

The title text is displayed in a pink, sans-serif font within a semi-transparent white rectangular box. The background of the entire page is a photograph of a park with trees and a path, overlaid with a pattern of overlapping circles and diagonal stripes in shades of blue, green, and pink.

**PATIENT EXPERIENCE  
REPORT 2021/2022  
QUARTER 3  
October-December**

# Contents

Executive Summary	2
Introduction	3
Our data explained	5
Overall Star Ratings	7
Feedback Sentiment	8
Total Reviews for Each Service Category	10
Distribution of Positive, Negative and Neutral Reviews	11
GP Themes and Sub-Themes	14
Ealing Hospital Themes and Sub-Themes	19
Positive Reviews for Remaining Service Categories	23
Negative and Neutral Reviews for Remaining Service Categories	26
Network Area Specific GP Reviews	28
Demographic Information	42
Conclusion	47
Actions, Impact and next steps	49
Appendix	51

# Executive Summary

This report details the analysis of the Health and Social Care service reviews that Healthwatch Ealing obtained during Quarter 3 (Q2) of 2021/22 (October - December). This quarter, a total of 1,217 patient experience reviews were collected. Approximately 72% (n.876) were positive, 18% (n.218) were negative and 10% (n.123) were neutral.

Feedback for GP services was largely positive, with Treatment and Care receiving the highest number of positive reviews and comments this quarter. Patient's also expressed their satisfaction with the overall positive attitudes displayed by members of staff. Booking appointments and the overall availability of appointments was the most negatively expressed this quarter, with patients particularly touching upon how difficult it is to get through to GP services via the telephone (in the mornings especially) in order to book the appointments.

The feedback for Ealing Hospital indicated that, on the whole, patients were very satisfied with their overall experience and were happy with the treatment and care that they received, as well as the staff that attended to them. Touching upon their positive and supportive attitude. However, the analysis shows the struggle of accessing the services they need, with patients mainly commenting on how long they have to wait to access to type of service that they need.

The Pharmacy category also received largely positive reviews with residents commenting on the overall suitability of the pharmacy that they use, the information provided by the pharmacy they use to collect their medications/repeat prescriptions.

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

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

# Introduction

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

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

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

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

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

# Introduction cont.

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

This report covers the period of Quarter 3, from October to December, 2021. In ordinary circumstances, face-to-face community outreach yields a minimum of 1,200 patient experience feedbacks, per quarter. In spite of being in this time of adapted engagement, we were able to reach and surpass this target, gathering a total of 1,217 patient experience reviews. Approximately 72% (n.876) were positive, 18% (n.218) were negative and 10% (n.123) were neutral.

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

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

# Our data explained

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

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

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

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

- In the first instance, the Informatics System assigns a sentiment to each review, based on the overall star rating provided. Each sentiment assignment is confirmed by one of the Healthwatch Ealing Patient Experience Officers. Where overall sentiment is highlighted in the report, it relates to this process.

- In the second instance, free text comments are broken down and analysed for themes and sub-themes. Where relevant, up to 5 themes and sub-themes can be applied to a single patient experience comment. Upon each application of a theme or sub-theme, a positive, negative or neutral sentiment is also applied. This is a manual process undertaken by trained staff and specially trained volunteers. The process is overseen by the Patient Experience Officer and regularly audited in order to ensure consistency. Where themes and related sentiment are discussed in the report, it relates to this aspect of the process.

# Our data explained cont.

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

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

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

# Overall Star Ratings

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

Figure 1 shows the proportion of overall star ratings received during each month and during the whole quarter (pie chart in the bottom right of fig. 1). During Quarter 3, an overall rating of 5 stars was the most common service rating accounting for 42% (511) of reviews. Out of the three months, November was the only month in which 5 stars was not the most common rating received. In November, 4 stars was the most common overall star rating, accounting for 40% (n.201) of the reviews.

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

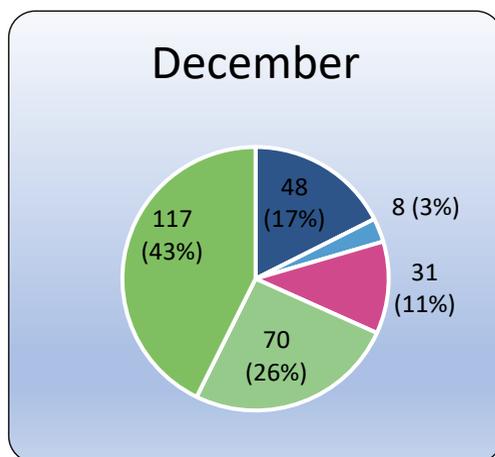
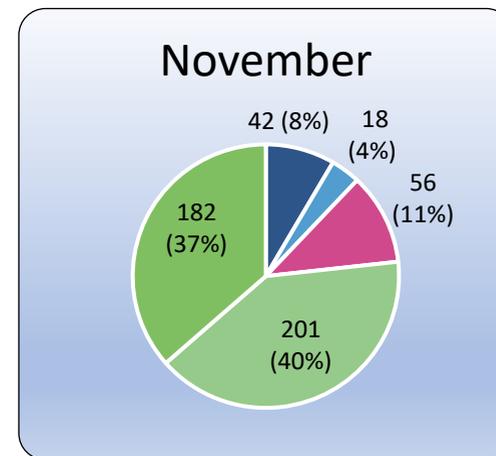
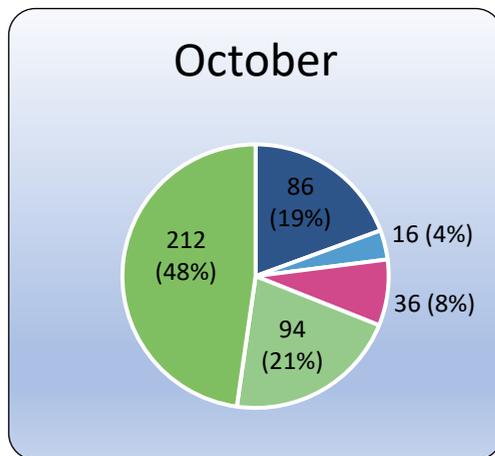
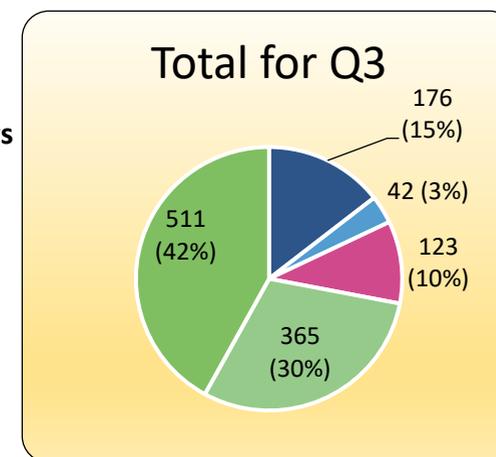


Figure 1: A monthly breakdown of reviews based on their sentiment



# Feedback Sentiment

The next step of the patient experience feedback analysis involves assigning a 'positive', 'negative' or 'neutral' sentiment to each 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 876 positive responses, 218 negative responses and 123 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	102	36	306
November	60	56	383
December	56	31	187
Total	218	123	876

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

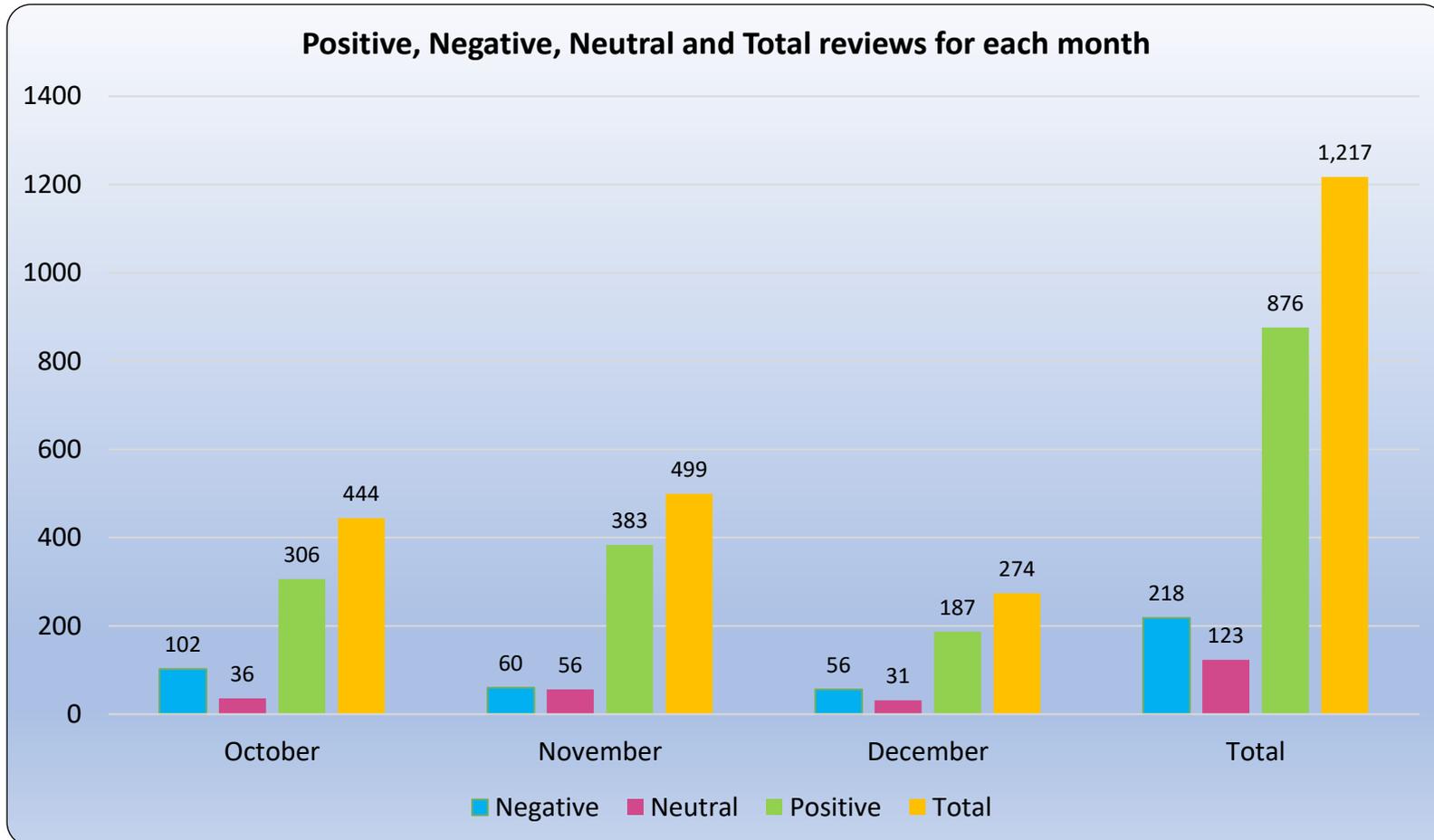


Figure 2: A monthly breakdown of reviews based on sentiment

# Total Reviews per Service Category

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

Out of these nine categories, GPs received the highest number of reviews, accounting for 43% (n.524) of the total number of reviews received during this quarter. Hospital services received the second highest number of reviews (n.235) and Pharmacies received the third highest number of reviews (n.185).

The COVID-19 category accounted for 7% (n.92) of the reviews submitted this quarter. This category comprises of both reviews for Ealing Vaccination Centres and COVID-19 Testing Sites. The analysis of these reviews are explored in more detail throughout this report.

The "Other" category in this graph consists of reviews for: Mental Health (4), and Social Care (1).

