



**PATIENT EXPERIENCE
REPORT 2021/2022
QUARTER 1
April-June**

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This report details the analysis of the reviews that Healthwatch Ealing obtained during Quarter 1 (Q1) of 2021/22 (April – June) and provides evidence-based recommendations for how services in the borough can continue to improve in order to meet the needs of Ealing residents. This quarter, a total of 1,211 patient experience reviews were collected. Approximately 74% (n.900) were positive, 21% (n.256) were negative and 5% (n.55) were neutral.

Feedback for GP services was largely positive, with most patients stating that they were happy with the treatment and care that they had received. However, the findings indicated that further work can still be done to strengthen the relationship between patients/service users and staff at their respective GP surgeries. Patients also still found it a struggle to book appointments during this quarter with some experiencing long waiting times for the next available appointment, despite the 'virtual by default' approach to primary care. With COVID-19 related restrictions still in place, the findings related to GP services during this time must be viewed within the context of the current pandemic and particular attention should be paid to the areas of good practice that GP surgeries have managed to uphold during this time.

The feedback for Ealing Hospital indicated that, on the whole, patients were very satisfied with their overall experience and were happy with the treatment and care that they received. Both the overall quality of treatment as well as the standard of staff member's professionalism and their attentiveness to the needs of patients were regularly highlighted as positive aspects of the service.

COVID-19 Vaccination Centres also received overwhelmingly positive reviews with residents indicating that the level of organisation and the efforts of the staff made for a straight-forward experience.

With regard to other services (Dentists, Opticians, Pharmacies, etc.), individuals were generally happy with the services that they were provided with. The majority of feedback suggested that these services met individuals' needs, with service users stating that they were particularly happy with the level of professionalism and general attitude of members of staff. The analysis indicated that improvements can still continue to be made around appointment availability for some of these services, however, this feedback was rare, particularly given the impact of the pandemic on health services.

As a result of the findings presented in the report, Healthwatch Ealing have outlined a number of next steps that focus on our continued shift back to face to face engagement. We, therefore, ask health partners to continue to support this move where possible.

Introduction

Healthwatch was created in light of the Health and Social Care Reforms of 2012, with the ambitious goal of putting people at the centre of health and social care. To help realise this ambition, Healthwatch delivers on a number of duties in order to gather and represent the views of patients and service users who access care in the borough of Ealing.

One of the ways in which we achieve this is through the implementation of our Patient Experience data collection programme. This ongoing programme captures Ealing resident's views and experiences of local health and social care services. The data that we collect enables us to identify quarter-on-quarter trends, conduct thematic analysis regarding residents' main views and concerns and identify any individual cases that require immediate attention.

The Healthwatch Team captures this information using our standardised Patient Experience Form (see appendix A) that they fill in with the individual. This form includes questions for individuals to provide their overall ratings for the service, ratings for specific aspects of the service; such as ease of booking appointments and staff attitudes, and the opportunity to provide further detail about their experience, should they see fit. This engagement method is supplemented by independent feedback that individuals are able to provide for the service in question, by visiting our website and filling out the exact same Patient Experience Form, online.

Since the COVID-19 restrictions have eased from May 17th, our Patient Experience Officer and a team of Healthwatch volunteers have begun face to face engagement again to obtain this feedback; visiting health and social care services to hear from patients, service users, carers and relatives about their experiences of local services. Healthwatch Ealing has also continued throughout this pandemic to gather patient feedback in different ways:

- Telephone Consultations (Direct Contacting)
- A regular presence on social media (Twitter, Facebook, NextDoor)
- Online Review collection
- Attending online forums/meetings
- Obtaining the feedback of patients via our other research areas

Introduction cont.

Of course, these new methods of feedback collection bring their own limitations. First, although a concerted effort is made to ensure participant diversity, there is less opportunity through telephone and online contact, to speak to the diverse range of Ealing residents that Patient Experience Officers would usually speak to in Primary and Secondary Care settings. A second limitation of collecting online reviews is that there is the potential for a Selection Bias regarding the sentiment of feedback - individuals are more likely to input a negative experience online than a positive one. Both these limitations, the general context of the COVID-19 pandemic and indeed the strain that it is putting on healthcare services and patients' own wellbeing, must be taken into account when reviewing the findings of these reports.

This report covers the period of Quarter 1, from April to June, 2021. In ordinary circumstances, face-to-face community outreach yields a minimum of 1,200 patient experience feedbacks, per quarter. In spite of being in this time of adapted engagement, we were able to reach and surpass this target, gathering a total of 1,211 patient experience reviews. Approximately 74% (n.900) were positive, 21% (n.256) were negative and 5% (n.55) were neutral.

The information presented in this report reflects the individual experiences of patients and service users of health and social care services, untainted and without agenda. This is 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/ourreports>

Our data explained

To be able to understand the intricacies of patients' experiences, our Patient Experience Form captures feedback in several different ways:

1. Using a star rating system to capture patient's overall feedback for a service (from 1-5 stars)
2. Using the same star rating to capture patient's feedback on specific aspects of the service in question.
3. Using free text boxes to allow patients to provide detailed comments about their experiences and reasons for their star ratings

All of the feedback that our team collects is inputted online, using our digital feedback centre. We are then able to analyse the aggregated data set using our Informatics analysis software. This system is currently used by approximately one-third of the Healthwatch Network across England and enables us to understand broad trends within patients' views and experiences of borough services as well as conducting more detailed qualitative analysis that uncovers key themes within comments and explanations.

The qualitative data is analysed in two different ways, resulting in two different data sets:

- In the first instance, the Informatics System assigns a sentiment to each review, based on the overall star rating provided. Each sentiment assignment is confirmed by one of the Healthwatch Ealing Patient Experience Officers. Where overall sentiment is highlighted in the report, it relates to this 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 a single 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.

Our data explained cont.

Each set of data is distinguishable, but not mutually exclusive. The aggregation of these data sets, therefore, provides an overview of the general opinion of service categories, with the addition of more in-depth insight into an individual service or particular 'domain' within that service. It is important to note that there may not always be a linear correlation between these two data sets. For example, some individuals may give an overall star rating of 5 for a service, however, go on to score each specific domain relatively low. This is down to the opinion of the individual and how they personally feel about the service delivered.

At the start of each feedback form, individuals are asked to provide consent for their data to be used and told that they can either leave their name/details, or comment anonymously. In instances when individuals express concern about their treatment, the team is trained to inform them of their rights as well as the feedback and complaints mechanisms available to them. In addition, it is stated that a member of Healthwatch Ealing staff can call them to discuss the issue in more detail at an appropriate time. This may be appropriate if a patient is uncomfortable discussing the issue during that time or in that particular location. During the feedback process, the Healthwatch Ealing team approaches each case with sensitivity. If any safeguarding concerns are observed, the case is immediately escalated up to the Operations Manager and a safeguarding referral made where appropriate. Similarly, the Patient Experience team will relay any urgent matters to the manager of the service in question, if required.

Ealing is home to one of the most diverse populations in the UK. Healthwatch Ealing strives to gather and represent the views of all of our communities. However, it should be noted that some communities are harder to reach than others and some individuals choose not to provide us with the information that we require to indicate what characteristics they have (I.e., age, gender, ethnicity, ward). The demographic information for the individuals who submitted their feedback this quarter can be found toward the end of the report (page 43).

Overall Star Ratings

Individuals are asked to provide an overall star rating for the service that they are reviewing, with one star being the lowest and five being the highest.

Figure 1 shows the proportion of overall star ratings received during each month and during the whole quarter (pie chart in the bottom right of fig. 1). During Quarter 1, an overall rating of 5 stars was the most common service rating (63%), consistently accounting for the majority of reviews received each month. However, an overall rating of 1 star was the second most common rating received during this quarter (18%), with the highest proportion of these reviews occurring in April (17%) and May (21%), respectively.

The service categories and specific domains that require these improvements are explored in more detail throughout this report.

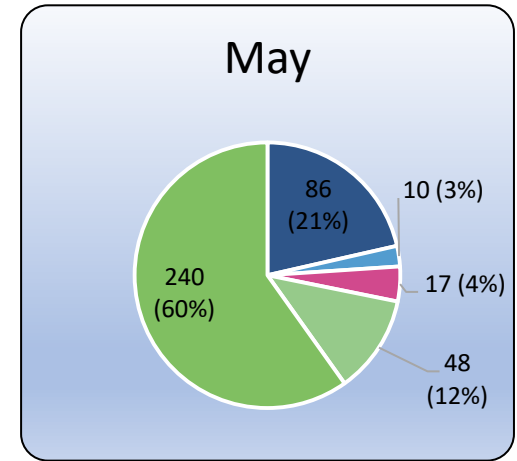
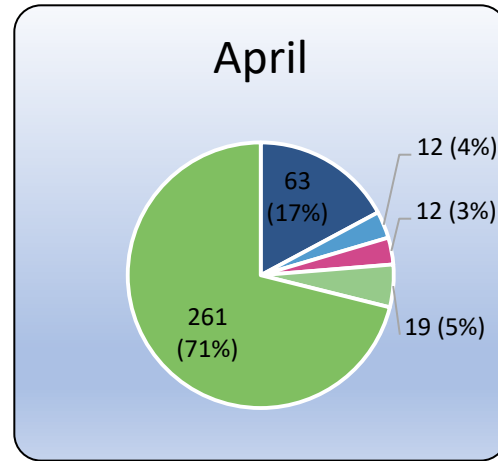
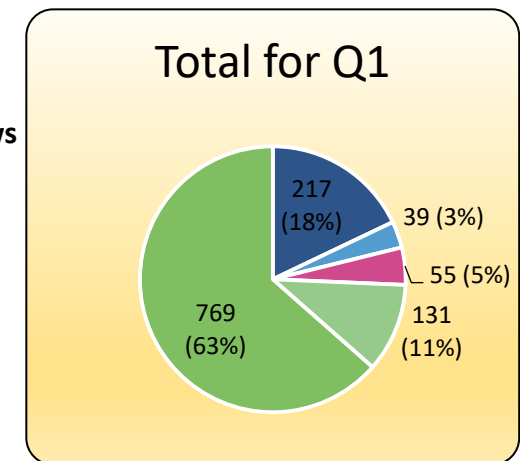
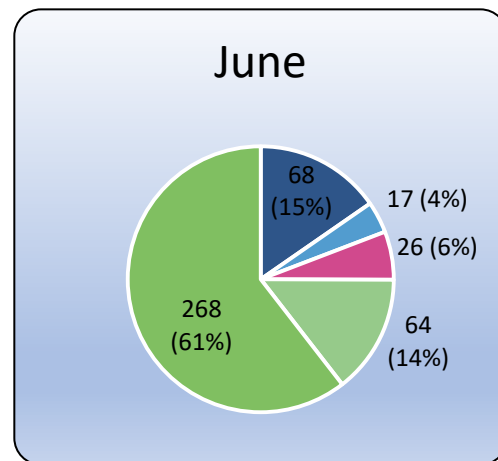


Figure 1: A monthly breakdown of reviews based on their sentiment



Feedback Sentiment

The next step of the patient experience feedback analysis involves assigning a sentiment of 'positive', 'negative' or 'neutral' to a service review, based on the overall star rating provided. An overall star rating of 1 or 2 indicates a negative response, a star rating of 3 indicates a neutral response and an overall star rating of 4 or 5 indicates a positive response. This quarter, a total of 900 positive responses, 256 negative responses and 55 neutral responses were recorded.

The table below (Table 1) shows the monthly breakdown of service review sentiment based on the overall star rating provided.

Table 1: The monthly breakdown of overall star ratings during Q1

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
April	75	12	280
May	96	17	288
June	85	26	332
Total	256	55	900

The graph below (Fig. 2) shows how the reviews gathered during each month break down by their sentiment in comparison to the total number of reviews received for that month (yellow bar).

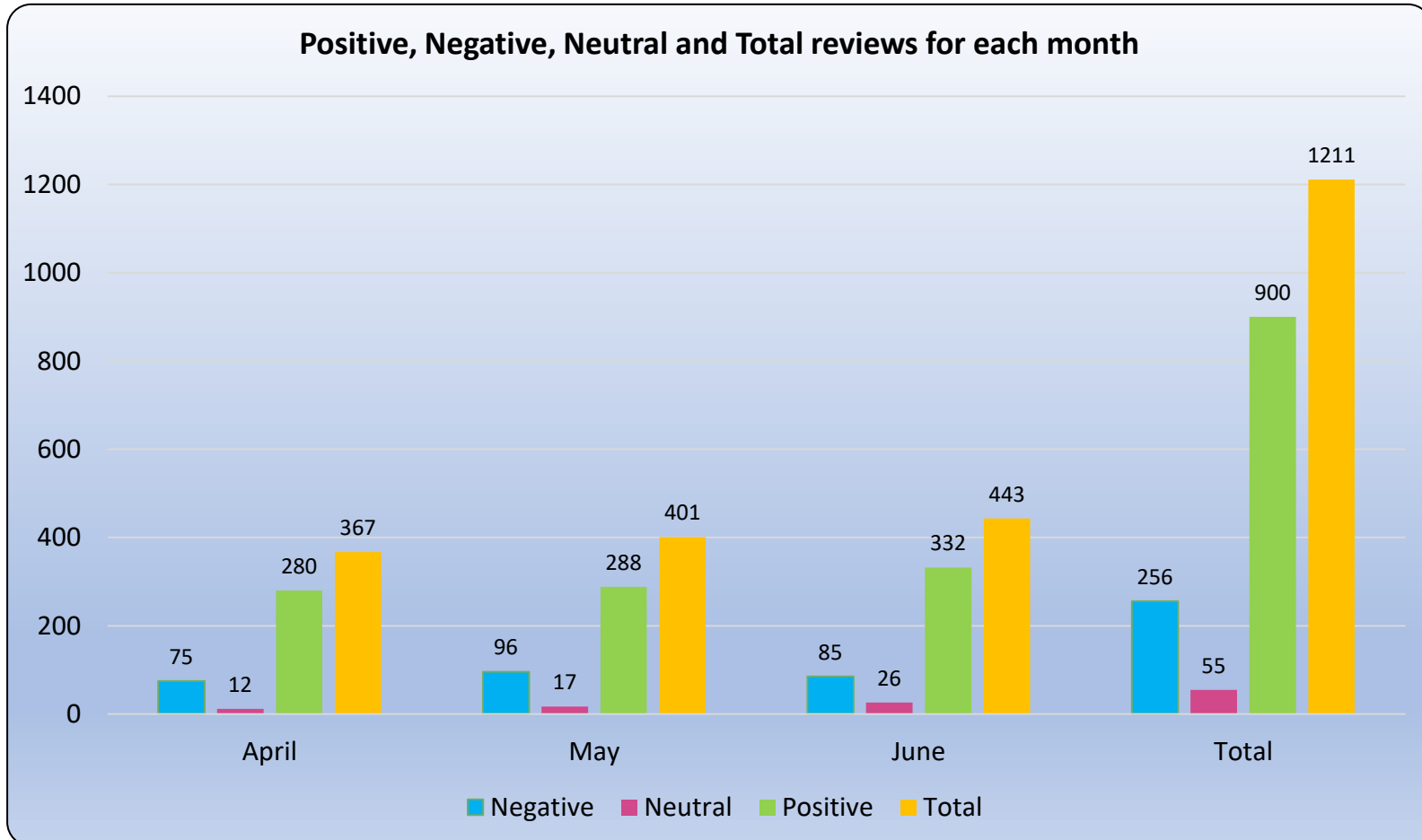


Figure 2: A monthly breakdown of reviews based on sentiment

Total Reviews per Service Category

As seen in Figure 3, the reviews received during this quarter cover nine different types of service categories.

