



**PATIENT EXPERIENCE  
REPORT 2022/2023  
QUARTER 1  
April-June**



Executive Summary	3
Introduction	4
Our data explained	6
Overall Star Ratings	8
Feedback Sentiment	9
Total Reviews for Each Service Category	11
Distribution of Positive, Negative and Neutral Reviews	12
GP Themes and Sub-Themes	15
Ealing Hospital Themes and Sub-Themes	20
Positive, Negative, and Neutral Reviews for Remaining Service Categories	23
Network Area Specific GP Reviews	26
Demographic Information	40
Conclusion	45
Recommendations and Next Steps	47
Appendix	49

# Executive Summary

This report details the analysis of the Health and Social Care service reviews that Healthwatch Ealing obtained during Quarter 1 (Q1) of 2022/23 (April - June). This quarter, a total of 1,243 patient experience reviews were collected. Approximately 77% (n.955) were positive, 10% (n.120) were negative and 13% (n.168) were neutral.

Positive feedback for GP services were largely for the Treatment and Care they received and the Staff they interacted with. These two themes received the highest number of positive reviews and comments (Treatment and Care, n.73% + Staff, n.74%). Patients also expressed their satisfaction with the overall suitability of the GP surgery they use, as well as the overall management of the service. Opinions around booking appointments, overall availability of appointments, accessing their GP surgery via telephone, (in the mornings especially) and the lack of choice between face to face or telephone GP appointments contained the most negativity.

The feedback for Ealing Hospital indicated that, overall, patients were very satisfied with their experience and were happy with the treatment and care they received. However, the most negative feedback received this quarter was about how long patients are having 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 received from the dentist, as well as the friendliness of staff.

With regards to other services (Opticians, Community Services, COVID-19 Vaccination/testing sites, etc.), individuals were generally happy with the services that they were provided with. Most of the feedback suggested that these services met individuals' needs, with service users stating that they were particularly happy with how the staff members treated and supported them.

Based on the findings presented in this report, Healthwatch Ealing have outlined several 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 2021, 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.

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 1, from April to June 2021. In ordinary circumstances, 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 1,243 patient experience reviews. Approximately 77% (n.955) were positive, 10% (n.120) were negative and 13% (n.168) were neutral.

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

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

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 1, an overall rating of 5 stars was the most common service rating accounting for 39% (481) of reviews. The service categories and specific domains that require improvement are explored in more detail throughout this report.

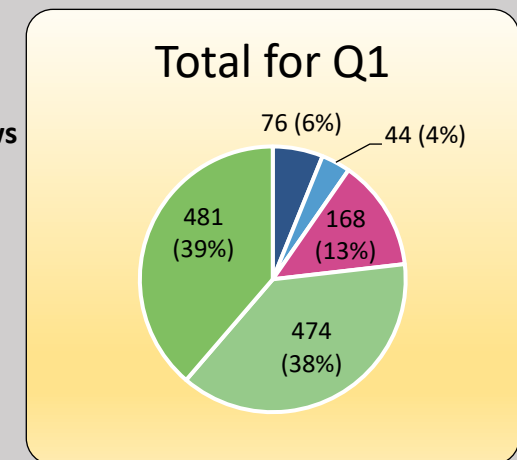
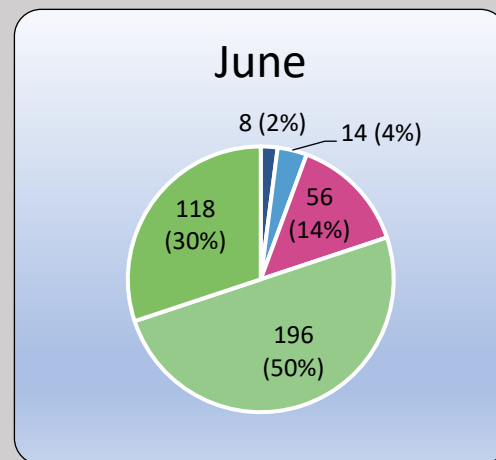
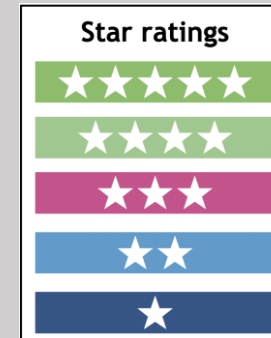
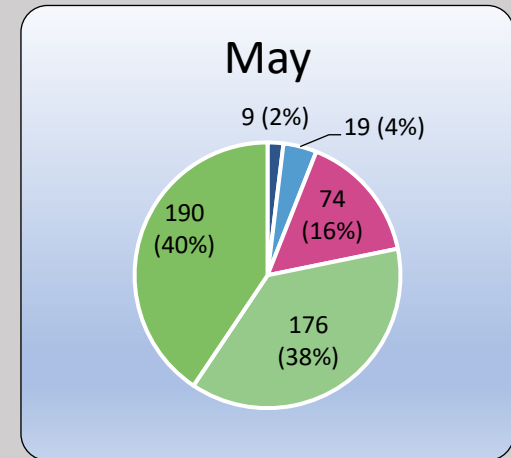
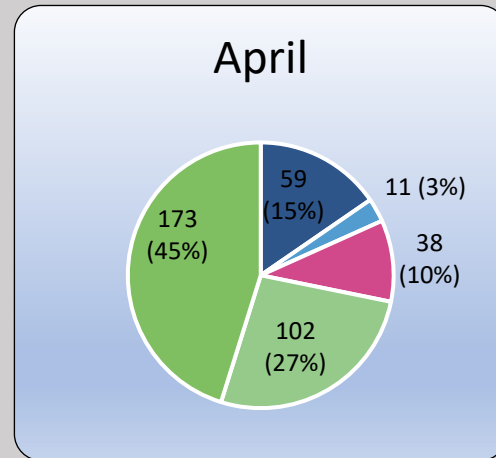


Figure 1: A monthly breakdown of reviews based on their sentiment



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 955 positive responses, 120 negative responses and 168 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) ★ ★ ★ ★ ★
April	70	38	275
May	28	74	366
June	22	56	314
Total	120	168	955

# 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).

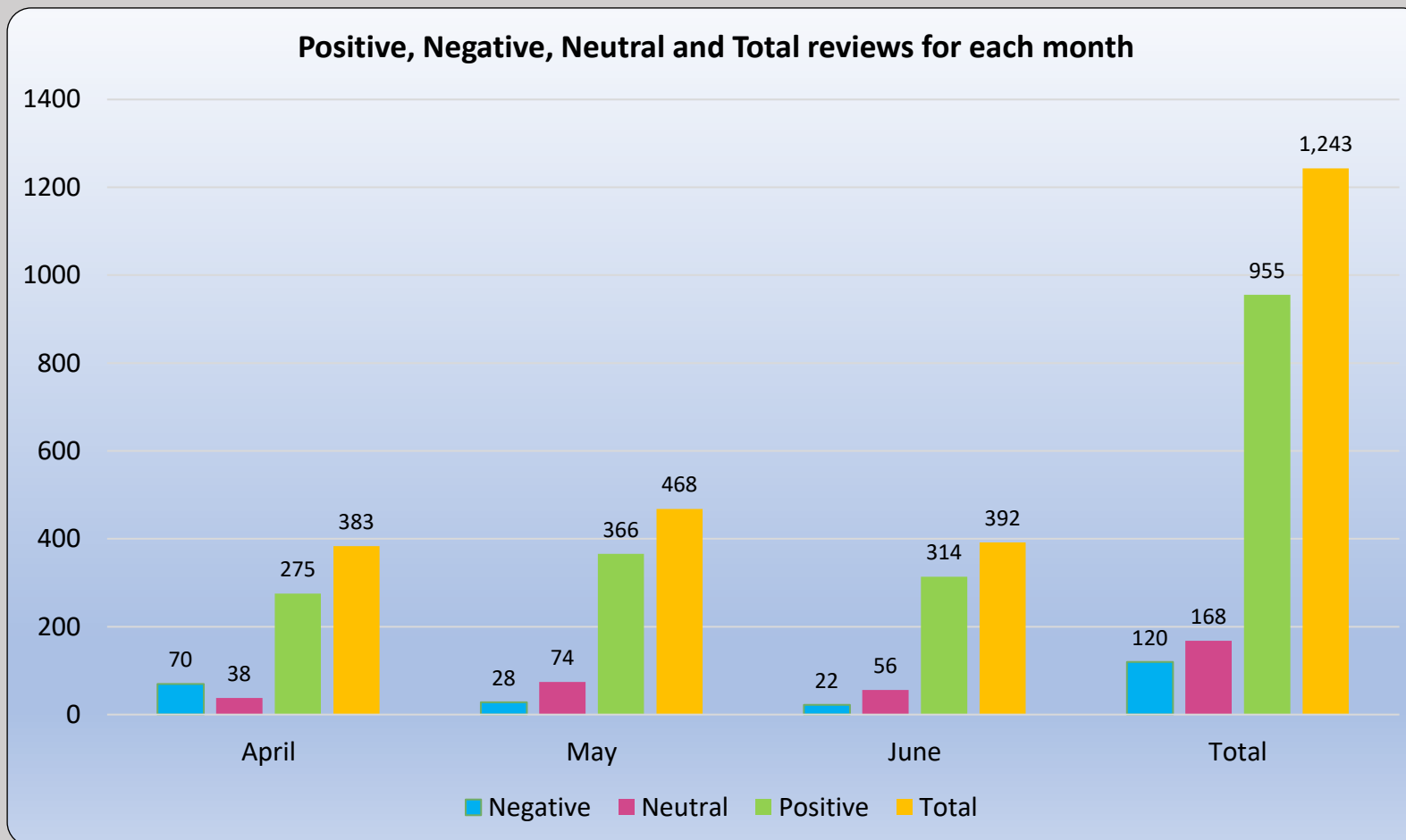


Figure 2: A monthly breakdown of reviews based on sentiment

# 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.547 of the total number of reviews received during this quarter. Hospital services received the second highest number of reviews (n.319) and Dentists received the third highest number of reviews (n.153), closely followed by Pharmacies (n.152).

