

**PATIENT EXPERIENCE
REPORT 2018
January - March**

Contents

Introduction & Executive Summary	2
Overall Patient Reviews	4
Total Reviews per Service Category	7
Distribution of Positive & Negative Reviews	8
Themes: GPs, Hospital, Dentist & Community Services	9
Positive Reviews: Themes/Trends	13
Negative Reviews: Themes/Trends	22
Locality Specific GP Reviews	28
Quarterly Information	33
Demographic Information	34
Conclusion	36
Action, impact and next steps	37
Appendix	38

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 covered the Q4 period January-March 2018.

Our Patient Experience Officer, supported by a team of volunteers, visits health and social care services daily to talk to and hear from patients, service users, carers and relatives about their experiences of local services. These patient experience comments and reviews are gathered using a standard form (see appendix 1 & 2) which asks for feedback on their overall experience, likelihood to recommend a service, treatment, booking and a number of other areas. We approach every patient, capture their experience in their words and seek consent for their feedback to be published on the Healthwatch Hounslow website, through the Digital Feedback Centre. People can leave their name or comment anonymously. At the end of each service visit the Patient Experience Officer will relay any urgent matters requiring attention to the service manager.

Where patients relay concerns about their treatment we inform them of their rights and the feedback and complaints mechanisms available to them. We also offer for a member of Healthwatch Hounslow staff to call them to discuss the issue in more detail at later date. This may be particularly relevant where a patient does not feel comfortable discussing the issue at that point or in that location. All patients are approached with sensitivity. During our visits, if we observe or hear any safeguarding concerns these are immediately referred to the office and a safeguarding referral made where appropriate.

Whilst we aim to gather patient experience comments and reviews from a representative sample of Hounslow's population we acknowledge that different people use different services at different times in their lives, and some not at all. Whilst all patients are asked for their monitoring information some do not wish to provide this.

Introduction and Executive Summary cont.

The outreach element of our Patient Experience Programme is supplemented by our community engagement work and our website (www.healthwatchhounslow.co.uk), which people may visit independently to provide service feedback and comments. Our questions are uniform across the Digital Feedback Centre as well as the physically collected forms.

This report covers the Quarter 4 period, January-March 2018. During this time, we collected 1,406 reviews, achieving our quarterly target of 1,200 (400 per month). We focussed on extending the number of GP surgeries we visit especially in Feltham, Great West Road and consolidating our visits to existing GPs, community services and outpatient at West Middlesex University Hospital. 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, 1072 (76%) were positive and 334 (24%) 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.

Overall Patient Reviews

The number of patient reviews received for this quarter is 1406. The table below shows a breakdown of the positive and negative patient reviews. (See the appendices for examples of our physical and online questionnaires).

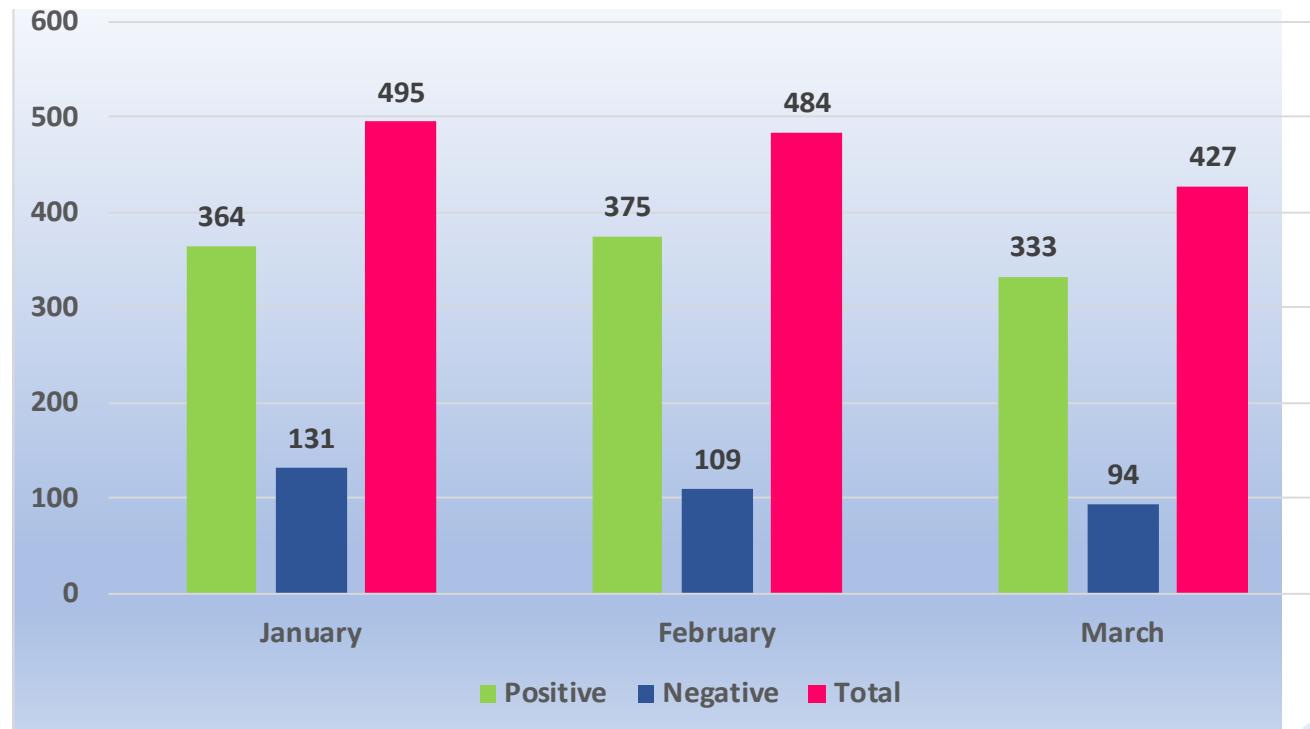
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 3 indicate a negative response*, while star ratings between 4 and 5 indicate a positive response. This quarter 1072 positive responses and 334 negative responses have been recorded.

*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) 
January	131	364
February	109	375
March	94	333
Total	334	1072

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

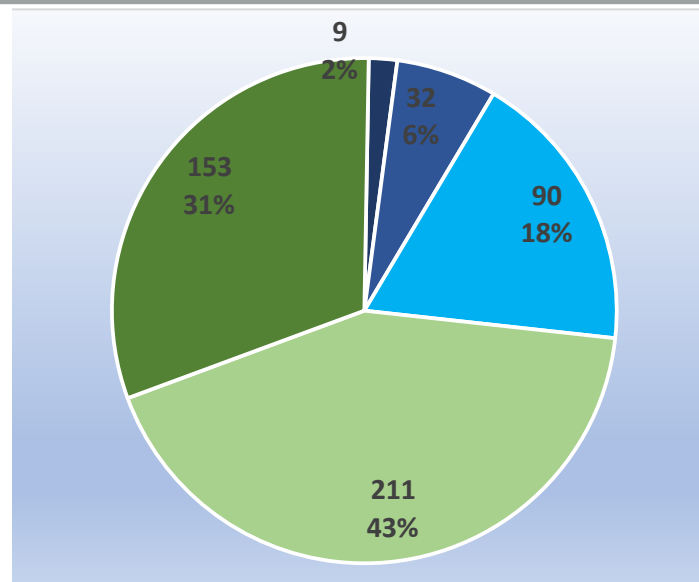
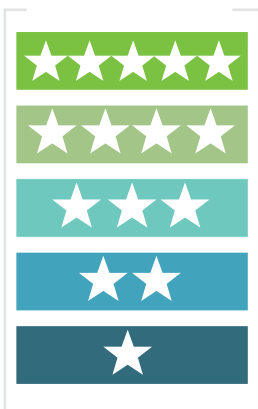
Patient Reviews: Star Ratings

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

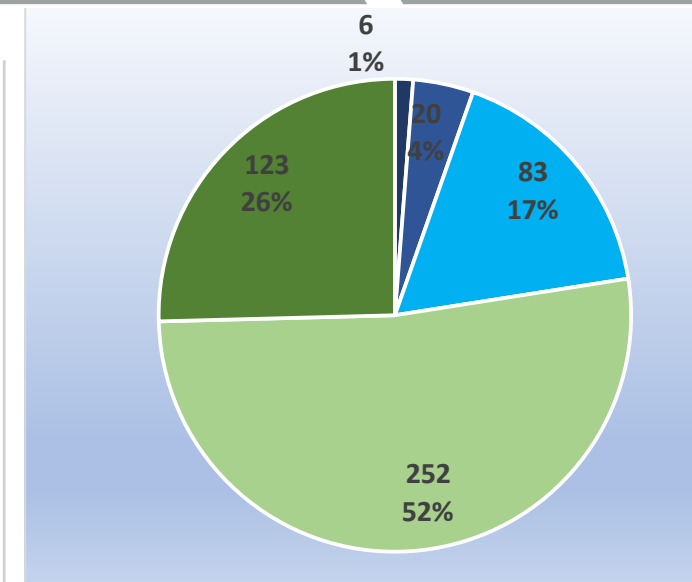
In each month the 4 star rating received the highest proportion of reviews, followed by the 5 star rating.

From January to March the number of 1 & 2 star rating decreased from 8% to 4%, this may be due to winter pressure on services reducing over this time.

