

Q2 Patient Experience Report

Healthwatch Hounslow
July 2025 – September 2025



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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 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.

Methodology



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



Encouraging conversations with **users of health services**



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



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

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

Between July and September 2025, we continued to develop our PEP by:

- Gathering focused feedback on “other” community services
- Outlining key themes with feedback related to GP appointments

Layout of the report

This report is broken down into six key sections:

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

The quarterly snapshots

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

GPs, Hospitals, Dental and other 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.

How we use our reports

Our Local Healthwatch has representation across various meetings, committees and boards across the borough where we share findings of these reports.

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 services based on what people have told us.

Additional Information about the reports

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

Q2 Snapshot

This section provides a summary of the number of experiences we collected during July – September 2025 as well as breakdown of positive, neutral and 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).



387 reviews

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

31 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	270	67.4%
Hospital	63	42.9%
Dentist	17	70.6%
Community Services	38	58%

Experiences of GP Practices



What people told us about GP Practices

STAFF ATTITUDES

"The staff are great, from the nurse, doctors, admin and reception all are good. If they have appointments available, then they are good at letting you know."

"They keep you in touch with upcoming information. The staff have treated me like I am a person and not a number. I have been here for a long time and haven't had a bad experience at all."

"They cater to young children very well. I had a newborn, and I could not get an appointment quickly. They were so kind enough to book an appointment the same day at a different practice."

AVAILABILITY OF APPOINTMENTS

"There is the option to book appointments in person at the reception desk which is good because I live close by. It is easy to book appointments and speak to a member of staff."

"Getting an appointment same day face to face and telephone with the same doctor. Consultation gives you enough time and you feel heard."

COMMUNICATION OF HEALTH ISSUES

"It is hard to access my documents and sometimes things go missing. There have been operations that are not on my record even though I have had the procedure which has caused me problems in the past."

"Appointment, lack of communication, not providing exact details, providing false alarm causing stress."

APPOINTMENT WAITING TIMES

"There was a delay when I had my appointment. I am waiting for at least 20 to 30 minutes. It is extremely hard because I have kids to pick up from school. The process isn't predictable at all, you kind of have to free up your whole day which isn't fair at all."

"The waiting time is quite long my appointment ended up being 17 minutes later than normal."

"More transparency and flexibility for working class patients. If you work 9 to 5, you cannot wait more than 20 mins for a blood test. If the service is running late to let patients know to reduce pressure on the front desk team."

GP services full data

No. of Reviews	270 reviews
Positive	182 (67.4)%
Negative	22 (8.2)%
Neutral	66 (24.4)%

Questions we asked residents



- Q1) How easy is it to get an appointment?
- Q2) How easy is it to speak to someone on the phone?
- Q3) How do you find the quality of telephone consultations?
- Q4) How do you find the quality of online consultations?
- Q5) How would you rate the attitudes of staff at your GP practice?
- Q6) How would you rate the quality of treatment and care received?
- Q7) How would you rate your overall experience ?
- Q8) What works well at your GP?
- Q9) What is not working well, and what could be improved?

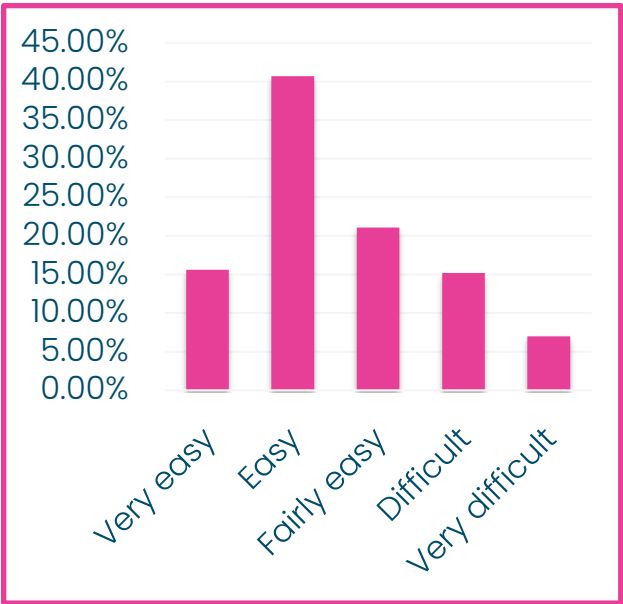
Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (Very Easy – Not at All Easy) to allow our data to be comparable with the NHS data.

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

Questions 8 and 9 were open-ended questions where users could state several responses.

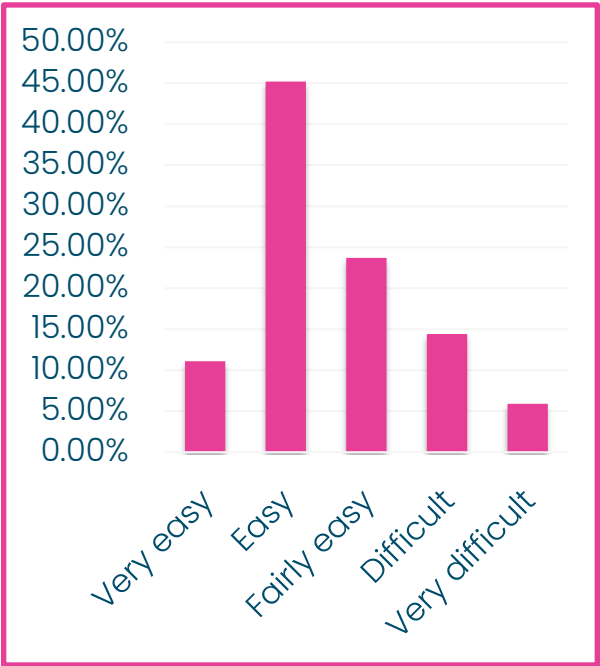
Access and Quality Questions

Q1) How easy is it to get an appointment?



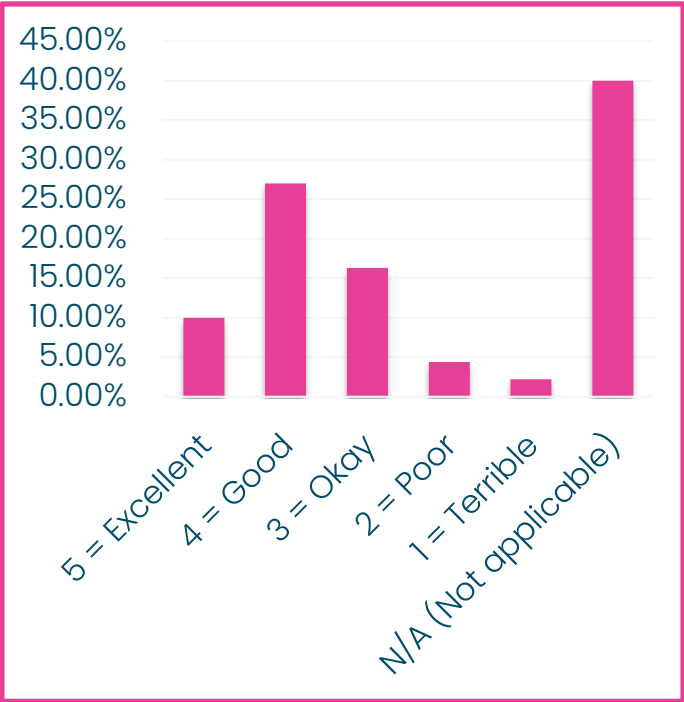
Responses	Percentage of reviews	No of reviews
Very Easy	15.6%	42
Easy	40.7%	110
Fairly Easy	21.1%	57
Difficult	15.2%	41
Very Difficult	7.0%	7
Total		270

Q2) How easy is it to speak to someone on the phone?



