

**PATIENT EXPERIENCE
REPORT 2020/2021
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 implementation of the data collection programme and the Digital Feedback Centre will normally 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.

Due to the Coronavirus pandemic, we have been following government guidance and are running limited community engagement. This has affected our Patient Experience Report covering the period of April - June 2020. We are focusing on:

- A regular presence on social media (Twitter, Facebook etc.)
- Online reviews
- Attending online forums/meetings
- Telephone consultations
- Speaking to patients via our Coronavirus survey

Normally, our Patient Experience Officer, supported by a team of volunteers, visit health and social care services daily to talk to and hear from patients, service users, carers and relatives about their experiences of local services. These patient experience comments and reviews are gathered using a standard form (see appendices) which asks for feedback on their overall experience, likelihood to recommend a service, treatment, booking and a number of other areas.

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 2020. During this time, we collected 306 reviews, achieving our target of 300. This is a decrease from the previous quarter, where we secured 891 reviews, but reflects the fact that no face-to-face engagement took place due to the Covid-19 pandemic and that all reviews were secured online.

Out of the total number of patient experiences received, 227 (74%) were positive with a star rating of 4-5, 11 (4%) were neutral with a star rating of 3 and 68 (22%) were negative with a star rating of 1-2 (this is based on the overall star rating provided by patients - see page 6 for further detail). This spread of positive, neutral and negative reviews showcases some similarities and small differences compared to the previous quarter.

The information presented within this report reflects individual patient experiences 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 patient's 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/>.

Due to the impact of the COVID-19 pandemic and the resulting lockdown, the research team experienced some limitations in data collection. As a result, the number of patient experience feedback forms completed was significantly fewer than that in previous quarters. The research team consequently decided to omit any comparisons with previous quarterly reports and recommend that this particular report should be reviewed as a standalone piece of research, within the context of the current COVID-19 pandemic.

One other omission worth noting is that of the patient's demographic information. Due to the change in our primary method of data collection (from face-to-face to online reviews) demographic information was rarely obtained. The team agreed that the demographic information that was obtained did not provide an accurate representation of the diversity of the sample population. Thus, to prevent any misinterpretation this information was removed from the final version of this report.

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

1. It asks for an overall star rating of the service, (between 1-5)
2. It provides a free text box for comment
3. It asks for a star rating against specific domain areas, (between 1-5)

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

Star ratings provide a simple snapshot average, both overall and against specific domain areas. As seen in the data below, some services only received feedback from one or two individuals (Mental Health, Dentists, Community Services, Homecare/ Supported Living). After reviewing the data it was agreed that a minimum of 10 reviews was required in order to draw a firm conclusion regarding patients' experience of a service. While this feedback is still recorded in the findings of this report, caution should be exercised when reviewing it as it will not necessarily be an accurate representation of the opinions and experiences of the general population. To ensure that this is the case, the total number of reviews that do not meet the minimum requirement of 10 are marked with an asterisk (*) and a suggestion of caution is provided below the table."

When it comes to the free text comment box, this is analysed in two different ways resulting in two different data sets:

▫ In the first instance, the Informatics system looks at the patient experience comment in its totality, using a sophisticated algorithm to analyse words and phrases in order to apply a sentiment score to the overall comment. The sentiment score is translated into an overall positive, negative or neutral sentiment. This is an automatic process. Where overall sentiment is highlighted in the report, it relates to this aspect of the process.

▫ In the second instance, free text comments are broken down and analysed for themes and sub themes. Where relevant, up to 5 themes and sub themes can be applied to any one patient experience comment. Upon each application of a theme or sub theme, a positive, negative or neutral sentiment is also applied. This is a manual process undertaken by trained staff and specially trained volunteers. The process is overseen by the Patient Experience Officer and regularly audited in order to ensure consistency. Where themes and related sentiment are discussed in the report, it relates to this aspect of the process.

To give an example: If in the 'Review' section on the Feedback Centre, the comment is: "My experience at this surgery was really good".

Theme: Treatment and Care

Sub-Theme: Experience

Sentiment: Positive

Each of the areas described above provides an independent set of results which can be viewed separately or in conjunction with one another in order to gain an insight into a service or service area. It is important to note that correlation between different data sets may not be apparent, for example, a service may have an overall star rating of 4/5 but much lower ratings against individual domain areas.

Overall Star Ratings

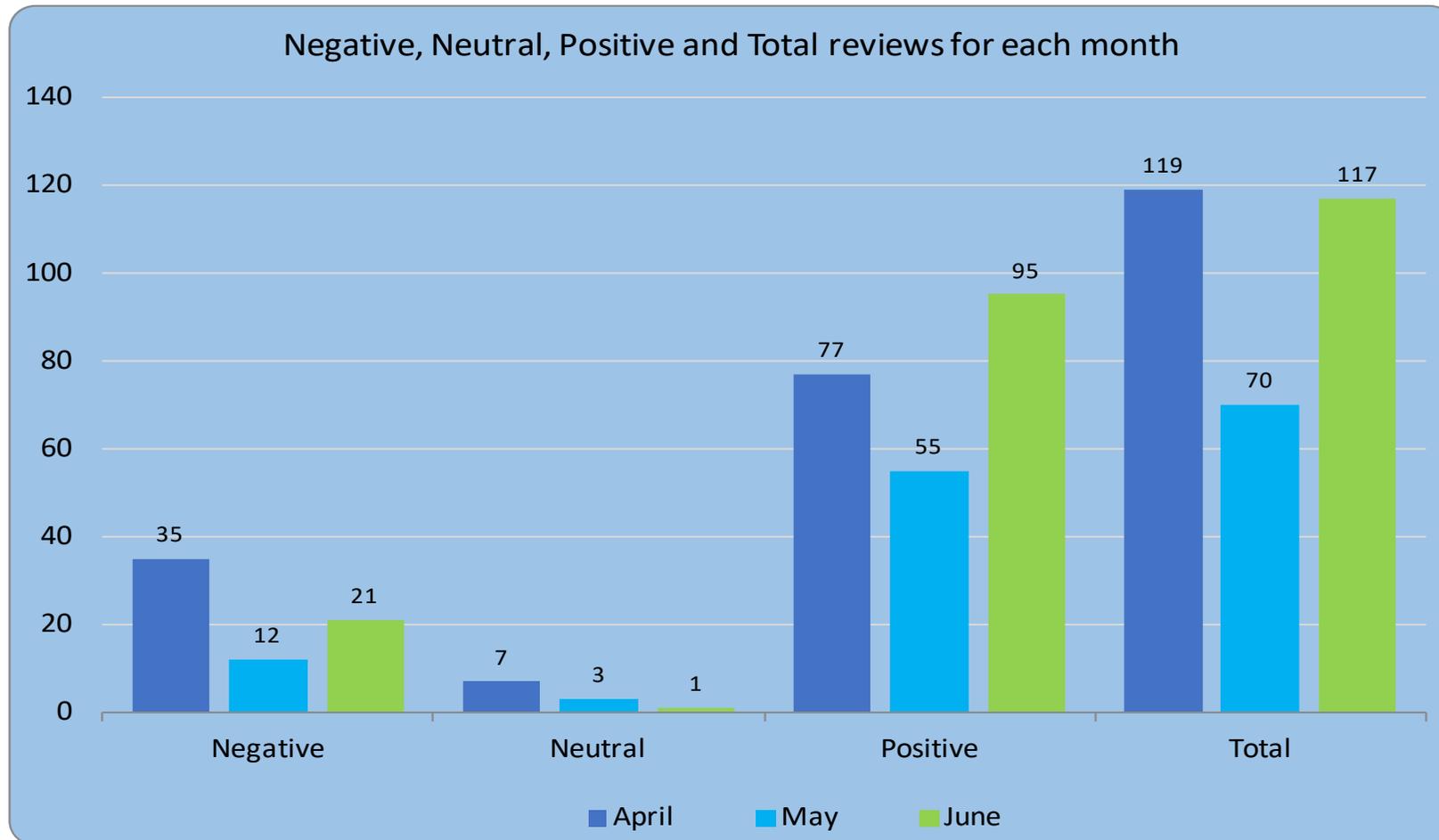
The number of patient reviews received for this quarter is 306. The table below shows a breakdown of the negative, neutral and positive patient reviews (see the appendices for examples of our physical and online questionnaires).

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 227 positive responses, 68 negative responses and 11 neutral responses have been recorded.

