



**PATIENT EXPERIENCE
REPORT 2021/2022
QUARTER 4
January-March**

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	29
Demographic Information	43
Conclusion	48
Recommendations and Next Steps	50
Appendix	52

Executive Summary

This report details the analysis of the Health and Social Care service reviews that Healthwatch Ealing obtained during Quarter 4 (Q4) of 2021/22 (January - March). This quarter, a total of 1,217 patient experience reviews were collected. Approximately 72% (n.877) were positive, 20% (n.246) were negative and 8% (n.94) were neutral.

Positive feedback for GP services were largely for the Treatment and Care they received, with this theme receiving the highest number of positive reviews and comments for the top four themes this quarter (66%). Patient's also expressed their satisfaction with the overall positive attitudes displayed by members of staff. Booking appointments, overall availability of appointments, and accessing their GP surgery via telephone (in the mornings especially) was the most negatively expressed this quarter.

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 most negative feedback received this quarter were patients mainly commenting on how long they have to wait to access to type of service that they need when they are at the hospital.

The Dentist category also received largely positive reviews with residents commenting on the overall care they receive from there dentist, as well as the friendliness of staff.

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 how the staff members treated them 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.

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 17th, 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. 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 4, from January to March, 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.877) were positive, 20% (n.246) were negative and 8% (n.94) 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.

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.

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 4, an overall rating of 5 stars was the most common service rating accounting for 52% (632) of reviews.

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

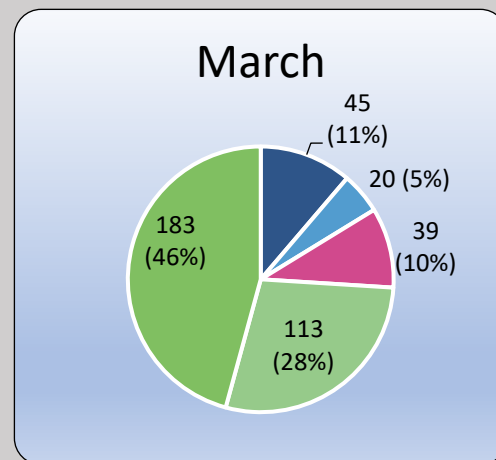
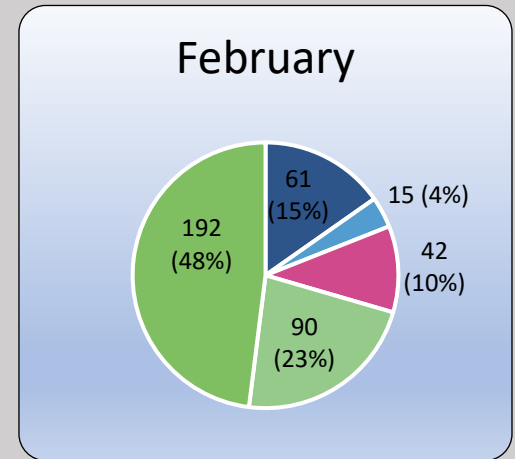
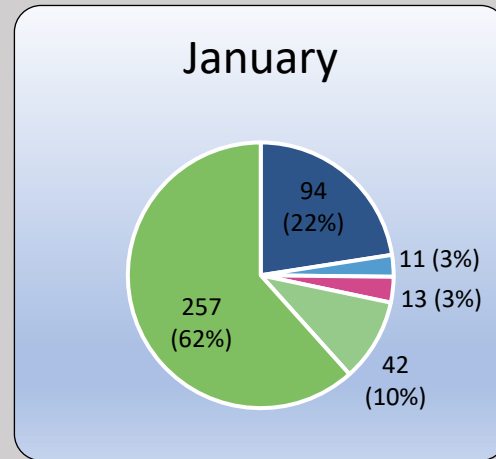
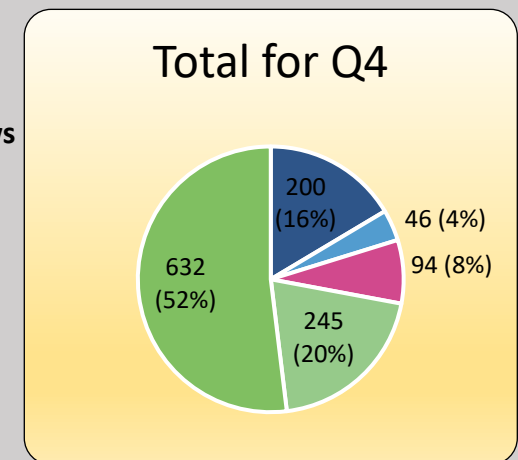


Figure 1: A monthly breakdown of reviews based on their sentiment



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 877 positive responses, 246 negative responses and 94 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 Q4

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
January	105	13	299
February	76	42	282
March	65	39	296
Total	246	94	877

Feedback Sentiment cont.

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).

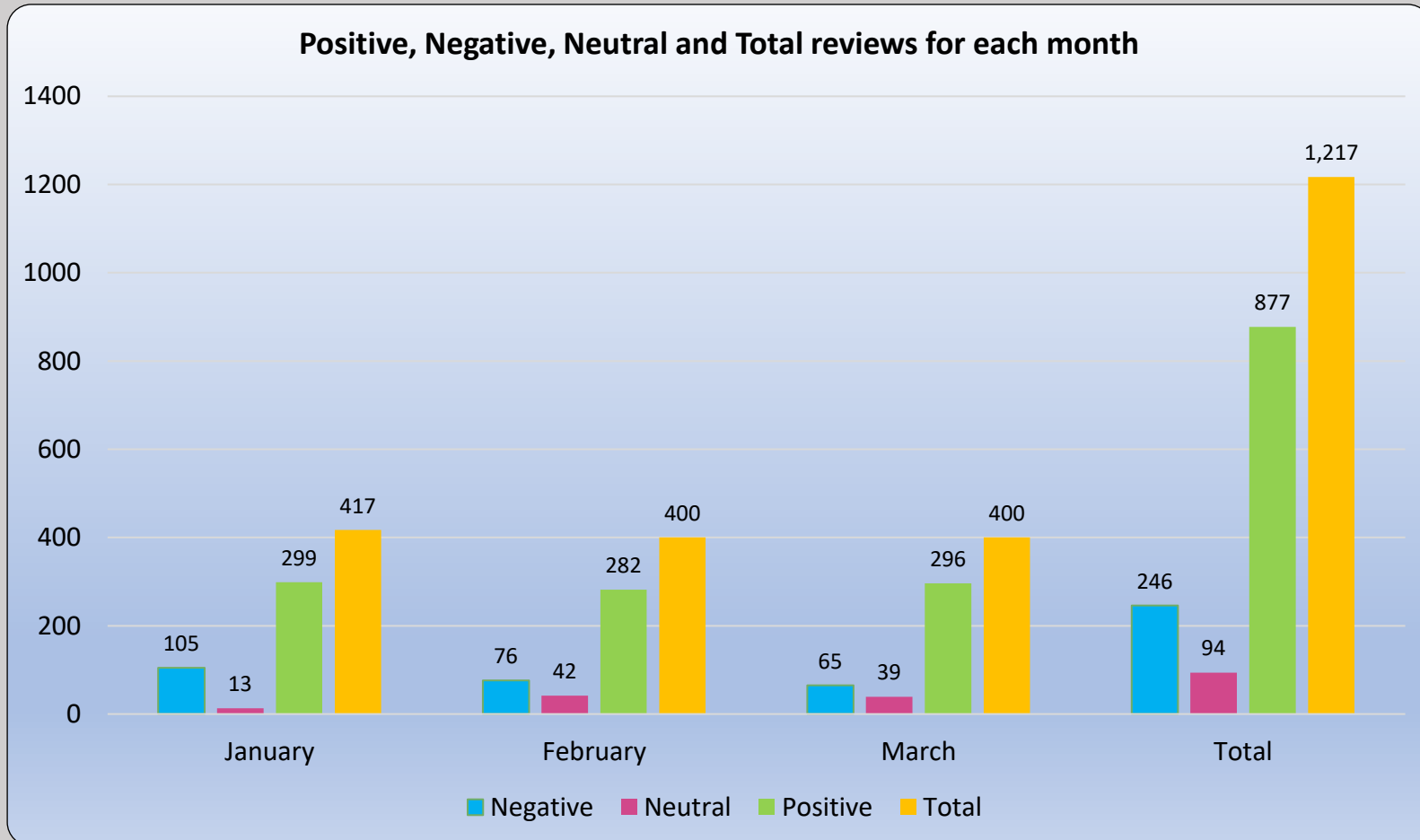


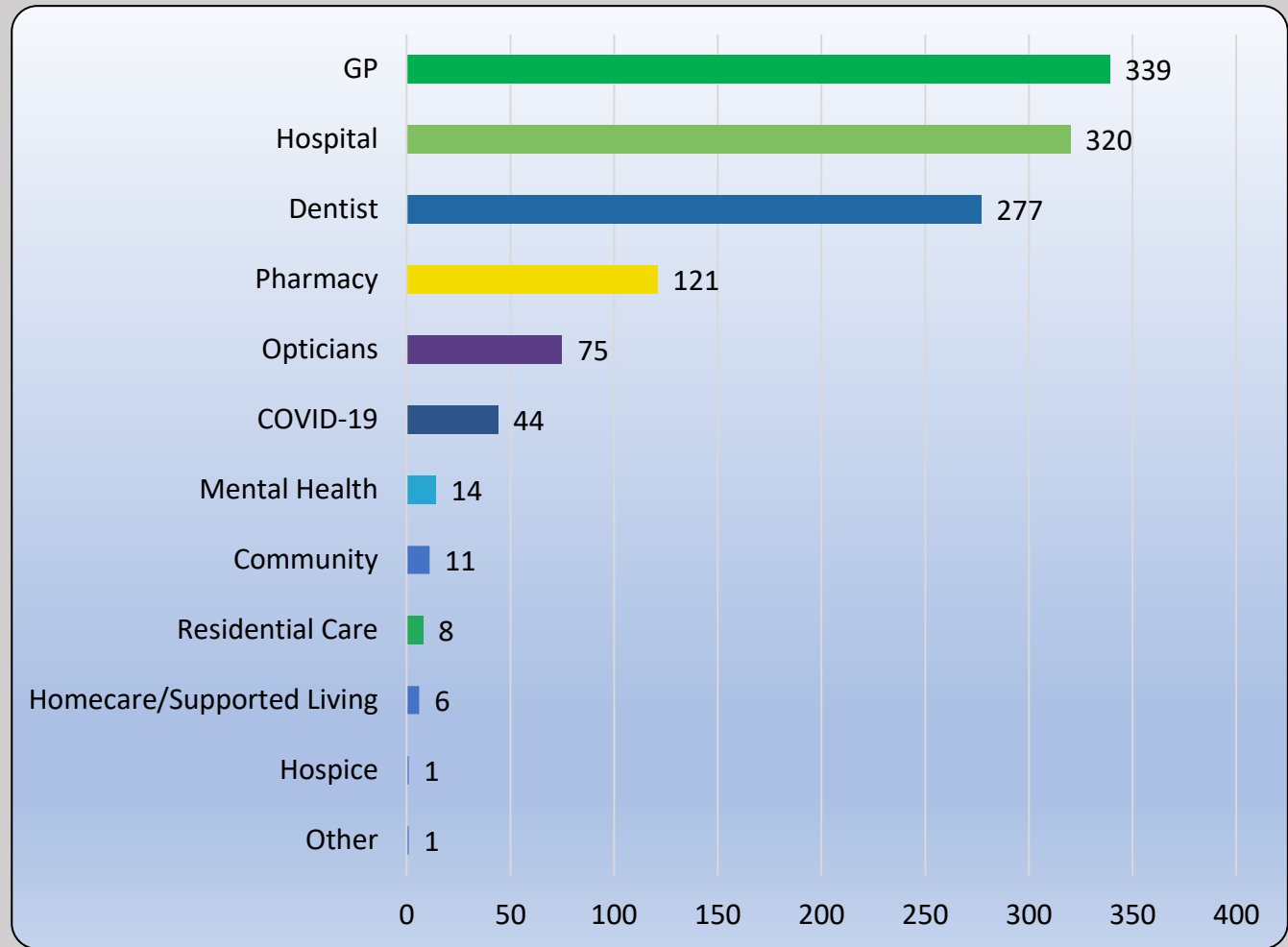
Figure 2: A monthly breakdown of reviews based on sentiment

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 (n.339) of the total number of reviews received during this quarter. Hospital services received the second highest number of reviews (n.320) and Dentists received the third highest number of reviews (n.277).

