

**PATIENT EXPERIENCE
REPORT 2019/2020
QUARTER 3
October-December**

Contents

Introduction & Executive Summary	3
Our data explained	5
Overall Star Ratings	6
Total Reviews per Service Category	9
Distribution of Positive, Neutral & Negative	10
Themes: GPs and Ealing Hospital	11
Other Positive Reviews	21
Other Negative & Neutral Reviews	24
Network Area Specific GP Reviews	27
Demographic Information	37
Conclusion	39
Actions, impact & next steps	40
Appendix	44

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 2019/20. I would like to reconfirm that the year spans two calendar years.

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

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

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

Introduction and Executive Summary cont.

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

This report covers the Quarter 3 period, October-December 2019. During this time, we collected 1214 reviews, achieving our quarterly target of 1200. This is our usual target and is an increase from the previous quarter where we achieved 1130. We continued to gather a number of reviews from other services which includes our regular visits to Ealing Hospital in the outpatients clinics. In addition to this we started to visit the Urgent Care Centre at Ealing Hospital and gathered feedback from there also.

Out of our total number of patient experiences received, 949 (78%) were positive with a star rating of 4-5, 202, (17%) were neutral with a star rating of 3 and 63 (5%) were negative with a star rating of 1-2 (this is based on the overall star rating provided by patients - see page 5 for further details). This spread of positive, neutral, and negative reviews showcases some similarities and small differences compared to the previous quarter (Q2 - 74% positive reviews, 20% neutral reviews and 6% negative reviews).

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

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

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

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

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

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

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

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

Overall Star Ratings

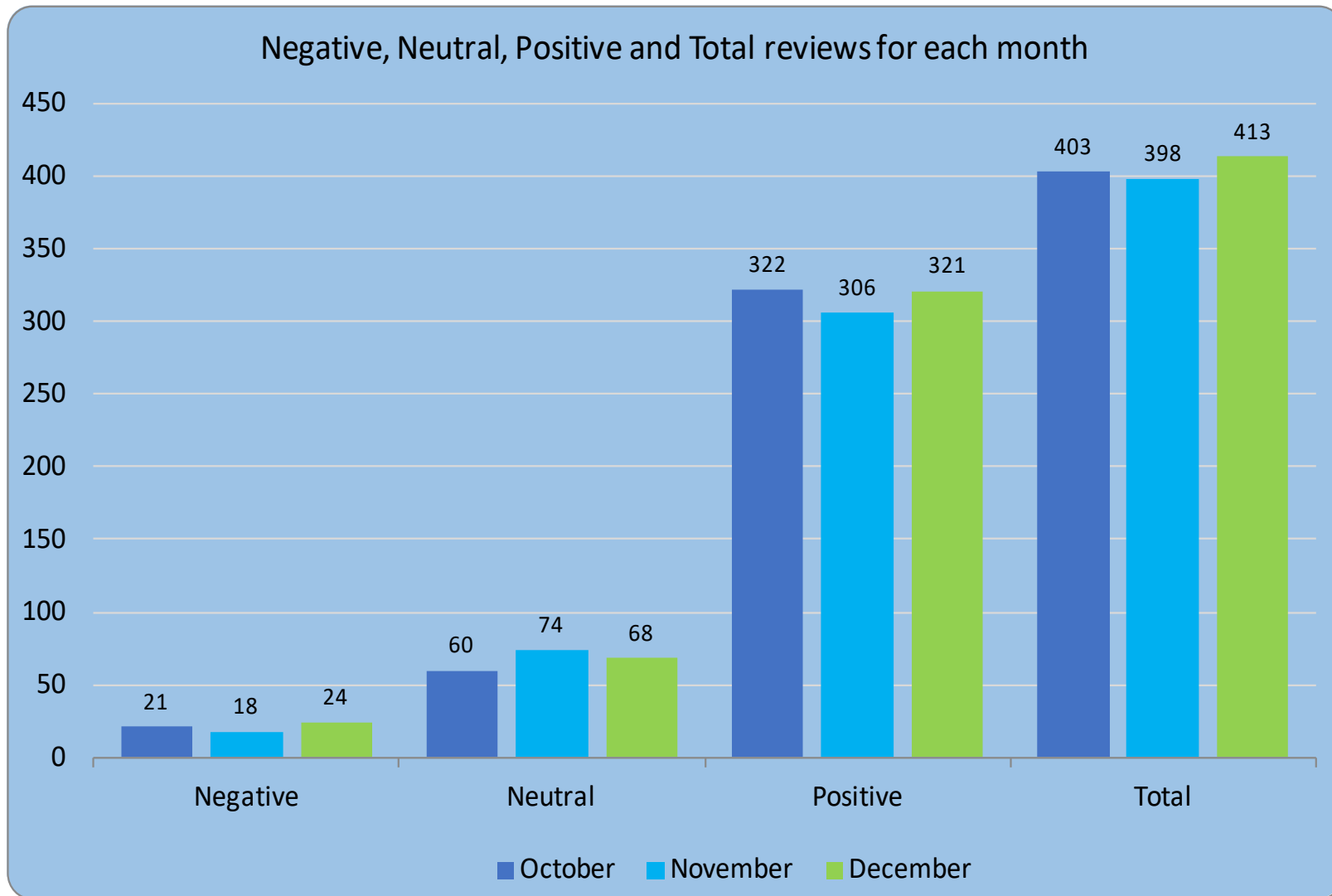
The number of patient reviews received for this quarter was 1214. The table below shows a breakdown of the negative, neutral and positive patient reviews (see the appendices for examples of our physical and online questionnaires).

Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings of 1 and 2 indicate a negative response, a star rating of 3 indicates a neutral response and star ratings of 4 and 5 indicate a positive response. This quarter 949 positive responses, 63 negative responses and 202 neutral responses were recorded.

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
October	21	60	322
November	18	74	306
December	24	68	321
Total	63	202	949

Overall Star Ratings

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

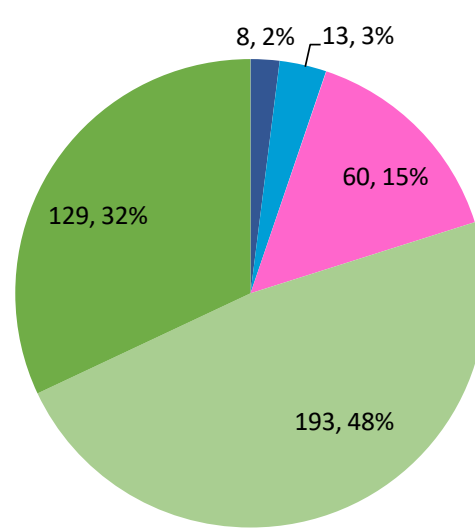


Overall Star Ratings

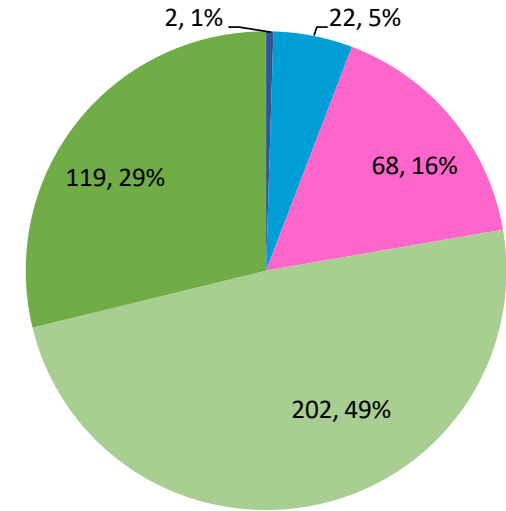
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

In each month the 4 star rating received the highest proportion of reviews, followed by the 5 star rating and then followed by the 3 star rating.

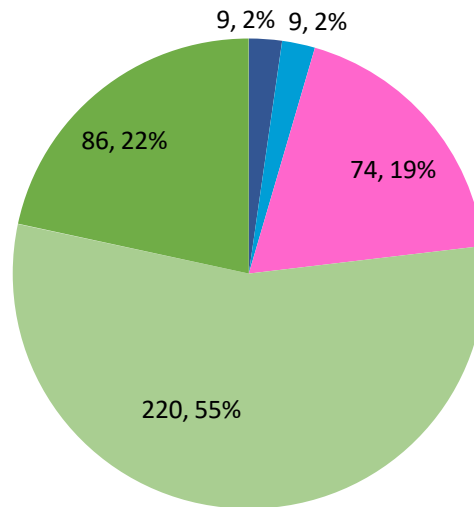
The overall star ratings for services tell us that the people we spoke to during this quarter, were very satisfied with the services that we received feedback on.



