

**PATIENT EXPERIENCE  
REPORT 2018  
JULY - SEPTEMBER**



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# Introduction & Executive Summary

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

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

This Patient Experience Report for Healthwatch Ealing, covers the Q2 period for July-September 2018. Your Voice in Health and Social Care (YVHSC) took over the provision of Healthwatch Ealing in April 2017. In July 2017, the online Digital Feedback Centre was launched together with the Healthwatch Ealing website. In August a part-time Patient Experience Officer was recruited to manage the Patient Experience Programme.

Our Patient Experience Officer, supported by a team of volunteers, visits health and social care services daily to talk to and hear from patients, service users, carers and relatives about their experiences of local services. These patient experience comments and reviews are gathered using a standard form (see appendix 1 & 2) which asks for feedback on their overall experience, likelihood to recommend a service, treatment, booking and a number of other areas. We approach every patient, capture their experience in their words and seek consent for their feedback to be published on the Healthwatch Ealing website, through the Digital Feedback Centre. People can leave their name or comment anonymously. At the end of each service visit the Patient Experience Officer will relay any urgent matters requiring attention to the service manager.

Where patients relay concerns about their treatment we inform them of their rights and the feedback and complaints mechanisms available to them. We also offer for a member of Healthwatch Ealing staff to call them to discuss the issue in more detail at later date. This may be particularly relevant where a patient does not feel comfortable discussing the issue at that point or in that location. All patients are approached with sensitivity. During our visits, if we observe or hear any safeguarding concerns these are immediately referred to the office and a safeguarding referral made where appropriate.

Whilst we aim to gather patient experience comments and reviews from a representative sample of Ealing's population we acknowledge that different people use different services at different times in their lives, and some not at all. Whilst all patients are asked for their monitoring information some do not wish to provide this.

# Introduction and Executive Summary cont.

The outreach element of our Patient Experience Programme is supplemented by our community engagement work and our website ([www.healthwatchealing.org.uk](http://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 2 period, July-September 2018. During this time, we collected 1,231 reviews, achieving our quarterly target of 1,200 (400 per month). We focused on extending the number of GP surgeries we visit and consolidating our visits to existing GPs and outpatient hospital services at Ealing Hospital. In addition, we gathered a number of reviews from other services such as Pharmacies, Mental Health and 111 service this quarter.

Out of the total number of patient experiences received, 932 (76%) were positive and 299 (24%) were negative experiences of service provision (this is based on the overall star rating provided by patients - see page 4 for further detail). Please see the conclusion for a summary of the key findings.

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

# Overall Patient Reviews

The number of patient reviews received for this quarter is 1,231. The table below shows a breakdown of the positive and negative patient reviews (see the appendices for examples of our physical and online questionnaires).

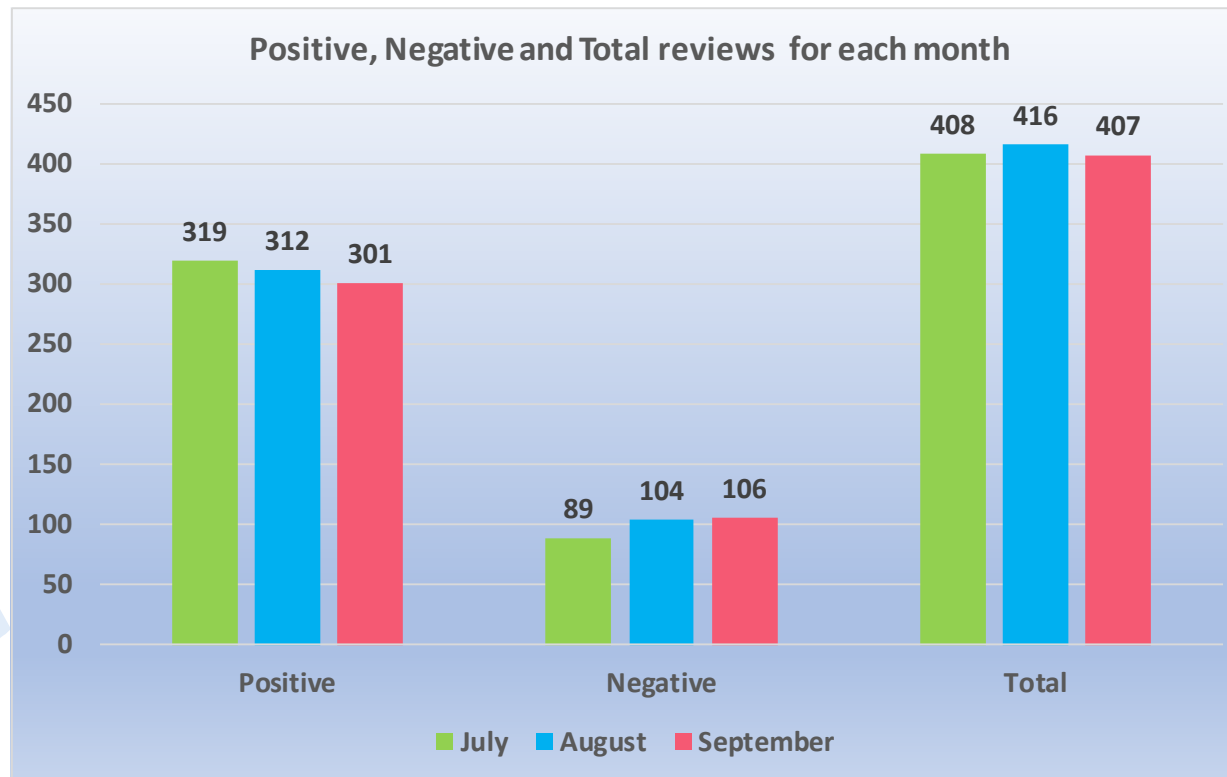
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 3 indicate a negative response\*, while star ratings between 4 and 5 indicate a positive response. This quarter 932 positive responses and 299 negative responses have been recorded.

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

Month	1 - 3 Star Reviews (Negative) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
July	89	319
August	104	312
September	106	301
Total	299	932

# Overall Patient Reviews

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

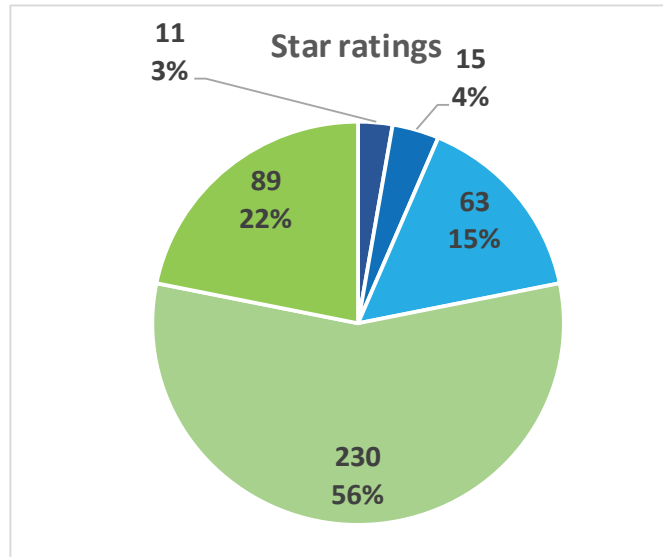


# Overall Patient Reviews: Star Ratings

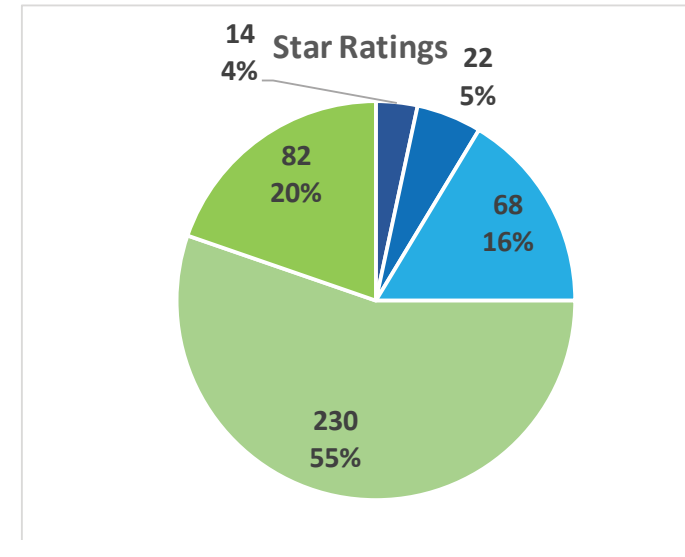
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

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

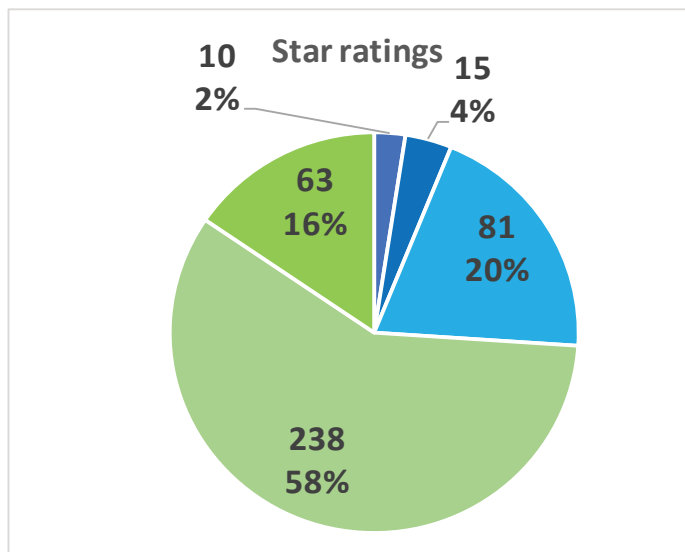
From July to September the number of 3-star rating increased from 15% to 20%.



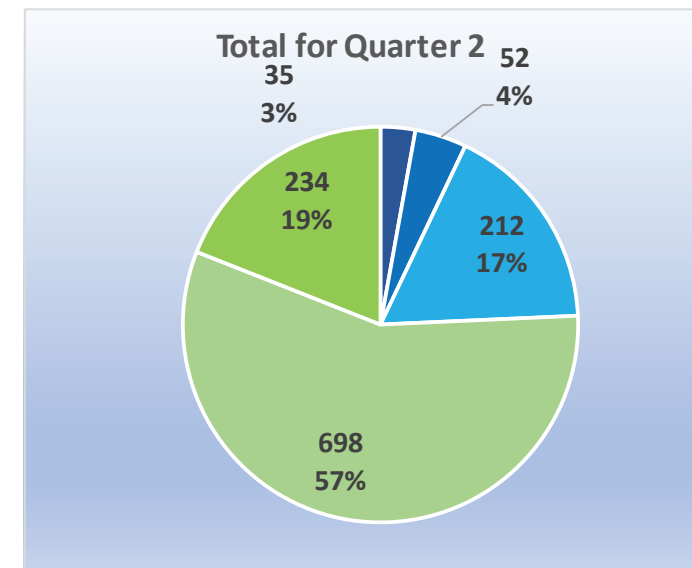
July



August



September



# Total Reviews per Service Category

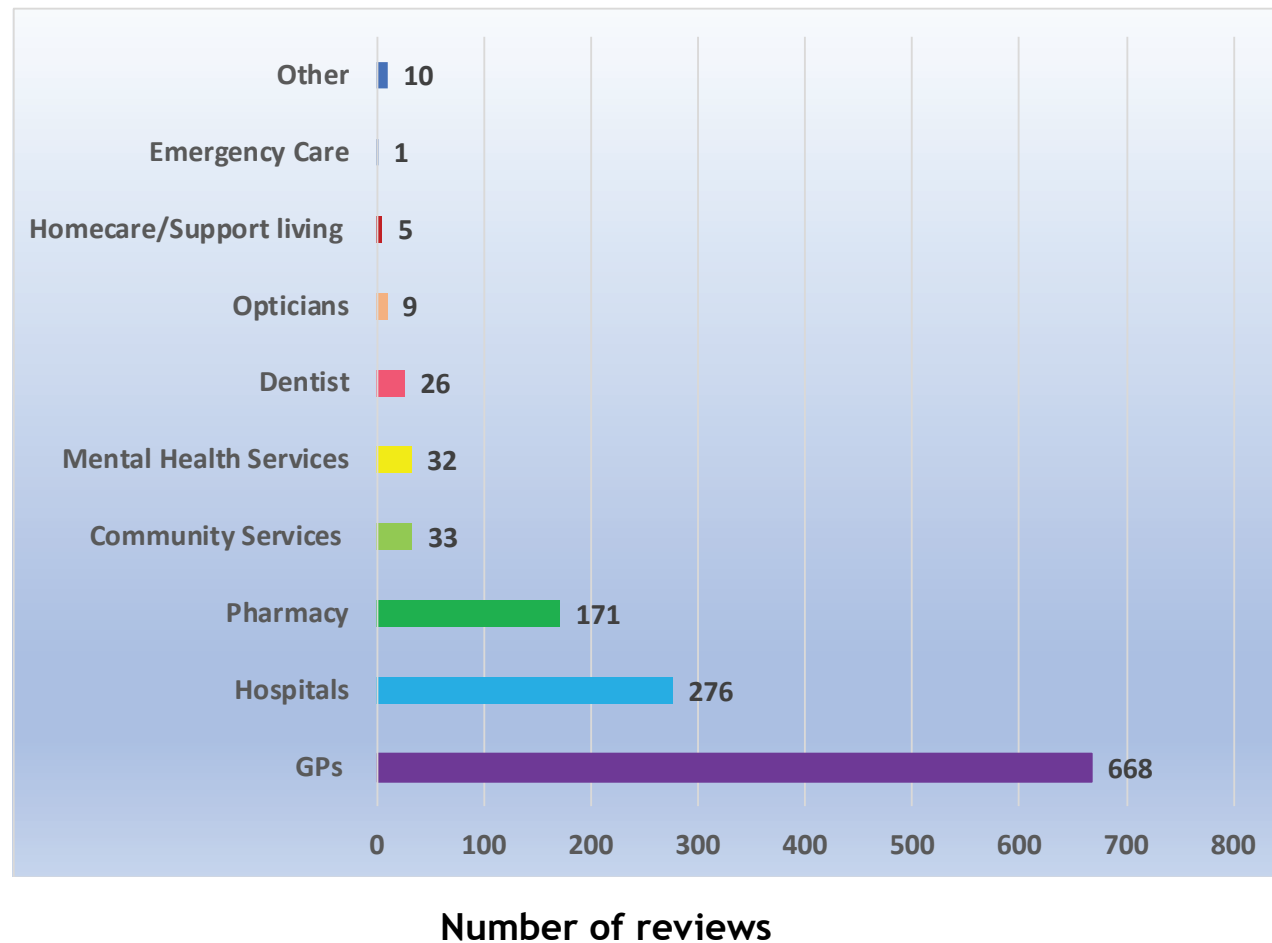
The patient reviews recorded for this quarter cover 10 service type categories, as seen in this chart.

The category with the highest number of reviews recorded is the GP category (668), followed by Hospitals (276). During this quarter we focused on increasing the number of GP practices we visited and consolidating our visits to Ealing Hospital Outpatient Departments. We also collected some patients experiences from both Ealing and West Recovery Team.

For this quarter, we can see an increase in the number of reviews received from Pharmacies & Dentist surgeries due to patients agreeing to share their experience about their regular visits and an increase number for Mental Health services.

