

PATIENT EXPERIENCE
REPORT 2017
July- September

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Executive Summary

This is the first patient experience report for Healthwatch Ealing, covering the period July-September 2017.

Your Voice in Health and Social Care (YVHSC) took over the provision of Healthwatch Ealing in April 2017. In July 2017 the Digital Feedback Centre was launched together with the Healthwatch Ealing website. In August a part-time Patient Experience Officer was recruited to manage the Patient Experience Programme.

This report represents the views of 661 patient experiences received during this period. The views of patients were gathered on a range of health and social care services, by Healthwatch Ealing's Patient Experience Officer and a team of dedicated volunteers.

Out of a total of 661 patient experiences received, 518 (78%) were positive and 143 (22%) were negative experiences of service provision in the borough of Ealing.

The information presented within this report reflects the individual patient experience of health and social care services, untainted and without agenda to ensure that the genuine observations and commentaries of the community are captured. Healthwatch Ealing presents this as factual information to be considered and utilised to improve service provision and highlight areas of good practice. We seek to identify themes and trends and (if possible), highlight potential gaps and provide recommendations early to assist in planning for future provision.

Our questions are uniform across the digital feedback centre as well as the physically collected forms. The majority of comments received during this period are around GP surgeries. As our Patient Experience Programme grows our aim is to represent each GP network as evenly as possible.



The successful and on-going implementation of the digital feedback centre will yield a minimum of 4,800 patient experiences per annum all of which will be presented as they are received and considered as valid community opinion. Healthwatch Ealing hopes to expand the impact of the feedback centre and build on the engagement the centre affords us, developing it even further to provide greater and better representation.

Overall Patient Reviews

The number of patient reviews received for this quarter is **661**. The table below shows a breakdown of the positive and negative patient reviews. The patient reviews are based on a star rating and verbal/written feedback. See the appendix for examples of our physical and online questionnaires.

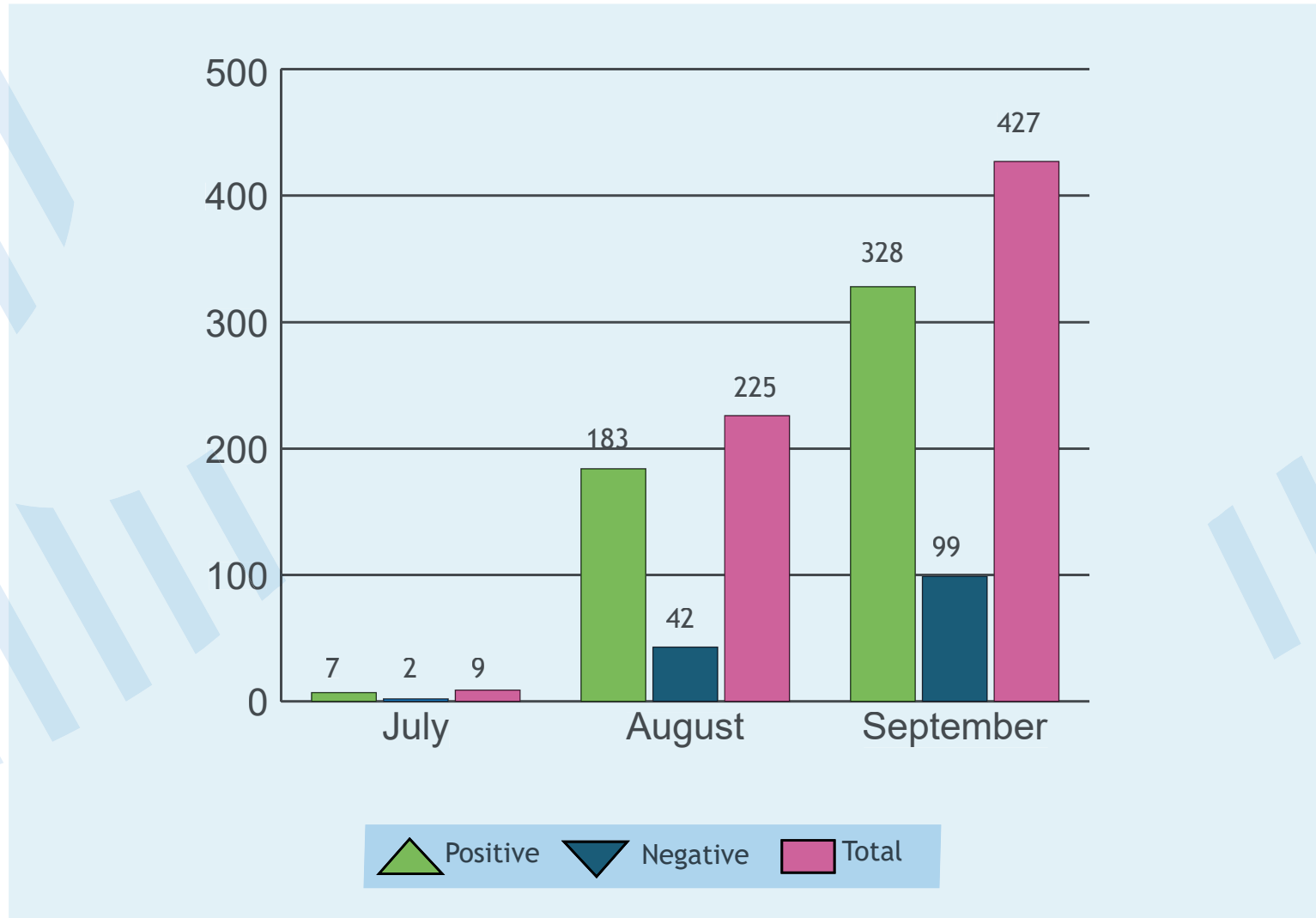
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 3 indicate a negative response, while star ratings between 4 and 5 indicate a positive response.

This quarter 518 positive responses have been recorded and 143 negative responses.

Month	1 - 3 Star Reviews (Negative) 	4 - 5 Star Reviews (Positive) 
July	2	7
August	42	183
September	99	328
Total	143	518

Overall Patient Reviews

This chart provides a breakdown of positive, negative and total reviews for each month.



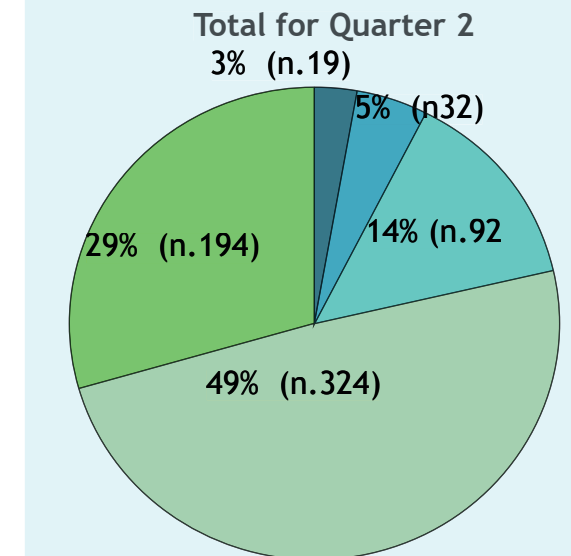
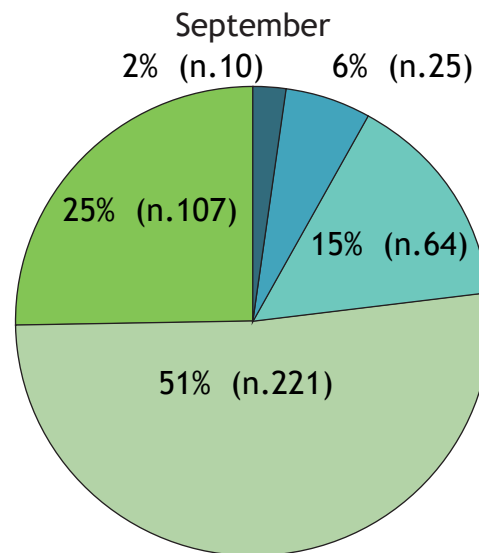
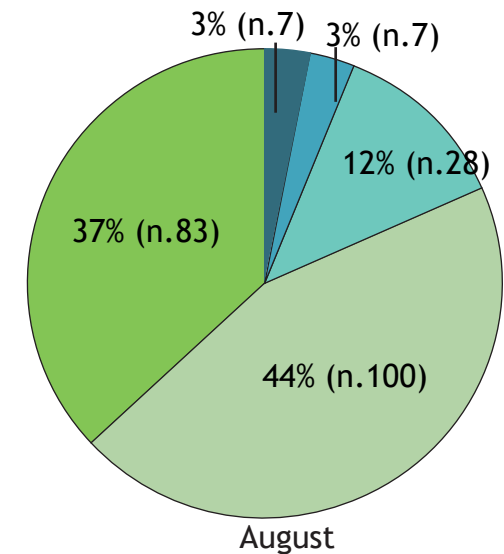
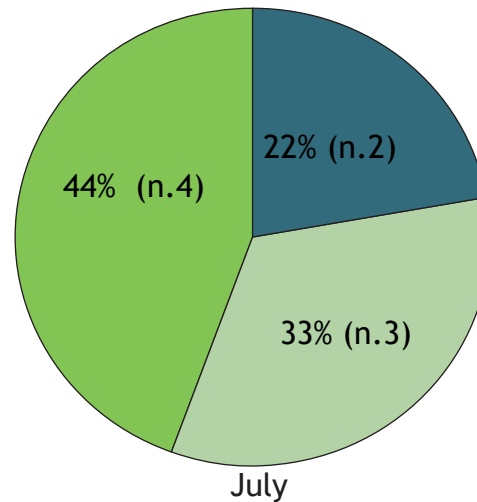
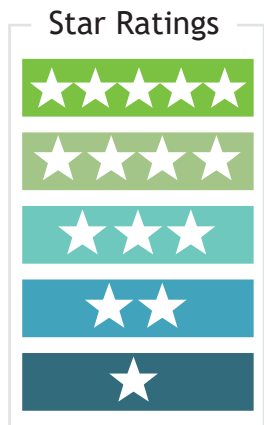
Patient Reviews: Star Ratings

