



**Ealing Services for Children with
Additional Needs (ESCAN) - Patient
Experience Feedback Report**

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Acknowledgement

Healthwatch Ealing would like to thank all those who supported this project and the completion of this report.

We pay our gratitude, for their continuous support, to the entire staff of Carmelita House, where ESCAN is based.

Finally, Healthwatch Ealing would especially like to thank the **64 parents & carers** who were kind enough to take time to share their experiences with us.

Executive Summary

Healthwatch Ealing is delighted to publish this report, which presents the findings of a research project conducted during February 2020 - March 2020. The research project was designed to understand the experiences of parents & carers of the children with additional needs on the quality and delivery of the ESCAN services available at Carmelita House. These services are:

- Ealing Paediatric Occupational Therapy Services:
- Ealing Paediatric Physiotherapy Services
- Ealing Paediatric Child Development Service
- Ealing Paediatric Audiology Service
- Ealing Paediatric Speech & Language Therapy Service

A survey questionnaire was designed to collect feedback from parents & carers of the service users. The information presented within this report reflects their experiences of each service category. Healthwatch Ealing presents this as factual information to be considered and utilized to improve service provision and highlight areas of good practice.

Feedback was collected from 64 parents & carers who visited Carmelita House for assessments or reviews. Overall, parents & carers gave highly positive feedback on the quality and delivery of the services. Out of a total of 64 respondent experiences received, 80% (n.51) were positive, 8% (n.5) were negative and 12% (n.8) were neutral. Additionally, the overall experience feedback in each service category was overwhelmingly positive and it is noteworthy that there were three services with no negative feedback. Parents & carers highly praised staff attitude & behaviour.

This report had certain limitations. We aimed to get feedback from 100 parents & carers but, due to the COVID-19 pandemic and lockdown, our research was cut short. As a result, conclusions regarding the user's sentiment toward some aspects of Ealing services should be reviewed with caution. Where relevant, we have highlighted these data points and recommend that the reader reflects upon these findings within the context of the current pandemic.

In addition to questions related to the services, Healthwatch Ealing staff and volunteers were able to speak to the respondents about their monitoring information and collect their responses. These included questions on age, gender, ethnicity, and location.

The above information, results and findings are outlined in more detail in the main body and conclusion section of the report. A formal response to this report from Ealing Community Partners can be found on page 82 (Appendix 3).

Introduction

Healthwatch Ealing is the independent consumer champion created to gather and represent the views of the public. We play a role at both local and national levels to make sure that experiences of health and social care are considered by commissioners and service providers.

Healthwatch Ealing launched a project around children with additional needs living in the London Borough of Ealing. These services are provided by the Ealing Services for Children with Additional Needs (ESCAN), which is based at Carmelita House in Ealing Broadway. The building offers access to services and facilities such as treatment rooms and rooms for parents & carers assistance.

On this occasion, we have carried out a project that looks at the experiences of people accessing services that support children with additional needs within the Borough. As the Healthwatch Ealing committee was considering Enter & View visits to ESCAN as part of its 2020-21 programme of activity, this study was undertaken as an initial review of the services, in order to increase our awareness and understanding of the service quality and delivery from a patient's perspective.

Healthwatch Ealing reviewed the service during February - March 2020, undertaking one-one surveys with 64 parents & carers of service users. For this report, the children with additional needs are termed as service users.

For this survey, we used Healthwatch Ealing's standard patient experience feedback form with necessary remits concerning Children & Young People (CYP) (see **Appendix-1** page no. 74). The children with additional needs were across a range of ages, ethnicities, and disabilities/needs.

During our visits, we were able to speak to parents & carers from various areas of the borough, with the highest number of reviews being received from Ealing, Southall, Northolt and Hanwell. In terms of ethnicity, most of the feedback received came from White British respondents (26%) and any other White background (18%). 8% were of Asian heritage, with the least feedback received from the residents of other black backgrounds and Caribbean descent (3%).

The information presented within this report reflects the individual experiences of those we spoke to. Healthwatch Ealing presents this as information to be considered and utilized to improve service provision and highlight the areas of good practice.

Study Background

Ealing Service for Children with Additional Needs (ESCAN) is a multi-agency service run by the NHS and Ealing Council that gives both families and professionals a single point of contact for information, referrals, assessments and appropriate help for children with special educational needs and disabilities living in the London Borough of Ealing. The additional needs services are offered at Carmelita House, Ealing.

Healthwatch Ealing gathered experiences from the parents & carers of the children with additional needs to inform providers and commissioners on how to improve their services.

The study took place during February - March 2020. Over six weeks, we visited Carmelita House once a week. During each visit, as well as engaging with parents & carers, we watched and listened to understand whether people were treated with respect and dignity. 64 people spoke to us about the various factors of additional needs services they received at Carmelita House. The services available at Carmelita House are:

- Ealing Paediatric Occupational Therapy Services
- Ealing Paediatric Physiotherapy Services
- Ealing Paediatric Child Development Service
- Ealing Paediatric Audiology Service
- Ealing Paediatric Speech & Language Therapy Service

In talking to the parents & carers, several areas have been identified for improvement and our recommendations regarding these will be shared with the service provider, Ealing CCG and Ealing Council. These recommendations can be found in the conclusion.

Aims & Objectives

Aim: This survey aimed to research the quality and delivery of the services offered by ESCAN at Carmelita House for children with additional needs.

Objectives:

- Obtain parents & carers feedback on the additional needs services.
- Examine any barriers that exist in accessing the services.
- Highlight areas of good practice and make recommendations for areas of improvement.

Methodology

We collected feedback from the parents & carers of children with additional needs about their experiences of using ESCAN services and used that feedback to work with service providers and commissioners to look at ways that services can be improved.

The overall methodological approach was to carry out face to face surveys with the parents & carers of the children with additional needs that are referred by GPs in Ealing as well as GPs at Urgent Treatment Centre from Ealing Hospital, and who had an experience of services such as assessments and therapies available at Carmelita House.

For this survey, Healthwatch Ealing staff and volunteers visited once a week for 6 weeks and attended the setting in person. We used a modified version of our standard patient experience form. It was made up of a short number of questions that were a mixture of multiple-choice questions and open text questions where respondents were able to expand on their answers. There were 12 questions excluding the monitoring information questions (see **Appendix-1** page no.74). The questionnaire was designed to gain a greater understanding of the experiences of parents & carers of children with additional needs in accessing and using services.

The findings of this research project are based on the range of services which are categorised separately under the specific themes.

Report Layout

The report is presented by taking each survey question in turn and includes both qualitative and quantitative analysis of the survey responses for each question. The key findings are included beneath each chart and example comments, themes and sub-themes concerning those comments are included where appropriate. Where comments have been included these have been grouped into 'positive', 'negative' and 'neutral'.

The overall conclusion can be found towards the end of the report, complete with recommendations for improvements and areas of good practice or elements worthy of praise.

Limitations

We encountered some barriers or limitations while undertaking this project, including:

- Some respondents were unable to answer all questions as it was their first visit and they had no previous experience to draw upon.
- Some respondents were unable to fully complete their survey, as they were called for their appointments.
- We aimed to get feedback from 100 service users, but due to the COVID-19 pandemic, our research was cut short. Stating that we are approaching low theme/ sub-theme numbers with caution to avoid misrepresentation of sentiment and that a minimum count of 5 is required for a valid conclusion. In the tables, counts below 5 will receive an "N/A" in place of the percentage.
- In targeting people currently visiting Carmelita House, this study does not take into account many more that may have recent and relevant experiences of the services.

Outcomes

The project commenced in February 2020 and data collection took place over six weeks between February - March 2020.

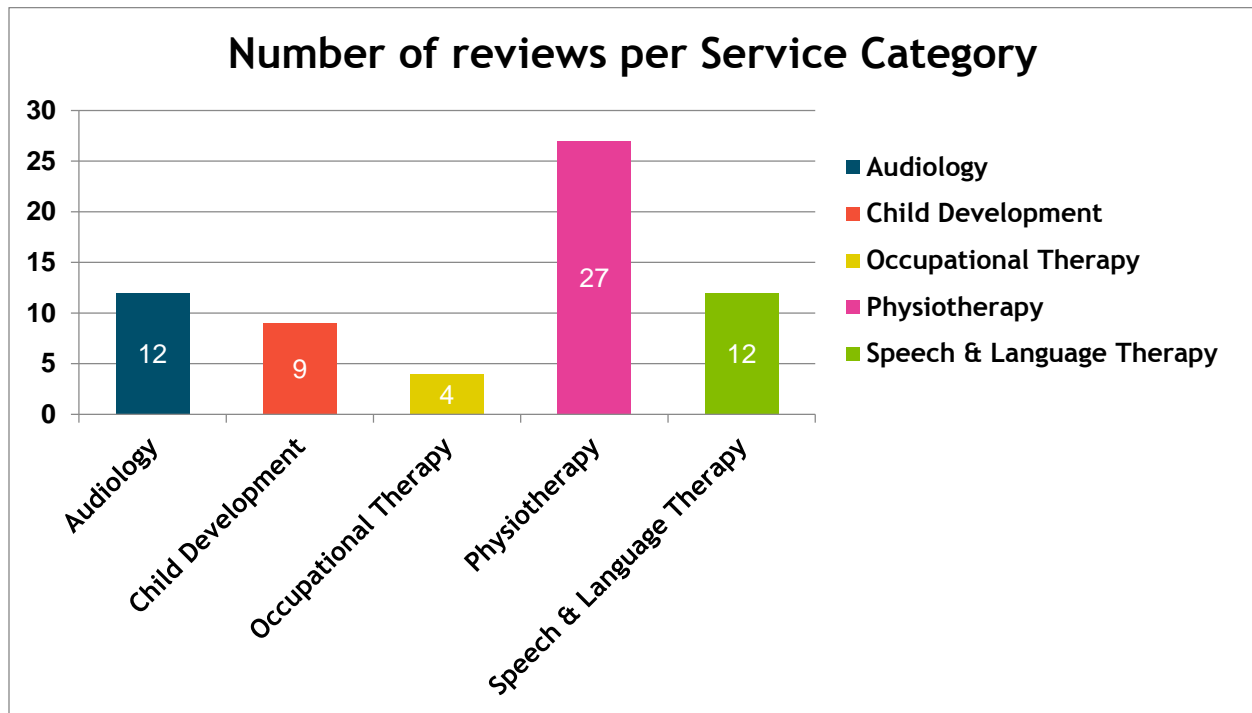
This report represents the views of 64 parents & carers of the children with additional needs experiences received during this period.

The outcome totals from the study are as follows:

Findings and Analysis

Total Reviews per Service Category

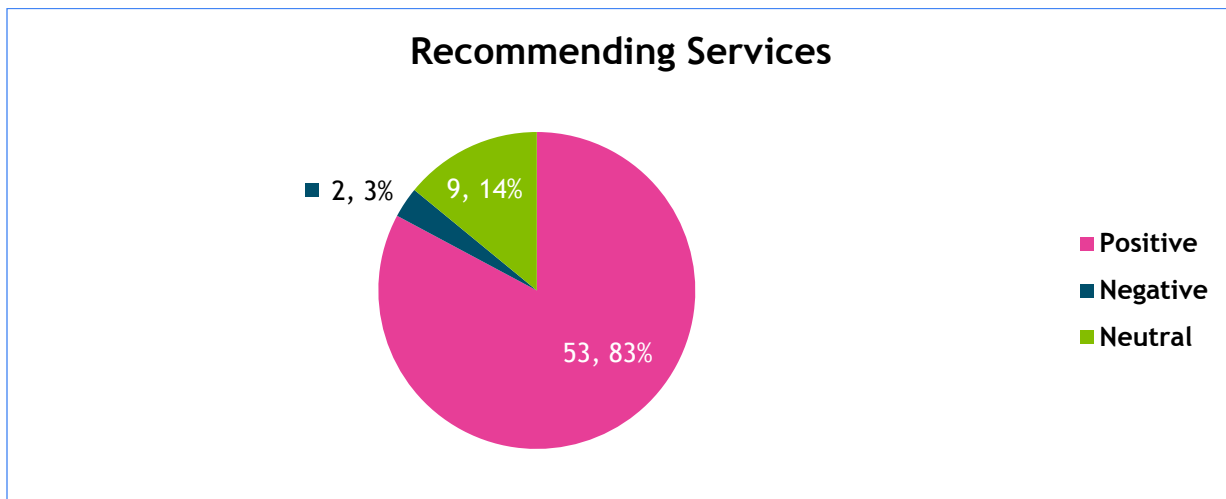
The chart below shows the number of reviews recorded for each service category. The category with the highest number of reviews recorded is the Ealing Paediatrics Physiotherapy Service with 27, followed by Audiology and Speech & Language each with 12. The least number of reviews was 4, received by Occupational Therapy.



Analysis of Questionnaire Responses

Q1. How likely are you to recommend this service to anyone who needs similar care or treatment?

The parents & carers were asked to rate their recommendation of the service from 'Extremely likely' to 'Extremely unlikely'. The ratings of 'Extremely unlikely' and 'Unlikely' indicate a negative response; 'Neither Likely nor Unlikely' indicates a neutral response and ratings 'Extremely likely' and 'Likely' indicate a positive response.



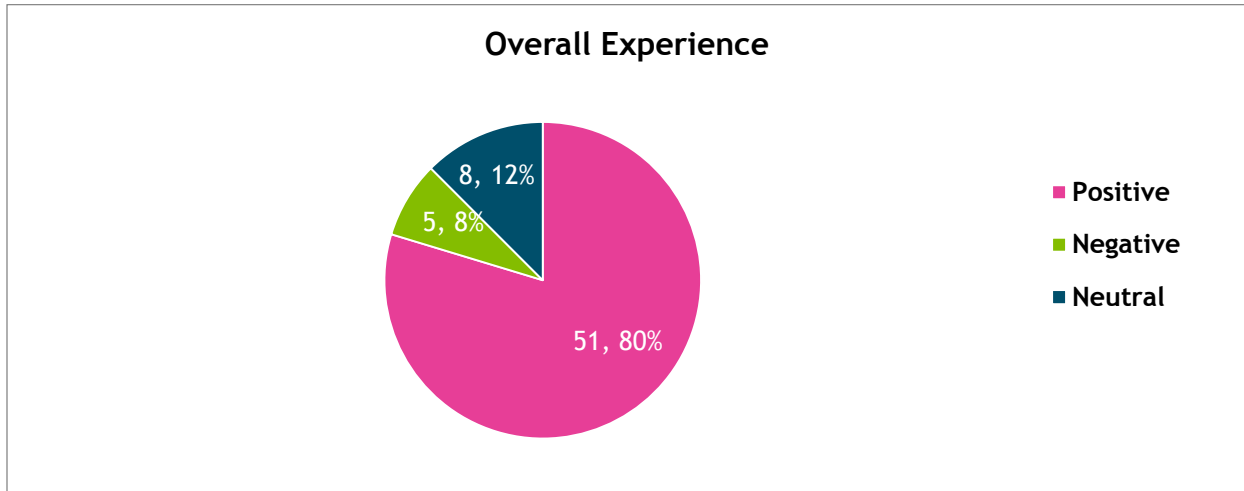
Key Findings:

83% (n.53) of service users gave positive feedback. They considered the services as highly recommendable.

Only 3% (n.2) of people were found to be unhappy with the services and declined to recommend the services. The remaining 14% (9) of people were found to be undecided about recommending the services as they were neither positive nor negative with their overall experience of the quality and delivery of services. The neutral experience leads more towards negative experience highlighting some room for improvement.

Q2. How do you rate your overall experience?

This chart shows the number of reviews received on the overall experience of the services. The parents & carers were asked to rate their overall experience of the services from 'Excellent' to 'Very Poor'. The ratings of 'Very Poor' and 'Poor' indicate a negative response, 'Okay' indicates a neutral response and ratings 'Excellent' and 'Good' indicate a positive response.



Key Findings:

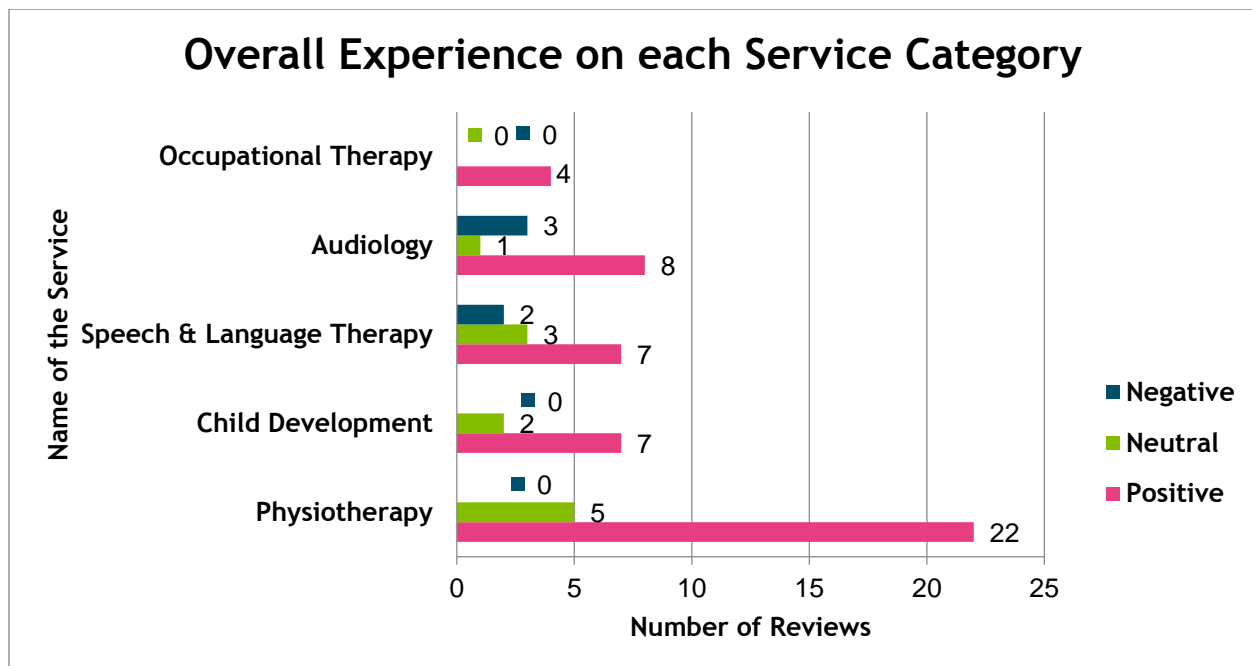
There were 80% (n.51) positive responses, 12% (n.8) neutral responses and only 8% (n.5) negative responses recorded out of the total of 64 completed questionnaires.

80% (n.51) responded positively; parents & carers reported being happy and satisfied with the visits. Some felt very comfortable and pleased during the visits highlighting that the staff were very cooperative and understanding. Many people spoke about staff attitudes in a very positive way. Service users appreciated the services for putting their children's health condition at the forefront and considering their requests regarding assessments and therapies.

8% (n.5) of responses were recorded as negative and 12% (n.8) as neutral. The parents/carers highlighted the negative attitude of staff and being unsatisfied with gaining an appointment and the convenience of appointments.

The charts overleaf show the overall experience reviews for each service category.

Name of the service	Count	Positive	Negative	Neutral
Physiotherapy	27	81%	0%	19%
Child Development	9	78%	0%	22%
Speech & Language Therapy	12	58%	17%	25%
Audiology	12	67%	25%	8%
Occupational Therapy	4	100%	0%	0%



Key findings:

Occupational Therapy received 100% (n.4) positive responses and Physiotherapy received 81% (n.22). These services received the highest percentage of positive responses.

It is interesting to note that no negative responses were given for either Physiotherapy or Child Development Services, both recorded either positive or neutral responses only. The highest percentage of neutral responses 25% (n.3), and the lowest percentage of positive responses 58% (n.7), was received by Speech & Language Therapy, respectively. The highest percentage of negative comments 25% (n.3) was received by Audiology service.

