

**PATIENT EXPERIENCE
REPORT 2018
JANUARY - MARCH**

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Introduction & Executive Summary

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

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

This is the third Patient Experience Report for Healthwatch Ealing, covering the Q4 period January-March 2018. 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 4 period, January-March 2018. During this time, we collected 1,390 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 gathered a number of reviews from community health services, Pharmacies, 111 service and dental services this quarter.

Out of the total number of patient experiences received, 1008 (73%) were positive and 382 (27%) 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 1390. The table below shows a breakdown of the positive and negative patient reviews (see the appendices for examples of our physical and online questionnaires).

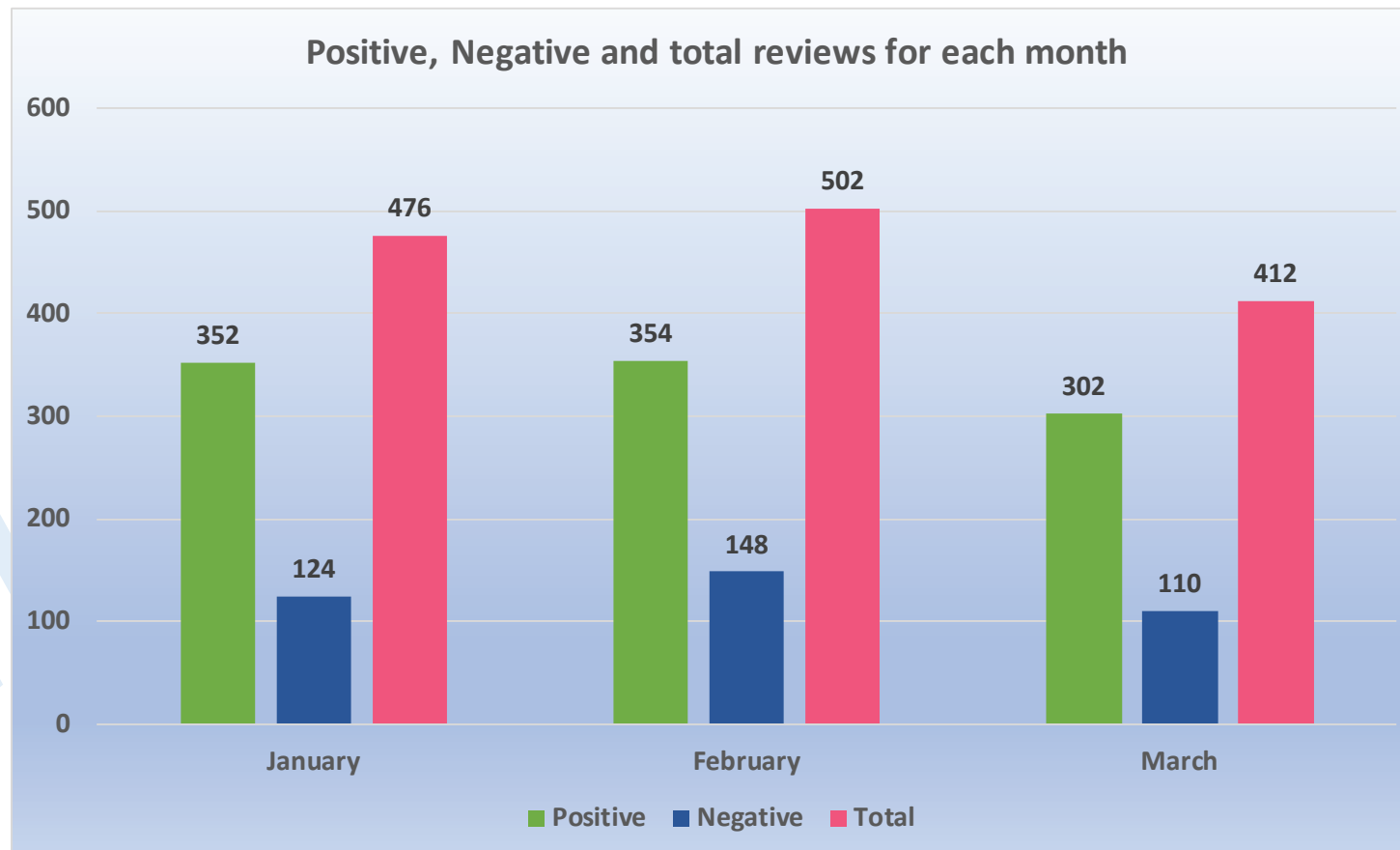
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings between 1 and 3 indicate a negative response*, while star ratings between 4 and 5 indicate a positive response. This quarter 1008 positive responses and 382 negative responses have been recorded.

*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) ★ ★ ★ ★ ★
January	124	352
February	148	354
March	110	302
Total	382	1008

Overall Patient Reviews

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

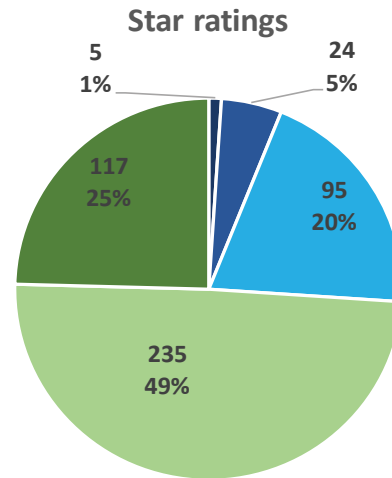


Overall Patient Reviews: Star Ratings

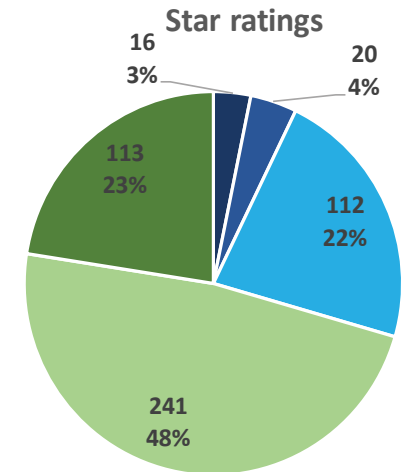
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

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

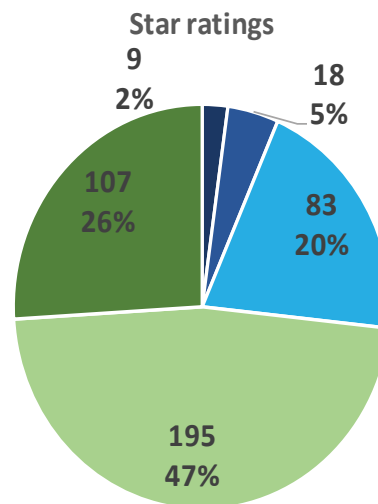
In March there was a notable change in the number of 3 star ratings from 22% to 20%.



