

Q4 Patient Experience Report

Healthwatch Hounslow
January – March 2025



Contents

Introduction	3
Layout of the report	4
Q4 Snapshot	5
Yearly Comparison	6
Experiences of GP Services	7
• GP Services – Summary Findings	9
• GP Services – Full data set	13
Experiences of Hospital Services	24
• Hospital Services – Summary Findings	26
• Hospital Services – Full data set	30
Appendix	40

Introduction

Patient Experience Programme

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

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

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

Methodology



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



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



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



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

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

Between January and March 2025, we continued to develop our PEP by :

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

Layout of the report

This report is broken down into three key sections:

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

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

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

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

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

How we use our report

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

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

Additional Deep Dives

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

Q4 Snapshot

This section provides a summary of the experiences we collected during January–March 2025 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)



1,157 reviews

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

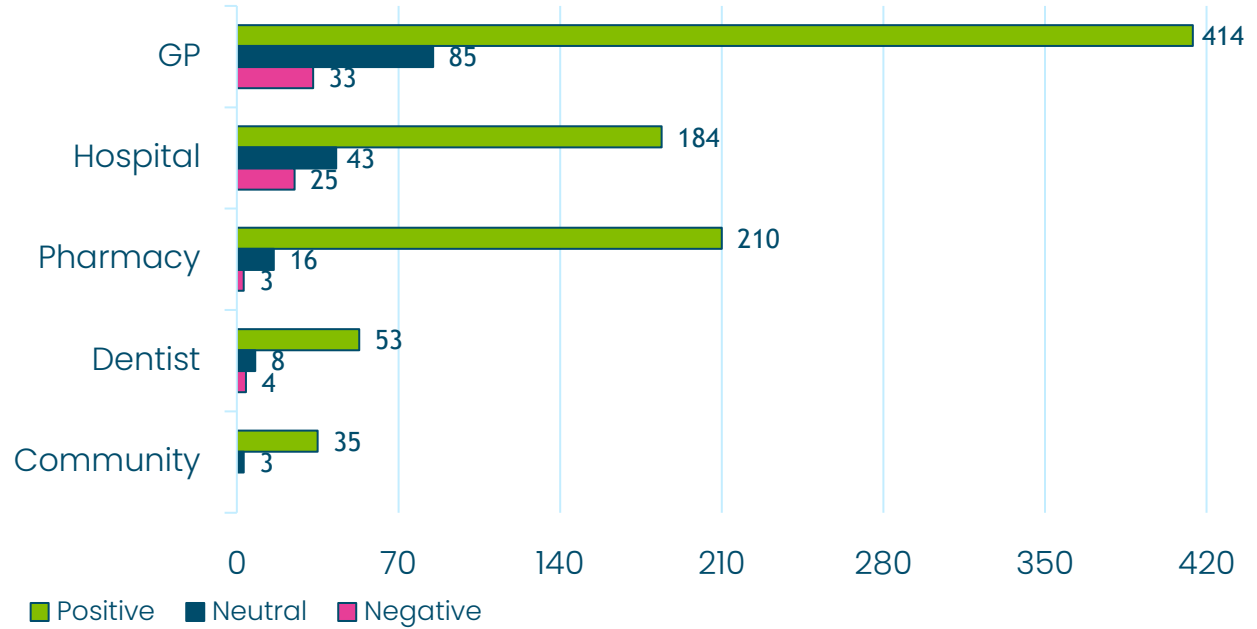
52 visits

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	532	78%
Hospital	252	73%
Pharmacy	229	92%
Dentist	65	82%
Community Services	38	92%

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)	78% (414)
Hospital	68% (223)	74% (204)	74% (184)	73% (184)
Pharmacy	84% (231)	87% (205)	86% (204)	92% (210)
Dentist	81% (48)	86% (72)	81% (65)	82% (53)
Community Services	82% (32)	88% (49)	83% (24)	92% (35)
Optician	86% (31)	89% (16)	76% (16)	89% (8)
Emergency Services	71% (22)	78% (14)	82% (23)	75% (15)

What does this tell us?

- Several services showed notable improvements this quarter. Optician services experienced a 13% increase in satisfaction; the most significant change, indicating a clear shift between Q3 and Q4. GP and Community services also recorded sizeable improvements, rising by 7% and 9%, respectively. Pharmacy services demonstrated modest progress, with a small 6% increase in satisfaction compared to the previous quarter.
- In contrast, satisfaction with Hospital and Dental services remained largely unchanged. Hospital services maintained consistent levels across the last three quarters. Dental service ratings were similar to those in Q1 and Q3, though still lower than Q2..
- Emergency services, however, experienced a sizeable 7% decline between Q3 and Q4. While satisfaction levels remain above those reported in Q1, this represents the most significant drop across all service categories this quarter.

Experiences of GP Services



What people told us about GP Services

"The reception staff and the doctors. Having the availability to see them. I generally can get an appointment."

"You can't call them, you need to email them. It's not easy to navigate the online banking system."

"They are always very professional, very kind and the receptionist are very accommodating for you on the phone and the doctors are brilliant."

"The new online appointment system is not helpful for people who are not good with technology. Before we could just phone them to book an appointment, but not anymore."

"The actual doctor is amazing, the doctor is so caring, she is amazing. I send an email to the doctor if I need something urgent and she always replies. The staff are no good. The care is standard, they are fine.."

"The only thing is that they could answer the phone a bit quicker. The phone takes a while sometimes, but you eventually get through. I do not use a computer, so I always have to phone up for my appointment. "

"I have a lot of medical issues, and I feel like they are understanding, and they listen to my complaints. "

"It is hard to get an appointment, I wanted a check-up for weeks ago and when I called, I was 13th in the queue, it is really hard. "

"The doctor here is good. I called this morning for an emergency, and they gave me an appointment. I can call at 8 am and get an appointment.."

"Appointment system because they're on hold for half an hour and says it's fully booked. "



GP Services Summary Findings

What has worked well?

Below is a list of the key positive aspects relating to GP practices between January – March 2025.



Quality of Health Professionals

Overall, patient perceptions of the care provided by GP health practitioners remain largely positive, according to our analysis of feedback. This specific theme received the highest positive rating at 83% satisfaction. While consistent with Q3's 84%, this represents a slight decrease from the 88% positive ratings observed in both Q2 and Q1.



Staff Suitability

According to our findings this quarter despite some fluctuations, the majority of patients generally perceive the quality of staff at their GP surgery as good. 80% of patients expressed positive views. While this represents a notable decrease from the 90% positive feedback in Q1, it remains comparable to Q3 (81%) and Q2 (78%).



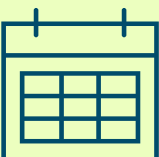
Staff Attitudes

Patient satisfaction has varied over the past year, but positive interactions with practice staff remain the predominant experience, our analysis indicates. Last quarter, 74% of patient responses were positive. This figure shows an improvement compared to Q3 (60%) and Q1 (70%), although it did not reach the level of positive responses seen in Q2 (79%).



Quality of Treatment

Analysis of patient feedback shows that the overall perception of treatment levels remains largely positive, indicating that GP surgeries generally maintain a high standard of care. This quarter, 68% of patient feedback reflected a high quality of treatment. This figure represents a slight improvement compared to Q3 (65%) and remains consistent with findings from Q2 (69%) and Q1 (70%).



Booking Appointments

Patient feedback on this theme this quarter was 43% positive, representing a significant decrease from Q3 (57%). However, this figure shows an improvement compared to Q2 (41%) and Q1 (35%). While satisfaction levels have varied, the overall trend suggests patients now find it easier to book appointments compared to the first quarter of the financial year.

What could be improved?

Below is a list of the key areas for improvement relating to GP practices between January – March 2025.



Waiting Times (Punctuality and Queueing on Arrival)

Despite progress in reducing patient dissatisfaction with appointment delays, negative sentiment remains prevalent. For this quarter, this theme receiving the highest negative ratings, with 72% of patient responses indicating dissatisfaction. While this represents a notable improvement from Q2 (87%) and Q3 (76%) but it aligns with the 71% negative feedback recorded in Q1.