Out of these nine categories, Hospitals received the highest number of reviews (n.401), accounting for 33% of the total number of reviews. GP services received the second highest number of reviews (n.299) with Dental services receiving the third highest number of reviews (n.248).

The "Other" category in this graph consists of reviews for: Community Services (2), Hospice (1), and Residential Care (1)

Since Q4, we have seen a new category 'COVID-19' added, with 14% (n.161) of the reviews submitted dedicated to Vaccination Centres. The analysis of these reviews are explored in more detail on pages 11-12, and pages 21 22-25 of this report.

Type of services

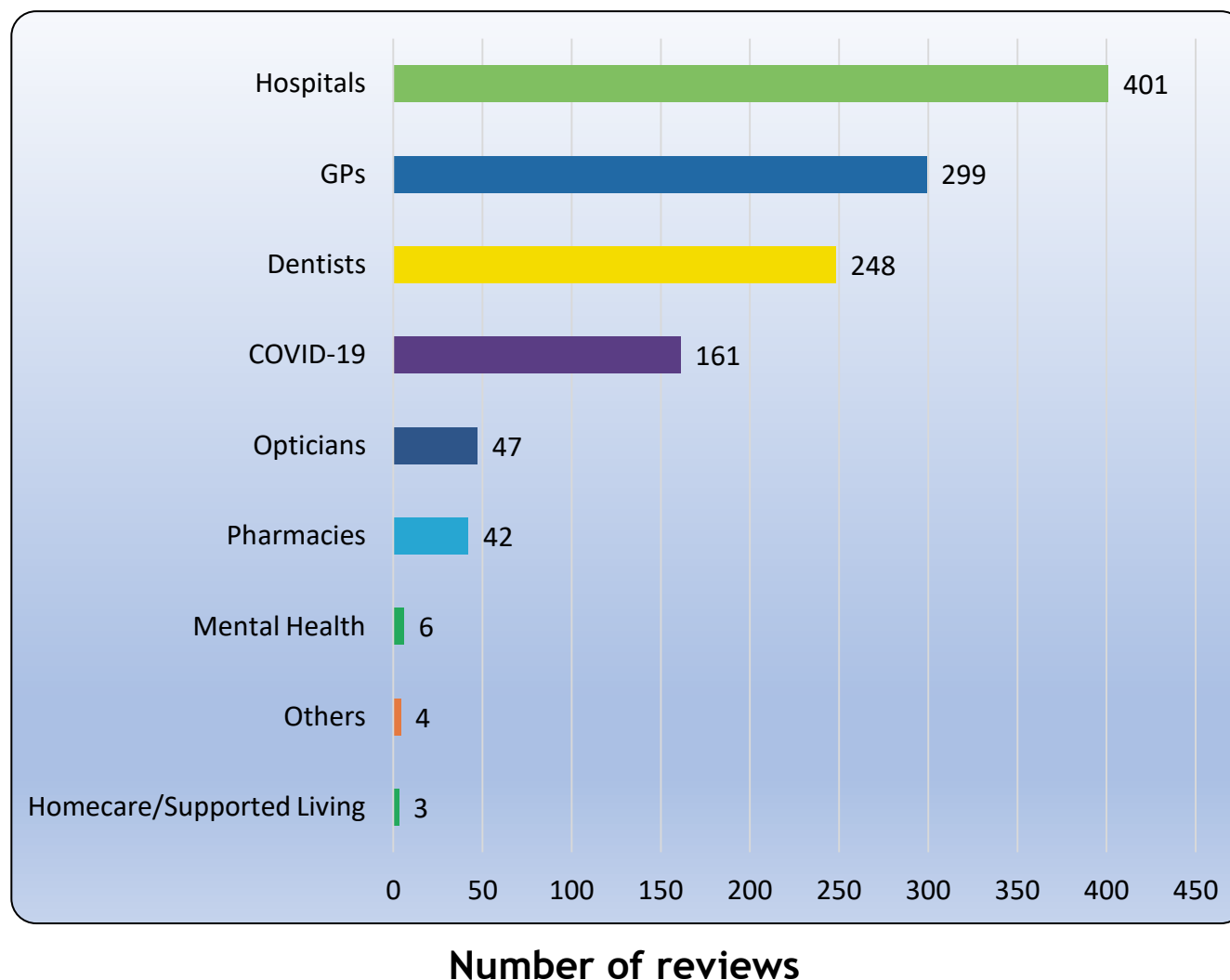


Figure 3: Total Reviews per Service Category

Distribution of Positive, Neutral & Negative Reviews

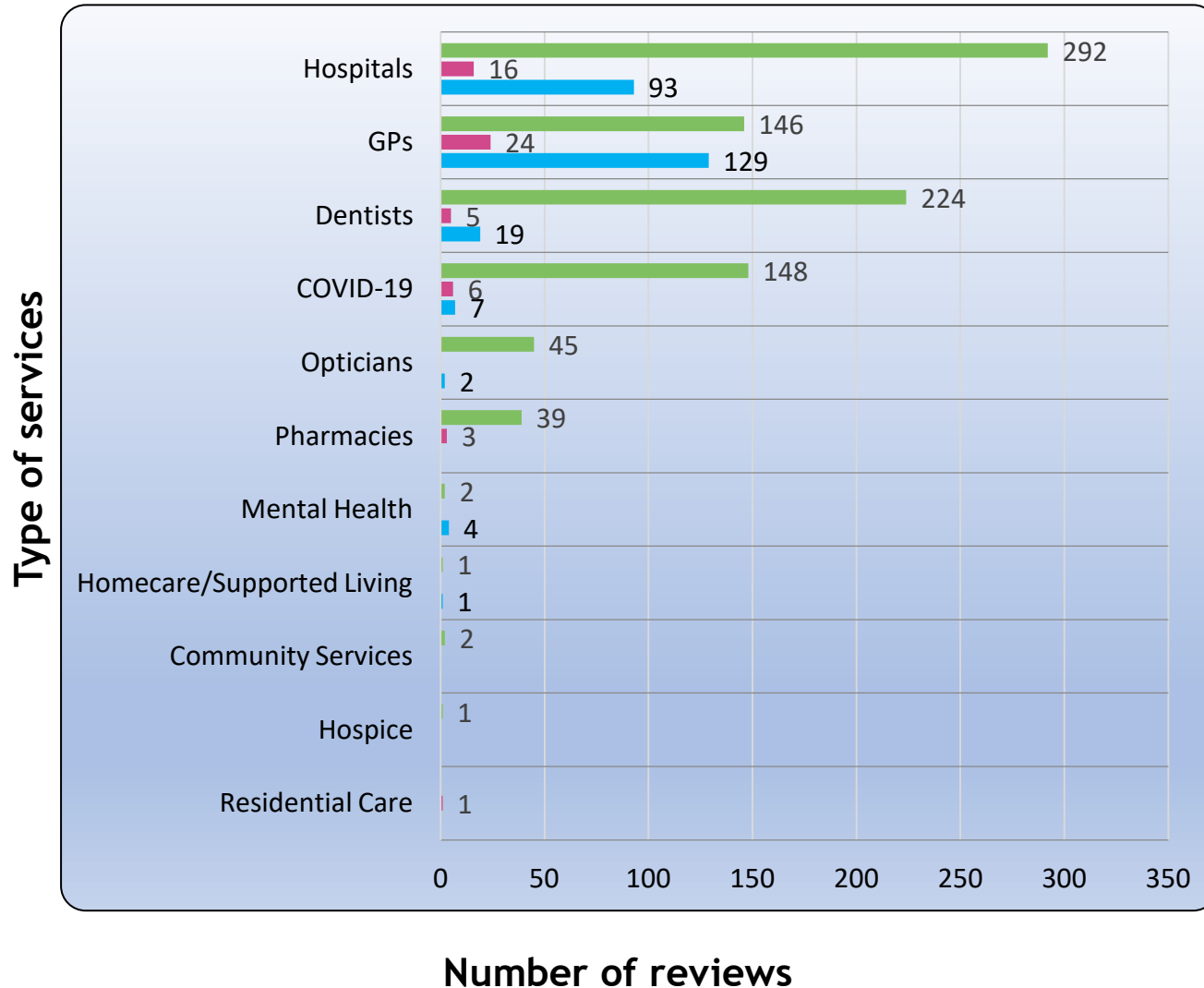


Figure 4 displays the numerical breakdown of reviews for each service category, by sentiment.

This comparative representation shows that during this quarter, the service category that received the highest number of negative reviews was GP surgeries (n.129). Whilst we received 64 fewer reviews for GP surgeries this quarter (n.256) than Q4 (n.320), the number of negative reviews increased by 14, with the positive reviews decreasing by 210.

Worth noting is that 92% (n.148) of patients that submitted a review for the recently added new service category, 'COVID-19' gave it a positive rating. This shows that individuals this quarter were very happy with their vaccination experience.

Figure 4: A comparative representation of service user sentiment toward each service category

Distribution of Positive, Neutral & Negative Reviews cont.

Name of Service	Negative	Neutral	Positive	Total Number of Reviews
Hospitals	23%	4%	73%	401
GPs	36%	9%	55%	299
Dentists	7%	2%	91%	248
COVID-19	4%	3%	93%	161
Opticians	4%	0%	96%	47
Pharmacies	7%	0%	93%	42
Mental Health*	66%	0%	34%	6
Homecare/ Supported Living*	20%	0%	80%	3
Community Services*	0%	0%	100%	2
Hospice*	0%	0%	100%	1
Residential Care*	0%	100%	0%	1

Table 2 displays the percentage breakdown of service category reviews by sentiment. Out of the total number of reviews for GP surgeries, 36% (n.129) were negative. When compared to the other most commonly reviewed service categories (Hospitals, Dentists, COVID-19, Opticians), GP surgeries have the highest negative percentage rate.

Other services that received a large review count - Hospitals (73%), Dentists (91%), COVID-19 (93%), Opticians (96%), Pharmacies (93%) all received largely positive feedback.

NB: In table 2, an asterisk () has been placed next to the services that received fewer than 10 reviews, this quarter. This asterisk indicates that the reader should exercise caution when generalising these findings to the service category as a whole.*

Table 2: A percentage breakdown of service categories by sentiment

Themes and Sub-Themes GPs and Ealing Hospital

As part of the patient experience feedback form, individuals are encouraged to provide an explanation for their overall star rating, allowing for further insight into their experience with the service in question. Qualitative analysis is conducted on individuals comments to identify emerging or trending themes and sub-themes (see Appendix C for a full list of themes and sub-themes). It should be noted that, depending on the content of an individual's comment(s), more than one theme and or sub-theme may be identified. As such, the total number of themes and sub-themes will differ from the total number of reviews for each area of service.

This section provides a breakdown of the main themes and sub-themes for GP surgeries in Ealing and for Ealing Hospital. While Ealing Hospital received more reviews this quarter (n.168) compared to Q4 (n.90), the top two themes had over 100 counts to reviews, while the third highest theme, had 21 reviews. We therefore decided to only provide a breakdown of the top two themes (rather than do the usual breakdown of the top 4 themes), as we felt 21 reviews was not enough counts to dedicate an entire page to breakdown as well as it not being enough we feel to provide objectively a overarching viewpoint the positive, negative, and neutral applications for the theme.

GP Themes and Sub-Themes

As shown in the graph below (Figure. 5), thematic analysis of the GP surgery reviews identified **Staff** (n.161) as the most commonly referenced theme, with **Treatment and Care** (n.140), **Administration** (n.111) and **Access to Services** (n.106) also regularly identified in patients' feedback.

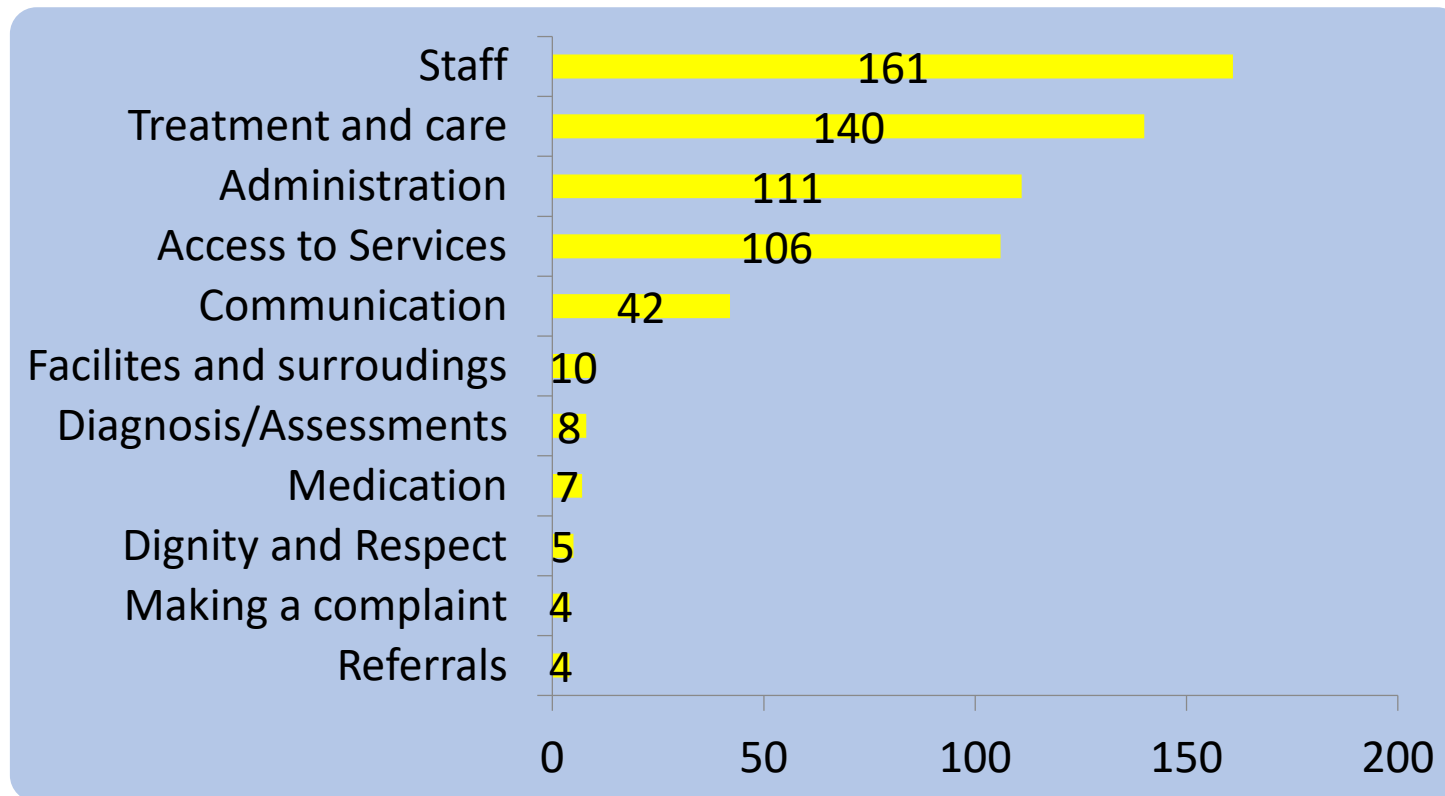


Figure 5: Count for the Themes Identified in GP service reviews

GP Themes and Sub-Themes

In Q1, the **Staff** theme (n.161) was the most identified theme in GP surgery reviews. Despite remaining the most common area to receive feedback on, this represents an overall decrease in the number of times that staff was identified in the reviews gathered during Q4 (n.179).

