

# Q3 Patient Experience Report

Healthwatch Ealing  
October– December 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 Ealing 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.

## Rating Scale Change from October 2023

In response to feedback we received during our review of the Patient Experience Programme we have chosen to change our 5-star rating system from 1\* = Terrible – 5\* = Excellent to 1\* = Very Poor – 5\* = Very Good. This aligns with the rating scale used by our national body, Healthwatch England.

Questions using a different rating scale have remained the same.

# 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 to raise awareness about patient experience and share recommendations on how services could be improved.

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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



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 October and December 2023, we continued to develop our PEP by :**

- Presenting the findings of the PER2 report at the London North West University Healthcare NHS Trust patient experience group.

# Q3 Snapshot

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



## 916 reviews

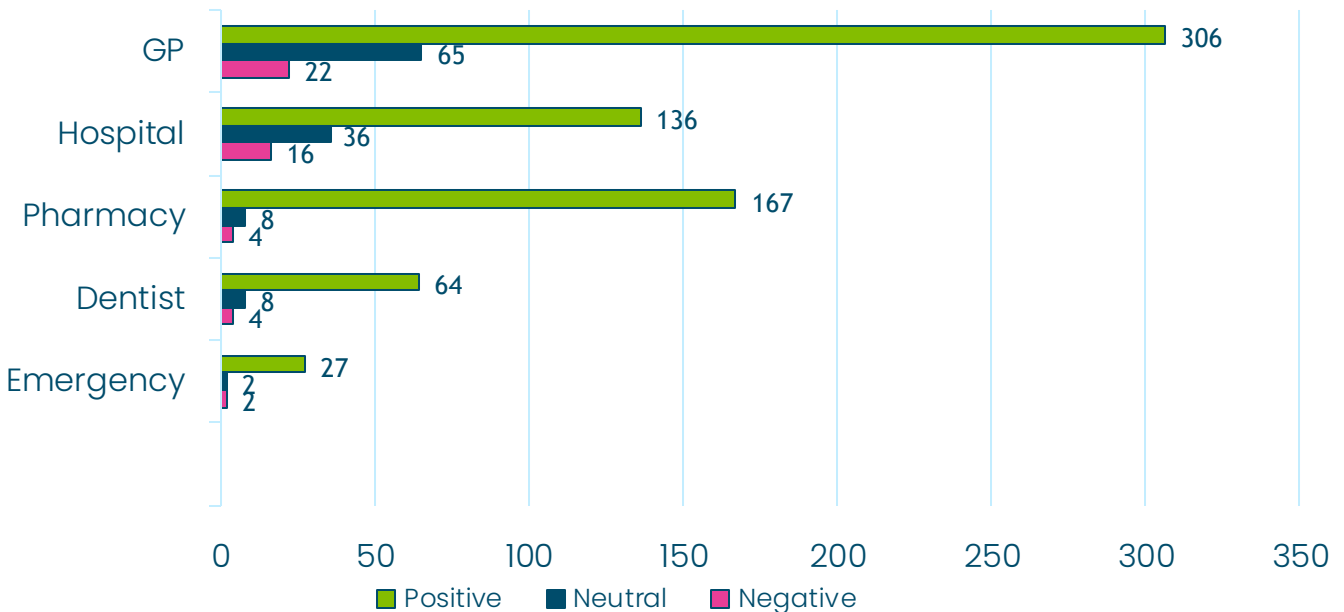
of health and care services were shared with us, helping to raise awareness of issues and improve care.

## 40 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	393	78%
Hospital	188	72%
Pharmacy	179	93%
Dentist	76	84%
Emergency	31	87%

## Sentiment of Reviews



# Yearly Comparison

In order for us to understand whether experiences of health and care services are improving we compare our data throughout the year. The chart below highlights the percentage of positive feedback each service has received during 2023-24. The total number of positive reviews has been included next to the percentage.

## Percentage of positive reviews for each service type

Service Type	Q1 (Apr-Jun 23)	Q2 (Jul-Sep 23)	Q3 (Oct-Dec 23)	Q4 (Jan-Mar 24)
GP	69%	70%	78%	
Hospital	75%	65%	72%	
Pharmacy	90%	90%	93%	
Dentist	80%	78%	84%	
Opticians	97%	94%	89%	
Emergency	67%	67%	87%	
Community	86%	67%	85%	
Mental Health	33%	29%	71%	
Other	n/a	50%	n/a	

### What does this tell us?

- We saw a 20% increase in positive reviews for Emergency services from the previous quarter
- Opticians was the only service where we saw a decrease in positive reviews from the previous quarter
- We have seen a continuous increase in positive reviews for GP services on a quarter-by-quarter basis



# Experiences of GP Practices



# What people told us about GP Practices

"I have been here since I was a baby. They know my history. The doctors take their time to listen. They allow you to make suggestions for yourself."

"Always struggle to get an appointment and see the doctor. Hard to get through on the phone. Can't see the doctor in person easily. Online consultations are not suitable for older patients."

"Since the virus, we usually have a telephone appointment, I live out of the borough, but I stay with the doctors because they know me. The staff are polite. All three doctors are easy to converse with."

"The appointment is running late, I have not been called in yet."

"The ability to speak to people, getting prescriptions, and communicate are working well, they will call you and are happy to communicate with you when you arrive unannounced. They have a broad spectrum of professionals. They have different types of knowledge including physios."

"Face to face appointments are an issue, unable to see the GP you wish, long wait time for appointments."

"Been with them for 30 years. When I can access them, they are kind, caring, and compassionate and they have sorted my life twice and also saved my husband's life twice."

"GP should see the patient face to face, it is very difficult to speak to a GP or nurse."

# GP Services

No. of Reviews	393 (relating to 71 GP practices)
Positive	78%
Negative	6%
Neutral	17%



## Questions we asked residents

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

The questions we asked were:

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

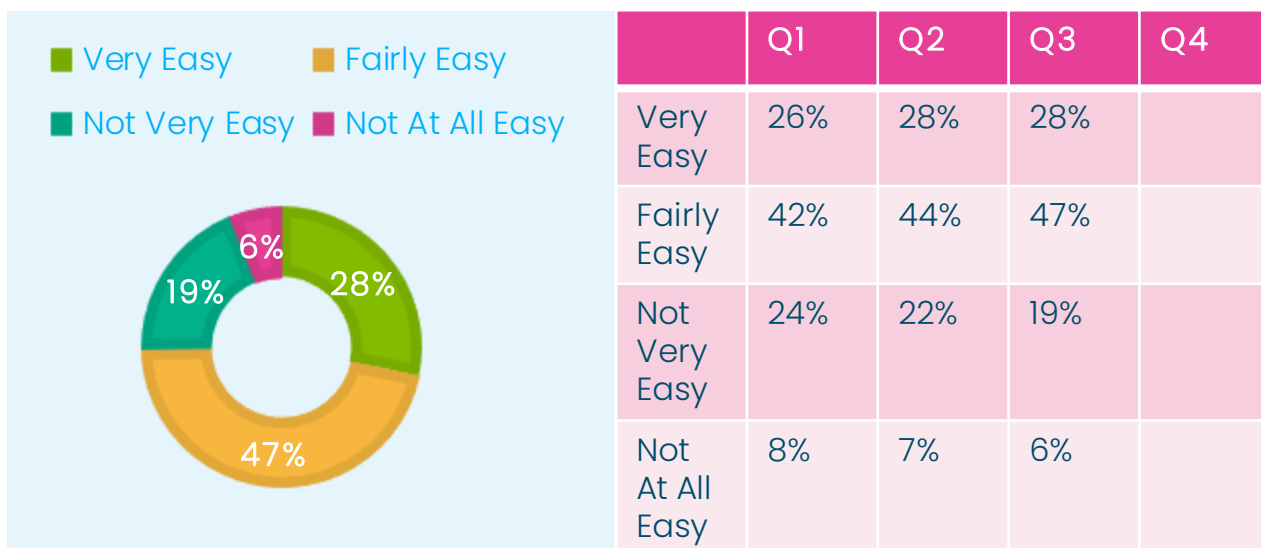
Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (Very Easy – Not at All Easy) to allow our data to be comparable with the NHS data.

