

**PATIENT EXPERIENCE
REPORT 2019/2020
QUARTER 4
January-March**

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Introduction & Executive Summary

Healthwatch was created by the health and social care reforms of 2012 with a powerful ambition of putting people at the centre of health and social care. To help realise this ambition Healthwatch has a number of duties around gathering and representing the views of patients and service users in the borough of Ealing.

In delivering these duties in Ealing we operate a comprehensive Patient Experience data collection programme. The successful and on-going implementation of the data collection programme and the Digital Feedback Centre will yield a minimum of 4,800 patient experiences per annum all of which will be presented as they are received and considered as valid community opinion. This Patient Experience Report for Healthwatch Ealing, covers the Q4 period for January - March 2020.

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

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

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

Introduction and Executive Summary cont.

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

During this quarter we continued to gather reviews from other services, such as Ealing Service for Children with Additional Needs (ESCAN) as well as visiting Ealing Hospital Outpatients Clinic and Urgent Treatment Centre on a regular basis. A total of 891 reviews were collected, which was short of our quarterly target of 1200. This shortfall can be attributed to Healthwatch Ealing having to cease face-to-face engagement in early March due to the Covid-19 pandemic.

Out of the total number of patient experiences received, 676 (76%) were positive with a star rating of 4-5, 160 (18%) were neutral with a star rating of 3 and 55 (6%) were negative with a star rating of 1-2 (this is based on the overall star rating provided by patients - see page 6 for further detail). This spread of positive, neutral and negative reviews showcases some similarities and small differences compared to the previous quarter.

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

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

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

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

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

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

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

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

Overall Star Ratings

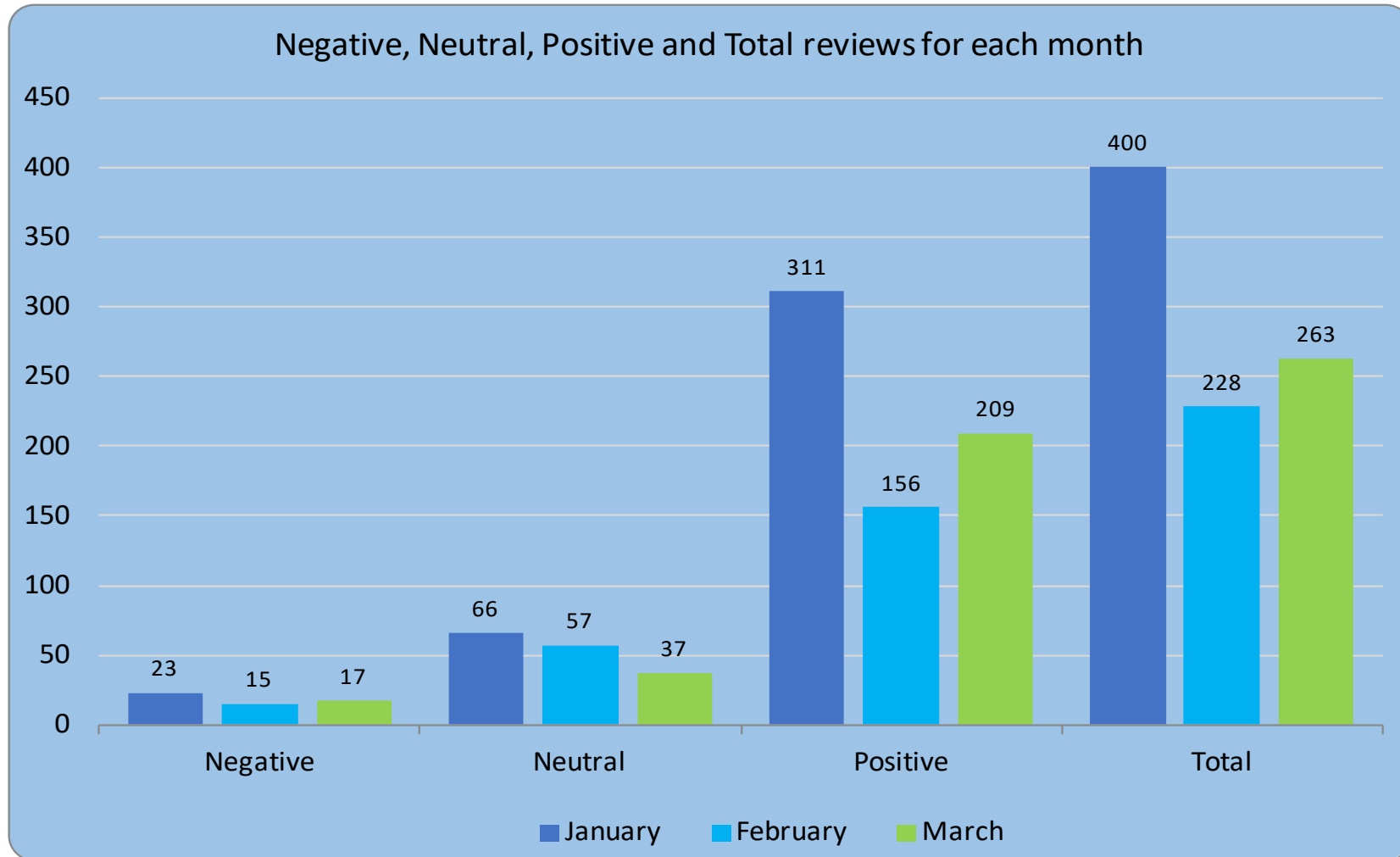
The number of patient reviews received for this quarter was 891. The table below shows a breakdown of the negative, neutral and positive patient reviews (see the appendices for examples of our physical and online questionnaires).

Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings of 1 and 2 indicate a negative response, a star rating of 3 indicates a neutral response and star ratings of 4 and 5 indicate a positive response. This quarter 676 positive responses, 55 negative responses and 160 neutral responses have been recorded.

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
January	23	66	311
February	15	57	156
March	17	37	209
Total	55	160	676

Overall Star Ratings

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

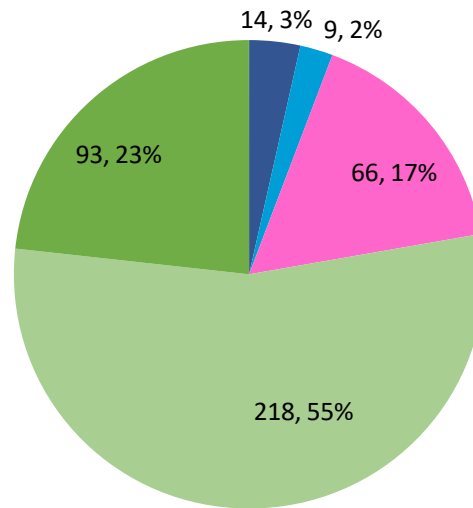


Overall Star Ratings

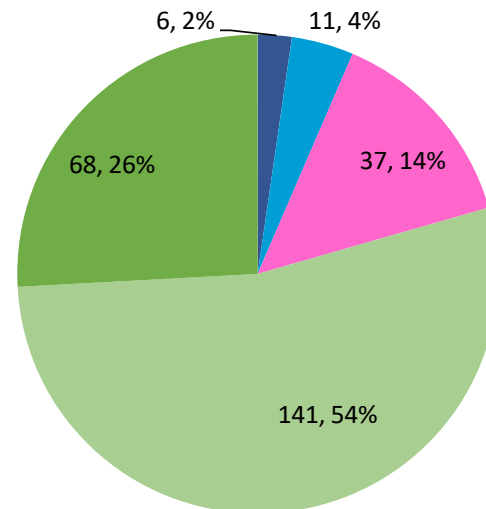
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

