

# Community Health Services

January 2018



# Contents

List of Abbreviations .....	3
1.0 Community Health Services .....	5
1.1 Background .....	5
1.2 Aims and Objectives.....	5
1.3 Methodology .....	5
1.4 Locations .....	6
1.5 Survey Report .....	7
2.0 Findings .....	8
2.1 Overall Experience .....	8
2.2 Knowledge of Feedback and Complaints Processes.....	9
2.3 Complaints Process .....	10
2.4 Referral Process.....	11
2.5 Convenience of the Location.....	12
2.6 Ease of Gaining Appointment .....	13
2.7 Cleanliness of the Service .....	14
2.8 Attitude of the Staff.....	15
2.9 Waiting Times .....	16
2.10 Information about Treatment .....	17
2.11 Quality of Care.....	18
2.12 Phone Access.....	19
2.13 Additional Feedback .....	20
Who we spoke to .....	21
Age .....	21
Gender .....	21
Ethnicity .....	22
Disability.....	22
Long-term Condition .....	23
Carer .....	23
Sexual Orientation .....	24
Religion .....	24
Employment.....	25
Location.....	25
Overall Recommendations .....	26
Adult Audiology.....	28
Findings .....	28
Knowledge of Feedback and Complaints Procedures.....	28
Average Rating.....	29
Staff Interviews.....	29
Comments Received.....	31
Audiology (Paediatric) .....	35
Findings .....	35
Knowledge of Feedback and Complaints Processes.....	35
Average Rating.....	36
Comments .....	37
Bladder and Bowel Management .....	41
Findings .....	41
Knowledge of Feedback and Complaints Processes.....	42
Average Rating.....	42
Staff Interview .....	43
Comments .....	44

Clayponds Rehabilitation Hospital .....	47
Findings .....	47
Knowledge of Feedback and Complaints Processes.....	47
Average Rating .....	48
Staff Interview .....	48
Comments .....	50
Dementia Concern.....	53
Findings .....	53
Knowledge of Feedback and Complaints Procedures.....	53
Average Rating .....	54
Staff Interview .....	54
Comments .....	55
Diabetes Integrated Care Ealing.....	60
Findings .....	60
Knowledge of Feedback and Complaints Procedures.....	60
Average Rating .....	61
Comments .....	62
IAPT .....	66
Findings .....	66
Knowledge of Feedback and Complaints Procedures.....	66
Average Rating .....	67
Staff Interview .....	67
Comments .....	68
Findings .....	71
Knowledge of Feedback and Complaints Procedures.....	71
Average Rating .....	72
Comments .....	73
Podiatry.....	77
Findings .....	77
Knowledge of Feedback and Complaints Procedures.....	77
Average Rating .....	78
Staff Interview .....	78
Comments .....	80
Pulmonary Rehabilitation .....	86
Findings .....	86
Knowledge of Feedback and Complaints Procedures.....	86
Average Rating .....	87
Staff Interview .....	87
Comments .....	88
Speech and Language Therapy .....	91
Findings .....	91
Knowledge of Feedback and Complaints Procedures.....	91
Average Rating .....	92
Comments .....	93

# List of Abbreviations

	Abbreviation
Clinical Commissioning Group	CCG
Community Health Services	CHS
Diabetes Integrated Care Ealing	DICE
Healthwatch Ealing	HWE
Improving Access to Psychological Therapies	IAPT
London North West Healthcare Trust	LNWHT
Occupational Therapy	OT
Patient Advice and Liaison Service	PALS
Speech and Language Therapy	SALT

DRAFT

# Executive summary

This report presents the findings of a research project conducted by Healthwatch Ealing (HWE) between November 2017 and January 2018. The aim of the research project was to understand service user knowledge of feedback and complaints procedures at community health services (CHS) in Ealing, and their experiences of the selected CHS.

A purpose-designed English-language questionnaire was used to collect information from service users. Feedback was received from 218 service users at various CHS locations. Feedback was obtained predominantly from the service users and in paediatric services, from the parent(s) of the children.

Interviews with staff from CHS were held to determine the services' approach to complaints and feedback and how service users are made aware of these approaches at each service. We also aimed to identify the most common feedback and complaints received from users by each service.

A focus group was held to present the overall findings of the research project and to develop recommendations to improve knowledge of feedback and complaints processes at CHS and to address the issues highlighted in the findings.

Findings indicated that the vast majority of service users are unaware of how to give feedback and make complaints at CHS. We also identified that most service users are happy with the care they receive at CHS in Ealing. Issues with the referral process, ease of gaining appointment, waiting times and phone access at CHS were identified.

Recommendations discussed at the focus group include:

- Make service users more aware of the distinction between feedback and complaints. Ensure both terms are explained adequately to make it easier for people to understand
- Development of more engaging visual aids - posters, banners and leaflets
- To address the issues with the referral process, service users should be given a referral timeline and should be kept up-to-date with any changes to the timeline

This report had certain limitations. Due to the nature of the data collection and the timeframe during which the project was completed, HWE could only access very small numbers from each CHS. HWE felt that a goal of 200 people (approximately 20 per service) was enough to be indicative of areas for improvement and to highlight any good practice across the services.

# 1.0 Community Health Services

## 1.1 Background

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This research project was developed based on anecdotal feedback received by Healthwatch Ealing (HWE). Feedback centred around concerns around particular services. In addition, Ealing Clinical Commissioning Group (CCG) is currently developing changes to the contracting model for out of hospital services (community health services (CHS)) in the borough. This presents an opportunity for HWE to feed into the improvement of services in Ealing.

## 1.2 Aims and Objectives

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Our aim was to gain feedback from 200 local patients about CHS in Ealing and to find out what feedback and/or complaints they have about services they receive. Our objective was to understand the complaints and feedback policies at CHS, and to ascertain whether these have been publicised, and whether service users have been encouraged to give feedback and make complaints. We wanted to identify any service issues at CHS in Ealing. We aimed to increase HWE understanding and intelligence on a range of CHS, ensuring coverage of adult, children & young people, and mental health services. We then aimed to analyse the data and summarise the views expressed by patients in a robust report.

## 1.3 Methodology

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A sample of 218 local patients were surveyed about community health services in Ealing. Surveys were carried out by HWE staff and volunteers. We aimed to reach 20 respondents per service. Although there were low numbers per service area, HWE felt that a goal of 200 people would be enough to be indicative of areas for improvement and to highlight any good practice across the services.

The information-gathering tool used was an English-language questionnaire designed by HWE for the purposes of this project (see **Appendix One**). In certain instances, HWE staff and volunteers spoke to people who don't have English as a first language and people who were deaf/hard of hearing. In these cases, accompanying relatives were able to act as translators. In two instances, professional translators were able to help the service users with completing the questionnaires.

Predominantly, HWE staff and volunteers supported patients to complete surveys, although some people preferred to complete the survey independently. At paediatric services, parents of young children completed the questionnaires with us. In most cases, with older children (aged approximately 10 and above), parents and children completed the questionnaires together, with HWE staff reading the questions to both parents and

children. Parents then discussed the questions with their children and came up with answers together.

In addition to questions related to the services, monitoring information about the respondents was collected. These included questions on age, gender, ethnicity, sexuality and employment status.

To develop recommendations based on the study findings, a focus group was held with CHS users and professionals from community groups and other organisations. The overall findings were presented to the focus group, and overall recommendations were developed through the discussion.

## 1.4 Locations

Over the course of two months, HWE staff and volunteers visited the following community health services;

Service	Location	Numbers reached
Audiology (Adult)	Jubilee Gardens Medical Centre Ealing Hospital	21
Audiology (Paediatric)	Carmelita House Featherstone Road Health Centre	20
Bladder and Bowel Management (Adult and Paediatric)	Acton Health Centre Jubilee Gardens Medical Centre Mattock Lane Health Centre	15
Clayponds Rehabilitation Hospital	Jasmin Ward Rosemary Ward	20
Dementia Concern	Sycamore Lodge, Acton	21
Diabetes Integrated Care Ealing (DICE)	Featherstone Road Health Centre Grand Union Health Centre Southall Broadway Health Centre	19
Improving Access to Psychological Therapies (IAPT)	84 Uxbridge Road	20
Occupational Therapy (Paediatric)	Carmelita House	20

Podiatry	Featherstone Road Health Centre Grand Union Health Centre Mattock Lane Health Centre	20
Pulmonary Rehabilitation	Greenford Hall	19
Speech and Language Therapy (Paediatric)	Carmelita House	22

## 1.5 Survey Report

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This report is comprised of two main sections. The first section (pages 8 - 28) details overall findings for the CHS in general around issues such as users' knowledge of feedback and complaints procedures, users' ratings of different aspects of each service, and their additional comments. This section includes monitoring information of who we spoke to. This section also details the overall recommendations based on the focus group discussions.

The second section looks at each individual CHS detailing the service-specific findings and comments received from service users.

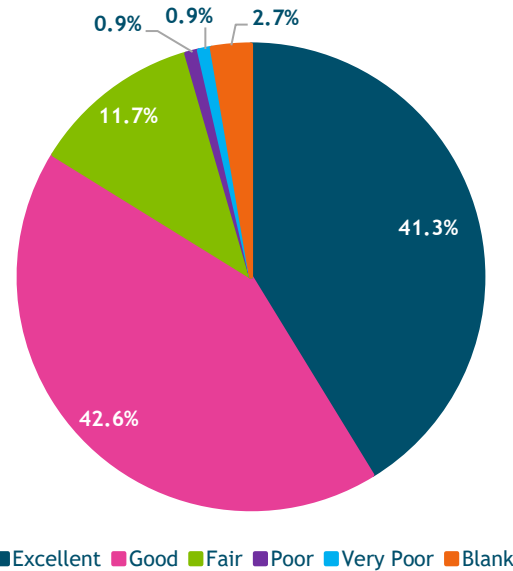


# 2.0 Findings

## 2.1 Overall Experience

When asked to rate their overall experience of the community services, most responses were positive ('Excellent' and 'Good' are considered positive, while ratings of 'Fair', 'Poor' and 'Very Poor' are considered negative). The majority (42.6%) of respondents rated services as 'Good'. This was followed by 'Excellent' (41.3%) and then 'Fair' (11.7%).

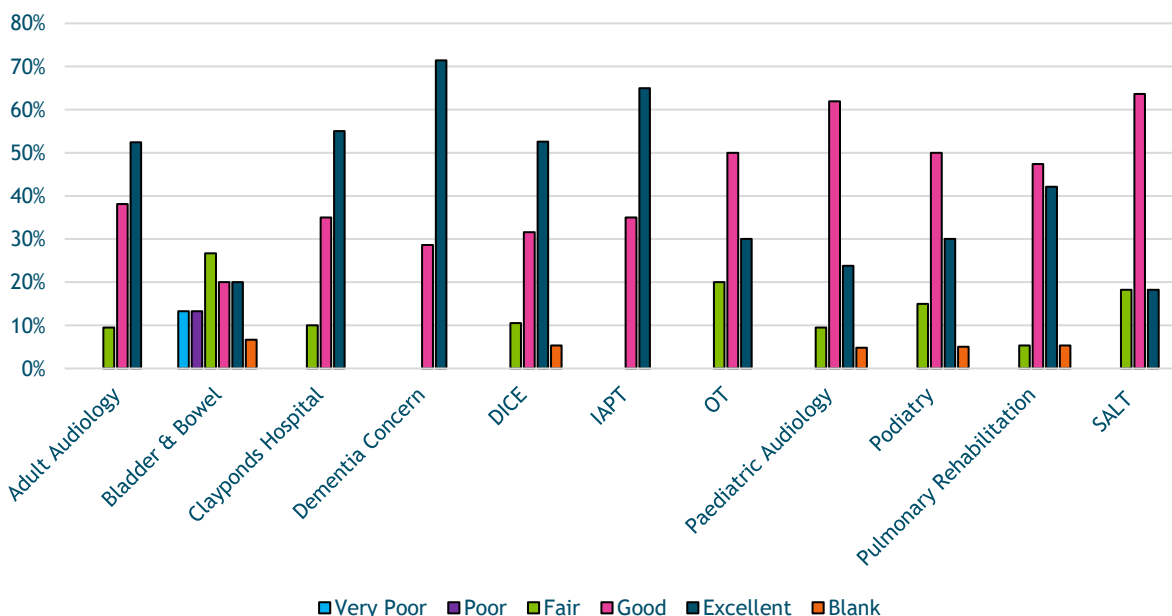
How do you rate your overall experience of this service?



Dementia Concern received the most positive ratings with 71.4% of respondents rating it as an excellent service. Comments received about Dementia Concern included; *"The staff are very helpful and friendly. We do some nice exercises and quizzes. I'm very happy"* and *"I get picked up and taken home by the bus. They make sure we get home alright"*. The Bladder and Bowel service received the poorest ratings with 53.3% of respondents rating it negatively. Comments received included *"There should be someone on reception to help you"* and *"With the issue that I have it's taking very long. I've been waiting six months"*.

The graph below shows the breakdown of responses by service.

How do you rate your overall experience of this service?



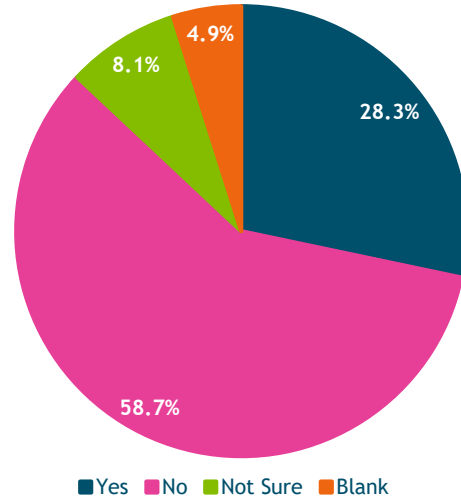
## 2.2 Knowledge of Feedback and Complaints Processes

The pie chart demonstrates the answers to question two of the survey, which assessed patients’ awareness and understanding of how to make complaints and give feedback at the various services. Most respondents were unaware of how to give feedback or make a complaint (58.7%) with only 28.3% reporting that they were aware of the complaints procedures at the community services.

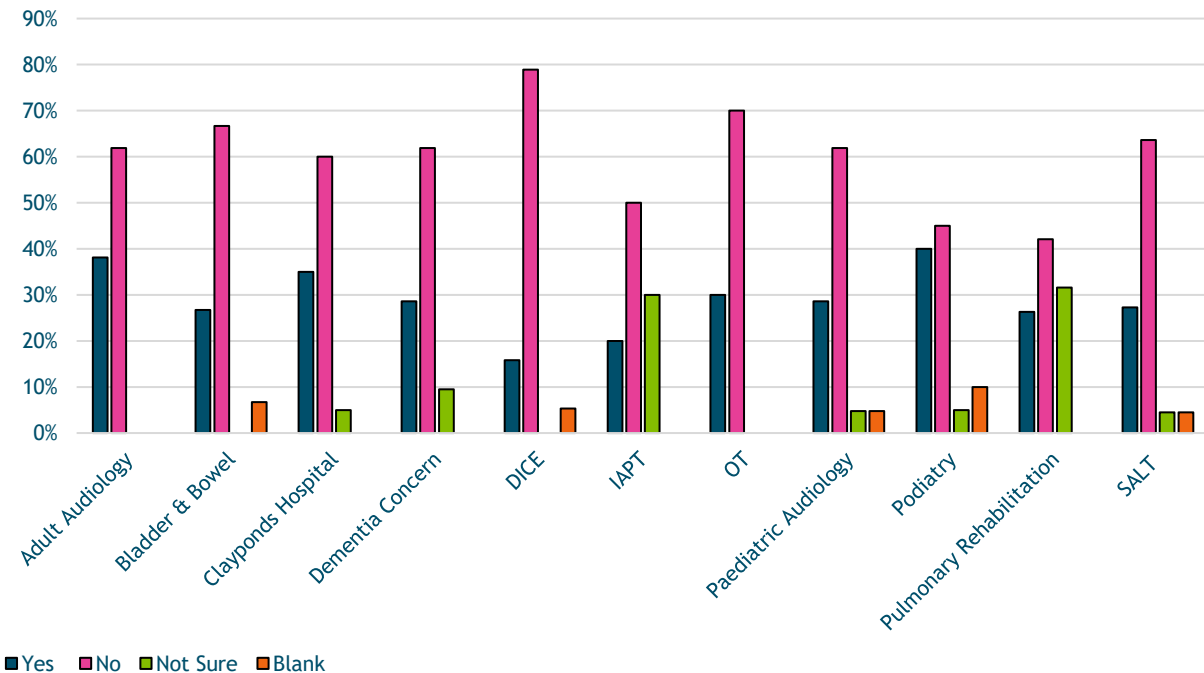
Respondents told HWE that they were unaware of how to do this as they had “never been told” and had “never needed to”. Some respondents assured us that although they weren’t currently aware, they felt sure that they would be able to find out how to do so if the need arose. Other respondents told us that they would speak directly to the clinician or receptionist at the service.

In most locations, HWE staff and volunteers observed complaints posters detailing the complaints process for service users displayed on noticeboards. In some locations, we also observed complaints/suggestion boxes in the waiting areas. Information about the Patient Advice and Liaison Service (PALS) was also displayed in most locations.

If you had any feedback on the service, positive or negative, or wished to make a complaint, would you know how to do this?



If you had any feedback on the service, either positive or negative, or wished to make a complaint, would you know how to do this?

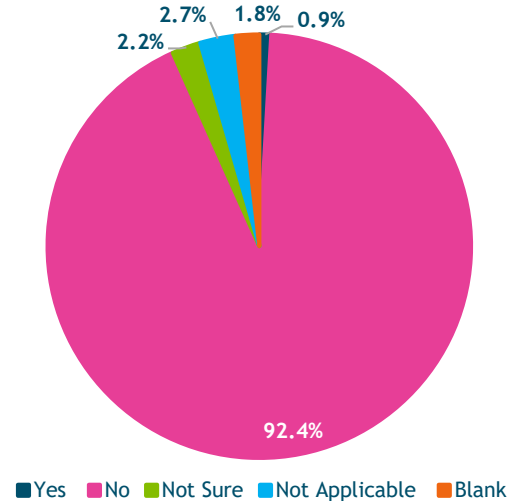


### 2.3 Complaints Process

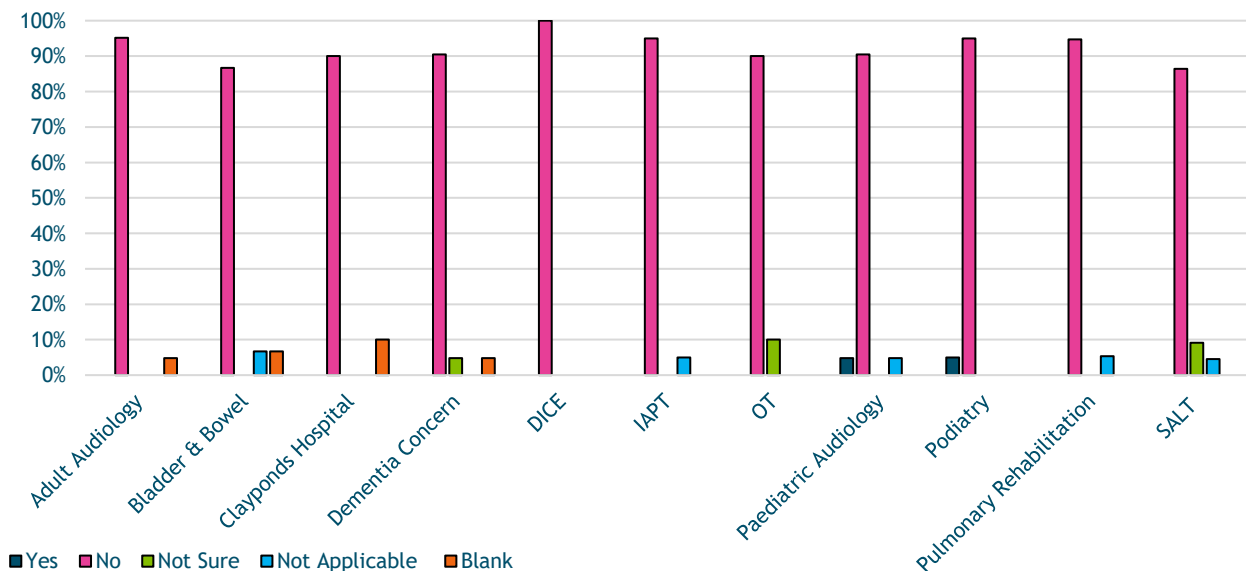
When asked if they had ever made an official complaint about the service, most respondents answered 'No' (92.4%). Additional comments indicated that respondents felt that they did not have anything to complain about - "I've never needed to make one" being the most common response. Two respondents (0.9%) had been through the formal complaints process.

Of these two respondents, from the Podiatry and Paediatric Audiology services, one rated the complaints process as 'Excellent', while the other rated it as 'Very Poor'. Additional comments for the 'Very Poor' rating was that the service user's needs were not listened to or met, and that there was no follow up by the service after the complaint. The respondent told HWE that they "emailed practice manager and nothing happened. Finally went to the PALS team, and I felt heard and everything was sorted out". The respondent told HWE that this experience had taken place almost two years ago (approximately January 2016). The respondent told us that the issue was now at rest, and they currently rate the service as 'Good'. The respondent who rated the complaints process as 'Excellent' told HWE that the process had been timely, and the issue had been rectified within 2-3 days. This respondent told us that their complaint had been two months prior - in September 2017.

Have you ever made an official complaint about this service before?



"Have you ever made an official complaint about this service before?"



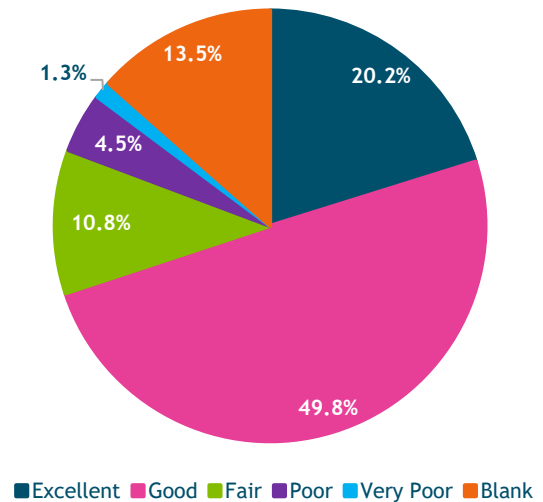
## 2.4 Referral Process

When asked their rating of the referral process to the community health services, most respondents rated this as ‘Good’ (49.8%). Of all aspects assessed through the questionnaire, the referral process received the most negative feedback, with 16.6% of respondents rating it negatively.

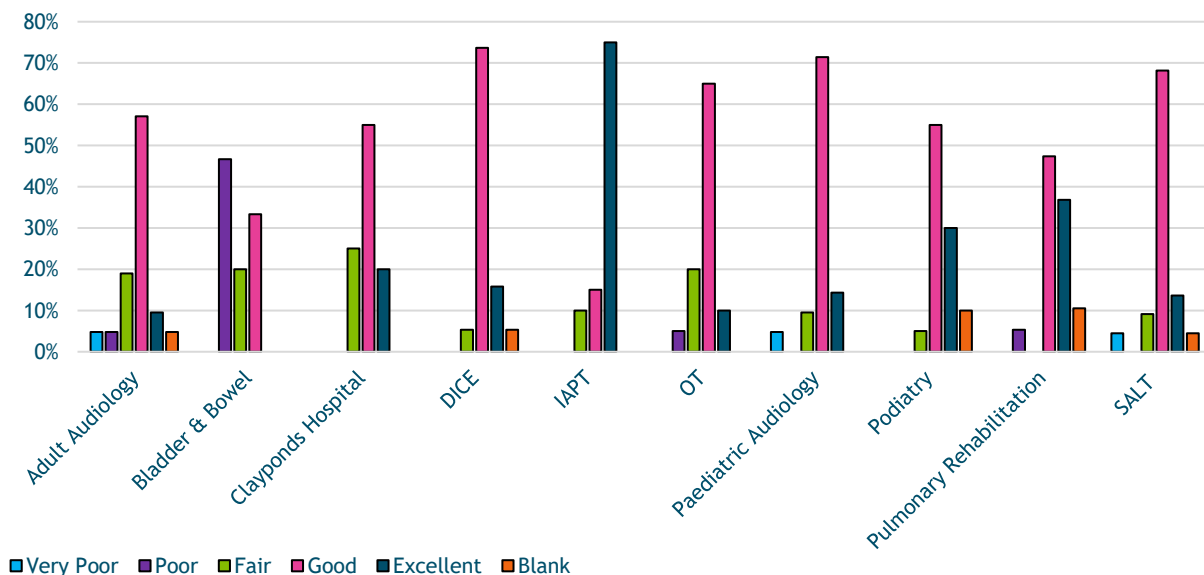
Positive comments received included; “No problems at all. Received letter in the post a few weeks after referral” and “It was probably the easiest referral I have ever had. I didn’t have to call them up wondering what was happening and why it was taking so long”. Problems reported with the referral process centred around the length of time the process took. Comments included; “It took some time before I got an appointment”, and “It takes so long from the time the doctor refers you”.

The IAPT service had the most positive responses, with 75% of respondents rating the referral process as ‘Excellent’. One respondent told us that there was “a bit of a wait on a waiting list but I was kept informed”. The Bladder and Bowel service had the most negative reviews with 66.7% of respondents rating the referral process negatively. Comments received from this service included “Too slow. Took quite a long time”, “It takes ages to get referred” and “Takes a long time to arrange the appointment and when you leave a message in voicemail nobody gets back to you”.

How would you rate the referral process to this community health service?



How do you rate the referral process to this community health service?



