

# Q1 Patient Experience Report

Healthwatch Ealing  
April – June 23



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## Layout of the report

This report is broken down into five key sections:

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

GPs, Hospitals and Dental Services have been given dedicated sections as we ask tailored questions about these services when carrying out engagement. These are the top 3 services we receive most feedback about. Each of these sections highlight good practice, areas of improvement and recommendations.

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

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# Introduction

## Patient Experience Programme

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

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

Every three months we produce this report in order to raise awareness about patient experience and share recommendations on how services could be made better as well as celebrating what works well.

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## Methodology



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



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

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



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

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

**Between April and June 2023, we continued to develop our PEP by :**

- Finalising our patient experience report template following feedback from external partners

# Q1 Snapshot

This section provides a summary of the number of experiences we collected during April – June 2023 as well as breakdown of positive, negative reviews per service. We analysed residents rating of their overall experience to get this data (1\* and 2\* = negative, 3\* = neutral, 4\* and 5\* = positive)



## 1,294 reviews

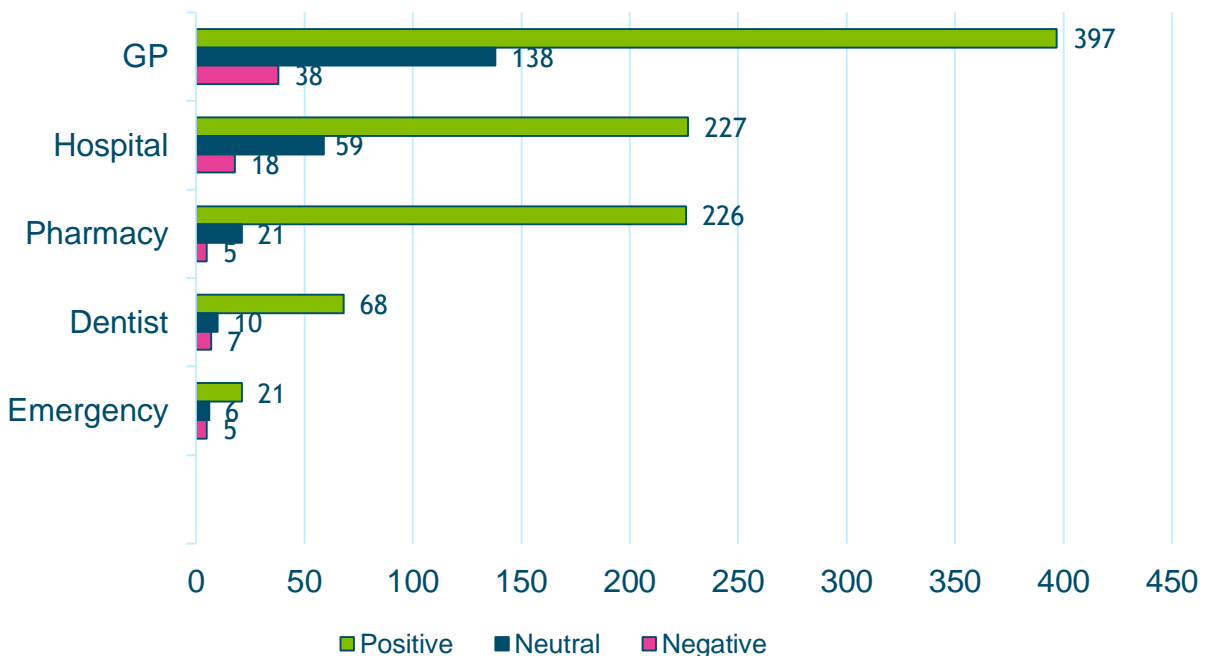
of health and care services were shared with us, helping to raise awareness of issues and improve care.

## 73 visits

were carried out to different local venues across the borough to reach as many as people as possible

Top 5 Service Types	No of Reviews	Percentage of positive reviews
GP	573	69%
Hospital	304	75%
Pharmacy	252	90%
Dentist	85	80%
Emergency	32	66%

## Sentiment of Reviews



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# Experiences of GP Practices



# What people told us about GP Practices

“The staff and doctors are amazing here. They are very helpful.”

“Availability of appointments, too many patients and not enough doctors.”

“Good care. The Doctors are good and efficient. Were very nice to me and felt looked after.”

“Seeing the doctor face-to-face.”

“Slightly easier to get the appointment now. The reception/doctors are very good. One of the things that have improved is that I have gotten attached to a particular doctor who I am very impressed with.”

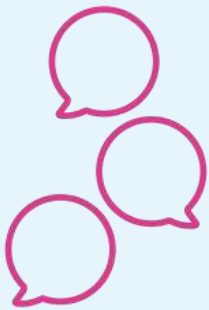
“Quite difficult to get an appointment- Whenever you call, the wait times is a long, and quite difficult to get through on the phone”

“Easy to get appointments. Doctors seem very experienced. It is close to my house. I have had to come here often for my various injections and they have been very responsive and very kind.”

“When you call at 8 am to book an appointment. People are booking online as well. You can be number 22 and as soon as you get through, they are all booked. The password for online access is not working, this has happened three times”

# GP Services

No. of Reviews	573 (relating to 47 GP practices)
Positive	69%
Negative	7%
Neutral	24%



## Questions we asked residents

As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the service?
- Q6) How would you rate the quality of treatment and care received?

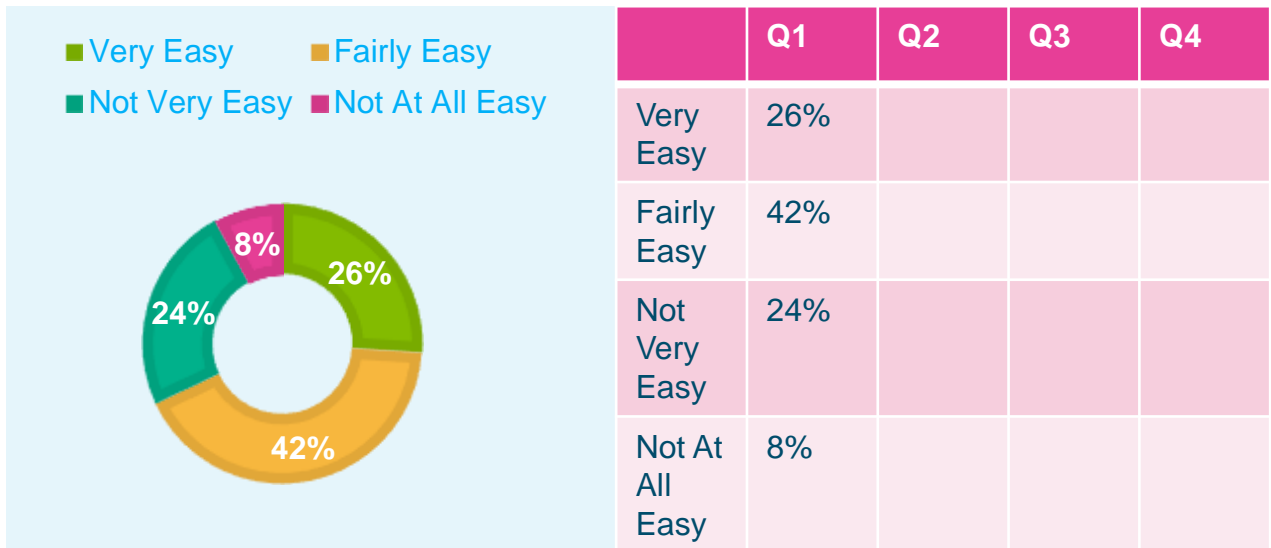
Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (Very Easy – Not at All Easy ) to allow our data to be comparable with the NHS data.

