

**PATIENT EXPERIENCE
REPORT 2020/2021
QUARTER 3
October - December**

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During Q3 2020/21 (October - December), this report details the analysis of these reviews and provides evidence-based recommendations for how services in the borough can continue to improve in order to meet the needs of Ealing residents. This quarter, a total of 1088 patient experience reviews were collected. 77% (n.839) were positive, 18% (n.195) were negative and 5% (n.54) were neutral.

Feedback for GP services were largely positive, with most patients reporting a good experience. However, further analysis indicated that improvements to the attitudes of staff members must still be made. In addition, patients still found it a struggle to book appointments during this quarter as well as how long they have to wait for the next available appointment, despite the 'virtual by default' approach to primary care. These findings may contribute to the lack of support some patients reported during this quarter, however, given the context of the COVID-19 pandemic these findings must be interpreted with caution.

The feedback for Ealing Hospital indicated that, on the whole, patients were satisfied with their overall experience and were happy that the treatment that they received met their needs. Both the quality of treatment and the high standard of staff member's attitudes and behaviours were regularly highlighted as positive aspects of the service. Although the analysis of service user feedback received for Ealing Hospital did not identify any areas for improvement, it is worth noting that significantly less feedback was received for Ealing Hospital, this quarter (n.90) compared to last (n.225).

With regard to other services (Dentists, Opticians and Pharmacies etc.), individuals were generally happy with the services that they were provided with. The majority of feedback for these other services suggested that they were sufficient in meeting individual's needs, with positive feedback indicating that service users were particularly happy with the level of professionalism and general attitude of members of staff. However, this positive sentiment toward staff members wasn't entirely unanimous and the negative feedback indicated that improvements could be made to the operational management of services as well as how patient's medication is being handled at pharmacies. In conjunction with the feedback received for GP services, it is apparent that primary care staff are one of the main sources of negative feedback for the health and social care in Ealing. As stated in the previous report, although further staff training and 'up-skilling' may be a viable option for addressing this feedback, it is likely that the current pandemic and continued pressures on health and social care services have exacerbated these issues.

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

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

In normal circumstances, our Patient Experience Officer and a team of Healthwatch volunteers obtain this feedback through regular community outreach; visiting health and social care services to hear from patients, service users, carers and relatives about their experiences of local services. The Healthwatch Team captures this information using our standardised Patient Experience Form (see appendix A) that they fill in with the individual. This form includes questions for individuals to provide their overall ratings for the service, ratings for specific aspects of the service; such as ease of booking appointments and staff attitudes, and the opportunity to provide further detail about their experience, should they see fit. This engagement method is supplemented by independent feedback that individuals are able to provide for the service in question, by visiting our website and filling out the exact same Patient Experience Form, online.

Due to the COVID-19 pandemic and the resulting government guidelines, Healthwatch Ealing has adapted the way in which we engage with the community. Since April 2020 we are focusing on:

- A regular presence on social media (Twitter, Facebook etc.)
- Online Review collection
- Attending online forums/meetings
- Telephone Consultations (Direct Contacting)
- Obtaining the feedback of patients via our COVID-19 Impact survey

Introduction cont.

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

This report covers the period of Quarter 3, from October to December, 2020. In ordinary circumstances, face-to-face community outreach yields a minimum of 1,200 patient experience feedbacks, per quarter. During this time of adapted engagement, we were unable to reach this target, collecting 1088 reviews in total. In order to reach our target, additional methods of outreach or further innovation within our current methods are required. These are explored in the Actions, impact and next steps section of this report (page 43). This quarter, a total of 1088 patient experience reviews were collected. 77% (n.839) were positive, 18% (n.195) were negative and 5% (n.54) were neutral.

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

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

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

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

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

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

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

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

Ealing is home to one of the most diverse populations in the UK and Healthwatch Ealing strives to gather and represent the views of all of our communities. However, it should be noted that some marginalised communities are harder to reach than others and some individuals choose not to provide us with the information that we require to indicate what communities (age, gender, ethnicity, ward) they are a part of. The demographic information for the individuals who submitted their feedback this quarter can be found toward the end of the report (page 38).

Overall Star Ratings

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

Figure 1 shows the proportion of overall star ratings received during each month and during the whole quarter (bottom right). During Quarter 3, an overall rating of 5 stars was the most common service rating, consistently accounting for the majority of reviews received each month. However, an overall rating of 1 star was the second most common rating received during this quarter (15%), with the highest proportion of these reviews occurring in October (21%) and November (17%), respectively.

Further still, during October and November, overall ratings of 1, 2 and 3 stars accounted for at least 25% of service user feedback. As outlined in the feedback sentiment analysis below, an overall rating of 3 stars is considered a 'neutral' review, indicating that there is still room for improvement. Although this was slightly less for the total of Q3 (23%), these findings suggest that improvements can certainly be made.

The service categories and specific domains that require these improvements are explored in more detail throughout the rest of this report.

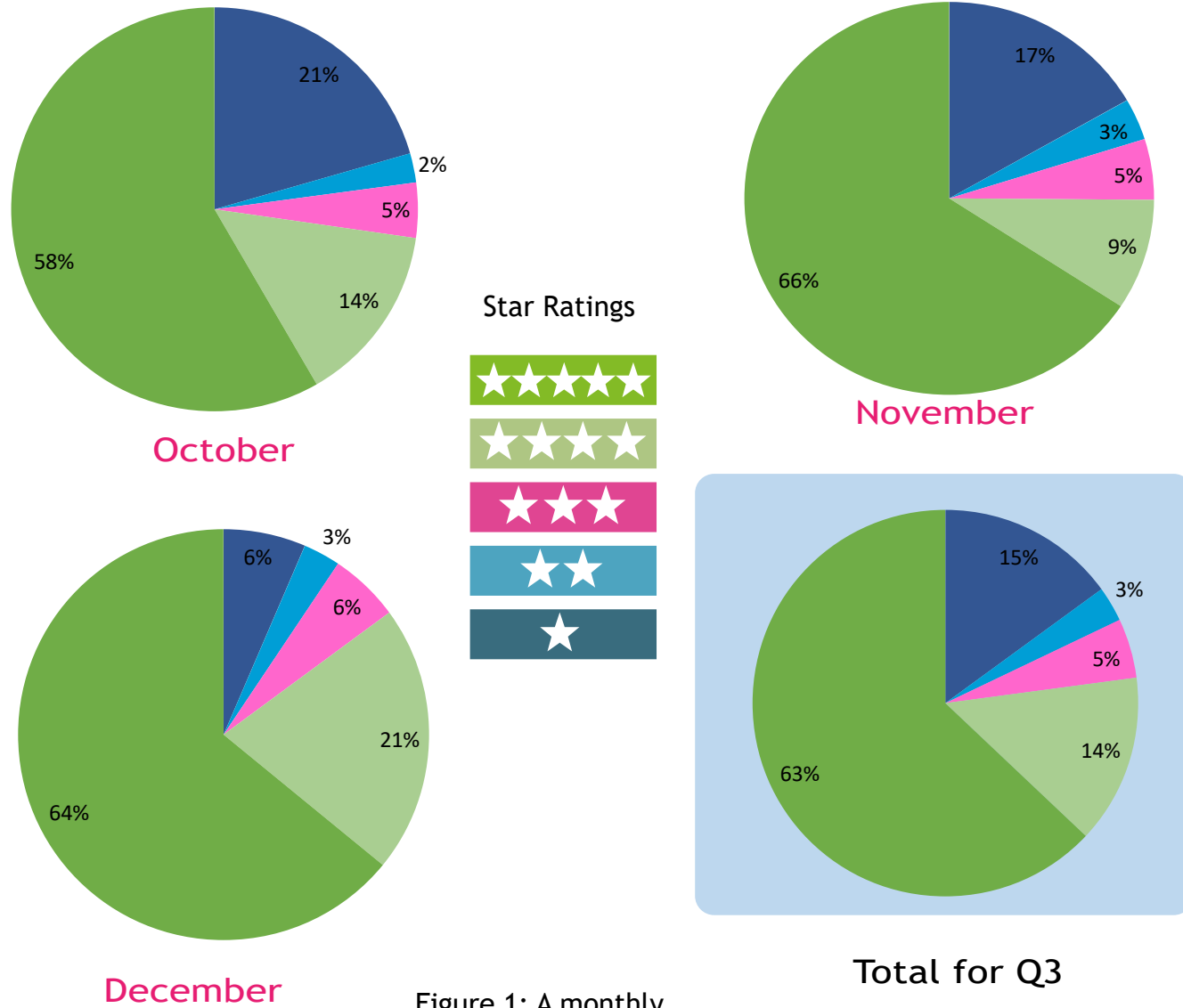


Figure 1: A monthly breakdown of reviews based on their sentiment

Feedback Sentiment

The next step of the patient experience analysis involves assigning a sentiment of 'positive', 'negative' or 'neutral' to a service review, based on the overall star rating provided. An overall star rating of 1 or 2 indicates a negative response. A star rating of 3 indicates a neutral response and an overall star rating of 4 or 5 indicates a positive response. This quarter, a total of 839 positive responses, 195 negative responses and 54 neutral responses were recorded.

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

Table 1: The monthly breakdown of overall star ratings during Q3

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
October	78	15	248
November	88	22	328
December	29	17	263
Total	195	54	839

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

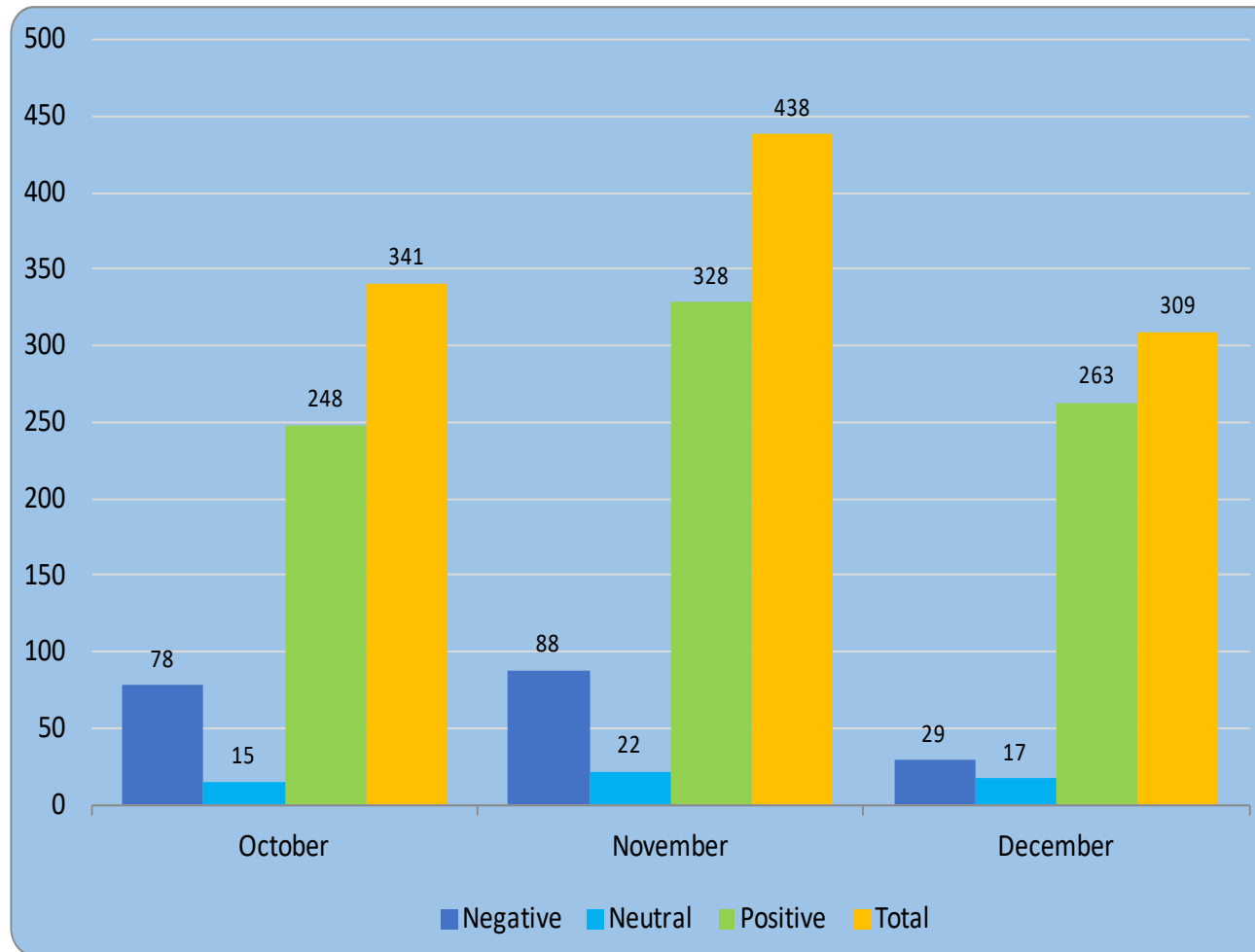


Figure 2: A monthly breakdown of reviews based on their sentiment

Total Reviews for Each Service Category

As seen in figure 3, the reviews received during this quarter cover nine different types of service categories. Out of these nine categories, GP services received the highest number of reviews (n.328), accounting for 30% of the total reviews. The "Other" category consists of two reviews for InHealth Ealing, a diagnostic and solutions specialist service.