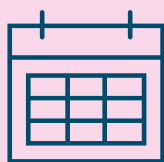
Online Consultation

Despite some evident improvement, our findings indicate inconsistent patient experiences with online consultations, often described as non-functional or inadequate for resolving their issues. This quarter, 63% of patient feedback on this theme expressed dissatisfaction. Negative responses have fluctuated in previous quarters, reaching a high of 88% in Q2, compared to 77% in Q3 and 71% in Q1.



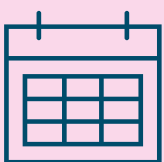
Getting Through On The Telephone

Analysing patient feedback this quarter, although there has been some improvement, most patients continue to face significant challenges trying to contact the practices by phone. In this quarter 60% of patient expressed discontent, representing an improvement from previous quarters (Q3: 71%, Q2: 76%, Q1: 85%).



Booking Appointments

Our analysis indicates that a significant number of patients continue to experience difficulties with the appointment booking process, with little progress observed since the recent quarter. This quarter, 56% of patient feedback on this theme was negative. This figure remains largely consistent with Q3 (57%) and Q2 (56%), but shows an improvement compared to Q1 (65%).



Appointment Availability

This emerged as the most frequently discussed theme this quarter, with 171 patient comments received. Despite some minor progress, for many patient frustration with accessing appointments persists. This quarter, 55% of patients expressed dissatisfaction, a slight improvement compared to Q2 (59%). This represents a more significant improvement compared to the 67% recorded in Q3 and 65% in Q1.

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 menu navigation.
2. Offer alternative communication methods (e.g., secure messaging) for non-urgent queries.
3. Implement adequate staff capacity to manage call volume and patient demand.

Appointment Waiting Times

1. Communicate proactively with patients regarding appointment delays and reasons.
2. Optimise appointment scheduling to reduce unnecessary delays.

Appointment Availability and Booking

1. Offer flexible appointment options (e.g. extended hours, phone/video consultations).
2. Clearly communicate consultation types (in-person, telephone, video) and appropriate usage.
3. Promote self-care and pharmacy services for minor ailments to reduce unnecessary GP visits.

Online Consultations

1. Provide clear guidance and technical support for patients wishing to use online consultations.
2. Simplify online booking interfaces for ease of navigation and use.
3. Assess and address the limitations of online consultations for certain medical needs.

The image is a cover for a data set. It features a dark teal background with a large white oval in the center. The oval is bordered by a thick pink line. The text 'GP Services' is written in a dark teal serif font, and 'Full data set' is written in a pink sans-serif font below it.

GP Services

Full data set

GP Services

No. of Reviews	532 (relating to 47 GP practices)
Positive	78%
Negative	6%
Neutral	16%



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:

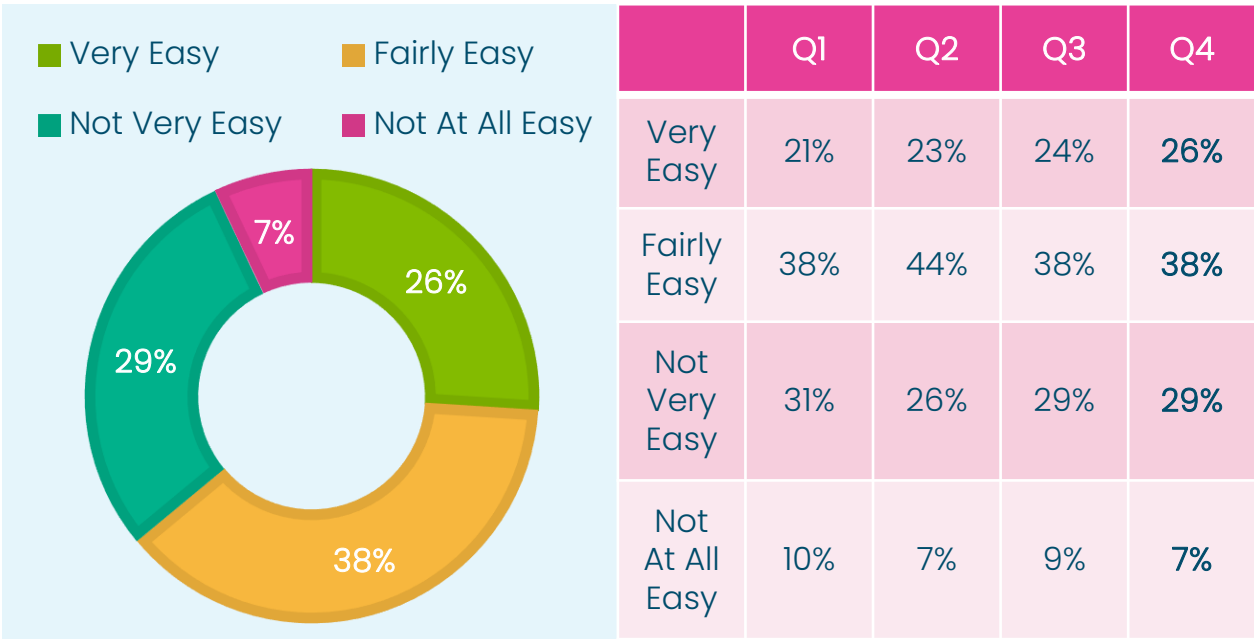
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the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

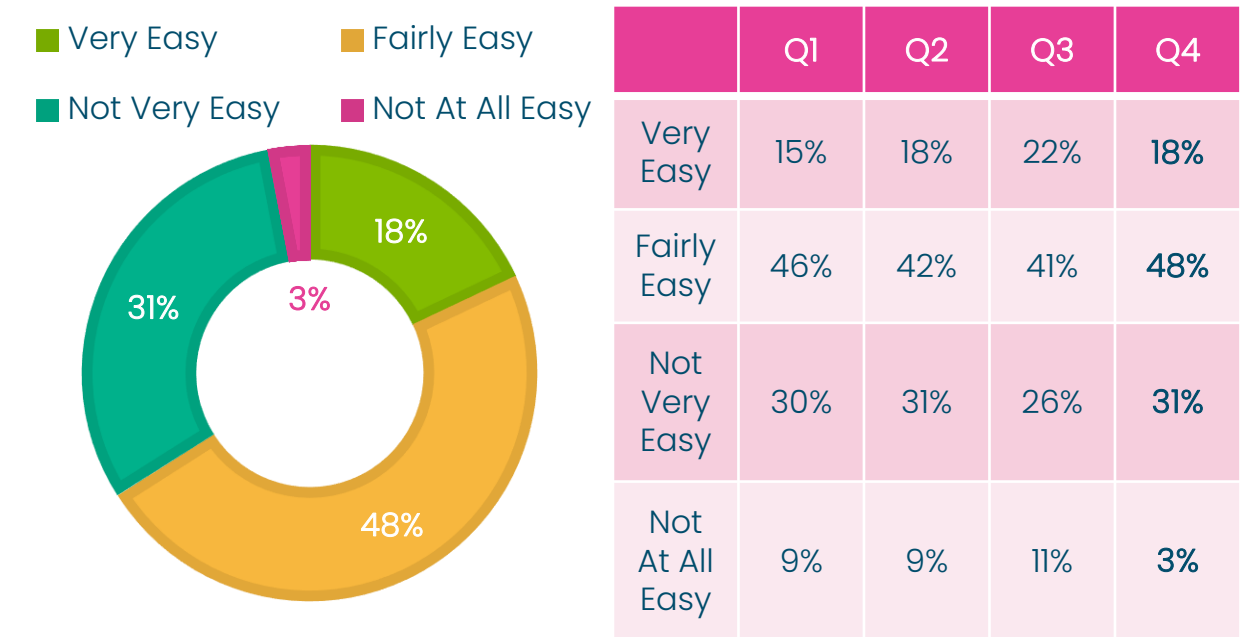
Participants were asked to choose between 1-5* (Very Poor – Very Good)