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

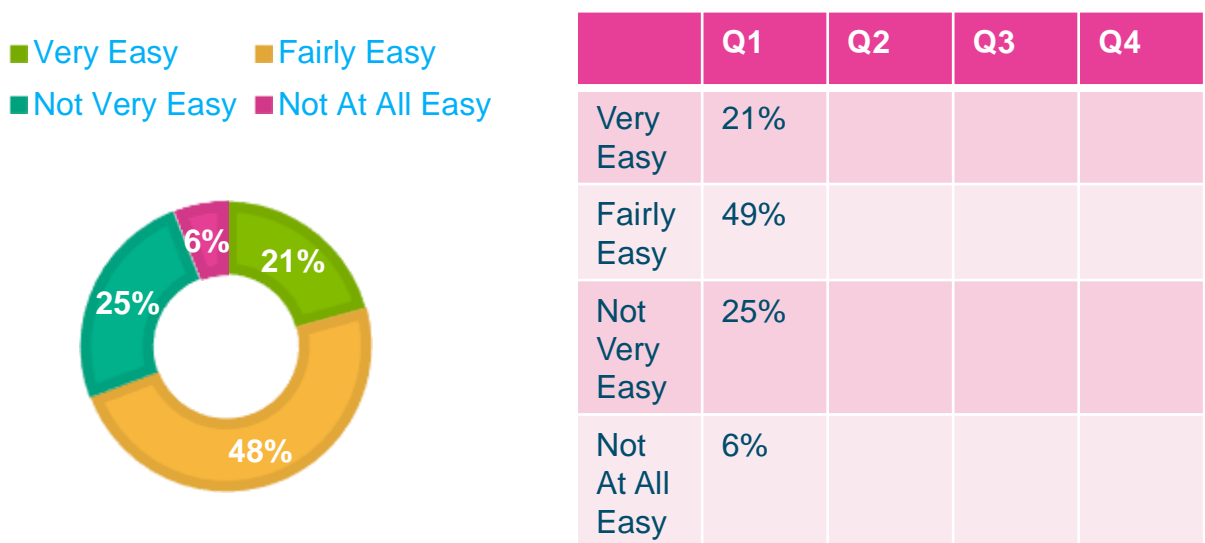


# Access and Quality Questions

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

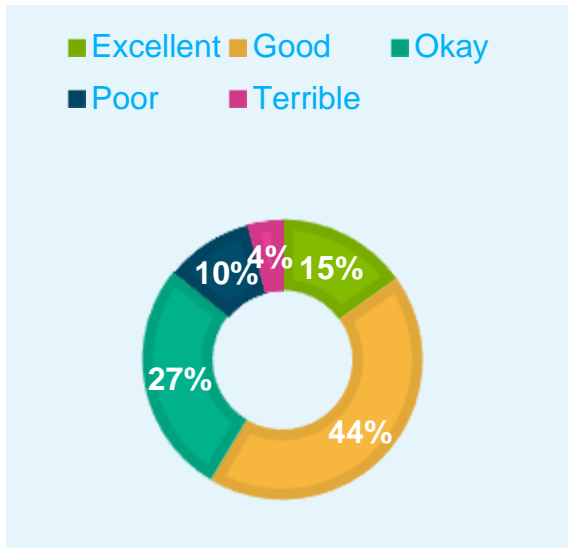


## Q2) How do you find getting through to someone at your GP practice on the phone?





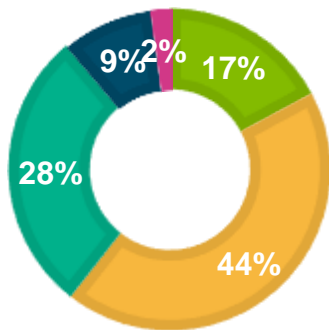
### Q3) How do you find the quality of online consultations?



	Q1	Q2	Q3	Q4
Excellent	15%			
Good	44%			
Okay	27%			
Poor	10%			
Terrible	4%			

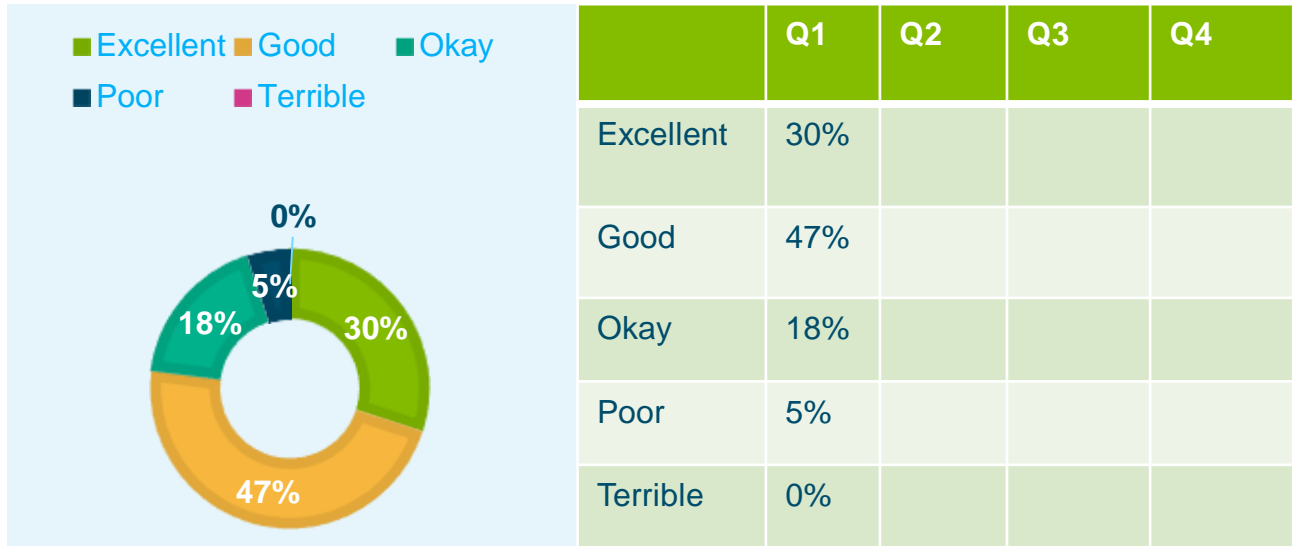
### Q4) How do you find the quality of telephone consultations?

■ Excellent 
 ■ Good 
 ■ Okay 
 ■ Poor 
 ■ Terrible

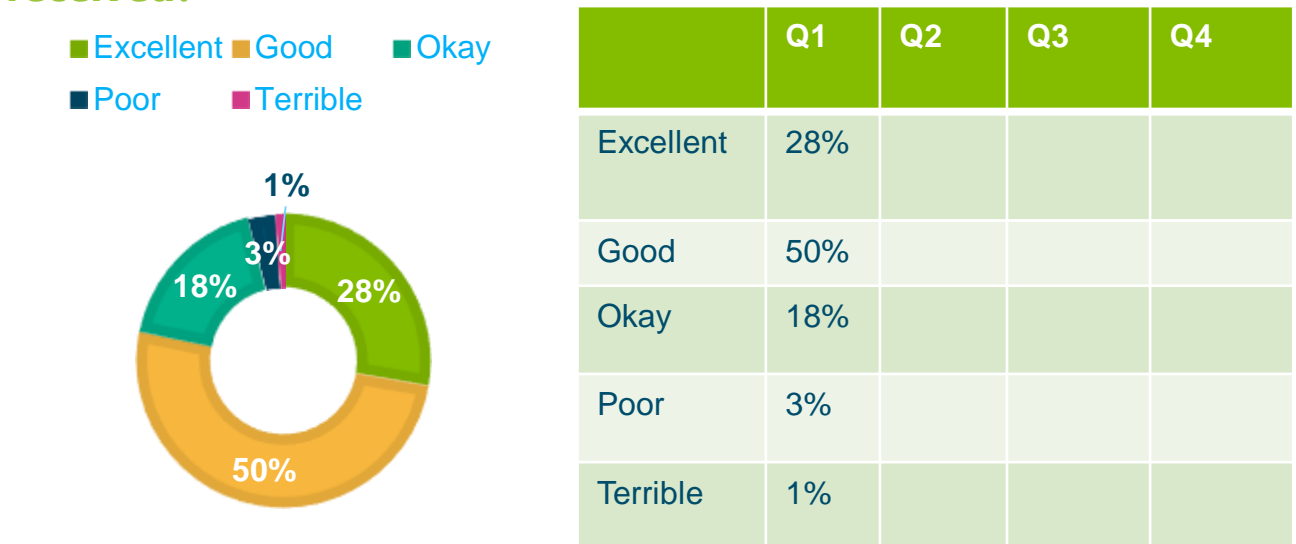


	Q1	Q2	Q3	Q4
Excellent	17%			
Good	44%			
Okay	28%			
Poor	9%			
Terrible	2%			

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



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



## Thematic analysis

In addition to the access and quality questions we also ask two further free text questions (**What is working well?** and **What could be improved?**) to help get a more detailed picture about GP practices.

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 5 positive and negative themes received between April to June 2023 based on the free text responses received.