## 2.5 Convenience of the Location

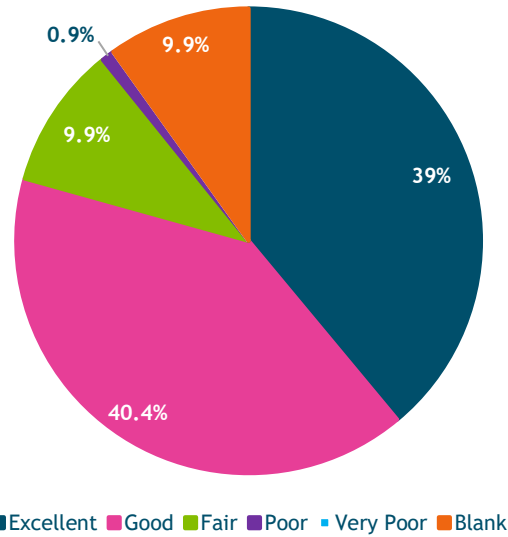
When asked to rate the convenience of the location, most respondents rated this positively. 9.9% of responses to this question were blank as most respondents from Clayponds Hospital were unable to answer this question as they are inpatients at the hospital.

The most common issues arising with location was the availability of parking spaces. This was mostly noted amongst users of the Paediatric Audiology, SALT and OT services at Carmelita House. Comments such as; *“There’s no parking. It’s such a busy area. There should be parking especially when it’s children”* and *“The parking can be a pain but it’s a very accessible location”* were received.

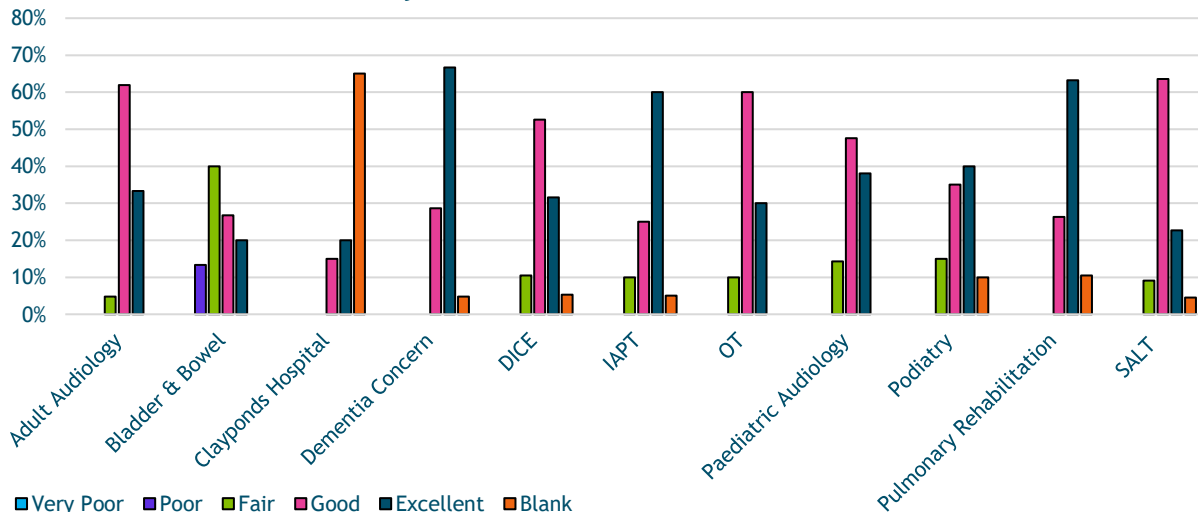
Respondents who rated this location positively commented on the central location and the closeness to major transportation links. Comments received included; *“It’s very central. I get the bus and the bus stops are right outside”* and *“The location is very good for me. It’s one train or bus”* were received.

The most positive feedback was received for Dementia Concern, followed by IAPT and Pulmonary Rehabilitation. Most respondents from Dementia Concern told us that they used the Dementia Concern transport bus which picked them up and dropped them off at home, making the location very easy for them to get to. The Bladder and Bowel service had the most negative responses with one respondent noting that *“It’s not very well signposted when you get off the bus. There are no signs for Mattock Lane or the health centre itself. I had to ask someone on the street for directions”*.

How would you rate the convenience of this location?



How would you rate the convenience of this location?

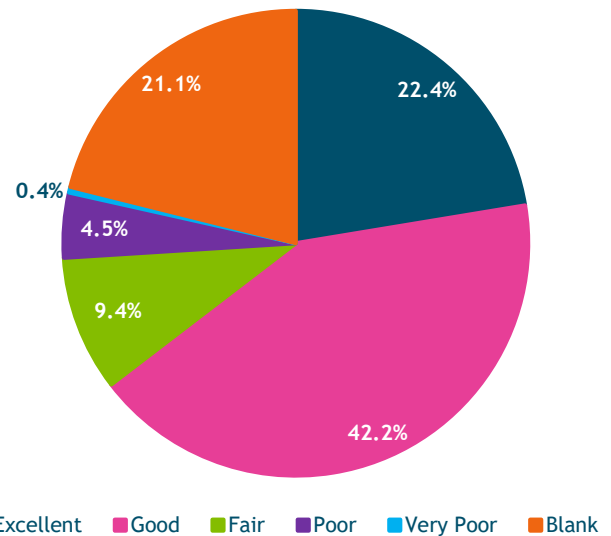


## 2.6 Ease of Gaining Appointment

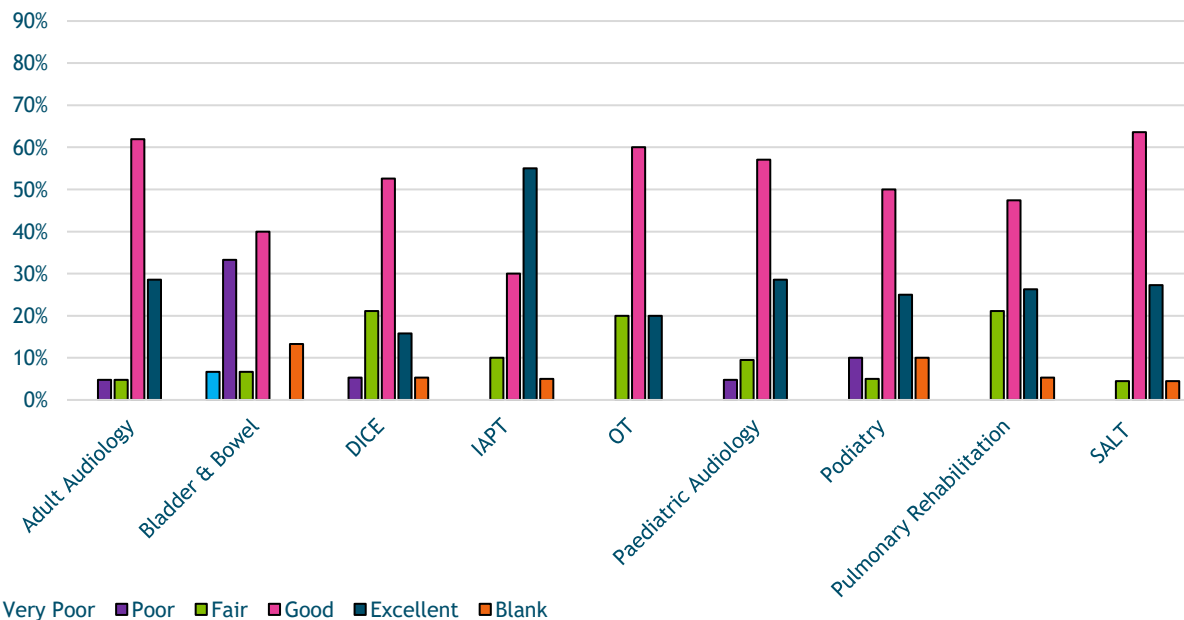
When asked how they would rate the ease of getting appointments at the services, most respondents rated this as ‘Good’ (42.2%). This was followed by ‘Excellent’ (22.4%), ‘Fair’ (9.4%), ‘Poor’ (4.5%) and ‘Very Poor’ (0.4%). 21.1% of respondents were unable to answer this questions as their services did not require them to get appointments i.e. Dementia Concern and Clayponds Hospital inpatients.

The service with the most positive responses was IAPT, with 55% of respondents rating their ability to get appointments as ‘Excellent’. Comments received from this service included; “No issues with setting appointments” and “Bit of a wait at first but weekly appointments since”. The Bladder and Bowel service received the most negative feedback, with 46.7% of respondents rating their ability to get appointments negatively. Additional feedback received from this service indicated that most respondents struggled with gaining appointments with comments such as “Appointments are like gold dust”, “It’s so hard to get appointments. You’re waiting forever” and “I’d like to say it’s good but it’s not. They keep you waiting forever and then when you do get an appointment, it’s somehow for the wrong thing and you have to go back and wait again. It’s so frustrating”.

How would you rate the ease of gaining an appointment at this service?



How would you rate the ease of gaining an appointment at this service?



## 2.7 Cleanliness of the Service

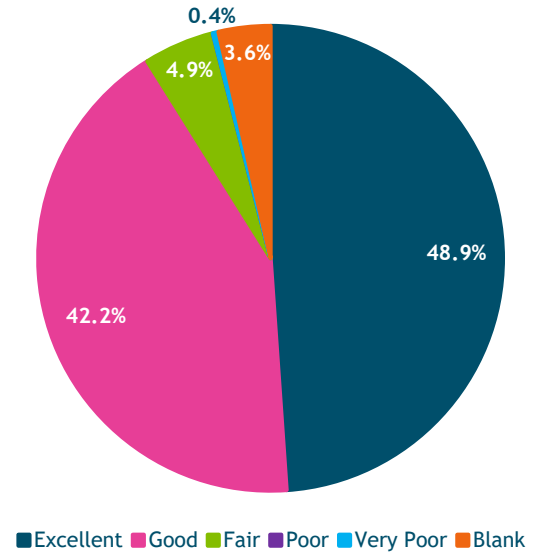
When asked how they would rate the cleanliness of the services, most respondents rated the services very positively. 48.9% of respondents rated the services as ‘Excellent’, closely followed by 42.2% of respondents rating ‘Good’. Only 5.3% of respondents rated the cleanliness of services negatively.

The most highly rated service was Dementia Concern, with 85.7% of respondents rating the cleanliness of the location as ‘Excellent’. Comments received from users of this service included “*I always find it looking good*” and “*Considering the number of people who use the service, it’s excellent. The cleanliness is constantly watched. It’s very warm too*”.

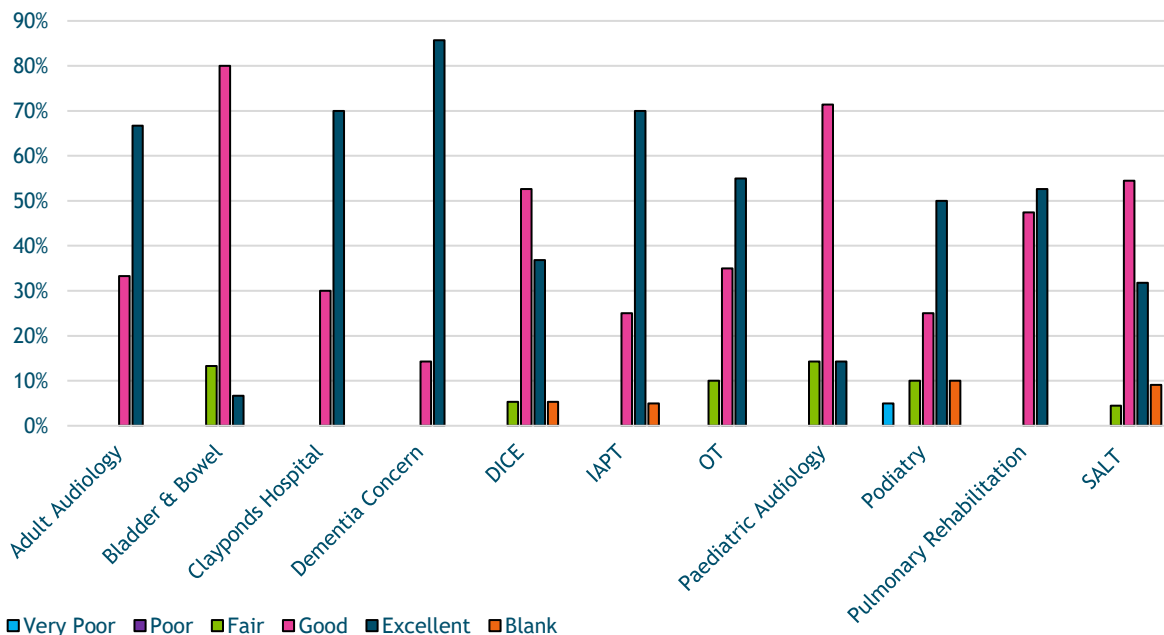
Clayponds Hospital also received very positive feedback, with 70% of respondents rating the cleanliness as ‘Excellent’. Additional comments received from users included “*They’re very good about it. They don’t do anything without washing their hands*” and “*The whole place is cleaned daily*”.

The Podiatry service received the only rating of ‘Very Poor’, with the respondent commenting that “*It’s okay, sometimes there’s a smell*”.

How would you rate the cleanliness of this service?



How would you rate the cleanliness of this service?





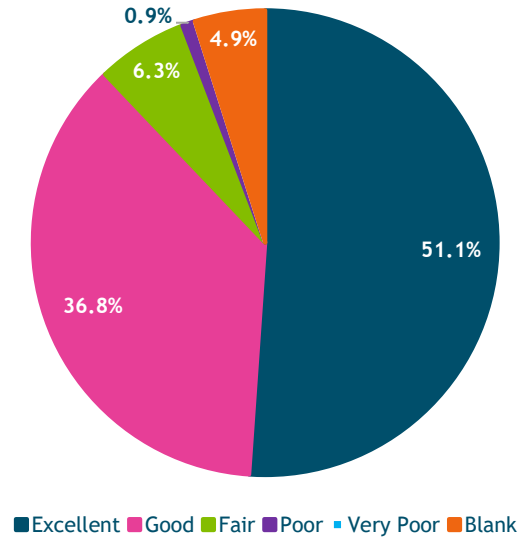
## 2.8 Attitude of the Staff

When asked how they would rate the attitude of staff at the services, most responses were very positive. 51.1% of respondents rated staff attitude as ‘Excellent’, followed by 36.8% of respondents rating staff attitude as ‘Good’.

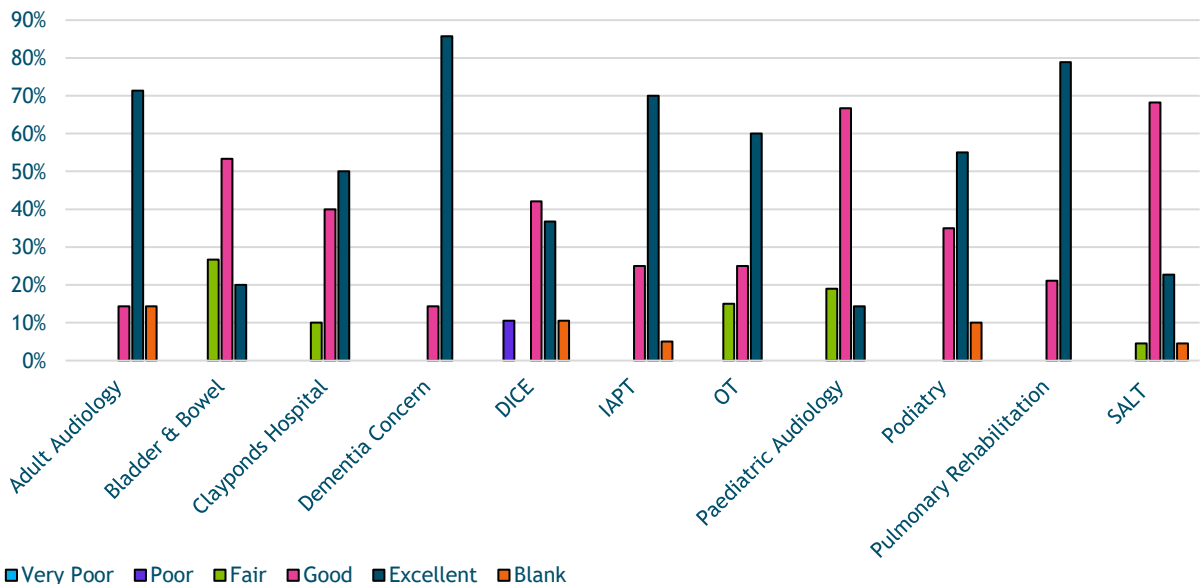
Dementia Concern received the most positive ratings, with 85.7% of respondents rating staff attitude as ‘Excellent’ and the remaining 14.3% of respondents choosing ‘Good’. Comments received from respondents centred around staff being friendly and open; “*Staff listen to me and help when needed. They are very good*”, “*They’re very helpful and nice*”, and “*I’d rate them more than 10/10*”.

The Bladder and Bowel service had the most negative responses (26.7%). Additional comments included “*They’re okay*”, “*You can tell they’re overstretched*” and “*They try their best*”. The only ratings of ‘Poor’ were received from two respondents using the DICE service. No additional comments were received from these respondents as to why they rated the staff attitude as poor. Ratings of ‘Fair’ for other services had additional comments of “*Some staff are good, some are not*” (Jasmin Ward) and “*These days I don’t have any problems. In the past I did*” (Occupational Therapy).

How would you rate the attitude of staff at this service?



How would you rate the attitude of staff at this service?





## 2.9 Waiting Times

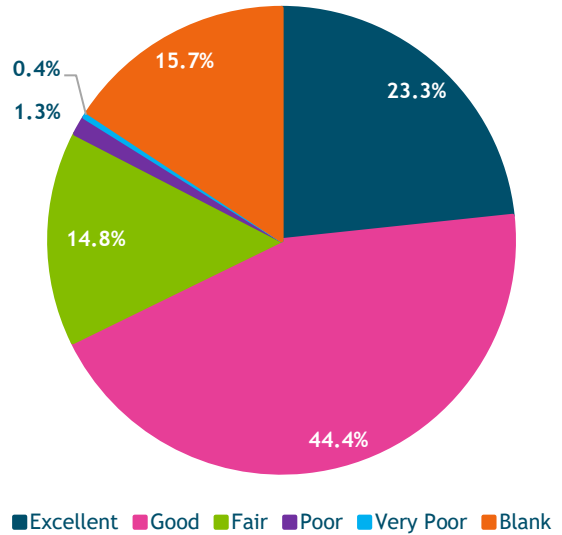
Waiting times were rated positively among respondents, with most respondents choosing the ‘Good’ rating (44.4%). Waiting times received the second largest amount of negative responses, with 16.5% of all respondents rating waiting times negatively. 15.7% of answers were blank as Dementia Concern users were unable to answer this question as it is not relevant to their service.

Comments obtained from respondents showed this was a common issue across all services. We were told that *“As a patient, if you are 10 minutes later for your appointment, they can refuse to see you. However, you can wait for an hour before you’re seen”*.

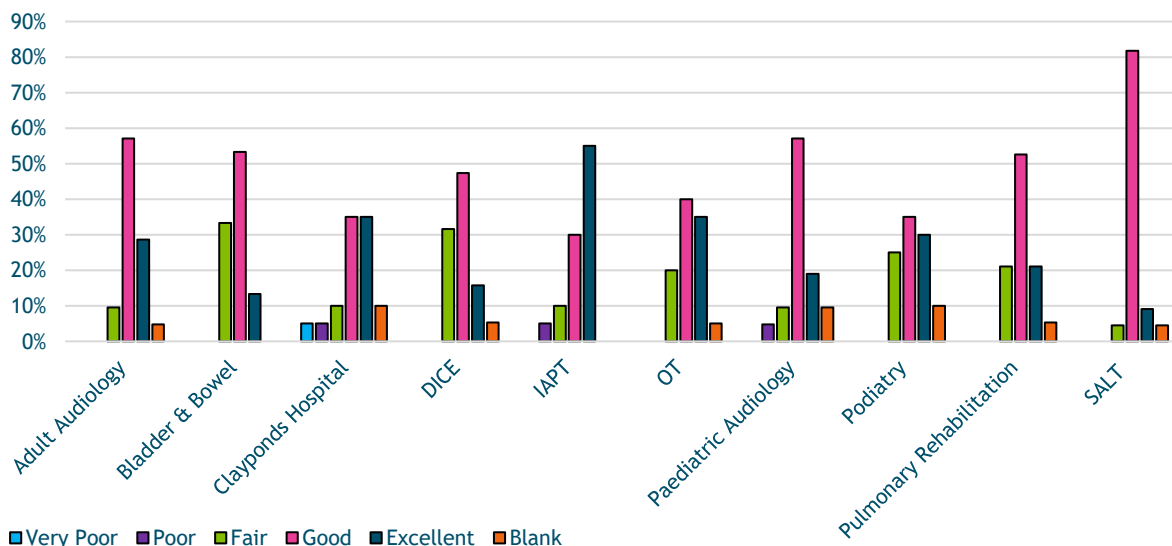
For respondents at Clayponds Rehabilitation Hospital, the question was interpreted as how quickly they were waiting when they pressed the call bell. The most positive responses were from the Rosemary Ward, with 62.5% of respondents reporting that they were responded to promptly by staff.

Of services with appointments, the most positive responses were from IAPT service users, with 55% of respondents rating this as ‘Excellent’. Respondents commented that their *“appointment is always on time”* and *“all appointments met on time”*. The most negative responses were from the Bladder and Bowel service, with 33.3% of respondents rating the service as ‘Fair’. We were told that *“It can take a very long time but they try their best to see you on time”*.

How would you rate the waiting times at this service?



How would you rate the waiting times at this service?



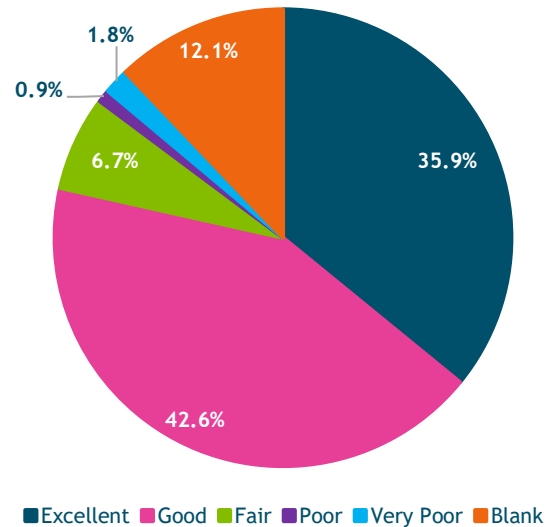
## 2.10 Information about Treatment

When asked how they rated the information they received about their treatment, most respondents gave positive ratings. 42.6% of all respondents rated the services as ‘Good’, followed by 35.9% of respondents choosing the ‘Excellent’ rating. 12.1% of responses were blank as users from Dementia Concern told us that they did not routinely receive treatment information at this service.

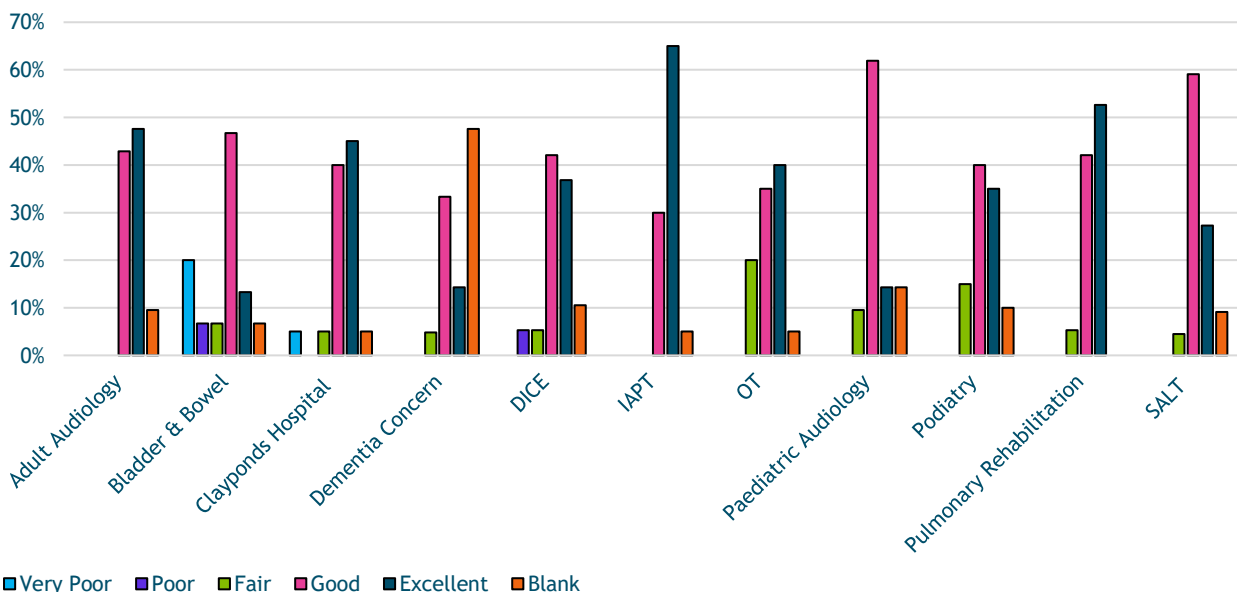
The most positive responses were for IAPT, with 65% of respondents rating the service as ‘Excellent’. Additional comments included; *“Informed about next steps and given some reading”* and *“They take their time to explain everything to you”*. The Pulmonary Rehabilitation Service was also rated highly with 52.6% of respondents rating it as ‘Excellent’.

