

# Q2 Patient Experience Report

Healthwatch Hounslow  
July – September 23



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## Layout of the report

This report is broken down into five key sections:

- Quarterly snapshot
- Experiences of GP Practices
- Experiences of Hospital Services
- Experiences of Dental Services
- Experiences of 'Other' Services

GPs, Hospitals and Dental Services have been given dedicated sections as we ask tailored questions about these services when carrying out engagement. These are the top services we receive most feedback about. Each of these sections highlight good practice, areas of improvement and recommendations.

This report functions as a standardised general overview of what Hounslow residents have told us within the last three months. Additional deep dives relating to the different sections can be requested and are dependent on additional capacity and resource provision.

# Introduction

## Patient Experience Programme

Healthwatch **Hounslow** is your local health and social care champion. Through our Patient Experience Programme (PEP), we hear the experiences of residents and people who have used health and care services in our borough.

They tell us what is working well and what could improve allowing us to share local issues with decision makers who have the power to make changes.

Every three months we produce this report in order to raise awareness about patient experience and share recommendations on how services could be improved.

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## Methodology



Carrying out engagement at **local community hotspots** such as GPs, hospitals and libraries



Encouraging conversations on **social media** and gathering **online reviews**



Providing promotional materials and surveys in **accessible formats**



**Training volunteers** to support engagement across the borough allowing us to reach a wider range of people and communities

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Being independent helps people to trust our organisation and give honest feedback which they might not always share with local services.

**Between July and September 2023, we continued to develop our PEP by:**

- Finalised a patient experience report template following feedback from external partners

# Q2 Snapshot

This section provides a summary of the number of experiences we collected during July – September 2023 as well as breakdown of positive, negative reviews per service. We analysed residents rating of their overall experience to get this data (1\* and 2\* = negative, 3\* = neutral, 4\* and 5\* = positive)



## 824 reviews

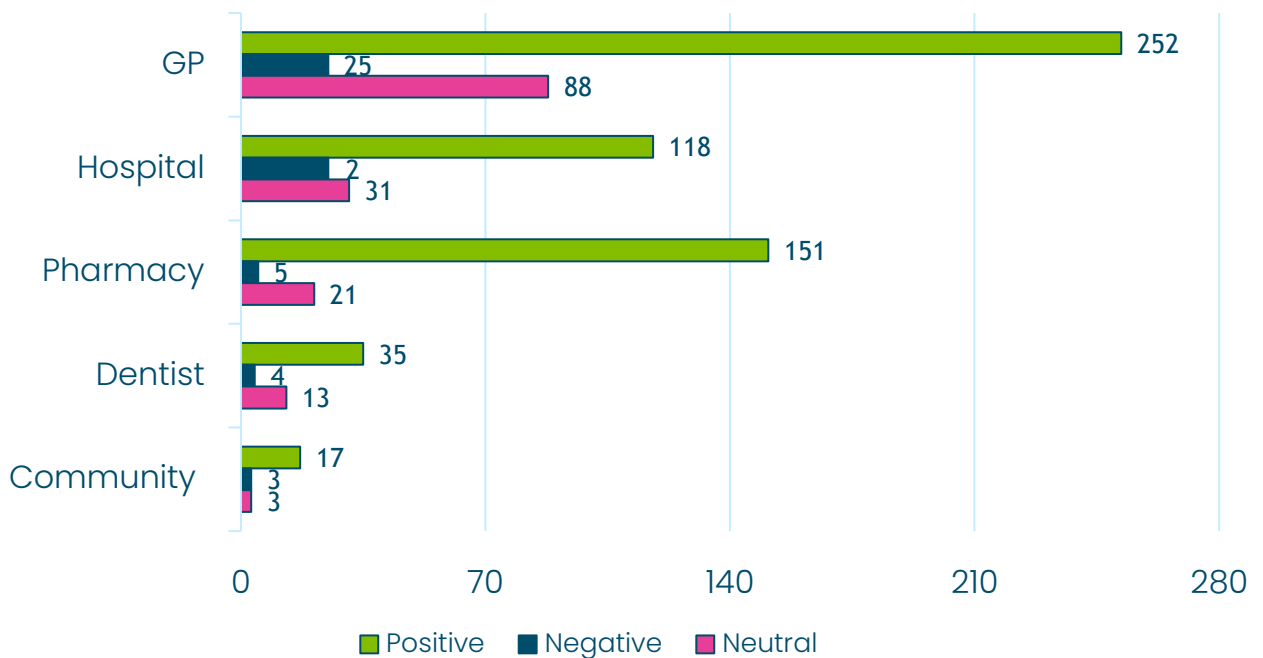
of health and care services were shared with us. This reduced figure – typically 1200 – is due to our focus on the GP Enhanced Patient Experience Project during this period.

## 36 visits

were carried out to different local venues across the borough to reach as many as people as possible

Top 5 Service Types	No of Reviews	Percentage of positive reviews
GP	365	69%
Hospital	174	68%
Pharmacy	177	85%
Dentist	52	67%
Community Services	23	74%

## Sentiment of Reviews



# Yearly Comparison

In order for us to understand whether experiences of health and care services are improving we compare our data throughout the year. The chart below highlights the percentage of positive feedback each service has received during 2023-24. The total number of positive reviews has been included next to the percentage.

## Percentage of positive reviews for each service type

Service Type	Q1 (Apr-Jun 23)	Q2 (Jul-Sep 23)	Q3 (Oct-Dec 23)	Q4 (Jan-Mar 24)
GP	64% (622)	69% (252)		
Hospital	66% (305)	68% (118)		
Pharmacy	83% (303)	85% (151)		
Dentist	75% (109)	67% (35)		
Community Services	81% (42)	74% (17)		

### What does this tell us?

- The percentage of patients providing positive feedback about GPs has experienced a marginal rise in Q2, marking a 5% increase from the preceding quarter.
- For Hospital services we collected similar percentages in positive feedback with only a 2% increase from Q1 to Q2.
- Pharmacy services continues to be extremely positive with the positive feedback making 85% of the total reviews.
- Dental services saw the most significant shift in positive experiences, witnessing a substantial decline from 75% in Q1 to 67% in Q2.
- Community services also received a notable reduction in the percentage of positive reviews.

# Experiences of GP Practices



# What people told us about GP Practices

"They're near to me and all the doctors are excellent."

"It's hard to get through at 8 am on the phone because a lot of people are calling.."

"When help is needed, they're there for the patient."

"I feel like the appointments with the doctors are rushed, I feel they can give us more time for the appointments. The care is being affected by this. We have to wait a long time to get seen, I was here on time, and I am still waiting to be seen."

"They treat me nicely. I like the doctors, especially the female ones. They are very respectful "

"You cannot see them, I haven't seen the doctor for ages, you are being told to do everything on screen, but I want to see them in person, but I cannot get that, so I have given up. "

"GPs are thorough. The reception staff are fine."

"It's a perfect place and doctors are approachable. Staff are helpful and I get what I want in a short time. I can easily book an appointment. Doctors are very caring."

"Being able to get through on the phone should be better, you are on hold for ages, you have to choose the time, and you have to know when to call. The staff are okay, but you do not always get what you need from them, "

"Every time I call, I get an appointment, I get seen and it gets dealt with. It is easy to get my appointment, it has been easy for me compared to what I've had in the past and it is the same for my family."

"The level of service is pretty poor, access to see doctors especially in-person, getting an appointment is almost impossible. When you call at 8 am you're pretty much 30 in the queue."

# GP Services

No. of Reviews	365 (relating to 44 GP practices)
Positive	69%
Negative	7%
Neutral	24%



## Questions we asked residents

As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the service?
- Q6) How would you rate the quality of treatment and care received?

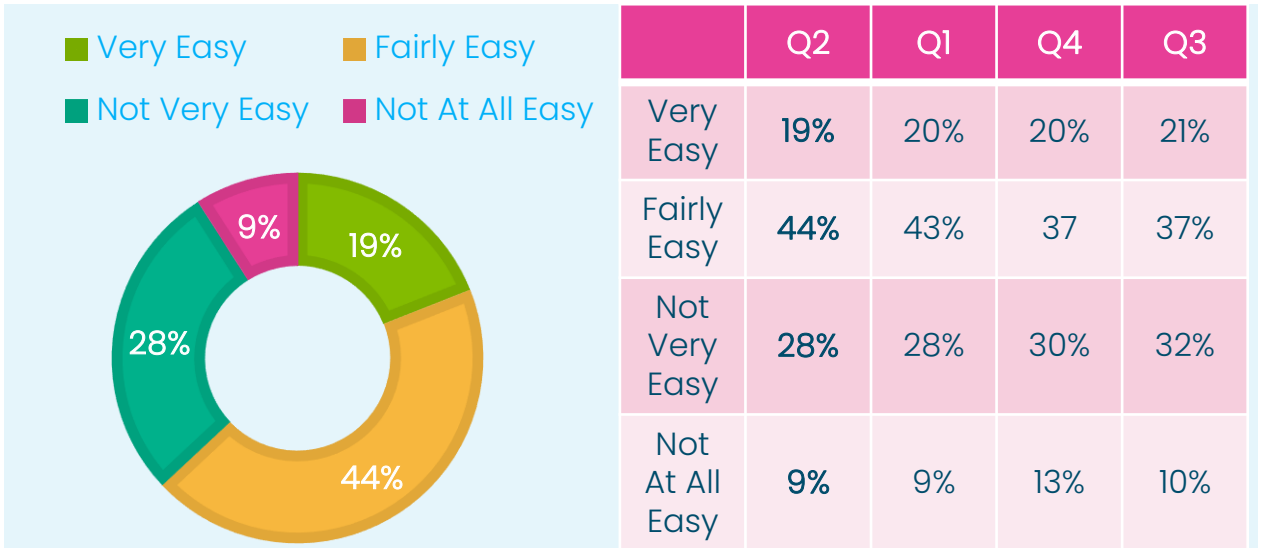
Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (Very Easy – Not at All Easy) to allow our data to be comparable with the NHS data.

