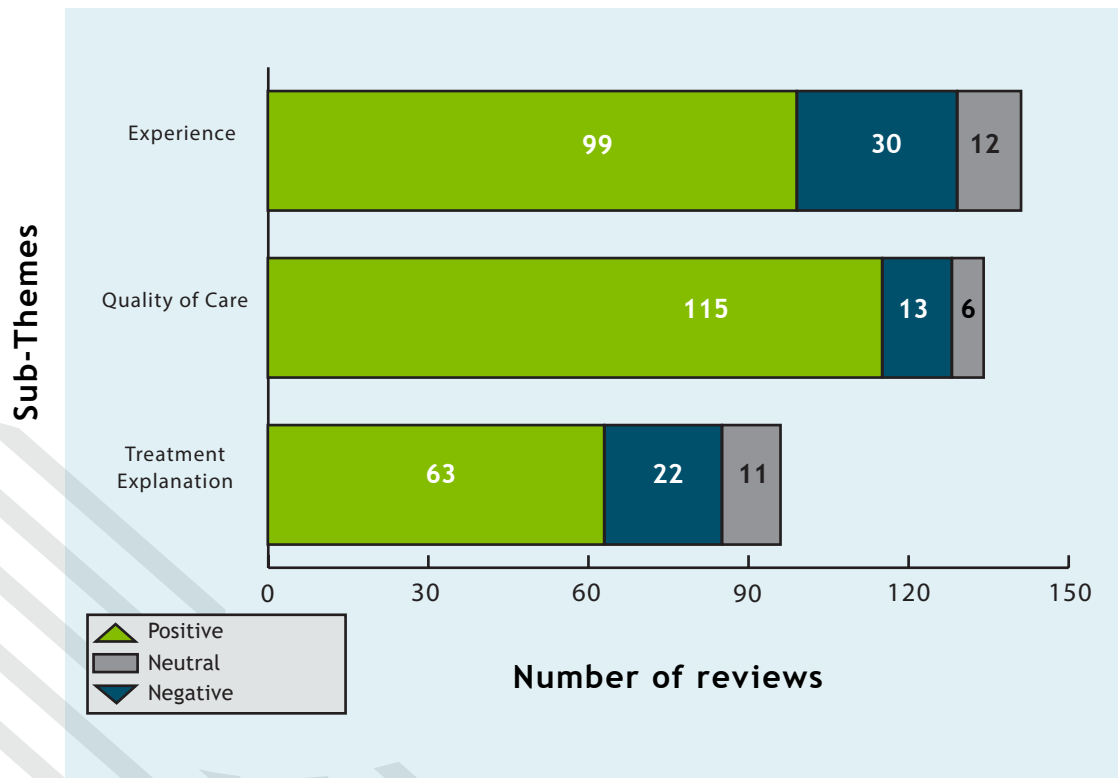
“Hard to get appointment, and to get through on phone...Very busy practice...”  
*Redwood Practice*

# Themes/ Sub-themes & Trends for GPs

**Treatment and Care**, was another recurrent theme with 387 comments highlighting this area. These reviews were largely positive, as 74% (n.286) of patients expressed their satisfaction, whereas 18% (n.70) were negative and 8% (n.31) were neutral. The chart below presents a breakdown of the top sub-themes for **Treatment and Care**.

**Treatment Experience** was the most mentioned sub-theme (n.141), followed by **Quality of Care** (n.134) and then **Treatment Explanation** (n.96). The reviews about **Quality of Care** and **Treatment Experience** were largely positive with 86% and 70% 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. Although mostly positive, there has been a further drop in the proportion of positive comments on **Treatment Explanation**; this quarter it was 66% compared to 72% for Q1 and 97% in Q4.

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



### Positive Reviews;

“...I’ve been with them for a long time and the treatment and care have been good...”  
*Albany Practice*

“I have been attending this practice for two years. The doctors give good treatment and explanation...”  
*Argyle Health Group Practice*

“I’ve been coming here for the past 4-5 years and the doctors I see are good, she has time to listen to what you have to say...”  
*Brentford Group Practice*

### Negative Reviews;

“The surgery has ignored my long term condition and the treatment for it. It has slightly improved, but they should be paying more attention to my condition when prescribing medications...”  
*The Practice (Feltham)*

“...The bedside manner of the doctors are horrible...They used to have the best doctor and she was lovely and then they let her go and that was the worst decision they could have made. ...”  
*The Bedford Park Surgery*

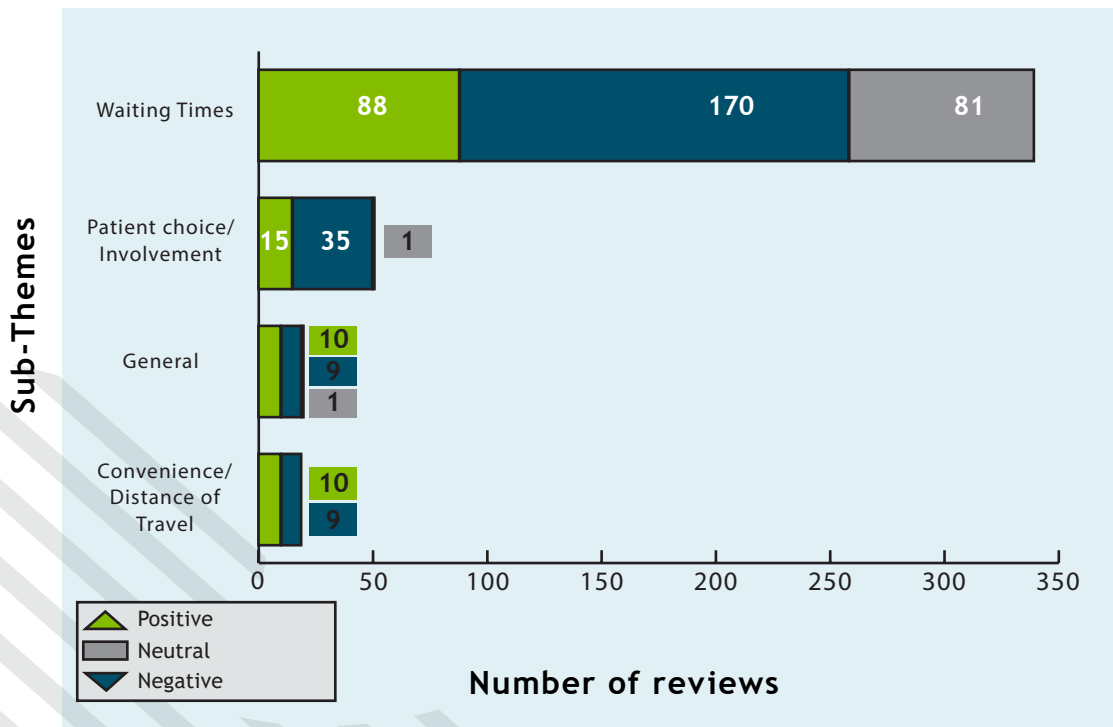
# Themes/ Sub-themes & Trends for GPs

**Access to Services** was one of our most mentioned themes, with 436 patient reviews focusing on this area. From the reviews within the theme, 30% (n.130) were positive, 52% (n.227) were negative and 18% (n.79) were neutral. Similar to what we found in Quarter 1, the proportion of negative comments is still the highest.

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 78% (n.339) of all **Access to Services** feedback. 50% of the reviews were negative, 26% were positive and 24% were neutral. Although the proportion of negative comments has dropped, patients still mention that their appointments are running late. Last quarter **Waiting Time** sub-theme comments were 69% negative. There has been a decrease in negative comments for this sub-theme. However, there has been an increase in the neutral comments from 7% to 24%, this is due to more patients explaining that they arrive for their appointments expecting to wait.

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

## Top Sub-themes for Access to Service



### Positive Reviews;

“... they started doing phone appointments, it has been good because it is convenient for me, especially if I’m at work. The wait to be seen is fine, they tell you roughly how long you have when you sign-in...”  
*Grove Park Terrace Surgery*

“...The wait time can be a bit long, but sometimes you only have to wait 10 minutes...”  
*Queen’s Park Medical Practice*

### Negative Reviews;

“...The waiting times are brutal as I have waited 30-45 minutes before to be seen...”  
*Chestnut Practice*

“...The surgery is pretty much always behind schedule...”  
*Brentford Group Practice*

“... The waiting time varies, you get longer waiting times later in the afternoon compared to earlier in the morning, it also depends on which day you come...”  
*Brentford Group Practice*



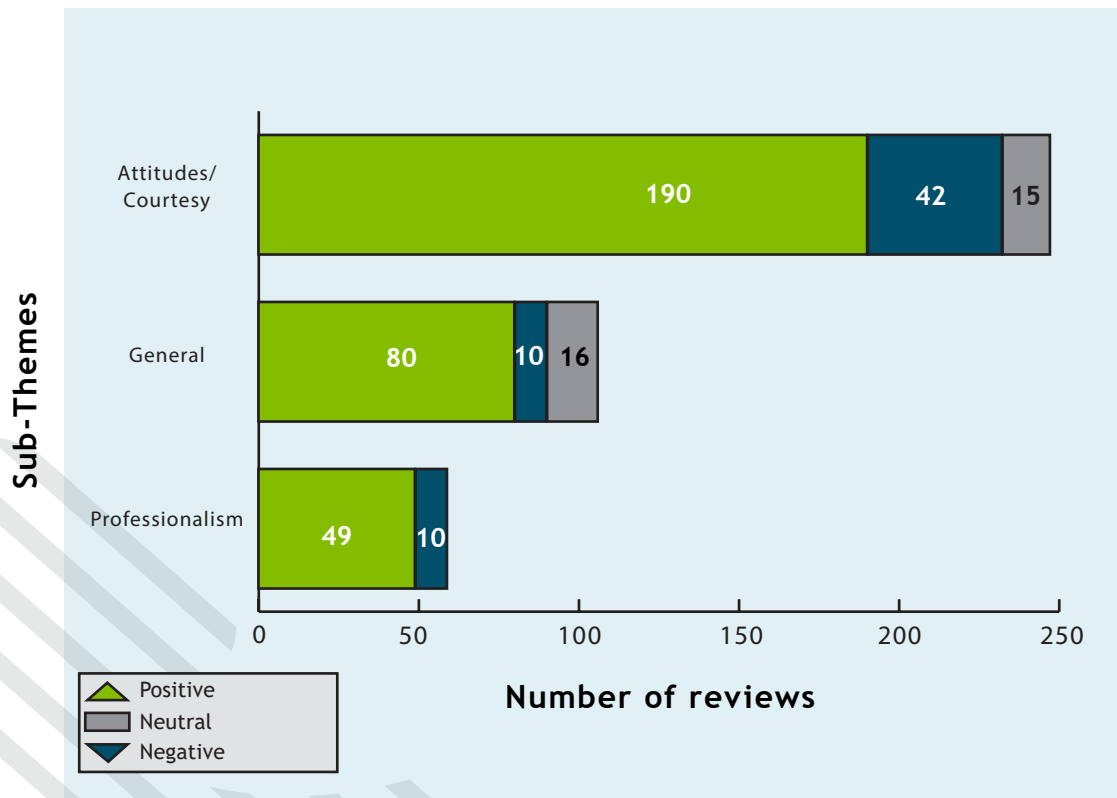
# Themes/ Sub-themes & Trends for GPs

**Staff** was the second most mentioned theme with 439 patient reviews. This theme had 73% positive reviews (n.320), 19% (n.83) were negative and 8% (n.36) were neutral, similar to the trends we saw last quarter. The chart below presents a breakdown of the sub-themes for **Staff**.