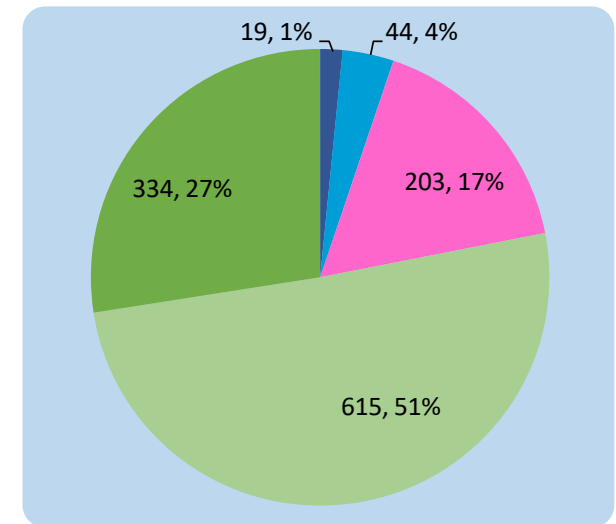
October



November



December



Total for Q3

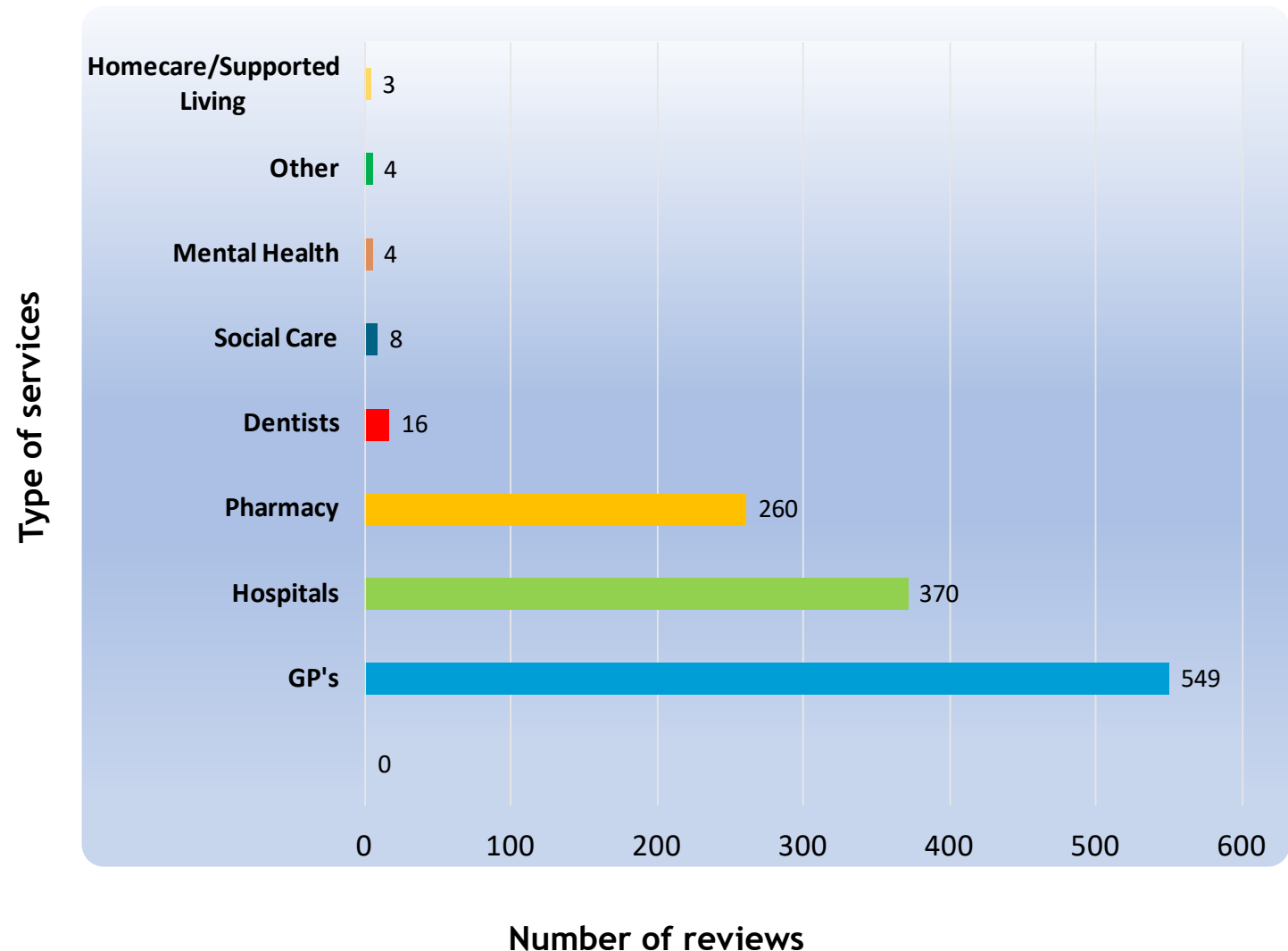
Total Reviews per Service Category

The patient reviews recorded for this quarter cover 8 service type categories, as seen in this chart.

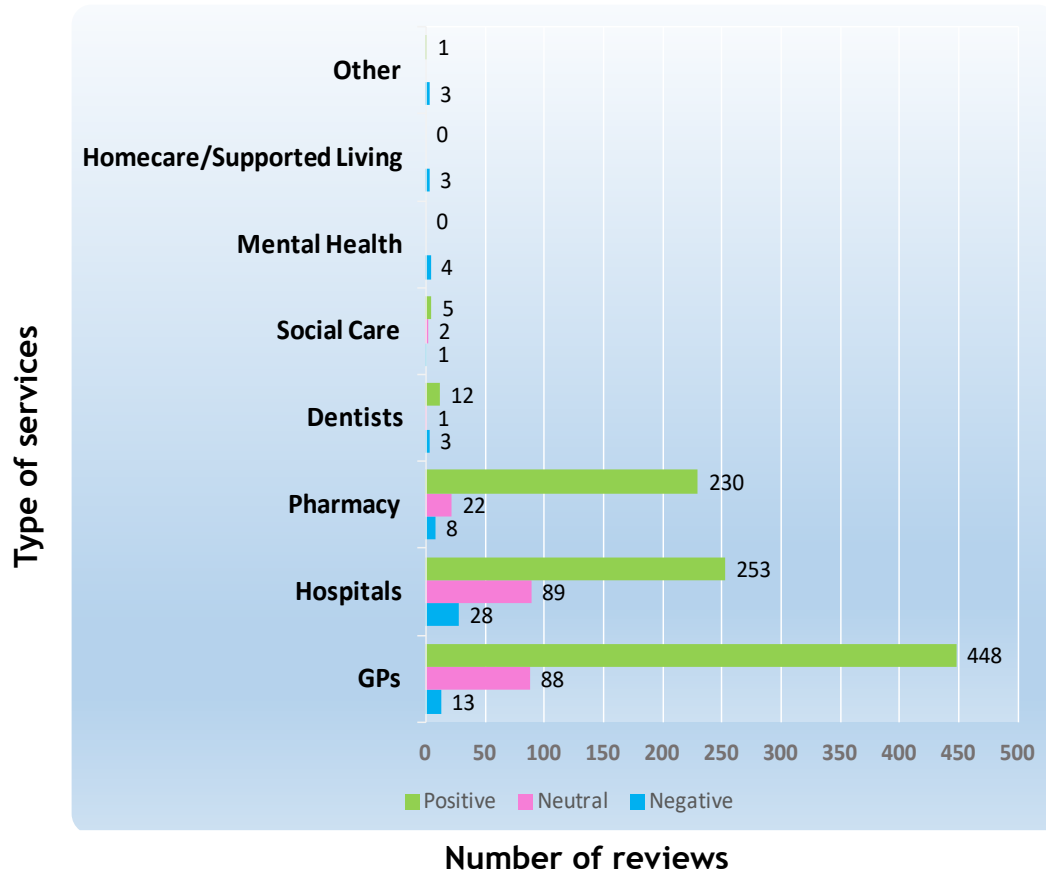
The category with the highest number for reviews recorded is the GPs category (549), an increase of 124 reviews on the last quarter, followed by the Hospitals category (370) which is a decrease of 160 reviews on the last quarter.

It should be highlighted that the Urgent Treatment Centre at Ealing Hospital that we began visiting this quarter is included in Hospitals.

We had a huge increase from the previous quarter in pharmacy reviews (260) which has gone up by 200 reviews. This is due to many of the patients we spoke to throughout the quarter stating they use a pharmacy to collect prescriptions and us asking for additional feedback on this facility.



Distribution of Positive, Neutral & Negative



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

549 (45%) of the reviews were about people's experiences of GPs, 370 (30%) of the reviews were about Hospitals and 260 (21%) of the reviews were about Pharmacies.

Other comments were about Social Care, Mental Health, Homecare/Supported Living and Other.

Of these services: Pharmacy received the highest proportion of positive reviews with 89%, followed by GPs with 82% and then Dentists with 75%.

Name of Service	Negative	Neutral	Positive	Total	Total Number of Reviews
GPs	2%	16%	82%	100%	549
Hospitals	8%	24%	68%	100%	370
Pharmacy	3%	8%	89%	100%	260
Dentists	19%	6%	75%	100%	16
Social Care	13%	25%	62%	100%	8
Mental Health	100%	0%	0%	100%	4
Other	75%	0%	25%	100%	4
Homecare/Supported Living	100%	0%	0%	100%	3

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

It showcases that despite not having the highest count, 'Pharmacy' had the highest positive percentage at 89%.

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 and Hospitals, although, we have only focused on Ealing Hospital because that particular hospital received 327 (88%) reviews of the 371 hospital reviews we collected this quarter.

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 example 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 pages 49-51 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 number 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 a manual process and differs to the star rating patients provide.

During this quarter while we continued our weekly visit to Ealing Hospital, we focused on getting reviews for the Urgent Treatment Centre as this was the first time that we were given access to that specific part of the Hospital (See page 20 for a more detailed outlook of the feedback we collected).

It is important to note that the total figure and breakdown of positive, negative and neutral for each theme reflect the overall count of sub-themes that were selected but the bar charts reflect only the sub-themes that had a count higher than 10.

GP Themes and Sub-Themes

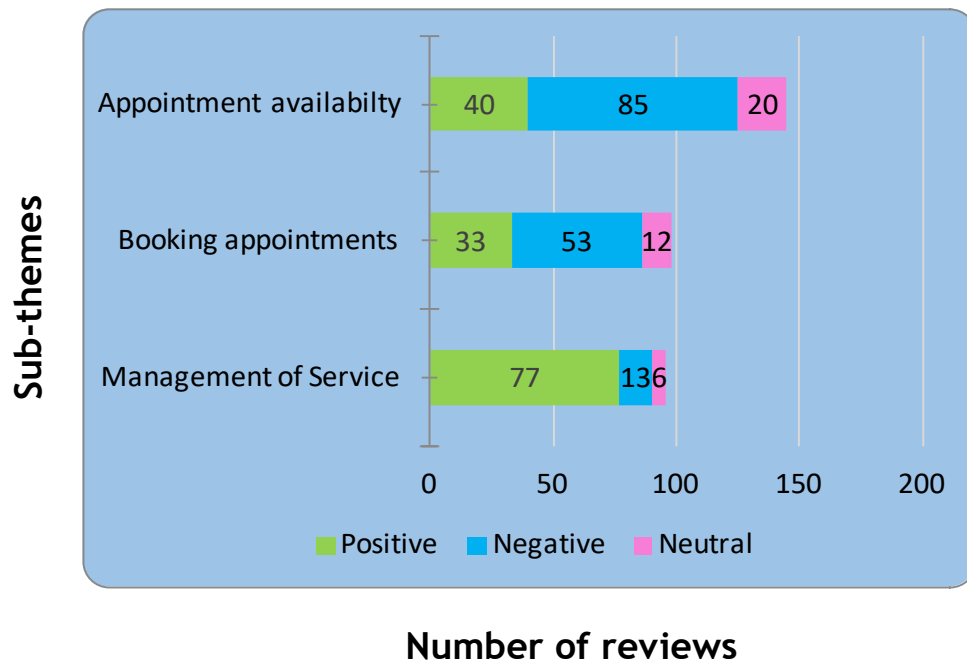
Administration was the most applied theme for GPs this quarter which is a two step up from the previous quarter when it was the third most applied theme. The theme was applied on 348 counts to reviews, with 44% (n.154) of these reviews positive, 45% (n.156) negative and 11% (n.38) neutral. If we compare this with the previous quarter, the percentage for negative has increased by 23%. The chart below illustrates a breakdown of the top three sub-themes for the **Administration** theme for GPs this quarter.

The sub-theme relating to **Appointment Availability** was the most frequently mentioned as it was applied 145 times, 28% (n.40) being positive, 59% (n.85) being negative (caused by patients voicing concerns about the lack of appointments available) and 14% (n.20) being neutral. Since the last quarter the positive sentiment has decreased by 30% (Q2 was 58%).

The next sub-theme that was frequently mentioned was **Booking Appointments** which was applied 98 times. 34% (n.33) were positive, 54% (n.53) were negative (caused by patients voicing their concerns about the difficulty of booking appointments) and 12% (n.12) were neutral.

Management of Service has increased in numbers by 77 but its positive sentiment percentage (80%) has decreased 15% since the last quarter.