Type of services

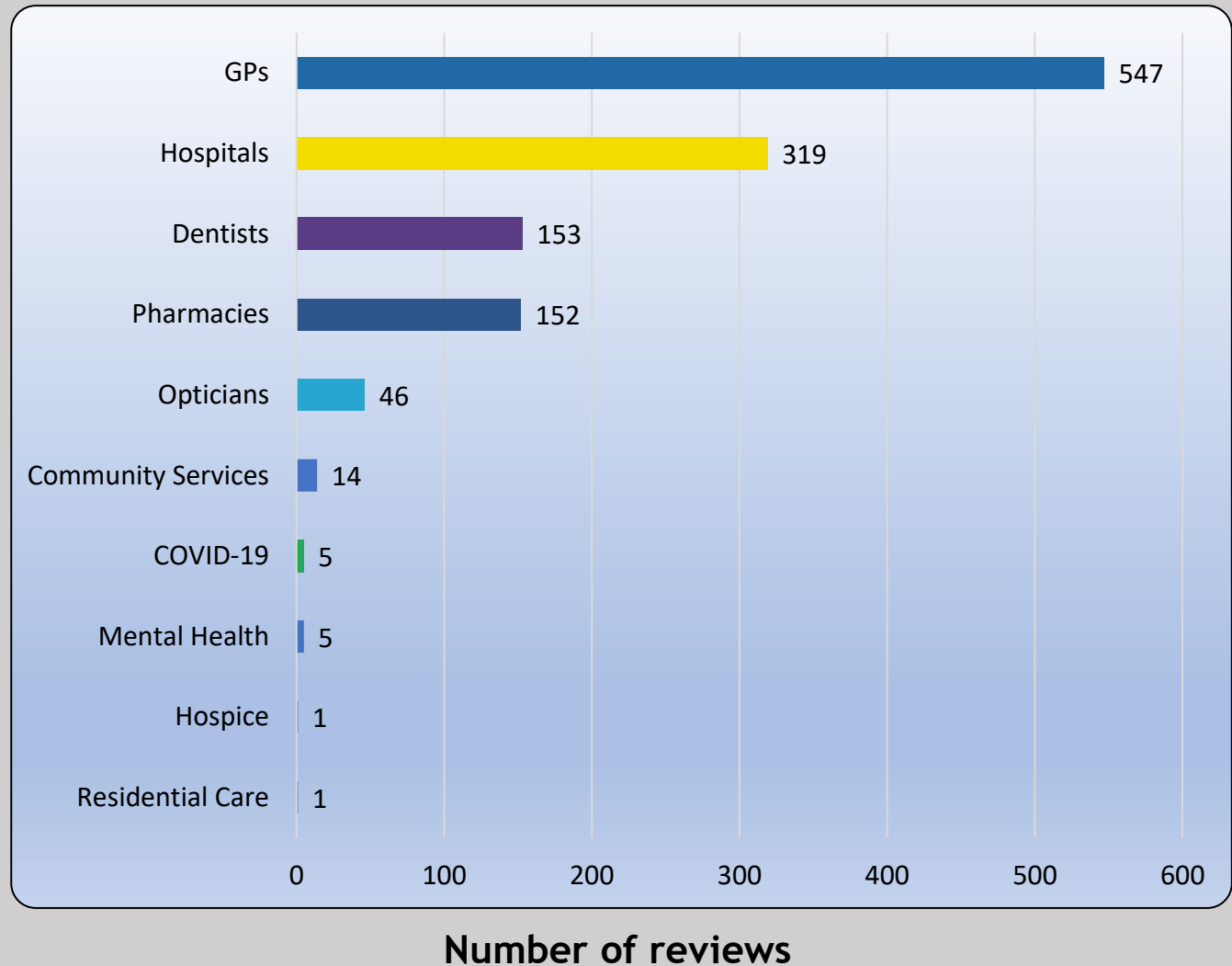
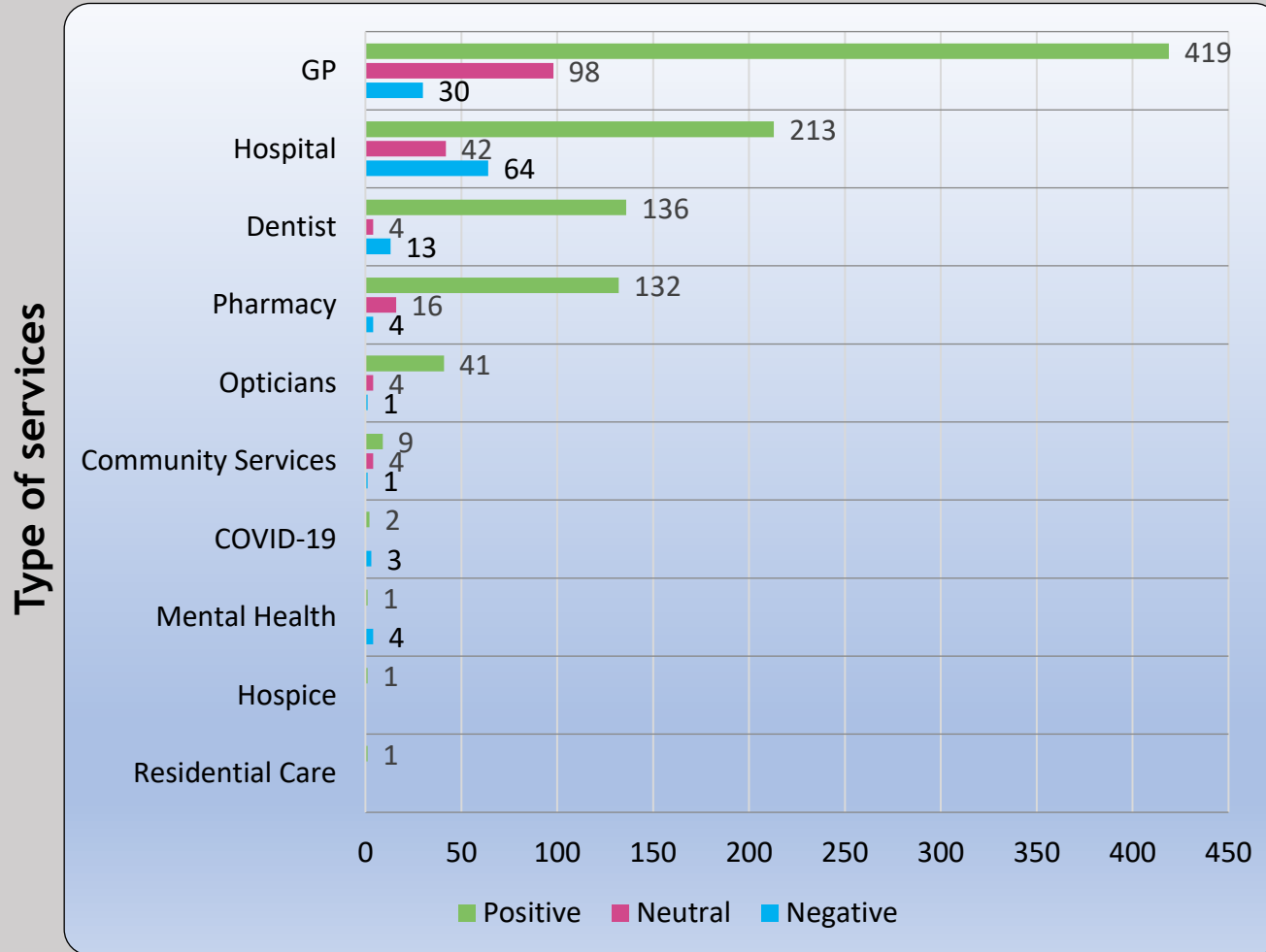


Figure 3: Total Reviews per Service Category

# 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.

Areas of positive feedback must be noted that for the top five services that received 50 or more reviews (GPs, Hospital, Dentist, Pharmacy, and Opticians), all five services had a 60% or higher positive rating (*see page 12 for reference*).

Out of these top five services, the comparative representation shows that during this quarter, the service category that received the highest number of negative reviews was Hospitals, 20% (n.64). The GP service category had the second highest of negative reviews, (n.30).



# Distribution of Positive, Neutral & Negative Reviews cont.

Name of Service	Negative	Neutral	Positive	Total Number of Reviews
GPs	6%	18%	76%	547
Hospitals	20%	14%	66%	319
Dentists	8%	3%	89%	153
Pharmacies	3%	10%	87%	152
Opticians	3%	8%	89%	46
Community Services	8%	28%	64%	14
COVID-19*	60%	%	40%	5
Mental Health*	80%	%	20%	5
Hospice*	%	%	100%	1
Residential Care*	%	%	100%	1

Table 2 displays the percentage breakdown of service category reviews by sentiment. GPs (Q1, 76%, n.30) and Hospitals (Q1, 66%, n.64) 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 and Ealing Hospital.

For Ealing Hospital - While normally we would include a breakdown of the top 4 themes, only three themes (Access to Services, n.245, Treatment and care, n.138, and Staff, n.116) received what we would consider a high reference count. The fourth highest theme (Administration) had only 48 counts. Therefore, we have decided to provide a breakdown for the top three themes only.

