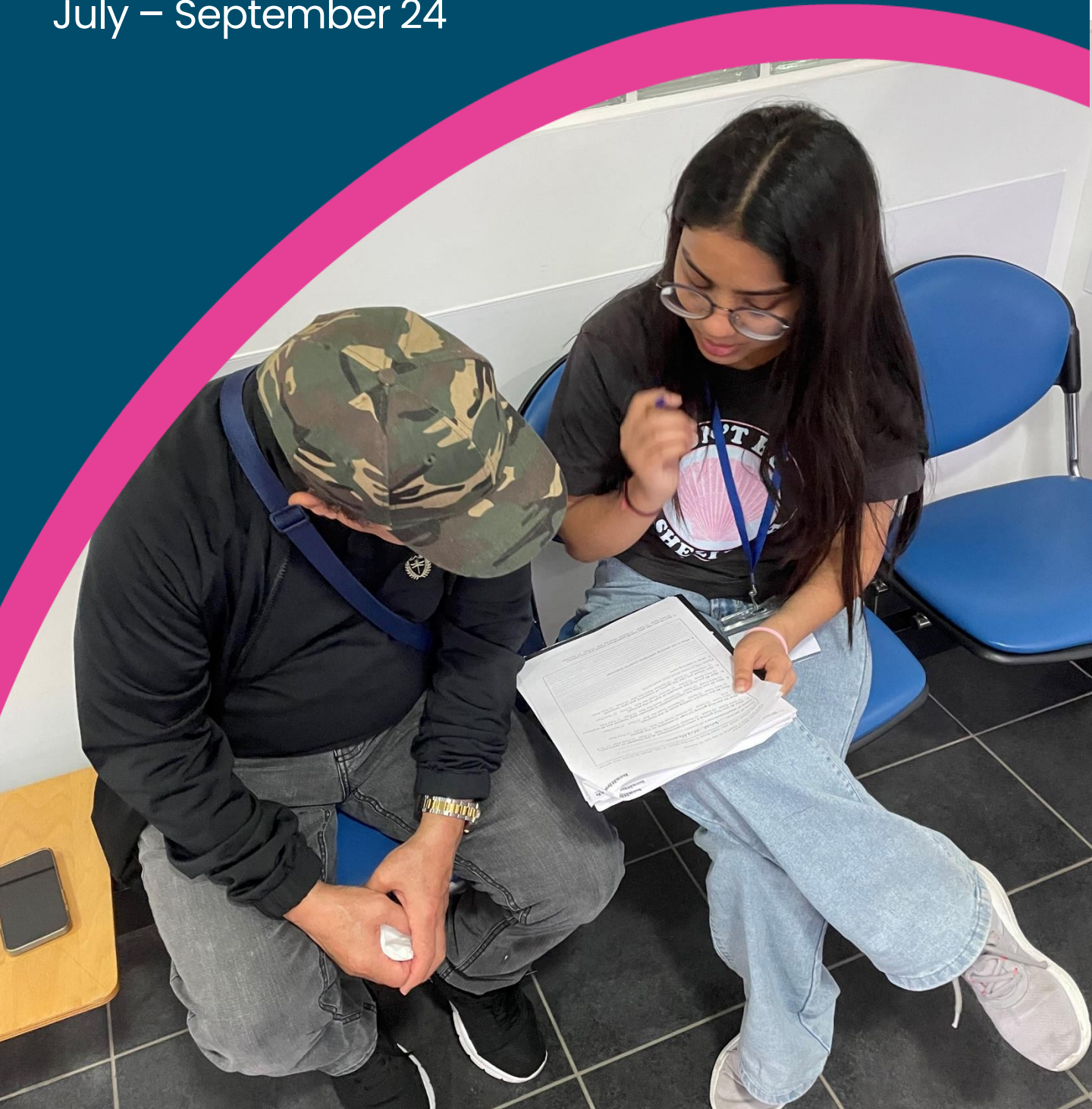


Q2 Patient Experience Report

Healthwatch Hounslow
July – September 24



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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 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



Collating experiences of patients we **sign-post**.



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

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

Between July and September 2024, we continued to develop our PEP by :

- Updating our report design following feedback to further ensure its accessibility and ability to achieve impact

Layout of the report

This report is broken down into three key sections:

- Quarterly snapshot
- Experiences of GP Practices
- Experiences of Hospital Services

The Quarterly snapshot highlights the number of reviews we have collected about local services in the last three months and how residents/patients rated their overall experiences.

GPs and Hospitals have dedicated sections as we ask specific questions about these services when carrying out engagement. They are the top two services about which we receive the most feedback.

The GP and Hospital chapters start with some example comments, giving a flavour of both the positive and negative feedback we hear from local people. The next section is summary findings, which includes good practice, areas of improvement and recommendations. This is then followed by a final section, capturing the full data set of quantitative and qualitative analysis, a further PCN/Trust breakdowns and an equality analysis page.

It is important to note that the summary findings are shaped by all data streams.

How we use our report

Our local Healthwatch has representation across various meetings, boards and committees across the borough where we share the findings of this report.

We ask local partners to respond to the findings and recommendations in our report and outline what actions they will take to improve health and care based off what people have told us.

Additional Deep Dives

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.

Q2 Snapshot

This section provides a summary of the experiences we collected during July – September 2024 as well as a breakdown of positive, negative and neutral 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)



1,203 reviews

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

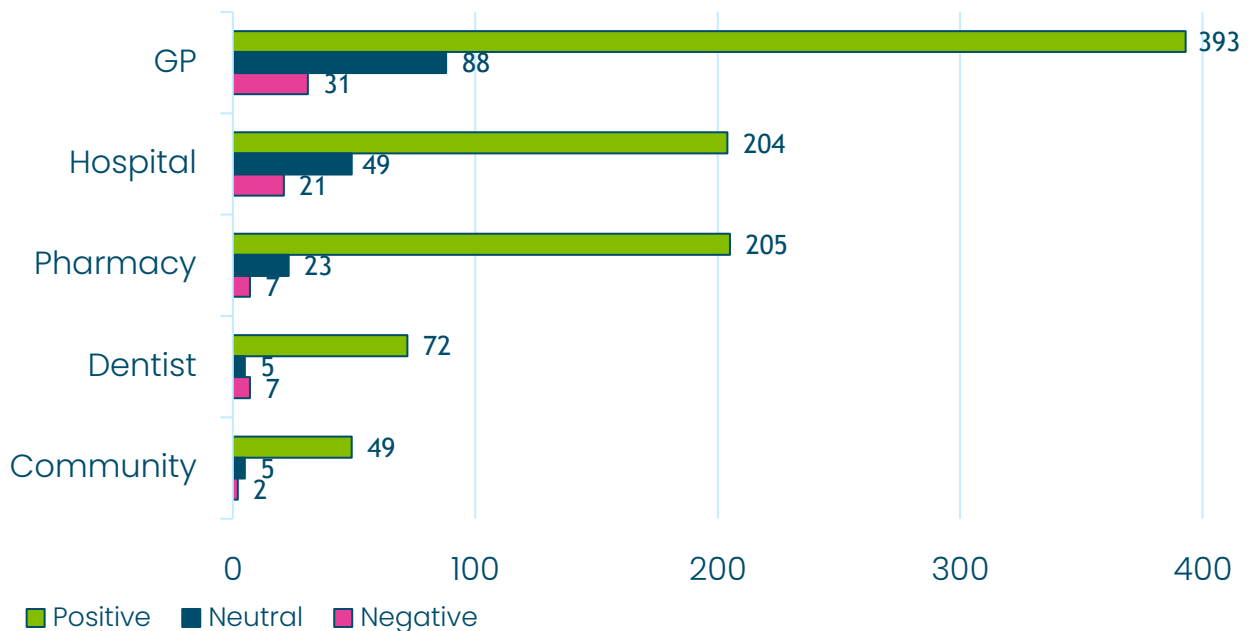
52 visits

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	512	77%
Hospital	274	74%
Pharmacy	235	87%
Dentist	84	86%
Community Services	56	88%

A full breakdown of totals for all services can be found in the appendix.

Sentiment of Reviews



Yearly Comparison

To judge 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 24)	Q2 (Jul-Sep 24)	Q3 (Oct-Dec 24)	Q4 (Jan-Mar 25)
GP	73% (435)	77% (393)		
Hospital	68% (223)	74% (204)		
Pharmacy	84% (231)	87% (205)		
Dentist	81% (48)	86% (72)		
Community Services	82% (32)	88% (49)		
Optician	86% (31)	89% (16)		
Emergency Services	71% (22)	78% (14)		

What does this tell us?