Top sub-themes for Administration



Positive reviews

“They are quite good at getting you appointments and if they don't have one available then they are good at suggesting the best time to call back...”
GP surgery

“...You can get a same-day appointment easily here.”
GP surgery

Negative reviews

“Can hardly ever get through on the phone to get an appointment like today, I got through at 8am and they didn't have appointments which I find ridiculous at 8am!...”
GP surgery

“The time it takes to make appointments is also very long.” *GP surgery*

GP Themes and Sub-Themes

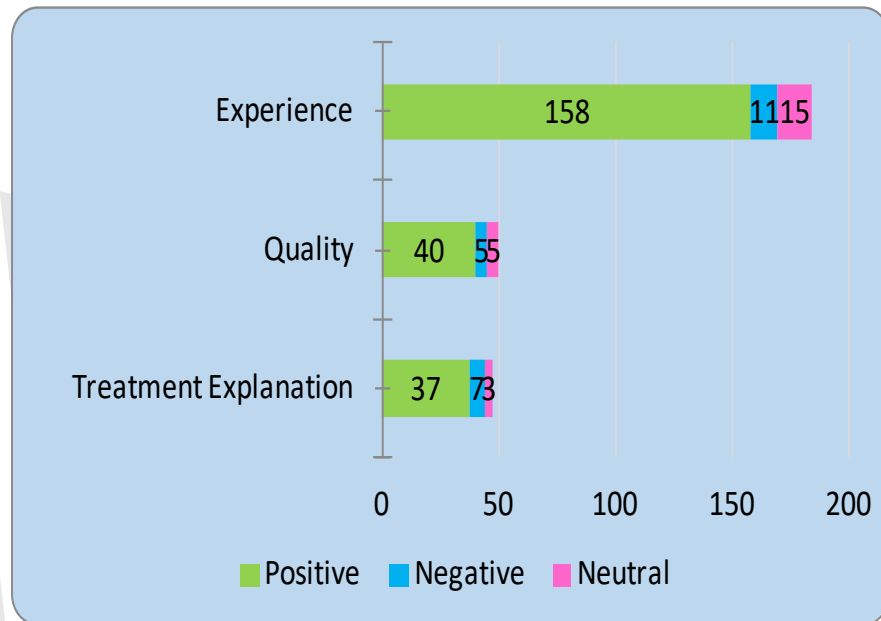
Consistent with the previous quarter, **Treatment and Care** was the second most applied theme this quarter. There were 293 counts this quarter which is a step down of 83 counts from the previous quarter. Of these counts, 82% (n.238) were positive, 10% (n.30) were negative and 8% (n.25) were neutral. The chart below illustrates a breakdown of the top three sub-themes for the **Treatment and Care** theme for GPs this quarter.

The **Experience** sub-theme was the highest sub-theme applied this quarter in contrast to the last quarter where it was the second most applied theme. It received 184 counts with 86% (n.158) being positive, 6% (n.11) being negative and 8% (n.15) being neutral.

This is followed by **Quality** which is a step up from the previous quarter where it was the third most applied sub-theme. This sub-theme received 50 counts this quarter with 80% (n.40) being positive, 10% (n.5) being negative and 10% (n.5) being neutral.

The **Treatment Explanation** sub-theme dropped two places from the last quarter when it was the most applied sub-theme. It received 47 counts with 79% (n.37) being positive, 15% (n.7) being negative and 6% (n.3) being neutral.

Top sub-themes for Treatment and care



Number of reviews

Positive reviews

“Doctors are good and treatment is getting better”
GP Surgery

“...and my doctors is very good and is understanding when I try to explain my symptoms.”
GP Surgery

“The doctors don't rush your appointments. They are very helpful! They provide great treatment”
GP surgery

Neutral/Negative reviews

“ Doctors can be really ignorant. Sometimes they think they know better. They don't listen and they look at it from their perspective and not the patient's perspectives. The medication I usually take is not working and the doctors are struggling to find an alternative.”
GP surgery

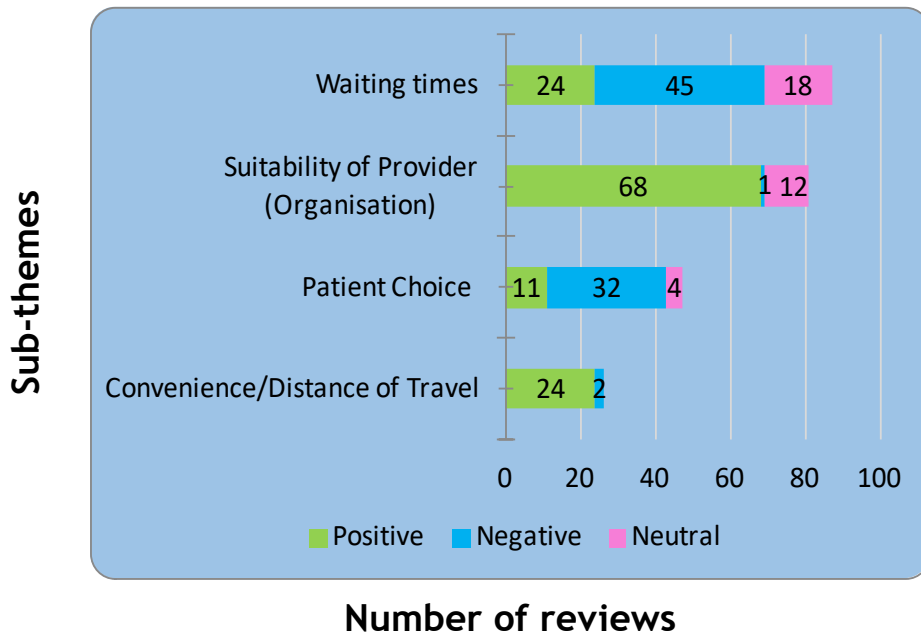
GP Themes and Sub-Themes

Access to Services was the third most applied theme this quarter which is a drop because in the last quarter, it was the most applied theme. For this quarter it received 264 counts. 52% (n.139) of these were positive, 35% (n.92) were negative (which is due to patients expressing their dissatisfaction on how long they have to wait) and 13% (n.33) were neutral. We have seen a 30% drop in positive sentiments. The chart below illustrates the breakdown of the four sub-themes for the **Access to Services** theme for GPs this quarter.

Consistent with the previous two quarters, the **Waiting Times** sub-theme was the most applied sub-theme this quarter with 87 counts. Of these counts 27% (n.24) were positive, 52% (n.45) were negative and 20% (n.18) were neutral. This shows that the majority people we spoke to this quarter are not happy with how long they are waiting for their appointments when they are at the surgery.

Suitability of Provider (Organisation) sub-theme was the second most applied sub-theme this quarter with 81 counts and most of these counts were positive, 84% (n.68). This shows that the majority of people we spoke to this quarter are generally finding the GP surgery they use suitable to their respective needs. It is worth pointing out that this particular sub-theme has come out strongly this quarter which we have not seen in previous quarters.

Top sub-themes for Access to service



Positive reviews

“...waiting times are never too bad.”

GP surgery

“The best thing about the clinic is that it is very quick. Therefore there is no need to wait for a long time.”

GP surgery

Negative and Neutral reviews

“The waiting time is never that bad, just depends on if it is busy that day.”

GP surgery

“I have to wait a long time to be seen by the doctor, even with an appointment.”

GP surgery

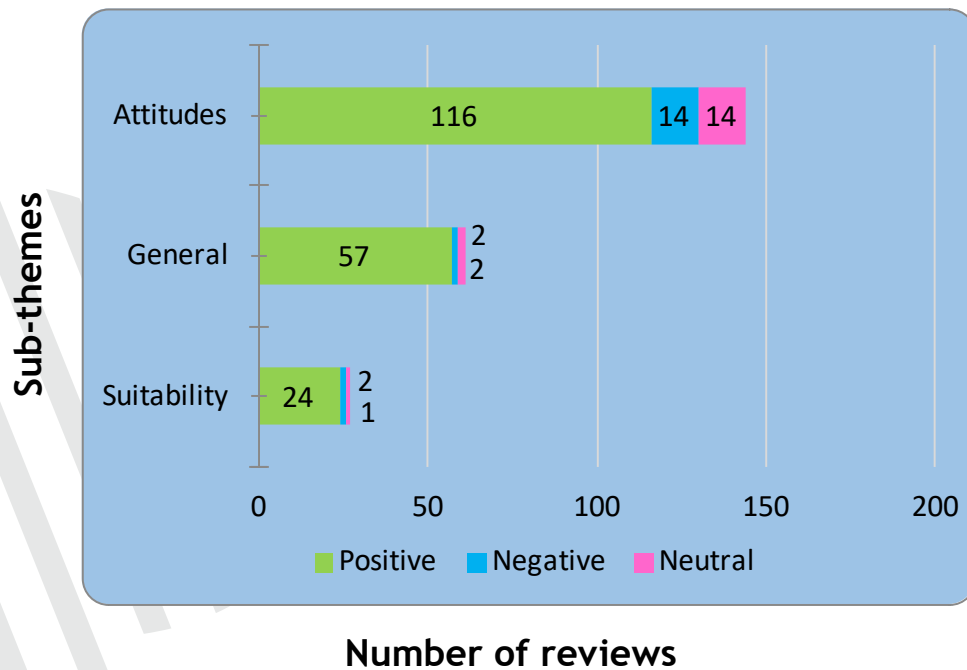
GP Themes and Sub-Themes

As with the previous quarter, **Staff** was the fourth most applied theme. It was applied 260 times with 78% (n.203) being positive, 14% (n.36) being negative and 8% (n.21) being neutral. The chart below illustrates the breakdown of the top 3 sub-themes for Staff theme for GPs this quarter.

Consistent with the previous quarter, **Attitudes** was the most applied sub-theme this quarter with 144 counts. Of these counts, 80% (n.116) were positive, 10% (n.14) were negative and 10% (n.14) were neutral. This is followed by the **General** sub-theme which was applied 61 times and of these applications, 93% (n.57) were positive, 3% (n.2) were negative and 3% (n.2) were neutral.

This is followed by the **Suitability** sub-theme which received 27 counts. Of these counts, 89% (n.24) were positive, 7% (n.2) were negative and 4% (n.1) were neutral. This shows based on the patients we spoke to this quarter, the general consensus is that patients are happy with the staff that they interact with at their respective surgeries.

Top sub-themes for Staff



Positive reviews

“The staff are polite and helpful”
GP surgery

“However all the staff and doctors are understanding and helpful.”
GP surgery

“The staff and receptionists are all very polite and friendly.”
GP Surgery

Negative reviews

“Most of the time the nurses are pleasant (unlike one of the receptionists)”
GP surgery

“The staff should acknowledge the patient standing in front of them when you are standing there and while they are busy, it would be nice for them to look up and acknowledge your presence.”
GP surgery

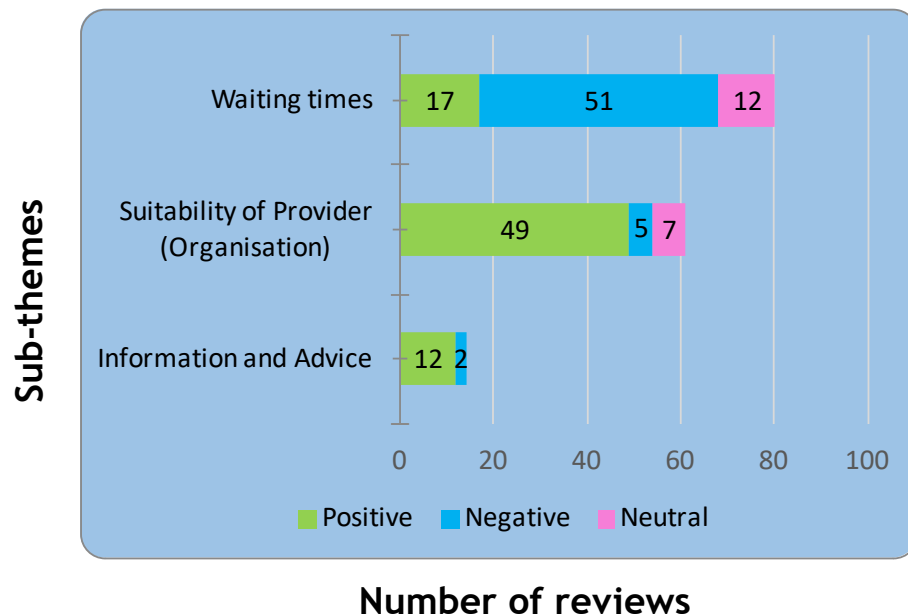
Ealing Hospital Themes and Sub-Themes

Access to Services was the most applied theme this quarter which is a step up from the previous quarter. It was applied 193 times. 49% (n.95) were positive, 39% (n.75) were negative and 12% (n.23) were neutral. This continues the rare trend from the previous quarter with the positive sentiment being higher than the negative sentiment, although the fact that the positive and negative sentiments are only 10% apart shows that some patients are struggling to access the services they need. The chart below illustrates a breakdown of the top three sub-themes for **Access to Services** theme for Ealing Hospital this quarter.

