

# Q4 Patient Experience Report

Healthwatch Hounslow  
January – March 24



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## Layout of the report

This report is broken down into five key sections:

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

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

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

## Rating Scale Change from October 2023

In response to feedback, we received during our review of the Patient Experience Programme we have chosen to change our 5-star rating system from 1\* = Terrible – 5\* = Excellent to 1\* = Very Poor – 5\* = Very Good. This aligns with the rating scale used by our national body, Healthwatch England.

Questions using a different rating scale have remained the same.

# Introduction

## Patient Experience Programme

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

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

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

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## Methodology



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



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



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



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

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

**Between January and March 2024, we continued to develop our PEP by:**

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

# Q4 Snapshot

This section provides a summary of the number of experiences we collected during January – March 2024 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)



## 1592 reviews

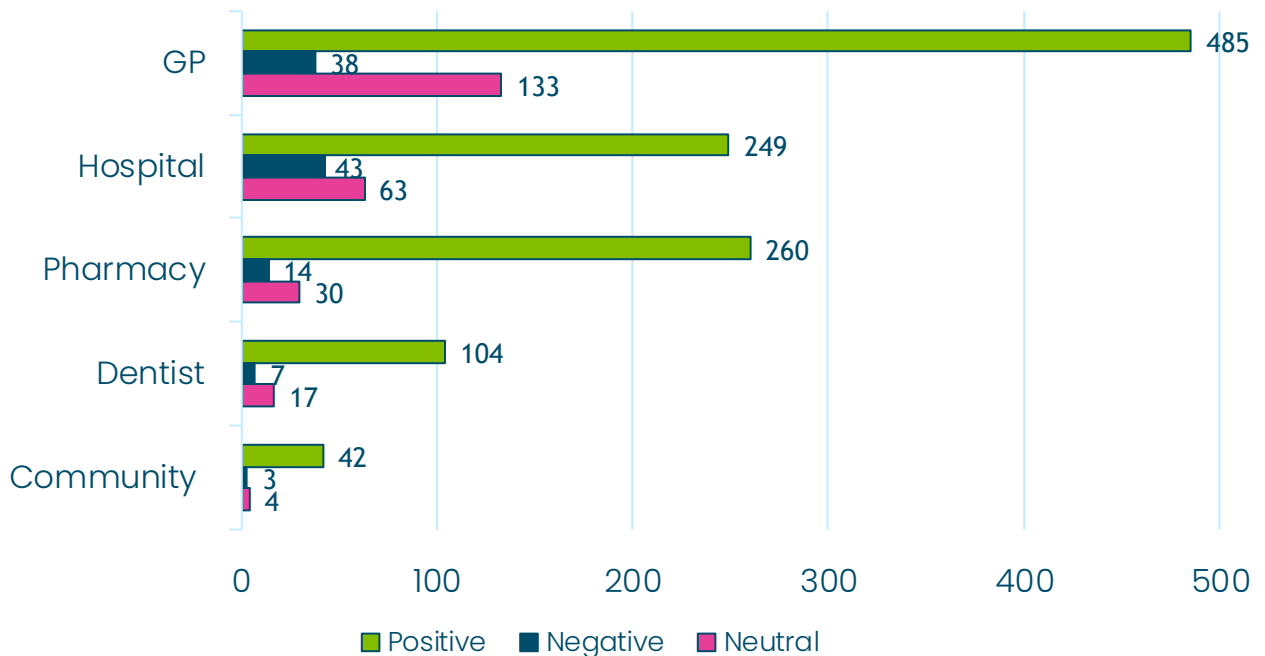
of health and care services were shared with us, helping to raise awareness of issues and improve care.

## 54 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	656	74%
Hospital	355	70%
Pharmacy	304	86%
Dentist	128	81%
Community Services	49	86%

## Sentiment of Reviews



# Yearly Comparison

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

## Percentage of positive reviews for each service type

Service Type	Q1 (Apr-Jun 23)	Q2 (Jul-Sep 23)	Q3 (Oct-Dec 23)	Q4 (Jan-Mar 24)
GP	64% (622)	69% (252)	72% (318)	74% (485)
Hospital	66% (305)	68% (118)	70% (149)	70% (249)
Pharmacy	83% (303)	85% (151)	84% (176)	86% (260)
Dentist	75% (109)	67% (35)	87% (62)	81% (104)
Community Services	81% (42)	74% (17)	79% (31)	86% (42)

### What does this tell us?

- Our analysis found a continuous increasing trend in the percentage of patients sharing positive feedback about GPs. Between Q1 and Q4, there was an 10% increase.
- Hospital services has also been progressively positive.. There has been a small percentage improvement in positive feedbacks, a 4% increase from Q1 to Q4.
- Residents using pharmacies continue to give very positive feedbacks. The positive feedback for these services have been similar, with only a 3% increase between Q1 to Q4.
- Dental services have had the most fluctuations. In the past four quarters the lowest it has been was 67% in Q2, while at the highest it was 87% in Q3.
- For Community services there has been a small improvement in the proportion of positive feedback between Q1 to Q4 from 81% in Q1 to 86% in Q4.

# Experiences of GP Practices



# What people told us about GP Practices

"The online messaging is good. They get back to you and advise on the next steps. It is easier than having to come in."

"If you have more than one symptom, you should be able to address them all in the consult."

"They are good, if you have a problem, they get you to go to the hospital, they have good doctors here, I've been with them for about 10 years."

"During an emergency it is hard to get an appointment. Couldn't get an appointment until 2 days out with an emergency."

"My doctor is the best; the doctors are very good. They are patient, I do not have a complaint about them."

"Telephone lines are busy. Can be improved by having more staff."

"The doctor is good; they give good advice to me and my family."

"Wait time is poor. My appointment was booked at 10am and I have waited an hour to be seen."

"My doctor is always polite- explains treatment and follow-up and treatment options very well. I always try to get her appointment. The phone services are getting better- I have been with them for 11 years and they are improving."

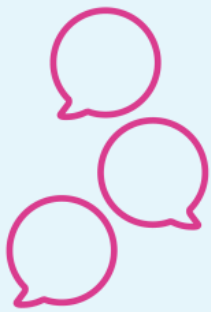
"Sometimes you have symptoms that are more physical so when you have a phone consult you end up coming in anyway. It defeats the purpose; it is kind of a waste of my and their time. Some of the locum doctors are quite dismissive. They should take time to consider things."

"The diabetes nurse is easy to get an appointment with, most of the staff are pleasant, and most of them are very good. I've never had a problem with them."

"Wait times can be frustrating. Can wait 10 days to see someone. If you want a follow-up, it's difficult to see the same doctor."

# GP Services

No. of Reviews	656 (relating to 41 GP practices)
Positive	74%
Negative	6%
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 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?

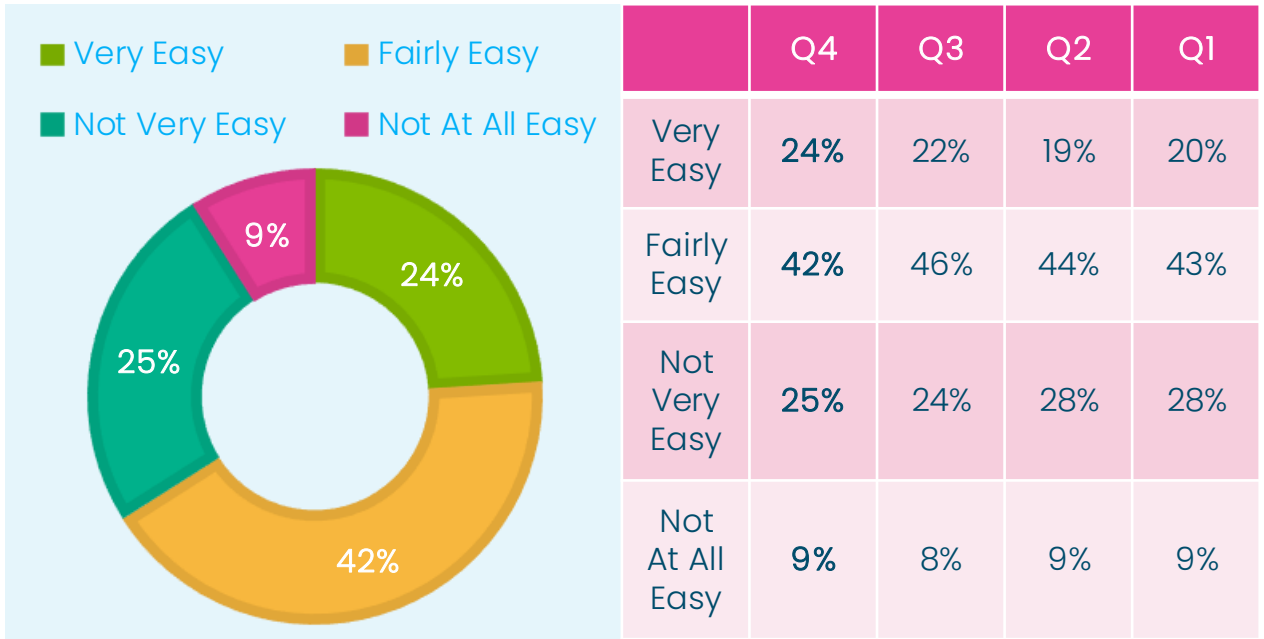
Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (Very Easy – Not at All Easy) to allow our data to be comparable with the NHS data.

