

Q4 Patient Experience Report

Healthwatch Hounslow
Jan – Mar 23



Contents

Introduction	3
Q4 Snapshot	4
Experiences of GP Practices	6
Experiences of Hospital Services	20
Experiences of Dental Services	34
Experiences of 'Other' Services	39
Appendix	44

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 some of the services we receive the 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 are dependent on additional capacity.

Please note that this is a new report design which was developed as part of our revamp of the Patient Experience Programme. Therefore, there is a difference compared to data for Q1 and Q2 reports.

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 be improved 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.

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

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

Between January and March we continued to develop our PEP by :

- Sharing this new style Patient Experience Report with partners to ensure that this new approach was meeting their expectations.

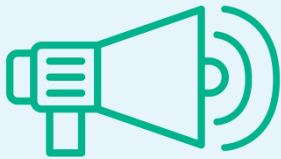
Q4 Snapshot

This section provides a summary of the number of experiences we collected during January to March 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)

Engagement

1566 reviews

of health and care services were shared with us, helping to raise awareness of issues and improve care.

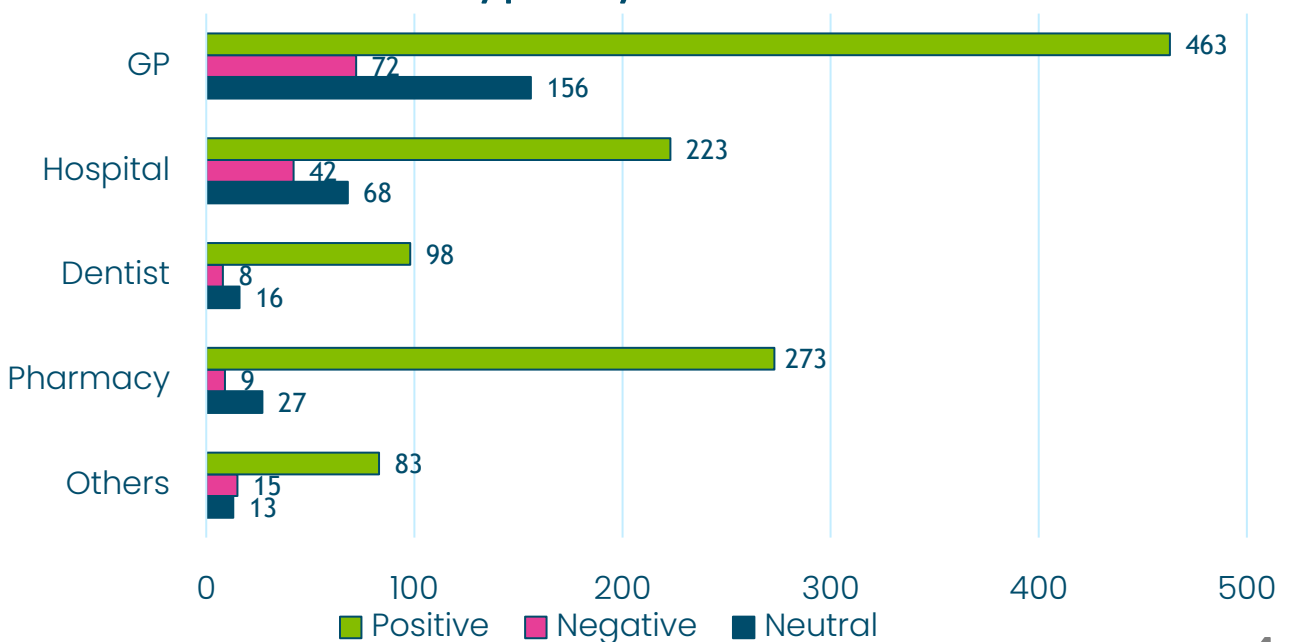


56 visits

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	691	67%
Hospital	333	67%
Dentist	122	80%
Pharmacy	309	88%
Others (e.g. Mental Health Services, Community Services, Opticians etc)	111	82%

Service Type by Sentiment



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 positive (green) and negative (blue) experiences. Neutral experiences have been omitted.

Service Type by sentiment

Top 5 Services	Q4 (Jan-Mar 23)		Q3 (Oct-Dec 22)		Q2 (Jul-Sep 22)		Q1 (Apr-Jun 22)	
GP	67%	10%	66%	8%	-	-	-	-
Hospital	67%	13%	62%	15%	-	-	-	-
Dentist	80%	7%	87%	7%	-	-	-	-
Pharmacy	88%	3%	89%	2%	-	-	-	-
Optician	86%	5%	86%	0%	-	-	-	-

What does this tell us?

- From GP services experiences we have seen similar responses from patients in the past two quarters, albeit a slight 2% increase in negative comments.
- Positive experiences of hospital services increased compared to last quarter.
- Positive Experiences of Dental services have reduced but continues to be extremely positive.
- Pharmacy services has had similar responses to last quarter.
- Optician services received overwhelmingly positive responses similar to past quarter.

Experiences of GP Practices



What people told us about GP Practices

"They have good staff. Doctors are helpful."

"When you try to make appointment and call them after noon, they do not answer the phone."

"Treating me nice, quality is good, doctor, staff, everyone. Everything was excellent, they answer the phone, and talk politely."

"Takes a long time in the queue to get through to them on the phone."

"Did not have to travel far to get here, walking distance."

"In my experience I used the online consultation once and it was not helpful."

"They have good staff. Doctors are helpful."

"Just the waiting times but it is what you would expect really."

"The staff are friendly and nice people. The care and the service are really good."

"It takes ages to get through to make an appointment, and access to the online service does not work for me, it is also quite a challenge to be on the phone for 45 minutes whilst also working, that is my only grievance with the service here."

GP Services

No. of Reviews	691
Positive	67%
Negative	10%
Neutral	23%

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?

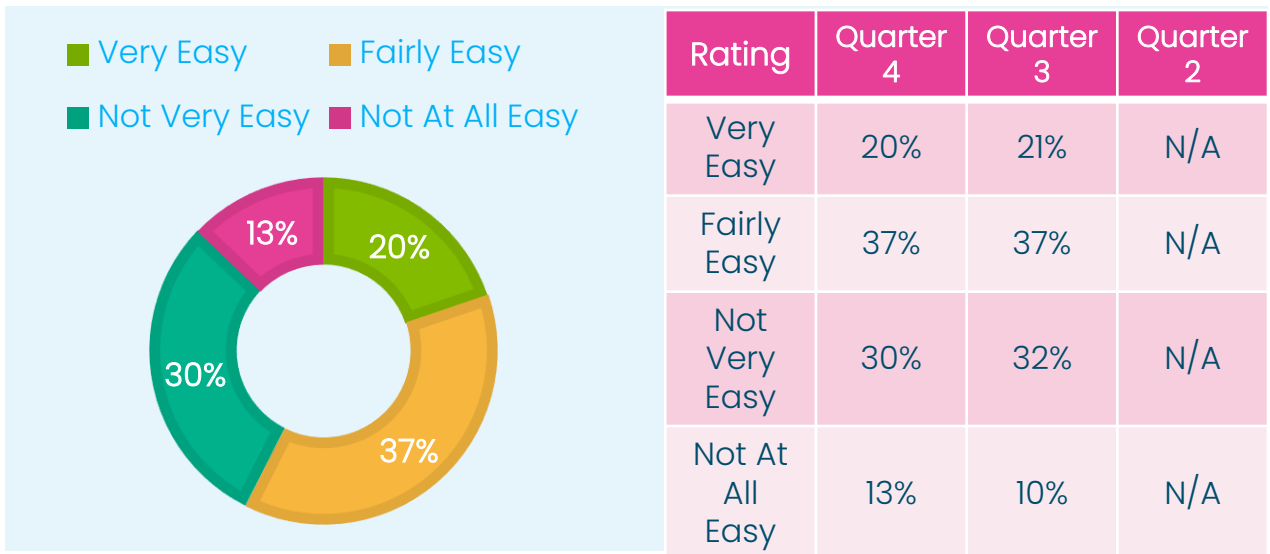
Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (**Very Easy – Not at All Easy**) to allow our data to be comparable with the NHS'.

