

Q1 Patient Experience Report

Healthwatch Hillingdon
April – June 2026



Contents

Introduction	3
Layout of the report	4
Q1 Snapshot	5
Experiences of GP Services	6
• GP Services – Summary Findings	8
• GP Services – Full data set	12
Experiences of Hospital Services	23
• Hospital Services – Summary Findings	25
• Hospital Services – Full data set	29
Appendix	38

Introduction

Patient Experience Programme

Healthwatch Hillingdon 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



Reviews submitted through the **Have your say** section on the website



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

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

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 Hillingdon 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.

Q1 Snapshot

This section provides a summary of the experiences we collected during April – June 2026 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)



382 reviews

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

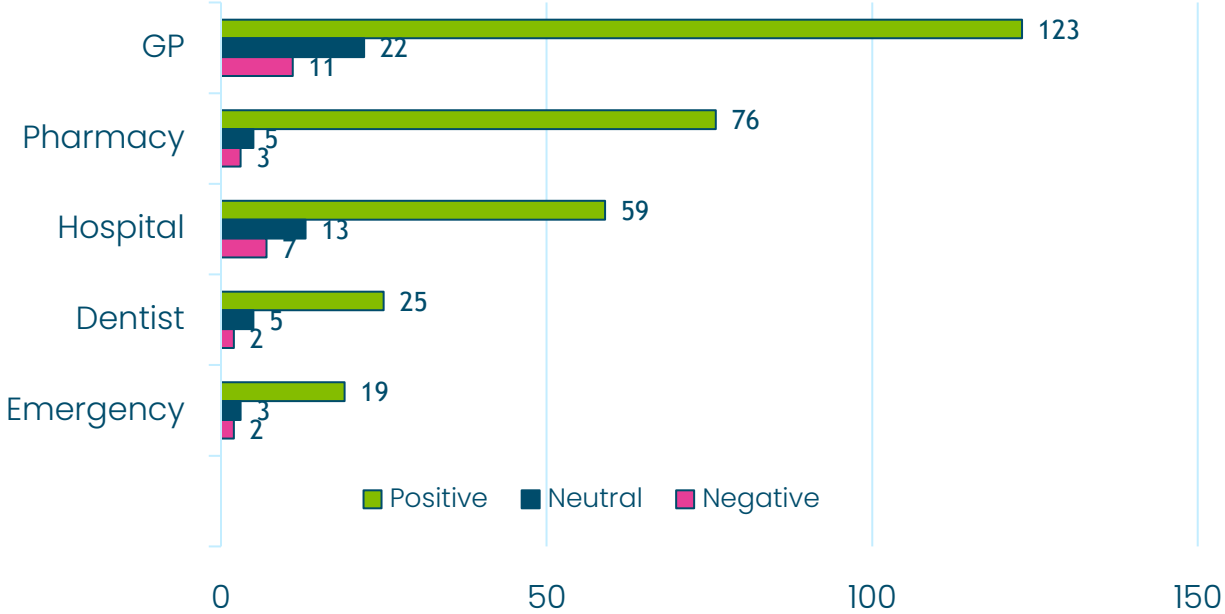
13 visits

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	156	79%
Pharmacy	84	90%
Hospital	79	75%
Dentist	32	78%
Emergency	24	79%

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

Sentiment of Reviews



Experiences of GP Services



What people told us about GP Services

"When it is appointments for my children, and it is an emergency, I do get one very quickly."

"I would like to get appointments quicker. I came here in early April, and they did not see me until a couple of weeks later. I had to phone 111."

"You get an appointment when you need one. They are good with my son when I bring him here. "

"It is very difficult to get an appointment in a relatively short period of time. They are always so far in the future."

"The reception and health staff pay attention, and they take notes."

"Access to the reception. It seems to be heading towards online, which is sometimes not good to get convenient appointment. When you really need one, you must appear in-person."

"The response to complications has been excellent. They are prompt in responding to calls or giving appointments when needed."

"I don't get on with this new EMMA, sends me an app, and I don't know what to do or where to go. I prefer to speak to a person. It would be nice to see the same doctor."



GP Services Summary Findings

What has worked well?

Below is a list of the key positive aspects relating to GP practices between April and June 2026



Appointment Availability

Overall, 48% of comments expressed satisfaction with the availability of appointments.

Patients consistently praised their respective GP practice for its efficient, flexible appointment booking system, highlighting quick access for urgent needs and reliable follow-ups.



Overall Quality and Attitudes of Staff

Overall, 82% of comments praised the positive attitude of the staff. Specifically, 81% appreciated the administrative staff, while 100% commended the quality of the health staff.

Patients consistently praised the staff for their friendly, helpful, and professional attitude across all roles, highlighting a welcoming environment and efficient care.



Quality of Treatment

Overall, 82% of comments expressed satisfaction with the quality of treatment they received.

Patients commented on the promptness and thorough responses to health concerns and complications, highlighting effective routine checkups and excellent care for children.

What could be improved?

Below is a list of the key areas for improvement relating to GP practices between April and June 2026



Appointment Availability

Overall, 43% of comments expressed dissatisfaction with the length of time they had to wait for appointment availability.

Patients frequently expressed frustration with long wait times for routine appointments, lengthy phone queues, and difficulties navigating booking systems.



Online consultation (app/form)

Overall, 56% of comments expressed dissatisfaction with the online booking systems and online apps, etc.

Some patients find the shift toward online and automated booking systems frustrating and difficult to navigate, highlighting barriers such as a lack of understanding of the digital process and rigid forms.



Getting through on the telephone

Overall, 42% of comments expressed dissatisfaction with the telephone system at their respective GP practices.

Patients highlighted unhelpful automated services like EMMA, and a lack of support for those who cannot or prefer not to use online platforms.

Recommendations

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

Maintain inclusive booking routes:

GP practices should retain telephone and face-to-face booking alongside digital channels and provide assisted support for patients unable to use online forms or automated systems.

Offer targeted continuity of care:

Enable patients with ongoing or complex needs to request their usual clinician where clinically appropriate.

Target communication improvement:

Use complaints and practice-level feedback to identify specific teams needing coaching, focusing on difficult enquiries, clear explanations and support for digitally excluded patients.

The image features a dark teal background with a large, white, curved shape in the center, resembling a stylized 'C' or a protective shield. A thick, vibrant pink line follows the inner curve of this white shape, creating a frame for the text. The text is centered within this frame.

