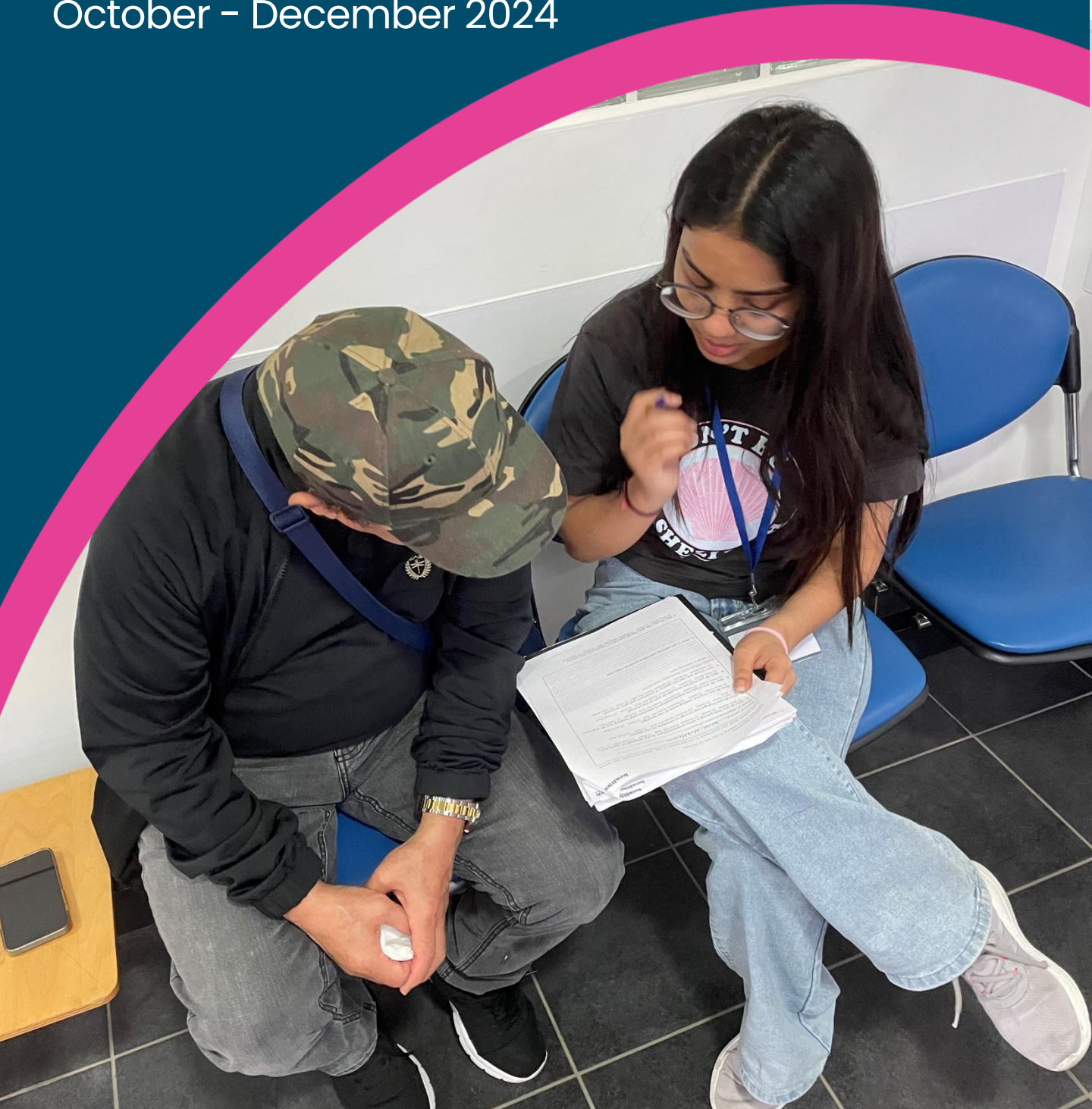


# Q3 Patient Experience Report

Healthwatch Hounslow  
October – December 2024



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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.

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## 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

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

**Between October and December 2024, we continued to develop our PEP by :**

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

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# 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.

# Q3 Snapshot

This section provides a summary of the experiences we collected during October – December 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)



## 1,219 reviews

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

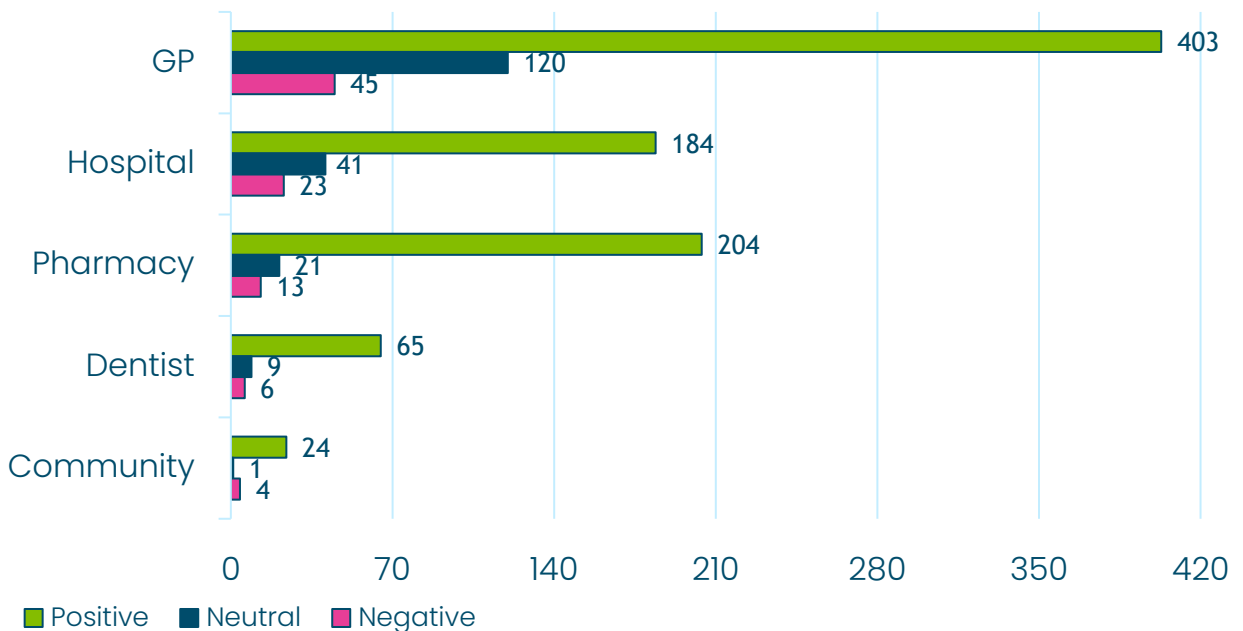
## 52 visits

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	568	71%
Hospital	248	74%
Pharmacy	238	86%
Dentist	80	81%
Community Services	29	83%

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 2024-25. 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)	71% (403)	
Hospital	68% (223)	74% (204)	74% (184)	
Pharmacy	84% (231)	87% (205)	86% (204)	
Dentist	81% (90)	86% (72)	81% (65)	
Community Services	82% (32)	88% (49)	83% (24)	
Optician	86% (31)	89% (16)	76% (16)	
Emergency Services	71% (22)	78% (14)	82% (23)	

### What does this tell us?

- While Emergency services saw a slight improvement, no other service category improved compared to last quarters. Hospital services maintained the gains observed in Q2 compared to Q1. Similarly, Pharmacy services showed almost consistent performance.
- However, three service categories experienced small declines of 5-6% between Q3 and Q2. GP services reached their lowest satisfaction levels in the past three quarters. Dental services, on the other hand, showed identical results to Q1, and Community services mirrored their Q1 performance.
- In contrast, optician services saw a significant 13% decline between Q2 and Q3, representing the most substantial drop in patient satisfaction across all categories.

# Experiences of GP Services



# What people told us about GP Services

"I've been with the same practice, and they are always really helpful when you phone. The doctors have always been very helpful."