From the feedback about Staff; comments about the staff **Attitude/Courtesy** was the most mentioned (n.247), followed by **General** comments about staff (n.106); these comments were largely positive with 77% and 75% respectively, showing that patients are largely pleased with their encounters with staff at their GP surgery.

Similarly, the comments about staff **Professionalism** (n.59) were mostly positive, with 83% (n.49) being positive comments and 17% (n.10) negative comments.

## Top three Sub-themes for Staff



### Positive Reviews;

“...The staff here are very friendly and nice.”  
*West4GPs*

“The doctors are great and the receptionists are fine too...”  
*Brentford Family Practice*

“..We’ve been coming here for a while and the doctors/staff are very helpful...”  
*Chestnut Practice*

“...The staff has also been friendly and very helpful.”  
*Blue Wing Family Doctors*

### Negative Reviews;

“The reception staff is the worst reception I have ever experienced. They have no manners for the patients and they treat you like you’re not a person...”  
*Albany Practice*

“...I think there are too many patients and not enough staff to deal with them...”  
*The Green Practice*

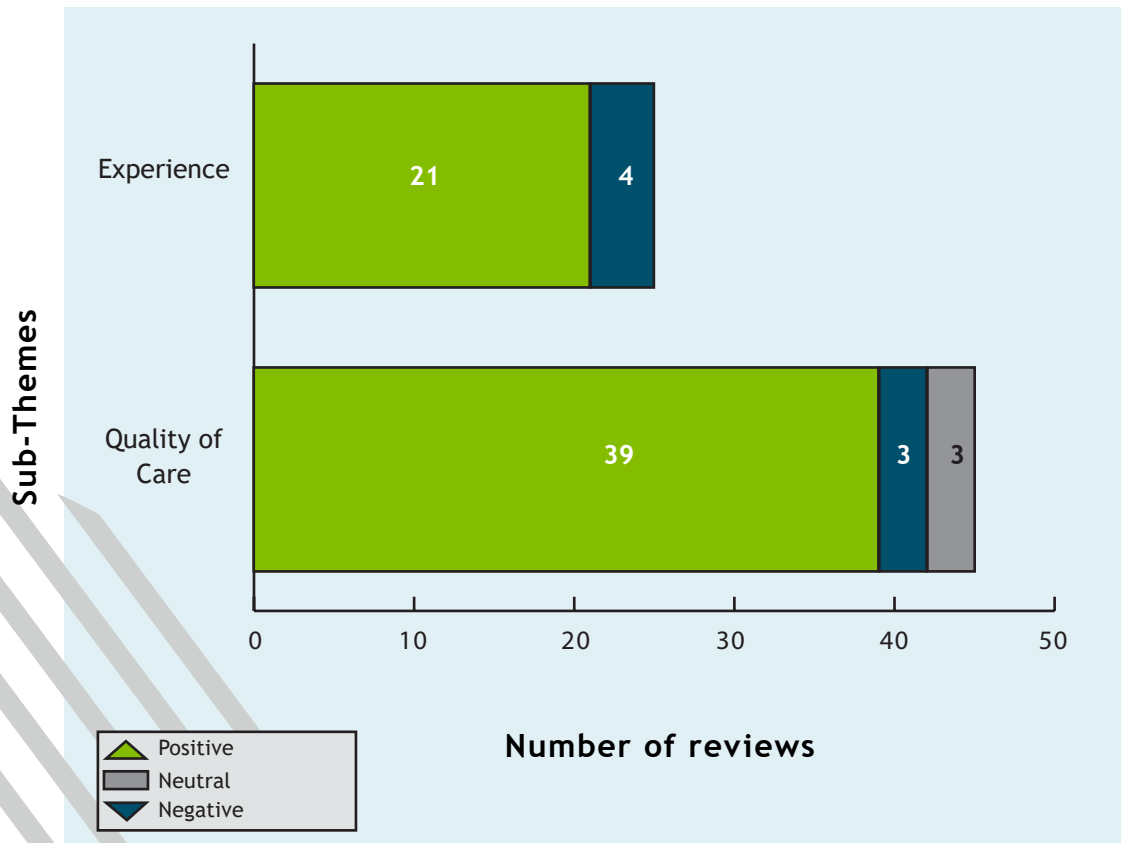
“Some staff are not helpful and don’t follow up on appointments. Some are OK, though...”  
*Hounslow Medical Centre*

# Themes/ Sub-themes & Trends for Hospitals

This quarter **Treatment and Care** at Hospitals received 79 reviews mentioning this theme. 86% (n.68) were positive, 10% (n.8) were negative and 4% (n.3) were neutral. Similar to the previous quarter the majority of the comments about **Treatment and Care** were positive; for Q1 it was 85% positive sentiments expressed, Q4 it was 84% and in Q3 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 show the following; **Quality of Care** was the most mentioned positive sub-theme with 87% (n.39) and for **Experience**, 84% (n.21) of patients expressed positive sentiments. This shows that patients continue to be positive about their experiences of **Treatment and Care** they receive from hospitals.

## Top Sub-Themes for Treatment & Care



### Positive Reviews;

“When I came here it was early in the morning... The treatment we got was quite good.”

*West Middlesex University Hospital (A&E)*

“My experience was really good, they were all very friendly and attentive. They were reassuring considering what I was there for and I felt well supported...”

*West Middlesex University Hospital (Cardiology)*

“...The therapist I see is very good indeed. I have to come here to the physio and it has helped me heal much quicker.”

*West Middlesex University Hospital (Outpatients)*

“The doctors are nice and understanding...if I have an urgent situation they are always there to help.”

*West Middlesex University Hospital (Outpatients)*

### 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)*

“...the doctors don't seem to have a clue. They read notes and they still don't know what is wrong with you. They're so stressed that they can't look after you properly...”

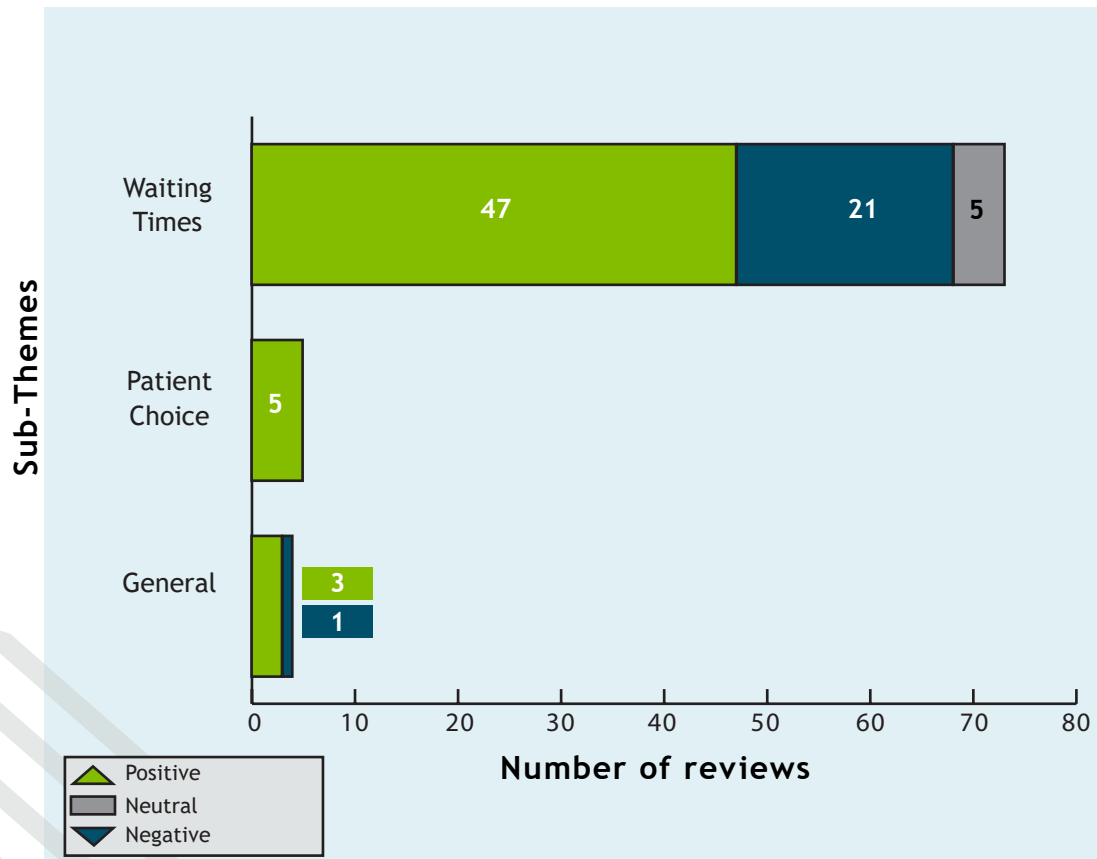
*West Middlesex University Hospital (A&E)*

# Themes/ Sub-themes & Trends for Hospitals

In this quarter 86 patient reviews were about **Access to Services**. From the reviews received 67% (n.58) were positive, 27% (n.23) were negative and 6% (n.5) were neutral. The chart below shows the breakdown of the sub-themes for **Access to Services**.

**Waiting Time** was the most frequently discussed sub-theme with 73 comments. From the comments we collected, 64% were positive (n.47), 29% negative (n.21) and 7% (n.5) were neutral. Compared to the last quarter (51% of the comments were positive) there has been an increase in the proportion of positive comments, indicating that patients are finding their appointments to be more prompt. The other sub-themes can be seen on the chart.