# 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.

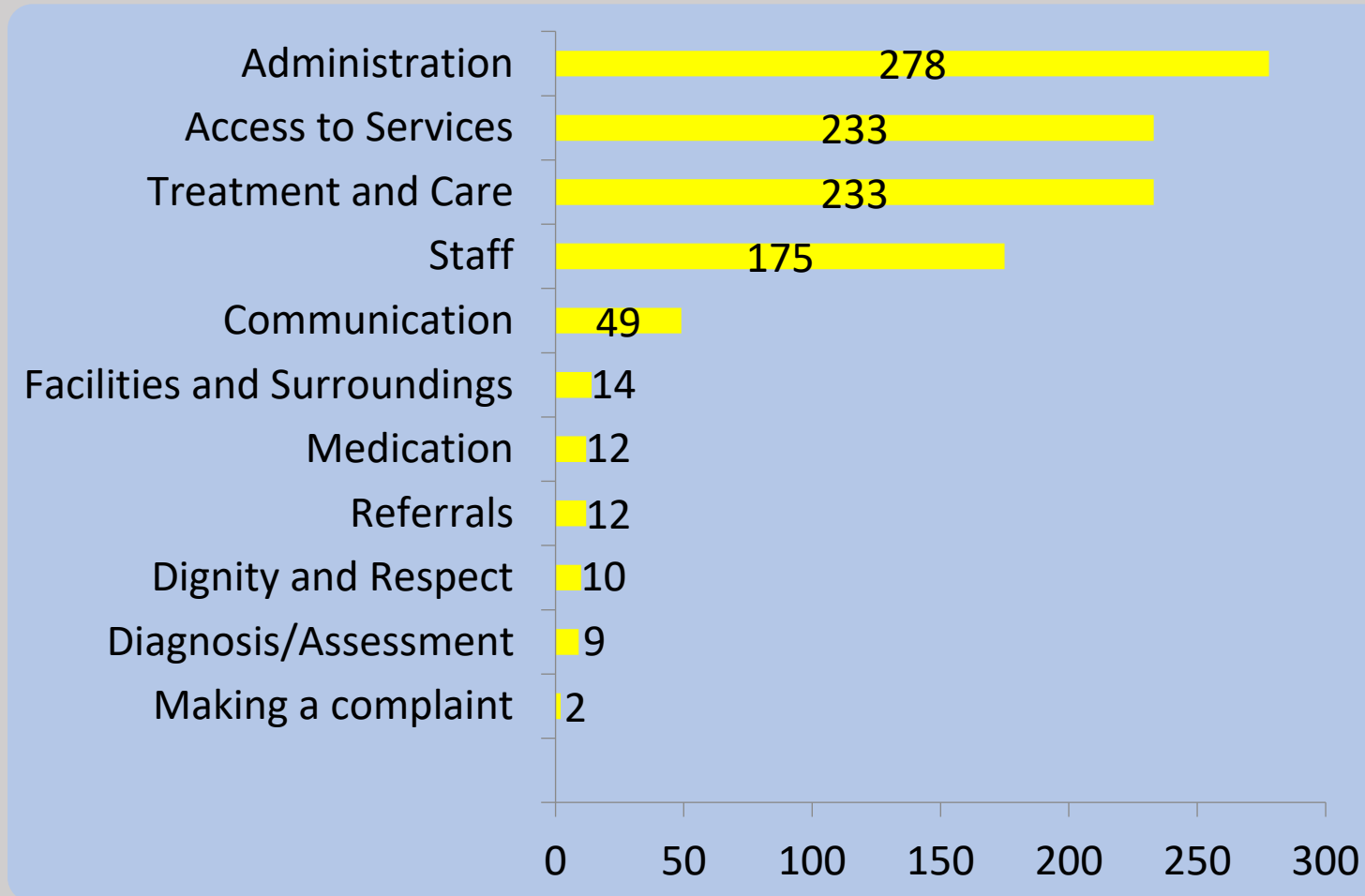


Figure 5: Count for the Themes Identified in GP service reviews

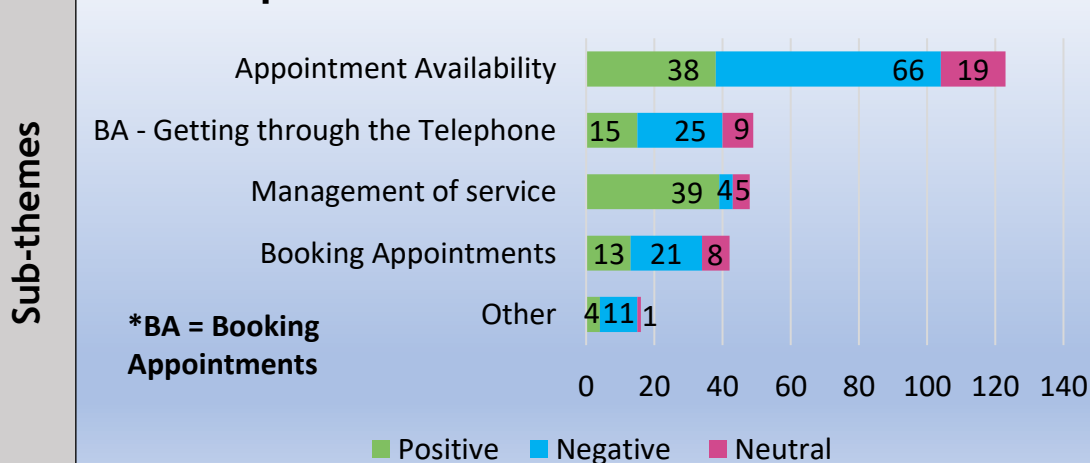
# GP Themes and Sub-Themes

The theme **Administration** (n.278) was the most identified theme in GP surgery reviews this quarter. An increase of 72 reviews compared to Q4. Out of the total, 39% (n.109) of the reviews were positive, 46% (n.127) were negative, and 15% (n.42) were neutral. Figure 6 shows the sub-theme breakdown for **Administration**.

**Appointment Availability** (n.123) was the most identified sub-theme this quarter. Out of these reviews, 31% (n.38) were positive, 54% (n.66) were negative, and 15% (n.19) were neutral in sentiment. If we combine these findings with the sub-themes **Booking Appointments – Getting through the Telephone** (50%, n.25) and **Booking Appointments** (51%, n.21) 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.3 positive, n.8 negative, n.1), **Commissioning and provision** (n.1 positive), and **Medical Records** (n.3 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.48) sub theme. This was the second most identified sub-theme this quarter, with 81% (n.29) of these being positive, 8% (n.4) negative, and 10% (n.5) neutral.

## Top sub-themes for Administration



Number of reviews

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

### Positive reviews

“The service is very good. Whenever I call to book an appointment I can always get one or if I come here for an emergency.” GP Surgery

“I am happy with the service.” GP Surgery

### Negative reviews

“Sometimes it is difficult to get an appointment - it can take a week or even a month for an appointment.” GP surgery

“It is very busy and it is hard to get through to them on the phone to book an appointment since covid.” GP surgery



# GP Themes and Sub-Themes

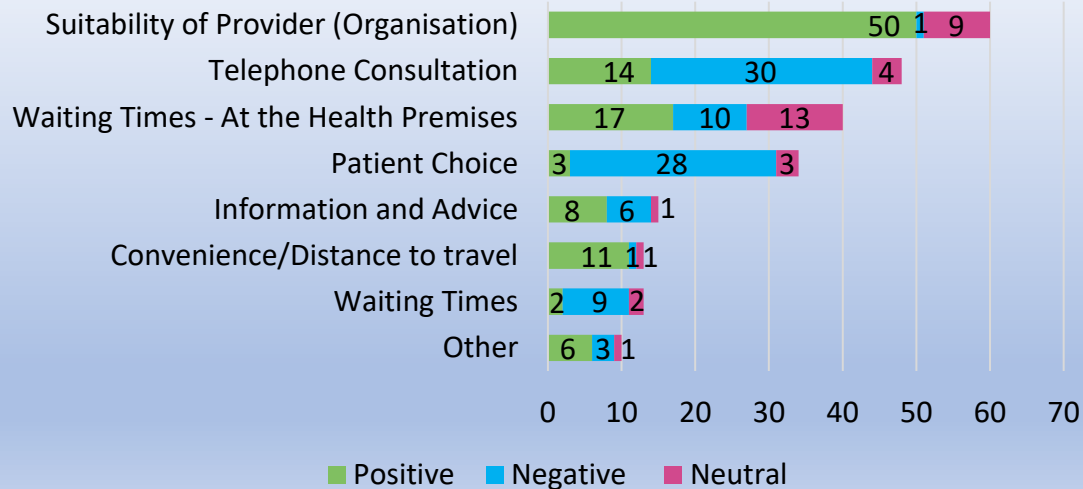
Consistent with the previous quarter, **Access to Services** (n.233) was the fourth-most identified theme for GP surgeries - 48% (n.111) were positive, 37% (n.88) were negative, 15% (.34) were neutral. Figure 9 illustrates the breakdown of the sub-themes for the GP surgery **Access to Services** theme.

The sub-theme of **Suitability of Provider (Organisation)** (n.60) was the most applied sub-theme this quarter. Of the instances identified, 83% (n.50) were positive, 2% (n.1) were negative, and 15% (n.9) were neutral in sentiment. This indicates that despite signs of negative feedback, patients appear for the most part, to be satisfied with their GP surgery. It is worth noting however that this applies mainly to trying to call the GP surgeries in the mornings. **Telephone Consultation**, was the second most sub-theme this quarter, with 29% (n.14) being positive, 63% (n.30) being negative, while 8% (n.4) being neutral in sentiment. The third most sub-theme this quarter was **Waiting Times - At the Health Premises**, with 43% (n.17) being positive, 23% (n.10) being negative, 35% (n.13) being neutral.

It is worth noting with the fourth applied sub-theme: **Patient Choice**, out of 34 counts, 82% (n.28) were negative. These counts mostly apply to patients expressing their lack of choice, particularly for two things: to see their preferred doctor, and/or, whether to have a face to face or telephone consultation GP appointment.

## Top sub-themes for Access to services

Sub-themes



Number of reviews

Figure 7: Sentiment distribution for the sub-themes of Access to Services

### Positive reviews

“It is a very good GP surgery.” *GP surgery*

“Great and straightforward.” *GP surgery*

### Negative Reviews

“Getting through to the surgery is the most difficult thing.” *GP surgery*

“We would prefer to see the doctors and nurses face to face.” *GP surgery*

# GP Themes and Sub-Themes

Figure 8 provides a detailed breakdown of **Treatment and Care** (n.233). (alongside to the **Access to Services** sub-theme), it was the second most identified theme in reviews for GP surgeries. Out of the total, 73% (n.170) were positive. 9% (n.20) were negative, and 18% (n.43) were neutral in sentiment. It is worth noting that, throughout the last quarterly year, we have seen a significant increase in the positive feedback: Q1 (56%), Q2 (63%) and Q3 (81%). It was only in Q4 that decreased by 15%.

The positive feedback pertaining to the top 3 (particularly the for **Quality** and **Support**) sub themes was significantly higher than the negative and neutral feedback received; **Experience** 60% (n.52), **Quality** 81% (n.65), and **Support** 85% (n.40). 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.

