

# Q3 Patient Experience Report

Healthwatch Hounslow  
October 2025 – December 2025



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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.

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## 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

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

**Between October and December 2025, we continued to develop our PEP by:**

- Gathering feedback from community spaces to understand specific barriers related to health and adult social care services.
- Outlining emerging themes on accessing health and social care services.

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# 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.

## How we use our reports

Our Local Healthwatch has representation across 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 deep aspects relating to the different sections can be requested, and are dependent on additional capacity and resource provision.

# Q3 snapshot

This section provides a summary of the number of experiences we collected during October – December 2025, as well as a breakdown of positive, neutral and negative reviews per service. We analysed residents rating of their overall experience to get this data (1\* and 2\* = negative, 3\* = neutral, 4\* and 5\* = positive).

## 366 reviews

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



## 32 visits

were carried out to different local venues across the borough, to reach as many as people as possible.

Top 5 service types	No. of reviews	Percentage of positive reviews
GP	232	83%
Hospital	82	62%
Dentist	20	75%
Community Services	32	69%

# Experiences of GP Practices



# What people told us about GP Practices

## AVAILABILITY OF APPOINTMENTS

"Currently, they are quick with routine appointments and I am contacted regularly. It is easy to get through on the phone and stay in contact with the service."

## AVAILABILITY OF APPOINTMENTS

"Appointments get taken up quickly, so you do wait for about 2 weeks to get a standard one, which I think could be sped up."

## STAFF ATTITUDES

"The team of staff here are fantastic. They are great at managing my diabetes. I am comfortable enough to speak with my doctor, and he knows my situation very well. I am happy with the care from this practice, it's excellent."

## STAFF ATTITUDES

"I wasn't made aware about out of hours appointments for people who work full time. I also think staff at reception don't allow for privacy when explaining why I want to see the doctor. Communication with reception isn't the best."

## TREATMENT AND CARE

"Everything works well at this practice, and I think the staff are great. They handle you with care and the appointments are more like a conversation, instead of just questions and answers."

## APPOINTMENT SCHEDULING AND TELEPHONE/ONLINE ACCESSIBILITY

"You have to call in the morning to book appointments, so if you are unwell, it is harder to wake up earlier."

"The doctors at this practice helped me find out about my personal diagnosis – practically saved my life very quickly. If it had not been for how active they were after my appointment in chasing referrals I would be very anxious about what would happen next."

"Needs improvement on the online consultation. There should be no online consultations, we should make a call and speak to someone. Standard appointments take too long."

# GP services full data

No. of reviews	232 reviews
Positive	192% (83)
Negative	9% (4)
Neutral	32% (14)

## 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?

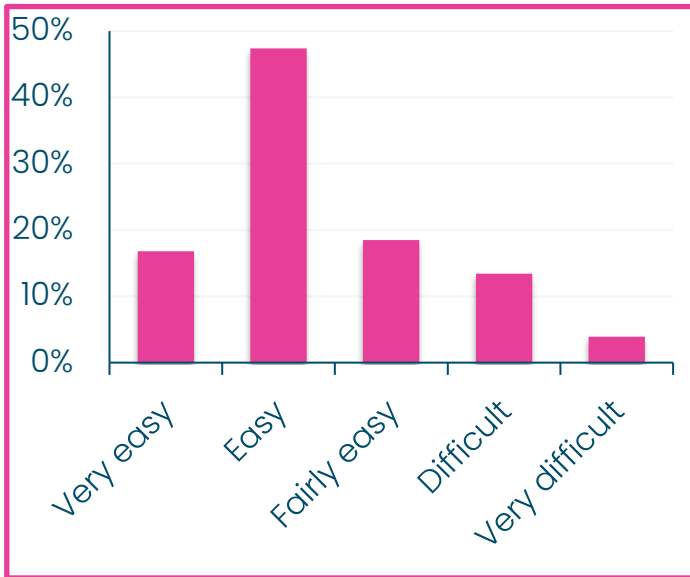
Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (**Very Easy – Not at All Easy**) to allow our data to be comparable with the NHS data.

Participants were asked to choose between 1-5\* (**Terrible – Excellent**).

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

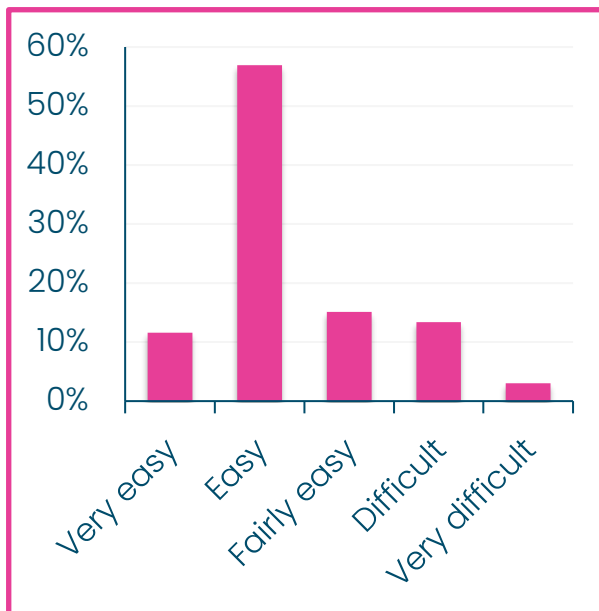
## Access and quality questions

### Q1) How easy is it to get an appointment?



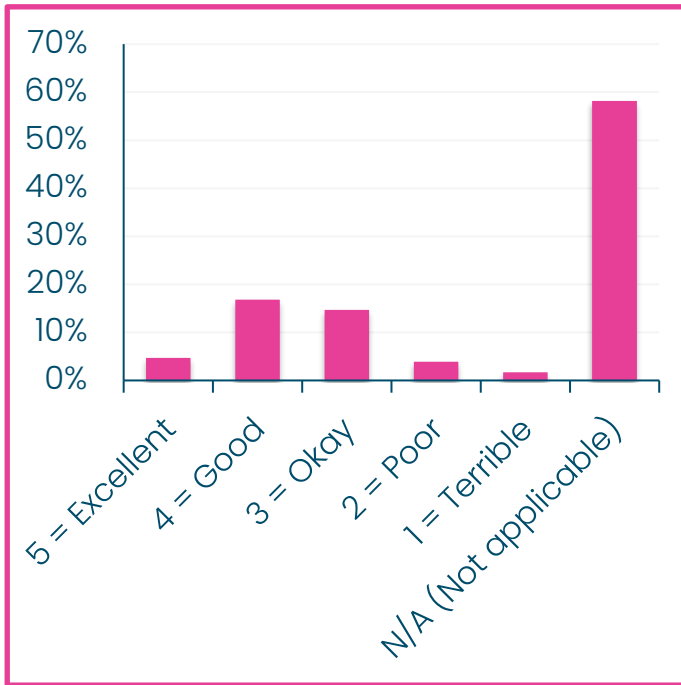
Responses	Percentage of reviews	No. of reviews
Very Easy	12%	27
Easy	57%	132
Fairly Easy	15%	35
Difficult	13%	31
Very Difficult	3%	7
Total		232