"I've been coming here a long time, and I've always had the best support from the doctors. They are always polite and helpful."

"They are very helpful and communicate well with me. They show sympathy and do not make me feel uncomfortable."

"Communication is good, very attentive. They are very friendly and make me feel safe. Very efficient service. Professional."

"The staff are very communicative. The doctor is very understanding and helpful"

"Sometimes have to wait three days after using the app. Phone appointment quality depends on the problem, I prefer face to face."

"Takes too long to get through on the phone. Wait a long time to get an appointment, and difficult to get an emergency appointment."

"More provision of face-to-face appointment and better access to booking an appointment."

"Sometimes the wait to get an appointment can be long sometimes, they are super busy. On the phone, the option for booking appointments is the 3rd so you have to wait."

"Takes a long time to get through on the phone; the line can suddenly disconnect. Treatment should be more thorough and careful, especially when something is wrong."





# GP Services Summary Findings

# What has worked well?

Below is a list of the key positive aspects relating to GP practices between October – December 2024



## Quality of Health Professionals

Analysis of patient feedback reveals that the level of care provided by GPs received the highest positive ratings, with 84% of comments expressing satisfaction. This figure is consistent with the Q2 (84%) and closely aligns with the both Q1 and Q4(2023-2024) (82%).Overall patient perceptions of the care provided by health practitioners remain positive..



## Staff Suitability

Our findings this quarter indicates a high level of satisfaction with the quality of GP staff, with 81% of patients expressing positive views. While this figure is comparable to the Q2 (78%), it represents a substantial decrease from the Q1 (90%) and Q4 (89%). Despite this trend, the majority of patients to perceive the quality of staff at their GP surgery as good.



## Quality of Treatment

This quarter, 65% of patient feedback reflected a high quality of treatment. This marks a slight decline from previous quarters, with 69% reporting positively in Q2 and 70% in Q1. Despite this decrease, the overall patient sentiment remains positive, indicating that GP surgeries continue to provide a high standard of care.



## Staff Attitudes

60% of patient responses regarding this theme during the last quarter were positive. This represents a notable decrease compared to previous quarters, with positive ratings of 79% in Q2, 70% in Q1, and 72% in Q4. While patient satisfaction has fluctuated over the past year, positive interactions with practice staff remain the overall experience for most patients.



## Communication with Patients

This quarter, 51% of patient feedback on this theme was positive, marking a substantial improvement from Q2 (33%). However, it reflects a decline from Q1 (60%) and remains close to Q4's 53%. While satisfaction levels have fluctuated, the findings indicate an overall improvement in patient perceptions of communication compared to the previous quarter.

# What could be improved?

Below is a list of the key areas for improvement relating to GP practices between October – December 2024



## Getting Through On The Telephone

This theme received the highest level of negative feedback, with 71% of patient responses expressing dissatisfaction. While this represents an improvement from previous quarters (Q2: 76%, Q1: 85%, Q4: 81%), the findings indicate that patients continue to face significant challenges when trying to contact the practice.



## Waiting Times (Punctuality and Queueing on Arrival)

76% of patient responses reflected dissatisfaction with this theme. While this represents a significant improvement from Q2 (87%) and Q4 (81%), it remains higher than the 71% recorded in Q1. Although there has been progress in reducing patient dissatisfaction with appointment delays, overall sentiment remains negative and has not yet returned to the levels observed earlier.



## Booking Appointments

Our analysis this quarter found that 57% of patient feedback on this theme was negative. This figure remains largely unchanged from Q2 (56%) but shows improvement compared to Q1 (65%) and Q4 (69%). While there has been some progress, a significant number of patients continue to experience difficulties with the appointment booking process.



## Appointment Availability

This theme was the most frequently discussed theme this quarter, with 177 reviews received. Of these, 55% expressed dissatisfaction, representing a slight improvement compared to Q2 (59%) and Q1 (65%). However, this figure is identical to the 55% rate recorded in Q4. Despite this progress, patient frustration with accessing appointments persists.



## Quality of Telephone Consultation

Patient feedback on this theme showed 54% dissatisfaction this quarter. Responses have fluctuated across previous quarters, with negativity peaking at 72% in Q2, compared to 53% in Q1 and 49% in Q4. While some improvement is evident, our findings highlight inconsistencies in patient experiences with telephone consultations, especially when they believe their concerns require face-to-face 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

## Telephone Accessibility

1. Implement a robust telephone system with call-back options and clear navigation.
2. Offer secure online messaging/email for non-urgent inquiries.
3. Train staff on effective telephone communication.
4. Ensure adequate staffing to manage call volume and patient demand.

## Appointment Waiting Times

1. Offer patients realistic and transparent waiting time estimates.
2. Optimise appointment scheduling to reduce unnecessary delays.

## Appointment Availability and Booking

1. Offer flexible appointment options and make residents aware of them (e.g. extended hours, phone/video consultations).
2. Implement intuitive online booking systems with appointment management features (e.g. rescheduling and cancellations.).
3. Clearly communicate consultation types (in-person, telephone, video) and the benefits of the type.
4. Promote self-care and pharmacy services for minor ailments to reduce non-urgent GP visits.

## Telephone Consultations

1. Develop clear guidelines for assessing when in-person consultations are necessary.
2. Train staff in remote consultation best practices to ensure patient concerns are fully addressed.



# GP Services

## Full data set

# GP Services

No. of Reviews	568 (relating to 48 GP practices)
Positive	71%
Negative	8%
Neutral	21%



## 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:

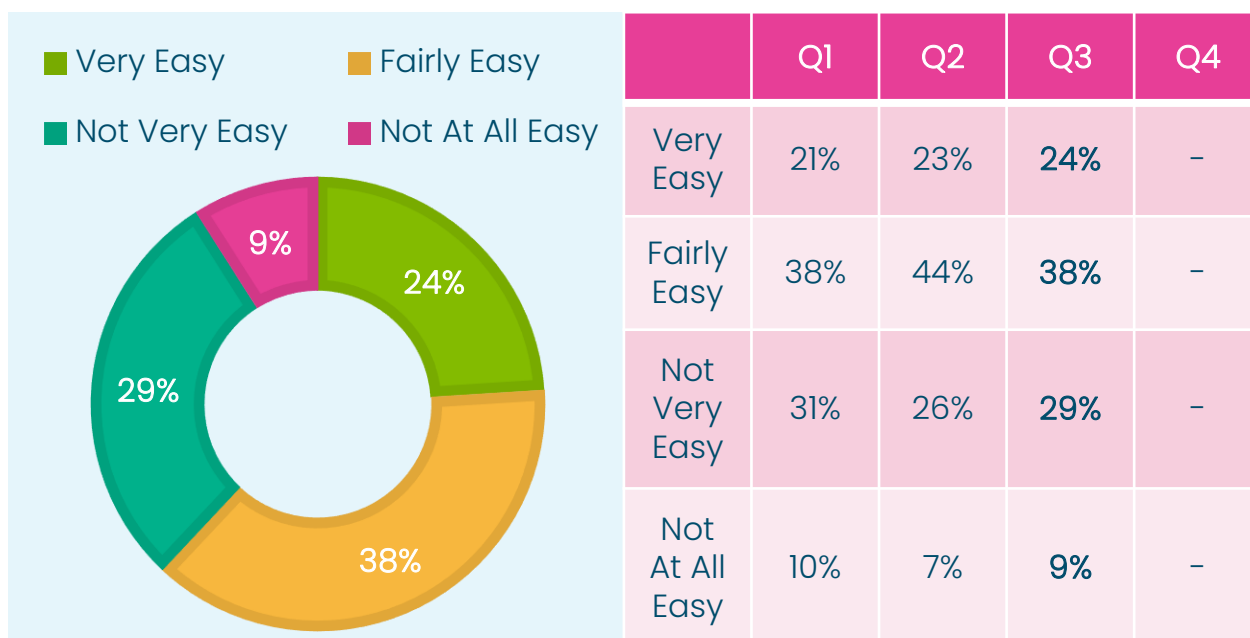
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the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

