

**PATIENT EXPERIENCE  
REPORT 2019  
January - March**



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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 January - March 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 4 period, January-March 2019. During this time, we collected 1,212 reviews, achieving our quarterly target of 1,200 (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, 961 (79%) were positive and 251 (21%) 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 Q4 these areas are: GPs, Hospitals and Pharmacies. We will show the sub-themes and some examples of comments. Each comment is uploaded to our online feedback centre where up to five themes and sub-themes may be applied to the comment (see appendix 3 p43-44 for a full list). Depending on the content of the comment it may have one or more themes attached to it. For this reason, the total number of themes will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative or neutral 'sentiment' is given. In this section we breakdown the main themes & trends for the services where we received the largest number of feedbacks.

# Overall Patient Reviews

The number of patient reviews received for this quarter is 1212. The table below shows a breakdown of the positive and negative patient reviews. (See the appendices for examples of our physical and online questionnaires).

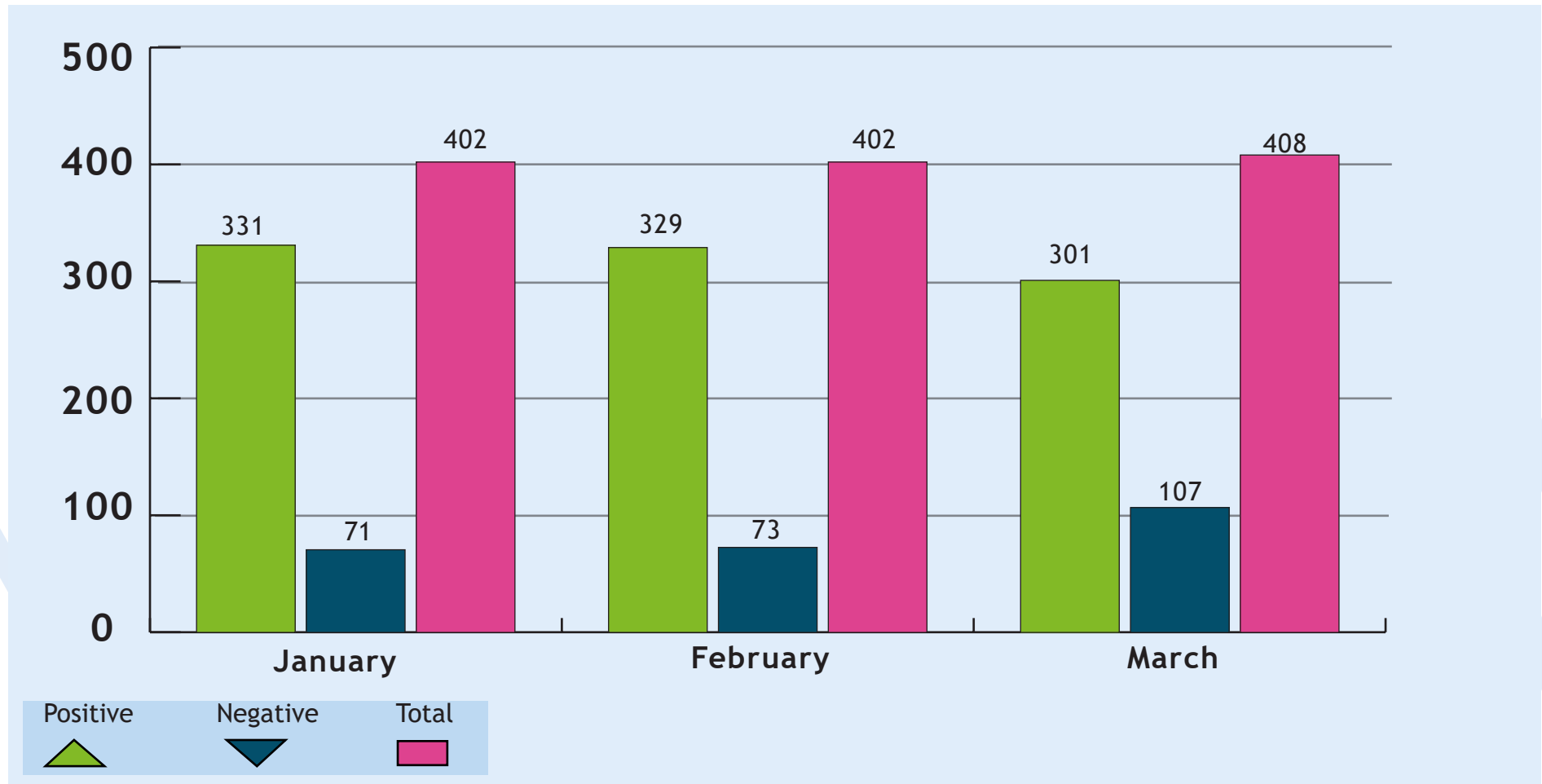
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 3 indicate a negative response\*, while star ratings between 4 and 5 indicate a positive response. This quarter 961 positive responses and 251 negative responses have been recorded.

\*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<br>(Negative)<br>★ ★ ★ ☆ ☆ | 4 - 5 Star Reviews<br>(Positive)<br>★ ★ ★ ★ ★ |
|----------|---|---|
| January  | 71  | 331   |
| February | 73  | 329   |
| March    | 107   | 301   |
| Total    | 251   | 961   |

# Overall Patient Reviews

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



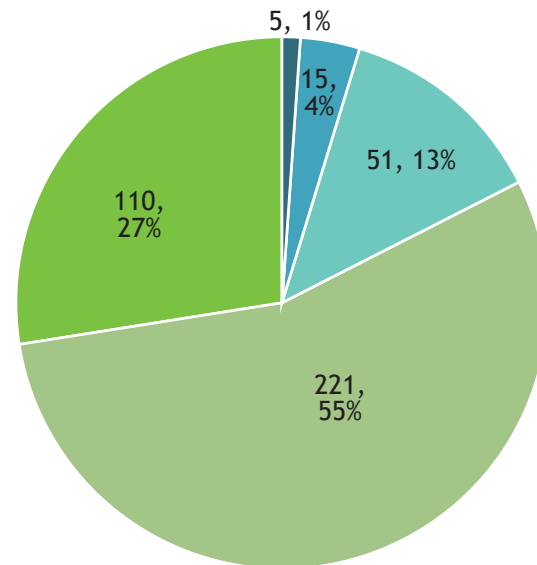
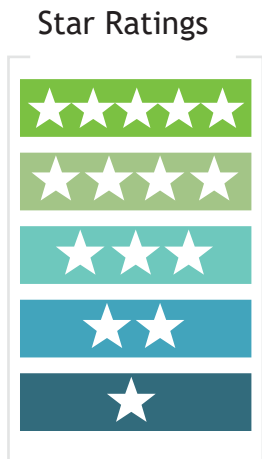
Positive, negative & total reviews for each month

# Patient Reviews: Star Ratings

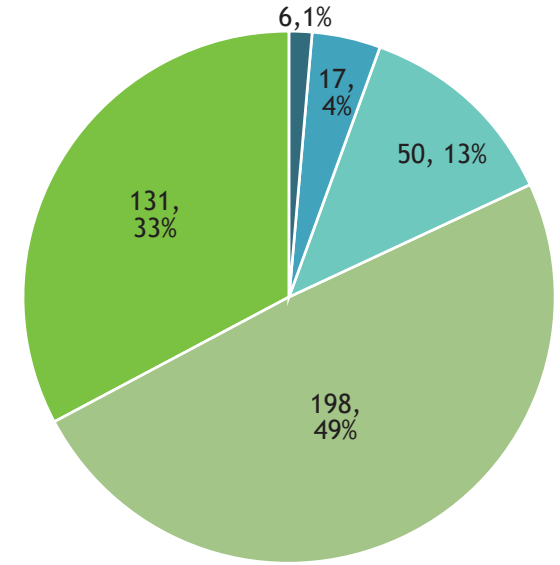
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

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

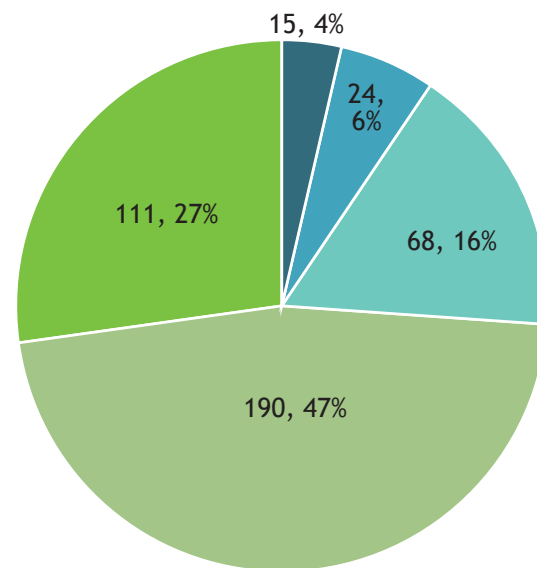
However, compared to the past quarter, there has been an increase the proportion of 3 star ratings in this quarter.



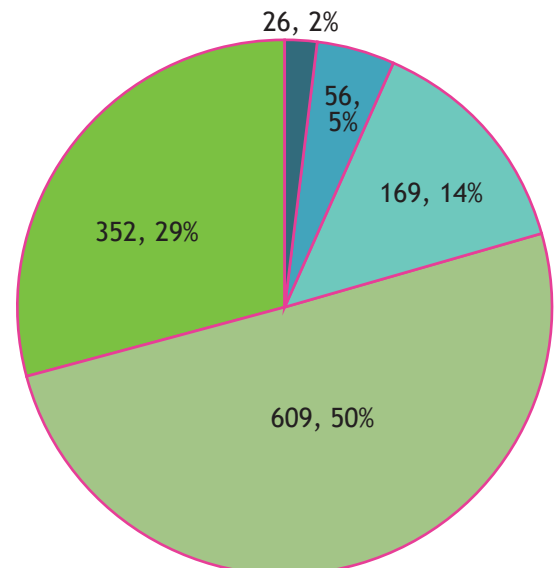
January



February



March



Total for Quarter 4

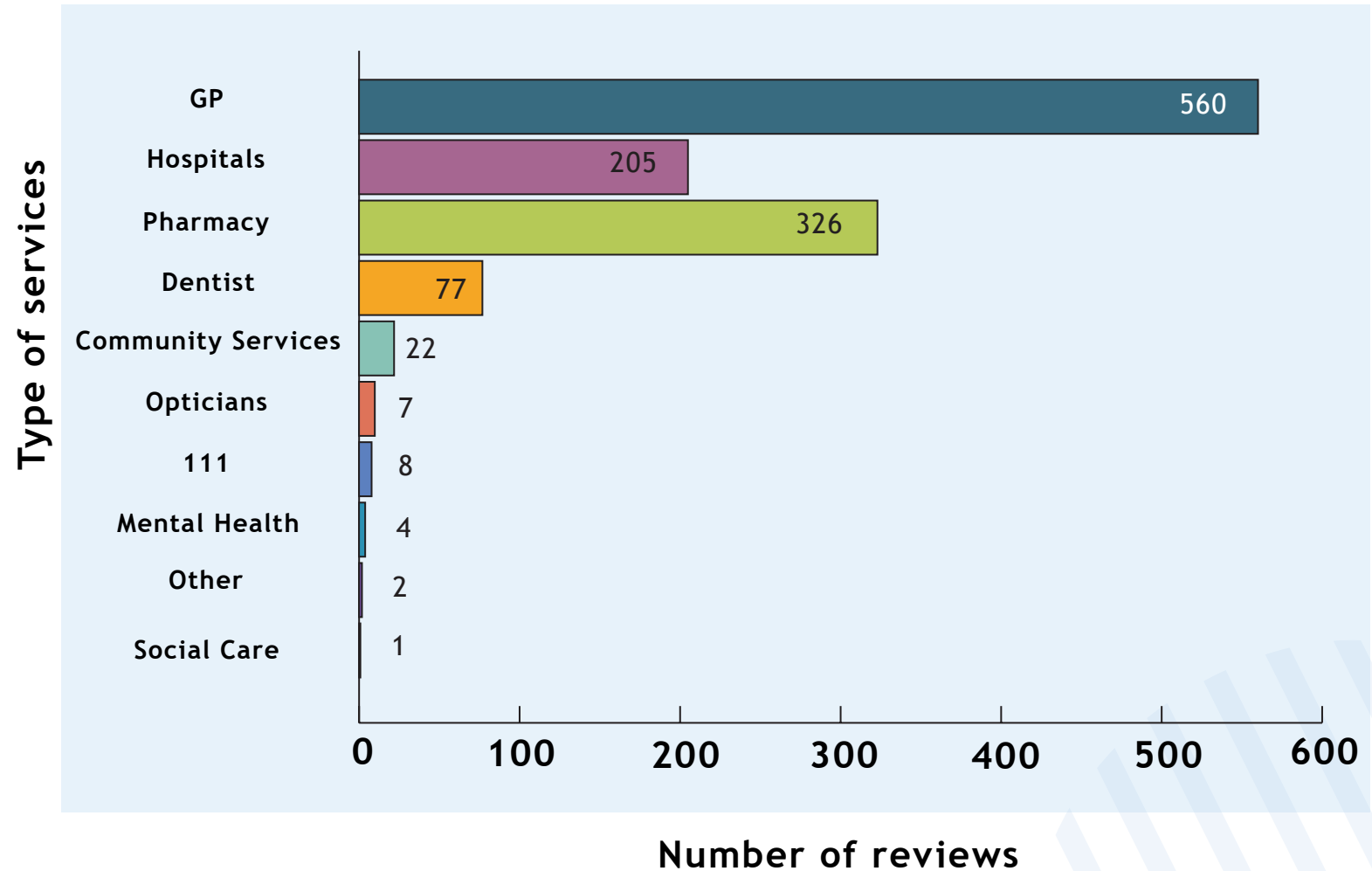
# Total Reviews per Category

The patient reviews recorded for this quarter cover 10 service type categories, as seen in this chart.