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



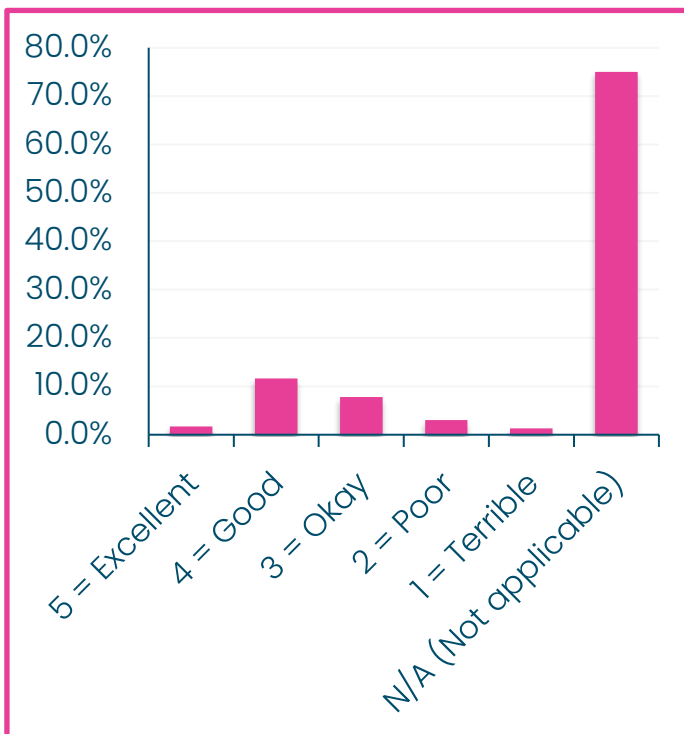
Responses	Percentage of reviews	No. of reviews
Very Easy	17%	39
Easy	47%	110
Fairly Easy	19%	43
Difficult	13%	31
Very Difficult	4%	9
Total		232

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



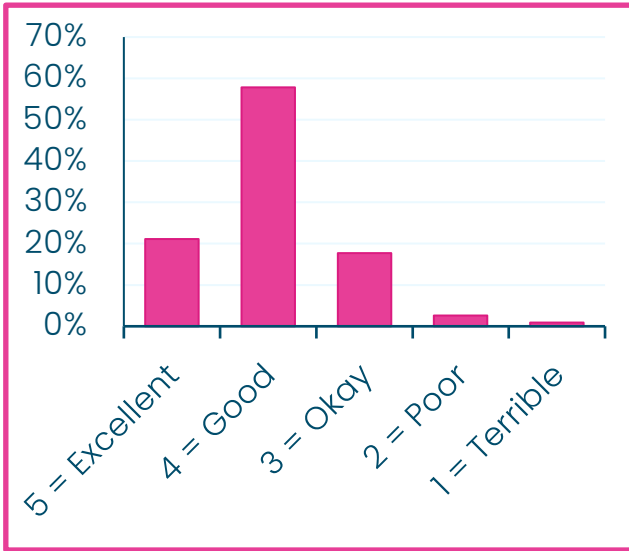
Responses	Percentage of reviews	No. of reviews
5 = Excellent	5%	11
4 = Good	17%	39
3 = Okay	15%	34
2 = Poor	4%	9
1 = Terrible	2%	4
Not applicable	58%	135
<b>Total</b>		<b>232</b>

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



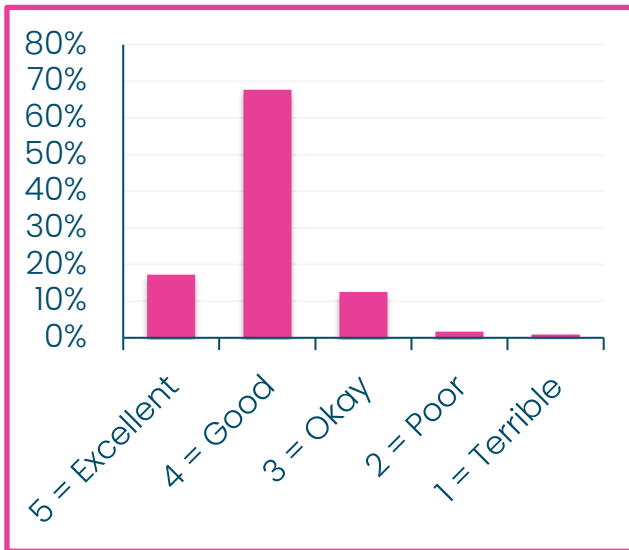
Responses	Percentage of reviews	No. of reviews
5 = Excellent	2%	4
4 = Good	12%	27
3 = Okay	8%	18
2 = Poor	3%	7
1 = Terrible	1%	3
Not applicable	75%	174
<b>Total</b>		<b>232</b>

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



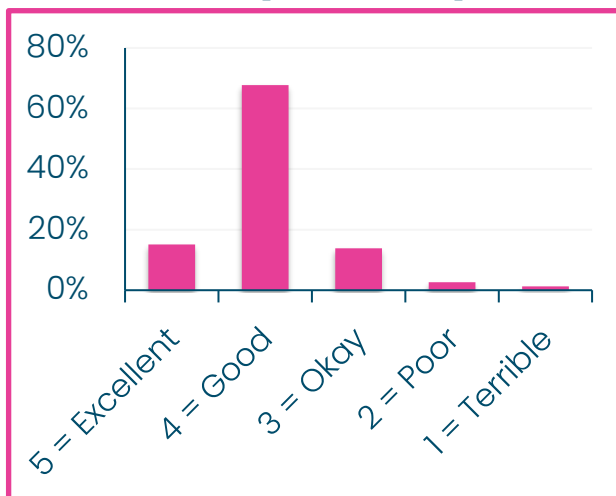
Responses	Percentage of reviews	No. of reviews
5 = Excellent	21%	49
4 = Good	58%	134
3 = Okay	18%	41
2 = Poor	3%	6
1=Terrible	1%	2
Total		232

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



Responses	Percentage of reviews	No. of reviews
5 = Excellent	17%	40
4 = Good	68%	157
3 = Okay	13%	29
2 = Poor	2%	4
1 = Terrible	1%	2
Total		232

## Q7) How do you rate your overall experience?



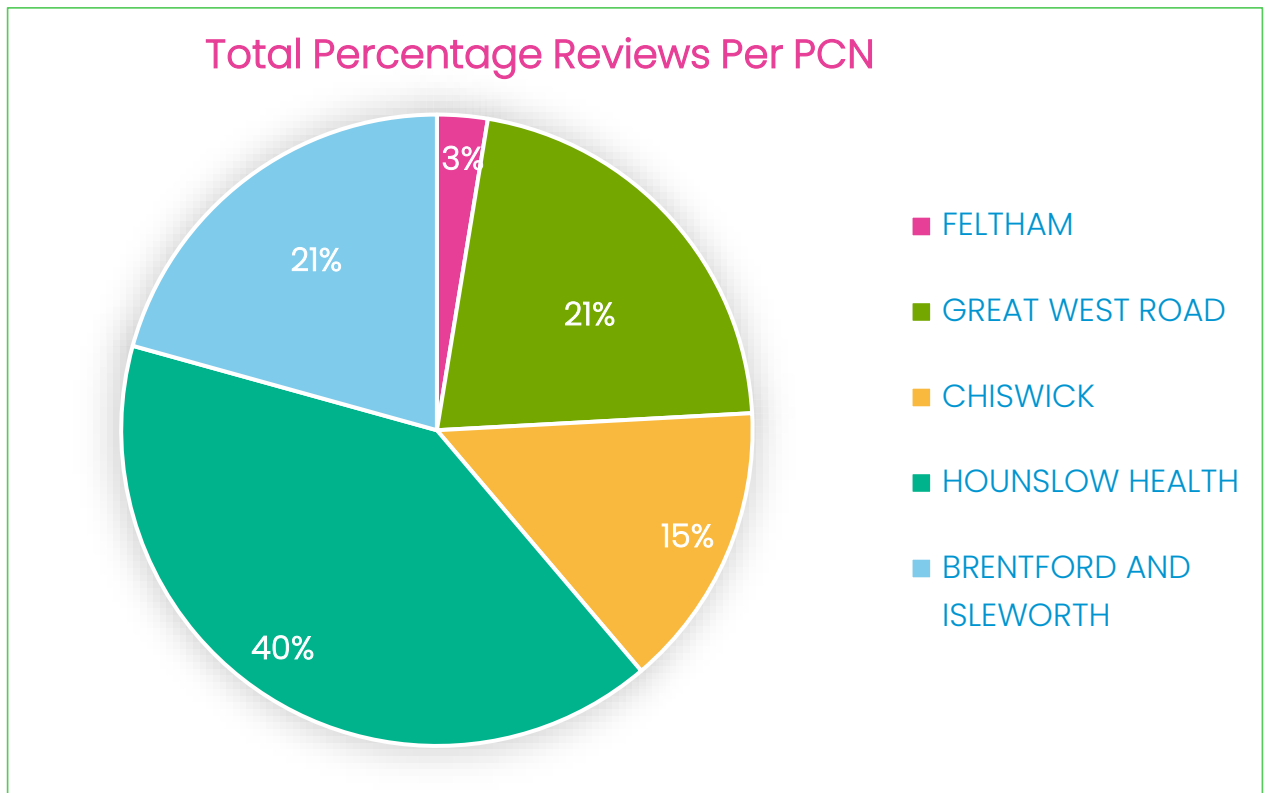
Responses	Percentage of reviews	No. of reviews
5 = Excellent	15%	35
4 = Good	68%	157
3 = Okay	14%	32
2 = Poor	3%	6
1 = Terrible	1%	3
Total		232

