

**PATIENT EXPERIENCE  
QUARTER 3 REPORT 2018  
OCTOBER - DECEMBER**

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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 Q3 period for October-December 2018. Your Voice in Health and Social Care (YVHSC) took over the provision of Healthwatch Ealing in April 2017. In July 2017, the online Digital Feedback Centre was launched together with the Healthwatch Ealing website. In August a part-time Patient Experience Officer was recruited to manage the Patient Experience Programme.

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

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

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

# Introduction and Executive Summary cont.

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

This report covers the Quarter 3 period, October-December 2018. During this time, we collected 1,217 reviews, achieving our quarterly target of 1,200 (400 per month). We focused on extending the number of GP surgeries we visit and consolidating our visits to existing GPs and outpatient hospital services at Ealing Hospital. In addition, we gathered a number of reviews from other services such as Pharmacies and Community services.

Out of the total number of patient experiences received, 989 (81%) were positive with star rating 4-5, 181 (15%) were neutral with star rating 3 and 47 (4%) were negative with star rating 1-2 (this is based on the overall star rating provided by patients - see page 4 for further detail). Please see the conclusion for a summary of the key findings.

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

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 patients 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/>.

# Overall Patient Reviews

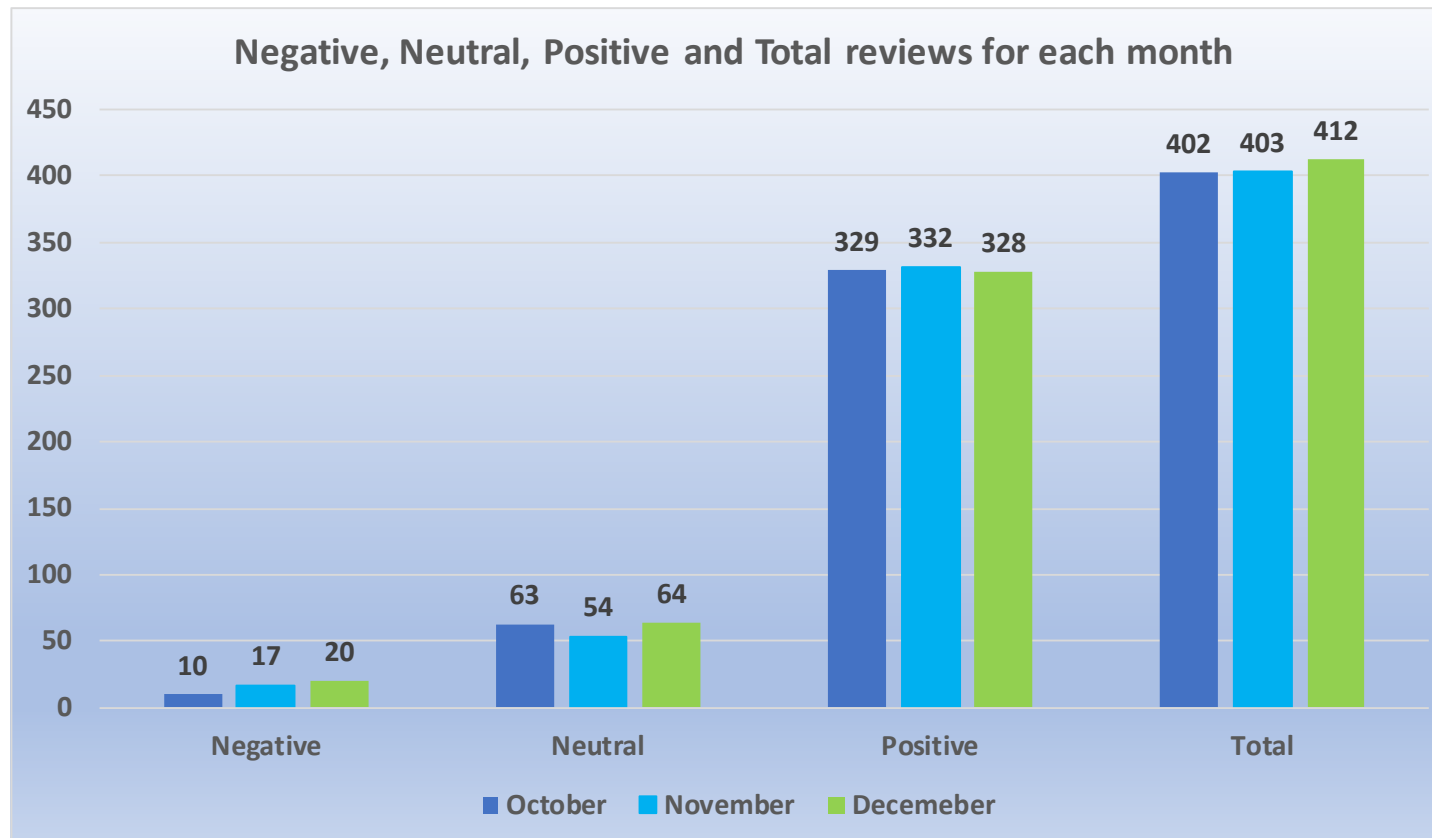
The number of patient reviews received for this quarter is 1,217. The table below shows a breakdown of the negative, neutral and positive patient reviews (see the appendices for examples of our physical and online questionnaires).

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 3 indicates a neutral response and a star rating of 4 and 5 indicate a positive response. This quarter 989 positive responses, 47 negative responses and 181 neutral responses have been recorded.

Month	1 - 2 Star Reviews (Negative)	3 Star Reviews (Neutral)	4 - 5 Star Reviews (Positive)
	★ ★ ☆ ☆ ☆	★ ★ ★ ☆ ☆	★ ★ ★ ★ ★
October	10	63	329
November	17	54	332
December	20	64	328
Total	47	181	989

# Overall Patient Reviews

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

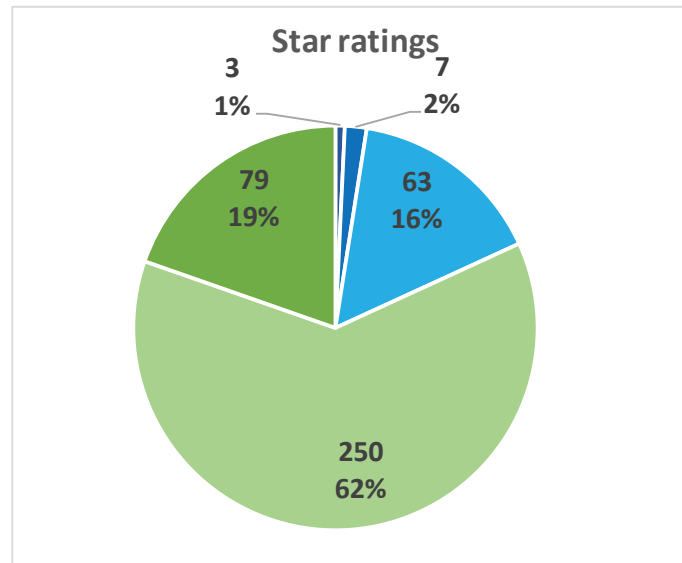


# Overall Patient Reviews: Star Ratings

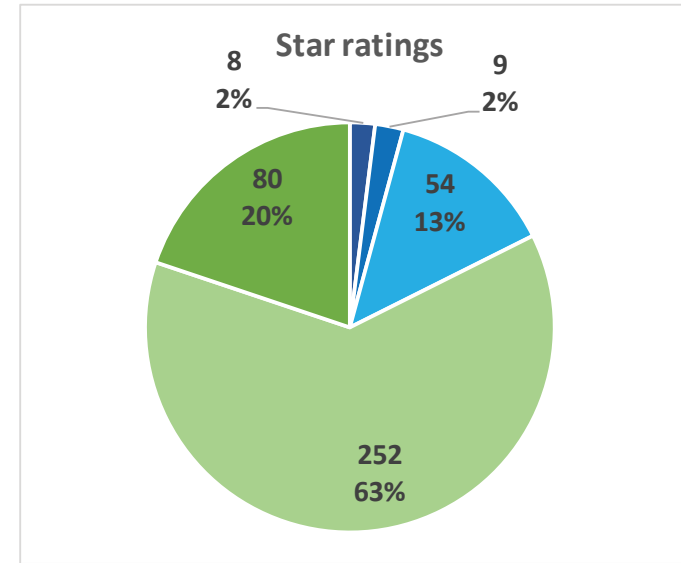
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

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

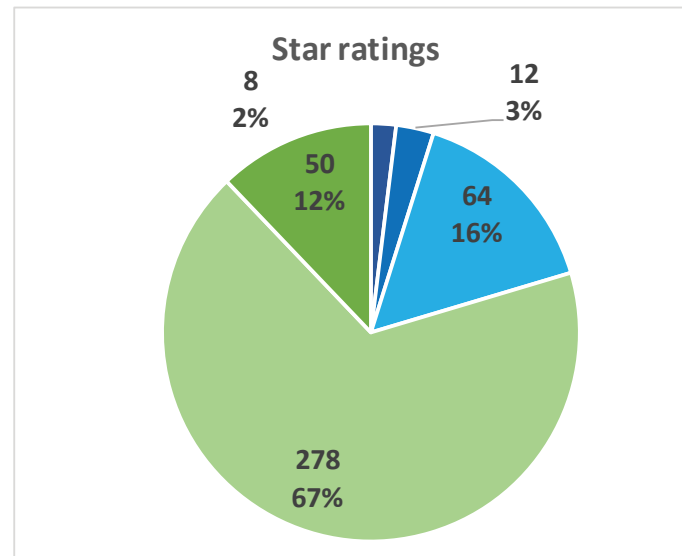
From October to December 2018 the number one and two star rating increased slightly this maybe due to winter pressure on services.