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

For this quarter, we can see an increase in the number of reviews received from Pharmacy, and Hospital Services.

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



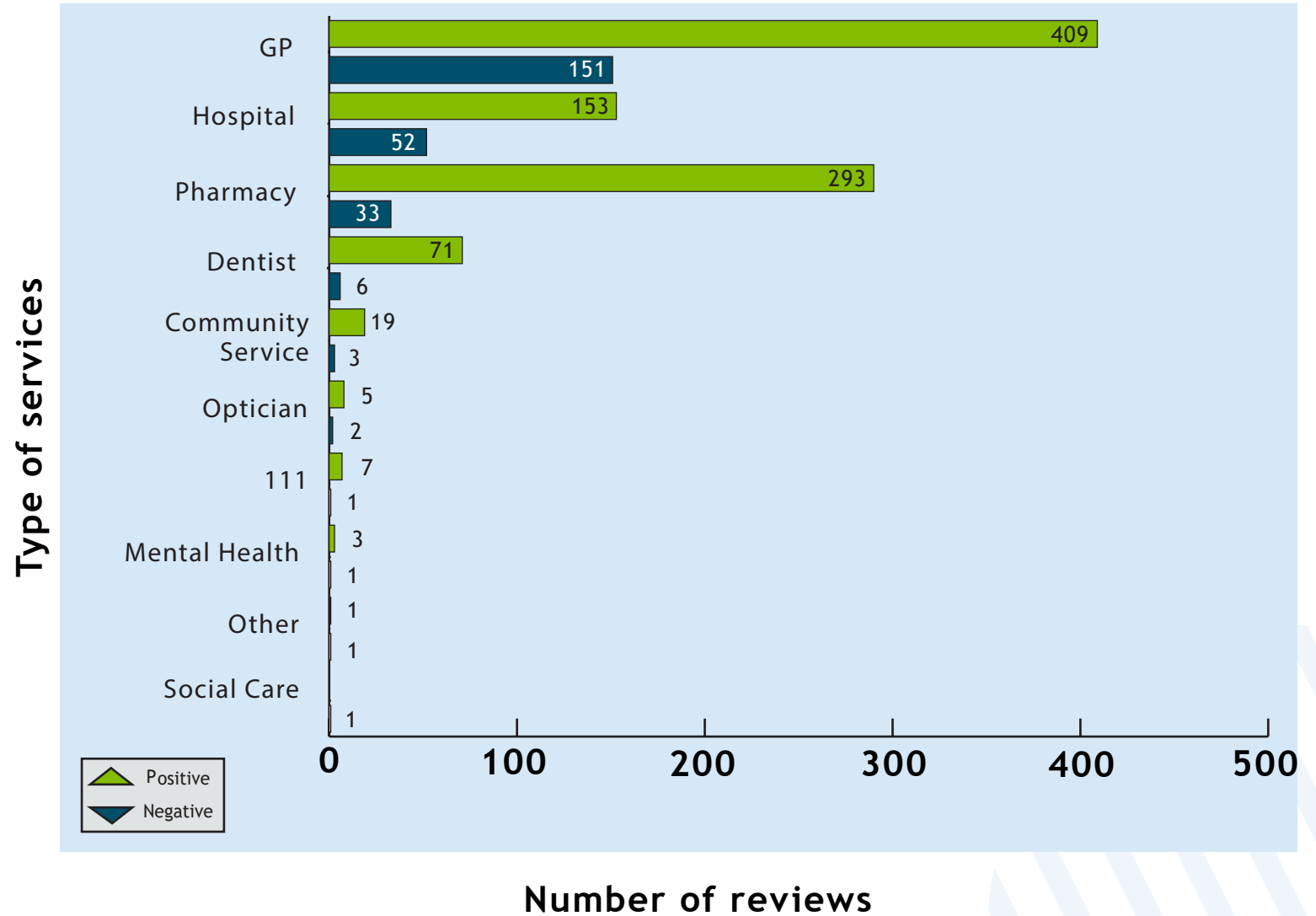


# Distribution of Positive & Negative reviews

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

The 'Dentist' category received the highest proportion of positive reviews 92%, 'Pharmacy' received 90% positive reviews and '111' received 88% positive reviews.

The category with the highest proportion of negative reviews is 'GP' services 27%.



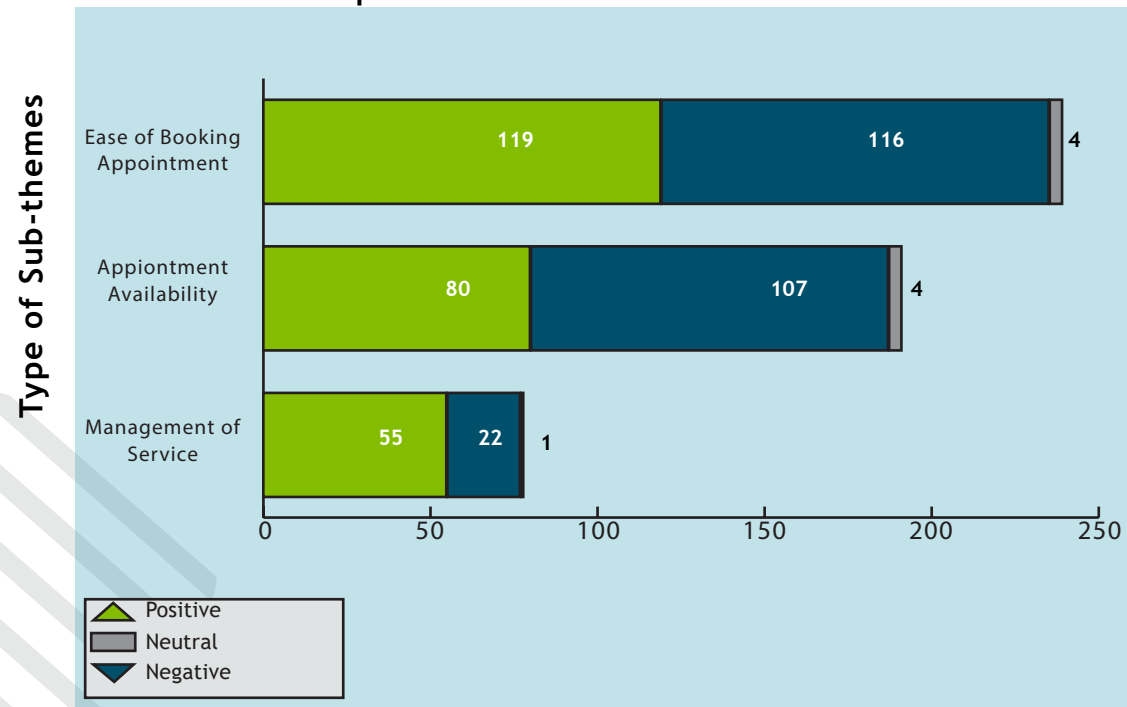
# Themes /Sub-themes & Trends for GPs

In this quarter **Administration** was one of the frequently discussed themes for GP feedbacks, with 532 reviews mentioning this topic. From all the reviews with the **Administration** theme, 51% (n.271) were positive, 48% (n.255) were negative and 1% (n.6) were neutral.

The chart below illustrates a breakdown of the top two sub-themes for **Administration**. The largest number of reviews were about **Ease of Booking Appointments** with 239 reviews. **From these feedbacks**, 50% of patients expressed positive sentiments while 49% made negative comments about the process of making appointments. Most patients explained that they phone in to their surgeries to book their appointments.

For sub-theme **Appointment Availability**, we received 42% positive sentiments and 56% negative sentiments. Similar to last quarter, we found that patients think the length of time it takes to see a GP or nurse is too long, but with the option of emergency appointments, patients can see someone quicker. Also, from the comments about **Management of Services**; 70% (n.55) were positive and 28% (n.22) were negative as seen on the graph.

Top three Sub-themes for Administration



### Positive Reviews;

“Easy to get an appointment. It is a good service. I have no complaints.”

*First Care Practice*

“It’s an excellent practice, they manage my appointments very well, getting through the phone is easy...”

*Clifford Road Surgery*

“...easy to get same day emergency appointment...”

*St Margarets Medical Practice*

### Negative Reviews;

“Booking appointments you have to wait for a week.”

*Redwood Practice*

“...Booking a routine or emergency appointment it’s fine but getting an appointment for your check up is not good. In my opinion they should have a separate appointments for this sort of visit.”

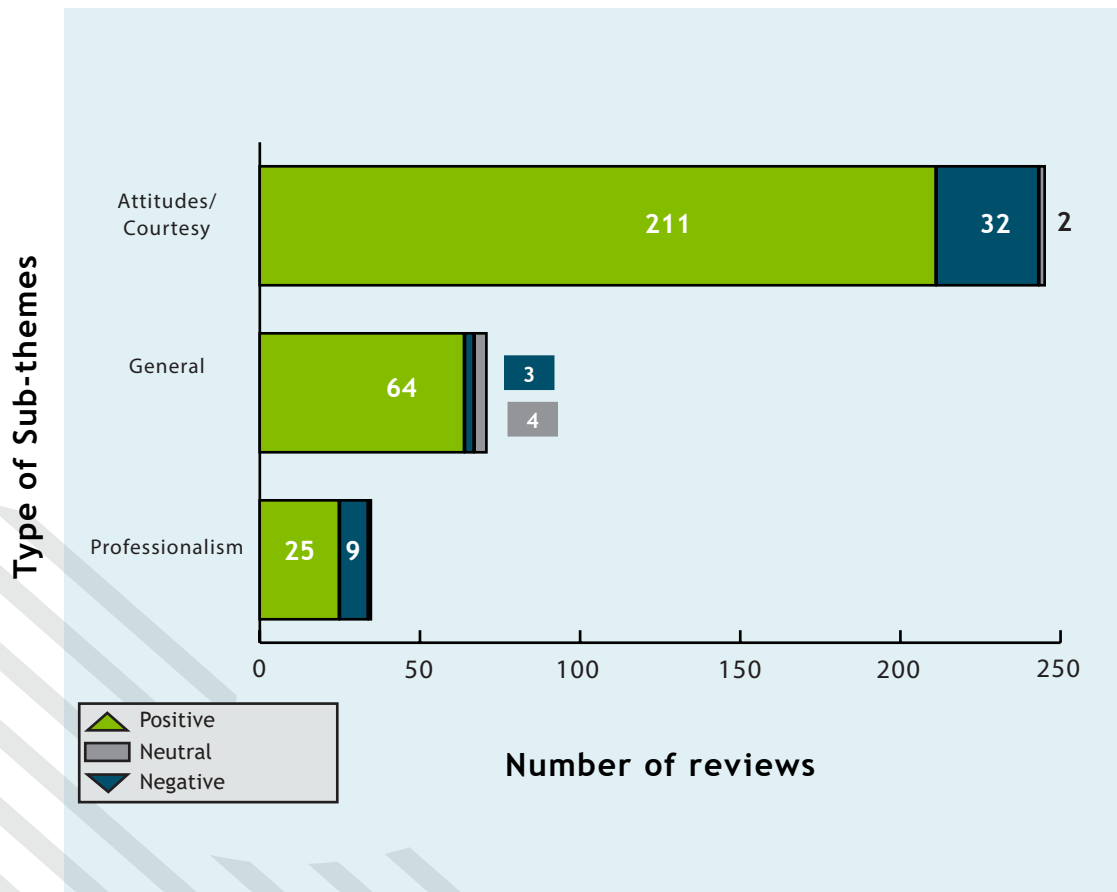
*Wellesley Road Practice*

# Themes/ Sub-themes & Trends for GPs

**Staff** was our second most mentioned theme with 365 patient reviews. This theme had 82% positive reviews (n.299), 16% (n.58) were negative comments and 2% (n.8) were neutral, similar to the trends we saw last quarter.

The chart below presents a breakdown of the sub-themes for **Staff**. From the feedbacks about Staff; comments about the staff **Attitude/ Courtesy** was the most mentioned (n.211), followed by **General** comments about staff (n.71) and staff **Professionalism** (n.35). The comments received were largely positive; 86%; 90% and 71% respectively. It is clear that patients are pleased with the staff they encounter at their GPs.

