

healthwatch

Patient Experience Dentists



July – December 2020

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01

INTRODUCTION

INTRODUCTION

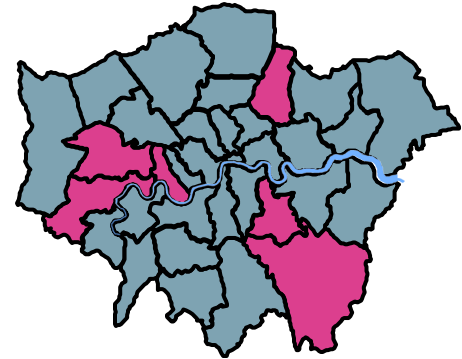
This Patient Experience Report for Healthwatch covers dentists in six London boroughs for the period July - December 2020. The Patient Experience Data Collection Programme comprises of ongoing in-person/telephone data collection and the Digital Feedback Centre which gather patient experiences all of which will be presented as they are received and considered as valid community opinion.

About Healthwatch

Healthwatch was created by the health and social care reforms of 2012 with a powerful ambition of putting people at the centre of health and social care. To help realise this ambition Healthwatch has a number of duties around gathering and representing the views of patients and service users in local boroughs across the country.

About Your Voice in Health and Social Care

Your Voice in Health and Social Care (YVHSC) holds the contracts for the following Healthwatch services: Healthwatch **Bromley**, Healthwatch **Hounslow**, Healthwatch **Ealing**, Healthwatch **Waltham Forest**, Healthwatch **Hammersmith & Fulham** and Healthwatch **Lewisham**.



02

DATA COLLECTION

DATA COLLECTION METHODS DURING COVID-19

FACE TO FACE CONVERSATIONS

Normally, our Patient Experience Officers, supported by a team of volunteers, visit health and social care services daily to talk to and hear from patients, service users, carers and relatives about their experiences of local services. Due to COVID-19, we have been unable to carry out our traditional face to face visits in order to engage with patients and collect patient experience information from across the borough.