The Bladder and Bowel service received the poorest responses, with 33.3% of respondents rating it negatively. Comments received included: *“The appointments are a bit rushed so they don’t have time to tell you much”* and *“I always ask questions so I can understand more”*.

How would you rate the information you received about your treatment at this service?



How would you rate the information you received about your treatment at this service?



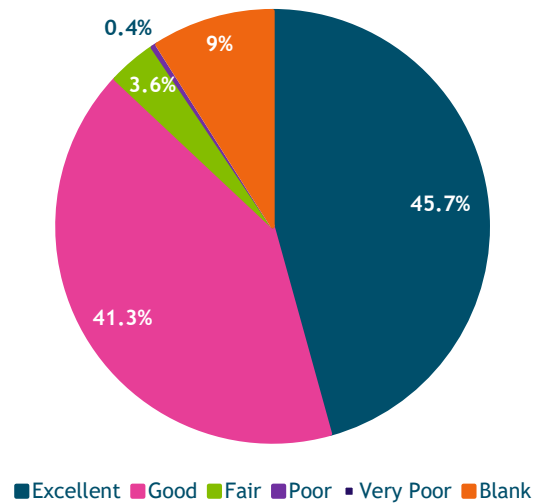
## 2.11 Quality of Care

Feedback about the quality of care at community health services was positive. When asked how they would rate the quality of care they receive, 45.7% of respondents rated it as ‘Excellent’, followed by 41.3% of ‘Good’ ratings. Positive responses were received from across all services, with 87.5% of respondents from Rosemary Ward rating their quality of care as ‘Excellent’.

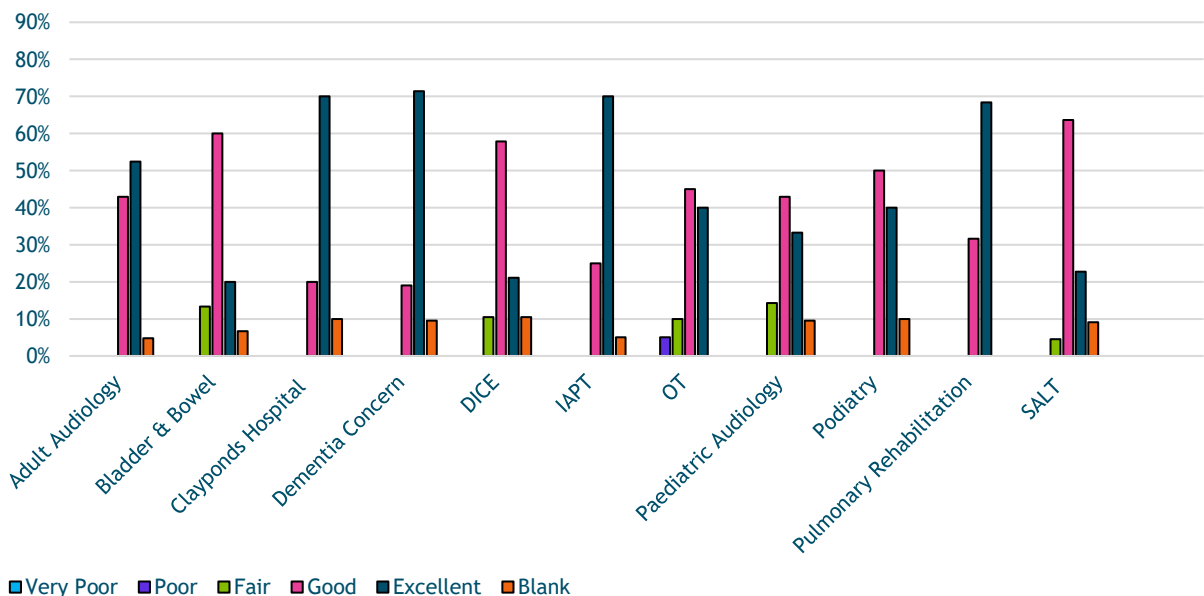
Respondents told HWE staff and volunteers that *“I can really chat to the staff. They're very helpful and always look after me”* and *“Great availability”*. The Adult Audiology, Clayponds Hospital, Dementia Concern, IAPT, Podiatry and Pulmonary Rehabilitation services each had no negative ratings.

The OT service received the poorest ratings with 15% of respondents rating their quality of care negatively. Additional comments from respondents who rated the quality of care as ‘Fair’ and ‘Poor’ were *“I haven't had access to the appropriate services in the past, but they are working on it now”* and *“It's okay. I haven't seen much of an improvement though”*.

How would you rate the quality of care you receive at this service?



How would you rate the quality of care you receive at this service?



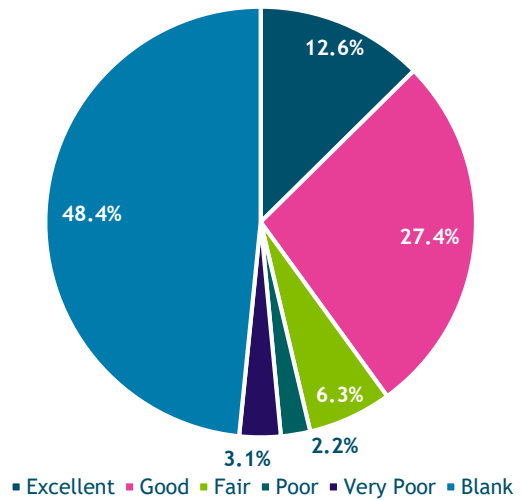
## 2.12 Phone Access

When asked their experience of contacting the services on the phone, most respondents told us that they had not tried to do so and left the question blank (48.4%). Additionally, all respondents from Clayponds Hospital were unable to answer this question. The remaining respondents were mostly positive, with 27.4% rating it as ‘Good’ and 12.6% rating ‘Excellent’.

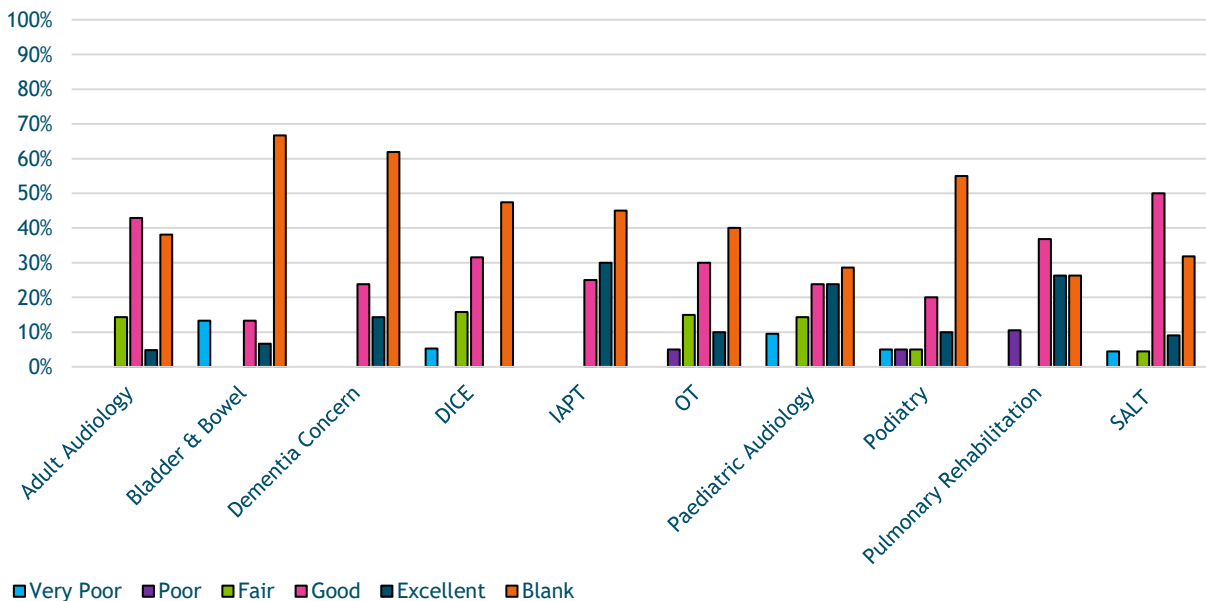
However, phone access received the most ratings of ‘Very Poor’ (3.1%) from respondents. Comments about phone access included *“It’s just so much trouble. You call for a long time and you’re just on hold”* (Paediatric Audiology), *“You ring and you can never get through. You leave a message and it takes forever for them to get through, if they call back at all”* (OT) and *“I’ve called a few times, can’t get through, leave a message and no one gets back to you”* (OT).

The Dementia Concern and IAPT services received the most positive responses, with 100% of respondents who had contacted the services by phone rating their experience positively. The Bladder and Bowel service received the poorest reviews with 40% of respondents who answered rating their experiences negatively.

Generally, how easy is it to get through to someone on the phone at this service?



Generally, how easy is it to get through to someone on the phone at this service?



## 2.13 Additional Feedback

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Additional feedback received again highlighted that most respondents were happy with the care they receive at community health services. Positive responses such as *“Everything is great. There’s nothing bad I can think of. I have no issues with the service”*, *“Really well-run department. They see me before my time which is wonderful”* and *“The service is very good. I’m happy with it”* formed the bulk of the responses.

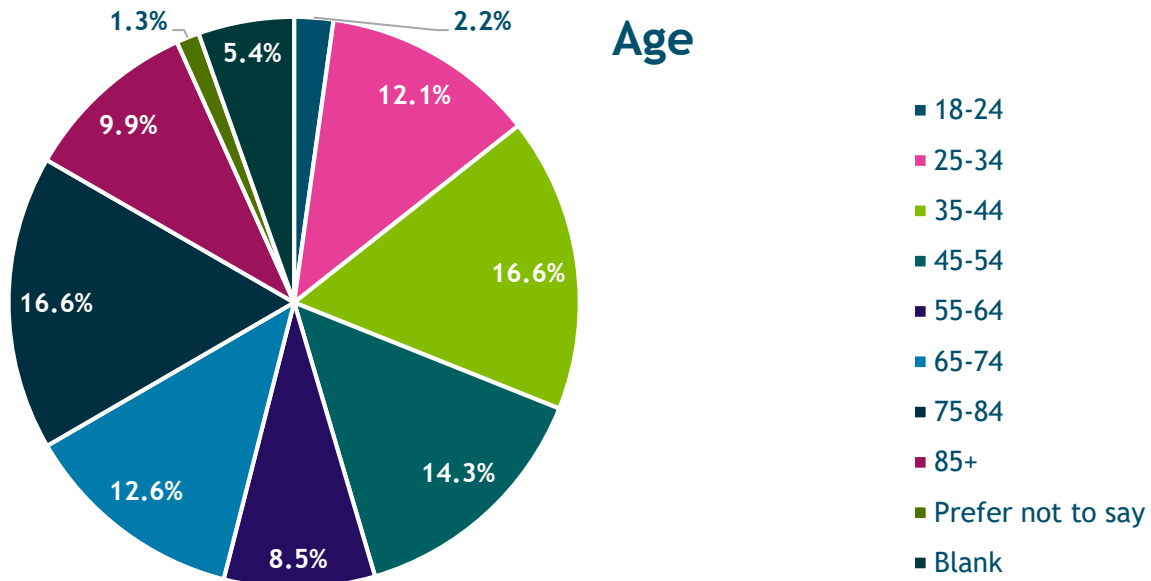
However, as highlighted above, respondents gave feedback about aspects of the services they were not happy with - the referral process, waiting times at the services, and phone access to services. Comments on these issues received included *“There need to be more appointments, so patients aren’t waiting as long”*, *“You ring, and you never get through. You leave a message and it takes forever for them to get through, if they call back at all”*, *“Everything since I’ve been coming here is good. The referral just took a very long time”*, and *“Since I got into the service it has been excellent. Being referred here was such a hurdle and the process needs to be reviewed”*.

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# Who we spoke to

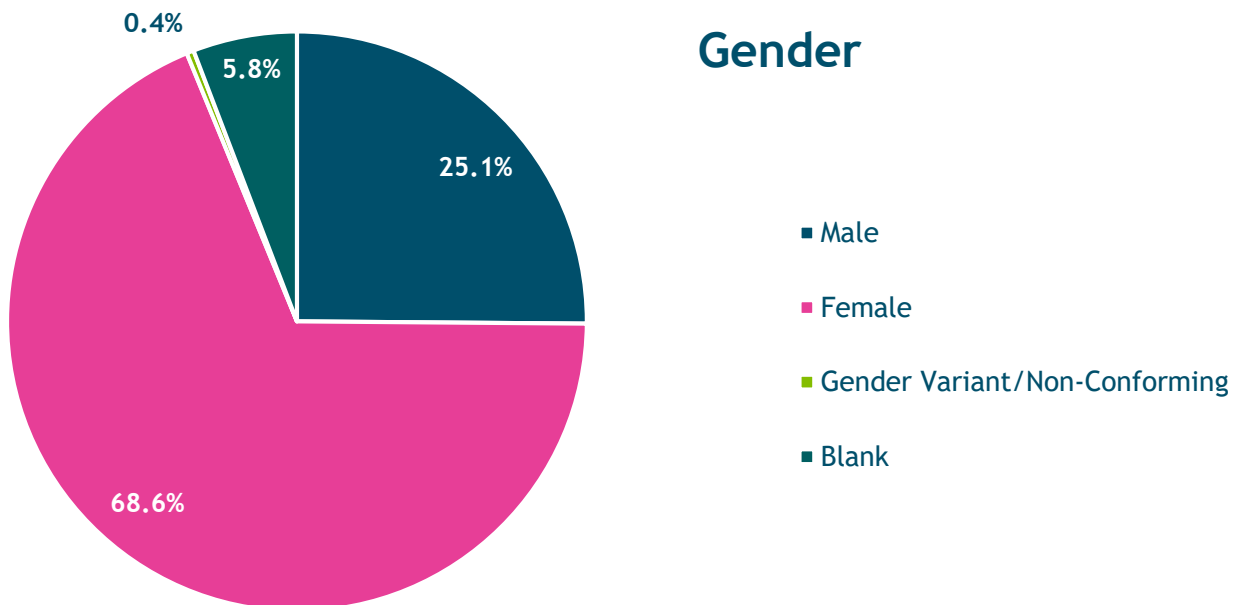
## Age

The chart highlights the age profile of our respondents. We included views from people of all age groups within the borough and attempted to obtain a representative sample of the population.



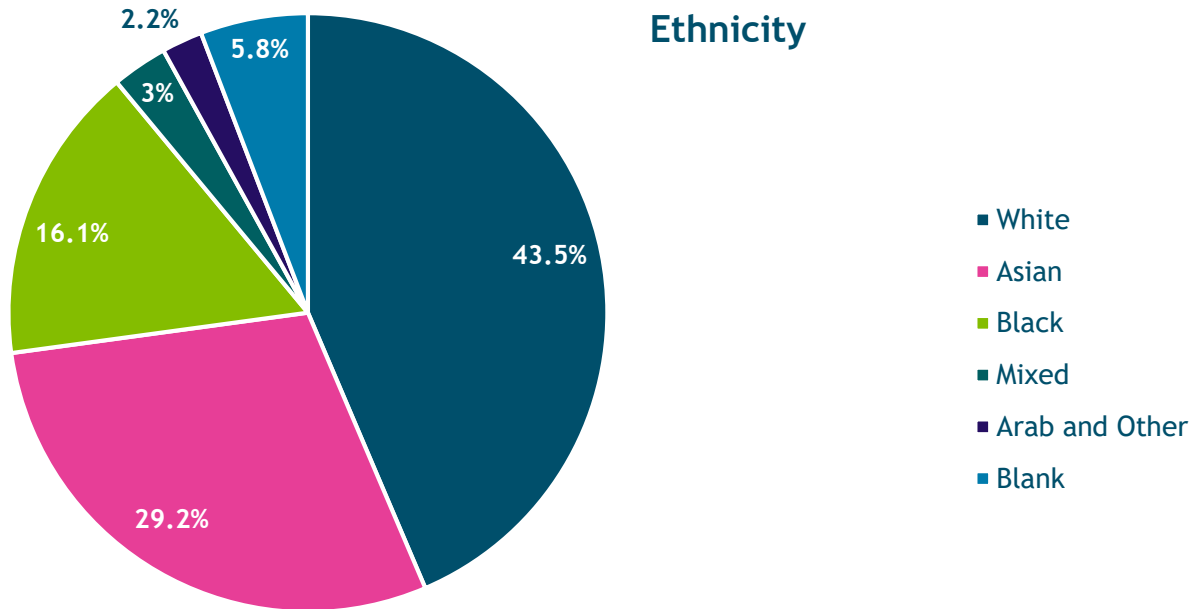
## Gender

The graph below shows the gender breakdown of our sample. We had a higher representation amongst females (67.7%) than males (25.1%) and Gender variant/non-conforming individuals (0.4%). There was no representation from the transgender community.



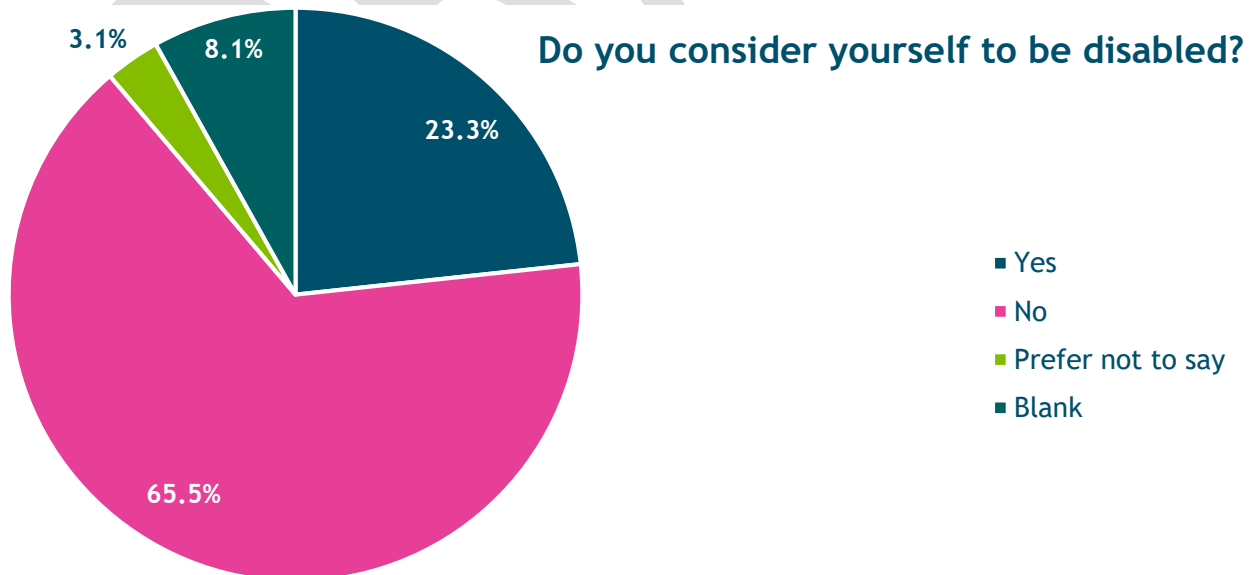
## Ethnicity

The chart below shows the ethnic breakdown of respondents. The breakdown follows the overall ethnic breakdown of the Ealing population, with white people forming the largest majority, followed by Asians.



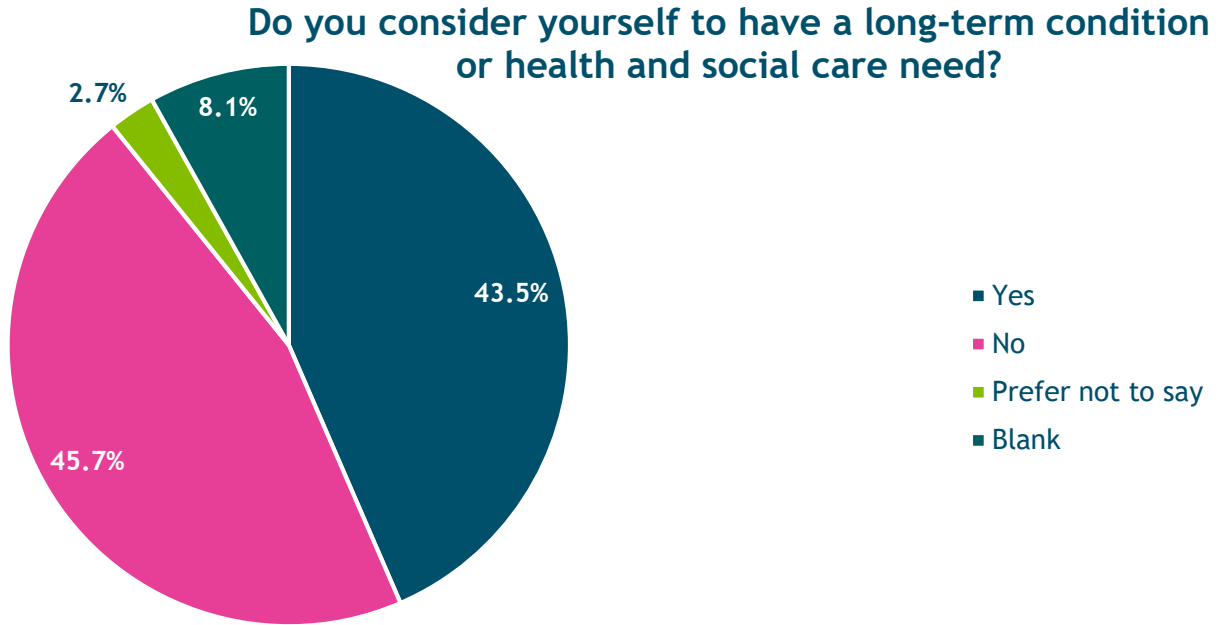
## Disability

Respondents were asked whether they identified as being disabled. 23.8% said 'Yes'. Various health conditions were mentioned including diabetes, hypertension, and dementia.



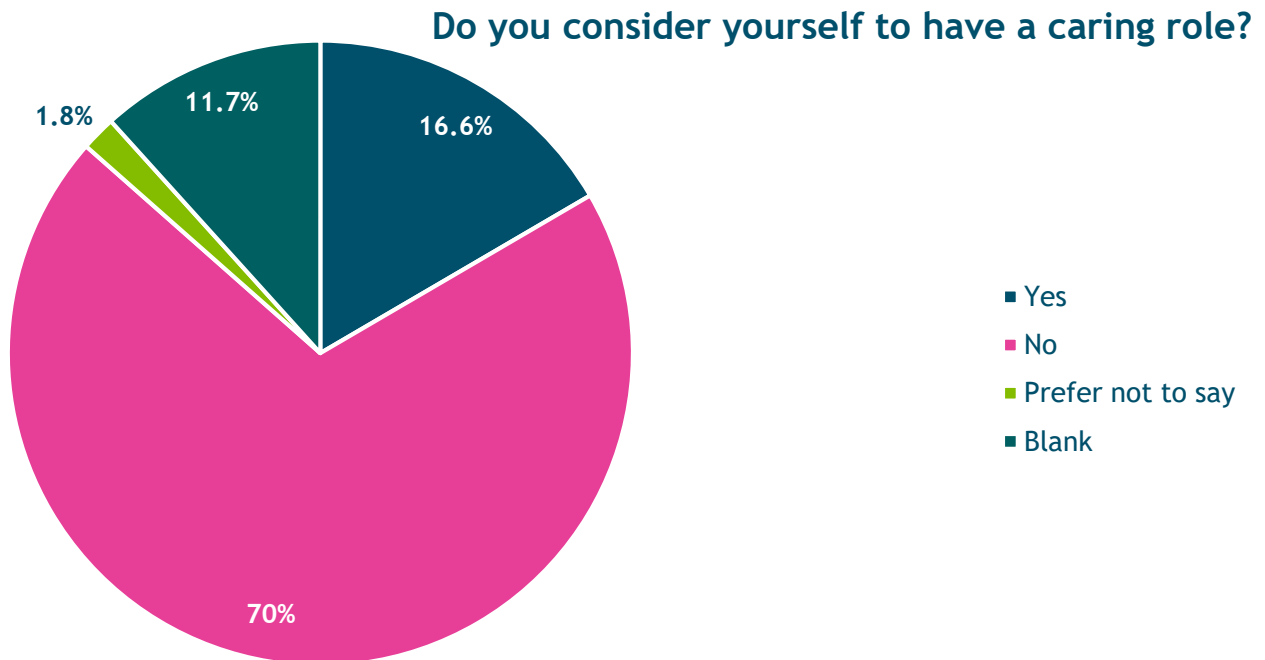
## Long-term Condition

44.4% of respondents told us that they considered themselves to have a long-term condition or health and social care need.