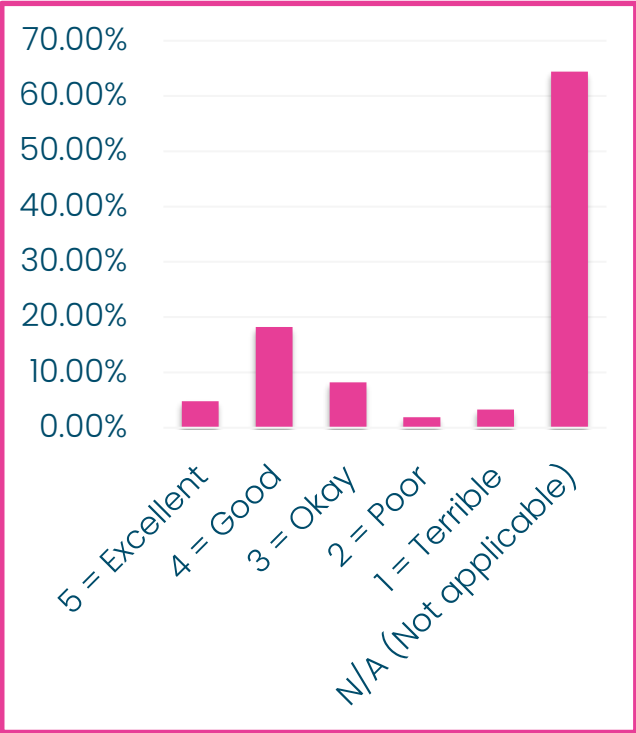
Responses	Percentage of reviews	No of reviews
Very Easy	11.1%	30
Easy	45.2%	122
Fairly Easy	23.7%	64
Difficult	14.4%	39
Very Difficult	5.9%	16
Total		270

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



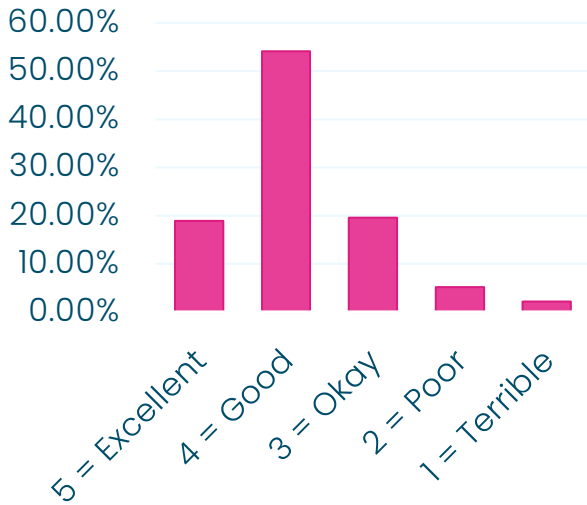
Responses	Percentage of reviews	No of reviews
5 = Excellent	10.0%	27
4 = Good	27.0%	73
3 = Okay	16.3%	44
2 = Poor	4.4%	12
1 = Terrible	2.2%	6
Not applicable	40.0%	108
Total		270

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



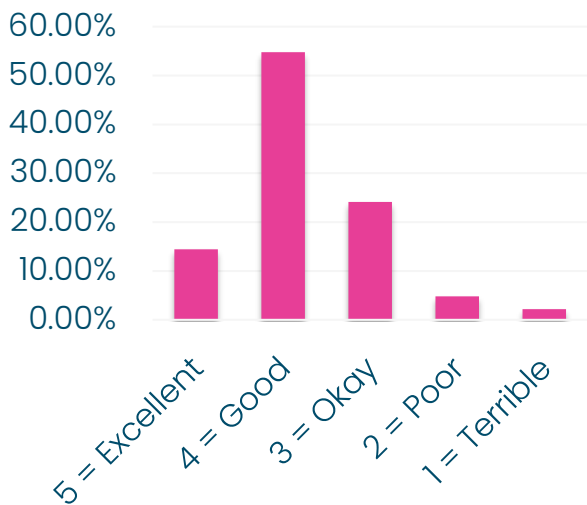
Responses	Percentage of reviews	No of reviews
5 = Excellent	4.8%	13
4 = Good	18.2%	49
3 = Okay	8.2%	22
2 = Poor	1.9%	5
1 = Terrible	3.3%	9
Not applicable	64.4%	174
Total		270

Q5) How would you rate the attitude of staff at your GP practice?



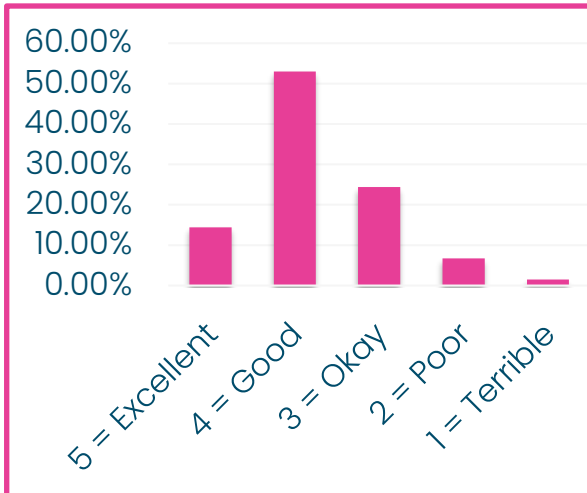
Responses	Percentage of reviews	No of reviews
5 = Excellent	18.9%	51
4 = Good	54.1%	146
3 = Okay	19.6%	53
2 = Poor	5.2%	14
1=Terrible	2.2%	6
Total		270

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



Responses	Percentage of reviews	No of reviews
5 = Excellent	14.4%	39
4 = Good	54.8%	148
3 = Okay	24.1%	65
2 = Poor	4.8%	13
1=Terrible	2.2%	6
Total		270

Q7) How do you rate your overall experience?



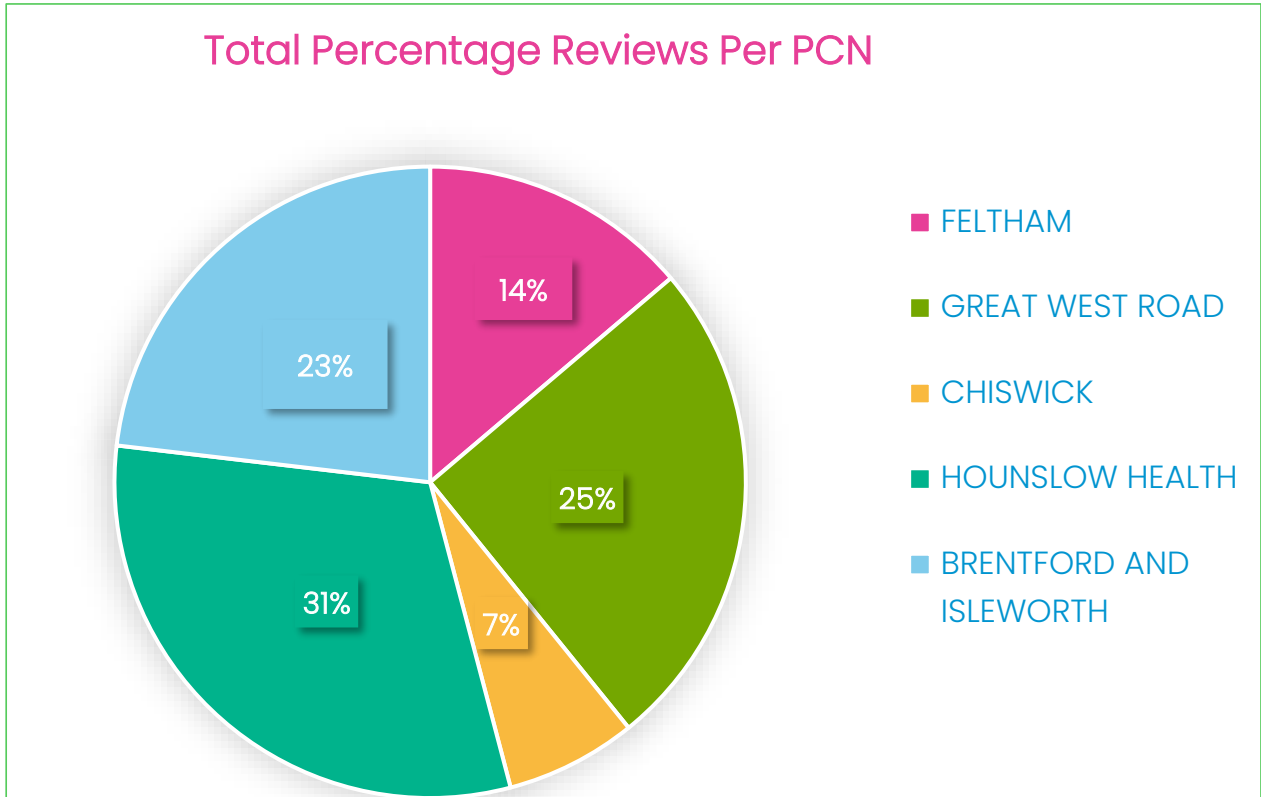
Responses	Percentage of reviews	No of reviews
5 = Excellent	14.4%	39
4 = Good	53%	143
3 = Okay	24.4%	66
2 = Poor	6.7%	18
1 = Terrible	1.5%	4
Total		270