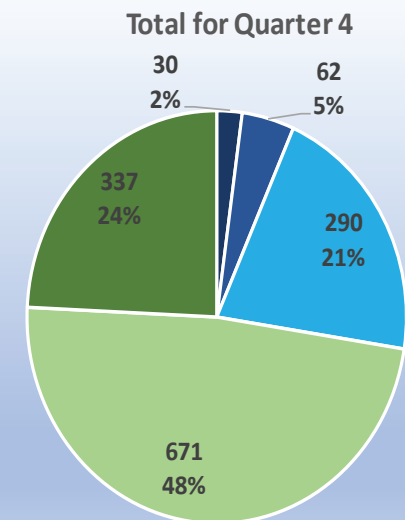
January



February



March

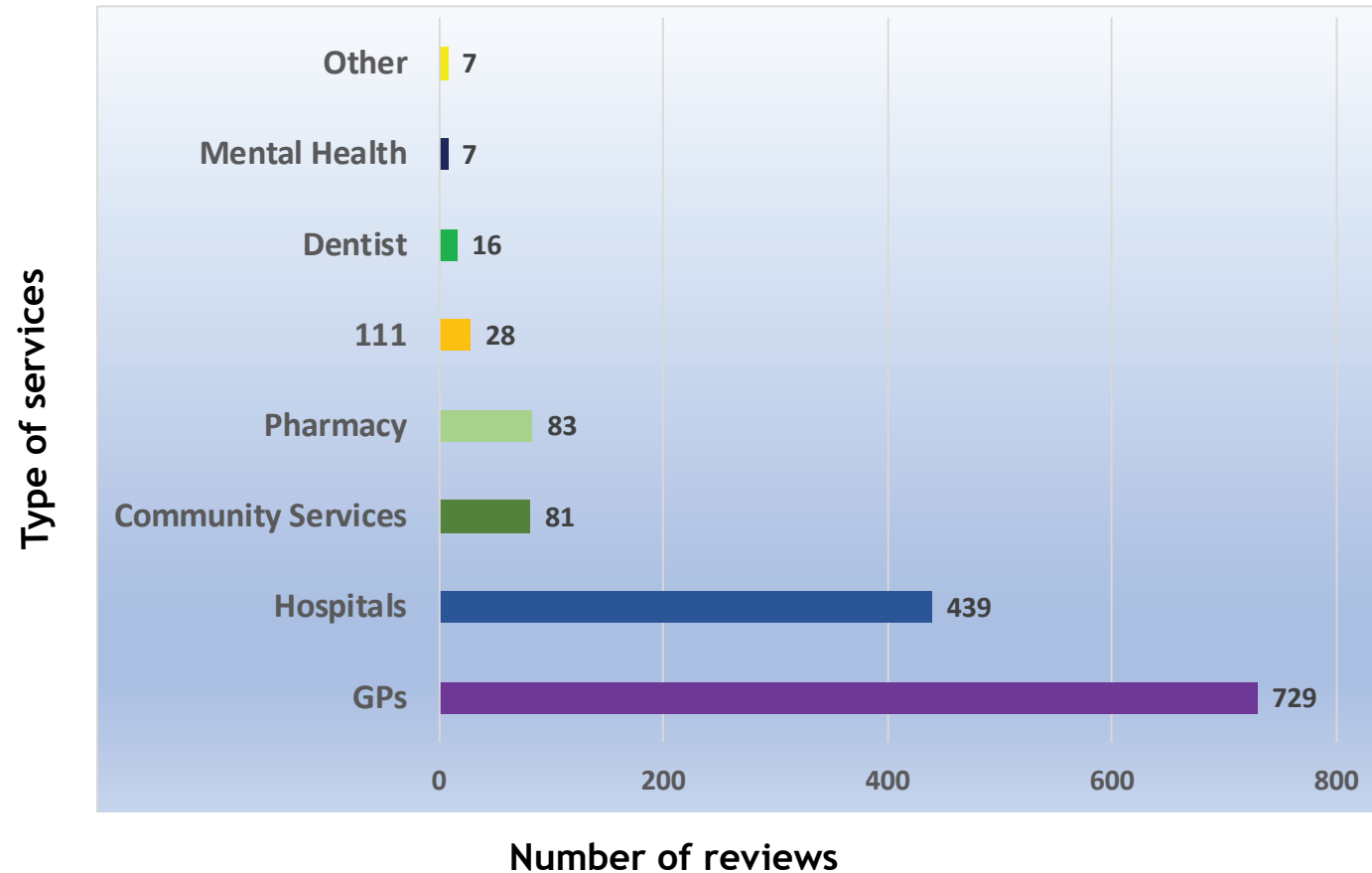


Total Reviews per Service Category

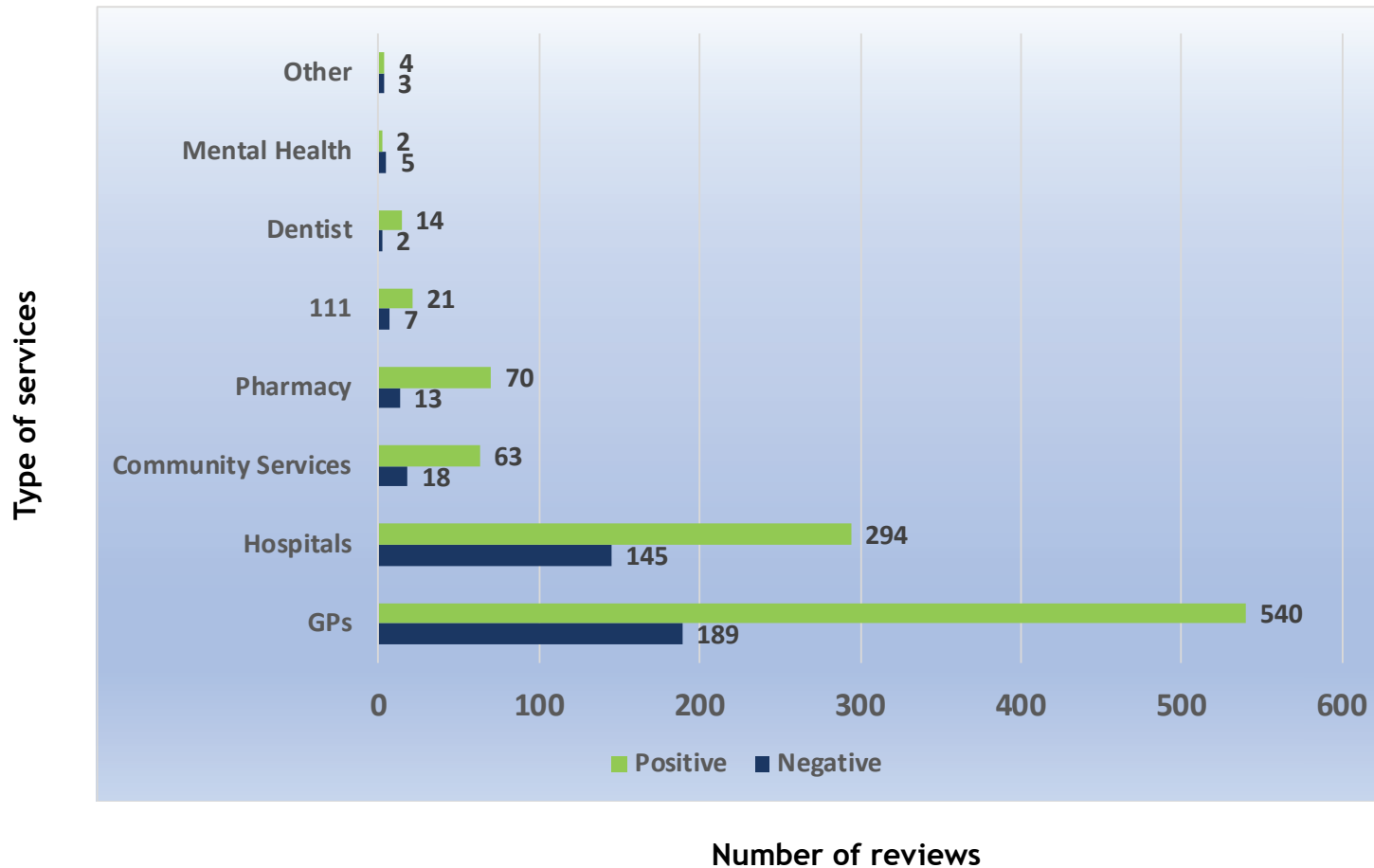
The patient reviews recorded for this quarter cover 7 service type categories, as seen in this chart.

The category with the highest number of reviews recorded is the GP category (729), followed by Hospitals (439). During this quarter we focussed on increasing the number of GP practices we visited and consolidating our visits to Ealing Hospital Outpatient Departments. We also began to visit some Community Health Services during this period.

For this quarter, we can see an increase in the number of reviews received from Pharmacies, Dental services, and 111 service. 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 mental health services, 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



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

The 'GPs' category received the highest number of positive reviews 74% (n.540) followed by the 'Hospital' category which received 67% (n.294) positive reviews.

However, the 'Hospital' and 'GP' categories also received the highest number of negative reviews 'Hospital' - 33% (n.145) and ('GP' - 26% (n.189).

