

**PATIENT EXPERIENCE  
REPORT 2020/2021  
QUARTER 2  
July - September**

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During Q2 (July - September) Healthwatch Ealing gathered 1000 reviews for health and social care services in Ealing. This report provides an evidence base for where these services can continue to improve to meet the needs of Ealing residents.

Overall, the distribution of positive (76%), neutral (6%), and negative (18%) reviews indicates that the majority of individuals were happy with the services that they used during this time.

The key findings from GP service feedback were largely positive with most patients reporting a good experience. However, analysis indicates that there are still significant improvements to be made in the attitudes of members of staff and whether they are suitable to carry out the task that is being asked of them (administrative staff included). In addition, patients still found it a struggle to book appointments during this quarter, despite the 'virtual by default' approach to primary care. These findings may contribute to the lack of support some patients reported during this quarter, however, given the context of the COVID-19 pandemic these findings must be interpreted with caution.

The key findings from the feedback for Ealing Hospital were that patients were happy with the level of treatment and care that they received with a particular focus on the professionalism of staff and their overall attitudes and behaviour. Reviews indicated that there are still some improvements to be made regarding the amount of time that individuals have to wait for their appointment while they are at the hospital, however this may be a result of the pressures of the COVID-19 pandemic.

With regard to other services (Dentists, Opticians and Pharmacies), service users were generally happy with the services that they were provided with, highlighting efficiency, friendly members of staff and, on the whole, good access to services. However there is still room for improvement in these areas. In conjunction with findings from the analysis on GP surgery reviews, this indicates that staff in primary care services are one of the main sources of negative feedback for health and social care services in Ealing. While further training and development could be one potential solution, it is likely that these issues have been exacerbated by the current pandemic climate.

Crucially, it is clear that more needs to be done to understand the views and experiences of marginalised populations. This is a task that Healthwatch aims to take on in the coming quarters. The next steps are outlined in more detail in the Actions, Impact and Next Steps section of this report (from page 45).

Healthwatch was created in light of the Health and Social Care Reforms of 2012, with the ambitious goal of putting people at the centre of health and social care. To help realise this ambition, Healthwatch delivers on a number of duties in order to gather and represent the views of patients and service users who reside in the borough of Ealing.

One of the ways in which we achieve this is through the implementation of our Patient Experience data collection programme. This ongoing programme captures Ealing resident's views and experiences of local health and social care services. The data that we collect enables us to identify quarter-on-quarter trends, conduct thematic analysis regarding residents' main views and concerns and identify any individual cases that require immediate attention.

In normal circumstances, our Patient Experience Officer and a team of Healthwatch volunteers obtain this feedback through regular community outreach; visiting health and social care services to hear from patients, service users, carers and relatives about their experiences of local services. The Healthwatch Team captures this information using our standardised Patient Experience Form (see appendix A) that they fill in with the individual. This form includes questions for individuals to provide their overall ratings for the service, ratings for specific aspects of the service; such as ease of booking appointments and staff attitudes, and the opportunity to provide further detail about their experience, should they see fit. This engagement method is supplemented by independent feedback that individuals are able to provide for the service in question, by visiting our website and filling out the exact same Patient Experience Form, online.

Due to the COVID-19 pandemic and the resulting government guidelines Healthwatch Ealing has been forced to adapt the way in which we engage with the community. Since April 2020 we are focusing on:

- A regular presence on social media (Twitter, Facebook etc.)
- Online Review collection
- Attending online forums/meetings
- Telephone Consultations (Direct Contacting)
- Obtaining the feedback of patients via our COVID-19 Impact survey

# Introduction cont.

These new methods of feedback collection bring their own limitations. First, although a concerted effort is made to ensure participant diversity, it can be argued that there is less opportunity to speak to the diverse range of Ealing residents that Patient Experience Officers would usually speak to in Primary and Secondary Care settings. Another limitation of collecting online reviews is that there is the potential for a Selection Bias regarding the sentiment of feedback - individuals are more likely to input a negative experience online than a positive one. Both these limitations and indeed the general context of the COVID-19 pandemic and the strain that it is putting on healthcare services and patients' own wellbeing, must be taken into account when reviewing the findings of these reports.

This report covers the Quarter 2 period, from July to September 2020. In ordinary circumstances, face-to-face community outreach yields a minimum of 1,200 patient experience feedbacks, per quarter. During this time of adapted engagement, we collected 1000 reviews. This is still slightly reduced from the 1200 reviews that the Patient Experience team ordinarily aims to receive.

Out of the total number of reviews received, 76% (n.763) were positive in sentiment, 6% (n.57) were neutral and 18% (180) were negative. The possible reasons for this increase in negative reviews from the previous quarter (+7%) are discussed in the conclusions of the report.

The information presented within this report reflects the individual experiences of patients and service users of health and social care services, untainted and without agenda. This is to ensure that the genuine observations and commentaries of the community are captured. Healthwatch Ealing presents this as factual information to be considered and utilised to improve service provision and highlight areas of good practice. Alongside our Patient Experience work reported here, Healthwatch Ealing carries out a number of different activities in order to hear from patients, carers and relatives and assess health and social care services from the patient's perspective. To see our other reports, including Enter & View and research reports please visit our website at <https://healthwatchealing.org.uk/what-we-do/our-reports/>.

To be able to understand the intricacies of patients' experiences, our Patient Experience Form captures feedback in several different ways:

1. Using a star rating system to capture patient's overall feedback (from 1-5 stars)
2. Using the same star rating to capture patient's feedback on specific aspects of the service in question.
3. Using free text boxes to allow patients to provide detailed comments about their experiences and reasons for their star ratings

All of the feedback that our team collects is inputted online, using our digital feedback centre. We are then able to analyse the aggregated data set using our Informatics analysis software. This system is currently used by approximately one-third of the Healthwatch Network across England and enables us to understand broad trends within patients' views and experiences of borough services as well as conducting more detailed qualitative analysis that uncovers key themes within comments and explanations.

The qualitative data is analysed in two different ways, resulting in two different data sets:

- In the first instance, data is exported from the Healthwatch Ealing website and manually analysed to determine the sentiment of the review. This process takes into account both the overall star rating provided and the comments made by the service user.
- In the second instance, free text comments are broken down and analysed for themes and sub-themes. Where relevant, up to 5 themes and sub-themes can be applied to a single patient experience comment. Upon each application of a theme or sub-theme, a positive, negative or neutral sentiment is also applied. This is a manual process undertaken by trained staff and specially trained volunteers. The process is overseen by the Patient Experience Officer and regularly audited in order to ensure consistency. Where themes and related sentiment are discussed in the report, it relates to this aspect of the process.

Each set of data is distinguishable but not mutually exclusive. The aggregate of this data therefore provides insight into the general opinion of service categories, on top of more in-depth insight into an individual service or particular 'domain' within that service. It is important to note that there may not always be a linear correlation between these two data sets. For example, some individuals may give an overall star rating of 5 for a service, however, go on to score each specific domain relatively low. This is down to the opinion of the individual and how they personally feel about the service delivered.

At the start of each feedback form, individuals are asked to provide consent for their data to be used and told that they can either leave their name/details or comment anonymously. In instances when individuals express concern about their treatment, the team is trained to inform them of their rights as well as the feedback and complaints mechanisms available to them. In addition, it is stated that a member of Healthwatch Ealing staff can call them to discuss the issue in more detail at a later date. This may be particularly relevant when a patient is uncomfortable discussing the issue during that time or in that location. During the feedback process, the Healthwatch Ealing team approaches each case with sensitivity. If any safeguarding concerns are observed, the case is immediately escalated up to the Operations Manager and a safeguarding referral made where appropriate. Similarly, the Patient Experience team will relay any urgent matters to the manager of the service in question, if required.

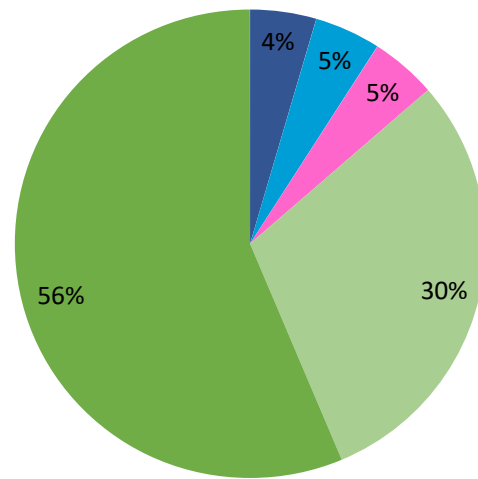
Healthwatch Ealing strives to gather the experiences and comments from a diverse range of Ealing residents to ensure that the report is representative of all of the communities' voices across the borough. However, it should be noted that some marginalised communities are harder to reach than others and some individuals choose not to provide us with their demographic information. It is therefore recommended that attention is given to the monitoring information at the end of the report.

# Overall Star Ratings

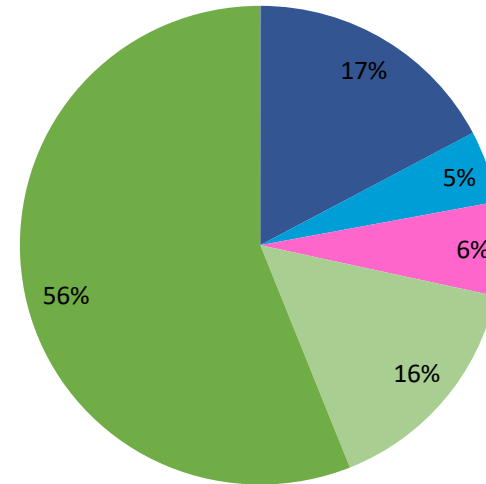
Individuals are asked to provide the service they are reviewing with an overall rating out of 5 stars - 1 star being the lowest rating and 5 stars being the highest.

Figure 1 shows the proportion breakdown of overall star ratings by month, and for the whole quarter (bottom right pie chart in figure 1). During each month, an overall star rating of 5 was the most common, followed by an overall star rating of 4. The only month in which an overall star rating of 1 was not the third most common was July.

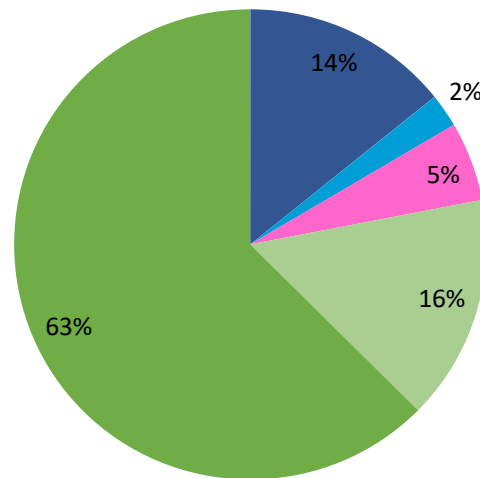
From a broad perspective, the distribution of the overall star ratings indicates that the majority of people were satisfied with the service that they were provided with. However, instances of dissatisfaction must be understood to provide services with avenues for improvement. The significant increase in 1 Star ratings is further explored throughout this report.



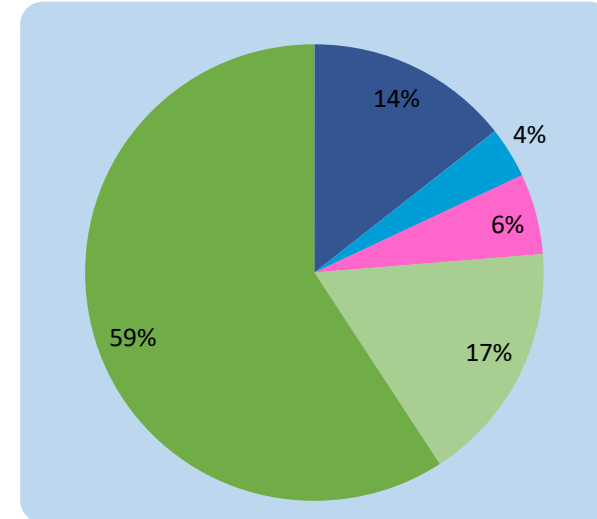
July



August



September



Total for Q2

## Star Ratings



Figure 1: A monthly breakdown of reviews based on their sentiment



# Feedback Sentiment

The next step of the patient experience analysis involves assigning a sentiment of ‘positive’, ‘negative’ or ‘neutral’ to a service review, based on the overall star rating provided. An overall star rating of 1 or 2 indicates a negative response. A star rating of 3 indicates a neutral response and an overall star rating of 4 or 5 indicates a positive response. This quarter, a total of 763 positive responses, 180 negative responses and 57 neutral responses were recorded.

The table below (Table 1) shows the monthly breakdown of service review sentiment based on the overall star rating provided.

Table 1: The monthly breakdown of overall star ratings during Q2

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
July	10	5	95
August	91	26	295
September	79	26	373
Total	180	57	763

The graph below (Fig. 2) shows how the reviews gathered during each month break down by their sentiment in comparison to the total number of reviews received for that month.