The split between service category reviews received during this quarter is similar to Q2 apart from a significant increase in the number of reviews received for Dental services (Q2, n.67 versus Q3, n.288).

Although services such as Mental Health Services (n.6), Hospice (n.2) and Emergency Care (n.1) did not receive a significant number of reviews, this still represents an improvement in the range of service categories being reviewed.

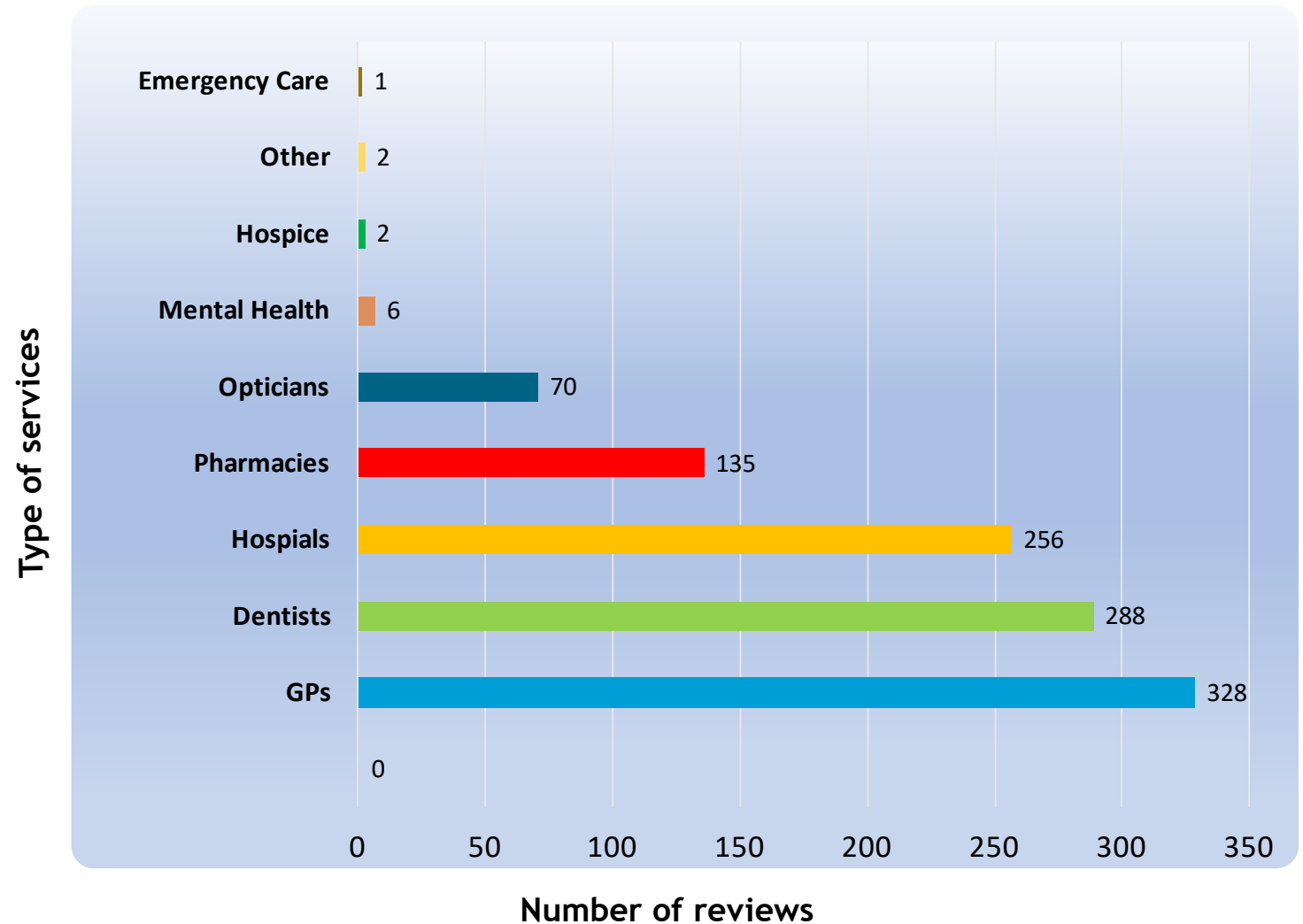


Figure 3: Total Reviews per Service Category

Distribution of Positive, Negative & Neutral Reviews

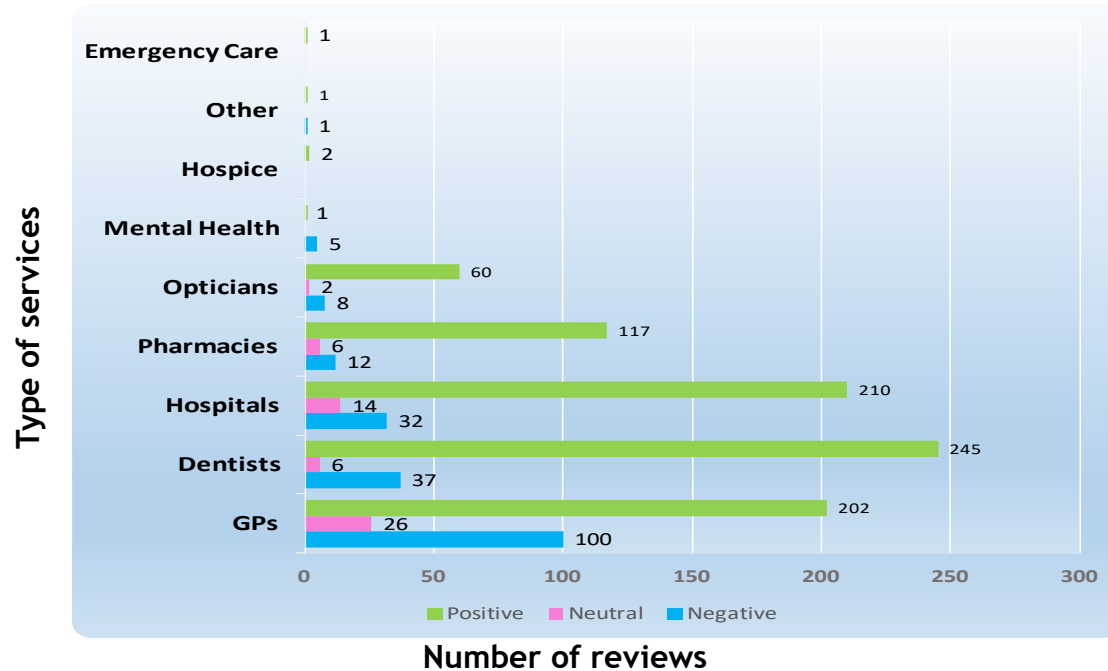


Figure 4: A comparative representation of service user sentiment toward each service category

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

This comparative representation shows that during this quarter, the service category that received the most negative reviews was GP surgeries (n.100). Not only did this make up a significant proportion of the number of reviews received for GP surgeries, but this also accounted for over half (51%) of the total number of negative reviews received during this quarter.

The percentage breakdown of service category reviews by sentiment (Table 2.) further highlights this disproportion in negative reviews. Out of the total number of reviews for GP surgeries, 30% (n.100) were negative. When compared to the next four most commonly reviewed service categories (Dentists, Hospitals, Pharmacies, Opticians), this is a significantly greater proportion of the total number of reviews for a service category.

These findings highlight the service categories which should be prioritised when improving service delivery. However, they also clearly show how well other service categories are performing in spite of the pandemic, as Dentists (85%), Hospitals (83%), Pharmacies (87%) and Opticians (86%) received largely positive feedback.

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

Name of Service	Negative	Neutral	Positive	Total Number of Reviews
GPs	30%	8%	62%	328
Dentists	13%	2%	85%	288
Hospitals	12%	5%	83%	256
Pharmacies	9%	4%	87%	135
Opticians	8%	3%	86%	70
Mental Health*	90%	0%	10%	6
Hospice*	0%	0%	100%	2
Other*	50%	0%	50%	2
Emergency Care*	0%	0%	100%	1

Table 2: A percentage breakdown of service categories by sentiment

Themes and Sub-Themes - GPs and Ealing Hospital

As part of the patient experience feedback form, individuals are encouraged to provide an explanation for their overall star rating, allowing for further insight into their experience with the health service in question. Qualitative analysis is conducted on individuals comments to identify emerging or trending themes and sub-themes (see Appendix C, pages 52-54, for a full list of themes and sub-themes). It should be noted that, depending on the content of an individual's comment(s), more than one theme and or sub-theme may be identified. As such, the total number of themes and sub-themes will differ from the total number of reviews for each area of service.

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

Ealing Hospital received significantly fewer reviews this quarter (n.90), compared to last quarter (n.224). As a result of which, this report explores the top three themes identified during Q3 and not a fourth theme that was identified in fewer than ten reviews.

As shown in the graph below (figure 5), thematic analysis of the GP surgery reviews identified **Administration** (n.184) as the most commonly referenced topic, with **Staff** (n.179), **Access to Services** (n.147) and **Treatment and Care** (n.134) also regularly identified in patient's feedback. This slightly differs from the findings in Q2 which indicated that **Staff** was the most commonly identified theme, followed by **Treatment and Care** and **Administration**. Compared to Q2, the theme **Communication** has increased by a count of 5, with these reviews mainly referencing a lack of communication received from their GP surgeries, more specifically, how many days it takes for GPs to get back to them. This is also the first time during this quarterly year that we have seen the theme **Continuity and Integration of Care** (n.1) mentioned for GP surgeries.

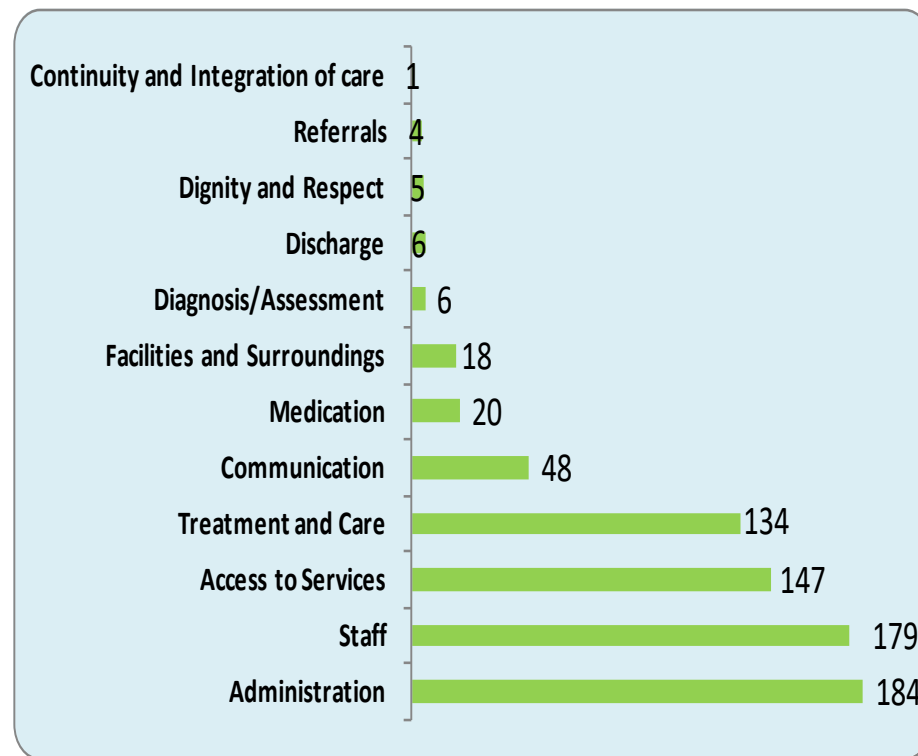


Figure 5: Count for the Themes Identified in GP service reviews

The theme of **Administration** (n.184) was the most identified theme in GP surgery reviews, this quarter. This is an increase from the number of times that **Administration** was identified in the reviews gathered in Quarter 2 (n.115).

Figure 8 (page 16) shows the breakdown of **Administration** into its sub-themes. Consistent with the previous two quarters, the sub-theme of **Management of Service** was the most frequently identified sub-theme (n.75), with 76% (n.57) of these instances being positive in sentiment and 24% (n.18) being negative. **Appointment Availability** was the second-most identified sub-theme (n.57). Positive sentiment regarding appointment availability slightly outweighed the negative sentiment, making up 54% (n.31) of this sub-theme compared to 39% (n.21), respectively.

The third-most identified sub-theme in the theme of **Administration** was **Booking Appointments** (n.45). Of these instances, 44% (n.20) were positive in sentiment, while 42% (n.19) were negative and 14% (n.6) were neutral.

The large proportion of negative reviews referencing **Appointment Availability** and **Booking Appointments** indicates that there are still concerns from patients about the difficulties that they are faced with when trying to book an appointment with their GP. Further analysis identified several factors that these concerns could be attributed to including, difficulty in getting through to GP receptionists on the phone as well as the length of time that individuals are sometimes having to wait for an available appointment. The negative feedback seems to suggest that some patients are having to wait 2-4 weeks for an appointment, irregardless of whether it is a routine check-up or something that requires more urgency. This insight must be viewed within the current context of the pandemic.

