

**PATIENT EXPERIENCE
REPORT 2018
APRIL - JUNE**

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Introduction & Executive Summary

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 the borough of Ealing.

In delivering these duties in Ealing we operate a comprehensive Patient Experience data collection programme. The successful and on-going implementation of the data collection programme and the Digital Feedback Centre will yield a minimum of 4,800 patient experiences per annum all of which will be presented as they are received and considered as valid community opinion.

This Patient Experience Report for Healthwatch Ealing, covers the Q1 period for April-June 2018. Your Voice in Health and Social Care (YVHSC) took over the provision of Healthwatch Ealing in April 2017. In July 2017, the online Digital Feedback Centre was launched together with the Healthwatch Ealing website. In August a part-time Patient Experience Officer was recruited to manage the Patient Experience Programme.

Our Patient Experience Officer, supported by a team of volunteers, visits health and social care services daily to talk to and hear from patients, service users, carers and relatives about their experiences of local services. These patient experience comments and reviews are gathered using a standard form (see appendix 1 & 2) which asks for feedback on their overall experience, likelihood to recommend a service, treatment, booking and a number of other areas. We approach every patient, capture their experience in their words and seek consent for their feedback to be published on the Healthwatch Ealing 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.

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 member of Healthwatch Ealing staff to call them to discuss the issue in more detail at 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 sensitivity. During our visits, if we observe or hear any safeguarding concerns these are immediately referred to the office and a safeguarding referral made where appropriate.

Whilst we aim to gather patient experience comments and reviews from a representative sample of Ealing's 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.

Introduction and Executive Summary cont.

The outreach element of our Patient Experience Programme is supplemented by our community engagement work and our website (www.healthwatchealing.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.

This report covers the Quarter 1 period, April-June 2018. During this time, we collected 1,241 reviews, achieving our quarterly target of 1,200 (400 per month). We focused on extending the number of GP surgeries we visit and consolidating our visits to existing GPs and outpatient hospital services at Ealing Hospital. In addition, we gathered a number of reviews from other services such as Pharmacies and 111 service this quarter.

Out of the total number of patient experiences received, 931 (75%) were positive and 310 (25%) were negative experiences of service provision (this is based on the overall star rating provided by patients - see page 4 for further detail). Please see the conclusion for a summary of the key findings.

The information presented within this report reflects the individual patient experience of health and social care services, untainted and without agenda to ensure that the genuine observations and commentaries of the community are captured. Healthwatch Ealing presents this as factual information to be considered and utilised to improve service provision and highlight areas of good practice.

Overall Patient Reviews

The number of patient reviews received for this quarter is 1,241. The table below shows a breakdown of the positive and negative patient reviews (see the appendices for examples of our physical and online questionnaires).

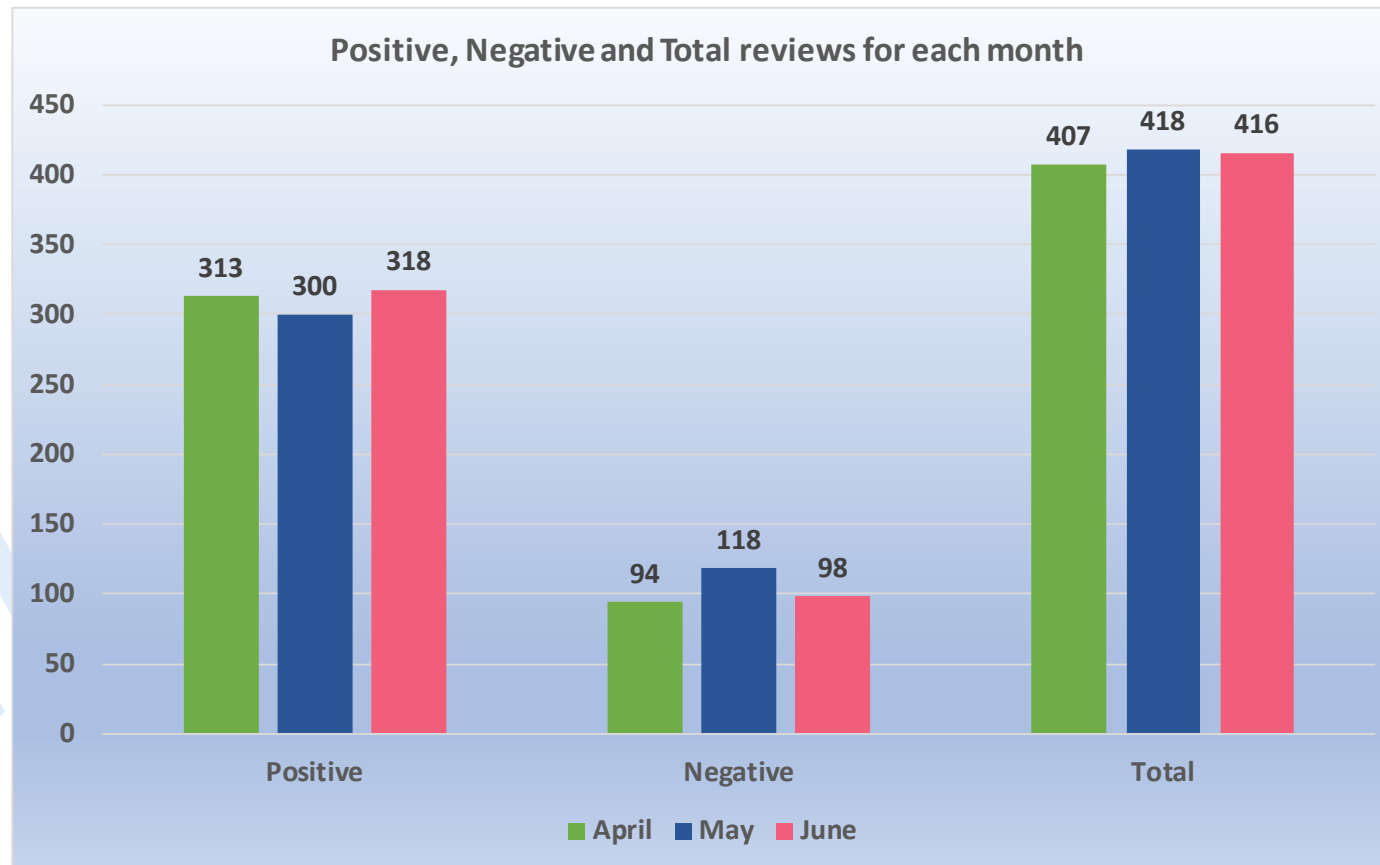
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 3 indicate a negative response*, while star ratings between 4 and 5 indicate a positive response. This quarter 931 positive responses and 310 negative responses have been recorded.

*A star rating of 3 is categorised as a “negative” star rating as experience tells us that a service with a 3 is one that generally requires improvement in one or more areas and therefore may be beneficial to keep on review.

Month	1 - 3 Star Reviews (Negative) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
April	94	313
May	118	300
June	98	318
Total	310	931

Overall Patient Reviews

This chart provides a breakdown of positive, negative and total reviews for each month, based on the overall star rating provided.

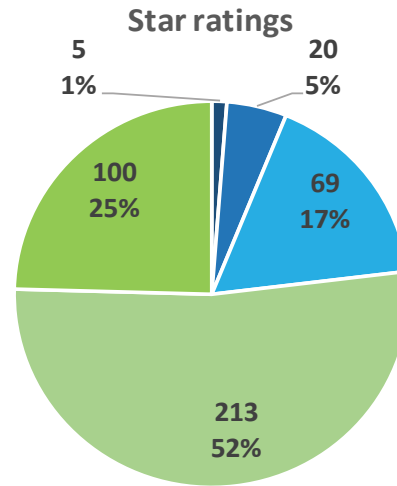
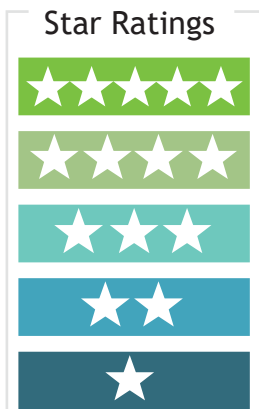


Overall Patient Reviews: Star Ratings

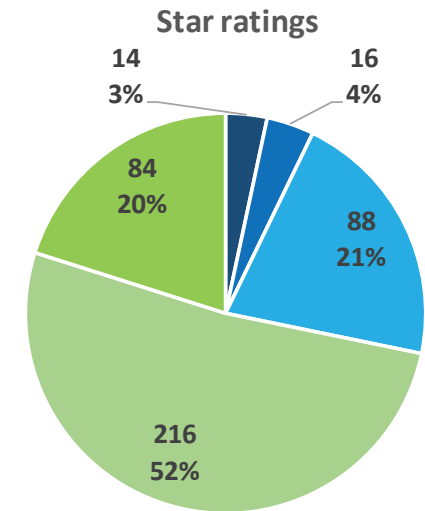
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

In each month the 4 star rating received the highest proportion of reviews, followed by the 5 star rating.

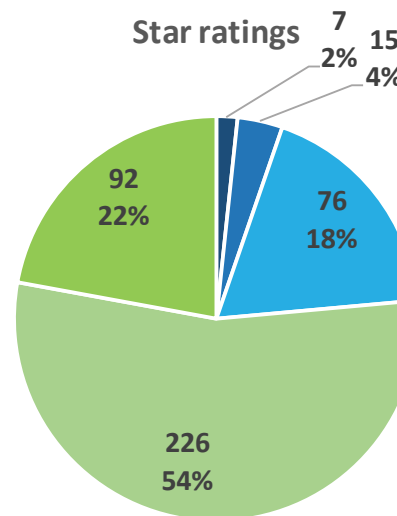
From April to June the number of 4-star rating increased from 52% to 54%, this is due to receiving more reviews during the month of June. However, the number of 3-star rating show a 4% increase from April to May and a 3% decrease from May to June.



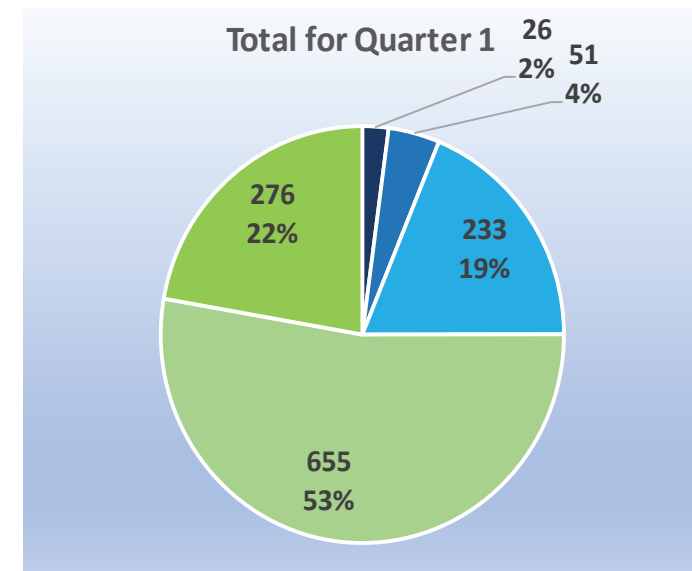
April



May



June



Total Reviews per Service Category

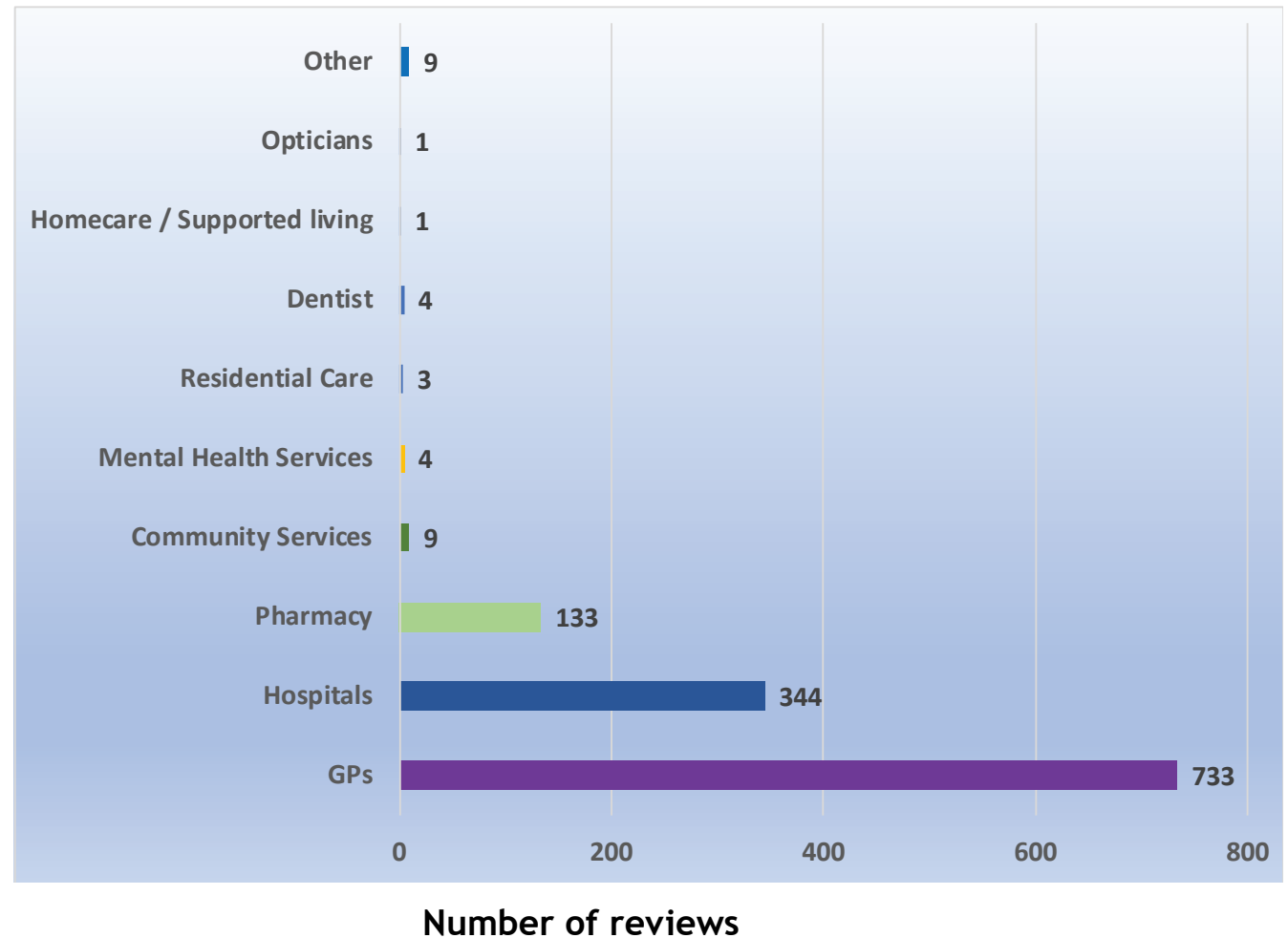
The patient reviews recorded for this quarter cover 10 service type categories, as seen in this chart.

The category with the highest number of reviews recorded is the GP category (733), followed by Hospitals (344). During this quarter we focused on increasing the number of GP practices we visited and consolidating our visits to Ealing Hospital Outpatient Departments.

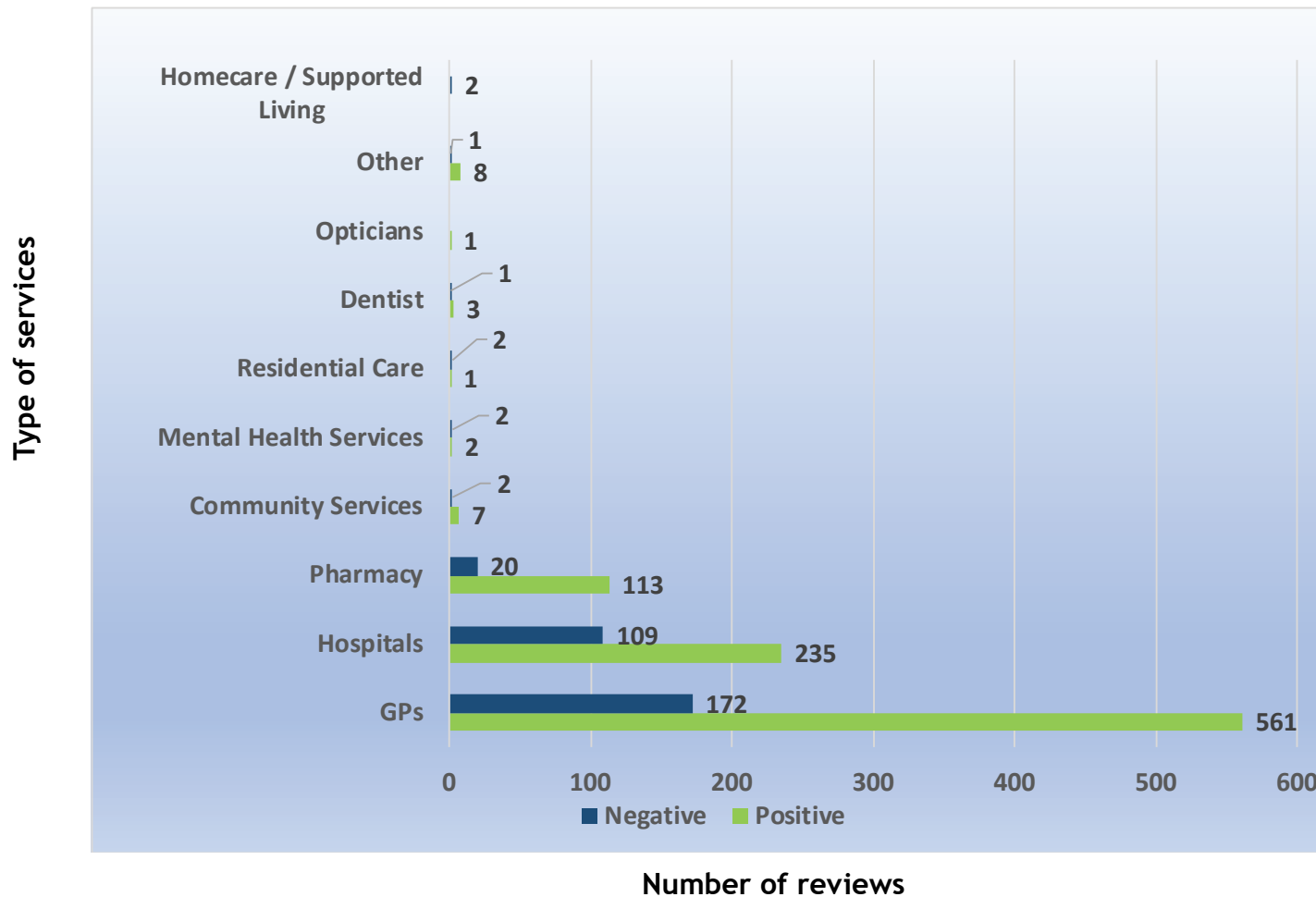
For this quarter, we can see an increase in the number of reviews received from Pharmacies due to patients agreeing to share their experience about their regular pharmacy visits.

As the Patient Experience Programme develops, Healthwatch Ealing (HWE) will look to focus on capturing patient experience reviews from an increasing number of services areas such as mental health services, social care services and others. However, where services are more applicable to wider sections of the community, such as GPs, we expect to continue to receive a large number of reviews.

Type of services



Distribution of Positive & Negative Reviews



This bar chart compares the number of negative and positive reviews for each category.

The 'GPs' category received the highest number of positive reviews 76% (n.561) followed by the 'Hospital' category which received 68% (n.235) positive reviews.

However, the 'Hospital' and 'GP' categories also received the highest number of negative reviews 'Hospital' - 32% (n.109) and 'GP' - 24% (n.172).

This is due to receiving more reviews from these service categories, as we have a larger presence in GP surgeries and Ealing Hospital.

