

Q4 Patient Experience Report

Healthwatch Hounslow
January 2026 – March 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 January and March 2026, we continued to develop our PEP by:

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

Layout of the report

This report is broken down into seven sections:

- Quarterly snapshot
- Experiences of GP Practices
- Experiences of Hospital Services
- Experiences of Dental Services
- Experiences of 'Other' Services
- Snapshot of carer's opinions of health providers

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.

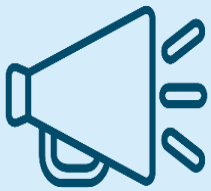
Additional Information about the reports

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.

Q4 Snapshot

This section provides a summary of the number of survey responses we collected during the period of January to March 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).



369 reviews

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

24 visits

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

Top five service types	No of reviews	Percentage of positive reviews
GP	235	75%
Hospital	63	70%
Dentist	23	83%
Community Services	48	88%

Yearly Comparison

To judge whether experiences of health and care services are improving we compare our data throughout the year. The chart below highlights the percentage of positive feedback each service has received during 2025–26. The total number of positive reviews has been included next to the percentage.

Percentage of positive reviews for each service type

Service Type	Q1 (Apr–Jun 25)	Q2 (Jul – Sep 25)	Q3 (Oct – Dec 25)	Q4 (Jan – Mar 26)
GP	68.2% (228)	67.4% (270)	83% (232)	75% (235)
Hospital	55.2% (66)	42.9% (63)	62% (82)	70% (63)
Dentist	73.4% (63)	70.6% (17)	75% (20)	83% (23)
Community Services	57% (7)	58% (38)	69% (32)	58% (48)

What does this tell us?

- GP Services showed a strong improvement in Q3, with a slight decline in Q4. Despite this, overall satisfaction levels remained higher when compared to the beginning of the year.
- Hospital services recorded the lowest satisfaction levels in Q2, however patient reviews significantly improved in Q4, suggesting improvements of patient experience.
- Community services, showed consistent positive reviews throughout the year. There was a spike in positive sentiment in Q3, with a slight drop in Q4, showing mixed experiences.
- Overall, patient sentiment remained positive throughout the year, despite fluctuations throughout the year.

Experiences of GP practices



What people told us about GP Practices

Availability of Emergency Appointments

"Can get emergency appointments easily. Doctors give good advice."

Waiting Times for Standard Appointments

"Waiting for the appointment, lots of patients already have booked and I won't get one. I have to wait for three weeks to a month to get a standard appointment which I am not satisfied with."

Doctor's Clinical and Communication Skills

"Doctors know what they are talking about. Have time to put you on ease and discuss things."

Waiting Times on the Phone

"The problem is there aren't enough people in reception to handle the phone lines, sometimes you can't even get through."

Quality of Service

"Advice from doctors is good. The receptionist are nice. Blood test appointments are good. The app is good because I can see everything and it is easy to access."

Good Interpersonal Skills of Staff

"The staff are brilliant. Brilliant communication. I don't have to say my name they know my whole family. I can get face to face appointments and emergency appointments on the same day."

Difficulty of Using Digital Services/GP Apps

"Digitally I am struggling as an older patient. I have the NHS app which isn't an issue, but the GP app is really hard to navigate. I don't know how to use it and it makes me have to ring the GP and go in person."

Lack of Staff Communication Skills

"Sometimes 20 minutes for a booked appointment. No communication why the appointment is."

Language Barriers for People Whose First Language is not English In Accessing GP Services

"I find it hard to understand the staff because I don't speak English very well. My daughter doesn't understand as well. I don't know if I can have an interpreter because my language isn't very known in the UK and I am new to the country as well."

GP services full data

No. of Reviews	235 reviews
Positive	75% (177 reviews)
Negative	6% (14 reviews)
Neutral	14% (44 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)

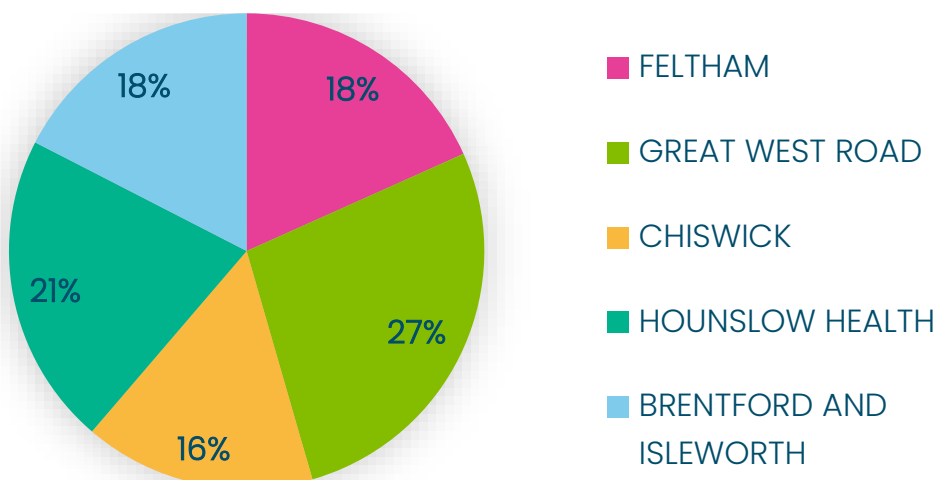
Primary care networks (PCNs) are groups of GP practices within the same area that work together to support patients. Within Hounslow there are **five PCNs** covering the borough. These are:

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

This quarter we gathered approximately 10 or more surveys from most of the GPs we visited, and we visited the same number of GPs in each PCN area. Surveys were also received about GPs in other health and community facilities. The table below shows the number of GPs visited and the number of surveys received for other GPs in each PCN area as well as the number of reviews in total.

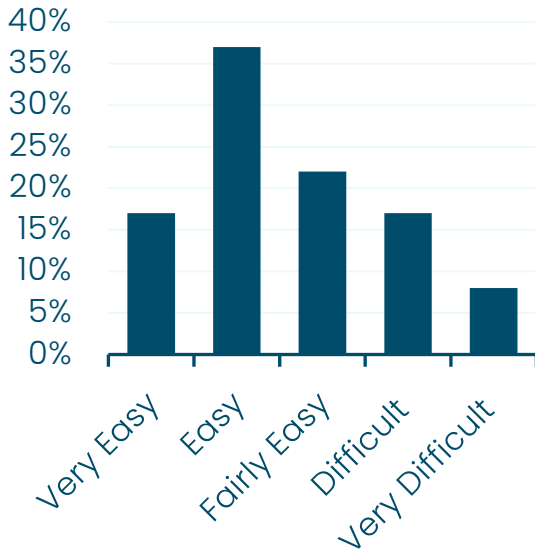
PCN area	The number of GPs visited, and surveys received in each PCN area during this quarter period	The number of reviews in total
Brentford and Isleworth	4 GPs visited Feedback of 3 Other GPs received	41 reviews
Chiswick	4 GPs visited Feedback of 4 other GPs received	37 reviews
Feltham	4 GPs visited Feedback of 8 other GPs received	43 reviews
Great West Road	4 GPs visited Feedback of 7 other GPs received	64 reviews
PC5 – Hounslow Heath	5 GPs visited Feedback of 4 other GPs received	50 reviews

Between January to March 2026, the PCN that received the most reviews was Great West Road.



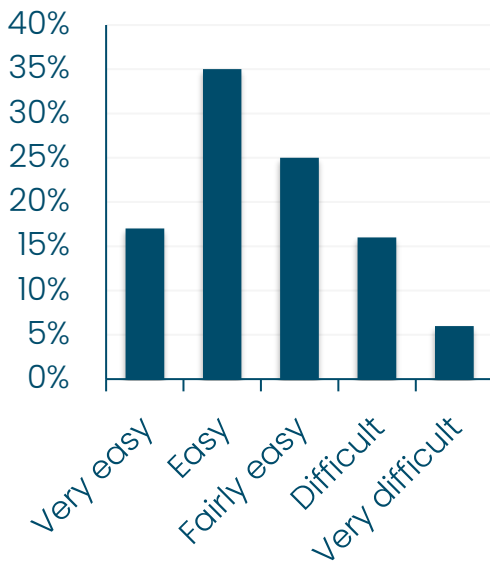
Access and quality questions

Q1) How easy is it to get an appointment?