Access and Quality Questions

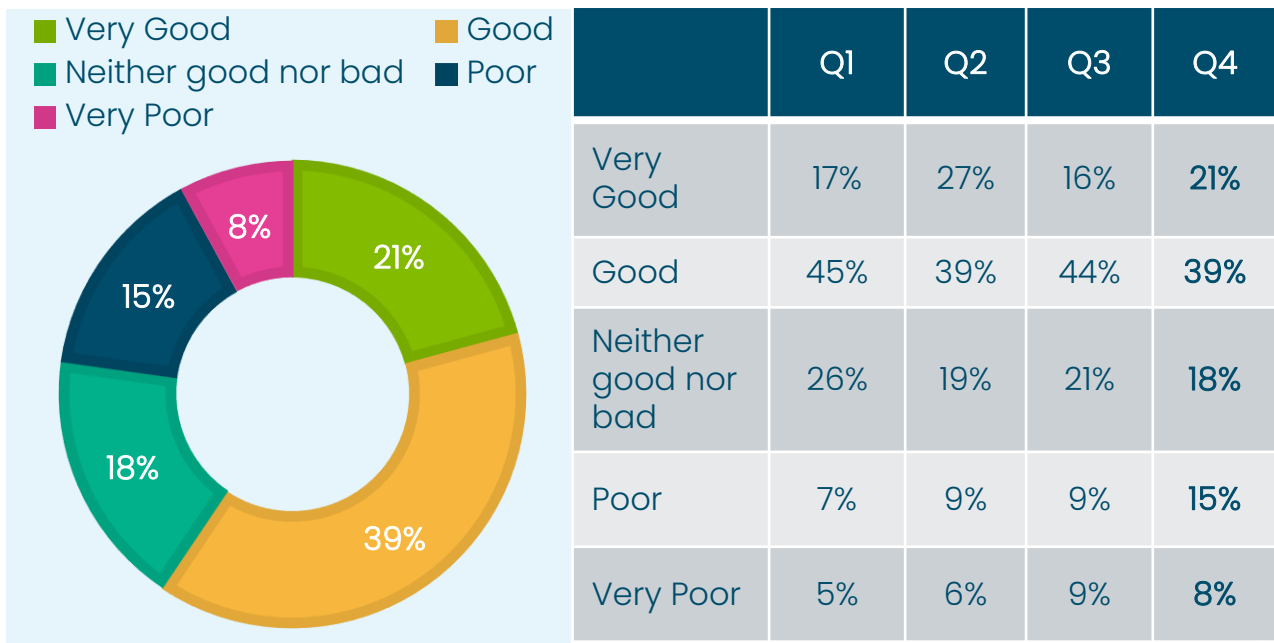
Q1) How do you find getting an appointment?



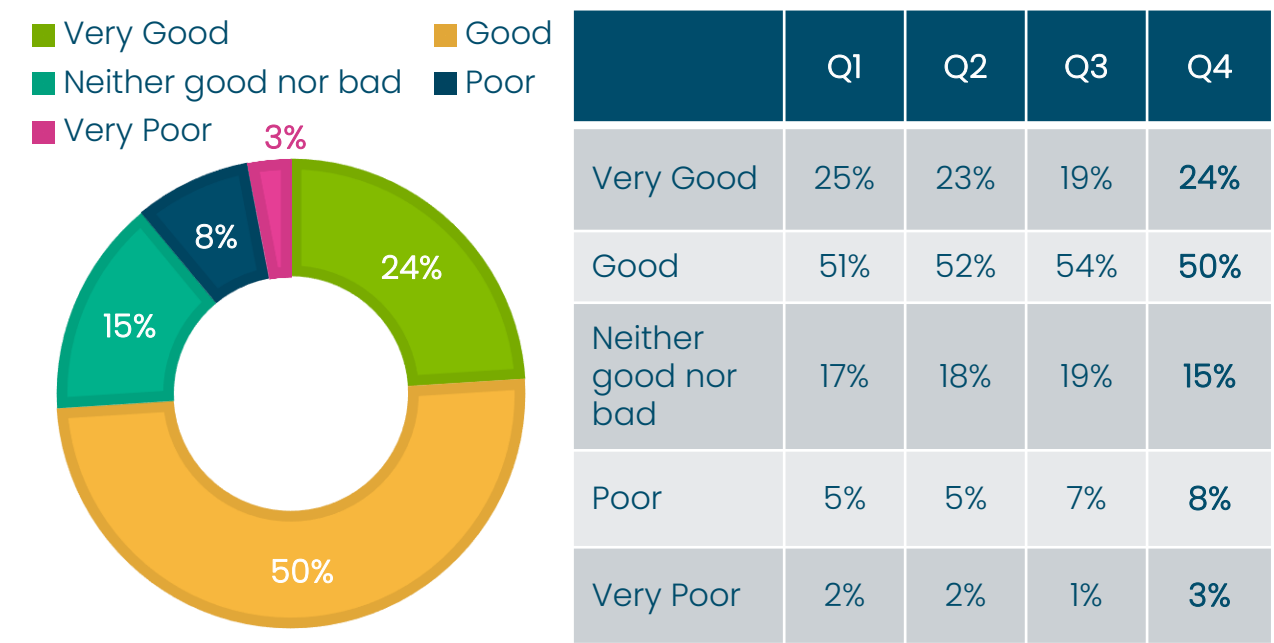
Q2) How do you find getting through to someone at your GP practice on the phone?



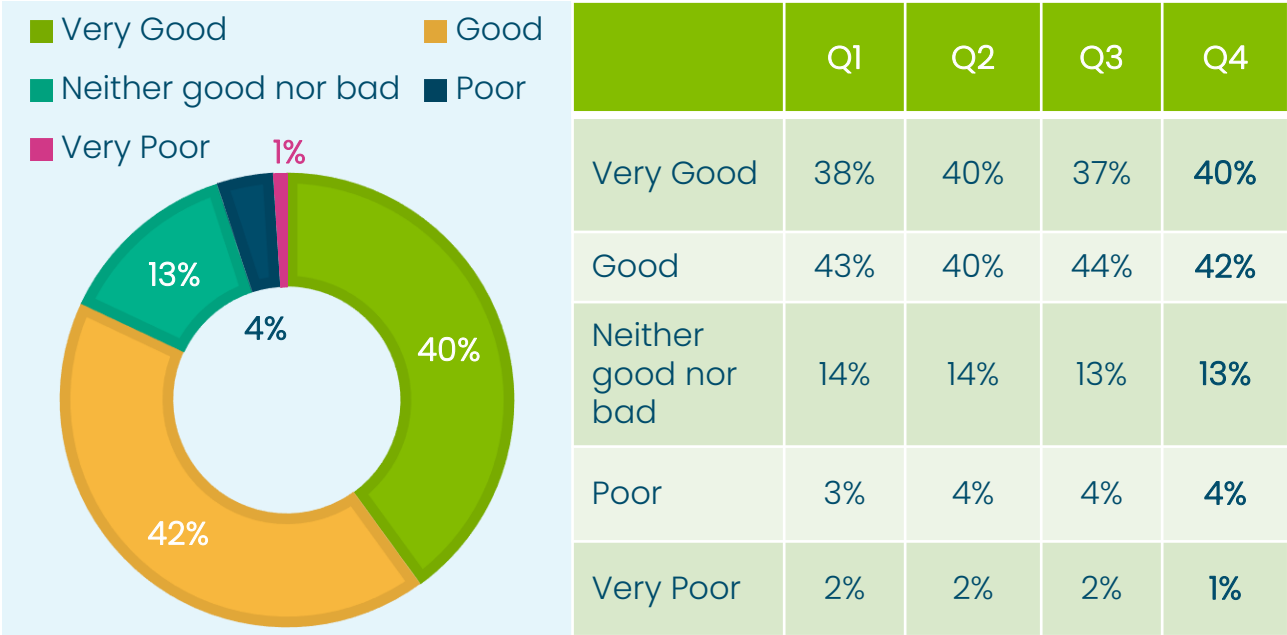
Q3) How do you find the quality of online consultations?