Positive responses:

- *“The sessions are helpful and very good service. They teach exercises to my daughter to do at home. They do very gently without troubling her. Each session is 30 mins long which is very effective. It's easy to get an appointment here; they book it straight away according to the availability”- **Physiotherapy***
- *“Now she is 8yrs old, I started when she was a year old. They spend enough time on the assessments which is helpful. They send regular leaflets that are beneficial as we get regular updates. The atmosphere is safe and friendly for the children”- **Occupational Therapy***

Neutral responses:

- *“Rescheduling an appointment is the most difficult job. It's very difficult to get a new one, but other than that there are no issues”- **Physiotherapy***
- *“The management is very good. They provide good treatment and care. The only issue is they don't provide the parking facility”- **Child Development***
- *“Very difficult to get the first appointment once you get through the first then everything is good”- **Physiotherapy***

Negative responses:

- *“Not giving speech therapy at the moment. They should at least start the speech therapy along with the other therapies tried speaking to the therapist, but they are refusing to say it's not needed now. I'm a bit worried now as she is 7yrs now. Whenever I come for a review there is always a different doctor. It's quite difficult to explain health history every time”- **Speech & Language Therapy***
- *“Poor practice is still struggling with my child for speech development. She was very bright despite her disabilities when she was 6yrs old but now due to the delays and negligence, she is struggling”- **Speech & Language Therapy***

Themes & Sub-themes: Review

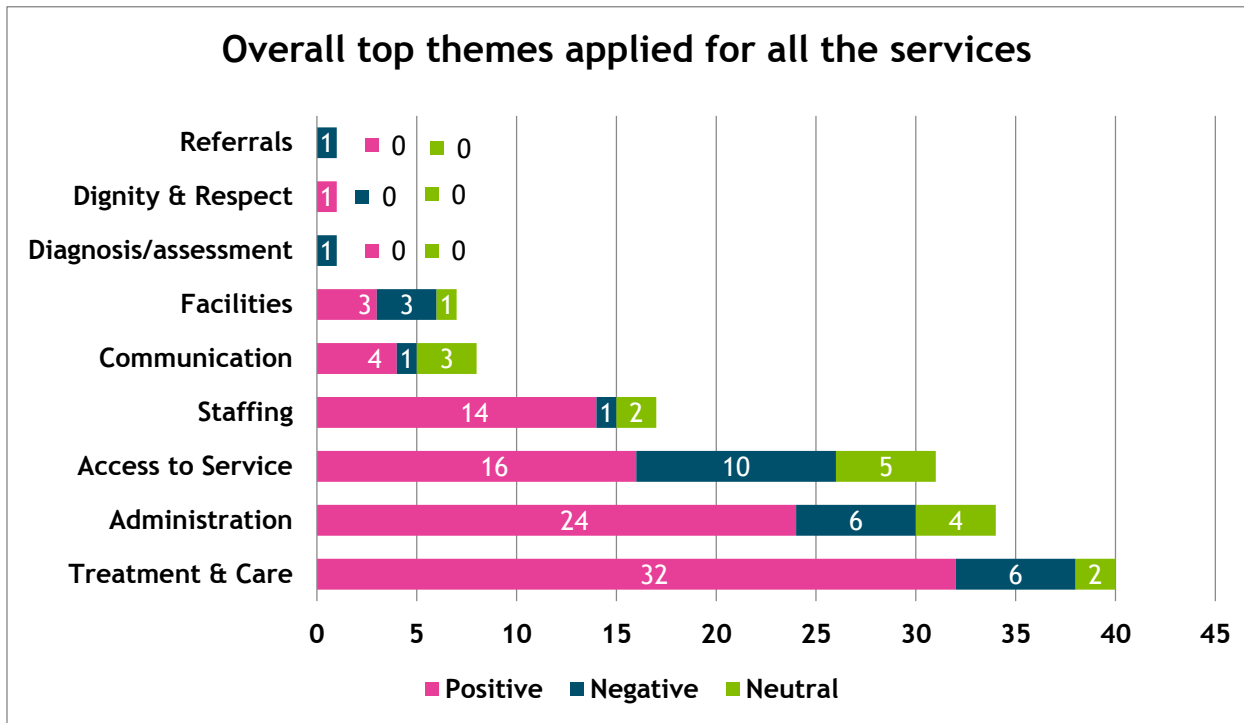
This section relates to questions 3 and 4 in the survey where we ask people to ‘tell us more about your experience’. This was a free text box where parent & carers were invited to share feedback in their own words. It illustrates a breakdown of the main themes and sub-themes for those service areas, where we received a significant number of reviews.

For each comment, up to six themes and sub-themes may be applied to the comment (see **Appendix-2**, page no. 78 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 numbers 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’ was given. The comments on the positive, negative, and neutral reviews are highlighted where relevant.

The tables overleaf represent a more detailed breakdown, featuring the top themes applied on overall feedback received, while the bar chart represents a breakdown of total number reviews mentioned for each applied theme.

Themes	Count of reviews	Positive	Negative	Neutral
Access to Service	31	52%	32%	16%
Treatment & Care	40	80%	15%	5%
Administration	34	70%	18%	12%
Staffing	17	82%	6%	12%
Communications	8	50%	12%	38%
Facilities	7	43%	43%	14%
Diagnosis/assessment	1*	0%	100%	0%
Dignity & Respect	1*	100%	0%	0%
Referrals	1*	0%	100%	0%

*Count falls below the minimum required for valid sentiment analysis.



Key Findings:

Treatment & Care remains one of the most frequently mentioned themes. It was applied 40 times: 80% (n.32) being positive, 15% (n. 6) negative and 5% (n. 2) neutral. The high proportion positivity indicates that the parents & carers were extremely satisfied with the quality of treatment & care they were receiving.

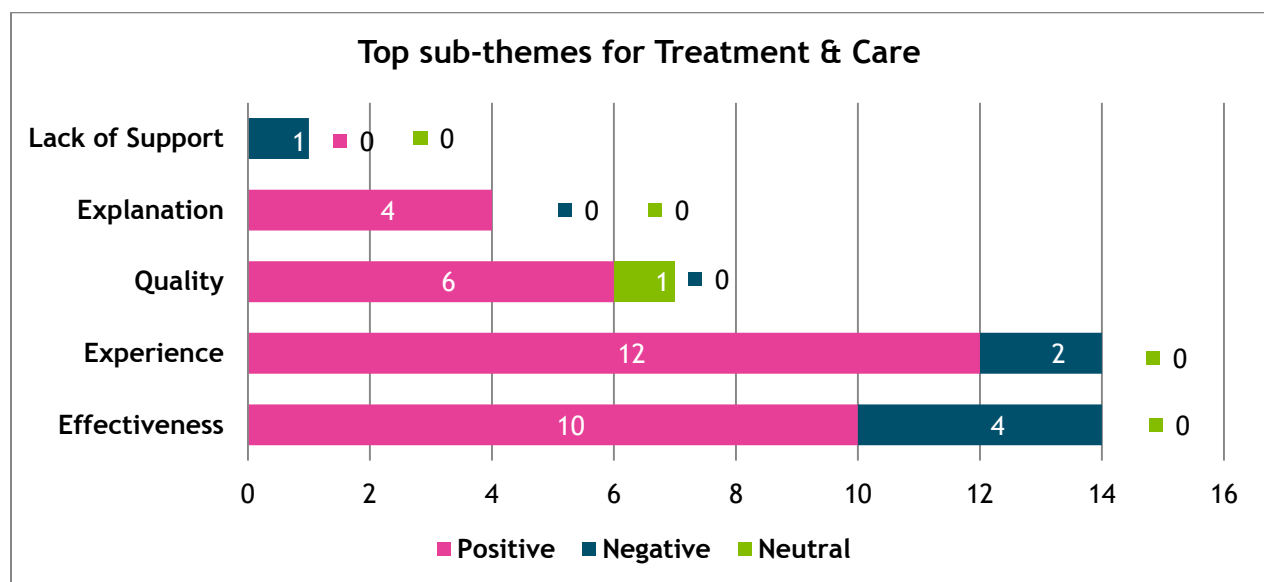
Administration was the second most applied theme. It was applied on 34 counts of reviews: 70% (n.24) were positive, 18% (n. 6) negative and 12% (n.4) neutral. With the majority of sentiment being positive, this shows the parents & carers were pleased with the process for booking an appointment and convenience of gaining an appointment. Three themes received just one review each. These were Diagnosis/assessment, Dignity & Respect and Referrals.

The next section examines in more detail the main themes and sub-themes where we received a significant number of reviews.

1). **Treatment & Care** remains one of the most frequently mentioned themes. It was applied on 40 counts of reviews: 80% (n.32) being positive, 15% (n.6) negative and 5% (n.2) neutral. The highest proportion of feedback had a positive sentiment indicating that parents & carers were extremely satisfied with the quality of treatment & care they were receiving.

Theme & Sub-themes	Count	Positive	Negative	Neutral
Treatment & Care	40	80%	15%	5%
Effectiveness	14	71%	29%	0%
Experience	14	86%	14%	0%
Explanation	4*	100%	0%	0%
Quality	7	86%	0%	14%
Lack of Support	1*	0%	100%	0%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

The chart below presents a breakdown of the top sub-themes for Treatment and Care. In relation to sub-themes, Effectiveness & Experience were the most frequently mentioned. Experience was applied on 14 counts of reviews: 86% (n.12) being positive and 14% (n.2) were negative. The high proportion of positive sentiment indicates parents & carers had a great treatment experience.

Effectiveness had 71% (n.10) were positive and 29% (n.4) were negative. The positive reviews show that most of the parents & carers were pleased with the effectiveness of treatment. However, negative sentiment indicates disappointment of treatment effectiveness, potentially delaying the growth & development of the children.

Positive comments:

- *“Pretty happy with the services. The treatment is effective and well explained. Never had any issues with the diagnosis”- **Speech & Therapy***
- *“The sessions are quite helpful. The service is very good. They do very gently without troubling my daughter”- **Physiotherapy***
- *“Visiting since 2yrs has been a very good experience so far. They check on the growth, development & behaviour once in 6 months”- **Occupational Therapy***

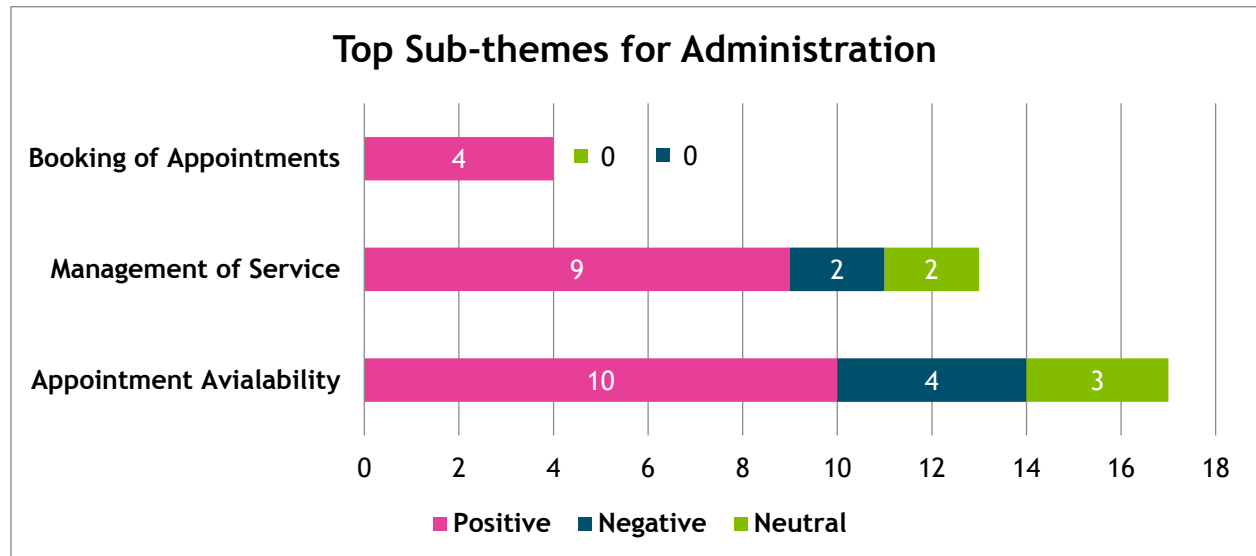
Negative comments:

- *“Getting the services hasn't been so easy. Very difficult to get an appointment for the services”- **Audiology***
- *“The service of mental health services is not so good so far. The mental capacity process is a bit slow, the improvement is very slow”-**Child Development***
- *“The assessments are not very helpful. The medicines which they are suggesting are not effective so far”- **Child Development***

2). **Administration**, was the second most applied themes, with 34 reviews mentioning this topic. From these reviews: 70% (n.24) were positive, 18% (n.6) were negative and 12% (n.4) were neutral. The high proportion of positivity shows that the parents & carers were delighted with the overall administration.

Themes & Sub-themes	Count	Positive	Negative	Neutral
Administration	34	70%	18%	12%
Appointment Availability	17	59%	24%	17%
Management of Service	13	70%	15%	15%
Booking of Appointments	4*	100%	0%	0%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

The sub-theme relating to Appointment Availability was the most frequently mentioned theme. It was applied 17 times: 59% (n.10) being positive, 24% (n.4) negative and 17% (n.3) neutral. The negative comments indicate that some parents & carers have experienced difficulties with gaining appointments. Management of Services was the second most applied theme. It was applied on 13 counts of reviews: 70% (n.9) were positive, 15% (n.2) negative and 15% (n.2) neutral. The high proportion of positivity in sentiments represents a good management system and parents & carers were found to be highly satisfied with the service management.

Positive comments:

- *“My GP referred my son here. He has a delay in speech. The appointment was arranged by the GP so, no difficulty”- **Speech & Language***
- *“Came for the hearing test. The staff are good and friendly. They informed me well in advance and gave me the chance to choose the appointment according to my convenience”- **Child Development***
- *“It's easy to get an appointment here; they book it straight away according to the availability”- **Physiotherapy***
- *The GP only books the appointment for us so, no issues with the appointments”- **Occupational Therapy***
- *“Came for an ear test referred by the GP. The appointment was convenient as it is made by the GP”- **Audiology***

Neutral comments:

- *“Gaining an appointment is not always the same for a few sessions got it on time”- **Physiotherapy***
- *“I've only had one appointment. I was referred by my GP, it wasn't difficult so far”- **Audiology***

Negative comments:

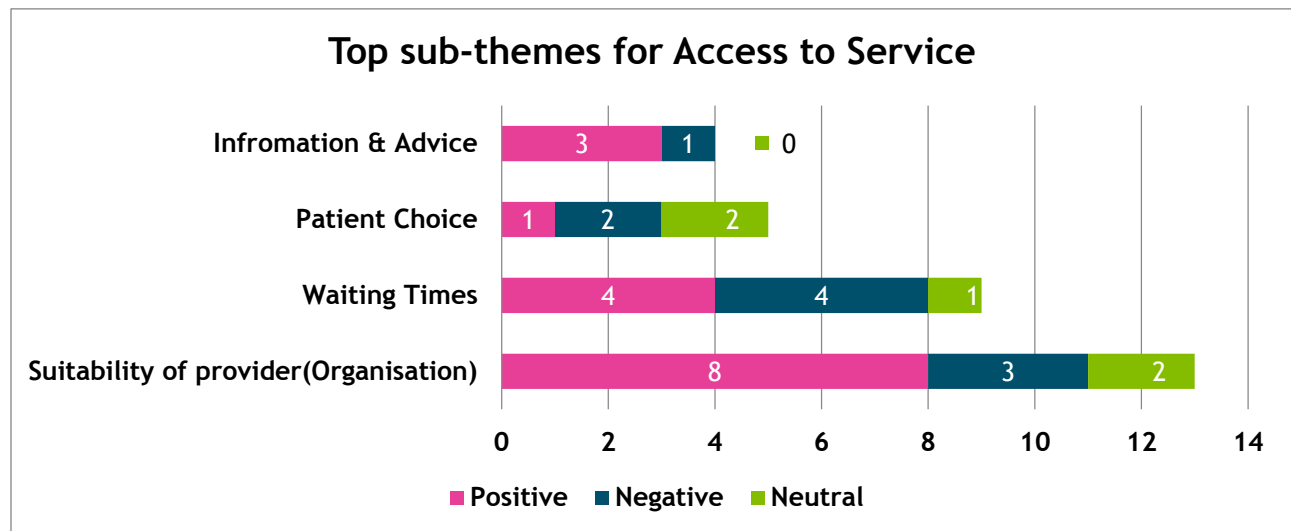
- *“Long waiting to get an appointment”-**Speech & Language***
- *“Getting the first appointment is the most difficult part. I had to wait for 2 years to get an appointment”- **Child Development***

3). **Access to Services**, was the third most frequently mentioned theme, with 31 counts of reviews focusing on this area. 52% (n.16) were positive, 32% (n.10) were negative and 16% (n.5) were neutral. The proportion of negative sentiments draws our attention towards improvement in accessibility of services.

The table underneath presents a more detailed breakdown of the top sub-themes for Access to Services.

Themes & Sub-themes	Count	Positive	Negative	Neutral
Access to Service	31	52%	32%	16%
Suitability of provider (Organisation)	13	62%	23%	15%
Waiting Times	9	44%	44%	12%
Information & Advice	4*	75%	25%	0%
Patient Choice	5	20%	40%	40%

*Count falls below the minimum required for valid sentiment analysis.



Suitability of Provider (Organisation) stands for provision of services from the service provider those are suitable for specific needs of children. Such as some parents & carers commented that they have asked for both Occupational Therapy and Speech & Language Therapy, instead they had offered only one service. On the other hand, Patient Choice stands for accessing the services in terms of booking of appointment timings and slots.

Key Findings:

Suitability of Provider was the most frequently mentioned. It was applied 13 times: 62% (n.8) being positive, 23% (n.3) negative and 15% (n.2) neutral. Waiting times were the second most applied sub-theme. It was applied 9 times: 44% (n.4) being positive, 44% (n.4) negative and 12% (n.1) neutral. The equal proportion of positive and negative sentiment indicates that parents & carers were neither satisfied nor disappointed with waiting times and that ways to improve this should be considered.

Some parents & carers mentioned Patient Choice was a major issue. This sub-theme received the lowest percentage of positive reviews - 20% (n.1) with 40% (n.2) being negative and 40% (n.2) neutral. This raises a concern about the lack of choice for the patient when making appointment bookings.

Positive comments:

- *“Not much waiting as I always book the morning slot so that my child can go back to school after the assessment”- **Physiotherapy***
- *“As soon as I report at the reception the staff come and take my child inside for the therapies”- **Occupational therapy***
- *“They offered a follow-up appointment time and day which was very convenient”- **Child Development***
- *“They informed me well in advance and gave me the chance to choose the appointment according to my convenience”- **Audiology***

Negative comments:

- *“They don't respond to the calls at reception. Calling here is awful when you ring up for any query, they don't pick up at that point.”- **Speech & Language***

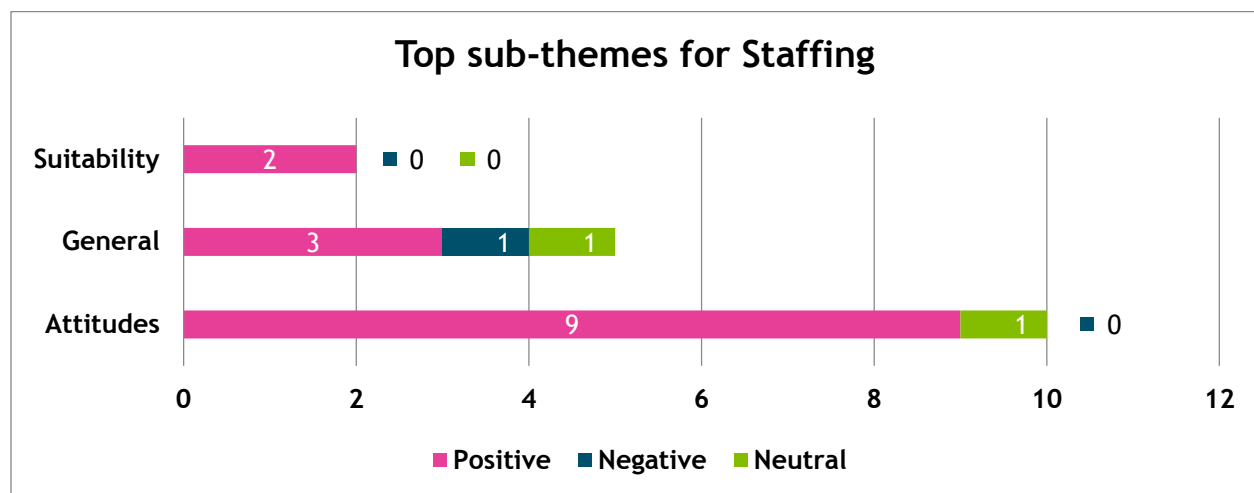
Neutral Comments:

- *“The treatment is effective but getting an appointment is very difficult”- **Child Development***
- *“There is not much waiting for the assessments. It's very helpful for me”- **Speech & Language***
- *“They don't offer a follow-up appointment time and day which was very inconvenient”- **Occupational therapy***

4). **Staffing** was the fourth most frequently mentioned theme. It was applied 17 times, 82% (n.14) being positive, 6% (n.1) negative and 12% (n.2) neutral. The high proportion of positivity indicates that the parents & carers were pleased with staffing.

Themes & Sub-themes	Count	Positive	Negative	Neutral
Staffing	17	82%	6%	12%
Attitudes	10	90%	0%	10%
General	5	60%	20%	20%
Suitability	2*	100%	0%	0%

*Count falls below the minimum required for valid sentiment analysis.



Key Findings:

The Staffing Attitudes sub-theme was the most frequently mentioned. It was applied on 10 counts of reviews, 90% (n.9) were positive and 10% (n.1) was neutral. The positive sentiment indicates the parents & carers were extremely pleased with the attitude of staff at the clinic.

Positive comments:

- “The therapist is polite and does the exercise gently and makes my child comfortable”- **Physiotherapy**
- “The staff are professional and friendly. Always received warmly by the reception have no issues so far”- **Audiology**
- “The doctors are good. They take good care of my son. They are very helpful. They give enough time to my son”- **Occupational therapy**

Negative comments:

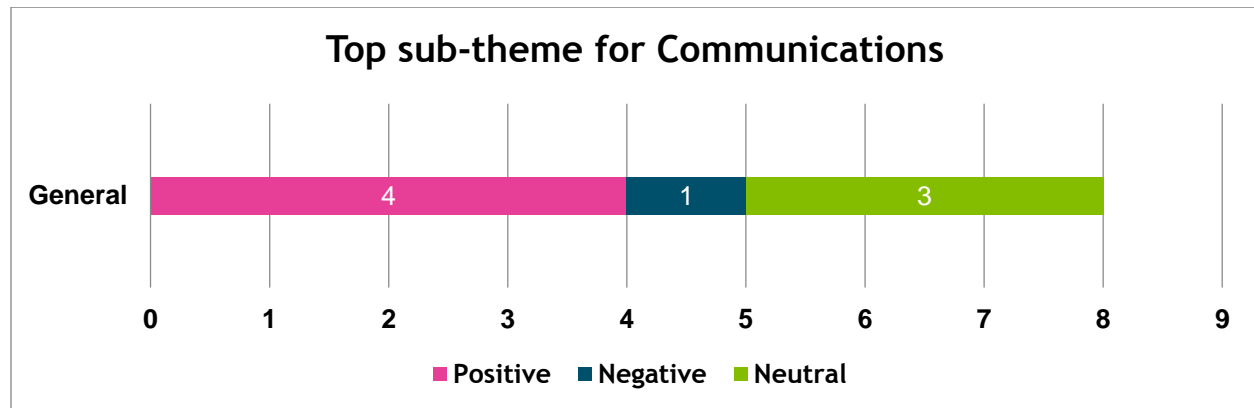
- *“The staff at reception is a bit rude; they don’t respond to my queries.”- Audiology*

Neutral comments:

- *“The reception staff are always busy but still she responds patiently.”- Child Development*
- *“The staff at reception shows attitude but overall staff are good, and they are polite”- Speech & Language therapy*

5). Communications This theme determines the general communications between the service provider and parents & carers. It was applied 8 times, 50% (n.4) were positive, 12% (n.1) was negative and 38% (n.3) were neutral.

