



**PATIENT EXPERIENCE
REPORT 2021/2022
QUARTER 2
July-September**

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Executive Summary

This report details the analysis of the Health and Social Care service reviews that Healthwatch Ealing obtained during Quarter 2 (Q2) of 2021/22 (July – September). This quarter, a total of 1,234 patient experience reviews were collected. Approximately 67% (n.891) were positive, 22% (n.272) were negative and 11% (n.70) were neutral.

Feedback for GP services was largely positive, with staff receiving the highest number of positive reviews and comments since before the COVID-19 pandemic. Patient's also expressed their satisfaction with the overall quality of care and the suitability of their GP surgery in delivering treatment and care. Access remained the most frustrating area of service delivery for patients with people still struggling to get through to their GP on the phone and book appointments that suit them as well as having to wait an unsatisfactory amount of time for their appointment, once they are able to book it.

The feedback for Ealing Hospital indicated that, on the whole, patients were very satisfied with their overall experience and were happy with the treatment and care that they received. However, the analysis showed a slight decrease in the number of positive comments relating to Ealing Hospital staff with some negative feedback focusing on staff member's attitudes (customer service) and the level of support they provided patients with. While these concerns remain in the minority, it is important to ensure that this does not become a trend moving forward.

The Dentists service category also received largely positive reviews with residents praising staff members, the cleanliness of their practice and their practice's response to emergency care. However, this quarter saw an increase in negative reviews for dental services as we prioritised feedback collection from those who had not been able to access dental care.

With regard to other services (COVID-19 vaccination centres and testing sites, Pharmacies, Opticians, etc.), individuals were generally happy with the services that they were provided with. The majority of feedback suggested that these services met individuals' needs, with service users stating that they were particularly happy with the overall organisation and they ways in which staff members treated them and supported them.

Based on the findings presented in this report, Healthwatch Ealing have outlined a number of next steps and recommendations. These next steps outline how we are going to continue to improve the Patient Experience programme moving forward whilst the recommendations provide clear actions for health partners as to how they can support our work and, as a result, support the representation of the patient voice.

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

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

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

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

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

Introduction cont.

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

This report covers the period of Quarter 2, from July to September, 2021. In ordinary circumstances, face-to-face community outreach yields a minimum of 1,200 patient experience feedbacks, per quarter. In spite of being in this time of adapted engagement, we were able to reach and surpass this target, gathering a total of 1,234 patient experience reviews. Approximately 67% (n.891) were positive, 22% (n.272) were negative and 11% (n.70) were neutral.

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

If you would like access to the data that is analysed and presented in this report, feel free to contact our Patient Experience team at info@healthwatchealing.org.uk.

Our data explained

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

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

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

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

- In the first instance, the Informatics System assigns a sentiment to each review, based on the overall star rating provided. Each sentiment assignment is confirmed by one of the Healthwatch Ealing Patient Experience Officers. Where overall sentiment is highlighted in the report, it relates to this process.
- In the second instance, free text comments are broken down and analysed for themes and sub-themes. Where relevant, up to 5 themes and sub-themes can be applied to a single patient experience comment. Upon each application of a theme or sub-theme, a positive, negative or neutral sentiment is also applied. This is a manual process undertaken by trained staff and specially trained volunteers. The process is overseen by the Patient Experience Officer and regularly audited in order to ensure consistency. Where themes and related sentiment are discussed in the report, it relates to this aspect of the process.

Our data explained cont.

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

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

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

Overall Star Ratings

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

Figure 1 shows the proportion of overall star ratings received during each month and during the whole quarter (pie chart in the bottom right of fig. 1). During Quarter 2, an overall rating of 5 stars was the most common service rating (56%), consistently accounting for the majority of reviews received each month. However, an overall rating of 1 star was the second most common rating received during this quarter (20%), with the highest proportion of these reviews occurring in July (22%).

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

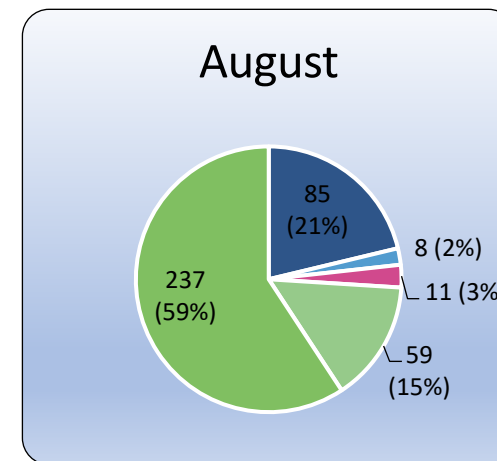
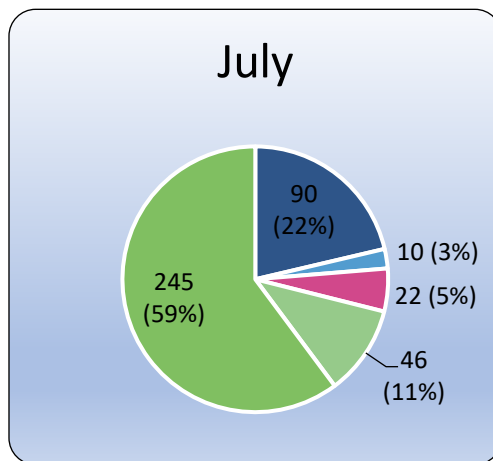
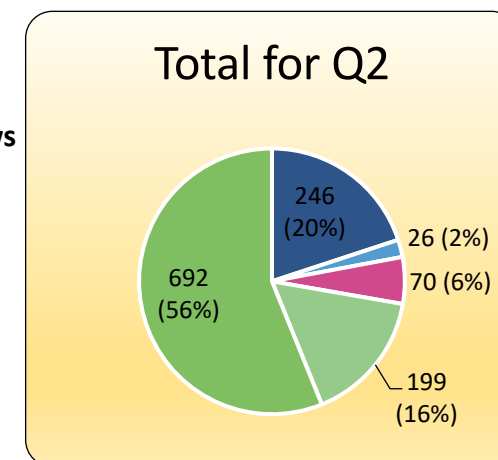
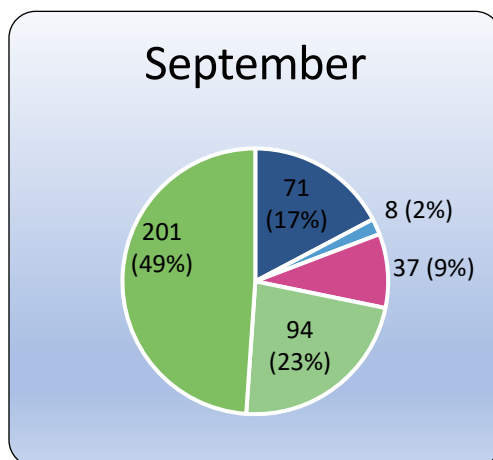


Figure 1: A monthly breakdown of reviews based on their sentiment



Feedback Sentiment

The next step of the patient experience feedback analysis involves assigning a sentiment of 'positive', 'negative' or 'neutral' to a service review, based on the overall star rating provided. An overall star rating of 1 or 2 indicates a negative response, a star rating of 3 indicates a neutral response and an overall star rating of 4 or 5 indicates a positive response. This quarter, a total of 891 positive responses, 272 negative responses and 70 neutral responses were recorded.

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

Table 1: The monthly breakdown of overall star ratings during Q2

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
July	100	22	300
August	93	11	296
September	79	37	295
Total	272	70	891

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

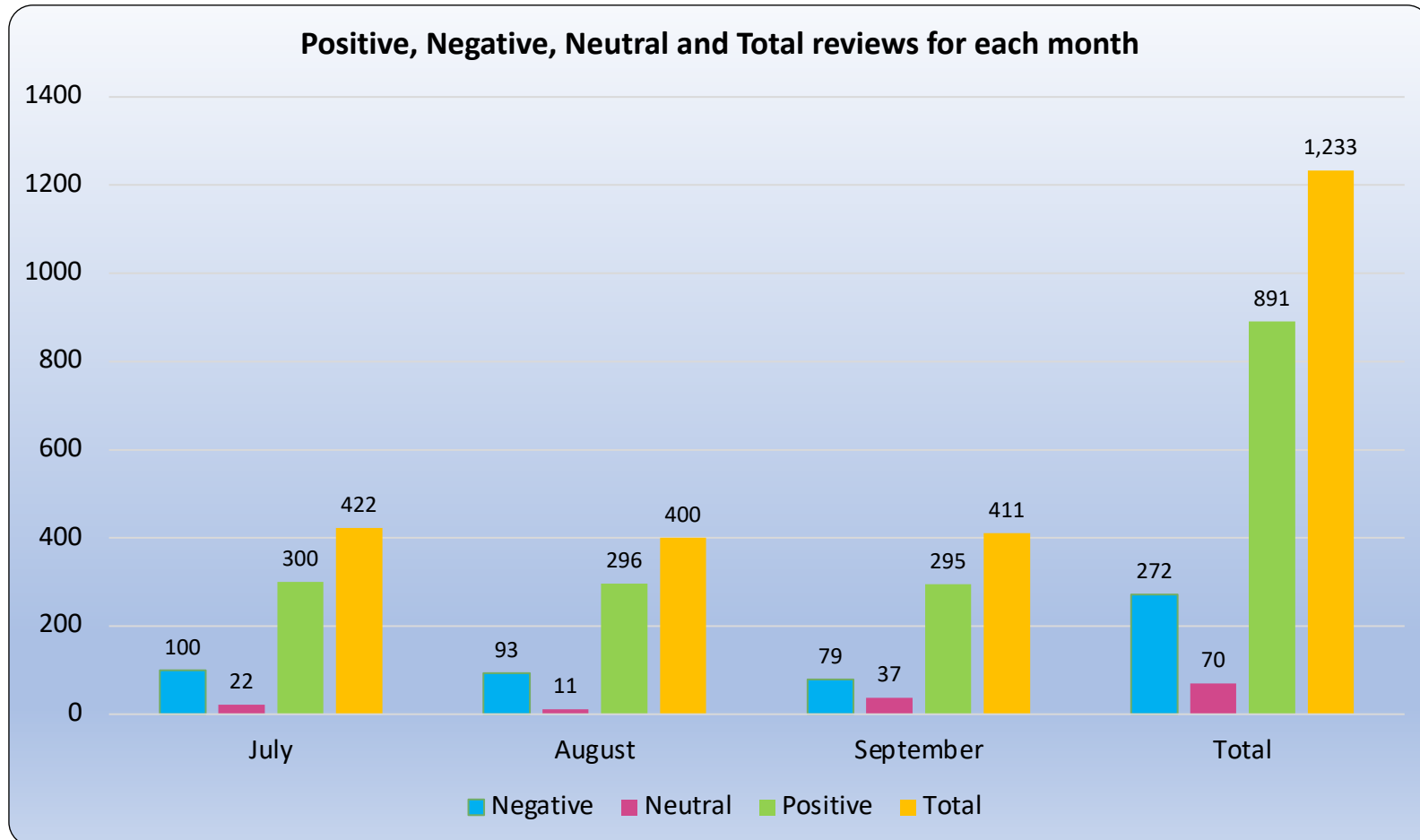


Figure 2: A monthly breakdown of reviews based on sentiment

Total Reviews per Service Category

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

Out of these nine categories, GPs received the highest number of reviews (n.462), accounting for 37% of the total number of reviews received during this quarter. Hospital services received the second highest number of reviews (n.253) and Dental services received the third highest number of reviews (n.238).

The "Other" category in this graph consists of reviews for: Community Services (3), Homecare/Supported Living (2), and Hospice (1)

Since Q4, we have seen a new category 'COVID-19' added, with 14% (n.137) of the reviews submitted this quarter relating to Ealing Vaccination Centres and testing sites. The analysis of these reviews are explored in more detail throughout this.