Participants were asked to choose between 1-5\* (Terrible – Excellent)

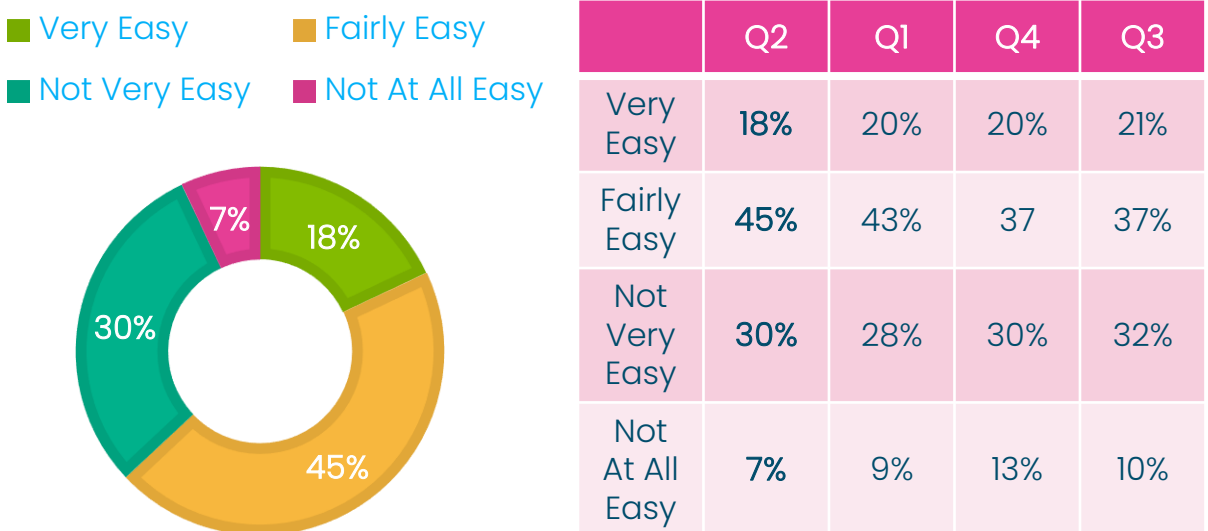


# Access and Quality Questions

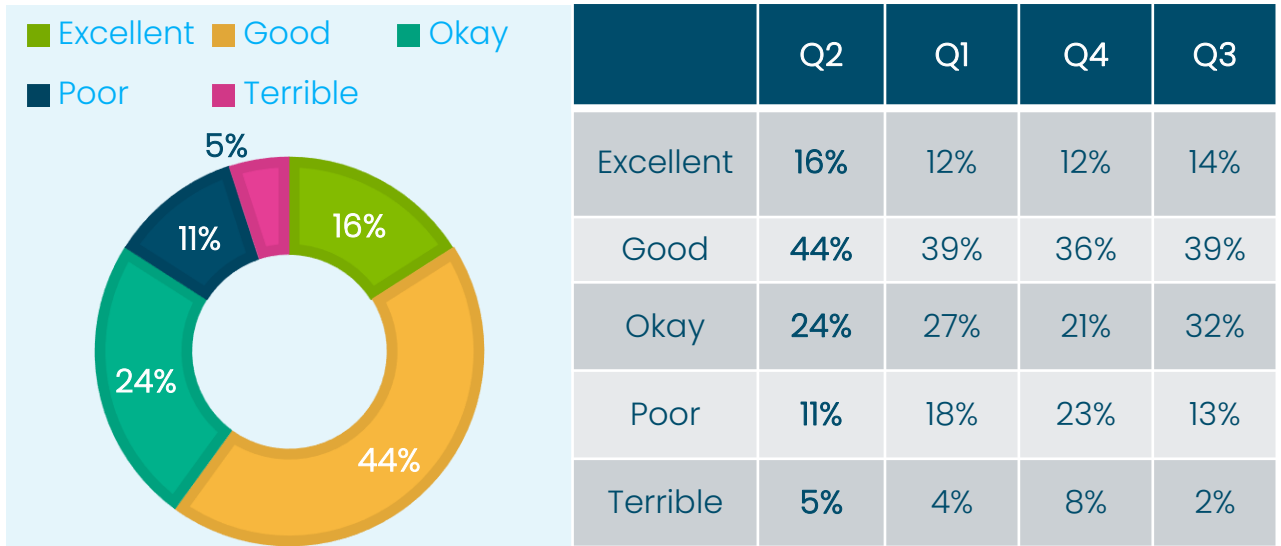
## Q1) How do you find getting an appointment?



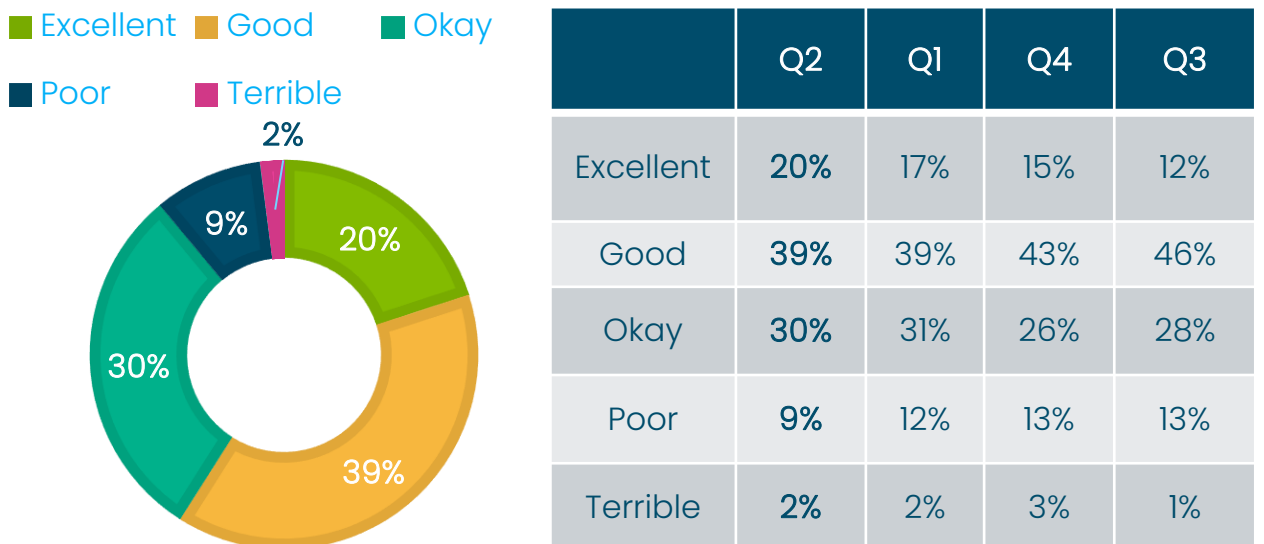
## Q2) How do you find getting through to someone at your GP practice on the phone?



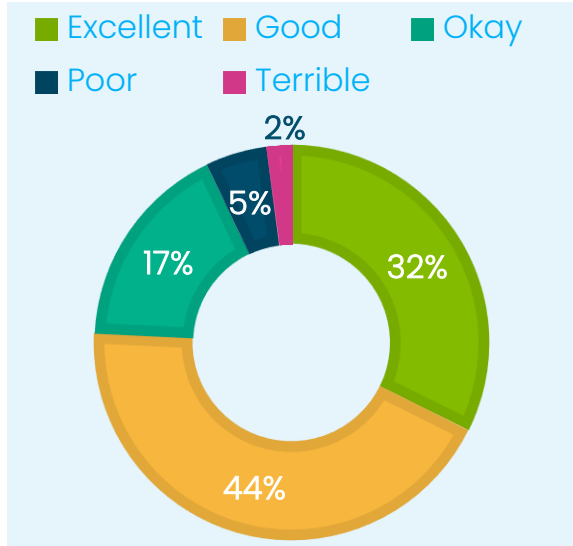
### Q3) How do you find the quality of online consultations?