## Top three Sub-themes for Staff



### Positive Reviews;

“I haven’t got any issues here, well managed, really great people.”  
*Kingfisher Practice*

“...Very professional and nice staff who are always ready to help.”  
*Brentford Group Practice*

“... My doctor is the best. The receptionists are friendly too.”  
*Chestnut Practice*

### Negative Reviews;

“I called the GP to make an emergency appointment, the receptionist asked what the medical issue. As far as i am aware she is not a doctor so refused to tell her my problem and i had made this fact known to her...”  
*Hounslow Family Practice*

“... The personal side of the care isn’t great, some of the staff are so rude and the manager can be quite abrasive. I once had an unpleasant encounter with them...”  
*West4GPs*

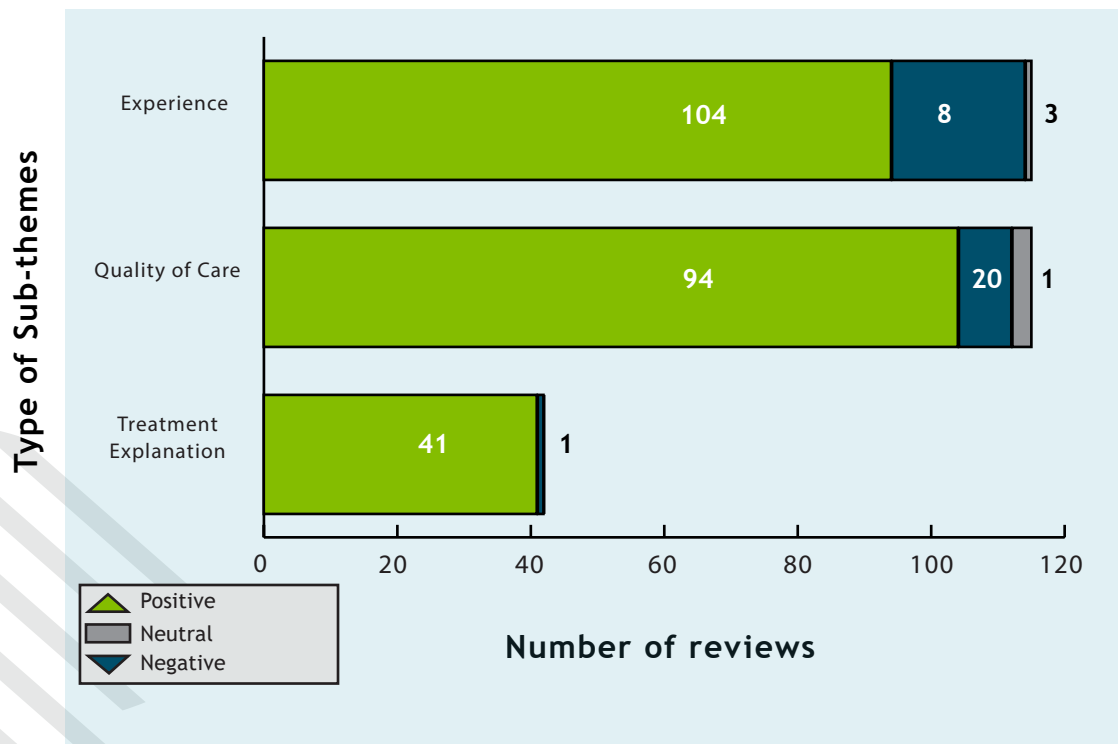
“...The receptionists are not well trained, they don’t know the medical check for a child...”  
*Thornbury Road Centre for Health*

# Themes/ Sub-themes & Trends for GPs

**Treatment and Care** was also a recurrent theme, with 325 comments highlighting this area. These reviews were largely positive, as 85% (n.276) of patients expressed their satisfaction, whereas 13% (n.42) were negative and 2% (n.7) were neutral. The chart below presents a breakdown of the top sub-themes for **Treatment and Care**.

**Quality of Care** and **Experience** were the most mentioned sub-theme (35% of reviews n.115), followed by **Treatment Explanation** (13% of reviews n.42). **Quality, Experience** and **Treatment Explanation** were largely positive with 90%, 82% and 97% respectively. This means that most patients are pleased with all aspects of their treatment and care and similar trends were found last quarter.

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



### Positive Reviews;

“Treatment is good and I am very satisfied with the doctors...”  
*Thornbury Road Centre for Health*

“The doctors are really nice here, I really have a great experience when I come here.”  
*Willow Practice*

“The doctors are pretty good, they provide effective treatment and give good advice...”  
*Blue Wing Family Doctor Unit*

### Negative Reviews;

“I’ve not had good treatment, so I’m not happy, the treatments are not good...the diagnosis I get is bad.”  
*Jersey Practice*

“The treatment is terrible and they don’t explain the treatment properly...”  
*The Practice (Hounslow)*



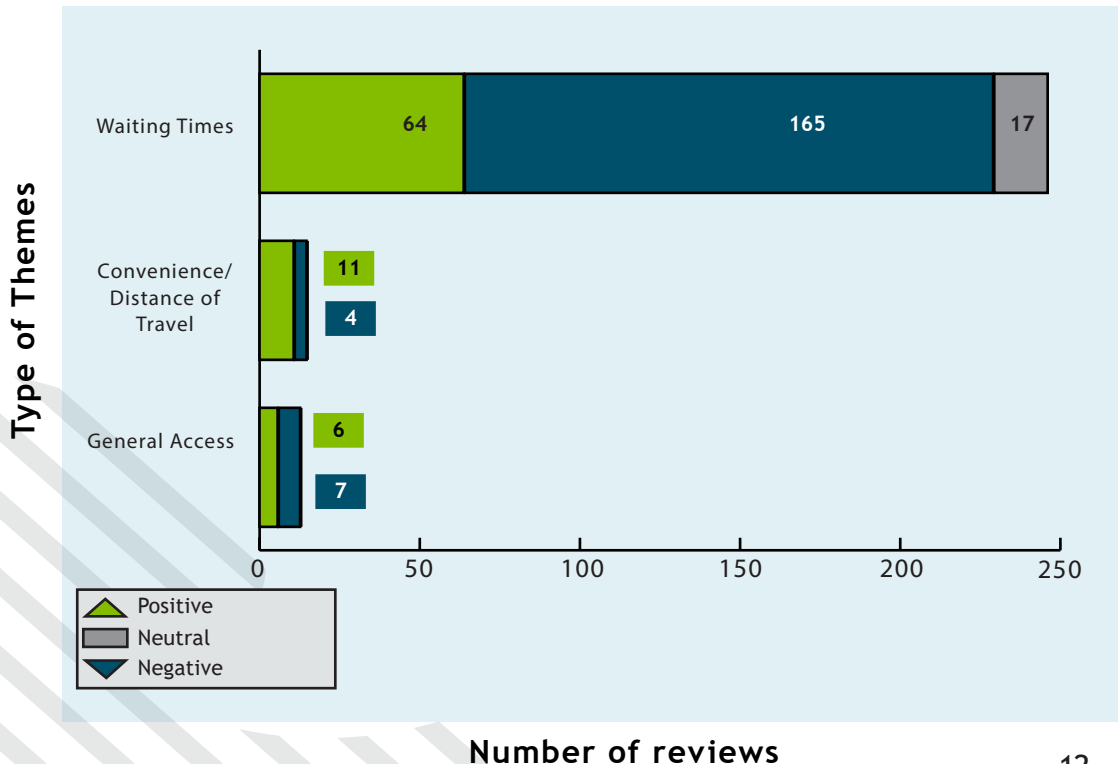
# Themes/ Sub-themes & Trends for GPs

**Access to Services** was another one of our most mentioned themes, with 290 patient reviews focusing on this area. From the reviews within the theme, 31% (n.90) were positive, 63% (n.183) were negative and 6% (n.17) were neutral. The proportion of negative comments has increased compared to Quarter 3.

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 theme, making up 84% (n.246) of all Access to Services feedback. Also, 67% of reviews were negative, 26% of the feedbacks were positive and 7% of the feedbacks were neutral. More patients mention their appointments being late, and this is a continued. Last quarter it was 58% negative, and for Q2 it was 49%.

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

## Top three Sub-themes for Access to Service



### Positive Reviews;

“...Waiting times are ok, not too long.”

*Hounslow Medical Centre*

“Easier access here than the hospital, close locality so its straightforward enough for me to travel here.”

*Willow Practice*

### Negative Reviews;

“Long wait call, they eventually tend to you after a long wait. You could wait up to 40 minutes...”

*The Practice (Feltham)*

“I’ve been waiting for 45 minutes today and I’ve decided that if the wait is longer than an hour I will have leave, because I’ve got other commitments...”

*West4GPs*

“There is a long waiting time to be seen...”

*Argyle Health Group Practice- Isleworth Practice*

“Long waiting times with the doctors always running late...”

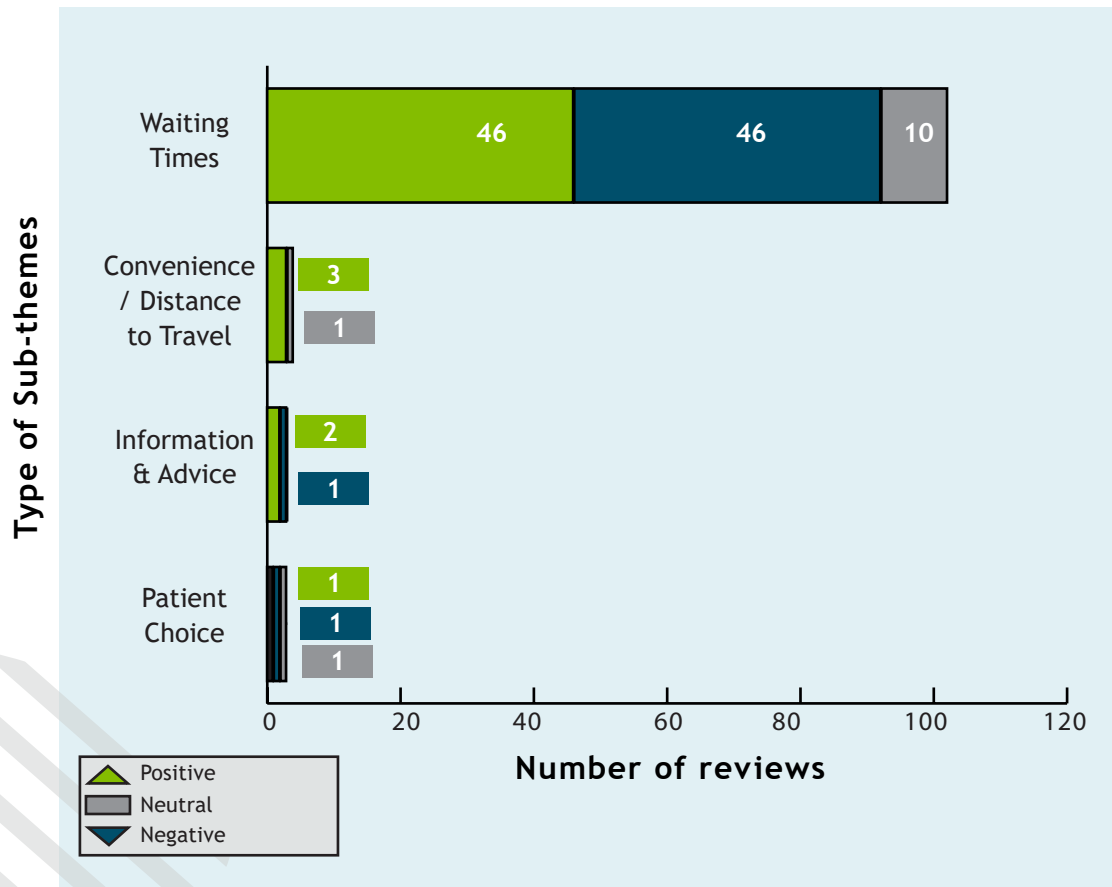
*Kingfisher Practice*

# Themes/ Sub-themes & Trends for Hospitals

In this quarter 116 patient reviews were about **Access to Services**. From the reviews received 48% (n.55) were positive, 41% (n.48) were negative and 11% (n.13) 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; receiving equal positive and negative numbers; 45% (n.46); and 10% (n.10) for neutral. Compared to the last quarter there has been an increase in the proportion of negative reviews; from 40% last quarter to 45% this quarter.

## Top Sub-themes for Access to Services



### Positive Reviews;

“I arrived at a time of the morning when nobody was there and I was seen to very quickly..”

*West Middlesex University Hospital (A&E)*

“They are very good at time keeping, when I get there they are on time...”

*West Middlesex University Hospital (Neurologist)*

### Negative Reviews;

“... The waiting to be seen can be long, I waited 6 hours once, there are a lot of patients here but the staff were good.”

*West Middlesex University Hospital*

“...waiting times are long, you could be waiting for hours, it is a slow process, queuing up.”

*West Middlesex University Hospital*

“The waiting to be seen was about 3-4 hours...”

*Charing Cross Hospital (A&E)*

“If you come here it is because you really need to see a doctor, but when you’re here you’re waiting for hours and no one is there to see you.”

*West Middlesex University Hospital (A&E)*

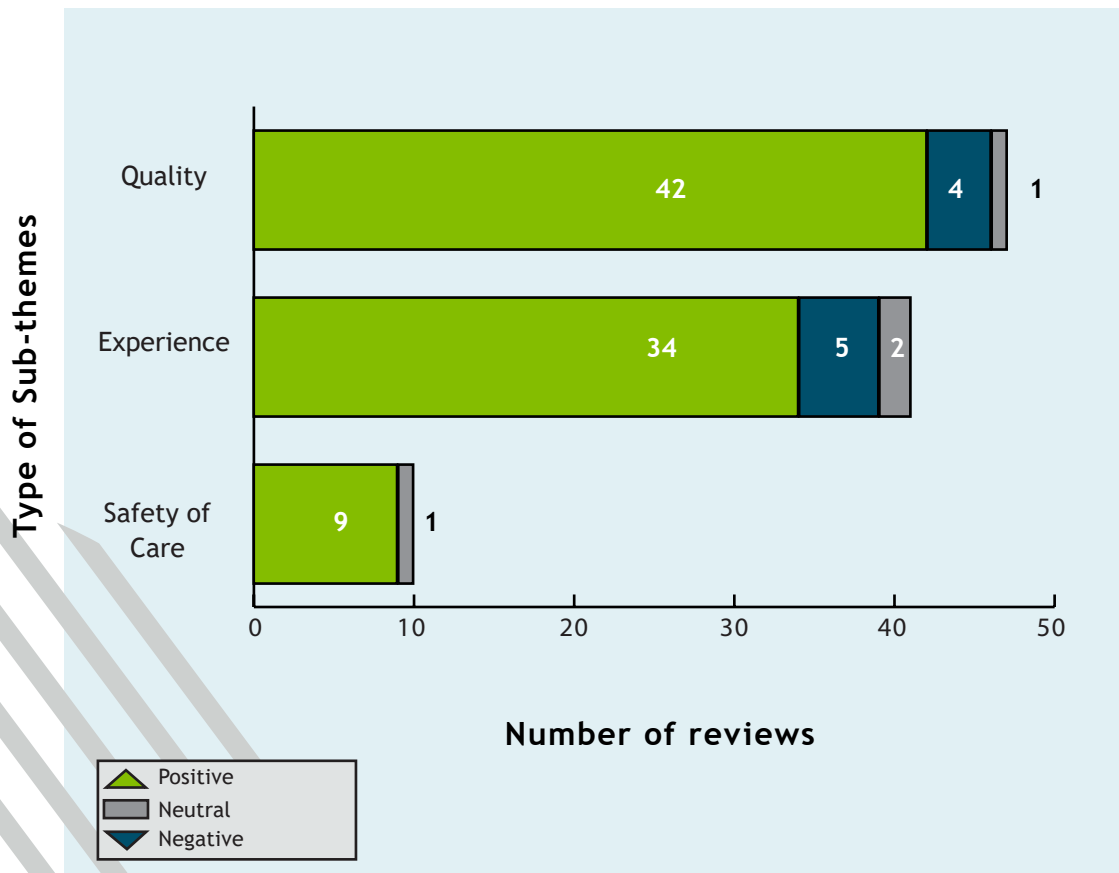
# Themes/ Sub-themes & Trends for Hospitals

**Treatment and Care** was the most frequently discussed theme for Hospitals, with 110 reviews mentioning this theme. 85% (n.94) were positive, 11% (n.12) were negative and 4% (n.4) were neutral.