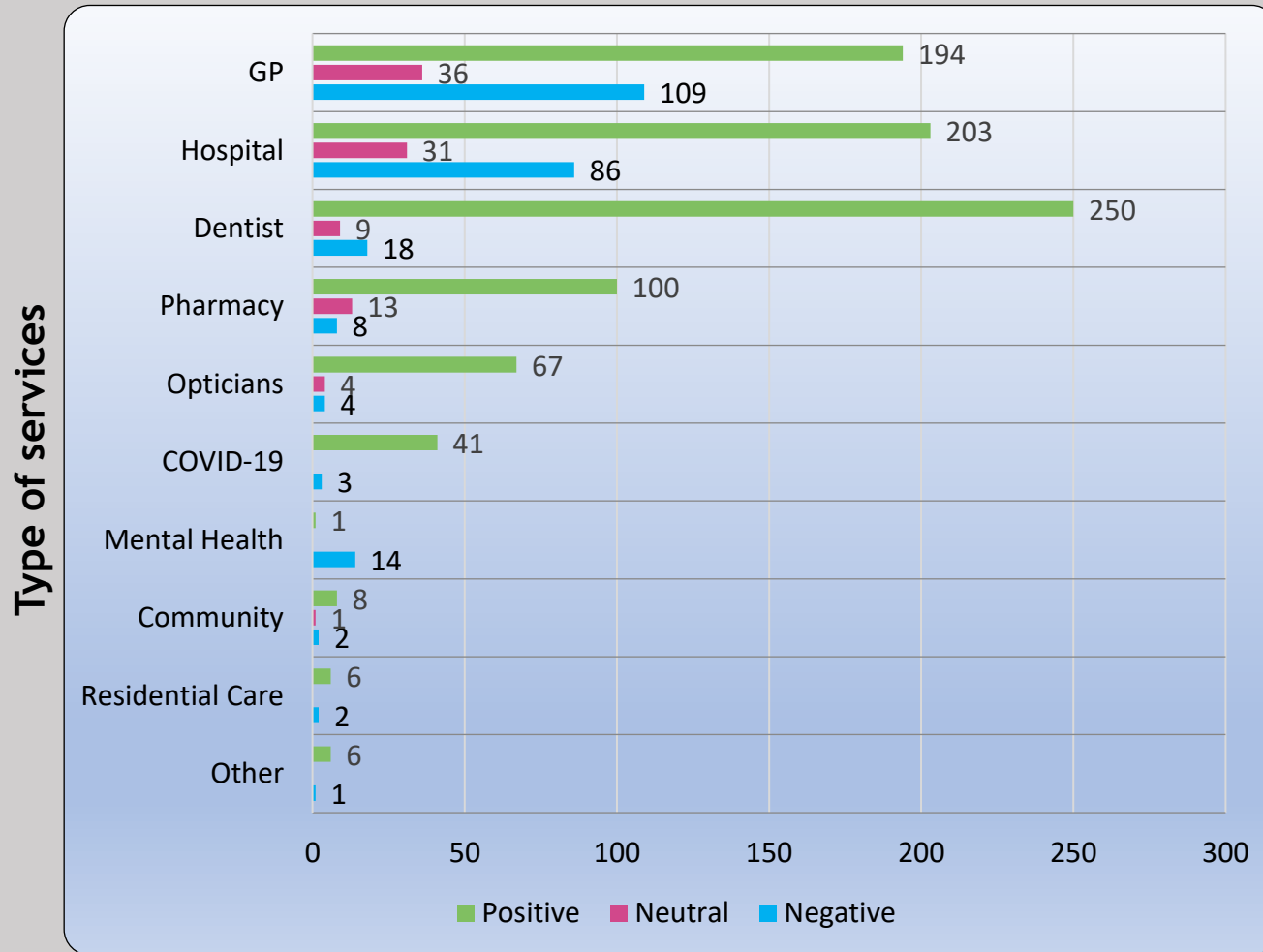
Type of services



Number of reviews

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.109), a n.7 increase from the Q3. We also received less positive (Q4, n.194, Q3, n.353), and less neutral (Q4, n.36, Q3, n.69) reviews this quarter. However the n.185 less reviews we received this quarter, compared to Q3, may be a contributing factor. The themes and trends seen in GP feedback is explored in more detail from pages 14-18.

The Hospital service category had the second highest of negative reviews (44%, n.86). However we saw a n.64 increase in positive reviews compared to Q3.

Distribution of Positive, Neutral & Negative Reviews cont.

Name of Service	Negative	Neutral	Positive	Total Number of Reviews
GPs	32%	11%	57%	339
Hospitals	27%	10%	63%	320
Dentists	7%	3%	90%	277
Pharmacies	7%	11%	82%	121
Opticians	5%	5%	90%	75
COVID-19	7%	0%	93%	44
Mental Health	93%	0%	7%	14
Community Services	18%	10%	72%	11
Residential Care*	25%	0%	75%	8
Other*	15%	0%	85%	7

Table 2 displays the percentage breakdown of service category reviews by sentiment. Staying consistently throughout this quarterly period, GPs (Q4, 57%, n.194) and Hospitals (Q4, 63%, n.203) received the lowest percentage of positive reviews for the top five services reviewed.

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.

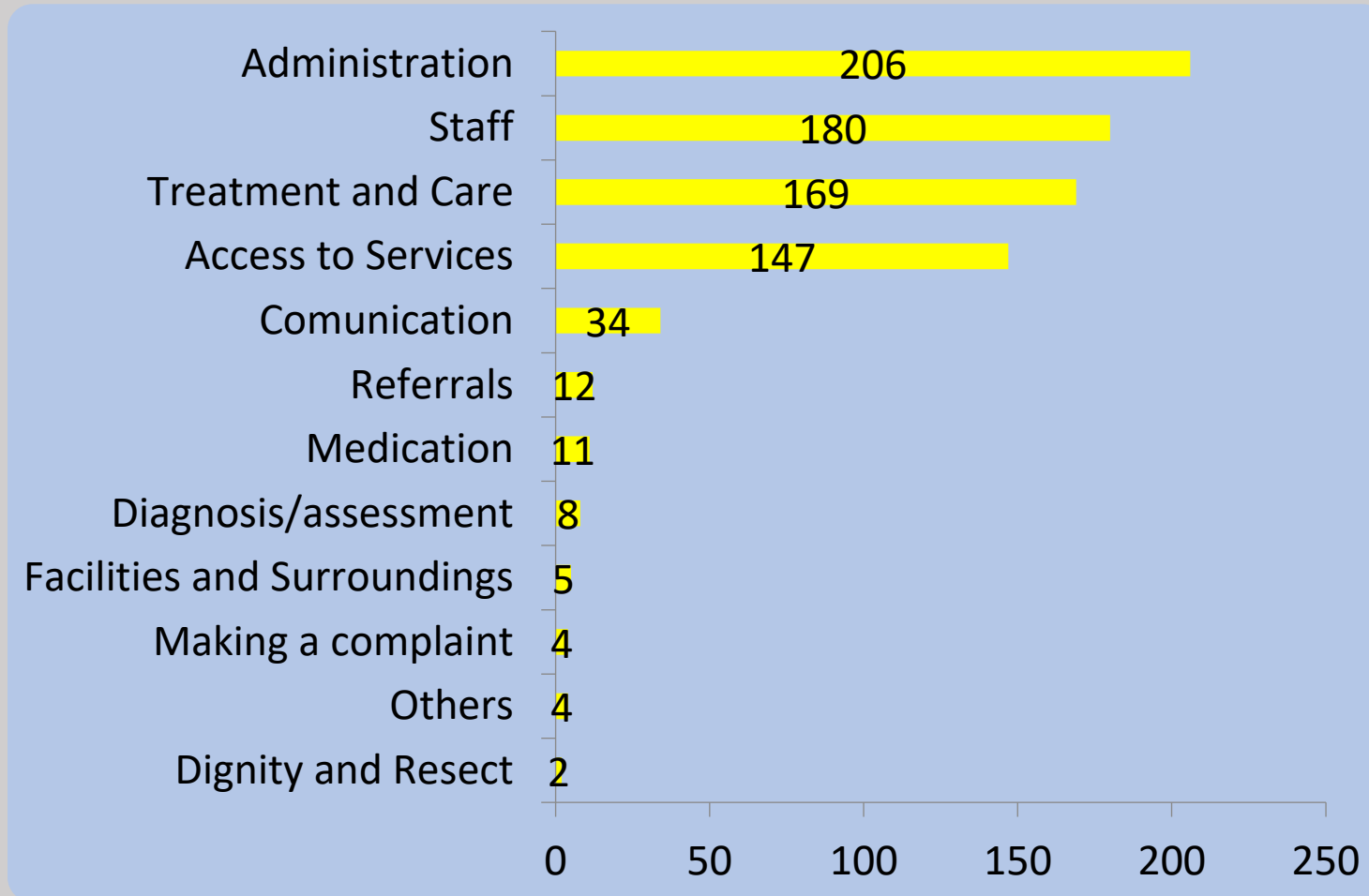


Figure 5: Count for the Themes Identified in GP service reviews

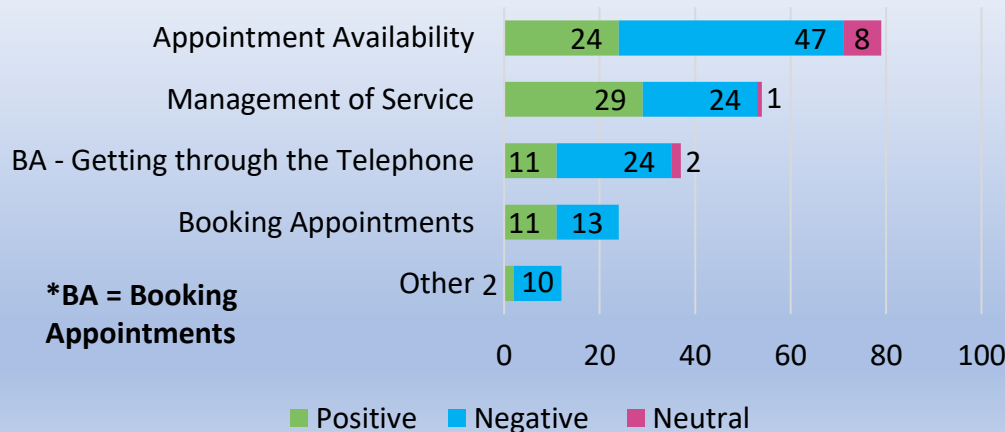
GP Themes and Sub-Themes

The theme **Administration** (n.206) was the most identified theme in GP surgery reviews this quarter. However, despite this, there was a decrease of 105 reviews compared to Q3. Out of the total, 37% (n.77) of the reviews were positive, 57% (n.118) were negative, and 5% (n.11) were neutral. Figure 6 shows the sub-theme breakdown for **Administration**.

Appointment Availability (n.79) was the most identified sub-theme this quarter. Out of these reviews, 30% (n.24) were positive, 59% (n.47) were negative, and 10% (n.8) were neutral in sentiment. If we combine these findings with the sub-themes **Booking Appointments – Getting through the Telephone** (65%, n.24) and **Booking Appointments** (54%, n.13) were for both, the negative sentiment was the highest. This shows that overall, the appointment booking system and how long patients are waiting for the next available appointment needs to improve. The sub-theme **Other** represents a combination of the sub-themes: **Booking Appointments – Online** (n.2 positive, n.4 negative), **Admission Procedure** (n.5 negative), and **Medical Records** (n.1 negative).

Despite this indication, patients overall this quarter, appear to be satisfied with the service they receive from their GP surgeries. Which can be seen with the **Management of Service** (n.54) sub theme. This was the second most identified sub-theme this quarter, with 54% (n.29) of these being positive, 44% (n.24) negative, and 2% (n.8) neutral.

Top sub-themes for Administration



Number of reviews

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

Positive reviews

“If we call in for an appointment, they give it to us straight away...” GP Surgery

“For the last 2-3 months I have seen improvements...I called for an emergency appointment and they gave me one straight away...” GP Surgery

Negative reviews

“They took 2 weeks to get me a phone appointment and another 2 weeks to see the doctor.” GP surgery

“...should return to normal for patients to book an appointment when it's needed as current patients are being triaged by admin with no clinical qualifications.” GP surgery

The **Staff** theme (n.180) was the second most identified theme in the feedback for GP surgeries. Out of the total number of reviews pertaining to GP staff, 56% (n.101) were positive in sentiment.