Month	1 - 2 Star Reviews (Negative) 	3 Star Reviews (Neutral) 	4 - 5 Star Reviews (Positive) 
April	35	7	77
May	12	3	55
June	21	1	95
Total	68	11	227

Overall Star Ratings

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

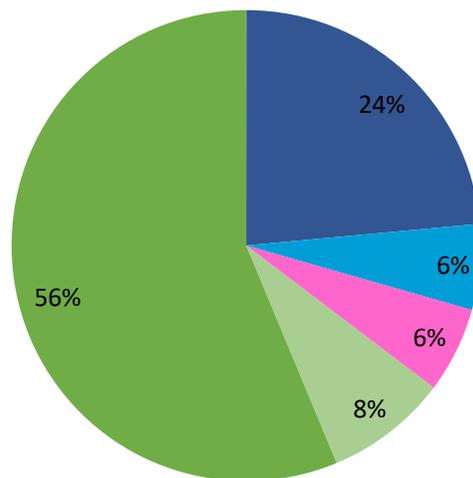


Overall Star Ratings

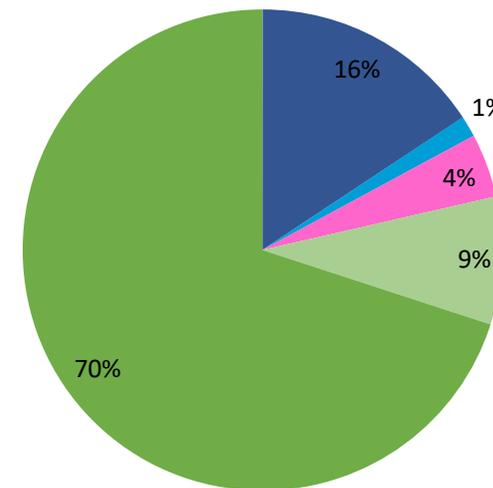
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

In each month the 4 star rating received the highest proportion of reviews, followed by the 5 star rating and then followed by the 3 star rating.

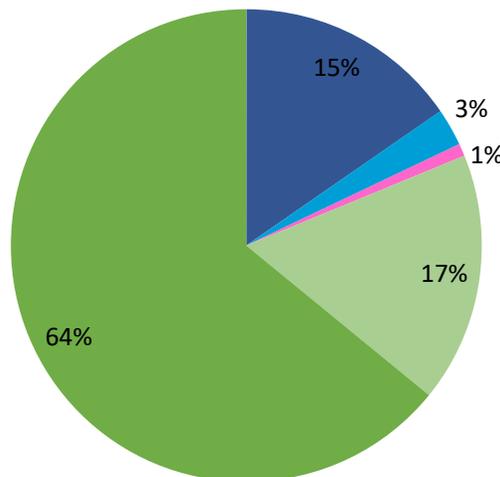
The overall star ratings for services tell us that the people we gathered reviews from were very satisfied with the services that we received feedback on.



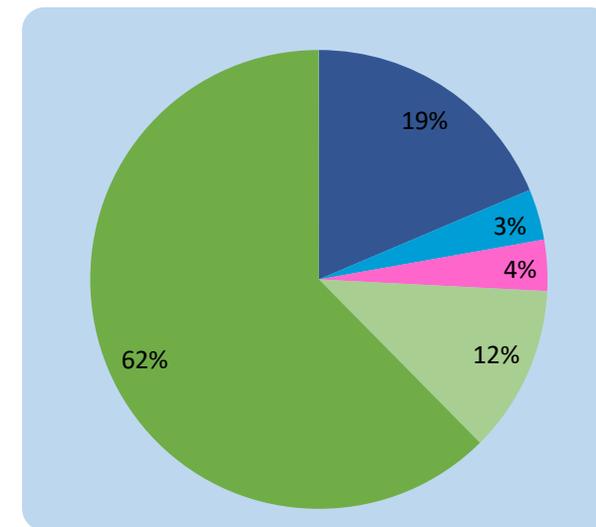
April



May



June



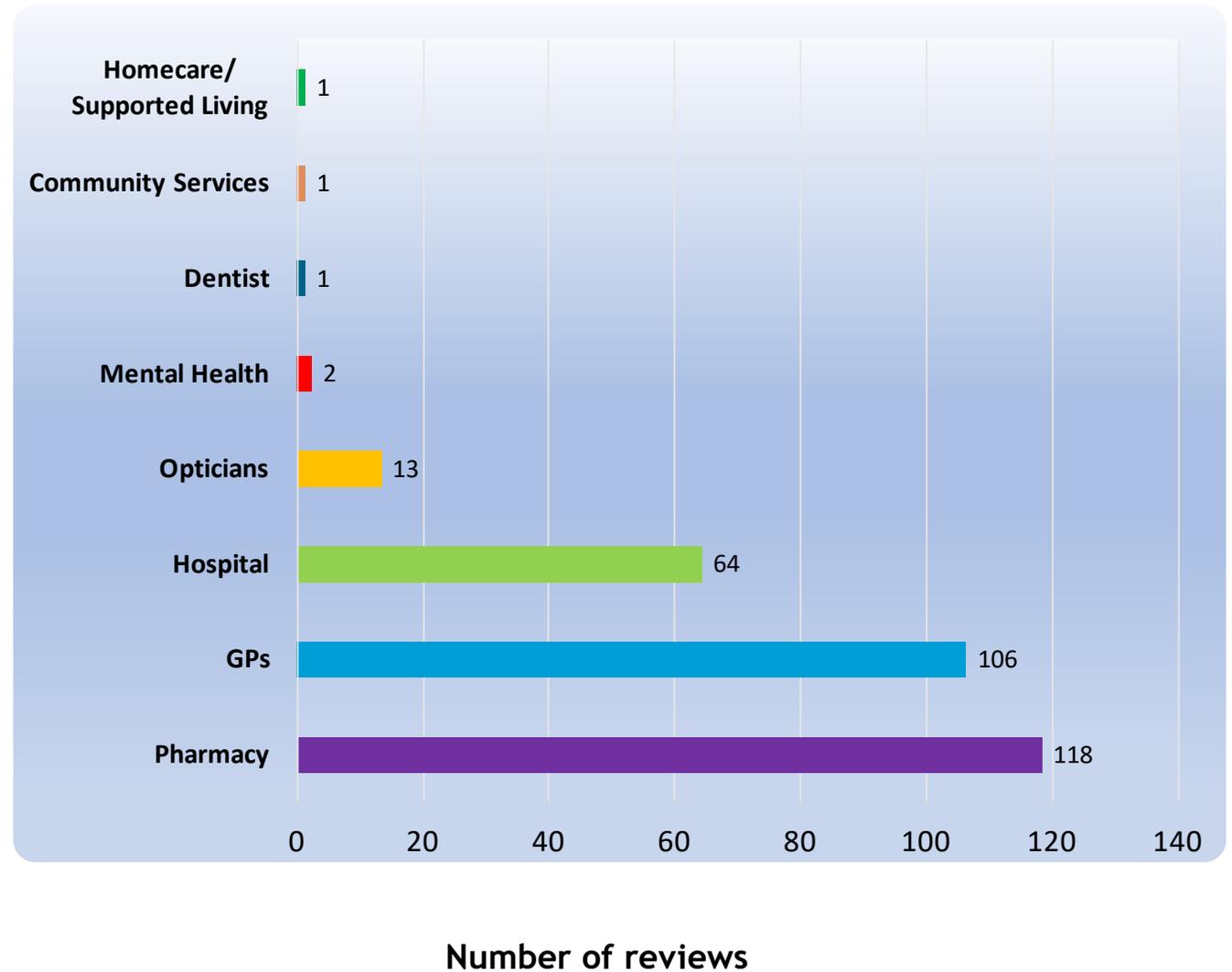
Total for Q1

Total Reviews per Service Category

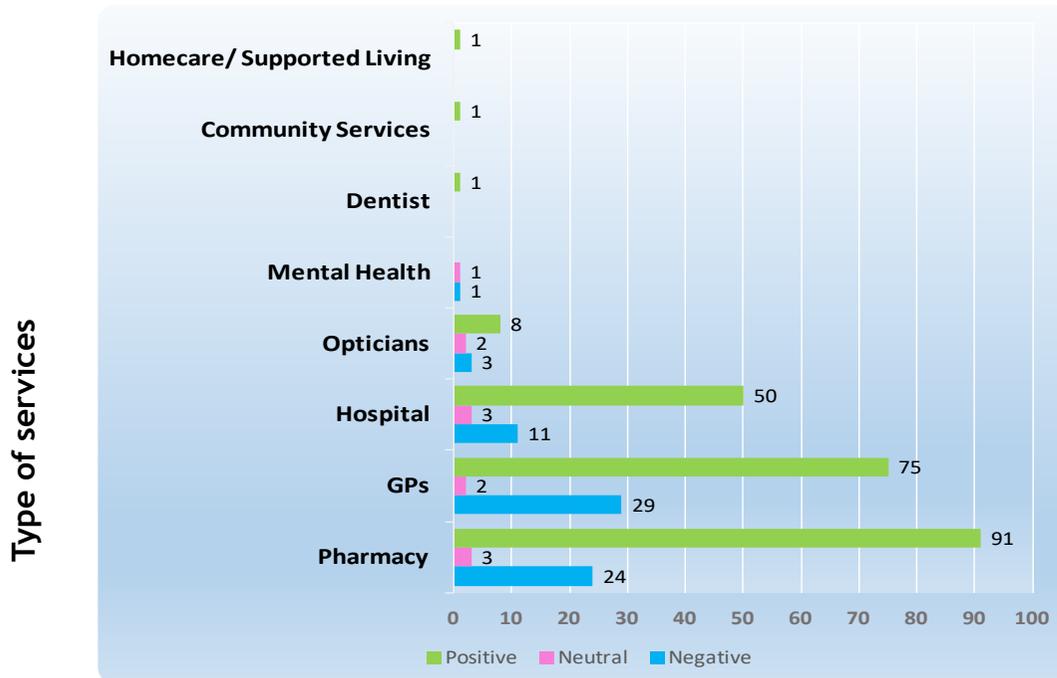
The patient reviews recorded for this quarter cover 8 service type categories, as seen in this chart.