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

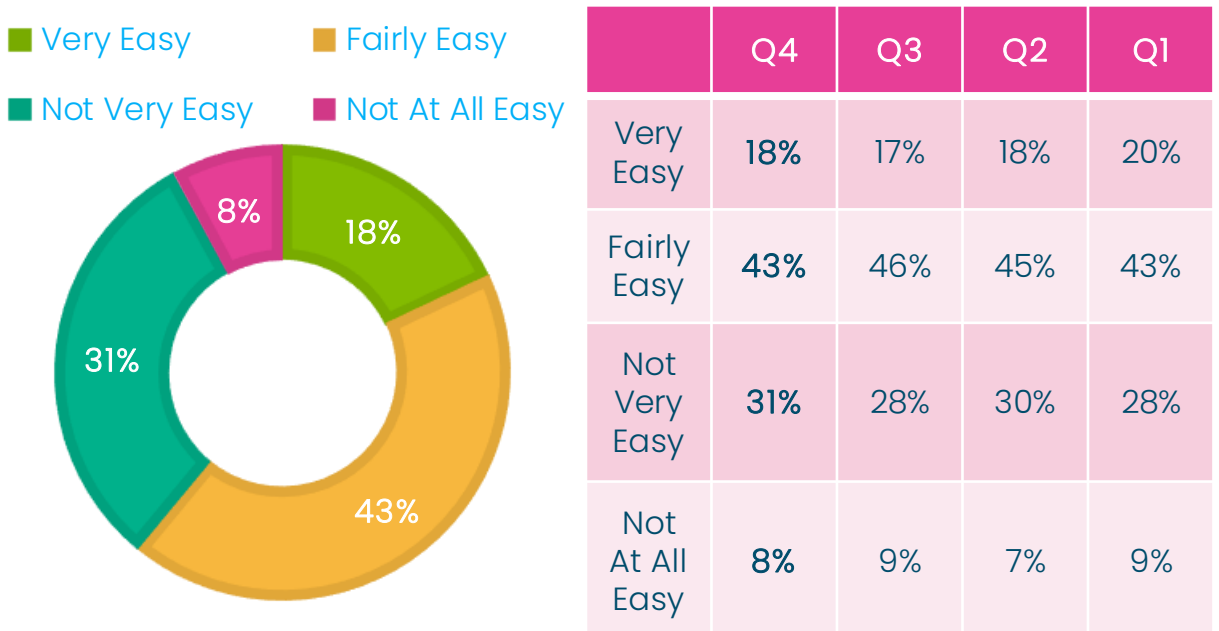


# Access and Quality Questions

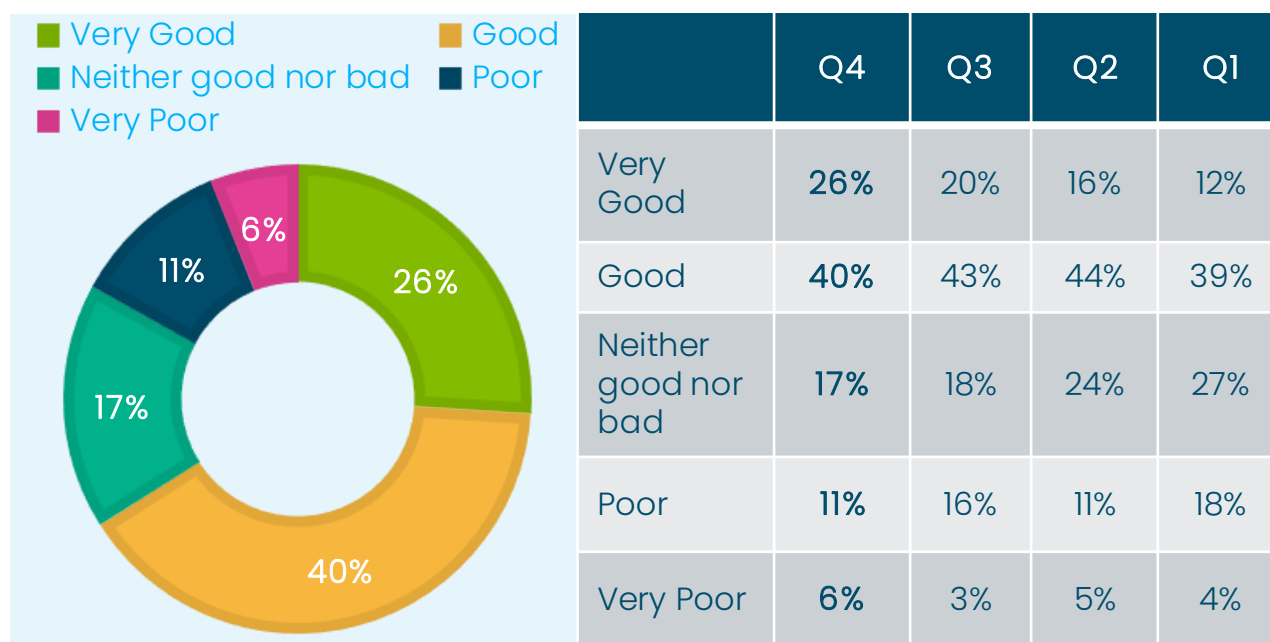
## Q1) How do you find getting an appointment?



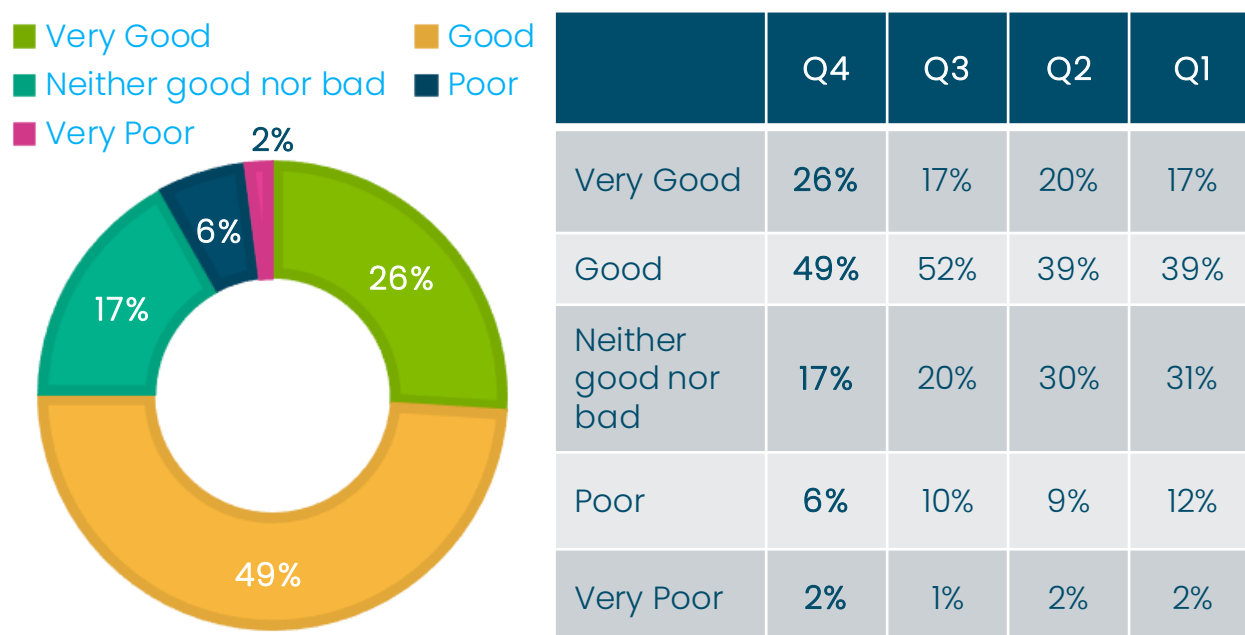
## Q2) How do you find getting through to someone at your GP practice on the phone?



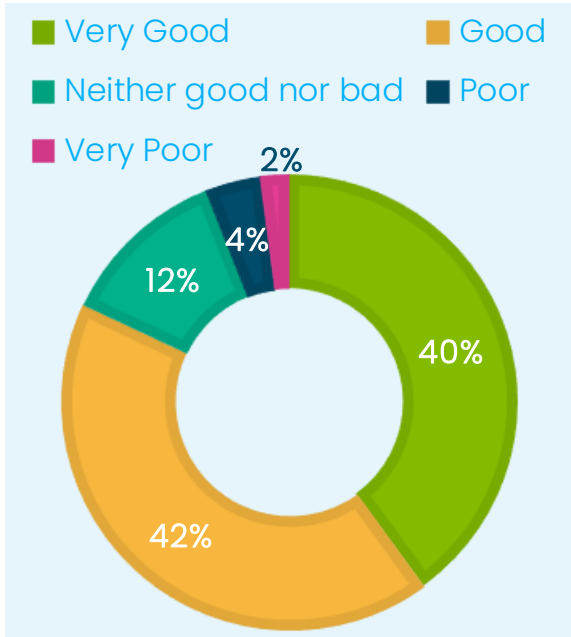
### Q3) How do you find the quality of online consultations?



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

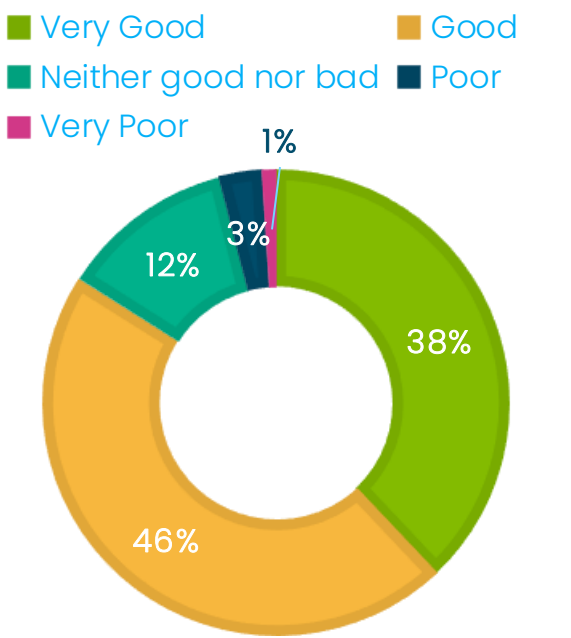


### Q5) How did you find the attitudes of staff at the service?



	Q4	Q3	Q2	Q1
Very Good	40%	36%	32%	31%
Good	42%	44%	44%	42%
Neither good nor bad	12%	15%	17%	20%
Poor	4%	4%	5%	5%
Very Poor	2%	1%	2%	2%

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



	Q4	Q3	Q2	Q1
Very Good	38%	33%	31%	31%
Good	46%	46%	43%	42%
Neither good nor bad	12%	16%	20%	20%
Poor	3%	4%	5%	5%
Very Poor	1%	1%	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 experience we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 5 positive and negative themes mentioned by patients between January and March 2024 based on the free text responses received. This tells us which areas of the services are most important to patients.