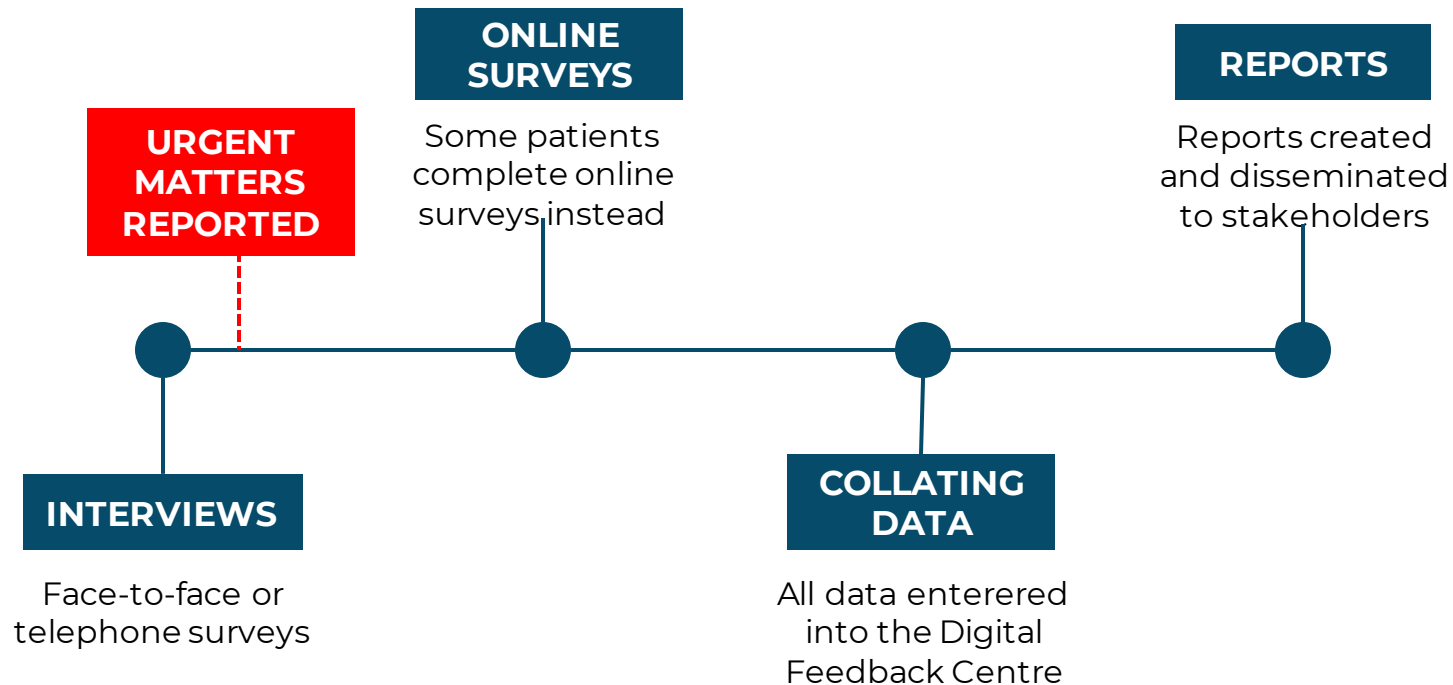


A NEW APPROACH

In adapting to these challenging new circumstances we developed and introduced a new model for our Patient Experience Programme, involving the collection of feedback via our zoom engagement sessions and collating existing online reviews from relevant platforms, such as NHS.uk, Care Home, Google reviews and Care Opinion.

This new approach has benefited residents through additional provision of information and signposting. As our service becomes further embedded across the borough, we expect greater awareness of our service and a subsequent increasing number of reviews.

DATA COLLECTION TIMELINE



DATA COLLECTION PROCEDURES

PATIENT CONCERNS

Where patients relay concerns about their treatment we inform them of their rights and the feedback and complaints mechanisms available to them. We also offer for a relevant Healthwatch staff member to call them to discuss the issue in more detail at a later date. This may be particularly relevant where a patient does not feel comfortable discussing the issue at that point or in that location. All patients are approached with empathy, patience and sensitivity.

SAMPLING

Whilst we aim to gather patient experience comments and reviews from a representative sample of the local population, we acknowledge that different people use different services at different times in their lives, and some not at all. Whilst all patients are asked for their monitoring information some do not wish to provide this. In support of our efforts to ensure feedback from all sections of the community, we recruit Patient Experience Volunteers with additional languages.

OUTREACH

The outreach element of our Patient Experience Programme is supplemented by our community engagement work and our website (www.healthwatchhealing.org.uk), which people may visit independently to provide service feedback and comments. Our questions are uniform across the Digital Feedback Centre as well as the physically collected forms.

DATA COLLECTION PROCEDURES

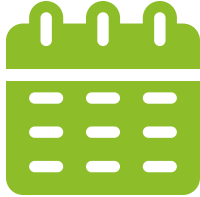
STANDARDIZED FEEDBACK FORM

These patient experience comments and reviews are gathered using a standard form. The form asks the patient for simple star ratings on their overall experience, likelihood to recommend a service, treatment, booking and a number of other areas. In addition, there is a free text box where patients are asked to leave a review or feedback comments.

CONSENT & URGENT MATTERS

We approach every patient, capture their experience in their words and seek consent for their feedback to be published on the Healthwatch website, through the Digital Feedback Centre. People can leave their name or comment anonymously. At the end of each service visit, the Patient Experience Officer will relay any urgent matters requiring attention to the service manager. However, this was not possible during this quarter due to COVID-19 social distancing measures put in place by the UK government.