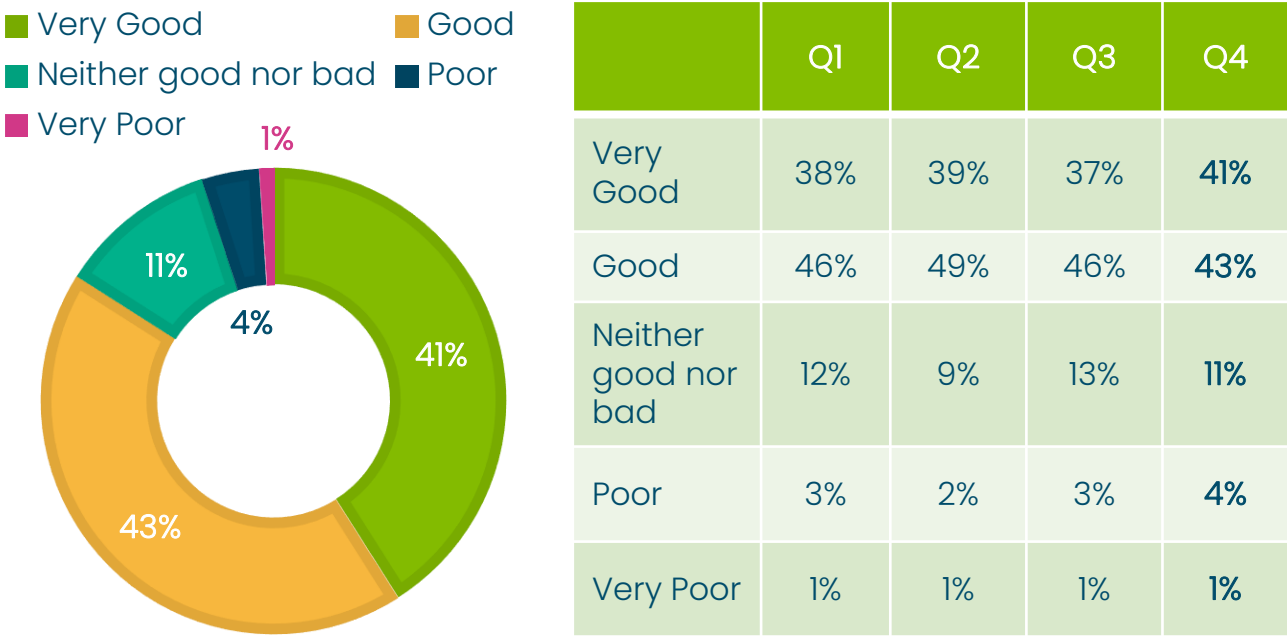
Q4) How do you find the quality of telephone consultations?



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



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 January and March 2025 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	66(39%)	11 (6%)	94 (55%)	171
Getting Through on The Phone	53 (34%)	10 (6%)	95 (60%)	158
Booking Appointments	62 (43%)	1 (1%)	81 (56%)	144
Quality of Treatment	54 (68%)	-	26 (33%)	80
Quality of Staff (Health Professionals)	65 (83%)	3 (4%)	10 (13%)	78
Staff Attitudes	54 (74%)	1 (1%)	18 (25%)	73
Quality of Telephone Consultations	27 (43%)	2 (3%)	34 (54%)	63
Online Consultation	19 (31%)	-	43 (69%)	62
Staff Suitability	48 (80%)	3 (5%)	9 (15%)	60
Waiting Times and Queueing on Arrival	13 (25%)	2 (4%)	38 (72%)	53

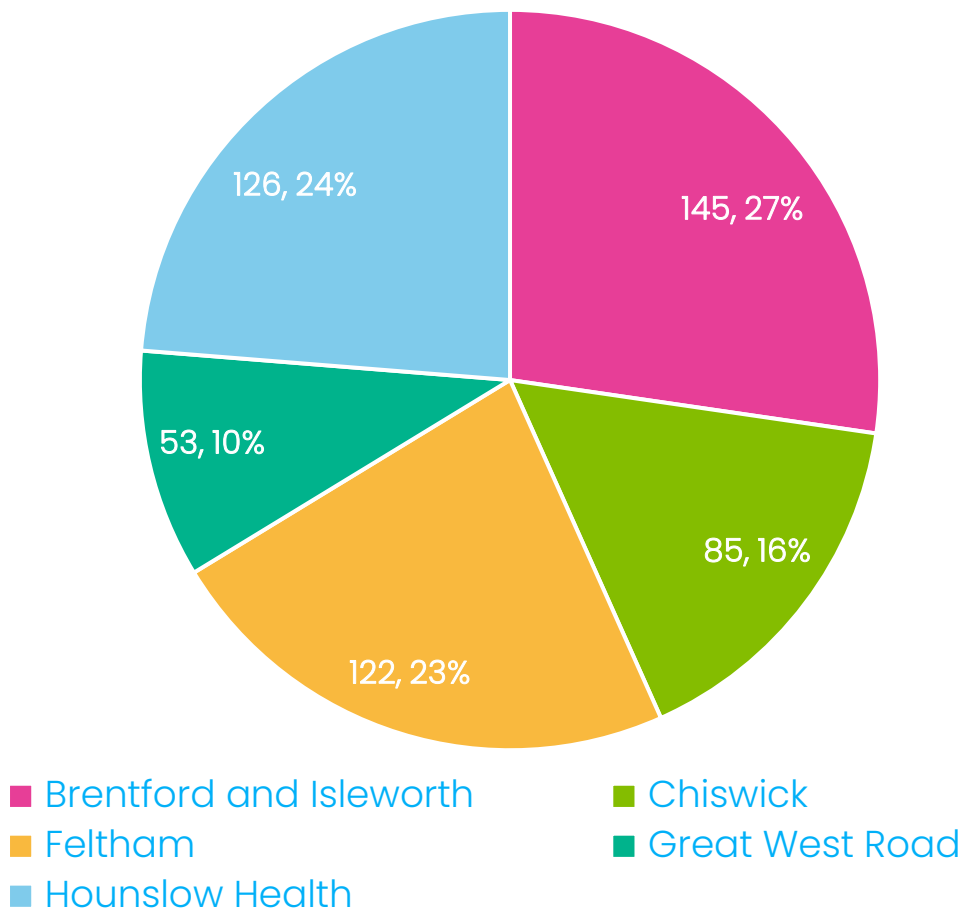
Primary Care Networks

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 January and March, 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 Brentford and 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 – Very Poor, 5 – Very Good)

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

Positive Neutral Negative

PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	Getting an appointment	Getting through on the phone	Of Online consultation	Of Telephone consultation	Of Staff attitudes	Of Treatment and Care
Brentford & Isleworth No of reviews: 145	2.7	2.7	3.3	3.7	4	4.1
Chiswick No of reviews: 85	3	3	3.5	4	4.4	4.3
Feltham No of reviews: 122	2.6	2.7	3.4	3.7	4.1	4.1
Great West Road No of reviews: 53	2.8	2.8	3.4	3.8	4	4.1
Hounslow Health No of reviews: 126	3.2	2.9	4	4	4.3	4.4

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: 145	3.8	1. Booking Appointment	1. Getting Through on The Telephone
		2. Quality of Health Professionals	2. Appointment Availability
		3. Appointment Availability	3. Online consultations
Chiswick No of reviews: 85	4	1. Getting Through on The Telephone	1. Appointment Availability
		2. Appointment Availability	2. Booking Appointments
		3. Staff Suitability	3. Quality of Telephone Consultations
Feltham No of reviews: 122	3.8	1. Quality of Health Professionals	1. Booking Appointments
		2. Quality of Treatment	2. Appointment Availability
		3. Staff Attitudes	3. Getting Through on the Telephone
Great West Road No of reviews: 53	4	1. Management of Service	1. Booking Appointments
		2. Quality of Treatment	2. Waiting Times on Arrival
		3. Appointment Availability	3. Treatment Experience
Hounslow Health No of reviews: 126	4.2	1. Appointment Availability	1. Getting Through on the Telephone
		2. Staff Suitability	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	Quality of Health Professionals
Management of Service	Management of Service	Staff Suitability	Staff Suitability
Quality of Health Professionals	Staff Attitudes	Quality of Treatment	Staff Attitudes
Staff Attitudes	Quality of Treatment	Staff Attitudes	Quality of Treatment
Quality of Treatment	Booking Appointments	Communication with Patients	Booking Appointments

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
Waiting Times and Queuing on Arrival	Getting through on The Telephone	Waiting Times and Queuing on Arrival	Online Consultations
Appointment Availability	Quality of Telephone Consultations	Booking Appointments	Getting Through on The Telephone
Booking Appointments	Appointment Availability	Appointment Availability	Booking Appointments
Quality of Telephone Consultations	Booking Appointments	Quality of Telephone Consultations	Appointment Availability

Equalities Snapshot

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

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



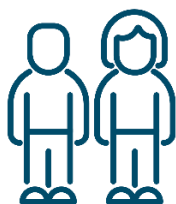
Gender

This quarter, men reported 85% sentiment of positive experiences, that is sizeably better than the average (78%). However, women reported identical experience compared to the average, with 78%. Negative responses from the genders has been similar, with 5% and 6% respectively.