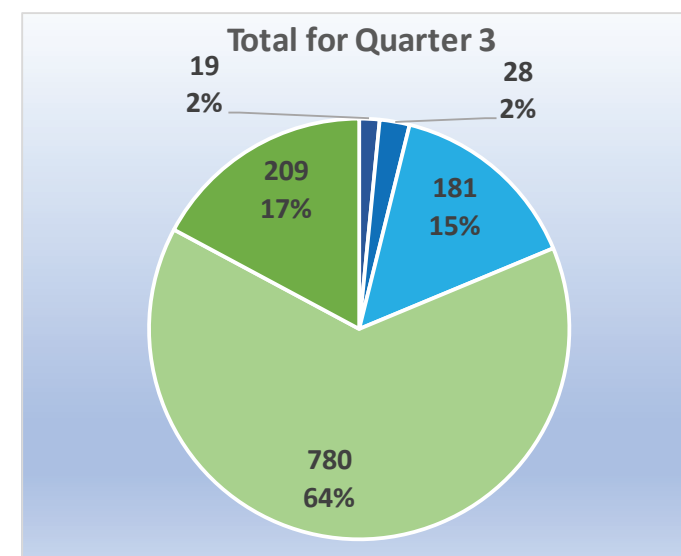
October



November



December



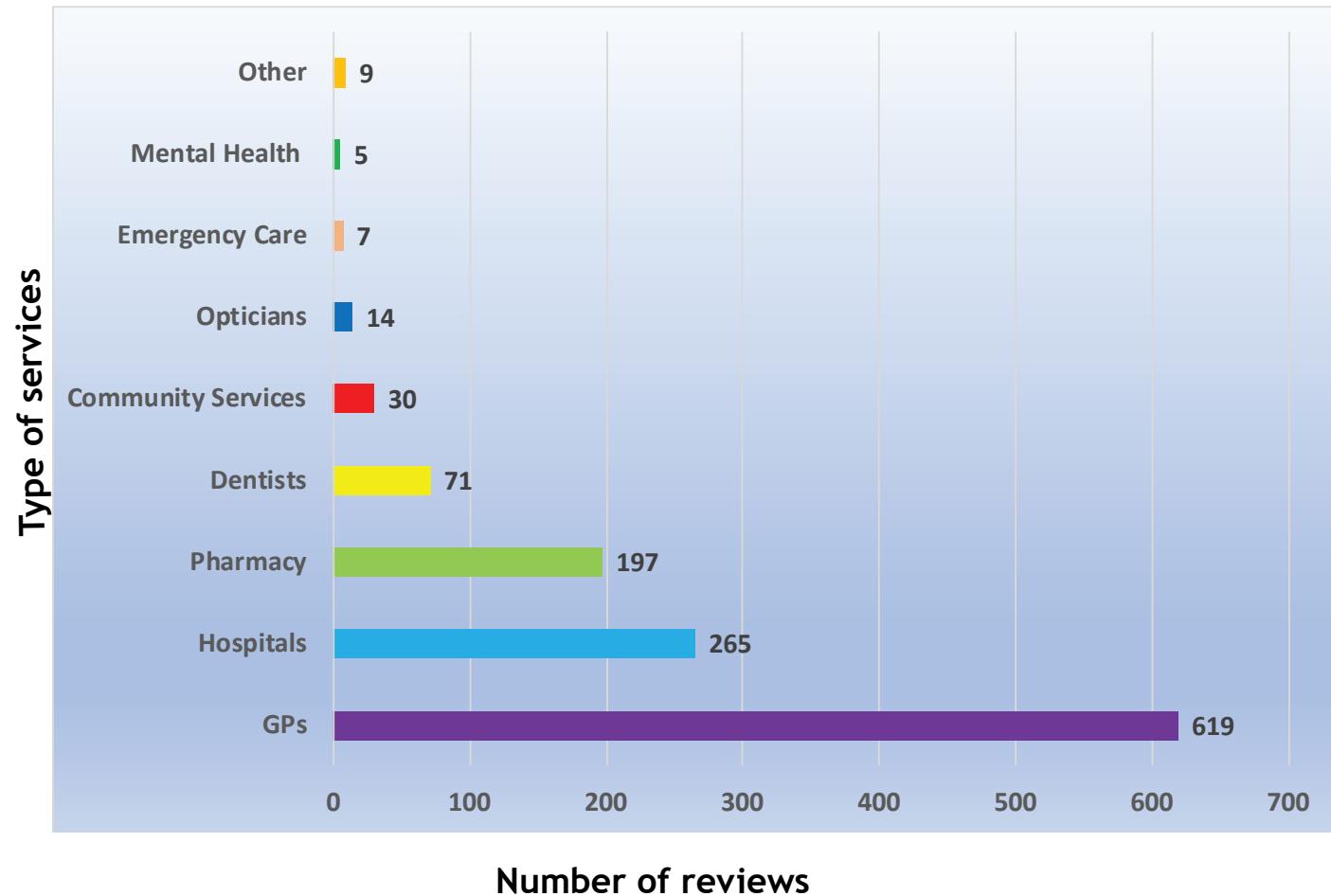
# Total Reviews per Service Category

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 GP category (619), followed by Hospitals (265). During this quarter we focused on increasing the number of GP practices we visited and consolidating our visits to Ealing Hospital Outpatient Departments.

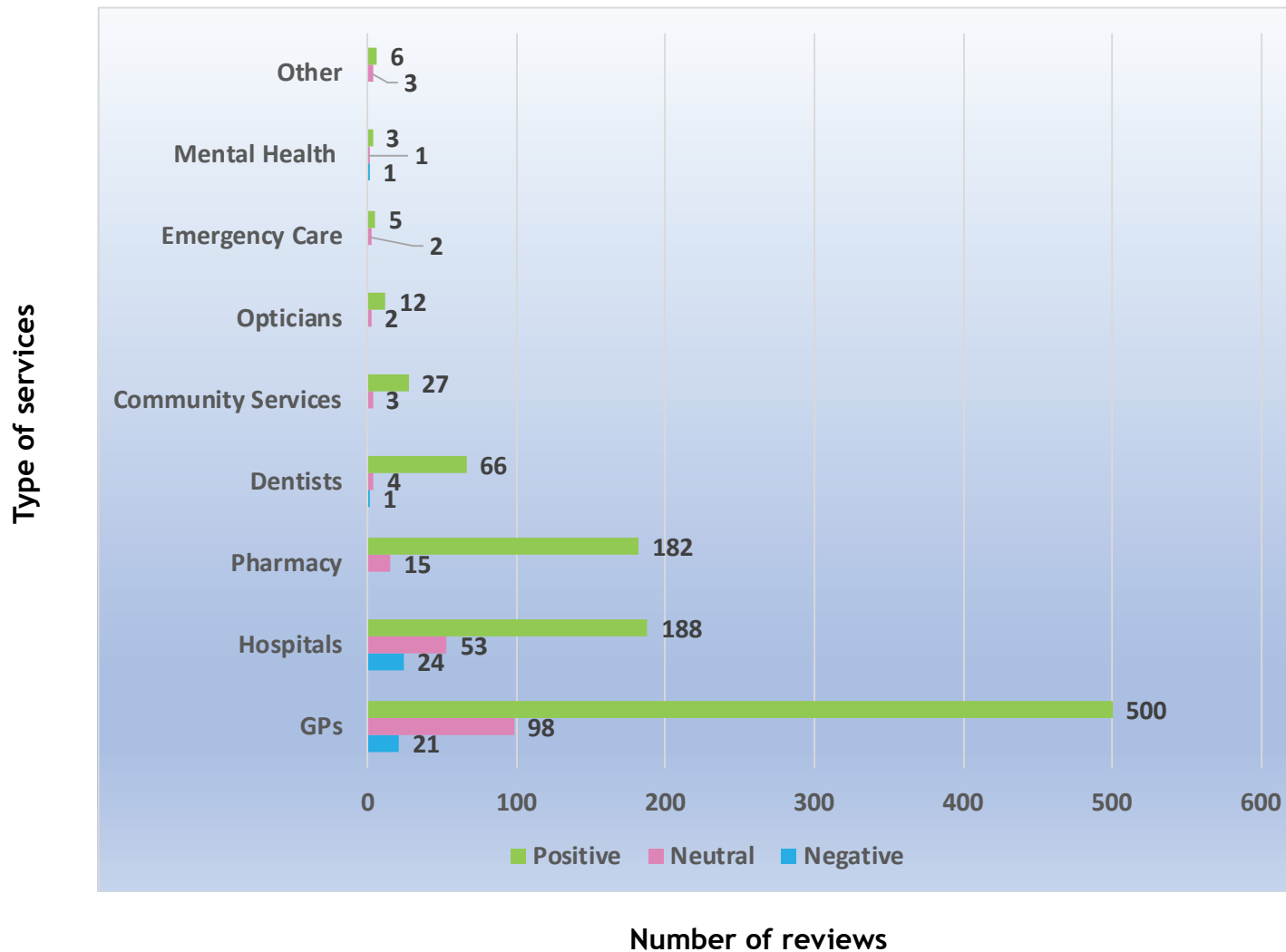
For this quarter, we can see an increase in the number of reviews received from Opticians, Pharmacies, Community Services & Dentist surgeries.

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





# Distribution of Positive & Negative Reviews



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

619 (51%) of the reviews were about people's experiences of GP services, 265 (22%) were about hospital services, 197 (16%) were about pharmacies and 30 (3%) were about community services.

Other comments were about dentists, opticians, mental health services and the 111 service categorised under other).

Of these services, dentist surgeries received the highest proportion of positive reviews at 93%, followed by pharmacies (92%) whereas GPs (81%) and Hospitals (71%) receive the lowest proportion of positive reviews.

This is due to receiving more reviews from these service categories, as we have a larger

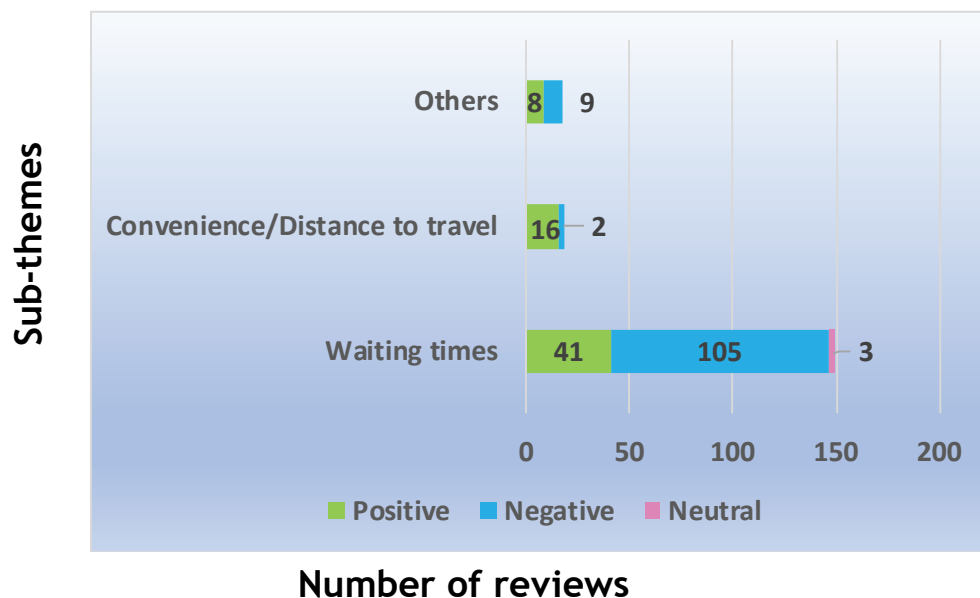
# Themes/Sub-themes/Trends for GPs

This section shows a breakdown of the main themes and sub-themes for those service areas where we received a significant number of reviews. In Q3 these areas are: **GPs, Hospitals and Pharmacy**. After asking patients for an overall star rating of the service we ask them to “tell us more about your experience”. (See the appendices for examples of our physical and online questionnaires). Each comment is uploaded to our Online Feedback Centre where up to five themes and sub-themes may be applied to the comment (see appendix 3 p44-45 for a full list). Depending on the content of the comment it may have one or more themes attached to it. **For this reason, the total numbers of themes will differ from the total number of reviews for each service area.** For each theme applied to a review, a positive, negative or neutral ‘sentiment’ is given. The application of themes, sub-themes and sentiment is an inhouse process and differs to the star rating patients provide.

**Access to services** remains to be one of most applied themes for GPs with 184 patient reviews focusing on this area. Out of a total of 184 reviews received about the **Access to services** theme, 35% (n.65) were positive, 63% (n.116) were negative and 2% (n.3) were neutral.

The chart below shows the breakdown of the sub-themes for **Access to services**. The sub-theme related to **Waiting times** was most frequently discussed, with over two-thirds of all **Access to services** issues focusing on this topic. In addition, **Waiting times** contributed the highest number of reviews with a negative sentiment, as 105 out of a total 184 instances of negative feedback given within The **Access to services** theme was caused by excessive waiting times. On a more encouraging note, 41 patient reviews that discussed **Waiting times** mentioned it in a positive context, which represented 63% of all positive reviews related to the **Access to services**.

## Top three sub-themes for Access to services



### Positive reviews

“Waiting time is very good, there are lots of changes, doctors is my only concern.”

