

The background of the cover is a photograph of a park with trees and a path, overlaid with a pattern of diagonal stripes in shades of green and purple. The stripes are arranged in a way that they appear to be part of a larger, abstract design. The text is positioned in the lower right quadrant of the cover.

PATIENT EXPERIENCE
REPORT 2017
October- December

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Introduction & Executive Summary

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

In delivering these duties in Ealing we operate a comprehensive Patient Experience data collection programme. The successful and on-going implementation of the data collection programme and the digital feedback centre will yield a minimum of 4,800 patient experiences per annum all of which will be presented as they are received and considered as valid community opinion.

This is the second Patient Experience Report for Healthwatch Ealing, covering the Q3 period October-December 2017. Your Voice in Health and Social Care (YVHSC) took over the provision of Healthwatch Ealing in April 2017. In July 2017 the online Digital Feedback Centre was launched together with the Healthwatch Ealing website. In August a part-time Patient Experience Officer was recruited to manage the Patient Experience Programme.

Our Patient Experience Officer, supported by a team of volunteers, visits health and social care services daily to talk to and hear from patients, service users, carers and relatives about their experiences of local services. These patient experience comments and reviews are gathered using a standard form (see appendix 1 & 2) which asks for feedback on their overall experience, likelihood to recommend a service, treatment, booking and a number of other areas. We approach every patient, capture their experience in their words and seek consent for their feedback to be published on the Healthwatch Ealing website, through the Digital Feedback Centre. People can leave their name or comment anonymously. At the end of each service visit the Patient Experience Officer will relay any urgent matters requiring attention to the service manager.

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

Whilst we aim to gather patient experience comments and reviews from a representative sample of Ealing's population we acknowledge that different people use different services at different times in their lives, and some not at all. Whilst all patients are asked for their monitoring information some do not wish to provide this.

Introduction and Executive Summary cont.

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

This report covers the Quarter 3 period, October-December 2017. During this time, we collected 1,252 reviews, achieving our quarterly target of 1,200 (400 per month). We focussed on extending the number of GP surgeries we visit and consolidating our visits to existing GPs and outpatient hospital services at Ealing Hospital. In addition, we visited a number of community health services this quarter.

Out of the total number of patient experiences received, 999 (80%) were positive and 253 (20%) were negative experiences of service provision. (This is based on the overall star rating provided by patients - see page 4 for further detail). Please see the conclusion for a summary of the key findings.



The information presented within this report reflects the individual patient experience of health and social care services, untainted and without agenda to ensure that the genuine observations and commentaries of the community are captured. Healthwatch Ealing presents this as factual information to be considered and utilised to improve service provision and highlight areas of good practice.

Overall Patient Reviews

The number of patient reviews received for this quarter is 1252. The table below shows a breakdown of the positive and negative patient reviews. (See the appendices for examples of our physical and online questionnaires).

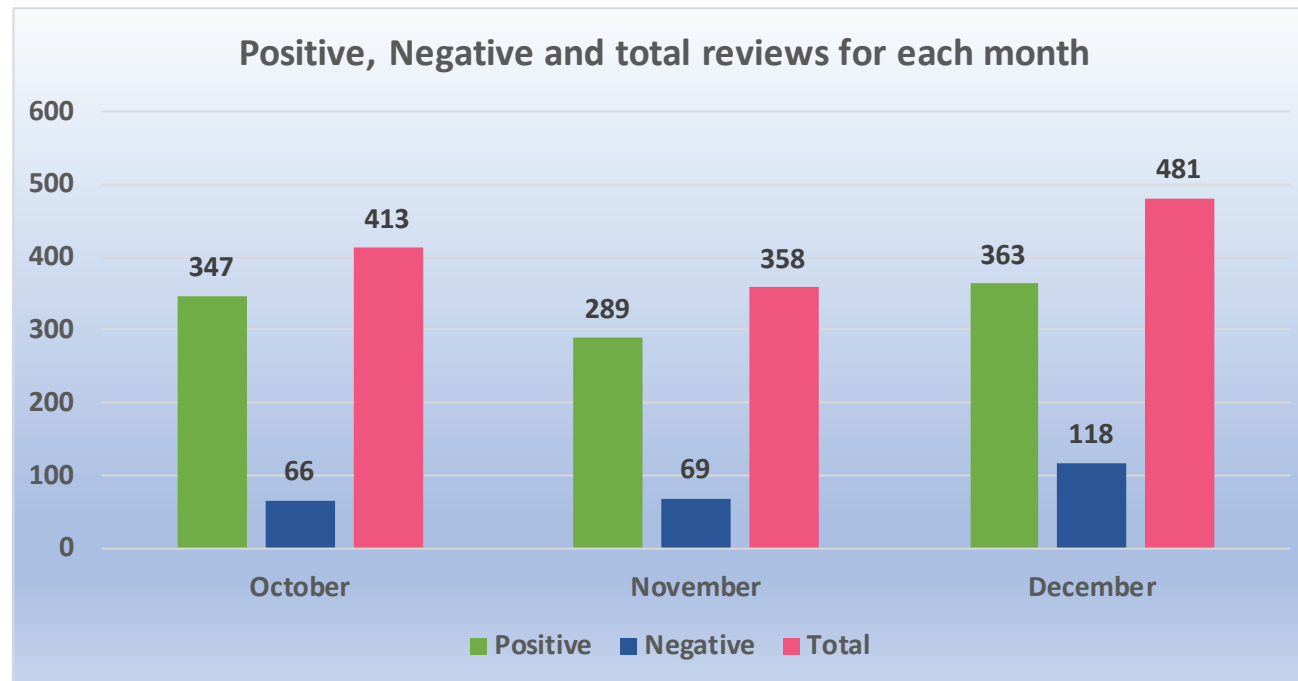
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 3 indicate a negative response*, while star ratings between 4 and 5 indicate a positive response. This quarter 999 positive responses have been recorded and 253 negative responses.

*A star rating of 3 is categorised as a “negative” star rating as experience tells us that a service with a 3 is one that generally requires improvement in one or more areas and therefore may be beneficial to keep on review.

Month	1 - 3 Star Reviews (Negative) 	4 - 5 Star Reviews (Positive) 
October	66	347
November	69	289
December	118	363
Total	253	999

Overall Patient Reviews

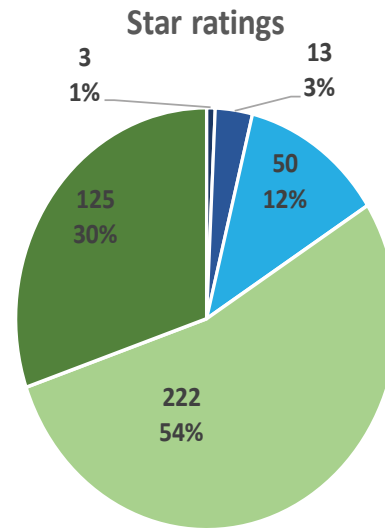
This chart provides a breakdown of positive, negative and total reviews for each month, based on the overall star rating provided.



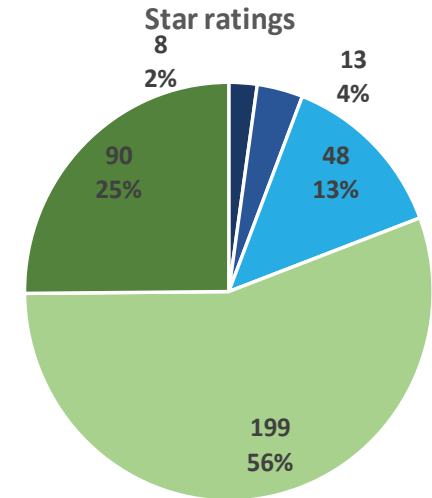
Overall Patient Reviews: Star Ratings

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

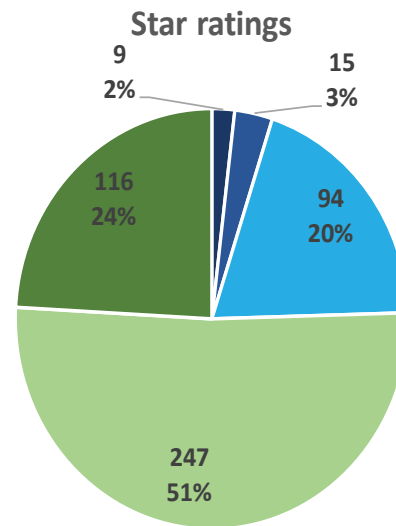
In each month the 4 star rating received the highest proportion of reviews, followed by the 5 star rating. In December there was a notable change in the number of 3 star ratings from preceding months, increasing from 12% and 13% of reviews to 20% of reviews respectively. This may be due to winter pressures on services beginning to appear and the level of service to patients being affected.



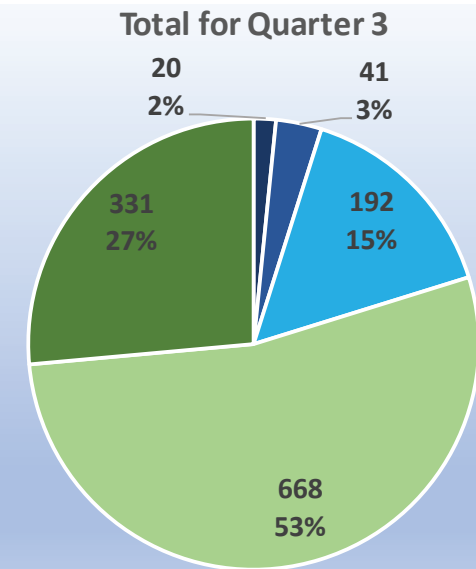
October



November



December

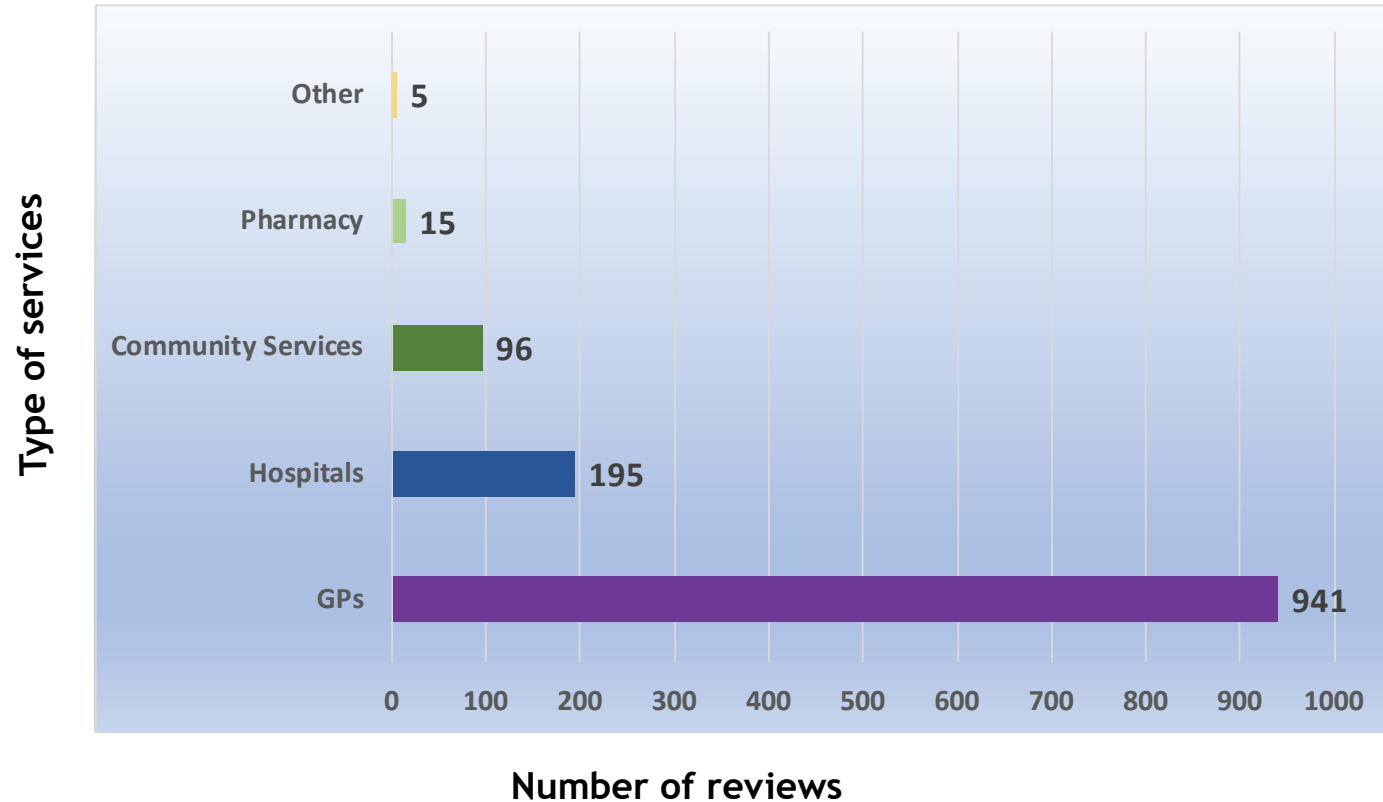


Total Reviews per Service Category

The patient reviews recorded for this quarter cover 5 service type categories, as seen in this chart.

