

**PATIENT EXPERIENCE
REPORT 2018
April - June**

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Introduction & Executive Summary

Healthwatch was created by the health and social care reforms of 2012 with a powerful ambition of putting people at the centre of health and social care. To help realise this ambition Healthwatch has a number of duties around gathering and representing the views of patients and service users in the borough of Hounslow.

In delivering these duties in Hounslow we operate a comprehensive Patient Experience data collection programme. The successful and on-going implementation of the data collection programme and 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. This Patient Experience Report covered the Q1 period April-June 2018.

Our Patient Experience Officer, supported by a team of volunteers, visits health and social care services daily to talk to and hear from patients, service users, carers and relatives about their experiences of local services. These patient experience comments and reviews are gathered using a standard form (see appendix 1 & 2) which asks for feedback on their overall experience, likelihood to recommend a service, treatment, booking and a number of other areas. We approach every patient, capture their experience in their words and seek consent for their feedback to be published on the Healthwatch Hounslow website, through the Digital Feedback Centre. People can leave their name or comment anonymously. At the end of each service visit the Patient Experience Officer will relay any urgent matters requiring attention to the service manager.

Where patients relay concerns about their treatment we inform them of their rights and the feedback and complaints mechanisms available to them. We also offer for a member of Healthwatch Hounslow staff to call them to discuss the issue in more detail at later date. This may be particularly relevant where a patient does not feel comfortable discussing the issue at that point or in that location. All patients are approached with sensitivity. During our visits, if we observe or hear any safeguarding concerns these are immediately referred to the office and a safeguarding referral made where appropriate.

Whilst we aim to gather patient experience comments and reviews from a representative sample of Hounslow's population we acknowledge that different people use different services at different times in their lives, and some not at all. Whilst all patients are asked for their monitoring information some do not wish to provide this.

Introduction and Executive Summary cont.

The outreach element of our Patient Experience Programme is supplemented by our community engagement work and our website (www.healthwatchhounslow.co.uk), which people may visit independently to provide service feedback and comments. Our questions are uniform across the Digital Feedback Centre as well as the physically collected forms.

This report covers the Quarter 1 period, April-June 2018. During this time, we collected 1,225 reviews, achieving our quarterly target of 1,200 (400 per month). We focussed on extending the number of GP surgeries we visit especially in Feltham, Great West Road and consolidating our visits to existing GPs and Community Services. In addition, we gathered a number of reviews from community health services, pharmacies, 111 and dental services this quarter.

Out of the total number of patient experiences received, 931 (76%) were positive and 294 (24%) were negative experiences of service provision. (This is based on the overall star rating provided by patients - see page 4 for further detail). Please see the conclusion for a summary of the key findings.

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 Hounslow presents this as factual information to be considered and utilised to improve service provision and highlight areas of good practice.

For the first time, we have included more detailed analysis of the themes and sub-themes. In this section we breakdown the main themes & trends for the services where we received a significant number of feedbacks. In Q1 these areas are: GPs, Hospitals and Pharmacies. We will show the sub-themes and some examples of comments. Each comment is uploaded to our online feedback centre where up to five themes and sub-themes may be applied to the comment (see appendix 3 p43-44 for a full list). Depending on the content of the comment it may have one or more themes attached to it. For this reason, the total number of themes will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative or neutral 'sentiment' is given. In this section we breakdown the main themes & trends for the services where we received a significant number of feedbacks. In Q1 these areas are: GPs, Hospitals and Pharmacies. We will show the sub-themes and some examples of comments (Pages 9 - 19).

Overall Patient Reviews

The number of patient reviews received for this quarter is 1225. The table below shows a breakdown of the positive and negative patient reviews. (See the appendices for examples of our physical and online questionnaires).

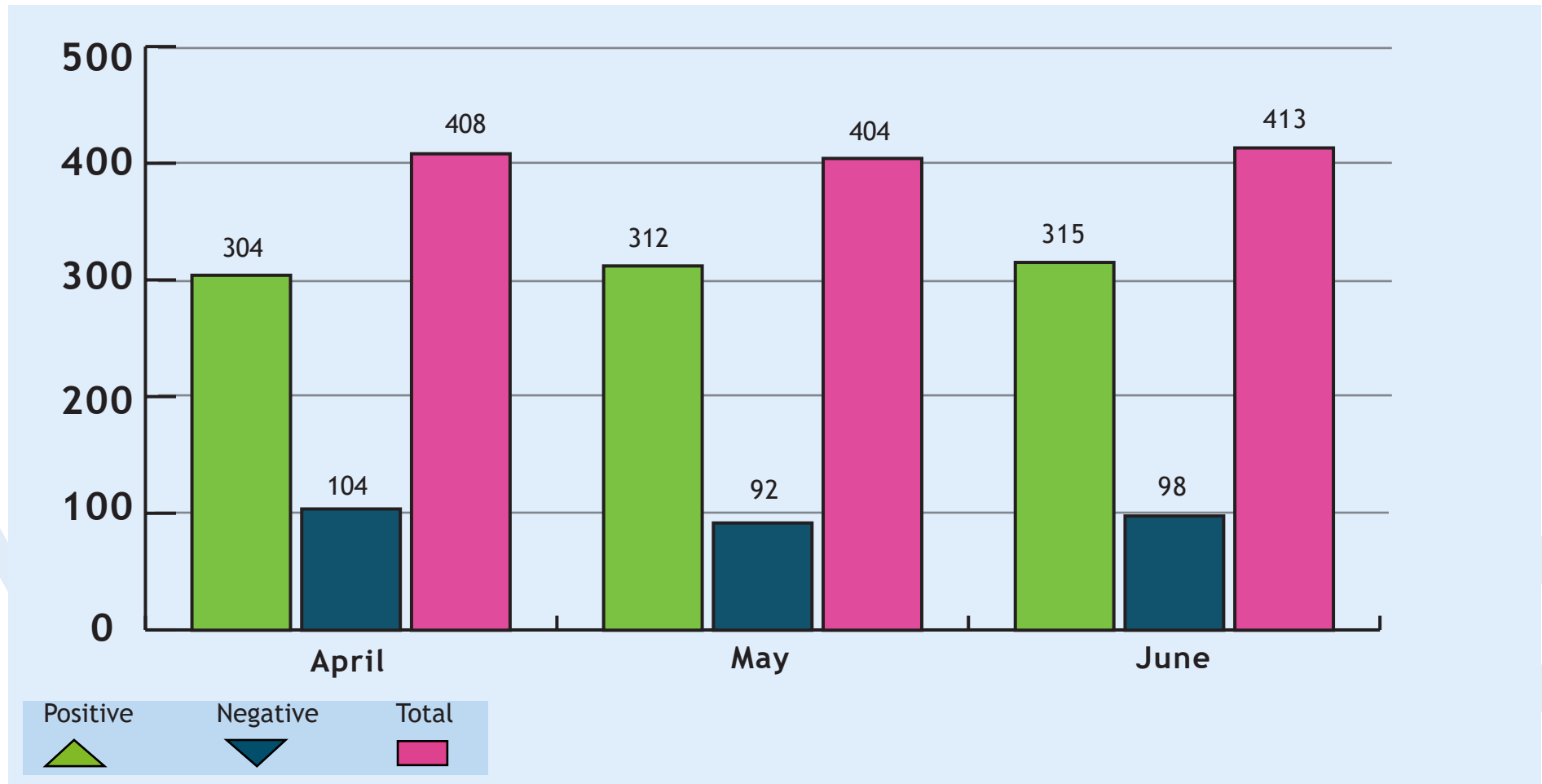
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 3 indicate a negative response*, while star ratings between 4 and 5 indicate a positive response. This quarter 931 positive responses and 294 negative responses have been recorded.

*A star rating of 3 is categorised as a “negative” star rating as experience tells us that a service with a 3 is one that generally requires improvement in one or more areas and therefore may be beneficial to keep under review.

Month	1 - 3 Star Reviews (Negative) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
April	104	304
May	92	312
June	98	315
Total	294	931

Overall Patient Reviews

This chart provides a breakdown of positive, negative and total reviews for each month, based on the overall star rating provided.



Positive, negative & total reviews for each month

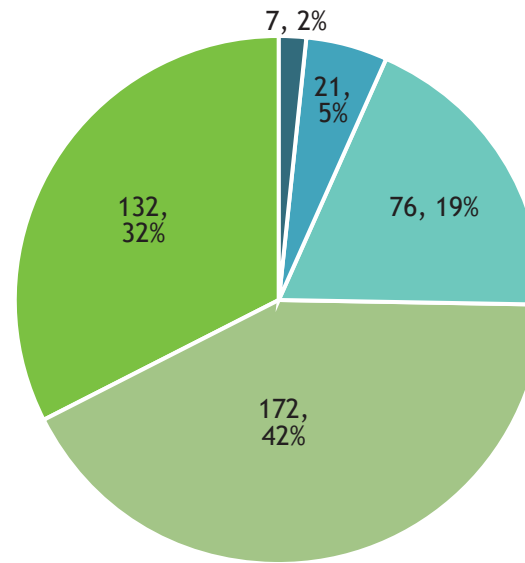
Patient Reviews: Star Ratings

These pie charts show the breakdown of star ratings for each month and for the whole quarter.

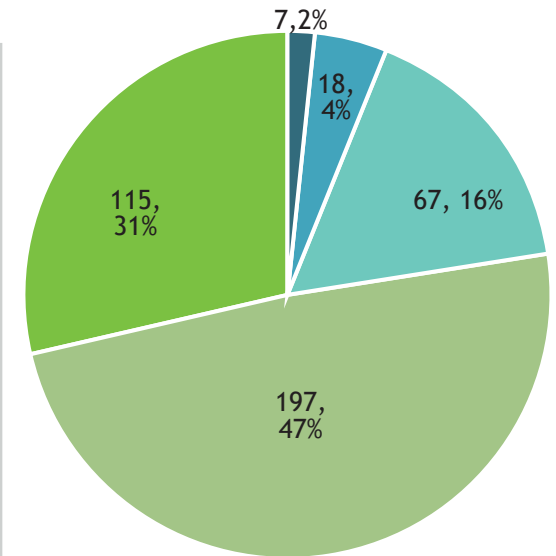
In each month the 4 star rating received the highest proportion of reviews, followed by the 5 star rating.

From April to June the percentage of negative reviews, 1, 2 & 3 stars rating, have remained the same, 24% in total. This may be due to the continued pressure on services.

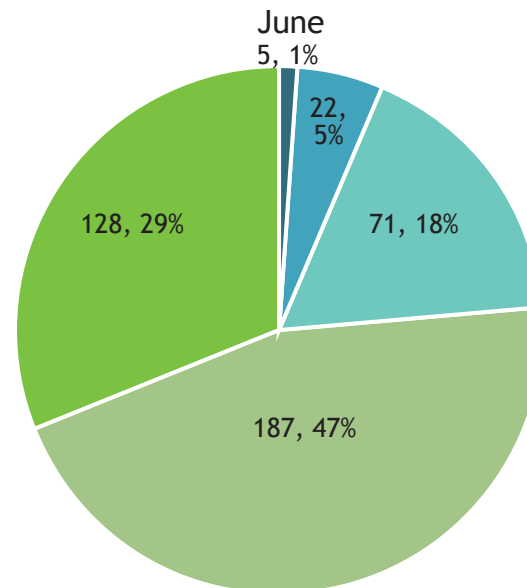
Star Ratings



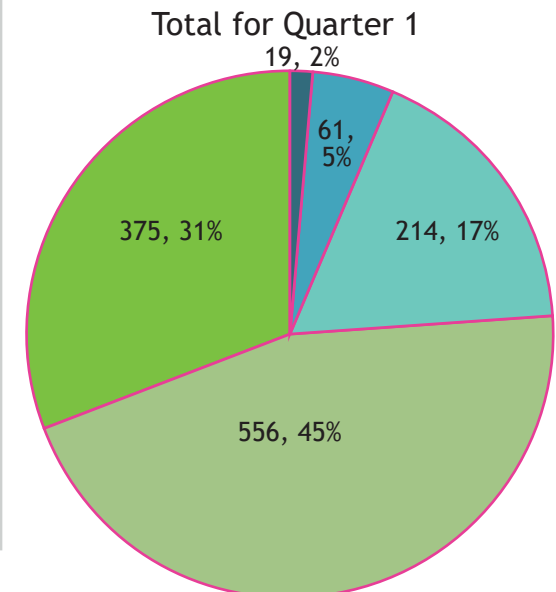
April



May



June



Total for Quarter 1

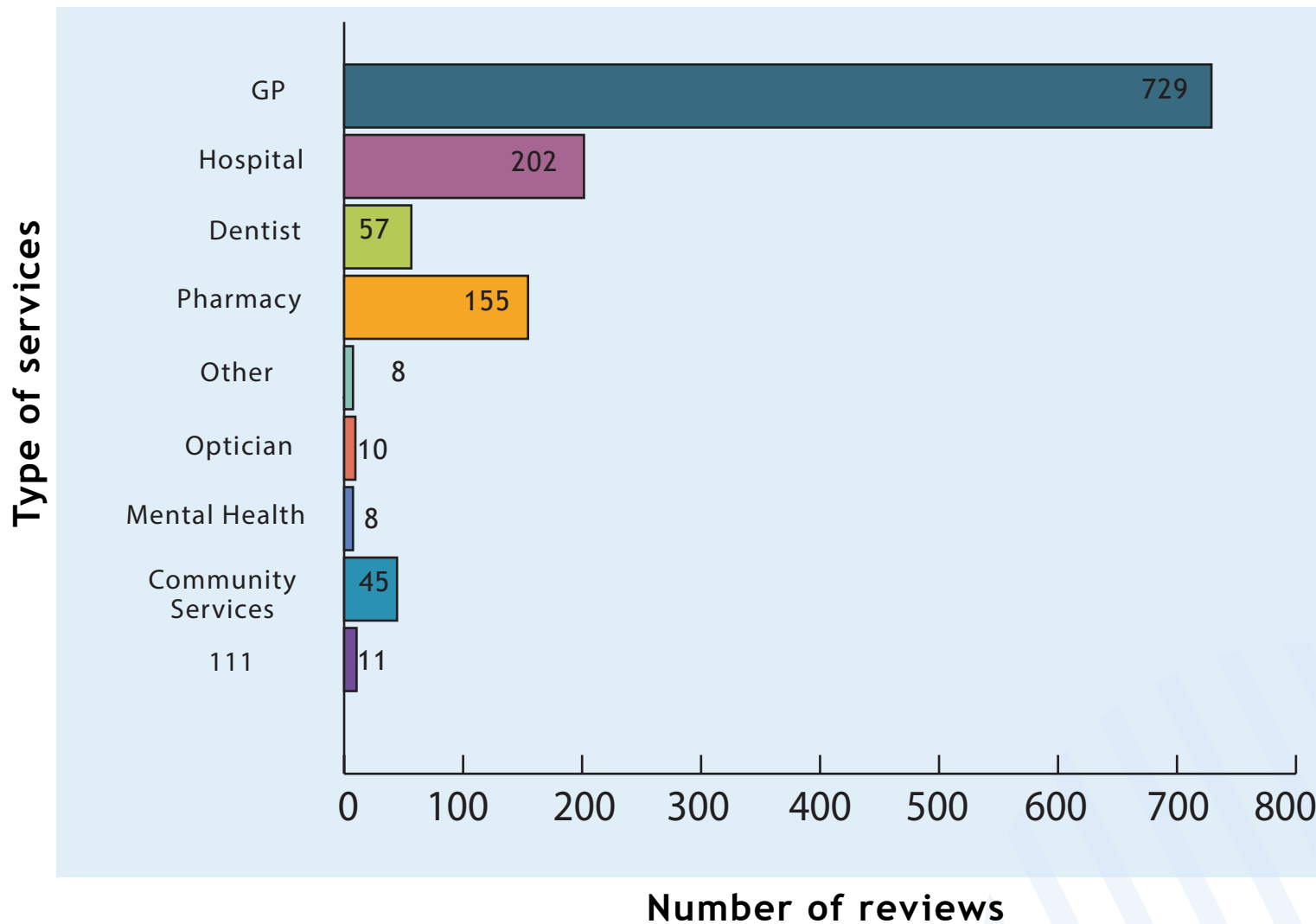
Total Reviews per Category

The patient reviews recorded for this quarter cover 9 service type categories, as seen in this chart.