Age

From the age groups with at least 20 reviews. 55-64 year olds had the highest percentage of positive experience with 92%. Followed by; 75-84 olds with 88%, 65-74 years old with 85% and by 25-34 years old with 82%. The group that shared most negative reviews was 18-24 year old with 11%.



Ethnicity

The largest group of patients that expressed their experience at GPs being positive were White British with 89%, Black African with 87% and Any Other White Background with 82% positive. These were the highest percentage for any ethnicity that received more than 15 reviews. However, Any Other Asian Background residents with 7% negative sentiments was the group that shared the most negative reviews.



Long Term Condition & Disability

This quarter the patients that responded "Yes" to having a long-term health conditions, 84% of them had a positive experience, a sizeable improvement compared to last quarter when 66% had positive experiences. From patients that responded "Yes" to having a disability, 77% of them had positive experiences, a significant improvement from last quarter when 60% had positive experiences.

Experiences of Hospital Services



What people told us about Hospitals

"The staff were great, they were polite and they explained everything that was going on, they were lovely. I cannot fault them. The referral was not an issue."

"They did all the tests promptly and only discharged me after the issue was resolved."

"They are consistent, efficient, and provide thorough explanations."

"Communication time of being seen and how long I am being seen for."

"The staff and receptionists, as well as the doctors, were nice. They kept giving me painkillers while I waited to be seen. I had an X-ray, and they explained everything to me."

"Everything with the labour was very good, they looked after me during my labour. It was always relatively easy to get an appointment and to call them, if I got through to the wrong people they always transfer me."

"Appointments take longer than 6 months to get. They keep delaying my tests"

"They have so many people to see, you are waiting there a long time, especially when you go to the A&E, you are kept waiting there very long."

"Waiting times can be improved. The queues are long. More doctors are needed at the hospital."

"Communication between GP and hospital could be better."

"You can wait 6 months for a consult. You can see that staff are over stretched. They cannot give care and attention that other hospitals can."

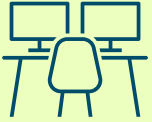
"I was referred to the hospital by my dentist, but there was a long wait for the referral. They also kept cancelling my appointments, so I gave up on getting one."



Hospital Services Summary Findings

What has worked well?

Below is a list of the key positive aspects relating to hospitals between January – March 2025.



Management of Service

This quarter, patient feedback indicates a general satisfaction with hospital management. 90% of comments regarding this theme were positive, a significant improvement from Q3 (74%) and Q1 (55%), and consistent with the 86% positive feedback observed in Q2..



Quality of Treatment and Care

Patient feedback this quarter reveals a positive upward trend over recent quarters, with an increasing number reporting high-quality care at hospitals. 89% of patient comments regarding this theme were positive. This marks a significant improvement from Q3 (81%) and a clear improvement compared to Q2 (78%) and Q1 (77%).



Quality of Health Professionals

Our analysis indicates an encouraging overall upward trend, suggesting that the quality of care provided by hospital healthcare professionals generally remains high. Patient satisfaction with the care received at hospitals reached a peak this quarter at 86%, similar to Q3 (83%). This represents a clear improvement compared to Q2 (70%) and a sizeable improvement from Q1 (78%).



Staff Attitudes

Findings from this quarter indicate that 76% of comments expressed satisfaction with hospital staff. This reflects a notable decline from Q3 (90%) and Q2 (85%). However, it still represents a slight improvement compared to Q1 (72%). Despite this recent decline, overall feedback across the past few quarters demonstrates positive patient interactions with hospital staff.



Communication with patients

Patient feedback analysis this quarter reveals a 67% positive rating for this theme. While this is a slight decrease compared to the 73% positive feedback in Q3, the current figure is significantly higher than the ratings recorded in Q2 (46%) and Q1 (43%). Therefore, despite the recent minor decline from last quarter, patients' overall experience with hospital communication remains positive.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between January – March 2025.



Appointment Availability

This quarter's findings indicate a significant increase in patient dissatisfaction regarding the time intervals between appointments, with many feeling current waiting periods are excessively long. Negative feedback for this theme reached 75% this quarter, representing a notable decline compared to what we found previously; Q3 (57%), Q2 (59%), and Q1 (54%).



Waiting for Appointments/ Waiting Lists

Despite some progress in reducing negative feedback over the past year, most patients remain dissatisfied with the length of time they wait for hospital appointment referrals. According to this quarter's findings, 67% of patient reviews expressed dissatisfaction with this theme. While this marks a significant improvement compared to Q2 (89%), it remains higher than the figures recorded in Q3 (60%) and Q1 (53%).



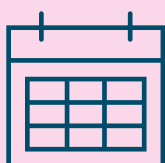
Waiting Times (Punctuality and Queueing on Arrival)

This theme was the most frequently discussed, with 119 comments received. Our analysis reveals some improvement in patient experiences, although delays, especially for those attending walk-in appointments and A&E, persist. 52% of reviews were negative, representing an improvement compared to previous quarters: Q3 (61%), Q2 (62%), and Q1 (62%).



Communication Between Services

This quarter, 42% of comments expressed frustration, marking a notable improvement compared to Q3 (72%), Q2 (71%), and Q1 (79%). Despite this significant progress, inefficiencies in communication between GP surgeries and hospitals remain a major concern for patients, making it one of the top negative themes.



Booking Appointments

Patient dissatisfaction with this theme remains considerable this quarter, with 36% of reviews expressing negative feedback. While this represents a significant improvement compared to Q2 (45%), it is identical to the dissatisfaction level recorded in Q1 (36%). Consequently, despite some progress, many patients continue to express frustration with the overall process of booking appointments at the hospital.

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, especially for hospitals outside the Borough.
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. Set clear expectations by informing patients of potential delays upon arrival.
2. Provide regular updates to patients regarding waiting times in emergency and urgent care areas.
3. Assess the efficiency of the triage system to ensure timely assessment and treatment.
4. Implement staggered appointment scheduling to minimise waiting room congestion.
5. Increase staff levels during peak hours to manage patient demand effectively.

Referrals Availability and Appointment Booking

1. Introduce a tracking system to update patients on the status of their referrals.
2. Streamline the referral process to reduce delays and improve access to specialist care.
3. Communicate clearly with patients regarding expected waiting times between appointments.
4. Offer multiple booking channels (online, phone) with clear instructions.



Hospital Services

Full data set

Hospital Services

No. of Reviews	252 (relating to 8 hospitals)
Positive	73%
Negative	10%
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.

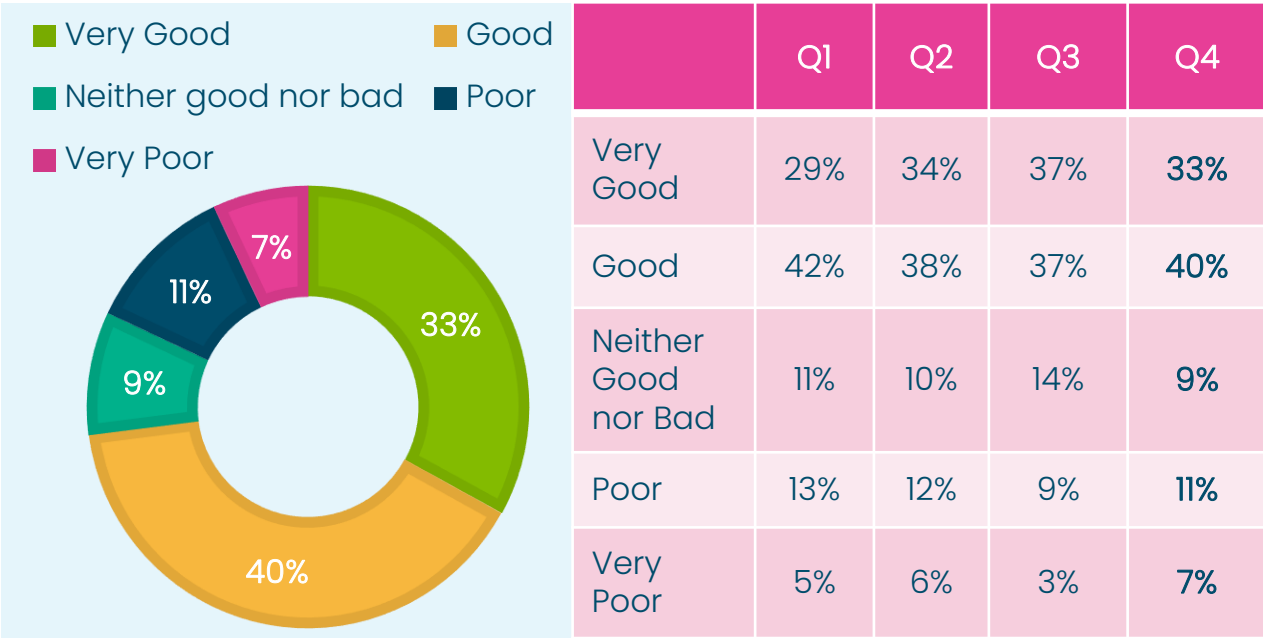
The questions we asked were:

- 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?