The sub-theme of **Attitudes** (n.127) was the most frequently identified. Out of the total, 60% (n.77) of the reviews were positive, 35% (n.44) were negative, and 5% (n.6) were neutral in sentiment. While we saw a decrease of 8% compared to last quarter in terms of positive feedback for this sub-theme, this continues the positive trend, from the previous two quarters, we are seeing regarding GP staff attitude. It is worth pointing out that with Q1, the Attitudes sub-theme negative sentiment was the highest. This evidence suggests that throughout this quarterly year, the staff that patients have interacted with in their respective GP surgeries overall have lived up to the positive standards patients expect from the staff in a health setting. This is backed up even further but the **Treatment and Care** theme breakdown (page 18), were the **Support** sub-theme was the highest in sentiment by a large percentage.

The **Other** sub-theme is a combination of the sub-themes: **Training and Development** (n.1 positive, n.4 negative), **Staffing Levels/Lack of** (n.2 positive, n.2 negative), and **Capacity** (n.1 positive, n.2 negative).

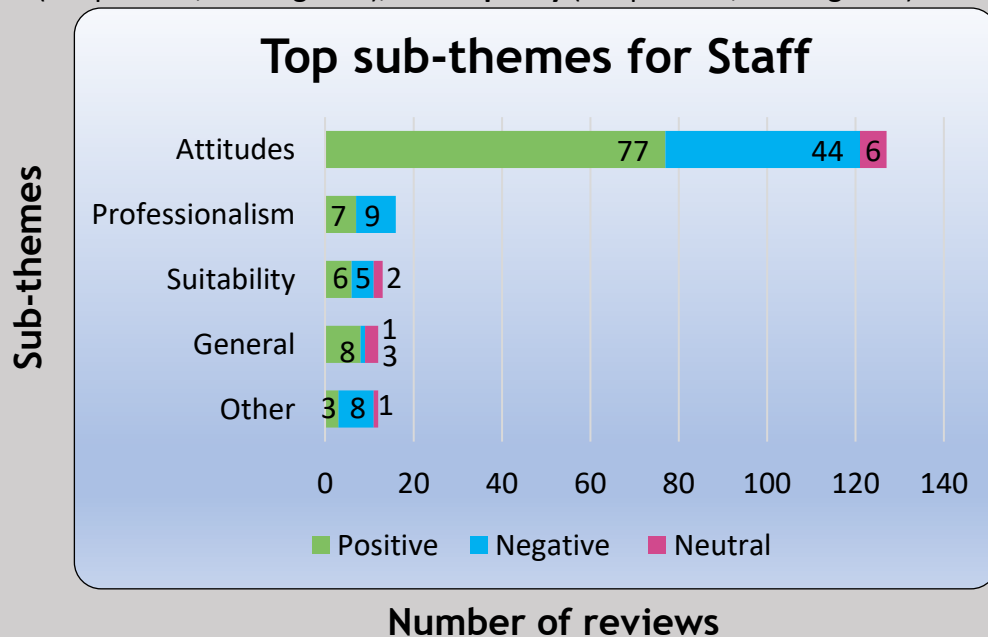


Figure 7: Sentiment distribution for the sub-themes of Staff

Positive reviews

“They are very friendly and approachable. The staff are friendly and supportive.” *GP Surgery*

“They are so accommodating, knowledgeable and friendly.” *GP Surgery*

Negative and Neutral reviews

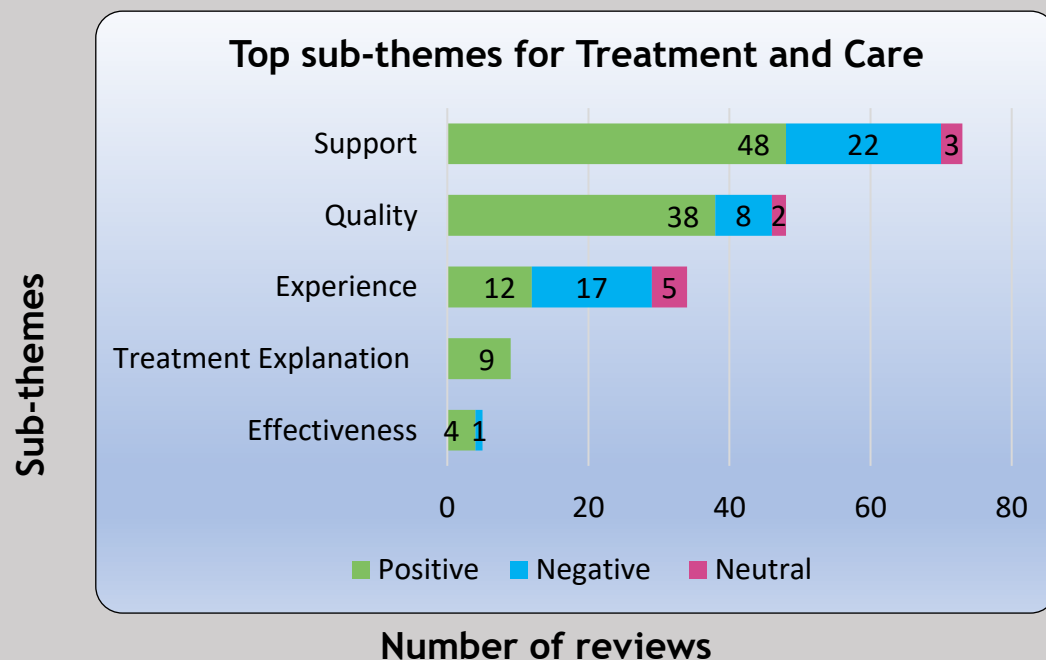
“I feel like the staff there are inexperienced. I had an encounter with one staff there that played practical jokes on me” *GP surgery*

“The receptionists are so rude and unprofessional. The doctors are the opposite. They actually care for you” *GP surgery*

GP Themes and Sub-Themes

Figure 8 provides a detailed breakdown of **Treatment and Care** (n.169), the third most identified theme in reviews for GP surgeries. Out of the total, 66% (n.111) were positive. 28% (n.48) were negative, and 6% (n.10) were neutral 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, 63% in Q2, to 81% in Q3. In addition, as seen in Fig.8, the positive feedback pertaining to the top 2 sub themes was significantly higher than the negative and neutral feedback received; **Support** 66% (n.48), and **Quality** 79% (n.38).

The findings suggest that, for the most part, Ealing residents are pleased with the 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 continue to be recognised and congratulated for this achievement.



Positive reviews

"I think they listen, react, there not always available but available when there is somebody in need of care. They have been very supportive." GP surgery

"The medical advice is always defined and accurate, be that from the doctors or nurses." GP surgery

Negative reviews

"The doctors ignore the concerns - so one cannot comment there either." GP surgery

"The medical care itself is good but that doesn't help when it is so hard to get it." GP surgery

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

GP Themes and Sub-Themes

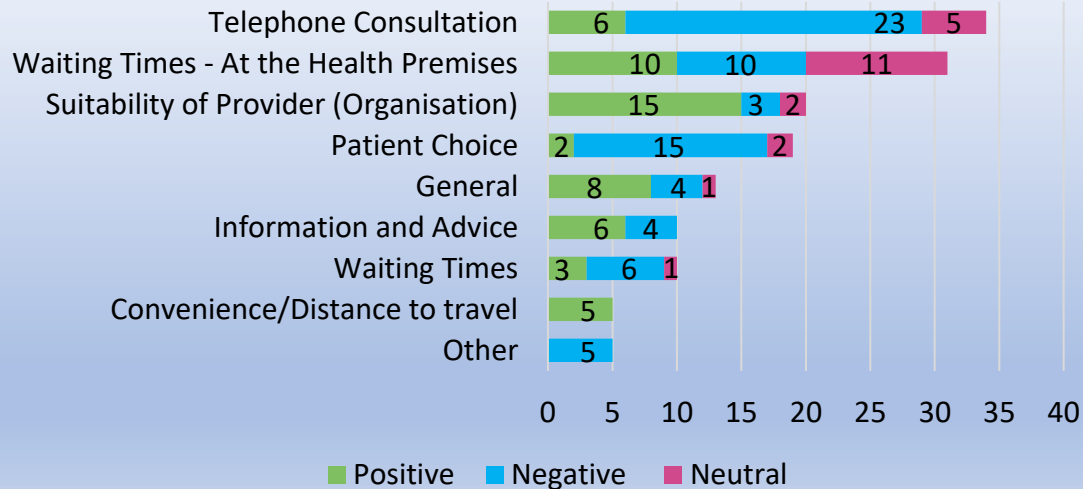
Consistent with the previous quarter, **Access to Services** (n.147) was the fourth-most identified theme for GP surgeries - 37% (n.55) were positive, 48% (n.70) were negative, 15% (.22) were neutral. Figure 9 illustrates the breakdown of the sub-themes for the GP surgery **Access to Services** theme.

The sub-theme of **Telephone Consultation** (n.34) was the most applied sub-theme this quarter. Of the instances identified, 18% (n.6) were positive, 68% (n.23) were negative, and 15% (n.5) were neutral in sentiment. This indicates that patients are struggling to gain access to their GP surgery via the telephone. It is worth noting however that this applies mainly to trying to call the GP surgeries in the mornings. **Waiting Times – At the Health Premises**, was the second most sub-theme this quarter, with 32% (n.10) being both positive and negative, while 35% (n.11) were neutral in sentiment, implying that patients this quarter were split on how they feel about the length it takes for them to wait for their appointment when they are in the waiting room.

Despite these signs of negative feedback, patients appear for the most part, to be satisfied with their GP surgery. This is backed u by the **Suitability of Provider (Organisation)** sub-theme, with 75% (n.15) out of 20 counts to reviews being positive in sentiment.

Top sub-themes for Access to services

Sub-themes



Number of reviews

Positive reviews

“Overall a good experience provided by everyone in the service.” *GP surgery*

“Close to where I live.” *GP surgery*

Negative and Neutral Reviews

“The only negative is I cannot get through on the telephone.” *GP surgery*

“The waiting time in here is very long, usually 35/45 minutes. If you are going to take long to see the patient, you should at least inform the patient.” *GP surgery*

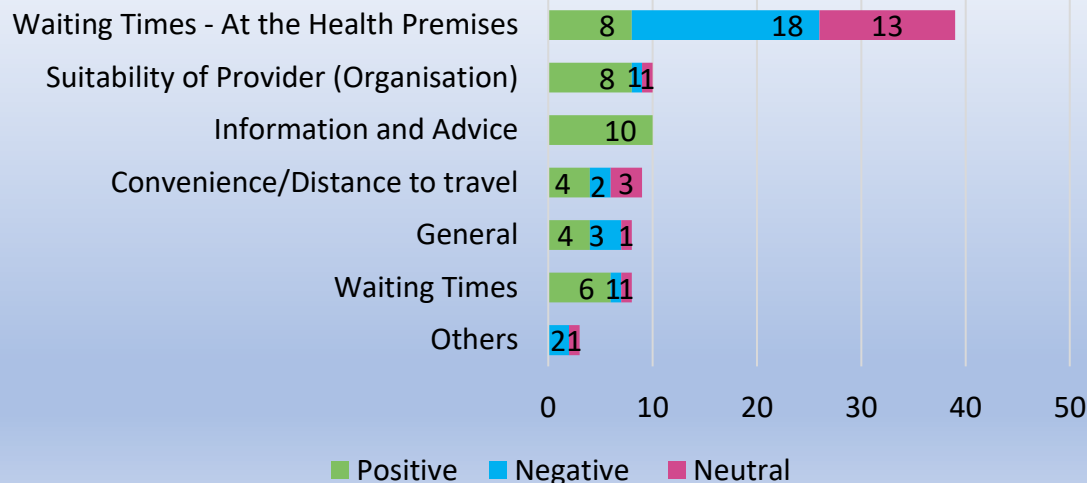
Figure 9: Sentiment distribution for the sub-themes of Access to Services

Ealing Hospital Themes and Sub-Themes

The theme **Access to Services** was the top most identified theme for Ealing Hospital (n.87), up by 2 places from the previous quarter. Of these, 46% (n.40) were positive in sentiment, and 31% (n.27) were negative, and 23% (n.20) were neutral in sentiment. Figure 10 illustrates a breakdown of the sub-themes for **Access to Services** theme for Ealing Hospital.

