Information Gathering and Signposting Report July – September 2015

The tables and charts below illustrate the number of complaints, information requests and patient experiences gathered via telephone calls, emails, outreach activities, meetings, visits, events and website.

In total **246** enquiries were gathered/received

Nature of enquiry/ information gathered

Complaints	12
Patient Experiences	217
Information requests	17
Total	246

Of the complaints received, 5 were referred to Voiceability (NHS complaints advocacy) , 3 were referred to Patient Advice and Liason Service (PALS), one was refered to NHS England, one referral to WLMHT PALS and finally one complaint was in regards to the Clinical Commissioning Group (CCG).
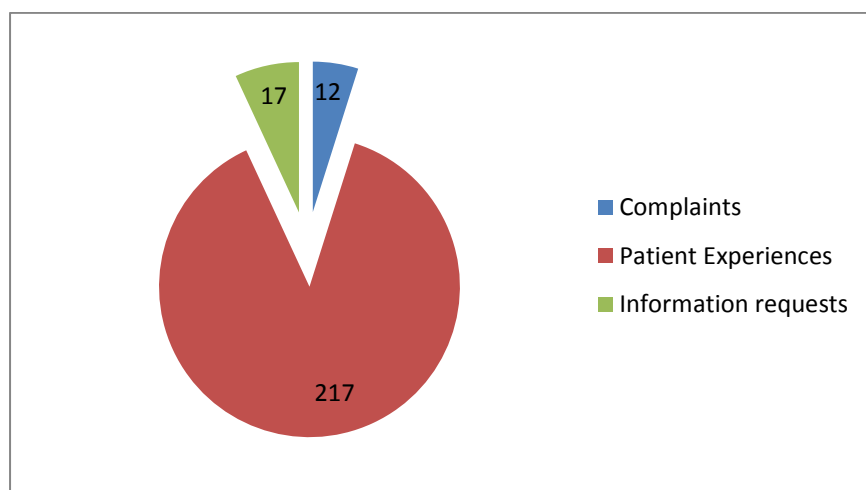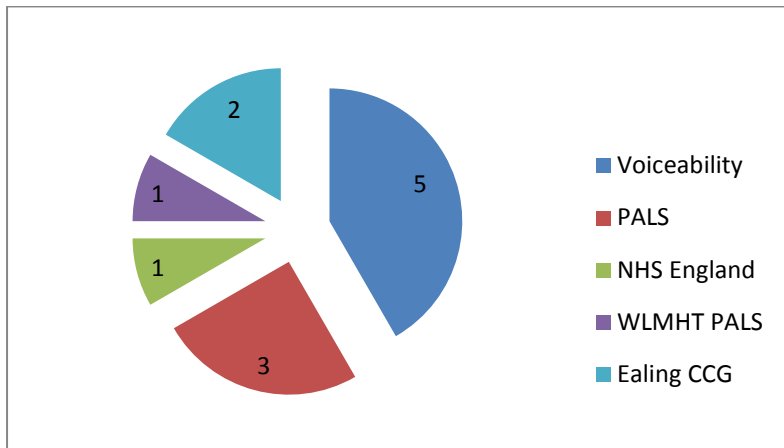

Complaints

12 complaints were received and logged by Healthwatch Ealing. The nature of these enquiries were as follows:

| Voiceability	5
PALS	3
NHS England	1
WLMHT PALS	1

Ealing CCG	2

Source of information gathered

The information gathering and signposting service that Healthwatch Ealing offers is accessible through a plethora of mediums in order to make it more user friendly and increase access to the service we provide.

Our free telephone helpline is open Monday – Friday 11am to 4pm. Moreover, the service has a dedicated email address as well as by post through our "tell us your story" cards which we use to gather information on residents experiences. We have also implemented a 24 hour website that can be used to help with signposting or leaving comments on services residents in Ealing has used. We also provide monthly drop in sessions in areas throughout the borough of Ealing, as well as bi-monthly stalls at Ealing Hospital. Having so many avenues in which to speak and communicate with residents in Ealing really helps Healthwatch Ealing gather information on the local residents.