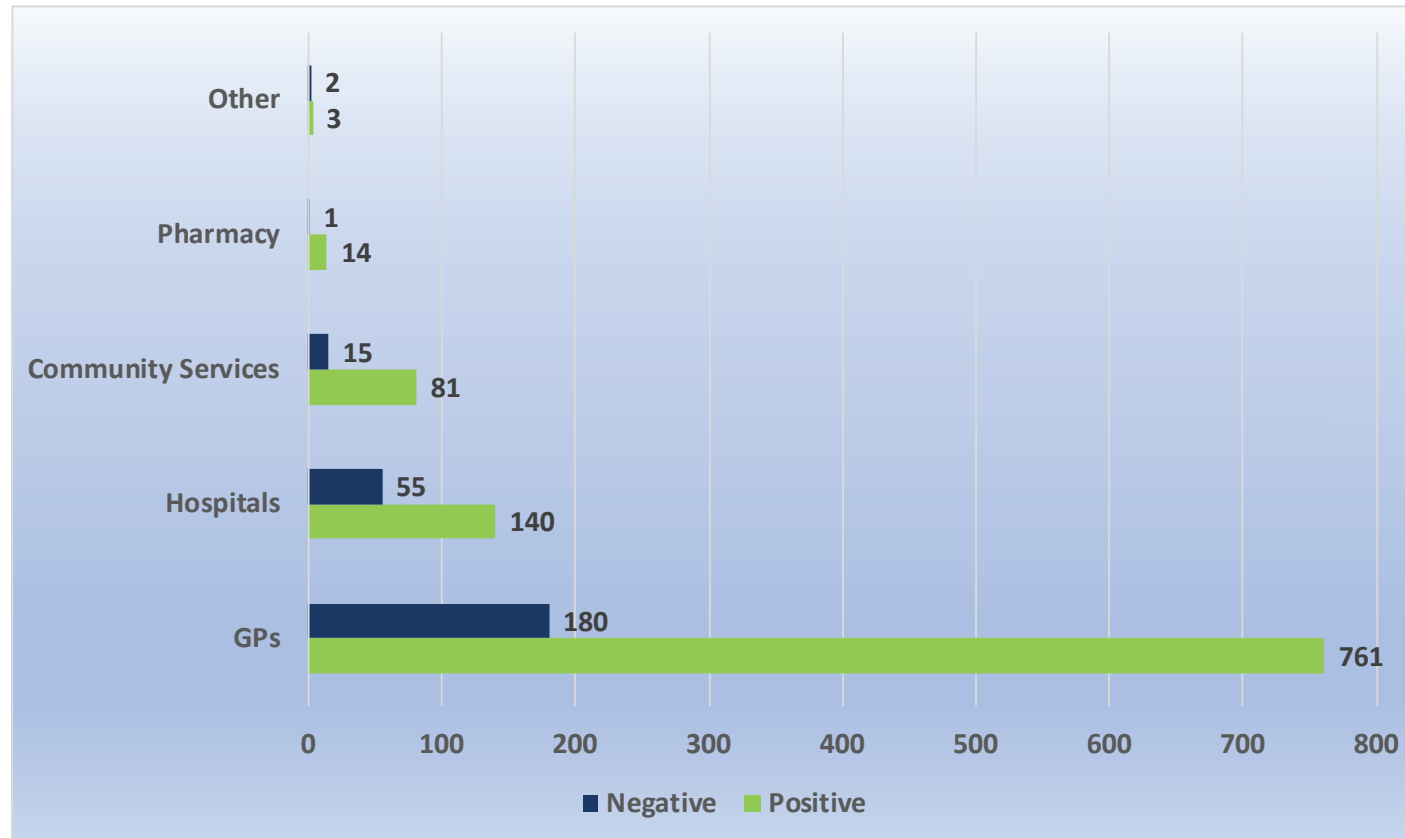
The category with the highest number of reviews recorded is the GP category, followed by Hospitals. During this quarter we focussed on increasing the number of GP practices we visit and consolidating our visits to Ealing Hospital Outpatient Department. We also began to visit some Community Health Services during this period.

As the Patient Experience Programme develops, Healthwatch Ealing (HWE) will look to focus on capturing patient experience reviews from an increasing number of service areas such as pharmacy, mental health, social care services and others. However, where services are more applicable to wider sections of the community, such as GPs, we expect to continue to receive a large number of reviews.



Distribution of Positive & Negative Reviews

Type of services



Number of reviews

This bar chart compares the number of negative and positive reviews for each category.

The 'GPs' category received the highest number of positive reviews (761) followed by the 'Hospital' category which received (140) positive reviews.

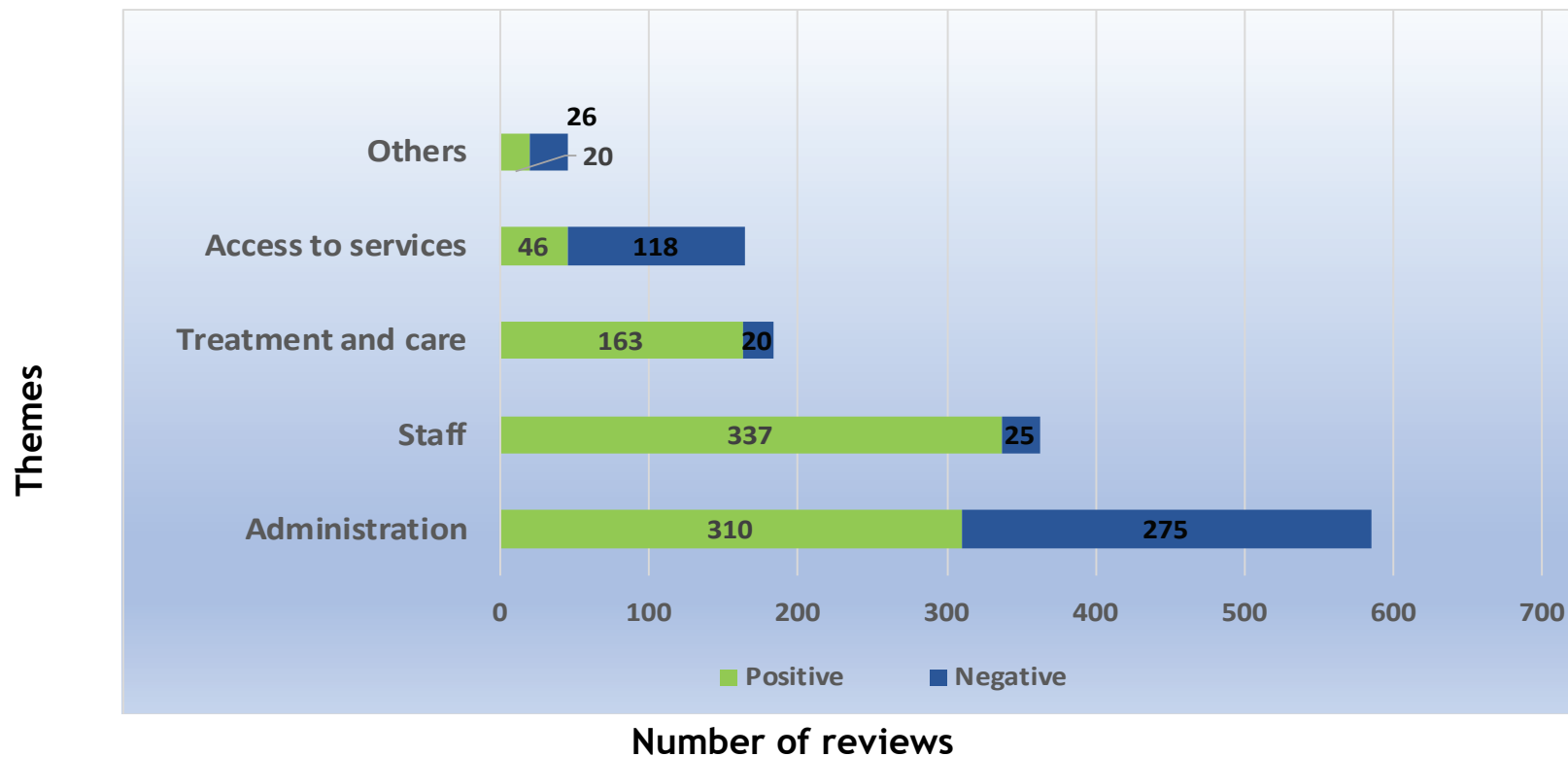
However, the 'Hospital' and 'GP' categories also received the highest number of negative reviews ('GP' - 180, 'Hospital' - 55).

Themes for GPs

This section shows a breakdown of the main themes for those service areas where we received a significant number of reviews. In Q3 these areas are: **GPs, Hospitals and Community Health Services**. After asking patients for an overall star rating of the service we ask them to “tell us more about your experience”. (See the appendices for examples of our physical and online questionnaires). Each comment is uploaded to our Online Feedback Centre where up to five themes and sub-themes may be applied to the comment (see appendix 3 p46-47 for a full list). Depending on the content of the comment it may have one or more themes attached to it. For this reason, the total numbers of themes will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative or neutral ‘sentiment’ is given.

The chart below show that access to GP services is the largest area receiving negative feedback. Administration has a more equal balance between positive and negative reviews and staff, treatment and care, both received a high proportion of positive feedback.

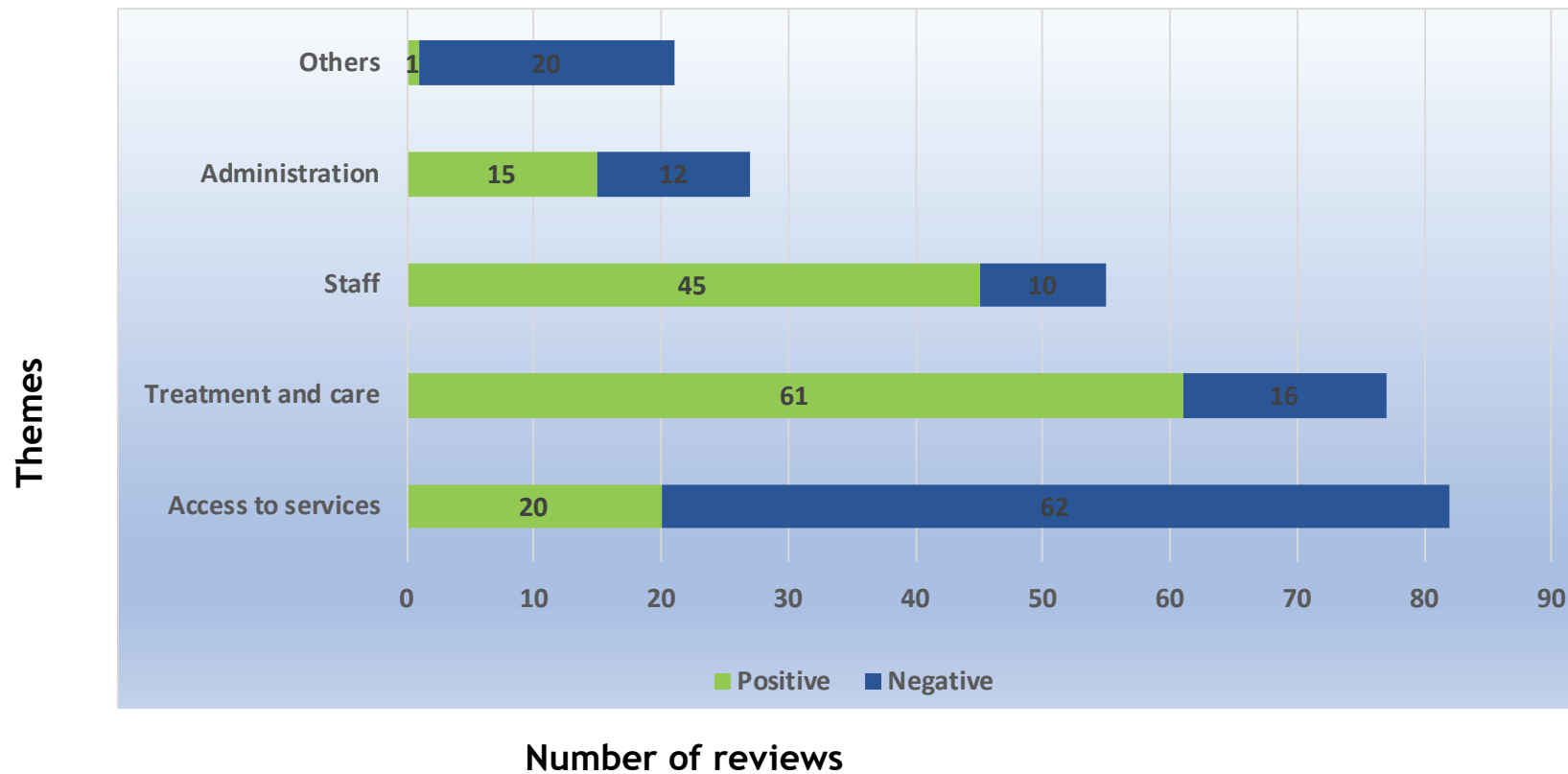
Top five Themes for GPs



Themes for Hospitals

This chart show that, as the access to hospital services received a large portion of negative reviews. This is in contrast to staff and treatment and care which show majority positive reviews.