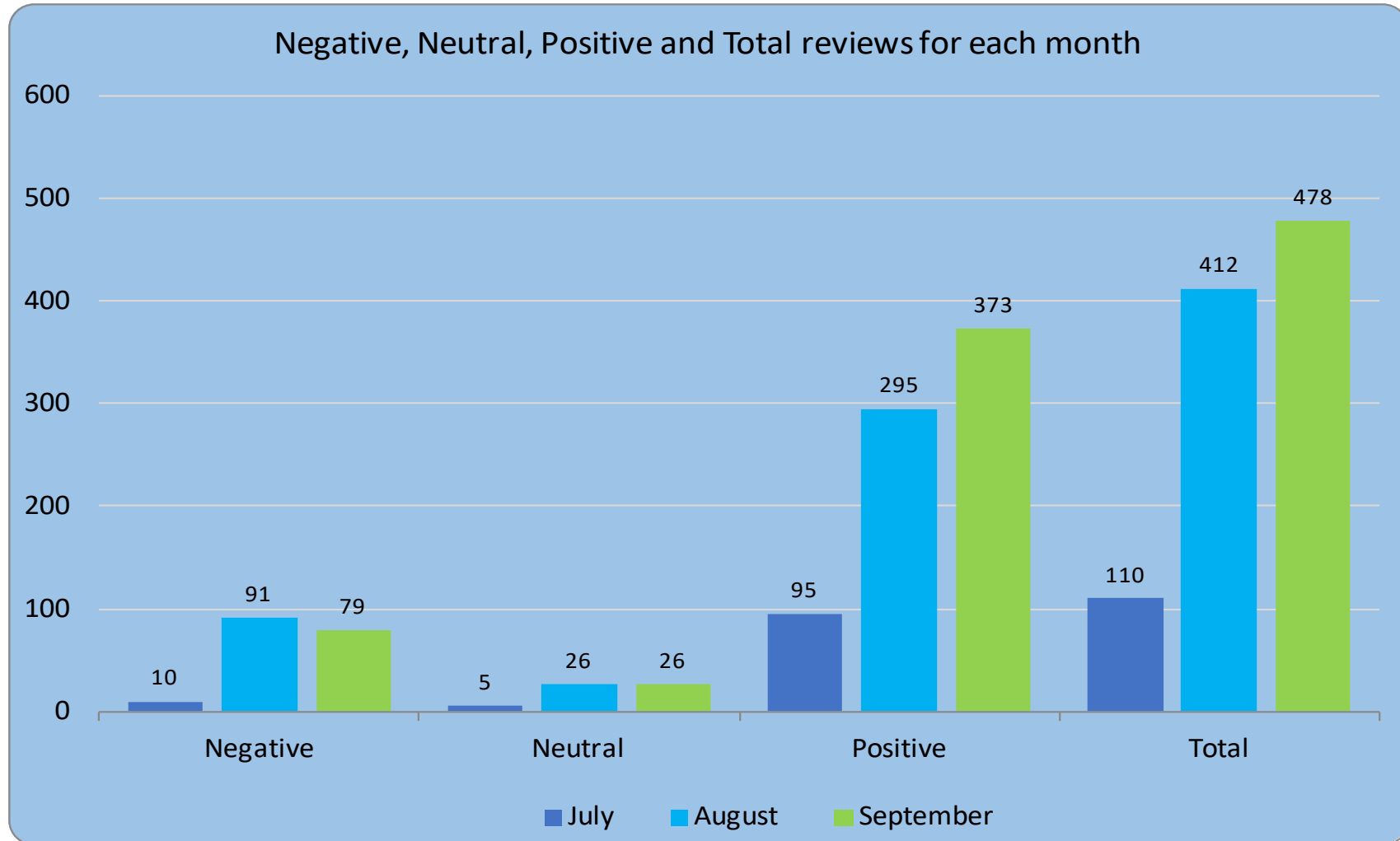


Figure 2: A monthly breakdown of reviews based on their sentiment

# Total Reviews for Each Service Category

As seen in figure 3, the reviews received during this quarter cover ten different types of service categories. The service that received the highest number of reviews was Hospitals with 36% (n.361). GP surgeries made up the second largest proportion of the reviews with 30% (n.299).

This is in contrast to the breakdown of the feedback we received during Quarter 1, in which Pharmacies received the greatest number of reviews (n.118), with GP surgeries (106) and Hospitals (n.64) receiving the second and third most reviews, respectively.

The split between service category reviews received during this quarter is similar to the quarterly reports published prior to the COVID-19 pandemic and subsequent lockdown.

Figure three also indicates that there is a significant increase in the number of reviews for Dental services (n.1 in Q1 vs. n.67 in Q2) and Opticians (n.13 in Q1 vs. n.85 in Q2). Although, Other services, such as Homecare/ Supported Living, (n.7) Mental Health Services (n.2), and Social Care (n.1) did not receive many reviews, it is clear that there has been a significant improvement in the range of service category feedback.

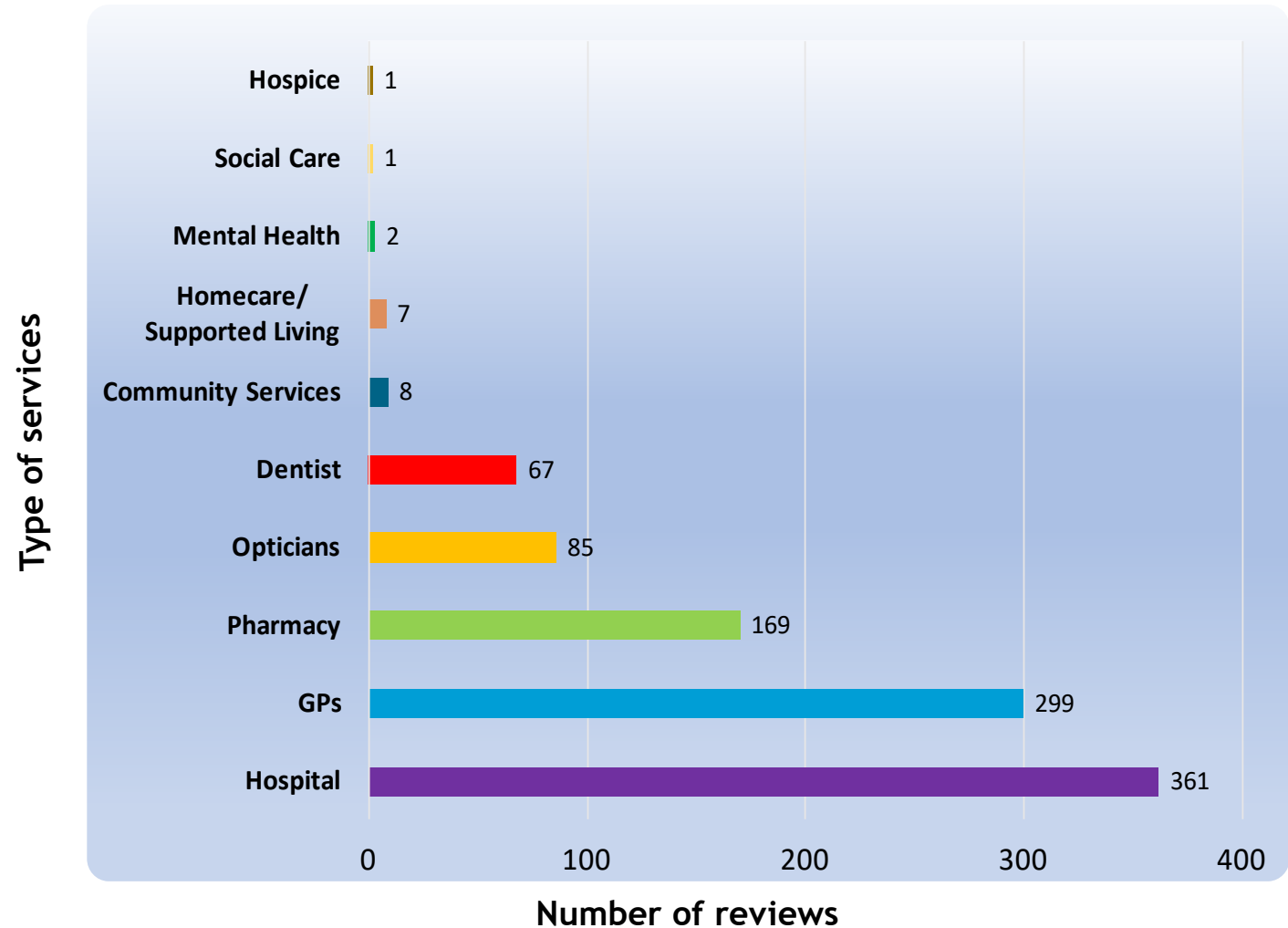


Figure 3: Total Reviews per Service Category

# Distribution of Positive, Negative & Neutral Reviews

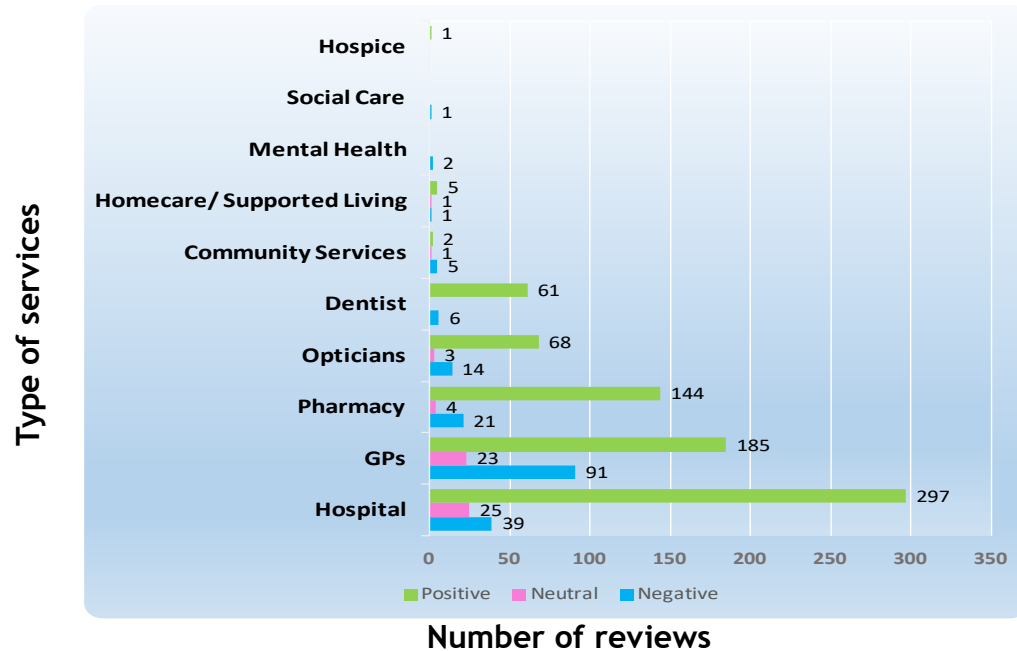


Figure 4: A comparative representation of sentiment for each service category

Name of Service	Negative	Neutral	Positive	Total Number of Reviews
Hospital	11%	7%	82%	361
GPs	30%	8%	62%	299
Pharmacy	12%	2%	86%	169
Opticians	17%	3%	80%	85
Dentist	9%	0%	91%	67
Community Services*	63%	12%	25%	8
Homecare/Supported Living*	14%	14%	72%	7
Mental Health*	100%	0%	0%	2
Social Care*	100%	0%	0%	1
Hospice*	0%	0%	100%	1

Table 2: A numerical breakdown of sentiment by service category 12

Figure 4 illustrates the sentiment breakdown for each service category, based on the overall star ratings that individuals provided.

This comparative representation shows that 30% of the reviews for GP surgeries (n.91) were negative in sentiment. This is significantly more than Hospitals (11%), Pharmacies (12%) and Opticians (16%).

The table below (Table 2) provides a numerical breakdown of sentiment and indicates that out of these four, the service categories that had the highest percentage of positive sentiment reviews were Pharmacies (86%) and Hospitals (82%). The aspects of the services that individuals positively referenced are explored in more detail in the Themes and Sub-themes sections, below.

It should be noted that, in order to avoid any generalisations or misrepresentations of the data, this report does not draw any firm conclusions about service categories that receive feedback from fewer than 10 individuals. In table 2, an asterisk has been placed next to each relevant service category to remind the reader of this issue. With this caveat in mind, Dental services received the highest percentage of positive reviews out of the five service categories, with 91% (n.61). These findings are in contrast to individual reports of a lack of Dental support during the pandemic that have been received by Healthwatch in Ealing and neighbouring boroughs.

# Themes and Sub-Themes - GPs and Ealing Hospital

In order to understand the reasons behind the overall star ratings that each individual provides, thematic analysis is conducted to provide qualitative insight. Through this analysis, emerging and trending themes and sub-themes are identified (see Appendix B, pages 44-46, for a full list of themes and sub-themes). It should be noted that, depending on the content of an individual's comment(s), more than one theme and or sub-theme may be identified. As such, the total number of themes and sub-themes will differ from the total number of reviews for each area of service.

This section provides a breakdown of the main themes and sub-themes for GP surgeries in the borough of Ealing and for Ealing Hospital.

Ordinarily the section of this thematic analysis that looks at Hospital reviews focuses only on those that pertain to Ealing Hospital. In Quarter 1, we received a significantly lower number of reviews for Ealing Hospital and subsequently, our thematic analysis took all hospital reviews into account. However, out of the 360 Hospital reviews that were collected during this quarter, 62% (n.224) were for Ealing Hospital. As a result, the thematic analysis for the Hospital portion of this section is, once again, solely focused on Ealing Hospital reviews.

As shown in the graph below (figure 5), thematic analysis of the GP surgery reviews identified **Staff** (n.170) as the most commonly referenced topic, with **Treatment and Care** (n.165), **Administration** (n.115) and **Access to Services** (n.99) also regularly identified in patient's feedback. This slightly differs from the findings in Q1 which indicated that **Treatment and Care** was the most commonly identified theme, followed by **Staff** and **Access to service**.