The sub-theme **Waiting Times** was again the most frequently mentioned with 80 counts. Of these counts, 21% (n.17) were positive, 64% (n.51) were negative (this is due to patients expressing their dissatisfaction for how long they have to wait) and 15% (n.12) were neutral. Compared to the last quarter, it shows the negative sentiment has gone up by 33% and with it also being the highest, it shows that patients who visit Ealing Hospital generally are not happy with the waiting time.

The sub-theme **Suitability of Provider (Organisation)** was the second most frequently mentioned with 61 counts. Of these counts, 80% (n.49) were positive, 8% (n.5) were negative and 11% (n.7) were neutral. With the positive sentiment being the highest, it shows that patients that we spoke to this quarter were generally happy with Ealing Hospital and found it suitable to their respective needs. It is worth pointing out that this particular sub-theme has come out strongly this quarter which we have not seen in previous quarters.

Top sub-themes for Access to services



Positive reviews

“It is convenient for me in terms of travel because I live near.”

Outpatients

“They are very personable and easy to get to because it is close to where I live.”

Outpatients

Negative reviews

“The waiting times are rubbish. It can be hours before you are seen.”

Outpatients

“I have to wait a very long time whenever I come here”

Outpatients

“The worst thing is the waiting times. I think they can improve that and they can consider the vulnerable people to be the priority.”

Outpatients

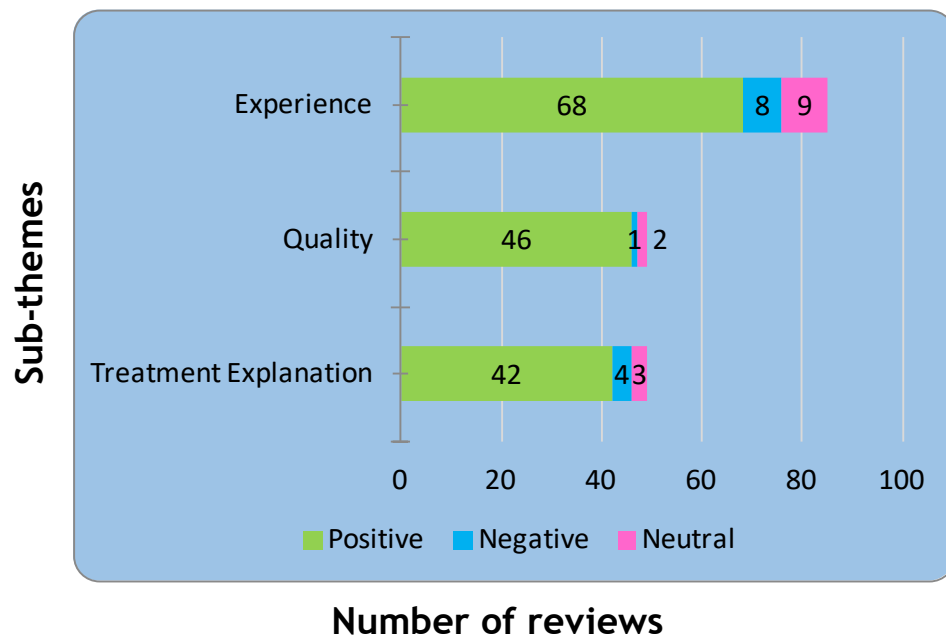
Ealing Hospital Themes and Sub-Themes

Treatment and Care was the second most applied theme this quarter, which is a step down from the previous quarter. It was applied 190 times. The chart below illustrates a breakdown of the top three sub-themes for **Treatment and Care** theme for Ealing Hospital this quarter.

Overall the majority remained on the positive sentiment (same with the previous quarter) with 85% (n.161) being positive, 7% (n.14) were negative and 8% (n.15) were neutral.

Experience sub-theme was the highest this quarter. It received 85 counts with the majority of these counts being positive at 80% (n.68). This is followed by the **Quality** sub-theme and the **Treatment Explanation** sub-theme which both received 49 counts. The **Quality** sub-theme had 94% (n.46) positive sentiments and the **Treatment Explanation** sub-theme had 86% (n.42).

Top sub-themes for Treatment and Care



Positive reviews

“My experience was good overall”

Outpatients

“I am satisfied with the overall treatment I've received here.”

Outpatients

“The doctor is excellent, gives good explanations and treatment.”

Outpatients

Negative reviews

“The doctors seem to rush you through and barely explain anything.”

Outpatients

“I have had too many bad experiences. All I can say is many things need to be changed.”

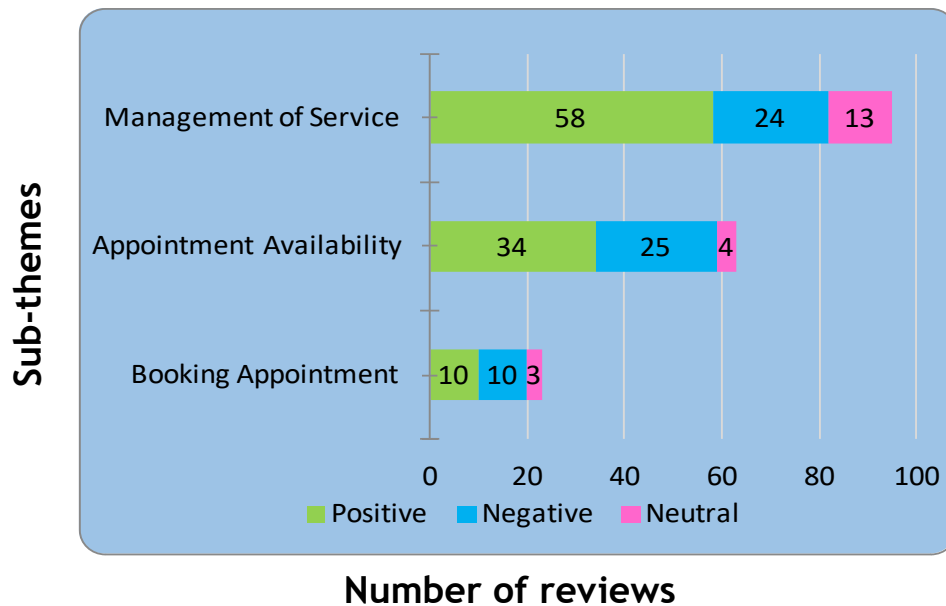
Outpatients

Administration was the third highest theme applied this quarter which is a step up from the previous quarter. It received 183 counts. Of these counts, 56% (n.103) were positive, 33% (n.59) were negative and 11% (n.21) were neutral. The chart below illustrates a breakdown of the three top sub-themes for the **Administration** theme for Ealing Hospital this quarter.

The Management of Service sub-theme was the most frequently mentioned this quarter with 95 counts with 61% (n.58) being positive, 25% (n.24) being negative and 14% (n.13) being neutral. This shows that patients this quarter were generally happy with the service they received at Ealing Hospital.

Appointment Availability was the second most frequently mentioned sub-theme with 63 counts, 54% (n.34) were positive, 40% (n.25) were negative and 6% (n.4) were neutral. This continues the uncommon trend from the previous quarter that there is a considerable difference between the positive and negative sentiment. Usually we would expect it to be more even between the two.

Top sub-themes for Administration



Positive reviews

"Overall, this hospital provides a good quality of service."

Outpatients

"Appointments are usually convenient,..."

Outpatients

"It is easy to get a walk in appointment"

Outpatients

Negative reviews

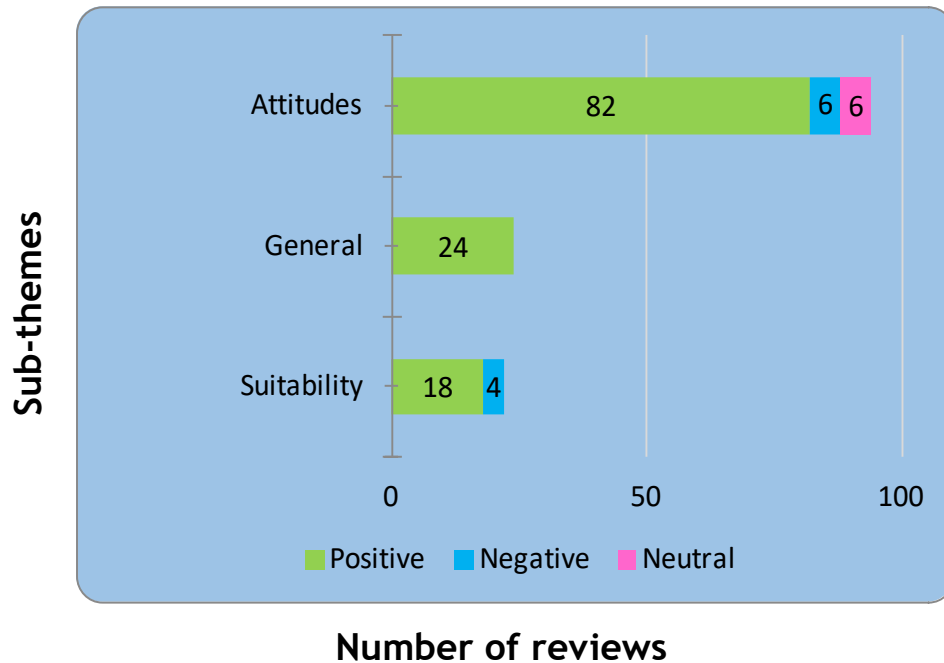
"Appointments were not convenient at all and sometimes you have to wait for an appointment for a long time and as soon as you get one, they cancel it without giving any notice." *Outpatients*

"All I can say is many things need to be changed. For example, appointments must be convenient." *Outpatients*

Staff was the fourth most applied theme this quarter which is a step down from the previous quarter. It received 146 counts. Of these counts, 86% (n.126) were positive, 10% (n.14) were negative and 4% (n.6) were neutral. This continues on from the previous quarter with the feedback being mainly positive, with the sentiment also risen by 5%. The chart below illustrates a breakdown of the top three sub-themes for the **Staff** theme for Ealing Hospital this quarter.