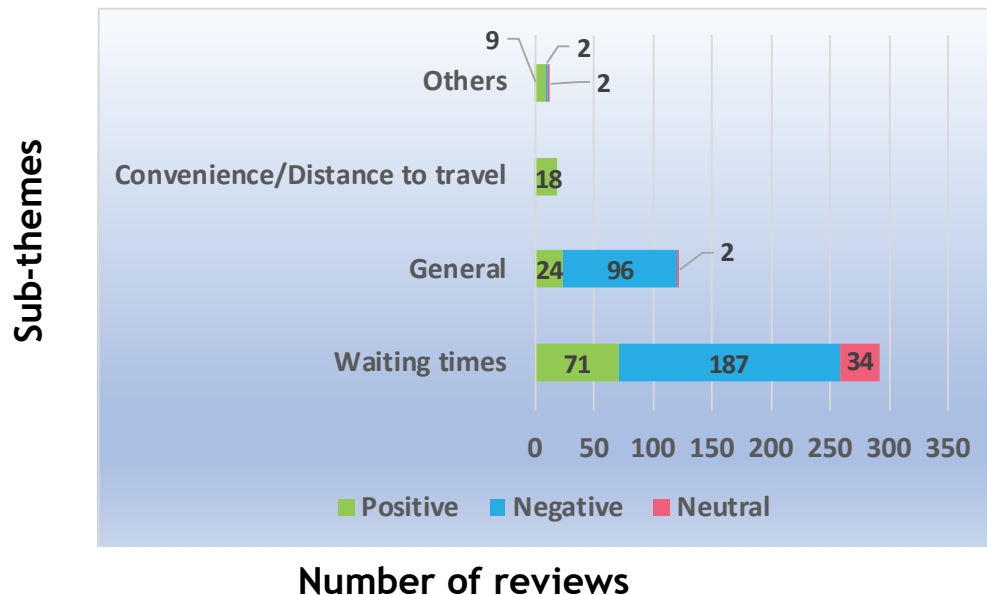
Themes/Sub-themes/Trends for GPs

This section shows a breakdown of the main themes and sub-themes for those service areas where we received a significant number of reviews. In Q1 these areas are: **GPs, Hospitals, and Pharmacy**. After asking patients for an overall star rating of the service we ask them to “tell us more about your experience”. (See the appendices for examples of our physical and online questionnaires). Each comment is uploaded to our Online Feedback Centre where up to five themes and sub-themes may be applied to the comment (see appendix 3 p44-45 for a full list). Depending on the content of the comment it may have one or more themes attached to it. **For this reason, the total numbers of themes will differ from the total number of reviews for each service area.** For each theme applied to a review, a positive, negative or neutral ‘sentiment’ is given.

Access to services remains to be one of most applied themes with 445 patient reviews focusing on this area. Out of a total of 445 reviews received about the **Access to services** theme, 27% (n.122) were positive, 64% (n.285) were negative and 9% (n.38) were neutral.

The chart below shows the breakdown of the sub-themes for **Access to services**. The sub-theme related to **Waiting times** was most frequently discussed, with two-thirds of all access to services issues focusing on this topic. In addition, **Waiting times** contributed the highest number of reviews with a negative sentiment, as 187 out of 285 instances of negative feedback within **Access to services** theme have been caused by excessive waiting times. On a more encouraging note, 71 patient reviews that discussed waiting times mentioned it in a positive context, which represented 58% of all positive reviews related to **Access to services**.

Top four sub-themes for Access to services



Positive reviews

“They always on time and they are very polite. The doctors are very good, they help me with anything I need and the needs of my children.”
Grosvenor House Surgery

“It’s easy to get an appointment and I live nearby so I can just walk in. The staff are very nice and friendly. I barely wait. I have been here for a long time.”
Northfields Surgery

Negative reviews

“The appointments are okay here and staff but the waiting time could be better at the GP Surgery, everything else is good and no complaints.”
Ealing Park Health Centre

“The GP Service is average neither bad or excellent, could improve in appointment and less waiting time.”
The Barnabas Medical Centre

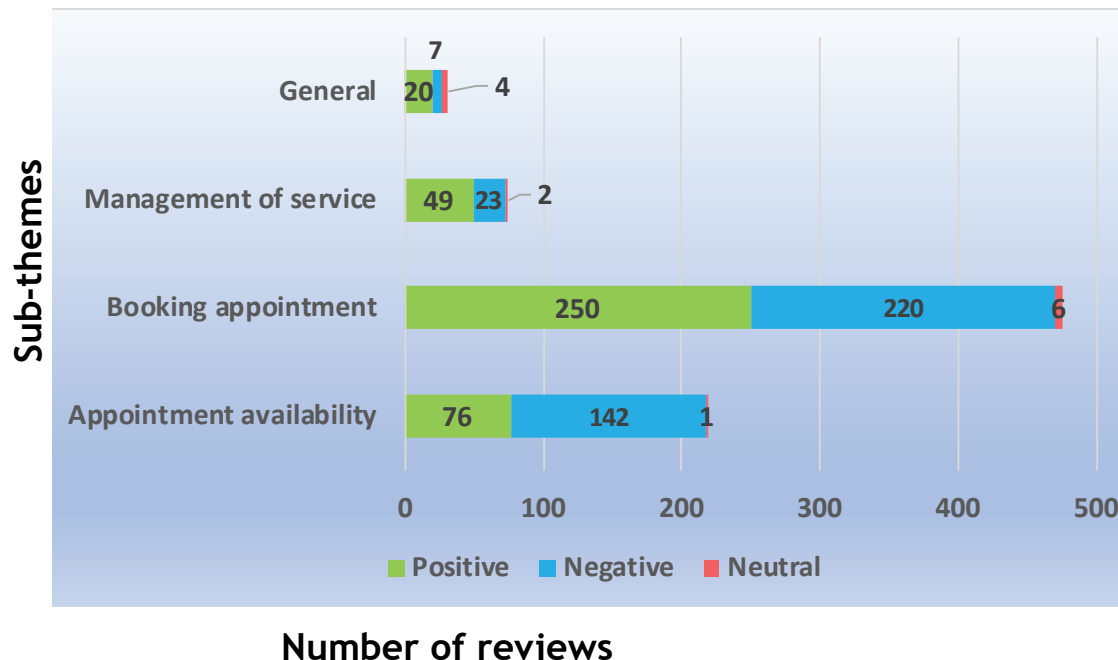
Themes/Sub-themes/Trends for GPs

On this occasion, **Administration** had 800 reviews - 49% (n.395) were positive, 49% (n.392) were negative and 2% (n.13) were neutral. The chart underneath presents a more detailed breakdown, featuring the top four sub-themes for **Administration**. The majority of reviews focused on the sub-theme **Booking appointment**. This received 476 reviews (60% of all belonging to **Administration** theme). Over half of the reviews relating to the sub-theme of **Booking appointment** (53%, n.250) were positive.

The sub-theme **Appointment availability** had the highest proportion of feedback with a negative sentiment (65%, n.142). Patients have said that there is a difficulty in securing an appointment to see their GP or have to wait a minimum of two weeks for an appointment. However, the sub-theme **Booking appointment** presents a more balanced outlook between positive and negatives reviews. It indicates that patients find the process of **Booking an appointment** relatively straightforward but are in many instances concerned about the length of time they need to wait to see a doctor.

66% (n.49) of reviews related to the sub-theme **Management of service** mentioned it in a positive context. From speaking to patients, it suggests that, generally speaking, patients are satisfied with the way their GP surgeries are managed.

Top four sub-themes for Administration



Positive reviews

“They are very good, easy to get an appointment, staff are very friendly and treatment is good, sometimes there is a long wait.”
Broadmead Surgery

“They give emergency appointment when needed. Doctor is good.”
Hanwell Health Centre - Drs Lees Naish Bassl

Negative reviews

“When you are trying to book an appointment they always say that they are fully booked try the next morning but its still the same thing so you have to wait long.”
Elm Trees Surgery

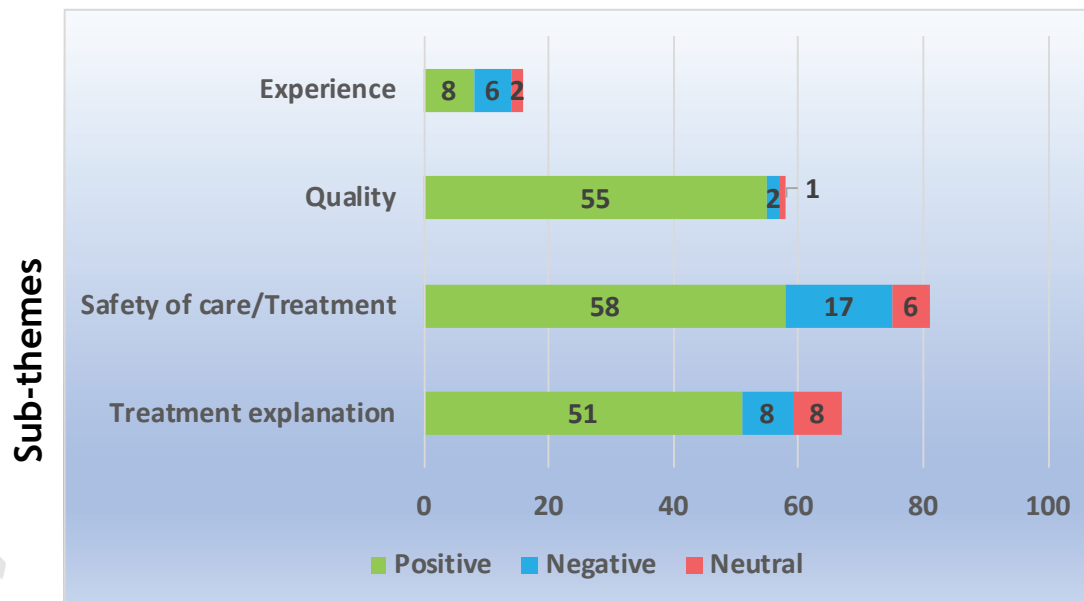
“They were good I have never had a problem just sometimes it's hard to get an appointment. They are very busy.”
Crown Street Surgery

Themes/Sub-themes/Trends for GPs

Treatment and Care had 222 reviews mentioning this main theme. These reviews have been largely positive, 77% (n.174), patients expressed their satisfaction. 15% (n.34) were negative and 8% (n.19) were neutral.

In the chart below you will find a breakdown of the sub-themes for **Treatment and Care**. Compared to the other main themes, **Treatment and Care** has no leading sub-theme. The sub-theme **Safety of care** received 36% of the reviews. The sub-theme **Treatment explanation**, and **Quality of care** made up 30% and 26%, respectively of reviews. In all three sub-themes over 70% of the comments were positive, with **Quality of care** and **Treatment explanation**, 95% of the reviews received a positive sentiment.

Top four sub-themes for Treatment and care



Number of reviews

Positive reviews

“The doctors are understanding, thorough and they explain well. They listen to you and try to resolve your issues.

Northfields Surgery

“They have been very helpful, they saved me. I had a chest pain and they took care of me. The nurse she is very lovely..”

Hill Crest Surgery

Negative reviews

“The doctor always looks at the clock , when I see him, he does not care about my needs. He just keep writing without explainnig anything to me.”

Grosvenor House Surgery

“ The doctor does not check properly and he does not give the right medication. I had an eye problem and I wanted him to refer me to a eye specialist but he keeps refusing.”

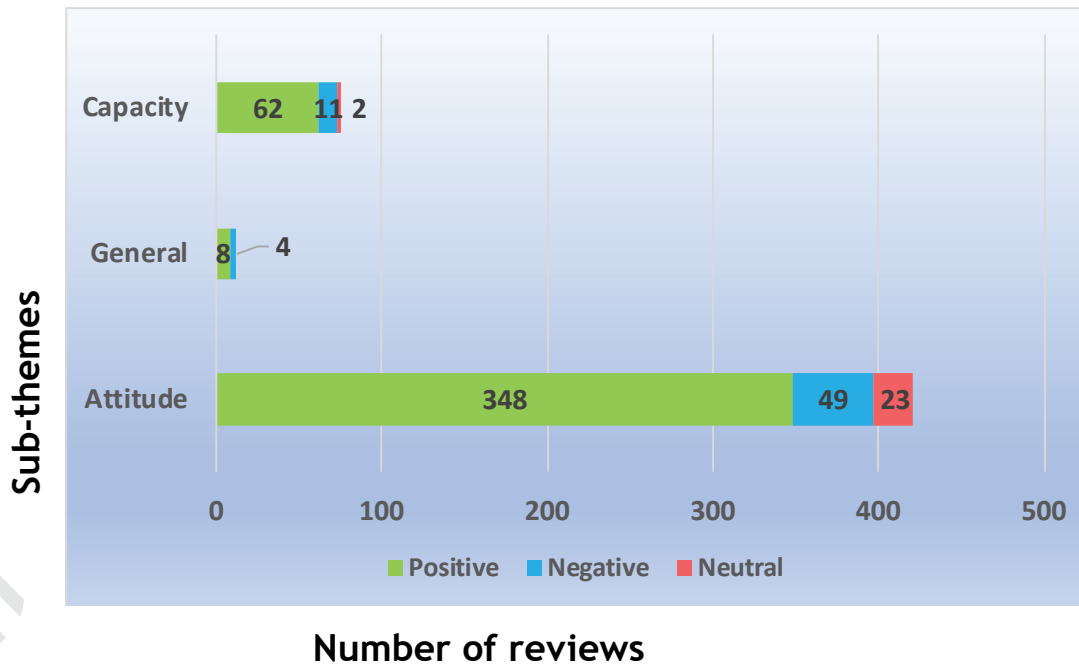
Belmont Medical Centre

Themes/Sub-themes/Trends for GPs

The **Staff** main theme received 507 reviews. Out of all the main themes, **Staff** received 82% of positive reviews, with 418 positive comments, and 13% (n.64) being negative comments.

The chart below illustrates a breakdown of the sub-themes for **Staff**. **Staff attitude** was the most frequently mentioned sub-theme with 83% (n.348) positive comments. Patients said they were pleased with the attitude of the staff at their GP surgery.

Top three sub-themes for Staff



Positive reviews

“It’s very good, friendly staff and helpful. They are currently taking care of my mother and am very grateful for their help.”
Queens Walk Practice

“The doctors are good, my husband had a problem and the doctor was very helpful and caring he referred him to the hospital and now he is having his treatment. The staff are nice.”
The MWH Practice

Negative reviews

“Today I have been in the surgery and for the second time, one of the staff has been very rude with no empathy at all. When I saw the doctor he was in a hurry, he did not spend much time with me.”
Churchfield Surgery

“The overall service in here is poor. The receptionists are always busy, it is not easy to speak with them and they never help you for what you need.”
70 Norwood Road

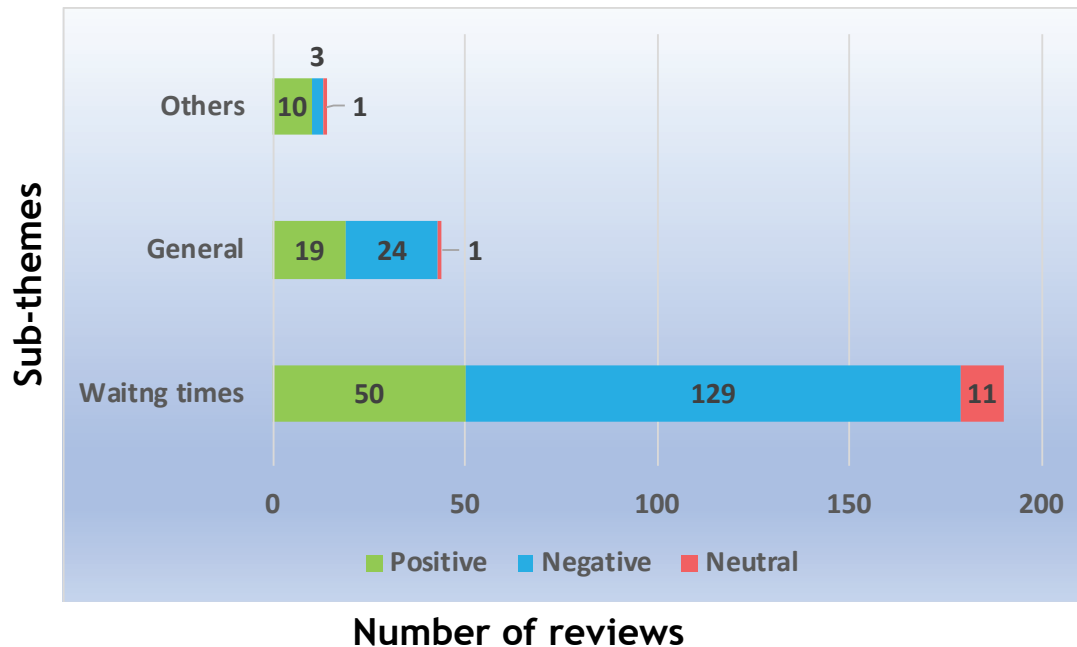
Themes/Sub-themes/Trends for Hospitals

The **Access to services** main theme received 248 reviews, 32% (n.79) were positive, 63% (n.156) were negative and 5% (n.13) were neutral. Out of the main themes, **Access to services** received the lowest proportion of positive reviews.

The chart below presents a more detailed breakdown of the top three sub-themes for **Access to services**. The sub-theme - **Waiting times** was most frequently mentioned, with over three-quarters (n.190) citing it as an issue. In addition, **Waiting times** had the highest number of reviews with a negative sentiment. Out of 156 reviews, 129 of negative reviews were related to excessive waiting times at Ealing Hospital.

50 of the reviews that discussed **Waiting times** mentioned it in a positive context, which represented 63% of all positive reviews related to the main theme **Access to services**.

Top three sub-themes for Access to services



Positive reviews

“It was excellent, I did not wait at all, I was called at my appointment time. The consultant explained very well.”

Outpatients

“There is a promised service and I don't have to wait long. My husband is on medication so we are here every few weeks.”

Outpatients

Negative reviews

“The waiting time is very long, once I bang my head and my husband took me to A&E and waited long before seeing the doctor.”

A&E

“The blood clinic is always busy and the waiting time is so long. It's difficult to find the department you need to be in. My appointment is sent by post.”

Outpatients

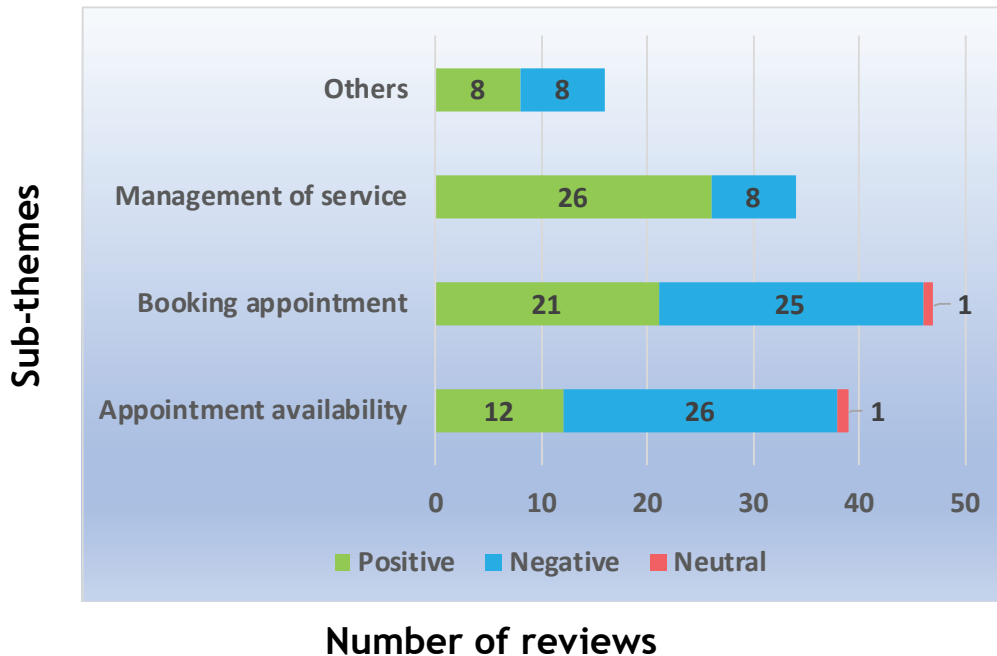
Themes/Sub-themes/Trends for Hospitals

The **Administration** main theme received 136 reviews. 49% (n.67) were positive, 49% (n.67) were negative and 2% (n.2) were neutral.

The chart below illustrates a breakdown of the top four sub-themes for **Administration**. The sub-theme **Booking appointment** received 47 reviews (making up 35% of all the reviews related to the **Administration** theme). The sub-theme **Appointment availability** received the highest proportion of feedback with a negative sentiment (67%, n.26). Patients said that there was a long waiting time between appointments and sometimes their appointment had to be postponed or cancelled.

