

**PATIENT EXPERIENCE
REPORT 2019/2020
QUARTER 2
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 2019.

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

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

Whilst we aim to gather patient experience comments and reviews from a representative sample of Ealing's population, we acknowledge that different people use different services at different times in their lives, and some not at all. Whilst all patients are asked for their monitoring information some do not wish to provide this. In support of our efforts to ensure feedback from all sections of the community, we recruit Patient Experience Volunteers with additional languages.

Introduction and Executive Summary cont.

The outreach element of our Patient Experience Programme is supplemented by our community engagement work and our website (www.healthwatchealing.org.uk), which people may visit independently to provide service feedback and comments. Our questions are uniform across the Digital Feedback Centre as well as the physically collected forms.

This report covers the Quarter 2 period, July-September 2019. During this time, we collected 1130 reviews, slightly short of our quarterly target of 1200. Quieter hospital outpatient and GP waiting areas during the summer months impacted on achievement of our target this quarter. We were however, able to achieve a number of comments on social care, a gap identified in previous reports.

Out of our total number of patient experiences received, 840 (74%) were positive with a star rating 4-5, 221 (20%) were neutral with a star rating of 3 and 69 (6%) were negative with a star rating 1-2 (this is based on the overall star rating provided by patients - see page 4 for further detail). This spread of positive, negative and neutral reviews shows some small shifting between positive and neutral reviews compared to the previous quarter (Q1 - 77% positive reviews, Q1 - 20% neutral reviews, Q1 - 7% negative reviews).

The information presented within this report reflects individual patient experiences of health and social care services, untainted and without agenda to ensure that the genuine observations and commentaries of the community are captured. Healthwatch Ealing presents this as factual information to be considered and utilised to improve service provision and highlight areas of good practice. Alongside our Patient Experience work reported here, Healthwatch Ealing carries out a number of different activities in order to hear from patients, carers and relatives and assess health and social care services from the patient's perspective. To see our other reports, including Enter & View and research reports please visit our website at <https://healthwatchealing.org.uk/what-we-do/our-reports/> .

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

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

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

Star ratings provide a simple snapshot average, both overall and against specific domain areas.

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

- In the first instance, the Informatics system looks at the patient experience comment in its totality, using a sophisticated algorithm to analyse words and phrases in order to apply a sentiment score to the overall comment. The sentiment score is translated into an overall positive, negative or neutral sentiment. This is an automatic process.
- In the second instance, free text comments are broken down and analysed for themes and sub themes. Where relevant, up to 5 themes and sub themes can be applied to any one patient experience comment. Upon each application of a theme or sub theme, a positive, negative or neutral sentiment is also applied. This is a manual process undertaken by trained staff and specially trained volunteers. The process is overseen by the Patient Experience Officer and regularly audited in order to ensure consistency. Where themes and related sentiment are discussed in the report, it relates to this aspect of the process.

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

Overall Star Ratings

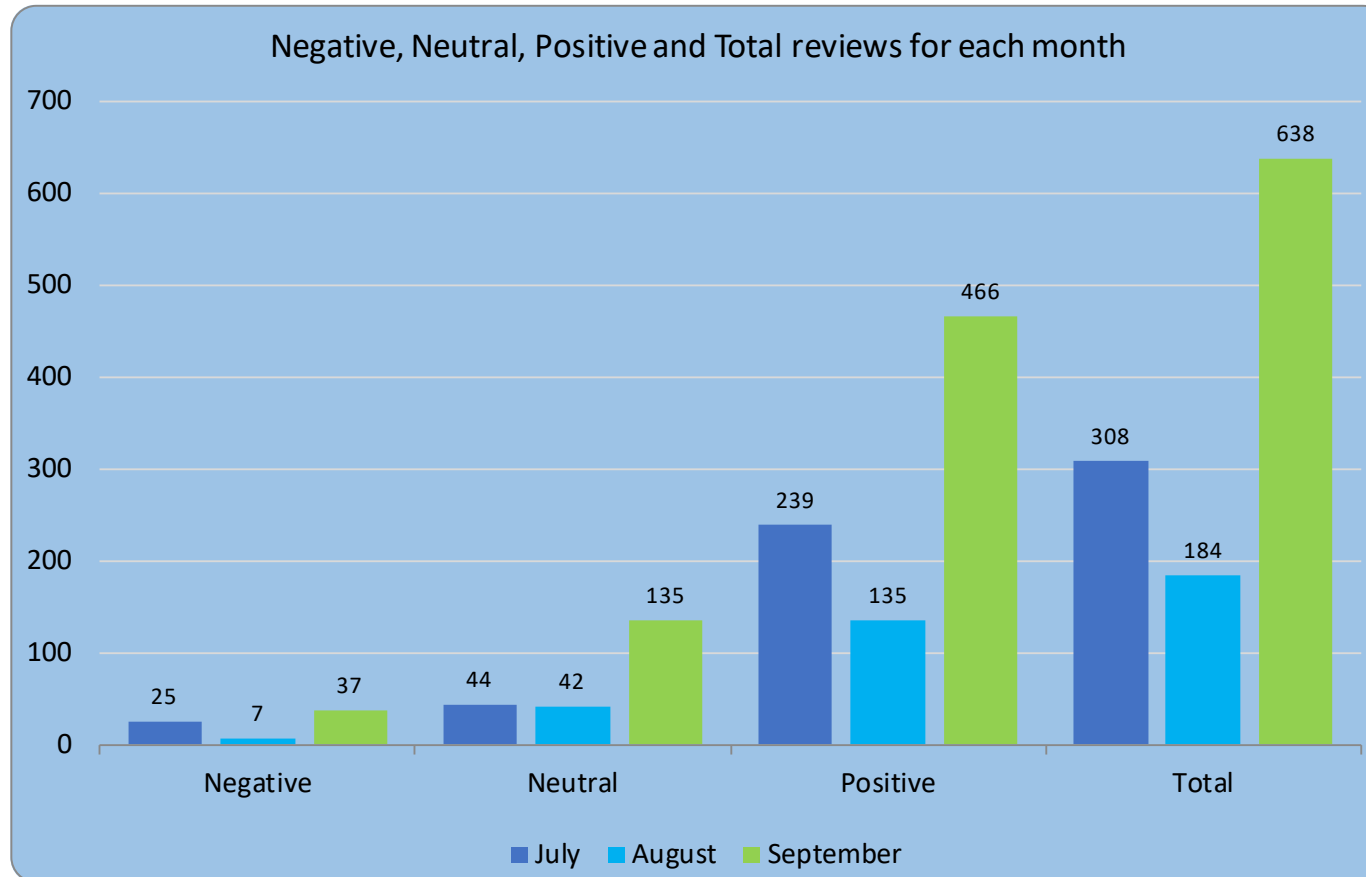
The number of patient reviews received for this quarter is 1130. The table below shows a breakdown of the negative, neutral and positive patient reviews (see the appendices for examples of our physical and online questionnaires).

Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings of 1 and 2 indicate a negative response, a star rating of 3 indicates a neutral response and star ratings of 4 and 5 indicate a positive response. This quarter 840 positive responses, 69 negative responses and 221 neutral responses have been recorded.

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
July	25	44	239
August	7	42	135
September	37	135	466
Total	69	221	840

Overall Star Ratings

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

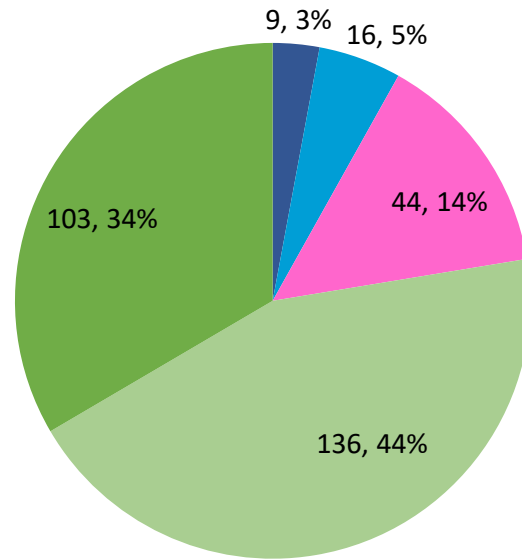
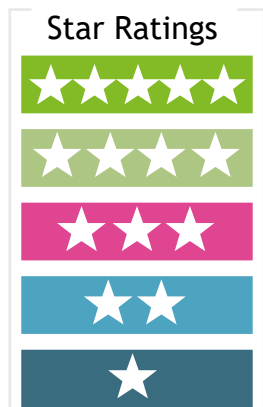


Overall Star Ratings

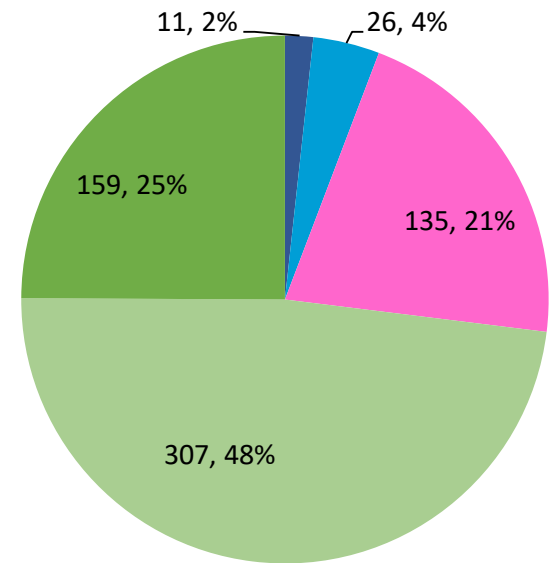
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

In each month the 4 star rating received the highest proportion of reviews, followed by the 5 star rating, apart from August which was followed by the 3 star rating.

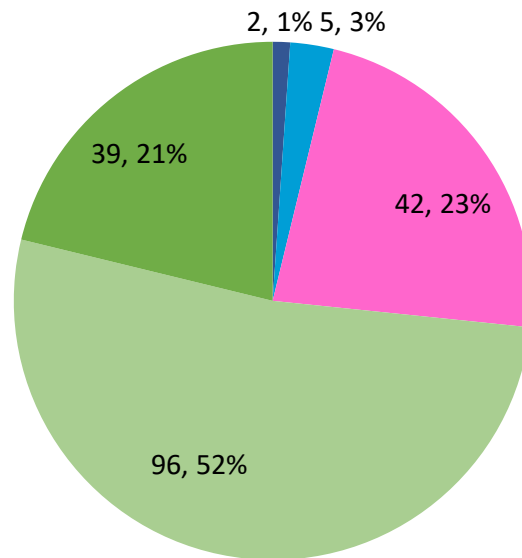
The overall star ratings for services tell us that people are very satisfied with the services we received feedback on.