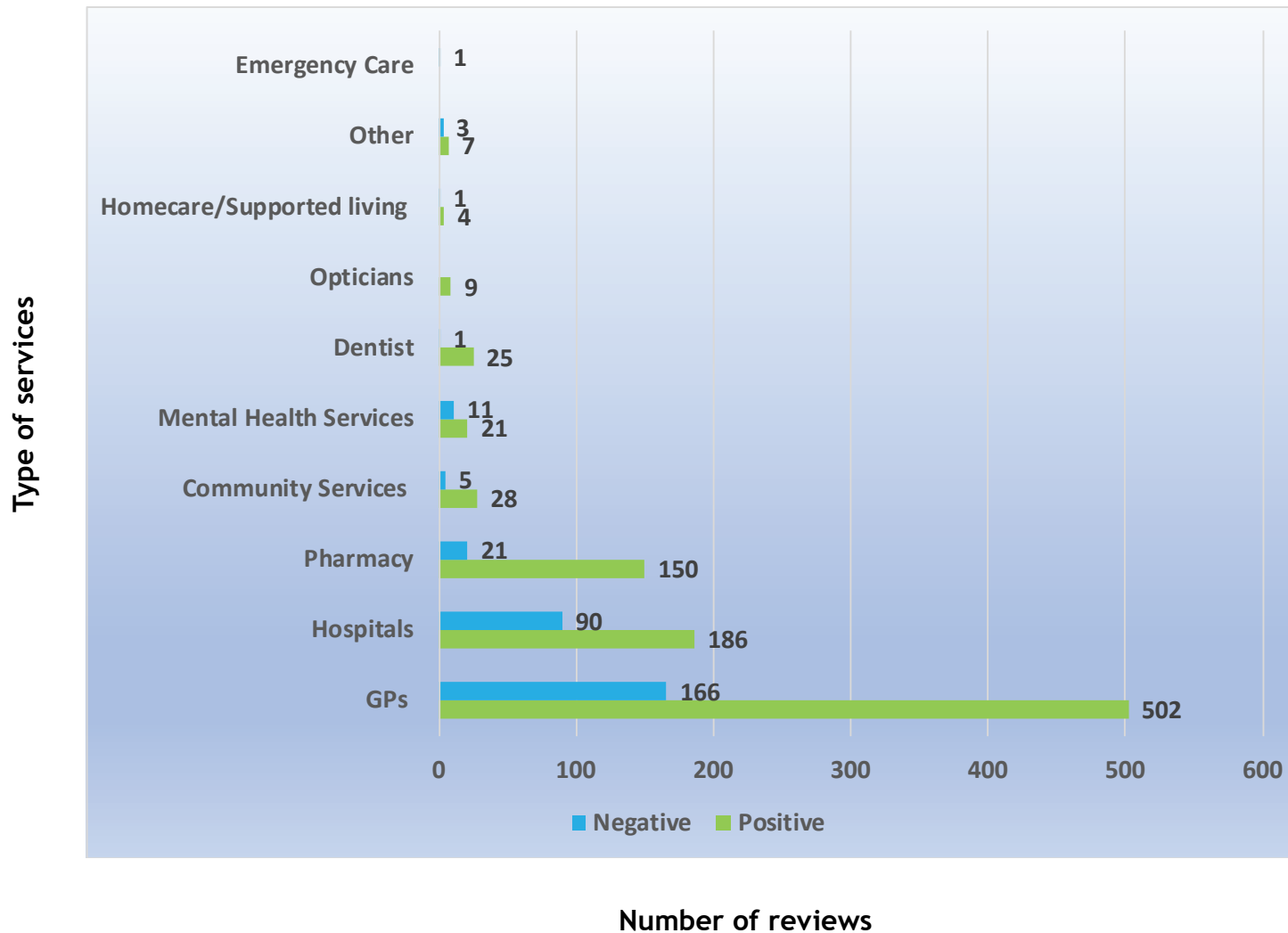
As the Patient Experience Programme develops, Healthwatch Ealing (HWE) will look to focus on capturing patient experience reviews from an increasing number of services areas such as mental health services, social care services, Out of hours GPs and others. However, where services are more applicable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

Type of services





# Distribution of Positive & Negative Reviews



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

The 'GPs' category received the highest number of positive reviews 75% (n.502) followed by the 'Hospital' category which received 67% (n.186) positive reviews.

However, the 'Hospital' and 'GP' categories also received the highest number of negative reviews 'Hospital' - 33% (n.90) and 'GP' - 25% (n.166).

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

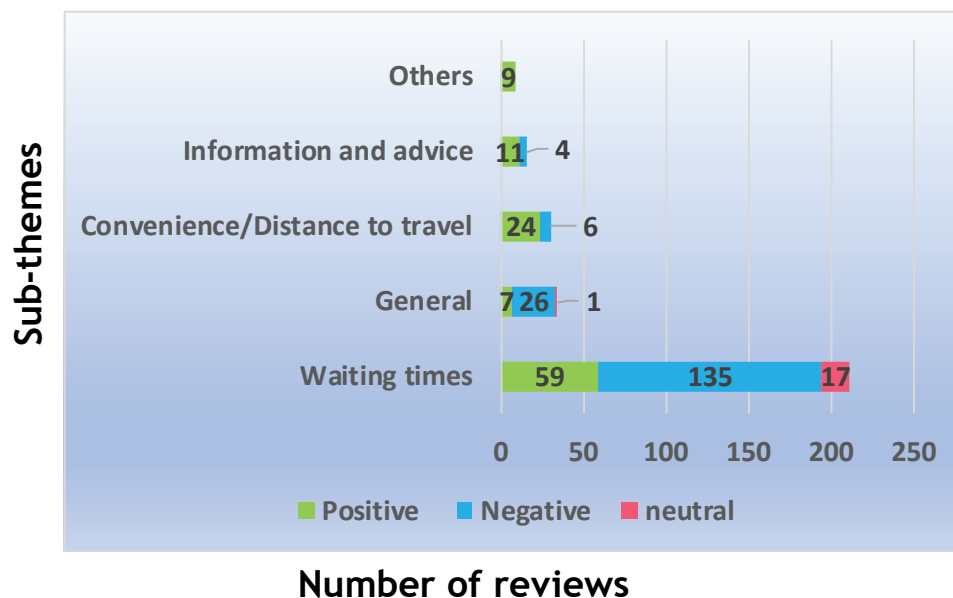
# Themes/Sub-themes/Trends for GPs

This section shows a breakdown of the main themes and sub-themes for those service areas where we received a significant number of reviews. In Q2 these areas are: **GPs, Hospitals, Pharmacy and Mental Health services**. After asking patients for an overall star rating of the service we ask them to “tell us more about your experience”. (See the appendices for examples of our physical and online questionnaires). Each comment is uploaded to our Online Feedback Centre where up to five themes and sub-themes may be applied to the comment (see appendix 3 p44-45 for a full list). Depending on the content of the comment it may have one or more themes attached to it. **For this reason, the total numbers of themes will differ from the total number of reviews for each service area.** For each theme applied to a review, a positive, negative or neutral ‘sentiment’ is given.

**Access to services** remains to be one of most applied themes with 300 patient reviews focusing on this area. Out of a total of 300 reviews received about the **Access to services** theme, 34% (n.102) were positive, 60% (n.180) were negative and 6% (n.18) were neutral.

The chart below shows the breakdown of the sub-themes for **Access to services**. The sub-theme related to **Waiting times** was most frequently discussed, with two-thirds of all **Access to services** issues focusing on this topic. In addition, **Waiting times** contributed the highest number of reviews with a negative sentiment, as 135 out of 180 instances of negative feedback within **Access to services** theme have been caused by excessive waiting times. On a more encouraging note, 59 patient reviews that discussed **Waiting times** mentioned it in a positive context, which represented 54% of all positive reviews related to **Access to services**.

## Top five sub-themes for Access to services



### Positive reviews

“Everything is fine, I booked an appointment this morning and got it. The doctors are very good. The waiting is fine.”  
*Elthorne Park Surgery*

“It’s easy to get an appointments, the waiting time is not bad, staff are nice and the treatment and care I received is good.”  
*Florence Road Surgery / Dr Evans & Partners*

### Negative reviews

“They are good and okay, just waiting time is sometimes the problem and booking appointment is poor.”  
*Ealing Park Health Centre*

“The waiting times are too long the telephone service is terrible doctors are nice the receptionists are okay”  
*Mattock Lane Health Centre (Dr Nay Lin)*

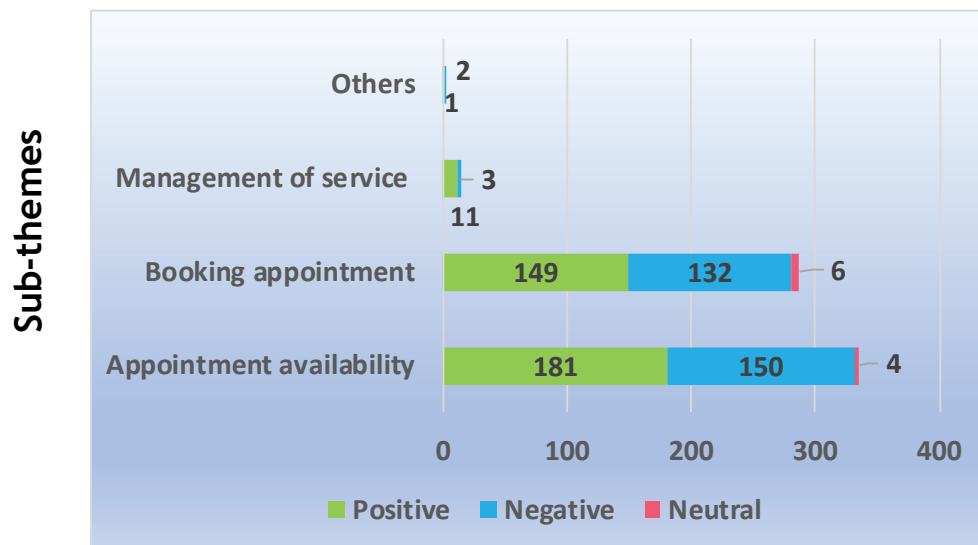
# Themes/Sub-themes/Trends for GPs

On this occasion, **Administration** had 639 reviews 53% (n.341) were positive, 45% (n.288) were negative and 2% (n.10) were neutral. The chart underneath presents a more detailed breakdown, featuring the top four sub-themes for **Administration**. The majority of reviews focused on the sub-theme **Booking appointment**. This received 287 reviews (45% of all belonging to **Administration** theme). Over half of the reviews relating to the sub-theme of **Booking appointment** (52%, n.149) were positive.

The sub-theme **Appointment availability** had the highest proportion of feedback with a positive sentiment on this occasion (54%, n.181). Patients have said that they found it easy in securing an appointment to see their GP on the same day when it's an emergency. However, the sub-theme **Booking appointment** presents a more balanced outlook between positive and negatives reviews. It indicates that patients find the process of **Booking an appointment** relatively straightforward but are in many instances, where people expressed concern about the length of time they need to wait to see a doctor.

76% (n.11) of reviews related to the sub-theme **Management of service** mentioned it in a positive context. From speaking to patients, it suggests that, generally speaking, patients are satisfied with the way their GP surgeries are managed.

## Top four sub-themes for Administration



Number of reviews

### Positive reviews

"I found it easy to get the emergency appointment, the doctors are very good and the receptionist are very helpful."

*The Mill Hill Surgery*

"In here the staff are friendly and it is very easy to get an appointment. The services is excellent and when you try to call them they always try to help you."

*Florence Road Surgery*

### Negative reviews

"Ease of gaining appointment is poor, to book appointment sometimes 10 days or two weeks wait if not urgent."

*Ealing Park Health Centre*

"You can't get an appointment but I think it is not the doctors fault, it's the government. You can't get appointment earlier and when you need an emergency appointment you phone many times but can't get it."

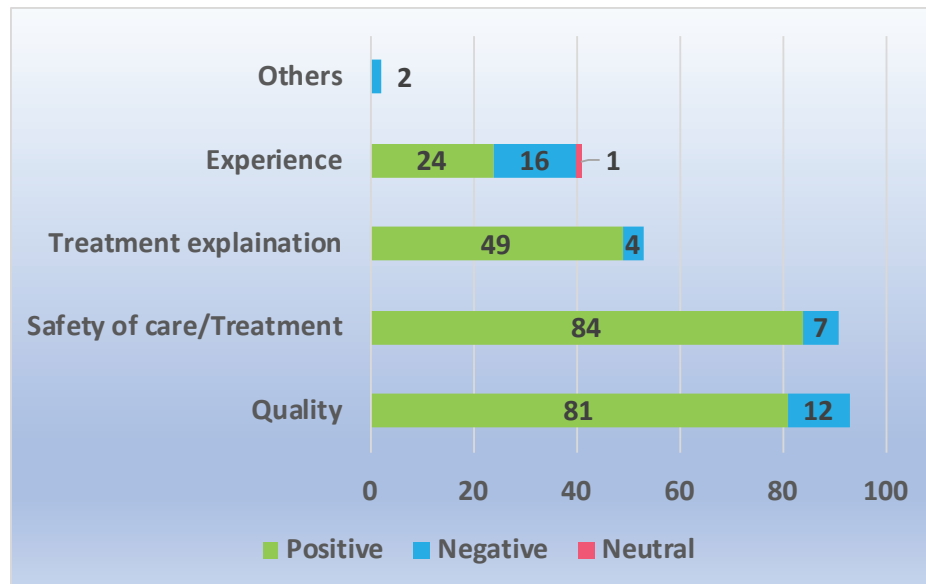
*The MWH Practice*

# Themes/Sub-themes/Trends for GPs

**Treatment and Care** had 280 reviews mentioning this main theme. These reviews have been largely positive, 85% (n.238), patients expressed their satisfaction and 15% (n.42) were negative.

In the chart below, you will find a breakdown of the sub-themes for **Treatment and Care**. The sub-theme **Quality and safety of care/Treatment** received the highest reviews which made up 33% (n.93) and 33% (91), respectively of the reviews. The sub-theme **Treatment explanation** received 19% of the reviews.

Top five sub-themes for Treatment and care



Number of reviews

Sub-themes

## Positive reviews

“I have been attending this GP surgery for thirty-eight years and always receive the best of care. Especially from, my local doctor. Also, if I am ever in need of an emergency appointment, I am able to visit my doctor within a day.”

*Mattock Lane Health Centre (Dr Nay Lin)*

“I have always felt well treated and looked after. I trust them and feel confident in their services and patient care.”

*Ealing Park Health Centre*

## Negative reviews

“They don't listen and they don't help at all. Sometimes the doctor seems like he doesn't care and when I stay and explain all my problems he just says you're okay.”

*Waterside Medical Centre*

“All the taxes I have paid and I am suffering now. The doctor he does not care about me. When I see him and talk about my problem he does not do anything. When I speak to the practice manager, she is arrogant and does not listen.”