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

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

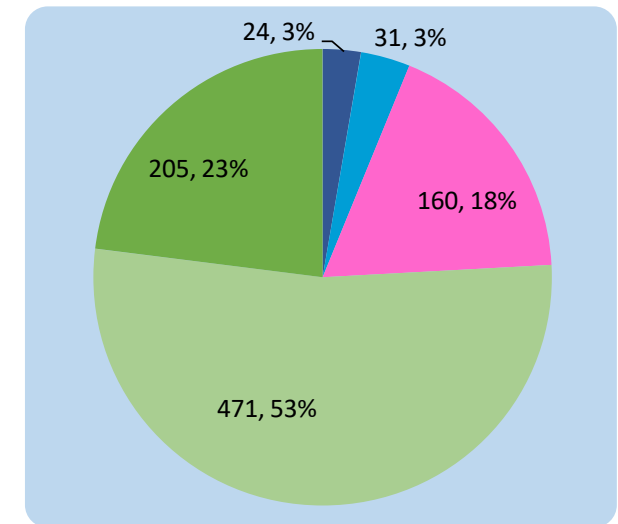


January



February

March



Total for Q4

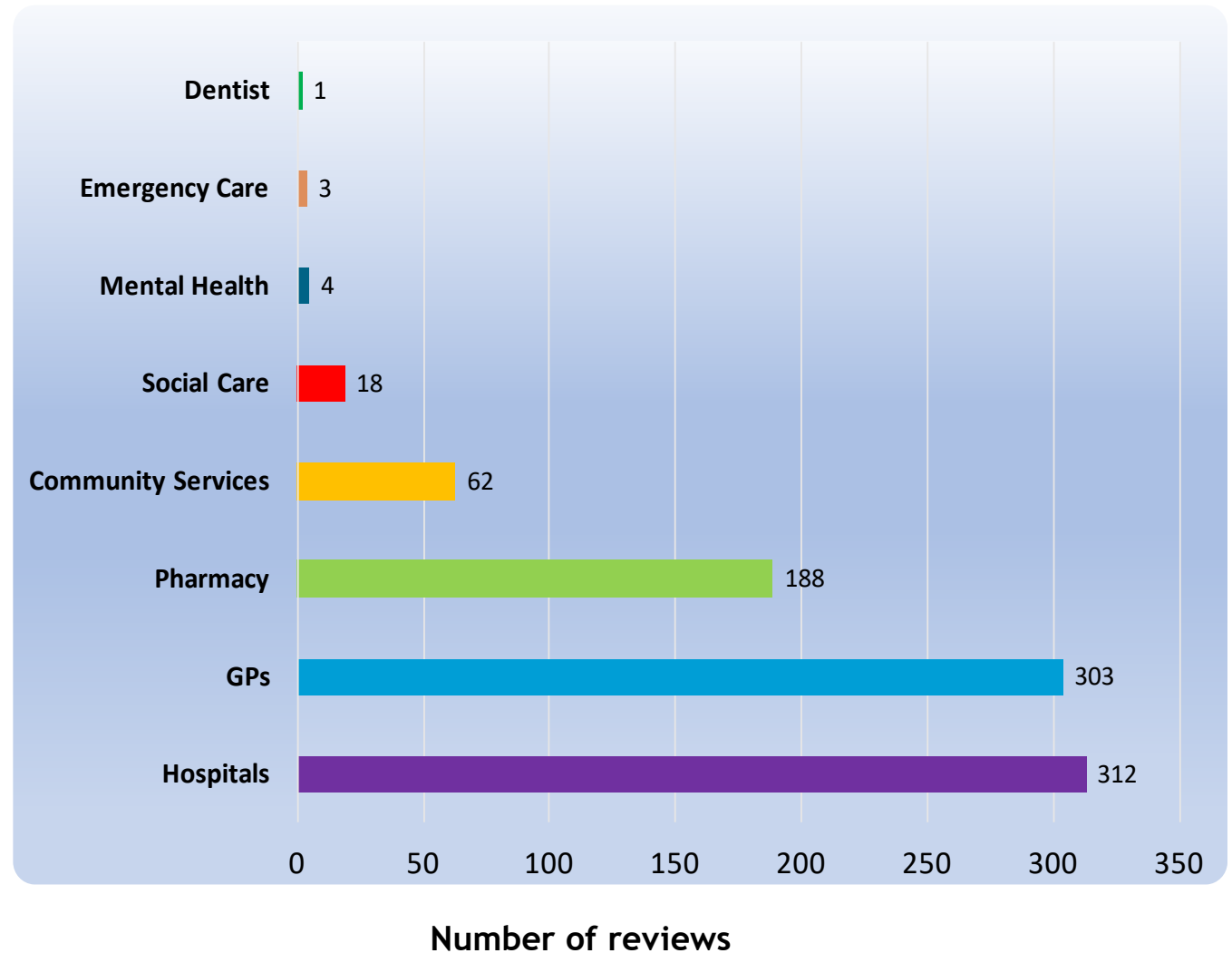
Total Reviews per Service Category

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

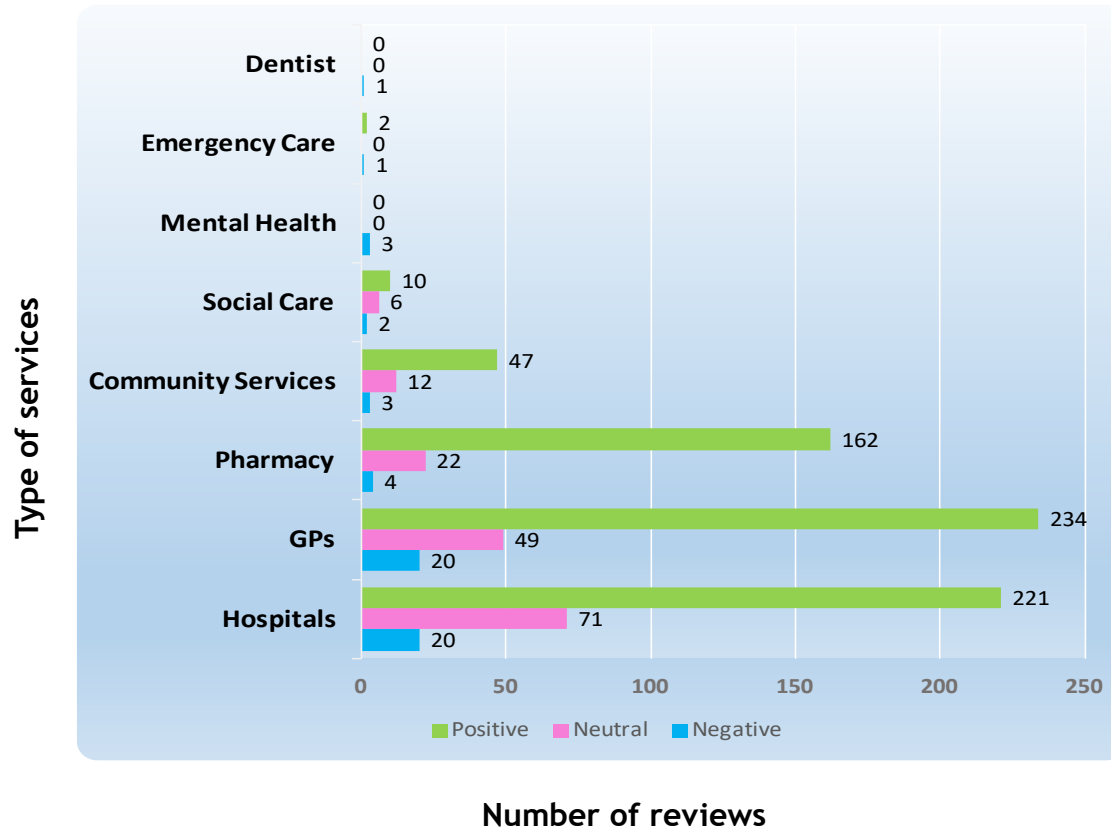
The category with the highest number for reviews recorded is the Hospitals category with 312, followed by the GPs category with 303. This is a decrease of 248 GP reviews from the previous quarter and can be attributed to suspension of the Patient Experience programme in its normal format due to the Covid-19 lockdown.

Community Services (62) includes reviews that were collected from our visits to ESCAN.

Type of services



Distribution of Positive & Negative Reviews



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

312 (35%) of the reviews were about people's experiences of Hospitals, 303 (34%) of the reviews were about GPs. 188 (21%) of the reviews were about people's experiences with Pharmacies. 62 (7%) of the reviews were about people's experiences with Community Services.

Other comments were about Social Care, Mental Health, Emergency Care and Dentists.

Of these services: Pharmacies received the highest proportion of positive reviews at 87%. This was followed by GPs at 78%, which was followed by Community Services at 76% and then both Hospitals and Emergency Care at 67%.

Name of Service	Negative	Neutral	Positive	Total	Total Number of Reviews
Hospitals	6%	27%	67%	100%	312
GPs	6%	16%	78%	100%	303
Pharmacy	2%	11%	87%	100%	188
Community Services	5%	19%	76%	100%	62
Social Care	11%	33%	56%	100%	18
Mental Health	100%	0%	0%	100%	4
Emergency Care	33%	0%	67%	100%	3
Dentist	100%	0%	0%	100%	1

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

It showcases that despite not having the highest number of reviews, 'Pharmacy' had the highest positive percentage at 87%.

This section shows a breakdown of the main themes and sub-themes for those service areas where we received a significant number of reviews. In Q4 these areas were: GPs and Ealing Hospital.

After asking patients for an overall staff rating of the service, we ask them to "tell us more about your experience" (see the appendices for example of our physical and online questionnaires). Each comment is uploaded to our Online Feedback Centre where up to five themes and sub-themes may be applied to the comment (see pages 48-50 for a full list). Depending on the content of the comment it may have one or more themes attached to it. For this reason, the total number of themes will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative or neutral 'sentiment' is given. The application of themes, sub-themes and sentiment is a manual process and differs to the star rating patients provide.

During this quarter, as part of our weekly visit to Ealing Hospital, we continued our focus on obtaining reviews for the Urgent Treatment Centre (see page 20 for a more detailed outlook of the feedback we collected).

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

GP Themes and Sub-Themes

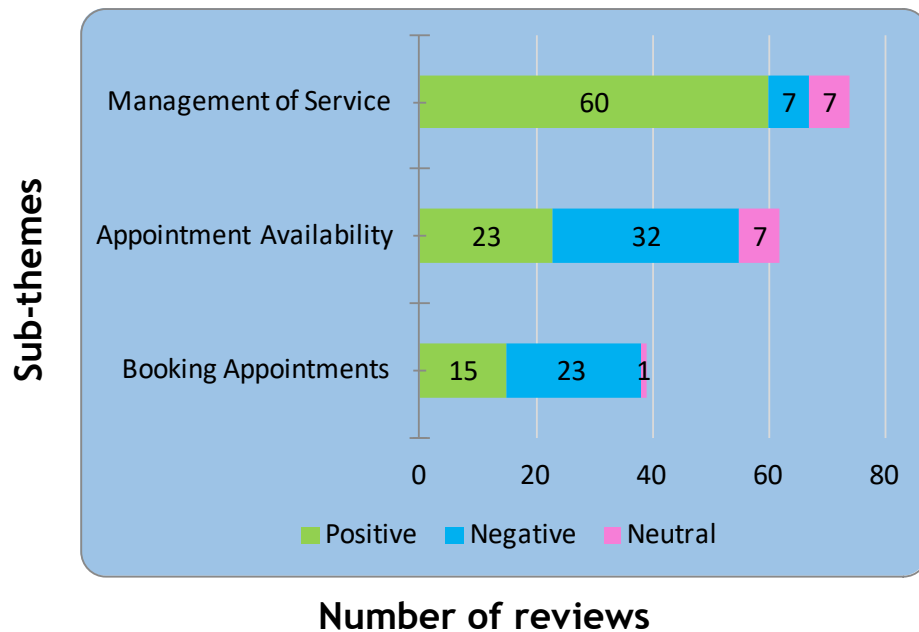
Consistent with the previous quarter, **Administration** was the most applied theme for GPs this quarter. The theme was applied on 180 counts to reviews, with 55% (n.99) of these reviews positive, 36% (n.66) negative and 8% (n.15) neutral. If we compare this with the previous quarter, the percentage of positive reviews has increased by 11%. The chart below illustrates a breakdown of the top three sub-themes for the **Administration** theme for GPs this quarter.

The sub-theme relating to **Management of Service** was the most frequently mentioned as it was applied 74 times, 81% (n.60) being positive, 9% (n.7) being negative (mainly caused by patients voicing concerns about the lack of appointments available) and 9% (n.7) being neutral. This sub-theme has gone up two places from the previous quarter.

The third sub-theme that was frequently mentioned was **Appointment Availability** which was applied 62 times. 37% (n.23) were positive, 52% (n.32) were negative (caused by patients voicing their concerns about the lack of appointments available for them) and 11% (n.7) were neutral.

The next sub-theme that was frequently mentioned was **Booking Appointments** where the majority of its applications being negative 59% (n.23).

Top sub-themes for Administration



Positive reviews

"It has got a lot more efficient than it used to be."

GP surgery

"Happy with the service they provide here." *GP surgery*

Negative and Neutral reviews

"The appointments are very long. I am told for emergency appointments the GP is full. I want the service to improve."

GP surgery

"The only thing is that if the appointment is not urgent it can be difficult to get one. The service is good."

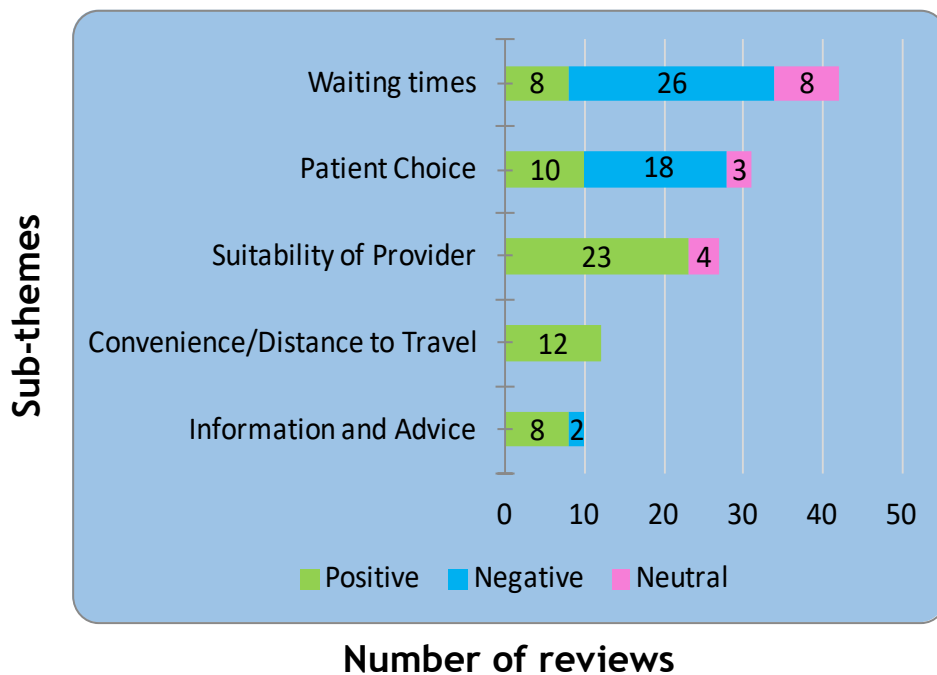
GP surgery

GP Themes and Sub-Themes

Access to Services was the second most applied theme this quarter which is a step up from the previous quarter. It received 128 counts. 51% (n.65) of these were positive, 37% (n.47) were negative (which is due to patients mainly expressing their dissatisfaction on how long they have to wait) and 13% (n.16) were neutral. The chart below illustrates the breakdown of the top five sub-themes for the **Access to Services** theme for GPs this quarter.