*GP surgery*

“Friendly staff. Waiting time is not long. Appointments can be made in the same day. Good explanation from doctors as well.”

*GP surgery*

### Negative reviews

“Waiting time can sometimes be long, the staff are very nice and helpful.”

*GP surgery*

“I’m not happy because today I came for an emergency appointment. The staff were so rude with me. They made me wait a long time sitting and suffering from pain.”

*GP surgery*

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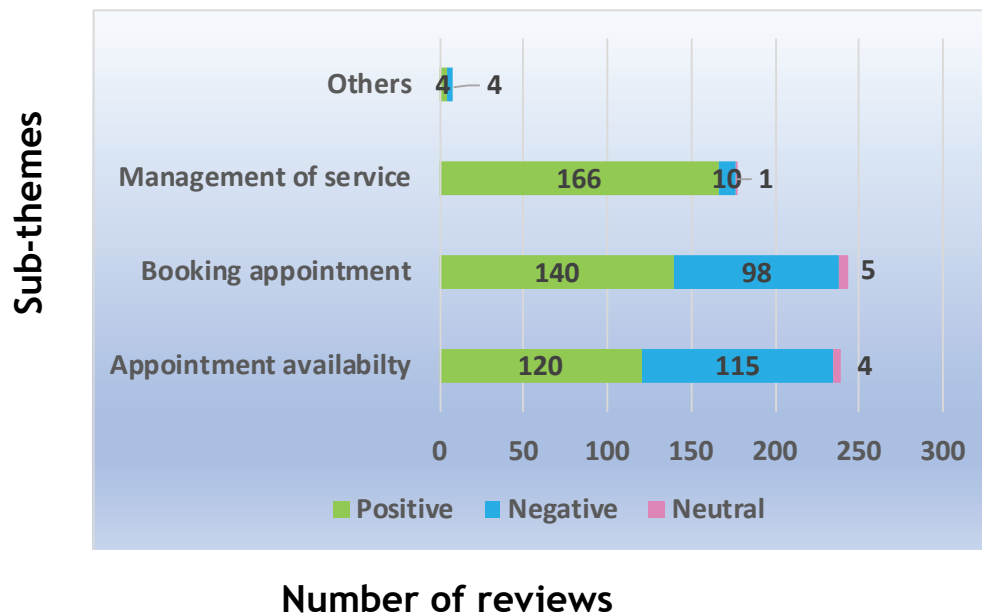
# Themes/Sub-themes/Trends for GPs

In this quarter, **Administration** received 667 reviews: 64% (n.430) were positive, 34% (n.227) were negative and 1% (n.10) were neutral. The chart below presents a more detailed breakdown, featuring the top four sub-themes for **Administration**. The majority of reviews focused on the sub-theme **Booking appointment**. This received 243 reviews (36% of all reviews within the **Administration** theme). Over half of the reviews relating to the sub-theme of **Booking appointment** (58%, n.140) were positive.

The sub-theme **Appointment availability** presents a more balanced outlook between positive and negatives reviews with (50%, n.120) being positive and (48%, n.115) negative. It indicates that patients find the process of **Booking an appointment** relatively straightforward as they can see the GP on the same day when it's emergency however, there are also many instances, where people expressed concern about the length of time they need to wait to see a doctor.

94% (n.177) of reviews related to the sub-theme **Management of service** mentioned it in a positive context. From speaking to patients, it suggests that, generally speaking, patients are satisfied with the way their GP surgeries are managed.

## Top four sub-themes for Administration



### Positive reviews

“Very easy to get someone on the phone to book an appointment however, waiting times are very short.”  
*GP surgery*

“I have always been able to get an appointment, they also send you a text message to remind you about your appointment.”  
*GP surgery*

### Negative reviews

“Sometimes it's very difficult to get an appointment, difficult to get medicine as I am a pensioner. It took two weeks to get an appointment.”  
*GP surgery*

“I've tried to book an appointment for over a month now and I can never get one. Last week I called almost every day @ 8:am and they say they had nothing available when I got through.”  
*GP surgery*

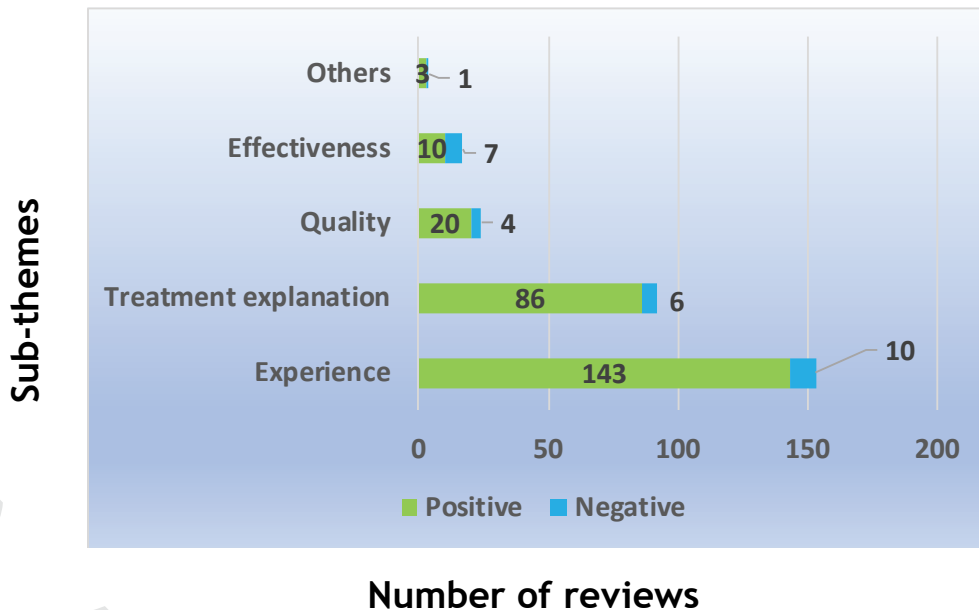
# Themes/Sub-themes/Trends for GPs

The **Treatment and Care** theme received 290 reviews. Out of all the main themes, **Treatment and care** received the highest proportion of positive reviews with 90% (n.262) of patients expressed their satisfaction and 10% (n.28) were negative.

In the chart below, you will find a breakdown of the sub-themes for **Treatment and Care**. The sub-theme **Experience** had the highest proportion of feedback with a positive sentiment, (93%, n.143). This indicates that patients were satisfied with the overall experience at their GPs, such as, treatment explanation and the quality of care.

The sub-theme **Treatment Explanation** also received high proportion of feedback with a positive sentiment (93%, n. 86). The sub-theme **Treatment Explanation** received 19% of the reviews. However, the sub-theme **Effectiveness** present a more balanced outlook between positive and negative.

Top five sub-themes for Treatment and care



### Positive reviews

“It’s excellent Dr P is very good, he will explain everything to me, he will make sure you understand the problem and he will follow up on you. I don’t have problem getting an appointment. I am always satisfied when I see my doctor.”

*GP surgery*

“I used to be registered at another surgery but came here because I was not happy there. Since being here I am very happy. I have a mental health issue and they have helped me a lot. I am very grateful.”

*GP surgery*

### Negative reviews

“ The staff make you wait until you’re fed up, don’t offer correct treatment, unhelpful advice. I have been waiting months for referral to a specialist for my problem and the doctor never refer me to the point where I’m sick of it. Doctors are very unhelpful.”

*GP surgery*

“ Hard to get appointments, long waiting periods for appointment. The doctors are very rushed and being extremely rude, saying to only inquire about one problem then emergency appointments are not available.”

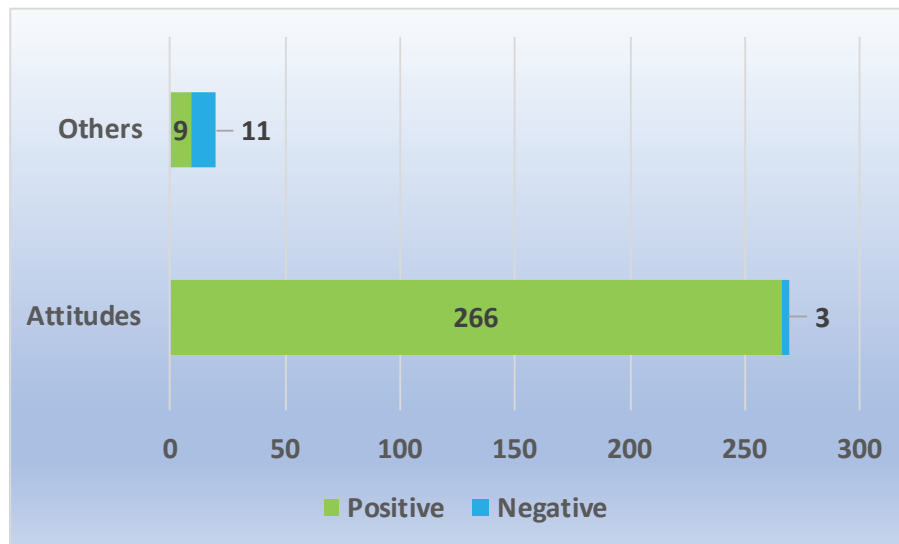
*GP surgery*

# Themes/Sub-themes/Trends for GPs

The **Staff** theme received 318 reviews. These reviews were largely positive: 87% (n.276) were positive comments, and 13% (n.42) being negative comments.

The chart below illustrates a breakdown of the sub-themes for **Staff**. **Staff attitude** was the most frequently mentioned sub-theme with 89% (n.266) positive comments. Patients said they were pleased with the attitude of the staff at their GP surgery.

Top two sub-themes for Staff



Number of reviews

## Positive reviews

“Always listens to our problems, very helpful, all staff are very good too.”

*GP surgery*

“Very reliable service. Very nice and helpful staff. Very easy to get an appointment and see an excellent doctor who provides quality care.”

*GP surgery*

## Negative reviews

“Receptionist is absolutely useless didn’t make any effort to book an appointment and also wasn’t listening to me and did not pay attention to me. She was distracted by other patients.”

*GP surgery*

“The receptionist attitude is not good, they ask questions that can only be asked by the doctor.”

*GP surgery*

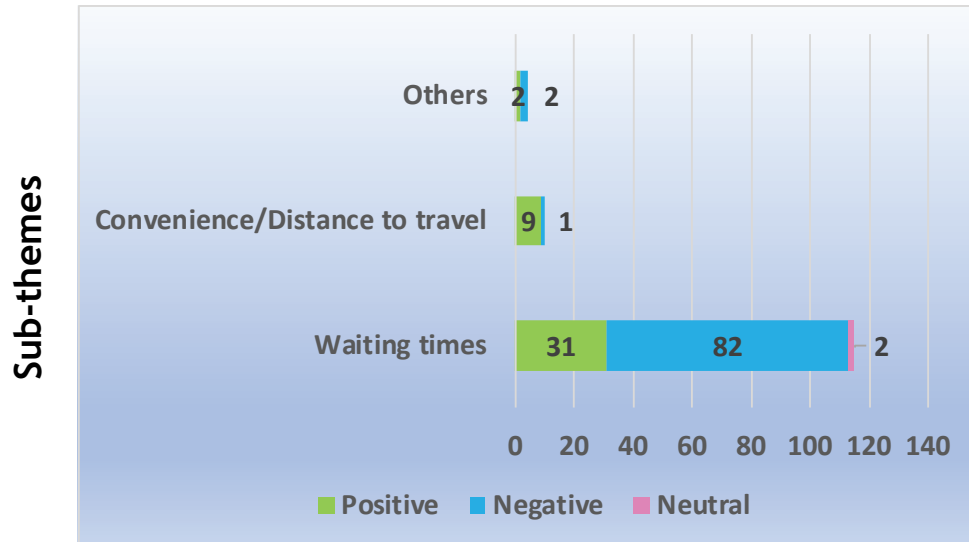
# Themes/Sub-themes/Trends for Hospitals

The **Access to services** main theme received 128 reviews, 33% (n.42) were positive, 66% (n.85) were negative and 1% (n.1) were neutral. Out of the main themes, Access to services received the lowest proportion of positive reviews.