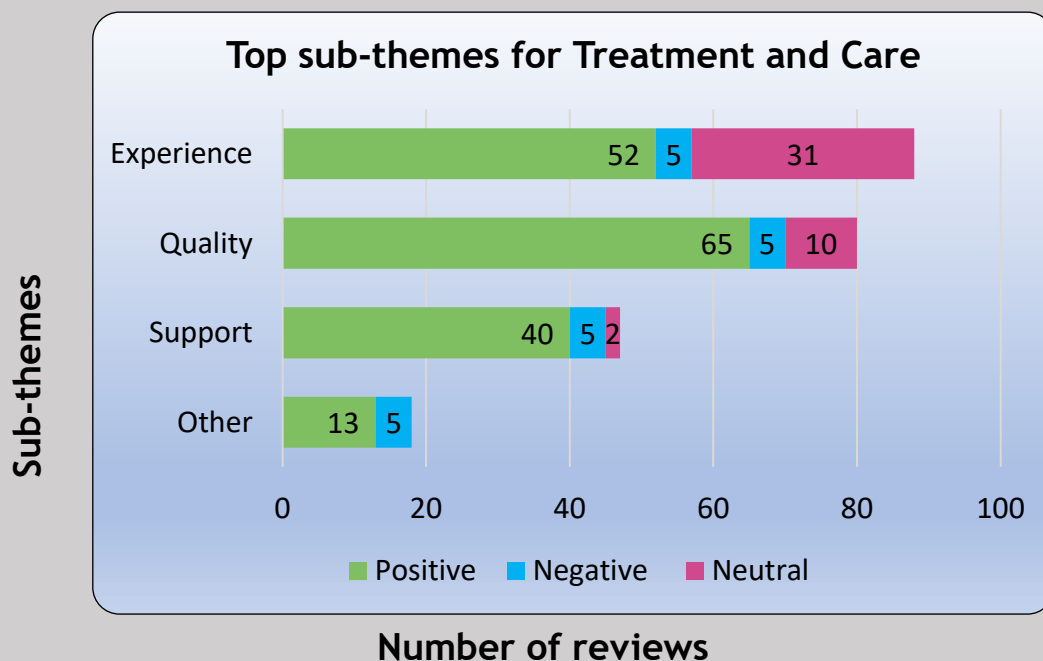


Figure 8: Sentiment distribution for the sub-themes of Treatment and Care

## Positive reviews

*"The doctors here in general are always supportive, give time and listen." GP surgery*

*"The doctors are helpful and informative and also clear on explanations and are caring." GP surgery*

*"You are able to see the doctor and he gives personal, caring attention with good follow ups. He even calls me at my house." GP surgery*

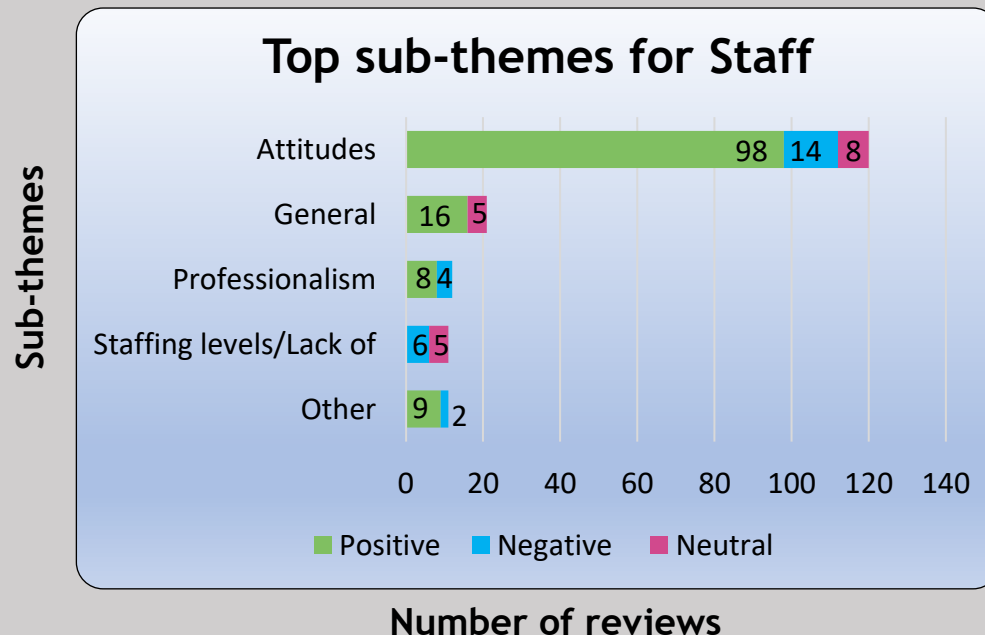
## Neutral reviews

*"An okay experience with this GP surgery." GP surgery*

The **Staff** theme (n.175) was the fourth most identified theme in the feedback for GP surgeries. Out of the total number of reviews pertaining to GP staff, 74% (n.131) were positive in sentiment.

The sub-theme of **Attitudes** (n.120) was the most frequently identified. Out of the total, 81% (n.98) of the reviews were positive, 12% (n.14) were negative, and 8% (n.8) were neutral in sentiment. This continues the positive trend, from the previous three quarters, we are seeing regarding GP staff attitude. This evidence suggests that throughout the last quarterly year and continuing to this new 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), where the Support sub-theme was the highest in sentiment by a large percentage.

The **Other** sub-theme is a combination of the sub-themes: Capacity (n.6 positive), Suitability (n.3 positive), and Training and Development (n.2 negative).



## Positive reviews

“Find them to be very good and friendly.” GP Surgery

“The staff are very friendly and helpful.” GP Surgery

“...and lovely, friendly staff.” GP Surgery

## Negative reviews

“Staff are very rude. They are not very accommodating and helpful.” GP surgery

Figure 9: Sentiment distribution for the sub-themes of Staff

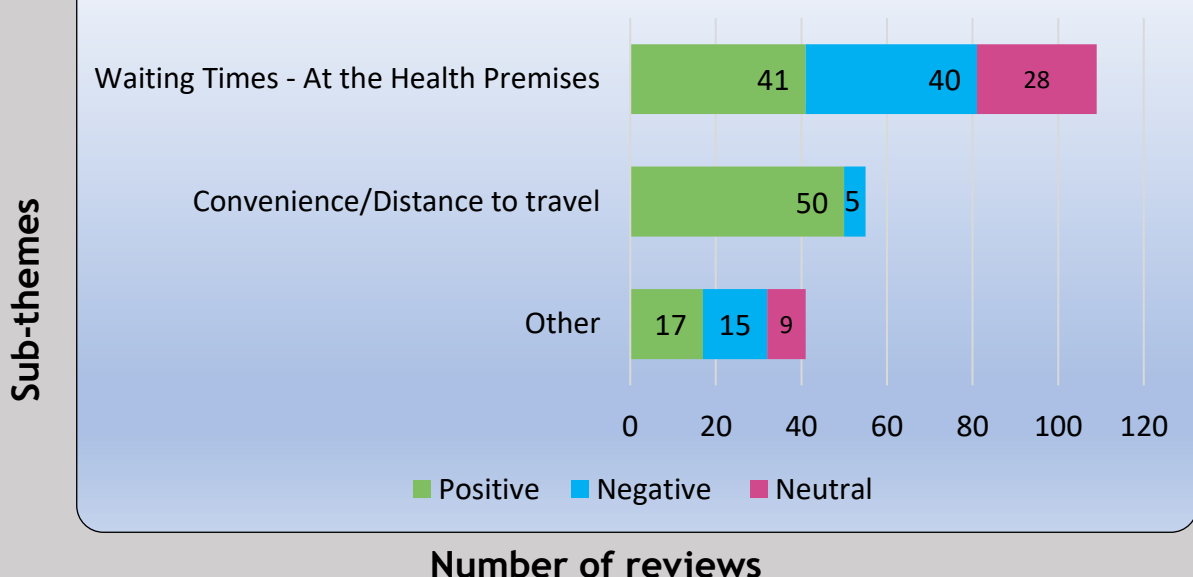
# Ealing Hospital Themes and Sub-Themes

Consistent with Q4, the theme **Access to Services** was the top most identified theme for Ealing Hospital (n.205). Of these, 53% (n.108) were positive in sentiment, and 29% (n.60) were negative, and 28% (n.37) 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.109). Of these instances 38% (n.41) were positive, 37% (n.40) were negative, and 26% (n.28) were neutral in sentiment. These findings are unsurprising considering the back log of patients that they must attend to it. It is also an indication that patients this quarter were split on how long they have to wait. 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.

Positive practice is patients expressing their satisfaction with the travel distance and location of the hospital, indicating that many patients do not have resort to long travel distances, with the positive sentiment being 91% (n.50) for the **Convenience/Distance to travel** sub theme.

## Top sub-themes for Access to Services



### Positive reviews

*“Very convenient to get to.” Ealing Hospital*

*“I found getting here convenient and easy. Did not have to wait here long.” Ealing Hospital*

### Negative Reviews

*“We have been here for over 2 hours and we are still waiting to be seen.” Ealing Hospital*

*“The waiting time was 5 hours just to be seen by the doctor....” Ealing Hospital*

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

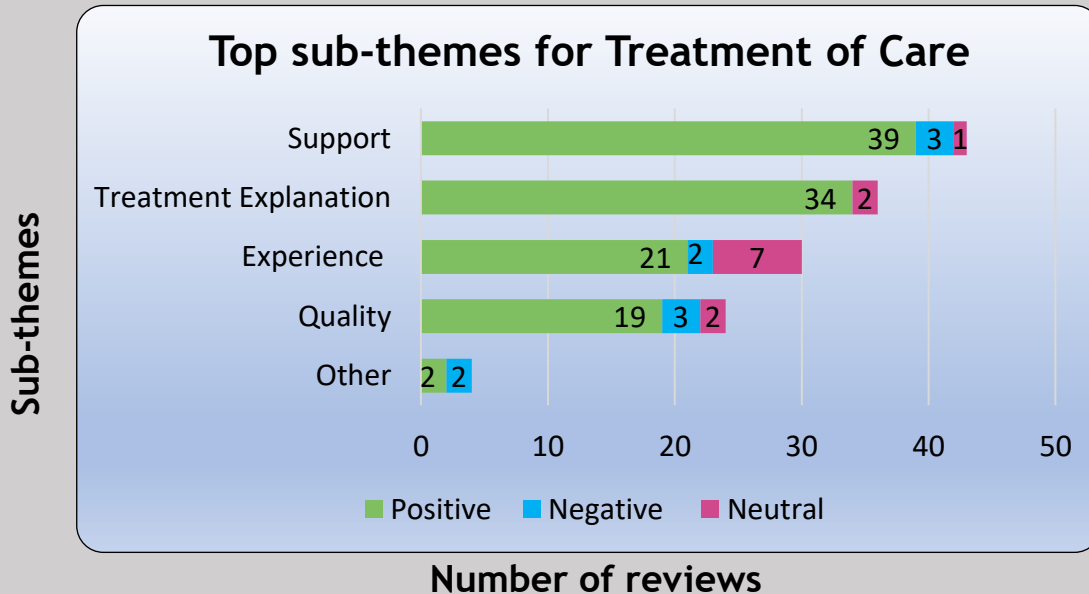


# Ealing Hospital Themes and Sub-Themes

**Treatment and Care** (Fig. 11) was the second most identified theme for Ealing Hospital (n.137). Of these, 84% (n.115) were positive in sentiment, 7% (n.10) were negative and 9% (n.12) were neutral. Figure 10 illustrates the breakdown of the most cited sub-themes for the **Treatment and Care** sub-theme for Ealing Hospital.