The sub-theme **Attitudes** received the highest counts this quarter at 94. The majority of these counts were positive feedback - 87% (n.82) which indicates that patients were mainly satisfied with the staff attitude at Ealing Hospital.

Top sub-themes for Staff



Positive reviews

“Everyone is so polite and helpful!”
Outpatients

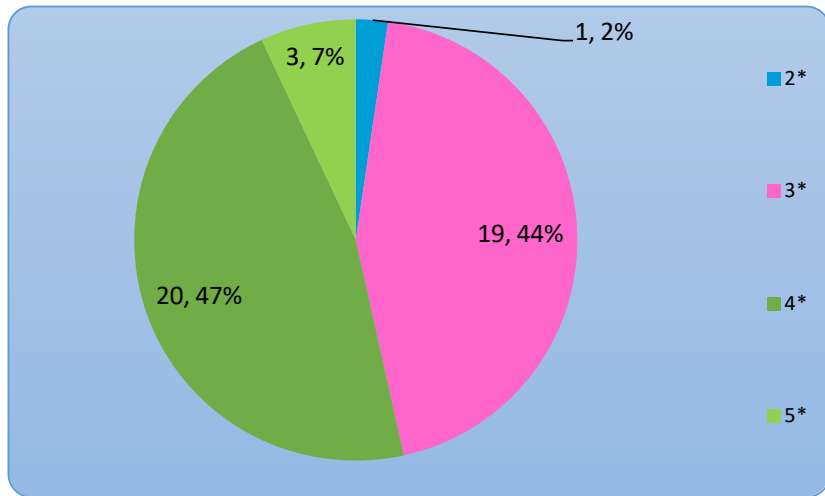
“The attitude of the staff was excellent...”
Outpatients

“...doctors and the other staff are kind and helpful.”
Outpatients

Negative reviews

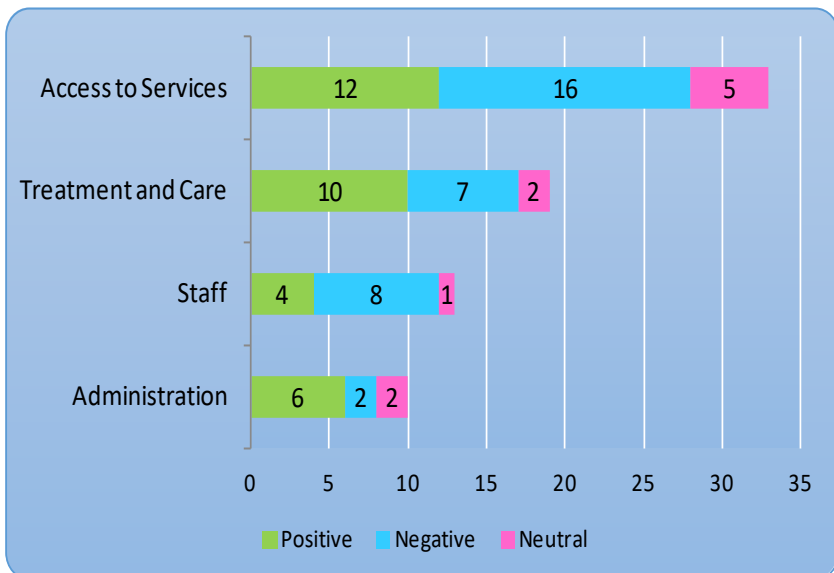
“Doctors can be really ignorant. Sometimes they think they know better. They don't listen and they look at it from their perspective and not the patients perspectives.”
Outpatients

“The staff aren't very helpful...”
Outpatients



This quarter was the first time we were able to access the UTC to talk with patients in the waiting area. Starting in November, we visited on a weekly basis to talk with patients. During this quarter we spoke with 43 patients/carers/relatives. Overall 50% of these rated the service positively (giving it a star rating of 4 or 5); 44% were neutral (with a 3 star rating); 2% were negative (with a 2 star rating). During this period no 1 star ratings were recorded.

The bar chart illustrates a breakdown of the top four themes for this quarter that were selected for the UTC. The theme that received the most counts was **Access to Services**: 33. Of these counts, 36% (n.12) were positive, 48% (n.16) were negative and 15% (n.5) were neutral. This shows that many people are struggling to access the type of service that they need. This is followed by **Treatment and Care** which received 19 counts. Of these counts, 53% (n.10) were positive, 37% (n.7) were negative and 11% (n.2) were neutral.



Quotes from Reviews:

“My experience with the services was okay. Everything was good there except for one thing: the waiting time is long.”
UTC

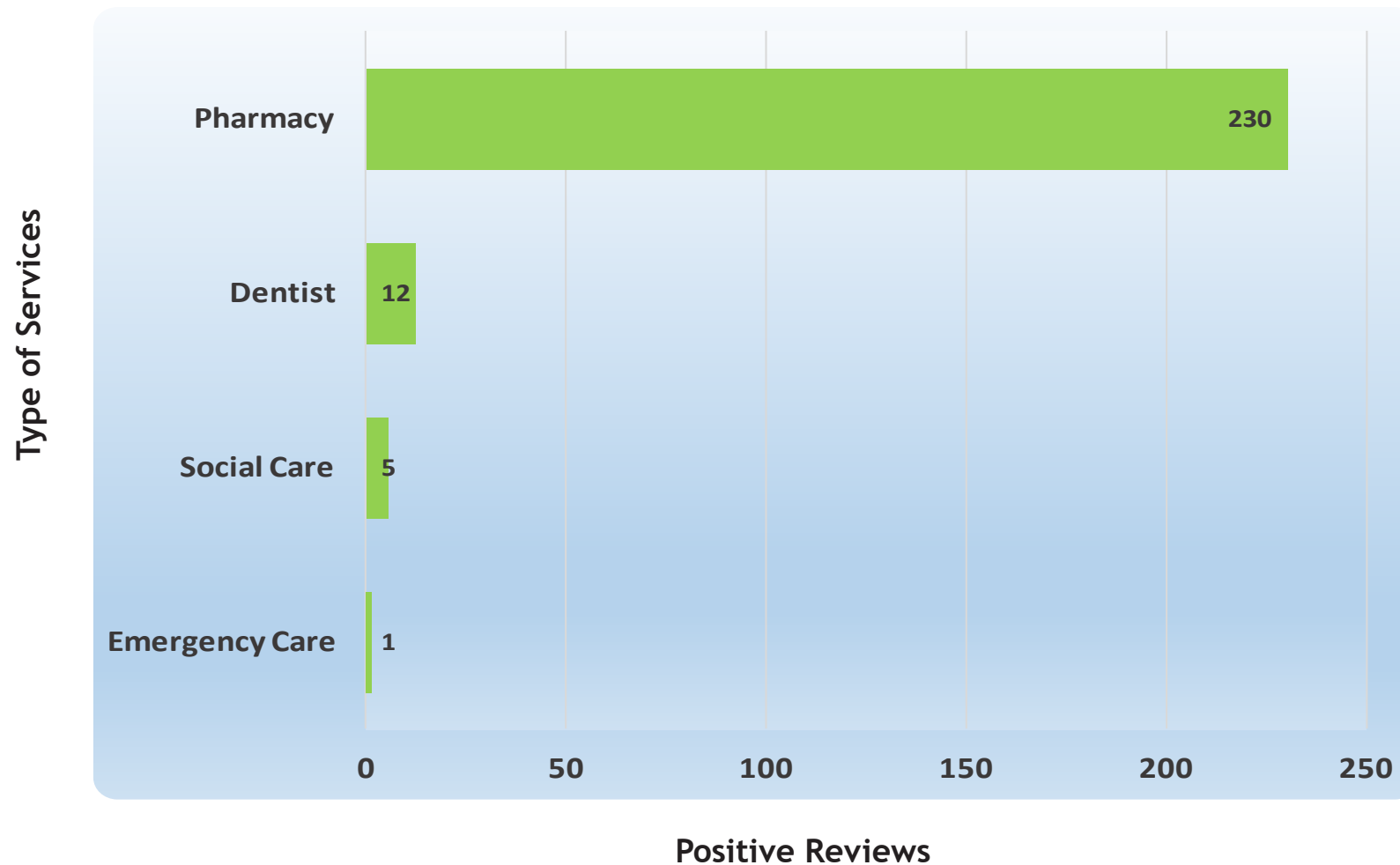
“Very good experience. I am very happy with all of the services. Everything went well and I have no complaints.”
UTC

“I was not happy with the timing because I was waiting for a long time. This is the only problem, Otherwise, the experience with all of the other services were good.”
UTC

Other Positive Reviews

Looking at the positive reviews we have received allow us to highlight 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





Pharmacy

“They are very good. They will deliver and give advice. Pleasant and helpful.”

Pharmacy

“The manager here is helpful, knowledgeable and friendly.”

Pharmacy

“They are good at giving minor information. I was feeling unwell recently and they were very professional, caring and reassuring.”

Pharmacy

“Super efficient and always well staffed and knowledgeable.”

Pharmacy



Dentist

“Very clean. Nice doctors and staff. No waiting time and plenty of doctors.”

Dentist

“We get appointments on time. All staff is great and if you need something urgent you can get it on the same day.”

Dentist

“They are very kind and good with children.”

Dentist



Social Care

“We have a lady that comes round every six months and she does a good job. She helps look after my wife very well. Nice and pleasant.”

Ealing Social Services

“They were quite good in the beginning for me as the carer, when caring for my husband”

Ealing Social Services

“I have two carers that come in and they are helpful.”

Ealing Social Services



Emergency Care

“...I got a call from an admin and she was lovely. She rang us around 4 am and explained that she was not a doctor but she was just checking if my dad's symptoms had changed. It was quite reassuring to know that they didn't forget us and gave us a realistic overall picture of timeframes. It was nice to talk to someone who didn't seem like they were reading a script, I think she could sense the worry in my voice as she was very confident in saying she will try to get the doctor to call us next. Within 10 minutes a doctor called and a visit from the same doctor was arranged. The visit took a while, but I cannot fault or blame the GP service considering it being a Saturday night.”