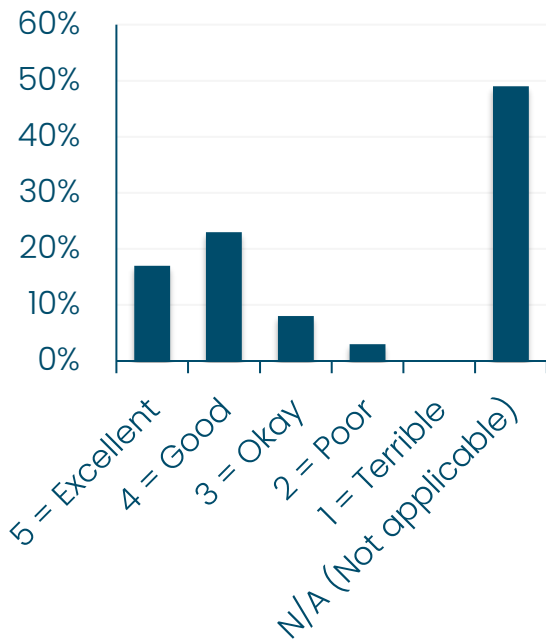
Responses	Percentage of reviews	No of reviews
Very Easy	17%	40
Easy	37%	88
Fairly Easy	22%	51
Difficult	17%	40
Very Difficult	7%	16
Total		235

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



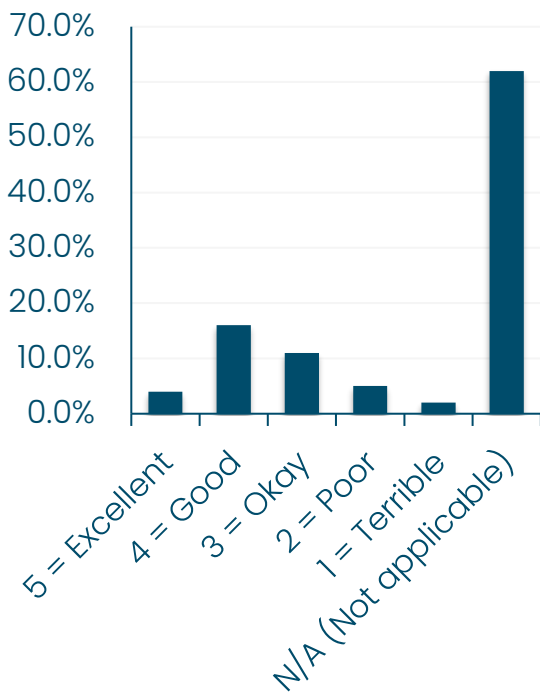
Responses	Percentage of reviews	No of reviews
Very Easy	17%	41
Easy	35%	83
Fairly Easy	25%	58
Difficult	17%	38
Very Difficult	6%	15
Total		235

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



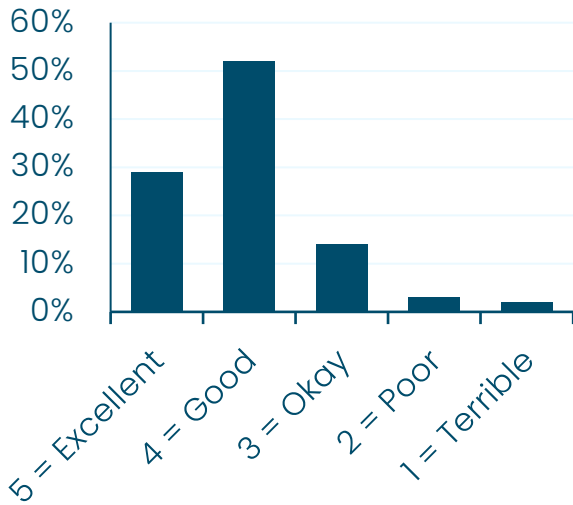
Responses	Percentage of reviews	No of reviews
5 = Excellent	17%	41
4 = Good	23%	54
3 = Okay	8%	18
2 = Poor	3%	8
1 = Terrible	0%	0
Not applicable	49%	114
Total		235

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



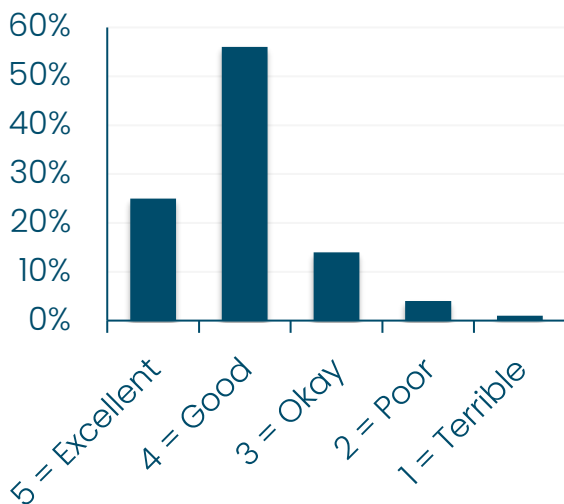
Responses	Percentage of reviews	No of reviews
5 = Excellent	4%	9
4 = Good	16%	38
3 = Okay	11%	26
2 = Poor	5%	11
1 = Terrible	2%	4
Not applicable	62%	147
Total		235

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



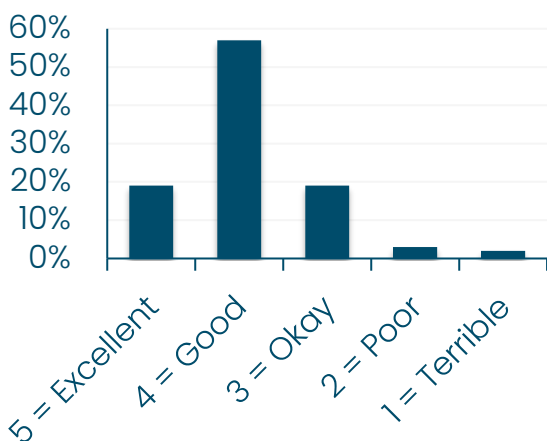
Responses	Percentage of reviews	No of reviews
5 = Excellent	29%	67
4 = Good	52%	122
3 = Okay	14%	34
2 = Poor	3%	8
1=Terrible	2%	4
Total		235

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



Responses	Percentage of reviews	No of reviews
5 = Excellent	25%	58
4 = Good	56%	131
3 = Okay	14%	33
2 = Poor	4%	11
1 =Terrible	1%	2
Total		235

Q7) How do you rate your overall experience?



Responses	Percentage of reviews	No of reviews
5 = Excellent	19%	44
4 = Good	57%	133
3 = Okay	19%	45
2 = Poor	3%	8
1 = Terrible	2%	5
Total		235

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	Green	Green	Light Blue	Light Blue	Green	Green
Chiswick	Green	Green	Light Blue	Green	Green	Green
Feltham	Green	Green	Light Blue	Green	Green	Green
Great West Road	Green	Green	Light Blue	Light Blue	Green	Green
Hounslow Heath	Green	Green	Light Blue	Green	Green	Green

Thematic analysis for GPs in each PCN area

To gain a better understanding was to understand the top positive and emerging/ongoing themes 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> – Availability of emergency appointments (32%).
	<u>Emerging/Ongoing theme</u> – Long waiting time for standard appointments (41%).
Chiswick	<u>Positive theme</u> – Staff (doctors, nurses and receptionist staff) interpersonal, advise and communication skills (57%).
	<u>Emerging/Ongoing theme</u> – Long waiting time for standard appointment (22%).
Feltham	<u>Positive theme</u> – Availability of emergency appointments (39%).
	<u>Emerging/Ongoing theme</u> – Long waiting time for standard appointments (32%).
Great West Road	<u>Positive theme</u> – Staff (doctors, nurses and receptionist staff) interpersonal, advise and communication skills (55%).
	<u>Emerging/Ongoing theme</u> – Long waiting time for standard appointments (27%).
Hounslow Heath	<u>Positive theme</u> – Doctor’s clinical advice and communication skills (56%).
	<u>Emerging/Ongoing theme</u> – Long waiting time for standard appointments (46%).