GP Services

Full data set

GP Services

No. of Reviews	156 (relating to 25 GP practices)
Positive	79%
Negative	7%
Neutral	14%



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:

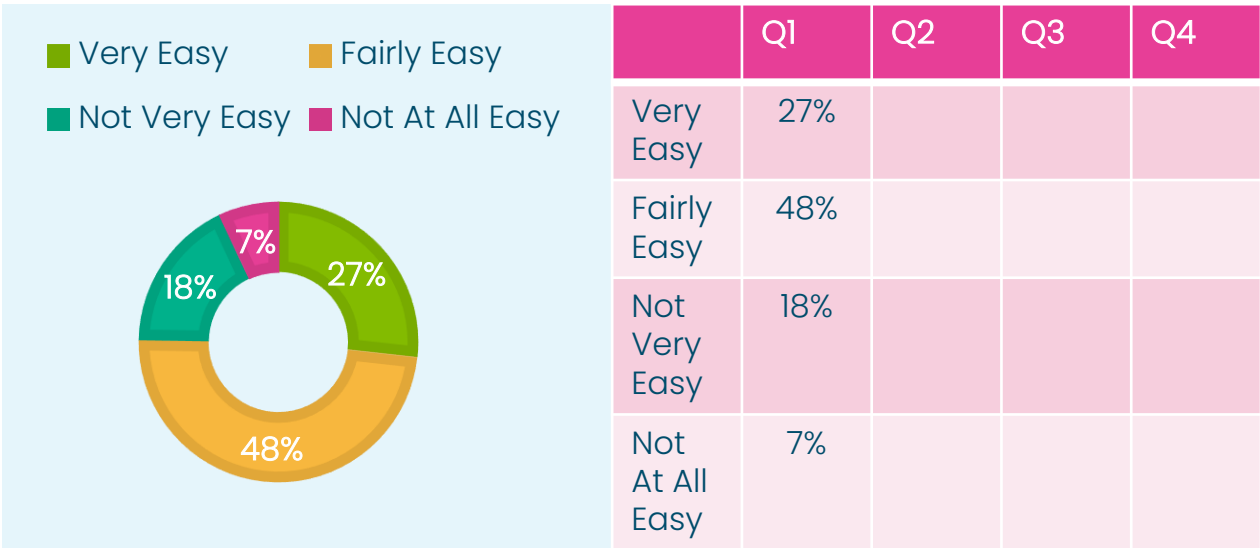
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the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

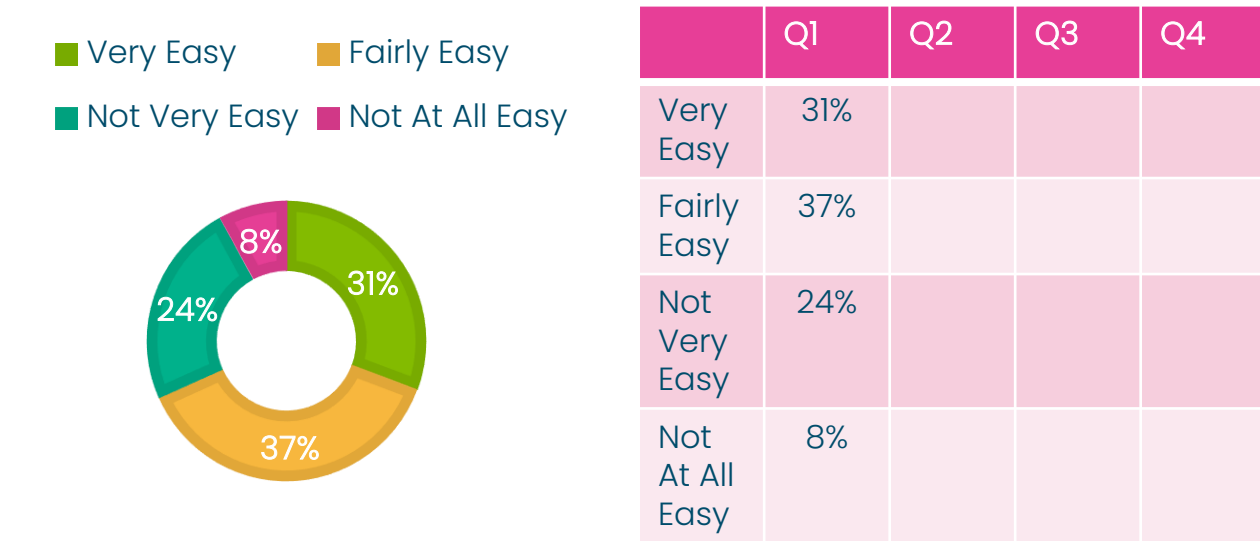
Participants were asked to choose between 1-5* (Very Poor – Very Good)

Access and Quality Questions

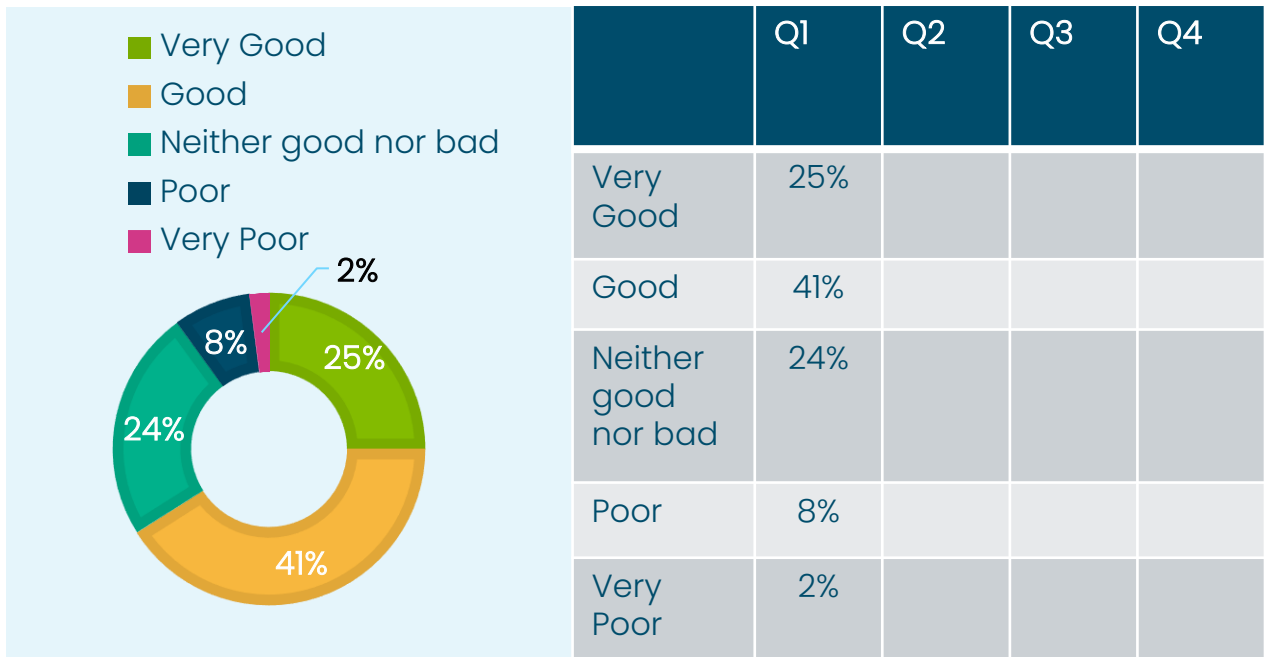
Q1) How do you find getting an appointment?