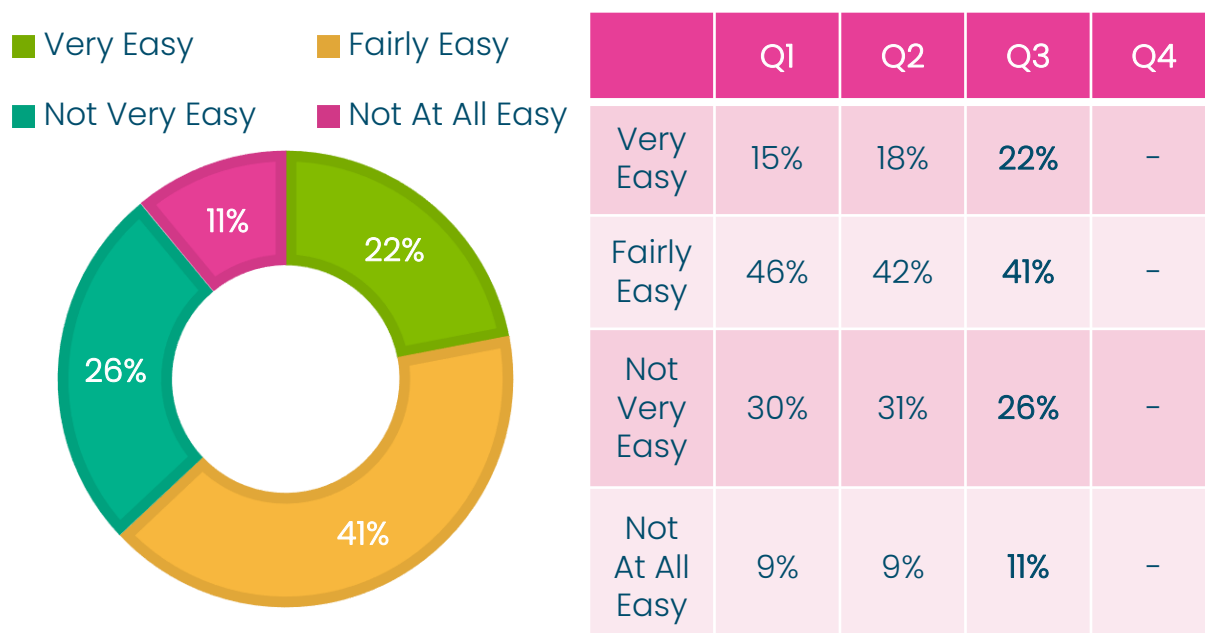
Participants were asked to choose between 1-5\* (Very Poor – Very Good)

# Access and Quality Questions

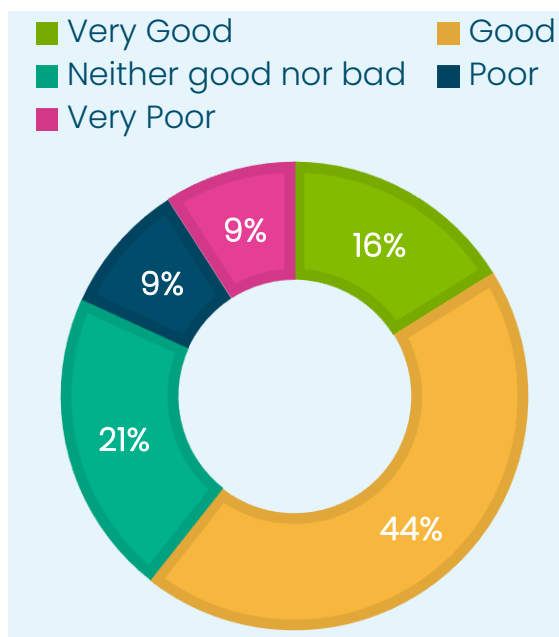
## Q1) How do you find getting an appointment?



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

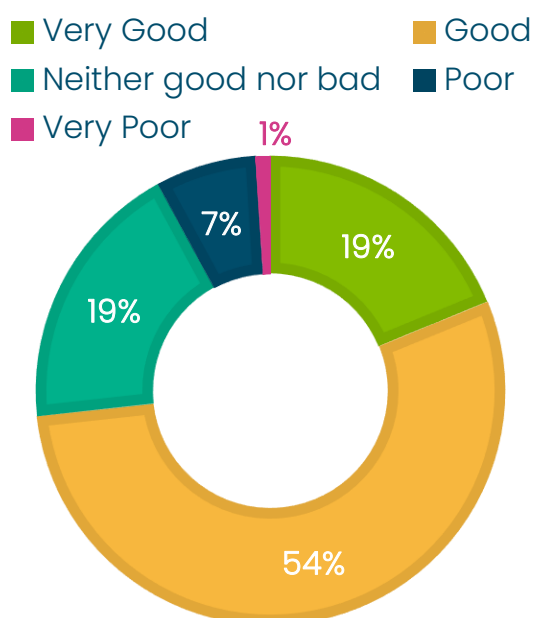


### Q3) How do you find the quality of online consultations?



	Q1	Q2	Q3	Q4
Very Good	17%	27%	16%	-
Good	45%	39%	44%	-
Neither good nor bad	26%	19%	21%	-
Poor	7%	9%	9%	-
Very Poor	5%	6%	9%	-

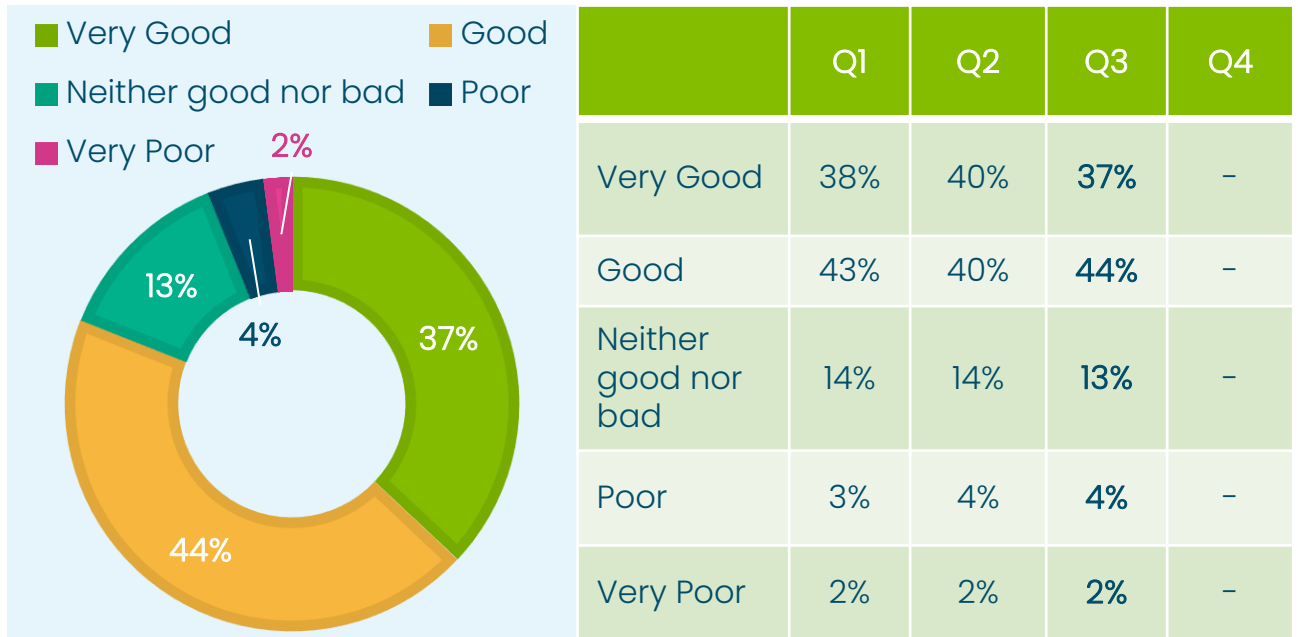
### Q4) How do you find the quality of telephone consultations?