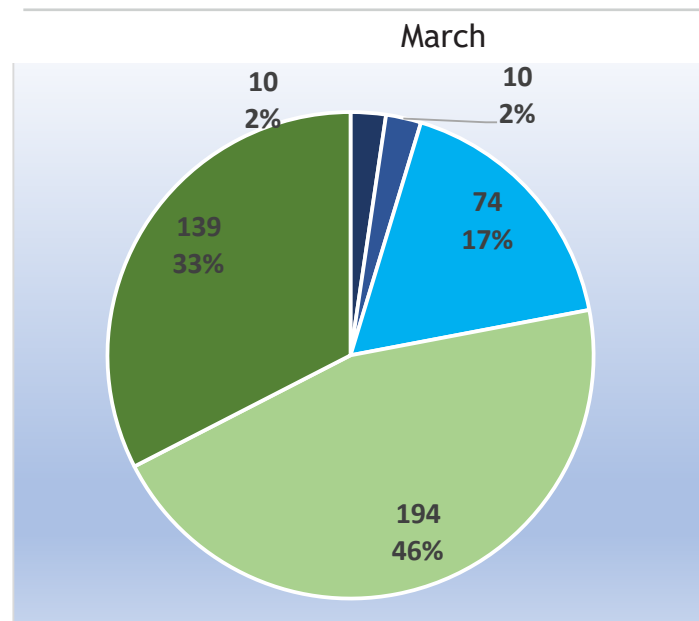
Star Ratings



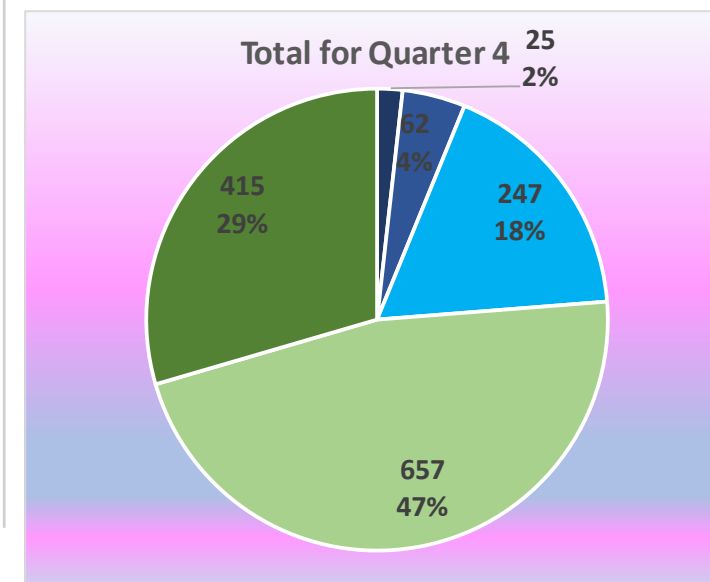
January



February



March



Total for Quarter 4

Total Reviews per Category

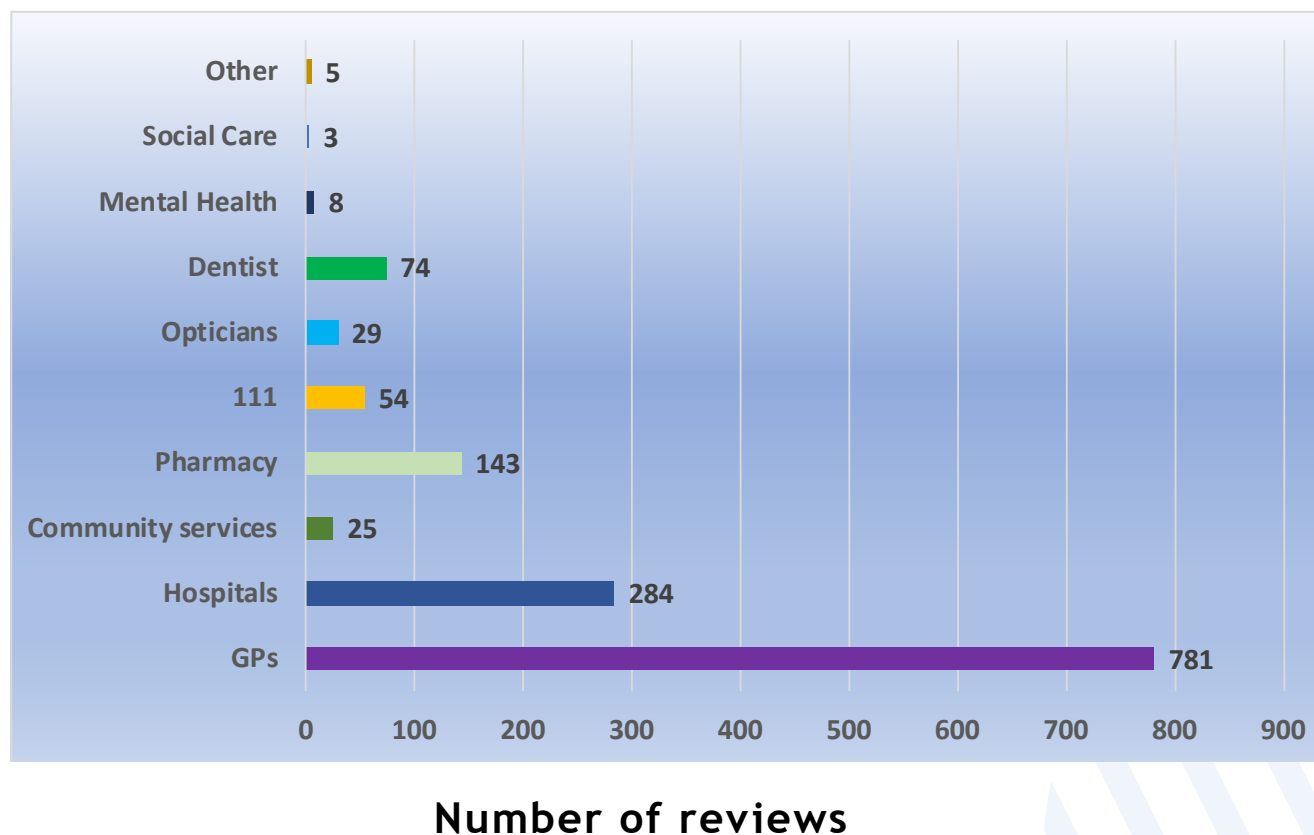
The patient reviews recorded for this quarter cover 9 service type categories, as seen in this chart.

The category with the highest number of reviews recorded is the GP category, followed by the Hospital. During this quarter we focused on increasing the number of GP practices.

For this quarter, we can see an increase in the number of reviews received from Pharmacies, Dental Services, and 111 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.

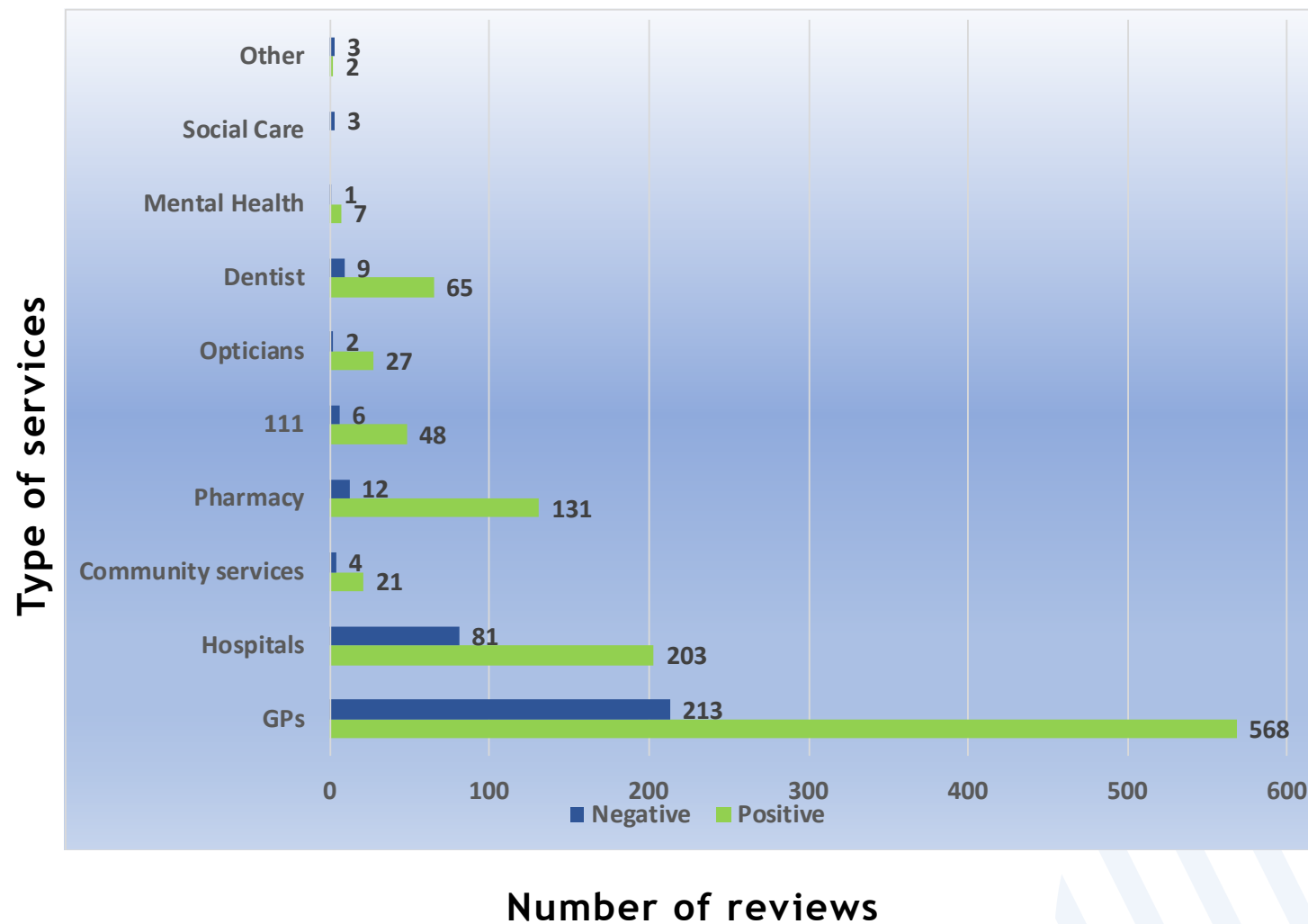
Type of services



Distribution of positive & Negative reviews

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

The 'Pharmacy' category received the highest proportion of positive reviews 92 % followed by 'Dentists' 88%, '111' 88%, 'GPs' 73% and 'Hospitals' 72%.

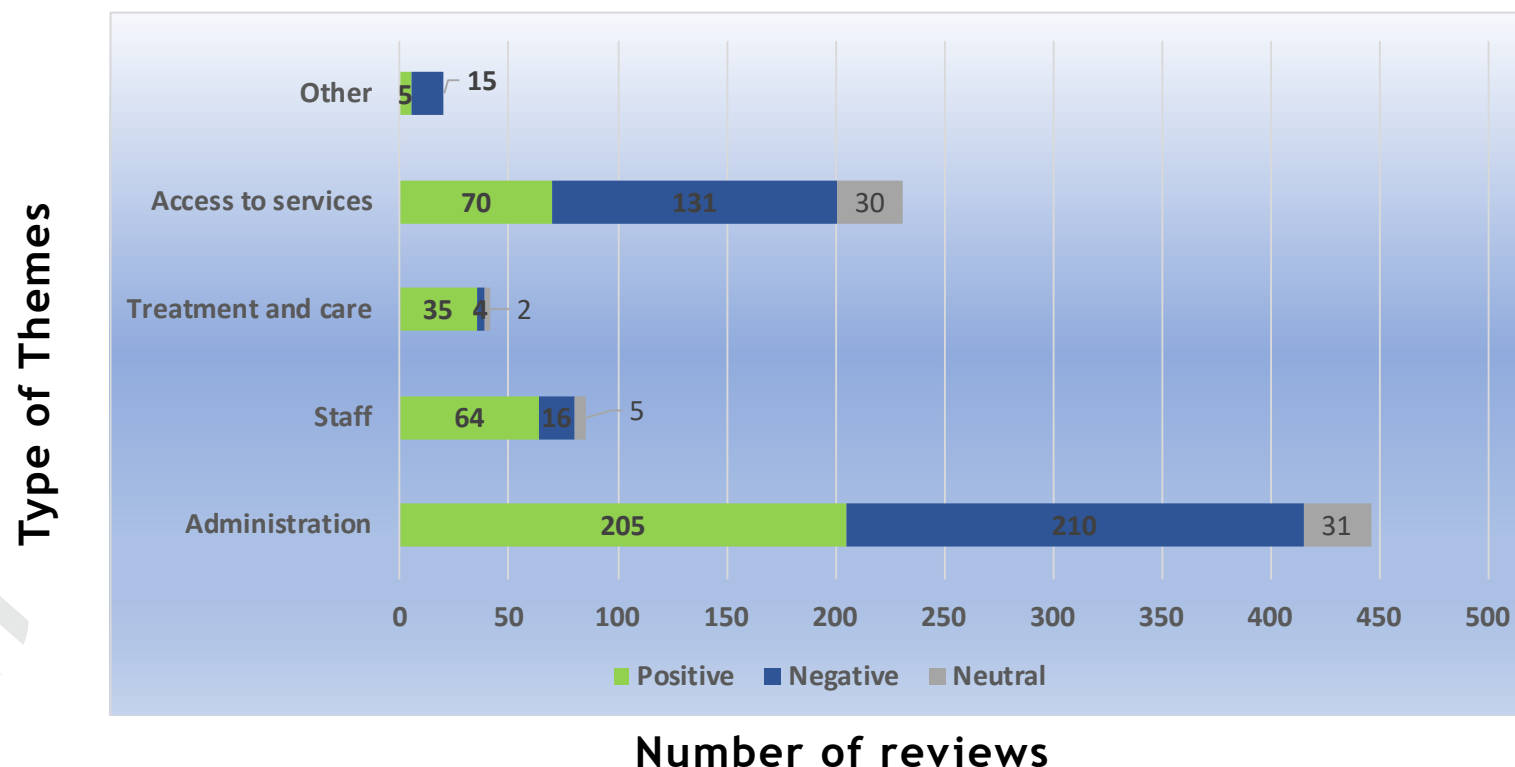


Themes for GPs

This section shows a breakdown of the main themes for those service areas where we received a significant number of reviews. In Q4, these areas are: **GPs, Hospitals, Community Health Services and Pharmacies**. After asking patients for an overall star rating of the service we ask them to “tell us more about your experience”. (See the appendices for examples of our physical and online questionnaires). 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 numbers 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.

The chart below shows that access to GP services received a larger proportion of negative reviews. Administration has a more equal balance between positive and negative reviews. Staff and treatment and care, both received a high proportion of positive feedback.