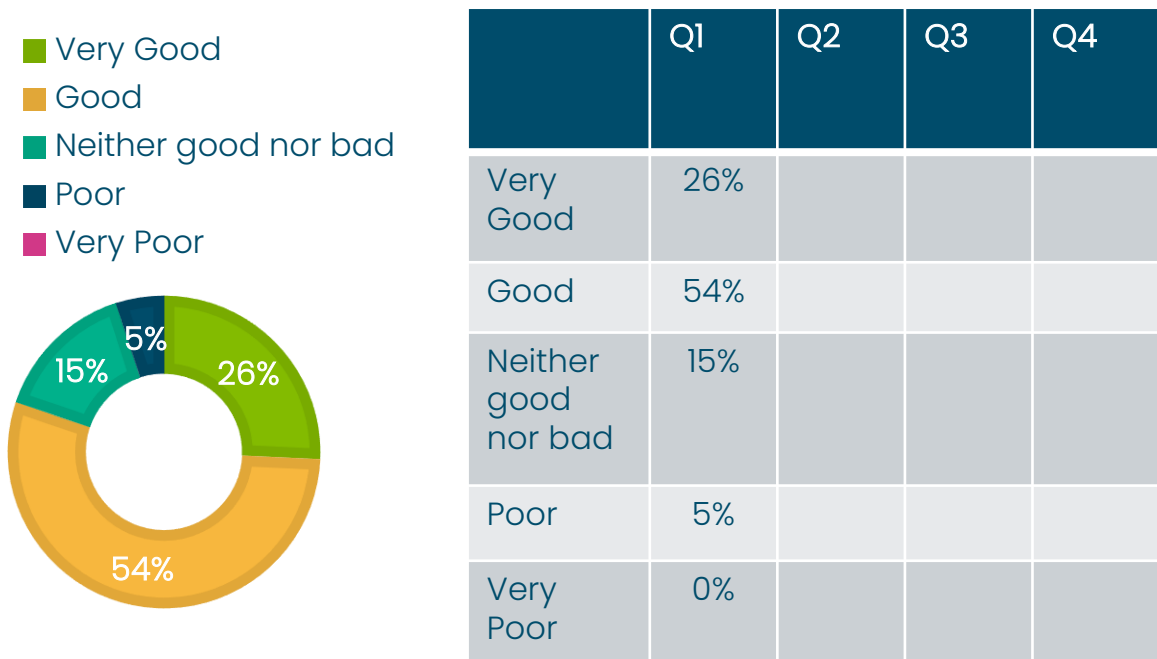
Q2) How do you find getting through to someone at your GP practice on the phone?



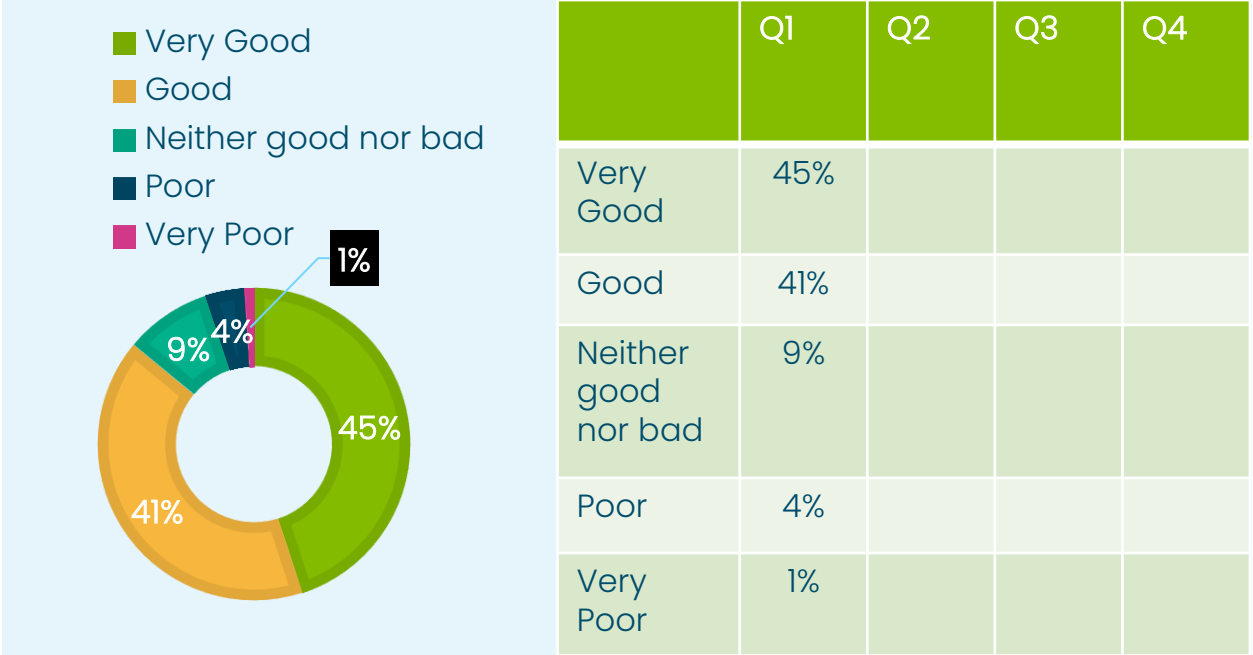
Q3) How do you find the quality of online consultations?



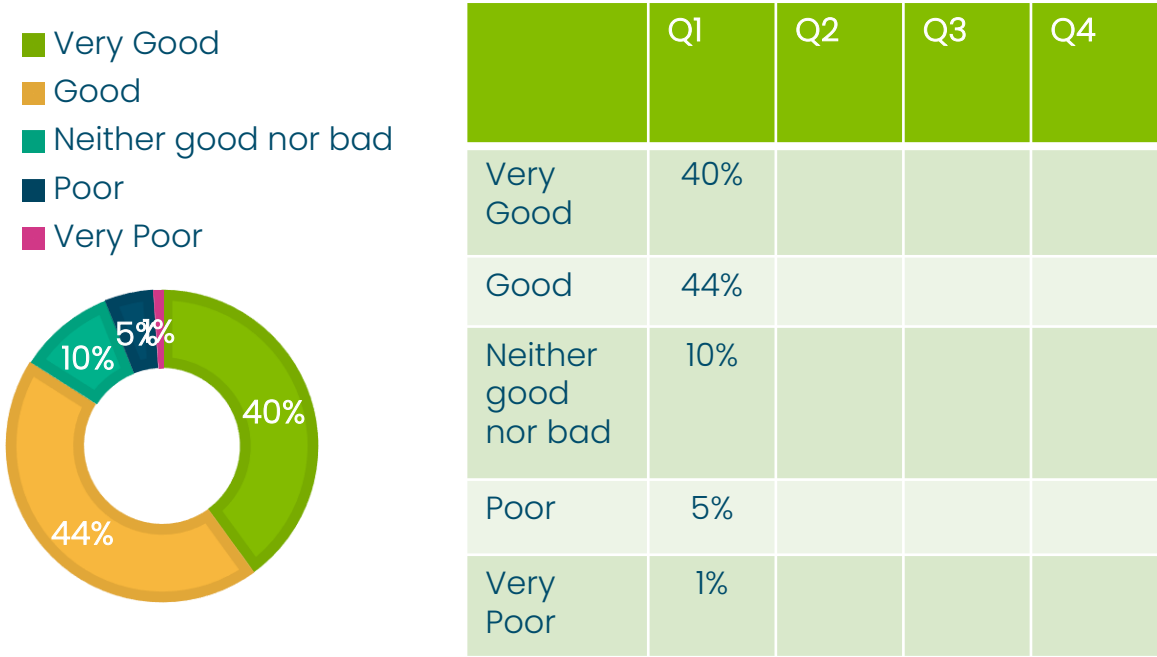
Q4) How do you find the quality of telephone consultations?