The pie charts show the total star ratings for each month and for the whole quarter.

September received the highest star rating (221 four star ratings) showing that the most positive reviews were recorded during that month.

The lowest star ratings (2 one star ratings) were recorded in July.

The distribution of ratings for the quarter shows the four star rating receiving the most reviews (325).



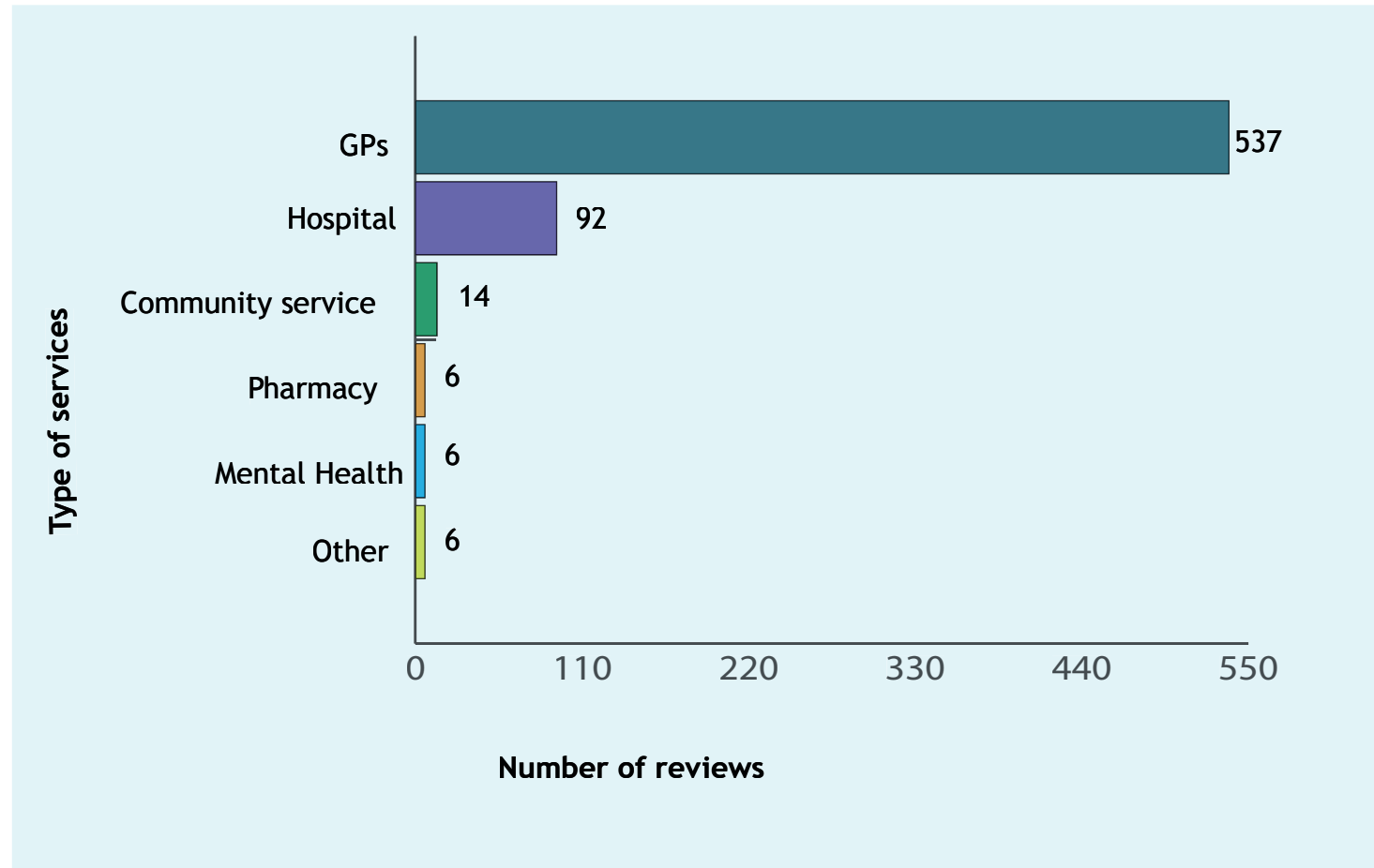
Total Reviews per Service Category

The patient reviews recorded for this quarter cover 6 service type categories, as seen in this chart.

The chart shows the total number of reviews received in **Quarter 2**.

The category with the highest number of reviews recorded is the GP category, followed by Hospitals.

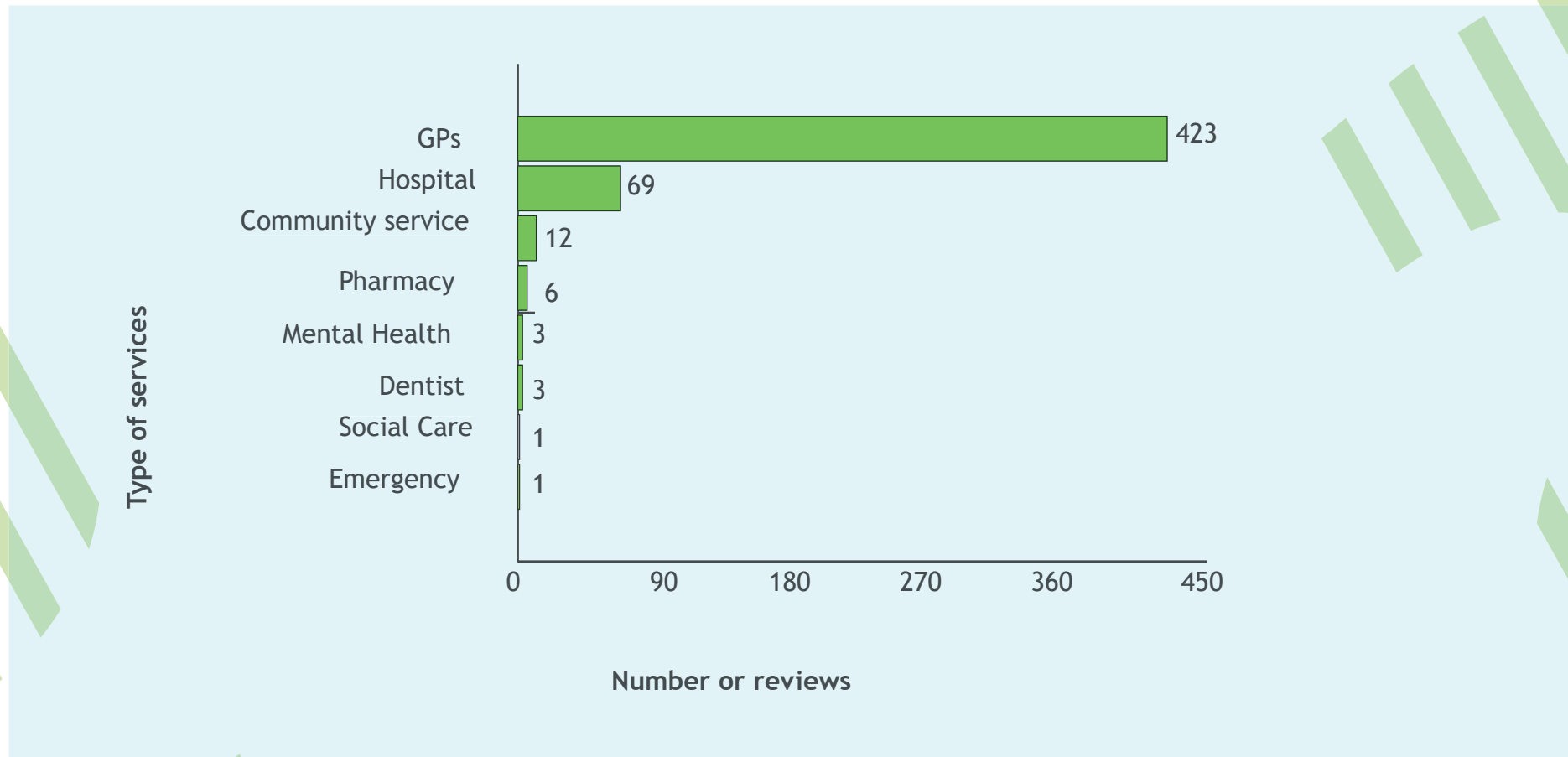
As the Patient Experience Programme grows, Healthwatch Ealing (HWE) will strive to receive more patient reviews from other services. This will give HWE a better idea of how services across the board are doing.