The category with the highest number of reviews recorded is the GP category, followed by the Hospital and Pharmacy.

For this quarter, we can see an increase in the number of reviews received from the Community Services.

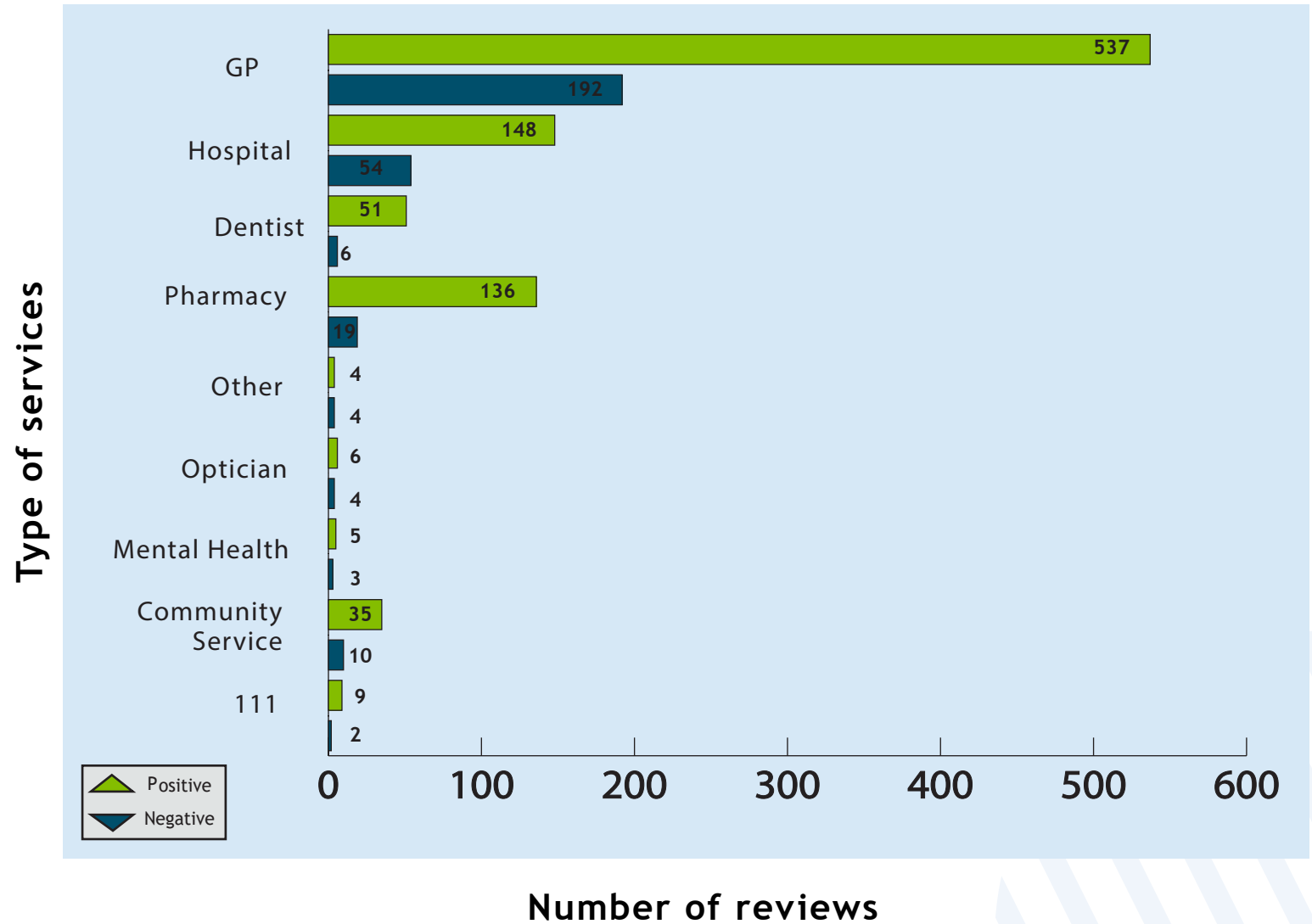
As the Patient Experience Programme develops, Healthwatch Hounslow (HWH) will look to focus on capturing patient experience reviews from an increasing number of service areas such as Community Health Services, Mental Health Services, Social Care Services and Others. However, where services are more applicable to wider sections of the community, such as GPs, we expect to continue to receive a large number of reviews.



Distribution of positive & Negative reviews

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

The 'Dentist' category received the highest proportion of positive reviews 89% followed by 'Pharmacy' 88%, '111' 82%, 'Community Services' 78%, 'GPs' 74% and 'Hospitals' 73%.



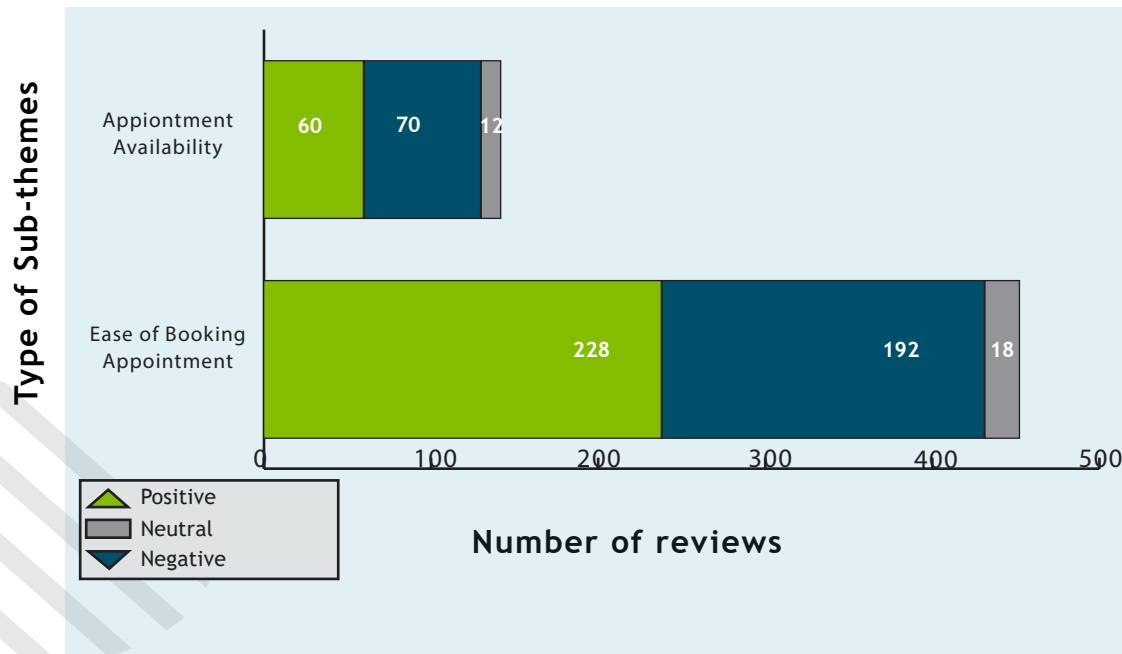
Themes /Sub-themes & Trends for GPs

On this occasion **Administration** was one of the frequently discussed themes for GPs, with 595 reviews mentioning this topic. Out of all the reviews within the Administration theme, 49% (n.291) were positive, 45% (n.270) were negative and 6% (n.34) were neutral.

The chart below illustrates a breakdown of the top two sub-themes for Administration. The largest number of reviews were about **Ease of Booking Appointments**, there were 438 reviews (which was 74% of Administration themed reviews). Ease of Booking an Appointment received 52% positive sentiments but 44% of the feedbacks were negative. This shows that sometimes service users find the process of receiving an appointment to be difficult.

Appointment Availability presents a similarly balanced outlook between positive and negatives reviews. It indicates that service users find the time it takes to receive an appointment at their GP to be unpredictable, for 42% of patients feedbacks it was positive and relatively straightforward but for 49%, they were concerned about the length of time it takes to see a doctor or nurse.

Top two Sub-themes for Administration



Positive Reviews;

“I have never had a problem; you can always get an appointment where some other people have to wait weeks to get one. Like today I phoned 1 hour ago for my daughter and they asked me to come in.”
Willow Practice

“They provide good service, whenever we need an appointment we get it...”
Cranford Medical Centre

Negative Reviews;

“It’s horrible I book an appointment for my daughter and had to cancel but the next time, and managed to get another one...”
Thornbury Road Centre for Health

“It is managed by unprofessional people. You can never get on the phone, you can never get an appointment, you always have to fight with them...”
Hounslow Medical Centre

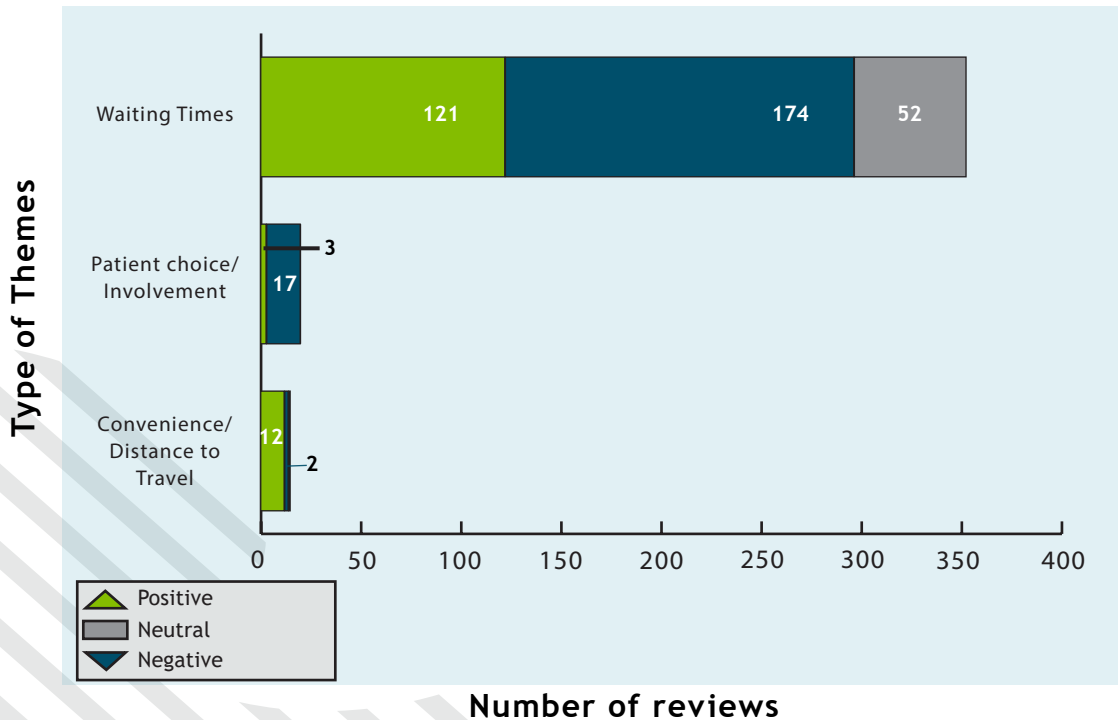
Themes/ Sub-themes & Trends for GPs

Access to Services was one of our most mentioned themes, with 394 patient reviews focusing on this area. Out of all the reviews within the Access to services theme, 37% (n.145) were positive, 49% (n.193) were negative and 14% (n.56) were neutral.

The chart below presents a more detailed breakdown of the top three sub-themes for Access to Services. The Waiting Time sub-theme was most frequently discussed here, with over three-quarters (n.347) of all Access to Services issues focusing on this topic. In addition, Waiting Times contributed the highest number of reviews; 35% of reviews were positive, while 174 out of 347 (50%) of the feedbacks were negative, while 15% of the feedbacks were neutral.

This indicates that majority of service users feedbacks about appointments mentioned that their appointments are late. It should be noted that the feedbacks are classed as neutral when the service users say they don't mind waiting or express indifference to the waiting times.