The sub-theme **Waiting Times – At the Health Premises** was the most applied sub-theme this quarter (n.39). Of these instances 21% (n.8) were positive, 46% (n.18) were negative, and 33% (n.13) were neutral in sentiment. 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. These findings are unsurprising considering the back log of patients that they have to attend to it. 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.

Top sub-themes for Access to Services



Sub-themes

Number of reviews

Positive reviews

“...I get good advice from them.” *Ealing Hospital*

Negative Reviews

“Running on short staff. First time I came here I waited for 9 hours.” *Ealing Hospital*

“The waiting time was tedious. I had a huge cut on my finger and I had to wait for four hours.” *Ealing Hospital*

“Just that long time of waiting needs to be improved.” *Ealing Hospital*

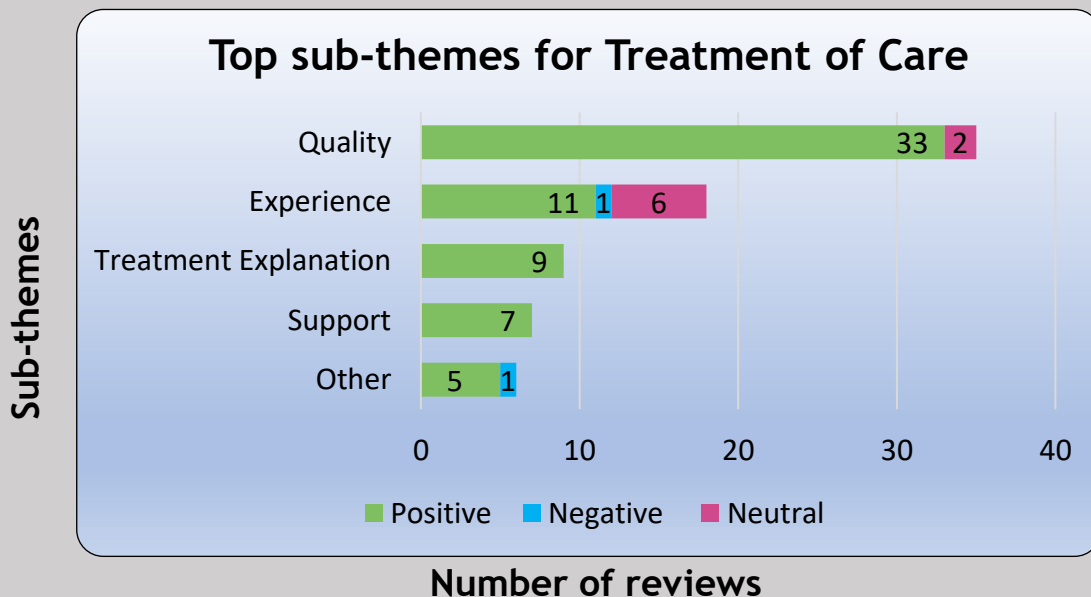
Figure 10: Sentiment distribution for the sub-themes of Treatment and Care for Ealing Hospital

Ealing Hospital Themes and Sub-Themes

Treatment and Care (Fig. 11) was the second most identified theme for Ealing Hospital (n.75). Of these, 87% (n.65) were positive in sentiment, 3% (n.2) were negative and 11% (n.8) 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 **Quality** was the most applied sub-theme this quarter (n.35). Of these instances, 94% (n.33) were positive in sentiment, and 6% (n.2) were neutral. The second most applied sub-theme was **Experience**, with 61% (n.11) being positive in sentiment, 6% (n.1) being negative, and 33% (n.6) being neutral. The third most applied sub-theme was **Treatment Explanation**, with 100% (n.9) positive feedback.

This continues the the overall trend of largely positive feedback we have received for the treatment and care at Ealing Hospital. With patients, based in the chart below, being overall satisfied with the quality of treatment they have received, their overall experience, and the explanation of the treatment being giving to them but the health professions.



Positive reviews

“...explained everything, very careful with the treatment, very smooth.” *Ealing Hospital*

“Treatment here is great. I am one of the happy patients. Level of the treatment service here is great.” *Ealing Hospital*

Negative and Neutral Reviews

“I have had good experiences before, it depends on who it is, who you see.” *Ealing Hospital*

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

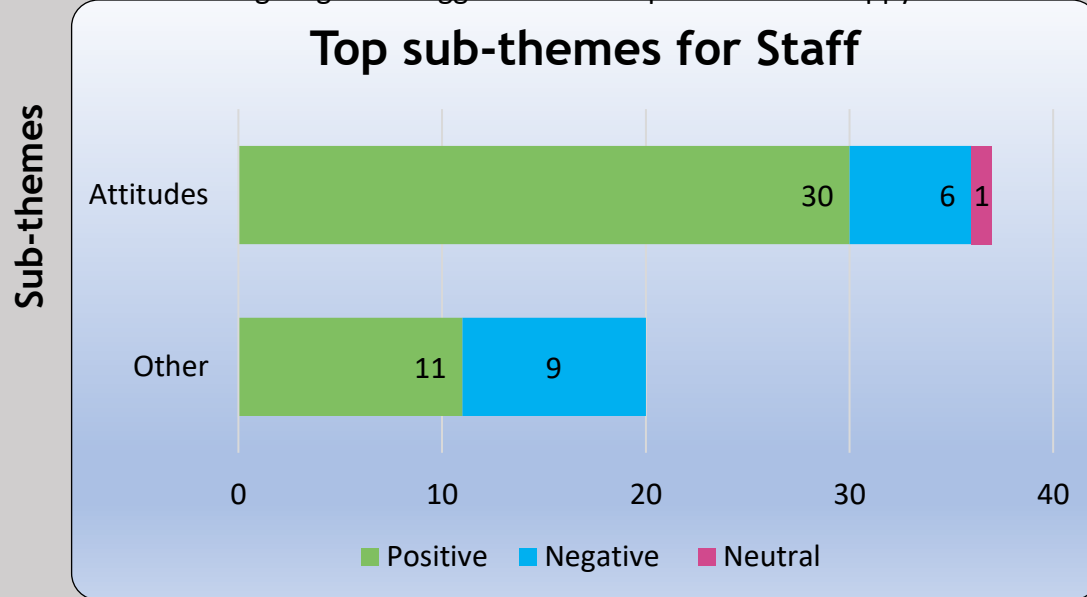
Ealing Hospital Themes and Sub-Themes

Staff was the third most identified theme for Ealing Hospital (n.57). Of these, 72% (n.41) were positive in sentiment, 26% (n.15) were negative, and 2% (n.1) were neutral in sentiment. 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.37). Of these instances, 81% (n.30) were positive, and 16% (n.6) were negative, and 3% (n.1) were neutral in sentiment. For the sub-theme **Other**, 55% (n.11) were positive, and 45% (n.9) were negative in sentiment. Feedback relating to the General sub-theme referenced patients overall satisfaction of the staff that attended to their needs.

The **Other** sub-theme is a combination of the sub-themes: **General** (n.7 positive), **Capacity** (n.5 negative), **Training and Development** (n.3 negative), **Professionalism** (n.2 positive), **District Nurses/Health Visitors** (n.1 positive), **Suitability** (n.1 positive), and **Staffing levels/Lack of** (n.1 negative). It is important to note that in relation to these combined sub-themes, 45% of these counts were negative, with n.6 out of n.9 overall counts pertaining towards the capacity/lack of staff available to assist the patients.

These findings together suggest that most patients were happy with their interactions and engagement with staff members at Ealing Hospital.



Positive reviews

“They have been very careful and the staff are very polite and kind.” *Ealing Hospital*

“Staff are brilliant and professional.” *Ealing Hospital*

“Staff are very helpful and friendly.” *Ealing Hospital*

Negative Reviews

“There is not enough staff.” *Ealing Hospital*

Figure 12: Sentiment distribution for the sub-themes of Staff for Ealing Hospital

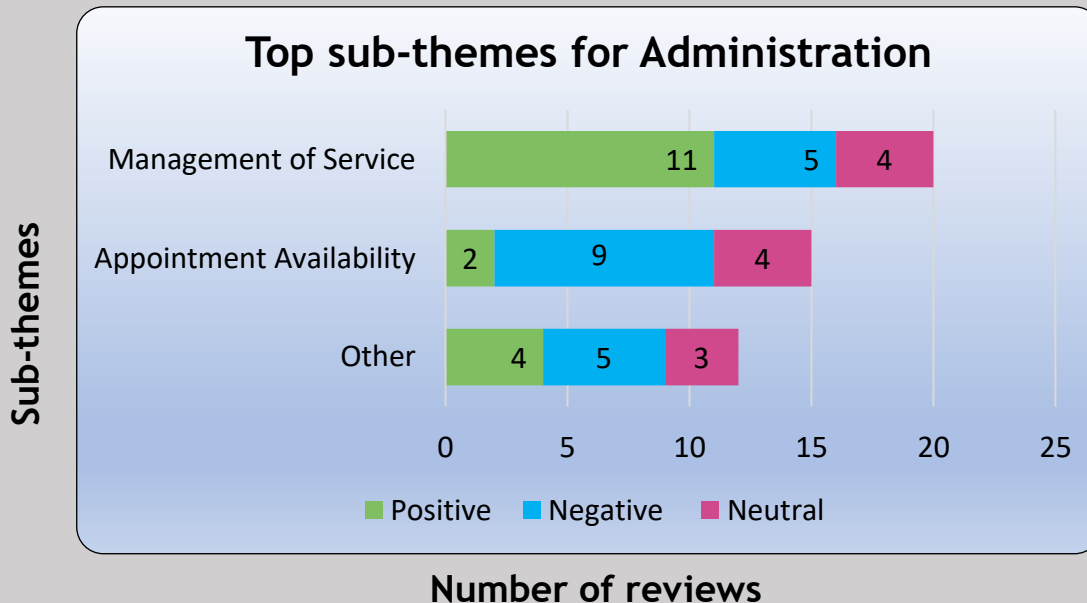
Ealing Hospital Themes and Sub-Themes

The sub-theme **Administration** was the fourth most identified theme for Ealing Hospital (n.47). Of these, 36% (n.17) were positive in sentiment, and 40% (n.19) were negative, and 23% (n.11) were neutral in sentiment. Figure 12 illustrates the breakdown of the most cited sub-themes for the **Administration** theme for Ealing Hospital.

The sub-theme **Management of Service** was the most applied sub-theme this quarter (n.21) - 55% (n.11) were positive in sentiment, and 25% (n.5) were negative, and 20% (n.4). **Appointment Availability** was second most applied sub-theme, with the negative sentiment 60% (n.9) being the highest - although it is 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.

The **Other** sub-theme is a combination of the sub-themes: **Booking Appointments** (n.1, positive, n.1 negative, and n.3 neutral), **Admission Procedure** (n.2 positive, n.1 negative), **Booking Appointments – Online** (n.1 positive, n.1 negative), and **Booking appointments - Getting through the Telephone** (n.2 negative)

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



Positive reviews

“Very good service.” *Ealing Hospital*

“Every time we come here, we have been very happy with the service...” *Ealing Hospital*

Negative and Neutral Reviews

“It has been a three month wait for this appointment but I understand why, not complaining.” *Ealing Hospital*

“Very difficult to get an appointment because of COVID. Had to wait two years to get and appointment for my mother.” *Ealing Hospital*

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, Dentists, Pharmacies, Opticians, COVID-19 (COVID-19 Vaccination & Testing Sites), Community Services, Homecare/Supported Living, Other services that received 5 reviews or less.

Figure 14 illustrates the number of positive reviews gathered for these service categories during the Quarter 4 period (January-March 2021). In comparison to Quarter 2 (July to September 2021), the number of positive reviews for Dentists increased (Q3, n.129, Q4, n.250), Pharmacies decreased (Q3, n.161. Q4, n.100) and for COVID-19 vaccination and testing sites decreased (Q3, n.64. Q4, n.41).