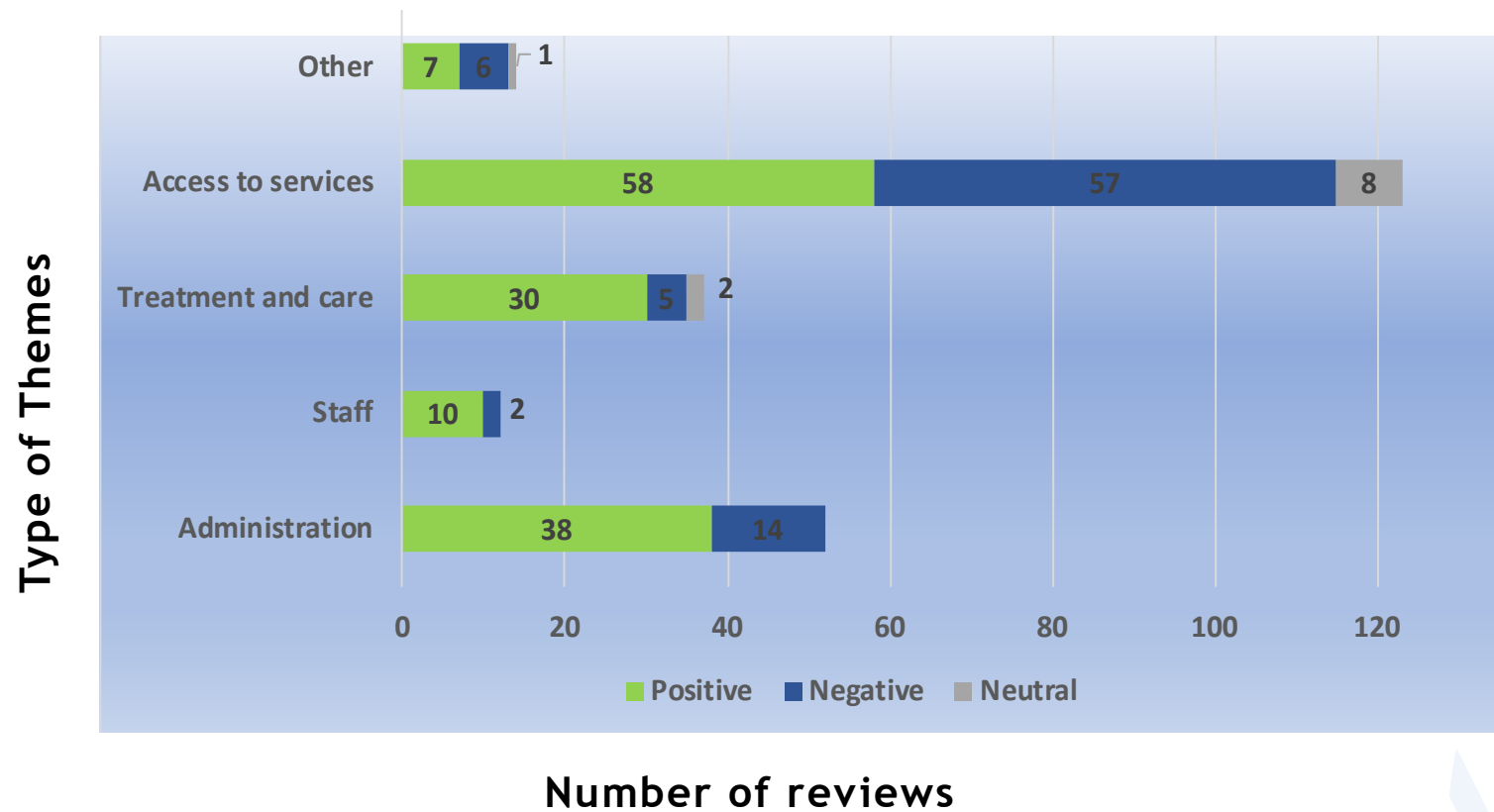
Top five Themes for GPs



Themes for Hospital

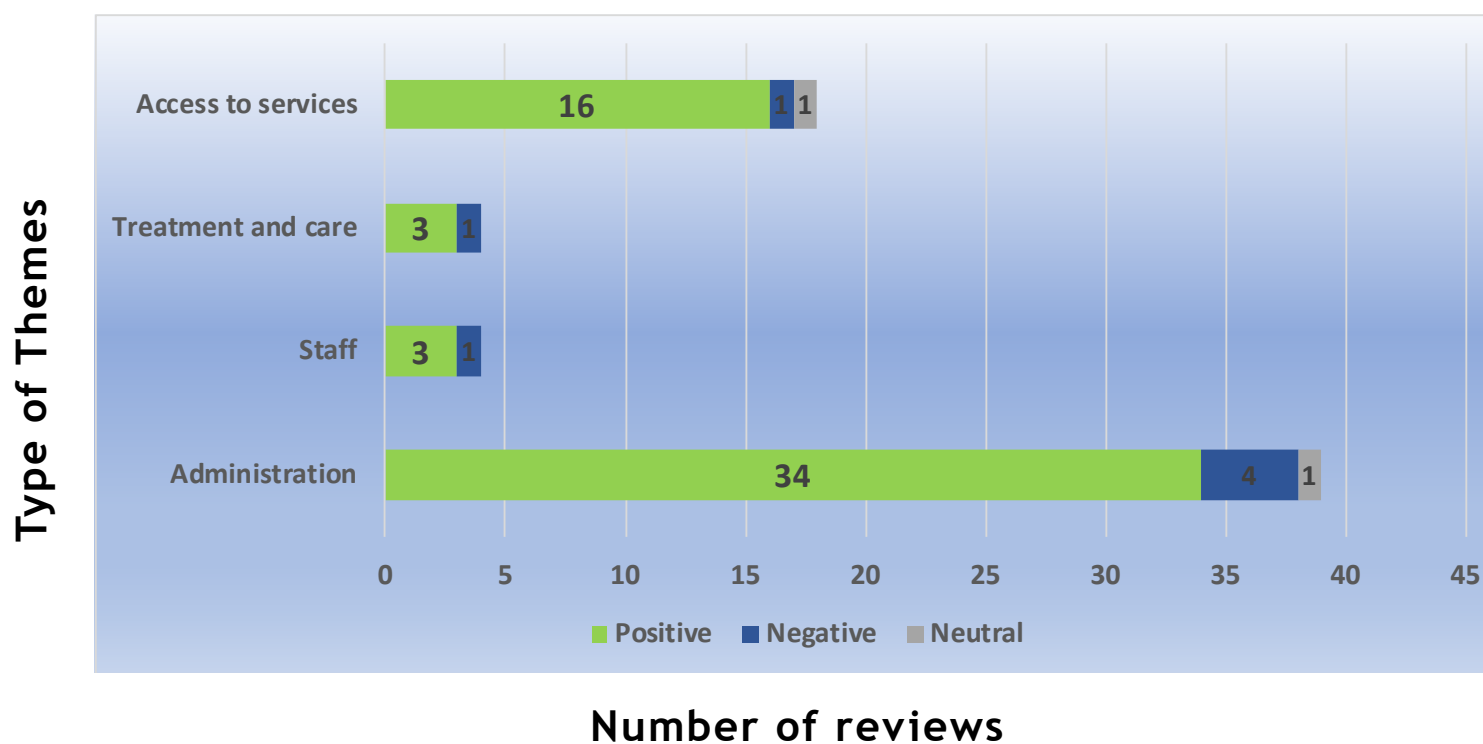
This chart shows that administration and treatment and care received a large proportion number of positive reviews, whereas access to hospital services has a more equal balance between positive and negative reviews.

Top five Themes for Hospitals



This chart shows that administration received the largest proportion of positive reviews followed by access to dental services.

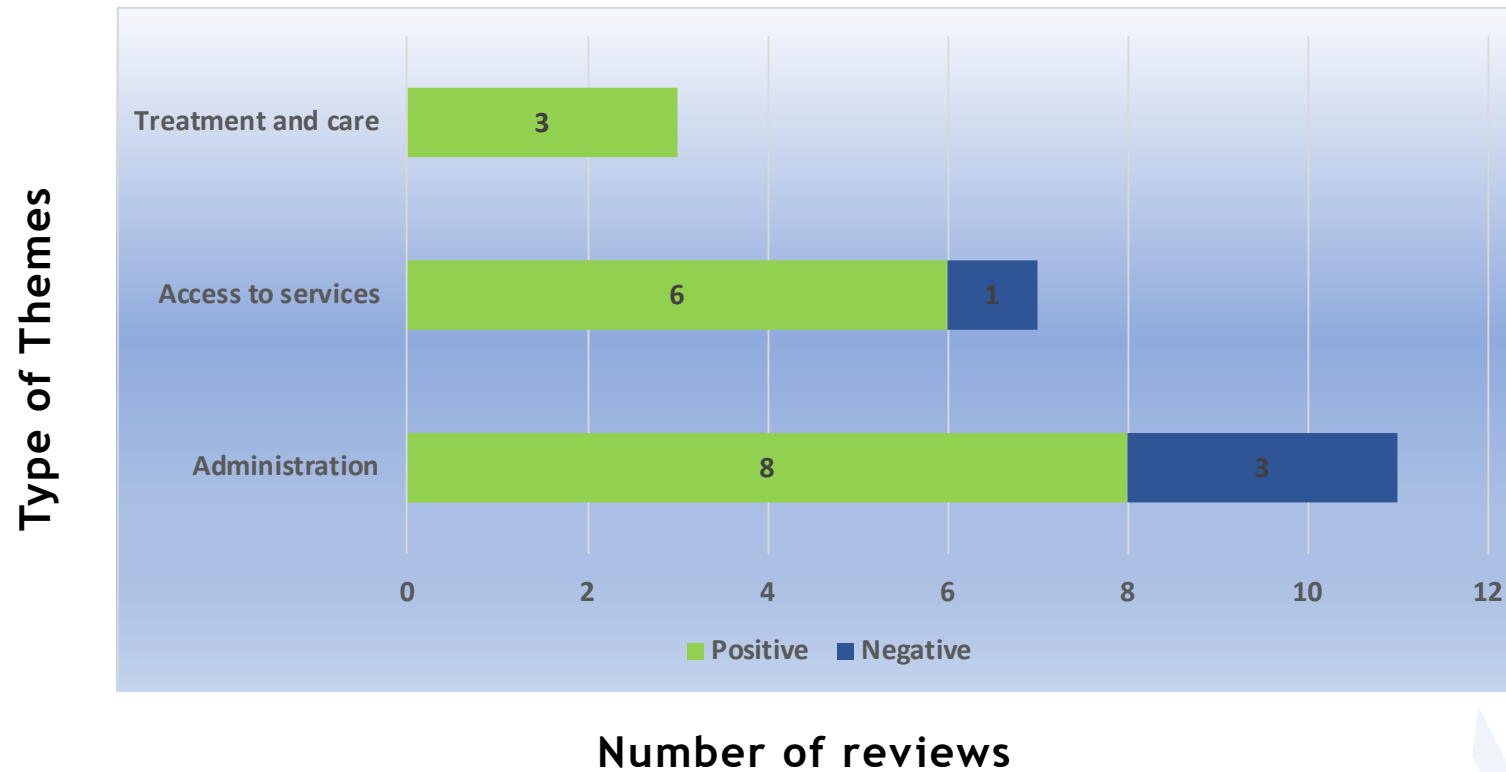
Top four Themes for Dental Services



Themes for Community Services

This chart shows that administration and access to community services received a larger proportion of positive feedback.

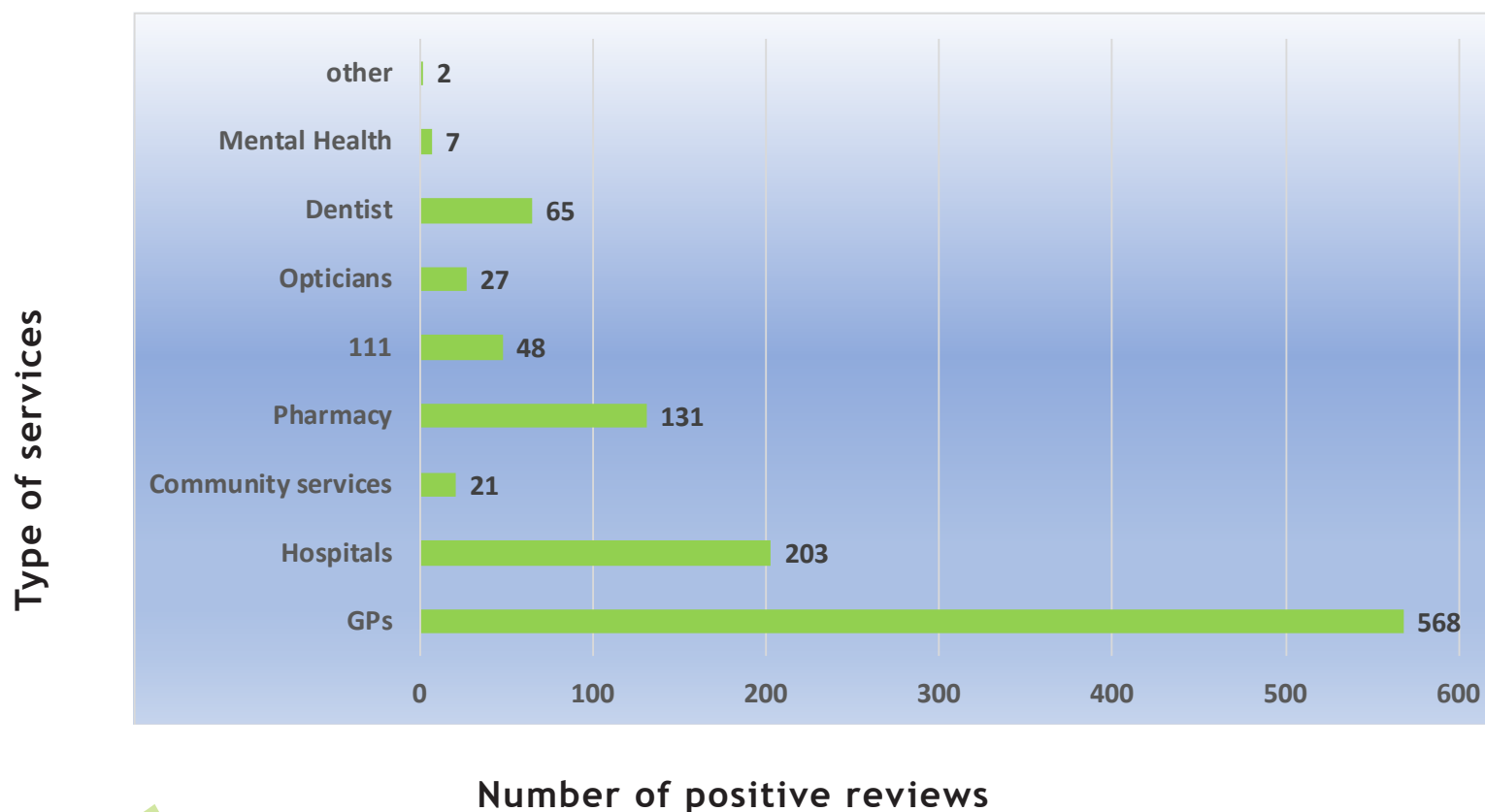
Top three Themes for Community Services



Positive Reviews: Themes/Trends

Looking at the positive reviews we have received allows us to highlight areas where a service is doing well and deserving of praise. This section provides an overview of the number of positive reviews by service area.