Top three Sub-themes for Access to Services



Positive Reviews;

“.. The waiting time is good just 10 minutes wait so its fine.”
The Practice (Feltham)

“...The waiting is not bad just 10 to 15 minutes.”
St Margarets Medical Practice

Negative Reviews;

“...There is also a long waiting but if you come late they don't see you.”
Thornbury Road Centre for Health

“...there is a long waiting time which is really annoying, I've waited for over 30 minutes sometimes...”
West4GPs

“...the only concern here is the waiting is too long. They are always running late.”
Spring Grove Medical Practice

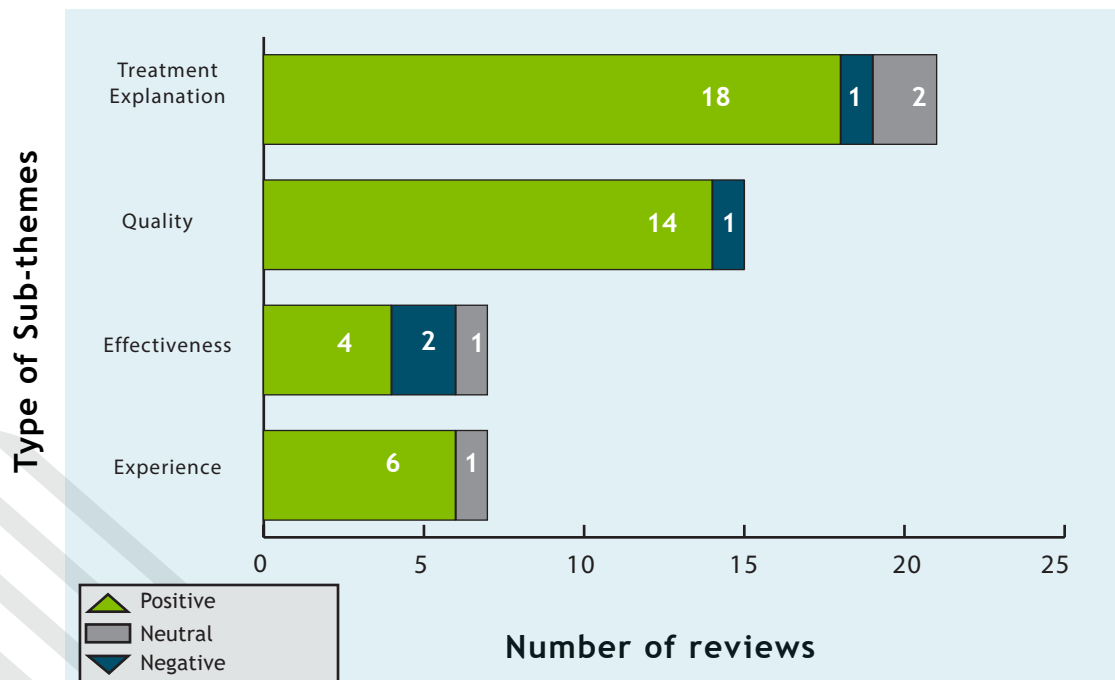
Themes/ Sub-themes & Trends for GPs

Treatment and Care was also one of the leading themes, with 264 comments highlighting this area. These reviews were largely positive, as 84% (n.222) of patients/service users expressed their satisfaction, whereas 10% (n.26) were negative and 6% (n.16) were neutral.

The chart below presents a breakdown of the top four sub-themes for Treatment and Care. Unlike other themes, the number of the sub-themes do not match the total number for the theme because some of the feedback was are about Care or Treatment in general.

Treatment Explanation was the most mentioned (42% of reviews), but it was closely followed by Quality of Care (30% of reviews). For all four sub-themes, over 80% of the comments were positive, with Quality of Care and Treatment explanation being particularly appreciated (93% and 96% of positive reviews, respectively).

Top four Sub-themes for GP Treatment & Care



Positive Reviews;

“...I’ve found the treatment and care to be very good, I cannot complain about them as professionals, I had illnesses in the past and they looked after me pretty well.”

West4GPs

“...The treatment is good, they do everything I ask for and they do not say no.”

Brentford Family Practice

Negative Reviews;

“...The treatment depends on who I see, some are good and doing their job, others are very dismissive, they just want to move on to the next patient.”

Albany Practice

“...The treatment hasn’t been great, for example, my dad had cancer, it took a while to get the test and diagnosis but once they knew, they acted quicker and were more effective with the treatment...”

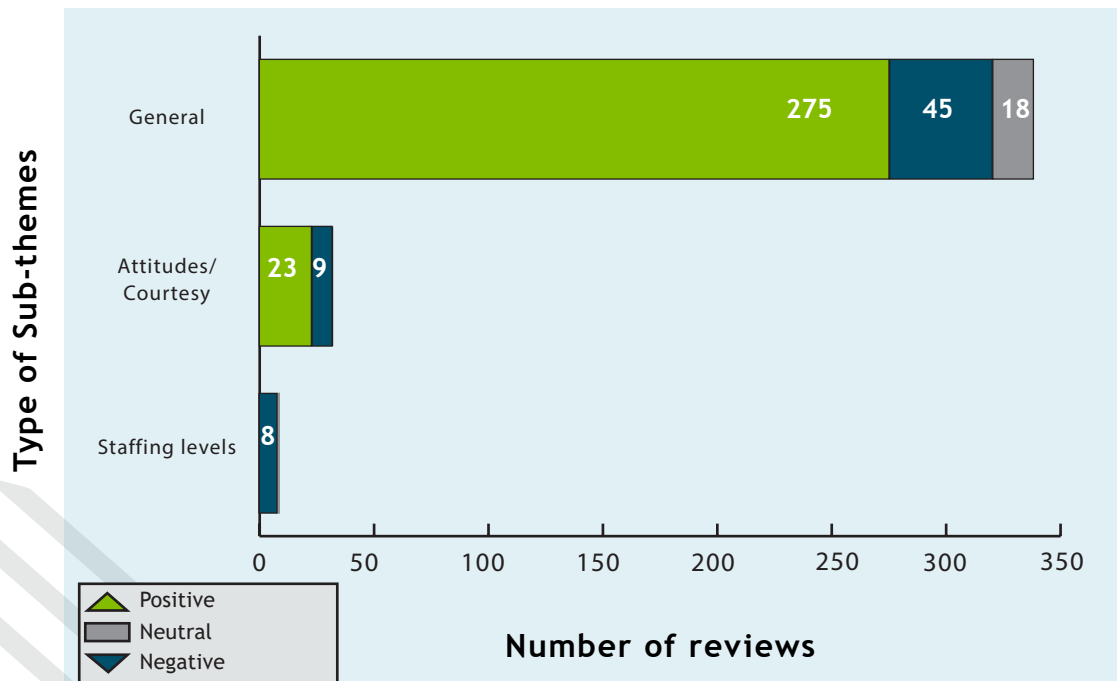
Chiswick Family Doctors Practice

Themes/ Sub-themes & Trends for GPs

Staff was our third most mentioned theme, as it attracted 379 patient reviews. It also had the highest proportion of positive reviews out of all main themes discussing GP surgeries (81% or n.308), compared to 13% (n.51) negative comments and only 5% (n.20) of neutral feedback.

The chart below presents a breakdown of the sub-themes for Staff. From the feedbacks about Staff, General comments about the staff was the most mentioned, with 89% (n.338) of the reviews in this theme. Moreover, Staff received overwhelmingly positive comments, as 73% (275) of Staff in General being positive and 72% (23) positive comments about Staff Attitudes/Courtesy.

Top three Sub-themes for Staff



Positive Reviews;

“...The staff are nice and helpful. The doctors are very good...”
The Crosslands Surgery

“... The staff are nice, friendly and helpful...”
St Davids Practice

“...Good staff, they try to help...”
FirstCare Practice

Negative Reviews;

“... Receptionists are either bored, disinterested, abrupt, brusque, rude or a combination of these. This makes visiting the practice very stressful...”
Albany Practice

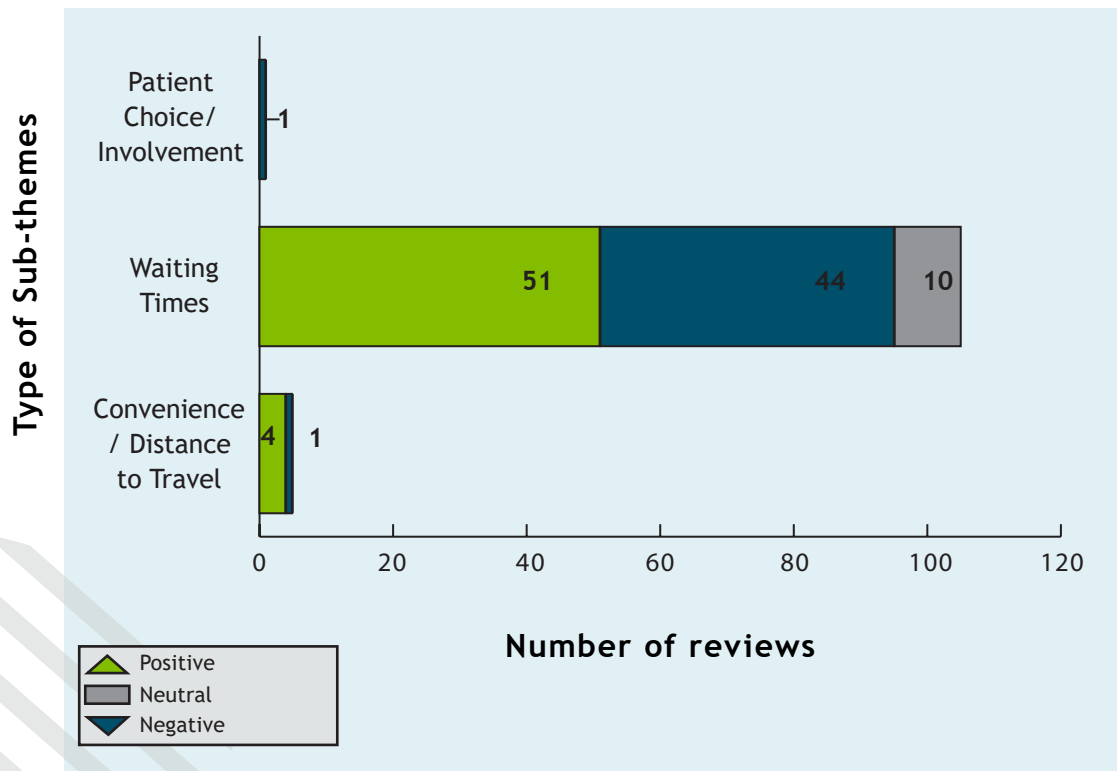
“... I think they don't have enough staff. The doctors are pretty good but you've got to be prepared to wait for over an hour to see someone...”

Themes/ Sub-themes & Trends for Hospitals

Access to Services remains to be one of most mentioned themes with 111 patient reviews focusing on this area. Out of a total of 111 reviews received about the Access to Services theme for hospitals, 50% (n.41) were positive, 41% (n.46) were negative and 9% (n.10) were neutral.

The chart below shows the breakdown of the sub-themes for Access to services. Waiting Time was most frequently discussed, of all feedback focussing on Access to Services the vast majority of the feedback is about Waiting Time. Feedback about Waiting Times was more balanced between positive and negative reviews, suggesting that service users have expressed mixed feelings about the waiting time at the hospital.

Top two Sub-themes for Access to Services



Positive Reviews;

“Sometimes I can get it done quickly other times not so much...the last time I went it was only about 40 minutes.”

“I was with my mum, they did all the necessary tests and solved everything. There was no waiting, we went straight in”

Negative Reviews;

“It’s good but there is always a delay. My last visit there was 2 hours wait.”

“The waiting time can be up to 5 hours and when we do get seen to we only see a nurse, not a consultant. I try to avoid going to the hospital...”

“... I think they don’t have enough staff. The doctors are pretty good but you’ve got to be prepared to wait for over an hour to see someone...”

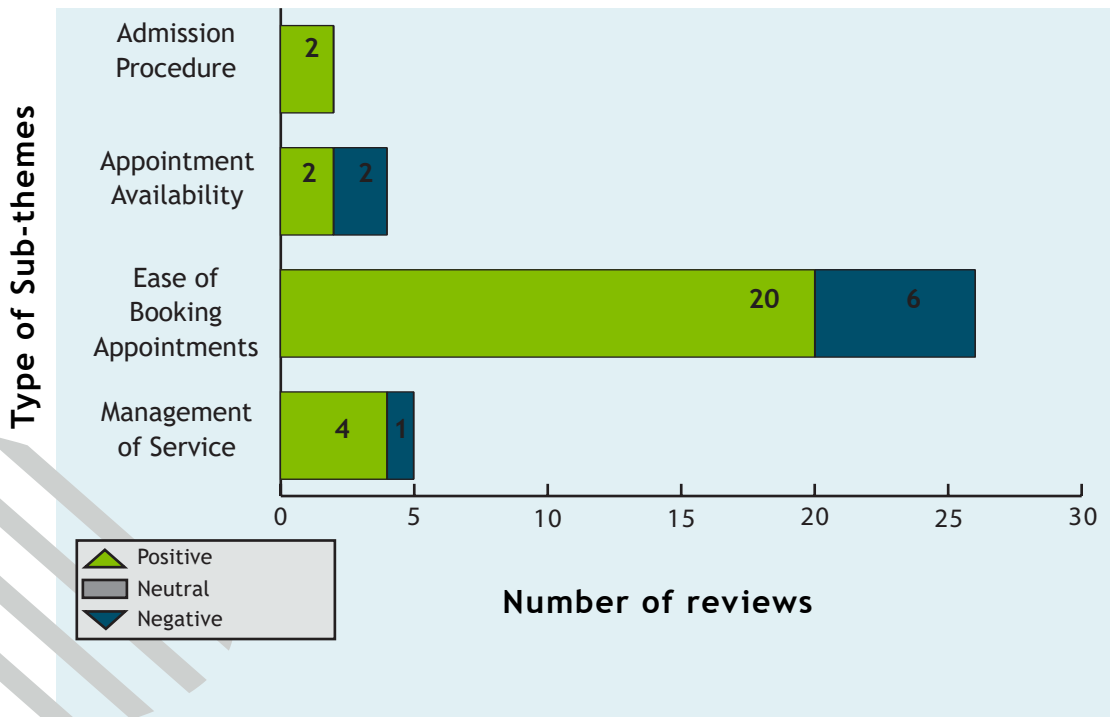
“I went into the A&E and then had a surgery. The waiting time was all day, I was seen by a nurse straight away but I then had to wait 2-3 hours before I was seen by a doctor.”

Administration was also one of the frequently discussed themes, with 37 reviews mentioning this topic. Out of all the reviews within the Administration theme, 76% (n.28) were positive and 24% (n.9) were negative.