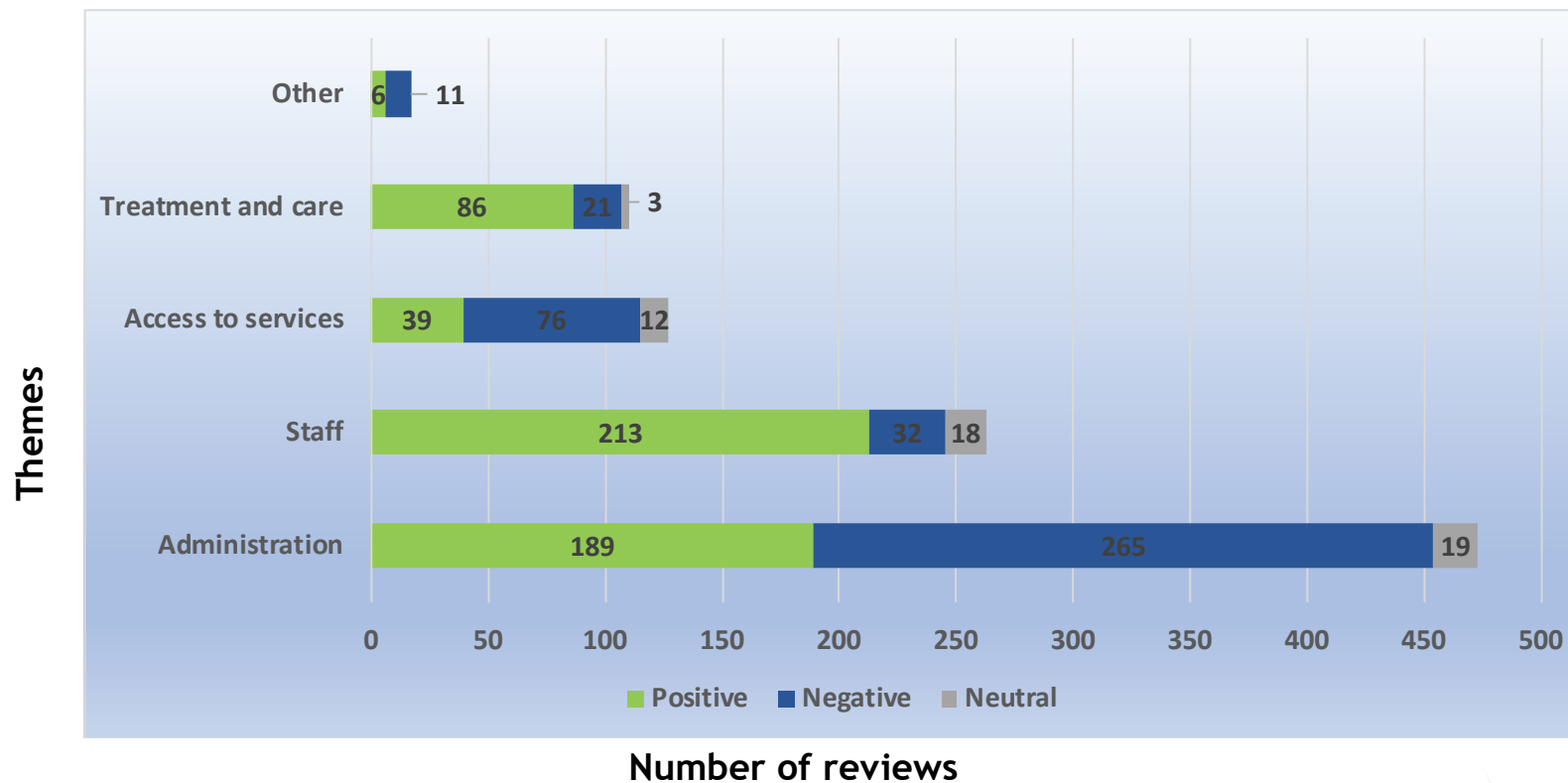
This is due to receiving more reviews from these service categories, as we have a larger presence in GP surgeries and Ealing Hospital.

Themes/Trends for GPs

This section shows a breakdown of the main themes for those service areas where we received a significant number of reviews. In Q4 these areas are: **GPs, Hospitals, Community Health Services and Pharmacy**. 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 shows that administration is the largest area receiving negative feedback, followed by access to services. The Themes and Trends identified suggest that some patients have difficulty getting an appointment from their GP surgery. Staff and Treatment and Care both received a high proportion of positive feedback. Implying that some patients are happy with staff attitudes and the quality of care they receive directly from GP or staff.

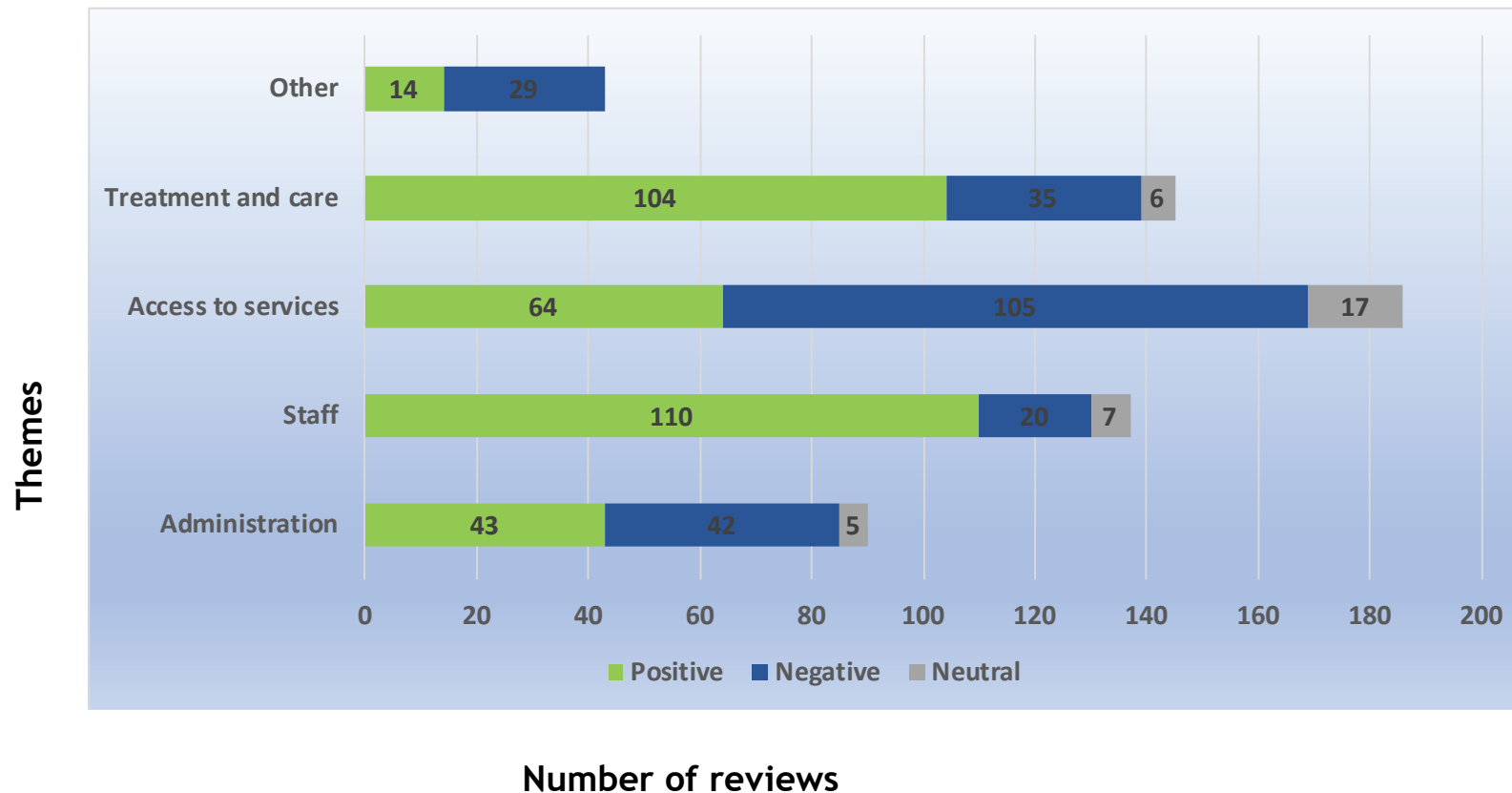
Top five Themes for GPs



Themes/Trends for Hospitals

This chart shows access to hospital services received a large portion of negative reviews. The Themes and Trends identified within "access to hospital services" show that waiting time for some the services in an issue. This is in contrast to staff and treatment and care which show a majority of positive reviews. Administration has a more equal balance between positive and negative reviews. Patients are pleased with staff attitudes.