The sub-theme **Support** was the most applied sub-theme this quarter (n.43). Of these instances, 91% (n.39) were positive in sentiment, 7% (n.3) were negative and 2% (n.1) were neutral in sentiment. The second most applied sub-theme was **Treatment Explanation**, with 94% (n.34) being positive in sentiment, and 6% (n.2) being neutral. The third most applied sub-theme was **Experience**, with 70% (n.21) positive, 7% (n.2) being negative and 23% (n.7) being neutral.

This continues 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

“Very good at explaining any situation. Very reliable and supportive.” *Ealing Hospital*

“The doctor has been supporting, caring and very helpful. I find the doctor is very understanding in what you are saying and gives good advice.” *Ealing Hospital*

## Neutral Reviews

“The experience here is fine.” *Ealing Hospital*

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

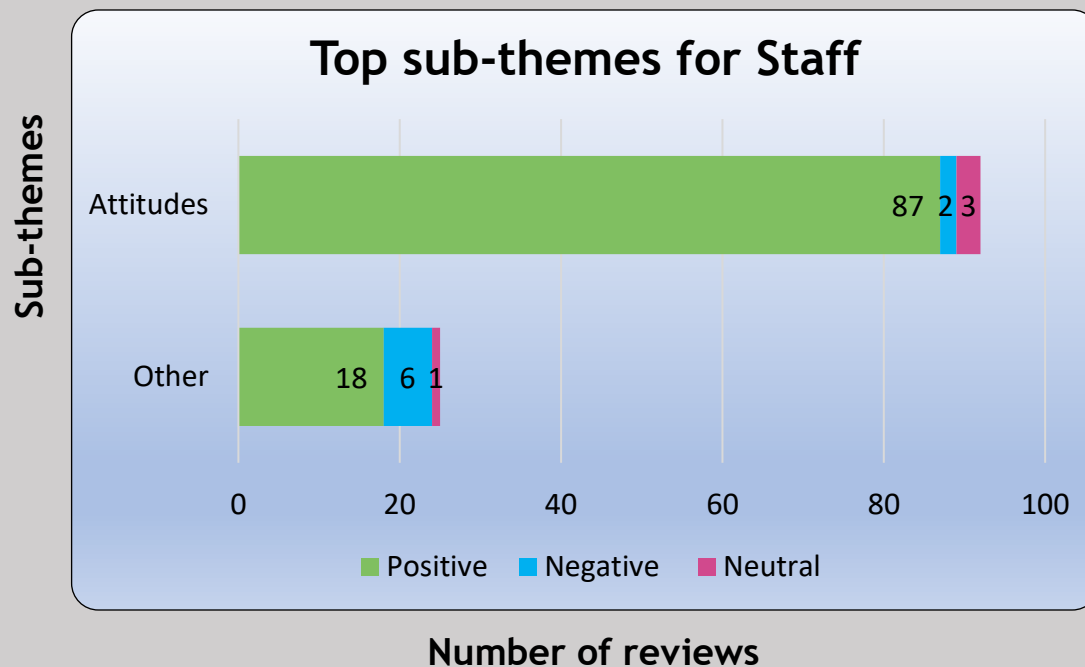
# Ealing Hospital Themes and Sub-Themes

**Staff** was the third most identified theme for Ealing Hospital (n.117). Of these, 90% (n.105) were positive in sentiment, 7% (n.8) were negative, and 3% (n.4) 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.92). Of these instances, 95% (n.87) were positive, and 2% (n.2) were negative, and 5% (n.3) were neutral in sentiment. For the sub-theme **Other**, 72% (n.18) were positive, and 24% (n.6) were negative, and 4% (n.1) were neutral in sentiment.

The **Other** sub-theme is a combination of the sub-themes: General (n.6 positive, and n.1 negative) Capacity (n.6 positive), Staffing levels/lack of (n.3 negative, and n.1 neutral), Professionalism (n.4 positive), Suitability (n.2 positive, and n.1 negative), and Training and development (n.1 negative).

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



## Positive reviews

“Find the nurses very polite and caring.” *Ealing Hospital*

“Always pleasant and polite.” *Ealing Hospital*

“...the nurses have been polite and caring.”  
*Ealing Hospital*

## Negative Reviews

“Rude staff, not understanding. didn't listen to patients.”  
*Ealing Hospital*

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

# Positive, Negative, Neutral Reviews For Remaining Service Categories

This section provides an overview of the positive, negative and neutral reviews received for other services in the borough including, Dentists, Pharmacies, Opticians, Community Services, and Other services that received 5 reviews or less.

Figure 14 illustrates the number of positive reviews gathered for these service categories during the Quarter 1 period (April to June 2022). In comparison to Quarter 4 (January to March 2022), the number of positive reviews for Dentists decreased (Q4, n.250, Q1, n.136), Pharmacies increased Q4, n.100, Q1, n.132) and for Opticians it stayed the same (Q4 and Q1, n.64).

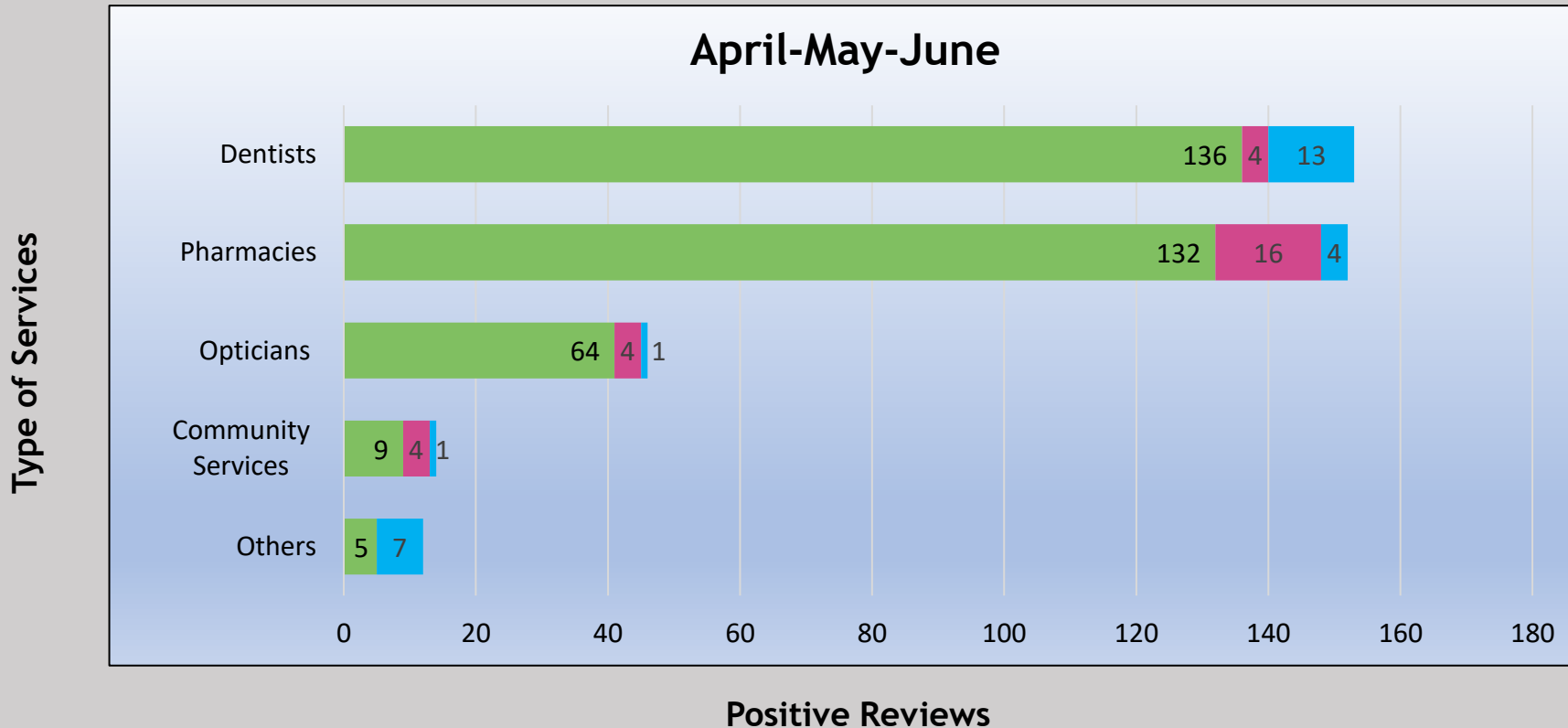


Figure 14: Positive review count for services in Ealing



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## Dentists

“They give good information and providing appointments.”

Dentists

“The appointments are on time and it is quite clean.”

Dentists

“One of the receptionists is not very professional.”

Dentists

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## Pharmacies

“They are very good here and do their best.”

Pharmacies

They are good here. Staff are nice. Medication on time.

Pharmacies

“The staff attitude here is mediocre.”

Pharmacies

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## Opticians

“They do thorough checks, very patient, take their time.”

*Opticians*

“The service is good. They are so prompt.”

*Opticians*

“Whenever I go, they are very helpful, treat me well. Staff are very good.”

*Opticians*

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## Other

“It is easy to schedule an appointment here. They could be better at the phones, it is hard to get through. The staff here are all very friendly”

*Community Services*

“This was my first time here. The staff are all kind. The referral process from my GP was pretty easy.”

*Community Services*

“I haven't had any contact with my Psychiatrist for almost a year and I have currently been waiting 2 months for a simple form to be completed in order for me to gain a freedom pass. I have called multiple times and been told that the form hasn't been completed due to staff training, out of office due to annual leave and a whole host of other reasons. I'm so stressed out and I can't seem to get any support.”