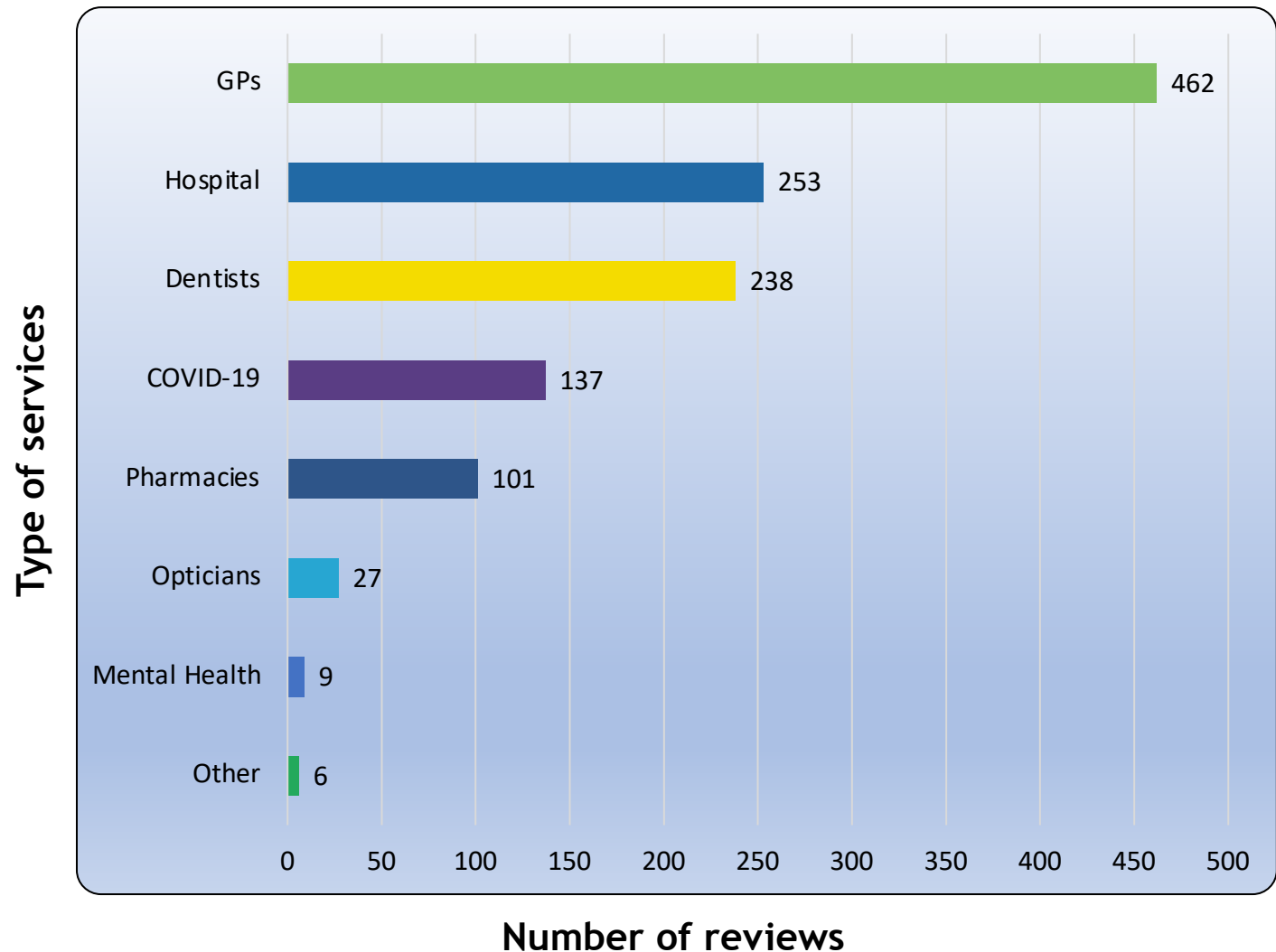
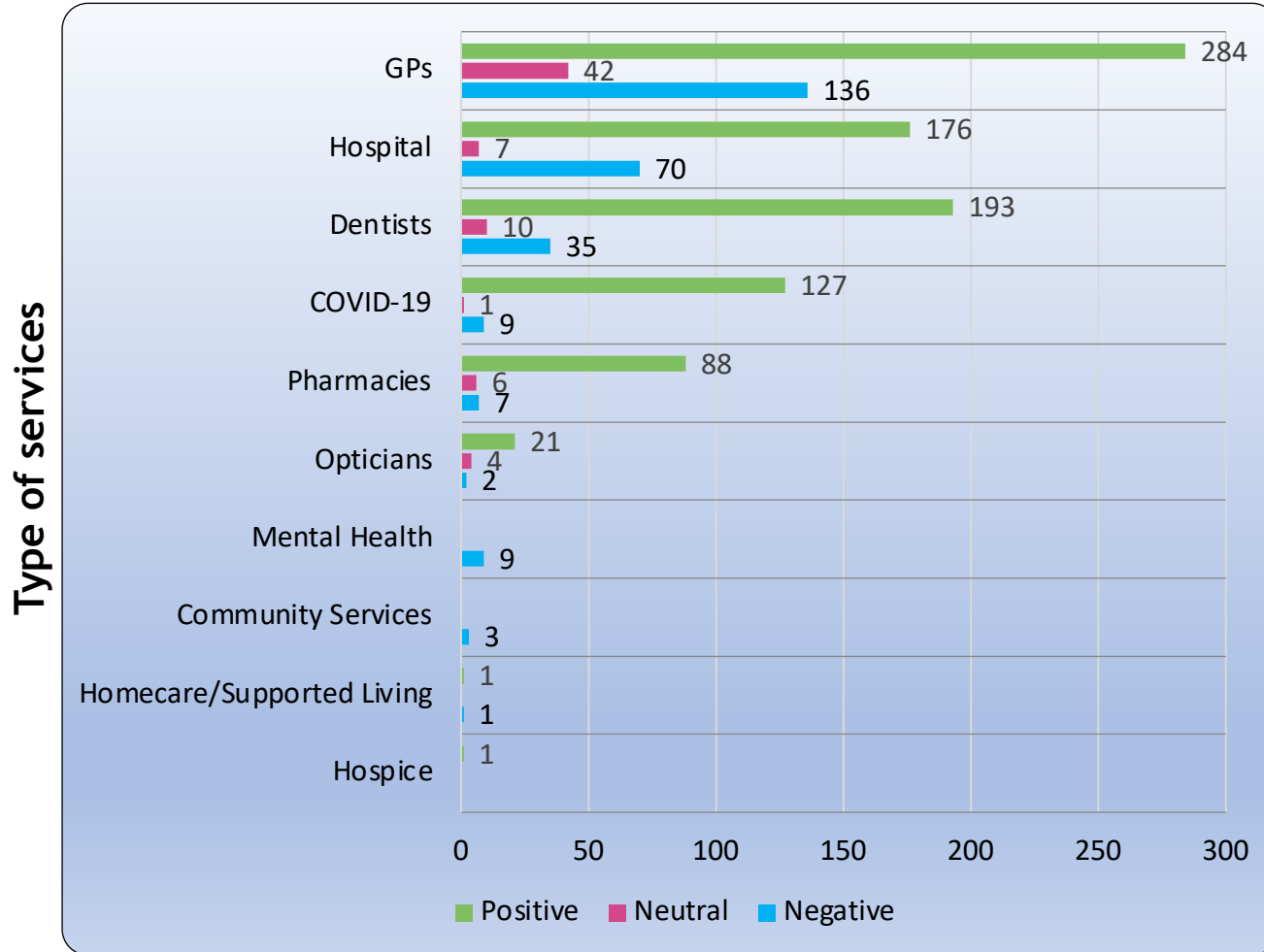


Figure 3: Total Reviews per Service Category

Distribution of Positive, Neutral & Negative Reviews



Number of reviews

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

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

The comparative representation shows that during this quarter, the service category that received the highest number of negative reviews was GP surgeries (n.136). Whilst we received 163 more reviews for GP surgeries for GP surgeries this quarter (n.462) compared to Q1 (n.299), the number of negative reviews only increased by 7, with the positive reviews only decreasing slightly by 8. The themes and trends seen in GP feedback is explored in more detail from page 13.

Worth noting is that 92% (n.127) of the individuals who provided feedback on an Ealing COVID-19 Vaccination Centre or testing site gave a positive rating. This builds on positive feedback from the previous two quarters and shows that individuals remain satisfied with their vaccination experience.

Distribution of Positive, Neutral & Negative Reviews cont.

Name of Service	Negative	Neutral	Positive	Total Number of Reviews
GPs	29%	9%	62%	462
Hospitals	27%	3%	70%	253
Dentists	14%	4%	82%	238
COVID-19	6%	2%	92%	137
Pharmacies	7%	6%	87%	101
Opticians	8%	15%	77%	27
Mental Health*	100%	0%	0%	9
Community Services*	100%	0%	0%	3
Homecare/ Supported Living*	50%	0%	50%	2
Hospice*	0%	0%	100%	1

Table 2 displays the percentage breakdown of service category reviews by sentiment. Out of the total number of reviews for GP surgeries, 29% (n.136) were negative. When compared to the other most commonly reviewed service categories (Hospitals, Dentists, COVID-19, Pharmacies), GP surgeries have the highest percentage of negative feedback.

Other services that received a large review count - Hospitals (70%), Dentists (82%), COVID-19 (92%), Pharmacies (87%), Opticians (77%) all received largely positive feedback.

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

Table 2: A percentage breakdown of service categories by sentiment

Themes and Sub-Themes GPs and Ealing Hospital

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

This section provides a breakdown of the main themes and sub-themes for GP surgeries in Ealing and for Ealing Hospital.

Ealing Hospital received less reviews this quarter (n.120) compared to Q1 (n.168). While normally we would include a breakdown of the top 4 themes, only two themes (Staff, n.83, Treatment and care, n.63) received what we would consider a high reference count. The third highest theme (Access to Services) had only 27 counts. Therefore, we have decided to provide a breakdown for the top two themes, only.



GP Themes and Sub-Themes

As shown in the graph below (Figure. 5), thematic analysis of the GP surgery reviews identified **Treatment and Care** (n.209) as the most commonly referenced theme, with **Staff** (n.206), **Administration** (n.192) and **Access to Services** (n.150) also regularly identified in patients' feedback. This is consistent with our two-year analysis of the most common themes found in GP service reviews.

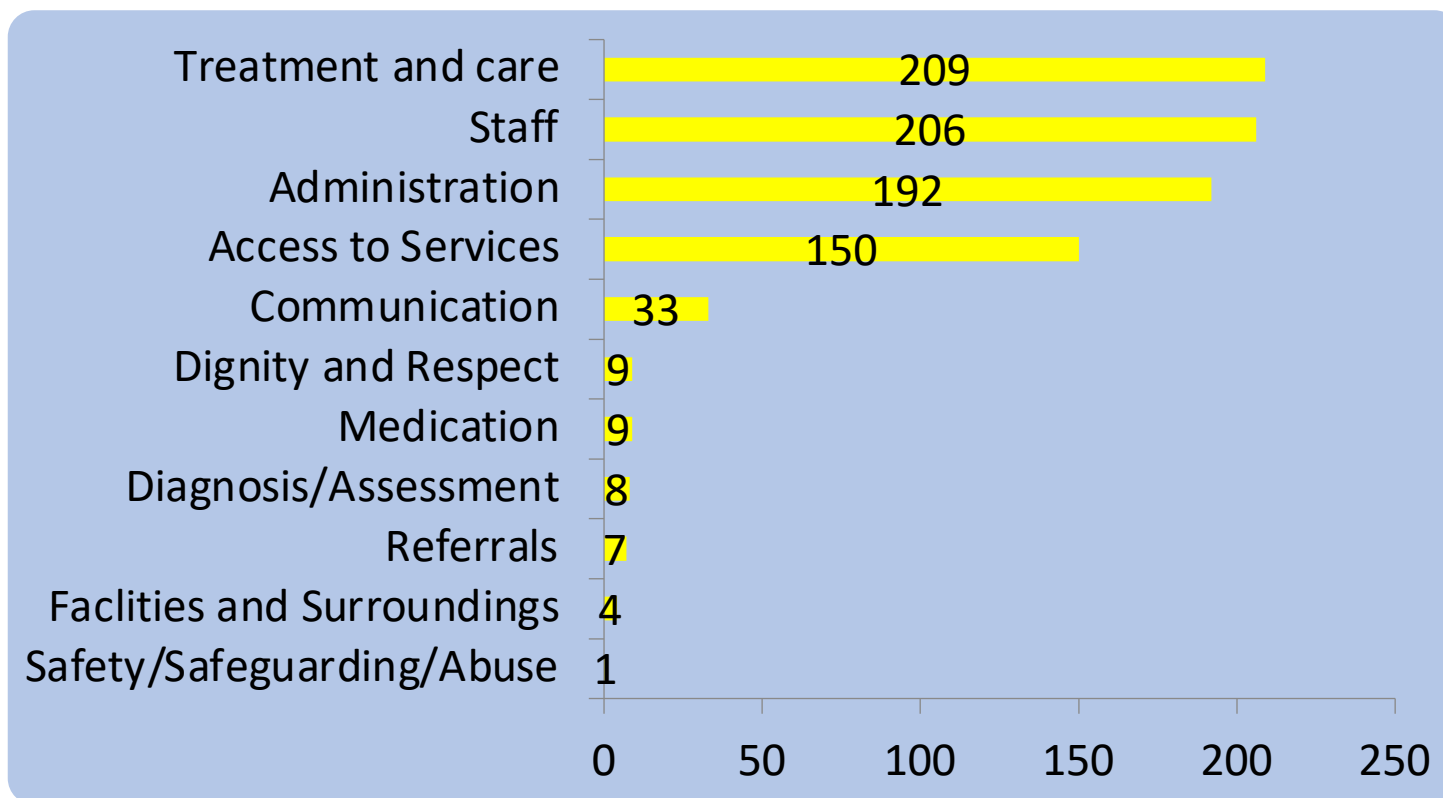


Figure 5: Count for the Themes Identified in GP service reviews

GP Themes and Sub-Themes

Figure 6 provides a detailed breakdown of **Treatment and Care**, the most identified theme in reviews for GP surgeries.