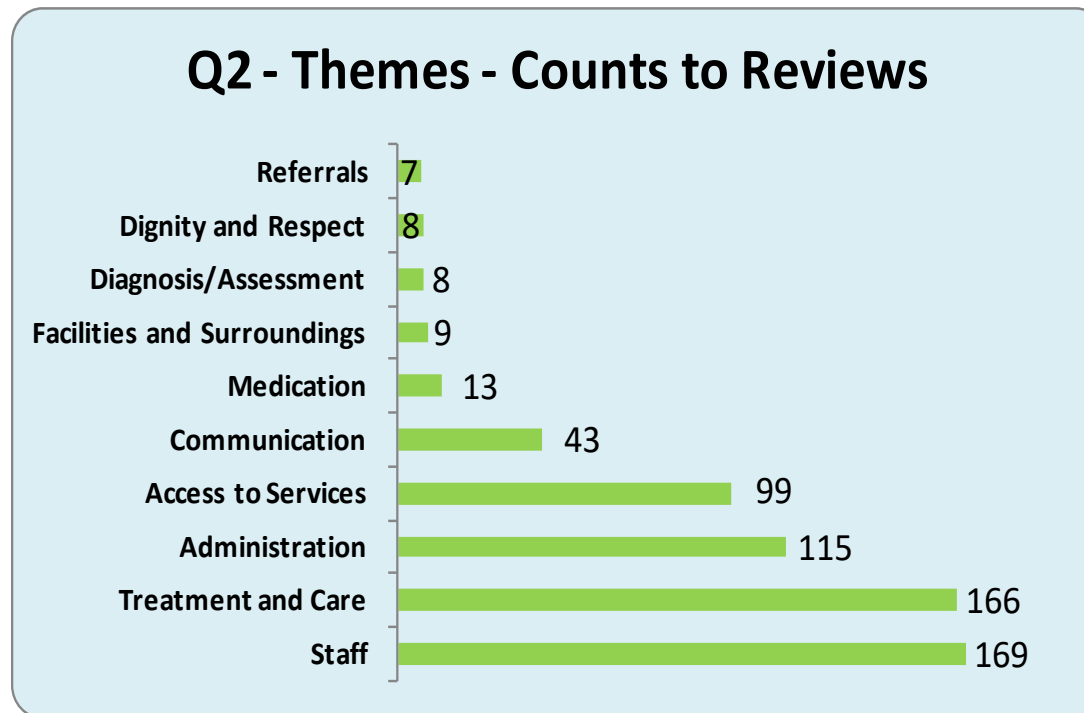


Figure 5: Overall Distribution for the Themes in GP Surgery Reviews

# GP Themes and Sub-Themes: Staff

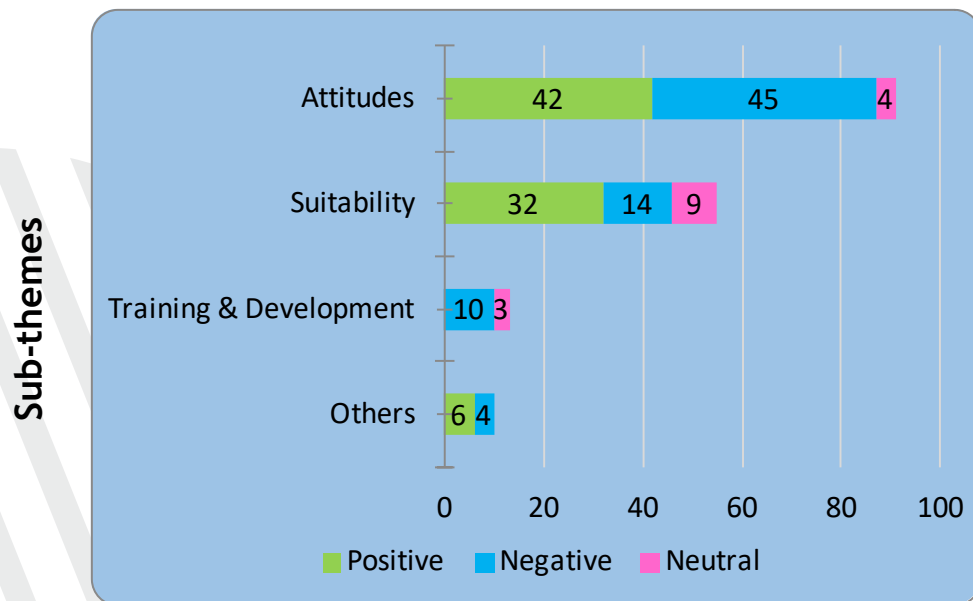
The **Staff** theme was identified 169 times, with 47% (n.80) being positive, 44% (n.73) negative and 9% (n.16) being neutral.

Figure 6 represents a detailed breakdown of the theme of **Staff** into sub-themes. As shown, the most commonly identified sub-theme for **Staff** was their **Attitudes** with 91 counts. Of these counts, 46% (n.42) were positive, 49% (n.45) were negative and 5% (n.4) were neutral. This indicates that the attitudes of members of staff in GP surgeries in Ealing needs to be significantly improved upon.

**Suitability** was the second most identified sub-theme this quarter with 55 counts of review. This sub-theme relates to instances where patients have spoken to whether staff were able to handle their concerns or queries. Of these 55 counts, 58% (n.32) were positive, 25% (n.14) were negative and 17% (n.9) were neutral. Once again, this highlights a crucial area for improving the overall service at GP surgeries in the borough.

Below is a representative sample of individual comments on GP surgeries, relating to the theme of **Staff**.

## Top sub-themes for Staff



## Number of reviews

Figure 6: Sentiment distribution for the sub-themes of Staff

### Positive reviews

“The staff behind the desk are friendly.”

GP surgery

“Staff are very efficient on the whole.”

GP surgery

“... the staff attitude has improved massively over these past few months.”

GP Surgery

### Negative/Neutral reviews

“The only gripe is that occasionally the reception staff are very aloof and unfriendly but I think this is an area that is improving as recent contact has been good.”

GP surgery

“Some of the staff have extremely rude phone manners.”

GP surgery

# GP Themes and Sub-Themes: Treatment and Care

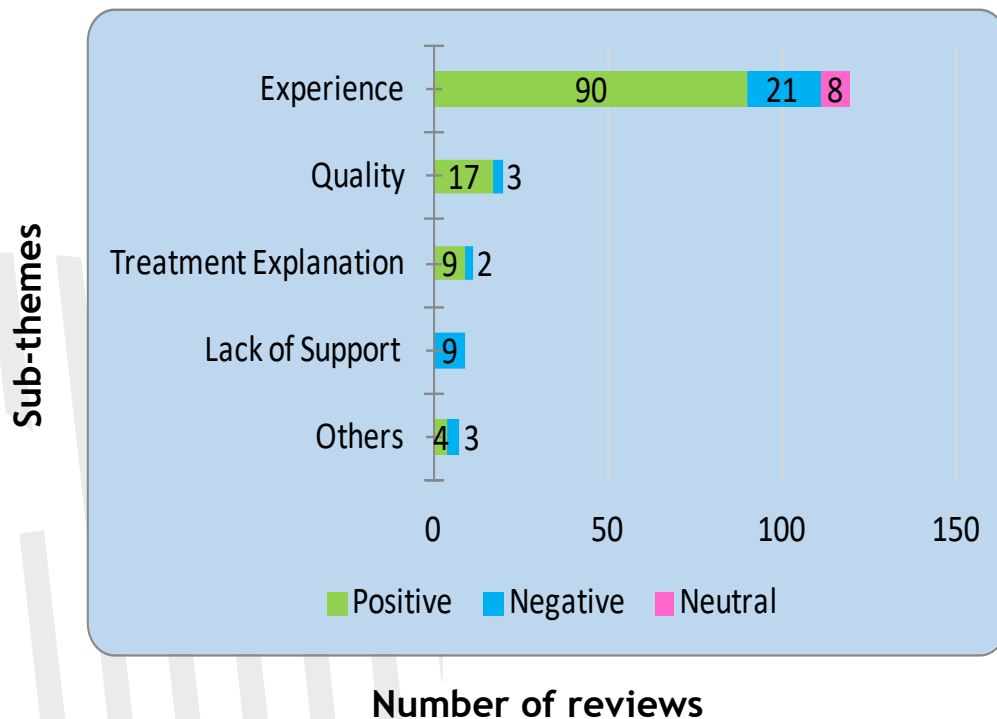
Figure 7 provides a detailed breakdown of **Treatment and Care**, the second most identified theme in reviews for GP surgeries. In Q1, this was the most commonly identified theme in GP surgery reviews, indicating that there has been a decrease in how many Ealing residents are talking about issues pertaining to the treatment and care that they receive at GP surgeries.

Overall, patients were positive about the treatment and care that they had received. During this quarter, 72% (n.120) of the cases in which this theme was identified were positive in sentiment, 22% (n.38) were negative and 5% (n.8) were neutral.

As presented in the graph below, the sub-theme, **Experience**, was the most commonly identified theme (n.119) with 76% (n.90) of them displaying positive sentiment and 18% (n.21) displaying neutral sentiment. This is another clear indication that during this quarter, Ealing residents were generally happy with their experience of treatment and care at their respective GP surgeries.

Below is a representative sample of individual comments on GP surgeries, relating to the theme of **Treatment and Care**.

## Top sub-themes for Treatment and care



## Positive reviews

"Excellent experience..."  
GP Surgery

"In fact the longer I am a patient, the better my experience and treatment gets."  
GP Surgery

"Not my usual practice, but I had a fantastic experience!"  
GP surgery

## Neutral/Negative Reviews

"A very poor experience here."  
GP Surgery

"An okay experience. Could be better."  
GP Surgery

Figure 7: Sentiment distribution for the sub-themes of Treatment and Care



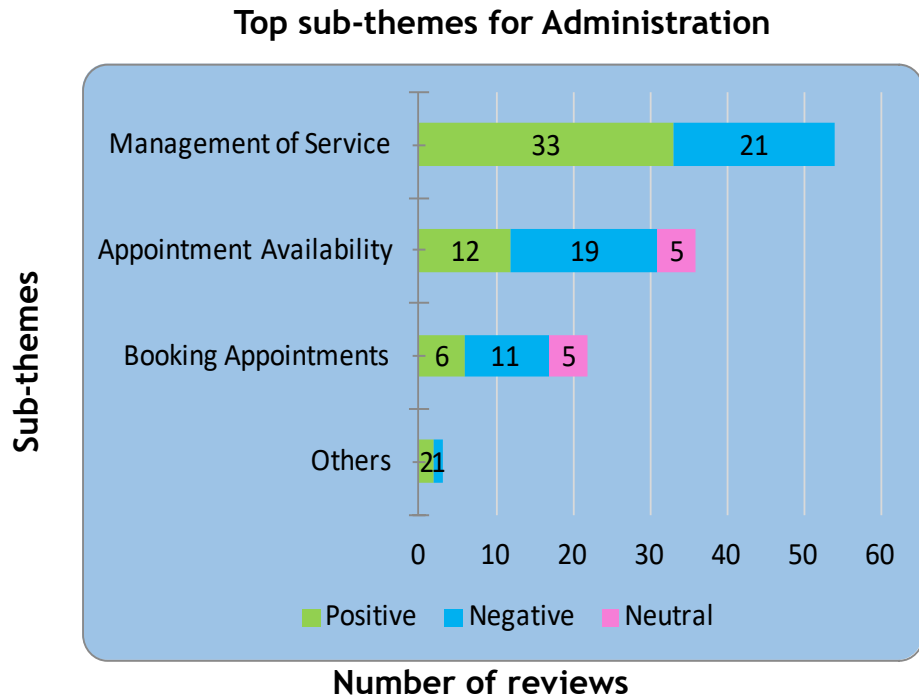
The theme of **Administration** (n.115) was the third most identified theme for GP surgeries, this quarter. This is an increase from the number of times that **Administration** was cited in the reviews gathered in Quarter 1 (n.34).

Figure 8 shows the breakdown of **Administration** into its sub-themes. Consistent with the previous quarter, the sub-theme of **Management of Service** was the most frequently identified sub-theme (n.54), with 61% (n.33) of these instances being positive in sentiment and 39% (n.21) being negative.

**Appointment Availability** was the second-most identified sub-theme (n.36). 33% (n.12) were positive in sentiment while 53% (n.19) were negative and 14% (n.5) were neutral. The third-most identified sub-theme in the theme of **Administration** was **Booking Appointments** (n.22). Of these instances, 27% (n.6) were positive in sentiment, while 50% (n.11) were negative and 23% (n.5) were neutral.

The large proportion of reviews with a negative sentiment for the theme of **Administration** indicates that there is still a significant proportion of patients that are concerned about the difficulties they are faced with when trying to book a GP appointment. Further analysis identified several contributory factors to this skew including difficulty in getting through to GP receptionists on the phone as well as the waiting times for routine appointments.

Below is a representative sample of individual comments on GP surgeries, relating to the theme of **Administration**.