## Carer

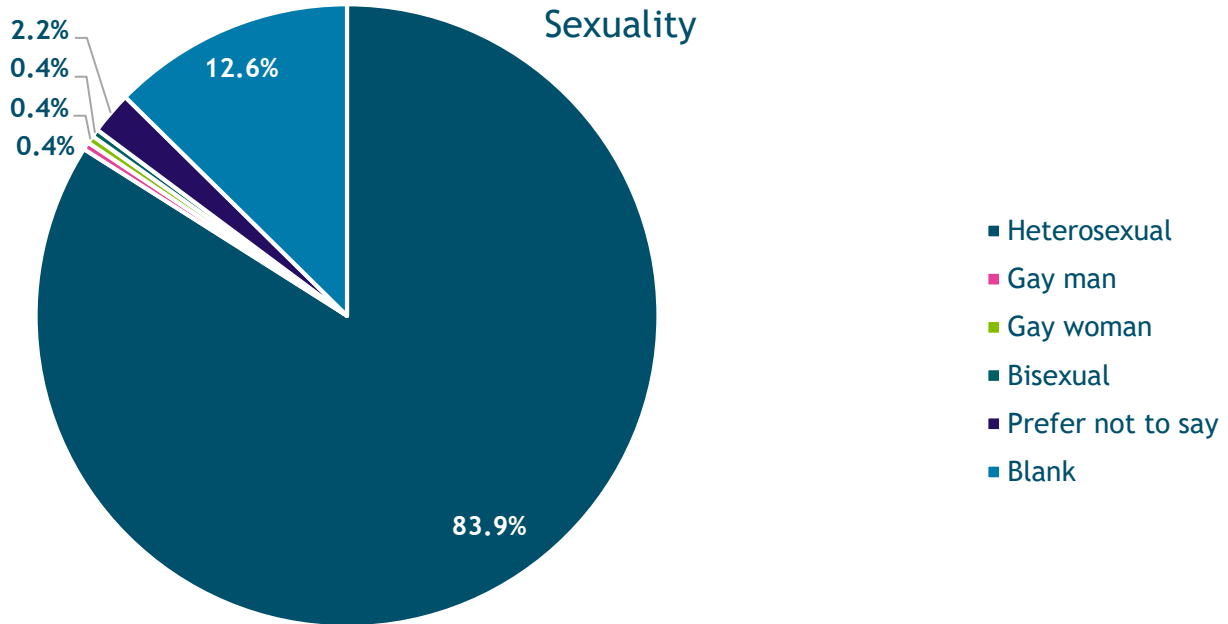
Most people (70%) we spoke to were not carers.





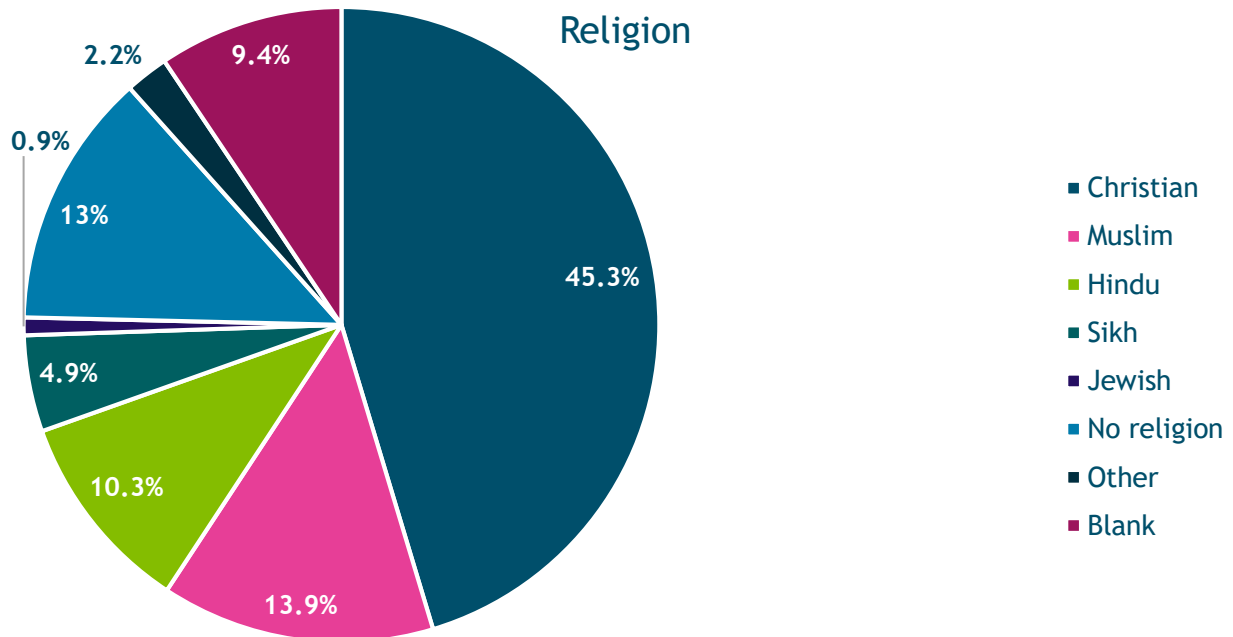
## Sexual Orientation

Outlined below is the sexual orientation of respondents to our questionnaire. 83% of people we spoke to were heterosexual.



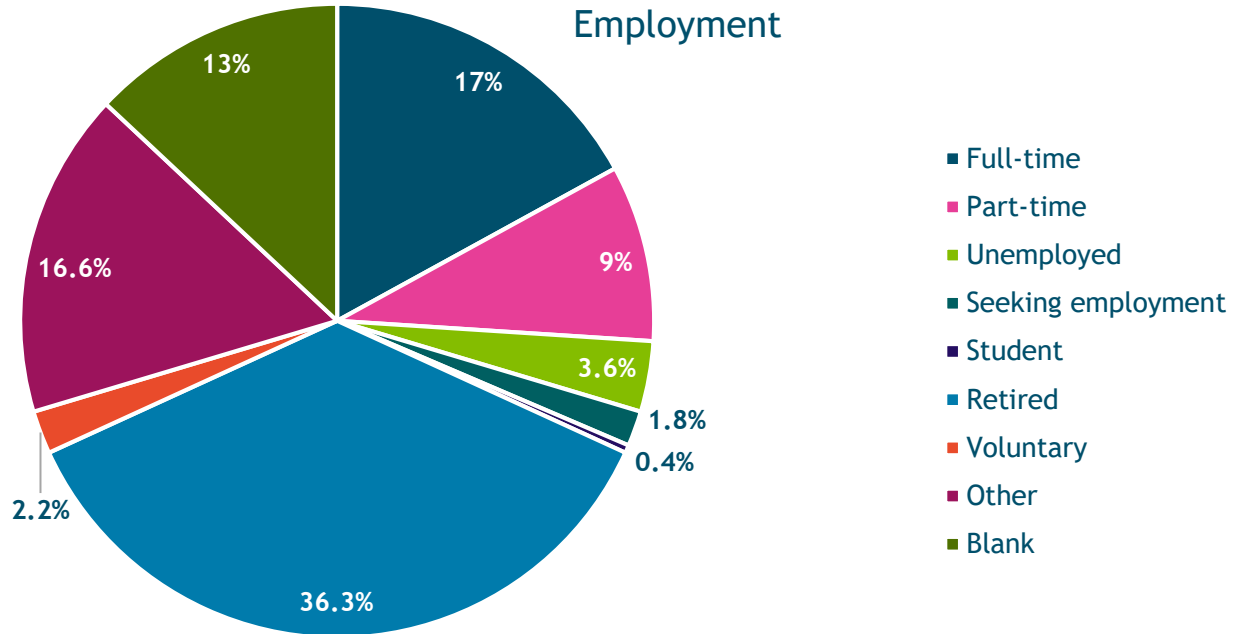
## Religion

We were able to speak to people from a number of different faiths, the largest of which was the Christian faith (45.3%).



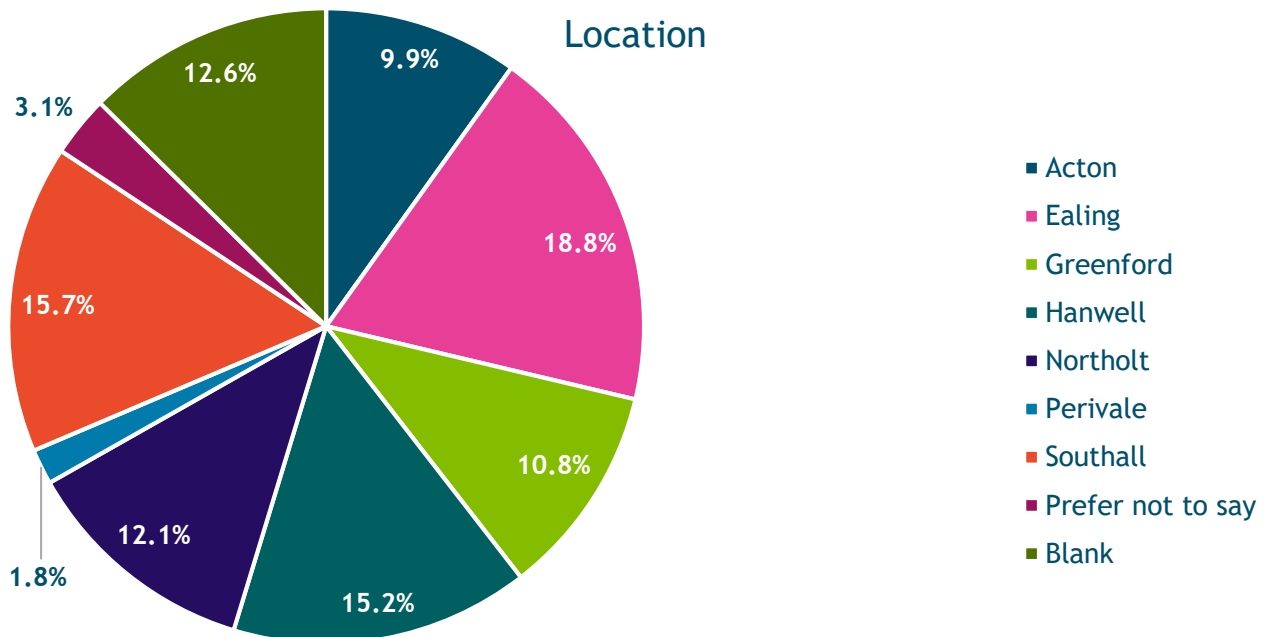
## Employment

The graph below shows the representation of people across different types of employment status. Retired people formed the largest part of our sample (37.2%).



## Location

We tried to speak to people across the borough. The area we received the smallest number of respondents from was Perivale (1.8%).



# Overall Recommendations

Recommendations for community health services based on the findings of this study were developed through a focus group held with members of the public and professionals from various organisations and community health services in Ealing. The overall findings of the project were presented to the focus group, and discussions followed to develop recommendations.

The first session focussed on developing recommendations to make feedback and complaints processes more accessible for service users. Recommendations outlined through the discussion were;

- Make service users more aware of the distinction between feedback and complaints. Ensure both terms are explained adequately to make it easier for people to understand
- Make service users aware of what they should expect to receive from each service i.e. 'What a good service is' so that users are aware of when they are not receiving good care
- Make information available in more accessible formats - easy-read, multiple languages
- Development of a more straightforward satisfaction survey e.g. smiley-face buttons seen at airports and other services
- Follow-up email or text message after appointments to remind users to give feedback
- Suggestion boxes at every location. Make service users aware they are for comments, compliments and complaints
- Development of a mobile application that will allow service users to make complaints via smartphones and tablets (The issue of accessibility for service users who do not use smartphones/tablets or do not have access to the internet was noted).
- A community 'champion' who attends community group meetings, faith groups and colleges to educate service users on how to make complaints and give feedback
- Implementation of a 'flyer' style notice on prescriptions that explains complains and feedback procedures (The issue of how to accommodate service users who do not have English as a first language was noted).
- Development of more engaging visual aids - posters, banners and leaflets
- Placing 'translations available' on complaints posters to make non-English speakers aware they can ask for a translated version.
- Development of more accessible visual aids for service users with learning difficulties e.g. picture format

The second session of the focus group centred around suggested recommendations for community health services in general. Recommendations outlined through the discussion were;

- To address the issues with the referral process, service users should be given a referral timeline and should be kept up-to-date with any changes to the timeline
- Make service users aware of drop-in clinics or other services they can utilise in the meantime
- Have accessible information - easy-read and multiple languages
- For paediatric services especially, reminder texts should contain the name of who the appointment is for as there may be multiple users of that service using the same phone number

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# Adult Audiology

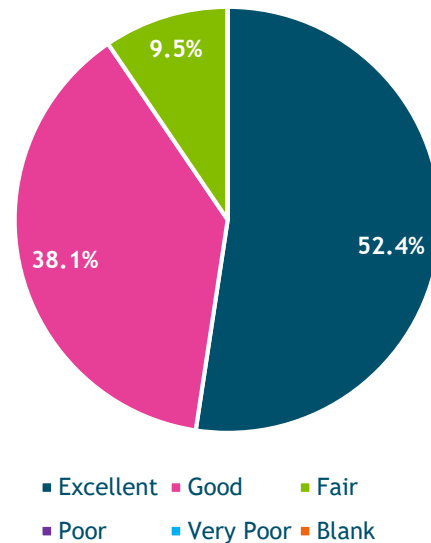
There were three visits to the adult audiology service. One visit took place at Jubilee Gardens Medical Centre, and the other two were at Ealing Hospital. In total, there were 21 respondents from the adult audiology service.

## Findings

When asked how they would rate their overall experience of audiology, 52.4% of respondents rated it as 'Excellent', followed by 38.1% of people rating it as 'Good'. Additional comments included *"Great service. Staff are helpful and friendly, no problems"* and *"I'm always seen on time. Never any problems. Always nice people. Very satisfied"*

Two people (9.5%) rated their experience as 'Fair' and their comments centred around the waiting times at the service; *"Sometimes it's good but sometimes you're kept waiting before you're seen"* and *"It's good most of the time. Sometimes you're kept waiting but they always apologise if it happens"*.

How would you rate your overall experience of this service?

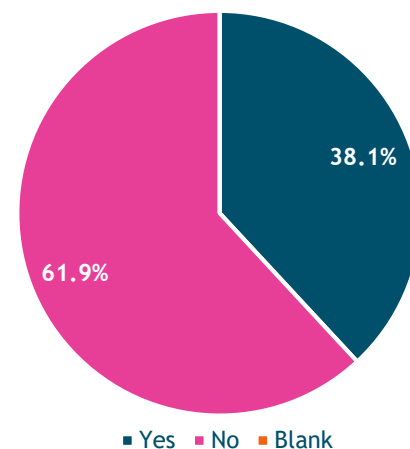


## Knowledge of Feedback and Complaints Procedures

Most respondents from the adult audiology service were not aware of how to give feedback or make a complaint. Respondents who were aware gave the following comments; *"There's a comment box near reception but I've never used it"* and *"I'd go to PALS (Patient Advice and Liaison Service) if I had a complaint"*. Respondents who told us that they were not aware of how to make a complaint said they had *"never needed to find out"* and that they would *"speak to the audiologist or the receptionist"* if they had any issues.

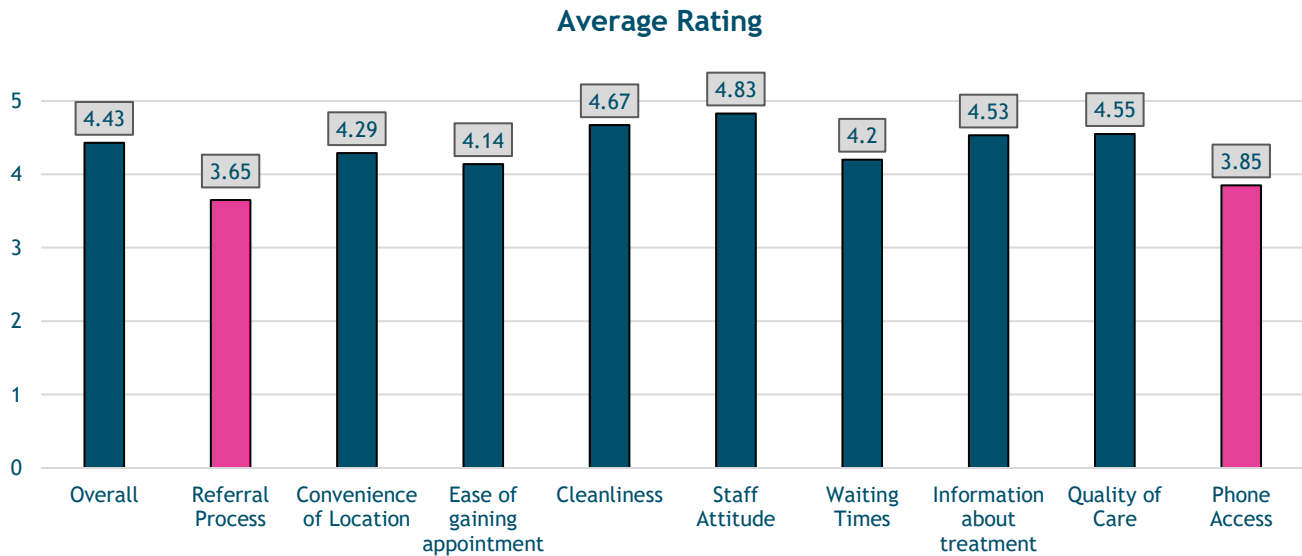
No respondents from adult audiology had made complaints or given feedback in the past.

If you had any feedback about the service, positive or negative, or wished to make a complaint, would you know how to do this?



## Average Rating

Most respondents were happy with the various aspects of their care at adult audiology. The graph below shows the average rating of each aspect of care. Average ratings above 4 are positive. Two aspects of care have ratings of below 4 (in pink) - the referral process (3.65) and phone access (3.85).



Additional comments received for the referral process included “I had to wait for 2 months. Took such a long time. I tried to get my GP to send me to another hospital, but she said it would be the same thing” and “It takes so long from the time the doctor refers you”.

Additional comments received for the phone access included “Can be a bit awkward because they refer you from department to department” and “In the morning it always goes to voicemail”.

## Staff Interviews

Healthwatch Ealing spoke with one member of staff at the Adult Audiology service.

We were told that the service actively tries to obtain feedback from service users as it is one of the requirements for their accreditation. We were told that they direct service users to use ‘I want great care’ forms (hard copy and online). We were informed that service users are routinely encouraged to do this after their third appointments and if they were being discharged from the service. The service received feedback about their performance using ‘I want great care’ monthly from London North West Healthcare Trust (LNWHT).

We were told that the service tries to deal with complaints directly. Service users are signposted to PALS if the complaints cannot be dealt with internally.

To make service users aware of how to make complaints and give feedback, there are posters in the waiting areas of the clinics. There are also two different leaflets given

to service users at their assessments and hearing aid fittings. We were told that these leaflets include information on how to give feedback and make complaints.

We were told that the referral process is an issue they have identified from feedback with their patients. They said that from the time they receive the referrals, the process is very timely, and patients are given appointments 16 working days following that date. However, the issue lies with the amount of time it can take for the department to receive the referrals. We were told that the current referral procedure is misleading for service users as they get a letter stating they will be seen within two weeks of the referral being sent. In fact, it can take two to three weeks before the referral is processed, and then a further 16 working days before the first appointment. As a result, the department has requested for the letter that is sent to service users to be changed to state a four-week waiting period rather than two weeks in order to better manage patient expectations.

When asked what they felt the main complaint service users have for the service is, we were told that existing service users are unhappy with having to be re-referred to the service by their GP when they need a hearing test. This issue was not one that was identified through our conversations with service users.

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## Comments Received

How do you rate your overall experience of this service?

Rating	Comment
3 - Fair	Sometimes I have to wait a long time before I'm seen
3 - Fair	It's good most of the time. Sometimes, you're kept waiting but they always apologise if it happens.
4 - Good	You have to wait but they've looked after me very well
4 - Good	Great service. Staff are helpful and friendly, no problems.
4 - Good	Very good up until now.
4 - Good	The staff are great.
4 - Good	Doctor is very thorough.
5 - Excellent	They've always looked after me well
5 - Excellent	I'm always seen on time. Never any problems. Always nice people. Very satisfied.
5 - Excellent	They never keep me waiting long.
5 - Excellent	They're always very accommodating and very helpful.
5 - Excellent	The people are very helpful
5 - Excellent	Doctor's very nice
5 - Excellent	Everything is good
5 - Excellent	The location is great, the staff are friendly it's very nice and open. They take good care of me.
5 - Excellent	They're always helpful.
5 - Excellent	The staff are so good to me.
5 - Excellent	They're all very good. I'm very grateful.

If you had any feedback on the service, either positive or negative, or wished to make a complaint, would you know how to do this?

Answer	Comment
1 - Yes	There's a comment box near reception but I've never used it.
1 - Yes	Write if you had a problem.
1 - Yes	I would go to PALS if I had a complaint.
1 - Yes	Comments box or talk to receptionist
2 - No	I assume you speak to the person you're dealing with. The audiologist
2 - No	I've never had cause to look for information on complaints.
2 - No	Have to make an enquiry.
2 - No	There's a box but I don't know if it's for complaints.
2 - No	I've never needed to but if I did, I would go to PALS.
2 - No	I'd find out if it got that bad.



2 - No	I don't need to.
2 - No	I'd speak to the doctor or the receptionist if I had a complaint.

Have you ever made an official complaint about this service before?

Answer	Comment
2 - No	Never needed to.
2 - No	I've never needed to. My only problem is the waiting sometimes.

How would you rate the referral process to this community health service?

Rating	Comment
1 - Very Poor	I had to wait for 2 months. Took such a long time. I tried to get my GP to send me to another hospital, but she said it would be the same thing.
2 - Poor	Slow.
3 - Fair	Bit slow
3 - Fair	It takes so long from the time the doctor refers you
3 - Fair	It depends-you have to do it every time you do a hearing test last time it was better. It takes a while.
4 - Good	It took approximately 3-4 weeks and it wasn't so patient was happy with it
4 - Good	Quick.
4 - Good	Didn't have to wait long
4 - Good	no problems
4 - Good	Quick.
4 - Good	Quick.
4 - Good	It did take about 2-3 weeks but other than that it was very straightforward.
Blank	Can't remember it was so long ago.

How would you rate the convenience of this location?

Rating	Comment
3 - Fair	2 buses
4 - Good	Quite convenient
4 - Good	Convenient. I drive here because there is parking here
4 - Good	Easy to get to by bus
5 - Excellent	Bus
5 - Excellent	I can get a direct bus, so I have no problems. Very convenient
5 - Excellent	Perfect
5 - Excellent	I just live down the road
5 - Excellent	I just get the bus

How would you rate the ease of gaining an appointment at this service?

Rating	Comment
2 - Poor	Hard
3 - Fair	Lost hearing aid and it took approximately a month to get a new one
4 - Good	Been given appointments fairly quick
4 - Good	Straightforward
4 - Good	Regular appointments for cleaning ears which is wonderful
4 - Good	It depends on the referral but once you're in they're pretty regular
5 - Excellent	No problem

How would you rate the cleanliness of the service?

Rating	Comment
4 - Good	Very clean
5 - Excellent	Very good equipment. The chairs are comfortable
5 - Excellent	Never seen any mess or spill

How would you rate the attitude of staff at this service?

Rating	Comment
4 - Good	Very pleasant and helpful. Quite jokey
5 - Excellent	The staff are all nice and friendly. The receptionist as well
5 - Excellent	Very caring
5 - Excellent	They're all friendly and pleasant
5 - Excellent	They're all very lovely and pleasant. They speak to me kindly.
5 - Excellent	Lovely. Always have a laugh
5 - Excellent	They're always being very helpful

How would you rate the waiting times at this service?

Rating	Comment
3 - Fair	Sometimes if there are too many patients you have to wait longer
3 - Fair	Again, sometimes not great, but they apologise for it
4 - Good	Seen on time
4 - Good	Never had to wait very long
4 - Good	Sometimes I'm kept waiting maybe 10 minutes but most of the time it's fine
4 - Good	They're usually pretty quick
5 - Excellent	Never waiting a long time. Seen on time. Even before time if I come early.

5 - Excellent	I'm never kept waiting. They see me as soon as I arrive.
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How would you rate the information you received about your treatment at this service?

Rating	Comment
4 - Good	Very good explanation
5 - Excellent	They answer all of my questions very well. Most of the time I don't even have questions because the doctor has already explained everything
5 - Excellent	They explain everything

Generally, how easy is it to get through to someone on the phone at this service?

Rating	Comment
3 - Fair	They call you back if you leave a message
4 - Good	Can be a bit awkward because they refer you from department to department
4 - Good	You don't always get through but if I leave a message, she'll get back to me
4 - Good	No problems
4 - Good	No issues. Everything good
Blank	Never tried (x2)
Blank	In the morning it always goes to voicemail

We would really like to hear your comments about this service (positive or negative). Tell us your views (what works, what doesn't, what you would want to improve)

Comments
Needs to be more appointments so patients aren't waiting as long.
Happy with service. Wouldn't like to change anything. It seems okay.
No issues with service
No complaints.
Everything is great. There's nothing bad I can think of.
I have zero complaints about audiology.
Really well-run department. They see me before my time is wonderful.
Everything's good.
Great service. A+ GRADE!

# Audiology (Paediatric)

There were three visits to the Paediatric Audiology services at Carmelita House and Featherstone Road Health Centre. In total, there were 20 respondents from the Paediatric Audiology service. We spoke to parents of children at the service. With older children, questionnaires were completed with both parents and children. There were no interviews held with staff from this department. Healthwatch Ealing tried to get in touch with the service to plan interviews but was unable to do so within the timeframe of this project.

## Findings

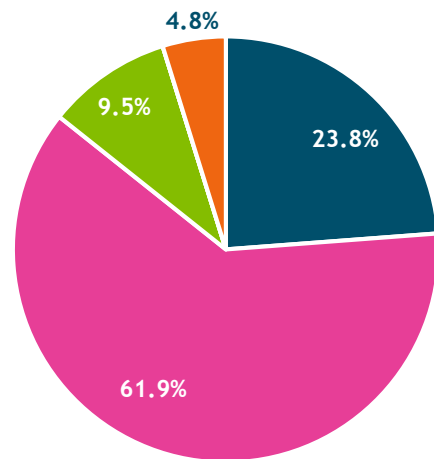
Most parents were happy with the care their children received at the Paediatric Audiology services. When asked how they would rate their overall experience of paediatric audiology, 61.9% of respondents rated it as 'Good', followed by 23.8% of people rating it as 'Excellent'. Additional comments included *"When I ask something, they are helpful"* and *"My daughter enjoys it. It's good for her"*.