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 emerging/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
Doctor's Clinical advice and communication skills	76 reviews (32%)	Long waiting time to get standard / emergency appointments	77 reviews (33%)
Availability of emergency appointments	75 reviews (32%)	Difficulty of using digital services/GP apps	37 reviews (16%)
Nurses and receptionist interpersonal skills	68 reviews (29%)	Long phone waiting times	34 reviews (14%)
Good quality of service	31 reviews (13%)	Lack of communication skills of staff	17 reviews (7%)

Recommendations

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

Improve wait times for standard and emergency appointments

- Utilise all standard/emergency appointments offered in all GPs in one PCN area.
- To utilise other health providers such as inhouse clinical staff for example pharmacist.
- To offer telephone/online appointments for standard and/or emergency appointments.
- Inform patients of cancelled appointments.

Optimise telephone accessibility

- To create a telephone system to answer calls within a 15-minute period.
- To create a callback system for people waiting more than 15 minutes.
- To promote alternative ways of contacting GPs such as online services, as web forms.

Enhance Digital Services

- To promote the advantages of using digital services.
- To promote short videos about how to use digital services which can be sent to people's phone numbers or email addresses.
- To create a service to help people who are not digital users to use these services.

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.

Help people whose first language is not English

- To get language interpreters and other organisations involved regarding their care.
- Produce leaflets in all languages spoken in this Borough about GP services.
- To provide a system that makes easier for people whose first language is not English to access GP services.

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.



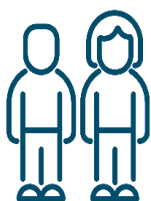
Gender

This quarter, women gave the highest percentage of positive reviews about their overall experience at 44.6%. Men gave the highest percentage of negative reviews at 3.4%.



Age

Patients aged 35-44 were the age group that had the highest percentage of positive reviews, at 79.6% about their overall experience. In contrast, those age groups 55 and above, combined gave the highest percentage of negative reviews, at 8.3%.



Ethnicity

Patients who identified as 'White English/Welsh/Scottish/Northern Irish' gave the highest positive reviews, at 83.6%, while patients who identify as "Asian/Asian British Pakistani" reported the highest percentage of negative reviews, at 22.2%.



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 (77.5% and 57.5%), and those who reported having a long-term health condition gave the highest number of negative reviews at 3.4%. Similarly, those who stated they did have disability gave the highest number of negative reviews at 1.1%.

Experiences of hospital services



What people told us about Hospitals

Doctor's Professionalism and Communication

"The doctors do take time to explain your condition and give you a moment to really take it in."

Schedule of Appointments

"I wasn't waiting long to be seen, and I think the staff were cautious about my health and looked after me."

Quality of Treatment

"I had a surgery on my mouth here and it went really well, the doctors took the time to explain it to me and I healed well. This hospital was better than others I had visited in the past."

Quality of Nurses

"The nurses looked after me so well when I had to stay there."

Waiting Times for Operations /Referrals

"Waited a year for surgery, I wasn't notified any information about the surgery, and I just received letter through my door. The hospital initially said 20 weeks, but it took a year. Hernia surgery."

Patient's Admission And Triage

"Patient after me, was seen before my child, Accident and Emergency department."

Waiting Times to be Seen in The Hospital

"On the screen it said the average waiting for urgent treatment was one hour and four mins. After sitting for 2.5 hours, I wasn't allocated a doctor. I left after not being allocated a doctor for that long."

Bad Communication with Family Members

"I am not happy with the discharge team at this hospital because of how long it took to let my family know. They did not have enough time to make arrangements for me and my condition wasn't explained in a proper way. I was left with a lifelong disability which I am greatly upset about."

Lack of Communication between Medical Staff and Other Health Providers

"I didn't get my results from the hospital about an important scan. They did not have the updated contact details from my GP. I think communication between services should improve because it worried me a lot as a patient."

More Staff Needed

"More staff needed because sometimes appointments are late and you need to wait around."

Hospital services

No. of reviews	63 reviews
Positive	70% (44 reviews)
Negative	5% (3 reviews)
Neutral	25% (16 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.

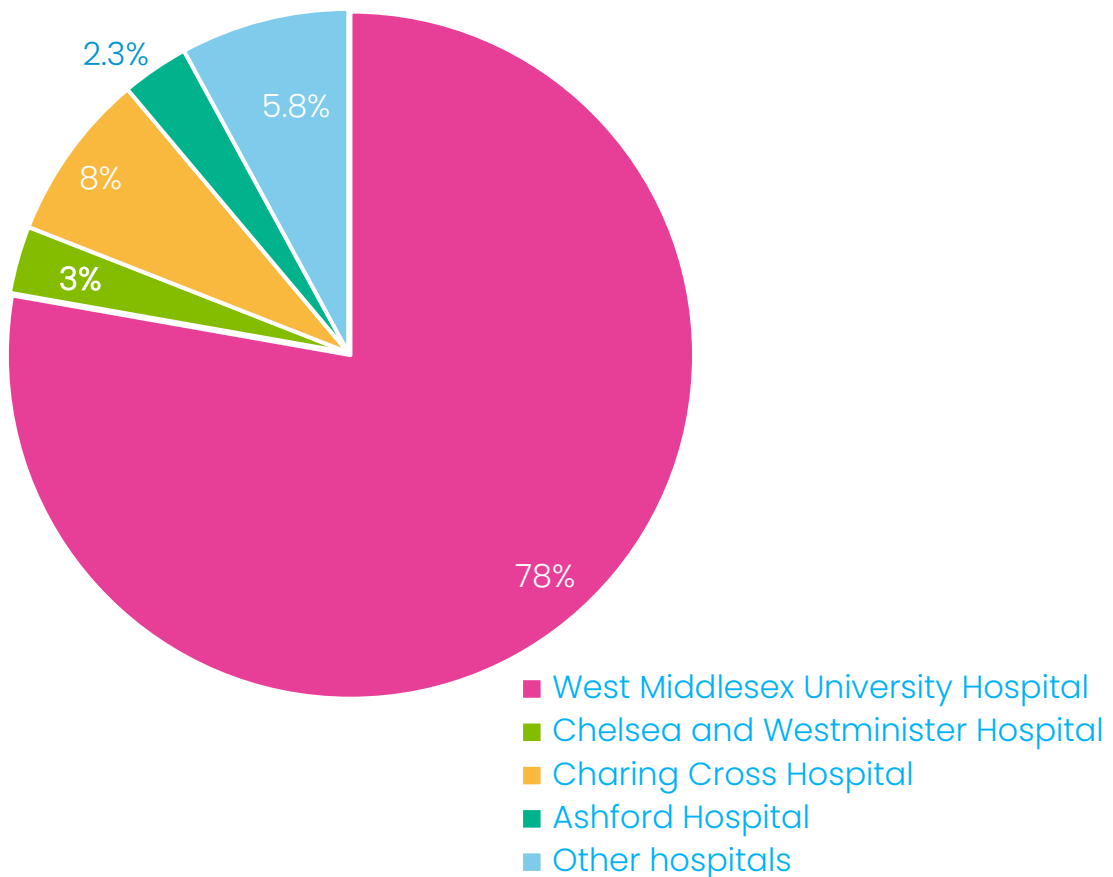
Questions 8 and 9 were open-ended questions where users could state several responses