- Across all services, no service saw a decline, and the improvements are consistent across the board, with only slight variations in the pace of progress.
- GPs and Dental services have seen improvements of around 4-5%. Hospitals and Community services have also improved, with a 6% increase from Q1 to Q2.
- Optician, and Pharmacy Services experienced improvements within the 3% range, indicating smaller but consistent positive shifts in patient satisfaction.
- Emergency services demonstrated a more significant improvement, with a 7% increase from Q1 to Q2, representing one of the larger positive changes, albeit with a smaller number of comments overall.

Experiences of GP Services



What people told us about GP Services

"They are polite, and they are not controlled by machines, they are good here."

"Sometimes I do not really understand them when I have a telephone appointment."

"The doctor is good; they give you time and give you good advice. I never had any problems with them. I've been with them for 30 years; the doctor takes care of me."

"Getting an appointment varies. Sometimes it is hard to understand what the receptionists are saying. Not enough doctors."

"They've been very accommodating to me and my family. Some of them have known me since I was a child, they understand our health and medical needs."

"The different NHS apps and online portals available - like PATCHS, hospital portals, patient knows best etc are very confusing and overwhelming. GP should provide information about what to use and when."

"The doctors I see are fine, but then I see the younger ones and they're excellent. When it comes to prescriptions and things they're absolutely brilliant"

"Difficulty in getting an appointment; we have been waiting for about three months for the referral of my child to Isleworth Hospital. I have returned to see the GP regarding this issue."



GP Services Summary Findings

What has worked well?

Below is a list of the key positive aspects relating to GP practices between July and September 2024

Quality of Health Professionals



Analysis shows this theme received the highest positive response, with 84% of comments reflecting satisfaction with the level of care. This is a slight improvement from Q1, where the positive rating was 82%, and aligns closely with Q4's 82%. Although there was a slight decrease from Q3 (87%), overall level of care provided by health practitioners remained predominantly positive.

Management of Service



Analysis of this theme revealed a high level of satisfaction, with 80% of respondents expressing positive views on how the GP surgery is managed. This marks a significant decline from Q1 (90%) but is almost similar to Q3's level (83%). Overall, our findings suggest that most patients perceive the GP surgery as well-managed.

Staff Attitudes



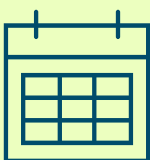
For this theme in the last quarter, 79% of patient feedback was positive. This reflects a notable improvement from Q1 (70%) and Q4 (72%) but represents a significant decline from Q3 (92%). Although satisfaction levels have fluctuated over the past year, patient interactions with practice staff remain largely positive overall.

Quality of Treatment



Patient feedback on this theme this quarter indicates that 69% reported a high quality of treatment. This figure aligns closely with previous quarters, where 70% reported positively in Q2, 75% in Q4, and 76% in Q3. These findings suggest that patients have consistently experienced a high standard of care at their GP surgeries.

Booking Appointment



This quarter, this theme was the second most frequently commented upon, generating 121 responses. Of these, 41% were positive, showing an improvement from Q1's 35% and a marked increase from Q4's 30%. The analysis suggests that patient satisfaction with the appointment booking process has improved as compared to the previous quarter.

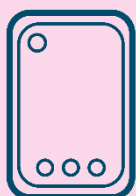
What could be improved?

Below is a list of the key areas for improvement relating to GP practices between July and September 2024



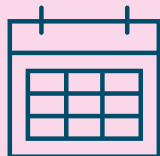
Appointment Availability

Appointment availability was the most frequently mentioned theme, with 132 comments this quarter. Of these, 59% expressed dissatisfaction; a slight improvement from Q1's 65%, yet a small decline from Q4's 55%, but similar to Q3's 58%. While there has been minor improvement, our findings reveal continued patient frustration with access to appointments.



Getting Through On The Telephone

Analysis of patient responses indicated a high level of dissatisfaction regarding this theme, with 76% expressing negative views. Although this marks some improvement from the previous quarters (Q1: 85%, Q4: 81%, Q3: 80%, Q2: 78%), the findings suggest that challenges in reaching the practice by phone persist. Patients continue to face difficulties when attempting to contact the practice.



Booking Appointments

Of the patient feedback regarding this theme, 56% was negative. While this represents an improvement from Q1 (65%) and Q4 (69%), it is still a decline from Q3, where 49% expressed dissatisfaction. These findings suggest that, despite some progress, the majority of patients still find the appointment booking process to be difficult.



Waiting Times (Punctuality and Queueing on Arrival)

This theme received the highest level of negative feedback, with 87% of patient responses indicating dissatisfaction. This marks a significant increase compared to Q1 (71%), Q3 (73%), and Q2 (71%), while showing a small decline from Q4 (81%). The deterioration in satisfaction levels from the previous quarter suggests that patient dissatisfaction with appointment delays has worsened.



Quality of Telephone Consultation

72% of patient feedback regarding this theme was negative. This figure indicates a steady increase from previous quarters, with negative rates of 53% in Q1, 49% in Q4, 40% in Q3, and 52% in Q2. Increasing dissatisfaction over the past year highlights a growing concern among patients regarding the quality of telephone consultations, particularly when they feel that their issues require in-person assessment.

Recommendations

Below is a list of recommendations for GP practices in Hounslow based on the key issues residents/patients told us about over the last three months

Appointment Availability and Booking

1. Offer flexible appointment options (e.g., evening and weekend).
2. Invest in user-friendly online booking systems that allow patients to easily schedule, change, or cancel appointments.
3. Manage patient expectations and concerns by providing clear information on the types of consultations available (in-person vs. telephone) and when to use them.

Telephone Accessibility

1. Robust telephone system with call-back options.
2. Offer online messaging or email options for non-urgent queries.
3. Provide additional training for staff on effective telephone communication and consultation techniques.
4. Ensure that practice staff are supported to manage patient demand effectively, including training the staff specifically where necessary.

Appointment Waiting Times

1. Provide clear information about potential waiting times.
2. Explore options for increasing appointment availability, as mentioned above, utilise Enhanced GP access appointment.

Telephone Consultations

1. Provide patients with clear information about available care options and treatment plans.
2. Consider follow-up calls for patients who express concerns during their consultations.
3. Regularly seek feedback on telephone consultation experiences.



GP Services

Full data set

GP Services

No. of Reviews	512 (relating to 45 GP practices)
Positive	77%
Negative	6%
Neutral	17%



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:

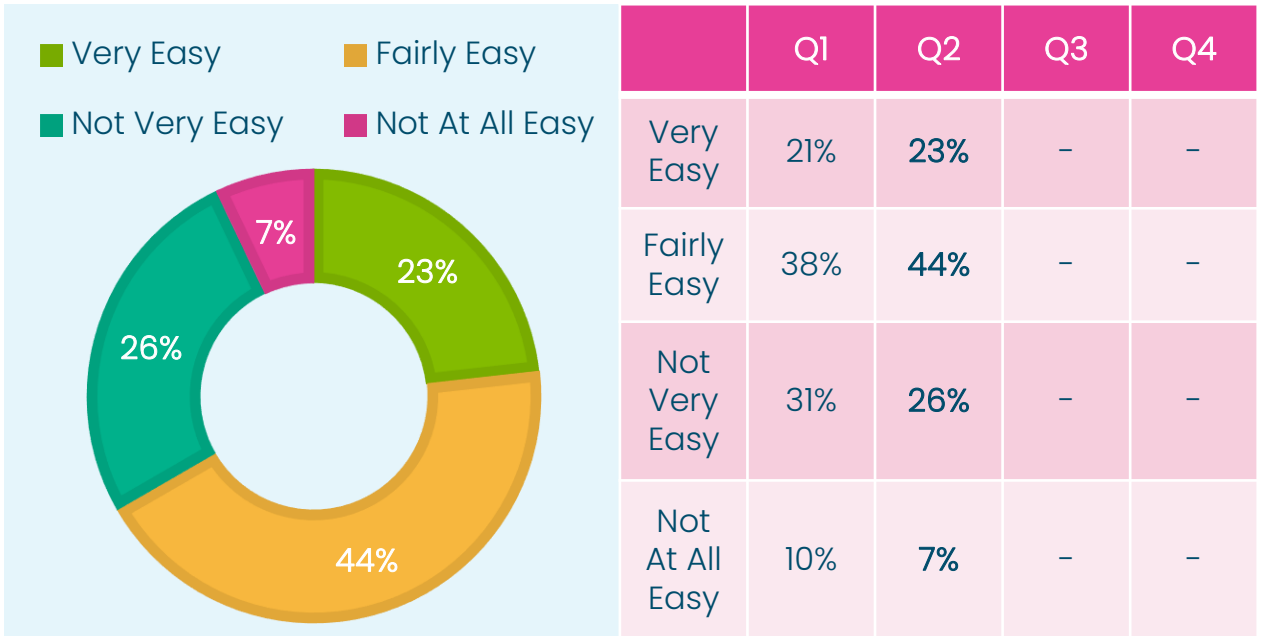
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the 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.