Two people (9.5%) rated their experience as 'Fair' and a comment was received from one of them; *"The referral from my GP took 2 months. I kept having to call and chase them up about it"*. Issues with the referral process were also referred to in later comments by parents as will be demonstrated.

### Knowledge of Feedback and Complaints Processes

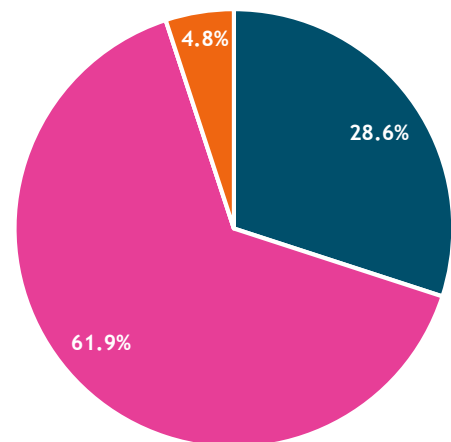
Most respondents (61.9%) from the paediatric audiology service were not aware of how to give feedback or make a complaint. Respondents who were aware told us that they had seen the 'How to make a complaint' poster on the wall in the reception areas. A respondent who told us that they were not aware of how to make a complaint said *"I've never asked or been told. They should probably tell you that"* while another said they would *"send an email probably"*.

How would you rate your overall experience of this service?



■ Excellent ■ Good ■ Fair  
■ Poor ■ Very Poor ■ Blank

If you had any feedback on the service, positive or negative, or wished to make a complaint, would you know how to do this?



■ Yes ■ No ■ Not Sure ■ Blank

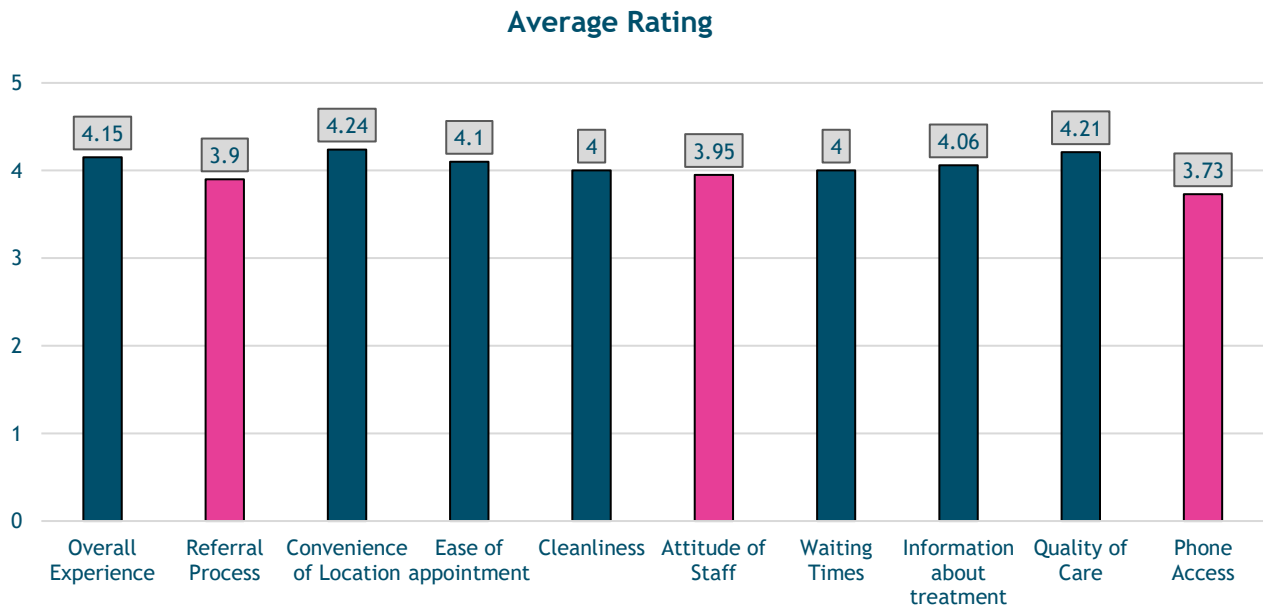
One respondent from the paediatric audiology service had made a complaint in the past. We were told that the complaint had been made in January 2016 and the respondent rated the complaints process as ‘Very Poor’. We were told that *“My needs were not listened to or met. There wasn’t any follow up. Emailed practice manager and nothing happened. Finally went to the PALS team, and I felt heard and everything was sorted out. Unfortunately, I had to do a lot of chasing up before I got to that point. It took about 3 weeks to sort everything out”*.

**Average Rating**

Most respondents were happy with the various aspects of their care at paediatric audiology. The graph below shows the average rating of each aspect of care. Average ratings above 4 are positive. Two aspects of care have ratings below 4 (in pink) - the referral process (3.9) and phone access (3.73).

There were no additional comments received from service users who rated the referral process negatively. Additional comments indicated that respondents were happy with the referral process with comments such as *“It was pretty straightforward”* and *“They’re as efficient as they can be”* accompanying ratings of ‘Good’.

Additional comments received for phone access included *“Trouble, you call for a long time and you’re just on hold”*.



## Comments

How do you rate your overall experience of this service?

Rating	Comment
3 - Fair	The referral from my GP took 2 months. I kept having to call and chase them up about it.
4 - Good	Follow-up appointments are quite quick
4 - Good	First time they spoke with my son. Clinician was very good with him. He was happy with the team they're all good
4 - Good	The appointments don't take too long to get
4 - Good	When I ask something, they are helpful
4 - Good	The appointments fit well within my work patterns
4 - Good	It's great. My daughter likes it.
4 - Good	No problems
5 - Excellent	My daughter enjoys it. It's good for her.
5 - Excellent	It's been so helpful for my son.
5 - Excellent	no problems. Everyone is great, everything is very helpful

If you had any feedback on the service, either positive or negative, or wished to make a complaint, would you know how to do this?

Rating	Comment
1 - Yes	Poster on wall in reception
1 - Yes	Go and see practice manager
1 - Yes	You ask for a form
1 - Yes	There is a sign on the wall that says how to make a complaint
1 - Yes	There is a poster in reception on how to make complaints
2 - No	Tell the staff
2 - No	send an email, probably
2 - No	I've never been asked or been told. They should probably tell you that
3 - Not Sure	I think they have a suggestion box

Have you ever made a complaint about this service before?

Answer	Comment
1 - Yes	I had to make a complaint almost 2 years ago. Last January.
2 - No	I should have with the referral, but I did not see how it would make a difference.
2 - No	I haven't needed to
2 - No	I've never needed to.
2 - No	I've never needed to but I'd like to know how to if I needed to in the future
2 - No	Never needed to.

If yes, how did you find the complaints process overall?

Answer	Comment
1 - Very Poor	My needs were not listened to or met. There wasn't any follow up. Emailed practice manager and nothing happened. Finally went to the PALS team, and I felt heard and everything was sorted out. Unfortunately, I had to do a lot of chasing up before I got to that point. It took about 3 weeks to sort everything out
6 - Not Applicable	Never used it.

How would you rate the referral process to this community health service?

Rating	Comment
4 - Good	When you come. They know straight away it's not complicated.
4 - Good	No problems
4 - Good	Easy quick.
4 - Good	It was pretty straightforward
4 - Good	They're as efficient as they can be
5 - Excellent	Very timely.

How would you rate the convenience of this location?

Rating	Comment
3 - Fair	There's no parking-it's such a busy area. There should be parking especially when its children.
4 - Good	Very close to my house walking distance
4 - Good	Parking can be an issue
4 - Good	Easy to get to.

4 - Good	Parking can be an issue so I get the bus so I guess it's alright at least there's public transport easily
4 - Good	The parking can be a pain but it's a very accesible location
5 - Excellent	It's very close because I live in the borough

How would you rate the ease of gaining an appointment at this service?

Rating	Comment
4 - Good	They send via letter
4 - Good	I was expecting a long wait, but it was good

How would you rate the cleanliness of this service?

Rating	Comment
3 - Fair	Could be better
5 - Excellent	Very clean

How would you rate the attitude of staff at this service?

Rating	Comment
4 - Good	the staff are great, very helpful
5 - Excellent	The staff are perfect, they're so good to my son.
5 - Excellent	They're very nice.

How would you rate the waiting times at this service?

Rating	Comment
2 - Very Poor	As a patient, if you are 10 minutes late for your appointment, they can refuse to see you. However, you can wait for an hour before you're seen.
4 - Good	Never waiting too long they call the doctor as soon as you're here
5 - Excellent	Not long. usually quick

How would you rate the information you received about your treatment at this service?

Rating	Comment
4 - Good	all of my questions are answered
5 - Excellent	They tell me everything they're doing and what to expect.
	Not sure



How would you rate the quality of care you receive at this service?

Rating	Comment
5 - Excellent	Very, very good

Generally, how easy is it to get through to someone on the phone at this service?

Rating	Comment
1 - Very Poor	Trouble, you call for a long time and you're just on hold
5 - Excellent	I've called twice and left a message and they get back to me very quickly.
Blank	Never tried: I get letters.
Blank	Never called
Blank	Not sure. I usually just get appointments by post

### Additional Comments

Comment
Everything since I've been coming here is good. The referral just took a very long time.
It's a good service. No problems
Everything is good, except for calling on the phone
This service is very good. I'm happy with it.
No problems
Great service.
Everything is positive
It's all good. No problems.
I don't have any negative comment
It's a good service
No problems.

# Bladder and Bowel Management

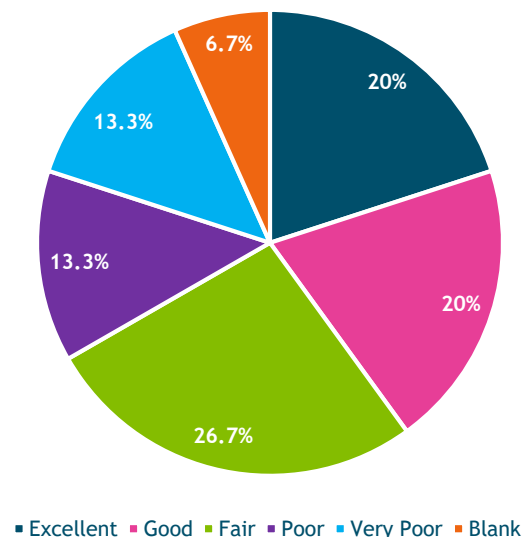
There were four visits to the Bladder and Bowel Management service. Two visits took place at Mattock Lane Health Centre, one visit at Jubilee Gardens Medical Centre and one at Acton Health Centre. In total, there were 15 respondents from the Bladder and Bowel service. The number of respondents from this service was lower than others due to the low numbers of users accessing the service on any given day. Typically, there were 9 appointments in a day, of which a few would be phone consultations, and there were also patients who missed their appointments. As a result, HWE staff and volunteers were unable to meet the target of 20 respondents by the completion date.

Respondents from this service included two parents of children using the service. HWE has received anecdotal evidence of issues encountered by paediatric users of this service. A survey conducted by the Ealing Parent & Carer Forum highlighted several issues with the provision of the service to paediatric users. Although HWE strived to include experiences from the paediatric Bladder and Bowel service, we were limited by only being able to speak to users who were there on the day and consented to completing the questionnaire. As a result of this, and the lower numbers from this service, HWE is aware that the below findings may not be as accurate as possible.

## Findings

When asked how they would rate their overall experience of the service, we received mixed responses from the respondents. 53.3% of respondents rated the service negatively. Additional comments included *“There should be someone on reception to help you”* (taken at Jubilee Gardens Medical Centre. The Bladder and Bowel service is located upstairs away from the general reception area and there is no manned reception in the waiting area). Positive comments received included *“Everything was explained thoroughly”, “Nurse is very good at explaining everything to me”* and *“The appointment was fine. The lady was nice. I didn’t have to wait too long. And there was a phone call follow up after”*.

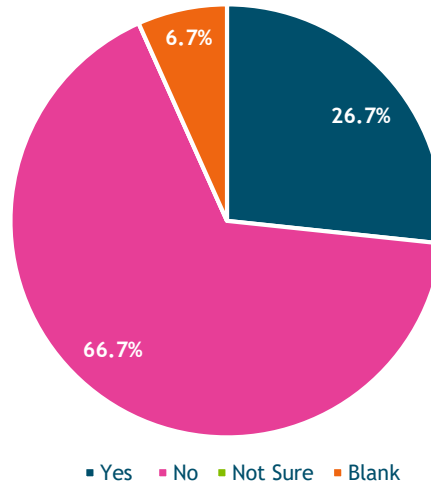
How would you rate your overall experience of this service?



## Knowledge of Feedback and Complaints Processes

Most respondents from the Bladder and Bowel service were unaware of how to give feedback or make a complaint, with only 26.7% answering ‘Yes’.

If you had any feedback on the service, positive or negative, or wished to make a complaint, would you know how to do this?

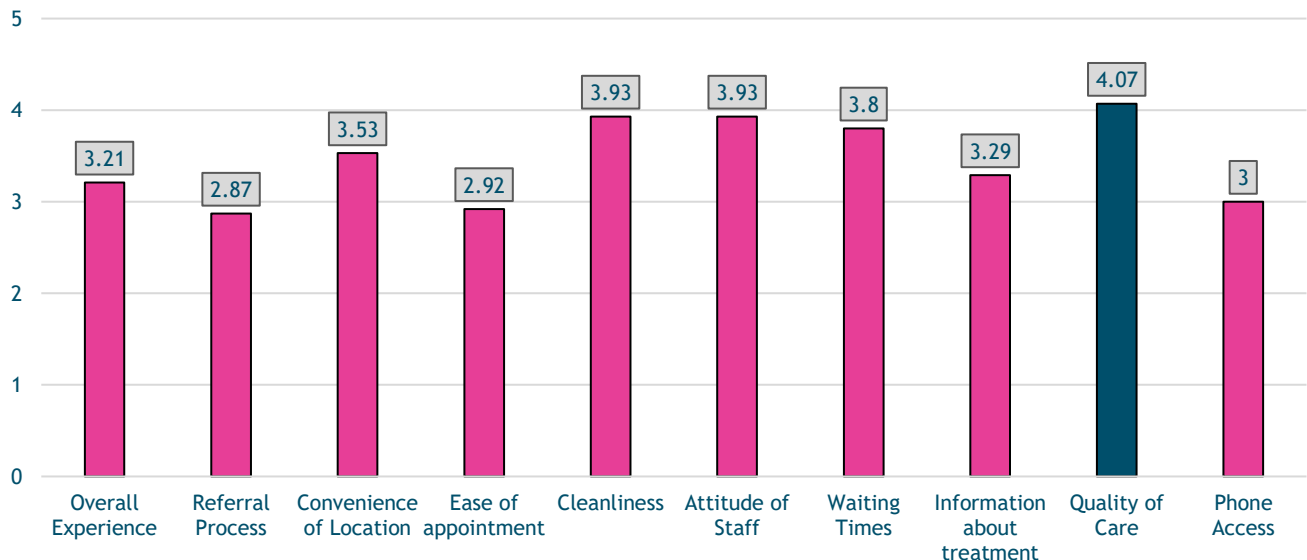


## Average Rating

Most respondents were unhappy with the various aspects of their care the Bladder and Bowel Management service. This service received the poorest reviews from respondents, with only one aspect (Quality of Care) receiving above a 4 average rating. Service users were most unhappy with the referral process, with a 2.87 average rating. Comments about the referral process centred around the length of time including responses such as: “I was waiting for a long time” and “Too slow. It took quite a long time”.

The ease of gaining an appointment was also rated very poorly, with a 2.92 average rating. Additional comments included “I'd like to say it's good but it's not. They keep you waiting forever and then when you do get an appointment, it's somehow for the wrong thing and you have to go back and wait again. It's so frustrating”. Based on the average ratings and the additional comments, respondents appeared very frustrated with their experiences of the Bladder and Bowel service.

Average Rating



## Staff Interview

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HWE spoke with one member of staff at the Bladder and Bowel Management service.

We were told that the service's complaints policy is to try to rectify the issue internally in the first instance. If this is not possible, the service directs users to the PALS service. Complaints are investigated and given an action. We were informed that service users are made aware of feedback and complaints processes through a variety of formats - there are posters and notices in the waiting areas of the various clinics. There is also a leaflet that explains the complaints process. We were told that the leaflet states that there is an accessible version which has to be requested through the London North West Healthcare Trust's communications team if required.

We were told that the service is aware of the issues with the lack of a commissioned paediatric Bladder and Bowel management service as this is one of the main areas of feedback that the service has received. Another issue we were informed of was patient dissatisfaction with the home delivery service. This service provides continence products to users with a limit of 4 products in 24 hours and no pull-up products. This feedback is similar to findings by the Ealing Parent & Carer Forum who identified issues with accessing products and the type of products on offer from this service.

## Comments

How do you rate your overall experience of this service?

Rating	Comment
1 - Very Poor	There should be someone on reception to help you
2 - Poor	I'm not sure whether I'm being assessed today or what's happening. There's been very little communication. I accepted my first appointment and came here then was told by the nurse that I'd been referred for the wrong clinic and the appointment would be too short.
4 - Good	The appointment was fine. The lady was nice. I didn't have to wait too long. And there was a phone call follow up after.
4 - Good	With the issue that I have it's taking very long. I've been waiting six months
5 - Excellent	They've given me a really good service. The nurse is excellent. It's a great service.
5 - Excellent	Doctor is very good at explaining everything to me
5 - Excellent	Everything was explained thoroughly

If you had any feedback on the service, either positive or negative, or wished to make a complaint, would you know how to do this?

Answer	Comment
1 - Yes	I'd contact the surgery or the health centre

How would you rate the referral process to this community health service?

Rating	Comment
2 - Poor	Too slow. It took quite a long time.
2 - Poor	I was waiting for a long time
2 - Poor	It was all a bit mixed up. I was told to go to Featherstone and that there's no bladder and bowel service at Mattock Lane. So I went to Featherstone only to find out my appointment is at Mattock Lane.
2 - Poor	Takes a long time to arrange the appointment and when you leave a message in voicemail nobody gets back to you
3 - Fair	It takes ages to get referred

### How would you rate the convenience of the location?

Rating	Comment
2 - Poor	It was a little bit difficult for me to get here
3 - Fair	It's awkward to get to
3 - Fair	It's not very well signposted when you get off the bus. There are no signs for Mattock Lane or the health centre itself. I had to ask someone on the street for directions
4 - Good	It's much easier for me to get to than Featherstone.
5 - Excellent	Improve service when you call to get the appointment

### How would you rate the ease of gaining an appointment at this service?

Rating	Comment
1 - Very Poor	Appointments are like gold dust
2 - Poor	It's so hard to get appointments. You're waiting forever
3 - Fair	I'd like to say it's good but it's not. They keep you waiting forever and then when you do get an appointment, it's somehow for the wrong thing and you have to go back and wait again. It's so frustrating

### How would you rate the cleanliness of this service?

Rating	Comment
3 - Fair	It's okay

### How would you rate the attitude of staff at this service?

Rating	Comment
3 - Fair	They're okay
3 - Fair	You can tell they're overstretched
3 - Fair	They try their best

### How would you rate the waiting times at this service?

Rating	Comment
3 - Fair	It can take a very long time but they try their best to see you on time
4 - Good	I have no problems with the wait

How would you rate the information you received about your treatment at this service?

Rating	Comment
3 - Fair	The appointments are a bit rushed, so they don't have time to tell you much

### Additional Comments

Comments
Have not had to use this service before but getting referred here took a few months. First time here.
The lady was nice. She gave good advice.

DRAFT

# Clayponds Rehabilitation Hospital

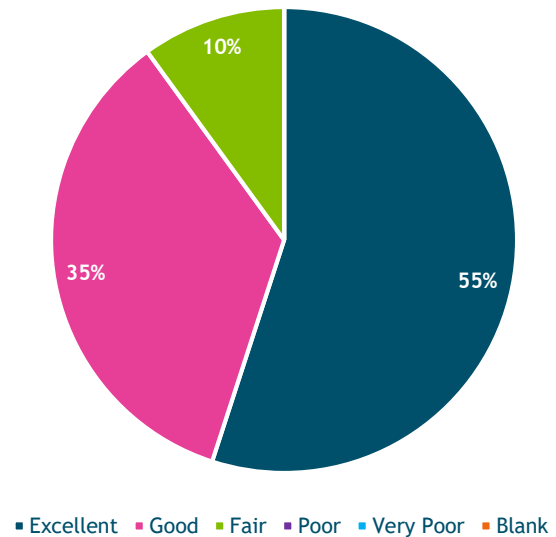
There was one visit to Jasmin Ward and Rosemary Ward at Clayponds Rehabilitation Hospital. In total, there were 20 respondents from Clayponds Hospital (12 from Jasmin Ward and 8 from Rosemary Ward).

## Findings

When asked how they would rate their experience of Clayponds Hospital, 55% of respondents rated it as ‘Excellent’, followed by 35% of people rating it as ‘Good’. Additional comments received included “I would recommend it”, “As soon as you tell them anything’s wrong they try and sort it out for you” and “First class. They treat me nicely. I’m being looked after”.

Two people (10%) rated their experience at the service as ‘Fair’ and the comment received was “It’s fair - the food is alright. There’s nothing to do. You’re left to your own devices”. There was no additional comment received from the other respondent.

How would you rate your overall experience of this service?

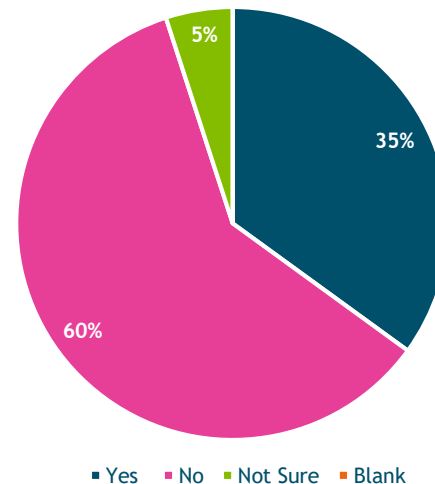


## Knowledge of Feedback and Complaints Processes

Most respondents from Clayponds Hospital were unaware of how to give feedback or make a complaint at the service, with only 35% saying they knew how to do so. A respondent who said they were aware gave the following comment; “Tell them straight away. They’re quite good at listening”. Respondents who told us they were not aware said they had “never needed to find out” and that they would “phone the administration to find out” or “ask to speak to the person in charge”.

No respondents from Clayponds Hospital had made complaints or given feedback in the past.

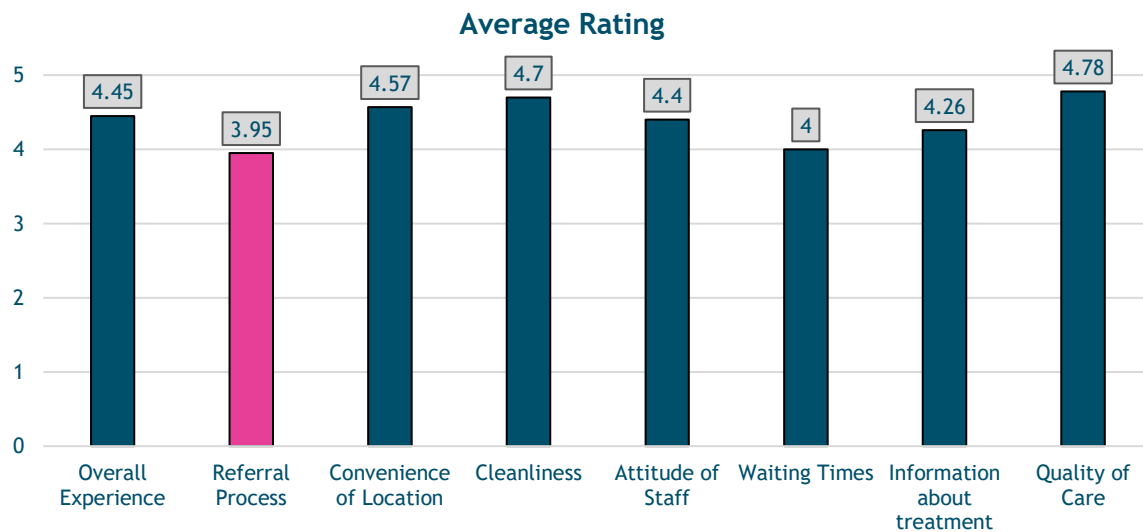
If you had any feedback on the service, positive or negative, or wished to make a complaint, would you know how to do this?





## Average Rating

Most respondents were happy with the various aspects of their care at Clayponds Hospital. The graph below shows the average rating of each aspect of care. Average ratings above 4 are positive. One aspect of care has a rating of below 4 (in pink) - the referral process (3.95). ‘Ease of gaining appointment’ and ‘Phone Access’ were not assessed at this service as these questions were not relevant for users at this service.



Five respondents (25%) rated the referral process negatively. Additional comments were received from two respondents. We were told that “*Ealing Hospital were not that helpful at referral I wasn't kept informed. Clayponds were excellent!*” and “*I felt I needed more information so why I was being moved here*”.

## Staff Interview

HWE spoke with one member of staff at Clayponds Hospital.

We were told that the service actively tries to obtain feedback from service users through the NHS’ ‘Friends and Family Test’ which is done monthly. Users are encouraged to use the PALS service if they have any complaints. We were told that complaints are dealt with by the ward manager as soon as possible. If it is not possible to deal with the complaint to the satisfaction of the user, the issue is referred to the PALS service.

To make service users aware of how to make complaints and give feedback, there is an information pack given to each user when they arrive at Clayponds. This pack contains information on how to make complaints and give feedback. There are posters displayed in each ward with complaints information. We were told that these are in easy-read format. We were also told that users are given a leaflet with information about the PALS service and how to get in touch with them.