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:

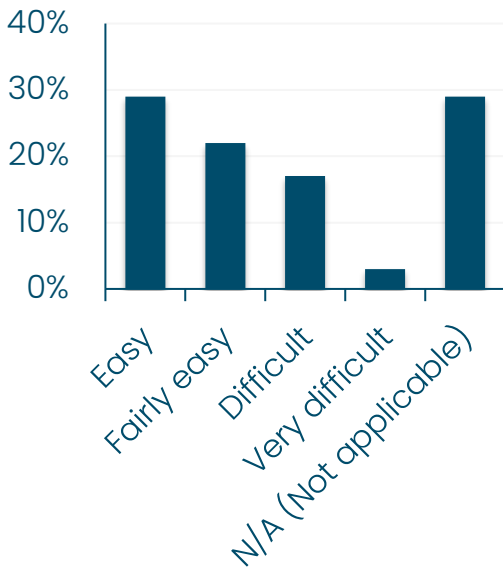
Names of hospitals	Number of reviews
West Middlesex Hospital	49 reviews
Ashford Hospital	2 reviews
Charing Cross Hospital	5 reviews
Chelsa and Westminster Hospital	2 reviews
Other hospitals	5 reviews

Between January to March 2026, the hospital that received the most reviews was West Middlesex University Hospital, as the table below demonstrates.



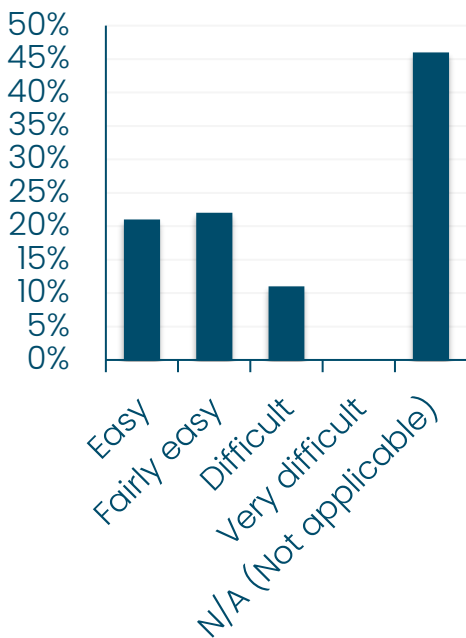
Access and quality questions

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



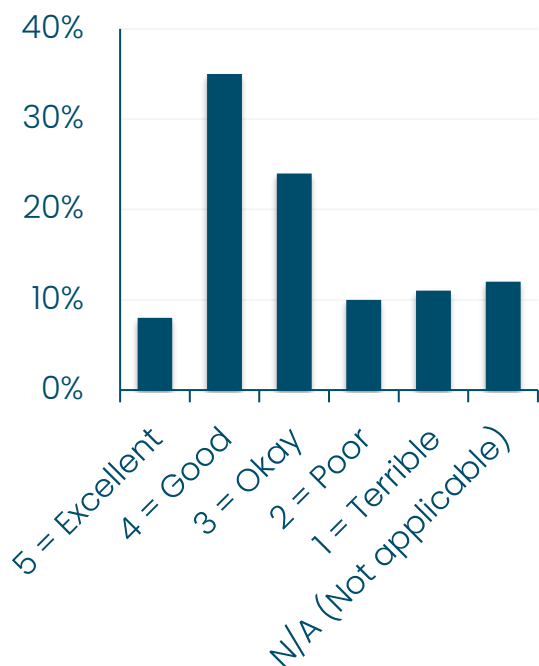
Responses	Percentage of reviews	No of reviews
Easy	29%	18
Fairly Easy	22%	14
Difficult	17%	4
Very Difficult	3%	2
Not Applicable	29%	18
Total		63

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



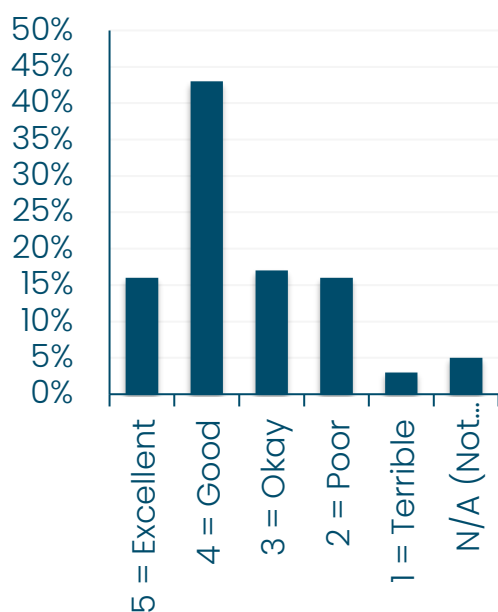
Responses	Percentage of reviews	No of reviews
Easy	21%	13
Fairly Easy	22%	14
Difficult	11%	7
Very Difficult	0%	0
Not Applicable	46%	29
Total		63

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



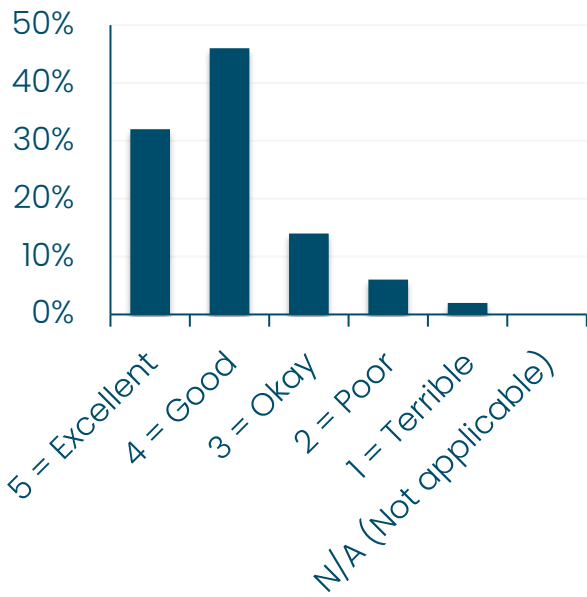
Responses	Percentage of reviews	No of reviews
5 = Excellent	8%	5
4 = Good	35%	22
3 = Okay	24%	15
2 = Poor	10%	6
1 = Terrible	11%	7
Not applicable	12%	8
Total		63

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



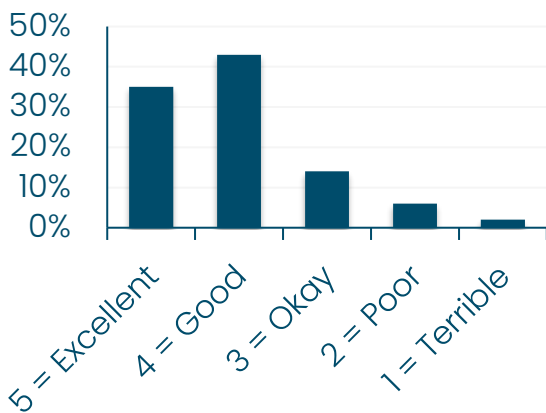
Responses	Percentage of reviews	No of reviews
5 = Excellent	16%	10
4 = Good	43%	27
3 = Okay	17%	11
2 = Poor	16%	10
1 = Terrible	3%	2
Not applicable	5%	3
Total		63

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



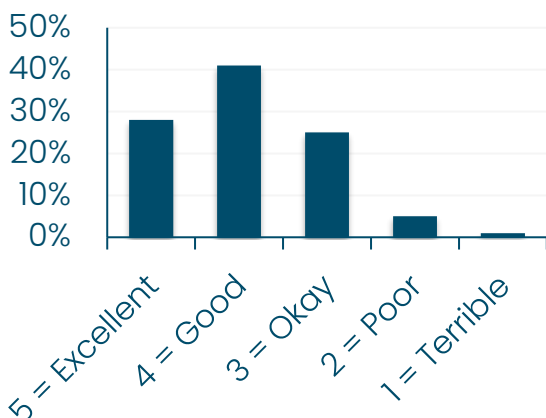
Responses	Percentage of reviews	No of reviews
5 = Excellent	32%	20
4 = Good	46%	29
3 = Okay	14%	9
2 = Poor	6%	4
1 = Terrible	2%	1
Not applicable	0%	0
Total		63

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



Responses	Percentage of reviews	No of reviews
5 = Excellent	35%	22
4 = Good	43%	27
3 = Okay	14%	9
2 = Poor	6%	4
1 = Terrible	2%	1
Total		63

Q7) How do you rate your overall experience?