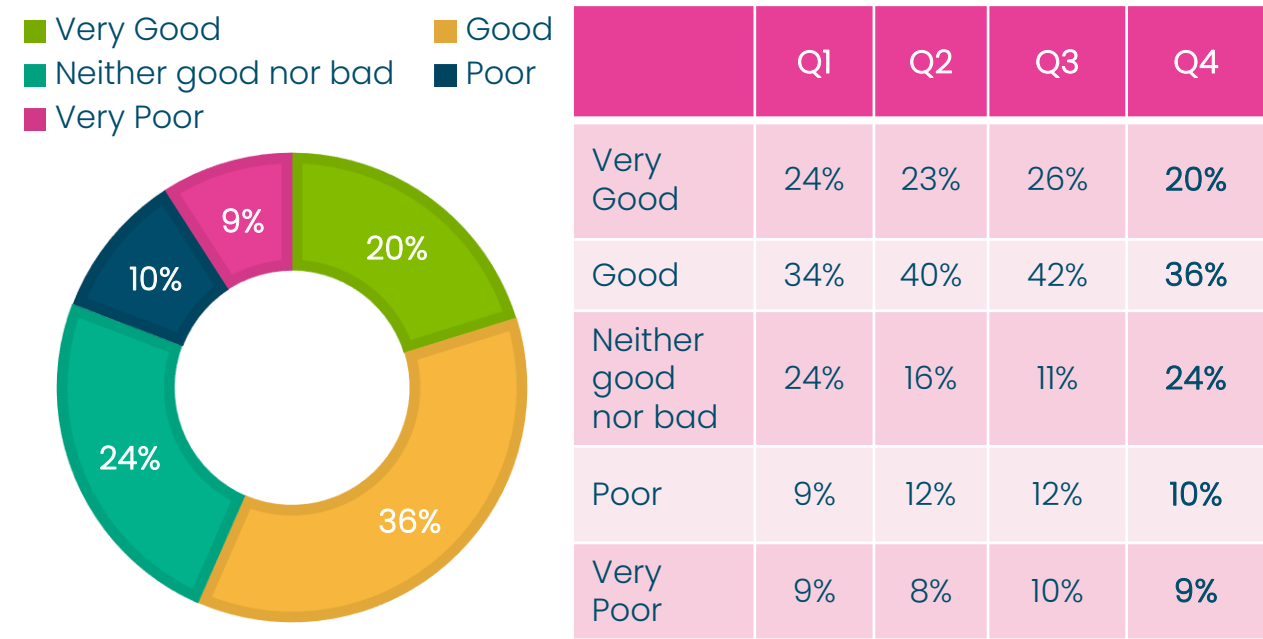
Participants were asked to choose between 1-5* (Very Poor – Very Good) for all questions.

Access and Quality Questions

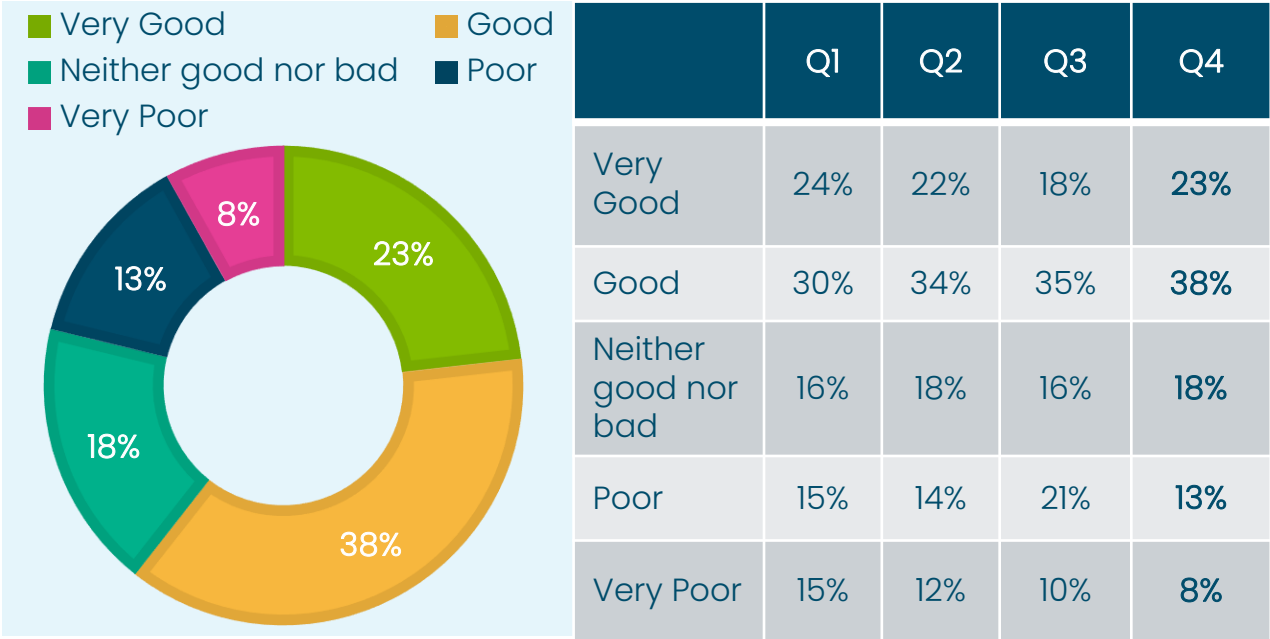
Q1) How did you find getting a referral/appointment at the hospital?



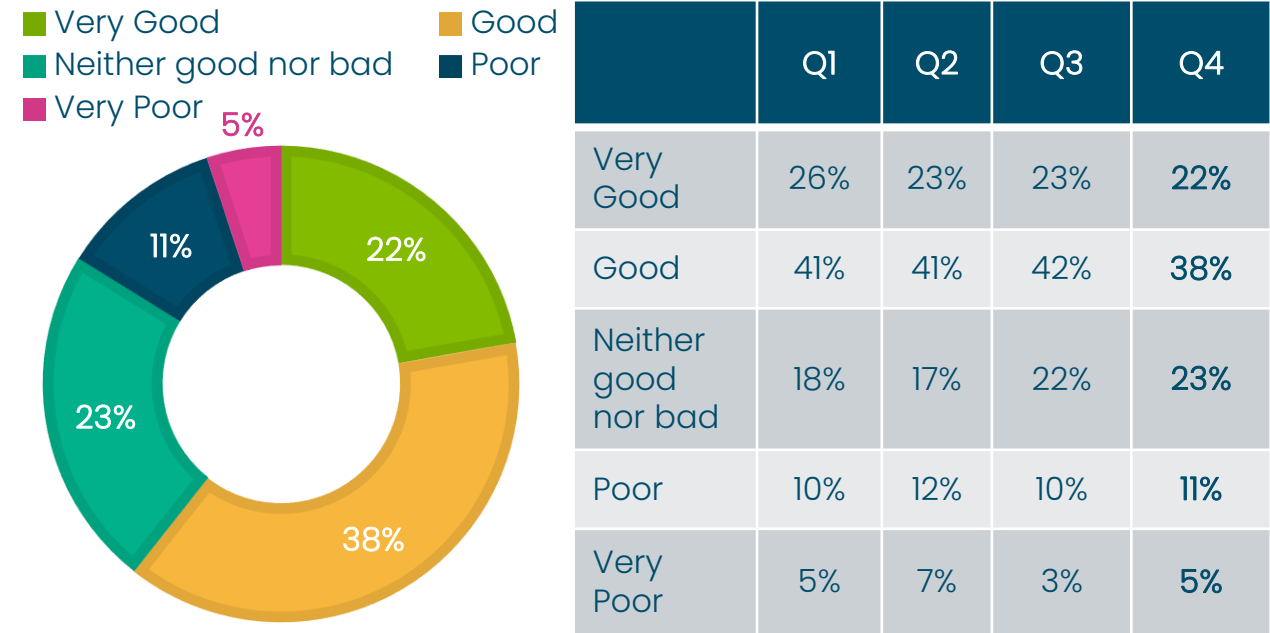
Q2) How do you find getting through to someone on the phone?