The sub-theme **Booking appointment** had a more balanced outlook between positive and negative reviews. Patients have said that the process of securing an outpatient appointment at Ealing Hospital wasn't their main worry, but the length of time they have to wait to see a specialist was an issue. 76% (n.34) of reviews related to **Management of service** sub-theme were positive, suggesting that patients were satisfied with the management of services in the hospital.

Top four sub-themes for Administration



Positive reviews

“When they contact me to book my appointment they arrange the time according to my work schedule. The time is fantastic and I would like to say thanks to them for been so caring. The overall service here is excellent.”

Outpatients

“I get appointments quickly, staff are friendly, treatment is explained well.”

Outpatients

Negative reviews

“I was supposed to have appointments every 3 months but I haven't had any in a year . Then I got the appointment, then they cancelled and I won't have an appointment until the end of the year.”

Outpatients

“ It's not easy to get an appointment and they cancelled my first appointment twice. I did not know how to use this check in and there was no one around to help me.”

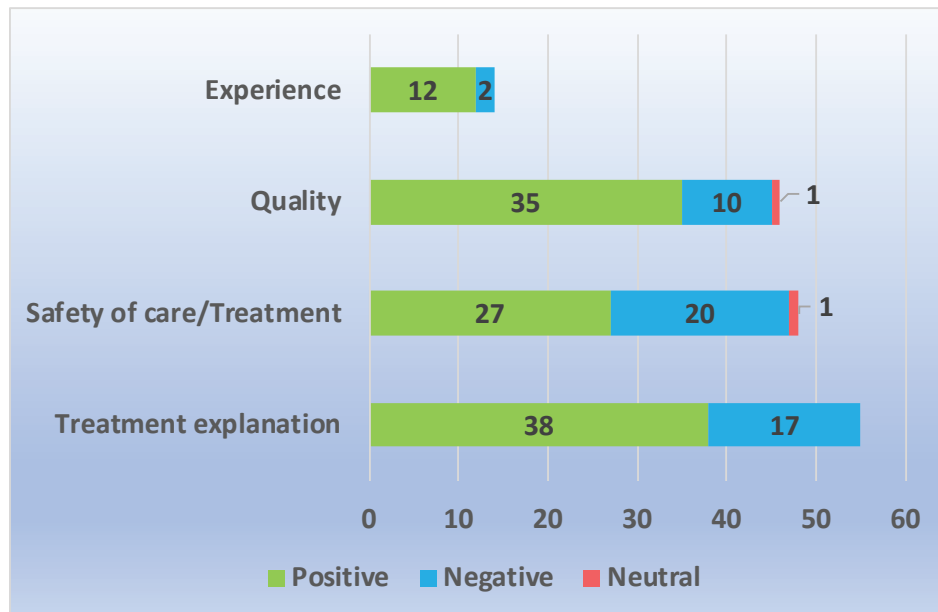
Outpatients

Themes/Sub-themes/Trends for Hospitals

Treatment and Care received 171 reviews. These reviews have been largely positive, as 68% (n.117) of patients expressed satisfaction, whereas 30% (n.52) were negative and 1% (n.2) were neutral.

The chart underneath presents a breakdown of the sub-themes for **Treatment and Care**. The sub-theme **Treatment explanation** received 32% of the reviews, closely followed by **Safety of care**, and **Quality of care** (28% and 27%, respectively). In all three sub-themes over 55% of the comments were positive. **Quality of care** and **Treatment explanation** received 76% and 69% of positive reviews, respectively.

Top four sub-themes for Treatment and Care



Number of reviews

Positive reviews

“There is one doctor in this hospital which is efficient, polite, professional and also she treats you as an individual. She is friendly, you can ask her anything and she is always on time or even earlier. The quality of care in here is amazing.”

Outpatients

“I have many health issues and i’m in this hospital every 6 month so generally the doctors are excellent. They inform me of everything, they care about me.”

Outpatients

Negative reviews

“The service at this hospital is very bad, the doctor is very bad he doesn't care at all, he doesn't explain clearly my issue to me. The waiting is very bad.”

Outpatients

“I came to the A&E with small thing on my foot and the doctor did not pay any attention to my problem and he sent me home, two days later I came back because I was feeling very bad. I was admitted very quickly and they had to do an operation.”

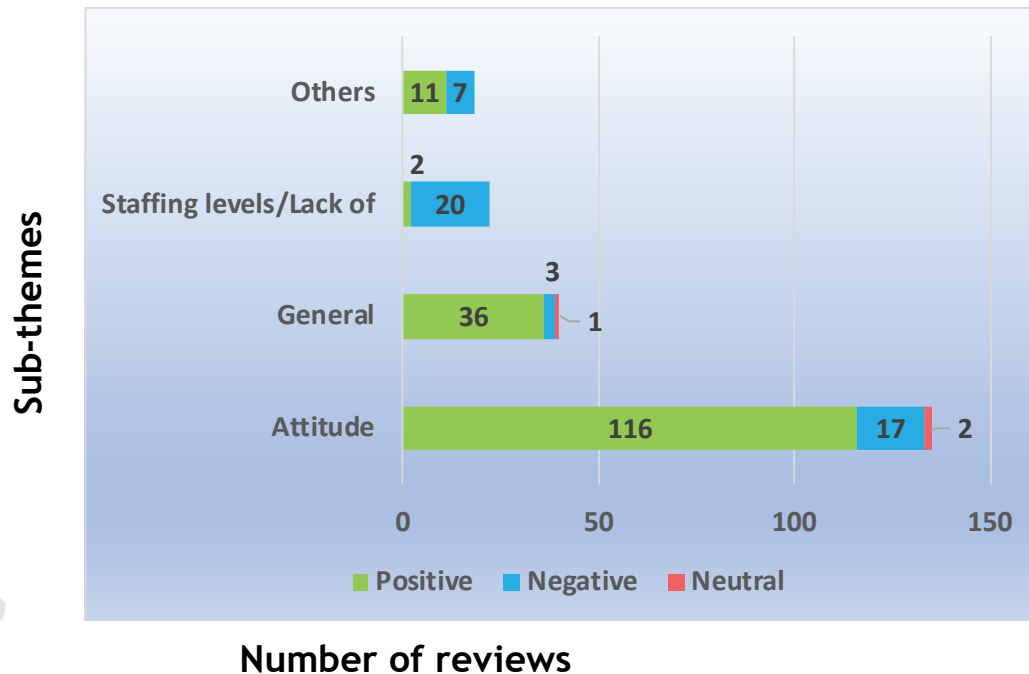
A&E

Themes/Sub-themes/Trends for Hospitals

The **Staff** main theme received 215 patient reviews. It had the highest proportion of positive reviews out of all main themes discussing hospital services (77% or n.165). 22% (n.47) were negative and 1% (n.3) were neutral reviews.

The chart below presents a breakdown of the sub-themes for **Staff**. The sub-theme **Staff attitude** received two-thirds of the reviews (63%, n.135). 70% (116 out of 165) were positive reviews.

Top four sub-themes for Staff



Positive reviews

“Staff are very helpful and friendly, but waiting time is long. They are very accomodating, especially with appointments.”

Outpatients

“Sometimes they are slow, but the doctor and the staff are very good. They look after you and other patients. ”

Outpatients

Negative reviews

“At the main entrance, there was one lady, she was so rude to me and wasn't helpful at all. Today it's my first time in here and it is terrible. ”

Outpatients

“I had to transfer my file to another hospital because of the doctor, they don't listen to you and they don't give you a lot of options.”

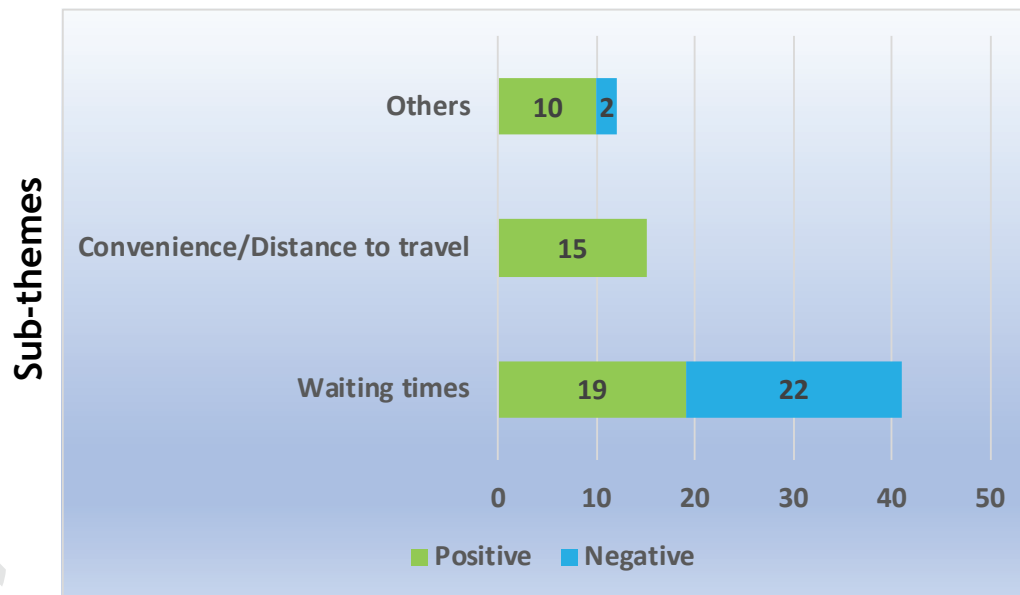
Outpatients

Themes/Sub-themes/Trends for Pharmacy

Access to services received 65% (n.44) positive reviews, 34% (n.23) negative and 1% (n.1) neutral reviews.

The chart below shows a breakdown of the sub-themes for **Access to services**. The sub-theme **Waiting times** received over half of the reviews (60%, n.41). **Waiting times** received the highest proportion of feedback with a negative sentiment (54%, n.22). Most of the comments cite the issue of excessive waiting times at the pharmacy. However, 46% (n.19) of patient reviews that discussed waiting times mentioned it in a positive context.

Top three Sub-themes for Access to services



Number of reviews

Positive reviews

“They are very helpful if you need advice they will help you. The staff are friendly and I barely wait for my medication.”

Chana Chemist

“The staff are nice and the waiting time is good, you just wait around 10 to 15 minutes to prepare the medication.”

Touchwood Pharmacy

Negative reviews

“The staff are nice, helpful and kind. This pharmacy it's very busy and so you need to wait long to collect your prescription.”

Lloyds Pharmacy, Acton

“Its good but the waiting time is too long. They are not well organised, the staff are nice and helpful.”

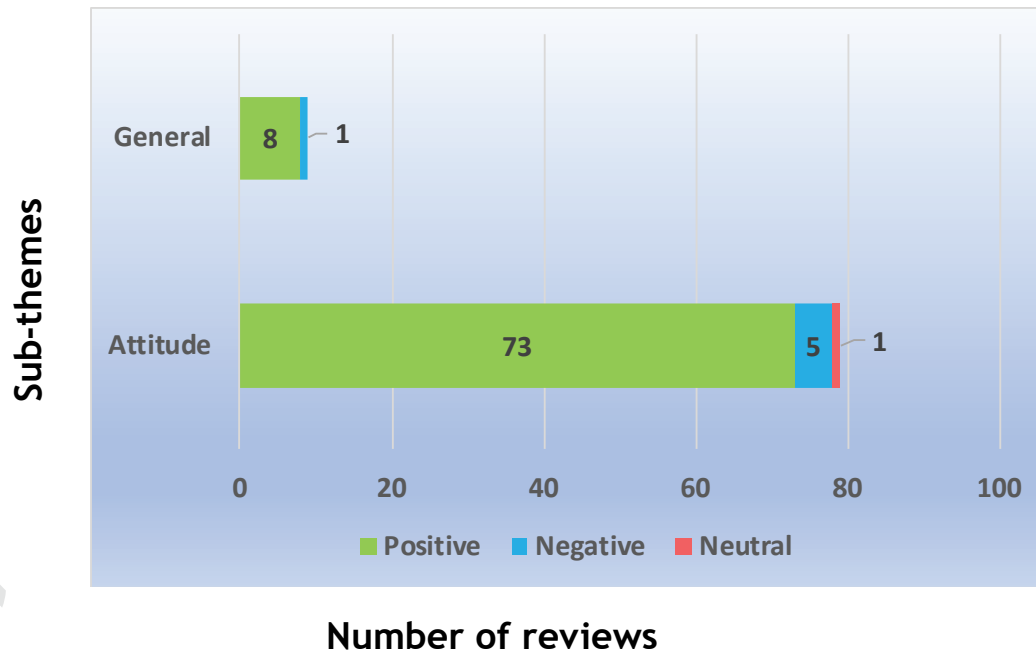
Lloyds Pharmacy, Acton

Themes/Sub-themes/Trends for Pharmacy

The **Staff** main theme received 88 reviews. 92% of the reviews (n.81) were positive, 7% (n.6) were negative and 1% (n.1) were neutral.

The chart below shows a breakdown of the top two sub-themes for **Staff**. **Staff attitude** received overwhelmingly positive feedback as 82% (n.73) of all reviews indicated that they were pleased with staff attitude at the pharmacy.

Top two sub-themes for Staff



Positive reviews

“The staff are professional, they are friendly and helpful. They are open 7 days a week and open late.”

Jallas Chemist

“They are very good in this Pharmacy and whenever I don't get an appointment from my GP and I go there for advice they are helpful. They explain well and provide also some information. They have a very nice team.”

Ali-Chem Pharmacy

Negative reviews

“I have never met a rude person as the assistant there. She is very rude. Once I needed my prescription so I order to collect but when I arrived she told me that you can't order your prescription 3 weeks before. Her attitude was very rude.”

Mattock Lane Chemist

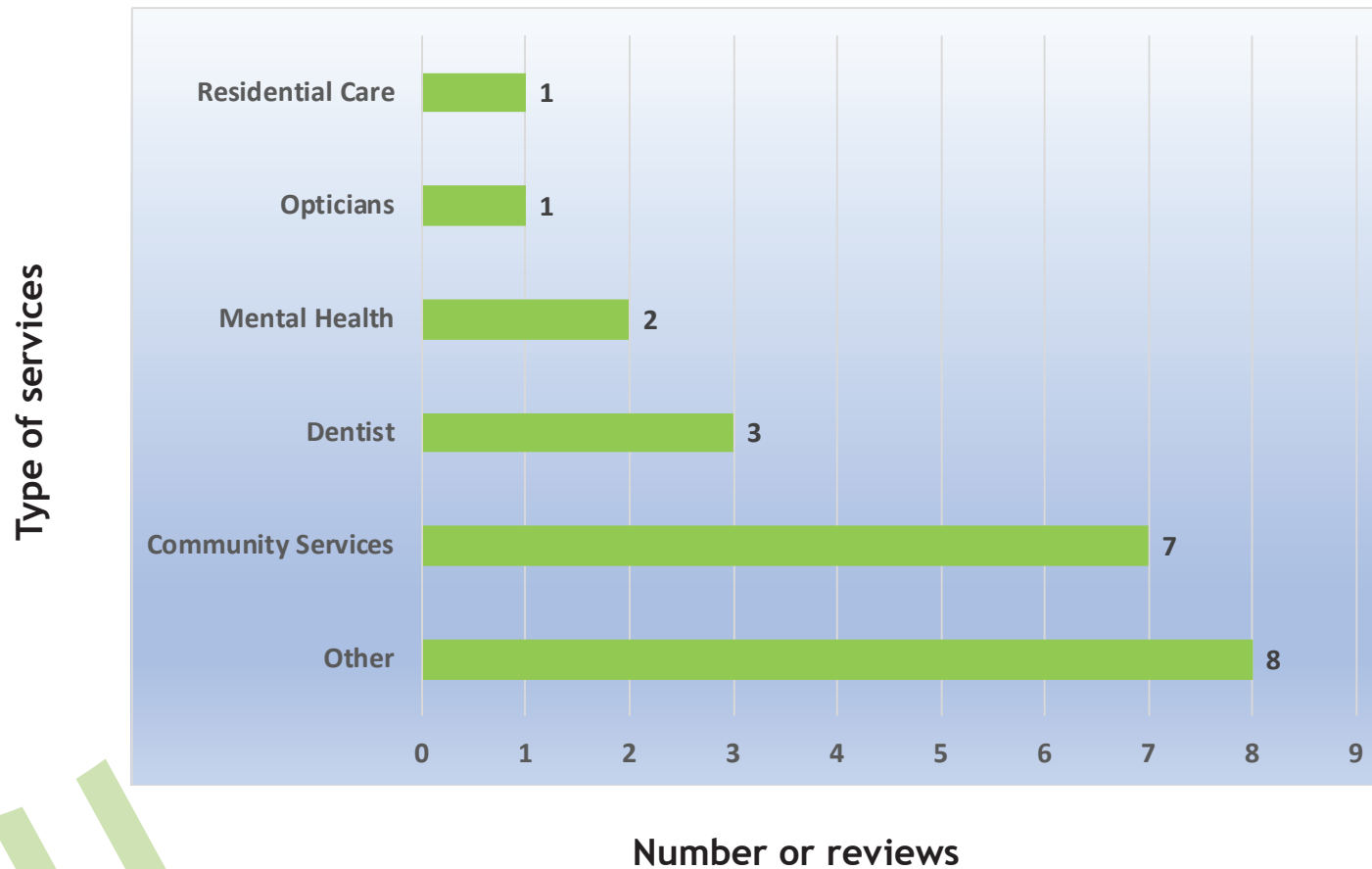
“It's okay, but sometime the staff are nice and sometimes they are not.”

Boots, Southall Broadway

Positive Reviews: Themes/Trends

Looking at the positive reviews we have received allow us to highlight areas where a service is doing well and deserving of praise. This section provides an overview of the number of positive reviews by service area and goes on to give some advantage of comment received.

April-May-June





Community services

“I was sent by my GP and the lady I saw was really good. She wanted to find what caused the pain and gave me some exercises. She was very pleasant and friendly.”

Rehabilitation - Ealing Community Services

“It's very good, easy to get an appointment, it's convenient as it's in the same place as my GP. I live 10 minutes walk from here. The staff are nice and the treatment is good.”

Diabetes Integrated Care Ealing (DICE) - Feathertstone Road

“They are always on time and friendly.”

Diabetes Integrated Care Ealing (DICE) - Ealing Hospital



Dentist

“It's easy to get an appointment, the dentist is very good, he is very gentle and friendly.”

Dental Comfort

“This place is so nice, the attitude of the staff is very good and every time you need something they help you. Before I was with another dentist and it was so terrible. Now I am happy and I don't plan to move from here. It is a very clean place and they have receptionists that make you feel relaxed. The waiting time is fine you don't have to wait more than 10 minutes to be seen. Excellent services and quality of care.”

Apollonia Dental Care



Mental Health services

“I have schizophrenia and I am seeing a psychiatrist, she is good. If I have a problem I call her and she sees me. She also gives me some medication to calm my nerves. She is efficient.”

Ealing IAPT

“A nurse took the time to listen, I felt I could open up. She didn't tell me much, just that she could understand because a family member was experiencing the same difficulties. With this nurse I felt I could understand and express how I was really feeling. This had a huge effect because the day after during the ward round, I could answer all those questions with more clarity, to the point that staff were surprised. The psychologist also offered a 5-day CBT course . This course had been extremely important because I have learned to identify my negative thoughts and develop a sense of identity and self-love.”

The Limes, West London Mental Health NHS Trust



Others

“My son was sick, he had diarrhea and high temperature so I had to call the 111 service. When I called them they told me to go back to my GP and when I called the surgery they refused to give me an emergency appointment for the child. I called again the 111 and when I explained the situation they accepted to book an appointment for him. After we went to the GP in the hospital they gave him the antibiotic.”

111

“I have only called 111 once in my life, the service was amazing. I wasn't feeling well that day so I called them and they asked me few questions and they straight away knew I was having a heart attack. They straight away sent an ambulance. I think this service is very good but sometimes they ask you too many questions.”