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 July and September, the PCN which received the most reviews was Hounslow Health.



PCN Access and Quality Questions across GPs

To gain deeper insight into patients’ experiences at GP practices, the top response for each GP (across questions 1–6) within their PCN area was reviewed. Responses are presented as percentages.

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 has been colour coded to indicate positive, (green) negative (pink),neutral (blue) or non-applicable, n/a-residents haven't used this mode (light blue).

Responses of "very easy," "easy," "excellent," or "good" are considered positive. "Fairly easy" or "okay" are seen as neutral. "Very difficult," "difficult," "poor," or "terrible" are considered negative.

PCN NAME	ACCESS (out of 4)		QUALITY QUESTIONS (out of 5)			
	Getting an appointment	Getting through on the phone	Online consultations	Telephone consultation	Staff attitudes	Treatment and Care
Brentford & Isleworth						
Hounslow Health						
Great West Road						
Feltham						
Chiswick						

Positive Themes or Ongoing Issues

To gain a better understanding of patients' experiences at GP practices, we reviewed the top four positive themes and the top four ongoing issues across all GP responses. Each survey that was collected was reviewed, and four key themes were identified. These reflect the areas of service that are most important to patients, as shown below.

Top 4 Positive Themes	Total Count and % of Positive Reviews	Top 4 Ongoing issues	Total Count and % of emerging and on-going issues
Staff Attitudes	87(32.2%)	Appointment waiting times	79(29.2%)
Doctor's advice, treatment and communication skills	77(28.6%)	Lack of availability of appointments	52(19.3%)
Availability of appointments	70 (26%)	Communication with patients	39(14.4%)
Service Quality	40 (14.8%)	Staff Attitudes	28(10.4%)

Recommendations

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

Appointment Availability

1. Utilise weekend appointments if offered by practices and relay this information to patients.
2. Promote self-care and pharmacy services for minor ailments to reduce non-urgent GP visits.
3. Implement intuitive online and telephone appointment services to improve patient triage and assess urgency.

Appointment Waiting Times

1. Provide transparency with waiting time estimates and provide regular updates if services are running behind and display on digital screens.
2. Optimise appointment scheduling to reduce unnecessary delays.

Communication between staff and service users

1. Provide online and easy read materials on health issues when patients are diagnosed.
2. Utilise patient portals, letters and emails based on patient preferences to explain the next steps of treatment and care adequately.
3. Explore automated systems to provide normal blood test results to reassure healthy patients.

Telephone Accessibility

1. Improve current call-back system to provide alternative options for patients who cannot wait in the queue.
2. Ensure adequate staffing to manage call volume and patient demand with a focus on early mornings and busy periods.

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.

A full demographics breakdown can be found in the appendix.



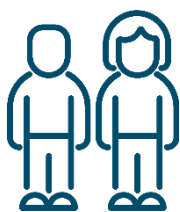
Gender

This quarter, women gave the highest percentage of positive reviews about their overall experience at 67%.



Age

Patients aged 35–44 had the highest percentage of positive experiences at 77%. In contrast, those aged 75 and above gave the highest percentage of negative reviews, at 9.8%.



Ethnicity

Patients who identified as Asian/Asian British – Indian gave the highest percentage of positive reviews, at 71%, while patients who identify as Black/Black British – African reported the highest percentage of negative reviews, at 20%.



Long Term Condition and Disabilities

Patients who responded 'No' to having a long-term health condition reported the highest level of positive responses at 74.1%, compared to only 58% among those who responded 'Yes.' A similar divide was observed among patients with disabilities, who reported 17% of negative reviews.

Experiences of Hospital Services



What people told us about Hospitals

STAFF ATTITUDES

"The staff are patient and kind in helping you get through the triage process."

"The staff are quick and take the time to go through your health issues. The service does well with getting you through the system."

WAITING TIMES

"The wait time are bad even as an outpatient. When the appointment is at a certain time, follow and honour that. Give information on why the appointments are running late."

"Waiting times need to improve, to see a specialist doctor you must wait a long time."

TREATMENT

"It was easy getting through to the right team and getting the treatment you needed."

"Advanced treatment and care , I found it noninvasive. I felt so much better after, and I was able to see the procedure myself."

LACK OF APPOINTMENT AVAILABILITY

"It was hard for me to get the referral and actually attend the appointment."

"I never get appointment information on time. Cancellations are last minute and is not suitable for people who travel far or cancel work."

SERVICE QUALITY

"The dialysis unit and care is amazing. I am in renal failure and the training I received to complete the dialysis from home is amazing. I really prefer to do dialysis from home, and I am now able to do so."

PAIN MANAGEMENT

"I had an extremely bad experience as an outpatient. The doctors, nurses and clinical teams need to improve in understanding pain management. I was in agony for a procedure and never got anaesthesia, the staff need more training in understanding pain."

Hospital Services

No. of Reviews	63
Positive	42.9% (27)
Negative	33.3% (21)
Neutral	23.8% (15)

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 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?

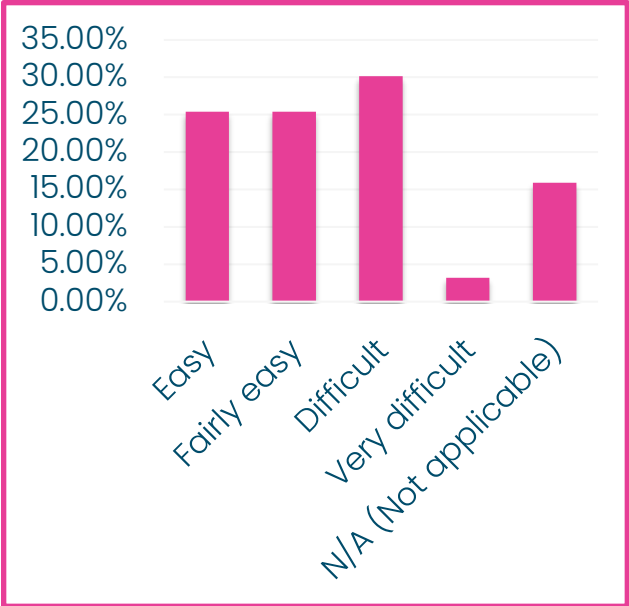
Q7) How do you rate your overall experience?

Q8) What works well at the hospital?

Q9) What is not working well, and what could be improved?