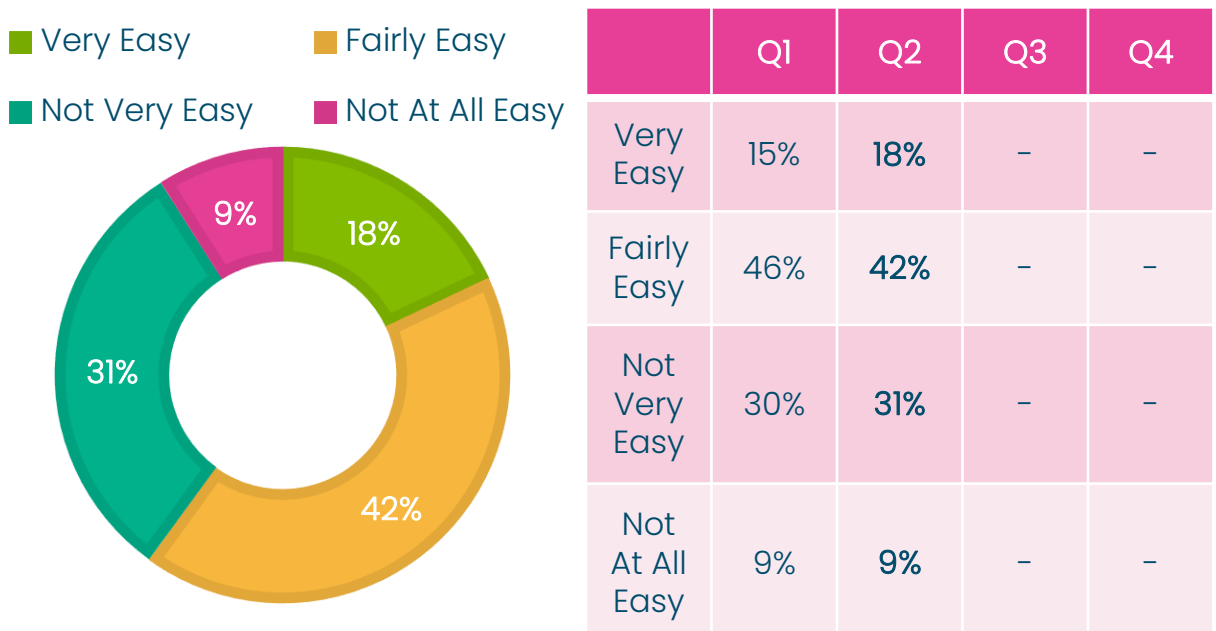
Participants were asked to choose between 1-5* (Very Poor – Very Good)

Access and Quality Questions

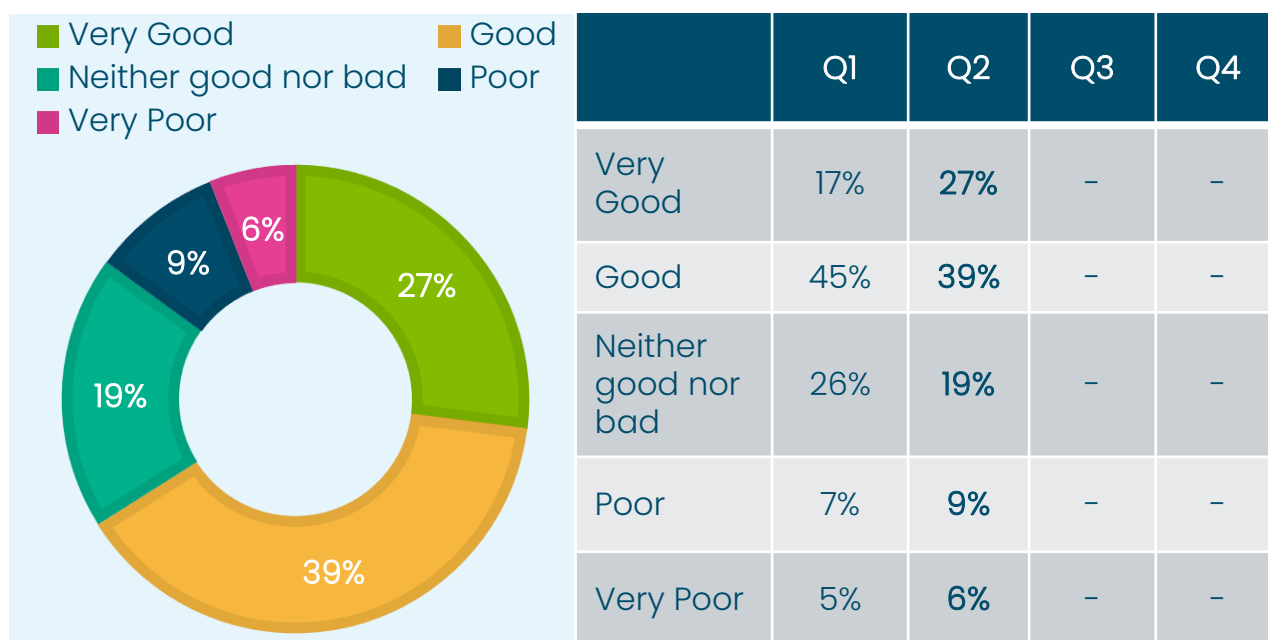
Q1) How do you find getting an appointment?



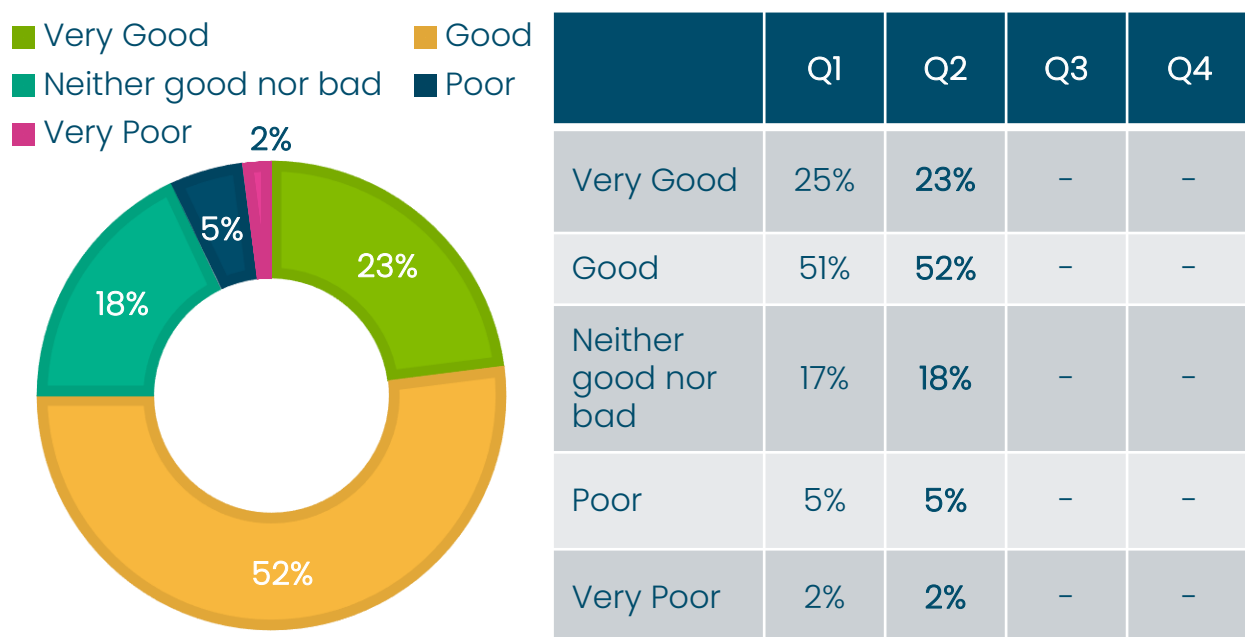
Q2) How do you find getting through to someone at your GP practice on the phone?