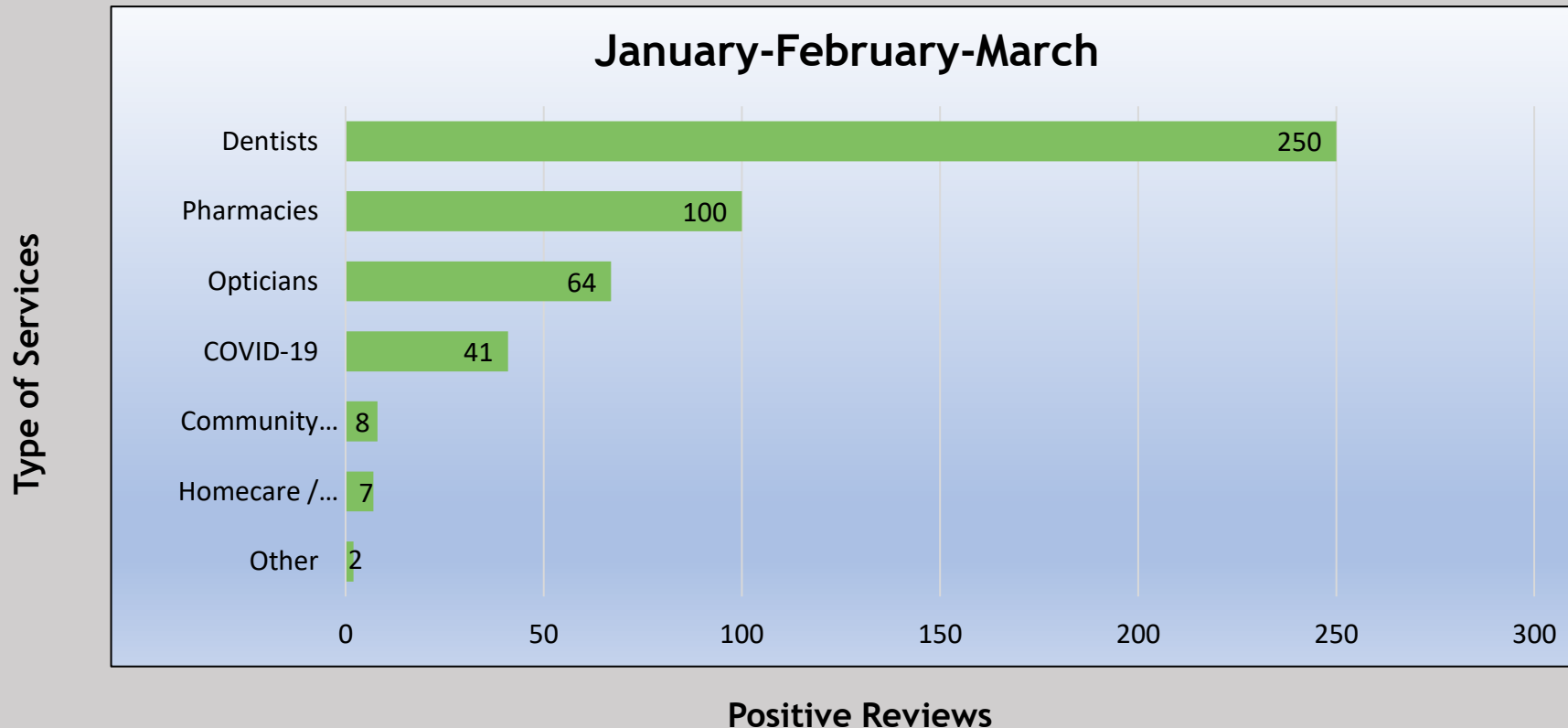


Figure 14: Positive review count for services in Ealing



Dentists

“They never disappoint. The staff are always friendly and very helpful. Can't recommend them enough!”

Dentists

“Appointments are available on the same day. Friendly staff overall and a good service.”

Dentists

“The staff are good. The dentist here explains everything. Very good with their appointment times.”

Dentists



Pharmacies

“I have a good relationship with the pharmacist there. He is a lovely man and has been giving me my medication for a long time.”

Pharmacies

“They are just generally good with what they do. The staff are good and the place is easily accessible. We get our prescriptions on time.”

Pharmacies

“They are outstanding, have good customer care, and everything is usually in stock.”

Pharmacies



Opticians

“They are very thorough, tell you what they are doing, explain and show you what you are doing.”

Opticians

“They managed things well given covid circumstances. The optician was very helpful in explaining things, can't fault anything.”

Opticians



COVID-19

“Best and highest quality of services, all friendly and smiling and caring. Real medical staff explained what needs to be done. Very positive attitude.”

COVID-19

“2-3 minutes walk from the site. They were all volunteers, doing their best, it was just brilliant.”

COVID-19



Other

“The staff and the treatment is excellent. The staff are very courteous. Their approach and mannerisms is good. Treat you like a human being.”

Community Services

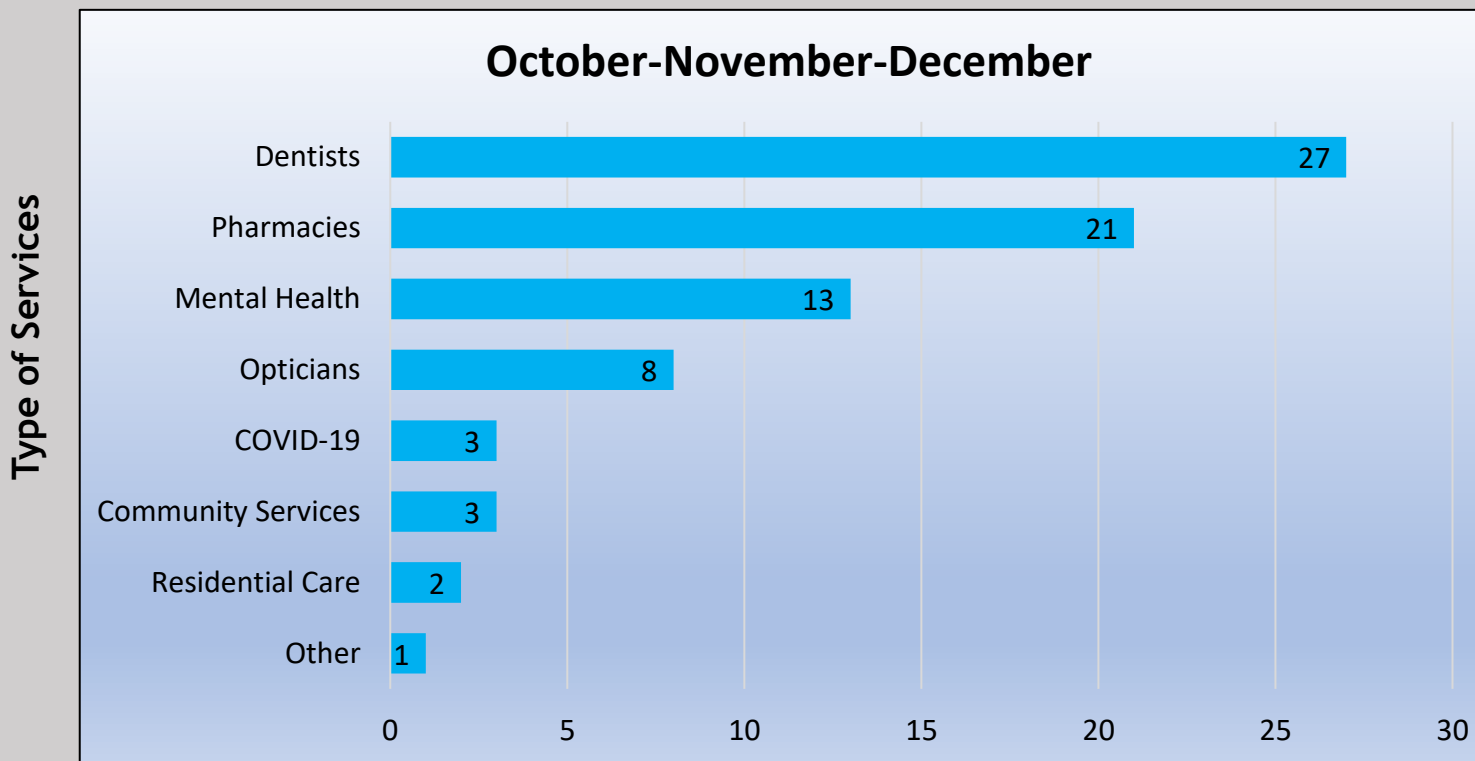
“A wonderful team who all helped to make a difficult time as good as it could have been.”

Homecare/Supported Living

Negative and Neutral Reviews for Remaining Service Categories

This section provides an overview of the Negative and Neutral reviews received for other services in the borough including, Dentists, Pharmacies, Opticians, COVID-19 (COVID-19 Vaccination & Testing Sites), Community Services, Residential Care, Other, and Mental Health.

Figure 14 illustrates the number of positive reviews gathered for these service categories during the Quarter 4 period (January-March 2021). In comparison to Quarter 2 (July to September 2021), the number of positive reviews for Dentists increased (Q3, n.129, Q4, n.250), Pharmacies decreased (Q3, n.161. Q4, n.100) and for COVID-19 vaccination and testing sites decreased (Q3, n.64. Q4, n.41).



Negative & Neutral Reviews

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



Dentists

“Had to pay for hygienist care. After a long time my children have got their first appointment thanks to the huge backlog. The dentist is lovely but since it has been taken over service has gone to pot.”

Dentists

“Not bad, not the best to be honest. Such a long wait for availability of appointments.”

Dentists

“It is hard to get an appointment, mainly 3-4 weeks in the waiting list.”

Dentists



Pharmacies

“I find the whole prescription service very downgraded, their prescription time can take up to a week to get it.”

Pharmacies

“Dreadful experience with wrong medicines given and unfriendly, unhelpful staff. They always give me the wrong strength of my tablets and have items missing because they claim they cannot get the stock. Why do other pharmacies never have these problems and only you do?! I will not be back!”

Pharmacies

“They are not good. They just mess up on the medication every time.”

Pharmacies



Opticians

“Failure to diagnose my condition.”

Opticians

“Sometimes they are so busy they can't look after you properly. It can be expensive, sometimes £60-100.”

Opticians



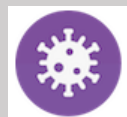
Mental Health

“The one thing that drives me nuts is there seems to be a problem with each one accessing normal GP records. I think the mental health services are ridiculously underfunded, I can't stress this enough.”

Mental Health

“They don't take you seriously. Didn't seem to know how to do their job.”

Mental Health



COVID-19

“Very bad experience with the staff there, there receptionist was playing on the mobile, she barley looked at me and didn't reply when I asked her. One of the guys who is directing people was aggressive, made me wait for no reason and treated me with no respect. I am so disappointed, they suppose to be more polite as they dealing with patients!”