The chart below presents a breakdown of the sub-themes; **Quality** was the most mentioned sentiment with 89% positive (n.42), **Experience** had 83% (n.34) positive comment and **Safety of Care** had 90% (n.9) positive sentiment.

The graph shows that the majority of comments about **Treatment and Care** were largely positive.

## Top Three Sub-Themes for Treatment & Care



### Positive Reviews;

“The specialist comes in and the nurse is excellent. The whole service has been very good...”

*West Middlesex University Hospital (Cardiology)*

“I came here for a scan to make sure that the symptom I had wasn’t cancerous. They were really nice and it was good. Because of how severe the outcome could be, they were tactful, understanding and supportive..”

*West Middlesex University Hospital (Breast Cancer Screening)*

“My wife was having her treatment there. We found out at a late stage that she had cancer. They did everything they could but she passed peacefully last year.”

*West Middlesex University Hospital (Oncology)*

### Negative Reviews;

“I have heart problems, I get chest pain when I walk too much. The doctor didn’t acknowledge this, he didn’t diagnose me or give me treatment.”

*West Middlesex Hospital*

“...The doctors that saw my kids weren’t experienced either. I seemed to know more than the doctors, they are making the wrong diagnosis and this happened multiple times.”

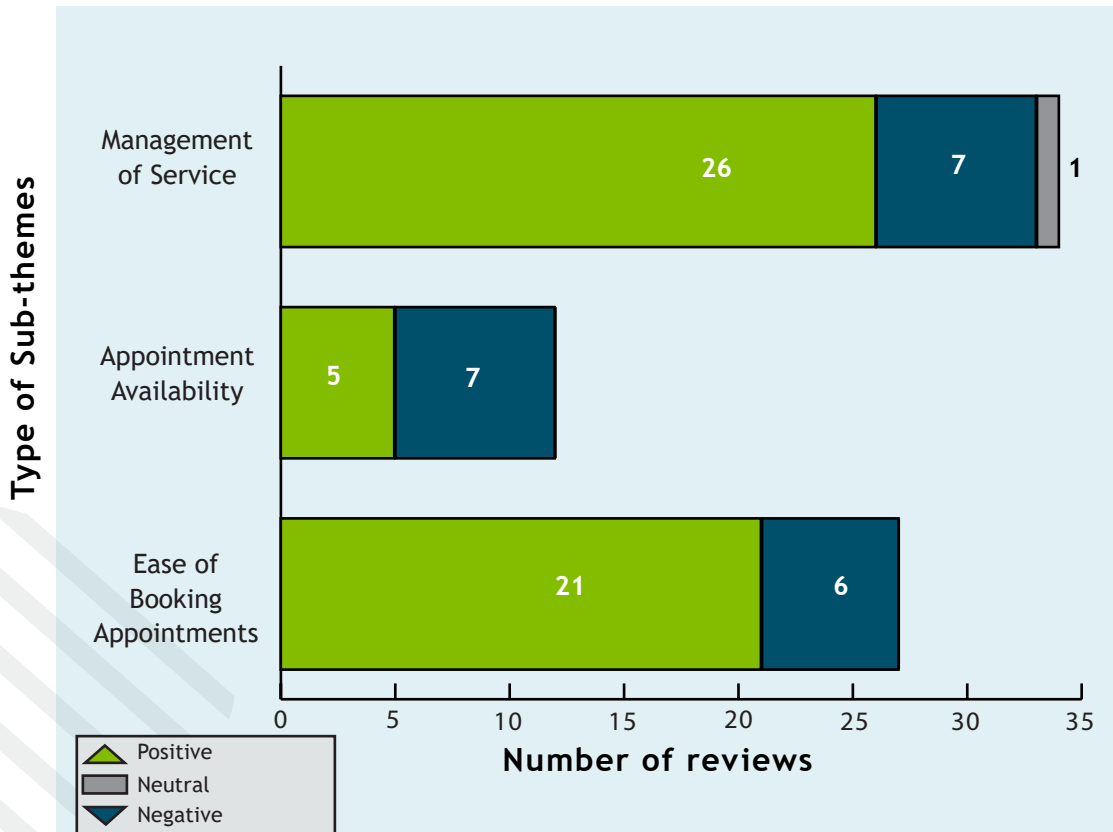
*Chelsea and Westminster Hospital (Paediatrics)*

For this quarter we received 84 comments about the **Administration** theme at Hospitals. From these reviews 65% (n.55) were positive, 33% (n.28) were negative and 2% (n. 1) were neutral.

The chart below shows a breakdown of the top sub-themes for **Administration**. **Ease of Booking Appointment**, attracted 27 reviews; 78% (n.21) of which were positive and 22% (n.6) were negative. This indicates that patients find the process of scheduling outpatient appointments relatively straightforward. **Appointment Availability** was mentioned in 12 reviews, 42% of the reviews were positive and 58% were negative. This relates to outpatient department and indicates some patients can't re-schedule appointments promptly or within the time they want to.

There were 34 reviews mentioning **Management**; 76% (n.26) of which were positive and 24% (n.7) were negative, indicating that most patients are happy with hospital management.

## Top Three Sub-Themes for Administration



### Positive Reviews;

“... It is easy to get my appointments, I’ve had no problems whatsoever at the hospital...”

*West Middlesex University Hospital*

“It was excellent, I had a procedure done and I came to see my doctor. I got a phone call from the hospital asking me to come early and a few hours later I was sent home...”

*West Middlesex University Hospital*

“They send me the times for my appointments and when I come here it is good...”

*Hammersmith Hospital (Cardiology)*

### Negative Reviews;

“I had an appointment to check my stomach and when I went there they forgot about me...they said they are going to book another appointment but they still haven’t.”

*West Middlesex University Hospital*

“It has been over 5 months since I was referred here and my appointment is scheduled in March. They keep on making mistakes with booking my appointments. When I called in, there was nothing on their system.”

*West Middlesex University Hospital*

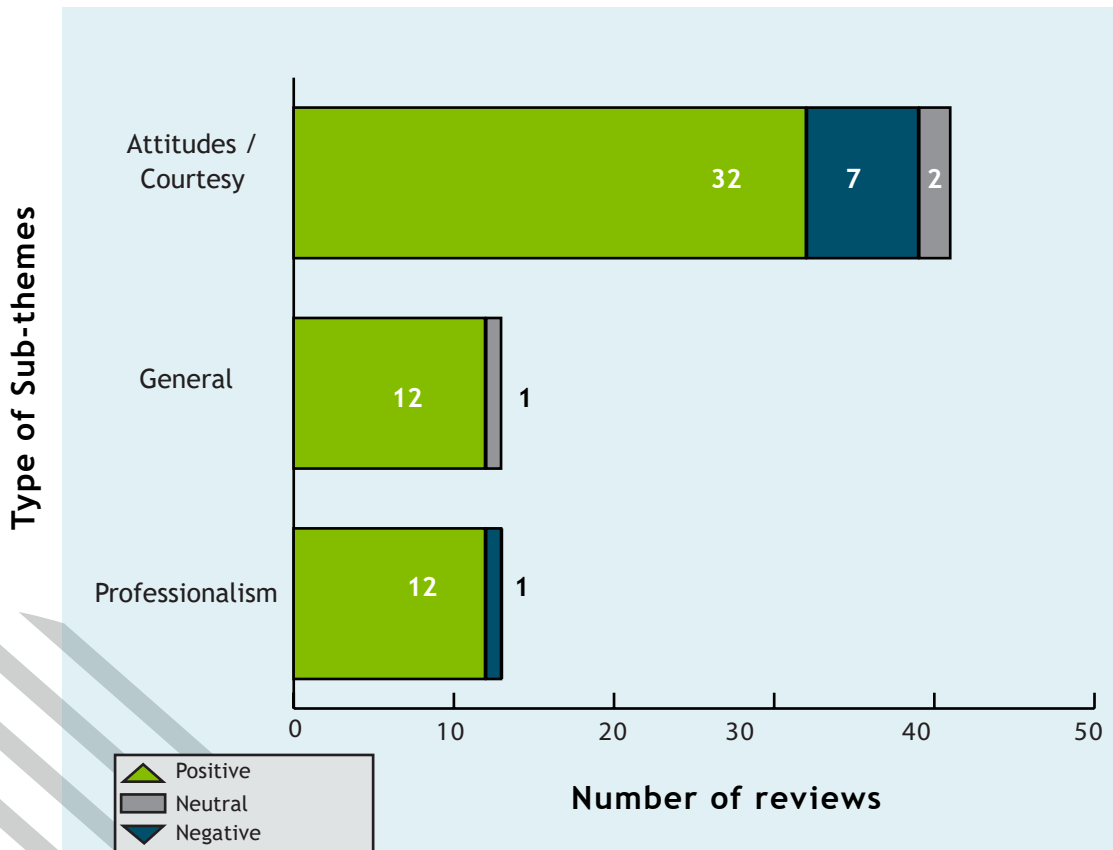


# Themes/ Sub-themes & Trends for Hospitals

**Staff theme** at the hospital was another popular theme, it was mentioned in 78 patient reviews. Similarly to the last quarter this theme attracted largely positive reviews with 78% (n.61), 16% (n.13) were negative reviews and 6% (n.4) neutral reviews.

The chart below presents a breakdown of the sub-themes for **Staff**. **Attitudes/Courtesy** of the staff were the most frequently mentioned sub-theme. The comments were mainly positive with 78%. In addition, comments about the staff in **General** and **Professionalism** were overwhelmingly good with 92% of the comments being positive.

## Top Three Sub-themes for Staff



### Positive Reviews;

“...The staff were perfect, they were constantly checking up on me and asking how I was feeling.”

*West Middlesex University Hospital*

“...The doctor and nurses do a great job. They will listen and examine you adequately.”

*Hounslow Urgent Care Centre (West Middlesex Hospital)*

“...The nurses and doctors were all caring and professional.”

*West Middlesex University Hospital*

“I had my regular visit and everything was good, the staff were very nice and helpful...”

*West Middlesex University Hospital (ENT)*

“Everyone working at West Mid Hospital is highly professional... all good teamwork and although everyone is working under pressure, they all give 100%. They should be proud of themselves.”

*West Middlesex University Hospital*

### Negative Reviews;

“...Not enough staff and probably not enough money neither...”

*West Middlesex University Hospital (Endoscopy)*

“...They need some training with the staff, they can be rude sometimes, so they need to learn to speak politely to the patients.”

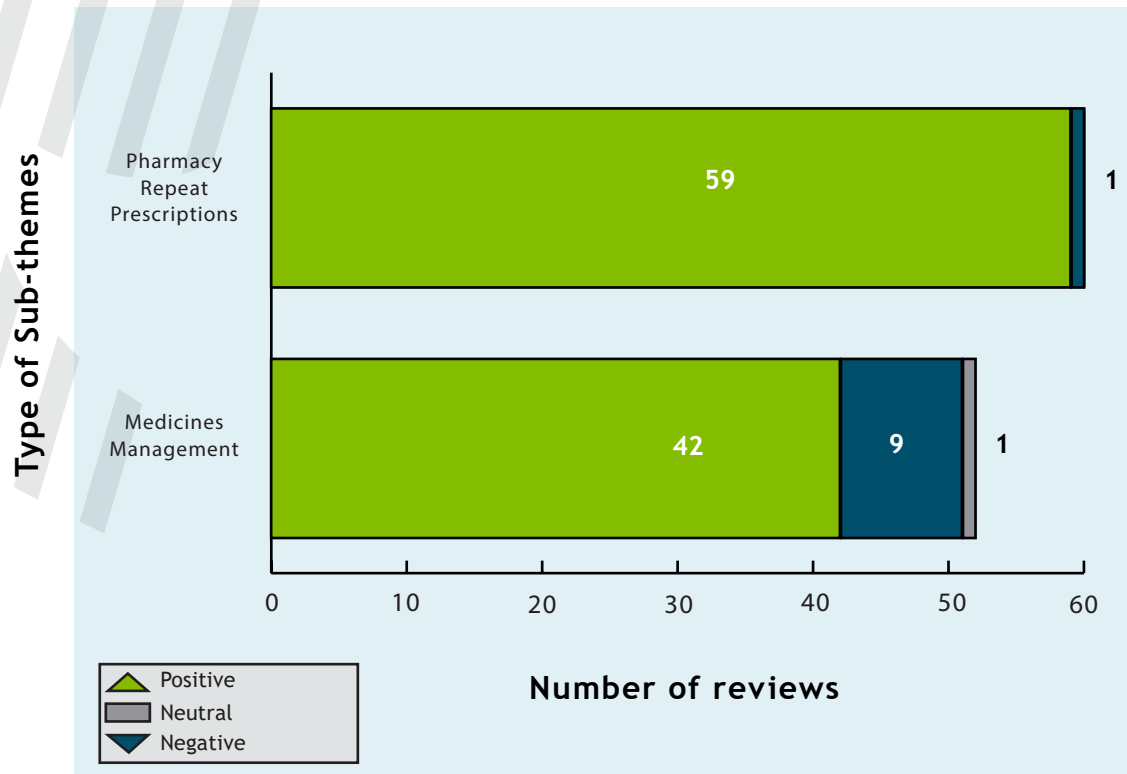
*West Middlesex University Hospital*

# Themes/ Sub-themes & Trends for Pharmacy

The chart below presents a breakdown of the sub-theme for **Medication**. Overall 115 reviews had mentioned **Medication**, of which 90% (n.103) were positive, 9.5% (n.11) were negative and 0.5% (n.1) were neutral.