Figure 6 shows the breakdown of staff into its sub-themes. Consistent with the whole of the previous year (2020/21), the sub-theme of **Attitudes** was the most frequently identified (n.103), with 34% (n.35) of these instances being positive in sentiment, 59% (n.61) being negative and 7% (n.7) being neutral. With a 20% difference between the positive and negative sentiment, there remains room for discussion around how interactions between members of staff at GP surgeries and their patients can be realistically addressed. What must remain clear in these discussions is the negative selection bias, particularly with online reviews that can occur with this type of feedback.

Suitability was the second-most identified sub-theme (n.45) for GP surgeries in Ealing. Positive sentiment regarding suitability outweighed the negative sentiment, making up 62% (n.28) of this sub-theme compared to 33% (n.15), respectively. However, the Training and Development sub-theme was identified in 11 negative reviews in which patients indicated that the staff that they spoke to did not have the required skills and qualifications to deal with their questions and concerns.

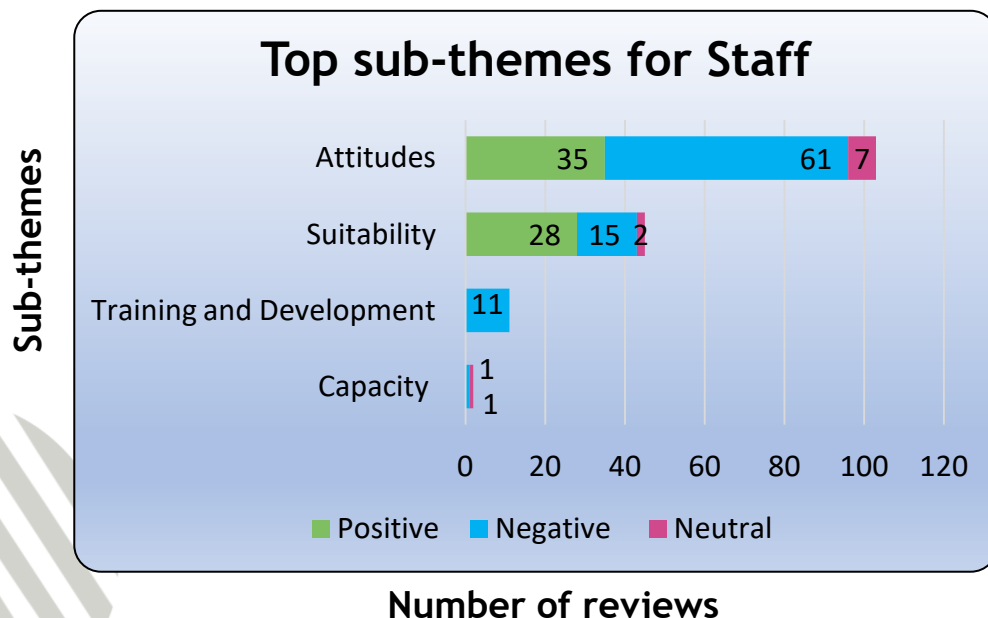


Figure 6: Sentiment distribution for the sub-themes of Staff

Positive reviews

“...but staff are very friendly and always answer the phone quickly” *GP Surgery*

“The doctors are wonderful. I have no complaints. I am being well looked after.” *GP Surgery*

Negative reviews

“Doctors are rude and arrogant. as well as the staff too” *GP surgery*

“I am concerned that unqualified staffs are taking it upon themselves to give medical advice based on their own personal experiences” *GP surgery*

GP Themes and Sub-Themes

Figure 7 provides a detailed breakdown of **Treatment and Care**, the second most identified theme in reviews for GP surgeries. In Q4, this was the third most commonly identified theme, indicating that there has been an increase from the previous quarter in how many Ealing residents are talking about issues pertaining to the treatment and care that they receive at GP surgeries.

Over half of the individuals who provided feedback on their GP surgery were positive about the treatment and care that they had received. During this quarter, 56% (n.78) of the cases in which this theme was identified were positive in sentiment, 40% (n.56) were negative and 4% (n.6) were neutral.

Consistent with the previous quarter, the sub-theme, **Experience**, was the most commonly identified theme (n.71) with 54% (n.38) of these instances displaying positive sentiment, 42% (n.30) displaying a negative sentiment and 4% (n.3) displaying a neutral sentiment. The findings indicate that within our population sample, almost half of individuals felt that their overall GP experience could be improved upon. Whilst the data regarding the sub-theme of **Support** corroborate with these findings (49% negative), individuals that referenced the quality of care that they received were largely positive (70% for the sub-theme **Quality**).

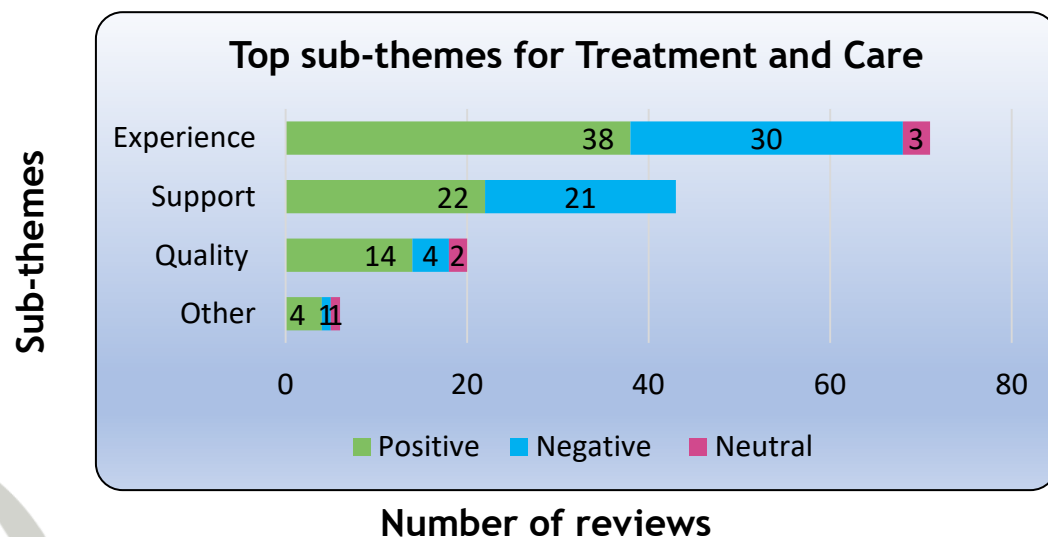


Figure 7: Sentiment distribution for the sub-themes of Treatment and Care

Positive reviews

“The care has been very good, and all precautions were taken. Excellent.” *GP surgery*

“Very professional and well done.” *GP surgery*

Negative reviews

“My experience has been in recent weeks - I have been pushed from pillar to post by locums because their were not parted to my initial query.”
” *GP surgery*

“Negligence/ lack of care from doctors...” *GP surgery*

GP Themes and Sub-Themes

The theme of **Administration** (n.111) was the third most identified theme in GP surgery reviews, this quarter. This represents a decrease in the number of times that administration was identified in the reviews gathered compared to the previous quarter (n.183).

Figure 8 shows the breakdown of administration into its sub-themes. **Appointment Availability** (n.42) was most identified sub-theme this quarter, an increase by one from Q4. Out of these reviews, 31% (n.13) were positive, 64% (n.27) were negative in sentiment, and 5% (n.2) were neutral in sentiment. This shows that the majority of patients that referenced the Administration theme this quarter are struggling to get the appointments that they require.

The second-most identified sub-theme in the theme of administration was **Management of Service** (n.35). Of these instances, 46% (n.16) were positive in sentiment, while 49% (n.17) were negative and 6% (n.2) were neutral. This suggests that there is still improvement to be made on the overall management of service from GP surgeries and is most likely to be linked to the difficulties that some patients are experiencing in obtaining an appointment that suits them. This seems to be confirmed by the number of reviews in which difficulties in **Booking Appointments** was also highlighted (55%).

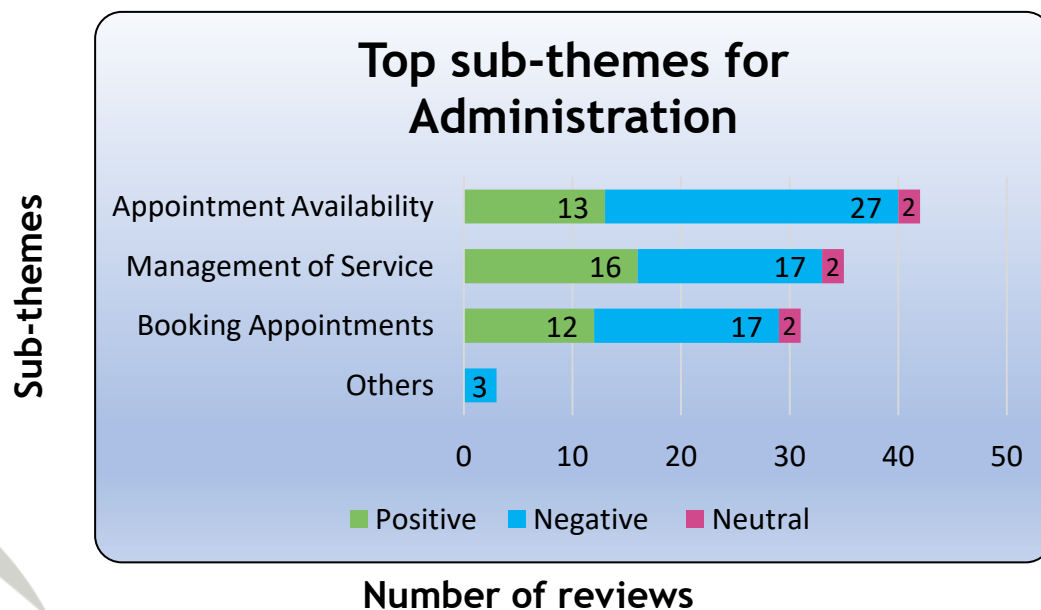


Figure 8: Sentiment distribution for the sub-themes of Administration

Positive reviews

“I went to have a blood test. The service was very good and efficient.” GP Surgery

“I’ve had no problems at all with this GP. The service is always excellent.” GP Surgery

Negative reviews

“They do not want to give appointments. A lot of people just give up.” GP surgery

“To improve - just being able to get appointments ...” GP surgery

GP Themes and Sub-Themes

Access to Services was the fourth-most identified theme for GP surgeries (n.106). Of these, 46% (n.49) were positive in sentiment, 45% (n.48) were negative and 8% (n.9) were neutral. Figure 9 illustrates the breakdown of the most cited sub-themes for the Access to Services theme for GP surgeries.

The sub-theme **Suitability of Provider (Organisation)** was the most applied sub-theme this quarter (n.40). Of the instances identified, 75% (n.30) were positive in sentiment, 20% (n.8) were negative and 5% (n.2) were neutral. These findings indicate that patients, for the most part, found their GP surgery suitable in meeting their needs. This is interesting to note as it seems to suggest that patients recognise that the negative sentiment around staff can be attributed to a single interaction, albeit one that may result in not being seen by a GP.

The sub-theme **Waiting Times** was the second most identified sub-theme with 39% (n.11) being in positive sentiment, 57% (n.16) being negative and 4% (n.1) being neutral. These findings suggest that the GP services in Ealing are, for the most part, unsuccessfully working to address the length of time that patients are having to wait for their appointments. It should be noted that the sub-theme 'Lack of...' is a sub-theme which is applied when patients state that their GP surgery is falling short in a particular area of service access. During this quarter 14 residents indicated that there was a lack of access at their GP surgery.

Sub-themes

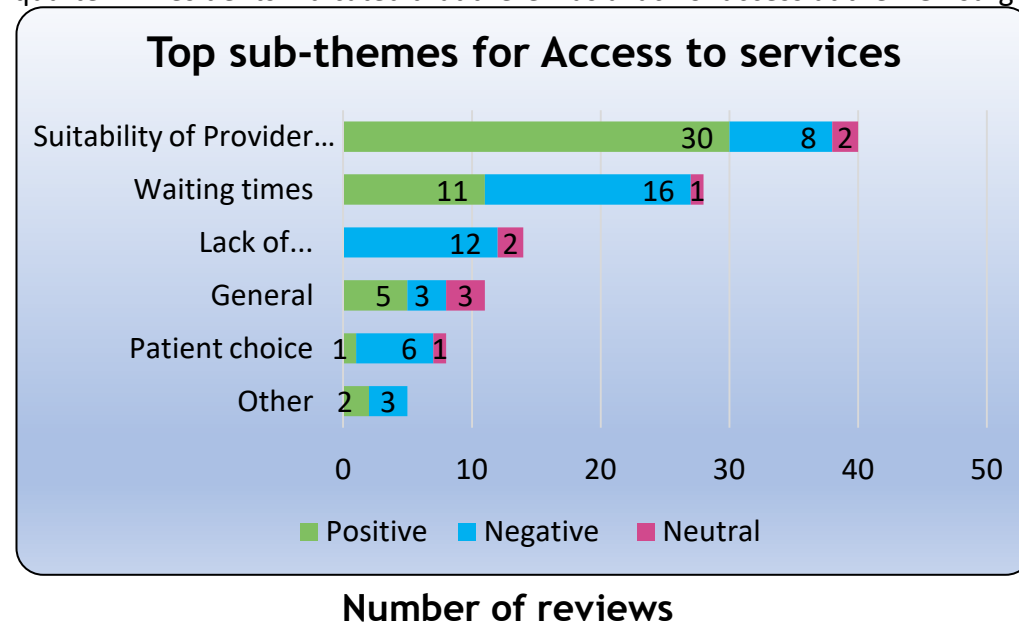


Figure 9: Sentiment distribution for the sub-themes of Access to Services

Positive reviews

“Readily accessible.” *GP surgery*

“I’ve had no problems at all with this GF. The service is always excellent.” *GP surgery*

Negative and Neutral reviews

“People are waiting longer for genuine health problems and are forced to wait longer to get an appointment to see a GF...” *GP surgery*

“The difficulties of contacting them is putting up huge barriers between GP and patient. The most vulnerable/poorly must be finding it impossible to access any care at the moment.” *GP surgery*

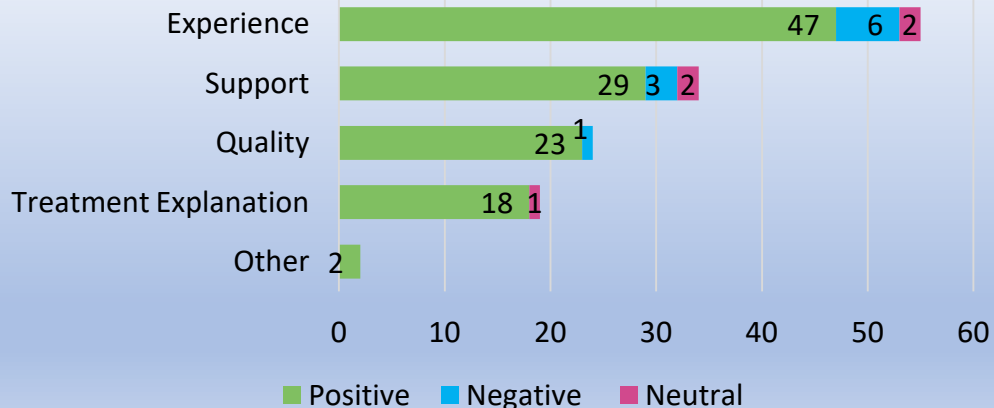
Ealing Hospital Themes and Sub-Themes

Treatment and Care (Fig. 10) was the most identified theme for Ealing Hospital (n.134). Of these, 89% (n.119) were positive in sentiment, 7% (n.10) were negative and 4% (n.5) were neutral. Figure 10 illustrates the breakdown of the most cited sub-themes for the **Treatment and Care** theme for Ealing Hospital.