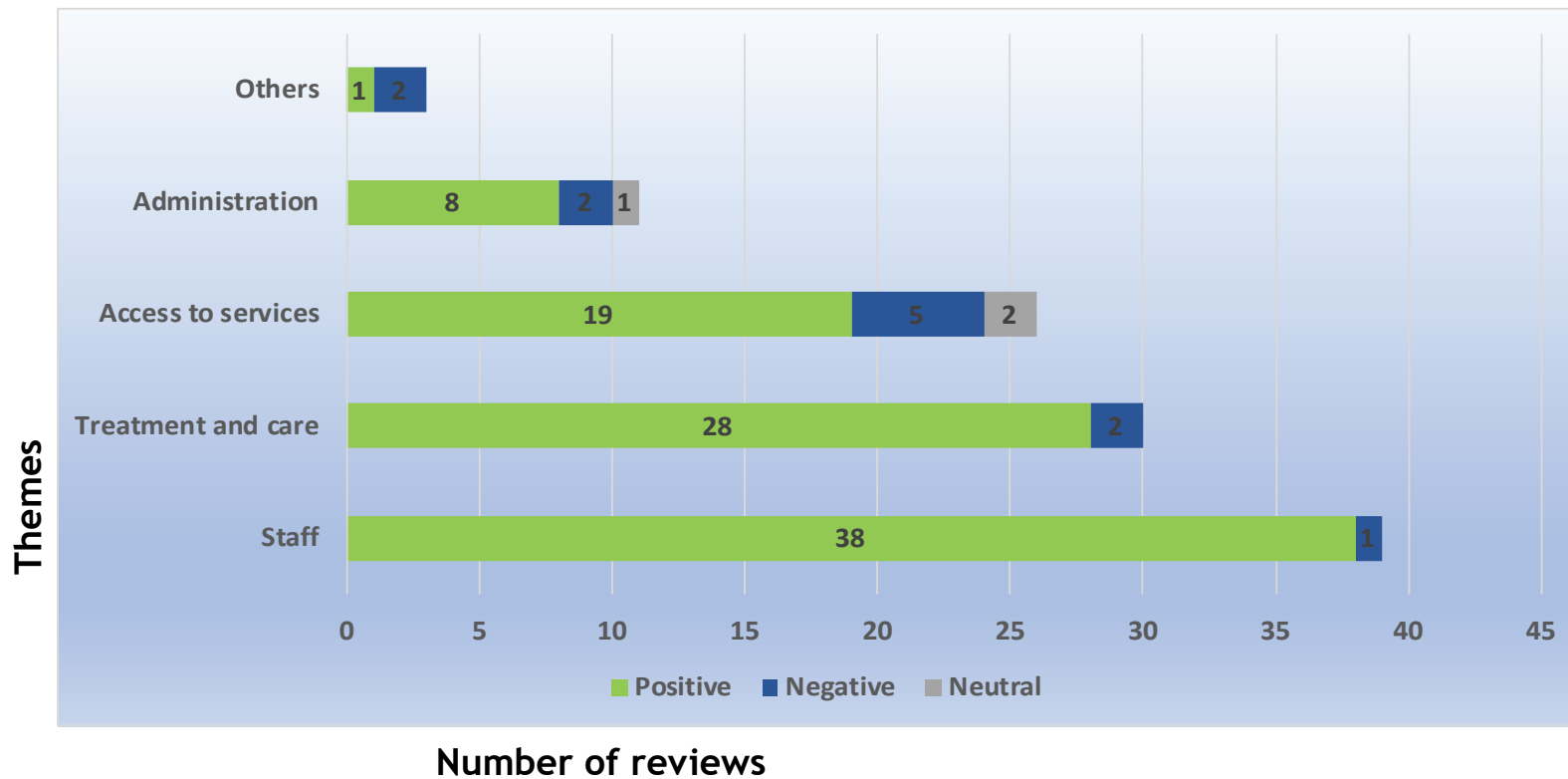
Top five Themes for Hospitals



Themes for Community Services

This chart show that treatment and care and staff for community health services received a large portion of positive feedback. Access to services also demonstrate a positive demonstration, but at a less favourable ratio of positive to negative than other areas.

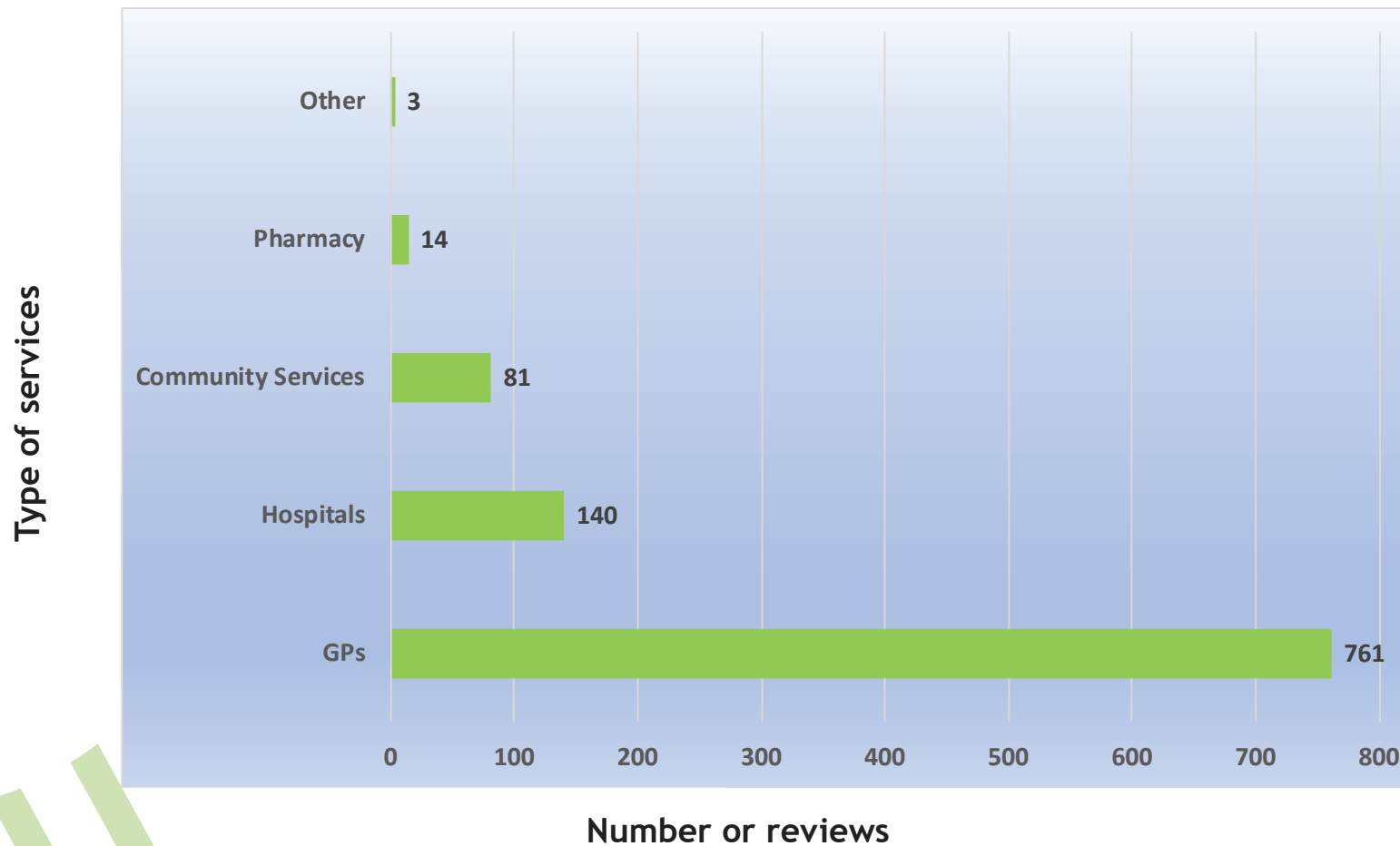
Top five Themes for Community Services



Positive Reviews: Themes/Trends

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

October-November-December



Ealing Hospital, London North West Healthcare NHS Trust

Treatment and Care

Out of a total of 77 reviews received about the **Treatment and Care** theme, 79% (n.61) were positive. (see page 10 for chart).

“I had an operation done last month and it was a success. The doctors were excellent.”

Outpatients

“I have been here about 3 times and the treatment has been excellent. The staff are helpful and friendly.”

Outpatients

“My experience for this hospital has been great. This is my third visit and the doctors are reliable and trustworthy. The only problem is the waiting time it's too long.”

Outpatients

“I was in the acute department and they were excellent I know people are saying Ealing Hospital is not good but they saved my life. They were excellent.”

Acute department

“Stayed there for 2 nights due to a kidney stone and it was very good, the only suggestion is where they insert the IV is really painful.”

Inpatient

“My daughter was blind when she was born, the treatment we received here was good sadly she passed. The doctors were efficient they referred us to different hospitals for treatment and I am very grateful for their help.”

Maternity

“Staffs are very good and treatment is also good. Plus the waiting time is not bad.”

Outpatients

Access to services

Out of a total of 82 reviews received about **Access to services** theme, 25 % (n. 20) were positive. (see page 10 for chart).

“So far everything has been good. I have been seen pretty quick. I have not had a problem.”

Outpatients

“Staffs are helpful and knowledgeable. The waiting is good.”

Outpatients

“Always seen on time never been waiting too long to see anyone. Always on time.”

Outpatients

“Staff are very good and treatment is good, plus the waiting time is not bad.”

Outpatients

“I had a chest pain and went to the hospital and when I got there, they called me straightaway in.”

A&E

“My daughter had a fall we were seen within the half hour and out. The change in the way they do things has improved I was happy to know children are taken more seriously.”

Urgent Care Centre

“Staffs are helpful and knowledgeable. The waiting is good.”

Outpatients

“I have always been seen on time, never been waiting too long to see anyone.”

Outpatients

Staff

Out of total of 55 reviews received about the **Staff** theme, 82 % (n. 45) were positive. (see page 10 for chart).

“I don't speak proper English so sometimes it is hard to communicate with the staff. My daughter translates for me. Everything else is good and the staff attitudes are amazing.”

Outpatients

“Staff are very helpful and treatment is good.”

Outpatients

“I have always received an excellent care from this hospital. Staff are efficient and professional.”

Outpatients

“Amazing staff, they provide efficient service and very thoughtful.”

Outpatients

“Friendly staff, polite and treatment is good enough. However, waiting time can sometimes be long.”

Outpatients

“My overall experience so far is good, doctors and nurses very nice and caring. I don't mind about the waiting. We need to expert to wait when we are the hospital.”

Outpatients

“Staffs are really helpful, never had any problems, cater to your needs. Staff are the best, go above and beyond to cater to my needs.”

Outpatients

“ The staffs are helpfull and attentif. No one is perfect but when i have an issue and make a complain they resolve in a quick manner, I am ok with that.”

Outpatients



GP Services

Administration

Out of a total of 585 reviews received about **Administration** theme, 53% (n. 310) were positive. (see page 9 for chart).

“The appointments are convenient, most of the time you get them on the same day.”

Broadmead Surgery

“I like this surgery, the doctors are excellent and booking appointment system is good compared to some GPs I have been to, this is the best.”

Florence Road Surgery

“They have been great with my daughter when it comes to booking an appointment.”

Ealing Park Health Centre

“I have never had a problem with them. Whenever I need an appointment I get it and they've always been good to me.

Very nice staff. ”

Elm Trees Surgery

“Generally, all the doctors are friendly and they are very accommodating with appointments.”

The Bedford Park Surgery

“My DR P. is very helpful. As in when you make appointments you are given the one you want and because I have small children the time they give me is good and they care for my kids...”

Guru Nanak Medical Centre

Treatment and care

Out of a total of 183 reviews received about the **Treatment and care** theme, 89% (n. 163) were positive. (see page 9 for chart).

“The care is excellent, my mother is not feeling well and the doctors have been excellent, they referred her to the hospital and follow up her treatment.”