Positive Reviews: Themes/Trends

Looking at the positive reviews we have received allow us to highlight areas where a service is doing well and deserving of praise.

July-August-September





Ealing Hospital, London North West Healthcare NHS Trust

Care and Treatment

71% of the comments and reviews received about care and treatment were positive.

“I have had a haert problem and had a bypass . They were really nice, caring and saved my life twice.”

“I had a surgery at this hospital and they treat me well. Good result, in the end, that’s all matter.”

“My daughter was admitted to the hospital for emergency treatment and was treated well, take good care of her. Very professional staff.”

“We had a good experience. I went there with my mother about 6 months ago and they took care of her very well. Sadly she passed away last month. Yeah, I was really happy with doctors treatment. They were really caring”.

Staff

87% of comments and reviews made about staff attitude were positive.

“I always go there for routine checks up and very happy. They know me well and always take care of me.”

“The doctors were very nice . I was happy with my treatment and did not wait too long which was a surprise for me.”

“It’s good, I accompanied my husband. They have been really nice to us and very helpful.”

“Receptionist and doctors are really nice. They are so helpful and caring.”



GP Services

Staff Attitude

82% of the comments and reviews received about staff were positive.

“Staffs are very polite and doctors explain very well and one day I did not have an appointment and came in and they were able to give me an appointment which is very rare in other GP.”

The Cortfton Road Surgery

“I have been coming to this surgery for the past 5 years and doctors and staffs are very caring, reception staffs are nice.”

Gordon House Surgery

“My doctor is really good, very efficient but there is problem when it comes to book an appointment. I have been with this GP for while. The staff here are really nice and friendly.”

Chepstow Gardens Medical Centre

Ease of Booking Appointments

42% of the comments and reviews received about booking appointments were positive.

“Very easy to get an appointment but sometimes it’s difficult”

The Cortfton Road Surgery

“Appointment availability and its close to my house, they are very helpful, especially with my medication.”

Hill Crest Surgery

“Good treatment from doctors. Follow-up is really good and availability of appointment time is good. However, there is a long waiting time to get an appointment”

The Southall Medical Centre

Care and Treatment

80% of the comments and reviews received about care and treatment were positive.

“Whenever I come to the GPs I get the solution to my problem. Many times my baby felt sick, when we come here they referred us to the hospital, which was really helpful.”

Mattock Lane Health Centre

“Doctors are very confident, caring and very knowledgeable. I am always happy when I leave because I am satisfied with the result.”

Gordon House Surgery

“The quality of treatment is spotless, and the receptionists are nice and very helpful.”

Access to Service

31% of the comments and reviews about access to service were positive.

“The children always get the appointment when they need it, doctors and nurses are nice. They don't rush you...”

Hill Crest Surgery

“It's good, when I call every time I get the appointment.”

Featherstone Road Surgery

“Very easy to get an appointment but sometimes it's difficult. Repeat prescription is easy to obtain. Very annoying that I don't have to see the same doctor all the time. Staffs are very nice.”

The Corfton Road Surgery



Mental Health

Care and Treatment

3 of the positive comments and reviews received were about **care and treatment**.

“I went to see my GP she strongly advise me to contact Ealing IAPT so I did it within few weeks lady call Alison call me and gave me chance to get involve running group That’s the best thing happened to me. Finally I felt am live after bad few years, my thx go to my GP, 2 lovely Ladies Alisan and Bev and the other group members , I really feels GREAT..”
Ealing IAPT

“Suffering from Mental Health issues sometimes makes one feel isolated and alone. I heard from someone about the Solace Centre and was brave enough to give it a go. I’m really pleased I did. There were lots of people there like me, its informal and not scary and I’m looking forward to go again - when I choose because I don’t have to book to go there.”
The Solace Centre

“I always go there for my medication and treatment and my doctor is really good. She even gives me her number so I can call her if something is wrong”.
Askew PICU - Hammersmith & Fulham Mental Health Unit



Dentist

3 of the positive comments and reviews received praised dentists in general.

“The doctors give full treatment advice and prevention techniques which has helped over time. Always easy to get hold of staff over the phone or walk-in.”
Community Dental services

“Great hands on job by the staff medically and provides better care and advice compared to hospital. Also they are quick and efficient meetings patients need.”
Community Dental services

“Very professional staff, reliable and efficient. They treat you with care and respect.”
Northfield Dental Practice



Community Services

Care and Treatment

85% of the comments and reviews received about **Care and Treatment** were positive.

“I could not walk before and now I can.”

One You Ealing - Health Walks

“I used to smoke 15 cigarettes a day and now I am doing about 5, am very happy with them, they helped me a lot..”

One You Ealing - Stop Smoking Support

“It's very energetic, I get to meet new people and socialise.”

One You Ealing - Health Walks



Pharmacy

3 of the positives comments and reviews received were about **staff**.

“I usually get my medication there, it's very quick and polite staff.”

Northfield Pharmacy

“They are excellent and very quick.”

