

Q1 Patient Experience Report

Healthwatch Hounslow
April 2026 – June 2026



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Introduction

Patient experience programme

Healthwatch **Hounslow** is your local health and social care champion. Through our Patient Experience Programme (PEP), we hear the experiences of residents and people who have used health and care services in our borough.

They tell us what is working well and what could improve, allowing us to share local issues with decision makers who have the power to make changes.

Every three months we produce this report to raise awareness about patient experience and share recommendations on how services could be improved.

Methodology



Carrying out engagement at **local community hotspots** such as GPs, hospitals and libraries



Encouraging conversations with **users of health services**



Providing promotional materials and surveys in **accessible formats**



Training volunteers to support engagement across the borough, allowing us to reach a wider range of people and communities

Being independent helps people to trust our organisation and give honest feedback, which they might not always share with local services.

Between April and June 2026, we continued to develop our PEP by:

- Gathering more feedback at community spaces in the borough.
- Outlining emerging themes on accessing health and social care services for carers.

Layout of the report

This report is broken down into six sections:

- Quarterly snapshot
- Experiences of GP Practices
- Experiences of Hospital Services
- Experiences of Dental Services
- Experiences of 'Other' Services

The quarterly snapshots

The quarterly snapshots highlight the number of reviews we have collected about our local services in the last three months, and how patients and residents rated their overall experiences.

GPs, Hospitals, Dental and other services have been given dedicated sections, as we ask tailored questions about these services when carrying out engagement. These are the top services we receive most feedback about. Each of these sections highlight good practice, areas of improvement and recommendations. An additional, section was dedicated to carers' experiences of different health services.

How we use our reports

Our Local Healthwatch has representation in various meetings, committees and boards across the borough, where we share findings of these reports.

We ask local partners to respond to the findings and recommendations in our report, and to outline what actions they will take to improve health and care services based on what people have told us.

Additional Information about the reports

This report functions as a standardised general overview of what Hounslow residents have told us within the last three months. Additional important aspects relating to the different sections can be requested and are dependent on additional capacity and resource provision.

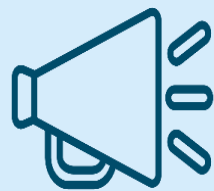
Q1 Snapshot

This section provides a summary of the number of survey responses we collected during the period of **April to June 2026** of different health providers, as well as a breakdown of positive, neutral and negative reviews per health service providers. We analysed resident’s rating of their overall experience to acquire this data.

(1* and 2* = negative, 3* = neutral, 4* and 5* = positive).

376 reviews

of health and care services were shared with us, helping to raise awareness of issues and improve care.



19 visits

were carried out by our staff team of two, to different local venues across the borough reaching as many as people as possible.

Top five service types	No of reviews	Percentage of positive reviews
GP	224	79%
Hospital	83	61%
Dentist	30	70%
Community Services	39	89%

Experiences of GP practices



What people told us about GP Practices

Access to online services

"The new online service means that it is easier to get a response from the GP – message, phone call, face to face appointment, without waiting in a long telephone queue."

"I think the new online booking service saves time from calling up and speaking with the reception which causes more delays."

Staff Communication Skills

"The staff are professional and respectful, appointments are usually well organised, and the doctors take time to listen and explain things clearly. The practice also communicates well regarding appointments and follow-ups."

"I am very satisfied with the service, and it has always been easy to communicate with staff."

Availability of routine appointments

"Whenever I need an appointment, I'm able to get it. I can drop off my urine samples at the reception, which I think is handy."

Communication with Hospital Services on referrals

"With the referral system, seems like you get the referral and then you don't hear from your GP, you have to chase the hospital."

"Communication with hospital still waiting to hear back about when my operation will be."

Telephone accessibility

"Just the telephone appointment system it takes ages to get through and it's pretty frustrating."

Waiting times for diagnostic tests and results

"I think better communication across the board, I got imaging done, I needed to fill in a form then another person replied that stressed me out as what if the same person was dealing with it would it be better. Now I need to wait two week."

Access to online records and updates

"The forms that you need to fill out often are too long. There is a lack of information sharing, between the patients and the GP. It would be nice to be able to see patient information between all health professionals and for you to see."

GP services full data

No. of Reviews	224 reviews
Positive	79% (176 reviews)
Negative	6% (13 reviews)
Neutral	16% (35 reviews)

Questions we asked residents



- Q1)** How easy is it to get an appointment?
- Q2)** How easy is it to speak to someone on the phone?
- Q3)** How do you find the quality of telephone consultations?
- Q4)** How do you find the quality of online consultations?
- Q5)** How would you rate the attitudes of staff at your GP practice?
- Q6)** How would you rate the quality of treatment and care received?
- Q7)** How would you rate your overall experience?
- Q8)** What works well at your GP?
- Q9)** What is not working well, and what could be improved?

Please note that for Questions 1 and 2 the options we provided matched those of the national GP Patient Survey (**very easy – not at all easy**).

For questions 3 to 6, participants were asked to choose from **excellent to terrible**. This was done to allow our data to be comparable with NHS data.

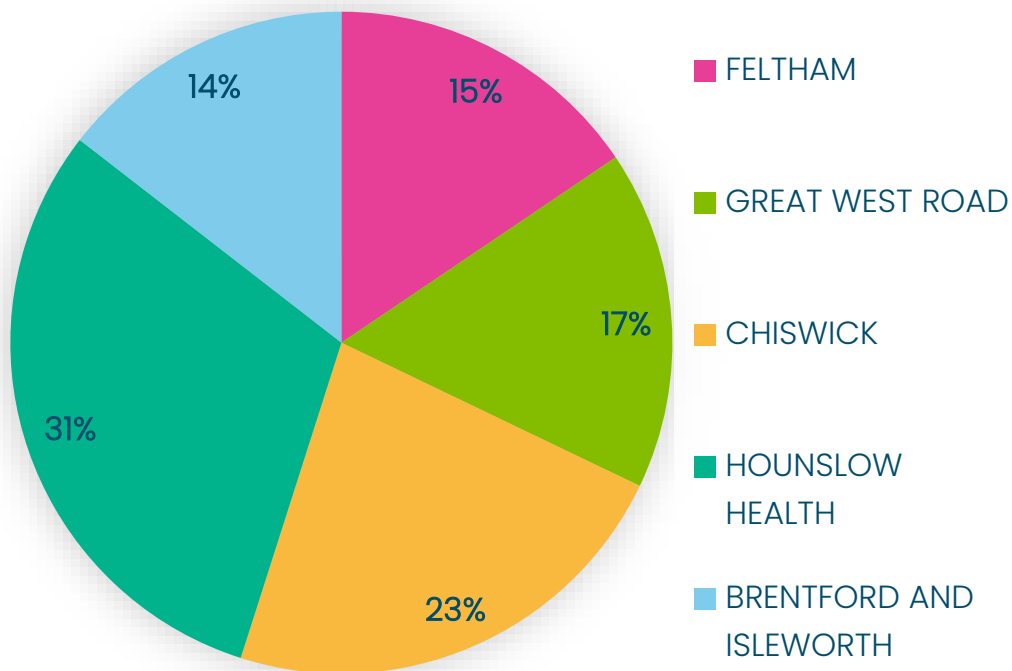
Questions 8 and 9 were open-ended questions where users could state several responses.

Primary Care Networks (PCNs)

Primary care networks (PCNs) are groups of GP practices within the same area that work together to support patients. Within Hounslow there are **five PCNs** covering the borough. These are:

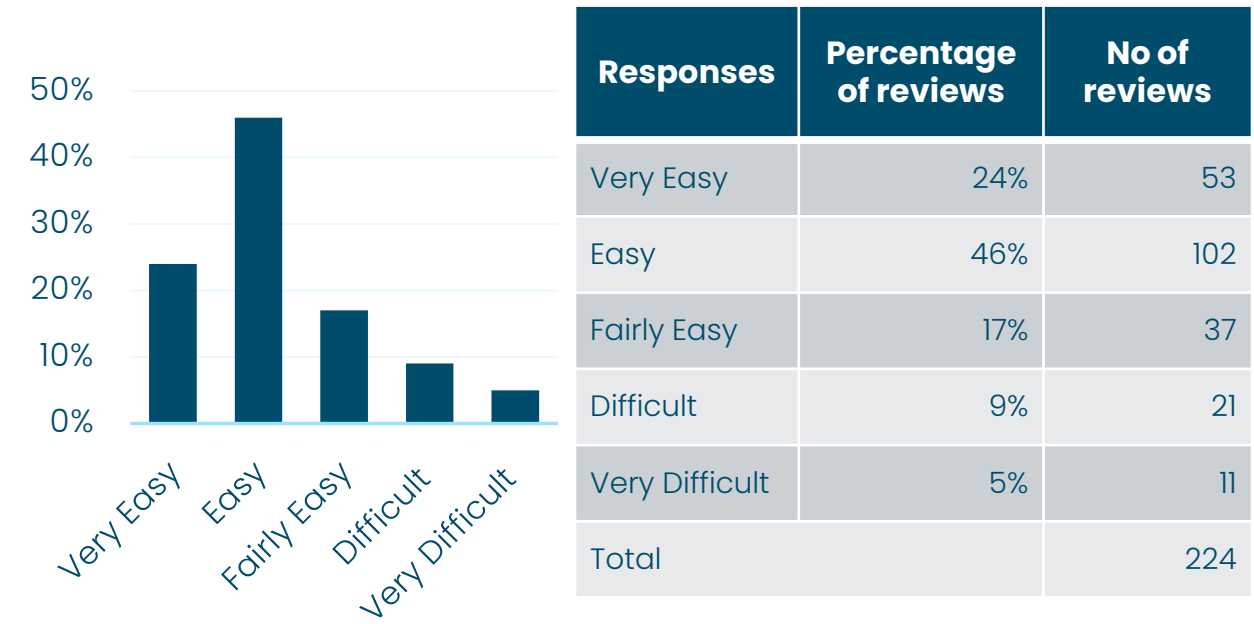
- Brentford and Isleworth
- Chiswick
- Feltham
- Great West Road Hounslow Heath

Between **April to June 2026**, the PCN that received the most reviews was Hounslow Health.

