

**PATIENT EXPERIENCE
REPORT 2019/2020
QUARTER 1
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 2019.

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 appendixes), 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. 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. In support of our efforts to ensure feedback from all sections of the community, we recruit Patient Experience Volunteers in additional languages.

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 is our sixth Patient Experience report, covering the Q1 period, April-June 2019. During this time, we collected 682 reviews, achieving our target for this quarter of 600 reviews. This is a reduced target for the quarter, down from our normal 1200, to reflect our focus on gathering feedback from a cohort of smaller GP surgeries in both Southall and Acton. These surgeries were identified as those where we had received little or no feedback to date. In addition to this focus we continued with our regular visits to Ealing Hospital outpatient clinics and gathered a number of reviews from other services.

Out of the total number of patient experiences received, 526 (77%) were positive with star rating of 4-5, 111 (16%) were neutral with a star rating of 3 and 45 (7%) were negative with star rating 1-2 (this is based on the overall star rating provided by patients - see page 4 for further detail). This spread of positive, negative and neutral reviews is similar/different to previous quarters, potentially reflecting the different experiences of those who receive GP services from smaller practices. 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. Alongside our Patient Experience work reported here, Healthwatch Ealing carries out a number of different activities in order to hear from patients, carers and relatives and assess health and social care services from the patients perspective. To see our other reports, including Enter & View and research reports please visit our website at <https://healthwatchealing.org.uk/what-we-do/our-reports/> .

Overall Star Ratings

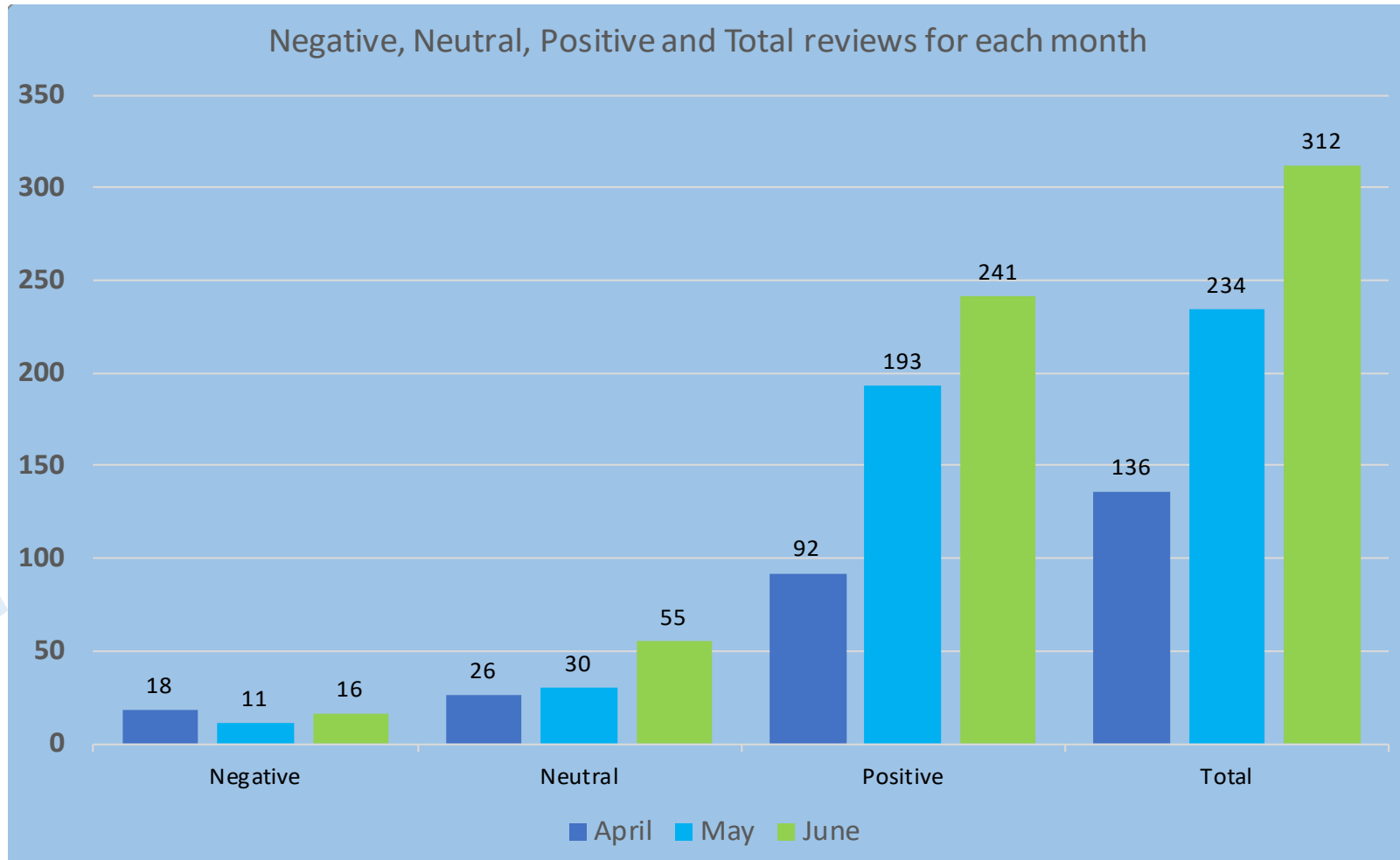
The number of patient reviews received for this quarter is 682. The table below shows a breakdown of the negative, neutral and positive patient reviews (see the appendices for examples of our physical and online questionnaires).

Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings of 1 and 2 indicate a negative response, a star rating of 3 indicates a neutral response and star ratings of 4 and 5 indicate a positive response. This quarter 526 positive responses, 45 negative responses and 111 neutral responses have been recorded.

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
April	18	26	92
May	11	30	193
June	16	55	241
Total	45	111	526

Overall Star Ratings

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

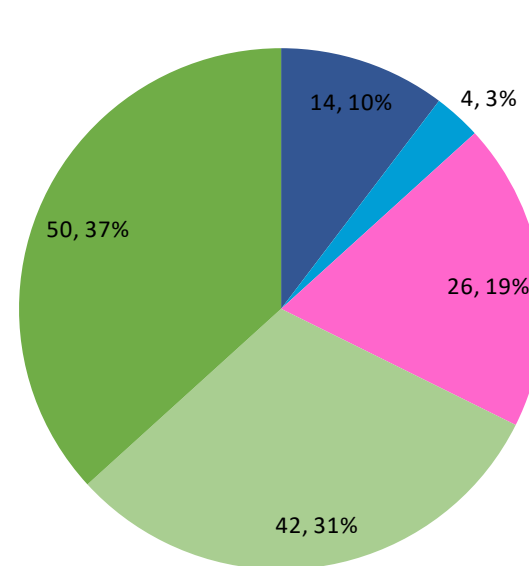


Overall Star Ratings

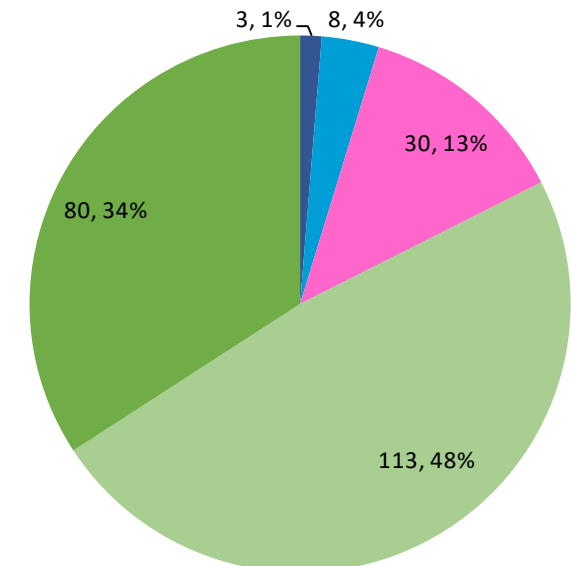
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

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

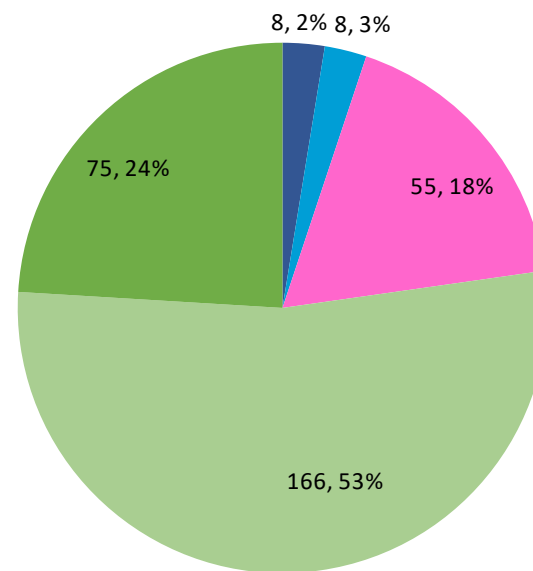
The overall star ratings for services tell us that people are very satisfied.