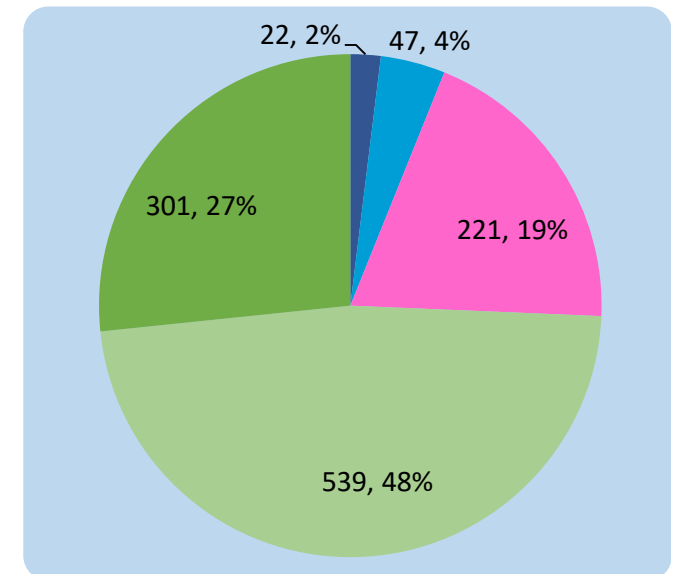
July



Sep



August



Total for Q2

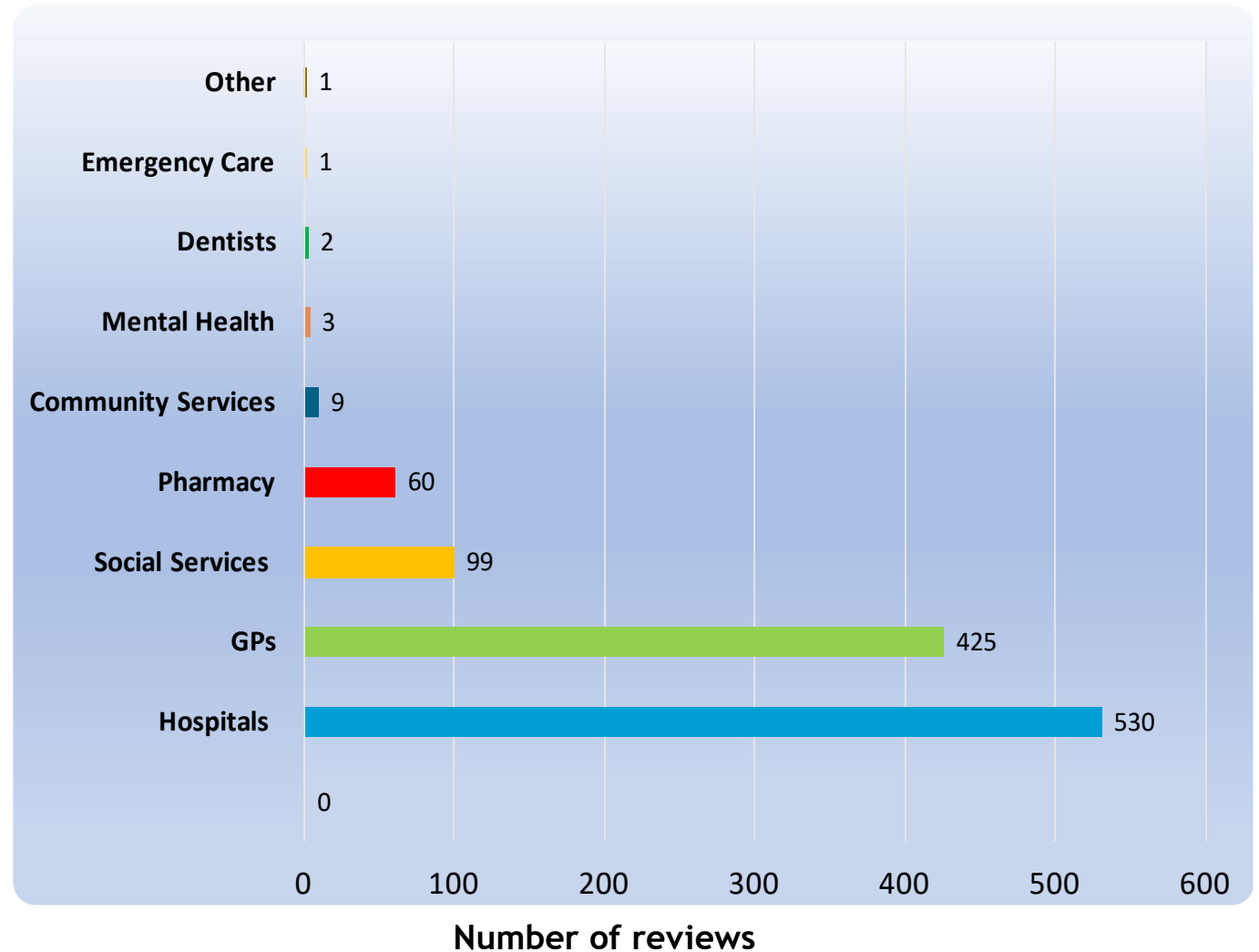
Total Reviews per Service Category

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

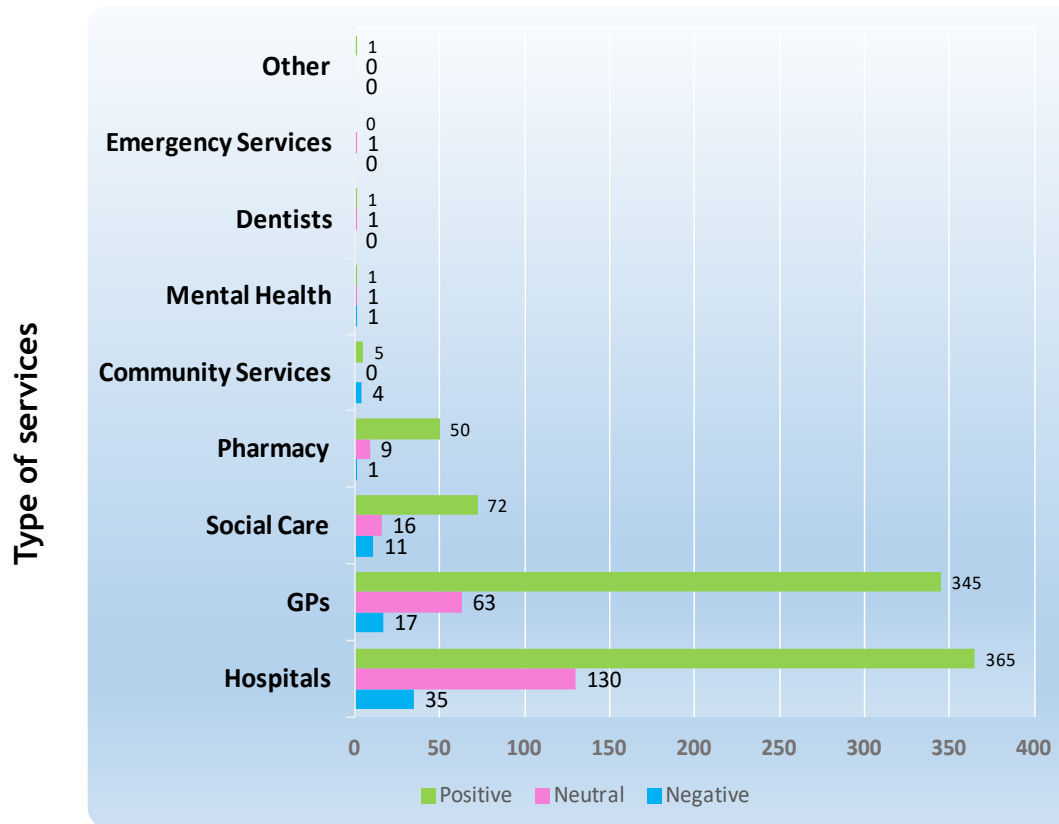
The category with the highest number of reviews recorded is the Hospitals category (530), followed by GPs (425), then Ealing Social Services (99).

For this quarter, we have received a large number of reviews for Social Services after targeted outreach work.

Type of services



Distribution of Positive, Neutral & Negative



This bar chart compares the number of negative, neutral and positive reviews for each category. This is based on the overall star rating: 1-2 (Negative), 3 (Neutral) and 4-5 (Positive).

47% of the reviews were about people's experiences of Hospitals, 38% of the reviews were about people's experiences of GP services. 9% of the reviews were about people's experiences of Social Services, 5% of the reviews were about people's experiences of Pharmacies.

Other comments were about Dentists, Community Service, Opticians, Emergency Care and Mental Health.

Of these services: Pharmacy received the highest proportion of positive reviews at 83%, followed by GPs with 81%, Social Care with 73% and then Hospitals with 69%.

Number of reviews

Name of Service	Negative	Neutral	Positive	Total	Total Number of Reviews
Hospital	7%	25%	69%	100%	530
GPs	4%	15%	81%	100%	425
Social Care	11%	16%	73%	100%	99
Pharmacy	2%	15%	83%	100%	60
Community Services	44%	0%	56%	100%	9
Mental Health	33%	33%	33%	100%	3
Dentists	0%	50%	50%	100%	2
Emergency Care	0%	100%	0%	100%	1
Other	0%	0%	100%	100%	1

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

It showcases that despite not having the highest count, 'Pharmacy' had the highest positive percentage at 83%.

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, Ealing Hospital and Social 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 questionnaire.

Each comment is uploaded to our Online Feedback Centre where up to five themes and subthemes may be applied to the comment (see appendix 3 p50-52 for a full list).

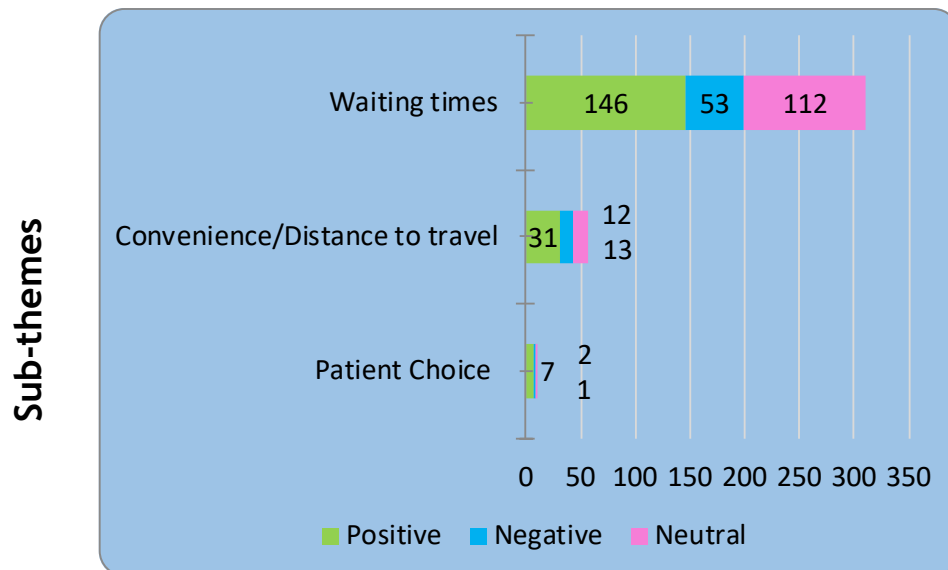
For this reason, the total numbers of themes-counts will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative or neutral 'sentiment' is given. The application of themes, sub-themes and sentiment is a manual process and differs to the star rating patients provide.

GP Themes and Sub-Themes

Access to Services was the most applied theme this quarter (up from fourth place the previous quarter) with 377 counts. 49% (n.184) being positive, 33% neutral (n.126) and 18% (n.67) negative, which was caused by many patients expressing their dissatisfaction on how long they had to wait. We have seen a decrease in negative sentiment of 36% from the previous quarter but an increase in neutral sentiment by 32%. The chart below shows the top 3 sub-themes for the **Access to Services** theme for GPs.

The **Waiting Times** sub-theme received 311 counts, with 47% (n.146) positive, 36% (n.112) neutral and 17% (n.53) being negative.

Top sub-themes for Access to service



Positive reviews

“Even waiting times are good!”
GP surgery

“Waiting time is so short that sometimes I get called to be seen before appointment time”
GP surgery

Negative reviews

“My only complaint is that the waiting time is too long.....”
GP surgery

“.....but waiting time for emergency appointments are up to 30 minutes.”
GP surgery

Number of reviews

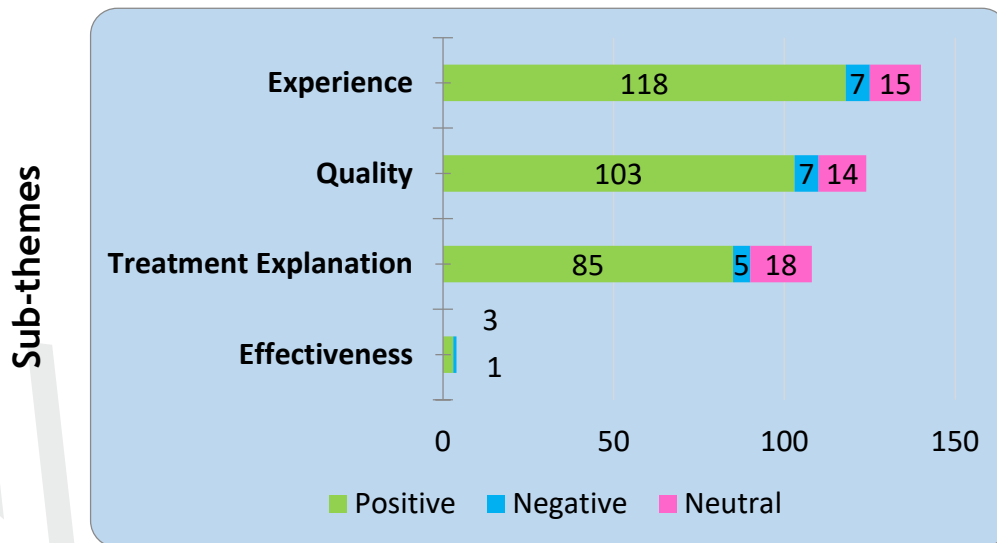
GP Themes and Sub-Themes

Treatment and Care was the second most applied theme for this quarter which is a step down from the previous quarter where it was the most applied theme. There were 376 counts for this quarter with 82% (n.309) being positive, 13% (n.47) being neutral and 5% (n.19) being negative.