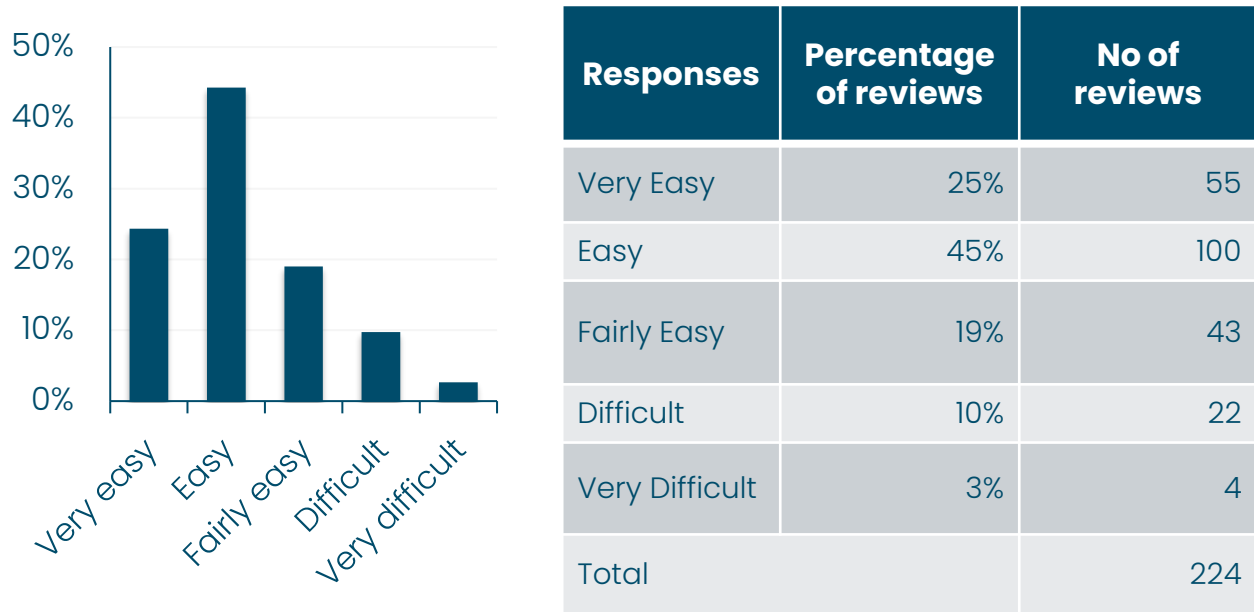


Access and quality questions

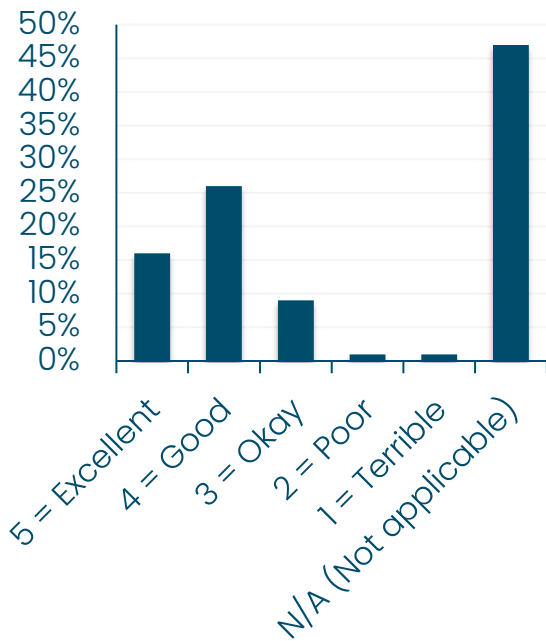
Q1) How easy is it to get an appointment?



Q2) How easy is it to speak to someone on the phone?

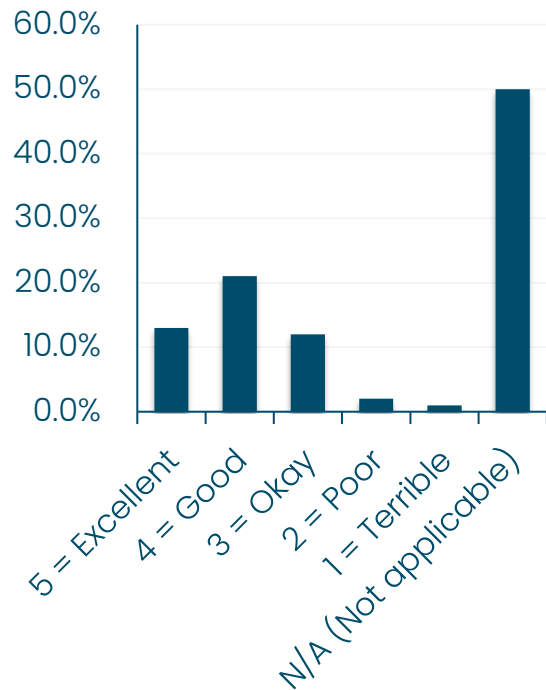


Q3) How do you find the quality of telephone consultations?



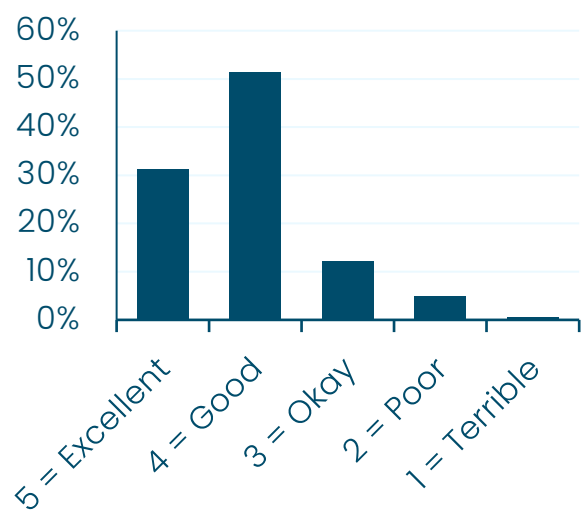
Responses	Percentage of reviews	No of reviews
5=Excellent	16%	36
4 = Good	26%	58
3 = Okay	9%	20
2 = Poor	1%	3
1 = Terrible	1%	2
N/A (Not applicable)	47%	105
Total		224

Q4) How do you find the quality of online consultations?



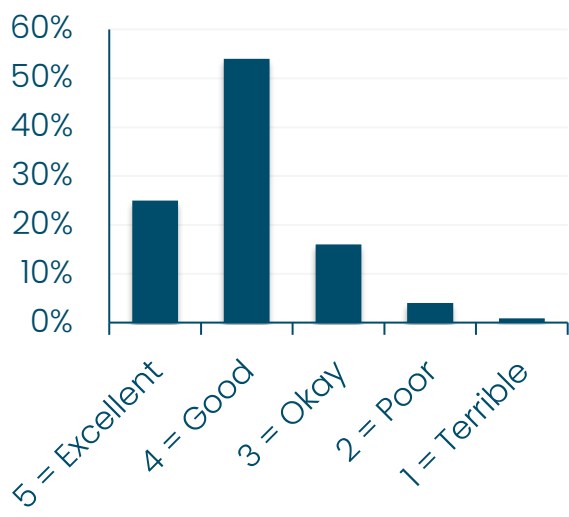
Responses	Percentage of reviews	No of reviews
5 = Excellent	13%	30
4 = Good	21%	46
3 = Okay	12%	27
2 = Poor	2%	5
1 = Terrible	1%	3
N/A (Not applicable)	50%	113
Total		224

Q5) How would you rate the attitude of staff at your GP practice?



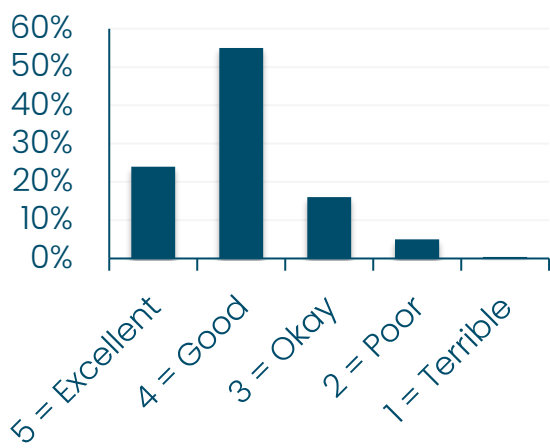
Responses	Percentage of reviews	No of reviews
5 = Excellent	31%	70
4 = Good	51%	115
3 = Okay	12%	27
2 = Poor	5%	11
1 = Terrible	0.5%	1
Total		224

Q6) How would you rate the quality of treatment and care you received?



Responses	Percentage of reviews	No of reviews
5 = Excellent	25%	55
4 = Good	54%	121
3 = Okay	16%	36
2 = Poor	4%	10
1 = Terrible	0.9%	2
Total		224

Q7) How do you rate your overall experience?