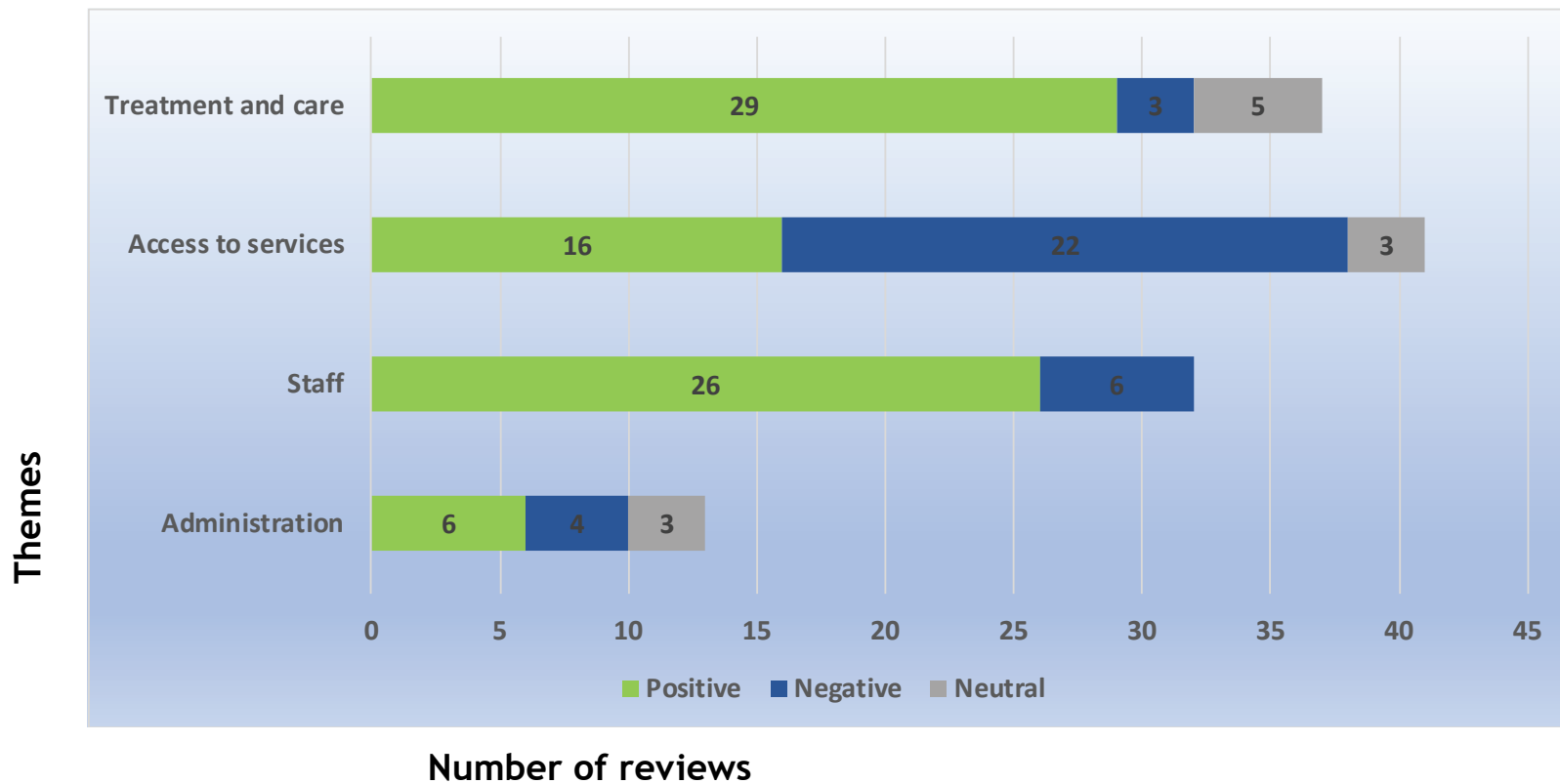
Top five Themes for Hospitals



Themes/Trends for Community Services

This chart shows that Treatment and Care and Staff for community health services received a large portion of positive feedback. This shows that some of the patients were pleased with the treatment explanation. Staff attitude was identified as another positive theme from patients. This is in contrast to access to community services which received a large portion of negative reviews. Some of the sub-themes identified were waiting times and convenience/distance to travel.

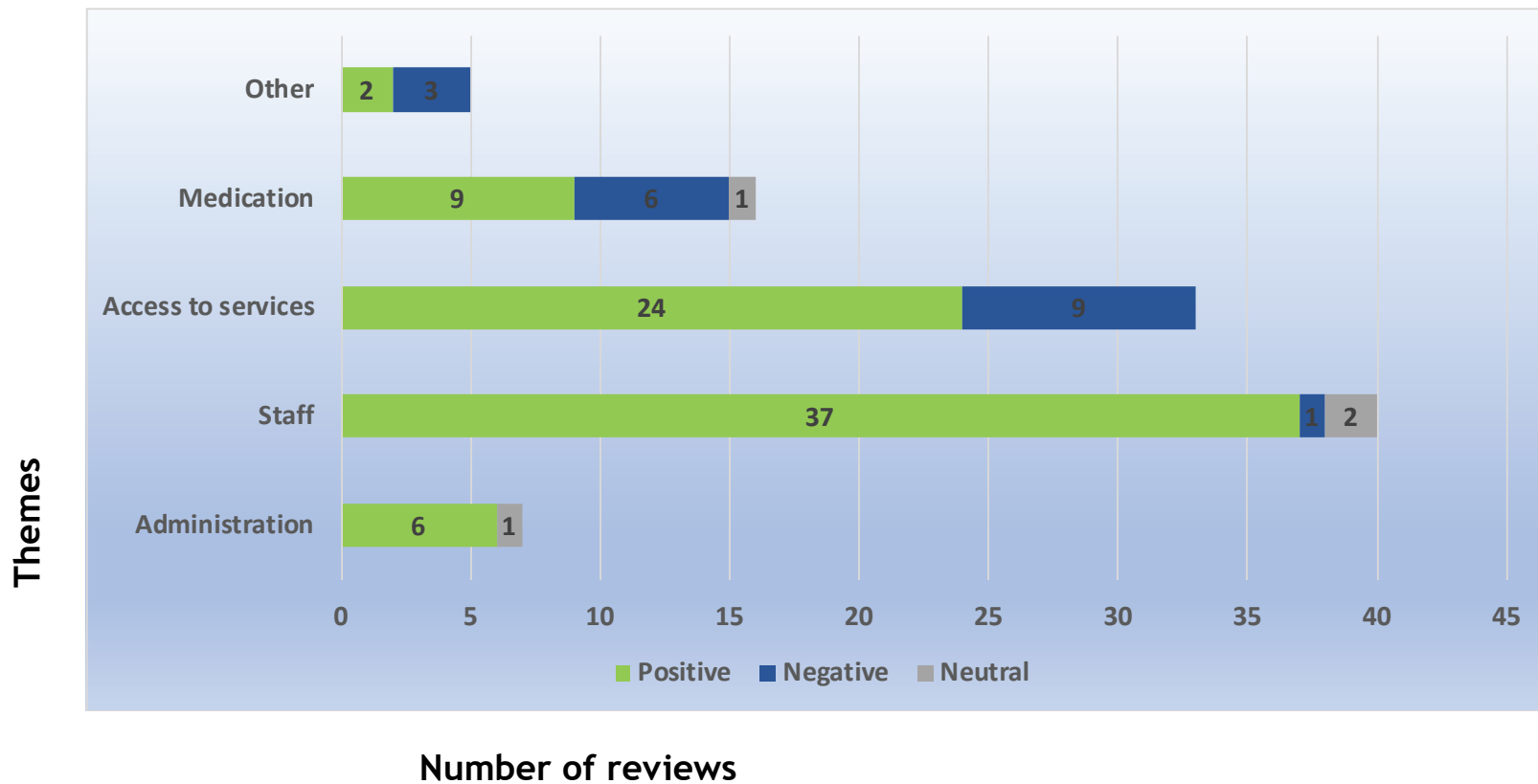
Top four Themes for Community Services



Themes/Trends for Pharmacy

This chart shows that access to services and staff received a large portion of positive feedback. This shows that patients are happy with staff attitude at the pharmacy. Medication has a more equal balance between positive and negative reviews. This shows that some patients were happy with the medicines management at the pharmacy.