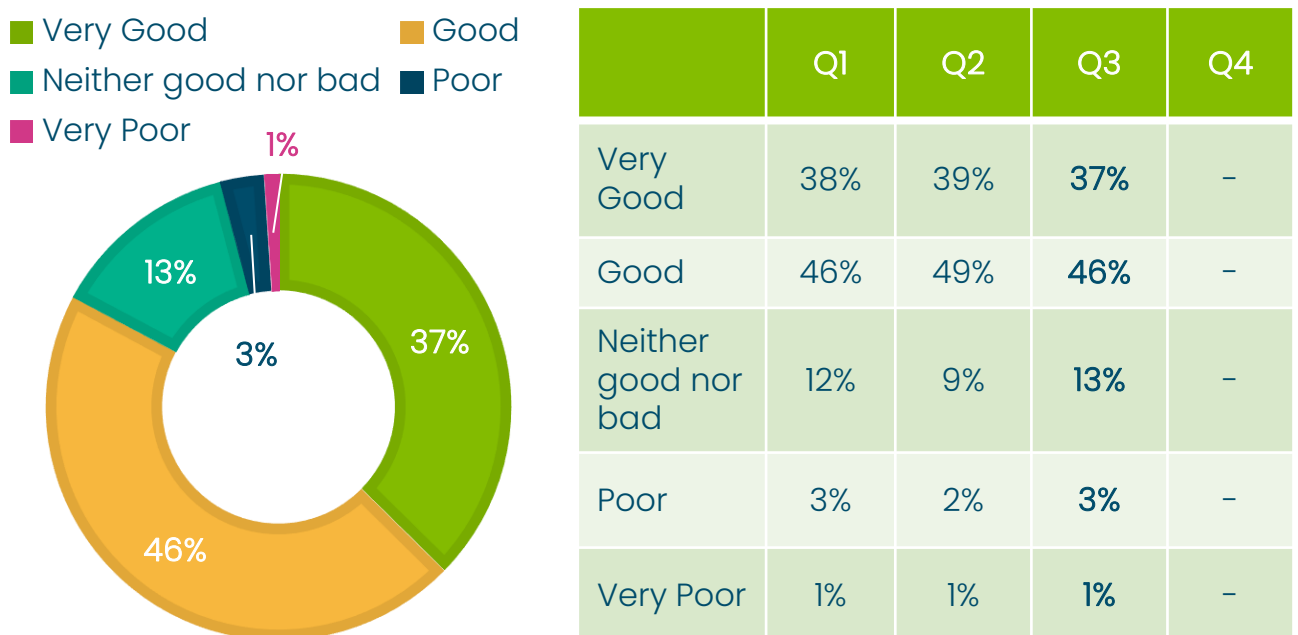
	Q1	Q2	Q3	Q4
Very Good	25%	23%	19%	-
Good	51%	52%	54%	-
Neither good nor bad	17%	18%	19%	-
Poor	5%	5%	7%	-
Very Poor	2%	2%	1%	-



### Q5) How did 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 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 October and December 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	71 (40%)	9 (5%)	97 (55%)	177
Booking Appointments	51 (38%)	6 (5%)	76 (57%)	133
Getting Through on The Phone	24 (19%)	14 (11%)	91 (70%)	129
Staff Attitudes	48 (60%)	5 (34%)	27 (6%)	80
Quality of Staff (Health Professionals)	67 (84%)	1 (1%)	12 (15%)	80
Quality of Treatment	49 (65%)	1 (1%)	25 (33%)	75
Quality of Telephone Consultations	27 (42%)	3 (5%)	35 (54%)	65
Communication with Patients	27 (51%)	1 (2%)	25 (47%)	53
Staff Suitability	43 (81%)	2 (4%)	8 (15%)	53
Waiting Times and Queueing on Arrival	10 (20%)	2 (4%)	38 (76%)	50

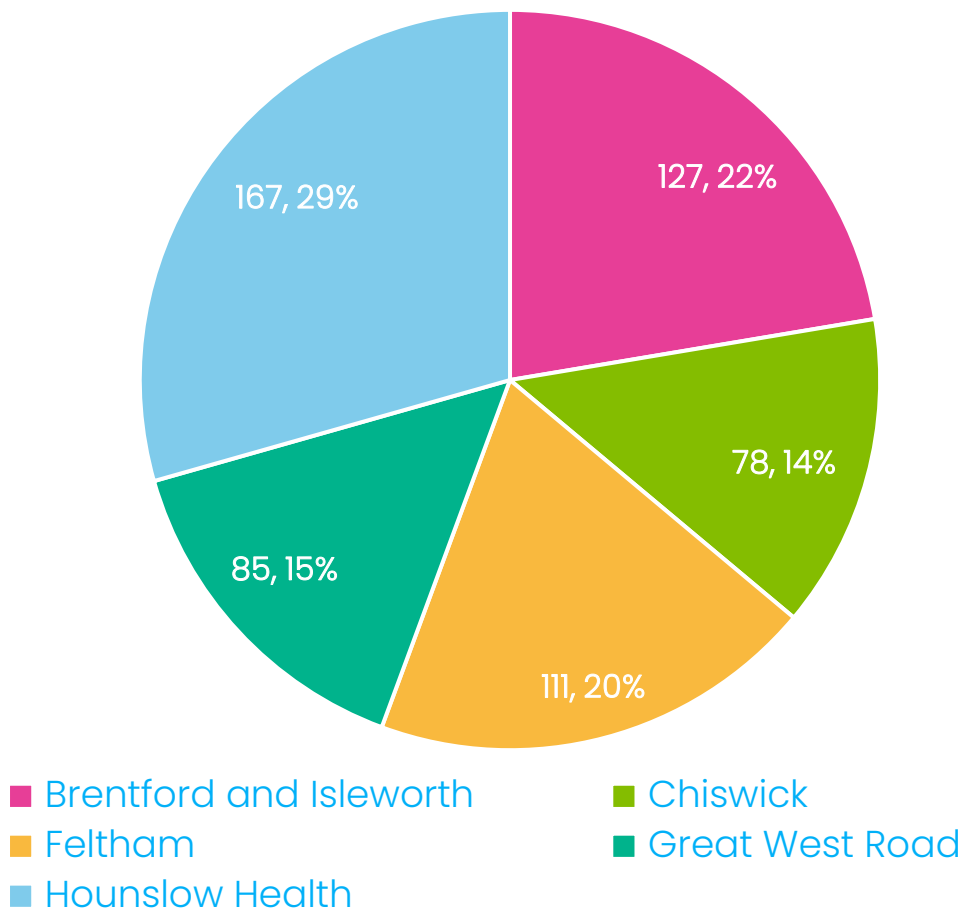
## Primary Care Networks

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
- Hounslow Health

Between October and December, the PCNs which received the most reviews were Hounslow Health, Brentford & Isleworth and Feltham. Compared to last quarter, there has been an increase of reviews collected from services in Great West Road and Chiswick.

### 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
<b>Brentford &amp; Isleworth</b> No of reviews: 127	2.7	2.8	3.3	3.8	4.1	4.1
<b>Chiswick</b> No of reviews: 78	2.5	2.5	2.9	3.8	4.3	4.2
<b>Feltham</b> No of reviews: 111	2.6	2.8	3.4	3.8	4.1	4.1
<b>Great West Road</b> No of reviews: 85	2.9	2.7	3.8	3.8	4	4.1
<b>Hounslow Health</b> No of reviews: 167	2.9	2.8	3.8	3.9	4.2	4.2

## 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: 127	3.9	1. Appointment Availability	1. Appointment Availability
		2. Quality of Health Professionals	2. Getting Through on The Telephone
		3. Quality of Treatment	3. Booking Appointments
Chiswick No of reviews: 78	3.8	1. Staff Attitudes	1. Booking Appointments
		2. Appointment Availability	2. Appointment Availability
		3. Quality of Health Professionals	3. Online Consultations
Feltham No of reviews: 111	3.9	1. Quality of Health Professionals	1. Getting Through on the Telephone
		2. Appointment Availability	2. Appointment Availability
		3. Booking Appointments	3. Booking Appointments
Great West Road No of reviews: 85	3.8	1. Booking Appointments	1. Appointment Availability
		2. Quality of Health Professionals	2. Booking Appointments
		3. Quality of Treatment	3. Getting Through on the Telephone
Hounslow Health No of reviews: 167	3.9	1. Appointment Availability	1. Getting Through on the Telephone
		2. Quality of Health Professionals	2. Appointment Availability
		3. Booking Appointments	3. Booking Appointments

## 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 financial quarters.

### Positive Issues

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

### Negative issues

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

## 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.



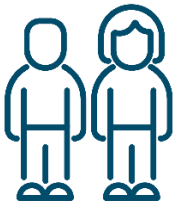
### Gender

This quarter, 65% of men reported positive experiences, reflecting a slight drop from the 71% average. Meanwhile, women showed a minor increase, reaching 75%. Negative responses were similar across genders, at 10% and 7%, respectively.