Responses	Percentage of reviews	No of reviews
5 = Excellent	24%	53
4 = Good	55%	123
3 = Okay	16%	35
2 = Poor	5%	12
1 = Terrible	0.4%	1
Total		224

PCN access and quality questions

To gain deeper insight into patients’ experiences at GP practices, the top response for each GP (across questions 1–6) within their PCN area was reviewed.

Please note that Access questions has been rated out of 4 (**1 – Not at All Easy – 4 Very Easy**) and Quality questions is out of 5 (**1 – Terrible, 5 – Excellent**).

Each has been colour-coded to indicate positive (**green**), negative (**pink**), neutral (**light blue**), or non-applicable, n/a – residents haven't used this mode (**light blue**).

Responses of "very easy," "easy," "excellent," or "good" are considered **positive**. Responses of "Fairly easy" or "okay" are seen as **neutral** and responses "Very difficult," "difficult," "poor," or "terrible" are considered **negative**.

PCN NAME	ACCESS (out of 4)		QUALITY			
	Getting an appointment	Getting through on the phone	Online consultations	Telephone consultation	Staff attitudes	Treatment and Care
Brentford & Isleworth						
Chiswick						
Feltham						
Great West Road						
Hounslow Heath						

Thematic analysis for GPs in each PCN area

To gain a better understanding was to understand the top positive and emerging/ongoing theme for GPs in each PCN area.

PCN area	Top positive and emerging/ongoing themes in each PCN area in percentage terms
Brentford and Isleworth	<u>Positive theme</u> – Staff (doctors, nurses and receptionist staff) interpersonal, advise and communication skills (69%)
	<u>Emerging/Ongoing theme</u> – Long waiting time for standard appointments (31%)
Chiswick	<u>Positive theme</u> – Staff (doctors, nurses and receptionist staff) interpersonal, advise and communication skills (61%)
	<u>Emerging/Ongoing them</u> – Appointment booking system (19%)
Feltham	<u>Positive theme</u> – Staff interpersonal skills(63%)
	<u>Emerging/Ongoing theme</u> – Long waiting time for standard appointments (23%)
Great West Road	<u>Positive theme</u> – Staff (doctors, nurses and receptionist staff) and quality of care(62%)
	<u>Emerging/Ongoing theme</u> – Long waiting time for standard appointments (24%)
Hounslow Heath	<u>Positive theme</u> – Appointment availability and access (27%)
	<u>Emerging/Ongoing theme</u> – Long waiting time for standard appointments (25%)

The top four positive themes and emerging/ongoing themes

To gain in depth knowledge of patients' experiences at GP practices, we reviewed the top four positive themes and the top four merging/ongoing issues across all GP responses. Each survey that was collected was reviewed, and four key themes were identified. These reflect the areas of service that are most important to patients, as shown below.

Top 4 positive outcomes	Total count and % of positive outcomes	Top 4 emerging/ongoing themes	Total count and % of emerging and ongoing themes
Staff support and communication skills	70 reviews (31%)	Less availability of standard appointments	53 reviews (25%)
Availability of emergency appointments	35 reviews (17%)	Difficulty of using online booking system	20 reviews (9%)
Empathy from doctors and clinical quality	35 reviews (17%)	Long phone waiting times	13 reviews (6%)
Quality of service overall	20 reviews(9%)	Waiting times at the GP	11 reviews (5%)

Recommendations

Below is a list of recommendations for GP practices in Hounslow based on the findings in this section.

Improve availability of standard appointments

- Review and optimise appointment scheduling to ensure available capacity is used effectively.
- Improve access to routine care by regularly monitoring demand at PCN level and adjusting availability to meet these needs.
- Inform patients of cancelled appointments and manage rescheduling appointments.

Optimise telephone accessibility and digital access

- Improve on phone call wait times to speak to a member of staff.
- Review call back system and other routes of communication.
- Support patients with any changes to digital services at an appropriate time.

Improve communication skills of staff

- To provide waiting times when patients have appointments either verbally or digitally.
- Keep patients informed of any change.
- To listen to patient requests and to be as helpful as possible.

Support patients of changes to local services

- To contact patients regularly via SMS, app or post of any changes to the GP service.
- Support patients to be aware of local services that carry out other elements of primary care.
- Support staff via training of changes at the local level to inform patients in a timely manner.

Equalities snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience based on personal characteristics.

A full demographics breakdown can be found in the appendix.



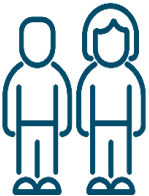
Gender

This quarter, women gave the highest percentage of positive reviews about their overall experience at 79%. 78% of men this quarter also had a positive experience of GP services.



Age

Patients aged 18–24 gave the highest percentage of positive reviews about their overall experience, with 78.6% rating their experience as excellent or good. In contrast, those age groups 55 and above, combined gave the highest percentage of negative reviews, at 16%.



Ethnicity

Patients who identified as 'White English/Welsh/Scottish/Northern Irish' gave the highest positive reviews, at 91%, while patients who identify as "Asian/Asian British Indian" reported the highest percentage of negative reviews, at 8%.



Long-term health conditions and disabilities

Patients who responded 'No' to having a long-term health condition and disability reported the highest level of positive responses (77% and 78%), and those who reported having a long-term health condition gave the highest number of negative reviews at 6%. Similarly, those who stated they did not have disability gave the highest number of negative 5.8%.

Experiences of hospital services



What people told us about Hospitals

Staff Professionalism and Communication

"The staff are truly very respectful and treat you well."

"The care that my daughter received is good, they are very caring, the staff are very good they look after you. Even the security is really good they check in on you."

Quality of Treatment

"I am very happy with the care from the doctors at this hospital it is worth the two-hour journey from Hounslow."

"I had a colonoscopy and the care i received was fantastic really appreciative of how smooth the process was here."

Family support and care

"Amazing for families and children this hospital is definitely a good hospital, the staff always listen to you, and appointments are always on time with enough time to speak to the doctor too."

Waiting times for diagnostic tests and results

"More resources like the MRI machine wait time is quite long and even longer to get the results back."

"Wait times for x-rays. Getting through to appointments by phone, extraordinarily long waits, once got cut off due to time after waiting in a queue for an hour! That shouldn't happen."

Referral Wait Times

"The referral process is really bad you get random cancellations imagine working and not being able to know if you can just turn up for your appointment."

"The actual appointments are booked for the next year and then get cancelled at the last minute when you have a referral."

Appointment cancellations

" They shouldn't cancel before the appointments date and not having to wait two years for a new appointment."

Hospital services

No. of reviews	83 reviews
Positive	61% (51 reviews)
Negative	16% (13 reviews)
Neutral	23% (19 reviews)

Questions we asked residents



As part of our patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

Q1) How did you find getting a referral/appointment at the hospital?

Q2) How do you find getting through to someone on the phone?

Q3) How do you find the waiting times at the hospital?

Q4) How do you think the communication is between your hospital and GP practice?

Q5) How do you find the attitudes of staff at the service?

Q6) How would you rate the quality of treatment and care received?

Q7) How do you rate your overall experience?

Q8) What works well at the hospital?

Q9) What is not working well, and what could be improved?

Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (**easy – not at all easy**)

For questions 3 to 7, participants were asked to choose from **excellent – terrible**. This was done to allow our data to be comparable with NHS data.

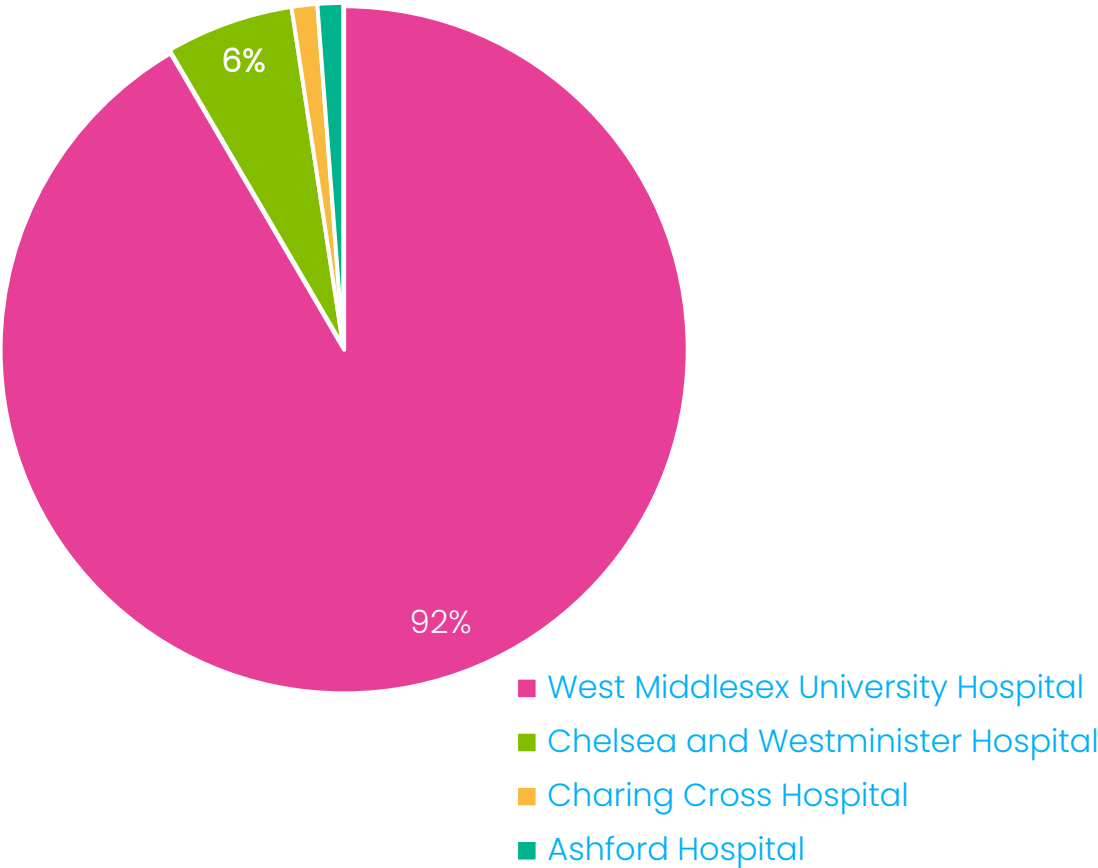
Questions 8 and 9 were open-ended questions where users could state several responses