Consistent with the previous three quarters, **Waiting Times** was the most applied sub-theme this quarter with 42 counts. Of these counts 19% (n.8) were positive, 62% (n.26) were negative and 19% (n.8) were neutral. This shows that the majority of people we spoke to this quarter are unhappy with how long they are waiting for their appointments when they are at the surgery.

Top sub-themes for Access to service



Positive reviews

“Overall I am happy with the surgery. Better than my previous GP.”
GP surgery

“...It's handy though because we live very near, on the same road!”
GP surgery

Negative/Neutral reviews

“Sometimes I am waiting for 20 minutes, sometimes longer because of too many people waiting for their appointments as well.”
GP surgery

“I have been a patient here for a long time but I feel as though there is not enough time given. I understand that they are under pressure but due to not being given time, I have have had to waste time at A&E twice...”
GP surgery

GP Themes and Sub-Themes

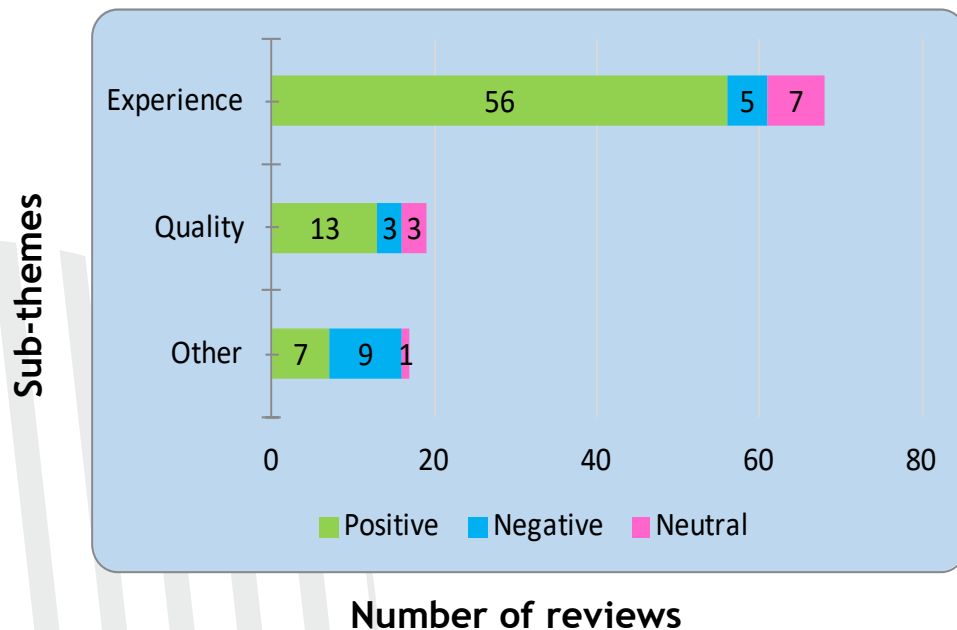
Treatment and Care was the third most applied theme this quarter which is a step down from the previous quarter. It received 104 counts and of these, 73% (n.76) were positive, 17% (n.17) were negative and 11% (n.11) were neutral. The chart below illustrates the breakdown of the top three sub-themes for the **Treatment and Care** theme.

The **Experience** sub-theme was the highest sub-theme applied this quarter. It received 68 counts and of these counts 82% (n.56) were positive, 7% (n.5) negative and 10% (n.7) neutral.

This is followed by **Quality**. This sub-theme received 19 counts this quarter with 68% (n.13) being positive, 16% (n.3) being negative and 16% (n.3) being neutral.

The **Other** sub-theme is a combination of Effectiveness, Safety of Care/Treatment, Treatment Explanation and Lack of support. The negative sentiment was the highest with 9 counts.

Top sub-themes for Treatment and care



Positive reviews

" Doctor's assessment is very thorough in terms of diagnosis. The treatment is good."
GP Surgery

" The doctor's service is good and gives good treatment. I have been attending for over 30 years."
GP Surgery

" The doctor's treatment is good"
GP surgery

Negative/Neutral reviews

"I only find one of the doctor's to be great and very attentive to the patients. One time I found one of the doctor's treatment to be poor because someone I knew was struggling with a very serious issue and for seven months the doctor didn't refer us he just kept getting antibiotics and it didn't help at all."
GP surgery

GP Themes and Sub-Themes

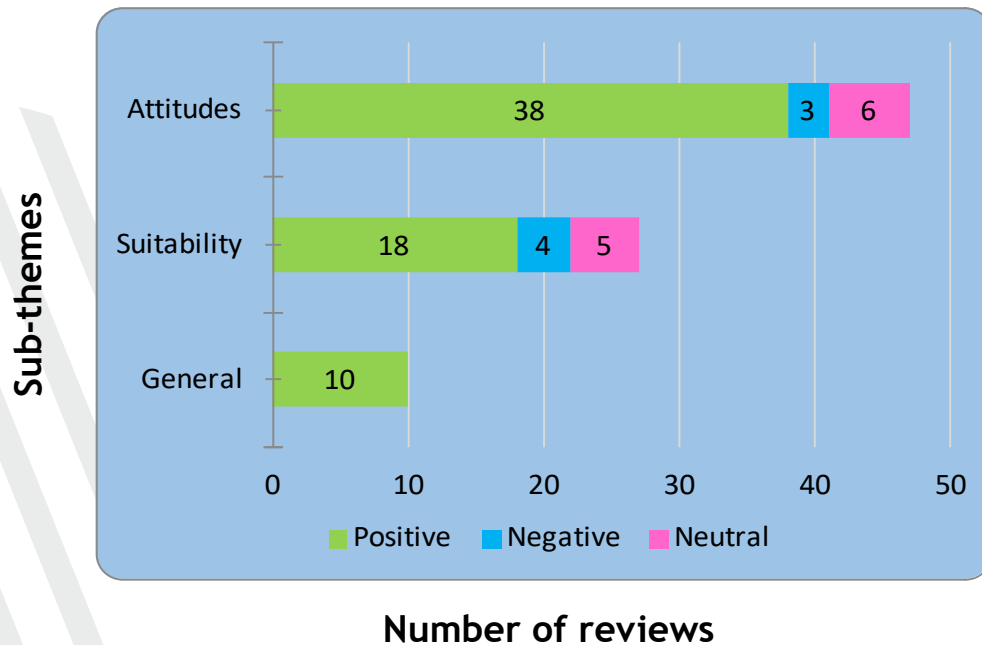
As with the previous quarter, **Staff** was the fourth most applied theme. It was applied 97 times with 73% (n.71) being positive, 14% (n.14) being negative and 12% (n.12) being neutral. The chart below illustrates the breakdown of the top three sub-themes for the **Staff** theme.

Consistent with the previous two quarters, **Attitudes** was the most applied sub-theme this quarter with 47 counts. Of these counts, 81% (n.38) were positive, 6% (n.3) were negative and 13% (n.6) were neutral.

This is followed by the **Suitability** sub-theme which was applied 27 times and of these applications, 67% (n.18) were positive, 15% (n.4) were negative and 19% (n.5) were neutral.

This is followed by the **General** sub-theme which received 10 counts. Of these counts, all 10 (100%) were positive. This shows based on the patients we spoke to this quarter, the general consensus is that patients are happy with the staff that they interact with at their respective surgeries.

Top sub-themes for Staff



Positive reviews

“The doctor here is very friendly and he has a good attitude.”

GP surgery

“I like the attitude of the staff.”

GP surgery

“I have a good relationship with the staff. Everyone is nice.”

GP Surgery

Negative/Neutral reviews

“Sometimes the reception staff can be rude.”

GP surgery

“Staff have improved over the last three years - the old receptionist used to shout.”

GP surgery

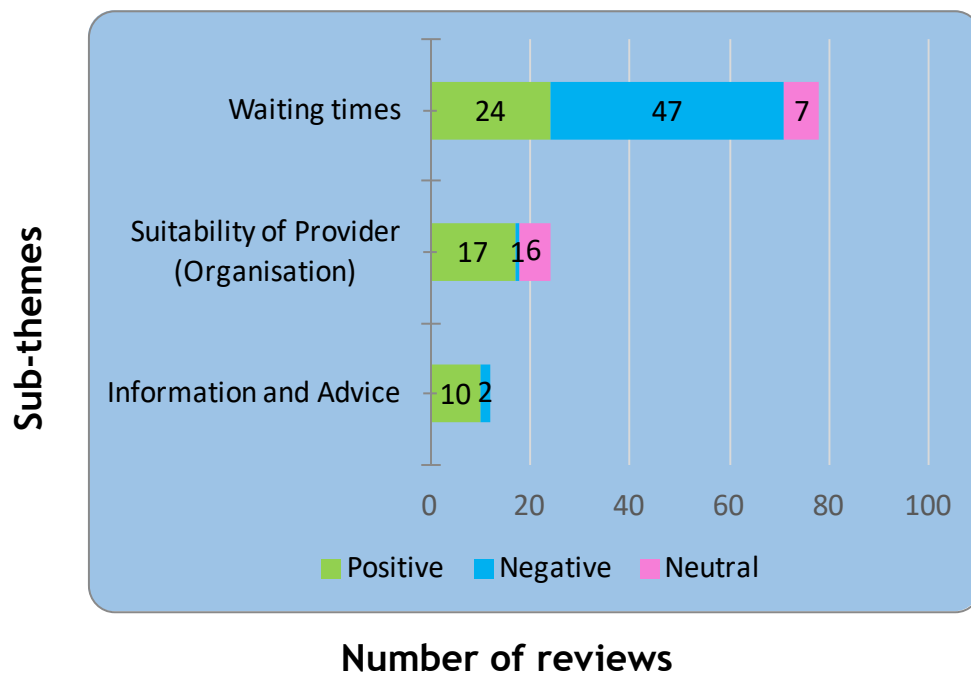
Ealing Hospital Themes and Sub-Themes

Consistent with Q3, **Access to Services** was the most applied theme this quarter, with 127 applications. 44% (n.56) were positive, 46% (n.58) were negative and 10% (n.13) were neutral. This puts an end to the rare trend we have been seeing in previous quarters with the positive sentiment no longer being higher than the negative sentiment, although the fact that the negative and positive sentiments are only 2% apart shows that some patients are struggling to access the services they need at Ealing Hospital. The chart below illustrates a breakdown of the top three sub-themes for the **Access to Services** theme for Ealing Hospital this quarter.

The sub-theme **Waiting Times** was again the most frequently mentioned with 78 counts. Of these counts, 31% (n.24) were positive, 60% (n.47) were negative (this is due to patients expressing their dissatisfaction for how long they have to wait) and 9% (n.7) were neutral. Compared to the last quarter, it shows the negative sentiment has gone down by 4% despite being the highest, which shows that patients who visit Ealing Hospital generally are not happy with the waiting time.

The sub-theme **Suitability of Provider (Organisation)** was the second most frequently mentioned with 24 counts. Of these counts, 71% (n.17) were positive, 4% (n.1) were negative and 25% (n.6) were neutral. With the positive sentiment being the highest, it shows that patients that we spoke to this quarter were generally happy with Ealing Hospital and found it suitable to their overall respective needs.