Below is a representative sample of individual comments on GP surgeries, relating to the theme of **Administration**.

Top sub-themes for Administration

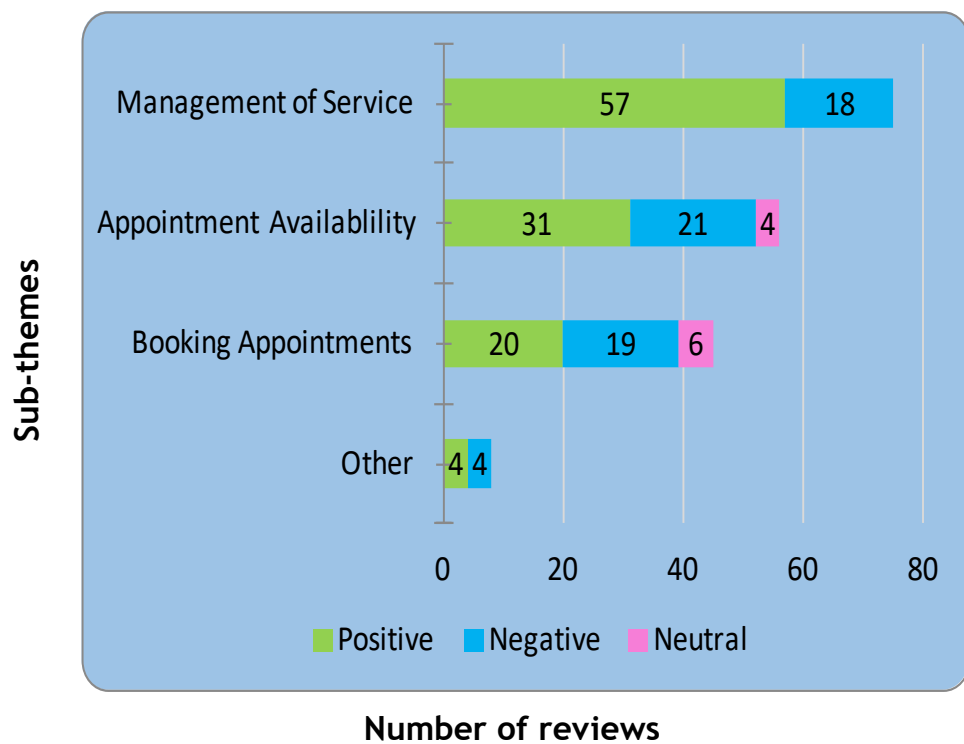


Figure 8: Sentiment distribution for the sub-themes of Administration

Positive reviews

"Pretty efficient to get an appointment...Good system...It has been pretty swift every time I have gone there and well organised"
GP surgery

"Great service every time. I can usually get to speak to someone within 5 minutes and get an appointment within 2-3 days..."
GP surgery

Neutral/Negative reviews

" Sometimes it can be hard to get through to them [GP reception] to get an appointment because you're placed in a queue. You're told to call at 8am in the morning and by the time you get through, any specific doctor you would like to see are all booked."
GP surgery

"You can usually get an appointment...but, they are not brilliant at reminding you for other things...They don't seem to have a good follow-up service. I never seem to see the same doctor."
GP surgery

GP Themes and Sub-Themes: Staff

The **Staff** theme was the second most identified sub-theme this quarter, a step down from Q2. It was identified 179 times, with 46% (n.82) being positive, 49% (n.85) negative and 5% (n.12) being neutral.

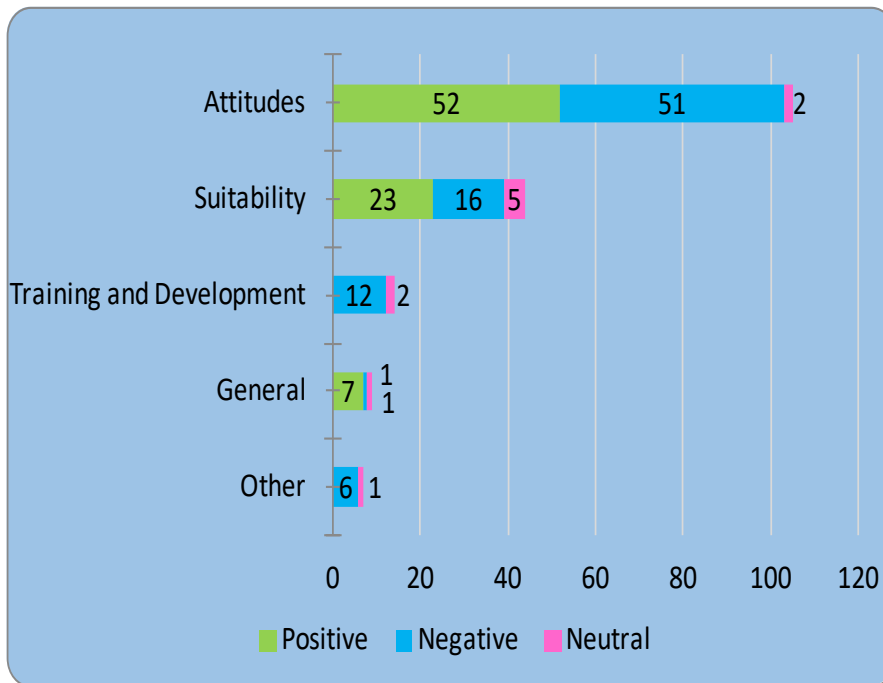
Figure 6 (page 18) represents a detailed breakdown of the theme of **Staff** into sub-themes. As shown, the most commonly identified sub-theme was **Attitudes** with 107 counts. Of these counts, 50% (n.52) were positive, 49% (n.51) were negative and 1% (n.2) were neutral. **Suitability** was the second most identified sub-theme this quarter with 44 counts of review. Of these 44 counts, 52% (n.23) were positive, 36% (n.16) were negative and 12% (n.5) were neutral.

The high percentage of negative sentiment reviews for **Staff** is concerning, but must be reviewed with the current context of the pandemic in mind. As previously mentioned, several factors may have contributed to the scale of negative feedback for staff. The strain that the COVID-19 pandemic has put upon healthcare services and individual's mental and emotional wellbeing would arguably be most apparent in staff-patient interactions. In addition, due to the selection bias that can occur in online reviews, these findings may capture a disproportionate amount of negative reviews and not all the negative experiences that patients have had but did not choose to submit their experience online. In addition, due to the selection bias that can occur in online reviews, these findings may capture a disproportionate amount of negative sentiment with those that had a positive experience choosing not to submit their experience as an online review.

Suitability was the second most identified sub-theme this quarter with 44 counts of review. This sub-theme relates to patients' opinions of how well-equipped the member of staff was that handled their queries or concerns. Of these 44 counts, 52% (n.23) were positive, 36% (n.16) were negative and 12% (n.5) were neutral.

Below is a representative sample of individual comments on GP surgeries, relating to the theme of **Staff**.

Top sub-themes for Staff



Number of reviews

Figure 6: Sentiment distribution for the sub-themes of Staff

Positive reviews

“I had a face-to-face and phone call appointment with my GP and they were very friendly.”
GP surgery

Negative reviews

“...yesterday, I experienced very rude and upsetting behavior when I rang up for an appointment.”
GP surgery

“Receptionists are not at all cooperative, they are not at all understanding. I would suggest to call them for once and experience it for yourself.”
GP surgery

“The staff’s attitude is not good, they aren’t polite or understanding at all”
GP surgery

GP Themes and Sub-Themes: Access to Services

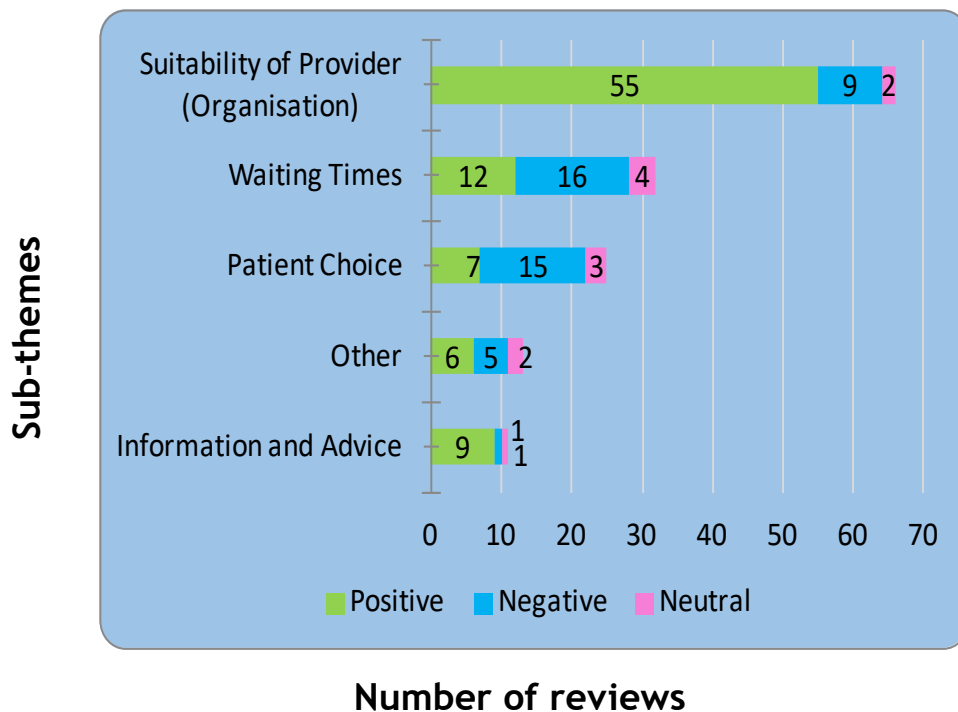
Access to Services was the third-most identified theme for GP surgeries (n.147). Of these, 61% (n.89) were positive in sentiment, 31% (n.46) were negative and 8% (n.12) were neutral. Figure 9 illustrates the breakdown of the most cited sub-themes for the **Access to Services** theme for GP surgeries.

Consistent with the previous quarter, **Suitability of Provider (Organisation)** was the most applied sub-theme this quarter (n.66). Of the instances identified, 83% (n.55) were positive in sentiment, 14% (n.9) were negative and 3% (n.2) were neutral. These findings suggest that the GP services in Ealing are, for the most part, meeting the needs of the patient.

The second most identified sub-theme was, **Waiting Times** (n.32). Of these counts, 38% (n.12) were positive in sentiment, 49% (n.16) were negative and 13% (n.4) were neutral. These findings indicate that there is still room for improvement with regards to how long individuals are waiting for their appointment. It should be noted that most of the negative reviews adhere to when patients are physically in GP surgeries and that the “digital first” model that has been adopted by GP surgeries has somewhat alleviated this issue.

Below is a representative sample of individual comments on GP surgeries, relating to the theme of **Access to Services**.

Top sub-themes for Access to services



Positive reviews

“Been for a couple of blood tests, telephoned me back and given me advice. Got a text telling me how to behave if I develop COVID symptoms.”
GP surgery

“The service was very good. The staff were very gentle and caring. Very quick to book an appointment. Very clean. Everything is organised. Good treatment. Quite easy to get through to someone on the phone.”
GP surgery

Negative/Neutral reviews

“I have not had any updates/texts on how I can get in contact with the surgery during the lockdown. I know that other surgeries are sending out updates.”
GP surgery

“Have once waited 45 minutes on the phone to be put through to someone in reception. Had to email to get a response.”
GP surgery

GP Themes and Sub-Themes: Treatment and Care

Figure 7 (page 20) provides a detailed breakdown of **Treatment and Care**, the fourth most identified theme in reviews for GP surgeries. In Q2, this was the second most commonly identified theme, indicating that there has been a decrease from the previous quarter in how many Ealing residents are talking about issues pertaining to the treatment and care that they receive at GP surgeries.

Overall, patients were positive about the treatment and care that they had received. During this quarter, 67% (n.91) of the cases in which this theme was identified were positive in sentiment, 28% (n.38) were negative and 5% (n.6) were neutral.

The sub-theme, **Experience**, was the most commonly identified theme (n.92) with 75% (n.69) of these instances displaying positive sentiment, 20% (n.18) displaying a negative sentiment and 5% (n.5) displaying a neutral sentiment. Although feedback from the last two quarters has shown that the majority of patients are happy with the treatment and care that they have received, it cannot be ignored that a total of 25% of the sample (negative and neutral feedback) are indicating that the quality of care can be improved upon. In addition, an overwhelming 86% (n.12) of the reviews that referenced the sub-theme of **Support** were negative.

This suggests that although GP appointments are meeting patient needs, there is a lack of follow-up care from health professionals. Post-appointment support appears to be crucial to the treatment process as receiving a follow-up call was consistently identified in the positive reviews as a marker of quality care. To understand the factors that contribute to this negative feedback, further analysis was conducted comparing feedback from this quarter to the feedback received prior to the pandemic (Q3 and Q4, 2019/20 reports). The analysis demonstrated that the number of reviews that negatively referenced communication issues were greater this quarter (n.10) compared to quarter 3 (n.1) and quarter 4 (n.2) of 2019/20. Taken together, these findings show that the pandemic has likely contributed to the increase in communication issues between GP surgeries and patients. It is worth monitoring how this trend evolves as consistency in the delivery of the full journey of care is, essential to creating an integrated and holistic health and social care system.