### Positive reviews

“During COVID it has been easier to get an appointment.”  
GP surgery

“When I call, I can get same day appointments.”  
GP surgery

### Neutral/Negative reviews

“ Never been able to get appointments when we really need them”  
GP surgery

“ You do have to have to wait 2-3 weeks for a routine appointment which sometimes is not satisfactory.”  
GP surgery

Figure 8: Sentiment distribution for the sub-themes of Administration

# GP Themes and Sub-Themes: Access to Services

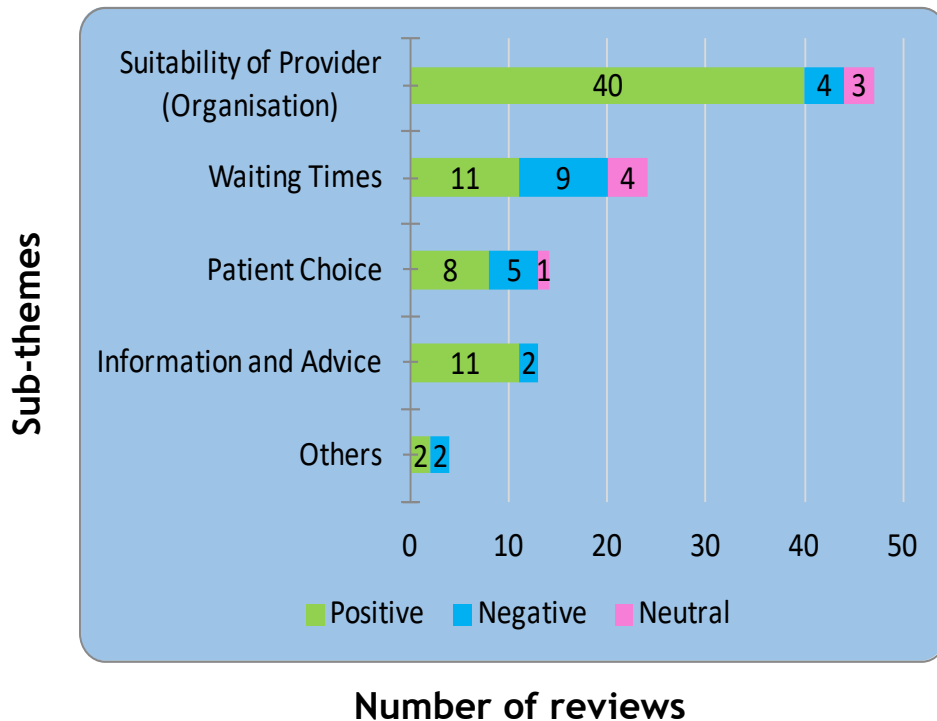
**Access to Services** was the fourth-most identified theme within the Patient Experience feedback for GP surgeries (n.100). Of these, 70% (n.70) were positive in sentiment, 22% (n.22) were negative and 8% (n.8) were neutral. Figure 9 illustrates the breakdown of the most cited sub-themes for the **Access to Services** theme for GP surgeries.

Consistent with the previous quarter, **Suitability of Provider (Organisation)** was the most applied sub-theme this quarter (n.47). Of the instances identified, 85% (n.40) were positive in sentiment, 9% (n.4) were negative and 6% (n.3) were neutral. These findings suggest that the GP services in Ealing are being suitably provided to meet the needs of the patients.

The second most identified sub-theme was, **Waiting Times** (n.24). Of these counts, 46% (n.11) were positive in sentiment, 38% (n.9) were negative and 6% (n.4) were neutral. These findings indicate that there is still room for improvement with regards to how long individuals are waiting for their appointment. It should be noted that most of the negative reviews adhere to when patients are physically in GP surgeries and that the “digital first” model that has been adapted by GP surgeries has somewhat alleviated this issue.

Below is a representative sample of individual comments on GP surgeries, relating to the theme of **Access to Services**.

## Top sub-themes for Access to services



### Positive reviews

“Overall a great surgery...”  
GP surgery

“They have been great during this pandemic always accepted my calls regarding enquiries on consultations and COVID tests information.”  
GP surgery

### Negative/Neutral reviews

“...and waiting time was what you would expect.”  
GP surgery

“The waiting times are ridiculous. I have had to wait 2 hours for an appointment and when called in, the doctor laughingly apologized for the wait.”  
GP surgery

Figure 9: Sentiment distribution for the sub-themes of Access to Services 18

# Ealing Hospital Themes and Sub-Themes: Staff

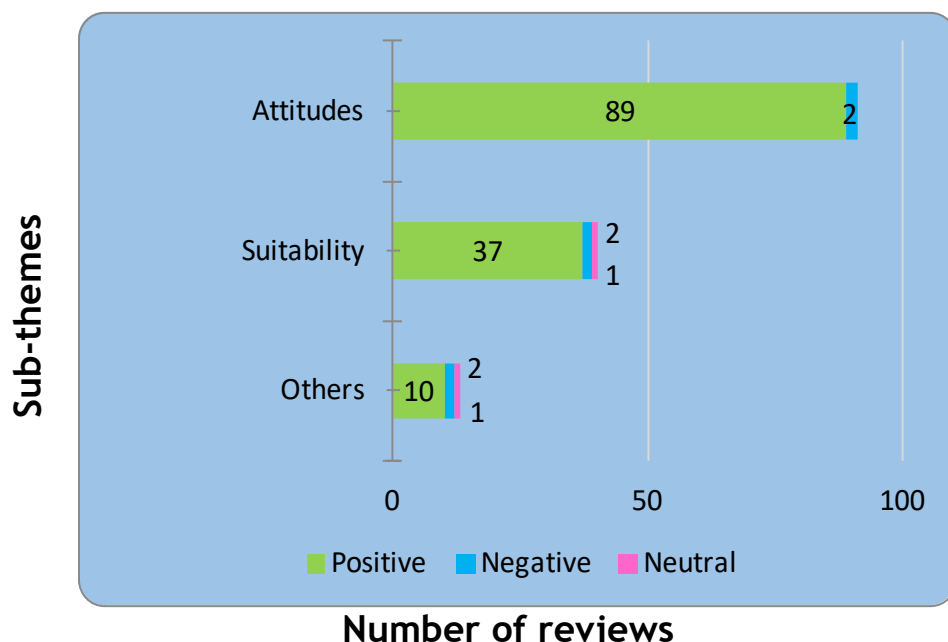
The most identified theme in the patient experience feedback for Ealing Hospital was **Staff** (n.144). This is significantly more than the number of reviews in Q1 containing this theme for all hospitals in the borough (n.39). Of the total count, 94% (n.136) were positive, 4% (n.6) were negative and 1% (n.2) was neutral. These findings continue the trend we are seeing across the previous three quarters indicating that, overall, patients are very happy with the staff at Ealing Hospital. Figure 10 illustrates the sentiment breakdown of **Staff** into sub-themes.

The sub-theme that was most regularly identified was **Attitudes** (n.91), with 98% of these instances being positive in sentiment. The second most identified sub-theme was **Suitability** (n.40). This sub-theme relates to whether the patients perceived the healthcare professional they interacted with to be the best person to be attending to their query, concern, or issue. A total of 92% (n.37) of these instances were positive, suggesting that patients or service users believed that they were attended to in a positive way by the appropriate healthcare professional.

Taken together, these findings indicate that not only are most patients happy with the service provided by healthcare professionals at Ealing Hospital, they are also happy with the manner in which staff provide these services.

Below is a representative sample of individual comments on Ealing Hospital, relating to the theme of **Staff**.

## Top sub-themes for Staff



### Positive reviews

“Staff in here are pleasant.”  
Ealing Hospital

“There were plenty of staff on duty and they were always willing to help.”  
Ealing Hospital

“Very good staff who behave professionally. Very cooperative. Good nature and very patient.”  
Ealing Hospital

### Neutral reviews

“However sometimes its a good experience and sometimes its terrible but it depends on the staff.”  
Ealing Hospital

Figure 10: Sentiment distribution for the sub-themes of Staff for Ealing Hospital

# Ealing Hospital Themes and Sub-Themes: Treatment and Care

**Treatment and Care** (n.119) was the second highest identified theme this quarter. Although it was the most identified theme in Q1 (n.48), the reviews that included the theme of **Treatment and Care** were significantly more this quarter. Of the total count, 93% (n.111) were positive, 5% (n.6) were negative and 2% were neutral. Figure 11 illustrates the sentiment breakdown of **Treatment and Care** into its sub-themes.

The **Quality** sub-theme was the most applied this quarter (n.47), being identified in reviews on more occasions than the previous quarter (n.9). The majority of the counts were positive, totalling 98% (n.46) of the count. The second-most identified sub-theme was **Experience** (n.43). The total count for this sub-theme was, once again, higher than the previous quarter (n.33) and less instances of negative sentiment were identified, totalling just 7% (n.3). A positive sentiment of 91% (n.39), taken in conjunction with an overall positive sentiment regarding the quality of treatment and care, gives a strong indication that patients at Ealing Hospital were happy with how their needs were met and how they were cared for during their time in the Hospital.

Below is a representative sample of individual comments on Ealing Hospital, relating to the theme of **Treatment and Care**.

## Top sub-themes for Treatment and Care

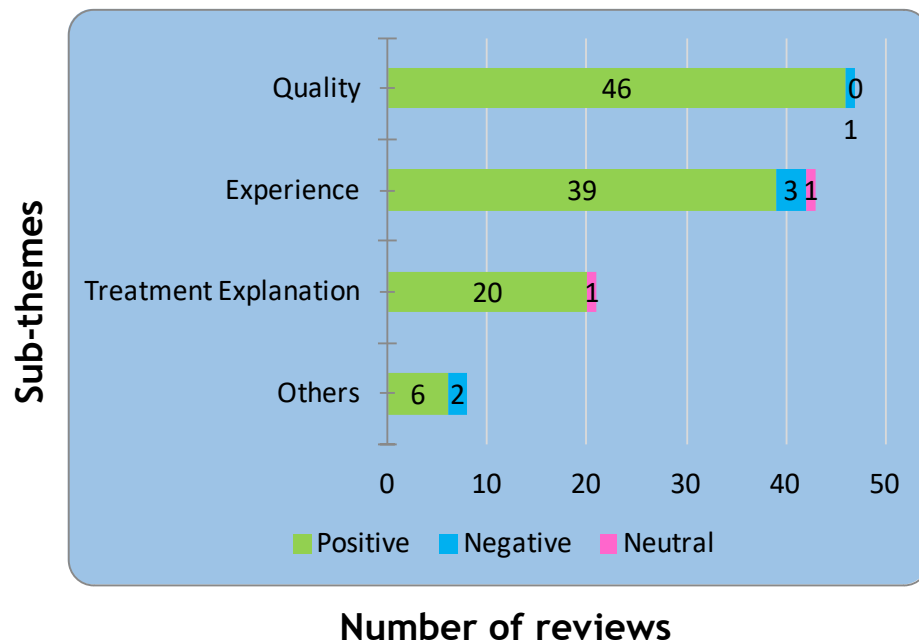


Figure 11: Sentiment distribution for the sub-themes of Treatment and Care for Ealing Hospital

### Positive reviews

“I had a great experience with Ealing Hospital.”  
Ealing Hospital

“I have had a good experience. Everyone was caring and looked after me well.”  
Ealing Hospital

“The doctor explained the whole process including the possible risks.”  
Ealing Hospital

### Negative/Neutral reviews

“A very poor experience.”  
Ealing Hospital

“However sometimes it is a good experience and sometimes its terrible...”  
Ealing Hospital

# Ealing Hospital Themes and Sub-Themes: Access to Services

Consistent with the previous quarter, **Access to Services** was the third most applied theme this quarter (n.77). Out of the total number of times this theme was identified, 75% (n.58) were positive, 22% (n.17) were negative and 3% (n.2) were neutral. Following on from the previous quarter, this demonstrates that the sentiment around access to services is largely positive. Figure 12 illustrates the sentiment breakdown for each sub-theme of **Access to Services**.

The sub-theme **Suitability of Provider (Organisation)** was the most frequently identified sub-theme this quarter (n.35). Out of the total number of counts, 94% (n.33) were positive.

**Waiting times**, was the second most frequently identified sub-theme (n.23). Of the total number of counts, 43% (n.10) were positive, 52% (n.12) were negative and 4% (n.1) were neutral in sentiment. Taken together, these findings indicate that while individuals are happy with the care that they do receive from their provider, there is still a concern regarding how long it takes to be seen at the time that their appointment is scheduled. This could provide insight into further areas of improvement at Ealing Hospital.

Below is a representative sample of individual comments on Ealing Hospital, relating to the theme of **Access to Services**.

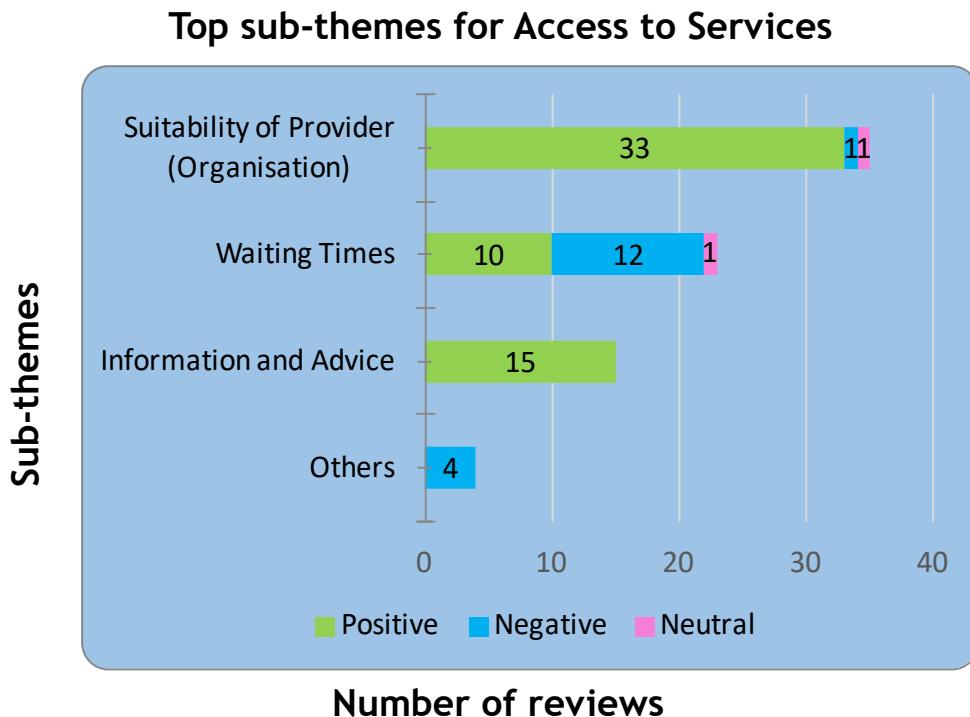


Figure 12: Sentiment distribution for the sub-themes of Access to Services for Ealing Hospital

## Positive reviews

“I had a great experience with Ealing Hospital. The overall service I received was good.”  
Ealing Hospital