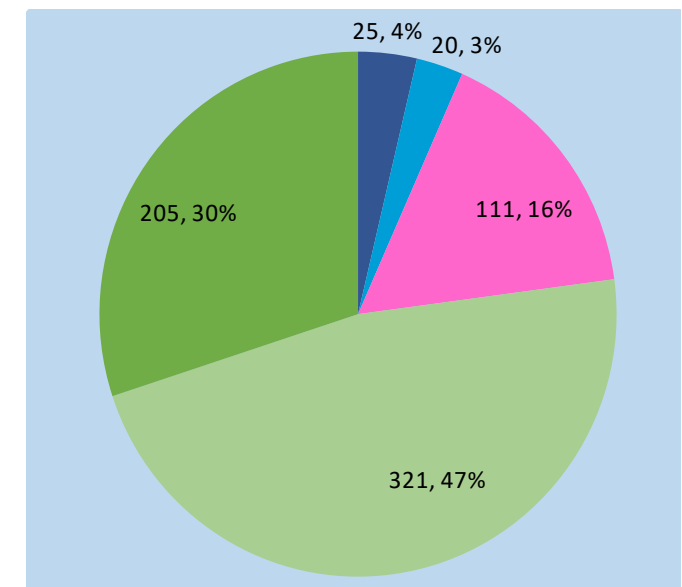
April



May



June



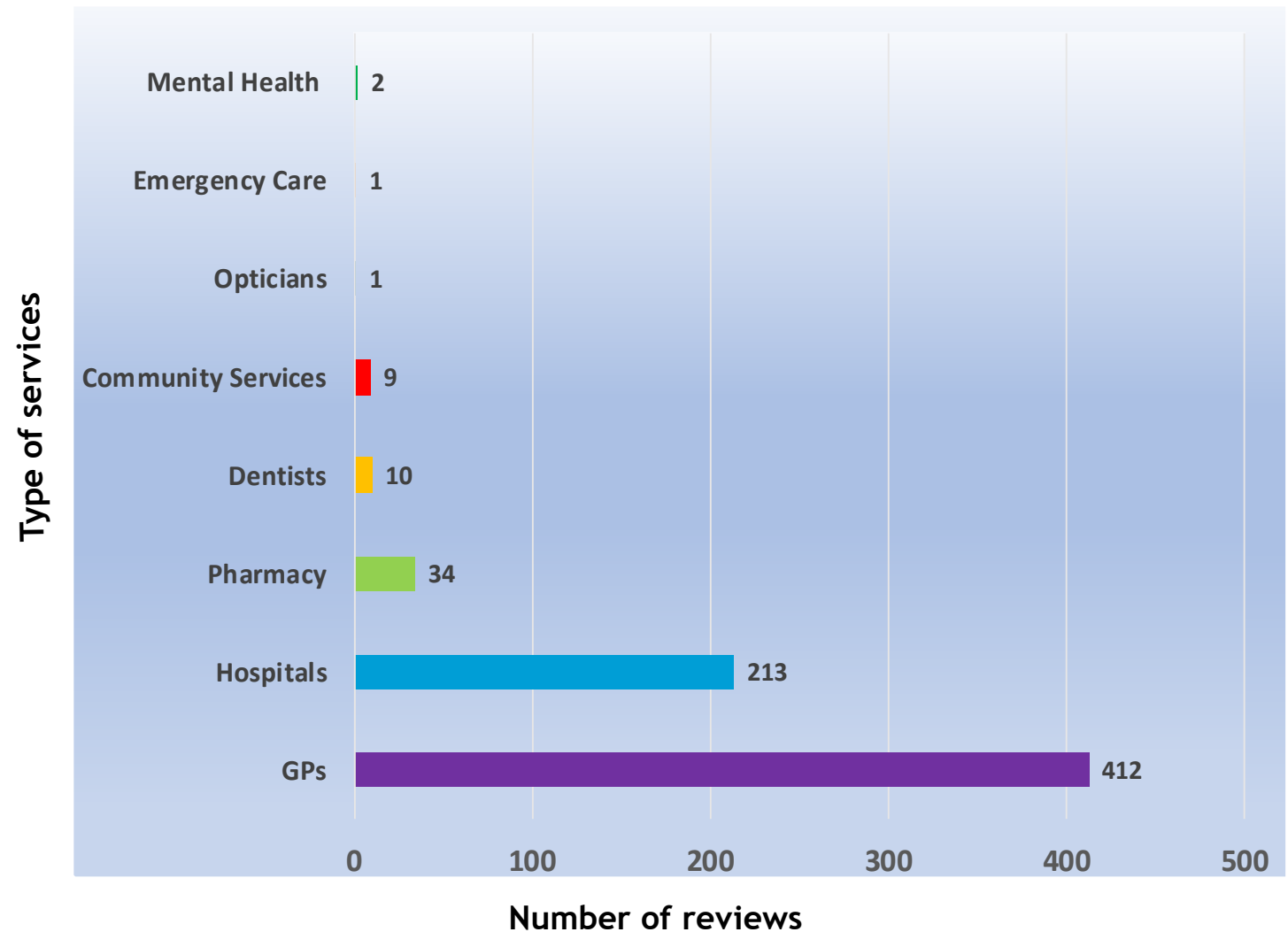
Total for Q1

Total Reviews per Service Category

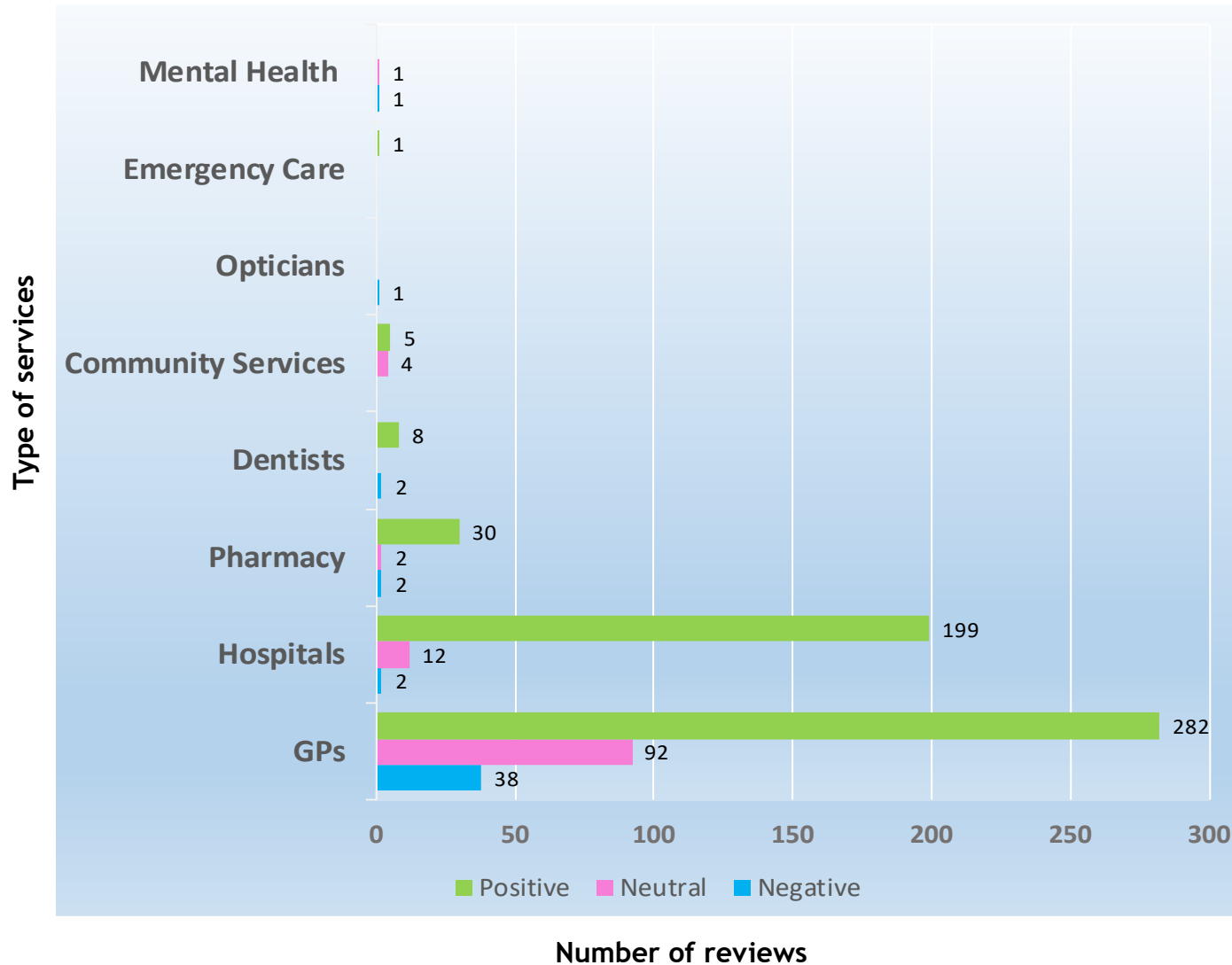
The patient reviews recorded for this quarter cover 9 service type categories, as seen in this chart.

The category with the highest number of reviews recorded is the GP category (412), followed by Hospitals (213).

For this quarter, we have similar number of reviews recorded from the different services to previous quarters.



Distribution of Positive & Negative Reviews



This bar chart compares the number of negative, neutral and positive reviews for each category. This is based on the overall star rating.

412 (60%) of the reviews were about people's experiences of GP services, 213 (31%) were about Hospital services, 34 (5%) were about Pharmacies and 10 (1%) were about Dentist services.

Other comments were about Community Service, Opticians, Mental Health services and Emergency service.

Of these services; Hospitals received the highest proportion of positive reviews at 93%, followed by Pharmacy with 88%, Dentist with 80% and then GPs with 68%, The category that received the lowest proportion of positive reviews is Community Services with 56%.

Themes and Sub-Themes

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 and Hospitals.

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. The application of themes, sub-themes and sentiment is a manual process and differs to the star rating patients provide.

During this quarter we focused on 12 GP surgeries in Southall and Acton where we had received little or no patient feedback to date. These were The Acton Health Centre, Acton Lane Medical Centre, Acton Town Medical Centre, The Boileau Surgery, Elmbank Surgery, Horn Lane Surgery, Somerset Family Health Centre, Somerset Medical Centre, The Town Surgery, The Welcome Practice, The West End Surgery, Western Avenue.

The results analysed in the section below reflect only these specific GP surgeries. Additional feedback relating to other GP surgeries has been removed for the purposes of analysing differences, in terms of themes and trends for these smaller practices, when compared to previous quarters.

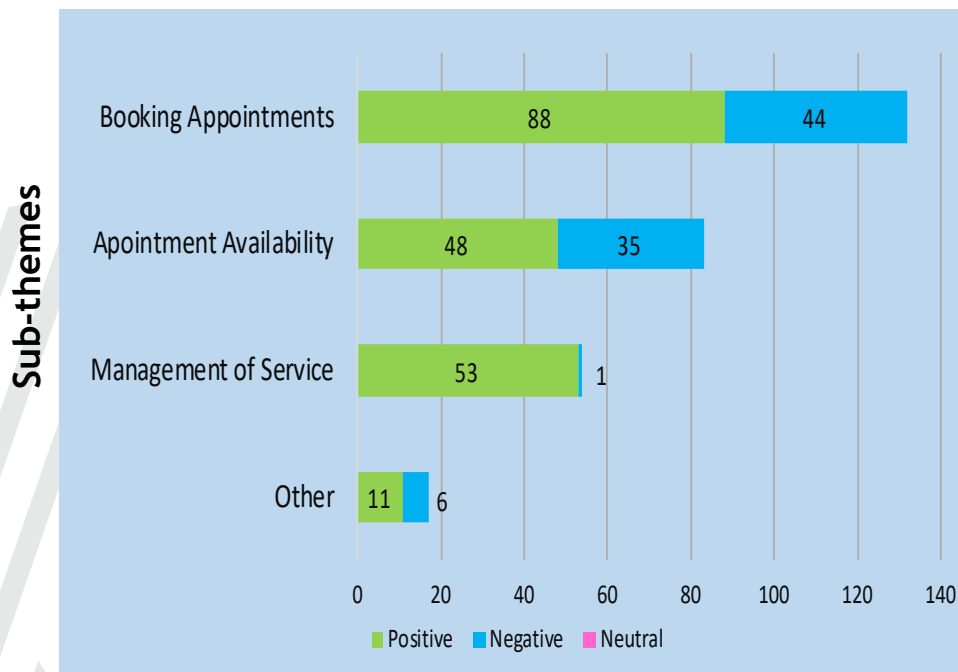
GP Themes and Sub-Themes

Administration remains one of most applied themes for GPs this quarter. Whereas previous quarters it is consistently the top theme applied, this quarter it is the second highest theme applied. The theme was applied on 286 counts to reviews, with 70% (n.200) of these being positive, 29% (n.83) negative and 0% neutral. If we compare this with previous quarters this represents the highest positive rate since Healthwatch Ealing began reporting almost 2 years ago.

The sub-theme relating to **Booking Appointments** was most frequently mentioned. It was applied 132 times, 67% (n. 88) being positive, 33% (n. 44) negative, caused by patients being unable to book an appointment. However, negative sentiment has reduced this quarter compared to previous quarters; 43% in Q4, 40% in Q3 and 45% in Q2.

In addition, 42% (n.35) of comments about **Appointment Availability** were negative in sentiment - the highest ratio of negativity. This is comparable to past 4 quarters with an average of 49% negative sentiment. On a more encouraging note, 98% (n. 53) of the 54 patient reviews which discussed **Management of Service** mentioned it in a positive context following a common trend from previous quarters; in Q4 it was 92% and 93% in Q3.