GP Themes and Sub-Themes: Treatment and Care cont.

Below is a representative sample of individual comments on GP surgeries, relating to the theme of **Treatment and Care**.

Top sub-themes for Treatment and care

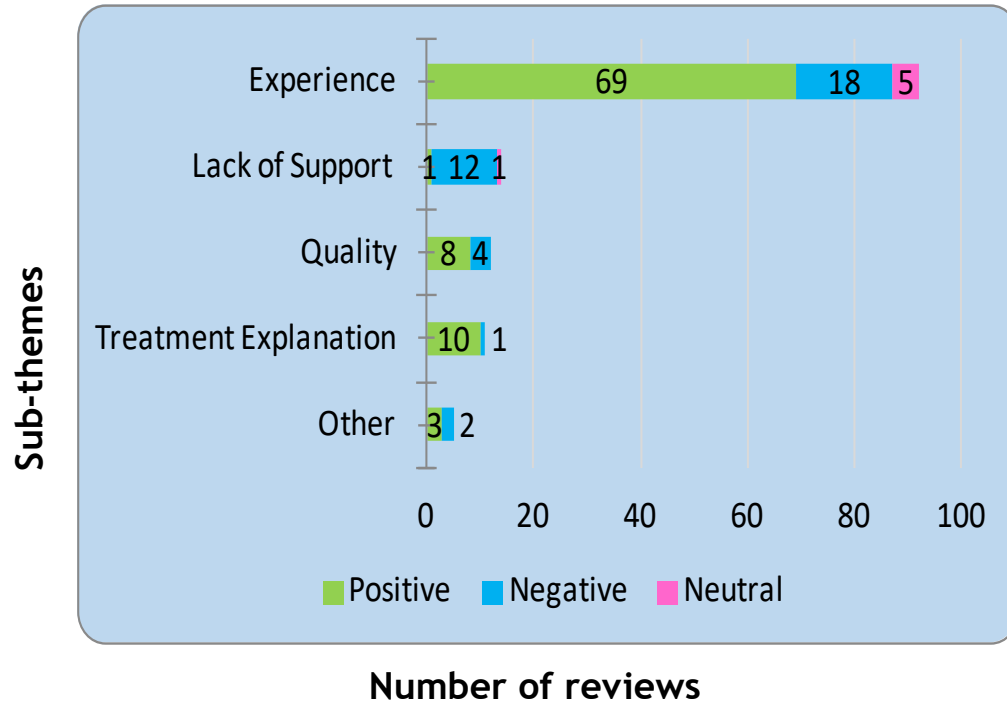


Figure 7: Sentiment distribution for the sub-themes of Treatment and Care

Positive reviews

"The doctor calls back in less than 24 hrs, with consistency. An efficient process even during lockdown"
GP Surgery

"The doctor who saw me was very methodical and I had several phone consultations with him. He rings up exactly when he is supposed to phone."
GP surgery

Negative Reviews

"The practice manager only got in contact 2 months after these health issues and said that she was unavailable because of 'other business'. This is not delivering on the Duty of Care that clinicians sign up to."
GP Surgery

"The lockdown has been a tough time. I care for a heart patient who needed shielding and showed sudden symptoms of something else. We felt neglected. It takes doctors 3-4 days to call me back. "
GP Surgery

Ealing Hospital Themes and Sub-Themes: Treatment and Care

Treatment and Care (n.58) was the most identified theme this quarter, a step up from Q2. Of the total count, 93% (n.55) were positive, 5% (n.2) were negative and 2% (n.1) were neutral. Figure 11 illustrates the sentiment breakdown of Treatment and Care into its sub-themes.

Experience was the most applied sub-theme this quarter (n.30). Although the number of times this sub-theme was identified was lower than Q2 (n.43), these findings continue to indicate a positive trend regarding the treatment at Ealing Hospital. A positive sentiment of 93% (n.28), taken in conjunction with reviews referencing **Quality** being unanimously positive 100% (n.20), gives a strong indication that patients were happy with how they were cared for during their time at Ealing Hospital.

Once again, when reviewing these findings, it is important to note that the number of reviews gathered for Ealing Hospital this quarter was significantly below the quarterly average. Therefore, although it is difficult to generalise these findings across the entire Q3 admittance for Ealing Hospital, it is important to recognise just how positive the feedback was from these particular instances.

Below is a representative sample of individual comments on Ealing Hospital, relating to the theme of **Treatment and Care**.

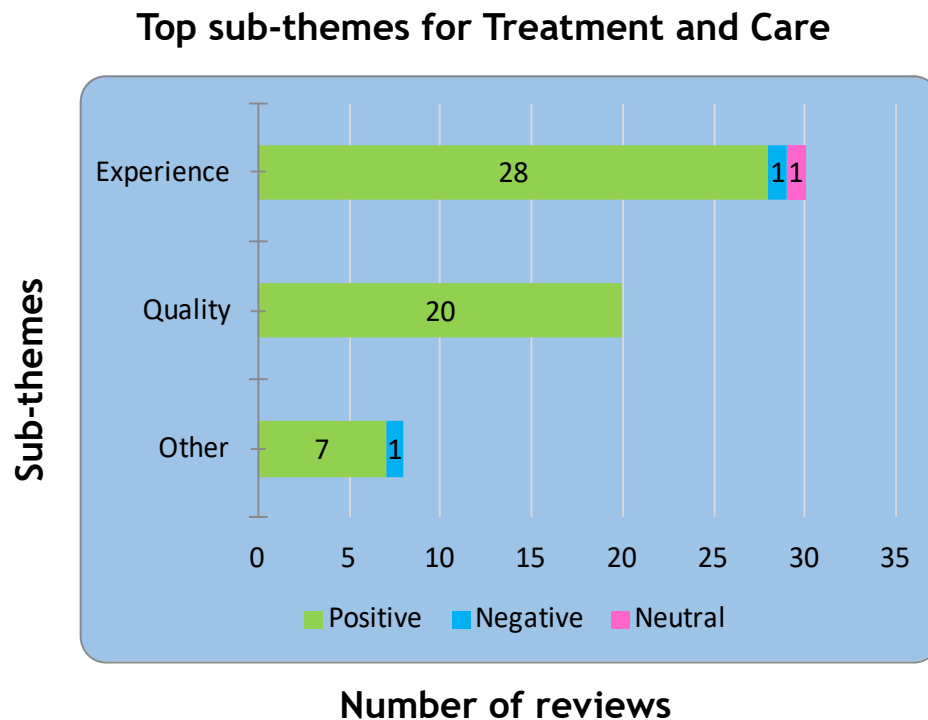


Figure 11: Sentiment distribution for the sub-themes of Treatment and Care for Ealing Hospital

Positive reviews

“I had to get A&E help from the hospital. My mum is a heart patient and showed sudden water retention...helped my mum by admitting her for 2-3 weeks.”
Ealing Hospital

“...and I'm blown over by how great their commitment and care was during my time there.”
Ealing Hospital

Neutral/Negative reviews

“I was really surprised to get the call 15 mins prior to the appointment. Being on the bus I was unable to really discuss things...”
Ealing Hospital

“My mother used this hospital as follow-up from rehabilitation after a full knee replacement. It was strange getting used to things being done remotely, you don't get the same personal help but, then again it is COVID, so you can understand why. But we did have one personal visit and that was excellent.”
Ealing Hospital

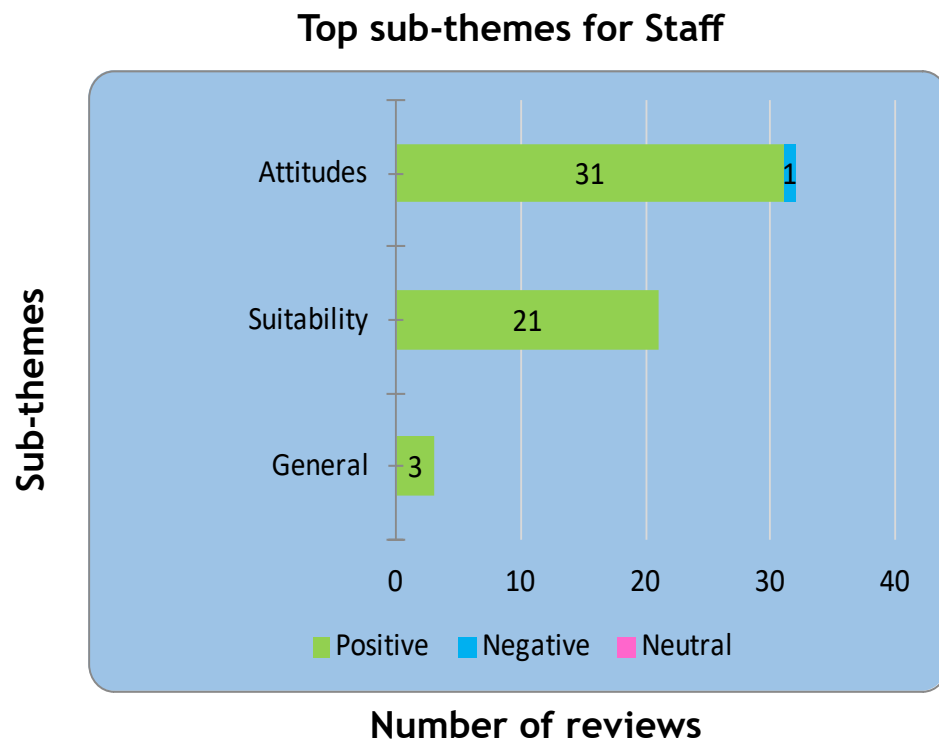
Ealing Hospital Themes and Sub-Themes: Staff

The second most identified theme in the patient feedback for Ealing Hospital was **Staff** (n.56). Of the total count, 98% (n.55) were positive and 2% (n.1) were negative. These findings continue the trend seen across the previous four quarters indicating that overall, patients are very happy with the staff at Ealing Hospital. Figure 10 illustrates the sentiment breakdown of Staff into sub-themes.

The sub-theme that was most regularly identified was **Attitudes** (n.31), with 97% of these instances being positive in sentiment. The almost unanimous positivity regarding the sub-themes of **Attitudes** (n.31), **Suitability** (n.21) and **General** (n.3) strongly suggests that staff's general professionalism, bedside manner and ability to meet the needs of their patients is a defining and consistent feature of care at Ealing Hospital.

Taken together with the positivity relating to the **Treatment and Care** theme, these findings indicate that not only are most patients happy with the service provided by healthcare professionals at Ealing Hospital, they are also happy with the manner in which they provide these services.

Below is a representative sample of individual comments on Ealing Hospital, relating to the theme of **Staff**.



Positive reviews

“The staff were brilliant and knew their job”
Ealing Hospital

“Great staff, very friendly....and very reassuring.”
Ealing Hospital

“I have visited the hospital during the lockdown and I have noticed that the hospital staff have issues with PPE shortage. But, they were all very friendly. After every patient, they need to clean everywhere, which leads to delayed appointment time.”
Ealing Hospital

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

Ealing Hospital Themes and Sub-Themes: Access to Services

Consistent with the previous quarter, **Access to Services** was the third most identified theme in Q3 (n.30). Out of the total number of times this theme was identified, 80% (n.24) were positive, 10% (n.3) were negative and 10% (n.3) were neutral. Following on from the previous quarter, this demonstrates that the sentiment around access to services is largely positive. Figure 12 illustrates the sentiment breakdown for each sub-theme of **Access to Services**.

The sub-theme **Suitability of Provider (Organisation)** was the most frequently identified sub-theme this quarter (n.20). Out of the total number of counts, 100% were positive. The sub-theme **Other** (n.10) is a combination of the sub-themes; **Waiting Times**, **Patient Choice** and **Convenience/Distance to travel**. Half of the positive sentiments was related to **Patient Choice**, with 2 out of the 4 positive sentiments applied. This indicates that patients were kept in the loop of their treatment options. While, 3 of the negative and 2 of the neutral sentiments respectively were related to the **Waiting Times**, indicating that patients are having to wait longer than they would like, to get the necessary accessible service they need.

Below is a representative sample of individual comments on Ealing Hospital, relating to the theme of **Access to Services**.