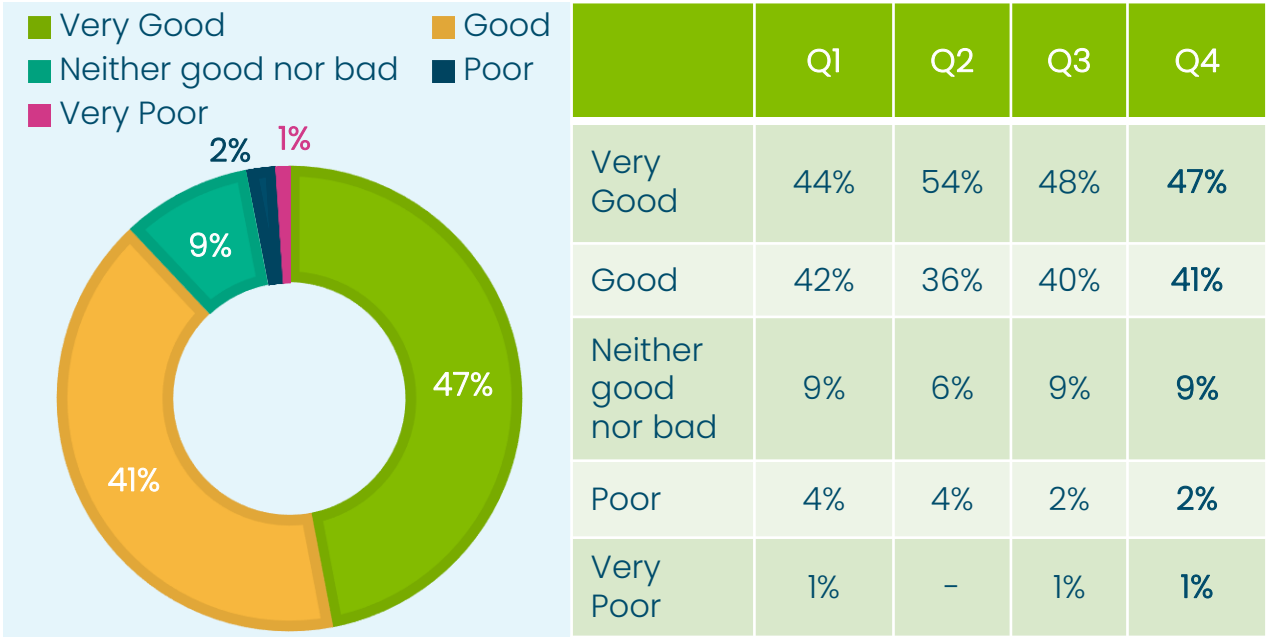
Q3) How do you find the waiting times at the hospital?



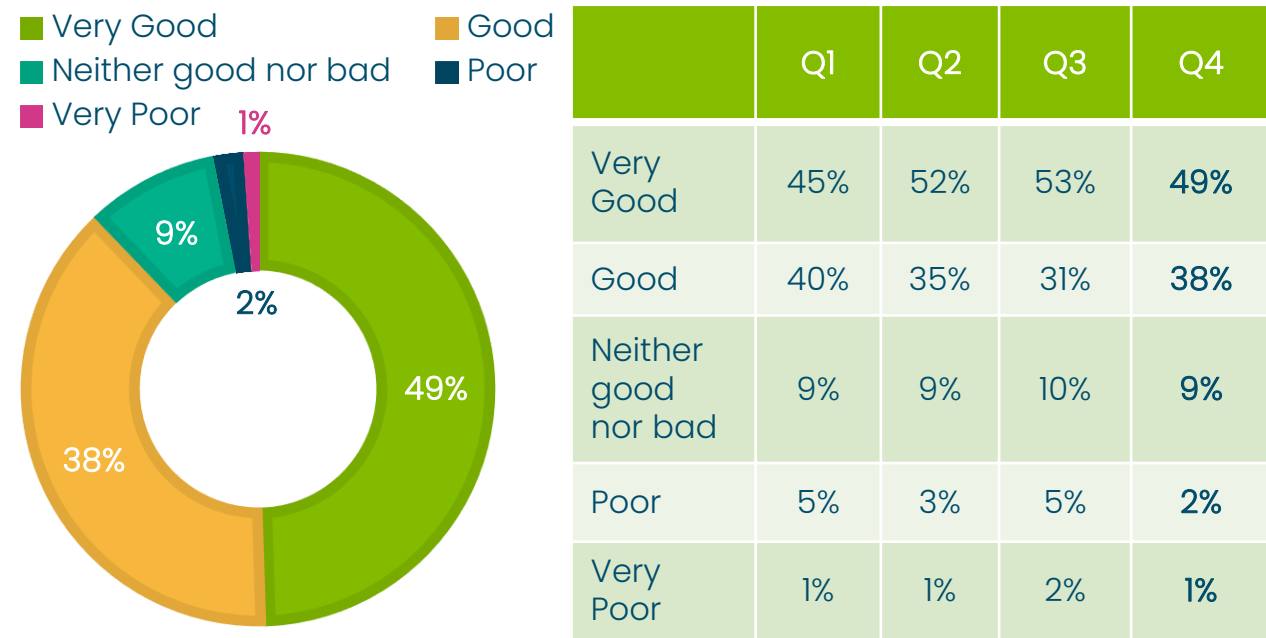
Q4) How do you think the communication is between your hospital and GP practice?



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 January and March 2025 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	46 (39%)	11 (9%)	62 (52%)	119
Quality of Treatment	39 (89%)	-	5 (11%)	44
Staff Attitudes	29 (76%)	4 (11%)	5 (13%)	38
Appointment Availability	8 (22%)	1 (3%)	27 (75%)	36
Communication With Patients	22 (67%)	2 (6%)	9 (27%)	33
Quality of Health Professionals	24 (86%)	3 (11%)	1 (4%)	28
Booking Appointments	14 (64%)	-	8 (36%)	22
Management of Service	19 (90%)	1 (5%)	1 (5%)	21
Waiting Lists/ Times for Appointments	5 (24%)	2 (10%)	14 (67%)	21
Communication Between Services	9 (47%)	2 (11%)	8 (42%)	19

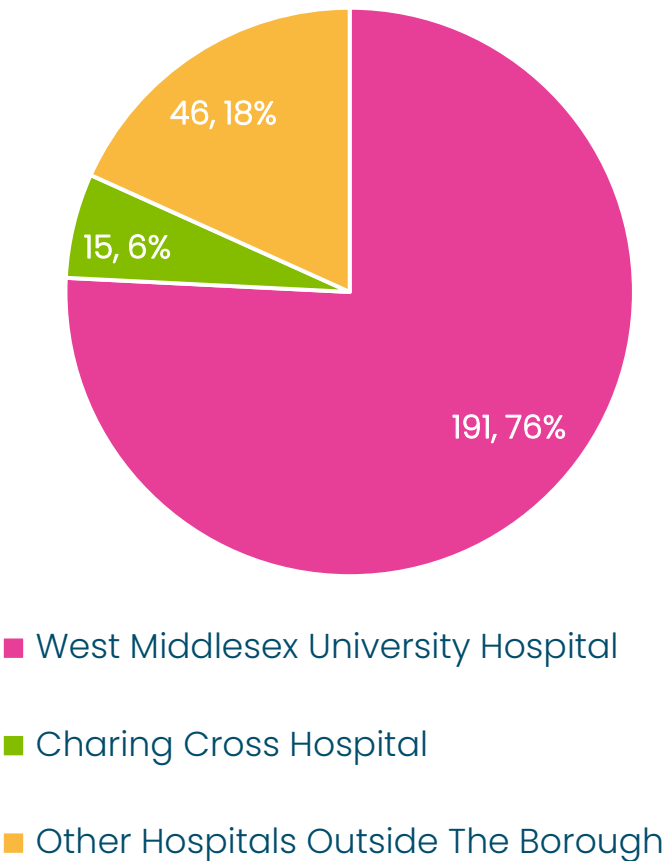
Hospital Trusts

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 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. Please note that each question has been rated out of 5 (1 – Very Poor 5 –Very Good)