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



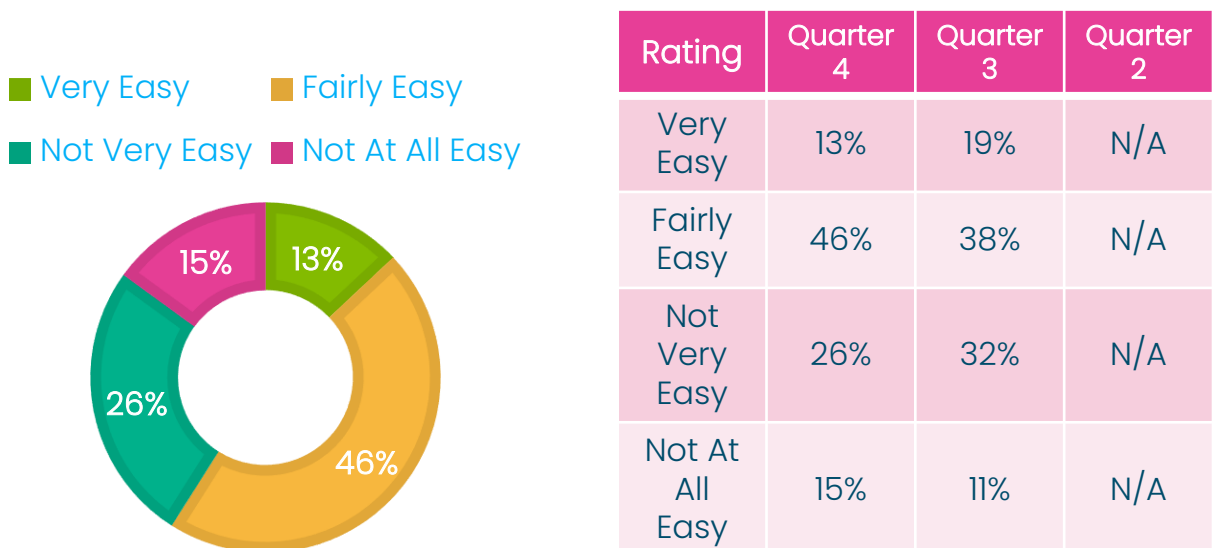
Access and Quality Questions

Q1) How do you find getting an appointment?



During January - March residents told us that they found it either 'Fairly Easy' (37%) or 'Not Very Easy' (30%) to get an appointment from their GP Practice'. Only 13% considered it 'Very Easy'. This is very similar to what we found last quarter.

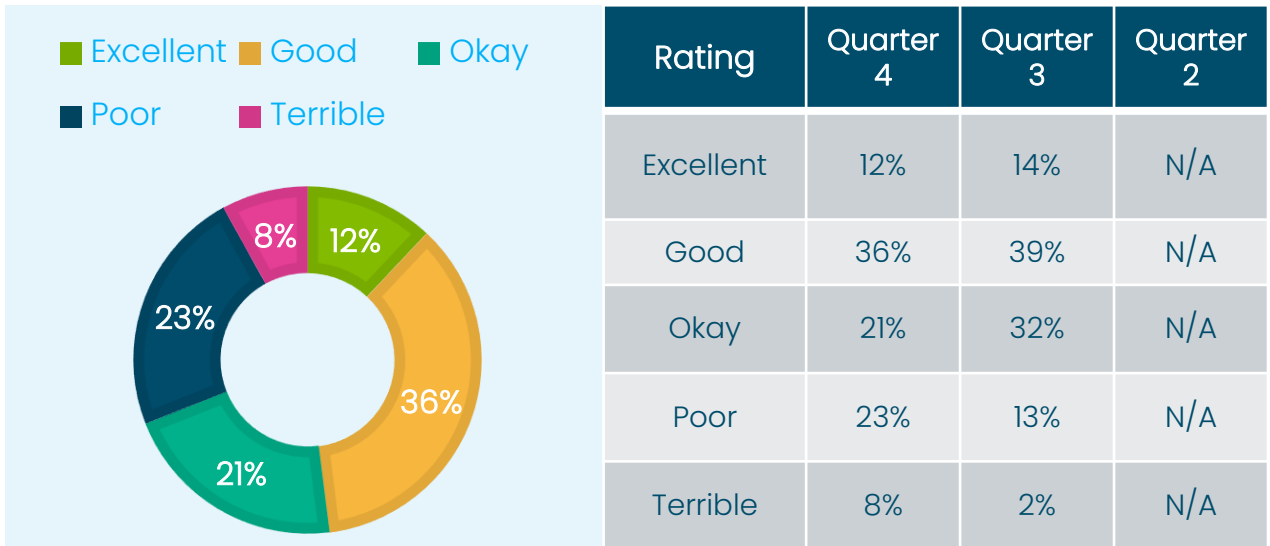
Q2) How do you find getting through to someone at your GP practice on the phone?



There has been an increase in the positive responses compared to previous quarters; getting through on the telephone was "Fairly Easy" for residents with 46% this quarter. However, 15% said it was "Not At All Easy" to get through on the phone' which is a 4% increase compared to last quarter.

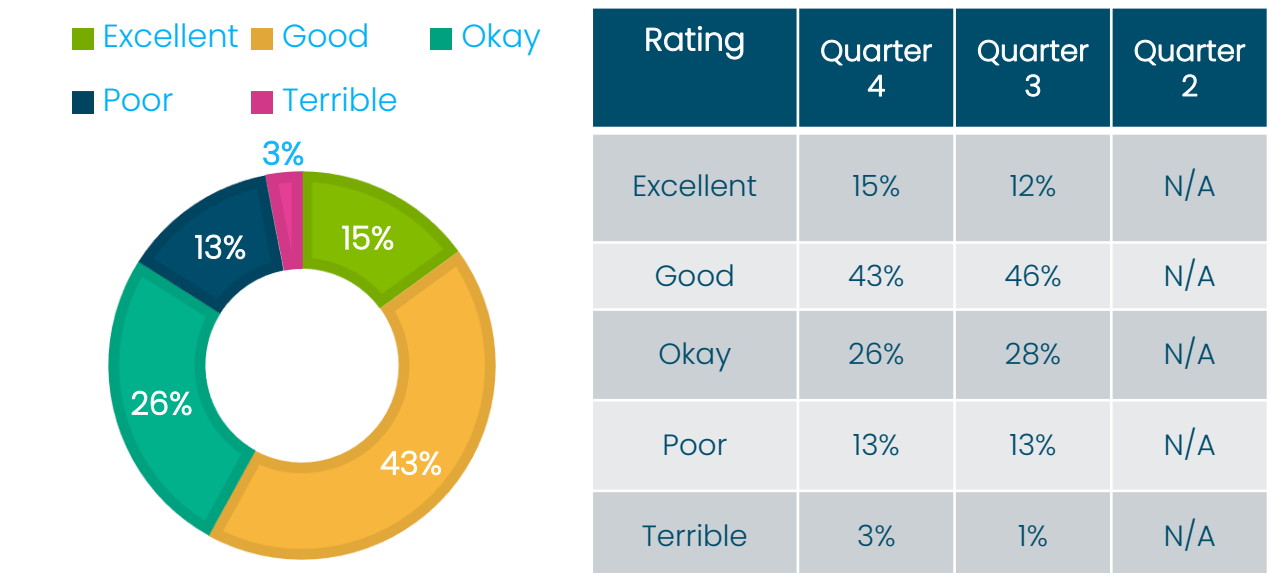
Access and Quality Questions

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



For this question we collected 281 responses. This is lower than the total number of reviews because some patients have not used online consultation. 36% of residents rated their experiences as “Good” and 21% as “Okay”. However, compared to last quarter there has been an increase in “Poor” and “Terrible” responses, with 23% and 8% respectively from 13% and 2%. It should be noted that given the nature of our collecting data largely in GP waiting rooms, this may preclude some patients from being in favour of online consultations.

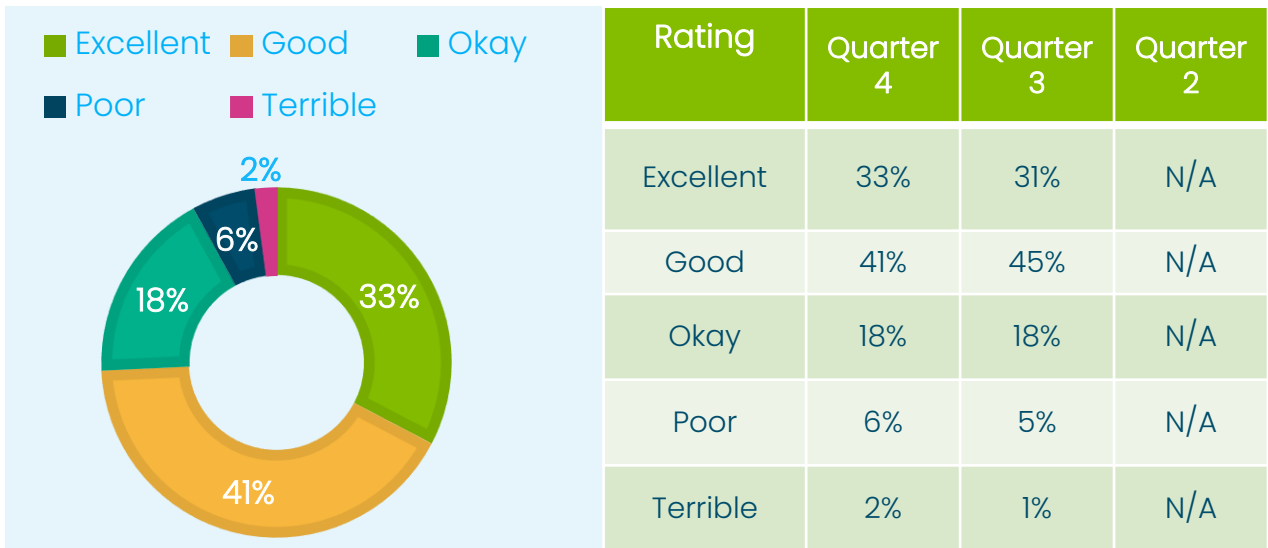
Q4) How do you find the quality of telephone consultations?