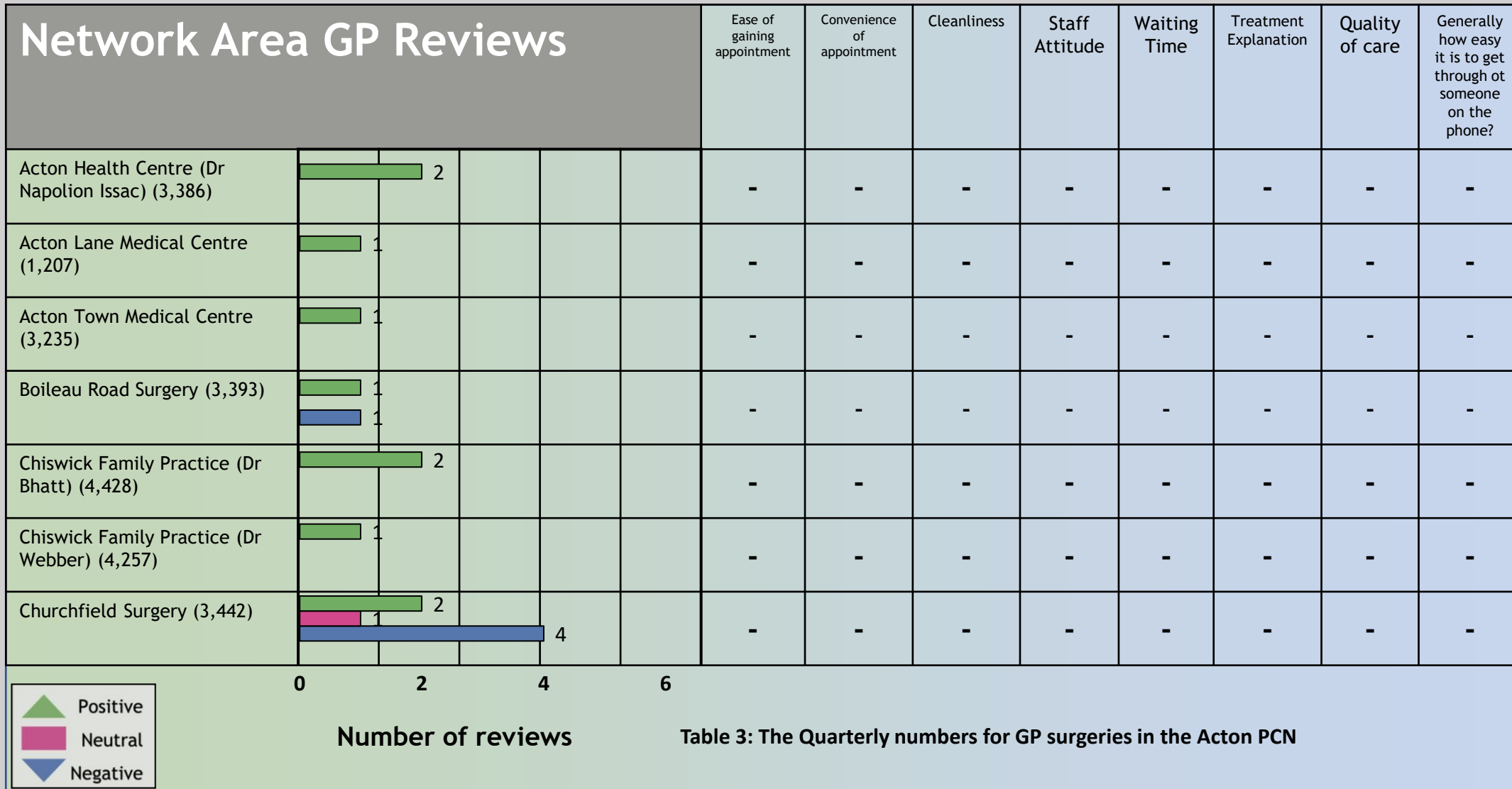
COVID-19

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.

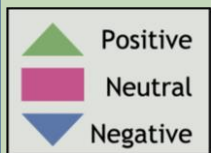
The left side of the table indicates the number of the reviews received for each GP surgery and their sentiment. The data displayed on the right-hand side reflects the average star rating given by patients regarding specific aspects of the surgery, such as; Ease of gaining an appointment, Waiting times and Staff Attitudes. It should be noted that the GP surgeries that received less than 10 reviews during this quarter (January to March) are not included in the average ratings on the right-hand side. This is to avoid generalising the findings from smaller samples sizes.

PCN Specific Reviews - Acton



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)						-	-	-	-	-	-	-	-
Crown Street Surgery (8,836)						3.5	3.5	3.5	3	3	3.5	3	3
Hillcrest Surgery (7,791)						-	-	-	-	-	-	-	-
Horn Lane Surgery (4,581)						-	-	-	-	-	-	-	-
Mill Hill Surgery (7,692)						-	-	-	-	-	-	-	-
The Bedford Park Surgery (3,539)						-	-	-	-	-	-	-	-
The Vale Surgery (5,303)						-	-	-	-	-	-	-	-
Western Avenue Surgery (3,025)						-	-	-	-	-	-	-	-



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)	1				-	-	-	-	-	-	-	-
Gordon House Surgery (12,431)	25 3 2				3.5	3.5	4	4	3.5	4	4	3
Lynwood Surgery (2,216)	1				-	-	-	-	-	-	-	-
Mattock Lane Health Centre (Dr Nay Lin) (2,851)	1 2 1				-	-	-	-	-	-	-	-

▲ Positive

■ Neutral

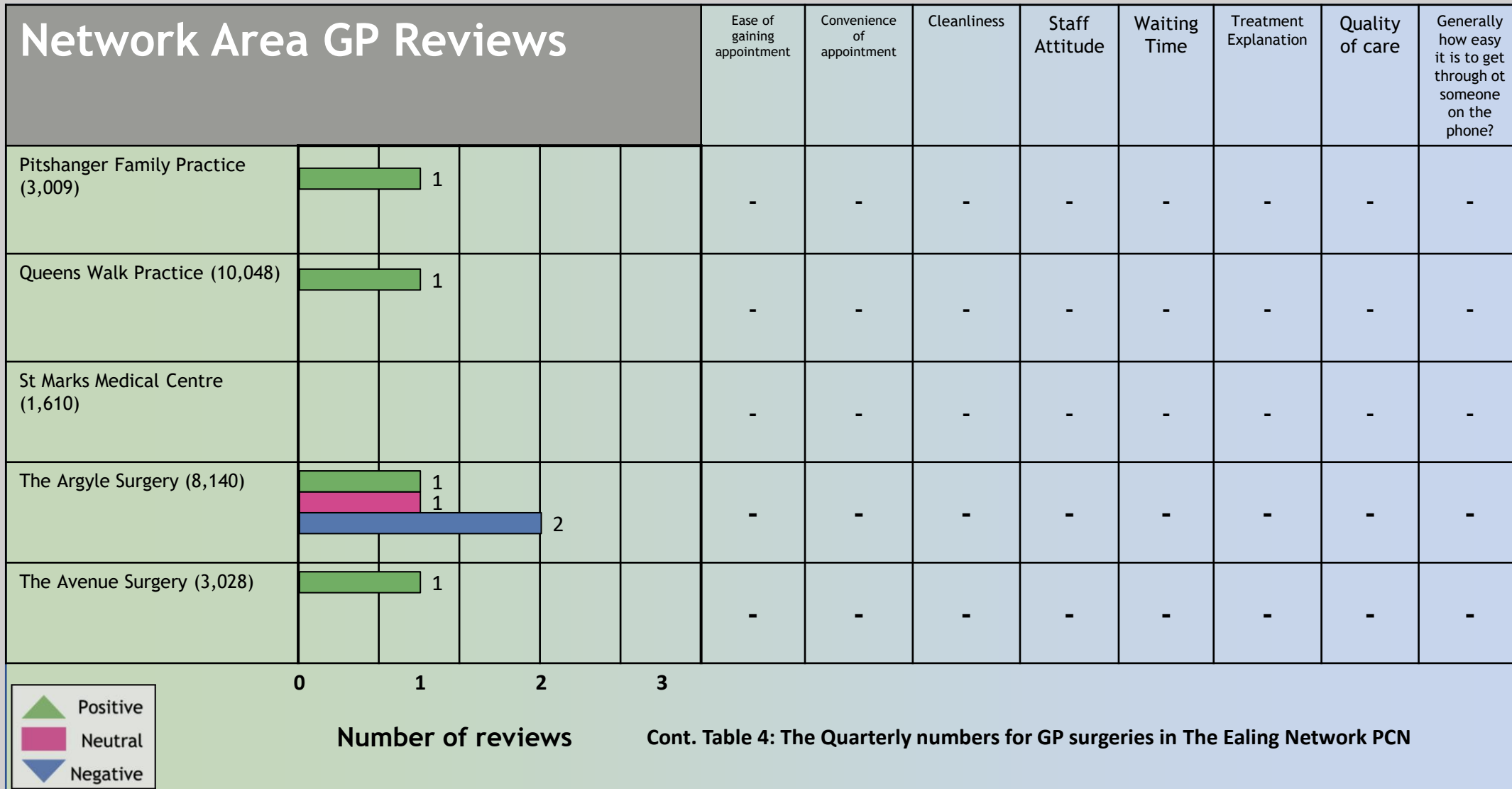
▼ Negative

0 10 20 30

Number of reviews

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

PCN Specific Reviews - The Ealing Network Continued.



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 on the phone?
Hillview Surgery (10,338)	1	3			-	-	-	-	-	-	-	-
Islip Manor Medical Centre (3,498)	1	1			-	-	-	-	-	-	-	-
The Grove Medical (6,785)		1			-	-	-	-	-	-	-	-
The Medical Centre (4,123)		1			-	-	-	-	-	-	-	-
Barnabas Medical Centre (9,282)		1			-	-	-	-	-	-	-	-
Elm Trees Surgery (5,016)					-	-	-	-	-	-	-	-

▲ Positive
■ Neutral
▼ Negative

0 1 2 3 4

Number of reviews

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

PCN Specific Reviews - Northolt, Greenford, Perivale 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?
Greenford Road Medical Centre (7,888)					-	-	-	-	-	-	-	-
Mandeville Medical Centre (5,361)					-	-	-	-	-	-	-	-
Meadow View Surgery (5,385)	1				-	-	-	-	-	-	-	-
Perivale Medical Clinic (4,349)	2	2			-	-	-	-	-	-	-	-
Allendale Road Surgery (4,240)	5	1			-	-	-	-	-	-	-	-

▲ Positive
■ Neutral
▼ Negative

0 2 4 6

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 to someone on the phone?
Chepstow Gardens Medical Centre (2,445)	0	1	2	3	-	-	-	-	-	-	-	-
Dormers Wells Medical Centre (6,914)	0	1	2	3	-	-	-	-	-	-	-	-
Lady Margaret Road (3,108)	0	1	2	3	-	-	-	-	-	-	-	-
Saluja Clinic (9,557)	0	1	2	3	-	-	-	-	-	-	-	-
Somerset Family Health Practice (2,946)	0	1	2	3	-	-	-	-	-	-	-	-

▲ Positive

■ Neutral

▼ Negative

0 1 2 3

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 of someone on the phone?
The MWH Practice (7,339)						-	-	-	-	-	-	-	-
St George's Medical Centre (3,097)						4	4	4	4	3.5	4	4	4
The Town Surgery (2,134)						-	-	-	-	-	-	-	-
Woodbridge Medical Centre (5,283)						-	-	-	-	-	-	-	-
KS Medical Centre Limited (4,174)						3.5	3.5	4	4	3.5	4	4	3.5

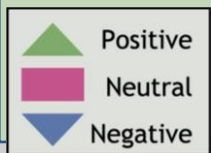
▲ Positive
■ Neutral
▼ Negative

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	1	3	-	-	-	-	-	-	-
Ealing Park Health Centre (9,691)		14	2	3	4	4	4	4	4.5	4.5	4
Elthorne Park Surgery (8,620)		1	1	1	-	-	-	-	-	-	-
Northfields Surgery (9,360)		2		5	-	-	-	-	-	-	-
The Florence Road Surgery (18,048)		7		2	-	-	-	-	-	-	-



0 5 10 15

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)	3	2			-	-	-	-	-	-	-	-
Somerset Medical Centre (2,580)	1				-	-	-	-	-	-	-	-
Goodcare Practice (9,800)	5	1	14		2.5	2.5	4	3	3	4	4	2.5
West End Surgery (4,478)	1				-	-	-	-	-	-	-	-
Yeading Medical Centre (7,208)	7				-	-	-	-	-	-	-	-
Broadmead Surgery (approx. 7,000)	7	3	2		3	3.5	4	3.5	3.5	4	4	3

▲ Positive
■ Neutral
▼ Negative

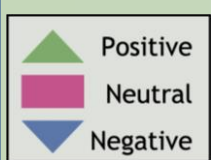
0 5 10 15

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 of someone on the phone?
Elmbank Surgery (5,295)	11	1	3	3	3.5	4	4	4	4.5	4	3
Greenford Avenue Family Health Practice (6,905)	5	1		-	-	-	-	-	-	-	-
Mansell Road Practice (5,823)	8	1		-	-	-	-	-	-	-	-
Westseven (3,604)	2	3		-	-	-	-	-	-	-	-
Eastmead Avenue Surgery (6,084)	2			-	-	-	-	-	-	-	-
Hanwell Health Centre - Dr Less Naish Basiil (5,668)	2	1		-	-	-	-	-	-	-	-
Oldfield Family Practice (4,145)	2	1		-	-	-	-	-	-	-	-



0 5 10 15

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 of someone on the phone?
70 Norwood Road/Dr Sanghera	1	2			-	-	-	-	-	-	-	-
Southall Medical Centre (7,755)	1	3			-	-	-	-	-	-	-	-
Belmont Medical Centre (7,662)		4			-	-	-	-	-	-	-	-
Featherstone Road Health Centre (8,622)	5	4	3		3.5	3.5	3.5	3.5	3	3.5	4	3.5
Guru Nanak Medical Centre (12,283)	3	2	5		3.5	3	4	3.5	3.5	4	4	2.5