The chart below presents a more detailed breakdown of the top three sub-themes for **Access to services**. The sub-theme - **Waiting times** was most frequently mentioned, with over three-quarters (n.128) citing it as an issue. In addition, **Waiting times** had the highest number of reviews with a negative sentiment. Out of 114 reviews, 82 of negative reviews were related to excessive waiting times at the Hospital.

31 of the reviews that discussed **Waiting times** mentioned it in a positive context, which represented 74% of all positive reviews related to the main theme **Access to services**.

Top three sub-themes for Access to services



Number of reviews

## Positive reviews

“Easy to get an appointment and I was seen quickly. Overall treatment is good, doctors are good. Generally I am happy with the whole experience.”

*Outpatients*

“The staff are very helpful and friendly they helped my mum really well everything was done on time and professionally.”

*Outpatients*

## Negative reviews

“My appointment was at 9:am it is now 10:10am and no one has spoke to us and I am still waiting. I don't think this is what is supposed to happen. Basically this waiting time is absolutely unbelievable. Every time I visit this hospital I leave unhappy.”

*Outpatients*

“Making an appointment and the convenience of that appointment is okay. Staff attitude is not bad. Treatment explanation is alright but the waiting time is always poor.”

*Outpatients*

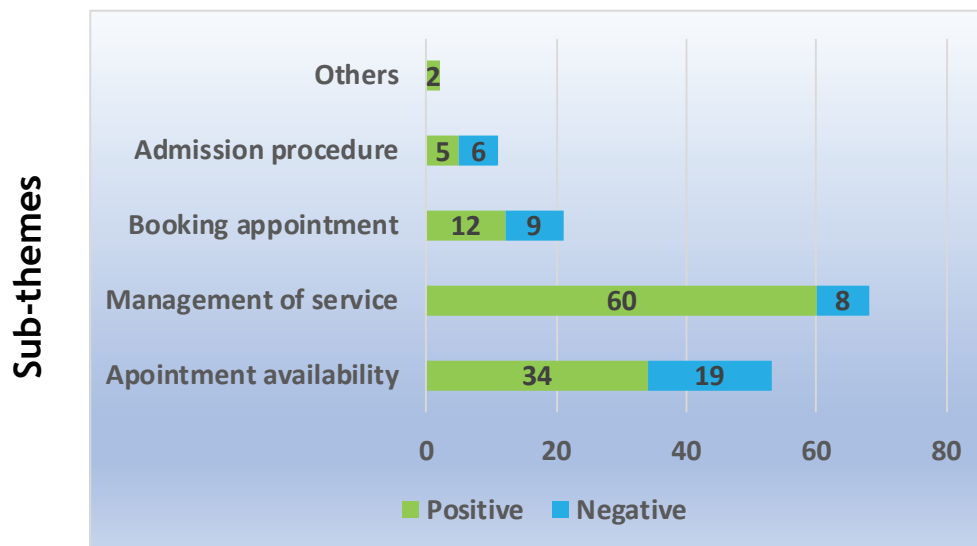
# Themes/Sub-themes/Trends for Hospitals

The **Administration** main theme received 155 reviews. 73% (n.113) were positive and 27% (n.42) were negative.

The chart below illustrates a breakdown of the top five sub-themes for **Administration**. The sub-theme **Booking appointment** received 21 reviews (making up 14% of all the reviews related to the **Administration** theme). In addition, the sub-theme Booking appointment received a high number of positive reviews compared to previous quarter with (57%, n. 12). The sub-theme **Appointment availability** received a high proportion of feedback with a positive sentiment on this occasion (64%, n.34). This indicates that most patients found the process of securing an appointment relatively easy and once the first appointment had taken place often do not have to wait long for their next visit.

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

## Top five sub-themes for Administration



Number of reviews

### Positive reviews

“I don't have a problem with booking an appointment and its very convenient for me. The staff attitude is always good. It's not difficult to get someone on the phone. I think the waiting time should improve because it's too long.”

*Outpatients*

“It's very convenient just 10 minutes from home, the staff are very friendly and it's very easy to make an appointment. I don't have any issue with anyone. The doctor is very good, he answer all my questions.”

*Outpatients*

### Negative reviews

“My appointment has been changed after waiting a long time, very frustrating. My procedure has been cancelled more than once and I don't like that kind of change. They tell you one thing but do another thing.”

*Outpatients*

“ Ealing hospital is very disappointing as I was supposed to be refered but the doctor had forgotten. I was told that she was on holiday and another doctor couldn't take my appointment . I had to pressure them and in the end they finally sent me the letter for an appointment.”

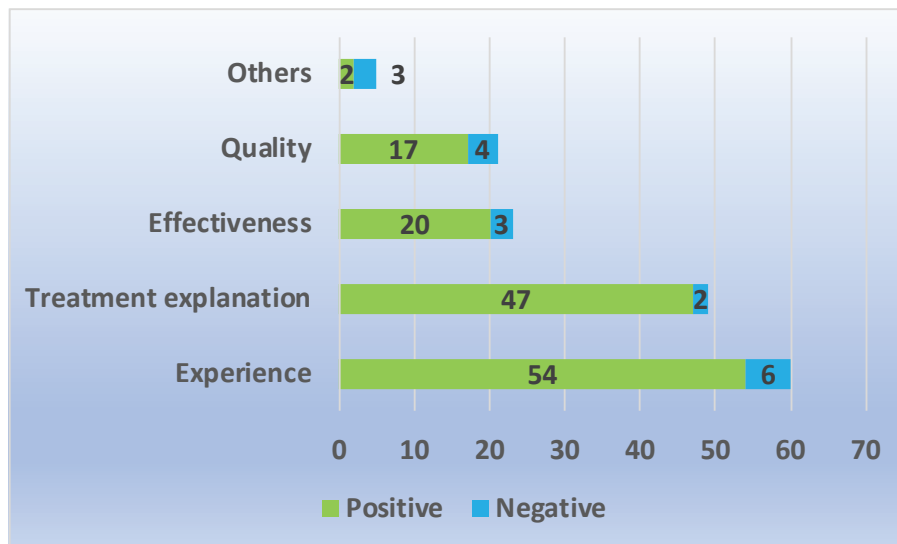
*Outpatients*

# Themes/Sub-themes/Trends for Hospitals

**Treatment and Care** received 158 reviews. Out of all the main themes, **Treatment and care** received the highest proportion of positive reviews with 89% (n.140) of patients expressing satisfaction, and only 11% (n.18) being negative.

The chart below presents a breakdown of the sub-themes for **Treatment and Care**. The sub-theme **Patient Experience** received 38% of the reviews, closely followed by **Treatment explanation**, which received 31% of the reviews. The sub-theme **Effectiveness of treatment and Quality of treatment** received (15% and 13% respectively).

Top five sub-themes for Treatment and Care



Number of reviews

## Positive reviews

“The nurses and doctors are all fine, they explain your problem, they care and they listen to you. They are professional and efficient. Don't have anything bad to say about this hospital because they have saved my life a few times.”

*Outpatients*

“Can't think of any negatives. Arrived in a critical situation and was treated well. Follow up care is good and effective. Efficient treatment when the emergency occurred.”

*Podiatry*

## Negative reviews

“Went there myself because I was bleeding and they sent me back to my GP they said they are not the one that need to refer me. I was very disappointed. They could have at least taken a look at me.”

*Urgent Care*

“I have serious illness and the hospital is not helping me. I went to the emergency department 3 times and all they do is send me back to my GP. Very bad service and the food is not nice.”

*Urgent Care*

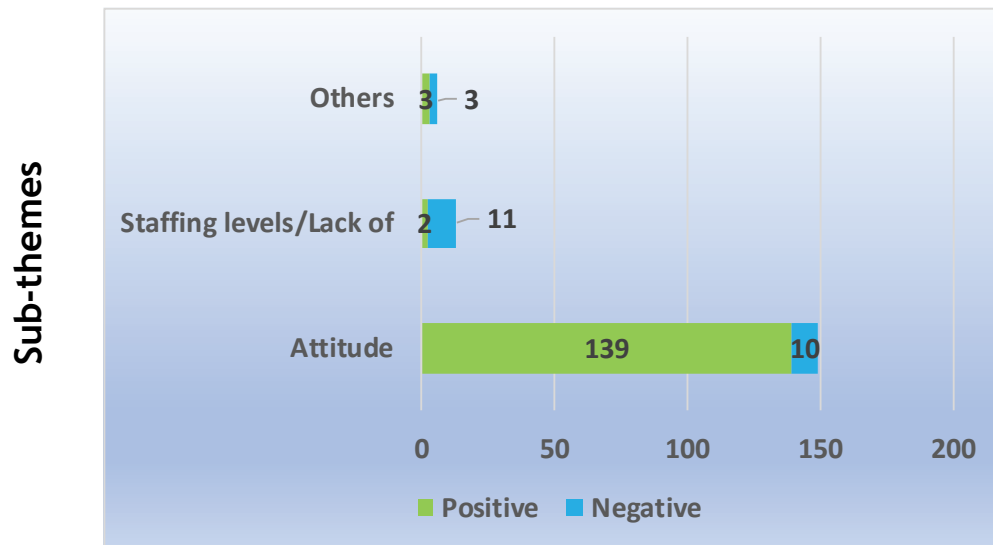


# Themes/Sub-themes/Trends for Hospitals

The **Staff** main theme received 168 patient reviews. These reviews were largely positive, as (86% n.144) were positive and 14% (n.24) were negative reviews.

The chart below presents a breakdown of the sub-themes for **Staff**. The sub-theme **Staff attitude** received over two-thirds of the reviews with a positive sentiment, (93%, n.149) which indicate that staff were satisfied with the staff attitude at the hospital. Whereas the sub-theme **Staffing levels/lack of** received (85%, n. 11) with a negative sentiment.

Top three sub-themes for Staff



Number of reviews

## Positive reviews

“The staff are very helpful and friendly they helped my mum really well, everything was done on time and professionally.”

*Outpatients*

“The staff are helpful and I have always been looked after well. The service at the A&E is very quick, they see me on time when I go there.”

*A&E*

## Negative reviews

“In this hospital they treat me very bad, the last time I was here, no one knew where I needed to wait. They never sent someone to the front desk to help you and when you try to ask they ignore you. You have to wait and sometimes they even don't know if you are here.”

*Outpatients*

“They have less staff at the front desk which is very bad because most of the old people they need help and there is no one there but fortunately there is a nurse who helps everyone.”