## Primary Care Networks

Primary care networks (PCNs) are groups of GP practices within the same area that work together to support patients. Within Hounslow there are **5 PCNs** covering the borough. These are:

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

Between October and December 2025, the PCN that received the most reviews was Hounslow Health.



## PCN access and quality questions across GPs

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. Responses are presented as percentages.

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

Each has been colour-coded to indicate positive (green), negative (pink), neutral (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. "Fairly easy" or "okay" are seen as neutral. "Very difficult," "difficult," "poor," or "terrible" are considered negative.

PCN NAME	ACCESS (out of 4)		QUALITY QUESTIONS (out of 5)			
	Getting an appointment	Getting through on the phone	Online consultations	Telephone consultation	Staff attitudes	Treatment and Care
Brentford & Isleworth	Green	Green	Light Blue	Light Blue	Green	Green
Hounslow Health	Green	Green	Light Blue	Light Blue	Green	Green
Great West Road	Green	Green	Light Blue	Light Blue	Green	Green
Feltham	Green	Green	Light Blue	Light Blue	Green	Green
Chiswick	Green	Green	Light Blue	Light Blue	Green	Green

## Positive themes or ongoing issues

To gain a better understanding of patients' experiences at GP practices, we reviewed the top four positive themes and the top four 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 themes	Total count and % of positive reviews	Top 4 ongoing issues	Total count and % of emerging and ongoing issues
Service quality	76 (33%)	Lack of availability of routine appointments	64 (28%)
Emergency appointment availability	75 (32%)	Appointment waiting times – to be seen	47 (20%)
Staff attitudes	54 (23%)	Communication with patients	22 (10%)
Support for long-term conditions	23 (10%)	Telephone accessibility	20 (9%)

## Recommendations

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

### Appointment availability

1. Utilise weekend appointments if offered by practices and relay this information to patients.
2. Promote self-care and pharmacy services for minor ailments to reduce non-urgent GP visits.
3. Provide residents with key information on the differences in criteria for emergency and standard appointments.

### Appointment waiting times

1. Use digital screens in waiting areas to display approximate wait times for patients.
2. Optimise appointment scheduling to reduce unnecessary delays.

### Communication between staff and service users

1. Provide online and easy read materials on health issues when patients are diagnosed.
2. Utilise patient portals, letters and emails based on patient preferences to explain the next steps of treatment and care adequately.
3. Explore automated systems to provide normal blood test results, to reassure healthy patients.

### Telephone accessibility

1. Improve current call-back system, to provide alternative options for patients who cannot wait in the queue.
2. Outline to patients the busy periods for calls and provide alternative options such as online consultation forms.

## Equalities snapshot

During our engagement we also asked 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 63.5%.



### Age

Patients aged 25-54 were the cohort that had the highest percentage of positive reviews combined at 65.6%. In contrast, those aged 75 and above gave the highest percentage of negative reviews, at 33.3%.



### Ethnicity

Patients who identified as White English/Welsh/Scottish/Northern Irish/British gave the highest percentage of positive reviews, at 31.8%, while patients who identify as "Other" reported the highest percentage of negative reviews, at 22.2%.



### Long-term Conditions and Disabilities

Patients who responded 'No' to having a long-term health condition reported the highest level of positive responses (64.6%), compared to only 26.6% among those who responded 'Yes.' A similar divide was observed among patients with disabilities, who reported 11.1% of negative reviews.

# Experiences of Hospital Services



# What people told us about Hospitals

## STAFF ATTITUDES

"The staff are patient and kind in helping you get through the triage process."

"The staff are quick and take the time to go through your health issues. The service does well with getting you through the system."

## TREATMENT AND CARE

"The outpatients' departments run good clinics for me I am always getting appointments, and I've never had any problems with these services."

"The ITU department is good, I was happy with the treatment and care. Understanding of my diabetes also."

## SERVICE QUALITY

"It was easy to get the appointment originally as an outpatient. Staff are good at looking after you. The post-procedure environment is calm and my procedure went well."

## WAITING TIMES

"The waiting times alternate, so some things are quicker, but it's not knowing how long you will be there which is the issue."

"The waiting in A&E is confusing. You do not know when you will be called at all. Sometimes your name could be called and you wouldn't even know."

## HOSPITAL FACILITIES AND ACCESSIBILITY

"The disabled parking is limited so it is very difficult to get around as a disabled person if the spaces are already filled up."

"It is hard to get around the hospital the directions and finding the departments have always been tricky."

## REFERRAL DELAYS

"The referrals take a long time for my appointments and sometimes things are rescheduled very close to the date, which is difficult if you've taken time off work."

# Hospital Services

No. of reviews	82
Positive	62.2% (51)
Negative	9.8% (8)
Neutral	28.1% (23)

## 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?

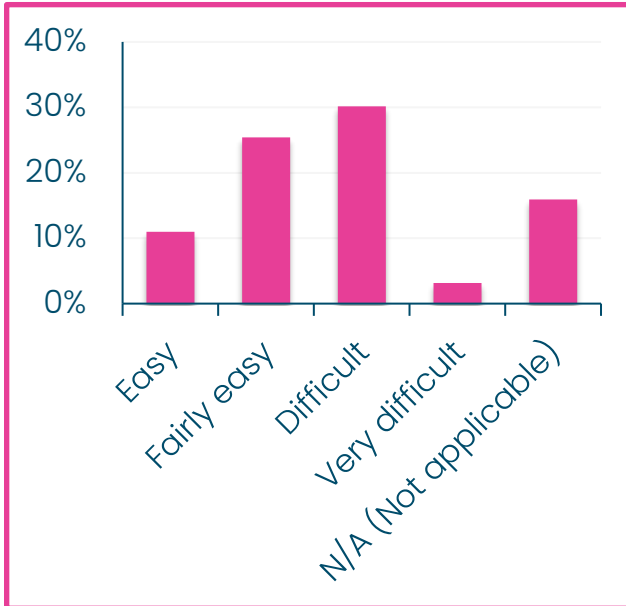
Q7) How do you rate your overall experience?

Q8) What works well at the hospital?