**Medicines Management** and **Pharmacy Repeat Prescriptions** were the most mentioned of the sub-themes. Most of the feedback was positive, with 81% (n.42) and 98%(n.59) respectively. We have collected more pharmacy reviews this quarter compared to the last quarter and the comments remain largely positive.

## Top Two Sub-Themes for Medication



### Positive Reviews;

“They are very consistent. I’ve had no problems, they collect my prescriptions from my GP and they deliver them to me.”  
*Riverside Pharmacy*

“They are very good, I can phone them about my prescription and when I get there it’s ready...”  
*Jade Pharmacy*

“Whenever I need my repeat prescription I get it from them. Sometimes it is less than 48 hours and they send me reminders for my prescription reviews, which is handy especially when you’re as old as I am.”  
*Alisha Pharmacy*

### Negative Reviews;

“They have little stock and are slow.”  
*Boots (Hounslow High Street)*

“It is not so good, they take a long time to deliver medicines.”  
*Medico Pharmacy*

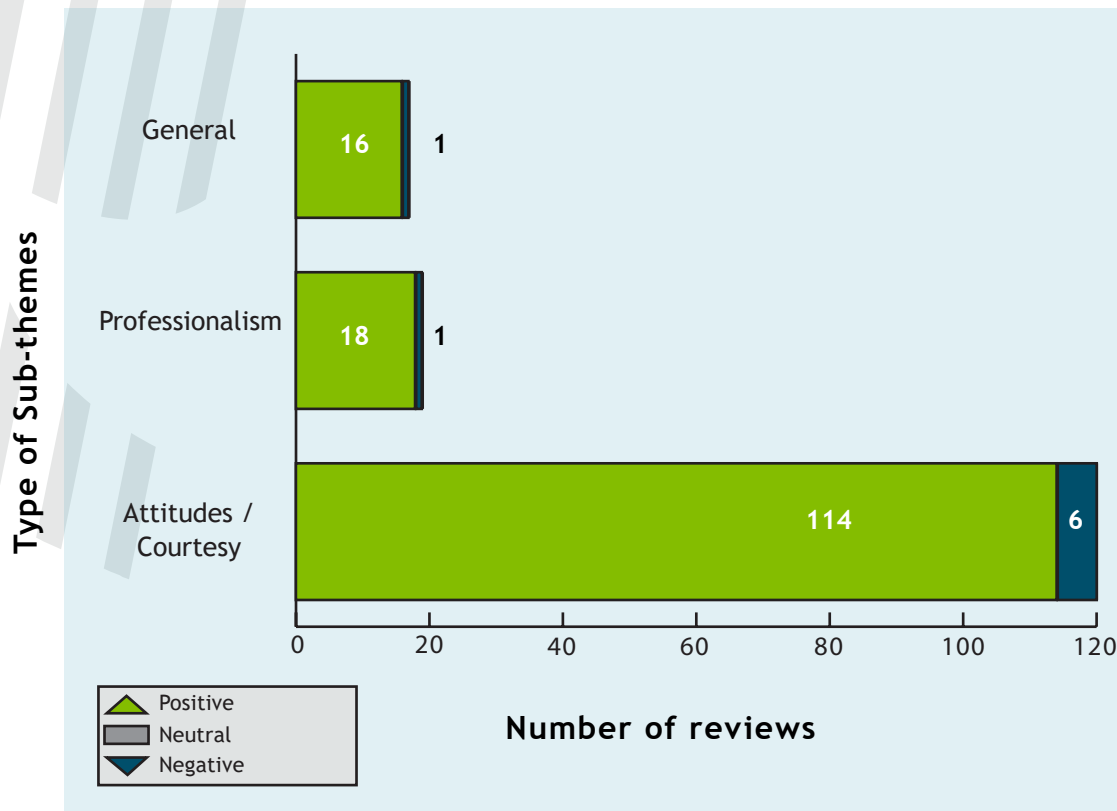
“I was given the wrong medications. Not happy.”  
*Brent Pharmacy*

The chart below shows the sub-themes for reviews mentioning the **Staff**.

163 of the comments mentioned **Staff**, 91% (n.148) were positive and 9% (n.15) negative.

**General**, **Professionalism** and **Attitudes/Courtesy** sub-themes had most of the reviews. As seen below, the reviews were largely positive, this is very similar to the previous quarter, with **General** and **Professionalism** sub-themes received 94% positive comments and **Attitude** 95% positive comments.

## Top Two Sub-themes for Staff



### Positive Reviews;

“They are really friendly...They also give advice when you need help which is quite good.”  
*B A Williams Chemist*

“I have been using this pharmacy for 20 years. The pharmacist knows me well and he is very friendly.”  
*Osterley Park Pharmacy*

“They are friendly and I do not wait very long. They help with my queries.”  
*Bedford Park Pharmacy*

“The staff are polite and they manage my prescriptions well.”  
*Boots (Hounslow High Street)*

### Negative Reviews;

“The staff are not helpful and professional.”  
*Bath Road Pharmacy*

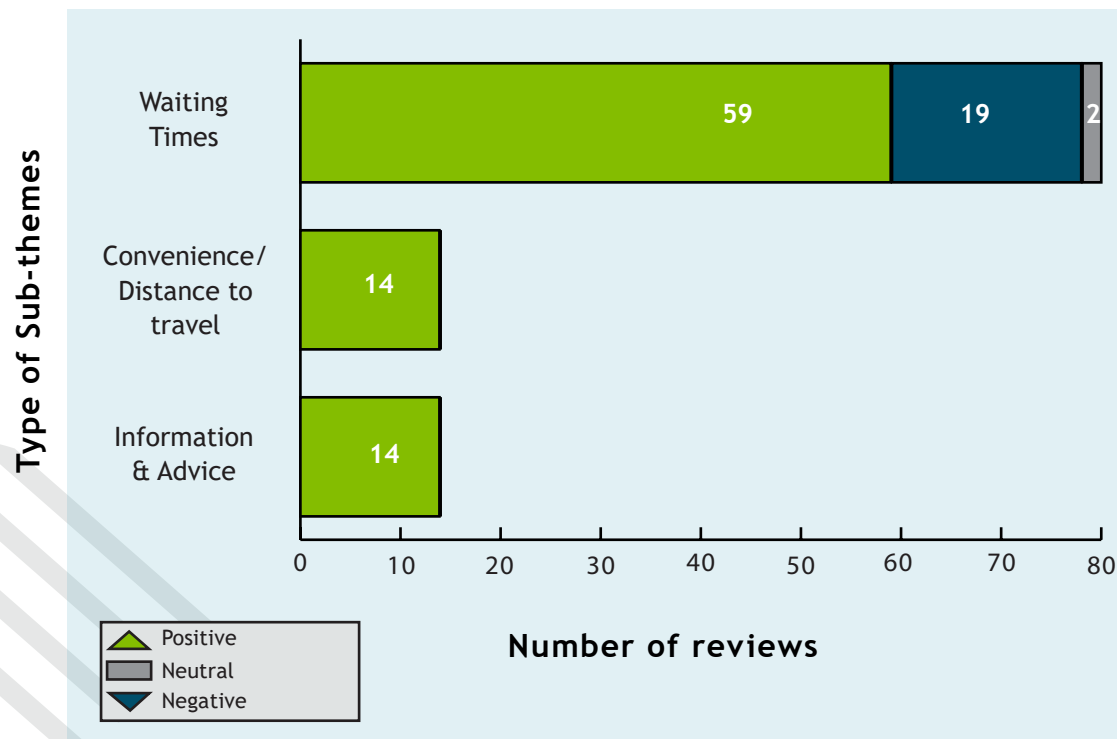
“The staff are not so polite.”  
*Asda’s In store Pharmacy*

# Themes/ Sub-themes & Trends for Pharmacy

The chart below shows the sub-theme for **Access to Services**. 114 of the comment mentioned **Access to Services** of which 79% (n.90) were positive, 18% (n.21) were negative and 3% (n.3) were neutral.

**Information & Advice, Waiting Times and Convenience/Distance to Travel** were the sub-themes that received most of the feedback. The chart below illustrates a breakdown of the three sub-themes; **Information & Advice** had 100% positive comments, **Convenience/Distance** also had 100% positive comments. However, **Waiting Times** had 74% positive comments (n.59), 24% negative comments (n.19) and 2% neutral comments (n.2).

## Top three Sub-themes for Access to services



### Positive Reviews;

“They are very nice and pretty quick.”  
*Maswell Park Pharmacy*

“I’ve had no problems, I do not have to wait long...”  
*Morisson’s In Store Pharmacy*

“Just outside my house and very convenient to get medicine on time.”  
*Campbell’s Chemist*

“You don’t have to wait around for too long...”  
*Azchem Pharmacists*

“They spend a lot of time helping to sort out my issues and they phone my GP if they have to, nothing seems too much for them.”  
*Harb’s Pharmacy*

### Negative Reviews;

“Waiting time is too long.”  
*Herbert and Herbert (106 Staines Road)*

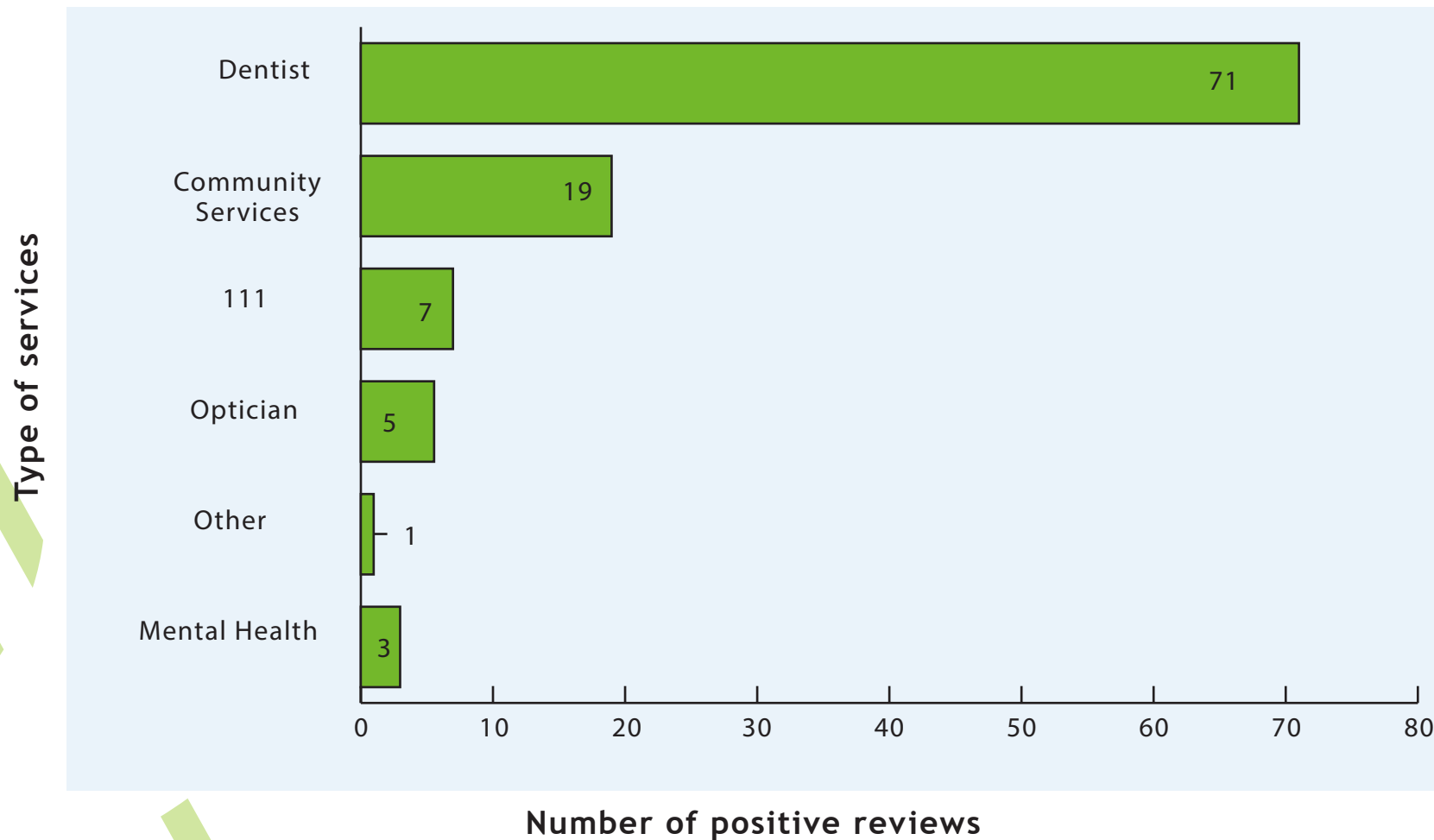
“They are ok but not very quick.”  
*Boots Hounslow High Street*



# 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.

January - February - March





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## Dentist

“They have friendly and professional staff. I’ve always been treated in the best way...so happy I found this practice.”  
**Wellesley Dental Practice**

“I think they are good, they don’t do the thing that isn’t necessary, and I trust them. They seem to be making my teeth quite well. I’ll recommend the dentist to everyone.”  
**Strand on the Green Dentist.**

“They always see me on time and the dentist is first class. She gives you time to explain, I’m really satisfied with the service.”  
**The Ivory Clinic**

“I have a new dentist now, after the old one left. I have only been once since the change and their service is getting more expensive now. The receptionist there is really good, she is very dedicated. It is easy to get my appointment, there isn’t much of a wait, they are very efficient with the timing.”  
**Albany Dental**

“I have been with them for 3 years and I am very happy, they have great dentists and the receptionists are very nice. I can get an appointment easily.”  
**Feltham Dental Care**

“It’s excellent. I have been with them for a very long time, I am very happy with the treatment. It’s not a problem to book an appointment.”  
**Vicarage Farm Dental Care**

“I’ve been a patient here for probably 25 years and the dentist have changed in that time but they are still good. It is easy to get my appointment with them, I see the hygienist every 6 months and the dentist once a year. I’m seen to straight away.”  
**Smilecare Dental Clinic**

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## Community Services

“I go there when I have an appointment and it has been good because at the end of each appointment they tell you if there is any problem.”