Hospital trusts

Hounslow residents access a variety of different hospitals, depending on factors such as choice, locality and specialist requirements. During the last three months we heard experiences about the following hospitals:

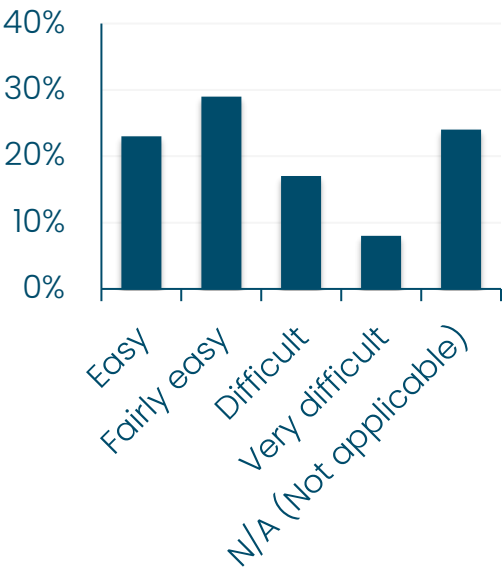
Names of hospitals	Number of reviews
West Middlesex Hospital	76 reviews
Chelsa and Westminster Hospital	5 reviews
Charing Cross Hospital	1 review
Ashford Hospital	1 review

Each quarter, the majority of responses we receive are from West Middlesex Hospital. However, as many Hounslow residents access hospital services outside the borough, we have also included responses from these hospitals below.



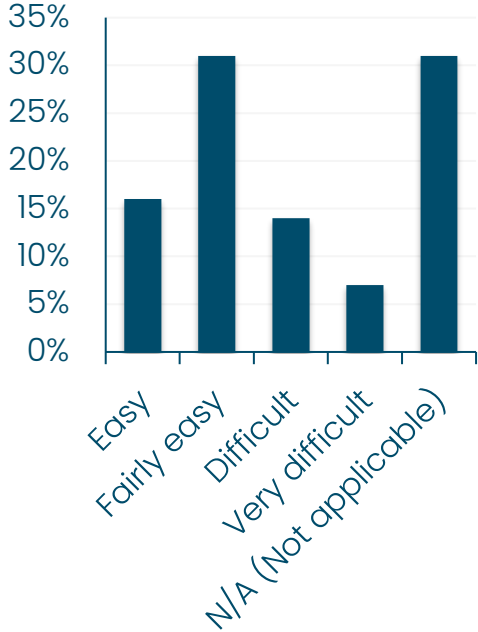
Access and quality questions

Q1) How did you find getting a referral/appointment at the hospital?



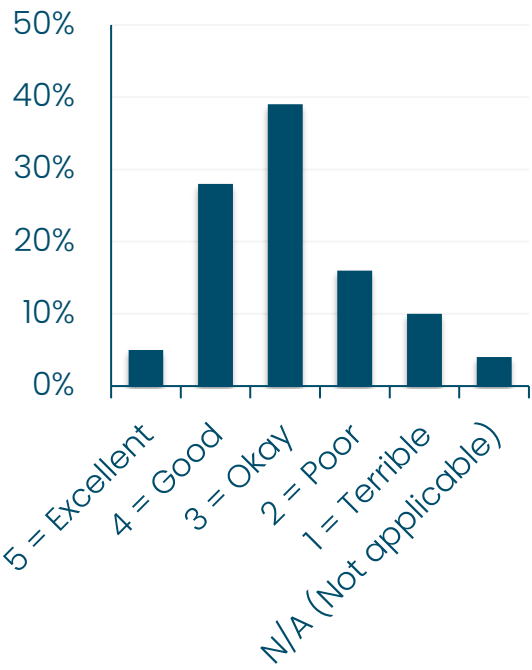
Responses	Percentage of reviews	No of reviews
Easy	23%	18
Fairly easy	29%	24
Difficult	17%	14
Very difficult	8%	7
N/A (Not applicable)	24%	20
Total		83

Q2) How do you find getting through to someone on the phone?



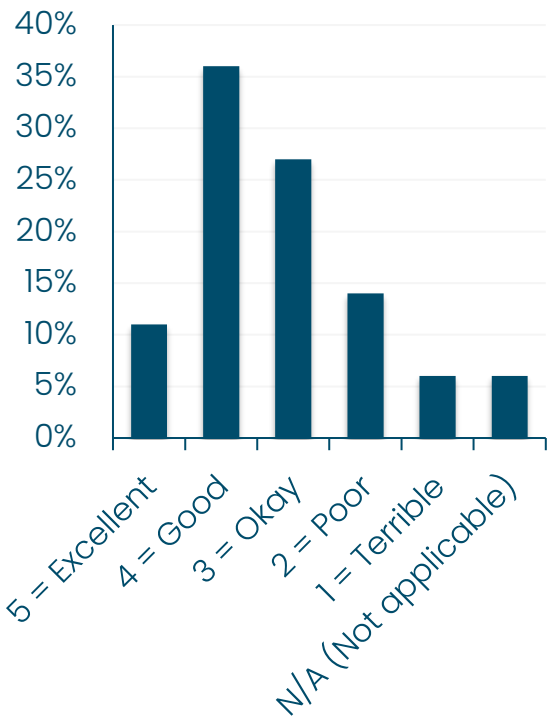
Responses	Percentage of reviews	No of reviews
Easy	16%	12
Fairly easy	31%	26
Difficult	14%	12
Very difficult	7%	6
N/A (Not applicable)	31%	26
Total		83

Q3) How do you find the waiting times at the hospital?



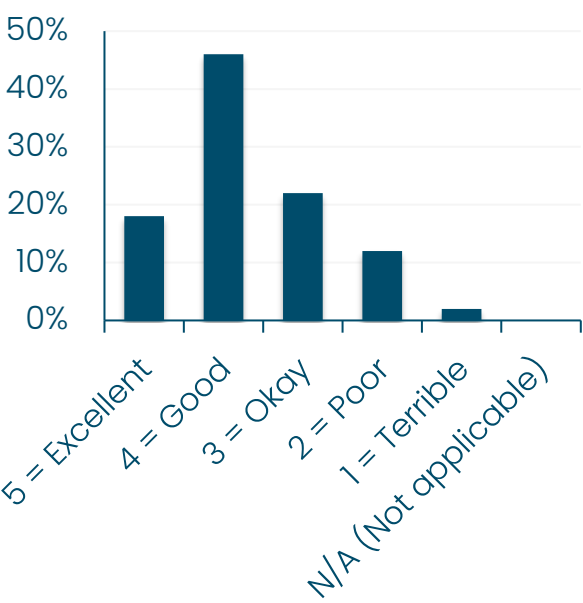
Responses	Percentage of reviews	No of reviews
5= Excellent	5%	4
4 = Good	28%	23
3 = Okay	39%	32
2 = Poor	16%	13
1 = Terrible	10%	8
N/A (Not applicable)	4%	3
Total		83

Q4) How do you think the communication is between hospital and your GP practice?



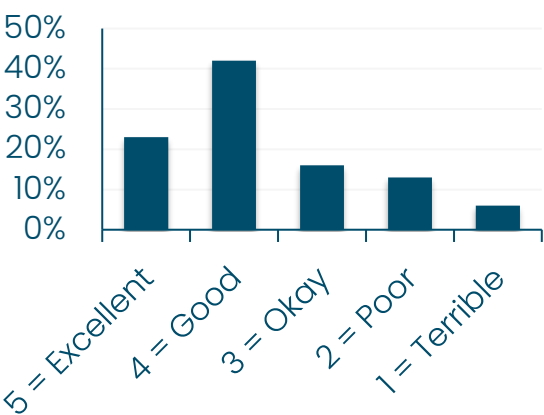
Responses	Percentage of reviews	No of reviews
5 = Excellent	11%	9
4 = Good	36%	30
3 = Okay	27%	22
2 = Poor	14%	12
1 = Terrible	6%	5
N/A (Not applicable)	6%	5
Total		83

Q5) How do you find the attitudes of staff at the service?



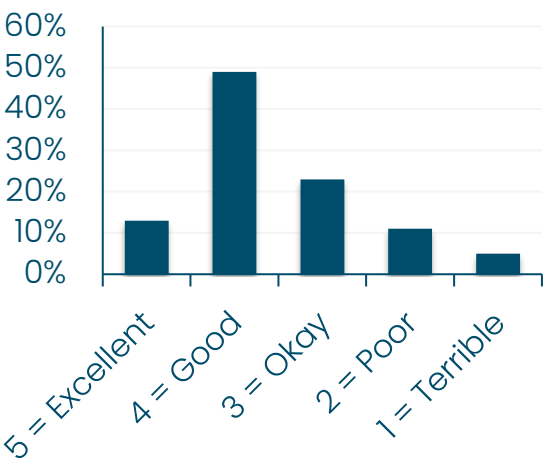
Responses	Percentage of reviews	No of reviews
5 = Excellent	18%	15
4 = Good	46%	38
3 = Okay	22%	18
2 = Poor	12%	10
1 = Terrible	2%	2
N/A (Not Applicable)	0%	0
Total		83

Q6) How would you rate the quality of treatment and care received?