Top 5 Positive Themes	Total Count and % of Positive Reviews
Appointment Availability	108 (45%)
Quality of Staff (Health Professionals)	88 (82%)
Staff Attitudes	70 (72%)
Staff Suitability	55 (89%)
Treatment Experience	54 (61%)

Top 5 Negative Themes	Total Count and % of Negative Reviews
Appointment Availability	133 (55%)
Getting Through on The Telephone	122 (81%)
Waiting Times And Queueing On Arrival	60 (81%)
Booking Appointments	57 (69%)
Quality of telephone consultations	37 (49%)

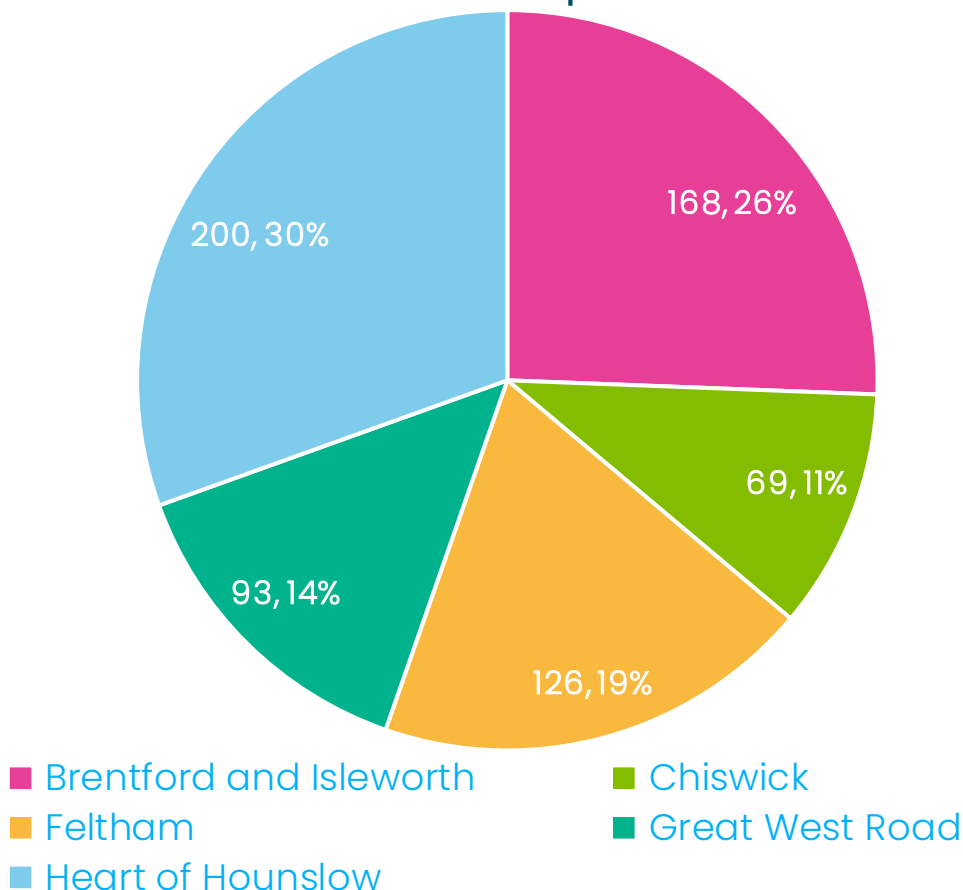
## Primary Care Networks

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 January and March, the PCNs which received the most reviews were Heart of Hounslow, Brentford & Isleworth and Feltham.

### Total Reviews per PCN



## PCN Access and Quality Questions

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

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

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

PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	Getting an appointment	Getting through on the phone	Of Online consultations	Of Telephone consultations	Of Staff attitudes	Of Treatment and Care
<b>Brentford &amp; Isleworth</b>	2.8	2.8	3.8	3.9	4.1	4.1
<b>Chiswick</b>	2.8	2.8	3.4	4.2	4.6	4.5
<b>Feltham</b>	2.9	2.7	3.6	3.8	4.1	4.2
<b>Great West Road</b>	2.7	2.6	3.7	3.7	4	3.8
<b>Heart of Hounslow</b>	2.8	2.6	3.8	4	4.2	4.3

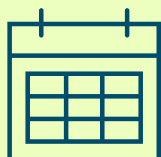
## PCN Themes

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

Primary Care Network	Average Overall rating	Top 3 Positive Issues	Top 3 Negative Issues
Brentford and Isleworth	3.8	1. Appointment Availability	1. Appointment Availability
		2. Staff Attitudes	Getting Through on the Telephone
		3. Treatment Experience	3. Waiting Times on Arrival
Chiswick	4.1	1. Staff Attitudes	1. Appointment Availability
		2. Experience of Treatment	2. Booking Appointments
		3. Appointment Availability	3. Getting Through on The Telephone
Feltham	3.9	1. Quality of health professionals	1. Appointment Availability
		2. Appointment Availability	2. Getting Through on The Telephone
		3. Staff Attitudes	3. Quality of telephone consultation
Great West Road	3.8	1. Suitability of Staff	1. Getting Through on The Telephone
		2. Staff Attitudes	2. Appointment Availability
		3. Quality of health professionals	3. Booking Appointments
Heart of Hounslow	4	1. Appointment Availability	1. Getting through on the telephone
		2. Quality of Health Professionals	2. Appointment Availability
		3. Staff Attitudes	3. Waiting Times on Arrival

## What has worked well?

Below is a list of the key positive aspects relating to GP practices between January and March 2024.



### Appointment Availability

For this quarter, this theme received the highest number of comments, 45% were positive. An improvement from previous quarters when it was 37% (Q3) and 30% (Q2). We found that more patients found it quicker to get appointments this quarter than they did in previous quarters.



### Quality of Health Professionals

This theme received 107 comments, 82% of these reviews were positive. This is a small decline from previous quarters, in Q3 it was 87%, in Q2 it was 90% and 85% in Q1. In the past year, the level of care provided by health practitioners continues to be well received by GP patients.



### Staff Attitudes

72% of feedback referring to staff attitude was positive. This is a noticeable decline from Q3 when it was 92%, but a little improvement from Q2 when it was only 67% and in Q1 it was 72%. Exchanges between patients and practice staff has fluctuated over the past year, however it has been positive overall.



### Staff Suitability

For the suitability of staff at practices, we received 89% positive comments this quarter. In Q3 it was 84%, in Q2 it was 88% and in Q1 it was 74%. This has trended upwardly positive in the past year and showing that the patients have consistently reported the practice staff to be competent.



### Treatment Experience

The experience of care for patients at their GP was 61% positive this quarter. This has fluctuated over the past year, at the lowest it was only 35% in Q1. However, it was 68% in Q2 and 51% in Q3. Demonstrating that patients' treatment experiences have definitely improved over the past year.



## What could be improved?

Below is a list of the key areas for improvement relating to GP practices between January and March 2024.



### Appointment Availability

This theme received the highest number of comments, 242, 55% of these were negative. This is a small decline from Q3 when it was 58% and in Q2 it was 64%. It's similar to Q1 when it was 55%. Indicating that the frustrations for GP patients with the lack of appointments has persisted.



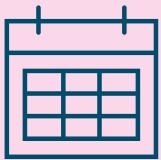
### Getting Through On The Telephone

81% of the reviews covering the ease of getting through to the GP were negative. This is almost similar to what we found in the past few quarters; in Q3 it was 80%, in Q2 it was 78% and in Q1 it was 81%. Over the past year most patients persistently reported a difficulty in getting through on the phone.



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

81% of reviews that covered waiting times at appointments, were negative. A decline from the last year - it was 73% negative in Q3, 71% in Q2 and 72% in Q1. This shows that the persistent delays experienced at appointments by patients in the past year has worsened in the past quarter.



### Booking Appointments

69% of reviews covering the process of booking appointments were negative. This was a decline from the past quarters - in Q3 it was 49%, Q2 it was 53% and in Q1 it was 49% negative. Showing us that patients' experiences booking appointments has significantly declined from the past few quarters.



### Quality of Telephone Consultation

The quality of telephone consultations this quarter was 49% negative. Compared to previous quarters - in Q3 it was 40%, in Q2 it was 52% and in Q1 it was 62% negative. The trend over the past year has fluctuated, demonstrating that there has been a flux in the quality of telephone consultations.

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## Recommendations

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

### Appointment Availability

1. Support patients to feel more comfortable booking appointments online.
2. Provide patients with easy-to-access information on self-care
3. Explain clearly to patients the reasons for having telephone and online consultations.

### Getting Through on the Telephone.

1. Implement a call-back service for patients on hold.
2. Encourage patients not to call during the busier periods of the day.

### Waiting Times (queueing on arrival)

1. Inform patients on arrival about any wait times
2. Provide regular updates on expected waiting times.

### Booking Appointments

1. Clearly inform patients about all available booking methods and offer support to help them use these methods effectively.
2. Ensure the methods of booking appointments work when patients try to use them.

### Quality of Telephone Consultation

1. Implement a system for appointment reminders (text, email), a few minutes/hour before the consultation call is made
2. Provide patients with clear information on appointment options and allow them to choose their preference whenever possible..
3. Actively listen to patient preferences for appointment types and try to accommodate them whenever possible.

## 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 three quarters.

### Positive Issues

Q4	Q3	Q2	Q1
Appointment Availability	Quality of Health Professionals	Quality of Health Professionals	Convenience/ Distance to Travel
Quality of Health Professionals	Booking Appointments	Appointment Availability	Quality of Health Professionals
Staff Attitudes	Appointment Availability	Booking Appointments	Quality of Treatment
Suitability of Staff	Staff Attitudes	Management of Service	Management of Service
Treatment Experience	Management of Service	Quality of Treatment	Suitability of Staff

### Negative issues

Q4	Q3	Q2	Q1
Appointment Availability	Getting Through on The Telephone	Appointment Availability	Staff Levels
Getting Through on The Telephone	Appointment Availability	Getting Through on the Phone	Patient Choice
Waiting Times And Queueing On Arrival	Booking Appointments	Booking Appointments	Getting Through on the Phone
Booking Appointments	Waiting Times And Queueing On Arrival	Quality of Telephone Consultations	Waiting Times And Queueing On Arrival
Quality of telephone consultations	Patient Choice	Patient Choice	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 based on personal characteristics.