The sub-theme **Experience** was the most applied sub-theme this quarter (n.55). Of these instances, 84% (n.47) were positive in sentiment, 11% (n.6) were negative and 5% (n.2) were neutral. The second most applied sub-theme was **Support**, with 85% (n.29) being positive in sentiment, 9% (n.3) being negative, and 6% (n.2) being neutral. The third most applied sub-theme was **Quality**, with 96% (n.23) of the reviews being positive in sentiment.

The findings for this quarter suggest that patients at Ealing Hospital who submitted reviews this quarter were very happy with their overall experience, paying homage to the support that they received, the quality of care and treatment and the explanation that they received for the treatment that they were having. What is most encouraging to see is that the trend of overwhelmingly positive sentiment around care at Ealing Hospital has continued this quarter, building on what we have found throughout the pandemic.

Top sub-themes for Treatment of Care



Positive reviews

“Considering we are in a pandemic, the experience was as good as it possible can be.” *Ealing Hospital*

Neutral reviews

“Sorted out all my problems there. The only thing was that there was no follow up care after.” *Ealing Hospital*

Number of reviews

Figure 10: Sentiment distribution for the sub-themes of Treatment and Care for Ealing Hospital

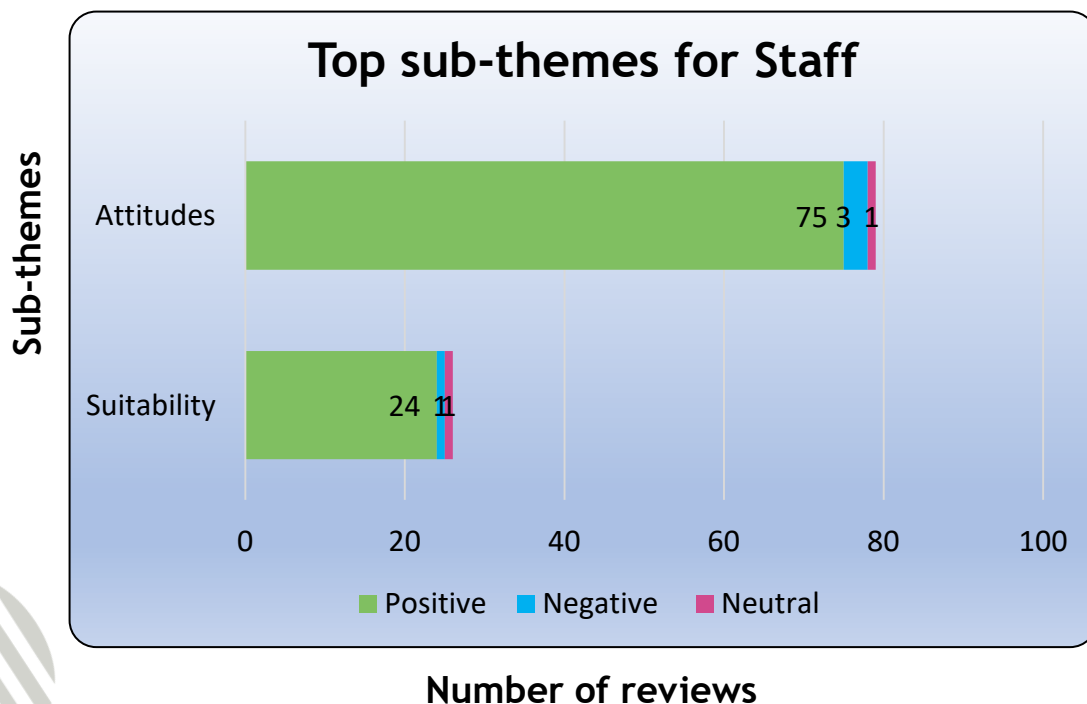
Sub-themes

Ealing Hospital Themes and Sub-Themes

Staff was the second most identified theme for Ealing Hospital (n.105). Of these, 94% (n.99) were positive in sentiment, and 4% (n.4) were negative, and 2% (n.2) were neutral in sentiment. Figure 11 illustrates the breakdown of the most cited sub-themes for the **Staff** theme for Ealing Hospital.

The sub-theme **Attitudes** was the most applied sub-theme this quarter (n.79). Of these instances, 95% (n.75) were positive in sentiment, 4% (n.3) were negative in sentiment, and 1% (n.1) were neutral. For the sub-theme of **Suitability**, this positive trend continues with 92% of the reviews referencing this sub-theme doing so in a positive manner. These findings together suggest that patients were extremely happy with their interactions and engagement with staff members at Ealing Hospital.

Below is a representative sample of individual comments on GP surgeries, relating to the theme of **Staff**.



Positive reviews

“All staff members were friendly, ...and caring despite having busy day at A&E” *Ealing Hospital*

“Friendly, caring and compassionate staff” *Ealing Hospital*

Negative reviews

“Very rude and unhelpful staff.” *Ealing Hospital*

Figure 11: Sentiment distribution for the sub-themes of Staff for Ealing Hospital

Positive Reviews For Remaining Service Categories

This section provides an overview of the positive reviews received for the other services in the borough including, Dentists, COVID-19 Vaccination Centres, Opticians, Pharmacies, and 'Other' (an aggregation of reviews for Mental Health services (n.2), Community Services (n.2), Homecare/Supported Living (n.1), and Hospice Care (n.1)).

Figure 14 illustrates the number of positive reviews gathered for these service categories during the Quarter 1 period (April-June 2021). In comparison to Quarter 4 (January-March 2021), the number of positive reviews gathered for Dentists saw a decrease (Q4, n.360, Q1, n.224). Whilst the number of reviews for COVID-19 Vaccination Centres increased (Q4, n.51, Q1, n.148), Opticians decrease (Q4, n.73, Q1, n.45), and Pharmacies decrease (Q4, n.95, Q1, n.39).

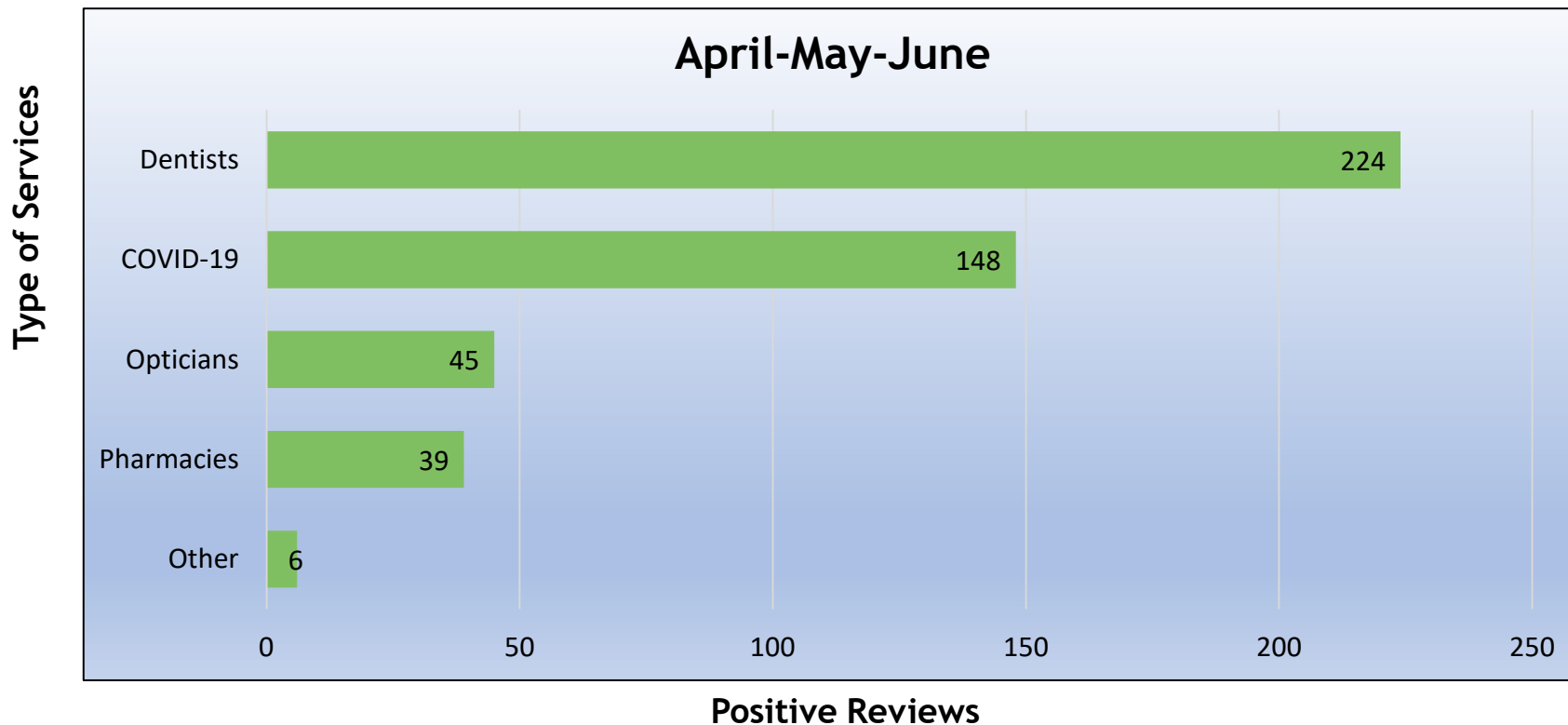


Figure 14: Positive review count for services in Ealing



Dentists

“Excellent service and the staff were nice”

Dentists

“My dentist is great, very easy to book appointments and all staff are very friendly.”

Dentists

“They are the best NHS establishment by far. Feels like a private clinic from start to finish. Great reception, dentists and nurses. High tech equipment and clean premises. Dentists always giving you long check ups, discussing all the treatments available NHS and private. Really outstanding practice.”

Dentists



COVID-19

“All the staff behaved beautifully, I did not wait and they patiently explained everything about the vaccine.”

COVID-19

“Very well organised and all on schedule, brilliant.”

COVID-19

“Went in for my COVID vaccination. It was very well done and easy to book through the app. It was also very reassuring as I was able to book both my jabs at the same time, so I know when to expect my second one.”

COVID-19



Opticians

“I had some eye problems and luckily they had a cancellation so I was seen within the hour, and was referred further on to a specialist. Lovely staff and very informative.” *Opticians*

“My nose piece fell off because it of getting tangled with the mask and my glasses. When I had this problem with my glasses, I went to 1 or 2 places, said they could not fix them. I was on my way down to specsavers, I saw this opticians place, went in here and they said we could fix the issue and they fixed it for only £5.”
Opticians



Pharmacies

“Very efficient, chase up things, keep in contact. The staff team are excellent, the pharmacist is very experienced and knowledgeable. Really efficient.” *Pharmacies*

“Very helpful. They advise and give consultations about the medicines. I can always find what I am looking for. The location is very convenient. The staff are helpful. Prices are fair, not expensive and affordable.”
Pharmacies



Other

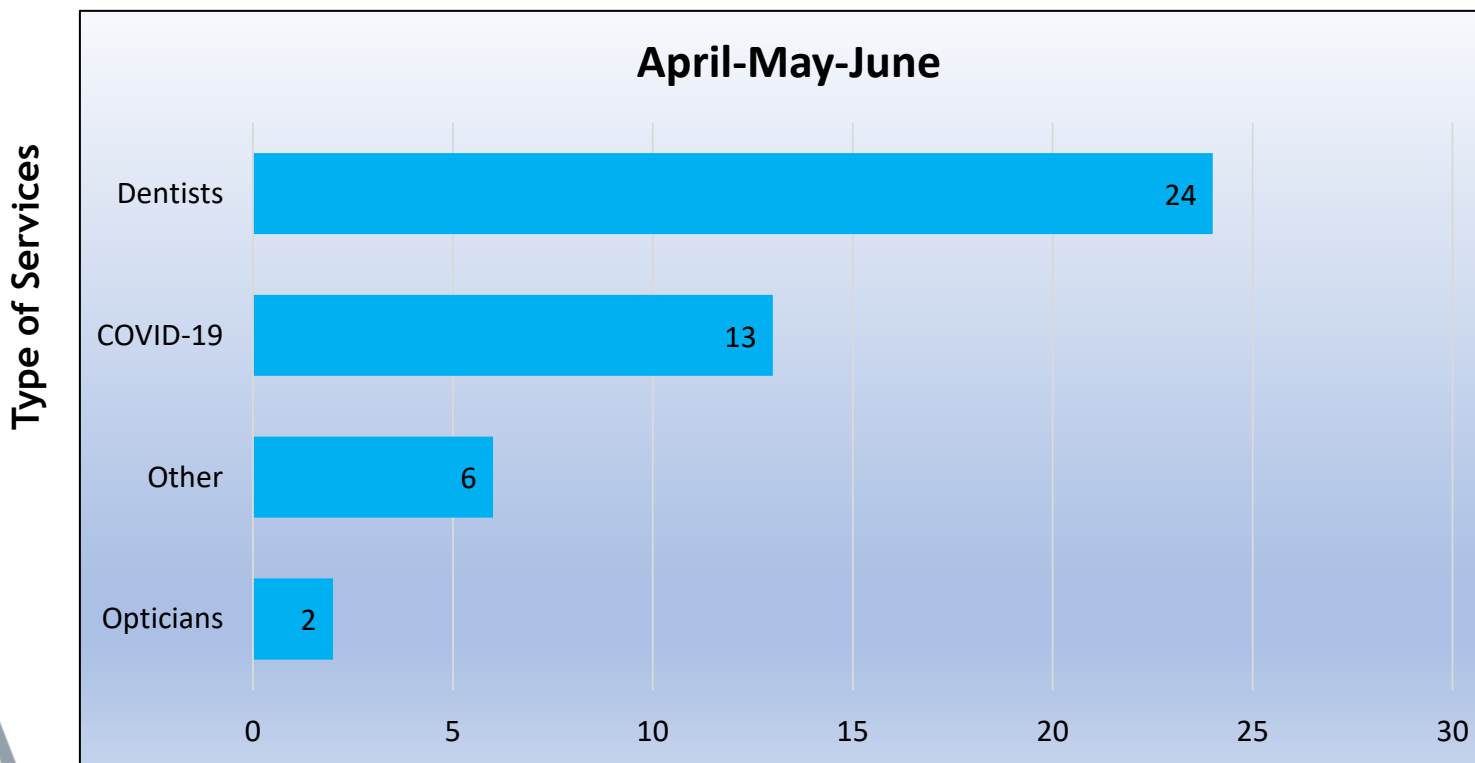
“I felt my therapist knew where I was and helped me to move forward. Always very professional.”
Mental Health Services

“Very professional and clean office. Kind and caring staff.”
Homecare / Supported Living

Negative and Neutral Reviews for Remaining Service Categories

This section provides an overview of the negative and neutral reviews that were received for Dentists, COVID-19, Pharmacies and Opticians as well as those that received lower numbers of reviews such as, Community services, Mental Health, Homecare/Supported Living, and Residential Care. Figure 15 illustrates the number of negative and neutral reviews gathered for these service categories during the Quarter 1 period (April-June 2021).