### Age

Among age groups with at least 20 reviews, 75–84-year-olds had the highest positive experience rate at 80%, followed by 65–74 at 77%, 55–64 at 72%, and 35–44 at 69%. The 45–44 age group reported the most negative reviews at 14%.



### Ethnicity

The largest group of patients reporting positive GP experiences were Asian Indian (79%), Asian Pakistani (74%), and White British Background (74%). These were the highest percentages among ethnicities with over 15 reviews. However, Black African Background residents had the highest negative sentiment at 15%.



### Long Term Condition & Disability

This quarter, among patients who responded “Yes” to having a long-term health condition, 66% reported a positive experience, marking a clear decline from last quarter’s 76%. Similarly, for those who responded “Yes” to having a disability, 60% had positive experiences, a significant drop from 73% last quarter.

# Experiences of Hospital Services





# What people told us about Hospitals

"They are a good service, the doctors care about my health and put pressure on the GP to get me the regular tests that I'm meant to have."

"The nursing staff seem helpful and have a good attitude. When you see a consultant, they are some of the best in the country, I am sure."

"Once you are in, they do everything properly."

"They are under enormous pressure. They've always been terrific. They are very responsive, and they have lots of empathy. They communicate extremely well, and the staff are pleasant."

"I've had to go there for my asthma, once you see them, they're really good. They are always nice, polite, caring and kind. They always apologise for the amount of time you wait. The care is good."

"The communication got back to the GP, but it was not straightforward. I had to wait a bit."

"It is too long waiting for your turn, when I went there a few months ago."

"I find normally you get the same time as everyone else there so you could be sitting there for an hour so it varies how long you might be waiting."

"The waiting time is quite long. They need more staff to meet patient demand. There has been no communication between the hospital and GP."

"It is so busy, so if we are told to come here by the doctor, we wait for 6 hours to be seen. Also, since the summer I have to see a cardiologist here as follow-up, but I have to wait until January for the appointment."



Hospital  
Services  
Summary  
Findings

# What has worked well?

Below is a list of the key positive aspects relating to hospitals between October – December 2024.



## Staff Attitudes

Positive feedback dominated this theme this quarter, with 90% of comments expressing satisfaction. This reflects an increase from the 85% positive rating in Q2 and a substantial rise compared to Q1 (72%) and Q3 (73%). This upward trend in positive feedback over the past few quarters clearly demonstrates increasingly positive patient interactions with hospital staff.



## Quality of Health Professionals

Patient satisfaction with hospital care reached 83% this quarter, reflecting a significant improvement from Q1 (78%) and Q4 (76%), as well as from Q2's 70%. This upward trend is encouraging and indicates that hospital healthcare professionals continue to provide high-quality care.



## Quality of Treatment and Care

This quarter, 81% of patient feedback regarding this theme was positive. While this represents a slight decline from Q2 (86%), it shows small improvements compared to Q1 (77%) and Q4 (79%). Despite some fluctuations in patient responses over recent quarters, the majority of patients continue to report receiving high-quality care at hospitals.



## Treatment Experience

Analysis of patient feedback this quarter shows a 62% positive rating for this theme. This represents a substantial improvement compared to Q2, which saw only 48% positive feedback. However, this current figure is still lower than the ratings recorded in Q1 (83%) and Q4 (77%), demonstrating some fluctuation in patient sentiment. Despite these variations, the overall perception of hospital care among patients remains positive.



## Management of Service

This quarter, 74% of patient feedback regarding this theme was positive, representing a significant decline from the 86% observed in Q2. Despite this decrease, the results still indicate that patients are generally satisfied with the management of the hospitals they visit.

# What could be improved?

Below is a list of the key areas for improvement relating to hospitals between October – December 2024.



## Communication Between Services

This theme received the highest level of negative feedback among the top themes, with 72% of comments expressing dissatisfaction. While this is an improvement compared to Q1, where negative responses were at 79%, it remains similar to the figures observed in Q2 (71%) and Q4 (70%). Despite these fluctuations, inefficient communication between GP surgeries and hospitals continues to be a major concern for patients.



## Waiting Times (Punctuality and Queueing on Arrival)

This theme garnered the most attention from patients, with 131 comments received this quarter. Of these, 61% were negative, a finding consistent with previous quarters: 62% negative in Q2, 62% in Q1, and 59% in Q4. These results indicate a persistent lack of improvement in patient experiences regarding delays, particularly for those attending A&E services.



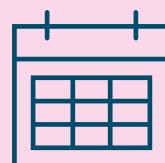
## Getting Through on the Telephone

For this quarter, 63% of reviews expressed dissatisfaction with this theme. While this marks a significant improvement compared to Q2 (94%) and Q4 (86%), the level of dissatisfaction remains considerable. Despite the progress, many patients continue to express frustration with the process of contacting the hospital by phone.



## Waiting for Appointments/ Waiting Lists

This quarter, 60% of patient reviews expressed dissatisfaction with this theme. While this represents a significant improvement compared to Q2 (89%) and Q4 (81%), it falls short of the Q1 figure (53%). Despite this progress in reducing negative feedback, the findings suggest that the majority of patients continue to be dissatisfied with the length of time they wait for hospital appointment referrals.



## Appointment Availability

This theme received 57% negative comments, which is consistent with Q2 (59%) and Q1 (54%). However, it represents a marked improvement compared to Q4, when 71% of feedback was negative. Despite the progress, our findings indicate that a significant number of patients remain dissatisfied with the time intervals between appointments, feeling that the current waiting periods are too long to meet their needs.

# 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

## Communication Between Services

1. Establish clear communication practices & information sharing systems.
2. Implement electronic systems for efficient and timely information transfer and facilitate coordinated care.
3. Conduct follow-ups to confirm information receipt.

## Appointment Waiting Times

1. Increase staff levels during peak hours to manage patient demand effectively.
2. Implement staggered appointment scheduling to minimise waiting room congestion.
3. Set clear expectations by informing patients of potential delays upon arrival.

## Telephone Accessibility

1. Upgrade telephone systems with call-back options and clearer menu navigation.
2. Offer alternative contact methods (e.g., email, online chat/chatbot) for non-urgent inquiries..

## Referrals Availability and Appointment Booking

1. Offer flexible appointment options (e.g. phone/video consultations, evening and weekend slots).
2. Introduce a tracking system to update patients on the status of their referrals.
3. Streamline the referral process to reduce delays and improve access to specialist care.

# Hospital Services

Full data set

# Hospital Services

No. of Reviews	248 (relating to 9 hospitals)
Positive	74%
Negative	9%
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 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?