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



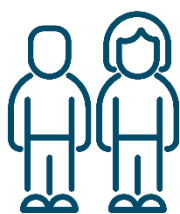
### Gender

Last quarter, men reported 82% sentiment of positive experiences, an improvement compared to the average (74%). While women reported the similar sentiment to the average, with 73%. However, the negative responses from the genders were similar, with 4% and 5% respectively.



### Age

From the age groups with at least 20 reviews. 65–74-year-olds had the highest percentage of positive experience with 88%. This is followed by; 75–84 olds with 87% and by 25–34 years old with 82%. By contrast, the groups that shared most negative reviews were 45–54-year-old with 8%-, 35–44- and 55–64-year-olds with 6%, respectively.



### Ethnicity

The group of residents that considered their experience at GPs to be most positive were White British and Any Other White Background with 82% positive, followed by Asian British and Black British with 80%. However, the groups that shared the most negative reviews were White Irish and Black African residents with 15% each.



### Long Term Condition

In this quarter, for patients that responded “Yes” to having a long-term health conditions, 78% of them had a positive experience at their practice. This is an improvement from last quarter when 71% had positive experiences.

# Experiences of Hospital Services



# What people told us about Hospitals

"When we went there, we were seen to courteously. We did not wait too long. The doctor was very professional."

"They did extensive checks, and they were good at investigating what was wrong with me. The wait was only about 30 minutes which was not too long. It was all effective, they were fine."

"Staff are pleasant, take their time to explain what is going on. They are helpful and thorough. "

"They've got a lot of empathy and they're very caring. They went above and beyond to make sure that we were seen straight away when I needed to. I was dealt with pretty quickly and the people I see actually care about what they do."

"They are really busy, but I feel like they are doing the best for you. If you are polite to them then they are polite to you."

"Have waited multiple hours at times, for elderly people waiting times are terrible. More parking is needed for disabled people."

"Communication confusing, was told different things by different members of staff."

"The waiting is long, and they are overworked. It gets so long sometime, and it is too much if you are in pain, sometimes I do not go there because I do not have the energy to wait there for that long."

"Difficult to get a response from the hospital. Have not heard back from a specialist about the scans. Communication between GP and hospital doesn't seem to be moving. Doesn't know where the information is stuck."

"The wait to be seen was 4-5 hours and sometimes it is 6 hours if the queue is long, but they have so many patients to take care of."

# Hospital Services

No. of Reviews	355
Positive	70%
Negative	12%
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?

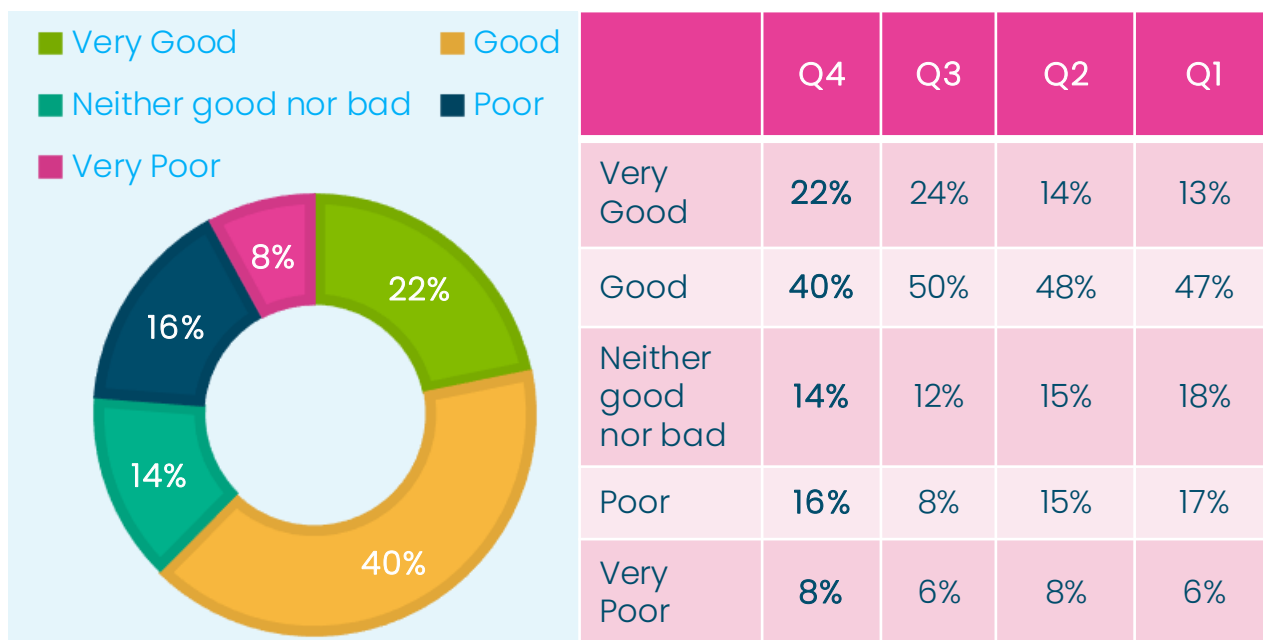
Q6) How would you rate the quality of treatment and care received?

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

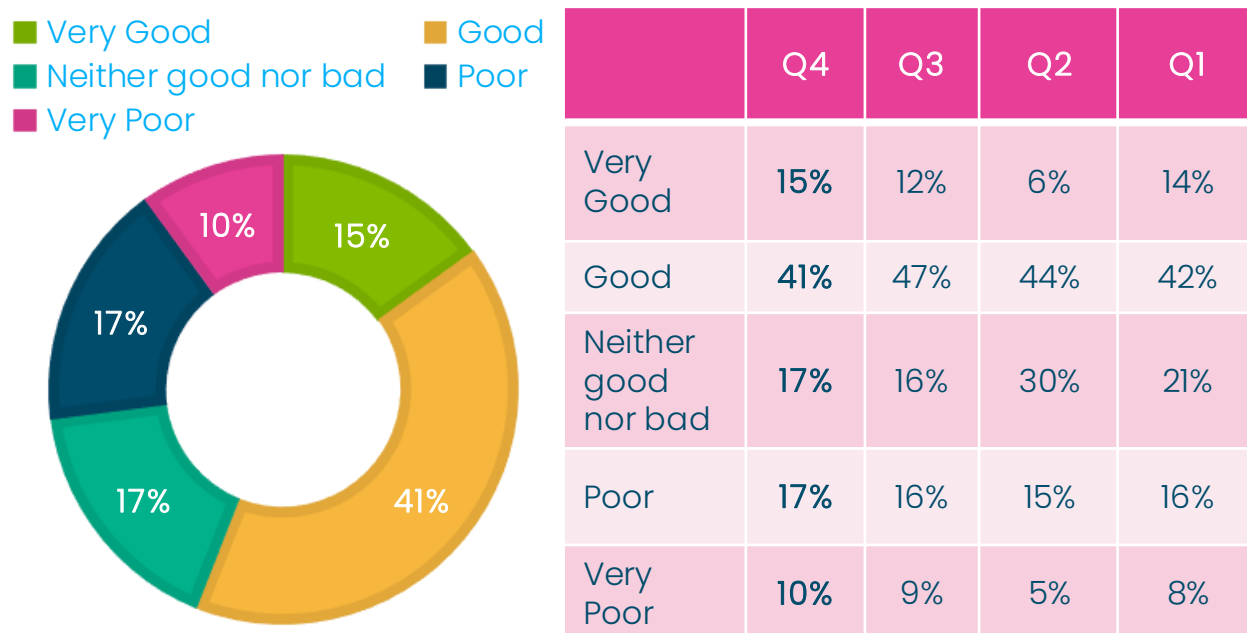


# Access and Quality Questions

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

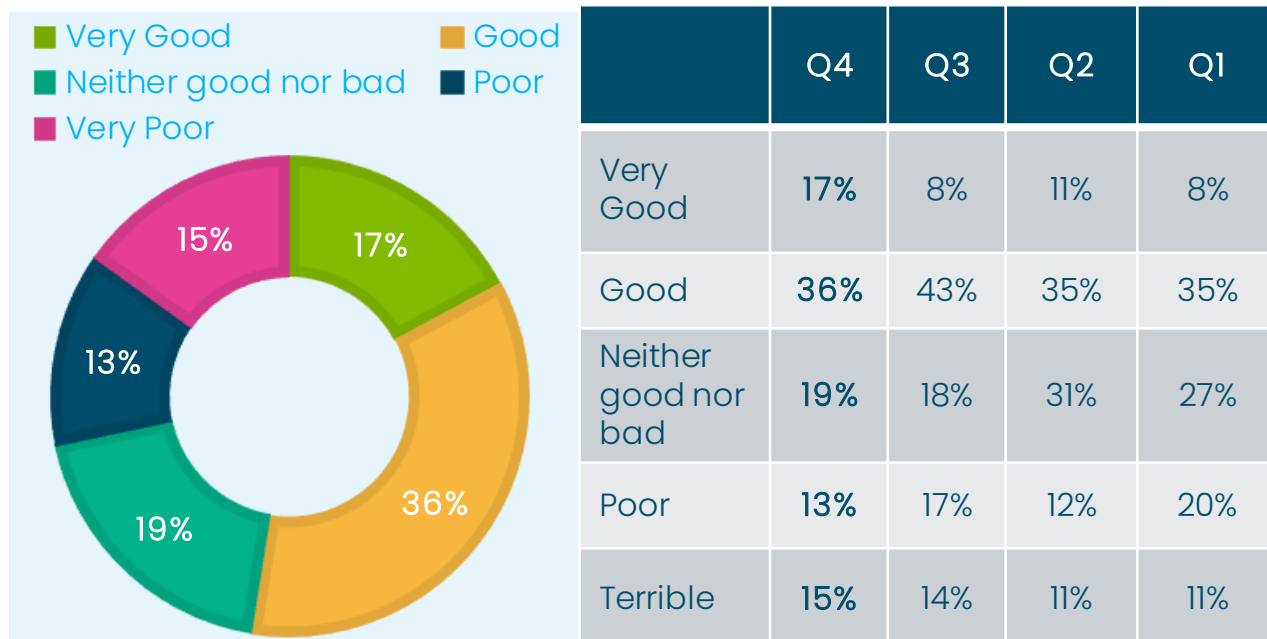


Q2) How do you find getting through to someone on the phone?