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 April and June 2026 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	27 (48%)	5 (9%)	24 (43%)	56
Getting through on the telephone	13 (42%)	5 (16%)	13 (42%)	31
Online consultation (app/form)	9 (36%)	2 (8%)	14 (56%)	25
Staff Attitudes	18 (82%)		4 (18%)	22
Staff Attitudes – administrative staff	17 (81%)	1 (5%)	3 (14%)	21
Staff Attitudes – health professionals	14 (78%)	1 (6%)	3 (17%)	18
Quality of treatment	14 (82%)		3 (18%)	17
Quality of Staff - health professionals	15 (100%)			15
Communication with patients (treatment explanation, verbal advice)	6 (50%)		6 (50%)	12
Booking appointments	4 (36%)	1 (9%)	6 (55%)	12

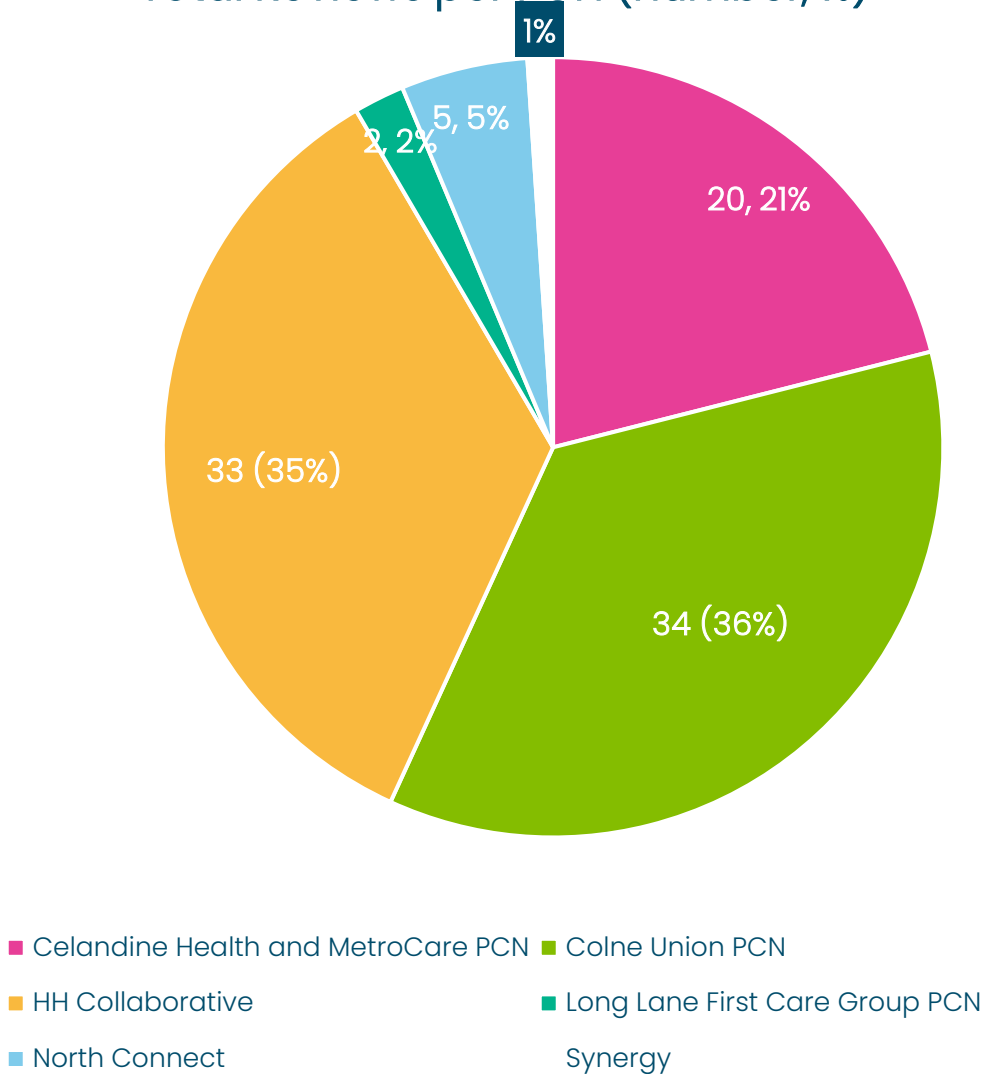
Primary Care Networks

Primary care networks (PCNs) are groups of GP practices within the same area which work together to support patients. Within Hillingdon there are 6 PCN'S covering the borough. These are:

- Calendine Health and MetroCare
- Colne Union
- HH Collaborative
- Long Lane First Care Group
- North Connect
- Synergy

Between April and June 2026, the services which received the most reviews were Colne Union and HH Collaborative.

Total Reviews per PCN (number, %)



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
Calendine Health and MetroCare No of reviews: 20	3.0	2.7	3.9	4.2	3.6	4.2
Coline Union No of reviews: 34	2.7	2.6	3.3	3.8	3.6	4
HH Collaborative No of reviews: 33	3.1	3.3	4.1	4.2	3.5	4.1
Long Lane First Care Group No of reviews: 2	2.7	2.9	3.6	3.7	3.8	4.2
North Connect No of reviews: 5	3	3	0	4	3	4
Synergy No of reviews: 1	3.2	2.6	1	3	3.2	3.4

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	Overall star rating	Top 3 Positive Issues	Top 3 Negative Issues
Coline Union No of reviews: 34	3.4	1. Staff Attitudes Quality of Staff – health professionals	1. Appointment Availability
			2. Quality of appointment – face-to-face appointment
		3. Getting through on the phone Lack of access Communication with patients (treatment explanation, verbal advice) Staff Attitudes – administrative staff Staff Attitudes – health professionals Quality of Staff – administrative staff Experience Quality of treatment	3. Booking appointments Getting through on the telephone Communication with patients (treatment explanation, verbal advice)

HH Collaborative No of reviews: 33	3.4	1. Appointment Availability	1. 1. Appointment Availability
		2. Staff Attitudes – health professionals	2. Waiting Times (punctuality and queueing on arrival) Continuity of Care Staff Attitudes – health professionals
		3. Getting through on the telephone Staff Attitudes – administrative staff Quality of treatment	
Calendine Health and MetroCare No of reviews: 20	3.6	1. Appointment Availability	1. Online consultation (app/form)
		2. Staff Attitudes	2. Getting through on the telephone
		3. Online consultation (app/form) Staff Attitudes – administrative staff	3. 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.