## Top Three Sub-themes for Access to Services



### Positive Reviews;

“...The waiting time to be seen when I was there wasn’t too long...”  
*West Middlesex University Hospital (Urology)*

“...The wait to be seen when I was there wasn’t too long.”  
*West Middlesex University Hospital (Maternity)*

### Negative Reviews;

“You have to wait about 5 hours to be seen and the doctors don’t seem to have a clue...My experience was absolutely awful, to be honest.”  
*West Middlesex University Hospital (A&E)*

“...The waiting here can be up to 5 hours if you’re not here for something serious, I once came here by ambulance but I still had to wait almost an hour to be seen...”  
*West Middlesex University Hospital*

“When I’m there you have to wait up to 4 hours before you’re seen... The waiting time especially when you have a child isn’t right...”  
*West Middlesex University Hospital (A&E)*

“...The waiting time to be seen can be long when you’re there, it can be up to 60 minutes...”  
*West Middlesex University Hospital (Endocrinology)*

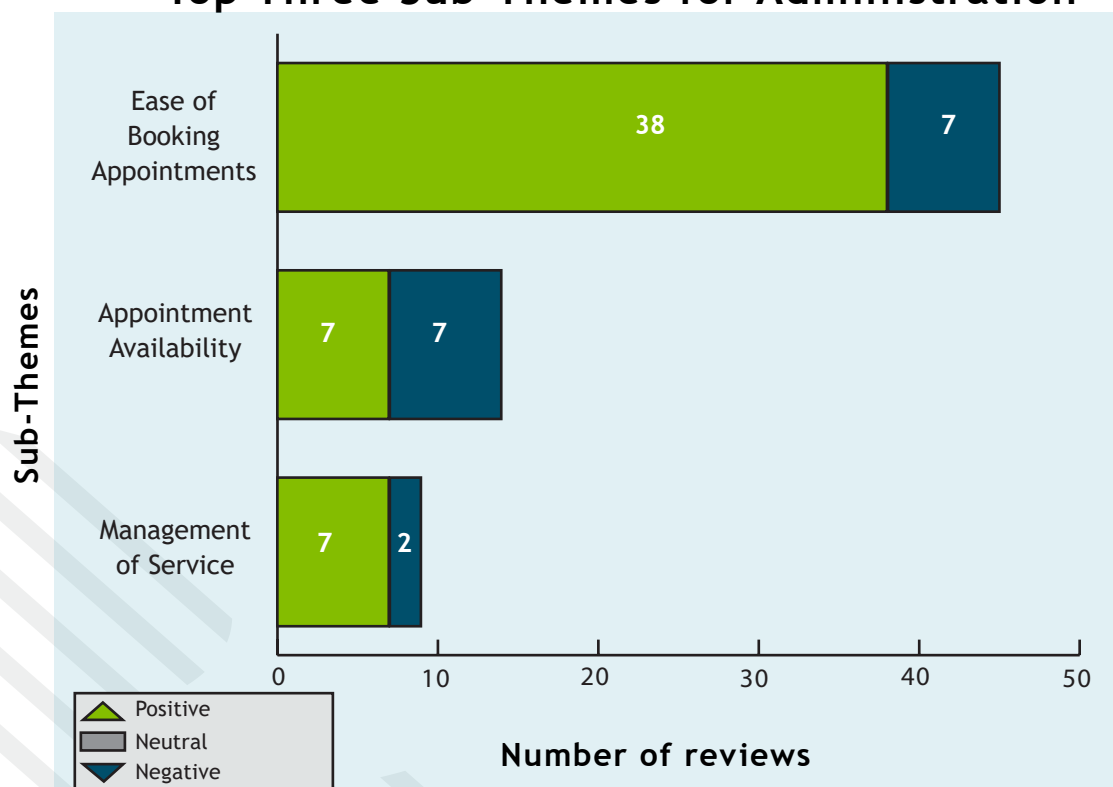
# Themes/ Sub-themes & Trends for Hospitals

For this quarter we received 70 comments about the **Administration** theme at Hospitals. From these reviews 76% (n.53) were positive and 24% (n.17) were negative. Similar to previous quarters, we found 70% were positive in Q1, 68% in Q4 and 70% in Q3.

The chart below shows a breakdown of the top sub-themes for **Administration**. **Ease of Booking Appointment** attracted 45 reviews; 84% (n.38) of which were positive and 16% (n.7) were negative. This is similar to what we found last quarter and indicates that patients find the process of scheduling outpatient appointments relatively straightforward.

However, for **Appointment Availability**, the comments have an equal proportion of positive and negative sentiments (50%). These comments relate to the outpatient department and it is comparable to what we found in the previous quarter (46% positive and 54% negative); indicating that some patients continue to have difficulty re-scheduling appointments promptly or within the time they want to. Also, there were 9 reviews mentioning **Management**; 78% (n.7) was positive and 12% (n.2) was negative, showing that most patients are happy with hospital management.

## Top Three Sub-Themes for Administration



### Positive Reviews;

“My experience here was pretty good, I got the appointment quickly...”  
*West Middlesex University Hospital (MRI Scan)*

“...Booking an appointment took a couple of weeks, I just waited patiently for them to come through...”  
*West Middlesex University Hospital (Urology)*

“...Appointments are arranged at the end of each one and they fit us in between a month to 3 and it is not difficult to re-schedule...”  
*Chelsea and Westminster Hospital (Paediatrics)*

### Negative Reviews;

“...I’m meant to have a follow-up appointment and I’m still waiting to get one. I’m trying to get the GP to help speed things up and even though I’ve been up there to kick up a fuss.”  
*West Middlesex University Hospital*

“When you make an appointment the follow-up varies between 9 months because you can’t get an appointment with the consultant, the consultant actually books the appointment for 1 month but it gets pushed back to 3 months...”  
*West Middlesex University Hospital (Endocrinology)*

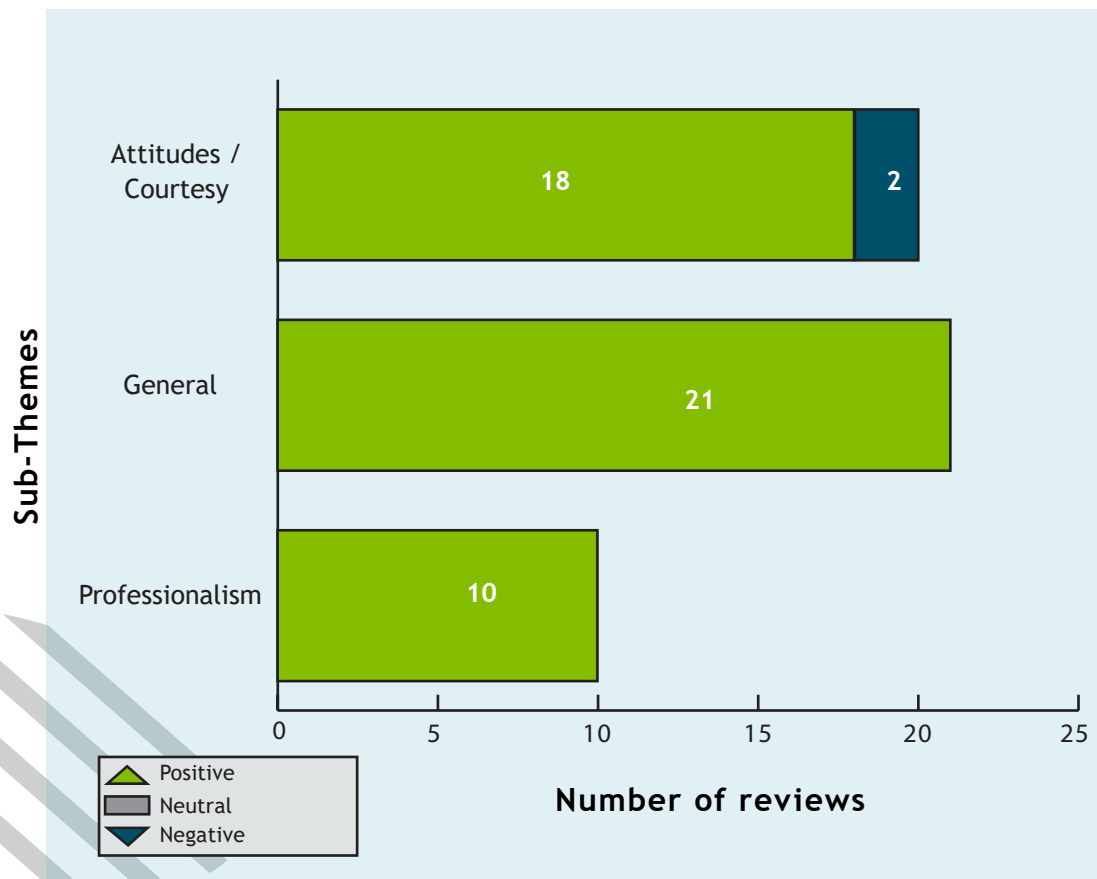


# Themes/ Sub-themes & Trends for Hospitals

**Staff** theme at the hospital was another popular theme, it was mentioned in 57 patient reviews; 89% (n.51) were positive and 11% (n.6) were negative. Similarly to past quarters this theme attracted largely positive reviews with 89% in this quarter. It was 84% in Q1, 78% in Q4 and 81% in Q3.

The chart below presents a breakdown of the sub-themes for **Staff**. **General** and **Attitudes/Courtesy** sub-themes were the most frequently mentioned with 21% and 20% respectively. The comments were mainly positive with 100% for **General** and 90% (n.18) for **Attitudes/Courtesy**. In addition **Professionalism** comments were overwhelmingly good, with 100% positive comments.

### Top Three Sub-themes for Staff



#### Positive Reviews;

“...they were all very friendly and attentive. They were reassuring considering what I was there for and I felt well supported...”  
*West Middlesex University Hospital (Cardiology)*

“...The staff there were warm and friendly but the receptionist was a bit cold, it might be because she had a long night shift at that point.”  
*West Middlesex University Hospital (A&E)*

“...All the staff here are very good...”  
*West Middlesex University Hospital (Oncology)*

“...The staff were very nice, they were very caring and very good at managing your anxiety...”  
*West Middlesex University Hospital (A&E)*

“...The midwives during my labour and those that gave aftercare were all very nice. This was my nicest experience at any health service I’ve been to.”  
*West Middlesex University Hospital (Maternity)*

#### Negative Reviews;

“...I have to wait for hours, I think they’re very understaffed...”  
*Hammersmith Hospital (Endocrinology)*

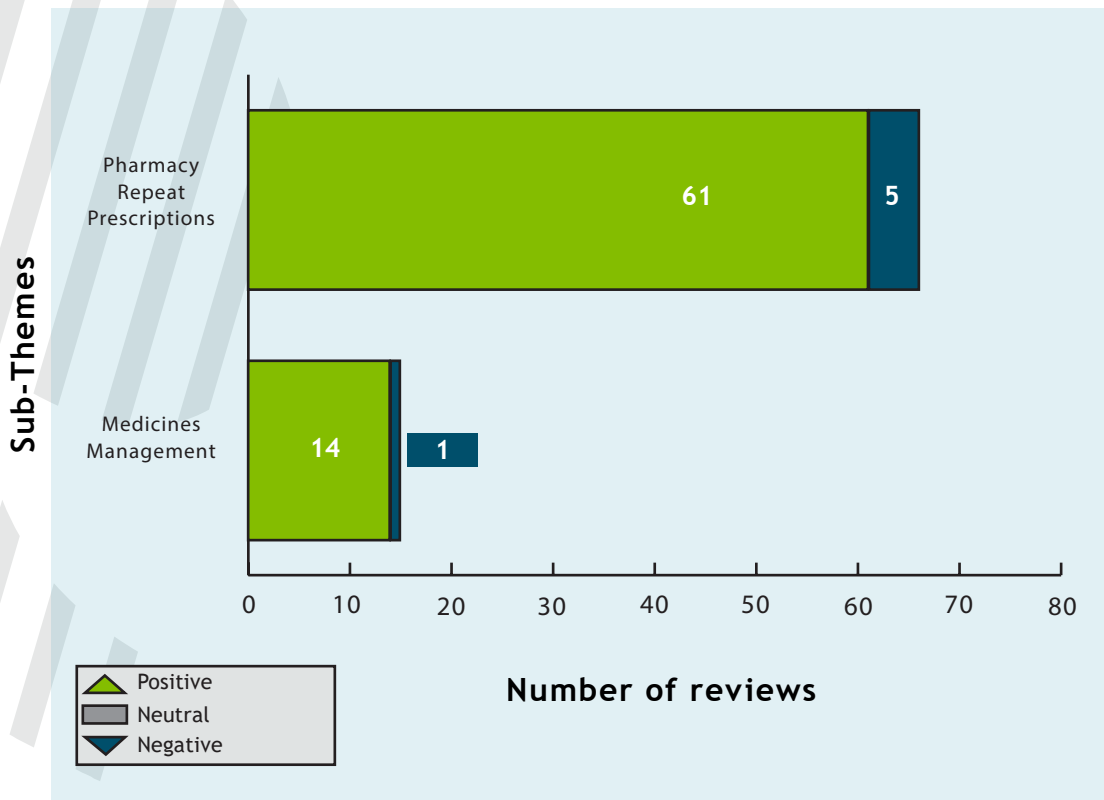
“...You get some rude and abrupt staff...”  
*West Middlesex University Hospital (A&E)*

# Themes/ Sub-themes & Trends for Pharmacy

Overall 81 comments were made about **Medication** and from those comments; 93% (n.75) were positive and 7% (n.6) were negative. This is similar to what we found in the previous quarters; 90% in Q1, 90% in Q4 and 86% in Q3 were positive.