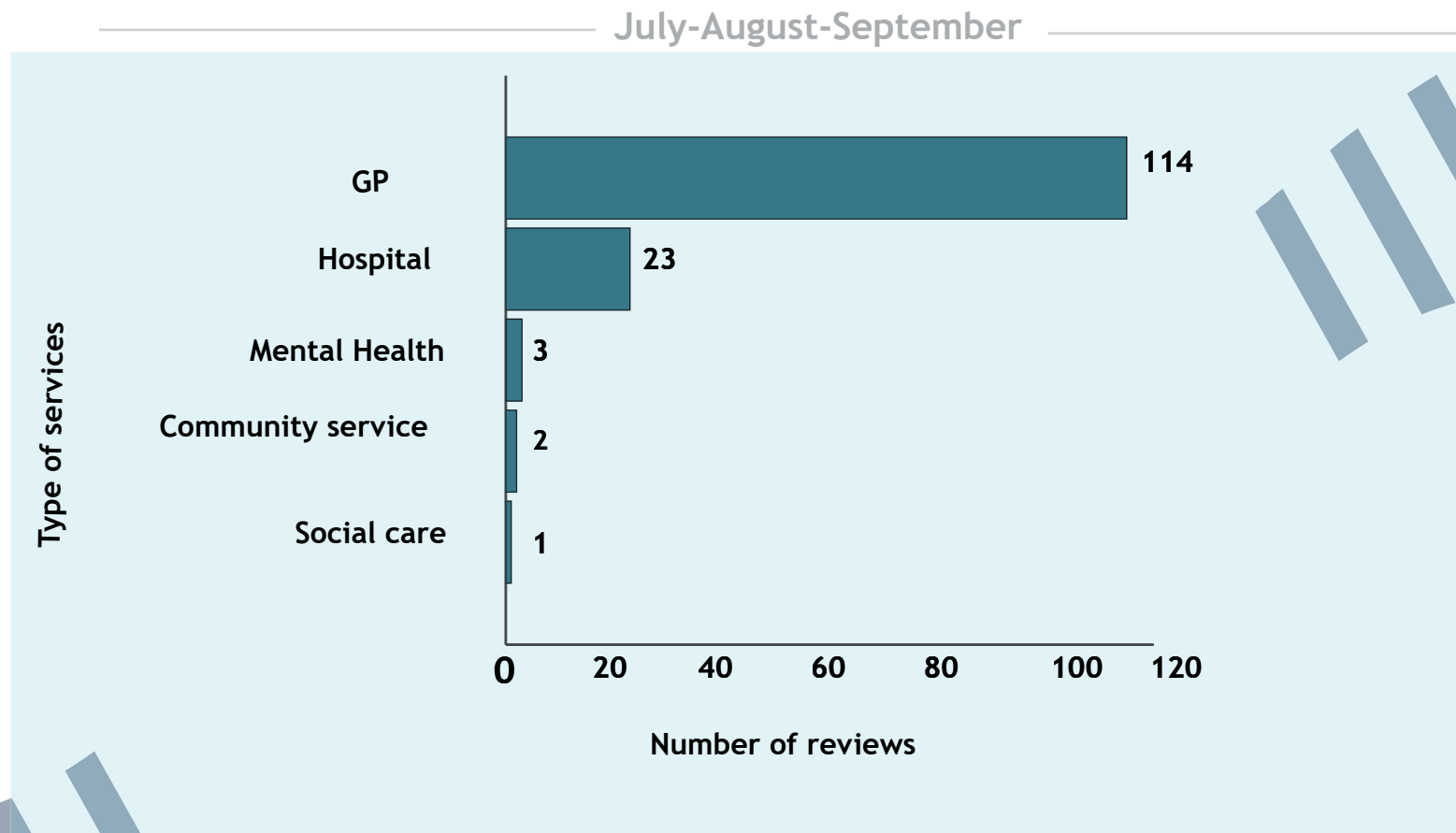
Alchem Pharmacy

“Friendly and great service.”

Northfield Pharmacy

Negative Reviews: Themes/Trends

By looking at the negative reviews (1-3 stars) we receive from the people of Ealing every month, we see trends and themes emerge. These trends can help us understand where a service needs to improve in order to provide an all round positive experience.





Ealing Hospital, London North West Healthcare NHS Trust

Care and Treatment

29% of the comments and reviews received about **Care and Treatment** were negative.

“This hospital is really bad . When I went there, the doctors were walking around doing nothing while I waited . I swiched to go to Hallindon Hospital . This hospital is dirty and was not satisfied with the treatment.”

“They delayed the treatment and did not get the result I wanted . I remember once I went there and the nurse told me it’s bank holiday and for me this was unprofessional.”

Access to services

80% of the comments and reviews received about **access to service** were negative, with the majority being about wating times.

“I am still waiting for the doctor right now and I have been waiting for a while now. I have been refereed to the hospital and still waiting for my treatment, which was 4 months wait , since June and my visit will be in October. When I call they never answer the phone.”

“I went to the A&E and was really disappointed, before being seen by the doctor I waited for about 3 hours. That day I spend about 7 hours in the hospital. I was really frustrated”.

“I have been referred to Ealing Hospital by my GP and the appointment they gave it’s 3 months away. I have already waited 1 month and been trying to get an earlier by no answer.”

“I took my mother to the A&E 2 months ago and we were there for 11 hours. The waiting time is horrible.”



GP services

Access to services

69% of the comments and reviews received about **access to service** were negative, with the majority being about waiting time.

“I don’t like that I have to wait so long when I come here. Every time there is a long delay.”

The Grove Medical Practice

“Waiting is too long. I would have given them a 5* if they were on time. However, the doctors are really efficient.”

Woodbridge Medical Centre,

Staff attitude

18% of comments and reviews received about **staff attitude** was negative.

“Staff attitude is very bad and waiting time is more than 30 minutes, its really horrible. Its not easy to get an appointment.”

Crown Street Surgery

“Not very helpful on the phone when it comes to book appointment. sometime receptionist are ok but doctors are rude sometime.”

Hillview Surgery

Care and Treatment

20% of comments and reviews received about **care and treatment** were negative.

“I had a problem with my kidneys and nothing was done and sent to the hospital. I was sent to the pain clinic, even though I asked not to be send there because I wanted something else...”

Mattock Lane Health Centre

“Awful, no respect, no follow up , no patient care. They just give medication and no explanation.”

Hanwell Health Centre - Drs Lees Naish Bassl



Community service

staffing level

One comment and review received about **staffing** levels was negative

“I understand that the Ealing Bowel and Bladder service has been diminished - only has 1 staff member left, no longer doing home visits, no longer fit for purpose and unable to serve the people of Ealing.”

Bladder and bowel management service (Continence)



Mental Health

Miscommunication

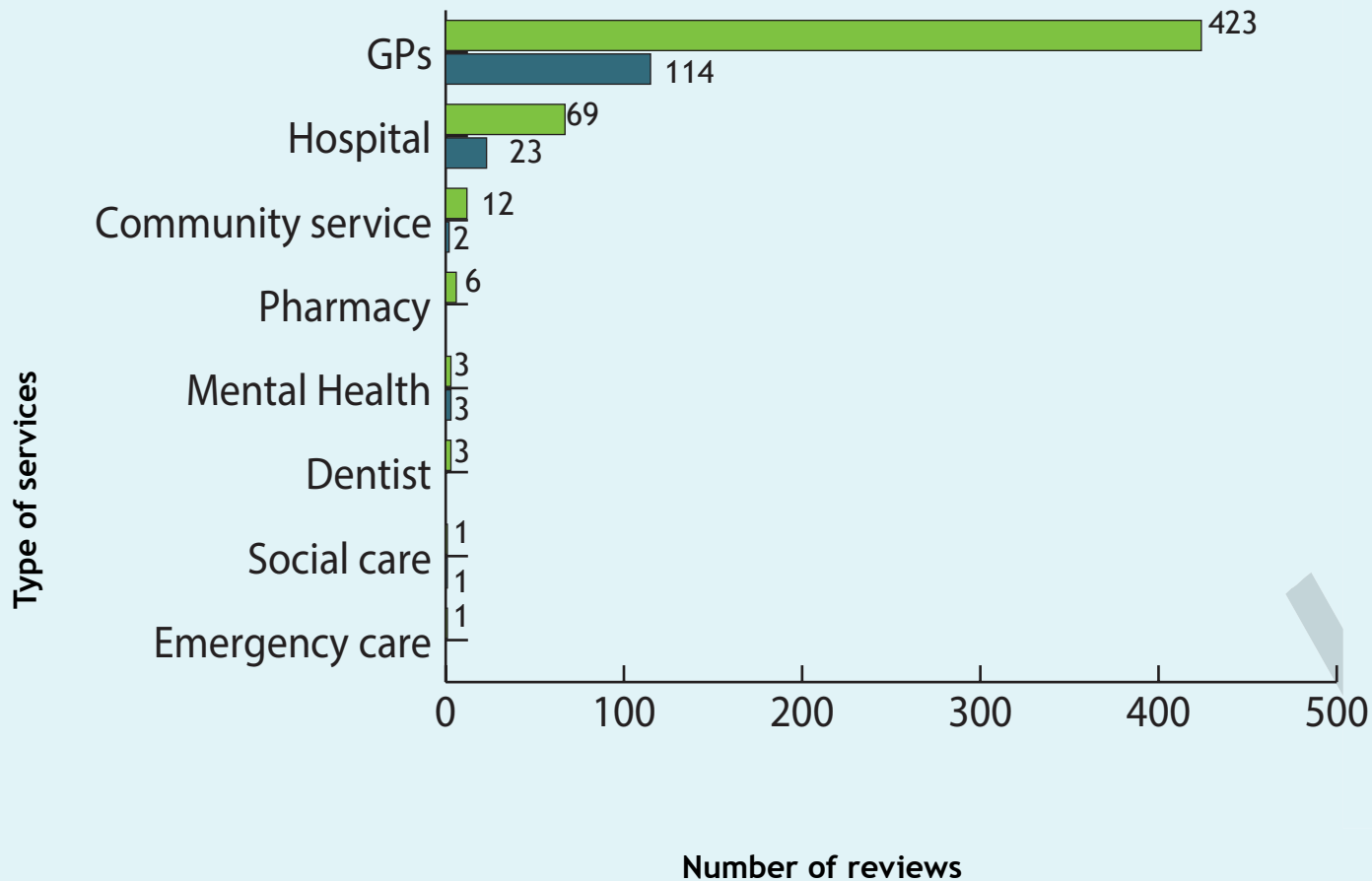
“My brothers social worker has provided incorrect information to his housing officer.”

Ealing West Recovery Team

“Last Friday, one of the neighbours called the Mental Health Service because I am mentally unstable, so I was taken to St. Bernards. Since yesterday, after increasing my medication, I have been suffering from burning in my legs and a bit disorientated sometimes. I called Healthwatch Ealing to help me go back on the 4 milligrams medicine and to have my freedom back, as I am totally able to get on my own affairs.”