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



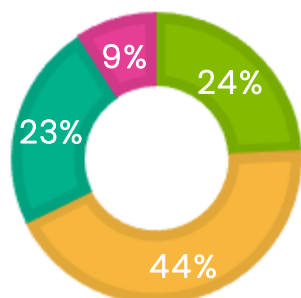
# Access and Quality Questions

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



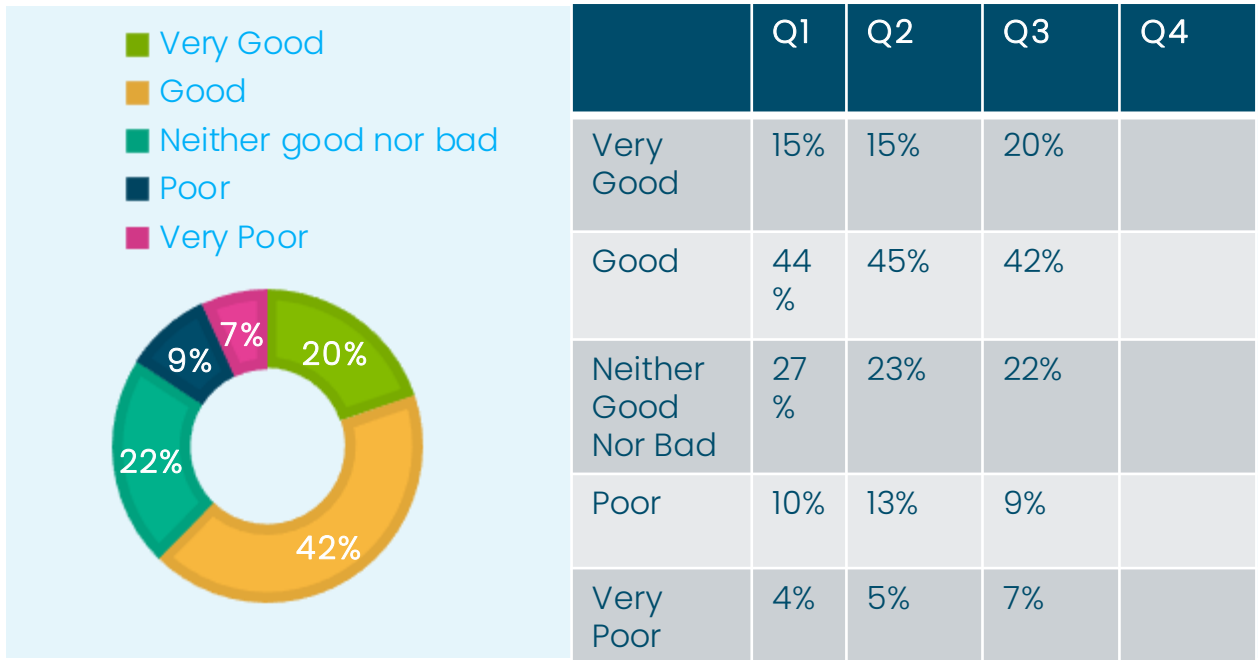
## Q2) How do you find getting through to someone at your GP practice on the phone?

Legend: Very Easy (Green), Fairly Easy (Orange), Not Very Easy (Teal), Not At All Easy (Pink)

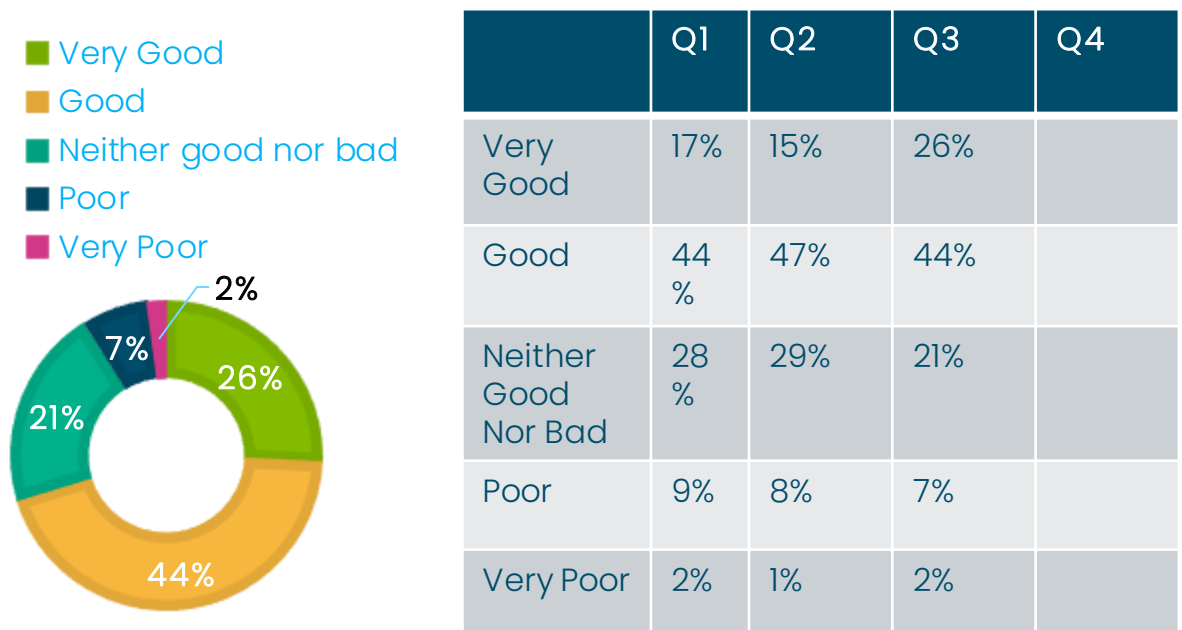


	Q1	Q2	Q3	Q4
Very Easy	21%	26%	24%	
Fairly Easy	49%	44%	44%	
Not Very Easy	25%	25%	23%	
Not At All Easy	6%	6%	9%	

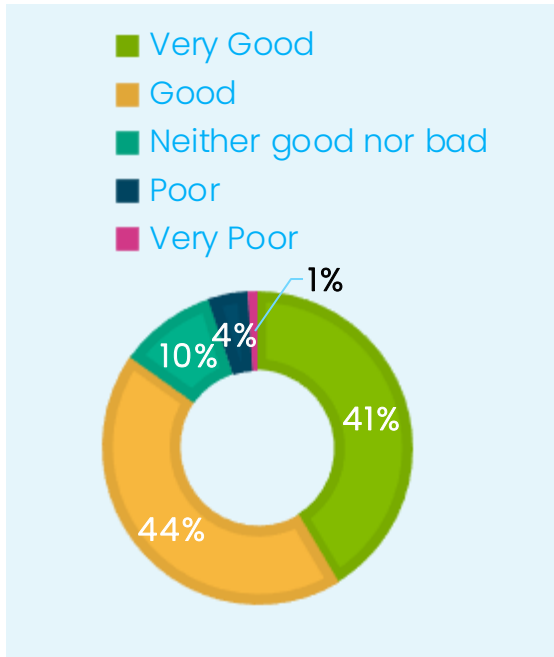
### Q3) How do you find the quality of online consultations?



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

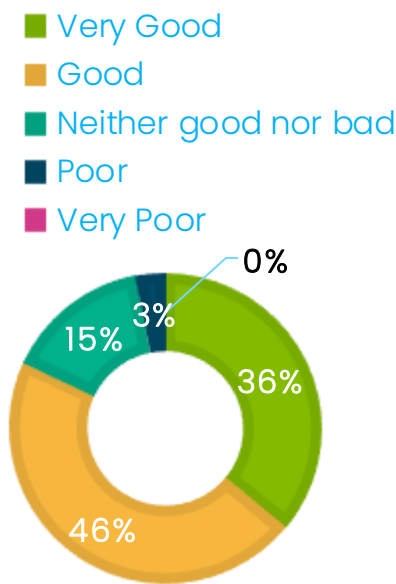


### Q5) How did you find the attitudes of staff at the service?



	Q1	Q2	Q3	Q4
Very Good	30%	34%	41%	
Good	47%	44%	44%	
Neither good nor bad	18%	17%	10%	
Poor	5%	4%	4%	
Very Poor	0%	1%	1%	

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



	Q1	Q2	Q3	Q4
Very Good	30%	30%	35%	
Good	47%	47%	46%	
Neither good nor bad	18%	18%	15%	
Poor	5%	4%	3%	
Very Poor	0%	1%	0%	

## Thematic analysis

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

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 5 most positive and negative themes mentioned by patients between October + December 2023 based on the free text responses received. This tells us which areas of the service are most important to patients.

Top 5 Positive Themes	Total count and % of positive reviews	Top 5 Negative Themes	Total count and % of negative reviews
Quality of Staff – health professionals	78 (90%)	Appointment availability	55 (46%)
Appointment availability	52 (44%)	Getting through on the telephone	49 (75%)
Staff Attitudes	39 (87%)	Booking appointments	26 (80%)
Quality of treatment	31 (91%)	Waiting Times (punctuality and queueing on arrival)	20 (67%)
Communication with patients (treatment explanation, verbal advice)	27 (87%)	Patient Choice	20 (69%)

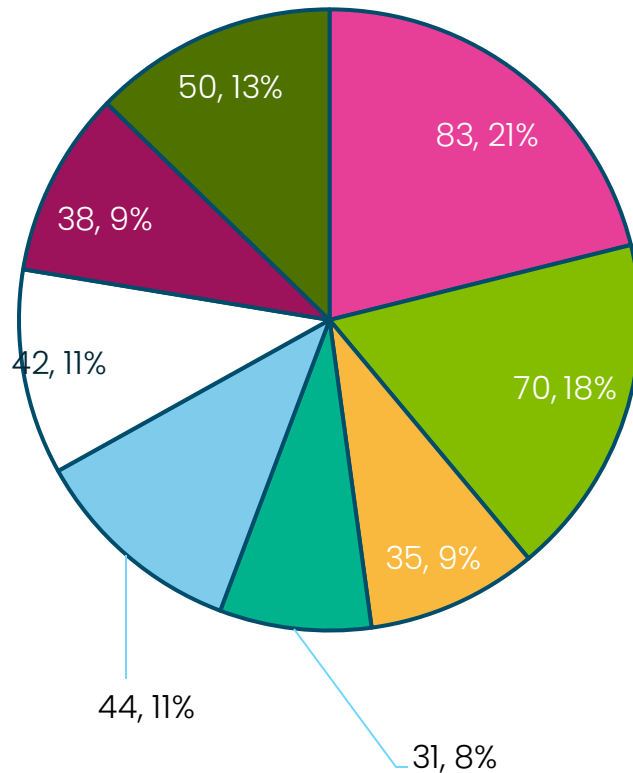
## Primary Care Networks

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

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

Between October to December, the services that received the most reviews were The Ealing Network (n.70), South Central Ealing (n.50), and Greenwell (n.44)