The majority of telephone consultations have been positive, 58% of residents we engaged with considered their telephone consultation to be either ‘Excellent’ or ‘Good’. This is similar to what we found last quarter as seen in the table above.

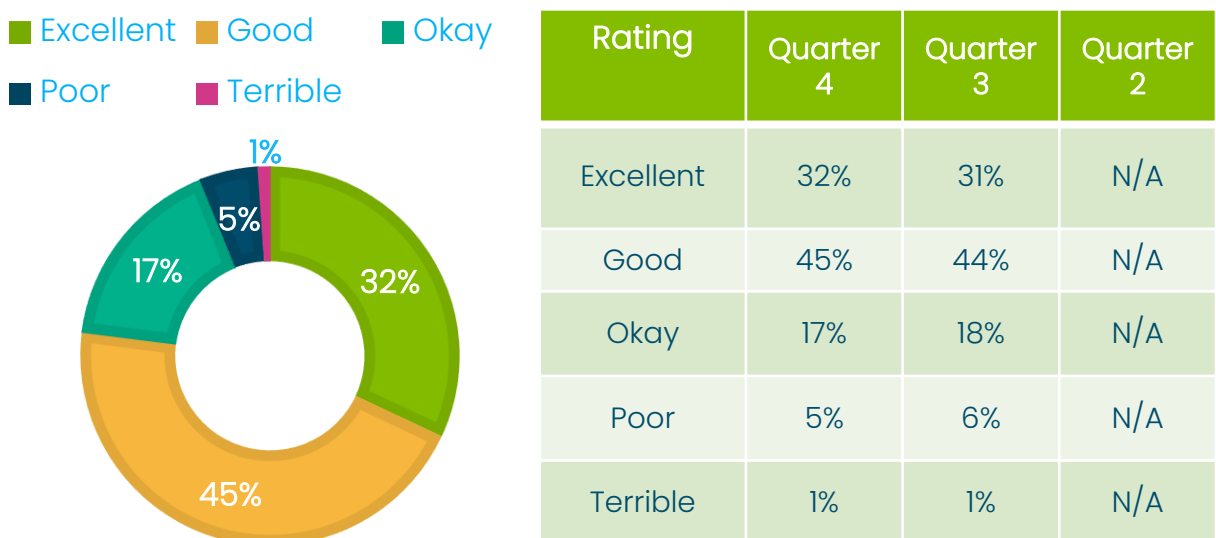
Access and Quality Questions

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



The vast majority residents we spoke to this quarter have praised the attitude of GP staff with 74% of them either considering the staff ‘Excellent or Good.’ Only 2% considered their experience with staff as ‘Terrible.’ Compared to last quarter we found very similar sentiments about the GP staff.

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



The quality of treatment and care provided by GP practices is overwhelmingly considered either ‘Excellent’ or ‘Good’ with these ratings making up 77% of all reviews during Q4, we received similar responses in Q3 with 75% giving similar ratings.

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:

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

Between January and March the PCNs which received the most reviews were Heart of Hounslow and Feltham Partnership.

In order to understand the variance of experience across the borough we have compared the PCNs by the ratings given for access and quality questions covered in the previous section.

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, negative or neutral sentiment.

Total Reviews per PCN

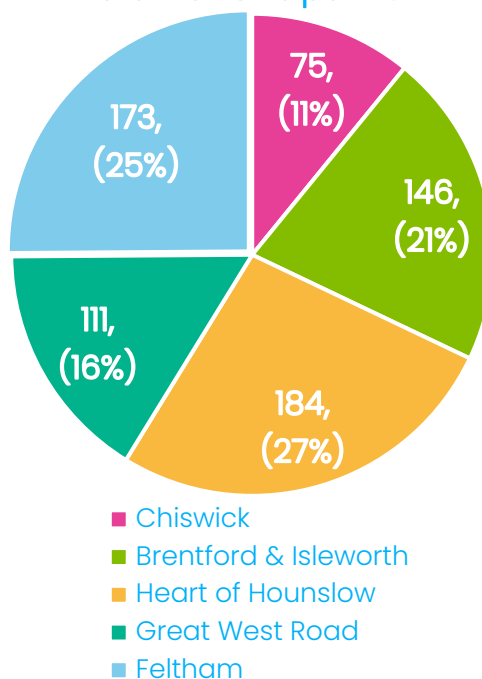


Table Colour Key



Primary Care Network	ACCESS (out of 4)		QUALITY (out of 5)			
	To an Appointment	Getting Through on the Phone	Of Telephone Consultations	Of Online Consultations	Of Staff Attitudes	Of Treatment and Care
Chiswick	2.7	2.6	3.1	3.7	4.2	4.1
Brentford & Isleworth	2.5	2.5	3	3.4	3.9	3.9
Heart of Hounslow	2.7	2.6	3.2	3.6	4	4.2
Great West Road	2.8	2.6	3.4	3.7	3.9	3.9
Feltham	2.6	2.6	3.4	3.4	3.9	3.9

Thematic analysis

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

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The charts below show the top 5 positive and negative themes (with more than 20 reviews) received for Q4 January to March 2023.

A list of the themes can be found on the Healthwatch Hounslow's website.

Top 5 Positive Themes	Percentage positive % and (count)	Top 5 Negative Themes	Percentage negative % and (count)
Quality of Staff – Health Professionals	89% (n.86)	Getting Through On The Telephone	84% (n. 160)
Management of Service	88% (n.91)	Patient Choice	74% (n. 43)
Convenience/ Distance to Travel	88% (n.21)	Booking Appointments Online	70% (n. 23)
Staff Suitability	82% (n.37)	Waiting Times (punctuality and queueing on arrival)	60% (n. 55)
Treatment and Care Support	82% (n.18)	Quality of Telephone Consultations	59% (n. 51)

Thematic analysis

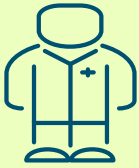
We have also identified the top 3 positive and negative themes for each PCN.

A list of the themes can be found on the Healthwatch Hounslow's website.

Primary Care Network	Overall Rating (out of 5)	Top 3 Positive Themes	Top 3 Negative Themes
Chiswick	4	Management of Service	Getting through on the Telephone
		Quality of Health Professionals	Appointment Availability
		Treatment Experience	Booking Appointments
Brentford & Isleworth	3.7	Quality of Health Professionals	Getting through on the telephone
		Management of Service	Booking Appointments Online
		Quality of Treatment	Appointment Availability
Heart of Hounslow	3.9	Quality of Treatment	Patient Choice
		Quality of Health Professionals	Getting through on the Telephone
		Management of Service	Booking Appointments Online
Great West Road	3.8	Quality of Health Professionals	Getting through on the Telephone
		Treatment Experience	Booking Appointments
		Staff Attitudes	Quality of Telephone Consultations
Feltham	3.7	Quality of Treatment	Getting through on the Telephone
		Management of Service	Patient Choice
		Quality of Health Professionals	Quality of Telephone Consultations

What has worked well?

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



Quality of Health Professionals

89% of reviews that covered quality of the nurses and doctors were positive. This is similar to Q3 when it was 94%. This means that following from last quarter residents' interaction with health professionals continue to be very good, albeit a marginal drop.



Management of Service

This sub-theme received the most positive comments, 88% of those reviews that cited the management of their GP were positive. Residents highlighting their happiness with how the practices are being run.



Convenience/ Distance to Travel

88% of reviews that mentioned the distance between patients and the practices were positive. This means that patients have found the distance they cover to get to the practice to be convenient.



Staff Suitability

82% of reviews that covered suitability of staff were positive. This is an improvement compared to Q3 when it was 71%. Showing that more residents felt the staff at their practices were fitting in their roles.



Treatment Support

82% of reviews that covered the treatment support were positive. Also, from patients who responded 'Yes' to having long term health conditions, 65% rated their practice a positive overall star. Signifying that the majority of residents felt they were appropriately supported through their illnesses this quarter.

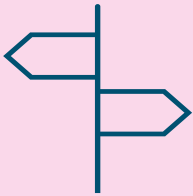
What could be improved?

Below is a list of the key areas for improvement relating to GP practices between January and March 2023.



Getting Through On The Telephone

84% of reviews that covered the ability of patients to get through by phone were negative. This quarter we received 160 negative sentiment comments explaining that there were problems getting in contact with practices by phone.



Patient Choice

74% of reviews that covered patient choice were negative. In Q3 we found identical sentiments from patients, showing that residents continue to be frustrated at the lack of choice available to them, for example, the lack of choice as regards to appointments being in person or by phone.



Booking Appointments Online

70% of reviews that covered booking appointments online were negative. In addition, the question 'How do you find the quality of online consultations?' receives the least number of responses compared to the other qualitative questions. This indicates that some patients might be struggling to adapt to more hybrid ways of having of having appointments, or simply do not want to.



Waiting Times for Appointments (Queueing on Arrival)

60% of reviews that covered the waiting on the day of appointments were negative. This is different to Q3 when the reviews were 42% negative. Showing that residents experiences with the delay on the day of their appointments has got worse in the past few months.



Quality of Telephone Consultation

59% of reviews that covered telephone consultations were negative. Compared to Q3 when the sentiment was 48% negative. More residents have shared their frustrations with telephone consultations, especially how inadequate it is to do proper assessments over the phone.