Out of the total number of responses that referenced Treatment and Care, 63% (n.132) were positive in sentiment. Consistent with the previous quarters, the sub-theme of **Experience** (n.80) was the most identified with 56% (n.45) of these instances being positive in sentiment, 29% (n.23) being negative in sentiment and 15% (n.12) being neutral in sentiment. The sub-theme of **Support** was identified a total of 78 times with 60% (n.46) of these being positive. Further still, the instances of the sub-theme **Quality** were predominantly positive (82%, n.27).

The findings suggest that, for the most part, Ealing residents are pleased with the treatment and care that they receive from their GP practice. However, the negative and neutral reviews relating to this theme indicate that improved consistency is required to ensure that all patients are receiving adequate support, feel appropriately attended to and as a result, have a positive treatment experience.

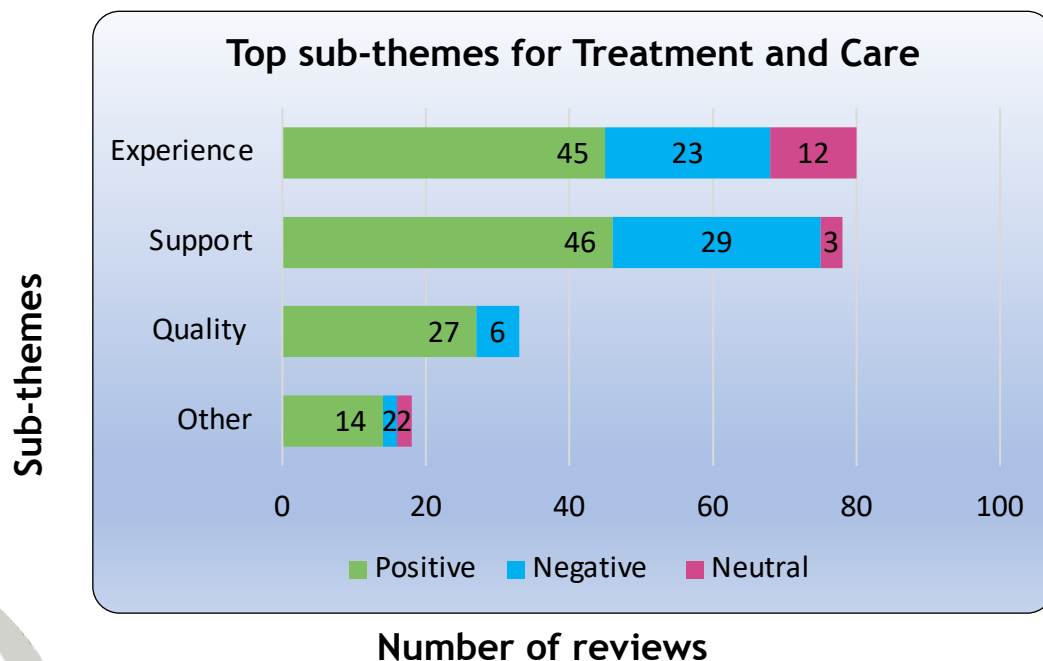


Figure 6: Sentiment distribution for the sub-themes of Treatment and Care

Positive reviews

“...my practice is a very helpful and caring GP of my experience. Especially my doctor, who supported me in many ways .” *GP surgery*

“All the doctors are good. They really do their best to help you - very helpful and they listen.” *GP surgery*

Negative reviews

“Every time I come here. they say ”Everything is OK, go home” but I still have pains in my belly.” *GP surgery*

“Disappointing - some of the doctors do not pay attention to your issues - they are more concerned about time.” *GP surgery*

GP Themes and Sub-Themes

In Q2, the **Staff** theme (n.206) was the second most identified theme in GP surgery feedback with a total of 206 reviews, an increase of 45 compared to last quarter. Out of the total number of reviews pertaining to GP staff, 59% (n.121) were positive in sentiment. This is a significant increase of 20% compared to last quarter and the highest percentage of positive sentiment since the onset of the pandemic. Figure 7 shows the review breakdown of Staff based on its sub-themes.

Consistent with the feedback received throughout the previous two years, the sub-theme of **Attitudes** (n.157) was the most frequently identified. However, in contrast to these previous two years the majority of the reviews that this sub-theme was identified in was positive in sentiment, accounting for 62% (n.97) of the total number of responses. In addition to this positive finding, the **Suitability** sub-theme was identified in 18 (62%) positive responses compared to 9 (31%) negative responses. This is the highest percentage of positive sentiment for this particular sub-theme since the beginning of the pandemic. Taken together, these findings provide a clear evidence of improvements in the care and support that staff are providing patients with. This is a real achievement for all GP surgeries that received feedback. To further build on these significant improvements, negative feedback must be addressed. This includes feedback around staff member customer service, suitability of staff and broadly speaking number of staff available at any given time (included in the Other category in figure 7).

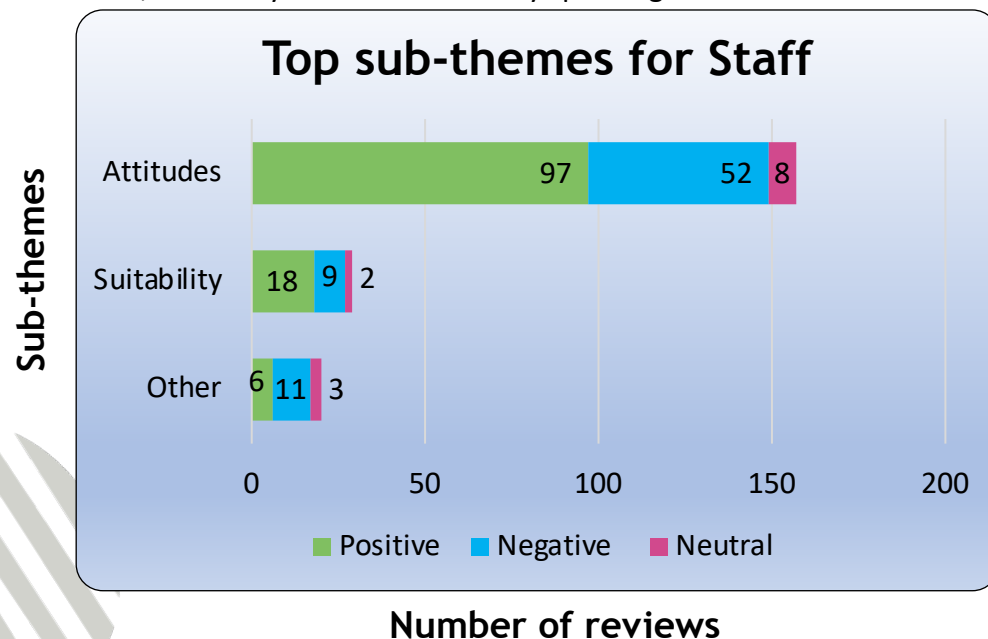


Figure 7: Sentiment distribution for the sub-themes of Staff

Positive reviews

“Doctors have always been very personable and friendly. You get dealt with in a personal manner. Everyone is polite.” *GP Surgery*

“The doctor and reception staff are always very professional” *GP Surgery*

Negative reviews

“Not cooperative. Staff seem to be careless.” *GP surgery*

“No empathy, no understanding and, I hate to say, lacking in knowledge.” *GP surgery*

GP Themes and Sub-Themes

The theme of **Administration** (n.192) was the third most identified theme in GP surgery reviews this quarter. This was an increase of 81 compared to the last quarter, returning feedback for this theme to a more normal level. Only 32% (n.75) of the reviews relating to GP administration were positive in sentiment. This continues the long-standing trend that we see for this particular domain of service delivery.

Figure 8 shows the sub-theme breakdown. **Appointment Availability** (n.68) was most identified sub-theme this quarter, an increase of 26 compared to Q1. Out of these reviews, 44% (n.30) were positive, 50% (n.34) were negative, and 6% (n.4) were neutral in sentiment. **Management of Service** (n.63) and **Booking Appointments** (n.57) were also frequently identified in negative reviews, with 50% (n.34) and 54% (n.36), respectively.

The findings relating to this theme suggest that this is the area in which GP services can improve the most. Taken together with the feedback relating to GP staff, this could suggest that acquiring a GP appointment is still proving difficult for residents, but that staff are handling these situations with a degree of compassion and professionalism this is required.

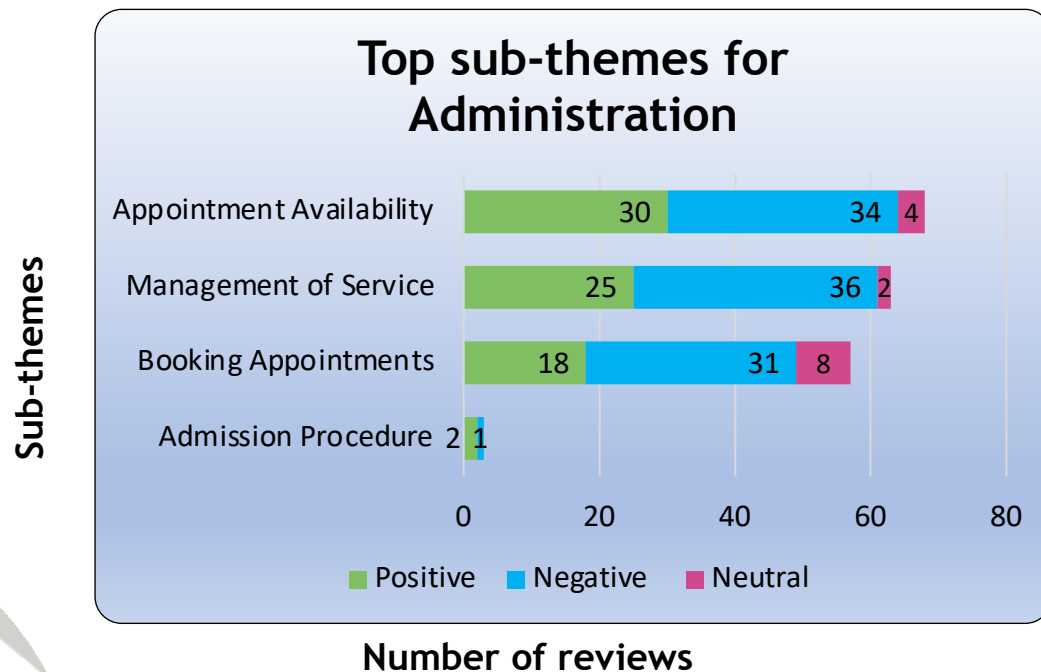


Figure 8: Sentiment distribution for the sub-themes of Administration

Positive reviews

“Very easy to book a blood test appointment.” GP Surgery

“Easy to book the appointment. They have a good service. Even if we cannot talk to the doctor we can talk to a nurse.” GP Surgery