Total Reviews per PCN (number, %)



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

## PCN Access and Quality Questions

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

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

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

Positive ■ Neutral ■ Negative ■

PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	Getting an appointment	Getting through on the phone	Of Telephone consultations	Of Online consultations	Of Staff attitudes	Of Treatment and Care
<b>Acton</b>	3	2.8	3.8	3.6	4.1	4
<b>The Ealing Network</b>	2.9	2.8	3.7	3.5	4.5	4.2
<b>Northolt</b>	2.7	2.5	3.7	3.2	3.8	3.9
<b>NGP</b>	2.9	2.9	3.9	3.7	4	4
<b>Greenwell</b>	3	3.1	3.8	2.2	4.3	4.2
<b>North Southall</b>	2.8	2.7	3.9	3.9	4	4.1
<b>South Southall</b>	3.5	3.1	4.2	4.1	4.5	4.3
<b>South Central Ealing</b>	2.5	2.2	3.5	2.4	3.9	3.9



## 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
Acton No of reviews: 83	3.9	Quality of Staff - health professionals	Getting through on the telephone
		Appointment Availability	Appointment availability
		Quality of treatment	Booking appointments
Greenwell No of reviews: 44	4.1	Appointment availability	Appointment availability
		Quality of Staff - health professionals	Getting through on the telephone
		Staff Attitudes	Patient Choice
North Southall No of reviews: 42	3.9	Quality of Staff - health professionals	Appointment availability
		Quality of treatment	Getting through on the telephone
		Quality of Staff - administrative staff	Patient Choice
Northolt No of reviews: 35	3.6	Appointment availability	Waiting Times (punctuality and queueing on arrival)
		Quality of Staff - health professionals	Appointment availability
		Information and Advice	Getting through on the telephone

Northolt, Greenford, Perivale (NGP)  No of reviews: 31	4.1	Communication with patients (treatment explanation, verbal advice)	Booking appointments
		Quality of Staff - health professionals	Getting through on the telephone
		Staff Attitudes - administrative staff	Appointment availability
South Central Ealing  No of reviews: 50	3.7	Quality of Staff - health professionals	Getting through on the telephone
		Appointment availability	Appointment availability
		Staff Attitudes	Online consultation (app/form)
South Southall  No of reviews: 38	4.4	Quality of Staff - health professionals	Appointment Availability
		Communication with patients (treatment explanation, verbal advice)	Patient Choice
		Staff Attitudes - administrative staff	Booking Appointments
			Getting through on the telephone
			Waiting Times (punctuality and queueing on arrival)
			Car Parking
			Crowding/Seating/Space
			Quality of appointment - telephone consultation
Staffing levels(Staff)			
The Ealing Network  No of reviews: 70	4.1	Staff Attitudes	Appointment availability
		Quality of Staff - health professionals	Getting through on the telephone
		Appointment availability	Staffing levels(Staff)

We saw an odd occurrence this quarter where the top nine negative sub-themes for reviews in the South Southall PCN were all of the same count, so we have included more than three negative sub-themes for this PCN. However, it is important to point out these numbers are very small.

## What has worked well?

Below is a list of the key positive aspects relating to GP practices between October to December 2023



### Quality of Health Professionals and Attitudes

Residents this quarter were happy with the quality of health professionals and the staff attitudes with 80% or more of the comments being positive. Residents pointed out how well looked after they were from the GPs they interacted with, and how polite and friendly staff members were towards them.



### Quality of Treatment

91% of reviews that covered the quality of treatment were positive in sentiment. Residents commented on the thoroughness and correct treatment that they received from the health professional they saw at their GP surgery.



### Communication w/ Patients

87% of reviews positively highlighted the communication residents received directly from their GP surgery, with residents commenting on how informative the service was, for things such as reminders of appointments and blood test results. Patients also commented on the overall helpful advice they received from their GP .

## What could be improved?

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



### Appointment Availability

46% of comments highlighted by residents around appointment availability were negative in sentiment, with residents referencing how long they must wait for the next available appointment, with some waiting weeks or even up to a month.



### Getting through on the telephone

Residents who commented on the difficulty getting through on the telephone were 75% negative in sentiment. Residents commented on how difficult it is especially in the mornings when most GP surgeries have a call at 8 am system to book an appointment on the same day. Residents feel this hinders their chances of booking an appointment, let alone getting one on the same day, as fellow patients are calling at the same time and find themselves stuck in the queue on the phone for a long period, and once they are through, all the appointments for the day have been booked for the day.



### Waiting Times at the health premises

67% of comments highlighted the length of waiting times patients had to wait at their GP surgery to be seen, with many of the comments highlighting that their wait for their appointment went over the time they were supposed to be seen at.

## Recommendations

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



### More Appointment GP Access

GP services should ensure that all patients requiring face-to-face appointments and/or telephone appointments can access them in a timely fashion. Some patients have reported having to go to A&E for the issue they have as they can't access their GP for an appointment in a reasonable timeframe.



### More Hiring of Medical and Reception Staff

The GP practices should explore methods of hiring more healthcare professionals and reception staff in the GP practices. With an ever-increasing demand for appointments, which in turn, a continuous increase in the length of time patients wait to be seen, with more doctors employed to see patients and more reception staff to provide a quicker first point of contact, this could decrease the waiting times at GP practices.



### More Accessible Phone Lines

The GP practices should explore methods of introducing more phone lines at reception desks. As stated in the second improvement identified, with the ever-increasing demand for accessing the GP surgeries, having more phone lines, alongside the increase in hiring of Reception staff, could increase the chances of patients gaining access in a quicker fashion.

## Emerging or Ongoing Issues

So that we can understand ongoing or emerging issues in the borough we compare the top positive and negative issues throughout the year. We have highlighted in dark pink or bright green any issues which have repeated in at least three financial quarters.

### Positive Issues

Q1	Q2	Q3	Q4
Quality of Treatment	Quality of Staff – health professionals	Quality of Staff – health professionals	
Staff Attitudes	Appointment Availability	Appointment availability	
Staff Attitudes – health professionals	Quality of treatment	Staff Attitudes	
Quality of Staff – health professionals	Staff Attitudes – health professionals	Quality of treatment	
Appointment Availability	Communication w/ patients	Communication w/ patients	

### Negative issues

Q1	Q2	Q3	Q4
Patient Choice	Appointment Availability	Appointment availability	
Getting through on the phone	Getting through on the telephone	Getting through on the telephone	
Waiting Times (punctuality and queuing on arrival)	Booking appointments	Booking appointments	
Appointment Availability	Waiting times (punctuality and queuing on arrival)	Patient Choice	
Booking appointments	Staff Attitudes – administrative staff	Waiting Times (punctuality and queueing on arrival)	



## Equalities Snapshot

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

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



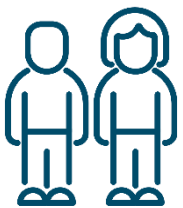
### Gender

Overall men reported a 1% higher satisfaction than their female counterparts. This result differs from the previous quarter, where sane females have a 1% higher positive experience than men.



### Age

We found that people aged 75-84 have the most positive experience with, 93% of them giving a positive rating (good or excellent). Furthermore, every age group reported a negative percentage of 10% or less.



### Ethnicity

This quarter, all ethical backgrounds reported a negative sentiment of 10% or less. White British had the highest counts of reviews were 87% of reviews were positive. Patients who are from BAME backgrounds had a 40% or more positive sentiment.

# Experiences of Hospital Services



# What people told us about Hospitals

"Once I got there, the wait was not bad. I have no complaints about the health staff's attitude at the skin clinic."

"Two telephone calls that have not been answered, Communication is off."

"The reason I went in has gotten a lot better from the treatment. Sometimes when I come here, I wait 30 minutes to an hour which is not too bad. It is a good service."

"The wait time varies, last time I waited 4 hours, but I have been seen much earlier before."

"The wait time this time has been very good because it involved breathing problems. There are good staff health professionals who respond well to the needs of the children."

"I have to be the one bridging the gap between GP and hospital."

"The service is prompt and the health staff that saw me are good. They are friendly."

"The waiting times are poor. I had to reschedule my appointment. The communication between departments was poor. I have been waiting sometimes 3-4 hours."

# Hospital Services

No. of Reviews	188 (relating to 13 hospitals)
Positive	72%
Negative	9%
Neutral	19%

## Questions we asked residents



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

The questions we asked were:

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

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

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

Q4) How do you find the attitudes of staff at the service?