111

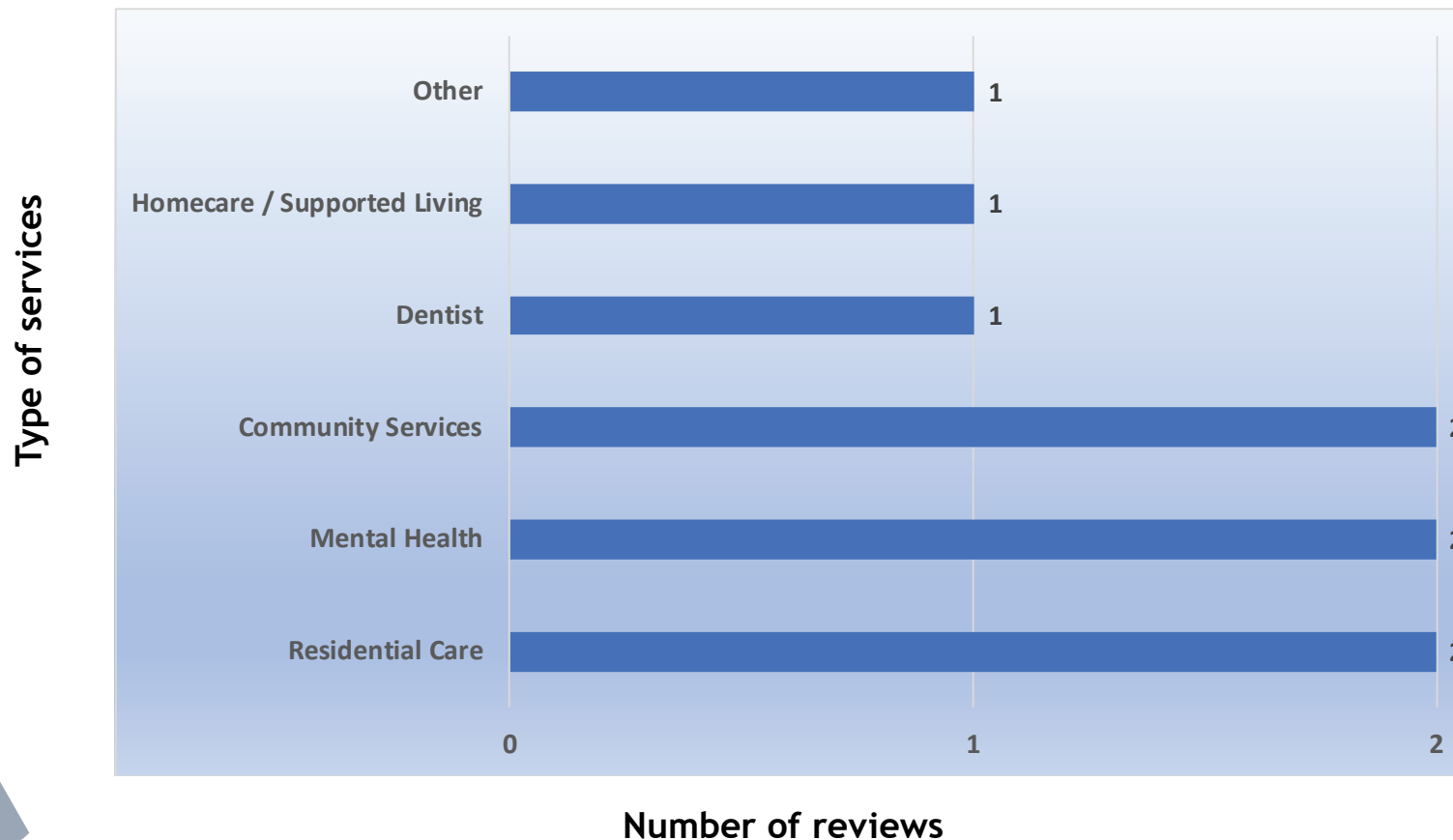
“Very helpful I have young kids so I constantly use them. They give good advice and refer you to your GP or book an appointment for you at the hospital.”

111

Negative Reviews: Themes/Trends

By looking at the negative reviews we received from the people of Ealing every month, we see trends and themes emerge. These trends can help us understand where a service needs to improve in order to provide an all round positive experience. This section provides an overview of the number of negative reviews by services area and goes on to give some example of comment received.

April-May-June





Community services

“It's not easy to get an appointment because it's not easy to speak to someone on the phone but they are on time. The staff are nice.”

Diabetes Integrated Care Ealing (DICE) - Grand Union Village

“It's fine. I have already had few visits, so far I m okay. The only problem is that I waited more than 3 months for the referral to get my appointment but once I started it was okay. They give you some exercises to do at home.”

Rehabilitation - Ealing Community Services



Dentist

“Its okay I feel like they rush you. I had a filling done and the dentist was in a rush.”

Dental Care Centre - Bilton Road



Mental Health services

“This service is pointless, they are useless. I have been there for 1 year and I saw 1 psychologist for 15 minutes and never saw them again. They keep giving me medication which affects my day to day labour. I can't work and sitting at home every day and I feel depressed. I have told them many times I don't want to take the medication but they don't listen.”

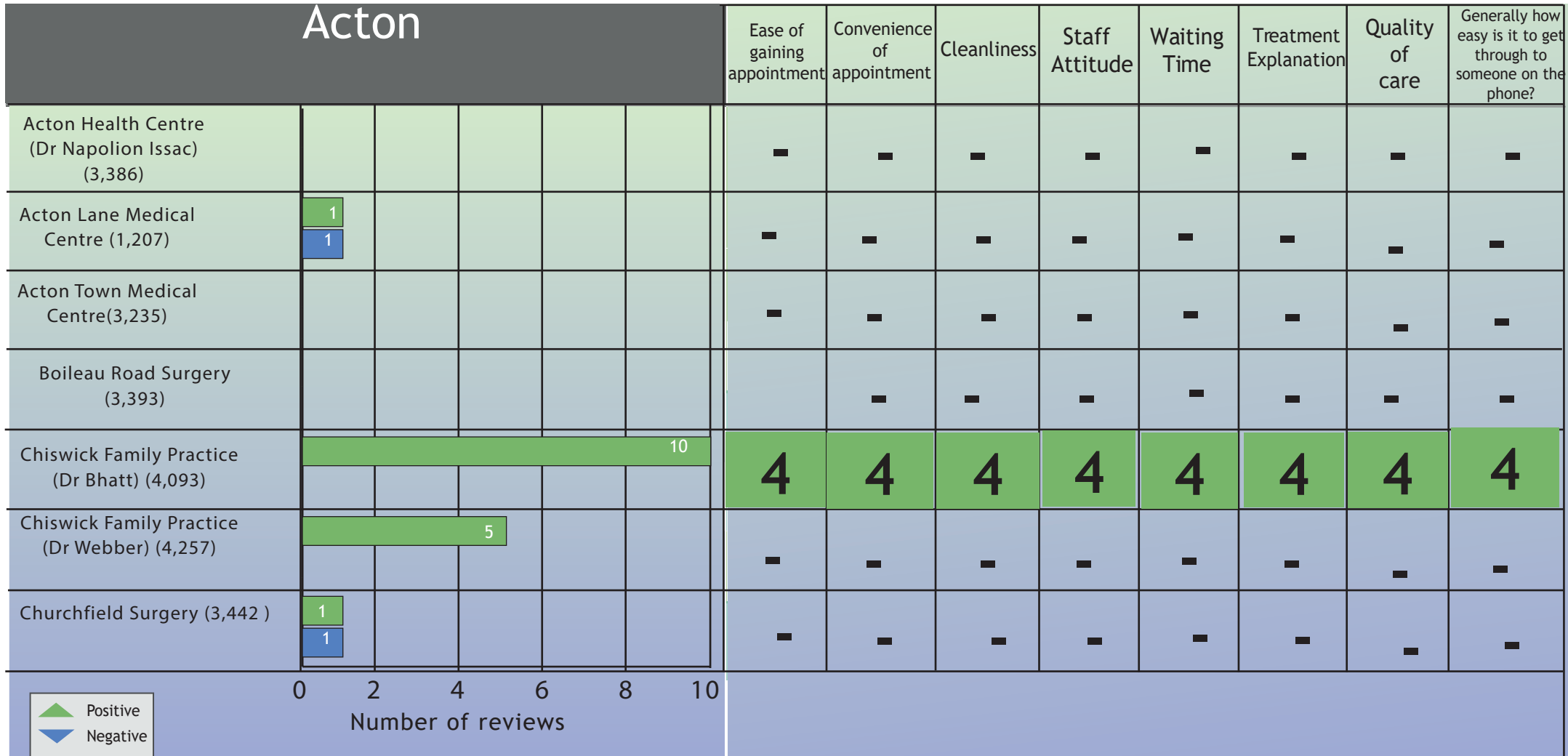
Ealing Recovery Team East

“This service was useless. After coming out of hospital they sent me there but my psychiatrist did not do anything. She discharged me even though I still needed help.”

Ealing Recovery Team East

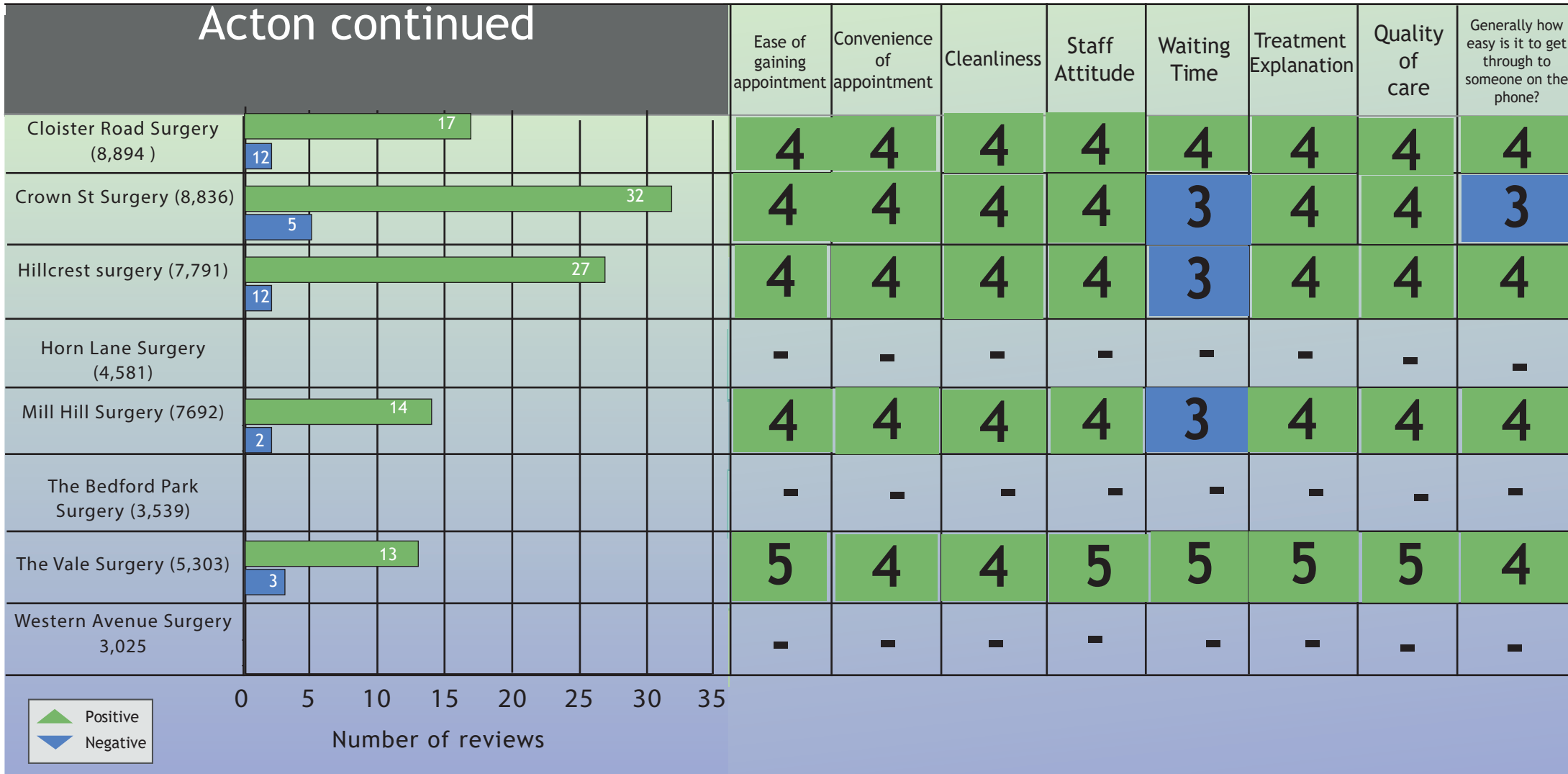
Network Area Specific GP Reviews

These bar charts show the number of negative and positive reviews for each surgery based on an overall star rating. The data on the right hand side reflects the average star rating out of 5* given by patients to assess a number of additional specific areas, such as ease of gaining an appointment, waiting times etc. These two data set as shown together to give an overview for each GP surgery. The London Borough of Ealing is divided into seven GP Network areas: **Acton, Central Ealing, North North, North Southall, South Central Ealing, South North and South Southall**. The bar charts go into further detail by splitting up the Network Areas according to GP surgeries. The number of patients for each GP surgery has been added.