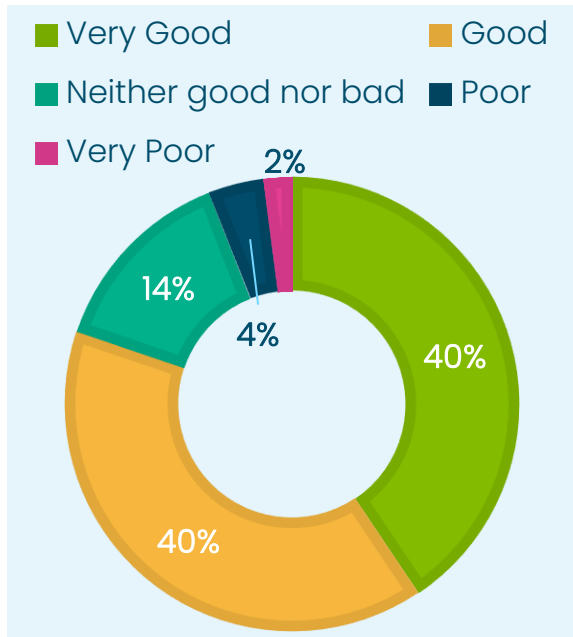
Q3) How do you find the quality of online consultations?



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

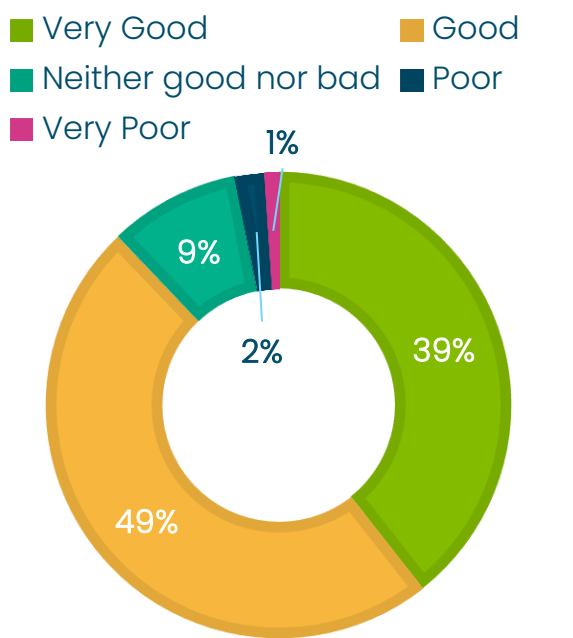


Q5) How did you find the attitudes of staff at the service?



	Q1	Q2	Q3	Q4
Very Good	38%	40%	-	-
Good	43%	40%	-	-
Neither good nor bad	14%	14%	-	-
Poor	3%	4%	-	-
Very Poor	2%	2%	-	-

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



	Q1	Q2	Q3	Q4
Very Good	38%	39%	-	-
Good	46%	49%	-	-
Neither good nor bad	12%	9%	-	-
Poor	3%	2%	-	-
Very Poor	1%	1%	-	-

Thematic analysis

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

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. The table below shows the top 10 themes mentioned by patients between July and September 2024 based on the free text responses received. This tells us which areas of the service are most important to patients.

We have broken down each theme by positive, neutral and negative sentiment. Percentages have been included alongside the totals.

Top 10 Themes	Positive	Neutral	Negative	Total
Appointment Availability	52 (39%)	2 (2%)	78 (59%)	132
Booking Appointments	50 (41%)	3 (2%)	68 (56%)	121
Getting Through on the Phone	18 (21%)	3 (3%)	66 (76%)	87
Waiting Times and Queueing on Arrival	9 (13%)	-	61 (87%)	70
Quality of Treatment	45 (69%)	-	20 (31%)	65
Quality of Staff (Health Professionals)	53 (84%)	3 (5%)	7 (11%)	63
Quality of Telephone Consultations	13 (23%)	3 (5%)	41 (72%)	57
Staff Attitudes	45 (79%)	2 (4%)	10 (18%)	57
Management of Service	44 (80%)	1 (2%)	10 (18%)	55
Communication with Patients	18 (33%)	1 (2%)	35 (65%)	54

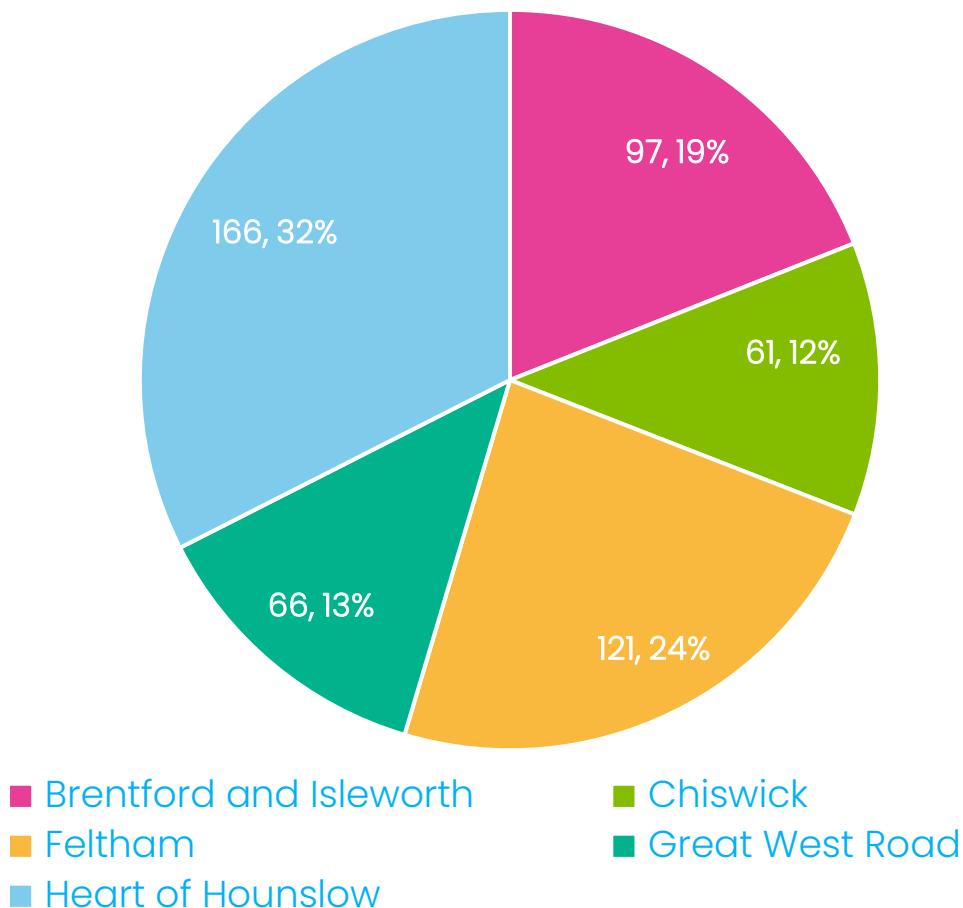
Primary Care Networks

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 Heart of Hounslow, Feltham and Brentford & Isleworth. Compared to last quarter, there has been an increase of reviews collected from services in Great West Road.

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 – Very Poor, 5 – Very Good)

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

Positive ■ Neutral ■ Negative ■

PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	Getting an appointment	Getting through on the phone	Of Online consultation	Of Telephone consultation	Of Staff attitudes	Of Treatment and Care
Brentford & Isleworth No of reviews: 97	2.7	2.5	3.5	3.9	4.2	4.2
Chiswick No of reviews: 61	2.8	2.6	4.2	3.9	4.4	4.3
Feltham No of reviews: 121	2.9	2.8	3.7	3.7	4.1	4.1
Great West Road No of reviews: 66	3	2.7	3.9	3.9	4	4
Heart of Hounslow No of reviews: 166	2.8	2.7	3.7	4	4.2	4.3

PCN Themes

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

Primary Care Network	Average Overall rating	Top 3 Positive Issues	Top 3 Negative Issues
Brentford and Isleworth No of reviews: 97	3.9	1. Staff Attitudes	1. Appointment Availability
		2. Quality of Health Professionals	2. Booking Appointments
		3. Management of Service	3. Getting Through on The Telephone
Chiswick No of reviews: 61	4.1	1. Management of Services	1. Communication with Patients
		2. Booking Appointments	2. Booking Appointments
		3. Staff Attitudes	3. Quality of Telephone Consultations.
Feltham No of reviews: 211	4	1. Management of Service	1. Getting Through on the Telephone
		2. Staff Suitability	2. Appointment Availability
		3. Quality of Health Professionals	3. Booking Appointments
Great West Road No of reviews: 66	3.9	1. Quality of Treatment	1. Waiting Times and Queueing on Arrival
		2. Quality of Health Professionals	2. Getting Through on the Telephone
		3. Appointment Availability	3. Quality of Telephone Consultations
Heart of Hounslow No of reviews: 166	3.9	1. Appointment Availability	1. Appointment Availability
		2. Booking Appointments	2. Booking Appointments
		3. Staff Attitudes	3. Waiting Times and Queueing on Arrival

Emerging or Ongoing Issues

So that we can 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 and bright green any issues which have repeated in at least past three quarters.