January-February-March



West Middlesex University Hospital

Treatment and Care

Out of a total of 37 reviews received about the **Treatment and Care** theme, 80% (n.30) were positive (see page 10 for chart).

“I went with my children and the wait was too long for the kids. The treatment was competent and very good.”
A&E

“I was there for 6 days and the care was excellent, the service was great. The staff were really nice. The food was excellent, I had a good choice. The only problem is the nurses don’t get pay enough for what they do.”
Inpatient

“I’ve been here with my daughter and we were seen to quickly. The wait was not long at all, the treatment and medication were really good. I felt like they were thorough and the medication recommended was really good.”
Outpatients

“I had slipped and fallen, resulting in me breaking my wrist. I was taken to Teddington walk-in center initially but they could not do my x-ray here so I was transferred to here. The care I got was absolutely wonderful.”
Outpatients

“I came here to see the orthopedic specialist for arthritis in my knee. The appointments were easy to get. I got seen to within four weeks. The treatment and care I got from the hospital have been really good, I understand we need to wait sometimes so I don’t mind when they are late.”
Outpatients

“They were wonderful when I had my child here. We got really good care, the staff were nice and the facilities and building were really good as well.”
Outpatients

“I have diabetes and blood pressure so one day I took the tablet without eating and fell so my son called the ambulance and they did a good checkup. They were very good.”
Outpatients

Access to services

Out of a total of 123 reviews received about **Access to services** theme, 47% (n.58) were positive (see page 10 for chart).

“The waiting was not bad but the doctor was in rush during the consultation. They need to spend more time with the patient.”

Outpatients

“I went in for a keyhole surgery, I was in and out in a day. They were brilliant I couldn’t fault them in any way. They were really calming for me. There wasn’t a wait at all.”

Outpatients

“Very helpful informing staff members (doctor) for the health condition. Waiting time is excellent.”

Outpatients

“This is a very good hospital, getting a referral for appointments is very easy, the waiting time when I’m here for my appointment is good. The care and treatment I’ve received so far have been very good and the staff are brilliant.”

Outpatients

Administration

Out of a total of 52 reviews received about **Administration** theme, 73% (n.38) were positive (see page 10 for chart).

“I went to have a check-up and it was fine. Getting an appointment was easy, I did not have to wait too long for the appointment. The waiting was only about 15 minutes which wasn’t too bad. The treatment and care were fine...”

Outpatients

“I was referred here because I was having gastric problems. I had a couple of scans and it was fine. It was easy to get an appointment and the waiting time was alright”

Outpatients

“I went to the hospital for a scan and they were good. It was easy to get my appointment. I’ve been to a few hospitals and this has been my favourite so far. There was a bit of a wait to be seen but I understood...”

Outpatients



GP Services

Administration

Out of a total of 446 reviews received about **Administration** theme, 46% (n.205) were positive (see page 9 for chart).

“They are very efficient, have friendly staff and I always get an appointment. It is easy to get an appointment, I just go online and it’s also easy to get a nurse appointment.”

Wellesley Road Practice

“Their services are good; it is easy to get an appointment but they can be very busy. It’s easy to see doctors, even online appointments are very convenient.”

Kingfisher Practice

“To get an appointment is fairly straightforward, but waiting time can be a wait of up to 30 minutes past the appointment because they’re always running late”

Brentford Group Practice

“Receptionists are helpful, it is easy to book appointments online and my doctor is always helpful.”

Blue Wing Family Doctor Unit

“I’ve been with them a long time and I usually get to see the same doctor, so there is continuity of care. I trust them and they are good. The online service for booking appointments is very good but there is a wait.”

Chiswick Family Doctors Practice

“I’ve had no problems and I’ve been with them for a very long time. It is easy to get my appointment with the online services and I don’t mind waiting for a while to get seen because people need to get seen.”

Albany Practice

Treatment and care

Out of a total of 41 reviews received about the **Treatment and care** theme, 86% (n.35) were positive (see page 9 for chart).

“It’s quite easy to get appointments here. All the staff here are very nice and really helpful. Waiting time is never too long. The GP has always been very nice and gives out good explanation regarding the general well-being of health.”

First Care Practice

“My personal doctor is very good in my opinion is the best. He listened to you , knows my history which help a lot.”

Blue Wing Family Doctor Unit

“Appointment time is good and the doctor’s treatment explanation is good. I also find staffs to be very polite and helpful.”

Spring Grove Medical Practice

“I get my appointments in a reasonable time frame and my doctors are very good at explaining my diagnosis and the treatment course.”

Hounslow Family Practice

“I don’t come often but the two times I came I had a good experience. The doctors are great and the receptionist very helpful.”

Redwood Practice

“They are very helpful, easy to get an emergency appointment, the doctors are great, they listen to your concern.”

Willow Practice

Access to services

Out of a total of 231 reviews received about **Access to services** theme, 30% (n.70) were positive (see page 9 for chart).

“They always have appointments for me when I need one, the doctors are very helpful and attentive. I’m very pleased. The wait depends on the day but it is often about 5 minutes.”

Brentford Group Practice

“They are very good, getting an appointment anytime I need it is easy, I get to be seen on time and the care has always been good as well.”

Chiswick Family Doctors Practice

“They are helpful. They are prompt and whenever I call for an appointment I get it.”

Wellesley Road Practice

“I have never had any problems, I have always been seen on time. They are very good, I don’t have a problem booking an appointment. There is no wait. I have been here for over 10 years and I have moved but I can’t leave this surgery.”

Willow Practice

“I’ve never had any problems with them. They are always prompt, so I get appointments when I need one. The wait is normally not more than 5-10 minutes. The treatment and care I get are good.”

Chiswick Family Doctors Practice

“The doctors are very professional and give very good advice. They are always on time, it is always easy to get appointments. The staff are okay as well.”

Chiswick Health Practice

Staff

Out of a total of 85 reviews received about the **Staff** theme, 75% (n.64) were positive (see page 9 for chart).

“Everything is good, the receptionists are very nice and helpful. It’s easy to get an appointment and the doctors are great.”

Wellesley Road Practice

“They are a very good service, they get in touch with you and I would definitely recommend the staff. The receptionists are out of this world. always very friendly and polite.”

Chestnut Practice

“The staff are friendly and the doctors are great, very helpful. Friendly staff and always getting an emergency appointment. The doctors are very thorough and caring.”

Willow Practice

“ They provide a good service, from the doctors to receptionist staff, they are nice and polite.”

Blue Wing Family Doctor Unit

“ The overall service is good. The doctors and the receptionists are very helpful. Appointment fairly available.”

Kingfisher Practice



Community services

Administration

Out of a total of 11 reviews received about the **Staff** theme, 73% (n.8) were positive (see page 12 for chart)

“I went to the baby clinic at Brentford. They are really good, I see the same person every time. The continuity of treatment has been great. My child was born premature and the care throughout has been great. The appointments are easy to get and there aren’t much of a wait most times but I don’t mind when there is some waiting.”

Hounslow and Richmond Community Healthcare

“I got referred here by my GP to go see the dietician at Chiswick. Getting my appointment was easy and the previous time I’ve been, they were on time. The advice I got has been good.”

Hounslow and Richmond Community Healthcare

“I had physiotherapy at Brentford and it was really easy to get my appointment and I did not have to wait too long to be seen.”

Hounslow and Richmond Community Healthcare

Access to services

Out of a total of 7 reviews received about the **Access to services** theme, 88% (n.6) were positive (see page 12 for chart)

“They have been helpful so far. I was referred here and they make the appointments which are generally convenient. The wait isn’t very long, the most I’ve waited is about 10 minutes. The care I’ve got has been good.”

Hounslow and Richmond Community Healthcare

“I got referred here by my GP to go see the dietician at Chiswick. Getting my appointment was easy and the previous time I’ve been, they were on time. The advice I got has been good.”

Hounslow and Richmond Community Healthcare



Pharmacy

Access to services

Out of a total of 26 reviews received about the **Access to services** theme, 60% (n.17) were positive.

“The waiting is not too long it is only about 10 minutes and I do not mind. They are good and convenient for me.”
Morrison’s Pharmacy

“They are very good, I live close by so once my medication is sent to them I go and pick up the next day.”
Ram Dispensing Chemist

“They are working together with GP, so our medications are sent electronically, very quick.”
Jade Pharmacy, Isleworth



Dentist

Administration

Out of a total of 39 reviews received about the **Administration** theme, 87% (n.34) were positive (see page 11 for chart)

“It is easy to get appointments and the wait isn’t long. The treatment has been good.”
SK Dental Practice Limited

“They are good; getting an appointment is easy, there isn’t much of a wait and the treatment is good.”
Dental Care

“Getting an appointment was easy and I did not have to wait to get seen. Everything is fine overall.”
Chiswick Dental

Access to services

Out of a total of 18 reviews received about the **Access to services** theme, 89% (n.16) were positive (see page 11 for chart)

“The staff here are friendly and helpful. The dentist is really good and quite informative who explains well. It’s generally easy to get appointments here and they also do send text reminders for appointments as well. When you go in for appointments you’re typically seen right on time.”

The Butts Dental Practice

“They really provide good service. It’s easy to get appointments here. Staff are all nice. Usually waiting time is not too long around 5-10 minutes maximum. The dentist is really good and I’m happy with my treatments.”

Mr. Anderson Yousif Dentist

“They are okay, getting an appointment is easy and convenient. The appointments are timely, the treatment has been very very good.”

Chiswick Dental



Mental Health

Out of a total of 4 reviews received about the **Administration** theme, 100% (n.4) were positive.

“It is easy to get an appointment, they are usually punctual with my appointment and the treatment I get is good.”

West London Mental Health Trust

“ It took over a year to get a referral with them, which was very frustrating but once we were in the system it was very good. Getting an appointment was easy, the waiting wasn’t too long.”