“Very good. Highly recommended, no complaints.”  
Ealing Hospital

“No complaints. No waiting times,…”  
Ealing Hospital

## Negative/Neutral reviews

“I had to wait for 3 hours just to talk to the doctor.”  
Ealing Hospital

“They make you wait well over an hour.”  
Ealing Hospital

# Ealing Hospital Themes and Sub-Themes: Administration

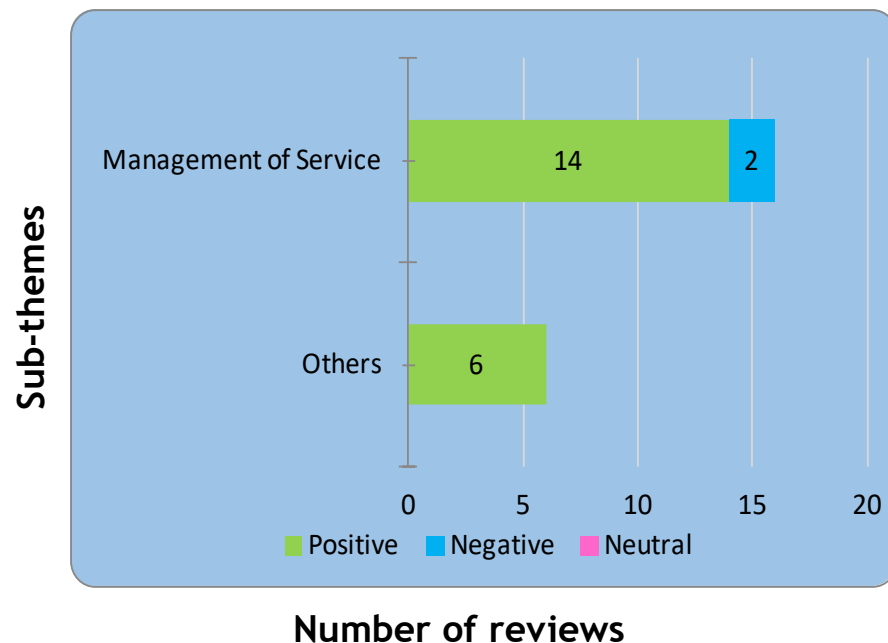
The fourth most identified theme in Ealing Hospital review this quarter was **Administration** (n.22). Incidences of this theme occurring in reviews has seen a significant increase since the previous quarter, with 91% (n.20) of the total counts being positive in sentiment. Figure 13 illustrates the sentiment breakdown for the sub-themes of **Administration**.

The sub-theme, **Management of Service** was the most frequently identified during this quarter (n.16), with 88% (n.14) of instances being positive in sentiment.

In this case the **Others** category represents the sub-themes of **Booking Appointments**, **Appointment Availability**, and **Admission Procedure**. Due to a low count for each one of these sub-themes individually, the **Others** category presents them together. During this quarter, all of the reviews that highlighted any of these sub-themes regarding appointments or admission were positive in sentiment (n.6). However, as even the combined count of these sub-themes is low, it is recommended that further investigation would be needed to confirm this overwhelmingly positive sentiment.

Below is a representative sample of individual comments on Ealing Hospital, relating to the theme of **Administration**.

## Top sub-themes for Administration



### Positive reviews

“Very good service. I am very happy.”  
Ealing Hospital

“The person I care for said he is very happy with the services he got from here.”  
Ealing Hospital

“Fantastic service. Made me feel very comfortable.”  
Ealing Hospital

### Negative reviews

“Did not get my appointment on time.”  
Ealing Hospital

Figure 13: Sentiment distribution for the sub-themes of Administration for Ealing Hospital

# Positive Reviews for Remaining Service Categories

In addition to the reviews gathered for GP surgeries and Ealing Hospital, we saw a significant increase in the number of reviews gathered for other service categories including, Pharmacies, Opticians and Dentists.

This section provides an overview of the positive reviews that were received for these service categories, in addition to those that received lower numbers of reviews such as, Community Services and Homecare/ Supported Living.

Figure 14 illustrates the number of positive reviews gathered for these service categories during the Quarter 2 period (July-September 2020). In comparison to Quarter 1 (April-June 2020), the numbers of positive reviews gathered for each of the top three services have significantly increased. The number of positive reviews for Pharmacies increased from n.91 to n.144, the number of positive reviews for Opticians increased from n.8 to n.68 and the number of positive reviews for Dentists increased from n.1 to n.61.

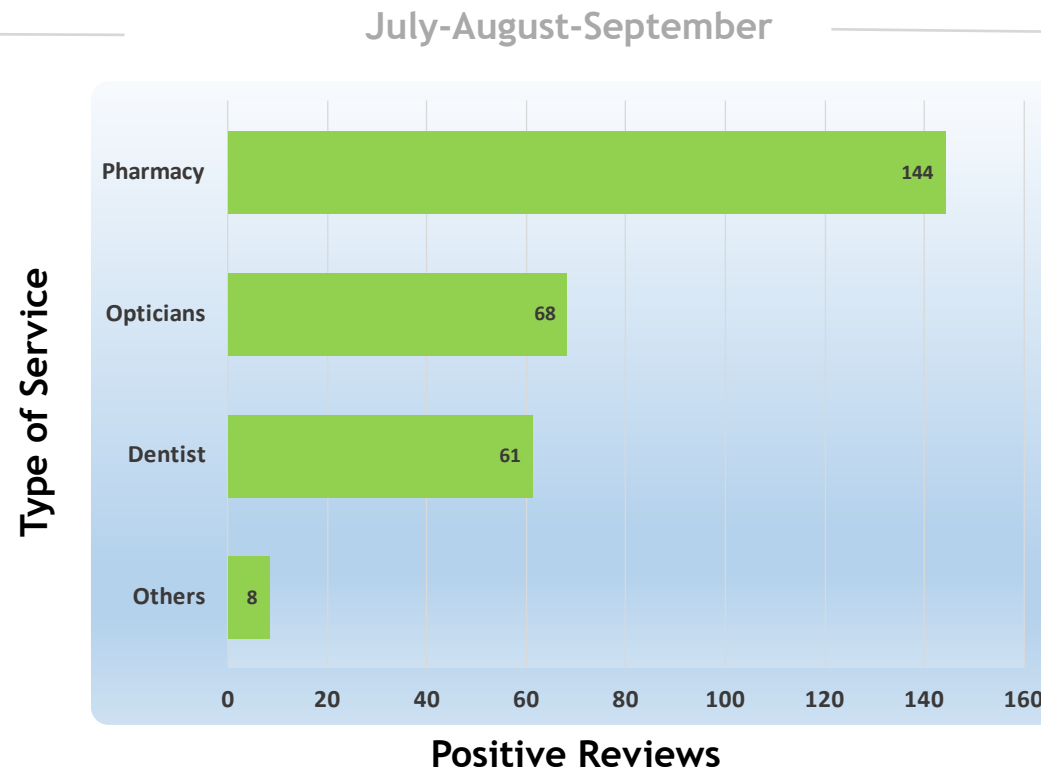


Figure 14: Positive reviews received for remaining service categories



## Pharmacy

“They provide a good service and give good recommendations when asked.”

Pharmacy

“They are efficient.”

Pharmacy

“Receive my prescriptions from this pharmacy. They are very good and quick to be seen.”

Pharmacy

“Quick to be served and very nice staff.”

Pharmacy



## Opticians

“Friendly staff.”

Opticians

“Great customer service and well managed time system. Staff are friendly and eager to help while providing good advice.”

Opticians

“Fantastic service. The staff always speak in such a lovely and politely way.”

Opticians





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## Dentist

“Brilliant practice. Good appointment availability, helpful reception staff and excellent clinical care.”  
Dentist

“Staff are very welcoming and friendly, with minimal waiting times and efficient services all this ultimately has made my experience so much better and smooth as a patient.”  
Dentist

“During lockdown, the dentist that I see sent a prescription request to the pharmacy which I collected. She suggested to call back if any flares up. She phoned me up when dentist re-opened in May. I got one their first appointments in the week which was brilliant. They are very good. A very well run dental surgery.”  
Dentist

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## Others

“Once you get hold of them, they are excellent. I had to wait 10 weeks but that is the standard waiting time. But once you get past that, you get seen frequently as necessary.”  
Community Services

“Really nice people.”  
Homecare/Supported Living

“Really well cared for and looked after my relative in their final weeks.”  
Hospice

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# Negative and Neutral Reviews for Remaining Service Categories

This section provides an overview of the negative and neutral reviews that were received for Pharmacies, Opticians and Dentists as well as those that received lower numbers of reviews such as, Community Services and Homecare/ Supported Living.

Understanding the common trends and themes seen within the negative and neutral reviews pertaining to specific service categories allows us to make informed recommendations as to how these service's operations can continue to improve and meet the needs of Ealing residents. Feedback identified as neutral in sentiment have been included as it is often the case that these reviews highlight areas that can be improved upon.

As illustrated, only 14% (n.25) of the reviews that Pharmacies received were either negative or neutral in sentiment (12% negative). Despite seeing a significant increase in the number of total reviews received for Pharmacies in Ealing (n.91 for Q1 vs. n.144 for Q2) this number remained almost exactly the same as the number of Neutral and negative reviews received during Q1 (n.24).

Also, worth noting is that while the number of negative or neutral reviews that Opticians in Ealing received increased from last quarter (n.3 to n.17), this actually represents a decrease in the percentage of total reviews received (Q1: 23% negative and 15% neutral, totalling 38% vs. Q2 17% negative and 3% neutral, totalling 20%).

# Negative and Neutral Reviews for Remaining Service Categories

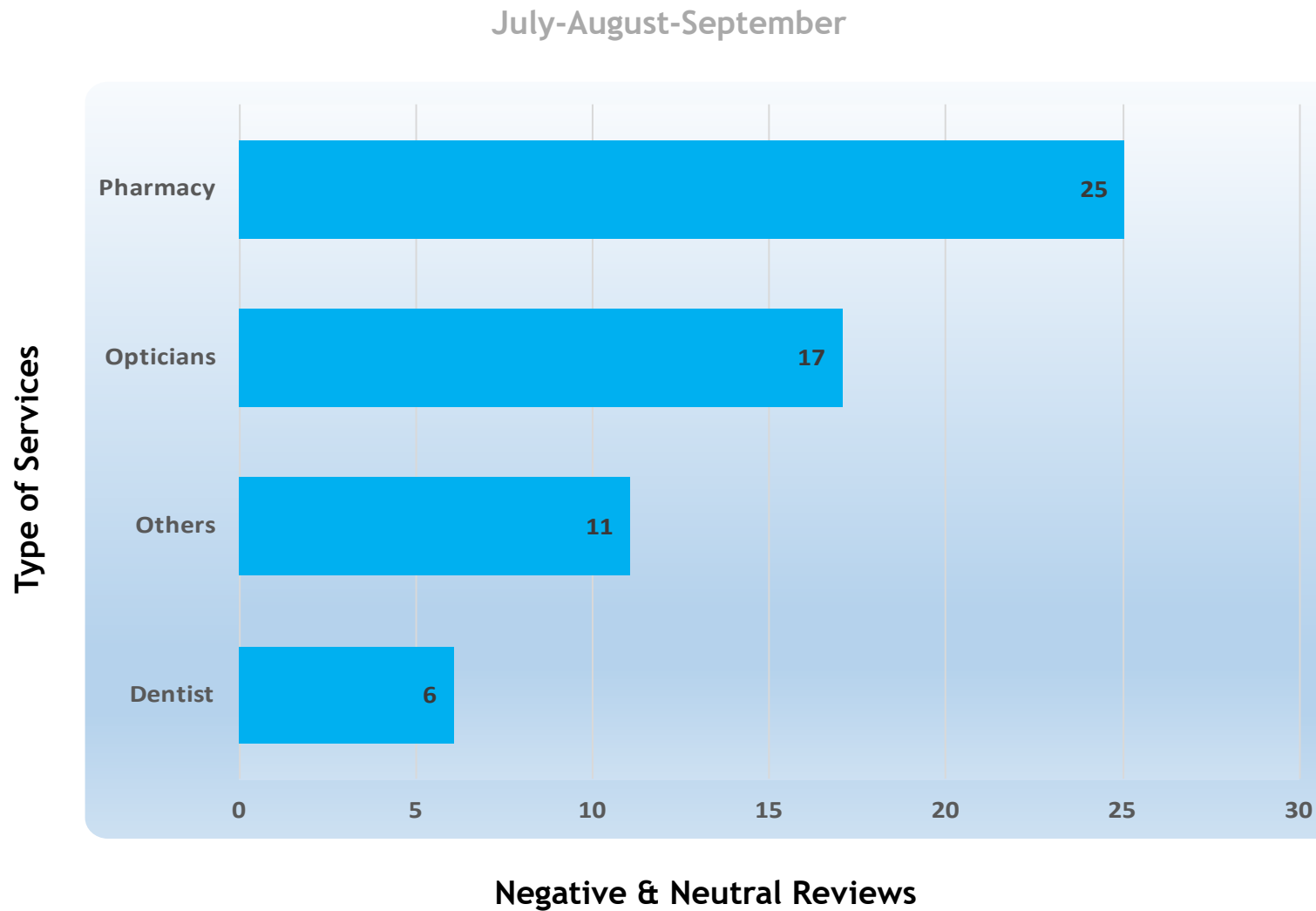


Figure 15: Negative and neutral reviews received for remaining service categories



## Pharmacy

“Staff has no idea about medications. I have never experienced such a lack of basic knowledge at any pharmacy, so I don't know how such staff can dispense prescription drugs.”

Pharmacy

“This chemist is run by completely unprofessional people. They don't know how to deal with customers.”