Positive Issues

Q1	Q2	Q3	Q4
Staff Suitability	Quality of Health Professionals		
Management of Service	Management of Service		
Quality of Health Professionals	Staff Attitudes		
Staff Attitudes	Quality of Treatment		
Quality of Treatment	Booking Appointments		

Negative issues

Q1	Q2	Q3	Q4
Getting through on The Telephone	Waiting Times and Queuing on Arrival		
Waiting Times and Queuing on Arrival	Getting through on The Telephone		
Appointment Availability	Quality of Telephone Consultations		
Booking Appointments	Appointment Availability		
Quality of Telephone Consultations	Booking Appointments		

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=Very Poor 5= Very Good). A full demographics breakdown can be found in the appendix.



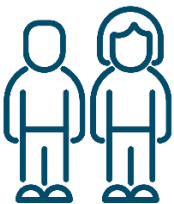
Gender

This quarter, men reported an 83% sentiment of positive experiences, showing a small improvement over the average of 77%. Women reported a sentiment identical to the average, at 77%. Negative responses were similar between genders, at 5% and 4%, respectively.



Age

Among age groups with at least 20 reviews, 65–74-year-olds reported the highest percentage of positive experiences at 91%, followed by 35–44-year-olds at 89%, 55–64-year-olds at 83%, and 18–24-year-olds at 82%. The age group with the most negative reviews was 25–34-year-olds, with 10%.



Ethnicity

The largest groups of patients reporting positive experiences at GPs were those of Any Other White Background, with 87% positive, and Any Other Asian Background, with 86% positive. These were the highest percentages for any ethnicity with more than 15 reviews. However, the group with the most negative reviews was White British Background, with 7%.



Long Term Condition & Disability

This quarter, among patients who responded “Yes” to having a long-term health condition, 76% reported a positive experience, similar to last quarter’s 75%. For patients who responded “Yes” to having a disability, 73% reported a positive experience, close to last quarter’s 72%.

Experiences of Hospital Services



What people told us about Hospitals

"I've been going there for years, and they were excellent when I went yesterday. They were nice, kind and it was clean. "

"It takes months to get an appointment and sometimes it takes hours for the doctor to see you."

"I have no complaints; they provide a fantastic service. I was sent here for rehab after I had surgery."

"I'm not sure if it was them or the GP but when my child was meant to have some treatment, there was some miscommunication between them and the GP about where the treatment will be done."

"They were amazing there; they were so professional and courteous. "

"The waiting time exceeds 8 hours and the communication with doctors is inadequate. They do not take any issues seriously unless they are life-threatening."

"They are fine and well organised when you get there, they are trying to get themselves organised, and they are doing their best with what they've got."

"Waiting time, they don't take seriously, they don't listen to the patient and neglect situations. Do not treat until it at extreme level. No regular follow up on long-term conditions."

The cover features a dark teal background with a large white curved shape in the center, bordered by a thick pink line. The text is centered within the white area.

Hospital
Services
Summary
Findings

What has worked well?

Below is a list of the key positive aspects relating to hospitals between July and September 2024.

Staff Attitudes



This quarter, 85% of comments regarding this theme were positive, representing a significant increase from Q1, where the positive rating stood at 72%, and from Q3, which recorded 73%. Additionally, this reflects an improvement over the 79% positive feedback noted in Q4. This reflects that, most patients' interactions with hospital staff remain predominantly positive.

Quality of Treatment and Care



This theme received the highest level of positive feedback this quarter, with 86% of responses indicating satisfaction. This marks a significant improvement from the 77% reported in Q1 and the 79% in Q4. However, it is comparable to the 87% positive rating observed in Q3. While there have been some fluctuations in patient responses, majority of patients continue to report receiving high quality care at hospitals.

Management of Service



Among the top themes analysed this quarter, the management of service received the highest positive response rate at 86%. This result is comparable to the 87% positive feedback observed in Q3, when sufficient comments were available for analysis. These figures suggest that patients are generally happy with the management of hospitals.

Quality of Health Professionals



This theme received 70% of patients expressing satisfaction with the care they received. A notable decline from Q1, where the positive feedback rate was 78%, and from Q3, which also recorded 78%. There was a further decline from Q4, where satisfaction reached 88%. Despite these decreases, it is encouraging to note that the level of care provided by healthcare professionals at hospitals remains generally well-received by patients.

Staff Suitability



Our analysis this quarter revealed that this theme received 85% positive feedback, indicating an improvement from Q4, where the rate was 80%. However, it remains below the 93% recorded in Q3, reflecting some fluctuation over the past few quarters. Despite these variations, patients generally perceive that staff across all roles in hospitals are performing well.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between July and September 2024.



Waiting Times (Punctuality and Queueing on Arrival)

This was the most frequently highlighted theme, with 116 comments, of which 62% were negative. While similar with previous quarters (62% in Q1, 59% in Q4, and 61% in Q3), it marks a significant increase from Q2, where negativity stood at 54%. These results indicate a lack of improvement in patient experiences regarding delays, especially in A&E and walk-in services.



Communication Between Services

This received the highest level of negative feedback among the top themes, with 71% of comments indicating dissatisfaction. Decline from Q1, where the negative response rate was 79%, but is similar to the 70% recorded in Q4. Despite the variations, inefficient communication between GP surgeries and hospitals continues to be a significant concern for patients.



Appointment Availability

This theme received 59% negative comments. This reflects a small increase from Q1 (54%) but a clear improvement compared Q4 (71%), and a slight improvement from Q3 (65%). Despite these fluctuations, a significant number of patients continue to express dissatisfaction with the length of time between appointments, perceiving the current gaps as too lengthy for their needs.



Communication With Patients

54% of reviews expressed dissatisfaction regarding this issue. This figure is comparable to Q1, where the rate was 55%, but represents a significant increase from the 42% negative feedback recorded in Q4 and 46% in Q3. The lack of improvement in negative comments suggests that many patients remain dissatisfied with the communication they receive from their hospital.



Treatment Experience

This quarter 43% of reviews expressed dissatisfaction with this theme. Although this is almost similar to Q3 when it was 46%, it is a significant increase from Q1 when it was 17% and Q4 when it was 18%. The continued dissatisfaction we have seen in the past quarters indicates that in the last quarter several patients were dissatisfied with their experience of receiving care.

Recommendations

Below is a list of recommendations for hospitals in Hounslow based on the key issues residents/patients told us about over the last three months

Appointment Waiting Times

1. Spreading out walk-in appointment times to reduce congestion in the waiting room.
2. Setting expectations by informing patients about appointment delays upon arrival.
3. Ensure adequate staffing across all departments to manage patient flow effectively.

Communication Between Services

1. Develop clear and consistent communication channels between different services to ensure timely information sharing and reduce patient confusion.
2. Carry out follow-ups to make sure shared information has been received.

Appointment Availability and Booking

1. Send patients text or email reminders about their appointments to stop people from missing them.
2. Offer flexible appointment options (e.g. telephone, evening and weekend appointments).

Communication with Patients

1. Engage with patient advocacy groups to better understand patient concerns and preferences, ensuring services align with their needs.
2. Inform patients resources and dedicated staff to assist patients in navigating the hospital system.

Treatment Experience

1. Review treatment and patient outcomes to maintain high standards of care.
2. Address any declines in patient satisfaction promptly.

Hospital Services

Full data set

Hospital Services

No. of Reviews	274 (relating to 9 hospitals)
Positive	74%
Negative	8%
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?