Top sub-themes for Administration



Number of reviews

Positive reviews

“Appointments are easy to get especially compared to other GP surgeries. I've been to many places & this is the best...”
GP surgery

“...The administration is very helpful and caring to the patients. It was super easy to get an appointment for almost anything...”
GP surgery

Negative reviews

“I was unable to book an appointment, receptionist was rude, tried ringing for an appointment for a 2 year old...They were also unable to give me an appointment.”
GP surgery

“I have to walk here to get an appointment since it is very hard to get through to them on the phone in the morning...”
GP surgery

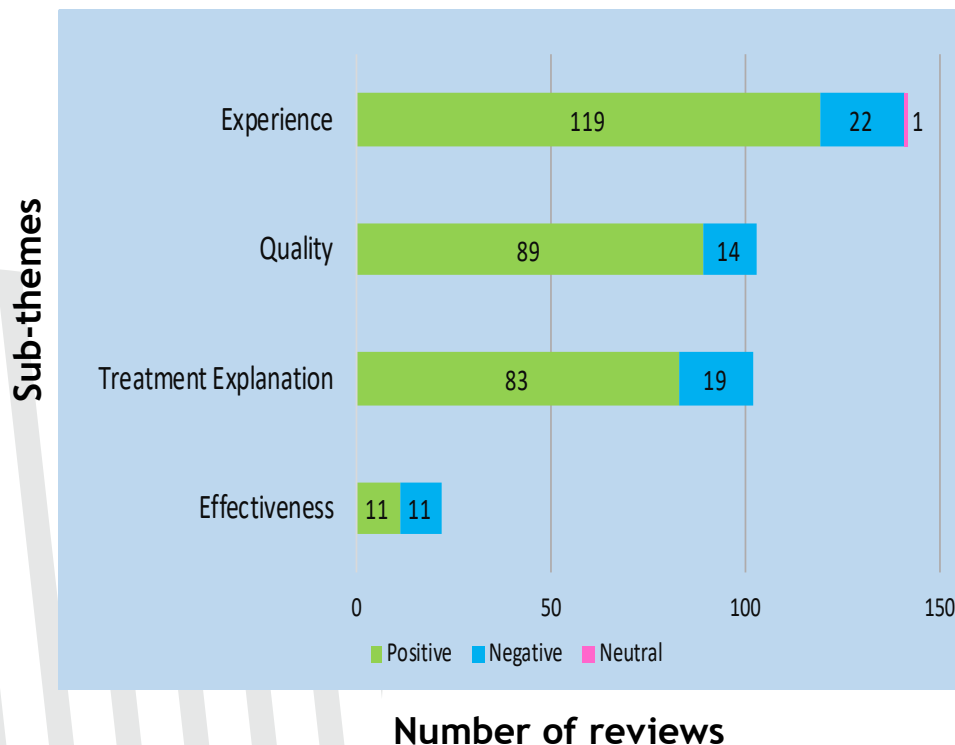
GP Themes and Sub-Themes

Treatment & Care was the most applied theme this quarter (usually it is the third or fourth most applied theme) with 369 counts. This change from previous quarters may be reflective of the deeper and more personal relationships people are able to establish and maintain within smaller GPs, resulting in more feedback and commentary of this nature.

The percentage of feedback positive in sentiment remained very high this quarter, at 82% (n.303), as per previous quarters where it is consistently 80%+ or more. There is a common trend with the previous 4 quarters which were mainly positive too, with an average of 85%; 79% and 88% positive reviews respectively. This indicates that patients continue to be satisfied with the overall experience of treatment and care at their GP.

The sub-themes for **Treatment and Care** were mostly positive. **Quality** of treatment had the highest proportion of feedback with a positive sentiment with 86% (89). The second highest review of that category was **Experience** with 84% (119) of positive reviews and then **Treatment Explanation** with 81% (83) positive reviews.

Top sub-themes for Treatment and care



Positive reviews

"I like that the doctor calls and discuss my treatments with me. Everything here is very solid and I would recommend coming here for care."

GP surgery

"...The doctors are very helpful & listen well before explaining treatments. I love coming here for my health needs."

GP surgery

"The doctors make you at ease, explain the treatment you have, and speak to the children with politeness and understanding which is excellent..."

GP surgery

Negative reviews

"...It used to be better. I had trouble with the effectiveness of treatment. I was always seeing a different doctor. It means you have to explain everything each time..."

GP surgery

"...Constantly changing. Treatment explanation depends on the doctor, some are rushing you through. Care depends on the doctor too..."

GP surgery

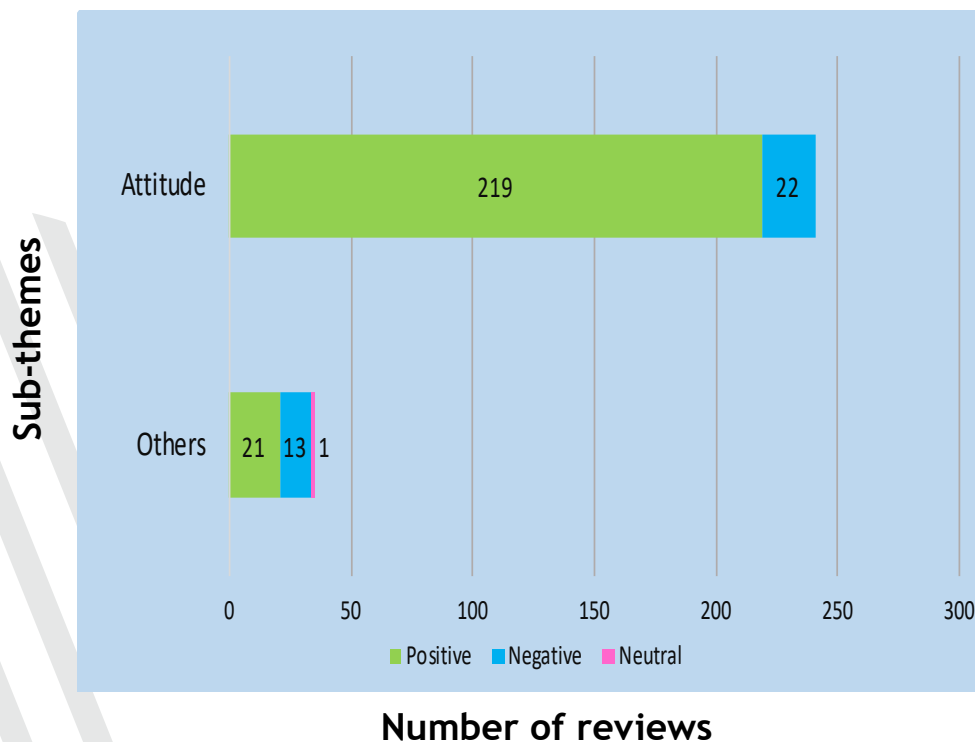
GP Themes and Sub-Themes

Staff was the third most applied theme this quarter, applied on 276 occasions. If we look at previous quarters it is consistently the second highest theme applied.

87% (n.240) of comments relating to staff were positive in sentiment, 13% (n.36) negative and 0% neutral. These ratios are similar to those we see in previous quarters, with very high positivity.

Within the comments about staff at GPs, the sub-theme **Staff Attitude** received the bulk of the reviews, with a total of 241 reviews; Of that number 91% (219) were positive and only 9% (22) were negative. The reviews being overwhelmingly positive is a trend that can be seen in the previous quarters; for Q4 and Q3 it was 92% and in Q2 it was 88%.

Top sub-themes for Staff



Positive reviews

“I really have no complaints about this practice at all. The staff & doctors are excellent with everything they do here. My experience here has been absolutely excellent.”

GP surgery

“...They are always kind and helpful. Staff are friendly. I do not have any problems at all.”

GP surgery

“I am very happy with the staff and the doctors. They are very helpful...”

GP surgery

Negative reviews

“...Not all staff are kind. Doctors can be nicer and take more notice.”

GP surgery

“...Receptionist was rude, tried ringing for an appointment for a 2 year old, receptionist was quite rude and cocky, kept telling me to go ahead with the complaints procedure, not professional of staff...”

GP surgery

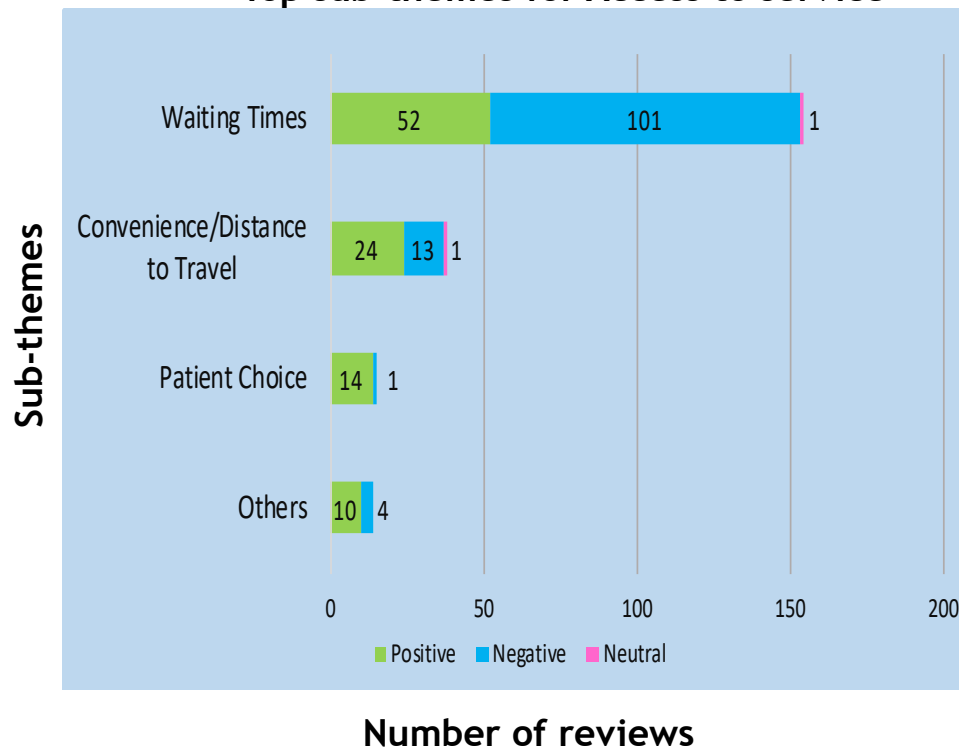
GP Themes and Sub-Themes

As with previous quarters, **Access to Services** was the fourth most applied theme this quarter, with 221 counts. 45% (n.99) of these were positive in sentiment, 54% (n. 119) negative and 1% (2) neutral. Whilst these ratios are largely similar to those seen in previous quarters, with high negativity, it is in fact the lowest negative rating for **Access** we have seen since Healthwatch Ealing started reporting (2% lower than Q4 18/19 and 6% lower than Q2 18/19, 9% lower than Q3 18/19).

This small reduction in negative ratings may be reflective on the nuances found within smaller GPs such as better personal relationships, increased familiarity with staff and smaller patient lists impacting upon access or perceived access.

The **Waiting Times** sub-theme received 154 counts, with 66% (n.101) negative, 34% (n.52) positive showing that most patient's appointments at the GPs run late, some examples of these comments are below listed below.

Top sub-themes for Access to service



Positive reviews

“I am very happy with the quality of this surgery...I usually do not have to wait long when I come for my appointment...I would recommend to anyone seeking this service.”

GP surgery

“I have been going here for years and wouldn't go anywhere else. This location is very convenient for me.

GP surgery

Negative reviews

“The waiting times here are quite poor and definitely need to be worked on...”

GP surgery

“The waiting times need to be improved. They need at least one more doctor then everything would be smooth as you could choose which doctor you would like to be seen.”

GP surgery

“I've been waiting for ages. It's not good, its too busy here always.”