Overall this theme remained the same to the previous quarter with the sub-theme **Experience** receiving the most counts with 140. Of those reviews, 84% (n.118) were positive, 11% (n.15) were neutral and 5% (n.7) were negative. The chart below shows the top 4 sub-themes for the **Treatment and Care** theme for GPs.

This is followed by **Quality** which received 124 counts of which 83% (n.103) were positive, 11% (n.14) were neutral and 7% (n.7) were negative. For the **Treatment Explanation** sub theme there were 108 counts. 79% (n.85) were positive, 17% (n.18) were neutral and 5% (n.5) were negative.

Top sub-themes for Treatment and care



Number of reviews

Positive reviews

"Doctors give good treatment explanation for whatever it may be"
GP Surgery

"The doctors are excellent. Good treatment"
GP Surgery

Neutral/Negative reviews

"...and they should show more attention to their treatment explanation"
GP surgery

"The treatment is Ok. It just depends on which doctor you get"
GP surgery

GP Themes and Sub-Themes

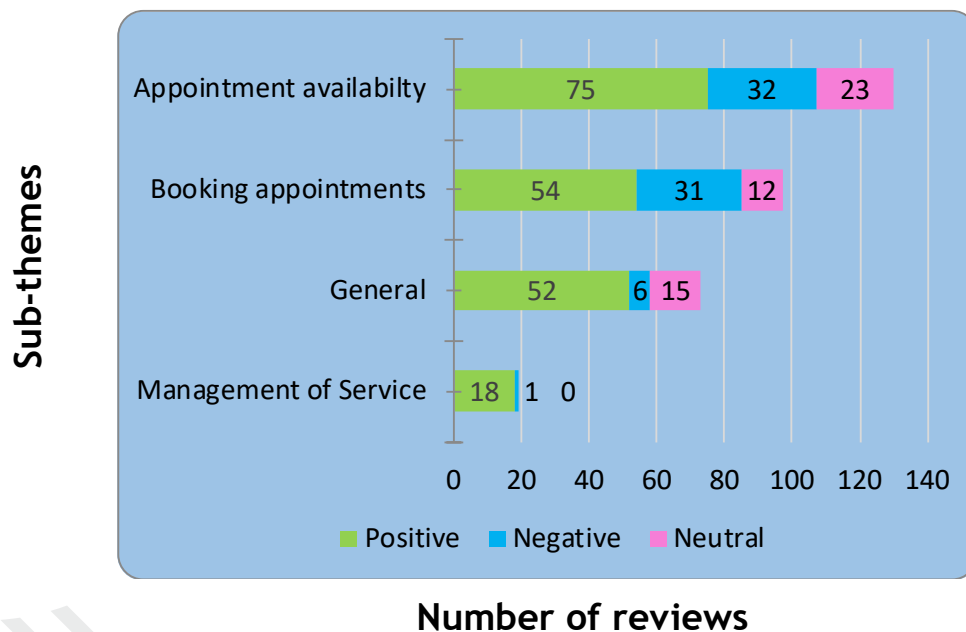
Administration was the third most applied theme for GPs this quarter which is a step down to the previous quarter where it was the second most applied theme for GPs. The theme was applied on 319 counts to reviews, with 62% (n.199) of these reviews being positive, 22% (n.70) negative and 16% (n.50) being neutral. If we compare this with the previous quarter, the percentages for positive and negative reviews have roughly remained the same but last quarter we had no neutral reviews at all. The chart below shows the top 4 sub-themes for the Administration theme for GPs.

The sub-theme relating to **Appointment Availability** was most frequently mentioned. It was applied 130 times, 58% (n.75) being positive, 18% (n.23) neutral and 25% (n.32) negative, caused by patients voicing concerns about the lack of appointments.

The next frequently mentioned was **Booking Appointments**. It was applied 97 times, 56% (n.54) being positive, 12% (n.12) neutral and 32% (n.31) negative, caused by patients voicing concerns about the difficulty in booking appointments. **General** was not a top sub-theme in the last quarter, this is caused by some patients summarising about how they feel about certain services without being specific. However its highest sentiment was positive which was 71% (n.52).

The **Management of Service** has decreased in numbers by 35 from the last quarter, which in turn has seen its positive sentiment percentage (95%) decrease since the last quarter by 3%. Overall very high levels of positivity remain for this sub-theme.

Top sub-themes for Administration



Positive reviews

“The convenience of my appointment really helped improve my overall experience.”

GP surgery

“It is easy to get appointments when I need it.....”

GP surgery

Negative reviews

“It's hard to get appointments. They cancel appointments and they don't tell us why. They hold on the line for 15/20 minutes when trying to call for an appointment.”

GP surgery

“Getting an appointment is not easy. I have to wait a long time and it's not easy to get through on the phone.....”

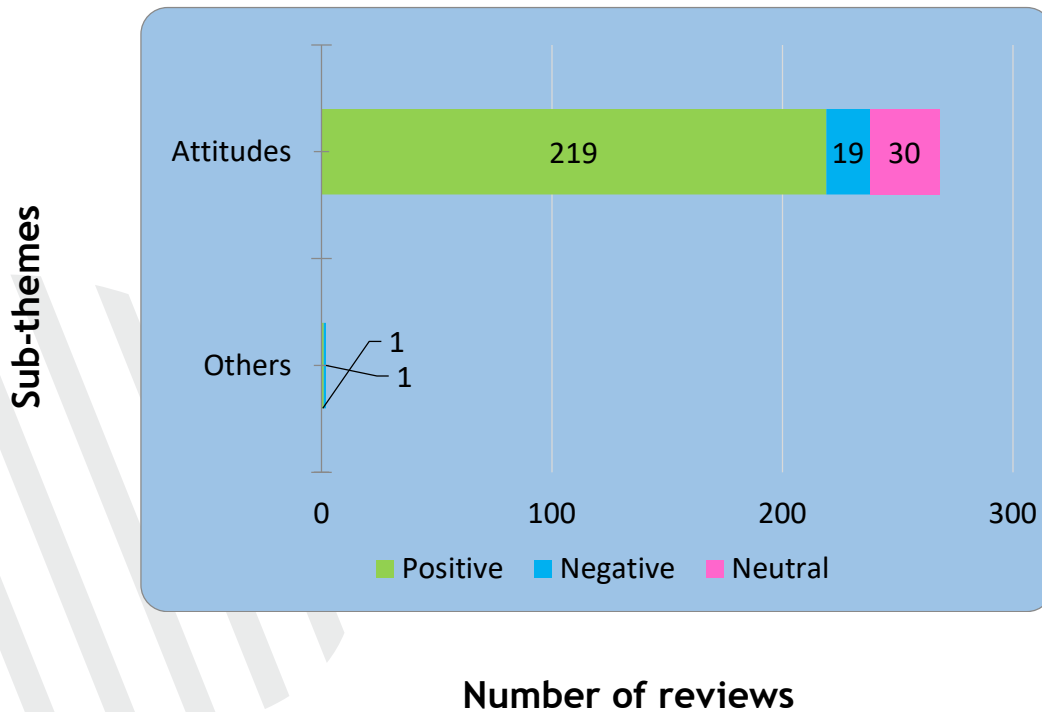
GP surgery

GP Themes and Sub-Themes

Staff was the fourth most applied theme this quarter which is a step down from the previous quarter. It was applied 270 times with the majority concerning **Attitudes**, which received 268 counts with 82% (n.219) being positive, 11% (n.30) neutral and 7% (n.19) negative.

The reviews being mainly positive is a trend that has carried on from the previous report.

Top sub-themes for Staff



Positive reviews

“The staff and receptionists are all very friendly”
GP surgery

“The staff are very kind and polite”
GP surgery

“The receptionist and doctors are all good, friendly and polite.”

Negative reviews

“The staff and reception were very rude this morning.”
GP surgery

“The receptionists are rude sometimes and aren't super understanding of situations”
GP surgery

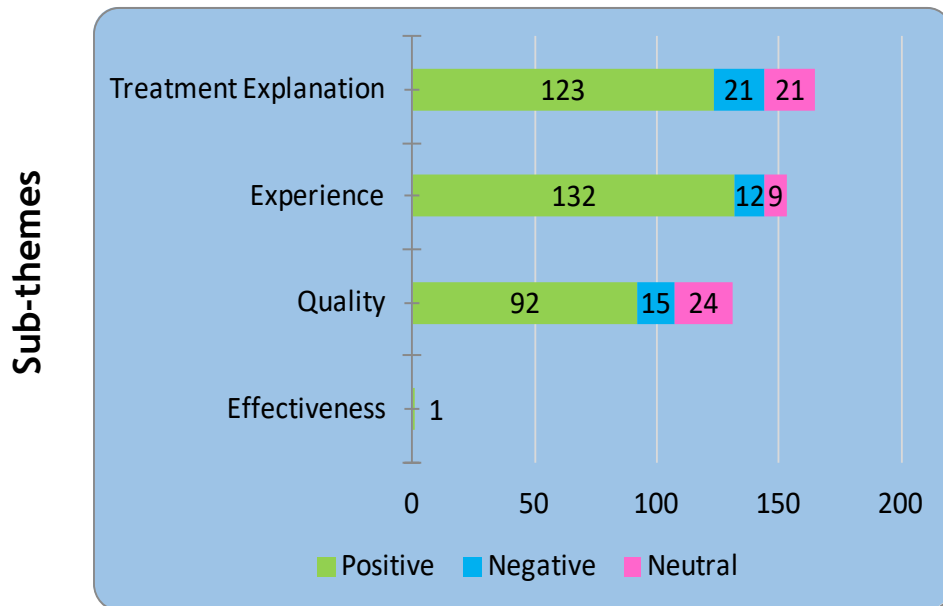
Ealing Hospital Themes and Sub-Themes

As with the previous quarter, the **Treatment and Care** was the most applied theme this quarter for Ealing Hospital with 450 counts.

Overall feedback in this area remains very positive - a trend we see in previous reports - with 77% (n.347) being positive. The negative sentiment was 11% (n.48) this quarter. The neutral sentiment was 12% (n.54). The chart below shows the top 4 sub-themes for the **Treatment and Care** sub-theme this quarter for Ealing Hospital.

The sub-theme **Treatment Explanation** received the most counts in this category, applied to reviews 165 times. Of that number, 74% (n.123) were positive. This is followed by **Experience** which received 153 counts of which 86% (n.132) were positive. For the **Quality** sub-theme 70% (n.92) were positive.