Top 5 Positive Themes	Percentage of negative reviews and count	Top 5 Negative Themes	Percentage of negative reviews and count
Quality of Treatment	89% (47)	Patient Choice	89% (32)
Staff Attitudes	88% (77)	Getting through on the phone	76% (59)
Staff Attitudes – health professionals	87% (41)	Waiting Times (punctuality and queuing on arrival)	71% (35)
Quality of Staff - health professionals	84% (83)	Appointment Availability	54% (84)
Appointment Availability	35% (55)	Booking appointments	52% (44)

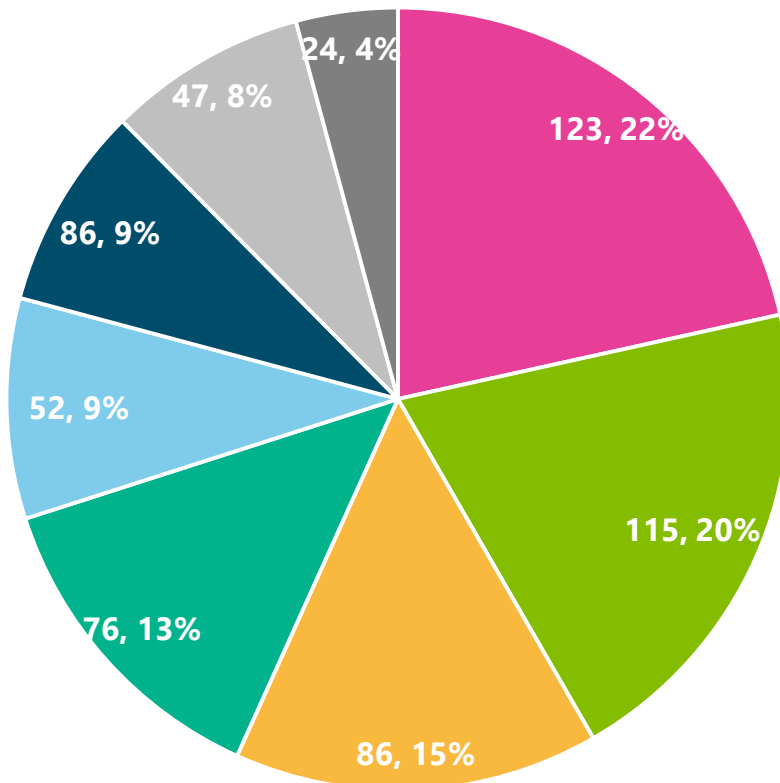
## Primary Care Networks

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

- Acton
- The Ealing Network
- Northolt
- Northolt, Greenford, Perivale (NGP)
- Greenwell
- North Southall
- South Southall
- South Central Ealing

Between January and March, the services which received the most reviews were The Ealing Network (n.123), Acton (n.155), and NGP (n.77).

### Total Reviews per PCN



- The Ealing Network
- Acton
- South Central Ealing
- Northolt, Greenford, Perivale
- Northolt
- South Southall
- North Southall
- Greenwell

## PCN Access and Quality Questions

In order to understand the variance of experience across the borough we have compared the PCNs by their access and quality ratings.

Please note that Access has been rated out of 4 (**1 - Not at All Easy – 4 Very Easy**) and Quality is out of 5 (**1 – Terrible, 5 - Excellent**)

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

Positive ■ Neutral ■ Negative ■

PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	Getting an appointment	Getting through on the phone	Of Telephone consultations	Of Online consultations	Of Staff attitudes	Of Treatment and Care
Acton	3	3	3.5	3.5	4	4
The Ealing Network	3	3	4	3.5	4	4
Northolt	2.5	2.5	3.5	3.5	3.5	4
NGP	3	3	3.5	3	4	4
Greenwell	3	3	4	4	4.5	4
North Southall	2.5	2.5	3.5	3	3.5	3.5
South Southall	2.5	2.5	3.5	3.5	3.5	4
South Central Ealing	3	3	3.5	3.5	4	4

## PCN Themes

We have also identified the top 3 positive and negative themes for each PCN where we have received over 20 reviews.

Primary Care Network	Overall rating	Top 3 Positive Issues	Top 3 Negative Issues
<b>Acton</b> No of reviews: 115	3.8	1. Staff Attitudes	1. Appointment Availability
		2. Appointment Availability	2. Getting through on the telephone
		3. Experience	3. Booking Appointments
<b>The Ealing Network</b> No of reviews: 123	4.0	1. Staff Attitudes	1. Appointment Availability
		2. Experience	2. Getting through on the telephone
		3. Quality of Staff – health professionals	3. Patient Choice
<b>Northolt</b> No of reviews: 52	3.7	1. Quality of Staff – health professionals	1. Appointment Availability
		2.. Convenience/Distance to travel	2. Quality of appointment – telephone consultation
		3. Quality of Treatment	3. Staff Attitudes – Administrative Staff
<b>NGP</b> No of reviews: 77	3.9	1. Quality of Staff – health professionals	1. Appointment Availability
		2. Staff Attitudes	2. Getting through on the telephone
		3. Quality of Treatment	3. Booking Appointments
<b>Greenwell</b> No of reviews: 25	4.2	1. Appointment Availability	1. Appointment Availability
		2. Staff Attitudes – health professionals	2. Getting through on the telephone
		3. Quality of Staff – administrative staff/health professionals	3. Patient Choice/Waiting Times (punctuality on arrival)
<b>North Southall</b> No of reviews: 47	3.5	1. Quality of Staff – health professionals	1. Appointment Availability
		2. Appointment Availability	2. Booking Appointments
		3. Staff Attitudes	3. Getting through on the telephone

Primary Care Network	Overall rating	Top 3 Positive Issues	Top 3 Negative Issues
<b>South Southall</b> No of reviews: 48	3.5	1. Quality of Staff – health professionals	1. Appointment Availability
		2. Staff Attitudes	2. Getting through on the telephone
		3. Communication with patients (treatment explanation, verbal advice)	3. Booking Appointments
<b>South Central Ealing</b> No of reviews: 86	3.9	1. Staff Attitudes	1. Getting through on the telephone
		2. Quality of Staff - health professionals	2. Patient Choice
		3. Appointment Availability	3. Appointment Availability



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## What has worked well?

Below is a list of the key positive aspects relating to GP practices between April to June 2023



### Staff Attitudes

88% of those surveyed expressed a favorable view regarding staff attitudes. With 87% of comments specifically acknowledging the doctors and nurses who provided care. These comments consistently praised the professionalism, helpfulness, and kindness displayed by these medical personnel."



### Quality of Treatment

89% of reviews that covered the quality of treatment were positive, with patients commenting on the overall care they received from the health professional and how well looked after they felt.



### Quality of Staff - health professionals

89% of reviews addressing the quality of staff overwhelmingly emphasized the exceptional caliber of health professionals with whom they had interactions. Patients consistently lauded the efficiency and the valuable advice provided by our dedicated healthcare team.

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## What could be improved?

Below is a list of the key areas for improvement relating to GP practices between April to June 2023



### Appointment Availability

54% of reviews regarding the availability of appointments were negative, with many patients saying they have to wait 2-4 weeks for an appointment.



### Getting through on the telephone

76% of responses regarding getting through to a person on the telephone were negative., with patients highlighting the length of the wait time (20 mins – 1 hour) to get through to a receptionist to book an appointment,



### Waiting Times

71% of responses surrounding the wait times were negative, with patients commenting on the length of time they had to wait in the waiting area for their appointment at the health premises.



### Patient Choice

71% of reviews that covered patient choice were negative, with patients commenting on how they would prefer face to face appointments rather than a telephone appointment and more availability to see their preferred doctor.

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## Recommendations

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



### Optimising Phone Line

Comments have consistently highlighted the significant challenges posed by limited access to phone lines and the extended waiting times patients endure when attempting to reach services. This feedback underscores the urgent necessity of optimizing the telephone system. The GP services should explore options such as implementing call back systems to reduce the patient waiting times on the phone and enhance their experience



### Optimising Reception Staff

The GP practices should explore whether allocating more staffs towards the peak hours of phone lines during mornings would be beneficial. While you acquire optimised phonelines, they are no good without the staff required to operate them. Therefore, there should be more availability of reception staff during the peak hours. |



### Optimising Healthcare Staff

The GP practices should explore methods to hire a diverse role of healthcare professionals in the team. With an ever-increasing demand for appointments, it is important that the pressure is distributed equally across the member of staffs in a GP practice. For example, the GP practices should employ enough social prescribers and paramedics to take pressure off from doctors and nurses.



### Patient-Centered GP Access

GP services should ensure that all patients requiring face-to-face appointments can access them. While some patients find telephone appointments suitable, it's important to consider that for others, especially those with hearing problems, language barriers, or limited telephone access, a face-to-face appointment is optimal. GP services should be considerate of these circumstances.

## Equalities Snapshot

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

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



### Gender

Overall men reported a 3% higher satisfaction than their female counterparts. (53/47) This result is consistent with findings in the previous quarter.



### Age

We found that people aged 75-84 have them most positive experience with, 84% of them giving a positive rating (good or excellent). On the other hand, people aged 25-34 have a least positive experience, with only 60% of them giving a positive rating



### Ethnicity

This quarter, people from White ethnic background found to be most satisfied with their GP services, with 76% of them rating it positive. People from Black ethnic backgrounds are least satisfied with their GP services with only 61% of them giving a positive rating.

# Experiences of Hospital Services



**NHS**

London North West  
University Healthcare  
NHS Trust

*Welcome to*

**Ealing Hospital**

24 Hour Accident and Emergency Services

24 Hour Urgent Treatment Centre

# What people told us about Hospitals

“The junior doctors were kind, professional, and caring. Prayers for the NHS for everything. Let down by consultant.”