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

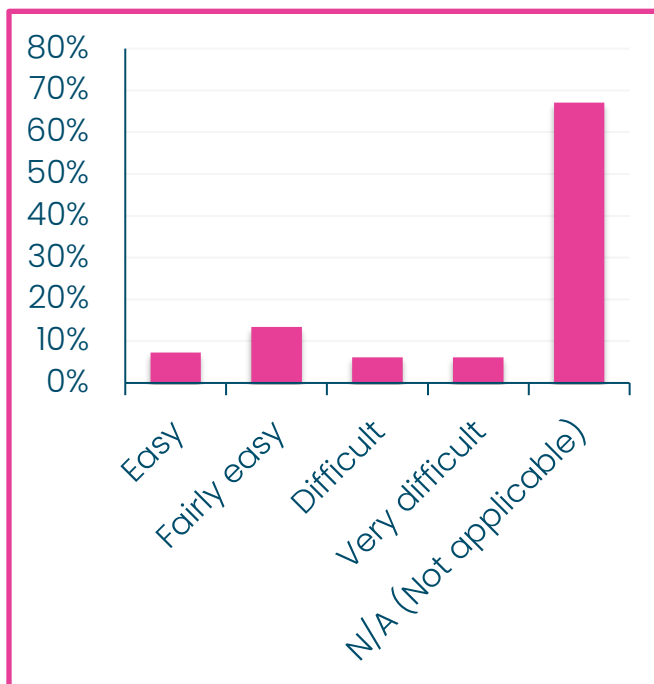
## Access and quality questions

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



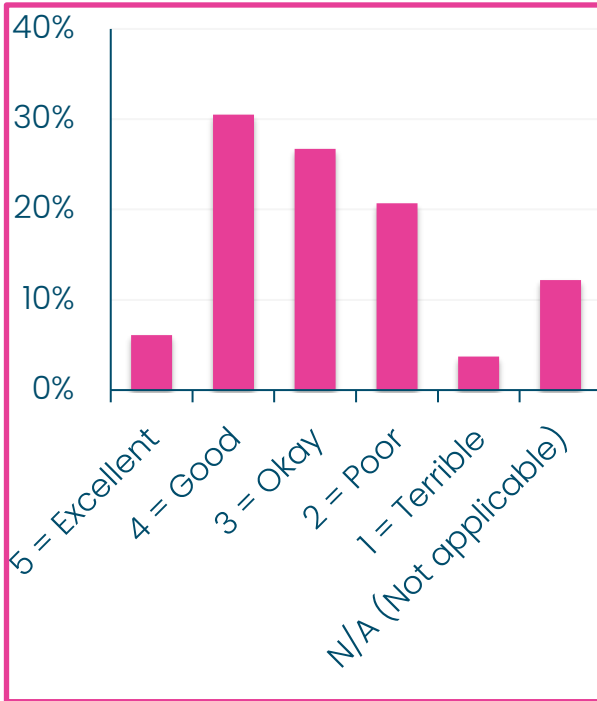
Responses	Percentage of reviews	No. of reviews
Easy	11%	9
Fairly Easy	28%	23
Difficult	16%	13
Very Difficult	5%	4
Not Applicable	40%	33
Total		82

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



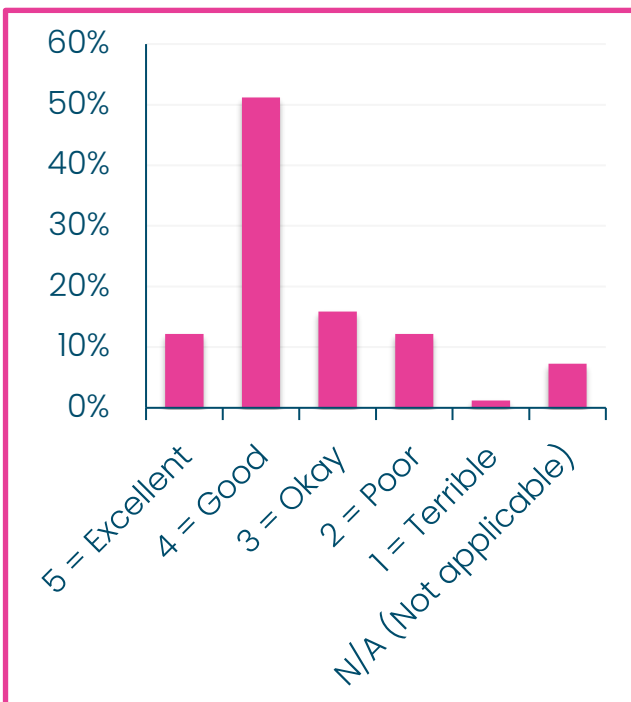
Responses	Percentage of reviews	No. of reviews
Easy	7%	6
Fairly Easy	13%	11
Difficult	6%	5
Very Difficult	6%	5
Not Applicable	67%	55
Total		82

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



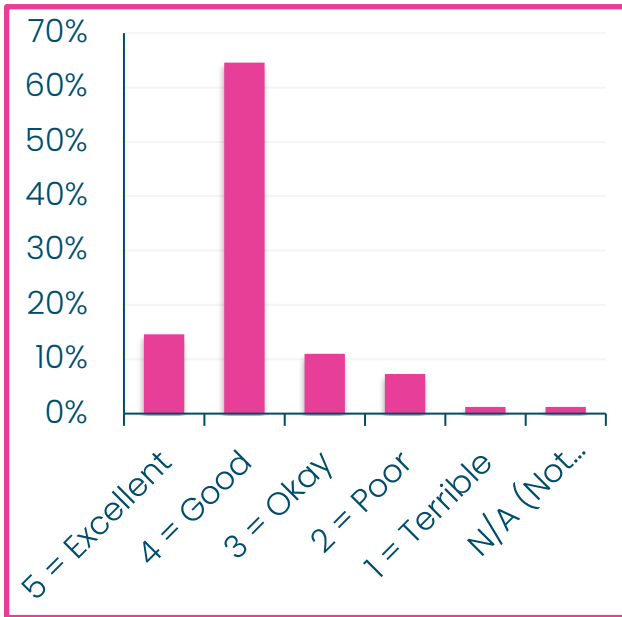
Responses	Percentage of reviews	No. of reviews
5 = Excellent	6%	5
4 = Good	31%	25
3 = Okay	27%	22
2 = Poor	21%	17
1 = Terrible	4%	3
Not applicable	12%	10
<b>Total</b>		<b>82</b>

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



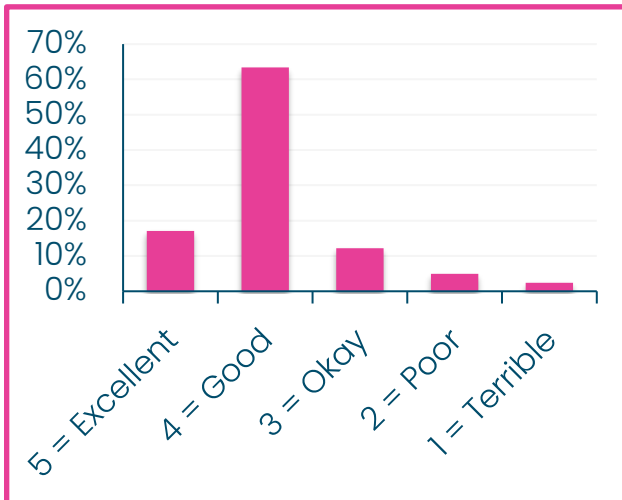
Responses	Percentage of reviews	No. of reviews
5 = Excellent	12%	10
4 = Good	51%	42
3 = Okay	16%	13
2 = Poor	12%	10
1 = Terrible	1%	1
Not applicable	7%	6
<b>Total</b>		<b>82</b>