Negative reviews

“Very difficult to get appointments ” GP surgery

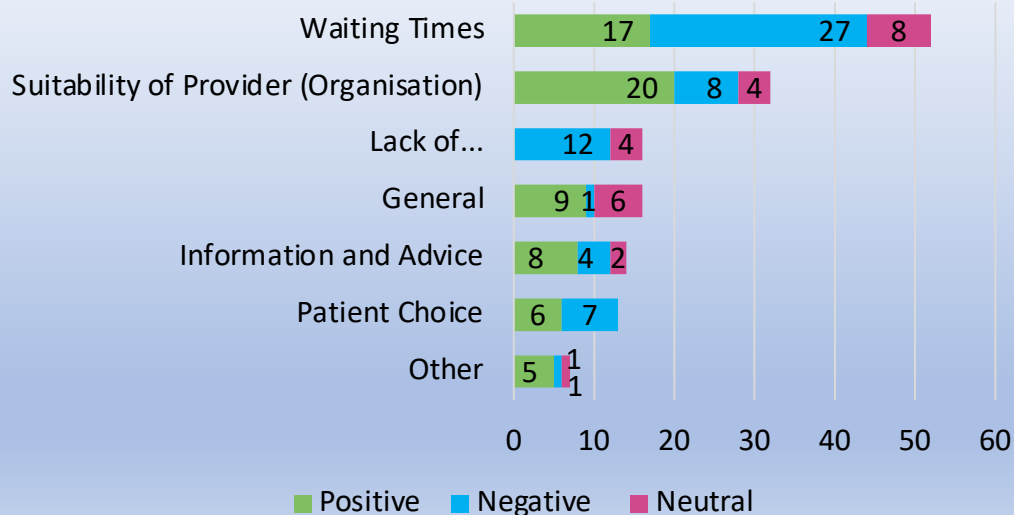
“It's very hard to get through to them, you get put in a call waiting system” GP surgery

GP Themes and Sub-Themes

Access to Services (n.150) was the fourth-most identified theme for GP surgeries, increasing by 44 on last quarter. Of the total number of these reviews, only 43% (n.65) were positive in sentiment, continuing the largely negative trend relating to this theme. Figure 9 illustrates the breakdown of the sub-themes for the GP surgery Access to Services theme. The sub-theme of **Waiting Times** (n.52) was the most applied sub-theme this quarter. Of the instances identified, 52% (n.27) were negative in sentiment. In contrast, the **Suitability of Provider** (n.32) sub-theme was predominantly identified in positive reviews (63%, n.20). This would suggest further improvements to access have been made since the last quarter, during which this sub-theme was identified in just under 60% positive reviews.

The feedback suggests that patients are persistently frustrated with the length of time that they have to wait to speak with their GP. However, when they eventually do, the GP surgery provides adequate care and support. It should be noted that the sub-theme 'Lack of...' is a sub-theme which is applied when patients state that their GP surgery is falling short in a particular area of service access. During this quarter, 16 residents indicated that there was a lack of access at their GP surgery.

Top sub-themes for Access to services



Number of reviews

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

Positive reviews

“Always willing to give helpful advice - good GPs.” GP surgery

“They are very accessible as well. If you call in the morning, they will try to fit you in as soon as possible. They are accommodating.” GP surgery

Negative and Neutral reviews

“The waiting times is usually quite long.” GP surgery

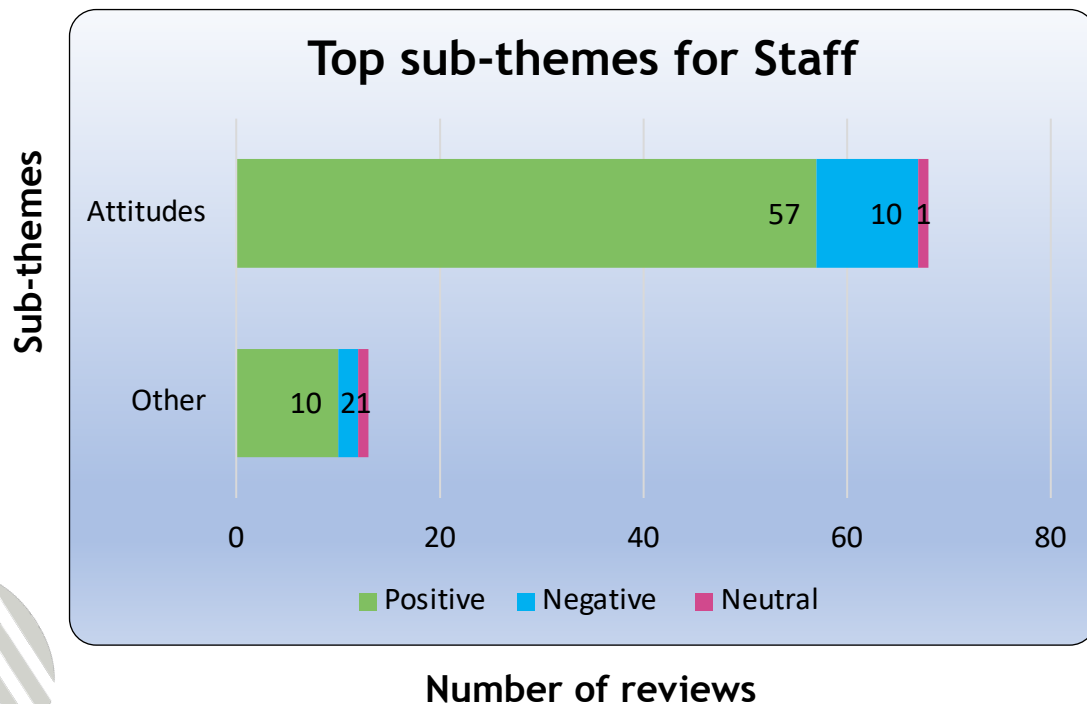
“It is very difficult to see your particular GP and you are always referred to somebody else,..” GP surgery

Ealing Hospital Themes and Sub-Themes

Staff (n.81) was the most identified theme for Ealing Hospital this quarter. Of these reviews, 82% (n.67) were positive in sentiment. This is a decrease of 12% compared to last quarter. Figure 11 illustrates the breakdown of the most cited sub-themes for the Ealing Hospital **Staff** theme.

The sub-theme **Attitudes** (n.68) was the most applied sub-theme this quarter. Out of the total, 83% (n.57) were positive in sentiment and 15% (n.10) were negative in sentiment. The 'Other' category included in the graph below encompasses staffing levels (capacity) and staff suitability. The feedback suggests that the requirements of patients were adequately met by staff with a suitable level of expertise, although we cannot generalise these findings without them being supplemented by historic data.

The findings suggest that patients remain happy with their interactions and engagement with staff at Ealing Hospital. However, the negative feedback must be taken into account to ensure that all staff members maintain their level of professionalism, attentiveness and compassion, particularly as we continue to move through the recovery phase of the pandemic and into winter.



Positive reviews

“The staff are very nice.” *Ealing Hospital*

“They are very nice.” *Ealing Hospital*

Figure 10: Sentiment distribution for the sub-themes of Staff for Ealing Hospital

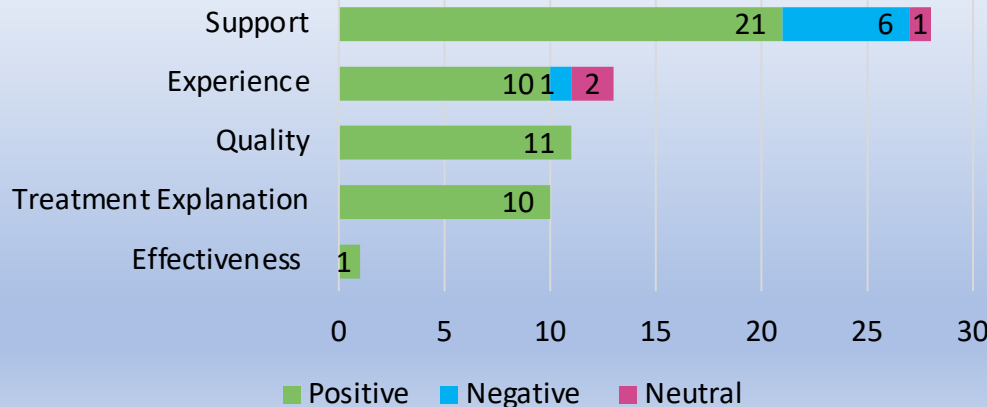
Ealing Hospital Themes and Sub-Themes

Treatment and Care (Fig. 10) was the second most identified theme for Ealing Hospital (n.63). This is a significant decrease in the number of reviews that referenced this theme since last quarter. Of the feedback that we did receive pertaining to treatment and care at Ealing Hospital, 84% (n.53) were positive in sentiment. Again, this represents a slight decrease in the proportion of positive to negative reviews. However, overall, the feedback for Ealing Hospital treatment and care is still overwhelmingly positive. Figure 10 illustrates the breakdown of the most cited sub-themes for the **Treatment and Care** theme for Ealing Hospital.

The sub-theme **Support** (n.28) was the most applied sub-theme this quarter. Of these instances, 75% (n.21) were positive in sentiment. The other most applied sub-themes; **Experience** (77%), **Quality** (100%) and **Treatment Explanation** (100%) were almost entirely positive, highlighting the high standard of treatment and care that is being delivered at Ealing Hospital. Once again, the relatively smaller sample sizes during this quarter must be supported by previous findings. Given that the last three quarters have shown mostly positive feedback for the Treatment and Care delivery at Ealing Hospital, (average of 89%) it can be concluded with some confidence that these findings are accurate and indeed support this consistent trend.

The findings for this quarter relating to Ealing Hospital suggest that a certain level of vigilance is required to ensure that both staff customer service and the level of ongoing support they provide patients with, in relation to their hospital care, remains consistent.

Top sub-themes for Treatment of Care



Positive reviews

“I had breathing troubles and went for a test. It was on time, did what they needed to do. Can't expect anything more than that.” *Ealing Hospital*

“It is usually a good experience. They are quite efficient.” *Ealing Hospital*

Number of reviews

Figure 11: Sentiment distribution for the sub-themes of Treatment and Care for Ealing Hospital

Positive Reviews For Remaining Service Categories

This section provides an overview of the positive reviews received for other services in the borough including, Dentists, COVID-19 (COVID-19 Vaccination & Testing Sites), Pharmacies, Opticians, and the services that received fewer than 10 reviews during this quarter.

Figure 14 illustrates the number of positive reviews gathered for these service categories during the Quarter 2 period (July to September 2021). In comparison to Quarter 1 (April to June 2021), We saw the number of positive reviews decrease for Dentists (Q1, n.224 vs. Q2, n.193), COVID-19 (Q1, n.148 vs. Q2, n.127), Opticians (Q1, n.45 vs. Q2, n.21), and Other (Q1, n.6 vs. Q2, n.2). The number of positive reviews for Pharmacies increased (Q1, n.39 vs. Q2, n.88).