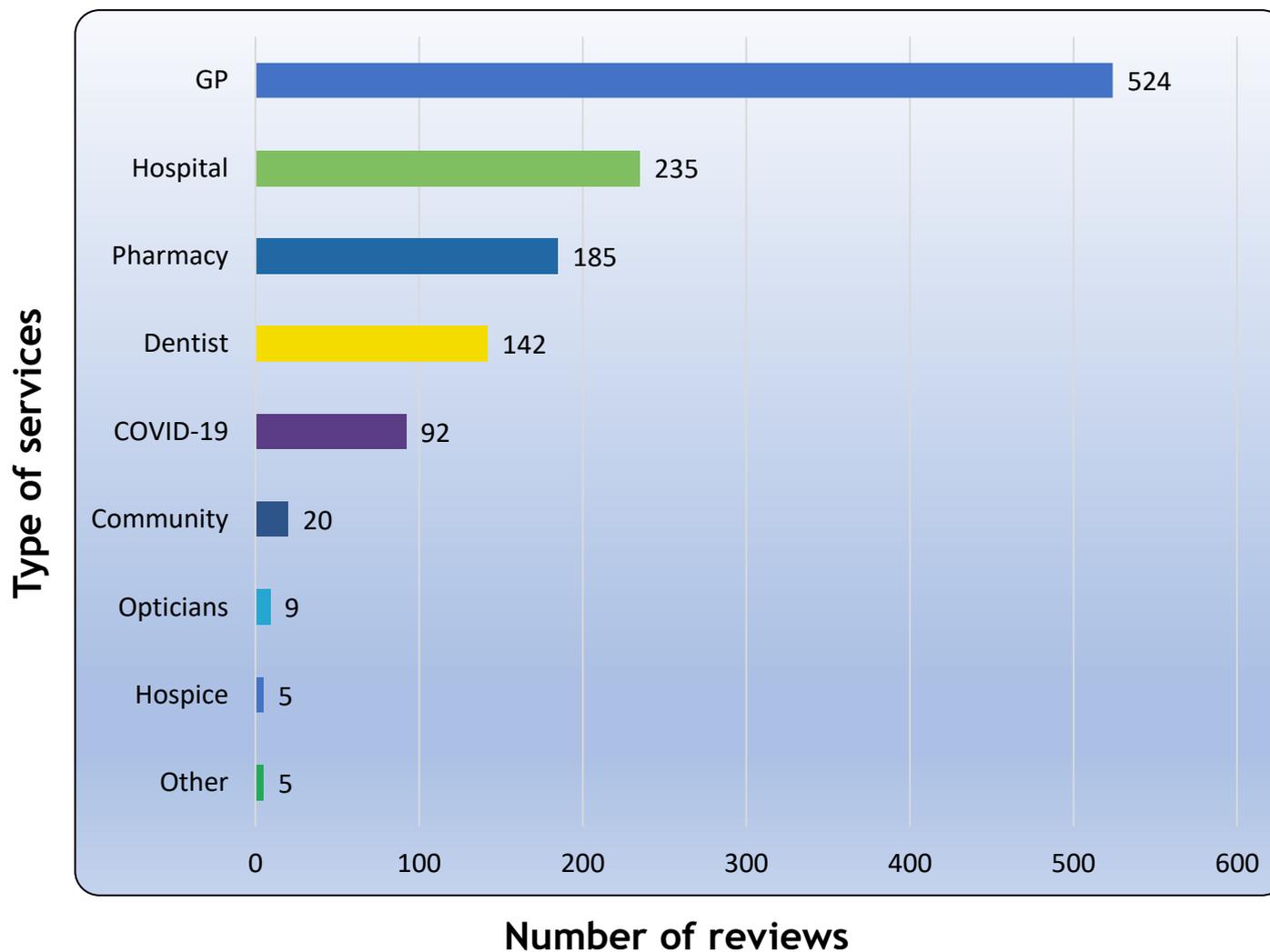
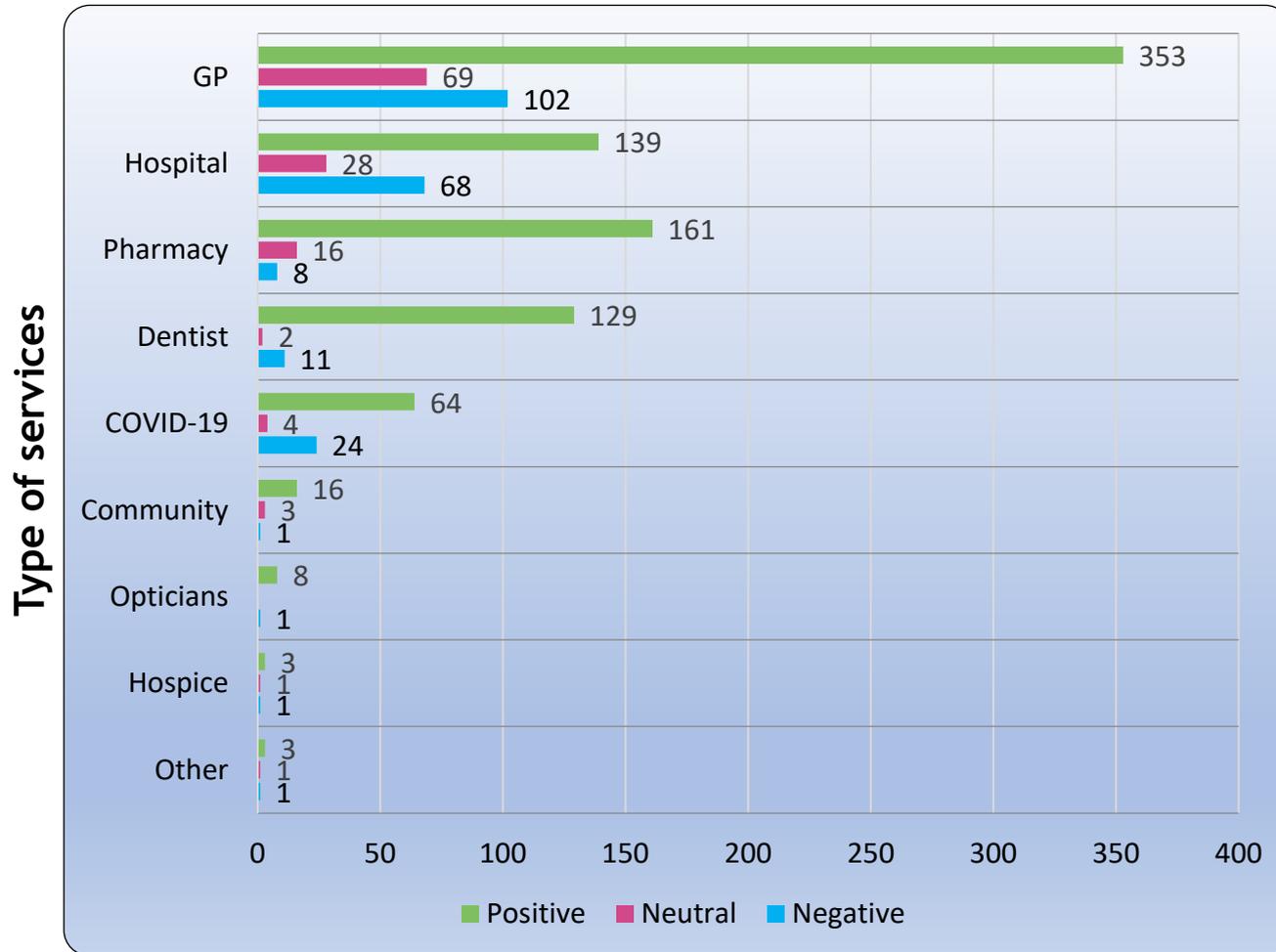


Figure 3: Total Reviews per Service Category

# Distribution of Positive, Neutral & Negative Reviews



Number of reviews

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

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

The comparative representation shows that during this quarter, the service category that received the highest number of negative reviews was GP surgeries (n.102). Whilst we received 62 more reviews for GP surgeries this quarter (n.524) compared to Q2 (n.462), the number of negative reviews decreased by 34, with the number of positive reviews increasing by 69. The themes and trends seen in GP feedback is explored in more detail from pages 14-18.

We saw a similar proportion of negative reviews for the Hospital service category (29%, n.68) as we did last quarter (28%, n.70). As appointments increase but restrictions remain, this could account for the unusually high percentage of negative reviews recently received for secondary care services.

Last, 69% (n.64) of the individuals who provided feedback on an Ealing COVID-19 Vaccination Centre or Testing Site gave a positive rating. This is an increase in the proportion of negative reviews received for the COVID-19 category (26%, n.24) compared to last quarter (6%, n.9). Reasons for this are demonstrated on pages 26-27.

# Distribution of Positive, Neutral & Negative Reviews cont.

Name of Service	Negative	Neutral	Positive	Total Number of Reviews
GPs	19%	13%	68%	524
Hospitals	29%	12%	59%	235
Pharmacies	4%	8%	88%	185
Dentist's	7%	1%	92%	142
COVID-19	26%	5%	69%	92
Community Services	15%	5%	80%	20
Opticians*	0%	11%	89%	9
Hospice*	20%	20%	60%	5
Mental Health*	25%	25%	50%	4
Social Care*	0%	0%	100%	1

Table 2 displays the percentage breakdown of service category reviews by sentiment. Out of the total number of reviews for GP surgeries, 68% (n.353) were positive. Comparing the most commonly reviewed service categories (GPs, Hospitals, Pharmacies, Dentist's, and COVID-19), Hospitals have the lowest percentage of positive reviews with 59% (n.68), whilst the other services that received large review counts – Pharmacies (88%, n.161), Dentist's (92%, n.129), COVID-19 (69%, n.64) all received a higher proportion of positive feedback.

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

Table 2: A percentage breakdown of service categories by sentiment

# Themes and Sub-Themes GPs and Ealing Hospital

As part of the Patient Experience Feedback Form, individuals are encouraged to provide an explanation for their overall star rating, allowing for further insight into their experience of the service in question. Qualitative analysis is conducted on these explanations to identify emerging or trending themes and sub-themes (see Appendix C for a full list of themes and sub-themes). Depending on the content of an individual's comment(s), more than one theme and/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.

# GP Themes and Sub-Themes

Fig.5 below shows a breakdown of the all the themes applied this quarter for GP surgery reviews, and how often each theme was applied.

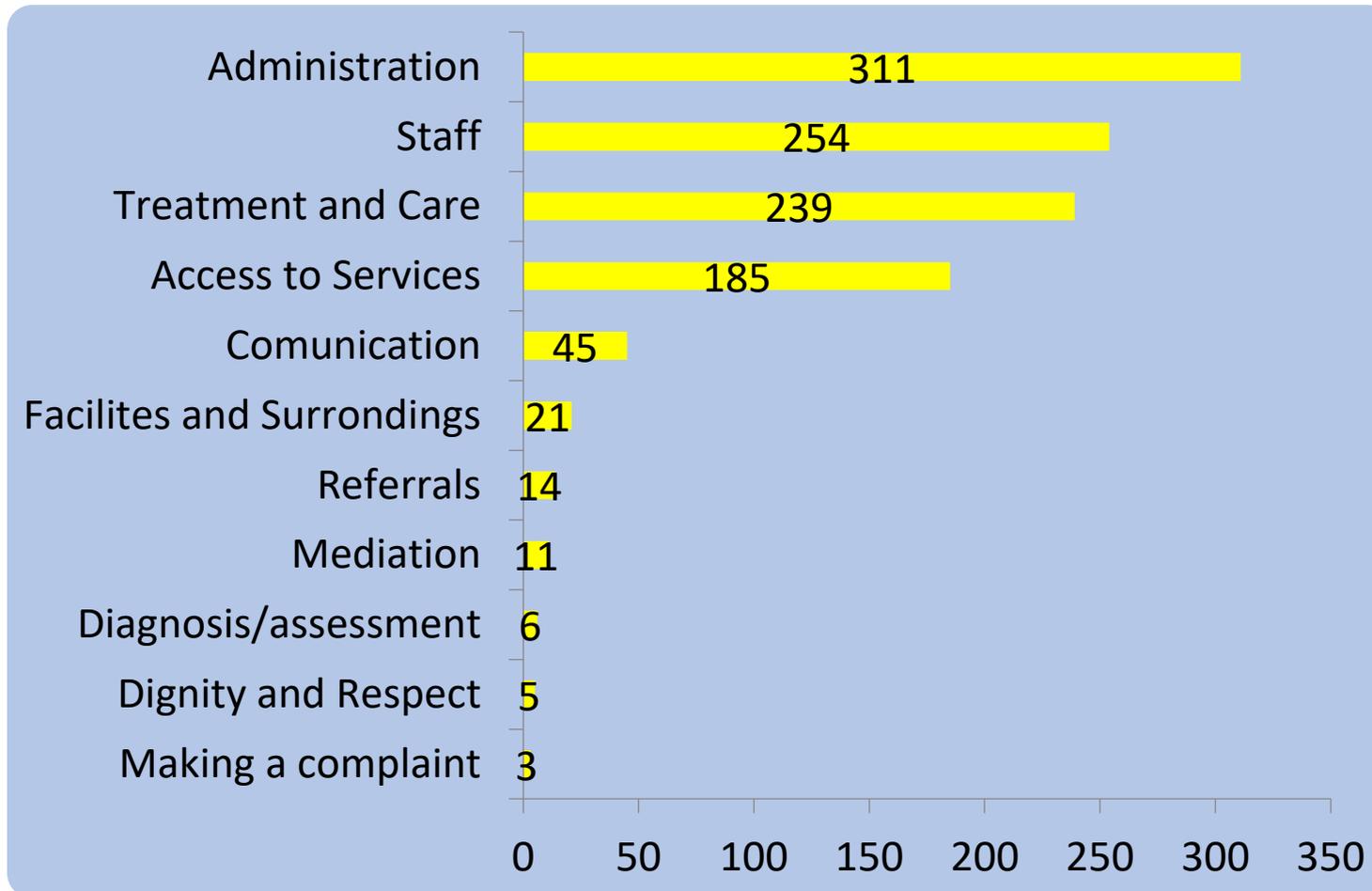


Figure 5: Count for the Themes Identified in GP service reviews

# GP Themes and Sub-Themes

The theme of **Administration** (n.311) was the most identified theme in GP surgery reviews this quarter. This was an increase of 119 compared to the last quarter. Out of the total, 50% (n.154) of the reviews were positive, 42% (n.132) were negative, and 8% (n.25) were neutral.