Themes & Sub-themes	Count	Positive	Negative	Neutral
Communication	8	50%	12%	38%
General	8	50%	12%	38%



Key Findings: The sub-theme in relation to general communication was the most applied. It was applied on 8 counts of reviews, 50% (n.4) being positive, 12% (n.1) was negative and 38% (n.3) were neutral. The positive reviews refer to the satisfaction of parents & carers receiving proper communication from the management whereas, the negative and neutral reviews indicate the dissatisfaction on the communication made. The negative and neutral reviews are equal to the number of positive reviews indicating lack of communication that needs improvement and suggesting recommendation.

Positive comments:

- “The staff makes a phone call to inform if there is any change in my appointment”- **Physiotherapy**
- “They always send regular updates”- **Child Development**

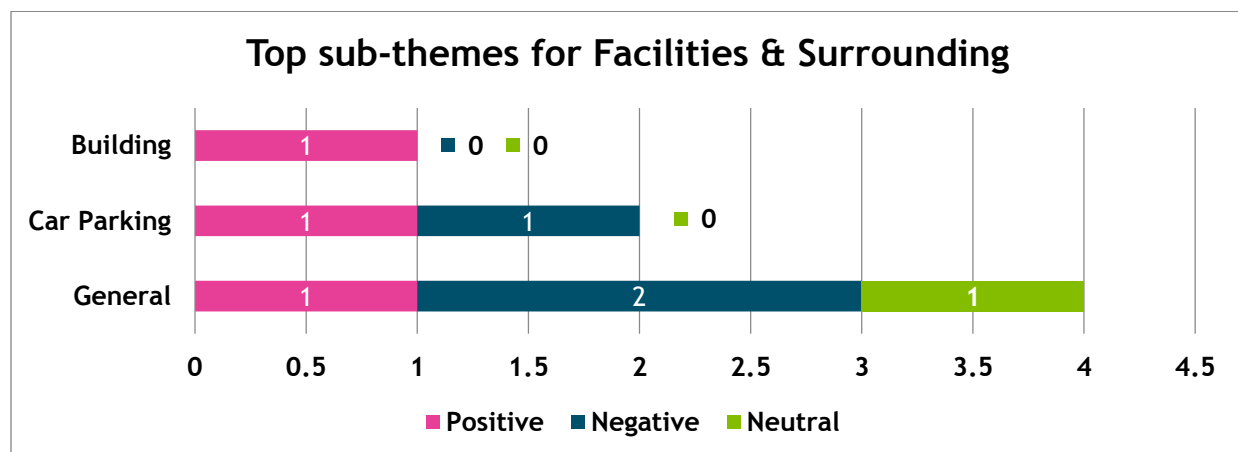
Neutral Comments:

- “It’s not always easy to get through over the telephone for reviews as they don’t communicate well or provide necessary information about the service”- **Speech Therapy**

6). **Facilities & Surroundings**, this was the least applied theme. It was applied 7 times, of which 43% (n.3) were positive, 43% (n.3) were negative and 14% (n.1) were neutral. The equal proportion of positive and negative sentiment reveals that parents & carers were equally satisfied and dissatisfied with the facilities available at Carmelita House. This indicates that improvement needs to be made in this area.

Themes & Sub-themes	Count	Positive	Negative	Neutral
Facilities & Surrounding	7	43%	43%	14%
Building	1*	100%	0%	0%
Car Parking	2*	50%	50%	0%
General	4*	25%	50%	25%

*Count falls below the minimum required for valid sentiment analysis.



Key Findings:

The sub-theme relating to General facilities & surrounding was most frequently mentioned. It was applied 4 times, 25% (n.1) being positive, 50% (n.2) negative and 25% (n.1) neutral. The high ratio of negative sentiment represents the disappointment of parents & carers on the facilities at Carmelita House building.

Positive comments:

- *“The clinic is well managed, and they always maintain the tidiness. All my visits are pleasant and hassle-free”- **Physiotherapy***
- *“Very clean and the toilets are always tidy”- **Audiology***
- *“There are no sharp edges anywhere in the building so it's very safe”- **Occupational therapy***

Negative comments:

- *“1st visit, the place doesn't look clean and child friendly. The soft play area is not so nice”- **Speech & Language***
- *“Car parking is a big issue. They don't have parking here. The public parking is quite far.”- **Child Development***

Overview Analysis - Service Categories

In this section, an overview of each service category is given with the help of themes & trends analysis.

Each patient is asked to give an overall rating out of 5 stars for the service. Star ratings between 1 & 2 indicate a negative response, while star ratings between 4 & 5 indicate a positive response. A star rating of 3 is categorized as “neutral”. The star rating experience tells us that service with a 1 & 2 is one that generally requires improvement in one or more areas and therefore may be beneficial to keep on review.

Each comment is reviewed and up to six themes and sub-themes may be applied to the comment (see **Appendix-2** page no. 78 for a full list). For each theme applied to a review, a positive, negative, or neutral ‘sentiment’ is given.

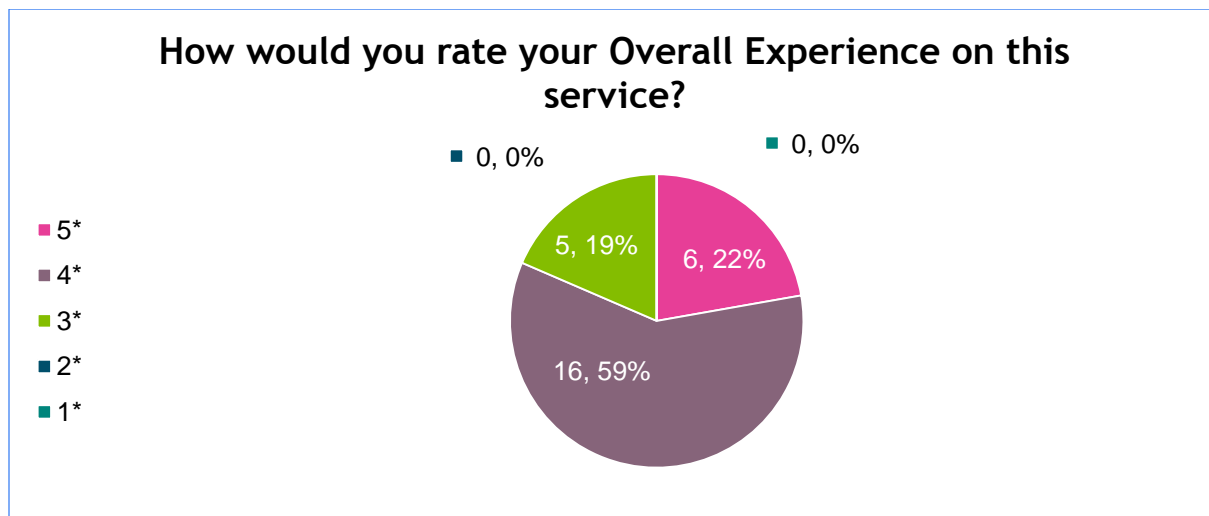
Ealing Paediatrics Physiotherapy Service for Children with Additional Needs - Overview

The table underneath presents the number of reviews found for this service and provides a breakdown of positive, negative, neutral, and total reviews for this service, based on the overall star rating provided.

Paediatrics Physiotherapy Service	Count
No. of reviews	27
Positive	81%
Negative	0%
Neutral	19%

27 parents & carers gave feedback on this service; overall, 81% (n.22) responses were positive and 19% (n. 5) responses were neutral. This service recorded the highest number of positive responses and there were no negative responses found.

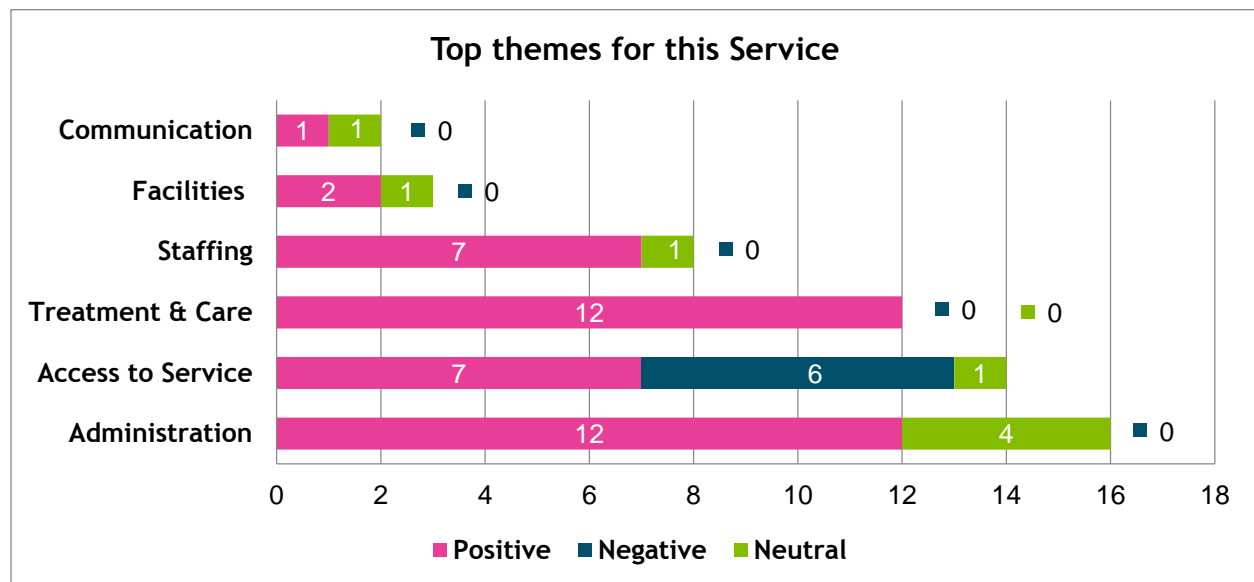
The pie chart shows the breakdown of star ratings when the parent & carer were asked to rate their overall experience of this service. The 4-star rating received the highest proportion of reviews (n.16), followed by the 5-star rating (n.6).



The table overleaf illustrates a breakdown of the top themes applied for each parent & carer comment.

Themes	Count	Positive	Negative	Neutral
Administration	16	75%	0%	25%
Access to Service	14	50%	43%	7%
Treatment & Care	12	100%	0%	0%
Staffing	8	87%	0%	13%
Facilities	3*	67%	0%	33%
Communication	2*	50%	0%	50%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

There were 55 reviews collected for this service category. The most applied theme was Administration, with 16 reviews. It was noteworthy that the theme Treatment & Care achieved 100% (n.12) positive feedback followed by Staffing, 87% (n.7) were positive. Suggesting that most patients are happy with staff attitudes and the quality of care they received. While the theme Access to Service was the only area to receive negative feedback, the themes identified suggest that some parents & carers have difficulty in accessing the services.

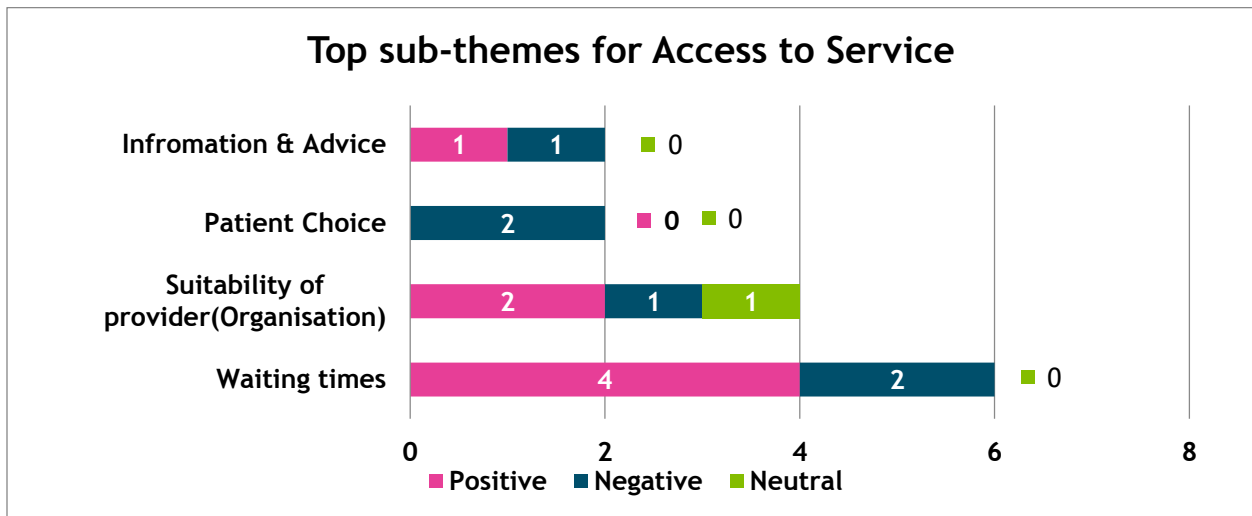
Administration remains the most applied theme for this service category. It was applied on 16 counts to reviews, with 75% (n.8) of these being positive, 0% (n.0) negative and 25% (n. 4) were neutral.

The sections overleaf represent a breakdown of top sub-themes for each main theme in a table and a bar chart including the total count and the sentiments on the number of reviews. This is followed by examples of positive, negative, and neutral sentiments where relevant.

1. Access to Service:

Themes & Sub-themes	Count	Positive	Negative	Neutral
Access to Service	14	50%	43%	7%
Information & Advice	2*	50%	50%	0%
Patient Choice	2*	0%	100%	0%
Suitability of provider(Organization)	4*	50%	25%	25%
Waiting Times	6	67%	33%	0%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

The sub-theme Waiting Times was most frequently mentioned for the theme Access to Service. It was applied 6 times, 67% (n.4) being positive, and 33% (n.2) negative, caused by the long waiting for appointments. All comments about Patient Choice were 100% (n.2) were negative in sentiment. The highest reviews of negativity are caused by ignoring patient choices for appointment bookings.

Positive reviews:

- “Always seen on time, never been waiting too long to see the therapist. Always on time.”
- “The appointment was made by the GP so it’s comfortable for us. The service centre is quite accessible since it’s on the main road and good for commuting with public transport.”

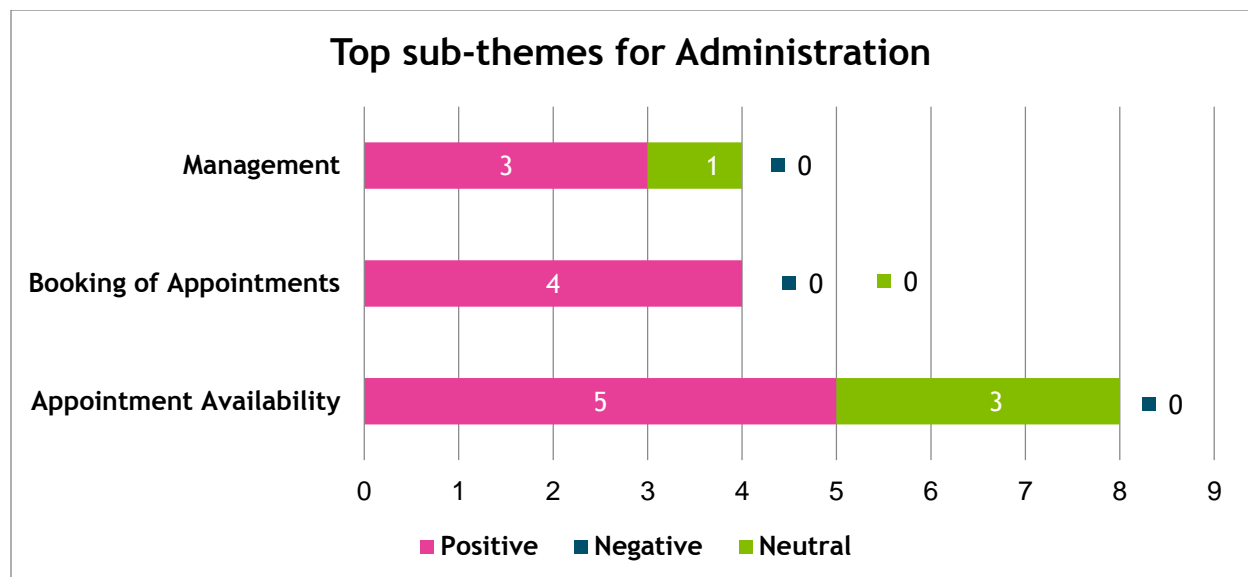
Negative reviews:

- “They did not give me a choice to choose the appointment. I’m bound to accept their appointment otherwise I need to wait for 12 weeks.”
- “There is a long waiting time and after waiting for so long you feel depressed.”

2. Administration:

Themes & Sub-themes	Count	Positive	Negative	Neutral
Administration	16	75%	0%	25%
Appointment Availability	8	63%	0%	37%
Booking of Appointments	4*	100%	0%	0%
Management	4*	75%	0%	25%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

Appointment availability remains the most frequently mentioned sub-theme for the Administration theme. It was applied on 8 counts to reviews, with 63% (n. 5) of these being positive and 27% (n. 3) neutral.

Positive reviews:

- “Referred by GP, appointment was made by the GP as well. So, it’s convenient.”
- “The process of booking of an appointment is hassle-free.”

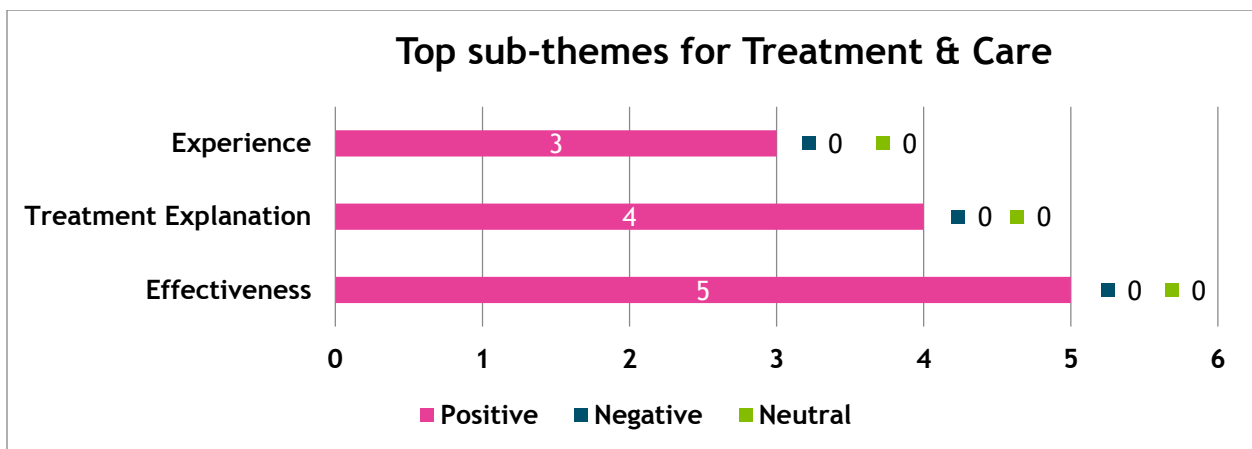
Neutral reviews:

- “Getting the first appointment is quite difficult but once you get through it than everything is smooth.”
- “So far very happy with the service but they should manage the appointments more proactively.”

3. Treatment & Care:

Themes & Sub-themes	Count	Positive	Negative	Neutral
Treatment & Care	12	100%	0%	0%
Effectiveness	5	100%	0%	0%
Experience	3*	100%	0%	0%
Treatment Explanation	4*	100%	0%	0%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

The sub-themes for Treatment and Care were all positive. Effectiveness had the highest review with a 100% (n. 5) positive sentiment. The second highest review of that category was Treatment Explanation with 100% (n. 4) of positive reviews.