Child and Adolescent Mental Health Services (CAMHS)

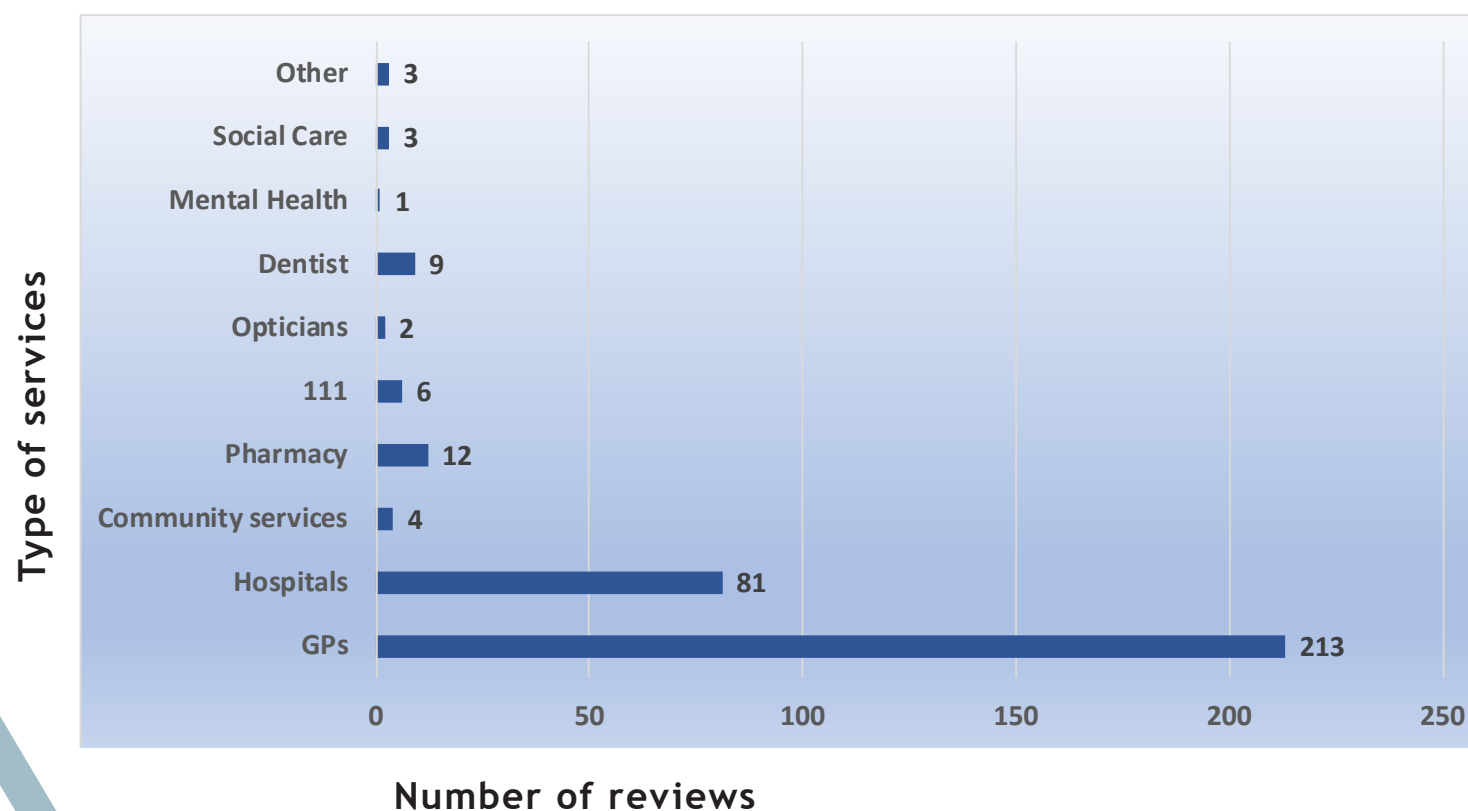
“Good service, happy with them.”

Hounslow IAPT

Negative Reviews: Themes/Trends

By looking at the negative reviews we received from the people of Hounslow every month, we see trends and themes emerge. These trends can help us understand where a service needs to improve in order to provide an all round positive experience. This section provides an overview of the number of negative reviews by service area and goes on to give some example of comment received.

January-February-March





West Middlesex University Hospital

Access to services

Out of a total of 123 reviews received about **Access to services** theme, 46% (n.57) were negative and 7% (n.8) were neutral (see page 10 for chart).

“I’ve been to the A&E and that was quite a long wait. The wait for about two hours. The treatment was just x-ray and nothing else.”

A&E

“Coming here was a complete nightmare, I was here to have my baby and I wasn’t attended to for almost 2 hours. I was scared I was going to lose my baby and I’m never going back there.”

Maternity department

“They were okay but they could be better. The nurses and doctors were really good but when I initially went to the A&E and after diagnosis. I was told to come back the next morning for my operation which was postponed to the afternoon but that was also cancelled. So I had to come back the next morning to have my operation, this went well. The back and forth from the hospital was the drawback.”

Outpatients

“They were okay, the service and treatment at the hospital were good but the waiting to get seen was a really long time. The treatment was good”

Outpatients

“The last time I went was a nightmare, I went in with my child and we waited for 6 hours. We ended up leaving without seeing a doctor.”

A&E

“The waiting time is very long but once you have been called everything is fine. It’s just that service is very busy and packed. Waiting quite long, 4 hours.”

Outpatients

Treatment and Care

Out of a total of 37 reviews received about the **Treatment and care** theme, 14% (n.5) were negative and 6% (n.2) were neutral (see page 10 for chart).

“I was there on a referral from my GP to have a scan on my back. They said I did not need to have an MRI scan but I subsequently went to a private hospital to have the scan done, they found that I have a slipped disk.”

Outpatients

“The treatment was terrible, I had shoulder pain and they refused to do a MRI, I had to go private.”

Outpatients

“It’s worse, went to the A&E and waited more 3 hours before being seen and I was seen by a student which he was reading the information from a book. I can do that at home.”

A&E

“It’s really bad it’s our local hospital and the way they are running it, it’s not good. The staff are rude and not helpful. My wife was sick, she even collapsed and 45 minute later they sent her without any medication.”

Outpatients

“It’s really bad. My son was not feeling well and we took him there 3 times on the same day and could not diagnose him. Later we found out he was asthmatic. ”

A&E

Administration

Out of a total of 52 reviews received about the **Administration** theme, 27% (n.14) were negative (see page 10 for chart).

“Waiting for an appointment for 3-4 weeks. Emergency 3-4 hours waiting time. Normal appointments are 10-20 mins waiting time.”

Outpatients

“I’ve had two appointments made with the Haematology department only to be informed 2 days prior that they were to be cancelled. I had fantastic service at (Emergency Care) until the most relevant appointment with the haematologist’s.”

Haematology department



GP services

Administration

Out of a total of 446 reviews received about **Administration** theme, 48% (n.210) were negative and 7% (n.31) were neutral (see page 9 for chart).

“All the staff members are very good especially the receptionists who are very helpful. Sometimes getting an appointment can be delayed.”

Albany Practice

“I was referred for a blood test and it has taken 3 weeks to get the appointment. It is the same with regular appointments, I can’t get one for March, this includes appointments with nurses and doctors. It is rather frustrating.”

The Practice (Hounslow)

“I had to switch from this practice because of the service. I was really not happy with the whole service, everything was complicated for example getting an appointment.”

Grove Park Surgery

“It has been difficult to get an appointment lately, it takes several weeks. There isn’t much of a wait, usually about 15 minutes. The treatment and care I get are okay. My GP was always willing to help me and find solutions to my illnesses.”

Chiswick Health Practice

“Getting an appointment can be very difficult and it takes a long long time before they answer the phone. There is usually a wait before I see the doctor, but he is usually quite apologetic about keeping us waiting.”

West4GPS

“They are rubbish at booking appointments; it is really difficult to get an appointment, I’m going to have to change practices soon. There is also a really long wait for GPs to call us in. The treatment isn’t always good.”

Albany Practice

“It’s really hard to get an appointment, this morning it took 45 minutes to be answered in order to book an appointment. Some of the doctors are great but it’s really impossible to get in.”

Thornbury Road Centre for Health

Staff

Out of a total of 85 reviews received about the **Staff** theme, 19% (n.16) were negative and 6% (n.5) were negative (see page 9 for chart).

“It’s difficult to see the doctor because the customer service is not good. They behave like you bothering them.”
Chestnut Practice

“The receptionists are rude, not helpful. Impossible to get an appointment. My mother still there and it’s still the same thing. She does not want to move because she has been with them for a really long time.”
Willow Practice

“They could be better. I had a surgery at Charing Cross and I was given a note that my dressing needs to be changed every day. I spoke to the receptionists here and she looked at me like I was a disturbance. She said she doesn’t know...”
Chiswick Health Practice

“Doctors can be unpolite at times. The information from results can sometimes be vague. They give appointments very late, waiting time is also too long. Receptionists are very rude, didn’t respond properly.”
Brentford Group Practice

“3 years ago there was one of the doctors that was rude and I stopped seeing him and one of the receptionist was rude to me as well.”
The Practice (Feltham)

Access to services

Out of a total of 231 reviews received about **Access to services** theme, 57% (n.131) were negative and 13% (n.30) were neutral (see page 9 for chart).

“Waiting time is not good. Can be up to 30 minutes to an hour waiting and it happens all the time. Sometimes the phone line isn’t answered.”
Brentford Group Practice

“They are rubbish at booking appointments; it is really difficult to get an appointment, I’m going to have to change practices soon. There is also a really long wait for GPs to call us in.”
Albany Practice

“There is long waiting for an appointment. Once, I was having my cancer screening, my appointment was at 9:30 but I waited more than one hour. There was system failure because when I check my account it says I missed my appointment.”

Queens Park Medical Practice

“There is a long waiting. I am here to see the nurse but we have been waiting for 30 minutes.”

Thornbury Road Centre for Health

“The waiting time at the surgery is too long. Sometime I have waited for over 30 minutes.”

Spring Grove Medical Practice

“They are very bad, I cannot get an appointment compared to my old practice. They are really bad when I call for an appointment, it takes at least a month and there is a wait of about 20-30 minutes. They have taken on too many patients to be fully caring, and it seems they are more interested in getting me out of the appointment than listening to me. Also, my appointment just got rescheduled to 6 weeks time, I’ve had to change my other appointments with that doctor because of this.”

Albany Practice



Pharmacy

Access to services

Out of a total of 26 reviews received about **Access to services** theme, 24% (n.6) were negative and 16% (n.4) were neutral.

“I always go here to collect my prescriptions, sometimes I feel that they’re under-staffed. You tend to wait longer at times but sometimes its right away. Some of the staff are polite and helpful but some are not.”

Boots (Chiswick High Street)

“There is a long waiting but the staff are nice. There is a bit of a wait to get my prescriptions sometimes.”

Boots (Chiswick High Street)

“Sometimes is good sometimes it’s not. You have to wait long and the customer service is not good.”

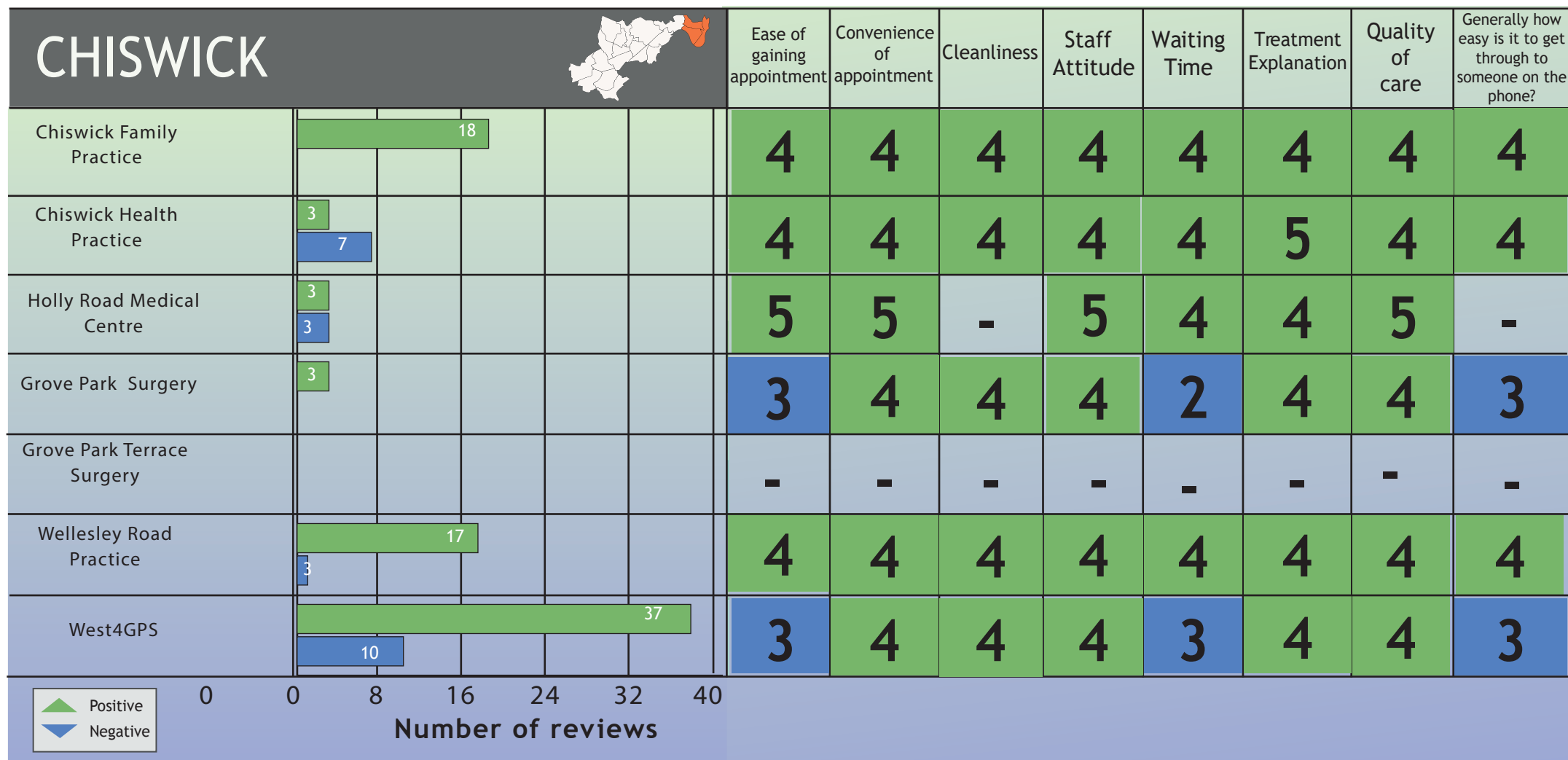
Boots - (302 Bath Road)

“They are very nice but there is always a long waiting.”