Negative reviews for Dental services (n.24) made up the majority of negative/neutral reviews this quarter with people complaining about how long it took to get an appointment and the lack of support received from their dental practice. COVID-19 Vaccination Centres (n.13) received the second highest number of negative reviews although this only made up a small proportion (8%) of the total number of reviews for Vaccination Centres (n.161).



Negative & Neutral Reviews

Figure 15: Negative and Neutral review count for services in Ealing



Dentists

“Every time I go, the dentist always tries to make me have a scale and polish with the private hygienist... I have to insist on the scale and polish which is part of the Band 1 treatment. When they grudgingly give me the scale & polish it lasts for about 45 seconds. This was not the case in years gone by when I have had other dentists. It seems that they are only interested in getting you to use the hygienist and pay £45.”

Dentists

“It can be a bit long to get an appointment because of covid but other than that, no problems.”

Dentists



COVID-19

“It was not busy during my vaccination appointment slot at 4pm, it seems that I was the only one. Everyone is friendly and helpful, until the jab lady in the last cubicle on the right, who seems weird and administering the jab roughly and without alcohol swap neither before nor after the jab! Not to mention plastering. Don't think so this is normal.”

COVID-19

“The first one was well organised, and there were not too many people. The second one - there was a hick-up with the delivery, so they have a queue all the way down the street.”

COVID-19



Opticians

“No respect for the customer...Not a proper eye test. No money refund.”

Opticians

“...and I have to wait for two weeks to book me in then I have to wait more 1-2 weeks to receive my glasses.”

Opticians



Other

“The appointments I have had with a doctor have felt like an awkward conversation with someone I'd meet at a bus stop. I can't get a word in edge-ways and the doctor just jumps between very triggering topics without letting me speak. ” *Mental Health Services*

“There is no etiquette or compassion from the receptionists. They're rude. Furthermore, the lack of urgency to help patients (especially long term cased patients) is rather alarming. The use of the pandemic as a means to justify their awful service is very telling. They don't care. No amount of formal complaints can improve this service.” *Mental Health Services*

Network Area Specific GP Reviews

The following tables (table 3 - table 10) highlight the number of positive, negative and neutral reviews for each of the GP surgeries in the borough of Ealing. As indicated, each surgery falls under one of the eight Primary Care Networks (PCN) in Ealing: Acton, The Ealing Network, Northolt Greenford Perivale (NGP), North Southall, South Central Ealing, Northolt, Greenwell, South Southall.

The left side of the table indicates the number of the reviews received for each GP surgery and their sentiment. The data displayed on the right-hand side reflects the average star rating given by patients regarding specific aspects of the surgery, such as; Ease of gaining an appointment, Waiting times and Staff Attitudes. It should be noted that the GP surgeries that received less than seven reviews during this quarter (January to March) are not included in the average ratings on the right-hand side. This is to avoid generalising the findings from smaller samples sizes.

PCN Specific Reviews - Acton

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

▲ Positive

■ Neutral

▼ Negative

0 2 4 6

Number of reviews

Table 3: The Quarterly numbers for GP surgeries in the Acton PCN

PCN Specific Reviews - Acton Continued

Network Area GP Reviews				Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through of someone on the phone?
Cloister Road Surgery (8,894)	2			-	-	-	-	-	-	-	-
Crown Street Surgery (8,836)	12	2	2	3	3.5	4	4.5	3.5	4	4.5	3.5
Hillcrest Surgery (7,791)				-	-	-	-	-	-	-	-
Horn Lane Surgery (4,581)	4	2	3	-	-	-	-	-	-	-	-
Mill Hill Surgery (7,692)	3	2	2	-	-	-	-	-	-	-	-
The Bedford Park Surgery (3,539)	1			-	-	-	-	-	-	-	-
The Vale Surgery (5,303)	3	2		-	-	-	-	-	-	-	-
Western Avenue Surgery (3,025)	4	3		-	-	-	-	-	-	-	-

▲ Positive
■ Neutral
▼ Negative

0 5 10 15

Number of reviews

Cont. Table 3: The Quarterly numbers for GP surgeries in the Acton PCN

PCN Specific Reviews - The Ealing Network

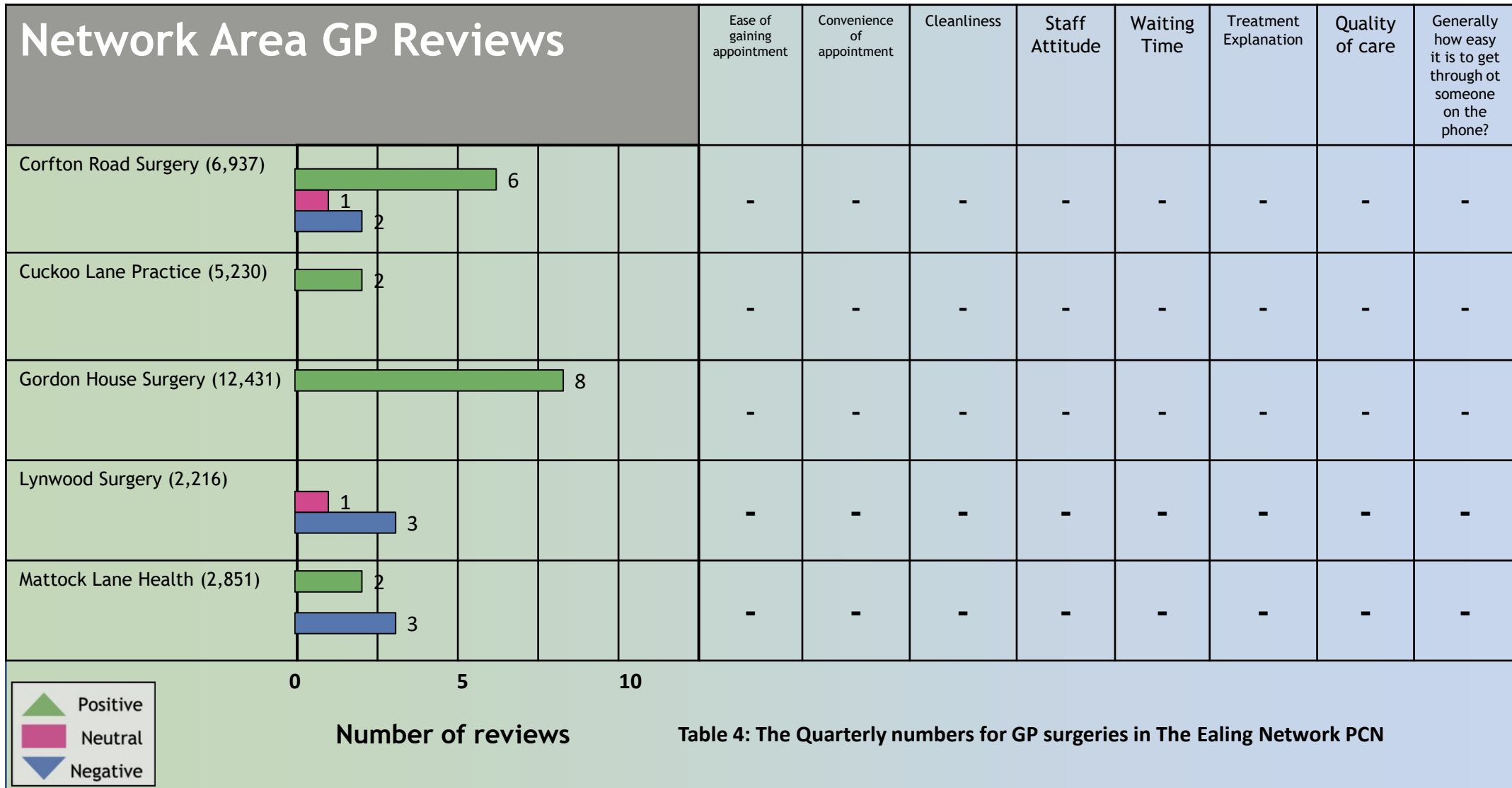
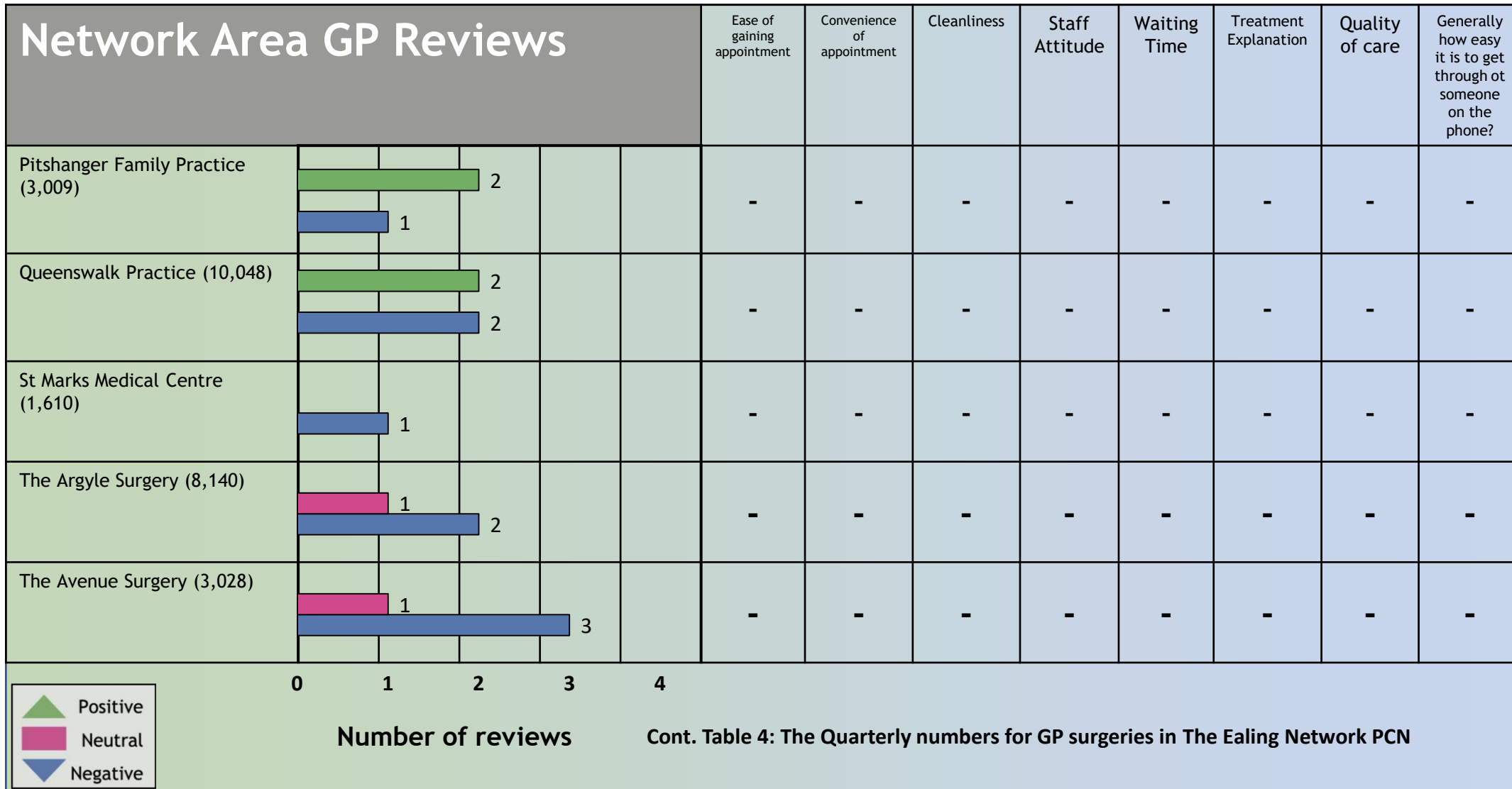


Table 4: The Quarterly numbers for GP surgeries in The Ealing Network PCN

PCN Specific Reviews - The Ealing Network Continued.