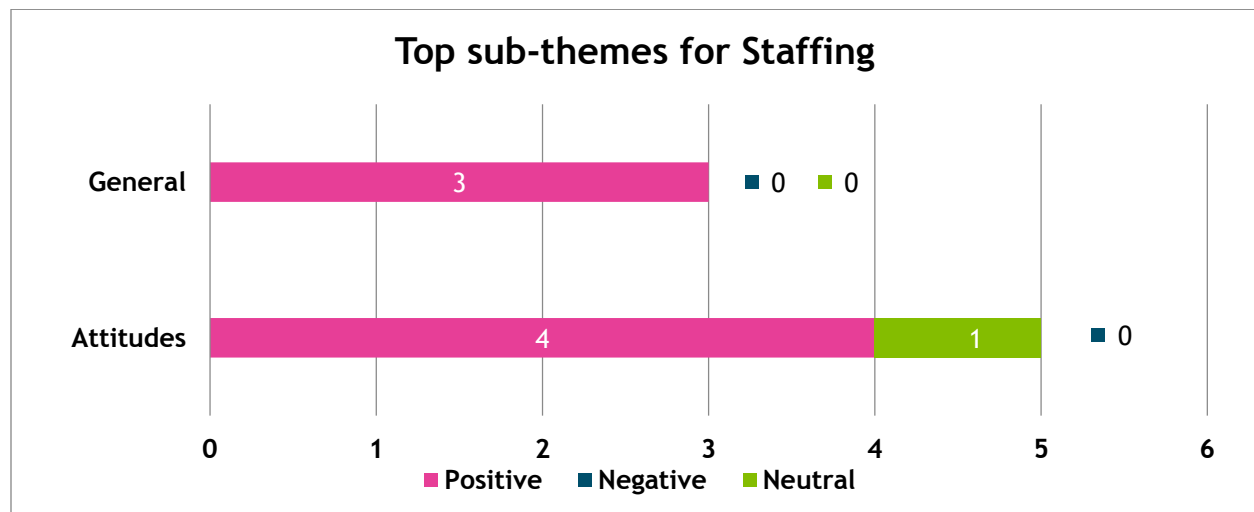
Positive reviews:

- “There is a remarkable improvement in her legs after the sessions. They review every time and ask to practice some exercises at home.”
- They always listen to my queries and suggest recommendations”
- “The doctors & therapists are excellent; my son had a hand fracture he recovered speedily after every session, very helpful.”

4. Staffing:

Themes & Sub-themes	Count	Positive	Negative	Neutral
Staffing	8	87%	0%	13%
Attitudes	5	80%	0%	20%
General	3*	100%	0%	0%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

The sub-theme relating to Attitudes for the Staffing theme received the most counts of reviews. It had 5 counts of reviews, with 80% (n. 4) being positive, 0% (n. 0) negative and 20% (n. 1) neutral.

Positive reviews:

- “The staff are polite and helpful”, the clinic is well managed.”
- “Reception staff are nice, knowledgeable and helpful.”

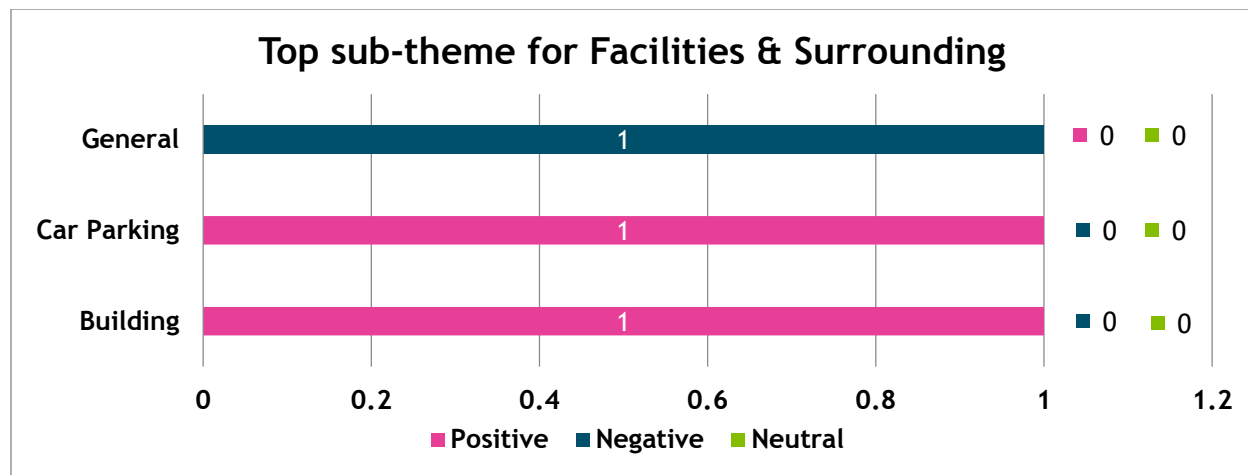
Neutral review:

- “Staff are nice but sometimes they sound a bit rude and ignore my queries.”
- “Always received warmly by the reception only some instances when the staff seem busy and ignore queries other than that have no issues so far.

5. Facilities & Surroundings:

Themes & Sub-themes	Count	Positive	Negative	Neutral
Facilities & Surrounding	3	67%	0%	33%
Building	1*	100%	0%	0%
Car Parking	1*	100%	0%	0%
General	1*	0%	100%	0%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

The reviews for sub-themes were mostly positive. The positive reviews indicate the parents & carers satisfaction in this service category. Only one review found to be negative on the sub-theme general facilities as the parent complained of having issues with the unavailability of a mobile hoist to carry physically challenged children. Highlighting an issue of concern, that needs a recommendation.

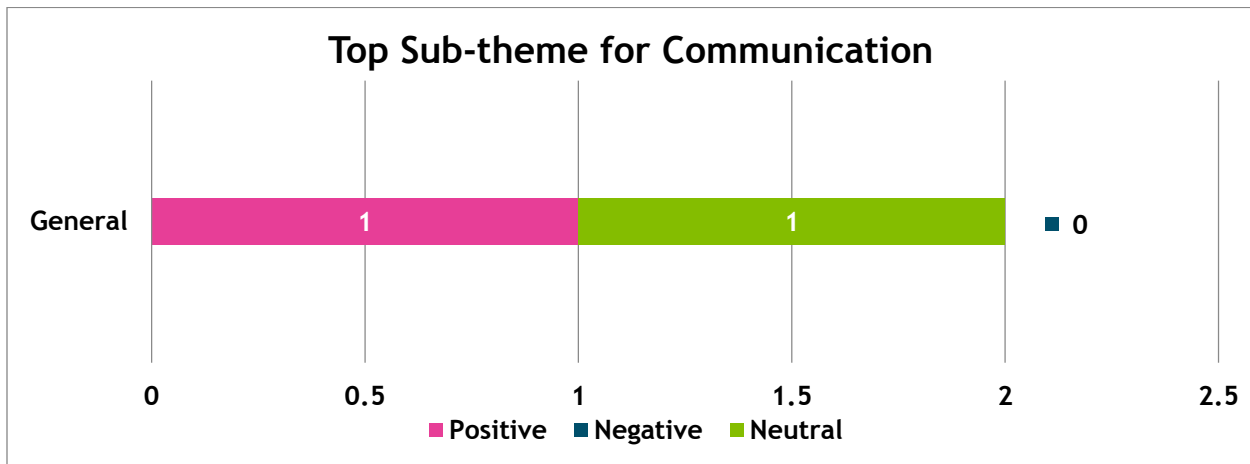
Positive reviews:

- “They provide good facilities overall but there is no car parking at the clinic, but parking is not too far. No problem at all.”
- “The soft play area is nice and safe for kids.”

6. Communication:

Themes & Sub-themes	Count	Positive	Negative	Neutral
Communication	2*	50%	0%	50%
General	2*	50%	0%	50%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

The top sub-theme relating to General received a mixed response from the parents & carers; the proportion of positive and neutral review was 50% (n. 1) for each. The equal split between positive and neutral suggests that there may be room for improvement in the communication between the parents and the service providers.

Positive reviews:

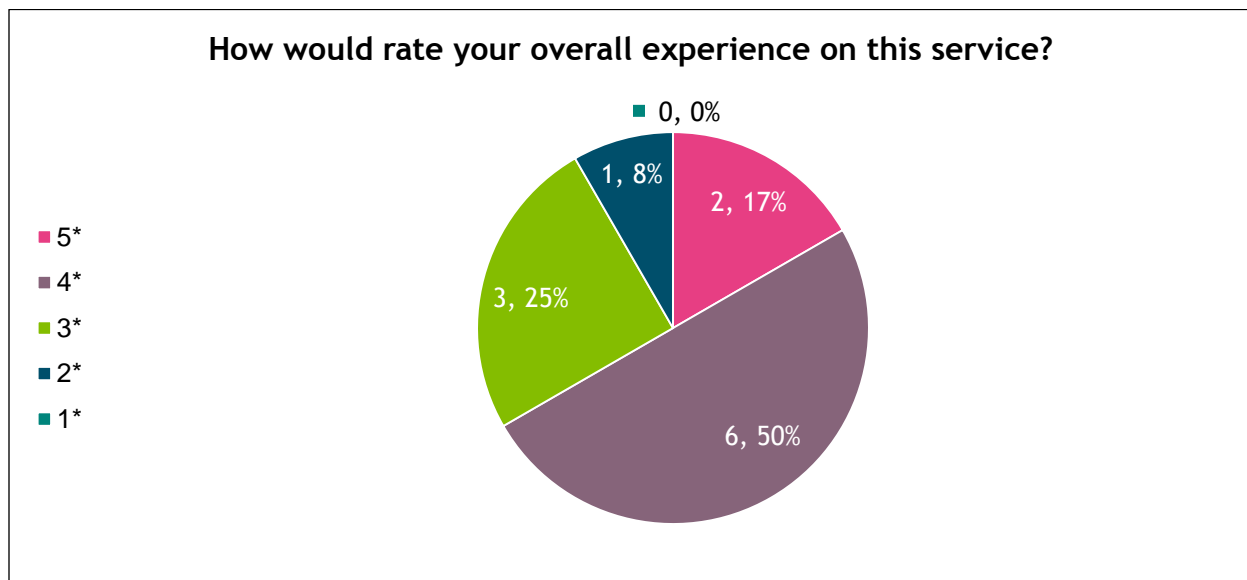
- “They send regular leaflets and updates.”
- “They always communicate if there is any change by the service provider.”

Ealing Paediatrics Speech & Language Therapy Service - Overview

This table below shows the number of reviews found for this service and a breakdown of positive, negative, neutral, and total reviews for this service based on the overall star rating provided.

Speech & Language Therapy	Count
No. of reviews	12
Positive	58%
Negative	17%
Neutral	25%

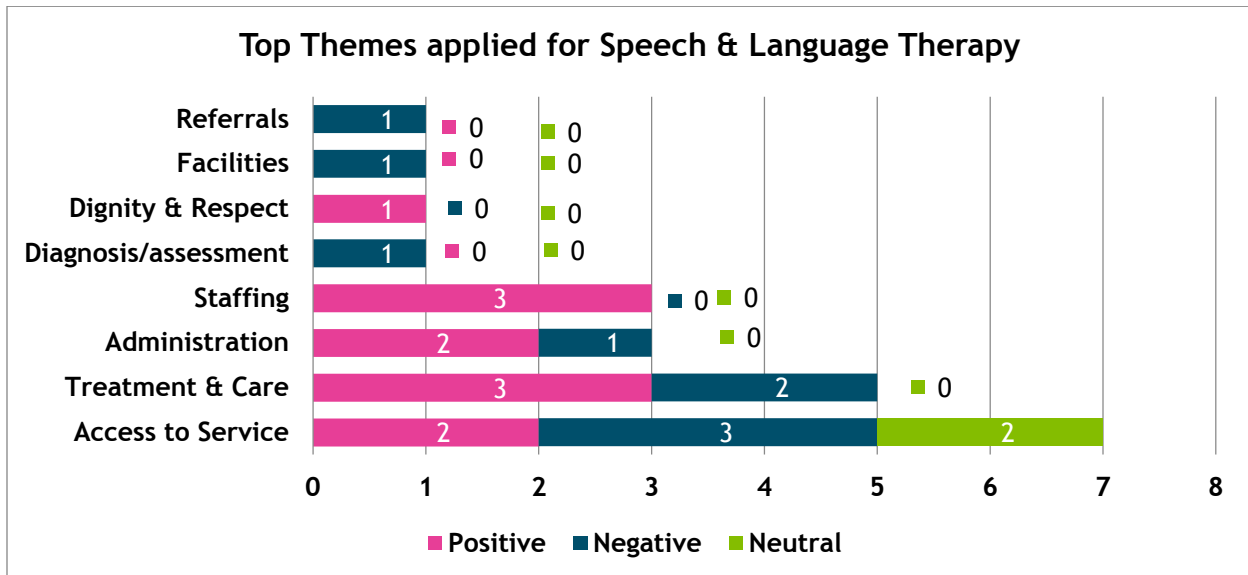
The number of parent & carer reviews received for this service category is 12. 58% (n. 7) were positive, 17% (n.2) negative and 25% (n. 3) neutral.



The table overleaf illustrates the breakdown of themes & subtheme reviews on the 12 parents & carers comments. There are eight themes and subsequent sub-themes are applied on each parent & carer comment.

Theme/Sub- themes	Count	Positive	Negative	Neutral
Access to Service	7	28%	44%	28%
Treatment & Care	5	60%	40%	0%
Administration	3*	67%	33%	0%
Staffing	3*	100%	0%	0%
Diagnosis/assessment	1*	0%	100%	0%
Dignity & Respect	1*	100%	0%	0%
Facilities	1*	0%	100%	0%
Referrals	1*	0%	100%	0%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

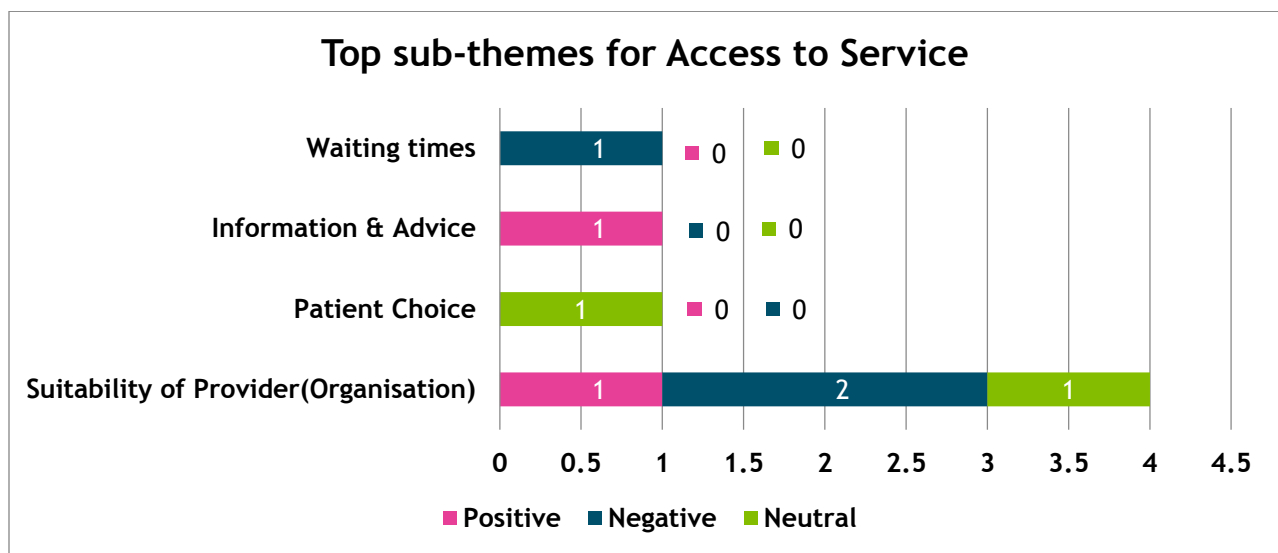
There are 22 counts of reviews applied on eight themes for this service. The most frequently applied theme was Access to Service; it was applied on 7 counts of reviews, with 29% (n.2) of these being positive, 43% (n.3) negative and 29% (n.2) neutral.

Treatment & Care was the second most applied theme with 5 counts, 60% (n.3) being positive and 40% (n.2) negative. Parents and carers cited delays in the improvement of the child condition due to lack of support and treatment effectiveness as reasons for the negative sentiments.

1. Access to Service:

Theme & Sub- themes	Count	Positive	Negative	Neutral
Access to Service	7	28%	44%	28%
Information & Advice	1*	100%	0%	0%
Patient Choice	1*	0%	0%	100%
Suitability of Provider (Organisation)	4*	25%	50%	25%
Waiting times	1*	0%	100%	0%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

The sub-theme relating to Suitability of Provider (Organisation) was most frequently mentioned. It was applied 4 times, 25% (n.1) being positive, 50% (n.2) negative and 25% (n.1) neutral. As the negative sentiment received the highest number of applications, this highlights that parents & carers were unsatisfied with the service provider.

Positive reviews:

- “They send a list of therapies which need to be done at regular intervals.”
- “They prioritize my convenience for booking appointments.”

Neutral reviews:

- “Waiting time can sometimes be long; the staff are very nice and helpful.”

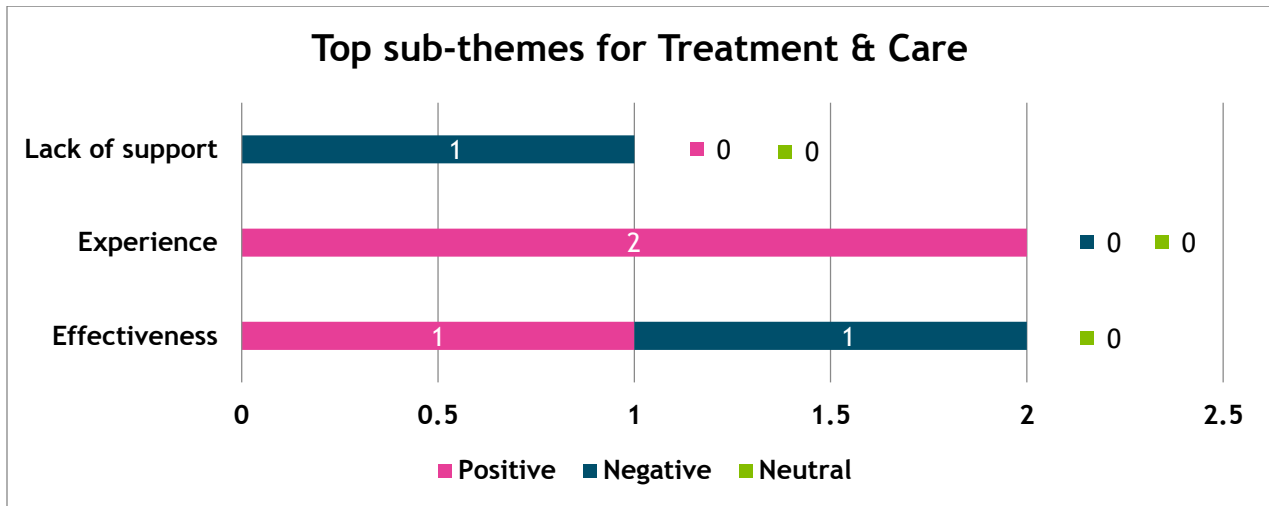
Negative reviews:

- “Lack of communication, they should make some arrangements for regular communication.”
- “I wait for more than 12 weeks to get an appointment; this leads to a delay in speech.”

2. Treatment & Care:

Theme & Sub- themes	Count	Positive	Negative	Neutral
Treatment & Care	5	60%	40%	0%
Effectiveness	2*	50%	50%	0%
Experience	2*	100%	0%	0%
Lack of support	1*	0%	100%	0%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

The sub-themes relating to Treatment Effectiveness & Experience were most frequently mentioned, with two counts of reviews for each sub-theme. The Treatment Experience sub-theme received wholly positive reviews 100% (n.2) - whereas the sub-theme Effectiveness received 50% (n.1) positive and 50% (n.1) negative reviews.

Positive reviews:

- “The doctors are good. They take good care of my son, answer my queries very patiently, they are very helpful.”
- “My child is improving with every session. I would highly recommend these services.”

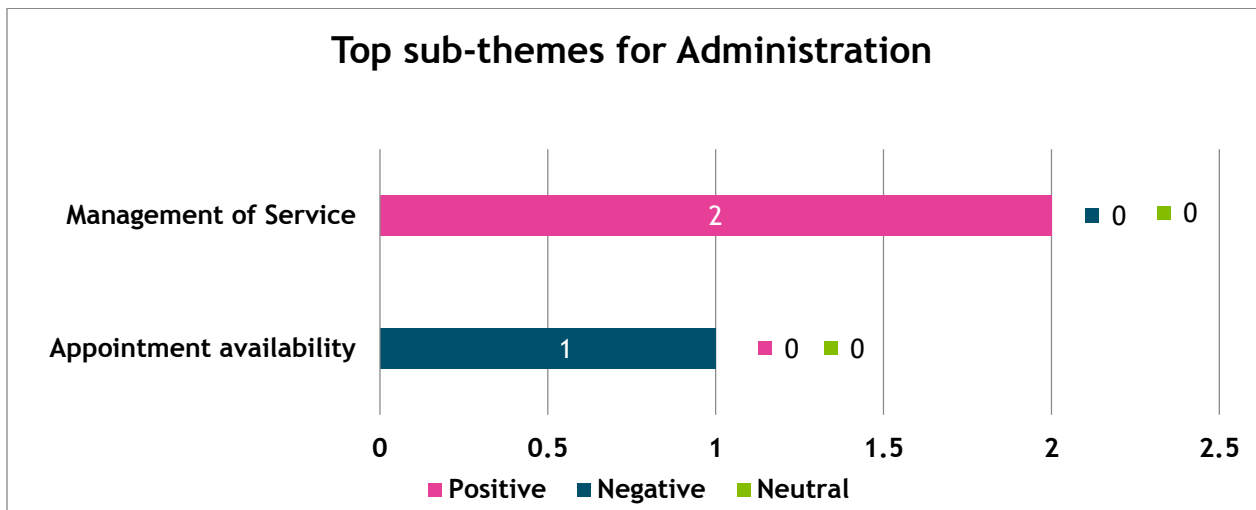
Negative reviews:

- “It’s taking a long time, no improvement yet. I’m not satisfied with their service.”