Top sub-themes for Treatment and Care



Number of reviews

Positive reviews

“The doctor is excellent. Gives good advice and treatment”
Outpatients

“...doctors explain condition and treatment very well”
Outpatients

“...Doctors explain treatment in depth...”
Outpatients

Negative reviews

“The last doctor I saw barely explained my treatment let alone well”
Outpatients

“Treatment could be explained a little better.”
Outpatients

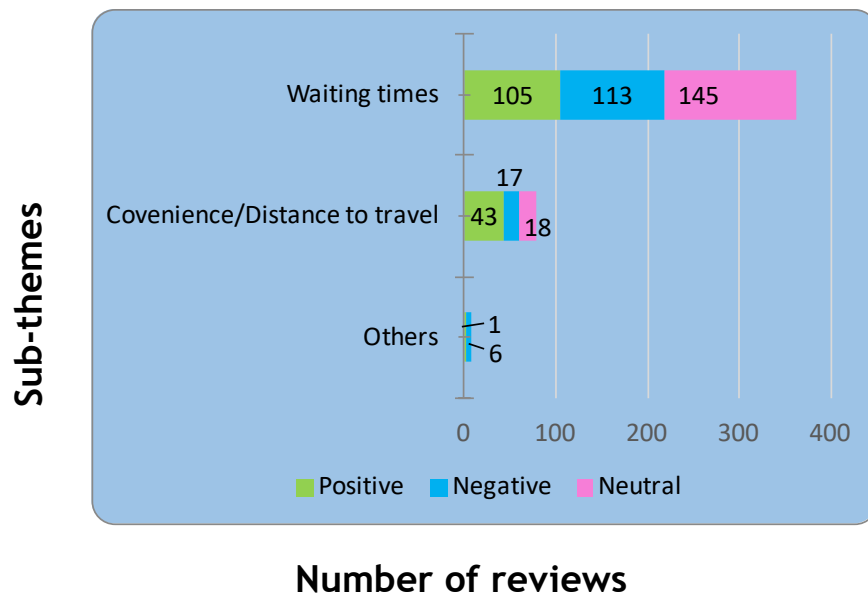
Ealing Hospital Themes and Sub-Themes

Access to Service went up two places this quarter with it being the second most applied with 448 counts. 34% (n.149) were positive, 30% (n.136) were negative and 36% (n.163) were neutral.

This is the first time we have seen higher positive reviews than negative reviews since Healthwatch began reporting in 2017. However, the rate of neutral reviews is highest overall, showing that patients are more split when it comes to how easy it is to access the service they need at this hospital. The chart below shows the top 3 sub-themes for the **Access to Services** sub-theme this quarter for Ealing Hospital.

The sub-theme **Waiting Times** was yet again the most frequently mentioned with 363 counts. Of these, 29% (n.105) were positive, 31% (n.113) were negative and 40% (n.145) were neutral.

Top sub-themes for Access to services



Positive reviews

“Waiting times have never been a big problem for me.”
Outpatients

“Not too difficult to get an appointment and not too long a wait to get it”
Outpatients

Negative reviews

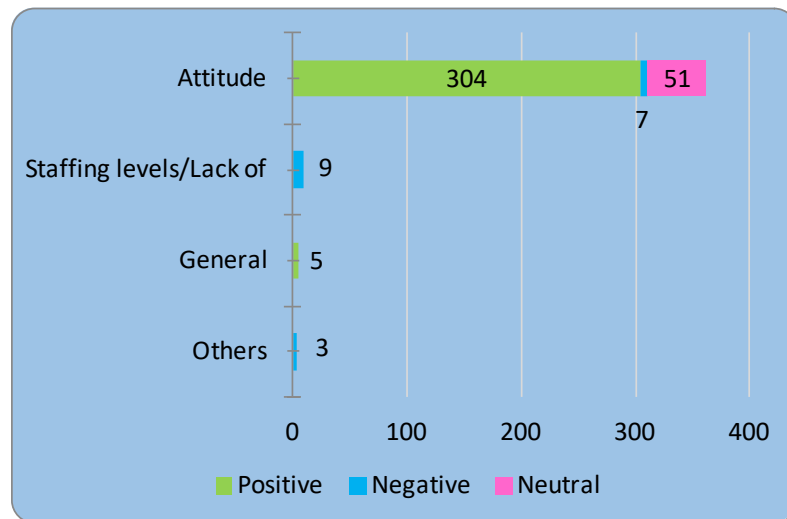
“The A&E has long waiting time”
Outpatients

“The only real let down is the waiting times.”
Outpatients

Staff was the third highest theme applied this quarter (same as the previous quarter) with 379 counts. 81% (n.304) were positive, 6% (n.19) were negative and 13% (n.51) were neutral. This continues the common trend of mainly positive feedback.

The chart below presents a breakdown of the sub-themes for **Staff**. The sub-theme **Staff Attitude** received the highest proportion of reviews with a positive sentiment of 84% (n.304) which indicates that patients were satisfied with staff attitude at the hospital.

Top sub-themes for Staff



Sub-themes

Number of reviews

Positive reviews

“Staff attitude is positive”
Outpatients

“Staff attitude is great”
Outpatients

“and staff attitude were good and well, nothing to complain about.”
Outpatients

Negative reviews

“...and staff attitude could use improving”
Outpatients

“The receptionist can be rude at times.”
Outpatients

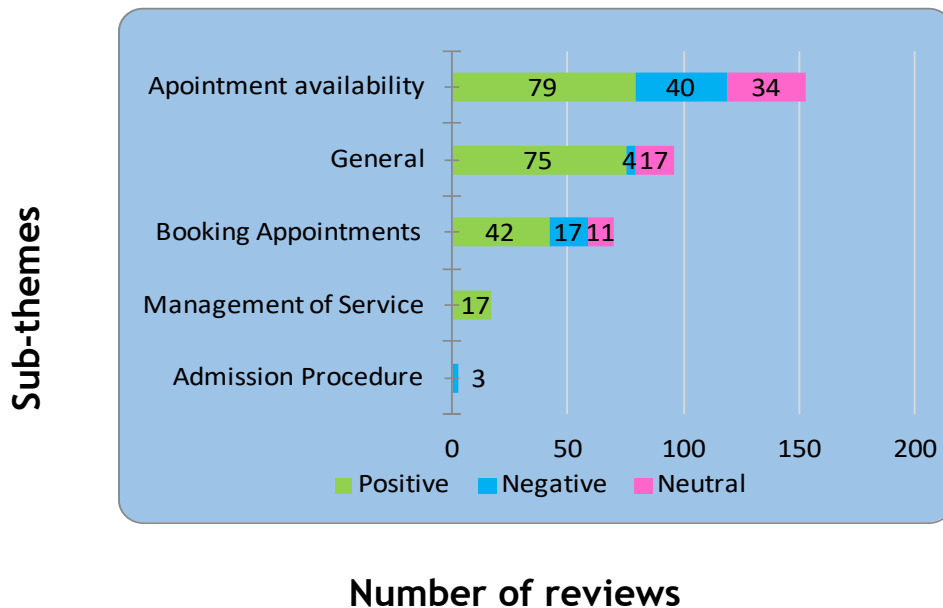
Administration was the fourth highest theme applied this quarter (two steps down from the previous quarter) with 339 counts.

Overall, 63% (n.213) were positive, 19% (n.64) were negative and 18% (n.62) were neutral. The chart below shows the top 5 sub-themes for the **Administration** theme this quarter for Ealing Hospital.

The **Appointment Availability** sub theme received 153 counts, the highest number of sub-themes. 52% (n.79) were positive, 26% (n.40) were negative and 22% (n.34) were neutral.

For the **General** sub-theme, there were a total of 96 counts. 78% (n.75) were positive, 4% (n.4) were negative and 18% (n.17) were neutral.

Top sub-themes for Administration



Positive reviews

"Appointments most of the time are convenient and by the way it is much better than it used to be."

Outpatients

"Getting appointments is quite easy"

Outpatients

"The appointment was very easy to get."

Outpatients

Negative reviews

"It is actually hard to get an appointment." *Outpatients*

"Couldn't get the appointment on the day I wanted. I wanted any other day except Wednesday and got an appointment on Wednesday."

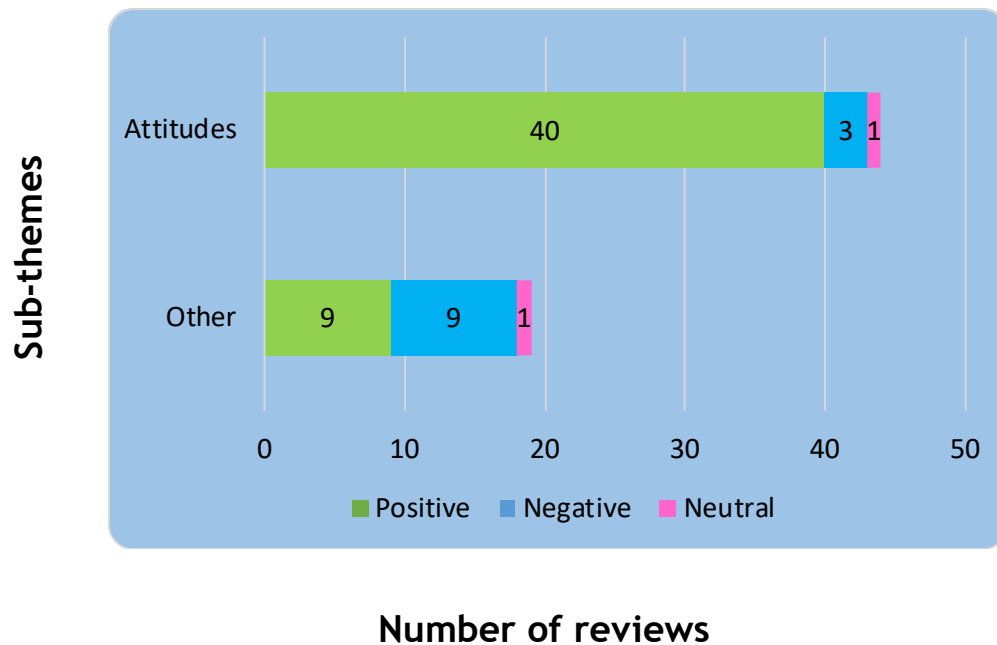
Outpatients

Staff was the highest theme applied this quarter for Ealing Social Services with 64 counts.

Overall, 77% (n.49) were positive, 19% (n.12) were negative and 5% (n.2) were neutral. This shows the overall sentiment towards the staff is positive with a 58% difference between positive and negative.

The **Attitudes** sub theme dominated in terms of which sub-themes were selected. It received 44 counts, the highest number of sub-themes. 91% (n.40) were positive, 7% (n.3) were negative and 2% (n.1) were neutral. The Other sub-theme is a mix of all other sub-themes as there was not enough to determine a general consensus for each of them. These sub-themes consist of: Capacity (n.5), General (n.5), Suitability (n.5) and Training and Development (n.4). 47% (n.9) were positive as well as the negative with only 6% (n.1) being neutral. This shows that in certain areas improvement still needs to be made.

Top sub-themes for Staff



Positive reviews

"The person was very friendly and supportive"
Ealing Social Services

"She was kind and answered all my queries regarding the help for my support."
Ealing Social Services

"Very polite, respectful and patient."
Ealing Social Services

Negative and Neutral reviews

"social workers do not provide enough time and care, are not helpful,....."
Ealing Social Services

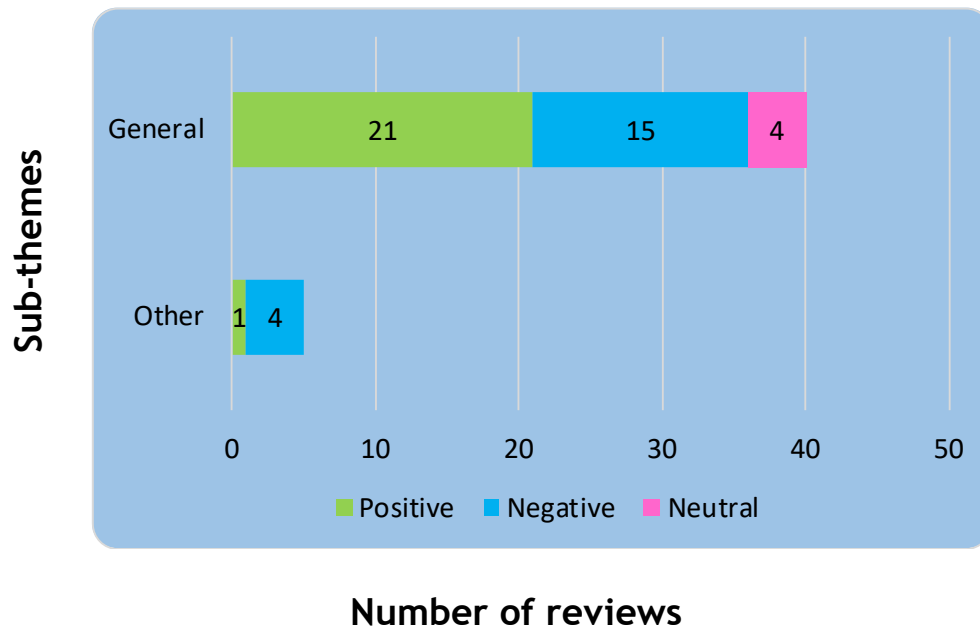
"I have had the same worker for about a year and so they know the care I need. I have not discussed my issues with the worker. They arrive too late"
Ealing Social Services

Communication was the second highest theme applied this quarter with 45 counts.