Goodcare Practice

“Dr P is very efficient and always goes the extra mile to help his patients.”

Elm Trees Surgery

“It’s very good especially for appointment booking is excellent. The care the doctor provide is excellent and the staff are friendly.”

Hill Crest Surgery

“I have had a good treatment and since I have been here my health has improved.”

Waterside Medical Centre

“The doctors are excellent, I had a shoulder pain and my doctor was very helpful.”

Crown Street Surgery

“They are helpful and caring. I went through a terrible moment and my doctor has been very supportive. He made sure I get the right treatment and care.”

Grosvenor House Surgery

Access to services

Out of a total of 164 reviews received about **Access to services** theme, 28% (n. 46) were positive.(see page 9 for chart).

“Very good doctors, always seen on time just few occasions I had to wait a bit, very well cared for.”

Northfields Surgery

“The doctors are good and the waiting is not bad. Everything is good.”

The Bedford Park Surgery

“They are good, the doctor will call you back and decide if you need to see the doctor or not and if you do they book you into a slot. I like that system. You don't have to wait long.”

Elthorne Park Surgery

“Staff are good and GPs. Waiting time is good and getting an appointment as well. Treatment is good.”

Dormers Wells Medical Centre

“I've been here for 37 years and they've been always good to me. It's easy to get an appointment and never have to wait.”

The Vale Surgery

“It's fine, I don't wait long and the doctors respond to my need in a quick manner.”

Crown Street Surgery

Staff

Out of a total of 362 reviews received about the **Staff** theme, 93% (n. 337) were positive. (see page 9 for chart).

“Good, The staff are nice and they have been helpful. Booking appointment is not a problem.”

Lady Margaret Road Medical Centre

“My experience is good, because of my condition the receptionist always try to give me a slot, whenever I need an appointment. They are very understanding and helpful.”

The Argyle Surgery

“ They have been very helpful. I had a problem with my health and my doctor has been helpful and caring.”

Woodbridge Medical Centre

“ The staff are helpful, the doctors are great but it's a shame that the staff don't stay long.”

Waterside Medical Centre

“ Reception and staffs are nice, they do what they need to do. Always can get emergency appointment on the same day.”

Chiswick Family Practice Dr Bennett / Dr Webber



Community services

Staff

Out of a total of 39 reviews received about the **Staff** theme, 97% (n. 38) were positive. (see page 11 for chart)

“The doctor is very polite & friendly.”
Diabetes Integrated Care Ealing (DICE)

“Great service. Very helpful staff.”
Ealing Paediatric Occupational Therapy Service (EPOTS)

“The staff are very friendly and helpful. I have no problems.”
Ealing Paediatric Speech and Language Therapy Service

“The lady is very friendly and gets on well with my daughter, her speech has improved a lot.”
Ealing Paediatric Speech and Language Therapy Service



Pharmacy

Staff

Out of a total of 11 reviews received about the **Staff** theme, 100% (n. 11) were positive.

“The service is quick, friendly staff. You don't need to wait.”
Northfield Pharmacy

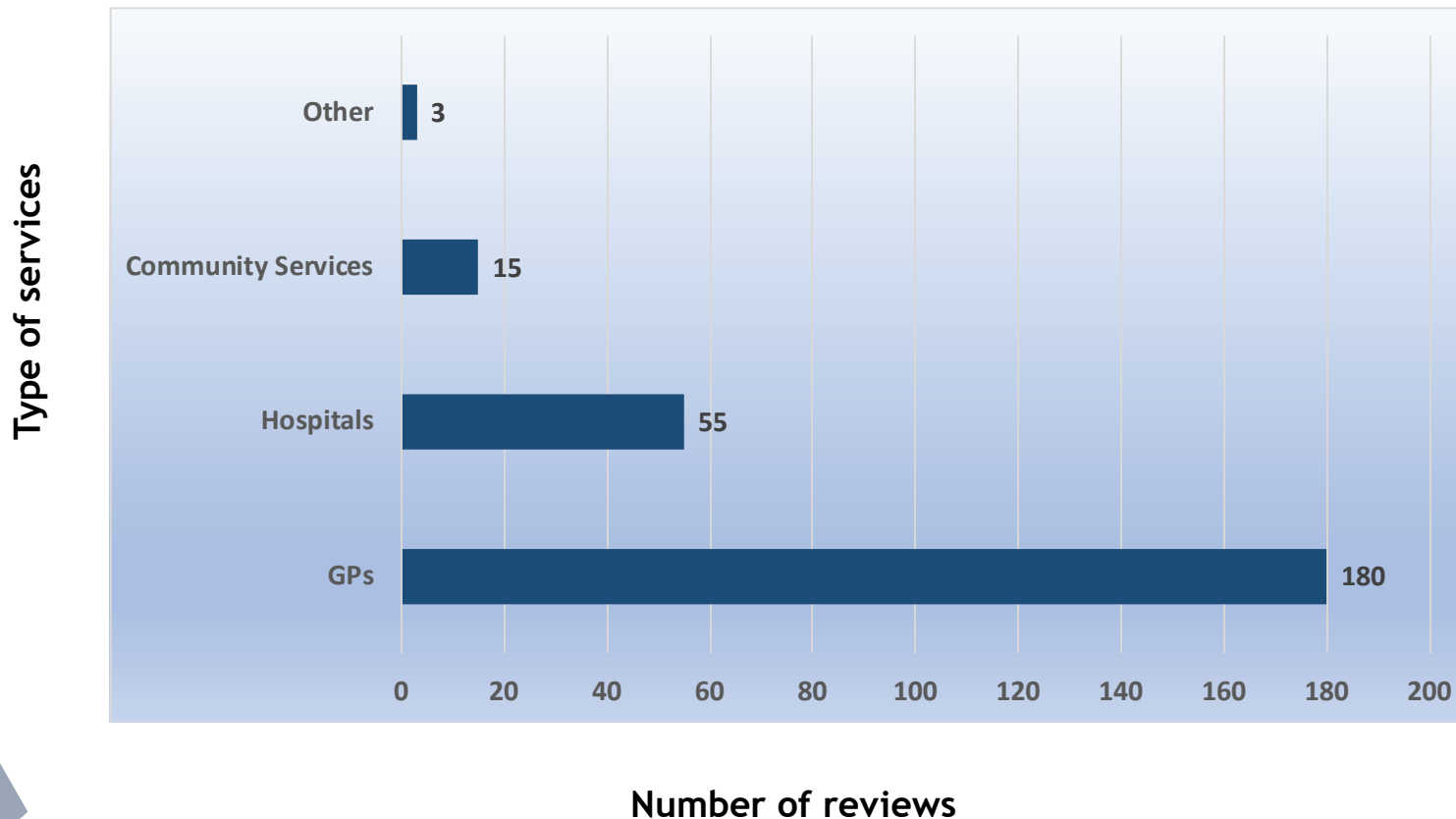
“Very good service at the pharmacy, staff are very friendly, pharmacist gives excellent, useful advice, would use again...”
Alchem Pharmacy

“The staffs are really helpful and efficient. They help you with any concerns. Things you don't need to see your GP for, they are available to help.”
Northfield Pharmacy

Negative Reviews: Themes/Trends

By looking at the negative reviews we received from the people of Ealing every month, we see trends and themes emerge. These trends can help us understand where a service needs to improve in order to provide an all round positive experience. This section provides an overview of the number of negative reviews by services area and goes on to give some example of comment received.

October-November-December





Ealing Hospital, London North West Healthcare NHS Trust

Access to services

Out of a total of 82 reviews received about **Access to services** theme, 75% (n.62) were negative. (see page 10 for chart).

“There is a long waiting time and after waiting for so long you feel depressed.”

Outpatients

“It’s horrible there is always delay and the receptionists are not that helpful, however, the doctors are efficient. Every time I have an appointment here I have to wait at least 3 hours even though you will only spend 15 minutes there.”

Outpatients

“Our experience here is good but there is a long waiting. The staff are helpful.”

Outpatients

“There is a long waiting time, last time I was at the A&E going through the triage and seeing the doctors spend about 8 hours in the hospital. But the overall experience here is good.”

A&E

“I don’t like Ealing hospital because the procedure there is too long. I was bleeding for 2 months because my period is not regularly and went there waited for 4 hours before being seen....”

A&E

“The staffs are good however the waiting is too long. I can’t complain they are doing their best. The NHS is under pressure....”

Outpatients

Treatment and Care

Out of a total of 77 reviews received about the **Treatment and care** theme, 21% (n. 16) were negative. (see page 10 for chart).

“The problem, they only do a test, never get to the route of the problem, for Indians they will say there is nothing wrong, it's a lot of complaints from patients.”

Outpatients

“I went there with side pain on a weekend and waited for hours before being seen. They only gave some medicines, did not know what causes the pain or what is it.”

A&E

“ when I had the second appointment to change my plaster in the Ealing trauma & orthopaedics, the guy who changed my plaster was so rough and rude. Because of that I have swelling and numbness in the hand now & have to visit the hospital again.”

Ealing trauma & orthopaedic

“I don't like that I have to wait so long when I come here. Every time there is a long delay.”

Outpatients

“Nothing bad happened but they postponed appointments. A couple of years ago was admitted and the food was not edible and the nurse's care was poor as well. There is always a long waiting time. ”

Inpatient



GP services

Administration

Out of a total of 585 reviews received about **Administration** theme, 47% (n. 275) were negative. (see page 9 for chart).

“I used to be registered there and it's hard to get an appointment and impossible to get through to someone on the phone. Once you get through they say all appointments are booked for the week.”

The Southall Medical Centre

“It's difficult to get an appointment you need to phone from 8:30 until 9 am. If you need today appointment, you have only 30 minutes. However, the doctors are good and professional.”

St Georges Medical Centre

“The staff are nice, helpful but there is not enough appointment slot or you have to wait very long to get one.”

The Argyle Surgery

“It's annoying when you trying to book an appointment and you can't get through. Sometimes I have to call so many times before someone answers the phone.”

Dormers Wells Medical Centre

“There is always a long waiting time and you can't get an appointment.”

Northolt Family Practice

“There is a long waiting for an appointment, however, the staff will help you and try to get you a slot. They are really nice and professional.”

Yeading Medical Centre

“Not good it's not easy to get an appointment, the staff are not helpful.”

The Bedford Park Surgery

Staff

Out of a total of 362 reviews received about the **Staff** theme, 7% (n.25) were negative.(see page 9 for chart).

“The receptionists are rude and the new management is not good.”

Florence Road Surgery

“There is a long waiting for appointments and the staff are not that helpful.”

Goodcare Practice

“It's difficult to get an appointment and the staff are rude. They are not really helpful when you need something...”

Waterside Medical Centre

“Receptionists are very rude, no eye contact even when you greet them good morning or good afternoon.”

Featherstone Road Surgery

“It's difficult to get an appointment and the receptionist are not that friendly.”

Gordon House Surgery

“Not good it's not easy to get an appointment, the staff are not helpful.”

The Bedford Park Surgery

Access to services

Out of a total of 164 reviews received about **Access to services** theme, 73% (n.118) were negative. (see page 9 for chart).

“I don't remember a time where I came here and did not wait more than 30 minutes. There is always delay.”

Allenby Clinic

“The waiting time is horrible, booking appointments is a nightmare.”

Grosvenor House Surgery

“It’s good just there is a long waiting, sometimes over an hour wait and that’s not helpful.”
Dormers Wells Medical Centre

“There is long waiting at the surgery, however i am happy with the care I received.”
Broadmead Surgery

“The waiting time is too long, there has never been a time where I was see on time.”
Jubilee Gardens Medical Centre

“The waiting is too long, you have to wait so long and the receptionists are rude.”
Belmont Medical Centre



Community services

Staff

Out of a total of 38 reviews received about the **Staff** theme, 3% (n.1) were negative. (see page 11 for chart).