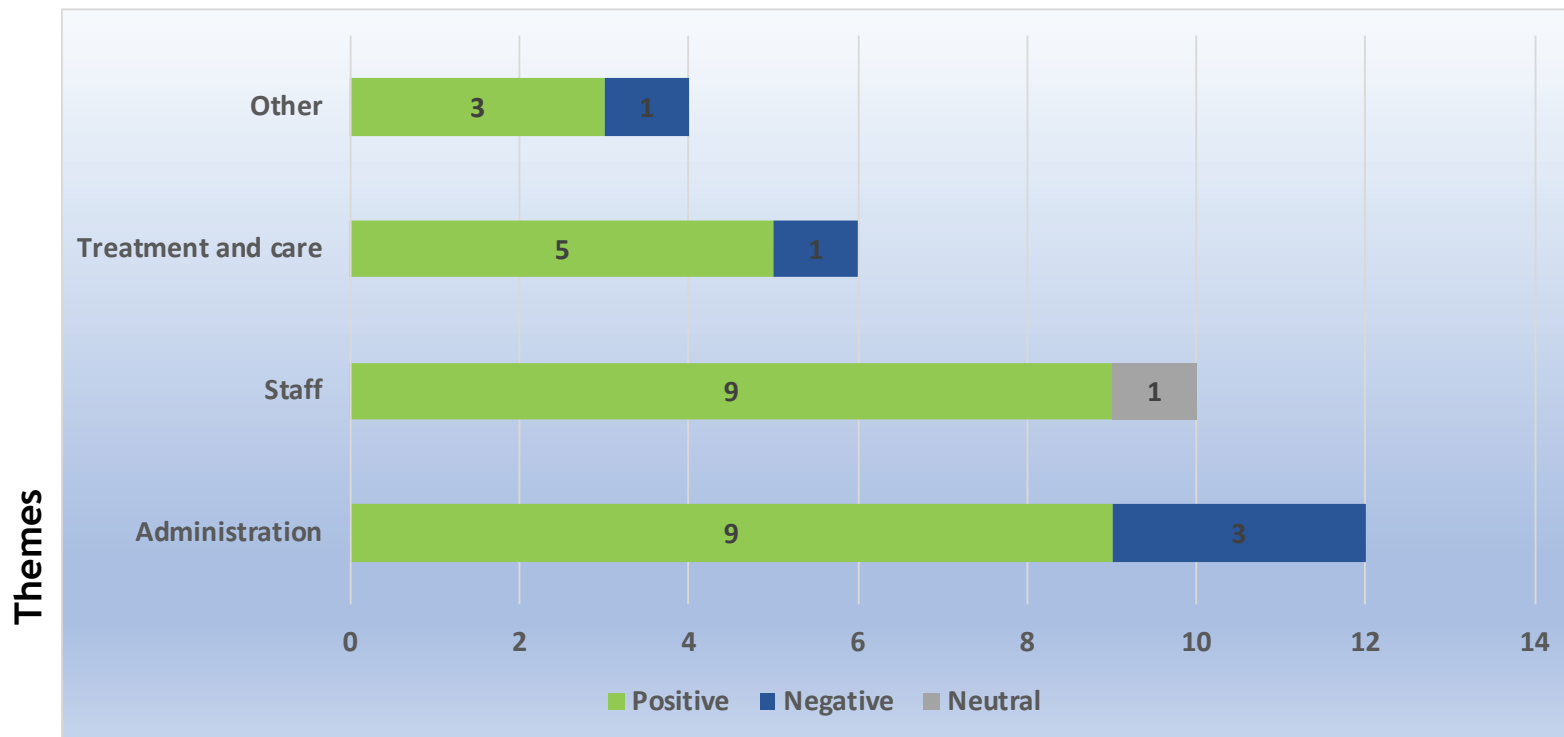
Top five Themes for Pharmacy



Themes/Trends for Dentist

This chart shows that administration and staff received a large portion of positive feedback. This demonstrates that patients are able to get a convenient appointment.

Top four Themes for Dentist

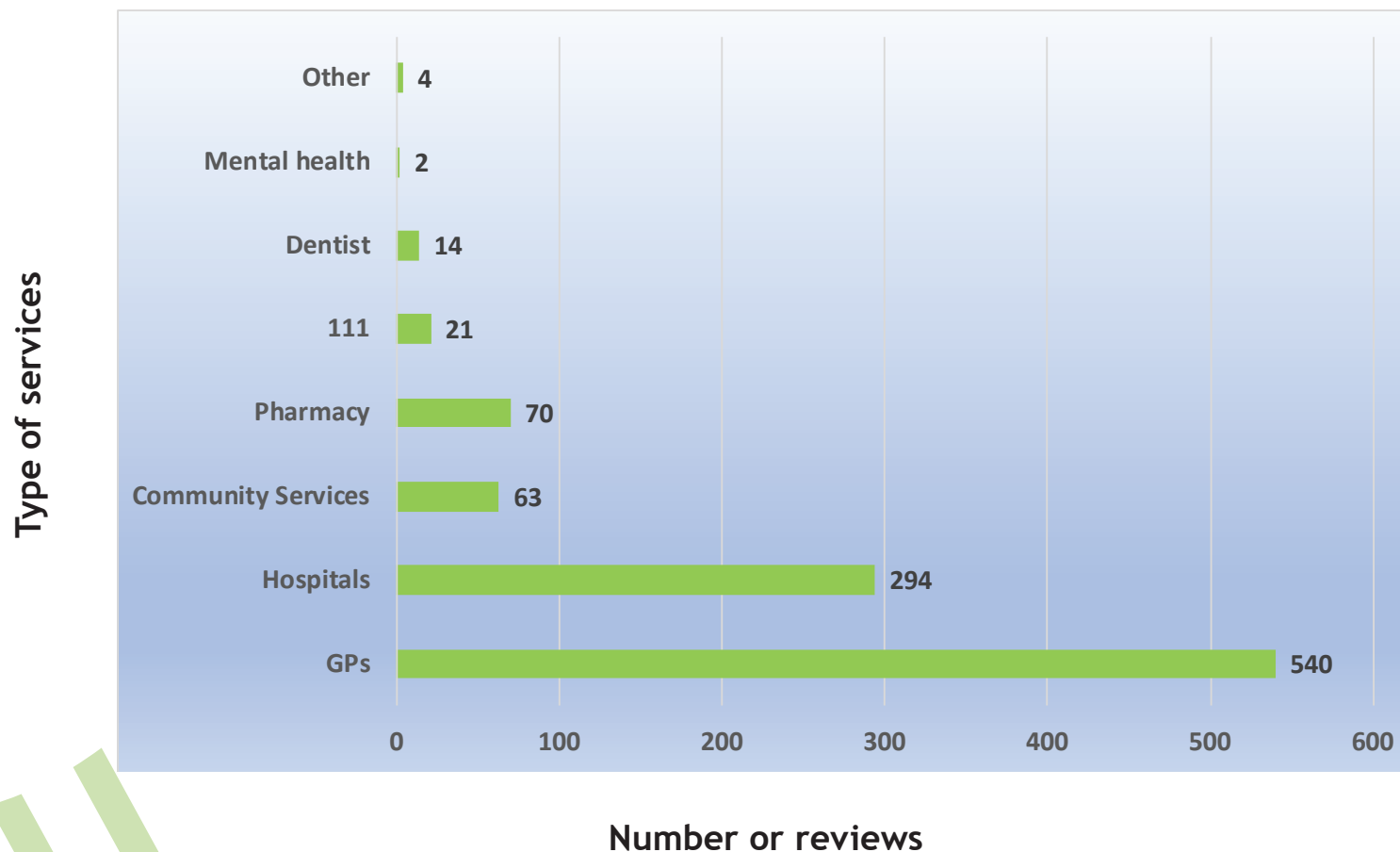


Number of reviews

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.

January-February-March



Ealing Hospital, London North West Healthcare NHS Trust

Treatment and Care

Out of a total of 145 reviews received about the **Treatment and Care** theme, 72% (n.104) were positive (see page 10 for chart).

“It was very good, I would rate them 10 out of 5. I had a chest pain and stayed there for a week and they did everything to save me.”

Inpatient

“My health condition does not allow me to eat food at the hospital, however, my experience here has been generally good . My long term conditions have been treated well but there is a long waiting time.”

Inpatient

“It's very good I had an emergency colonoscopy operation and went well. They made special shoes for me. Very good, I would give them 10 out of 10. Staff were really wonderful and friendly. Excellent care.”

Outpatients

Access to services

Out of a total of 186 reviews received about **Access to services** theme, 34% (n.64) were positive (see page 10 for chart).

“It's very good, I went there at night with a flu virus. It was quick compared to my country. Everyone is helpful. The waiting time is expected and you are generally told if there are any delays.”

A&E

“The Anticoagulation clinic is good. I bring my mother once a week and the nurses are nice, friendly and helpful. The waiting is not too bad.”

Outpatients

“I am here for the blood test, there are many staff and only waited for 10 minutes. Everything is fine. It's very quick don't need to wait long.”

Outpatients

Staff

Out of total of 137 reviews received about the **Staff** theme, 80% (n.110) were positive (see page 10 for chart).

“I don't come often but when I do everything is fine. The staff are nice and polite. Very good, very fast and friendly staff. I am able to come to give my blood whenever convenient after getting letter from GP.”

Outpatients

The staff are approachable, friendly and helpful. The waiting time is very good. They are very good, they know what they doing. They are keen to do it and they care.”

Outpatients

“Most staff are friendly- there are all kinds of people, but generally friendly. Waiting time varies day to day depending on time, day and emergency.”

Outpatients



GP Services

Administration

Out of a total of 473 reviews received about **Administration** theme, 40% (n.189) were positive (see page 9 for chart).

“I am coming here for many reasons, staff are very friendly and helpful. The doctors are great and it's very easy to get an appointment. Quick appointments and helpful doctor.”

Meadow View Surgery

“I am very happy, whenever I call for an appointment I get it and I don't have to wait long. The doctor is great and takes a quick action.”

Churchfield Surgery

“It's easy to gain an appointment but the problem is the length you have to wait, sometimes over a week. The staff are nice and friendly.”