*Churchfield Surgery*

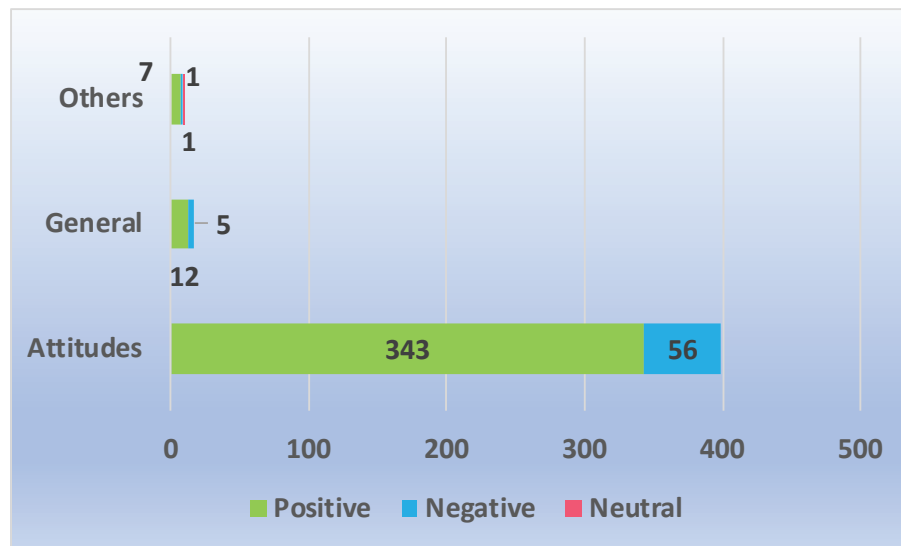


# Themes/Sub-themes/Trends for GPs

The **Staff** theme received 426 reviews. Out of all the main themes, **Staff** received the highest % of positive reviews with 85% (n.362) positive comments, and 15% (n.64) being negative comments.

The chart below illustrates a breakdown of the sub-themes for **Staff**. **Staff attitude** was the most frequently mentioned sub-theme with 86% (n.343) positive comments. Patients said they were pleased with the attitude of the staff at their GP surgery.

Top three sub-themes for Staff



Number of reviews

### Positive reviews

“Quality of care, helpful and polite doctors. The receptionists are very nice, the communication feels personal and easy to get an appointment to come and see the doctor.”

*Queens Walk Practice*

“The staff are very helpful, the doctors are good, very knowledgeable. It's easy to get an appointment like this morning I phoned and got this appointment. You don't get to see the same doctor every time but its fine because they have good doctors.”

### Negative reviews

“The receptionists are very rude and have zero tolerance for foreign people. They don't respect you the same way they respect others! They never have free appointments for you even when it is an emergency.”

*Greenford Road Medical Centre*

“Rude, unprofessional doctors with no time, understaffed at this surgery and dismissive attitude. They want people to register but not to visit.”

*Florence Road Surgery*

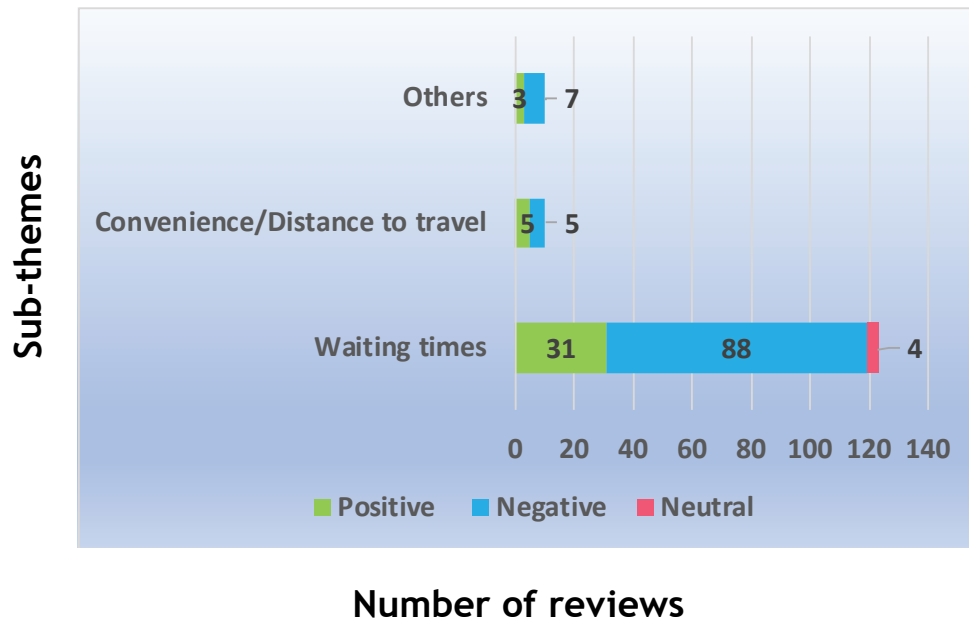
# Themes/Sub-themes/Trends for Hospitals

The **Access to services** main theme received 143 reviews, 27% (n.39) were positive, 70% (n.100) were negative and 3% (n.4) were neutral. Out of the main themes, Access to services received the lowest proportion of positive reviews.

The chart below presents a more detailed breakdown of the top three sub-themes for **Access to services**. The sub-theme - **Waiting times** was most frequently mentioned, with over three-quarters (n.123) citing it as an issue. In addition, **Waiting times** had the highest number of reviews with a negative sentiment. Out of 100 reviews, 88 of negative reviews were related to excessive waiting times at the Hospital.

31 of the reviews that discussed **Waiting times** mentioned it in a positive context, which represented 79% of all positive reviews related to the main theme **Access to services**.

Top three sub-themes for Access to services



## Positive reviews

“It’s easy to get an appointments, the waiting time isn’t long. The staff, receptionists and nurses are very helpful.”

*Outpatients*

“I had treatment in here and the staff were very pleasant and kind to me. The attitude of the staff is lovely. It is very difficult to park and its so expensive so I come by bus. I never find the waiting time too long.”

*Outpatients*

## Negative reviews

“The waiting time is too long all the time. The staff and the services are very good, the toilets are disgusting, very bad and not clean. Parking is so expensive.”

*Outpatients*

“My daughter had a temperature and was generally not feeling well but first time in emergency with very long waiting time, they said she is fine and sent her home on the same day, she got even worse and the second time we had to wait from 12:00 pm to 14pm with the 10 year old son.”

*A&E*

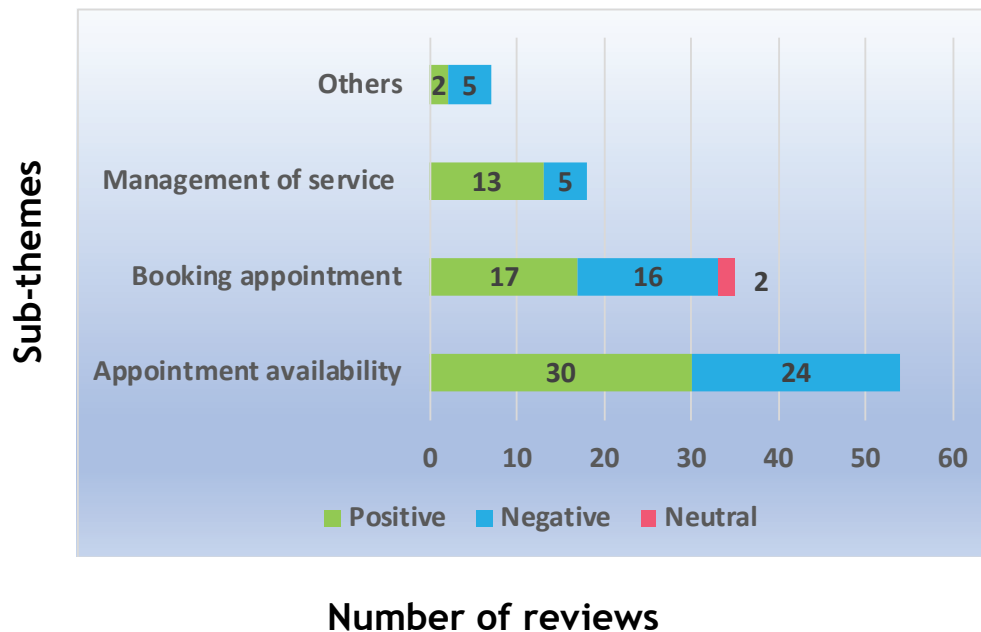
# Themes/Sub-themes/Trends for Hospitals

The **Administration** main theme received 114 reviews. 54% (n.62) were positive, 44% (n.50) were negative and 2% (n.2) were neutral.

The chart below illustrates a breakdown of the top four sub-themes for **Administration**. The sub-theme **Booking appointment** received 35 reviews (making up 31% of all the reviews related to the **Administration** theme). The sub-theme **Appointment availability** received the highest proportion of feedback with a more balance between positive and negative sentiment (56%, n.30 and 44%, n.24). Patients said that there was a long waiting time between appointments and sometimes they have to wait a minimum of six to three months for the next appointment.

The sub-theme **Booking appointment** had a more balanced outlook between positive and negative reviews. Patients have said that the process of securing an outpatient appointment at the hospital wasn't their main worry, but the length of time they have to wait to see a specialist was an issue. 72% (n.13) of reviews related to **Management of service** sub-theme were positive, suggesting that patients were satisfied with the management of services in the hospital.

**Top four sub-themes for Administration**



## Positive reviews

“Its very easy to get an appointments, I had thyroid and the treatment started immediately and the staff were very accommodating and the doctors explanation was thorough.”

*Outpatients*

“Its easy to get an appointments and the waiting time isn't too long normally. Usually come with my mum and I find that the doctors are very accommodating and have a very appropriate approach in explaining the treatment to my mum.”

*Outpatients*

## Negative reviews

“9 mm stone in my kidney and A&E referred to urology. Urology said information sent to central appointment centre to give me a date, that was on 9th of July 2018 and it's 22nd of August 2018 and I'm still waiting.”

*Outpatients*

“ Appointment keeps being cancelled, I keep having to come in frequently at short notice. Staff are fine waiting time is extremely long booking an appointment through the phone is difficult.”

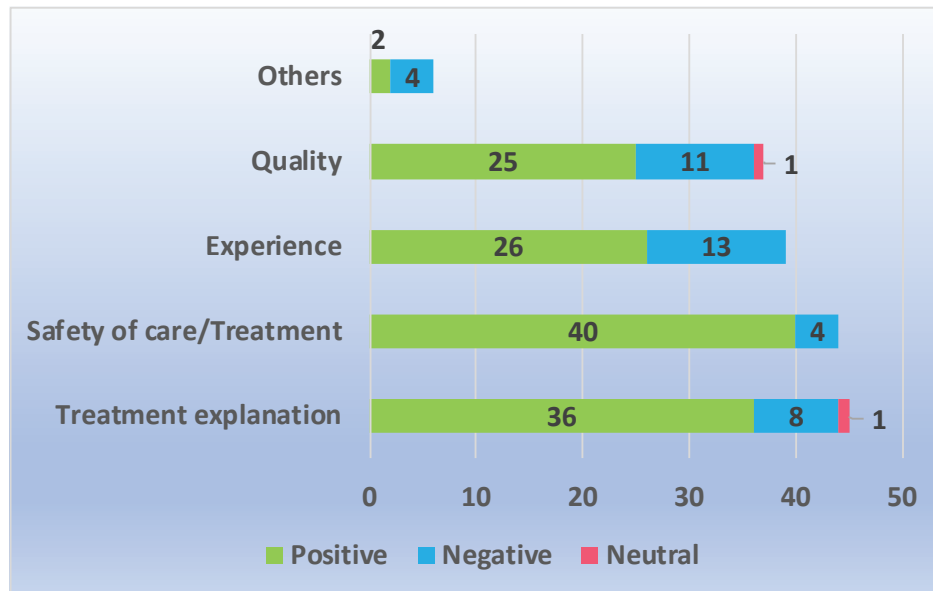
*Outpatients*

# Themes/Sub-themes/Trends for Hospitals

**Treatment and Care** received 171 reviews. These reviews have been largely positive, as 75% (n.129) of patients expressed satisfaction, whereas 23% (n.40) were negative and 1% (n.2) were neutral.

The chart underneath presents a breakdown of the sub-themes for **Treatment and Care**. The sub-theme **Treatment explanation** received 26% of the reviews, closely followed by **Safety of care**, and **Experience** (25% and 23%, respectively). In all three sub-themes 60% of the comments were positive. **Safety of care/Treatment** and **Treatment explanation** received 91% and 80% of positive reviews, respectively.

Top five sub-themes for Treatment and Care



Number of reviews

## Positive reviews

“To be honest the hospital is good, I mean I can get the appointment easily, the staff attitude is good, the doctors explain to me whatever is going on and I get my treatment happily.”

*Outpatients*

“All my family use this hospital and I am happy with my treatment, with staff attitude and almost everything. Of course it is much better than it used to be before.”

*Outpatients*

## Negative reviews

“I brought my husband and they didn't look after him! I had to take him to a private hospital and they operated on him immediately, this hospital does not care about the patients because it is not private.”

*Outpatients*

“My daughter in-law came yesterday with a very high temperature that she had for 2 weeks. The staff did not care about us and the doctor just asked a lot of questions rather than giving a good treatment explanation. They did not provide any kind of treatment and just wanted to talk.”

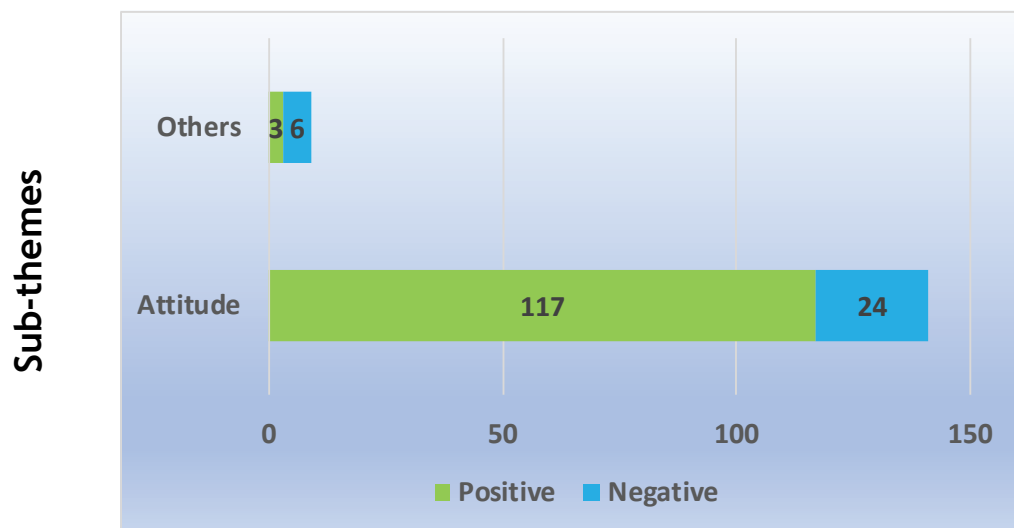
*A&E*



The **Staff** main theme received 150 patient reviews. It had the highest proportion of positive reviews out of all main themes discussing hospital services (80% n.120) and 20% (n.30) were negative reviews.

The chart below presents a breakdown of the sub-themes for **Staff**. The sub-theme **Staff attitude** received over two-thirds of the reviews (94%, n.141). 97% (117 out of 120) were positive reviews.

Top two sub-themes for Staff



Number of reviews

### Positive reviews

“Not very clean, however the doctors and staff have been very friendly and thorough. They have been attentive to my situation and been very proactive so I'm satisfied.”