*Mental Health*

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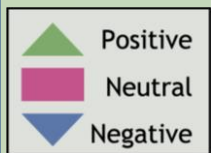
# Network Area Specific GP Reviews

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 (April-June) 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

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?
Acton Health Centre (Dr Napolion Issac) (4,292)	1			-	-	-	-	-	-	-	-
Acton Lane Medical Centre (1,207)	5	1		-	-	-	-	-	-	-	-
Acton Town Medical Centre (3,337)	6	3		-	-	-	-	-	-	-	-
Boileau Road Surgery (3,393)	1	1		-	-	-	-	-	-	-	-
Chiswick Family Practice (Dr J Szyszko & Dr V Bhatt) (4,299)	2			-	-	-	-	-	-	-	-
Chiswick Family Practice (Dr O'Connell & Dr Bennett) (5,075)	6			-	-	-	-	-	-	-	-
Churchfield Surgery (3,469)	9	1		4	4	4	4	4	4.5	4.5	4.5



0                      5                      10

Number of reviews

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

# PCN Specific Reviews - Acton Continued

Network Area GP Reviews				Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through to someone on the phone?
Cloister Road Surgery (10,631)	1			-	-	-	-	-	-	-	-
Crown Street Surgery (9,000)	1	2	8	3	4	4.5	4	3	4.5	4.5	3
Hillcrest Surgery (8,443)			9	-	-	-	-	-	-	-	-
Horn Lane Surgery (4,581)	1	5		-	-	-	-	-	-	-	-
Mill Hill Surgery (7,207)	1	2	6	-	-	-	-	-	-	-	-
The Bedford Park Surgery (3,670)	1			-	-	-	-	-	-	-	-
The Vale Surgery (5,303)	2	4		-	-	-	-	-	-	-	-
Western Avenue Surgery (3,400)		4		-	-	-	-	-	-	-	-

▲ Positive  
■ Neutral  
▼ Negative

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 or someone on the phone?
Corfton Road Surgery (8,776)	4	2			-	-	-	-	-	-	-	-
Cuckoo Lane Practice (5,230)	8	3	1		3	3.5	4.5	4.5	3.5	4	4	3
Gordon House Surgery (12,431)	41	9	1		3.5	4	4.5	4	3.5	4.5	4.5	3
Lynwood Surgery (2,216)	7	2			-	-	-	-	-	-	-	-
Mattock Lane Health Centre (Dr Nay Lin) (2,851)	8				-	-	-	-	-	-	-	-

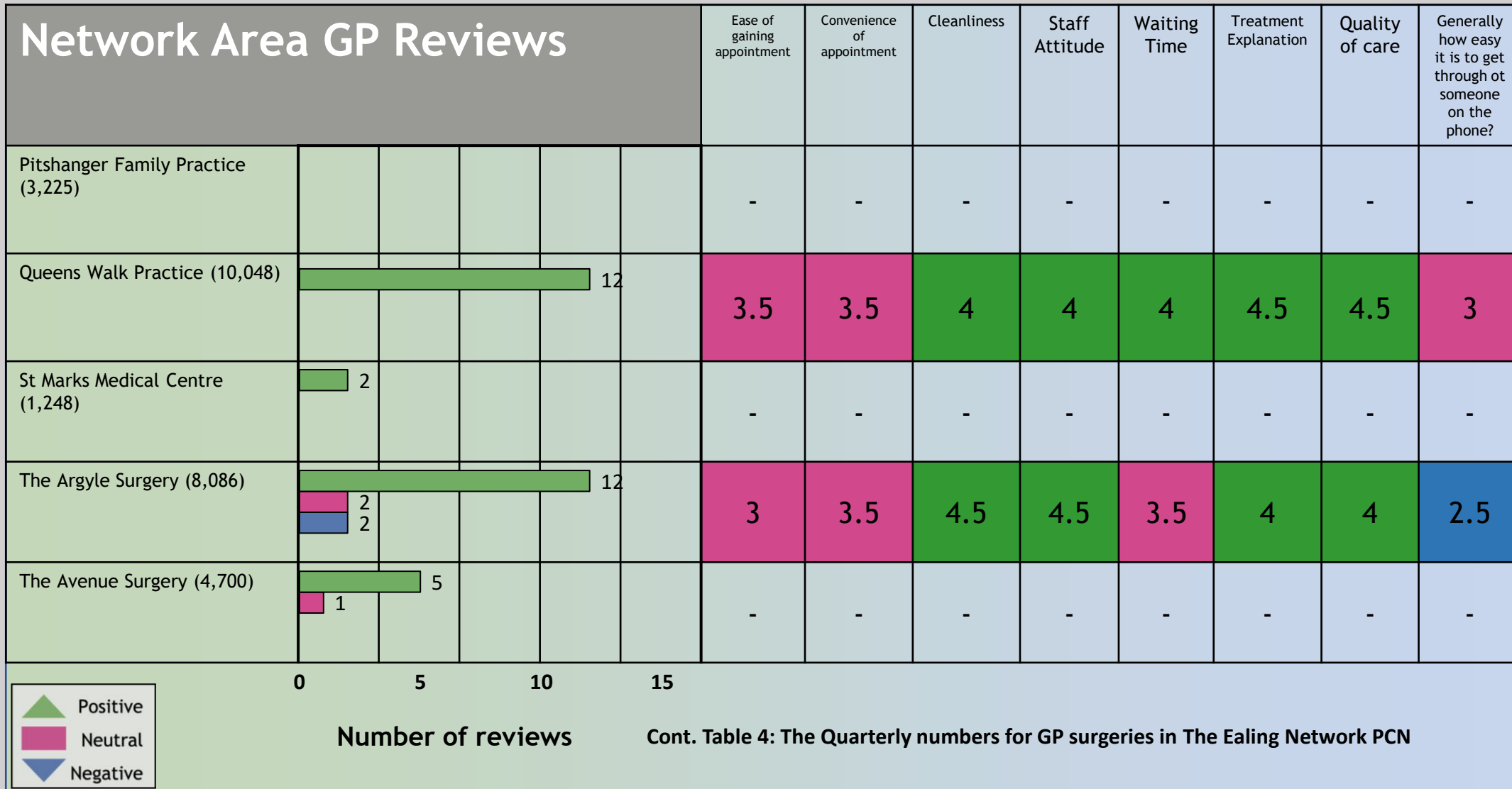
▲ Positive  
■ Neutral  
▼ Negative

0      20      40      60

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 or someone on the phone?
Hillview Surgery (10,338)	6	3	1		3	3.5	4	3	3	3.5	3.5	3
Islip Manor Medical Centre (5,500)					-	-	-	-	-	-	-	-
The Grove Medical (6,785)					-	-	-	-	-	-	-	-
The Medical Centre (4,123)					-	-	-	-	-	-	-	-
Barnabas Medical Centre (9,400)	2	1			-	-	-	-	-	-	-	-
Elm Trees Surgery (6,405)	10	4	1		3.5	4	4.5	4	3.5	4	4	3.5

0      5      10      15

Positive  
Neutral  
Negative

**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 or someone on the phone?
Greenford Road Medical Centre (7,552)	4	1			-	-	-	-	-	-	-	-
Mandeville Medical Centre (4,820)	5				-	-	-	-	-	-	-	-
Meadow View Surgery (5,385)	7	1			-	-	-	-	-	-	-	-
Perivale Medical Clinic (4,349)	9				-	-	-	-	-	-	-	-
Allendale Road Surgery (4,622)	4	1			-	-	-	-	-	-	-	-

▲ Positive  
■ Neutral  
▼ Negative

0                      5                      10

Number of reviews

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

# PCN Specific Reviews - North Southall

Network Area GP Reviews					Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through of someone on the phone?
Chepstow Gardens Medical Centre (2,616)	2				-	-	-	-	-	-	-	-
Dormers Wells Medical Centre (6,639)	6	1			-	-	-	-	-	-	-	-
Lady Margaret Road Medical Centre (3,450)	7	1	2		3	3	3.5	3.5	3	3.5	3	2.5
Saluja Clinic (10,224)	10	4	2		3.5	3.5	4	4	3.5	4	4	3
Somerset Family Health Practice (3,141)	9	2			3.5	3.5	4	4	3.5	4	4	3

▲ Positive

■ Neutral

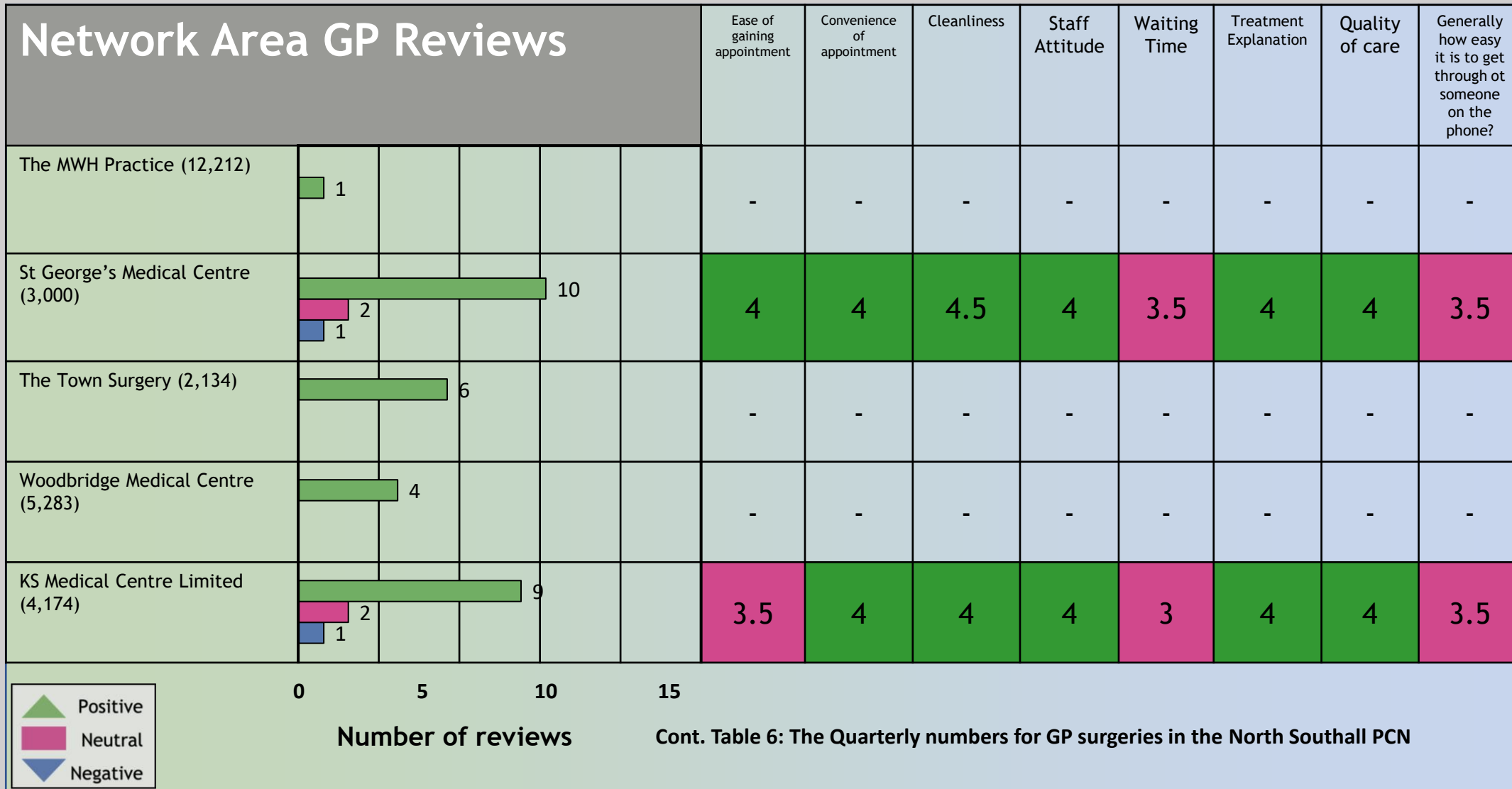
▼ Negative

0      5      10      15

**Number of reviews**

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

# PCN Specific Reviews - North Southall continued.



# 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)	5	4			-	-	-	-	-	-	-	-
Ealing Park Health Centre (9,691)	14	4	2		3.5	4	4.5	4.5	4	4.5	4	3.5
Elthorne Park Surgery (9,255)	17	3			3.5	4	4.5	4	3.5	4	4	4
Northfields Surgery (9,360)	21	4	4		3	3.5	4	3.5	4	4	4	2.5
The Florence Road Surgery (18,048)	7	5			4	4	4	4	4	4	4.5	3