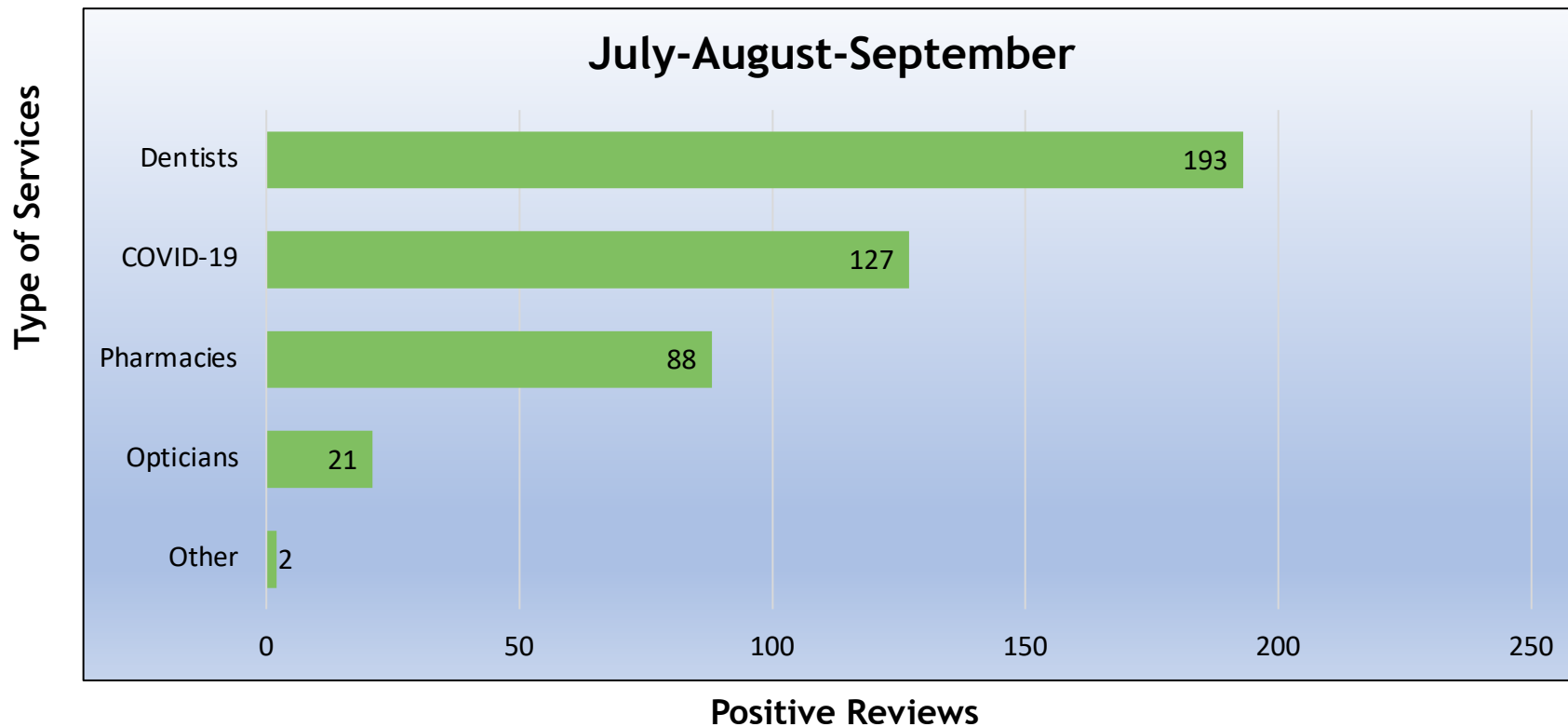


Figure 14: Positive review count for services in Ealing



Dentists

“The attitudes from the staff and the overall service is very good.”

Dentists

“I've been attending this dentist for years. Always a good professional service. The receptionist is always very efficient and polite.”

Dentists

“This practice got me booked in for my emergency within 48 hours and a dentist spoke to much within 24! Covid-19 compliant. Super clean. Friendly attentive staff and the dentist was just superb! I'm going to be staying to get some invisalign and teeth whitening. Outstanding practice.”

Dentists



COVID-19

“Staff were reassuring and open. Process was clearly explained. No waiting - very efficient.”

COVID-19

“Well organised. Everyone was very helpful. There were plenty of people seeing you through and they were all very cheerful.”

COVID-19

“Greeted warmly at the entrance and I was offered the AstraZeneca or the Pfizer jab. I selected the Pfizer one and went into the building. After a few questions we were vaccinated and asked to wait for 15 mins before we left. Very smooth and easy experience.”

COVID-19



Pharmacies

“They are just very good. Always on hand if you do not want to go to the doctors. Very good with my medication - will deliver if need be.”

Pharmacies

“Could not get a doctors appointment, so I went to this pharmacy and they were very helpful.”

Pharmacies



Opticians

“Reception & Admin staff are friendly, very helpful, supportive and efficient. Covid safety measures in place and adhered to. All professional treatment is clinically excellent with time and attention given to explanations and recommended available treatments e.g. dry eyes/option of several brands available in-shop. Excellent attention to details of prescription, appropriate frames for the lenses, suitability and fit, so important to full time comfort”

Opticians



Other

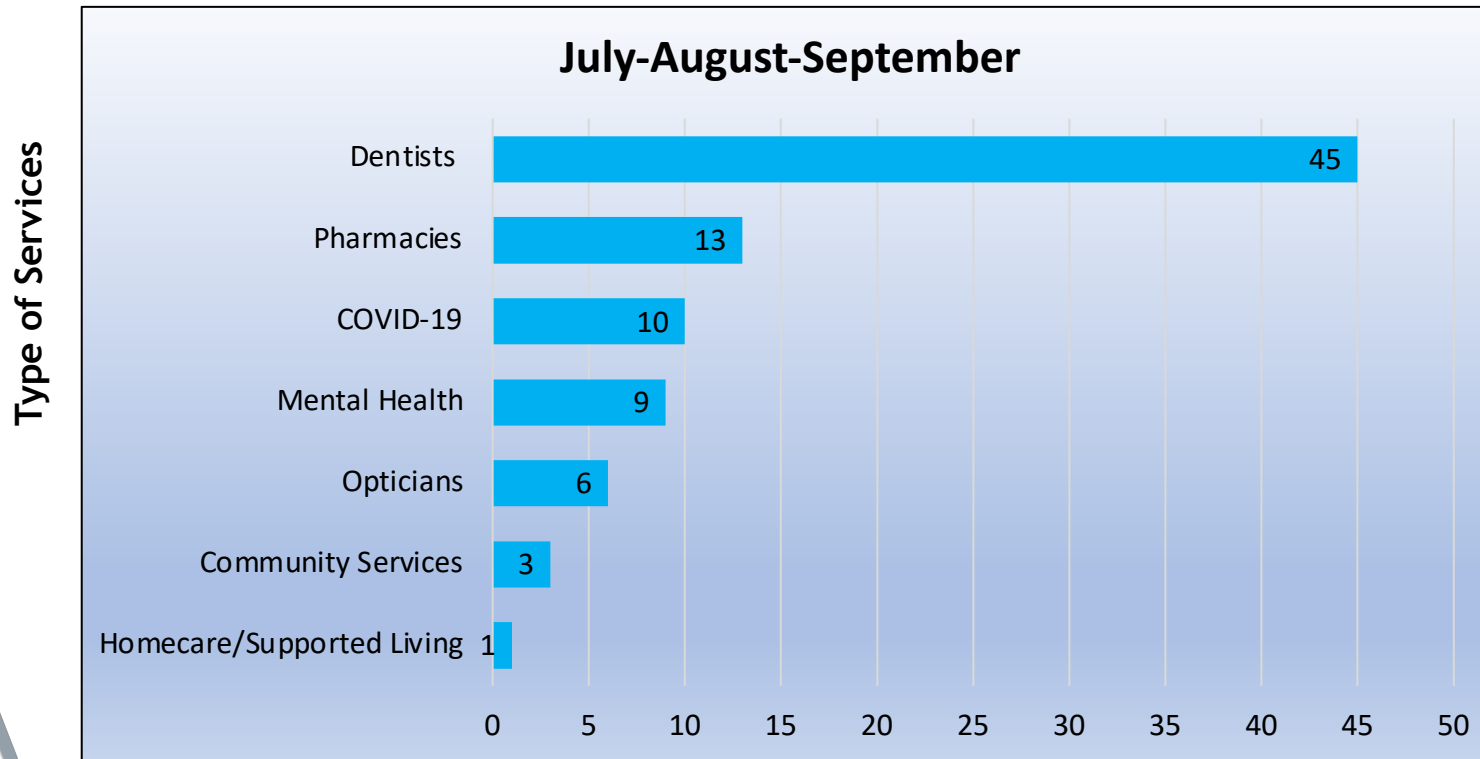
“My grandmother’s MS deteriorated rapidly & was able to pass away peacefully in her own home due to the care from all nurses - they are all absolutely incredible.”

Hospice

Negative and Neutral Reviews for Remaining Service Categories

This section provides an overview of the negative and neutral reviews that were received for Dentists, Pharmacies, COVID-19 as well as those that received lower numbers of reviews such as, Mental Health, Opticians, Community Services, Homecare/Supported Living.

Figure 15 illustrates the number of negative and neutral reviews gathered for these service categories during the Quarter 2 period (July - September 2021). Negative reviews for Dental services (n.45) made up the majority of negative/neutral reviews this quarter with people unsurprisingly frustrated with the lack of appointments available to them.



Negative & Neutral Reviews

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



Dentists

“Cracked my tooth while placing the filling”

Dentists

“Technically they are very good but a bit expensive.”

Dentists

“They were very good to me last year but now they are hard to access.”

Dentists



Pharmacies

“I normally get my prescriptions from another pharmacy which is closer to where I live, however for some reason my GP sent this particular prescription to this pharmacy. When I called to ask them to return the prescription to my regular pharmacy, they laughed and said 'nothing can be done' as they have prepared the prescription (which they had not) and made me waste time in having to go there to collect. The staff there are incompetent and I can hardly understand what they are saying which makes it difficult to understand.”

Pharmacies

“I have to go four or five times to pick up my prescription. They never have my medication on time. Have to wait 2 weeks sometimes for medication.”

Pharmacies



COVID-19

“When I went into the centre to have my 2nd vaccine dose, the volunteers were just laughing, and twittering amongst themselves or talking and messing around. The other to thing to note in the 15 minute observation - the water had run out in the drinks machine and the volunteer did not even bother to check the time that you were supposed to stay until, he did not even seem remotely bothered.”

COVID-19

“There is no disinfectant (apart from hand sanitizer) in the cubicles for testing. No evidence of them being cleaned between users. Some staff don't wear the mask properly.”

COVID-19



Mental Health

“Damaged toilet seat, poor food and a depressing atmosphere. Crazy people.”

Mental Health

“67 calls is crazy. Obviously eventually a human answered and they promised they would call back. Clearly they didn't and I never expected it.”

Mental Health

“After many months of waiting and many calls. Someone called me admitting that they wasted 3 months as they were lying to me every time I speak to them over the phone. They confirmed that they did nothing in the last three months and my referral was on hold for no reason whatsoever!”

Mental Health



Opticians

“I could not get my eye wide open - I have this problem for 47 years! Very disappointing.”

Opticians



Other

“They have visited me once in 6 weeks, even though I had a major trauma surgery despite the urgent referrals from hospital and GP twice.”

Community Services

“You will ask to wait 4 to 6 weeks for an appointment. In the meantime, no assistance and no help whatsoever. You can die with your addiction and nobody is going to notice. Every member provides different information, leaving you in a total confusion and destroying your hopes to receive the help you need.....I would like to give 0 stars to the service but the minimum is 1 .”

Community Services

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

The left side of the table indicates the number of the reviews received for each GP surgery and their sentiment. The data displayed on the right-hand side reflects the average star rating given by patients regarding specific aspects of the surgery, such as; Ease of gaining an appointment, Waiting times and Staff Attitudes. It should be noted that the GP surgeries that received less than 10 reviews during this quarter (July to September) are not included in the average ratings on the right-hand side. This is to avoid generalising the findings from smaller samples sizes.

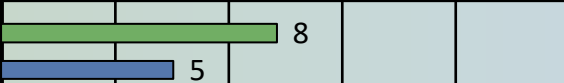

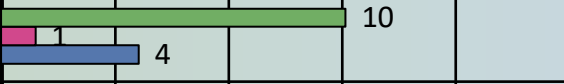





Additionally, while Northfields Surgery received 11 reviews this quarter, we decided not to include the average ratings for this surgery as all 11 reviews were from online sources.