Overall, 49% (n.22) were positive, 42% (n.19) were negative and 9% (n.4) were neutral. This shows the overall sentiment towards **Communication** was positive but with only a 7% difference between the two sentiments which shows that there are still improvements to be made.

The **General** sub theme dominated in the sub-themes, receiving 40 counts. 53% (n.21) were positive, 38% (n.15) were negative and 10% (n.4) were neutral. The **Other** sub-theme is a mix of sub-themes as there was not enough to determine a general consensus for each of them. These sub-themes consist of: Interpretation Services, Lack Of, Response Times (all n.4) and Community Engagement and involvement (n.1). 20% (n.1) were positive, 80% (n.4) were negative and there were no neutral sentiments, which shows there is room for improvement.

Top sub-themes for Communication



Positive reviews

" Very good, seen as reliable and honest. She rang up before coming"
Ealing Social Services

"I always get the newsletters which keeps me updated."
Ealing Social Services

'They called up before coming.'
Ealing Social Services

Negative reviews

"Hard to contact social services and some bad internal communication"
Ealing Social Services

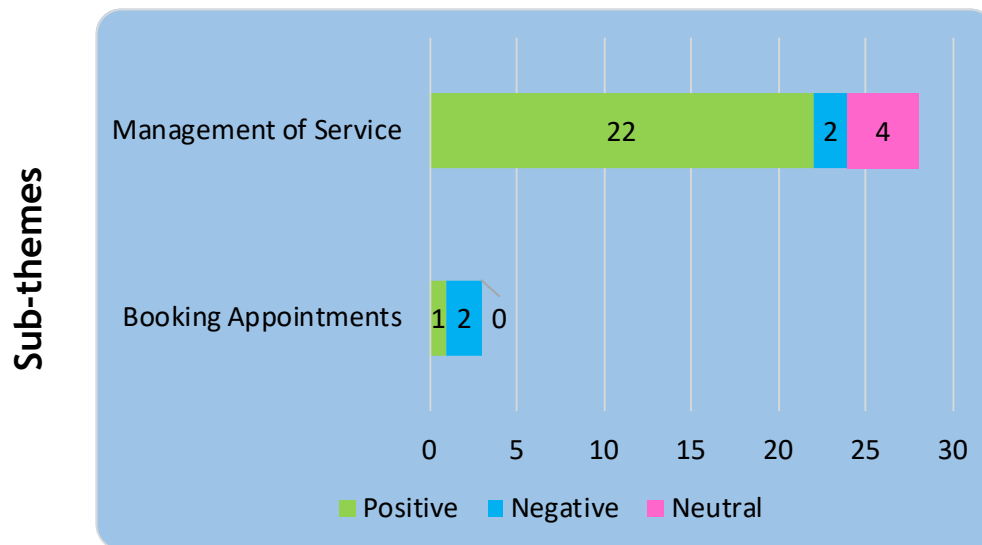
"Very disappointing services. Be in regular communication at least through emails about the social care services."
Ealing Social Services

Administration was the third highest theme applied this quarter with 31 counts.

Overall, 74% (n.23) were positive and 13% (n.4) were negative and neutral. This shows the overall sentiment towards **Administration** was positive with a 61% difference between positive and negative.

The **Management of Service** sub theme dominated in terms of which sub-themes were selected, receiving 28 counts. 79% (n.22) were positive, 7% (n.2) were negative and 14% (n.4) were neutral. **Booking appointments** was the second most selected sub-theme with 33% (n.1) positive and 67% (n.2) negative. There were no neutral sentiments for this particular sub-theme.

Top sub-themes for Administration



Number of reviews

Positive reviews

"They always provide the help I needed."
Ealing Social Services

"I am satisfied with the services."
Ealing Social Services

"Representative had all information at hand. There was a call to arrange the visit and to explain the reasons for it."
Ealing Social Services

Negative and Neutral reviews

"Very disappointing services"
Ealing Social Services

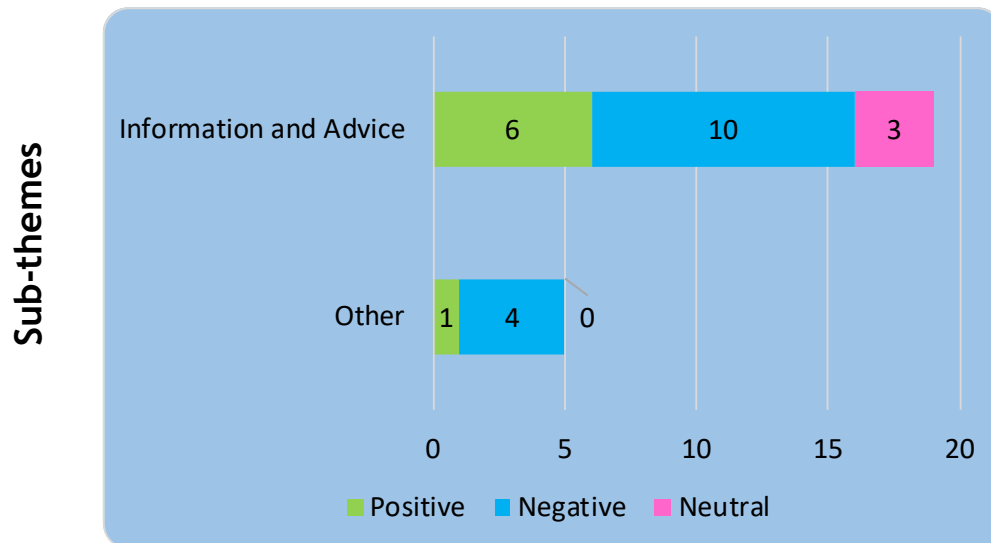
"Need more transparency with their visits"
Ealing Social Services

Access to Services was the fourth highest theme applied this quarter with 24 counts.

Overall, 29% (n.7) were positive and 58% (n.14) were negative and 13% (n.3) were neutral. This shows the overall sentiment towards Access to Services was negative and that people are struggling to get the correct amount of service they need.

The **Information and Advice** sub theme received the most amount with 19 counts. 32% (n.6) were positive, 53% (n.10) were negative and 16% (n.3) were neutral. The **Other** sub-theme is of all different sub-themes combined as there was not enough to determine a general consensus for each of them. These consist of: Lack Of (n.1), Patient Choice (n.2) and Waiting Times (n.2).

Top sub-themes for Access to Services



Number of reviews

Positive reviews

"...and answered all my queries regarding the help for my support."
Ealing Social Services

"Extra support was clearly explained."
Ealing Social Services

Negative reviews

"...not clear about the support that is available for me"
Ealing Social Services

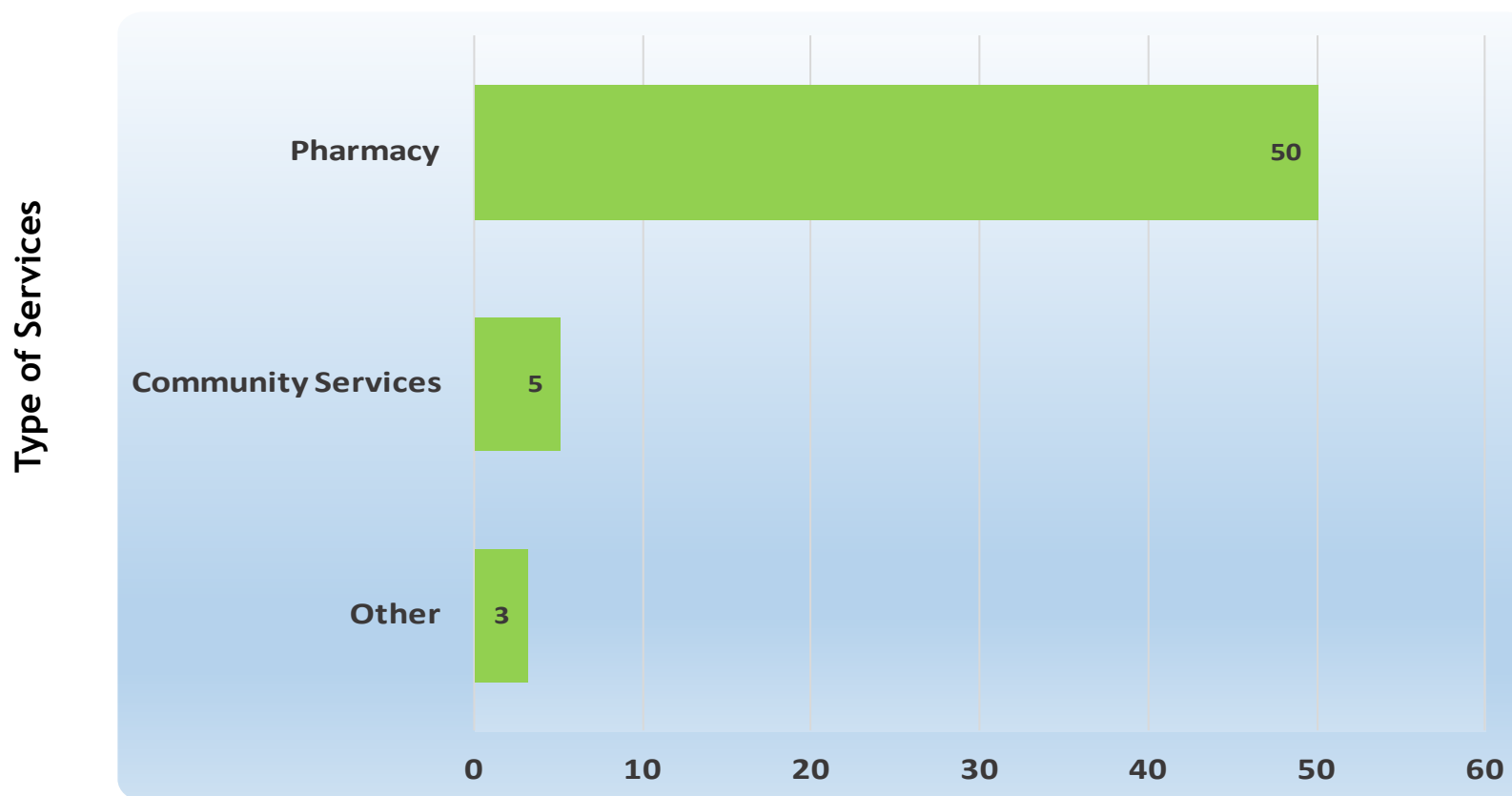
"They did not provide all the helps and support that I was looking for..."
Ealing Social Services

"Need more regular updates at least through emails."
Ealing Social Services

Other Positive Reviews

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

July-August-September



Positive Reviews



Pharmacy

"They are quick to get my medication."

Pharmacy

"They are the best. They are efficient, friendly and helpful. Any situation that arises they sort it as quick as they can. They deliver as well which is great."

Pharmacy

"They take care of all my prescriptions and do an excellent job. Quick and correct."

Pharmacy



Community Services

"The medical team here is very experienced, smart and helpful. The reception is also excellent here. I would highly recommend this service to someone."

Community Services

"I got referred here from my other GP and this is a walk-in clinic appointment for me. There is good treatment from the doctors as well as good service from the reception."

Community Services

"The staff are lovely, the service is excellent..."

Community Services



Others

“The NHS is brilliant for providing this service for people, as a whole the service is very good. Getting appointments was a process that could have been a bit better but nevertheless I would definitely recommend this service to someone.”

Podiatry (foot health)

“...However, inside the rooms are very well kept and the staff is lovely.”

Lim Dental Practice

“Ward manager and some nurses including psychiatrists are very helpful, compassionate and helped me recover quickly.”