| Phone	18
Email	9
Post	12
Drop-in	3
Public event/ outreach	2
website	201

In person	1
	246
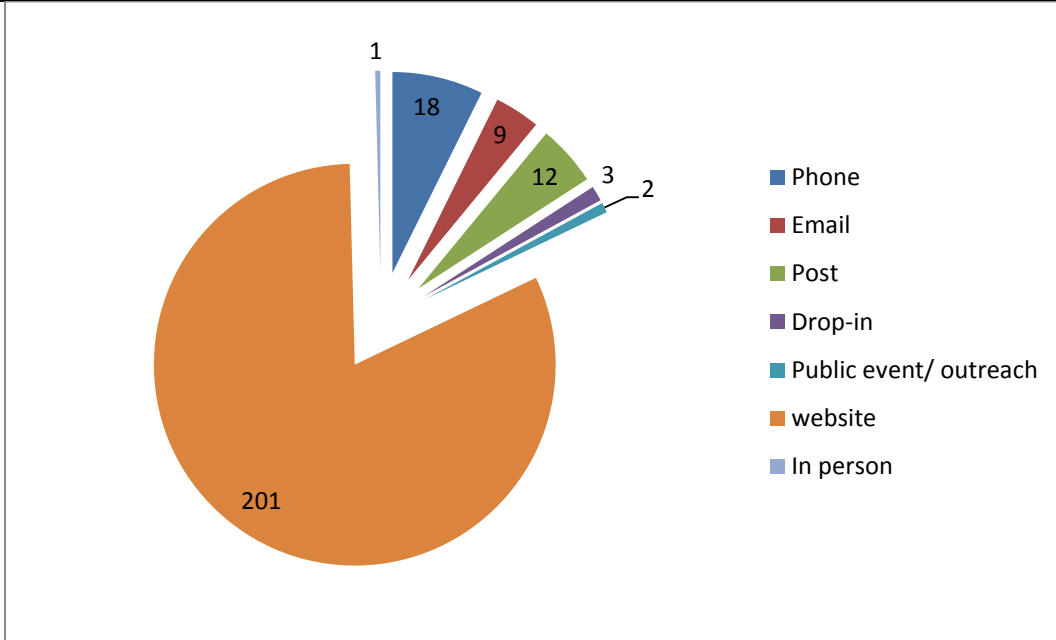
Service type commented on:

The following table gives a breakdown of what service in health & social care is being commented on. Moreover, it was specified whether or not the comment was positive or negative as well as mixed were also identified.

|	Negative Comments	Positive comments	Mixed Comments	N/A	Total
Dental Services	10	30	3		45
GP Services	58	50	10		118
Hospital Services	43	27	4		74
Social Services				1	1
Mental Health Services	1				1
other				4	11

Services
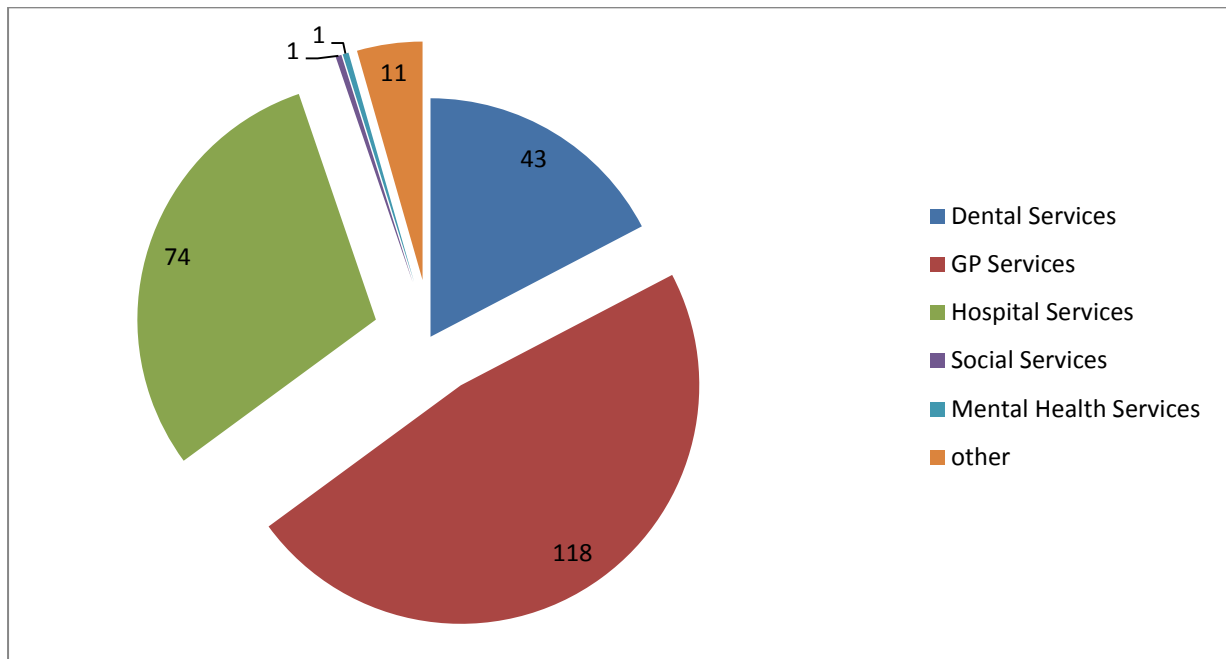
Hospital Services

From the comments made about hospitals they included:

- 19 comments relate to Ealing Hospital
- 2 comments relates to Central Middlesex Hospital
- 1 comments relates to A&E
- 3 comment relates to Broadmead Medical Centre
- 3 comments relates to Central Middlesex Hospital
- 7 comments relates to West Middlesex Hospital
- 1 comment relates to St Marks Hospital
- 9 comments relates to St Marys Hospital
- 1 comment relates to Featherstone Road surgery
- 1 comment relates to Hammersmith Hospital
- 8 comments relates to Northwick Park Hospital
- 3 comments relates to Charring Cross Hospital
- 3 comments relates to Hillingdon Hospital

Hospital Service Comments

The 74 Hospital Service comments that Healthwatch Ealing returned, there were 86 different comments/themes that we logged from the complaint/information request/or compliments that we received. We chose the 10 different themes that arose the most in our information gathering.

The graph below shows the type of comment in line with Hospital Services in Ealing and shows how much each of these were either positive or negative.
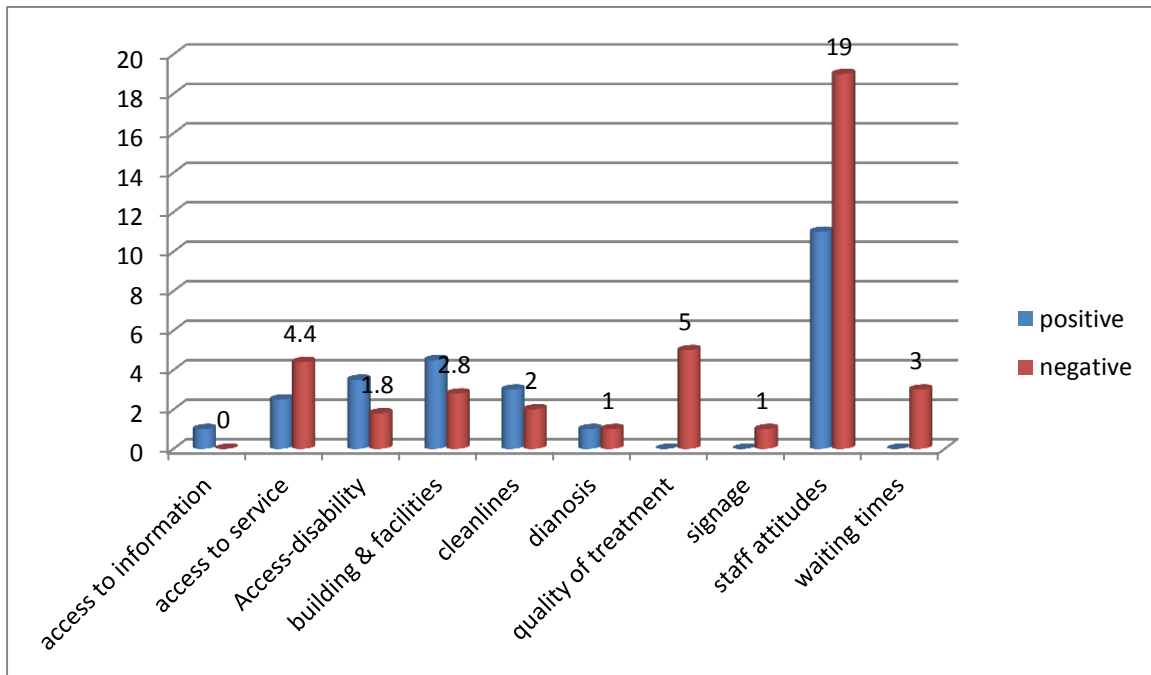

Overall, we have seen that from the responses the majority fell underneath the negative bracket. This is mainly in part to staff attitudes scoring the highest with 19. There were 10 different themes that were seen when the information gathering took place this included: access to information, access to the service, access disability, facilities, cleanliness, diagnosis, quality of treatment, signage, staff attitudes and waiting times.