“Waiting times are long. More doctors to help with the long waiting times.”

“Treatment is good and the staff are efficient and keep me informed and were professional.”

“There was little to no communication between the GP and the Hospital. The waiting times they have improved, however still very long.”

“Quality of treatment. Quality of communication. They are up to date with events.”

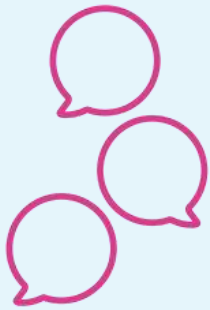
“Waiting times, took 3 months and now just getting an appointment.”

“Communication between the GP, the hospital and specialists works well. I had a surgery appointment at approximately the end of April but that was cancelled due to the doctor's strike. I fully understand but the team try, and I received another appointment in a few weeks. All the doctors and mainly nurses work hard to comfort their patients. I have very good experience.”

“Long Queues and waiting times are terrible. In a timely matter, waiting for an appointment can take a long time. Improve waiting time can improve the quality of treatment. Sometimes treatment is needed at certain time.”

# Hospital Services

No. of Reviews	304 (relating to 17 hospitals)
Positive	227
Negative	59
Neutral	18



## Questions we asked residents

As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

- Q1) How did you find getting a referral/appointment at the hospital?
- Q2) How do you find getting through to someone on the phone?
- Q3) How do you find the waiting times at the hospital?
- Q4) How do you find the attitudes of staff at the service?
- Q5) How do you think the communication is between your hospital and GP practice?
- Q6) How would you rate the quality of treatment and care received?

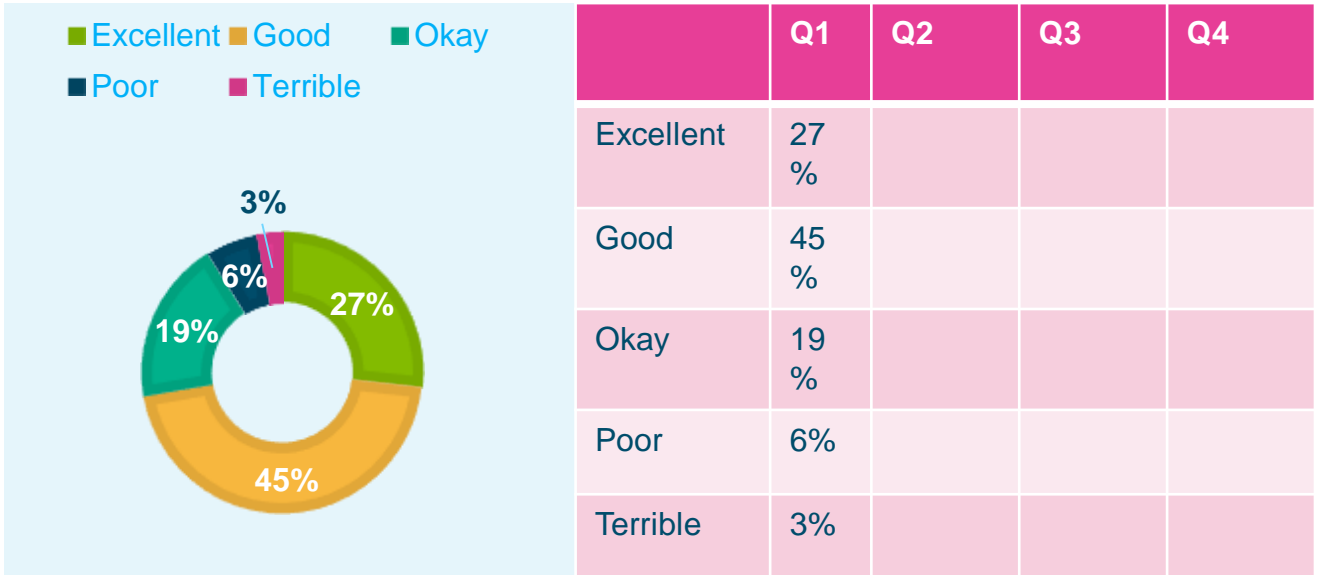
Participants were asked to choose between 1-5\* (Terrible – Excellent) for all questions.



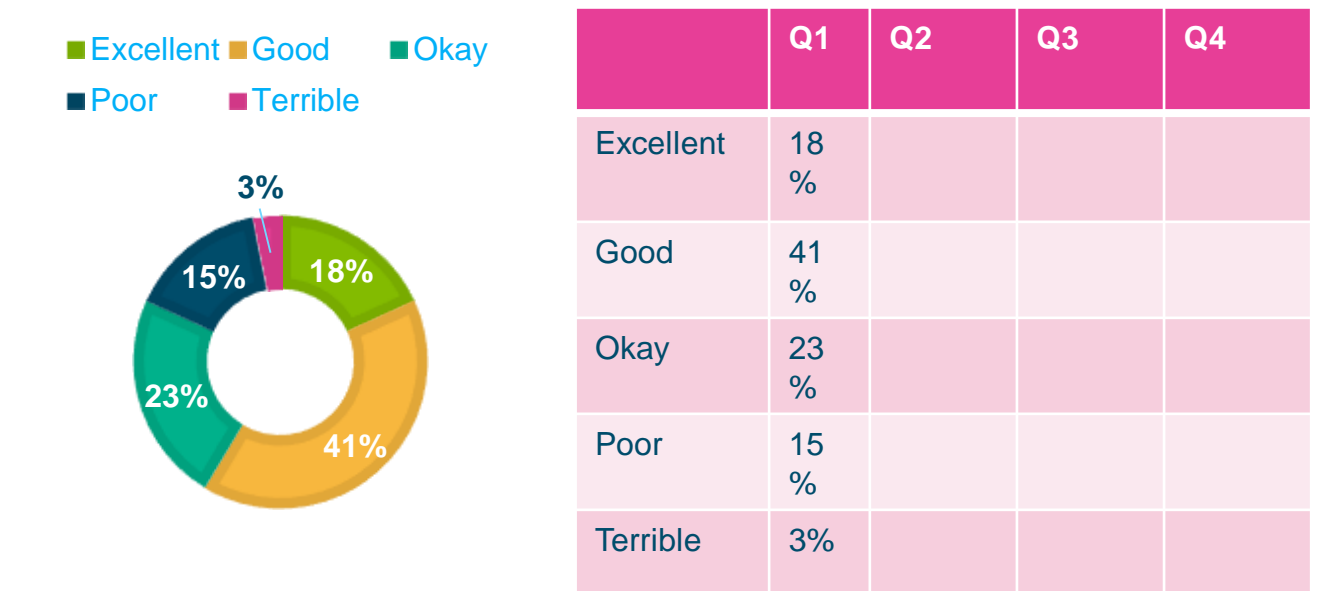


# Access and Quality Questions

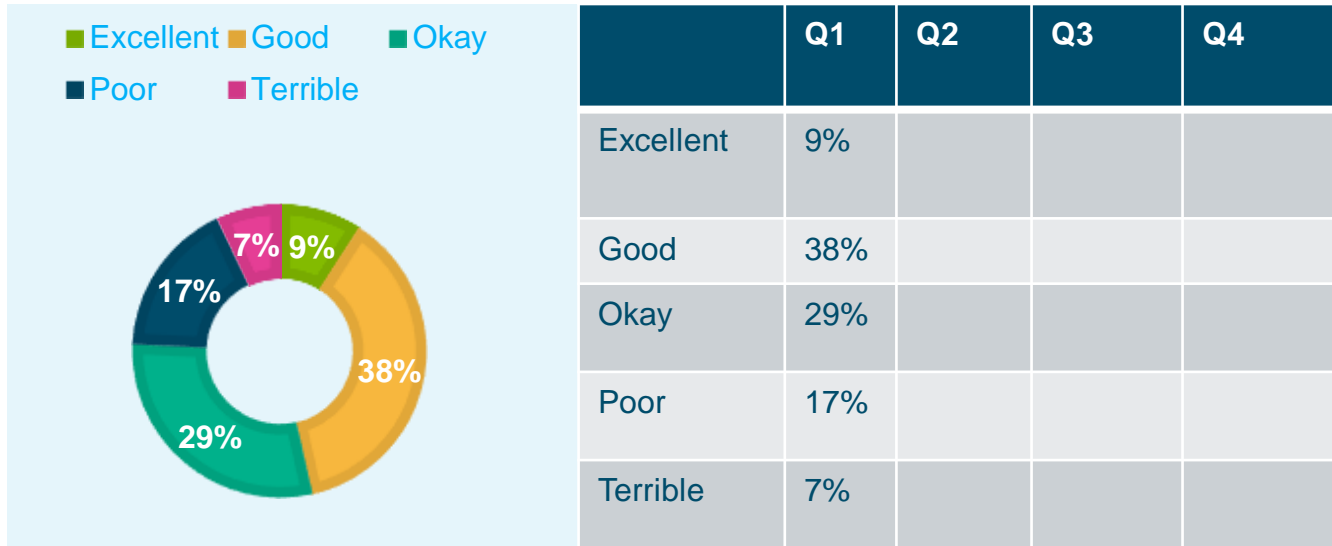
Q1) How did you find getting a referral/appointment at the hospital?