DATA COLLECTION FOR THIS REPORT



PERIOD

This report covers
Q2 & Q3
Jul – Dec 2020



REVIEWS

2,255 reviews were
collected




STAR RATING

The overall mean
star rating was 4.54
(the scale is 1 to 5,
with 5 being most
positive)

EXPLAINING THE DATA

We use the Digital Feedback Centre (on our website) and Informatics system (software sitting behind the Digital Feedback Centre) to capture and analyse patient experience feedback. The Informatics system is currently used by approximately 1/3 of the Healthwatch Network across England and it captures feedback in a number of ways:

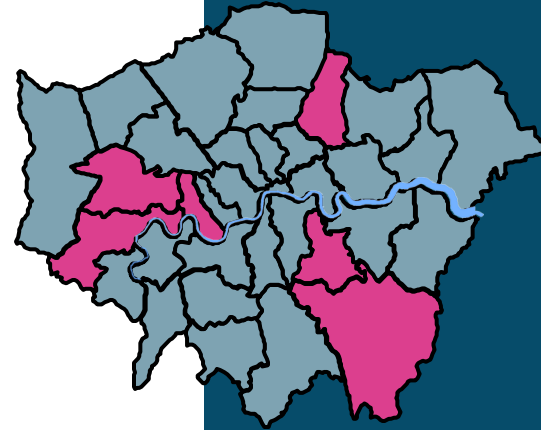
1. It asks for an overall star rating of the service, (between 1-5) 
2. It provides a free text box for comment
3. Its asks for a star rating against specific domain areas, (between 1-5). Unfortunately for this quarter as most of the reviews were collected online this information are not available.

In terms of reporting, the above provides Healthwatch with several data sets.

- Star ratings provide a simple snapshot average, both overall and against specific domain areas. Mean averages are used for comparison purposes.
- The free-text comment box is analysed in two different ways resulting in two different data sets. In the first instance, the Informatics system looks at the patient experience comment in its totality, using a sophisticated algorithm to analyse words and phrases in order to apply a sentiment score to the overall comment. The sentiment score is translated into an overall positive, negative or neutral sentiment. This is an automatic process. Where overall sentiment is highlighted in the report, it relates to this aspect of the process.