PCN Specific Reviews - Northolt, Greenford, Perivale

Network Area GP Reviews				Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through to someone on the phone?
Hillview Surgery (10,338)	3	2		-	-	-	-	-	-	-	-
Islip Manor Medical Centre (3,498)	2	1		-	-	-	-	-	-	-	-
The Grove Medical (6,785)	2			-	-	-	-	-	-	-	-
The Medical Centre (4,123)	1			-	-	-	-	-	-	-	-
Barnabas Medical Centre (9,282)	1	2		-	-	-	-	-	-	-	-
Elm Trees Surgery (5,016)	12	1		4	4	4.5	5	4.5	4.5	4.5	4

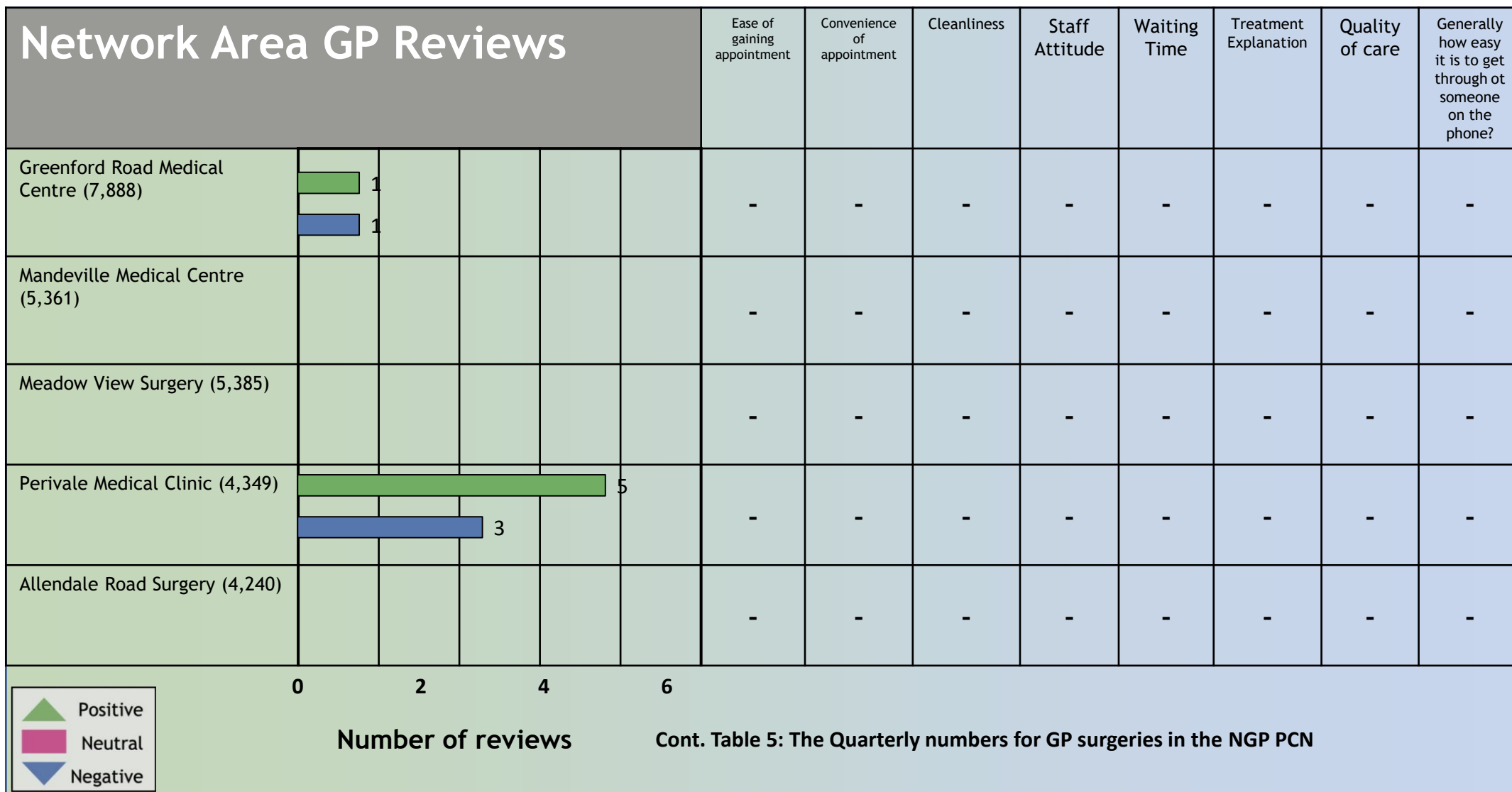
▲ Positive
■ Neutral
▼ Negative

0 5 10 15

Number of reviews

Table 5: The Quarterly numbers for GP surgeries in the NGP PCN

PCN Specific Reviews - Northolt, Greenford, Perivale continued.



PCN Specific Reviews - North Southall

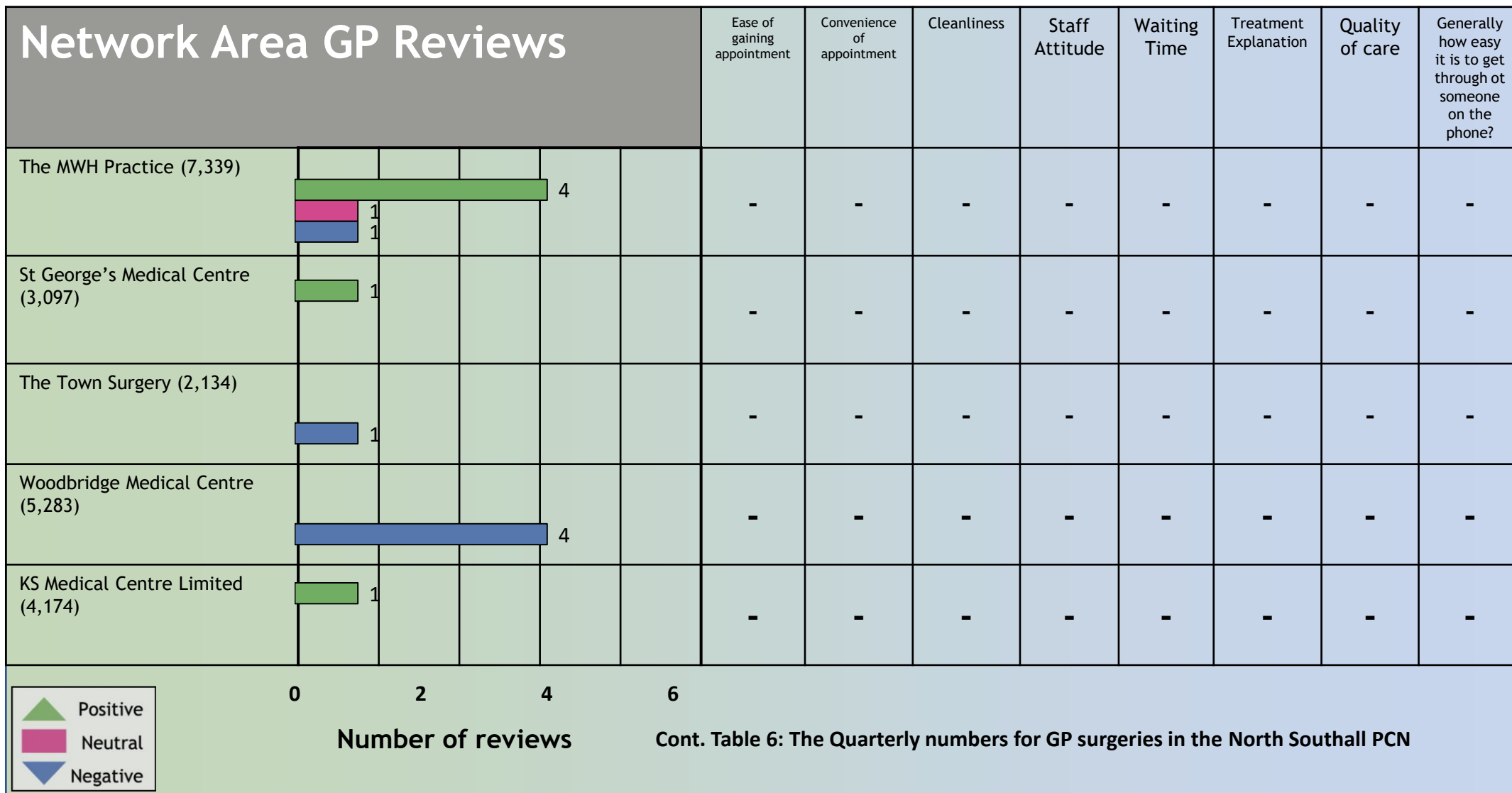
Network Area GP Reviews						Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through on the phone?
Chepstow Gardens Medical Centre (2,445)						-	-	-	-	-	-	-	-
Dormers Wells Medical Centre (6,914)						-	-	-	-	-	-	-	-
Lady Margaret Road (3,108)						-	-	-	-	-	-	-	-
Saluja Clinic (9,557)						-	-	-	-	-	-	-	-
Somerset Family Practice (2,946)						-	-	-	-	-	-	-	-

Review Type	0	2	4	6
Positive	0	0	5	0
Neutral	0	0	0	0
Negative	0	1	3	5

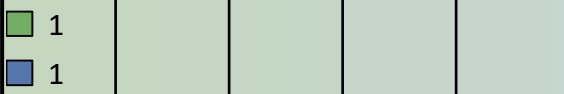
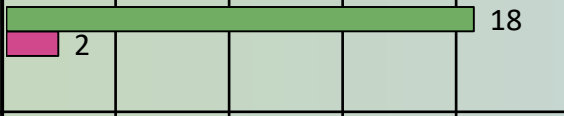
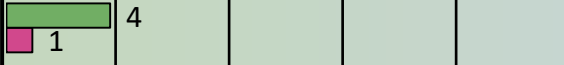
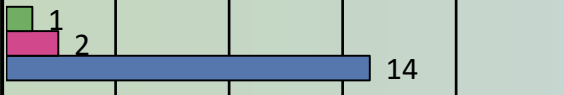
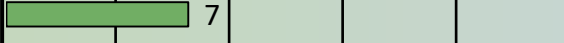
Number of reviews

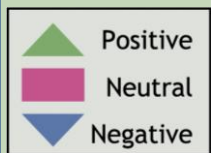
Table 6: The Quarterly numbers for GP surgeries in the North Southall PCN

PCN Specific Reviews - North Southall continued.



PCN Specific Reviews - South Central Ealing

Network Area GP Reviews					Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through of someone on the phone?
Grosvenor House Surgery (6,150)		-	-	-	-	-	-	-	-	-	-	
Ealing Park Health Centre (9,691)		3.5	3.5	4.5	4	3.5	4	4	4	4		
Elthorne Park Surgery (8,620)		-	-	-	-	-	-	-	-	-		
Northfields Surgery (9,360)		-	-	-	-	-	-	-	-	-		
The Florence Road Surgery (18,048)		-	-	-	-	-	-	-	-	-		
Bramley Road Surgery (13,048)		-	-	-	-	-	-	-	-	-		



Number of reviews

Table 7: The Quarterly numbers for GP surgeries in the South Central Ealing PCN

PCN Specific Reviews - Northolt

Network Area GP Reviews					Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through of someone on the phone?
Jubilee Gardens Medical (7,203)	1	2			-	-	-	-	-	-	-	-
Somerset Medical (1,746)					-	-	-	-	-	-	-	-
Goodcare Practice (6,408)	1	1			-	-	-	-	-	-	-	-
West End Surgery (4,478)	3	6			3	3.5	4	4.5	3	4	4	4
Yeading Medical Centre (7,208)	2	6			-	-	-	-	-	-	-	-
Allenby Clinic (2,064)					-	-	-	-	-	-	-	-
Broadmead Surgery (4,224)	1	8			-	-	-	-	-	-	-	-
Northolt Family Practice (4,111)					-	-	-	-	-	-	-	-

▲ Positive
■ Neutral
▼ Negative

0 5 10

Number of reviews

Table 8: The Quarterly numbers for GP surgeries in the Northolt PCN

PCN Specific Reviews - Greenwell

Network Area GP Reviews					Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through to someone on the phone?
Elmbank Surgery (3,349)					-	-	-	-	-	-	-	-
Greenford Avenue Family Health Practice (6,905)					-	-	-	-	-	-	-	-
Mansell Road Practice (5,823)					-	-	-	-	-	-	-	-
Westseven (3,604)					-	-	-	-	-	-	-	-
Eastmead Avenue Surgery (6,084)					-	-	-	-	-	-	-	-
Hanwell Health Centre Dr Less Naish Basil (5,668)					-	-	-	-	-	-	-	-
Oldfield Family Practice (4,145)					-	-	-	-	-	-	-	-

Network Area	Positive	Neutral	Negative
Elmbank Surgery (3,349)	0	0	0
Greenford Avenue Family Health Practice (6,905)	0	2	0
Mansell Road Practice (5,823)	2	0	3
Westseven (3,604)	2	0	0
Eastmead Avenue Surgery (6,084)	4	0	3
Hanwell Health Centre Dr Less Naish Basil (5,668)	1	0	2
Oldfield Family Practice (4,145)	3	0	2

▲ Positive
■ Neutral
▼ Negative

Number of reviews

Table 9: The Quarterly numbers for GP surgeries in the Greenwell PCN

PCN Specific Reviews - South Southall

Network Area GP Reviews						Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through on the phone?
70 Norwood Road/Dr Sanghera	0	1	0	0	0	-	-	-	-	-	-	-	-
Southall Medical Centre (7,755)	0	1	0	0	0	-	-	-	-	-	-	-	-
Belmont Medical Centre (7,662)	0	0	0	0	3	-	-	-	-	-	-	-	-
Featherstone Road Health Centre (8,622)	0	2	0	0	6	-	-	-	-	-	-	-	-
Guru Nanak Medical Centre (12,283)	0	0	0	0	0	-	-	-	-	-	-	-	-

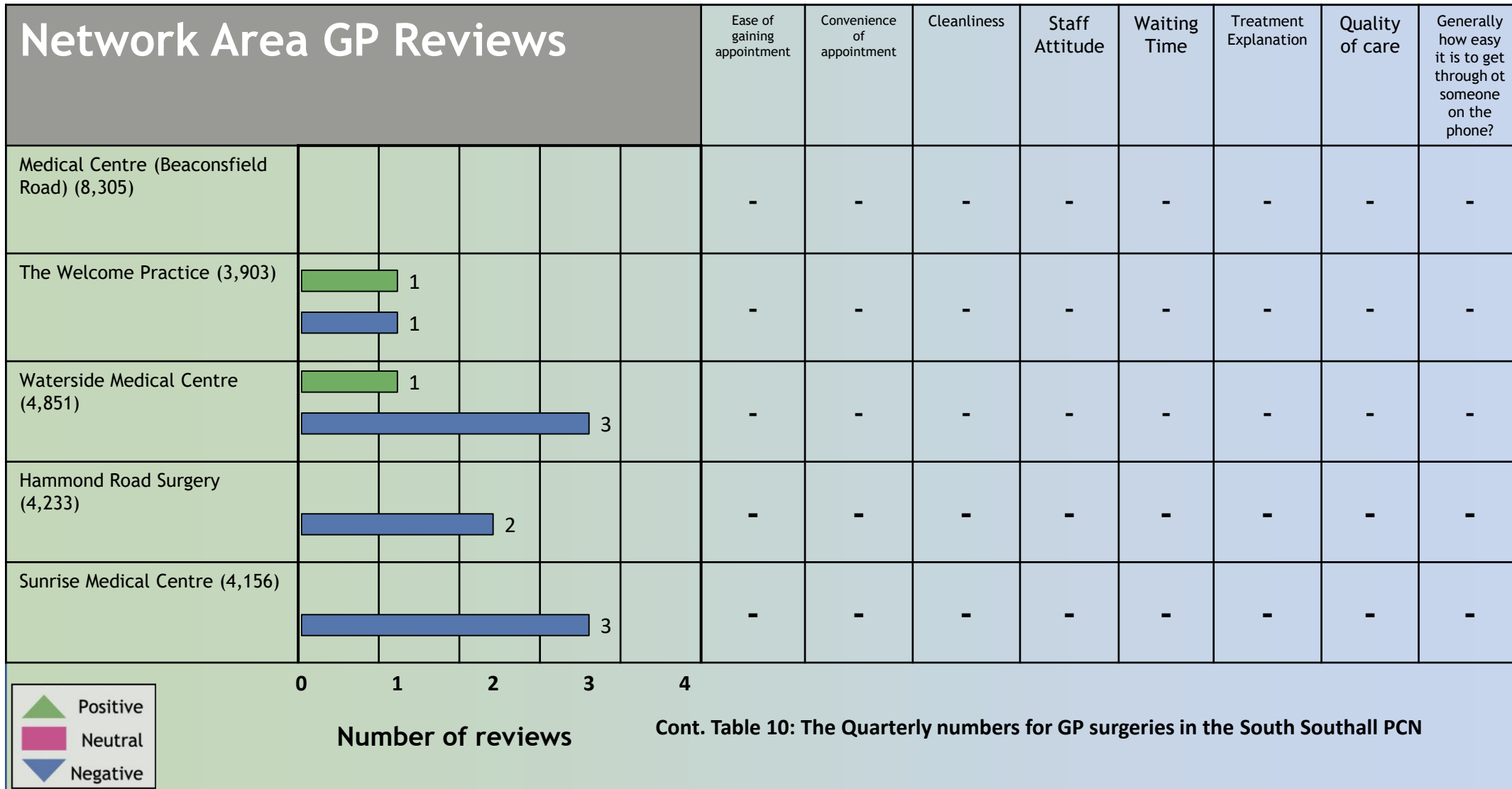
▲ Positive
■ Neutral
▼ Negative

0 2 4 6 8

Number of reviews

Table 10: The Quarterly numbers for GP surgeries in the South Southall PCN

PCN Specific Reviews - South Southall continued.