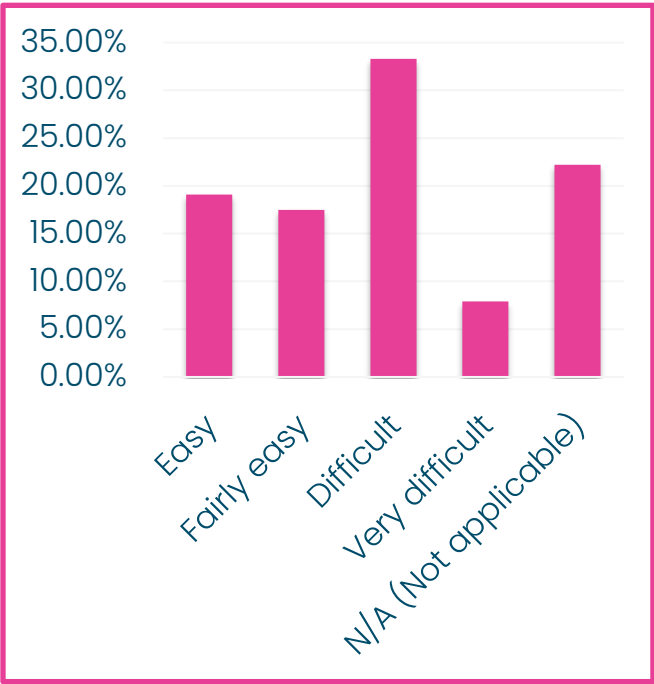
Access and Quality Questions

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



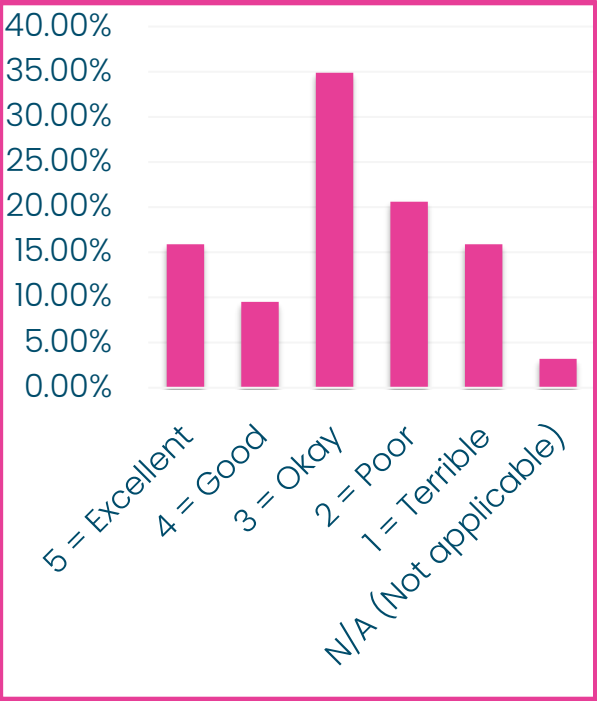
Responses	Percentage of reviews	No of reviews
Easy	25.4%	16
Fairly Easy	25.4%	16
Difficult	30.16%	19
Very Difficult	3.17%	2
Not Applicable	15.9%	10
Total		63

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



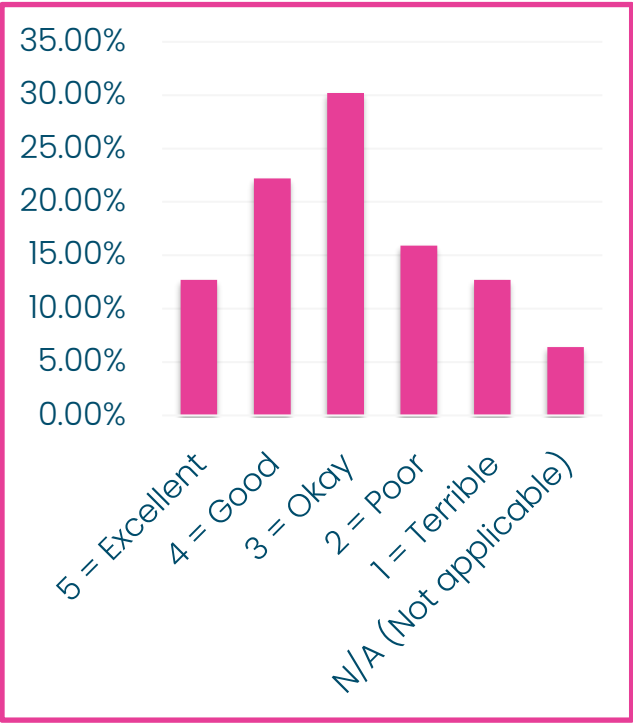
Responses	Percentage of reviews	No of reviews
Easy	19.1%	12
Fairly Easy	17.5%	11
Difficult	33.3%	21
Very Difficult	7.9%	5
Not Applicable	22.2%	14
Total		63

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



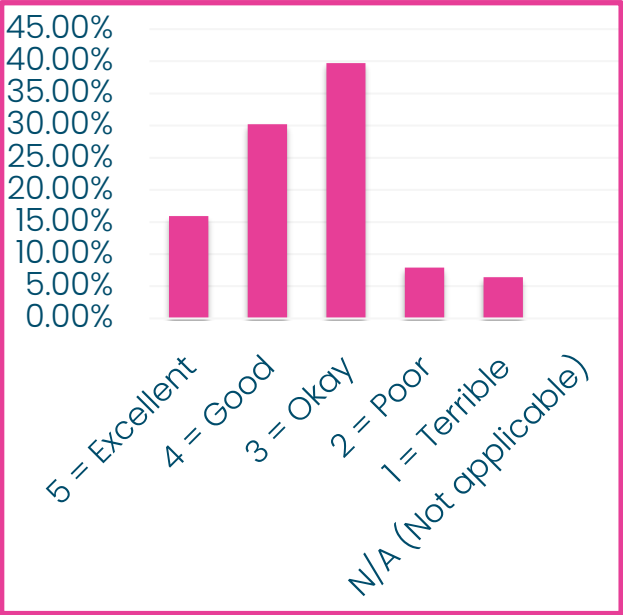
Responses	Percentage of reviews	No of reviews
5 = Excellent	15.9%	10
4 = Good	9.5%	6
3 = Okay	34.9%	22
2 = Poor	20.6%	13
1 = Terrible	15.9%	10
Not applicable	3.2%	2
Total		63

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



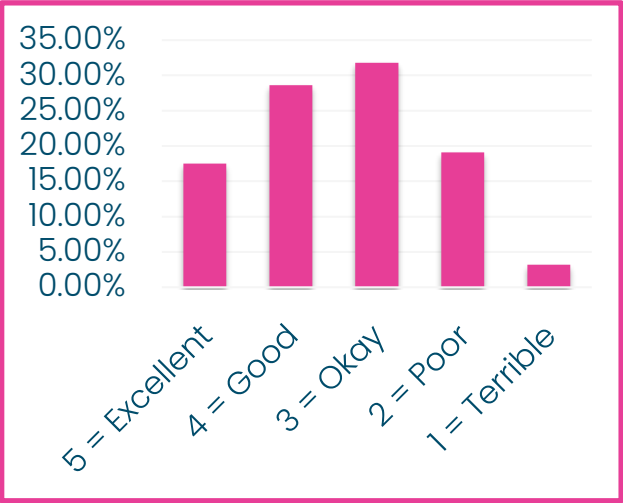
Responses	Percentage of reviews	No of reviews
5 = Excellent	12.7%	8
4 = Good	22.2%	14
3 = Okay	30.2%	19
2 = Poor	15.9%	10
1 = Terrible	12.7%	8
Not applicable	6.4%	4
Total		63

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



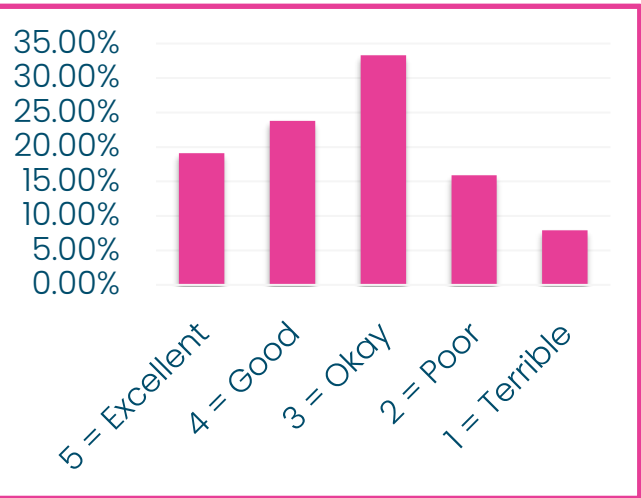
Responses	Percentage of reviews	No of reviews
5 = Excellent	15.9%	10
4 = Good	30.2%	19
3 = Okay	39.7%	25
2 = Poor	7.9%	5
1 = Terrible	6.4%	4
Not applicable	0.0%	0
Total		63

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



Responses	Percentage of reviews	No of reviews
5 = Excellent	17.5%	11
4 = Good	28.6%	18
3 = Okay	31.8%	20
2 = Poor	19.1%	12
1 = Terrible	3.2%	2
Total		63

Q7)How do you rate your overall experience?