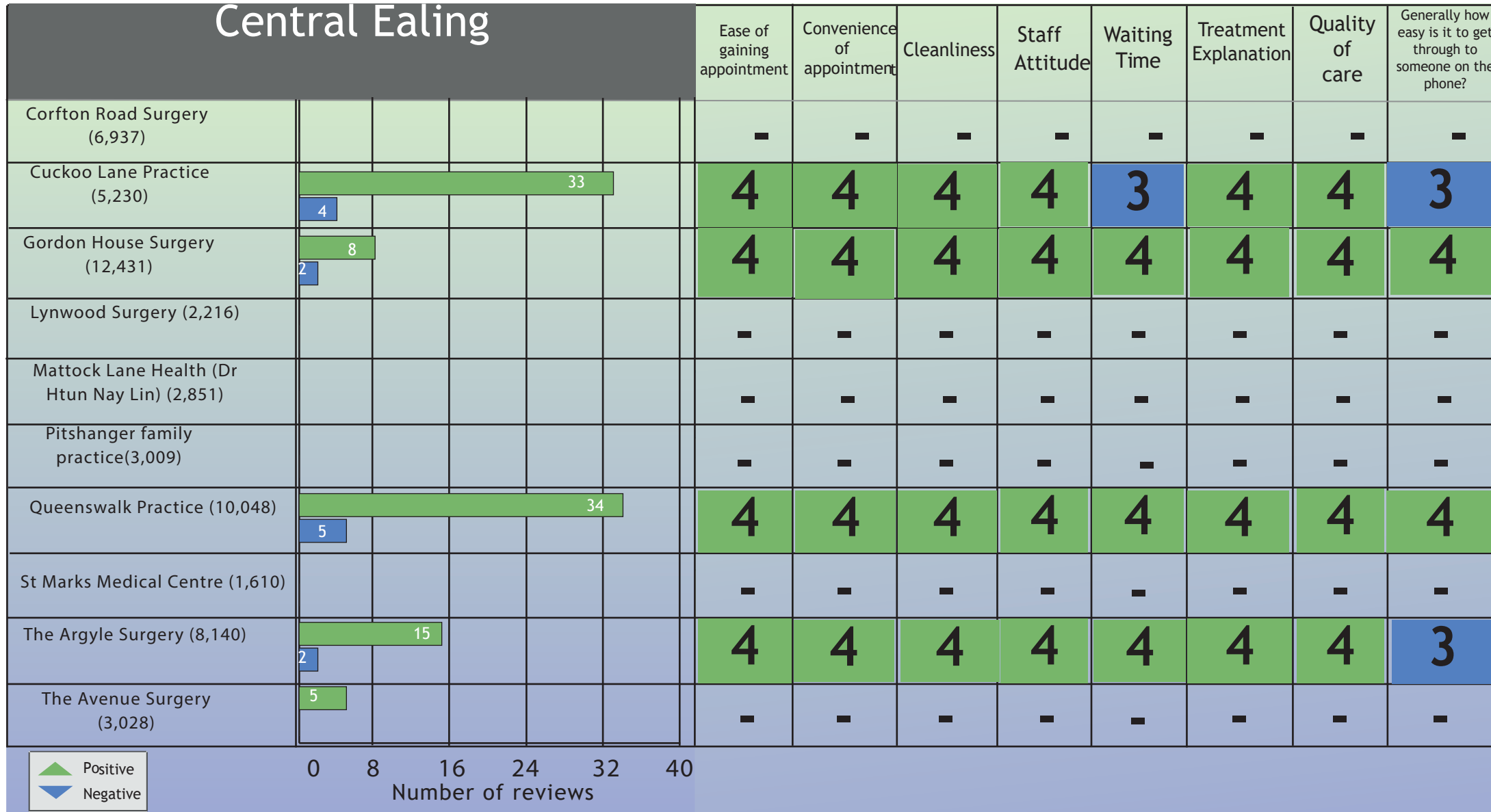
Network Area Specific GP Reviews

Acton continued



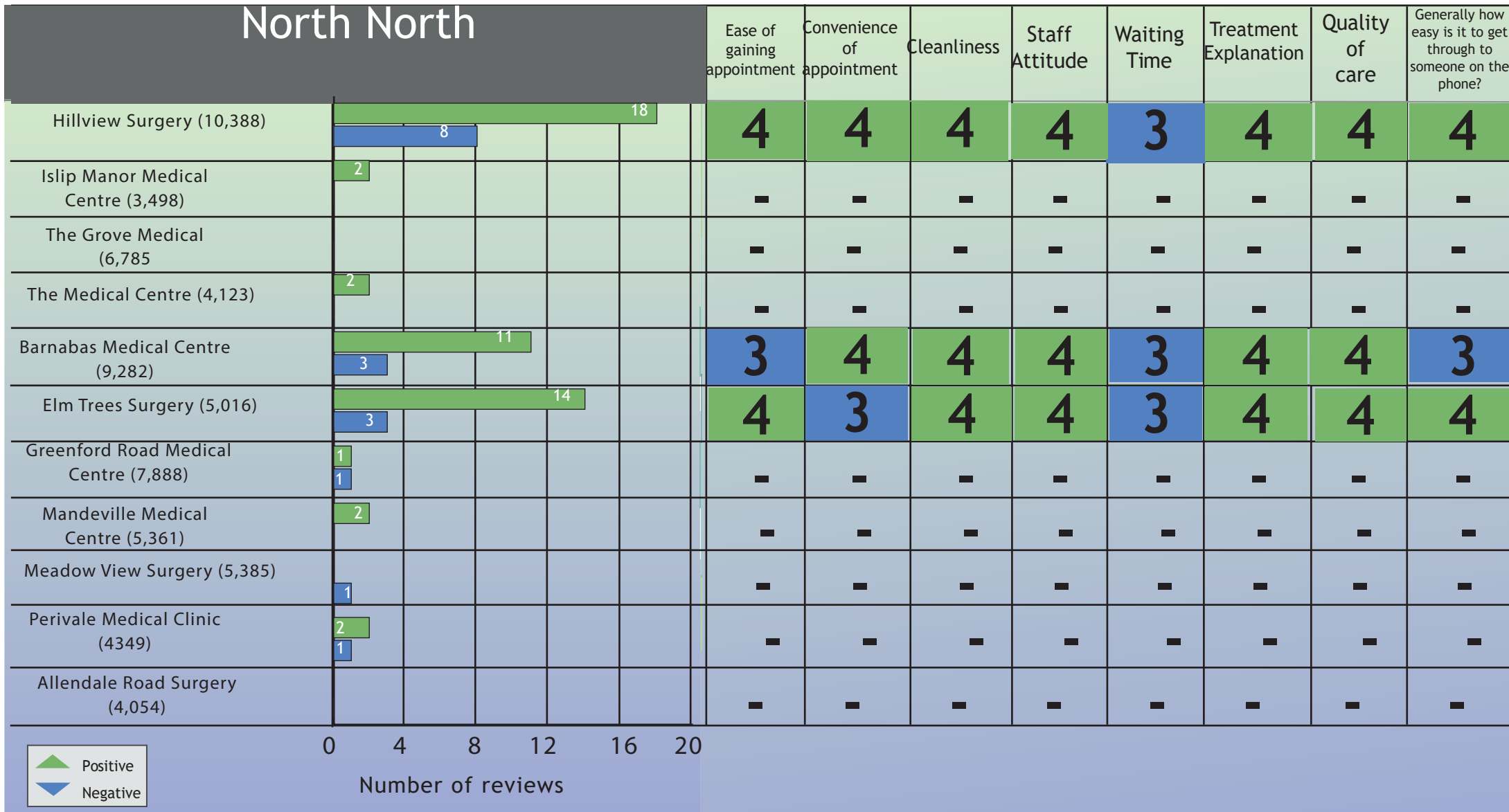
Network Area Specific GP Reviews

Central Ealing



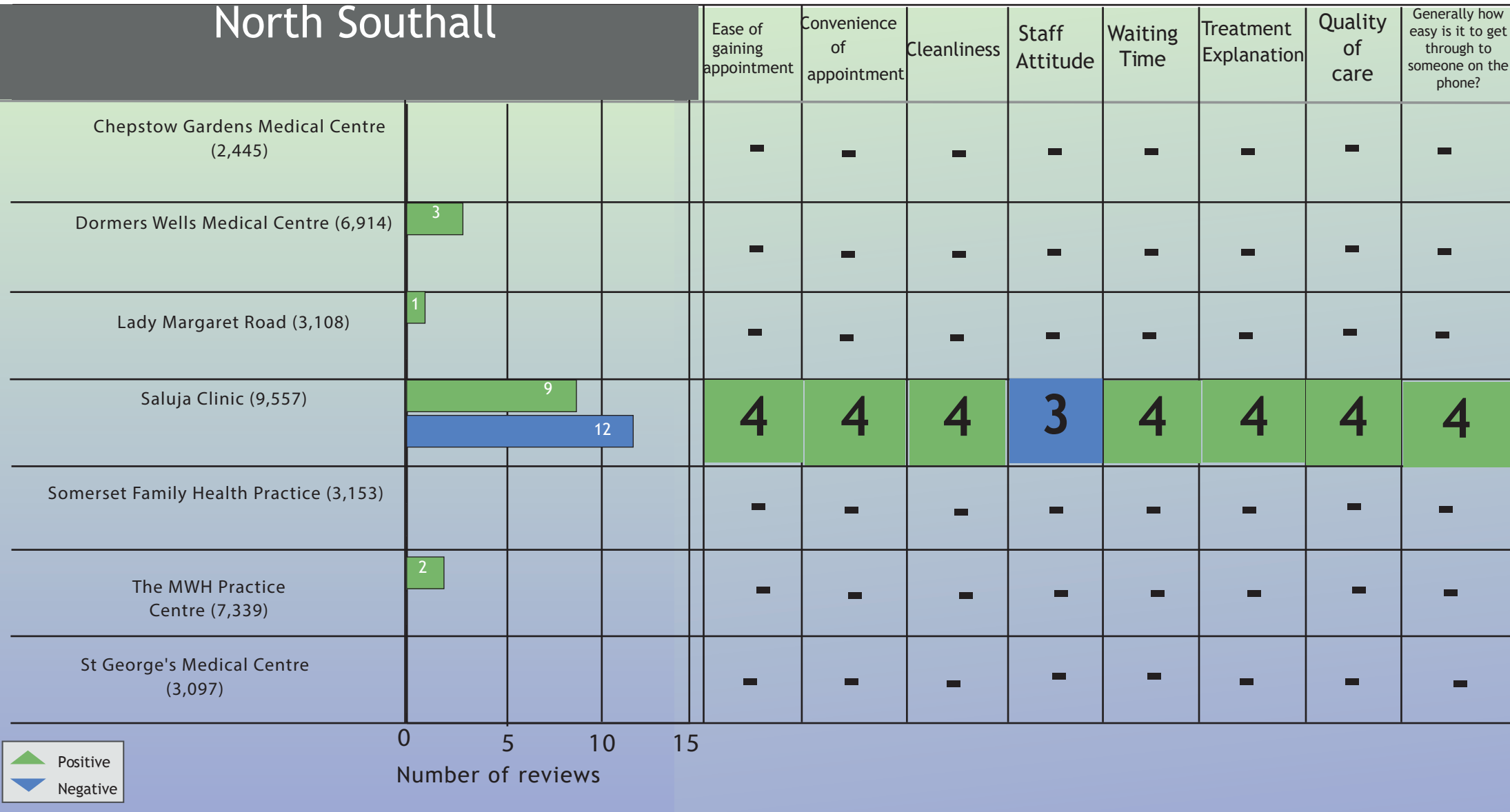
Network Area Specific GP Reviews

North North

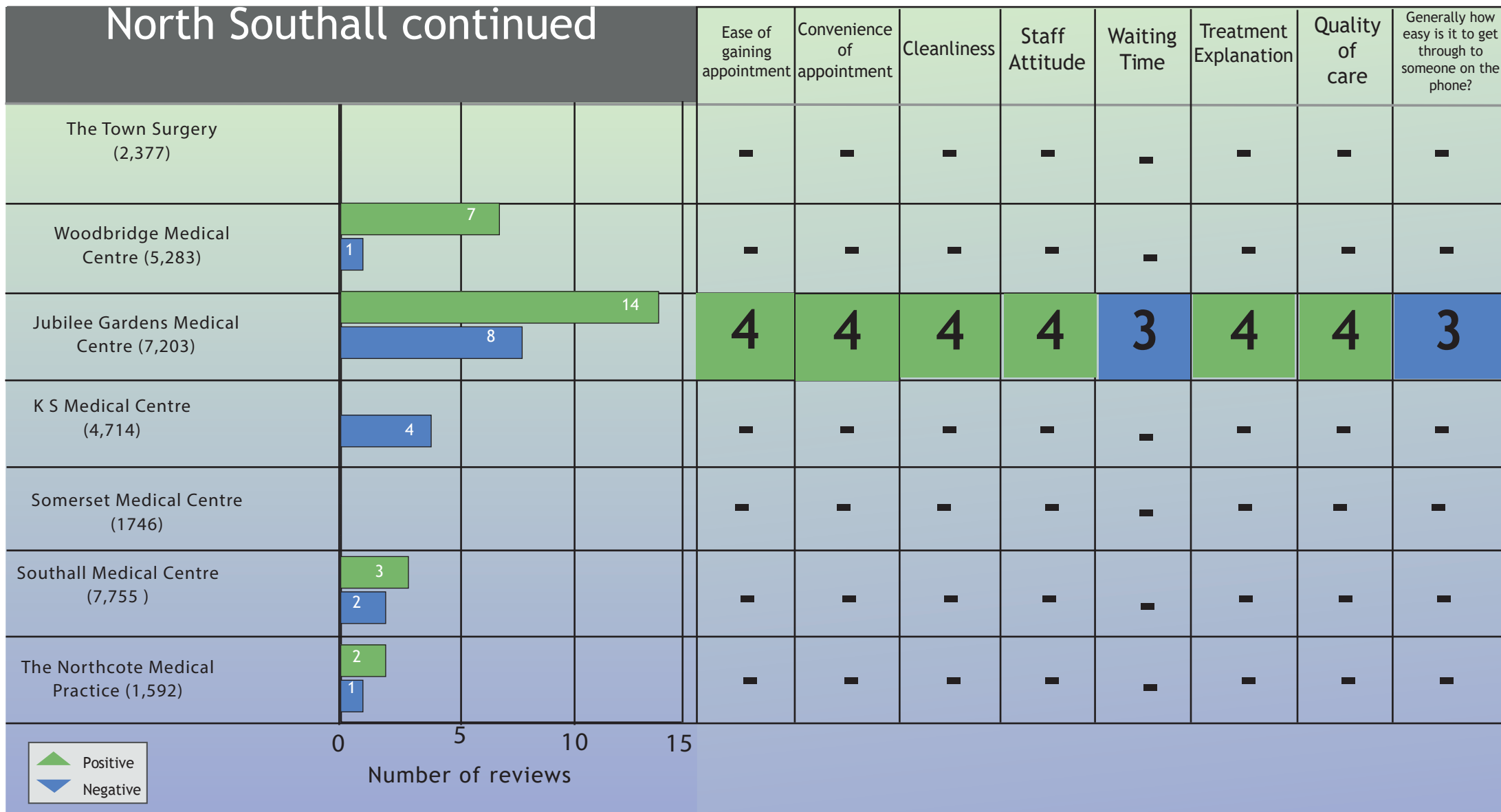


Network Area Specific GP Reviews

North Southall

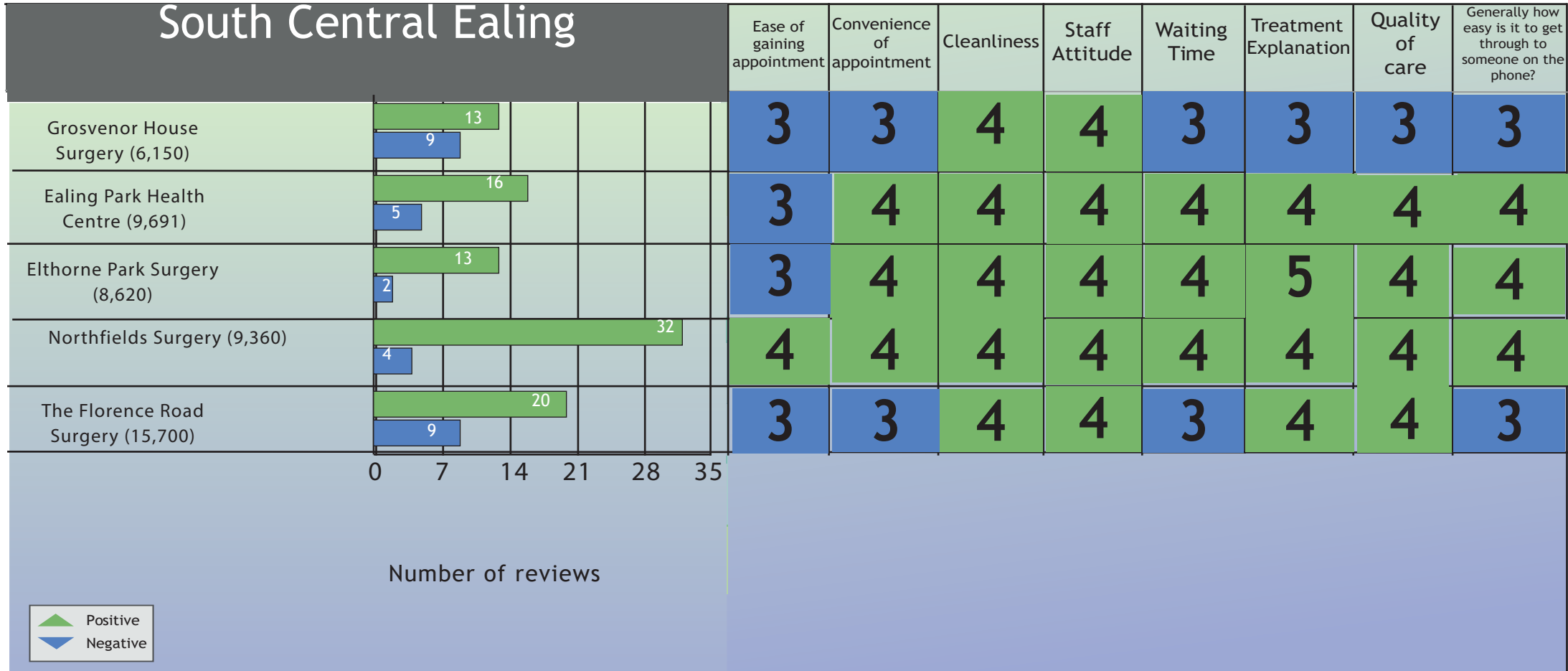


Network Area Specific GP Reviews



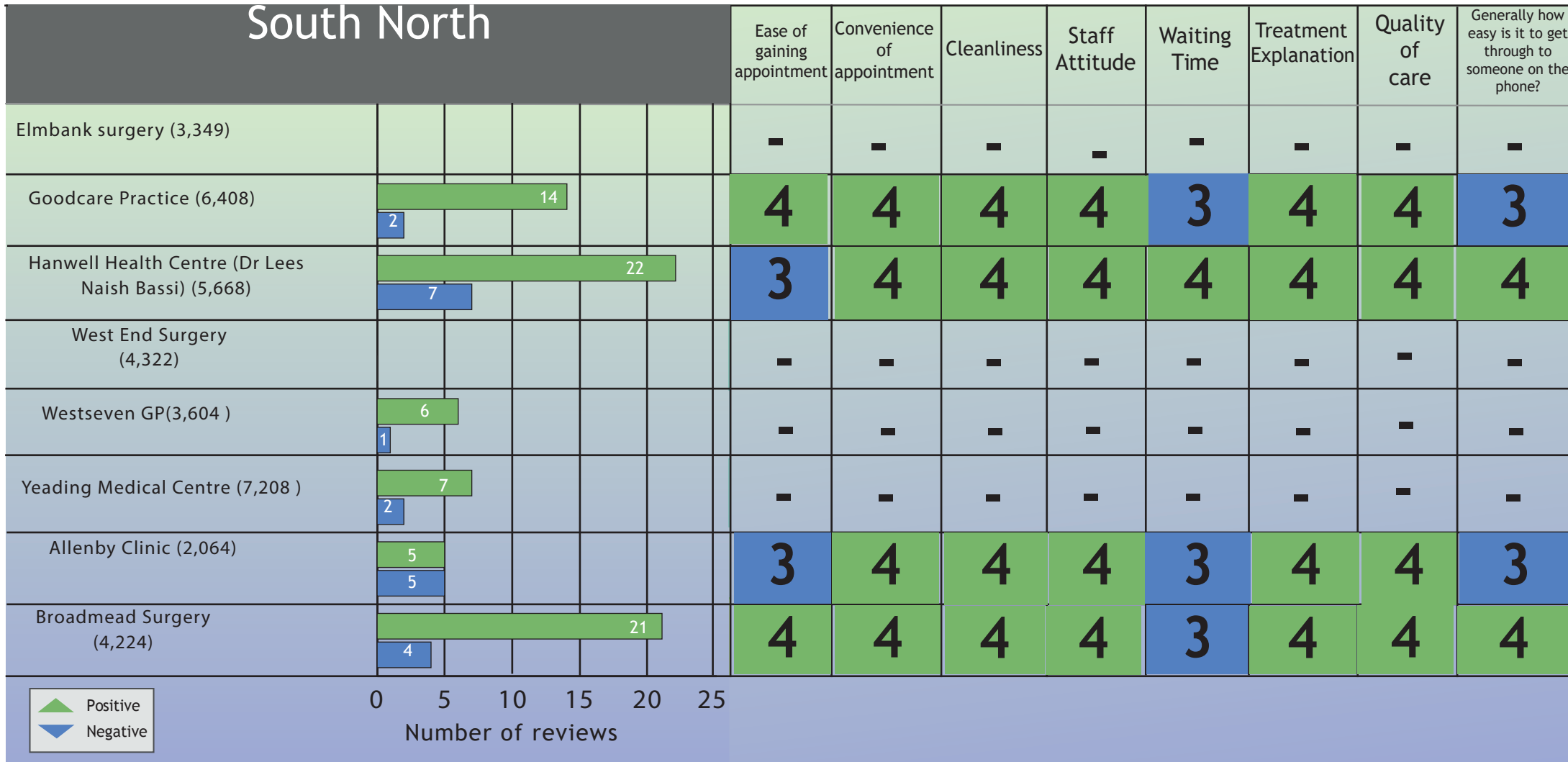
Network Area Specific GP Reviews

South Central Ealing



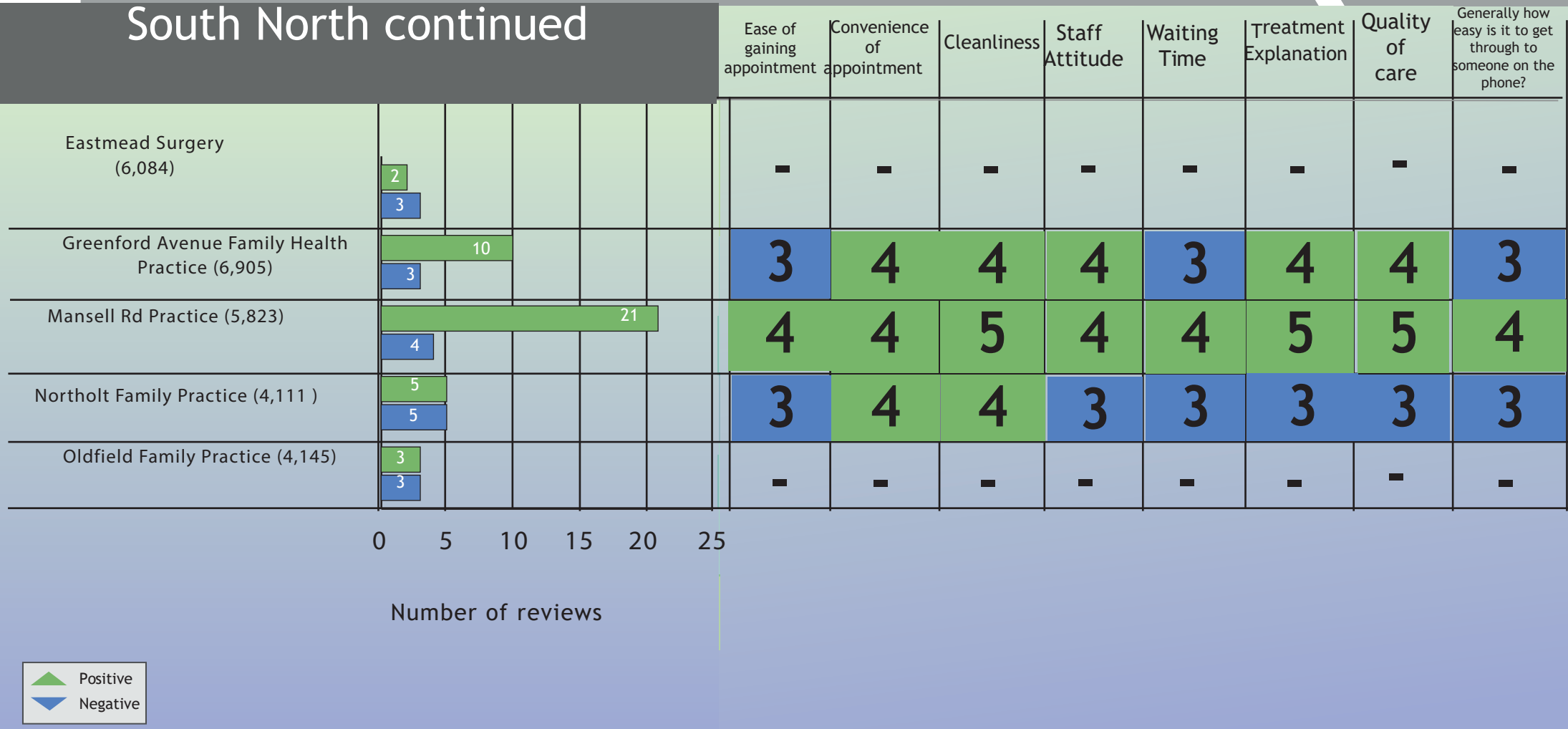
Network Area Specific GP Reviews

South North



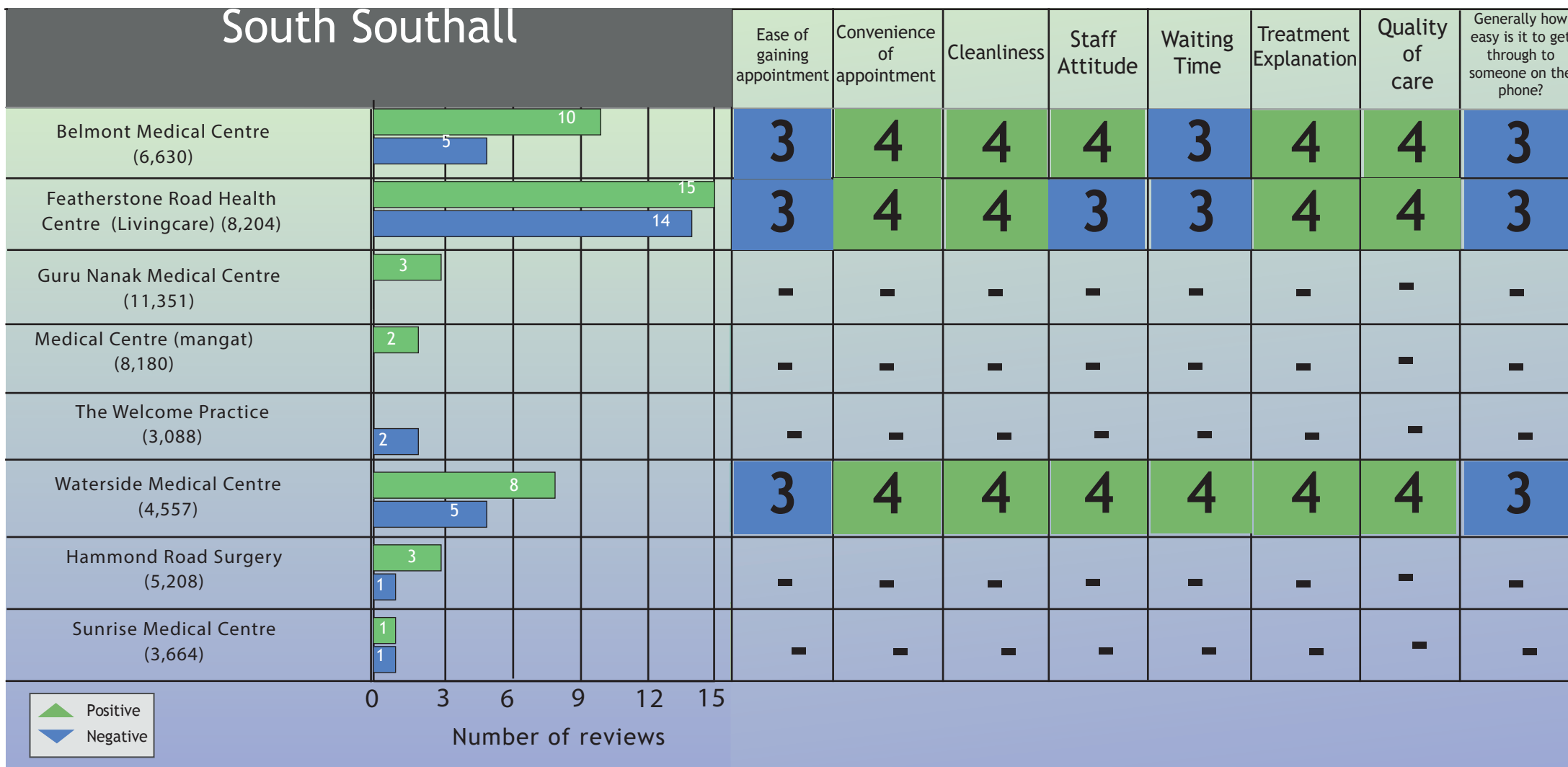
Network Area Specific GP Reviews

South North continued



Network Area Specific GP Reviews

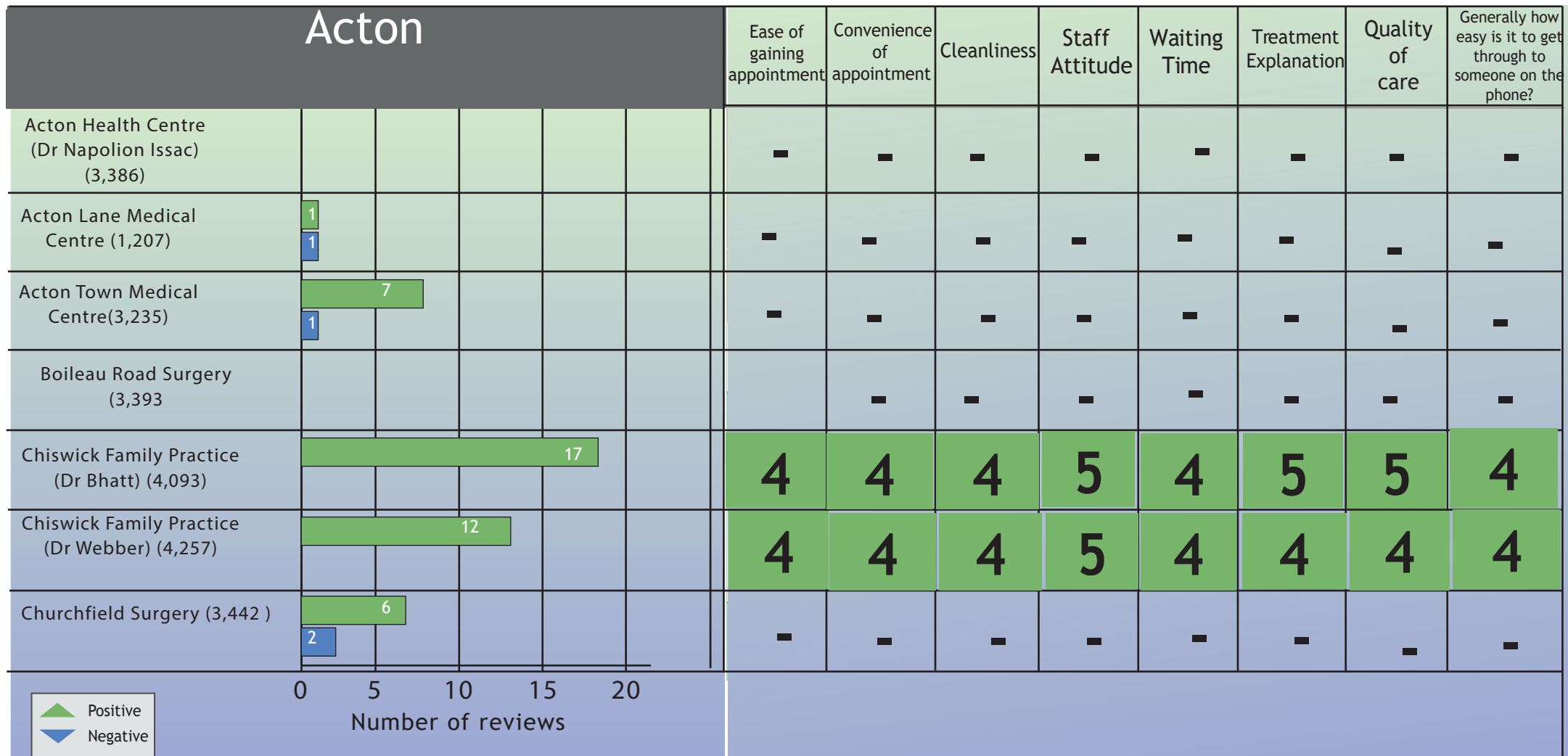
South Southall



GP surgeries with an overall feedback score of less than 10 reviews are not included due to the sample being unrepresentative overall. We will attempt to increase feedback from those GP surgeries through targeted patient engagement work and will include those GP surgeries in our annual reviews of patient experiences.