Responses	Percentage of reviews	No of reviews
5 = Excellent	23%	19
4 = Good	42%	35
3 = Okay	16%	13
2 = Poor	13%	11
1 = Terrible	6%	5
Total		83

Q7)How do you rate your overall experience?



Responses	Percentage of reviews	No of reviews
5 =Excellent	13%	11
4 = Good	49%	40
3 = Okay	23%	19
2 = Poor	11%	9
1 = Terrible	5%	4
Total		83

Analysis of the access and quality control questions (1-6)

To gain a greater understanding of patient’s experience at hospitals it was decided to analysis the top responses for questions 1 -6 for each hospital that were part of this study. The table demonstrates the top responses for each question as a percentage.

Note that Access questions have been rated out of 4 (1 – Very Difficult, 4 – Easy) and Quality questions are out of 5 (1 – Terrible, 5 – Excellent). Hospitals with multiple responses have been included in the table below. In this instance, we did not include hospitals with only one review.

Each section has been colour-coded to indicate positive (green), negative (pink), neutral (blue), or n/a (light blue).

Name of Hospital	Access Questions		Quality Control Questions			
	Getting referral or/and an appointment	Getting through on the phone	Waiting at hospital	Communication (GP and Hospital)	Staff attitudes	Treatment and Care
West Middlesex Hospital						
Chelsea and Westminster Hospital						

Analysis of the top three positive and emerging/ongoing themes for hospitals

We have also identified the top 3 positive and ongoing/emerging themes for hospitals, to provide an in-depth breakdown of hospital services.

Hospital	Top 3 positive outcomes in percentage terms	Top 3 ongoing and emerging themes in percentage terms
West Middlesex Hospital No of reviews: 76	• Staff communication(20%) • Quality of treatment (20%) • Wait times and results (18%)	• A&E service and wait times(41%) • Communication between staff and patients (22%) • Appointment cancellations (10%)
Chelsea and Westminster Hospital No of reviews 5	• Doctor’s advice, communication and quality of care (80%) • Support for families and children(20%) • n/a	• Distance and transport to Hospital (80%) • n/a • n/a

Positive themes or ongoing themes

To gain in-depth knowledge of patients' experiences at hospitals, we reviewed the top four positive themes and the top four ongoing issues across all hospital's responses. Each survey that was collected was reviewed, and four key themes were identified. These reflect the areas of service that are most important to patients, as shown below.

Top 4 positive outcomes	Total count and % of positive outcomes	Top 4 ongoing/emerging themes	Total count and % of emerging and ongoing themes
Doctor's advice, professionalism and, communication skills	21 reviews (25%)	Waiting times and service delivery at A&E	18 reviews (22%)
Treatment outcomes	13 reviews (16%)	Patient and Staff Communication	11 reviews (13%)
Appointment scheduling and wait times	10 reviews (12%)	Appointment cancellations	9 Reviews (11%)
Accessibility for patients	5 reviews (6%)	Hospital Transport and distance	7 reviews (8%)

Recommendations

Below is a list of recommendations for hospitals in Hounslow based on the findings in this section

Waiting times and service delivery at A&E

- Support patients and regularly update changes in waiting times.
- Improve communication with next of kin in the A&E environment.
- Ensure patients are aware of local services of minor conditions and where to get help.

Enhance communication skills of medical staff

- To communicate with other members of the family about the treatment of the patient by contacting family members.
- To communicate with other health providers about patient's treatment and health outcomes by establishing effective communication methods.

Improve contact with patients about appointment cancellations

- To ensure that patients are informed of appointment cancellations
- Support patients with rescheduling appointments and alternative services to account for patient capacity.

Improve Hospital transport for patients

- Review local transport information for patients prior to arrival.
- Support patients to find accessible transport to hospital appointments.
- Review contact with dial-a-ride services for vulnerable residents and possible alternatives.

Equalities snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience based on personal characteristics.

A full demographics breakdown can be found in the appendix.



Gender

Women reported a slightly higher percentage of positive responses at 63% compared to men at 56%.



Age

Adults aged 35-44 reported the most positive experiences at 65%. Those in the age groups of 65-74 years old reported the highest negative reviews at 40%.



Ethnicity

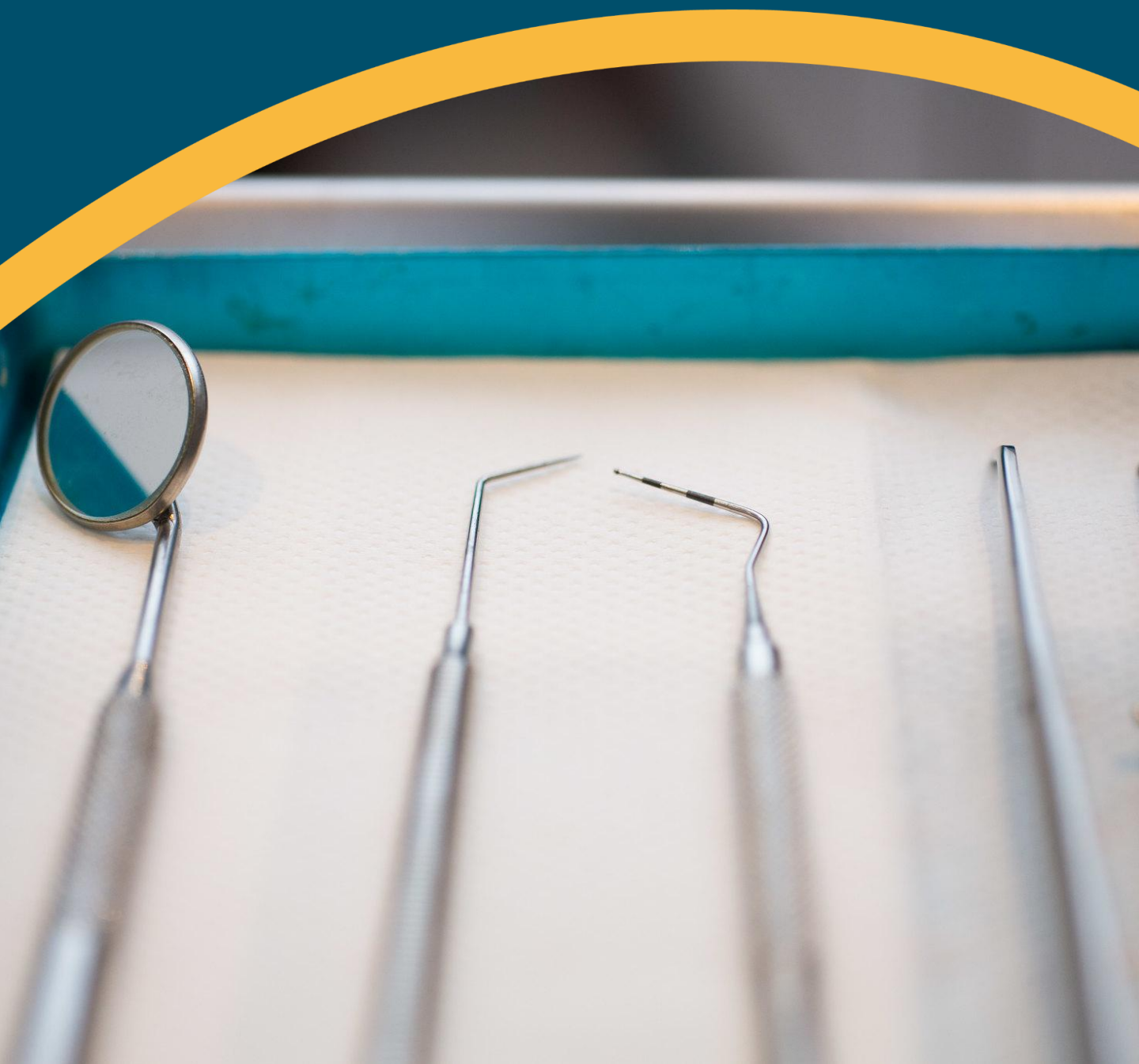
Patients who identified as White English/Welsh/Scottish/Northern Irish/British provided the highest number of responses for both positive and negative reviews of hospital services. 52% reported a positive experience whilst 23% reported a negative experience of hospital services.



Long-term health conditions and disabilities

Patients who answered "No" to having a disability reported the most positive reviews at 63% and for those who responded "Yes" gave the highest number of negative reviews at 15.4%. For those who reported 'No' to having a long-term health condition had highest number of positive reviews at 77%. and the highest number of negative reviews were given by patients who declared they had a long-term health condition at 28%.

Experiences of dental services



What people told us about dentists

Quality of Service

"They're just very easy going you know, you can cancel things and not get in trouble always been very flexible."

Availability of Appointments

"I always get an appointment the dental work it's good, would recommend my dentist."

Dentist's Communication and Professional Skills

"I like this dentist because they are able to see my son who has additional needs."

Helpful Staff

"Great staff love the receptionist she is very friendly."

"Staff are very patient.."

Treatment and care

"Same system as GP practice needs to be introduced in order to hold duty holder responsible for providing decent dental care. Present system is not fit for the purpose as patients are moving from one dentist to another with the hope of finding a good dentist."

Lack of NHS Appointments

"It is hard for me and my family to find an NHS dentist in Hounslow this should be improved."