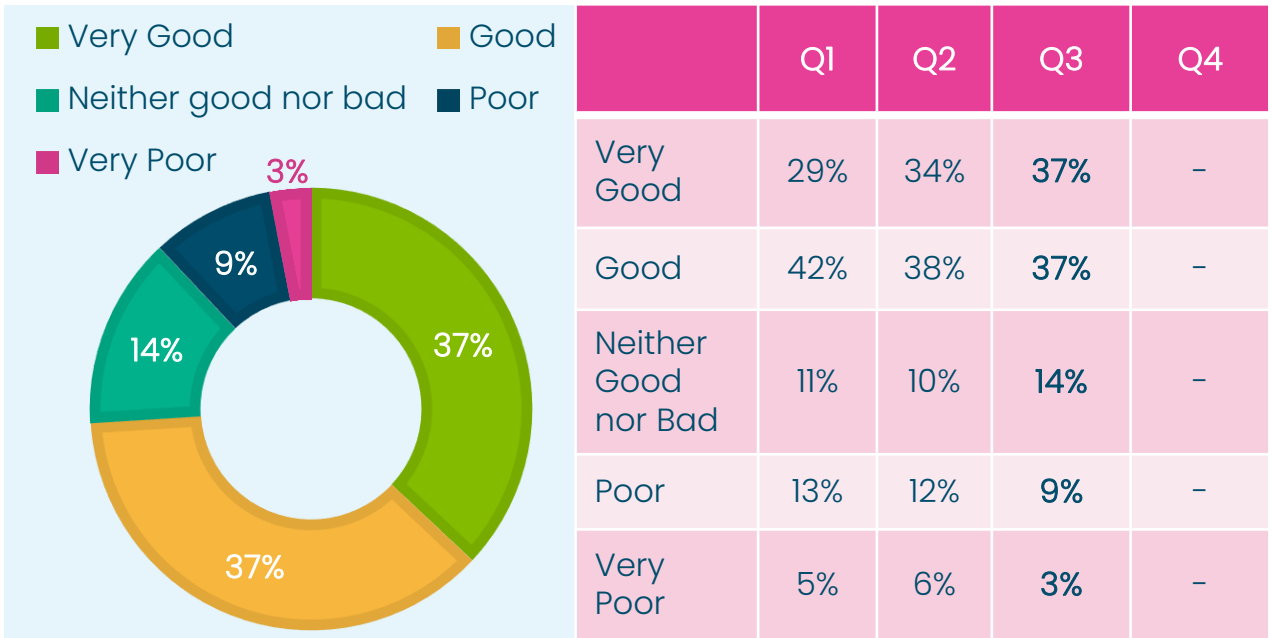
Q5) How do you think the communication is between your hospital and GP practice?

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

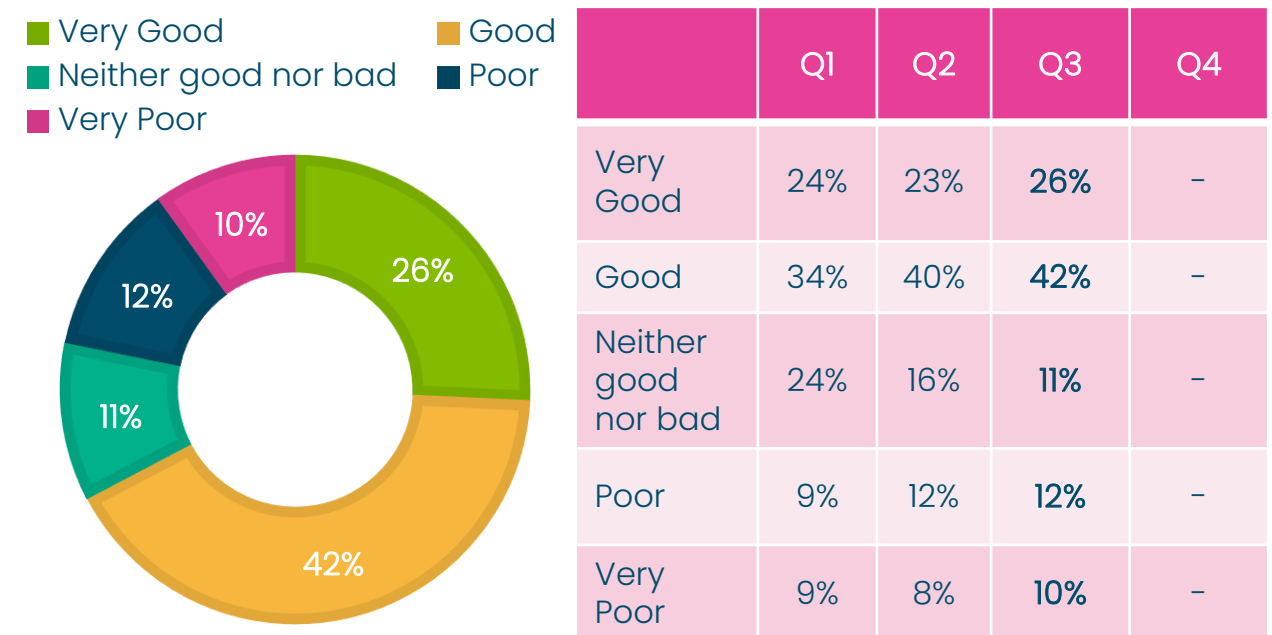
Participants were asked to choose between 1-5\* (Very Poor – Very Good) for all questions.

# Access and Quality Questions

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

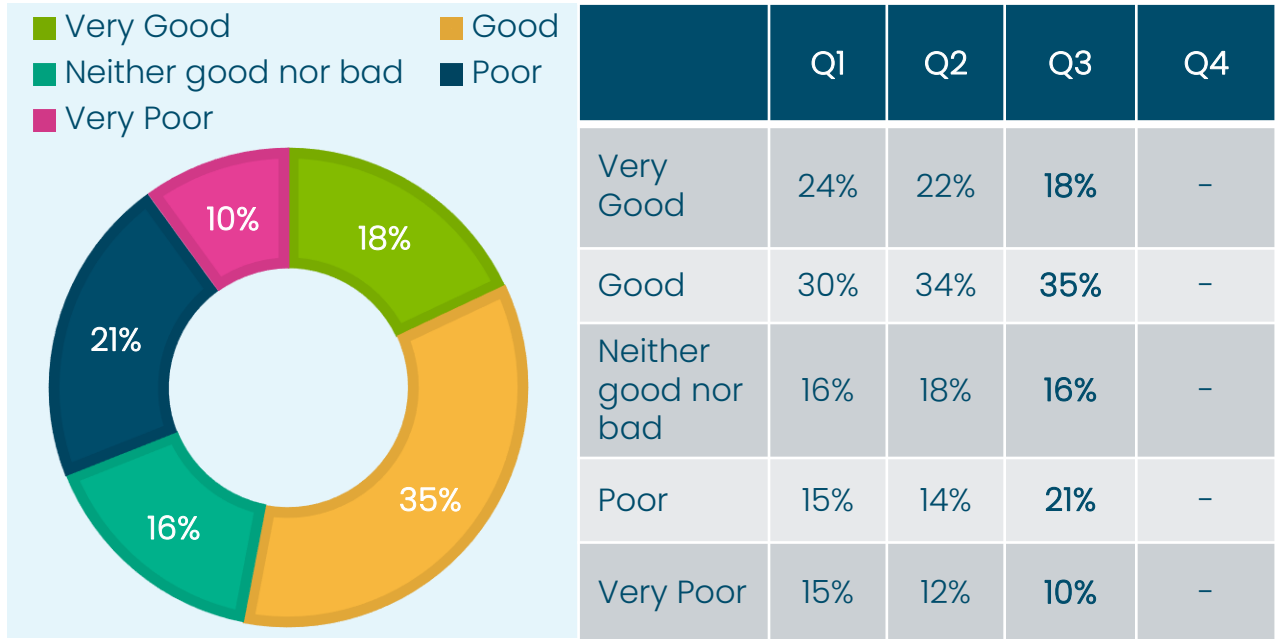


Q2) How do you find getting through to someone on the phone?