Pharmacy

“The pharmacy is making lots of mistakes. I received the message that the prescription is ready to pick up but when I went to collect the prescription, it wasn't ready.”

Pharmacy

“Constant queues. Had to wait for 30 minutes. They don't seem to have enough staff. They are very friendly. They are constantly going back to to the pharmacist. They don't seem to understand the medication.”

Pharmacy



## Opticians

“Unprofessional staff. Not a good service.”

Opticians

“I had a contact lens fitting which went ok but they didn't have the different type of trial lens in stock for me. So they would send it to me, should take 3 or 4 days. I had to phone twice in the space of 10 days to ask where they were. Finally arrived after 2 weeks waiting. They also arranged the wrong type of appointment for me so they changed it when I got there and I had to wait over an hour for an aftercare appointment. Will not be going back to this opticians as I found the staff didn't really care much about the customers.”

Opticians

“Very poor customer service. I was waiting on the phone for over 40 minutes and then they told tell me nothing was ordered for 2 weeks.”

Opticians



## Others

“Been lied to by the staff and then tried to falsify information. I have complained and nothing has changed. Me and my family have been treated very poorly by the service.”

Social Care

“A very poor experience. I did receive the help or support that I needed.”

Mental Health

“Staff are stressed and overworked. We never knew if anyone was you to attend daily and the office didn't know either. Eventually it became too stressful and we had to cancel the package.”

Homecare/Supported Living



## Dentist

“Very rude receptionists. Customer service training wouldn't go amiss. Visited this place on several occasions, the reception staff are really letting the place down. Phone contact isnt very pleasant either.”

Dentist

“Nobody picks up the phone! My mum is elderly who needs treatment asap and she has been trying to get through since last week. Phone is engaged or your staff simply hangs up.”

Dentist

“Nobody answers the phone. I have calling for about a week every day and still no answer.”

Dentist

# Network Area Specific GP Reviews

The following tables (table 3 - table 10) highlight the number of positive, negative and neutral reviews for each of the GP surgeries in the borough of Ealing. As indicated, each surgery falls under one of the seven Primary Care Networks (PCN) in Ealing: Acton, The Ealing Network, Northolt Greenford Perivale (NGP), North Southall, South Central Ealing, Northolt, Greenwell, South Southall.

Presented in these tables are both the averages for the current quarter (row labelled Q2) and the previous 12 months (row labelled 2019-2020). These two data sets are shown together on the left of the table to give an overview of the reviews for each GP surgery. The data displayed on the right-hand side reflects the average star rating given by patients regarding specific aspects of the surgery, such as; Ease of gaining an appointment, Waiting times and Staff attitudes.

It should be noted that GP surgeries that received less than ten reviews during this quarter (July to September) are not included in the average

# PCN Specific GP Reviews

Acton			Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Acton Health Centre (Dr Napolion Issac) (3,386)	2		Q2	-	-	-	-	-	-	-
			2019 - 2020	4	4	4	4.5	4	4.5	4.5
Acton Lane Medical Centre (1,207)	1		Q2	-	-	-	-	-	-	-
			2019 - 2020	4.5	4	4.5	5	4	4.5	4.5
Acton Town Medical Centre (3,235)	3		Q2	-	-	-	-	-	-	-
	1		2019 - 2020	4.5	4	4.5	4.5	4	3.5	4
Boileau Road Surgery (3,393)	1		Q2	-	-	-	-	-	-	-
	1		2019 - 2020	4	4	3.5	3.5	3.5	4	4
Chiswick Family Practice (Dr Bhatt) (4,428)			Q2	-	-	-	-	-	-	-
	1		2019 - 2020	-	-	-	-	-	-	-
Chiswick Family Practice (Dr Webber) (4,257)	2		Q2	-	-	-	-	-	-	-
	1		2019 - 2020	-	-	-	-	-	-	-
Churchfield Surgery (3,442)	2		Q2	-	-	-	-	-	-	-
	1		2019 - 2020	-	-	-	-	-	-	-

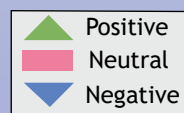
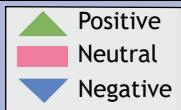


Table 3: The Quarterly and Annual numbers for GP surgeries Acton PCN

Number of reviews for the current quarter

# PCN Specific GP Reviews

Acton Continued			Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Cloister Road Surgery (8,894)	Q2		-	-	-	-	-	-	-	-
	2019 - 2020		4	4	4.5	4.5	3.5	4	4.5	4
Crown St Surgery (8,836)	Q2		3.5	4.5	5	5	4	4.5	5	3.5
	2019 - 2020		3.5	4	4	4	3.5	4	4	3
Hillcrest Surgery (7,791)	Q2		3.5	4	4.5	4	4	4	4	4
	2019 - 2020		4	4	4	4.5	3.5	4.5	4	3.5
Horn Lane Surgery (4,581)	Q2		-	-	-	-	-	-	-	-
	2019 - 2020		4	4	4	4.5	3.5	4	4	4
Mill Hill Surgery (7,692)	Q2		4.5	4.5	5	4.5	4.5	4.5	4.5	4
	2019 - 2020		3.5	3.5	4.5	4	3	4.5	4.5	4
The Bedford Park Surgery (3,539)	Q2		-	-	-	-	-	-	-	-
	2019 - 2020		-	-	-	-	-	-	-	-
The Vale Surgery (5,303)	Q2		-	-	-	-	-	-	-	-
	2019 - 2020		4	4	4.5	4.5	3.5	4	4	3.5
Western Avenue Surgery 3,025	Q2		-	-	-	-	-	-	-	-
	2019 - 2020		4	4	4.5	4.5	3.5	4	4	4



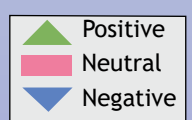
Cont. Table 3: The Quarterly and Annual numbers for GP surgeries Acton PCN

Number of reviews for the current quarter



# PCN Specific GP Review

The Ealing Network			Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Corfton Road Surgery (6,937)	Q2		-	-	-	-	-	-	-	-
	2019 - 2020		4	3.5	4.5	4	3.5	4.5	4	3.5
Cuckoo Lane Practice (5,230)	Q2		-	-	-	-	-	-	-	-
	2019 - 2020		4	4	4	4.5	3.5	4.5	4.5	3.5
Gordon House Surgery (12,431)	Q2		4.5	4.5	4.5	4.5	4.5	4.5	4.5	4
	2019 - 2020		4	4	4	4	3.5	4	4	3.5
Lynwood Surgery (2,216)	Q2		-	-	-	-	-	-	-	-
	2019 - 2020		-	-	-	-	-	-	-	-
Mattock Lane Health (2,851)	Q2		-	-	-	-	-	-	-	-
	2019 - 2020		4	4	4	4	3.5	4	4.5	4
Pitshanger Family Practice(3,009)	Q2		-	-	-	-	-	-	-	-
	2019 - 2020		-	-	-	-	-	-	-	-
Queenswalk Practice (10,048)	Q2		3.5	3.5	4.5	4	3	4	3.5	3.5
	2019 - 2020		4	3.5	4.5	4.5	3.5	4	4	4
St Marks Medical Centre (1,610)	Q2		-	-	-	-	-	-	-	-
	2019 - 2020		-	-	-	-	-	-	-	-
The Argyle Surgery (8,140)	Q2		-	-	-	-	-	-	-	-
	2019 - 2020		3.5	3.5	4.5	4.5	3.5	4	4	3
The Avenue Surgery (3,028)	Q2		-	-	-	-	-	-	-	-
	2019 - 2020		-	-	-	-	-	-	-	-



Number of reviews for the current quarter

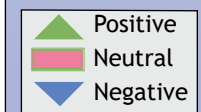
Table 4: The Quarterly and Annual numbers for GP surgeries The Ealing Network PCN

# PCN Specific GP Reviews

## Northolt Greenford Perivale

Northolt Greenford Perivale			Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?	
Hillview Surgery (10,388)	11		Q2	4	3.5	4	4	3	4	4	3
	2		2019 - 2020	3	3.5	4	4	3.5	3.5	4	3
Islip Manor Medical Centre (3,498)	2		Q2	-	-	-	-	-	-	-	-
			2019 - 2020	-	-	-	-	-	-	-	-
The Grove Medical (6,785)			Q2	-	-	-	-	-	-	-	-
			2019 - 2020	-	-	-	-	-	-	-	-
The Medical Centre (4,123)			Q2	-	-	-	-	-	-	-	-
			2019 - 2020	-	-	-	-	-	-	-	-
Barnabas Medical Centre (9,282)	1		Q2	-	-	-	-	-	-	-	-
	1		2019 - 2020	4.5	4	4	4.5	4	4	4.5	3.5
Elm Trees Surgery (5,016)	3		Q2	-	-	-	-	-	-	-	-
	1		2019 - 2020	3	4	4	4	3.5	4	4	3.5
Greenford Road Med Centre (7,888)	3		Q2	-	-	-	-	-	-	-	-
	1		2019 - 2020	3.5	3.5	4	4	3	4	4	3.5
Mandeville Medical Centre (5,361)			Q2	-	-	-	-	-	-	-	-
			2019 - 2020	-	-	-	-	-	-	-	-
Meadow View Surgery (5,385)			Q2	-	-	-	-	-	-	-	-
			2019 - 2020	4	4	4	4.5	3.5	4	4	4
Perivale Medical Clinic (4,349)	1		Q2	-	-	-	-	-	-	-	-
			2019 - 2020	-	-	-	-	-	-	-	-
Allendale Road Surgery (4,054)	1		Q2	-	-	-	-	-	-	-	-
			2019 - 2020	-	-	-	-	-	-	-	-

0 2 4 6 8 10 12



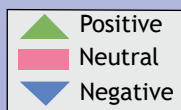
Number of reviews for the current quarter

Table 5: The Quarterly and Annual numbers for GP surgeries NGP PCN

# PCN Specific GP Reviews

North Southall			Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Chepstow Medical Centre (2,445)	Q2	3	-	-	-	-	-	-	-	-
	2019 - 2020	1	-	-	-	-	-	-	-	-
Dormers Wells Medical Centre (6,914)	Q2	1	-	-	-	-	-	-	-	-
	2019 - 2020	2	-	-	-	-	-	-	-	-
Lady Margaret Road (3,108)	Q2	1	-	-	-	-	-	-	-	-
	2019 - 2020	4	-	-	-	-	-	-	-	-
Saluja Clínic (9,557)	Q2	2	-	-	-	-	-	-	-	-
	2019 - 2020	5	3.5	3.5	4	3.5	3.5	4	4	3
Somerset Family Practice (2, 946)	Q2	1	-	-	-	-	-	-	-	-
	2019 - 2020	3	4	3.5	4.5	4	3.5	4	4	3.5
The MWH Practice (7,339)	Q2	1	-	-	-	-	-	-	-	-
	2019 - 2020	1	3.5	3.5	4	3.5	3.5	4	4	3.5
St George's Medical Centre (3,097)	Q2	1	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-	-
The Town Surgery (2,134)	Q2	-	-	-	-	-	-	-	-	-
	2019 - 2020	1	4	4	4	4	3.5	4	4	4
Woodbridge Medical Centre (5,283)	Q2	1	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-	-
KS Medical Centre Limited (4,714)	Q2	-	-	-	-	-	-	-	-	-
	2019 - 2020	2	-	-	-	-	-	-	-	-

Table 6: The Quarterly and Annual numbers for GP surgeries North Southall PCN



Number of reviews for the current quarter

# PCN Specific GP Reviews

## South Central Ealing

			Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Grosvenor House Surgery (6,150)	Q2	-	-	-	-	-	-	-	-	-
	2019 - 2020	3.5	3	4	4.5	3.5	4.5	4.5	3.5	
Ealing Park Health Centre (9,691)	Q2	4	4.5	5	4	4.5	4	5	4	
	2019 - 2020	4	4	4.5	4.5	3.5	4	4	4	
Elthorne Park Surgery (8,620)	Q2	-	-	-	-	-	-	-	-	
	2019 - 2020	4	4	4.5	4.5	3.5	4.5	4.5	4	
Northfields Surgery (9,360)	Q2	5	5	5	5	4	5	5	4	
	2019 - 2020	4	4	4.5	4	3.5	4.5	4.5	3.5	
The Florence Road Surgery (18,048)	Q2	-	-	-	-	-	-	-	-	
	2019 - 2020	4	4	4.5	4.5	4	4.5	4.5	3.5	
Bramley Road Surgery (18,048)	Q2	-	-	-	-	-	-	-	-	
	2019 - 2020	-	-	-	-	-	-	-	-	

0 2 4 6 8 10 12

Number of reviews for the current quarter

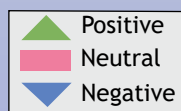


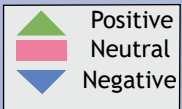
Table 7: The Quarterly and Annual numbers for GP surgeries South Central Ealing PCN

# PCN Specific GP Reviews

## Northolt

Northolt		Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Jubilee Gardens Medical (7,203)	Q2	-	-	-	-	-	-	-	-
	2019 - 2020	3.5	3.5	4	4	3.5	3.5	4	3.5
Somerset Medical (1,746)	Q2	-	-	-	-	-	-	-	-
	2019 - 2020	4.5	4.5	4.5	4.5	4	4.5	4.5	4.5
Goodcare Practice (6,408)	Q2	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-
West End Surgery (4,478)	Q2	-	-	-	-	-	-	-	-
	2019 - 2020	3.5	3.5	4.5	4	3.5	4	4	4
Yeading Medical Centre (7,208)	Q2	-	-	-	-	-	-	-	-
	2019 - 2020	3.5	4	3.5	4	3	3.5	3.5	3
Allenby Clinic (2,064)	Q2	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-
Broadmead Surgery (4,224)	Q2	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-
Northolt Family Practice (4,111)	Q2	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-