Hanwell Health Centre

Treatment and care

Out of a total of 110 reviews received about the **Treatment and care** theme, 78% (n.86) were positive (see page 9 for chart).

“Its good, after having my operation sometime my doctor visit me at home to see how am doing. The staff here are really friendly and helpful.”

Florence Road Surgery

“They are very good. The doctors are more experienced and they are taking good care of my mother. I'm very happy with them, following my mother's treatment.”

Cuckoo Lane Practice

“They try to get you an appointment for same day when it's emergency. My doctor does not mind how long I spend with him, does not rush me. Doctors are really good at their job, they help with the appointment.”

The Oldfield Family Practice

Access to services

Out of a total of 127 reviews received about **Access to services** theme, 31% (n.39) were positive (see page 9 for chart).

“When I call I always get an appointment and if there's a delay in being seen I'm always informed and apologised to. They've informed me about online prescription service they're helping me register . The staff are friendly.”

Acton Town Medical Centre

“Staff are excellent and so is the treatment, waiting time is excellent. Staff and medical treatment is very good. Waiting time is good at most times.”

Hanwell Health Centre

“The surgery always sends reminders of my appointment the day before. The waiting time here is short with a maximum of a 20 minute wait.”

Gordon House Surgery

Staff

Out of a total of 263 reviews received about the **Staff** theme, 81% (n.213) were positive (see page 9 for chart).

“It's good! The staff are very nice and helpful, Dr P he was really good, caring, competent. When you have an appointment with him he will ask you about your family it's like its taking care of all your family. He retired now.”

The Allendale Road Surgery

“Friendly and helpful, the receptionist gives you a smile. When you book an appointment sometimes she calls you back if someone cancels. They are very helpful.”

Churchfield Surgery

“ The doctors, nurses and receptionists are very helpful. Whenever I need help, they help me.”

Northolt Family Practice



Community services

Staff

Out of a total of 32 reviews received about the **Staff** theme, 83% (n. 26) were positive (see page 11 for chart).

“They are very helpful and friendly. I am trying to quit drinking, the support has been great.”

Recovery Interventions Service Ealing, RISE

“They are helpful and give lots of support. Its up to you to take it on board. I have been here for a year and I have relapsed a few time.”

Recovery Interventions Service Ealing, RISE

“It's very helpful, I have used this in the past and I was clean for 3 years. It's really good to have a place like this. Without this, I don't know what would have happened to me.”

Recovery Interventions Service Ealing, RISE

Access to services

Out of a total of 41 reviews received about the **Access to services** theme, 38% (n.16) were positive (see page 11 for chart).

“They are very supportive, there are lots support group or one to one session. The staff are very understanding, supportive and helpful. They always on time.”

Recovery Interventions Service Ealing, RISE

“You can contact them anytime. The only problem is the key worker. It keeps changing, otherwise, they are very helpful.”

Recovery Interventions Service Ealing, RISE

“When I come here I feel welcome and I get to be seen on time. The advice is very helpful. Sometimes it's hard...”

Recovery Interventions Service Ealing, RISE

Treatment and care

Out of a total of 37 reviews received about the **Treatment and care** theme, 79% (n.38) were positive (see page 11 for chart).

“My experience so far has been positive, it's a service that is really important to have it. Its has helped me through my drug addiction.”

Recovery Interventions Service Ealing, RISE

“Dr P is very good he makes sure I received the treatment I need. He transferred me for the injection. When the back pain started I could not walk so Dr P did an injection and since I am feeling much better.”

Rehabilitation - Ealing Community Services

“I had a knee surgery and after that the physiotherapist visiting me every other day. And after few weeks they refered me here. It was really good, she helped me a lot. Today is my first time out of the house after the operation.”

Rehabilitation - Ealing Community Services



Pharmacy

Staff

Out of a total of 40 reviews received about the **Staff** theme, 93% (n.37) were positive (see page 12 for chart).

“The staff are nice, I have to collect my medication every 2 months so when I get here it is ready.”

Well Pharmacy

“The staff are very friendly. Once my medication was finished and the prescription from the GP did not go through so they gave me a pack to survive during Christmas. That was very helpful.”

Temple Pharmacy

“They are very nice and polite. Sometimes if you can't pick up your medication they will deliver to you.”

Ali-Chem Pharmacy

Access to services

Out of a total of 34 reviews received about the **Access to services** theme, 71% (n.24) were positive (see page 12 for chart).

“The staff are friendly and provide quick service.”

Boots, Ealing Broadway

“The staff are nice and it's very quick. I drop my prescription and its ready in 10 minutes.”

ASDA (In store Pharmacy, Pack Royal)

“It's convenient, close to my house and the surgery and most of the time he has the medication available. The staff are also friendly.”

Jallas Chemist

“My prescription is transferred there, it's very quick. I used to collect my medication at the Governor Pharmacy but the waiting is too long.”

Boots, West Ealing



Dentist

Staff

Out of a total of 10 reviews received about the **Staff** theme, 90% (n.9) were positive (see page 13 for chart).

“The staff are nice and friendly. I have been there for a long time. Easy to get an appointment.”

The White House Dental Practice

“They are excellent, the staff are friendly and you don't have to wait long for an appointment.”

The White House Dental Practice

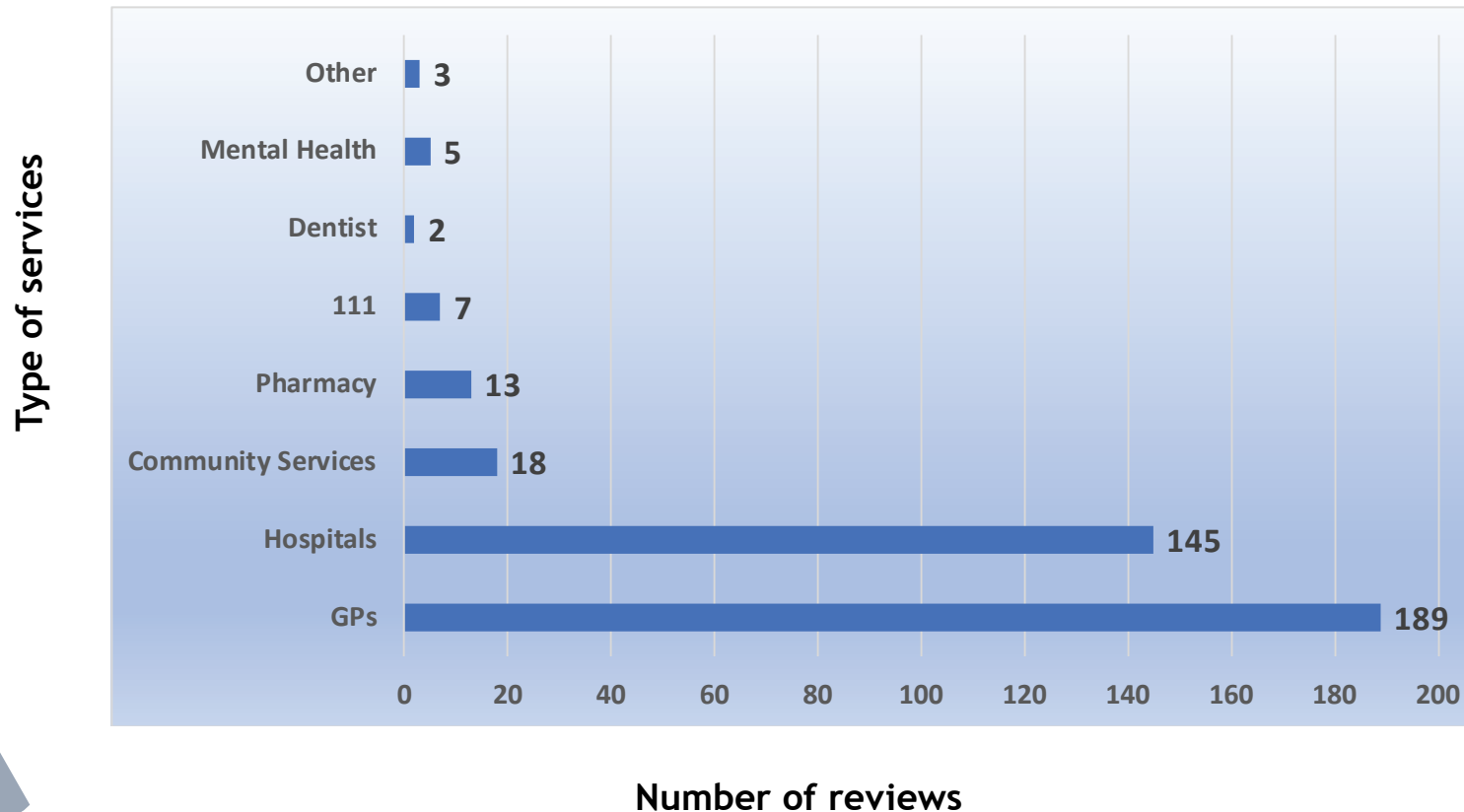
“Its excellent, friendly and very good dentist.”