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

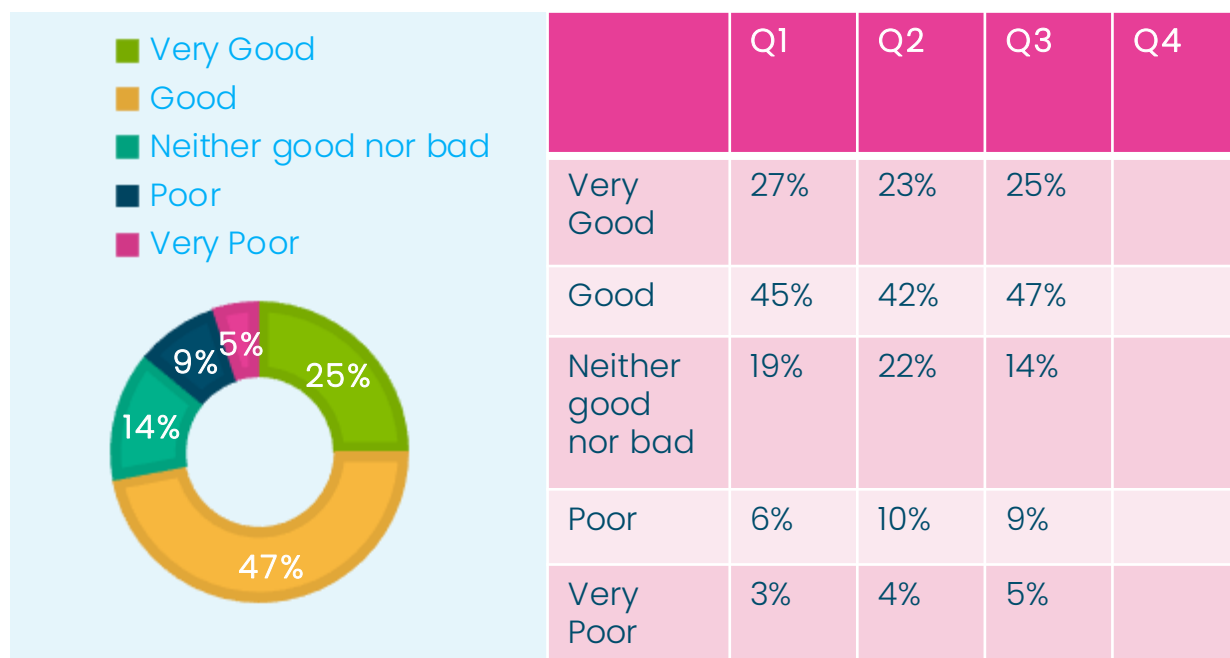
Q6) How would you rate the quality of treatment and care received?

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

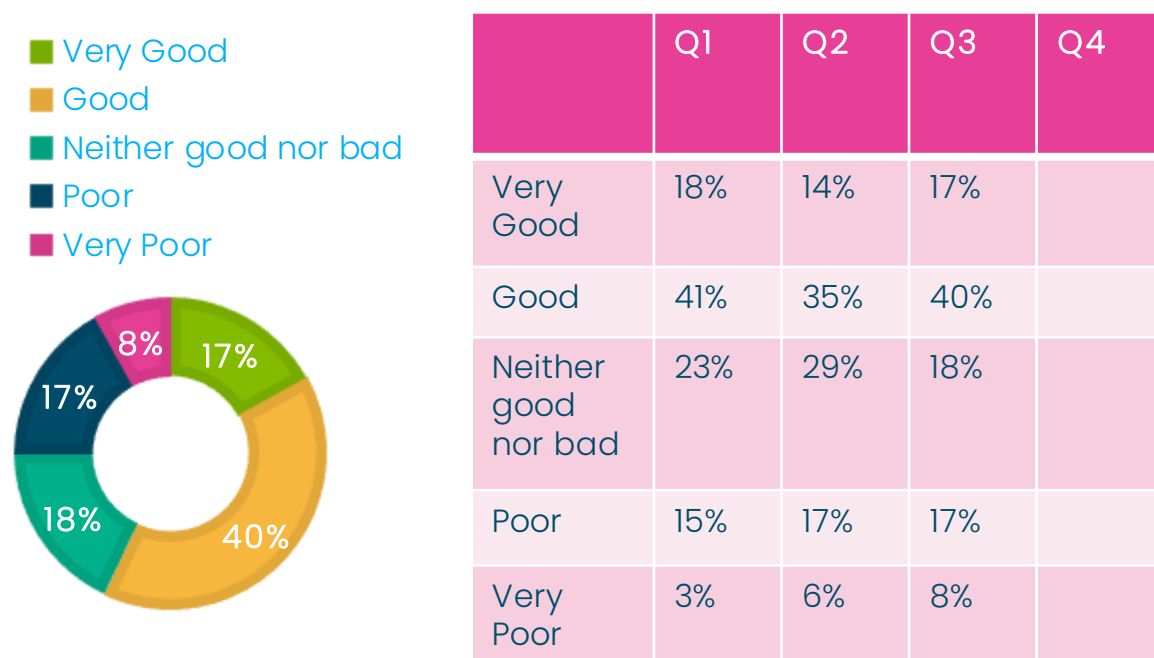


# Access and Quality Questions

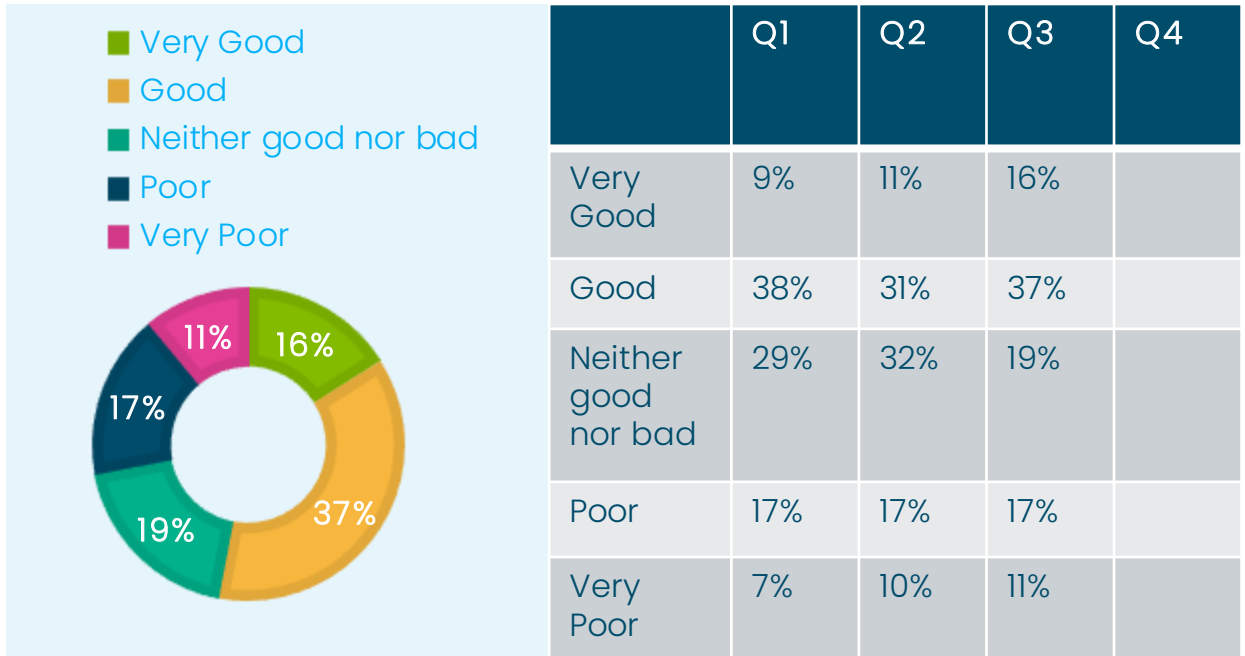
Q1) How did you find getting a referral/appointment at the hospital?