Top sub-themes for Access to services



Positive reviews

“Overall happy with the service...”
Outpatients

“The doctor gives good advice and treatment.”
Outpatients

Negative/Neutral reviews

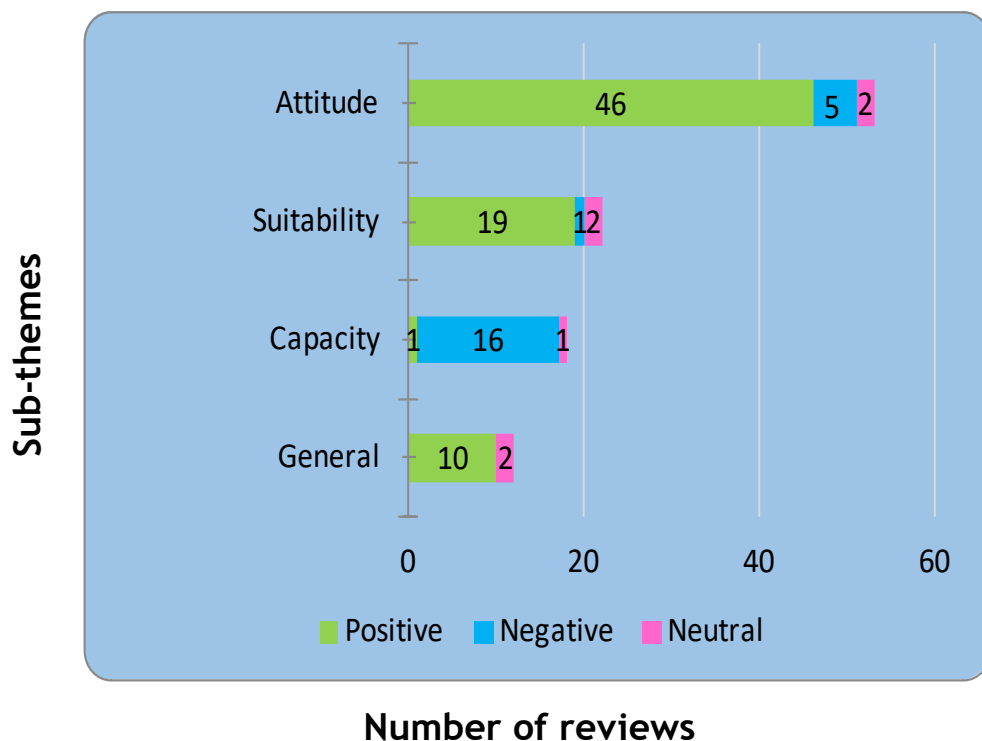
“The waiting time was very long.”
Outpatients

“The waiting is too long, the examinations and tests are too long.”
Outpatients

Staff was the joint second most applied theme this quarter (alongside **Treatment and Care**) which is two steps up from the previous quarter. It received 112 counts. Of these counts, 72% (n.81) were positive, 21% (n.23) were negative and 7% (n.8) were neutral. This continues on from the previous quarter with the feedback being mainly positive but the sentiment has gone down by 9%. The chart below illustrates a breakdown of the top four sub-themes for the **Staff** theme for Ealing Hospital this quarter.

The sub-theme **Attitudes** received the highest counts this quarter at 53. The majority of these counts were positive feedback - 87% (n.46) which indicates that patients were mainly satisfied with the staff attitude at Ealing Hospital.

Top sub-themes for Staff



Positive reviews

“They are very polite and the staff attitude in general is very good.”
Outpatients

“They’re very kind. They speak easily so that I understand. They explain the reasons I need to return and help provide transportation.”
Outpatients

“The staff, service, and receptionist are all very good.”
Outpatients

Negative and Neutral reviews

“Rude counter staff...”
Outpatients

“...poor manners-bothering and rude...”
Outpatients

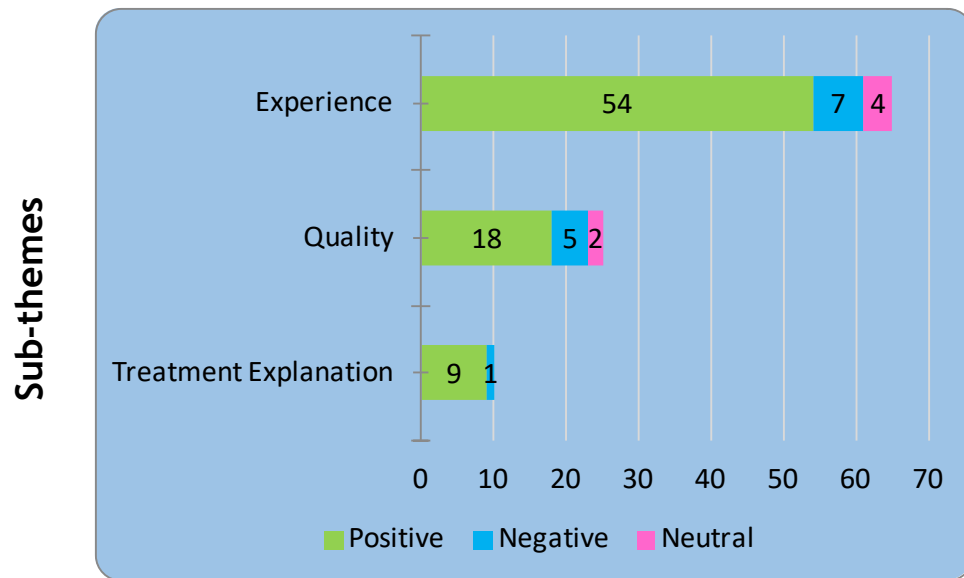
Ealing Hospital Themes and Sub-Themes

Consistent with Q3, **Treatment and Care** was the second most applied theme this quarter. It came joint second with the **Staff** theme which also had 112 applications. Of these, 79% (n.89) were positive, 15% (n.17) were negative and 5% (n.6) were neutral. The chart below illustrates a breakdown of the top three sub-themes for **Treatment and Care** theme for Ealing Hospital this quarter.

The **Experience** sub-theme was the highest this quarter. It received 65 counts, with the majority of these being positive at 90% (n.54).

This is followed by the **Quality** sub-theme which received 25 counts. Of these counts 72% (n.18) were positive, 20% (n.5) were negative and 8% (n.2) were neutral.

Top sub-themes for Treatment and Care



Number of reviews

Positive reviews

“Overall, the experience has been good.”
Outpatients

“My experience has been extremely helpful. They have gone above and beyond for my treatment.”
Outpatients

“Happy with the overall experience here.”
Outpatients

Negative reviews

“Quality of care is not good.”
Outpatients

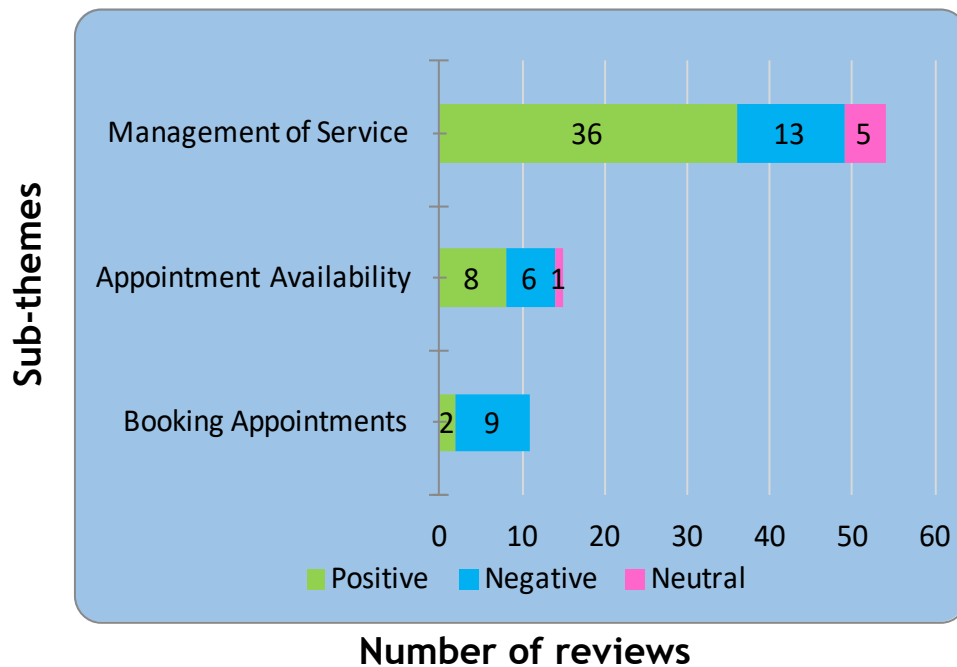
Ealing Hospital Themes and Sub-Themes

Administration was the fourth highest theme applied this quarter which is a step down from the previous quarter. It received 82 counts. Of these counts, 56% (n.46) were positive, 37% (n.30) were negative and 7% (n.6) were neutral. The chart below illustrates a breakdown of the top sub-themes for the **Administration** theme for Ealing Hospital this quarter.

The **Management of Service** sub-theme was the most frequently mentioned this quarter with 54 counts. Of these counts, 67% (n.36) were positive, 24% (n.13) were negative and 9% (n.5) were neutral. This shows that patients this quarter were generally happy with the service they received at Ealing Hospital. There is a considerable difference with the neutral sentiment compared to the positive and negative sentiments. This shows that while the positive sentiment far outweighs the negative sentiment, not all patients were completely satisfied with the service they received.

Appointment Availability was the second most frequently mentioned sub-theme with 15 counts, 53% (n.8) were positive, 40% (n.6) were negative and 7% (n.1) were neutral. This puts an end to the uncommon trend we saw in previous quarters where there was a considerable difference between the positive and negative sentiment. It is now back to what we expect it to be which is more even between the two.

Top sub-themes for Administration



Positive reviews

"In general, it's a pretty good service."
Outpatients

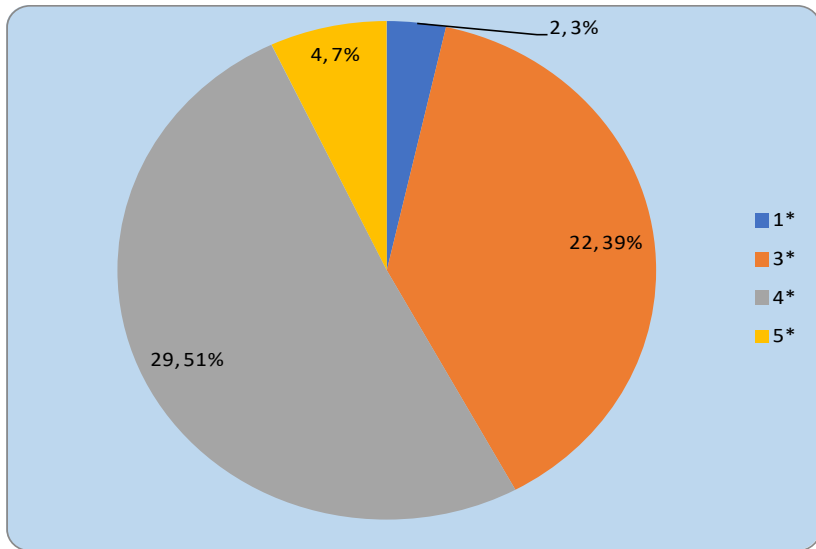
"The service is always excellent."
Outpatients

"They try to make an appointment convenient for people."
Outpatients

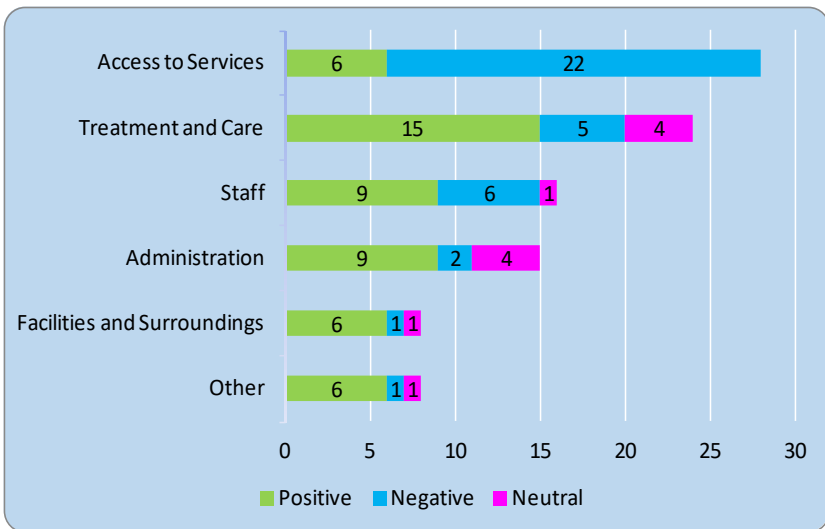
Negative/Neutral reviews

"It can be difficult to re-schedule appointments although I don't come often."
Outpatients

"They must work on the booking system because it is hard to make an appointment now that it is online."
Outpatients



The pie chart to the left showcases the overall star ratings for the UTC. As you can see the star rating with the highest count is 4: 51% (n.29). This is followed by 3: 39% (n.22), 5: 7% (n.4) and then 1: 3% (n.2). This showcases that patients are indifferent in regards to how they feel about the UTC, because while the 4 star rating is the highest, it is only 12% (n.7 counts) higher than the 3 star rating. It is important to point out that during this quarter the 2 star rating was not given by the patients.