03

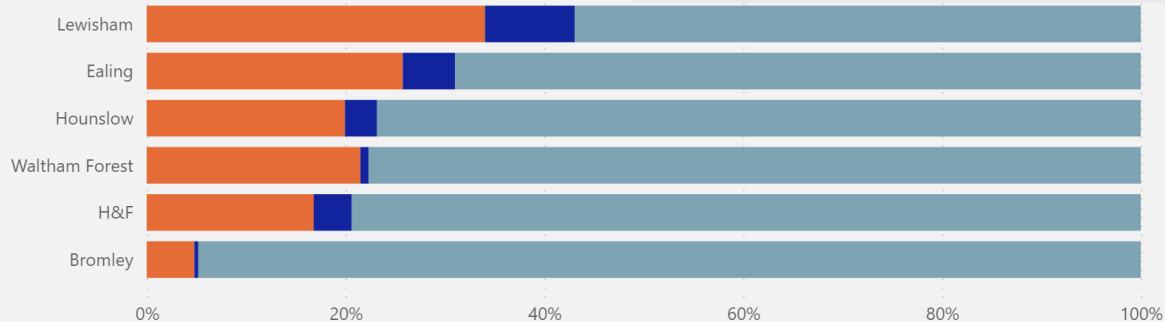
SUMMARY FINDINGS



Overall sentiment when asked about specific themes

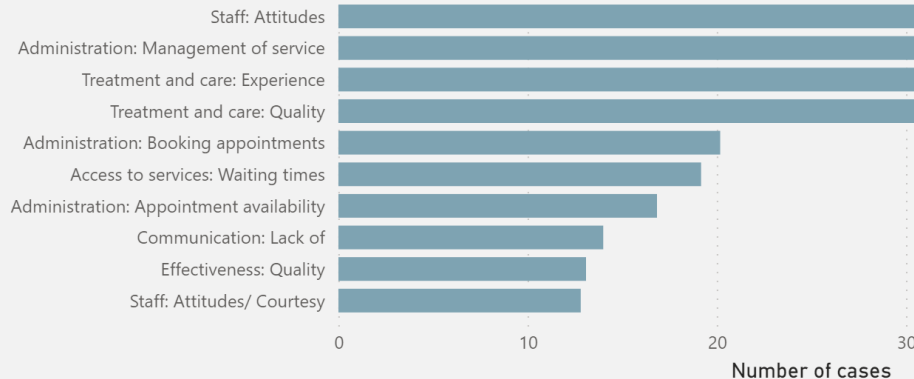
● Negative ● Neutral ● Positive

In surveys, participants tend to give more honest answers when asked to give a rating against specific topics. These scores are translated from star-ratings where 4/5 stars is positive, 3 stars is neutral and 1/2 stars is negative.



Number of cases by Main causes of dissatisfaction

Main causes of dissatisfaction



This table shows the main* causes of dissatisfaction where patients rated the service as negative.

*where total n > 20.

COVID-19 OBSERVATIONS ACROSS THE BOROUGH



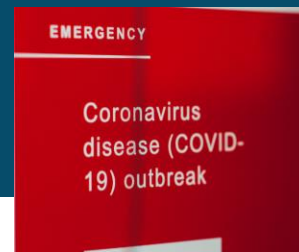
PPE & CLEANLINESS

Not wearing adequate mask and gloves.
Unclean surfaces.



PROFITEERING

Charging unreasonable amounts for disposable PPE equipment.

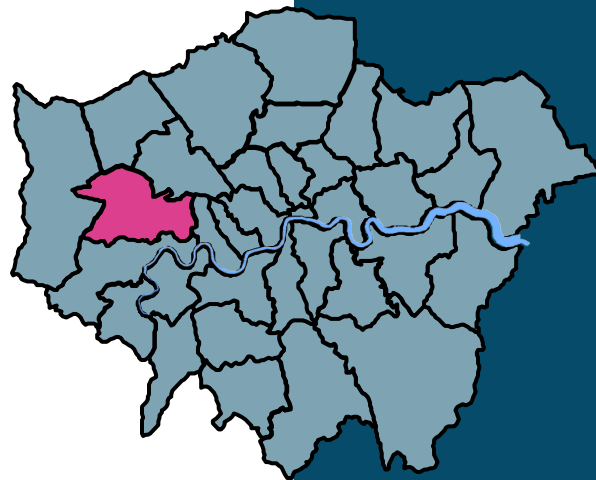


OUTBREAKS

Not raising awareness when there has been an outbreak among staff/customers.