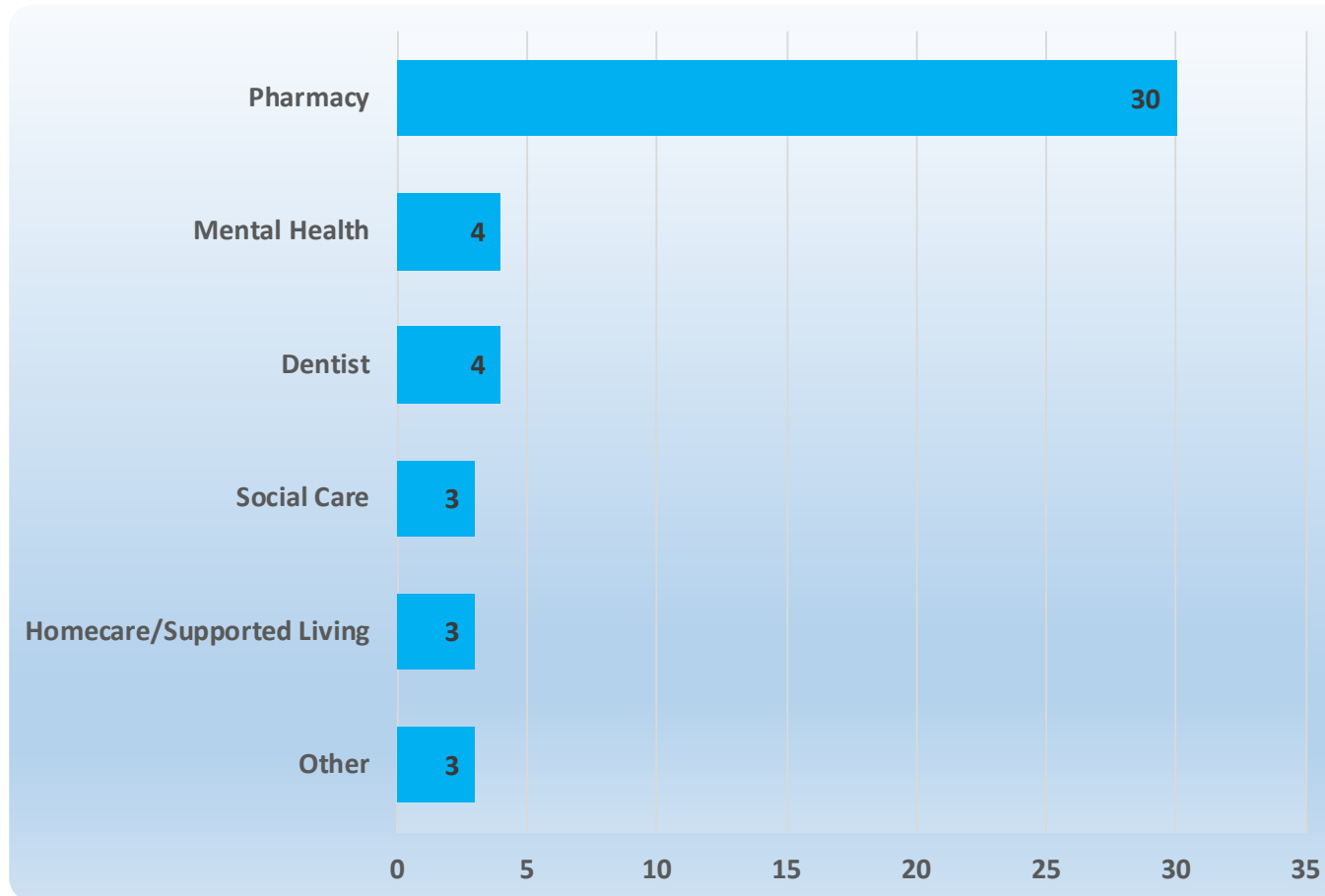
Emergency Care

Other Negative & Neutral Reviews

By looking at the negative and neutral reviews we receive 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 service area and goes on to give some examples 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

Type of Services



Negative & Neutral Reviews



Pharmacy

“All was well until they stopped providing me with all parts of my medication. They just stopped half my medications saying that they no longer provide that medication from a specific manufacturer. They don't contact me when my medications are ready, I just wait a few days and go down there and hope it's ready.”

Pharmacy

“My prescriptions are wrong most of the time. No updates on my medication refill usually.”

Pharmacy

“They genuinely don't have the medication and I find the staff quite rude.”

Pharmacy

“The waiting time is terrible.”

Pharmacy



Mental Health Services

“Staff are patronising and disenfranchising. They often ignore patients and often threaten them, the seclusion room is used as punishment, the heat is often turned off, and patients are at mercy of staff for food and water. Staff do not protect patients and often eat patient's food; medication is overused and the patient's physical health problems are dismissed. The consultant psychiatrist for the surgery is well aware of all these issues and is pleased to do anything about them.”

Mental Health Services

There are no supporting staff to talk to, rooms are filthy, patients are violent towards each other while staff observe. Staff don't really care at all. Massive room for massive improvement. Not allowed out for fresh air even when I was clearly no threat to anyone.”

Mental Health Services

“...was lied too, given wrong medication refused psychological help and eventually left homeless”

Mental Health Services



Dentist

“Always feeling mis-informed. it doesn't help when I have to keep paying to go back to get different opinions.”

Dentist

“They charge people for things that are not really required, the amount they charge is inconsistent.”

Dentist

“They were late for the appointment. I had a tooth removed here and it was done badly. I got an infection and I had to go somewhere else to help sort it out.”

Dentist



Social Care

“They were not very helpful. It was difficult to get help but I think it is due to finance and lack of staff.”

Ealing Social Services

“They could improve their communication.”

Ealing Social Services



Others

“Terrible structure. There's no support. The lack of confidentiality is appalling. I wouldn't even send my dog there for support. Where's the mental health support if this is meant to be a mental health recovery house. There was one girl who wore all black and she thought she was a friend rather than a professional and didn't support me at all. she didn't know anything about mental health and actually made me worse. There's also a massive lady who also knew nothing and did nothing and wore yoga pants but then talked about healthy eating like huh what? They also had bed bugs.”

Residential Care

Network Area Specific GP Reviews

The following pages show the number of positive, negative and neutral reviews for each surgery based on an overall star rating. The bar charts on the left reflect the overall star ratings for each service this quarter. The data on the right hand side reflects the average star rating out of 5* given by patients to assess a number of specific areas, such as ease of gaining an appointment, waiting times and other service indicators. The data shows both averages for the current quarter and the previous 12 months (1st April 2018 - 31st March 2019). These two data sets are shown together to give an overview for each GP surgery.

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

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

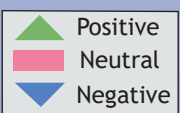
The eight GP Network areas are:

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

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

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

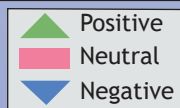
PCN Specific GP Reviews

Acton							Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?	
Acton Health Centre (Dr Napolion Issac) (3,386)	7						Q3	-	-	-	-	-	-	-	-
	1						2018 - 2019	-	-	-	-	-	-	-	
Acton Lane Medical Centre (1,207)							Q3	-	-	-	-	-	-	-	
							2018 - 2019	-	-	-	-	-	-	-	
Acton Town Medical Centre (3,235)							Q3	-	-	-	-	-	-	-	
							2018 - 2019	4.5	4	5	4.5	4	4	5	
Boileau Road Surgery (3,393)							Q3	-	-	-	-	-	-	-	
							2018 - 2019	3.5	4	4	4.5	4	4.5	3.5	
Chiswick Family Practice (Dr Bhatt)							Q2	-	-	-	-	-	-	-	
							2018 - 2019	4	4	4	4.5	3.5	4.5	4	
Chiswick Family Practice (Dr Webber) (4,257)							Q3	-	-	-	-	-	-	-	
							2018 - 2019	4	4	4.5	4	3.5	4.5	4	
Churchfield Surgery (3,442)							Q3	-	-	-	-	-	-	-	
							2018 - 2019	3.5	3.5	4	4	3.5	3.5	3.5	
0 1 2 3 4 5 6 7															
							Number of reviews for the current quarter								

PCN Specific GP Reviews

Acton Continued

		Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Cloister Road Surgery (8,894)	Q3	3.5	4	4.5	4	3.5	4	4	4
	2018 - 2019	3.5	4	4	4	3.5	4	4	3.5
Crown St Surgery (8,836)	Q3	3.5	4	4	4	3	4	4	3
	2018 - 2019	3.5	4	4	4	3.5	4	4	3
Hillcrest surgery (7,791)	Q3	4	4	4	4	3.5	4	4	3.5
	2018 - 2019	4	4	4	4.5	4	4	4	3.5
Horn Lane Surgery (4,581)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	-	-	-	-	-	-	-	-
Mill Hill Surgery (7692)	Q3	3.5	4	4	4	3	4	4	4
	2018 - 2019	4	4	4	4	3.5	4	4	3.5
The Bedford Park Surgery (3,539)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	-	-	-	-	-	-	-	-
The Vale Surgery (5,303)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	4	4	4	4	3.5	4	4	3.5
Western Avenue Surgery 3,025	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	-	-	-	-	-	-	-	-



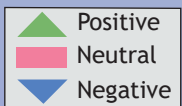
0 5 10 15 20

Number of reviews for the current quarter

PCN Specific GP Review

The Ealing Network

		Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Corfton Road Surgery (6,937)	Q3	3.5	3.5	4	4	3	4	4	3.5
	2018 - 2019	3.5	3.5	4	4	3.5	4	4	3.5
Cuckoo Lane Practice (5,230)	Q3	3.5	3.5	4	4	3	4.5	4	3
	2018 - 2019	4	4	4	4	3.5	4	4	3.5
Gordon House Surgery (12,431)	Q3	4	4	4	4	3.5	4	4.5	3.5
	2018 - 2019	3.5	4	4	4	3.5	4	4	3.5
Lynwood Surgery (2,216)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	-	-	-	-	-	-	-	-
Mattock Lane Health (2,851)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	3.5	4	4	4	3.5	4	4	3.5
Pitshanger family practice(3,009)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	-	-	-	-	-	-	-	-
Queens walk Practice (10,048)	Q3	3.5	4	4	4	3.5	3.5	4	4
	2018 - 2019	4	4	4	4	3.5	4.5	4.5	4
St Marks Medical Centre (1,610)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	-	-	-	-	-	-	-	-
The Argyle Surgery (8,140)	Q3	3.5	3.5	4.5	4.5	3.5	4.5	4.5	3.5
	2018 - 2019	3.5	4	4	4	3.5	4	4	3.5
The Avenue Surgery (3,028)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	-	-	-	-	-	-	-	-



Number of reviews for the current quarter

PCN Specific GP Reviews

Northolt Greenford Perivale			Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?	
Hillview Surgery (10,388)	18		Q3	3.5	4	4	4	3.5	4	4	3
	3	1	2018 - 2019	3.5	4	4	4	3.5	4	4	3.5
Islip Manor Medical Centre (3,498)			Q3	-	-	-	-	-	-	-	-
			2018 - 2019	-	-	-	-	-	-	-	-
The Grove Medical (6,785)			Q3	-	-	-	-	-	-	-	-
			2018 - 2019	-	-	-	-	-	-	-	-
The Medical Centre (4,123)			Q3	-	-	-	-	-	-	-	-
			2018 - 2019	-	-	-	-	-	-	-	-
Barnabas Medical Centre (9,282)			Q3	-	-	-	-	-	-	-	-
			2018 - 2019	3.5	4	4	4	3.5	4.5	4	3.5
Elm Trees Surgery (5,016)			Q3	-	-	-	-	-	-	-	-
			2018 - 2019	3.5	3.5	4	4	3	4	4	3.5
Greenford Road Med Centre (7,888)	13		Q3	4	4	4.5	4	3	4.5	4.5	3.5
	2	1	2018 - 2019	4	4	4	4	3.5	4	4	3.5
Mandeville Medical Centre (5,361)			Q3	-	-	-	-	-	-	-	-
			2018 - 2019	-	-	-	-	-	-	-	-
Meadow View Surgery (5,385)	10		Q3	3.5	3	3.5	3.5	2.5	3.5	3.5	3.5
	2		2018 - 2019	4	4	4	4	3.5	4	4	3.5
Perivale Medical Clinic (4349)	1		Q3	-	-	-	-	-	-	-	-
			2018 - 2019	3	3.5	3.5	3.5	3	3.5	4	3
Allendale Road Surgery (4,054)			Q3	-	-	-	-	-	-	-	-
			2018 - 2019	3	3.5	4	4	3	4	4	3