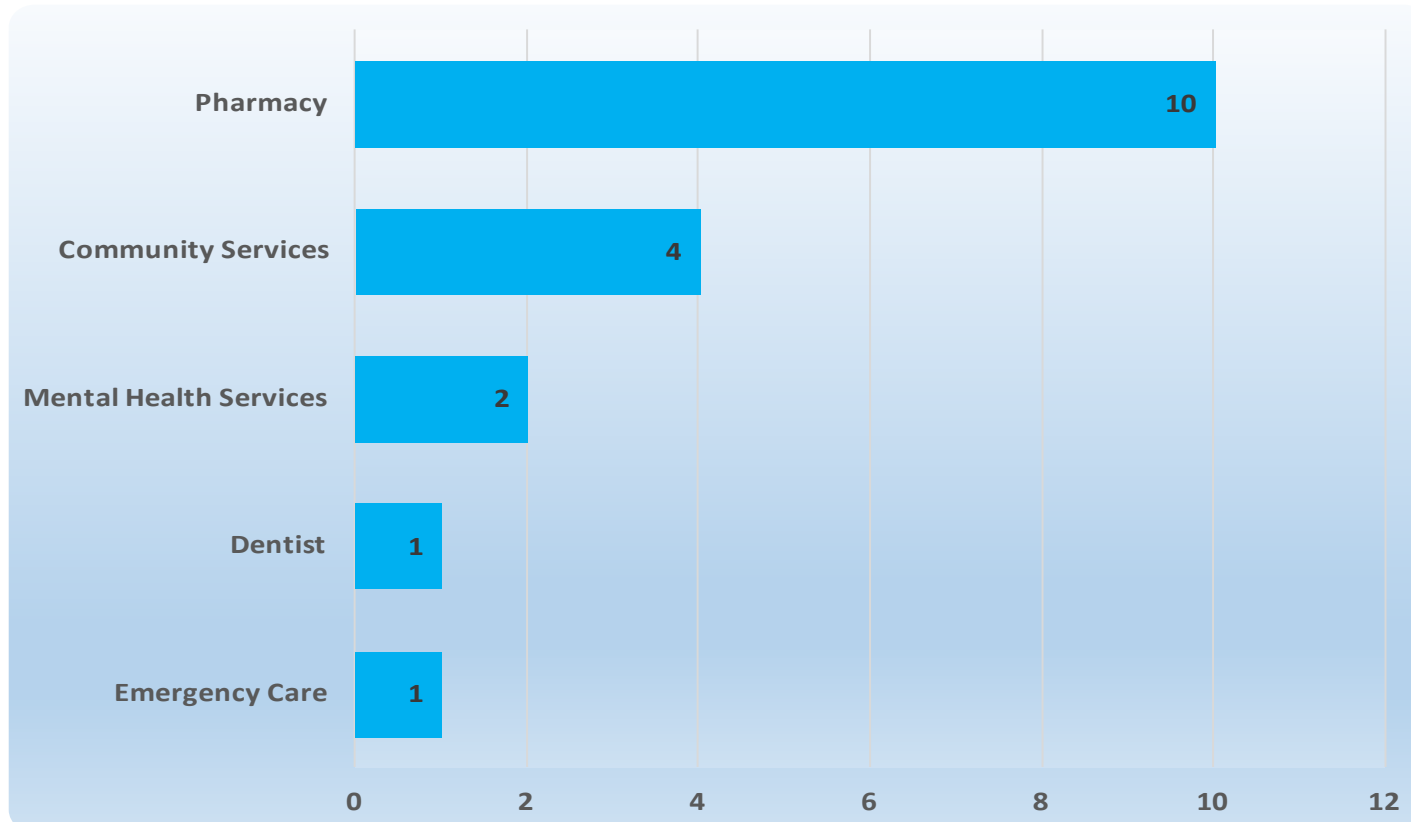
Hope Ward, Wolsey Wing, St Bernard's Hospital

Other Negative & Neutral Reviews

By looking at the negative and neutral reviews we received from the people of Ealing each month, we can better understand where a service needs to improve in order to provide an all round positive experience. This section provides an overview of the number of negative and neutral reviews by service area and goes on to give some example of comments received. We include those reviews where we have classified the comment as being of "neutral" sentiment as experience tells us that these can generally highlight where improvement could be made.

July-August-September

Type of Services



Negative & Neutral Reviews



Pharmacy

“The doctor didn't let me choose my pharmacy. They gave me the most local one to me.”

Pharmacy

“I had to wait an hour before I could get my medications. Too slow.”

Pharmacy

“Slow services.”

Pharmacy



Community services

“I was upset with the practice at first. But when I complained about the virus I have, I was told it was a fungus. But then I found out it was viral. I have been seeing 3 different doctors. They referred me to Ealing Hospital. This is my first time here.”

Community Service

“Poor attitude, badly organised, lack of staff”

Community Service



Mental Health Services

“I came a long way away and only had a 30-minute appointment. I couldn't get all the important details into the short amount of time. The doctors and nurses were really young, so I don't think they were up to speed on my file. They didn't fully address my needs, but overall it wasn't too bad of a service.”

Mental Health Services

“They act in their own interest, not the clients. Their solution seems to be to get clients reliant on medication above all else.”

Mental Health Services



Dentist

“Appointments are difficult to get.”
Dentist



Emergency Care

“I called after my son had a fall and had cut his lip. I wasn't sure whether to take him to GP/hospital or do nothing. The lady wouldn't speak to me as I wasn't with my son at that precise moment - he was with his dad at the playground but I had just spent the last 2 hours with him since the accident. I explained I would just like some medical advice. In response I was called back by the medical person on shift. I tried to explain that I was really after some advice there and then. I couldn't call the GP as the receptionist would not be able to offer the informed medical advice a trained medic could - calling to book a GP appointment defeated the point as we were deciding what needed to be done now. The lady who called me back was not able to listen to my explanation or offer advice as I wasn't with the child at the precise moment. She explained she could not triage him if he was not there. I do perhaps understand why this might be but also feel strongly that in a non life threatening situation offering some informed medical advice to a parent might also be possible without the child being sat right in front of them. I seem to be fairly unlucky with 111 as the very few times I've called its been a similar scenario of not quite being able to provide the service I so badly want it to, and that which would make such a difference to helping a parent decide the best course of action. So good in theory, but in practice this service does not fulfil a need for me.”
Emergency Care

Network Area Specific GP Reviews

The following pages show the number of positive, negative and neutral reviews for each surgery based on an overall star rating: 1-2 (Negative), 3 (Neutral) and 4-5 (Positive). The bar charts on the left reflect the overall star ratings for each service this quarter. The data on the right hand side reflects the average star rating out of 5* given by patients to assess a number of additional specific areas, such as ease of gaining an appointment, waiting times and other service indicators. The data shows both averages for the current quarter and the previous 12 months. These two data sets are shown together to give an overview for each GP surgery.

The London Borough of Ealing is divided into eight GP Network areas (also known as Primary Care Networks or PCNs). Primary Care Networks were established as a key part of the NHS long-term plan and came into effect on 1st July 2019.

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

The eight GP Network areas are:

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

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

GP surgeries that recorded less than 10 reviews for this quarter of the year are not included in the averages, due to the sample size being small and therefore unrepresentative overall.

PCN Specific GP Reviews

Acton					Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Acton Health Centre (Dr Napolion Issac) (3,386)	Q2				-	-	-	-	-	-	-	-
	2018 - 2019				-	-	-	-	-	-	-	-
Acton Lane Medical Centre (1,207)	2				-	-	-	-	-	-	-	-
	2018 - 2019				-	-	-	-	-	-	-	-
Acton Town Medical Centre (3,235)	Q2				-	-	-	-	-	-	-	-
	2018 - 2019				4.5	4	5	4.5	4	4	4	5
Boileau Road Surgery (3,393)	Q2				-	-	-	-	-	-	-	-
	2018 - 2019				3.5	4	4	4.5	4	4	4.5	3.5
Chiswick Family Practice (Dr Bhatt)	Q2				-	-	-	-	-	-	-	-
	2018 - 2019				4	4	4	4.5	3.5	4.5	4.5	4
Chiswick Family Practice (Dr Webber) (4,257)	Q2				-	-	-	-	-	-	-	-
	2018 - 2019				4	4	4.5	4	3.5	4.5	4.5	4
Churchfield Surgery (3,442)	Q2				-	-	-	-	-	-	-	-
	2018 - 2019				3.5	3.5	4	4	3.5	3.5	3.5	3.5

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

- ▲ Positive
- Neutral
- ▼ Negative

PCN Specific GP Reviews

Acton Continued

		Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Cloister Road Surgery (8,894)	Q2	4	4	4	4	3	4	4	4
	2018 - 2019	3.5	4	4	4	3.5	4	4	3.5
Crown St Surgery (8,836)	Q2	-	-	-	-	-	-	-	-
	2018 - 2019	3.5	4	4	4	3.5	4	4	3
Hillcrest surgery (7,791)	Q2	4	3.5	4	4.5	3	4.5	4	4
	2018 - 2019	4	4	4	4.5	4	4	4	3.5
Horn Lane Surgery (4,581)	Q2	-	-	-	-	-	-	-	-
	2018 - 2019	-	-	-	-	-	-	-	-
Mill Hill Surgery (7692)	Q2	-	-	-	-	-	-	-	-
	2018 - 2019	4	4	4	4	3.5	4	4	3.5
The Bedford Park Surgery (3,539)	Q2	-	-	-	-	-	-	-	-
	2018 - 2019	-	-	-	-	-	-	-	-
The Vale Surgery (5,303)	Q2	-	-	-	-	-	-	-	-
	2018 - 2019	4	4	4	4	3.5	4	4	3.5
Western Avenue Surgery 3,025	Q2	-	-	-	-	-	-	-	-
	2018 - 2019	-	-	-	-	-	-	-	-

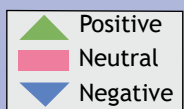
▲ Positive	0	10	15	20	30
■ Neutral					
▼ Negative					

Number of reviews for the current quarter

PCN Specific GP Reviews

The Ealing Network

		Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Corfton Road Surgery (6,937)	Q2	4	3.5	4.5	4	3.5	4.5	4.5	4
	2018 - 2019	3.5	3.5	4	4	3.5	4	4	3.5
Cuckoo Lane Practice (5,230)	Q2	4	4	4	4.5	3.5	4.5	5	4
	2018 - 2019	4	4	4	4	3.5	4	4	3.5
Gordon House Surgery (12,431)	Q2	4	3.5	4.5	4	3.5	4	4	4
	2018 - 2019	3.5	4	4	4	3.5	4	4	3.5
Lynwood Surgery (2,216)	Q2	-	-	-	-	-	-	-	-
	2018 - 2019	-	-	-	-	-	-	-	-
Mattock Lane Health (2,851)	Q2	-	-	-	-	-	-	-	-
	2018 - 2019	3.5	4	4	4	3.5	4	4	3.5
Pitshanger family practice(3,009)	Q2	-	-	-	-	-	-	-	-
	2018 - 2019	-	-	-	-	-	-	-	-
Queenswalk Practice (10,048)	Q2	4.5	3.5	4.5	4.5	3.5	4.5	4.5	4.5
	2018 - 2019	4	4	4	4	3.5	4.5	4.5	4
St Marks Medical Centre (1,610)	Q2	-	-	-	-	-	-	-	-
	2018 - 2019	-	-	-	-	-	-	-	-
The Argyle Surgery (8,140)	Q2	3	3.5	4.5	4.5	3	4	4	2.5
	2018 - 2019	3.5	4	4	4	3.5	4	4	3.5
The Avenue Surgery (3,028)	Q2	-	-	-	-	-	-	-	-
	2018 - 2019	-	-	-	-	-	-	-	-