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. Ensure phone systems are running as efficiently and effectively as possible.
2. Encourage digitally literate patients to use Patches to alleviate the phone lines.

Patient Choice

1. For some patients, not being offered face to face appointments is very distressing – while others prefer the phone. Give patients a choice according to their preferences.
2. Let patients indicate what their preferred method of appointment is.

Booking Appointments Online

1. Give patients booking online appointments the same opportunities as those making appointments over the phone or in person.
2. Improve information and guidance on how to book online.
3. Monitor and measure the process of booking online appointments from a service-user perspective.

Waiting Times for Appointments (booking and queuing on arrival)

1. Monitor waiting times for all patients booking appointments to ensure that relevant non-medical ones are within 2 weeks.
2. If there are long waits that day for appointments, inform patients.
3. Manage expectations that patients might be waiting x amount of time in the waiting room when the appointment is made.

Quality of Telephone Consultations

1. Let patients choose whether they have a telephone appointment or face-to-face – explaining why if their preferred choice is not possible.
2. If a patient is not happy about a telephone appointment, clinicians should explain how telephone appointments might differ from face to face ones and where it is the same, what can be determined and what cannot, and what to do if the patients' situation changes (safety netting).

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 (the boxes left blank are the quarters not covered in our new report format). We have highlighted any issues which have repeated in last couple quarters.

Positive Issues

Q4	Q3	Q2	Q1
Quality of Staff – Health Professionals	Quality of Staff – Health Professionals	-	-
Management of Service	Quality of Treatment	-	-
Convenience/ Distance to Travel	Management of Service	-	-
Staff Suitability	Staff Attitude	-	-
Treatment and Care Support	Staff Suitability	-	-

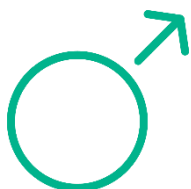
Negative Issues

Q4	Q3	Q2	Q1
Getting Through On The Telephone	Getting Through On The Telephone	-	-
Patient Choice	Patient Choice	-	-
Booking Appointments Online	Staff Attitudes – Administrative Staff	-	-
Waiting Times (punctuality an queueing on arrival)	Quality of Telephone Consultation	-	-
Quality of Telephone Consultations	Appointment Availability	-	-

Equalities snapshot

During our engagement at GP services we ask residents to voluntarily share information about themselves with us, 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 when we analysed overall experience ratings. A full demographics breakdown can be found in the appendix.



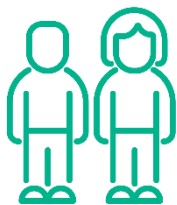
Gender

Both genders reported identical levels of positive experience 68% from both. However, men had more negative experiences, with 12% vs 7% rating their experience 2* or lower during the last quarter.



Age

From the age groups with more than 20 reviews. 75-84 year olds had the highest percentage of positive experience with 77%. By contrast, 55-64 year olds have share the most negative reviews with 18%.



Ethnicity

From the ethnic groups with more than 10 reviews; 'Other Mixed Background' with 91%, 'White British' with 78% and 'Black African' with 75%, were the ethnic groups with the highest percentage of positive experiences. In contrast the groups with the highest negative percentages were; 'Other Ethnic Group' with 17%, 'Asian British' with 12% and 'Other Asian Background' with 11%.



Disability

65% of disabled patients reported positive experiences compared to 69% of those who were not disabled.

Experiences of Hospital Services



What people told us about Hospitals

"The staff are friendly and they help you."

"Everything is good. The staff are so kind."

"Did not wait, I was rushed straight in. The staff could not do enough then they already do. Treatment and care was 100% brilliant."

"The appointment we always have there is good. The level of care is really good, they deal with you really well and they are very professional there as well. The facilities there was also very good."

"All staff took excellent care of me. They were really patient. Were checking up on me very often. They did the extra mile to make sure I was ok. They were helpful, nice, and smiley."

"There's not enough staff, very poor communication, they lose referrals constantly. "

"Communication between the doctors and patients. When I got there, they left me in a room for two hours, I did not see anyone, this was in A&E. "

"Waiting at A&E is nightmare, lots of people wait outside. Lack of staff but it is not their fault. They had only one doctor/nurse. It is just NHS is overrun."

"The communication was not really good, they did not have the file at the GP, I do not know what happened but they lost it."

"The referral times but I understand the NHS is under pressure. Communication between the GP and the hospital could have been shortened. Could be uploaded directly to an app instead of waiting for a liaison between the services. "

Hospital Services

No. of Reviews	333
Positive	67%
Negative	13%
Neutral	20%



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?

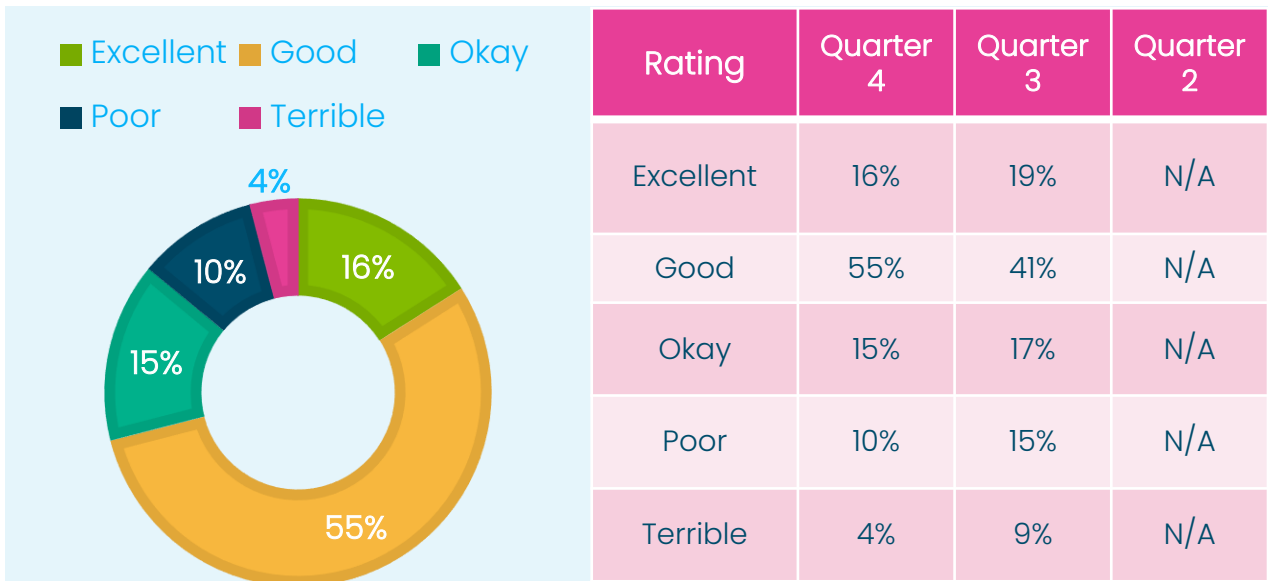
Q6) How would you rate the quality of treatment and care received?

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



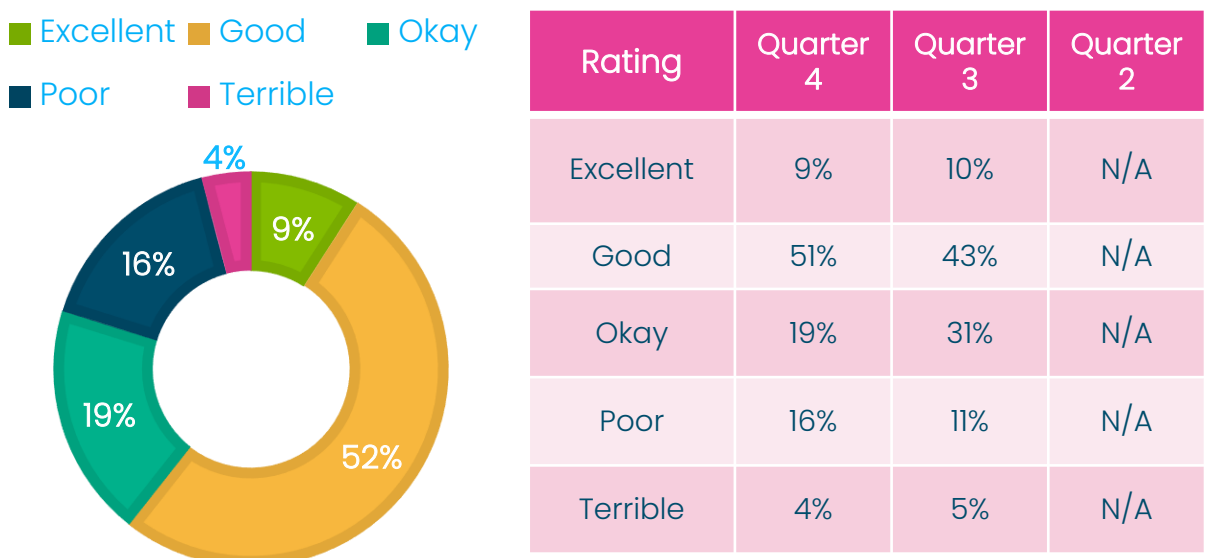
Access and Quality Questions

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



In Q4 we found that the majority of residents had positive experiences getting a referral/appointment at the hospital. 71% of patients rated their experience as 'Excellent' and 'Good'. This is an improvement from last quarter when it was 60%.