Responses	Percentage of reviews	No of reviews
5 = Excellent	19.1%	12
4 = Good	23.8%	15
3 = Okay	33.3%	21
2 = Poor	15.9%	10
1 = Terrible	7.9%	5
Total		63

Positive themes or Ongoing Issues

To gain a better understanding of patients' experiences at hospitals, we reviewed the top four positive themes and the top four ongoing issues across all hospital responses. Each survey that was collected was reviewed, and four key themes were identified. These reflect the areas of service that are most important to patients, as shown below.

Top 4 Positive Themes	Total Count and % of Positive Reviews	Top 4 Ongoing issues	Total Count and % of emerging and on-going issues
Staff Attitudes	23(37.1%)	Waiting times	37 (59.7%)
Treatment, communication and medical advice	18(29%)	Communication between services	15(24.2%)
Service Quality	10(16.1%)	Staff Attitudes	5(8.1%)
Access to emergency services	9(14.5%)	Appointment availability	2(3.2%)

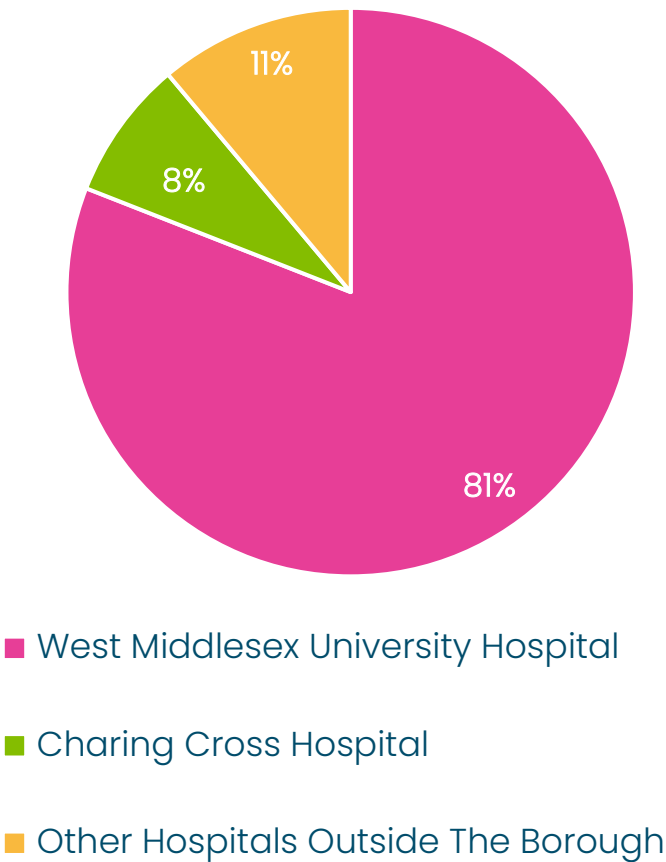
Hospital Trusts

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

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

Between July and September, the services which received the most reviews were West Middlesex University Hospital.

Total Reviews per Hospital



Analysis of the Access and Quality Control questions (1-6)

To gain a greater understanding of patient’s experience at hospitals it was decided to analysis the top responses for questions 1 –6 for each hospital that were part of this study. The table demonstrates the top responses for each question as a percentage.

Note that Access questions have been rated out of 4 (1- Very Difficult,4-Easy) and Quality questions are out of 5 (1 – Terrible, 5 - Excellent).

Each section has been colour-coded to indicate positive, (green) negative (pink) ,neutral (blue) , n/a (light blue).Data has only been presented from West Middlesex Hospital, as the number of reviews from other hospitals was fewer than 10 and therefore too small to report.

Name of Hospital	Access Questions		Quality Control Questions				
	Getting referral or/and an appointment	Getting through on the phone	Waiting at hospital	Communication (GP and Hospital)	Staff attitudes	Treatment and Care	Overall treatment of care
West Middlesex Hospital							

Analysis of Top 3 Positive and Emerging themes

We have also identified the top 3 positive and ongoing/emerging themes for each hospital to provide an in-depth breakdown of hospital services.

Hospitals	Top 3 Positive outcomes	Top 3 on-going and emerging Issues
West Middlesex Hospital No of reviews: 53	1. Treatment(37%)	1. Waiting times (44%)
	2. Staff Attitudes (28.8%)	2. Communication between the hospital staff and patients (15%)
	3. Quality of Services (20%)	3. Staff Attitudes(4%)
Other Hospitals Outside the Borough No of reviews: 5	1. Treatment (40%)	1.Treatment(40%)
	2. Service Quality(25%)	2. Access to medical records (20%)
	No further positive comments were recorded	No further negative comments were recorded
Charing Cross Hospital No of reviews: 5	1. Staff Attitudes (45%)	1. Waiting times (37%)
	2. Treatment(15%)	2.Aftercare(10%)
	No further comments recorded	No negative comments recorded

Recommendations

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

Waiting Times and Appointment Availability

1. Set clear expectations by informing patients of potential delays upon arrival.
2. Notify patients of cancellations as early as possible and if needed, with alternative options.
3. Implement staggered appointment scheduling to minimise waiting room congestion.
4. Communicate when emergency services are at peak periods and ensure that estimated waiting times are accessible to patients.

Communication between services

1. Establish clear communication channels between services that are regularly updated on patient information.
2. Directly contact patients automatically if there are updates on their condition.
3. Ensure patient data is updated and accurate to avoid discrepancies and delays in care pathways.

Supporting Staff Capacity

1. Revisit current training programmes to implement emerging topics to address health inequalities.
2. Implement attitudes that encourage patients to feel comfortable when discussing health concerns.
3. Regularly review feedback from patients and address complaints efficiently.

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.

A full demographics breakdown can be found in the appendix.



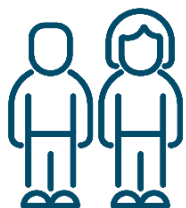
Gender

Men reported a slightly higher percentage of positive responses (43.8%) compared to women (43.3%).



Age

Adults aged 75–84 reported the highest percentage of positive experiences at 61%, while those aged 25–34 reported the highest percentage of negative experiences at 67%.