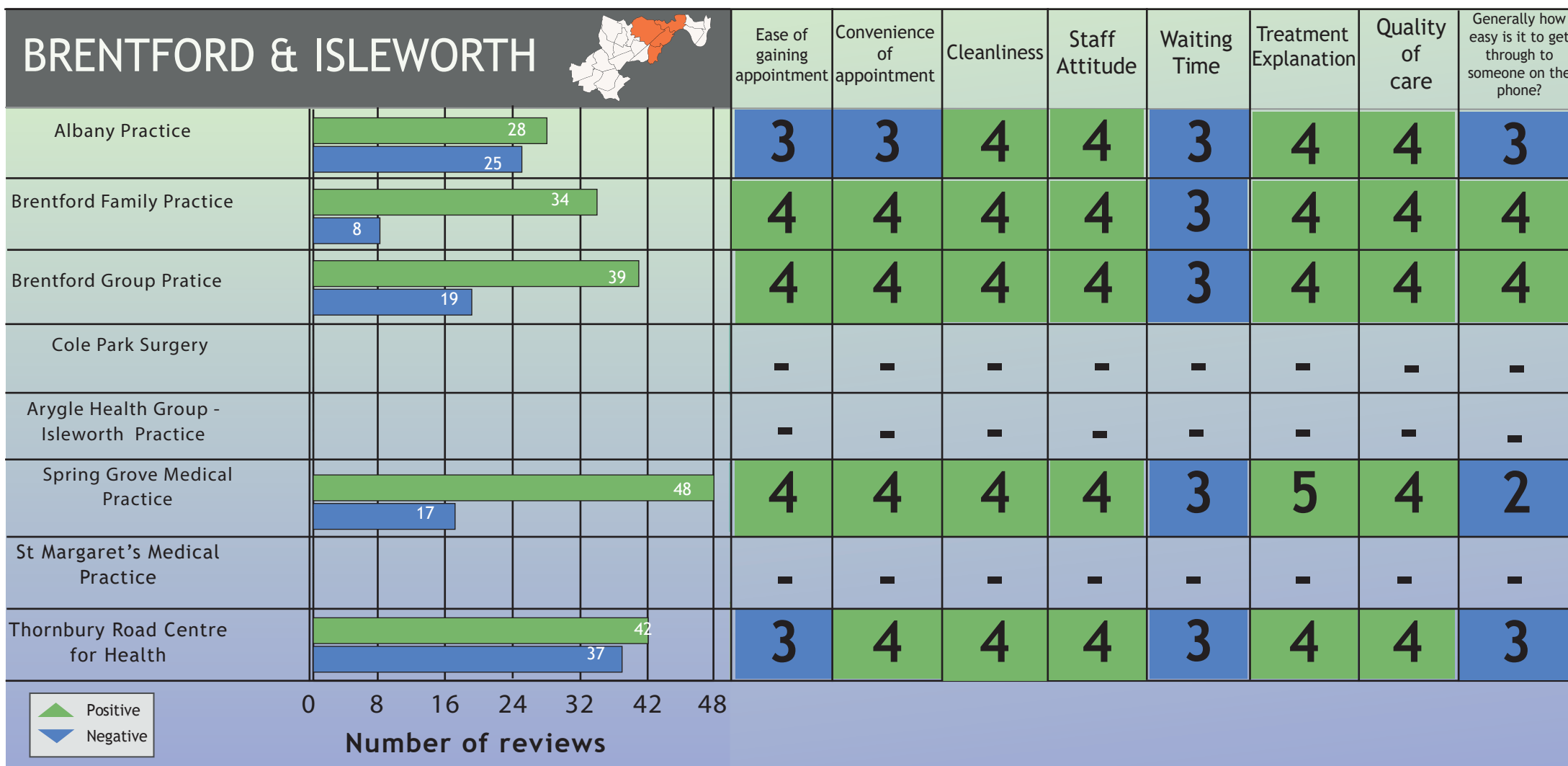
B A Williams

Locality Specific GP Reviews

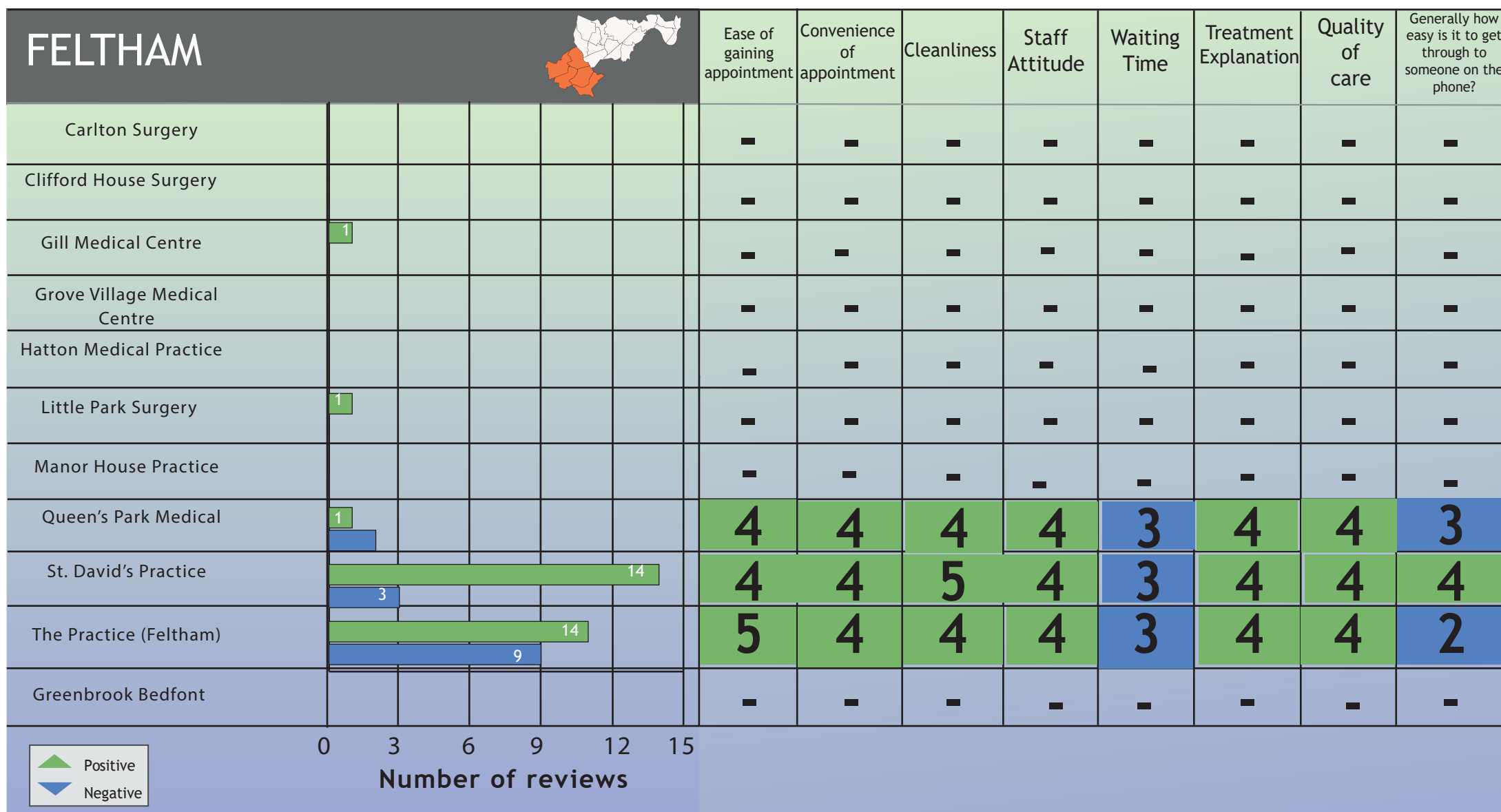
These bar charts show the number of negative and positive reviews for each surgery based on an overall star rating. The data on the right hand side reflects the average star rating out of 5* given by patients to assess a number of additional specific areas, such as ease of gaining an appointment, waiting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