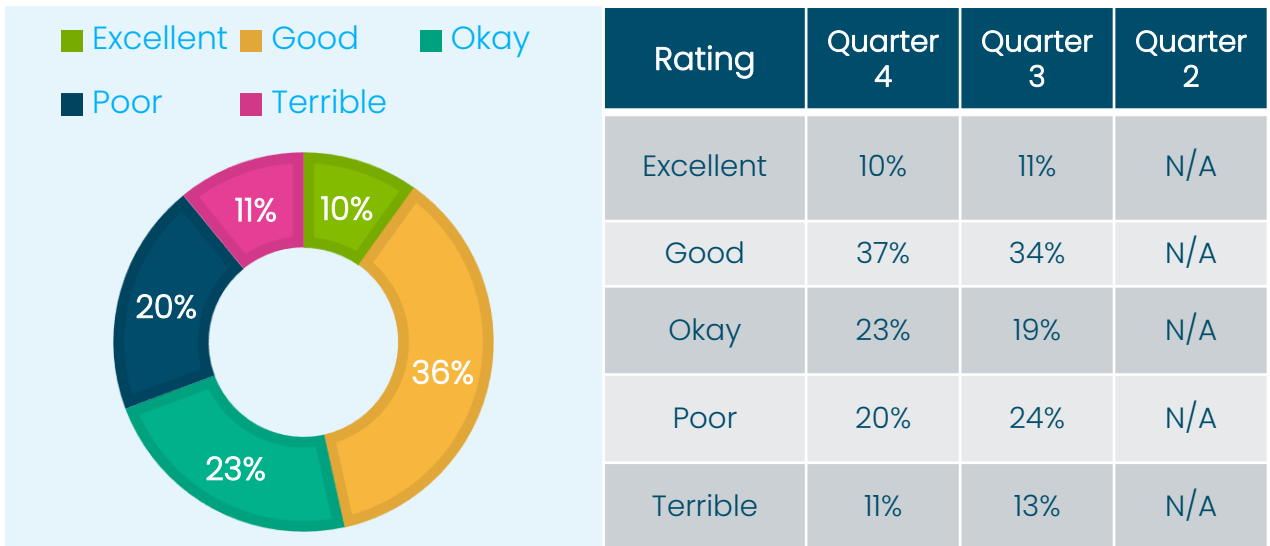
Q2) How do you find getting through to someone on the phone?



The majority of responses to getting through on the phone have been positive. The most chosen option was 'Good' with 51%, which has increased since last quarter when it was 43%. However, 16% of the responses were 'Poor' and this has also increased from 11% in Q3.

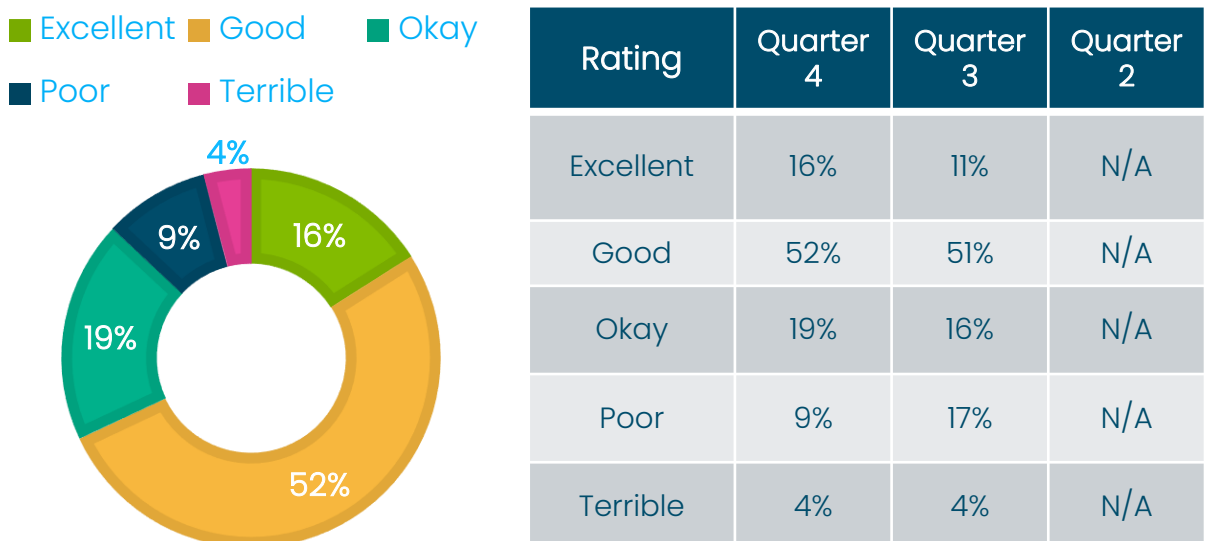
Access and Quality Questions

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



This quarter from responses to waiting times about hospitals most of the comments were 'Good', similar to Q3 when it was 34%. However, 31% of the responses were 'Poor' and 'Terrible', which is slightly better than Q3 when the responses were 37%.

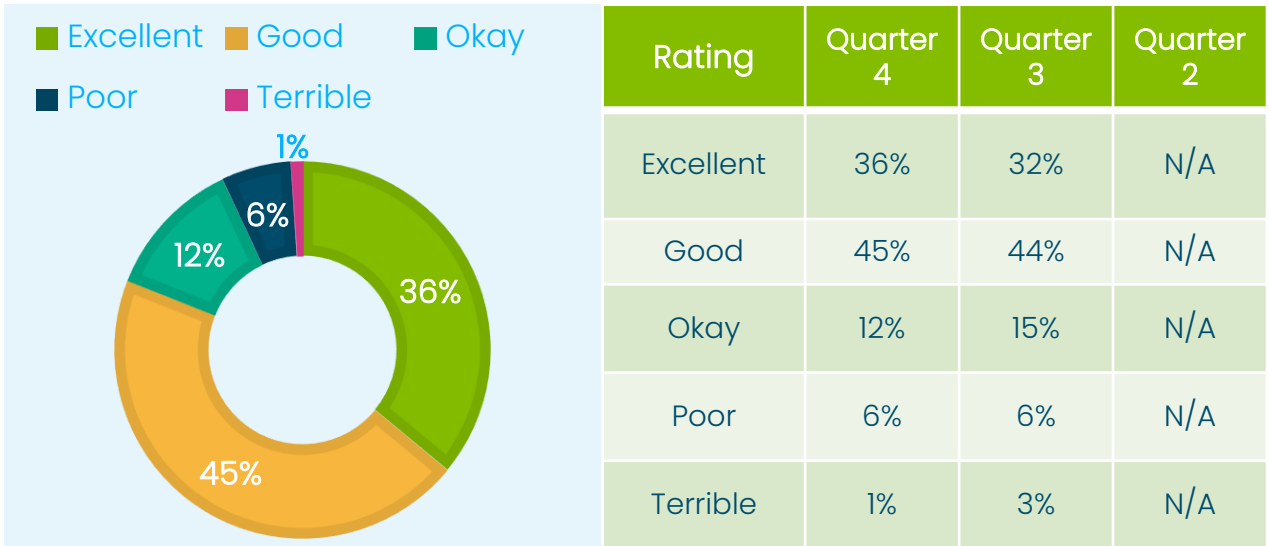
Q4) How do you think the communication is between your hospital and GP practice?



This quarter we found that majority of residents find the communication between hospitals and GPs to be positive. 68% of patients rated their experience as 'Excellent' and 'Good', which is similar to the responses from Q3 with 62%. In addition, there has been a decrease of 'Poor' and 'Terrible' responses from 21% in Q3 to 13% in Q4.

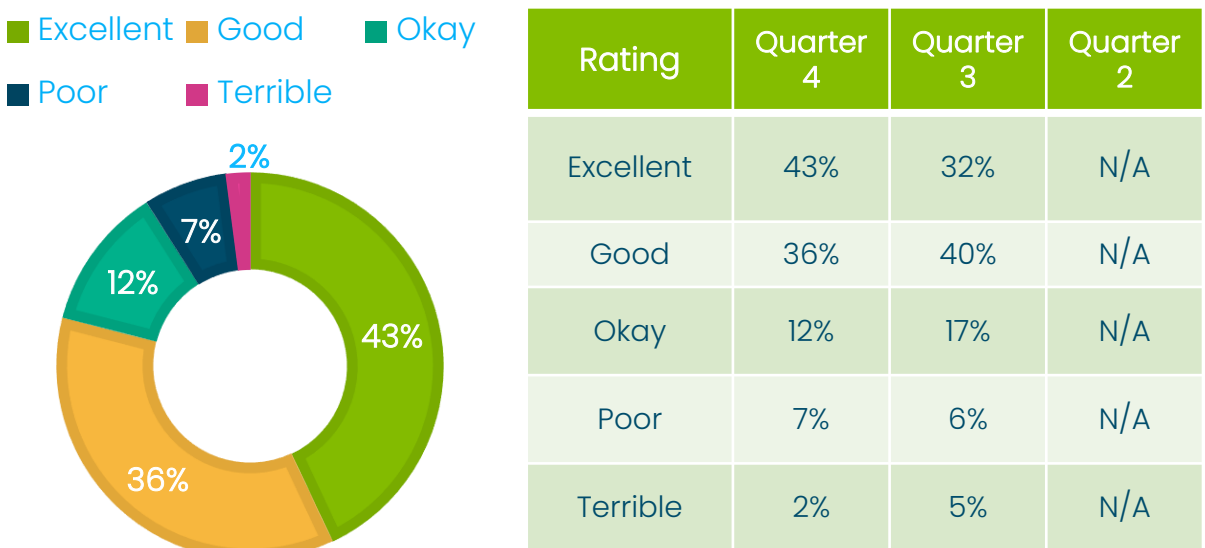
Access and Quality Questions

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



Similar to last quarter, the majority of responses to staff attitudes have been positive. 81% of patients selected 'Excellent' and 'Good' positive options, this is similar to Q3 when it was 76%. Whereas only 1% of the responses were 'Terrible'. Showing that the patients have had good experiences with staff at hospitals.