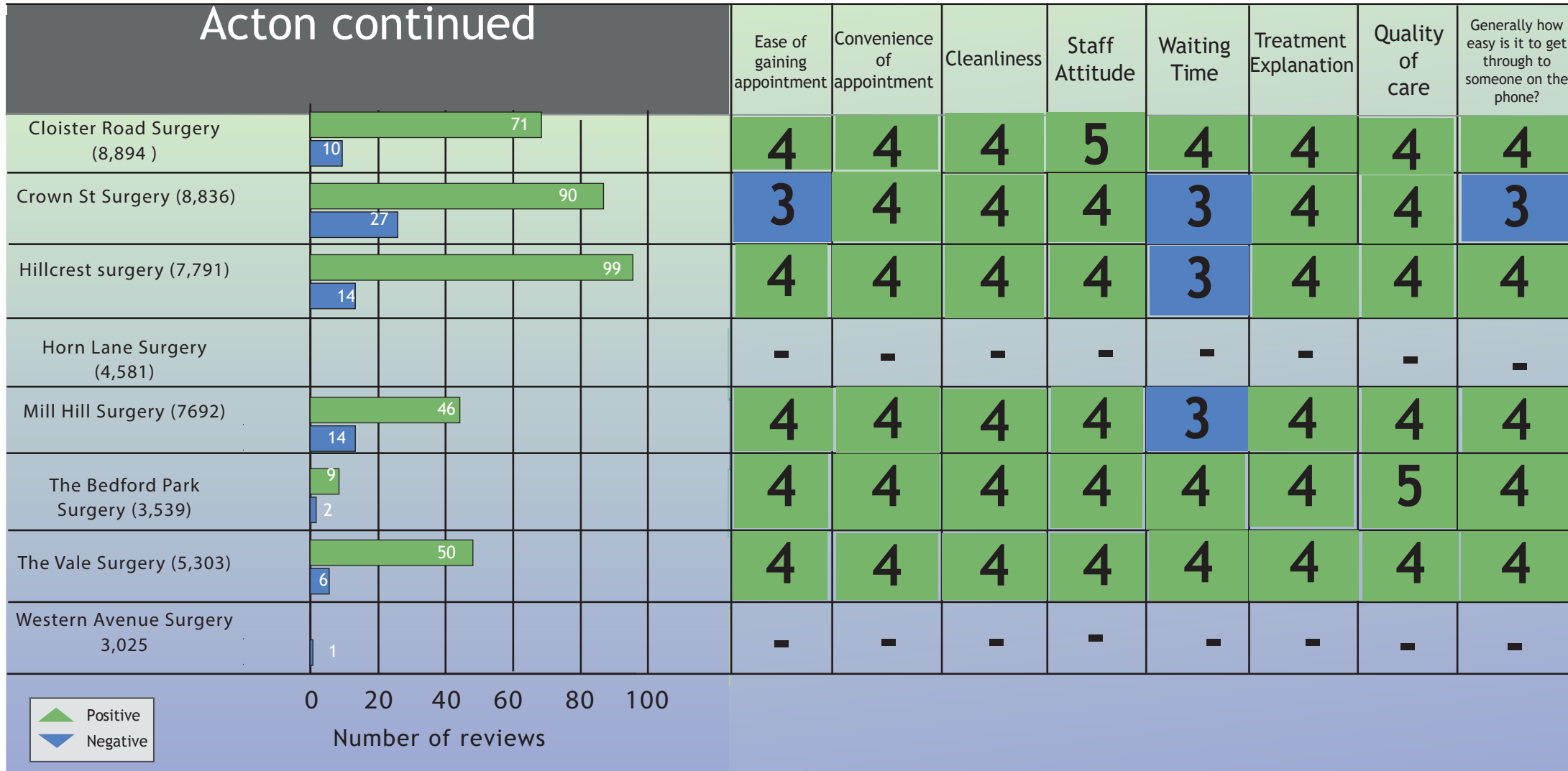
Annual GP Reviews for Network Specific Area

The chart below covers the periode of June 2017 to June 2018. Since the patient experience programme was launched in April 2017 there has been a significant increase in the number of reviews. We have seen an increase in the number of reviews from the online Feedback Centre, Patient Experience Officer and volunteers engaging with the local community. The table below covers the period of June 2017 to June 2018. **The Patient Experience Officer and volunteers have had access to 85% of the GP surgeries in the Ealing borough.** We are aiming to cover all of the GP surgeries by the end of this quarter.



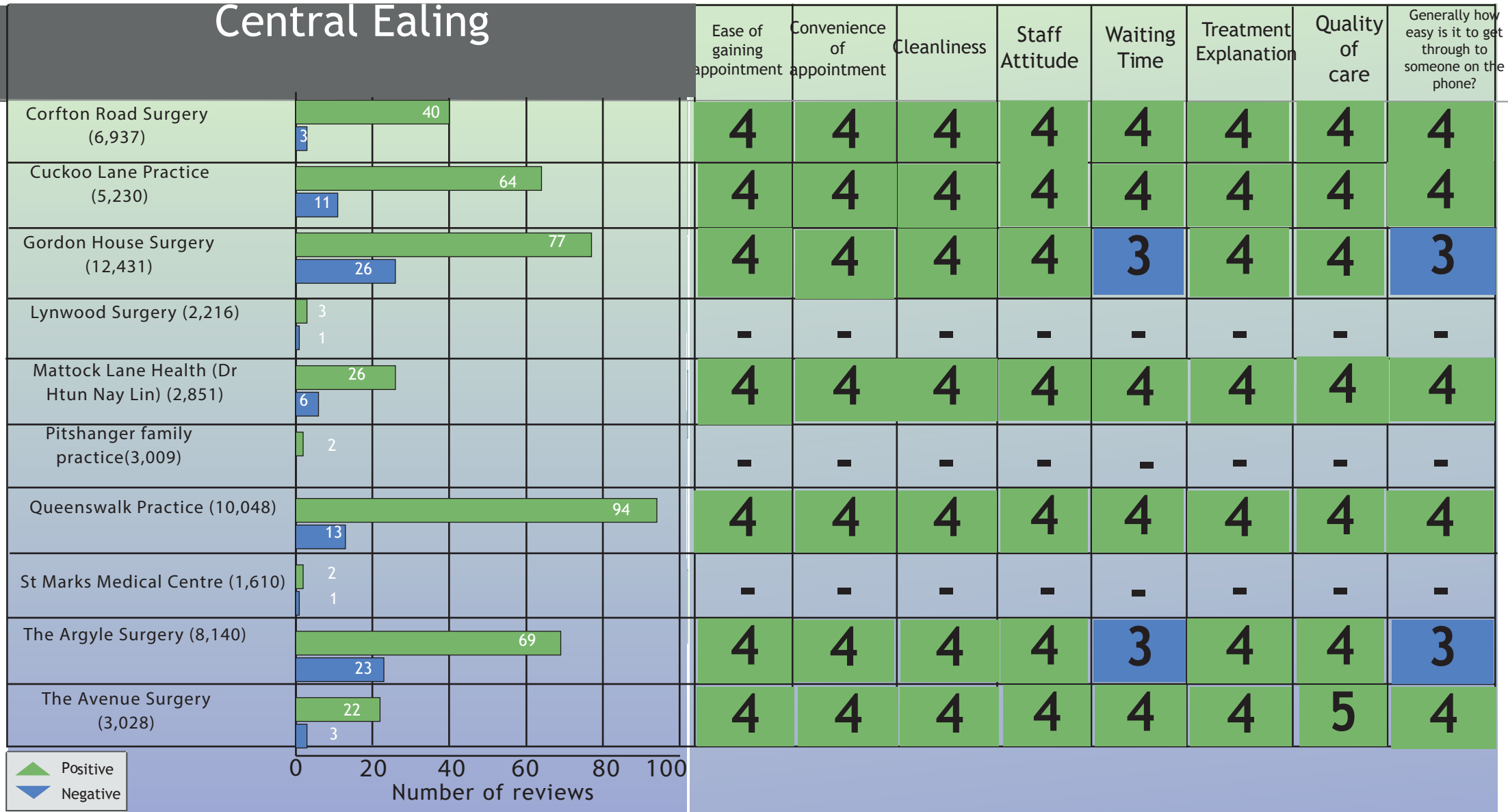
Annual GP Reviews for Network Specific Area

Acton continued



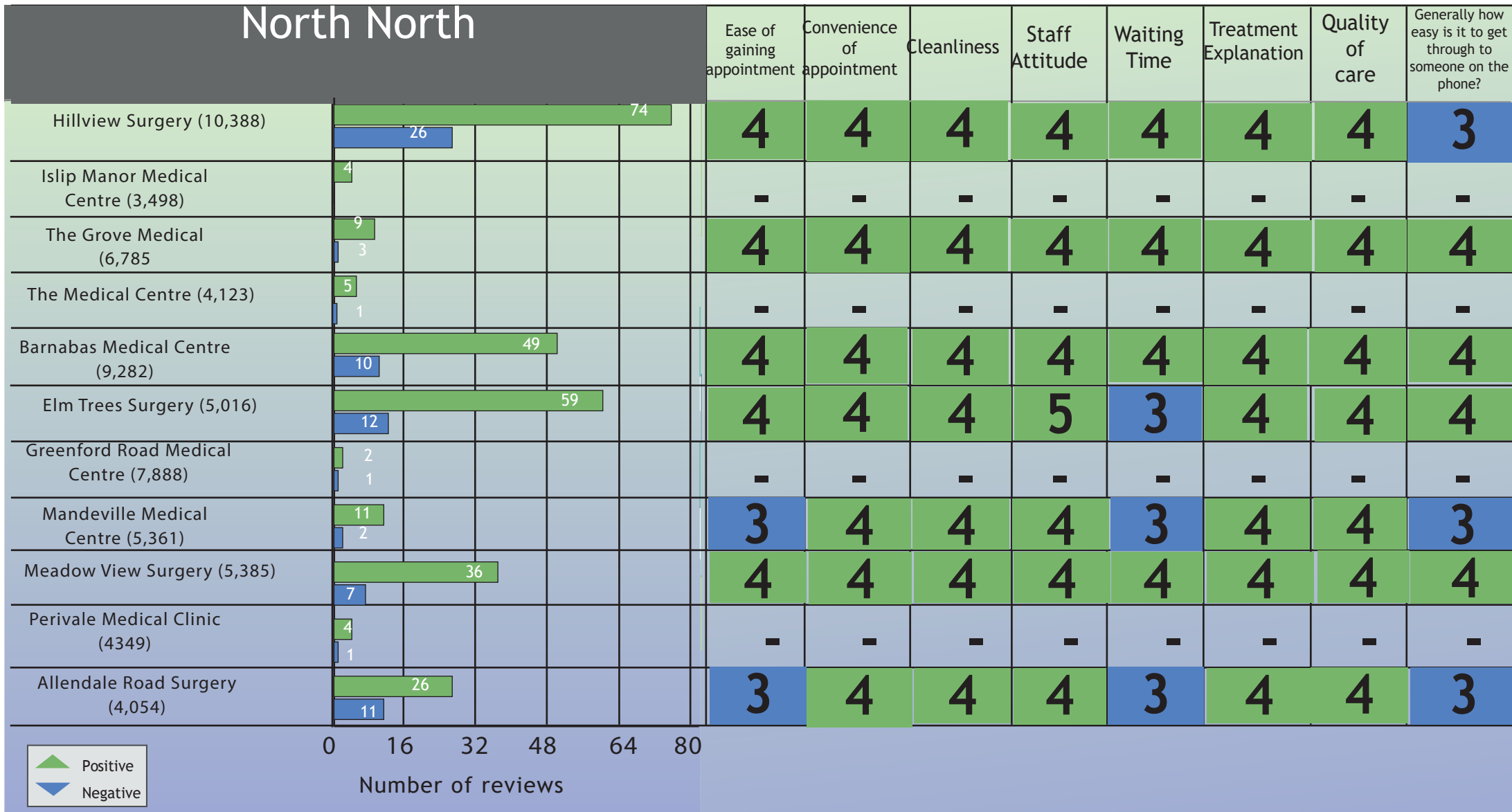
Annual GP Reviews for Network Specific Area

Central Ealing



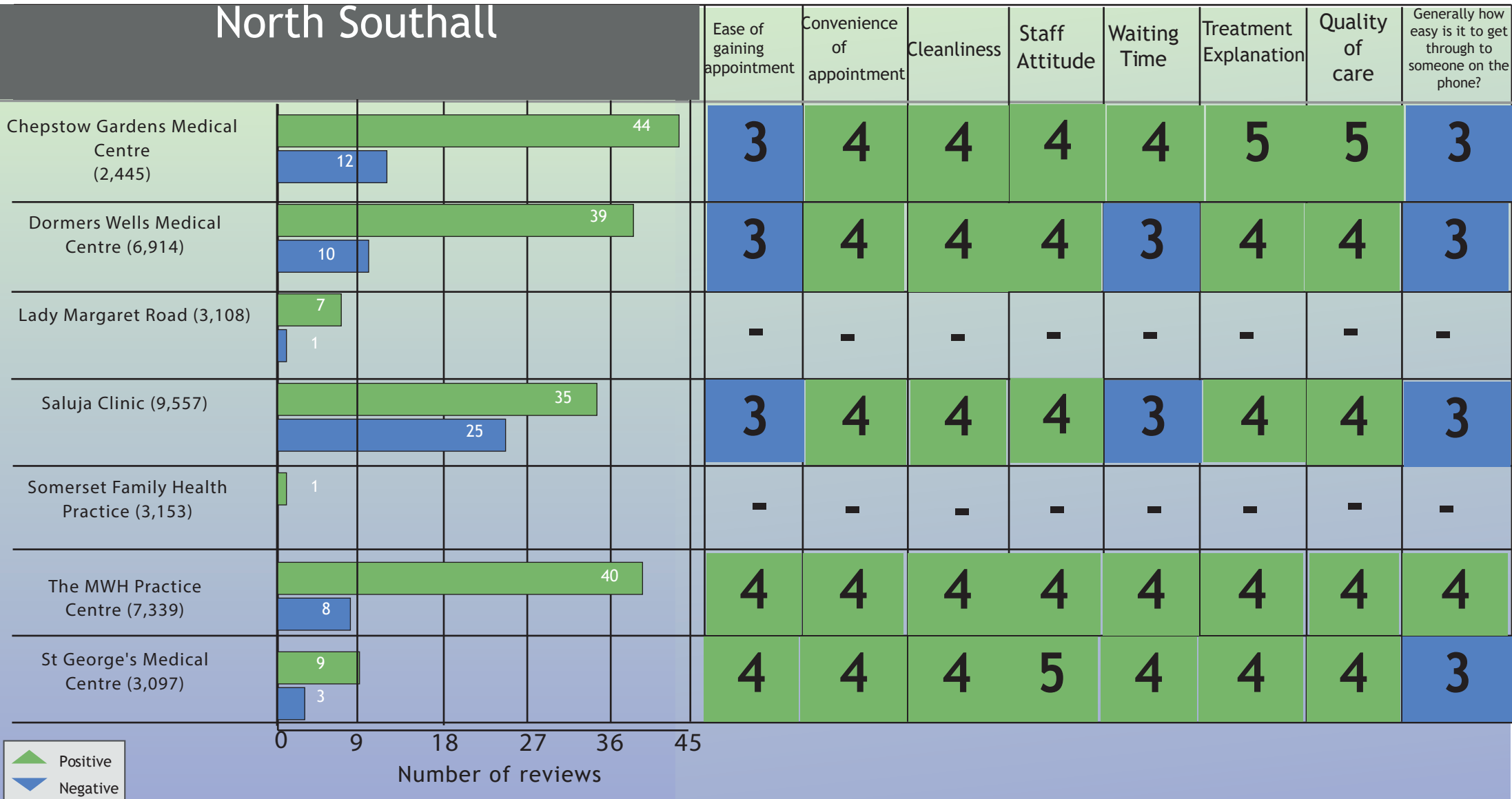
Annual GP Reviews for Network Specific Area