The category with the highest number of reviews recorded is the Pharmacy category (118).

Type of services



Distribution of Positive, Negative & Neutral Reviews



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

118 (39%) of the reviews were about people's experiences at their Pharmacy, 106 (35%) of the reviews were about GPs. 64 (21%) of the reviews were about people's experiences with Hospital. 13 (4%) of the reviews were about people's experiences with Opticians.

Other comments were about Mental Health, Dentist, Community Services and Homecare/Supported Living.

Number of reviews

Name of Service	Negative	Neutral	Positive	Total Number of Reviews
Pharmacy	20%	3%	77%	118
GPs	27%	2%	71%	106
Hospital	17%	5%	78%	64
Opticians	23%	15%	62%	13
Mental Health	50%	50%	0%	2*
Dentist	0%	0%	100%	1*
Community Services	0%	0%	100%	1*
Homecare/Supported Living	0%	0%	100%	1*

The table on the left showcases the percentages of the figures shown in the chart at the top.

Mental Health Services, Dentists, Community Services and Homecare/Supported Living all received two or fewer reviews. The experience and opinion of one or two individuals is not an accurate representation of those of the general population and, as a result, this research was unable to draw any firm conclusions regarding these services.

* The number of feedback responses gathered falls below the minimum count required (10) to draw any firm conclusions and should be reviewed with this in mind.

This section shows a breakdown of the main themes and sub-themes which have been applied to GPs and Hospitals.

After asking patients for an overall staff rating of the service we ask them to "tell us more about your experience" (see the appendix for example 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 pages 43-45 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 number 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.

Due to only 20 reviews being received for Ealing Hospital this quarter, the decision was made to include those reviews received for all hospitals utilised by Ealing residents during the quarter. We also only analysed the top three themes for Hospital, omitting 'Administration' as it only received 12 counts.

You will also notice that the negative/neutral reviews section for 'Treatment and Care' section for GPs is missing because the majority of the sentiments amongst the sub-themes for this specific theme were positive. Only 5 out of the 52 comments were negative.

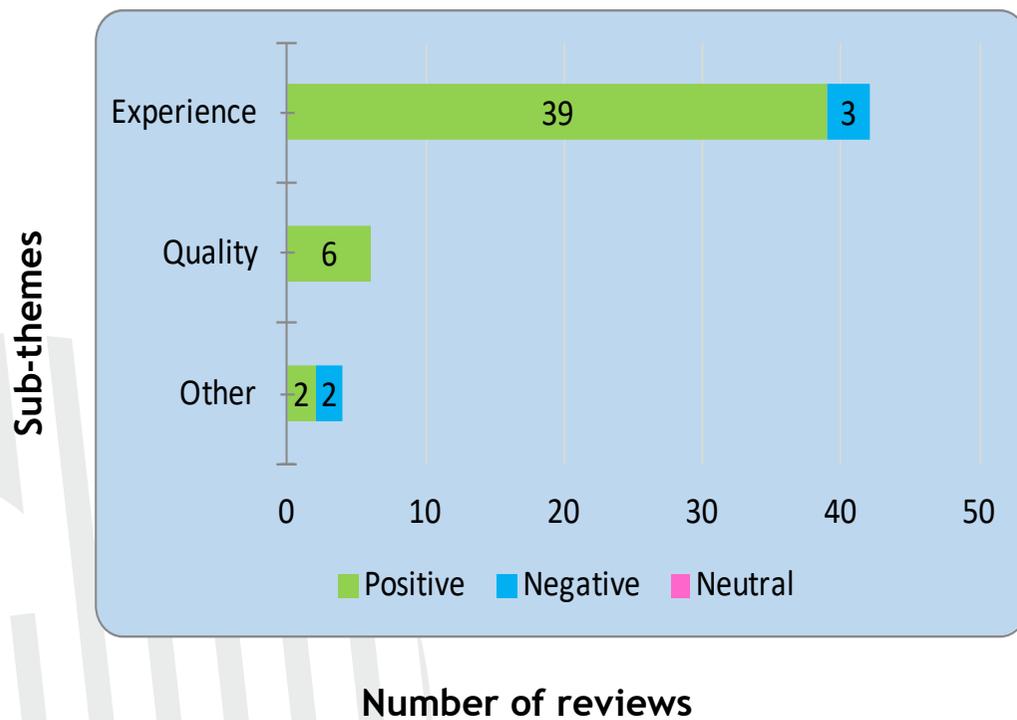
GP Themes and Sub-Themes

Treatment and Care was the most applied theme this quarter. It received 52 counts to reviews. Of these counts, 90% (n.47) were positive and 10% (n.5) were negative. There were no neutral sentiments for this theme this quarter. The chart below illustrates a breakdown of the three sub-themes for the **Treatment and Care** theme for GPs this quarter.

The **Experience** sub-theme was the highest sub-theme applied this quarter. It received 42 counts and of these counts 93% (n.39) were positive and 7% (n.3) were negative. The **Quality** sub-theme received only 6 counts with 100% of the counts being positive.

The **Other** sub-theme is a combination of **Effectiveness**, **Safety of Care/Treatment**, **Treatment Explanation** and **Lack of support**.

Top sub-themes for Treatment and care



Positive reviews

"My overall experience and the service that I am provided here is good."
GP Surgery

"A good experience at this surgery."
GP Surgery

"An excellent experience."
GP surgery

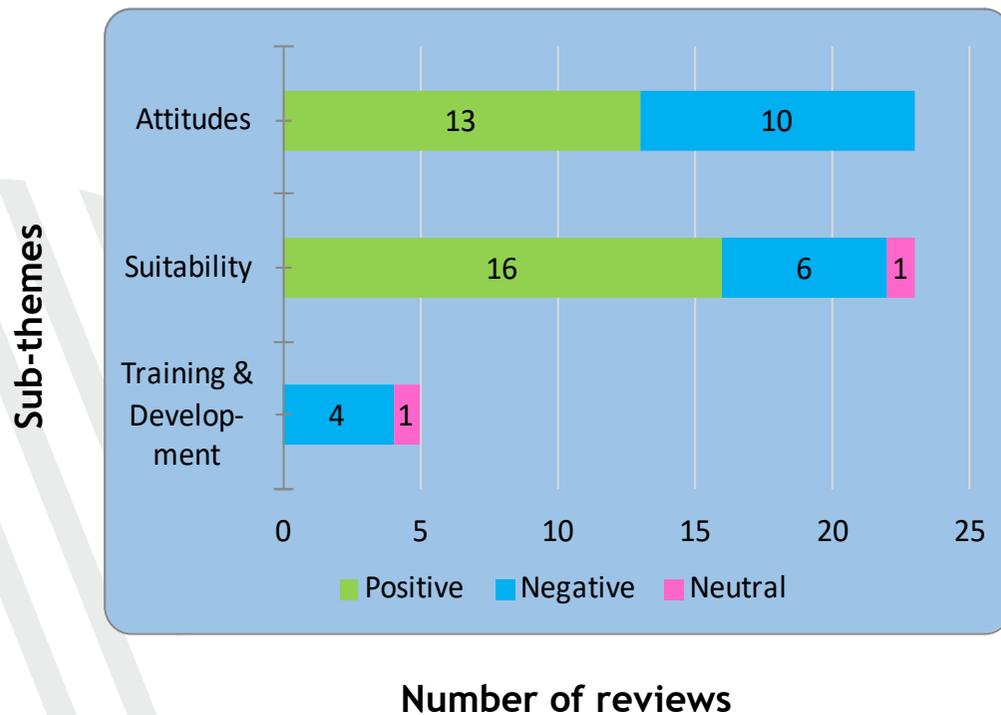
GP Themes and Sub-Themes

Staff was the second most applied theme this quarter. It was applied 51 times with 57% (n.29) being positive, 39% (n.20) being negative and 4% (n.2) being neutral.

Attitudes was the most applied sub-theme this quarter with 23 counts. Of these counts, 57% (n.13) were positive and 43% (n.10) were negative. There were no neutral sentiments for this sub-theme.

The **Suitability** sub-theme was the joint top sub-theme with **Attitudes** which also was applied 23 times and of these counts, 70% (n.16) were positive, 26% (n.6) were negative and 4% (n.1) were neutral.