Figure 6 shows the sub-theme breakdown for Administration. **Appointment Availability** (n.118) was most identified sub-theme this quarter, an increase of 50 compared to Q2. Out of these reviews, 42% (n.50) were positive, 43% (n.51) were negative, and 14% (n.17) were neutral in sentiment. **Booking Appointments** (n.99) was the second most identified sub-theme this quarter, with 42% (n.41) of these being positive, 53% (n.53) negative and 5% (n.5) neutral.

The findings relating to this theme suggest that appointment management is the area in which GP services can improve the most. However, there is a positive finding to come from this. When viewed in conjunction with the feedback relating to GP staff (next page) the findings demonstrate that whilst acquiring a GP appointment is still proving difficult for residents, in most instances staff are handling these situations with a degree of compassion and professionalism that individuals have previously suggested they felt was missing during the height of the COVID-19 pandemic.

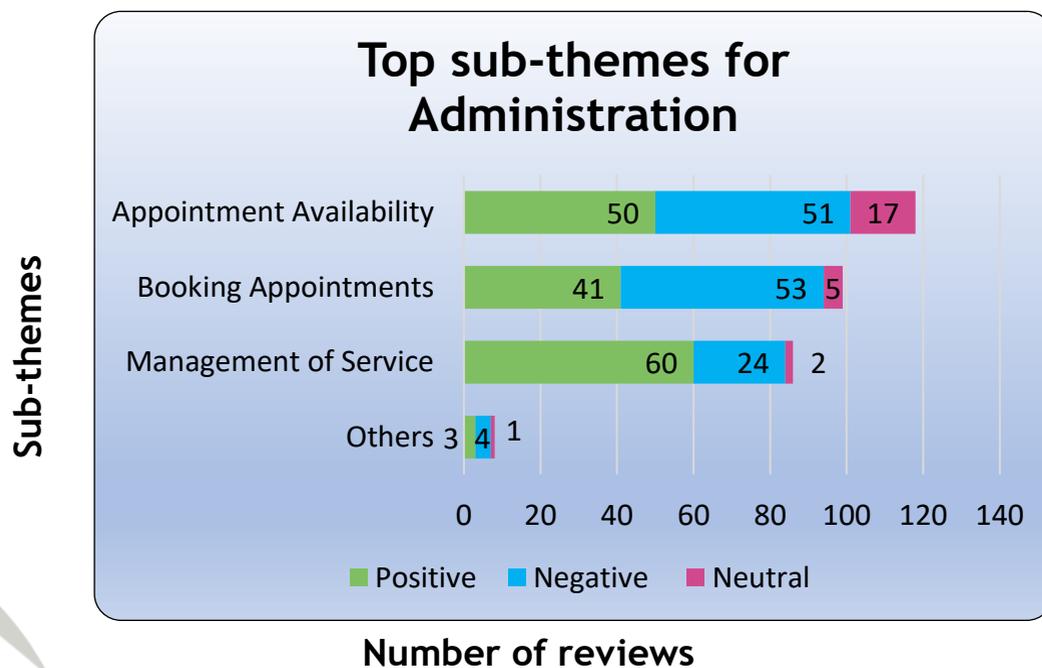


Figure 6: Sentiment distribution for the sub-themes of Administration

## Positive reviews

“Very good service, fast services” GP Surgery

“The service they provide is good. They are friendly and efficient.” GP Surgery

## Negative reviews

“We haven't been able to get through to the doctors to book an appointment... It is very difficult to get face to face appointments... They asked us to wait 3 weeks for an appointment.” GP surgery

“I was told to book an appointment through the phone service, and when I tried calling no one answered for hours.” GP surgery

# GP Themes and Sub-Themes

In Q3, the **Staff** theme (n.254) was the second most identified theme in the feedback for GP surgeries. Out of the total number of reviews pertaining to GP staff, 67% (n.173) were positive in sentiment. Compared to last quarter, the total number of reviews increased by 48 in addition to the proportion of positive reviews increasing by 8%. Figure 7 shows the review breakdown of Staff based on its sub-themes.

The sub-theme of **Attitudes** (n.205) was again the most frequently identified. Out of the total, 68% (n.140) of the reviews were positive in sentiment – an increase of 6% compared to last quarter and continues the positive trend we are seeing regarding GP staff customer service. In addition, while significantly smaller in number, an almost entirely positive response rate was found for the **General** sub-theme (this sub-theme is used when there is a short positive/negative/neutral summary of GP staff, without providing further context) (83%, n.19 out of 23) and **Suitability** (77%, n.10 out of 13). The continued increase in positive feedback for GP staff suggest that the majority of patients are receiving a high standard of customer service. This new trend may suggest that the increase in negative and neutral reviews throughout the pandemic were strongly correlated with the pressures of the pandemic that both the GP staff and the service users were under. The smaller instances in which individuals have had a negative experience interacting with GP staff must still be addressed and treated as a priority by practices to ensure that the high standard of care becomes even more consistent.

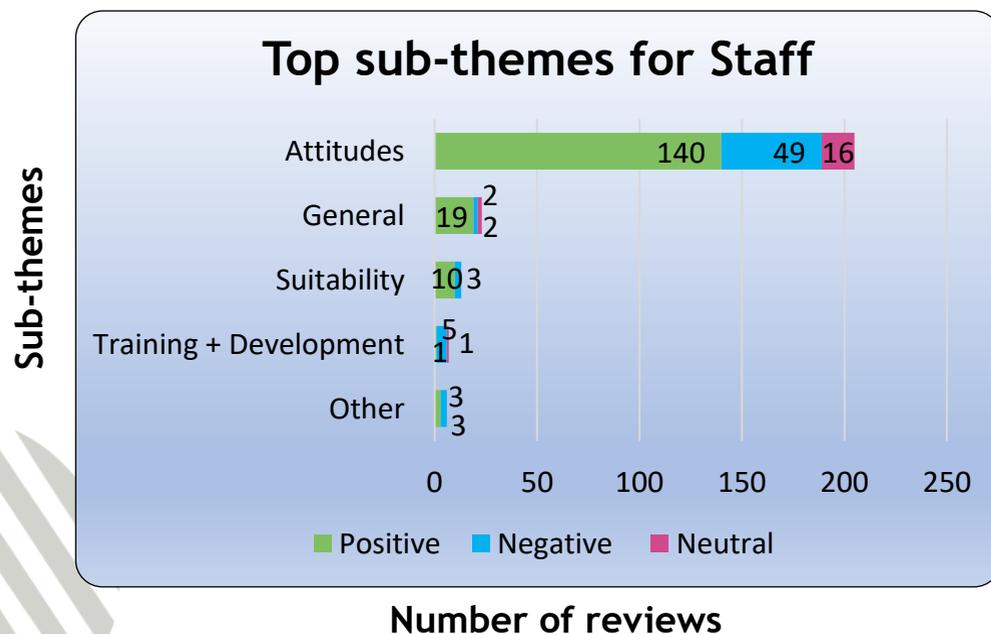


Figure 7: Sentiment distribution for the sub-themes of Staff

## Positive reviews

“The nurses and doctors are very nice and friendly.” *GP Surgery*

“Very nice staff. If you treat them fairly, they treat you fairly.” *GP Surgery*

## Negative and Neutral reviews

“Very rude behaviour from the staff...and the receptionist got angry with me and asked why I was there without calling? I was told off very rudely.” *GP surgery*

“Sometimes very rude people who talk down to you, not all the time.” *GP surgery*

# GP Themes and Sub-Themes

Figure 8 provides a detailed breakdown of **Treatment and Care** (n.239), the third most identified theme in reviews for GP surgeries. Out of the total, 81% (n.195) were positive in sentiment. It is worth noting that, throughout the last three quarters, we have seen a significant increase in the positive feedback regarding this sub-theme from 56% in Q1, to 63% in Q2. In addition, as seen in Fig.8, the positive feedback pertaining to the top 3 sub themes was significantly higher than the negative and neutral feedback received; **Quality** 88% (n.75), **Support** 79% (n.56), and **Experience** 71% (n.42).

The findings suggest that, for the most part, Ealing residents are pleased with the treatment, quality of care, and overall support that they have received from their respective GP surgeries. The doctors, nurses, receptionists and the rest of the Ealing GP staff should be recognised and congratulated for this achievement.

Sub-themes

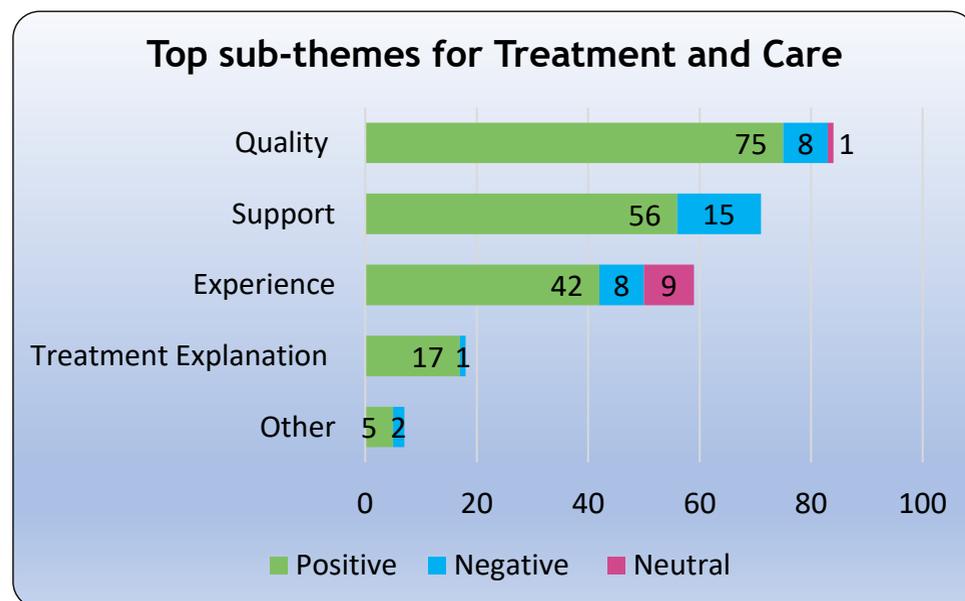


Figure 8: Sentiment distribution for the sub-themes of Treatment and Care

## Positive reviews

*“The doctors are very good at listening to their patients and recognising that you know your own body. They do not just jump to an obvious conclusion, but are considered in their prognosis and recommendations for treatment.” GP surgery*

*“There is good care treatment and the treatment is explained really well by the doctors...and support you really well.” GP surgery*

## Negative reviews

*“Receptionists and staff are unhelpful and don’t care much.” GP surgery*

*“Never on time, no compassion, no customer service skills, very cold, poor quality of care,...” GP surgery*

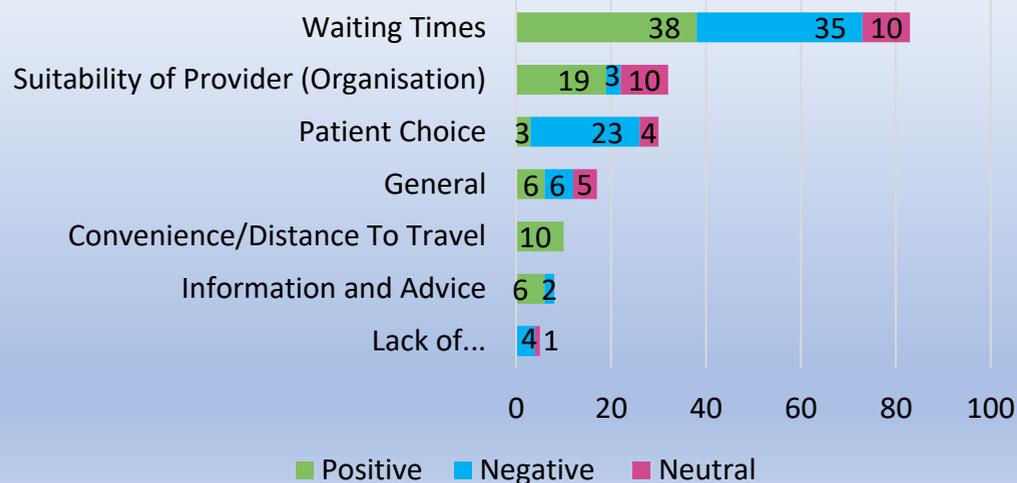
# GP Themes and Sub-Themes

Consistent with the previous quarter, **Access to Services** (n.185) was the fourth-most identified theme for GP surgeries - 44% (n.82) were positive, 40% (n.73) were negative, 16% (.30) were neutral. Figure 9 illustrates the breakdown of the sub-themes for the GP surgery **Access to Services** theme.