“My main complaint is about the speech therapist. She was very rude and negative and made us feel ten times worse.”
ENABLE - Clayponds Hospital

Treatment and care

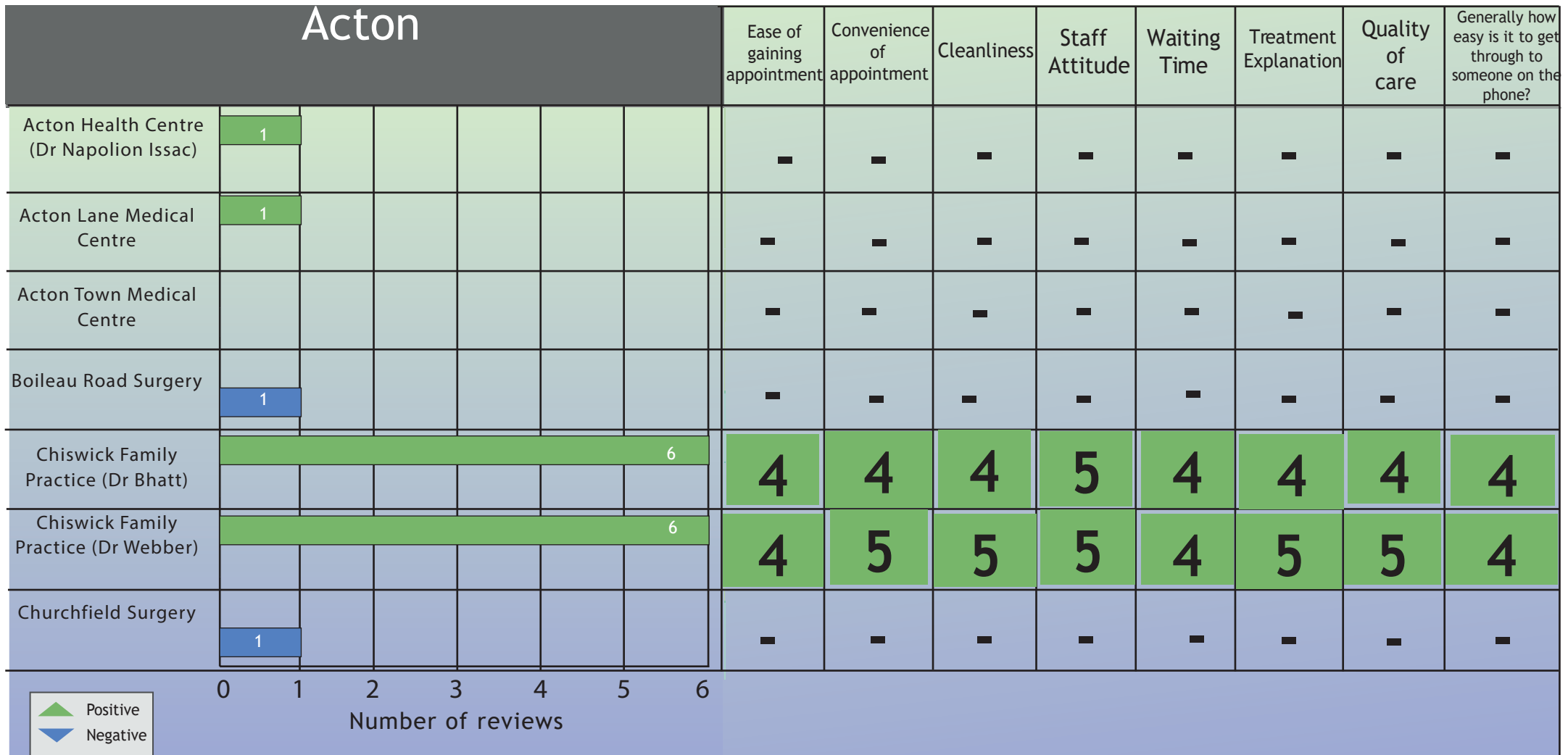
Out of a total of 30 reviews received about **Treatment and care** theme, 7% (2) were negative. (see page 11 for chart).

“It can be difficult to understand what the staff want you to do sometimes.”
Ealing Paediatric Occupational Therapy Service (EPOTS)

“The doctor doesn’t tell me much because they don’t have the time but they’re better here. ..”
Diabetes Integrated Care Ealing (DICE)

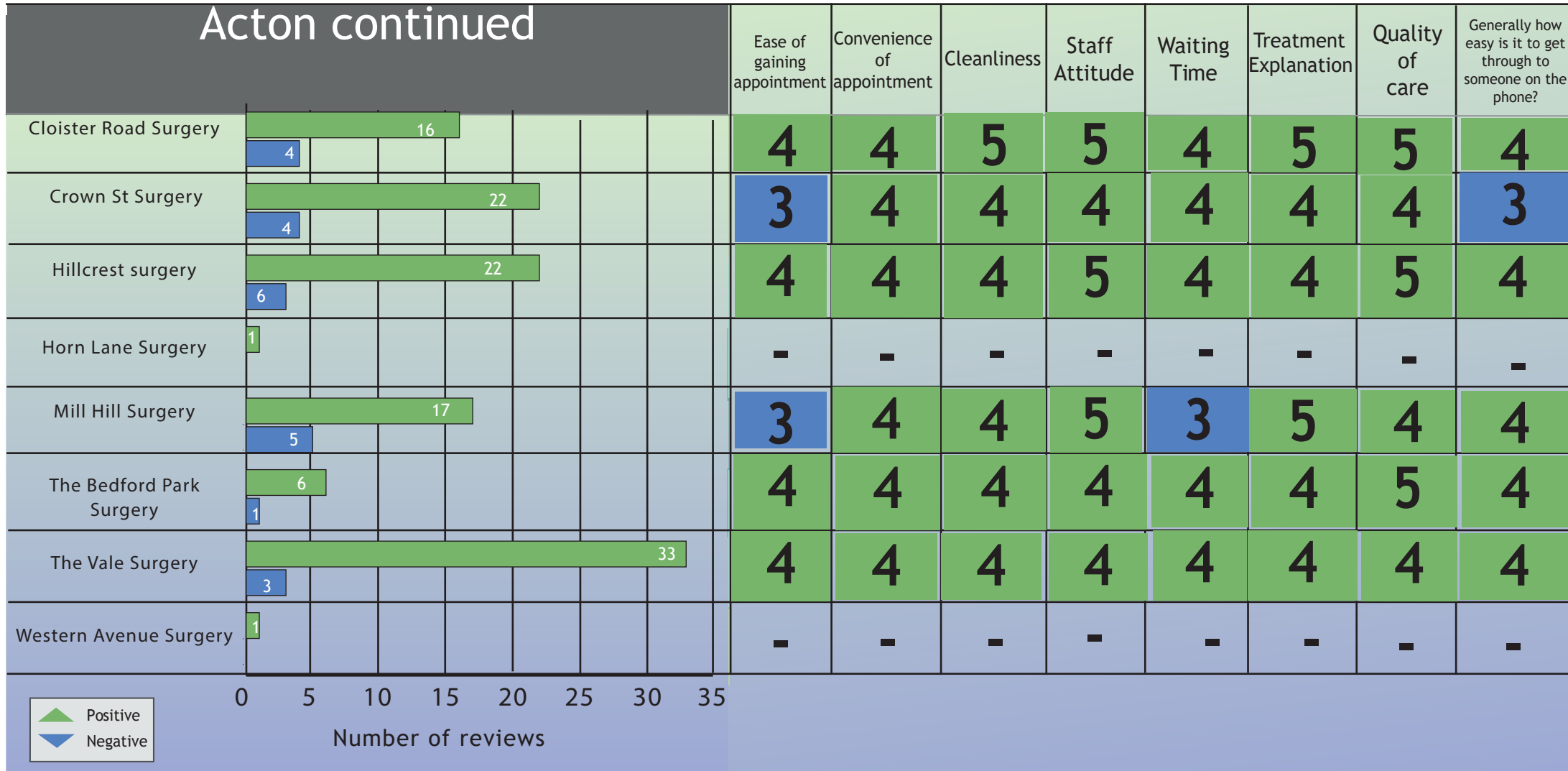
Locality Specific GP Reviews

These bar charts show the number of negative and positive reviews for each surgery based on an overall star rating. The data on the right hand side reflects the average star rating out of 5* given by patients to assess a number of additional specific areas, such as ease of gaining an appointment, waiting times etc. These two data set as shown together to give an overview for each GP. The London Borough of Ealing is divided into seven GP Network areas: **Acton, Central Ealing, North North, North Southall, South Central Ealing, South North and South Southall**. The bar charts go into further detail by splitting up the localities according to GP surgeries.