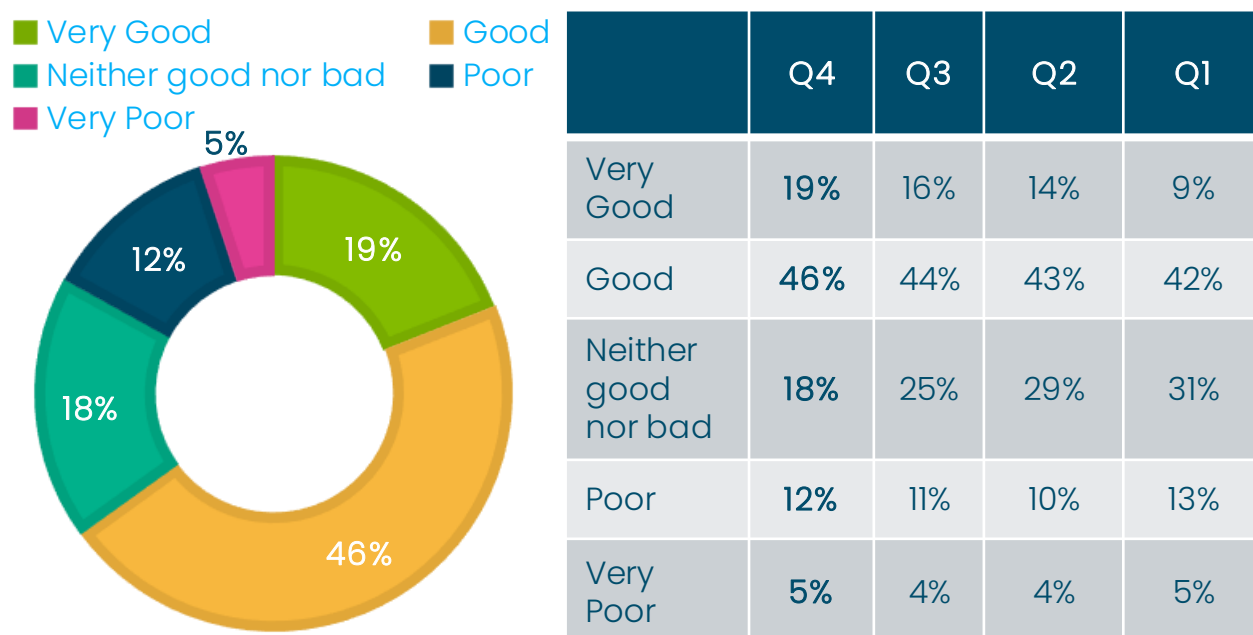




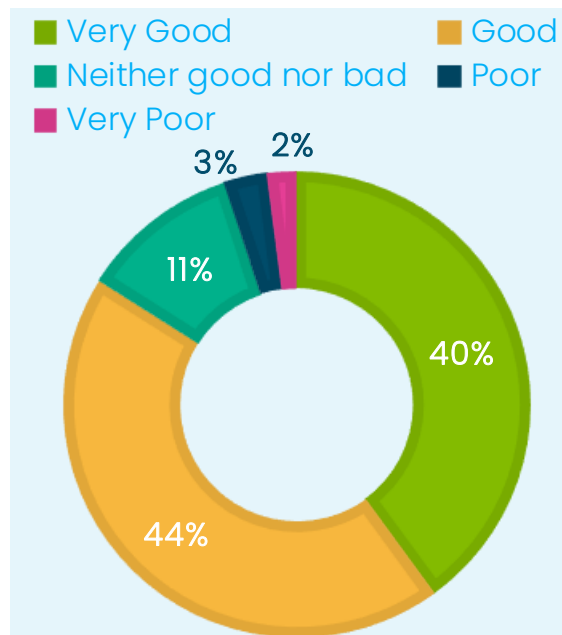
### Q3) How do you find the waiting times at the hospital?



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

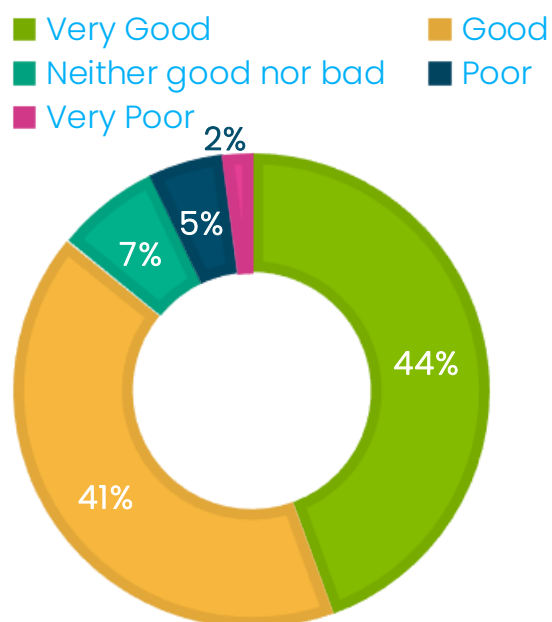


## Q5) How do you find the attitudes of staff at the service?



	Q4	Q3	Q2	Q1
Very Good	40%	38%	29%	32%
Good	44%	46%	50%	42%
Neither good nor bad	11%	12%	19%	19%
Poor	3%	4%	1%	5%
Very Poor	2%	<1%	1%	2%

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



	Q4	Q3	Q2	Q1
Very Good	44%	43%	32%	35%
Good	41%	36%	44%	42%
Neither good nor bad	7%	11%	17%	14%
Poor	5%	7%	6%	6%
Very Poor	2%	3%	1%	3%

## 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 experience we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 5 positive and negative themes mentioned by patients between January and March 2024 based on the free text responses received. This tells us which areas of the services are most important to patients.

Top 5 Positive Issues	Total Count and % of Positive Reviews	Top 5 Negative Issues	Total Count and % of Negative Reviews
Treatment Experience	75 (77%)	Waiting Times and Queueing on Arrival	98 (59%)
Waiting Times and Queueing on Arrival	61 (37%)	Appointment Availability	39 (71%)
Staff Attitudes	42 (79%)	Communication between services	26 (70%)
Suitability of Staff	37 (80%)	Getting Through on The Telephone	25 (86%)
Communication with patients	32 (54%)	Communication with patients	25 (42%)

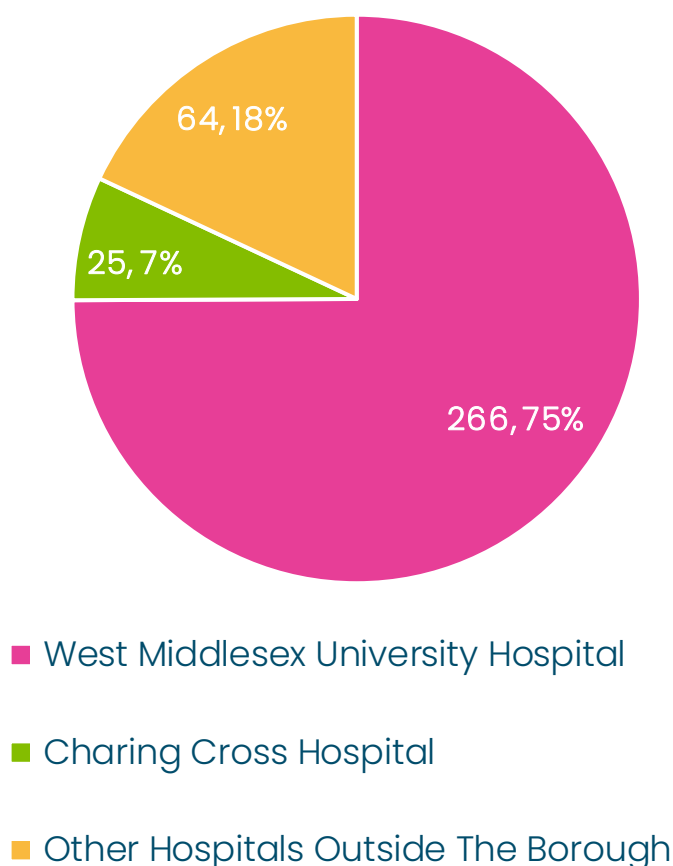
## Hospital Trusts

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 January and March, the services which received the most reviews were West Middlesex University Hospital and Charing Cross Hospital. This is similar to what we found in last quarter, when West Middlesex and Charing Cross Hospitals 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. Most of the reviews are from West Middlesex Hospital and on the table below we can see the other hospitals. Please note that each question has been rated out of 5 (1 – Terrible 5 –Excellent)

Positive ■ Neutral ■ Negative ■

Name of Hospital	ACCESS (out of 5)			QUALITY (out of 5)		
	To a referral/ appointment	Getting through on the phone	Waiting Times	Of Communication between GP and Hospital	Of Staff attitudes	Of Treatment and Care
<b>West Middlesex</b> No of reviews: 266	3.5	3.2	3.1	3.6	4.1	4.1
<b>Other Hospitals Outside the Borough</b> No of reviews: 64	3.9	3.7	3.7	3.8	4.4	4.5
<b>Charing Cross</b> No of reviews: 25	3.3	3.8	3.8	4	4.5	4.4

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

Hospitals	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
West Middlesex Hospital No of reviews: 266	3.7	1. Quality of Treatment	1. Staff Capacity
		2. Staff Attitudes	2. Appointment Cancellations
		3. Staff Suitability	3. Waiting times for appointment referrals
Other Hospitals Outside the Borough No of reviews: 64	4.2	1. Treatment Experience	1. Appointment Availability
		2. Staff Attitudes	2. Waiting Times and Queueing on Arrival
		3. Communication with patients	3. Communication with patients
Charing Cross Hospital No of reviews: 25	3.9	1. Staff Attitudes	1. Appointment Availability
		2. Staff Suitability	2. Waiting Times and Queueing on Arrival
		3. Treatment Experience	3. Treatment Experience

## What has worked well?

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



### Treatment Experience

77% of comments that covered experience of treatment were positive. The responses have varied in the last year; in Q3 it was 54% but in Q1 it was 67% positive. Although there has been some fluctuation, the majority of patients' have positive experiences of receiving treatment at hospitals.