The sub-theme of **Waiting Times** (n.83) was the most applied sub-theme this quarter. Of the instances identified, 45% (n.38) were positive, 43% (n.35) were negative, and 12% (n.10) were neutral in sentiment. **Patient Choice**, the third most common sub-theme this quarter, brought 77% (n.23) negative feedback with patients mainly touching upon the lack of choice between telephone appointments, and face to face appointments. The findings regarding the top 4 themes for GP surgery feedback has made it clear that significant improvements to customer service, and the overall support and care that patients are being provided with has left accessibility as the priority area for Primary Care improvement.

Many situational factors will have contributed to this over the last two year. However, given that these issues were present prior to the COVID-19 pandemic it can be argued that the improvements that need to be made are more embedded in the system and will not be entirely alleviated by the eventual increase in face-to-face appointment availability.

## Top sub-themes for Access to services



### Positive reviews

“They are very helpful, always give good information.” GP surgery

“The services easy to use and access...” GP surgery

### Negative Reviews

“They could not see my daughter even though she was in pain, and there was nobody in the waiting room. A long general delay.” GP surgery

“More face to face appointments are needed.” GP surgery

## Number of reviews

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

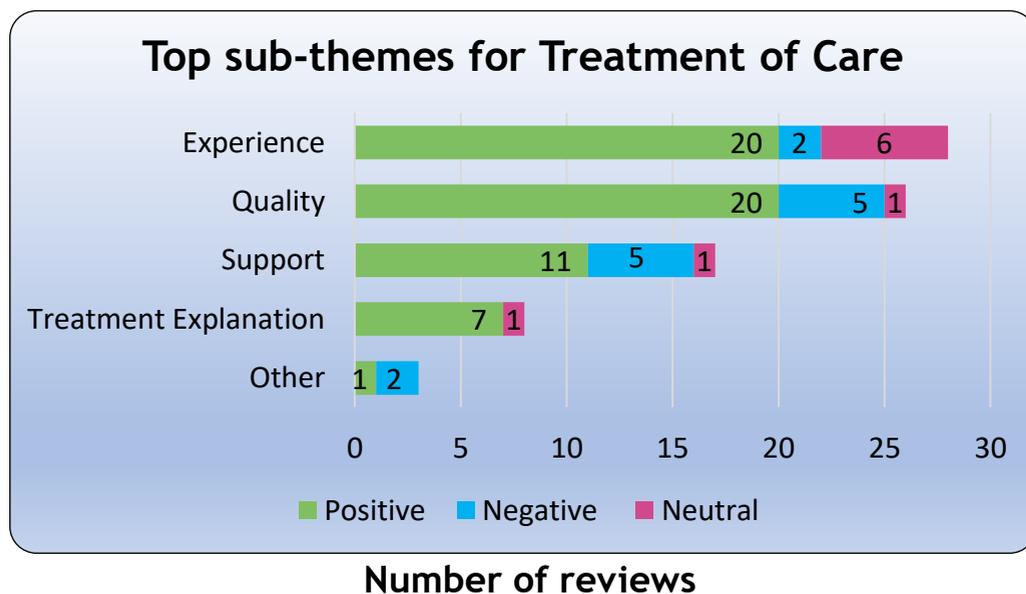
# Ealing Hospital Themes and Sub-Themes

**Treatment and Care** (Fig. 10) was the most identified theme for Ealing Hospital (n.92). Of these, 73% (n.59) were positive in sentiment, 16% (n.14) were negative and 11% (n.9) were neutral. Figure 10 illustrates the breakdown of the most cited sub-themes for the **Treatment and Care** theme for Ealing Hospital.

The sub-theme **Experience** was the most applied sub-theme this quarter (n.27). Of these instances, 74% (n.20) were positive in sentiment, 4% (n.2) were negative and 22% (n.6) were neutral. The second most applied sub-theme was **Quality**, with 77% (n.20) being positive in sentiment, 19% (n.5) being negative, and 4% (n.1) being neutral. The third most applied sub-theme was **Support**, with 65% (n.20) positive feedback, 29% (n.5) negative, and 6% (n.1) neutral.

While the overall trend of largely positive feedback for the treatment and care at Ealing Hospital continues this quarter, the proportion of positive feedback has decreased from 84% to 73%. This is mainly due to an increase in neutral feedback relating to the Experience sub-theme and negative feedback relating to the Quality sub-theme. Whilst these sub-populations were both small, addressing the issues raised by patients would undoubtedly see Ealing Hospital return to an average positive feedback rate of at least 85% for each sub-theme.

Sub-themes



## Positive reviews

“Doctors gave good explanations.” *Ealing Hospital*

“It’s good, can’t be negative. I am being seen on time, I always come back because of good experience. Really liked the staff because they sort out the issues.” *Ealing Hospital*

## Negative Reviews

“Do not get good treatment, not helpful at times.” *Ealing Hospital*

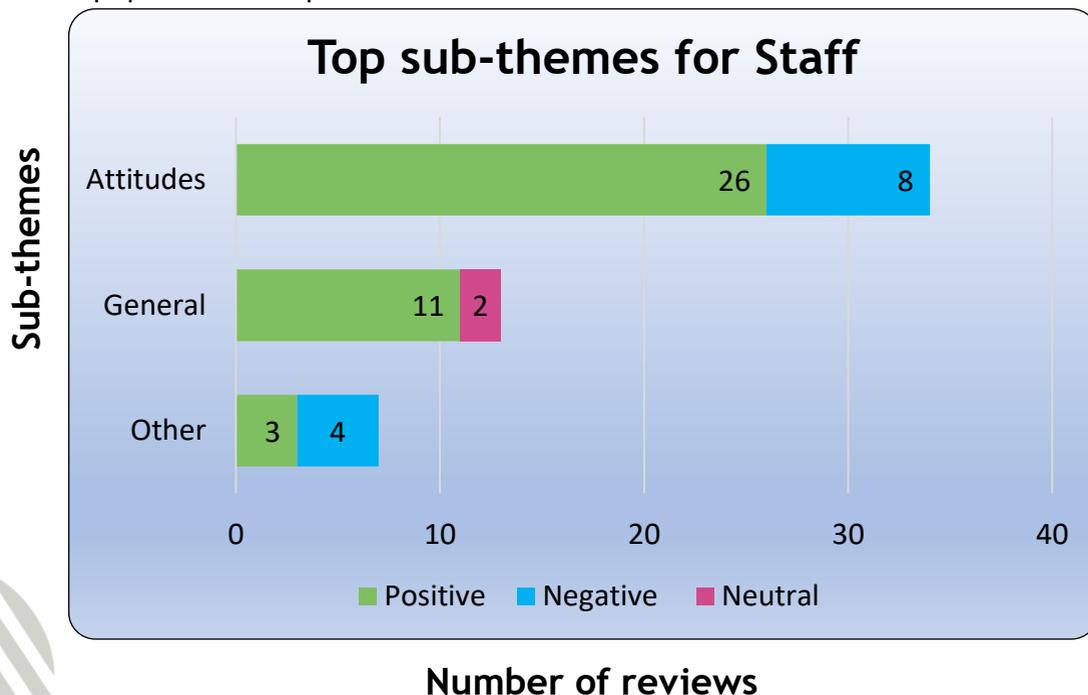
Figure 10: Sentiment distribution for the sub-themes of Treatment and Care for Ealing Hospital

# Ealing Hospital Themes and Sub-Themes

**Staff** was the second most identified theme for Ealing Hospital (n.54). Of these, 74% (n.40) were positive in sentiment, 22% (n.12) were negative, and 4% (n.2) were neutral in sentiment. This was significantly less feedback for Ealing Hospital staff compared to last quarter (n.81). Figure 11 illustrates the breakdown of the most cited sub-themes for the **Staff** theme for Ealing Hospital.

The sub-theme **Attitudes** was the most applied sub-theme this quarter (n.34). Of these instances, 76% (n.26) were positive in sentiment, and 24% (n.8) were negative in sentiment. For the sub-theme **General**, 85% (n.11) were positive in sentiment. Feedback relating to the General sub-theme referenced patients overall satisfaction of the staff that attended to their needs.

These findings together suggest that most patients were happy with their interactions and engagement with staff members at Ealing Hospital, but that this evidence must be viewed as part of previous Healthwatch Patient Experience reports to be able to generalise the smaller sample population this quarter.



## Positive reviews

“There are friendly staff who are very helpful.” *Ealing Hospital*

“Two visits in the past week, one to X-Ray and the other to the ACU. On both occasions staff were exemplary.” *Ealing Hospital*

“Good staff, well knowledgeable.” *Ealing Hospital*

## Negative Reviews

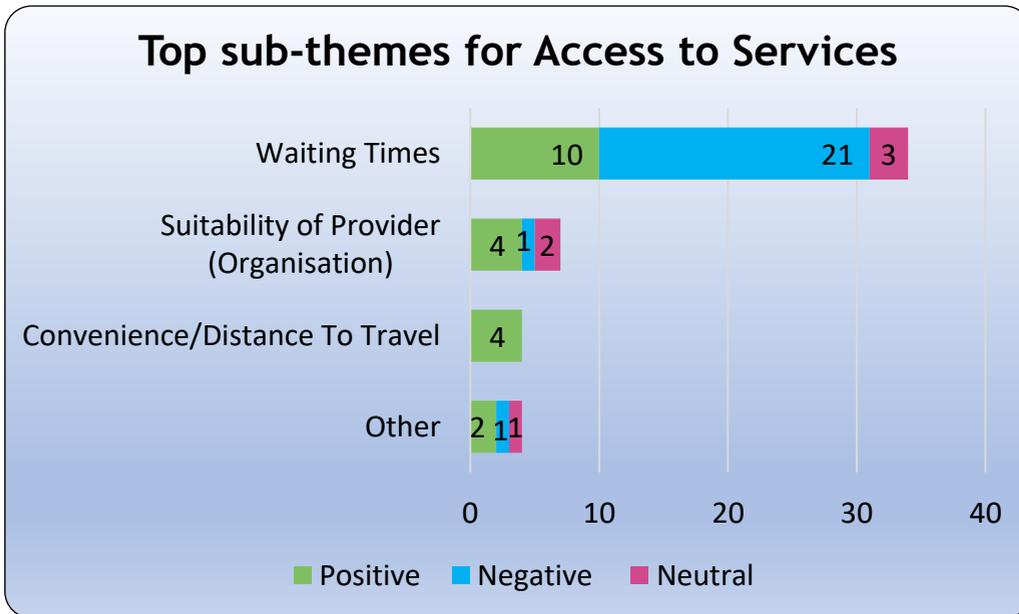
“The staff at reception are completely rude and unsympathetic. They suspect everyone who comes in that they are a druggie.” *Ealing Hospital*

Figure 11: Sentiment distribution for the sub-themes of Staff for Ealing Hospital

The sub-theme **Access to Services** was the third most identified theme for Ealing Hospital (n.49). Of these, 41% (n.20) were positive in sentiment, and 47% (n.23) were negative, and 12% (n.6) were neutral in sentiment. Figure 12 illustrates the breakdown of the most cited sub-themes for the **Access to Services** theme for Ealing Hospital.