St Bernards and Ealing Community Services,

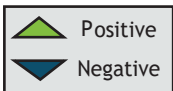
Distribution of Negative & Positive Reviews



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

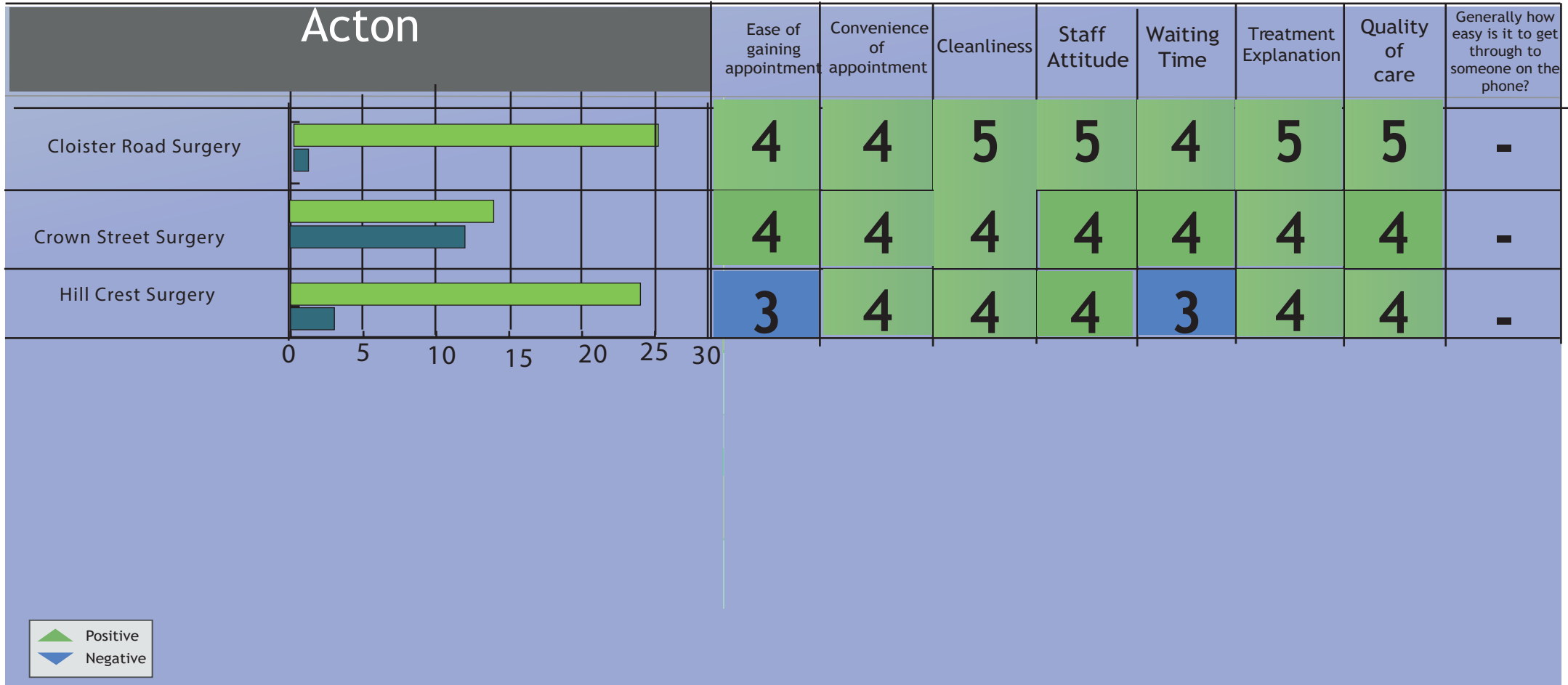
The 'GPs' category received the highest number of positive reviews (423) followed by the 'Hospital' category which received (69) positive reviews.

However, the 'Hospital' and 'GP' categories also received the highest number of negative reviews ('GP' - 114, 'Hospital' - 23).