The bar chart illustrates a breakdown of the themes that were selected for the Urgent Treatment Centre this quarter. The theme that received the most counts was **Access to Services: 28**. Of these counts, 21% (n.6) were positive and 79% (n.22) were negative. There were no neutral sentiments selected for this theme. This shows that many people are struggling to access the type of service that they need. This is followed by the **Treatment and Care** theme which received 24 counts. Of these counts, 63% (n.15) were positive, 20% (n.5) were negative and 17% (n.4) were neutral. The **Other** theme is a combination of the Communication (n.3), Discharge (n.2), Referrals (n.2) and Diagnosis Assessment (n.1) due to lack of counts.

Quotes from Reviews:

“I find the doctor’s service good. Gives excellent treatment explanation.”
UTC

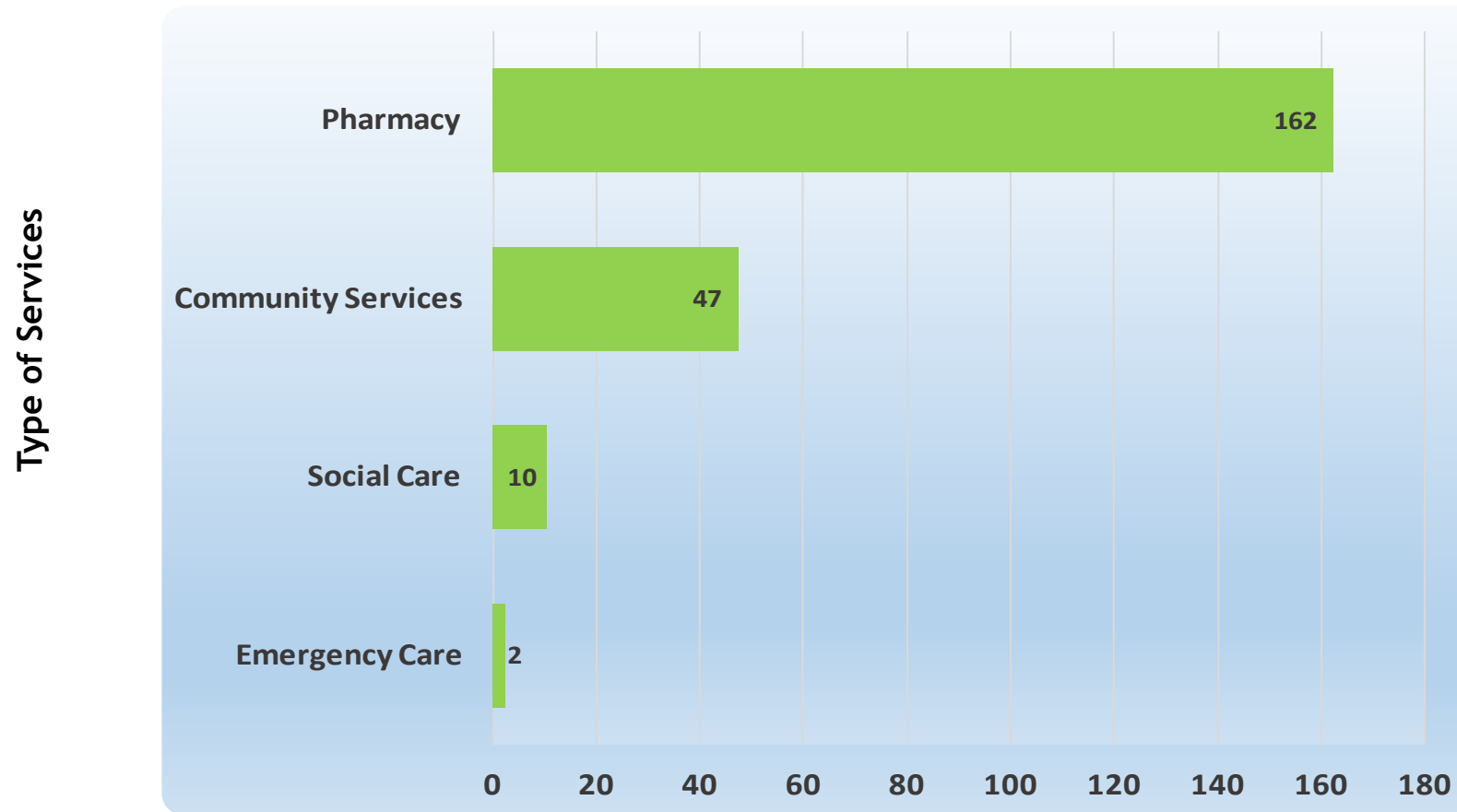
“It’s very good, nice staff, Good at communicating with each other.”
UTC

“The waiting time is rough. It’s like playing a waiting game. You have to wait 6 to 8 hours. Quality of care is not good.”
UTC

Other Positive Reviews

Looking at the positive reviews we have received allow us to highlight areas where a service is doing well and deserving of praise. This section provides an overview of the number of positive reviews by service area and goes on to give some examples of comment received.

October-November-December



Positive Reviews



Pharmacy

“It is a family run business. You don't have to wait for your medication, it is done instantly for you.”

Pharmacy

“The people are very pleasant! If I have a problem I can speak to them.”

Pharmacy

“They are good and provide a good service. There are no problems.”

Pharmacy

“I have known them for a very long time but now they have new, updated great pharmacist. There's a professional warmth to the pharmacy. They answer any questions you have and they deliver if you cannot go out.”

Pharmacy



Community Services

“They get in touch with my GP right away, I let them know about my condition and I received fast care and it is good. The communication is good.”

Community Services

“I've been here for three months. I go there for monthly visits. They've been very helpful and improving. I also use the physiotherapy.”

Community Services

“They care very much about the people here.”

Community Services



Social Care

“I managed to book an appointment with them very easily.”

Ealing Social Services

“When the social worker came around, they were very thorough and helpful to my mother.”

Ealing Social Services

“The social worker was very friendly and helpful.”

Ealing Social Services



Emergency Care

“Excellence in the medical field of work. The ambulance crew are vast in knowledge and experienced, doing the best with care, compassion with what they can within their capacity.”

Emergency Care

“Will assist to the best of their capacities.”

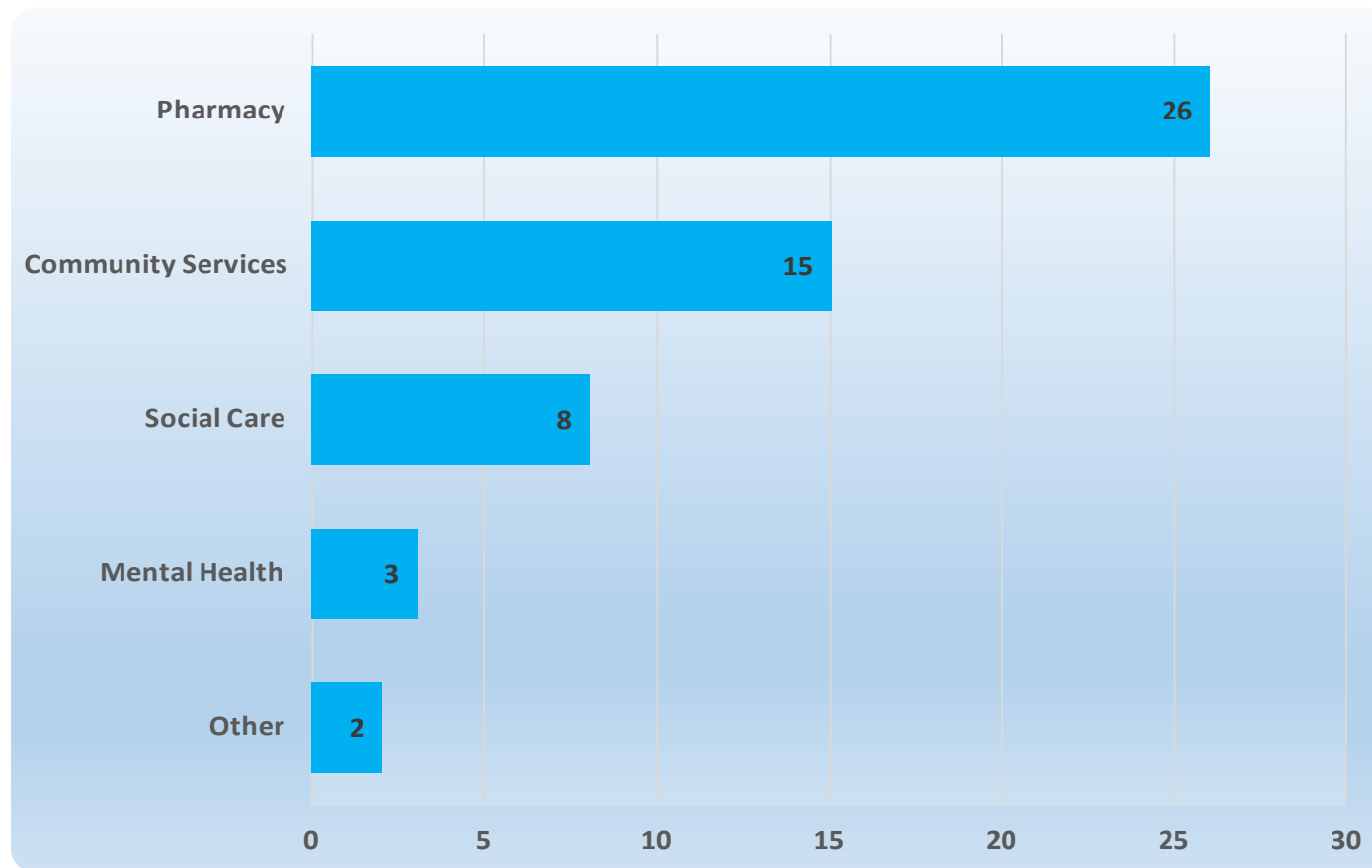
Emergency Care

Other Negative & Neutral Reviews

The negative and neutral reviews we receive each month can help us understand where a service needs to improve in order to provide an all-round positive experience. This section provides an overview of the number of negative and neutral reviews by service area and goes on to give some examples of comments received. We include those reviews where we have classified the comment as being of "neutral" sentiment as experience tells us that these can generally highlight where improvement could be made.

October-November-December

Type of Services



Negative & Neutral Reviews



Pharmacy

“The repeat prescriptions when ordering online is irritating. Seems to be a lack of communication with surgery and pharmacy. When I came to collect it after two days there was no record of it.”

Pharmacy

“They are very nice but they never seem to have anything. I have found other pharmacies a lot more proactive.”

Pharmacy

“Sometimes for my parents they miss some of the medication. We went to collect the medication one time after ordering it, we went back they told us it was already collected. It was only after the third visit that we got to collect it.”

Pharmacy

“The waiting time is abysmal and the staff are not engaged.”