GP surgery

Ealing Hospital Themes and Sub-Themes

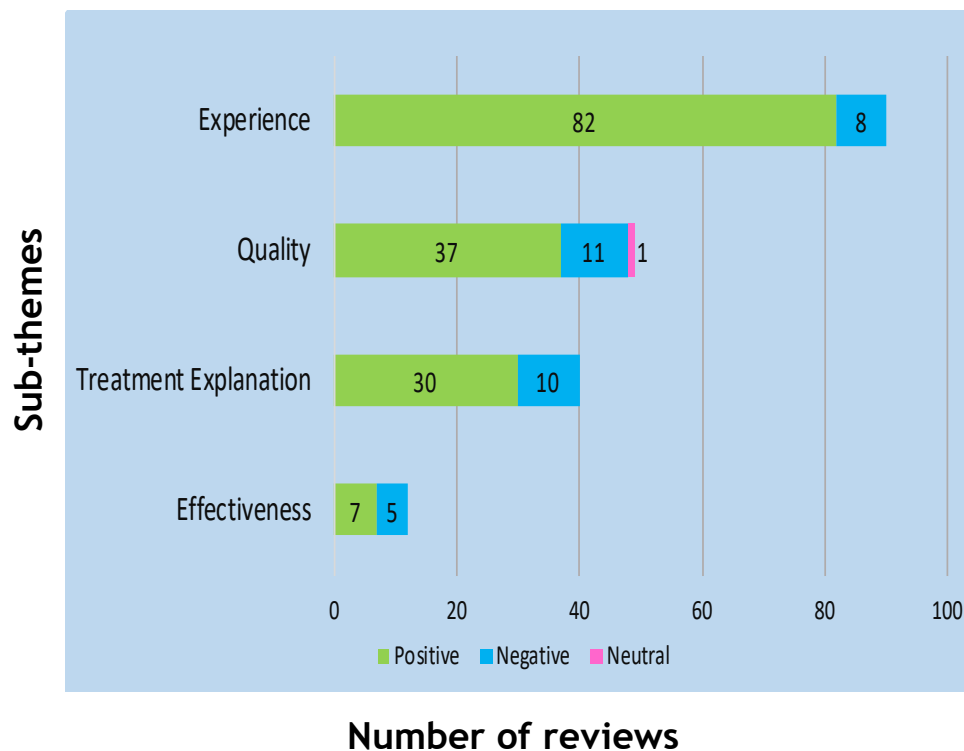
Treatment and Care was the most applied theme this quarter (as it was last quarter) with 191 counts.

Overall the percentage of feedback positive in sentiment remained high this quarter, at 83% (n. 159), similar to the 82% average for the previous year (2018/19).

The percentage of negative feedback was 17%, up from 9% and 11% for the previous two quarters, but in line with the average for the year 2018/19.

The sub-theme **Experience** received the most counts in this category, applied to reviews on 90 occasions. Of that number, 91% (n.82) were positive. This is followed by **Quality** which received 49 counts, 76% (n.37) of these were positive. For the Treatment Explanation sub theme 80% (n.30) were positive . The charts below illustrates the rest of the sub-themes in this category.

Top sub-themes for Treatment and Care



Positive reviews

“The Doctors treatment is excellent. Overall it is good, staff & nurses are excellent.”

Outpatients

“The doctors are very good and provide good care and treatment.”

Outpatients

“The staff and doctors are good. The waiting times have been good too. My scan was done on time. I have been attending for a year.”

Outpatients

Negative reviews

“...The doctors did a poor job on the treatment explanation. They told me to come back in 4 weeks and they will reassess, which just seems like poor care.”

Outpatients

“It was a bit strange, the doctor I got seen by had no shoes on, just socks. There was a bit of a wait, it wasn't like a hospital feeling when I was there, the ladies at the reception weren't professional either.”

Outpatients

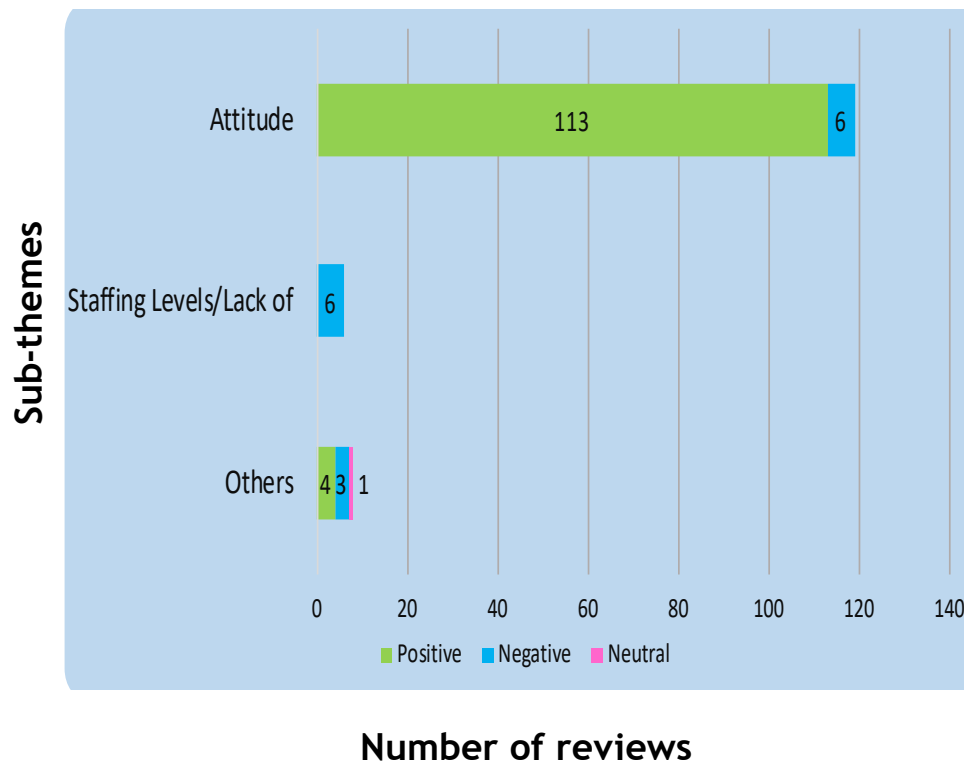
Ealing Hospital Themes and Sub-Themes

Staff was the third highest theme applied this quarter, with 133 counts. 88% (n.117) were positive, 11% (n.15) negative and 1% (n.1) neutral. This positive picture in respect of **Staff** is longstanding, with the previous two quarters showing over 85%, and prior to this, consistently over 75% positivity.

The chart below presents a breakdown of the sub-themes for **Staff**.

The sub-theme **Staff Attitude** received the highest proportion of reviews with a positive sentiment, 94% (125) which indicate that patients were satisfied with the staff attitude at the hospital.

Top sub-themes for Staff



Positive reviews

“This is my second home. I’ve been attending for 15 years and the doctors and staff have always treated me well.”
Outpatients

“The Doctors treatment is excellent. Overall it is good, staff & nurses are excellent.”
Outpatients

“It is overall good. The doctors and staff treat you respectfully.”
Outpatients

Negative reviews

“Staff were unhappy and wouldn’t help in any way... Sent home with no medication, said pharmacy was closed. I came in the next few days and they refused to give me any medication. I was in pain for over a week.”
Outpatients

“...However there are not enough staff members (I don’t expect miracles at this time) and I feel they need to educate at all levels i.e. Nurses.”
Outpatients

Ealing Hospital Themes and Sub-Themes

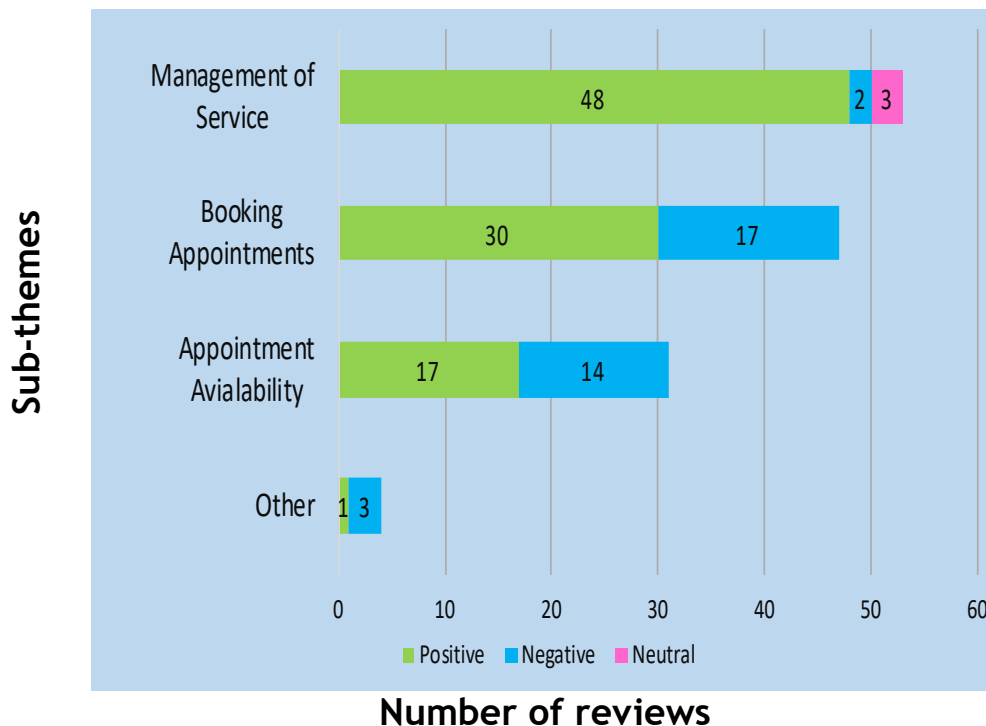
Administration was the second highest theme applied this quarter, with 135 counts.

Overall, 71% (n.96) were positive in sentiment, 27% (n.36) negative and 2% (n.3) neutral. This represents no change from the previous two quarters and reflects the more positive picture we are seeing around **Administration** since Q3 - prior to this for the preceding 12 months, ratios were more 50/50 positive/negative. The chart below illustrates a breakdown of the top sub-themes for **Administration**.

The **Management of service** sub theme received 53 counts, the highest number of the sub-themes. 91% (n.48) were positive and 4% (n.2) negative.

For the **Booking Appointment** sub-theme there were a total of 47 counts, 64% (n.30) positive and 36% (n.17) negative, similar to the numbers from Q4 with 60% positive and 40% negative. The sub-theme **Appointment availability** had a more balanced outlook between positive and negative reviews (55% to 45%), these numbers are also similar to that of last quarter with 53% and 47% respectively.

Top sub-themes for Administration



Positive reviews

"It is very efficient. The cardiology department is very busy. The experience is excellent. They treat you with respect and it's a quick service."

Outpatients

"I get phone calls with appointment details which is very convenient.

Staff and doctors are good."

Outpatients

Negative reviews

"I've had my appointments here canceled and readjusted 5 times in a row because they do not have the most convenient appointment times with my work schedule. I've had multiple surgeries here and I've seen it go from a good hospital to a bad one. I think this is because there is so much pressure on the nurses so they're not able to give the proper after care to the patients. I do want to say as well that I had surgery to get my gallbladder out and they warned me beforehand that sometimes they can touch your bile duct in a certain way and if that were to happen, they would have to repair it. The doctors did not believe me and waited until the bile almost reached my heart to do something about it."