04

EALING



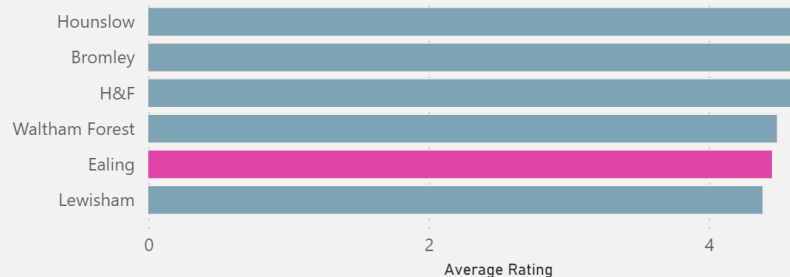
355

Number of Patients Surveyed

Average Rating

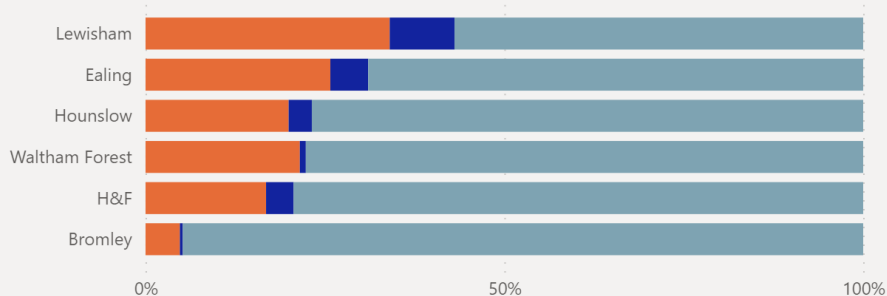


Average Rating by Borough



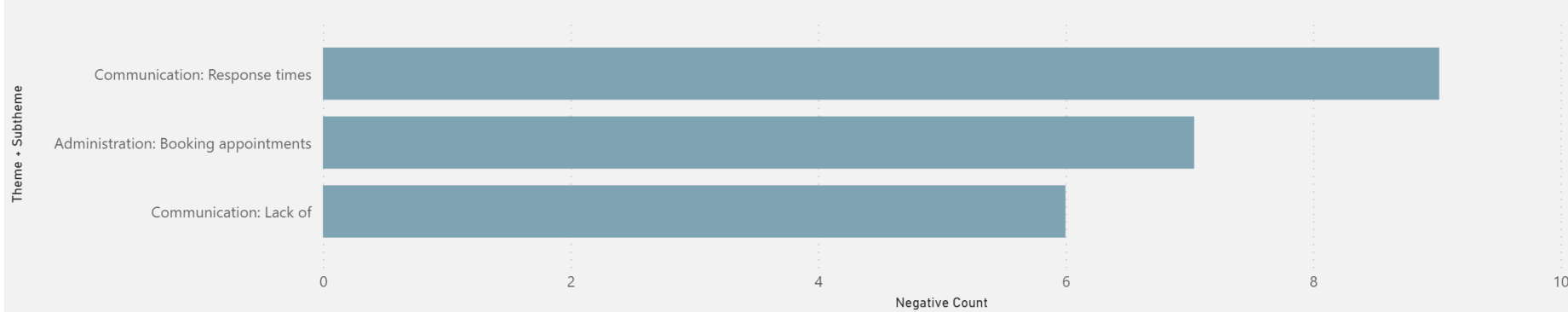
Sentiment Rating of Reviews

● Negative ● Neutral ● Positive



Although Ealing dentists were near the bottom of the ratings within the boroughs, their overall rating was still very good at 4.45 out of the 5 star rating.

Main Reasons for Dissatisfaction



Complaints in Ealing were in the minority, however issues were raised around **Communication Response Times (82%, n. 9)**, **Administration Booking Appointments (36%, n. 7)** and **Lack of Communication (100%, n. 6)**. This was reflected in some of the reviews where particularly *staff rudeness* and *not answering the phone* were commented on.

Sample of Negative Reviews

When I went to the dentist, they charged me £25 for the PPE. They explained that I needed a replacement filling and agreed to have it (double the price). This was also dubbed as private care, that was the excuse they gave as to why they were charging me.

When I made my appointment, I asked if I could register as a NHS patient and was told I could. On the day of my check up, I was charged as a private patient. Won't be going back.

We have been with this Dental Clinic for nearly over 20 years but my last experience, we found that the service has deteriorated and the care has gone down.

Very rude receptionists. Customer service training wouldn't go amiss. Visited this place on several occasions, the reception staff are really letting the place down. Phone contact isnt very pleasant either. Dentists on the other hand are quite friendly and professional.

Very rude reception. They don't show any respect to anyone and make us wait 10 minutes. They make a mistake and have to cancel my appointment only for them to give us a appointment after 3 months.

EALING COMPLAINTS

Sample of 1 & 2 star reviews



Will do
anything to
rip you off.”

“Called the
receptionist
so many
times that I
lost count.”