The chart below illustrates a breakdown of the top four sub-themes for Administration. With the majority of feedback focused on Ease of Booking an Appointment, this sub-theme attracted 26 reviews (70% of all belonging to the Administration theme). It indicates that service users find a process of getting an appointment for outpatients relatively straightforward but are in many cases concerned about the length of time they need to wait to see a specialist. In addition, within Administration, Appointment Availability presents a more balanced outlook between positive and negatives reviews.

14% (n.5) of patient reviews that discussed Management of Service mentioned it in a positive context. Overall, 76% (n.28) of all the feedbacks that mentioned Administration are positive, this suggests that patients are satisfied with the hospital's administration.

Top four Sub-Themes for Administration



Positive Reviews;

“I was there for a lot and I was in and out. It was easy to get my appointment.”

“They were quick at getting my operation done. They did the operation 3 weeks after my diagnosis.”

“I find them to be a very good hospital. I’m seen very quickly and I find it very easy to get an appointment...”

Negative Reviews;

“I had physio for my shoulder, they took a long time to get me an appointment, it took between 2-3 months to get the appointment...”

“My daughter had an ear infection and we were referred by my GP to come here but they refused to take her and I had to fight and even threaten to sue them before they accepted to take her on as a patient.”

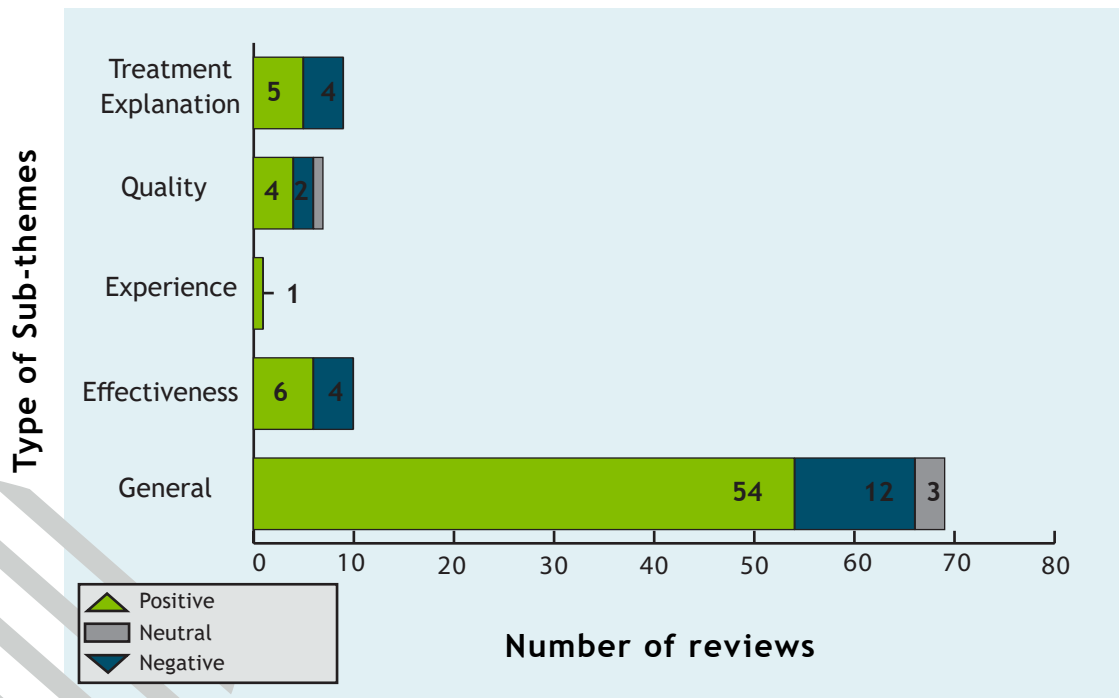
“This was a mess. They changed my appointment 2 or 3 times over the space of a year before I finally got seen properly for my condition.”

Themes/ Sub-themes & Trends for Hospitals

Treatment and Care was also one of the frequently discussed themes for Hospitals, with 96 reviews mentioning this topic. 79% (n.76) of service users expressed their satisfaction, 18% (n.17) were negative and 3% (n.3) were neutral.

The chart below presents a breakdown of the sub-themes for Treatment and Care at the hospital. Treatment and Care in general was mostly popular with a positive sentiment (72% ,n.69 of the reviews all belonging to Treatment and care). From all four sub-themes, General comments about treatment and care were overwhelmingly positive. With the other sub-themes, patients experiences were mixed.

Top four Sub-Themes for Treatment & Care



Positive Reviews;

“Doctors take time to explain the treatment, making sure you understand clearly.”

“I go there for epilepsy treatment, they show interest in me and treat me like I’m the only person there...”

“I find them to be a very good hospital...The care is good and so are the staff.”

“They were very busy but they were exceptional...the doctors were really caring, professional and very fast as is expected.”

Negative Reviews;

“I had a baby and had a cesarean. I was not happy with the doctors, they did another procedure and they were not clear about it.”

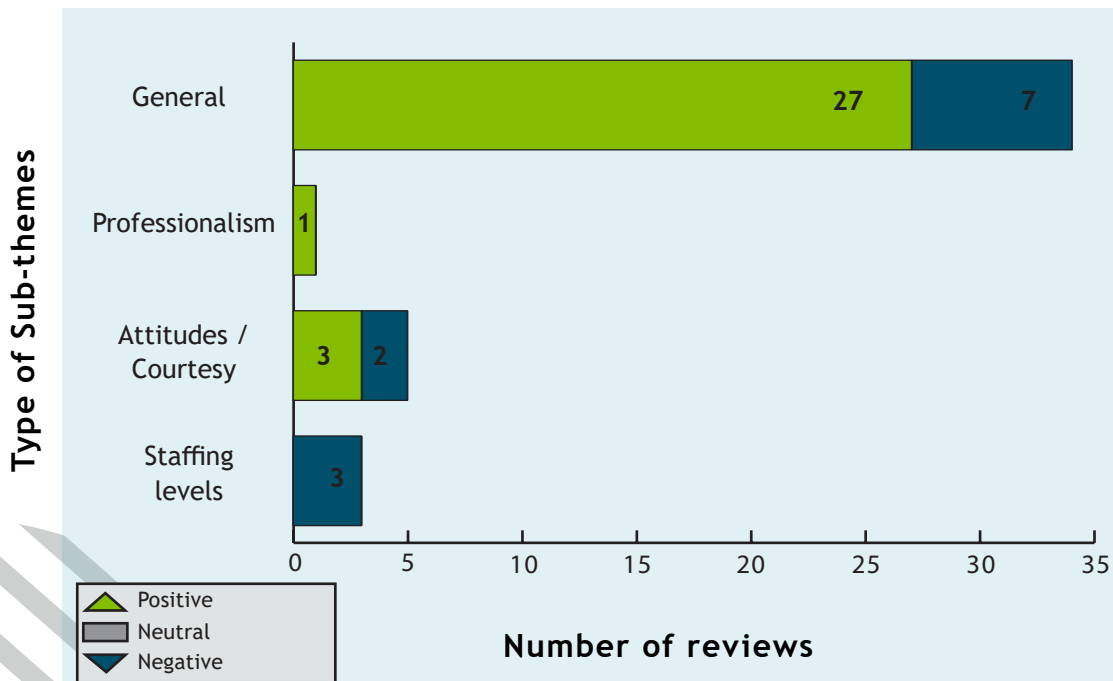
“I went to the hospital I had a cut on my finger, it wasn’t too bad but when I later saw a nurse at my practice she said they had not done a good job.”

Themes/ Sub-themes & Trends for Hospitals

Comments about the **Staff** at the hospital was our 2nd most popular theme, it received 45 patient reviews. This theme attracted the highest proportion of positive reviews out of all main themes discussed (78%), with 35 positive comments, with 20% (n.9) negative comments and only 2% (n.1) neutral feedback.

The chart below presents a breakdown of the sub-themes for Staff. General comments about the Staff were the most frequently mentioned sub-theme, with 79% of the reviews (no. 27) being positive. In addition, the other sub-themes don't have a lot of feedbacks but it is noteworthy that all the feedbacks about Staffing Levels (no.3) are negative.

Top four Sub-themes for Staff



Positive Reviews;

“I had an accident last week. I cut my finger with a broken mug, when I got there I did not have to wait. They added some stitches. I was lucky the staff was really nice and professional.”

“They are very good, the staff are friendly and helpful...”

“The staff are professional and pay attention to detail. The treatment explanation was excellent as he tried to make me understand and provided some solutions...”

Negative Reviews;

“There is not enough staff, there are too many patients...”

“...The staff are busy and there are not enough staff.”

“The staff seem overworked, they have too big a caseload...”

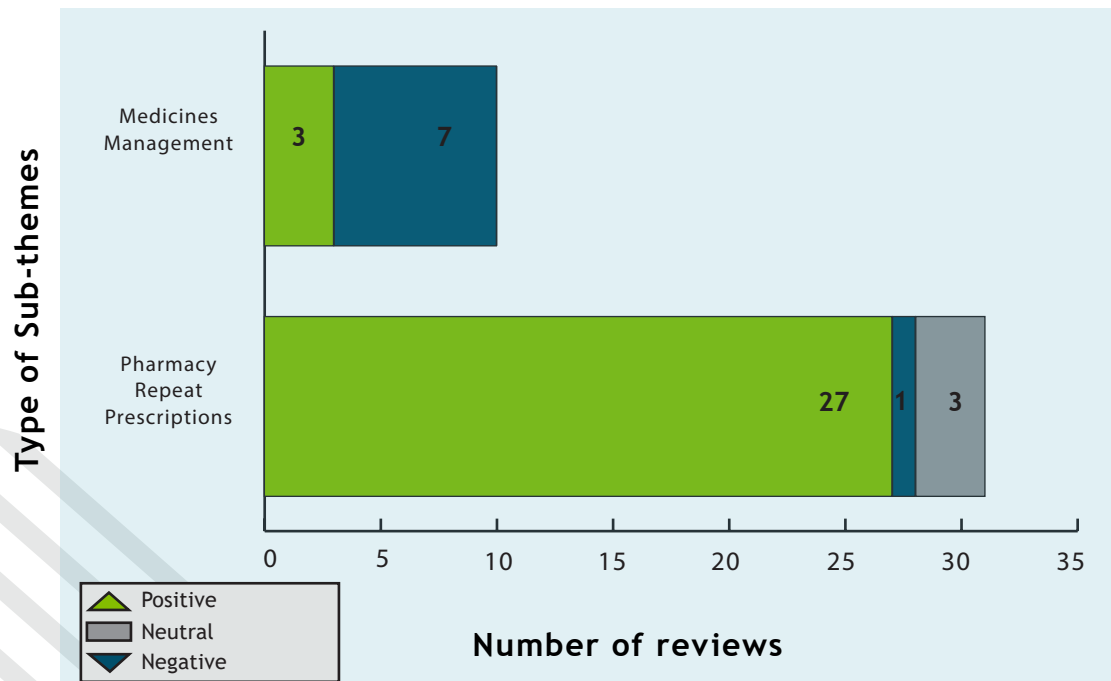
Themes/ Sub-themes & Trends for Pharmacy

The charts below show the top three themes for the Pharmacy feedback, covering Medication, Staff and Access to Services.

The chart below presents a breakdown of the sub-theme for medication. Overall 41 of the comments we collected were about Medication of which 85% (n.35) were positive, 10% (n.4) were negative and 5% (n.2) were neutral.

Medicines Management and Pharmacy Repeat Prescriptions had most of the feedback. Most of the feedback was about repeat prescriptions with (76%, n.31 of reviews all belonging to Medication). In all two sub-themes over 70% of the comments were positive, with Pharmacy repeat prescription being largely positive.

Top two Sub-Themes for Medication



Positive Reviews;

“I get my prescriptions sent here directly and it works really well for me.”

Tesco In store Pharmacy (Osterley Park)

“My prescriptions are sent directly to them and this has been a very good service because I can come in to pick my medication even when it is late in the evening.”

Morrison’s In store Pharmacy

Negative Reviews;

“They sometimes give you the generic drug, rather than the original medication prescribed. They should not be making the decisions for us.”

Campbell’s Chemist

“I don’t like the pharmacy system here, in other countries when you give your prescription you received your medication straight away but here you have to wait long...”

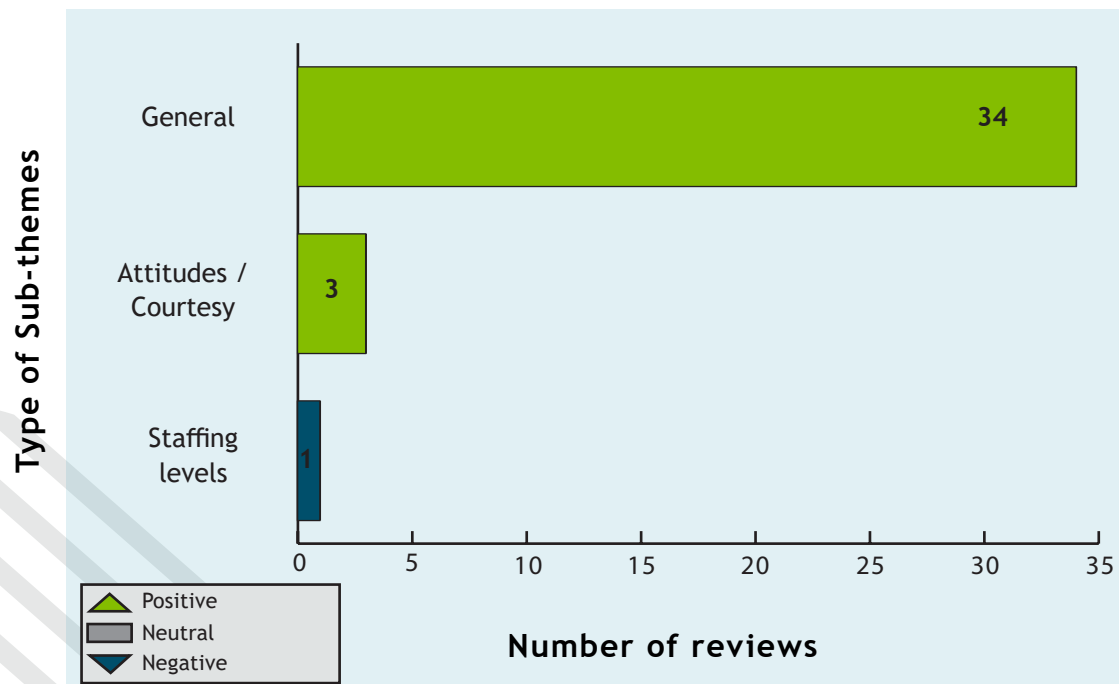
Jade Pharmacy

The chart below shows the sub-theme for **Staff** theme and there are some examples of these feedbacks showing these sub-themes.