GP Services:

Of 118 GP comments collected, 197 issues were identified. Of these many issues were mainly focussed around a select few themes which we have identified at Healthwatch as part of our information and signposting service.

Breakdown of GP services:
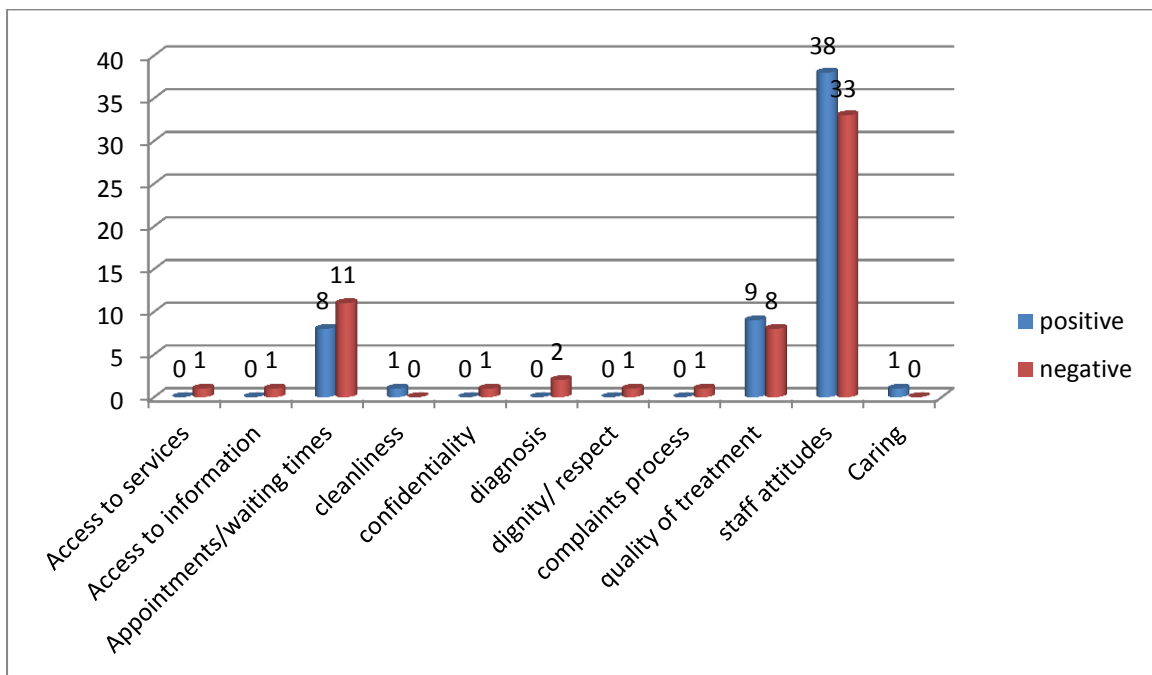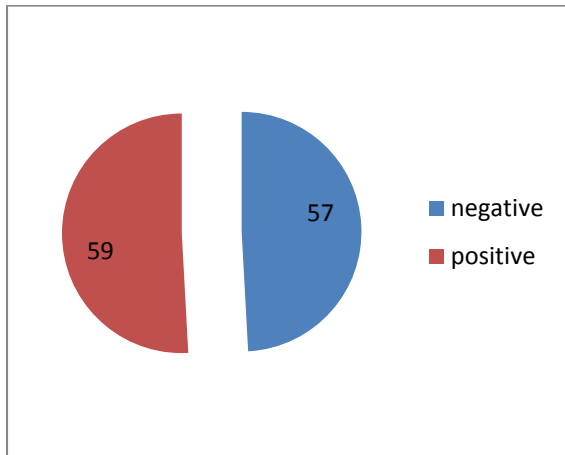
In regards to GP's services and the overall assessment of whether or not the services were a majority negative or positive. 59 of the 116 issues that were highlighted in the graph belonged to negative comments. This was closely followed by the 57 positive comments that were received throughout all of these main issues highlighted. Here at Healthwatch we highlighted 11 key themes which came back from our data gathering these included; access to services, access to information, appointments, cleanliness, confidentiality, diagnosis, respect, complaints, quality of treatment, staff attitudes and caring.

Dental Services

Our information gathering service also bought us to identify the comments both positive and negative in regards to dental services that run in the borough of Ealing. 75 issues were found from the comments made and we chose to use the 6 which occurred the most.