3. Administration:

Theme & Sub- themes	Count	Positive	Negative	Neutral
Administration	3*	67%	33%	0%
Appointment availability	1*	0%	100%	0%
Management of Service	2*	100%	0%	0%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

Management of Service was the most applied sub-theme with 2 counts, both of which were positive. This indicates that parents and carers are satisfied with the management of the service.

Positive reviews:

- “They manage well with the appointments for regular assessments and reviews.”
- “Always send regular updates well in advance for the upcoming reviews.”

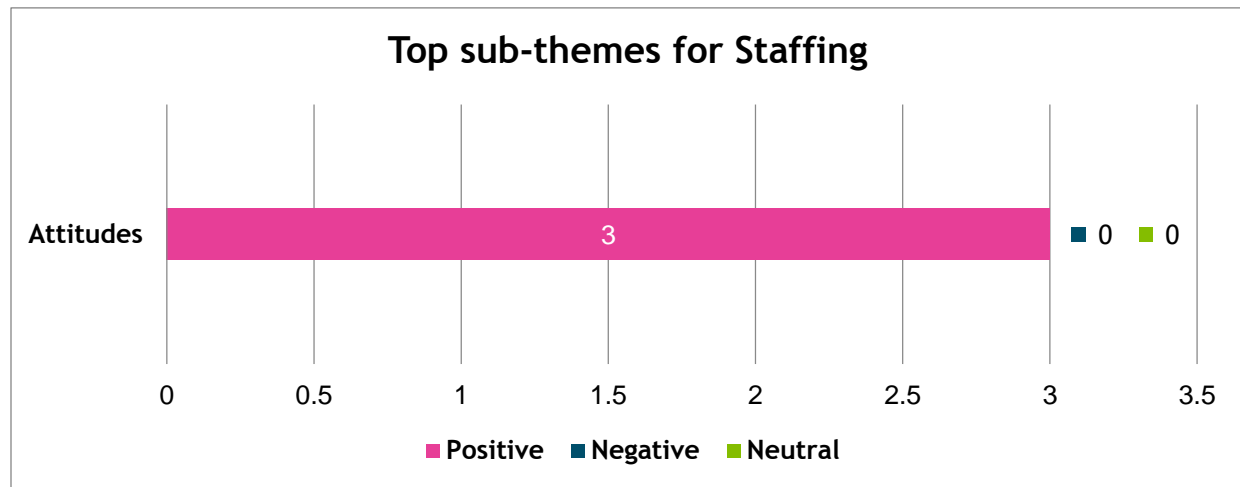
Neutral reviews:

- “Gaining an appointment is no issue but rescheduling is a tough job.”

4. Staffing:

Theme & Sub- themes	Count	Positive	Negative	Neutral
Staffing	3*	100%	0%	0%
Attitudes	3*	100%	0%	0%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

Attitudes were the only sub-theme applied to the main Staffing theme. It was applied 3 times, 100% (n.3) being positive. The parents & carers spoke highly of the staff attitude.

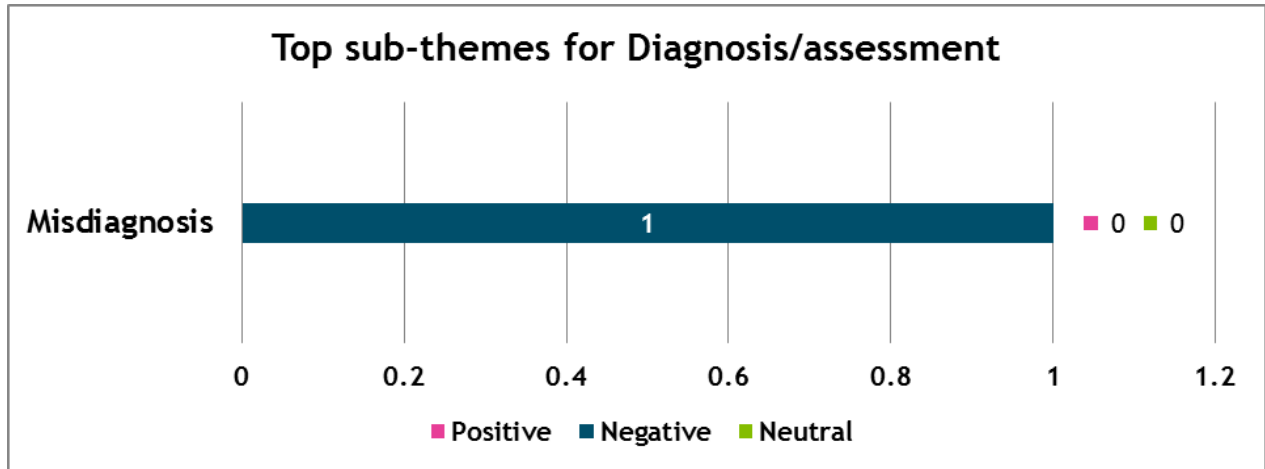
Positive reviews:

- “They treat everyone with respect. Treat people of colour fairly. Sometimes I see at different GP centers people treat people of colour differently.”
- “Always received warmly by the staff. They respond to all my queries.”

5. Diagnosis/assessment:

Theme & Sub- themes	Count	Positive	Negative	Neutral
Diagnosis/assessment	1*	0%	100%	0%
Misdiagnosis	1*	0%	100%	0%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

The sub-theme relating to Misdiagnosis was applied once; 100% (n.1) being negative. This review raises an issue of concern which needs to be looked after by the service provider.

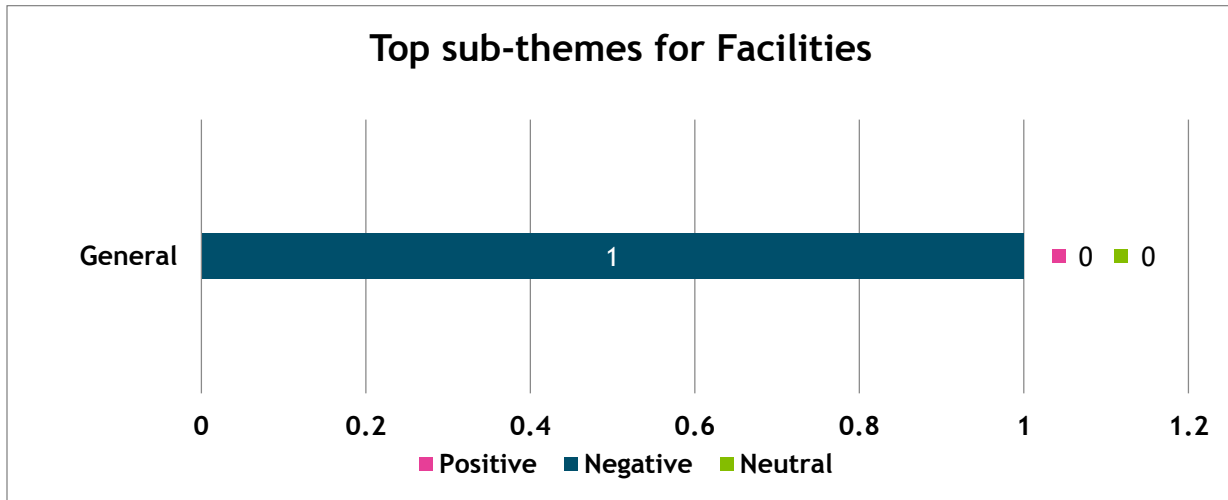
Negative reviews:

- *“I had two bad experiences with the two trainee pediatricians. The therapist has a good reputation, but I think he didn't understand my child's case and misjudged my daughter. The therapist did misdiagnosis that's why she did not get the proper treatment and support when she was 6 years old. Those results in delays in her development now she is 16 years old but still not recovered.”*

6. Facilities:

Theme & Sub- themes	Count	Positive	Negative	Neutral
Facilities	1*	0%	100%	0%
General	1*	0%	100%	0%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

The sub-theme General was applied just once, with a 100% (n.1) negative response. The negative review draws our attention towards the need in general facilities improvement.

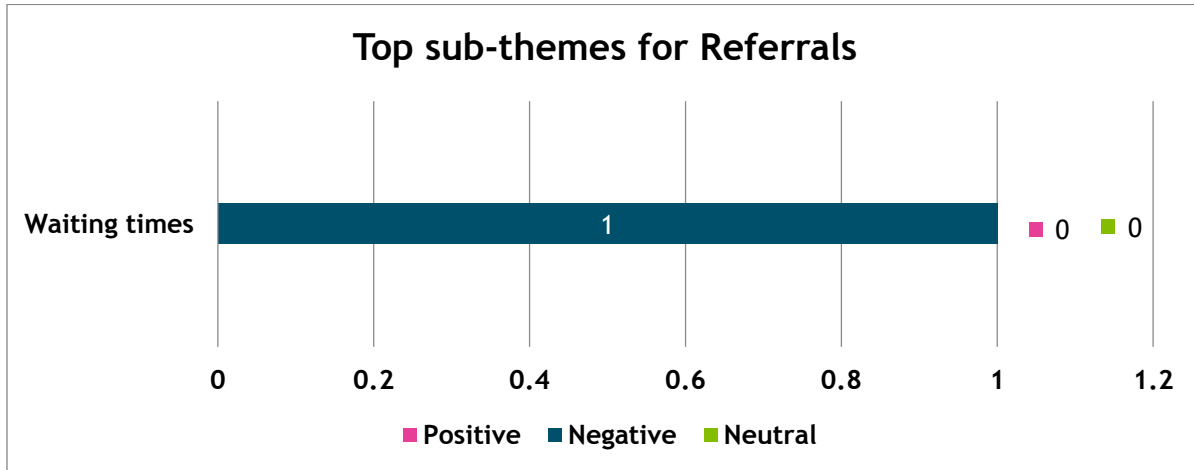
Negative reviews:

- “The facilities are not so good; the soft play area has not enough activities to keep the children engaged during the waiting times for appointment consultations.”

7. Referrals:

Theme & Sub- themes	Count	Positive	Negative	Neutral
Referrals	1*	0%	100%	0%
Waiting times	1*	0%	100%	0%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

The sub-theme Referrals was also applied to just one review, with a 100% (n.1) negative, caused by the delays in gaining an appointment for self-referrals.

Negative reviews:

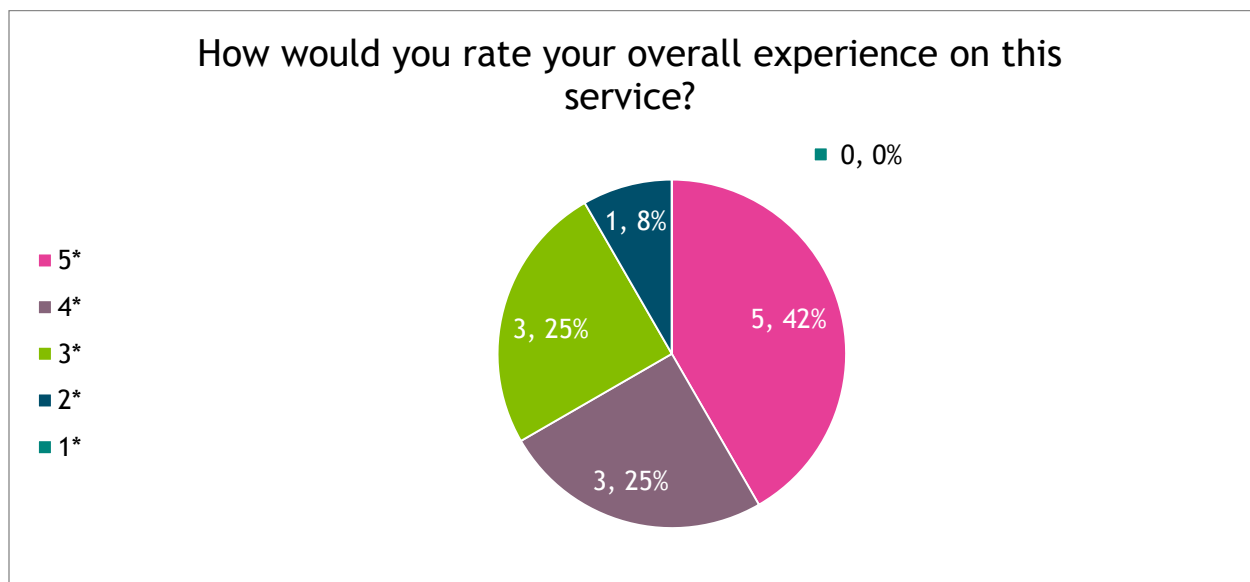
- *“Very difficult to get an appointment when you do self-referral, need to wait more than 12 weeks to get one.”*

Ealing Paediatrics Audiology Service for Children with Additional Needs - Overview

This table below shows the number of reviews found for this service and a breakdown of positive, negative, neutral, and total reviews for this service based on the overall star rating provided.

Paediatric Audiology Service	Count
No. of reviews	12
Positive	67%
Negative	8%
Neutral	25%

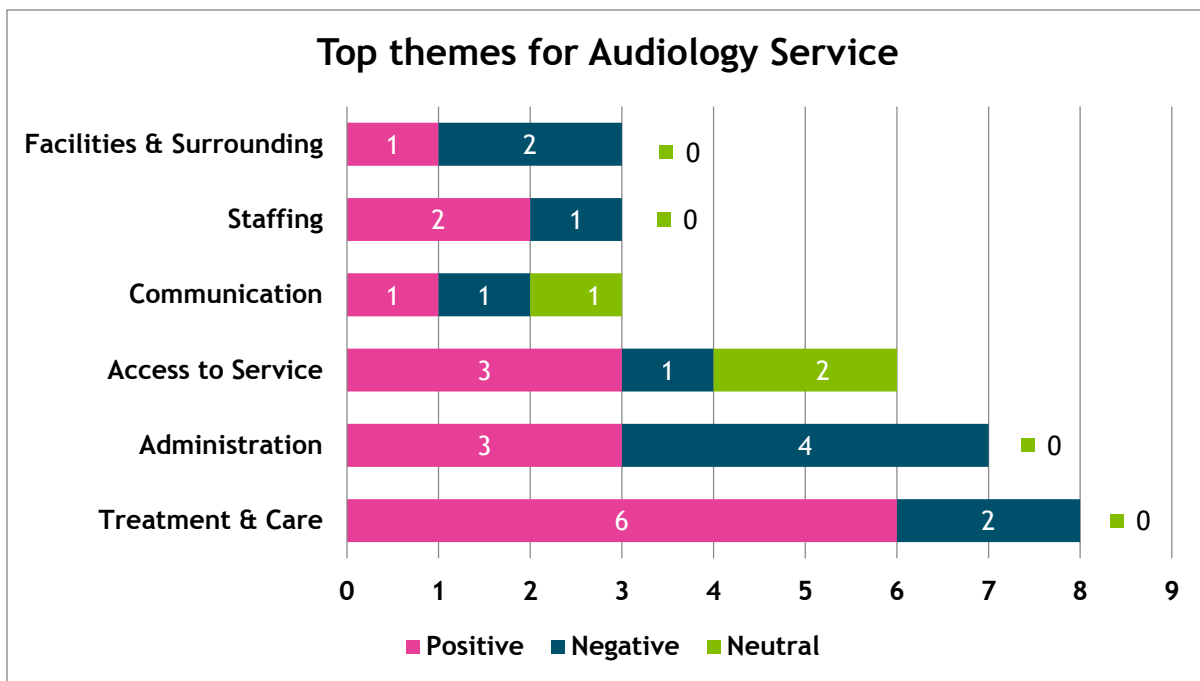
The number of parent & carer reviews received for this service category was 12: 67% (n.8) being positive, 8% (n.1) negative and 25% (n.3) neutral in sentiment.



The table overleaf illustrates the breakdown of themes & a subtheme reviews on the 12 parents & carers comments. There are 8 themes and subsequent sub-themes are applied on each parent & carer comment.

Themes	Count	Positive	Negative	Neutral
Access to Service	6	50%	17%	33%
Administration	7	43%	57%	0%
Staffing	3*	67%	33%	0%
Treatment & Care	8	75%	25%	0%
Communication	3*	34%	33%	33%
Facilities & Surrounding	3*	33%	67%	0%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

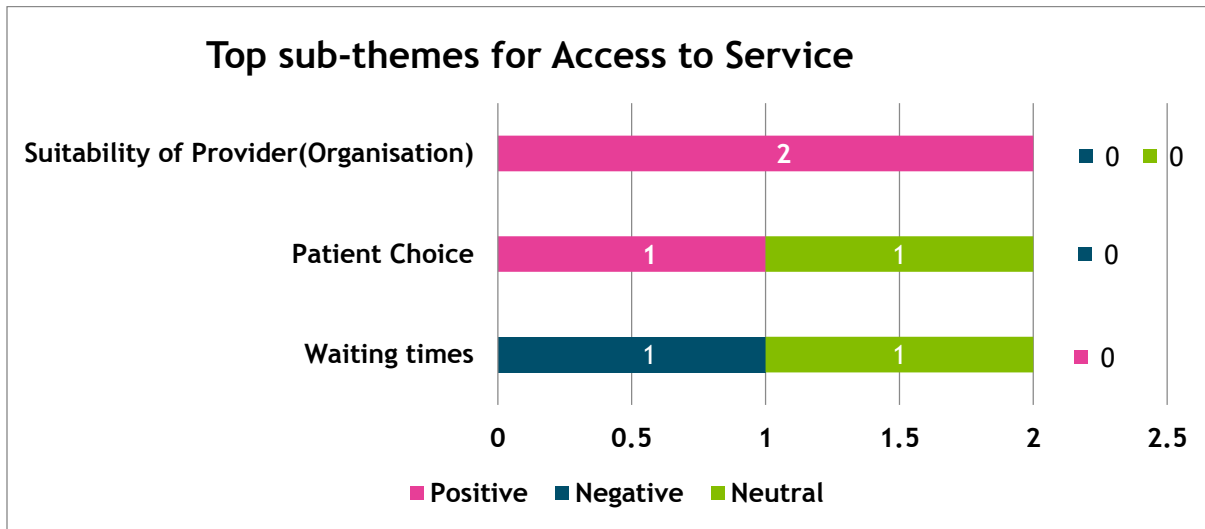
There are 30 counts of reviews applied across eight themes for this service category. The most frequently applied theme was Treatment & Care; it was applied on 8 counts of reviews, with 75% (n.6) of these being positive, 25% (n.2) negative and 0% (n.0) neutral.

Administration was the second most applied theme with 7 counts. 43% (n.3) were positive and 57% (n.4) negative; the high proportion of negativity was caused by long waiting times to gain an appointment.

1. Access to Service:

Theme & Sub-themes	Count	Positive	Negative	Neutral
Access to Service	6	50%	17%	33%
Waiting times	2*	0%	50%	50%
Patient Choice	2*	50%	0%	50%
Suitability of Provider (Organisation)	2*	100%	0%	0%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

All the sub-themes relating to Access to Service received an equal number of reviews and the only one to receive a negative was Waiting Times. It was applied 2 times; 50% (n.1) negative and 50% (n.1) were neutral. However, negative reviews highlights parents & carers were unsatisfied with the waiting times.

Positive reviews:

- “They informed me well in advance and gave me the chance to choose the appointment according to my convenience.”
- “They provided me with enough information on the procedure for a hearing test.”

Negative reviews:

- “My child felt distressed due to the long waiting times.”

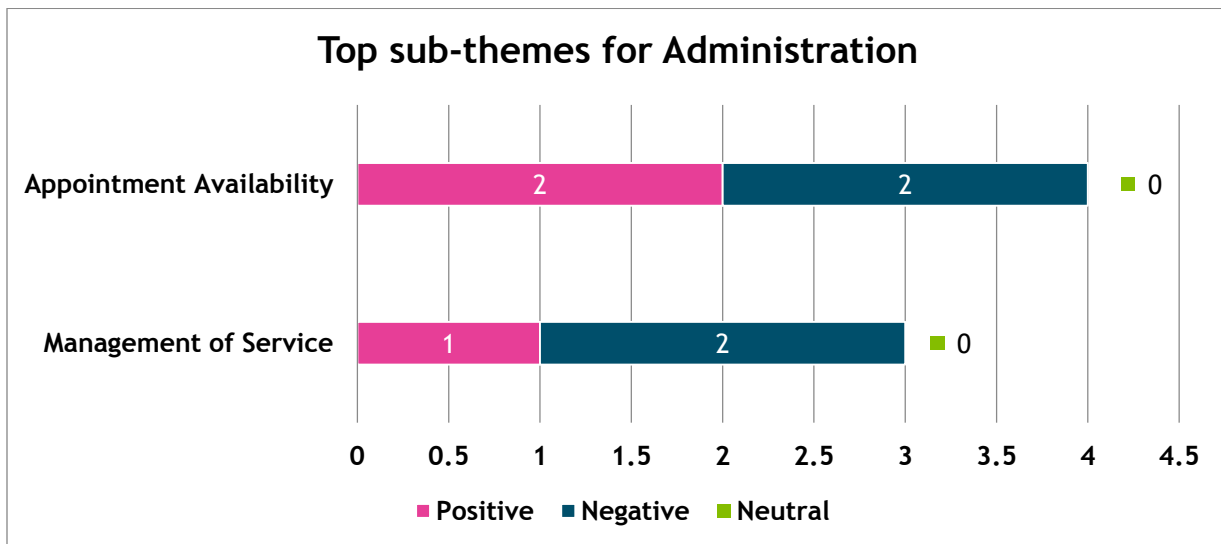
Neutral reviews:

- “This is my first appointment. It’s a bit annoying that there is no information cards found about the service.”