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

37% of the comments referring to the waiting times at hospitals were positive. This is the highest it has been in the past year, in Q3 it was 30%, it was 36% in Q2, and it was only 21% in Q1. Demonstrating that although waiting times are long, experiences have progressively got better in the past year.



### Staff Attitudes

79% of comments that covered staff attitude were positive. This is an improvement from last quarter when it was 73% (Q3). However, it was higher in Q2 and Q1 when it was 89% and 86%, respectively. Although there has been variation, most interactions between residents and hospital staff are pleasant.



### Staff Suitability

80% of the reviews citing the suitability of the staff at hospitals were positive. Although this is a noticeable decline from last quarter when it was 93%. The majority of patients explained that hospital staff have been good and fitting for their roles.



### Communication with Patients

54% of reviews covering the communication between hospitals and patients were positive. This is comparable to last quarter when it was 51% positive. Most patients were pleased with information and updates they received at hospital.

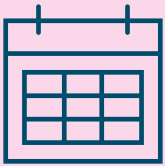
## What could be improved?

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



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

This sub-theme was highlighted the most by patients, receiving 167 reviews, 59% of them being negative. This is similar to Q3 when it was 61% negative, but still an increase from Q2 when it was 54%. Most patients experience delays at hospitals, and these include at A&E and urgent care services.



### Appointment Availability

71% of reviews covering the availability of appointments were negative. - in Q3 it was 65%, it was 81% in Q2 and in Q1 it was 73% negative. Although, there is some variation in each quarter, the length of time spent waiting for referrals and in between appointments continues to be too long for most patients.



### Communication Between Services

Comments citing the communication between hospitals and other services were 70% negative. In Q1, where we collected enough data to compare, it was 80% negative. There has been some improvement, but patients continue to mention the inefficiency in communication between GPs and Hospitals.



### Getting Through on the Telephone

86% of reviews, covering the ease of getting through on the phone to hospitals, were negative. This is the first quarter we have received enough reviews to analyse this theme. We will continue to monitor this issue in future reports.



### Communication With Patients

42% of reviews highlighting this theme were negative. This is a small decline from Q3 when it was 46% negative. However, it is still a significant increase from Q2 and Q1 when it was 27% and 14% respectively.

## Recommendations

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

### Waiting Times for Appointments

1. Inform patients about wait times upon arrival, setting expectations.
2. Regularly update patients on expected wait times.
3. Consider staggering walk-in appointment times to reduce congestion in the waiting room.

### Appointment Availability

1. Implement appointment reminders (text or email) to decrease no-shows and free up slots for those in need.
2. When appointments change, provide patients with options, including rescheduling, telephone consultations, or referrals to hospitals with shorter wait times.

### Communication Between Services

1. Send patients copies of letters and/or emails adequately explaining the next steps to patients.
2. Carry out follow-ups to make sure shared information has been received.
3. Inform patients of portal where patients can access referrals, test results and discharge information.

### Getting Through On The Telephone

1. Offer patients various ways to reach the hospital, including phone, email, and online forms.
2. Provide clear and easily accessible contact information for each department, including phone numbers and email addresses.
3. Ensure voicemail boxes are monitored regularly and messages are returned promptly.

### Communication with Patients

1. Provide options of communication methods for appointment reminders, including text messages, emails, and phone calls, to reach patients through their preferred channels.
2. Explore offering live chat support during business hours for quick inquiries or appointment scheduling.



## Emerging or Ongoing Issues

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

### Positive Issues

Q4	Q3	Q2	Q1
Treatment Experience	Quality of Treatment	Quality of Treatment	Staff Professionalism
Waiting Times and Queueing on Arrival	Waiting Times and Queueing on Arrival	Waiting Times and Queueing on Arrival	Staff Attitudes
Staff Attitudes	Staff Attitudes	Staff Attitudes	Communication with Patients
Suitability of Staff	Communication with Patients	Management of Service	Management of Service
Communication with patients	Treatment Experience	Staff Attitudes – Health Professionals	Quality of Treatment

### Negative issues

Q4	Q3	Q2	Q1
Waiting Times and Queueing on Arrival	Waiting Times and Queueing on Arrival	Waiting Times and Queueing on Arrival	Staffing Levels
Appointment Availability	Communication with patients	Appointment Availability	Communication Between Services
Communication Between Services	Appointment Availability	Staffing Levels	Lack of Communication
Getting Through on The Telephone	Treatment Experience	Waiting for Appointment Referrals	Appointment Availability
Communication with patients	Staff Attitudes	Lack of Communication	Waiting Times and Queueing on Arrival

## Equalities Snapshot

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

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



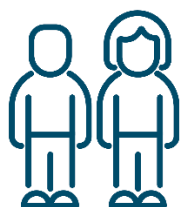
### Gender

In the quarter, 73% of men had a positive experience at Hospitals, a small improvement from last quarter when it was 68%. Similarly, in Q3 70% of women rated their hospital visit as 'Good' or 'Excellent' and in this quarter it was 71%.



### Age

From the age groups where we collected more than 20 reviews; 65–74 yr-olds had the highest number of positive reviews, with 84%. The second highest number of positive reviews came from 55–64 yr-olds and 75–84 yr-olds, for both these groups we received 78% positive feedback.



### Ethnicity

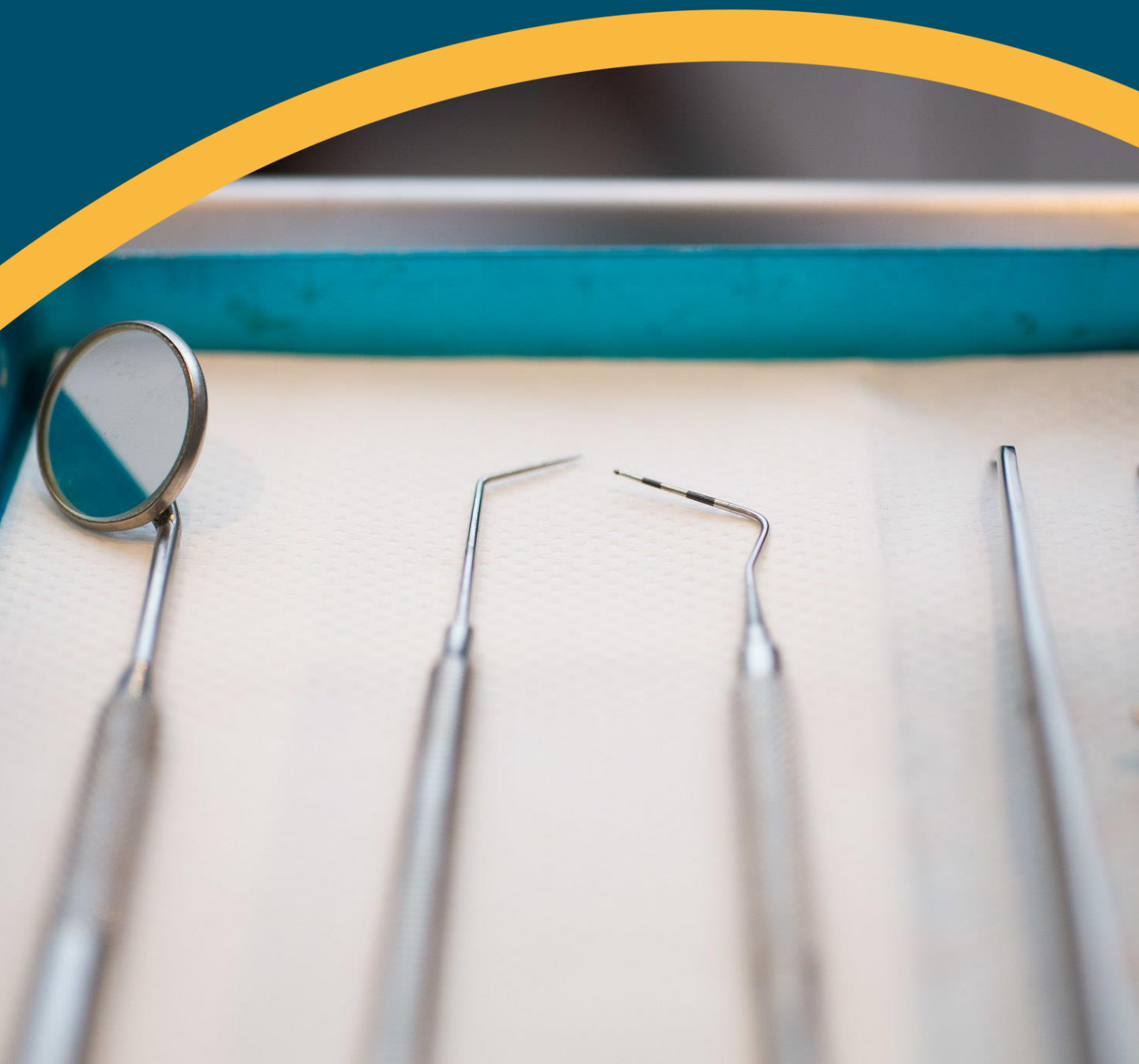
For this quarter, hospital patients that had the most reviews were White British (90), Asian Indian (47) and Asian British (39). White British had 78% positive reviews; this is a small improvement from last quarter when it was 72%. For Asian Indian; 72% were positive this quarter, almost similar to last quarter when it was 71%. Asian British reviews were 59% positive, which is a significant change from last quarter when it was 76%.



### Disability and Long-Term Conditions

Patients who considered themselves to be disabled (43) responded with 77% positive reviews, better than the average for all patient reviews (70%). Also, for patients with long-term conditions (118), 73% of these reviews were positive, which is similar to last quarter when we received 70% positive feedback from this group.