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



This quarter the majority responses from residents about the quality of care and treatment received at hospital were positive. We noted that 79% of patients rated their experience as 'Excellent' and 'Good', similar to Q3, when it was 72%. In addition, only 2% said it was 'Terrible'. Showing that patient have received positive quality of care at hospitals.

Hospital Trusts

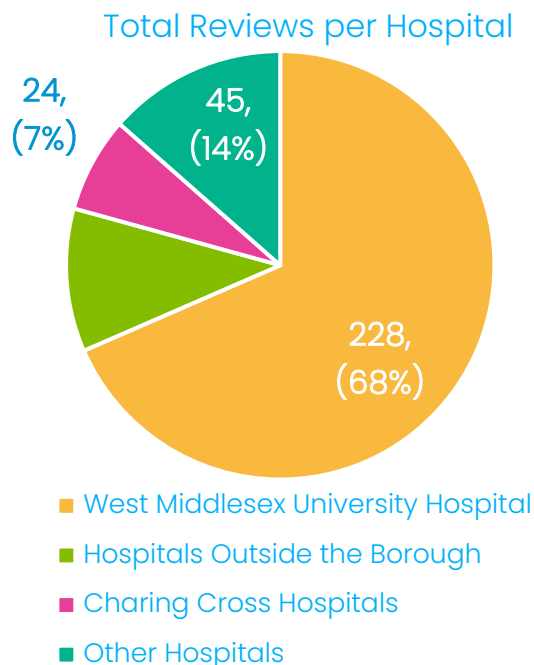
Hounslow residents access a variety of different hospitals depending on factors such as choice, locality and specialist requirements. During the last three months we heard experiences about the following hospitals:

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

Between January and March, the service which received the most reviews were West Middlesex University Hospital.

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.

Please note that each question has been rated out of 5 (1 – Terrible – 5 Excellent)



Name of Hospitals	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
West Middlesex University No of reviews: 228	3.6	3.4	3.1	3.7	4.0	4.0
Hospitals Outside the Borough No of reviews: 36	3.8	3.5	3.3	3.7	4.3	4.4
Charing Cross No of reviews: 24	3.8	3.9	3.7	3.6	4.3	4.5

Table Colour Key

Negative

Neutral

Positive

Thematic analysis

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

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The charts below show the top 5 positive and negative themes (with more than 10 reviews) received between January and March 2023.

Top 5 Positive Issues	Percentage positive % and (count)	Top 5 Negative Issues	Percentage negative % and (count)
Quality of Health Professionals	93% (n.27)	Staffing Levels	90% (n.19)
Quality of Treatment	89% (n.63)	Communication Between Services	75% (n.9)
Staff Attitudes	82% (n.37)	Lack of Communication	68% (n.13)
Booking Appointments	80% (n.8)	Waiting Times (punctuality and queueing on arrival)	54% (n.84)
Suitability of Staff	76% (n.13)	Appointment Availability	55% (n.16)

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

Hospitals	Overall Rating (out of 5)	Top 3 Positive Themes	Top 3 Negative Themes
West Middlesex University Hospital (228)	3.7	1. Quality of Health Professionals	1. Staffing Levels
		2. Quality of Treatment	2. Lack of Communication
		3. Staff Attitudes	3. Waiting Times (punctuality and queueing on arrival)
Hospitals Outside The Borough (36)	3.9	1. Quality of Treatment	1. Convenience / Distance of Travel
		2. Quality of Health Professionals	2. Waiting Times (punctuality and queueing on arrival)
		3. Waiting Times for Appointments/ Waiting Lists	3. Lack of Communication
Charing Cross Hospital (24)	4.3	1. Quality of Treatment	1. Waiting Times (punctuality and queueing on arrival)
		2. Booking Appointments	2. Tests/ Results
		3. Quality of Health Professionals	3. Lack of Communication

What has worked well?

Below is a list of the key positive aspects relating to hospitals between January and March 2023



Quality of Health Professionals

93% of comments that highlighted the quality of health professionals at hospitals were positive. In Q3 the comments were 86% positive. In the past two quarters we found that the doctors and nurses at hospitals have been really good.



Quality of Treatment and Care

89% of comments that covered the quality of the care at hospitals were positive. This is similar to Q3 when it was 82% positive comments. Residents found that the treatment they have received at the hospitals this quarter has been good.



Staff Attitudes

82% of comments that covered the attitude of staff at hospitals were positive. Comparable to Q3 when it was 86% positive. In the past few months patients again described their interactions with staff at hospitals as approachable and lovely.



Booking Appointments

80% of comments that covered the provision of services at hospitals were positive. This is an improvement from Q3 when it was 67% positive. Last quarter residents explained that the process of booking their next appointment was easier.

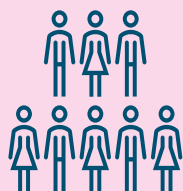


Staff Suitability

76% of reviews that covered suitability of staff were positive. Similar to Q3 when it was 74% positive comments. In the last two quarter residents felt the staff at the hospitals have been appropriate and fitting in their roles.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between January and March 2023



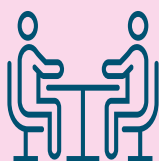
Staff Levels

90% of reviews that covered the level staff was negative. We found similar sentiments in Q3 when it was 100% negative. Residents explained to us that the level of staffing at the hospitals in the last two quarters has not been adequate.



Communication Between Services

75% of reviews covering communication between services was negative. This quarter residents explained to us that the sharing of information between the hospitals and services like GPs, other hospitals and community services, has not been good enough.



Lack of Communication

68% of reviews covering communication was negative. This is dissimilar to what we found last quarter, in Q3 it was 40% negative. Residents found communication with hospitals to be lacking this quarter, we will monitor this negative trend in the quarter.



Waiting Times for Appointments (Queueing on Arrival)

54% of reviews that covered waiting to be seen were negative. In Q3 the comments were 68% negative. This was again the most highlighted sub-theme and majority of the comments were patients complaining about how long they have to wait to be seen at hospitals.



Appointment Availability

55% of reviews that covered availability of appointment were negative. Similar to Q3 when the reviews were 64% negative. In the last two quarters patients we have spoken to have mentioned the length of time spent waiting for appointments is too long.

Recommendations

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

Staff Levels

1. More funding for doctors and medical staff to deal with more patients
2. Increase interest and appetite to work in healthcare amongst the local population – from school age.
3. Review staff feedback, satisfaction etc on working conditions.

Communication Between Services

1. Improved monitoring of emails coming through from other services.
2. Responding to external services within 48 hours.

Lack of Communication

1. Using an alerts system when communication with patients is due.
2. Responding to patients within a 48 hour period
3. Consultants encouraged to spend more time monitoring communication.

Waiting Times for Appointments (Queueing on Arrival)

1. More doctors and nurses to accommodate patient numbers.
2. Ensure early triage and next steps explained well.
3. Provide estimate of how long the wait could be.

Appointments Availability

1. More doctors and medical staff to deal with more patients
2. Self-care and pain relief plans provided to patients who are on long waiting times.
3. Book patients into other hospitals with lower waiting lists.

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 any issues which have repeated in three financial quarters.

Positive Issues

Q4	Q3	Q2	Q1
Quality of Health Professionals	Staff Attitudes	-	-
Quality of Treatment	Quality of Health Professionals	-	-
Staff Attitudes	Quality of Treatment	-	-
Booking Appointments	Commissioning and Provision	-	-
Suitability of Staff	Communication with Patients	-	-

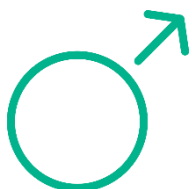
Negative Issues

Q4	Q3	Q2	Q1
Staffing Levels	Waiting for appointment referrals	-	-
Communication Between Services	Waiting Times (punctuality on queueing on arrival)	-	-
Lack of Communication	Experience of Treatment	-	-
Waiting Times (punctuality on queueing on arrival)	Communication with Patients	-	-
Appointment Availability	Staffing Levels	-	-

Equalities Snapshot – Hospitals

During our engagement at hospitals 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. A full demographics breakdown can be found in the appendix.