Sparkle Dental Boutique

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.

January-February-March





Ealing Hospital, London North West Healthcare NHS Trust

Access to services

Out of a total of 186 reviews received about **Access to services** theme, 56% (n.105) were negative and 9% (n.17) were neutral (see page 10 for chart).

“In December I hurt my ankle so went to the A&E and waited hours before being seen. The wait is really bad. There is not enough staff.”
A&E

“I have never had a good experience at this hospital. There is not enough doctor, nurses and there is always a long wait. It's not their fault. At the moment you can see everywhere in the news that the NHS is going down.”
Outpatients

“Waiting time was very bad, can take over an hour to see a doctor. Sometimes the treatments are not explained properly and I don't understand them. There is a long waiting time and I don't like the check in machine because I don't know how to use the computer.”
Outpatients

“Its horrible, I have been waiting for over 2 hours and the nurse we spoke to lost our note.”
Outpatients

“Getting an appointment can be difficult. The staff are good. The waiting times can be annoying sometimes. The care and treatment is good enough and calling the hospital is okay.”
Outpatients

Treatment and Care

Out of a total of 145 reviews received about the **Treatment and care** theme, 24% (n.35) were negative and 4% (n.6) were neutral (see page 10 for chart).

“I had problem with my stomach so I had an endoscopy in 2016 and needed a follow-up but they cancelled so many times and only yesterday March 2018 after 17 months I was able to see the doctor.”

Outpatients

“I had a scan for my thyroid and I did not get an explanation I wanted. it says normal but I wanted someone to tell me exactly what normal means.”

Outpatients

“Slow process. Treatment not explained properly - just have to follow whats being said. Hard to get appointments, over 3 months wait. Once appointments are available treatment process has forgotten, very slow and long process.”

Outpatients

“My wife has been diagnosed with stage 4 cancer and we had numerous visits to the hospital for one month and they could not find anything. We then went to West Mid Hospital and within 4 days they diagnosed her. ”

Outpatients

Staff

Out of a total of 137 reviews received about the **Staff** theme, 15% (n.20) were negative and 5% (n.7) were neutral (see page 10 for chart).

“Some doctors are not friendly and they don't have very good bedside manner, don't listen to what you have to say and don't explain treatment well for me to understand.”

Outpatients

“I have had a bad experience at the hospital. Last time I was there with my partner, the doctor was unprofessional, rude and had a bad manner. The way he is talking to people was really bad.”

Outpatients



GP services

Administration

Out of a total of 473 reviews received about **Administration** theme, 56% (n.265) were negative and 4% (n.19) were neutral (see page 9 for chart).

“Its okay my son has some health problems and I wanted an emergency appointment but the receptionist refused. She said they don't provide emergency appointments at this time and sent me home.”

Hillview Surgery / Dr Shergill & Partners

“It's impossible to get an appointment. The staff attitude is okay but I think the system is getting harder and harder to get an appointment.”

Dormers Wells Medical Centre

“It's really hard to get through them to book an appointment. This morning I called 30 times since 8 o'clock. I understand them, everybody is trying to get an appointment.”

Waterside Medical Centre

“The main problem is appointment. It takes long to have one at least 3 to 4 weeks. The staff are okay.”

Cloister Road 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

“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

Access to services

Out of a total of 127 reviews received about **Access to services** theme, 60% (n.76) were negative and 9% (n.12) were neutral. (see page 9 for chart).

“It’s not easy to get an appointment because the phone is always engaged, there is a long waiting time for appointment.”

The Allendale Road Surgery

“For an emergency appointment it is easy, but the routine appointment is not. The waiting is too long, if you have appointments at 3pm you will be called at 4 pm. It’s really bad.”

Hanwell Health Centre - Drs Lees Naish Bassi

“This clinic is good, the doctor is really good but the only problem is the wait. Every time I come here I have to wait 30 mintes to 1 hour.”

Hill Crest Surgery



Community services

Staff

Out of a total of 32 reviews received about the **Staff** theme, 17% (n.6) were negative (see page 11 for chart).

“I have been using the service for a while and have relapsed a few times. The advice is there but the key worker keeps changing.”

Recovery Interventions Service Ealing, RISE

“Its gone downhill, the service used to be better when it was in Southall. Now I have different key workers every time and sometime they changed without telling me. She call sick often.”

Recovery Interventions Service Ealing, RISE

Access to services

Out of a total of 41 reviews received about **Access to services** theme, 54% (n.22) were negative and 8% (n.3) were neutral (see page 11 for chart).

“It's been good, my husband is getting better now. It takes us a long time to get here, we waited more than 3 months for the referral.”

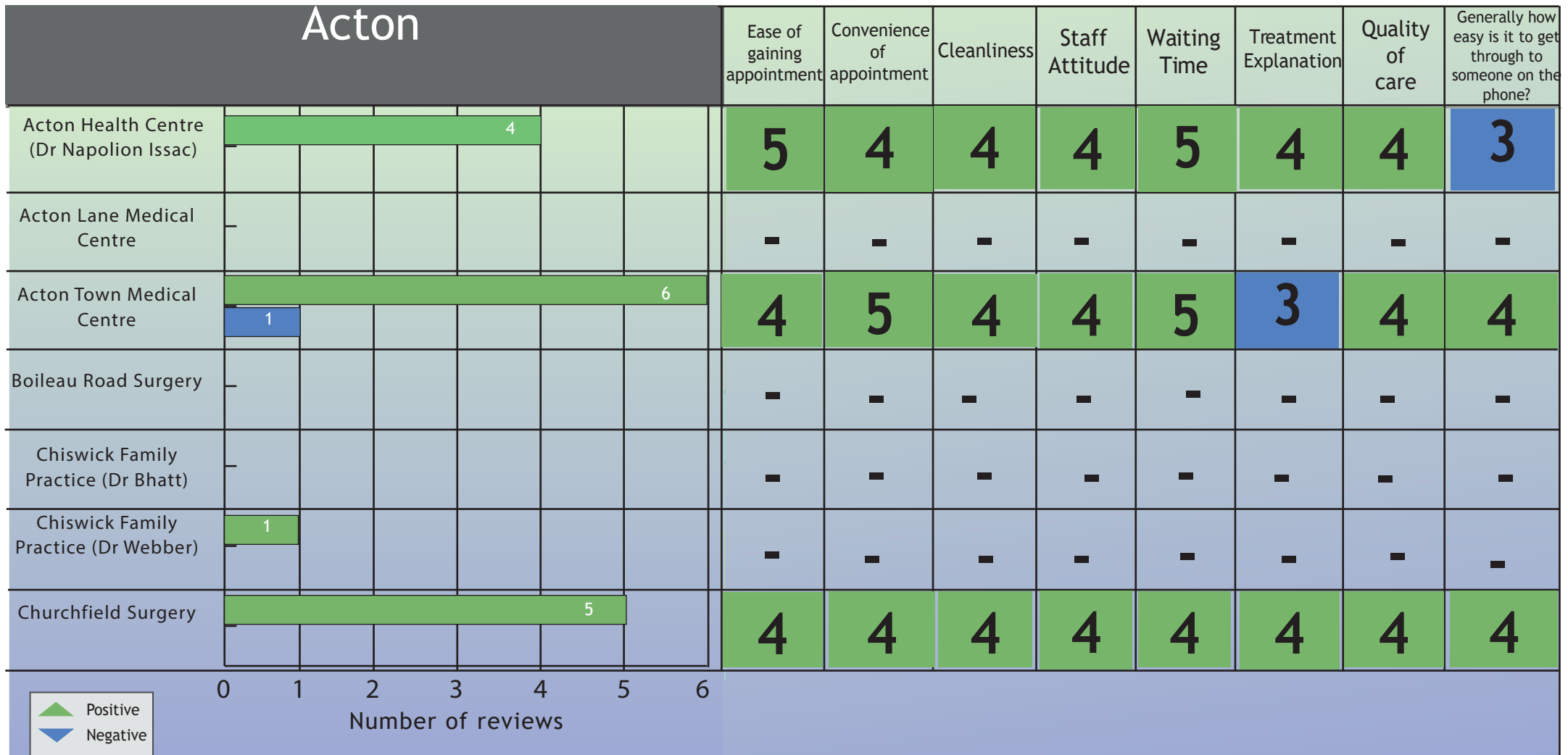
Rehabilitation - Ealing Community Services

“I had a back pain and waited 4 months for the appointment, now the pain comes and go. I dont know why there is a long waiting for appointment.”