Outpatients

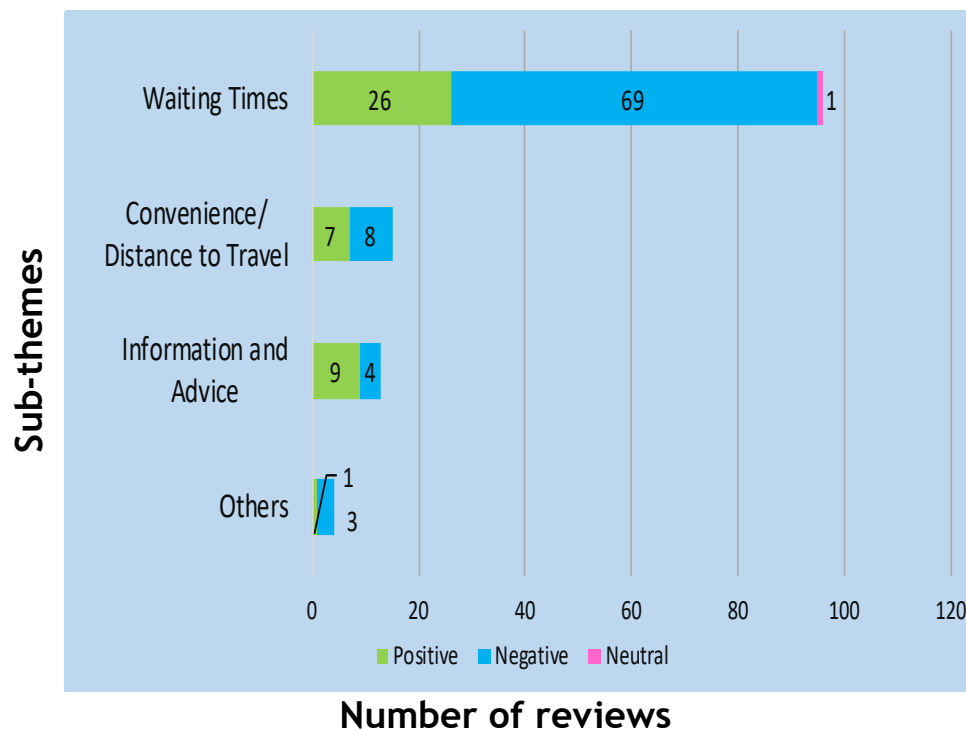
Ealing Hospital Themes and Sub-Themes

Access to Service was the fourth most applied theme this quarter, with 128 counts. 34% (n. 43) were positive, 66% (n. 84) negative and 1% (n. 1) neutral in sentiment. This more negative than positive picture is one we have been seeing since Healthwatch began reporting in 2017. 66% negativity this quarter is comparable to 2018/19 where the average negative sentiment was at 68% and is down slightly from the previous year, 2017/18, where it was 72%.

The sub-theme **Waiting times** was most frequently mentioned, with 96 counts, of these 72% (n.69) were negative, relating to excessive waiting times at the Hospital. This has been a common trend with **Waiting times** as a sub-theme, in the previous quarter it was 77% negative.

Waiting times remains an area of concern. The breakdown of the other sub-themes are listed below on the chart.

Top sub-themes for Access to services



Positive reviews

“Waiting times are good, I don’t usually have to wait. The place is very well run and there is a good quality of care.”

Outpatients

“This hospital is local for me so it is convenient and well connected. It has everything I need. All the staff are excellent and professional. Don’t have anything bad to say. Maybe the food is a little poor”

Outpatients

Negative reviews

“Waiting times need improving. The staff attitude is OK and the treatment explanation is also good. Appointments are the main problem. For example they send me an appointment and don’t tell me what it’s for and I was expecting more than just an appointment.”

Outpatients

“The waiting times are very long and the wait for appointment is also very long, but when you see the doctor they do a great job, they do what they can.”

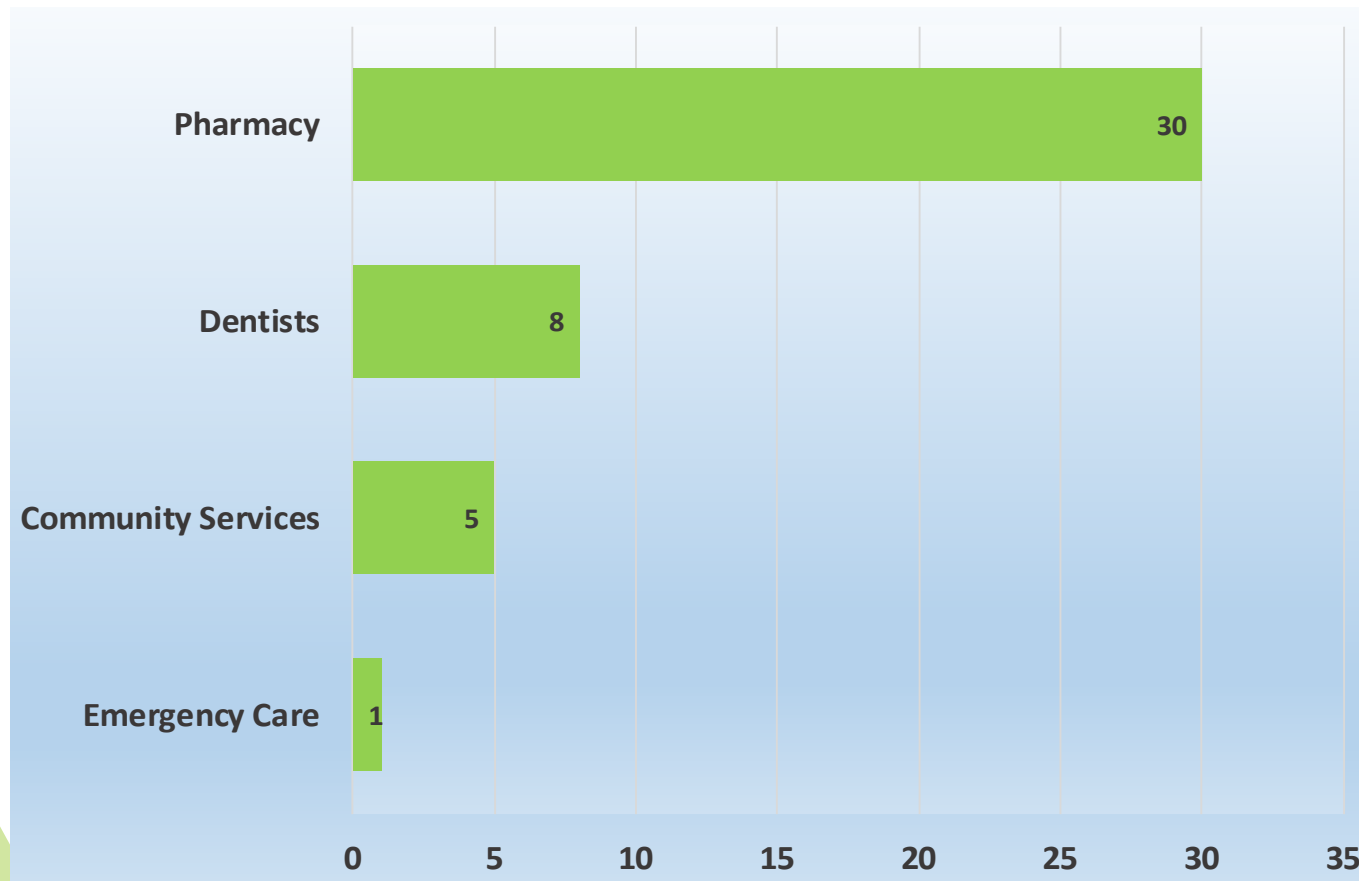
Outpatients

Positive Reviews

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 examples of comment received.

April - May - June

Type of Services



Positive Reviews



Pharmacy

" Nice and friendly staff. Would be nice to have a general version of the medication. It's too expensive."

Pharmacy

" You can borrow medication if you are short. My prescriptions go straight to the pharmacy, you can contact them for your repeat prescription as well."

Pharmacy

" They gave me the right medicine. Exactly the same one my doctor described. They handle my medications well. They treat me well personally and the treatment is excellent. All of my medications come here now."

Pharmacy

" They gave me the right medicine. Exactly the same one my doctor described. They handle my medications well. They treat me well personally and the treatment is excellent. All of my medications come here now."

Pharmacy



Dentist

"The check up was good, I had no problems. I also went there during my pregnancy and there was no issues. I've been attending this dentist for 6/7 months."

Dentist

"The staff are very good. The service is excellent and has been improving on what it was before."

Dentist

"I go here every 6 months for a clean up. It is easy to get my appointments, they even ring me up sometimes. The staff are good, I've had some treatment, like a crown filling, which was good. The only thing is that it can be expensive."

Dentist



Community services

“They contact me often to ask me about when I want to have my diabetic eye tests done. I just show up and they take great care of me. I am happy with this service overall.”

Diabetic Eye Screening

“One thing that is nice is that there is usually an extremely short waiting time for my screenings. Everything else is outstanding as well.”

Diabetic Eye Screening



Emergency Service

“I called for a cough, they were okay, recommended to see my GP quickly.”

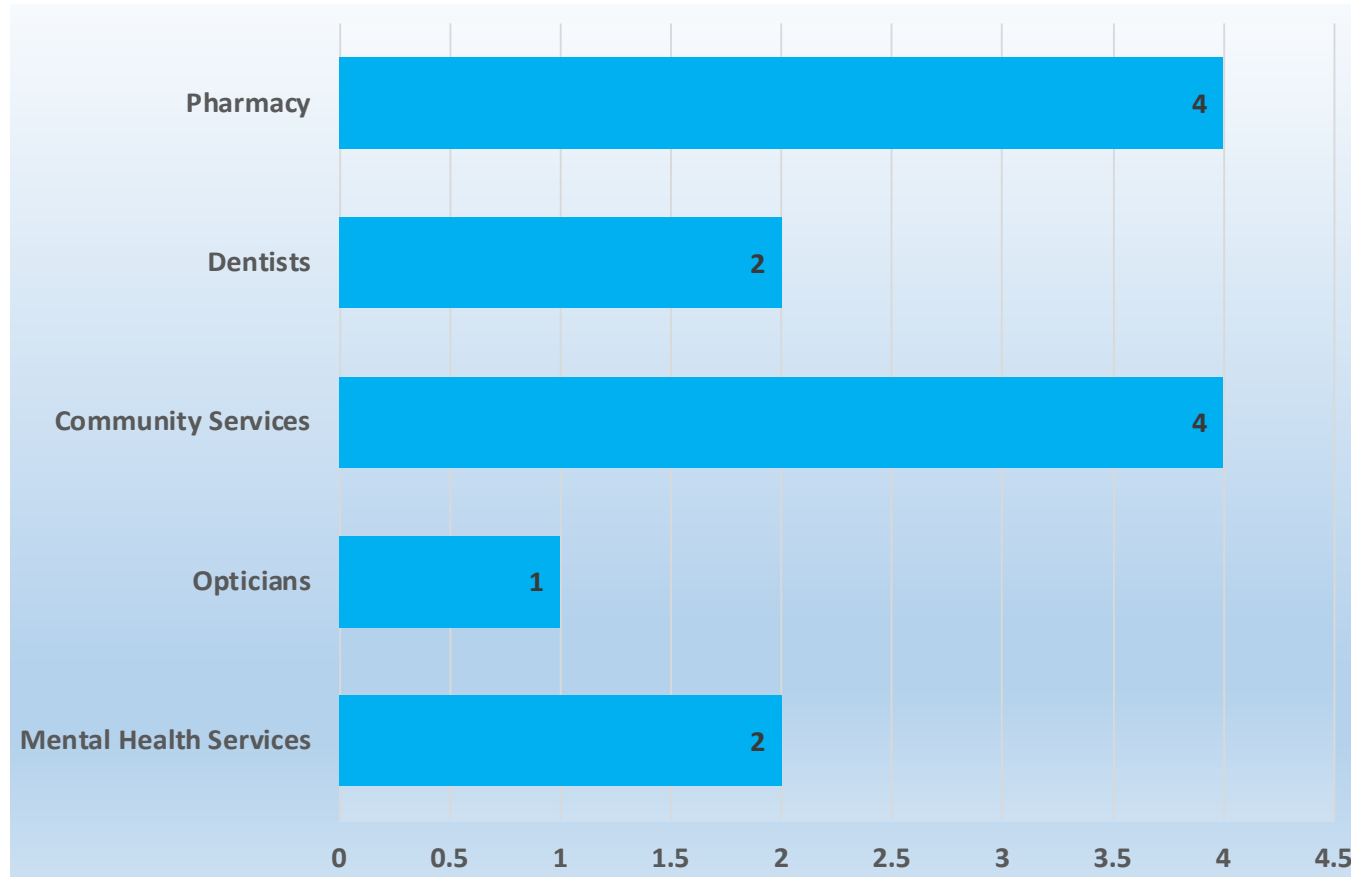
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Negative & Neutral Reviews

By looking at the negative and neutral reviews we received from the people of Ealing every month, these reviews 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 and neutral reviews by services area and goes on to give some example of comments received. We include those reviews where we have classified the comment as being of "neutral" sentiment as experience tell us that these can generally highlight where improvement could be made.