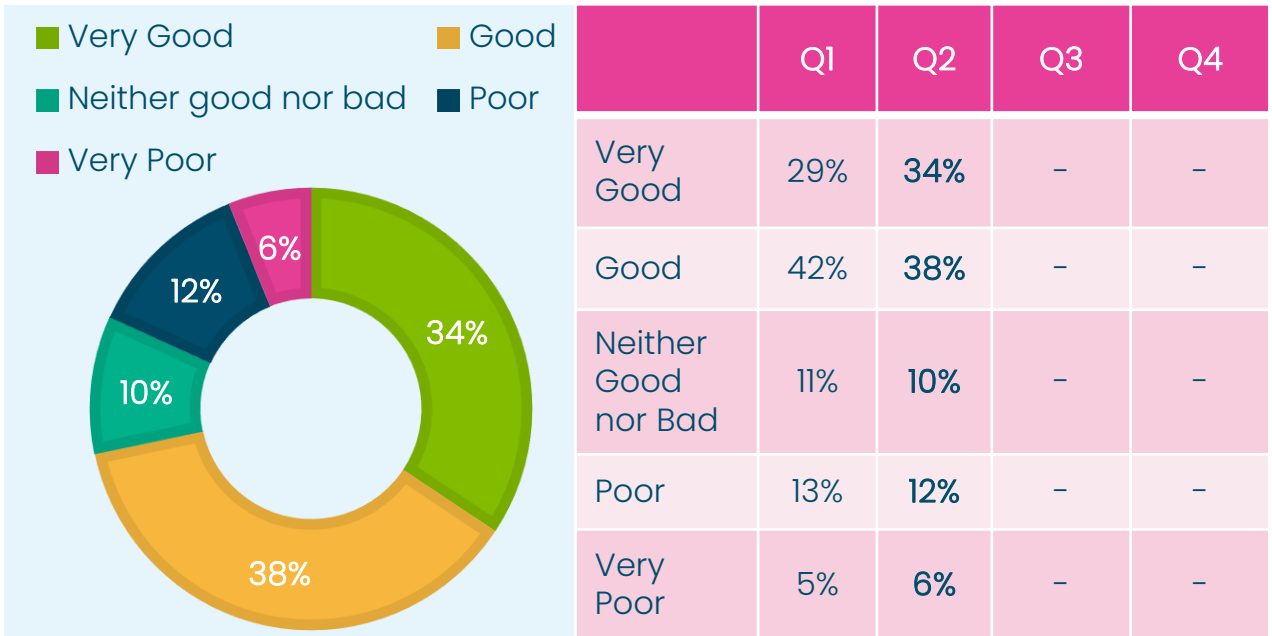
Q5) How do you think the communication is between your hospital and GP practice?

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

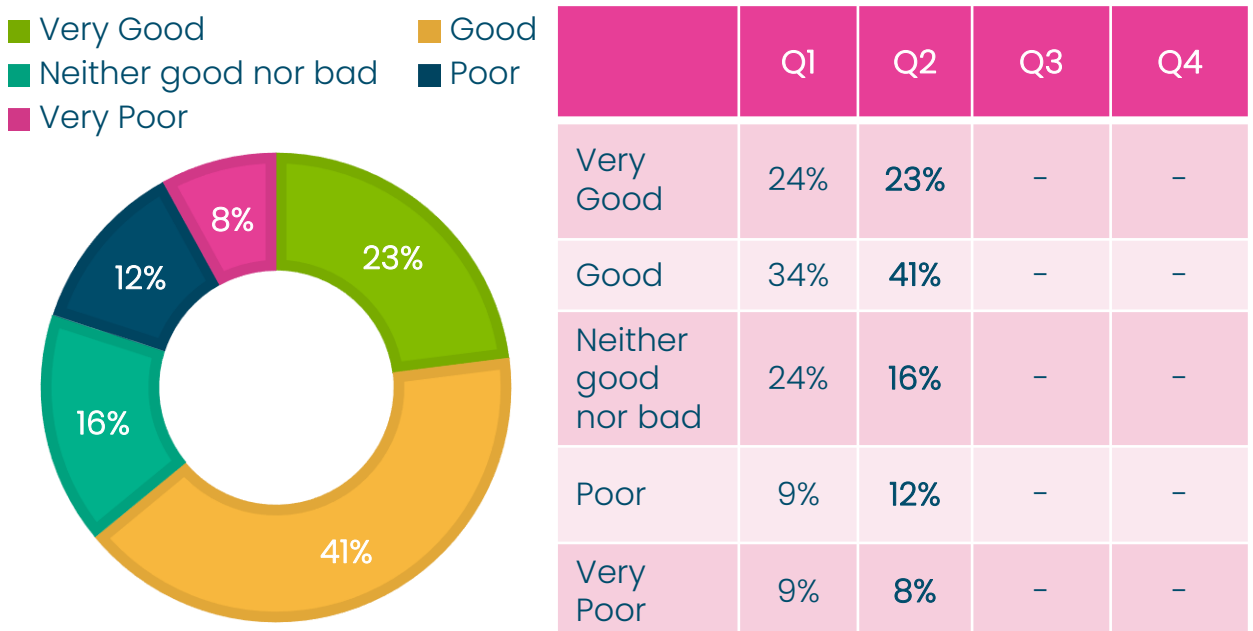
Participants were asked to choose between 1-5* (Very Poor – Very Good) for all questions.

Access and Quality Questions

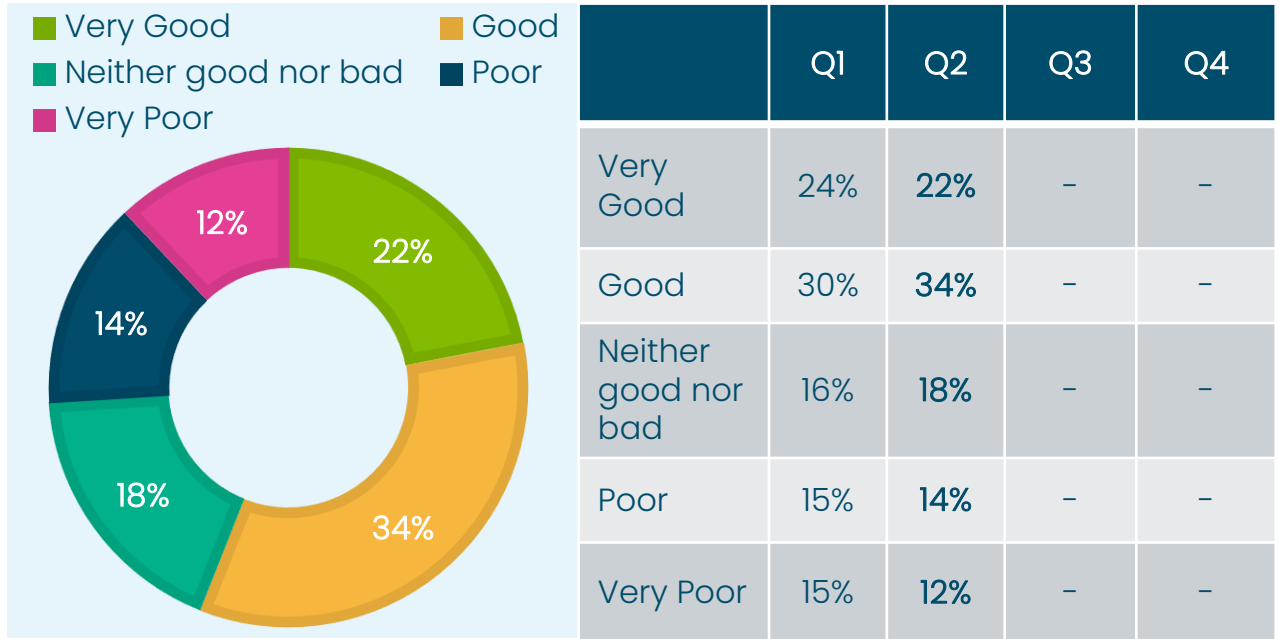
Q1) How did you find getting a referral/appointment at the hospital?