### Q4) How do you find the quality of telephone consultations?

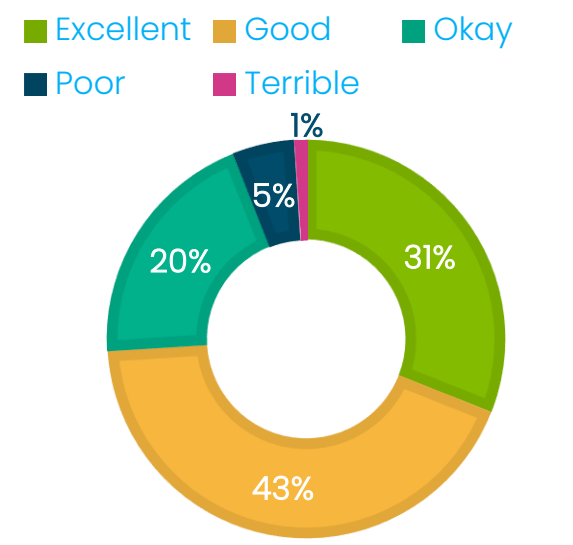


### Q5) How did you find the attitudes of staff at the service?



	Q2	Q1	Q4	Q3
Excellent	32%	31%	33%	31%
Good	44%	42%	41%	45%
Okay	17%	20%	18%	18%
Poor	5%	5%	8%	5%
Terrible	2%	2%	2%	1%

### Q6) How would you rate the quality of treatment and care received?



	Q2	Q1	Q4	Q3
Excellent	31%	31%	32%	31%
Good	43%	42%	45%	44%
Okay	20%	20%	17%	17%
Poor	5%	5%	5%	6%
Terrible	1%	1%	1%	1%

## Thematic analysis

In addition to the access and quality questions we also ask two further free text questions (**What is working well?** and **What could be improved?**) to help get a more detailed picture about GP practices.

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 5 positive and negative themes received between July and September 2023 based on the free text responses received.

Top 5 Positive Themes	Positive Count and Percentage
Quality of Staff (Health Professionals)	52 (90%)
Appointment Availability	41 (30%)
Booking Appointments	38 (47%)
Management of Service	32 (91%)
Quality of Treatment	26 (87%)

Top 5 Negative Themes	Negative Count and Percentage
Appointment Availability	86 (64%)
Getting Through on the Phone	50 (78%)
Booking Appointments	42 (53%)
Quality of Telephone Consultation	27 (52%)
Patient Choice	25 (66%)

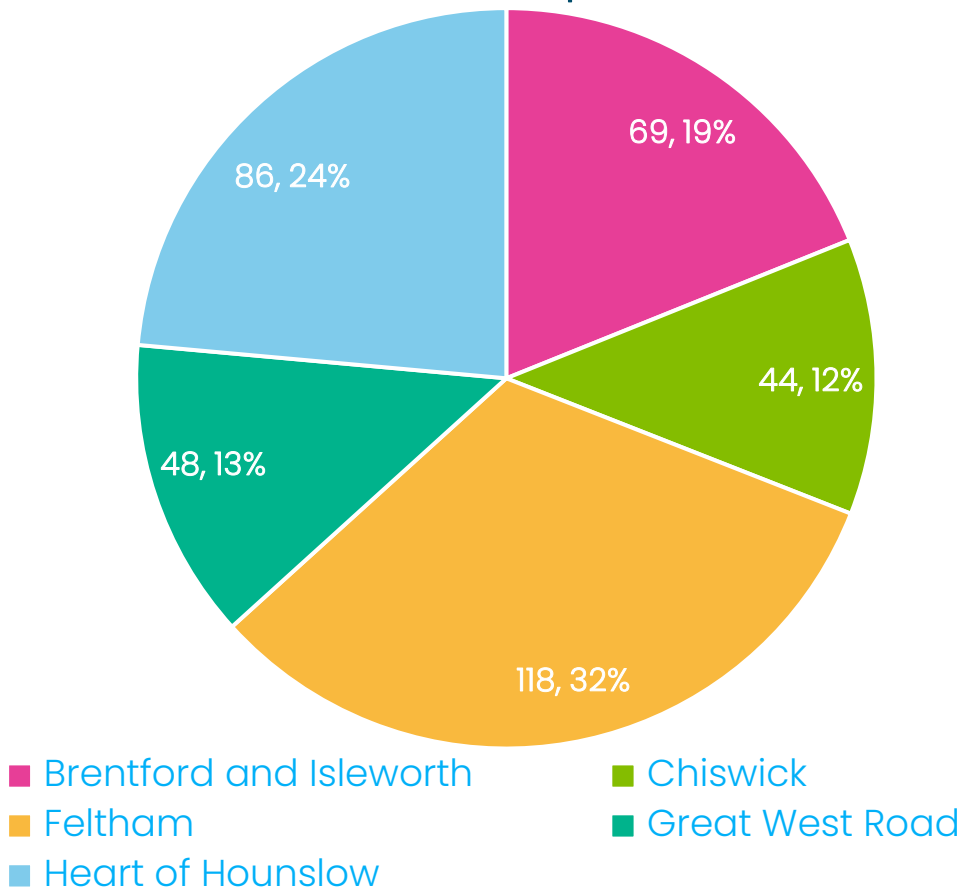
## Primary Care Networks

Primary care networks (PCNs) are groups of GP practices within the same area which work together to support patients. Within Hounslow there are **5 PCN'S** covering the borough. These are:

- Brentford and Isleworth
- Chiswick
- Feltham
- Great West Road
- Heart of Hounslow

Between July and September, the PCNs which received the most reviews were Feltham, Heart of Hounslow and Brentford & Isleworth.

### Total Reviews per PCN



## PCN Access and Quality Questions

In order to understand the variance of experience across the borough we have compared the PCNs by their access and quality ratings.

Please note that Access has been rated out of 4 (1 – Not at All Easy – 4 Very Easy) and Quality is out of 5 (1 – Terrible, 5 – Excellent)

Each average rating has been colour coded to indicate positive, (green) negative (pink) or neutral (blue) sentiment.

PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	Getting an appointment	Getting through on the phone	Of Telephone consultations	Of Online consultations	Of Staff attitudes	Of Treatment and Care
<b>Brentford &amp; Isleworth</b>	2.5	2.5	3.7	3.9	3.8	4.2
<b>Chiswick</b>	2.8	3	3.2	3.5	4.3	3.9
<b>Feltham</b>	2.9	2.9	3.5	3.7	4	3.9
<b>Great West Road</b>	2.6	2.5	3.7	3.5	4	3.9
<b>Heart of Hounslow</b>	2.8	2.6	3.6	3.7	4	4

## PCN Themes

We have also identified the top 3 positive and negative themes for each PCN where we have received over 10 reviews.

Primary Care Network	Average Overall rating	Top 3 Positive Issues	Top 3 Negative Issues
Brentford and Isleworth	3.8	1. Quality of Health Professionals	1. Getting Through on the Telephone
		2. Treatment Experience	2. Appointment Availability
		3. Quality of Telephone Consultations	3. Booking Appointments Online
Chiswick	3.9	1. Staff Attitudes	1. Appointment Availability
		2. Management of Service	2. Booking Appointments
		3. Quality of Health Professionals	3. Patient Choice
Feltham	3.8	1. Management of Service	1. Getting Through on the Telephone
		2. Quality of Health Professionals	2. Appointment Availability
		3. Quality of Treatment	3. Patient Choice
Great West Road	3.9	1. Staff Suitability	1. 2. Getting through on the Telephone
		2. Quality of Telephone Consultations	2. Booking Appointments
		3. Quality of Health Professionals	3. Appointment Availability
Heart of Hounslow	3.9	1. Management of Service	1. Waiting Times on Arrival
		2. Treatment Experience	2. Getting through on the telephone
		3. Quality of Health Professionals	3. Quality of Telephone Consultations

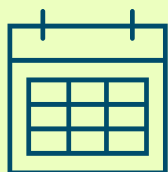
## What has worked well?

Below is a list of the key positive aspects relating to GP practices between July and September 2023



### Quality of Health Professionals

This theme received the highest number of positive comments, 90% of these reviews were positive. This is small improvement from Q1 when it was 85% and it's clear that patients' interaction with health practitioners have been really good.



### Booking Appointments

We collected 80 comments regarding the process of booking appointments, 47% of these were positive. This is identical to Q1 when it was also 47%. A lot of patient's experiences with the appointment booking process is good, The responses to one of our quantitative question also reflects this, see page 9.



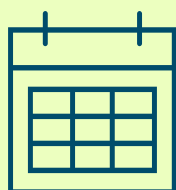
### Management of Service

In this quarter, 91% of reviews addressing the management of GPs were positive. The notable improvement from Q1, where it stood at 78%, indicates a substantial increase in resident satisfaction with how their practices are being operated.



### Quality of Treatment

This quarter 87% of patients reported to have had positive treatment from their GPs. Which is a small improvement from Q1 when it was 82%. This shows that more patients have experienced good quality of care and treatment.



### Appointment Availability

Positive feedback on the availability of appointments this quarter 30%, a marked decline from the 42% recorded in Q1. This quarter, although it is less than last quarter there were a lot of patients who found they could get an appointment quick enough.



## What could be improved?

Below is a list of the key areas for improvement relating to GP practices between July and September 2023



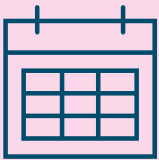
### Appointment Availability

This theme received the highest number of reviews, with 135. 64% of reviews that covered the theme were negative. Significantly more patients shared their frustration with the lack of appointment slots available. In Q1 it was 55%.



### Getting Through On The Telephone

78% of the reviews around getting through to the GP were negative. Last quarter 81% of these reviews were negative. Although, we can see a small improvement with this theme, most patients still find it hard getting through on the phone.



### Booking Appointments

53% of reviews that covered the process of booking appointments were negative. This is a small decline from Q1 when 49% were negative, showing us that patients' experience booking appointments has worsened in the last few months.



### Quality of Telephone Consultation

52% of reviews that covered telephone consultations were negative. There has been a clear improvement with this theme, compared to Q1 when it was 62% negative. Although it has been improved, it is still an issue for majority of patients.