2. Administration:

Theme & Sub- themes	Count	Positive	Negative	Neutral
Administration	7	43%	57%	0%
Appointment availability	4*	50%	50%	0%
Management of Service	3*	33%	67%	0%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

The sub-theme Appointment Availability was highlighted most frequently. It was applied 4 times, with 50% (n.2) being positive, 50% (n.2) negative and 0% (n.0) neutral. Management of Service was the second most applied sub-theme; it was applied 3 times, with 33% (n.1) being positive and 67% (n.2) being negative. The count of negative reviews highlights lacking in the management of service.

Positive reviews:

- “Appointment was convenient as it is booked by the GP.”
- “Today I’m here for a hearing test. It’s been pleasant so far.”

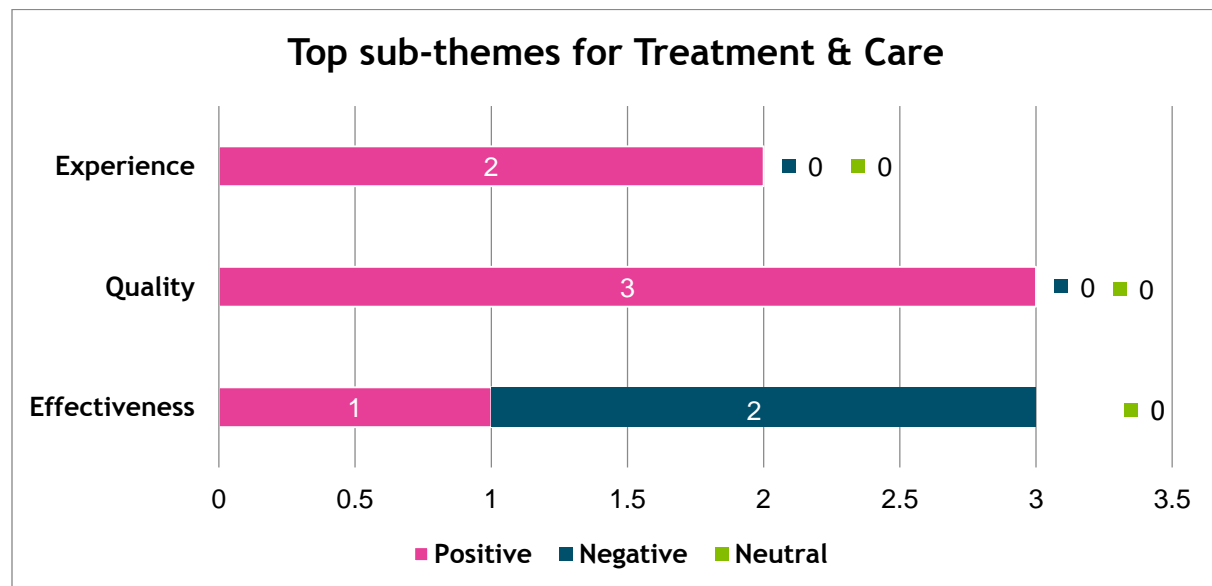
Negative reviews:

- “Getting the services hasn’t been so easy. Very difficult to get an appointment for the services. Rescheduling an appointment is even pathetic.”
- “Inefficient management systems don’t provide any information and response rate is zero.”

3. Treatment & Care:

Theme & Sub-themes	Count	Positive	Negative	Neutral
Treatment & Care	8	75%	25%	0%
Effectiveness	3*	33%	67%	0%
Experience	2*	100%	0%	0%
Quality	3*	100%	0%	0%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

The sub-theme relating to Quality & Effectiveness was mentioned equally. Both have applied 3 times, Quality received 100% (n.3) positive reviews whereas Effectiveness received 33% (n.2) positive and 67% (n.2) negative reviews. The positive reviews extremely praised the quality of care and effectiveness of treatment.

Positive reviews:

- “Each session was 30 minutes long which was very helpful.”
- “My child’s hearing ability improved with every hearing test.”

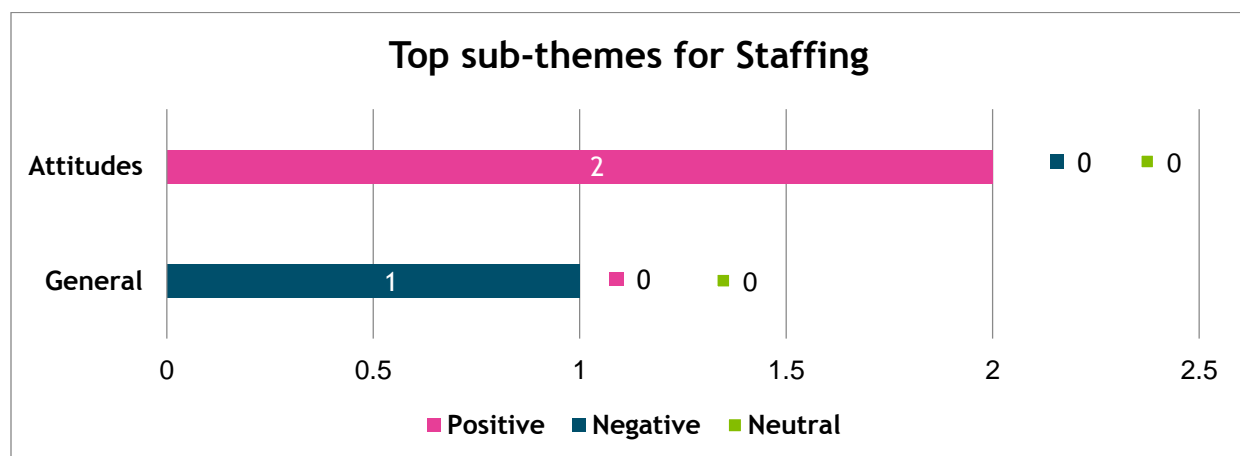
Negative reviews:

- “The Audiologist is always in a rush; he doesn’t explain much about the treatment. They are not providing much support.”
- “Second visit for the hearing test, in the first test my kid got distressed and it didn’t go well, so he couldn’t finish the test. Came today for a retest.”

4. Staffing:

Theme & Sub- themes	Count	Positive	Negative	Neutral
Staffing	3*	67%	33%	0%
Attitudes	2*	100%	0%	0%
General	1*	0%	100%	0%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

The sub-theme relating to Attitudes was mentioned most frequently. It was applied twice, with 100% (n.2) being positive, highlighting the immense satisfaction of parents & carers on staff attitudes. However, the sub-theme relating to General was applied only once with a negative review, causing the impolite behaviour of staff.

Positive reviews:

- “I don't come often but whenever I do everything is fine. The staff are nice, friendly and polite.”
- “The staff are nice, and they respond very quickly to all sorts of queries.”

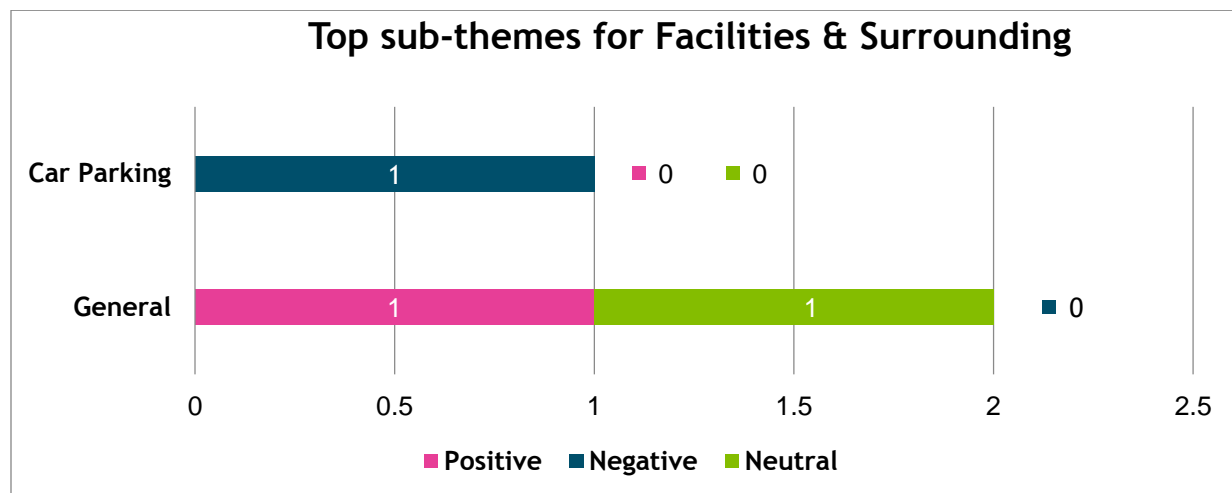
Negative reviews:

- “Staff at reception is impolite; she asked me to leave if I can't wait for my turn.”

5. Facilities:

Theme & Sub- themes	Count	Positive	Negative	Neutral
Facilities	3*	33%	67%	0%
General	2*	50%	50%	0%
Car Parking	1*	0%	100%	0%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

The sub-theme relating to General Facilities was mentioned most frequently, being applied twice, with 50% (n.1) positive and 50% (n.1) negative reviews.

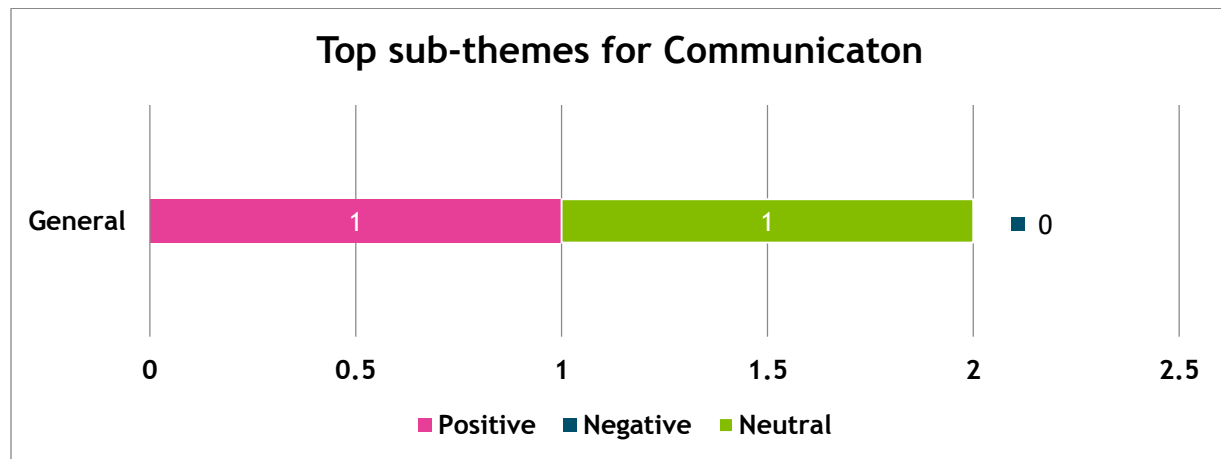
Positive reviews:

- *“All my visits were pleasant. The clinic is at a commutable place, no issues so far.”*

6. Communication:

Themes & Sub-themes	Count	Positive	Negative	Neutral
Communication	2*	50%	0%	50%
General	2*	50%	0%	50%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

The sub-theme General was the only one to be applied for the Communications theme. It was applied twice, with 50% (n.1) being positive and 50% (n.1) being neutral. The equal proportion of positive and negative reviews indicates that the parents & carers were both satisfied and dissatisfied with the general communications.

Positive reviews:

“Staff always communicates well and provides service information whenever asked for.”

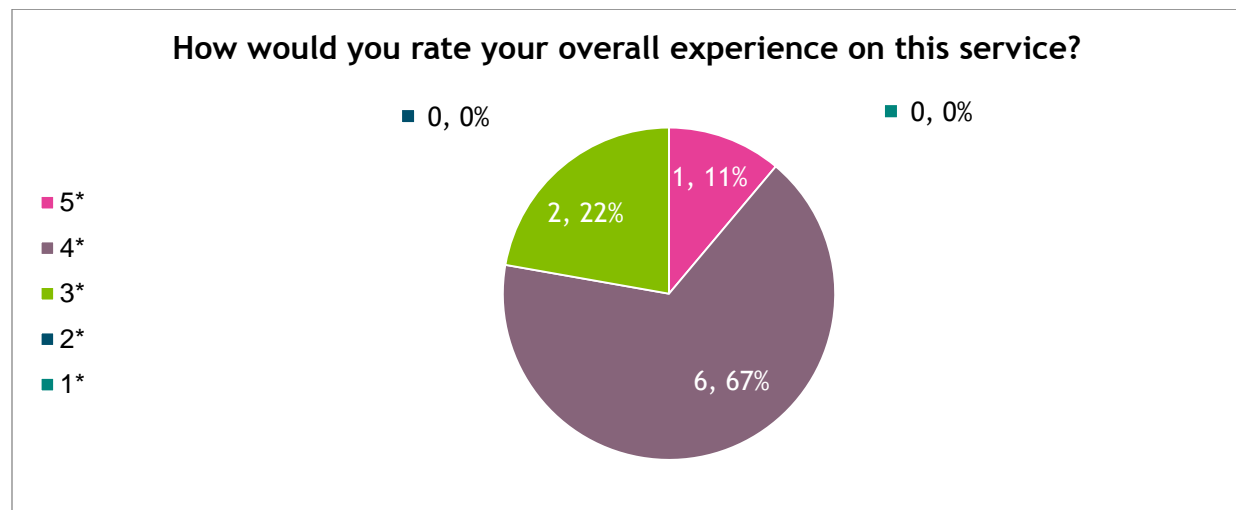
Ealing Paediatrics Child Development Team (CDT) Service for Children with Additional Needs - Overview

This table shows the number of reviews found for this service and a breakdown of positive, negative, neutral, and total reviews, based on the overall star rating provided.

Child Development Team (CDT)	Count
No. of reviews	9
Positive	78%
Negative	0%
Neutral	22%

The number of parent & carer reviews received for this service category was 9. Of these, 78% (n.7) were positive, 0% (n.0) was negative and 22% (n. 2) were neutral sentiments.

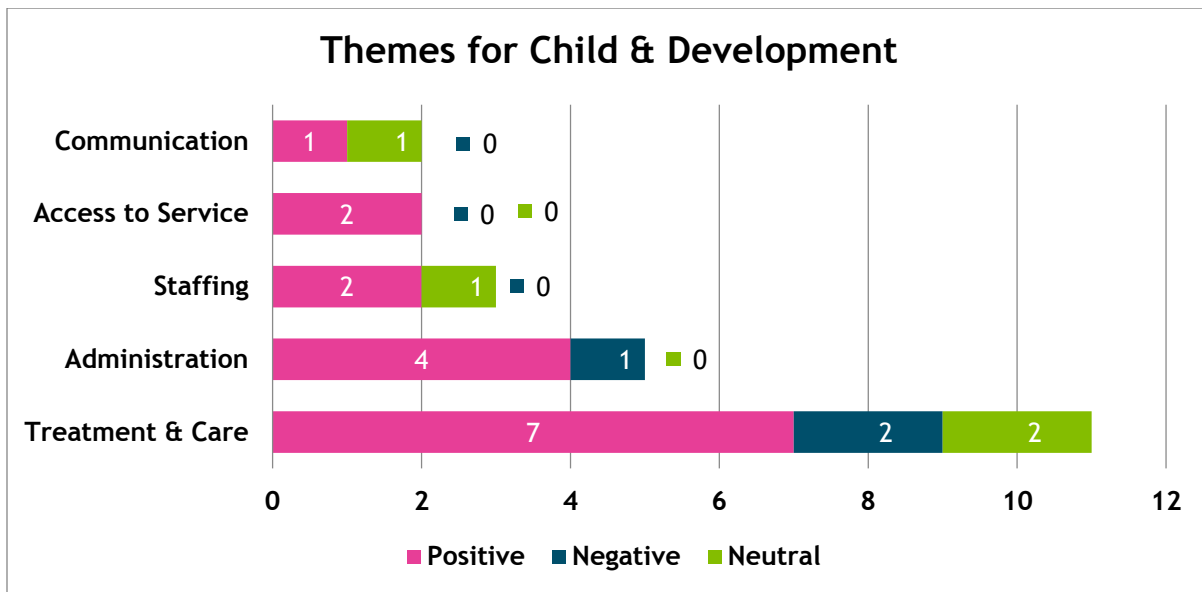
This pie chart shows the breakdown of star ratings for this service when the parents & carers were asked to rate their overall experience on this service category. The 4-star rating received the highest proportion of reviews, followed by the 2-star rating.



The table overleaf illustrates the breakdown of themes & sub themes reviews on the 9 parents & carers comments. Up to 5 themes and subsequent sub-themes were applied to each parent & carer comment.

Themes	Count	Positive	Negative	Neutral
Access to Service	2*	100%	0%	0%
Administration	5	80%	20%	0%
Staffing	3*	67%	0%	33%
Treatment & Care	11	64%	18%	18%
Communication	2*	50%	0%	50%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

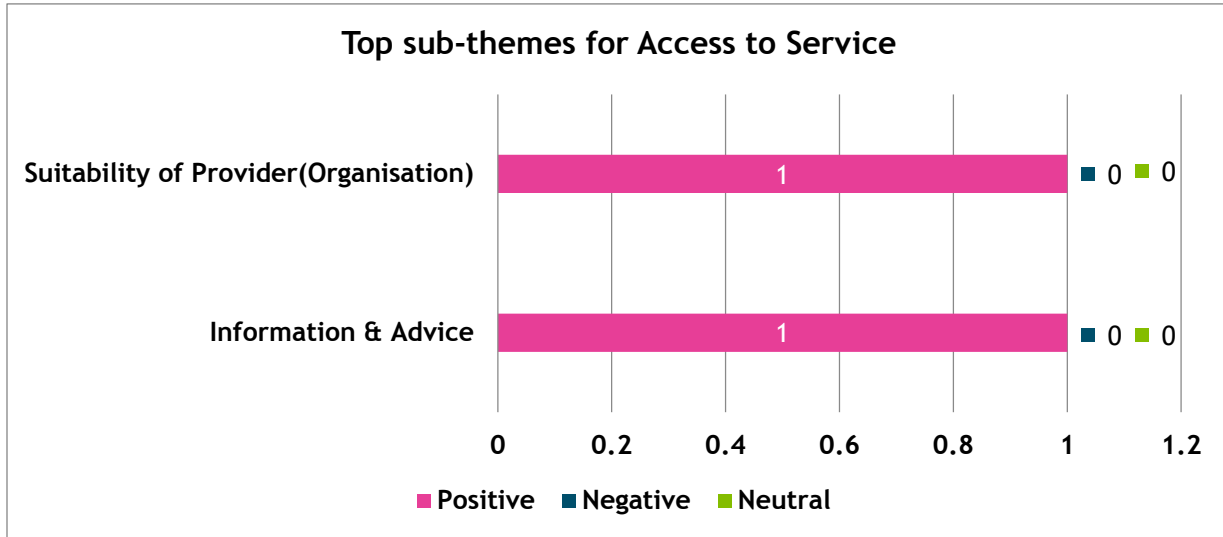
There were 23 counts of reviews applied to five themes for this service category. The most frequently mentioned theme was Treatment & Care; it was applied on 11 counts of reviews, with 64% (n.7) of these being positive, 18% (n.2) negative and 18% (n.2) neutral.

Administration was the second most applied theme with 5 counts, 80% (n.4) being positive and 20% (n.1) negative.

1. Access to Service:

Theme & Sub-themes	Count	Positive	Negative	Neutral
Access to Service	2*	100%	0%	0%
Information & Advice	1*	100%	0%	0%
Suitability of Provider (Organisation)	1*	100%	0%	0%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

The sub-themes relating to Information & Advice and Suitability of Provider were mentioned equally. They were both applied once, with these reviews being positive. The positive review highlights the service was easily accessible.

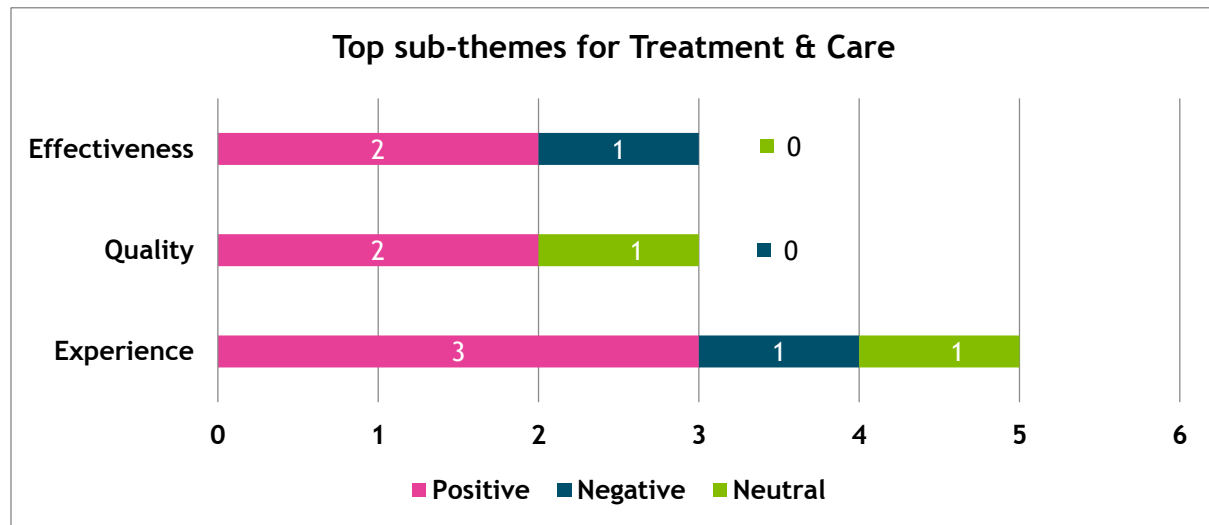
Positive reviews:

- “Visiting for 3 years for reviews only and not for therapies. In the reviews, they mention the next steps. They send newsletters regularly with all the information in it.”
- “Services are good, easily accessible and satisfactory.”