High Cost of Dental Treatment

"The cost is too high if you don't receive benefits, they charge 300 pound just for you to see someone or get a treatment. As a pensioner how can this be possible."

"Maybe make it cheaper, my mum was given a big bill and it's just comes out of nowhere."

Dental services

No. of Reviews	30 reviews (8 dentists)
Positive	70% (21 reviews)
Negative	10% (3 reviews)
Neutral	20% (6 reviews)

Questions we asked residents



As part of our patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

Q1) How did you find it registering with an NHS dentist? (within the last 12 months)

Q2) How do you find getting NHS appointments?

Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

Q4) How helpful are staff in explaining your dental treatment?

Q5) How do you find the attitudes of staff at the service?

Q6) How do you rate your overall experience?

Q7) What works well at the dental practice?

Q8) What is not working well, and what could be improved?

Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (**Easy – Not at All Easy**).

For questions 3, participants were asked to choose from **extremely clear – not all**. For question 4 participants were asked to choose from **extremely helpful – not all helpful**.

For question 5 and 6, participants were asked to choose from **excellent – terrible**. This was done to allow our data to be comparable with NHS data.

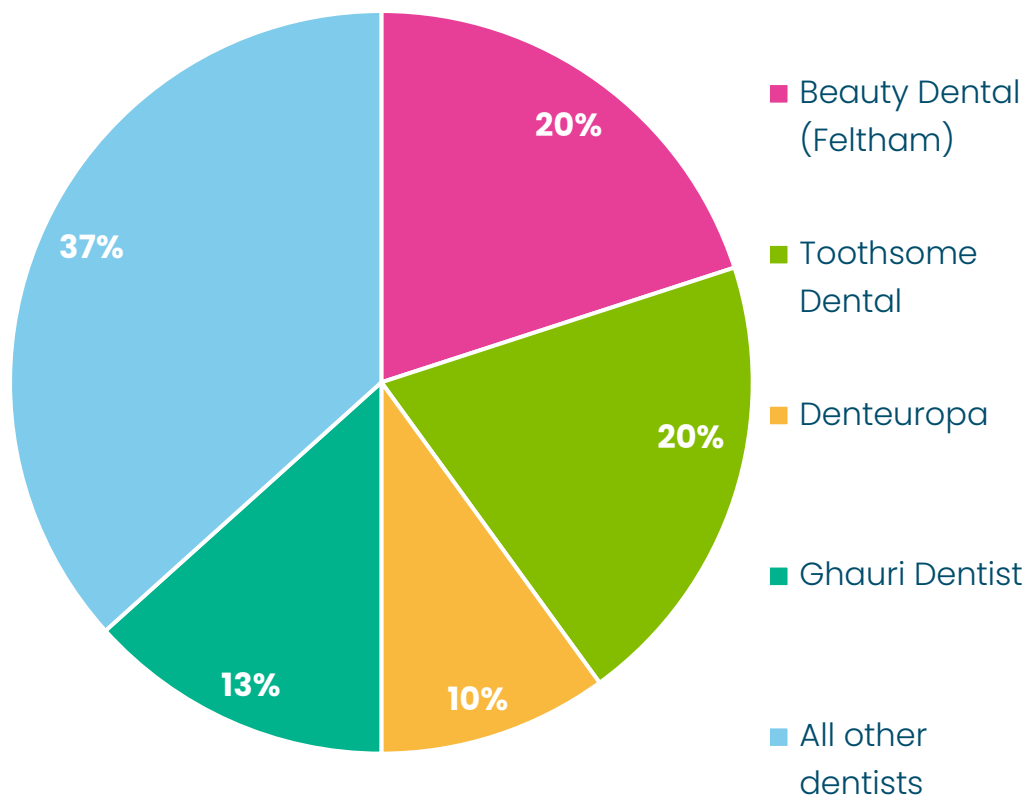
Questions 7 and 8 were open-ended questions where users could state several responses.

Dentists in Hounslow

Hounslow residents access a variety of different hospitals, depending on factors such as choice, cost, locality and specialist requirements. Dentist were visited and reviews were received about them from other health facilities. During the last three months we heard experiences about the following dentists:

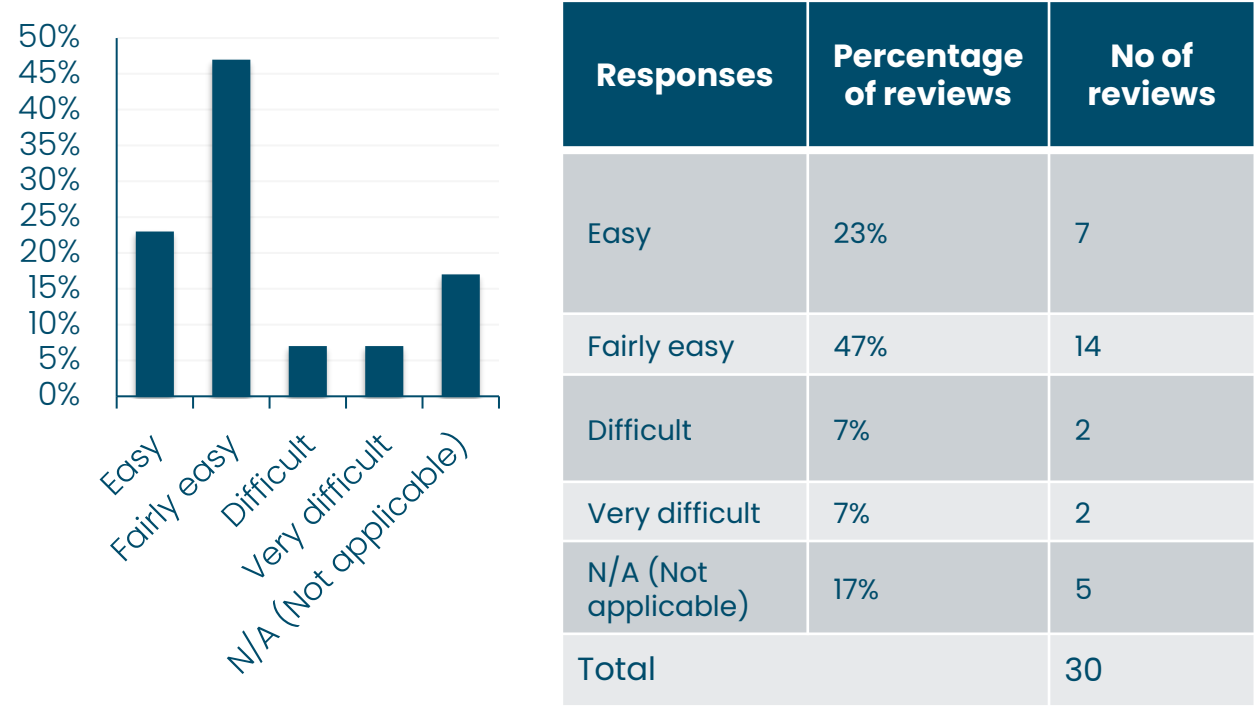
Survey responses from the different dentists	Number of reviews
Beauty Dental (Feltham)	6 reviews
Toothsome Dental	6 reviews
Denteuropa	3 reviews
Ghuri Dentist	4 reviews
All other dentists	11 reviews

Between April and June 2026 , the dentists that received the most reviews were recorded from multiple different dentists in the London Borough of Hounslow.