The pie chart below (fig.16), represents the number of reviews received from each gender, during Q1 (April to June). The majority of reviews received during this quarter were from Females with a total of 65% (n.213). Males accounted for 34% (n.166) of the reviews received in Q1. We had one patient in Q1 that identified as other.

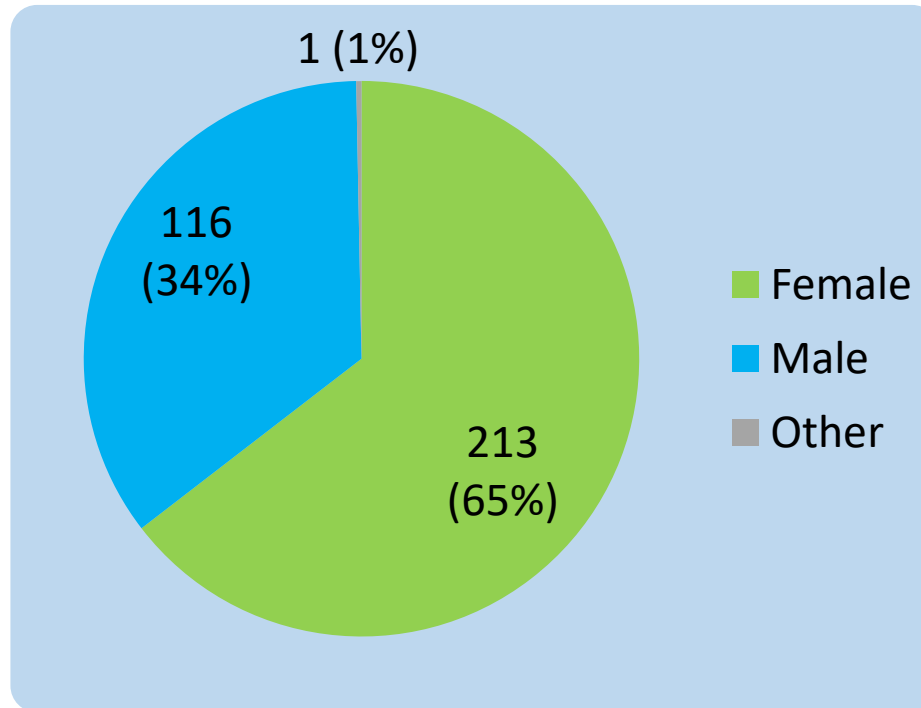


Figure 16: Patient and Service User's Gender

The pie chart below (fig.17) represents the breakdown of the sample population based on patients' area of residence. The highest number of reviews were received from residents in the ward of Ealing, making up 52% (n.160) of the sample population, followed by residents in Greenford - making up a further 18% (n.55) of the sample. The least number of reviews received was from Southall (n.3) and Perivale (n.1) with one patient selecting 'Other'.

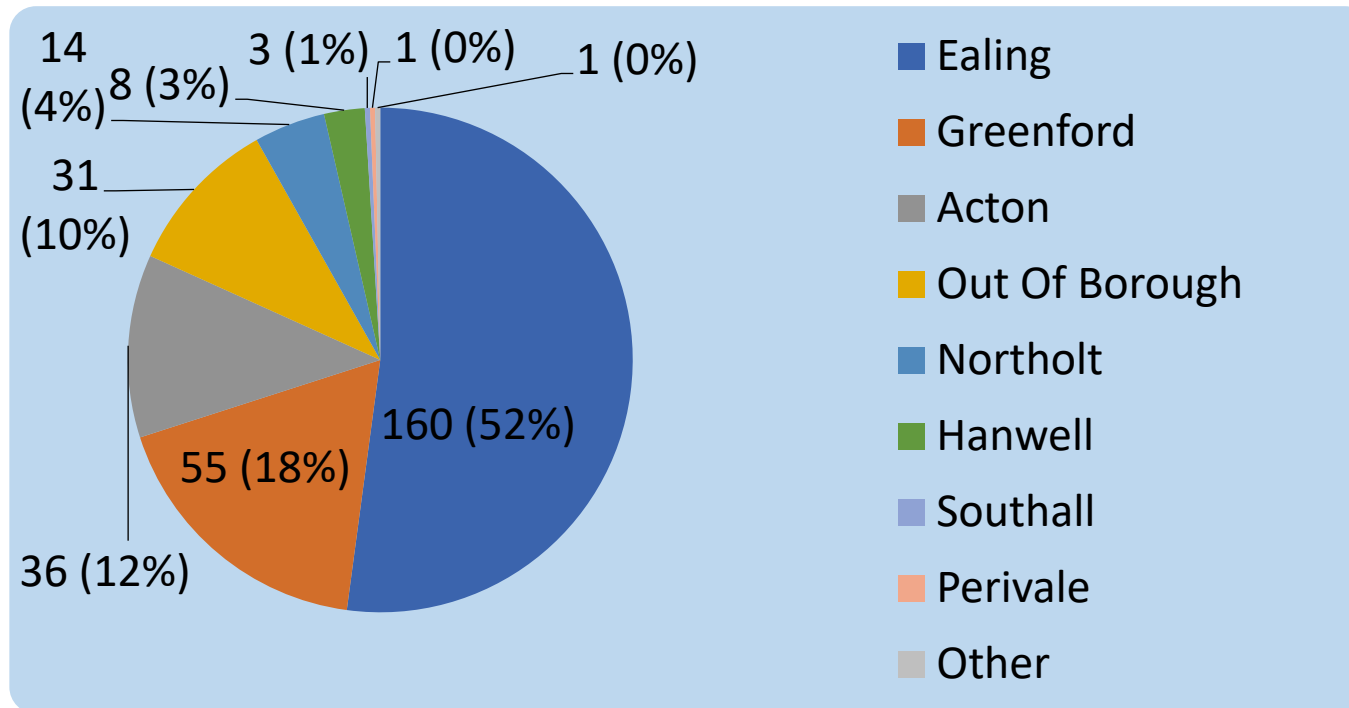


Figure 17: Patient/Service Users' area of residence

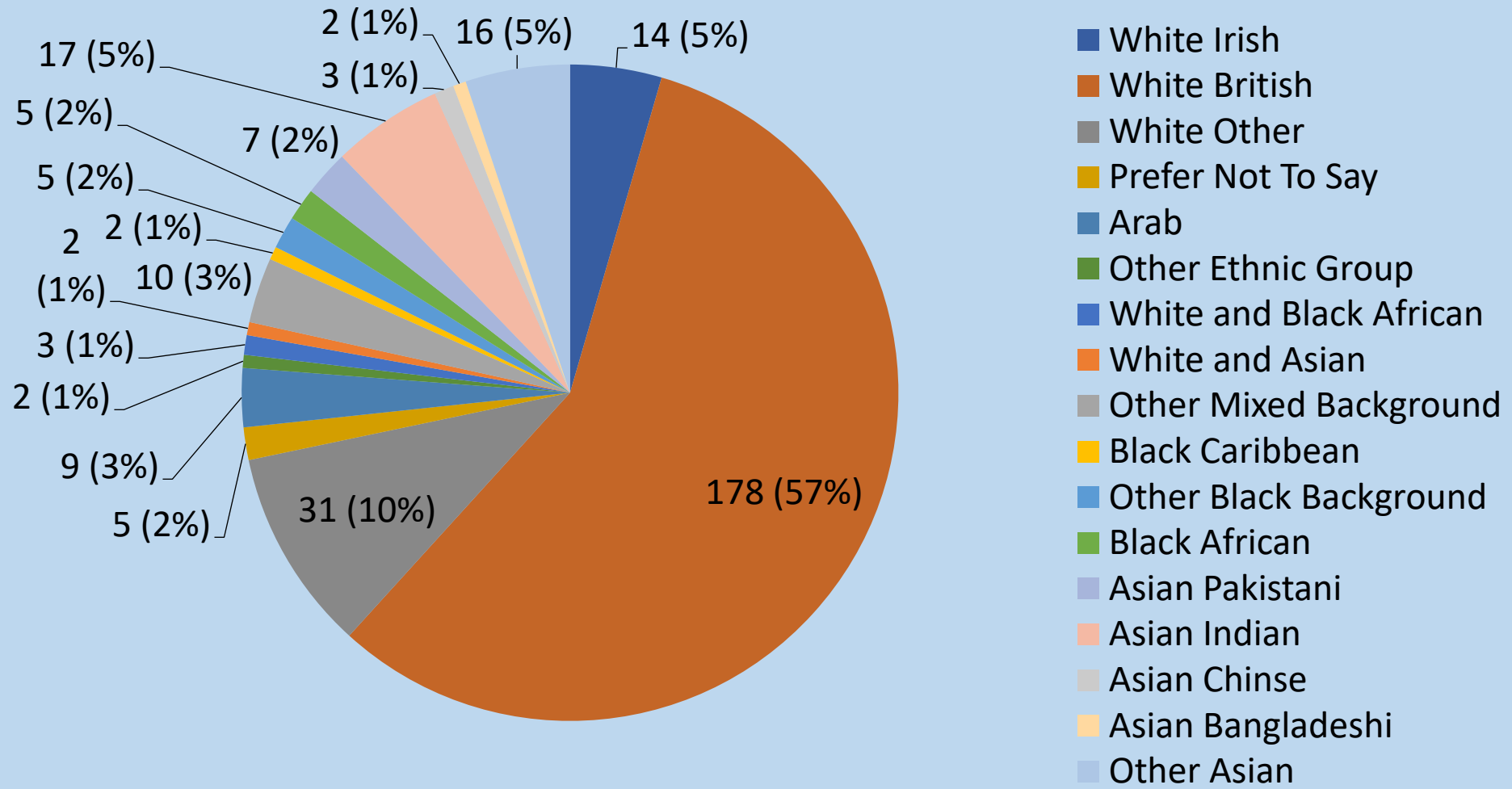
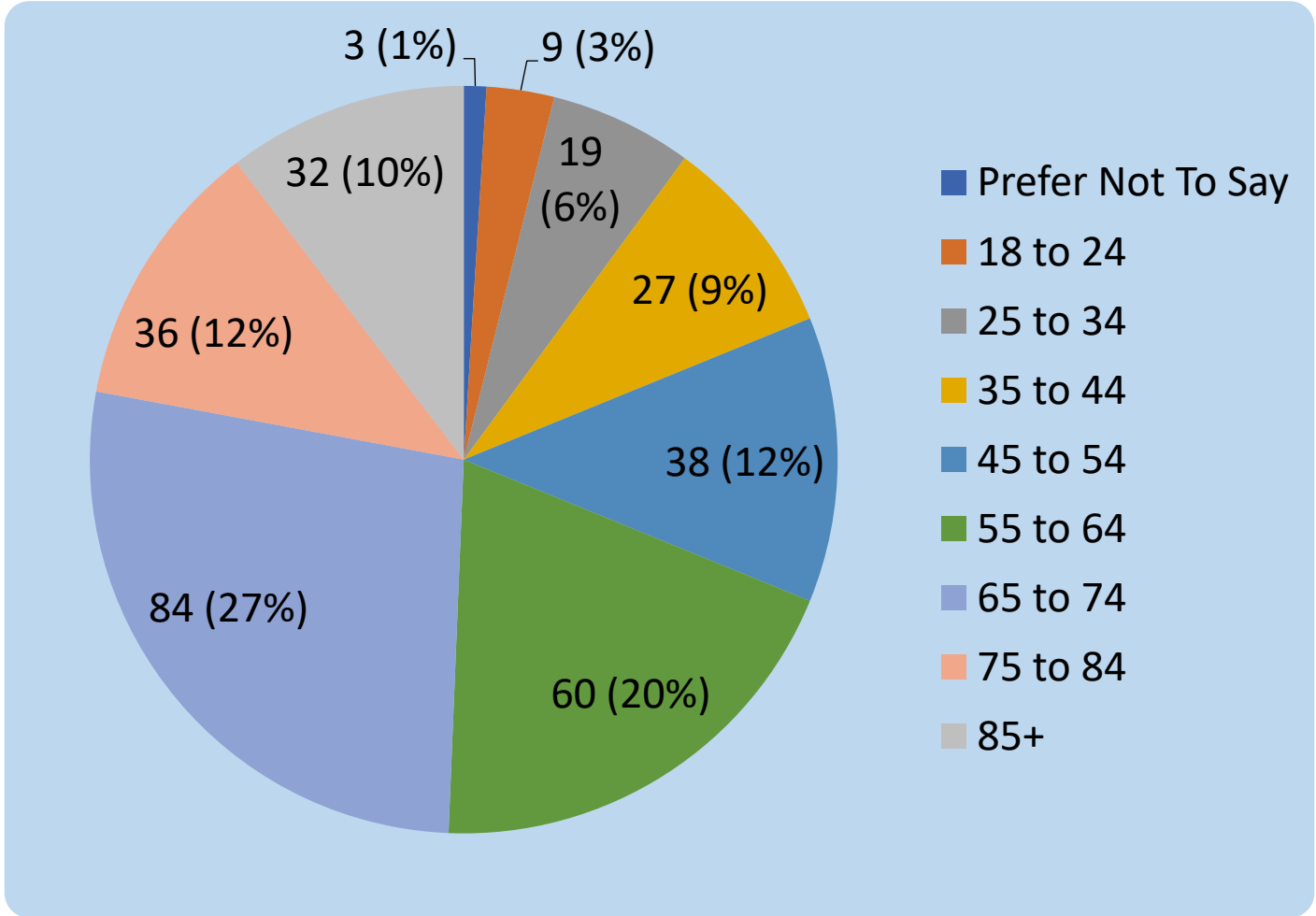


Figure 18: Patient and Service User's Ethnicity

The pie chart (fig.18 – previous page) shows the number of reviews received from each ethnicity during this quarter.