Number of reviews for the current quarter

PCN Specific GP Reviews

Northolt Greenford Perivale						Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Hillview Surgery (10,388)	1					Q2	-	-	-	-	-	-	-
						2018 - 2019	3.5	4	4	4	3.5	4	4
Islip Manor Medical Centre (3,498)						Q2	-	-	-	-	-	-	-
						2018 - 2019	-	-	-	-	-	-	-
The Grove Medical (6,785)						Q2	-	-	-	-	-	-	-
						2018 - 2019	-	-	-	-	-	-	-
The Medical Centre (4,123)	1					Q2	-	-	-	-	-	-	-
						2018 - 2019	-	-	-	-	-	-	-
Barnabas Medical Centre (9,282)	5	22				Q2	4.5	4.5	4.5	4.5	4	4.5	4.5
						2018 - 2019	3.5	4	4	4	3.5	4.5	4
Elm Trees Surgery (5,016)	4	1	1			Q2	-	-	-	-	-	-	-
						2018 - 2019	3.5	3.5	4	4	3	4	4
Greenford Road Med Centre (7,888)						Q2	-	-	-	-	-	-	-
						2018 - 2019	4	4	4	4	3.5	4	4
Mandeville Medical Centre (5,361)						Q2	-	-	-	-	-	-	-
						2018 - 2019	-	-	-	-	-	-	-
Meadow View Surgery (5,385)						Q2	-	-	-	-	-	-	-
						2018 - 2019	4	4	4	4	3.5	4	4
Perivale Medical Clinic (4349)						Q2	-	-	-	-	-	-	-
						2018 - 2019	3	3.5	3.5	3.5	3	3.5	4
Allendale Road Surgery (4,054)						Q2	-	-	-	-	-	-	-
						2018 - 2019	3	3.5	4	4	3	4	4

0 5 10 15 20 25

Number of reviews for the current quarter

- ▲ Positive
- Neutral
- ▼ Negative

PCN Specific GP Reviews

North Southall				Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Chepstow Medical Centre (2,445)	0	1		Q2	-	-	-	-	-	-	-
				2018 - 2019	-	-	-	-	-	-	-
Dormers Wells Medical Centre (6,914)				Q2	-	-	-	-	-	-	-
				2018 - 2019	3.5	4	4	4	3.5	4	3.5
Lady Margaret Road (3,108)				Q2	-	-	-	-	-	-	-
				2018 - 2019	-	-	-	-	-	-	-
Saluja Clinic (9,557)	1			Q2	-	-	-	-	-	-	-
				2018 - 2019	3.5	3.5	4	4	3.5	4	3.5
Somerset Family Practice (3,1530)				Q2	-	-	-	-	-	-	-
				2018 - 2019	-	-	-	-	-	-	-
KS Medical Centre Limited (4, 714)				Q2	-	-	-	-	-	-	-
				2018 - 2019	3	3.5	4	4	3	4	3
The MWH Practice (7,339)				Q2	-	-	-	-	-	-	-
				2018 - 2019	3.5	4	4	4	3.5	4	3.5
St George's Medical Centre (3,097)				Q2	-	-	-	-	-	-	-
				2018 - 2019	-	-	-	-	-	-	-
The Town Surgery (2'134)				Q2	-	-	-	-	-	-	-
				2018 - 2019	-	-	-	-	-	-	-
Woodbridge Medical Centre (5, 283)	1			Q2	-	-	-	-	-	-	-
				2018 - 2019	3.5	4	4	4	3.5	4	3.5

▲ Positive

■ Neutral

▼ Negative

Number of reviews for the current quarter

0 1 2 3 4

PCN Specific GP Reviews

South Central Ealing

South Central Ealing			Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Grosvenor House Surgery (6,150)	Q2	10 4	3.5	3	4	4.5	3	4	4.5	3
	2018 - 2019		3.5	3.5	4	4	3	3.5	3.5	3
Ealing Park Health Centre (9,691)	Q2	30 2	4.5	4	4.5	4.5	4	4	4.5	4
	2018 - 2019		3.5	4	4	4	3.5	4	4	3.5
Elthorne Park Surgery (8,620)	Q2	12	4	4	4.5	4.5	4	4.5	4.5	4
	2018 - 2019		3.5	4	4.5	4	3.5	4.5	4.5	4
Northfields Surgery (9,360)	Q2	31 6	4	4	4.5	4	3.5	4.5	4.5	3.5
	2018 - 2019		3.5	4	4.5	4.5	3.5	4.5	4.5	3.5
The Florence Road Surgery (18,048)	Q2	11 1	4.5	4.5	4.5	4.5	4	4.5	4	4
	2018 - 2019		3.5	4	4	4	3.5	4	4	3.5
Bramley Road Surgery (18,048)	Q2	5 1	-	-	-	-	-	-	-	-
	2018 - 2019		-	-	-	-				

Number of reviews for the current quarter

▲ Positive
■ Neutral
▼ Negative

PCN Specific GP Reviews

Northolt

Northolt				Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Jubilee Gardens Medical (7,203)	2			Q2	-	-	-	-	-	-	-
	1			2018 - 2019	3.5	4	4	4	3.5	4	3.5
Somerset Medical (1,746)	1			Q2	-	-	-	-	-	-	-
				2018 - 2019	-	-	-	-	-	-	-
Goodcare Practice (6,408)	1			Q2	-	-	-	-	-	-	-
				2018 - 2019	3.5	4	4	4	3.5	4	3.5
West End Surgery (4,478)				Q2	-	-	-	-	-	-	-
				2018 - 2019	-	-	-	-	-	-	-
Yeading Medical Centre (7,208)				Q2	-	-	-	-	-	-	-
				2018 - 2019	4	4	4	4	3.5	4	4
Allenby Clinic (2,064)				Q2	-	-	-	-	-	-	-
				2018 - 2019	4	4	4	4	3.5	4	4
Broadmead Surgery (4,224)				Q2	-	-	-	-	-	-	-
				2018 - 2019	3.5	4	4	4	4	4	4
Northolt Family Practice (4,111)				Q2	-	-	-	-	-	-	-
				2018 - 2019	3	3.5	4	3.5	3	3.5	3

▲ Positive

■ Neutral

▼ Negative

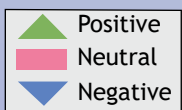
Number of reviews for the current quarter

PCN Specific GP Reviews

Greenwell

Greenwell					Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Elmbank Surgery (3,349)	1											
	Q2											
2018 - 2019					-	-	-	-	-	-	-	-
Greenford Avenue Family Health Practice (6,905)	4	7			3.5	4	4	4	2.5	4	4	4
	Q2											
2018 - 2019					3.5	4	4	4	3	4	4.5	3.5
Mansell Rd Practice (5,823)	2											
	Q2											
2018 - 2019					3	4	5	4.5	4	4.5	4.5	4
Westseven (3604)	10	2	2		3.5	3	4	4	3	4	4	3.5
	Q2											
2018 - 2019					3.5	3.5	4	3.5	4	4	4	3.5
Eastmead Avenue Surgery (6,084)	1	1										
	Q2											
2018 - 2019					3	3.5	4	4	3.5	4	4	3
Hanwell Health Centre Dr Less Naish Basiil (5,668)	20	5	1		3.5	4	4	4	3.5	4	4	4
	Q2											
2018 - 2019					3.5	4	4.5	4.5	3.5	4	4.5	3.5
Oldfield Family Practice (4,145)												
	Q2											
2018 - 2019					3.5	4	4	4	3.5	4	4	3.5

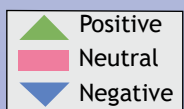
Number of reviews for the current quarter



PCN Specific GP Reviews

South Southall

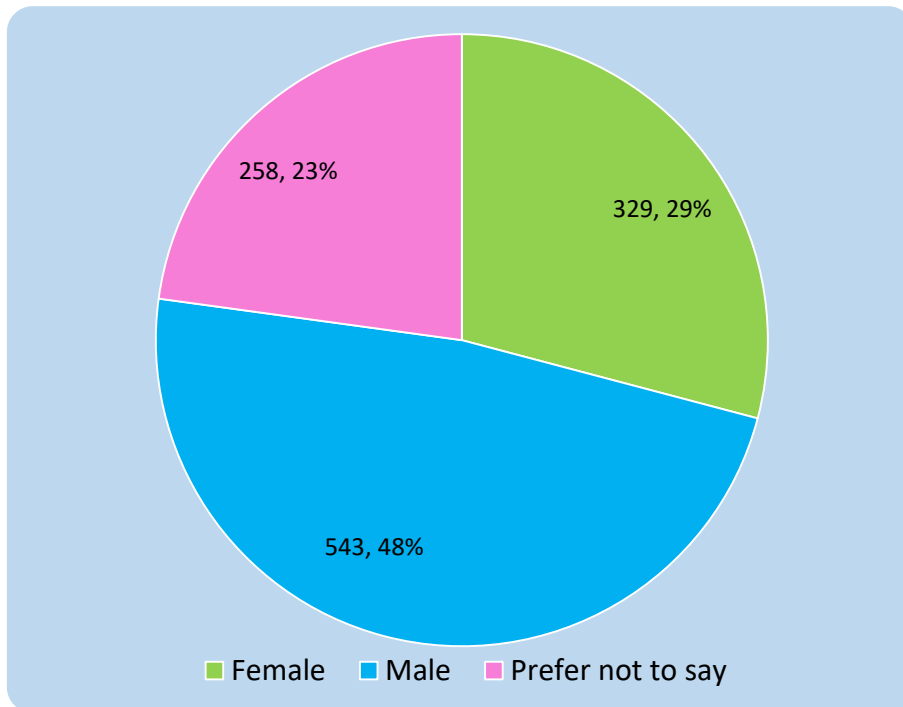
							Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
70 Norwood Rd/ Dr Sanghera - (Southall MC)						Q2	-	-	-	-	-	-	-	-
						2018 - 2019	3	3.5	4	3	2.5	2.5	1.5	3
Southall Medical Centre (7,755)						Q2	-	-	-	-	-	-	-	-
						2018 - 2019	3.5	4	4	4	3.5	4	4.5	3
Belmont Medical Centre (7, 662)			5			Q2	-	-	-	-	-	-	-	-
	1	2				2018 - 2019	3.5	4	4	4	3.5	4	4	3.5
Featherstone Road Health Centre (8.622)					9	Q2	3.5	4	4	4	3	4	4	3
	1	1				2018 - 2019	3.5	3.5	4	3.5	3.5	4	4	3.5
Guru Nanak Medical Centre (12.283)			1			Q2	-	-	-	-	-	-	-	-
						2018 - 2019	3	3.5	4	3.5	2.5	3.5	3.5	3.5
Medical Centre (Beaconsfield Road) (8.305)						Q2	-	-	-	-	-	-	-	-
						2018 - 2019	-	-	-	-	-	-	-	-
The Welcome Practice (3,903)						Q2	-	-	-	-	-	-	-	-
	1	1				2019 - 2019	-	-	-	-	-	-	-	-
Waterside Medical Centre (4,851)			1			Q2	-	-	-	-	-	-	-	-
						2018 - 2019	3.5	4	4	4	3.5	4	4	3.5
Hammond Road Surgery (4,233)						Q2	-	-	-	-	-	-	-	-
	1					2018 - 2019	3.5	4	4	4	3.5	4	4	3.5
Sunrise Medical Centre (4,156)						Q2	-	-	-	-	-	-	-	-
						2018 - 2019	-	-	-	-	-	-	-	-



Number of reviews for the current quarter

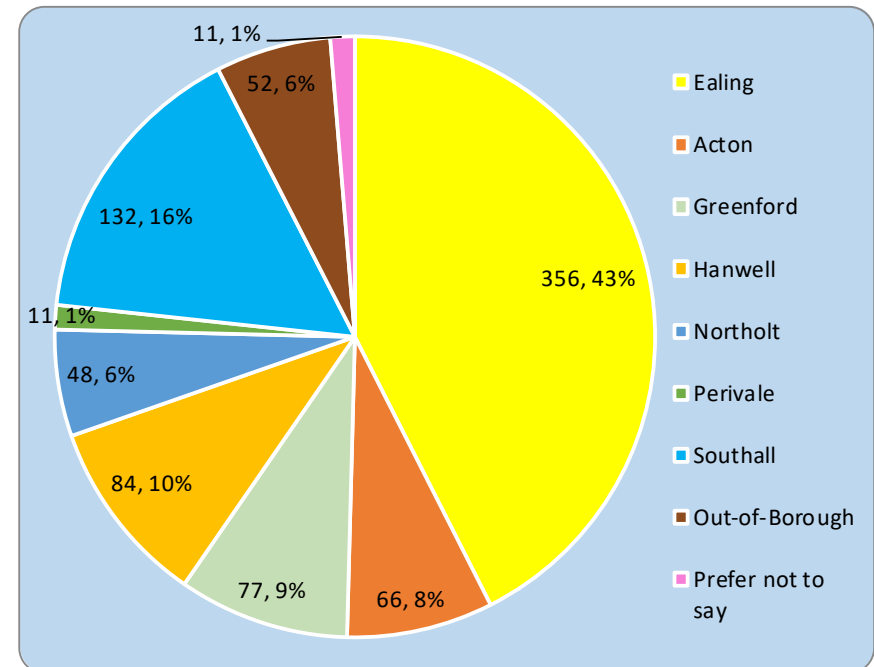
Demographic information

The pie chart below shows the number of reviews received by gender from July to September 2019. The majority of the reviews received this quarter are from males 48% (n.543). However, there is a slight decrease in the number of reviews from females from the previous quarter which was 8%, as this present quarter is 29% (n.329) and prefer not to say is 23% (n.258).