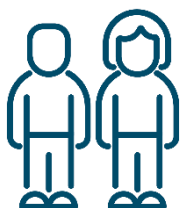
Gender

During the last three months, women had a better experience with GPs compared with men. 81% of women rated their experiences positively compared to 73% of men.



Age

75 to 84-year-olds shared the highest number (22) of positive experiences about hospitals. 77% of all comments praised their services.



Ethnicity

81% of the White British residents (52) who shared reviews considered their last hospital experience to be 'Good' or better.

Experiences of Hospital Services



What people told us about Hospitals

"The first doctor I spoke to before and during the procedure was nice. She made me feel comfortable. The surgery left only a small scar."

"Long waiting lists. Long wait to be seen. A lot of elderly people waiting in the corridor."

"The health staff have been lovely"

"Very long wait for additional tests. Poor communication between hospital and GP."

"I think the quality of treatment is excellent. Just the overall experience was good, and the treatment worked."

"There have been times when my mum had to go through more scans which could have been avoided if systems were more connected."

"Once we got to the doctor, they did a full check, and they did not rush us. The doctors are quite good."

"The wait to be seen was long. It was at least 2 hours. The process from one consultation to the next is long. There is a lot of waiting. The attitudes of staff really depend, but I think that is due to the volume of patients. The quality of treatment really depends on the situation."



Hospital Services Summary Findings

What has worked well?

Below is a list of the key positive aspects relating to hospitals between April and June 2026



Quality of treatment

Overall, 86% of comments expressed satisfaction with the quality of treatment they received.

Patients reported an overwhelmingly positive experience, praising the staff for being attentive, courteous, and thorough. The medical treatment, care quality, and efficient hospital environment are described as excellent and effective.



Appointment Availability

Overall, 64% of comments expressed satisfaction with appointment availability. Patients valued being able to obtain hospital referrals and appointments, with 74% rating the experience "Good" or "Very Good."



Staff Attitudes – health professionals

Overall, 93% of comments expressed satisfaction with the health professionals that attended to them.

Patients frequently praise the health staff for being helpful, lovely, and reassuring, noting that doctors create a comfortable environment during procedure.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between April and June 2026.



Waiting times - mixed but predominantly negative:
While 33% of comments described short or efficient waits, 56% expressed dissatisfaction and 11% were neutral. Waiting times therefore remain a significant area for improvement.



Communication between services

Overall, 78% of comments expressed dissatisfaction with the lack of communication between services.

Patients reported frustration with poor communication and coordination between healthcare teams leading to avoidable scans and delays.



Crowding/Seating/Space

Overall, 100% of comments expressed dissatisfaction with how overcrowded hospitals seem to be for patients.

Patients highlight significant issues with overcrowding, including long waiting lists and elderly patients waiting in corridors, alongside widespread concerns regarding slow processes, run-down or inadequate facilities, and a pressing need for better accessibility and parking for people with disabilities.

Recommendations

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

Improve consistency of waiting time management:

Identify departments where patients report short or efficient waits and replicate their effective processes elsewhere. Provide accessible verbal and visible updates on estimated waits and reasons for delays for patient satisfaction and/or confidence.

Strengthen communication between services:

Introduce a standard handover process between departments, hospitals and GP practices, with clear responsibility for transferring clinical information of the patients. Audit avoidable repeat tests, missing information and communication-related delays.

Prioritise seating and space for vulnerable patients with simple zoning and temporary measures

Designate a small number of clearly marked priority seats near clinical areas for elderly, disabled, or frail patients, and use temporary extra seating (folding chairs or benches) in corridors where it is safe to do so. Improve basic accessibility signage and blue-badge parking information.



Hospital Services

Full data set

Hospital Services

No. of Reviews	79 (relating to 2 hospitals)
Positive	75%
Negative	16%
Neutral	9%



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?

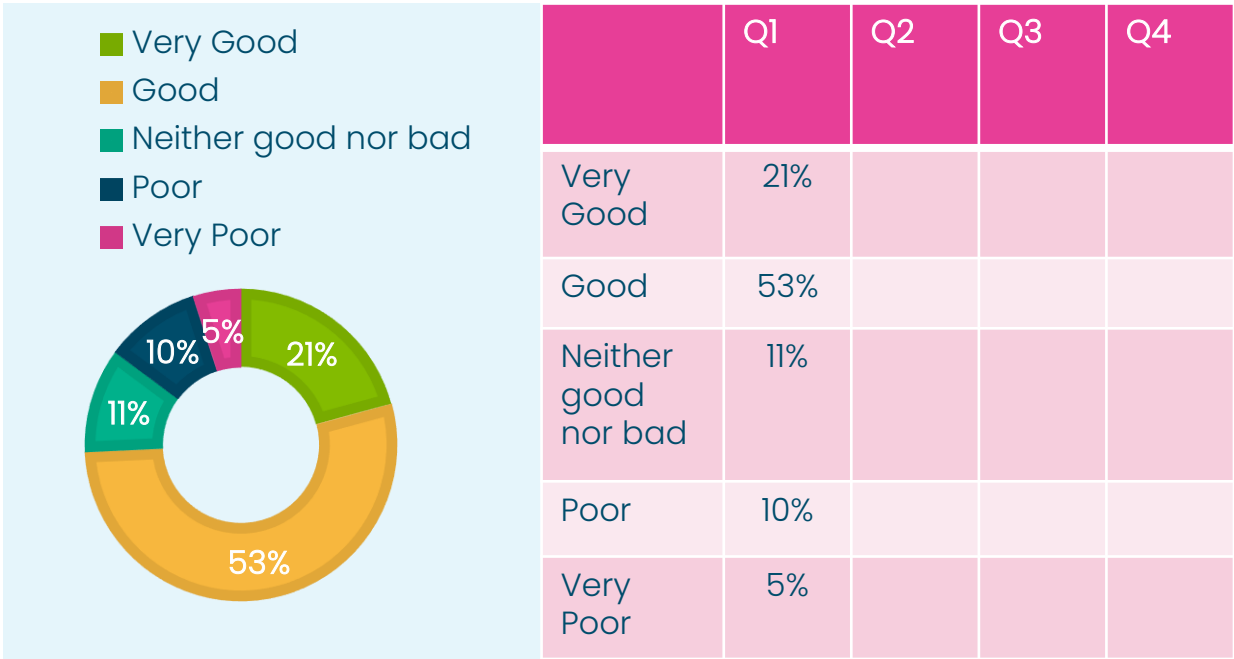
Q5) How do you think the communication is between your hospital and GP practice?