2. Treatment & Care:

Theme & Sub-themes	Count	Positive	Negative	Neutral
Treatment & Care	11	64%	18%	18%
Effectiveness	3*	67%	33%	0%
Experience	5	60%	20%	20%
Quality	3*	67%	0%	33%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

The sub-theme relating to Experience was mentioned most frequently. It was applied 5 times, 60% (n.3) being positive, 20% (n.1) negative and 20% (n.1) neutral. The sub-theme relating to Effectiveness was applied 3 times, however, 67% (n.2) were positive and 33% (n.1) was negative.

Positive reviews:

- “My child is having severe allergies. The dietician recommends the food substitutes according to my child's needs. As my child is only 2 years old so the dietician is mindful of his condition.”
- “Remarkable improvement after every session. The doctors explain very well about the condition and what will be the next steps. They gave enough time to listen to my queries.”
- “The session is 30 mins long and it's helpful the dietician explains the nutritional values that are needed for my child.”

Negative reviews:

- “The mental capacity process is a bit slow. The improvement is very slow.”
- “They don’t make recommendations based on the condition of the child. They do random checks and don’t communicate with us which are difficult for us to figure out what is going on exactly with my child.”

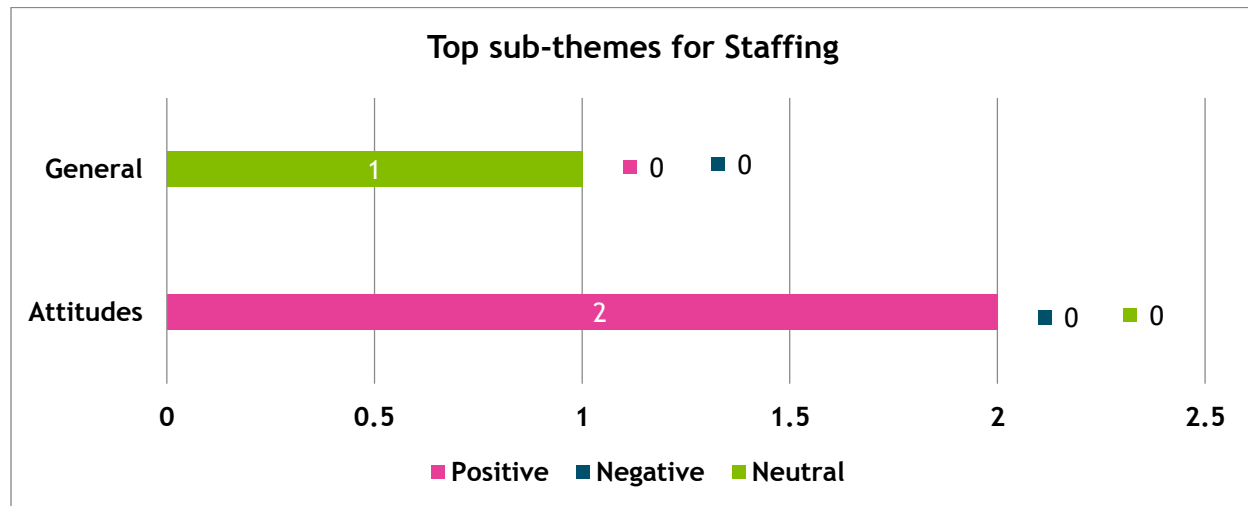
Neutral reviews:

- “The assessments are not very helpful. The medicines which they are suggesting are not effective so far. The doctor is good, but the condition of my child is not improving. I’m looking for some effective treatment and therapies.”

3. Staffing:

Theme & Sub- themes	Count	Positive	Negative	Neutral
Staffing	3*	67%	0%	33%
Attitudes	2*	100%	0%	0%
General	1*	0%	0%	100%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

The sub-theme relating to Attitudes was most frequently mentioned. It was applied twice, with both - 100% (n.2) being positive. This indicates that parents & carers were extremely pleased with the staff attitudes.

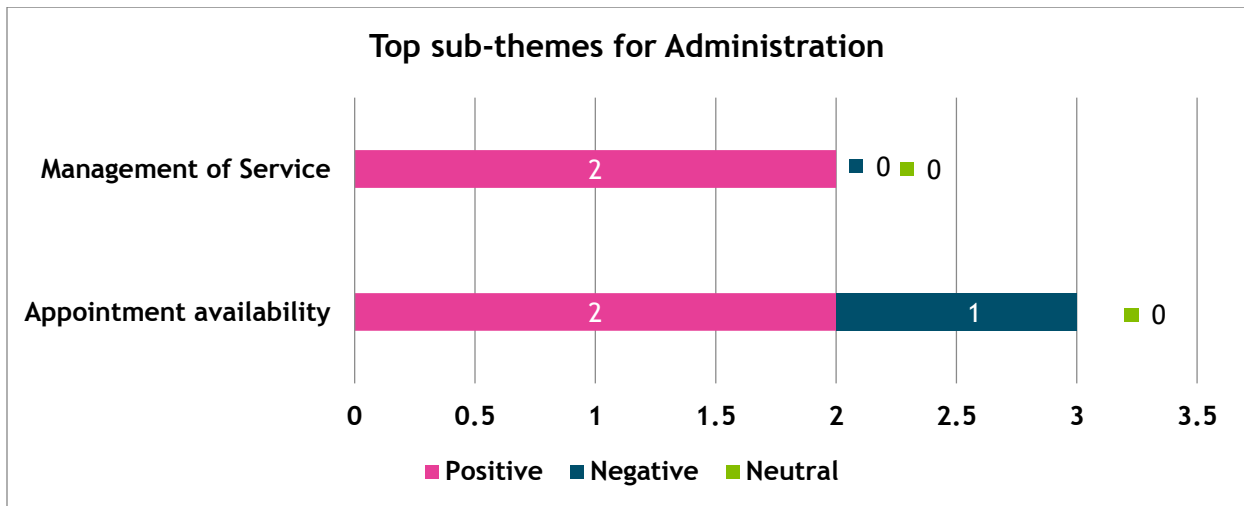
Positive reviews:

- “The staff are professional and friendly.”
- “The therapist is polite and does the exercise gently and makes my child comfortable. She is friendly and her advice is always helpful for me.”

4. Administration:

Theme & Sub- themes	Count	Positive	Negative	Neutral
Administration	5	80%	20%	0%
Appointment availability	3*	67%	33%	0%
Management of Service	2*	100%	0%	0%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

Appointment availability was the most frequently mentioned sub-theme. It was applied 3 times, 67% (n. 2) being positive and 33% (n.1) was negative. The high proportion of positivity indicates that parents & carers have received a convenient appointment.

Positive reviews:

- “It’s easy to gain an appointment but the problem is the length you have to wait.”
- “When they contact me to book my appointment, they arrange the time according to my work schedule. The time is fantastic, and I would like to say thanks to them for being so caring.”

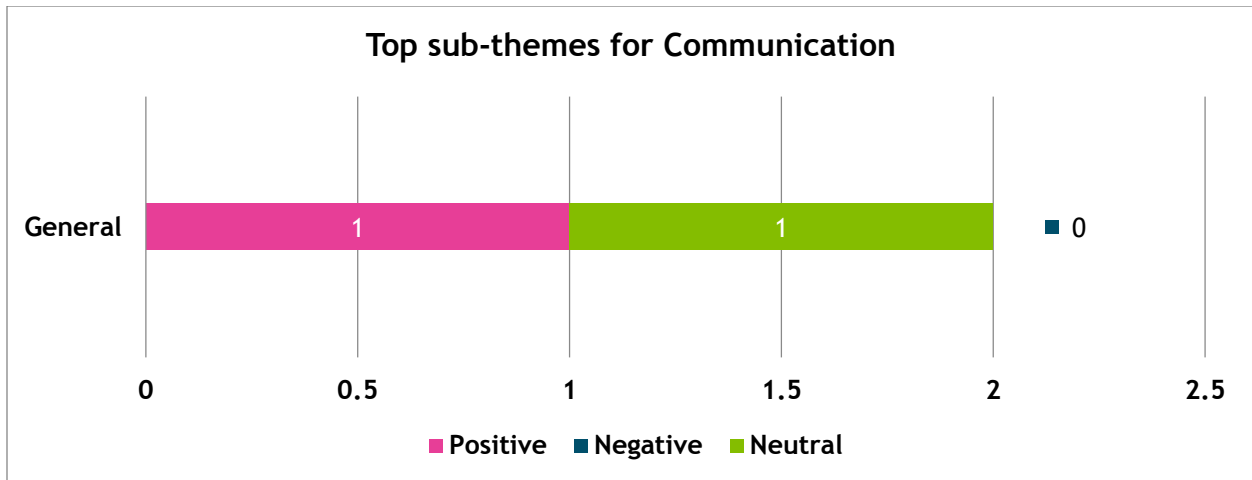
Negative reviews:

- “Rescheduling an appointment is a tough job here. Once my appointment got cancelled because I got stuck in the traffic and arrived late. They refused to give me the appointment and they gave me my next one after 6 weeks which is a very long gap. They should make some arrangements for such cases.”

5. Communication:

Themes & Sub-themes	Count	Positive	Negative	Neutral
Communication	2*	50%	0%	50%
General	2*	50%	0%	50%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

General was the only sub-theme applied under Communications. It was applied twice; with 50% (n.1) being positive, 0% (n.0) negative and 50% (n.1) was neutral. This shows that parents & carers are generally happy with the general communications provision.

Positive reviews:

- “The staff at reception provides good information and they communicate well.”

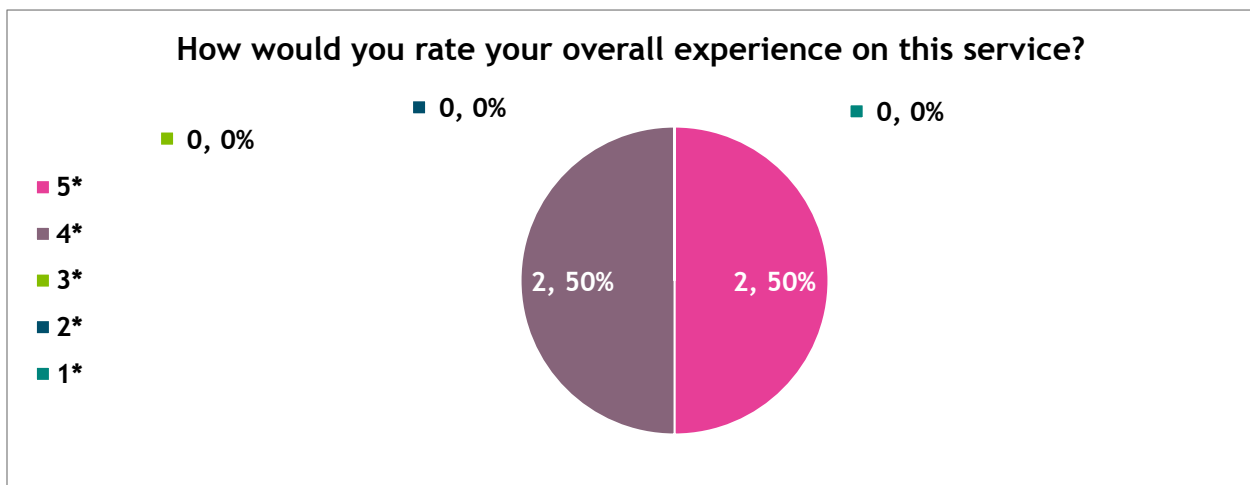
Ealing Paediatrics Occupational Therapy Service for Children with Additional Needs - Overview

This table shows the number of reviews found for this service and a breakdown of positive, negative, neutral, and total reviews for this service category, based on the overall star rating provided.

Occupational Therapy Service	Count
No. of reviews	4
Positive	100%
Negative	0%
Neutral	0%

The number of parent & carer reviews received for this service category was 4 with all being positive - 100% (n.4). The positive sentiment indicates that the parents & carers were extremely happy and satisfied with this service category.

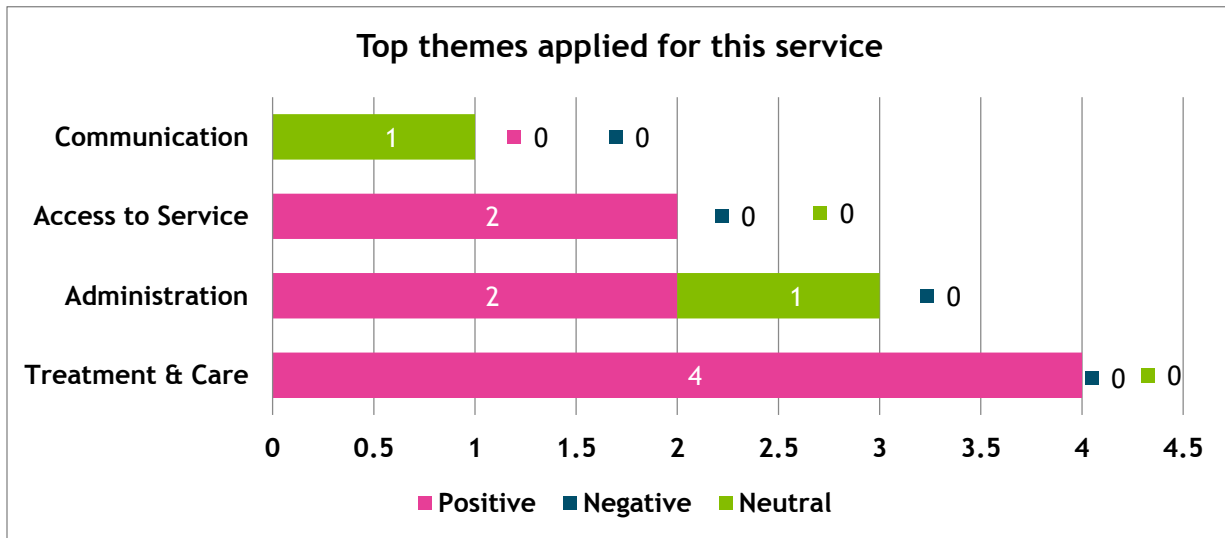
This pie chart shows the breakdown of star ratings for this service when the parents & carers were asked to rate their overall experience on this service category. The 5-star & 4-star ratings received an equal proportion of reviews.



The table overleaf illustrates the breakdown of themes & subtheme reviews on the 4 parents & carers comments. Up to 4 themes and subsequent sub-themes have been applied to each parent & carer comment.

Themes & Sub-themes	Count	Positive	Negative	Neutral
Access to Service	2*	100%	0%	0%
Administration	3*	67%	0%	33%
Treatment & Care	4*	100%	0%	0%
Communication	1*	0%	0%	100%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

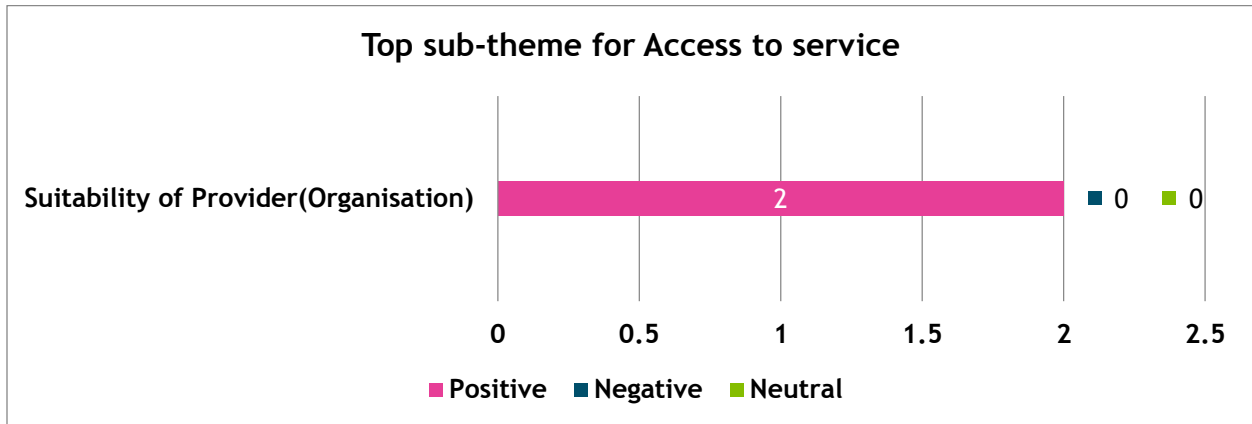
There were 10 counts of reviews applied to four themes. The most frequently mentioned theme was Treatment & Care; it was applied on 4 counts of reviews, with 100% (n.4) of these being positive. The positivity implies parents & carers were satisfied about the quality of treatment & care they received.

Administration was the second most applied theme with 3 counts. 67% (n.2) were positive and 33% (n. 1) neutral. The high proportion of positivity indicates the convenience of gaining appointments.

1. Access to Service:

Theme & Sub-themes	Count	Positive	Negative	Neutral
Access to Service	2*	100%	0%	0%
Suitability of Provider (Organisation)	2*	100%	0%	0%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

The sub-themes relating to Suitability of Provider was most frequently mentioned. It was applied twice with both being positive 100% (n.2). The positivity highlights the service was easily accessible.

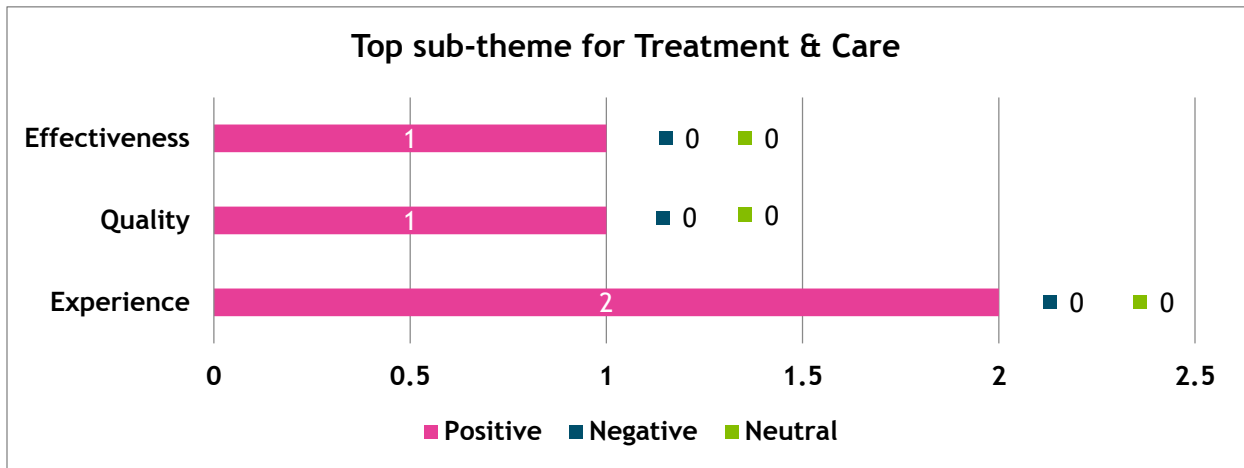
Positive reviews:

- *“I’m happy that Ealing Hospital referred my son here for therapies, as this clinic is easily accessible by public transport.”*

2. Treatment & Care:

Theme & Sub-themes	Count	Positive	Negative	Neutral
Treatment & Care	4*	100%	0%	0%
Effectiveness	1*	100%	0%	0%
Experience	2*	100%	0%	0%
Quality	1*	100%	0%	0%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

Experience is the most mentioned sub-theme. It was applied twice, with both reviews being positive. This draws attention to the excellent treatment & care provided by this service.

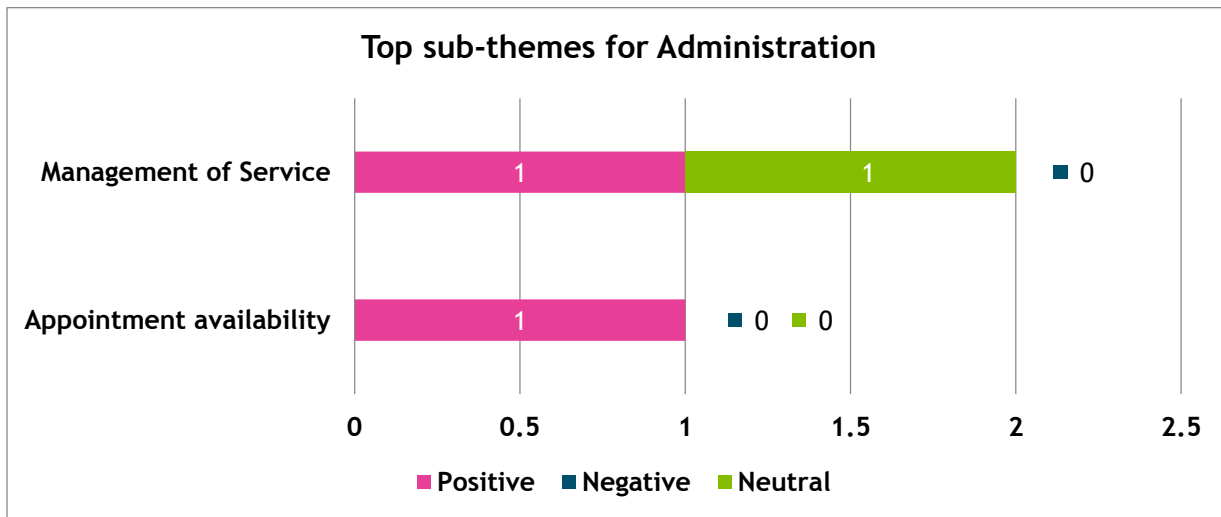
Positive reviews:

- “Visiting for 2 years had a very good experience so far. They check on the growth, development & behaviour once every 6 months. I visit only for the reviews but not for the therapies. My child has improved after every session.”
- “I’m quite happy with the services. The therapist explains very well and gives enough time for my queries.”
- “Therapist takes good care of my child during sessions, shown improvements”.