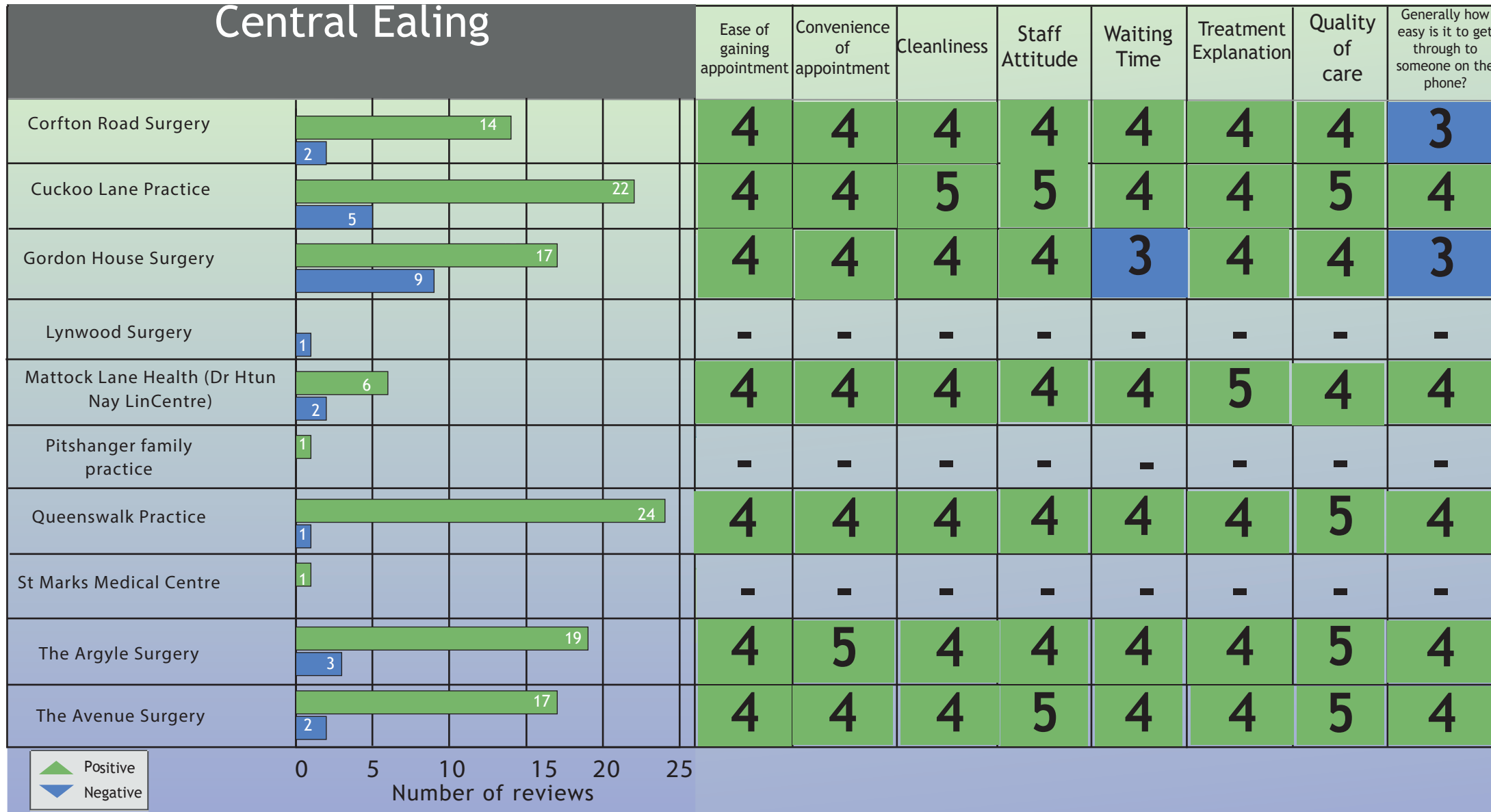
Locality Specific GP Reviews

Acton continued

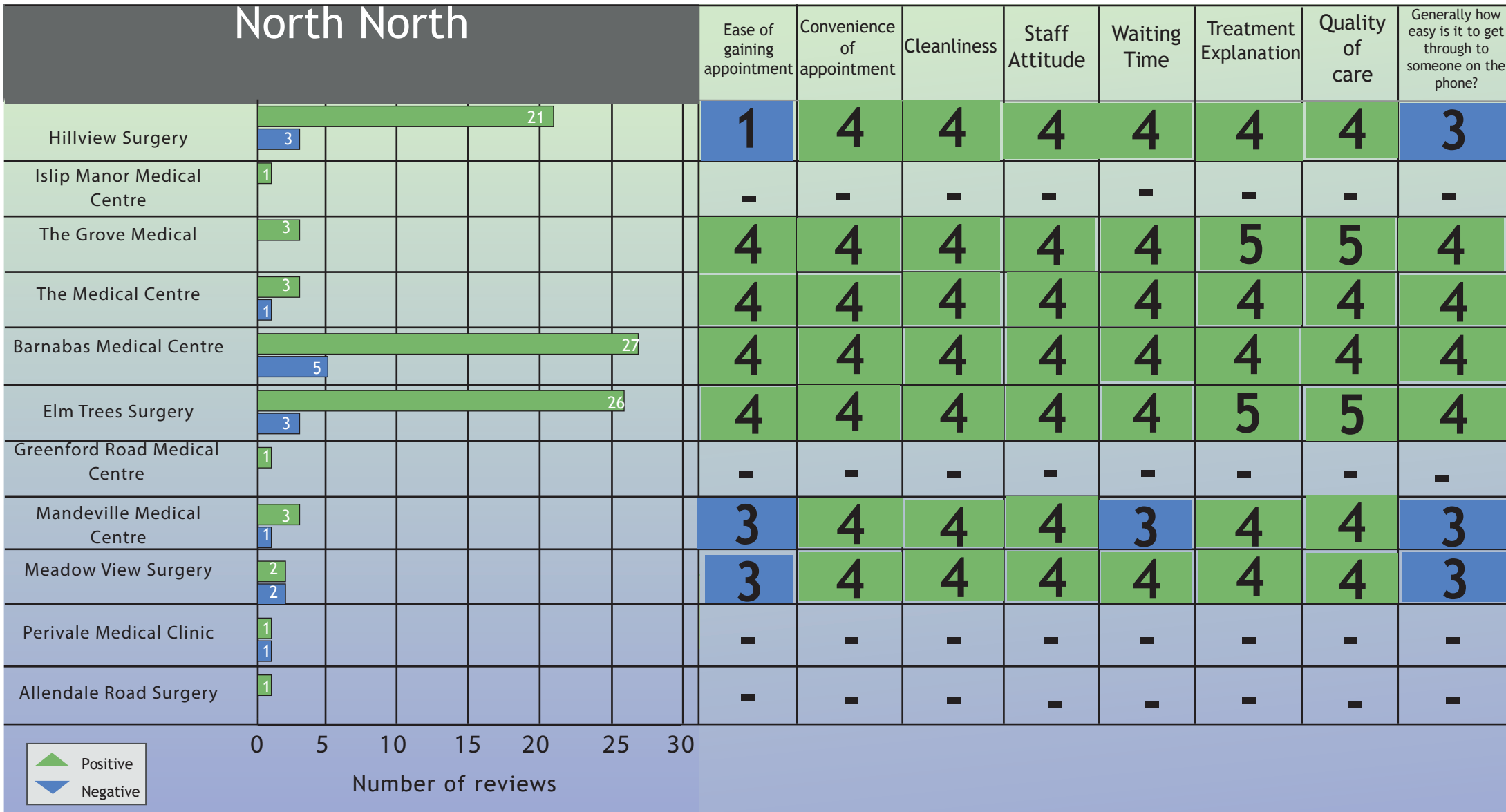


Locality Specific GP Reviews

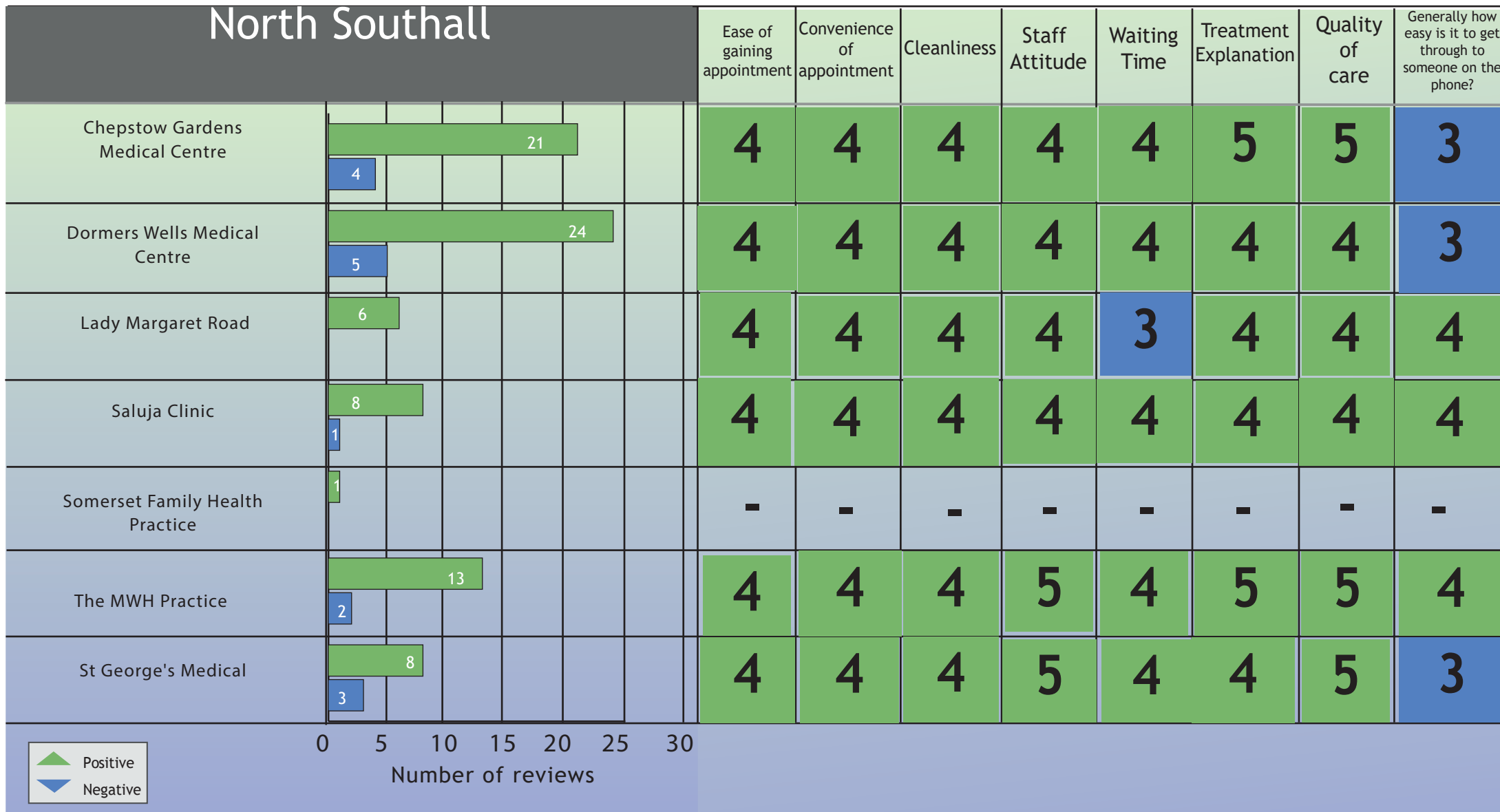
Central Ealing



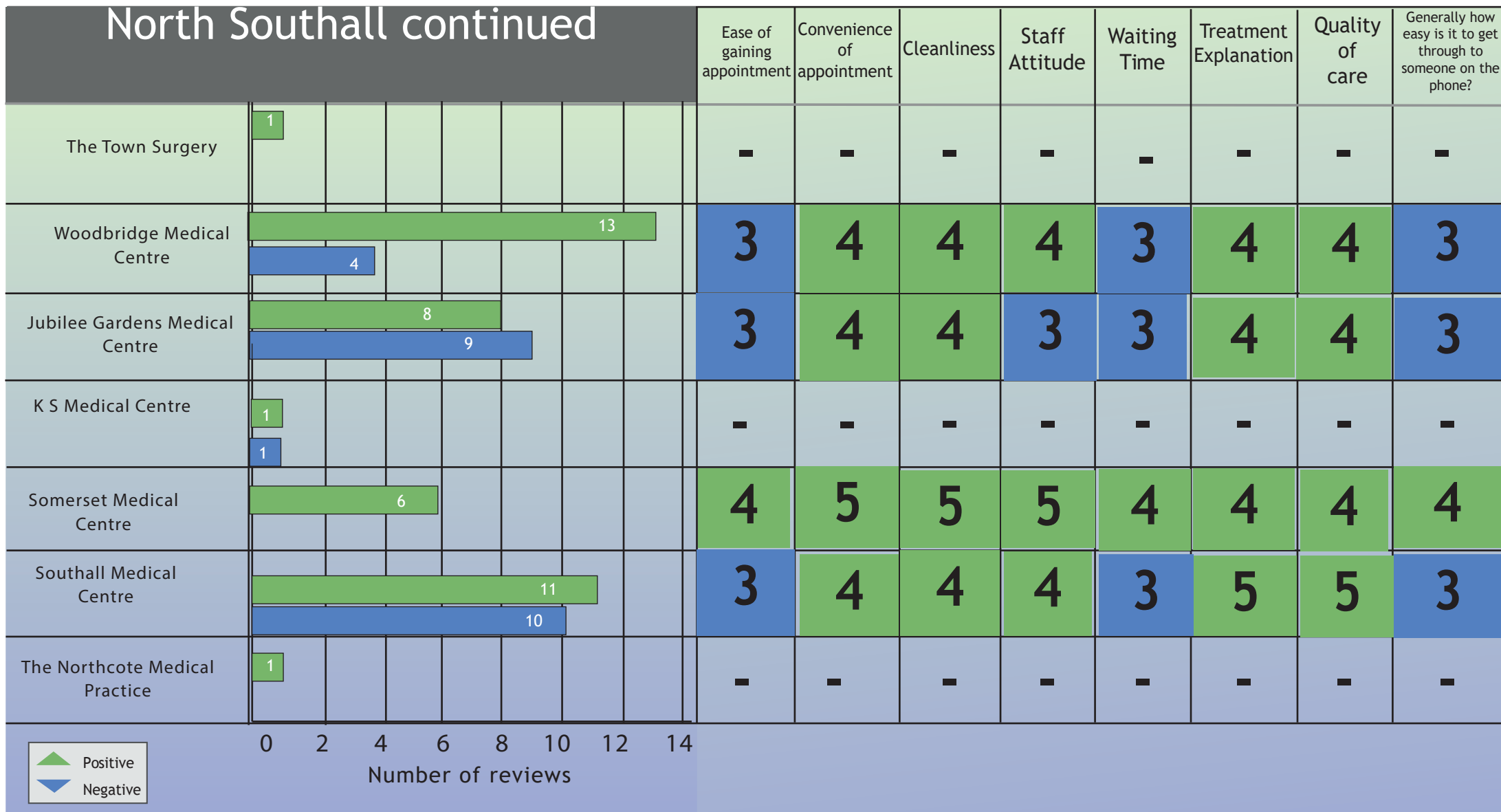
Locality Specific GP Reviews



Locality Specific GP Reviews

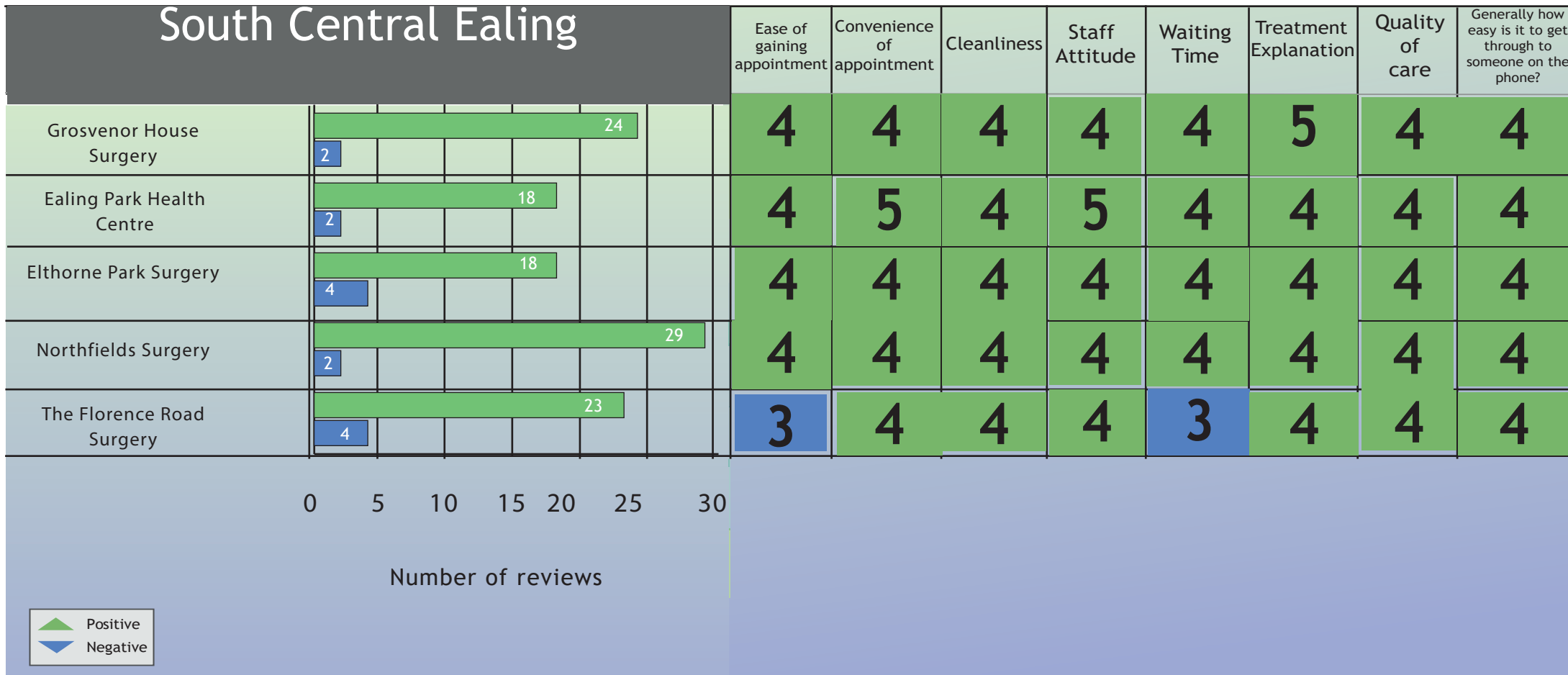


Locality Specific GP Reviews



Locality Specific GP Reviews

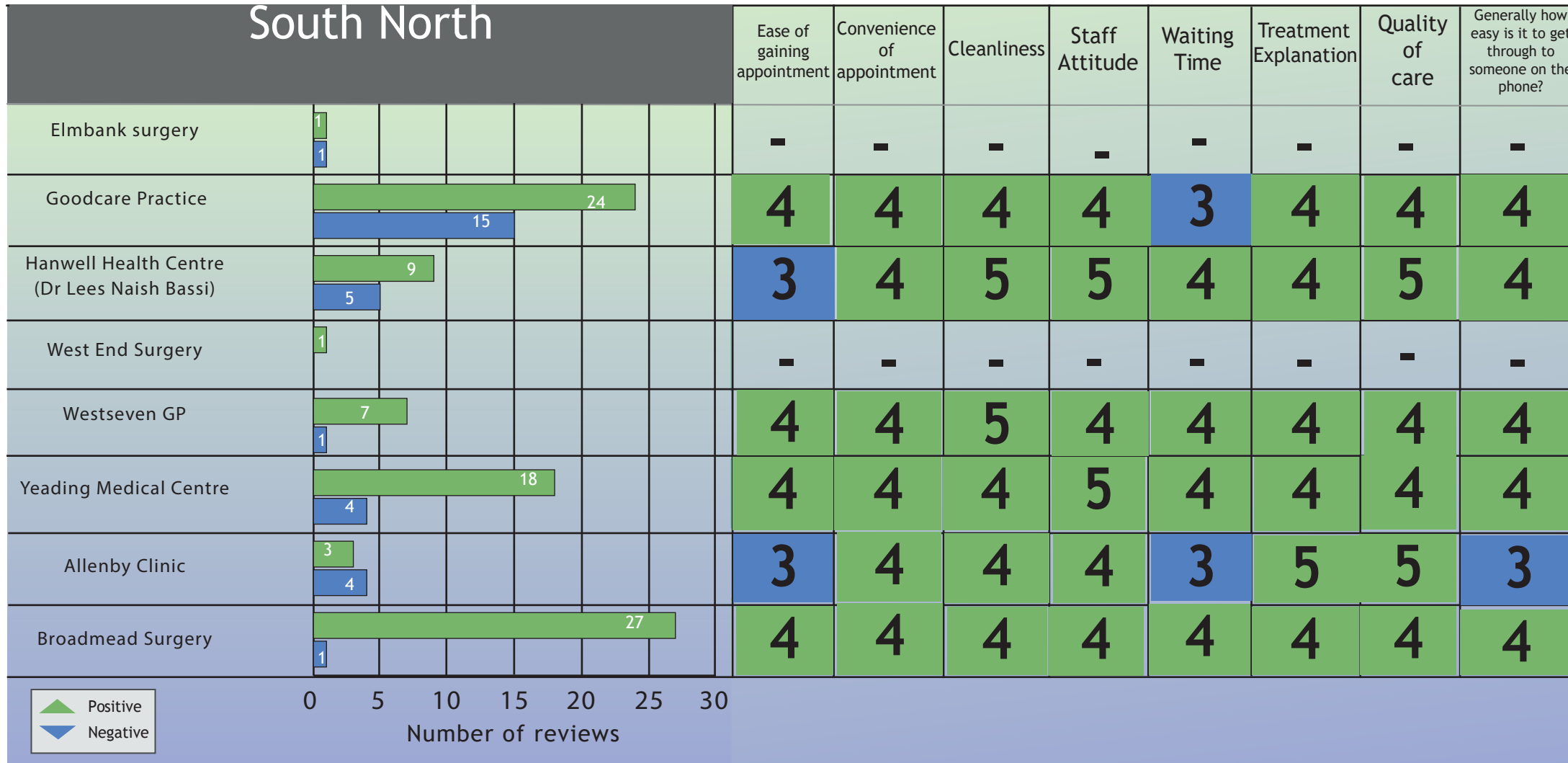
South Central Ealing



35

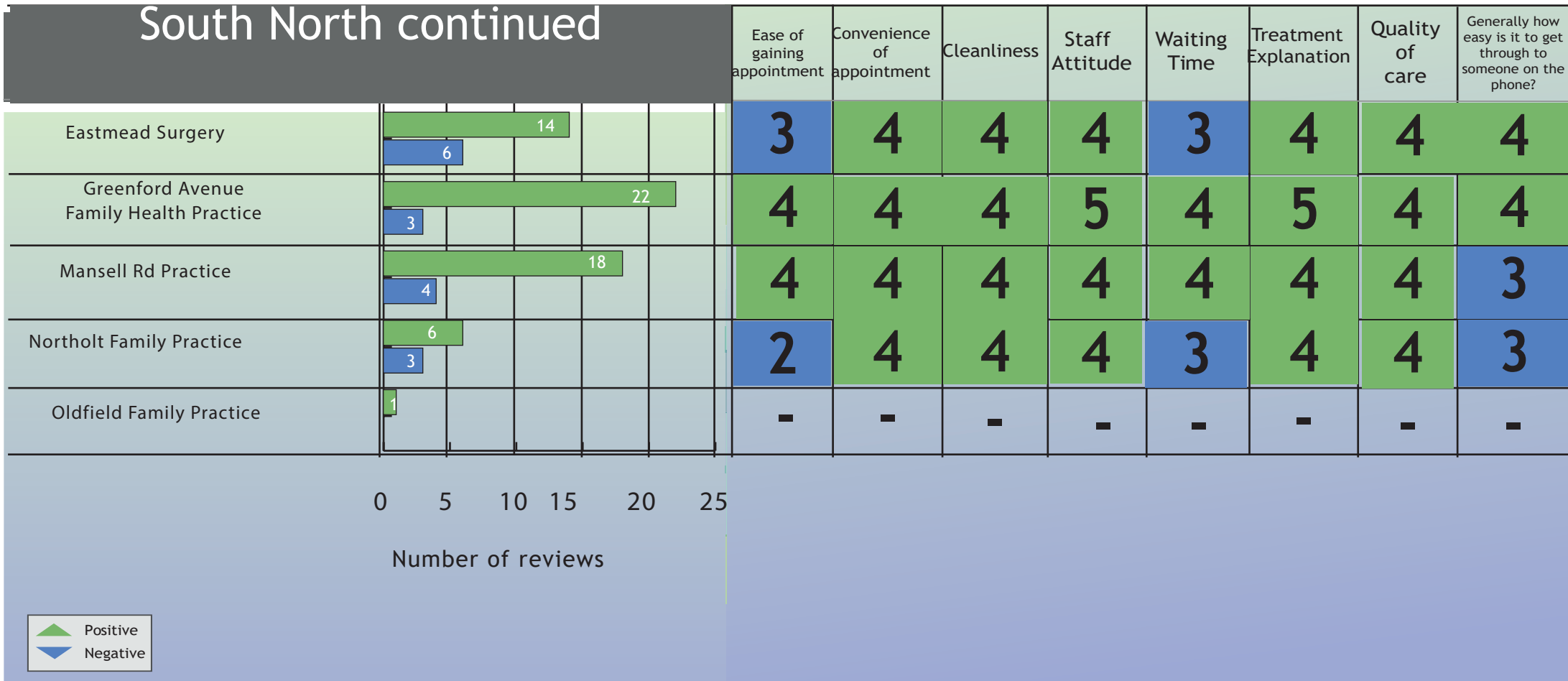
Locality Specific GP Reviews

South North



Locality Specific GP Reviews

South North continued





Locality Specific GP Reviews

South Southall