Table 8: The Quarterly and Annual numbers for GP surgeries Northolt PCN Number of reviews for the current quarter

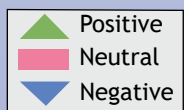


# PCN Specific GP Reviews

## Greenwell

Greenwell						Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Elmbank Surgery (3,349)	Q2					-	-	-	-	-	-	-	-
	2019 - 2020					4	4	3.5	4.5	3.5	4	4	3.5
Greenford Avenue Family Health Practice (6,905)	Q2					-	-	-	-	-	-	-	-
	2019 - 2020					3.5	3.5	4	4	3	4	4	4
Mansell Rd Practice (5,823)	Q2					-	-	-	-	-	-	-	-
	2019 - 2020					-	-	-	-	-	-	-	-
Westseven (3,604)	Q2					-	-	-	-	-	-	-	-
	2019 - 2020					3.5	3	4	4	3	4	4	3.5
Eastmead Avenue Surgery (6,084)	Q2					-	-	-	-	-	-	-	-
	2019 - 2020					-	-	-	-	-	-	-	-
Hanwell Health Centre Dr Less Naish Basiil (5,668)	Q2					-	-	-	-	-	-	-	-
	2019 - 2020					3.5	4	4.5	4	3.5	4	4	4
Oldfield Family Practice (4,145)	Q2					-	-	-	-	-	-	-	-
	2019 - 2020					-	-	-	-	-	-	-	-

0 1 2 3 4 5



Number of reviews for the current quarter

Table 9: The Quarterly and Annual numbers for GP surgeries Greenwell PCN

## South Southall

South Southall		Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
70 Norwood Road/ Dr Sanghera	Q2	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-
Southhall Medical Centre (7,755)	Q2	3.5	3.5	4.5	3.5	3.5	4.5	3.5	3
	2019 - 2020	-	-	-	-	-	-	-	-
Belmont Medical Centre (7, 662)	Q2	-	-	-	-	-	-	-	-
	2019 - 2020	3	4	4	3.5	3	4	4	3.5
Featherstone Road Health Centre (8,622)	Q2	-	-	-	-	-	-	-	-
	2019 - 2020	3.5	4	4	4	3	4	4	3.5
Guru Nanak Medical Centre (12,283)	Q2	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-
Medical Centre (Beaconsfield Road) (8,305)	Q2	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-
The Welcome Practice (3,903)	Q2	-	-	-	-	-	-	-	-
	2019 - 2020	4	4	4.5	4.5	4	4	4.5	4
Waterside Medical Centre (4,851)	Q2	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-
Hammond Road Surgery (4,233)	Q2	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-
Sunrise Medical Centre (4,156)	Q2	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-

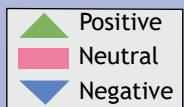


Table 10: The Quarterly and Annual numbers for GP surgeries South Southall PCN

Number of reviews for the current quarter

# Demographic Information

The pie chart below, (fig.16) represents the number of reviews received from each gender during Q2 (July to September). The majority of reviews received during this quarter were from Females with a total of 62% (n.180).

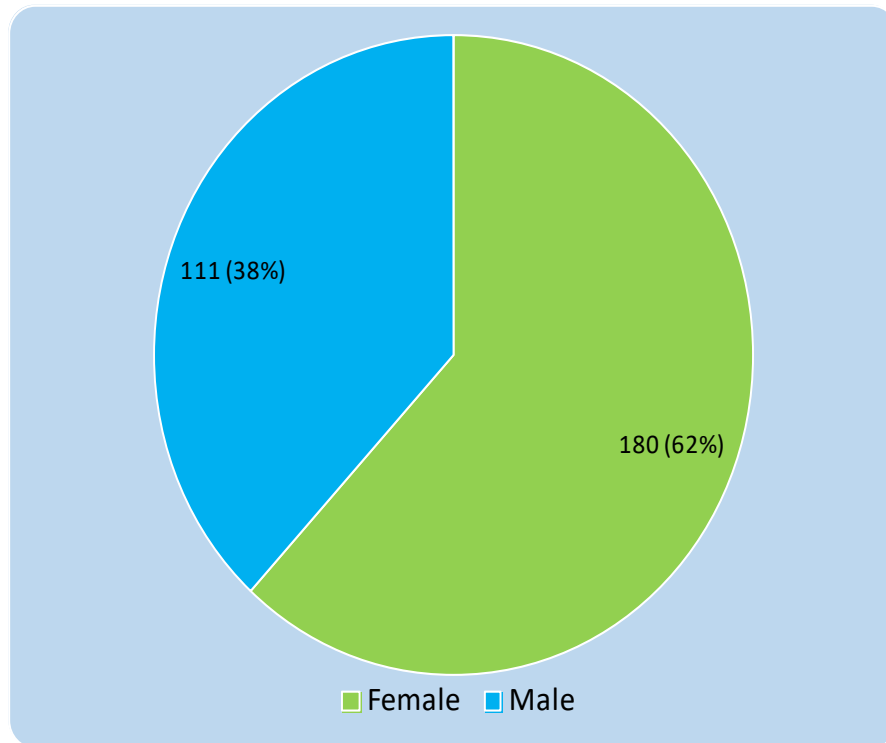


Figure 16: Patient and Service User Gender

During this quarter, patients from across the borough provided their feedback. The pie chart below (fig.17) represents the breakdown of our sample population based on patients' area of residence. The highest number of reviews were received from Ealing residents living in Acton, making up 35% (n.95) of the sample population, followed by residents living in the locality of Ealing, making up a further 32% (n.86) of the sample. The least number of reviews for a specific locality was seen in Northolt with just n.1 review.

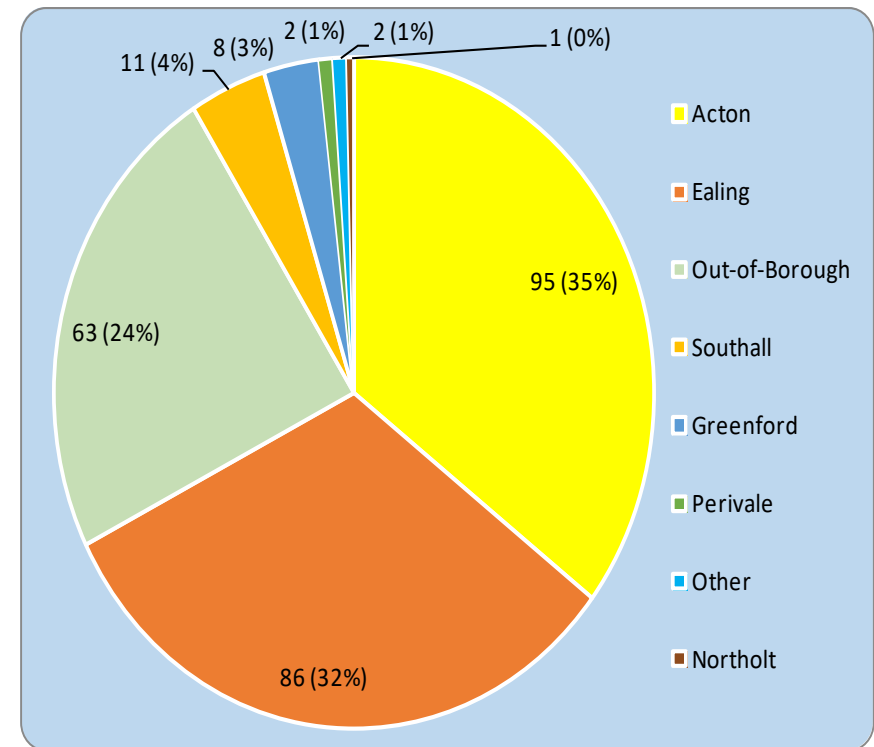


Figure 17: Patient and Service User's area of residence



# Demographic Information

The pie chart below (fig.18), shows the number of reviews received this quarter from each ethnicity. The majority of feedback received was from people who were White British, making up a total of 62% (n.162) of the sample population. The second-most present ethnicity in this report was Other White Ethnicities, making up 14% (n.36) of the population.

It is worth noting that Asian Indian (n.13), Asian Pakistani (n.10), Asian Bangladeshi (n.4), Other Asian (n.7), Black African (n.4), Other Black (n.3), Mixed Multiple (n.4) and Other Ethnic Groups (n.2) made up 5% or less of the sample population, respectively.

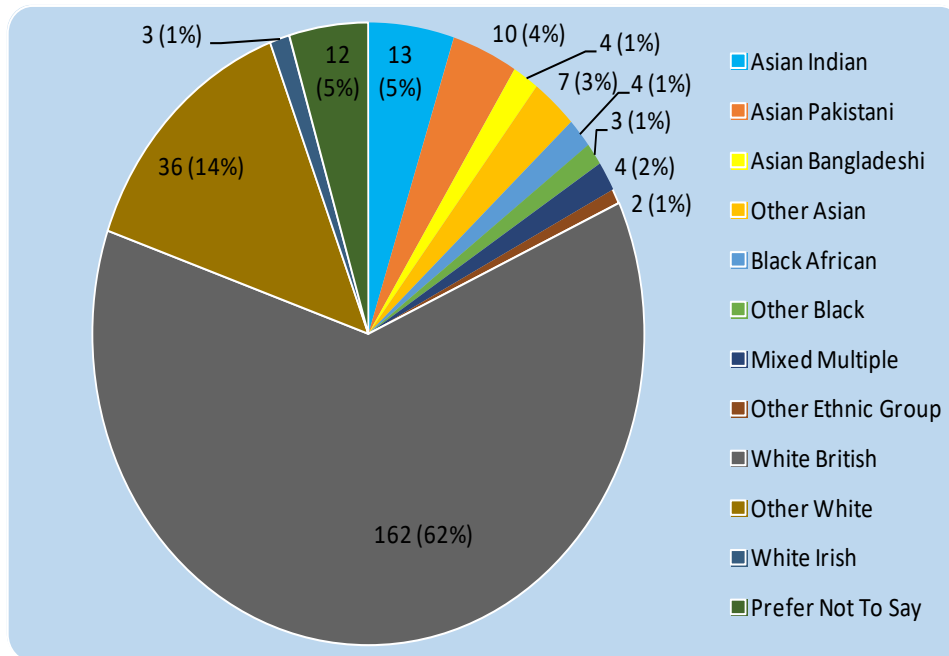


Figure 18: Patient and Service User's Ethnicity

The pie chart below (fig.19), represents the number of patients and service users from each age group who provided their feedback. The age group recorded the most this quarter was 65 to 74 - 33% (n.80). This is followed by 75 to 84 - 31% (n.74), then 55 to 64 - 19% (n.46). Excluding the category "Prefer not to say", the age group recorded the least this quarter was 35 to 44 and 23 to 34 - both 2% (n.4).

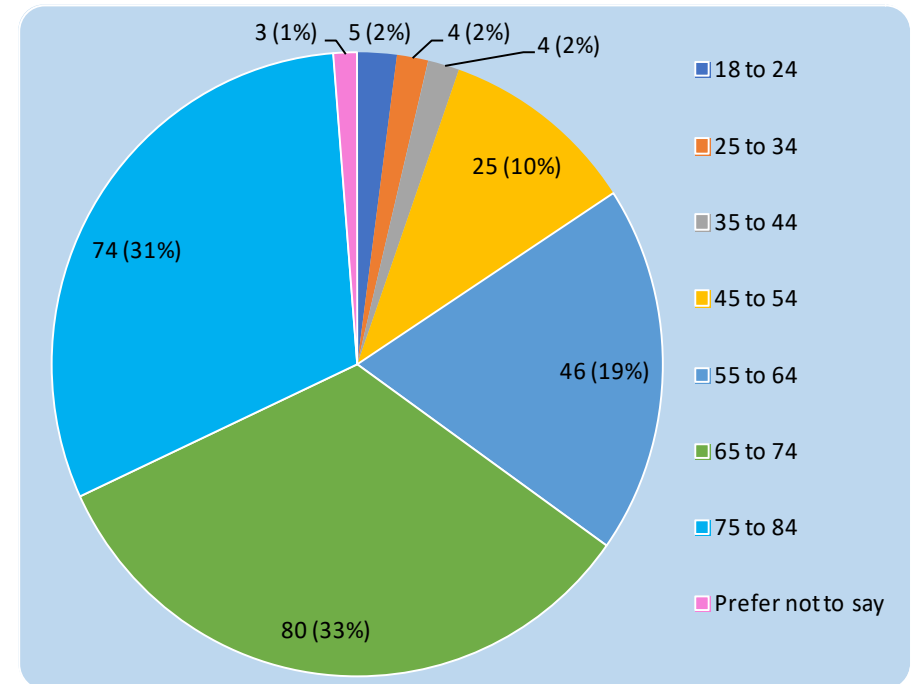


Figure 19. Patient and Service User's Age Group

This quarter, 1000 patient experience reviews were collected. 76% (n.763) were positive, 6% (n.57) were neutral and 18% (n.) were negative.

Consistent with previous quarters, the positive experiences far outweigh the negative experiences. However, in order to identify the areas of best practice and those which need to be improved, the feedback for specific service areas were analysed in more detail.

## GP Services

Patient issues identified mainly related to the 'Administration' and 'Staff' theme. The negative reviews relating to staff primarily cited staff member's attitudes. The negative reviews for 'Booking Appointments' were higher than both the positive and neutral reviews. We also see that with the 'Appointment Availability' sub-theme, the positive and negative counts to reviews were the same.

Areas of good practice where comments were largely positive were with the 'Treatment and Care' theme (90% - positive) and the 'Access to Services' theme (76% - positive). This represents a change from the previous quarter where the 'Access to Services' theme was where issues were regularly identified'. This may suggest an overall shift in how accessible both providers and service users are now finding digital services, in comparison to the start of the COVID-19 pandemic and the lockdown. However, the 24% of the reviews that were negative or neutral in sentiment demonstrate that there is still room for improvement to ensure that all Ealing residents are able to access GP services.