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 93% (n.14) and 92% (n.61) 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;

“I get my repeat prescriptions from them and they’re good with it...”  
*Campbell’s Chemist*

“They are good and provide nice service if my prescription isn’t there they help with some emergency tablets to keep me going.”  
*Harb’s Pharmacy*

“Happy with the whole pharmacy.”  
*Shah Pharmacy*

“They are one of the best pharmacies in the area. They look for substitutes for you if what you want isn’t available...”  
*Brent Pharmacy*

### Negative Reviews;

“I come here for my repeat prescription, it is okay but they often don’t have some of the things I need, it is always like that.”  
*Morrison’s Pharmacy*

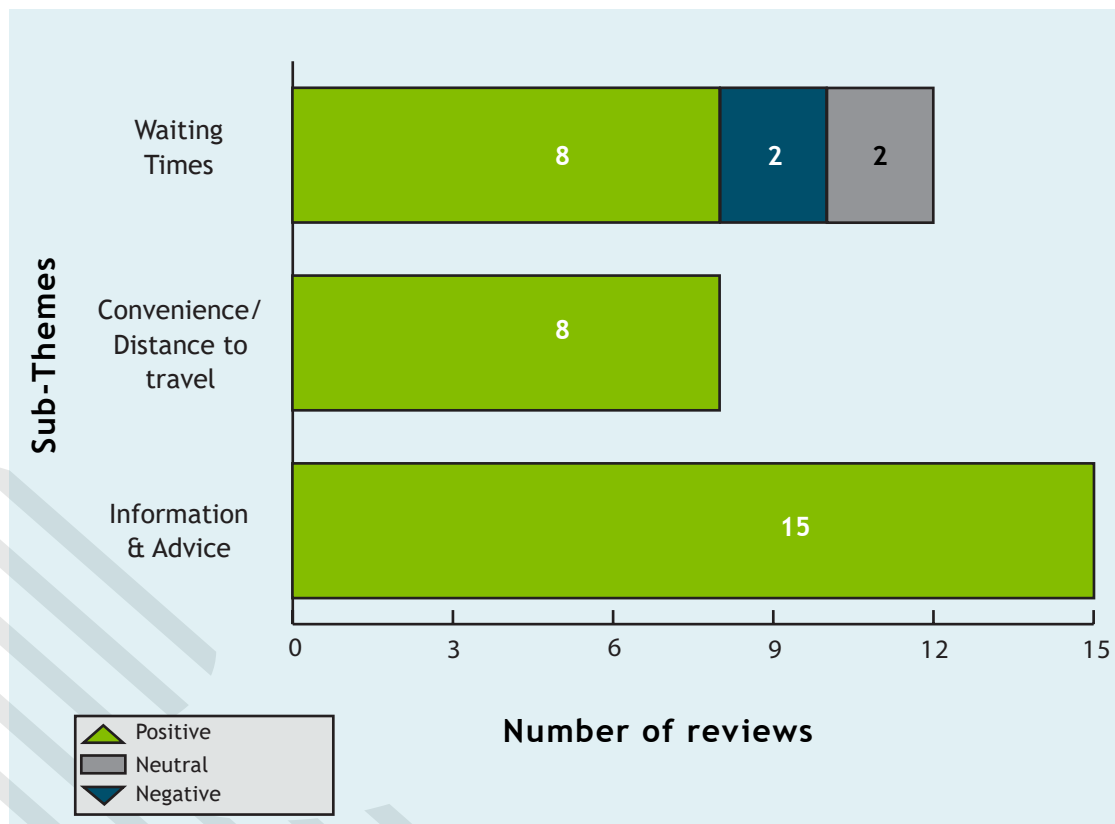
“They’re good but they don’t always have the medicine I want, so I have to order it.”  
*Sainsbury In Store Pharmacy*

# Themes/ Sub-themes & Trends for Pharmacy

The chart below shows the sub-theme for **Access to Services**. 45 comments mentioned **Access to Services** of which 87% (n.39) were positive, 9% (n.4) were negative and 4% (n.2) were neutral. This is similar with the findings from Q1, which had 80% 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 100% positive comments and **Convenience/Distance** had 100% positive comments. However, **Waiting Times** had 66% positive comments (n.8), 17% negative comments (n.2) and 17% neutral comments (n.2).

## Top three Sub-themes for Access to services



### Positive Reviews;

“They are very good and helpful, they have been kind to me.”  
*Churchill’s Pharmacy*

“If they think what I’m asking about is serious, they send me to go see my GP, I prefer to come here most time.”  
*Brent Pharmacy*

“It is everything a pharmacy should be, the pharmacists are very knowledgeable...”  
*B A Williams Chemist*

“They’re close by and they are pretty helpful when I come in.”  
*Bedford Park Pharmacy*

“Good opening hours and easy access.”  
*Dunn’s Chemist*

### Negative Reviews;

“...They tell you it will be 10 minutes but it turns out to be 30 minutes which can be really inconvenient”  
*Boot Chemist (Chisiwick)*

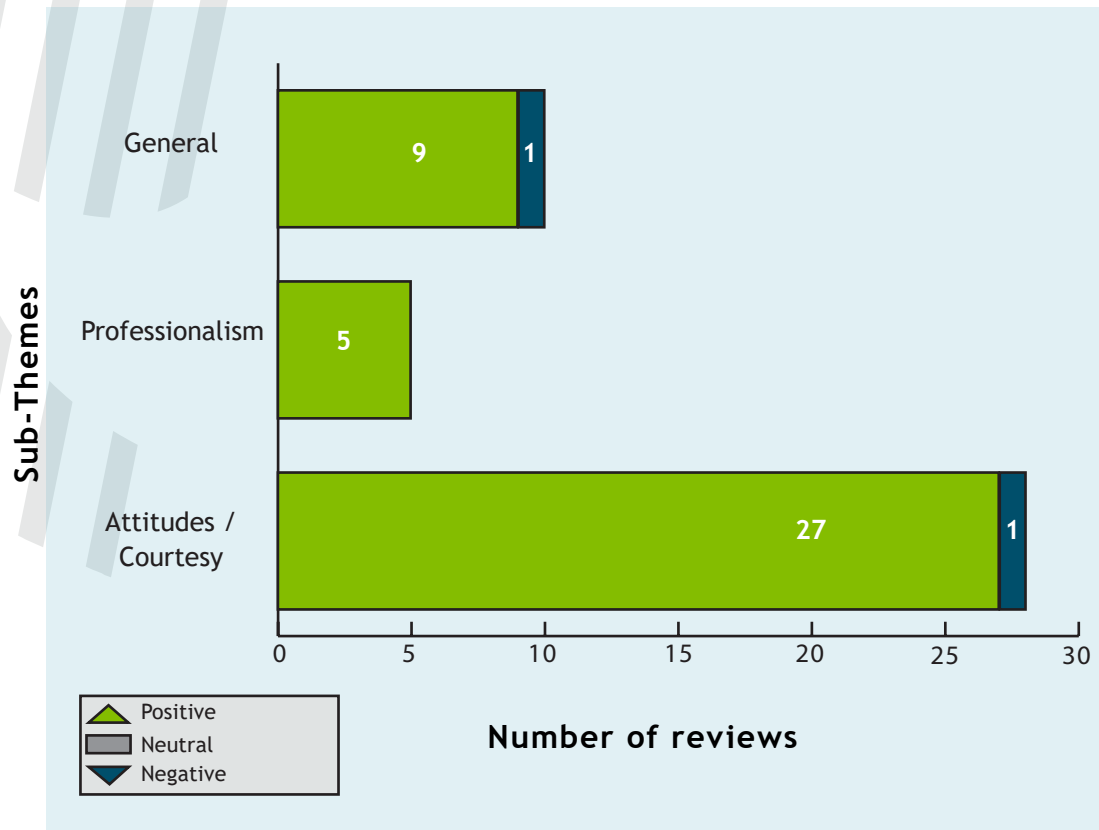
“It takes a bit of time to get my medicine...”  
*Jasins Chemist*

# Themes/ Sub-themes & Trends for Pharmacy

For this quarter we received 43 comments about **Staff**, 95% (n.41) were positive and 5% (n.2) were negative. The findings are comparable to what we found in Q1; last quarter the comments were 96% 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 90% positive, **Professionalism** received 100% and **Attitude** received 100% positive comments.

## Top Three Sub-themes for Staff



### Positive Reviews;

“They always go out of their way to help you even if you don’t have a prescription, they help you.”  
*Campbell’s Chemist*

“They’re always friendly and if you have any problems they are happy to help...”  
*B A Williams*

“They are very good and helpful, they have been kind to me.”  
*Churchill’s Pharmacy*

“They are quite friendly and they try to help you.”  
*Harb’s Pharmacy*

“They all know me down there. They speak to me nicely and they treat me well which is good”  
*Brent Pharmacy*