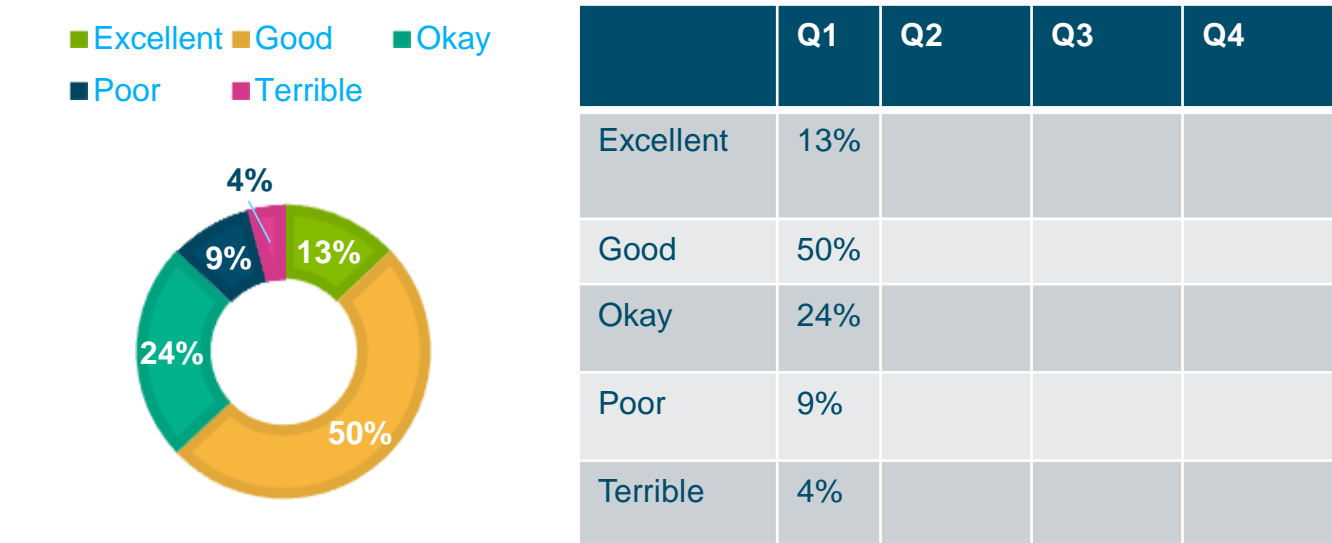
Q2) How do you find getting through to someone on the phone?



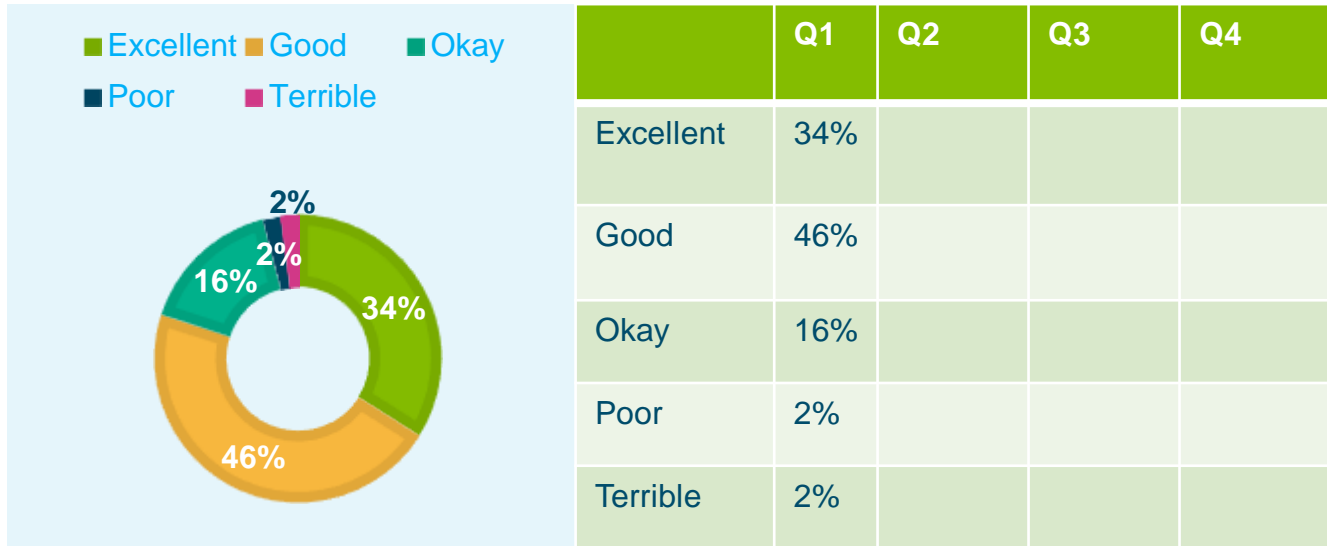
### Q3) How do you find the waiting times at the hospital?



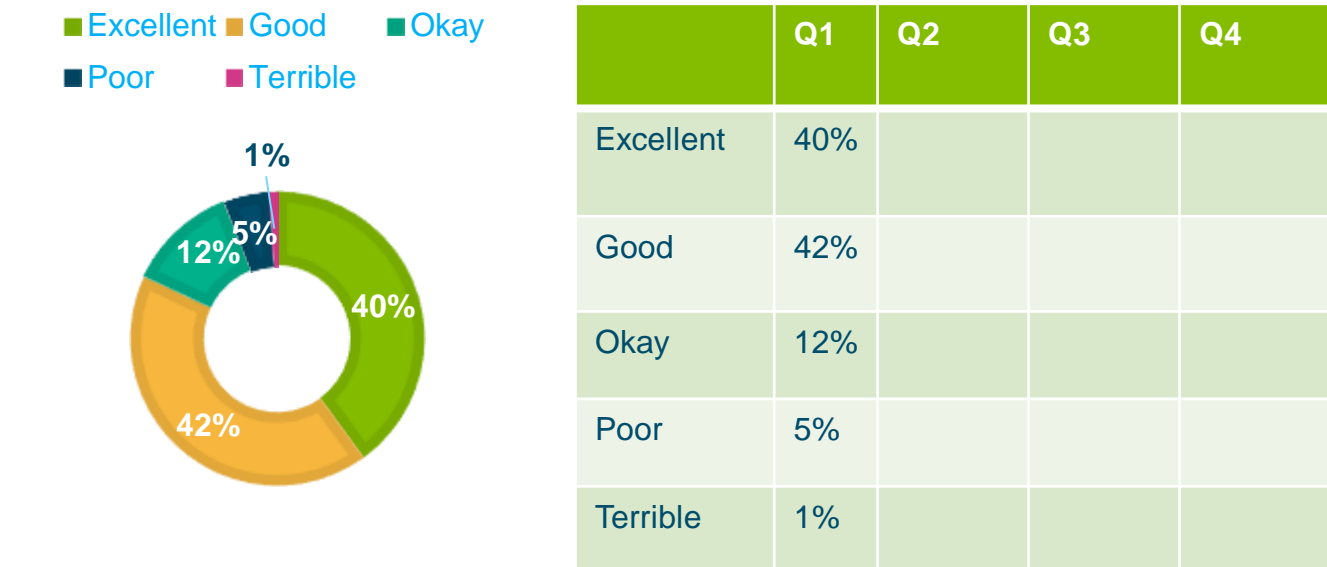
### Q4) How do you think the communication is between your hospital and GP practice?



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



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



## Thematic analysis

In addition to the access and quality questions we also ask two further free text questions (*What is working well?* and *What could be improved?*) to help get a more detailed picture about Hospital services.

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The charts below show the top 5 positive and negative themes received between April to June 2023 based on the free text responses received.