We were told that there have been no formal complaints at Jasmin Ward for the past two years, and none at Rosemary Ward for the past year and a half. Current feedback received from service users indicates that the food is the main issue with service users. This issue was not one that was identified through our findings from this study. This feedback was gained through the Friends and Family Test. Other feedback previously received through this medium was that there were high levels of noise at night time. This was due to the bins in place on the wards. We were told that the feedback on this was acted on, and new quiet bins were bought and placed on the wards.

DRAFT

## Comments

How would you rate your overall experience of this service?

Rating	Comment
3 - Fair	It's fair - the food is alright. There's nothing to do. You're left to your own devices
4 - Good	I would recommend it
4 - Good	I feel that I've been attended to. If I need anything, they do their best to provide.
4 - Good	As soon as you tell them anything's wrong they try and sort it out for you.
4 - Good	I've been treated well by most of the staff. I'm a pleasant person and they've treated me okay.
5 - Excellent	The service is very good. Nurses and doctors are very good.
5 - Excellent	They look after me very well. Take me everywhere do everything for you.
5 - Excellent	The staff are very pleasant. If you need anything they're there. having meals in a dining room makes it unlike a hospital.
5 - Excellent	It's for people who get very muddled when they need care. They treat us well. They're very nice.
5 - Excellent	First class. They treat me nicely. I'm being looked after.
5 - Excellent	Nice, helpful staff

If you had any feedback on the service, either positive or negative, or wished to make a complaint, would you know how to do this?

Answer	Comment
1 - Yes	Tell them straight away. They're quite good at listening.
2 - No	I wouldn't complain because that's the way I am
2 - No	I'd be able to find out on the information leaflet I have. My son comes and he'd be able to find out for me.
2 - No	I wouldn't know how to make here.
2 - No	No complaints from me
2 - No	Not really. Never needed to find out.
2 - No	If I did have a complaint, I'd phone the administration to find out, I think I'd be able to get in touch with somebody of importance to complain to.
2 - No	I've never done it before.
3 - Not Sure	I'd ask to speak to the person in charge.

Have you ever made an official complaint about this service before?

Answer	Comment
2 - No	Never needed to.

How would you rate the referral process to this community health service?

Rating	Comment
3 - Fair	I felt I needed more information so why I was being moved here.
3 - Fair	Ealing Hospital were not that helpful at referral I wasn't kept informed. Clayponds were excellent!
4 - Good	I was at Ealing hospital and through Ealing hospital I came here. Straightforward.
4 - Good	Through Ealing Hospital
4 - Good	No problems or issues.
4 - Good	From hospital in Harrow.
5 - Excellent	Smooth. It took a short time.

How would you rate the cleanliness at this service?

Rating	Comment
5 - Excellent	They're very good about it, they don't do anything without washing their hands.
5 - Excellent	The whole place is cleaned daily
5 - Excellent	They're always cleaning. It's spotless
5 - Excellent	Perfect.

How would you rate the attitude of staff at this service?

Rating	Comment
3 - Fair	Some staff are good. Some are not.
4 - Good	It depends on the whole, it's good but it's a mixed group of people. I get on better with some people than I do with others.
5 - Excellent	Helpful, kind
5 - Excellent	Very friendly.
5 - Excellent	Pleasant and caring. Never seem as though they don't have time for you.

### How would you rate the waiting times at this service?

Rating	Comment
3 - Fair	Sometimes they're longer than others. Depends on how busy they are.
3 - Fair	They do quickly. If I'm waiting for water it can take a while, better than Ealing hospital waiting 3 - Fair 0 minutes for water
4 - Good	Varies all the time.
5 - Excellent	Much quicker than hospital

### How would you rate the information you received about your treatment at this service?

Rating	Comment
3 - Fair	My son who looks after me is at work all the time and he has to manage in his lunch to find somebody (a doctor) to answer any questions. So that can be difficult.
4 - Good	They always keep you up to date
4 - Good	They answer my questions.
4 - Good	They do. Touches base with all of us patients on a Monday, my son saw him and he spent a lot of time with us explaining everything to us.
4 - Good	I don't see the doctor very often but then I suppose I don't need to.
5 - Excellent	Informed of what is going on
5 - Excellent	I had a very long chat. I got a lot of information.

### Additional comments

Comments
I think they're understaffed. You have to wait a long time to get answers to anything you want to know.
This is a good place. It offers a good service. Everybody's made to feel welcome.
No complaints whatsoever. This is my third time here.
It's very good care. You wouldn't get it anywhere else
Great helpful staff and service.
Clayponds is a very good hospital for rehabilitation. The staff make sure I make good progress and the physios are good.

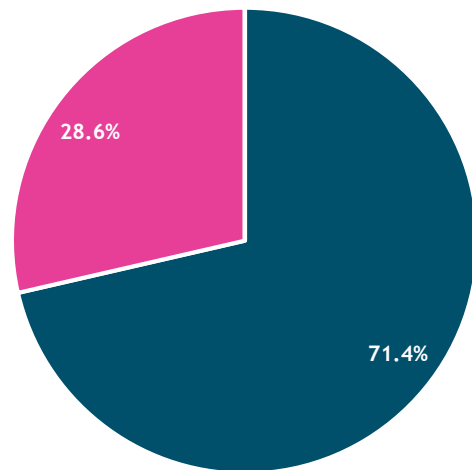
# Dementia Concern

There were two visits to the Dementia Concern service. Both visits took place at Sycamore Lodge in Acton. In total, there were 21 respondents from the Dementia Concern service.

## Findings

When asked how they would rate their overall experience of Dementia Concern, responses were very positive. No respondents rated the service negatively. 71.4% of respondents rated the service as ‘Excellent’, followed by 28.6% rating it as ‘Good’. Additional comments received included: *“I enjoy coming and I enjoy the services”*, *“I’m extremely happy about everything”* and *“Lovely. They treat me well here. It’s marvellous”*. Service users were happy to talk to HWE and gave us examples of the time they had spent at Dementia Concern and aspects of the service they particularly enjoyed. Respondents were particularly happy about the staff and told us that the staff were a highlight of the service.

How would you rate your overall experience of this service?

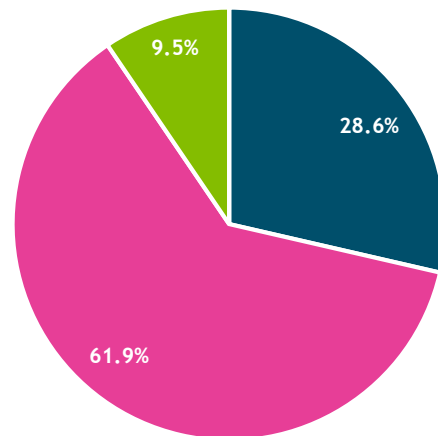


■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■ Blank

## Knowledge of Feedback and Complaints Procedures

Most respondents from the Dementia Concern service were not aware of how to give feedback or make a complaint. Respondents who were aware gave the following feedback *“I’d tell the people who are here, I’d talk to them about what I’m unhappy about, so they can fix it”* and *“Speak to the lady”*. Respondents who told us that they were not aware of how to make a complaint said that they had *“no complaints”* and that they had *“never needed to”* make a complaint or give feedback.

If you had any feedback on the service, positive or negative, or wished to make a complaint, would you know how to do this?

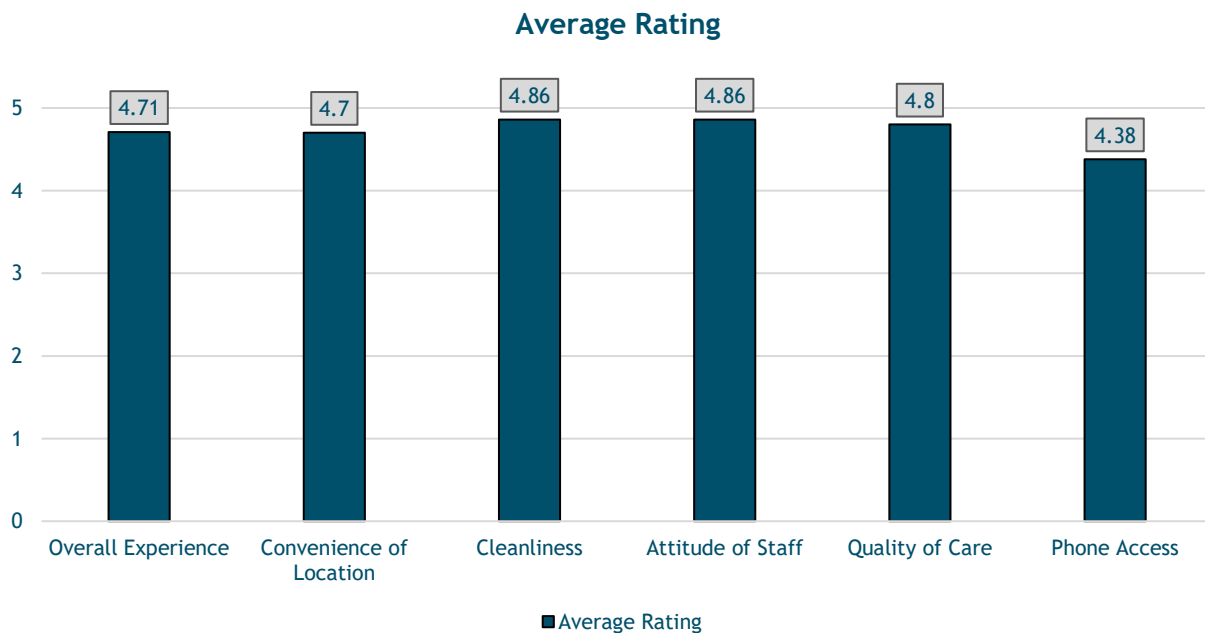


■ Yes ■ No ■ Not Sure ■ Blank

No respondents from Dementia Concern had made complaints or given feedback in the past.

### Average Rating

As stated above, respondents from Dementia Concern were very happy with the service. The graph below shows the average rating of each aspect of care. All averages at Dementia Concern were above 4 (positive). The ‘Referral Process’, ‘Ease of Gaining Appointment’, ‘Waiting Times’ and ‘Information about Treatment’ were not assessed at this service as these questions were deemed unnecessary for users at this service.



### Staff Interview

HWE spoke with one member of staff at the Dementia Concern service.

We were told that their complaints policy has been updated recently. We were shown the ‘Comments, Compliments and Complaints’ leaflet which outlines the procedure for feeding back and making complaints for service users, carers and relatives. We were told that each service user has an advisor at the service who they can speak to at any time. The advisor is able to deal with any complaints for the users/carers/relatives.

We were told that the service receives good feedback from the service users and their carers and relatives. Feedback received from service users often centres around aspects of the service they enjoy e.g. the exercise classes. Feedback received from carers and relatives is that they see positive changes in the service users. We were told that the service has not been made aware of any negative feedback from users, carers and relatives.

## Comments

How do you rate your overall experience of this service?

Rating	Comment
4 - Good	The staff are very good to me. Usually before I attend they tell me we have this or that and that. And they give me a choice.
4 - Good	Everybody's happy - like a family.
4 - Good	The staff are very helpful and friendly. We do some nice exercises and quizzes. I'm very happy
4 - Good	I enjoy coming and I enjoy the services
4 - Good	It's been good since I've been here. No problems.
5 - Excellent	Lovely. They treat me well here. It's marvellous
5 - Excellent	I'm extremely happy about everything
5 - Excellent	They keep us active. We know what we need, and they help us to get it
5 - Excellent	Love it. Only place I visit
5 - Excellent	Meeting other people. Singing
5 - Excellent	I like it here
5 - Excellent	Nice place to come on a Sunday
5 - Excellent	Gives a break. There's good company and lunch
5 - Excellent	Good way to meet people. I feel safe in the environment and I get good attention. It's a great place to come
5 - Excellent	Very good. You're picked up. You're brought to have a good chat. You get given a meal and you're taken home, what else can you ask for?
5 - Excellent	I've been coming here for donkey's years. My daughter brought me here, It's great for elderly ladies who are lovely.
5 - Excellent	It's good. I haven't noticed any fault. Everybody is good
5 - Excellent	Very good. All parts are good.
5 - Excellent	I enjoy everything. It's fantastic. I think it's nice how everybody knows everybody
5 - Excellent	I get picked up and taken home by the bus. They make sure we get home alright



If you had any feedback on the service, either positive or negative, or wished to make a complaint, would you know how to do this?

Answer	Comment
1 - Yes	I'd tell the people who are here, I'd talk to them about what I'm unhappy about, so they can fix it.
1 - Yes	Speak to the lady
2 - No	No complaints about anything. I tell my family how much I like coming
2 - No	I'd have a good try
2 - No	No complaints at all. It's a wonderful place
2 - No	No complaints. I feel it's a wonderful place to come
2 - No	Never needed to
2 - No	I have no complaints
3 - Not Sure	I think so

Have you ever made an official complaint about this service before?

Answer	Comment
2 - No	I enjoy the service. There's nothing too difficult for me.
2 - No	I'm quite happy here
2 - No	Never needed to make one. Everything is perfect
2 - No	Nothing to complain about. I love coming here. I enjoy it.
2 - No	I don't need to
2 - No	No problems
2 - No	No complaints

How would you rate the convenience of the location?

Rating	Comment
4 - Good	I usually find my way. I can get on the bus or the taxi. I have a taxi card.
4 - Good	I'm picked up by the transport
4 - Good	Quite easy as transport is provided each week.
4 - Good	It's not far away somebody brings me
4 - Good	I get the bus with the service

5 - Excellent	Easy to get to. I get the transport that's provided by Dementia Concern.
5 - Excellent	Dementia Concern transport
5 - Excellent	I get the transport
5 - Excellent	It's easy for me to get here. I just get the bus or the change.
5 - Excellent	Very easy to get to
5 - Excellent	The dementia concern bus picks me up and takes me home
5 - Excellent	I'm picked up by the bus
5 - Excellent	Dementia Concern transport
5 - Excellent	Picked up and dropped off by the bus
5 - Excellent	I don't live far away. I walk here in 20 minutes.
5 - Excellent	Picked up by the bus
5 - Excellent	I take the dementia concern transport
5 - Excellent	They provide transport

### How would you rate the cleanliness of this service?

Rating	Comment
4 - Good	Very clean. Just look at that floor.
4 - Good	I always find it looking good
5 - Excellent	Considering the number of people who use the service, it's excellent. The cleanliness is constantly watched. It's very warm too.
5 - Excellent	Very good
5 - Excellent	Extremely happy
5 - Excellent	Very clean
5 - Excellent	Very clean
5 - Excellent	Very clean
5 - Excellent	Very clean and healthy
5 - Excellent	It's very clean when I come here
5 - Excellent	Spotless
5 - Excellent	Very good and clean
5 - Excellent	Very nice

### How would you rate the attitude of the staff at this service?

Rating	Comment
4 - Good	They're very helpful and nice
4 - Good	They're great
4 - Good	Very helpful
5 - Excellent	Like a family. So happy.
5 - Excellent	they're very kind and very helpful
5 - Excellent	The people are all very friendly with me. We all have a laugh.
5 - Excellent	They're very good
5 - Excellent	Extraordinary. Out of this world
5 - Excellent	I'd rate them more than 10/10
5 - Excellent	Everyone is nice
5 - Excellent	Welcoming
5 - Excellent	Staff listen to me and help when needed. They are very good
5 - Excellent	Staff are lovely, very good and helpful
5 - Excellent	They're very nice.
5 - Excellent	The staff are really good and kind
5 - Excellent	Everybody is nice, friendly and kind. They're superb

### How would you rate the quality of care you receive at this service?

Rating	Comment
4 - Good	I find it okay. No problems whatsoever
5 - Excellent	Happy. Everybody very good - I tell my family.
5 - Excellent	I can really chat to the staff. They're very helpful and always look after me.
5 - Excellent	I have no problems whatsoever
5 - Excellent	No complaints at all
5 - Excellent	10 over 10
5 - Excellent	Can't complain. Happy with things as they are
5 - Excellent	Perfect

Generally, how easy is it to get through to someone on the phone at this service?

Rating	Comment
4 - Good	They do answer the phone. They don't ignore it
4 - Good	My son rings
4 - Good	If I'm unable to attend, I call them and the phone is always picked up
5 - Excellent	Very easy
5 - Excellent	They're there immediately
Blank	Family speak on phone
Blank	Never used
Blank	My wife phones
Blank	Never had to

### Additional Comments

Comments
You can rely on being well looked after. The food is really good as well, I enjoy coming here. I wouldn't like to be without it. Every time I come it's very nice.
I find no fault with the service
I've been coming here quite a long time and I enjoy coming here
It makes a good break from home. Everyone is kind and helpful
Myself and everybody here get on well
Staff are lovely and helpful
Before I came here I was more lonely. I very much enjoy the company and the exercise class
Who else can assure that you can visit them every Sunday without any stops? I'm very happy.
I'm happy about the way everything is being conducted
Enjoy coming here. I enjoy meeting other people
I'd like somebody to come and do some exercises with us.
Staff listen and are helpful. I can talk any problems over with them
I genuinely enjoy coming here.
I love coming here. We go on day trips sometimes and that's excellent
I would like to see more people using it because it's very good
I've enjoyed it

# Diabetes Integrated Care Ealing

There were three visits to the DICE service. One visit took place at Featherstone Road Health Centre, another at The Broadway Health Centre and one at Grand Union Medical Centre. In total, there were 19 respondents from the DICE service. There were no interviews held with staff from this department. Healthwatch Ealing tried to get in touch with the service to plan interviews but was unable to do so within the timeframe of this project.

## Findings

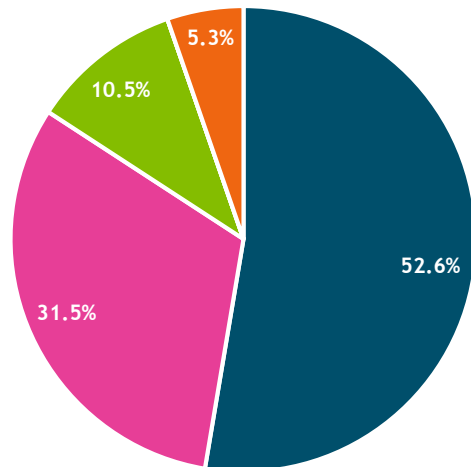
When asked how they would rate their overall experience of the DICE service, 52.6% of respondents rated it as 'Excellent', followed by 31.5% rating it as 'Good'. Additional comments received included "They've looked after me well", "The staff are friendly, the treatment is good. No problems" and "It's a great service".

Two people (10.5%) rated their experience as 'Fair' and the comments received were "Staff are good, but sometimes I'm waiting a while before I'm seen" and "The doctor doesn't tell me much because they don't have the time but they're better here. They answer my questions".

## Knowledge of Feedback and Complaints Procedures

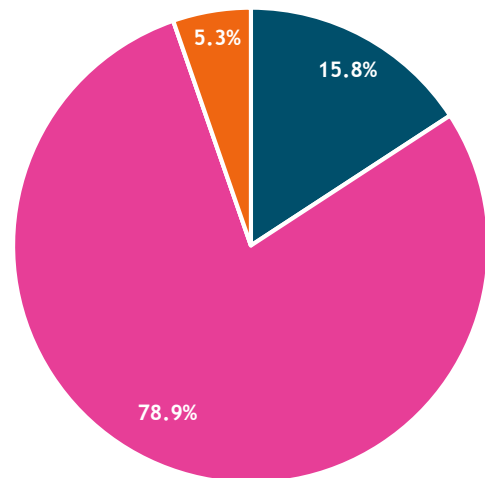
The vast majority (78.9%) of respondents were not aware of how to give feedback or make complaints at the DICE service. A respondent who told us they were aware said they would "go on the NHS website". Respondents who said they were not aware of how to do so told us that this was because they "don't need to" or that they had "never been told" how to do so. Another respondent was not aware of the difference between an informal and a formal complaint and one respondent told us that they had "never thought of giving positive feedback".

How would you rate your overall experience of this service?



■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■ Blank

If you had any feedback on the service, positive or negative, or wished to make a complaint, would you know how to do this?

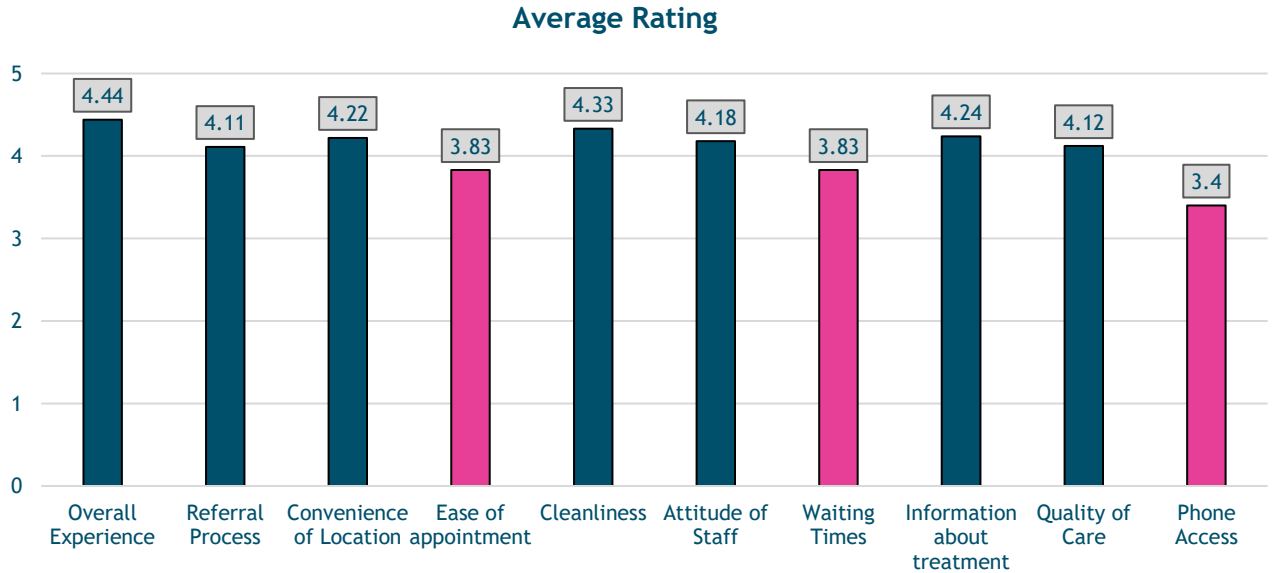


■ Yes ■ No ■ Not Sure ■ Blank

No respondents from the DICE service had made complaints or given feedback in the past.

**Average Rating**

Most respondents were happy with the various aspects of their care at the DICE service. The graph below shows the average rating of each aspect of care. Average ratings above 4 are positive. Two aspects of care have ratings of below 4 (in pink) - the ease of gaining an appointment (3.83) and phone access (4).



Additional comments received for the ease of gaining an appointment included “Sometimes it’s hard, sometimes it’s quicker” and “You have to wait 2 weeks”.

Additional comments received for phone access included “Leave a message, no call back” and “It just rings and rings and goes to voicemail. You leave a message and no one gets back in touch with you”.

## Comments

How would you rate your overall experience of this service?

Rating	Comment
3 - Fair	The doctor doesn't tell me much because they don't have the time but they're better here. They answer my questions
3 - Fair	Staff are good, but sometimes I'm waiting a while before I'm seen
4 - Good	They explain how to reduce symptoms - portion sizes per day. All the things I didn't know beforehand
4 - Good	It's not completely up to scratch but in terms of setting appointments and seeing doctor it's good
5 - Excellent	They've looked after me well
5 - Excellent	The staff are friendly, the treatment is good. No problems.
5 - Excellent	It's a great service.
5 - Excellent	I don't have to wait around too much. Very local.
5 - Excellent	Doctor is very polite & friendly.
5 - Excellent	Very helpful people for me
5 - Excellent	I don't have to wait Doctor was very polite. Explained everything-whole procedure.
5 - Excellent	Staff friendly. Location is good. They take good care of me.
5 - Excellent	Excellent staff. I've never met one of them who wasn't lovely and great.
5 - Excellent	My diabetes and blood pressure were very high. If I didn't come to the clinics. I wouldn't be aware, they made me aware of how serious it is to have a stroke-education, medication, diet plan.

If you had any feedback on the service, either positive or negative, or wished to make a complaint, would you know how to do this?

Answer	Comment
1 - Yes	Go on NHS website.
2 - No	I've never thought of giving positive feedback
2 - No	I haven't got a computer
2 - No	If I had a problem, I'd let the staff know. What's the difference between that and a formal complaint?
2 - No	Never been told

2 - No	I'd google to find out.
2 - No	I don't need to
2 - No	Nothing negative. all positive on my part
	comment box reception and talk about it and ask them complaints form

### Have you ever made a complaint about this service before?

Answer	Comment
2 - No	Never had to.
2 - No	I haven't had a reason to.

### How would you rate the referral process to this community health service?

Rating	Comment
4 - Good	No problem with it. Well informed of what's happening.
5 - Excellent	I was seen within 3/4 days
5 - Excellent	Very good.
5 - Excellent	No problems.

### How would you rate the convenience of this location?

Rating	Comment
3 - Fair	I live away now.
4 - Good	easy to get to. 105 bus from Southall
4 - Good	Not too far from my home.
4 - Good	Close to it. 15 minutes walk.
5 - Excellent	Really close to where I live.
5 - Excellent	Local.
5 - Excellent	Its next to my house.



How would you rate the ease of gaining an appointment at this service?

Rating	Comment
3 - Fair	You have to wait 2 weeks
3 - Fair	Sometimes it's hard, sometimes it's quicker
4 - Good	Walk in.