The majority of feedback received was from people who were White British, making up a total of 57% (n.178) of the sample population. The second-most present ethnicity in this report was White Other, making up 10% (n.31) of the sample population.

It is worth noting that all other ethnicities listed made up 5% or less of the sample population, respectively. One of our main areas of focus when we return to face-to-face community engagement is to hear from these communities that have been underrepresented during the pandemic and it continues to be something that we will endeavour to achieve as we move back to our original model of Patient Engagement.



The pie chart (fig.19) represents the number of patients and service users from each age group who provided their feedback.

The age group recorded the most this quarter was 65 to 74 – 27% (n.84). This was followed by 55 to 64 – 20% (n.60) and then 45 to 54 – 12% (n.38).

Excluding the category ‘Prefer Not To Say’, the age group that recorded the least this quarter was, 18 to 24 3% (n.9).

Figure 19. Patient and Service User’s Age Group

This quarter, a total of 1211 patient experience reviews were collected. Out of the total number of reviews, 74% (n.900) were positive, 21% (n.256) were negative and 5% (n.55) were neutral. This follows the consistent trend in Ealing that the positive experiences outweigh the negative. However, as the distribution of the overall star ratings for service categories shows there are still some development areas. The findings from the thematic analysis within this report outline several areas in which services could further develop their delivery.

GP Services

Patients' issues with their GP surgery this quarter were very similar to those fed back to us in Q4, 2020/21 and, indeed, throughout the pandemic. The 'Administration', 'Staff', and 'Treatment and Care' themes were all regularly identified in negative feedback with the presence of these three themes most likely being interlinked. Patients struggled to book GP appointments during this time, with a lack of appointment choice and extensive waiting times. The frustration caused by these issues may have contributed to some patients' dissatisfaction with administrative staff and clinicians' 'attitudes' toward them. Individuals stated that they did not feel heard, that they perceived members of staff as being rude during their interaction with them and that they weren't given enough time to voice their health concern(s). However, whilst the discrepancy between negative and positive sentiment reviews for 'Staff' was the highest out of all themes for GP services (55% Negative, 29% positive, 6% neutral), the findings show that patients were happy with the treatment and care that they received from their GP with the sub-themes of 'Quality' and 'Suitability of Provider' both being regularly identified in positive feedback.

Further still, as shown in the PCN specific review charts, the GP surgeries that received more than 10 reviews this quarter received predominantly positive ratings for aspects of their service including Staff member's attitudes toward patients (ranging from 4-5 stars). This again indicates that patients are, for the most part, being adequately cared for by their GP surgery. More work needs to be done in order to form more robust conclusions on the surgeries that received less than 10 reviews this quarter in order to understand what specific areas of service particular surgeries need to focus on in order to continue to develop. Overall, the analysis suggests that patients' frustrations largely stem from initial engagements with GP surgeries during the point at which they may have been waiting a long time to speak to someone and they are informed of just how scarce appointments are. Although the 'virtual approach' to care may have alleviated these issues for some, these areas of concern have been present both before and during the pandemic.

Ealing Hospital

Due to the lack of reviews for Ealing Hospital this quarter, this report only included the analysis of two themes for related reviews. As shown in the report, the themes 'Treatment and Care' and 'Staff' take up a total of 79% of the overall theme applications this quarter for Ealing Hospital.

For 'Treatment and Care', 88% of the reviews which referenced this theme were positive in sentiment, with patients highlighting the quality of their care and treatment, the high degree of support that they received whilst under the hospital's care and the clear explanation of their treatment as factors contributing to a positive experience. For the 'Staff' theme, 94% of references were positive in sentiment. Patients consistently expressed their gratitude for staff members at Ealing Hospital, praising their professionalism and their friendly and compassionate nature as well as the level of support that they were able to provide patients with during their time at the hospital.

Other Services

Dentists

Patients this quarter were happy with the dental services they are using. Out of the total number of reviews, 91% were positive in sentiment. Service users were impressed with staff member's professionalism and the overall standard of their dental practice. On the other hand, while some service users highlighted the ease at which they were able to book an appointment whilst others indicated that appointment booking had proven difficult for them. In addition, some patients were unhappy with the increase in procedure cost during this time. Whilst it is important to highlight the areas of good practice for this service category, our findings must be viewed within the wider context of the pandemic and the current access issues that Ealing residents are facing with access to dental services.

COVID-19

Of the 161 reviews we received for Vaccination Centres this quarter, 93% were positive. This positive trend continues on from the previous quarter (Q4 2020/21) and is testament to the tremendous efforts of all Ealing borough health partners who have been involved in the vaccination rollout, particularly those who have orchestrated and operated the centres. Residents highlighted the compassion and patience shown from staff, as well as the organisation of the centres themselves and how well everything was explained to them throughout their appointment,

Opticians

Overall, people were happy with the opticians services that they used during this time. Patients touched upon the professionalism of staff and the overall quality of service. However, some patients indicated that they had to wait a long time to access the services and given that only 47 reviews were collected for Opticians during this quarter, this aspect of service must be monitored to identify whether it is a wider issue.

Pharmacies

Out of the 42 reviews that were received for Pharmacies this quarter, 93% were positive in sentiment. Service users stated that they were impressed with the efficiency with which they were able to access their medication. Although we received fewer reviews for Pharmacies than normal, none of the reviews during this quarter were negative in sentiment. Given the current pressures Pharmacies are under this is an incredible achievement. As issues with access to medication have been highlighted by residents in previous quarters, this is an area we will continue to monitor closely.

Actions, impact and next steps

Healthwatch Ealing continues to be proactive in improving both our methods of outreach and the way in which we represent the voices of Ealing communities in the borough's decision-making processes. Since the publication of the Quarter 4 report, we have:

- 1.** Continued to grow our online presence with further updates to our website to make it more user friendly and setting up an Instagram account. We also continue to grow our Twitter following and our mailing list for our bi-monthly e-newsletter. As we move back to our preferred method of face to face engagement we will ensure that the most effective aspects of our virtual approach to gathering patient feedback are maintained and improved.
- 2.** Maintained our stepped approach to increasing face to face engagement for our Patient Experience programme. This shift back to our original feedback collection model has been welcomed by GP surgeries and patients alike. To support this, we are working closely with the YVHSC Volunteer Hub to recruit volunteers who are both local residents and keen to support our Patient Experience programme through face to face engagement
- 3.** Worked toward addressing one of the key issues that we have faced during the pandemic: Obtaining a representative level of feedback from underserved communities in Ealing. To do this we are organising visits to GP surgeries in areas of the borough that have higher indices of deprivation and higher populations of BAME residents. This work will continue throughout the coming months and we hope to gather feedback that will provide insight into how services are able to better support these communities as we move out of Lockdown as well as identify areas of service delivery that still need to be developed.
- 4.** Held meetings with the LNWH Trust to explore how we can best channel our reports and recommendations through the Trust's governance structure and a plan for when the Trust can welcome back the Healthwatch Patient Experience team to the Ealing Hospital site. This will support our efforts to improve our Patient Experience reporting around Ealing Hospital services.

Actions, impact and next steps cont.

Based on the findings of this report and as we progress into Q2 we ask stakeholders to envisage where they could lend their support in the following actions.

1. Increase Face to Face Engagement

During this quarter, our Patient Experience Officer has visited GP surgeries 1-2 times a week as part of our stepped-approach to returning to our in-person feedback collection method. GP surgeries continue to welcome us back whilst taking the necessary precautions to ensure that everyone is safe. In Quarter 2, we plan to increase the number of GP visits per week as well as inviting Patient Experience volunteers to resume GP surgery visitations. With this increase in face to face engagement, we hope to be able to gather deeper insight from patients about services they have used – a task which is often difficult via digital methods of engagement - and further support our targeted engagement work. We have also opened discussions with other Healthcare services to explore how we could conduct our visits at their sites.

2. Improve Demographic Information Collection

Following on from the previous action, we will use our in-person engagement work to produce more robust findings that represent the diversity within Ealing. Specifically, we plan for the team to target the PCNs which have received lower feedback (page 29-14) and speak with individuals from more deprived areas of the borough who may have not been contacted during the pandemic, due to a lack of digital access or a limitation of our online engagement model.

3. Work with YVHSC to identify key areas for concern for different ethnicities

This review is due to take place in Q2 2021/22, following on from the most recent Dentist and Pharmacy Patient Experience Reports.

4. Identify the changes to Primary and Secondary Care Services during the next stage of COVID-19 guidelines relaxations

As services are able to cautiously move back toward more normal operations, Healthwatch Ealing will utilise its Patient Experience Programme to analyse the evolution of service delivery in Primary and Secondary Care settings. This will be able to provide further insight into how, for instance, access to services begins to change, how services continue to implement the digital approaches that proved beneficial for their service users, and how residents' opinions and experiences of the COVID-19 vaccination continue to develop.

5. Gather more reviews for 'Mental Health Services'

Our Patient Experience team is creating a Mental Health Service-focused Patient Experience form. Once finalised in Q3 of 2021/22, we will use our various streams of outreach to gather feedback from those who have been able to access Mental Health Support services during this time to understand areas of good practices and what areas of development are present that will enable us to adequately address the mental impact that the pandemic has had on our borough.

Appendix A

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 ☆☆☆☆☆ (5)

Convenience of appointment ☆☆☆☆☆ (5)

Cleanliness ☆☆☆☆☆ (5)

Staff Attitude ☆☆☆☆☆ (5)

Waiting Time ☆☆☆☆☆ (5)

Treatment explanation ☆☆☆☆☆ (5)

Quality of care ☆☆☆☆☆ (5)

Quality of food ☆☆☆☆☆ (5)

Generally how easy is it to get through to someone on the phone? ☆☆☆☆☆ (5)

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 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

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](#)

I consent to being contacted regarding my feedback by Healthwatch*

- Yes No

I confirm I am over the age of 16*

- Yes No

Subscribe to the newsletter?

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

Appendix B



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 = Very Poor

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

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

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

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

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

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

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

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

7. In relation to your comments, are you a:
 Patient Carer Relative Carer and Relative
 Service Provider Visitor Professional

8. When did this happen

.....

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

.....

10. If applicable, describe your overall experience of making an appointment

.....

11. 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)

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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.

Thank you very much for agreeing to participate in this survey.

The information provided by you in this questionnaire will be used for research purposes only and will not be used to personally identify you.

The information you give today will be held in a secure database, you can ask for it to be removed at any time.

Do you give consent for your information to be used in this way?
 Yes No

Name of Service:

Month/Year:

- How likely are you to recommend this service to anyone who needs similar care or treatment?
 5 = Very likely 4 = Likely 3 = Neither likely nor unlikely 2 = Unlikely
 1 = Unlikely () Don't know
- How do you rate your overall experience?
 5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Very Poor

3. Summary of your experience

.....

4. Tell us more about your experience

.....

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Appendix B cont.



- Patient Liaison and Advice Service (PLAS)
 - Ealing Clinical Commissioning Group
 - Ealing Council Social Services (including safeguarding)
 - Care Quality Commission (CQC)
 - Other
- If "other", please specify

12. Where did you hear about us? (Select one)

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

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

- No
- Yes

14. 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 16
- 16 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 to 84
- 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

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

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
- GGP
- Prefer not to say

What is your sexual orientation?

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

Which of these categories best describes your employment status?

- In unpaid voluntary work only
- Not in Employment & Unable to Work
- Not in Employment / not actively seeking work - retired
- Not in Employment (seeking work)
- Not in Employment (student)
- Paid: 16 or more hours/week
- Paid: Less than 16 hours/week
- Prefer not to say

Thank you for sharing your experience!

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Appendix C

Theme	Sub-themes	Theme	Sub-themes
Access to services	Convenience/Distance to travel	Communication	General
Access to services	Inequality	Communication	Interpretation Services
Access to services	Information and Advice	Communication	Lack of
Access to services	Lack of	Communication	Community engagement and involvement
Access to services	General		Response times
Access to services	Patient choice	Communication	
Access to services	Service Delivery/Opening Times		
Access to services	Suitability of Provider (Individual or Partner)	Continuity and integration of care	
Access to services	Suitability of Provider (Organisation)	Diagnosis/assessment	General
Access to services	Waiting times	Diagnosis/assessment	Lack of
		Diagnosis/assessment	Late
		Diagnosis/assessment	Mis-diagnosis
		Diagnosis/assessment	Tests/Results
Administration	Admission Procedure	Dignity and Respect	Confidentiality/Privacy
Administration	Appointment availability	Dignity and Respect	Consent
Administration	Booking appointments	Dignity and Respect	Death of a Service User
Administration	Commissioning and provision	Dignity and Respect	Death of a Service User (Mental Health Services)
Administration	General		Equality & Inclusion
Administration	Incident Reporting	Dignity and Respect	Involvement & Engagement
Administration	Management of service		
Administration	Medical records	Dignity and Respect	
Administration	Quality/Risk management	Dignity and Respect	
Care Home Management	Registered Manager - Absence	Discharge	Coordination of services
Care Home Management	Registered Manager - Suitability	Discharge	General
Care Home Management	Registered Manager - Training &	Discharge	Preparation
Development		Discharge	Safety
Care Home Management	Staffing levels	Discharge	Speed
Care Home Management	Suitability of Staff		

Appendix C cont.

Theme	Sub-themes	Theme	Sub-themes
Facilities and surroundings	Buildings and Infrastructure	Referrals	Waiting times
Facilities and surroundings	Car parking		
Facilities and surroundings	Cleanliness (Infection Control)	Safety/Safeguarding/Abuse	
Facilities and surroundings	Cleanliness (Environment)		
Facilities and surroundings	Cleanliness (Staff)	Staff	Ambulance Staff/Paramedics
Facilities and surroundings	Disability Access	Staff	Attitudes
Facilities and surroundings	Equipment	Staff	Capacity
Facilities and surroundings	Food & Hydration	Staff	District Nurses/Health Visitors
Facilities and surroundings	General	Staff	General
Finance	Financial Viability	Staff	Midwives
Finance	Transparency of Fees	Staff	Staffing levels/Lack of
Finance	Lack of funding	Staff	Suitability
		Staff	Training and development
Home support	Care	Treatment and care	Effectiveness
Home support	Co-ordination of Services	Treatment and care	Experience
Home support	Equipment	Treatment and care	Quality
Making a complaint	Complaints Management	Treatment and care	Safety of Care/Treatment
Making a complaint	General	Treatment and care	Treatment Explanation
Making a complaint	PALS/PACT	Treatment and care	Lack of support
Medication	Pharmacy Repeat Prescriptions		
Medication	Medicines Management		
Transport	Patient Transport Service (non NHS)		
Transport	Ambulance (Emergency)		
Transport	Ambulance (Routine)		
Referrals	General		
Referrals	Timeliness		