Ethnicity

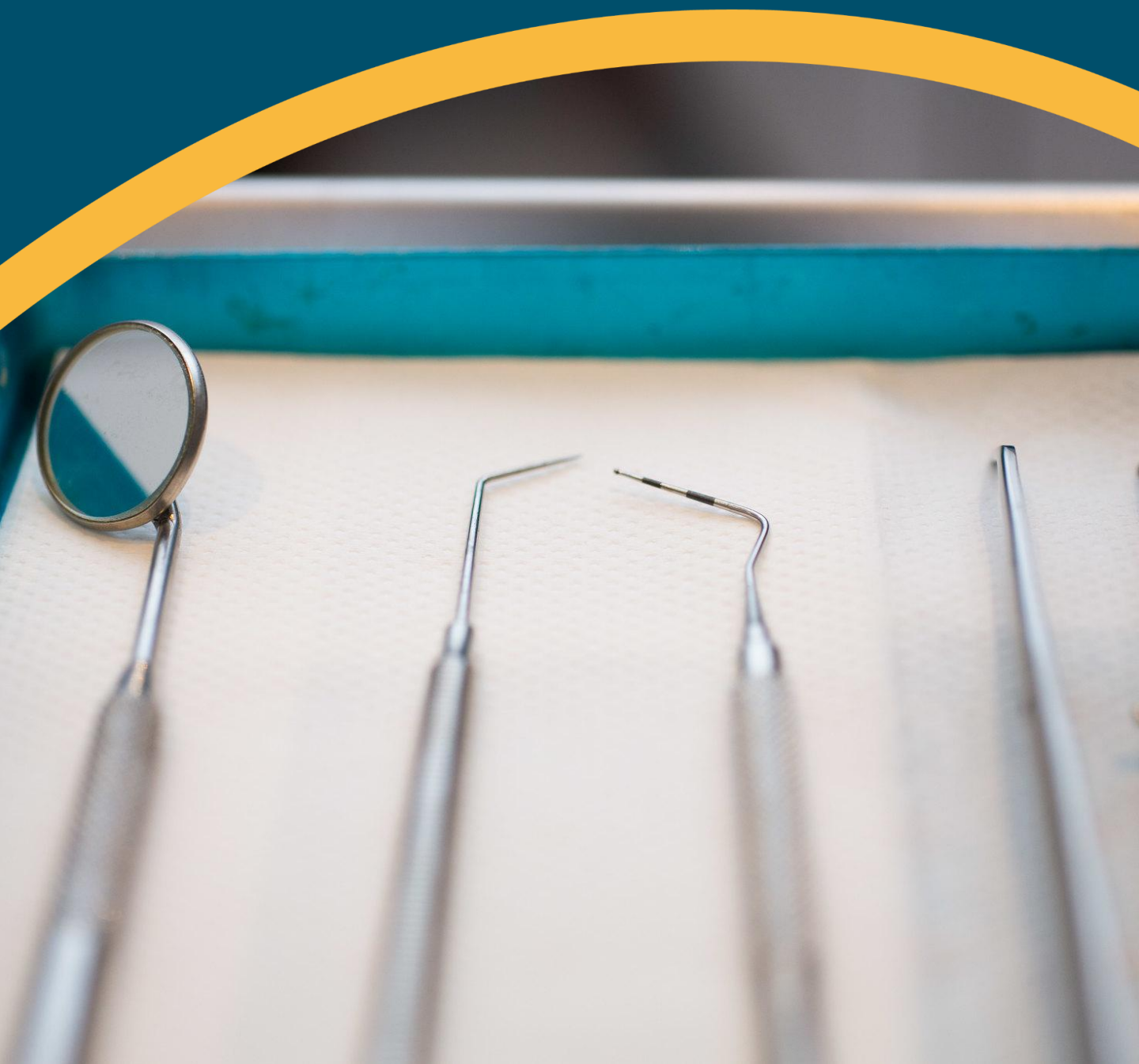
Patients who identified as White British reported the highest positive experiences (44%), while those from the Asian/Asian British – Indian group reported the highest negative experiences (12.5%).

Long Term Conditions and Disabilities



Patients who answered 'Yes' to having a long-term condition reported a neutral experience (35.7%), while those who answered 'No' reported more positive experiences (44.7%). A similar pattern was seen among patients with disabilities, with those answering 'Yes' reporting the highest percentage of negative experiences (28.6%) compared to those without a disability.

Experiences of Dental Services



What people told us about Dentists

SUPPORT WITH ACCESIBILITY

"My dentist and hygienist are both trained for Autistic patients. I'm allowed to wear my noise cancelling headphones. I'm allowed to wear an eye mask because of the bright lights. Everything they do is explained to me first before they do anything. They even took part in a dentist research project that I sent to them."

"The staff are very kind and respectful. As I struggle with dental appointments it's important that I feel safe and the staff, every single one I have had contact with, are so friendly and helpful."

APPOINTMENT AVAILABILITY

"My dentist is the only NHS dentist at the practice; he is only in 2 or 3 days per week. If something is urgent, I cannot wait on NHS wait times, I instead must go private which is not suitable for everyone or financially possible."

"More availability for NHS appointments."

STAFF ATTITUDES

"The support from staff is amazing, they easily explain everything and in person Aswell. They take the time to get to know you, Aswell."

"Receptionist are good at knowing my process and treatment .They really help with children and getting comfortable. It reduces the nerves of the dentist."

COSTS

"The prices of NHS dentistry is too expensive. It's almost like it's private, that's how expensive it is. Prices need to be reduced."

"The prices are expensive compared to my experiences from back home."

Dental Services

No. of Reviews	17 reviews
Positive	70.6% (12)
Negative	5.9% (1)
Neutral	23.5% (4)



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?

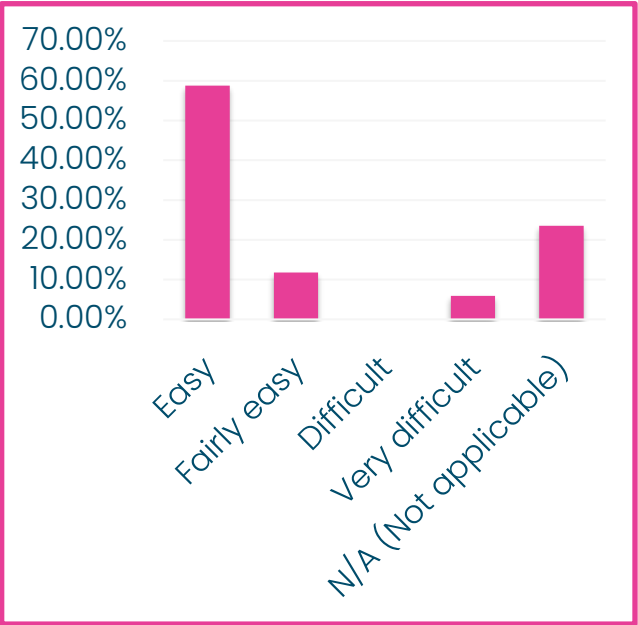
Q6) How do you rate your overall experience?

Q7) What works well at the dental practice?

Q8) What is not working well, and what could be improved?

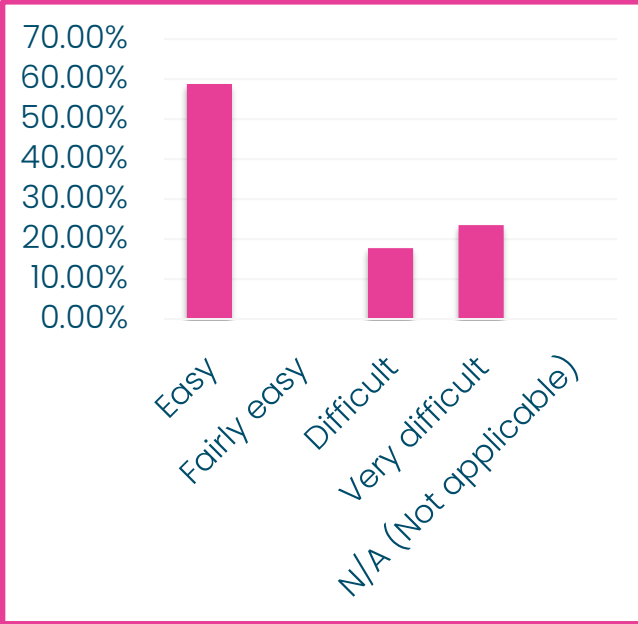
Access and Quality Questions

Q1) How easy was it to register with an NHS dentist? (If you have registered within the last 12 months)