*North West London Diabetic Eye Screening Programme*

“They are good but you never get to see the same person. It is easy to get an appointment with them, the waiting depends but it isn’t too bad. You wait for about 20 minutes. I do not have much contact with the staff but the receptionist is good.”

*Hounslow and Richmond Community Healthcare (Health Visitor)*

“There are well organised and you are seen on the same day when you go there. The waiting time can be long sometimes.”

*Sexual Health Hounslow*

“I go there to do things like exercises that help with my problems. They are excellent with the care, they treat you really good and my wife also comes here for carers meetings. The care was so good it helped me start walking, even though the doctors weren’t confident I would. They have referred me to other services also, it was reassuring to know that you’re not alone and I get to socialise with others here as well.”

*Integrated Neurological Services (INS)*



## Other

“I rang them regarding my baby, they gave me advice to go to an out of hours doctor and it was fine.”

*NHS 111*

“They are good at getting an ambulance for you. People should ring them instead, as you’re more likely to get an ambulance.”

*NHS 111*

“I dialled them because I was feeling unwell, they referred me to the hospital and it was smooth, I was seen to within an hour of arrival at the hospital.”

*NHS 111*

“For me being a new parent they reassured and supported me. They make sure to triple check on you when something is wrong, for me they sent me to the GP for extra checks, which is why I’m at my GP today.”

*NHS 111*



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## Opticians

“They changed management a couple of years ago and I preferred my old optician who retired, but the new one I see is good. Getting my appointment is easy and they will see you urgently if you need it. You get seen on time, the staff are good and very helpful.”

*Sherman Opticians*

“I get seen quickly and they seem to be quite thorough. The lenses I got from them has been good so far. It works just fine.”

*Specsavers Opticians (Chiswick)*

“They are very good I have been with them for 10 years.”

*Ronald Brown Opticians*

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## Mental Health

“They were excellent when I came here, I was there on a referral from my GP. I had 1 to 1 session for CBT and it was really good, I wish could do it again.”

*Hounslow IAPT*

“The therapist I see is really up to the job. I got the counselling pretty quickly after asking for it. It was easy to get the appointment and I come in every week at the same time which is great. They are generally on time or within 5 minutes late.”

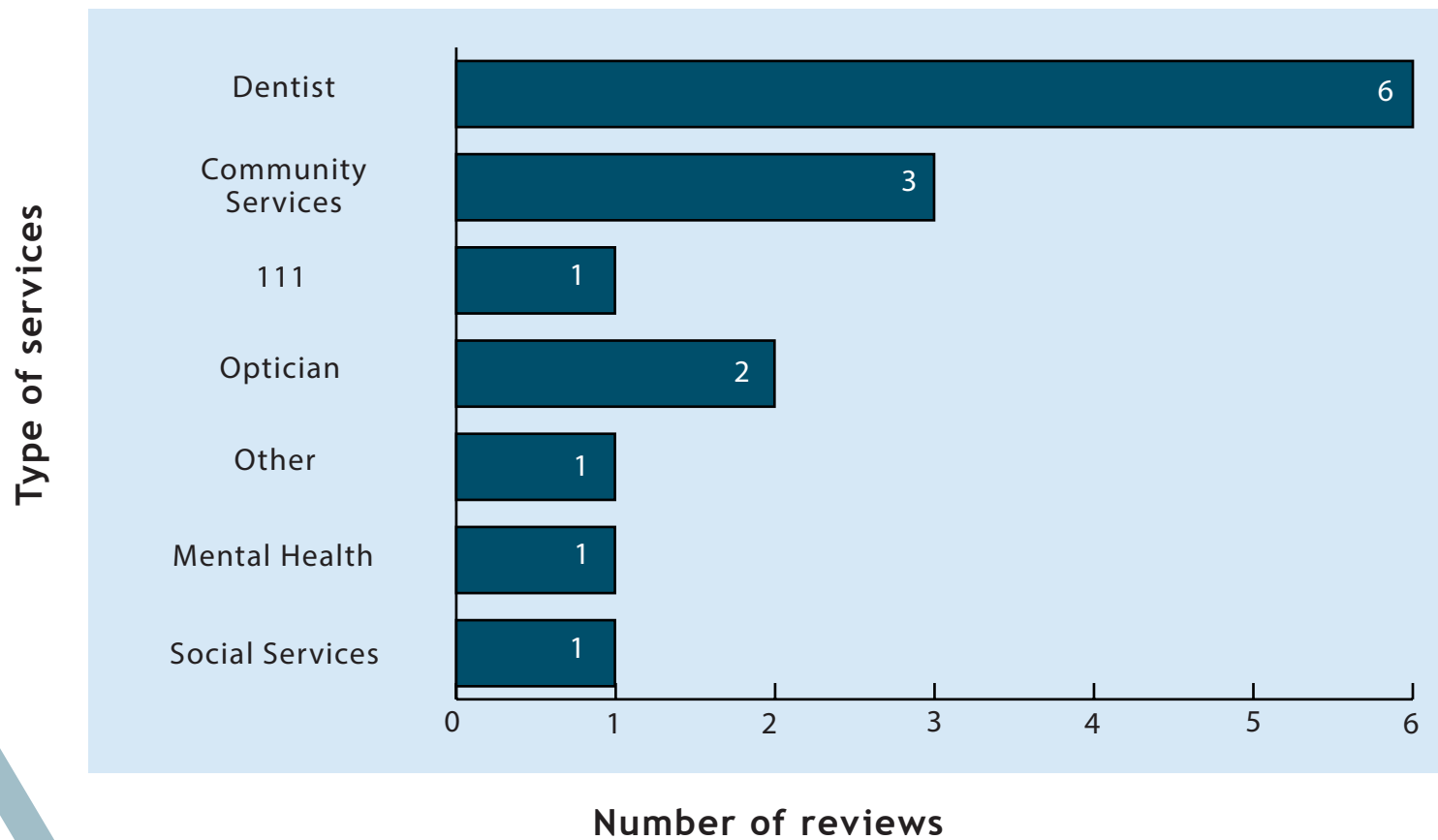
*Hounslow IAPT*

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# 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.

January - February - March





## Dentist

“They are not helping with my wisdom teeth, it’s like they don’t care and want me to deal with this pain, they even removed my friend’s wisdom tooth, but I don’t know why they refused me.”

*Oakleigh House Dental Practice*

“My son had an appointment to have a band 2 cleaning and he was charged more than he was supposed to. I had the same band done somewhere else and payed the normal price. I spoke to the receptionist and she would not have any of it. The staff were rude and would not listen.”

*Vicarage Farm Dental Centre*

“I don’t like dentists, I only go when I need to, They’re alright the limited times I visit”

*The Smile Studios Limited*



## Community services

“I’ve had appointments at West Mid hospital and at the health centre in Brentford. It was initially not great because I did not see a properly qualified person the first few sessions but when that was sorted out it was fine. The waiting to be seen was not long.”

*Hounslow and Richmond Community Healthcare (Physiotherapy)*

“I was very disappointed, I got seen to quickly but I have just prescribed a cream. I do not think the consultant was very interested in care.”

*Community Outpatients (Hounslow Community Dermatology Service)*

“It wasn’t as good as the private care for the same issue I’ve had in the past but it was okay. Also it seems a bit messy, disorganised and it wasn’t tidy. The podiatrist was fine and the treatment was good but the product I was prescribed wasn’t good, considering I have to wear it all the time, so I had to go private to get something better.”

*Hounslow and Richmond Community Healthcare*





## Other

“I don’t use them anymore because the last time they said they were going to call me but they did not.”  
*NHS 111*

“I haven’t had any real problems at all with any practices. The only problem is the resources available and the administration, like referrals. It is much better if you go private when you want a referral for example.”  
*Services in General*



## Opticians

“Good but it takes a a long time, they don’t send messages about the prescription.”  
*Boots Opticians (Hounslow High St)*

“It initially took a while to get an appointment with at the clinic. When I finally got the appointment I had to wait for 2 hours to get seen by the nurse and then I had to wait longer to see the doctor. The follow-up appointment was just as bad.”

*Sherman Opticians*



## Social Care

“I was harassed by two social worker in Nov 2018 in my property...”  
*Hounslow Social Services*



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## Mental Health

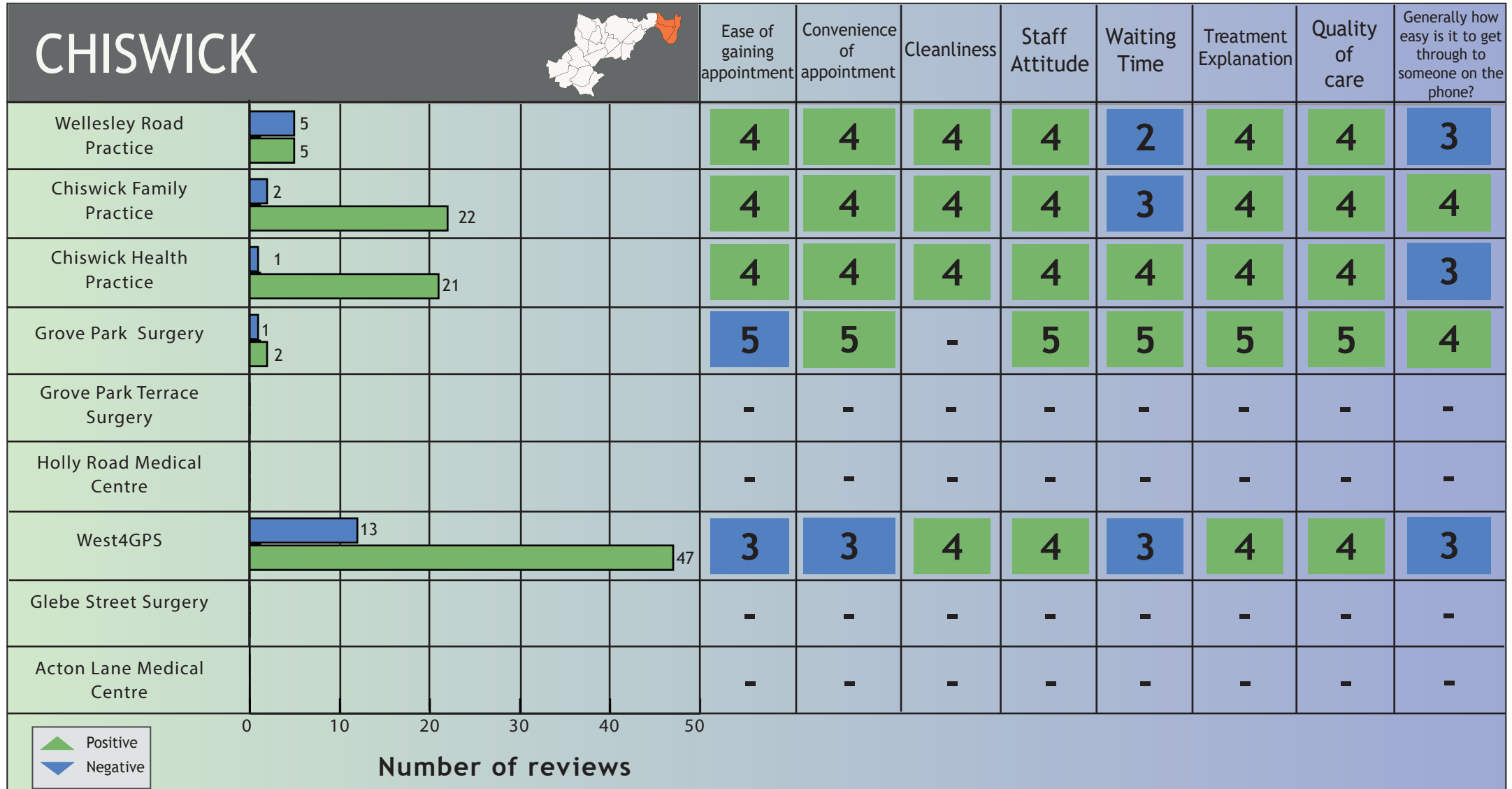
“Really poor service! People talk today about how help ‘is out there’ that certainly isn’t the case and it’s no wonder more and more people commit suicide. The help and understanding from these people is absolutely terrible. I’ve had some deep underlying mental health problems, and they thought the answer to this would be to throw me into a CBT course with a room full of people talking about silly things like how you would feel after an argument with your partner or how you would feel about running late and having to walk into a room full of strangers. Quite clearly my problems are far more extreme than this!...”