*Outpatients*

“Friendly staff, efficient in their work, you can always see the same doctor, they are very thorough, they are well experienced, the only issue is the waiting is too long.”

*Outpatients*

### Negative reviews

“Waiting time is really long and half the time staff aren't helpful. Should be a staff at the reception. Getting through to the hospital is difficult.”

*Outpatients*

“Got admitted here for an infection on the 6th floor. The staff weren't very nice at all, beeped for over an hour to have the window open as I was weak and was sweating but no one came.”

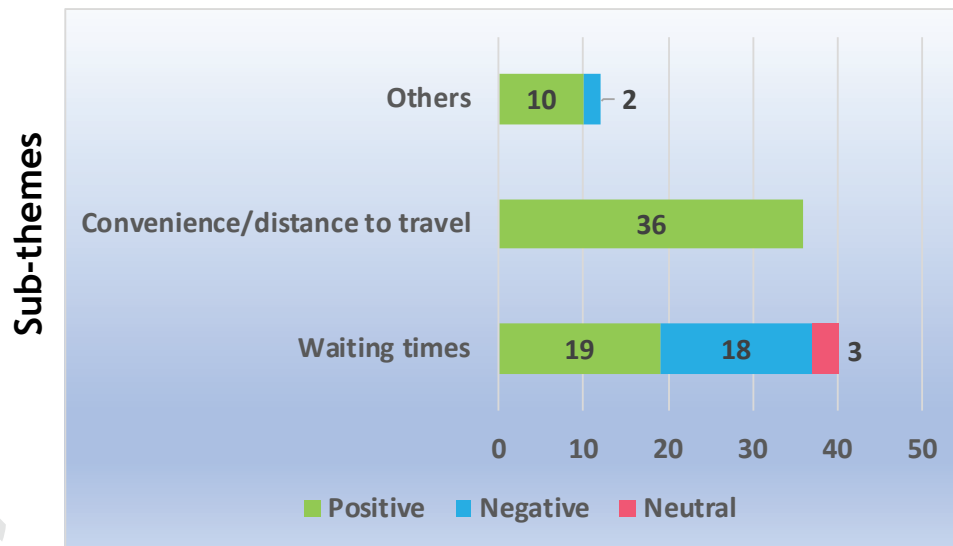
*Inpatients*

# Themes/Sub-themes/Trends for Pharmacy

The main theme **Access to services** received 88 reviews. 74% (n.65) were positive, 23% (n.20) were negative and 3% (n.3) were neutral reviews.

The chart below shows a breakdown of the sub-themes for **Access to services**. The sub-theme **Waiting times** received almost half of the reviews (48%, n.40). **Waiting times** received the highest proportion of feedback with a more balance outlook between positive and negative sentiment (48%, 19) and (45%, n.18). Most of the comments cite the issue of excessive waiting times at the pharmacy where as some of the patients were satisfied with the wait.

Top three Sub-themes for Access to services



Number of reviews

## Positive reviews

“Very convenient, quick service and the staff are nice and helpful.”  
*Watmans Pharmacy (Hillview surgery)*

“It’s okay, it’s close to my house and my GP. The waiting is good.”  
*Shah Pharmacy*

## Negative reviews

“It’s good but the waiting is very long. It was hectic. There were people dropping they prescription so I had to wait long.”  
*Mattock Lane Chemist*

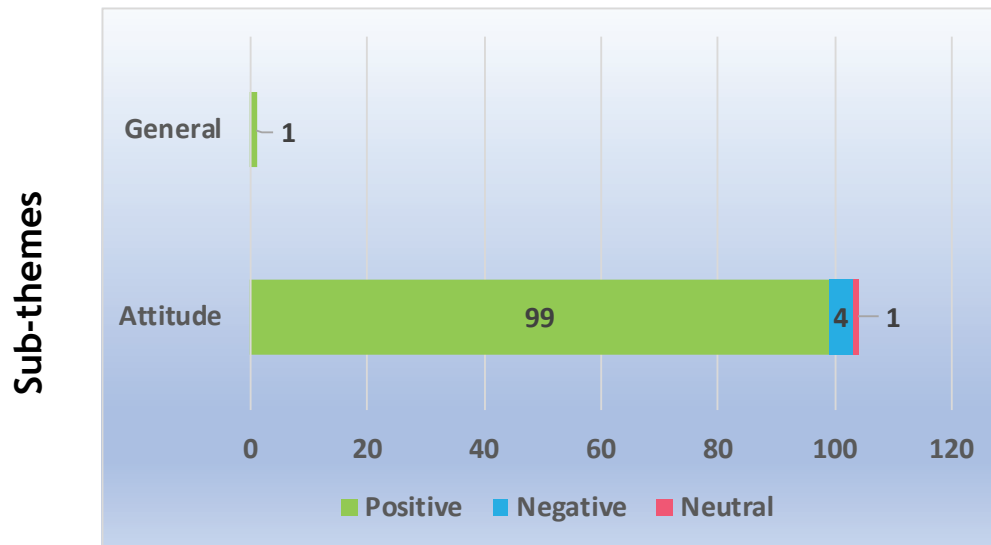
“Amazing staff, friendly and helpful. Its very busy so there is always a long waiting but they always apologize.”  
*Lloyds Pharmacy, Acton*

# Themes/Sub-themes/Trends for Pharmacy

The **Staff** main theme received 105 reviews. 95% (n.100) of the reviews were positive, 4% (n.4) were negative and 1% (n.1) were neutral.

The chart below shows a breakdown of the top two sub-themes for **Staff**. **Staff attitude** received overwhelmingly positive feedback as 95% (n.99) of all reviews indicated that they were pleased with staff attitude at the pharmacy.

Top two sub-themes for Staff



Number of reviews

## Positive reviews

“Excellent pharmacy, very friendly and helpful. The staff are very nice and helpful. If you have issues with the prescription he will call the GP and if you don't get your prescription he will give it to you. He knows me well.”

*Chana Chemist, 33 High Street, Southall*

“The staff are very nice and helpful. They managed my prescription very well.”

*Horn Lane Pharmacy*

## Negative reviews

“Its fine but I don't like one of the staff she is a bit rude.”

*Mattock Lane Chemist*

“It's a long wait usually, they do know your prescription and how to deal with it, however, sometimes the staff rush you and don't give you the correct instructions and makes you really uncomfortable to ask further questions as they don't have a very good attitude.”

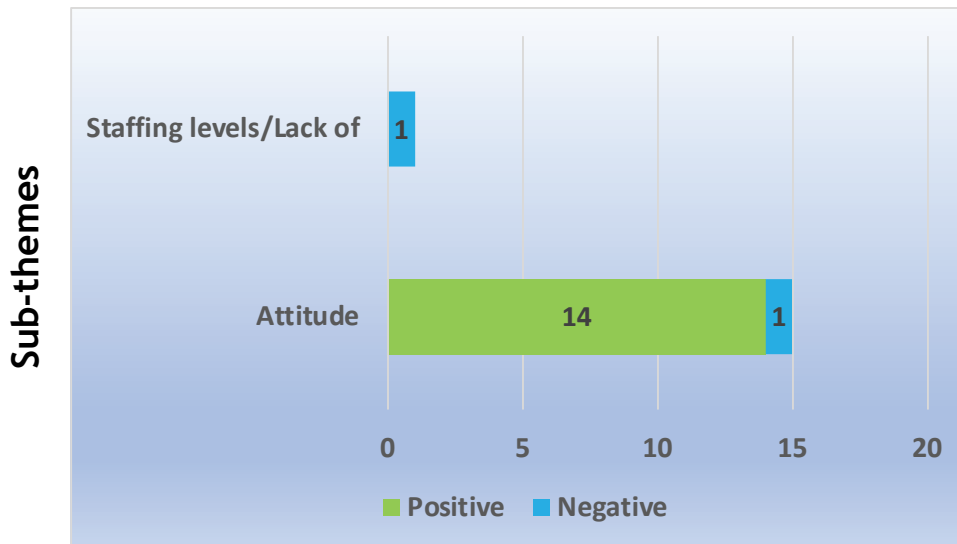
*Lady Margaret Road Pharmacy*

# Themes/Sub-themes/Trends for Mental Health

The **Staff** main theme received 15 reviews. 88% (n.14) of the reviews were positive and 13% (n.2) were negative.

The chart below shows a breakdown of the top two sub-themes for **Staff**. **Staff attitude** received overwhelmingly positive feedback as 93% (n.14) of all reviews indicated that they were pleased with staff attitude.

Top two sub-themes for Staff



Number of reviews

### Positive reviews

“This service is very good, the staff are very nice but the waiting time is very long. Its very easy to book an appointment, its done straight away for the next visit.”

*Ealing West Recovery Team*

“At the IAPT Service, he had 20 counselling sessions, which he found useful. Following these sessions, he had an assessment with a psychiatrist at Cherington House. During this assessment, he felt understood and felt that the doctor gave him what he needed: medication and a diagnosis...”

*Ealing IAPT*

### Negative reviews

“Staff don't listen to what you tell them. It's very hard to get on the phone.”

*Ealing CAMHS*

“ He felt disoriented and worried. The service user reports that in September he went to the Limes where a professional told him that there is an assessment booked “in two weeks” and a letter is ready in the reception for him to pick up. However, he opened the letter too late and, since the assessment was after 5 days, the service user missed the appointment. The service user attempted several times to get in touch with this professional with no luck. He went to the Limes to try to leave a message but a member of staff said that this was not possible because “we do not take messages...”

*Ealing West Recovery Team*



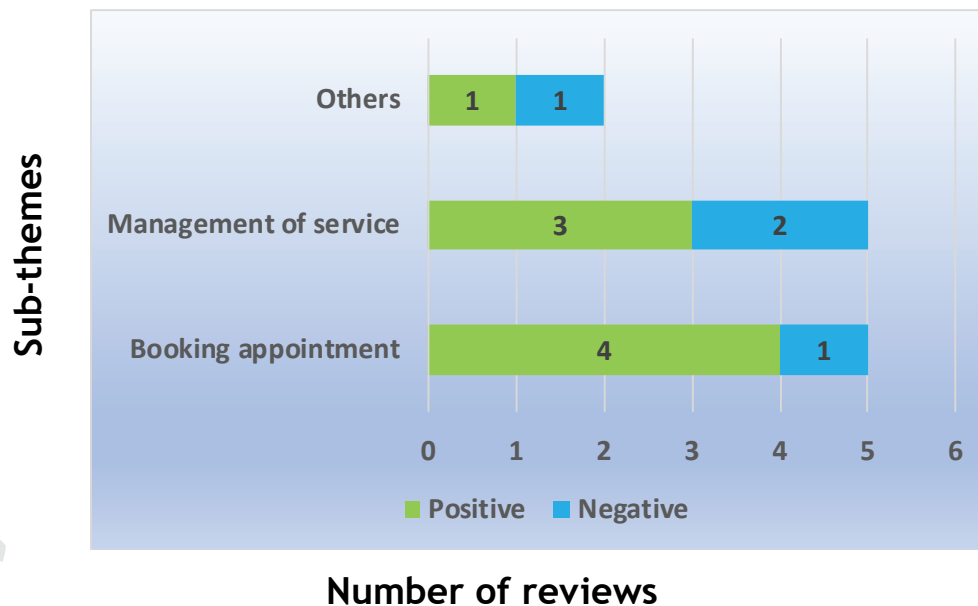
# Themes/Sub-themes/Trends for Mental Health

The **Administration** main theme received 12 reviews. 67% (n.8) were positive and 33% (n.4) were negative.

The chart below illustrates a breakdown of the top three sub-themes for **Administration**. The sub-theme **Booking appointment** received 5 reviews (making up 42% of all the reviews related to the **Administration** theme). In addition, the sub-theme **Booking appointment** received overwhelmingly positive feedback as 50% (n.8) of all reviews indicated that they found the process of securing an appointment straightforward.

The sub-theme **Management of service** had a more balanced outlook between positive and negative reviews, suggesting that patients were satisfied with the management of services.

Top three sub-themes for Staff



## Positive reviews

“Treatment is accurate and appointment is given when needed.”

*Ealing CAMHS*

“I get the support I need, I can phone if I need to speak to anyone and they refer me to a support group. I have a care coordinator which I meet once a month, she is great, very supportive, and understanding. She told me if I need to see her more I should let her know.”

*Ealing West Recovery Team*

## Negative reviews

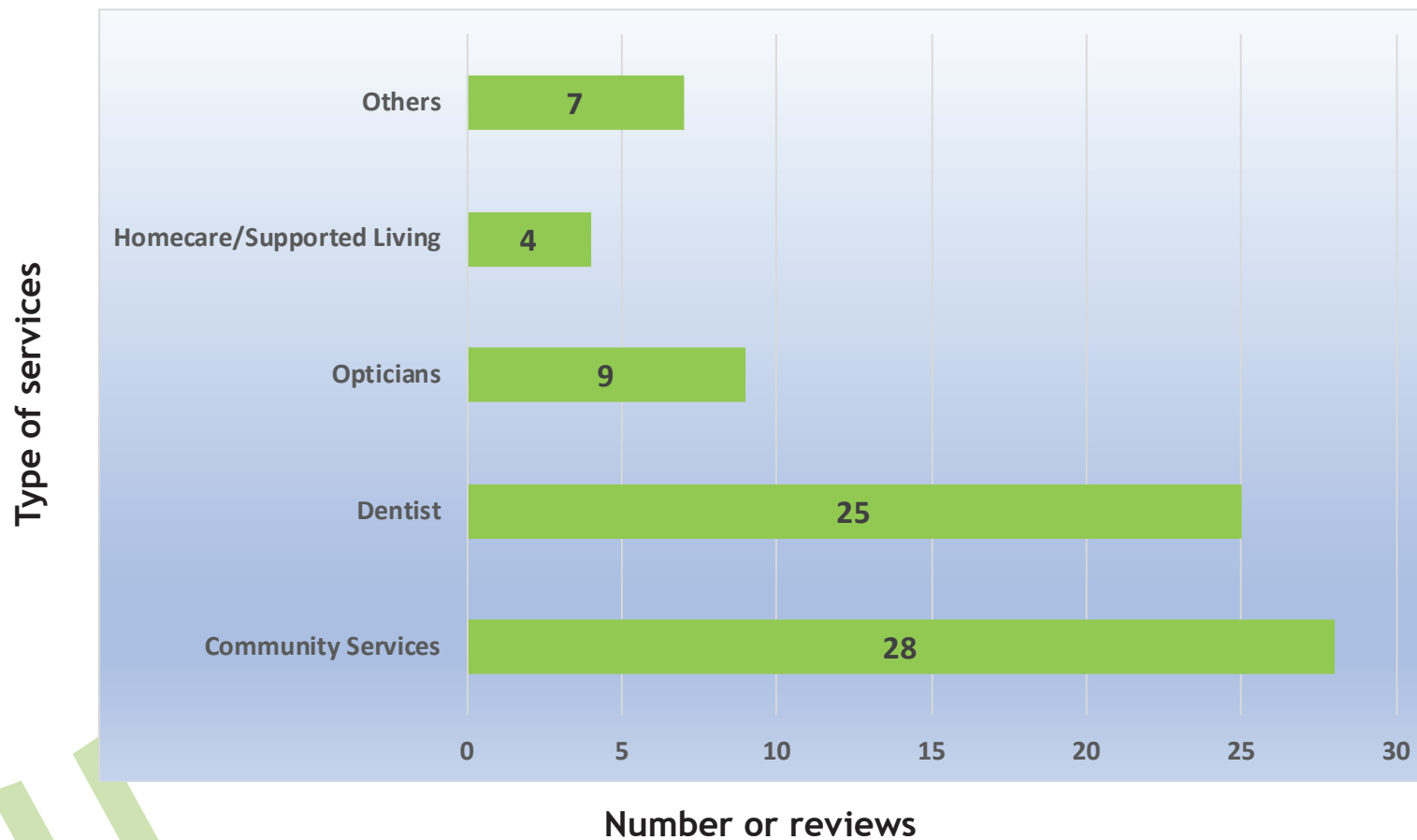
“ Her care coordinator months ago told her that she will be probably discharged back to the Primary Care Mental Health Team. She is struggling to get hold of her care coordinator during these last months and she wished she had more information from her. For instance, this service user found out about the Stepping Forward course thanks to the vocational services at the Recovery Hub.with no luck. He went to the Limes to try to leave a message but a member of staff said that this was not possible because “we do not take messages...”