Pharmacy



Community Services

“I don't like my doctor, he is too money-making to look after the patients. For years I've been taking a medication, so he said he would stop it because I could get 'addicted' and then stopped it.”

Community Services

“I had two bad experiences with two trainee pediatricians. I don't think the occupational therapist understood the case and we didn't get the correct diagnosis and support.”

Community Services

“It's taking a long time for things to improve. I had an occupational therapy only assessment and after that no reviews on therapies happened. I'm not satisfied.”

Community Services



Social Care

“They offer to help but I don't really see what they help you with. The things that they say they will help with, they don't seem to do that.”

Ealing Social Services

“I think the structure of the service does not necessary meet the needs of the person that needs help. The 45 minutes time limit is not enough.”

Ealing Social Services



Mental Health

“Staff were not that caring of me....”

Mental Health



Others

“Dentist could not treat patient's medical condition and was unable to prescribe medications on a prescription.”

Dentist

Network Area Specific GP Reviews

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

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

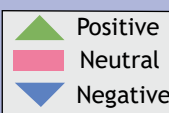
They formally bring general practices together to work at scale, providing a clear and very ambitious set of functions for them. More information on PCNs can be found by visiting The Kings Fund website: <https://www.kingsfund.org.uk/publications/primary-care-networks-explained>.

The eight GP Network areas are:

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

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

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)	0	1	2	3	Q4	-	-	-	-	-	-	-
					2018 - 2019	-	-	-	-	-	-	-
Acton Lane Medical Centre (1,207)	0	1	2	3	Q4	-	-	-	-	-	-	-
					2018 - 2019	-	-	-	-	-	-	-
Acton Town Medical Centre (3,235)	0	1	2	3	Q4	-	-	-	-	-	-	-
					2018 - 2019	4.5	4	5	4.5	4	4	4
Boileau Road Surgery (3,393)	0	1	2	3	Q4	-	-	-	-	-	-	-
					2018 - 2019	3.5	4	4	4.5	4	4	4.5
Chiswick Family Practice (Dr Bhatt)	0	1	2	3	Q4	-	-	-	-	-	-	-
					Q118 - 2019	4	4	4	4.5	3.5	4.5	4.5
Chiswick Family Practice (Dr Webber) (4,257)	0	1	2	3	Q4	-	-	-	-	-	-	-
					2018 - Q419	4	4	4.5	4	3.5	4.5	4.5
Churchfield Surgery (3,442)	0	1	2	3	Q4	-	-	-	-	-	-	-
					2018 - 2019	3.5	3.5	4	4	3.5	3.5	3.5
0 1 2 3 4					Number of reviews for the current quarter							
												

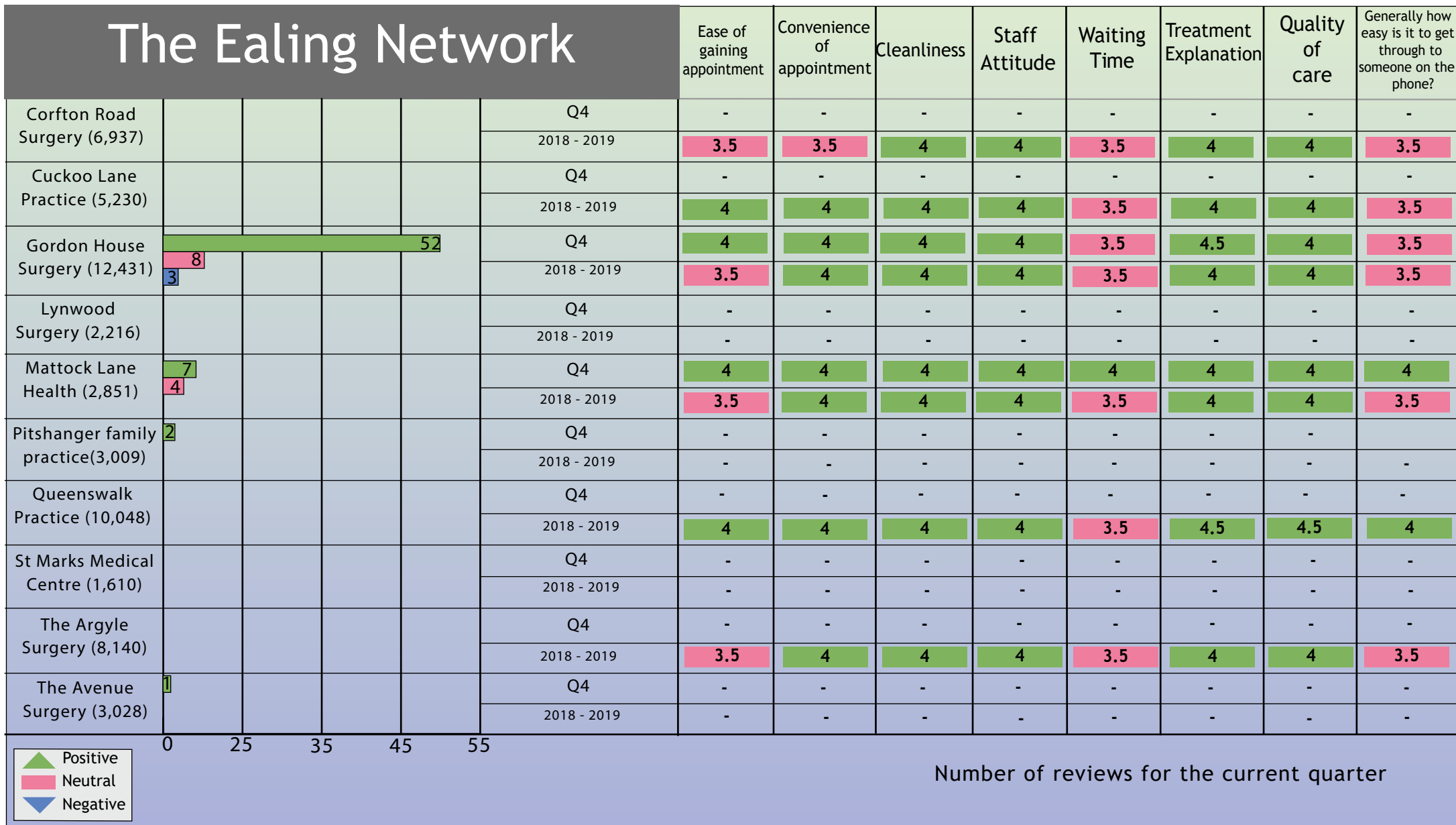
PCN Specific GP Reviews

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)	Q4					-	-	-	-	-	-	-	-
	2018 - 2019					3.5	4	4	4	3.5	4	4	3.5
Crown St Surgery (8,836)	Q4					-	-	-	-	-	-	-	-
	2018 - 2019					3.5	4	4	4	3.5	4	4	3
Hill Crest surgery (7,791)	Q4					4	4	4	4.5	3.5	4	4	3.5
	2018 - 2019					4	4	4	4.5	4	4	4	3.5
Horn Lane Surgery (4,581)	Q4					-	-	-	-	-	-	-	-
	2018 - 2019					-	-	-	-	-	-	-	-
Mill Hill Surgery (7692)	Q4					-	-	-	-	-	-	-	-
	2018 - 2019					4	4	4	4	3.5	4	4	3.5
The Bedford Park Surgery (3,539)	Q4					-	-	-	-	-	-	-	-
	2018 - 2019					-	-	-	-	-	-	-	-
The Vale Surgery (5,303)	Q4					4	4	4.5	4	3.5	4	4.5	3.5
	2018 - 2019					4	4	4	4	3.5	4	4	3.5
Western Avenue Surgery 3,025	Q4					-	-	-	-	-	-	-	-
	2018 - 2019					-	-	-	-	-	-	-	-

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

PCN Specific GP Review



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)	Q4		3	3.5	4	4	3	4	4	3
	2018 - 2019		3.5	4	4	4	3.5	4	4	3.5
Islip Manor Medical Centre (3,498)	Q4		-	-	-	-	-	-	-	-
	2018 - 2019		-	-	-	-	-	-	-	-
The Grove Medical (6,785)	Q4		-	-	-	-	-	-	-	-
	2018 - 2019		-	-	-	-	-	-	-	-
The Medical Centre (4,123)	Q4		-	-	-	-	-	-	-	-
	2018 - 2019		-	-	-	-	-	-	-	-
Barnabas Medical Centre (9,282)	Q4		4.5	4	4	4	4	4	4	4
	2018 - 2019		3.5	4	4	4	3.5	4.5	4	3.5
Elm Trees Surgery (5,016)	Q4		-	-	-	-	-	-	-	-
	2018 - 2019		3.5	3.5	4	4	3	4	4	3.5
Greenford Road Med Centre (7,888)	Q4		3	3	3.5	3.5	3	3.5	3	3.5
	2018 - 2019		4	4	4	4	3.5	4	4	3.5
Mandeville Medical Centre (5,361)	Q4		-	-	-	-	-	-	-	-
	2018 - 2019		-	-	-	-	-	-	-	-
Meadow View Surgery (5,385)	Q4		4	4	4	4.5	3	4	4	4
	2018 - 2019		4	4	4	4	3.5	4	4	3.5
Perivale Medical Clinic (4349)	Q4		-	-	-	-	-	-	-	-
	2018 - 2019		3	3.5	3.5	3.5	3	3.5	4	3
Allendale Road Surgery (4,054)	Q4		-	-	-	-	-	-	-	-
	2018 - 2019		3	3.5	4	4	3	4	4	3

▲ Positive
■ Neutral
▼ Negative

Number of reviews for the current quarter

PCN Specific GP Reviews

North Southall

North Southall				Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Chepstow Medical Centre (2,445)	2			Q4	-	-	-	-	-	-	-
				2018 - 2019	-	-	-	-	-	-	-
Dormers Wells Medical Centre (6,914)	1			Q4	-	-	-	-	-	-	-
				2018 - 2019	3.5	4	4	4	3.5	4	3.5
Lady Margaret Road (3,108)	1			Q4	-	-	-	-	-	-	-
			5	2018 - 2019	-	-	-	-	-	-	-
Saluja Clinic (9,557)	1			Q4	-	-	-	-	-	-	-
				2018 - 2019	3.5	3.5	4	4	3.5	4	3.5
Somerset Family Practice (3,1530)	1			Q4	-	-	-	-	-	-	-
				2018 - 2019	-	-	-	-	-	-	-
The MWH Practice (7,339)				Q4	-	-	-	-	-	-	-
				2018 - 2019	3.5	4	4	4	3.5	4	3.5
St George's Medical Centre (3,097)				Q4	-	-	-	-	-	-	-
	1			2018 - 2019	-	-	-	-	-	-	-
The Town Surgery (2, 134)				Q4	-	-	-	-	-	-	-
				2018 - 2019	-	-	-	-	-	-	-
Woodbridge Medical Centre (5, 283)				Q4	-	-	-	-	-	-	-
				2018 - 2019	3.5	4	4	4	3.5	4	3.5
KS Medical Centre Limited (4, 714)				Q4	-	-	-	-	-	-	-
	1			2018 - 2019	3	3.5	4	4	3	4	3