Overall 38 of the comments we collected was about Staff of which, 97% (n.37) were positive and only 3% (n.1) were negative.

Staff in general and Staff Attitudes had most of the feedback. Most of the feedback was about Staff in General as it received the highest number of positive reviews (89%, n.34).

Top three Sub-themes for Staff



Positive Reviews;

“Very approachable staff, very nice and helpful and the pharmacist is very nice and helpful. He will explain anything you need.”

Ram Dispensing Chemist

“The staff are nice and friendly, if you need help they are always ready to help.”

Hounslow East Pharmacy

“It’s fine the staff are nice, they are always good to stock. It’s very convenient, close to my house and the GP surgery as well.”

Jade Pharmacy

“It’s very good, the staff are nice and helpful.”

Churchill’s Pharmacy

Negative Reviews;

“They don’t have enough staff so the waiting time is too long.”

Brent Pharmacy

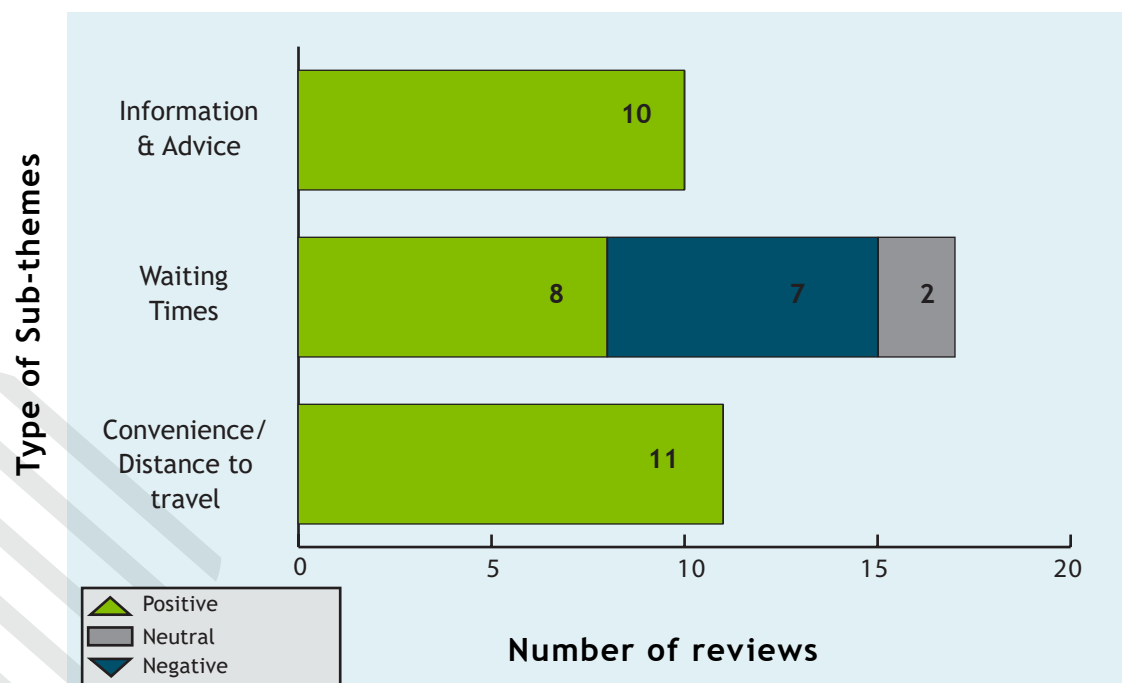
Themes/ Sub-themes & Trends for Pharmacy

The chart below shows the sub-theme for Access to Pharmacy Services and there are some examples of this feedback showing these sub-themes.

Overall 38 of the comments collected were about **Access to Services** of which 76% (n.29) were positive, 18% (n.7) were negative and 5% (n.2) were neutral.

From the feedback about access to Pharmacy services; Information & Advice, Waiting Times and Convenience/Distance to travel had most of the feedback. The chart below illustrates a breakdown of the top three sub-themes for Access to Pharmacy Services with Waiting Times at the pharmacy receiving the highest number (45% n.17 of the reviews all belonging to Access to Services). Waiting Times present a more balanced outlook between positive and negative reviews.

Top three Sub-themes for Access to services



Positive Reviews;

“They are really really good, they are willing to give me advice on the medications when needed.”

Chiswick Pharmacy

“The pharmacist here is really good, he is really helpful, nice and takes time to explain...”

Churchill’s Pharmacy

“I’ve never had a problem with them and it is really convenient to get to.”

Sainsbury In Store Pharmacy

Negative Reviews;

“I had to wait for 20 minutes the last time I went there to pick up my prescription.”

Brent Pharmacy

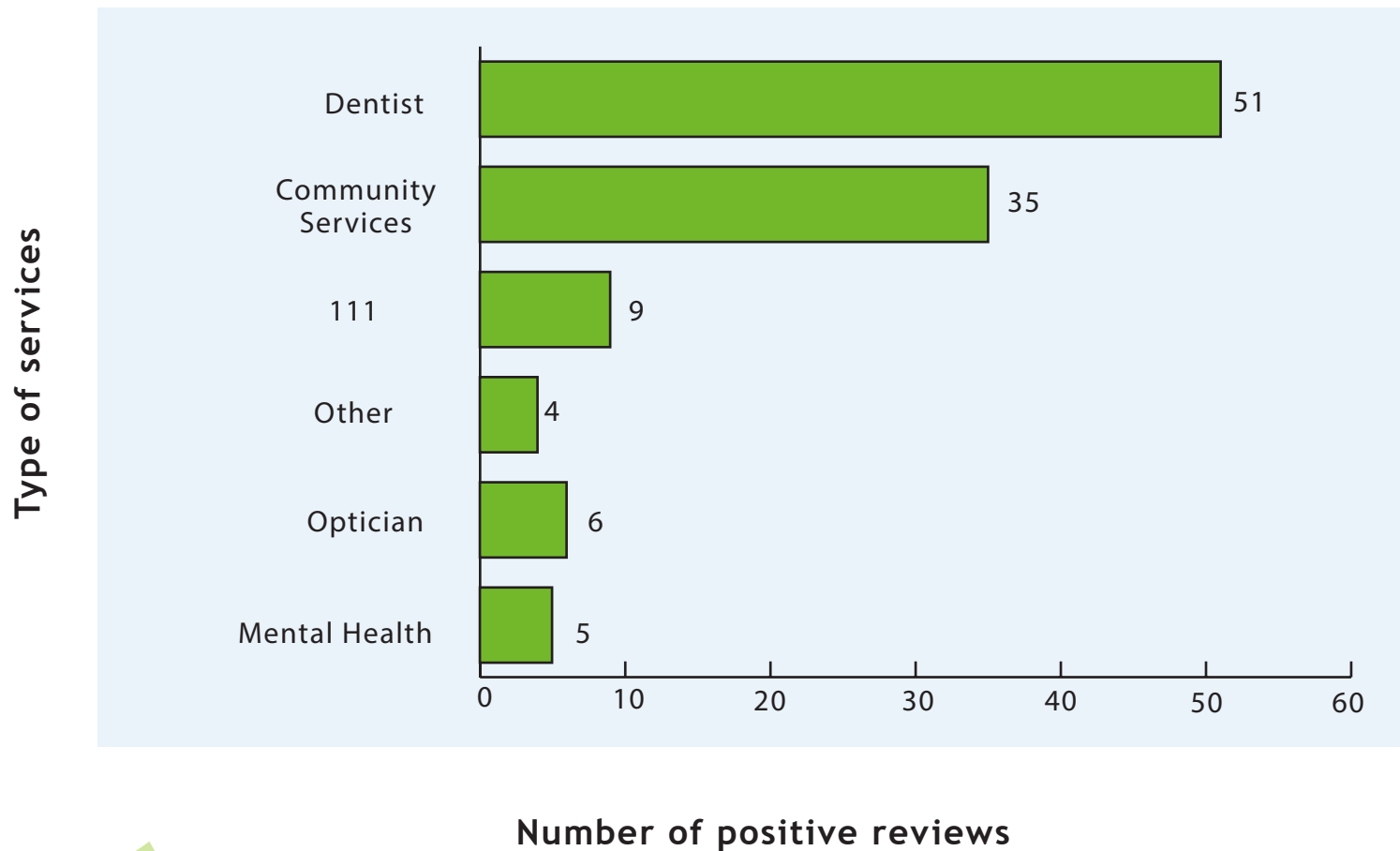
“They are not great...You’re waiting long to collect your medication.”

Churchill’s Pharmacy

Positive Reviews of Other Services

In this section, we look at the positive reviews we have received about other services we have not examined in detail, allowing us to highlight areas where a service is doing well and deserving of praise. This section provides an overview of positive reviews by service area and goes on to give some examples of comments received.

April - May - June





Dentist

“Always helpful and effective, the dentists listen and provide excellent care, reception can be muddled but ok.”

The Butts Dental Practice

“They have sorted us out and we’ve been going there for donkey’s years. Getting an appointment is very easy, we do not wait too long, it is very well organised.”

Strand on the Green Dentist.

“I’ve always had good service from them. I’m always seen on time.”

Bright Smile Studio

“I go here privately, they are very good, they offer great service and they are very attentive.”

White Dental & Cosmetic Rooms

“They are really good, I only changed here not too long ago after old dentists went private.”

Oakleigh House Dental Practice



Community services

“I am having a physiotherapy and so far they are helping.”

Hounslow and Richmond Community Healthcare

“They do what they say. It was helpful, care for me and make me feel better.”

Mulberry Centre Hounslow

“Getting an appointment is easy and convenient. The treatment has been good. I’ve been to them 3 times and they have been good so far.”

Hounslow and Richmond Community Healthcare

“I go to the diabetic eye clinic, There is no problem. I have appointments every six months to check my eye. The staff are okay. It’s easy to get an appointment, they send it by mail or text.”

North West London Diabetic Eye Screening Programme

“I get home visits from the occupational therapist for rehab assistance. They are friendly, put me at ease, do things at my pace and give me suitable advice that is easy for me.”

Hounslow and Richmond Community Healthcare



Other

“I’ve been to a few services and everything has always been very good.”

Services in General

“When I cannot get through or get an appointment with my GP I call 111. They are usually very good but I’ve had an issue with them a couple times.”

NHS 111

“They are very good my son was vomiting at night and they booked an appointment for me at the hospital.”

NHS 111

“They are very good. They ask so many questions but they need to know what you have and sometimes it’s hard, especially when you are sick. On weekends, they sent me to a walk-in centre close to me that was open.”

NHS 111

“I like them, they are very good they booked an appointment for me at the hospital. The staff I spoke to was really nice. She called me 40 minutes later.”

NHS 111



Opticians

“I do not have any problems with them. Getting my appointment is easy, I get one for the next day usually.”

Boots - Chiswick High Road

“I find them to be very good but I’m going back to my old opticians to get a new pair of glasses because the options here are quite limited”

Vision Express

“I always get seen pretty quickly. I have my eye tested there once every year and they have been good so far..”

Specsavers Opticians



Mental Health

“The first person we saw was really hard to understand and he was quite angry that my dad did not understand him. He has since left and the new people are really good.”

West London Mental Health Trust

“If I did not come here I’ll be in a lot of trouble right now. Everything they’ve done for me is really good.”

Lakeside Mental Health Unit

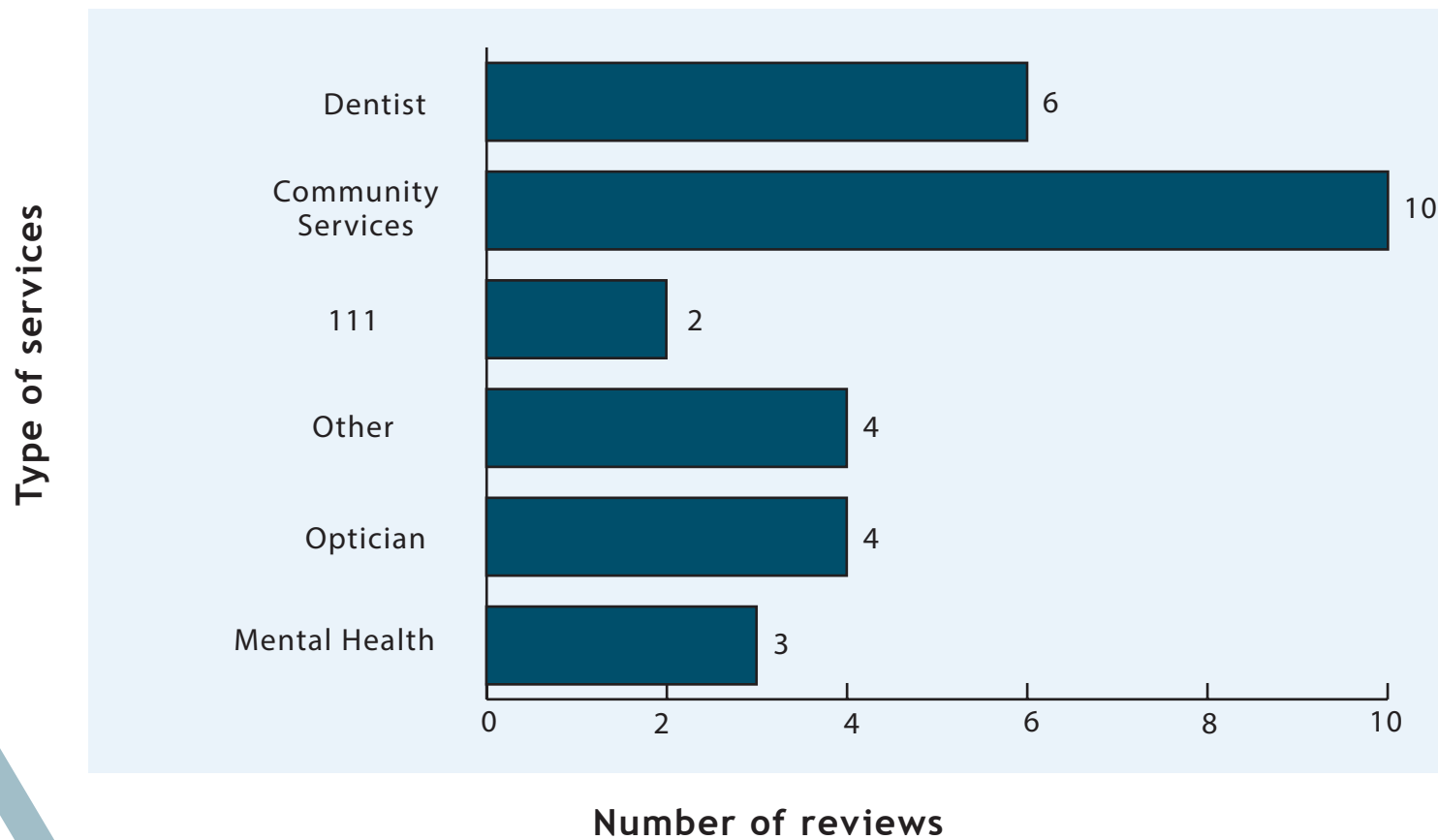
“They are absolutely good, they are much more organised than my GP and the support I get is great, I was sent there on a referral from my GP. The treatment was really good but it was short unfortunately, it will be good if the sessions were extended.”