### Patient Choice

66% of reviews that covered patient choice were negative. Although, some residents are still frustrated at the lack of choice available to them, we found a clear decline from 84% negative sentiment in Q1. The main complaints concern choice around appointments being in person or virtually.

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## Recommendations

Below is a list of recommendations for GP practices in Hounslow based on the findings in this section

### Getting Through on the Telephone.

1. More staff and when possible, a designated staff member to answer calls from patients.
2. Try to implement a call-back service for patients.
3. Encourage patients to not call during the busier periods of the day.

### Waiting Times (queueing on arrival)

1. Inform patients on arrival when there is a delay, to manage their expectations on the day.
2. Regularly update patients about the delay period, for example, through a PA system or on the reception info screens.

### Patient Choice

1. Allow patients to choose to book appointments either in person or over the phone.
2. Provide more information to patients about the choices available to them.

### Appointment Availability

1. When appointments are not available, suitable signposting should be done.
2. Provide more support to patients around booking appointments online.

### Quality of Telephone Consultations

1. Explain to patients that an in-person appointment will be given when necessary.
2. Call patients at the correct time. When calling later than the allotted time, more than one attempt should be made to reach the patient..

## Emerging or Ongoing Issues

In order for us to understand ongoing or emerging issues in the borough we compare the top positive and negative issues throughout the year. We have highlighted in dark pink or bright green any issues which have repeated in at least three financial quarters.

### Positive Issues

Q2	Q1	Q4	Q3
Quality of Health Professionals	Convenience/ Distance to Travel	Quality of Health Professionals	Quality of Health Professionals
Appointment Availability	Quality of Health Professionals	Management of Service	Quality of Treatment
Booking Appointments	Quality of Treatment	Convenience/ Distance to Travel	Management of Service
Management of Service	Management of Service	Suitability of Staff	Staff Attitude
Quality of Treatment	Suitability of Staff	Treatment and Care Support	Suitability of Staff

### Negative issues

Q2	Q1	Q4	Q3
Appointment Availability	Staff Levels	Getting Through on the Telephone	Getting Through on the Telephone
Getting Through on the Phone	Patient Choice	Patient Choice	Patient Choice
Booking Appointments	Getting Through on the Telephone	Booking Appointments - Online	Staff Attitudes – Administrative Staff
Quality of Telephone Consultation	Waiting Times (punctuality and queuing on arrival)	Waiting Times (punctuality and queuing on arrival)	Quality of Telephone Consultation
Patient Choice	Treatment Experience	Quality of Telephone Consultations	Appointment Availability

## Equalities Snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience based on personal characteristics.

This section pulls out interesting statistics we found when analysing overall experience ratings (1=Terrible 5= Excellent). A full demographics breakdown can be found in the appendix.



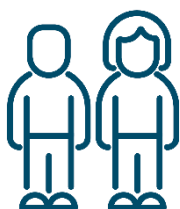
### Gender

During the last quarter, men and women reported a little variance in positive experiences, with 73% for men and 67% for women. However, the negative responses from the genders are more similar, with 4% and 7% respectively.



### Age

From the age groups with at least 20 reviews. 75-84 year olds had the highest percentage of positive experience with 90%. This was followed by, 18-24 and 25-34 years old, with 75% and 76% respectively, reporting positive experiences. By contrast, 35-44, 25-34 and 75-84 year olds have shared the most negative reviews with 10% negative reviews.



### Ethnicity

78% of White British and Asian Indian residents' reviews considered their experience at their GP to be positive. These were the highest percentage for any ethnicity that received more than 10 reviews. However, the group that shared the most negative reviews was Other White residents with 10%.



### Long Term Condition

33% of GP patients we spoke to who shared their equalities data considered themselves to have a long-term condition.

From those patients, 74% of them had a positive experience at their practice, we have seen a small improvement from last quarter when it was 68% positive experiences.

# Experiences of Hospital Services



# What people told us about Hospitals

"Most of the time they are very good. The staff are very friendly and helpful. The time you spend with them depends on what you are there for, you just have to go through different departments, they see you once there is room available for me, I understand them."

"They are very helpful to me and they are understanding people there. My appointments are routine and easy."

"The doctors communicated well to me about the process. The nurses made sure I was seen."

"I usually go in pretty early and get seen quickly. All staff are really nice."

"Whenever they send me a letter, they send it to the GP as well, they're very organised."

"It was a nightmare getting through on the phone to the right the department. I am still waiting for a referral update six weeks in. They send the referral letter to the GP but not us. They have our address on the letter!"

"The wait system is very poor. They should treat the patient very well."

"It took 4-5 months to get an appointment. I also waited 2 hours in the hospital when I went for the appointment. Treatment was not helpful and thorough."

"The only problem is that I did not get the report from them later, they say that the GP will send it but I do not get it."

"I had an emergency MRI that I didn't get for 12 weeks because it was originally cancelled. Long referral wait times."

# Hospital Services

No. of Reviews	174
Positive	68%
Negative	14%
Neutral	18%

## Questions we asked residents



As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

Q1) How did you find getting a referral/appointment at the hospital?

Q2) How do you find getting through to someone on the phone?

Q3) How do you find the waiting times at the hospital?

Q4) How do you find the attitudes of staff at the service?

Q5) How do you think the communication is between your hospital and GP practice?

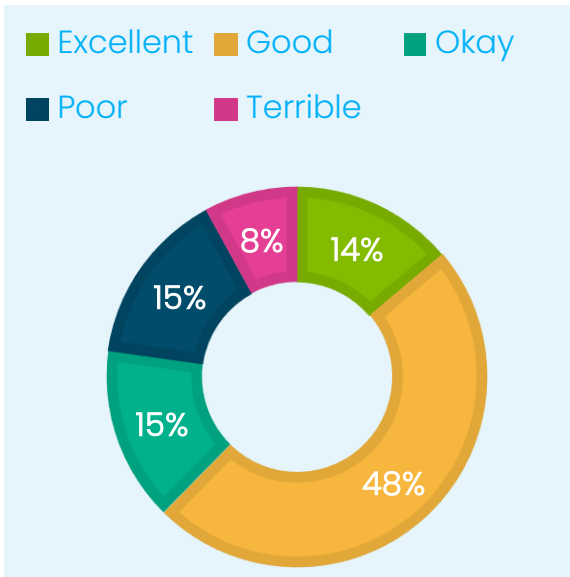
Q6) How would you rate the quality of treatment and care received?

Participants were asked to choose between 1-5\* (Terrible – Excellent) for all questions.



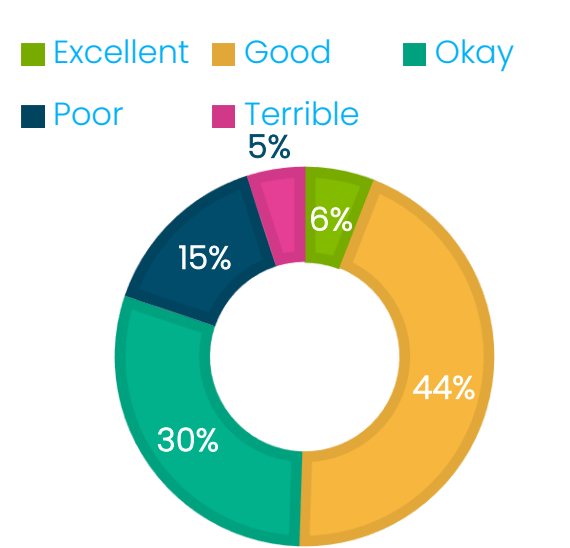
# Access and Quality Questions

Q1) How do you find getting a referral/appointment at the hospital?



	Q2	Q1	Q4	Q3
Excellent	14%	13%	16%	19%
Good	48%	47%	55%	41%
Okay	15%	18%	15%	17%
Poor	15%	17%	10%	15%
Terrible	8%	6%	4%	9%

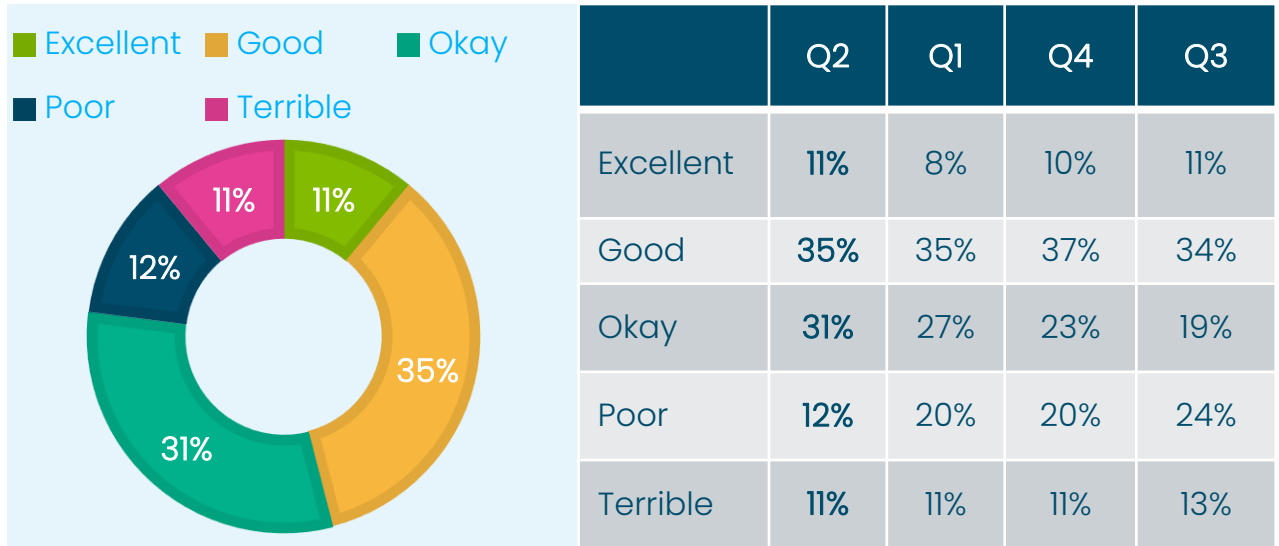
Q2) How do you find getting through to someone on the phone?