# Experiences of Dental Services



# Dental Services

No. of Reviews	128 (relating to 37 Dental practices)
Positive	81%
Negative	5%
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?

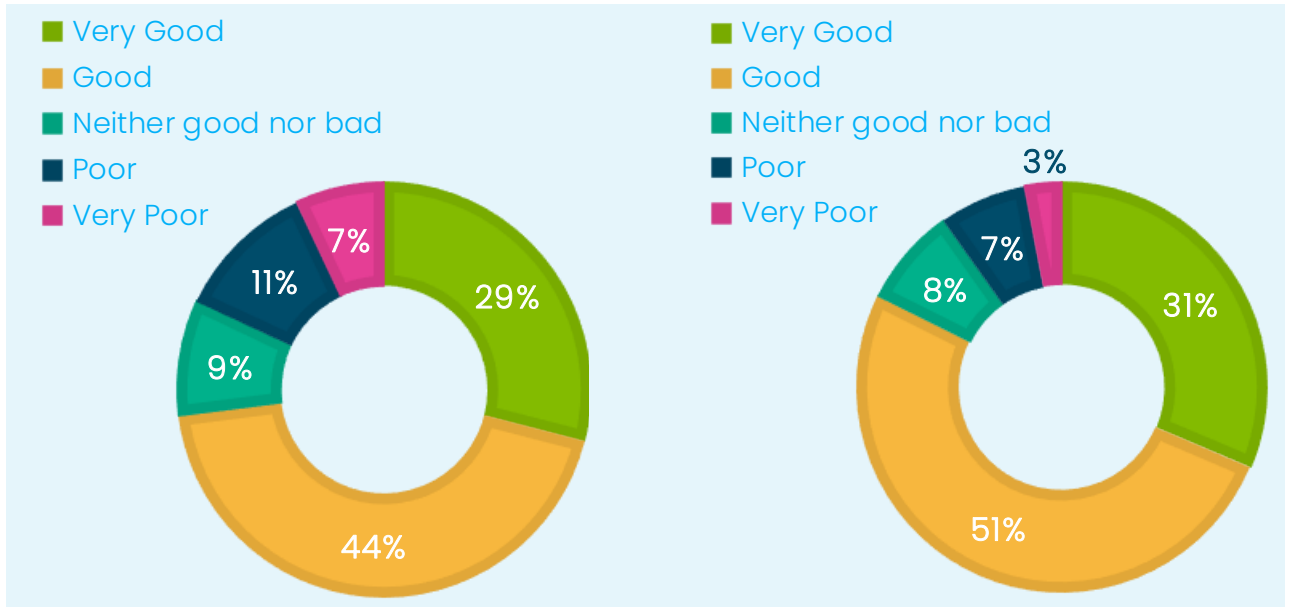
Q5) How do you find the attitudes of staff at the service?



# Access and Quality Questions

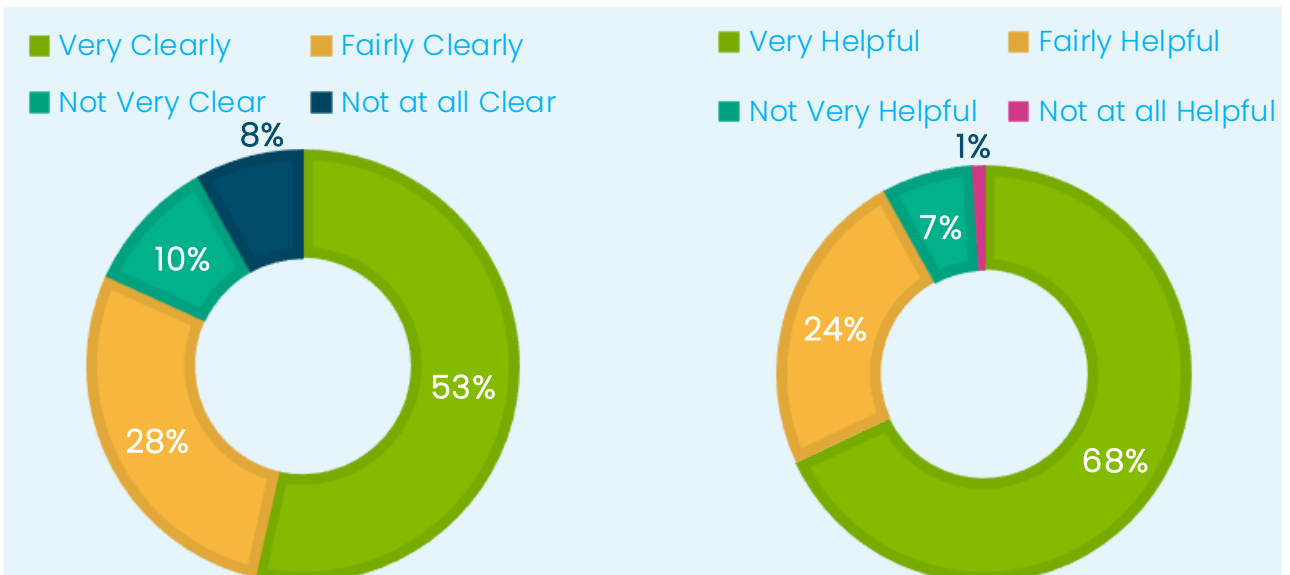
Q1) How did you find it registering with an NHS dentist? (within the last 12 months)

Q2) How do you find getting NHS appointments?

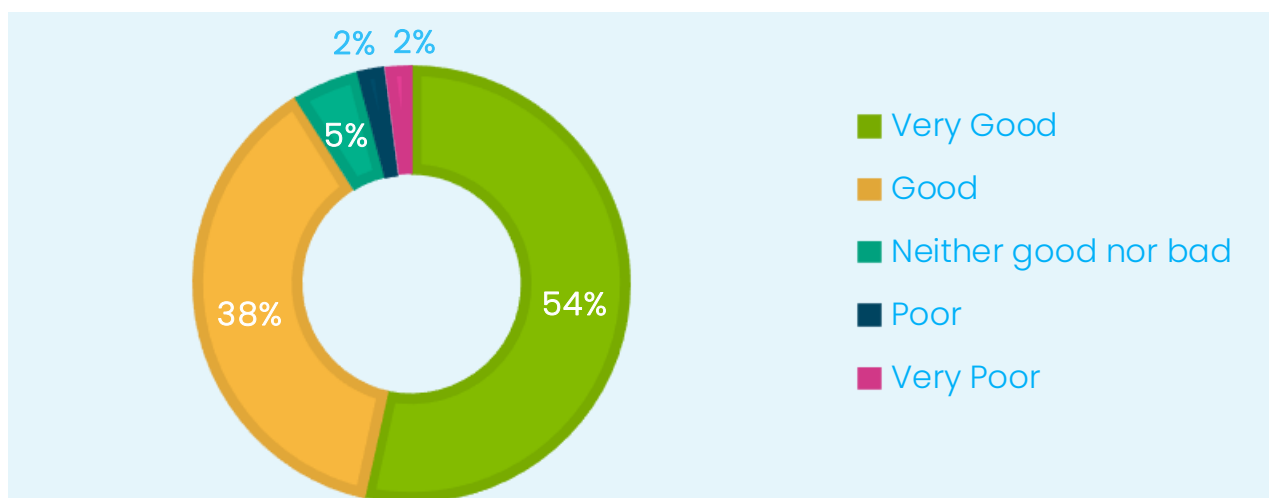


Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

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



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



## Thematic analysis

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

Each experience we collect is reviewed and up to 5 themes and sub-themes themes are applied. The tables below show the top 5 positive and negative issues received between January and March 2024 based on the free text responses received.

Top 5 Positive Issues	Total Count and % of Positive Reviews	Top 5 Negative Issues	Total Count and % of Negative Reviews
Staff Attitudes	20 (87%)	Registration	11 (73%)
Appointment Availability	19 (63%)	Affordability	11 (92%)
Quality of Health Professionals	12 (86%)	Appointment Availability	10 (33%)
Quality of Treatment	11 (85%)	Clarity about service cost	8 (100%)
Experience of Treatment	9 (75%)	Lack of Access	3 (100%)

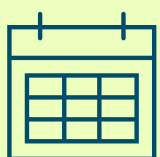
We've produced a list of good practice, areas of improvement and recommendations relating to dentists between January and March 2024.

## What has worked well?



### Staff Attitudes

87% of comments that cited staff attitude were positive. An improvement from Q1 when it was 82%, showing that most interactions between residents and dental staff are pleasant.



### Appointment Availability

63% of the comments that cited the availability of appointments were positive. This is a noticeable decline from 72% last quarter, but it is still a significant improvement from Q2 and Q1 when it was 40% and 29% respectively, showing that patients can access appointments more easily than in earlier quarters.

## What could be improved?



### Registration

73% of reviews highlighting the registration process at the dentist were negative. This is a significant increase from Q1 when it was 50% negative, showing that more residents trying to register with a dentist had bad experiences. We will continue to monitor this theme in the following quarter.



### Affordability

In this quarter 92% of reviews about the affordability of dentist services were negative. The sentiment has improved compared to Q3 when it was 100% negative. However, for most patients, the costs are still too high.

## Recommendations

### Registration

1. Encourage dental practices to utilize government incentives for taking on more NHS patients..
2. Create a central register listing local dentists accepting new NHS patients.

### Affordability

1. Increase awareness of who qualifies for free or reduced-cost NHS dental care, particularly among vulnerable populations.
2. Ensure patients clearly understand all potential costs associated with their dental care before treatment begins..