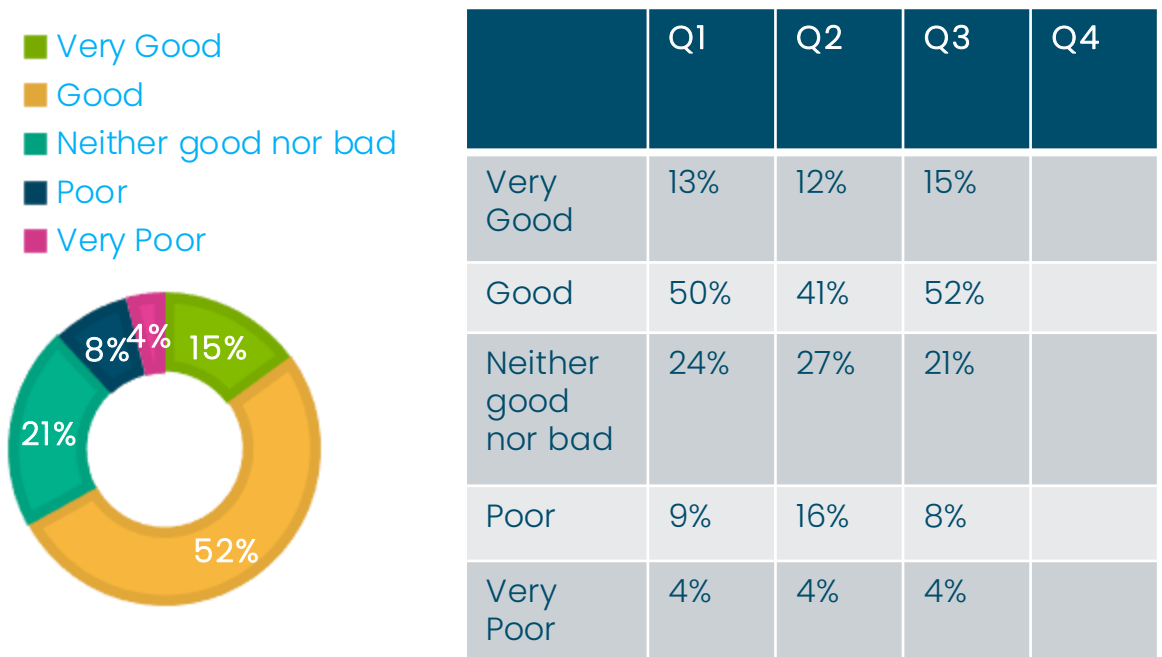
Q2) How do you find getting through to someone on the phone?



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

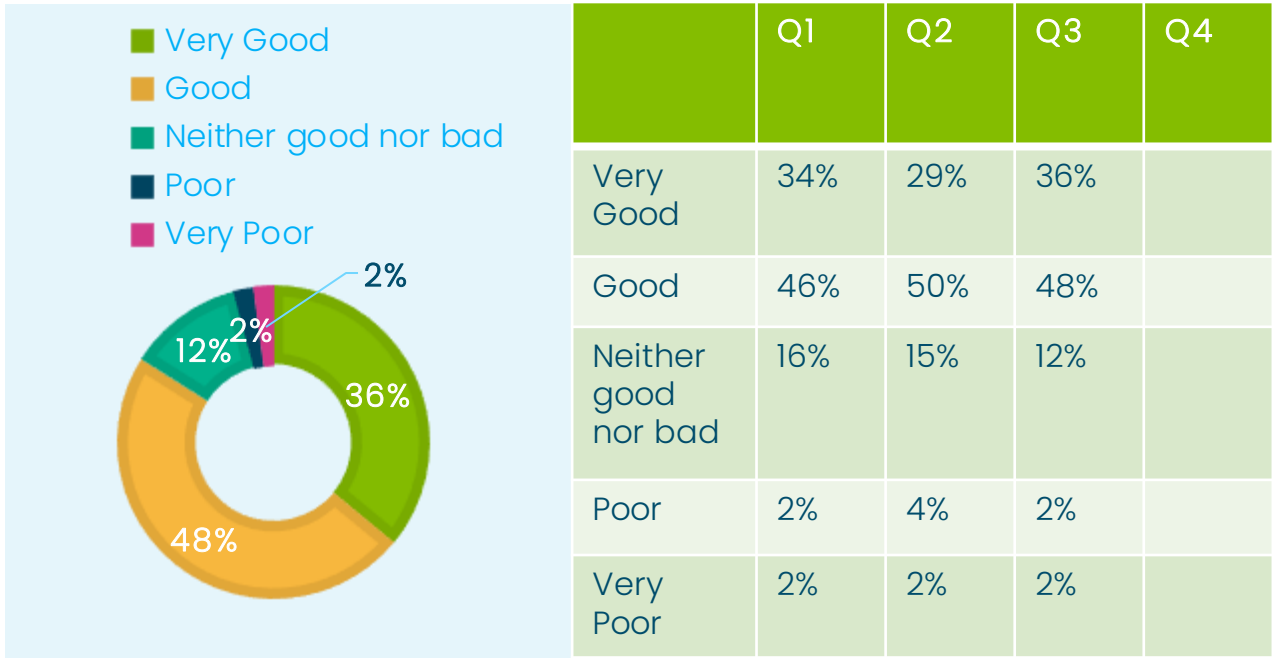


### Q4) How do you think the communication is between your hospital and GP practice?

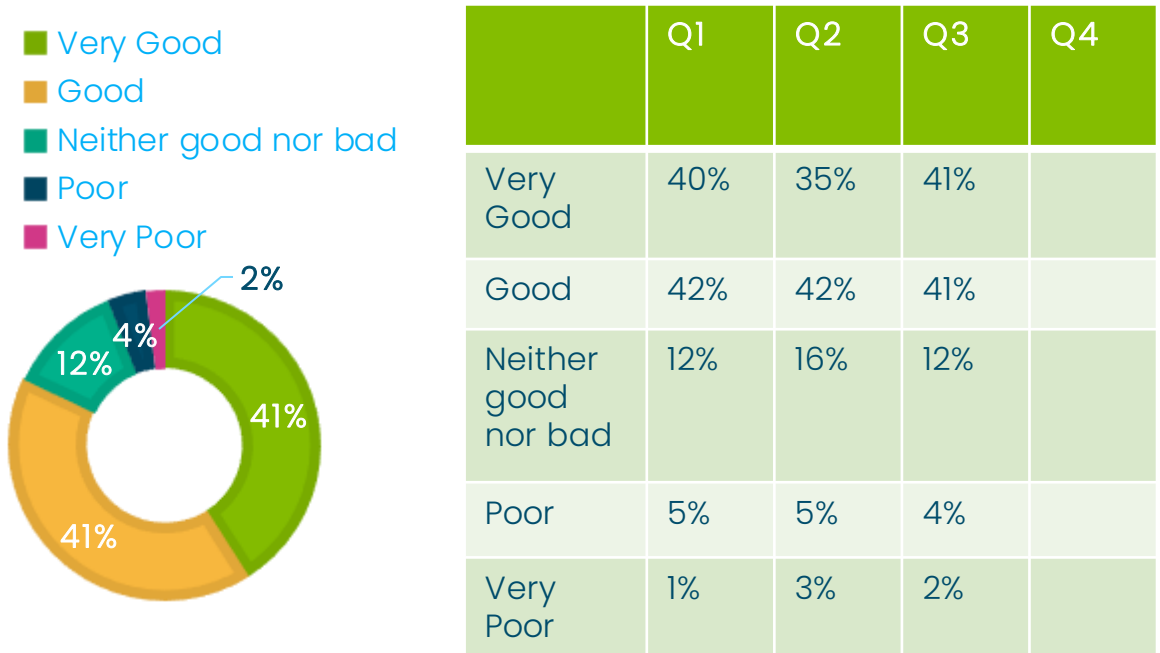




Q5) How do you find the attitudes of staff at the service?



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



## Thematic analysis

In addition to the access and quality questions highlighted on previous pages, we also ask two further free text questions (**What is working well? and What could be improved?**), gathering qualitative feedback to help get a more detailed picture about hospital services.

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 5 most positive and negative themes mentioned by patients between October – December 2023 based on the free text responses received. This tells us which areas of the service are most important to patients.

Top 5 Positive Issues	Total count and % of positive reviews	Top 5 Negative Issues	Total count and % of negative reviews
Access - Waiting Times (punctuality and queueing on arrival)	35	Access - Waiting Times (punctuality and queueing on arrival)	39
Communication - Communication with patients (treatment explanation, verbal advice)	22	Communication - Communication between services	13
Treatment and Care - Quality of treatment	26	Access - Getting through on the telephone	10
Treatment and Care - Experience	22	Access - Appointment availability	8
Staff - Staff Attitudes	20	Staff - Staffing levels(Staff)	7