Top 5 Positive Issues	Percentage of negative reviews and count
Experience	90% (28)
Quality of Treatment	88% (44)
Management of Service	87% (26)
Staff Attitudes	86% (49)
Waiting Times (punctuality and queueing on arrival)	27% (31)

Top 5 Negative Issues	Percentage of negative reviews and count
Staffing levels(Staff)	100% (15)
Waiting Times (punctuality and queueing on arrival)	65% (75)
Appointment availability	65% (11)
Communication between services	62% (8)
Lack of communication	53% (10)

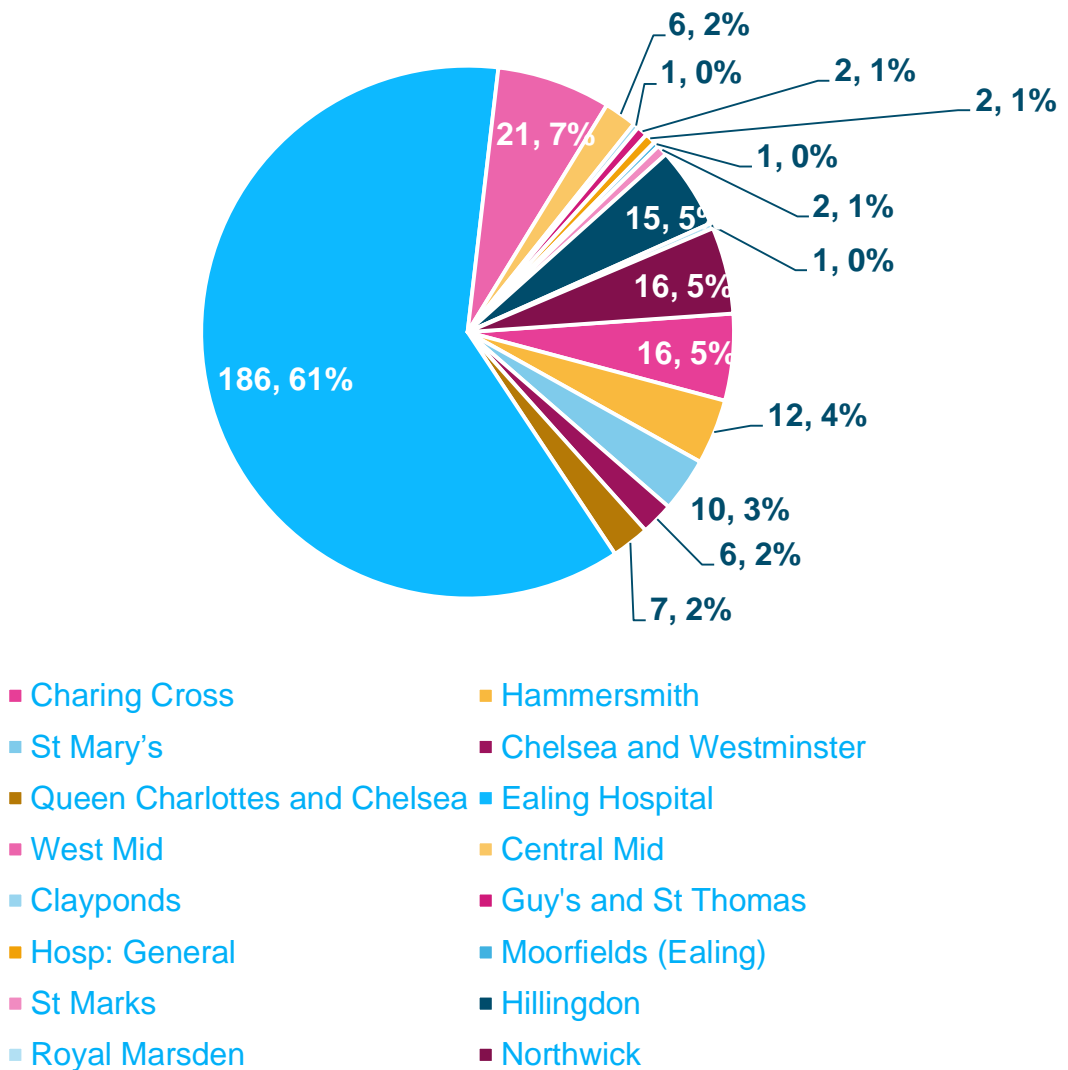
## Hospital Trusts

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

- Charing Cross Hospital
- Hammersmith Hospital
- St Mary's Hospital
- Chelsea and Westminster Hospital
- Queen Charlottes and Chelsea Hospital
- Ealing Hospital
- West Middlesex University Hospital

Between April to June, the services which received the most reviews were Charing Cross Hospital and Hammersmith Hospital. This is similar to what we received in Q4 of the previous year.

### Total Reviews per Hospital



In order to understand the variance of experience across the hospitals we have compared the ratings given for access and quality covered in the previous section. Please note that each question has been rated out of 5 (1 – Terrible 5 -Excellent)

Positive ■ Neutral ■ Negative ■

Name of Hospital	ACCESS (out of 5)			QUALITY (out of 5)		
	To a referral/ appointment	Getting through on the phone	Waiting Times	Of Communication between GP and Hospital	Of Staff attitudes	Of Treatment and Care
<b>West Mid</b> No of reviews: 21	3.1	3.6	3.0	3.3	3.7	4.0
<b>Ealing Hospital</b> No of reviews: 186	3.9	3.5	3.3	3.6	4.1	4.1

We have also identified the top 3 positive and negative themes for each hospital where we have received over 20 reviews.

Hospitals	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
<b>Ealing Hospital</b> No of reviews: 186	3.9	Staff Attitudes	Waiting Times (punctuality and queueing on arrival)
		Quality of treatment	Staffing levels
		Management of service	Appointment availability
<b>West Middlesex University Hospital</b> No of reviews: 21	3.4	Quality of Staff - health professionals	Waiting Times (punctuality and queueing on arrival)
		Lack of communication	Communication with patients (treatment explanation, verbal advice)
		Lack of diagnosis	Lack of communication

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## What has worked well?

Below is a list of the key positive aspects relating to hospitals between April to June 2023



### Staff Attitudes

86% of reviews that covered staff attitudes were positive. Residents particularly highlighted how friendly, helpful, and kind the health professionals they interacted with were. One comment stated how happy they were with speaking to a doctor of Indian descent who spoke the same language as they did.



### Quality of Treatment

88% of reviews regarding the quality of treatment were positive - patients commented on the overall quality of the standard of care, and how thorough and effective the treatment was.



### Experience

90% of reviews regarding their experience in the hospital were positive. Patients commented that they received good service from hospital staff and healthcare professionals.



### Management of Service

87% of reviews addressing service management portrayed a positive sentiment. Patients consistently commended the exceptional quality of service they received during their hospital visits, highlighting the efficient access to the treatment they required.



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## What could be improved?

Below is a list of the key areas for improvement relating to hospitals between April to June 2023



### Waiting Times

65% of reviews expressed dissatisfaction with the extended waiting periods in hospital waiting areas for their appointments. Numerous patients specifically cited waiting times exceeding several hours in an A&E setting.



### Staffing Levels

100% of reviews that covered the staffing levels were negative with patients commenting on the lack of available staff to attend to them. Many comments highlighted the lack of staff available in the A&E departments which contributed to the lengthy waiting time.



### Appointment Availability

Regarding appointment availability, 65% of reviews conveyed dissatisfaction, with patients highlighting prolonged waiting periods for their next available appointment, whether it be a referral or a follow-up.



### Communication

53% of reviews that covered communication were negative, with patients commenting on the lack of follow up communication they received after their hospital appointment. 62% of comments also referred to the lack of communication between health services, with many commenting on the gap between GP surgeries and the hospitals, with regards to things such as test results.

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## Recommendations

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



### Optimising Human Resources within NHS

With 100% of comments relating to NHS Staff levels being negative this underscores an ongoing challenge of human resources within NHS hospitals. This issue appears persistent across the hospitals we surveyed during this quarter. The NHS Trusts should explore ways to effectively use technologies\_ such as artificial intelligence (AI) and electronic health records (EHR), foster an effective communication and integration of care between different hospitals and departments in a hospital, and retention of experienced staffs to optimize the capacity of staffs.



### Prioritisation and organisation of Referrals

Patient feedback highlights a connection between appointment scarcity and referral wait times. Hospitals should consider a prioritization strategy for referrals, taking into account the nature and urgency of the referral.



### Communication around Test Results

Hospital services should investigate into optimizing the use of EHRs and NHS app to communicate effectively with the patients and primary care services regarding test results. Numerous patients raised concerns about test results not being promptly forwarded to their GP practices following hospital services. Improved communication between these two entities is essential to minimize instances where patients are compelled to follow up on their own.

## Equalities Snapshot |

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

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



### Gender

During the last three months, men had a better experience of hospitals when compared with women. 57% of men rated their experiences good or excellent compared to only 43% of women



### Age

Almost all people aged 75-84 who we spoke with, rated their overall experience with hospital services as positive. This was true for only 59% of people aged 45-54.



### Ethnicity

People from 'Mixed' ethnic group had the most negative experience with their hospitals whereas people from 'White' ethnic group had the most positive experience. 17% of people from Mixed ethnic backgrounds rated their overall experience as negative compared to only 4% of people of White ethnic backgrounds.