April - May - June

Type of Services



Negative & Neutral Reviews



Pharmacy

“A bit of a wait for my medication.”

Pharmacy

“The communication is slow, the service is slow, she always rushes you on the phone and doesn't take her time to explain things about the medication.”

Pharmacy

“They gave me the wrong company for my medication. I asked my Dr to send my prescription to another pharmacy. The pharmacist tried to challenge me when I questioned her.”

Pharmacy



Dentist

“I had made an appointment for cleaning and possible restoration. I explained to the dentist my situation and he appeared not interested. He seemed to be in a hurry even if the surgery waiting room was deserted on my arrival. I chose this surgery because of the very positive reviews and I wanted to get to know the dentist before engaging in the long treatment that I need. I am very disappointed as I now have to start again my search for an honest, committed and reliable dentist. The doctor listed the cost of treatment instead of listening to my needs and I felt I was treated like a third class citizen. The dental assistant was heavy handed and the whole experience was shocking to say the least.”

Dentist



Community services

“I wish the appointments were more convenient for me in general but that is my only major complaint...”
Diabetic Eye Screening



Optician

“I saw the optician for an eye test and she examined my eyes for suitability for their free contact lenses trial (I have never worn them before). This was carried out in a quiet room and I felt the optician was professional with good customer care. However, when I returned a week later to learn how to try the new lenses in/take them out etc I saw a different person, I don't know who she was or whether she had any training and she took me to a table in the middle of an open area, right next to a sink (sink was about 1 ft away from my chair) and the staff till (about 2 foot away). It was very busy, with customers and staff busying around, washing their hands at the sink etc. It was noisy, distracting and I felt I was on public display while trying to learn the knack of how to put foreign objects (lenses) in my eyes! In the end I gave up and left the appointment without the lenses, with sore eyes, disappointed and feeling stressed. I would have much preferred to have paid to have had a positive experience in a relaxed environment while learning how to wear lenses. Just totally an inappropriate environment to fit lenses, leading to an unpleasant experience.”
Opticians



Mental Health services

“The receptionist failed to inform me of the length of waiting time for my appointment after half an hour, and then refused to get up out of her seat in corner of the office to speak to me. Reception clock not changed to BST time. Some staff hiding their name badges. Feedback Information board still dated July 2018. A general feeling of lack of professional discipline and moral. Awful experience.”
Ealing West Recovery Team

Network Area Specific GP Reviews

The following pages show the number of positive, negative and neutral reviews for each surgery based on an overall star rating. The bar charts on the left reflect the overall star ratings for each service this quarter. 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 and other service indicators. The data shows both averages for the current quarter and the previous 12 months. These two data sets are 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 following pages show services within these Network areas.

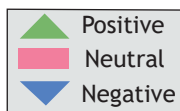
GP surgeries that recorded less than 10 reviews for this quarter or the year are not included in the averages, due to the sample size being small and therefore unrepresentative overall. We will attempt to increase feedback from those GP surgeries through targeted patient engagement work.

Network Area Specific GP Reviews

Acton				Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?	
Acton Health Centre (Dr Napolion Issac) (3,386)	Q1	11	8	11	4	4	4	4.5	4	4.5	4.5	3.5
	2018-19	-	-	-	-	-	-	-	-	-	-	-
Acton Lane Medical Centre (1,207)	Q1	6	19	-	4.5	4	4.5	5	3.5	4.5	4.5	4
	2018-19	-	-	-	-	-	-	-	-	-	-	-
Acton Town Medical Centre (3,235)	Q1	20	6	6	4.5	4	4.5	4.5	3.5	3.5	4	4
	2018-19	-	-	-	4.5	4.5	5	4.5	4	4	4	5
Boileau Road Surgery (3,393)	Q1	16	2	-	4	4	4	3.5	3.5	4	4	3.5
	2018-19	-	-	-	3.5	4	4	4.5	4	4.5	4.5	3.5
Chiswick Family Practice (Dr Bhatt) (4,093)	Q1	-	-	-	-	-	-	-	-	-	-	-
	2018-19	-	-	-	4	4	4	4.5	3.5	4.5	4.5	4
Chiswick Family Practice (Dr Webber) (4,257)	Q1	-	-	-	-	-	-	-	-	-	-	-
	2018-19	-	-	-	4	4	4.5	4	3.5	4.5	4.5	4
Churchfield Surgery (3,442)	Q1	-	-	-	-	-	-	-	-	-	-	-
	2018-19	-	-	-	3.5	3.5	4	4	3.5	3.5	3.5	3.5

0 5 10 15 20




Number of reviews for the current quarter



Network Area Specific GP Reviews

Acton Continued

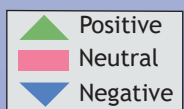
		Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Cloister Road Surgery (8,894)	Q1	-	-	-	-	-	-	-	-
	2018-19	3.5	4	4	4	3.5	4	4	3.5
Crown St Surgery (8,836)	Q1	-	-	-	-	-	-	-	-
	2018-19	3.5	4	4	4	3.5	4	4	3
Hillcrest surgery (7,791)	Q1	-	-	-	-	-	-	-	-
	2018-19	4	4	4	4.5	3.5	4	4	3.5
Horn Lane Surgery (4,581)	Q1	4	4	4	4.5	3.5	4	4	4
	2018-19	-	-	-	-	-	-	-	-
Mill Hill Surgery (7692)	Q1	-	-	-	-	-	-	-	-
	2018-19	4	4	4	4	3.5	4	4	3.5
The Bedford Park Surgery (3,539)	Q1	-	-	-	-	-	-	-	-
	2018-19	-	-	-	-	-	-	-	-
The Vale Surgery (5,303)	Q1	-	-	-	-	-	-	-	-
	2018-19	4	4	4	4	3.5	4	4	3.5
Western Avenue Surgery 3,025	Q1	4	4	4.5	4.5	3.5	4	4	4
	2018-19	-	-	-	-	-	-	-	-

 Positive  Neutral  Negative	0	5	10	15	20	25	30	35
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Number of reviews for the current quarter

Network Area Specific GP Reviews

Central Ealing					Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Corfton Road Surgery (6,937)	1			Q1	-	-	-	-	-	-	-	-
				2018-19	3.5	3.5	4	4	3.5	4	4	3.5
Cuckoo Lane Practice (5,230)				Q1	-	-	-	-	-	-	-	-
				2018-19	4	4	4	4	3.5	4	4	3.5
Gordon House Surgery (12,431)				Q1	-	-	-	-	-	-	-	-
				2018-19	3.5	4	4	4	3.5	4	4	3.5
Lynwood Surgery (2,216)				Q1	-	-	-	-	-	-	-	-
				2018-19	-	-	-	-	-	-	-	-
Mattock Lane Health (2,851)	1			Q1	-	-	-	-	-	-	-	-
				2018-19	3.5	4	4	4	3.5	4	4	3.5
Pitshanger Family Practice(3,009)				Q1	-	-	-	-	-	-	-	-
				2018-19	-	-	-	-	-	-	-	-
Queenswalk Practice (10,048)	1			Q1	-	-	-	-	-	-	-	-
				2018-19	4	4	4	4	3.5	4.5	4.5	4
St Marks Medical Centre (1,610)				Q1	-	-	-	-	-	-	-	-
				2018-19	-	-	-	-	-	-	-	-
The Argyle Surgery (8,140)				Q1	-	-	-	-	-	-	-	-
				2018-19	3.5	4	4	4	3.5	4	4	3.5
The Avenue Surgery (3,028)				Q1	-	-	-	-	-	-	-	-
				2018-19	-	-	-	-	-	-	-	-



0 1 2 3 4
Number of reviews for the current quarter

Network Area Specific GP Reviews

North North

North North				Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Hillview Surgery (10,388)			Q1	-	-	-	-	-	-	-	-
			2018-19	3.5	4	4	4	3.5	4	4	3.5
Islip Manor Medical Centre (3,498)			Q1	-	-	-	-	-	-	-	-
			2018-19	-	-	-	-	-	-	-	-
The Grove Medical (6,785)			Q1	-	-	-	-	-	-	-	-
			2018-19	-	-	-	-	-	-	-	-
The Medical Centre (4,123)	1		Q1	-	-	-	-	-	-	-	-
	1		2018-19	-	-	-	-	-	-	-	-
Barnabas Medical Centre (9,282)			Q1	-	-	-	-	-	-	-	-
			2018-19	3.5	4	4	4	3.5	4.5	4	3.5
Elm Trees Surgery (5,016)			Q1	-	-	-	-	-	-	-	-
			2018-19	3.5	3.5	4	4	3	4	4	3.5
Greenford RD Med Centre (7,888)	1		Q1	-	-	-	-	-	-	-	-
			2018-19	4	4	4	4	3.5	4	4	3.5
Mandeville Medical Centre (5,361)			Q1	-	-	-	-	-	-	-	-
			2018-19	-	-	-	-	-	-	-	-
Meadow View Surgery (5,385)			Q1	-	-	-	-	-	-	-	-
			2018-19	4	4	4	4	3.5	4	4	3.5
Perivale Medical Clinic (4349)	1		Q1	-	-	-	-	-	-	-	-
			2018-19	3	3.5	3.5	3.5	3	3.5	4	3
Allendale Road Surgery (4,054)			Q1	-	-	-	-	-	-	-	-
			2018-19	3	3.5	4	4	3	4	4	3

0 1 2 3
Number of reviews for the current quarter

- ▲ Positive
- Neutral
- ▼ Negative

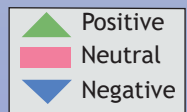
Network Area Specific GP Reviews

North Southall

North Southall								Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?	
Chepstow Gardens Medical Centre (2,445)	Q1							-	-	-	-	-	-	-	-	-
	2018-19							-	-	-	-	-	-	-	-	-
Dormers Wells Medical Centre (6,914)	Q1							-	-	-	-	-	-	-	-	-
	2018-19							3.5	4	4	4	3.5	4	4	3.5	
Lady Margaret Road (3,108)	Q1							-	-	-	-	-	-	-	-	-
	2018-19							-	-	-	-	-	-	-	-	-
Saluja Clinic (9,557)	Q1							-	-	-	-	-	-	-	-	-
	2018-19							3.5	3.5	4	3.5	3.5	4	4	3.5	
Somerset Family Health Practice (3,153)	Q1							4	3.5	4	4	3.5	4	4	3.5	
	2018-19							-	-	-	-	-	-	-	-	-
The MWH Practice Centre (7,339)	Q1							-	-	-	-	-	-	-	-	-
	2018-19							3.5	4	4	4	3.5	4	4	3.5	
St George's Medical Centre (3,097)	Q1							-	-	-	-	-	-	-	-	-
	2018-19							-	-	-	-	-	-	-	-	-

0 5 10 15 20 25 30 35

Number of reviews for the current quarter



Network Area Specific GP Reviews

North Southall continued			Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
The Town Surgery (2,377)	Q1		4	4	4	4	3.5	4	4	4
	2018-19		-	-	-	-	-	-	-	-
Woodbridge Medical Centre (5,283)	Q1		-	-	-	-	-	-	-	-
	2018-19		3.5	4	4	4	3.5	4	4	3.5
Jubilee Gardens Medical Centre (7,203)	Q1		-	-	-	-	-	-	-	-
	2018-19		3.5	3.5	4	3.5	3	4	4	3
KS Medical Centre (4,714)	Q1		-	-	-	-	-	-	-	-
	2018-19		3	3.5	4	4	3	4	4	3
Somerset Medical Centre (1746)	Q1		4.5	4.5	4.5	4.5	4	4.5	4.5	4.5
	2018-19		-	-	-	-	-	-	-	-
Southall Medical Centre (7,755)	Q1		-	-	-	-	-	-	-	-
	2018-19		3.5	4	4	4	3.5	4	4.5	3
The Northcote Medical Practice (1,592)	Q4		-	-	-	-	-	-	-	-
	2018-19		-	-	-	-	-	-	-	-