Dental Service breakdown
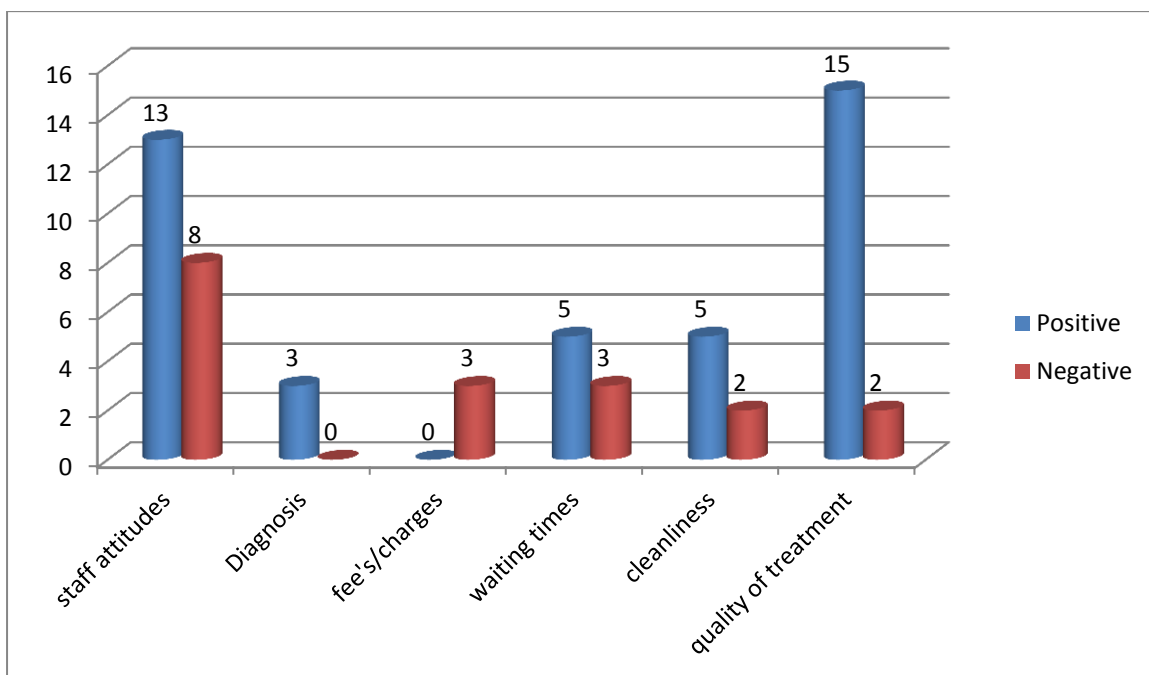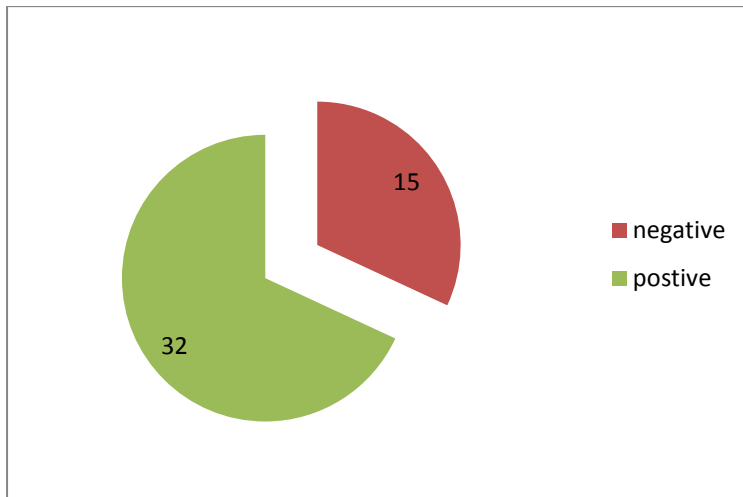
The majority of comments received regarding dental services were positive. There were 6 main themes that came up from the information gathered. This included: Staff attitudes, Diagnosis, fee's/ charges, waiting times, cleanliness and quality of treatment.

Mental Health

1 single mental health complaint was made this quarter in Healthwatch Ealings information gathering service.

It was in regards to mental health services in Ealing and the lack in quality of treatment

Social Care

1 single social care piece of information gathered came from an information request which was gathered in person, from an Ealing resident.

It was a neutral in its nature and was an information request.

Community services

3 negative complaints were made in line with the community services and all were in particular to do with podiatry.

The main themes that occurred were problems with appointments, booking & access to the services.