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



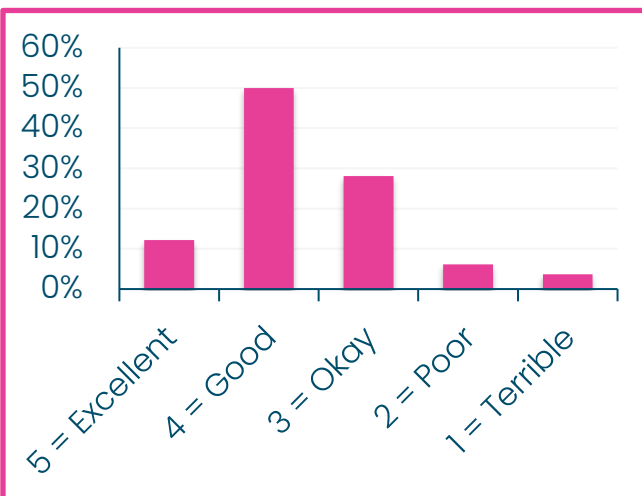
Responses	Percentage of reviews	No. of reviews
5 = Excellent	15%	12
4 = Good	65%	53
3 = Okay	11%	9
2 = Poor	7%	6
1 = Terrible	1%	1
Not applicable	1%	1
Total		82

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



Responses	Percentage of reviews	No. of reviews
5 = Excellent	17%	14
4 = Good	63%	52
3 = Okay	12%	10
2 = Poor	5%	4
1 = Terrible	2%	2
Total		82

## Q7) How do you rate your overall experience?



Responses	Percentage of reviews	No. of reviews
5 = Excellent	12%	10
4 = Good	50%	41
3 = Okay	28%	23
2 = Poor	6%	5
1 = Terrible	4%	3
Total		82

## Positive themes or ongoing issues

To gain a better understanding of patients' experiences at hospitals, we reviewed the top four positive themes and the top four ongoing issues across all hospital 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 themes	Total count and % of positive reviews	Top 4 ongoing issues	Total count and % of emerging and ongoing issues
Staff attitudes	26 (32%)	Waiting times	23 (28%)
Treatment and care	20 (24%)	Staff attitudes	18 (22%)
Service quality	16 (20%)	Appointment scheduling	16 (20%)
Speed of test results	12 (15%)	Communication with patients	15 (18%)

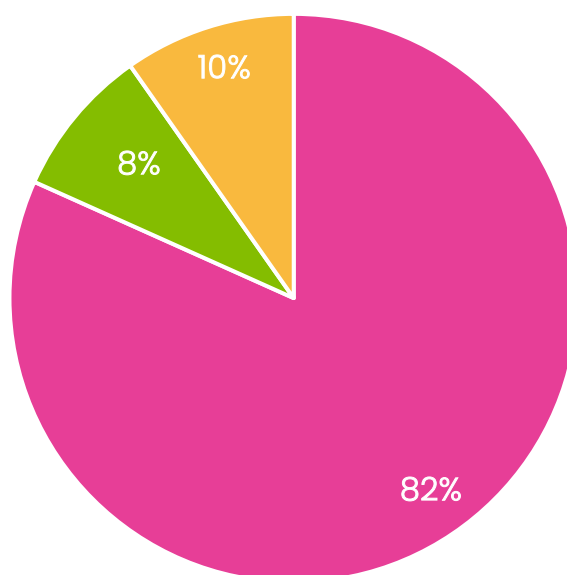
## Hospital Trusts

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:

- West Middlesex University Hospital
- Chelsea and Westminster Hospital
- Other Hospitals Outside The Borough

Between October and December, the hospital that received the most reviews was West Middlesex University Hospital.

### Total reviews per Hospital



- West Middlesex University Hospital
- Chelsea and Westminster Hospital
- Other Hospitals Outside The Borough

## 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).

Each section has been colour-coded to indicate positive (green), negative (pink), neutral (blue), or n/a (light blue). Data has only been presented from West Middlesex Hospital, as the number of reviews from other hospitals was fewer than 10 and therefore too small to report.

Name of Hospital	Access Questions		Quality Control Questions				Overall treatment of care
	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							

## Analysis of top 3 positive and emerging themes

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

Hospitals	Top 3 positive outcomes	Top 3 ongoing and emerging Issues
<b>West Middlesex Hospital</b>  No. of reviews: 67	1. Staff attitudes (45%)	1. Waiting times (48%)
	2. Quality of services (28%)	2. Referral wait times (37%)
	3. Treatment and care (16%)	3. Quality of facilities (7%)
<b>Other Hospitals outside the borough</b>  No. of reviews: 8	1. Staff attitudes (80%)	1. Accessing medical records (25%)
	2. Waiting times (20%)	2. Aftercare (13%)
	No further positive comments were recorded	No further negative comments were recorded
<b>Chelsea and Westminster Hospital</b>  No. of reviews: 7	1. Staff attitudes (71%)	1. Telephone lines and online services (57%)
	2. Service quality (29%)	2. Wait times (14%)
	No further comments recorded	No negative comments recorded

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## Recommendations

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

### Waiting times

1. Set clear expectations by informing patients of potential delays on arrival.
2. Notify patients of cancellations early and offer alternative options where possible.
3. Communicate average wait times to patients and provide updates if services are running behind.

### Communication with patients

1. Ensure patients understand the treatment and care they will receive, with access to this information.
2. Establish clear communication channels between services, with regular updates to shared patient information.
3. Contact patients when there are updates to their condition or care.
4. Keep patient data accurate and up-to-date, to prevent discrepancies and delays in care pathways.

### Appointment scheduling and booking

1. Improve access to information surrounding appointments via telephone or online systems.
2. Proactively update patients of any changes to their appointment booking.
3. Continue to support patients with long-term conditions with appointment reminders that are accessible, to minimise patient cancellations.

## 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.



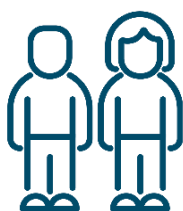
### Gender

Women reported a slightly higher percentage of positive responses (66.7%) compared to men (31.4%).



### Age

Adults aged 35-44 reported the highest percentage of positive experiences at 33.3%, while those aged 75-84 years reported the highest percentage of negative experiences at 33.3%



### Ethnicity

Patients who identified as White English/Welsh/Scottish/Northern Irish/British reported the highest positive experiences (31.4%), while those from the Asian/Asian British-Indian reported the most negative experiences (50.0%).