Top sub-themes for Staff



Positive reviews

“...the reception staff particularly are helpful and friendly...”
GP surgery

“...and really friendly receptionists.”
GP surgery

“...Doctors are very helpful.”
GP Surgery

Negative/Neutral reviews

“They lie a lot and are really rude.”
GP surgery

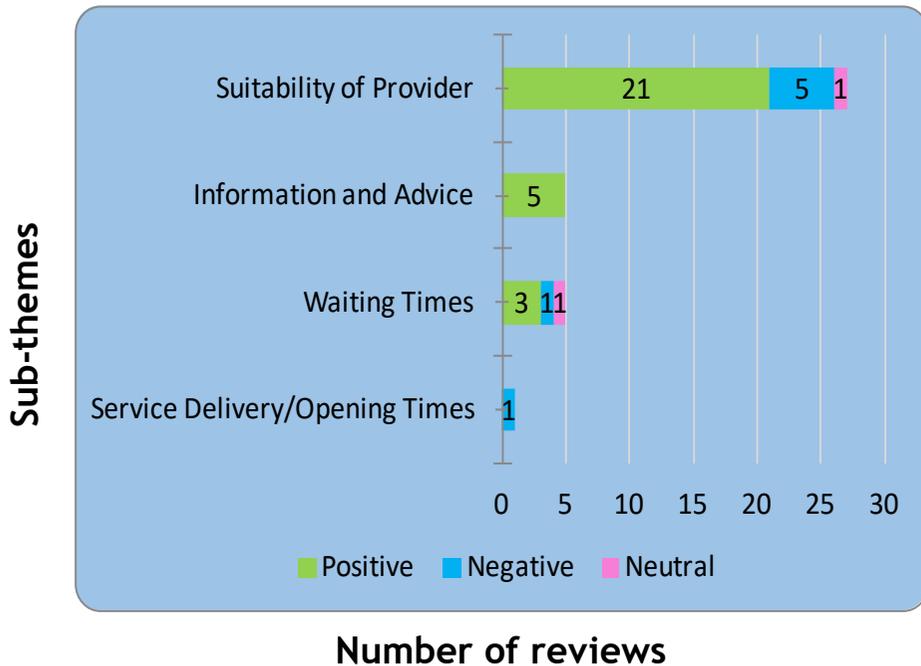
“Rude staff.”
GP surgery

GP Themes and Sub-Themes

Access to Services was the third most applied theme this quarter. It received 38 counts. 76% (n.29) of these were positive, 18% (n.7) were negative (which is due to patients mainly expressing their dissatisfaction on how long they have to wait) and 5% (n.2) were neutral. The chart below illustrates the breakdown of the top sub-themes for the **Access to Services** theme for GPs this quarter.

Suitability of Provider (Organisation) was the most applied sub-theme this quarter which was applied 27 times. Of these counts 78% (n.21) were positive, 19% (n.5) were negative and 4% (n.1) were neutral. This shows that the majority of people who left reviews this quarter find the GP service they use suitable for their needs.

Top sub-themes for Access to service



Positive reviews

“I phoned my surgery to book an appointment. The staff were very polite. The doctor called who was very helpful and understanding to my needs. The surgery overall is fantastic.”
GP surgery

“It has definitely improved.”
GP surgery

Negative/Neutral reviews

“One time I had to wait for a prescription for over 2 weeks. The doctor prescribed me medication, for which I needed to wait till the week after as the medicine needs to be specially made. Felt let down.”
GP surgery

“.....otherwise you may find yourself waiting a while.”
GP surgery

GP Themes and Sub-Themes

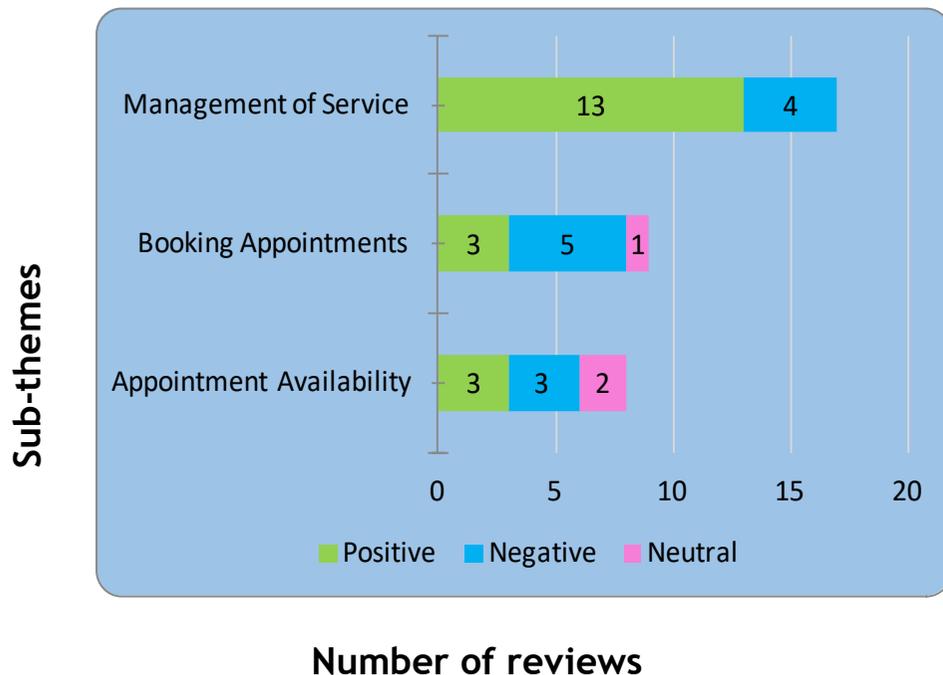
Administration was the fourth most applied theme for GPs this quarter. The theme was applied on 34 counts to reviews, with 56% (n.19) of these reviews positive, 35% (n.12) negative and 9% (n.3) neutral. The chart below illustrates a breakdown of the top sub-themes for the **Administration** theme for GPs this quarter.

The sub-theme relating to **Management of Service** was the most frequently mentioned as it was applied 17 times, 76% (n.13) being positive, 24% (n.4) being negative (mainly caused by patients voicing concerns about the service they were receiving). There were no neutral sentiments for this quarter.

The next sub-theme that was frequently mentioned was **Booking Appointments** which was applied 9 times. 33% (n.3) were positive, 56% (n.5) were negative (caused by patients voicing their concerns about the difficulty of booking appointments) and 11% (n.1) were neutral.

The final sub-theme that was applied was **Appointment Availability** which was applied 8 times. 38% (n.3) were positive, 38% (n.3) were negative (caused by patients voicing their concerns about the lack of appointments available for them) and 25% (n.1) were neutral.

Top sub-themes for Administration



Positive reviews

"The surgery provides high quality service every time I have visited. My kids especially love visiting as the doctors are so friendly and kind. I would not hesitate to recommend to all."

GP surgery

"This GP goes above & beyond all expectations. My family are all satisfied with the consistent high level service." *GP surgery*

Negative and Neutral reviews

" I got a doctor's appointment and the earliest one was only 3 weeks when the pills I have are only for two weeks. Logical sense is clearly not there." *GP surgery*

" It can take all morning just to book an appointment." *GP surgery*

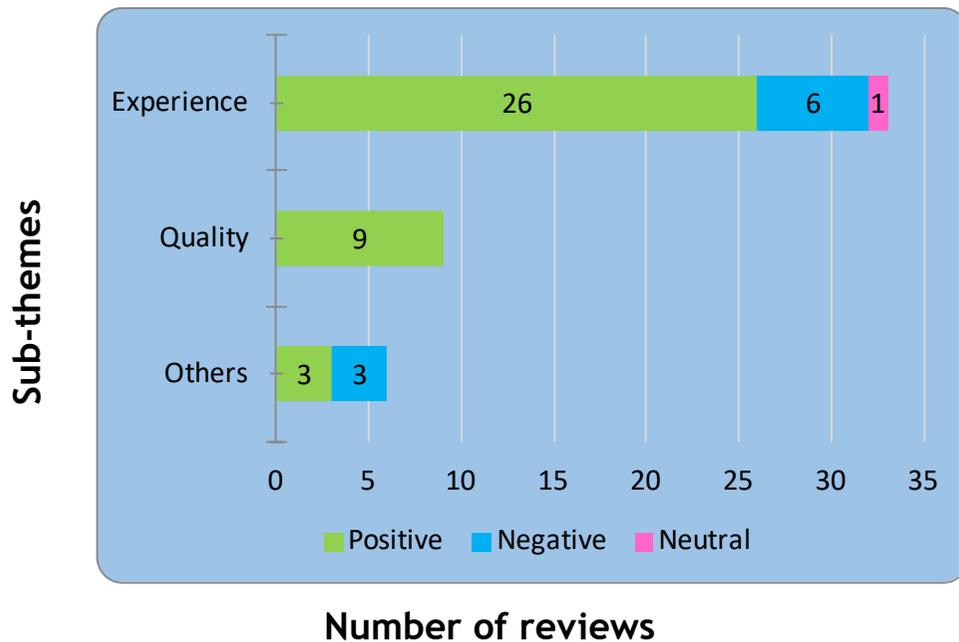
Hospitals Themes and Sub-Themes

Treatment and Care was the most applied theme this quarter. It was applied 48 times. Of these counts, 79% (n.38) were positive, 19% (n.9) were negative and 2% (n.1) were neutral. The chart below illustrates a breakdown of the top sub-themes for **Treatment and Care** theme for Hospitals this quarter.