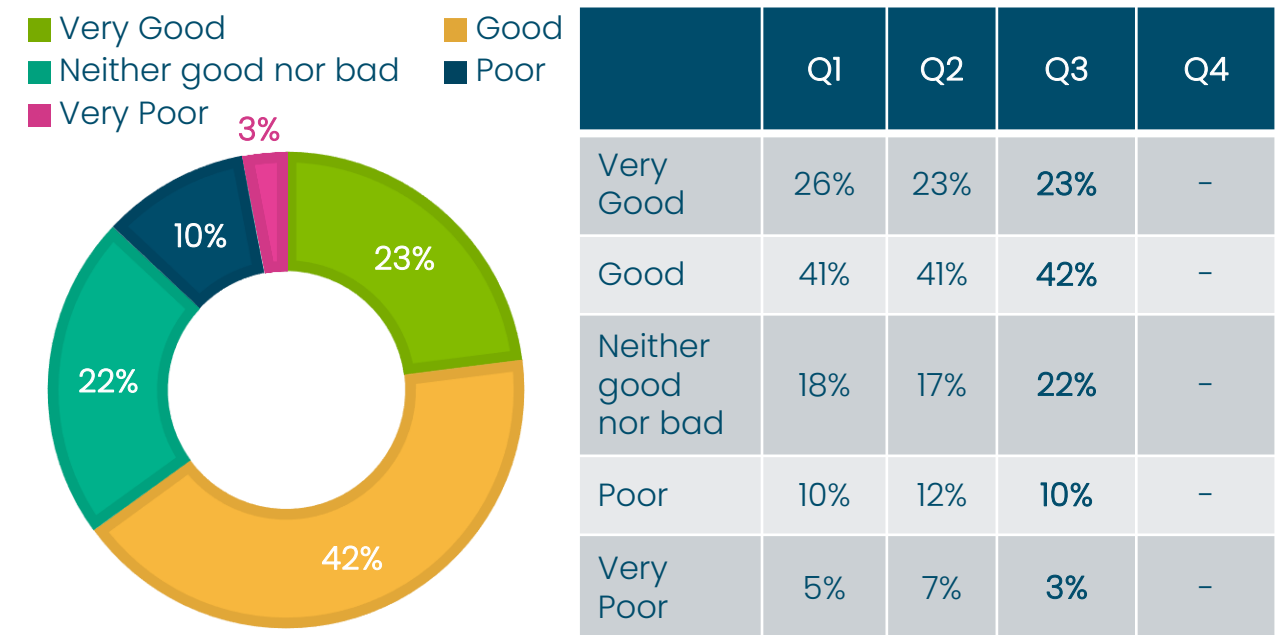




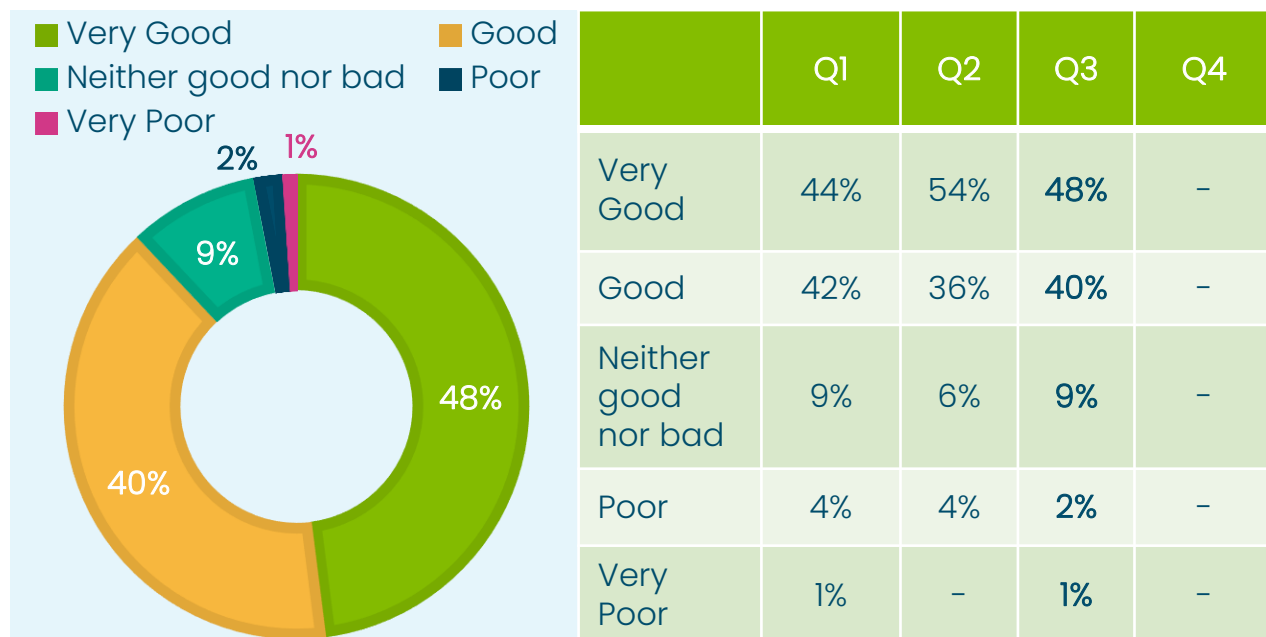
### Q3) How do you find the waiting times at the hospital?



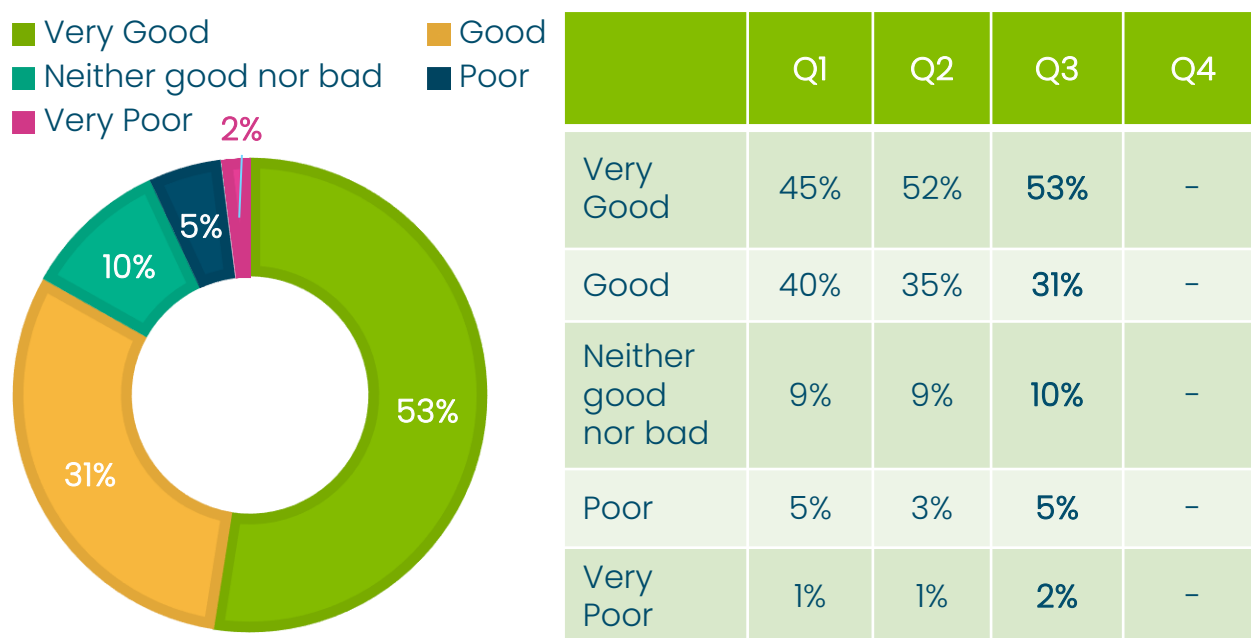
### Q4) How do you think the communication is between your hospital and GP practice?