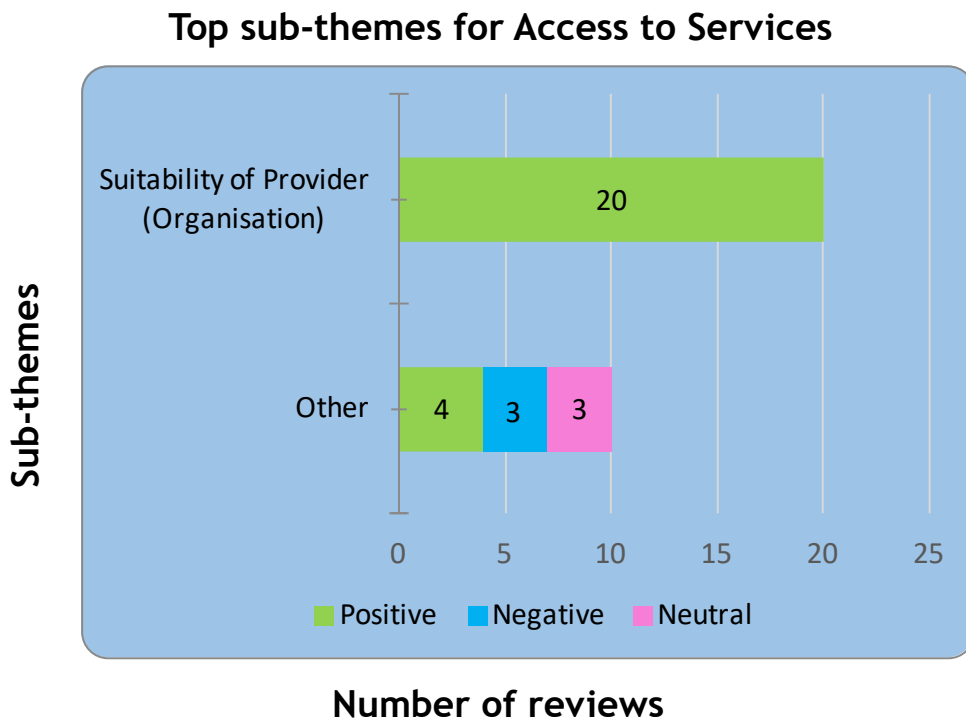


Figure 12: Sentiment distribution for the sub-themes of Access to Services for Ealing Hospital

Positive reviews

“Excellent Service. I was out in 10 minutes!”
Ealing Hospital

“They were very organized and gave the injections outside in order to reduce the spread of coronavirus.”

Negative/Neutral reviews

“I have been waiting for an eye appointment for 6 months. It was cancelled. Would be good to get an estimate of when how long a wait there is.”
Ealing Hospital

“...they need to clean everywhere; this leads to delayed appointment time.”
Ealing Hospital

Positive Reviews for Remaining Service Categories

This section provides an overview of the positive reviews received for the other services in the borough including, Dentists, Pharmacies, Opticians, Mental Health Services, Hospice Care and Emergency Care.

Figure 14 illustrates the number of positive reviews gathered for these service categories during the Quarter 3 period (October-December 2020). In comparison to Quarter 2 (July-September 2020), the number of positive reviews gathered for Dentists significantly increased (Q2, n.62 versus Q3, n.245). Compared to Q2, the number of positive reviews for Opticians decreased from 68 to 60 and the number of positive reviews for Pharmacies decreased from 144 to 117.

For Opticians, the decrease in positive reviews is due to the decrease in the number of reviews we got for this quarter compared to Q2 (This quarter - 70, Q2 - 85). The positive sentiment percentage remained the highest and increased by 6% compared to Q2. The same can be said for Pharmacies, as the positive sentiment only decreased by 1%, despite the significant reduction of reviews received this quarter.

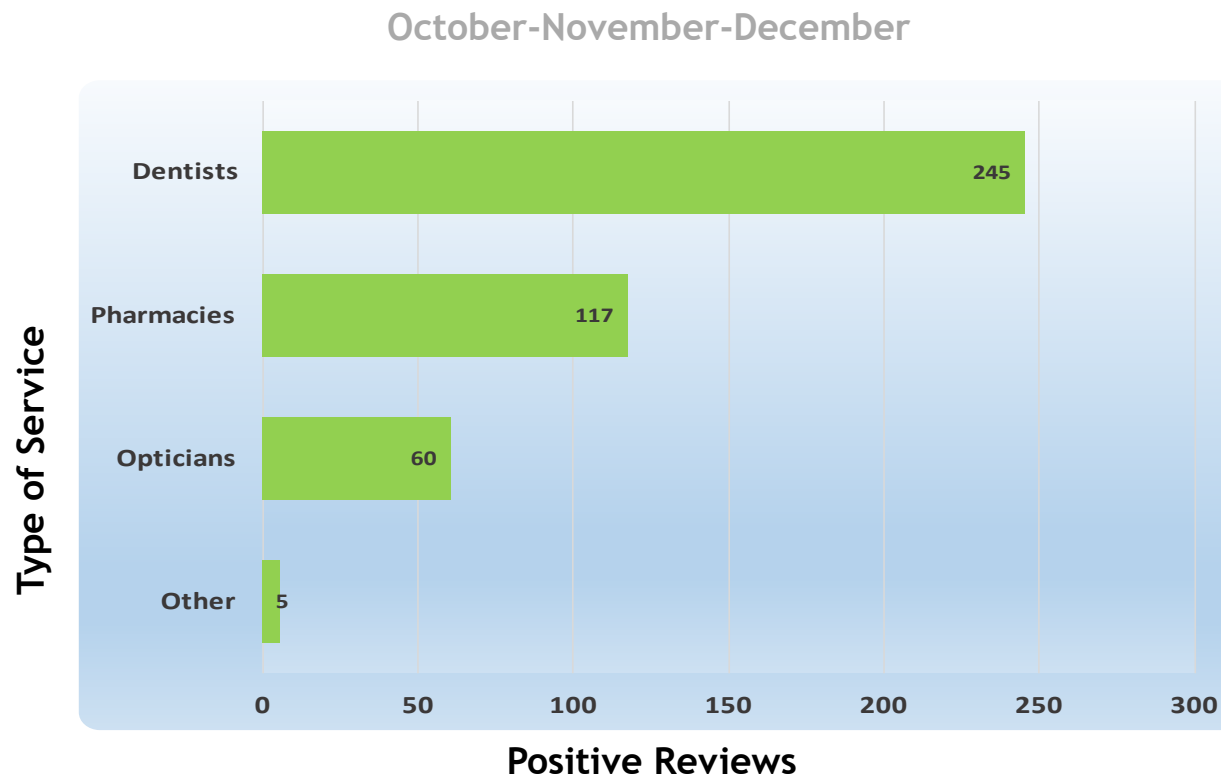


Figure 14: Positive review count for services in Ealing



Dentists

“Been a couple of times recently. Had a few problems with my teeth breaking but it has always been sorted out very quickly. Give quick fillings...”
Dentist

“You can get an appointment as one asks. Seen promptly. Explanations were clear. Excellent receptionist. Very good dentist and dental nurse.”
Dentist

“Good punctuality going for appointment. Good experience in what they did. The treatment was good overall absolutely.”
Dentist

“Was an emergency for my kids, was seen within 24 hours. Great service and lovely staff.”
Dentist



Pharmacies

“No problems. You have to wait but when they deliver your medication, they tell you when they are coming. But, if you collect the medication it will always be there.”
Pharmacy

“They bring the medication to me. It is a very good pharmacy. Usually ring you up to inform you they are going to deliver the medication.”
Pharmacy

“They deliver the prescription regularly and whenever we have had problems, they have dealt with very quickly.”
Pharmacy



Opticians

“Good social distancing, impressed by actual examinations, all done remotely. Well done overall, all staff were wearing masks.”

Opticians

“It easy to get appointments, they sorted out so that I can have medium range glasses and long range glasses, sorted it all out with ease. Went away with two pairs not costing a fortune and worked really well with the hospital.”

Opticians

“There make sure they provide all the necessary equipment when testing my eyes. An overall good service.”

Opticians



Others

“Compassionate and expert help available day and night. Excellent liaison between all the nurses and their colleagues. Made it possible for my young child to stay at home throughout, as he desired. Five star care.”

Hospice

“My daughter called as I don't speak english and they advised me to go to the Hospital.”

Emergency Care

“As a sibling visiting my dying relative, I cannot express my heartfelt gratitude to all staff...for their continuing high standards of professional and personal care of my sister.”

Hospice

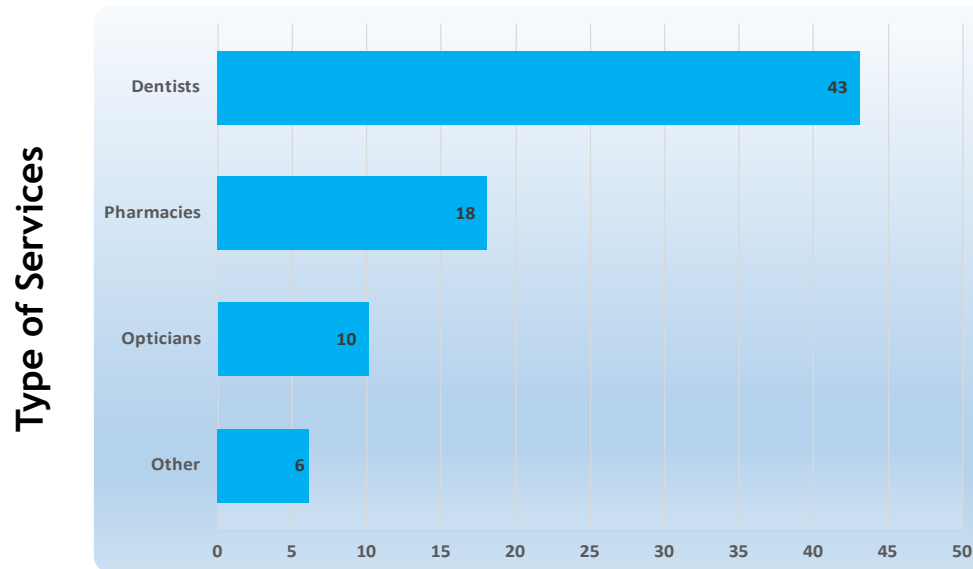
Negative and Neutral Reviews for Remaining Service Categories

This section provides an overview of the negative and neutral reviews that were received for Pharmacies, Opticians and Dentists as well as those that received lower numbers of reviews such as, Mental Health services, Hospice Care and Emergency Care.

Understanding the common trends and themes seen within the negative and neutral reviews pertaining to specific service categories allows us to make informed recommendations as to how provider's operations can continue to improve and meet the needs of Ealing residents. Feedback identified as neutral in sentiment has been included in this section, as these reviews often highlight areas that can be improved upon.

Despite seeing a significant increase in the number of total reviews received for Dentists in Ealing (n.67 for Q2 vs. n.288 for Q3), the sentiment toward their services remained largely positive (85%). We have seen an increase by 31 in negative reviews for Dentists compared to the previous quarter (Q2 - 6, Q3 - 37). This is due to the significant increase of reviews received this quarter for Dentists. We also saw the number of neutral reviews increase by 6 for the Dentists service category in Q3, as there were no neutral reviews for Q2.

October-November-December



Negative & Neutral Reviews



Dentists

“When I went to the Dentist, they charged me £25 for the PPE. They explained that I needed a replacement filling and I agreed to have it (double the price). This was also dubbed as private care, that was the excuse they gave as to why they were charging me.”

Dentist

“It is quite hard to get an appointment, obviously due to the pandemic...”

Dentist

“Should have had a check up in June and I didn't get it, still waiting but, I understand why.”

Dentist

“...They were alright until the pandemic and when they are now running in limited capacities. They won't run inspections unless there is a serious problem. This is to my understanding.”

Dentist



Pharmacies

“Used this place once as I was passing only to find out they then requested all of my future prescriptions be sent there without my knowledge or consent when I said about this in store. I got no apology and they were not a least bit surprised, so I'm guessing messing with peoples prescriptions is stranded practice for them.”

Pharmacy

“Not a good experience. The doctor had to get involved to sort out my mother's prescription. Sometimes it can be a week until they have the medication.”

Pharmacy

“Almost all the pharmacists and staff have contracted COVID-19 but, the owner has not closed/cleansed shop or let customers know to get tested or to isolate.”

Pharmacy



Opticians

“I need to be seen, but can't because of COVID. I am not very happy with them. They don't think about the patients. They think more about the money.”

Opticians

“It has been quite expensive...”

Opticians



Others

“The staff do not care, tell you 'you're shouting' and you could've just raised your voice a little. This whole place should be rebuilt and re-staffed with people who understand properly and don't just want to call you a liar or work you up further. The staff here are people who have zero compassion for anyone.”

Mental Health

“Needs more diverse staff. Got sent here for an assessment for a court case to rule out any psychological problems. If I didn't have any already, just being around the staff 24/7 was starting to bring an onset of mental health issues. Patients are just not getting the right care overall due to staff just wanting to chill out and talk with each other the entire day, constantly too busy for anyone else. At least half the staff are also rather rude and unhelpful. Patients with severe mental health problems could be getting treated much faster and much more positively in my opinion.”

Mental Health

“I arrived 10 minutes late and the front of staff reception were very professional and polite, however they were very scared of the radiographer...Radiographer said this was my last attempt for my MRI Scan on my third attempt (when it was my first attempt)...I already told them I had panic attacks due to feeling uneasy about the scan...This radiographer should be warned of their behaviour by their boss, because of their unacceptable behaviour, lack of empathy and professionalism towards patients.”

Other

Network Area Specific GP Reviews

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

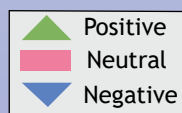
Presented in these tables are both the averages for the current quarter (row labelled Q3) and the previous 12 months (row labelled 2019-2020). These two data sets are shown together on the left of the table to give an overview of the reviews for each GP surgery. The data displayed on the right-hand side reflects the average star rating given by patients regarding specific aspects of the surgery, such as; Ease of gaining an appointment, Waiting times and Staff Attitudes.