# Experiences of 'Other' services





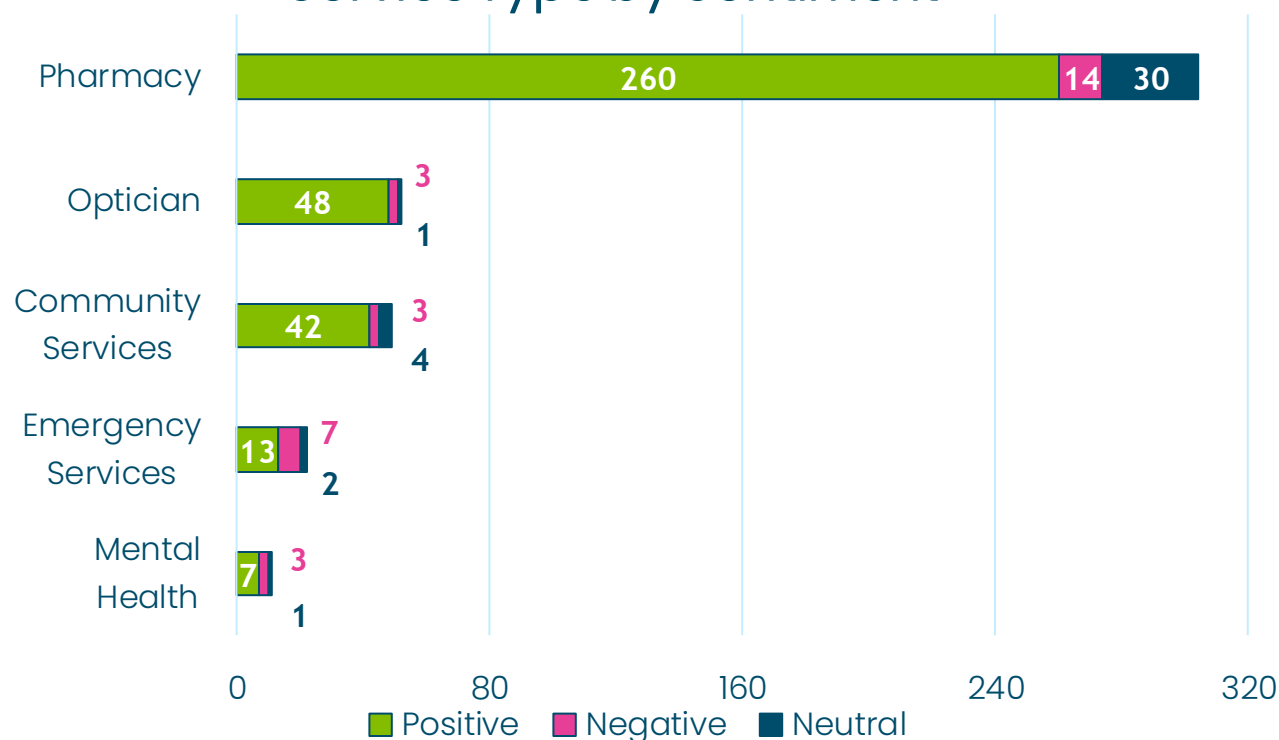
# Experiences of 'Other' services

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

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

Service Type	No of Reviews	Percentage of positive reviews
Pharmacy	304	86%
Optician	52	92%
Community Services	49	86%
Emergency Services	22	59%
Mental Health	11	64%

## Service Type by Sentiment



## What has worked well?

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



### Medicine Management

We collected the highest number of positive comments, 75% were positive. This is similar to last quarter when it was 72%, in Q2 it was 76% and in Q1 it was 78%. Although there has been some flux, most residents are happy with how well their prescriptions have been filed and delivered.



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

67% of reviews citing waiting times for pharmacies and community services in the past quarter were positive. A clear shift from previous quarters, in Q3 it was 47% and in Q2 49%. There has been a significant improvement in delays at these services,



### Staff Suitability

This quarter 94% of patients citing the suitability of staff at "Other" services were positive. Compared to Q3 when it was 90%, while in Q2 when it was 100% positive and in Q1 it was 96%. Despite the variations in our findings, most patients find the staff fitting and efficient in their roles.



### Staff Attitudes

91% of reviews that mentioned the attitude of staff were positive. Similar to Q3 and Q1 when it was 93% and 94% respectively, and an improvement from Q2 when it was 83%. Residents using all types of services listed in this category were again pleased with their interactions with staff.



### Communication with Patients

77% of reviews highlighting this theme were positive. A clear decline from to Q3 and Q1 when It was 91% and 100% respectively. However, it is similar to the 75% in Q2. There has been some flux, but most residents continue to receive pretty good communication from these services.

## What could be improved?

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



### Medicine Management

This was the most mentioned theme for "Other" services with 170 reviews. Of these, 24% were negative, an increase from last quarter when it was 15%, and 13% in Q2. There is a negative trend of residents experiencing complications with the management of their prescriptions.



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

This theme received 33% negative comments. A clear improvement from previous quarters when it was 47% in both Q3 and Q2. Although, residents using pharmacies and community services have noticed some improvement with the delays, a third of the comments are still negative.



### Communication with Patients

From all the 'Other' services, 23% of reviews citing the communication with them were negative. The sentiment is trending negatively, in Q3 it was only 9% and 8% in Q2. Significantly more patients expressed frustration with the inefficiencies in the communications with them.



### Staff Capacity

100% of reviews citing the staff efficiency in performing their roles at "Other" services were negative. This is the quarter we received enough reviews to analyse this theme. We will monitor this theme in the following quarter to see if the issue persists.



### Communication Between Services

59% of reviews that covered the communication between services were negative. A significant increase compared to the last time we collected enough data, in Q1 it was 42% negative. Demonstrating that a lot of residents are again experiencing inefficiencies in the communications between services.

## Recommendations

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

### Medicine Managements

1. Prioritize ensuring accurate dispensing of medications. Double-check prescriptions before dispensing or delivery.
2. Offer consultations to answer patient questions and address concerns..

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

1. Inform patients when they arrive if there will be some waiting.
2. Stagger the appointment times for community services.
3. Consider displaying wait time information on screens

### Communication with Patients

1. Send patients copies of letters and/or emails explaining the next steps to patients adequately.
2. Explore offering live chat support during business hours for quick inquiries or appointment scheduling.

### Staff Capacity

1. Provide training on effective communication and patient care techniques.
2. Implement technology to streamline workflows and reduce administrative burdens..

### Communication Between Services

1. Consider establishing dedicated teams responsible for liaising with other services. These can ensure timely updates, address inquiries promptly, and act as a central point of contact..
2. Encourage patients to share relevant information they receive from other health services. This helps ensure a complete picture of their health and avoids duplication of tests or procedures..

# Appendix



# Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	25%	399
Woman (including trans woman)	53%	837
Non- binary	<1%	1
Other	-	-
Prefer not to say	<1%	6
Not Specified	22%	349
<b>Total</b>		<b>1592</b>

Age	Percentage %	No of Reviews
Under 18	<1%	9
18-24	2%	38
25-34	11%	170
35-44	17%	264
45-54	11%	172
55-64	13%	209
65-74	11%	179
75-84	7%	115
85+	2%	28
Prefer not to say	<1%	10
Not Specified	25%	398
<b>Total</b>		<b>1592</b>

Disability	Percentage %	No of Reviews
Yes	11%	168
No	63%	999
Prefer not to say	<1%	6
Not known	<1%	7
Not Specified	26%	412
<b>Total</b>		<b>1592</b>

Ethnicity	Percentage %	No of Reviews
White British	24%	381
Asian Indian	13%	207
Asian British	12%	190
Other White Background	6%	95
Other Asian/Asian British Background	5%	75
Asian Pakistani	3%	44
Asian Bangladeshi	1%	14
White Irish	3%	43
Arab	1%	13
Other Ethnic Group	1%	16
Black British	1%	25
Black Caribbean	<1%	10
Black African	2%	38
Mixed Black African and White	<1%	5
Other Black	<1%	8
Other Mixed Background	1%	13
Roma	-	-
Mixed Asian and White	<1%	2
Asian Chinese	<1%	6
Other Black British	<1%	7
Gypsy or Irish Traveller	<1%	1
Black Caribbean and White	-	-
Not Specified	25%	398
<b>Total</b>		<b>1592</b>

# Demographics

Long-term condition	Percentage %	No of Reviews
Yes	27%	436
No	44%	708
Prefer not to say	1%	18
Not known	1%	20
Not Specified	26%	410
<b>Total</b>		<b>1592</b>

Sexual Orientation	Percentage %	No of Reviews
Asexual	-	-
Bisexual	1%	15
Gay Man	<1%	4
Heterosexual/ Straight	35%	554
Lesbian / Gay woman	<1%	5
Pansexual	-	-
Prefer not to say	4%	59
Not known	-	-
Not Specified	60%	955
<b>Total</b>		<b>1592</b>

Pregnancy	Percentage %	No of Reviews
Currently pregnant	<1%	8
Currently breastfeeding	<1%	2
Given birth in the last 26 weeks	2%	33
Prefer not to say	<1%	4
Not known	1%	13
Not relevant	35%	553
Not Specified	61%	979
<b>Total</b>		<b>1592</b>

Religion	Percentage %	No of Reviews
Buddhist	1%	19
Christian	23%	365
Hindu	9%	141
Jewish	<1%	4
Muslim	12%	185
Sikh	7%	119
Spiritualism	<1%	2
Agnostic	-	-
No religion	17%	277
Prefer not to say	2%	35
Other religion	1%	19
Not Specified	26%	426
<b>Total</b>		<b>1592</b>

Unpaid Carer	Percentage %	No of Reviews
Yes	6%	89
No	41%	647
Prefer not to say	<1%	11
Not Specified	53%	845
<b>Total</b>		<b>1592</b>

# Demographics

Area of the borough	Percentage %	No of Reviews
Brentford & Isleworth	17%	267
Chiswick	5%	82
Feltham	14%	221
Great West Road	1%	21
Heart of Hounslow	28%	445
Other	3%	42
Outside of the Borough	5%	72
Prefer Not To Say	<1%	4
Not Specified	28%	438
<b>Total</b>		<b>1592</b>

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	<1%	1
Not in employment & Unable to work	4%	56
Not in Employment/ not actively seeking work – retired	13%	211
Not in Employment (seeking work)	<1%	9
Not in Employment (Student)	<1%	12
On maternity leave	2%	31
Paid: 16 or more hours/week	24%	382
Paid: Less than 16 hours/week	2%	36
Prefer not to say	<1%	10
Not Specified	53%	844
<b>Total</b>		<b>1592</b>





# healthwatch

Hounslow

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