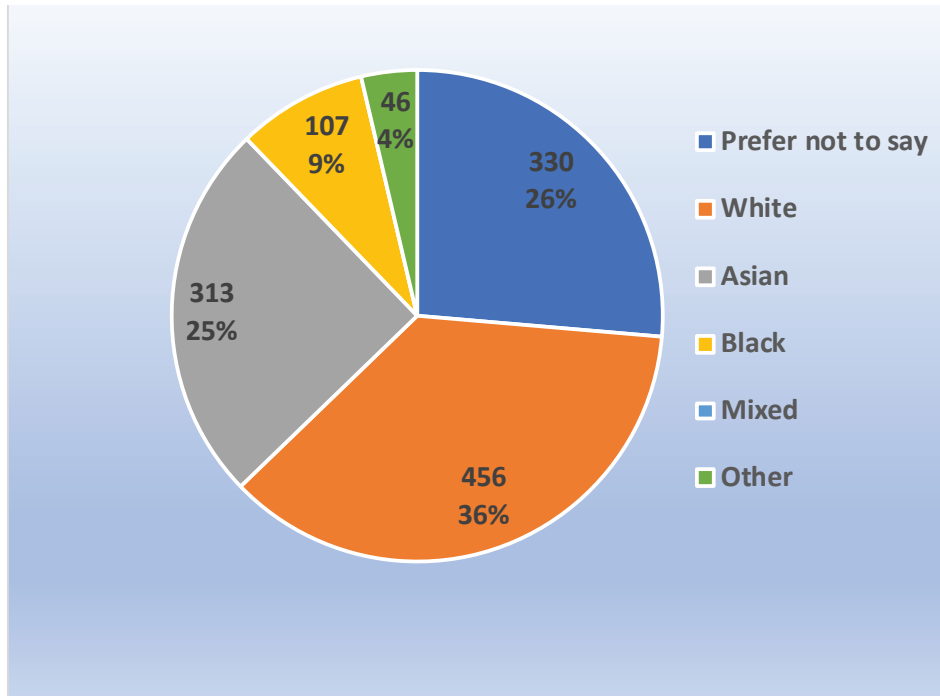
	Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Belmont Medical Centre	3	4	4	4	3	4	4	3
Featherstone Road Health Centre	-	-	-	-	-	-	-	-
Guru Nanak Medical Centre	4	4	4	4	4	4	4	4
Medical Centre (mangat)	-	-	-	-	-	-	-	-
The Welcome Practice	-	-	-	-	-	-	-	-
Waterside Medical Centre	3	4	5	4	4	4	4	3
Hammond Road Surgery	-	-	-	-	-	-	-	-
Sunrise Medical Centre	4	4	5	5	4	4	4	4

Practice	Positive	Negative
Belmont Medical Centre	8	4
Featherstone Road Health Centre	1	1
Guru Nanak Medical Centre	18	3
Medical Centre (mangat)	1	0
The Welcome Practice	1	0
Waterside Medical Centre	17	6
Hammond Road Surgery	1	0
Sunrise Medical Centre	3	2