It should be noted that the GP surgeries that received less than ten reviews during this quarter (October to December) are not included in the average ratings on the right-hand side. This is to avoid generalising the findings from smaller samples sizes.

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)	1			Q3	-	-	-	-	-	-	-
				2019 - 2020	4	4	4	4.5	4	4.5	4.5
Acton Lane Medical Centre (1,207)				Q3	-	-	-	-	-	-	-
				2019 - 2020	4.5	4	4.5	5	4	4.5	4.5
Acton Town Medical Centre (3,235)	3			Q3	-	-	-	-	-	-	-
	1			2019 - 2020	4.5	4	4.5	4.5	4	3.5	4
Boileau Road Surgery (3,393)	1			Q3	-	-	-	-	-	-	-
	1			2019 - 2020	4	4	3.5	3.5	3.5	4	4
Chiswick Family Practice (Dr Bhatt) (4,428)	2			Q3	-	-	-	-	-	-	-
				2019 - 2020	-	-	-	-	-	-	-
Chiswick Family Practice (Dr Webber) (4,257)	1			Q3	-	-	-	-	-	-	-
				2019 - 2020	-	-	-	-	-	-	-
Churchfield Surgery (3,442)	2			Q3	-	-	-	-	-	-	-
				2019 - 2020	-	-	-	-	-	-	-

Table 3: The Quarterly and Annual numbers for GP surgeries Acton PCN

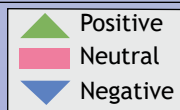


Number of reviews for the current quarter

PCN Specific GP Reviews

Acton Continued

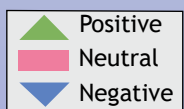
		Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Cloister Road Surgery (8,894)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	4	4	4.5	4.5	3.5	4	4.5	4
Crown St Surgery (8,836)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	3.5	4	4	4	3.5	4	4	3
Hillcrest Surgery (7,791)	Q3	4	4.5	4	4.5	4	4.5	4.5	4
	2019 - 2020	4	4	4	4.5	3.5	4.5	4	3.5
Horn Lane Surgery (4,581)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	4	4	4	4.5	3.5	4	4	4
Mill Hill Surgery (7,692)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	3.5	3.5	4.5	4	3	4.5	4.5	4
The Bedford Park Surgery (3,539)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-
The Vale Surgery (5,303)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	4	4	4.5	4.5	3.5	4	4	3.5
Western Avenue Surgery 3,025	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	4	4	4.5	4.5	3.5	4	4	4



Number of reviews for the current quarter
 Cont. Table 3: The Quarterly and Annual numbers for GP surgeries Acton PCN

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		-	-	-	-	-	-	-	-
	2019 - 2020		4	3.5	4.5	4	3.5	4.5	4	3.5
Cuckoo Lane Practice (5,230)	Q3		-	-	-	-	-	-	-	-
	2019 - 2020		4	4	4	4.5	3.5	4.5	4.5	3.5
Gordon House Surgery (12,431)	Q3		-	-	-	-	-	-	-	-
	2019 - 2020		4	4	4	4	3.5	4	4	3.5
Lynwood Surgery (2,216)	Q3		-	-	-	-	-	-	-	-
	2019 - 2020		-	-	-	-	-	-	-	-
Mattock Lane Health (2,851)	Q3		-	-	-	-	-	-	-	-
	2019 - 2020		4	4	4	4	3.5	4	4.5	4
Pitshanger Family Practice(3,009)	Q3		-	-	-	-	-	-	-	-
	2019 - 2020		-	-	-	-	-	-	-	-
Queenswalk Practice (10,048)	Q3		-	-	-	-	-	-	-	-
	2019 - 2020		4	3.5	4.5	4.5	3.5	4	4	4
St Marks Medical Centre (1,610)	Q3		-	-	-	-	-	-	-	-
	2019 - 2020		-	-	-	-	-	-	-	-
The Argyle Surgery (8,140)	Q3		-	-	-	-	-	-	-	-
	2019 - 2020		3.5	3.5	4.5	4.5	3.5	4	4	3
The Avenue Surgery (3,028)	Q3		-	-	-	-	-	-	-	-
	2019 - 2020		-	-	-	-	-	-	-	-

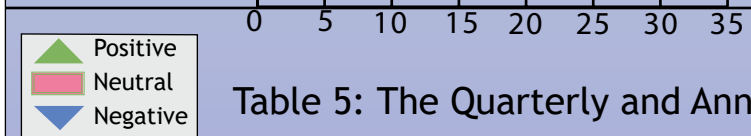


Number of reviews for the current quarter

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

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)	Q3	3	4	5	5	5	5	5	5
	2019 - 2020	3	3.5	4	4	3.5	3.5	4	3
Islip Manor Medical Centre (3,498)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-
The Grove Medical (6,785)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-
The Medical Centre (4,123)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-
Barnabas Medical Centre (9,282)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	4.5	4	4	4.5	4	4	4.5	3.5
Elm Trees Surgery (5,016)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	3	4	4	4	3.5	4	4	3.5
Greenford Road Med Centre (7,888)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	3.5	3.5	4	4	3	4	4	3.5
Mandeville Medical Centre (5,361)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-
Meadow View Surgery (5,385)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	4	4	4	4.5	3.5	4	4	4
Perivale Medical Clinic (4,349)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-
Allendale Road Surgery (4,054)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-



Number of reviews for the current quarter

Table 5: The Quarterly and Annual numbers for GP surgeries NGP PCN

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	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-
Dormers Wells Medical Centre (6,914)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-
Lady Margaret Road (3,108)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-
Saluja Clínic (9,557)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	3.5	3.5	4	3.5	3.5	4	4	3
Somerset Family Practice (2, 946)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	4	3.5	4.5	4	3.5	4	4	3.5
The MWH Practice (7,339)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	3.5	3.5	4	3.5	3.5	4	4	3.5
St George's Medical Centre (3,097)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-
The Town Surgery (2,134)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	4	4	4	4	3.5	4	4	4
Woodbridge Medical Centre (5,283)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-
KS Medical Centre Limited (4,714)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-

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Number of reviews for the current quarter

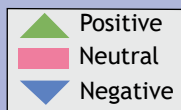


Table 6: The Quarterly and Annual numbers for GP surgeries North Southall PCN

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)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	3.5	3	4	4.5	3.5	4.5	4.5	3.5
Ealing Park Health Centre (9,691)	Q3	3.5	3.5	4	3.5	3.5	4	4	4
	2019 - 2020	4	4	4.5	4.5	3.5	4	4	4
Elthorne Park Surgery (8,620)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	4	4	4.5	4.5	3.5	4.5	4.5	4
Northfields Surgery (9,360)	Q3	3.5	3.5	4	4	3.5	4	4	3.5
	2019 - 2020	4	4	4.5	4	3.5	4.5	4.5	3.5
The Florence Road Surgery (18,048)	Q3	4	4.5	5	5	4.5	5	5	4
	2019 - 2020	4	4	4.5	4.5	4	4.5	4.5	3.5
Bramley Road Surgery (18,048)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-

0 2 4 6 8 10

Number of reviews for the current quarter

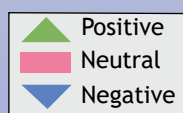


Table 7: The Quarterly and Annual numbers for GP surgeries South Central Ealing PCN

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)	Q3	3	-	-	-	-	-	-	-	-
	2019 - 2020	3	3.5	3.5	4	4	3.5	3.5	4	3.5
Somerset Medical (1,746)	Q3	1	-	-	-	-	-	-	-	-
	2019 - 2020	1	4.5	4.5	4.5	4.5	4	4.5	4.5	4.5
Goodcare Practice (6,408)	Q3	3	-	-	-	-	-	-	-	-
	2019 - 2020	3	-	-	-	-	-	-	-	-
West End Surgery (4,478)	Q3	1	-	-	-	-	-	-	-	-
	2019 - 2020	2	3.5	3.5	4.5	4	3.5	4	4	4
Yeading Medical Centre (7,208)	Q3	2	-	-	-	-	-	-	-	-
	2019 - 2020	2	3.5	4	3.5	4	3	3.5	3.5	3
Allenby Clinic (2,064)	Q3	0	-	-	-	-	-	-	-	-
	2019 - 2020	0	-	-	-	-	-	-	-	-
Broadmead Surgery (4,224)	Q3	0	-	-	-	-	-	-	-	-
	2019 - 2020	1	-	-	-	-	-	-	-	-
Northolt Family Practice (4,111)	Q3	1	-	-	-	-	-	-	-	-
	2019 - 2020	1	-	-	-	-	-	-	-	-

Number of reviews for the current quarter

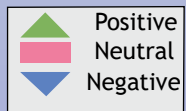


Table 8: The Quarterly and Annual numbers for GP surgeries Northolt PCN

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	-	-	-	-	-	-	-	-
	2019 - 2020	4	4	3.5	4.5	3.5	4	4	3.5
Greenford Avenue Family Health Practice (6,905)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	3.5	3.5	4	4	3	4	4	4
Mansell Rd Practice (5,823)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-
Westseven (3,604)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	3.5	3	4	4	3	4	4	3.5
Eastmead Avenue Surgery (6,084)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-
Hanwell Health Centre Dr Less Naish Basiil (5,668)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	3.5	4	4.5	4	3.5	4	4	4
Oldfield Family Practice (4,145)	Q3	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-

1 2 3 4 5

Number of reviews for the current quarter

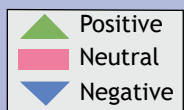
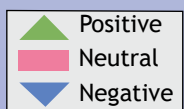


Table 9: The Quarterly and Annual numbers for GP surgeries Greenwell PCN

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 Road/ Dr Sanghera	Q3	2	-	-	-	-	-	-	-	-
	2019 - 2020	1	-	-	-	-	-	-	-	-
Southhall Medical Centre (7,755)	Q3	1	3.5	3.5	4.5	3.5	3.5	4.5	3.5	3
	2019 - 2020	1	-	-	-	-	-	-	-	-
Belmont Medical Centre (7, 662)	Q3	3	-	-	-	-	-	-	-	-
	2019 - 2020	3	3	4	4	3.5	3	4	4	3.5
Featherstone Road Health Centre (8,622)	Q3	-	-	-	-	-	-	-	-	-
	2019 - 2020	4	3.5	4	4	4	3	4	4	3.5
Guru Nanak Medical Centre (12,283)	Q3	5	3	3	4	3.5	2.5	4	3	3.5
	2019 - 2020	6	-	-	-	-	-	-	-	-
Medical Centre (Beaconsfield Road) (8,305)	Q3	2	-	-	-	-	-	-	-	-
	2019 - 2020	1	-	-	-	-	-	-	-	-
The Welcome Practice (3,903)	Q3	3	-	-	-	-	-	-	-	-
	2019 - 2020	2	4	4	4.5	4.5	4	4	4.5	4
Waterside Medical Centre (4,851)	Q3	2	-	-	-	-	-	-	-	-
	2019 - 2020	2	-	-	-	-	-	-	-	-
Hammond Road Surgery (4,233)	Q3	-	-	-	-	-	-	-	-	-
	2019 - 2020	-	-	-	-	-	-	-	-	-
Sunrise Medical Centre (4,156)	Q3	5	-	-	-	-	-	-	-	-
	2019 - 2020	4	-	-	-	-	-	-	-	-

Table 10: The Quarterly and Annual numbers for GP surgeries South Southall PCN



Number of reviews for the current quarter

Demographic Information

The pie chart below, (fig.16) represents the number of reviews received from each gender, during Q3 (October to December). The majority of reviews received during this quarter were from Females with a total of 57% (n.180). Males, therefore, accounted for 43% (n.139) of the reviews received in Q3.

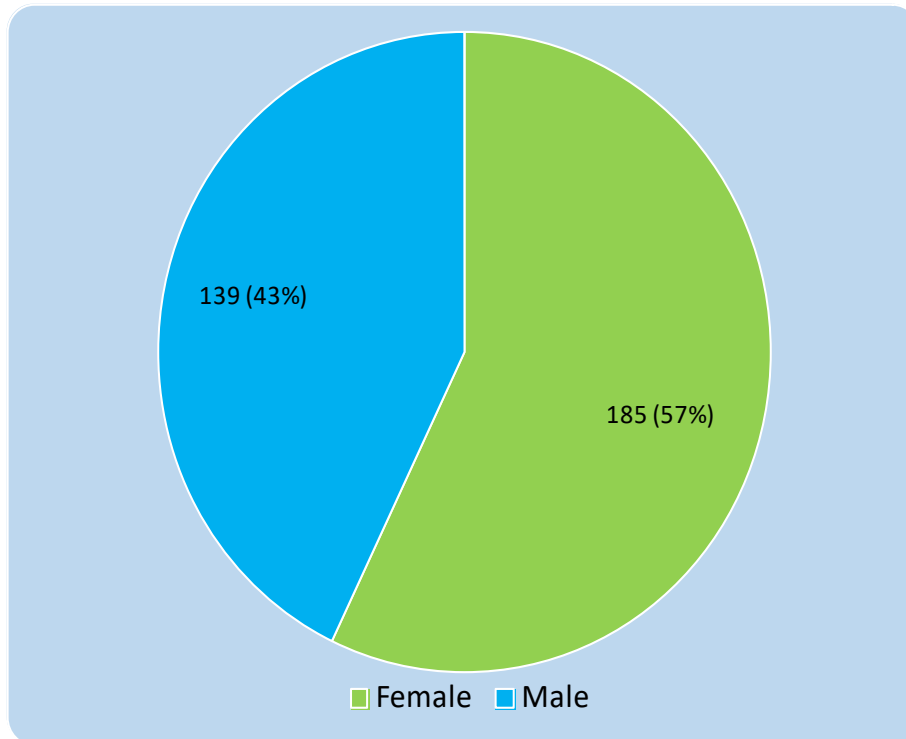


Figure 16: Patient and Service User's Gender

During this quarter, patients from across the borough provided their feedback. The pie chart below (fig.17) represents the breakdown of the sample population based on patients' area of residence. The highest number of reviews were received from residents in the ward of Ealing, making up 28% (n.87) of the sample population, followed by residents from Outside The Borough, making up a further 24% (n.75) of the sample. The least number of reviews received from a specific ward was just one review from a resident living in Northolt.