0	5	10	15	20	25	30
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▲ Positive

■ Neutral

▼ Negative

Number of reviews for the current quarter

Network Area Specific GP Reviews

South Central Ealing							Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?	
Grosvenor House Surgery (6,150)	Q1						-	-	-	-	-	-	-	-	-
	2018-19						3.5	3.5	4	4	3	3.5	3.5	3	
Ealing Park Health Centre (9,691)	Q1						-	-	-	-	-	-	-	-	-
	2018-19						3.5	4	4	4	3.5	4	4	3.5	
Elthorne Park Surgery (8,620)	Q1						-	-	-	-	-	-	-	-	-
	2018-19						3.5	4	4.5	4	3.5	4.5	4.5	4	
Northfields Surgery (9,360)	Q1						-	-	-	-	-	-	-	-	-
	2018-19						3.5	4	4.5	4.5	3.5	4.5	4.5	3.5	
The Florence Road Surgery (15,700)	12						Q1	4	4	4	4.5	4	4.5	4.5	4
	2018-19						3.5	4	4	4	3.5	4	4	3.5	
Bramley Road Surgery	Q1						-	-	-	-	-	-	-	-	-
	2018-19						-	-	-	-	-	-	-	-	-

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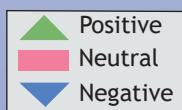
Number of reviews for the current quarter

- ▲ Positive
- Neutral
- ▼ Negative

Network Area Specific GP Reviews

South North		Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?	
Elmbank surgery (3,349)	29	Q1	4	4	4	4.5	3.5	4	4	3.5
	1	2018-19	-	-	-	-	-	-	-	-
Goodcare Practice (6,408)	1	Q1	-	-	-	-	-	-	-	-
		2018-19	3.5	4	4	4	3.5	4	4	3.5
Hanwell Health Centre (5,668)		Q1	-	-	-	-	-	-	-	-
		2018-19	3.5	4	4.5	4.5	3.5	4	4	3.5
West End Surgery	26	Q1	3.5	3.5	4.5	4	3.5	4	4	4
	8	2018-19	-	-	-	-	-	-	-	-
Westseven GP(3,604)	2	Q1	-	-	-	-	-	-	-	-
		2018-19	3.5	3.5	4	3.5	4	4	4	3.5
Yeading Medical Centre (7,208)		Q1	-	-	-	-	-	-	-	-
		2018-19	4	4	4	4	3.5	4	4	4
Allenby Clinic (2,064)		Q1	-	-	-	-	-	-	-	-
		2018-19	3	3.5	4	4	3	4	4	3
Broadmead Surgery (4,224)		Q1	-	-	-	-	-	-	-	-
		2018-19	3.5	4	4	4	3.5	4	4	3.5

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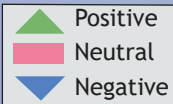


Number of reviews for the current quarter

Network Area Specific GP Reviews

South North Continued

South North Continued			Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Eastmead Surgery (6,084)	3		Q1	-	-	-	-	-	-	-
			2018-19	3	3.5	4	4	3.5	4	4
Greenford Avenue Family Health Practice (6,905)	1		Q1	-	-	-	-	-	-	-
			2018-19	3.5	4	4	4	3	4	4
Mansell Rd Practice (5,823)	1		Q1	-	-	-	-	-	-	-
			2018-19	3	4	5	4.5	4	4.5	4.5
Northolt Family Practice (4,111)			Q1	-	-	-	-	-	-	-
			2018-19	3	3.5	4	3.5	3	3.5	3.5
Oldfield Family Practice (4,145)	1		Q1	-	-	-	-	-	-	-
			2018-19	3.5	4	4	4	3.5	4	4



0 0.5 1 1.5 2 2.5 3

Number of reviews for the current quarter

Network Area Specific GP Reviews

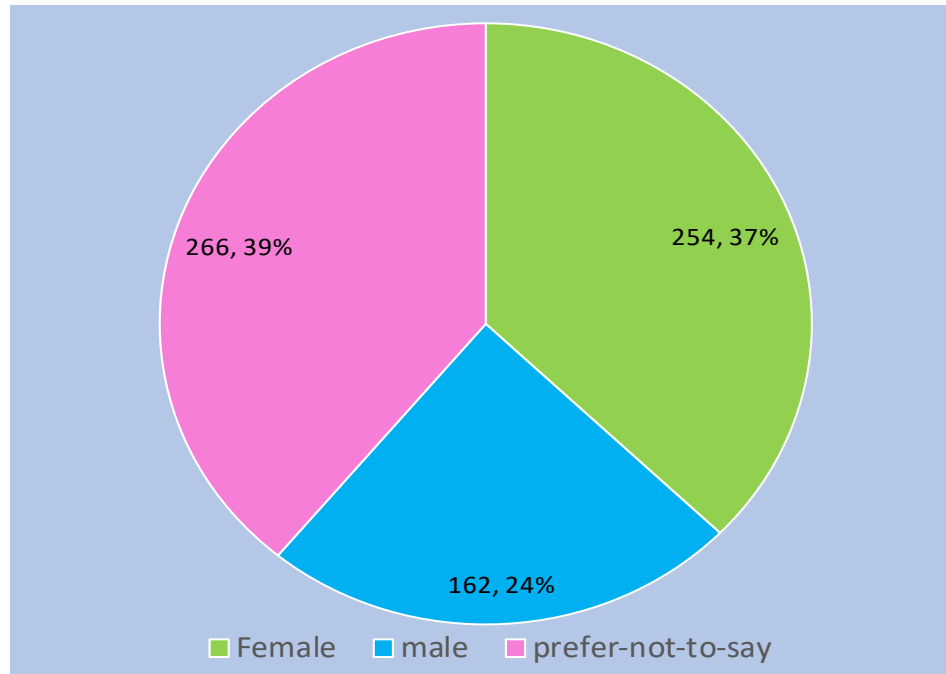
South Southall

South Southall						Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Belmont Medical Centre (6,630)	Q1					-	-	-	-	-	-	-	-
	2018-19					3.5	4	4	4	3.5	4	4	3.5
Featherstone Road Health Centre (8,204)	Q1					-	-	-	-	-	-	-	-
	2018-19					3.5	3.5	4	3.5	3.5	4	4	3.5
Guru Nanak Medical Centre (11,351)	Q1					-	-	-	-	-	-	-	-
	2018-19					3	3.5	4	3.5	2.5	3.5	3.5	3.5
Medical Centre (Beac) (8,180)	Q1					-	-	-	-	-	-	-	-
	2018-19					-	-	-	-	-	-	-	-
The Welcome Practice (3,088)	Q1					4	4	4.5	5	4	4	4.5	4
	2018-19					-	-	-	-	-	-	-	-
Waterside Medical Centre (4,557)	Q1					-	-	-	-	-	-	-	-
	2018-19					3.5	4	4	4	3.5	4	4	3.5
Hammond Road Surgery (5,208)	Q1					-	-	-	-	-	-	-	-
	2018-19					3.5	4	4	4	3.5	4	4	3.5
Sunrise Medical Centre (3,664)	Q1					-	-	-	-	-	-	-	-
	2018-19					-	-	-	-	-	-	-	-

Positive Neutral Negative	<p>Number of reviews for the current quarter</p> <p>0 5 10 15 20 25</p>
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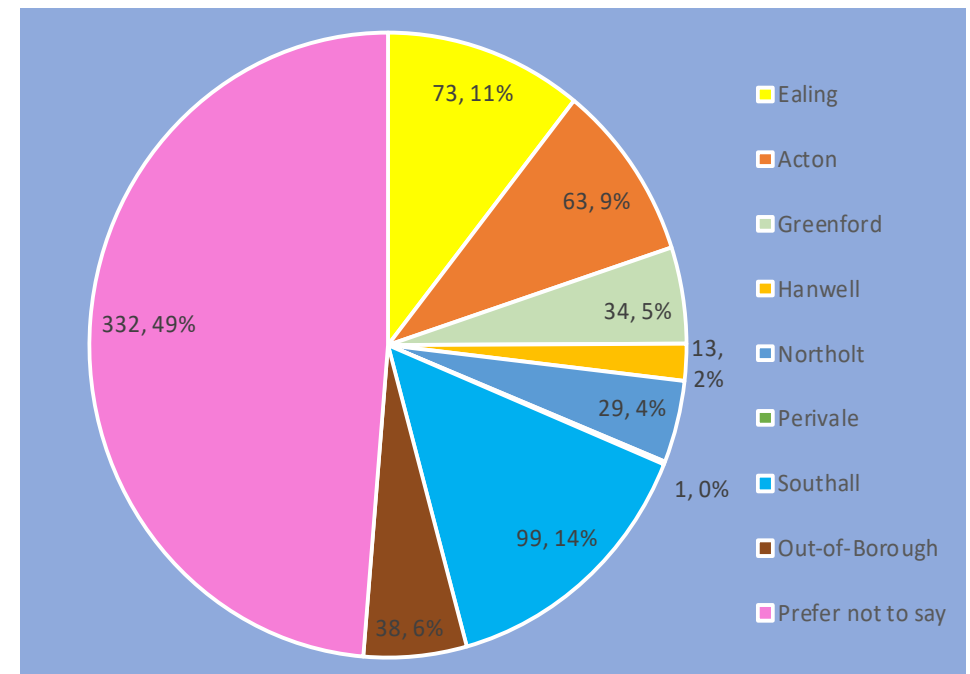
Demographic information

The pie chart below shows the number of reviews received by gender from April to June 2019. The majority of the reviews received this quarter are from Females 37% (n254). However, there is a slight decrease in the number of reviews from Males from the previous quarter which was 27%, for this quarter it is 24% (n.162) and prefer not to say is 39% (266).



Gender

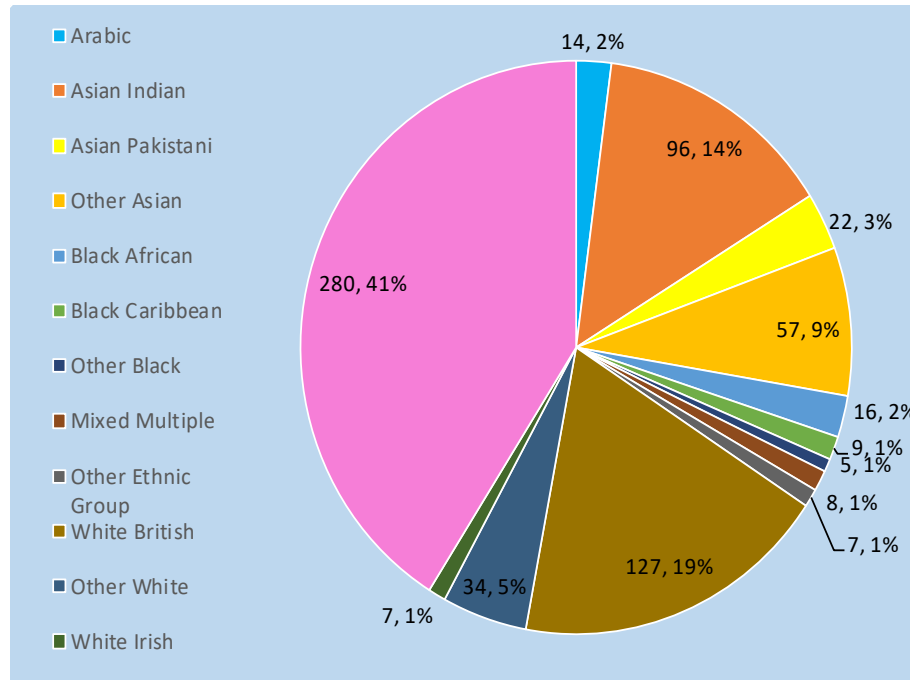
During this quarter we spoke to patients across Ealing. The highest number of the reviews being received from residents in Southall 14% (n.99) followed by Ealing 11% (73), Acton 9% (63) and the least number of reviews being received from Greenford 5% (34) and Northolt 4% (29).