## Ealing Hospital

For Ealing Hospital, there appears to be no significant areas of concern. The following themes were identified in patient feedback as largely positive:

- Staff (82% positive) - For all three sub-themes of the theme of Staff, positive sentiment reviews significantly outweighed negative and neutral sentiment reviews. Overall, findings indicate that patients were happy with staff members professional suitability as well as their attitudes and behaviours toward them. We have seen this trend continue throughout the quarterly reports.

- **Treatment and Care (79% positive)** - The majority of sentiment around Treatment and Care at Ealing hospital being largely positive, continues this trend that is starting to emerge in the 2020/2021 year. When compared to last year, Q3 2019/2020 was the only quarter in which the positive sentiment was the highest for this theme. This emergence of this more stable, positive trend indicates that the quality of care, provider to patient communication regarding treatment plans and patients' overall hospital experience has been improved upon from last year. This is testament to the efforts of Ealing Hospital and the London North West University Healthcare NHS Trust, who prioritised the training and development of their staff, during this past financial year.
- **Access to Services (82% positive)** - the Suitability of Provider (Organisation) sub-theme was the highest sub-theme applied with a positive sentiment of 85%. This indicates that patients believed the Ealing Hospital entirely met their medical needs. However, the mixed sentiment around waiting times (52% negative), suggests that there is still room for improvement within the Access to services theme. It can be speculated that this is a result of the pressures that the COVID-19 pandemic has placed on the hospital and its staff. We would expect this negative sentiment to reduce as the pandemic eases. Indeed, on the whole, these findings continue to follow the trend of positive sentiment from the previous quarter. In comparison to 2019/2020, Q3 was the only quarter in which positive sentiment was reported as the larger proportion. This shows that there has been a significant improvement in the consistency of patient's access to services at Ealing Hospital.

## **Other Services:**

**Pharmacy:** On the whole, the sentiment around Pharmacies, remains positive. Further qualitative analysis indicated that positive sentiment outweighed the negative and neutral sentiments for all themes apart from 'Dignity and Respect'. However, it is important to note that this sub-theme was only applied two times with one positive sentiment and one negative sentiment. We therefore cannot generalise the findings regarding this theme.

**Opticians:** Out of the total number of reviews for Opticians (n.85), 78% were positive in sentiment. Once again, this continues the trend on and validates the findings of the previous quarter. This report was able to gather more reviews of Opticians this quarter as a result of the up-skilling of the Patient Experience team in the direct contact method and the further inclusion of online reviews.

**Dentists:** The majority of sentiment around dental services this quarter was positive (85%). However, we must be cautious with these findings as these reviews are a representation of the people that have used dental services during this quarter. However, Healthwatch are aware of the difficulties that many Ealing residents have faced in accessing NHS covered dental care during this quarter. Therefore, while these findings do indicate a good patient experience overall, this does not represent the negative sentiment regarding a lack of access to treatment.

**Others:** The 'Others' section (n.19) is a combination of the following services: Community Services, Homecare/Supported Living, Mental Health, Social Care and Hospice. Due to the number of reviews that each of these services received, the sentiment and opinions that we gathered cannot be generalised as indications of how a particular service or service category operates. In total, 42% (n.8) of the reviews were positive, with the majority of these coming from reviews for Homecare/Supported Living. On the other hand, 47% (n.9) of the reviews were negative with the majority of the negative sentiment arising from reviews for Community Services.

# Actions, impact and next steps

Healthwatch Ealing continues to present findings contained within this report at various commissioning, provider and local authority led boards and committees. These include:

- Ealing Clinical Commissioning Group (CCG) Quality & Patient Safety Committee
- Ealing CCG Patient and Public Experience (PPE) Committee
- Ealing CCG Governing Body
- Ealing CCG Primary Care Commissioning Committee (PCCC)
- Ealing Health & Wellbeing Board
- Ealing Health and Adult Social Services Standing Scrutiny Panel
- London North West NHS Trust (LNWT) Patient Experience Executive Committee

As well as these formal meetings, a number of informal meetings take place with partners to discuss the issues of concern and identify actions to be taken forward.

Since the publication of the Q1 Patient Experience Report, a number of actions have been taken to ensure that progress continues to be made on the core aims of; hearing from and representing the diverse population of Ealing, and using the evidence that we collect to facilitate improvements and the replication of best practice in borough healthcare:

- Increased the Patient Experience team by 2 as well as having support from approximately 3-5 temporary volunteers per month.
- Invested more time in up-skilling the Patient Experience team through YVHSC organisation training and consistent performance reviews.
- Started collaborative work with the CCG to facilitate more actions based on our Patient Experience reports - through the aforementioned meetings and more formal responses to our recommendations.
- Started collaborative work with the CCG and PCN to increase digital accessibility to our Patient Experience Feedback survey through the Ealing Primary Care Networks.
- Built upon relationships within the Voluntary and Community Sector to increase accessibility to Patient Experience Feedback surveys within more marginalised communities - This will include preliminary engagement work through our community engagement volunteers as well as a concerted effort to tackle language barriers.

# Actions, impact and next steps cont.

- Undertaken two annual reports to be completed by the end of the 2020/2021 year: The bi-annual review of access to GP surgeries in Ealing and the annual review of access to services at Ealing Hospital.

- Published a survey to gauge people's experiences of accessing GP service and their mental health and wellbeing during the COVID-19 pandemic - The Impact of COVID-19 survey is preliminary research that will be used as the foundation of further research into health inequalities in Black and Minority Ethnic Communities (BAME) communities in the borough.

As we progress through Q3 and into Q4 we will continue to focus on progressing these actions as well as focusing on the following areas:

- 1) Hold discussions with key stakeholders to ensure that changes are being made based on the findings of this report.

**Progress:** After presenting the Q1 report at the aforementioned meetings and speaking with several members of the CCG, it is agreed that we need to restructure how our recommendations are received, how the response to these reports should look and, subsequently, how they translate into collaborative actions. These conversations will continue in Q4.

- 2) Capture the experiences and opinions of patients who are registered at smaller GP surgeries.

**Progress:** In Q4 Healthwatch is scheduled to start collaborative work with the relevant PCNs in Southall, Northolt, Greenford and Perivale. This will help us in gaining an understanding of how services are operating in these wards as well as how the diverse range of communities that reside in these locations, access health and social care services in Ealing. This will include outreach to the Polish communities of Ealing, too.

- 3) A review of patient's experiences across the 'Other services' in the borough that are monitored as part of the Patient Experience Programme (e.g. Dentists, Pharmacies and Opticians etc.) over an extended period, to identify any changes.

**Progress:** This will take place in Q1 of 2021/2022 after the completion of the current annual reviews that have been undertaken by the team.

# Actions, impact and next steps cont.

4) An analytical review of Patient Experience data with the aim of identifying any variation in the experience of different ethnicities or different age groups that may be apparent within feedback for GP and Ealing Hospital services.

**Progress:** Amongst the new volunteers who are dedicating their time to Healthwatch Ealing, we have several individuals who are interested in, and capable of, conducting data analysis. This slightly more in-depth analysis can begin in Q4.

5) Further growth of Healthwatch Ealing's media presence to facilitate virtual forums, online group discussions and an increase in feedback via our online Patient Experience survey.

**Progress:** Given the number of projects that the Healthwatch Ealing team are currently undertaking, this is contingent on the recruitment of a skilled media/ marketing volunteer. The advertisement for this vacancy is live.

6) Ensure that the voices of young people are represented through our Patient Experience Report

**Progress:** No progress has been made. Approximately 50% (171,000) of the population in Ealing is below the age of 54. However, only 16% of the feedback that we received in Q2 are from individuals below the age of 54. We must work collaboratively with the Ealing Council and use YVHSC's network to reach out to secondary schools, in order to gather feedback from young people. In addition, through the Healthcare sector and the VCS we must reach out to parents and carers of children who receive additional support, in order to gather their feedback on the delivery of service for these children.

7) Gather the experiences of individuals from Black and Minority Ethnic Communities

**Progress:** Ealing's BAME communities make up approximately 55% of the borough population. However, only 18% of the feedback that we received during Q2 was from individuals of Black or other minority ethnicities. Healthwatch Ealing's COVID-19 Impact report has been circulated and presented. This report - along with work by the CCG, Public Health and GOS&D - forms the foundation for future collaborative efforts to hear from those in marginalised communities. While recommendations 2, 4, 5 and 6 will contribute to this, focused discussions will be held between these stakeholders in Q4 2020/2021 to ensure that Healthwatch Ealing is representing the experiences of these communities.

8) A focus on capturing GP patient experience feedback from those in residential care homes across the borough.

**Progress:** While other research that Healthwatch undertakes may focus on the experiences of those in care homes that receive housebound support, we rarely hear from care home residents. This hard to reach community is seldom heard in these reports and as the pandemic continues to ease, we hope to be able to reach out to this community in the 2020/2021 year.

# Appendix A

## Leave feedback

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

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

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



Summary of your experience\* (max 45 characters)

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

Tell us more about your experience\*

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

Where do you live? (town/city)

Acton, Ealing, Greenford, Hanwell, ...

## Your ratings (select if applicable)

Ease of gaining appointment Five pink stars, all filled. To the right is a small circular icon with an 'X'.

Convenience of appointment Five pink stars, all filled. To the right is a small circular icon with an 'X'.

Cleanliness Five pink stars, all filled. To the right is a small circular icon with an 'X'.

Staff Attitude Five pink stars, all filled. To the right is a small circular icon with an 'X'.

Waiting Time Five pink stars, all filled. To the right is a small circular icon with an 'X'.

Treatment explanation Five pink stars, all filled. To the right is a small circular icon with an 'X'.

Quality of care Five pink stars, all filled. To the right is a small circular icon with an 'X'.

Quality of food One pink star is filled, while the other four are empty. To the right is a small circular icon with an 'X'.

Generally how easy is it to get through to someone on the phone? One pink star is filled and has the word "terrible" written inside it. The other four stars are empty. To the right is a small circular icon with an 'X'.



In relation to your comments are you a:

Select one

When did this happen

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

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following?

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

If other, please specify

Where did you hear about us?

Select one

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

- No  Yes

Would you like to speak to Healthwatch directly?\*

- No  Yes

## About you

Name

- Leave feedback anonymously?

**Email\*** (So you can be notified of provider responses and we can prevent spam, an email is required. Your email will be kept private and you will not be sent any marketing material. If you do not wish to add your email, please use [info@healthwatchealing.org.uk](mailto:info@healthwatchealing.org.uk))

- I accept the [Terms and conditions](#)

- Subscribe to the newsletter?

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

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

[Submit feedback >](#)

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

# Appendix B

## Share Your Experience with Us

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

Name of Service: .....Month/Year:  
.....

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

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

**2. How do you rate your overall experience?**

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

**3. Summary of your experience**

.....

**4. Tell us more about your experience**

.....

.....

.....

.....

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

**6. Your ratings (select if applicable)**

**Ease of gaining appointment**

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

**Convenience of appointment**

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

**Cleanliness**

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

**Staff Attitude**

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

**Waiting Time**

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

**Treatment explanation**

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

**Quality of care**

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

**Quality of food**

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

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

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

**In relation to your comments are you a:**

- Patient                       Carer                       Relative                       Carer and Relative  
 Service Provider    Visitor                       Professional

**When did this happen**  
.....

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

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

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

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

If "other", please specify .....

**Where did you hear about us? (Select one)**

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

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

- No                       Yes

**Would you like to speak to Healthwatch directly?**

- No                       Yes

## About you

Name.....

Email.....

Leave feedback anonymously

## Monitoring Information

**What gender do you identify yourself as:**

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

**Which age group are you in?**

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

**What is your ethnicity?**

**White**

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

**Asian / Asian British**

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

**Black, African, Caribbean, Black British**

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

**Mixed, Multiple**

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

**Other Ethnic Group**

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

**Which area of the borough do you live in?**

- Acton
- Ealing
- Greenford
- Hanwell
- Northolt
- Perivale
- Southall
- Other
- Out of the Borough
- Prefer not to say

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

**What is your sexual orientation?**

- Bisexual
- Gay man
- Lesbian
- Straight / Heterosexual
- Prefer not to say

**Thank you for sharing your experience**

# Appendix C

## Theme

Access to services  
Access to services  
Access to services  
Access to services  
Access to services  
Access to services  
Access to services  
Access to services  
Access to services  
Access to services

Administration  
Administration  
Administration  
Administration  
Administration  
Administration  
Administration  
Administration  
Administration

Care Home Management  
Care Home Management  
Care Home Management  
Care Home Management  
Care Home Management

Communication  
Communication  
Communication  
Communication  
Communication

Continuity and integration of care

Diagnosis/assessment  
Diagnosis/assessment  
Diagnosis/assessment  
Diagnosis/assessment  
Diagnosis/assessment

Dignity and Respect  
Dignity and Respect  
Dignity and Respect

## Subthemes

Convenience/Distance to travel  
Inequality  
Information and Advice  
Lack of  
General  
Patient choice  
Service Delivery/Opening Times  
Suitability of Provider (Individual or Partner)  
Suitability of Provider (Organisation)  
Waiting times

Admission Procedure  
Appointment availability  
Booking appointments  
Commissioning and provision  
General  
Incident Reporting  
Management of service  
Medical records  
Quality/Risk management

Registered Manager - Absence  
Registered Manager - Suitability  
Registered Manager - Training & Development  
Staffing levels  
Suitability of Staff

General  
Interpretation Services  
Lack of  
Community engagement and involvement  
Response times

General  
Lack of  
Late  
Mis-diagnosis  
Tests/Results

Confidentiality/Privacy  
Consent  
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