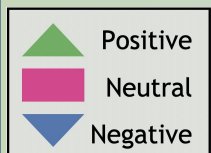
PCN Specific Reviews - Acton

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

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

PCN Specific Reviews - Acton Continued

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

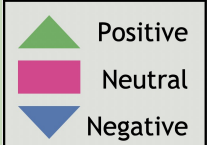


Number of reviews

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

PCN Specific Reviews - The Ealing Network

Network Area GP Reviews		Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through of someone on the phone?
Corfton Road Surgery (6,937)		-	-	-	-	-	-	-	-
Cuckoo Lane Practice (5,230)		3.5	4	4.5	4.5	3.5	4.5	4.5	3.5
Gordon House Surgery (12,431)		3.5	4	4.5	4.5	3.5	4.5	4.5	3.5
Lynwood Surgery (2,216)		-	-	-	-	-	-	-	-
Mattock Lane Health (2,851)		3.5	4	4.5	4	3.5	4	4	3.5



Number of reviews

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

PCN Specific Reviews - The Ealing Network Continued.

Network Area GP Reviews						Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through or someone on the phone?
Pitshanger Family Practice (3,009)						-	-	-	-	-	-	-	-
Queens Walk Practice (10,048)	9	1	5			3.5	3.5	4.5	4	3.5	4	4	3.5
St Marks Medical Centre (1,610)		1				-	-	-	-	-	-	-	-
The Argyle Surgery (8,140)	1	1				-	-	-	-	-	-	-	-
The Avenue Surgery (3,028)	2					-	-	-	-	-	-	-	-

▲ Positive
■ Neutral
▼ Negative

0 5 10

Number of reviews

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

PCN Specific Reviews - Northolt, Greenford, Perivale

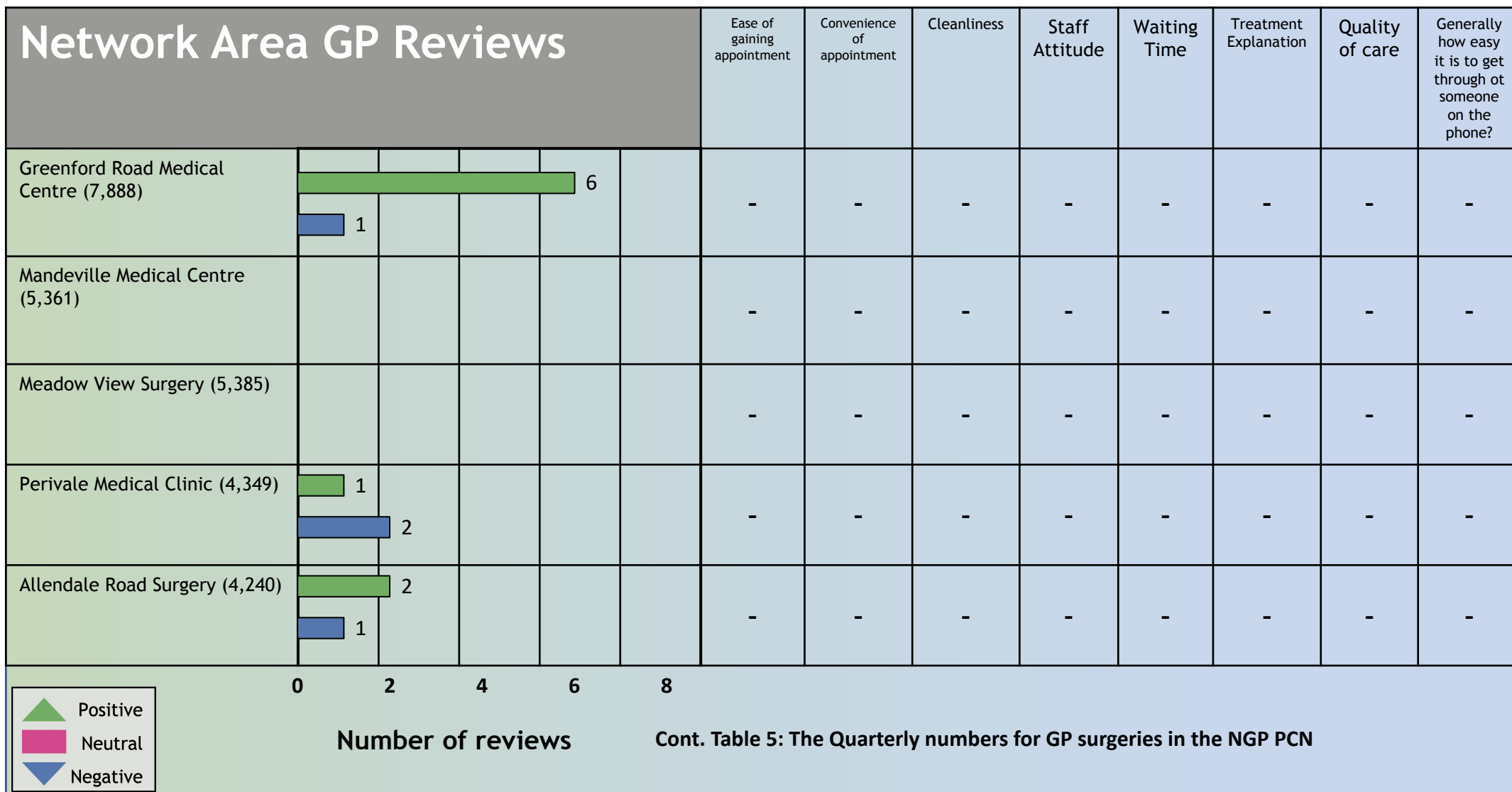
Network Area GP Reviews					Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through to someone on the phone?
Hillview Surgery (10,338)	4	5	4		2.5	4	4	3.5	3.5	3.5	3.5	3
Islip Manor Medical Centre (3,498)	4				-	-	-	-	-	-	-	-
The Grove Medical (6,785)					-	-	-	-	-	-	-	-
The Medical Centre (4,123)					-	-	-	-	-	-	-	-
Barnabas Medical Centre (9,282)	3	2			-	-	-	-	-	-	-	-
Elm Trees Surgery (5,016)	12				4.5	4.5	5	5	5	5	5	4

▲ Positive
■ Neutral
▼ Negative

0 5 10 15

Number of reviews

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



PCN Specific Reviews - North Southall

Network Area GP Reviews						Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through on the phone?
Chepstow Gardens Medical Centre (2,445)						-	-	-	-	-	-	-	-
Dormers Wells Medical Centre (6,914)						-	-	-	-	-	-	-	-
Lady Margaret Road (3,108)						-	-	-	-	-	-	-	-
Saluja Clinic (9,557)						4	3.5	4.5	4.5	4	4.5	4	3.5
Somerset Family Practice (2,946)						-	-	-	-	-	-	-	-

	0	5	10	15	20
Positive					
Neutral					
Negative					

Number of reviews

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

PCN Specific Reviews - North Southall continued.

Network Area GP Reviews	Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through or someone on the phone?
The MWH Practice (7,339)	4	4	4	4	3.5	4	4	3.5
St George's Medical Centre (3,097)	-	-	-	-	-	-	-	-
The Town Surgery (2,134)	-	-	-	-	-	-	-	-
Woodbridge Medical Centre (5,283)	-	-	-	-	-	-	-	-
KS Medical Centre Limited (4,174)	-	-	-	-	-	-	-	-

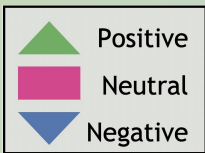
Network Area GP Reviews	Positive	Neutral	Negative
The MWH Practice (7,339)	10	3	2
St George's Medical Centre (3,097)	1	0	1
The Town Surgery (2,134)	0	0	0
Woodbridge Medical Centre (5,283)	2	1	1
KS Medical Centre Limited (4,174)	1	1	2

Number of reviews

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

PCN Specific Reviews - South Central Ealing

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



0 5 10 15 20

Number of reviews

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

PCN Specific Reviews - Northolt

Network Area GP Reviews					Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through of someone on the phone?
Jubilee Gardens Medical Centre (7,203)	2	1			-	-	-	-	-	-	-	-
Somerset Medical Centre (1,746)	1				-	-	-	-	-	-	-	-
Goodcare Practice (6,408)	6	2	3		3.5	4	4.5	4	3	4	4.5	3.5
West End Surgery (4,478)		1			-	-	-	-	-	-	-	-
Yeading Medical Centre (7,208)		1			-	-	-	-	-	-	-	-
Broadmead Surgery (4,224)	7	3	4		2.5	3	4	3	3	3	3.5	2.5

0 2 4 6 8

Number of reviews

▲ Positive

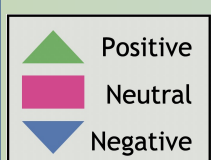
■ Neutral

▼ Negative

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

PCN Specific Reviews - Greenwell

Network Area GP Reviews					Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through of someone on the phone?
Elmbank Surgery (3,349)	1	2			-	-	-	-	-	-	-	-
Greenford Avenue Family Health Practice (6,905)					-	-	-	-	-	-	-	-
Mansell Road Practice (5,823)	6	2			-	-	-	-	-	-	-	-
Westseven (3,604)		1			-	-	-	-	-	-	-	-
Eastmead Avenue Surgery (6,084)	2	3	5		3	3.5	4	3.5	3.5	4	4	2.5
Hanwell Health Centre Dr Less Naish Basil (5,668)	1				-	-	-	-	-	-	-	-
Oldfield Family Practice (4,145)	10				4	4.5	5	4.5	4.5	4.5	4.5	4.5



0 5 10 15

Number of reviews

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

PCN Specific Reviews - South Southall

Network Area GP Reviews						Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through or someone on the phone?
70 Norwood Road/Dr Sanghera						-	-	-	-	-	-	-	-
Southall Medical Centre (7,755)	5					-	-	-	-	-	-	-	-
Belmont Medical Centre (7,662)	1	1			4	-	-	-	-	-	-	-	-
Featherstone Road Health Centre (8,622)					1	-	-	-	-	-	-	-	-
Guru Nanak Medical Centre (12,283)	1				8	-	-	-	-	-	-	-	-

▲ Positive
■ Neutral
▼ Negative

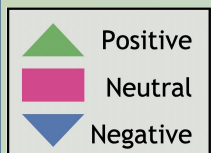
0 5 10

Number of reviews

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

PCN Specific Reviews - South Southall continued.

Network Area GP Reviews						Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through on the phone?
Medical Centre (Beaconsfield Road) (8,305)						-	-	-	-	-	-	-	-
The Welcome Practice (3,903)						-	-	-	-	-	-	-	-
Waterside Medical Centre (4,851)						-	-	-	-	-	-	-	-
Hammond Road Surgery (4,233)						-	-	-	-	-	-	-	-
Sunrise Medical Centre (4,156)						-	-	-	-	-	-	-	-



Number of reviews

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

The pie chart below (fig.16), represents the number of reviews received from each gender, during Q2. The majority of reviews received during this quarter were from Females accounting for 61% (n.293) of the total. Males accounted for 40% (n.190) of the reviews received in Q2.

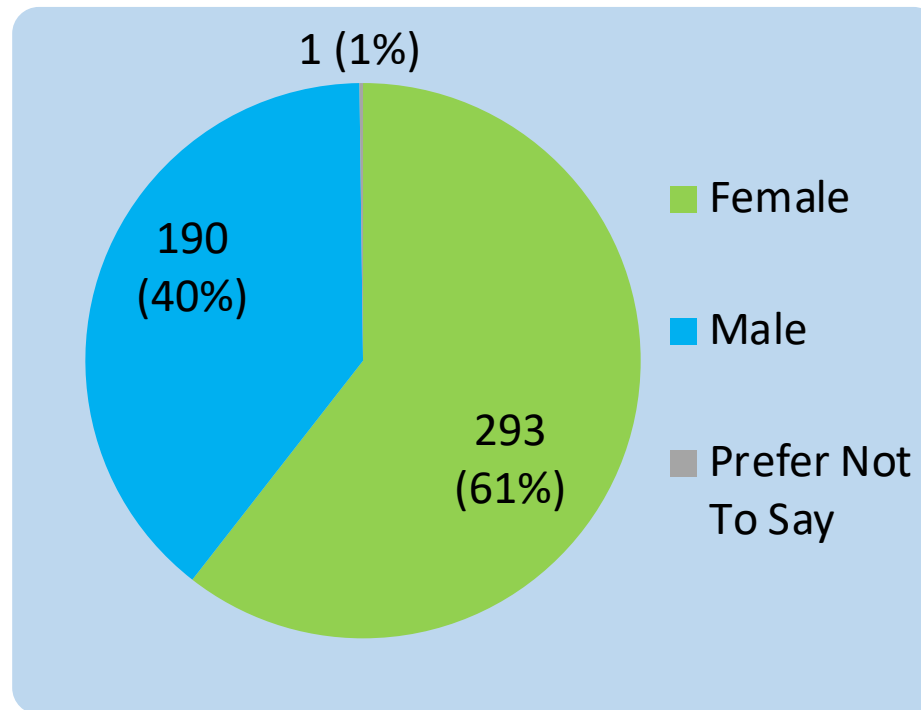


Figure 16: Patient and Service User's Gender

The pie chart below (fig.17) represents the breakdown of the sample population based on patients' area of residence. The highest number of reviews were received from residents in the ward of Ealing, making up 39% (n.173) of the sample, followed by residents in Southall - making up a further 16% (n.70) of the sample. This is in contrast to last quarter in which Southall residents were the least represented out of the Ealing boroughs. Acton remained third most represented with 13% of the sample (n.60). Although Perivale remained the least represented Ealing ward, the number of Perivale residents who fed back to our Patient Experience team increased from 1 to 17 (4%).