How would you rate the cleanliness of this service?

Rating	Comment
4 - Good	Very clean

How would you rate the attitude of staff at this service?

Rating	Comment
4 - Good	Nice, friendly

How would you rate the waiting times at this service?

Rating	Comment
3 - Fair	Satisfied they see you as soon as they can.
5 - Excellent	no problems.

How would you rate the information you received about your treatment at this service?

Rating	Comment
4 - Good	They explain to me if I don't understand
5 - Excellent	They always explain everything thoroughly
5 - Excellent	Very good.

How would you rate the quality of care you receive at this service?

Rating	Comment
3 - Fair	I didn't receive some info previously, the delay-not good. Now have to get injection-really bad

Generally, how easy is it to get through to someone on the phone at this service?

Rating	Comment
Blank	Leave a message, no call back.
Blank	Never tried
Blank	I haven't tried

### Additional Comments

Comments
It's all very straightforward
The service itself is very good. I have issues with the GP practice though
N/A nothing else to add. Everything good staff friendly.
Everything is good
Everything is good. Very satisfied.
Improve on the staff
No problem at all.

DRAFT

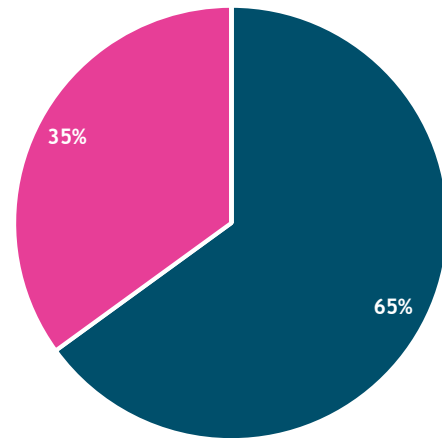
# IAPT

There were two visits to the IAPT service. Both visits took place at the IAPT offices on Uxbridge Road in West Ealing. In total, there were 20 respondents from the IAPT service.

## Findings

When asked how they would rate their overall experience of the IAPT service, responses were very positive. No respondents rated the service negatively. 65% of respondents rated it as 'Excellent', followed by 35% rating it as 'Good'. Additional comments included *"I feel very comfortable coming here"*, *"Professional staff - receptionist and therapist. Good time keeping. Good telephone consultation"* and *"Very helpful, informative and polite"*.

How would you rate your overall experience of this service?



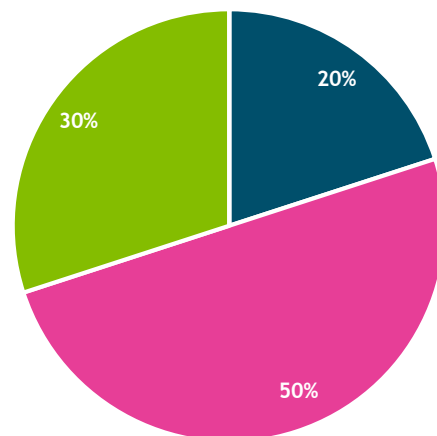
■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■ Blank

## Knowledge of Feedback and Complaints Procedures

Most respondents from the IAPT service were not aware of how to give feedback or make a complaint with 50% of respondents answering 'No'. Two respondents who were unaware of how to do so told us that *"I could easily find out on the IAPT website"* if they had any issues.

No respondents from the IAPT service had made complaints or given feedback in the past.

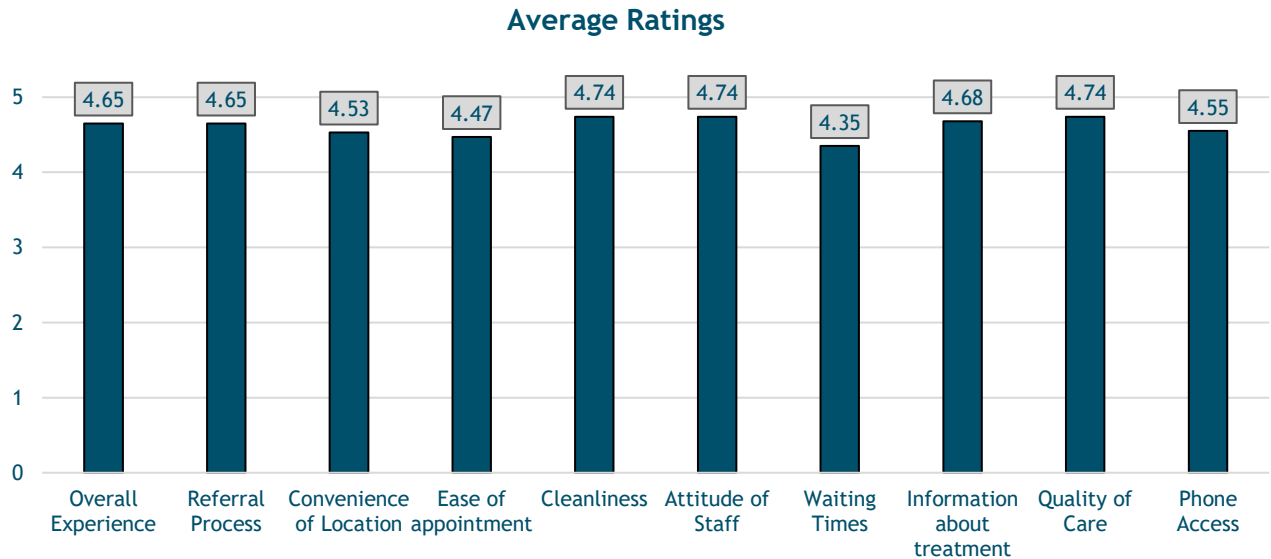
If you had any feedback on the service, positive or negative, or wished to make a complaint, would you know how to do this?



■ Yes ■ No ■ Not Sure ■ Blank

## Average Rating

Respondents from the IAPT service were happy with the various aspects of their care. The graph below shows the average rating of each aspect of care. Average ratings of 4 and above are positive. None of the aspects of care have averages below 4.



## Staff Interview

HWE spoke with one member of staff from the IAPT service.

We were told that the service actively tries to obtain feedback from service users. We were told that midway through the treatment and at the end of the treatment, service users are given a ‘Care Opinion’ feedback form which they can complete and post to the Care Opinion organisation. This form can also be completed online. So far, the service has received 97 reviews on the Care Opinion website. All of the reviews are responded to by the deputy clinical lead. Negative reviews are responded to by the clinical lead who gives the user contact details for the complaint to be dealt with offline.

We were told that the service tries to deal with complaints informally in the first instance. If the complaints cannot be dealt with internally, users are signposted to the PALS service.

We were told that the main issues users have with the service occur if the service user does not bond adequately with their allocated clinician at which point the clinician will be changed. Another issue that has occurred in the past is when the service sends a letter to the user’s doctor which some users are unhappy with. Neither of these issues were identified through our conversations with service users.

## Comments

How do you rate your overall experience of this service?

Rating	Comment
4 - Good	I feel very comfortable coming here
4 - Good	It's a positive service. The staff are compassionate and responsive to my needs
4 - Good	I can't tell yet as I need to see whether my condition improved
4 - Good	Optimistic outcome so far
5 - Excellent	It's free which is good. I've had to pay for counselling before.
5 - Excellent	Professional staff - receptionist and therapist. Good time keeping. Good telephone consultation
5 - Excellent	Very helpful, informative and polite
5 - Excellent	Quick appointment. Good service.

If you had any feedback on the service, either positive or negative, or wished to make a complaint, would you know how to do this?

Answer	Comment
2 - No	I could find out on the website
2 - No	I could easily find out on the IAPT website

How would you rate the referral process to this community health service?

Rating	Comment
3 - Fair	Offer more than phone by default please
3 - Fair	It was a self-referral. And the waiting times were so long. It took a long time.
4 - Good	I'm trying it out but so far I don't see much changes in my situation
4 - Good	I was referred when I really needed it but didn't realise it was only for one session and the waiting to be seen after has been a long and difficult one
5 - Excellent	It was a very fast referral. There was a bit of a wait on the waiting list but I was kept informed

How would you rate the convenience of this location?

Rating	Comment
3 - Fair	There's no parking so I have to walk here
4 - Good	It's fine for me
5 - Excellent	Very good bus service
5 - Excellent	Public transport nearby

How would you rate the ease of gaining an appointment at this service?

Rating	Comment
3 - Fair	I missed a call for an appointment one day due to teaching and when I called back 2 hours later, the appointment had gone which was frustrating
4 - Good	Bit of a wait at first but weekly appointments since
5 - Excellent	There's a reminder text and if I need to move it around, it's fine. The therapist is quite flexible.
5 - Excellent	No issue with setting appointment

How would you rate the cleanliness of this service?

Rating	Comment
5 - Excellent	Very clean and tidy

How would you rate the attitude of staff at this service?

Rating	Comment
5 - Excellent	Very helpful and polite
5 - Excellent	Really friendly and nice. Very welcoming
5 - Excellent	Very polite

How would you rate the waiting times at this service?

Rating	Comment
3 - Fair	A little long to wait but I understand how in-demand the service is
5 - Excellent	All appointments on time
5 - Excellent	Appointment is on time

How would you rate the information you received about your treatment at this service?

Rating	Comment
5 - Excellent	Informed about next steps and given some reading
5 - Excellent	Helpful

Generally, how easy is it to get through to someone on the phone at this service?

Rating	Comment
Blank	Haven't tried
Blank	Not had to use it

### Additional Comments

Comment
Apart from the small issue I had with gaining an appointment, I feel that the service provided is outstanding
I think it would be much better to get assessment not via phone but face to face to give the best suitable treatment for the person
I find it very helpful. Was nervous at first but was made to feel at ease quickly
It's a really valuable service. I've referred friends to it but I don't know if they've taken it up. It's quite amazing to have it when you're going through tough times and it's local as well which is a positive
The service is run very well. No complaints.
Being able to talk to someone openly and trust

# Occupational Therapy

There were three visits to the Occupational Therapy services at Carmelita House. In total, there were 20 respondents from the service. We spoke to parents of children at the service. With older children, questionnaires were completed with both parents and children. There were no interviews held with staff from this department. HWE tried to get in touch with the service to plan interviews but was unable to do so within the timeframe of this project.

## Findings

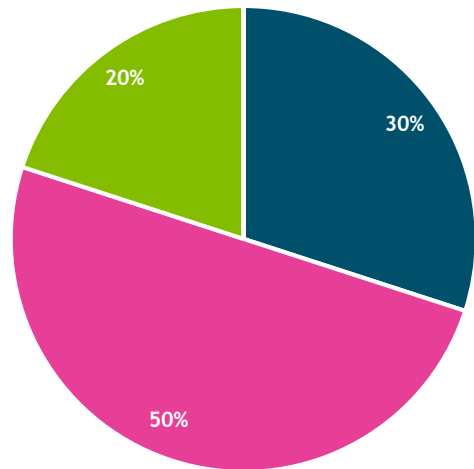
When asked how they would rate their experience of the OT service, 50% of respondents rated it as 'Good', followed by 30% of people rating it as 'Excellent'. Additional comments received included *"Very helpful for my child. One to one help"*, *"Staff are excellent"* and *"The staff are so friendly. My daughter really likes coming here"*.

Four people (20%) rated their experience at the service as 'Fair' and comments received were *"It's gotten better, It used to be very difficult to get appointments waiting a long time"*, *"It can be difficult to understand what the staff want you to do sometimes"* and *"It's okay. Staff are friendly"*.

## Knowledge of Feedback and Complaints Procedures

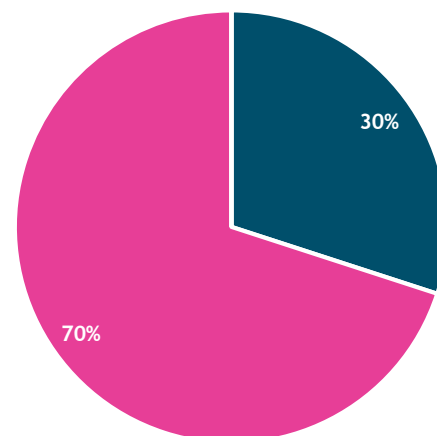
Most respondents (70%) from the OT service were not aware of how to give feedback or make a complaint. Respondents who were aware told us that they had seen the poster in the reception area; *"I've never had to use it, but the poster is always on the wall in reception"* and *"There's a complaints sign in reception if it wasn't there I'd probably talk to the receptionist"*. Respondents who told us that they were not aware said that *"No one has told me how to do this"* and *"I've seen a poster, but I've never taken the time to read it"*.

How would you rate your overall experience of this service?



■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■ Blank

If you had any feedback on the service, positive or negative, or wished to make a complaint, would you know how to do this?



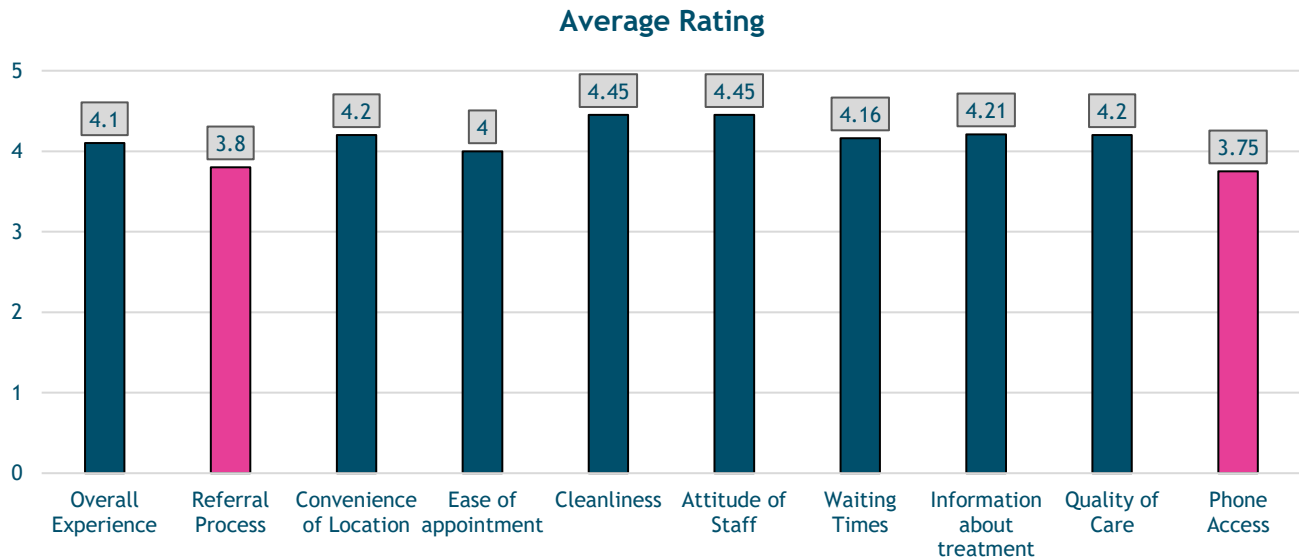
■ Yes ■ No ■ Not Sure ■ Blank



No respondents from OT had made complaints or given feedback in the past.

**Average Rating**

Most respondents were happy with the various aspects of their care at the OT service. The graph below shows the average rating of each aspect of care. Average ratings above 4 are positive. Two aspects of care have ratings of below 4 (in pink) - the referral process (3.8) and phone access (3.75).



Additional comments received for the referral process included “*Bit slow to get an appointment after referral*” and “*I had to wait so long*”.

Additional comments received for the phone access included “*I’ve called a few times, can’t get through, leave a message and no one gets back to you*” and “*I call and there’s never any answer*”.

## Comments

How do you rate your overall experience of this service?

Rating	Comment
3 - Fair	It's gotten better. It used to be very difficult to get appointments waiting a long time
3 - Fair	It can be difficult to understand what the staff want you to do sometimes
3 - Fair	it's okay. Staff friendly.
4 - Good	12 years' experience of Occupational Therapy. It's not easily available.
4 - Good	Great service. Very helpful.
4 - Good	Location is good. Staff are great with the kids.
4 - Good	The staff are great.
4 - Good	It's good. No problems.
4 - Good	No problems
4 - Good	They always look after my son.
4 - Good	It's good
5 - Excellent	Very helpful for my child. One to one help.
5 - Excellent	Staff are excellent
5 - Excellent	Great staff. They treat my daughter so well.
5 - Excellent	Staff are friendly. All of them from the receptionist.
5 - Excellent	They're very friendly
5 - Excellent	The staff are so friendly. My daughter really likes coming here.

If you had any feedback on the service, either positive or negative, or wished to make a complaint, would you know how to do this?

Answer	Comment
1 - Yes	I've never had to use it but the poster is always on the wall in reception
1 - Yes	Write a letter.
1 - Yes	Approach clinician
1 - Yes	there's a complaints sign in reception if it wasn't there I'd probably talk to the receptionist.

2 - No	No one has told me how to do this.
2 - No	Never bothered to find out.
2 - No	because I don't want to do this. If I have any problems I'd talk to the receptionist.
2 - No	I've seen a poster, but I've never taken the time to read it.
2 - No	I would go to the reception to find out how.

### Have you ever made a complaint about this service before?

Answer	Comment
2 - No	Never had a reason to.
2 - No	All good experiences waiting time is very long
2 - No	I've never had a complaint. They're really good here.
2 - No	Not needed to.
2 - No	Never needed to everything is great.

### How would you rate the referral process to this community health service?

Rating	Comment
2 - Poor	My daughter wasn't speaking a single word. I had to wait so long. I had to get her diagnosed abroad before they gave her an appointment. They don't give you any hope. She's surpassed all their expectations.
3 - Fair	Bit slow to get an appointment after referral
4 - Good	No problems at all. Received letter in the post a few weeks after referral.
4 - Good	Pretty good.
4 - Good	Took a few weeks but was straightforward. Got letter in post.

### How would you rate the convenience of this location?

Rating	Comment
4 - Good	For us it's not a problem. But for children of motor disabilities, the parking is an issue
4 - Good	Very close to Ealing Broadway station. Easy to get to.
4 - Good	Parking is an issue.
5 - Excellent	It's very central. I get the bus and the bus stops are right outside.

### How would you rate the ease of gaining an appointment at this service?

Rating	Comment
4 - Good	Better than before
4 - Good	They send appointments through post and they call to check.

How would you rate the attitude of staff at this service?

Rating	Comment
3 - Fair	These days I don't have any problems. In the past I had problems.
4 - Good	nice.
5 - Excellent	Very nice. Keep everything private.

How would you rate the waiting times at this service?

Rating	Comment
3 - Fair	Sometimes wait a long time. Not always.
5 - Excellent	They always call you in on time.
5 - Excellent	I never have to wait long

How would you rate the information you received about your treatment at this service?

Rating	Comment
3 - Fair	Sometimes difficult to understand
4 - Good	They tell me everything
5 - Excellent	They answer all my questions very well.

How would you rate the quality of care you receive at this service?

Rating	Comment
2 - Poor	I haven't had access to the appropriate services in the past, but they are working on it now
3 - Fair	It's okay. I haven't seen much of an improvement though
4 - Good	He gets lots of appointments here

Generally, how easy is it to get through to someone on the phone at this service?

Rating	Comment
2 - Poor	I've called a few times, can't get through, leave a message and no one gets back to you.
3 - Fair	It's all okay. No complaints.
4 - Good	I've never had any problem. If they weren't there, they got back to me.
4 - Good	Someone always talks to me
5 - Excellent	Everything is fantastic.
Blank	Never used the phone
Blank	never called before
Blank	Never tried. I get my appointments by post
Blank	Never used

### Additional Comments

Comment
Good service. No complaints.
I don't agree with some of the treatment options
Everything is good
No problems
great!
Very good service
It's good.
All good. No issues
Nothing bad to say.
The service is excellent. The location is excellent. All around, I'm happy.

# Podiatry

There were three visits to the Podiatry service. One visit took place at Featherstone Road Health Centre, one at Mattock Lane Health Centre and one at Grand Union Health Centre. In total, there were 20 respondents from the Podiatry service.

## Findings

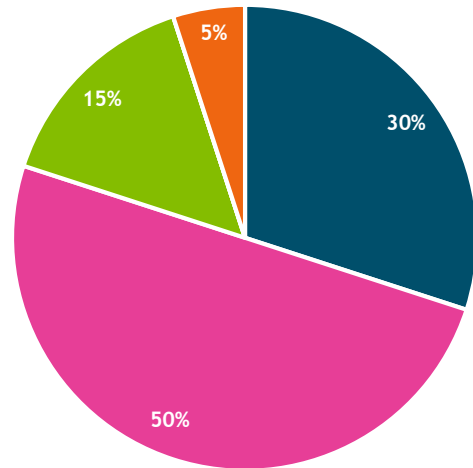
When asked how they would rate their overall experience of the Podiatry service, 50% of respondents rated the service as ‘Good’, followed by 30% of users rating it at ‘Excellent’. Additional comments included *“The podiatrists are very friendly, look after my feet superbly”*, *“The staff are so good. They treat me well. I really appreciate them”* and *“The treatment I receive is excellent and the staff are friendly”*.

Three people (15%) rated their experience as ‘Fair’ and their comments centred around the waiting times and ease of gaining an appointment at the service; *“While the podiatrists are very nice, sometimes you’re waiting a long time to be seen”* and *“It’s almost impossible to get an appointment when you want one”*.

## Knowledge of Feedback and Complaints Procedures

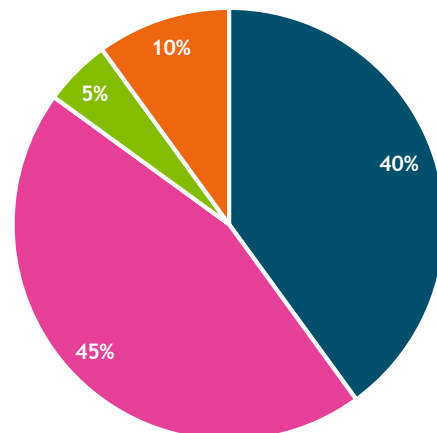
Most respondents from the Podiatry service were unaware of how to give feedback or make a complaint. This service had the largest proportion of users who were aware of how to do so (40%). Respondents who were aware told us they would *“write a letter of complaint”* and that *“there is a complaints poster in reception. It is easy to miss though”*. Respondents who told us they were not aware of the procedures said, *“I would talk to the receptionist to find out how to do so”* and *“I’ve never needed to do this”*.

How would you rate your overall experience of this service?



■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■ Blank

If you had any feedback on the service, positive or negative, or wished to make a complaint, would you know how to do this?



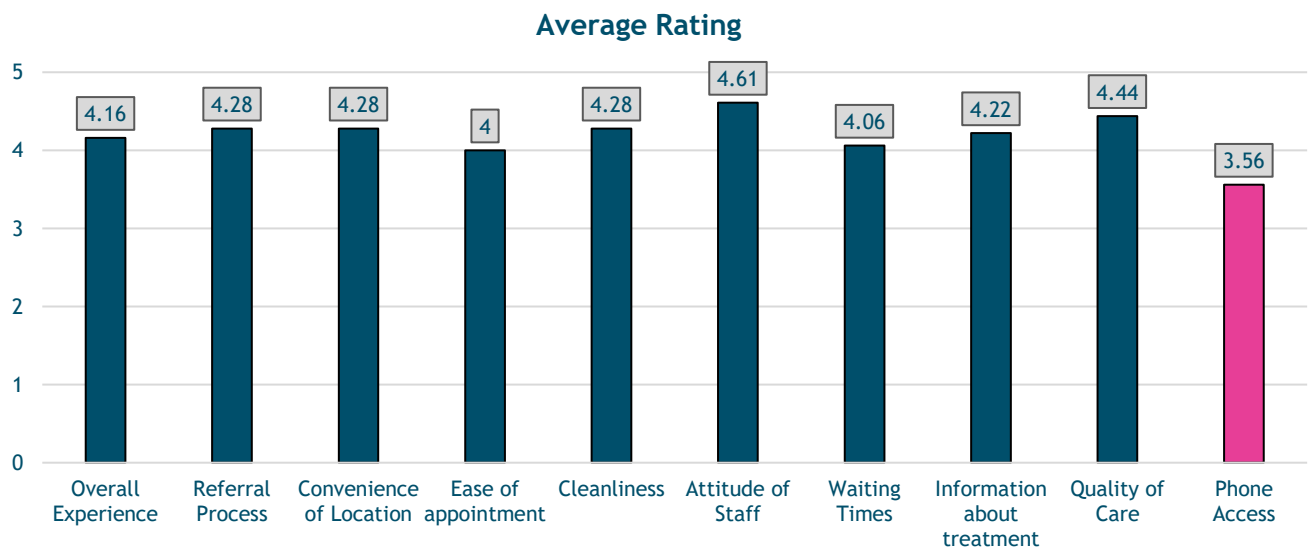
■ Yes ■ No ■ Not Sure ■ Blank

One respondent from the Podiatry service told us they had made a complaint in the past. They rated their experience of the complaints process as ‘Excellent’ and told us that the issue had been rectified to their satisfaction within two days. We were told that this had taken place in September 2017.

### Average Rating

Most respondents were happy with the various aspects of their care at the Podiatry service. The graph below shows the average rating of each aspect of care. Average ratings above 4 are positive. One aspect of care has a rating of below 4 (in pink) - phone access (3.56).

Additional comments received for phone access included “Can be hard to get through



on the phone”, “You can call quite a few times before you get a reply. Many times there’s no reply” and “Sometimes it takes a long time”.

### Staff Interview

HWE spoke with one member of staff from the Podiatry service.

We were told that the service actively tries to obtain feedback from service users through the NHS’ ‘Family and Friends Test’ and the ‘Did you get great care today?’ questionnaire. Service users are encouraged to complete the tests at every appointment. We were told that service users are given information on how to make formal and informal complaints according to LNWH guidelines. We were told that there are notices in the clinics which tell service users how to make complaints if they wish to.