The sub-theme **Waiting Times** was the most applied sub-theme this quarter (n.34). Of these instances, 62% (n.21) were negative. Much like the access to Ealing GP’s patient are frustrated with the length of time that they are having to wait for their appointments. As Hospital staff continue to deal with the back log of patient’s that can be seen as restrictions ease, these findings are unsurprising. We would expect to see this trend continue moving into Q4. What is important is that the appointment management at Ealing Hospital is reviewed, when feasible, to gain clarity as to whether these access issues are a direct result of the pandemic or whether there are changes to be made to the system that would see these findings improve. Below is a representative sample of individual comments on Ealing Hospital, relating to the theme of **Access to Services**.

Sub-themes



Number of reviews

### Positive reviews

“Everything is good, no complaints.” *Ealing Hospital*

### Negative Reviews

“Long waiting time,...” *Ealing Hospital*

“I was waiting for more than 8 hours of time...” *Ealing Hospital*

“It is just the waiting times that can be a bit long.” *Ealing Hospital*

Figure 12: Sentiment distribution for the sub-themes of Treatment and Care for Ealing Hospital

# Ealing Hospital Themes and Sub-Themes

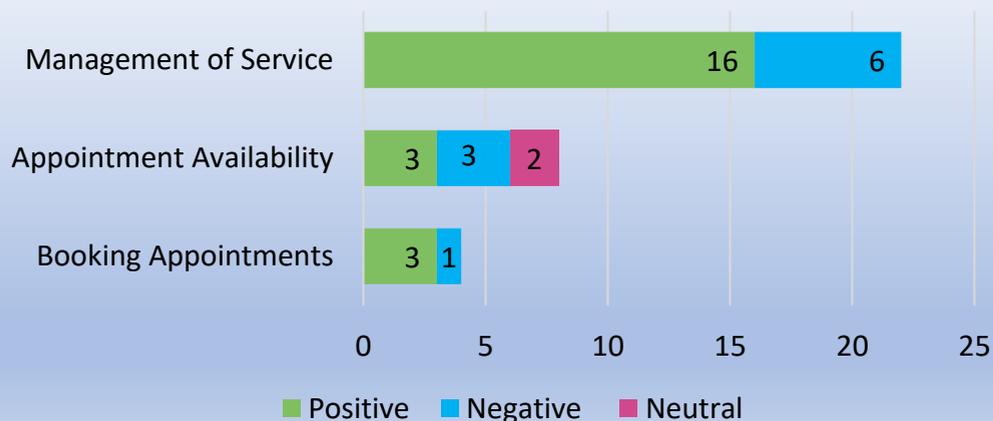
The sub-theme **Administration** was the fourth most identified theme for Ealing Hospital (n.34). Of these, 65% (n.22) were positive in sentiment, and 29% (n.10) were negative, and 6% (n.2) were neutral in sentiment. Figure 12 illustrates the breakdown of the most cited sub-themes for the **Access to Services** theme for Ealing Hospital.

The sub-theme **Management of Service** was the most applied sub-theme this quarter (n.22) - 73% (n.16) were positive in sentiment, and 27% (n.6) were negative in sentiment.

However, in terms of appointments, patients' experiences with the overall availability of appointments were mixed with the positive and negative feedback for the **Appointment Availability** sub-theme having the same counts of reviews (n.3). Although difficult to draw any robust conclusions from this smaller sample, the indication is that initial access is the route cause of patients' frustration and that the actual management of appointments - once they eventually occur - meets the needs of service users.

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

## Top sub-themes for Administration



### Positive reviews

“Good service...and the hospital is well organised.” *Ealing Hospital*

“I am happy with the service.” *Ealing Hospital*

### Negative Reviews

“I do not find the service good and not helpful. I am not happy with the service...” *Ealing Hospital*

Number of reviews

Figure 13: Sentiment distribution for the sub-themes of Treatment and Care for Ealing Hospital

# Positive Reviews For Remaining Service Categories

This section provides an overview of the positive reviews received for other services in the borough including, Pharmacies, Dentists, COVID-19 (COVID-19 Vaccination & Testing Sites), Community Services and other services that received 10 reviews or less.

Figure 14 illustrates the number of positive reviews gathered for these service categories during the Quarter 3 period (October to December). In comparison to Quarter 2 (July to September 2021), the number of positive reviews for Pharmacies increased (Q2, n.88, Q3, n.161), for Dentists decreased (Q2, n.193, Q3, n.142) and for COVID-19 vaccination and testing sites decreased (Q2, n.127, Q3, n.64). We received significantly less reviews in December 2021 due to the holidays which could partially explain the decrease in positive reviews for some service categories.

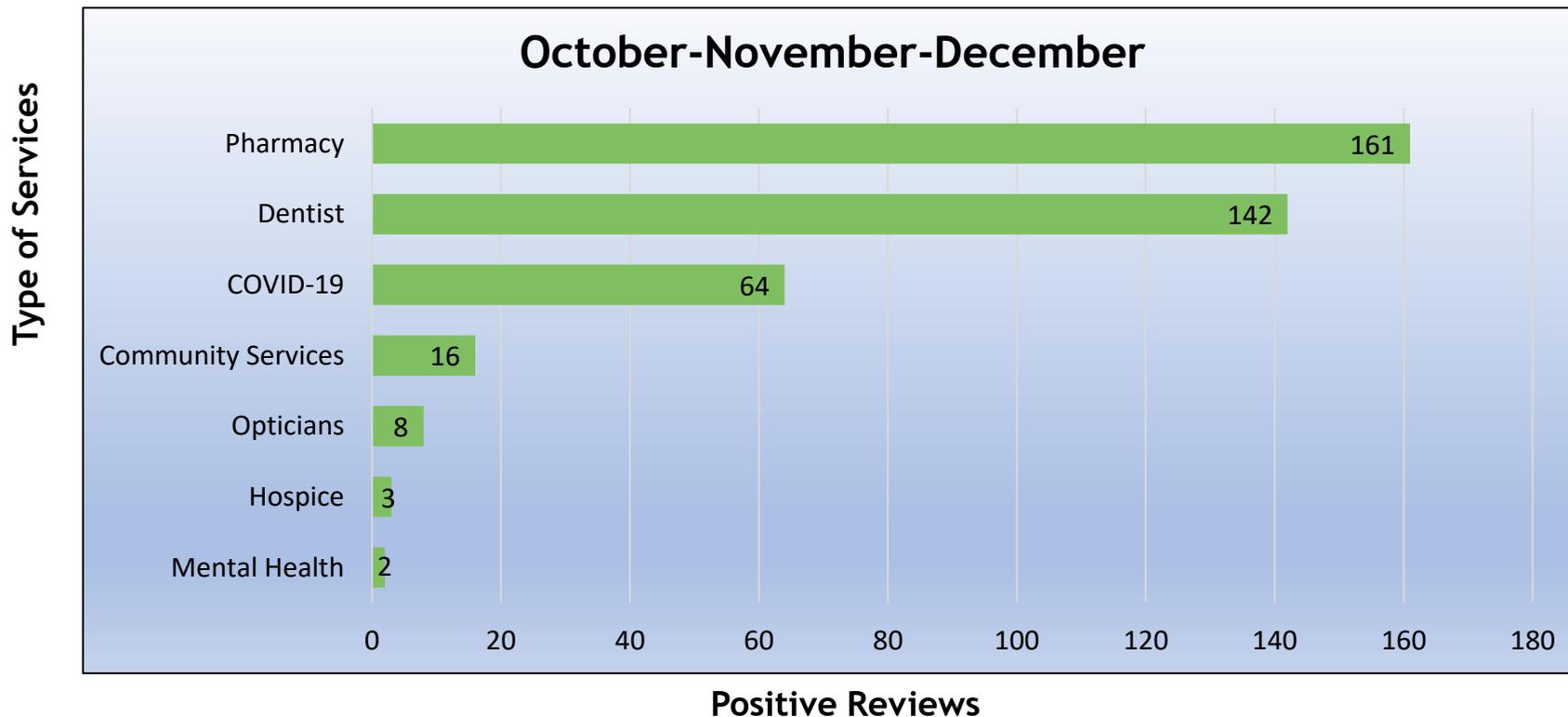


Figure 14: Positive review count for services in Ealing



---

### Pharmacies

“They explain to you the medication, provide good advice and communications. Good customer service.”

Pharmacies

“They are good, convenient, and very helpful. During the COVID situation they used to send prescription straight to my door which I really liked.”

Pharmacies

“The medication is always ready so you do not have to wait. Almost all packed up when you get there. Very friendly.”

Pharmacies

---



---

### Dentists

“The dentist is very patient and helpful!”

Dentists

“So convenient in terms of location, the dentists are brilliant.”

Dentists

“I’ve never had any problems. Brilliant treatment, perfect.”

Dentists

---



---

## COVID-19

“It was very good. On time and very helpful. The staff were good and well organized.”

*COVID-19*

“The staff were polite and there was no fuss. They were friendly and orderly, and did simple services without complications.”

*COVID-19*

---



---

## Community Services

“Efficient, professional, proactive rather than reactive. Their expertise of feet is second to none. So polite.”

*Community Services*

“Everything has pretty much been excellent. The doctor has a very good manner about her. Intelligent, helpful, and understanding. We were referred by the doctor so the appointment was made for us, the appointments are convenient.”

*Community Services*

---



---

## Other

“My beloved brother was in here in September 2019 for palliative care. We believed he could be cared for at home but he deteriorated quickly. This is in no way the staffs fault. With what my brother suffering with, the staff were very caring and couldn't do enough. They allowed his partner to stay as long as wanted and overnight. Very caring individuals and it must be hard for them when then lose clients young.”

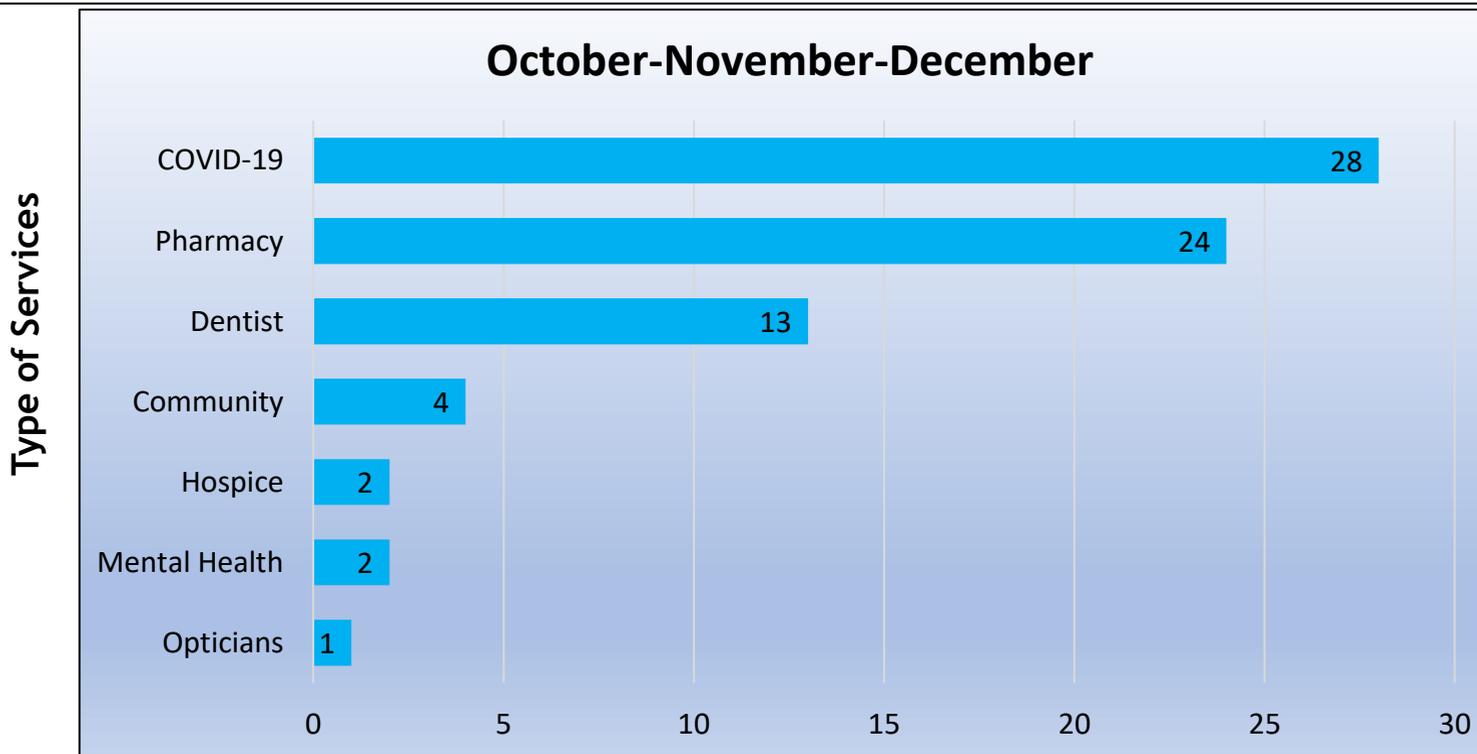
*Hospice*

---

# Negative and Neutral Reviews for Remaining Service Categories

This section provides an overview of the negative and neutral reviews that were received for Pharmacies, Dentists, and as well as those services that received lower numbers of reviews.