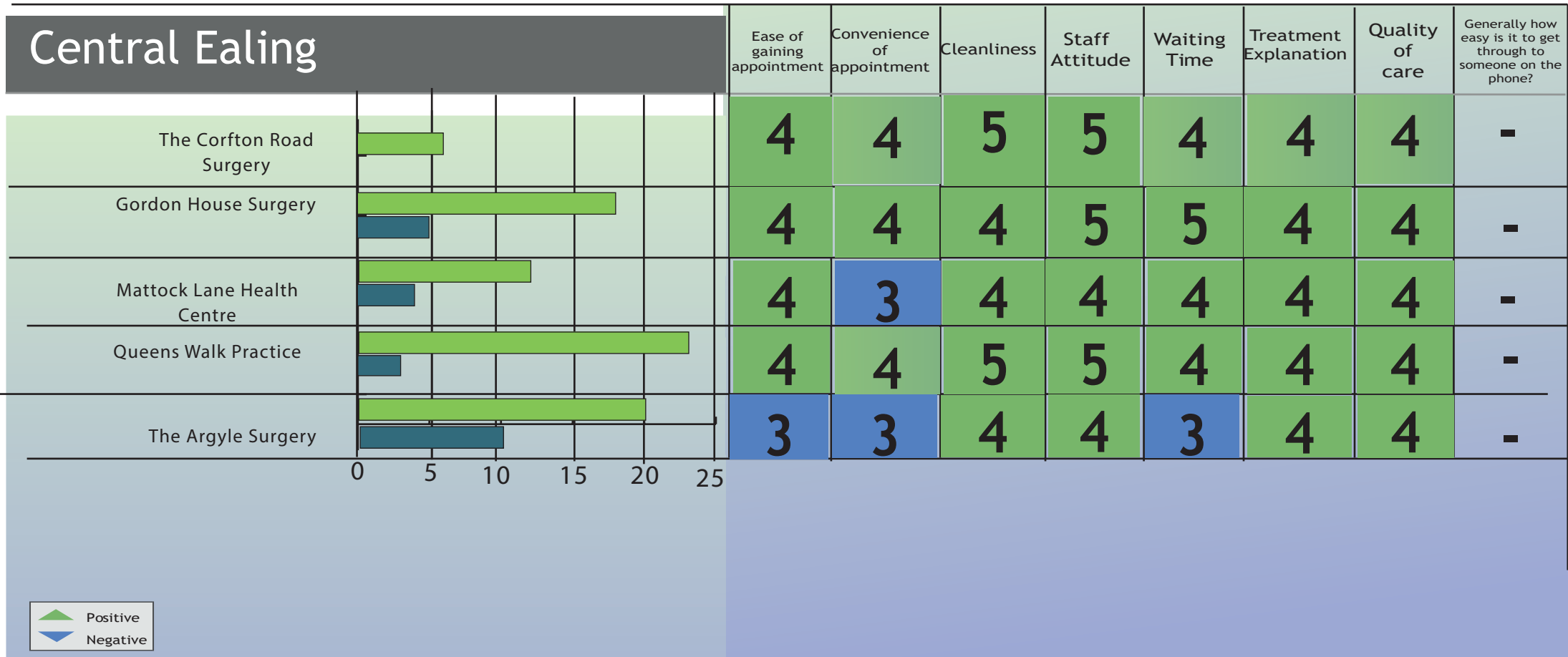


Locality Specific GP Reviews

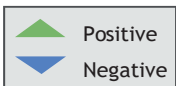
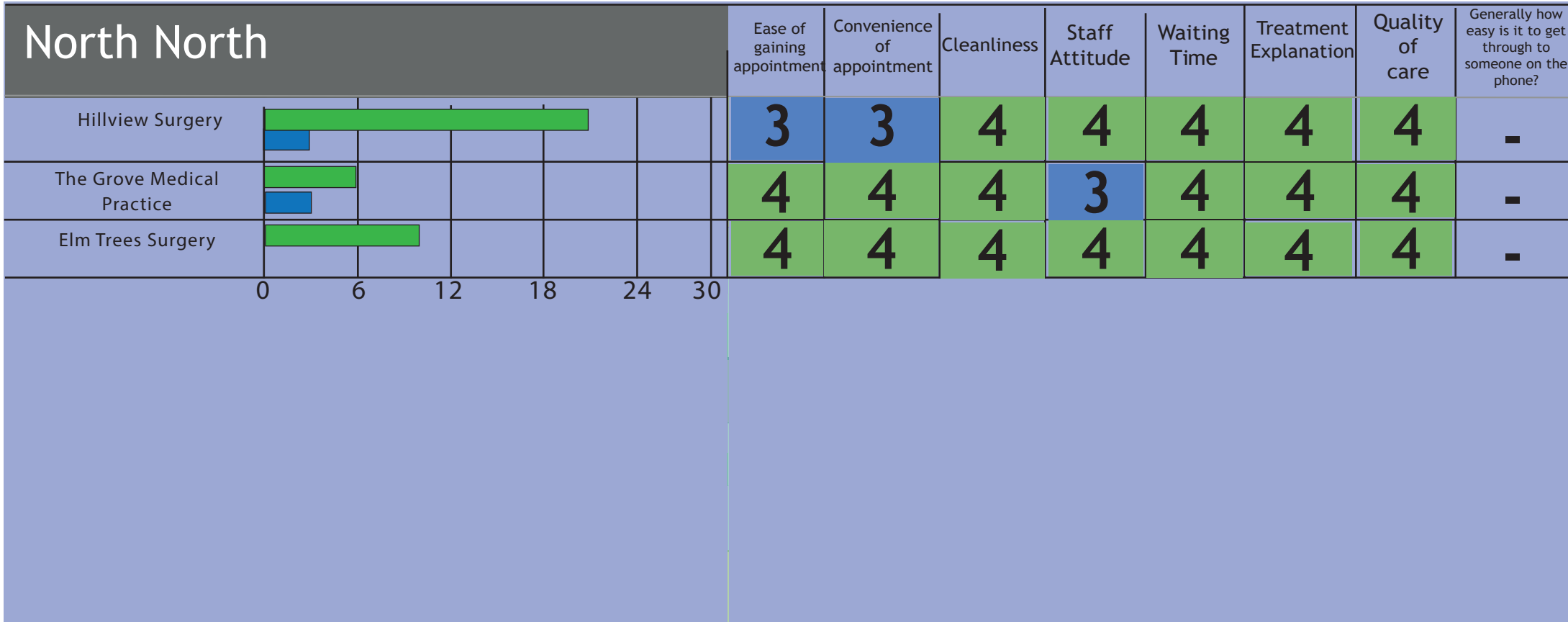
These bar charts show the number of negative and positive reviews for each surgery, alongside the average score out of 5 given by patients to assess specific areas, such as ease of gaining and appointment or waiting times. LBE is divided into seven Networks: **Acton, Central Ealing, North North, North Southall, South central, South North and South Southall**. The bar charts go into further detail by splitting up the localities according to GP surgeries.



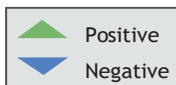
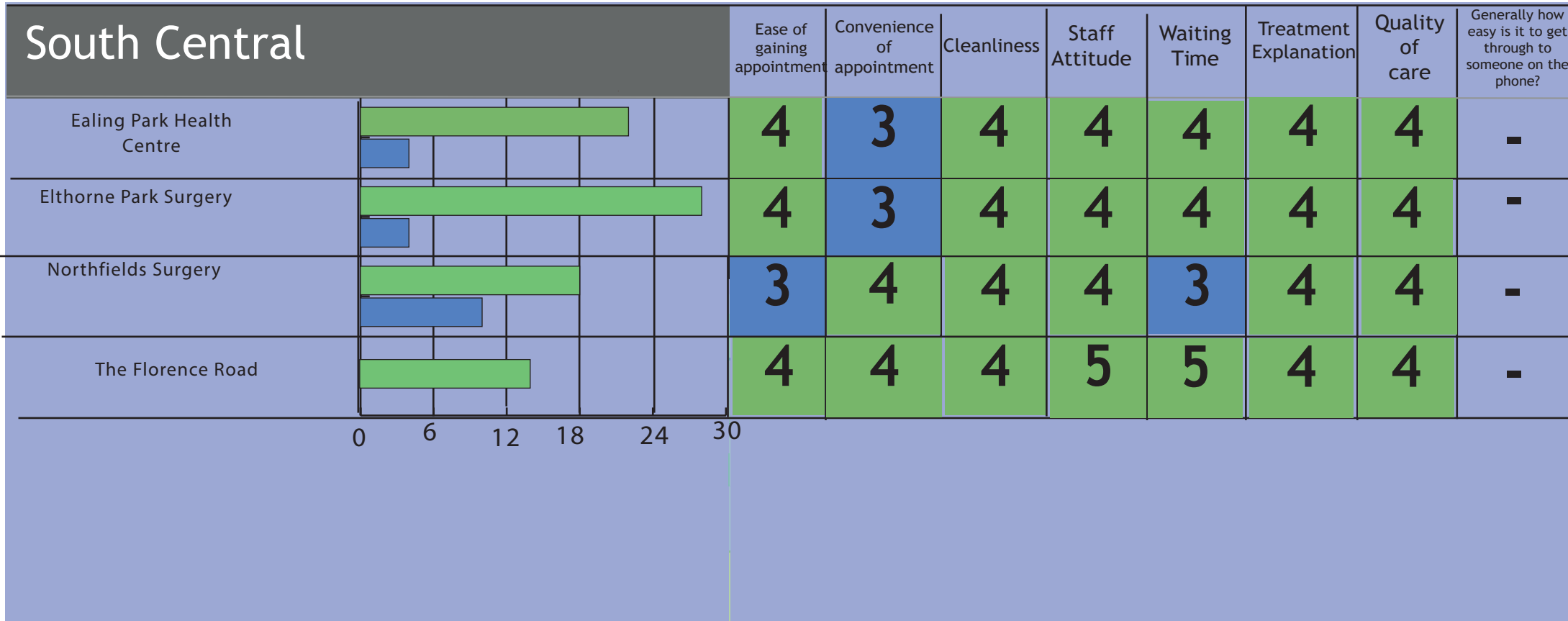
Locality Specific GP Reviews



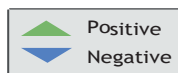
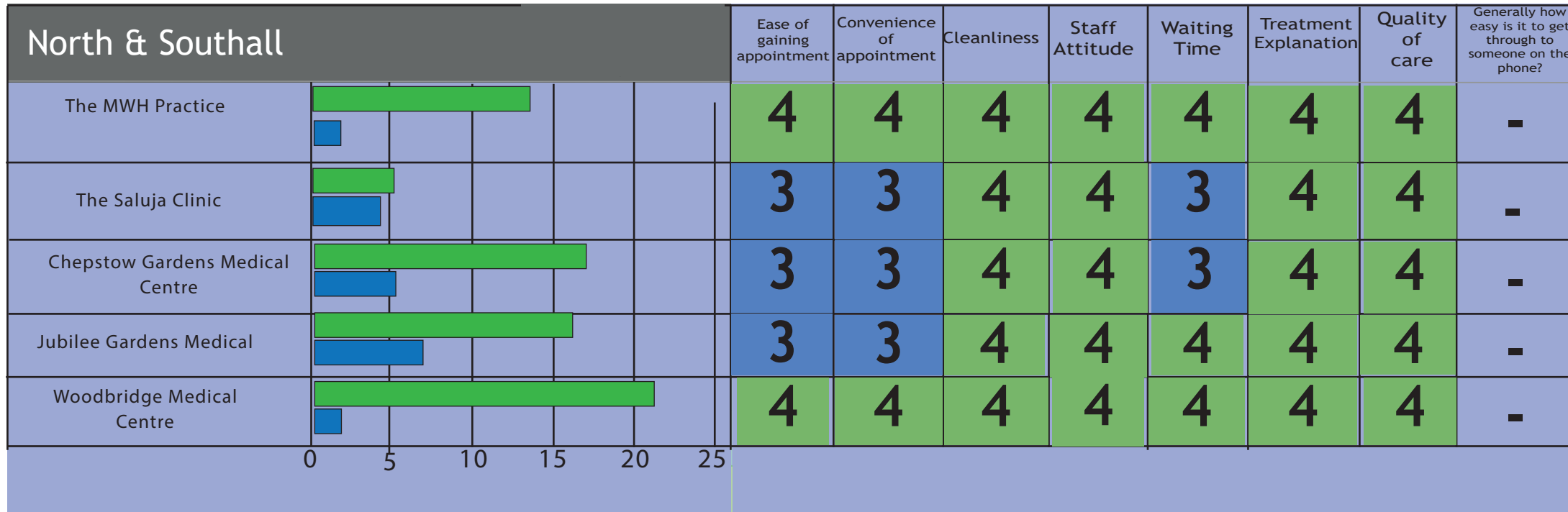
Locality Specific GP Reviews