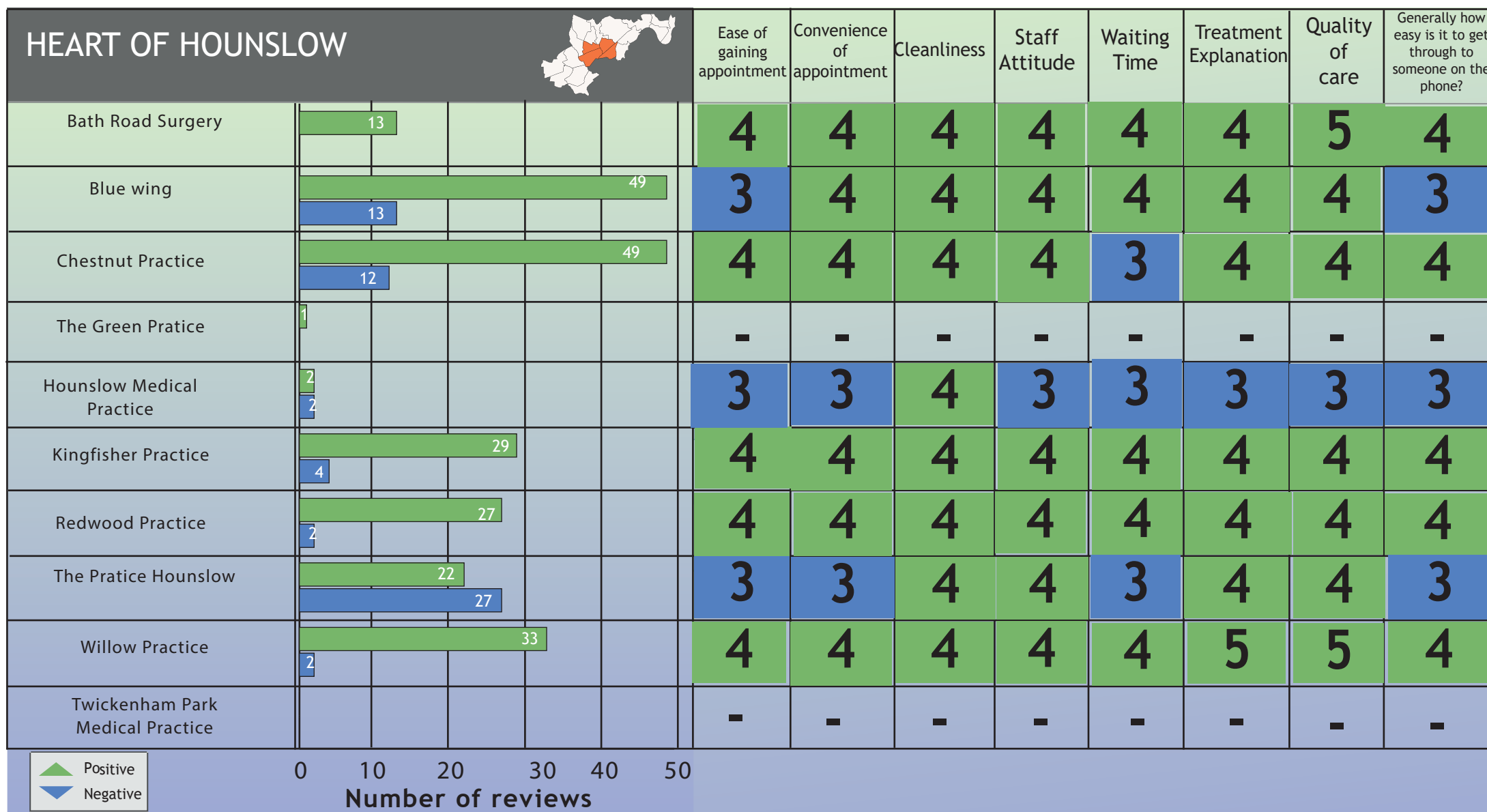
Locality Specific GP Reviews



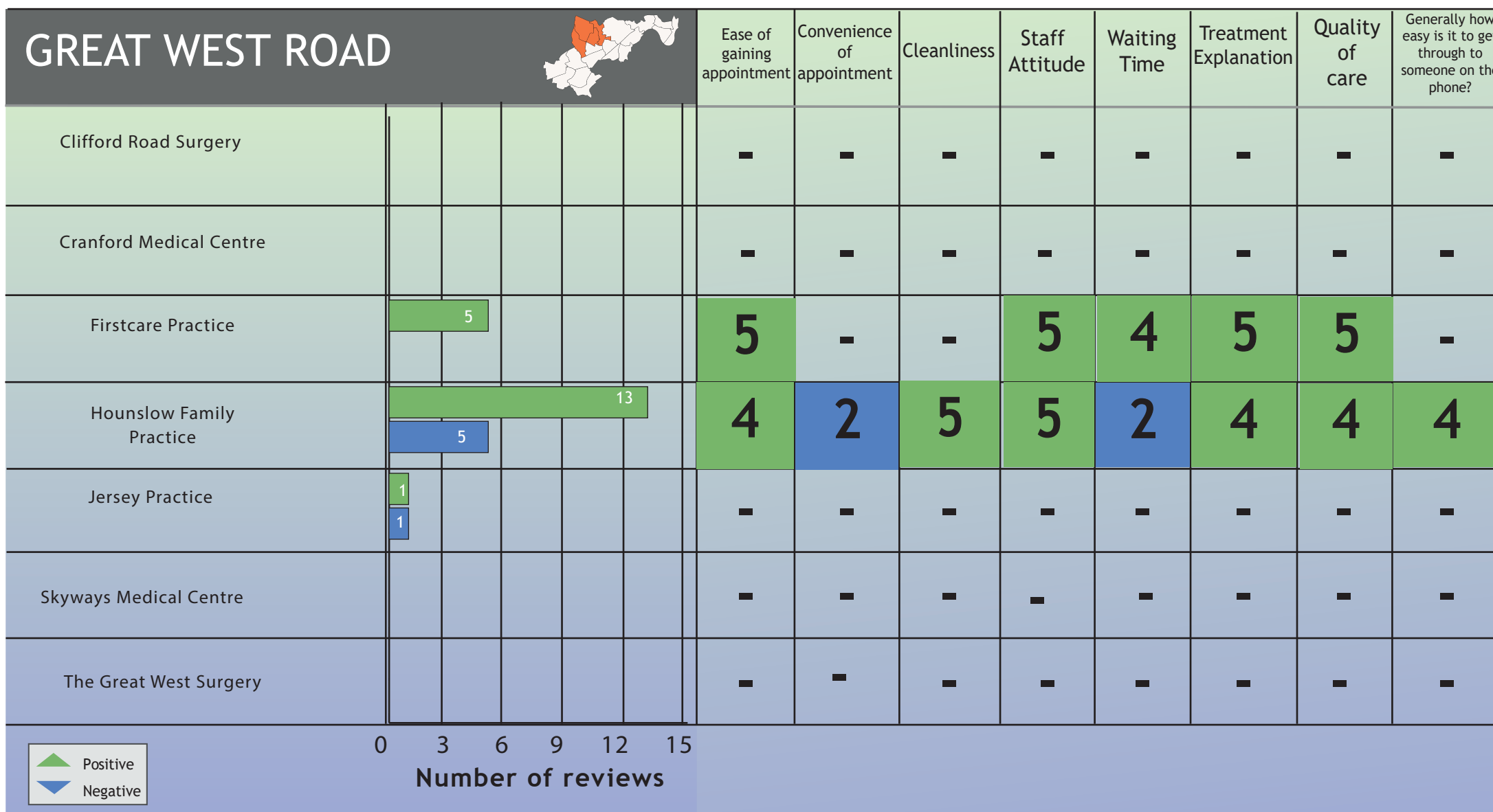
Locality Specific GP Reviews



Locality Specific GP Reviews



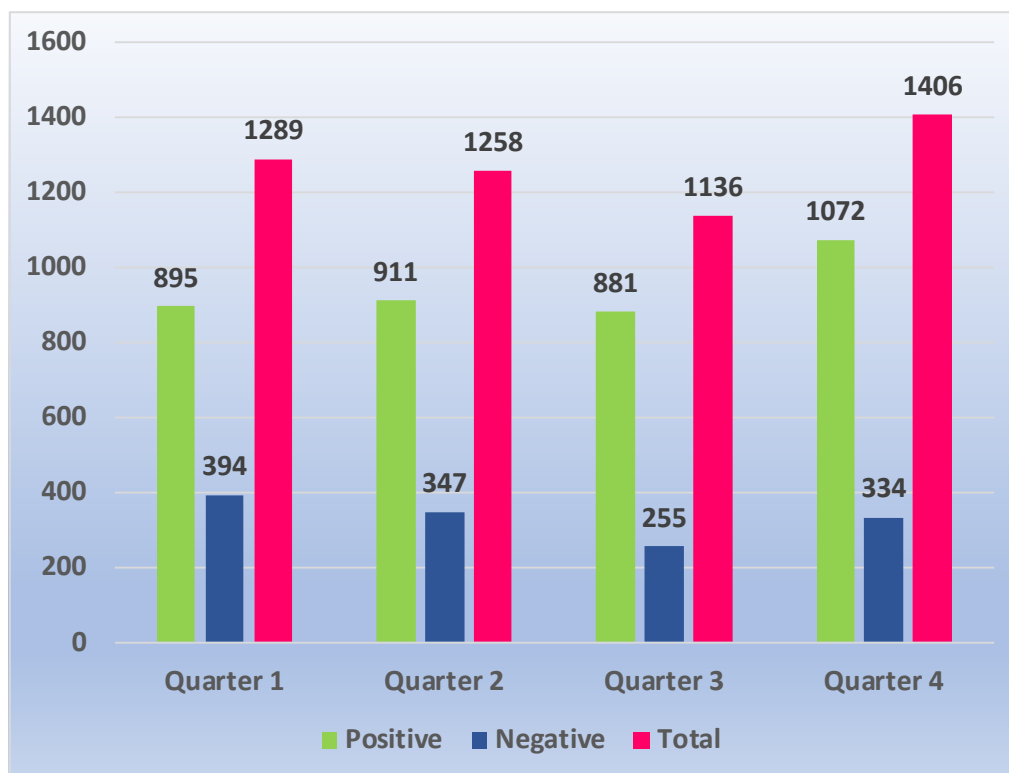
Locality Specific GP Reviews



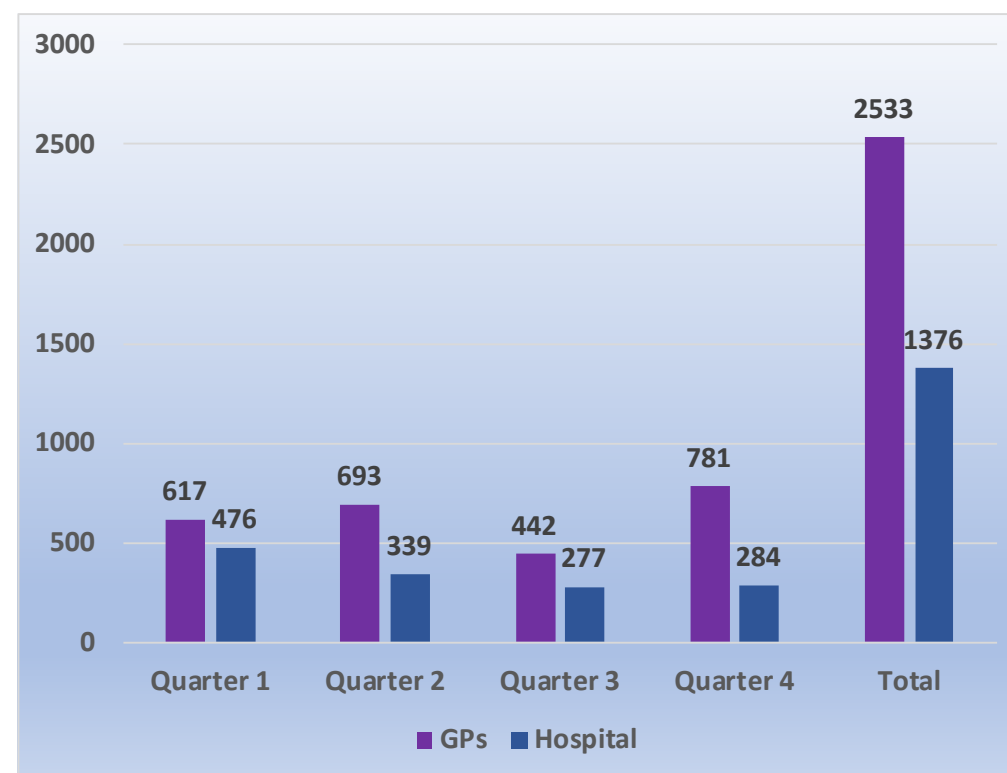
Quarterly information

Since the patient experience programme was launched in 2016 there has been a significant increase in the number of reviews. We have seen in an increase in the number of reviews from the Feedback Centre, Patient Experience Officer and volunteers engaging with local community. Since 2017-2018 Q1 we can see an increase in the number of reviews received from 1289 to 1406.

The chart below shows that there has been a significant increase in the number of reviews received from (2017-2018) Quarter 1 to Quarter 4 for GP Services due to the number of volunteers.



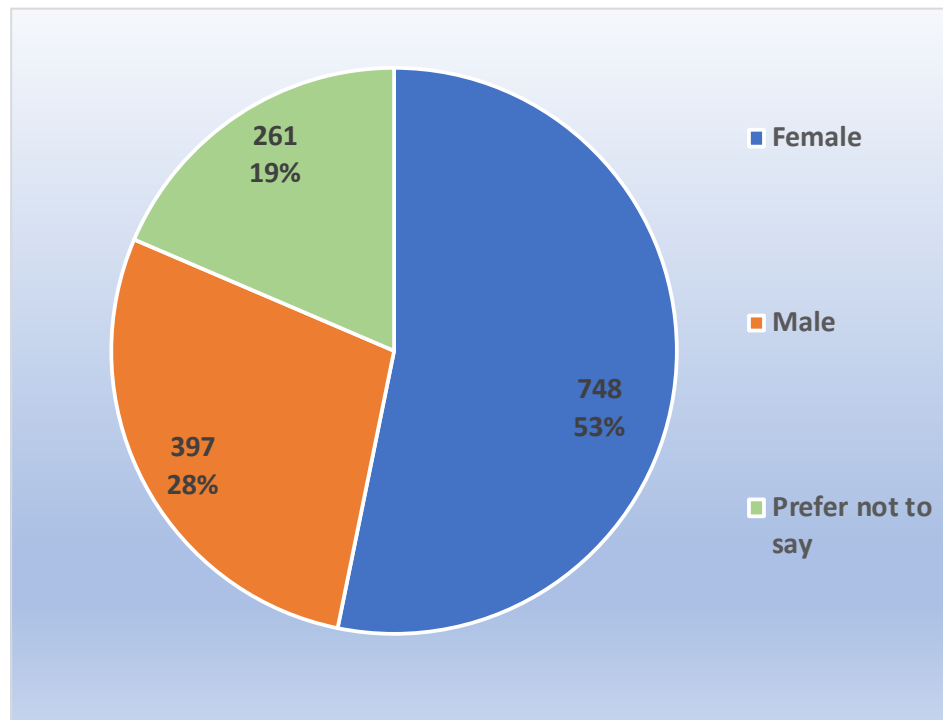
Positive, negative & total reviews per Quarter



Total number of reviews per Quarter

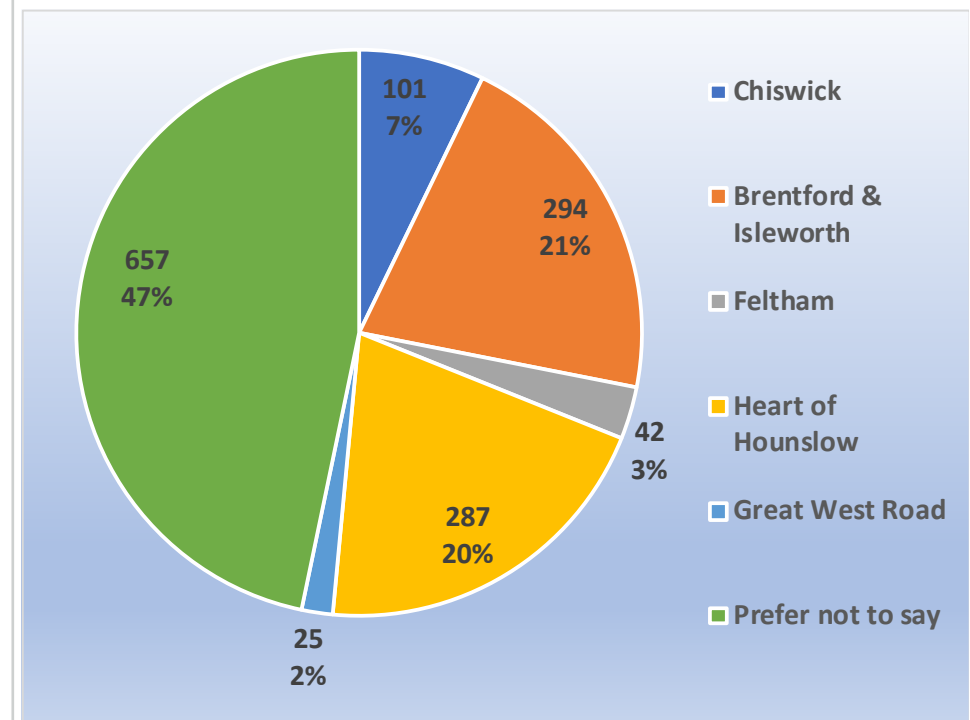
Demographic Information (January-March)

The pie chart below shows the number of reviews recieved by gender from January-March 2018. The majority of the reviews received this quarter are from women with 53% (748). Our aim for next quarter is to target more men.