*Ealing East Recovery Team*

# Positive Reviews: Themes/Trends

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

July-August-September





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## Community services

“I saw my doctor and he referred me to a specialist, the whole process was very quick. He sent me for an MRI first and last week I started having a physiotherapy. It was really good the way he handled everything. The exercise is working.”

*Rehabilitation - Ealing Community Services*

“Its very quick, its easy to get an appointment, you can choose your time. The staff are okay.”

*Diabetic Eye Screening*

“I have been using this service since April and so far so good, now they investigate the real issue.gh”

*Rehabilitation - Ealing Community Services*

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## Dentist

“It's very good, my brother is afraid to go to the dentist but since we moved here its okay. They are very friendly and helpful.”

*South Ealing Dental Practice*

“Very good, excellent dentist, they are very good the dentist make sure you are relaxed.”

*Ealing Dental Care*

“Its good, I had a filling last week and everything was done perfectly. I can get an appointment anytime and I can speak to the dentist anytime.”

*Hanwell Dental Practice*

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## Mental Health services

“I use the West London mental health as part of (RISE). I like that place because there is a lot of help. I'm an alcoholic and I have many other problems so the people in there are gentle and they support you for everything you need. I've used this service for more than 10 years.”

*Trust Headquarters, West London Mental Health NHS Trust*

“I work with a psychiatrist, we made a plan which I went to the Recovery College. There are stages of planning where I did enjoy. After 9 months of working together I was recommended for a final discharge after 30 years. I was very happy. I was happy that I was not in the mental health system anymore. A lot has changed with mental health, people listen to them now.”

*Ealing East Recovery Team*



## Others

“My husband was suffering from severe migraine on Friday night and there was not a GP surgery open so we called them and they were very helpful. The ambulance came 2 hours later and they stayed 1 hour with him. He has now been referred to a specialist. The ambulance crew were fantastic.”

111

“I have called once because I needed advice and they were very helpful, they booked an appointment for my son at A&E.”

111

“I called them last night for my daughter because she was vomiting every time I fed her so they advised me to go to the hospital or wait in the morning to see the GP.”

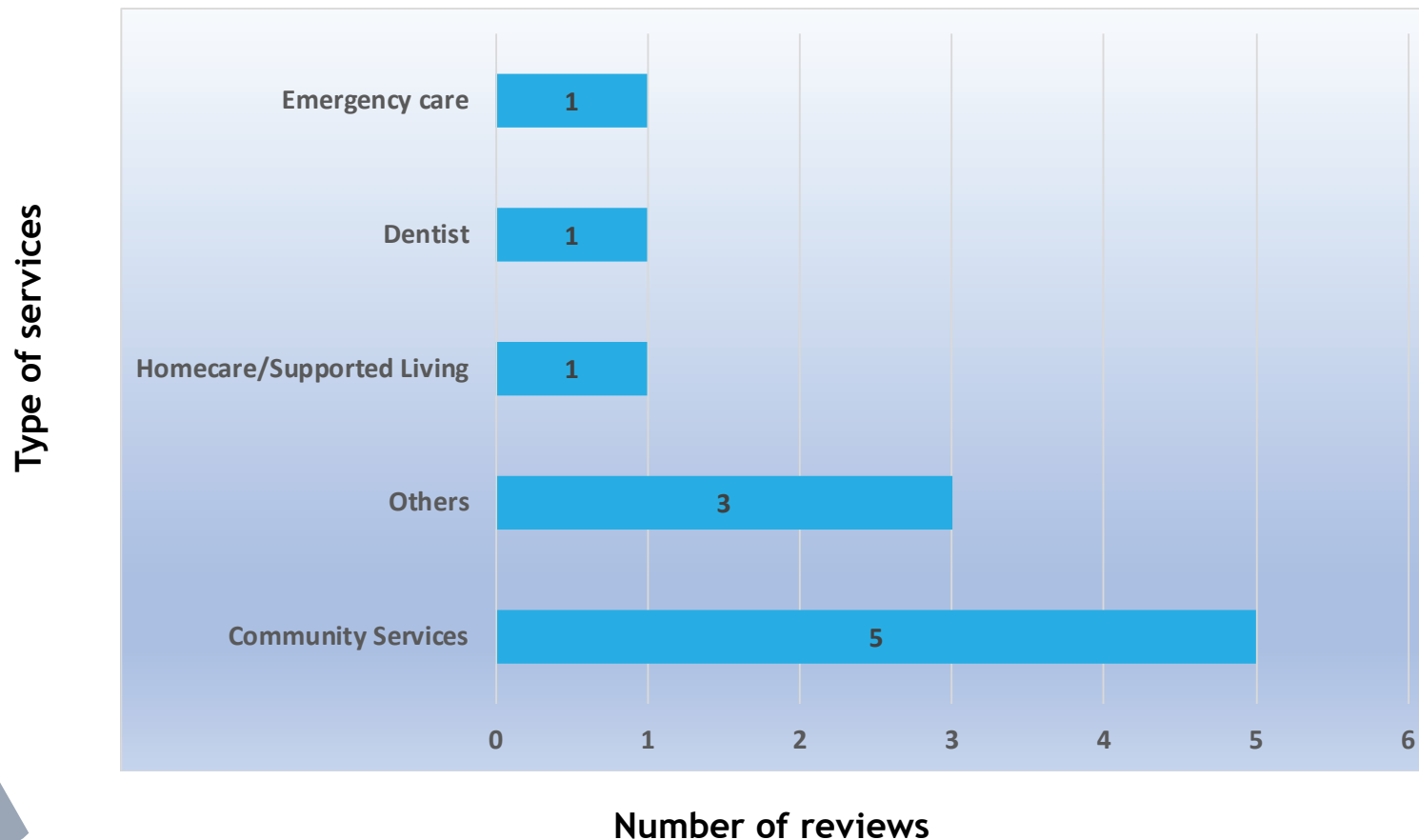
111



# Negative Reviews: Themes/Trends

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

July-August-September





## Community services

“I have been waiting 2 months for this appointment and now I am here I have been waiting for more than 30 minutes.”  
*Diabetes Integrated Care Ealing (DICE) - Grand Union Village*

“The service used to be good but since the budget cut is not good, there is a long waiting. You do everything by yourself and the staff don't do much. The new key worker they are not good once she threatens me to take my medication away.”  
*Rehabilitation - Ealing Community Services*



## Dentist

“It's good, it's our local dentist all my family use it. Its okay but sometimes it's not easy to get an appointment.”  
*Hanwell Dental Centre*



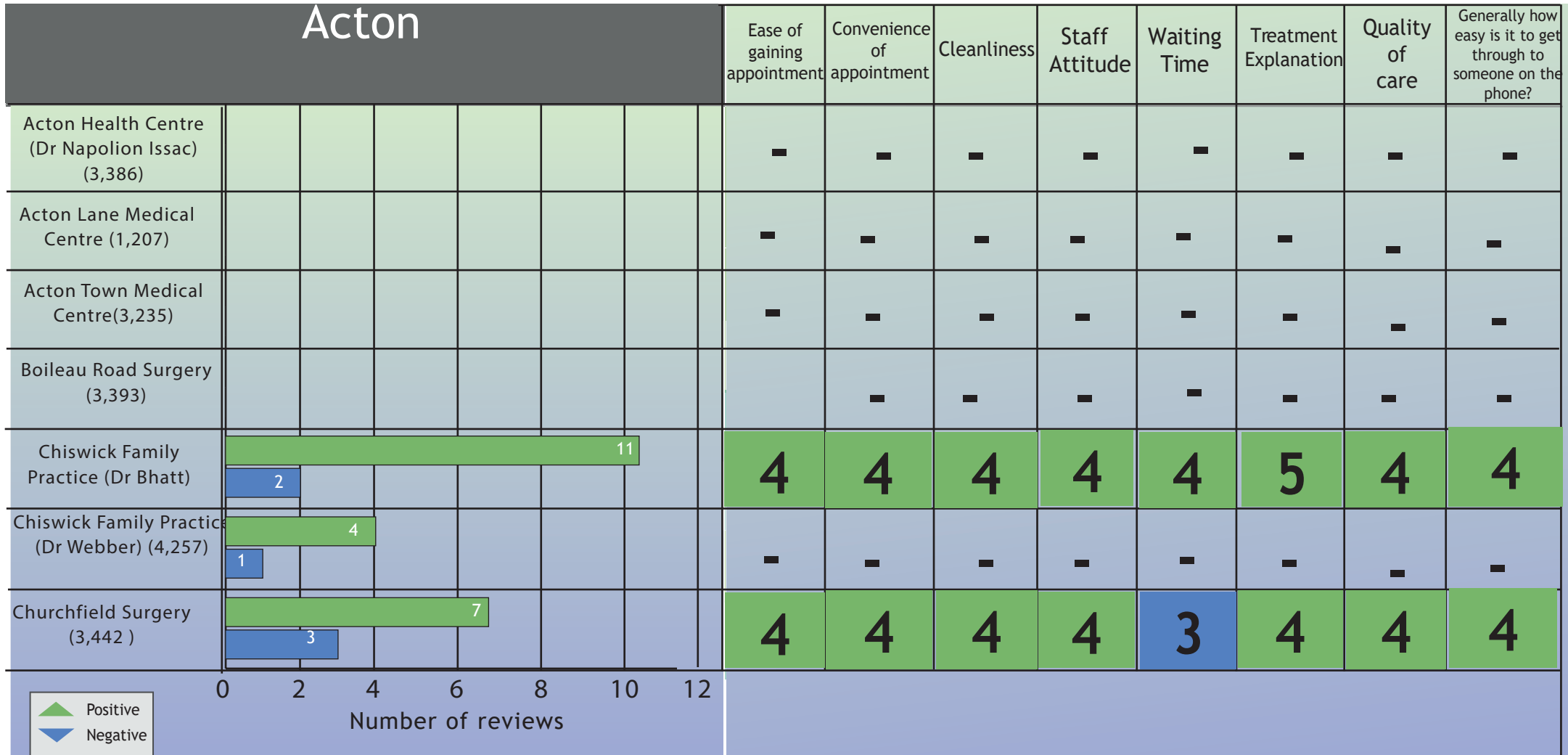
## Mental Health services

“Before being sent to The Recovery Team East I think they need to have more communication between services. I was in lower doses and they were supposed to stop but when they moved me to the knew place they did not stop they gave me a lower dose and later increase it. I was told by my GP that I was going to be off. There is a lack of communication between the services.”  
*Ealing Recovery Team East*

“My care coordinator she is not helpful. I needed to fill out an application form and she said someone would help me but never did. I had to do everything on my own at the last minute. There is also a miscommunication, I had an assessment with psychiatric to put me on DPT but the psychiatric said I don't need to be on DPT and she said I will need another assessment. The receptionists are very nice.”  
*Ealing West Recovery Team*