Patient's area of residence

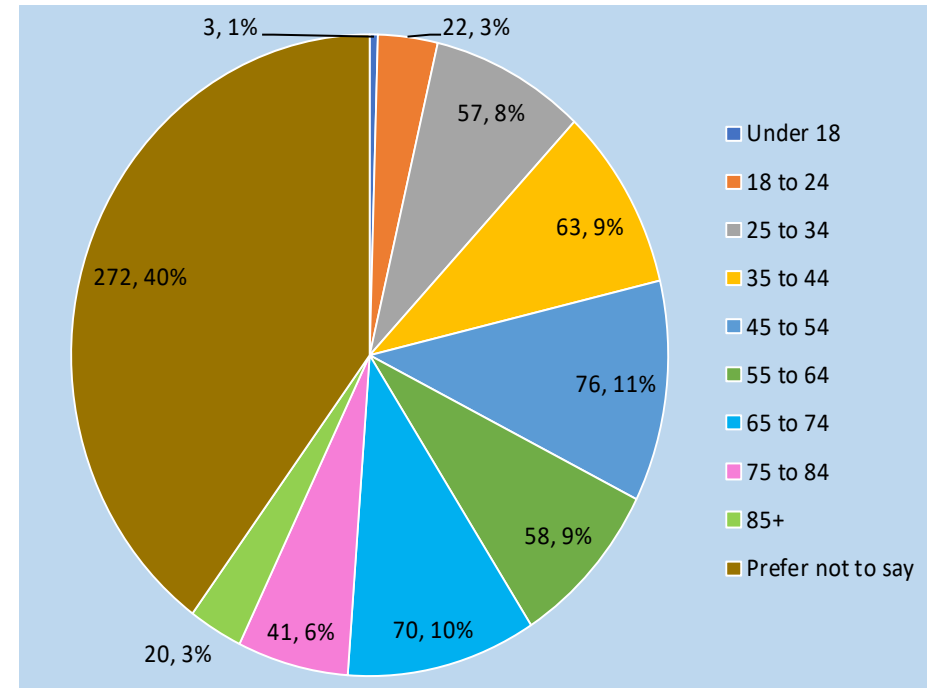
Demographic Information

In terms of ethnicity, the majority of feedback received this quarter was from people who identified as White British, 19% (127) a 7% decrease from last quarter. The next highest was Asian British Indian 14% (96). The overall highest was 'prefer not to say' with 41% (280) being from that category.



Ethnicity of Patients

The pie chart shows the number of reviews received this quarter from different age groups. Aside from the 'prefer not to say' category, the majority of feedback came from 45 to 54 age group: 11% (76), followed by 65 to 74, 10% (70). The third highest was from 35 to 44 & 55 to 64 with 9% (63) (58) respectively (rounded to the closest percentage).



Age of Patients

This quarter, 682 patient experiences were collected, reflecting our reduced target for the quarter, enabling a focus on smaller GP surgeries in Acton and Southall.

Overall, there were 526 (77%) positive reviews with star rating 4-5, the same percentage as the previous quarter. 111 (16%) neutral reviews with star rating 3, a 1% increase from the previous quarter and 45 (7%) negative reviews with star rating 1 and 2 received this quarter, a 1% increase from the previous 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:

GP services

Issues around access, contained within both the 'access' theme and 'administration' theme remain dominant areas of concern this quarter, following the pattern seen in previous quarters. Comments describing 'waiting times', did so in a largely negative light (66% negative), similar to previous quarters. Comments around 'appointment availability' were more mixed (58% positive), again a similar picture to previous quarters. For 'booking appointments' we see a changing picture, with the mixed picture from previous quarters moving firmly into a more positive outlook (67% negative).

Areas of good practice, where comments were largely very positive, were similar to previous quarters: 'management of service' (94% positive); 'treatment and care - experience' (86% positive); 'treatment and care - treatment explanation' (79% positive); and 'staff attitude' (89% positive).

If we look at the individual GP practices on pages 26-35 and the average star ratings (out of 5) given by patients to a number of domain areas, we see a similar picture emerging around access. The area with the lowest average was 'waiting times' at 3.5 out of 5. For the smaller practices considered this quarter, this represents no change from previous quarterly reports and it remains the lowest rating of the domain areas. For 'ease of gaining an appointment', 'staff attitude' and 'cleanliness' we saw an increase of 0.5 for each rating this quarter - a small but significant change from previous quarters where ratings have remained stable for over a year. For 'staff attitude' and 'cleanliness' we see the highest ratings given, at 4.5. Where 'staff attitude' is concerned this may be reflective of the more personal relationships built up between staff and patients within smaller GP surgeries.

Ratings for 'generally how easy is it to get through on the telephone', 'convenience of appointment' and 'treatment explanation' have also remained stable this quarter, showing a positive experience with ratings at 4 out of 5.

Hospital services

In terms of hospital services, the predominant areas of concern remain around 'waiting times' (72% negative, 27% positive, 1% neutral) where negative experience continues to heavily outweigh positive experience; and 'appointment availability', (45% negative, 55% positive), where we continue to see a mixed picture. Areas of good practice can be found across the following themes and sub themes: Treatment and care - Experience (91% positive); 'Treatment and care - Treatment explanation' (80% positive); 'Staff attitude' (95% positive); and 'Management of service' (91% positive).

Actions, impact and next steps

Healthwatch Ealing continues to present the findings contained within this report at various commissioning, provider and local authority led boards and committees. These include:

- Ealing Clinical Commissioning Group (CCG) Quality & Patient Safety Committee
- Ealing CCG Patient and Public Experience (PPE) Committee
- Ealing CCG Governing Body
- Ealing CCG Primary Care Commissioning Committee (PCCC)
- Ealing Health & Wellbeing Board
- Ealing Health and Adult Social Services Standing Scrutiny Panel
- London North West NHS Trust (LNWT) Patient Experience Executive Committee

As well as these formal meetings a number of informal meetings take place with partners in order to discuss the issues of concern and identify actions to take these forward. Updates since the last report include:

Ealing CCG have provided responses identifying how Healthwatch Ealing patient experience data has helped shape the conversations being had with providers, feeding into service development and validating CCG focus on particular workstreams in relation to Ealing Hospital. In relation to GP services, the data has: Helped CCG Network Relationship Managers (NRMs) have targeted conversations with practices; Helped add weight to patient experience conversations at the CCG Patient Engagement Reference Forum (PERF); Helped identify where good practice is happening enabling greater sharing and peer support.

After raising our concerns with LNWT around outpatient services and systems, the Trust has been working through some large scale changes including a new Access Centre, changes to the booking system, text messaging, phone systems and improved letters to patients. These changes, although happening in stages, and clinic by clinic, represent a big step forward for patients who consistently feedback around administrative and access issues. We will continue to monitor patient feedback data to identify any impact of the changes being implemented.

Actions, impact and next steps

Healthwatch Ealing, Brent and Harrow have also started joint meetings with the Deputy Director of Nursing and Patient Experience Team to enable greater focus on the issues being identified by Healthwatch and to support to Trusts improvement journey.

In terms of next steps for Healthwatch Ealing's Patient Experience Report, the following have been identified and will be considered in more detail:

- Quarterly focusses on Social Care services and Mental Health Services to increase the number of patient experience comments in these areas.
- A focus on capturing GP patient experience feedback from those in residential care homes across the borough.
- Another focus on capturing experience from the smaller practices in the borough.
- The development of a new bi-annual Joint Patient Experience report, covering NW London and produced in collaboration with our relevant Healthwatch colleagues across the patch.
- Analysis of data for any ethnic and age variation that may be apparent within feedback for GP and Ealing Hospital services.
- Development of the report format to account for new Primary Care Networks in existence from July 2019.
- A focus on capturing patient experience feedback from the Polish community in particular wards of the borough.
- A review of Primary Care Patient Experience in relation to Access over a period in order to identify any changes.

Leave feedback

How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

How do you rate your overall experience of this service?*



Summary of your experience* (max 45 characters)

Give a brief description of your experience, or highlight a key observation

Tell us more about your experience*

Expand on your experience here. Why was your experience a good / bad one? List any reasons or specific detail that might help explain

Where do you live? (town/city)

Acton, Ealing, Greenford, Hanwell, ...

Your ratings (select if applicable)

Ease of gaining appointment	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Convenience of appointment	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Cleanliness	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Staff Attitude	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Waiting Time	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Treatment explanation	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Quality of care	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Quality of food	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Generally how easy is it to get through to someone on the phone?	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>

terrible

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

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 = 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

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?

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Acton | <input type="checkbox"/> Perivale |
| <input type="checkbox"/> Ealing | <input type="checkbox"/> Southall |
| <input type="checkbox"/> Greenford | <input type="checkbox"/> Other |
| <input type="checkbox"/> Hanwell | <input type="checkbox"/> Out of the Borough |
| <input type="checkbox"/> Northolt | <input type="checkbox"/> 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
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Other religion.....
- Prefer not to say

What is your sexual orientation?

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

Thank you for sharing your experience

Theme

Access to services
Access to services
Access to services
Access to services
Access to services
Access to services
Access to services
Access to services
Access to services
Access to services

Administration
Administration
Administration
Administration
Administration
Administration
Administration
Administration
Administration

Care Home Management
Care Home Management
Care Home Management
Care Home Management
Care Home Management

Communication
Communication
Communication
Communication
Communication

Continuity and integration of care

Diagnosis/assessment
Diagnosis/assessment
Diagnosis/assessment
Diagnosis/assessment
Diagnosis/assessment

Dignity and Respect
Dignity and Respect
Dignity and Respect

Subthemes

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

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

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

General
Interpretation Services
Lack of
Community engagement and involvement
Response times

General
Lack of
Late
Mis-diagnosis
Tests/Results

Confidentiality/Privacy
Consent
Death of a Service User

Dignity and Respect	Consent
Dignity and Respect	Death of a Service User
Dignity and Respect	Death of a Service User (Mental Health Services)
Dignity and Respect	Equality & Inclusion
Dignity and Respect	Involvement & Engagement
Discharge	Coordination of services
Discharge	General
Discharge	Preparation
Discharge	Safety
Discharge	Speed
Facilities and surroundings	Buildings and Infrastructure
Facilities and surroundings	Car parking
Facilities and surroundings	Cleanliness (Infection Control)
Facilities and surroundings	Cleanliness (Environment)
Facilities and surroundings	Cleanliness (Staff)
Facilities and surroundings	Disability Access
Facilities and surroundings	Equipment
Facilities and surroundings	Food & Hydration
Facilities and surroundings	General
Finance	Financial Viability
Finance	Transparency of Fees
Finance	Lack of funding
Home support	Care
Home support	Co-ordination of Services
Home support	Equipment
Making a complaint	Complaints Management
Making a complaint	General
Making a complaint	PALS/PACT
Medication	Pharmacy Repeat Prescriptions
Medication	Medicines Management
Transport	Patient Transport Service (non NHS)
Transport	Ambulance (Emergency)
Transport	Ambulance (Routine)
Referrals	General

Referrals

Waiting times

Safety/Safeguarding/Abuse

Staff

Ambulance Staff/Paramedics

Staff

Attitudes

Staff

Capacity

Staff

District Nurses/Health Visitors

Staff

General

Staff

Midwives

Staff

Staffing levels/Lack of

Staff

Suitability

Staff

Training and development

Treatment and care

Effectiveness

Treatment and care

Experience

Treatment and care

Quality

Treatment and care

Safety of Care/Treatment

Treatment and care

Treatment Explanation

Treatment and care

Lack of support