### Negative Reviews;

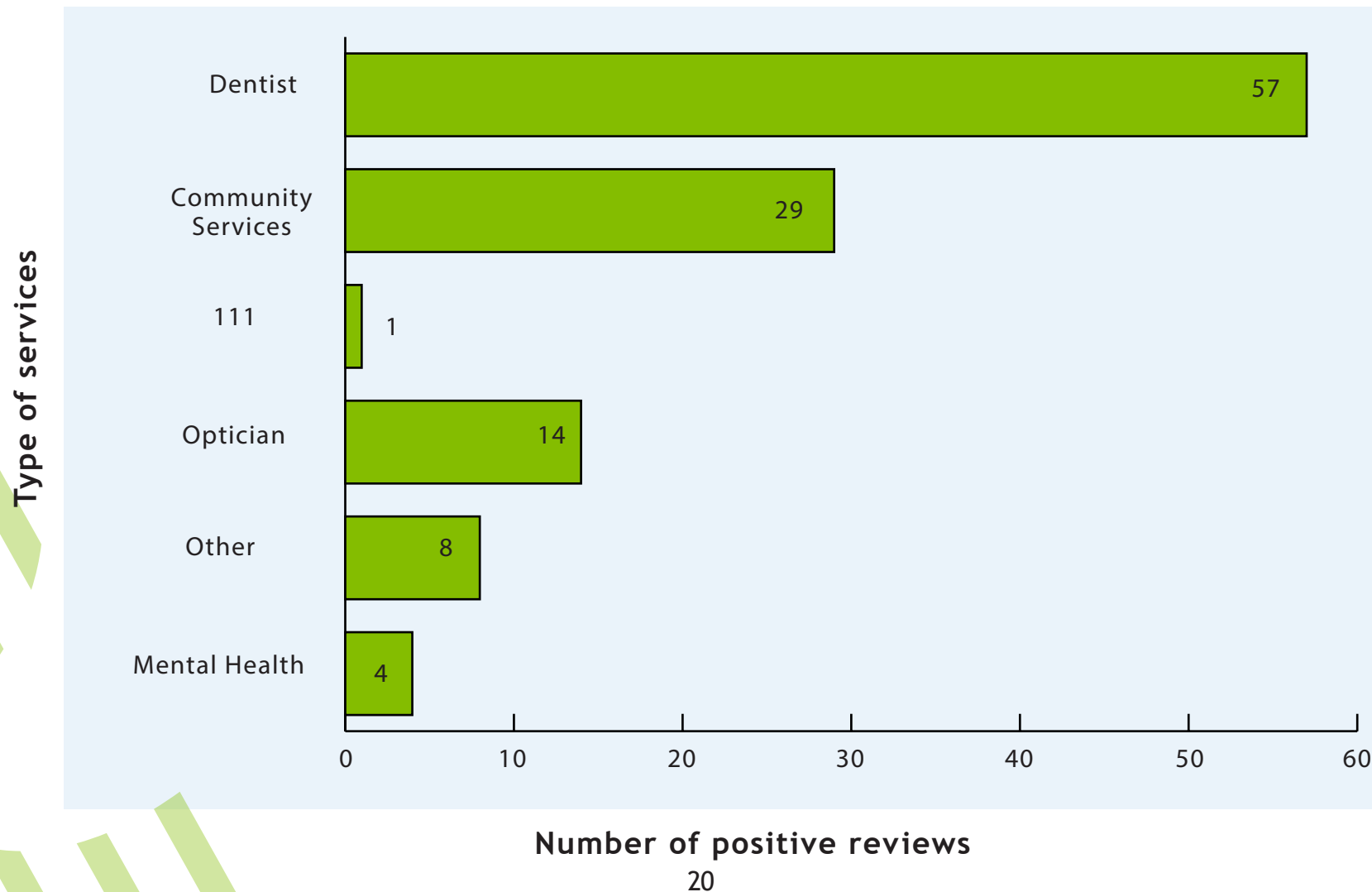
“The last time I was there I wasn’t particularly pleased with the staff there. Her attitude wasn’t right, I felt like she was taking the mick out of me. I wasn’t happy with one or two comments she made.”  
*Chiswick Pharmacy*



# 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.

July - August - September





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## Dentist

“The dentist is really good. I’ve known him for years and it has been good. Getting an appointment is easy, they’re fantastic, especially the receptionists. I’m very happy with them and the dentist is great.”

**Burlington Dental Centre**

“The dentist has fixed a few of my teeth and given me advice on how to look after the rest. Booking an appointment is easy and the wait to be seen isn’t long.”

**Albany Dental**

“I don’t like dentists but the dentist here is nice. It is fairly easy to get appointments. There is no waiting to be seen, they know I get anxious so they try to see me quickly. The treatment has been really good.”

**The Butts Dental Practice**

“I go there and so does my grandson and it has been good for both of us here over the years. It is easy to get my appointment but it is easy because we are private patients I think.”

**Smilecare Dental Clinic Limited**

“They take the fact that people work into consideration. You can get early & late appointments.”

**Oakleigh House Dental Practice**

“It’s easy to book an appointment and my dentist is great. He is kind and enthusiastic. It’s very easy to speak with him.”

**Feltham Dental Care**

“They do a pretty good job of treating my son, which isn’t the easiest task normally. It is easy to get our appointment, we get one every 6 months but re-scheduling can be tough if you miss it, but that is on us.”

**Chiswick Dental**

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## Community Services

“My support worker is excellent, he has supported me with Housing Benefit, debt gaining benefits. He is highly trained with a lot of experience, nothing is too much for him.”

*Hestia Housing And Support Hounslow*

“I just went in there, they were very easy going. They were very respected and courteous, they make you especially comfortable even though you’re half-naked. They were very dignifying, it was good. It was easy to get my appointment, they sent me the appointment and I rescheduled it to a more convenient time, they changed it immediately after I called. There wasn’t much of a wait.”

*Breast Screening London (NHS Cancer Screening Programme)*

“I’ve been to Chiswick health centre for both my children and it has been good, they give advice and they check my baby thoroughly. It is very easy to get an appointment. The wait to be seen isn’t long normally when I’m here.”

*Hounslow and Richmond Community Healthcare (Children Check-up)*

“They’re very knowledgeable and they are very quick in picking up any health problems you have. They also help to speak to the doctor. Booking an appointment is easy, I book them at the end of each session and if that isn’t available I ring up and get one in about 2 weeks. They normally run on time and it is really convenient coming here.”

*Hounslow and Richmond Community Healthcare (Podiatry Service)*



## Other

“We called them for my husband and they were very good with diagnosing what the problem was. Also, they got the ambulance to come to pick us in no time. The service was very good compared to what I’ve heard about them in the past.”

*NHS 111*

“The whole service is absolutely wonderful, every service I’ve used is very good.”

*Services In General*

“The whole service with the NHS is fantastic, I must be one of the luckiest ones. I don’t know why everyone moans about the care we get.”

*Services In General*

“All the services we’ve used with the NHS in the past 5 years have all been very very good.”

*Services In General*



## Opticians

“The admin staff in different services across the service need to get better training. They need to get training on how to treat patients, in my experience the staff don’t seem to treat you with the care and tact that is necessary, especially with them being the face of health services.”

***Vision Express Opticians (Chiswick)***

“I prefer coming here for my prescriptions because it is bigger and they always have the medicines I’ve been prescribed.”

***Boots Chemist (Hounslow High St)***

“The optician is a bit slow but he is alright, I’ve been going there for a year and he does his job properly. It is quite easy to get my appointments, they normally text me whenever I’m due an appointment.”

***The Eye Boutique***

“They do their job, booking an appointment is easy. I do not wait long to be seen by them and the care I’ve had has been good.”

***Sherman Opticians***



## Mental Health

“They are magnificent and friendly. It helps that they come on site to my care home, which is valuable when you need them.”

***Hounslow Recovery Centre***

“The only downside was that I didn’t get enough sessions, having a few more sessions would have been more helpful. But the times I went there, it was all very good.”

***Anchor Counselling***

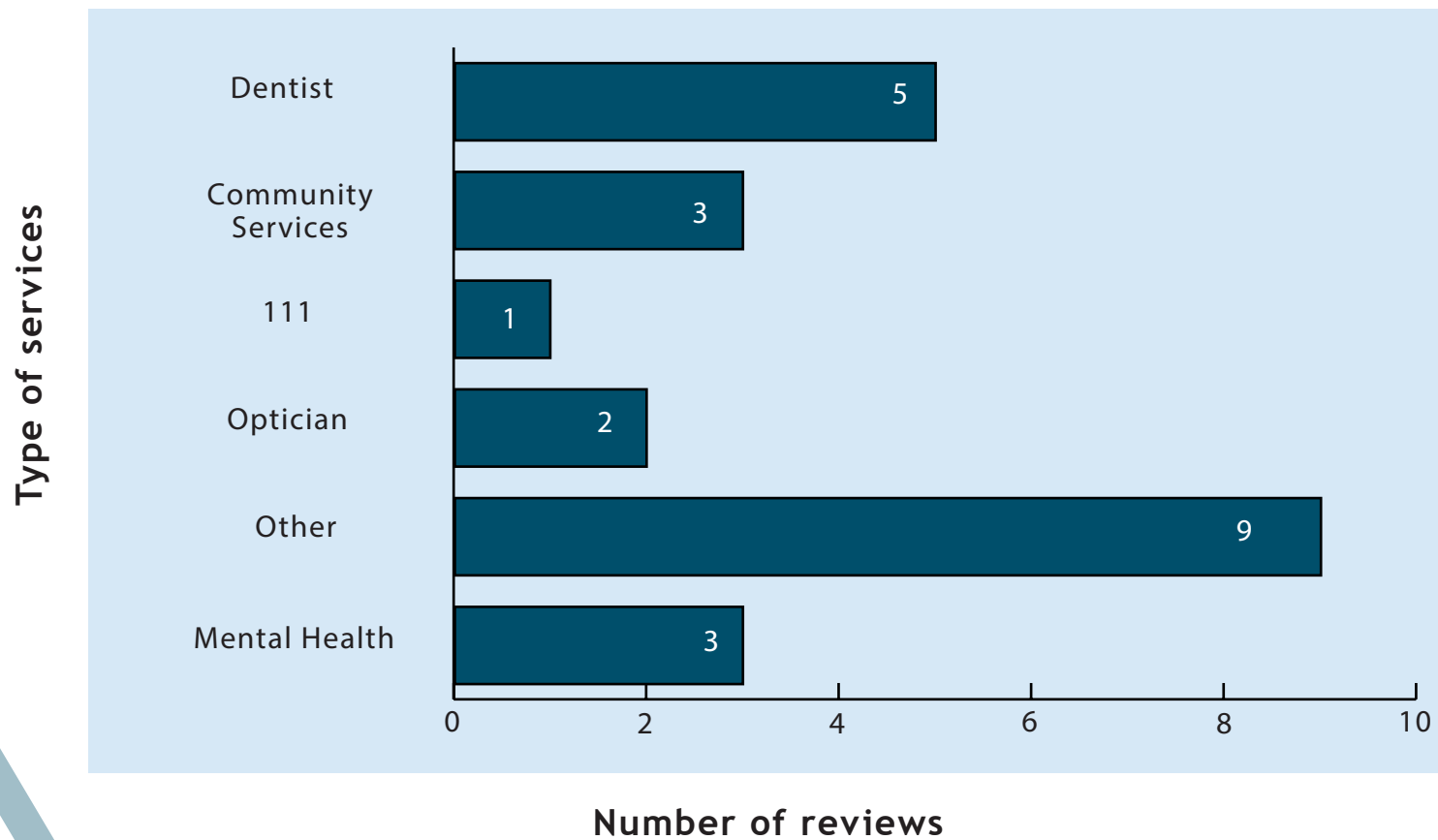
“They were very good and they help me when I had my bad patch. The sessions were helpful, they gave me tips and techniques to stay in good health. There were good, I really liked it. It took a while for the initial appointment, I think I had to wait 40 days the last time to get an appointment.”

***Hounslow IAPT***

# 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 be improved. This section provides an overview of negative reviews by service area and goes on to give some examples of comments received.

July - August - September







## Dentist

“Long waiting. The staff is not helpful. They don’t respond to the queries.”

*Advance Dental Care*

“Long waiting. The staff is not helpful. They don’t respond to the queries.”

*Chiswick Dental Practice*



## Community services

“We come to Brentford health centre to see them and they haven’t been good. My daughter has been on the same weight for a while now and even though she is growing they don’t seem to have an answer when I question them. They just say they will speak to the doctors about it but we never hear back from them.”

*Hounslow and Richmond Community Healthcare (Children Check-up)*



## Opticians

“I think that the waiting list is really long with all NHS services, especially for patients with complicated needs. I know they give you other options for you to get seen but the waiting is still long.”

*Boots Opticians (Chiswick High St)*



## Other

“They send you an ambulance or to the A&E for the slightest things, when it isn’t necessary. The A&E didn’t take it kindly when this happened.”

**NHS 111**

“I did not receive any help, I needed assistance regarding agoraphobia they didn’t visit as they promised. I was just left to deal with it.”