▲ Positive

■ Neutral

▼ Negative

0

10

20

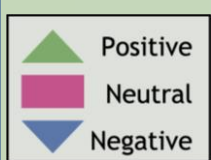
30

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 or someone on the phone?
Jubilee Gardens Medical Centre (7,203)					-	-	-	-	-	-	-	-
Somerset Medical Centre (2,580)					-	-	-	-	-	-	-	-
Goodcare Practice (9,800)					-	-	-	-	-	-	-	-
West End Surgery (5,146)					-	-	-	-	-	-	-	-
Yeading Medical Centre (6,913)					4	4	4.5	4.5	4	4	4	4
Broadmead Surgery (approx. 7,291)					-	-	-	-	-	-	-	-



0 5 10

Number of reviews

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

# PCN Specific Reviews - Greenwell

Network Area GP Reviews					Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through to someone on the phone?
Elmbank Surgery (5,449)	1	1			-	-	-	-	-	-	-	-
Greenford Avenue Family Health Practice (5,425)					-	-	-	-	-	-	-	-
Mansell Road Practice (5,892)	1				-	-	-	-	-	-	-	-
Westseven (5,141)	6	4			3.5	4	4.5	4	4	4.5	4.5	3.5
Eastmead Avenue Surgery (5,900)	5	2	1		-	-	-	-	-	-	-	-
Hanwell Health Centre - Dr Less Naish Basiil (5,900)	1				-	-	-	-	-	-	-	-
Oldfield Family Practice (4,914)	8	1			-	-	-	-	-	-	-	-

▲ Positive  
■ Neutral  
▼ Negative

0                      5                      10

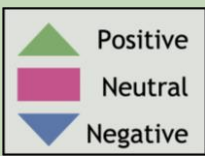
**Number of reviews**

**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 or someone on the phone?
70 Norwood Road/Dr Sanghera					-	-	-	-	-	-	-	-
Southall Medical Centre (8,573)					-	-	-	-	-	-	-	-
Belmont Medical Centre (7,662)					-	-	-	-	-	-	-	-
Featherstone Road Health Centre (8,622)					-	-	-	-	-	-	-	-
Guru Nanak Medical Centre (13,005)					-	-	-	-	-	-	-	-



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.

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?	
The Welcome Practice (3,903)					-	-	-	-	-	-	-	-	
Waterside Medical Centre (4,851)					5	2	1	-	-	-	-	-	
Hammond Road Surgery (4,233)					8	2	3	3.5	4	4	3.5	4	
Sunrise Medical Centre (4,680)					10	1	3.5	3.5	4.5	4	3.5	4	3.5

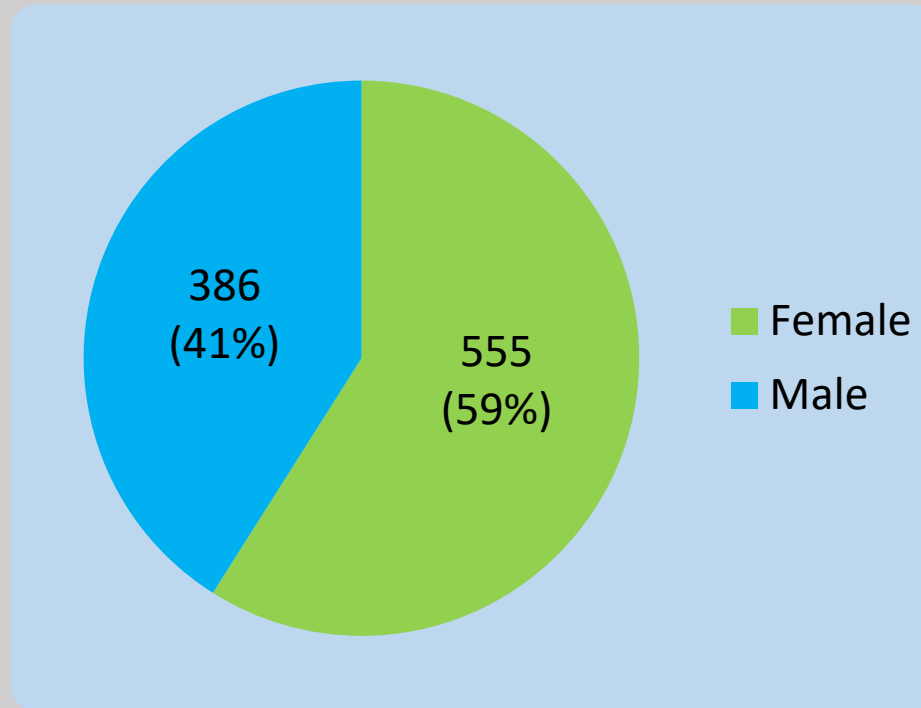
▲ Positive  
■ Neutral  
▼ Negative

Number of reviews

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

# Demographic Information: Gender

The pie chart below (fig.16), represents the number of reviews received from each gender, during Q1 (April-June 2022). The majority of reviews received during this quarter were from Females, accounting for 59% (n.555) of the sample population. Males accounted for 41% (n.386), 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 38% (n.330) of the sample population, followed by residents in Southall - making up a further 14% (n.117) of the sample. The least number of reviews received was from patients who reside in Perivale, 3% (n.23).