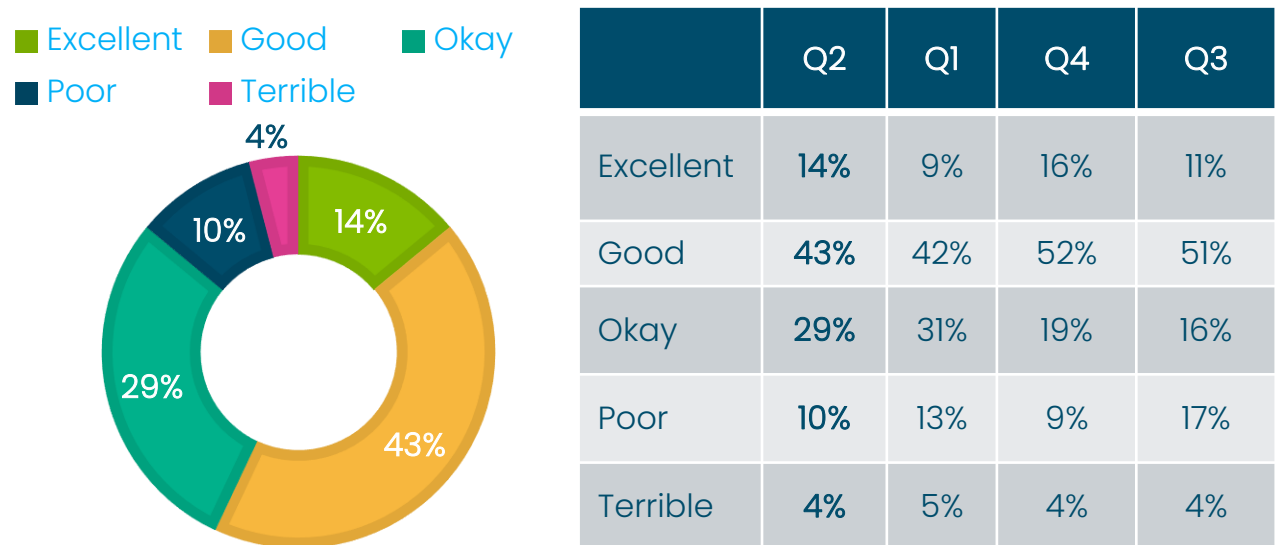
	Q2	Q1	Q4	Q3
Excellent	6%	14%	9%	10%
Good	44%	42%	51%	43%
Okay	30%	21%	19%	31%
Poor	15%	16%	16%	11%
Terrible	5%	8%	4%	5%



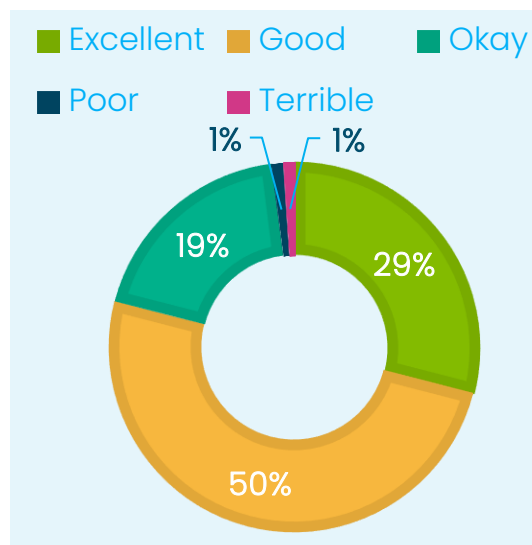
### Q3) How do you find the waiting times at the hospital?



### Q4) How do you think the communication is between your hospital and GP practice?

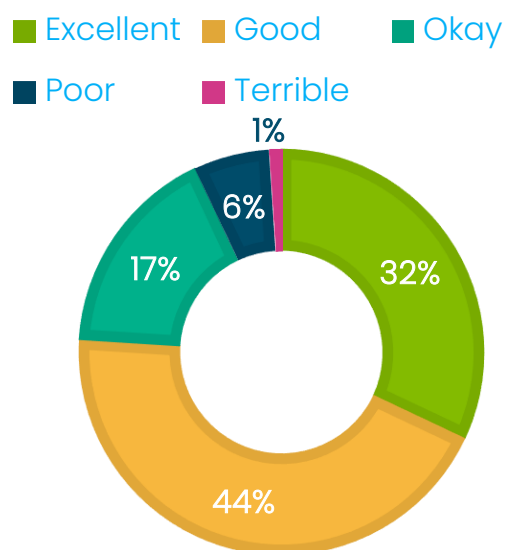


## Q5) How do you find the attitudes of staff at the service?



	Q2	Q1	Q4	Q3
Excellent	29%	32%	36%	32%
Good	50%	42%	45%	44%
Okay	19%	19%	12%	15%
Poor	1%	5%	6%	6%
Terrible	1%	2%	1%	3%

## Q6) How would you rate the quality of treatment and care received?



	Q2	Q1	Q4	Q3
Excellent	32%	35%	43%	32%
Good	44%	42%	36%	40%
Okay	17%	14%	12%	17%
Poor	6%	6%	7%	6%
Terrible	1%	3%	2%	5%

## Thematic analysis

In addition to the access and quality questions we also ask two further free text questions (**What is working well?** and **What could be improved?**) to help get a more detailed picture about Hospital services.

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 5 positive and negative themes received between July and September 2023 based on the free text responses received.

Top 5 Positive Issues	Positive Percentage and Count	Top 5 Negative Issues	Negative Percentage and Count
Quality of Treatment	33 (89%)	Waiting Times and Queueing on Arrival	45 (54%)
Waiting Times and Queueing on Arrival	30 (36%)	Appointment Availability	13 (81%)
Staff Attitudes	24 (89%)	Staffing Levels	10 (71%)
Management of Service	12 (92%)	Waiting Times for Appointments/ Waiting Lists	10 (50%)
Staff Attitudes – Health Professionals	10 (71%)	Lack of Communication	9 (69%)

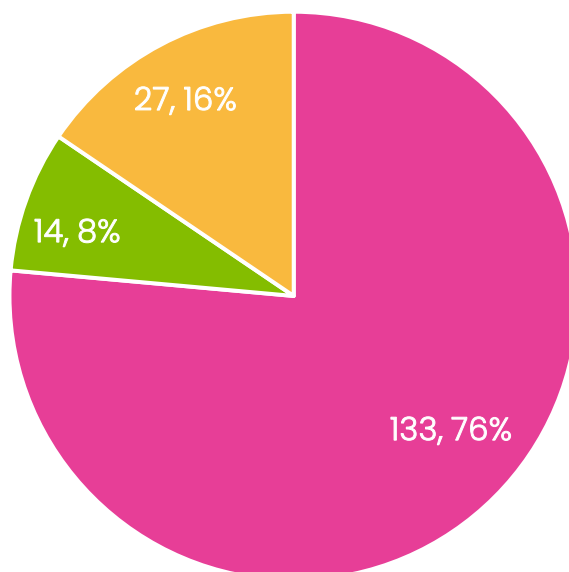
## Hospital Trusts

Hounslow residents access a variety of different hospitals depending on factors such as choice, locality and specialist requirements. During the last three months we heard experiences about the following hospitals:

- West Middlesex University Hospital
- Charing Cross Hospital
- Other Hospitals Outside The Borough

Between July and September, the services which received the most reviews were West Middlesex University Hospital and Charing Cross Hospital. This is similar to last quarter, when West Middlesex and Charing Cross Hospitals had the most reviews.

### Total Reviews per Hospital



- West Middlesex University Hospital
- Charing Cross Hospital
- Other Hospitals Outside The Borough

In order to understand the variance of experience across the hospitals we have compared the ratings given for access and quality covered in the previous section. Most of the reviews are from West Middlesex Hospital and on the table below we can see the other hospitals. Please note that each question has been rated out of 5 (1 – Terrible 5 –Excellent)

Positive ■ Neutral ■ Negative ■

Name of Hospital	ACCESS (out of 5)			QUALITY (out of 5)		
	To a referral/ appointment	Getting through on the phone	Waiting Times	Of Communication between GP and Hospital	Of Staff attitudes	Of Treatment and Care
<b>West Middlesex</b> No of reviews: 133	3.4	3.3	3.2	3.6	4	4
<b>Other Hospitals Outside the Borough</b> No of reviews: 27	3.6	3.6	3.6	3.4	4.4	4.2
<b>Charing Cross</b> No of reviews: 14	3.5	2.9	3.1	3.5	4	3.9

We have also identified the top 3 positive and negative themes for each hospital where we have received over 20 reviews.