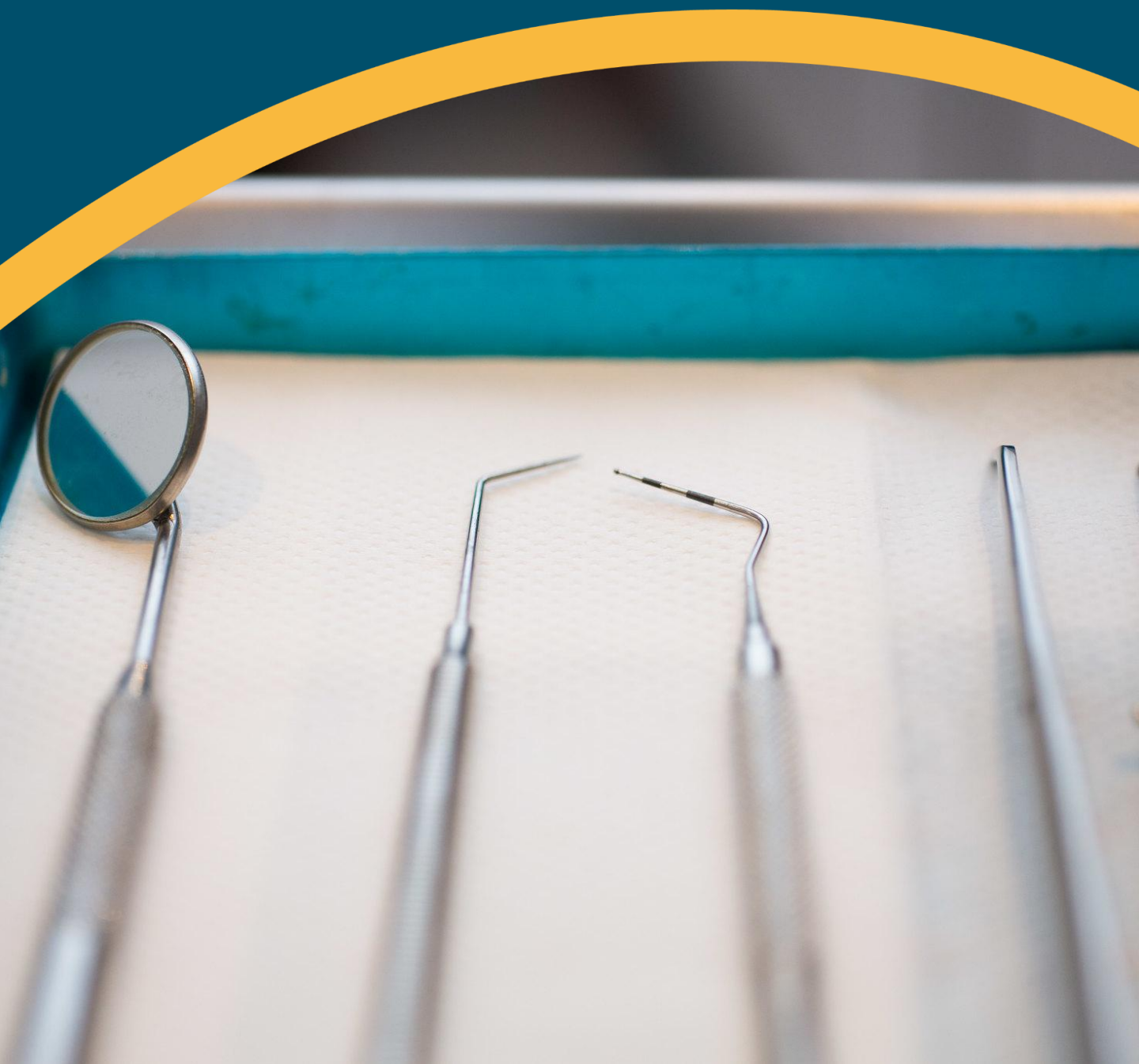


### Long-term Conditions and Disabilities

Patients who answered 'Yes' to having a long-term condition reported a neutral experience (27.5%), while those who answered 'No' reported more positive experiences (66.7%).

A similar pattern was seen among patients with disabilities, with those answering 'Yes' reporting percentage of negative experiences (28.6%) compared to those without a disability.

# Experiences of Dental Services



# What people told us about Dentists

## SUPPORT WITH ACCESSIBILITY

"They are very flexible and find you good times for appointments."

"It is very simple and easy to get an appointment you can walk in and book one as well."

## ACCESS TO NHS DENTISTS

"Finding an NHS dentist is very hard in my area."

"It was hard finding the dentist at first who would take NHS patients."

## STAFF ATTITUDES

"The staff do take time to explain what they will be doing and before the next appointment."

"The dentist had explained well. And he explained what I need to do to improve my teeth."

## COSTS

"The NHS prices are quite expensive and it's hard to get an exemption."

"Costs are high even if you are working."

# Dental Services

No. of reviews	20 reviews (7 dentists)
Positive	75.0% (15)
Negative	0% (0)
Neutral	25.0% (5)



## 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?

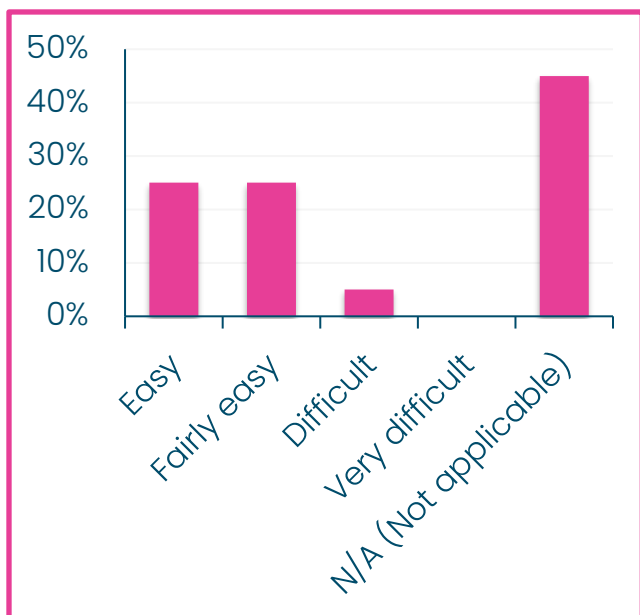
Q6) How do you rate your overall experience?

Q7) What works well at the dental practice?

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

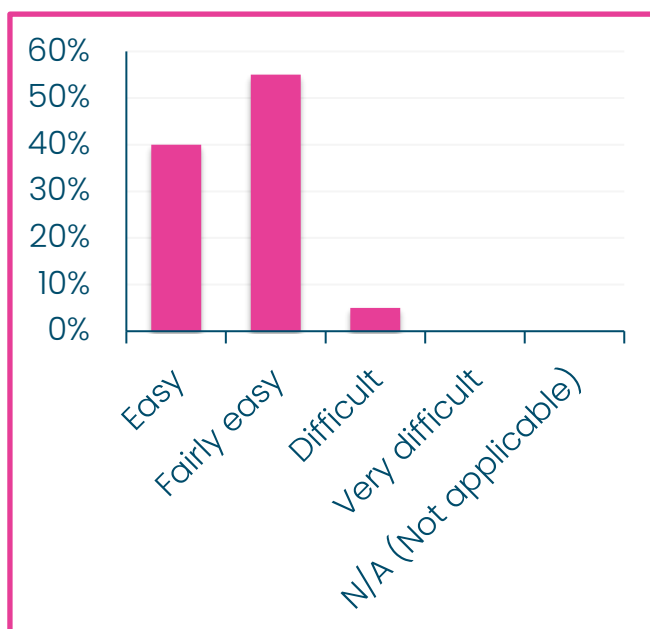
## Access and quality questions

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



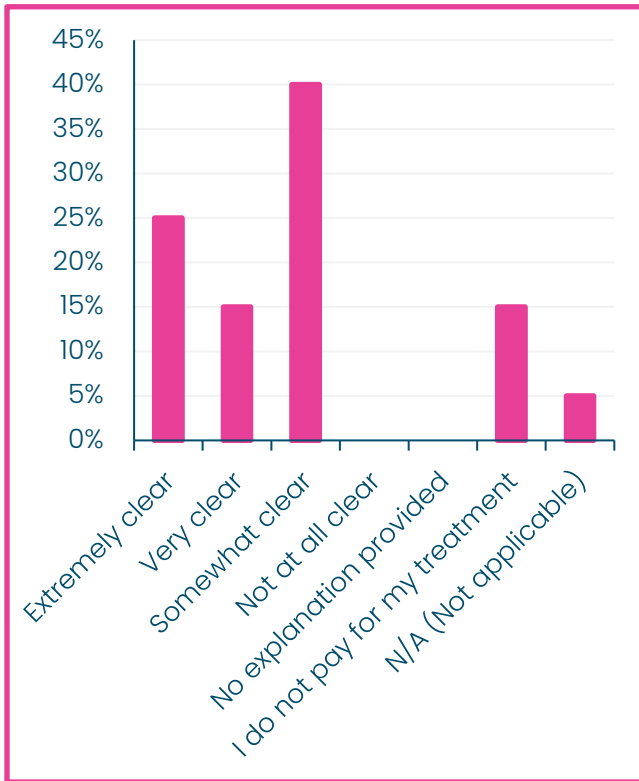
Responses	Percentage of reviews	No. of reviews
Easy	25%	5
Fairly easy	25%	5
Difficult	5%	1
Very difficult	0%	0
Not applicable	45%	9
Total		20