Figure 15 illustrates the number of negative and neutral reviews gathered for these service categories during the Quarter 3 period (October – December, 2021). COVID-19 services (n.28, 30%) and Pharmacy services (n.24, 13%) were the remaining service categories with the highest number of negative/neutral reviews this quarter.



## Negative & Neutral Reviews

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



---

## COVID-19

“I went for a jab and all of the paperwork containing confidential information including DOB, NHS numbers, address, and name was all displayed on the front unmanned desk. I went inside for the jab and again all confidential details were on the desk on display. I find this is completely unacceptable.”

COVID-19

“I am a care worker and went for my booster as I am supposed to. My 2nd dose was over 6 months ago. I had all my documents I needed. They were ignorant and refused saying I had no underlying health conditions. I said this does not apply to care workers and it can be looked up on the NHS website. They refused saying they are the experts not me. Arrogant and dismissive people who are ignorant about eligibility.”

COVID-19

---



---

## Pharmacies

“Communication needs improving. None of the items get delivered if they are waiting on one of the medications which makes things really inconvenient.”

Pharmacies

“Medication not delivered when ordered, you need to complain first.”

Pharmacies

“Horrible service. Everyone ignores you, nobody cares.”

Pharmacies

---



---

### Dentists

“It was better when it was privately owned.”

Dentists

---



---

### Other

“My mother suffers from bi polar and doing telephone calls for mental health puts her anxiety and depression levels through the roof and has made her mental health the last 1.5 years much worse. We need more face to face appointments and home visits. Telephone calls to someone with a heavy Scottish accent when the practitioner can’t understand them has lead to a serious decline in my mothers mental health. Home visits and face to face appointments should be a priority.”

*Mental Health*

---

# Network Area Specific GP Reviews

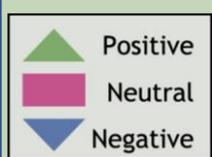
The following tables (table 3 - table 10) highlight the number of positive, negative and neutral reviews for each of the GP surgeries in the borough of Ealing. As indicated, each surgery falls under one of the eight Primary Care Networks (PCN) in Ealing: Acton, The Ealing Network, Northolt Greenford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

The left side of the table indicates the number of the reviews received for each GP surgery and their sentiment. The data displayed on the right-hand side reflects the average star rating given by patients regarding specific aspects of the surgery, such as; Ease of gaining an appointment, Waiting times and Staff Attitudes. It should be noted that the GP surgeries that received less than 10 reviews during this quarter (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.

While Yeading Medical Centre received 10 reviews this quarter, we decided not to include the average ratings for this surgery as all 10 reviews were from online sources. Additionally, Gordon House received a much larger number of reviews (n.113) than any other practice. This was due to the ongoing support from Gordon House to safely access the site and speak to patients and the large number of new volunteers at Healthwatch Ealing during this quarter that needed to be trained at the same GP as Healthwatch Ealing's Patient Experience Lead. In order to present a more equal data set in future quarters, Healthwatch Ealing will work to train more volunteers to the required level of experience to visit GPs independent of our staff and continue to build similar relationships with other GP surgeries as restrictions continue to ease and general access to surgery waiting rooms is safe.

# PCN Specific Reviews - Acton

Network Area GP Reviews	Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through of someone on the phone?
Acton Health Centre (Dr Napolion Issac) (3,386)	-	-	-	-	-	-	-	-
Acton Lane Medical Centre (1,207)	-	-	-	-	-	-	-	-
Acton Town Medical Centre (3,235)	-	-	-	-	-	-	-	-
Boileau Road Surgery (3,393)	-	-	-	-	-	-	-	-
Chiswick Family Practice (Dr Bhatt) (4,428)	-	-	-	-	-	-	-	-
Chiswick Family Practice (Dr Webber) (4,257)	-	-	-	-	-	-	-	-
Churchfield Surgery (3,442)	4	4	4	4	4	4	4	3.5



0 5 10

Number of reviews

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

# PCN Specific Reviews - Acton Continued

Network Area GP Reviews					Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through of someone on the phone?
Cloister Road Surgery (8,894)	2	3			-	-	-	-	-	-	-	-
Crown Street Surgery (8,836)	20	5	2		3	4	4	4	4	4	4	3.5
Hill Crest Surgery (7,791)					-	-	-	-	-	-	-	-
Horn Lane Surgery (4,581)					-	-	-	-	-	-	-	-
Mill Hill Surgery (7,692)	8	1	1		4	4	4.5	4.5	4	4.5	4.5	4
The Bedford Park Surgery (3,539)	1				-	-	-	-	-	-	-	-
The Vale Surgery (5,303)					-	-	-	-	-	-	-	-
Western Avenue Surgery (3,025)	1											

▲ Positive  
■ Neutral  
▼ Negative

0      10      20      30

Number of reviews

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

# PCN Specific Reviews - The Ealing Network

Network Area GP Reviews					Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through of someone on the phone?
Corfton Road Surgery (6,937)	1				-	-	-	-	-	-	-	-
Cuckoo Lane Practice (5,230)	21	4	2		4	4	4.5	4.5	4	4.5	4.5	3.5
Gordon House Surgery (12,431)	93	16	4		3.5	3.5	4	4	3.5	4	4	3
Lynwood Surgery (2,216)					-	-	-	-	-	-	-	-
Mattock Lane Health (2,851)	21	2			4	4	4.5	4	4	4.5	4.5	4

▲ Positive  
■ Neutral  
▼ Negative

0                      50                      100

Number of reviews

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

# PCN Specific Reviews - The Ealing Network Continued.

Network Area GP Reviews					Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through to someone on the phone?
Pitshanger Family Practice (3,009)	13				4	4	4.5	4.5	4	4.5	4.5	3.5
	1	1										
Queens Walk Practice (10,048)					-	-	-	-	-	-	-	-
St Marks Medical Centre (1,610)					-	-	-	-	-	-	-	-
The Argyle Surgery (8,140)	1				-	-	-	-	-	-	-	-
	1											
The Avenue Surgery (3,028)					-	-	-	-	-	-	-	-

▲ Positive

■ Neutral

▼ Negative

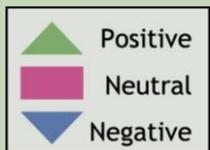
0      5      10      15

**Number of reviews**

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

# PCN Specific Reviews - Northolt, Greenford, Perivale

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



Number of reviews

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

Network Area GP Reviews					Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through of someone on the phone?
Greenford Road Medical Centre (7,888)	2				-	-	-	-	-	-	-	-
Mandeville Medical Centre (5,361)	4	1	3		-	-	-	-	-	-	-	-
Meadow View Surgery (5,385)	8	1	1		4	4.5	4	4	3.5	4.5	4.5	3.5
Perivale Medical Clinic (4,349)					-	-	-	-	-	-	-	-
Allendale Road Surgery (4,240)					-	-	-	-	-	-	-	-

▲ Positive  
■ Neutral  
▼ Negative

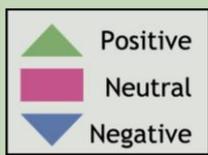
0                      5                      10

Number of reviews

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

# PCN Specific Reviews - North Southall

Network Area GP Reviews				Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through of someone on the phone?
Chepstow Gardens Medical Centre (2,445)	Positive	3		-	-	-	-	-	-	-	-
	Neutral										
	Negative	2									
Dormers Wells Medical Centre (6,914)	Positive	4		-	-	-	-	-	-	-	-
	Neutral										
	Negative	2									
Lady Margaret Road (3,108)	Positive	6		4	4	4	4	4	4	4	3
	Neutral	4									
	Negative	2									
Saluja Clinic (9,557)	Positive	3		-	-	-	-	-	-	-	-
	Neutral										
	Negative	4									
Somerset Family Practice (2,946)	Positive	4		3	3.5	4	4	3	4	4	2.5
	Neutral	6									
	Negative	1									



Number of reviews

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

# PCN Specific Reviews - North Southall continued.

Network Area GP Reviews					Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through to someone on the phone?
The MWH Practice (7,339)	6	1	6		3	4	4	3	3	3.5	3.5	3
St George's Medical Centre (3,097)		1			-	-	-	-	-	-	-	-
The Town Surgery (2,134)					-	-	-	-	-	-	-	-
Woodbridge Medical Centre (5,283)	5	2	2		-	-	-	-	-	-	-	-
KS Medical Centre Limited (4,174)			2		-	-	-	-	-	-	-	-

▲ Positive  
■ Neutral  
▼ Negative

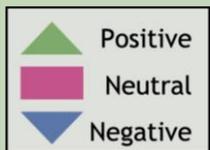
0      2      4      6      8

Number of reviews

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

# PCN Specific Reviews - South Central Ealing

Network Area GP Reviews						Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through or someone on the phone?
Grosvenor House Surgery (6,150)	1					-	-	-	-	-	-	-	-
Ealing Park Health Centre (9, 691)	17	3	2			3.5	3.5	4.5	4	4	4.5	4	4
Elthorne Park Surgery (8, 620)	1					-	-	-	-	-	-	-	-
Northfields Surgery (9, 360)	4	2				-	-	-	-	-	-	-	-
The Florence Road Surgery (18,048)	5	2				-	-	-	-	-	-	-	-



0      5      10      15      20

Number of reviews

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

# PCN Specific Reviews - Northolt

Network Area GP Reviews					Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through of someone on the phone?
Jubilee Gardens Medical Centre (7,203)	1	1	7		-	-	-	-	-	-	-	-
Somerset Medical Centre (2,580)					-	-	-	-	-	-	-	-
Goodcare Practice (9,800)	28	6	10		3	3.5	4	3.5	3	3.5	3.5	3
West End Surgery (4,478)	11	5	3		3	3.5	3.5	3.5	3	4	4	3
Yeading Medical Centre (7,208)	2		8		-	-	-	-	-	-	-	-
Broadmead Surgery (approx. 7,000)	13	7	2		3	3.5	4	4	3.5	4	4	3

▲ Positive  
■ Neutral  
▼ Negative

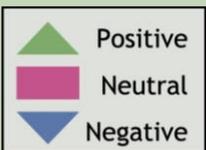
0      10      20      30

Number of reviews

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

# PCN Specific Reviews - Greenwell

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



Number of reviews

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

# PCN Specific Reviews - South Southall

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

 Positive  Neutral  Negative	<p>0                  2                  4                  6</p> <p><b>Number of reviews</b></p>
--	---

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

# PCN Specific Reviews - South Southall continued.

Network Area GP Reviews					Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through on the phone?
Medical Centre (Beaconsfield Road) (8,305)					-	-	-	-	-	-	-	-
The Welcome Practice (3,903)	3				-	-	-	-	-	-	-	-
Waterside Medical Centre (4,851)	1				-	-	-	-	-	-	-	-
Hammond Road Surgery (4,233)					-	-	-	-	-	-	-	-
Sunrise Medical Centre (4,156)	1	2			-	-	-	-	-	-	-	-

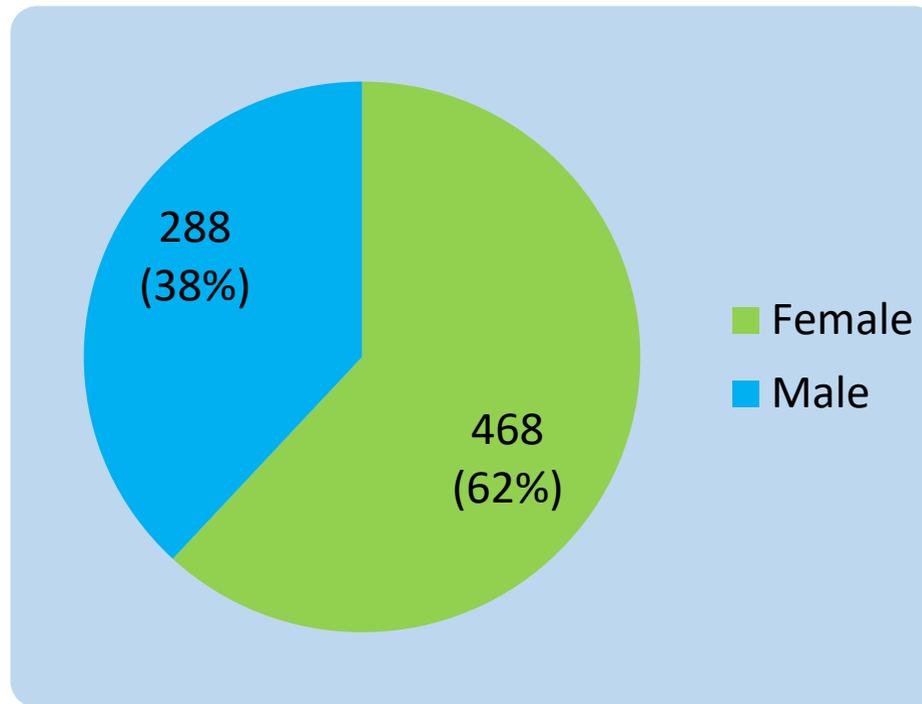
▲ Positive  
■ Neutral  
▼ Negative

0 1 2 3 4

**Number of reviews**

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

The pie chart below (fig.16), represents the number of reviews received from each gender, during Q3 (October-December). The majority of reviews received during this quarter were from Females, accounting for 62% (n.468) of the sample population. Males accounted for 38% (n.288).