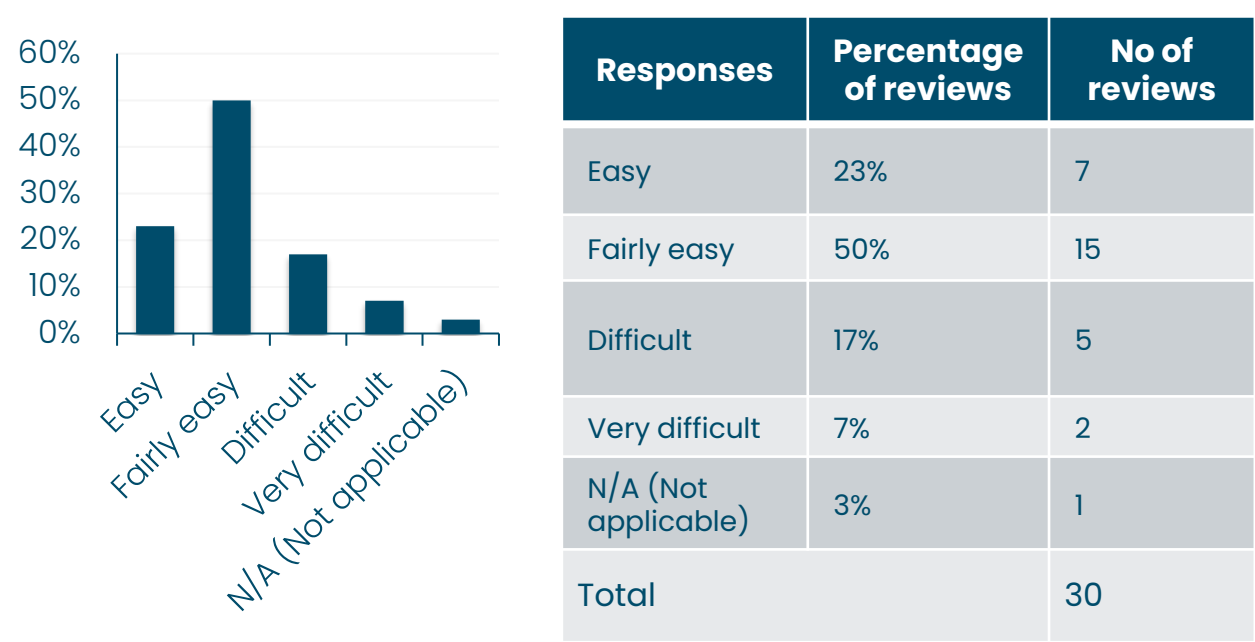


Access and quality questions

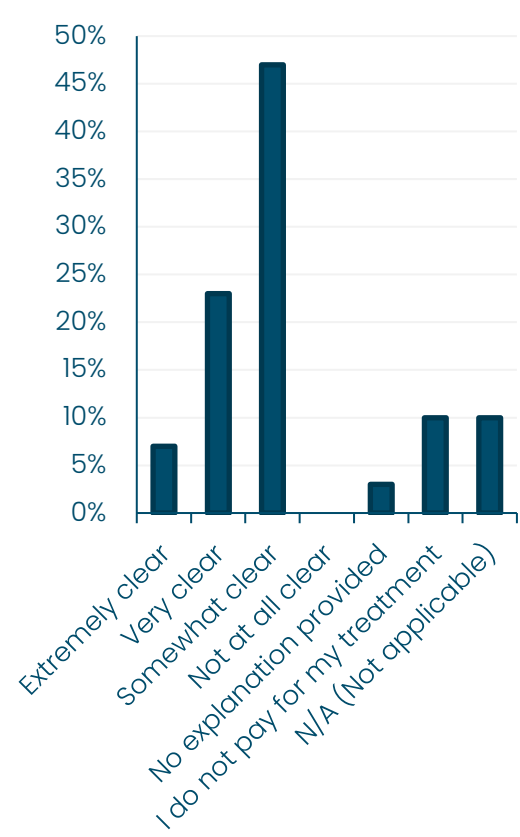
Q1) How easy was it to register with an NHS dentist? (If you have registered within the last 12 months)



Q2) How easy is it to get an NHS dental appointment?

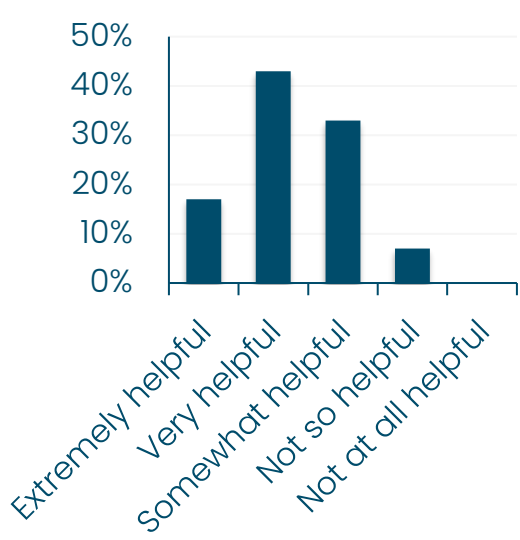


Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?



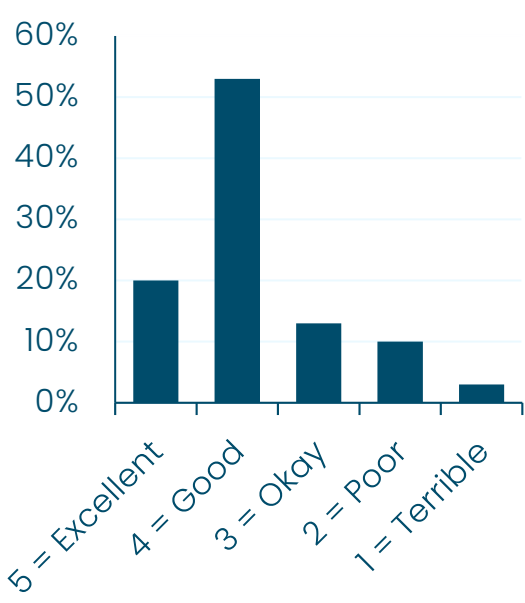
Responses	Percentage of reviews	No of reviews
Extremely clear	7%	2
Very clear	23%	7
Somewhat clear	47%	14
Not at all clear	0%	0
No explanation provided	3%	1
I do not pay for my treatment	10%	3
N/A (Not applicable)	10%	3
Total		30

Q4) How helpful are staff in explaining your dental treatment?



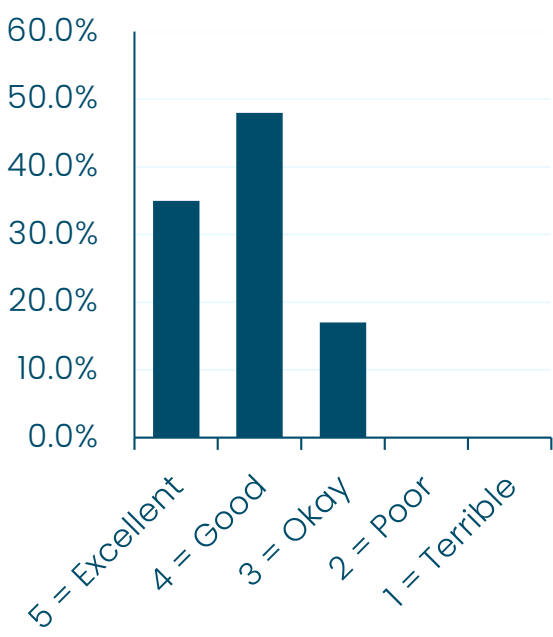
Responses	Percentage of reviews	No of reviews
Extremely helpful	17%	5
Very helpful	43%	13
Somewhat helpful	33%	10
Not so helpful	7%	2
Not at all helpful	0%	0
Total		30

Q5) How do you find the attitudes of staff at the dental practice?



Responses	Percentage of reviews	No of reviews
5 = Excellent	20%	6
4 = Good	53%	16
3 = Okay	13%	4
2 = Poor	10%	3
1 = Terrible	3%	1
Total		30

Q6) How do you rate your overall experience?



Responses	Percentage of reviews	No of reviews
5 = Excellent	27%	8
4 = Good	43%	13
3 = Okay	20%	6
2 = Poor	7%	2
1 = Terrible	3%	1
Total		30

Positive themes or ongoing themes

To gain a better understanding of patients' experiences at dentists, we reviewed the top four positive themes and the top four emerging/ongoing issues for dentists where a survey reached. Each survey that was collected was reviewed, and four key themes were identified. These reflect the areas of service that are most important to patients, as shown below.

Top 4 positive outcomes	Total count and % of positive outcomes	Top 4 ongoing/emerging themes	Total count and % of emerging and ongoing themes
Quality of treatment	9 reviews (23%)	Cost of treatment	9 reviews (30%)
Appointment availability	8 reviews (20%)	Lack of explanation of costs	6 reviews (20%)
Quality of service	7 reviews (18%)	Availability of NHS dentists and appointments	5 reviews (17%)
Staff interpersonal skills	5 reviews (13%)	Appointment scheduling and wait times	3 reviews (10%)

Recommendations

Below is a list of recommendations for Dental Practices in Hounslow based on the findings in this section.

Explain NHS dental costs and exemption entitlements

- To explain the cost of treatment for patients so that they are aware prior to treatment.
- To produce information either written or digitally showing the cost of different NHS dentist procedures.
- To offer different types of payments plans and make patients aware of who is exempt from paying NHS costs.

Improve access to NHS dentists in the local area

- To have a list of NHS dentists that have appointments available.
- To produce digital information and leaflets about dentists who offer NHS services in the borough.
- Support patients with finding an NHS dentist and improve retention of long-term patients.

Improve appointment scheduling and wait times

- To communicate with patients about appointment cancellations and when appointments become available.
- Review SMS messaging for appointment reminders and check that patient contact details are up to date.

Equalities snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience based on personal characteristics.

A full demographics breakdown can be found in the appendix.



Gender

Women reported the highest positive experience at 75%, compared to 64.3% for men. Women did not report any negative experiences for dental services this quarter, whereas 21.4% of men did.



Age

Adults aged 18 to 24 reported the most positive experiences at 100%. Additionally, the age group of 65 to 74 years old reported the highest negative experience overall at 50%.



Ethnicity

Patients who identified as White English/Welsh/Scottish/Northern Irish/British reported the highest number of positive responses at 37%. Positive experiences were reported across all ethnic groups..



Long-term health conditions and disabilities

Patients who answered 'Yes' to having a disability reported 75% of a positive experience and for those patients that reported 'No' reported positive rating of 65%. Similarly, patients who responded 'No' to having a long-term health issues reported positive experience at 70.3% and those who said 'Yes' reported a positive rating of 66%.

Experiences of 'Other' services



What people told us about 'Other' services

Quality of Service

"My son uses this service when he was going through a really rough patch in life they really supported him."

Staff Professional Skills and Helpfulness

"Staff are lovely you can buy some stuff from them directly which saves time instead of going to the GP."

"Great knowledge and care. Knows us all in the community and gives helpful advice."

"Excellent communication by text and phone; personable and helpful therapist."

Appointment scheduling and availability

"They always send me invitations to come and I think that shows that they care, I can contact them whenever I need to for my mammogram checkup."

Location of service

"The good one is Hounslow House but it is far from where I live."

"It isn't available at the GP near my home but the health centre is not too far."

Lack of Communication with next of kin

"Communication with next of kin we do get left out sometimes."