Responses	Percentage of reviews	No of reviews
5 = Excellent	28%	18
4 = Good	41%	26
3 = Okay	25%	16
2 = Poor	5%	2
1 = Terrible	1%	1
Total		63

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**).

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	Light Blue	Light Blue	Green	Green	Green	Green	Green
Charing Cross Hospital	Dark Blue	Light Blue	Green	Green	Green	Green	Green
Chelsa and Westminster Hospital	Light Blue	Light Blue	Green	Green	Green	Green	Green
Ashford Hospital	Light Blue	Light Blue	Green	Dark Blue	Green	Green	Green
All other hospitals	Light Blue	Light Blue	Green	Dark Blue	Green	Green	Dark Blue

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: 49	<ul style="list-style-type: none"> • Doctor's advice, communication and quality of care (49%) • Appointment schedules (20%) • Quality of treatment (18%) 	<ul style="list-style-type: none"> • Patients waiting times to be seen when at the hospital (41%) • Communication skills of staff with other health and social care providers/ family members (28%) • Patients waiting times for treatment /operations (referrals) (12%)
Charing Cross Hospital No of reviews 5	<ul style="list-style-type: none"> • Doctor's advice, communication and quality of care (20%) • Good quality of service(20%) • Quality of treatment (10%) 	<ul style="list-style-type: none"> • Patients waiting time to be seen when at the hospital (referrals)(30%) • n/a • n/a
Chelsea and Westminster Hospital No of reviews: 2	<ul style="list-style-type: none"> • Quality of treatment (50%) • Communication skills of medical staff (50%) • n/a 	<ul style="list-style-type: none"> • Patients waiting times to be seen when at the hospital (50%) • Parking facilities (50%) • n/a
Ashford Hospital No of reviews: 2	<ul style="list-style-type: none"> • Doctor's advice, communication and quality of care (100%) • Treatment (50%) • n/a 	<ul style="list-style-type: none"> • Patients waiting times to be seen when at the hospital (50%) • Lack of staff availability (50%) • n/a
Other hospitals No of reviews: 5	<ul style="list-style-type: none"> • Quality of treatment (30%) • Medical staff advise (20%) • Good quality of service (10%) 	<ul style="list-style-type: none"> • Staff communication and professional skills (20%) • Patients waiting times to be seen when at the hospital (10%) • Hospital amenities (10%)

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	31 reviews (49%)	Waiting times to be seen for treatment	25 reviews (40%)
Good quality of treatment	14 reviews (22%)	Communication of medical staff to family members and other health providers	11 reviews (17%)
Appointment scheduling	12 reviews (19%)	Lack of availability of staff	9 Reviews (14%)
Good quality of nurses	5 reviews (8%)	Patient's admission and triage	5 reviews (8%)

Recommendations

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

Improve waiting times when at hospital, referrals and operations

- To let people know how long they will wait for to be seen.
- If the waiting time to be seen is longer than what is initially shown or said let patients know.
- Communicate with patients about changes that impact their time to be seen.
- If surgeries or referrals are not carried out within the time frame given to patient communicate with patients and explain the reasons why.

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 availability of staff

- To ensure that there is adequate number of medical staff to deal with people's medical needs in wards.
- To ensure there are enough staff in busy departments to deal with the volume of patients adequately.

Improve patient's admission and triage

- To detail to patients why other patients may be seen before them.
- To ensure patients are heard and their concerns are acknowledged.

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.



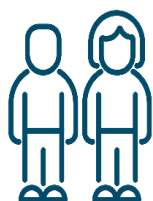
Gender

Women reported a slightly higher percentage of positive responses at 82.1%, compared to men at 75.0%. However, both gender groups did report negative experiences which stood at 7.1% for males and 5.7% for females.



Age

Adults aged 35-44 reported the most positive experiences at 69.2%. Those in the age groups of 65-74 years, 75-84 years and reported the highest negative reviews at 13.3%.



Ethnicity

Patients who identified as White English/Welsh/Scottish/Northern Irish/British reported the highest number of positive responses (70.3%). Positive experiences were reported across all ethnic groups. However, the ethnic group with the most negative reviews recorded were for Asian/Asian British Indian at 17.6%.



Long-term health conditions and disabilities

Patients who answered "No" to having a disability reported the most positive reviews at 72.4% and for those who responded "Yes" gave the highest number of negative reviews at 8.3%. For those who reported 'No' to having a long-term health condition had highest number of positive reviews at 75.8% and the highest number of negative reviews were given by patients who declared they had a long-term health condition at 9.3%.

Experiences of dental services



What people told us about dentists

Quality of Service

"Treatment is great and it lasts long, my teeth are healthy and I am happy with the service."

Attitude of Staff

"The reception sometimes act difficult; they don't explain things properly and when you try to arrange an appointment, they will have an attitude."

Lack of Communication of Dentists with Young People

"Guidance for young people isn't the best. I had a very bad experience where I almost overdosed on pain medication because they did not update the status of my referral. If a young person comes in without a parent, they should spend more time to explain the dental treatments and processes and next steps. I had to contact and chase up the referrals on my own when the services could have easily communicated with one another."

Dentist's Communication and Professional Skills

"The dentist was very good at explaining things."

Helpful Staff

"Staff attitude is good and helpful. They got me a suitable time for the appointment."

Availability of Appointments

"You get an appointment. Once I had emergency and I had an appointment straight away. Gave a call about scheduling appointment."

Lack of Explaining Costs

"I had pay first so was very harsh. Receptionist staff did not explain the bands for payment."

Lack of NHS Appointments

"The main issue is getting a NHS appointment and finding the dentist in the first place."

High Cost of Dental Treatment

"The cost is too much especially in the cost-of-living crisis that we are in. We shouldn't have to pay for dental treatment I asked about an exemption, and I don't feel the staff really supported me with this."

Dental services

No. of Reviews	23 reviews (10 dentists)
Positive	83.0% (19 reviews)
Negative	0% (0 reviews)
Neutral	17.0% (4 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.