We were told that most feedback received from service users is positive. Issues the service has identified through feedback include service users being unable to get appointments that are suitable for their personal schedules as some clinics only run on certain days and so cannot offer appointments throughout the week. The issue of phone

access has been identified by the service. We were told that there are three phone lines for the podiatry service. Should one of the phone lines be unmanned due to staff illness, other staff are not able to man more than one phone line. We were told that there is no queuing system currently for phone calls and service users have to call repeatedly if they are unable to get through the first time. We were informed that the service is looking into how to address these issues.

DRAFT



## Comments

How do you rate your overall experience of this service?

Rating	Comment
3 - Fair	While the podiatrists are very nice, sometimes you're waiting a long time to be seen
3 - Fair	I've been coming here for Many years. I've always been treated really well. Recently last 2-3 years, it's almost impossible to get an appointment when you want one. I phoned. Registered 20th October got an appointment 13th December.
4 - Good	I haven't had any problems with it
4 - Good	No issues with the service.
4 - Good	No issues.
4 - Good	No complaint
4 - Good	When I ring they make me appointments every three months.
4 - Good	Very good podiatrists. They're all very nice and professional.
4 - Good	always good
4 - Good	My doctor is in Florence road is very good
5 - Excellent	The podiatrists are very friendly, look after my feet superbly.
5 - Excellent	The staff are so good. They treat me well. I really appreciate them.
5 - Excellent	The treatment I receive is excellent and the staff are friendly.
5 - Excellent	Never been a problem. Seen on time.
5 - Excellent	No complaints. They do their jobs well. look after me
5 - Excellent	They give me a great service.

If you had any feedback on the service, either positive or negative, or wished to make a complaint, would you know how to do this?

Answer	Comment
1 - Yes	There are posters on the noticeboards, but they are only in English
1 - Yes	Write a letter of complaint.
1 - Yes	I would talk to my doctor in knowing how to make a complaint
1 - Yes	There is a complaints poster in reception. It is easy to miss though.
2 - No	I'm not really a complainer. I don't know anybody apart from the lady that treats me and the lady that takes the appointment

2 - No	I would talk to the receptionist to find out how to do so.
2 - No	I've never needed to do this.
2 - No	never asked
2 - No	I doubt very much that I would
2 - No	I don't need to find out because there's no complaint.
3 - Not Sure	I've never really considered it.
Blank	Go onto the website-feedback. Complaint-look for manager here.
Blank	You'd have to phone and ask for somebody to speak to.

### Have you ever made a complaint about this service before?

Answer	Comment
1 - Yes	They used a locum. Person told me they only deal with one issue and couldn't treat me. It wasn't a member of general team.
2 - No	I've never needed to
2 - No	I've never needed to as the care I receive is to a very high standard.
2 - No	I've never needed to.

### If yes, how did you find the complaints process overall?

Rating	Comment
5 - Excellent	I got an apology. Gave appointment within 2-3 days. Everything was sorted out very quickly. It was only two months ago in September.

### How would you rate the referral process to this community health service?

Rating	Comment
3 - Fair	It was a long time ago and it was quite quick I believe.
4 - Good	No problems
4 - Good	It was pretty simple. I can't remember any issues with it
4 - Good	Quick. (I can't remember about 3 years ago)
4 - Good	No problems, was very quick.
4 - Good	Straightforward.

4 - Good	It was very easy.
4 - Good	long time ago. Maybe took a bit longer than I'd expected but was fairly straightforward.
5 - Excellent	People doing feet are very good.
5 - Excellent	It was probably the easiest referral I have ever had. I didn't have to call them up wondering what was happening and why it was taking so long.
5 - Excellent	Quick.
5 - Excellent	no moans

### How would you rate the convenience of this location?

Rating	Comment
3 - Fair	I have dial-a-ride bring me.
3 - Fair	It's ok, I live in South Ealing. I drive here.
3 - Fair	It is a good location for me.
4 - Good	It's walking distance for me
4 - Good	Not quite excellent can be a bit difficult to get here sometimes.
4 - Good	Very easy to get to for me.
5 - Excellent	Very close for me.
5 - Excellent	Thanks to my friend
5 - Excellent	I've been to quiet a few other places.
5 - Excellent	One bus.
5 - Excellent	Very close by.

### How would you rate the ease of gaining an appointment at this service?

Rating	Comment
2 - Poor	Difficult long waits. Every 3 months sometimes have to wait longer.
4 - Good	I just phone up six weeks before the appointment and I get it.
4 - Good	Regular appointments. I ring up approximately one month or six weeks ahead.
4 - Good	Haven't had any trouble.
5 - Excellent	Never have to wait too long.
5 - Excellent	My appointments are very regular.
5 - Excellent	I just ring up and they ask for my number. Three months at a time.

How would you rate the cleanliness of this service?

Rating	Comment
3 - Fair	It's okay, sometimes there's a smell
5 - Excellent	It's very clean here.
5 - Excellent	Very hygienic

How would you rate the attitude of staff at this service?

Rating	Comment
4 - Good	The staff are laidback.
4 - Good	They're all very friendly
4 - Good	Very friendly.
4 - Good	They're good.
5 - Excellent	They're all great.
5 - Excellent	The staff are professional and pleasant to speak to.
5 - Excellent	Pleasant
5 - Excellent	They're good.

How would you rate the waiting times at this service?

Rating	Comment
3 - Fair	Sometimes you're waiting a while before you're seen.
3 - Fair	Sometimes but not always waiting for a long time
3 - Fair	It's not their fault. Because sometimes there's only one staff.
3 - Fair	Sometimes it takes a long time, sometimes it's quick.
4 - Good	No problems. I'm always seen on time.
5 - Excellent	Always on time and early.
5 - Excellent	Always been seen on time if not early.
5 - Excellent	I'm called in on time.
5 - Excellent	More or less seen on time. Sometimes appointments run over but it's a very good service.

How would you rate the information you received about your treatment at this service?

Rating	Comment
3 - Fair	I ask a few questions.
3 - Fair	Haven't really asked.
4 - Good	It depends. Sometimes they give a lot of information.
4 - Good	They always answer my questions
4 - Good	Explain things very clear.
5 - Excellent	I've learned a lot from the staff about how to safely to care for my feet and manage my diabetes.
5 - Excellent	They're very good at answering my questions.
5 - Excellent	They give you a lot of information.
5 - Excellent	If they find something on the foot, they give you an idea of what to do for it.

How would you rate the quality of care you receive at this service?

Rating	Comment
4 - Good	They do what they're supposed to do.
5 - Excellent	I can't expect better.
5 - Excellent	10 out of 10
5 - Excellent	No worries.

Generally, how easy is it to get through to someone on the phone at this service?

Rating	Comment
1 - Very Poor	Can be hard to get through on the phone
2 - Poor	You can call quite a few times before you get a reply. Many times there's no reply.
3 - Fair	Okay.
4 - Good	My wife calls on my behalf and finds it good.
4 - Good	Sometimes it takes a long time.
5 - Excellent	Sometimes they might have gone out. I first ring back then.
Blank	Never called on the phone.
Blank	I've never called. I get my appts. In the post

Blank	I've never called
Blank	I've never called the service
Blank	Never tried.

### Additional Comments

Comment
I really like the podiatry service.
Everything is okay
Excellent all round.
Good service.
It works.
I can't moan about it. I can't say I've got anything to complain about at all. We're lucky we get the attention.
I like this service. I've never had a problem with it.
It's a very good service and the fact that it's located so close to me makes life very easy
Every aspect of the podiatry service is great for me. I have no complaints at all.
It's a very good service. They've given me a lot of information that I wouldn't otherwise have.
Excellent care received.
good service.

# Pulmonary Rehabilitation

There was one visit to the Pulmonary Rehabilitation service at Greenford Hall. In total, there were 19 respondents from the service.

## Findings

When asked how they would rate their overall experience of the service, most respondents gave positive feedback. 47.4% of respondents said they would rate their experience at the service as ‘Good’, followed by 42.1% rating the service as ‘Excellent’. Additional comments received included *“It helps me to assess my condition and to keep me in good health. It also gives me confidence about what I can and can’t do”* and *“Because the result is that it’s doing what it’s supposed to - resulting in better health and energy levels”*.

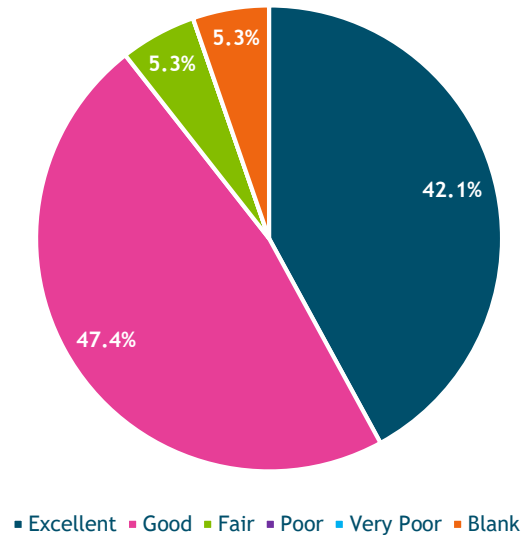
One person (5.3%) rated their experience as ‘Fair’ and their comment was *“Because during the day time I feel a bit better but, in the morning, and evening I need to take inhaler”*.

## Knowledge of Feedback and Complaints Procedures

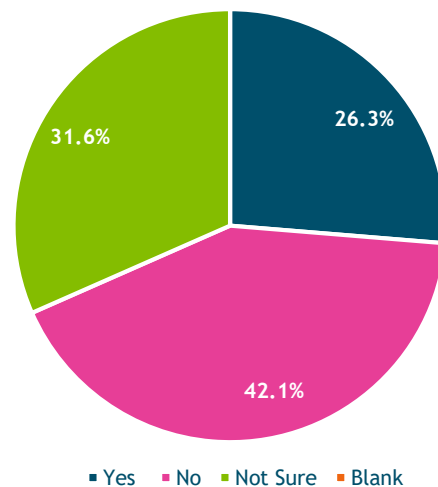
Most respondents from the service were not aware of how to give feedback or make a complaint. A respondent who told us they were aware of how to do so said *“I’d write to Pulmonary Rehab service or email them”*. No feedback was received from respondents who were not aware of how to do so.

No respondents from the Pulmonary Rehabilitation service had made complaints or given feedback in the past.

How would you rate your overall experience of this service?

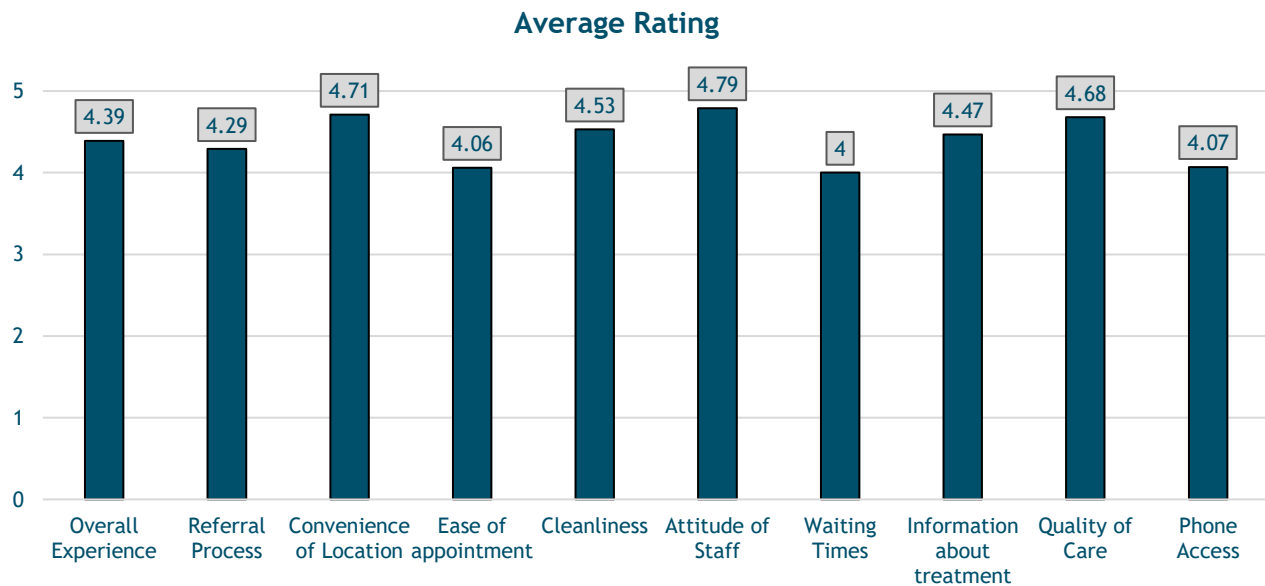


If you had any feedback on the service, positive or negative, or wished to make a complaint, would you know how to do this?



## Average Rating

Respondents from the IAPT service were happy with the various aspects of their care. The graph below shows the average rating of each aspect of care. Average ratings of 4 and above are positive. None of the aspects of care have averages below 4.



## Staff Interview

HWE spoke with one member of staff at the Pulmonary Rehabilitation service.

We were told that the service is aware that most people do not know how to make complaints. Service users are signposted to PALS if they need to make a complaint. To make service users aware of how to make complaints, the initial session includes a 15-minute introduction to the service. Service users are given information on how to make complaints and contact the Pulmonary Rehabilitation team with any issues. We were told that there are posters at the clinical service locations to make service users aware of how to make complaints. However, there are no posters at the rehabilitation locations.

We were told that most complaints received from service users centred around the transport services which can be late and make users late for the rehabilitation services. This issue was not identified through our conversations with service users. We were told that the service has also noted the waiting list for maintenance classes as an issue for service users.



## Comments

How do you rate your overall experience of this service?

Rating	Comment
3 - Fair	Because during the day time I feel a bit better but, in the morning, and evening I need to take inhaler
4 - Good	It helps me to assess my condition and to keep me in good health. It also gives me confidence about what I can and can't do.
4 - Good	It is helpful
5 - Excellent	Because the result is that it's doing what it's supposed to-resulting in better health and energy levels.

If you had any feedback on the service, either positive or negative, or wished to make a complaint, would you know how to do this?

Answer	Comment
1 - Yes	I'd write to Pulmonary Rehab service or email them

Have you ever made a complaint about this service before?

Answer	Comment
2 - No	No need for complaint

How would you rate the referral process to this community health service?

Rating	Comment
5 - Excellent	The physios are excellent along with the exercise programme.

How would you rate the convenience of this location?

Rating	Comment
4 - Good	Good environmental surrounding
4 - Good	Parking can be difficult or short of space
5 - Excellent	Good parking, well served by public transport
5 - Excellent	Good transport and parking
5 - Excellent	Easy to get to
5 - Excellent	Just a bus ride away
Blank	it is worse to get here; three times changing bus

How would you rate the ease of gaining an appointment at this service?

Rating	Comment
4 - Good	Good co-operation and helpful
4 - Good	It took a week to get an appointment here
Blank	I was referred by my doctor and given a place after an assessment for rehab and water on for the maintenance class

How would you rate the attitude of staff at this service?

Rating	Comment
5 - Excellent	Great friendly staff
5 - Excellent	Most excellent

How would you rate the waiting times at this service?

Rating	Comment
3 - Fair	Could be improved

How would you rate the quality of care you receive at this service?

Rating	Comment
5 - Excellent	Staff always attentive
5 - Excellent	1st class

Generally, how easy is it to get through to someone on the phone at this service?

Rating	Comment
4 - Good	No comment
5 - Excellent	I love coming to the hall you meet people and it helps
Blank	I did not need to contact anybody
Blank	I've had no need to phone
Blank	Never tried actually

Additional Comments

Comment
I have no comment as of this moment in time
positive

Time allotted for exercises very tight, perhaps a little extra time would be useful

the exercising is very good

Excellent staff as is the service and information available

The exercises programme is great along with the advice of the physio. To me, nothing to improve

DRAFT

# Speech and Language Therapy

There were three visits to the SALT services at Carmelita House. In total, there were 22 responses from the service. We spoke to parents of children at the service. With older children, questionnaires were completed with both parents and children. There were no interviews held with staff from this department. HWE tried to get in touch with the service to plan interviews but was unable to do so within the timeframe of this project.

## Findings

When asked how they would rate their overall experience of the SALT service, 63.6% of respondents rated the service as ‘Good’, followed by 18.2% rating the service as ‘Excellent’. Additional comments included *“I always get the help I need. Questions always answered”*, *“The staff are very friendly and helpful. I have no problems”* and *“Everything is perfect. Staff, treatment it’s all great”*.

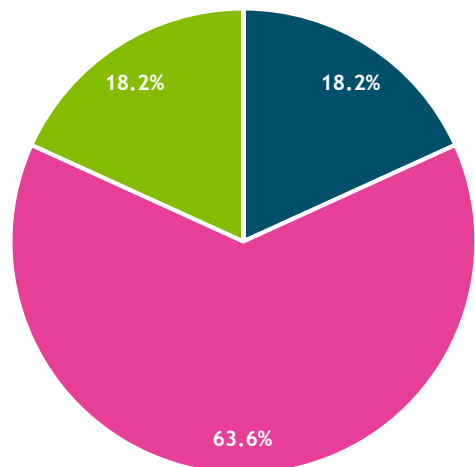
Four people (18.2%) rated their experience as ‘Fair’. They told us that *“It’s an okay service. The staff are nice and appointments are always at a good time for me”* and *“The staff are very friendly but they don’t understand that these exercises are very time consuming to complete at times. The treatment is working though so I’m thankful for that”*.

## Knowledge of Feedback and Complaints Procedures

Most respondents from the SALT service were not aware of how to give feedback or make a complaint (63.6%). Respondents who were aware told us that *“You tell a member of staff or you write a letter”* and *“They have posters on the walls”*. Respondents who were not aware told us that they had *“never needed to”*.

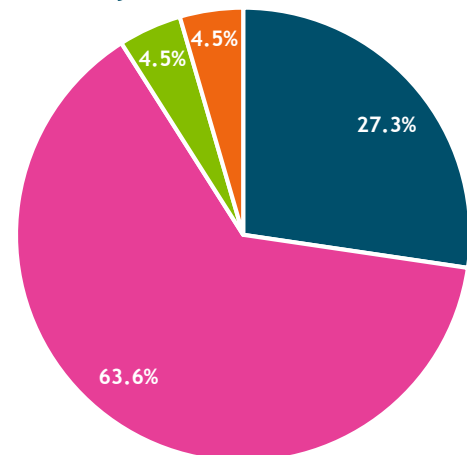
No respondents from the SALT service had made complaints or given feedback in the past.

How would you rate your overall experience of this service?



■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■ Blank

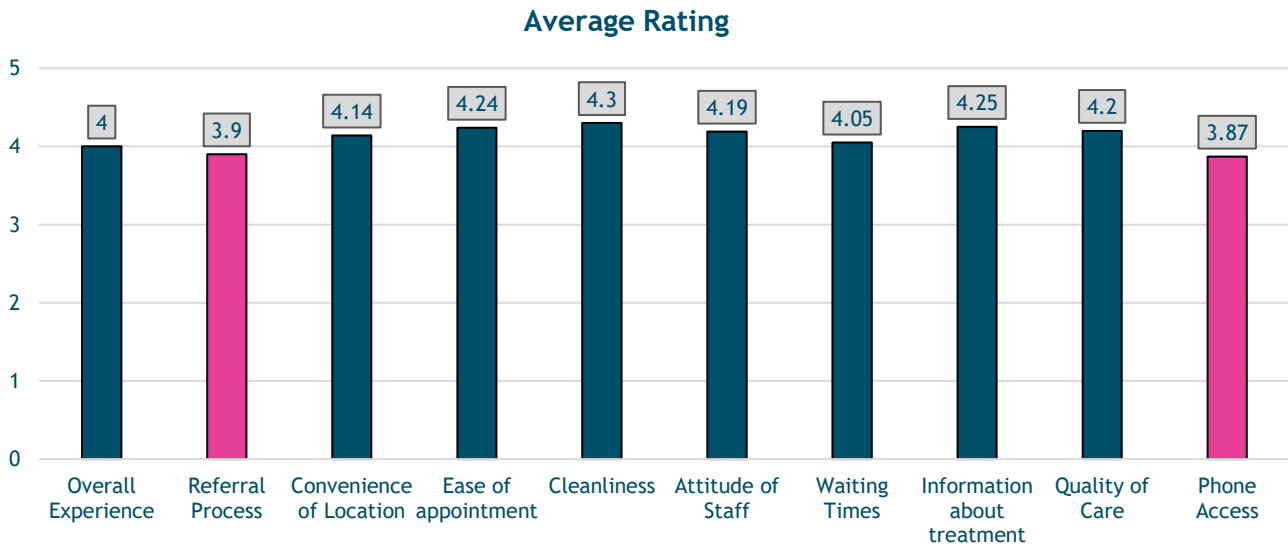
If you had any feedback on the service, positive or negative, or wished to make a complaint, would you know how to do this?



■ Yes ■ No ■ Not Sure ■ Blank

### Average Rating

Most respondents were happy with the various aspects of their care at the Podiatry service. The graph below shows the average rating of each aspect of care. Average ratings above 4 are positive. Two aspects of care have ratings of below 4 (in pink) - the referral process (3.9) and phone access (3.87).



Additional comments received for the referral process included *“It took some time before I got an appointment”* and *“The process took a very, very long time. I got tired of waiting”*.

Additional comments received for the phone access included *“Called and called. Left messages and got no call back”*.

## Comments

How do you rate your overall experience of this service?

Rating	Comment
3 - Fair	The staff are very friendly but they don't understand that these exercises are very time consuming to complete at times. The treatment is working though so I'm thankful for that.
3 - Fair	It's an okay service. The staff are nice, and appointments are always at a good time for me.
4 - Good	Very helpful always answer my questions
4 - Good	No problems
4 - Good	The staff are very friendly and helpful. I have no problems.
4 - Good	It's a very good service.
4 - Good	My son has really improved since starting here.
4 - Good	The lady is very friendly and gets on well with my daughter, her speech has improved a lot.
4 - Good	The referral process was so long and difficult
5 - Excellent	I always get the help I need; questions always answered
5 - Excellent	Everything is perfect. Staff, treatment it's all great
5 - Excellent	Excellent! The staff are great!

If you had any feedback on the service, either positive or negative, or wished to make a complaint, would you know how to do this?

Answer	Comment
1 - Yes	You tell a member of staff or you write a letter.
1 - Yes	They have posters on the walls.
1 - Yes	They have the poster up on the wall about how to make complaints which I think is very good. It fosters trust.
1 - Yes	Never done it but I'd send a letter of complaint to the department.
1 - Yes	I'd contact PALS. That's what it says on the complaints poster.
2 - No	I don't need to!
Blank	I've never tried

Have you ever made a complaint about this service before?

Answer	Comment
2 - No	Ive never had to
2 - No	I've never had any need to.
2 - No	Never needed to!
3 - Not Sure	I don't need to make a complaint it's a good service.

If yes, how did you find the complaints process overall?

Rating	Comment
6 - Not Applicable	Never made a complaint

How would you rate the referral process to this community health service?

Rating	Comment
3 - Fair	It took some time before I got an appointment
4 - Good	Straightforward
4 - Good	It is very quick. Quicker than I expected.
4 - Good	Great! Very quick!
4 - Good	Very easy. I remember it didn't take too long.
5 - Excellent	Straightforward no issues

How would you rate the convenience of this location?

Rating	Comment
3 - Fair	Parking can be a problem
4 - Good	easy
4 - Good	It's very central.
4 - Good	Parking can be an issue
4 - Good	If you drive, it's not great because parking is difficult to find
4 - Good	The location is very good for me. It's one train or bus.
4 - Good	Very easy to locate.

4 - Good	The parking can be an issue, so we take the train now.
5 - Excellent	If you can find parking, It's great but it's a very central location so that's good.

How would you rate the ease of gaining an appointment at this service?

Rating	Comment
5 - Excellent	They come in the post. Very regularly.

How would you rate the cleanliness of this service?

Rating	Comment
5 - Excellent	I've never seen anything dirty. They keep the place very neat and tidy.
5 - Excellent	I've never see it dirty.

How would you rate the attitude of staff at this service?

Rating	Comment
4 - Good	They're all very friendly. They answer questions well. It's refreshing to find.
5 - Excellent	The staff are amazing, so supportive.

How would you rate the waiting times at this service?

Rating	Comment
4 - Good	Not long

How would you rate the information you received about your treatment at this service?

Rating	Comment
5 - Excellent	They answer all my questions very well.

Generally, how easy is it to get through to someone on the phone at this service?

Rating	Comment
1 - Very Poor	Called and called. Left messages no call back.
5 - Excellent	I have no issues with the speech and language team



Blank	Never Tried
Blank	No idea. Never called. Everything's by post.
Blank	Never tried to call.
Blank	Never tried. I get my appointments by post
Blank	Never tried to call.
Blank	Never used.

### Additional Comments

Comment
My daughter has improved a lot but sometimes it's hard to complete all the tasks at home with her
It's good. No problems.
Since I got into the service it's been excellent, being referred here was such a hurdle and the process needs to be reviewed.
No issues, everything is to a high standard
It's all good. They are so helpful and nice here
All good.
No problems
The staff are very nice. Everything is timely. It's a great service
I think this service works very well. Staff willing to put the patient first.
I have no complaints. Good service.
I have nothing negative to say. The Speech and Language therapist is great. She's very good with children.
Everything is really good. I have no issues and my son is happy to come.
The service is very well run. I have no complaints. They should continue as they are and I'll be very happy.
everything is good.