North North

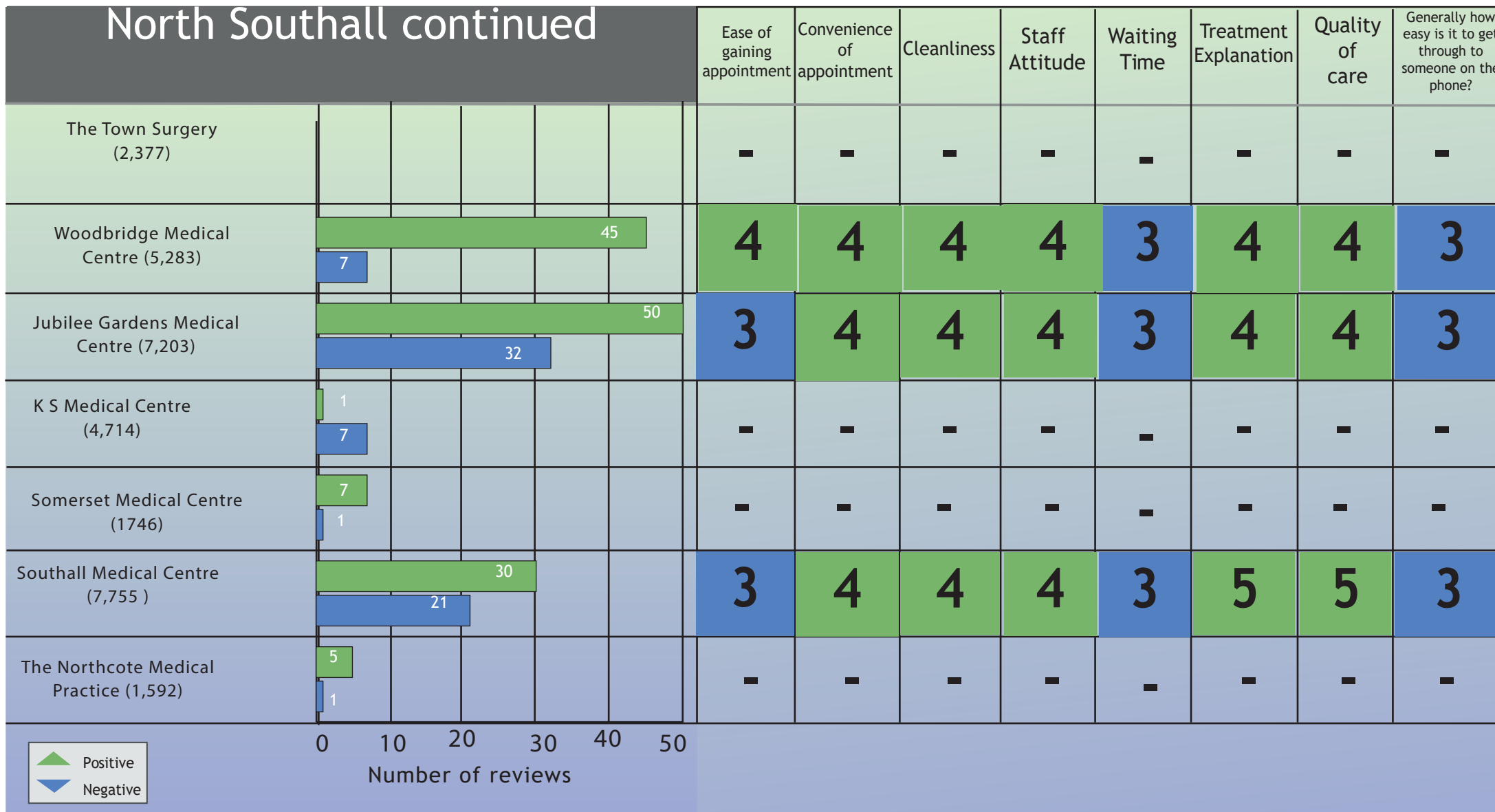


Annual GP Reviews for Network Specific Area

North Southall

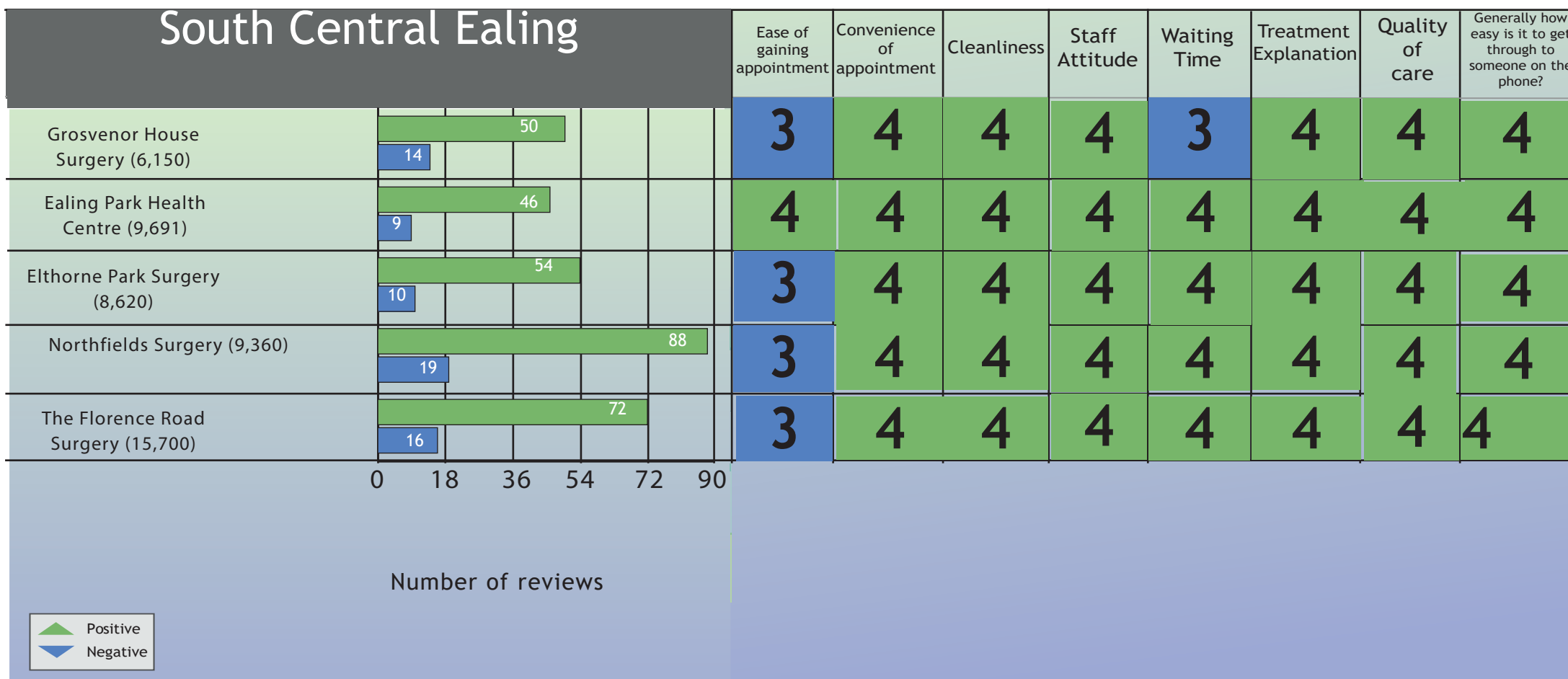


Annual GP Reviews for Network Specific Area



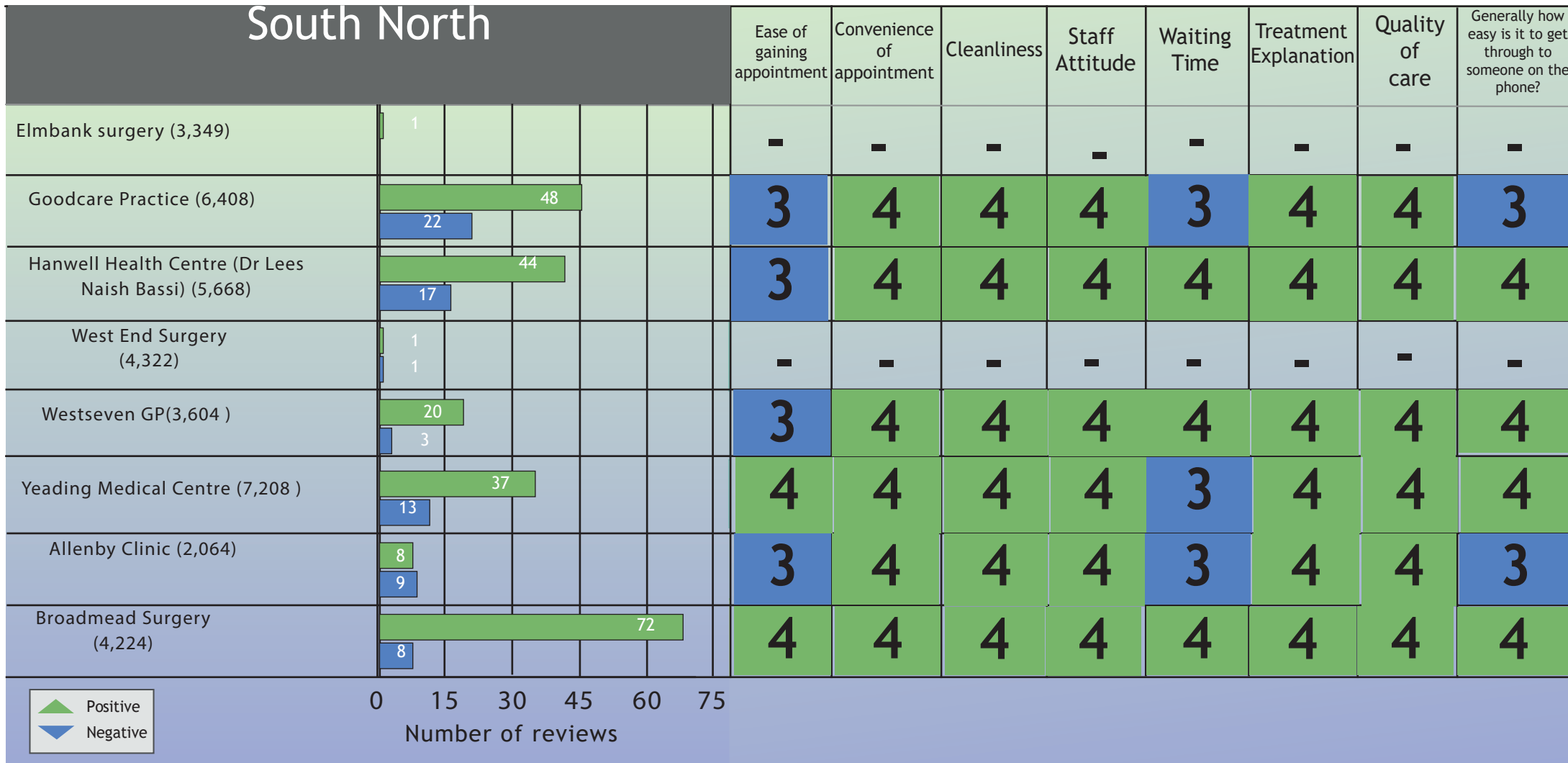
Annual GP Reviews for Network Specific Area

South Central Ealing



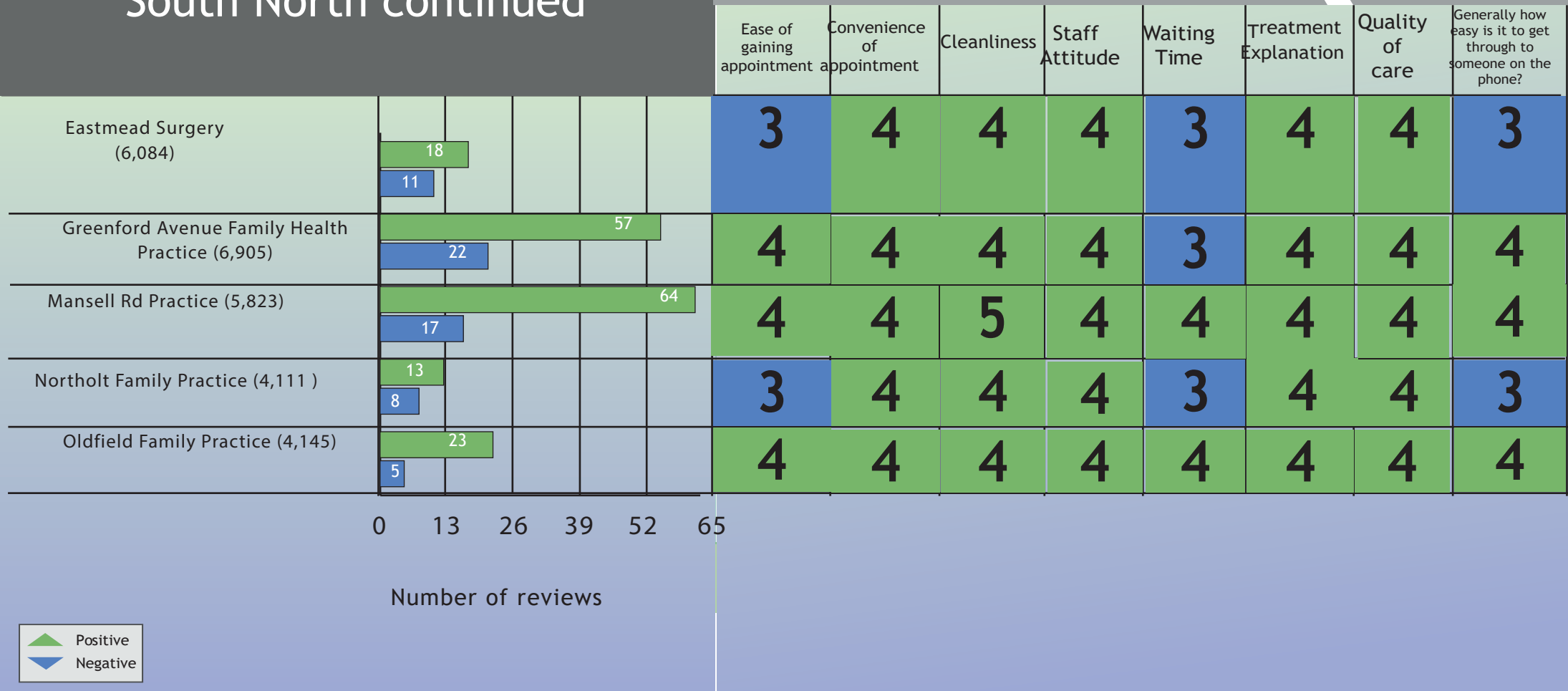
Annual GP Reviews for Network Specific Area

South North



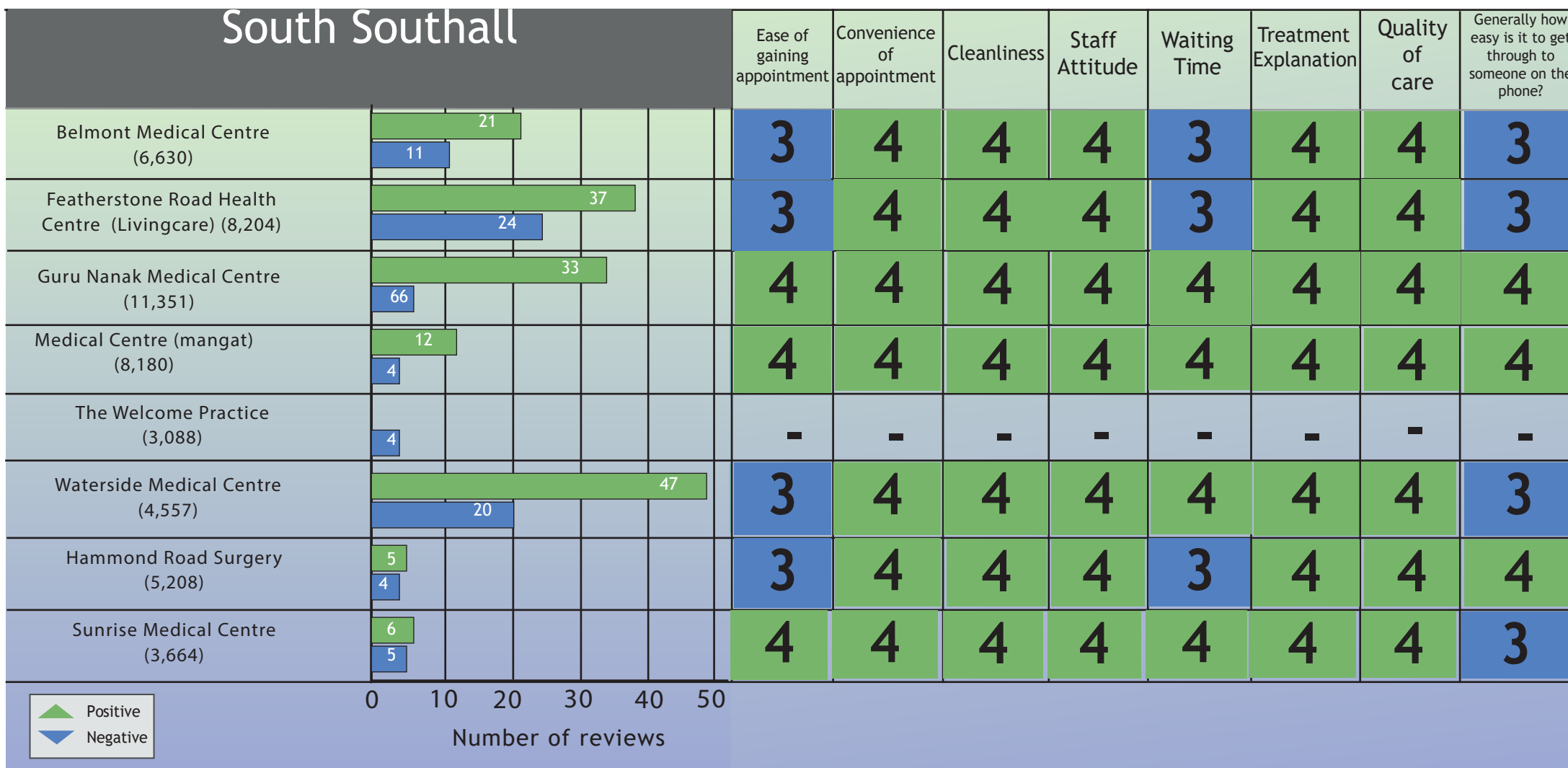
Annual GP Reviews for Network Specific Area