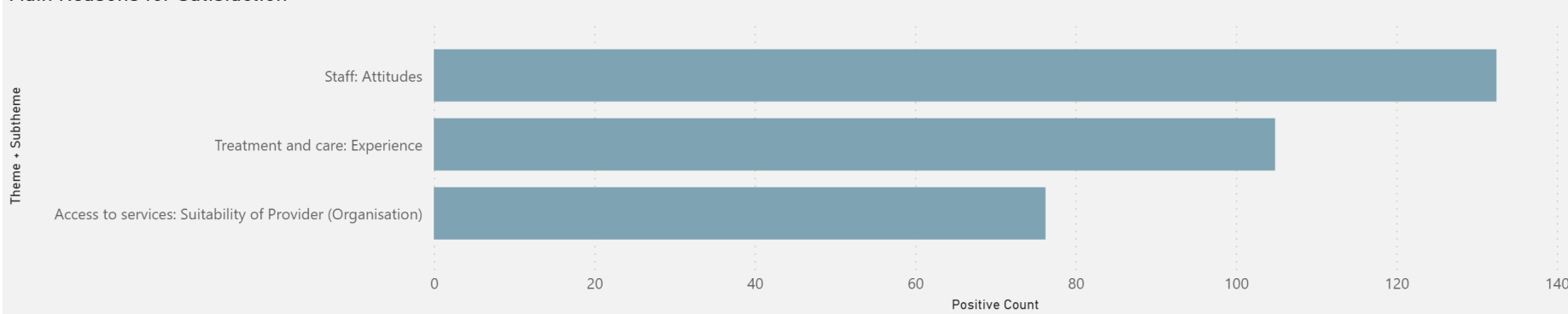
“Very rude
receptionists.
Customer
service
training
wouldn't go
amiss.”



“Staff were
rude and the
dentist didn't
even check
my teeth
properly
during the
routine
check up.”



Main Reasons for Satisfaction



The main topics for higher rates of satisfaction were **Staff Attitudes (92%, n. 132)**, **Treatment & Care: Experience (92%, n. 105)** and **Access to Services: Suitability of Provider (93%, n. 76)**.

This was reflected in some of the reviews where *professionalism*, *staff politeness* and *staff friendliness* were commented on.

Sample of Positive Reviews

Absolutely wonderful staff, service and excellent dental practice.

After a year of looking for help in the English health service, I finally came and saw the dentist here who helped me overcome my chronic disease and after a week there was a visible improvement. The doctor is a professional and their warm nature allows the patient to have an open and honest conversation.

All good. No problems.

All staff are super friendly and caring. Very happy with the treatment I have received here - They really go out of their way to help you.

All the staff are friendly and the practice is very clean and tidy.

All the staff here are incredibly friendly, welcoming and helpful. My dentist was very professional and knowledgeable and the reception have been so prompt and efficient in supporting my upcoming hospital appointment.

Always a friendly and professional service.

EALING COMPLIMENTS



Sample of 4 & 5 star reviews



Lovely staff,
polite and
professional”

“Very patient and kind with my nervousness over having a root canal.”



“Excellent service. A high quality dentistry, great people and fair prices.”



“Warm welcome, clean clinic and very thorough explanation of what to expect from the dentist.”



05

**CONCLUSION
& NEXT STEPS**

CONCLUSION

Dentists have performed well for Q2 & Q3 2020/21 across the boroughs. **Staff Attitudes, Treatment** and **Professionalism** remain key areas for dentists to maintain high standards.

During the Covid-19 pandemic **patients are more aware of cleanliness and sanitised protective equipment** in dentists and this was commented on frequently.

ACTION, IMPACT & NEXT STEPS

Present Findings

to various commissioning, provider and local authority led boards and committees.

Continue to Innovate

to engage in innovative ways during the COVID-19 social distancing measures in order to obtain patient feedback and experience.



Partner Meetings

to discuss the issues of concern and identify actions to take these forwards.

Promote our Service

through a range of platforms and services to capture a range of feedback and experiences.