The **Experience** sub-theme was the most applied this quarter. It received counts 33 counts with the majority of these counts being positive - 75% (n.26).

This is followed by the **Quality** sub-theme which received 9 counts. Of these counts 100% of the reviews were positive.

Top sub-themes for Treatment and Care



Positive reviews

“My experience was excellent.”
Outpatients

“An excellent experience at this hospital.”
Outpatients

“I could not have received better care.”
Outpatients

Negative reviews

“A very poor experience.”
Outpatients

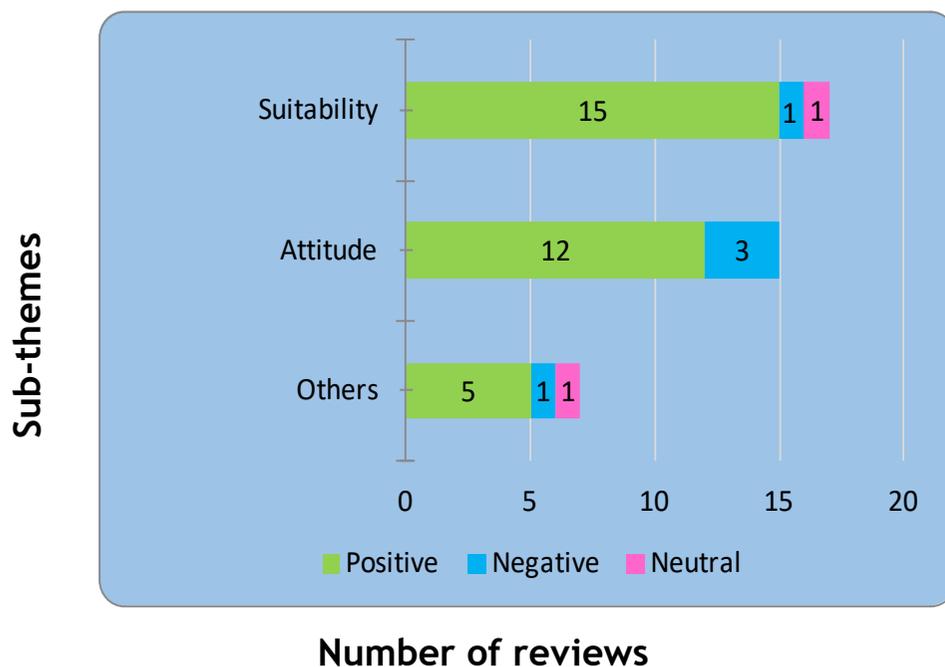
Hospitals Themes and Sub-Themes

Staff was the second most applied theme this quarter. It received 39 counts. Of these counts, 82% (n.32) were positive, 13% (n.5) were negative and 5% (n.2) were neutral. This continues on from the previous quarter with the feedback being mainly positive. The chart below illustrates a breakdown of the top sub-themes for the **Staff** theme for Hospitals this quarter.

The sub-theme **Suitability** received the highest counts this quarter at 17. The majority of these counts were positive feedback - 88% (n.15) which indicates that patients found the staff that they dealt with this quarter suitable for their needs.

The sub-theme **Attitudes** was the second highest sub-theme this quarter at 15. The majority of these counts were positive feedback - 80% (n.12) which indicates that patients were mainly satisfied with the staff attitude this quarter.

Top sub-themes for Staff



Positive reviews

“All three staff members that looked after me were very kind and professional.”
Hospitals

“...very professional, dedicated, kind, caring...”
Hospitals

“staff maintained this friendly atmosphere...”
Hospitals

Negative and Neutral reviews

“Rude and incompetent staff.”
Hospitals

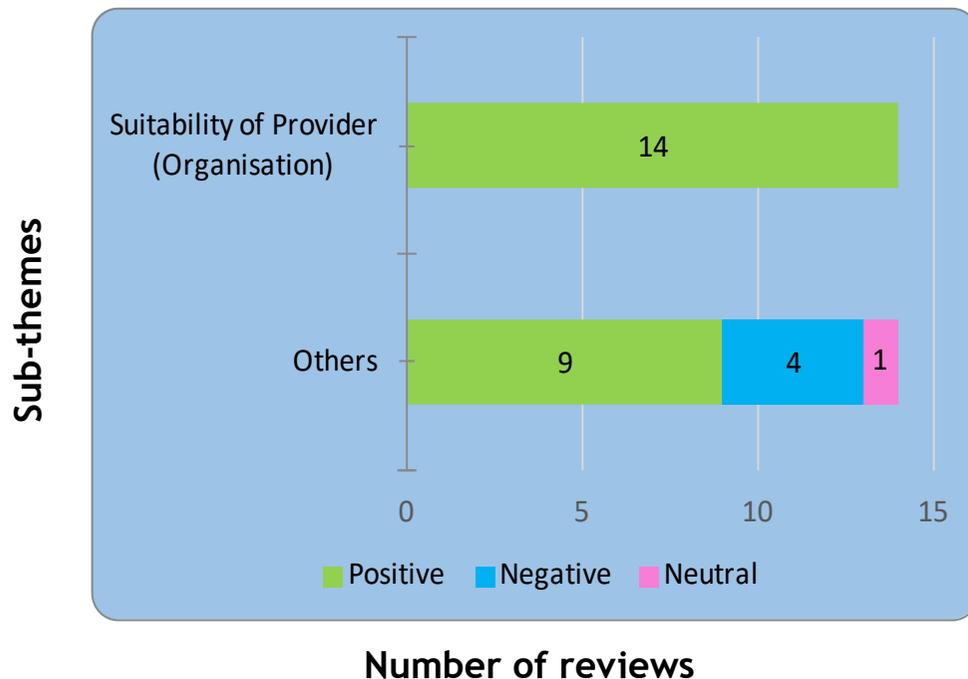
Hospitals Themes and Sub-Themes

Access to Services was the third most applied theme this quarter. It was applied 28 times. 82% (n.23) were positive, 14% (n.4) were negative and 4% (n.1) were neutral. As you can see, the positive sentiment is higher than the negative sentiment and the fact that it is 68% higher shows that the majority of people that left a review were happy. The chart below illustrates a breakdown of the top sub-themes for **Access to Services** theme for Hospitals this quarter.

The sub-theme **Suitability of Provider (Organisation)** was the most frequently mentioned with 14 counts. Of these counts, 100% (n.14) were positive. This shows that people found the Hospital they used to be suitable for their needs.

The sub-theme **Others** is a combination of the sub-themes **Waiting Times, Information and Advice** and **Patient Choice**. Of the combination counts of 14, 64% (n.9) were positive, 29% (n.4) were negative and 7% (n.1) were neutral.

Top sub-themes for Access to services



Positive reviews

“I felt cared for and all my needs were dealt with in a kind and calm manner.”
Hospitals

“We had a very good experience. The staff were all helpful, we felt taken care of and well informed.”
Hospitals