**Figure 16: Patient and Service User's Gender**

The pie chart below (fig.17) represents the breakdown of the sample population based on patients' area of residence. The highest number of reviews were received from residents in the ward of Ealing, making up 42% (n.296) of the sample population, followed by residents in Southall - making up a further 15% (n.106) of the sample. The least number of reviews received was from Perivale (n.3).

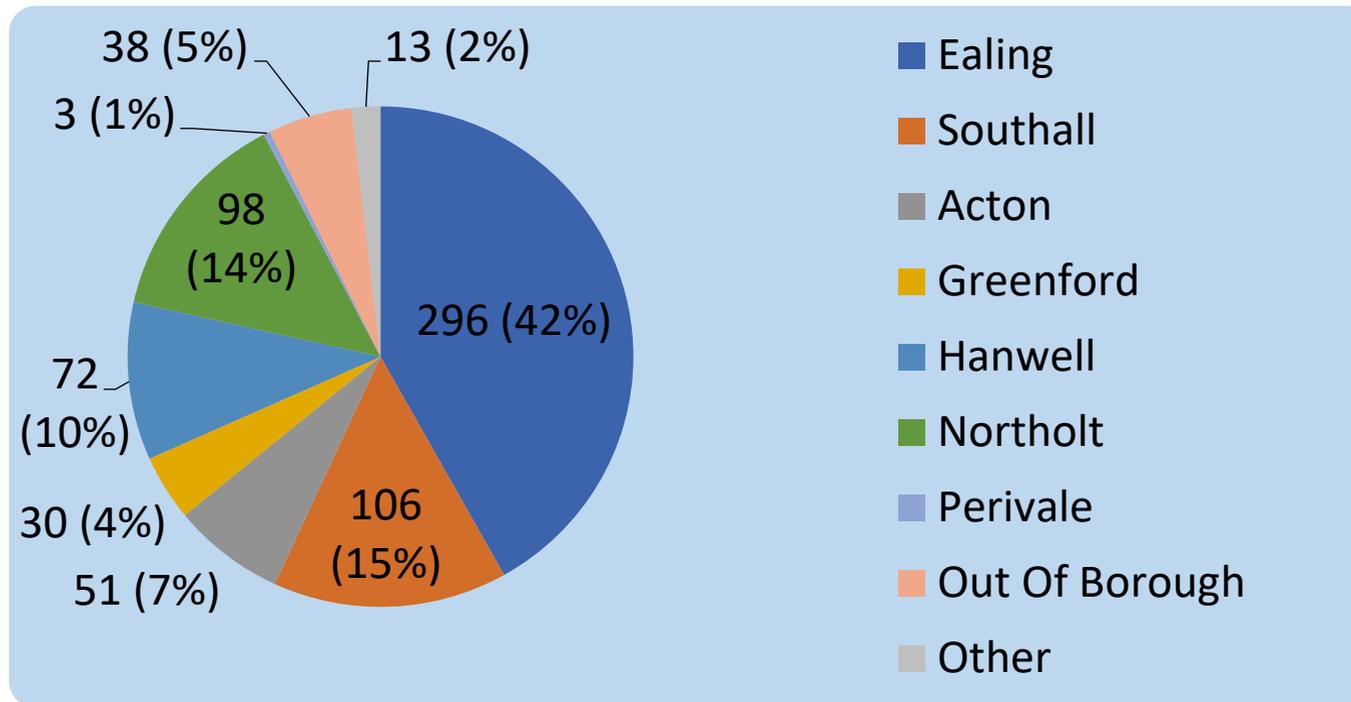
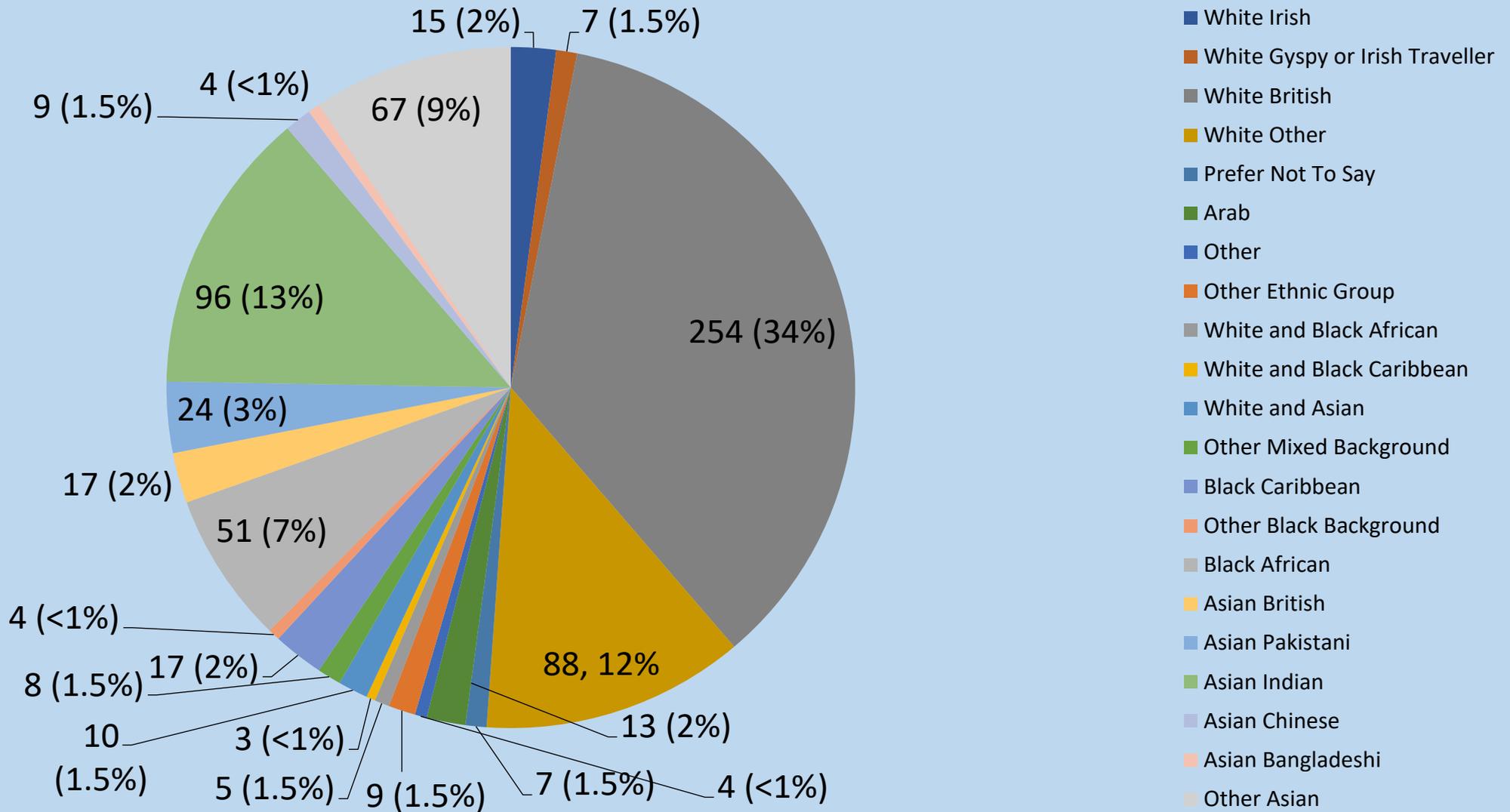


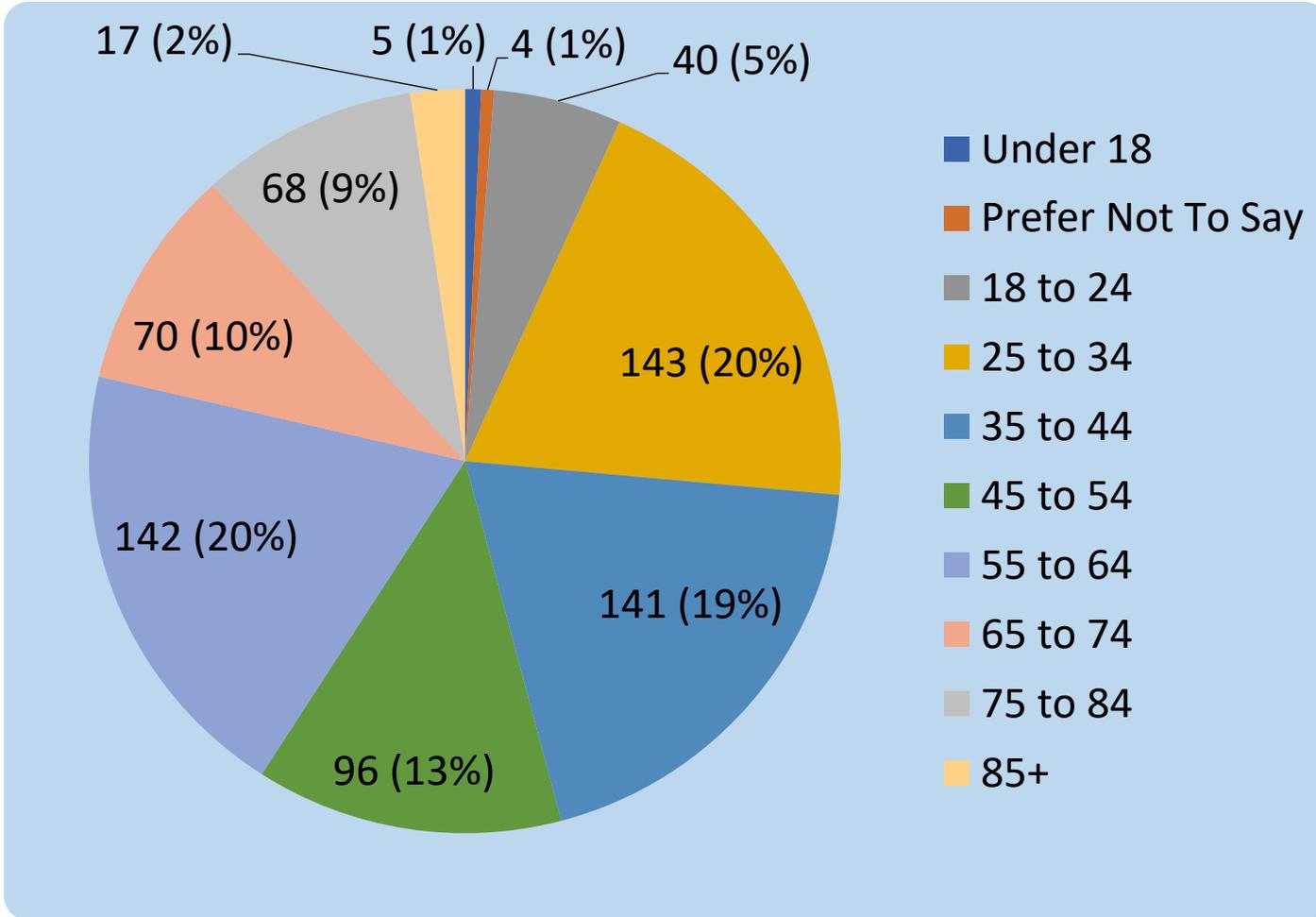
Figure 17: Patient/Service Users' area of residence



**Figure 18: Patient and Service User's Ethnicity**

The pie chart (fig.18 – previous page) shows the number of reviews received from each ethnicity during this quarter. The majority of feedback received was from people who were White British, making up a total of 34% (n.254) of the sample population. The second-most present ethnicity in this report was Asian Indian, making up 13% (n.96) of the sample population.