**iHear Partnership**

“The admin staff in different services across the NHS need to get better training. They need to get training on how to treat patients, in my experience the staff don’t seem to treat you with the care and tact that is necessary, especially with them being the face of health services.”

**Services in General**

“I think that the waiting list is really long with all NHS services, especially for patients with complicated needs. I know they give you other options for you to get seen but the waiting is still long.”

**Services in General**



## Mental Health

“I have young people I work with who use their service and it is very frustrating. A lot of the children can’t use their service because the threshold is too stringent, so some kids can’t access their service if they don’t present with the worst possible symptoms they typically don’t get in. Those that get through have to wait over 9 months. Also, they constantly change the person that provides the care. They need to improve the communication especially in terms of the safeguarding of the children using their service.”

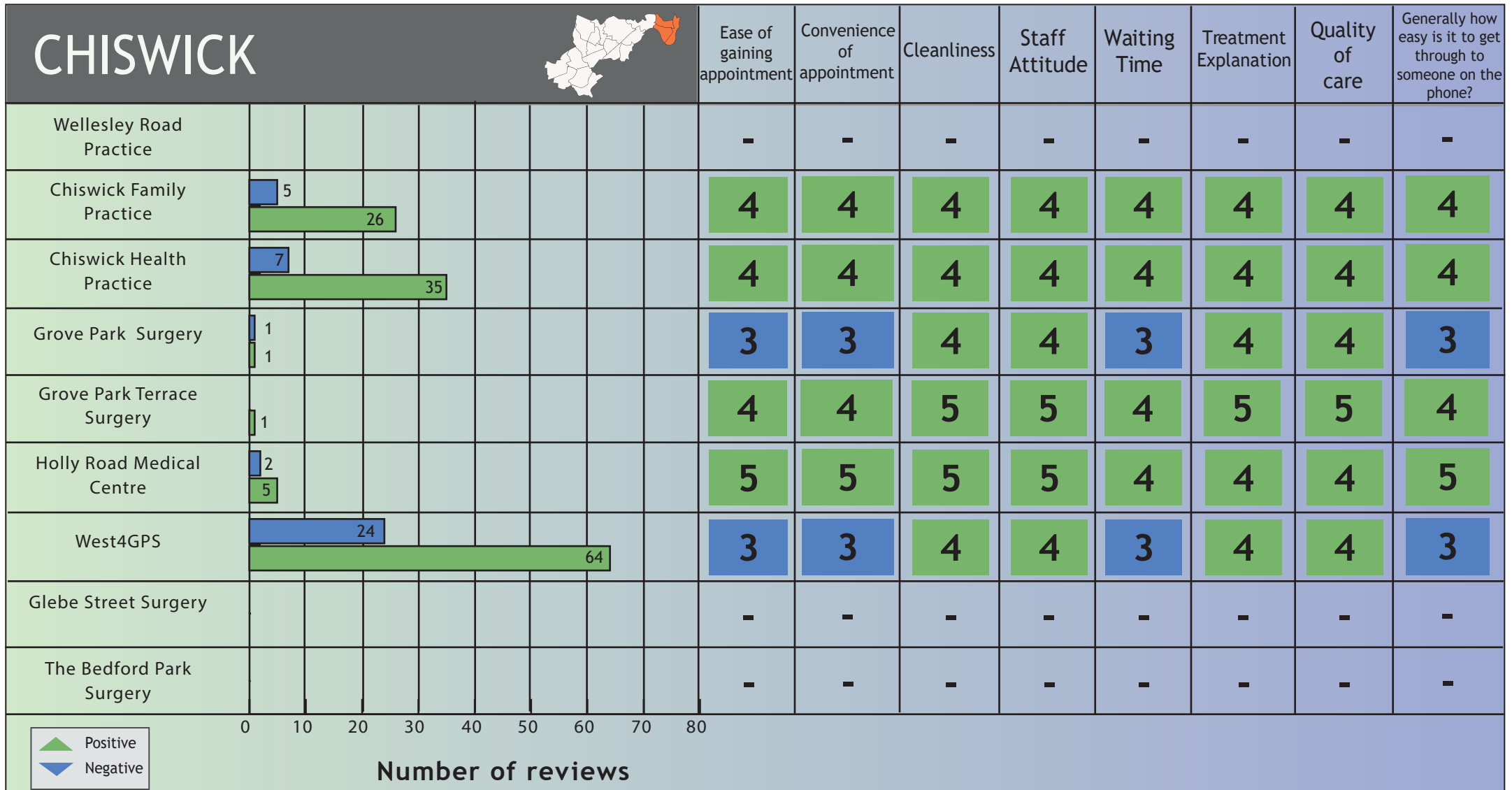
**CAMHS**

“It has been atrocious trying to use their service. They tend to pass you around, you’re just going round and round to different services. I’ve tried to get my GP to help but the pressure on the service is what is causing this. All the other services that you could use have been cut or don’t run anymore. You have to be more or less be in crisis to go the A&E, and they also try to send you to other services because they can’t do much for you.”

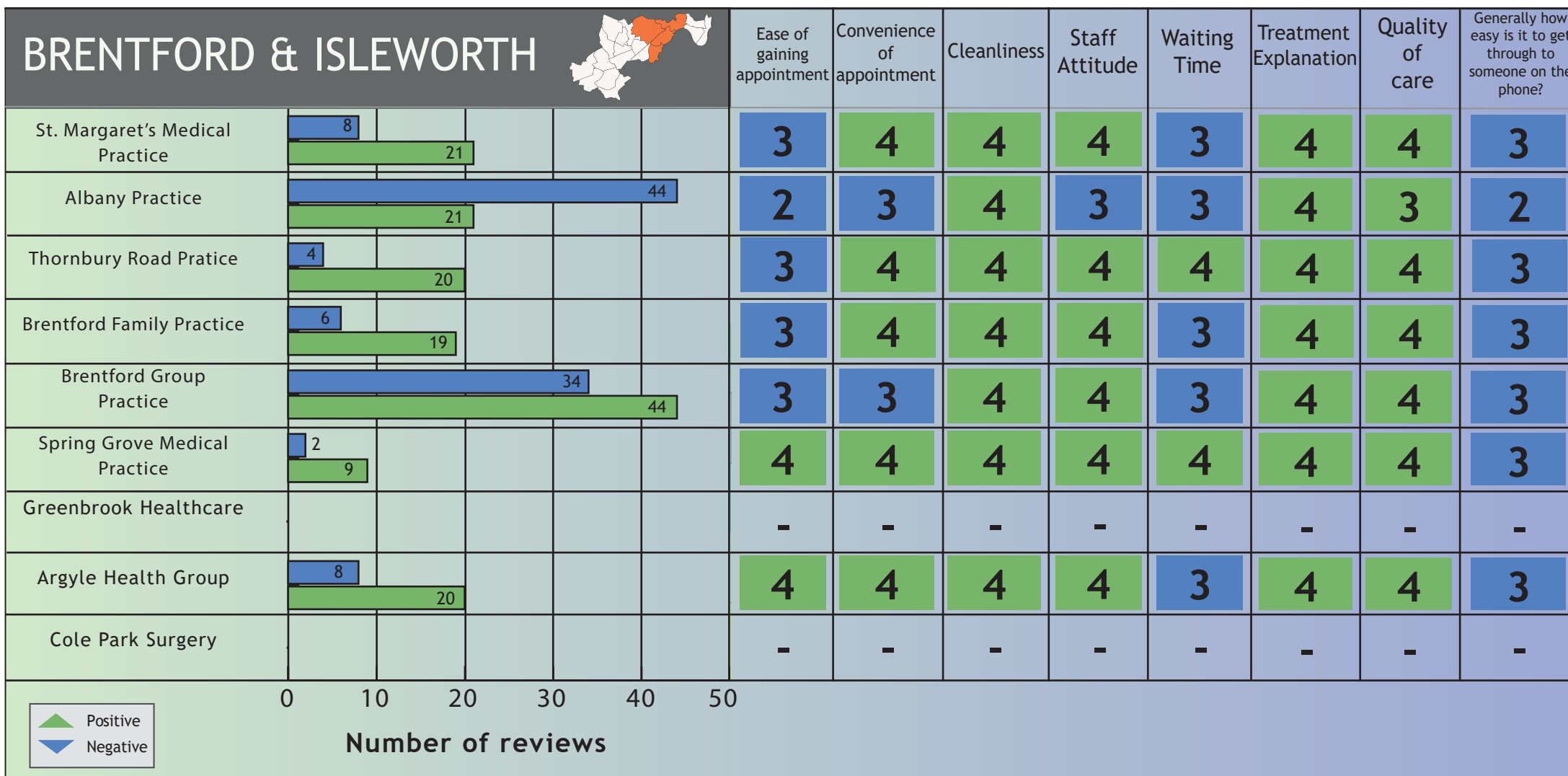
**Lakeside Mental Health Unit**

# Specific Network Areas GP Reviews

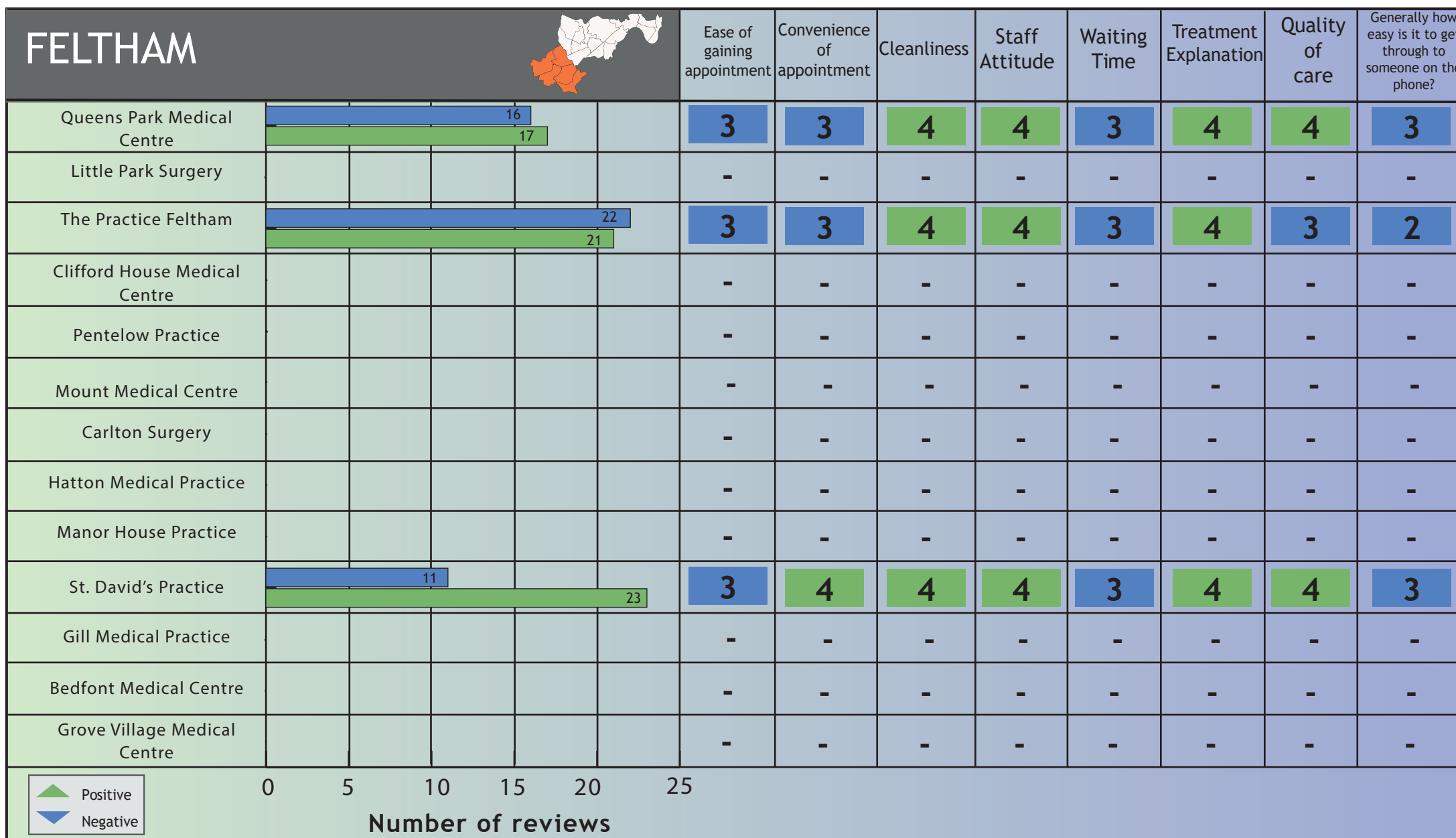
These bar charts show the number of negative and positive reviews for each surgery based on an overall star rating. The data on the right hand side reflects the average star rating out of 5\* given by patients to assess a number of additional specific areas, such as ease of gaining an appointment & waiting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