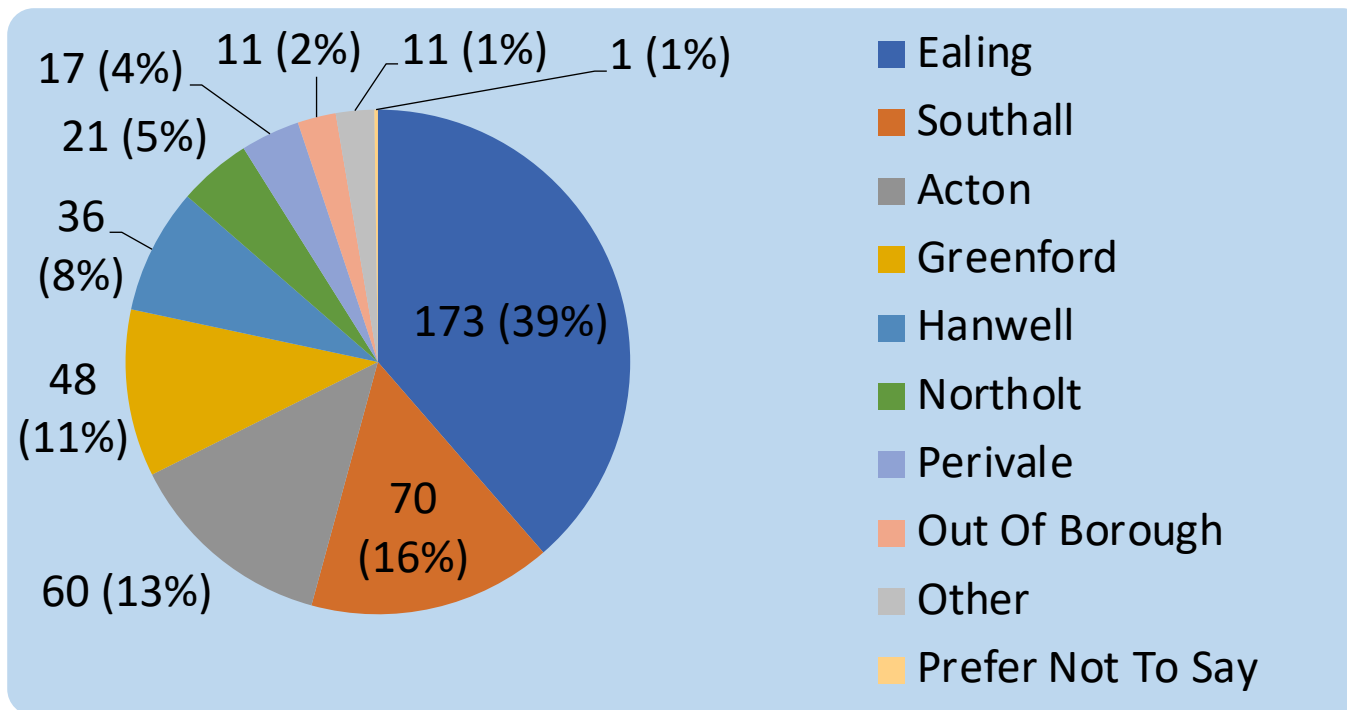


Figure 17: Patient/Service Users' area of residence

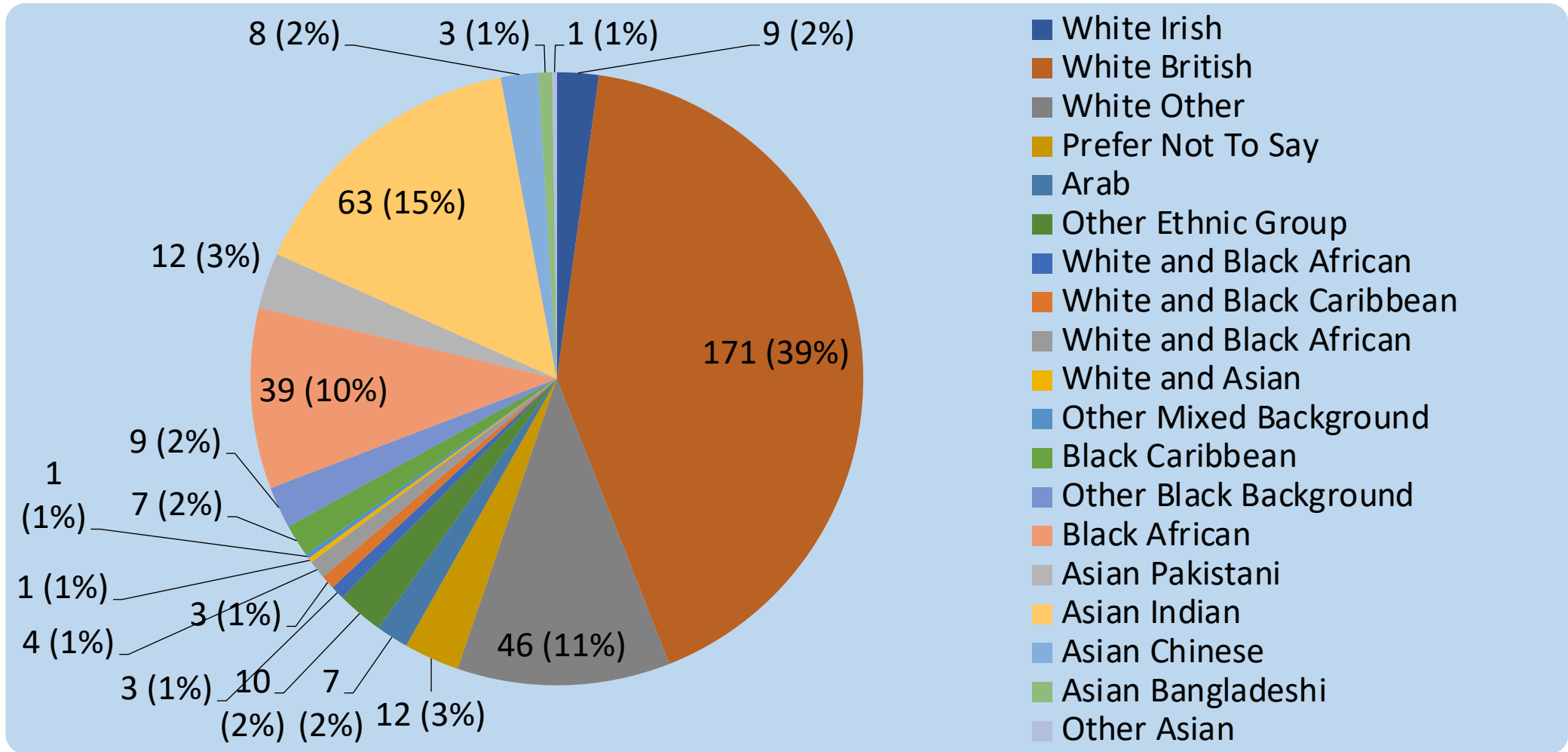
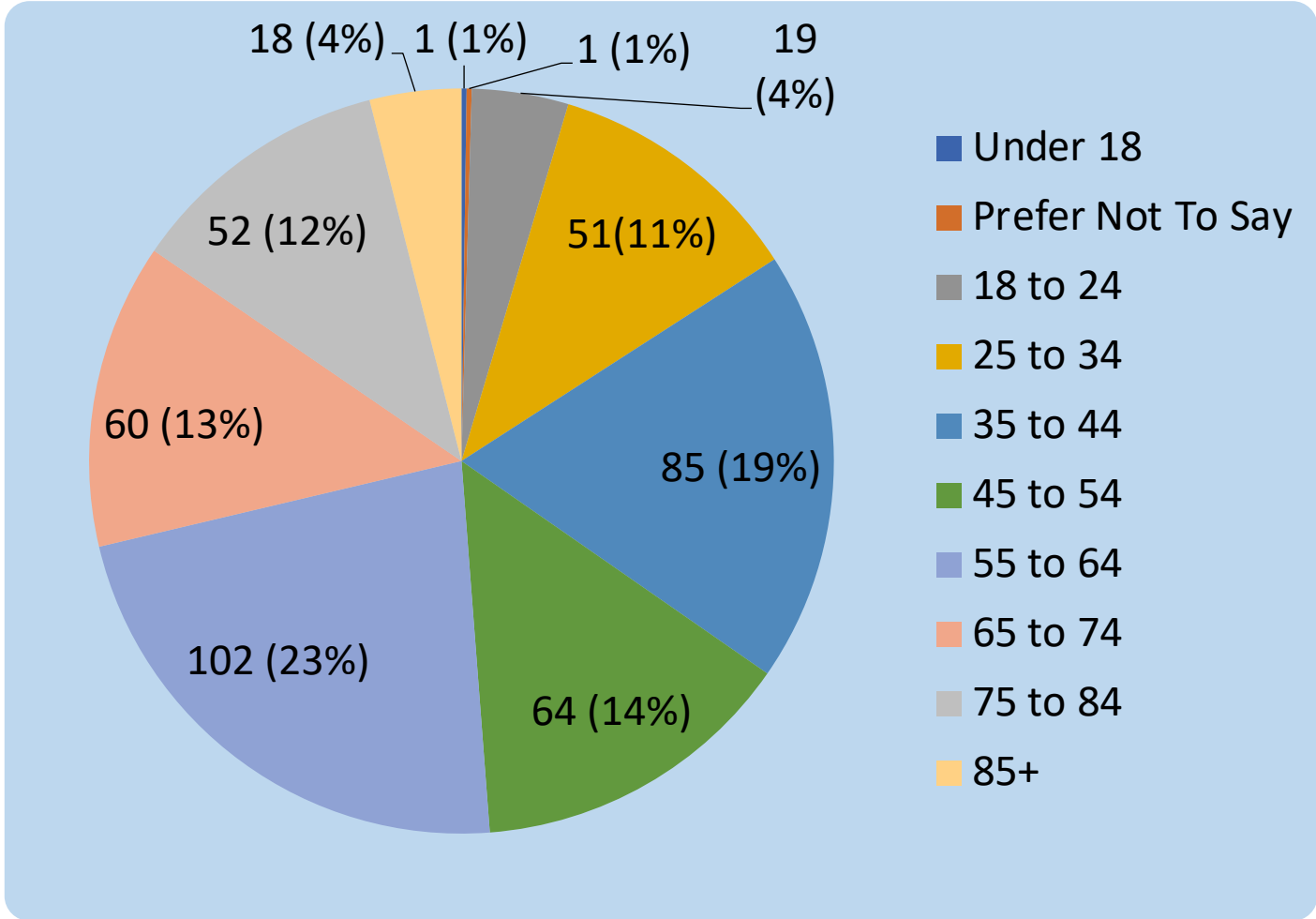


Figure 18: Patient and Service User's Ethnicity

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

The most common ethnic background represented in this quarters population sample was White British, making up a total of 39% (n.171). The second-most present ethnicity in this report was White Other (11%, n.46), meaning that the individuals from BAME backgrounds made up 45% (n.183) of the sample population.