*Outpatients*

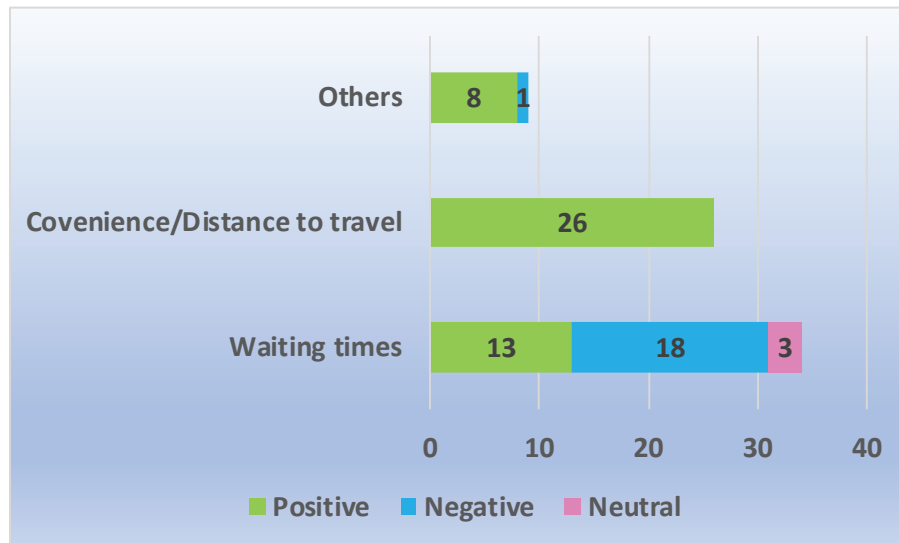
# Themes/Sub-themes/Trends for Pharmacy

The main theme **Access to services** received 69 reviews. 68% (n.47) were positive, 28% (n.19) were negative and 4% (n.3) were neutral reviews.

The chart below shows a breakdown of the sub-themes for **Access to services**. The sub-theme **Waiting times** received half of the reviews (49%, n.34). **Waiting times** received the highest proportion of feedback with a negative sentiment (53%, n.18). Most of the comments cite the issue of excessive waiting times at the pharmacy. On a more encouraging note, 13 patient reviews that discussed waiting times (38% of all feedback falling into this sub-theme) mentioned it in a positive context.

In addition, 26 patient reviews that discussed **Convenience/Distance to travel** mentioned it in a positive context.

Top three Sub-themes for Access to services



Number of reviews

## Positive reviews

“It's very convenient, its in the same building. The service is very quick as well. The staff are okay.”

Pharmacy

“Very good, very nice staff, there is no waiting. You need to wait 3 days for the prescription when they sent to them.”

Pharmacy

## Negative reviews

“The wait time is pretty bad, I only use it because it's close to where I live.”

Pharmacy

“Its good, very nice staff but I had to wait long for my medication. They forgot to prepare my prescription twice and I waited long when I went to pick up.”

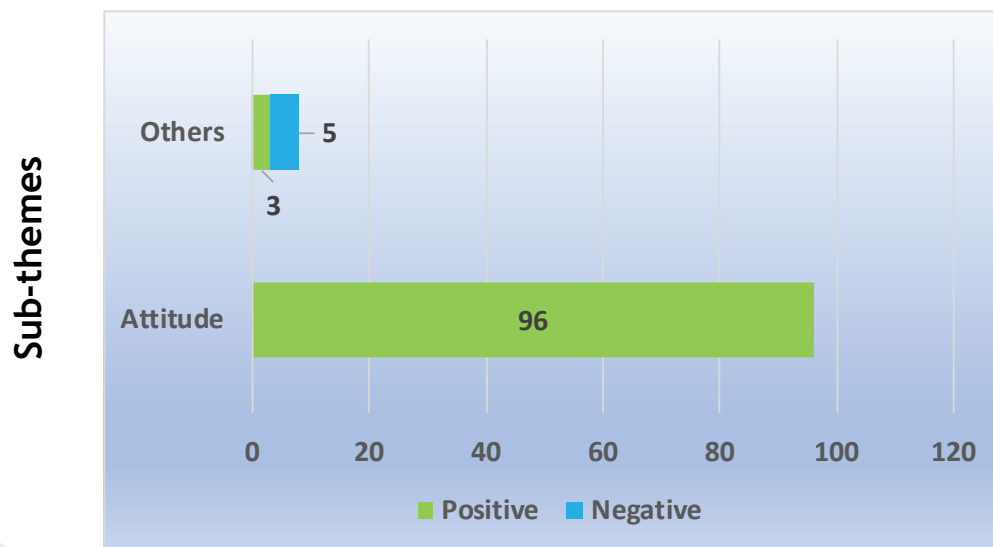
Pharmacy

# Themes/Sub-themes/Trends for Pharmacy

The **Staff** main theme received 101 reviews. 98% (n.99) of the reviews were positive and 2% (n.2) were negative.

The chart below shows a breakdown of the top two sub-themes for **Staff**. **Staff attitude** received overwhelmingly positive feedback as 100% (n.96) of all reviews indicated that they were pleased with staff attitude at the pharmacy.

Top two sub-themes for Staff



Number of reviews

## Positive reviews

“The staff are very nice, they call me when my prescription is ready, they are professional.”

*Pharmacy*

“They are lovely, caring and very helpful. They deliver my mothers medication”

*Pharmacy*

“They are very nice, no problem. Sometime I will ask question if I need advice which they always help me.”

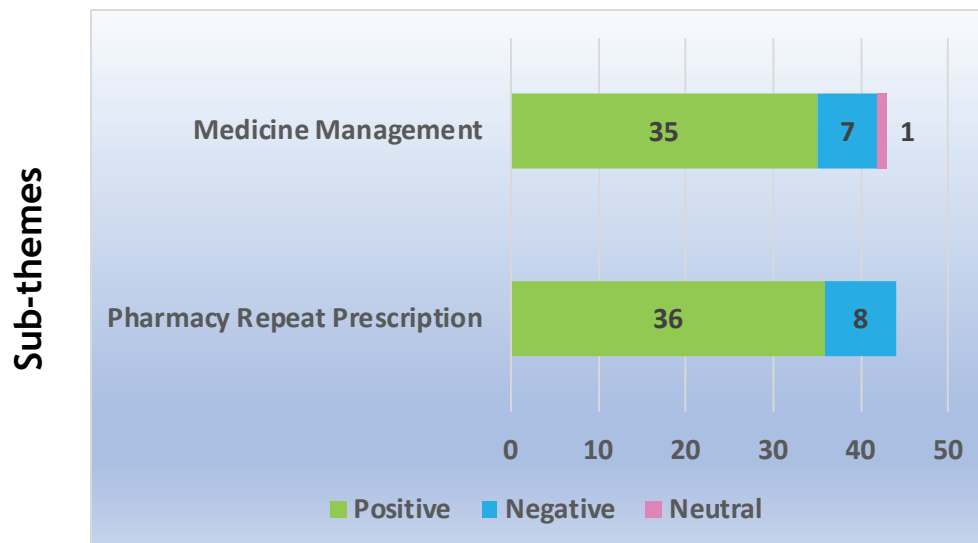
*Pharmacy*

# Themes/Sub-themes/Trends for Pharmacy

The **Medication** main theme received 87 reviews. 82% (n.71) of the reviews were positive, 17% (n.15) were negative and 1% (n. 1) was neutral.

The chart below shows a breakdown of the top two sub-themes for **Medication**. The sub-theme **Medicine Management** and **Pharmacy Repeat Prescription** received (81% and 82%, respectively). In all the two sub-theme 81% of the comments were positive.

Top two sub-themes for Staff



Number of reviews

## Positive reviews

‘It’s very convenient, I have a prescription which is automatically done and they remind me for collection. No issues so far.’

*Pharmacy*

‘I have a prescription which is every 3 months they send me a text when its time to pick up my medication. Everything is managed by them.’

*Pharmacy*

## Negative reviews

‘I was with them for 19 years and recently I had to leave them because they gave me the wrong medication, they were not professional. I decided to go to boots.’

*Pharmacy*

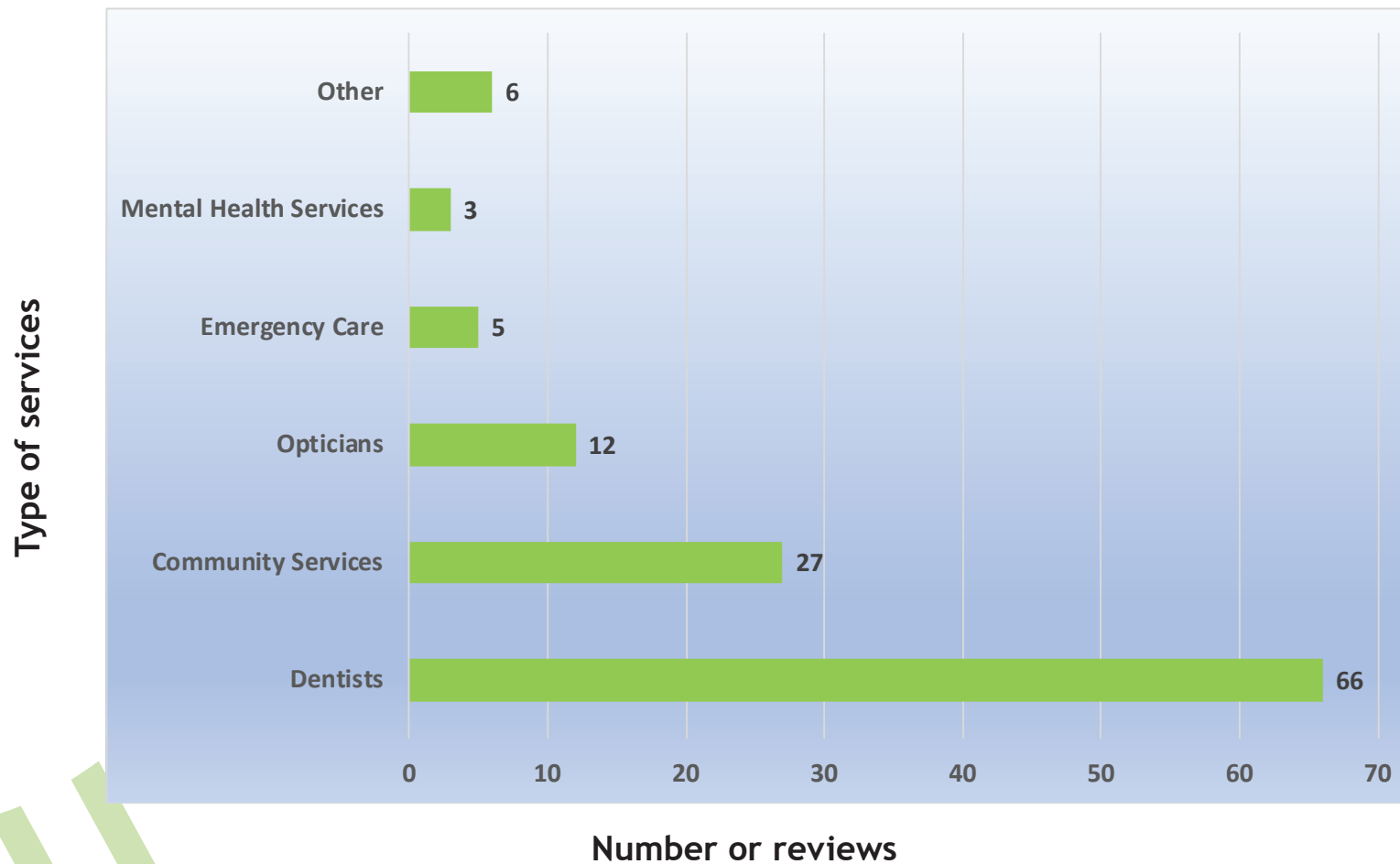
‘It’s okay but they don’t have all the medications available, and there is a long waiting time.’

*Pharmacy*

# 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.

October-November-December





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## Community services

“The nurse was very attentive, paying attention to every detail, she did a great job. Getting an appointment is okay. My daughter arranged everything for me.”