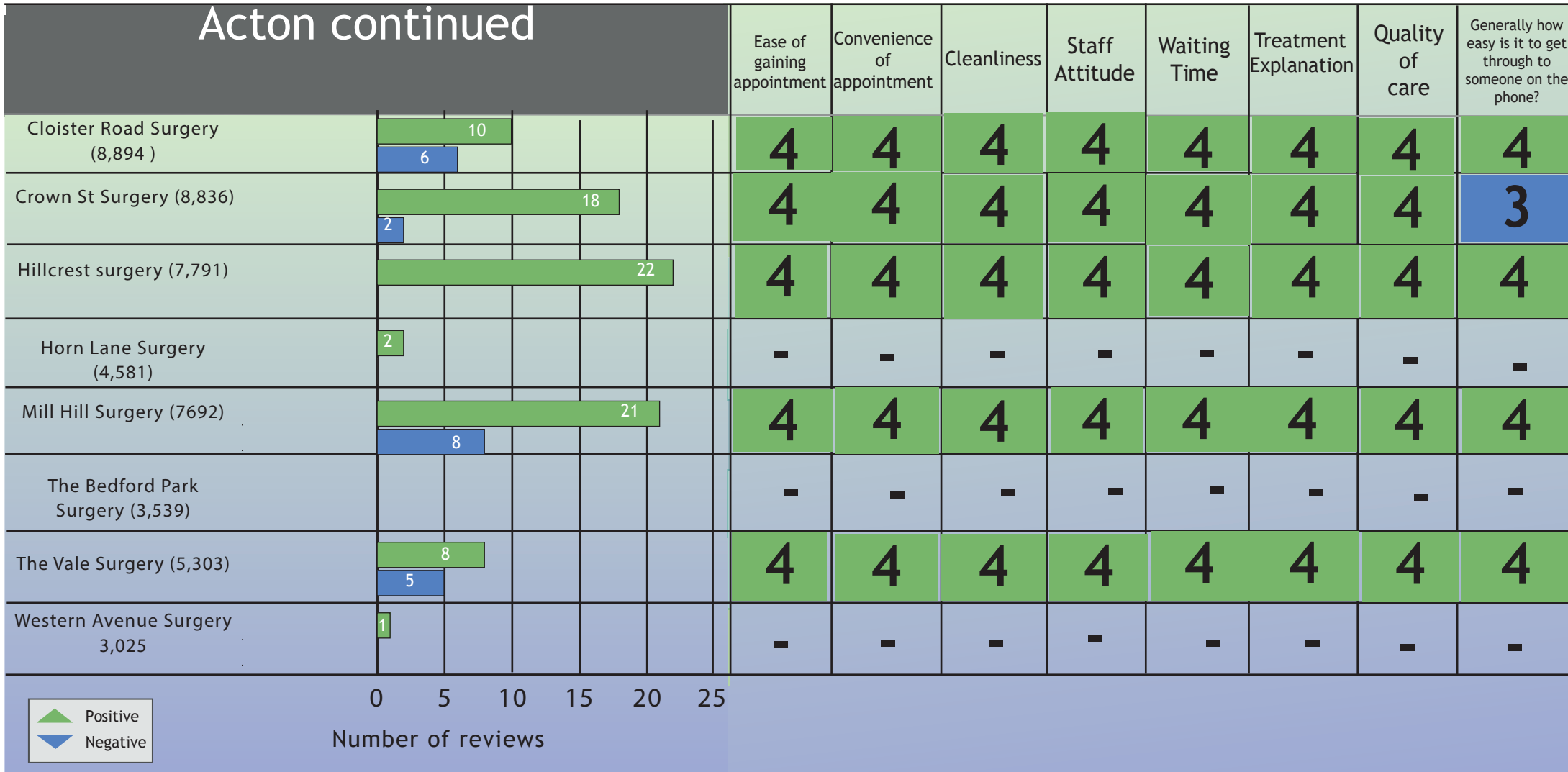
# Network Area Specific GP Reviews

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



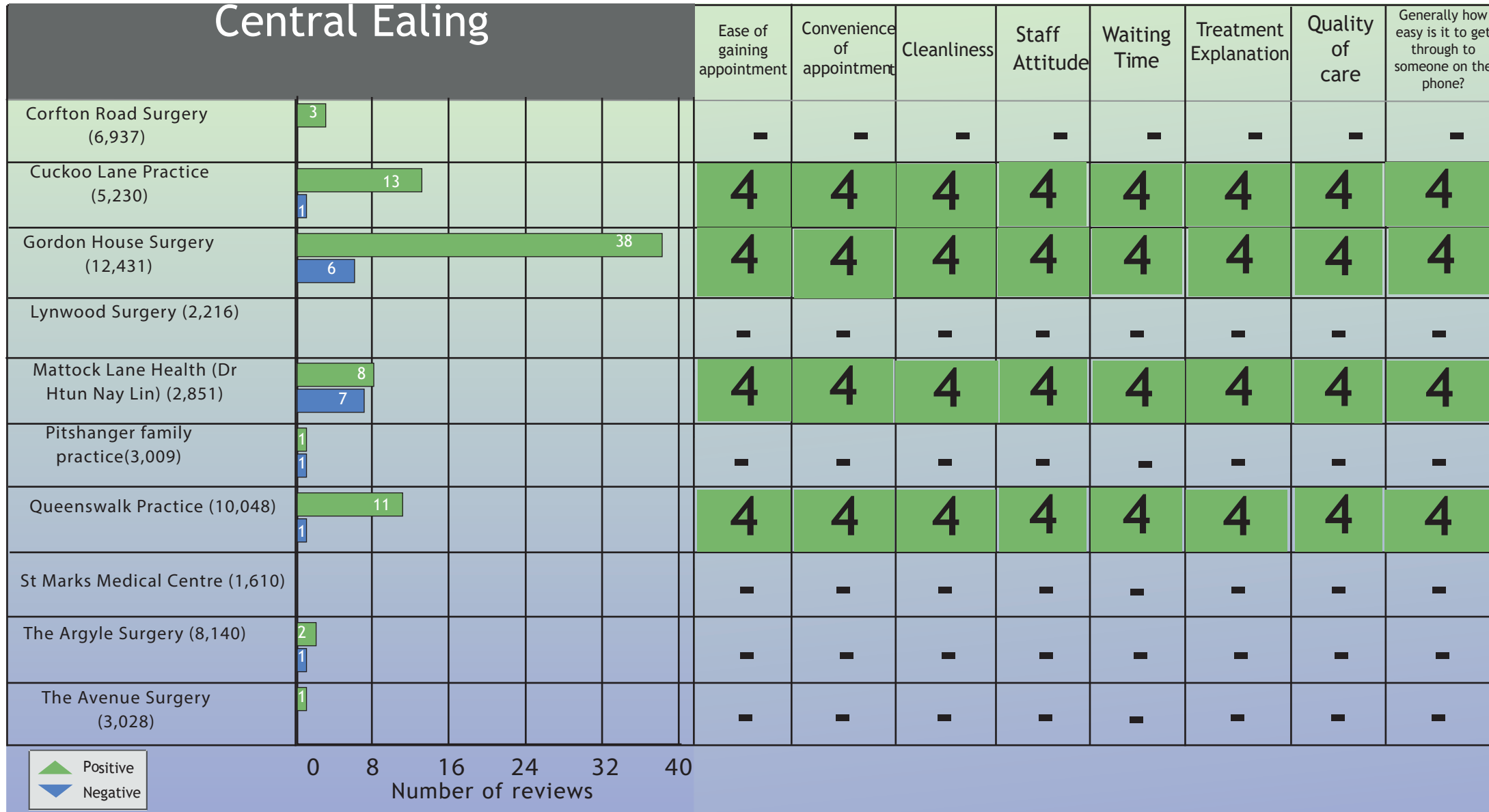
# Network Area Specific GP Reviews

## Acton continued



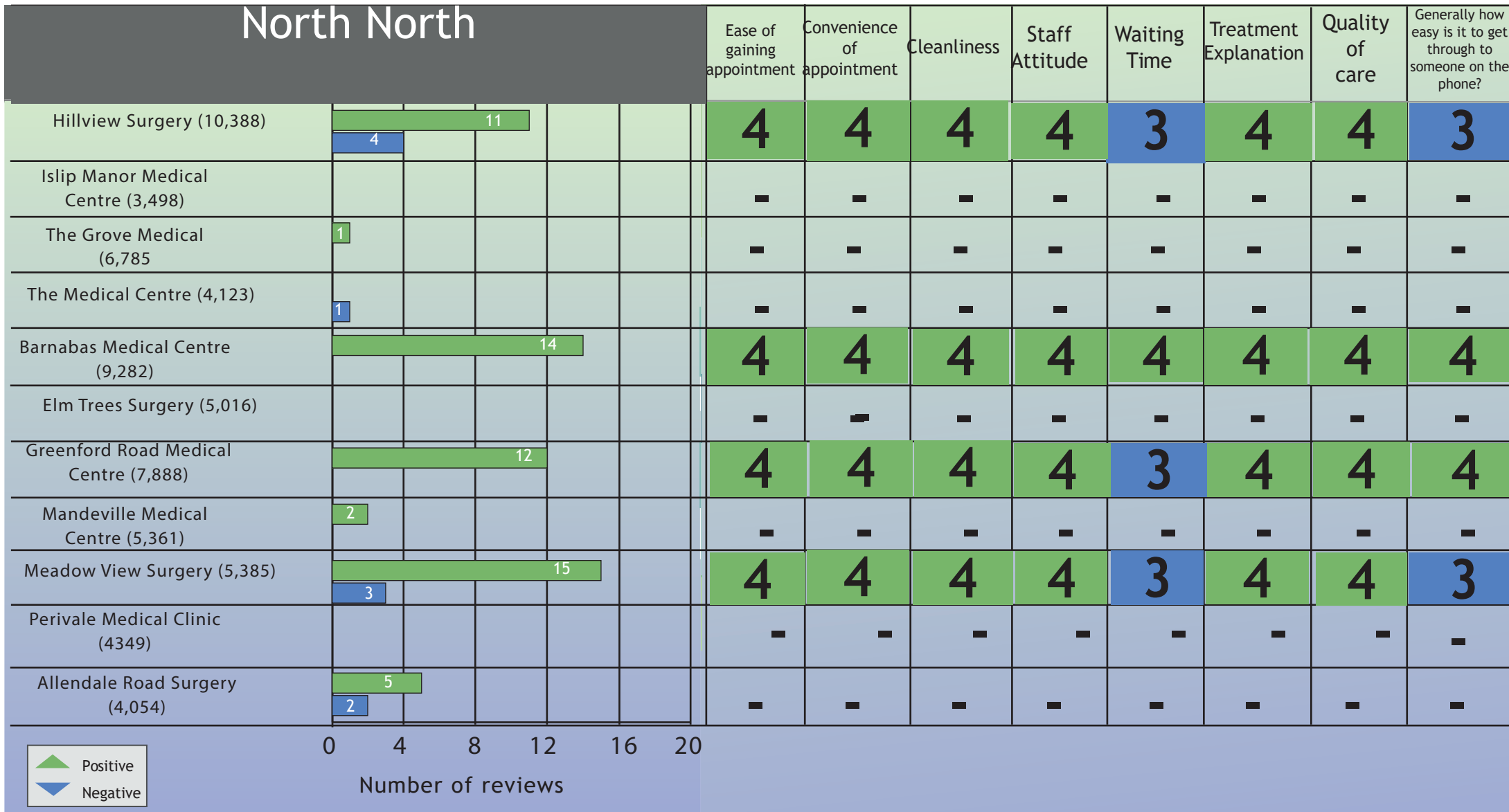
# Network Area Specific GP Reviews

## Central Ealing



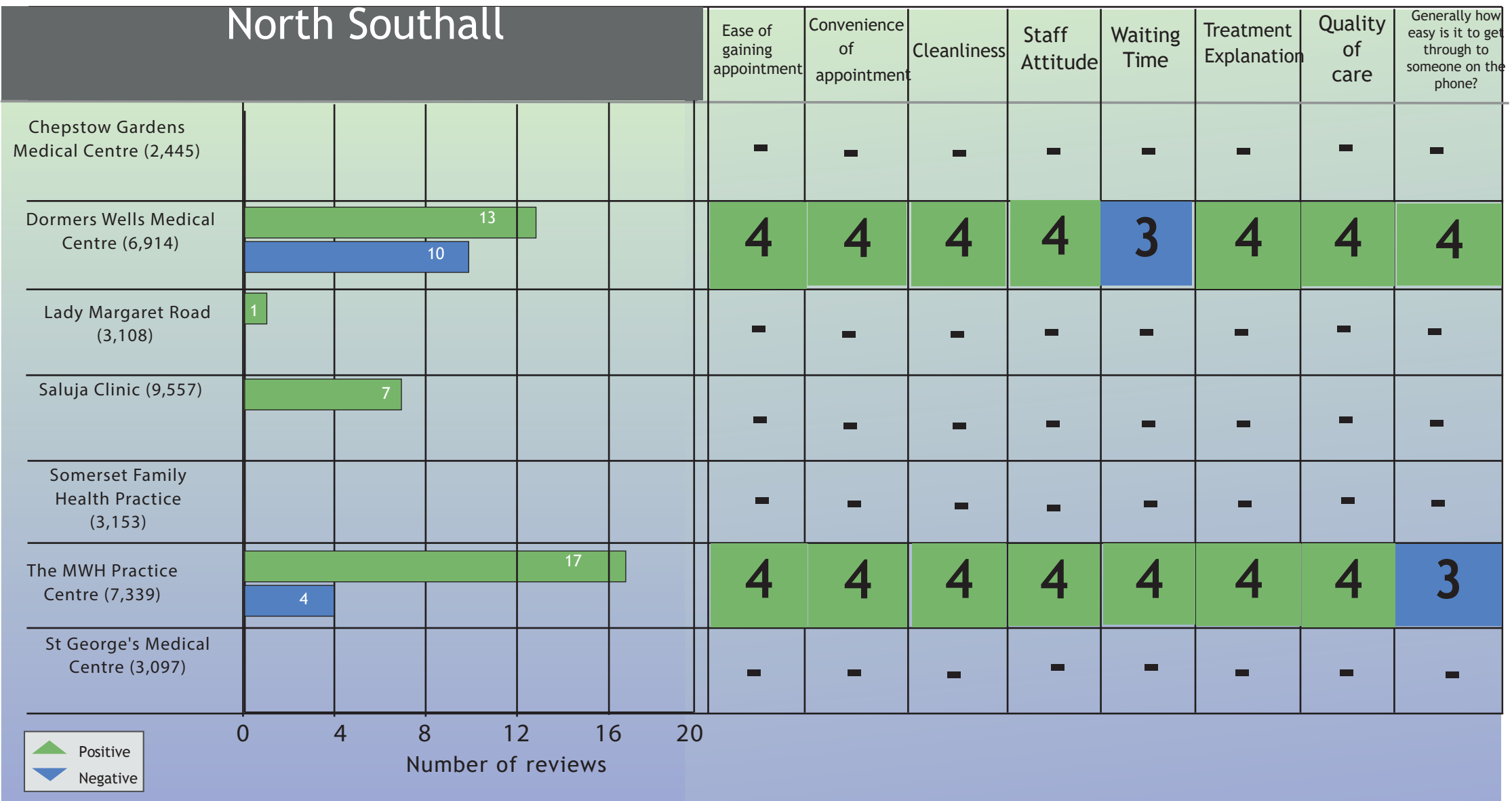
# Network Area Specific GP Reviews

## North North

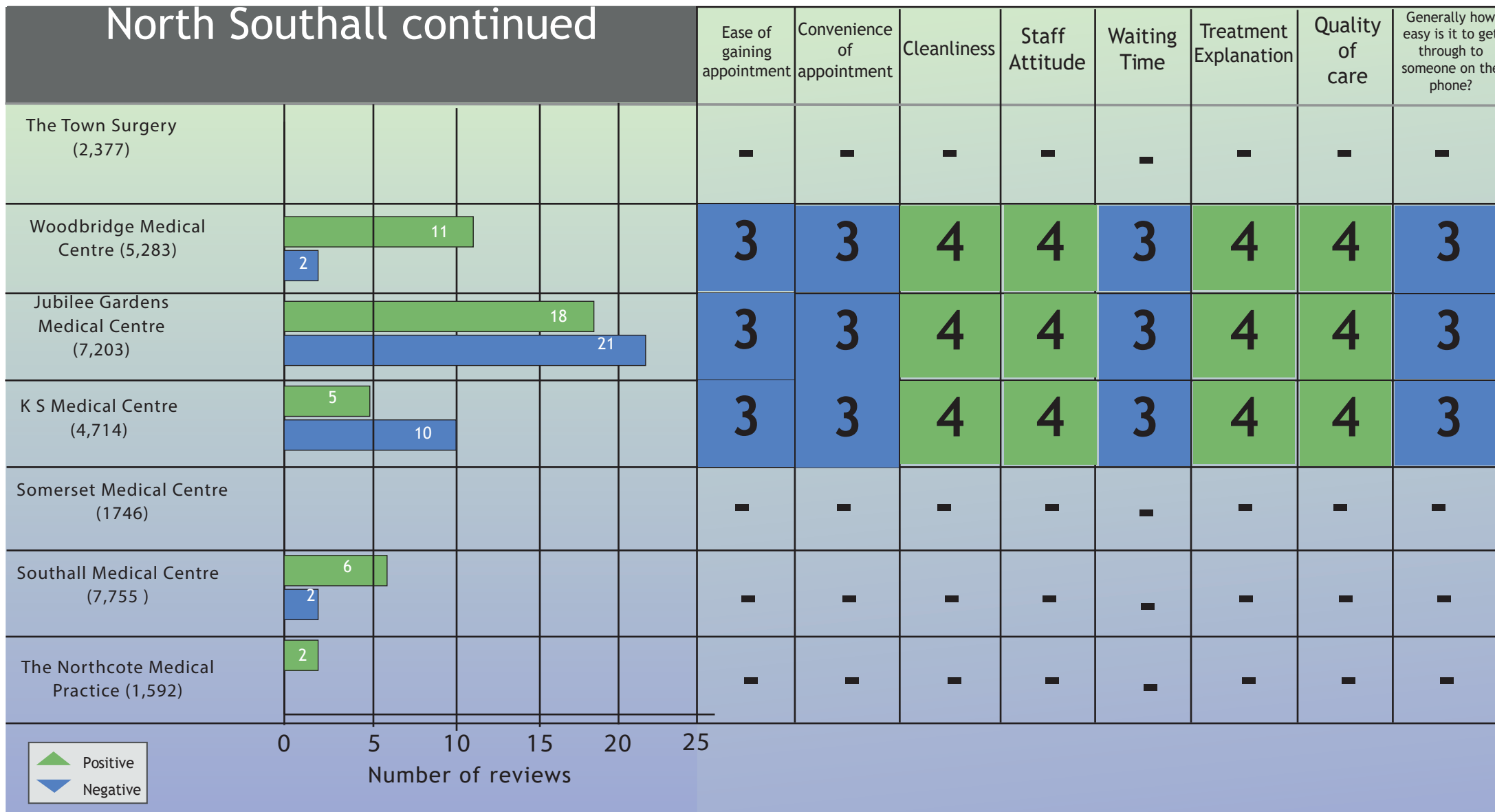




# Network Area Specific GP Reviews

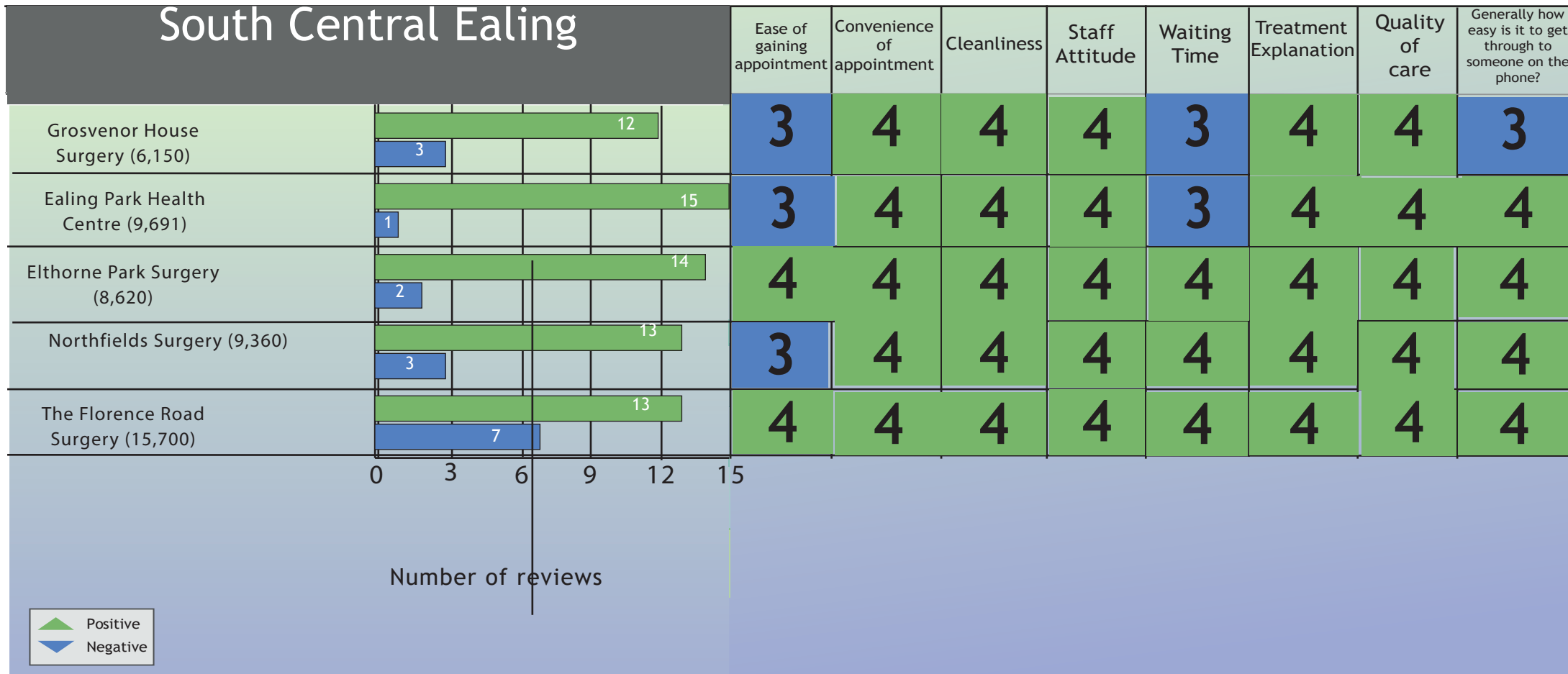


# Network Area Specific GP Reviews



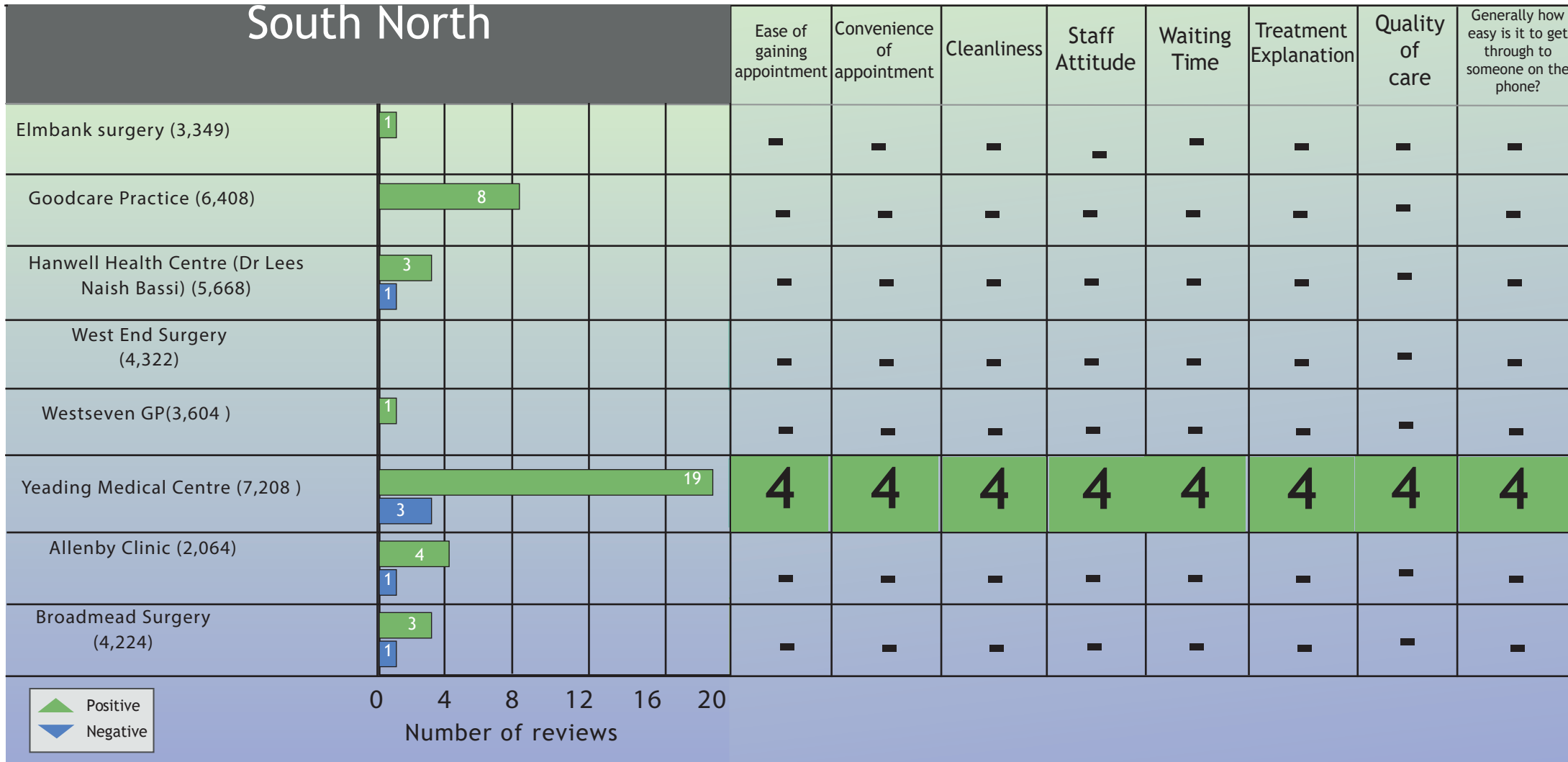