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

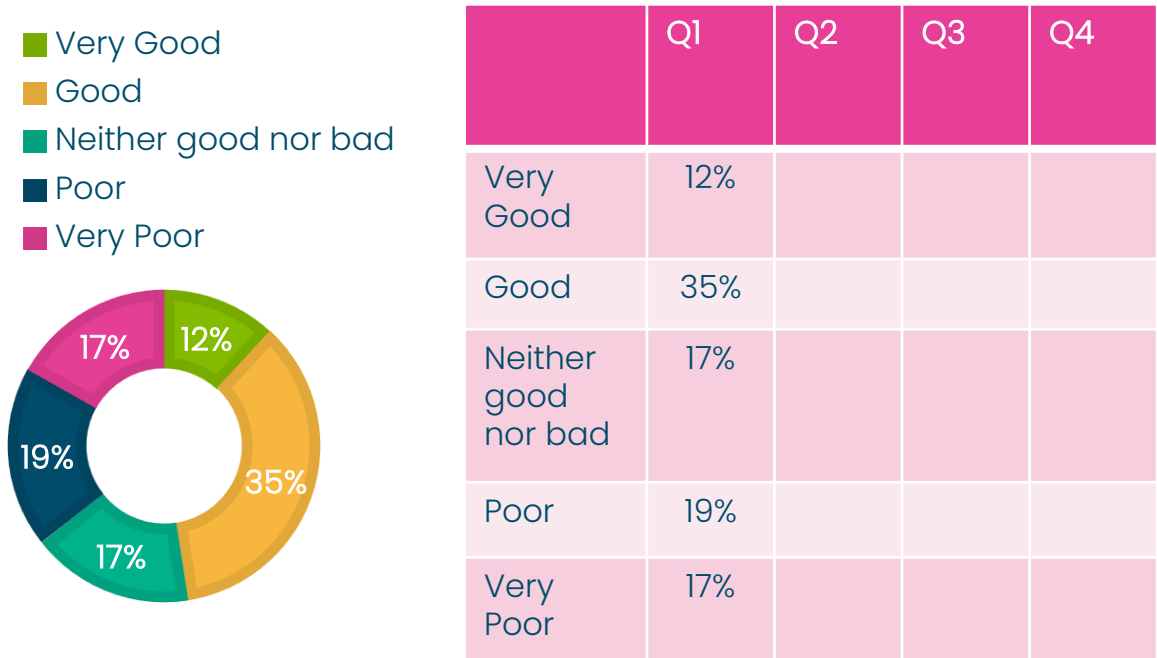
Participants were asked to choose between 1-5*
(Very Poor – Very Good) for all questions.

Access and Quality Questions

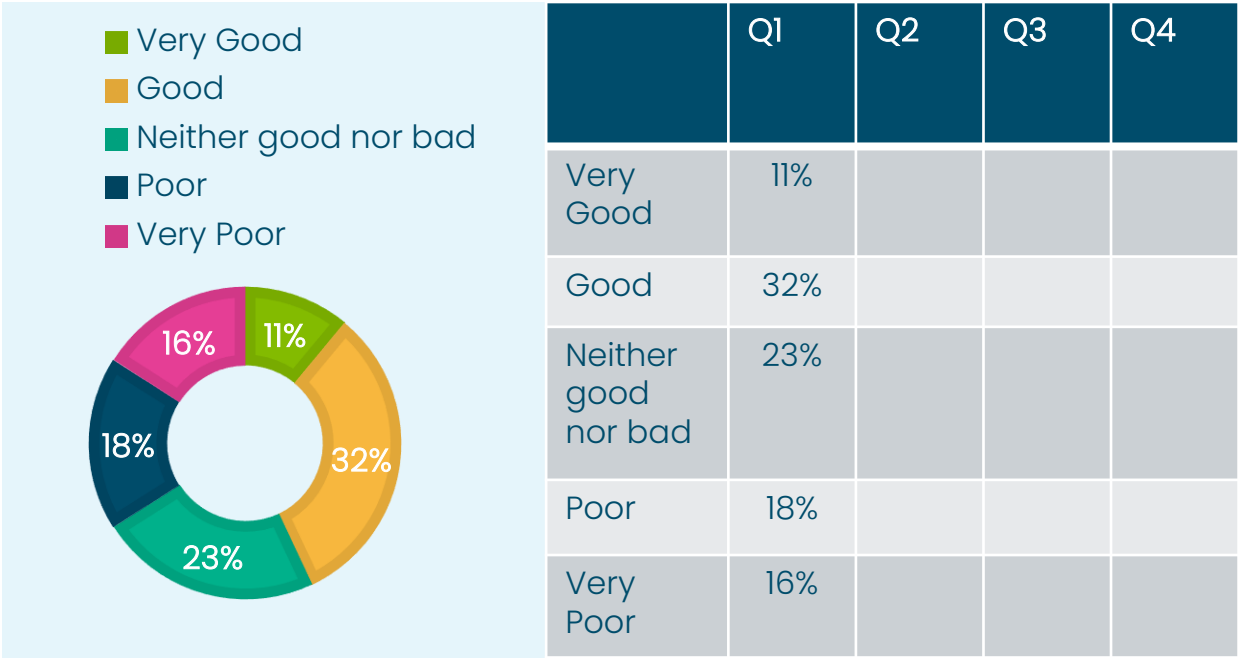
Q1) How did you find getting a referral/appointment at the hospital?



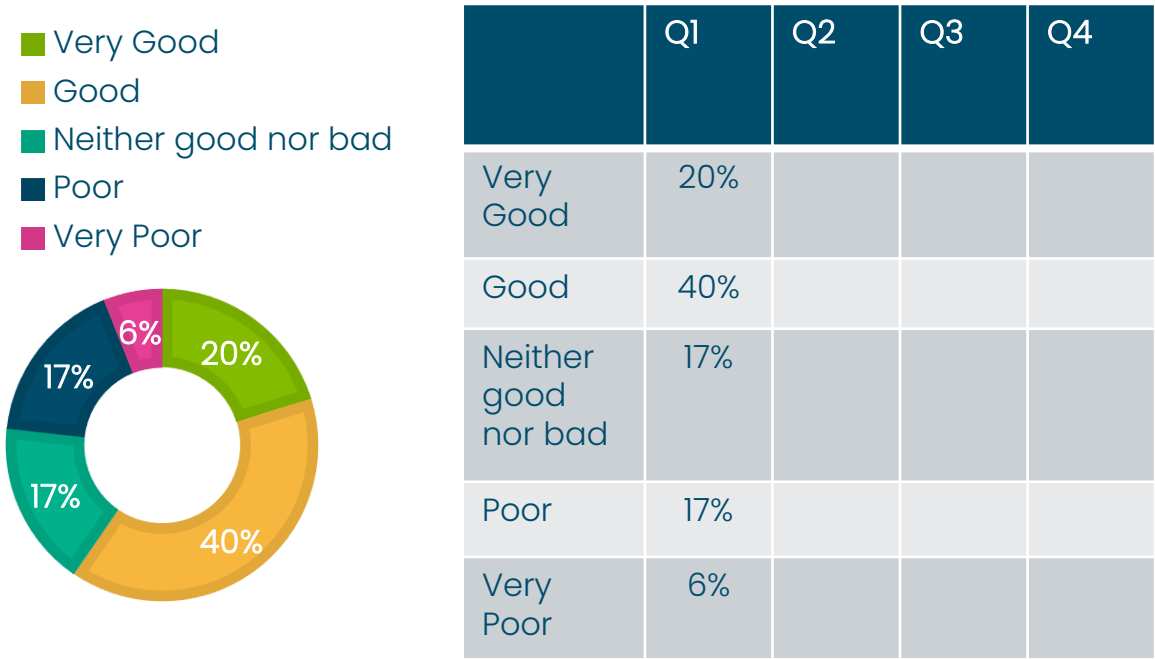
Q2) How do you find getting through to someone on the phone?