Gender

During this quarter we spoke to patients across Ealing. The highest number of the reviews being received from residents in Ealing 43% (n.356), followed by Southall 16% (n.132), Hanwell 10% (n.94) and the least number of reviews being received from Northolt 6% (n.48) and Perivale 1% (n.11).

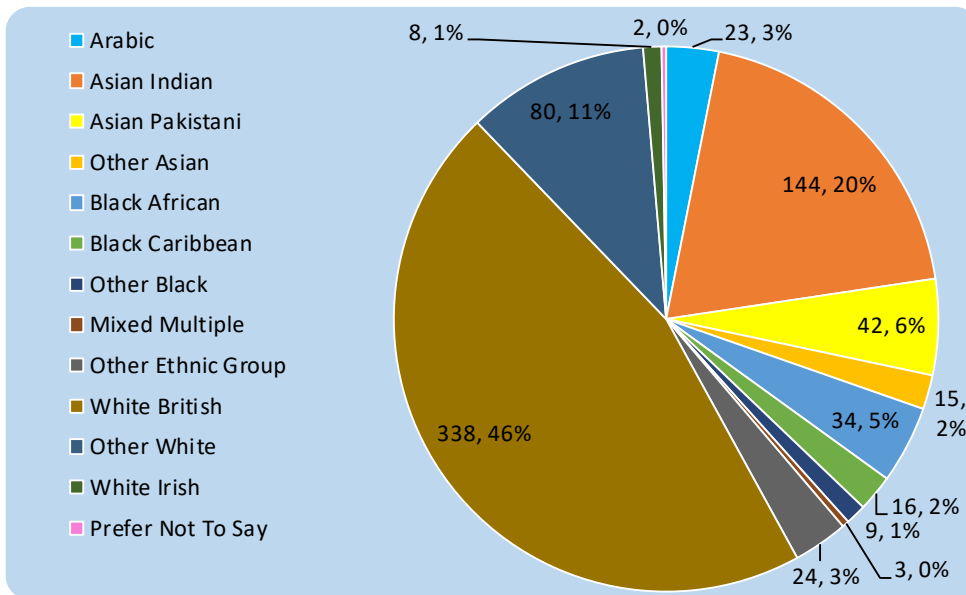


Patient's area of residence

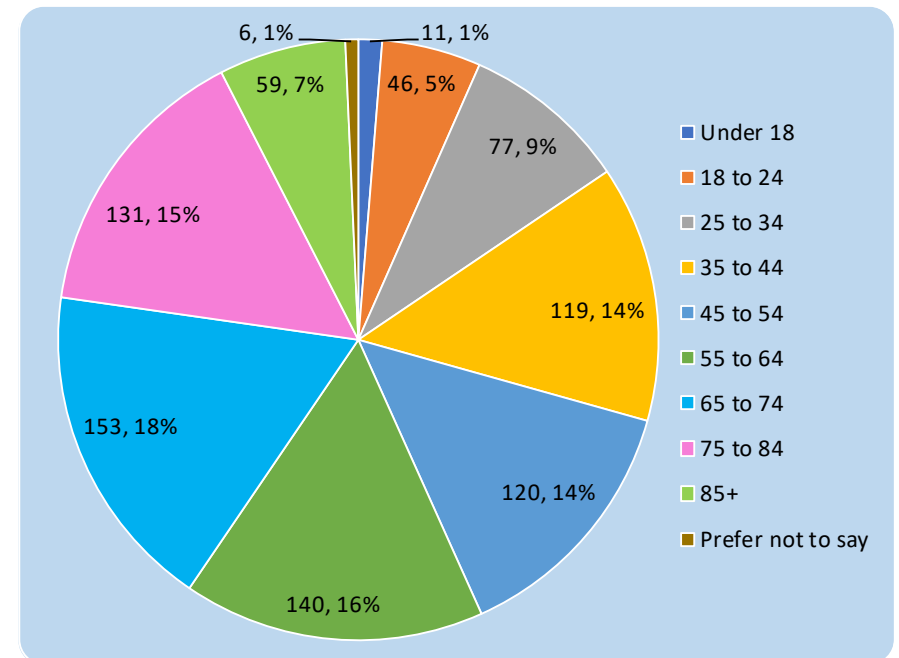
Demographic Information

The pie chart below shows the number of reviews received this quarter. In terms of ethnicity, the majority of feedback received this quarter was from people who identified as White British, 46% (n.338) which was a 27% increase of the last quarter. The next highest was Asian Indian 20% (n.114).

The pie chart below shows the number of reviews received this quarter from different age groups. The majority of feedback came from 65-74 age group: 18% (n.153), followed by 55-64, 16% (n.140). The third highest was 75-84, 15% (n.131) while alongside 'prefer not to say', the least was Under 18, 1% (n.11).



Ethnicity of Patients



Age of Patients

This quarter, 1130 patient experiences were collected.

Out of our total number of patient experiences received, 840 (74%) were positive with a star rating 4-5, 221 (20%) were neutral with a star rating of 3 and 69 (6%) were negative with a star rating 1-2. 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:

GP services

Issues applied mainly to the 'Administration' theme. The negative reviews (22%, n.70) were mainly about the 'Appointment Availability' and 'Booking Appointments' and while in this section, the positive outweighs the negative, this is the area that has the most amount of negative reviews when it comes to GP services and it remains an area for improvement.

Areas of good practice, where comments were largely very positive, were 'Treatment and Care' (82% positive), Staff (82% positive), and 'Access to Services' (49%, n.184).

Hospital Services

In terms of hospital services, the predominant area of concern remains around the 'Access to Services' theme and one of its sub-themes; 'Waiting Times' as the negative and neutral sentiments outweigh the positive sentiment and although it is moving in the right direction, this remains an area for improvement. Areas of good practice however can be found in 'Treatment and Care - Experience' (87% n.133), with 'Treatment and Care - Treatment Explanation' (77% n.123) and 'Staff Attitude' (84% n.307).

Actions, impact and next steps

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

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

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

Currently Ealing CCG are responding to the presentation of annual patient experience themes and trends, identifying the actions they have taken demonstrate how the patient voice has been listened too. This report should be finalised in Autumn 2019. A number of other actions including the effective triangulation of Healthwatch data with other internal CCG sources are being followed up.

Back in late 2017 LNWT took on board the early issues identified around Ealing Hospital outpatient services (similar to those we have continued to see in each subsequent quarterly report). An action for a number of internal reports followed and changes to administrative systems for outpatient services took place during 2018. Different, but interrelated issues were also then identified at the Northwick Park site and a new telephone system is being trialled with a view to expanding to Ealing Hospital once any initial glitches have been resolved. Healthwatch Ealing is yet to see the impact of these changes on the ground for patients, who continue to identify similar difficulties. After interim post holders, a new Director of Nursing is now in post at the Trust and Healthwatch Ealing will be following up to reevaluate the changes made and further actions still required.

In terms of next steps for Healthwatch Ealing's Patient Experience Programme, the following have been identified to be considered in more detail and progressed, where appropriate during 2019/20:

- Quarterly focusses on Social Care services and Mental Health Services to increase the number of patient experience comments in these areas.

Progress: A focus on Social Care in Q2 has yielded 99 comments this quarter where, traditionally there are just a handful. This achievement took considerable resources, and whilst positive, will be reviewed alongside the range of tools and mechanisms we have at our disposal for gathering feedback. In conjunction with this area of focus, our Community Engagement programme in Q2 reached out to a number of Day Centres and Carer groups to increase social care feedback.

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

Progress: This is being considered for Q1 2020/21

- Another focus on capturing experience from the smaller practices in the borough.

Progress: This first took place in Q1 2019/20. Ongoing feedback from smaller practices will be considered in partnership with Ealing CCG and the developing Primary Care Networks. We will also look to innovative ways to increase our volunteer pool to support greater ongoing collection.

- The development of a new bi-annual Joint Patient Experience report, covering NW London and produced in collaboration with our relevant Healthwatch colleagues across the patch.

Progress: The first report is being produced, for publication in December 2019. It focuses on Acute care in hospital settings across NW London.

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

Progress: Volunteer training is taking place to progress this additional layer of analysis.

- Development of the report format to account for new Primary Care Networks in existence from July 2019.

Progress: The Q2 report has taken into account the new PCN groupings and this layout will be used going forward. Additional analysis across PCN's will be discussed with Ealing CCG.

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

Progress: This is planned for Q3.

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

Progress: This is in production, due for publication before the end of December 2020.

Leave feedback

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

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

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



Summary of your experience* (max 45 characters)

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

Tell us more about your experience*

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

Where do you live? (town/city)

Acton, Ealing, Greenford, Hanwell, ...

Your ratings (select if applicable)

Ease of gaining appointment

Convenience of appointment

Cleanliness

Staff Attitude

Waiting Time

Treatment explanation

Quality of care

Quality of food

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

In relation to your comments are you a:

Select one

When did this happen

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

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following?

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

If other, please specify

Where did you hear about us?

Select one

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

- No Yes

Would you like to speak to Healthwatch directly?*

- No Yes

About you

Name

- Leave feedback anonymously?

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

- I accept the [Terms and conditions](#)

- Subscribe to the newsletter?

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

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

[Submit feedback >](#)

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

Share Your Experience with Us

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

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

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

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

2. How do you rate your overall experience?

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

3. Summary of your experience

.....

4. Tell us more about your experience

.....

.....

.....

.....

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

6. Your ratings (select if applicable)

Ease of gaining appointment

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

Convenience of appointment

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

Cleanliness

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

Staff Attitude

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

Waiting Time

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

Treatment explanation

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

Quality of care

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

Quality of food

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

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

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

In relation to your comments are you a:

- Patient Carer Relative Carer and Relative
 Service Provider Visitor Professional

When did this happen
.....

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

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

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

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

If "other", please specify

Where did you hear about us? (Select one)

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

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

- No Yes

Would you like to speak to Healthwatch directly?

- No Yes

About you

Name.....

Email.....

Leave feedback anonymously

Monitoring Information

What gender do you identify yourself as:

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

Which age group are you in?

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

What is your ethnicity?

White

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

Asian / Asian British

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

Black, African, Caribbean, Black British

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

Mixed, Multiple

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

Other Ethnic Group

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

Which area of the borough do you live in?

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

Do you consider yourself to be disabled?

- Yes
- No
- Prefer not to say

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

- Yes
- No
- Prefer not to say

Are you a carer?

- Yes
- No
- Prefer not to say

What is your religion?

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

What is your sexual orientation?

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

Thank you for sharing your experience

Theme

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

Administration
Administration
Administration
Administration
Administration
Administration
Administration
Administration
Administration

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

Communication
Communication
Communication
Communication
Communication

Continuity and integration of care

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

Dignity and Respect
Dignity and Respect
Dignity and Respect

Subthemes

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

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

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

General
Interpretation Services
Lack of
Community engagement and involvement
Response times

General
Lack of
Late
Mis-diagnosis
Tests/Results

Confidentiality/Privacy
Consent
Death of a Service User

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

Referrals

Waiting times

Safety/Safeguarding/Abuse

Staff

Ambulance Staff/Paramedics

Staff

Attitudes

Staff

Capacity

Staff

District Nurses/Health Visitors

Staff

General

Staff

Midwives

Staff

Staffing levels/Lack of

Staff

Suitability

Staff

Training and development

Treatment and care

Effectiveness

Treatment and care

Experience

Treatment and care

Quality

Treatment and care

Safety of Care/Treatment

Treatment and care

Treatment Explanation

Treatment and care

Lack of support