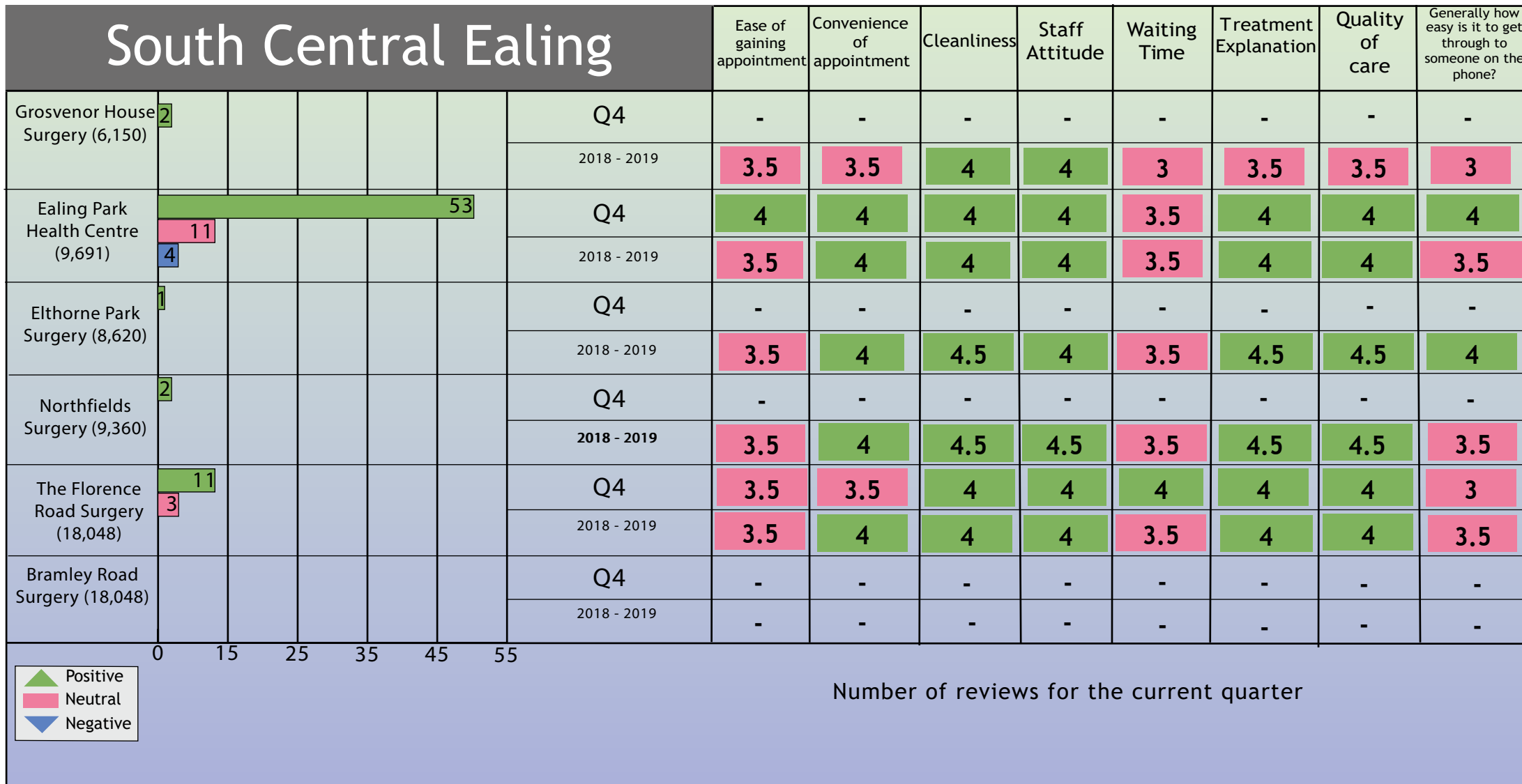
▲ Positive

■ Neutral

▼ Negative

Number of reviews for the current quarter

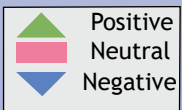
PCN Specific GP Reviews



PCN Specific GP Reviews

Northolt

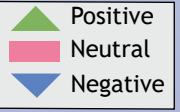
Northolt		Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Jubilee Gardens Medical (7,203)	Q4								
	2018 - 2019	3.5	4	4	4	3.5	4	4	3.5
Somerset Medical (1,746)	Q4	-	-	-	-	-	-	-	-
	2018 - 2019	-	-	-	-	-	-	-	-
Goodcare Practice (6,408)	Q4	-	-	-	-	-	-	-	-
	2018 - 2019	3.5	4	4	4	3.5	4	4	3.5
West End Surgery (4,478)	Q4	-	-	-	-	-	-	-	-
	2018 - 2019	-	-	-	-	-	-	-	-
Yeading Medical Centre (7,208)	Q4	3.5	4	3.5	4	3	3.5	3.5	3
	2018 - 2019	4	4	4	4	3.5	4	4	4
Allenby Clinic (2,064)	Q4	-	-	-	-	-	-	-	-
	2018 - 2019	4	4	4	4	3.5	4	4	4
Broadmead Surgery (4,224)	Q4	-	-	-	-	-	-	-	-
	2018 - 2019	3.5	4	4	4	4	4	4	4
Northolt Family Practice (4,111)	Q4	-	-	-	-	-	-	-	-
	2018 - 2019	3	3.5	4	3.5	3	3.5	3.5	3



Number of reviews for the current quarter

PCN Specific GP Reviews

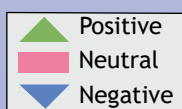
Greenwell

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)				Q4	-	-	-	-	-	-	-	-
				2018 - 2019	-	-	-	-	-	-	-	-
Greenford Avenue Family Health Practice (6,905)		1		Q4	-	-	-	-	-	-	-	-
				2018 - 2019	3.5	4	4	4	3	4	4.5	3.5
Mansell Rd Practice (5,823)				Q4	-	-	-	-	-	-	-	-
				2018 - 2019	3	4	5	4.5	4	4.5	4.5	4
Westseven (3604)		1		Q4	-	-	-	-	-	-	-	-
			1	2018 - 2019	3.5	3.5	4	3.5	4	4	4	3.5
Eastmead Avenue Surgery (6,084)				Q4	-	-	-	-	-	-	-	-
				2018 - 2019	3	3.5	4	4	3.5	4	4	3
Hanwell Health Centre Dr Less Naish Basiil (5,668)		1		Q4	-	-	-	-	-	-	-	-
				2018 - 2019	3.5	4	4.5	4.5	3.5	4	4.5	3.5
Oldfield Family Practice (4,145)		1		Q4	-	-	-	-	-	-	-	-
				2018 - 2019	3.5	4	4	4	3.5	4	4	3.5
					Number of reviews for the current quarter							
												

PCN Specific GP Reviews

South Southall

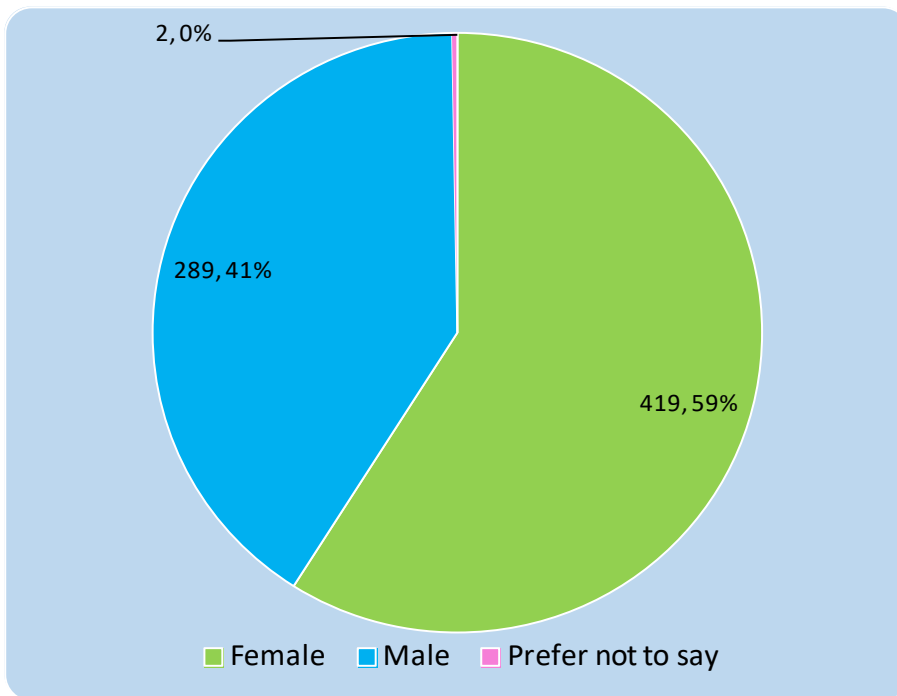
South Southall					Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
70 Norwood Rd/ Dr Sanghera - (Southall MC)	Q4				-	-	-	-	-	-	-	-
	2018 - 2019				3	3.5	4	3	2.5	2.5	1.5	3
Southall Medical Centre (7,755)	Q4				-	-	-	-	-	-	-	-
	2018 - 2019				3.5	4	4	4	3.5	4	4.5	3
Belmont Medical Centre (7, 662)	Q4				-	-	-	-	-	-	-	-
	2018 - 2019				3.5	4	4	4	3.5	4	4	3.5
Featherstone Road Health Centre (8.622)	Q4				-	-	-	-	-	-	-	-
	2018 - 2019				3.5	3.5	4	3.5	3.5	4	4	3.5
Guru Nanak Medical Centre (12.283)	Q4				-	-	-	-	-	-	-	-
	2018 - 2019				3	3.5	4	3.5	2.5	3.5	3.5	3.5
Medical Centre (Beaconsfield Road) (8.305)	Q4				-	-	-	-	-	-	-	-
	2018 - 2019				-	-	-	-	-	-	-	-
The Welcome Practice (3,903)	Q4				-	-	-	-	-	-	-	-
	2019 - 2019				-	-	-	-	-	-	-	-
Waterside Medical Centre (4,851)	Q4				-	-	-	-	-	-	-	-
	2018 - 2019				3.5	4	4	4	3.5	4	4	3.5
Hammond Road Surgery (4,233)	Q4				-	-	-	-	-	-	-	-
	2018 - 2019				3.5	4	4	4	3.5	4	4	3.5
Sunrise Medical Centre (4,156)	Q4				-	-	-	-	-	-	-	-
	2018 - 2019				-	-	-	-	-	-	-	-



Number of reviews for the current quarter

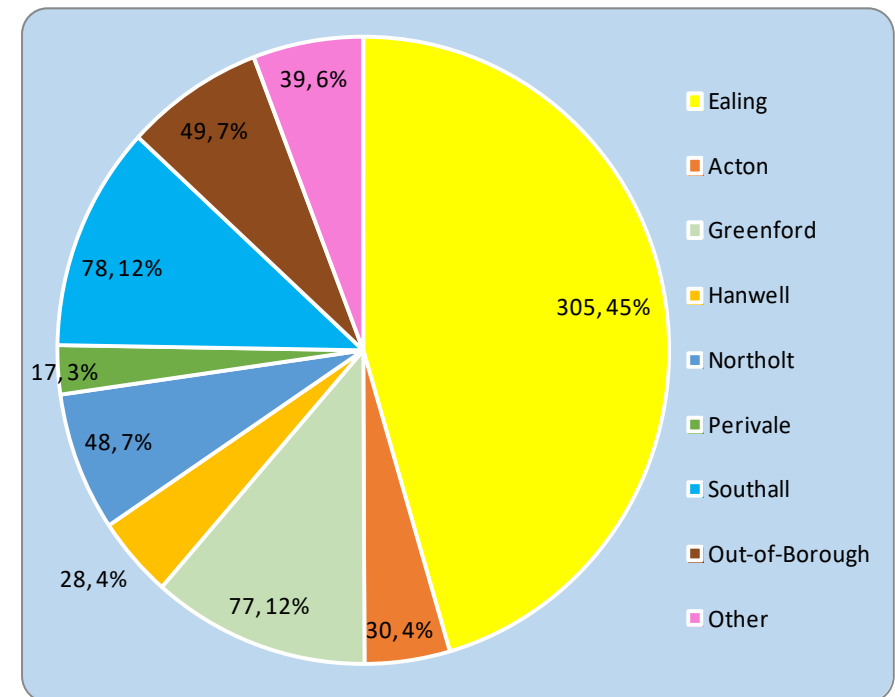
Demographic information

The pie chart below shows the number of reviews received by gender from January to March 2020. The majority of reviews received this quarter are from females 59% (n.419) of reviews, but it is a 4% decrease from the previous quarter (Q3 - 63%). 41% (n.289) of reviews were received from male.