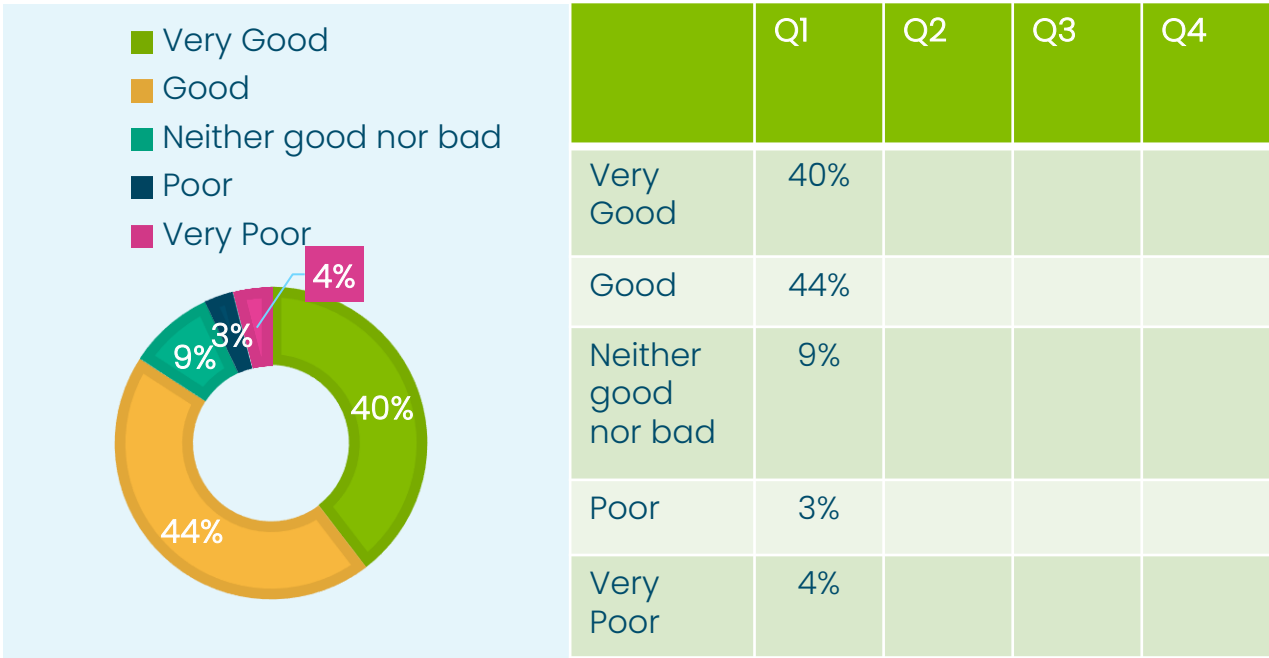
Q3) How do you find the waiting times at the hospital?



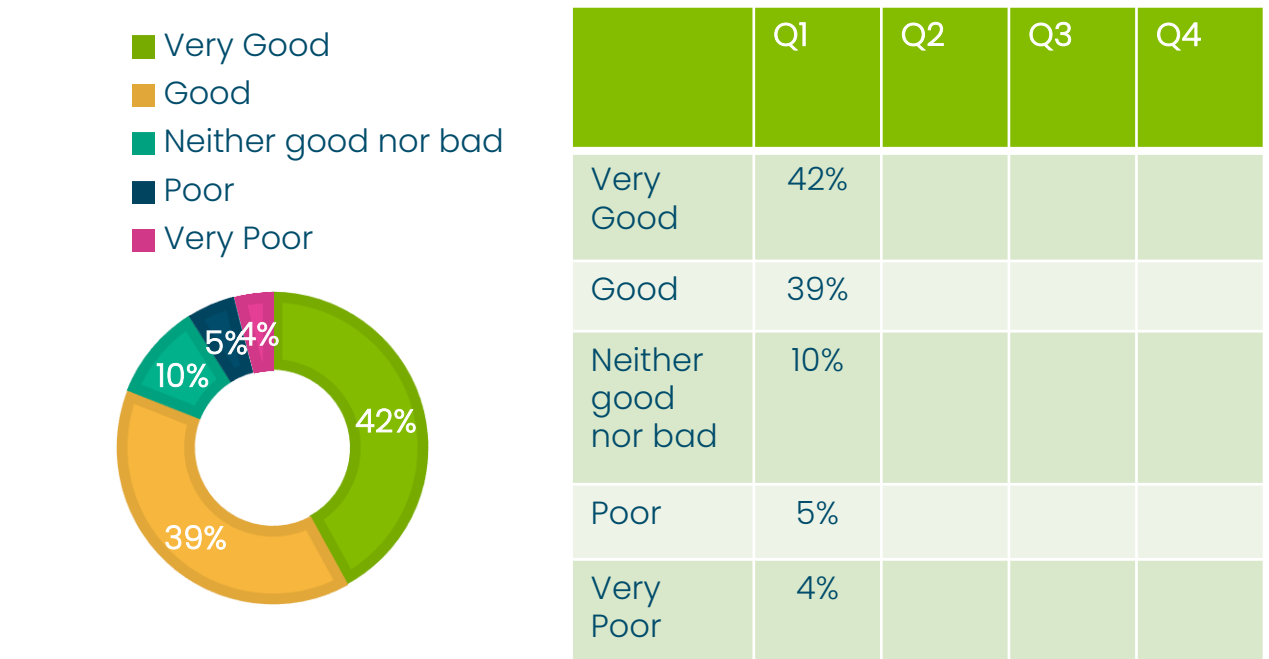
Q4) How do you think the communication is between your hospital and GP practice?