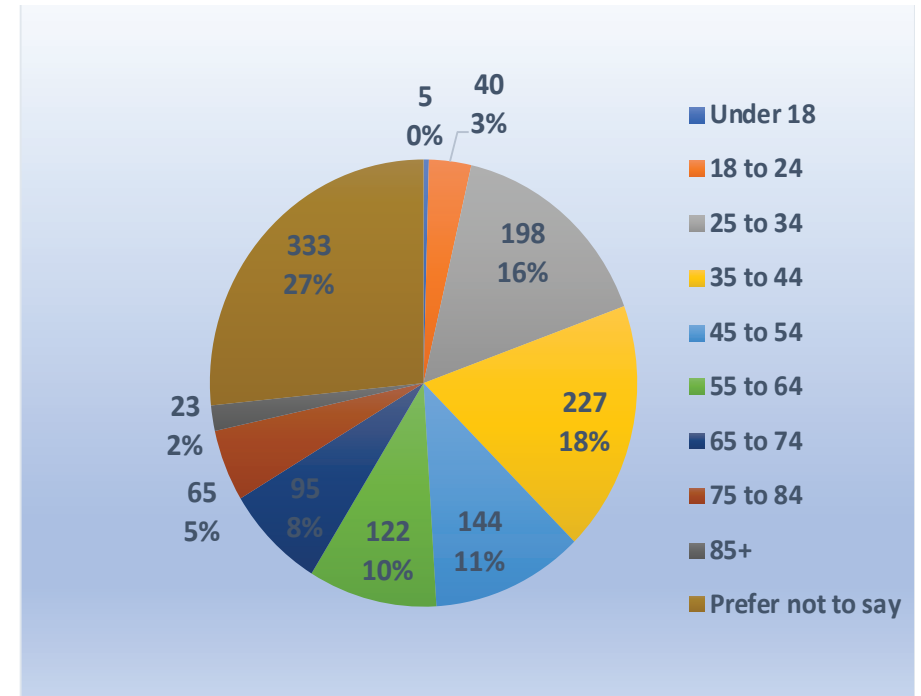
0 5 10 15 20
Number of reviews

 Positive
 Negative

Demographic Information

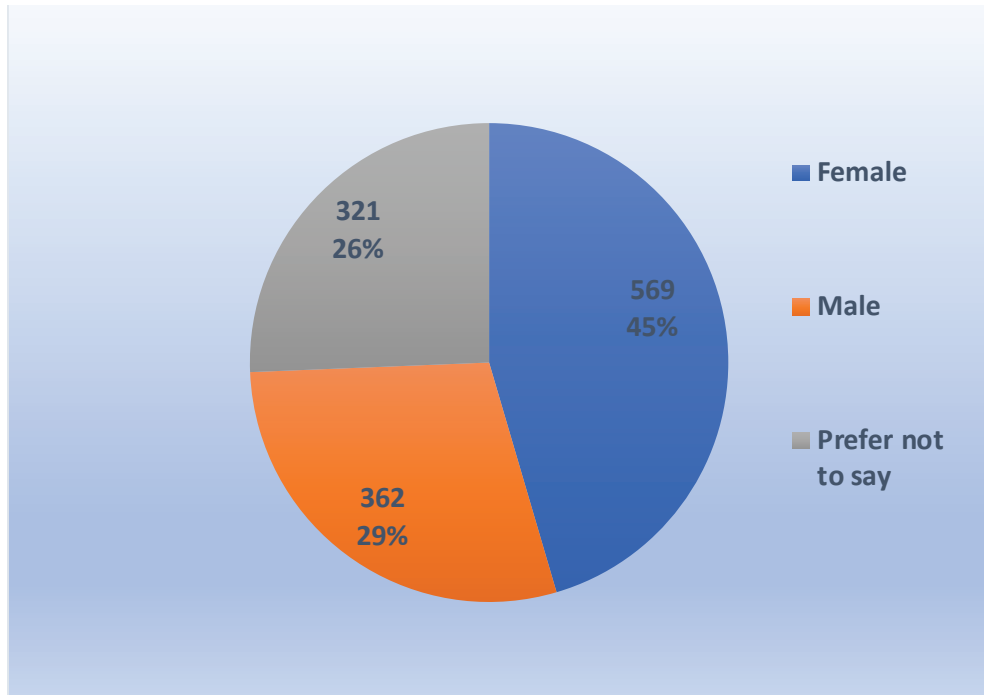


Ethnicity of Patients

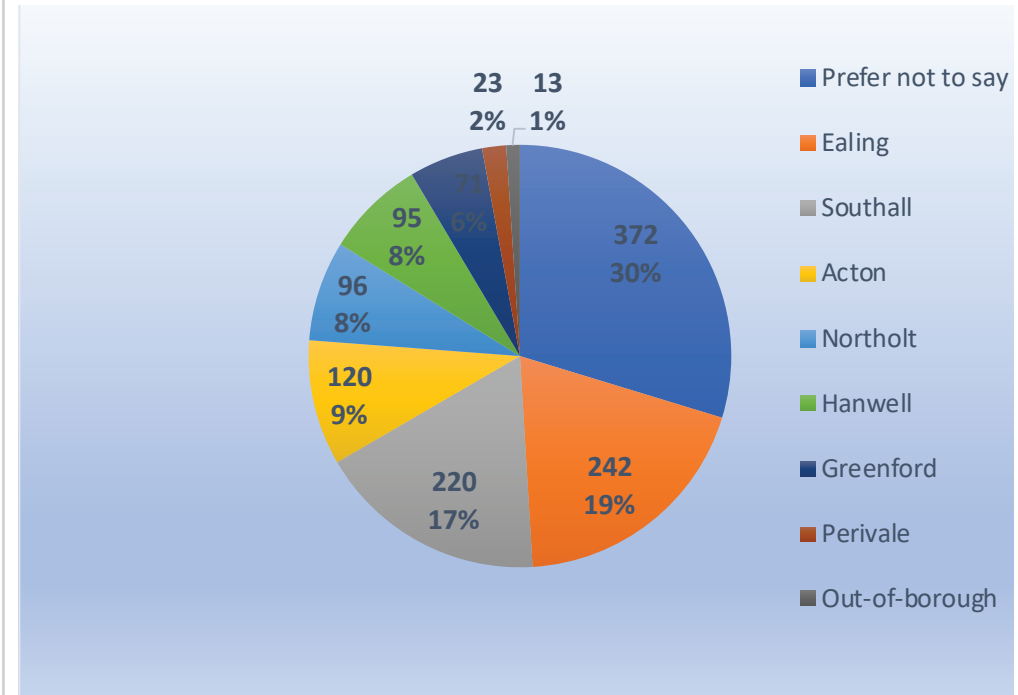


Age of Patients

Demographic information



Gender



Number of reviews per area

Conclusion

This quarter, 1252 patient experiences were collected, and we have seen an increase in the number of patient experience collected for this quarter. We were able to visit a greater number of health and social care services in Ealing during this period due to an increasing number of volunteers. This allowed us to reach our target of 1200 patient experience reviews. We also increased the proportion of reviews from males, from 29% in Q2 to 45% in Q3.

In terms of ethnicity, excluding the 26% (n. 330) who preferred not to identify their ethnicity, the majority of feedback received this quarter was from people who identified as White, 36% (n.456); 25% (n.313) was from people who identified as Asian or Asian British; 9% (n.107) from those identifying as Black or Black British; and 4% (n.46) from those identifying as Other.

There were 999 positive reviews and 253 negative reviews received this quarter. As we saw in Q2, overall, positive patient experiences far outweigh negative patient experiences. However, if we look beyond this overall picture and at specific service areas, findings indicate the following positive and negative themes:

Positive

- Quality treatment and care received at outpatient hospital services
- Quality staff and staff attitude at hospital outpatient services
- Quality treatment and care at GP services
- Quality staff and staff attitude at GP services
- Quality staff and staff attitude at Community Health Services

Negative

- Access issues for outpatient hospital services, including waiting times whilst at the service
- Access issues for GP services including waiting times

Mixed

- A varied picture of administration systems including booking appointments and appointment availability within GP services.

These themes were similarly identified in our Q2 Patient Experience Report.

Actions, impact and next steps

This report identifies a number of areas of good practice and also areas for improvement across different services. Healthwatch Ealing will use this report in its meetings with both commissioners and providers, sharing the themes identified from the patient voice in order to inform how services could or should be improved. As additional reports are published these themes and importantly, any trends, will be followed up in more detail with relevant partners. We will work with partners to develop appropriate actions to address the issues identified.

The Healthwatch Ealing Patient Experience Report (Q2) has now been shared and presented at a number of different levels to different audiences including the:

- Ealing Clinical Commissioning Group (CCG) Quality and Patient Safety Committee
- Ealing CCG Public and Patient Engagement Committee
- Ealing CCG Primary Care Commissioning Committee
- Ealing CCG Governing Body
- Ealing's Health and Wellbeing Board
- Ealing Health and Adults Social Services Scrutiny Panel
- London North West University Healthcare Trust (LNWUHT) Patient Experience Committee (PEC)
- Care Quality Committee (CQC)

We are working closely with the CCG and a variety of partners to identify how this intelligence can meaningfully feed into existing commissioning and monitoring mechanisms. Initial actions identified from presentation and discussion of the Q2 report include:

- The report will be fed into the newly formed Ealing CCG Primary Care Quality Group to inform actions this group takes and ensure triangulation of the data, themes and trends of Healthwatch data with existing patient experience data.
- Further investigation into how the data can be incorporated into a Primary Care Quality dashboard currently in development.
- Further consideration into how the report can be best fed into and form a part of Contract Monitoring Meetings the CCG has with providers.
- LNWUHT PEC have requested an internal report identifying the number of outpatient appts cancelled within 6 weeks, those cancelled within 48hrs, the number of appointments rebooked and reasons why. In addition, the Head of Patient Experience is considering how Healthwatch data can best be integrated into existing patient experience monitoring and reporting mechanisms, ensuring triangulation of patient experience intelligence within existing structures.

Actions, impact and next steps

These initial developments will be followed up by Healthwatch Ealing staff alongside further exposure of the Q2 - and now the Q3 report - to additional meetings and committees such:

- West London Mental Health Trust Service user and Carer Experience Sub-Committee
- Ealing, Hammersmith and Hounslow Local Medical Committee (LMC) Executive Meeting

In terms of next steps for our Patient Experience programme, Healthwatch Ealing aims to continue to grow and develop the programme, recruiting and training more volunteers to support data collection and increase the breadth of health and social care services we are able to cover.

We will continue to focus on increasing patient experience from men and ensuring the age, ethnicity and geographic breakdown of the people we speak to is broadly reflective of the boroughs profile. We will also seek innovative ways to gather the views of those who do not visit health and social care services and in particular, work with partners to develop longer term plans for how to capture more feedback on social care services and from housebound patients.

During Q4 we are incorporating visits to Musculoskeletal services (problems with muscles, bones and joints) and substance misuse services as part of a trail to obtain feedback on services which will be relevant for the upcoming publication of refreshed Joint Strategic Needs Assessment (JSNA chapters). The JSNA is a report which shows the health and wellbeing of the people living and working in Ealing. It helps to create a picture of the current (and future) local health needs and identifies health inequalities and gaps in service which inform local commissioning decisions.

During Q4 we are also trialing work with a community partner, training volunteers to be Community Patient Experience Champions. The role will involve collecting patient experience feedback from within communities, as opposed to visiting health and social care services to talk with people in waiting areas. This will enable feedback in more sensitive and private environments with trusted members of the community and, it is hoped, allow Healthwatch to achieve a broader view on services and potentially barriers to services. Our focus will initially be around collecting feedback on a Mental Health Services.

Appendix 1- Online Questionnaire

Leave feedback

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

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

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



Summary of your experience* (max 45 characters)

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

Tell us more about your experience*

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

Where do you live? (town/city)

Acton, Ealing, Greenford, Hanwell, ...

Your ratings (select if applicable)

Ease of gaining appointment



Convenience of appointment



Cleanliness



Staff Attitude



Waiting Time



Treatment explanation



Quality of care



Quality of food



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



In relation to your comments are you a:

Select one

When did this happen

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

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following?

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

If other, please specify

Where did you hear about us?

Select one

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

- No Yes

Would you like to speak to Healthwatch directly?*

- No Yes

About you

Name

Leave feedback anonymously?

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

I accept the [Terms and conditions](#)

Subscribe to the newsletter?

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

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

[Submit feedback >](#)

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

Appendix 2 - Physical Questionnaire

Share Your Experience with Us

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

Name of Service:Month/Year:

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

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

2. How do you rate your overall experience?

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

3. Summary of your experience

.....

4. Tell us more about your experience

.....

.....

.....

.....

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

6. Your ratings (select if applicable)

Ease of gaining appointment

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

Convenience of appointment

5 = Excellent 4 = Good 3 = Okay 2 = Poor 4³ = Terrible

Cleanliness

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

Staff Attitude

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

Waiting Time

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

Treatment explanation

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

Quality of care

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

Quality of food

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

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

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

In relation to your comments are you a:

- Patient Carer Relative Carer and Relative
 Service Provider Visitor Professional

When did this happen

.....

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

.....

If applicable, describe your overall experience of making an appointment

.....

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

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

If "other", please specify

Where did you hear about us? (Select one)

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

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

- No Yes

Would you like to speak to Healthwatch directly?

- No Yes

About you

Name.....

Email.....

Leave feedback anonymously

Monitoring Information

What gender do you identify yourself as:

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

Which age group are you in?

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

What is your ethnicity?

White

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

Asian / Asian British

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

Black, African, Caribbean, Black British

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

Mixed, Multiple

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

Other Ethnic Group

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

Which area of the borough do you live in?

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

Do you consider yourself to be disabled?

- Yes
- No
- Prefer not to say

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

- Yes
- No
- Prefer not to say

Are you a carer?

- Yes
- No
- Prefer not to say

What is your religion?

- Buddhist
- Muslim
- Prefer not to say
- Christian
- Sikh
- Hindu
- Other religion.....
- Jewish

What is your sexual orientation?

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

Thank you for sharing your experience

Appendix 3 - Themes and Subthemes

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

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