Hounslow IAPT

Negative Reviews of Other Services

In this section, we look at the negative reviews we have received about other services we have not examined in detail, allowing us to highlight parts of services that need to be improved. This section provides an overview of negative reviews by service area and goes on to give some examples of comments received.

April - May - June





Dentist

“I do not go there often...Treatment isn't bad, but I once had a toothache and I needed a treatment urgently but all they did was give me painkillers.”

Advance Dental Care

“The last time I went here. The dentist was so eager to pull my tooth out that the injection administered had not fully kicked in.”

Albany Dental Practice

“The practice administration is very poor. There is a long waiting time. It is not easy to get an appointment but the nurses are good.”

Chiswick Dental



Community services

“We had a home visit set-up with the physio and it was not cost-effective to have them travel all the way to us. For example, a 40-minute visit will have taken them longer than they actually spend with us. It would make more sense to have the physiotherapy, set-up at our local health centre.”

Hounslow and Richmond Community Healthcare

“We have been waiting for over a month to get an appointment to see the podiatrist. My GP said we would see someone but we still haven't seen anyone.”

Hounslow and Richmond Community Healthcare

“Takes a long to speak with a receptionist on the phone.”

Hounslow and Richmond Community Healthcare

“There is a long wait for my appointment. It was a while ago but they were helpful.”

Hounslow and Richmond Community Healthcare

“I come to see the dermatologist at the heart of Hounslow and it hasn't been a good experience. I go in and I'm seen for a few minutes but after all this time I haven't seen any improvements.”

Hounslow Community Dermatology Service



Other

“The prevention services in the NHS are not great, they should do more in anticipating what might go wrong with patients. However, the care in acute situations is very good.”

Services in General

“The NHS is brilliant but the cut of the other services provided by the local authorities has caused the NHS to have problems, especially caring for elderly patients. The savings they are making aren’t well thought out because they are just causing pressures in other areas.”

Services in General

“The questions they ask is always pretty obvious, but the waiting time is less than it will be if I just go to the A&E straight.”

NHS 111

“I have used many times, I once called them and they sent us to a health centre. They ask so many questions.”

NHS 111

“There needs to be a change from the gatekeeper system, we should be able to see a consultant directly, it will make things quicker.”

Services in General



Opticians

“I was sent from one place to another for no reason and they insisted on me having coloured lenses. I didn’t like them so I resort back to my old glasses.”

Boots - Hounslow High St

“I was referred here by my GP and following my initial appointment, he said he could do nothing for me but I recently got a letter saying I’m having another appointment with them at the end of the month.”

Vision Express (Chiswick)



Mental Health

“They were friendly and helpful. But I was on the waiting list for quite a long time which wasn’t good but once I get through to them they were good.”

Child and Adolescent Mental Health Services (CAMHS)

“I had to beg them for help for my son. It seems they are just trying to do anything not to have more patients on their books.”

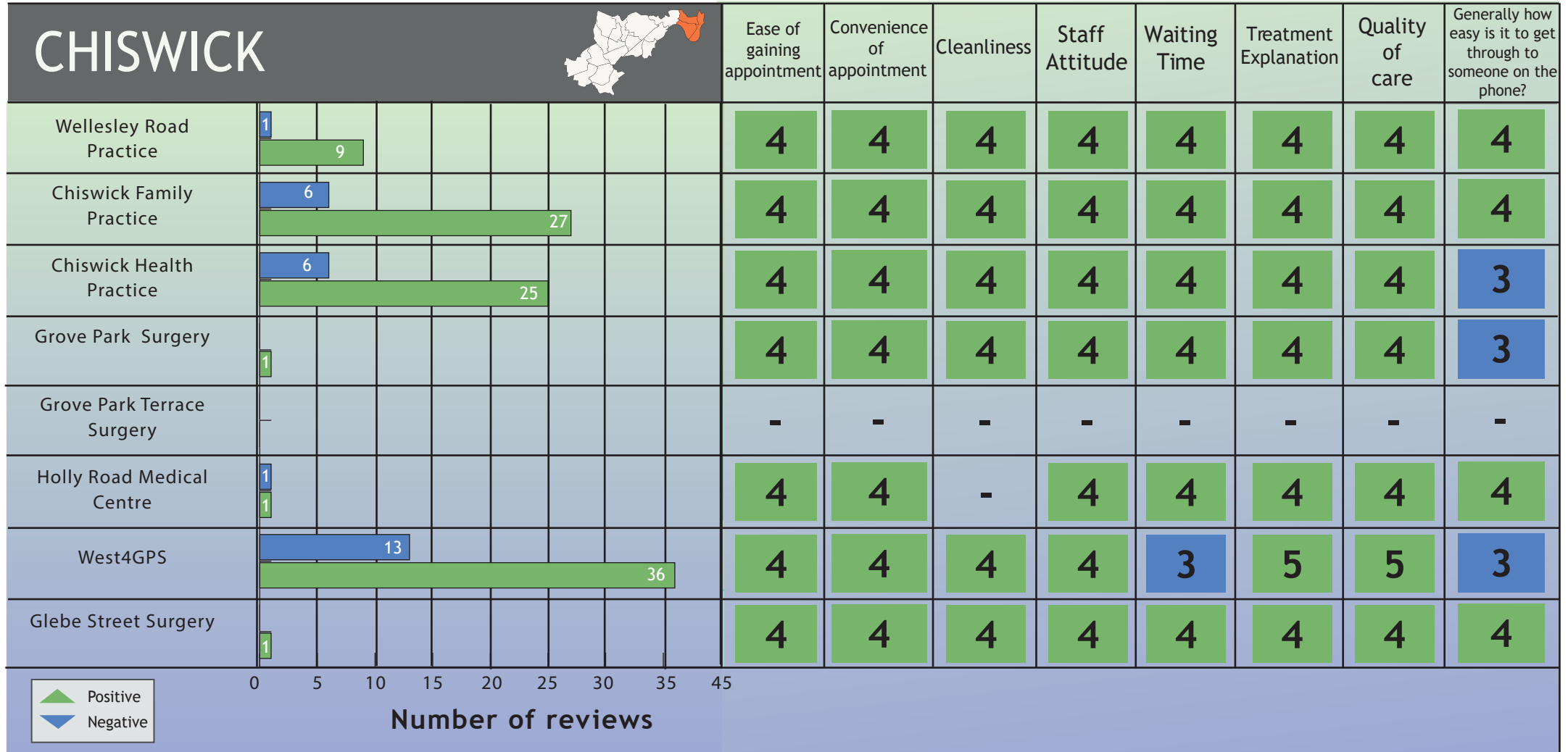
Child and Adolescent Mental Health Services (CAMHS)

“The time it took to get to see them was too long, and later my file got closed abruptly because counsellor was leaving”

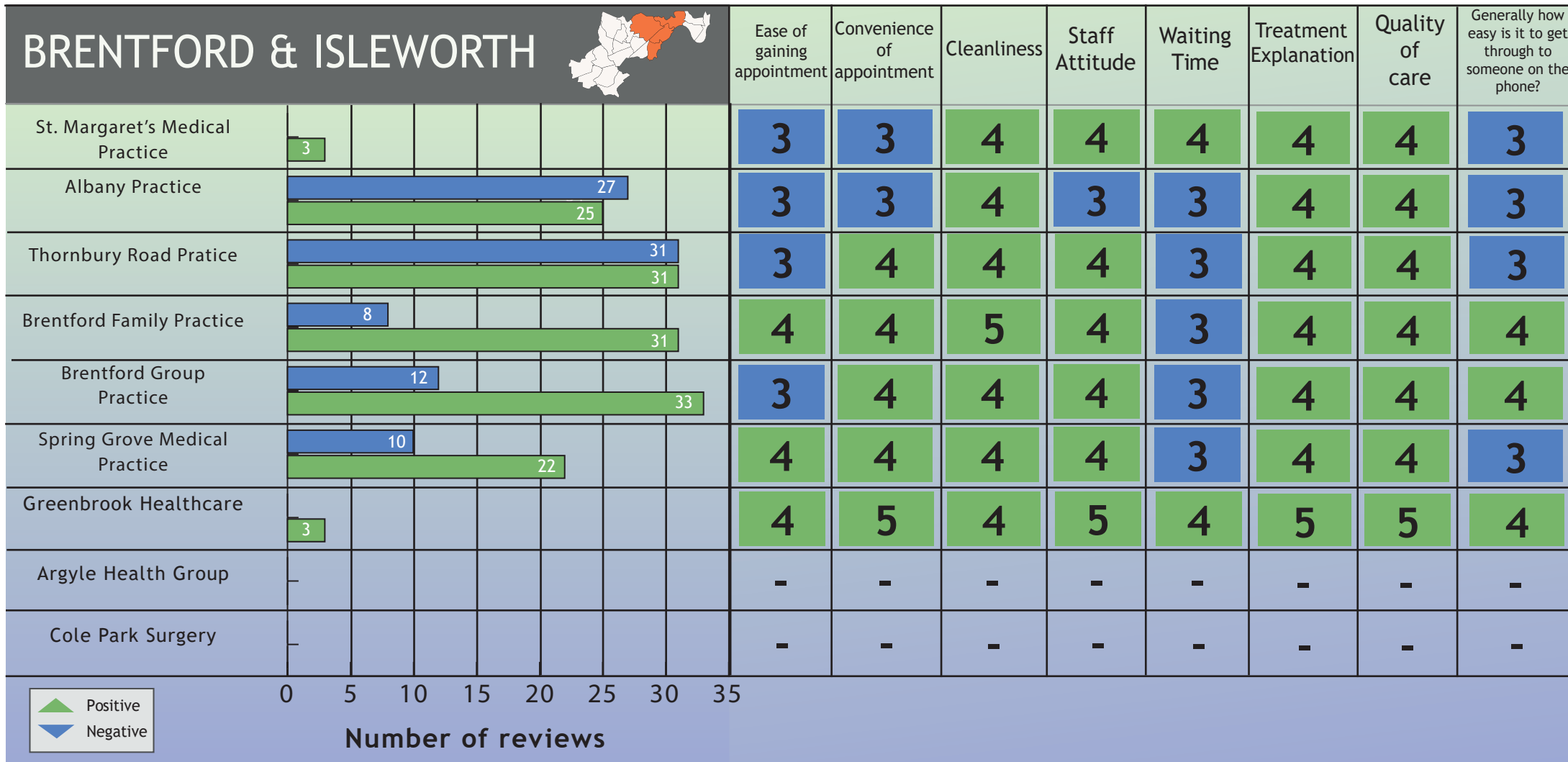
Hounslow IAPT

Locality Specific GP Reviews

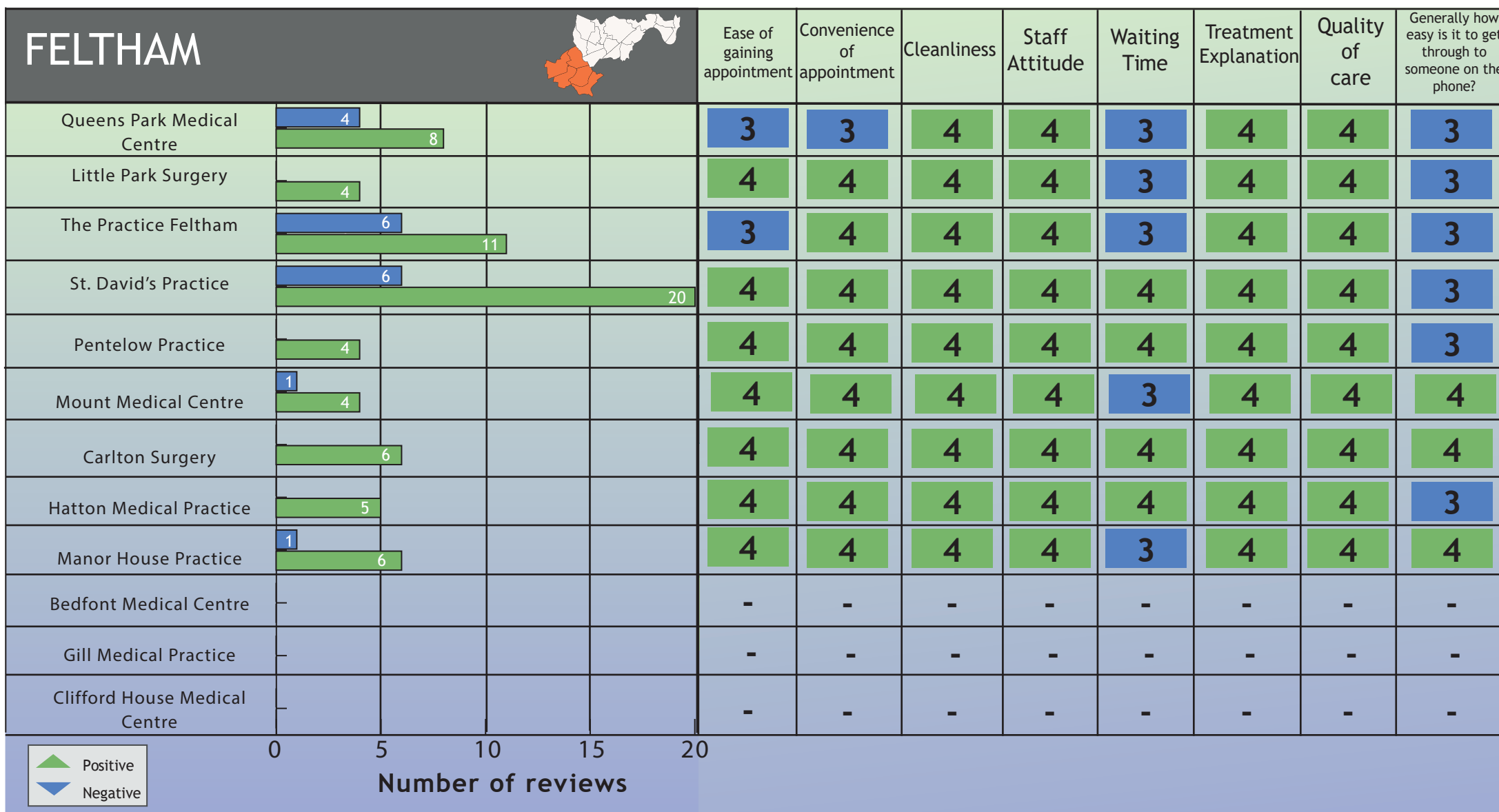
These bar charts show the number of negative and positive reviews for each surgery based on an overall star rating. The data on the right hand side reflects the average star rating out of 5* given by patients to assess a number of additional specific areas, such as ease of gaining an appointment, waiting times etc. These two data sets are shown together to give an overview for each GP Surgery. The London Borough of Hounslow is divided into five localities: **Chiswick, Brentford & Isleworth, Feltham, Heart of Hounslow and Great West Road**. The bar charts go into further detail by splitting up the localities according to GP surgeries.