# Specific Network Areas GP Reviews

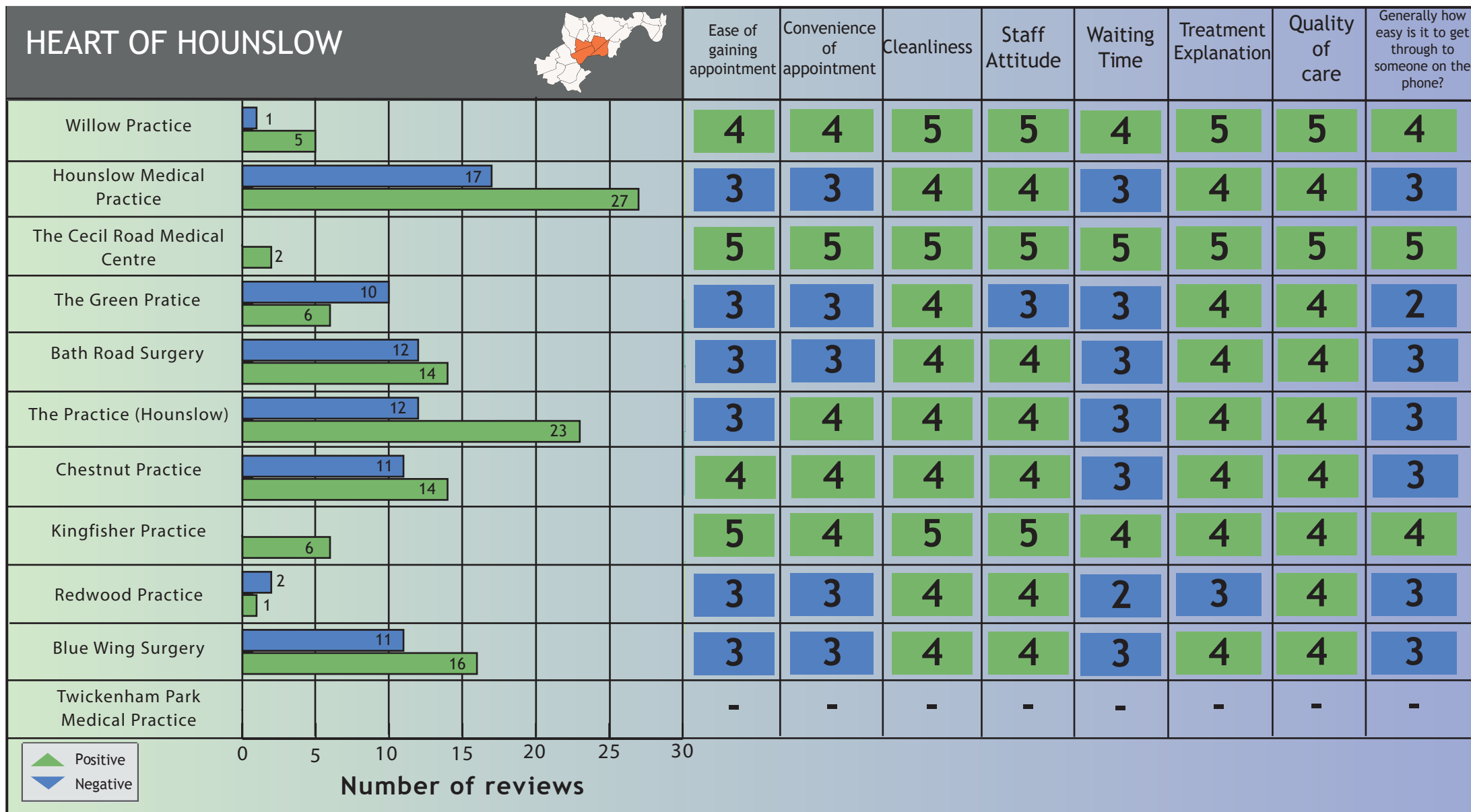


# Specific Network Areas GP Reviews

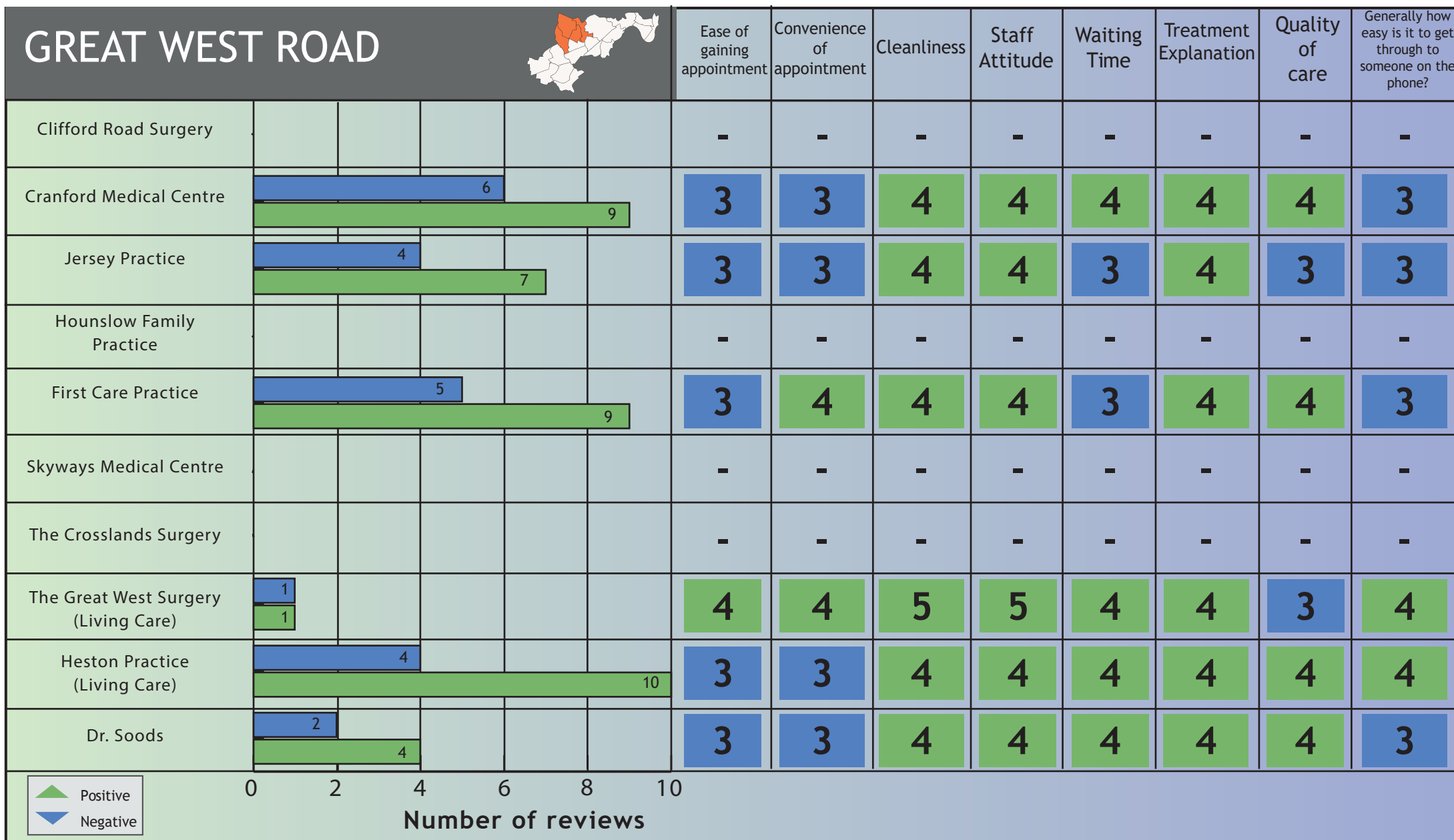




# Specific Network Areas GP Reviews

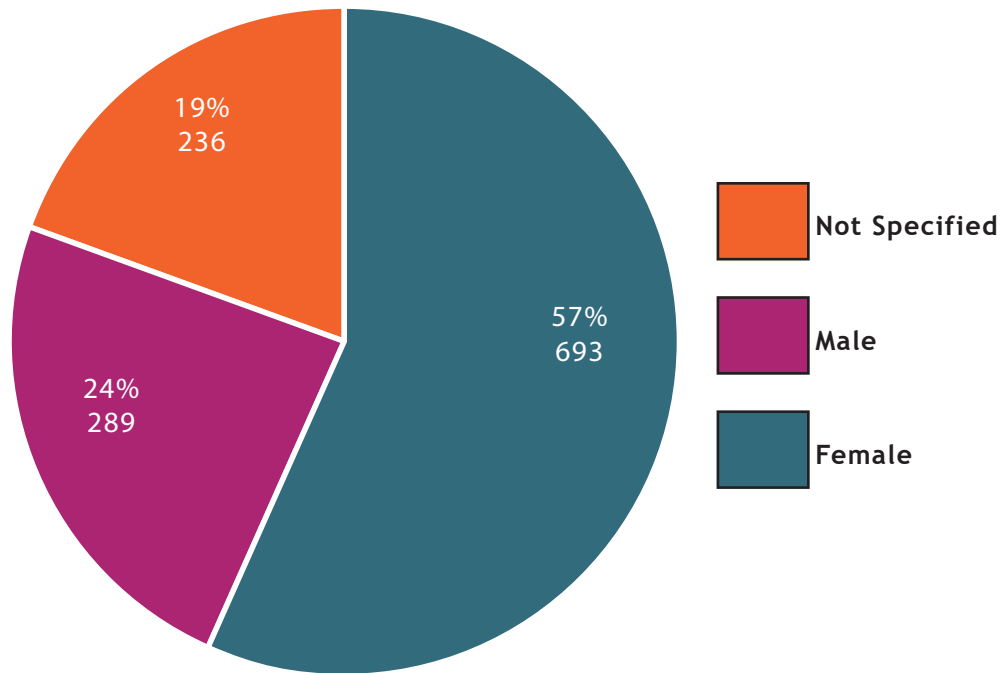


# Specific Network Areas GP Reviews



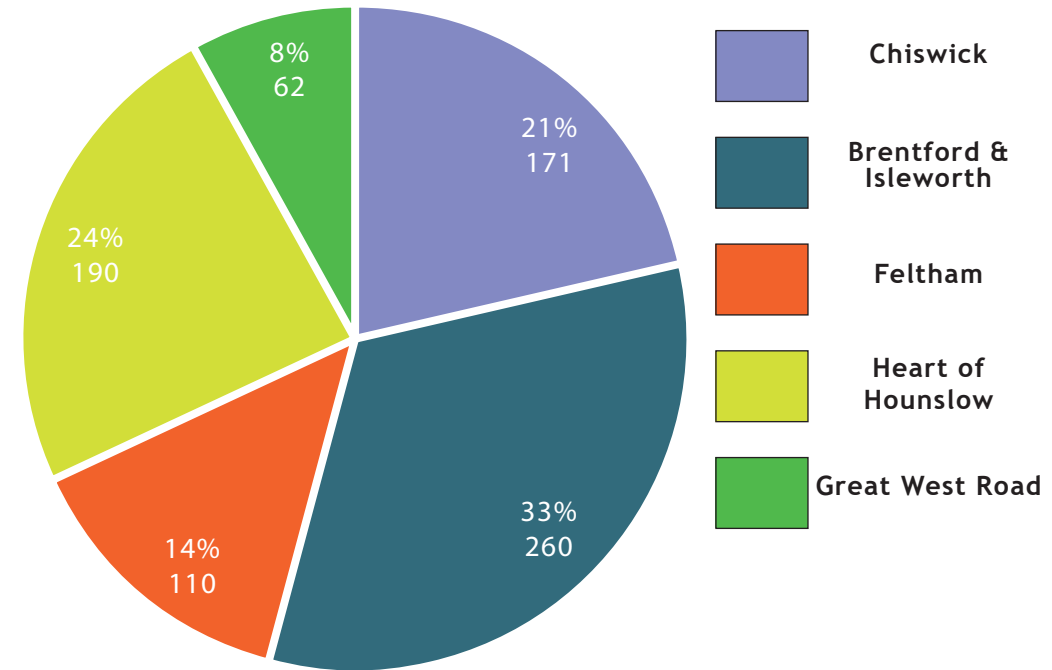
# Demographic Information (July-September)

The pie chart below shows the number of reviews received by gender from July - September 2019. The majority of the reviews received this quarter were from women with 57% (693) and 24% of reviews from men.



**Gender**

During this quarter we were able to visit a number GP surgeries in each network area with the highest number of the reviews being received from “Brentford and Isleworth” with 33% (n.260) and “Heart of Hounslow” networks with 24% (n.190), followed by “Chiswick” with 21% (n.171). We also received some reviews from “Feltham” 14% (n.110) and 8% (n.62) from “Great West Road” network. We aim to continue collecting patient feedback more evenly in each network.

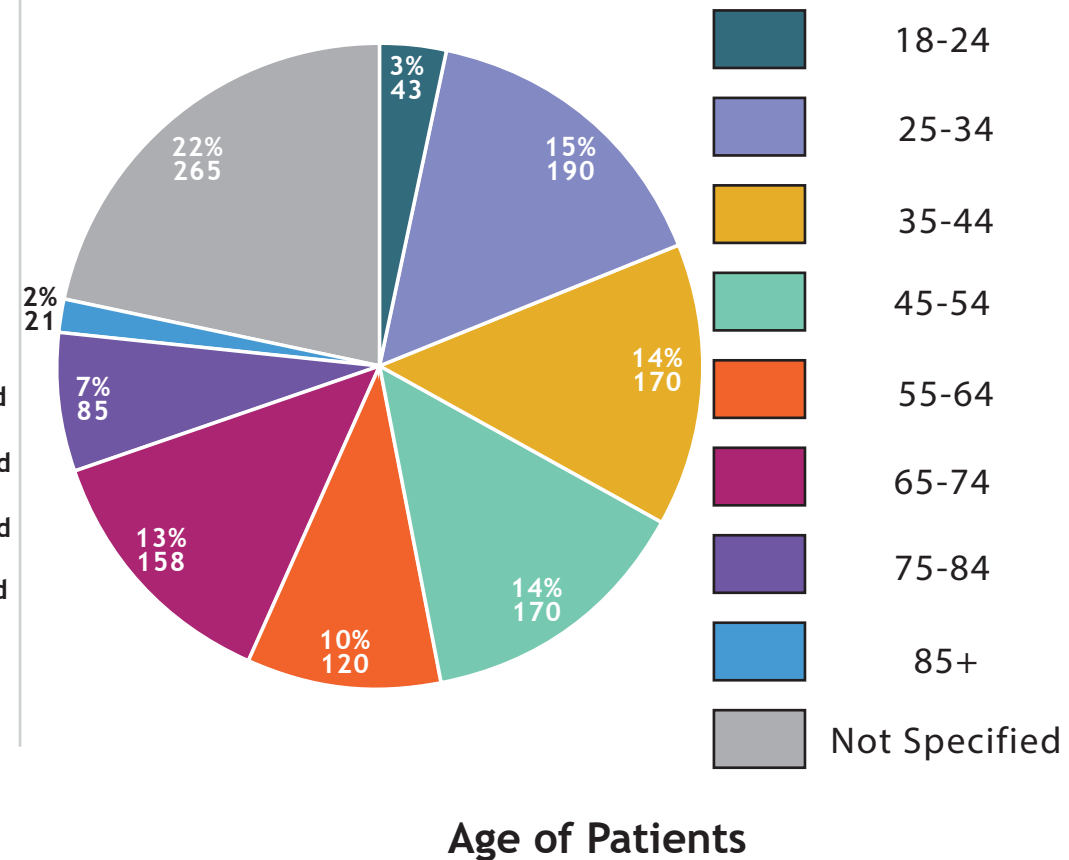
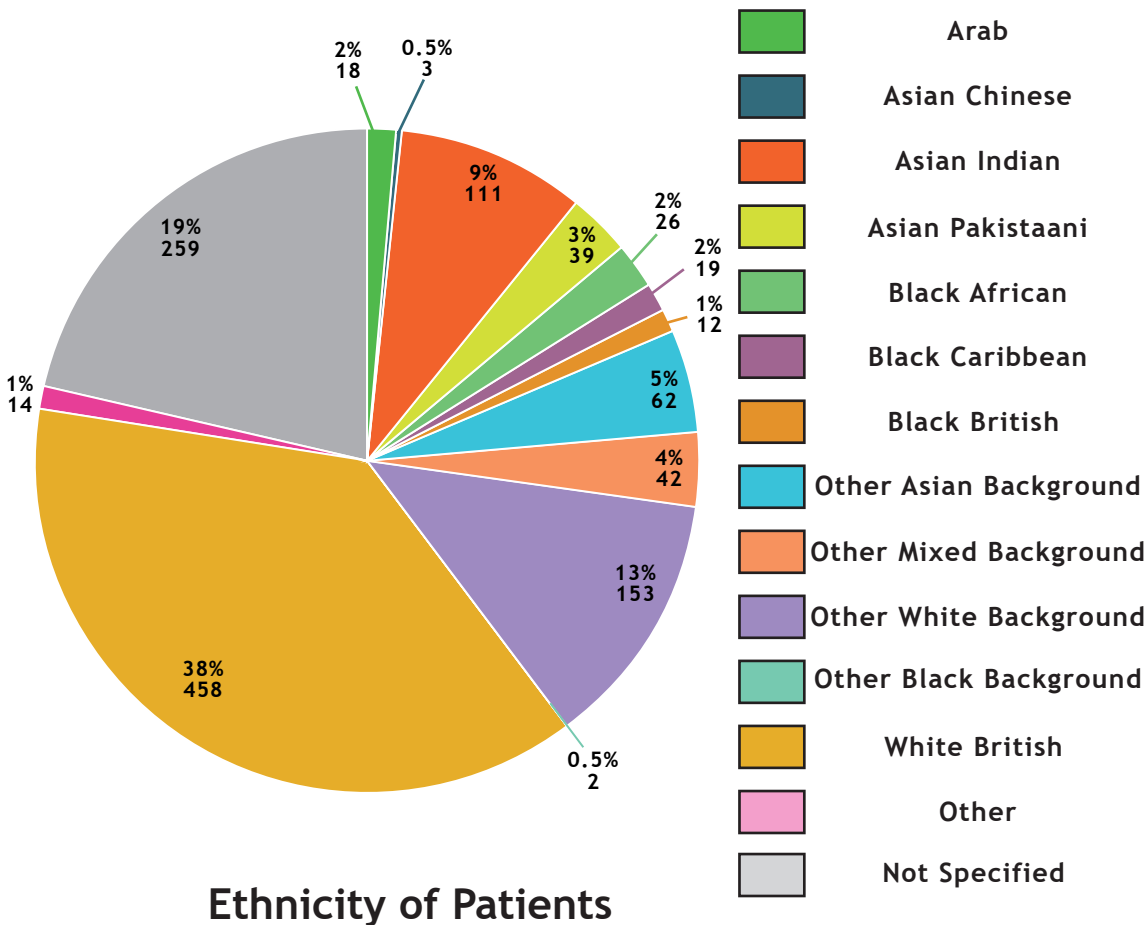


**Number of GP Reviews per Network Area**

# Demographic Information (July-September)

In terms of ethnicity, excluding the 19% (n.259) who did not to specify their ethnicity, the largest proportion of feedback received this quarter was from people who identified as White British 38% (458) followed by 13% (153) from people who identified as Other White. Also, 9% (111) of patients identified as Asian Indian Background; followed by 5% (62) from people who identified as Other Asian Background and 4% (42) 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 22% (n.265), the majority of the feedback received was from the 25-34 15% (190) followed by both 35-44 and 45-54 age group 14% (170). Followed by 13% (158) from 65-74 and 55-64 with 10% (120). However, 85+ with 2% (21) and 18-24s with 3% (43) supplied the fewest number of reviews respectively.



# Conclusion

For this quarter we collected 1,218 patient experiences, maintaining our target of 400 reviews every month and due to contributions from our volunteers, we 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 Brentford & Isleworth and Heart of Hounslow network. There has been an increase in reviews from the Feltham network compared to the previous quarter. We will continue our effort to collect as many experiences as possible from all network areas.

For this quarter, there are 868 positive reviews and 350 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

81% of comments about Medication were positive.

78% of comments about Treatment and Care were positive.

77% of comments about Staff were positive.

49% of comments about Administration were positive.

## Negative

64% of comments about Communication were negative.

64% of comments about Facilities & Surroundings were negative.

43% of Comments about Administration were negative.

42% of Comments about Access to Services were negative.

For a full list of sub-themes see the appendix on pages 41-42.



# 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:

- 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.

# 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](mailto: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

<b>Themes</b>	<b>Sub-themes</b>
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 &amp; 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 &amp; Inclusion, Consent, Involvement &amp; 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 &amp; 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>

<b>Themes</b>	<b>Sub-themes</b>
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>