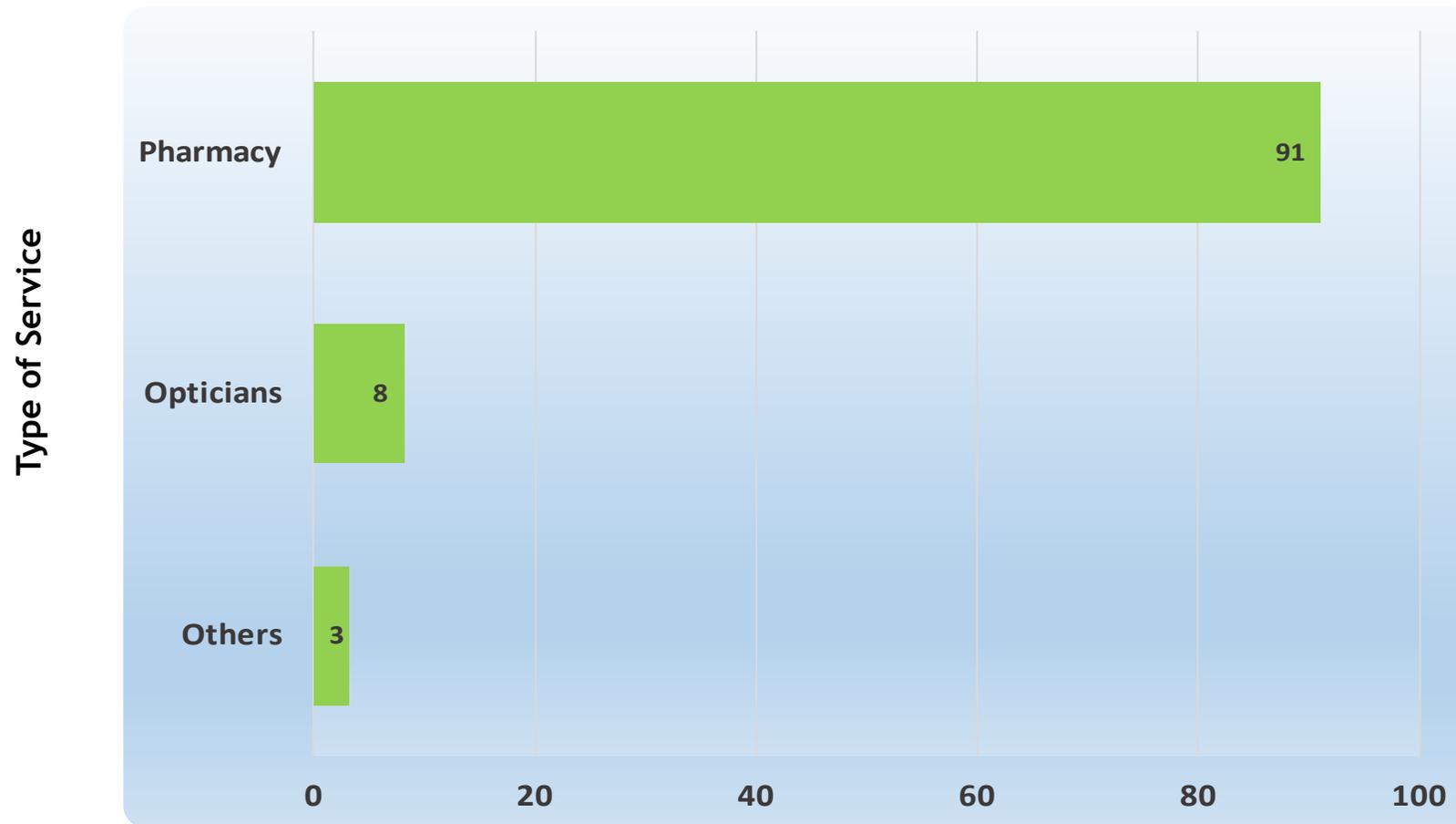
Negative/Neutral reviews

“The waiting times are terrible.”
Hospitals

Other Positive Reviews

Looking at the positive reviews we have received allows 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. The Others service is a combination of Dentist, Community Services and Homecare/Supported Living.

April-May-June



Positive Reviews



Pharmacy

“Professional and friendly service!”

Pharmacy

“Was worried about picking up my prescription inhalers and amazingly the doorbell rang and they were there without me even asking. Our pharmacist works alongside our local practice which is beyond excellent. Such a good pairing!”

Pharmacy

“An excellent experience at this pharmacy.”

Pharmacy

“Very good knowledgeable staff. Very quick and efficient. Best service.”

Pharmacy



Opticians

“Good quality store.”

Opticians

“Very lovely experience.”

Opticians



Others

“A very caring and well managed service.”
Homecare/Supported Living

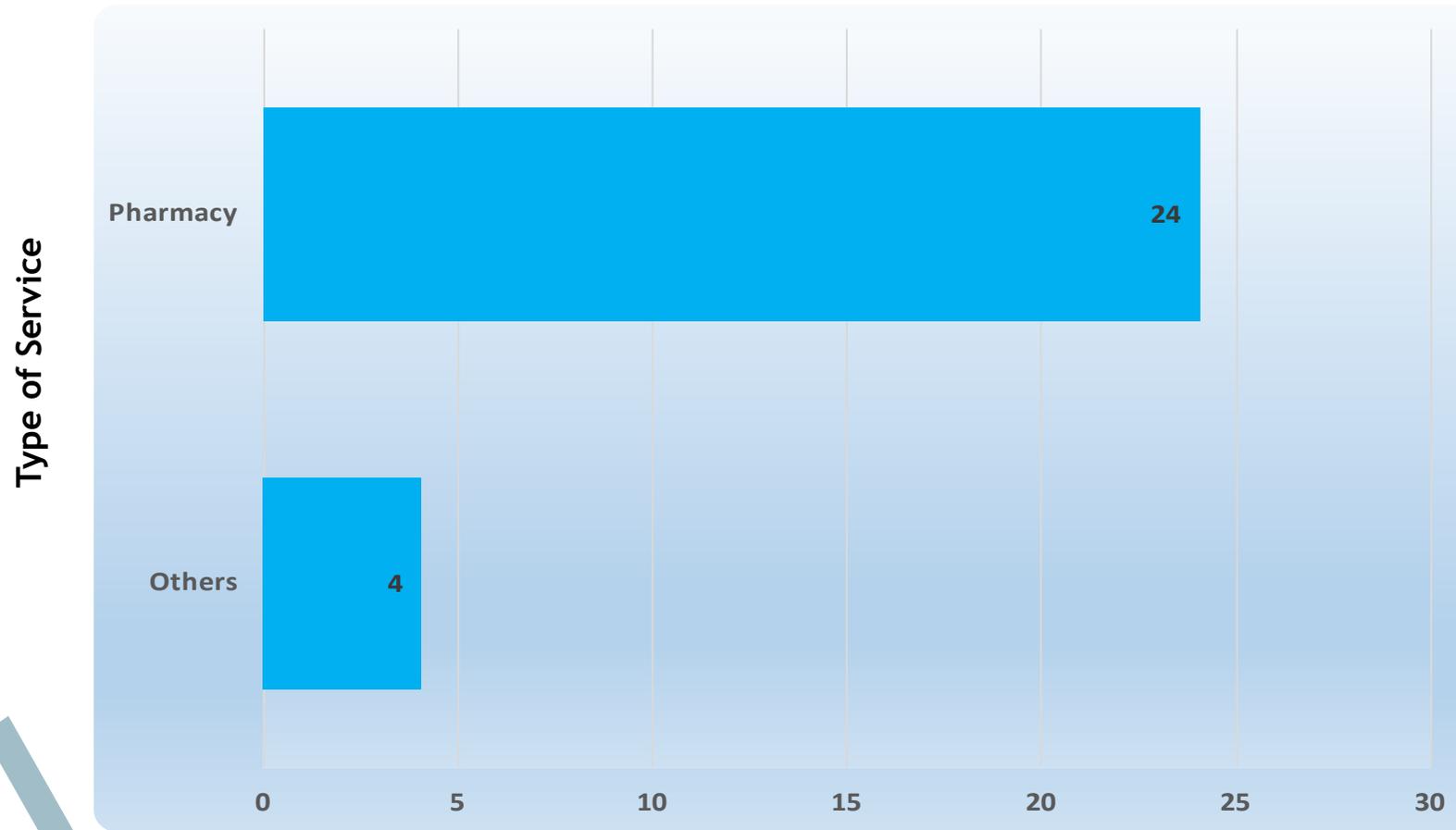
“I was called today by the receptionist to cancel both my hygienist and dental appointment next week due to COVID-19. I queried about a refund for my hygienist appointment and although she wasn't quite sure she called back within 30 minutes to inform me I would be sent a cheque in the post as they did not have access to the card machine at the moment. I also asked about what I should do if I actually need some treatment or had an issue with my teeth. She reassured me I could call the practice and would be able to speak with someone who would offer advice and guidance and or prescribe antibiotics if necessary. This was really helpful.”
Dentist

“To All (physiotherapist, OT, Speech Therapist), I just wanted to say a massive thank you for the endless care and support you have provided for my husband and I all these years. Thank you so much for helping us all get through his long and difficult battle with Cerebellar Ataxia. Without all your help, I don't know how any of us would have got through this. You have ALL been such a huge part of our lives. Everything you have done for us all these years has meant the absolute world to me and not a single day goes by that I'm not grateful for you all.”
Community Services

Other 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 service area and goes on to give some examples 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. The Others services is a combination of Opticians and Mental Health.

April-May-June



Negative & Neutral Reviews



Pharmacy

“Unprofessional and rude. They reveal personal details too loudly.”

Pharmacy

“Bad pharmacy. The staff are slow.”

Pharmacy

“Very rude staff.”

Pharmacy

“A very poor experience.”

Pharmacy



Others

“Not enough choice when it came to the food. We were hungry a lot of the times.”

Mental Health Services

“No hand sanitizes, soap or even wipes, Casually floating shop attendants unhelpful.”

Opticians

“The staff I dealt with in this store were uninterested in helping.”

Opticians

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 (April 2018 - March 2019). These two data sets are shown together to give an overview for each GP surgery.

The London Borough of Ealing is divided into eight GP Network areas (also known as Primary Care Networks or PCNs). Primary Care Networks were established as a key part of the NHS long-term plan, which came into effect in July 2019.

They formally bring general practices together to work at scale, providing a clear and very ambitious set of functions for them. More information on PCNs can be found by visiting The Kings Fund website: <https://www.kingsfund.org.uk/publications/primary-care-networks-explained>.