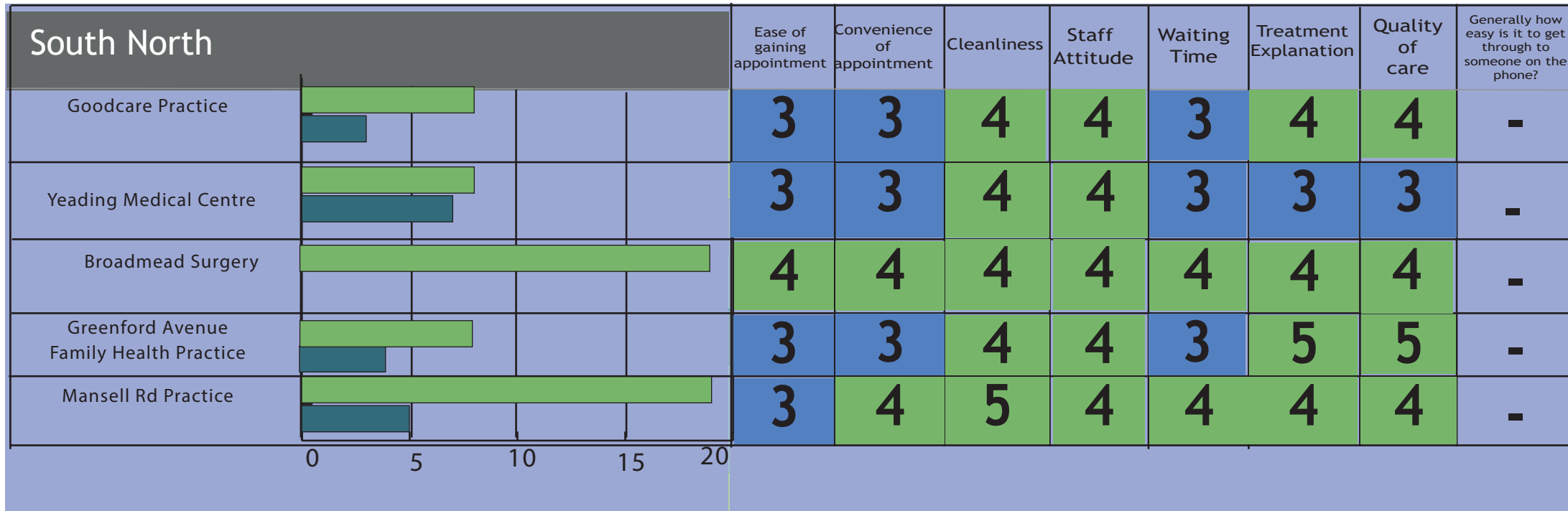
Locality Specific GP Reviews



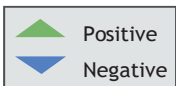
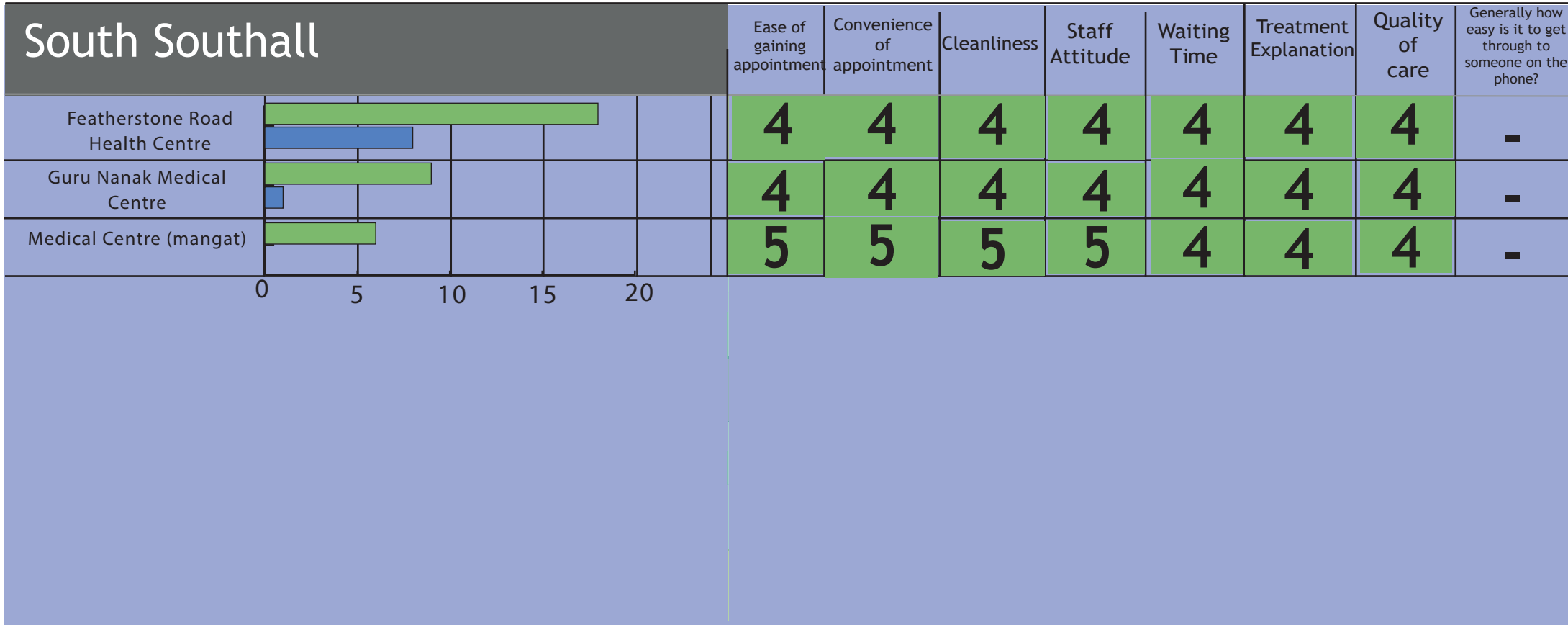
Locality Specific GP Reviews