## 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 October and December 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	42 (32%)	9 (7%)	80 (61%)	131
Quality of Treatment	39 (82%)	4 (8%)	5 (10%)	48
Staff Attitudes	43 (90%)	1 (2%)	4 (8%)	48
Communication Between Services	8 (25%)	1 (3%)	23 (72%)	32
Quality of Health Professionals	24 (83%)	2 (7%)	3 (10%)	29
Appointment Availability	10 (43%)	-	13 (57%)	23
Treatment Experience	13 (62%)	3 (14%)	5 (24%)	21
Waiting Lists/ Times for Appointments	8 (40%)	-	12 (60%)	20
Management of Service	14 (74%)	1 (5%)	4 (21%)	19
Getting Through on The Telephone	6 (38%)	-	10 (63%)	16

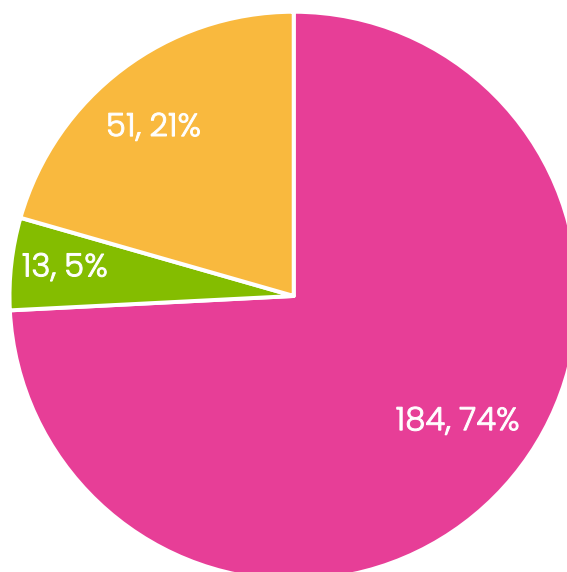
## Hospital Trusts

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 October and December, the services which received the most reviews were West Middlesex University Hospital and Charing Cross Hospital. This is similar to what we found last quarter, when West Middlesex Hospital had the most reviews.

### Total Reviews per Hospital



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

In order to understand the variance of experience across the hospitals we have compared the ratings given for access and quality covered in the previous section. 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
<b>West Middlesex University Hospital</b> No of reviews: 184	3.9	3.7	3.2	3.7	4.2	4.2
<b>Charing Cross Hospital</b> No of reviews: 13	4.4	3.2	3.7	3.3	4.3	4.5
<b>Other Hospitals Outside the Borough</b> No of reviews: 51	4	3.6	3.7	3.8	4.6	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: 184	3.9	1. Waiting Times and Queueing on Arrival	1. Waiting Times and Queueing on Arrival
		2. Staff Attitudes	2. Communication Between Services
		3. Quality of Treatment	3. Appointment Availability
Other Hospitals Outside the Borough No of reviews: 51	4.3	1. Staff Attitudes	1. Waiting Times and Queueing on Arrival
		2. Waiting Times and Queueing on Arrival	2. Waiting Lists/Times for Appointments
		3. Quality of Treatment	3. Appointment Cancellation

## 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 financial quarters.

### Positive Issues

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

### Negative issues

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

## Equalities Snapshot

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



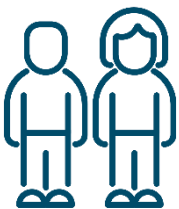
### Gender

This quarter, 78% of men reported a positive experience at hospitals, similar to last quarter's 77%. Likewise, women shared comparable sentiments, with 75% positive experiences this quarter compared to 74% last quarter.



### Age

Over 20 reviews were collected from groups; the 75-84-year-olds had the highest positive reviews at 92%. Next were the 65-74-year-olds with 87% positive feedback, followed by 55-64-year-olds with 80%, and 35-44-year-olds with 73% positive reviews.



### Ethnicity

This quarter, the highest number of reviews came from hospital patients of White British (61), Asian Indian (46), and Other White background (29). White British had 92% positive reviews, a clear improvement from 75% last quarter. Asian Indian had 71% positive reviews, a significant decline from last quarter (85%). Other White reviews stood at 55%.



### Disability and Long-Term Conditions

Patients who identified as disabled (35) provided 77% positive reviews, a significant improvement from last quarter's 69%. Patients with long-term conditions (81) had 79% positive reviews, similar to last quarter's 76% positive feedback.

# Appendix





## No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	403 (71%)	120 (21%)	45 (8%)	568
Hospital	184 (74%)	41 (17%)	23 (9%)	248
Pharmacy	204 (86%)	21 (9%)	13 (5%)	238
Dentist	65 (81%)	9 (11%)	6 (8%)	80
Community Health	24 (83%)	1 (3%)	4 (14%)	29
Optician	16 (76%)	3 (14%)	2 (10%)	21
Emergency	23 (82%)	2 (7%)	3 (11%)	28
Mental Health	1 (100%)	-	-	1
Other	2 (33%)	1 (17%)	3 (50%)	6
<b>Overall Total</b>	<b>922</b>	<b>198</b>	<b>99</b>	<b>1219</b>

# Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	26%	318
Woman (including trans woman)	59%	723
Non- binary	<1%	1
Other	-	-
Prefer not to say	-	-
Not Provided	15%	177
<b>Total</b>		1219

Age	Percentage %	No of Reviews
Under 18	1%	12
18-24	3%	37
25-34	10%	125
35-44	18%	217
45-54	16%	189
55-64	10%	119
65-74	13%	160
75-84	9%	115
85+	2%	19
Prefer not to say	<1%	3
Not Provided	18%	223
<b>Total</b>		1219

Disability	Percentage %	No of Reviews
Yes	11%	137
No	68%	827
Prefer not to say	<1%	6
Not known	<1%	7
Not Provided	20%	242
<b>Total</b>		1219

Ethnicity	Percentage %	No of Reviews
White British	24%	287
White Irish	<1%	8
Gypsy or Irish Traveller	-	-
Roma	-	-
Other White Background	10%	121
Asian Indian	16%	196
Asian Pakistani	4%	51
Asian Bangladeshi	1%	12
Asian Chinese	<1%	3
Asian British /Other Asian	12%	145
Black British /Other Black	1%	14
Black Caribbean	1%	15
Black African	4%	45
Mixed Asian and White	<1%	5
Mixed Black African and White	<1%	4
Mixed Black Caribbean and White	<1%	4
Other Mixed/ Multiple Ethnic Groups	2%	19
Arab	1%	17
Other Ethnic Group	2%	21
Not Provided	21%	252
<b>Total</b>		1219

# Demographics

Long-term condition	Percentage %	No of Reviews
Yes	30%	362
No	48%	583
Prefer not to say	1%	13
Not known	2%	21
Not Provided	19%	240
<b>Total</b>		1219

Sexual Orientation	Percentage %	No of Reviews
Asexual	<1%	3
Bisexual	1%	11
Gay Man	1%	14
Heterosexual/ Straight	63%	771
Lesbian / Gay woman	<1%	1
Pansexual	-	-
Prefer not to say	9%	104
Not known	-	-
Not Provided	25%	315
<b>Total</b>		1219

Pregnancy	Percentage %	No of Reviews
Currently pregnant	1%	11
Currently breastfeeding	4%	45
Given birth in the last 26 weeks	<1%	9
Prefer not to say	<1%	2
Not known	<1%	8
Not relevant	37%	452
No	30%	363
Not Provided	27%	329
<b>Total</b>		1219

Religion	Percentage %	No of Reviews
Buddhist	-	-
Christian	29%	357
Hindu	6%	79
Jewish	<1%	3
Muslim	17%	202
Sikh	7%	90
Spiritualism	<1%	7
Other religion	<1%	9
No religion	15%	181
Prefer not to say	3%	39
Not Provided	21%	252
<b>Total</b>		1219

Unpaid Carer	Percentage %	No of Reviews
Yes	12%	141
No	65%	788
Prefer not to say	<1%	1
Not Provided	24%	289
<b>Total</b>		1219

# Demographics

Area of the borough	Percentage %	No of Reviews
Brentford & Isleworth	19%	234
Chiswick	6%	73
Feltham	17%	212
Great West Road	3%	41
Heart of Hounslow	23%	275
Other	5%	56
Outside of the Borough	4%	53
Prefer Not To Say	<1%	2
Not Provided	21%	273
<b>Total</b>		1219

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	<1%	8
Not in employment & Unable to work	8%	103
Not in Employment/ not actively seeking work – retired	25%	300
Not in Employment (seeking work)	2%	21
Not in Employment (Student)	1%	14
On maternity leave	2%	28
Paid: 16 or more hours/week	32%	386
Paid: Less than 16 hours/week	4%	43
Prefer not to say	1%	16
Not Provided	24%	300
<b>Total</b>		1219

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# healthwatch

Hounslow

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