The eight GP Network areas are:

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

The following pages show services within these Network areas and are based on current listings which were correct at September 2019.

The average star rating for GP surgeries that received less than 10 reviews during this quarter, are not included in the tables below. Samples of 10 or lower sizes may not be representative of the views of the general population and therefore have been left out to avoid generalisation.

PCN Specific GP Reviews

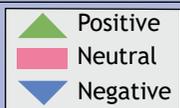
Acton						Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Acton Health Centre (Dr Napolion Issac) (3,386)	Q1					-	-	-	-	-	-	-	-
	2019 - 2020					4	4	4	4.5	4	4.5	4.5	4
Acton Lane Medical Centre (1,207)	Q1					-	-	-	-	-	-	-	-
	2019 - 2020					4.5	4	4.5	5	4	4.5	4.5	4
Acton Town Medical Centre (3,235)	Q1					-	-	-	-	-	-	-	-
	2019 - 2020					4.5	4	4.5	4.5	4	3.5	4	4
Boileau Road Surgery (3,393)	Q1					-	-	-	-	-	-	-	-
	2019 - 2020					4	4	3.5	3.5	3.5	4	4	3.5
Chiswick Family Practice (Dr Bhatt) (4,428)	Q1					-	-	-	-	-	-	-	-
	2019 - 2020					-	-	-	-	-	-	-	-
Chiswick Family Practice (Dr Webber) (4,257)	Q1					-	-	-	-	-	-	-	-
	2019 - 2020					-	-	-	-	-	-	-	-
Churchfield Surgery (3,442)	Q1					-	-	-	-	-	-	-	-
	2019 - 2020					-	-	-	-	-	-	-	-

▲ Positive
■ Neutral
▼ Negative

Number of reviews for the current quarter

PCN 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)	2			Q1	-	-	-	-	-	-	-
				2019 - 2020	4	4	4.5	4.5	3.5	4	4.5
Crown St Surgery (8,836)	1			Q1	-	-	-	-	-	-	-
				2019 - 2020	3.5	4	4	4	3.5	4	4
Hillcrest Surgery (7,791)	1			Q1	-	-	-	-	-	-	-
				2019 - 2020	4	4	4	4.5	3.5	4.5	4
Horn Lane Surgery (4,581)	1			Q1	-	-	-	-	-	-	-
				2019 - 2020	4	4	4	4.5	3.5	4	4
Mill Hill Surgery (7,692)				Q1	-	-	-	-	-	-	-
				2019 - 2020	3.5	3.5	4.5	4	3	4.5	4.5
The Bedford Park Surgery (3,539)	1			Q1	-	-	-	-	-	-	-
				2019 - 2020	-	-	-	-	-	-	-
The Vale Surgery (5,303)				Q1	-	-	-	-	-	-	-
				2019 - 2020	4	4	4.5	4.5	3.5	4	4
Western Avenue Surgery 3,025				Q1	-	-	-	-	-	-	-
				2019 - 2020	4	4	4.5	4.5	3.5	4	4



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Number of reviews for the current quarter

PCN Specific GP Review

The Ealing Network				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	-	-	-	-	-	-	-
				2019 - 2020	4	3.5	4.5	4	3.5	4.5	4
Cuckoo Lane Practice (5,230)	1			Q1	-	-	-	-	-	-	-
				2019 - 2020	4	4	4	4.5	3.5	4.5	4.5
Gordon House Surgery (12,431)	4			Q1	-	-	-	-	-	-	-
				2019 - 2020	4	4	4	4	3.5	4	4
Lynwood Surgery (2,216)				Q1	-	-	-	-	-	-	-
				2019 - 2020	-	-	-	-	-	-	-
Mattock Lane Health (2,851)				Q1	-	-	-	-	-	-	-
				2019 - 2020	4	4	4	4	3.5	4	4.5
Pitshanger Family Practice(3,009)	2			Q1	-	-	-	-	-	-	-
				2019 - 2020	-	-	-	-	-	-	-
Queenswalk Practice (10,048)	1			Q1	-	-	-	-	-	-	-
				2019 - 2020	4	3.5	4.5	4.5	3.5	4	4
St Marks Medical Centre (1,610)				Q1	-	-	-	-	-	-	-
	1			2019 - 2020	-	-	-	-	-	-	-
The Argyle Surgery (8,140)	2			Q1	-	-	-	-	-	-	-
				2019 - 2020	3.5	3.5	4.5	4.5	3.5	4	4
The Avenue Surgery (3,028)				Q1	-	-	-	-	-	-	-
				2019 - 2020	-	-	-	-	-	-	-



Number of reviews for the current quarter

PCN Specific GP Reviews

Northolt Greenford Perivale				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)	17			Q1	-	-	-	-	-	-	-
	3			2019 - 2020	3	3.5	4	4	3.5	3.5	4
Islip Manor Medical Centre (3,498)	2			Q1	-	-	-	-	-	-	-
	1			2019 - 2020	-	-	-	-	-	-	-
The Grove Medical (6,785)				Q1	-	-	-	-	-	-	-
	2			2019 - 2020	-	-	-	-	-	-	-
The Medical Centre (4,123)				Q1	-	-	-	-	-	-	-
				2019 - 2020	-	-	-	-	-	-	-
Barnabas Medical Centre (9,282)				Q1	-	-	-	-	-	-	-
				2019 - 2020	4.5	4	4	4.5	4	4.5	3.5
Elm Trees Surgery (5,016)				Q1	-	-	-	-	-	-	-
				2019 - 2020	3	4	4	4	3.5	4	4
Greenford Road Med Centre (7,888)	1			Q1	-	-	-	-	-	-	-
	2			2019 - 2020	3.5	3.5	4	4	3	4	4
Mandeville Medical Centre (5,361)	1			Q1	-	-	-	-	-	-	-
				2019 - 2020	-	-	-	-	-	-	-
Meadow View Surgery (5,385)				Q1	-	-	-	-	-	-	-
				2019 - 2020	4	4	4	4.5	3.5	4	4
Perivale Medical Clinic (4,349)				Q1	-	-	-	-	-	-	-
				2019 - 2020	-	-	-	-	-	-	-
Allendale Road Surgery (4,054)				Q1	-	-	-	-	-	-	-
				2019 - 2020	-	-	-	-	-	-	-

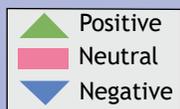
▲ Positive
■ Neutral
▼ Negative

Number of reviews for the current quarter

PCN 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 Medical Centre (2,445)	Q1			-	-	-	-	-	-	-	-
	2019 - 2020			-	-	-	-	-	-	-	-
Dormers Wells Medical Centre (6,914)	Q1			-	-	-	-	-	-	-	-
	2019 - 2020			-	-	-	-	-	-	-	-
Lady Margaret Road (3,108)	Q1			-	-	-	-	-	-	-	-
	2019 - 2020			-	-	-	-	-	-	-	-
Saluja Clinic (9,557)	Q1			-	-	-	-	-	-	-	-
	2019 - 2020			3.5	3.5	4	3.5	3.5	4	4	3
Somerset Family Practice (2,946)	Q1			-	-	-	-	-	-	-	-
	2019 - 2020			4	3.5	4.5	4	3.5	4	4	3.5
The MWH Practice (7,339)	Q1			-	-	-	-	-	-	-	-
	2019 - 2020			3.5	3.5	4	3.5	3.5	4	4	3.5
St George's Medical Centre (3,097)	Q1			-	-	-	-	-	-	-	-
	2019 - 2020			-	-	-	-	-	-	-	-
The Avenue Surgery (3,028)	Q1			-	-	-	-	-	-	-	-
	2019 - 2020			-	-	-	-	-	-	-	-
The Town Surgery (2,134)	Q1			-	-	-	-	-	-	-	-
	2019 - 2020			4	4	4	4	3.5	4	4	4
Woodbridge Medical Centre (5,283)	Q1			-	-	-	-	-	-	-	-
	2019 - 2020			-	-	-	-	-	-	-	-
KS Medical Centre Limited (4,714)	Q1			-	-	-	-	-	-	-	-
	2019 - 2020			-	-	-	-	-	-	-	-



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Number of reviews for the current quarter

PCN 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			-	-	-	-	-	-	-	-
	2019 - 2020			3.5	3	4	4.5	3.5	4.5	4.5	3.5
Ealing Park Health Centre (9,691)	Q1			-	-	-	-	-	-	-	-
	2019 - 2020			4	4	4.5	4.5	3.5	4	4	4
Elthorne Park Surgery (8,620)	Q1			-	-	-	-	-	-	-	-
	2019 - 2020			4	4	4.5	4.5	3.5	4.5	4.5	4
Northfields Surgery (9,360)	Q1			-	-	-	-	-	-	-	-
	2019 - 2020			4	4	4.5	4	3.5	4.5	4.5	3.5
The Florence Road Surgery (18,048)	Q1			-	-	-	-	-	-	-	-
	2019 - 2020			4	4	4.5	4.5	4	4.5	4.5	3.5
Bramley Road Surgery (18,048)	Q1			-	-	-	-	-	-	-	-
	2019 - 2020			-	-	-	-	-	-	-	-