▲ Positive
■ Neutral
▼ Negative

Number of reviews for the current quarter

PCN Specific GP Reviews

North Southall

North Southall		Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Chepstow Medical Centre (2,445)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	-	-	-	-	-	-	-	-
Dormers Wells Medical Centre (6,914)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	3.5	4	4	4	3.5	4	4	3.5
Lady Margaret Road (3,108)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	-	-	-	-	-	-	-	-
Saluja Clíhíc (9,557)	Q3	3.5	3.5	4	3.5	3.5	4	4	3.5
	2018 - 2019	3.5	3.5	4	4	3.5	4	4	3.5
Somerset Family Practice (3,1530)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	-	-	-	-	-	-	-	-
The MWH Practice (7,339)	Q3	3.5	3.5	4	3.5	3.5	4	4	3.5
	2018 - 2019	3.5	4	4	4	3.5	4	4	3.5
St George's Medical Centre (3,097)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	-	-	-	-	-	-	-	-
The Town Surgery (2, 134)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	-	-	-	-	-	-	-	-
Woolbridge Medical Centre (5, 283)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	3.5	4	4	4	3.5	4	4	3.5
KS Medical Centre Limited (4, 714)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	3	3.5	4	4	3	4	4	3

0 5 10 15 20 25 30

- ▲ Positive
- Neutral
- ▼ Negative

Number of reviews for the current quarter

PCN Specific GP Reviews

South Central Ealing

South Central Ealing			Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Grosvenor House Surgery (6,150)	2	Q3	-	-	-	-	-	-	-	-
		2018 - 2019	3.5	3.5	4	4	3	3.5	3.5	3
Ealing Park Health Centre (9,691)	62	Q3	4	4	4	4	3.5	4	4	4
	8 1	2018 - 2019	3.5	4	4	4	3.5	4	4	3.5
Elthorne Park Surgery (8,620)	8	Q3	-	-	-	-	-	-	-	-
		2018 - 2019	3.5	4	4.5	4	3.5	4.5	4.5	4
Northfields Surgery (9,360)	14	Q3	3.5	3.5	4.5	4.5	3.5	4.5	4.5	3.5
	1	2018 - 2019	3.5	4	4.5	4.5	3.5	4.5	4.5	3.5
The Florence Road Surgery (18,048)	17	Q3	4	4	4.5	4.5	4	4.5	4.5	3.5
	2	2018 - 2019	3.5	4	4	4	3.5	4	4	3.5
Bramley Road Surgery (18,048)		Q3	-	-	-	-	-	-	-	-
		2018 - 2019	-	-	-	-	-	-	-	-

0 10 20 30 40 50 60 70 80

▲ Positive
■ Neutral
▼ Negative

Number of reviews for the current quarter

PCN Specific GP Reviews

Northolt

Northolt				Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?	
Jubilee Gardens Medical (7,203)	14			Q3	3.5	3.5	4	4	3.5	3.5	4	3.5
	9			2018 - 2019	3.5	4	4	4	3.5	4	4	3.5
Somerset Medical (1,746)	1			Q3	-	-	-	-	-	-	-	-
				2018 - 2019	-	-	-	-	-	-	-	-
Goodcare Practice (6,408)				Q3	-	-	-	-	-	-	-	-
				2018 - 2019	3.5	4	4	4	3.5	4	4	3.5
West End Surgery (4,478)				Q3	-	-	-	-	-	-	-	-
				2018 - 2019	-	-	-	-	-	-	-	-
Yeading Medical Centre (7,208)				Q3	-	-	-	-	-	-	-	-
				2018 - 2019	4	4	4	4	3.5	4	4	4
Allenby Clinic (2,064)				Q3	-	-	-	-	-	-	-	-
				2018 - 2019	4	4	4	4	3.5	4	4	4
Broadmead Surgery (4,224)				Q3	-	-	-	-	-	-	-	-
				2018 - 2019	3.5	4	4	4	4	4	4	4
Northolt Family Practice (4,111)	1			Q3	-	-	-	-	-	-	-	-
				2018 - 2019	3	3.5	4	3.5	3	3.5	3.5	3

0 5 10 15 20

Number of reviews for the current quarter

PCN Specific GP Reviews

Greenwell

		Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Elmbank Surgery (3,349)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	-	-	-	-	-	-	-	-
Greenford Avenue Family Health Practice (6,905)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	3.5	4	4	4	3	4	4.5	3.5
Mansell Rd Practice (5,823)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	3	4	5	4.5	4	4.5	4.5	4
Westseven (3604)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	3.5	3.5	4	3.5	4	4	4	3.5
Eastmead Avenue Surgery (6,084)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	3	3.5	4	4	3.5	4	4	3
Hanwell Health Centre Dr Less Naish Basiil (5,668)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	3.5	4	4.5	4.5	3.5	4	4.5	3.5
Oldfield Family Practice (4,145)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	3.5	4	4	4	3.5	4	4	3.5

▲ Positive

■ Neutral

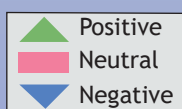
▼ Negative

Number of reviews for the current quarter

PCN Specific GP Reviews

South Southall

South Southall		Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
70 Norwood Rd/ Dr Sanghera - (Southall MC)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	3	3.5	4	3	2.5	2.5	1.5	3
Southall Medical Centre (7,755)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	3.5	4	4	4	3.5	4	4.5	3
Belmont Medical Centre (7, 662)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	3.5	4	4	4	3.5	4	4	3.5
Featherstone Road Health Centre (8.622)	Q3	4	4	4	3.5	3	4	4	4
	2018 - 2019	3.5	3.5	4	3.5	3.5	4	4	3.5
Guru Nanak Medical Centre (12.283)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	3	3.5	4	3.5	2.5	3.5	3.5	3.5
Medical Centre (Beaconsfield Road) (8.305)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	-	-	-	-	-	-	-	-
The Welcome Practice (3,903)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	-	-	-	-	-	-	-	-
Waterside Medical Centre (4,851)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	3.5	4	4	4	3.5	4	4	3.5
Hammond Road Surgery (4,233)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	3.5	4	4	4	3.5	4	4	3.5
Sunrise Medical Centre (4,156)	Q3	-	-	-	-	-	-	-	-
	2018 - 2019	-	-	-	-	-	-	-	-

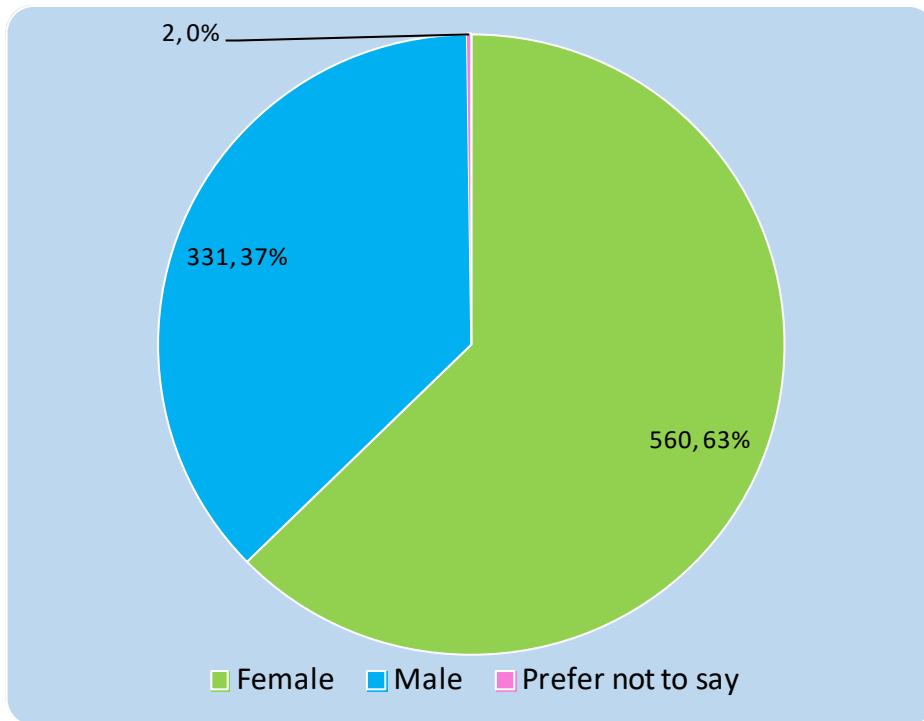


0 1 2 3 4 5 6 7 8 9 10

Number of reviews for the current quarter

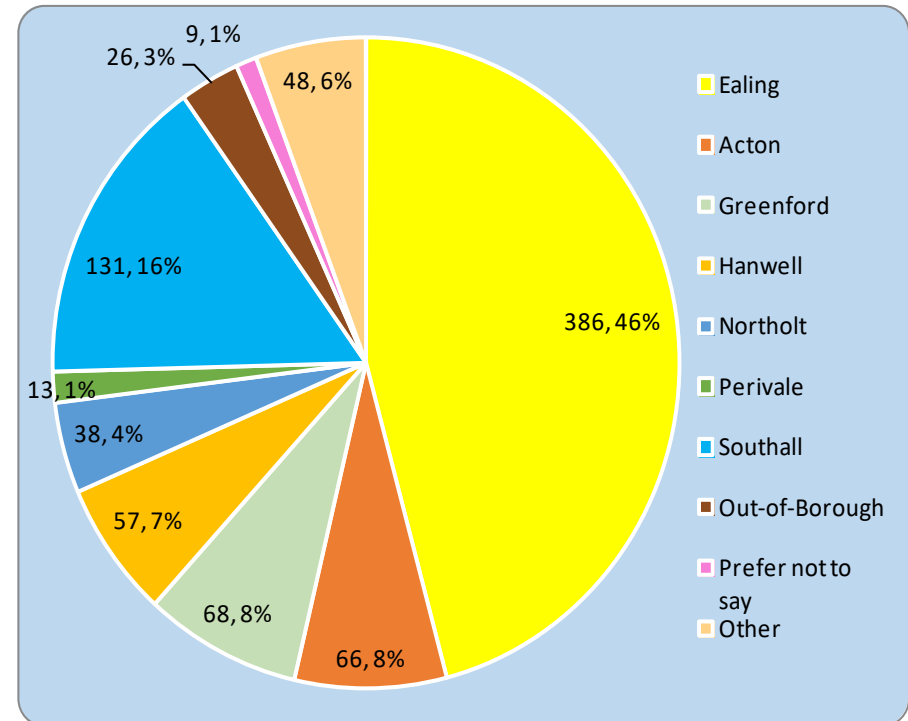
Demographic information

The pie chart below shows the number of reviews received by gender from October to December 2019. The majority of reviews received this quarter are from females 63% (n.560) which is a 34% increase compared to the last quarter. 37% (n.331) of reviews were male, which is an 11% decrease from the last quarter.