▲ Positive

■ Neutral

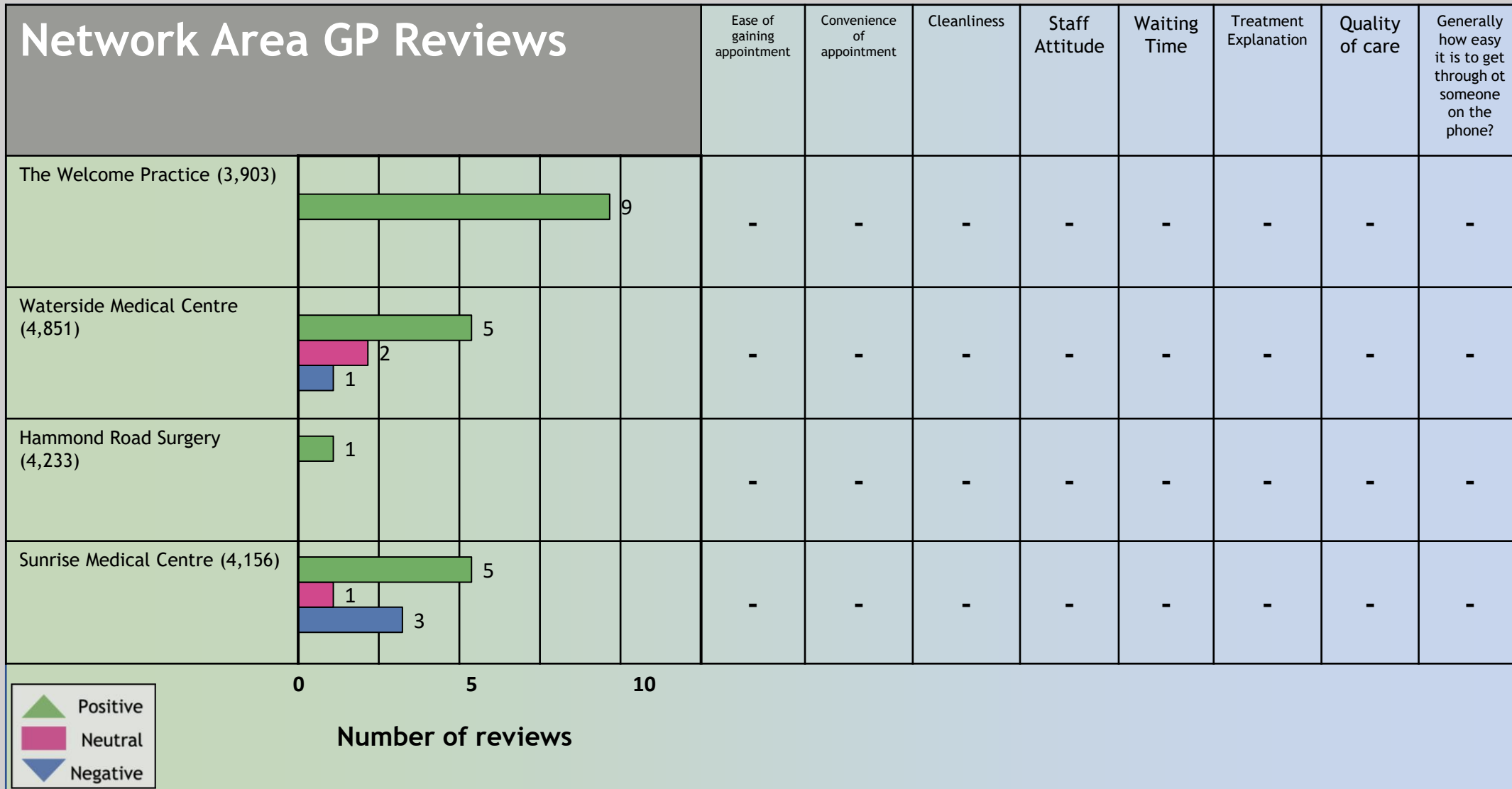
▼ Negative

0 2 4 6

Number of reviews

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

PCN Specific Reviews - South Southall continued.



Demographic Information: Gender

The pie chart below (fig.16), represents the number of reviews received from each gender, during Q4 (January to March). The majority of reviews received during this quarter were from Females, accounting for 68% (n.373) of the sample population. Males accounted for 31% (n.179), one patient preferred not to state their gender this quarter.

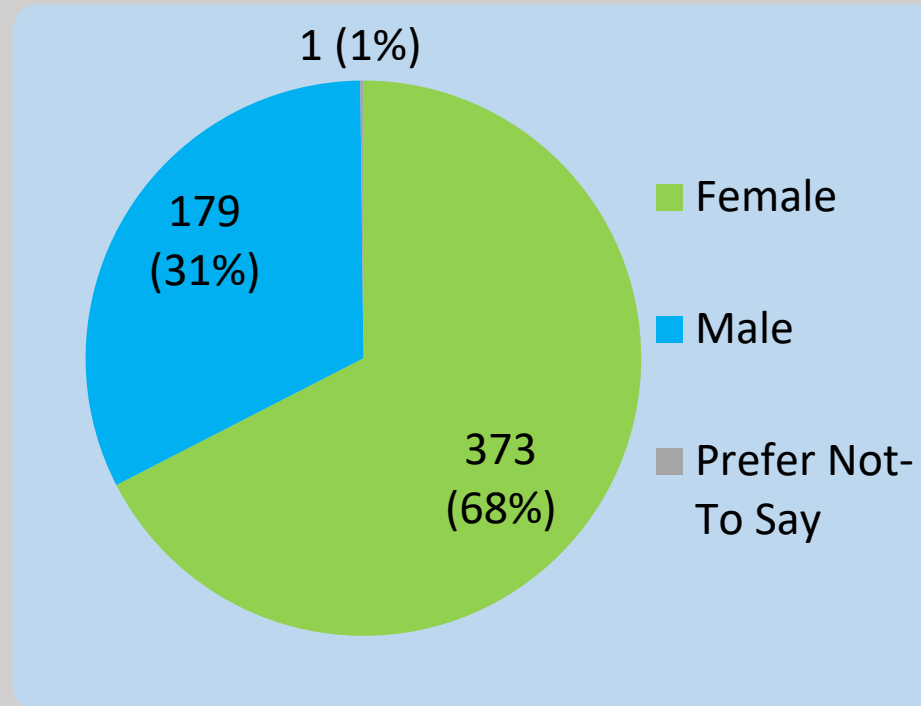


Figure 16: Patient and Service User's Gender

Demographic Information: Area

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 39% (n.207) of the sample population, followed by residents in Southall - making up a further 18% (n.94) of the sample. The least number of reviews received was from patients who preferred not to say which area of the borough they are based in 1% (n.2).