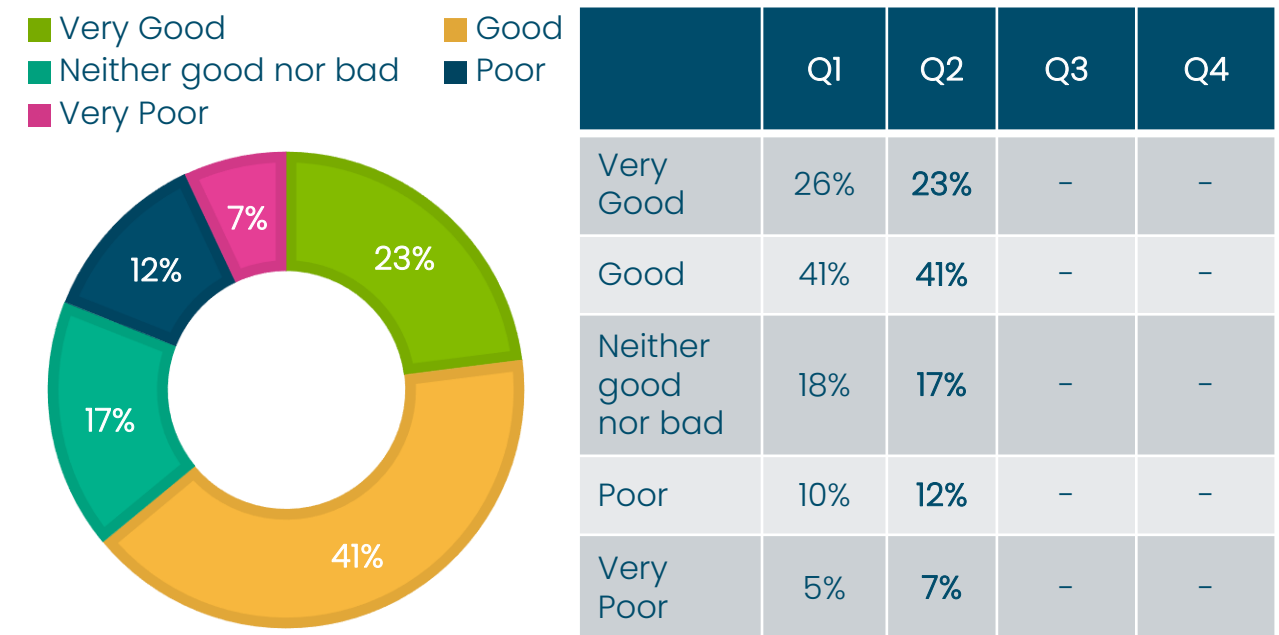
Q2) How do you find getting through to someone on the phone?



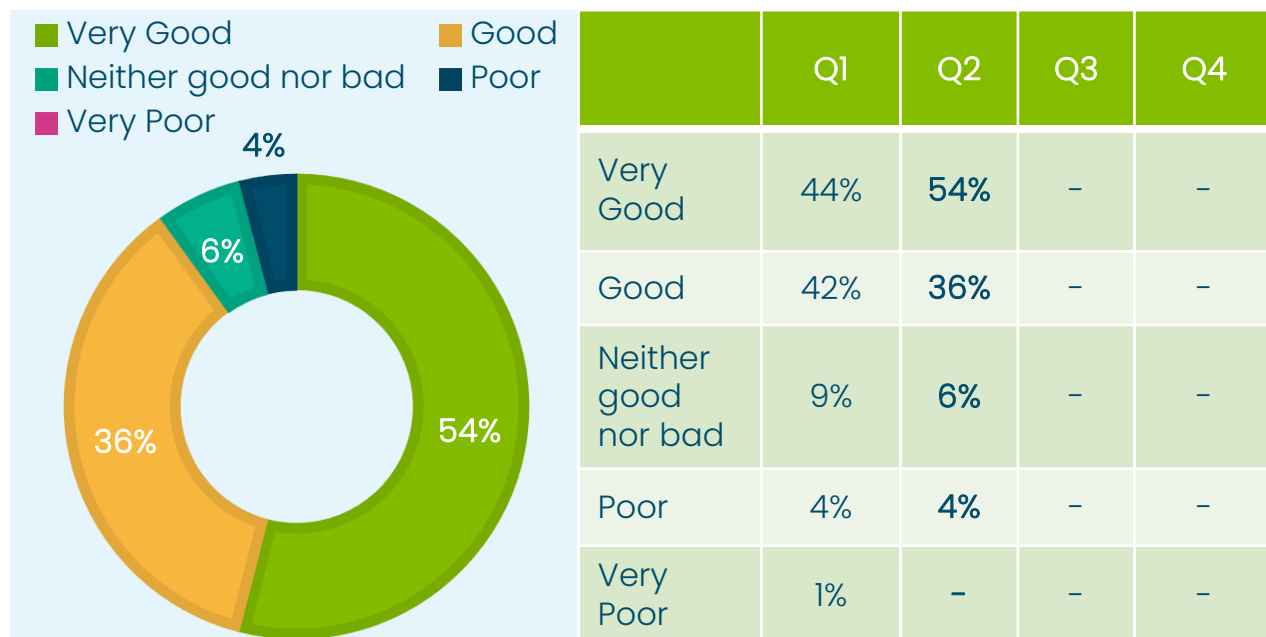
Q3) How do you find the waiting times at the hospital?



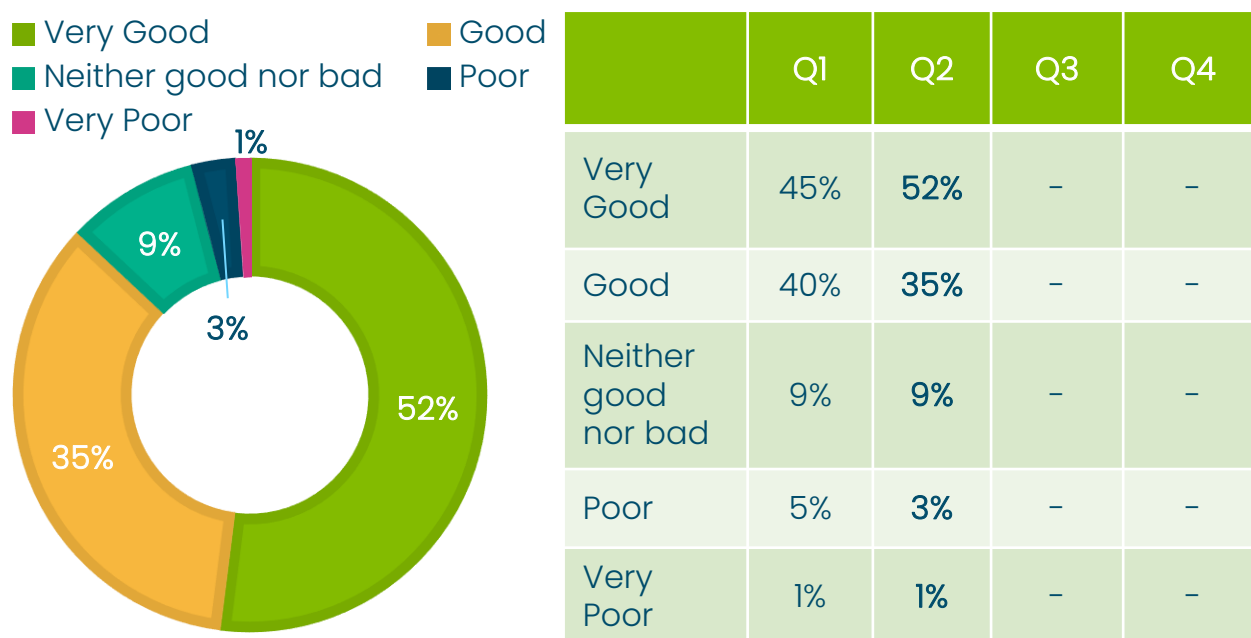
Q4) How do you think the communication is between your hospital and GP practice?



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



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



Thematic analysis

In addition to the access and quality questions highlighted on previous pages, we also ask two further free text questions (**What is working well? and What could be improved?**), gathering qualitative feedback to help get a more detailed picture about hospital services.

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 10 themes mentioned by patients between July and September 2024 based on the free text responses received. This tells us which areas of the service are most important to patients.

We have broken down each theme by positive, neutral and negative sentiment. Percentages have been included alongside the totals.

Top 10 Themes	Positive	Neutral	Negative	Total
Waiting Times and Queueing on Arrival	35 (30%)	9 (8%)	72 (62%)	116
Quality of Treatment	61 (78%)	-	17 (22%)	78
Communication with Patients	16 (46%)	-	19 (54%)	35
Appointment Availability	14 (41%)	-	20 (59%)	34
Management of Service	25 (86%)	-	4 (14%)	29
Communication Between Services	6 (21%)	2 (7%)	20 (71%)	28
Staff Attitudes	22 (85%)	1 (4%)	3 (12%)	26
Treatment Experience	11 (48%)	2 (9%)	10 (43%)	23
Quality of Health Professionals	14 (70%)	1 (5%)	5 (25%)	20
Staff Suitability	17 (85%)	-	3 (15%)	20