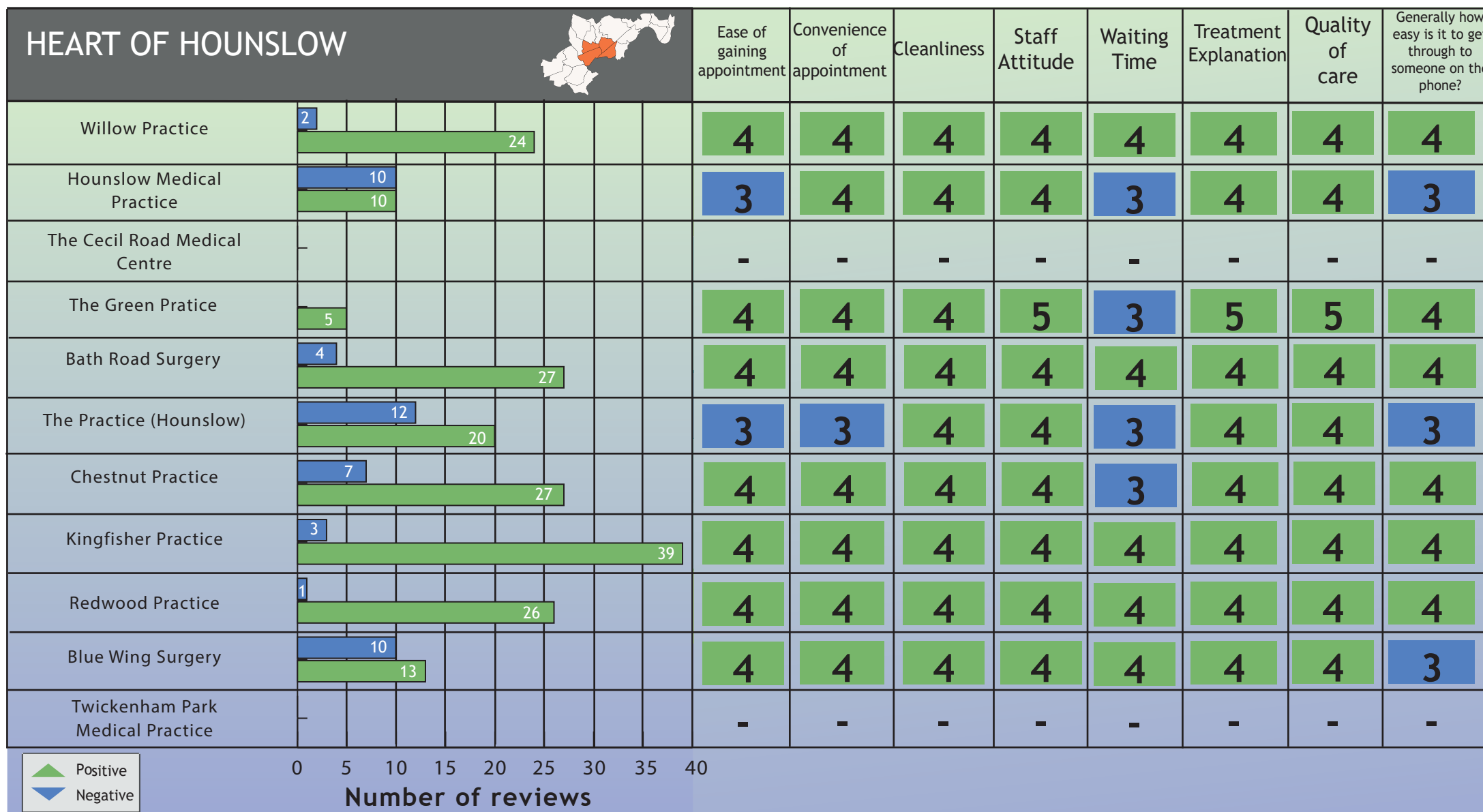
Locality Specific GP Reviews



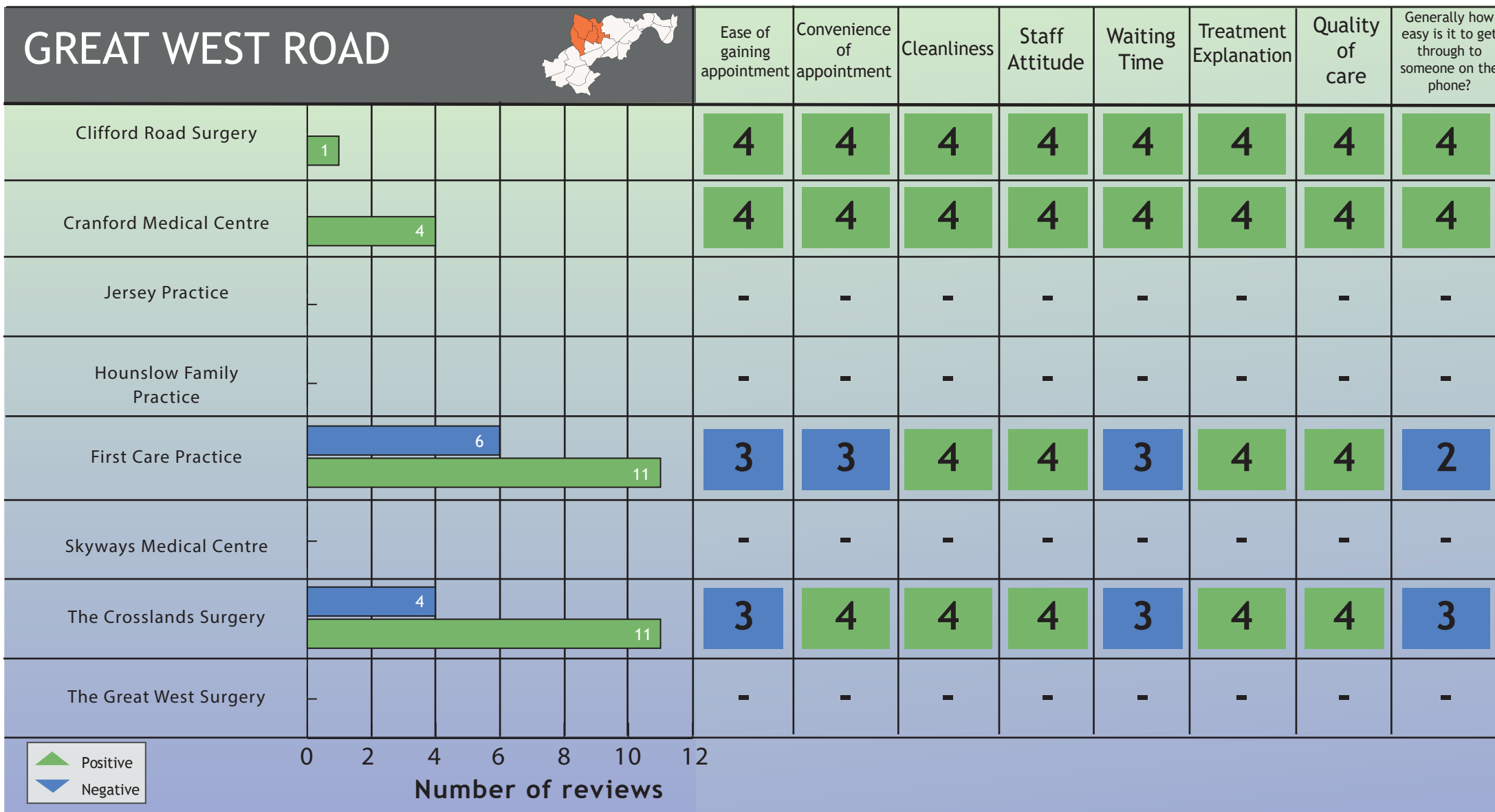
Locality Specific GP Reviews



Locality Specific GP Reviews

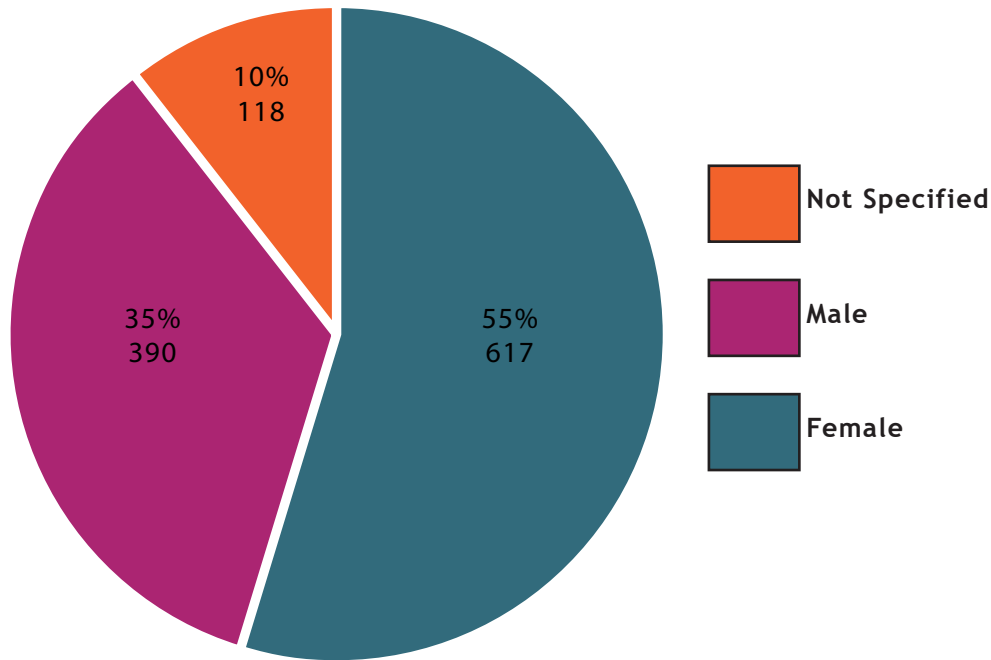


Locality Specific GP Reviews



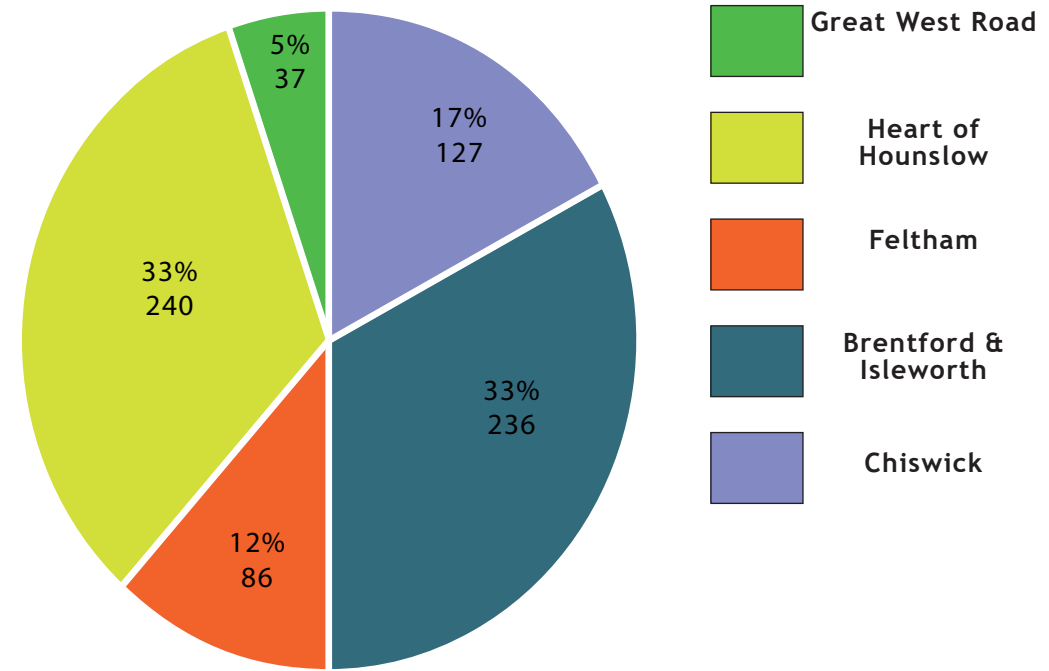
Demographic Information (April-June)

The pie chart below shows the number of reviews received by gender from January-March 2018. The majority of the reviews received this quarter are from women with 55% (617). We also received 35% of reviews from men, up from 29% last quarter.