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 April and June 2026 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 (punctuality and queueing on arrival)	15 (33%)	5 (11%)	25 (56%)	45
Quality of treatment	18 (86%)	1 (5%)	2 (10%)	21
Staff Attitudes – health professionals	13 (93%)		1 (7%)	14
Appointment Availability	7 (64%)		4 (36%)	11
Staff Attitudes	5 (45%)	2 (18%)	4 (36%)	11
Communication between services	2 (22%)		7 (78%)	9
Staff Attitudes – administrative staff	7 (88%)		1 (13%)	8
Buildings, Décor and facilities	1 (17%)		5 (83%)	6
Crowding/Seating/Sp ace			6 (100%)	6
Communication with patients (treatment explanation, verbal advice)	4 (67%)		2 (33%)	6

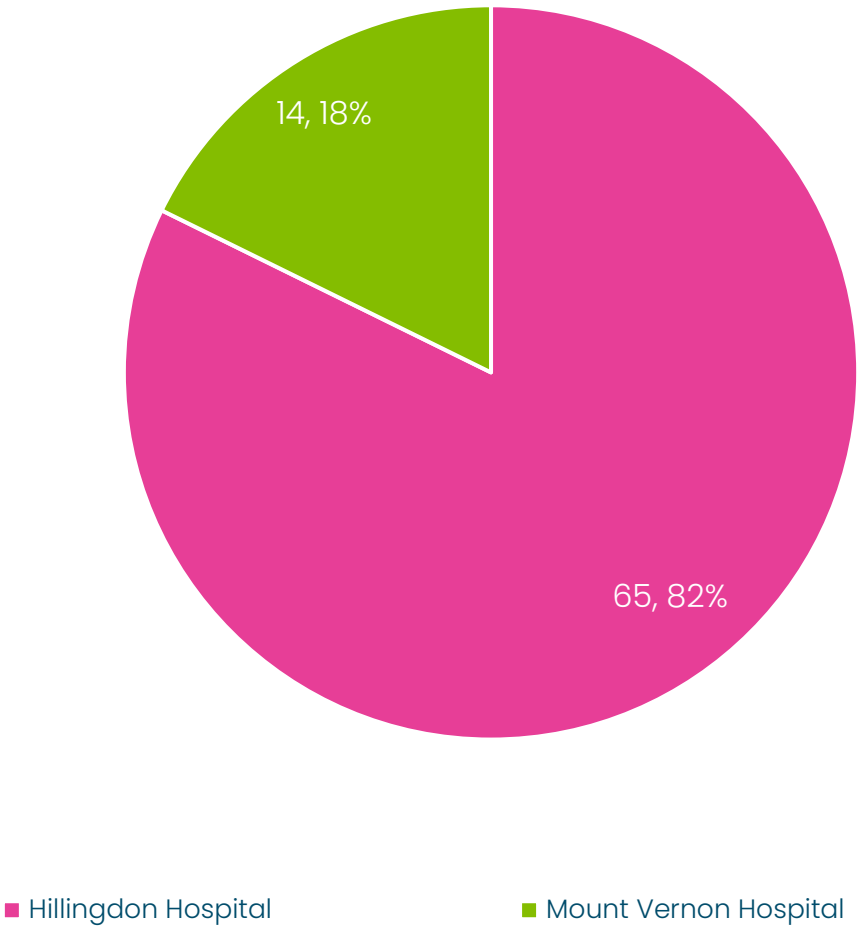
Hospital Trusts

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

- Hillingdon Hospital
- Mount Vernon Hospital

Between April and June, the services which received the most reviews was Hillingdon Hospital.

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
Hillingdon Hospital No of reviews: 65	3.6	3.6	2.9	3.5	4.0	4.0

We have also identified the top 3 positive and negative themes for Hillingdon Hospital, where we have received over 20 reviews.

Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Hillingdon Hospital No of reviews: 65	3.8	1. Quality of treatment	1. Waiting Times mixed but predominately negative
		2. Appointment Availability	2. Communication between services
		3. Staff Attitudes – health professionals	3. Crowding/Seating/Space

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

During the last three months, women had a better experience with GPs compared with men. 76% of women rated their experiences positively compared to 70% of men.



Age

75-to 84-year-olds shared the highest number of positive experiences about hospitals. 88% of all comments praised their services.



Ethnicity

Patients of Indian descent reported the highest feedback for hospital experiences, with 73% being positive in feedback.

Appendix



No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	123 (79%)	22 (14%)	11 (7%)	156
Pharmacy	76 (90%)	5 (6%)	3 (4%)	84
Hospital	59 (75%)	13 (16%)	7 (9%)	79
Dental Services	25 (78%)	5 (16%)	2 (6%)	32
Emergency (NHS 111)	19 (79%)	3 (13%)	2 (8%)	24
Opticians	7 (100%)			7
Overall Total	309	48	25	382

Demographics

Gender	Percentage %	No of Reviews
Man(including trans man)	35%	124
Woman (including trans woman	62%	222
Non-Binary	1%	2
Prefer not to say	3%	10
Total	100%	358

Age	Percentage %	No of Reviews
Under 18	0%	0
18-24	4%	13
25-34	11%	36
35-44	16%	55
45-54	13%	43
55-64	10%	34
65-74	15%	52
75-84	19%	65
85+	8%	28
Prefer not to say	3%	10
Total	100%	336

Ethnicity	Percentage %	No of Reviews
White British	46%	143
White Irish	2%	6
Gypsy or Irish Traveller		
Other White	6%	19
Bangladeshi	2%	5
Chinese	0%	1
Indian	14%	43
Pakistani	5%	17
Other Asian	12%	37
African	2%	5
Caribbean	3%	9
Asian and White	0%	1
Black African and White	2%	5
Other Mixed	1%	4
Arab	5%	15
Other Ethnic Group	1%	3
Total	100%	313

Disability	Percentage %	No of Reviews
Yes	20%	64
No	73%	231
Prefer not to say	3%	10
Not known	3%	10
Total	100%	315

Demographics

Long-term condition	Percentage %	No of Reviews
Yes	48%	151
No	46%	145
Prefer not to say	4%	13
Not known	1%	4
Total	100%	313

Religion	Percentage %	No of Reviews
Christian	42%	134
Hindu	6%	18
Muslim	19%	59
Sikh	5%	15
Spiritualism	1%	3
Other religion	6%	20
No religion	17%	54
Prefer not to say	4%	14
Total	100%	317

Sexual Orientation	Percentage %	No of Reviews
Asexual	1%	3
Bisexual	2%	5
Heterosexual/ Straight	84%	271
Prefer not to say	14%	45
Total	100%	324

Pregnancy	Percentage %	No of Reviews
Currently breastfeeding	2%	7
Given birth in the last 26 weeks	3%	8
Prefer not to say	4%	11
Not known	1%	3
Not relevant	37%	114
No	54%	165
Total	100%	308

Demographics

Employment status	Percentage %	No of Reviews
Not in employment & Unable to work	4%	12
Not in Employment/ not actively seeking work - retired	47%	144
Not in Employment (seeking work)	3%	8
Not in Employment (Student)	2%	5
Paid: 16 or more hours/week	36%	110
Paid: Less than 16 hours/week	4%	11
On maternity leave	2%	7
Prefer not to say	4%	11
Total	100%	308

Unpaid Carer	Percentage %	No of Reviews
Yes	10%	32
No	86%	263
Prefer not to say	4%	12
Total	100%	307

Area of the borough	Percentage %	No of Reviews
Colham and Cowley Ward	1%	3
Eastcote Ward	2%	6
Hayes Town Ward	4%	13
Hillingdon East Ward	14%	43
Hillingdon West Ward	2%	7
Ickenham and South Harefield Ward	18%	44
Other	5%	15
Out of Borough	4%	14
Ruislip Manor Ward	1%	5
Ruislip Ward	27%	69
South Ruislip Ward	1%	5
Uxbridge Ward	7%	21
West Drayton Ward	10%	31
Yeading Ward	2%	7
Yiewsley Ward	2%	8
Total	100%	291



Healthwatch Hillingdon

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