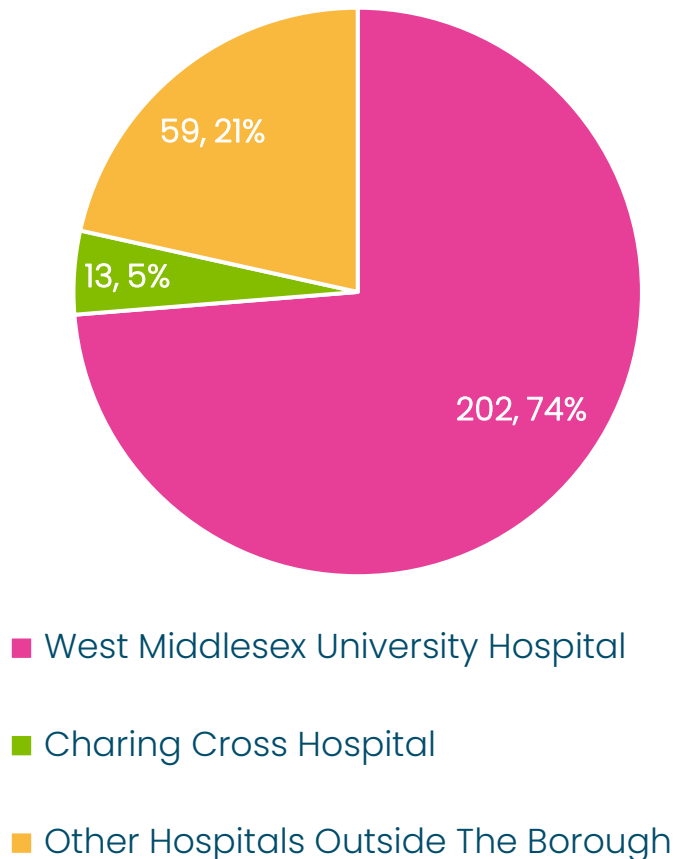
Hospital Trusts

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 was West Middlesex University Hospital. This is similar to what we found last quarter, when West Middlesex had the most reviews.

Total Reviews per 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 – Very Poor 5 –Very Good)

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
West Middlesex University Hospital No of reviews: 202	3.8	3.5	3.2	3.6	4.3	4.3
Charing Cross Hospital No of reviews: 13	4.2	3.7	4	4	4.4	4.3
Other Hospitals Outside the Borough No of reviews: 59	3.7	3.7	3.9	3.7	4.7	4.5

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

Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
West Middlesex University Hospital No of reviews: 202	4	1. Quality of Treatment	1. Waiting Times and Queueing on Arrival
		2. Waiting Times and Queueing on Arrival	2. Communication Between Services
		3. Management of Service	3. Communication with Patients
Other Hospitals Outside the Borough No of reviews: 59	4.2	1. Quality of Treatment	1. Waiting Times and Queueing on Arrival
		2. Waiting Times and Queueing on Arrival	2. Waiting Lists/Times for Appointments
		3. Staff Attitudes	3. Communication with Patients

Emerging or Ongoing Issues

So that we can 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 past three quarters.

Positive Issues

Q1	Q2	Q3	Q4
Treatment Experience	Staff Attitudes		
Quality of Health Professionals	Management of Services		
Quality of Treatment	Staff Suitability		
Staff Attitudes	Quality of Treatment		
Booking Appointments	Quality of Health Professionals		

Negative issues

Q1	Q2	Q3	Q4
Communication Between Services	Communication Between Services		
Waiting Times and Queueing on Arrival	Waiting Times and Queueing on Arrival		
Communication with Patients	Appointment availability		
Appointment Availability	Communication with Patients		
Waiting For Appointments/ Waiting Lists	Treatment Experience		

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= Very Poor 5= Very Good) A full demographics breakdown can be found in the appendix.



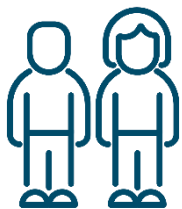
Gender

For this quarter, 77% of men had a positive experience at hospitals, which is a significant improvement from last quarter when it was 67%. In contrast, women's experiences were similar to previous quarters, with 74% reporting a positive experience this quarter, compared to 75% last quarter.



Age

From the groups, we collected more than 20 reviews. The 75–84-year-olds had the highest percentage of positive reviews, with 93%. The next highest group was 25–34-year-olds, with 86% positive feedback. Following them were the 55–64-year-olds and 65–74-year-olds, both with 76% positive reviews.



Ethnicity

For this quarter, hospital patients that we spoke to who are White British (61), Other Asian (46) and Other White (44) had the most reviews. White British had 75% positive reviews; this is small improvement from last quarter when it was 71%. For Other Asian; this quarter it was 72% positive, a sizeable improvement from last quarter when it was 56%. In addition, Other White reviews were 82%



Disability and Long-Term Conditions

Patients who considered themselves to be disabled (45) responded with 69% positive reviews, which is a small decline from the reviews we got last quarter for hospital reviews (75%). Also, patients with long-term condition (108), 76% of these reviews were positive. A small improvement from the last quarter when it was 72% positive feedback.

Appendix



No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	393 (77%)	88 (17%)	31 (6%)	512
Hospital	204 (74%)	49 (18%)	21 (8%)	274
Pharmacy	205 (87%)	23 (10%)	7 (3%)	235
Dentist	72 (86%)	5 (6%)	7 (8%)	84
Community Health	49 (88%)	5 (9%)	2 (4%)	56
Optician	16 (89%)	2 (11%)	-	18
Emergency	14 (78%)	3 (17%)	1 (6%)	18
Mental Health	4 (80%)	-	1 (20%)	5
Other	-	-	1 (100%)	1
Overall Total	957	175	71	1203

Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	29%	350
Woman (including trans woman)	49%	593
Non- binary	<1%	3
Other	-	-
Prefer not to say	<1%	2
Not Provided	21%	255
Total		1203

Age	Percentage %	No of Reviews
Under 18	<1%	3
18-24	5%	56
25-34	12%	139
35-44	13%	162
45-54	14%	170
55-64	10%	117
65-74	12%	144
75-84	9%	105
85+	2%	28
Prefer not to say	1%	15
Not Provided	22%	264
Total		1203

Disability	Percentage %	No of Reviews
Yes	13%	162
No	61%	734
Prefer not to say	1%	8
Not known	<1%	4
Not Provided	25%	295
Total		1203

Ethnicity	Percentage %	No of Reviews
White British	205	242
White Irish	1%	10
Gypsy or Irish Traveller	-	-
Roma	-	-
Other White Background	14%	172
Asian Indian	<1%	2
Asian Pakistani	<1%	3
Asian Bangladeshi	13%	158
Asian Chinese	2%	26
Asian British /Other Asian	16%	198
Black British /Other Black	2%	30
Black Caribbean	<1%	6
Black African	3%	31
Mixed Asian and White	<1%	3
Mixed Black African and White	-	-
Mixed Black Caribbean and White	1%	8
Other Mixed/ Multiple Ethnic Groups	1%	7
Arab	1%	13
Other Ethnic Group	<1%	4
Not Provided	24%	290
Total		1203

Demographics

Long-term condition	Percentage %	No of Reviews
Yes	33%	391
No	41%	494
Prefer not to say	1%	15
Not known	1%	7
Not Provided	24%	296
Total		1203

Sexual Orientation	Percentage %	No of Reviews
Asexual	-	-
Bisexual	1%	5
Gay Man	1%	7
Heterosexual/ Straight	86%	506
Lesbian / Gay woman	1%	3
Pansexual	1%	5
Prefer not to say	10%	60
Not known	-	-
Not Provided	51%	617
Total		1203

Pregnancy	Percentage %	No of Reviews
Currently pregnant	1%	10
Currently breastfeeding	<1%	2
Given birth in the last 26 weeks	1%	11
Prefer not to say	1%	8
Not known	1%	17
Not relevant	37%	449
No	2%	24
Not Provided	57%	682
Total		1203

Religion	Percentage %	No of Reviews
Buddhist	<1%	6
Christian	27%	320
Hindu	9%	103
Jewish	<1%	5
Muslim	12%	148
Sikh	8%	91
Spiritualism	1%	8
Other religion	1%	13
No religion	15%	182
Prefer not to say	2%	22
Not Provided	25%	305
Total		1203

Unpaid Carer	Percentage %	No of Reviews
Yes	3%	40
No	46%	559
Prefer not to say	3%	36
Not Provided	47%	568
Total		1203

Demographics

Area of the borough	Percentage %	No of Reviews
Brentford & Isleworth	16%	195
Chiswick	6%	78
Feltham	15%	181
Great West Road	1%	18
Heart of Hounslow	27%	320
Other	3%	42
Outside of the Borough	5%	61
Prefer Not To Say	1%	12
Not Provided	25%	296
Total		1203

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	<1%	5
Not in employment & Unable to work	4%	50
Not in Employment/ not actively seeking work – retired	15%	182
Not in Employment (seeking work)	3%	33
Not in Employment (Student)	1%	11
On maternity leave	22%	265
Paid: 16 or more hours/week	4%	47
Paid: Less than 16 hours/week	2%	26
Prefer not to say	1%	13
Not Provided	47%	571
Total		1203

healthwatch

Hounslow

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