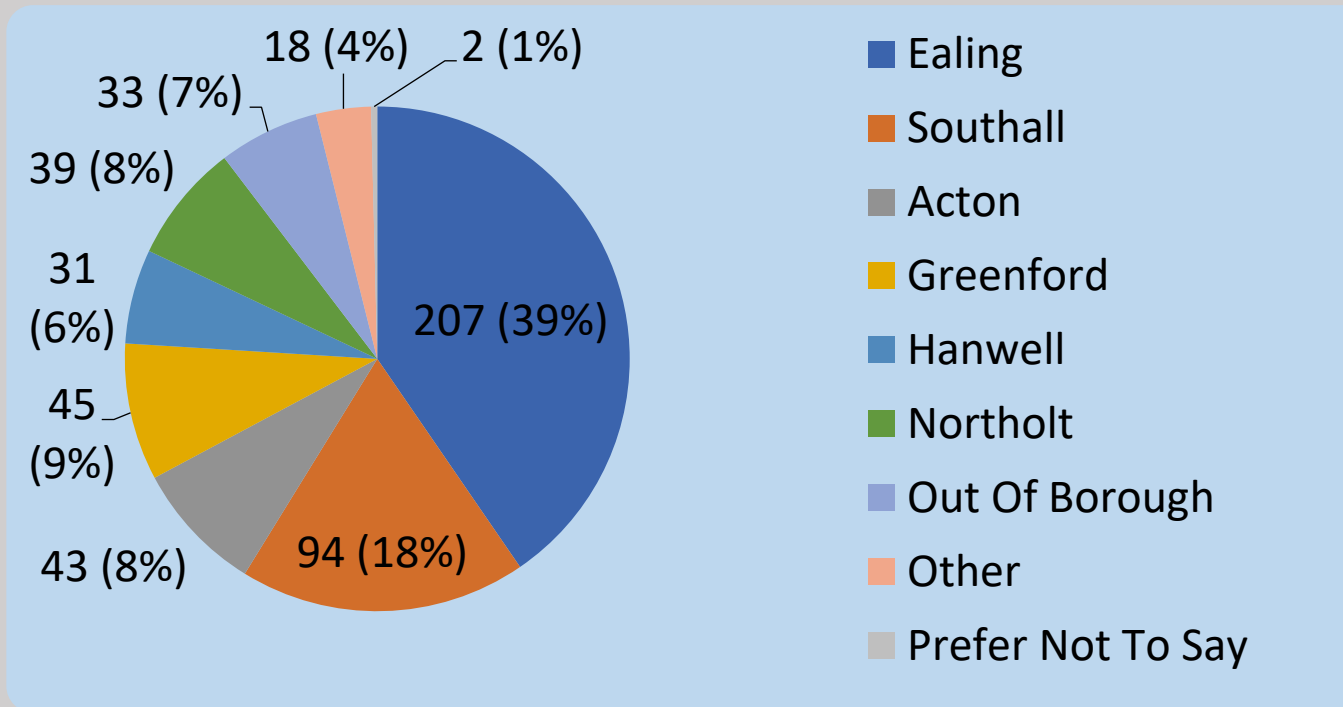


Figure 17: Patient/Service Users' area of residence

Demographic Information: Ethnicity

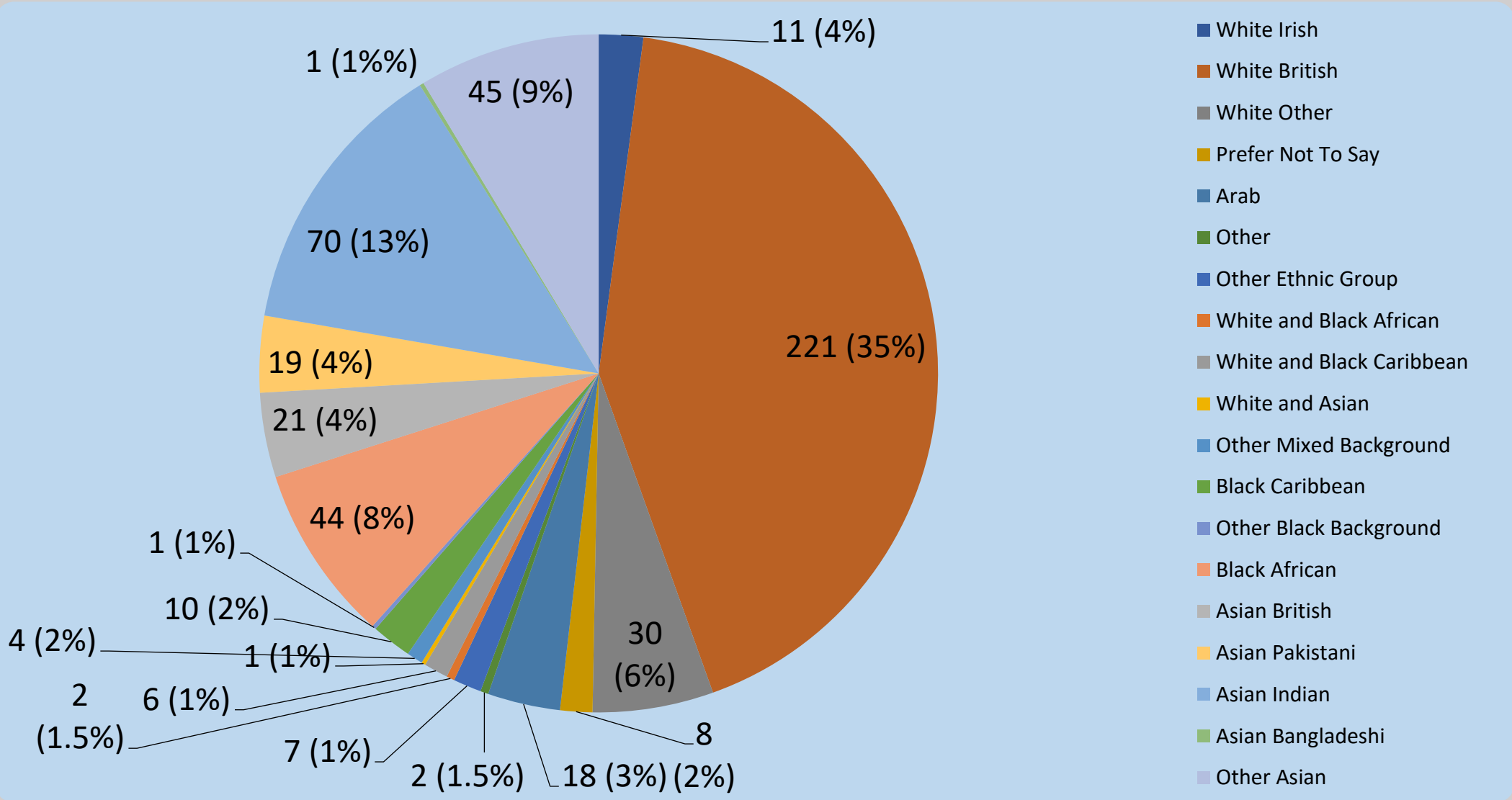


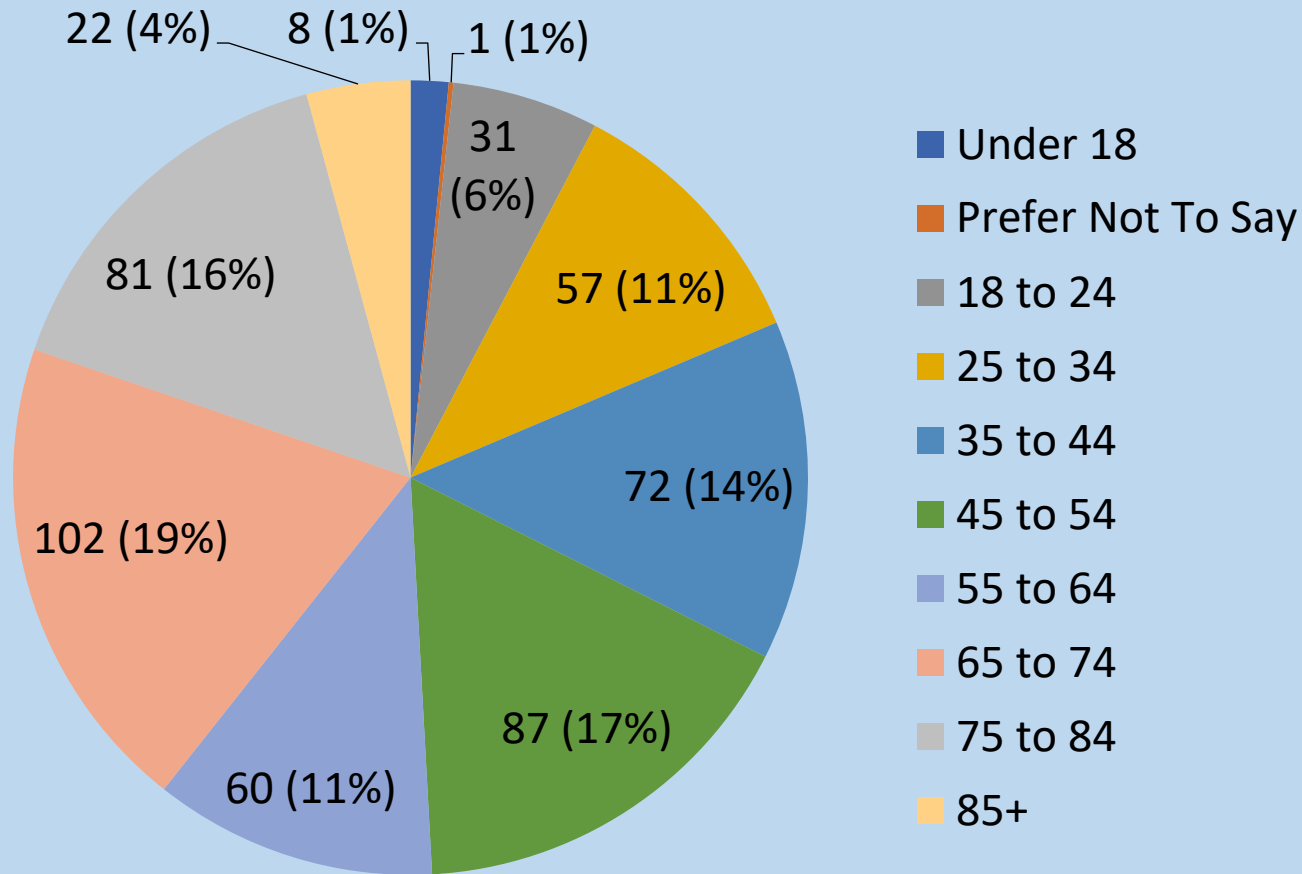
Figure 18: Patient and Service User's Ethnicity

Demographic Information: Ethnicity cont.

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 35% (n.221) of the sample population. The second-most present ethnicity in this report was Asian Indian, making up 13% (n.70) of the sample population.

In total, 50% 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.

Demographic Information: Age



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 65 to 74 – 19% (n.102). This was followed by 45 to 54 – 17% (n.87) and then 75 to 84 – 16% (n.81).

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

GP Services

- 66% of counts to GP reviews this quarter, patients were happy with the overall treatment and care they have received, specifically touching upon the overall quality of care and overall support they received, continuing the common trend we have seen throughout this quarterly period. This is a great achievement, particular by doctors and other health professionals attending to patients.
- 80% out of the 10 GP surgeries that we provided the average star ratings for, had a 3.5 or less rating for 'Ease of gaining an appointment, convenience of the appointment, and overall ease of accessing the GP surgery through the phonelines. Combining these findings with the negative sentiment for the sub-themes: Appointment Availability, Booking appointments - Getting through the Telephone, and Booking Appointments being the highest (see page 16), this continues the trend throughout this quarter, that patients are struggling to access the appointments to their GP surgery.
- Some GP services received particularly high reviews this quarter with a large review count (15 or more reviews). Our patient experience will continue to monitor this to see if similar reviews continue into the next quarter.
- Some GP services received lower than usual feedback. With many of these reviews touching upon the overall lack of access, lack of appointments available in a timely manor that suits their needs and the overall ease of booking appointments. However, it's important to consider that these issues appear to be affecting NHS GP surgeries across the borough and is nothing that should be considered exclusive to specific practices. Our patient experience will continue to monitor this to see if similar reviews continue into the next quarter.

Ealing Hospital

- Patients, for the most part, this quarter were happy with the overall treatment and care, with 87% counts to reviews being positive in sentiment. This continues the trend we have seen throughout this quarterly period (Q1 – 89%, Q2 – 84%, Q3 – 73%). With the enormous pressures staff are under now, considering the backlog of patients in the waiting lists for treatment, and the reported lack of staff, this should be acknowledged.

- Patients were, for the most part this quarter, happy with the attitudes staff members showcased towards them when they attended the hospital. With 81% of counts to reviews for the *Attitudes* sub-theme were positive in sentiment. This continues the common trend we have seen throughout this quarterly period (Q1 – 95%, Q2 – 83%, Q3 – 76%). While we have seen a decrease in positive sentiment as we have progressed through this quarterly period, the positive sentiment continued to be the highest by a rather large majority (75% or more).
- Patients, for the most part, were in-different with the length of time they must wait when they attended the Hospital for their appointment with a combined 79% of counts to reviews for the sub-theme *Waiting Times – At the Health Premises* were negative or neutral in sentiment. This is unsurprising due to the high demand the hospital is experiencing, as we come out of the COVID-19 restrictions.

Dentists

- It is interesting to note that 90% of reviews for Dentists this quarter were positive in sentiment, despite the rising concerns of patients struggling to access an NHS dental practice. Based on our data findings, an overwhelming majority of patients appeared to be happy with the *Treatment and Care* (94% positive), the *Staff* (93% positive) the overall *Administration* (85% positive). It is important to note that reviews we received this quarter, were from patients who are already registered with a dental practice and can access the service for their needs, and it could have nothing to do with the increasing difficulty the general public are reportedly having regarding registering with an NHS dental practice.

Pharmacies

- A large majority of patients this quarter were happy with the pharmacy they used this quarter, with 82% of 121 reviews received for Pharmacies this quarter were positive in sentiment, with patients mainly touching upon the positive attitude of pharmacists and the staff in general show towards them and the care they receive.

COVID-19

- Consistent throughout this quarter, the services relating to COVID-19, with 95% this quarter relating to vaccination sites/centres, an overwhelming number of patients were satisfied with the experience they had, with 93% being positive in sentiment. This is a tremendous achievement.

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. **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.
 - Identifying patients concerns around phone appointments
 - Initial evidence suggests that patients find telephone GP appointments less than adequate. We will investigate whether this impacts quality of care

Next Steps:

1. More reviews for PCNs that received less reviews than others this quarter:

- Acton, The Ealing Network, Northolt Greenford Perivale (NGP), North Southall, and South Southall

2. Conduct patient experience visits to the following GP practices that we didn't receive reviews from this quarter:

- The Vale Surgery
- St Marks Medical Centre
- Elm Trees Surgery
- Greenford Road Medical Centre
- Mandeville Medical Centre
- The Town Surgery

3. Conduct patient experience visits to Ealing Park Health Centre, Elmbank Surgery, Goodcare Practice, and Gordon House Surgery

- We will endeavor to monitor if the overwhelmingly positive/negative reviews we received this quarter were a one-off occurrence or part of an established trend

4. Continue to ensure that all communities, ethnicities and backgrounds are represented when conducting patient experience surveys

- We at Healthwatch Ealing are determined to continue our outreach across the entire borough.

5. More Mental Health Service Reviews

- There are many of us experiencing mental health challenges. Now that things have opened back up, there is a large backlog of patients waiting for mental health support. Feedback from patients accessing mental health services is a must. We will work with our partners to achieve this important goal.

6. Get more feedback on patients experience with the telephone consultations

- Due to COVID-19, a lot of GP services had to switch to telephone consultations. During the following quarters we are aiming to find out what patients think about this type of appointment.

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?*

☆☆☆☆☆ (5)

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

healthwatch
Ealing

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)

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healthwatch
Ealing

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 = ~~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 = Very Poor

3. Summary of your experience
.....
.....

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

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Appendix B cont.

healthwatch
Fulham

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.....

What is your ethnicity?
 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

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healthwatch
Fulham

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 not 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!

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Appendix C

Themes

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

Administration
Administration
Administration
Administration
Administration
Administration
Administration
Administration
Administration
Administration
Administration

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

Sub themes

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

Admission Procedure
Appointment availability
Booking appointments
Commissioning and provision
General
Incident Reporting
Management of service
Medical records
Quality/Risk management
Booking Appointments - Online
Booking Appointments - Getting through the telephone

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

Appendix C cont.

Theme

Communication
Communication
Communication
Communication
Communication

Continuity and integration of care

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

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

Discharge
Discharge
Discharge
Discharge
Discharge

Sub-themes

General
Interpretation Services
Lack of
Community engagement and involvement
Response times

General
Lack of
Late
Mis-diagnosis
Tests/Results

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

Coordination of services
General
Preparation
Safety
Speed

Appendix C cont.

Themes

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

Finance
Finance
Finance

Home support
Home support
Home support

Making a complaint
Making a complaint
Making a complaint

Medication
Medication

Transport
Transport
Transport

Referrals
Referrals

Sub-themes

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

Financial Viability
Transparency of Fees
Lack of funding

Care
Co-ordination of Services
Equipment

Complaints Management
General
PALS/PACT

Pharmacy Repeat Prescriptions
Medicines Management

Patient Transport Service (non NHS)
Ambulance (Emergency)
Ambulance (Routine)

General
Timeliness

Appendix C cont.

Themes

Referrals

Safety/Safeguarding/Abuse

Staff

Staff

Staff

Staff

Staff

Staff

Staff

Staff

Staff

Staff

Treatment and care

Treatment and care

Treatment and care

Treatment and care

Treatment and care

Treatment and care

Sub-themes

Waiting times

Ambulance Staff/Paramedics

Attitudes

Capacity

District Nurses/Health Visitors

General

Midwives

Staffing levels/Lack of

Suitability

Training and development

Professionalism

Effectiveness

Experience

Quality

Safety of Care/Treatment

Treatment Explanation

Lack of support