Hospitals	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
West Middlesex Hospital No of reviews: 219	3.7	1. Staff Attitudes	1. Appointment Availability
		2. Quality of Treatment	2. Staffing Levels
		3. Staff Attitudes – Health Professionals	3. Lack of Communication
Hospitals Outside the Borough No of reviews: 20	4.2	1. Quality of Care/Treatment	1. Waiting Times and Queueing on Arrival
		2. Communication Between Services	2. Waiting Times for Appointments/ Waiting lists
		3. Waiting Times and Queueing on Arrival	3. Staffing Levels

## What has worked well?

Below is a list of the key positive aspects relating to hospitals between July and September 2023



### Quality of Treatment

Positive comments accounted for 89%, reflecting a slight improvement from Q4's 83%. The quality of treatment received by residents at the hospitals remains consistently high, described as both really good and excellent.



### Staff Attitudes

89% of comments that covered staff attitude were positive. This is a continuing positive trend, with Q1 reported at 86%. This is consistent with the responses to our questionnaire when 79% responded to staff as either being 'Excellent' or 'Good', see page 26.



### Waiting Times (punctuality and queueing on arrival)

36% of the reviews covering the waiting times at hospitals for patients were positive. Patients experiences with delays have improved compared to Q1. That is because of a significant improvement from last quarter, when it was only 21% positive comments about waiting times.



### Management of Service

This quarter, positive reviews on hospital management reached 92%, showcasing a substantial improvement from 83% recorded in Q1. Residents emphasized that the hospitals they visit are exceptionally well-managed.



### Staff Attitude – Health Professionals

Positive comments regarding the attitudes of health professionals decreased to 71%, a substantial decline from Q1's 86%. Despite this, the majority of patient interactions with doctors and nurses at hospitals remain positive.

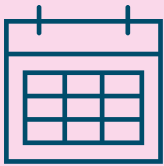
## What could be improved?

Below is a list of the key areas for improvement relating to hospitals between July and September 2023.



### Waiting Times for Appointments/ Waiting Lists

50% of reviews covering the waiting list for referrals to hospitals was negative. This has improved compared to Q1, when it was 62% negative. However, the majority of patients explained that they are still experiencing difficulties with referrals.



### Appointment Availability

Negative reviews on the availability of appointments increased to 81%, indicating a significant difference from Q1's 73% negativity. More patients noted that the duration of waiting time between appointments is excessively long.



### Staffing Levels

71% of the reviews that covered staffing levels were negative. Although we found significant change in Q1 when it was 94% negative and in Q4 it was 90% negative, the majority of patients still find the number of staff on duty at hospitals to be an issue.



### Waiting Times (punctuality and queueing on arrival)

This quarter, the most emphasized sub-theme, highlighted in 83 reviews, saw 54% of them being negative. This marks a notable improvement from the previous quarter when it was 72% negative. While the improvement is positive, we will remain vigilant in monitoring this theme.



### Lack of Communication

Negative reviews regarding general communication stood at 69%, consistent with the Q1 findings of 75%. Patients continue to express the perception that hospitals need to improve their overall communication.

## Recommendations

Below is a list of recommendations for hospitals in Hounslow based on the findings in this section

### Appointment Availability

1. Providing patients the choice to have some appointments, like test result reviews, over the phone.
2. Promptly informing patients of changes to their appointment dates.

### Staffing Levels

1. More medical staff on call to adequately deal with the number of patients.
2. Doctors and nurses being available on more days of the week.

### Communication

1. Patients need to feel more involved and engaged throughout their treatment process.
2. Patients being in the loop with the process, and updated at every stage of their care.

### Waiting Times for Appointments

1. Patients being communicated with on arrival about any delays on the day.
2. More support being given to patients while they are waiting to be attended to, especially those at the emergency services.

### Waiting for Referrals Appointments

1. Giving patients the choice to book appointments at hospitals with lower waiting lists.
2. More health practitioners to accommodate patient numbers.



## Emerging or Ongoing Issues

In order for us to understand ongoing or emerging issues in the borough we compare the top positive and negative issues throughout the year. We have highlighted in dark pink or bright green any issues which have repeated in at least three financial quarters.

### Positive Issues

Q2	Q1	Q4	Q3
Quality of Treatment	Staff Professionalism	Quality of Staff-Healthcare Professionals	Staff Attitudes
Waiting Times and Queueing on Arrival	Staff Attitudes	Quality of Treatment	Quality of Health Professionals
Staff Attitudes	Communication with Patients	Staff Attitudes	Quality of Treatment
Management of Service	Management of Service	Booking Appointments	Commissioning and Provision
Staff Attitudes - Health Professionals	Quality of Treatment	Suitability of Staff	Communication with Patients

### Negative issues

Q2	Q1	Q4	Q3
Waiting Times (punctuality and queuing on arrival)	Staffing Levels	Staffing Levels	Waiting for Appointment Referrals
Appointment Availability	Communication Between Services	Communication Between Services	Waiting Times (punctuality and queuing on arrival)
Staffing Levels	Lack of Communication	Lack of Communication	Experience of Treatment
Waiting for Appointment Referrals	Appointment Availability	Waiting Times (punctuality and queuing on arrival)	Communication with Patients
Lack of Communication	Waiting Times (punctuality and queuing on arrival)	Appointment Availability	Staffing Levels

## Equalities Snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience provided to people based on their personal characteristics.

This section pulls out interesting statistics when we analysed overall experience ratings (1= Terrible 5= Excellent) A full demographics breakdown can be found in the appendix.



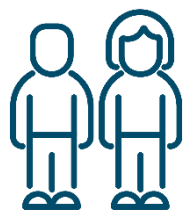
### Gender

During the last quarter, 61% of the men we spoke to had a positive experience of Hospitals. This compares to 73% of women. These are similar to Q1 findings, when it was 60% and 71% respectively.



### Age

From the age groups we collected more than 15 reviews from; 65–74-year-olds shared the highest number of positive experiences about hospitals, 79% of all them were pleased with the services. The second highest number of positive reviews came from 55–64-year-olds, 76% of this feedback was positive.



### Ethnicity

For this quarter, from hospital patients that we spoke to White British (45) and Asian British (33) had the most reviews. White British had 73% positive reviews, which is almost similar to what we found last quarter when it was 76%. However, Asian British reviews were 79% positive, which was significant improvement from last quarter when it was only 45%.



### Disability and Long-Term Conditions

Patients who considered themselves to be disabled (32) responded with 84% positive reviews. From patients with long-term condition (58), 83% of them responded with positive reviews.

# Experiences of Dental Services



# Dental Services

No. of Reviews	52 (relating to 27 Dental practices)
Positive	67%
Negative	8%
Neutral	25%



## Questions we asked residents

As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

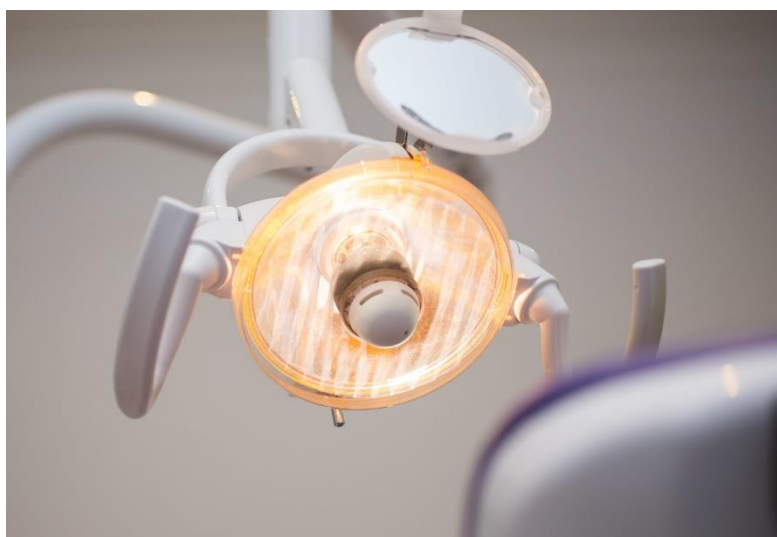
Q1) How did you find it registering with an NHS dentist? (within the last 12 months)

Q2) How do you find getting NHS appointments?

Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

Q4) How helpful are staff in explaining your dental treatment?