*Podiatry (foot health)*

“My husband is using the service, they change his dressing often. There is no issue in getting an appointment as usually its booked for the next visit.”

*Diabetes Integrated Care Ealing (DICE) - Feathertstone Road*

“Its very easy to get an appointment,very convenient it's close to my house and the staff are very nice.”

*Diabetes Integrated Care Ealing (DICE) - Feathertstone Road*

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## Dentist

“It's very easy to book an appointment. It's easy to get through the staff and, the staff very professional.”

*Dentist*

“The dentist is very good. It's very easy to get an appointment. It's very clean and very organised.”

*Dentist*

“Very professional staff. I have been a patient with them for over 2 years and I have always been satisfied with the service. Very clean and organised.”

*Dentist*

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## Mental Health services

“The staff are very caring, in particular I worked with Annette who was extremely thoughtful and kind. She was tremendously helpful. The psychiatrist I saw was also very kind.”

*Ealing crisis assessment and treatment team*

“It was very good. It did help me manage my depression and the advice was very helpful. I have been suffering from depression for a long time but since attending this group I feel better.”

*Ealing IAPT*

“I only see a psychiatrist and he is nice with me, he makes sure everything is going well with me. If I need support they are there to help.”

*Ealing Recovery Team East*



## Others

“I have used them several times and they have always been helpful. The information is very good and sometime they tell you to go to the hospital or wait, very happy with the service.”

111

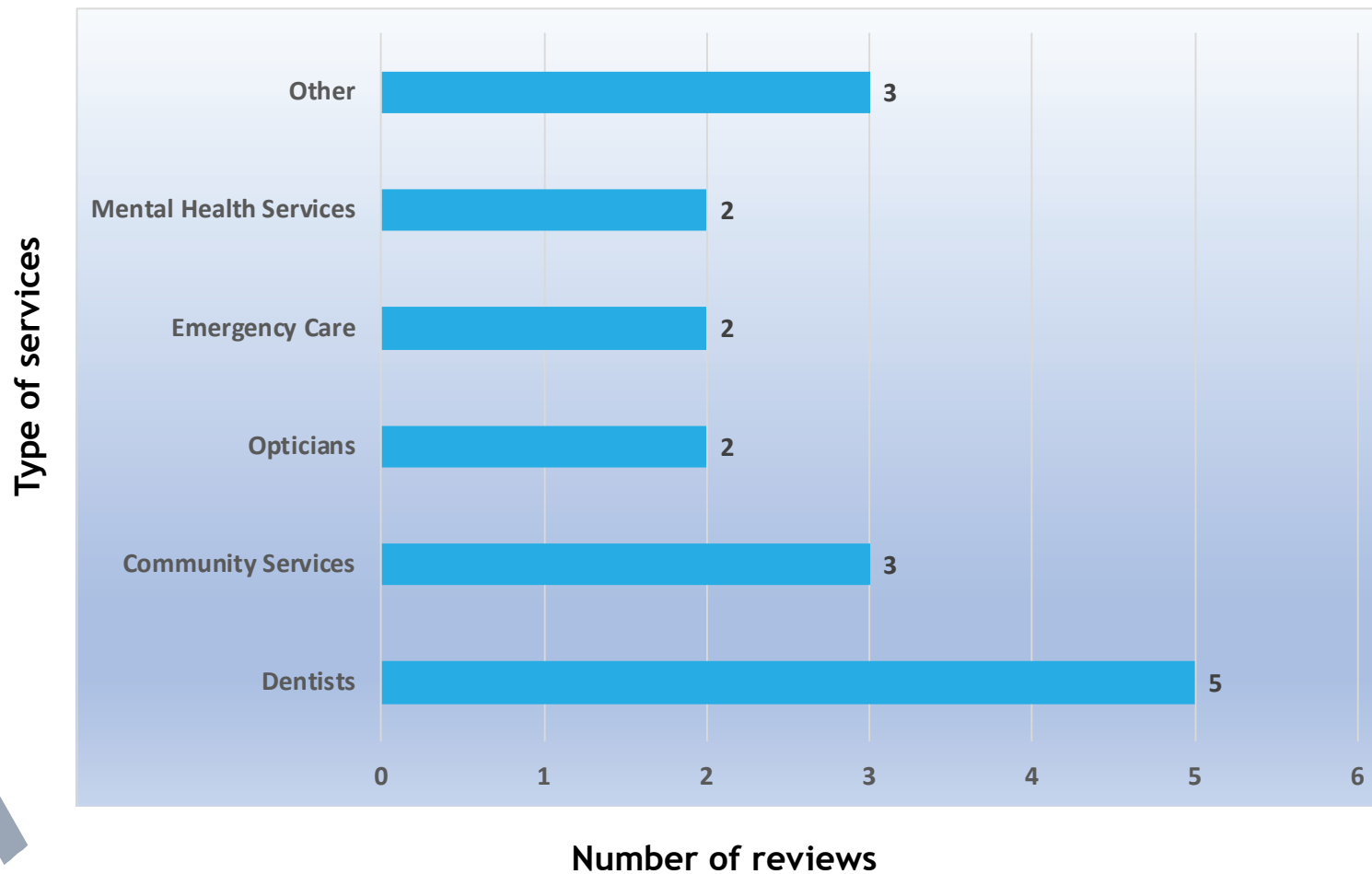
“Very good service , I use it for my kids and I like it. They are very helpful, they booked an appointment at my GP because I could not get one.”

111

# Negative Reviews

By looking at the negative and neutral reviews we received from the people of Ealing every month. These reviews can help us understand where a service needs to improve in order to provide an all round positive experience. This section provides an overview of the number of negative and neutral reviews by services 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 tell us that these can generally highlight where improvement could be made.

October-November-December







### Community services

“It's okay but I think they need to give more exercise here, rather than doing it at home. You have to do everything by yourself. There is no waiting was always seen on time.”

*Rehabilitation - Ealing Community Services*

“It was not good I used it twice and was not happy with the service so I stopped. They will let you do everything by yourself.”

*Rehabilitation - Ealing Community Services*



### Dentist

“They are horrible. The staff are rude, the kids even told me we need to move so at the moment I am looking for a new dentist. It's very hard to get an appointment.”

*Dentist*



### Mental Health services

“Do not treat individual as a patients. They are more interested in targets and quite manipulative in acheiving their goals rather than whats best for the patient.”

*Ealing West Recovery Team*

“I am here to see a psychiatrist to see how am doing. They are okay but I would like to have more activities, but there is a long waiting to attend some of the activities.”

*Ealing IAPT*

# Network Area Specific GP Reviews

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

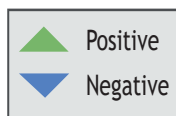
GP surgeries with an overall feedback score of less than 10 reviews are not included in the quarterly averages due to the sample being small and therefore unrepresentative overall. We will attempt to increase feedback from those GP surgeries through targeted patient engagement work and will include those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

This quarter we were able to add the overall average star rating for the GPs for four quarter, from Quarter (3 2017 to Quarter 2 2018). This allow us to see the changes from the last quarter to the current quarter. We can see that the average for some themes for the last four quarter still remain negative where as some of the themes have change from a negative to positive.

This enable commissioners and providers to see where a service is struggling and propose new ways to improve the service.

# Network Area 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)	Q3					-	-	-	-	-	-	-	-
	Q3 17- Q218					-	-	-	-	-	-	-	-
Acton Lane Medical Centre (1,207)	Q3					-	-	-	-	-	-	-	-
	Q3 17- Q218					-	-	-	-	-	-	-	-
Acton Town Medical Centre(3,235)	Q3					-	-	-	-	-	-	-	-
	Q3 17- Q218					5	4	4	5	3	4	4	4
Boileau Road Surgery (3,393)	Q3					-	-	-	-	-	-	-	-
	Q3 17- Q218					-	-	-	-	-	-	-	-
Chiswick Family Practice (Dr Bhatt)	Q3					4	4	4	4	3	4	4	4
	Q3 17- Q218					4	4	4	4	4	5	4	4
Chiswick Family Practice (Dr Webber) (4,257)	Q3					4	4	4	4	3	4	4	4
	Q3 17- Q218					4	4	4	5	4	5	4	4
Churchfield Surgery (3,442)	Q3					-	-	-	-	-	-	-	-
	Q3 17- Q218					4	4	4	4	4	4	4	4



0 5 10 15 20



Number of reviews for the current quarter

# Network Area 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)	Q3	4	4	4	4	4	4	4	4
	Q3 17- Q218	4	4	4	4	4	4	4	4
Crown St Surgery (8,836)	Q3	4	4	4	5	4	5	5	4
	Q3 17- Q218	4	4	4	4	4	4	4	3
Hillcrest surgery (7,791)	Q3	4	4	4	4	4	4	4	3
	Q3 17- Q218	4	4	4	4	4	4	4	4
Horn Lane Surgery (4,581)	Q3	-	-	-	-	-	-	-	-
	Q3 17- Q218	-	-	-	-	-	-	-	-
Mill Hill Surgery (7692)	Q3	4	4	4	4	3	4	4	4
	Q3 17- Q218	4	4	4	4	3	4	4	4
The Bedford Park Surgery (3,539)	Q3	-	-	-	-	-	-	-	-
	Q3 17- Q218	4	4	4	4	4	4	5	4
The Vale Surgery (5,303)	Q3	-	-	-	-	-	-	-	-
	Q3 17- Q218	4	4	4	4	4	4	4	4
Western Avenue Surgery 3,025	Q3	-	-	-	-	-	-	-	-
	Q3 17- Q218	-	-	-	-	-	-	-	-

 Positive  Negative	0    5    10    15    20    25 Number of reviews for the current quarter
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# Network Area Specific GP Reviews

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?
Corfton Road Surgery (6,937)	Q3					4	4	4	4	3	4	4	4
	Q3 17- Q218					4	4	4	4	4	4	4	4
Cuckoo Lane Practice (5,230)	Q3					4	4	4	5	4	4	4	4
	Q3 17- Q218					4	4	4	4	4	4	4	4
Gordon House Surgery (12,431)	Q3					4	4	4	4	4	4	4	3
	Q3 17- Q218					4	4	4	4	4	4	4	4
Lynwood Surgery (2,216)	Q3					-	-	-	-	-	-	-	-
	Q3 17- Q218					-	-	-	-	-	-	-	-
Mattock Lane Health (Dr Htun)	Q3					3	4	4	5	4	4	4	3
	Q3 17- Q218					4	4	4	4	4	4	4	4
Pitshanger family practice(3,009)	Q3					-	-	-	-	-	-	-	-
	Q3 17- Q218					-	-	-	-	-	-	-	-
Queenswalk Practice (10,048)	Q3					3	4	4	4	3	4	4	4
	Q3 17- Q218					4	4	4	4	4	4	4	4
St Marks Medical Centre (1,610)	Q3					-	-	-	-	-	-	-	-
	Q3 17- Q218					-	-	-	-	-	-	-	-
The Argyle Surgery (8,140)	Q3					-	-	-	-	-	-	-	-
	Q3 17- Q218					4	4	4	4	3	4	4	3
The Avenue Surgery (3,028)	Q3					-	-	-	-	-	-	-	-
	Q3 17- Q218					4	4	4	4	4	4	4	4