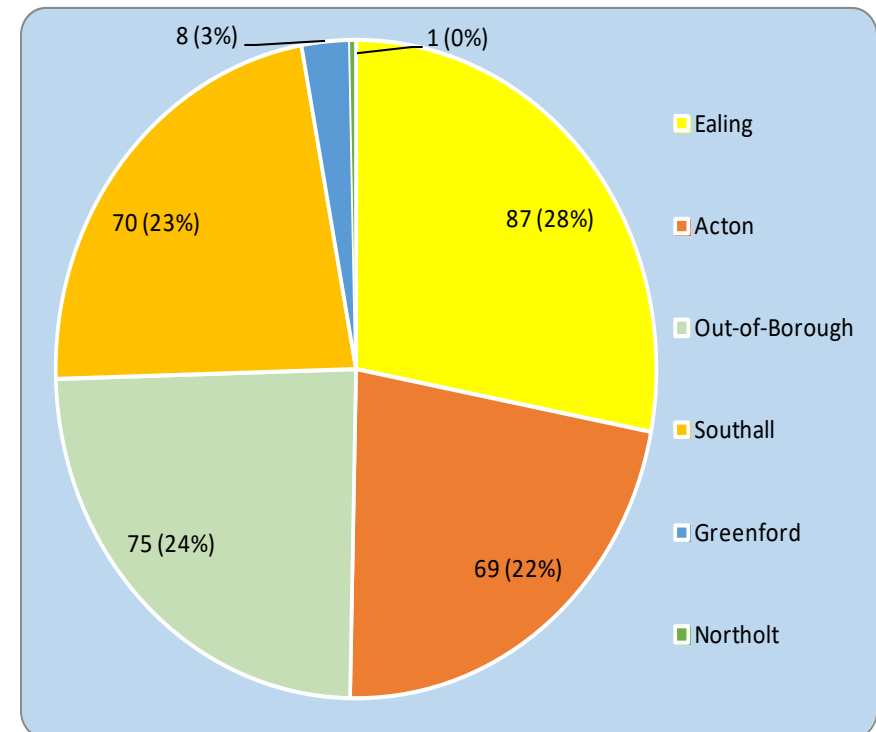


Figure 17: Patient and Service User's area of residence

The pie chart below (fig.18) shows the number of reviews received this quarter from each ethnicity. The majority of feedback received was from people who were White British, making up a total of 45% (n.149) of the sample population. The second-most present ethnicity in this report was Asian Indian, making up 16% (n.50) of the sample population.

It is worth noting that Asian Pakistani (n.8), Other Asian (n.8), Black African (n.4), Other Ethnic Group (n.3), Black Caribbean (n.2), Asian Chinese (n.1), White Gypsy or Irish Traveller (n.1) each made up 5% or less of the sample population, respectively.

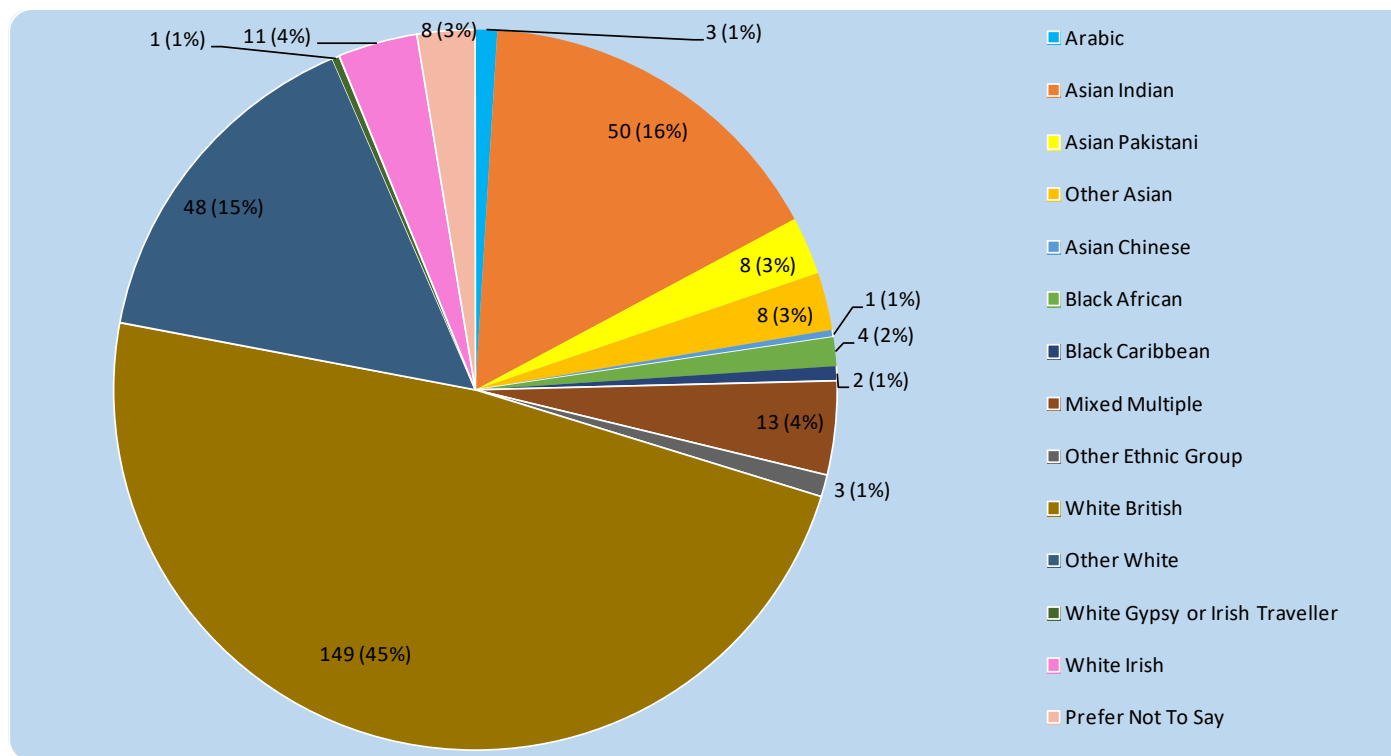


Figure 18: Patient and Service User's Ethnicity

The pie chart below (fig.19) represents the number of patients and service users from each age group who provided their feedback. The age group recorded the most this quarter was 65 to 74 - 31% (n.95). This was followed by 75 to 84 - 22% (n.69) and then 55 to 64 - 17% (n.53). Excluding the category 'Prefer Not To Say', the age group that recorded the least this quarter was, 25 to 34 (n.1)

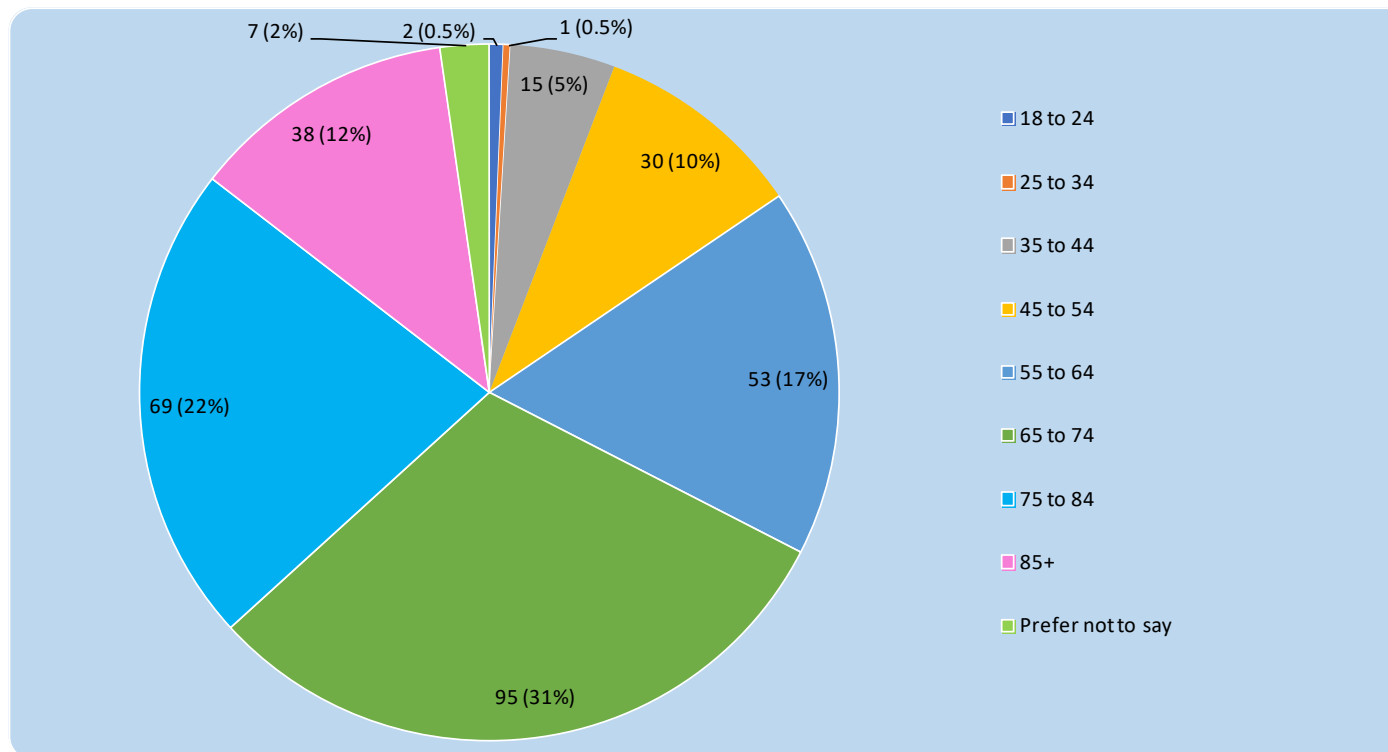


Figure 19. Patient and Service User's Age Group

Conclusion

This quarter, a total of 1088 patient experience reviews were collected. 77% (n.839) were positive, 18% (n.195) were negative and 5% (n.54) were neutral. This follows the consistent trend in Ealing that the positive experience of patients and service users outweighs the negative. However, as the distribution of the overall star ratings for services showed, 1-3-star ratings made up at least 25% of the reviews received during October and November with 1-star ratings being the second-most prevalent rating behind 5 stars. These findings provide an indication that more can still be done by services and stakeholders to ensure that a high standard of care is being consistently delivered across service categories within the borough. The findings from the thematic analysis within this report outline several key areas for improvement that will facilitate services in meeting these standards.

Although the total number of reviews received during this quarter slightly increased, the number of service categories that reviewed reviews had decreased by one (10 to 9) and the number of reviews received for Hospitals (n.361 to n.256), Pharmacies (n.169 to n.135) and Opticians (n.85 to n.70) decreased by varying degrees. On the other hand, Dental Services received significantly more reviews this quarter (n.67 to n.288) and there was a slight increase in the number of reviews received for GP surgeries (n.299 to n.328). These changes may be representative of how the overall service utilisation in Ealing is naturally shifted during the life cycle of the pandemic, however, the adapted approach to the patient experience feedback collection process may also play a contributory role.

This report highlights best practices across these nine service categories. However, it remains a concern that 23% (n.249) of the individuals who provided their feedback this quarter indicated that they felt that the services they used could still be improved upon.

GP Services

Negative reviews relating to GP practices in Ealing highlighted **Access to Services** and **Staff** as two areas of concern. Relating to the theme of **Access to Services**, a trend is beginning to emerge, with the **Waiting Times** (49%) and **Patient Choice** (60%) sub-themes responsible for large proportions of the negative feedback received for accessibility to GP services during the last two quarters. This negative trend is also represented in the **Administration** theme with feedback referencing the negative experiences that service users have in relation to the **Availability of Appointments** (39%) and the **Booking Appointment** process (42%), for their respective GP surgeries. Although these findings are somewhat expected in the current climate of the pandemic, caution must be exercised to ensure that these extended appointment waiting times are not of significant detriment to the health of the patient.