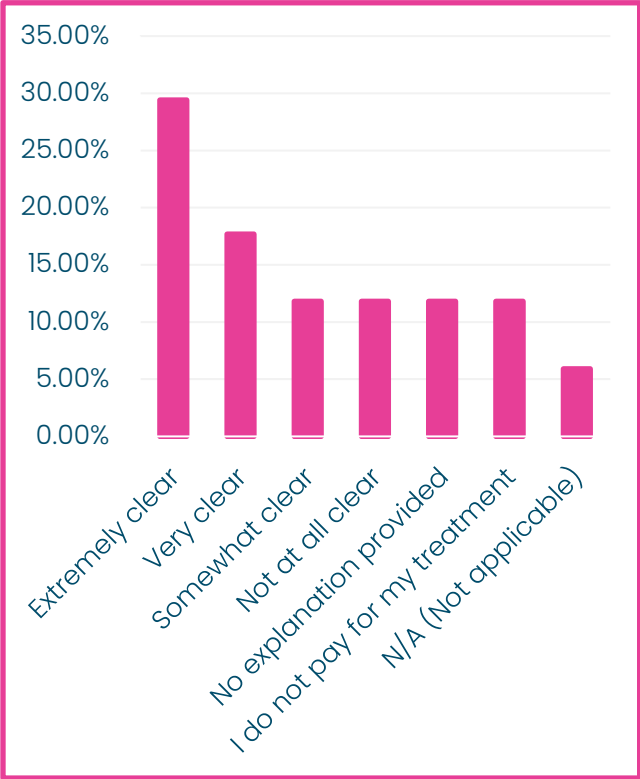
Responses	Percentage of reviews	No of reviews
Easy	58.8%	10
Fairly easy	11.8%	2
Difficult	0.0%	0
Very difficult	5.9%	1
Not applicable	23.5%	4
Total		17

Q2) How easy is it to get an NHS dental appointment?



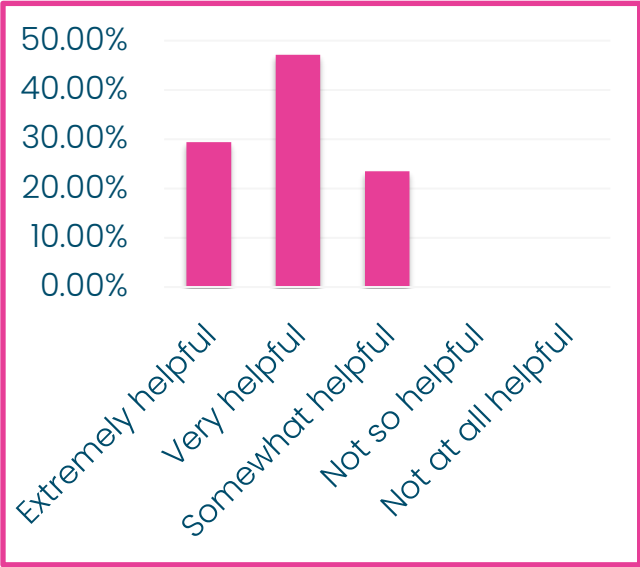
Responses	Percentage of reviews	No of reviews
Easy	58.8%	10
Fairly easy	0.0%	0
Difficult	17.7%	3
Very difficult	23.5%	4
Not applicable	0.0%	0
Total		17

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



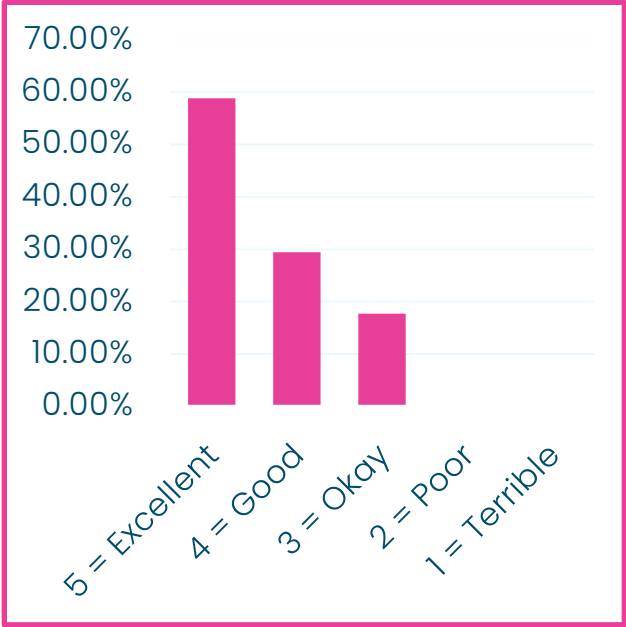
Responses	Percentage of reviews	No of reviews
Extremely clear	29.4%	5
Very clear	17.7%	3
Somewhat clear	11.8%	2
Not at all clear	11.8%	2
No explanation provided	11.8%	2
I do not pay for my treatment	11.8%	2
Not applicable	5.9%	1
Total		17

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



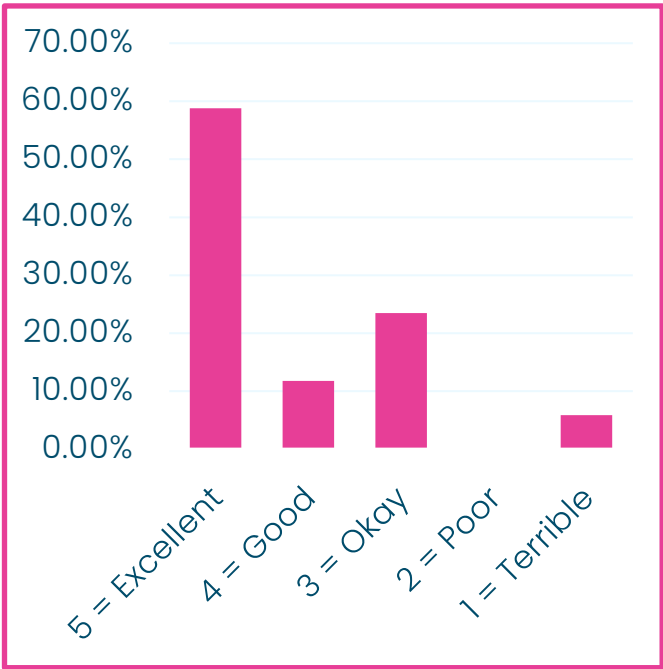
Responses	Percentage of reviews	No of reviews
Extremely helpful	29.4%	5
Very helpful	47.1%	8
Somewhat helpful	23.5%	4
Not so helpful	0.0%	0
Not at all helpful	0.0%	0
Total		17

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



Responses	Percentag e of reviews	No of reviews
5 = Excellent	58.8%	10
4 = Good	29.4%	5
3 = Okay	17.7%	3
2 = Poor	0.0%	0
1 = Terrible	0.0%	0
Total		17

Q6) How do you rate your overall experience?



Responses	Percentage of reviews	No of reviews
5 = Excellent	58.8%	10
4 = Good	11.8%	2
3 = Okay	23.5%	4
2 = Poor	0.0%	0
1 = Terrible	5.9%	1
Total		17

Positive themes or Ongoing Issues

To gain a better understanding of patients' experiences at dentists, we reviewed the top four positive themes and the top four ongoing issues across all responses. Each survey that was collected was reviewed, and four key themes were identified. These reflect the areas of service that are most important to patients, as shown below.

Top 4 Positive Themes	Total Count and % of Positive Reviews	Top 4 Ongoing issues	Total Count and % of emerging and on-going issues
Support from staff	70.6%	Costs	11.8%
Quality of Treatment	11.8%	Appointment Availability	47.1%
Delivery of service	17.6%	Communication with Patients	11.8%
Accessibility	11.8%	Awareness of patient's medical history	11.8%

Recommendations

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

NHS appointment availability

1. Provide transparency in availability of NHS appointments and support patients in accessing local NHS dental services.
2. Support patients in oral health practices to reduce non-urgent appointments.
3. Outline appointment cancellation policies directly to patients to reduce regular cancellations.