Positive Neutral Negative

Name of Hospital	ACCESS (out of 5)			QUALITY (out of 5)		
	To a referral/ appointment	Getting through on the phone	Waiting Times	Of Communication between GP and Hospital	Of Staff attitudes	Of Treatment and Care
West Middlesex University Hospital No of reviews: 191	3.7	2.8	3.8	3.1	4.2	4.3
Charing Cross Hospital No of reviews: 15	3.8	3.4	3.4	3.6	4.2	4.2
Other Hospitals Outside the Borough No of reviews: 46	4	3.9	4.1	3.6	4.7	4.7

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: 191	3.9	1. Quality of Health Profession	1. Staffing Levels
		2. Quality of Treatment	2. Appointment Availability
		3. Staff Attitudes	3. Waiting Lists/ Times for Appointments
Other Hospitals Outside the Borough No of reviews: 46	4.3	1. Staff Attitudes	1. Lack of Communication
		2. Quality of Treatment	2. Waiting Times and Queueing on Arrival
		3. Treatment Experience	3. Waiting Lists/ Times for 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
Treatment Experience	Staff Attitudes	Staff Attitudes	Management of Service
Quality of Health Professionals	Management of Services	Quality of Health professionals	Quality of Treatments
Quality of Treatment	Staff Suitability	Quality of Treatments	Quality of Health professionals
Staff Attitudes	Quality of Treatment	Management of Service	Staff Attitudes
Booking Appointments	Quality of Health Professionals	Treatment Experience	Communication with Patients

Negative issues

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

Equalities Snapshot

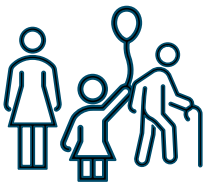
During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience provided to people based on their personal characteristics.

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



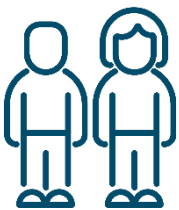
Gender

For this quarter, 78% of men had a positive experience at Hospitals, that is identical to last quarter when it was 78%. Also, women expressed similar sentiments to previous quarter, it was 72% this quarter compared to last quarter when it was 75%.



Age

From groups we collected more than 15 reviews; 75–84 year olds had the highest amount of positive reviews, with 86% positive reviews. The next highest amount of positive reviews came from 55–64 year olds with 81% positive feedback, followed by 65–74 year olds with 79%. The group that shared most negative reviews was 25–34 year old with 16%.



Ethnicity

This quarter, we received the most number of reviews from hospital patients from; White British (72), Asian Indian (28) and Other Asian (20). White British had 82% positive reviews; a clear decline from last quarter when it was 92% but still higher than Q2 when it was 75%. For Asian Indian; this quarter it was 54% positive, a significant decline from last quarter when it was 71% and continuing the negative decline compared to Q2 (85%).



Disability and Long Term Conditions

Patients who considered themselves to be disabled (34) responded with 74% positive reviews, which is similar to the positive reviews we got last quarter for hospital reviews (77%). However, patients with long-term condition (82), 74% of these reviews were positive. A small decline from last quarter when it was 79% positive feedback.

Appendix



No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	414 (78%)	85(16%)	33 (6%)	532
Hospital	184 (73%)	43 (17%)	25 (10%)	252
Pharmacy	210 (92%)	16 (7%)	3 (1%)	229
Dentist	53 (82%)	8 (12%)	4 (6%)	65
Community Health	35 (92%)	3 (8%)	-	38
Emergency	15 (75%)	3 (15%)	2 (10%)	20
Optician	8 (89%)	1 (11%)	-	9
Mental Health	3 (50%)	1 (17%)	2 (33%)	6
Other	1 (17%)	2 (33%)	3 (50%)	6
Overall Total	923	162	72	1157

Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	21%	242
Woman (including trans woman)	48%	557
Non- binary	-	-
Other	-	-
Prefer not to say	-	-
Not Provided	31%	355
Total		1157

Age	Percentage %	No of Reviews
Under 18	<1%	4
18-24	3%	32
25-34	9%	109
35-44	15%	176
45-54	8%	94
55-64	7%	83
65-74	11%	131
75-84	7%	83
85+	2%	22
Prefer not to say	-	-
Not Provided	37%	423
Total		1157

Disability	Percentage %	No of Reviews
Yes	11%	131
No	48%	557
Prefer not to say	1%	6
Not known	<1%	3
Not Provided	39%	460
Total		1157

Ethnicity	Percentage %	No of Reviews
White British	24%	279
White Irish	1%	17
Gypsy or Irish Traveller	-	-
Roma	-	-
Other White Background	5%	53
Asian Indian	12%	136
Asian Pakistani	3%	33
Asian Bangladeshi	<1%	1
Asian Chinese	<1%	3
Asian British /Other Asian	14%	103
Black British /Other Black	<1%	2
Black Caribbean	<1%	2
Black African	6%	46
Mixed Asian and White	<1%	2
Mixed Black African and White	-	-
Mixed Black Caribbean and White	<1%	2
Other Mixed/ Multiple Ethnic Groups	<1%	5
Arab	1%	14
Other Ethnic Group	3%	30
Not Provided	371%	429
Total		1157

Demographics

Long-term condition	Percentage %	No of Reviews
Yes	28%	321
No	31%	355
Prefer not to say	<1%	6
Not known	1%	16
Not Provided	39%	459
Total		1157

Sexual Orientation	Percentage %	No of Reviews
Asexual	<1%	1
Bisexual	1%	9
Gay Man	<1%	3
Heterosexual/ Straight	46%	538
Lesbian / Gay woman	-	-
Pansexual	<1%	1
Prefer not to say	6%	66
Not known	<1%	1
Not Provided	46%	538
Total		1157

Pregnancy	Percentage %	No of Reviews
Currently pregnant	<1%	1
Currently breastfeeding	1%	14
Given birth in the last 26 weeks	1%	16
Prefer not to say	<1%	3
Not known	<1%	8
Not relevant	14%	162
No	37%	423
Not Provided	46%	530
Total		1157

Religion	Percentage %	No of Reviews
Buddhist	1%	8
Christian	25%	292
Hindu	6%	74
Jewish	-	-
Muslim	10%	111
Sikh	4%	52
Spiritualism	1%	15
Other religion	1%	17
No religion	10%	116
Prefer not to say	1%	13
Not Provided	39%	459
Total		1157

Unpaid Carer	Percentage %	No of Reviews
Yes	9%	99
No	48%	556
Prefer not to say	<1%	6
Not Provided	43%	496
Total		1157

Demographics

Area of the borough	Percentage %	No of Reviews
Brentford & Isleworth	14%	158
Chiswick	7%	80
Feltham	13%	146
Great West Road	2%	20
Hounslow Health	18%	214
Other	4%	43
Outside of the Borough	2%	24
Prefer Not To Say	<1%	3
Not Provided	41%	469
Total		1219

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	<1%	2
Not in employment & Unable to work	4%	48
Not in Employment/ not actively seeking work – retired	20%	234
Not in Employment (seeking work)	3%	29
Not in Employment (Student)	1%	10
On maternity leave	2%	27
Paid: 16 or more hours/week	21%	246
Paid: Less than 16 hours/week	5%	53
Prefer not to say	1%	17
Not Provided	42%	491
Total		1157



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