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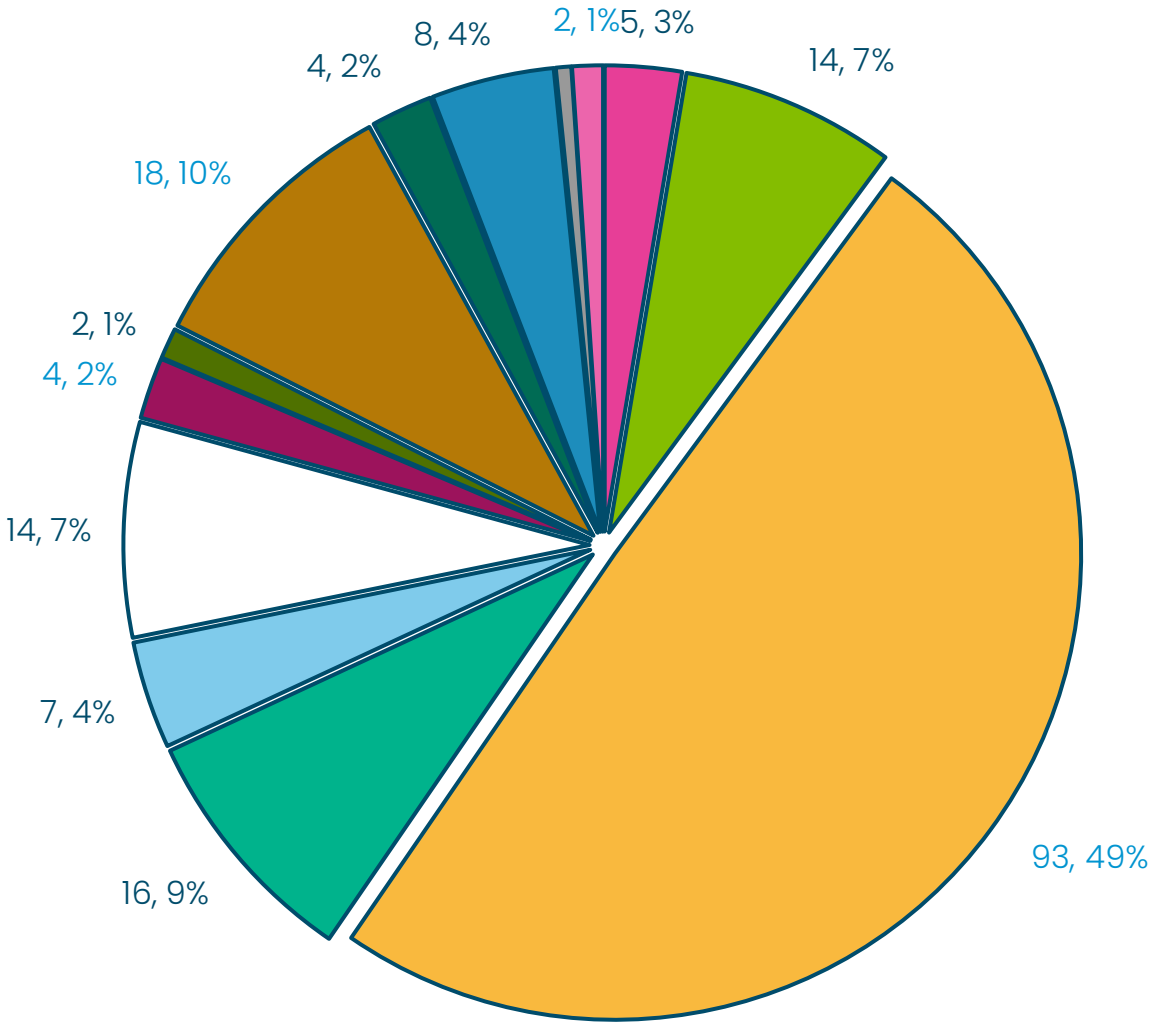
## Hospital Trusts

(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:

- The Hillingdon Hospital
- Hammersmith Hospital
- Ealing Hospital
- Charing Cross Hospital
- St Mary's Hospital
- Northwick Park Hospital
- Queen Charlottes and Chelsea Hospital
- St Marks Hospital
- West Middlesex University Hospital
- Central Middlesex Hospital
- Chelsea and Westminster Hospital
- Hospitals Outside the Borough
- Moorfields Eye Hospital NHS Foundation Trust

Between October to December 2023, the services which received the most reviews were Ealing Hospital and West Middlesex University Hospital, and Charing Cross Hospital. This is consistent with the Q2.

## Total Reviews per Hospital



- Hillingdon Hospital
- Hammersmith Hospital
- Ealing Hospital
- Charing Cross Hospital
- St Mary's Hospital
- Northwick Park Hospital
- Queen Charlottes and Chelsea Hospital
- St Marks Hospital
- West Middlesex University Hospital
- Central Middlesex Hospital
- Chelsea and Westminster Hospital
- Hospitals Outside the Borough
- Moorfields Eye Hospital NHS Foundation Trust

Hospital	Provider	Number of reviews	% of reviews
Ealing Hospital	London North West University Healthcare NHS Trust	93	49%
Northwick Park Hospital		14	7%
Central Middlesex Hospital		7	2%
Charing Cross Hospital	Imperial College Healthcare NHS Trust	16	9%
Hammersmith Hospital		14	7%
St Mary's Hospital		8	2%
Queen Charlottes and Chelsea Hospital		8	4%
Chelsea & Westminster Hospital	Chelsea and Westminster NHS Foundation Trust	7	4%
West Middlesex University Hospital		18	10%
The Hillingdon Hospital	The Hillingdon Hospitals NHS Foundation Trust	5	3%
Moorfields Eye Hospital	Moorfields Eye Hospital NHS Foundation Trust	2	1%
Clayponds Hospital	West London NHS Trust	1	1%
Hospitals Outside of the Borough	Hospitals outside of the NW London area	10	3%

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

Positive ■ Neutral ■ Negative ■

Name of Hospital	ACCESS (out of 5)			QUALITY (out of 5)		
	To a referral/ appointment	Getting through on the phone	Waiting Times	Of Communication between GP and Hospital	Of Staff attitudes	Of Treatment and Care
<b>Ealing Hospital</b> No of reviews:	3.8	3.4	3.2	3.6	4.0	4.0

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: 91	3.7	<ul style="list-style-type: none"> <li style="background-color: lightgreen;">Access - Waiting Times (punctuality and queueing on arrival)</li> <li style="background-color: lightgreen;">Communication - Communication with patients (treatment explanation, verbal advice)</li> <li style="background-color: lightgreen;">Staff - Staff Attitudes</li> </ul>	<ul style="list-style-type: none"> <li style="background-color: pink;">Access - Waiting Times (punctuality and queueing on arrival)</li> <li style="background-color: pink;">Communication - Communication between services</li> <li style="background-color: pink;">Staff - Staffing levels(Staff)</li> </ul>



## What has worked well?

Below is a list of the key positive aspects relating to hospitals between October to December 2023



### Waiting Times at the Health Premises

42% of comments regarding the waiting times at the hospital patients attended were positive. Some of these comments related to the accident and emergency department, but the majority of comments related to other departments, and patients praised how quickly they were seen waiting between 15 minutes to 1 hour and a half.



### Communication with patients (treatment explanation, verbal advice)

96% of comments regarding the communication with patients were positive in sentiment. Many of these comments were praising the treatment explanations and advice they received from health professionals.



### Treatment and Care – Quality of Treatment

87% of comments relating to treatment and care, particularly around the quality of treatment, were positive in sentiment. Many of these comments praised the overall quality of the treatment they received, with correct diagnosis and effective treatment.

## What could be improved?

Below is a list of the key areas for improvement relating to hospitals between October and December 2023.



### Waiting Times at the Health Premises

46% of comments regarding the waiting times at the hospital patients attended were negative. A large portion of these comments came from the Accident and Emergency Department, with patients commenting on the long waiting time to be seen that they experienced.



### Communication between services

62% of comments relating to communicating between services were negative in sentiment. Patients were commenting on the lack of communication between their GP surgery and hospital, regarding medical records being updated and referral communications.



### Getting through on the telephone

100% of comments relating to patients getting through on the telephone were negative in sentiment, It is important to point out though that only 10 comments related to this. Patients commented on how difficult it was for them to get access to the hospital.

## Recommendations

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

### Improve Appointment Availability:

Implement a more efficient appointment scheduling system to reduce wait times. Consider offering a same-day appointment service for emergencies and liaising with pharmacists more for less serious health concerns. Link up with community groups who can offer conversation and support for patients who need company or advice rather than medical care.

### Enhance Telephone Accessibility:

Explore options that online appointment booking can alleviate phone congestion and provide alternative scheduling methods. These methods need to be shared more with community groups and through patient communication. Including training on these systems for digitally excluded groups

### Provide Clear Communication:

Ensure that communication channels are clear and easily accessible for patients to receive information about appointments, test results, and other relevant updates.

Consider implementing automated reminders and notifications for appointments to reduce missed appointments and improve patient engagement.

Provide training for staff members to enhance communication skills and improve patient interactions. Empower staff to address patient concerns effectively and efficiently, fostering a positive experience for patients.

## Emerging or Ongoing Issues

So that we can understand ongoing or emerging issues in the borough we compare the top positive and negative issues throughout the year. We have highlighted in dark pink or bright green any issues which have repeated in at least three financial quarters.

### Positive Issues

Q1	Q2	Q3	Q4
Treatment and Care - Experience	Treatment and Care - Experience	Access - Waiting Times (punctuality and queueing on arrival)	
Treatment and Care - Quality of Treatment	Staff - Staff Attitudes	Communication - Communication with patients (treatment explanation, verbal advice)	
Administration - Management of Service	Access - Waiting Times (punctuality and queueing on arrival)	Treatment and Care - Quality of treatment	
Staff - Staff Attitudes	Treatment - Quality of treatment	Treatment and Care - Experience	
Access - Waiting Times (punctuality and queueing on arrival)	Staff - Quality of Staff - health professionals	Staff - Staff Attitudes	

## Negative issues

Q1	Q2	Q3	Q4
Staff - Staffing levels(Staff)	Access - Waiting Times (punctuality and queueing on arrival)	Access - Waiting Times (punctuality and queueing on arrival)	
Access - Waiting Times (punctuality and queueing on arrival)	Access - Appointment availability	Communication - Communication between services	
Access - Appointment availability	Communication - Communication with patients (treatment explanation, verbal advice)	Access - Getting through on the telephone	
Communication - Communication between services	Staff - Staff Attitudes	Access - Appointment availability	
Communication - Lack of communication	Treatment and Care - Experience	Staff - Staffing levels(Staff)	

## Equalities Snapshot

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

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



### Gender

During the last three months, men had a better experience in hospitals when compared with men. 78% of men their experiences as good or excellent compared to only 70% of women.