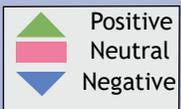
▲ Positive	■ Neutral	▼ Negative
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Number of reviews for the current quarter

PCN Specific GP Reviews

Northolt

Northolt			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?
Jubilee Gardens Medical (7,203)	Q1		-	-	-	-	-	-	-	-
	2019 - 2020		3.5	3.5	4	4	3.5	3.5	4	3.5
Somerset Medical (1,746)	Q1		-	-	-	-	-	-	-	-
	2019 - 2020		4.5	4.5	4.5	4.5	4	4.5	4.5	4.5
Goodcare Practice (6,408)	Q1		-	-	-	-	-	-	-	-
	2019 - 2020		-	-	-	-	-	-	-	-
West End Surgery (4,478)	Q1		-	-	-	-	-	-	-	-
	2019 - 2020		3.5	3.5	4.5	4	3.5	4	4	4
Yeading Medical Centre (7,208)	Q1		-	-	-	-	-	-	-	-
	2019 - 2020		3.5	4	3.5	4	3	3.5	3.5	3
Allenby Clinic (2,064)	Q1		-	-	-	-	-	-	-	-
	2019 - 2020		-	-	-	-	-	-	-	-
Broadmead Surgery (4,224)	Q1		-	-	-	-	-	-	-	-
	2019 - 2020		-	-	-	-	-	-	-	-
Northolt Family Practice (4,111)	Q1		-	-	-	-	-	-	-	-
	2019 - 2020		-	-	-	-	-	-	-	-



Number of reviews for the current quarter

PCN Specific GP Reviews

Greenwell

Greenwell			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)	2		Q1	-	-	-	-	-	-	-
			2019 - 2020	4	4	3.5	4.5	3.5	4	4
Greenford Avenue Family Health Practice (6,905)	1		Q1	-	-	-	-	-	-	-
			2019 - 2020	3.5	3.5	4	4	3	4	4
Mansell Rd Practice (5,823)	1		Q1	-	-	-	-	-	-	-
			2019 - 2020	-	-	-	-	-	-	-
Westseven (3,604)			Q1	-	-	-	-	-	-	-
			2019 - 2020	3.5	3	4	4	3	4	4
Eastmead Avenue Surgery (6,084)	1		Q1	-	-	-	-	-	-	-
			2019 - 2020	-	-	-	-	-	-	-
Hanwell Health Centre Dr Less Naish Basiil (5,668)	1		Q1	-	-	-	-	-	-	-
			2019 - 2020	3.5	4	4.5	4	3.5	4	4
Oldfield Family Practice (4,145)	1		Q1	-	-	-	-	-	-	-
			2019 - 2020	-	-	-	-	-	-	-



Number of reviews for the current quarter

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?
70 Norwood Road/ Dr Sanghera (Southall MC)	4			Q1	-	-	-	-	-	-	-
				2019 - 2020	-	-	-	-	-	-	-
Southall Medical Centre (7,755)	4			Q1	-	-	-	-	-	-	-
				2019 - 2020	-	-	-	-	-	-	-
Belmont Medical Centre (7, 662)				Q1	-	-	-	-	-	-	-
				2019 - 2020	3	4	4	3.5	3	4	3.5
Featherstone Road Health Centre (8,622)	1			Q1	-	-	-	-	-	-	-
	2			2019 - 2020	3.5	4	4	4	3	4	3.5
Guru Nanak Medical Centre (12,283)	2			Q1	-	-	-	-	-	-	-
				2019 - 2020	-	-	-	-	-	-	-
Medical Centre (Beaconsfield Road) (8,305)				Q1	-	-	-	-	-	-	-
				2019 - 2020	-	-	-	-	-	-	-
The Welcome Practice (3,903)	1			Q1	-	-	-	-	-	-	-
				2019 - 2020	4	4	4.5	4.5	4	4.5	4
Waterside Medical Centre (4,851)	1			Q1	-	-	-	-	-	-	-
				2019 - 2020	-	-	-	-	-	-	-
Hammond Road Surgery (4,233)				Q1	-	-	-	-	-	-	-
				2019 - 2020	-	-	-	-	-	-	-
Sunrise Medical Centre (4,156)	2			Q1	-	-	-	-	-	-	-
	2			2019 - 2020	-	-	-	-	-	-	-



Number of reviews for the current quarter

This quarter, 306 patient experience reviews were collected. 227 (74%) were positive with a star rating 4-5, 11 (4%) were neutral with a star rating 3 and 68 (22%) were negative with a star rating 1-2.

As we have seen consistently with the previous quarters, the positive experiences far outweigh the negative experiences. However, if we look beyond this overall picture and at specific service areas, findings indicate the following:

GP services

Issues applied mainly to the 'Administration' theme. The negative reviews for 'Booking Appointments' were higher than both the positive and neutral reviews. We also see that with the 'Appointment Availability' sub-theme, the positive and negative counts to reviews were the same.

Areas of good practice where comments were largely positive were with the 'Treatment and Care' theme (90% - positive) and the 'Access to Services' theme (76% - positive). This represents a change from the previous quarter where the 'Access to Services' theme was where issues were applied. However, as initially stated in the introduction of this report, in light of the COVID-19 pandemic, it is recommended that this quarterly report should be reviewed as a standalone research piece.

Hospitals

In terms of Hospitals, there appears to be no predominant area of concern as all three themes had a high count of positive reviews:

- Staff - 82% positive
- Access to Services - 82% positive
- Treatment and Care - 79% 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 to discuss the issues of concern and identify actions to be taken forward.

In terms of next steps for Healthwatch Ealing's Patient Experience Programme, the following have been previously or newly identified to be considered in more detail and progressed, where appropriate during 2020/ 21. A caveat to this will be the impact of Covid-19 on Healthwatch Ealing's work. At the time of preparing this report, all face-to-face engagement activity for patient experience and other programmes has been suspended. The situation is reviewed regularly, and steps taken to ensure that patient experiences are still collected via other channels.

- A focus on capturing GP patient experience feedback from those in residential care homes across the borough.

Progress: This was originally being considered for Q1 2020/21 but has been put on hold due to the Covid-19 pandemic. It will be reviewed again at a later date in light of the changed circumstances and engagement options available.

- Ensuring patient experience is captured from practices throughout the borough, including those with a smaller number of patients.

Progress: Ideas for implementing this to be worked upon during Q3, 2020/21.

- 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.

Progress: The first report was presented at NW London CCGs Shadow Quality and Performance Committee in December 2019. The committee welcomed the report and undertook for colleagues to further review and feedback how they intended to use the information provided. This feedback had not been received by the time of the Q4 NWL Healthwatch meeting, however, discussions are ongoing about collaborative working between CCG Patient Engagement/Comms colleagues and Healthwatch, as we begin the countdown to the CCG merger.

Actions, impact and next steps

Q1 update: NWL CCG is focussed on the merger, developments thereof and the current Covid-19 pandemic. The area of development in respect of Healthwatch presence and input regionally is a moving beast requiring collective action across the NWL Healthwatch network, and equally, joint planning and receptive communications with NWL CCG colleagues. This continues to be a challenge and an area of development.

- Analysis of data for any ethnic and age variation that may be apparent within feedback for GP and Ealing Hospital services.

Progress: Appropriately skilled volunteer support is being progressed; this is still ongoing.

- Publishing a survey to gauge people's experiences of accessing GP services and their mental health and wellbeing during the Covid-19 pandemic.

Progress: The results of the survey are currently being analysed by the Healthwatch Ealing team.

- A focus on capturing patient experience feedback from the Polish community in specific wards of the borough.

Progress: During Q3 2019-20 we identified the GPs located within wards of high 'White Other' ethnicity. It was decided to place this activity on hold until a Polish speaking volunteer could be recruited. This has been placed on hold whilst our new patient experience model is piloted and further developed.

- A review of Primary Care Patient Experience in relation to Access over an extended period to identify any changes.

Progress: The first report, which included data collected across a two-year period was produced and shared throughout Q3 and Q4 2019/20. At the end of Q1, 2020/21, we will have three years of data and it is our intention to create a follow-up report which either looks at trends on a rolling two-year basis or over the three years.

- A review of patient experience at Ealing Hospital over an extended period to identify any changes.

Progress: This is an idea which is being considered for Q3 2020/21. Given the new circumstances that Covid-19 pandemic has brought to health care services we are considering the most appropriate and effective way to report and monitor previous, ongoing and newly emerging issues.

- A review of patient experience across the other services that are monitored as part of the Patient Experience Programme, e.g. Dentists & Opticians, over an extended period to identify any changes.

Progress: This is an idea which is being considered for Q4 2020/21.

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

Convenience of appointment

Cleanliness

Staff Attitude

Waiting Time

Treatment explanation

Quality of care

Quality of food

Generally how easy is it to get through to someone on the phone?

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?

- 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
- Jewish
- Other religion.....

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