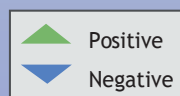
▲ Positive  
▼ Negative

Number of reviews for the current quarter

# Network Area Specific GP Reviews

## North North

		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)	Q3	4	4	4	4	4	4	4	3
	Q3 17- Q2 18	4	4	4	4	4	4	4	3
Islip Manor Medical Centre (3,498)	Q3	-	-	-	-	-	-	-	-
	Q3 17- Q2 18	-	-	-	-	-	-	-	-
The Grove Medical (6,785)	Q3	-	-	-	-	-	-	-	-
	Q3 17- Q2 18	-	-	-	-	-	-	-	-
The Medical Centre (4,123)	Q3	-	-	-	-	-	-	-	-
	Q3 17- Q2 18	-	-	-	-	-	-	-	-
Barnabas Medical Centre (9,282)	Q3	4	4	4	4	4	4	4	4
	Q3 17- Q2 18	4	4	4	4	4	4	4	4
Elm Trees Surgery (5,016)	Q3	-	-	-	-	-	-	-	-
	Q3 17- Q2 18	4	4	4	4	4	4	4	4
Greenford RD Med Centre (7,888)	Q3	4	4	4	4	4	4	4	4
	Q3 17- Q2 18	4	4	4	4	3	4	4	4
Mandeville Medical Centre (5,361)	Q3	-	-	-	-	-	-	-	-
	Q3 17- Q2 18	3	4	4	4	3	4	4	3
Meadow View Surgery (5,385)	Q3	-	-	-	-	-	-	-	-
	Q3 17- Q2 18	4	4	4	4	3	4	4	4
Perivale Medical Clinic (4349)	Q3	-	-	-	-	-	-	-	-
	Q3 17- Q2 18	3	4	4	4	3	4	4	4
Allendale Road Surgery (4,054)	Q3	3	4	4	4	4	4	4	4
	Q3 17- Q2 18	3	4	4	4	3	4	4	4



Number of reviews for the current quarter

# Network Area 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 Gardens Medical Centre (2,445)	Q3					-	-	-	-	-	-	-	-
	Q3 17- Q2 18					4	4	4	4	4	5	5	3
Dormers Wells Medical Centre (6,914)	9					4	4	4	4	3	4	4	3
	1					3	4	4	4	3	4	4	3
Lady Margaret Road (3,108)	Q3					-	-	-	-	-	-	-	-
	1					4	4	4	4	4	4	4	3
Saluja Clinic (9,557)	14					3	3	4	4	3	4	4	3
	2					4	4	4	5	4	4	4	3
Somerset Family Health Practice (3,153)	Q3					-	-	-	-	-	-	-	-
	Q3 17- Q2 18					-	-	-	-	-	-	-	-
The MWH Practice Centre (7,339)	Q3					-	-	-	-	-	-	-	-
	Q3 17- Q2 18					4	4	4	4	4	4	4	4
St George's Medical Centre (3,097)	Q3					-	-	-	-	-	-	-	-
	Q3 17- Q2 18					4	4	4	5	4	4	4	3

0 3 6 9 12 15  
Number of reviews for the current quarter

# Network Area Specific GP Reviews

North Southall 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?
The Town Surgery (2,377)	Q3					-	-	-	-	-	-	-	-
	Q3 17- Q2 18					-	-	-	-	-	-	-	-
Woodbridge Medical Centre (5,283)	8					4	4	4	4	5	4	4	4
	1	Q3 17- Q2 18					3	4	4	4	3	4	4
Jubilee Gardens Medical Centre (7,203)	12					3	4	4	4	3	4	4	3
	6	Q3 17- Q2 18					3	4	4	4	3	4	4
K S Medical Centre (4,714)	2					-	-	-	-	-	-	-	-
	Q3 17- Q2 18					3	4	4	4	3	4	4	3
Somerset Medical Centre (1746)	Q3					-	-	-	-	-	-	-	-
	Q3 17- Q2 18					4	4	5	4	4	4	4	4
Southall Medical Centre (7,755)	Q3					-	-	-	-	-	-	-	-
	1	Q3 17- Q2 18					3	4	4	4	3	4	4
The Northcote Medical Practice (1,592)	Q3					-	-	-	-	-	-	-	-
	Q3 17- Q2 18					3	4	4	4	4	4	4	4

0 3 6 9 12 15

Number of reviews for the current quarter

Positive  
 Negative



# Network Area Specific GP Reviews

## South Central Ealing

		Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Grosvenor House Surgery (6,150)	Q3	4	4	4	4	3	4	4	3
	Q3 17- Q2 18	3	4	4	4	3	4	4	4
Ealing Park Health Centre (9,691)	Q3	4	4	4	4	3	4	4	4
	Q3 17- Q2 18	4	4	4	4	4	4	4	4
Elthorne Park Surgery (8,620)	Q3	4	4	4	4	4	4	4	4
	Q3 17- Q2 18	4	4	4	4	4	4	4	4
Northfields Surgery (9,360)	Q3	4	4	4	4	3	4	5	3
	Q3 17- Q2 18	3	4	4	4	4	4	4	4
The Florence Road Surgery	Q3	4	4	4	5	4	4	4	4
	Q3 17- Q2 18	3	4	4	4	3	4	4	4

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Number of reviews for the current quarter

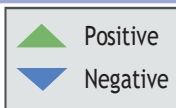
▲ Positive  
▼ Negative

# Network Area Specific GP Reviews

South North						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)	Q3					-	-	-	-	-	-	-	-
	Q3 17- Q2 18					-	-	-	-	-	-	-	-
Goodcare Practice (6,408)	Q3					4	4	4	4	4	4	4	4
	Q3 17- Q2 18					4	4	4	4	4	4	4	3
(Dr Lees Naish Bassi) (5,668)	Q3					4	4	4	5	4	4	4	4
	Q3 17- Q2 18					3	4	4	4	3	4	4	4
West End Surgery	Q3					-	-	-	-	-	-	-	-
	Q3 17- Q2 18					-	-	-	-	-	-	-	-
Westseven GP(3,604 )	Q3					-	-	-	-	-	-	-	-
	Q3 17- Q2 18					4	4	4	4	4	4	4	4
Yeading Medical Centre (7,208 )	Q3					-	-	-	-	-	-	-	-
	Q3 17- Q2 18					4	4	4	4	4	4	4	4
Allenby Clinic (2,064)	Q3					-	-	-	-	-	-	-	-
	Q3 17- Q2 18					3	4	4	4	3	4	4	3
Broadmead Surgery (4,224)	Q3					-	-	-	-	-	-	-	-
	Q3 17- Q2 18					4	4	4	4	4	4	4	4

0 4 8 12 16 20

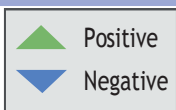
Number of reviews for the current quarter



# Network Area Specific GP Reviews

## South North continued

South North 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?
Eastmead Surgery (6,084)	Q3					-	-	-	-	-	-	-	-
	Q3 17- Q2 18					-	-	-	-	-	-	-	-
Greenford Avenue Family Health Practice (6,905)	15					4	4	4	4	3	4	4	4
	5					4	4	4	4	3	4	4	4
Mansell Rd Practice (5,823)	12					3	4	5	4	4	4	5	4
	4					3	4	5	4	4	4	4	4
Northolt Family Practice (4,111)	4					-	-	-	-	-	-	-	-
						3	4	4	4	3	4	4	3
Oldfield Family Practice (4,145)	5					-	-	-	-	-	-	-	-
	1					4	4	4	4	4	4	4	4
Number of reviews for the current quarter													





# Network Area Specific GP Reviews

## South Southall

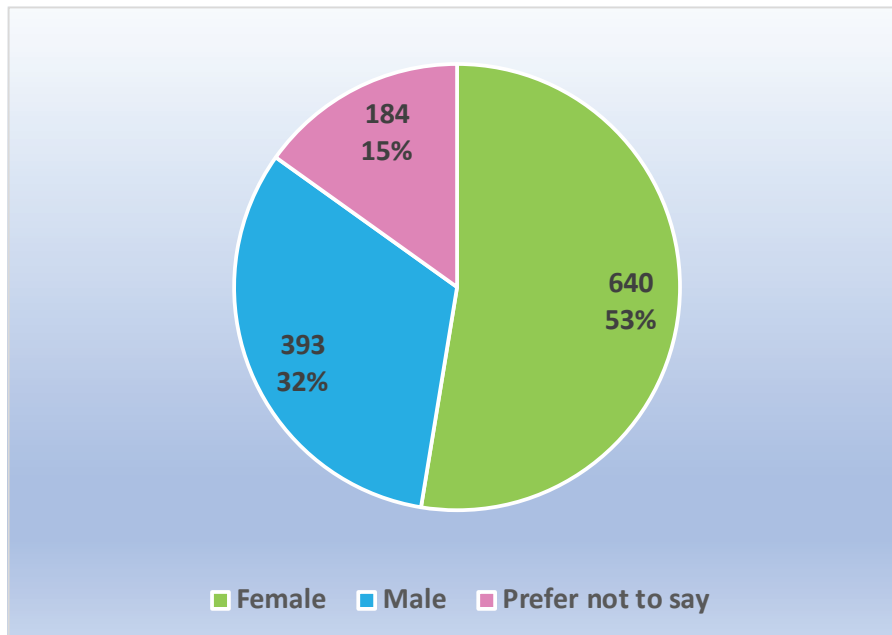
		Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Belmont Medical Centre (6,630)	Q3	-	-	-	-	-	-	-	-
	Q3 17- Q2 18	3	4	4	4	3	4	4	4
Featherstone Road Health Centre (8,204)	Q3	3	4	4	4	3	4	4	4
	Q3 17- Q2 18	3	4	4	4	3	4	4	3
Guru Nanak Medical Centre (11,351)	Q3	-	-	-	-	-	-	-	-
	Q3 17- Q2 18	4	4	4	4	4	4	4	4
Medical Centre (Beac) (8,180)	Q3	-	-	-	-	-	-	-	-
	Q3 17- Q2 18	4	4	4	4	4	4	4	4
The Welcome Practice (3,088)	Q3	-	-	-	-	-	-	-	-
	Q3 17- Q2 18	4	4	4	4	4	4	4	4
Waterside Medical Centre (4,557)	Q3	4	4	4	4	4	4	4	3
	Q3 17- Q2 18	3	4	4	4	4	4	4	3
Hammond Road Surgery (5,208)	Q3	-	-	-	-	-	-	-	-
	Q3 17- Q2 18	-	-	-	-	-	-	-	-
Sunrise Medical Centre (3,664)	Q3	-	-	-	-	-	-	-	-
	Q3 17- Q2 18	4	4	4	4	4	4	4	4

 Positive  Negative	0    3    6    9    12    15 Number of reviews for the current quarter
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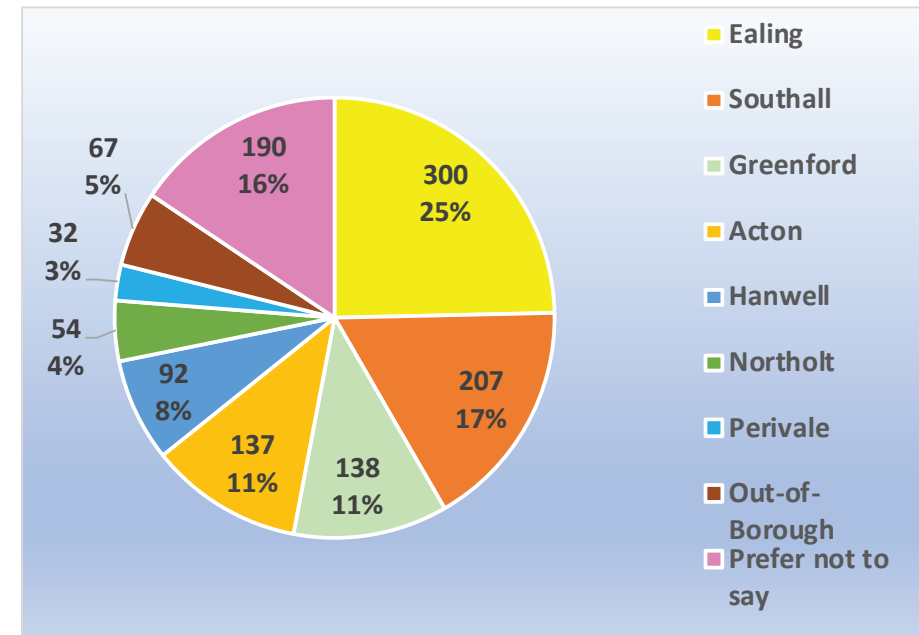
# Demographic information

The pie chart below shows the number of reviews received by gender from October to December 2018. The majority of the reviews received this quarter are from females 53% (n.640). There has been a 3% increase in the number of reviews received this quarter. However, there is a slight decrease in the number of reviews 31% (n.393) are from male, which show a 2% decrease from Quarter 2 to Quarter 3.