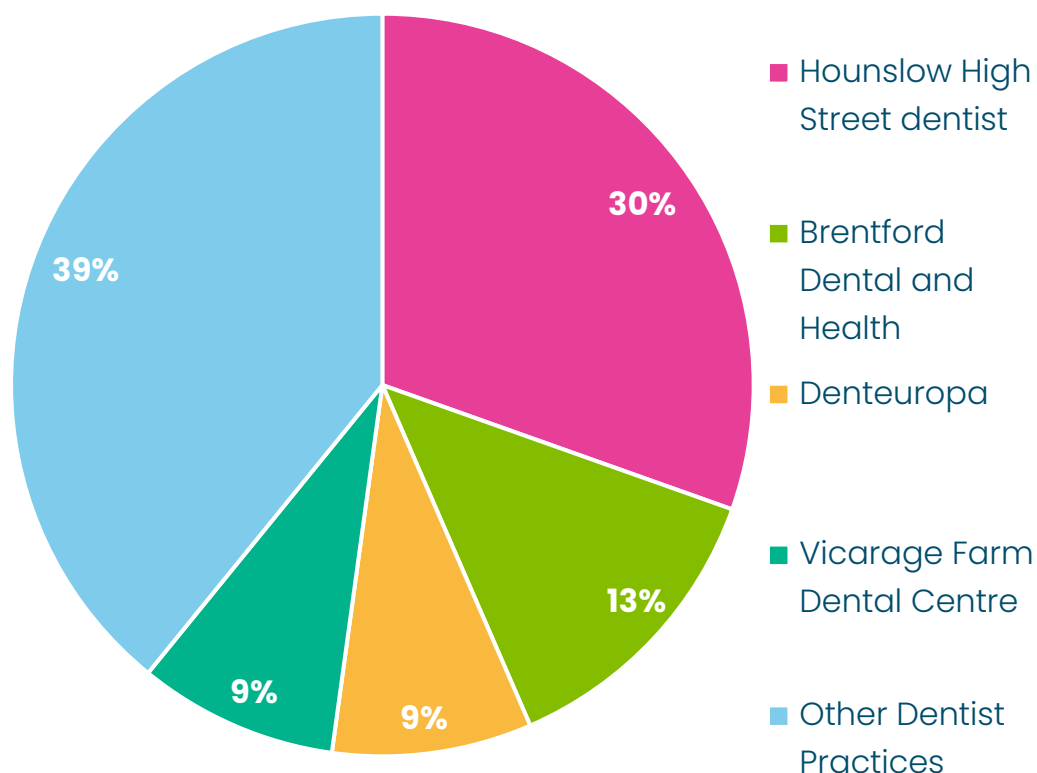
Questions 7 and 8 were open-ended questions where users could state several responses.

Dentists in Hounslow

Hounslow residents access a variety of different hospitals, depending on factors such as choice, 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:

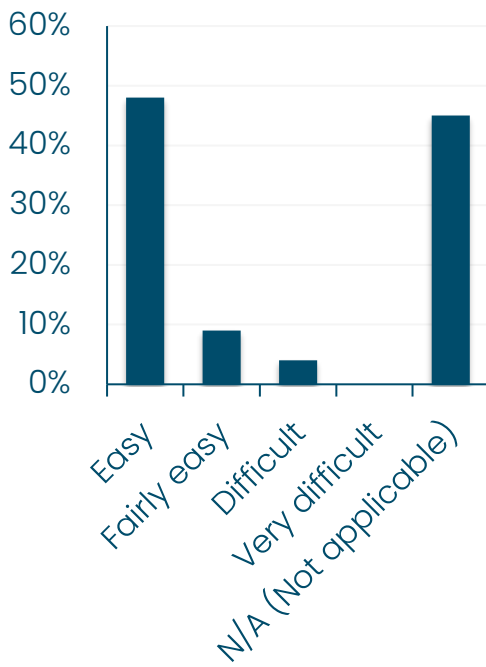
Survey responses from the different dentists	Number of reviews
Hounslow High Street Dentist	7 reviews
Brentford Health and Dental	3 reviews
Denteuropa	2 reviews
Vicarage Farm Dental Centre	2 reviews
All other dentists	9 reviews

Between January and March 2026 , the dentists that received the most reviews were recorded from other dentist in the London Borough of Hounslow.



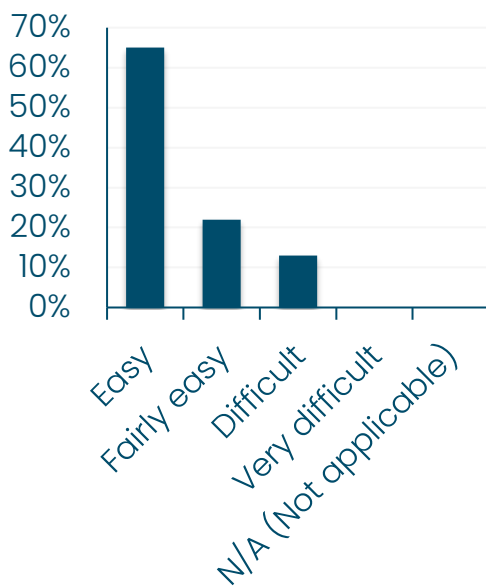
Access and quality questions

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



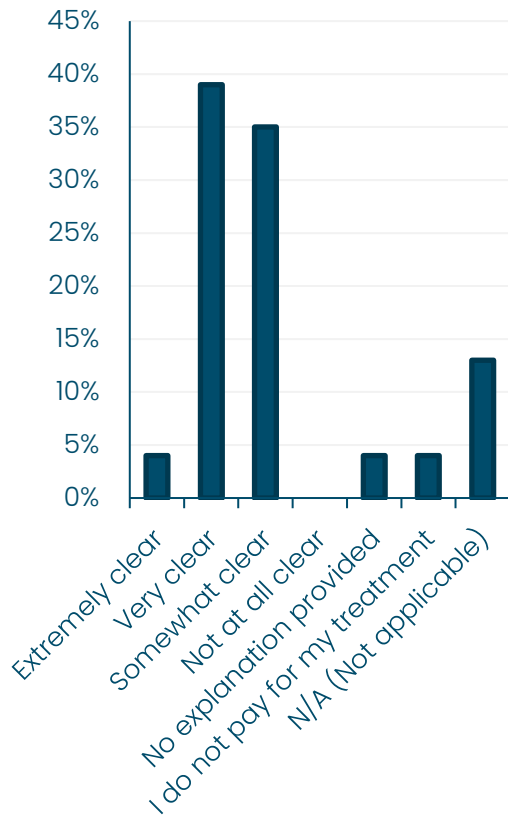
Responses	Percentage of reviews	No of reviews
Easy	48%	11
Fairly easy	9%	2
Difficult	4%	1
Very difficult	0%	0
Not applicable	39%	9
Total		23

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



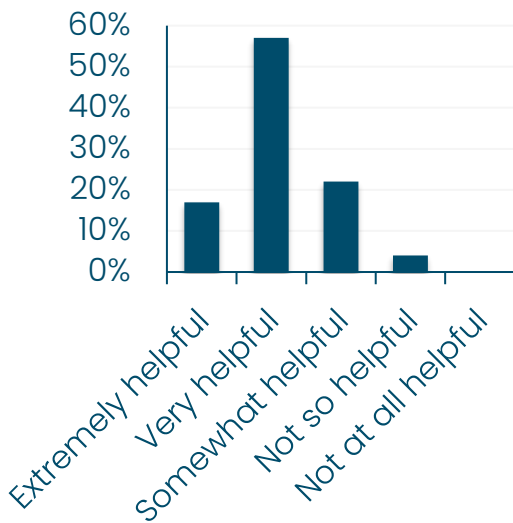
Responses	Percentage of reviews	No of reviews
Easy	65%	15
Fairly easy	22%	5
Difficult	13%	3
Very difficult	0%	0
Not applicable	0%	0
Total		23

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



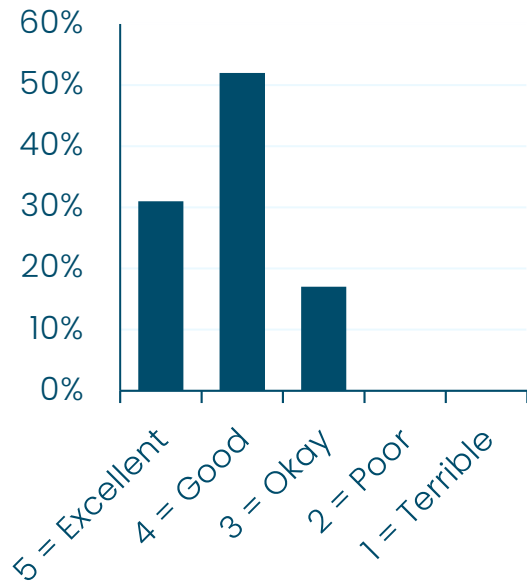
Responses	Percentage of reviews	No of reviews
Extremely clear	4%	1
Very clear	39%	9
Somewhat clear	35%	8
Not at all clear	0%	0
No explanation provided	4%	1
I do not pay for my treatment	4%	1
Not applicable	14%	3
Total		23