3. Administration:

Theme & Sub-themes	Count	Positive	Negative	Neutral
Administration	3*	67%	0%	33%
Appointment availability	1*	100%	0%	0%
Management of Service	2*	50%	0%	50%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

The sub-theme relating to Management of Service was most frequently mentioned. It was applied twice, with 50% (n. 1) positivity and 50% (n. 1) neutrality. The equal proportion of positive and neutral shows that parents & carers were highly appreciative of the management of this service category.

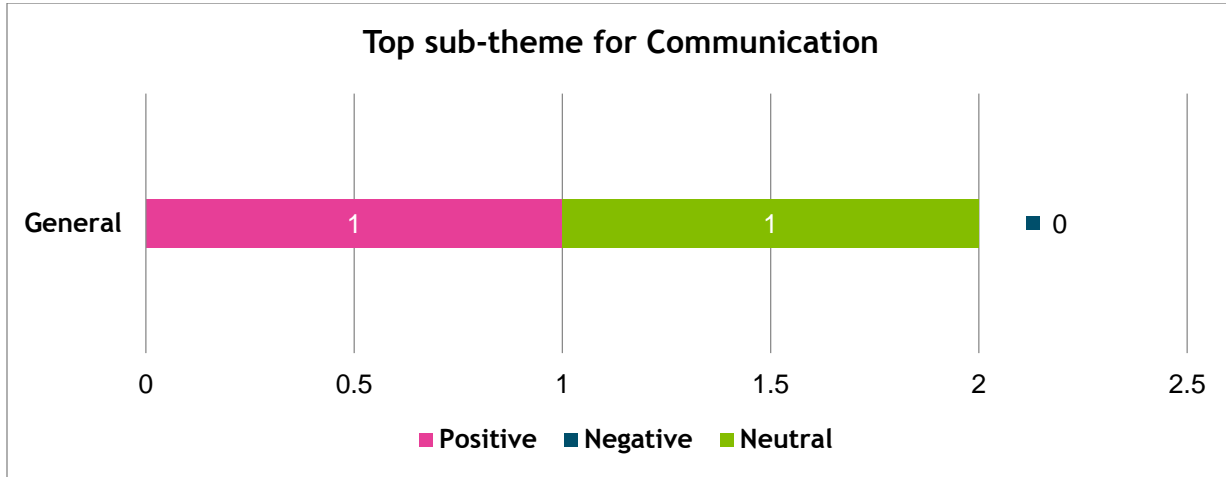
Positive reviews:

- “They send appointment letters at regular intervals, no issues so far.”
- “Well managed service, highly appreciate their management.”

4. Communication:

Themes & Sub-themes	Count	Positive	Negative	Neutral
Communication	2*	50%	0%	50%
General	2*	50%	0%	50%

* Count falls below the minimum required for valid sentiment analysis.



Key Findings:

There were an equal proportion of positive and neutral reviews on the sub-theme General suggesting good communication between the service provider and parents & carers of children with additional needs.

Positive reviews:

- *“They send regular leaflets that are quite beneficial as we get the regular updates. The atmosphere is safe and friendly for the children.”*

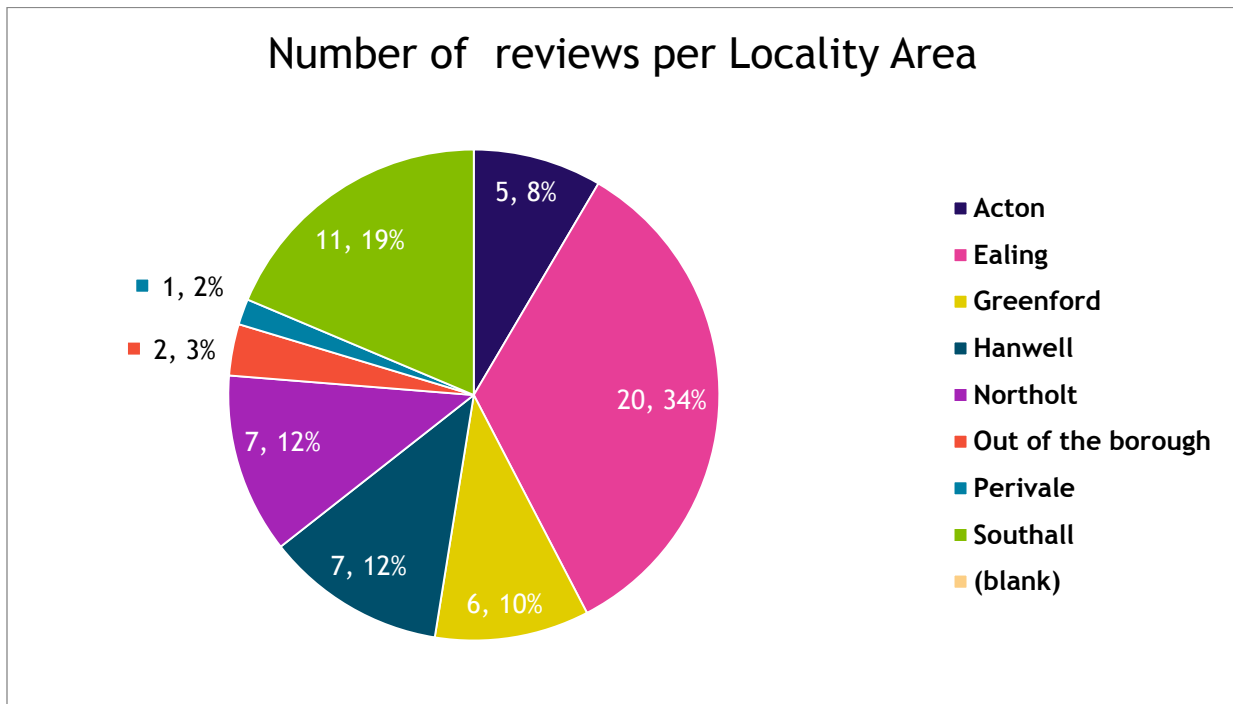
Neutral reviews:

- *“I’m happy with the services. It will be helpful if they can provide service information.”*

Monitoring Information

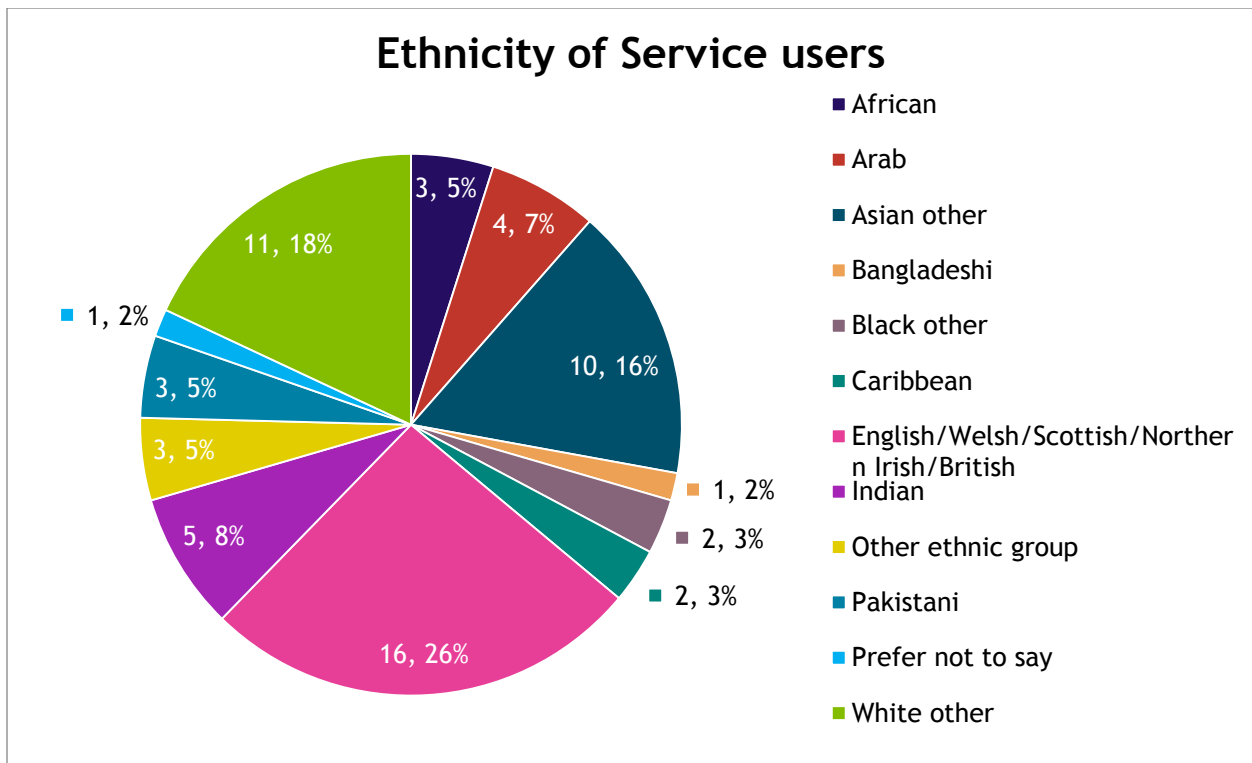
Number of reviews per locality area:

During this survey, we were able to speak to parents from all areas in the borough of Ealing. The highest number of reviews received was from Ealing: 34% (n.20) and Southall: 19% (n.11). The least number of respondents came from Perivale: 2% (n.1).



Ethnicity of Service users:

In terms of ethnicity, the largest proportion of feedback received was from people who identified as White British, 26% (n.16); 18% (n.11) were people who identified as Other White background; 16% (n.10) of reviews were from people who identified as being from the Other Asian background; 8% (n.5) were from those identifying as Asian Indian. Those identifying as Bangladeshi were just 2% (n.1), which is the least number of service users. Only 2% (n.1) did not specify ethnicity.



Conclusion

In this survey, 64 parents & carers experiences were collected on the additional needs services at Carmelita House over 6 weeks. There were 49 positives, 10 neutral and 2 negative reviews received on the overall experience.

The majority of people we spoke with were pleased and satisfied with the quality and delivery of services. Overall, positive parents & carers experiences far outweighed negative parents & carers experiences although some areas received more mixed reviews and higher rates of negative responses. These indicate that focus and attention are needed around the provision of access to information as well as access to services. Some several parents & carers had issues with self-referrals indicating that a consistent approach is needed.

We commenced this survey to do an in-depth analysis of the themes and trends of the services at Carmelita House. However, if we look at the overall picture of all services, we found the following overall positive and negative themes: Treatment & Care received 80% positive reviews, Staff Attitude received 82% positive reviews and Administration received 70% positive reviews.

Findings from this report indicate:

- A majority of positive experiences recorded around treatment & care and overall patient satisfaction with staff attitude. However, some possible issues are also evident around expectations of care and treatment at clinic services.
- Issues around access to hospital services, in particular waiting times.
- A mixed picture around access to service and waiting times for services with both positive and negative comments on this topic.
- Issues around facilities available for additional needs children at Carmelita House.
- Overall high parents & carers satisfaction with staff attitude and customer service within the clinic, however some issues and room for consistency and improvement.
- Overall high satisfaction with treatment & care, with some potential issues in individual cases of care.

Areas of good practice

This report identifies some areas of good practice and areas for improvement across the services at Carmelita House. Healthwatch Ealing will use this report in its meetings with both commissioners and providers, sharing the themes identified from parents & carers voice to inform how services could or should be improved.

Overall service users reported high levels of satisfaction with reviews and assessments they had been receiving for their children with additional needs. They gave particularly positive feedback concerning the following statements: -

1. Extremely happy and satisfied with the services and agreed on recommending services to anyone who needs similar help and care.
2. Applauded management on overall experiences on the quality and delivery of services.
3. Highly praised the staff attitude, describing them as polite and friendly, and highlighting supportive, kind, and attentive behaviour, which created an environment where service users felt comfortable.
4. Highlighted remarkable improvement and development in their children due to the quality of treatment and care they are receiving.
5. Mostly they showed gratitude to the GPs for referrals and booking appointments for reviews and assessments which made it convenient for service users to access the services.
6. Equally, they are satisfied with the right amount of support and help they are receiving from additional need services.

However, several reviews demonstrated a need for improvement and recommendations related to these have been made in the next section.

Recommendations

These recommendations are based on feedback received from parents & carers of ESCAN service users.

We would like the Service Provider to consider the following:

1. Lack of information:

- a. Many parents & carers highlighted a lack of information about the services available.
- b. Leaflet or emails with service updates should be sent regularly to parents & carers.

2. Lack of communication:

- a. There should be a proper channel for communication between the service users and the service providers.
- b. Provision of follow up calls after the visits.

3. Access to additional needs services:

- a. Regular and timely access to services for reviews and assessments.
- b. This leads to the speedy growth and development of the child.

4. Convenience and transparency in the booking of appointments:

- a. More transparent and convenient appointment booking system.
- b. This could reduce or minimize the long waiting periods to gain an appointment.

5. Self-referrals:

- a. There should be a facility for parents & carers of the children who need additional help but are unable to get referred by their GP, educational group and social care.

6. Provision of special equipment:

- a. There are suggestions for providing a mobile hoist which will be helpful to lift the physically challenged children.
- b. There should be sufficient activities in the soft play area to keep children engaged during waiting times for appointments or consultations.

Appendix - 1: Survey Questionnaire

Share Your Experience with Us about ESCAN Services

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.

Thank you very much for agreeing to participate in this survey.

The information provided by you in this questionnaire will be used for research purposes only and will not be used to personally identify you

The information you give today will be held in a secure database; you can ask for it to be removed at any time.

Do you give consent for your information to be used in this way? Yes No

Name of Service:

Date/Month/Year:
.....

1. How likely are you to recommend this service to 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 = Very Poor

3. Summary of your experience

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.....

4. Tell us more about your experience

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

6. Your ratings (select if applicable)

Ease of gaining appointment 5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Very Poor

Convenience of appointment 5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Very Poor

Cleanliness 5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Very Poor

Staff Attitude 5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Very Poor Waiting Time 5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Very Poor

Treatment explanation 5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Very Poor

Quality of care 5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Very poor

Generally, how easy is it to get through to someone on the phone? 5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Very Poor

7. In relation to your comments are you a:

Patient Carer Relative Carer and Relative Service Provider Visitor Professional

8. When did this happen?
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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 () 75 to 84 () 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, and 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 backgrounds.....

Other Ethnic Group () Arab () Any other ethnic group.....

Which area of the borough do you live in? () Acton () Perivale () Northolt () Ealing () Southall () Prefer not to say () Greenford () Other () Hanwell () Out of the Borough

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 - 2: Themes & Subthemes

Theme	Subthemes
Access to services	Convenience/Distance to travel
Access to services	Inequality
Access to services	Information and Advice
Access to services	Lack of
Access to services	General
Access to services	Patient choice
Access to services	Service Delivery/Opening Times
Access to services	Suitability of Provider (Individual or Partner)
Access to services	Suitability of Provider (Organisation)
Access to services	Waiting times
Administration	Admission Procedure
Administration	Appointment availability
Administration	Booking appointments
Administration	Commissioning and provision
Administration	General
Administration	Incident Reporting
Administration	Management of service
Administration	Medical records
Administration	Quality/Risk management
Care Home Management	Registered Manager - Absence
Care Home Management	Registered Manager - Suitability

Care Home Management	Registered Manager - Training & Development
Care Home Management	Staffing levels
Care Home Management	Suitability of Staff
Communication	General
Communication	Interpretation Services
Communication	Lack of
Communication	Community engagement and involvement
Communication	Response times
Continuity and integration of care	
Diagnosis/assessment	General
Diagnosis/assessment	Lack of
Diagnosis/assessment	Late
Diagnosis/assessment	Misdiagnosis
Diagnosis/assessment	Tests/Results
Dignity and Respect	Confidentiality/Privacy
Dignity and Respect	Consent
Dignity and Respect	Death of a Service User
Dignity and Respect	Consent
Dignity and Respect	Death of a Service User
Dignity and Respect	Death of a Service User (Mental Health Services)
Dignity and Respect	Equality & Inclusion
Dignity and Respect	Involvement & Engagement
Discharge	Coordination of services
Discharge	General

Discharge	Preparation
Discharge	Safety
Discharge	Speed
Facilities and surroundings	Buildings and Infrastructure
Facilities and surroundings	Car parking
Facilities and surroundings	Cleanliness (Infection Control)
Facilities and surroundings	Cleanliness (Environment)
Facilities and surroundings	Cleanliness (Staff)
Facilities and surroundings	Disability Access
Facilities and surroundings	Equipment
Facilities and surroundings	Food & Hydration
Facilities and surroundings	General
Finance	Financial Viability
Finance	Transparency of Fees
Finance	Lack of funding
Home support	Care
Home support	Co-ordination of Services
Home support	Equipment
Making a complaint	Complaints Management
Making a complaint	General
Making a complaint	PALS/PACT
Medication	Pharmacy Repeat Prescriptions
Medication	Medicines Management
Transport	Patient Transport Service (non-NHS)

Transport	Ambulance (Emergency)
Transport	Ambulance (Routine)
Referrals	General
Referrals	Waiting times
Safety/Safeguarding/Abuse	
Staff	Ambulance Staff/Paramedics
Staff	Attitudes
Staff	Capacity
Staff	District Nurses/Health Visitors
Staff	General
Staff	Midwives
Staff	Staffing levels/Lack of
Staff	Suitability
Staff	Training and development
Treatment and care	Effectiveness
Treatment and care	Experience
Treatment and care	Quality
Treatment and care	Safety of Care/Treatment
Treatment and care	Treatment Explanation
Treatment and care	Lack of support

*Appendix- 3: Formal Response***Ealing Services for Children with Additional Needs (ESCAN) - Patient Experience
Feedback Report**

Dear Matthew

Many thanks for your report covering the period February 2020 - March 2020. I'm starting by apologising for the late response, but wanted to assure you that ECP managers who work in Carmelita House have reviewed the report together as well as in their teams and welcome your findings. The findings are related to service delivery pre Covid-19 and subsequent lockdown measures, which resulted in some services ceasing face to face contact.

Service delivery then focussed on the use of digital platforms in the main, but we ensured that children that needed face to face prioritisation or essential nursing treatment were followed up by our essential services - those provided by nursing team and Community Paediatricians. Since August we have resumed clinic activity at Carmelita House, although this is reduced due to adherence to social distancing protocols.

Overall we're pleased to note that the majority of the respondents were positive about the quality and delivery of services, (especially Physiotherapy and Child Development team), as well as with staff attitudes and behaviour. It's important to receive user feedback, especially on areas that clients were not very happy about, as we can aim to improve in these areas in time for your next visit.

In the meantime, our comments and feedback are as follows:

- As well as the Therapy and Audiology services you mention that are based at Carmelita house, we also have the Children's Specialist Community Nursing service based here. This essential service support children with complex nursing conditions, in the home, other community settings as well as in Special Schools. You are unlikely to come across families accessing these services at Carmelita House, as they are predominantly a home visiting service.
- As well as ECP health services, Local Authority children's services such as the Educational Psychology, Children's Social Care and Special Education Needs Assessment (SENAS) teams, were also based at Carmelita House. However, since the start of the pandemic, these services are now working remotely.

Although the numbers were small, we note the areas where respondents felt there needed improvement. Namely:

1. Lack of information - From April 2021 all ECP specialist children's services will be accessible through the Single Point of Access (SPA). In preparation for this, all service leaflets are being updated and will be available from services directly, as well as on the West London NHS Trust and Ealing Council 'Local Offer' websites. We will work to ensure that all leaflets are reviewed periodically, especially when changes are made in service delivery
2. Lack of communication - We would be interested in exploring this further. The Therapy services are taking a strong lead in Co-production initiatives, to ensure we start working much more closely with families/ carers and their representatives to look at areas where communication could be improved.
3. Access to additional needs services - due to Covid-19 waiting lists have increased for face to face consultations. However, all services are now providing face to face consultations on a priority basis's to ensure that waiting times are minimised. Initial assessments and reviews are also being carried out through digital platforms and are being organised to accommodate parent/carers convenience, where possible.
4. Convenience and transparency in the booking of appointments - digital platforms have assisted this since the start of the pandemic. We want to build on the benefits we have observed from this as is appropriate, to ensure that appointments are convenient for parents/carers as much as possible. The introduction of the SPA will also help ensure a better understanding of how all referrals are made and appointments booked. It will also ensure that there is a process in place which can be audited and where appointments and waiting times can be tracked.
5. Self-referrals - not all services can be accessed directly, but through the SPA, parents/carers who need additional information and support will be supported with any additional queries or support needed.
6. Provision of special equipment - there is now a hoist in Carmelita House. Unfortunately the soft play area has had to be closed due to the pandemic to maintain high levels of infection control. The area will be reviewed and redeveloped, once it is safe to do so.

I would like to thank you again for your report and hope that there is assurance in our response which demonstrates that we take your observations seriously and would like to work with you, to ensure that improvements are made. Please do not hesitate to contact me to discuss areas of co-production further.

Kind regards,

Shabnam Sharma

Head of Children's Services

Ealing Community Partners