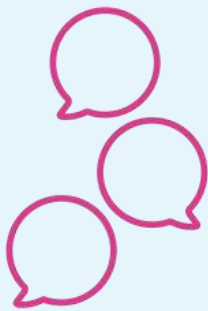
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# Experiences of Dental Services



# Dental Services

No. of Reviews	85 (relating to 33 dental services)
Positive	68
Negative	7
Neutral	10



## Questions we asked residents

As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

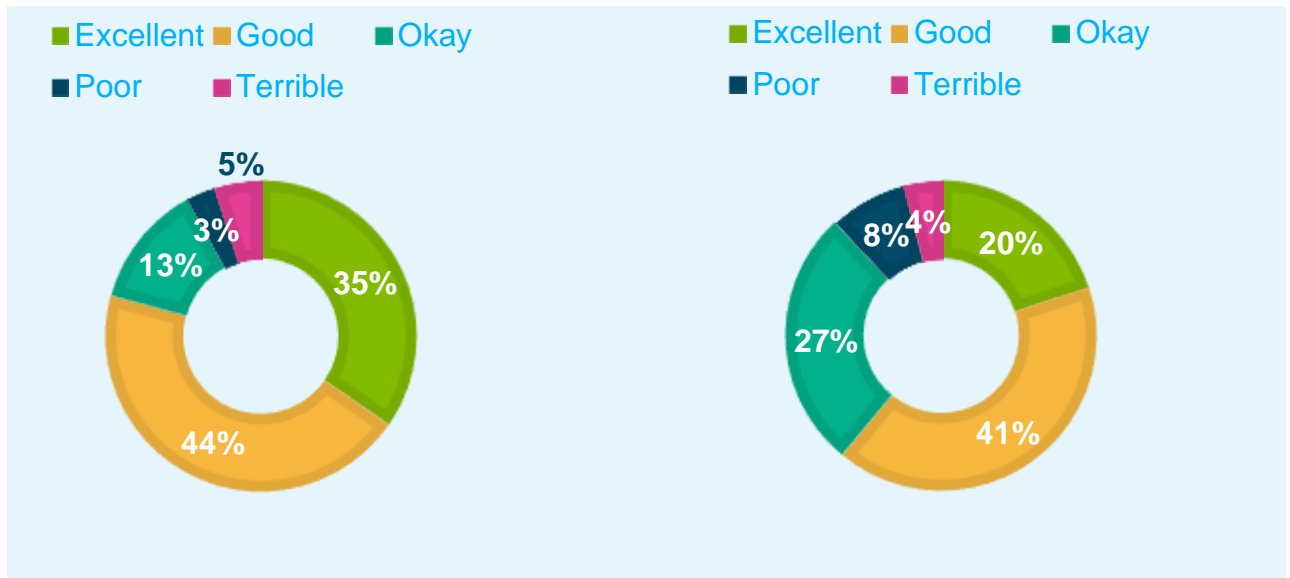
- Q1) How did you find it registering with an NHS dentist? (within the last 12 months)
- Q2) How do you find getting NHS appointments?
- Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?
- Q4) How helpful are staff in explaining your dental treatment?
- Q5) How do you find the attitudes of staff at the service?



# Access and Quality Questions

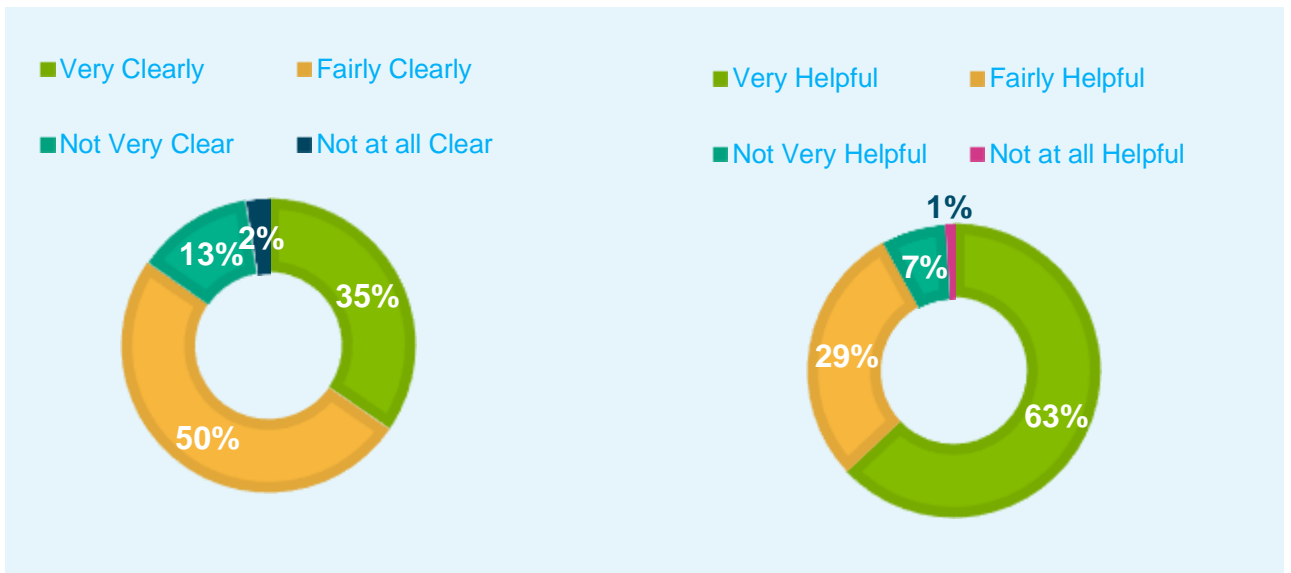
Q1) How did you find it registering with an NHS dentist? (within the last 12 months)

Q2) How do you find getting NHS appointments?

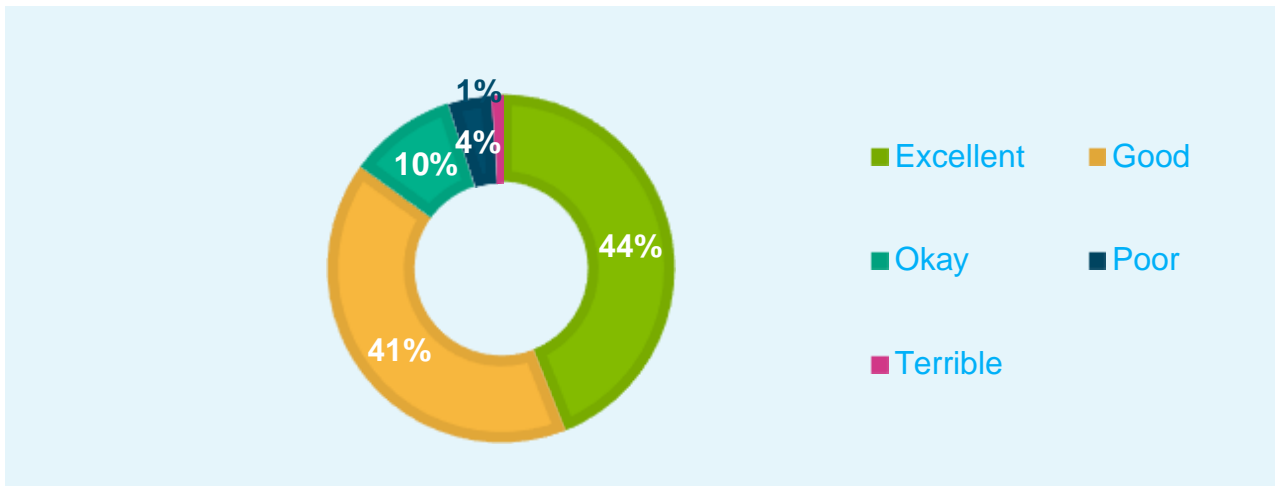


Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

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



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



### Thematic analysis

In addition to the access and quality questions we also ask two further free text questions (What is working well? and What could be improved?) to help get a more detailed picture of Dental services.

Each experience we collect is reviewed and up to 5 themes and sub-themes themes are applied. The charts below show the top 5 positive and negative issues received between April to June 2023 based on the free text responses received.

Top 5 Positive Issues	Total reviews
Quality of Treatment	20 (87%)
Communication with patients	14 (93%)
Staff Attitudes	14 (93%)
Quality of Staff – health professionals	11 (92%)
Appointment Availability	7 (47%)

Top 5 Negative Issues	Total reviews
Affordability	7 (88%)
Appointment Availability	6 (40%)
Staff Attitudes - administrative Registration	5 (71%)
Registration/ Clarity about service cost/Quality of Treatment	2 (100%) 2 (67%) 2 (9%)
Convenience/ Distance to travel	1 (33%)



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We've produced a list of good practice, areas of improvement and recommendations relating to dentists between January and March 2023.

## What has worked well?



### Quality of Treatment

87% of reviews that covered the quality of treatment were positive., with patients commenting on the quality of cleaning of the teeth and how honest and professional the dentists were.