South North continued



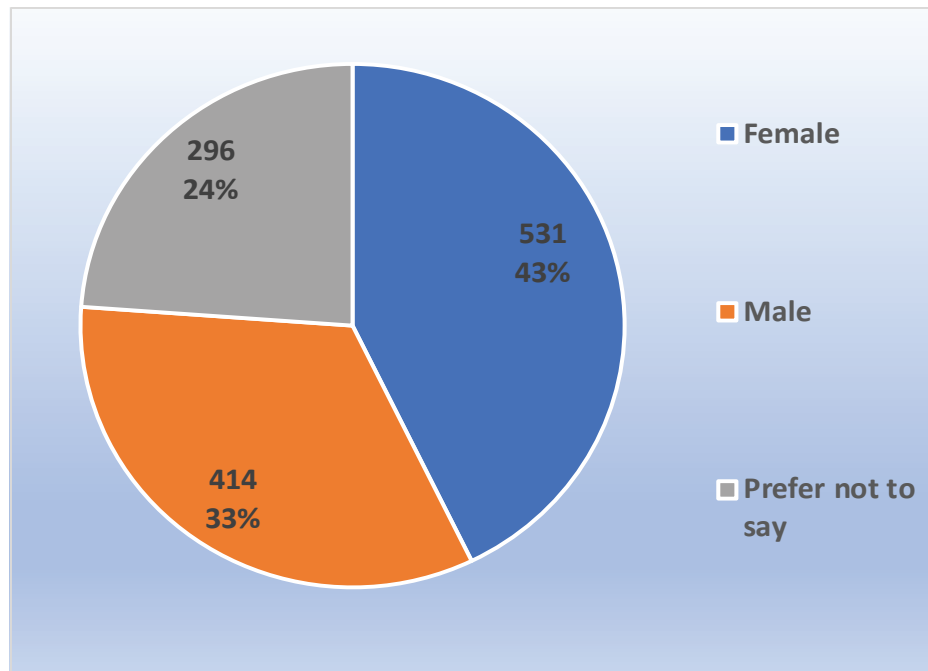
Annual GP Reviews for Network Specific Area

South Southall



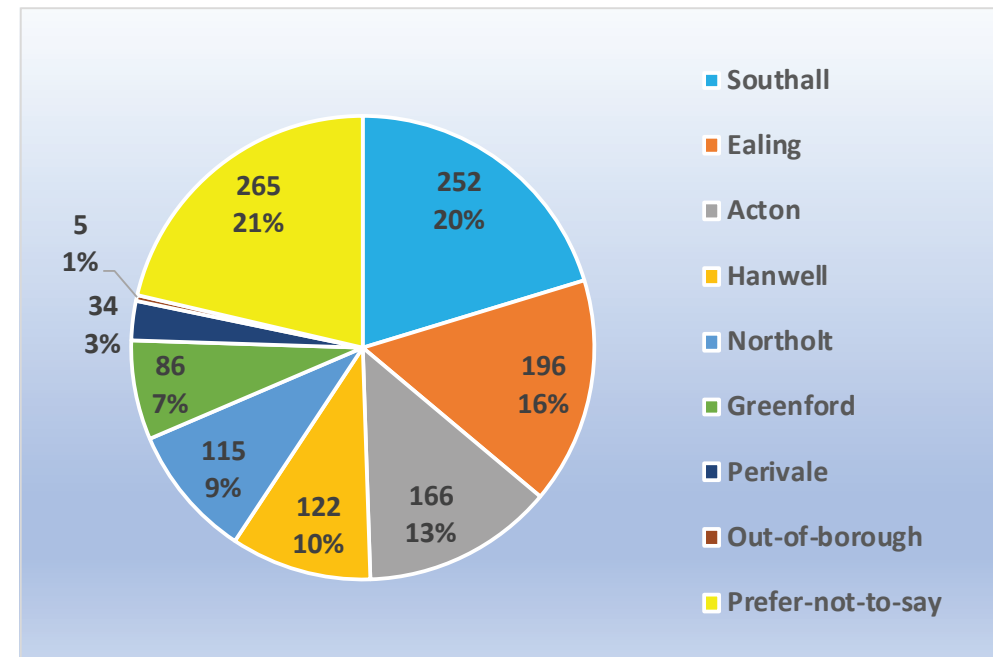
Demographic information

The pie chart below shows the number of reviews received by gender from April to June 2018. The majority of the reviews received this quarter are from females 43% (n.531). There has been a decrease in the number reviews received from females from the previous quarter 51% (n.712). However, the number of reviews received from men this quarter has increased to 29% (n.362).



Gender

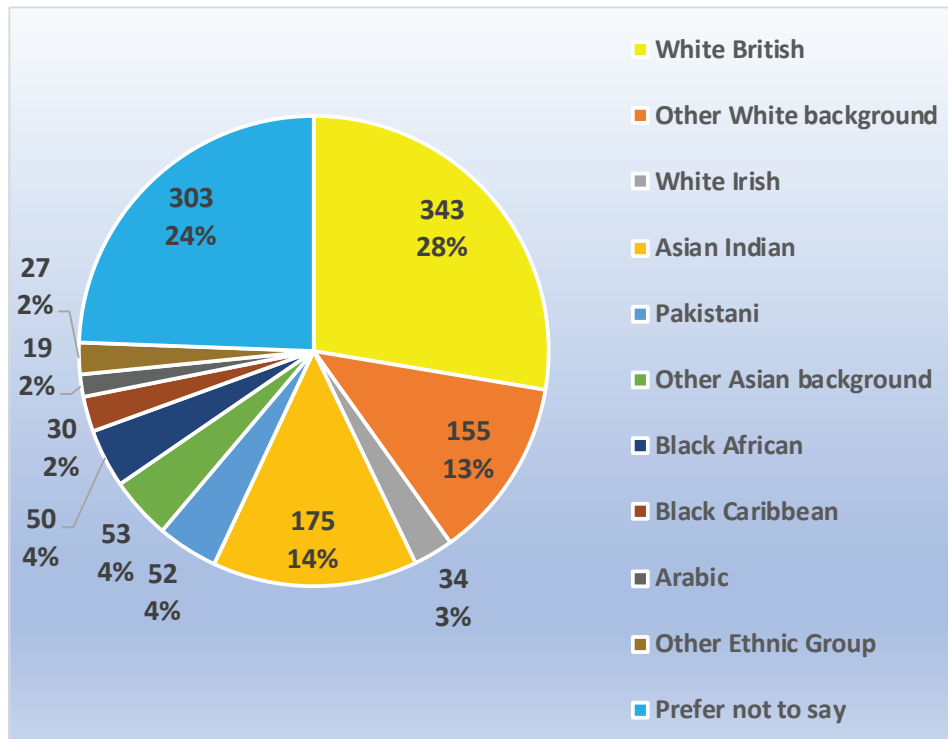
During this quarter we were able to visit a number of GP surgeries in each network area with the highest number of the reviews being received from Southall 20% (n.252) followed by Ealing 16% (n.196), Acton 13% (n.166) and the least number of reviews being received from Perivale 3% (n.34). The number of GP surgeries in each network area differs. Some network areas have many smaller surgeries compared to other network areas which have Health Centres and larger GP surgeries. However, this quarter we were able to attend some of the smaller GP surgeries in each network area.



Number of reviews per network area

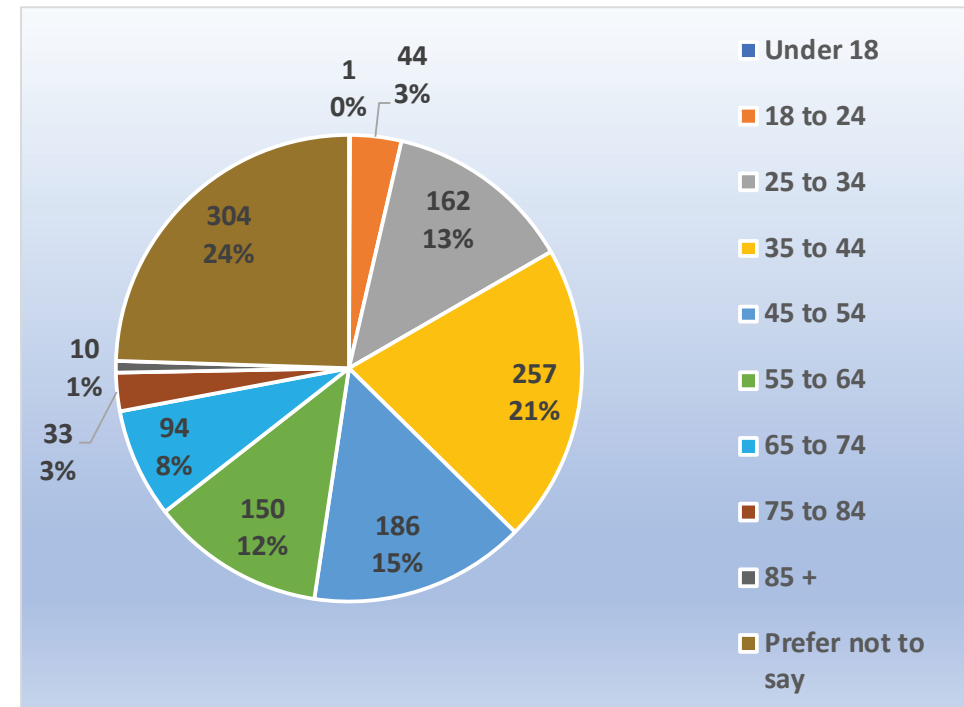
Demographic Information

In terms of ethnicity, the majority of feedback received this quarter were from people who identified as White, 28% (n.343); 14% (n.175) from Asian or Asian British; 13% (n.155) from Other White background; 4% (n.50) from Black or Black British; and 2% (n.27) from those identified as Other. Our aim is to reach out to all demographics of the borough, including ways to gather feedback from those who do not visit health and social care services.



Ethnicity of Patients

The pie chart below shows the number of reviews received this quarter from different age groups. Apart from people who preferred not to identify their age, 24% (n.304), the majority of feedback received was from 35 to 44, 21% (n.257), followed by 45 to 54, 15% (n.186) and 25 to 34, 13% (n.162) whereas the 85+ group had the fewest number of reviews 1% (n.10).



Age of Patients

Conclusion

This quarter, 1,241 patient experiences were collected, and we have seen a slight decrease in the number of patient experiences collected for this quarter. However, there has been a greater focus on Pharmacy and Outpatient services.

There were 931 positive reviews and 310 negative reviews received this quarter. As we saw in Q4, overall, positive patient experiences far outweigh negative patient experiences. However, if we look beyond this overall picture and at specific service areas, findings indicate the following positive and negative themes:

Positive

Quality treatment and care received at outpatient hospital services.

Quality of staff and staff attitude at hospital outpatient services.

Quality treatment and care at GP services.

Quality of staff and staff attitude at GP services.

Quality of staff and staff attitude at Community Health services.

Negative

Access issues for outpatient hospital services, including waiting times whilst at the service and appointment cancellation.

Access issues for GP services including waiting times.

Access issues for Community Health services.

Mixed

A varied picture of administration systems including booking appointments and appointment availability within GP services.

Cancellation or postponed appointments at hospital.

These themes were similarly identified in our Q4 Patient Experience Report.

Actions, impact and next steps

This report identifies a number of areas of good practice and also areas for improvement across different services. Healthwatch Ealing will use this report in its meetings with both commissioners and providers, sharing the themes identified from the patient voice in order to inform how services could or should be improved. As additional reports are published these themes and importantly, any trends, will be followed up in more detail with relevant partners. We will work with partners to develop appropriate actions to address the issues identified.

The Healthwatch Ealing Patient Experience Report (Q4) has now been shared and presented at a number of different levels to different audiences including the:

- Ealing Clinical Commissioning Group (CCG) Quality and Patient Safety Committee
- Ealing CCG Public and Patient Engagement Committee
- Ealing CCG Primary Care Commissioning Committee
- London North West University Healthcare Trust (LNUHT) Patient Experience Committee (PEC)
- Ealing Quality Assurance Group

We are working closely with the CCG and a variety of partners to identify how this intelligence can meaningfully feed into existing commissioning and monitoring mechanisms. Initial actions identified from presentation and discussion of the Q4 report include:

- Feedback about the report from Ealing CCG Primary Care Quality Group in regards to scoring and how the rating could be made clearer to patients.
- ECCG have asked if we would be able to identify providers who have received negative reviews.
- LNUHT PEC have requested regular updates/meetings. In addition, the Head of Patient Experience is considering how Healthwatch data can best be integrated into existing patient experience monitoring and reporting mechanisms. They have asked if we could meet to identify patient reviews related to Ealing Hospital and identify themes/trends.

Actions, impact and next steps

In terms of next steps for our Patient Experience programme, Healthwatch Ealing aims to continue to grow and develop the programme, recruiting and training more volunteers to support data collection and increase the breadth of health and social care services we are able to cover. There will be a focus on mental health services in the next quarter.

The number of reviews received from men this quarter has increased from 29% (n.362) to 33% (n.414) in quarter 1, we will continue to focus on increasing patient experience from men and ensuring the age, ethnicity and geographic breakdown of the people we speak to is broadly reflective of the boroughs profile. We will also seek innovative ways to gather the views of those who do not visit health and social care services and in particular, work with partners to develop longer term plans for how to capture more feedback on social care services and from housebound patients.

During Q2 (July - September 2018), we have been focusing on Community Health services (e.g. IAPT, Ealing West Recovery Team and Ealing East Recovery Team) and feedback from Ealing Hospital Outpatients Department.

In relation to your comments are you a:

Select one

When did this happen

Do you know the name of the ward / department? (if applicable)

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following?

- Informally with the Service Provider (those who run the service)
- Formally with the Service Provider (via an official complaint)
- Patient Liason and Advice Service (PALS)
- Ealing Clinical Commissioning Group
- Ealing Council Social Services (including safeguarding)
- Care Quality Commission (CQC)
- Other

If other, please specify

Where did you hear about us?

Select one

Do you want to know more about how to make an official complaint?*

- No Yes

Would you like to speak to Healthwatch directly?*

- No Yes

About you

Name

Leave feedback anonymously?

Email* (So you can be notified of provider responses and we can prevent spam, an email is required. Your email will be kept private and you will not be sent any marketing material. If you do not wish to add your email, please use info@healthwatchealing.org.uk)

I accept the [Terms and conditions](#)

Subscribe to the newsletter?

If you are willing to provide us with some monitoring information please [click here](#).

Please note: Monitoring information helps us identify trends and gaps in our information gathering, enabling us to provide more detailed evidence to service providers and commissioners about your health and social care services.

[Submit feedback >](#)

Only your overall rating, comment and name (if disclosed) will be visible online.

Share Your Experience with Us

Healthwatch Ealing gives you the chance to say what you think about how local health and social care services are run. Your experiences are important and can help to inform the commissioners and service providers. Whether it is a compliment, concern or complaint, it is easy to tell us about your experience by completing and submitting this form or contacting us, our details are at the bottom of this form.

Name of Service:Month/Year:

1. How likely are you to recommend this anyone who needs similar care or treatment?

5 = Extremely likely 4 = Likely 3 = Neither likely nor unlikely 2 = Unlikely
1 = Extremely unlikely () Don't know

2. How do you rate your overall experience?

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

3. Summary of your experience

.....

4. Tell us more about your experience

.....
.....
.....
.....

5. Where do you live? (town/city)

6. Your ratings (select if applicable)

Ease of gaining appointment
5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Convenience of appointment
5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Cleanliness
5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Staff Attitude
5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Waiting Time
5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Treatment explanation
5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Quality of care
5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Quality of food
5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Generally, how easy is it to get through to someone on the phone?
5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

7. In relation to your comments are you a:

In relation to your comments are you a:

- Patient Carer Relative Carer and Relative
 Service Provider Visitor Professional

When did this happen

.....

Do you know the name of the ward / department? (if applicable)

.....

If applicable, describe your overall experience of making an appointment

.....

Have you shared your experience with any of the following? (Please tick)

- Informally with the Service Provider (those who run the service)
 Formally with the Service Provider (via an official complaint)
 Patient Liaison and Advice Service (PALS)
 Ealing Clinical Commissioning Group
 Ealing Council Social Services (including safeguarding)
 Care quality Commission (CQC)
 Other

If "other", please specify

Where did you hear about us? (Select one)

- Event Newspaper / Magazine TV
 Radio Internet / Website Word of mouth
 Healthcare setting Other Social media (Twitter/Facebook)

Do you want to know more about how to make an official complaint?

- No Yes

Would you like to speak to Healthwatch directly?

- No Yes

About you

Name.....

Email.....

Leave feedback anonymously

Monitoring Information

What gender do you identify yourself as:

- Female Male Other.....
 Prefer not to say

Which age group are you in?

- Under 18 18 to 24 25 to 34 35 to 44 45 to 54 55 to 64
 65 to 74 85+ Prefer not to say

What is your ethnicity?

White

- English / Welsh / Scottish / Northern Irish / British
- Gypsy or Irish Traveller
- Any other white background.....

Asian / Asian British

- Bangladeshi
- Chinese
- Indian
- Pakistani
- Any other Asian background.....

Black, African, Caribbean, Black British

- African
- Caribbean
- Any other Black, African, Caribbean background.....

Mixed, Multiple

- White and Asian
- White and Black African
- White and Black Caribbean
- Any other mixed / multiple background.....

Other Ethnic Group

- Arab
- Any other ethnic group.....

Which area of the borough do you live in?

- Acton
- Ealing
- Greenford
- Hanwell
- Northolt
- Perivale
- Southall
- Other
- Out of the Borough
- Prefer not to say

Do you consider yourself to be disabled?

- Yes
- No
- Prefer not to say

Do you consider yourself to have a long-term condition or health and social care need?

- Yes
- No
- Prefer not to say

Are you a carer?

- Yes
- No
- Prefer not to say

What is your religion?

- Buddhist
- Muslim
- Prefer not to say
- Christian
- Sikh
- Hindu
- Other religion.....
- Jewish

What is your sexual orientation?

- Bisexual
- Prefer not to say
- Gay man
- Lesbian
- Straight / Heterosexual

Thank you for sharing your experience

Theme	Subthemes	
Access to services	Convenience/Distance to travel	Patient choice
Access to services	Inequality	Service Delivery/Opening Times
Access to services	Information and Advice	Lack of
Access to services	Suitability of Provider (Individual or Partner)	Suitability of Provider (Organisation)
Access to services	General	Waiting times

Administration	Admission Procedure	Incident Reporting
Administration	Appointment availability	Management of service
Administration	Booking appointments	Medical records
Administration	Commissioning and provision	Quality/Risk management
Administration	General	

Care Home Management	Registered Manager - Absence	Staffing levels
Care Home Management	Registered Manager - Suitability	Suitability of Staff
Care Home Management	Registered Manager - Training & Development	

Communication	General	Lack of
Communication	Interpretation Services	Response times
Communication	Community engagement and involvement	

Continuity and integration of care		
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Diagnosis/assessment	General	Mis-diagnosis
Diagnosis/assessment	Lack of	Tests/Results
Diagnosis/assessment	Late	

Dignity and Respect	Confidentiality/Privacy	Equality & Inclusion
Dignity and Respect	Consent	Involvement & Engagement
Dignity and Respect	Death of a Service User (Mental Health Services)	Death of a Service User

Discharge	Coordination of services	Safety
Discharge	General	Speed
Discharge	Preparation	

Facilities and surroundings	Buildings and Infrastructure	Disability Access
Facilities and surroundings	Car parking	Equipment
Facilities and surroundings	Cleanliness (Infection Control)	Food & Hydration
Facilities and surroundings	Cleanliness (Environment)	General

Theme	Subthemes	
Access to services	Convenience/Distance to travel	Patient choice
Access to services	Inequality	Service Delivery/Opening Times
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Administration	Booking appointments	Medical records
Administration	Commissioning and provision	Quality/Risk management
Administration	General	

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Care Home Management	Registered Manager - Suitability	Suitability of Staff
Care Home Management	Registered Manager - Training & Development	

Communication	General	Lack of
Communication	Interpretation Services	Response times
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Continuity and integration of care		
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Facilities and surroundings	Cleanliness (Infection Control)	Food & Hydration
Facilities and surroundings	Cleanliness (Environment)	General
Facilities and surroundings	Cleanliness (Staff)	

Finance	Financial Viability	Lack of funding
---------	---------------------	-----------------