Gender

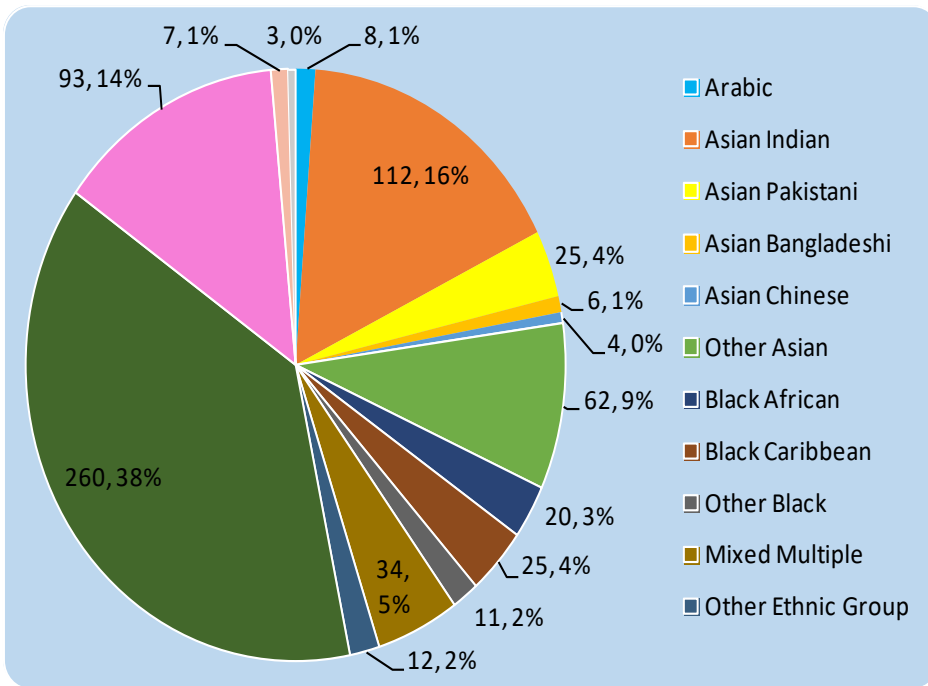
During this quarter we spoke to patients across Ealing, with the highest number of the reviews being received from residents in Ealing 45% (n.305), followed by Southall 12% (n.78) and Greenford 12% (n.77). The least number of reviews were received from people in Perivale 3% (n.17).



Patient's area of residence

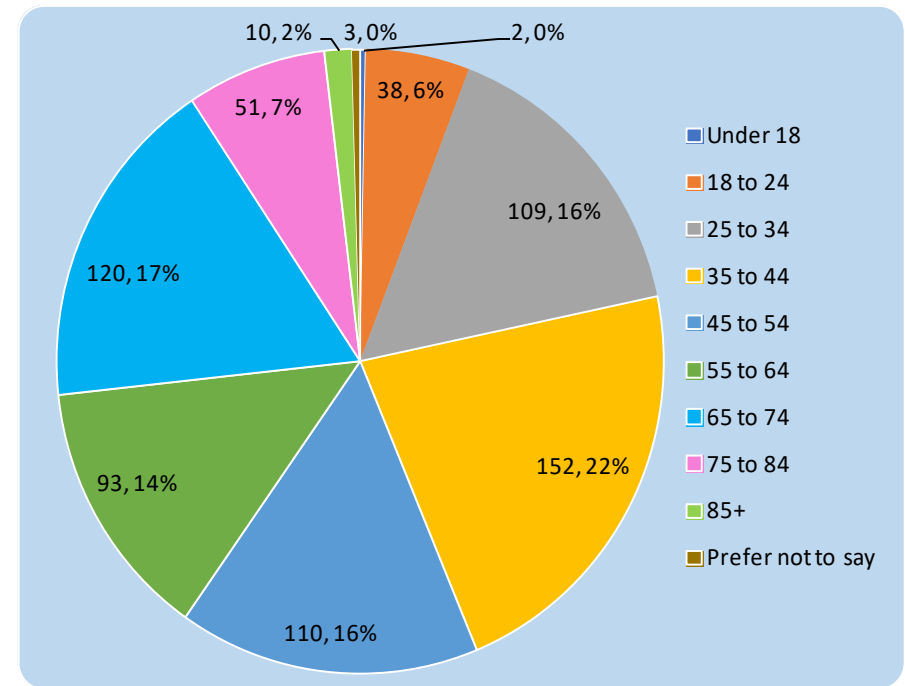
Demographic Information

The pie chart below shows the number of reviews received this quarter in terms of the patient's ethnicity. The majority of feedback received was from people who were White British 38% (n.260) which was a 3% increase since the last quarter. The next highest was Asian Indian 16% (n.112).



Ethnicity of Patients

The pie chart below shows the number of reviews received this quarter from different age groups. The majority of feedback came from the 35 to 44 age group: 22% (n.152). This was followed by the 65 to 74 age group: 17% (n.120). The third highest age group was 45 to 54: 16% (n.110).



Age of Patients

Conclusion

This quarter, 891 patient experience reviews were collected.

There were 676 (76%) positive reviews with a star rating 4-5, 160 (18%) neutral reviews with a star rating 3 and 55 (6%) negative reviews with star rating 1-2 received this quarter. As we have seen in the previous three quarters, the positive experiences far outweigh the negative experiences. However, if we look beyond this overall picture and at specific service areas, findings indicate the following:

GP services

Issues applied mainly to the 'Access to Services' theme. The negative reviews for 'Waiting Times' (were higher than both the positive and neutral reviews and while the negative reviews were not the highest, it shows that there is still room for improvement for how long patients are waiting to be seen.

Areas of good practice where comments were largely positive were 'Treatment and Care' and 'Staff;' both themes had a 73% positive sentiment.

Ealing Hospital

In terms of Ealing Hospital, the predominant area of concern also continues to be the 'Access to Services' theme and while the positive reviews outweighed the negative reviews, it had the most negative reviews in terms of percentage. This shows that in some respects, particularly to do with the 'Waiting Times,' people are unhappy as that sub-theme had more negative reviews than positive and neutral.

However, the fact that positive reviews were the highest for all four sub-themes shows that people overall are happy. This can be seen particularly for the 'Staff' theme and for the 'Attitudes' sub-theme where positive reviews far outweighed the negative reviews.

Urgent Treatment Centre

In terms of the UTC, the predominant area of concern is the 'Access to Services' theme as it has more negative than positive reviews. However, 'Treatment and Care' received more positive reviews than negative and neutral reviews combined, which indicates that the patients we spoke to this quarter, are happy with the treatment they are receiving.

Actions, impact and next steps

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

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

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

In terms of next steps for Healthwatch Ealing's Patient Experience Programme, the following have been previously or newly identified to be considered in more detail and progressed, where appropriate during 2020/ 21. A caveat to this will be the impact of Covid-19 on Healthwatch Ealing's work. At the time of preparing this report, all face-to-face engagement activity for patient experience and other programmes has been suspended. The situation is reviewed regularly, and steps taken to ensure that patient experiences are still collected via other channels.

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

Progress: Healthwatch Ealing concluded that the patient experience programme should remain focussed on GP practices and hospitals, and that gaining feedback on Social Care and Mental Health services should be integrated into other programmes. Discussions are ongoing with the Adults Social Care team at Ealing Council to undertake Enter & View visits which would support the gathering of patient experience from these services. It is not anticipated that this programme will start before Q3 2020/21.

Actions, impact and next steps

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

Progress: This was originally being considered for Q1 2020/21 but has been put on hold due to the Covid-19 pandemic.

- Ensuring patient experience is captured from practices throughout the borough, including those with a smaller number of patients.

Progress: Ideas for implementing this to be worked upon during Q2, 2020/21.

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

Progress: The first report was presented at NW London CCGs Shadow Quality and Performance Committee in December 2019. The committee welcomed the report and undertook for colleagues to further review and feedback how they intended to use the information provided. This feedback had not been received by the time of the Q4 NWL Healthwatch meeting, however, discussions are currently underway about establishing a regular meeting between CCG Patient Engagement/Comms colleagues and Healthwatch, as we begin the countdown to the CCG merger.

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

Progress: Appropriately skilled volunteer support is being progressed; this is still ongoing.

- Publishing a survey to gauge people's experiences of accessing GP services and their mental health and wellbeing during the Covid-19 pandemic.

Progress: The results of the survey are currently being analysed by the Healthwatch Ealing team.

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

Progress: During Q3 we have identified the GPs located within wards of high 'White Other' ethnicity. It was decided to place this activity on hold until a Polish speaking volunteer could be recruited. This is on course to be achieved in Q1, 2020/21 and the activity will be undertaken from Q2 onwards (dependent on Covid-19 and the resolution of face-to-face activities).

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

Progress: The first report, which included data collected across a two-year period was produced and shared throughout Q3 and Q4 2019/20. At the end of Q1, 2020/21, we will have three years of data and it is our intention to create a follow-up report which looks at trends over the three years.

- A review of patient experience at Ealing Hospital over an extended period to identify any changes.

Progress: This is an idea which is being considered for Q3 2020/21.

- A review of patient experience across the other services that are monitored as part of the Patient Experience Programme, e.g. Dentists & Opticians, over an extended period to identify any changes.

Progress: This is an idea which is being considered for Q4 2020/21.

Leave feedback

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

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

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



Summary of your experience* (max 45 characters)

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

Tell us more about your experience*

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

Where do you live? (town/city)

Acton, Ealing, Greenford, Hanwell, ...

Your ratings (select if applicable)

Ease of gaining appointment 

Convenience of appointment 

Cleanliness 

Staff Attitude 

Waiting Time 

Treatment explanation 

Quality of care 

Quality of food 

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

In relation to your comments are you a:

Select one

When did this happen

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

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following?

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

If other, please specify

Where did you hear about us?

Select one

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

- No Yes

Would you like to speak to Healthwatch directly?*

- No Yes

About you

Name

- Leave feedback anonymously?

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

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

- Subscribe to the newsletter?

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

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

[Submit feedback >](#)

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

Share Your Experience with Us

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

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

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

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

2. How do you rate your overall experience?

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

3. Summary of your experience

.....

4. Tell us more about your experience

.....

.....

.....

.....

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

6. Your ratings (select if applicable)

Ease of gaining appointment

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

Convenience of appointment

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

Cleanliness

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

Staff Attitude

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

Waiting Time

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

Treatment explanation

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

Quality of care

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

Quality of food

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

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

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

In relation to your comments are you a:

- Patient Carer Relative Carer and Relative
 Service Provider Visitor Professional

When did this happen
.....

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

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

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

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

If "other", please specify

Where did you hear about us? (Select one)

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

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

- No Yes

Would you like to speak to Healthwatch directly?

- No Yes

About you

Name.....

Email.....

Leave feedback anonymously

Monitoring Information

What gender do you identify yourself as:

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

Which age group are you in?

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

What is your ethnicity?

White

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

Asian / Asian British

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

Black, African, Caribbean, Black British

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

Mixed, Multiple

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

Other Ethnic Group

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

Which area of the borough do you live in?

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Acton | <input type="checkbox"/> Perivale |
| <input type="checkbox"/> Ealing | <input type="checkbox"/> Southall |
| <input type="checkbox"/> Greenford | <input type="checkbox"/> Other |
| <input type="checkbox"/> Hanwell | <input type="checkbox"/> Out of the Borough |
| <input type="checkbox"/> Northolt | <input type="checkbox"/> 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
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Other religion.....
- Prefer not to say

What is your sexual orientation?

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

Thank you for sharing your experience

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

Dignity and Respect	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