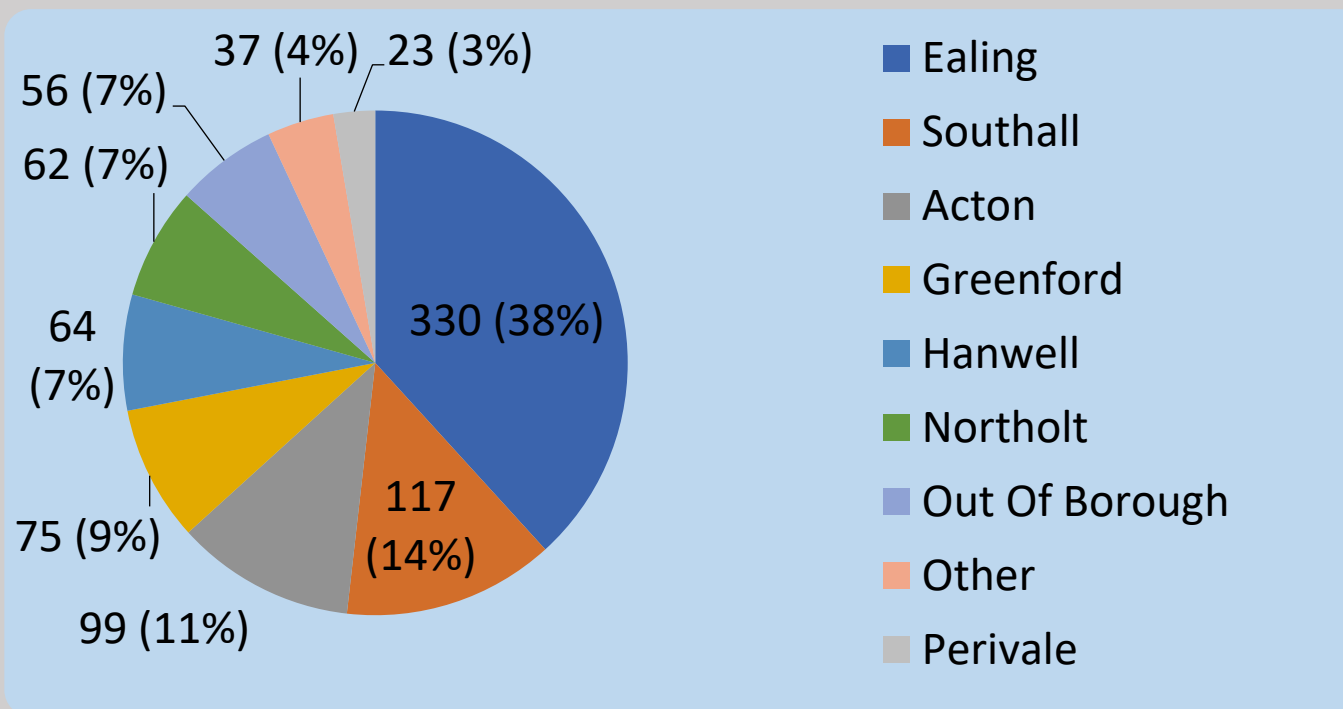


Figure 17: Patient/Service Users' area of residence

# Demographic Information: Ethnicity

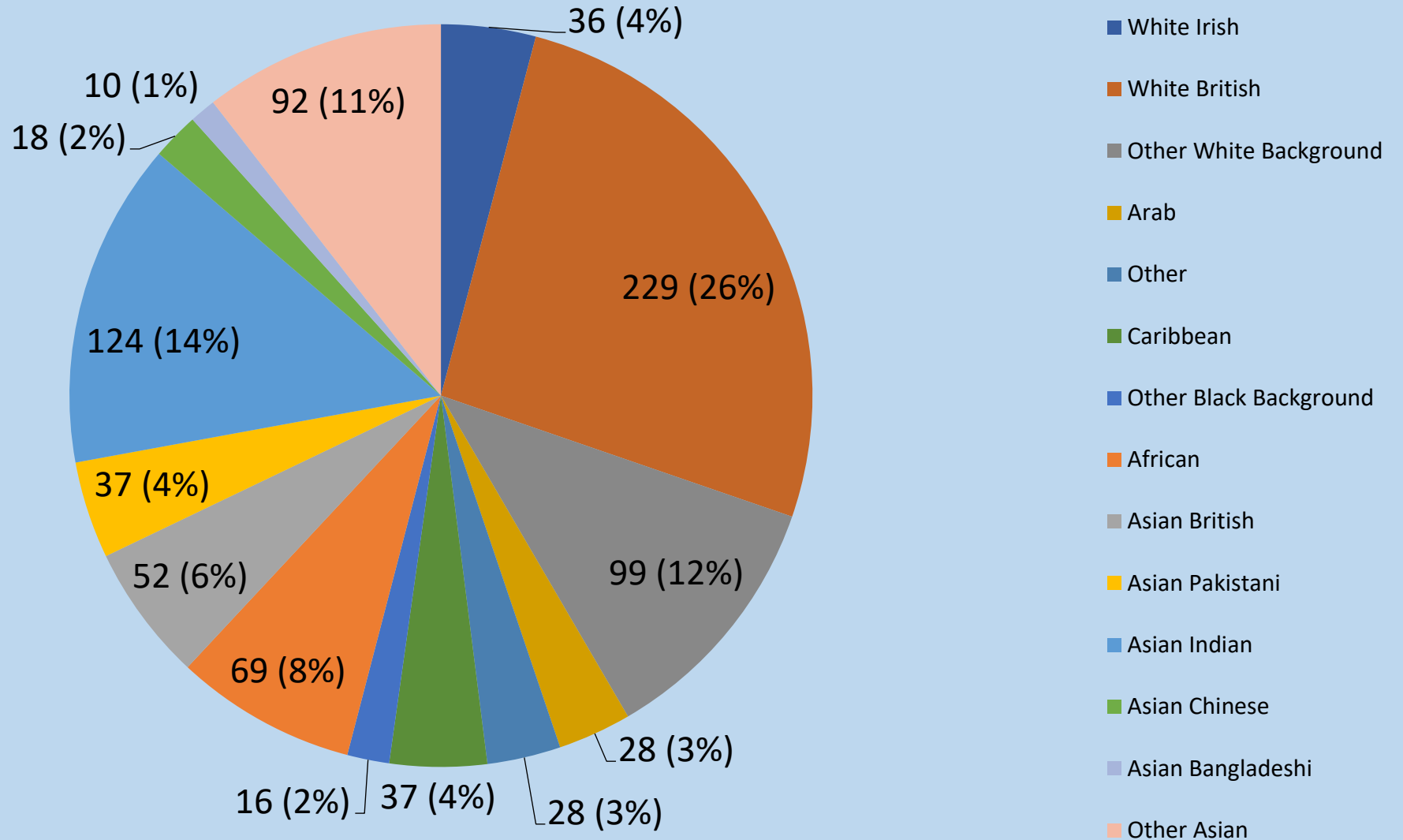


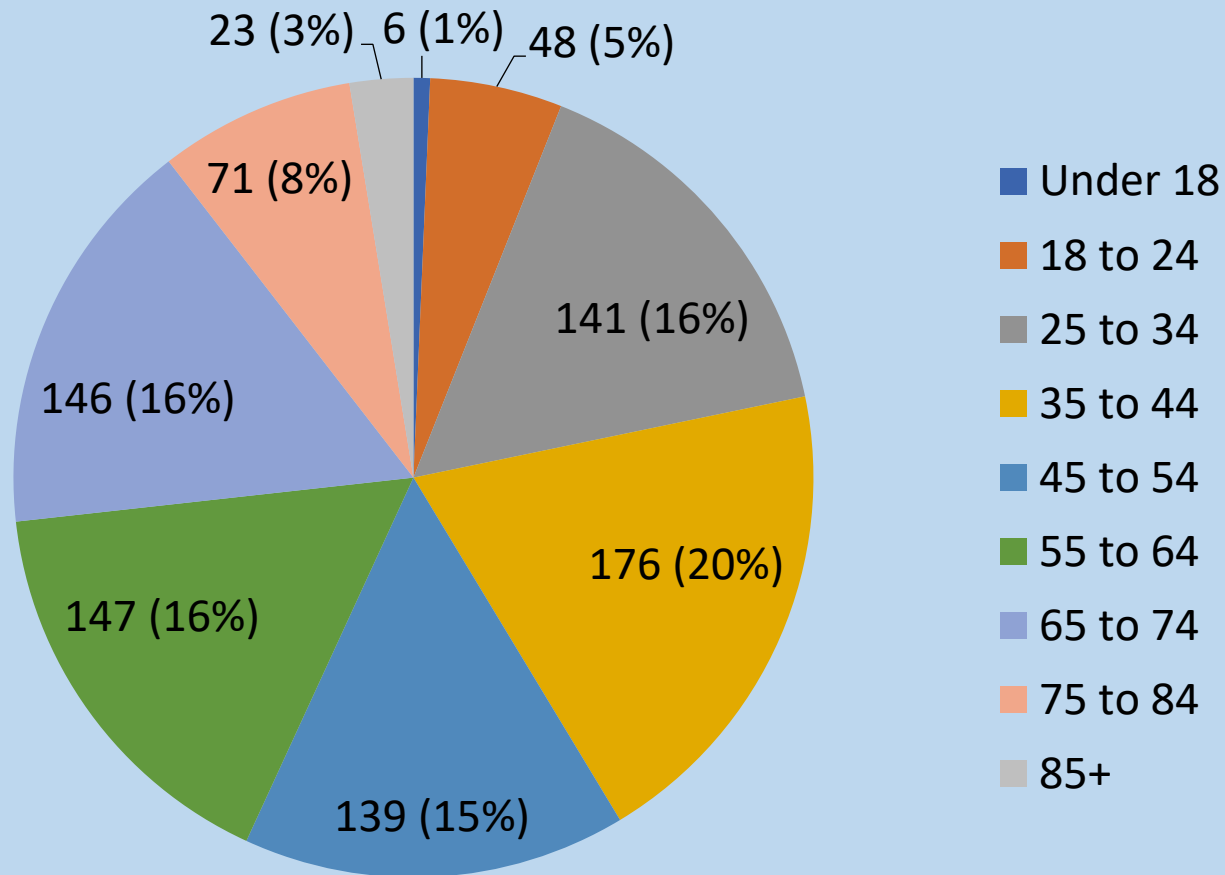
Figure 18: Patient and Service User's Ethnicity

# 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 26% (n.229) of the sample population. The second-most present ethnicity in this report was Asian Indian, making up 14% (n.124) of the sample population.

In total, 58% of the sample population were of a Black, Asian or Minority Ethnicity, an 8% increase from the previous quarter. 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 35 to 44 – 20% (n.176). This was followed by 55 to 64 – 16% (n.147) and then 65 to 76 – 16% (n.146).

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

- 73% of 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.
- 8 out of the 10 GP surgeries that we provided average star ratings for, had a 3.5 or less rating for 'Ease of gaining an appointment, Combining these findings with the negative sentiment for the subthemes: Appointment Availability, Booking appointments - Getting through the Telephone (see page 16), ), this continues the trend throughout the previous quarterly year, 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 (10 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, but many of these reviews touched upon the overall lack of access, lack of appointments available in a timely manor that suits their needs. 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 this quarter were, for the most part, happy with the overall treatment and care that they received. 73% of reviews were positive in sentiment. This is how that compares with last year's quarterly breakdown: Q1 – 89%, Q2 – 84%, Q3 – 73%, Q4 – 87%.

- Patients were, for the most part this quarter, happy with the attitudes staff members showcased towards them when they attended the hospital. With 95% reviews for the Attitudes sub-theme positive in sentiment. This continues the common trend we have seen throughout this quarterly period (Q1 – 95%, Q2 – 83%, Q3 – 76%, Q1 – 81%).

- Patients, for the most part, were indifferent with the length of time they must wait when they attended the Hospital for their appointment. With a 1% difference of positive/negative counts to reviews for the sub-theme Waiting Times – At the Health Premises.

## Dentists

- It is interesting to note that 89% of reviews for Dentists this quarter were positive in sentiment, despite the rising concerns of patients struggling to access an NHS dental practice. 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.

## Pharmacies

- A large majority of patients this quarter were happy with the pharmacy they used this quarter, with 87% of 152 reviews received for Pharmacies this quarter positive in sentiment. Patients mainly touched on the positive attitudes of pharmacists and staff.

## 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 instils 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. North West London Integrated Care Board and Ealing Primary Care Network 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. GP Surgeries to provide choice for patients whether to have a face-to-face or a telephone appointment**

- Based on feedback we have received this quarter (see page 19 for reference, 'Patient Choice' sub-theme) patients have expressed their lack of choice between what type of GP appointment they would like. We believe that more GP surgeries should give patients the choice as some would prefer to come in person to discuss their issues.

## Next Steps:

### 1. More reviews for PCNs that received less reviews than others this quarter, that weren't enough to have the average ratings added on:

- 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:

- Pitshanger Family Practice
- Islip Manor Medical Centre
- The Medical Centre
- Somerset Medical Centre
- Greenford Avenue Family Health Practice
- Southall Medical Centre
- The Welcome Practice

### 3. 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.

### 4. Get more feedback from patients on their experience with 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.

### 5. 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.

# 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?\*

☆☆☆☆☆ (X)

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

In relation to your comments are you a:

Select one

When did this happen

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

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following?

Informally with the Service Provider (those who run the service)  
 Formally with the Service Provider (via an official complaint)  
 Patient 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](mailto: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)

<b>Ease of gaining appointment</b> 5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Very Poor
<b>Convenience of appointment</b> 5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Very Poor
<b>Cleanliness</b> 5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Very Poor
<b>Staff Attitude</b> 5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Very Poor
<b>Waiting Time</b> 5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Very Poor
<b>Treatment explanation</b> 5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Very Poor
<b>Quality of care</b> 5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Very poor
<b>Quality of food</b> 5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Very Poor
<b>Generally, how easy is it to get through to someone on the phone?</b> 5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Very Poor

7. In relation to your comments, are you a:  
 Patient       Carer       Relative       Carer and Relative  
 Service Provider    Visitor       Professional

8. When did this happen  
.....  
.....

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

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

11. Have you shared your experience with any of the following? (Please tick)  
 Informally with the Service Provider (those who run the service)  
 Formally with the Service Provider (via an official complaint)

0200 8060 800 | [info@healthwatchealing.org.uk](mailto:info@healthwatchealing.org.uk) | [www.healthwatchealing.org.uk](http://www.healthwatchealing.org.uk)  
 Healthwatch Ealing, 45 St Mary's Road, Ealing W5 5RG

**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  
.....  
.....  
.....  
.....  
.....  
.....

0200 8060 800 | [info@healthwatchealing.org.uk](mailto:info@healthwatchealing.org.uk) | [www.healthwatchealing.org.uk](http://www.healthwatchealing.org.uk)  
 Healthwatch Ealing, 45 St Mary's Road, Ealing W5 5RG

# Appendix B cont.

**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?  
**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

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

Administration  
Administration  
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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