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



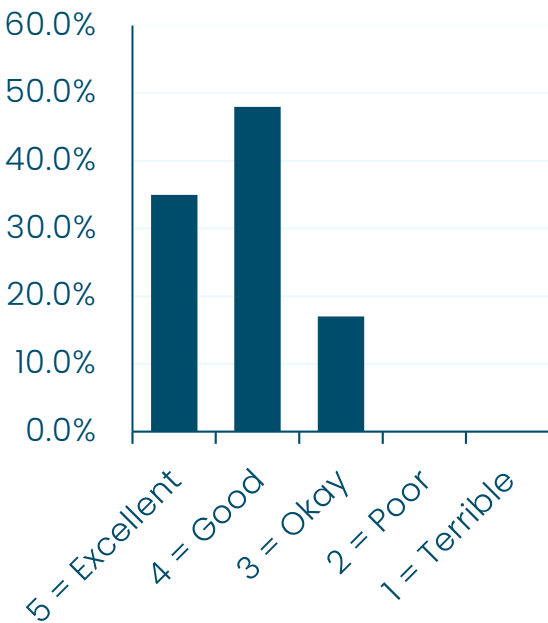
Responses	Percentage of reviews	No of reviews
Extremely helpful	17%	4
Very helpful	57%	13
Somewhat helpful	22%	5
Not so helpful	4%	1
Not at all helpful	0%	0
Total		23

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



Responses	Percentage of reviews	No of reviews
5 = Excellent	31%	7
4 = Good	52%	12
3 = Okay	17%	4
2 = Poor	0%	0
1 = Terrible	0%	0
Total		23

Q6) How do you rate your overall experience?



Responses	Percentage of reviews	No of reviews
5 = Excellent	35%	8
4 = Good	48%	11
3 = Okay	17%	4
2 = Poor	0%	0
1 = Terrible	0%	0
Total		23

Analysis of the top responses

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.

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), or non-applicable, n/a - residents haven't used this mode (light blue).

NAME OF DENTIST	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
Hounslow High Street Dentist	Light blue	Green	Green	Green	Green	Green
Brentford Health and Dental	Green	Green	Green	Green	Green	Green
Denteuropa	Green	Green	Blue	Green	Green	Green
Vicarage Farm Dental Centre	Blue	Blue	Blue	Blue	Blue	Green
All other dentists	Green	Green	Blue	Green	Green	Green

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

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

Dentists	Top 3 positive outcomes in percentage terms	Top 3 ongoing and emerging themes in percentage terms
Hounslow High Street Dentist No of reviews: 7	<ul style="list-style-type: none"> Quality of service (43%) Caring staff (43%) Quality of treatment (18%) 	<ul style="list-style-type: none"> High costs (14%) Communication of dentists to people with disabilities(14%) Bigger reception area (14%)
Brentford Health and Dental No of reviews 3	<ul style="list-style-type: none"> Quality of treatment (67%) Quality of Service (20%) Appointment availability (20%) 	<ul style="list-style-type: none"> High costs (20%) Communication of dentists with younger people (20%) n/a
	<ul style="list-style-type: none"> Quality of treatment (50%) 	<ul style="list-style-type: none"> High costs (50%)
Vicarage Farm Dental Centre No of reviews: 2	<ul style="list-style-type: none"> Quality of treatment (50%) Quality of service (50%) n/a 	<ul style="list-style-type: none"> High costs (50%) Appointment availability (50%) n/a
All other dentists No of reviews: 9	<ul style="list-style-type: none"> Appointment availability (44%) Quality of staff (44%) Quality of treatment (22%) 	<ul style="list-style-type: none"> High costs(56%) Explaining costs (11%) Getting an NHS appointment (11%)

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
Dentist's professional and communication skills	12 reviews (56%)	High prices	5 reviews (22%)
Appointment availability	8 reviews (35%)	Lack of explanation of costs	3 reviews (13%)
Good quality of service	8 reviews (35%)	Communication issues with patients	3 reviews (13%)
Helpful staff	5 reviews (22%)	Improving staff attitude	2 reviews (7%)

Recommendations

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

Explain NHS dental costs

- 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.

Gather information on NHS dentists

- 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.
- To establish a system where people can book NHS appointments in different dentists that offer this in one area.

Enhance communication skills of dentists

- To communicate with young people who attend on their own about their treatments and understand their referrals and/or background history.
- To communicate with people who have disabilities about their treatment and oral hygiene.

Improve staff attitude

- For staff to speak to all different types of people appropriately
- For people's, whose first language is not English to get language interpreters
- Provide all information as requested by patients

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.



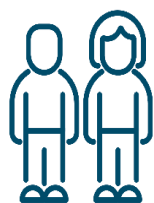
Gender

Men reported the highest positive experience at 90.9%, compared to 75.5% for women. Neutral reviews were given by both genders which women gave 25.0% rating for and men gave a 9.09%. rating. No negative ratings were given by either genders.



Age

Adults aged 35-44 reported the most positive experiences at 83.3% ,and In the same age group only 16.6% reported a neutral experience. Additionally, the age groups of 18 - 24 years, 35 -44 years and 45-54 years, gave the highest score for neutral experience at 25%. No age groups gave negative reviews.



Ethnicity

Patients who identified as White English/Welsh/Scottish/Northern Irish/British reported the highest number of positive responses at 66.6%. Positive experiences were reported across all ethnic groups.. However, the ethnic groups with the most neutral reviews were Asian/Asian British Indian Asian and Asian/Asian British Pakistan at 25.5%. No negative review were recorded.



Long-term health conditions and disabilities

Patients who answered 'Yes' to having a disability reported 100% of a positive experience and for those patients that reported 'No' reported positive rating of 63.1%. Similarly, patients who responded 'No' to having a long-term health issues reported positive experience at 85.7% and those who said 'Yes' reported a positive rating of 71.4%. No negative ratings were recorded.

Experiences of 'Other' services



What people told us about 'Other' services

Speed of Service

"They message when my prescriptions is ready and I collect it. Fast service and friendly."

Waiting Times

"Waiting times it was a but too much last year. If there was something assisting to communicate if I am running late. The service. seating capacity should be a bit more."

Staff Professional Skills and Helpfulness

"Staff are so helpful and kind I was really happy with the way I got leaflets and support with my blood pressure."

Medicine Availability

"Problem with availability of medicine. I have to always go after my visit and get more."

Quality Of Service

"They are always available for a chat and there when you need help. I had high blood pressure, and they helped me to go to my GP and be on medication. I believe this is such a great team they really do need more recognition for what they do."

Lack of Communication with Health Providers

"If I order an emergency prescription the GP takes longer to let it through, so the communication isn't great."

Pharmacist's Advice

"They are very knowledgeable about health issues. Good advice. Pharmacist speaks if I ask questions."

Service Availability

"They should be open even more."

Lack of Staff

"They need to be out and about more, but only if they had more staff to go."