This provides a clear indication that the concerted efforts of the Healthwatch Ealing Patient Experience team to hear the views of more residents from BAME backgrounds are proving fruitful. We aim to build on this improvement to ensure that the sample within these quarterly reports become ever-more representative of the diverse Ealing population.



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

The age group recorded the most this quarter was 55 to 64 – 23% (n.102). This was followed by 35 to 44 – 19% (n.85) and then 45 to 55 – 14% (n.64). Overall, this quarters sample population was younger then the previous quarters.

Again, the representation of different age groups in this Q2 report are a demonstration of our continued efforts to hear from a representative population.

Figure 19. Patient and Service User’s Age Group

This quarter, a total of 1,234 patient experience reviews were collected. Approximately 67% (n.891) were positive, 22% (n.272) were negative and 11% (n.70) were neutral. This follows the consistent trend in Ealing that the positive experiences of patients significantly outweigh the negative. However, compared to last quarter, positive feedback has decreased by 7%. As they are the most reviewed service categories, GP services and Hospitals accounted for the majority of the negative reviews. In addition, this quarter saw an increase in the number of negative reviews for Dental services, possibly a result of a concerted effort to gather more representative feedback on the difficulties that individuals have experienced in accessing dentists. The findings from the thematic analysis within this report outline several areas of service delivery that are worth celebrating as well as those that can be further developed.

GP Services

For the most part, patients' issues with their GP surgery this quarter related to difficulties in booking appointments and the length of time that they had to wait for their appointment to take place. Other, less referenced areas of negative feedback included patients feeling inadequately supported regarding their healthcare needs, an inefficient management of service and patient-staff interactions. Unsurprisingly, the evidence suggests that these areas of concern are interlinked, with the inability or difficulty in booking a GP appointment likely acting as the root cause of most of this negative feedback. This maintains the trend that we have seen both prior to and during the pandemic, as demonstrated in Healthwatch Ealing's recent two-year review of the main themes of negative feedback for GP surgeries.

On the other hand, during this quarter the feedback for GP staff shows a significant improvement. More specifically, positive feedback for GP staff increased by 20% this quarter, reaching a two year high. GP staff members' customer service was frequently highlighted within these reviews, indicating a substantial improvement in patient-provider interaction. The feedback from this quarter builds on the findings from the two-year review of GP surgeries showed there was a strong correlation between negative feedback around GP staff and the COVID-19 pandemic. Proactive work must still take place to ensure that this increase in positive feedback for GP staff continues, however this improvement should be celebrated and the efforts of all the staff at Ealing GP surgeries should be recognised.

The PCN specific review charts show that the feedback for GP surgeries that received more than 10 reviews this quarter was mostly positive in sentiment. Specific areas of service that received the highest ratings include Quality of care, Treatment explanation and Cleanliness with the ratings confirming the more qualitative feedback that suggested GP access and administration still require improvement. Indeed, out of 18 reviews 78% (n.14) of the surgeries that received 10 reviews or higher recorded scores of 3.5 or below regarding telephone access. This persistent issue has been regularly evidenced through these reports and other intelligence, it is now of paramount importance that this telephone access issue is addressed. These tables also outline the areas of the borough and the specific surgeries that Healthwatch Ealing needs to visit to gather feedback from their patients. This will allow us to form a more comprehensive and robust representation of GP service delivery throughout the whole borough.

Ealing Hospital

The findings during this quarter suggest that Ealing Hospital maintained their high standard of treatment and care, albeit experiencing a slight decrease in the usual overwhelming amount of positive feedback. Once again, patients were happy with the quality of care, treatment explanation and level of support that they received at Ealing Hospital. Further still, Ealing Hospital staff received 83% positive feedback. However, this was also the area of service that received the highest number of negative reviews with ten out of 68 patients suggesting that they were unhappy with staff members' service. Although this is only a slight increase in negative feedback compared to our findings during rest of the pandemic, staff at Ealing Hospital and the London North West University Hospital NHS Trust must remain vigilant to ensure that all patients are receiving the high standard of care and support that they deserve.

Dentists

Out of the total number of reviews for Dental services 82% were positive in sentiment. Service users were impressed with staff member's customer service, the efficiency of the provider and the COVID-19 precautions taken. This quarter, we were able to collect a more representational sample of feedback for Dentists in the borough. This meant an increase in negative sentiment reviews to 14%. The negative reviews highlighted expense and an inability to access care as the reasons behind the negative reviews. We will continue to work to bring a more representative sample through in the quarterly reports.

COVID-19

Of the 137 reviews we received for Vaccination Centres this quarter, 92% were positive. This positive trend continues from the previous two quarters. Once again, individuals praised the professionalism and friendly nature of the staff at the centres, the organisation and management of the centres and the efficiency of the vaccination process. A couple of residents did highlight some instances of a lax attitude toward PPE and making sure all the basic provisions including water and disinfectant were stocked up. While these instances were anomalies, it is important to ensure that the issues around PPE and provisions are addressed in order to achieve the highest standard of care throughout the COVID-19 vaccination centres in Ealing.

Opticians

Overall, people were happy with their Opticians during this time. One patient summarised the sentiment toward Opticians by stating "friendly, very helpful, supportive and efficient.". However, only 27 reviews for Opticians were received this quarter. The overall sentiment toward this service category must therefore be reviewed in tandem with the findings from previous quarterly reports that have been published during the pandemic.

Pharmacies

Out of the 101 reviews that were received for Pharmacies this quarter, 87% were positive in sentiment. This maintained the positive trend for Pharmacies even though approximately 60 more reviews were received compared to last quarter. This provides strong and consistent evidence that Pharmacies are sufficiently supporting residents. A few individuals expressed some difficulties in acquiring their prescription but for the most part, residents were satisfied.

Actions, impact and next steps

Actions Taken

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

1. Organised a more direct line of communication with Ealing GP Practice Managers, directly sending all a copy of our quarterly reports prior to publication to give them the opportunity to feed back on the findings. In response to receiving our Q1 report, Practice Managers expressed their gratitude, offered suggestions for programme improvement and provided a comprehensive action plan as to how they would improve their ratings/ feedback.
2. Strengthened our relationship with the LMC that will help to facilitate more direct responses to our quarterly findings for GP surgeries.
3. Produced a two-year data analysis on the three main areas of negative feedback for GP surgeries: Staff, Administration and Access the findings of which have been presented to health partners and now taken forward by the NWL CCG to inform their improvement strategy for practices in the borough.
4. In collaboration with YVHSC and our neighbouring Healthwatch, continued to explore the ways in which we can develop the presentation of these quarterly findings to achieve the most impact.
5. Produced an organisation-wide action plan based on local Healthwatch quality frameworks, focusing on how we can continue to improve our reach and impact as an organisation.
6. Continued to progress our collaborative work with the LNWH Trust Patient Experience team with Ealing Hospital visits due to take place next quarter for what will be the first hospital site visit since before the pandemic.

Actions, impact and next steps cont.

Next Steps for Healthwatch Ealing

Comparative Analysis with other NWL Healthwatch

This work would build on our two-year review of GP surgeries to explore whether parallels can be drawn between the feedback we receive from Ealing residents and that which our neighbouring Healthwatch organisations receive.

Continue to improve Patient Experience representation

This includes visiting GP surgeries in more deprived areas of the borough as well as gathering feedback in-person from other services, including Ealing Hospital.

Recommendations for Health Partners

General Practice

Agree on whether customer service training and development for GP surgery staff should be pursued – taking into account the current climate, the findings from our two-year review, the improvements outlined in this quarterly report, and other local intelligence.

West London NHS Trust

Support Healthwatch in our recent prioritisation of hearing from residents who have engaged with local mental health services. Out of the 23 reviews that we have received for Mental Health Services during the last year, 20 were negative. We would like to understand service users' experiences of this service category in more detail to identify the areas of best practice and those that need further development to best support these individuals.

London North West University Healthcare NHS Trust

Support Healthwatch to conduct at least three visits to Ealing Hospital next quarter to hear from patients and service users in person

NWL CCG

Continue to supplement Primary Care improvement strategies with Healthwatch Ealing's findings and, subsequently, work with Healthwatch Ealing to establish clear ways in which we can improve GP access and administration for Ealing residents.

Appendix A

Leave feedback

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

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

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



Summary of your experience* (max 45 characters)

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

Tell us more about your experience*

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

Where do you live? (town/city)

Acton, Ealing, Greenford, Hanwell, ...

Your ratings (select if applicable)

Ease of gaining appointment



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 Liaison and Advice Service (PALs)
- Ealing Clinical Commissioning Group
- Ealing Council Social Services (including safeguarding)
- Care Quality Commission (CQC)
- Other

If other, please specify

Where did you hear about us?

Select one

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

- No Yes

Would you like to speak to Healthwatch directly?*

- No Yes

About you

Name

Leave feedback anonymously?

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

I accept the [Terms and conditions](#)

I consent to being contacted regarding my feedback by Healthwatch*

- Yes No

I confirm I am over the age of 16*

- Yes No

Subscribe to the newsletter?

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

Appendix B



5. Where do you live? (townicity)

6. Your ratings (select if applicable)

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

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

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

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

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

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

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

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

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

7. In relation to your comments are you a:

- Patient Carer Relative Carer and Relative
 Service Provider Visitor Professional

8. When did this happen

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

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

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

- Informally with the Service Provider (those who run the service)
 Formally with the Service Provider (via an official complaint)

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Healthwatch Ealing, 45 St Mary's Road, Ealing W5 2RG

Share Your Experience with Us

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

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

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

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

Do you give consent for your information to be used in this way?

- Yes No

Name of Service:

Month/Year:

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

- 5 = ~~Very~~ Likely 4 = Likely 3 = Neither Likely nor unlikely 2 = Unlikely
1 = ~~Very~~ unlikely () Don't know

2. How do you rate your overall experience?

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

3. Summary of your experience

4. Tell us more about your experience

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

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Appendix B cont.



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

12. Where did you hear about us? (Select one)
 Event Newspaper / Magazine TV
 Radio Internet / Website Word of mouth
 Healthcare setting CQC
 Social media (Twitter/Facebook)

13. Do you want to know more about how to make an official complaint?
 No Yes

14. Would you like to speak to Healthwatch directly?
 No Yes

About you

Name.....
Email.....
 Leave feedback anonymously

Monitoring Information

What gender do you identify yourself as?
 Female Male Other.....
 Prefer not to say

Which age group are you in?
 Under 16 16 to 24 25 to 34 35 to 44 45 to 54 55 to 64
 65 to 74 75 to 84 85+ Prefer not to say

What is your ethnicity?
White
 English / Welsh / Scottish / Northern Irish / British
 Gypsy or Irish Traveller
 Any other white background.....

Asian / Asian British
 Bangladeshi
 Chinese
 Indian
 Pakistani
 Any other Asian background.....

Black, African, Caribbean, Black British
 African

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

Mixed, Multiple
 White and Asian
 White and Black African
 White and Black Caribbean
 Any other mixed / multiple background.....

Other Ethnic Group
 Arab
 Any other ethnic group.....

Which area of the borough do you live in?
 Acton Perivale Northolt
 Ealing Southall Prefer not to say
 Greenford Other
 Hanwell Out of the Borough

Do you consider yourself to be disabled?
 Yes No Prefer not to say

Do you consider yourself to have a long-term condition or health and social care need?
 Yes No Prefer not to say

Are you a carer?
 Yes No Prefer not to say

What is your religion?
 Buddhist Christian Hindu Jewish
 Muslim Sikh CQC
religion.....
 Prefer not to say

What is your sexual orientation?
 Bisexual Gay man Lesbian Straight / Heterosexual
 Prefer ~~to say~~ say

Which of these categories best describes your employment status?
 In unpaid voluntary work only
 Not in Employment & Unable to Work
 Not in Employment / not actively seeking work - retired
 Not in Employment (seeking work)
 Not in Employment (student)
 Paid: 16 or more hours/week
 Paid: Less than 16 hours/week
 Prefer not to say

Thank you for sharing your experience!

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Appendix C

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

Appendix C cont.

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