### Age

People aged 85+ had the highest positive rating of 89%. All age groups had a 60% or higher positive experience in sentiment.



### Ethnicity

All patients from various ethnic backgrounds had a 40% or higher positive experience at the hospital they used, with Arab having the in positive sentiment (40%). White British had the highest in positive experiences with 85%.

# Experiences of Dental Services





# Dental Services

No. of Reviews	76
Positive	84%
Negative	5%
Neutral	11%

## 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?

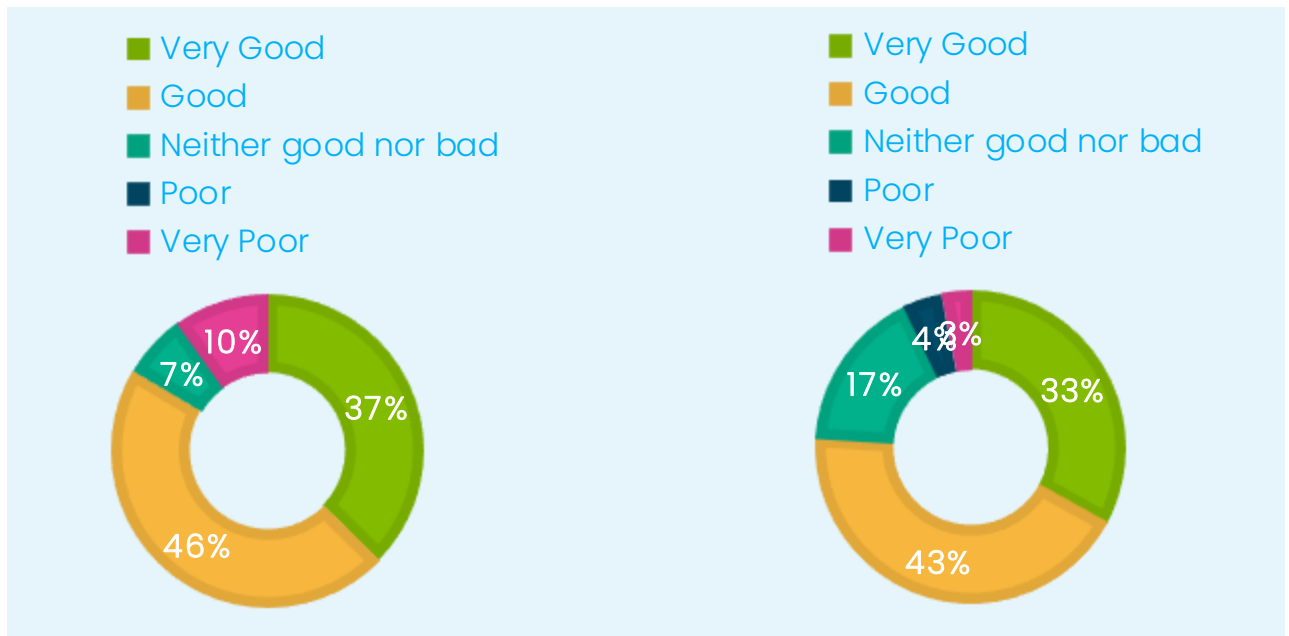




# Access and Quality Questions

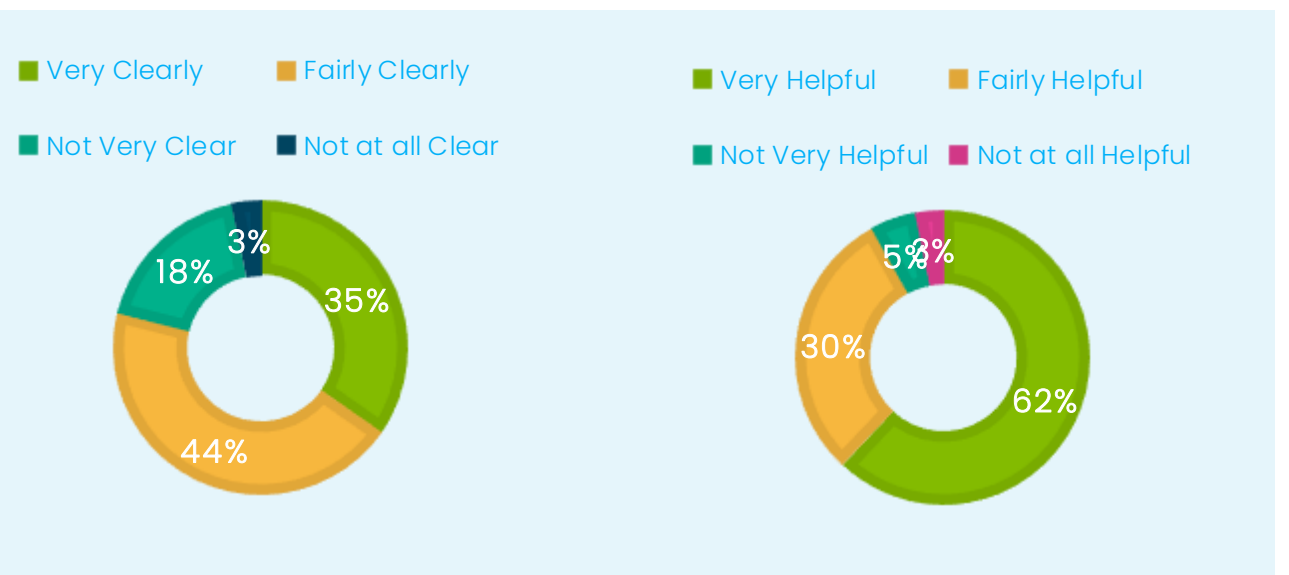
Q1) How did you find it registering with an NHS dentist? (within the last 12 months)

Q2) How do you find getting NHS appointments?

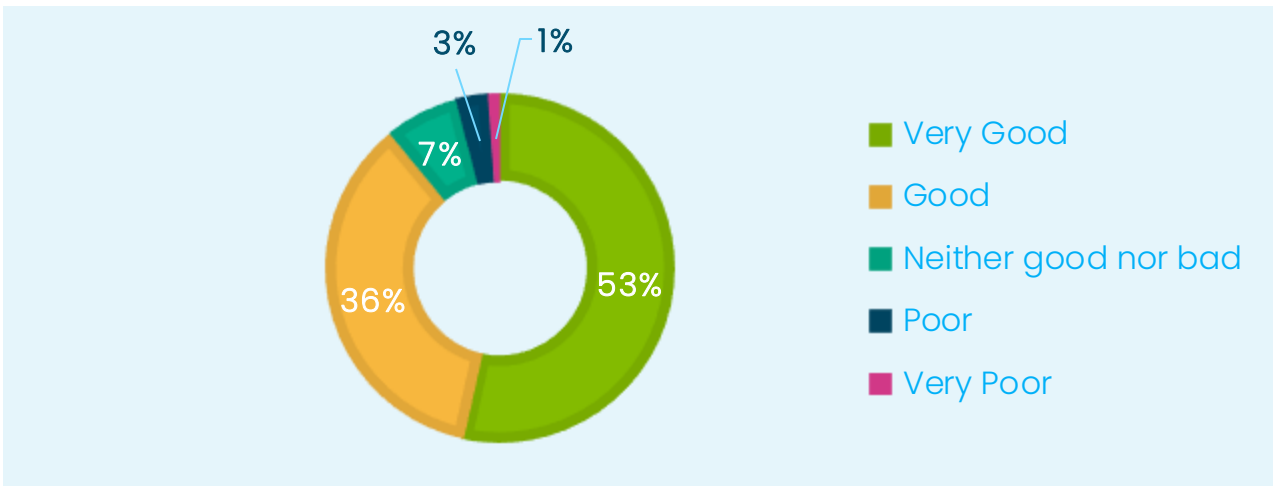


Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

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 are applied. The charts below show the top 5 positive and negative issues received between October and December 2023 based on the free text responses received.

Top 5 Positive Issues	Total count and % of positive reviews	Top 5 Negative Issues	Total count and % of negative reviews
Experience of Treatment and Care	14 (78%)	Clarity about service cost	5 (83%)
Communication with patients (treatment explanation, verbal advice)	11 (86%)	Registration	4 (100%)
Staff Attitudes	7 (70%)	Affordability	4 (80%)
Staff Suitability	7 (100%)	Waiting Times (punctuality and queueing on arrival)	3 (38%)
Appointment availability	6 (43%)	Appointment availability	3 (21%)

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

## What has worked well?



### Quality of Treatment and Care

80% of the responses dealing with treatment and care were positive in sentiment. Patients lauded how gentle and caring their dentist was during treatment they received.



### Communication with Patients.

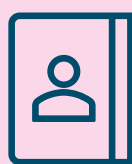
When asked about communication, 85% of our respondents gave a positive review.

## What could be improved?



### Clarity about service cost

83% of reviews dealing with how clear dentists are about service costs were negative. Patients feel that they are being forced to pay privately instead of getting NHS appointments



### Registration

100% of the responses we received about registration were negative. We were told that patients themselves had difficulty registering with an NHS dentist, or that they knew someone who had.