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



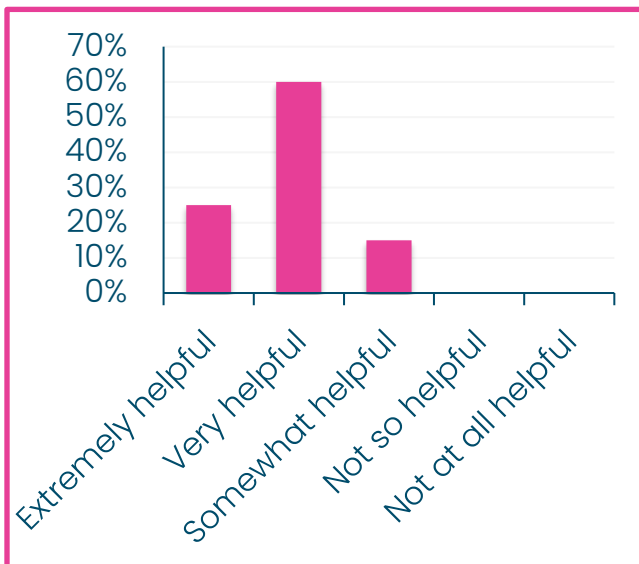
Responses	Percentage of reviews	No. of reviews
Easy	40%	8
Fairly easy	55%	11
Difficult	5%	1
Very difficult	0%	0
Not applicable	0%	0
Total		20

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



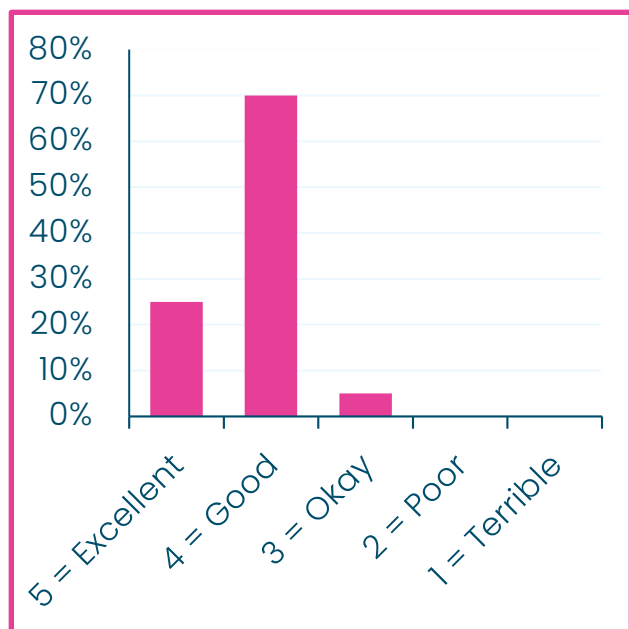
Responses	Percentage of reviews	No. of reviews
Extremely clear	25%	5
Very clear	15%	3
Somewhat clear	40%	8
Not at all clear	0%	0
No explanation provided	0%	0
I do not pay for my treatment	15%	3
Not applicable	5%	1
Total		20

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



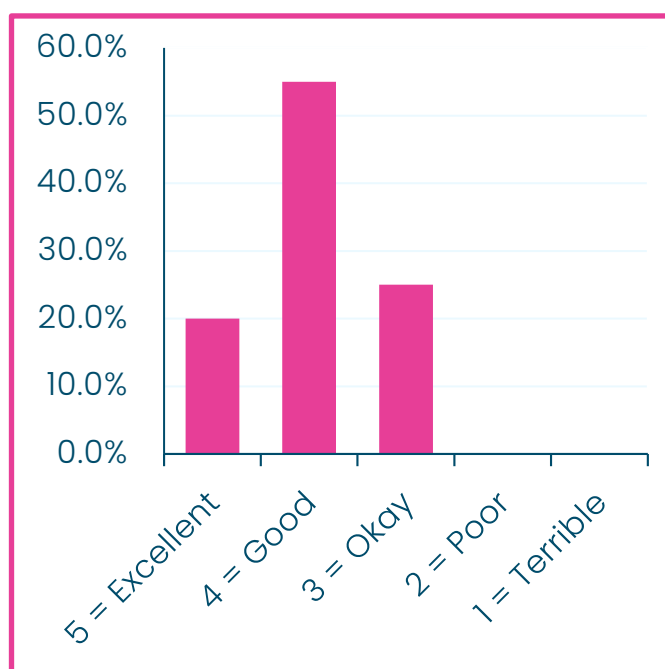
Responses	Percentage of reviews	No. of reviews
Extremely helpful	25%	5
Very helpful	60%	12
Somewhat helpful	15%	3
Not so helpful	0%	0
Not at all helpful	0%	0
Total		20

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



Responses	Percentage of reviews	No. of reviews
5 = Excellent	25%	5
4 = Good	70%	14
3 = Okay	5%	1
2 = Poor	0%	0
1 = Terrible	0%	0
Total		20

### Q6) How do you rate your overall experience?



Responses	Percentage of reviews	No. of reviews
5 = Excellent	20%	4
4 = Good	55%	11
3 = Okay	25%	5
2 = Poor	0%	0
1 = Terrible	0%	0
Total		20

## Analysis of the top responses for questions 1-6

To gain a greater understanding of patient's experience at the dentist. It was decided to review the top response for each dentist regarding questions 1-6. The responses are given in percentages.

Responses such as "very easy," "easy," "excellent," "good," "extremely clear," or "very clear" are classified as positive reviews. Responses like "okay," "somewhat clear," or "somewhat helpful" are considered neutral. Meanwhile, responses such as "very difficult," "difficult," "not so clear," "not at all clear," "not so helpful," or "not at all helpful" are classified as negative reviews.

Access questions have been rated out of 4 (1 - Not at All Easy, 4 - Very Easy) and Quality questions are out of 5 (1 - Terrible, 5 - Excellent). Each has been colour-coded to indicate positive (green), negative (pink), or neutral (blue).

	QUALITY CONTROL QUESTIONS		ACCESS QUESTIONS			
	Easy to register	Getting an NHS appointment	Paying for NHS dental treatment	Staff explaining dental treatment	Attitude of Staff	Overall experience
Dentists						

## Positive themes or ongoing issues

To gain a better understanding of patients' experiences at dentists, we reviewed the top four positive themes and the top four ongoing issues across all 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 themes	Total count and % of positive reviews	Top 4 ongoing issues	Total count and % of emerging and ongoing issues
Appointment availability	61%	Costs	63%
Staff attitudes	23%	Access to NHS dentists	14%
Delivery of service	8%	Appointment length	13%
Treatment	8%	Communication with other services and referrals	10%

## Recommendations

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

### Access to NHS dentists

1. Support patients in finding local NHS dentists, including clearer signposting from other services.
2. Ensure that all patients are aware of what NHS dental services are available to them.
3. Communicate clearly with patients about any delays in waiting lists to see an NHS dentist.

### Support with costs

1. Provide key information on the breakdown of NHS dentistry costs and ensure patients are supported in knowing what payment options are available.
2. Ensure patients are aware of where to register with an NHS dentist accepting new patients.