# Network Area Specific GP Reviews

## South Central Ealing



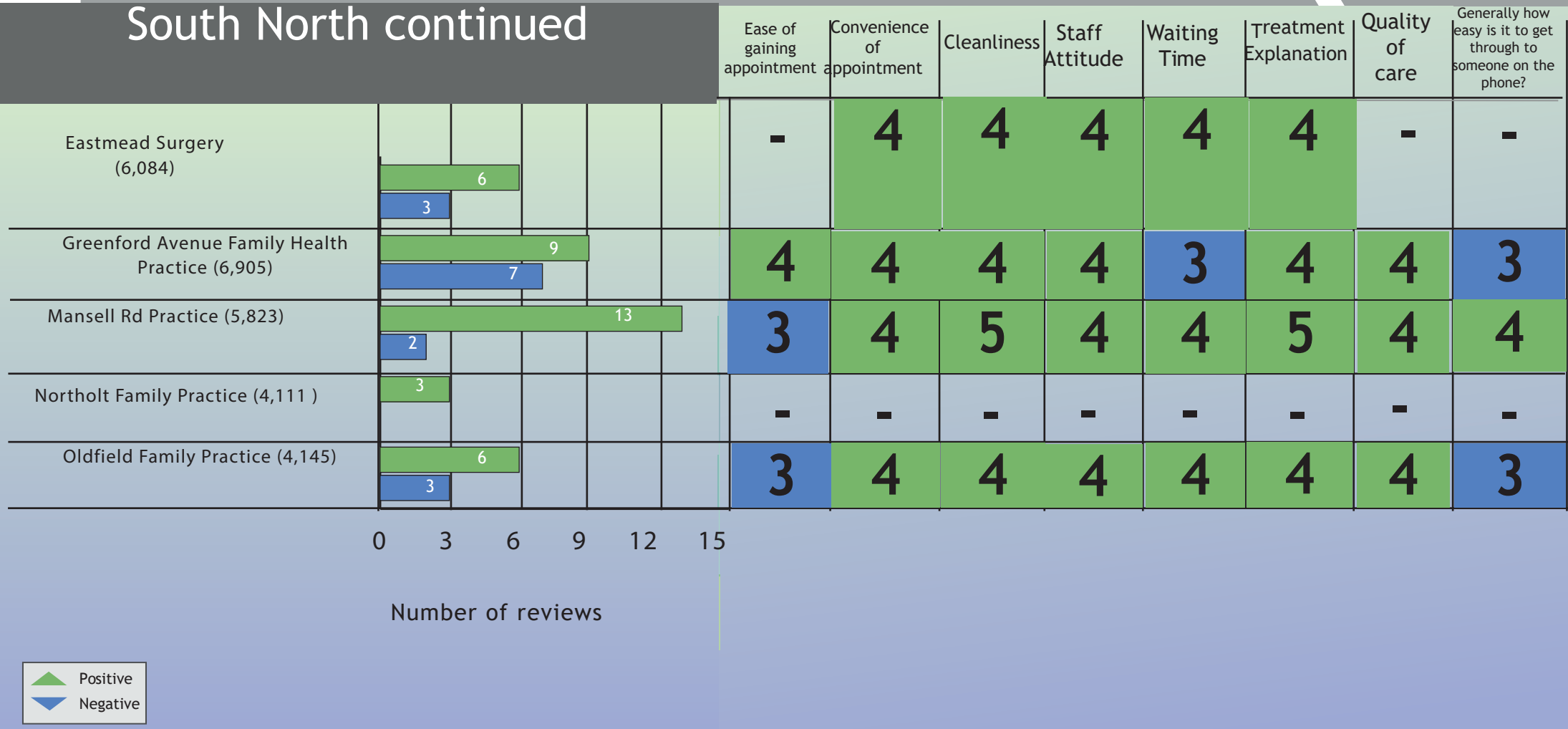
# Network Area Specific GP Reviews

## South North



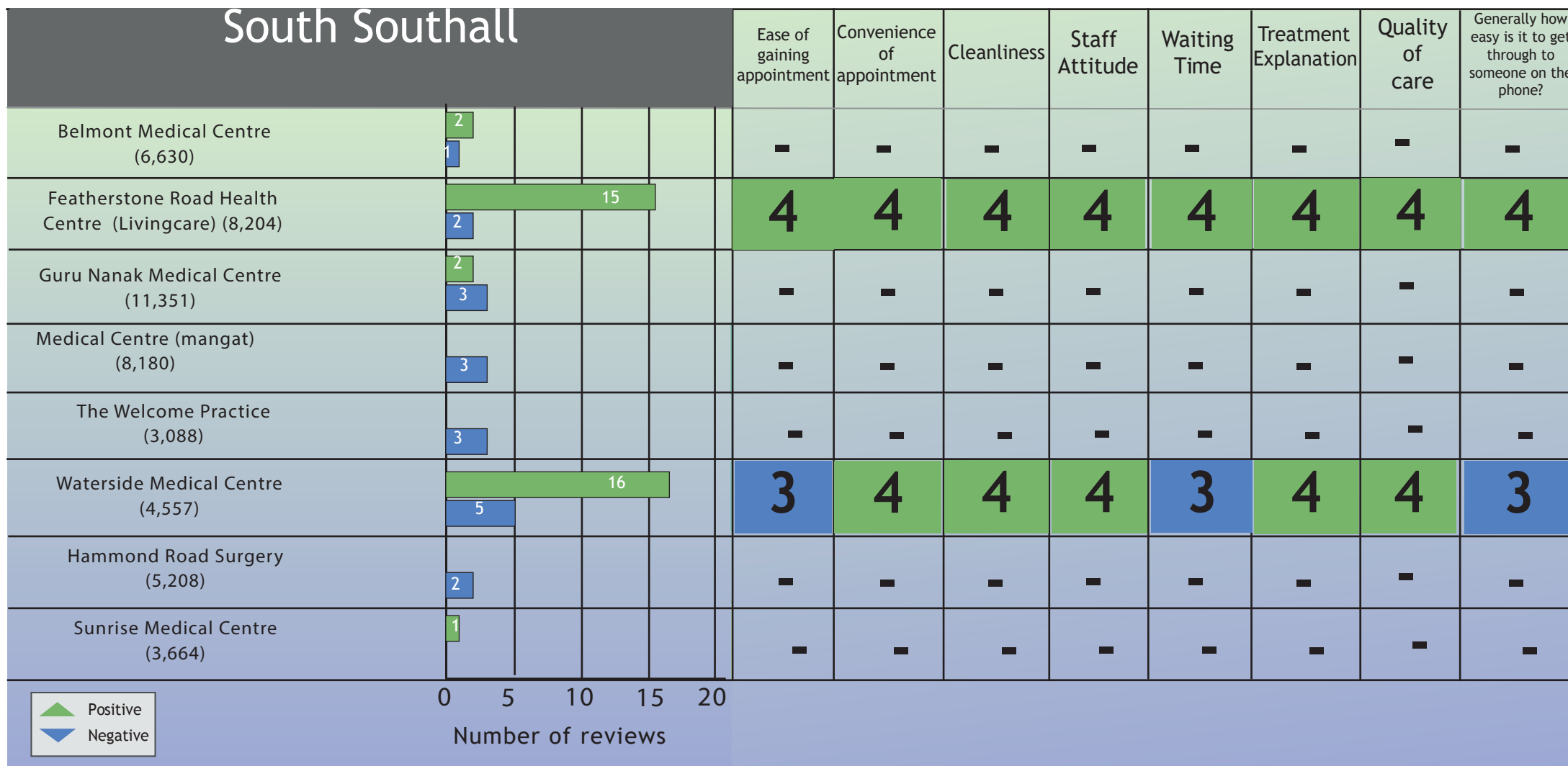
# Network Area Specific GP Reviews

## South North continued



# Network Area Specific GP Reviews

## South Southall

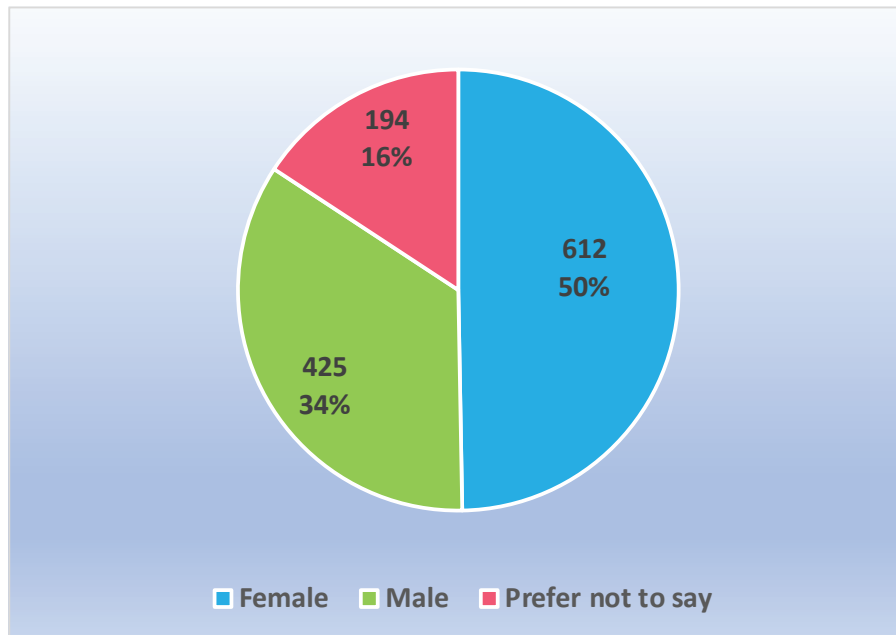


GP surgeries with an overall feedback score of less than 10 reviews are not included due to the sample being unrepresentative overall. We will attempt to increase feedback from those GP surgeries through targeted patient engagement work and will include those GP surgeries in our annual reviews of patient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