Gender

65% of females rate their overall experience positively compared to 66% of males. This is consistent with what we found with the patients in previous quarters.



Age

65-74 year olds had the highest percentage of positive experience with 84%. Patients aged 35-44 years and 45-54 years expressed the least positive experiences with 51% and 55% respectively.



Ethnicity

Most reviews this quarter were from 'White British', 'Asian British' and 'Asian Indian' ethnic groups. From the ethnicities with more than 10 reviews, 'Other White Background' had the most positive responses with 74% followed by 'White British' with 72% positive responses.



Long term conditions

There was a slight variation in experience for those who reported having a long term condition and those that didn't. 69% positive reviews for the group who responded 'Yes', while it was 64% positive reviews for the group who responded 'No'.

Experiences of Dental Services



Dental Services

No. of Reviews	122
Positive	80%
Negative	7%
Neutral	13%



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?

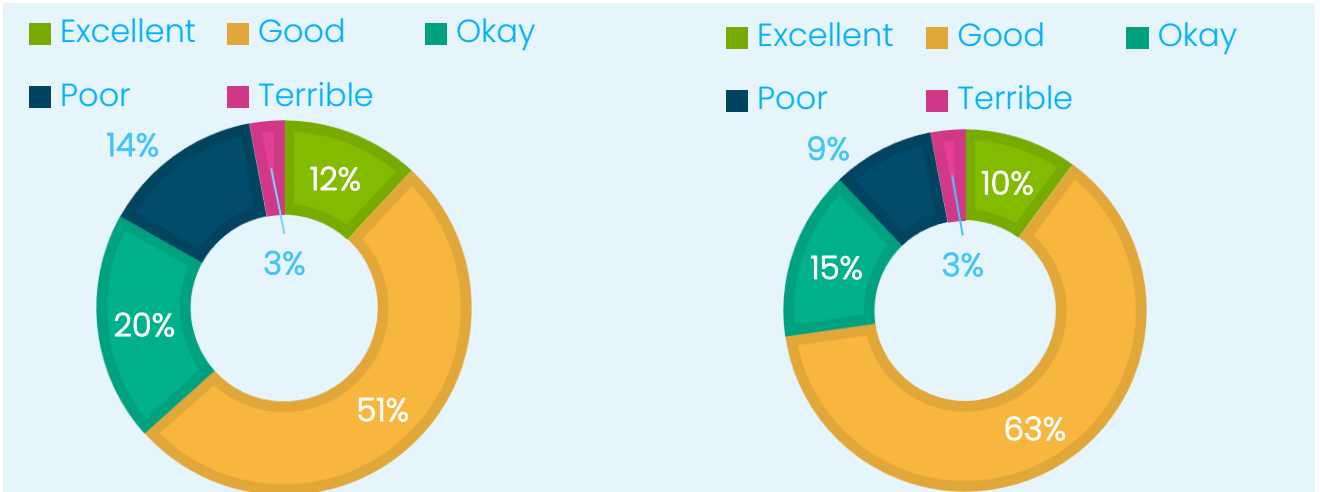
Q5) How do you find the attitudes of staff at the service?



Access and Quality Questions

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

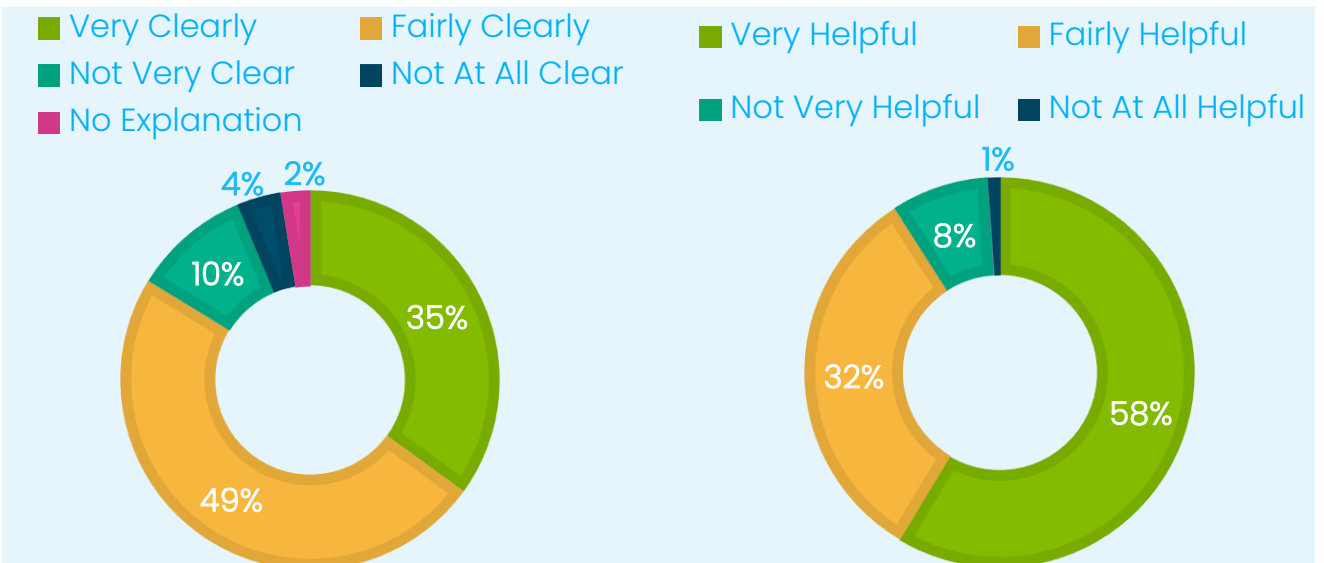
Q2) How do you find getting NHS appointments?



During January - March, we found that residents had good experiences trying to register with a NHS dentist with 63% of reviews being rated 'Excellent' or 'Good'. However, when it came to getting an appointment, 73% found it to be a 'Good' or 'Excellent' experience.

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?

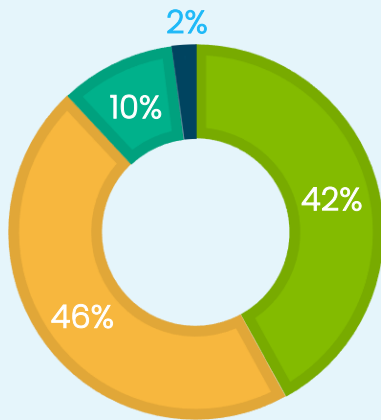


In this quarter patients explained to us that the price was accurately explained at the dentists, with 84% of reviews being rated as 'Very Clearly' or 'Fairly Clearly'. Similarly, the staff explained the treatment well, with 58% being 'Very Helpful' and 32% were 'Fairly Helpful'.

Access and Quality Questions

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

■ Excellent ■ Good ■ Okay
■ Poor ■ Terrible



In this quarter we found that the majority of patients also found the attitude of staff at dentists to be overwhelmingly positive. We noted that 88% of patients rated their experience as 'Excellent' and 'Good', with only 2% saying it was 'Poor'. Similar to last quarter when it was 91% positive responses.

Thematic analysis

In addition to the specifically tailored questions we ask about Dental services we also ask two further questions (*What is working well?* and *What could be improved?*) to help get a more detailed picture.

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The charts below show the top 5 positive and negative themes (with more than 5 reviews) received between January and March 2023.

Top 5 Positive Issues	Percentage positive % and (count)	Top 5 Negative Issues	Percentage negative % and (count)
Staff Attitudes	95% (n.19)	Affordability	100% (n.6)
Treatment Experience	94% (n.17)	Lack of Communication	60% (n.3)
Treatment Explanation	91% (n.10)	Clarity of Service Cost	40% (n.2)
Management of Service	83% (n.5)	Appointment Availability	35% (n.13)
Quality of Health Professionals	82% (n.9)	Waiting Times (Queueing on Arrival)	30% (n.3)

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

What has worked well?



Staff Attitudes

95% of comments that covered the attitude of staff at hospitals were positive. Similar to Q3 when it was 100% positive. In the past few months patients again described their interactions with staff at dentist as warm and welcoming.



Treatment Experience

94% of comments that the experience of care they get at dentist services were positive. This similar to Q3 when it was 100% positive. Highlighting that the experience of residents at dentist have been great care.

What could be improved?



Affordability

100% of comments that highlighted the affordability of dentist services were negative. This quarter patients have mentioned to us that the dentistry services have been expensive. This is similar to what we found last quarter when it was 80% negative..



Appointment Availability

35% of comments highlighting the availability of appointments at dentist services were negative. Similar to what we found in Q3 when it was 31% negative. This was the sub-theme with the most negative reviews and highlights patients still being displeased with the amount of appointments that are available.

Recommendations

Affordability

1. Ensure any patients entitled to free/discounted treatment receive it.
2. Payment plans with 0% interest rate where patients cannot afford a single payment.

Appointment Availability

1. Structural review of local patient populations and their dental needs so that NHS dentists can adequately serve the population.