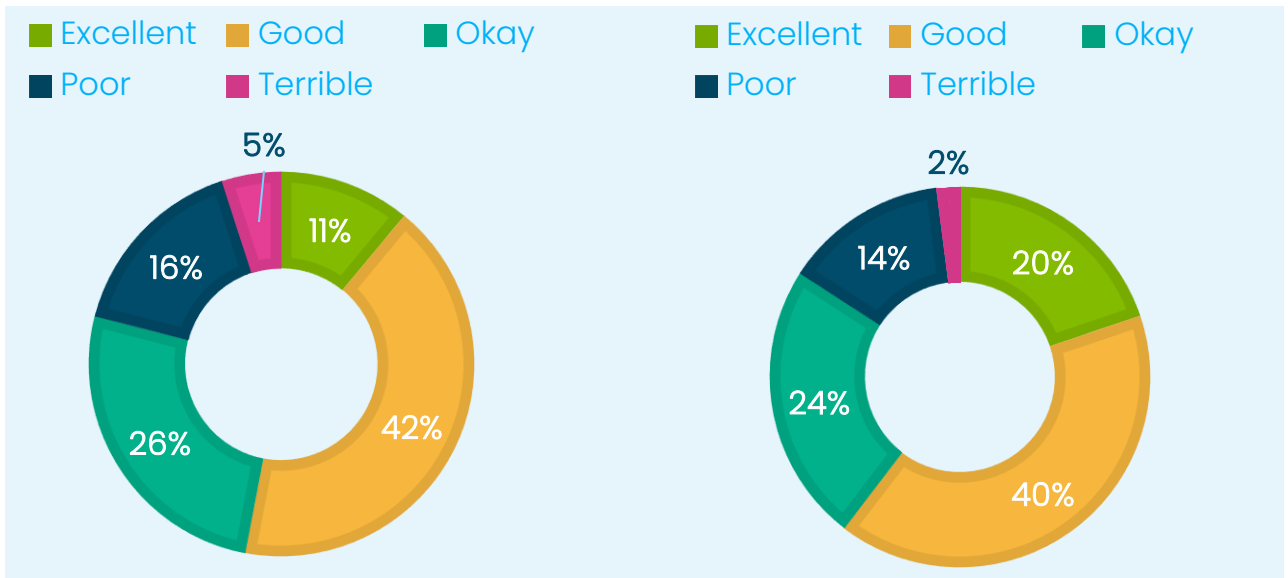
Q5) How do you find the attitudes of staff at the service?



# Access and Quality Questions

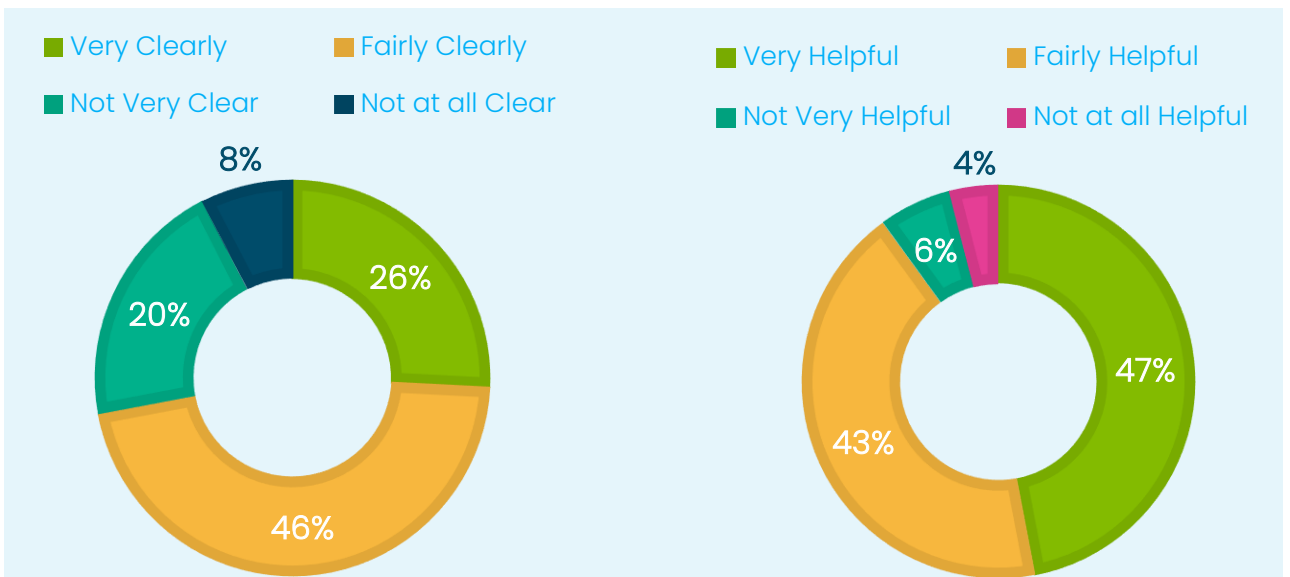
Q1) How did you find it registering with an NHS dentist? (within the last 12 months)

Q2) How do you find getting NHS appointments?

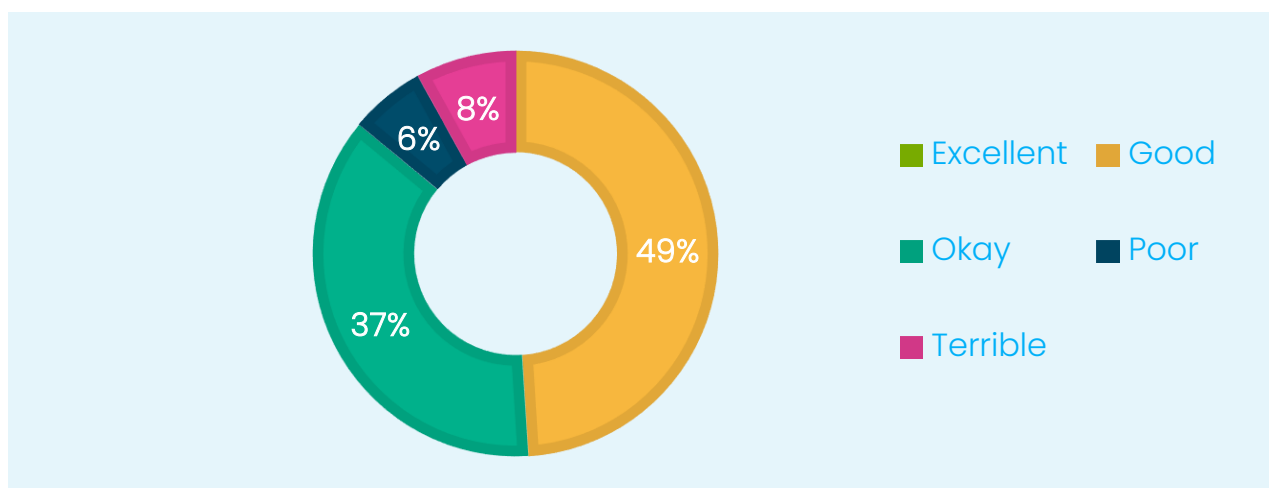


Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

Q4) How helpful are staff in explaining your dental treatment?



## Q5) How do you find the attitudes of staff at the service?



## Thematic analysis

In addition to the access and quality questions we also ask two further free text questions (*What is working well?* and *What could be improved?*) to help get a more detailed picture of Dental services.

Each experience we collect is reviewed and up to 5 themes and sub-themes themes are applied. The tables below show the top 5 positive and negative themes received (with more than 5 reviews) between July and September 2023 based on the free text responses received.

Top 5 Positive Issues	Positive Count and Percentage	Top 5 Negative Issues	Negative Count and Percentage
Quality of Treatment	8 (73%)	Appointment Availability	8 (53%)
Staff Attitudes - Health Professionals	6 (100%)	Affordability	5 (83%)
Staff Attitudes	6 (86%)	Staff Attitudes - Administration Staff	3 (100%)
Appointment Availability	6 (40%)	Registration	2 (67%)
Management of Service	5 (67%)	Treatment Effectiveness	2 (67%)

We've produced a list of good practice, areas of improvement and recommendations relating to dentists between July and September 2023.

## What has worked well?



### Quality of Treatment

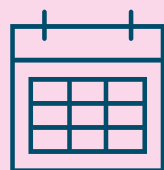
73% of comments that covered this theme were positive. Although, there is a clear decline compared to Q1 when it was 88% positive, most patients still report that the treatment they receive is excellent and very good.



### Staff Attitude – Health Professionals

100% of the comments that covered the attitude of the health professionals were positive. This is identical to what we found in last quarter, when it was also 100%.

## What could be improved?



### Appointment Availability

53% of the comments highlighting appointment availability at the dentist were negative. Compared to Q1 it was 71% and in Q4 (2022-2023) it was 35% negative. This shows that residents are having varying experiences trying to book appointments - we will continue to monitor this theme.



### Affordability

83% of the reviews about the affordability of dentist services were negative. Most patients explained that service costs are too high, but it has clearly improved compared to Q1 when it was 100% negative.

## Recommendations

### Affordability

1. Ensure any cost options are effectively communicated with patients.
2. Payment plans with 0% interest rate where patients cannot afford to pay in a single payment.

### Appointment Availability

1. Dental practices increasing their capacity for NHS patients.
2. Giving the choice to book appointments through other processes, for example, online booking.