Gender

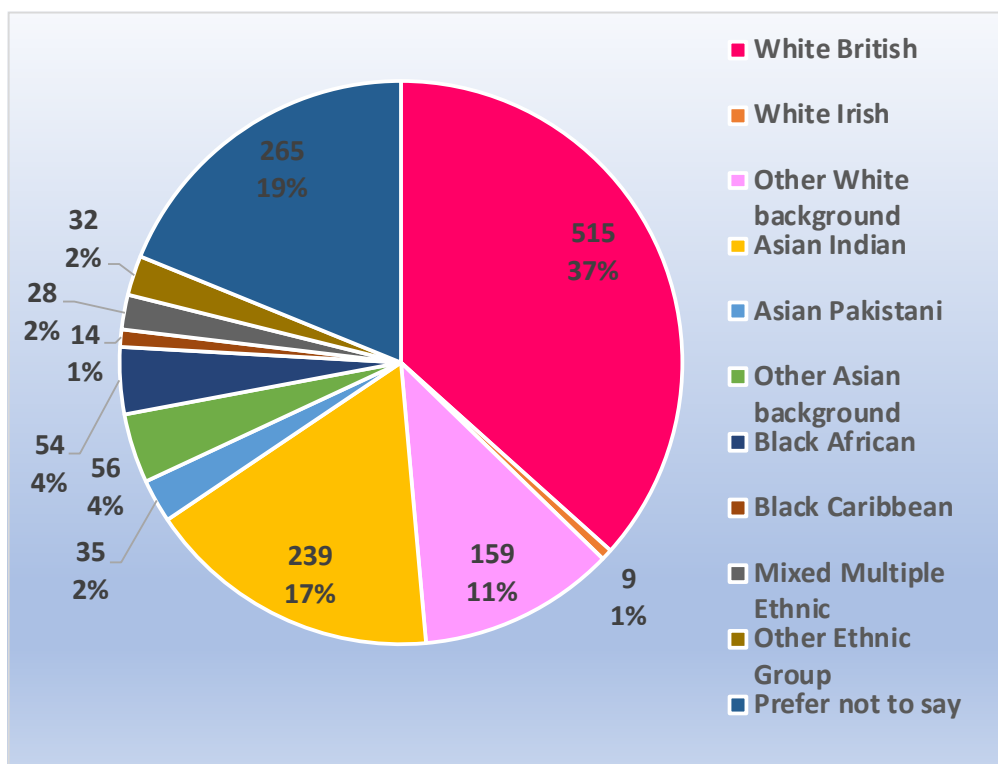
During this quarter we were able to visits a number GP surgeries in each locality with the highest number of the reviews being received from Brentford & Isleworth 21% (n.294) followed by Heart of Hounslow 20% (n.287). Our aim for next quarter is to collect patients feedback more evenly in each locality.



Number of reviews per area

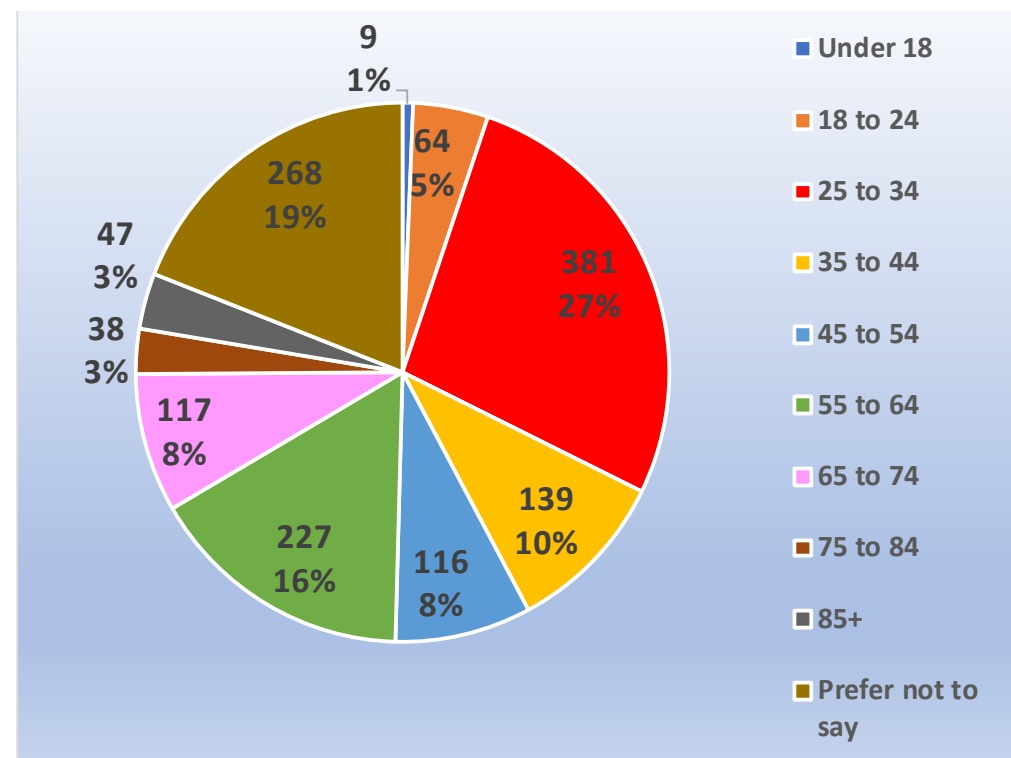
Demographic Information (Jaunary-March)

In terms of ethnicity, excluding the 19% (n. 265) who preferred not to identify their ethnicity, the largest proportion of feedback received this quarter was from people who identified as White British, 37% (n.515); 17% (n.239) was from people who identified as Asian Indian or Asian British; 11% (n. 159) was from people who identified as Other White background; 4% (n.54) from those identifying as Black or Black British; and 2% (n.32) from those identifying as Other. Our aim is to reach out to all demographics of the borough, including ways to gather feedback from those who do not visit health and social care services.



Ethnicity of Patients

The pie chart below shows the number of reviews received this quarter. Apart from people who preferred not to identify their age 19% (n.268), the majority of the feedback received this quarter was from the 25 to 34 segment 27% (n.381), whereas the Under 18 group supplied fewest number of reviews 1% (n.9).



Age of Patients

Conclusion

This quarter, 1,406 patient experiences were collected, and we have seen an increase in the number of patient experiences collected for this quarter. We were able to visit a larger number of health and social care services in Hounslow during this period due to an increasing number of volunteers. This allowed us to exceed our target of 1200 patient experience reviews.

There were 1072 positive reviews and 334 negative reviews received this quarter. As we saw in Q3, overall, positive patient experiences far outweigh negative patient experiences. However, if we look beyond this overall picture and at specific service areas, findings indicate the following positive and negative themes:

Positive

- Quality of treatment and care received at outpatient hospital services
- Quality of staff and staff attitude at hospital outpatient services
- Quality of treatment and care at GP services
- Quality of staff and staff attitude at GP services

Negative

- Access issues for outpatient hospital services, including waiting times whilst at the service.
- Access issues for GP services including waiting times
- Access issues for Community services

Mixed

- A varied picture of administration systems including booking appointments and appointment availability within GP services. These themes were similarly identified in our Q3 Patient Experience Report.

Actions, impact and next steps

This report identifies a number of areas of good practice and also areas for improvement across different services. Healthwatch Hounslow (HWH) 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 HWH Patient Experience Report (Q3) has now been shared and presented at a number of different levels to different audiences including the:

- Hounslow CCG Quality, Patient Safety and Equality Committee
- Hounslow CCG Governing Body
- Chelsea and Westminster Hospitals NHS Trust Patient and Public Engagement and Experience Committee
- Hounslow Health and Adult Care Scrutiny Panel

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 Q3 report include:

- We were able to provide 12 months data for the first time and this was welcomed as it gives a more representative picture of the feedback about a particular service.
- Further consideration into how the report can be best fed into and form a part of Contract Monitoring Meetings the CCG has with providers.

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 are able to cover.

We also have approached Chelsea and Westminster Hospitals NHS Trust to ask for a regular slot collecting experiences at West Middlesex University Hospital outpatients.

For Quarter 1 (April-Jun 2018) we will make sure that we cover all the five areas of the borough as currently HWH is still not collecting feedback uniformly across all of the GP surgeries in the borough, and are also looking at how to increase the number of reviews we received from social care services and mental health services.

Appendix - Online Questionnaire

Leave feedback

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

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

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



Summary of your experience* (max 45 characters)

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

Tell us more about your experience*

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

Where do you live? (town/city)

Chiswick, Isleworth, Hounslow...

Your ratings (select if applicable)

Ease of gaining appointment



Convenience of appointment



Cleanliness



Staff Attitude



Waiting Time



Treatment Explanation



Quality of care



Quality of food



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



In relation to your comments are you a:

Select one

When did this happen?

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

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following

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

What was the outcome of the shared experience?

Where did you hear about us?

Select one

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

- ☒ No ☐ Yes

Would you like to speak to Healthwatch directly?*

- ☒ No ☐ Yes

About you

Name

☐ Leave feedback anonymously?

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

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

☐ Subscribe to the newsletter?

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

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

What gender to you prefer to identify yourself as?

☐ Male ☐ Female ☐ Other ☐ Prefer not to say

What is your sexual orientation?

Which age group are you?

Do you consider yourself to have any of the following?

What religion are you?

What is your marital status?

What is your ethnicity

[Submit feedback >](#)

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

Appendix - Physical Questionnaire

Share Your Experience with Us

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

Name of Service:

Month/Year:

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

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

1 = Extremely unlikely () Don't know

2. How do you rate your overall experience?

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

3. Summary of your experience

.....
.....

4. Tell us more about your experience

.....
.....

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

.....

6. Your ratings (select if applicable)

Ease of gaining appointment

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

Convenience of appointment

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

Cleanliness

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

Staff Attitude

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

Waiting Time

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

Treatment explanation

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

Quality of care

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

Quality of food

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

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

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

7. In relation to your comments are you a:

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

() Service Provider () Visitor () Professional

8. When did this happen

.....

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

.....

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

.....

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

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

If "other", please specify

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

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

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

- ☐ No ☐ Yes

14. Would you like to speak to Healthwatch directly?

- ☐ No ☐ Yes

About you

Name.....

Email.....

- ☐ Leave feedback anonymously

Monitoring Information

What gender do you identify yourself as:

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

Which age group are you in?

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

What is your ethnicity?

White

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

Asian / Asian British

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

Black, African, Caribbean, Black British

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

Mixed, Multiple

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

Other Ethnic Group

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

Which area of the borough do you live in?

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

Do you consider yourself to be disabled?

☐ Yes ☐ No ☐ Prefer not to say

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

☐ Yes ☐ No ☐ Prefer not to say

Are you a carer?

☐ Yes ☐ No ☐ Prefer not to say

What is your religion?

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

What is your sexual orientation?

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

Which of these categories best describes your employment status?

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

Thank you for sharing your experience!

Appendix - Themes and Trends

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

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