Gender

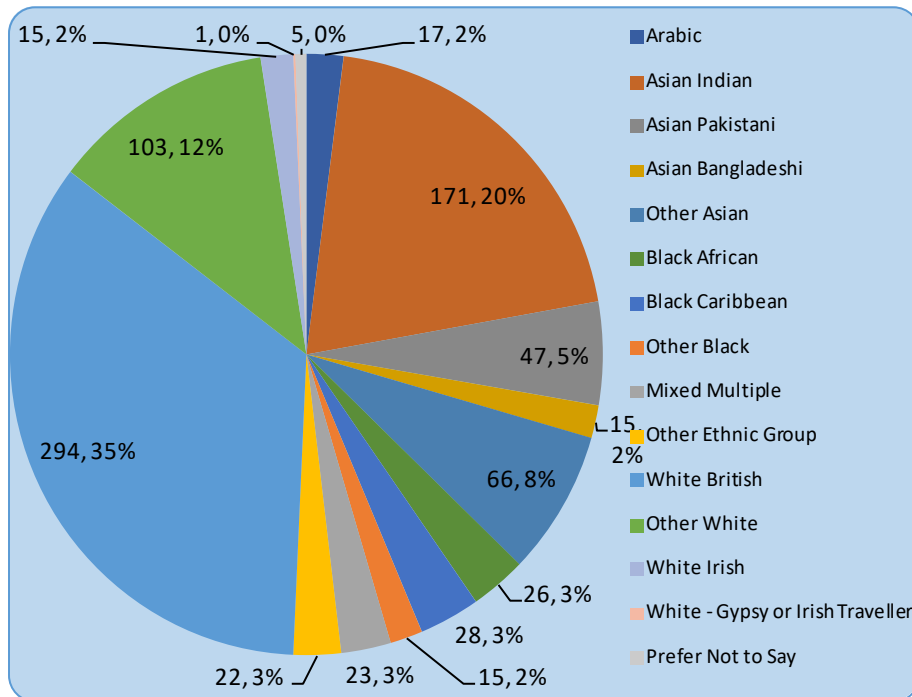
During this quarter we spoke to patients across Ealing. The highest number of the reviews were received from residents in Ealing 46% (n.386), followed by Southall 16% (n.131) and then Greenford 8% (n.68). The least number of reviews received was from Perivale 1% (n.13) and patients who preferred not to say 1% (n.9).



Patient's area of residence

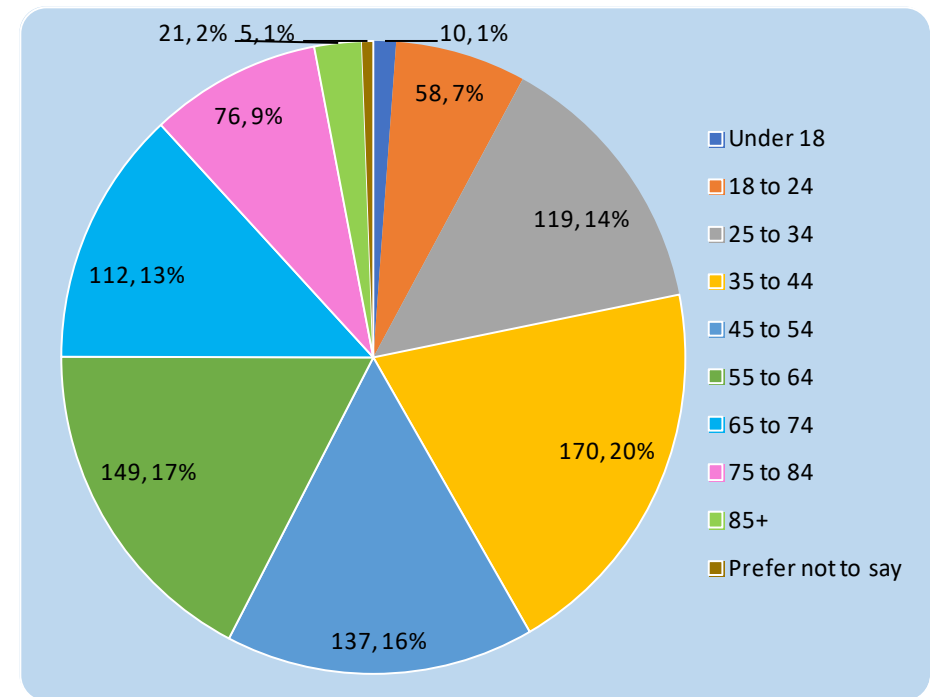
Demographic Information

The pie chart below shows the number of reviews received this quarter in terms of ethnicity. The majority of feedback received this quarter was from people who were White British 35% (n.294) which despite being the highest was a decrease of 11% since the last quarter. The next highest was Asian Indian 20% (n.171).



Ethnicity

The pie chart below shows the number of reviews received this quarter from different age groups. The majority of feedback came from the 35 to 44 age group: 20% (n.170), followed by 55-64: 17% (n.149). The third highest was 45 to 54: 16% (n.137).



Age of Patients

This quarter, 1214 patient experience reviews were collected.

949 (78%) were positive with a star rating of 4-5, 202 (17%) were neutral with a star rating of 3 and 63 (5%) were negative with a star rating of 1-2. As we saw in Q1 and Q2, the positive experiences far outweigh the negative experiences. However, if we look beyond this overall picture and at specific service areas, findings indicate the following:

GP services

Positive feedback remains high around the Treatment and Care theme (82%) and Staff theme (78%), as well as associated sub themes (Quality of Treatment and Care, Explanation of Treatment and Care, Staff Attitude). In addition the Management of Service sub theme also remains high, despite a 15% drop in positive ratings this quarter, compared to the previous quarter.

The Access to Services theme received more positive than negative feedback overall, however the sub theme of Waiting Times received considerable negative feedback (52%), a swing from the previous quarter where negative feedback was at 17%.

The Administration theme received mixed feedback overall (44% positive and 45% negative), rising to 59% and 54% negativity for the Appointment Availability and Booking Appointment sub themes, respectively. (Q2 Appointment Availability was 25% negative and Booking Appointments 32% negative). Some of these changes could be due to winter pressures being experienced and could also be reflective of the specific practices visited this quarter.

Ealing Hospital

In terms of Ealing Hospital, the predominant areas of positive feedback remain around the Staff (86% positive) and Treatment and Care (85% positive) themes. This is a positive trend we see each quarter.

In terms of the Access to Services we can see the positive feedback outweighs the negative feedback for the second quarter in a row (49% vs 39%). However if we include the neutral feedback (12%) and combine it with the negative feedback (39%), it comes to a total of 51%, which is higher than the positive feedback of 49%. The positive feedback also does not translate into the sub theme of waiting times, where we see room for improvement with a 64% negative rating (up from 31% from the previous quarter).

For the Administration theme we see that overall the positive feedback outweighs the negative feedback (56% vs 33%). It is important however to take into account that, if we combine the neutral feedback (11%) with the negative feedback (33%), it adds up to 43%, which shows that there is still some improvement to be made. The positive rating has decreased from the previous quarter where it was 63%. The sub theme of appointment availability however sees a 54% positive feedback this quarter (52% in the previous quarter).

Urgent Treatment Centre

This is the first quarter we have begun to visit the UTC. Overall, we note a general majority of positive ratings (50% gave a star rating of 4 or 5; 44% a neutral 3* rating, 2% negative 1-2* rating). We will continue to monitor the feedback in Q4 to identify any early themes.

Actions, impact and next steps

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

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

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

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

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

Progress: A focus on Social Care took place in Q2. In regard to feedback on mental health services our Engagement programme took a lead during this quarter, visiting a number of Dementia and carer related day and support services. In addition we visited CAPE on two occasions and continued to follow up actions from our NHS Long Term Plan engagement with members of The Solace Centre, liaising with West London NHS Trust to ensure opportunities to embed ongoing engagement between the Trust and services users were acted upon.

Actions, impact and next steps

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

Progress: This is being considered for Q1 2020/21

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

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

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

Progress: The first report was presented at NW London CCGs Shadow Quality and Performance Committee in December 2019. The committee, in its infancy in terms of collaborative and comprehensive processes for quality monitoring, welcomed the report and undertook for colleagues to further review and feedback how they intended to use the information provided.

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

Progress: Appropriately skilled volunteer support is being progressed.

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

Progress: Completed Q2. This layout will be used going forward. Additional analysis across PCN's will be discussed with Ealing CCG.

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

Progress: During Q3 we have identified the GPs located within wards of high 'White Other' ethnicity. These will be targeted for visits in Q4.

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

Progress: This report was produced and shared throughout November and December 2019 and January 2020. It demonstrates a clear positive trend in terms of reducing Access issues across GP services, with previous majority negative reporting, being overtaken by more positive reporting. Whilst Access issues remain those with some of the lowest positive ratings, this upward trend is indicative that the hard work and programmes to change this picture are beginning to impact on patient experience. Data from Q2 and Q3 will be added to the report for ongoing monitoring.

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	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Convenience of appointment	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Cleanliness	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Staff Attitude	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Waiting Time	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Treatment explanation	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Quality of care	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Quality of food	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Generally how easy is it to get through to someone on the phone?	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>

terrible

In relation to your comments are you a:

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?

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

- No Yes

Would you like to speak to Healthwatch directly?*

- No Yes

About you

Name

- Leave feedback anonymously?

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

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

- Subscribe to the newsletter?

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

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

[Submit feedback >](#)

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

Share Your Experience with Us

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

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

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

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

2. How do you rate your overall experience?

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

3. Summary of your experience

.....

4. Tell us more about your experience

.....

.....

.....

.....

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

6. Your ratings (select if applicable)

Ease of gaining appointment

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

Convenience of appointment

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

Cleanliness

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

Staff Attitude

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

Waiting Time

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

Treatment explanation

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

Quality of care

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

Quality of food

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

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

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

In relation to your comments are you a:

- Patient Carer Relative Carer and Relative
 Service Provider Visitor Professional

When did this happen
.....

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

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

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

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

If "other", please specify

Where did you hear about us? (Select one)

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

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

- No Yes

Would you like to speak to Healthwatch directly?

- No Yes

About you

Name.....

Email.....

Leave feedback anonymously

Monitoring Information

What gender do you identify yourself as:

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

Which age group are you in?

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

What is your ethnicity?

White

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

Asian / Asian British

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

Black, African, Caribbean, Black British

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

Mixed, Multiple

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

Other Ethnic Group

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

Which area of the borough do you live in?

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

Do you consider yourself to be disabled?

- Yes
- No
- Prefer not to say

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

- Yes
- No
- Prefer not to say

Are you a carer?

- Yes
- No
- Prefer not to say

What is your religion?

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

What is your sexual orientation?

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

Thank you for sharing your experience

Theme

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

Administration
Administration
Administration
Administration
Administration
Administration
Administration
Administration
Administration

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

Communication
Communication
Communication
Communication
Communication

Continuity and integration of care

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

Dignity and Respect
Dignity and Respect
Dignity and Respect

Subthemes

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

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

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

General
Interpretation Services
Lack of
Community engagement and involvement
Response times

General
Lack of
Late
Mis-diagnosis
Tests/Results

Confidentiality/Privacy
Consent
Death of a Service User

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

Referrals

Waiting times

Safety/Safeguarding/Abuse

Staff

Ambulance Staff/Paramedics

Staff

Attitudes

Staff

Capacity

Staff

District Nurses/Health Visitors

Staff

General

Staff

Midwives

Staff

Staffing levels/Lack of

Staff

Suitability

Staff

Training and development

Treatment and care

Effectiveness

Treatment and care

Experience

Treatment and care

Quality

Treatment and care

Safety of Care/Treatment

Treatment and care

Treatment Explanation

Treatment and care

Lack of support