Experiences of 'Other' services



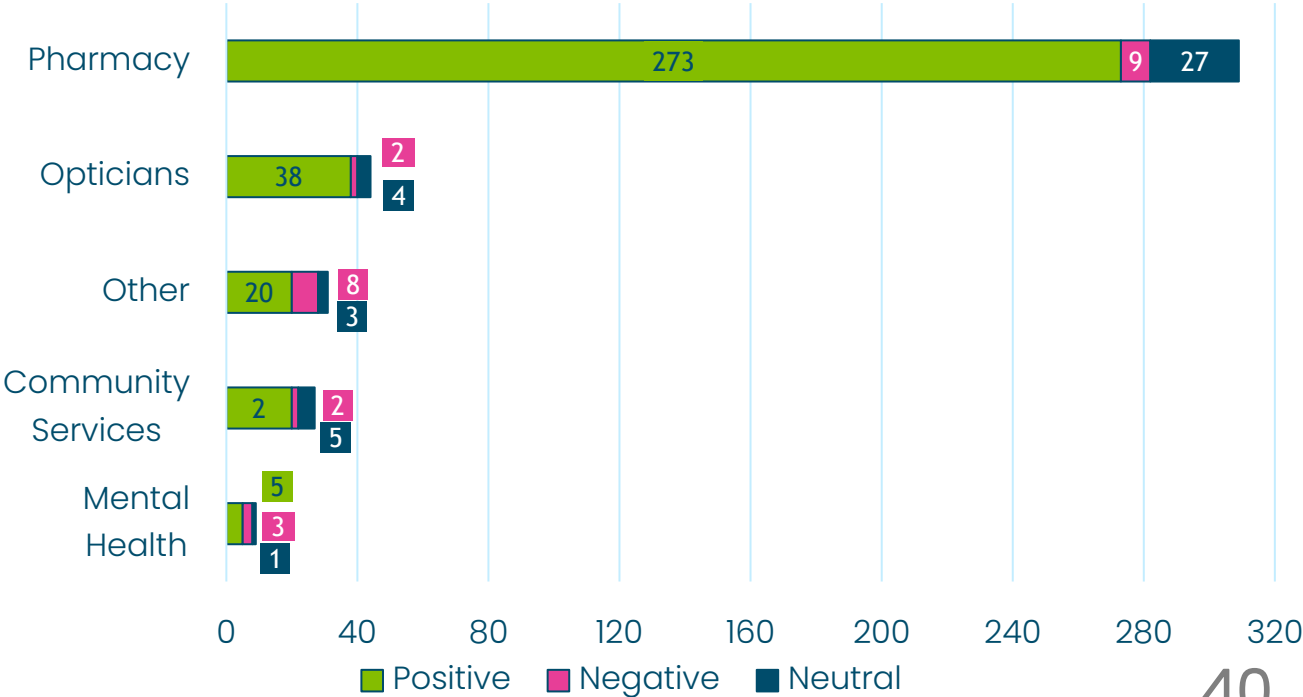
Experiences of 'Other' services

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 Total Reviews
Pharmacy	309	20%
Optician	44	3%
Other Services	31	2%
Community Services	27	2%
Mental Health	9	1%

Service Type by Sentiment



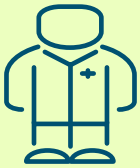
What has worked well?

Below is a list of the key positive aspects relating to 'Other' services in Hounslow between January and March 2023.



Convenience/ Distance to travel

100% of reviews that covered convenience/distance to travel were positive. Patients explained to us that the distance between them and services like pharmacies, opticians and community services have been really good in the past quarter.



Quality of Health Professionals

100% of reviews that covered the quality of health professionals were positive. Residents were overwhelmingly pleased with their interactions with health professionals from services like pharmacies, community services and opticians.



Suitability of Staff

93% of reviews covering staff suitability were positive. Residents using services like Opticians, Community health services and pharmacies, found that the staff they interact with have been positive.



Communication with Patients

92% of reviews that covered communication with patients were positive. Patients told us they found the communication with staff across the different services on the previous page to be very pleasant and kind.



Quality of Treatment

92% of reviews that covered quality of treatment were positive. Residents highlighted to us that the quality of the care from all the services listed on the previous page were good especially from the pharmacies and opticians.

What could be improved?

Below is a list of the key areas of improvement relating to 'Other' Hounslow services between January and March 2022



Communication Between Services

50% of reviews that covered communication between services were negative. Majority of these reviews were from residents using pharmacies. Highlighting to us that there are some issues with the communication between pharmacies and GPs.



Effectiveness of Treatment

45% of reviews that covered effectiveness of treatment were negative. Some of the residents highlighted that the treatment they are receiving is not always the most effective treatment.



Getting Through on the Telephone

25% of reviews covering getting through on the telephone were negative. This quarter we had some residents explained that it is not always easy to get through on the phone to speak to someone at some services this quarter.



Waiting Times (Punctuality and Queueing on Arrival)

24% of reviews that covered waiting times were negative. These comments were mainly from patients using Pharmacies, Opticians and Community Services. Explaining to us that the punctuality at these services hasn't always been up to standard.

Recommendations

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

Pharmacy – Waiting Times at the Premises

- Inform patients how long the wait for medicine will be so that they can choose to use the waiting time effectively.

Effectiveness of Treatment

- In many areas, early intervention can reduce the need of treatment ultimately needed. Early detection and treatment might yield better results in certain cases.

Getting through on the Telephone

- Ensure phone systems are running as efficiently and effectively as possible.
- Implement online booking systems to give great choice to patients.

Waiting Times (Punctuality and Queuing on Arrival)

- Ticketing systems or time slots allowing patients to avoid waiting in a waiting room might improve the waiting experience.
- Keep patients informed of any delays.

Appendix



Demographics

When engaging with residents we ask them to voluntarily share equalities information. This means the data for this section is less than the overall number of reviews. Below is a breakdown of responses for each demographic question.

Gender	Percentage %	No. of reviews
Man (inc trans man)	28%	440
Woman (inc trans woman)	55%	864
Non-binary	0%	0
Other	0%	0
Prefer not to say	1%	13
Not provided	16%	249
Total		1566

Age	Percentage %	No. of reviews
Under 18	1%	13
16-24	4%	61
25-34	14%	219
35-44	19%	301
45-54	12%	183
55-64	11%	178
65-74	12%	187
75-84	7%	105
85+	2%	31
Prefer not to say	1%	11
Not provided	18%	277
Total		1566

Disability	Percentage %	No. of reviews
Yes	10%	153
No	70%	1103
Prefer not to say	1%	8
Not known	1%	11
Not provided	19%	291
Total		1566

Long term condition	Percentage %	No. of reviews
Yes	31%	487
No	50%	779
Prefer not to say	1%	8
Not known	1%	3
Not provided	19%	291
Total		1566

Ethnicity	Percentage %	No. of reviews
British / English / Northern Irish / Scottish / Welsh	26%	413
Irish	1%	22
Any other White background	8%	122
Asian British	17%	260
Bangladeshi	1%	16
Chinese	1%	6
Indian	9%	151
Pakistani	3%	43
Any other Asian background/Asian British Background	5%	83
Black British	1%	17
African	1%	18
Caribbean	1%	16
Any other Black / Black British background	1%	6
Asian and White	1%	5
Black African and White	1%	5
Black Caribbean and White	1%	5
Any other Mixed / Multiple ethnic groups background	2%	30
Arab	1%	13
Any other ethnic group	3%	47
Not provided	18%	284
Total		1566

Religion	Percentage %	No. of reviews
Buddhist	1%	11
Christian	28%	440
Hindu	9%	137
Jewish	1%	8
Muslim	13%	209
Sikh	10%	150
Spiritualism	1%	11
Other religion	2%	31
No religion	16%	244
Prefer not to say	2%	31
Not known	0%	0
Not provided	19%	294
Total		1566

Demographics

Sexual Orientation	Percentage %	No. of reviews
Asexual	0%	0
Bisexual	1%	21
Gay man	1%	3
Heterosexual / Straight	40%	631
Lesbian / Gay woman	1%	2
Pansexual	0%	0
Prefer not to say	7%	104
Not known	0%	0
Not provided	51%	805
Total		1566

Pregnancy	Percentage %	No. of reviews
Currently pregnant	1%	11
Currently breastfeeding	1%	9
Given birth in the last 26 weeks	3%	41
Prefer not to say	1%	7
Not known	1%	12
Not relevant	43%	674
No	2%	28
Not provided	50%	784
Total		1566

Unpaid Carer	Percentage %	No. of reviews
Yes	6%	88
No	45%	706
Prefer not to say	1%	13
Not provided	48%	759
Total		1566

Employment Status	Percentage %	No. of reviews
In unpaid voluntary work only	1%	8
Not in Employment & Unable to Work	4%	62
Not in Employment / not actively seeking work – retired	11%	180
Not in Employment (seeking work)	2%	31
Not in Employment (student)	1%	19
Paid: 16 or more hours/week	25%	394
Paid: Less than 16 hours/week	2%	39
Prefer not to say	1%	21
On maternity leave	3%	43
Not provided	49%	769
Total		1566

Area of the borough	Percentage %	No. of reviews
Brentford & Isleworth	18%	282
Chiswick	7%	115
Feltham	16%	256
Great West Road	4%	67
Heart of Hounslow	25%	388
Other	4%	67
Out of Borough	5%	83
Prefer not to say	1%	4
Not provided	19%	304
Total		1566