# Experiences of 'Other' services





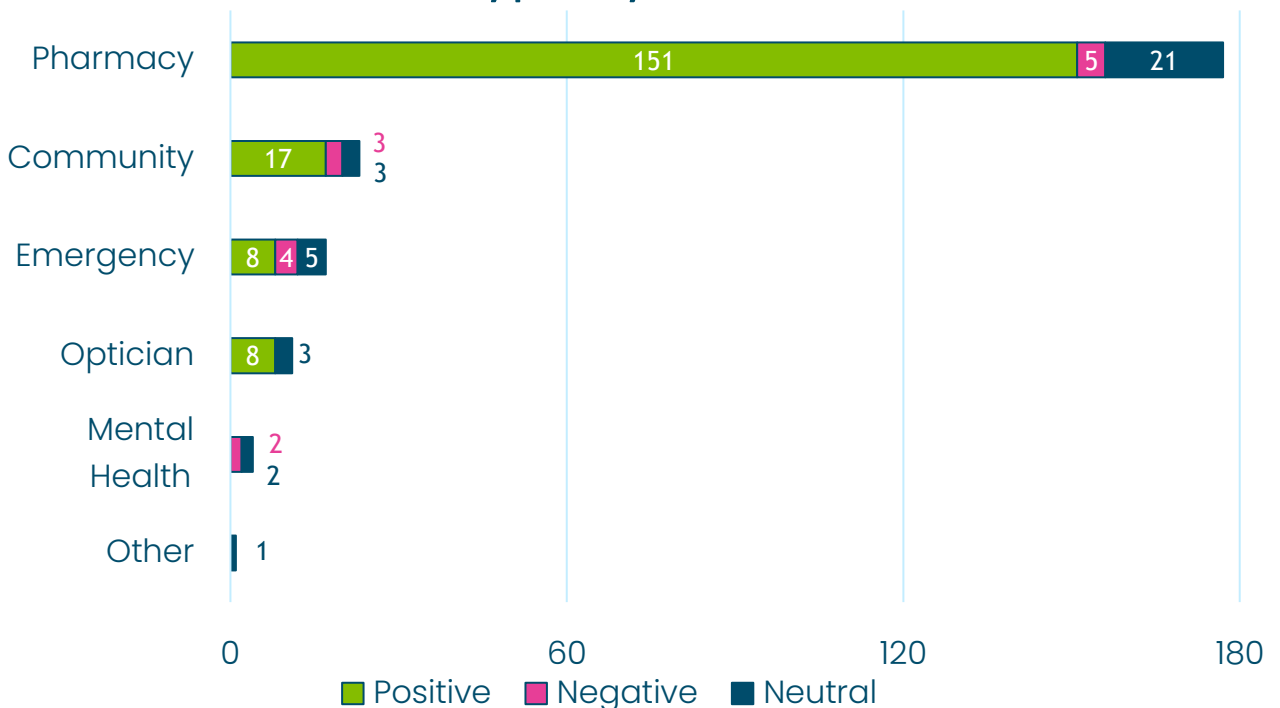
# Experiences of 'Other' services

In addition to asking specifically about GPs, Hospitals and Dentists we also give the opportunity for people to share experiences about any other public health or care service asking them what is working well and what could be improved.

This section provides of positive, negative reviews per service. We analysed residents rating of their overall experience to get this data (1\* and 2\* = negative, 3\* = neutral, 4\* and 5\* = positive)

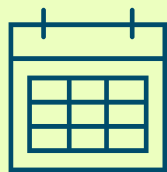
Service Type	No of Reviews	Percentage of positive reviews
Pharmacy	177	85%
Community Services	23	74%
Emergency Services	17	47%
Optician	11	73%
Mental Health	4	0%

## Service Type by Sentiment



## What has worked well?

Below is a list of the key positive aspects relating to 'Other' Hounslow Services between July and September 2023.



### Booking Appointments

100% of reviews that covered residents' experiences booking appointments were positive. Residents explained that the process of booking an appointment at community services, opticians and emergency services were very good in the past few months.



### Convenience/Distance to Travel

From reviews for Pharmacies, 100% of reviews were positive. This is a small improvement compared to Q1 when it was 96%. Residents explained to us that pharmacies are located at distances that are convenient and easy.



### Staff Suitability

In the past quarter, 100% of patients who mentioned their interactions with staff at pharmacies and community services were positive. Similar to Q1 when it was 96% positive, patients find the staff to be fitting and efficient in their roles.



### Treatment Experience

100% of reviews that covered treatment experiences in the past quarter were positive. These reviews were from residents using pharmacies. They explained that their experiences of using pharmacies as an alternative to receiving care and treatment have been really good.



### Management of Service

83% of comments about this theme were positive. These are from patients using pharmacies, opticians and community services, it is a slight decline from last quarter when it was 87%. However, residents continue to appreciate how well-managed these services are.

## What could be improved?

Below is a list of the key positive aspects relating to 'Other' Hounslow Services between July and September 2023.



### Staffing Levels

83% of reviews that covered the number of staff on duty were negative. This is a noticeable improvement from last quarter when it was 90% negative. However, most comments from residents still indicate the need for more staff for community, emergency and mental health services.



### Waiting Times (Punctuality and Queueing on Arrival)

This theme received the highest number of negative comments, with 47% being negative. This is a significant increase from last quarter when it was 35%. These were mainly residents using pharmacies, opticians and emergency services having to wait too long to get attended to.



### Opening Times/Service Delivery

42% of reviews covering the opening times were negative. They are from residents using pharmacy services this quarter. Some residents have explained that the times their pharmacy is open are not always convenient for them.



### Appointments Availability

50% of reviews mentioning the gap between appointments were negative. These reviews were mainly from mental health and community services. Patients have expressed frustration with the inability to get an appointment and having to wait a while between appointments.



### Communication Between Services

Of the comments that covered services communicating with each other, 50% were negative. Unlike last quarter when it was 42% negative comments, more residents have experienced issues with services, like pharmacies and NHS-111, adequately communicating with other services.

## Recommendations

Below is a list of recommendations about services in Hounslow based on the findings in this section

### Staffing Levels

- Staff being available to see patients on more days of the week, such as weekends and evenings, especially for community services.

### Waiting Times (punctuality and queueing on arrival)

- Inform patients when they arrive if there will be some waiting.

### Opening Times/ Service Delivery

- Provide more information on what days and times the services are open.

### Appointments Availability

- Give patients the option to get appointments at other locations, especially for community and mental health services.

### Lack of Communication

- Patients being updated when communication happens between services, for example copying patients into emails.
- Give information of any digital means of tracking information sharing,

# Appendix



# Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	34%	284
Woman (including trans woman)	50%	415
Non- binary	-	-
Other	-	-
Prefer not to say	<1%	4
Not Specified	15%	121
<b>Total</b>		<b>824</b>

Age	Percentage %	No of Reviews
Under 18	1%	8
18-24	6%	51
25-34	13%	110
35-44	14%	119
45-54	12%	102
55-64	14%	116
65-74	13%	105
75-84	7%	61
85+	2%	18
Prefer not to say	<1%	3
Not Specified	16%	131
<b>Total</b>		<b>824</b>

Disability	Percentage %	No of Reviews
Yes	15%	120
No	67%	556
Prefer not to say	1%	7
Not known	1%	7
Not Specified	16%	134
<b>Total</b>		<b>824</b>

Ethnicity	Percentage %	No of Reviews
White British	27%	226
Asian British	18%	147
Asian Indian	8%	65
Other White Background	6%	49
Asian Pakistani	3%	27
Other Asian/Asian British Background	3%	27
Black African	3%	27
Arab	3%	21
White Irish	2%	18
Black British	1%	12
Black Caribbean	1%	12
Mixed Asian and White	1%	10
Mixed Black African and White	1%	7
Asian Bangladeshi	<1%	5
Other Mixed/Multiple Ethnic Groups Background	<1%	5
Other Ethnic Group	<1%	5
Mixed Black Caribbean and White	<1%	4
Not Specified	19%	157
<b>Total</b>		<b>824</b>

# Demographics

Long-term condition	Percentage %	No of Reviews
Yes	32%	262
No	48%	396
Prefer not to say	2%	20
Not known	1%	8
Not Specified	17%	138
<b>Total</b>		<b>824</b>

Sexual Orientation	Percentage %	No of Reviews
Asexual	<1%	4
Bisexual	1%	6
Gay Man	<1%	4
Heterosexual/ Straight	55%	450
Lesbian / Gay woman	<1%	3
Pansexual	<1%	2
Prefer not to say	4%	34
Not known	-	-
Not Specified	39%	321
<b>Total</b>		<b>824</b>

Pregnancy	Percentage %	No of Reviews
Currently pregnant	1%	10
Currently breastfeeding	2%	15
Given birth in the last 26 weeks	1%	7
Prefer not to say	1%	9
Not known	<1%	5
Not relevant	53%	438
No	<1%	3
Not Specified	41%	337
<b>Total</b>		<b>824</b>

Religion	Percentage %	No of Reviews
Buddhist	<1%	6
Christian	31%	252
Hindu	7%	57
Jewish	-	-
Muslim	16%	133
Sikh	8%	70
Spiritualism	<1%	1
Agnostic	-	-
No religion	17%	140
Prefer not to say	2%	13
Other religion	<1%	7
Not Specified	18%	145
<b>Total</b>		<b>824</b>

Unpaid Carer	Percentage %	No of Reviews
Yes	5%	40
No	53%	442
Prefer not to say	2%	17
Not Specified	39%	325
<b>Total</b>		<b>824</b>

# Demographics

Area of the borough	Percentage %	No of Reviews
Brentford & Isleworth	17%	140
Chiswick	7%	56
Feltham	24%	193
Great West Road	4%	36
Heart of Hounslow	14%	118
Other	5%	43
Outside of the Borough	8%	70
Prefer Not To Say	<1%	5
Not Specified	20%	163
<b>Total</b>		<b>824</b>

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	<1%	2
Not in employment & Unable to work	5%	39
Not in Employment/ not actively seeking work – retired	16%	128
Not in Employment (seeking work)	2%	19
Not in Employment (Student)	<2%	15
On maternity leave	<2%	14
Paid: 16 or more hours/week	29%	240
Paid: Less than 16 hours/week	3%	23
Prefer not to say	2%	15
Not Specified	40%	329
<b>Total</b>		<b>824</b>





**healthwatch**  
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