Gender

During this quarter we were able to visit a number of GP surgeries in each network area with the highest number of the reviews being received from Ealing 25% (n.300) followed by Southall 17% (n.207), Greenford 11% (n.138) and the least number of reviews being received from Perivale 3% (n.32). Perivale only has a small number of GP surgeries compared to other network area. The number of GP surgeries in each network area differs. Some network areas have many smaller surgeries compared to other network areas which have Health Centres and larger GP surgeries. However, this quarter we were able to attend some of the smaller GP surgeries in each network area.

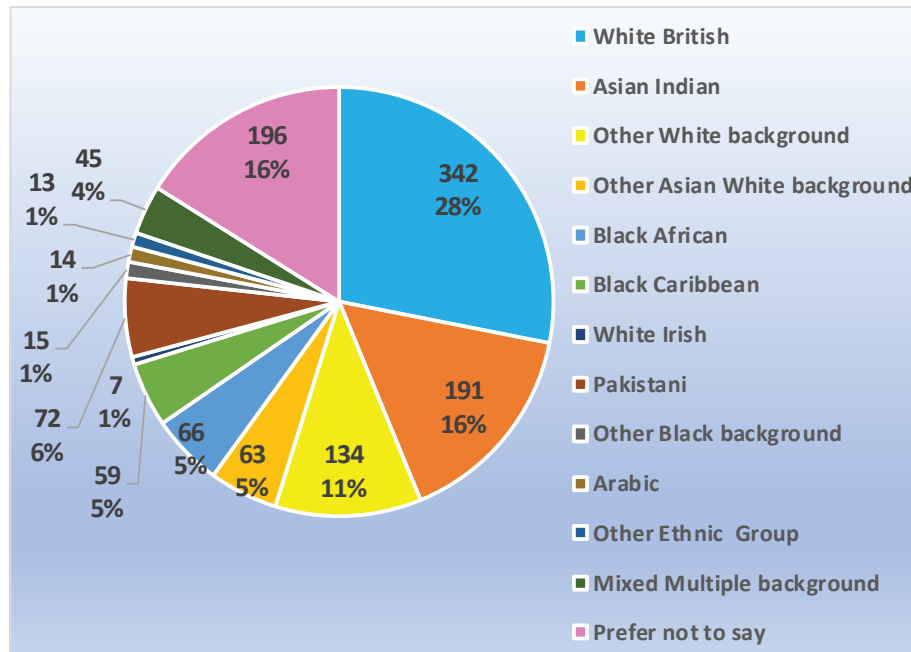


Number of reviews per network area

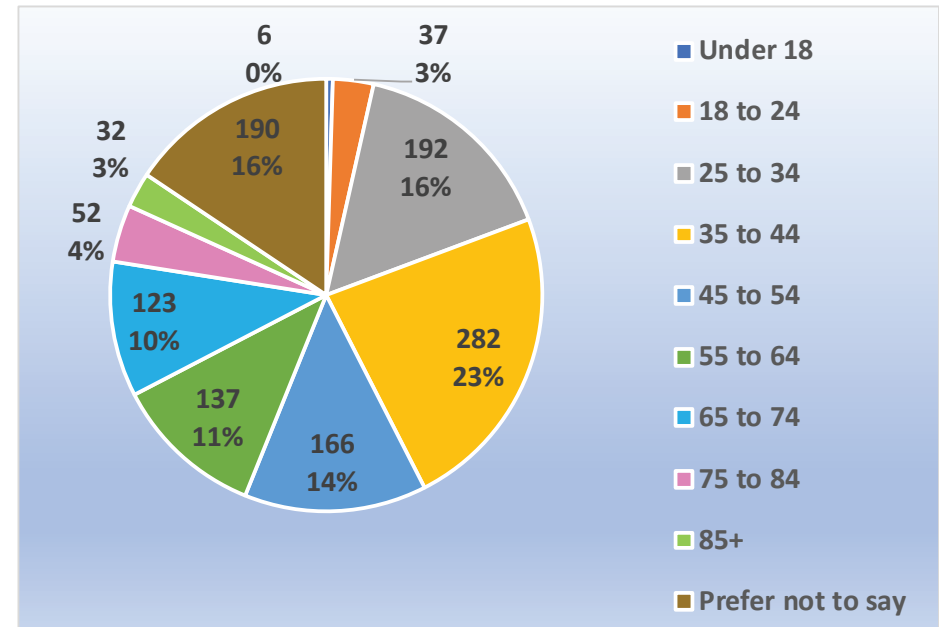
# Demographic Information

In terms of ethnicity, the majority of feedback received this quarter was from people who identified as White British, 28% (n.342) a 1% decrease from last quarter; 16% (n.191) from Asian Indian or Asian British; 11% (n.134) from Other White background; 6% (n.72) from people identified as Pakistani. Whereas the people identified as Mixed Multiple background received the least reviews this quarter. Our aim is to reach out to all demographics of the borough, including ways to gather feedback from those who do not visit health and social care services.

The pie chart below shows the number of reviews received this quarter from different age groups. The majority of feedback received was from 35 to 44, 23% (n.282) a 3% increase from quarter 2 to quarter 3, followed by 25 to 34, 16% (n.192), 45 to 54, 14% (n.166) and 55 to 64 11% (n.137). whereas the under 18 group had the fewest number of reviews 0% (n.6). The number of reviews received this quarter from the 85+ group is 3% (n.32). Our aim is to collect patients views from different age group in the borough and HWE will continue to gather reviews from all age group.



Etninicty of Patients



Age of Patients

# Conclusion

This quarter, 1,217 patient experiences were collected, and we have seen a slight decrease in the number of patient experiences collected for this quarter. However, there has been a greater focus on Pharmacy, Dentist, Community and Outpatient services.

There were 989 (81%) positive reviews with star rating 4-5, 181 (15%) neutral reviews with star rating 3 and 47 (4%) negative reviews with star rating 2 received this quarter. As we saw in Q2, overall, positive patient experiences far outweigh negative patient experiences. However, if we look beyond this overall picture and at specific service areas, findings indicate the following positive and negative themes:

## Positive

Quality treatment and care received at outpatient hospital services.

Quality of staff and staff attitude at hospital outpatient services.

Quality treatment and care at GP services.

Quality of staff and staff attitude at GP services.

Quality of staff and staff attitude at Community Health services.

## Negative

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

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

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

## Mixed

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

Cancellation or postponed appointments at hospital.

These themes were similarly identified in our Q2 Patient Experience Report, however this quarter we can see a higher positive sentiment compared to previous quarter for administration system for both GPs and Hospitals.

# Actions, impact and next steps

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

The Healthwatch Ealing Patient Experience Report (Q2) is currently being shared and presented at several different meetings. To date, it has been presented at the:

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

We are working closely with the CCG and a variety of partners to identify how this intelligence can meaningfully feed into existing commissioning and monitoring mechanisms.

At the time of writing the following actions have been identified:

- Present report at Ealing Health & Wellbeing Board
- Present report at LNWUH NHS Trust Patient Experience Executive Committee
- Present report at West London NHS Trust - Trust Wide Service User and Carer Experience sub-committee
- Discuss report at NWL Healthwatch and LNWUH NHS Trust Patient Experience Team
- Compare patient experience feedback regarding waiting times at Ealing hospital outpatient departments with that of West Middlesex.



# Actions, impact and next steps

In terms of next steps for our Patient Experience programme, Healthwatch Ealing aims to continue to grow and develop the programme, recruiting and training more volunteers to support data collection and increase the breadth of health and social care services we are able to cover. During Q4 we will be adding the GP Out of Hour hubs to our regular sites.

The number of reviews received from female this quarter has increased from 50% (n.612) to 53% (n.640) in quarter 3, we will continue to focus on increasing patient experience and ensuring the age, ethnicity and geographic breakdown of the people we speak to is broadly reflective of the boroughs profile. We will also seek innovative ways to gather the views of those who do not visit health and social care services and in particular, work with partners to develop longer term plans for how to capture more feedback on social care services and from housebound patients.

Our intention during Q1 of 2019/20 is to focus on collecting patient experience from GPs in Southall where we have to date received little feedback. We will adapt our approach and target numbers to ensure we can dedicate the appropriate time and resources to the smaller practices, ensuring we address the current gap and hear from patients from Southall about both their GP and other health and social care experiences.

# 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](mailto:info@healthwatchealing.org.uk))

I accept the [Terms and conditions](#)

Subscribe to the newsletter?

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

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

[Submit feedback >](#)

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

# Share Your Experience with Us

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

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

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

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

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

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

**3. Summary of your experience**

.....

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Patient                       Carer                       Relative                       Carer and Relative  
 Service Provider    Visitor                       Professional

**When did this happen**

.....

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

.....

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

.....

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

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

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

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

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

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

- No                       Yes

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

- No                       Yes

## About you

Name.....

Email.....

Leave feedback anonymously

## Monitoring Information

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

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

**Which age group are you in?**

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

**What is your ethnicity?**

**White**

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

**Asian / Asian British**

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

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

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

**Mixed, Multiple**

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

**Other Ethnic Group**

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

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

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

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

- Yes
- No
- Prefer not to say

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

- Yes
- No
- Prefer not to say

**Are you a carer?**

- Yes
- No
- Prefer not to say

**What is your religion?**

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

**What is your sexual orientation?**

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

**Thank you for sharing your experience**

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

Dignity and Respect  
Dignity and Respect  
Dignity and Respect  
Dignity and Respect  
Dignity and Respect

Consent  
Death of a Service User  
Death of a Service User (Mental Health Services)  
Equality & Inclusion  
Involvement & Engagement

Discharge  
Discharge  
Discharge  
Discharge  
Discharge

Coordination of services  
General  
Preparation  
Safety  
Speed

Facilities and surroundings  
Facilities and surroundings  
Facilities and surroundings  
Facilities and surroundings  
Facilities and surroundings  
Facilities and surroundings  
Facilities and surroundings  
Facilities and surroundings

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

Finance  
Finance  
Finance

Financial Viability  
Transparency of Fees  
Lack of funding

Home support  
Home support  
Home support

Care  
Co-ordination of Services  
Equipment

Making a complaint  
Making a complaint  
Making a complaint

Complaints Management  
General  
PALS/PACT

Medication  
Medication

Pharmacy Repeat Prescriptions  
Medicines Management

Transport  
Transport  
Transport

Patient Transport Service (non NHS)  
Ambulance (Emergency)  
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