Support with costs

1. Provide key information on the breakdown of NHS dentistry costs and ensure patients are supported in knowing what payment options are available.
2. Ensure patients are aware of where to register with an NHS dentist accepting new patients.

Further support and awareness on non-visible disabilities

1. Support patients and provide accommodations for non-visible disabilities prior to appointment.
2. Produce information on neurodivergence and how it influences a patient's experience of the dentist.

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.

A full demographics breakdown can be found in the appendix.



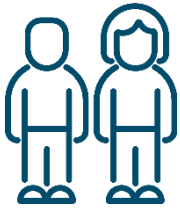
Gender

Women reported the highest positive experience at 76.9%, compared to 33.3% for men.



Age

The 35–44 age group, the largest in this survey, reported the highest positive experience at 80%



Ethnicity

Patients who identified as Asian/Asian British – Indian reported the highest number of positive responses (50%). Positive experiences were reported across all ethnic groups.



Long Term Condition and disabilities

Patients who answered 'Yes' to having a long-term condition reported 57.1% positive experiences. Similarly, patients who responded 'Yes' to having a disability reported at 100% as an overall positive experience.

Experiences of 'Other' services



What people told us about Other services

SERVICE DELIVERY

"The service was really good it was easy for me to go straight there and very accessible."

(Feltham Hub- Community drop in)

"The wait for a scan was really long so I was able to get one through this team and closer to my home and GP. They take good care of you and help you feel less scared or anxious when you are getting a scan."

(Community Diagnostics Team)

WAITING TIMES

"The referral waiting list is extremely long in my opinion."

(Physiotherapy)

"They have so many service cuts that they are only able to offer services that I am not interested i.e. group therapy. They haven't provided me with talking therapies at all either."

(Mental Health Services)

TREATMENT

"They supported with my eye care and issues as a side effect of treatment. Easy to contact and they help me to stay on top of my diabetes."

(Community Diabetes Team)

COMMUNICATION BETWEEN SERVICES

"Maybe better communication with the GP about allergies. There have been mistakes in the past and it could've cost me my life."

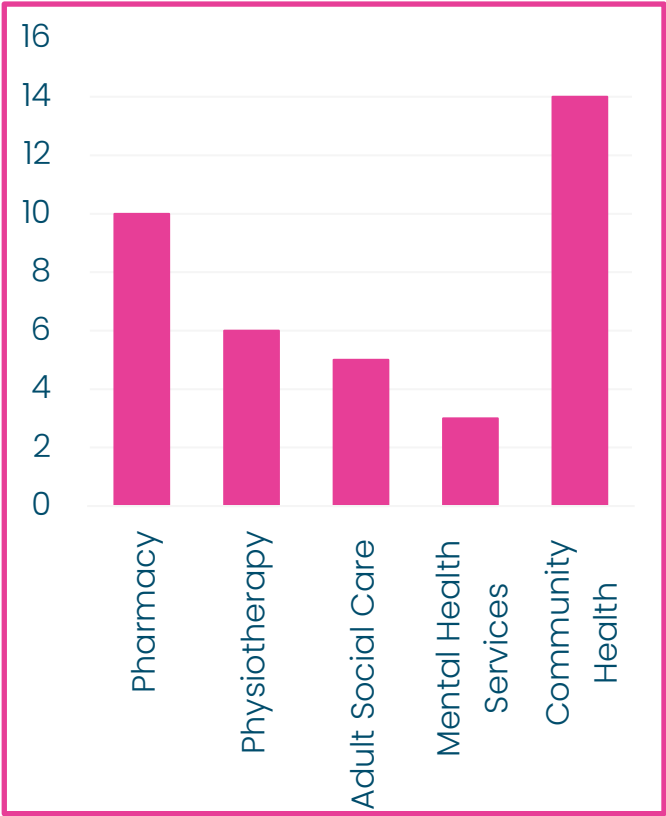
(Pharmacy)

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 health services, social care and community services asking them what is working well and what could be improved.

This section provides an overview of reviews from different community or “Other” Services.

No. of Reviews	38 Reviews
Positive	58% (22)
Negative	18.4% (7)
Neutral	23.7 (9)



Service Type	No of Reviews
Pharmacy	10
Physiotherapy	6
Adult Social Care	5
Mental Health Services	3
Community Health(Diabetes, Auditory, Health Visitor)	14

Positive themes or Ongoing Issues

To gain a better understanding of patients' experiences at dentists, we reviewed the top four positive themes and the top four ongoing issues across all responses. Each survey that was collected was reviewed, and four key themes were identified. These reflect the areas of service that are most important to patients, as shown below.

Top 4 Positive Themes	Total Count and % of Positive Reviews	Top 4 Ongoing issues	Total Count and % of emerging and on-going issues
Staff attitudes	44.7%	Wait for referrals	18.4%
Accessibility of local services	18.4%	Appointment Availability	28.9%
Quality of Treatment	15.8%	Appointment booking systems	15.8%
Communication with patients	14%	Communication with GP services	10.5%

Thematic analysis of open-ended responses

To gain a better understand of 'Other services' we have collated the positive and on-going themes for each of these types of services.

Type of service	Positive Outcomes	On going/emerging issues
Pharmacy	1. Access to Prescriptions (70%) 2. Staff Attitudes (20%)	1. Communication with GP services (30%) 2. Access to online forms (10%)
Physiotherapy	1. Staff Attitudes (33.3%) 2. Local to Patients (16.7%)	1. Appointment booking system (50%) 2. Referral wait times (17%)
Adult Social Care	1. Support from Services (66%) 2. Staff Attitudes (33.3%)	1. More support provided through carers (56%) 2. Access to private transport (15%)
Mental Health Services	1. Treatment (33.3%) 2. Service delivery (33.3%)	1. Cuts to services (33.3%) 2. Discharge and aftercare (33.3%)
Community Health(Diabetes, Auditory, Health Visitor)	1. Staff Attitudes (50%) 2. Communication with Patients (14.3%)	1. Appointment availability (42.9%) 2. Referral to other services (7.1%)

Appendix



Demographics

GENDER	Percentage %	No of Reviews
Man (including trans man)	35.4%	137
Woman (including trans woman)		247
Non- binary		3
Other		0
Prefer not to say	0%	0
Total		387

AGE	Percentage %	No of Reviews
18-24	5.9%	23
25-34	21.7%	84
35-44	18.1%	70
45-54	12.1%	47
55-64	15.5%	60
65-74	10.6%	41
75-84	10.9%	42
85+	2.1%	8
Prefer not to say	3.1%	12
Total		387

DISABILITY	Percentage %	No of Reviews
Yes	13%	50
No	81.4%	315
Prefer not to say	5.7%	22
Not known	0	0
Total		387

LONG-TERM HEALTH CONDITION	Percentage %	No of Reviews
Yes	43.3%	187
No	46%	178
Prefer not to say	5.7%	22
Not known	0	0
Total		387

ETHNICITY	Percentage %	No of Reviews
White - English / Welsh / Scottish / Northern Irish / British	23.8%	92
White - Irish	1.6%	6
White - European	0.1%	23
White - Other	0.02%	8
European	1.3%	5
Arab	2.3%	9
Asian / Asian British - Indian	27.6%	107
Asian / Asian British - Pakistani	8.5%	15
Asian / Asian British - Bangladeshi	3.9%	10
-Chinese	1.0%	4
-Any other Asian background (please see below)	4.4%	17
-Black / Black British - African	9.6%	37
-Black / Black British - Caribbean	2.1%	8
-Any other Black background	0%	0
-Gypsy, Roma or Traveller	0%	0
-Latin American	0%	0
-Mixed - Asian and White	0%	0
-Mixed - Black African and White	0%	0
-Mixed - Black Caribbean and White	1.3%	5
-Any other Mixed / Multiple ethnic background	0%	0
-Prefer not to say	2.8%	11
-Other -	7.0%	27
Other - not listed	0.8%	3
Total		387



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