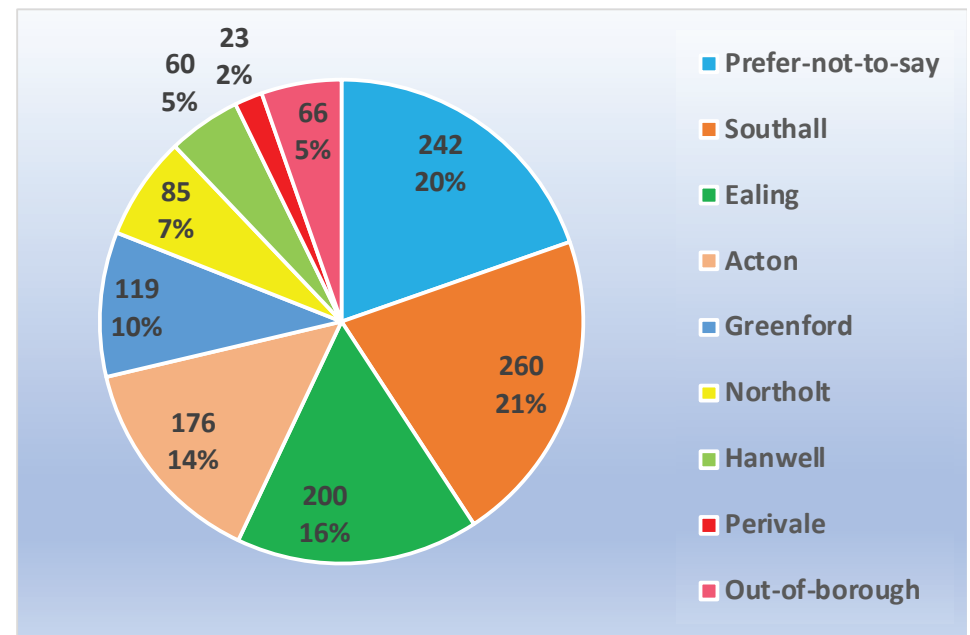
# Demographic information

The pie chart below shows the number of reviews received by gender from July to September 2018. The majority of the reviews received this quarter are from females 50% (n.612). There has been an increase in the number of reviews received from females this quarter from 43% (n.531) to 50% (n.612) an increase of 7%. There is also an increased in the number of reviews received from male 34% (n.425), a 1% increase from last quarter.



Gender

During this quarter we were able to visit a number of GP surgeries in each network area with the highest number of the reviews being received from Southall 21% (n.260) followed by Ealing 16% (n.200), Acton 14% (n.176) and the least number of reviews being received from Perivale 2% (n.23). The number of GP surgeries in each network area differs. Some network areas have many smaller surgeries compared to other network areas which have Health Centres and larger GP surgeries. However, this quarter we were able to attend some of the smaller GP surgeries in each network area.

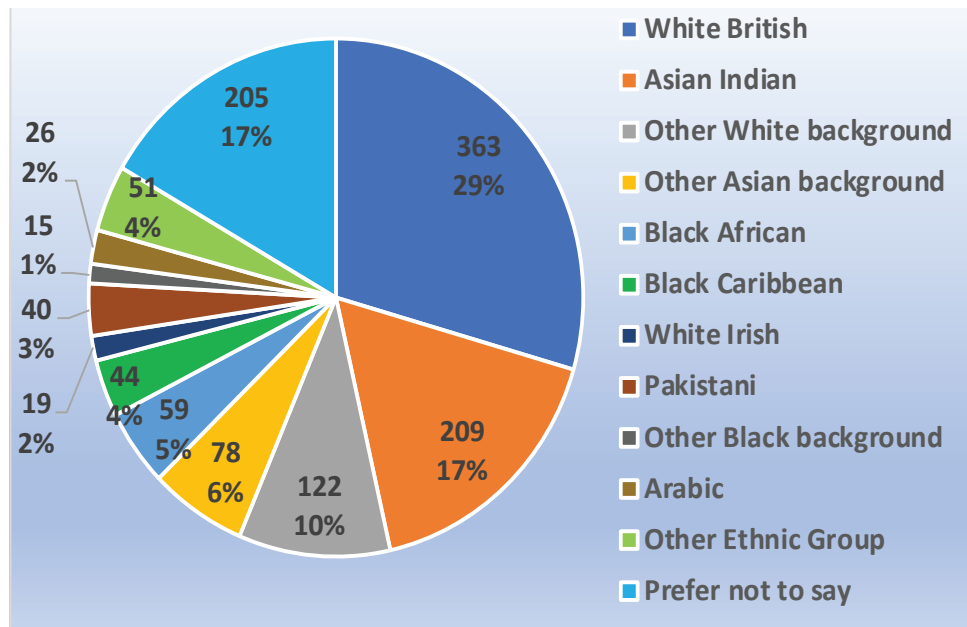


Number of reviews per network area

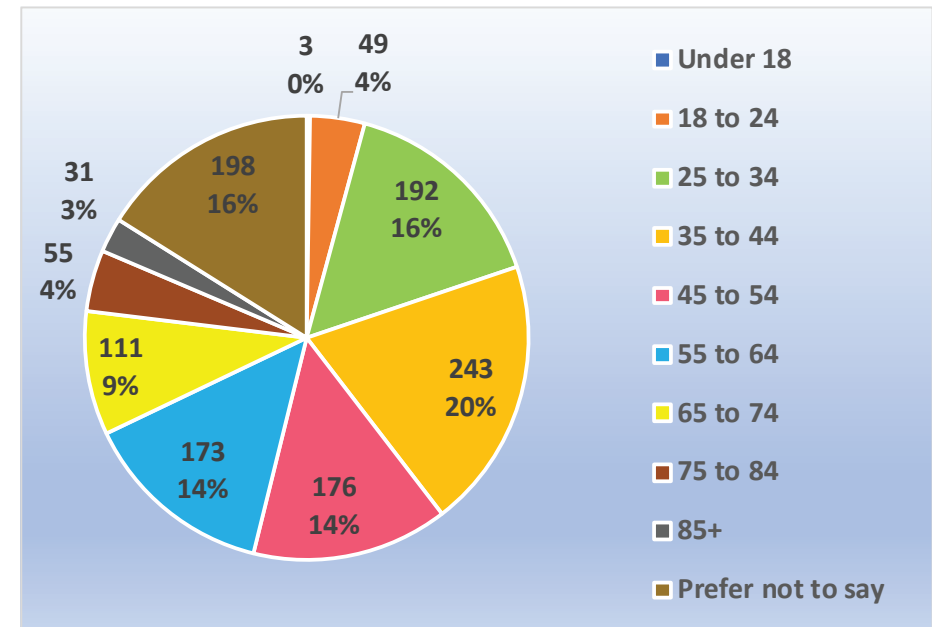
# Demographic Information

In terms of ethnicity, the majority of feedback received this quarter were from people who identified as White, 29% (n.363); 17% (n.209) from Asian or Asian British; 10% (n.122) from Other White background; 6% (n.78) from Other Asian background; 5% (59) from Black or Black British; and 4% (n.44) from those identified as Black Caribbean or Black British. This Quarter there has been an increased in the number of reviews received form all demographics of the borough. Our aim is to reach out to all demographics of the borough, including ways to gather feedback from those who do not visit health and social care services.

The pie chart below shows the number of reviews received this quarter from different age groups. The majority of feedback received was from 35 to 44, 20% (n.243), followed by 25 to 34, 16% (n.192), 45 to 54, 14% (n.176) and 55 to 64 14% (n.173). whereas the under 18 group had the fewest number of reviews 0% (n.3). The number of reviews received this quarter from the 85+ group is 3% (n.31), there is been an increase of 2% compared to quarter 1. Our aim is to collect patients views from different age group in the borough.



Ethnicity of Patients



Age of Patients

# Conclusion

This quarter, 1,231 patient experiences were collected, and we have seen a slight decrease in the number of patient experiences collected for this quarter. However, there has been a greater focus on Pharmacy, Mental Health, Dentist and Outpatient services.

There were 932 positive reviews and 299 negative reviews received this quarter. As we saw in Q1, overall, positive patient experiences far outweigh negative patient experiences. However, if we look beyond this overall picture and at specific service areas, findings indicate the following positive and negative themes:

## Positive

Quality treatment and care received at outpatient hospital services.

Quality of staff and staff attitude at hospital outpatient services.

Quality treatment and care at GP services.

Quality of staff and staff attitude at GP services.

Quality of staff and staff attitude at Community Health services.

Quality of staff and staff attitude at Mental Health services.

Quality treatment and care received at Mental Health services

## Negative

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

Access issues for GP services including waiting times and getting through the receptionist.

Access issues for Community Health services and long waiting for appointment.

Access issue for Mental Health, including lack of services available to them, long waiting for care coordinator.

## Mixed

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

Cancellation or postponed appointments at hospital.

These themes were similarly identified in our Q1 Patient Experience Report, however this quarter we can see a balance between positive and negative sentiment for administration system for both GPs and Hospitals.

# Actions, impact and next steps

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

The Healthwatch Ealing Patient Experience Report (Q1) is currently being shared and presented at several different meetings. So far, it has been presented at the:

- Ealing Clinical Commissioning Group (CCG) Quality and Patient Safety Committee

Q1 will be presented at the:

- Health and Wellbeing Board
- LNWUHT Patient Experience Committee
- ECCG Patient and Public Meeting

We are working closely with the CCG and a variety of partners to identify how this intelligence can meaningfully feed into existing commissioning and monitoring mechanisms. Initial actions identified from presentation and discussion of the Q1 report include:

- For Q1 (April - June) 2018, the layout of the report had been changed. We focused on themes/trends and removed comments. This helped us to understand the themes and trends in far more detail.
- This has been well received by the ECCG Quality and Patient Safety Committee.
- We will be focusing on identifying some of the re-emerging negative themes/trends from providers. This will help enable commissioners to inform their contract discussions with some of the providers who deliver services.

# Actions, impact and next steps

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

There will be a focus on Out of hours GP services across the 3 hubs services for the next quarter.

The number of reviews received from female this quarter has increased from 43% (n.531) to 50% (n.612) in quarter 2, we will continue to focus on increasing patient experience and ensuring the age, ethnicity and geographic breakdown of the people we speak to is broadly reflective of the boroughs profile. We will also seek innovative ways to gather the views of those who do not visit health and social care services and in particular, work with partners to develop longer term plans for how to capture more feedback on social care services and from housebound patients.

During Q2 (July - September 2018), we were able to collect patients' feedback from both (Ealing West Recovery Team and Ealing East Recovery Team) and continue to collect feedback from Ealing Hospital Outpatients Department.





In relation to your comments are you a:

Select one

When did this happen

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

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following?

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

If other, please specify

Where did you hear about us?

Select one

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

- No  Yes

Would you like to speak to Healthwatch directly?\*

- No  Yes

## About you

Name

Leave feedback anonymously?

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

I accept the [Terms and conditions](#)

Subscribe to the newsletter?

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

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

[Submit feedback >](#)

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

# Share Your Experience with Us

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

Name of Service: .....Month/Year: .....

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

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

**2. How do you rate your overall experience?**

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

**3. Summary of your experience**

.....

**4. Tell us more about your experience**

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

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

**6. Your ratings (select if applicable)**

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

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

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

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

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

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

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

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

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

**7. In relation to your comments are you a:**

**In relation to your comments are you a:**

- Patient                       Carer                       Relative                       Carer and Relative
- Service Provider    Visitor                       Professional

**When did this happen**

.....

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

.....

**If applicable, describe your overall experience of making an appointment**

.....

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

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

If "other", please specify .....

**Where did you hear about us? (Select one)**

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

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

- No                       Yes

**Would you like to speak to Healthwatch directly?**

- No                       Yes

## About you

Name.....

Email.....

- Leave feedback anonymously

## Monitoring Information

**What gender do you identify yourself as:**

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

**Which age group are you in?**

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

**What is your ethnicity?**

**White**

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

**Asian / Asian British**

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

**Black, African, Caribbean, Black British**

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

**Mixed, Multiple**

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

**Other Ethnic Group**

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

**Which area of the borough do you live in?**

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

**Do you consider yourself to be disabled?**

- Yes
- No
- Prefer not to say

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

- Yes
- No
- Prefer not to say

**Are you a carer?**

- Yes
- No
- Prefer not to say

**What is your religion?**

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

**What is your sexual orientation?**

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

**Thank you for sharing your experience**

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

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

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

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

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

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

Discharge	Coordination of services	Safety
Discharge	General	Speed
Discharge	Preparation	

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

Theme	Subthemes	
Access to services	Convenience/Distance to travel	Patient choice
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Administration	General	

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

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Communication	Interpretation Services	Response times
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Continuity and integration of care		
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Facilities and surroundings	Buildings and Infrastructure	Disability Access
Facilities and surroundings	Car parking	Equipment
Facilities and surroundings	Cleanliness (Infection Control)	Food & Hydration
Facilities and surroundings	Cleanliness (Environment)	General
Facilities and surroundings	Cleanliness (Staff)	

Finance	Financial Viability	Lack of funding
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