### Staff Attitudes

93% of reviews that covered staff attitudes were positive. Patients particularly highlighted how caring, friendly and helpful the staff were.

## What could be improved?



### Affordability

88% of patients who commented on affordability expressed negative sentiment, citing difficulties in affording the necessary treatment and highlighting concerns about rising prices.

## Recommendations



### More Affordable Treatment

With 88% of comments centering on the cost of NHS dental treatment, there is a pressing need for NHS to explore ways to address the affordability issue. Exploring the possibility of reducing price burden from patients\_ such as option to pay with installment\_ can enhance accessibility and affordability for a wider range of patients.



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# Experiences of 'Other' services



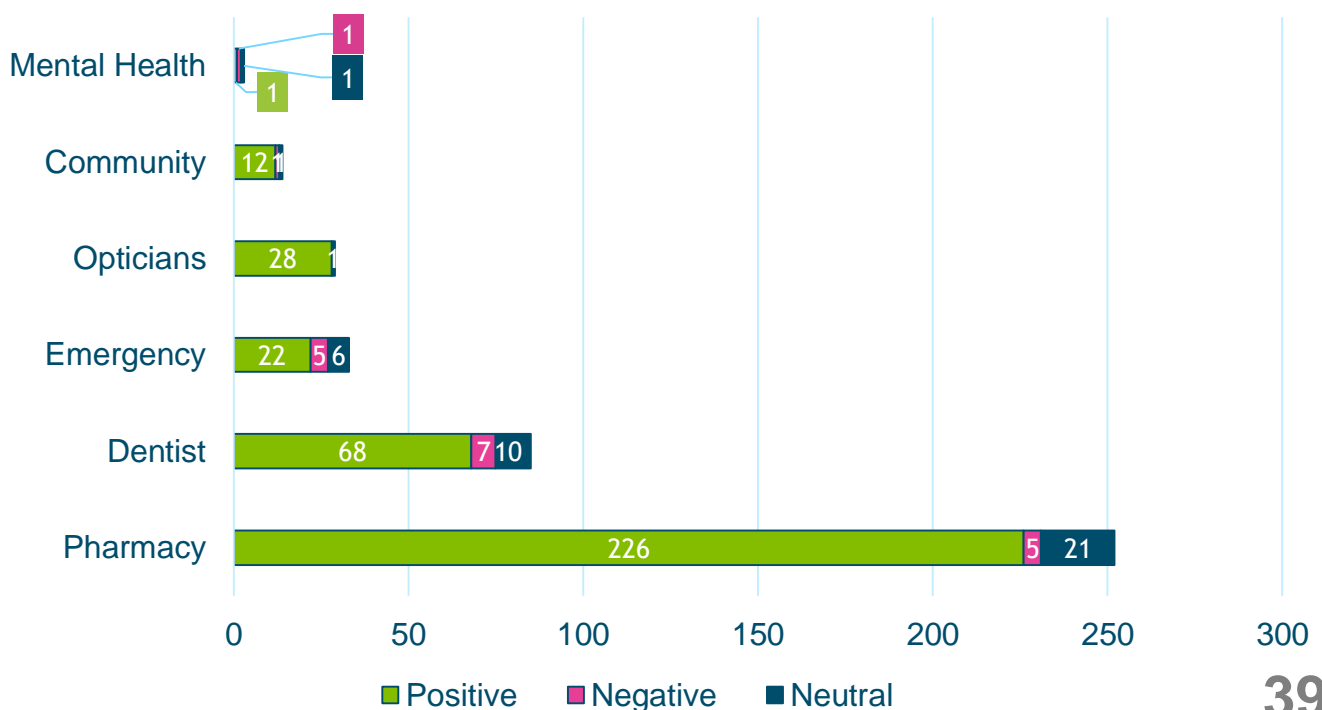
# Experiences of 'Other' services

In addition to asking specifically about GPs, Hospitals and Dentists we also give the opportunity for people to share experiences about any other public health or care service asking them what is working well and what could be improved.

This section provides of positive, negative reviews per service. We analysed residents rating of their overall experience to get this data (1\* and 2\* = negative, 3\* = neutral, 4\* and 5\* = positive)

Service Type	No of Reviews	Percentage of positive reviews
Pharmacy	252	90%
Dentist	85	80%
Emergency	33	67%
Opticians	29	97%
Community	14	86%
Mental Health	3	33%

## Service Type by Sentiment



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## What has worked well?

Below is a list of the key positive aspects relating to 'Other Services' in the Ealing borough between January and March 2023



**Pharmacy – Medication - Medicines Management** 86% of comments addressing medication management conveyed positive sentiment. Patients consistently expressed satisfaction with the prompt and efficient dispensing of their prescriptions.



### **Pharmacy - Staff - Staff Attitudes**

100% of out of 63 comments were full of praise from the patients noting the friendliness of pharmacists and co-workers' patients interacted with at their local pharmacy.



### **Pharmacy – Treatment and Care - Experience**

Patients were overall happy with the experiences they had at their local pharmacy for this quarterly period, with 91% of comments being positive in sentiment.

This quarter there was insufficient negative feedback for pharmacies and other service (named on the previous page) to highlight any specific areas of improvement.

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# Appendix



# Demographics

Gender	Percentage %	No of Reviews
Man(including trans man)	33%	393
Woman (including trans woman)	66%	795
Non- binary	1%	6
Other	0%	0
Prefer not to say	0%	1
<b>Total</b>	<b>100%</b>	<b>1,195</b>

Age	Percentage %	No of Reviews
Under 18	1%	17
18-24	7%	80
25-34	14%	171
35-44	21%	255
45-54	17%	206
55-64	14%	153
65-74	13%	151
75-84	10%	116
85+	3%	31
Prefer not to say	0%	0
<b>Total</b>	<b>100%</b>	<b>1,190</b>

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	0%	0
Not in employment & Unable to work	8%	91
Not in Employment/ not actively seeking work - retired	31%	354
Not in Employment (seeking work)	4%	46
Not in Employment (Student)	3%	34
On maternity leave	2%	508
Paid: 16 or more hours/week	44%	66
Paid: Less than 16 hours/week	6%	27
Prefer not to say	2%	25
<b>Total</b>	<b>100%</b>	<b>1,161</b>

Disability	Percentage %	No of Reviews
Yes	11%	129
No	87%	971
Prefer not to say	1%	13
Not known	1%	9
<b>Total</b>	<b>100</b>	<b>1,122</b>

# Demographics

Long-term condition	Percentage %	No of Reviews
Yes	29%	129
No	69%	971
Prefer not to say	1%	13
Not known	1%	9
<b>Total</b>	<b>100%</b>	<b>1,122</b>

Religion	Percentage %	No of Reviews
Buddhist	1%	15
Christian	39%	436
Hindu	9%	103
Jewish	1%	1
Muslim	21%	238
Sikh	6%	72
Spiritualism	1%	4
No religion	17%	194
Prefer not to say	3%	33
Other religion	2%	23
<b>Total</b>	<b>100%</b>	<b>1,119</b>

Sexual Orientation	Percentage %	No of Reviews
Asexual	1%	7
Bisexual	2%	24
Gay Man	1%	14
Heterosexual/ Straight	84%	966
Lesbian / Gay woman	1%	7
Pansexual	0%	2
Prefer not to say	11%	131
<b>Total</b>	<b>100%</b>	<b>1,151</b>

Pregnancy	Percentage %	No of Reviews
Currently pregnant	2%	18
Currently breastfeeding	1%	17
Given birth in the last 26 weeks	1%	17
Prefer not to say	1%	15
Not known	4%	43
Not relevant	91%	1032
<b>Total</b>	<b>100%</b>	<b>1,142</b>

# Demographics

Area of the borough	Percentage %	No of Reviews
Acton	13%	156
Ealing	40%	453
Greenford	6%	67
Hanwell	5%	58
Northolt	9%	111
Perivale	1%	12
Southall	17%	206
Other	3%	38
Out of the Borough	6%	69
Prefer Not To Say	0%	3
<b>Total</b>	<b>100%</b>	<b>1,172</b>

Unpaid Carer	Percentage %	No of Reviews
Yes	8%	94
No	91%	1050
Prefer not to say	1%	8
<b>Total</b>	<b>100%</b>	<b>1,152</b>

Ethnicity	Percentage %	No of Reviews
White British	30%	356
White Irish	5%	59
Other White Background	11%	130
Asian British	11%	129
Bangladeshi	1%	11
Chinese	1%	7
Indian	12%	137
Pakistani	5%	60
Other Asian Background	7%	78
Black British	2%	19
Black African	4%	49
Black Caribbean	2%	28
Asian and White	0%	1
Other Black/Black British Background	0%	2
Black African and White	2%	21
Other Mixed Background	1%	16
Arab	2%	28
Any Other Ethnic Group	4%	42
<b>Total</b>	<b>100</b>	<b>1,173</b>



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