Gender

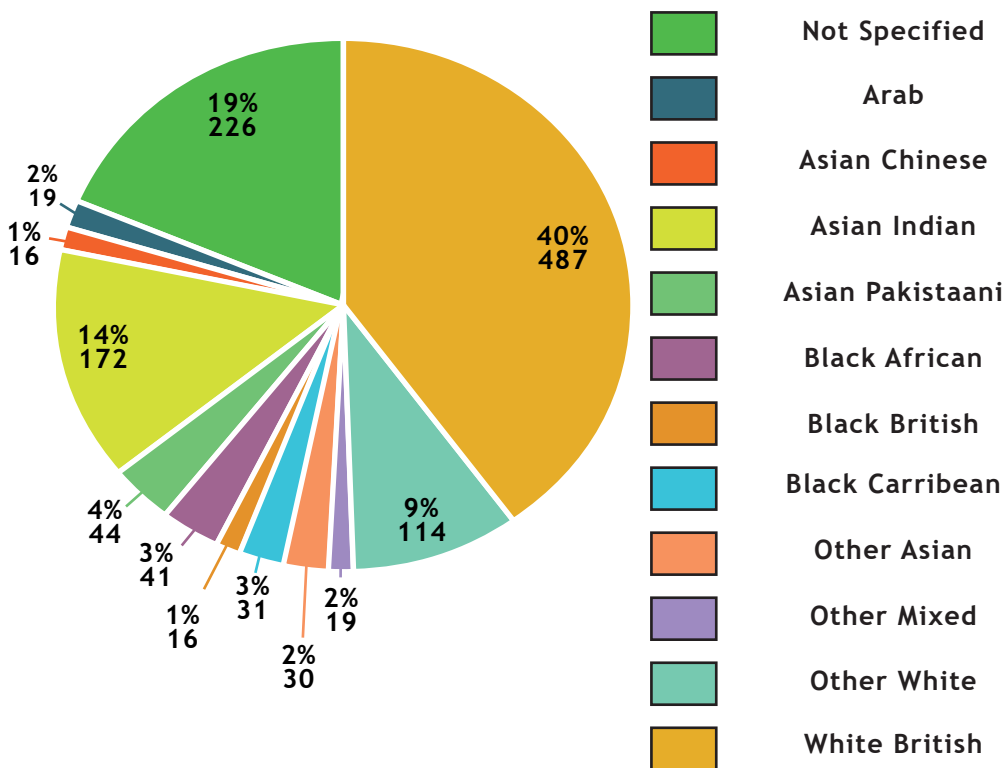
During this quarter we were able to visits a number GP surgeries in each locality with the highest number of the reviews being received from Heart of Hounslow 33% (n.240) and Brentford & Isleworth 33% (n.236). We also received more reviews from the other areas, we will continue to aim to collect patient feedback more evenly in each locality.



Number of GP Reviews per Locality Area

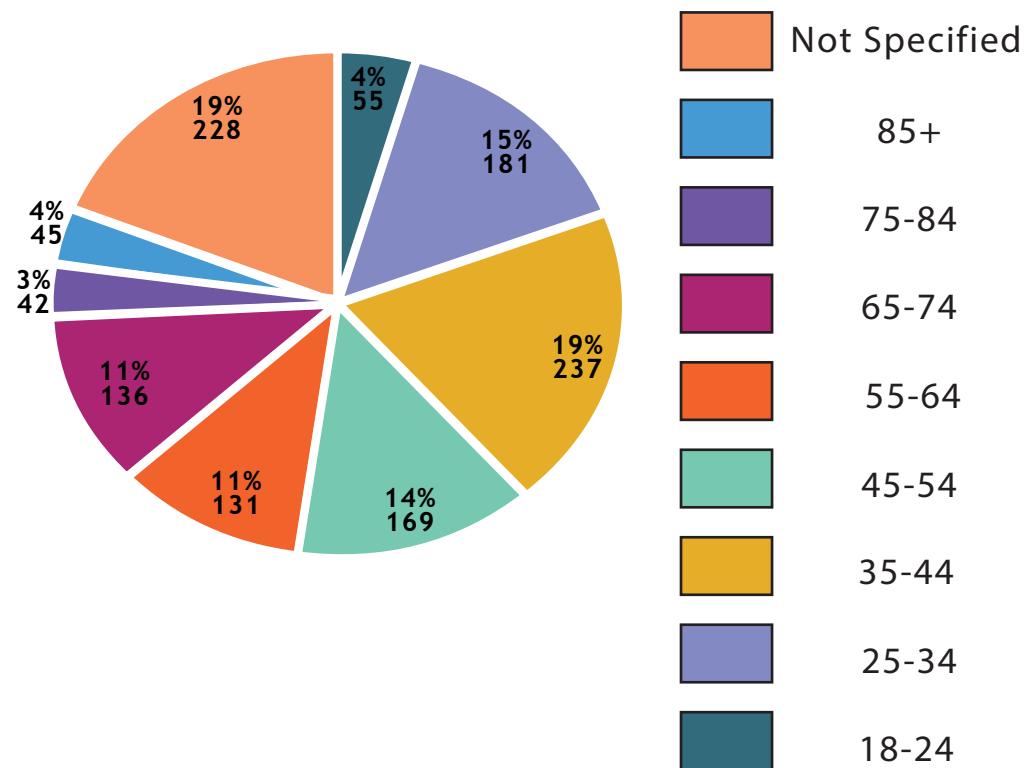
Demographic Information (April-June) 2018

In terms of ethnicity, excluding the 19% (n. 226) who did not specify their ethnicity, the largest proportion of feedback received this quarter was from people who identified as White British, 40% (487); 14% (172) was from people who identified as Asian Indian; 9% (114) of reviews was from people who identified as being from Other White background; 4% (44) was from those identifying as Asian Pakistani. The proportion of Black Africans and Black Carribeans were 3% (41) and 3%(31) respectively. We shall continue to reach out to all demographics in the borough.



Ethnicity of Patients

The pie chart below shows the number of reviews received this quarter. Apart from people who preferred not to identify their age 19% (n.228), the majority of the feedback received this quarter was from the 35 to 44 segment 19% (237), followed by 15% (181) from 25-34s whereas the 75-84 group supplied fewest number of reviews 3% (42).



Age of Patients

Conclusion

This quarter, 1,225 patient experiences were collected, we have seen an increase in the number of patient experiences collected for this quarter. We were able to visit a larger number of services in Hounslow during this period due to an increasing number of volunteers. This allowed us to exceed our target of 1200 patient experience reviews.

Also, for this quarter we have increased the number of GP reviews collected from Great West Road & Feltham locality areas. We will continue our effort to collect as many experiences as possible from all locality areas.

There were 931 positive reviews and 294 negative reviews received this quarter. As we saw in Q4, overall, positive patient experiences far outweigh negative patient experiences. For this quarter we have selected the services with the most feedback (GPs, Hospitals and Pharmacies) to do an in-depth analysis of the themes and trends of these services.

However, if we look at the overall picture of all the services, we found the following overall positive and negative themes:

Positive

83% of Treatment and Care comments received were positive

83% of comments about Staff were positive

72% of comments about Medication were positive

53% of comments about Administration were positive

Negative

44% of comments about Administration were negative

42% of comments about Access to Services were negative

13% of Comments about Staff were negative

For a full list of sub-themes see the appendix on pages 43-44

Actions, impact and next steps

This report identifies a number of areas of good practice and also areas for improvement across different services. Healthwatch Hounslow (HWH) will use this report in its meetings with both commissioners and providers, sharing the themes identified from the patient voice in order to inform how services could or should be improved. As additional reports are published these themes and importantly, any trends, will be followed up in more detail with relevant partners. We will work with partners to develop appropriate actions to address the issues identified.

The HWH Patient Experience Report (Q4) has now been shared and presented at a number of different levels to different audiences including the:

- Hounslow CCG Quality, Patient Safety and Equality Committee
- Hounslow CCG Governing Body
- Chelsea and Westminster Hospitals NHS Trust Patient and Public Engagement and Experience Committee

We are working closely with the CCG and a variety of partners to identify how this intelligence can meaningfully feed into existing commissioning and monitoring mechanisms. Initial actions identified from presentation and discussion of the Q3 report include:

- We were able to provide 12 months data for the first time and this was welcomed as it gives a more representative picture of the feedback about a particular service.
- Further consideration into how the report can be best fed into and form a part of Contract Monitoring Meetings the CCG has with providers.

In terms of next steps for our Patient Experience programme, HWH aims to continue to grow and develop the programme, recruiting and training more volunteers to support data collection and increase the breadth of health and social care services we are able to cover.

We also have approached Chelsea and Westminster Hospitals NHS Trust to ask for a regular slot collecting experiences at West Middlesex University Hospital outpatients.

For Quarter 2 (July-September 2018) we will make sure that we cover all the five areas of the borough as currently HWH is still not collecting feedback uniformly across all of the GP surgeries in the borough, and are also looking at how to increase the number of reviews we receive from Social Care Services and Mental Health 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?

Select one

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.

What gender to 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

[Submit feedback >](#)

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

Appendix - Physical Questionnaire

Share Your Experience with Us

Healthwatch Ealing 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.

Name of Service:

Month/Year:

1. How likely are you to recommend this anyone who needs similar care or treatment?

5 = Extremely likely 4 = Likely 3 = Neither likely nor unlikely 2 = Unlikely
1 = Extremely unlikely () Don't know

2. How do you rate your overall experience?

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

3. Summary of your experience

.....
.....

4. Tell us more about your experience

.....
.....

5. Where do you live? (town/city)

.....

6. Your ratings (select if applicable)

Ease of gaining appointment

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Convenience of appointment

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Cleanliness

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Staff Attitude

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Waiting Time

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Treatment explanation

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Quality of care

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Quality of food

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Generally, how easy is it to get through to someone on the phone?

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

7. In relation to your comments are you a:

() Patient () Carer () Relative () Carer and Relative
() Service Provider () Visitor () Professional

8. When did this happen

.....

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

.....

10. If applicable, describe your overall experience of making an appointment

.....

11. Have you shared your experience with any of the following? (Please tick)

- Informally with the Service Provider (those who run the service)
- Formally with the Service Provider (via an official complaint)
- Patient Liaison and Advice Service (PALS)
- Ealing Clinical Commissioning Group
- Ealing Council Social Services (including safeguarding)
- Care quality Commission (CQC)
- Other

If "other", please specify

12. Where did you hear about us? (Select one)

- Event Newspaper / Magazine TV
- Radio Internet / Website Word of mouth Healthcare setting
- Other Social media (Twitter/Facebook)

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

- No Yes

14. Would you like to speak to Healthwatch directly?

- No Yes

About you

Name.....

Email.....

- Leave feedback anonymously

Monitoring Information

What gender do you identify yourself as:

- Female Male Other.....
- Prefer not to say

Which age group are you in?

- Under 18 18 to 24 25 to 34 35 to 44 45 to 54 55 to 64
- 65 to 74 85+ Prefer not to say

What is your ethnicity?

White

- English / Welsh / Scottish / Northern Irish / British
- Gypsy or Irish Traveller
- Any other white background.....

Asian / Asian British

- Bangladeshi
- Chinese
- Indian
- Pakistani
- Any other Asian background.....

Black, African, Caribbean, Black British

- African
- Caribbean
- Any other Black, African, Caribbean background.....

Mixed, Multiple

- White and Asian
- White and Black African
- White and Black Caribbean
- Any other mixed / multiple background.....

Other Ethnic Group

- Arab
- Any other ethnic group.....

Which area of the borough do you live in?

- Heart Of Hounslow Other
- Great West Road Out of the Borough
- Feltham Prefer not to say
- Chiswick
- Brentford & Isleworth

Do you consider yourself to be disabled?

Yes No Prefer not to say

Do you consider yourself to have a long-term condition or health and social care need?

Yes No Prefer not to say

Are you a carer?

Yes No Prefer not to say

What is your religion?

Buddhist Christian Hindu
Jewish
 Muslim Sikh Other religion.....
 Prefer not to say

What is your sexual orientation?

Bisexual Gay man Lesbian Straight /
Heterosexual
 Prefer not to say

Which of these categories best describes your employment status?

In unpaid voluntary work only
 Not in Employment & Unable to Work
 Not in Employment / not actively seeking work - retired
 Not in Employment (seeking work)
 Not in Employment (student)
 Paid: 16 or more hours/week
 Paid: Less than 16 hours/week
 Prefer not to say

Thank you for sharing your experience!

Appendix - Themes and Trends

Themes	Sub-themes
Access to Services	<i>Convenience/Distance of Travel, Information and Advice, Patient Choice/Involvement, Service Delivery/Opening Times, General, Waiting Times.</i>
Administration	<i>Admission Procedure, Incident Reporting, Appointment availability, Management of service, Ease of Booking Appointments, Medical records, Commissioning and provision, Quality/Risk management, General.</i>
Care Home Management	<i>Registered Manager - Absence, Registered Manager - Suitability, Registered Manager - Training & Development, Staffing levels, Suitability of Staff.</i>
Communication	<i>General, Lack of Information, Interpretation Services, Clarity.</i>
Continuity and Integration of Care	
Diagnosis / Assessment	<i>General, Lack of, Delay, Mis-diagnosis, Tests/Results, Accuracy.</i>
Dignity and Respect	<i>Confidentiality/Privacy, Equality & Inclusion, Consent, Involvement & Engagement, Death of a Service User (Mental Health Services), Death of a Service User.</i>
Discharge	<i>Coordinati on of services, Safety, General, Speed, Preparation, Clarity of After-Care.</i>
Facilities and Surroundings	<i>Buildings and Infrastructure, Disability Access, Car parking, Equipment, Cleanliness (Infecti on Control), Food & Hydration, Cleanliness (Environment), General, Cleanliness (Staff), Lack of Seating area.</i>
Finance	<i>Financial Viability, Clarity of Information, Transparency of Fees.</i>
Home Support	<i>Care, Equipment, Co-ordination of Services.</i>

Themes	Sub-themes
Making a Complaint	<i>Complaints Management, PALS/PACT, General/Ease of Making a Complaint.</i>
Medication	<i>Pharmacy Repeat Prescriptions, Medicines Management.</i>
Transport	<i>Patient Transport Service (non NHS), Ambulance (Routine), Ambulance (Emergency).</i>
Referrals	<i>General, Timeliness, Waiting times.</i>
Safety / Safeguarding / Abuse	
Staff	<i>Ambulance Staff/Paramedics, Midwives, Attitudes, Staffing levels, Lack of Capacity, Suitability, District Nurses/Health Visitors, Training and development, General, Professionalism.</i>
Treatment and Care	<i>Effectiveness, Experience, Quality, Safety of Care/Treatment, Treatment Explanation.</i>