**Hounslow IAPT**

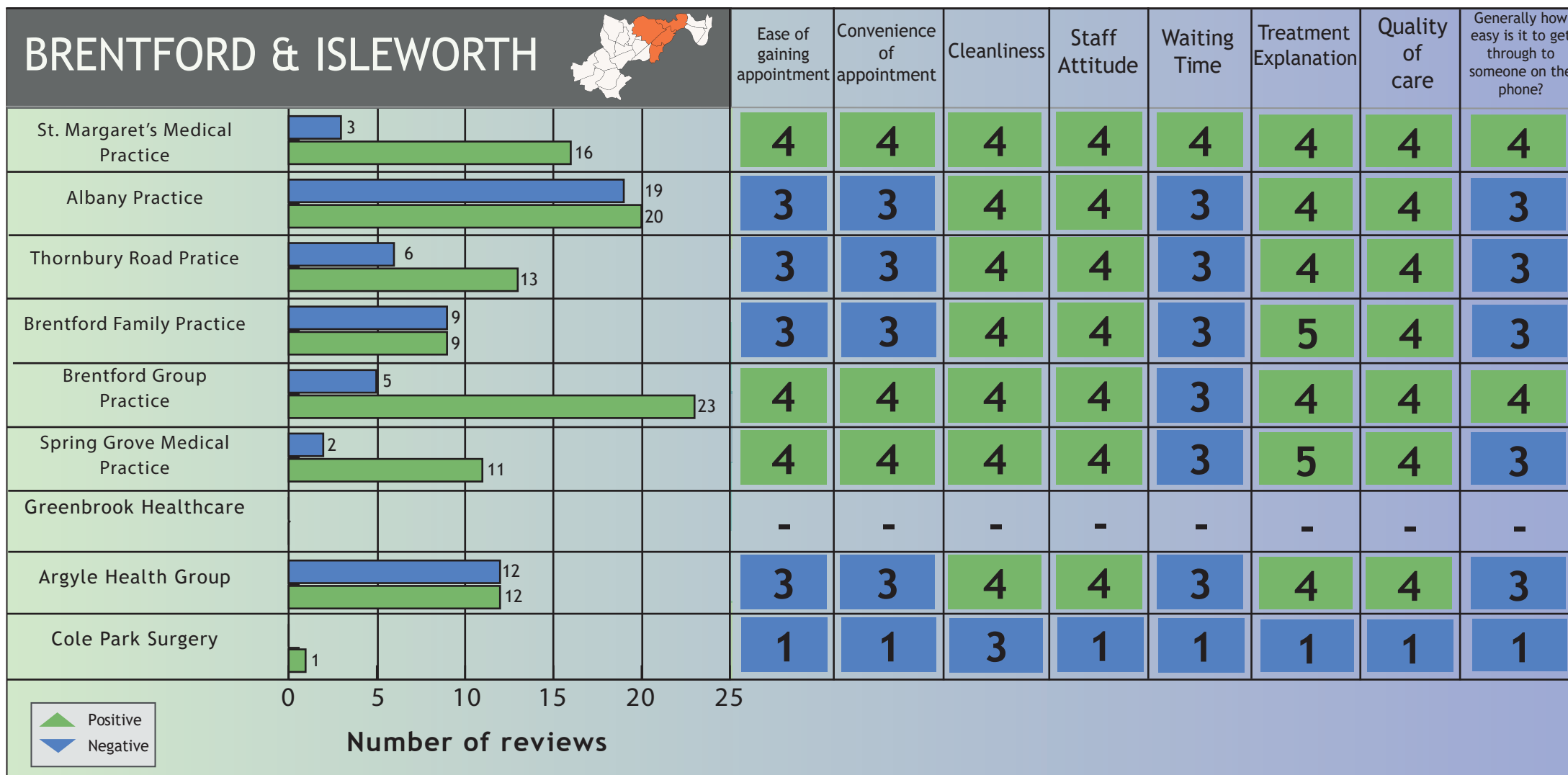
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# Locality Specific GP Reviews

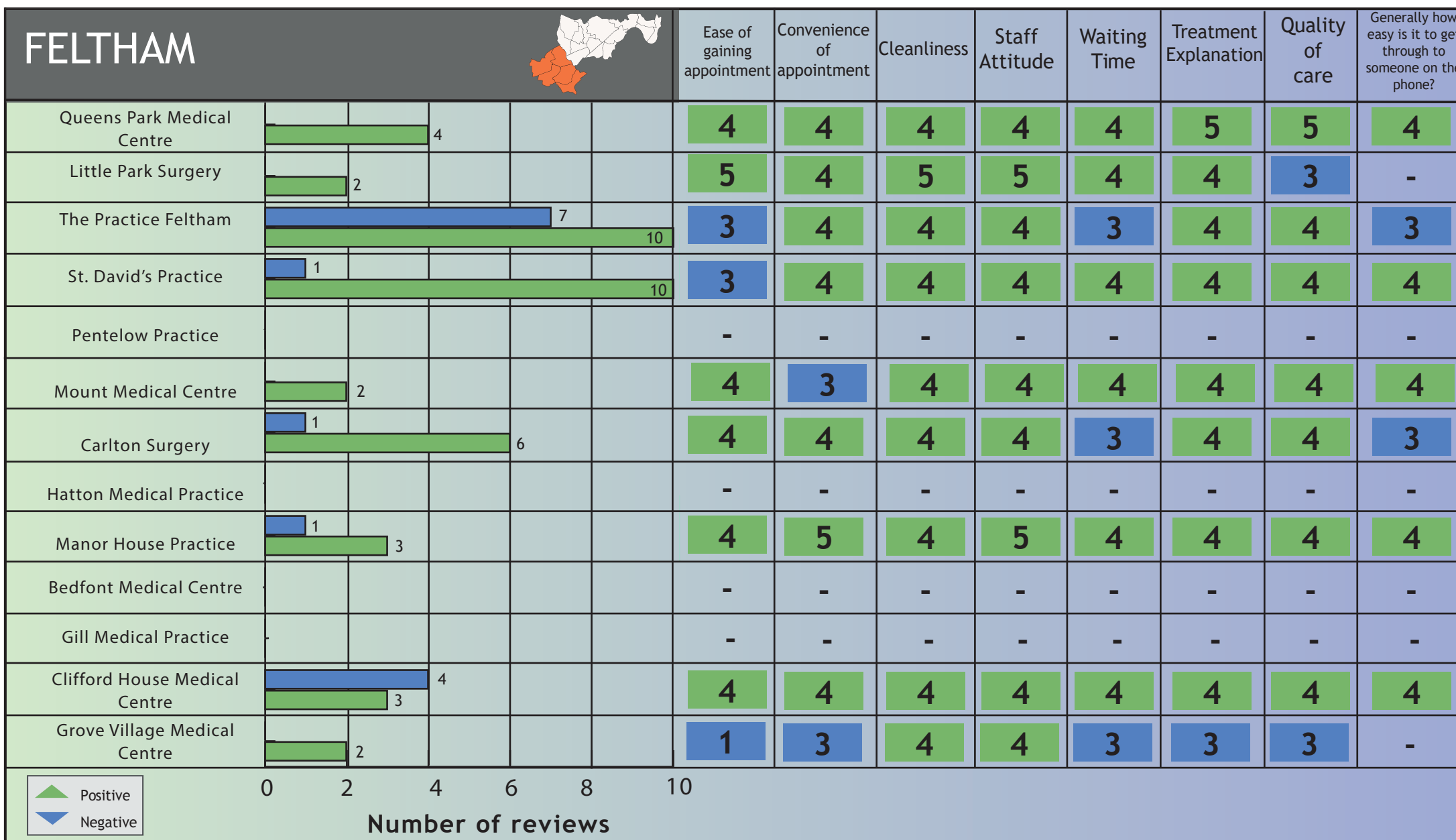
These bar charts show the number of negative and positive reviews for each surgery based on an overall star rating. The data on the right hand side reflects the average star rating out of 5\* given by patients to assess a number of additional specific areas, such as ease of gaining an appointment, waiting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