## Recommendations

### Affordability:

We recommend Implementing transparent pricing for dental procedures. This enables patients to plan and budget effectively, fostering informed decisions and averting financial surprises.

### Registration:

We recommend following the government's recent guidance and implementing financial incentives for dentists registering new NHS patients.

# Experiences of 'Other' services



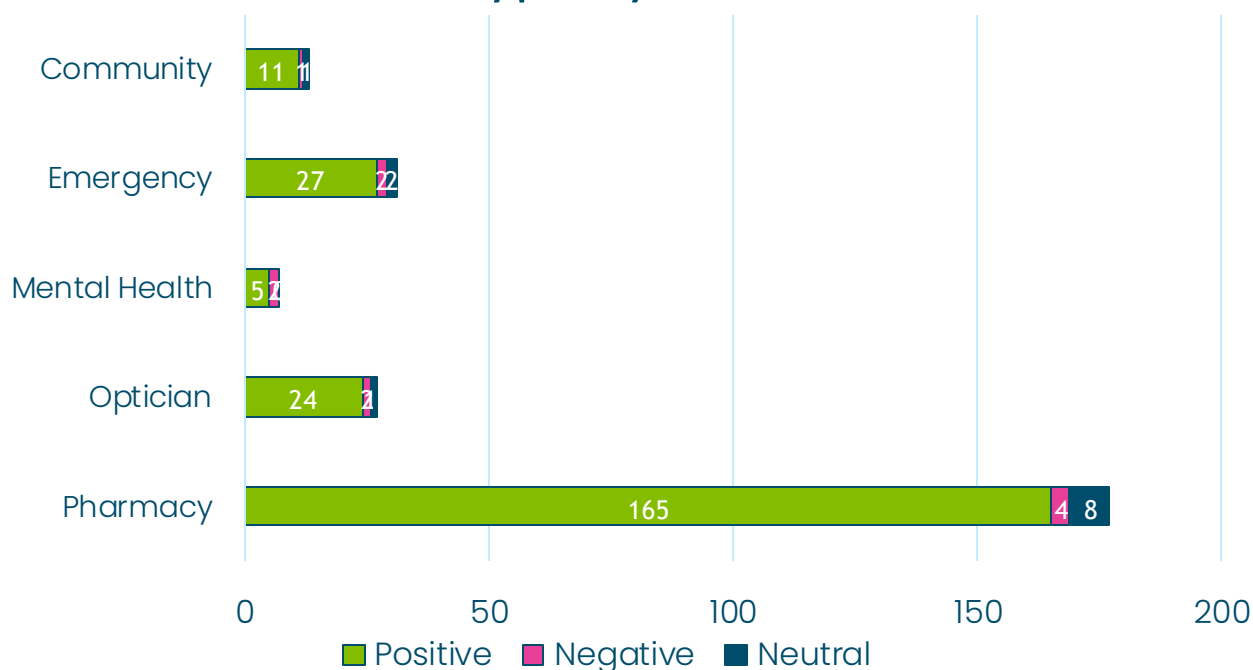
# Experiences of 'Other' services

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

Service Type	No of Reviews	Percentage of positive reviews
Pharmacy	125	
Covid-19	75	
Optician	50	
Mental Health	30	
Community Services	20	

## Service Type by Sentiment



## What has worked well?

Below is a list of the key positive aspects relating to 'Other' Ealing Services between October and December of 2023



### Pharmacy – Medicine Management

84% of reviews regarding medicine management were positive. Residents expressed gratitude towards pharmacies being prompt with their medicine refills, and for being flexible with them in cases of emergencies.



### Pharmacy – Staff Attitudes

In reviews focusing on staff attitudes, 94% expressed positivity. Residents noted the pharmacists' extensive knowledge, which often rendered GP appointments unnecessary due to the advice provided.



### Community Health Services – Appointment Availability

100% of the reviews covering the availability of appointments were positive. Residents told us that they were happy with the quick turn around with being seen.



### Communication with patients (treatment explanation, verbal advice)

83% of reviews that regarding communication with patients (treatment explanation, verbal advice) were positive. Those who called NHS 111 felt reassured by the member of staff talking to them about symptoms, and advice given.



### Optician – Staff Attitudes

100% of reviews that staff attitudes were positive. Residents told us that they felt listened to, taken care of, and that they received overall good service from optician staff.

## What could be improved?

Below is a list of the key areas of improvement relating to 'Other' Ealing services between October and December 2023



### Pharmacy – Wait Times

40% of reviews regarding wait times at pharmacies were negative. Ealing residents felt that they had to wait a long time in ques in order to be seen, and then after seeing staff.



### Pharmacy – Lack of Communication

When asked about a lack of communication 57% of residents gave negative reviews. They feel that they are not told when their prescriptions are ready for pick up.



### Emergency – Waiting Times

50% of reviews regarding waiting times were negative. Residents voiced frustration with long wait times on the phone with NHS 111



### Optician – Affordability

80% of reviews that covered affordability were negative. Residents said they felt that the service and glasses offered were very expensive



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## Recommendations

Below is a list of recommendations about services in Ealing based on the findings in this section

### Pharmacy Wait Times

We recommend where appropriate installing an electronic check in system to help with the amount of time standing in line.

### Pharmacy – Lack of Communication.

We recommend being proactive and calling, texting, or emailing patients when their prescription is ready to pick up so there is no uncertainty.

### Emergency – Wait Times

We recommend allocating resources to allow for additional 111 phone staff to help ease the wait for residents.

### Opticians - Affordability

We recommend being transparent with prices for both eye exams and glasses for patients, so they are not hit with any surprises at the end of the appointment.



# Appendix



# Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	32%	275
Woman (including trans woman)	67%	581
Non- binary	-	-
Other	-	-
Prefer not to say	1%	5
Not provided	-	-
<b>Total</b>	<b>100%</b>	<b>861</b>

Disability	Percentage %	No of Reviews
Yes	18%	134
No	79%	589
Prefer not to say	2%	16
Not provided	1%	11
<b>Total</b>	<b>100%</b>	<b>750</b>

Age	Percentage %	No of Reviews
Under 18	1%	6
18-24	4%	34
25-34	16%	130
35-44	20%	166
45-54	19%	156
55-64	11%	91
65-74	18%	150
75-84	8%	70
85+	3%	25
Prefer not to say	1%	7
<b>Total</b>	<b>100%</b>	<b>835</b>

Ethnicity	Percentage %	No of Reviews
British / English / Northern Irish / Scottish / Welsh	29%	236
Irish	4%	36
Roma	0%	4
Any other White background	11%	86
Asian British	15%	120
Bangladeshi	1%	8
Chinese	1%	10
Indian	15%	119
Pakistani	2%	14
Any other Asian background/Asian British Background	5%	44
Black British	3%	28
African	4%	30
Caribbean	2%	16
Any other Black / Black British background	0%	2
Asian and White	2%	13
Black Caribbean and White	1%	6
Any other Mixed / Multiple ethnic groups background	1%	10
Arab	4%	29
Any other ethnic group	1%	7
<b>Total</b>	100%	818

# Demographics

Long-term condition	Percentage %	No of Reviews
Yes	38%	282
No	59%	443
Prefer not to say	2%	15
Not provided	1%	10
<b>Total</b>	100%	750

Sexual Orientation	Percentage %	No of Reviews
Asexual	0%	2
Bisexual	1%	7
Gay Man	1%	5
Heterosexual/ Straight	85%	697
Lesbian / Gay woman	0%	0
Pansexual	0%	1
Prefer not to say	13%	104
Not provided	0%	0
<b>Total</b>	248	816

Religion	Percentage %	No of Reviews
Buddhist	1%	8
Christian	36%	273
Hindu	9%	69
Jewish	1%	5
Muslim	14%	107
Sikh	12%	91
Spiritualism	0%	3
No religion	3%	26
Prefer not to say	17%	128
Other religion	5%	39
<b>Total</b>	100%	749

Pregnancy	Percentage %	No of Reviews
Currently pregnant	2%	17
Currently breastfeeding	3%	21
Given birth in the last 26 weeks	1%	5
Prefer not to say	1%	11
Not known	2%	14
Not relevant	92%	747
<b>Total</b>	100%	816

# Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	1%	5
Not in employment & Unable to work	10%	79
Not in Employment/ not actively seeking work - retired	31%	250
Not in Employment (seeking work)	4%	31
Not in Employment (Student)	3%	25
On maternity leave	46%	371
Paid: 16 or more hours/week	3%	28
Paid: Less than 16 hours/week	2%	15
Prefer not to say	1%	11
<b>Total</b>	<b>100%</b>	<b>815</b>

Unpaid Carer	Percentage %	No of Reviews
Yes	6%	8%
No	73%	90%
Prefer not to say	20%	2%
<b>Total</b>	<b>81%</b>	<b>100%</b>

Area of the borough	Percentage %	No of Reviews
Acton	16%	129
Ealing	30%	243
Greenford	8%	64
Hanwell	8%	65
Perivale	4%	33
Southall	23%	189
Northolt	4%	33
Other	2%	17
Out of the Borough	5%	37
Prefer not to Say	1%	6
<b>Total</b>	<b>100%</b>	<b>816</b>



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