In total, 48% of the sample population were of a Black Asian or Minority Ethnicity. We aim to build on this figure to ensure that the sample within these quarterly reports become ever-more representative of the diverse Ealing population.



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

The age group recorded the most this quarter was 25 to 34 – 20% (n.143). This was followed by 55 to 64 – 20% (n.142) and then 35 to 44 – 19% (n.141).

The representation of different age groups in this Q3 report are a demonstration of our continued efforts to hear from a representative population.

**Figure 19. Patient and Service User's Age Group**

During this quarter, a total of 1,217 patient experience reviews were collected. Approximately 72% (n.876) were positive, 18% (n.218) were negative and 10% (n.123) were neutral. This follows the trend that the positive experiences of Ealing service users significantly outweigh the negative and further builds upon this trend with a 5% increase in positive reviews, and a 4% decrease in negative reviews compared to the previous quarter.

## GP Services

Once again, this quarter saw an improvement in the amount of positive feedback for GP services. A significant proportion of this increase came from the feedback for GP staff, with the number of positive reviews for this specific theme increasing by 8%. Further still, the findings from this quarter continued to build on the emerging trend that started during Q2 for the sub-theme of Staff Attitudes - representing customer service. Not only was this most common sub-theme, it also experienced a further increase of 6% positive feedback, compared to last quarter. The friendly nature of GP staff members and the efficient service that they provided were regularly cited by individuals. Given that both staff friendliness and efficiency have been regularly highlighted in the negative reviews pertaining to GP staff during the pandemic, this is a very welcome finding indeed. As the PCN tables show, there is still more work to be done to understand whether the growing positive sentiment relating to staff are the same across the borough. This remains a priority for Healthwatch which can now be enacted upon as COVID-19 restrictions around face-to-face engagement ease.

For the most part, negative feedback received for GP surgeries during this quarter continued to centre around the availability of appointments and the delays to individuals' appointments, when it eventually took place. Patient Choice and Support also received a significant proportion of negative reviews with issues around appointment booking most likely relating to the negative feedback pertaining to staff. This maintains the long standing trend that we have seen prior to and during the pandemic. It could be suggested that addressing the issues related to appointment booking would correlate with an increase in positive GP staff feedback and further reinforce the positive feedback that is consistently received regarding the actual treatment and care received by individuals.

Similar to Q2, the PCN tables 3-10 show that the issue of "getting through on the phone" remains a primary cause of negative feedback for GP surgeries with a marked 80% (n.12) of practices scoring a 3.5 out of 5 stars or below for this aspect of service. This is a recurrent problem that is not solely related to the pandemic but has been exacerbated by it. The pandemic has made it even more of a priority to address this area of service to further improve the care that Ealing residents receive from Primary Care services.

## **Ealing Hospital**

The findings during this quarter suggest that overall Ealing Hospital maintained their high standard of treatment and care and that the negative reviews that had increased slightly during the last quarter were primarily related to the waiting times experienced. This too is unsurprising as secondary care services continue to work hard to support all those individuals that had appointments cancelled or changed during the pandemic, whilst ensuring the safety of all patients and staff. The most common source of positive feedback for Ealing Hospital was its staff. This trend has not changed throughout the entire pandemic with the evidence providing a clear demonstration of just how hard staff across the London North West University Hospital NHS Trust to make sure that service users are receiving the necessary care. To continue to increase positive feedback for Ealing Hospital it is suggested that the Trust works hard to address the few instances in which individuals have had a negative experience due to the Quality of Care, and/or Support received. It could be argued that these instances would decrease with the reduction in waiting times.

## **Dentists**

Out of the total number of reviews for dental services 92% were positive in sentiment - a 10% increase from the previous quarter. Service users were impressed with staff member's customer service, and the quality of treatment they received. However, it must be made clear that these views are not representative of those that are still unable to gain access to dental care during this time.

## **COVID-19**

Of the 92 reviews received for Vaccination Centres and Testing Sites this quarter, 69% were positive. Individuals praised the organisation, time-management, simplicity of service delivery and the friendly and helpful staff. On the other hand, this is the first quarter in which there has been a significant number of negative reviews. As seen in the examples of negative feedback on page 27, these appear to be isolated and specific instances in which individuals felt that service delivery was inadequate and not a common negative theme. It is therefore important for COVID-19 services to ensure that the high standard of service delivery continues, as we have seen since the start of the vaccination rollout.

## **Pharmacies**

Out of the 185 reviews that were received for Pharmacies this quarter, 88% were positive in sentiment. This maintained the positive trend for Pharmacies represented in the quarterly reports, even with 84 more reviews received compared to last quarter. Once again, individuals highlighted the service management, staff support and efficient delivery service as areas of the service worthy of praise. This evidence further reinforces the positive findings from previous quarters as well as the findings from Healthwatch Ealing's research on the impact of the pandemic on care for Housebound Individuals and those living with a disabilities. A few individuals expressed some difficulties in acquiring their prescription, and a lack of service communication, but for the most part, residents were happy.

# Actions, impact and next steps

## Next Steps:

### 1. Additional Sub-Themes

From Q4/2021/22, Healthwatch Ealing's quarterly reports will have 5 additional sub-themes. These sub-themes will help add context and clarity to some of our already well-established themes and sub-themes. Below is a list of the sub-themes that will be added as well as which theme they will be under:

#### Access to Services

- Telephone Consultation
- Waiting Times – At Health Premises

#### Administration

- Booking Appointments – Online
- Booking Appointments – Getting through on the telephone

#### Staff

- Professionalism

### 2. Increased our outreach for our PE visits to Ealing Hospital

With the welcome support provided by the LNWH Trust Patient Experience Team, Healthwatch Ealing's team will continue to increase the number of times that they visit Ealing Hospital. Furthermore, to build on our regular visits to the Outpatients 1 and 2 wards, we have welcomed the opportunity to extend these visits to the hospital's Orthopedics department.

### 3. Comparative Analysis of Ealing, Hounslow and Hammersmith & Fulham service user concerns

Healthwatch Ealing are now also able to follow up on the previous two-year analysis of service users main concerns with primary care. With an increase in resource and team capacity, the comparative analysis of these Ealing findings to neighbouring Hounslow and Hammersmith & Fulham can be produced.

# Actions, impact and next steps cont.

## Recommendations:

- 1. LNWH Trust to clearly communicate to service users, that there is currently an increase in appointment waiting times than usual for their appointment during this time**
  - It is evident that this level of transparency instills trust in the service provider and makes patients feel cared for as an individual.
- 2. LNWH Trust to compare these findings to their own Patient Experience feedback to establish common trends and evidence-based areas for service development**
  - The aggregation of data will enable the Trust to make more informed decisions about the adjustments to care that need to be made.
- 3. Northwest London CCG and Ealing PCN leads to continue to support General Practices and facilitate further improvement in customer service.**
  - It is predicted that addressing the unique needs of each GP and its staff will help to continue the positive trend shown in this quarterly report.
- 4. Ealing Council to hold preliminary discussions with Healthwatch as to how we can increase the number of reviews for Council led services in the quarterly report**
  - Recent Healthwatch Ealing research has shown that an increase in the quarterly feedback for social care services is crucial to form a comprehensive, system-wide understanding of the challenges being faced in social care delivery during this time.
- 5. West London Hospital Trust to hold preliminary discussions with Healthwatch as to how we can increase the number of reviews for Ealing Community Partner services in the quarterly report**
  - As we move back to face-to-face engagement, understanding more specialist community setting care delivered by the Trust will help Healthwatch Ealing in presenting even more data on the current landscape of the borough's care services.
- 6. Healthwatch to divert additional resources to addressing the areas of low representation in the quarterly reports**
  - To address the lack of representation for some ethnicities and areas within the borough during the COVID-19 pandemic, Healthwatch will explore the feasibility of conducting supplementary research alongside the regular quarterly reports to identify any experienced inequalities or disparities.
- 7. Healthwatch to increase face-to-face engagement to gather feedback.**
  - The more detailed insight gathered through in person conversations will enable Healthwatch to provide more granular evidence on what the specific issues are for patients who have experienced trouble with their GP appointments.

# 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	☆☆☆☆☆ (5)
Convenience of appointment	☆☆☆☆☆ (5)
Cleanliness	☆☆☆☆☆ (5)
Staff Attitude	☆☆☆☆☆ (5)
Waiting Time	☆☆☆☆☆ (5)
Treatment explanation	☆☆☆☆☆ (5)
Quality of care	☆☆☆☆☆ (5)
Quality of food	☆☆☆☆☆ (5)
Generally how easy is it to get through to someone on the phone?	☆☆☆☆☆ (5)

In relation to your comments are you a:

Select one

When did this happen

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

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following?

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

If other, please specify

Where did you hear about us?

Select one

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

- No  Yes

Would you like to speak to Healthwatch directly?\*

- No  Yes

## About you

Name

Leave feedback anonymously?

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

I accept the [Terms and conditions](#)

I consent to being contacted regarding my feedback by Healthwatch\*

- Yes  No

I confirm I am over the age of 16\*

- Yes  No

Subscribe to the newsletter?

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

# Appendix B



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

.....

.....

6. Your ratings (select if applicable)

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

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

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

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

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

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

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

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

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

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

- Patient     Carer     Relative     Carer and Relative  
 Service Provider     Visitor     Professional

8. When did this happen

.....

.....

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

.....

.....

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

.....

.....

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

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

0200 8860 830 | [info@healthwatchealing.org.uk](mailto:info@healthwatchealing.org.uk) | [www.healthwatchealing.org.uk](http://www.healthwatchealing.org.uk)  
Healthwatch Ealing, 45 St Mary's Road, Ealing W5 5RG

## Share Your Experience with Us

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

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

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

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

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

- Yes     No

Name of Service: .....

Month/Year: .....

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

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

2. How do you rate your overall experience?

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

3. Summary of your experience

.....

.....

4. Tell us more about your experience

.....

.....

.....

.....

.....

.....

.....

.....

0200 8860 830 | [info@healthwatchealing.org.uk](mailto:info@healthwatchealing.org.uk) | [www.healthwatchealing.org.uk](http://www.healthwatchealing.org.uk)  
Healthwatch Ealing, 45 St Mary's Road, Ealing W5 5RG

# Appendix B cont.



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

## 12. Where did you hear about us? (Select one)

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

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

- No
- Yes

## 14. Would you like to speak to Healthwatch directly?

- No
- Yes

### About you

Name.....

Email.....

- Leave feedback anonymously

### Monitoring information

#### What gender do you identify yourself as?

- Female
- Male
- Other.....

#### 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
- 75 to 84
- 85+
- Prefer not to say

#### What is your ethnicity?

##### White

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

##### Asian / Asian British

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

##### Black, African, Caribbean, Black British

- African

0203 6660 630 | [info@healthwatchfulham.org.uk](mailto:info@healthwatchfulham.org.uk) | [www.healthwatchfulham.org.uk](http://www.healthwatchfulham.org.uk)  
Healthwatch Fulham, 41 St Mary's Road, Fulham SW9 9SD

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

##### Mixed, Multiple

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

##### Other Ethnic Group

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

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

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

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

- Yes
- No
- Prefer not to say

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

- Yes
- No
- Prefer not to say

#### Are you a carer?

- Yes
- No
- Prefer not to say

#### What is your religion?

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Q&A
- Prefer not to say

#### What is your sexual orientation?

- Bisexual
- Gay man
- Lesbian
- Straight / Heterosexual
- Prefer ~~to~~ say

#### Which of these categories best describes your employment status?

- In unpaid voluntary work only
- Not in Employment & Unable to Work
- Not in Employment / not actively seeking work - retired
- Not in Employment (seeking work)
- Not in Employment (student)
- Paid: 16 or more hours/week
- Paid: Less than 16 hours/week
- Prefer not to say

Thank you for sharing your experience!

0203 6660 630 | [info@healthwatchfulham.org.uk](mailto:info@healthwatchfulham.org.uk) | [www.healthwatchfulham.org.uk](http://www.healthwatchfulham.org.uk)  
Healthwatch Fulham, 41 St Mary's Road, Fulham SW9 9SD

# Appendix C

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

# Appendix C cont.

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