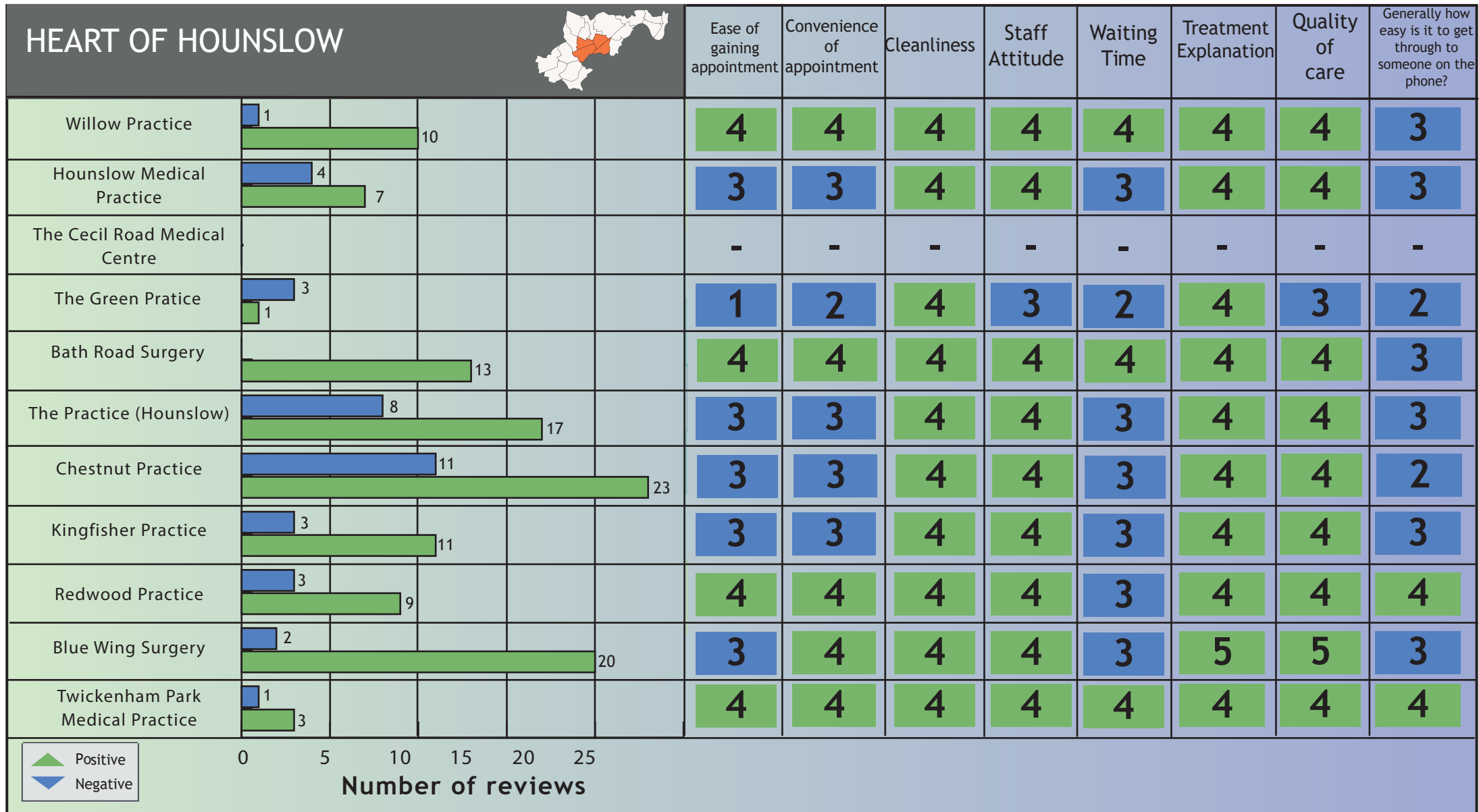
# Locality Specific GP Reviews



# Locality Specific GP Reviews

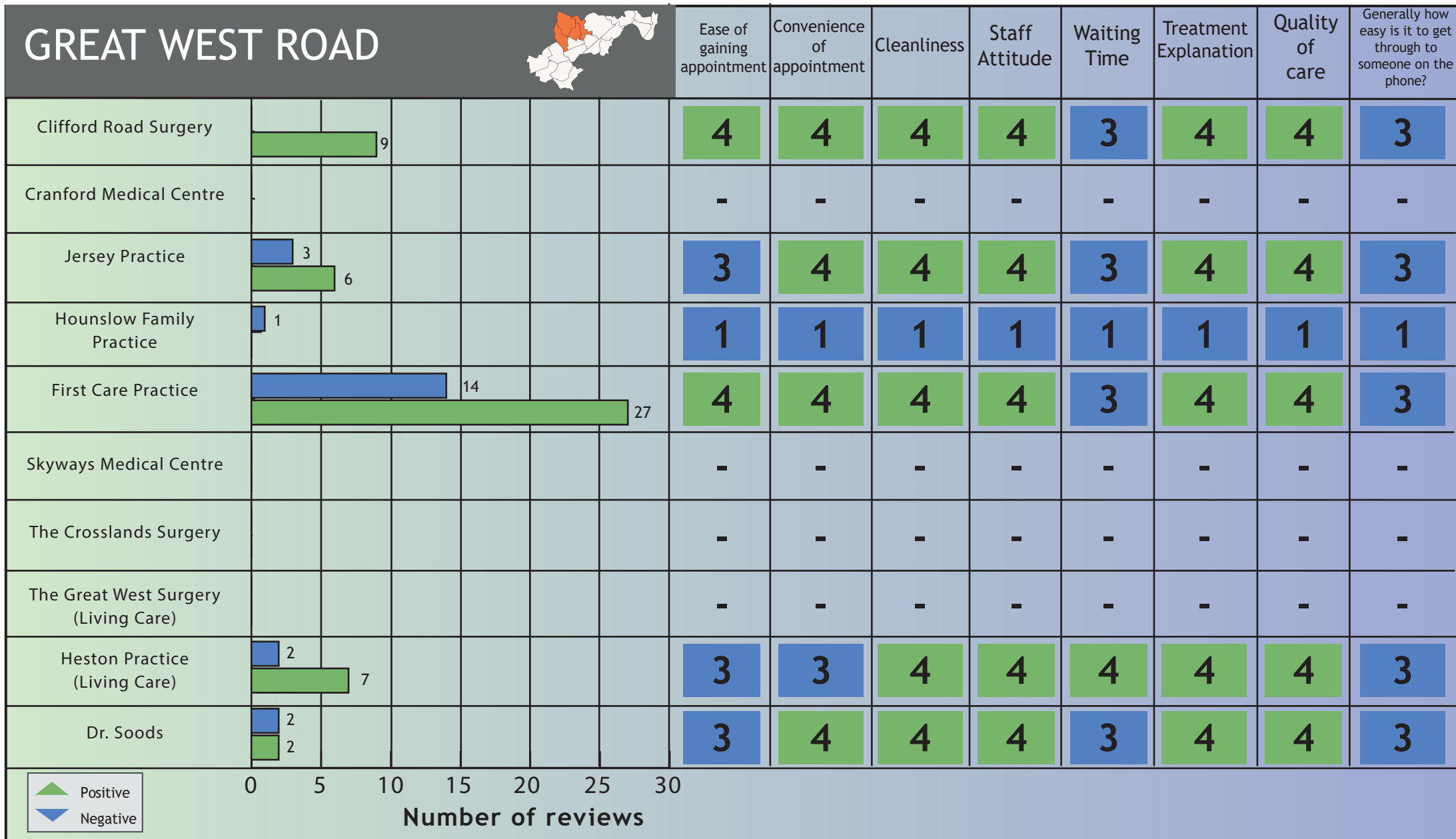


# Locality Specific GP Reviews



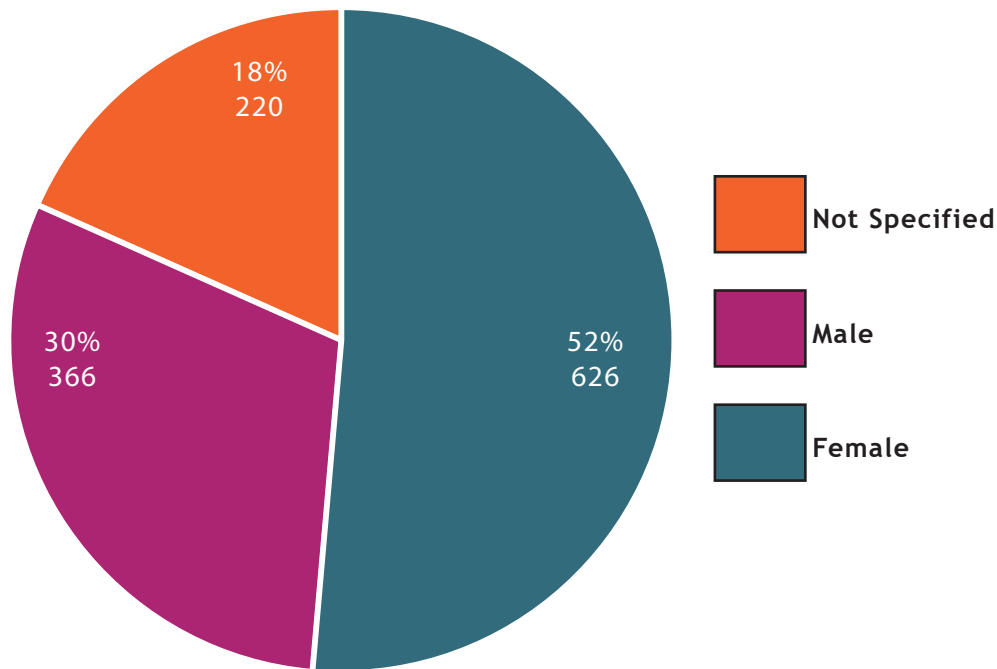


# Locality Specific GP Reviews



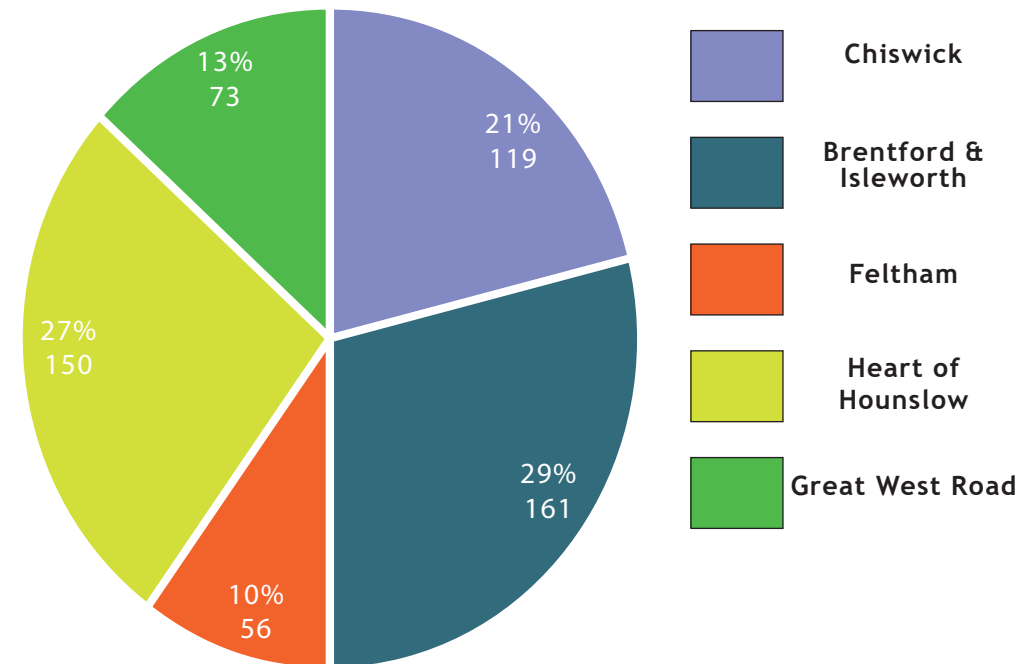
# Demographic Information (January-March)

The pie chart below shows the number of reviews received by gender from January - March 2019. The majority of the reviews received this quarter were from women with 52% (626) and 30% of reviews from men.



**Gender**

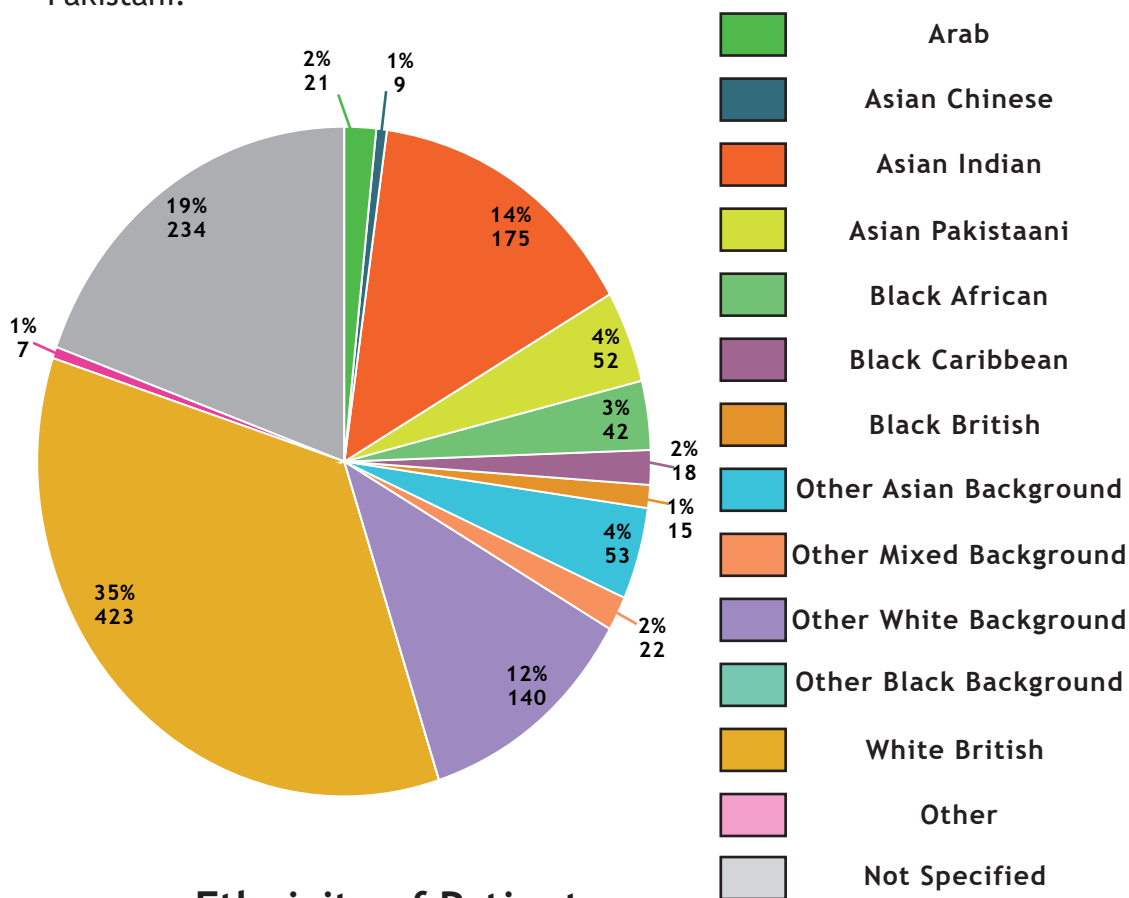
During this quarter we were able to visit a number GP surgeries in each locality with the highest number of the reviews being received from Brentford and Isleworth 29% (n.161) and Heart of Hounslow 27% (n.150). We also received considerably more reviews from Great West Road 13% (n.73) compared to last Q3 (n.33). We will continue to aim to collect patient feedback more evenly in each locality.



**Number of GP Reviews per Locality Area**

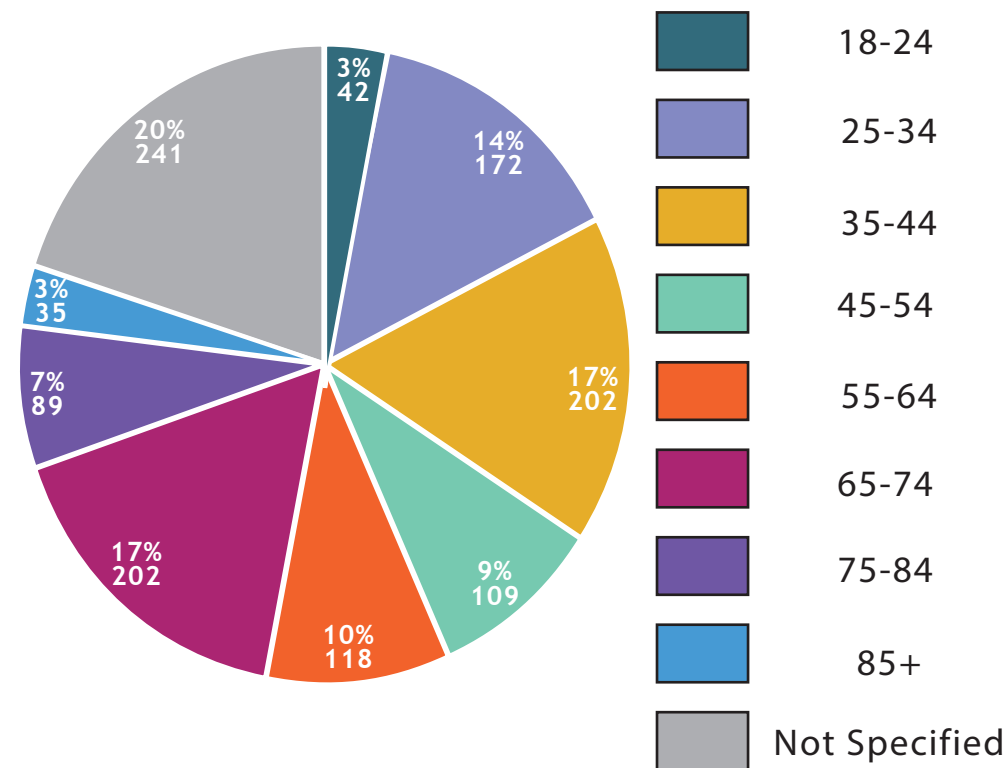
# Demographic Information (January-March)

In terms of ethnicity, excluding the 19% (n.234) who did not to specify their ethnicity, the largest proportion of feedback received this quarter was from people who identified as White British, 35% (423); 14% (175) was from people who identified as Asian Indian and Other White Background 12% (140); 4% (53) from people who identified as Other Asian background; and 4% (52) was from those identifying as Asian Pakistani.



Ethnicity of Patients

The pie chart below shows the age breakdown of reviews received this quarter. Aside from people who preferred not to identify their age 20% (n.241), the majority of the feedback received was from the 35-44 age and 65-74 age groups 17% (202), followed by 14% (172) from 25-34. However, the 85+ and 18-24s groups supplied fewest number of reviews with 3% (35) (42) respectively.



Age of Patients

# Conclusion

For this quarter we collected 1,212 patient experiences, so we have maintained our target of collecting over 400 reviews every month and due to contributions of our volunteers, who were able to collect large number of experiences. This allowed us to exceed our quarterly target of 1200 patient experience reviews.

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

For this quarter, there are 961 positive reviews and 251 negative reviews. As we saw in the last quarter, 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:

## Positive

86% of comments about Treatment & Care were positive.

84% of comments about Staff were positive.

84% of comments about Medication were positive.

59% of comments about Administration were positive.

## Negative

46% of comments about Access to Services were negative.

40% of comments about Administration were negative.

14% of Comments about Staff were negative.

14% of Comments about Medication were negative.

For a full list of sub-themes see the appendix on pages 43-44.

# Actions, impact and next steps

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

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

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

We are working closely with the CCG and a variety of partners to identify how this intelligence can meaningfully feed into existing commissioning and monitoring mechanisms.

Initial actions identified from presentation and discussion of the previous report (Q3, October - December 2018) include:

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

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

# Appendix - Online Questionnaire

## Leave feedback

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

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

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



Summary of your experience\* (max 45 characters)

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

Tell us more about your experience\*

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

Where do you live? (town/city)

Chiswick, Isleworth, Hounslow...

## Your ratings (select if applicable)

Ease of gaining appointment



Convenience of appointment



Cleanliness



Staff Attitude



Waiting Time



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>  |