### Appointment length

1. Support patients to schedule procedures and provide transparency of how long each appointment will take.
2. Communicate clearly with patients prior to booking appointments, to ensure they are aware and understand different appointment lengths.

## 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 73.3%, compared to 26.7% for men.



### Age

Adults aged 35-44 reported the most positive experiences at 53.3%, compared to those aged 75-84 at 5.0%.



### Ethnicity

Patients who identified as White English/Welsh/Scottish/Northern Irish/British reported the highest number of positive responses (25.0%). Positive experiences were reported across all ethnic groups.



### Long-term Conditions and Disabilities

Patients who answered 'Yes' to having a long-term condition reported 20.0% of positive experiences. Similarly, patients who responded 'Yes' to having a disability reported at 15.0% as an overall positive experience.

# Experiences of 'Other' services



# What people told us about Other services

## SERVICE DELIVERY

"My prescriptions are ready on time. It is local to me, and I can ask my pharmacist questions. They work well with my GP."

**(Pharmacy)**

"The staff carers take good care of my family, are very kind and do more than what is required from their job."

**(Adult Social Care)**

## TREATMENT

"They checked on my son very regularly to make sure he was feeding properly."

**(Health Visitor)**

## WAITING TIMES

"The referral waiting list is extremely long in my opinion."

**(Physiotherapy)**

"After a while things tend to slow down, so the main suggestion I would give would be to follow up patients and see if things have changed."

**(Stop Smoking Services)**

## COMMUNICATION WITH PATIENTS

"Show medical stock to the public so we know where to find things, like when you go shopping you can view the stock online."

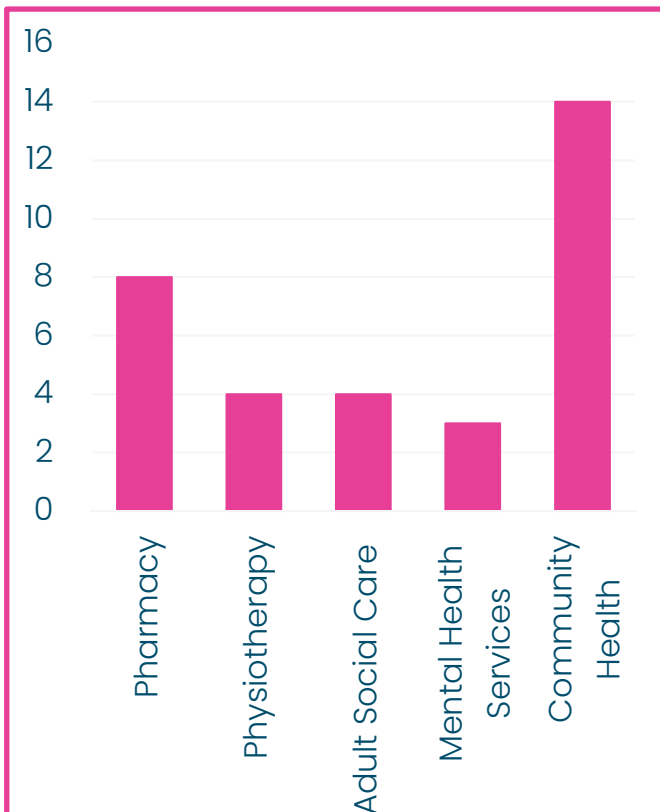
**(Pharmacy)**

## Experiences of 'Other' services

In addition to asking specifically about GPs, Hospitals and Dentists we also gave 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 communities or "Other" Services.

No. of reviews	32 reviews
Positive	69% (22)
Negative	13% (4)
Neutral	19% (6)



Service type	No. of reviews
Pharmacy	8
Physiotherapy	3
Adult Social Care	4
Mental Health Services	3
Community Health (Diabetes, Stop Smoking, Health Visitor)	14

## Thematic analysis of open-ended responses

To gain a better understand of 'Other services' we have collated the positive and ongoing themes for each of these types of services.

Type of service	Positive outcomes	Ongoing/emerging issues
<b>Pharmacy</b>	<ol style="list-style-type: none"> <li>1. Access to prescriptions (50%)</li> <li>2. Staff attitudes (38%)</li> </ol>	<ol style="list-style-type: none"> <li>1. Communication with GP services (38%)</li> <li>2. Online access for repeat prescriptions (25%)</li> </ol>
<b>Physiotherapy</b>	<ol style="list-style-type: none"> <li>1. Staff attitudes (67%)</li> <li>2. Referrals by GPs (33%)</li> </ol>	<ol style="list-style-type: none"> <li>1. Appointment length (33%)</li> <li>2. Wait times (33%)</li> </ol>
<b>Adult Social Care</b>	<ol style="list-style-type: none"> <li>1. Staff attitudes (67%)</li> <li>2. Trust in services (33%)</li> </ol>	<ol style="list-style-type: none"> <li>1. Extended visiting hours (50%)</li> <li>2. Support for carers (25%)</li> </ol>
<b>Mental Health Services</b>	<ol style="list-style-type: none"> <li>1. Treatment (33%)</li> <li>2. Referral wait times (33%)</li> </ol>	<ol style="list-style-type: none"> <li>1. Discharge and aftercare (67%)</li> </ol>
<b>Community Health (Diabetes, Stop Smoking, Health Visitor)</b>	<ol style="list-style-type: none"> <li>1. Treatment and care (57%)</li> <li>2. Staff attitudes (36%)</li> </ol>	<ol style="list-style-type: none"> <li>1. Travel distance to services (39%)</li> <li>2. Follow-up and contact with patients (14%)</li> </ol>

# Appendix



# Demographics

GENDER	Percentage %	No. of reviews
Man (including trans man)	36.1%	132
Woman (including trans woman)	62.3%	228
Non- binary	0.0%	0
Other	6%	6
Prefer not to say	0%	0
<b>Total</b>		366

AGE	Percentage %	No. of reviews
18-24	6.3%	25
25-34	20.0%	73
35-44	27.9%	102
45-54	20.8%	76
55-64	10.1%	37
65-74	7.4%	27
75-84	6.3%	23
85+	0.6%	2
Prefer not to say	0.3%	1
<b>Total</b>		366

DISABILITY	Percentage %	No. of Reviews
Yes	15.03%	55
No	77.6%	284
Prefer not to say	7.4%	27
Not known	0	0
<b>Total</b>		366

LONG-TERM HEALTH CONDITION	Percentage %	No. of reviews
Yes	26.2%	96
No	65.9%	241
Prefer not to say	7.9%	29
Not known	0	0
<b>Total</b>		366

ETHNICITY	Percentage %	No. of reviews
White - English / Welsh / Scottish / Northern Irish / British	30.1%	110
White - Irish	1.4%	5
White - European	7.4%	23
White - Other	1.1%	4
European	2.5%	9
Arab	5.2%	19
Asian / Asian British - Indian	21.6%	79
Asian / Asian British - Pakistani	8.7%	32
Asian / Asian British - Bangladeshi	3.3%	12
-Chinese	0.8%	3
-Any other Asian background (please see below)	3.9%	14
-Black / Black British - African	5.7%	21
-Black / Black British - Caribbean	0.8%	3
-Any other Black background	0%	0
-Gypsy, Roma or Traveller	0.6%	2
-Latin American	0.6%	2
-Mixed - Asian and White	0.3%	1
-Mixed - Black African and White	0%	0
-Mixed - Black Caribbean and White	0.82%	3
-Any other Mixed / Multiple ethnic background	0%	0
-Prefer not to say	0.8%	3
-Other -	7.4%	27
Other - not listed	1.4%	5
<b>Total</b>		366



# healthwatch

Hounslow

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