Communication with GP services

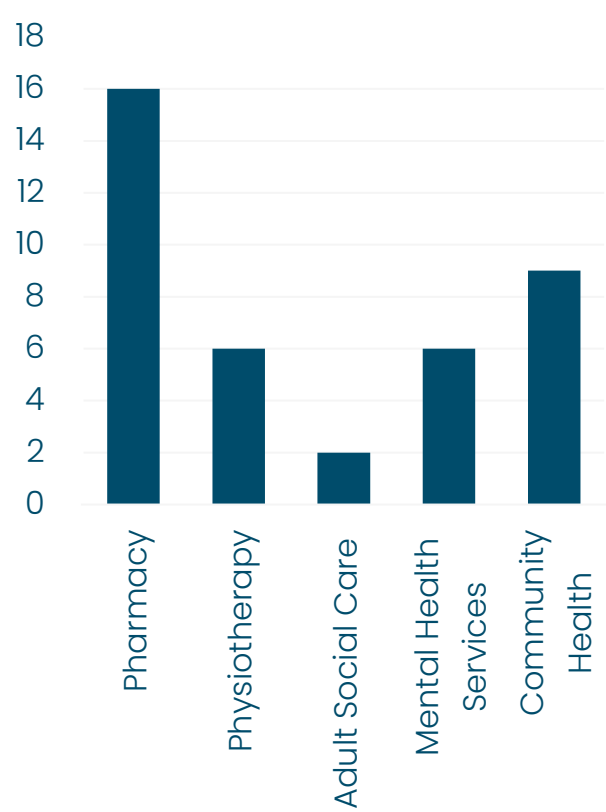
"The communication with the GP needs to be improved."

Experiences of ‘Other’ services

In addition to asking specifically about GPs, Hospitals and Dentists we also give the opportunity for people to share experiences about any other health services, social care and community services, asking them what is working well and what could be improved.

This section provides an overview of reviews from different community or ‘Other’ Services.

No. of Reviews	39 Reviews
Positive	92% (35 reviews)
Negative	3% (1 reviews)
Neutral	5 %(2 reviews)



Service Type	No of Reviews
Pharmacy	16
Physiotherapy	6
Adult Social Care	2
Mental Health Services	6
Community Health(Diabetes, Stop Smoking, Health Visitor)	9

Thematic analysis of open-ended responses for each type of service

To gain a better understand of ‘Other services’ we have collated the top positive and ongoing/emerging themes for each of these types of services.

Type of service	Total count and % of positive outcomes for each type of service	Total count and % of ongoing/emerging themes for each type of service
Pharmacy	Good quality of service (85%)	Communication with GP services (15%)
Physiotherapy	Quick referral times (33%)	Exercises given are not always helpful to improve a person’s condition (17%)
Adult Social Care	Good quality of service (100%)	n/a
Mental Health Services	Communication with next of kin (100%)	n/a
Community Health (Diabetes, Stop Smoking, Health Visitor)	Good quality of service (60%)	Referral wait times (40%)

Positive themes and emerging/ongoing issues

To gain a better understanding of patients' experiences for other services, we review the top four positive themes and the top four ongoing issues For 'Other Services'. Each survey that was collected was reviewed, and four key themes were identified. These reflect the areas of service that are most important to patients, as shown below:

Top 4 positive outcomes	Total count and % of positive outcomes	Top 4 emerging/ongoing themes	Total count and % of emerging and ongoing themes
Medication availability and access to prescriptions	10 reviews (26%)	Communication with other services	9 reviews (23%)
Good quality of service	9 reviews (23%)	Scheduling of appointments	3 reviews (7%)
Staff advice and helpfulness	3 reviews (7%)	Referral wait times	2 reviews (5%)
Access to local services	2 reviews (5%)	Staffing capacity and funding	1 reviews (3%)

Recommendations

Pharmacies

- Improve communication with GP services to help reduce delays in patients getting their medication.
- Keep local GP practices and other healthcare services updated about medication stock levels and any shortages.
- Let patients know as soon as possible if their medication is out of stock and explain what they should do next or if an alternative is available.

Physiotherapy Services

- Review treatment plan regularly with patients as conditions change.
- Maintain regular contact with patients to voice any concerns.

Community Services

- Improve communication on referral wait times and provide alternative services if possible.
- Improve awareness of local services available to residents.
- Review referral pathways to other local services and improve awareness of self-referral pathways.

Mental Health Services

- Retain regular communication with next of kin and provide regular updates
- To provide additional materials to local services if referral wait times are long.

Snapshot of carer’s perspective

Each quarter we will provide a snapshot of a seldom heard group. This quarter we explored the experiences of carers. Care groups were visited and carers gave their perspective in different health facilities about health services.

No of reviews	48 reviews	Top 4 positive outcomes	Total count and % of positive outcomes
Positive	36 reviews (75%)	Good service quality	35 reviews (73%)
Neutral	8 reviews (17%)	Availability of appointments	7 reviews (15%)
Negative	4 reviews (8%)	Good treatment	7 reviews (15%)
		Health Professional Advice	4.reviews (8%)

A higher proportion of positive reviews from carers indicates satisfaction; however, there are a number of themes that could improve the experiences for carers in Hounslow. The availability of standard and emergency appointments, which was raised in 10 reviews (20%), suggests that although carers are satisfied, there is a need to assess the suitability of emergency appointments based on their unique needs as carers. The other themes that emerged were difficulty using health apps and concerns about parking, suggesting the need for greater awareness of the suitability of digital health offerings, as well as how transport and parking can be reasonably adjusted for local carers.

Health provider	Number of reviews for different health providers by carers	Top 4 emerging/ongoing themes	Total count and % of emerging / ongoing themes
GPs	26 reviews (54%)	Availability of standard/emergency appointments	10 reviews (20%)
Hospitals	11 reviews (23%)	Difficulty of using health apps	5 reviews (10%)
Dentists	2 reviews (4%)	Lack of parking facilities and providing transport	4 reviews (2%)
Mental Health	1 review (2%)	Waiting times for operations	2 reviews (2%)
Pharmacies	7 reviews (15%)		
Physiotherapy	1 review (2%)		

* What carers told us about health services

Understanding of carer needs

"My doctor is very understanding, listens to your problems. Excellent service for people with additional needs."

Staff interpersonal skills

"The staff are professional and respectful, appointments are usually well organised, and the doctors take time to listen and explain things clearly. The practice also communicates well regarding appointments and follow-ups."

"Have been going to this practice for a very long time never really had any problems. I think the staff care which is very important."

Communication with patients

"The last couple of times I've been to the GP they have given me time to talk; I think the advice is good it's not always the medication that you need."

Appointment length

"It is difficult if you have more than one health issue to discuss. Doctors can be reluctant to focus on more than one issue meaning that you have to make a separate appointment which is time consuming."

Privacy

"Making an appointment that is very difficult for me, but once I'm here I am happy, to be able to get some privacy when you have to explain what you need."

Providing joint appointments

"Doubling appointments because my daughter is special needs."

Appointment availability

"Being able to get an appointment faster when we need it, being able to see the same."

HEALTH SERVICES	RECOMMENDATIONS
GPS	• Improve availability of standard appointments • Optimise telephone accessibility and digital access • Support patients of changes to local services
Hospitals	• Improve contact with patients about appointment cancellations • Improve hospital transport for patents
Dentists	• Improve communication around costs and NHS dental cost exemptions.
Other services and Community Services	• Improve awareness of local services and how to refer.

Appendix



Demographics

GENDER	Percentage %	No of Reviews
Man (including trans man)	36.9%	136
Woman (including trans woman)	63.23%	235
Non- binary	0.0%	0
Other	0.0%	0
Prefer not to say	1.3%	5
Total		376

AGE	Percentage %	No of Reviews
18-24	7.7%	29
25-34	12.5%	47
35-44	23.3%	88
45-54	19.4%	73
55-64	13.5%	51
65-74	14.3%	54
75-84	6.4%	24
85+	1.3%	4
Prefer not to say	1.6%	6
Total		376

DISABILITY	Percentage %	No of Reviews
Yes	11.7%	44
No	85.4%	321
Prefer not to say	2.9%	11
Not known	0	0
Total		376

LONG-TERM HEALTH CONDITION	Percentage %	No of Reviews
Yes	33.2%	125
No	63.3%	238
Prefer not to say	3.5%	13
Not known	0	0
Total		376

ETHNICITY	Percentage %	No of Reviews
White - English / Welsh / Scottish / Northern Irish / British	35.9%	135
White - Irish	1.9%	7
White - European	7.0%	26
White - Other	0.5%	2
European	1.9%	7
Arab	4.3%	16
Asian / Asian British - Indian	25.8%	97
Asian / Asian British - Pakistan	8.8%	33
Asian / Asian British - Bangladeshi	1.9%	7
-Chinese	0.8%	3
-Any other Asian background (please see below)	0.8%	3
-Black / Black British - African	2.7%	10
-Black / Black British - Caribbean	1.1%	4
-Any other Black background	0%	0
-Gypsy, Roma or Traveller	0%	0
-Latin American	0%	0
-Mixed - Asian and White	0.5%	2
-Mixed - Black African and White	1.1%	4
-Mixed - Black Caribbean and White	0.8%	3
-Any other Mixed / Multiple ethnic background	0.5%	2
-Prefer not to say	2.7%	10
-Other -	4%	15
Other - not listed	0.8%	3
Total		376



Healthwatch Hounslow
c/o Public Voice CIC
Tottenham Town Hall, Town Hall Approach Road,
London, N15 4RX.

Website: www.healthwatchhounslow.co.uk

Tel: 020 3603 2438

Email: info@healthwatchhounslow.co.uk

 @HWHounslow

 [Facebook.com/HealthwatchHounslow01](https://www.facebook.com/HealthwatchHounslow01)

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