Lack of Communication with Patients

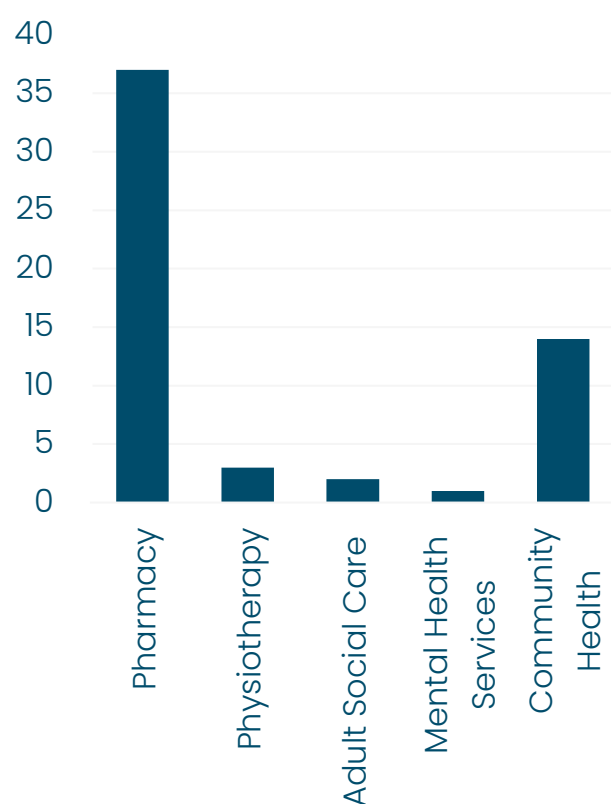
"They have given the same exercises for so long, but my condition hasn't changed mind you I see them regularly. They should improve on reviewing if their treatment has even worked."

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	48 Reviews
Positive	58% (28 reviews)
Negative	17% (8 reviews)
Neutral	25 % (12 reviews)



Service Type	No of Reviews
Pharmacy	37
Physiotherapy	3
Adult Social Care	2
Mental Health Services	1
Community Health (Diabetes, Stop Smoking, Health Visitor)	5

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 (67%)	Medication not being available (5%)
Physiotherapy	Good quality of service (67%)	Exercises given are not always helpful to improve a person's condition (67%)
Adult Social Care	Good quality of service (100%)	n/a
Mental Health Services	n/a	To improve treatment of asylum seekers (100%)
Community Health (Diabetes, Stop Smoking, Health Visitor)	Good quality of service (90%)	Extending opening times (60%)

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, delivery and speed of process	36 reviews (75%)	Lack of communication and professional skills of health providers	7 reviews (14%)
Good quality of service	24 reviews (50%)	Medication availability and waiting times	6 reviews (12%)
Staff advice and helpfulness	16 reviews (33%)	Service accessibility	5 reviews (10%)
Pharmacist's advice	4 reviews (8%)	Staffing capacity	2 reviews (4%)

Recommendations

Pharmacies

- To ensure that there is availability of medicines.
- If medicines are not available to let the patient know in a text message and provide emergency medicine if appropriate.
- To minimise waiting times by allowing customers to know when the busy times are in the facility.

Physiotherapy Services

- For staff to consider people's physical needs.
- To provide other forms of treatments if patients are not getting any better.

Community Services

- To provide longer opening hours.
- To produce further information of all types of health and social care. community groups in the borough regarding their opening times and what is available.
- To have more staff available in different community facilities.

Mental Health Services

- To help people whose first language is not English by getting language interpreters.
- To produce materials in different languages that are spoken in the borough.
- To work with refugee/asylum seekers organisations.

Snapshot of carer's opinions of health providers

During this quarterly period, it was decided to gain the opinions of carers about healthcare and social care services in the borough. Care groups were visited and carers gave their perspective in different health facilities about health services.

No of reviews	48 reviews
Positive	36 reviews (75%)
Neutral	8 reviews (17%)
Negative	4 reviews (8%)

Health provider	Number of reviews for different health providers by carers
GPs	26 reviews (54%)
Hospitals	11 reviews (23%)
Dentists	2 reviews (4%)
Mental Health	1 review (2%)
Pharmacies	7 reviews (15%)
Physiotherapy	1 review (2%)

Top 4 positive outcomes	Total count and % of positive outcomes
Good service quality	35 reviews (73%)
Availability of appointments	7 reviews (15%)
Good treatment	7 reviews (15%)
Health Professional Advice	4 reviews (8%)

Top 4 emerging/ongoing themes	Total count and % of emerging / ongoing themes
Availability of standard/emergency appointments	10 reviews (20%)
Difficulty of using health apps	5 reviews (10%)
Lack of parking facilities and providing transport	4 reviews (2%)
Waiting times for operations	2 reviews (2%)

What carers told us about health services

Quality of GP Treatment

"The staff and doctors are very experienced. Access is good. Waiting times is good and all my daughter's medical needs have been met."

Doctor's Advice

"GP gives good advice and they listen. They deal with the problems I had an ongoing eye infection and send to Ashford hospital."

Quality of Dental Treatment

"We have a particularly good dental hygienist who understands how to work with my adult son who has a learning disability and autism."

Quality of Pharmacy Service

"Excellent. knowledgeable prescription service and a private room is available when consulting with the pharmacists. One pharmacist has also completed the Oliver McGowan autistic training and successfully administered flu and Covid inoculations to my adult son with a learning disability and autism."

Lack of Appointments

"Getting emergency and standard appointments is difficult. You have to phone at 8am in the morning. Long waiting times on the phone and you can't speak to the doctor direct."

Difficulty Of Using GP/NHS Apps

"Navigating the online app is very difficult. The appointments used to be a lot easier to book in the past but now the phone lines have reduced, and the online portals aren't the best for access."

Long Waiting Times for Operations

"The waiting time for the operation is really long and didn't have a good overall experience there."

Listening to Carer's Concerns

"They wanted to leave my mum to do her own exercises. She had a stroke."

HEALTH SERVICES	RECOMMENDATIONS
GPS	<ul style="list-style-type: none">• To provide appointments (emergency and standard) as quickly as possible• To provide facilities for people with walking disabilities, such as transport or parking facilities• To help carers and persons with GPs apps
Hospitals	<ul style="list-style-type: none">• Operations to be done as soon as possible• To provide transport facilities and disabled car parking
Dentists	<ul style="list-style-type: none">• To speak to people who are neurodivergent about oral health
Other services and Community Services	<ul style="list-style-type: none">• To offer alternative methods for patients to get better treatment.

Appendix



Demographics

GENDER	Percentage %	No of Reviews
Man (including trans man)	%	158
Woman (including trans woman)	%	209
Non- binary	0.0%	0
Other	%	1
Prefer not to say	0%	1
Total		369

AGE	Percentage %	No of Reviews
18-24	3.5%	13
25-34	18.6 %	69
35-44	24.1%	89
45-54	17.0%	63
55-64	13.5%	50
65-74	11.9%	44
75-84	8.4%	31
85+	1.3%	5
Prefer not to say	1.3%	5
Total		369

DISABILITY	Percentage %	No of Reviews
Yes	14.9%	55
No	82.1%	303
Prefer not to say	2.9%	11
Not known	0	0
Total		369

LONG-TERM HEALTH CONDITION	Percentage %	No of Reviews
Yes	37.6%	139
No	57.9%	214
Prefer not to say	4.3%	16
Not known	0	0
Total		369

ETHNICITY	Percentage %	No of Reviews
White – English / Welsh / Scottish / Northern Irish / British	27.3%	101
White – Irish	0.2%	1
White – European	7.0%	26
White – Other	0.2%	1
European	0.8%	3
Arab	4.0%	15
Asian / Asian British – Indian	29.8%	110
Asian / Asian British – Pakistan	8.1%	30
Asian / Asian British – Bangladeshi	0.8%	3
–Chinese	0.5%	2
–Any other Asian background (please see below)	4.8%	18
–Black / Black British – African	6.7%	25
–Black / Black British – Caribbean	2.1%	8
–Any other Black background	0%	0
–Gypsy, Roma or Traveller	0.2%	1
–Latin American	0.5%	2
–Mixed – Asian and White	0.2%	1
–Mixed – Black African and White	0%	0
–Mixed – Black Caribbean and White	0.2%	1
–Any other Mixed / Multiple ethnic background	0.2%	1
–Prefer not to say	1.6%	6
–Other –	0.0%	0
Other – not listed	4.0%	15
Total		369



healthwatch

Hounslow

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

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