The other area of concern for GP surgeries is that close to half of the reviews relating to **Staff** were negative (49%). These reviews primarily referenced staff member's **Attitudes** (50%) as the source of negativity with **Suitability** (36%) and **Training** (86%) also receiving large proportions of negative feedback, albeit referenced significantly fewer times, in comparison. As the findings show, sub-themes not relating to staff such as, **Suitability of Provider (Organisation)** (83%) and **Management of Service** (76%) received largely positive reviews. It can therefore be concluded with some confidence that the attitudes and actions of GP staff - including administrative teams - is a persistent, primary cause for concern. Further analysis of the incidence of these negative reviews showed that issues regarding **Staff** and **Access to Services** could be largely attributed to a specific cluster of GP surgeries and that these issues were not borough wide.

When comparing findings from this quarter to quarters prior to the pandemic (Q3 and Q4 2019/2020), the number of negative reviews for the Staff theme and its sub-themes had significantly increased while the number relating to Access to services had decreased. These findings indicate that the impact of the pandemic on primary care services has increased pressures on members of staff at certain GP surgeries while for the most part, reducing the length of time an individual must wait to have their next appointment.

It must be noted that several contributory factors could influence these findings. This includes Healthwatch Ealing's adapted method of data collection as well as the possibility that the impact that the pandemic has had on patients has increased the likelihood of a negative exchange between patient and provider. These findings highlight the need to share best practices amongst GP surgeries.

The themes of **Treatment and Care** (67%), **Administration** (61%) and **Access to Services** (61%) were, more regularly referenced in a positive review indicating that patient's overall Experience of receiving treatment and care from their GP surgery was sufficient (75%). However, findings represented by the sample of negative patient comments above, suggest that although GP appointments are meeting the initial needs of the patient, there is a lack of post-appointment communication from healthcare professionals. These negative reviews highlighted a lack of out-of-appointment support from GPs regarding information on how to handle both COVID and non-COVID related health issues during the pandemic and how to best access services and information during this time.

To understand the factors that contribute to this negative feedback, further analysis was conducted comparing feedback from this quarter to the feedback received prior to the pandemic (Q3 and Q4, 2019/20 reports). The analysis demonstrated that the number of reviews that negatively referenced communication issues were greater this quarter (n.10) compared to quarter 3 (n.1) and quarter 4 (n.2) of 2019/20. Taken together, these findings show that the pandemic has likely contributed to the increase in communication issues between GP surgeries and patients. It is worth monitoring how this trend evolves as consistency in the delivery of a proactive and full journey of care is, essential to creating an integrated and holistic health and social care system.

Ealing Hospital

For Ealing Hospital, there appears to be no significant areas of concern. However, with a decrease in the sample size compared to last quarter (n.90 vs. N.224) these findings cannot be generalised without being supplemented by historic and further evidence. The findings in this report clearly show an overwhelming degree of positive feedback, most notably in the following areas of the service:

- **Staff (98% positive)** - For all three sub-themes of the theme of Staff, positive sentiment reviews significantly outweighed negative and neutral sentiment reviews. Overall, findings indicate that patients were happy with staff member's attitudes, with feedback regularly referencing staff's friendly nature, professionalism and level of knowledge/ competency. This trend has continued throughout the quarterly reports and has most notably remained consistent throughout the pandemic.
- **Treatment and Care (93% positive)** - In addition, and in relation to, the positive sentiment toward Ealing Hospital staff, feedback on the treatment and care received at the hospital has remained positive throughout the pandemic. The emergence of this positive trend indicates that the quality of care, the provider-to-patient communication regarding treatment plans and patients' overall hospital experience has improved since this time last year. In order to form any robust conclusions as to whether this emerging trend in feedback will stabilise and remain overwhelmingly positive, subsequent quarterly reports must gather more reviews from patients who used Ealing Hospital services.
- **Access to Services (80% positive)** - The Suitability of Provider (Organisation) sub-theme was the highest sub-theme applied during this quarter, receiving positive reviews only. This indicates that the patients that provided their feedback were entirely satisfied that Ealing Hospital was able to meet their medical needs. However, due to the small sample size, it cannot be definitively concluded that this view accurately represents the population who were admitted to Ealing Hospital during this three-month period and more evidence is needed to draw any firm conclusions.

Other Services:

Dentists: The majority of sentiment around dental services this quarter was positive (82%). Ease in gaining an appointment was regularly identified as a both a positive and negative aspect of dental services while price increases were also referenced. However, these reviews are a representation of the people that have managed to access dental services and Healthwatch are aware of the difficulties that many Ealing residents have faced in accessing NHS covered dental care during this quarter. Therefore, while these findings do indicate good patient experience, this does not represent the negative sentiment that is being expressed by those that cannot currently access dental treatment.

Pharmacies: Continuing from Q2, the sentiment around Pharmacies, remains largely positive. The delivery of prescriptions was a primary source of positive feedback while on the other hand, some people had a negative experience of delays in receiving their medication. Further qualitative analysis indicated that positive sentiment outweighed the negative and neutral sentiments for all themes apart from Communication, in which the positive and negative sentiment were the same (both 44%). Although the theme of Communication was only applied eight times, the split sentiment toward pharmacy communication during the pandemic aligns with what we have been hearing from service users through our information webinars and 1:1 conversations and evidence that we have found in other reports, including our COVID-19 Impact report.

Opticians: Out of the total number of reviews for Opticians (n.70), 87% were positive in sentiment. The quality of treatment and ease of gaining an appointment were identified as positive aspects of the service category while price for services and treatment was the main source of negative sentiment. Once again, this positive trend remains stable across the last three quarters encompassing the total life cycle of the pandemic. In order to form more robust conclusions about Opticians in Ealing the Patient Experience team in the direct contact method and the further inclusion of online reviews.

Others: The 'Others' section (n.11) is a combination of the following services: Mental Health support services, Hospice care, InHealth diagnostics, and Emergency care. Due to the lack of reviews that each of these services received this quarter, the opinions and experiences of patients represented in this report cannot be confidently used as indications of how a particular service or service category operates. In total, 45% (n.5) were positive and 54% (n.6) were negative with most negative reviews relating to Mental Health support services (n.6).

Actions, impact and next steps

Healthwatch Ealing continues to be proactive in improving both our methods of outreach and the way in which we represent the voices of Ealing communities in the borough's decision-making processes. Since the publication of the Quarter 2 report, we have:

- Continued our focus on up-skilling our current patient experience volunteers, using YVHSC Volunteer Hub trainings and using individual targets to incentivise and motivate the team.
- Increased the Patient Experience team by **3**, bringing the total number of volunteers to **6**.
- Continued to build on relationships within the voluntary sector to increase accessibility to our Patient Experience Feedback survey.
- Worked collaboratively with Ealing Council to promote our survey via the communications team's online channels and service user network.
- Developed the Patient Experience Feedback form to make it more user-friendly.
- Developed the Patient Experience Report to provide a more in-depth understanding of how patients are currently being supported by services in Ealing.
- Began discussions with the Healthwatch Ealing Committee and the YVHSC organisation as to how we can best report and present our findings to ensure that actions and recommendations are being collaboratively approached by all stakeholders.
- Finalised the two-year report on access to GP services with work on the annual report on Ealing Hospital Access to Services currently underway.

Based on the findings of this report and as we progress into Q4 we ask stakeholders to envisage where they could lend their support in the following actions.

Use our Patient Experience programme to further understand attitudes toward, and experiences of, the COVID-19 vaccination.

Healthwatch Ealing has developed the patient experience outreach strategy to include space in the conversation for patients to give their feedback on; whether they would take the vaccination, reasons for not wanting to take it and, if they have had it, how their experience was - both in general and how they found the vaccination service. Residents can also review the vaccination centre they attended on our website. These findings will contribute to the feedback on the vaccination rollout that we have received through other work streams and provide us with a deeper understanding of how attitudes are changing over time.

Actions, impact and next steps cont.

Gather more feedback from Black, Asian and Minority Ethnic Communities in Ealing, including those of Eastern European nationalities.

This report saw an improvement in the diversity of patients and service users who provided their feedback. White British individuals made up just under half of the sample population (48%) compared to quarter two, in which they accounted for the majority of respondents (62%). Additionally, there was an increase in feedback from individuals who categorised themselves as Asian Indian (5%-16%). This was largely due to one of our Patient Experience volunteers speaking Punjabi with individuals who spoke English as a second language. Subsequently, the YVHSC volunteer hub is carrying forth a volunteer recruitment drive for individuals from non-english backgrounds, with a concerted effort on recruiting those that speak Polish, Punjabi, Arabic, Tamil, Gujarati, Somali, Urdu, Persian/Farsi.

A review of patient's experiences across the 'Other Services' in the borough that are monitored as part of the Patient Experience Programme.

This review is due to take place in Q1 2021/22 after the current annual and bi-annual reviews are completed and presented to stakeholders.

An analytical review of current Patient Experience data with the aim of identifying any variation in the experiences of different ethnicities and wards of the borough.

This review is due to take place in Q1 2021/22 after the current annual and bi-annual reviews are completed and presented to stakeholders.

Restart discussions with key stakeholders to explore how we can further improve our Patient Experience programme and ensure that report findings are being acted on.

Once again, progress has understandably been put on hold in this area. Healthwatch Ealing and YVHSC are conducting internal work regarding how we could improve the reporting aspect of the patient experience programme. We would hope that, as the pressures of the vaccination rollout begin to ease, we could open discussions with partners regarding how our reports could further developed and facilitate effective, collaborative action. We would hope to improve the report by increasing the amount of feedback we gather. Ways in which we theoretically believe that this could be achieved is through building relationships with practice managers, implementing website widgets and distributing a short form of our Patient Experience survey via GP practices text messaging service.

Actions, impact and next steps cont.

In addition, we would like to work with stakeholders to understand what we can do to ensure that actions are being taken, based on the evidence that we provide. This could take the form of smaller but more direct recommendations, providing stakeholders (where appropriate) with insight into the specific providers that have a significant proportion of negative reviews and having more regular discussions about what we are seeing in the data to act closer to real time regarding areas of concern.

Ensure that patients experience continuity in the GP that sees them.

From the patient's perspective, continuity in care provides reassurance and instills trust in the healthcare they are receiving. With the evolution of the Integrated Care System, intra-care coordination within health services is just as important as inter-care coordination between them. Being able to provide patients with this level of continuity at Primary Care level will prevent any feelings of fatigue they feel as a result of relaying and going back over their healthcare history, improve the overall care they receive and make them feel part of their holistic healthcare plan and not like one aspect of their health is being treated at a time.

Explore actionable ways in which we can improve feedback on staff at GP practices that receive a significant proportion of negative reviews.

It may be beneficial to share the names of the Practices that significant proportions of the negative reviews can be attributed to, and subsequently explore the ways in which we could be approach this area in need of development. This could be through some sort of staff training for specific practices, an internal communications initiative aimed at all primary care healthcare professionals to reiterate the impact of their conversations with and actions toward patients or facilitate a discussion with practice managers to gain an understanding of what they think needs to be changed in order to improve. Specific practices could be monitored closely to establish whether any changes made influence the reviews that they receive.

Work to improve the consistency in appointment follow-up and proactive communications across GP practices throughout Ealing.

This has undoubtedly been made more difficult as a result of the pandemic and subsequent vaccination rollout. However, now more than ever patients must feel supported through access to both information and services. We must ensure that the distribution of information from GP practices across Ealing is uniform; communications initiatives developed by the NHS and Public health are being widely utilised and; communications with individuals who have non-COVID related issues is approached with transparency and assigned the appropriate degree of urgency.

Appendix A

Leave feedback

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

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

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



Summary of your experience* (max 45 characters)

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

Tell us more about your experience*

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

Where do you live? (town/city)

Acton, Ealing, Greenford, Hanwell, ...

Your ratings (select if applicable)

Ease of gaining appointment Five pink stars, all filled. To the right is a small circular icon with an 'X'.

Convenience of appointment Five pink stars, all filled. To the right is a small circular icon with an 'X'.

Cleanliness Five pink stars, all filled. To the right is a small circular icon with an 'X'.

Staff Attitude Five pink stars, all filled. To the right is a small circular icon with an 'X'.

Waiting Time Five pink stars, all filled. To the right is a small circular icon with an 'X'.

Treatment explanation Five pink stars, all filled. To the right is a small circular icon with an 'X'.

Quality of care Five pink stars, all filled. To the right is a small circular icon with an 'X'.

Quality of food Four pink stars, all filled. The first star is filled with a darker shade of pink. To the right is a small circular icon with an 'X'.

Generally how easy is it to get through to someone on the phone? One pink star is filled and has a small box above it containing the word "terrible". The other four stars are empty. To the right is a small circular icon with an 'X'.

In relation to your comments are you a:

Select one

When did this happen

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

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following?

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

If other, please specify

Where did you hear about us?

Select one

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

- No Yes

Would you like to speak to Healthwatch directly?*

- No Yes

About you

Name

- Leave feedback anonymously?

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

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

- Subscribe to the newsletter?

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

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

[Submit feedback >](#)

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

Appendix B

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 = 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

Appendix C

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