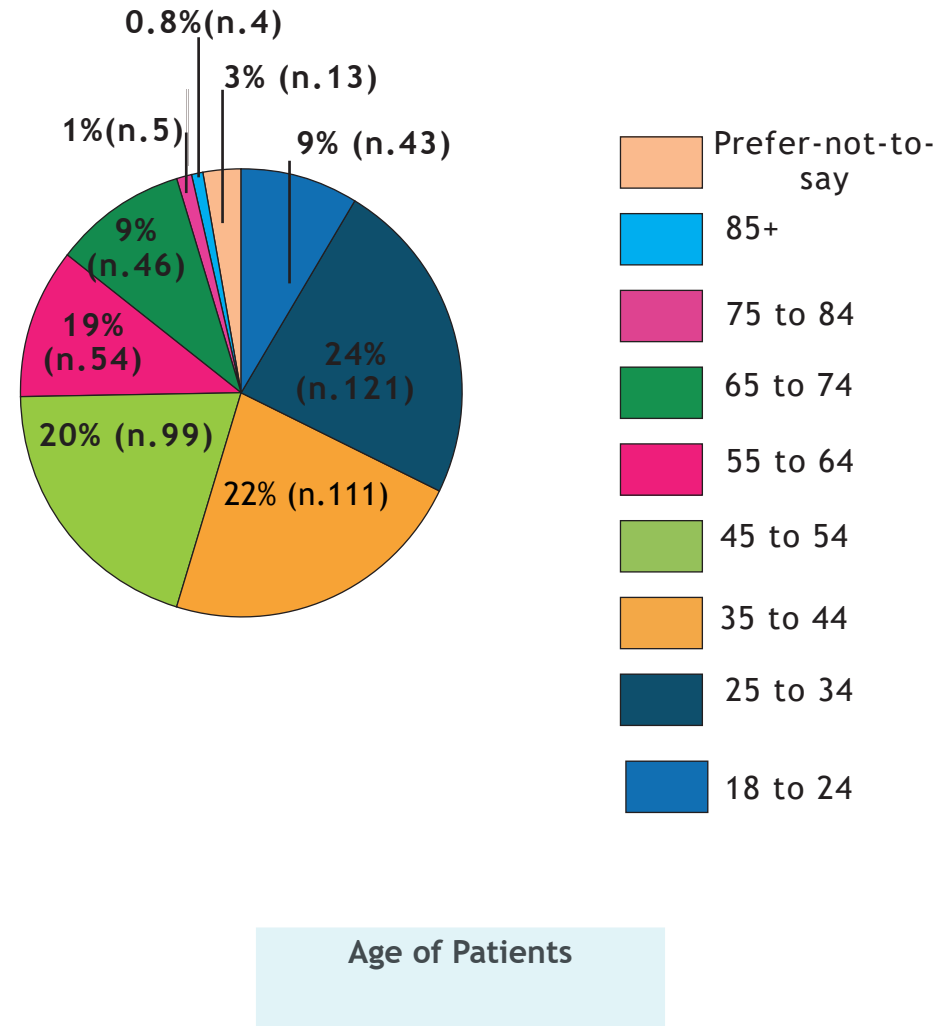
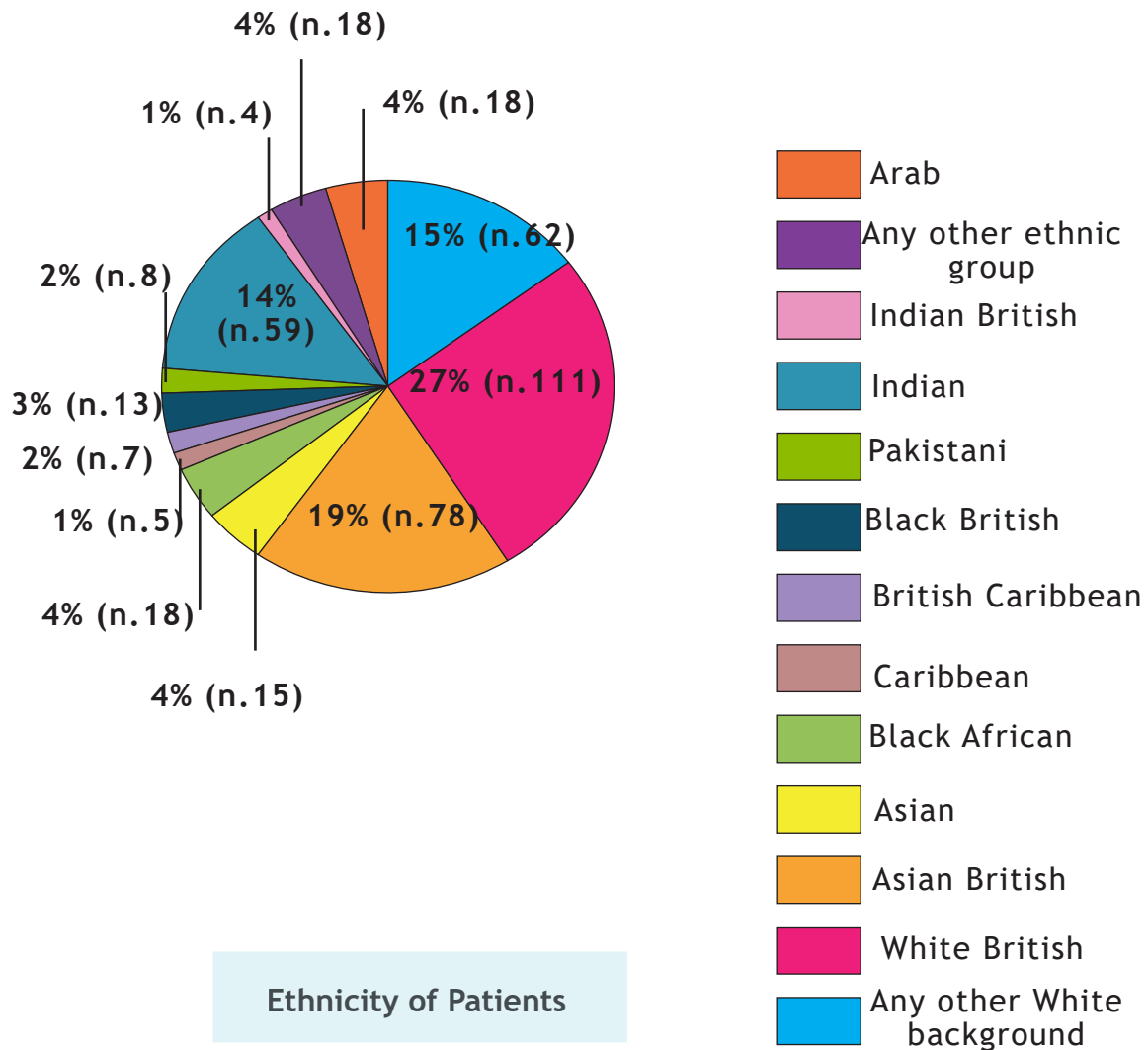
Locality Specific GP Reviews



Locality Specific GP Reviews



Demographic Information



Quarter 2 (July-September 2017)

Negative reviews:

- Difficulty in booking GP appointments
- GP surgery staff attitudes towards patients
- Waiting time at the hospital
- Not receiving specialist appointments quick enough

Positive reviews:

- Quality of care received from GPs and hospital staff
- GP surgery staffs' attitude towards patients
- Staff listening to patients
- Treatment explanation from doctors

Conclusion

This quarter, 661 patient experiences were collected. This is Healthwatch Ealing's first Quarterly Patient Experience Report and we aim to increase this number by visiting greater number of Health and Social Care providers in Ealing in the coming months.

There were 518 positive reviews and 143 negative reviews received this quarter.

Overall, there has been an increase in number of reviews from July to September. This is due to the Patient Experience Officer's employment commencing in August, and a subsequent initiation of the data collection initiative in the borough.

Overall, positive patient experiences far outweigh negative patient experiences. Findings from this initial report indicate:

- A majority of positive experiences recorded around care and treatment, and overall patient satisfaction with staff attitude and customer service at hospital services. However, some possible issues are also evident around expectations of care and treatment at hospital services.
- Issues around access to hospital services, in particular waiting times.
- A mixed picture around access to service and waiting times for GP services with both positive and negative comments on this topic.
- Overall high patient satisfaction with staff attitude and customer service within general practice, however some issues and room for consistency and improvement
- Overall high patient satisfaction with care and treatment, with some potential issues in individual cases of care within general practice.

During this quarter we were able to visit a few general practices in each locality with the highest number of the reviews being received from Central Acton, North Southall and the South North localities.

In terms of ethnicity, the majority of feedback received this quarter came from White British (27% n.111), Asian British (19% n.78) and Any Other White Background (15% n.62), with the least received from the residents of Caribbean descent (1% n.5).

When considering age, most patients were from the 35 to 44 segment (22% of those who disclosed their age, n.111), whereas and the 85+ group supplied fewest number of reviews (0.8% n.4).

Going forward our aim is to evenly represent patient views from across locality areas and reach out to all demographics of the borough, including seeking innovative ways to gather the views of those who do not visit health and social care services.

Appendix - Online Questionnaire

Leave feedback

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

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

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



Summary of your experience* (max 45 characters)

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

Tell us more about your experience*

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

Where do you live? (town/city)

Chiswick, Isleworth, Hounslow...

Your ratings (select if applicable)

- Ease of gaining appointment
- Convenience of appointment
- Cleanliness
- Staff Attitude
- Waiting Time
- Treatment Explanation
- Quality of care
- Quality of food
- Generally how easy is it to get through to someone on the phone?

In relation to your comments are you a:

Select one

When did this happen?

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

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following

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

What was the outcome of the shared experience?

Where did you hear about us?

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

No Yes

Would you like to speak to Healthwatch directly?*

No Yes

About you

Name

Leave feedback anonymously?

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

I accept the [Terms and conditions](#)

Subscribe to the newsletter?

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

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

[Submit feedback >](#)

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

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

What gender do you prefer to identify yourself as?

Male Female Other Prefer not to say

What is your sexual orientation?

Which age group are you?

Do you consider yourself to have any of the following?

What religion are you?

What is your marital status?

What is your ethnicity

Appendix - Physical Questionnaire

Share Your Experience

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

1. What service would you like to comment on? (Please be specific)

e.g. Hospital, GP Surgery, Care Home, Dentist, Pharmacy, Supported living, Social worker

.....

2. Please provide details of your experience Date

.....

3. How would you rate your overall experience?

5 = Excellent 4 = Good 3 = Average 2 = Poor 1 = Very poor

4. Have you shared your experience with any of the following?

- The Service Provider
- Patient Advice & Liaison Service (PALS)
- Care Quality Commission (CQC)
- Social Services (including Safeguarding Team)
- Other *

*If other please state:

5. What was the outcome of the shared experience?

.....

6. Overall how would you recommend your experience of your GP surgery?

5 = Very Likely 4 = Likely 3 = Don't know 2 = Unlikely 1 = Very Unlikely

7. Generally how easy is it to get through to someone at your GP surgery on the phone?

3 = Easy 2 = Don't know 1 = Not easy

8. How convenient was the appointment you were able to get?

3 = Easy 2 = Don't know 1 = Not easy

9. Overall how would you describe your experience of making an appointment?

.....

10. Would you definitely or probably recommend your GP surgery?

5 = Definitely 4 = Probably 3 = Don't know 2 = Probably not 1 = Definitely not

Name of GP Surgery:

What's your ethnicity?

.....

What is your religion or beliefs?

.....

Do you consider yourself to have a disability? (Please circle)

Yes No Prefer not to say

What is your sexual orientation? (Please circle)

Heterosexual Bisexual
 Gay women Other
 Gay man Prefer not to say

Age: Gender: Postcode:

Name (Optional):

Address (Optional):

Phone Number (Optional):

Email (Optional):