Rehabilitation - Ealing Community Services

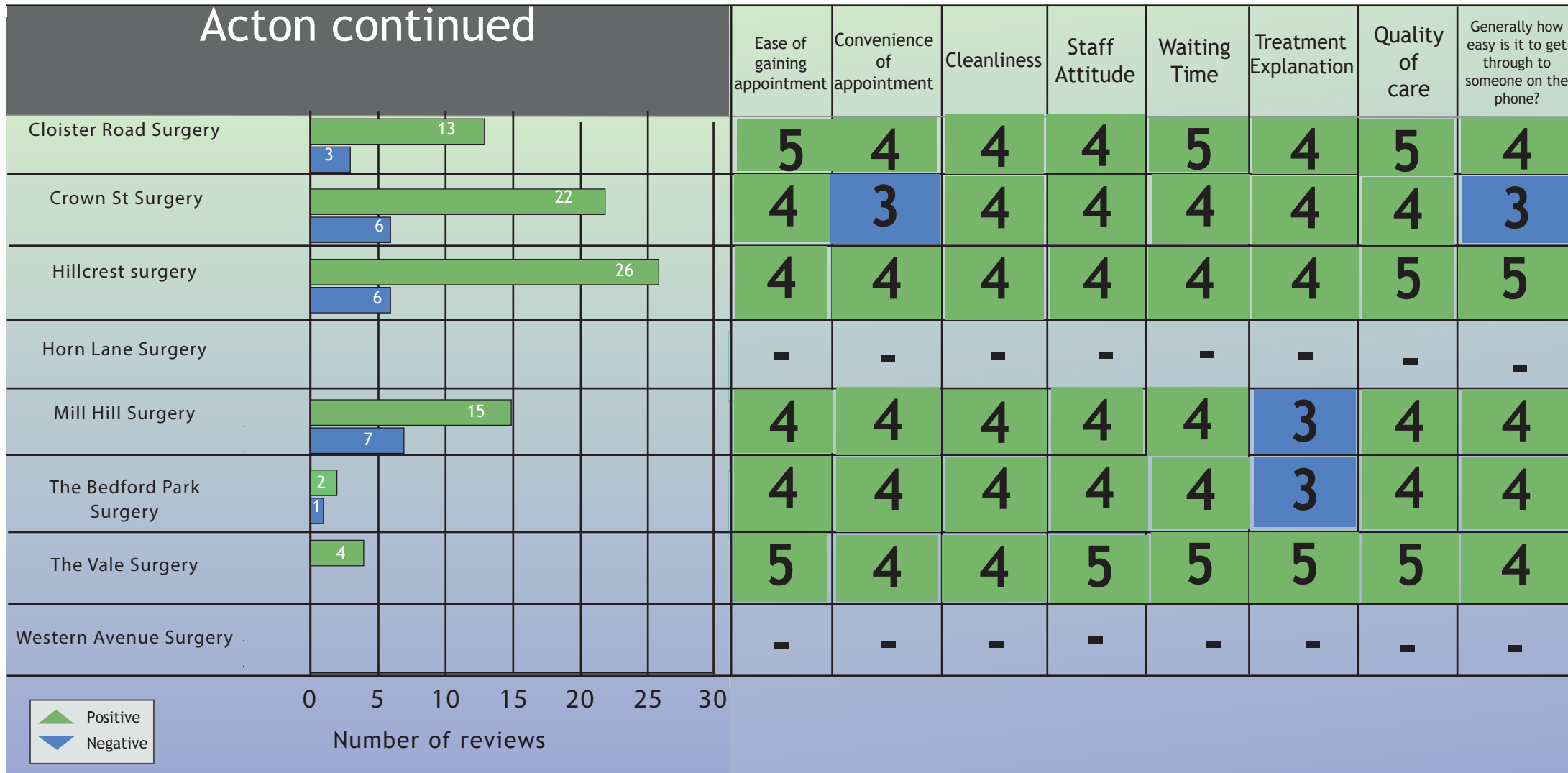
Locality Specific GP Reviews

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 surgery. 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

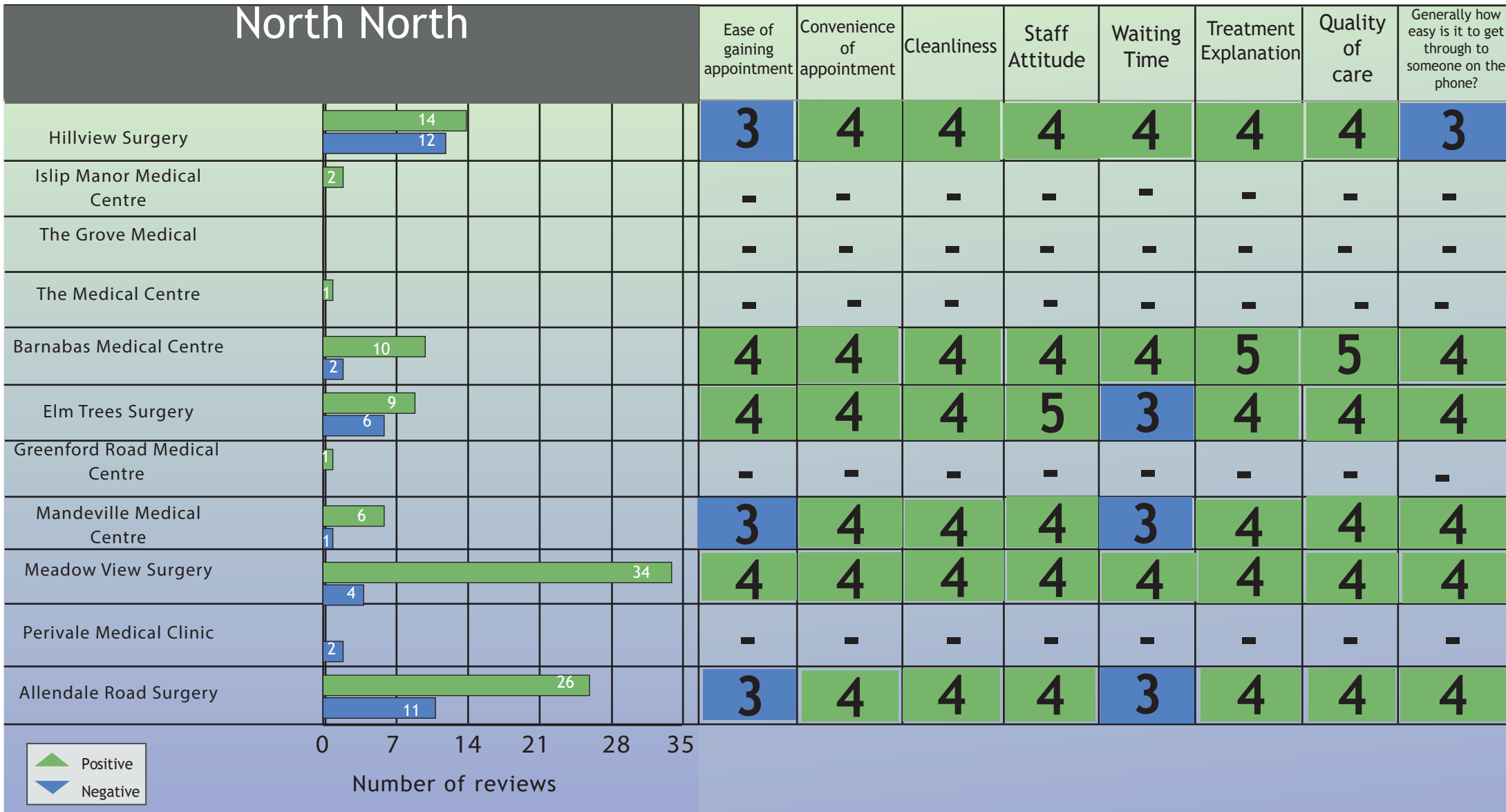
Central Ealing

	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?
Corfton Road Surgery	4	4	4	4	4	4	4	4
Cuckoo Lane Practice	4	4	4	4	4	4	4	4
Gordon House Surgery	4	4	4	4	3	4	4	3
Lynwood Surgery	-	-	-	-	-	-	-	-
Mattock Lane Health (Dr Htun Nay Lin)	4	4	4	4	4	4	5	4
Pitshanger family practice	-	-	-	-	-	-	-	-
Queenswalk Practice	4	4	4	4	4	4	4	4
St Marks Medical Centre	-	-	-	-	-	-	-	-
The Argyle Surgery	4	4	4	4	3	4	4	3
The Avenue Surgery	4	4	4	5	4	4	5	4

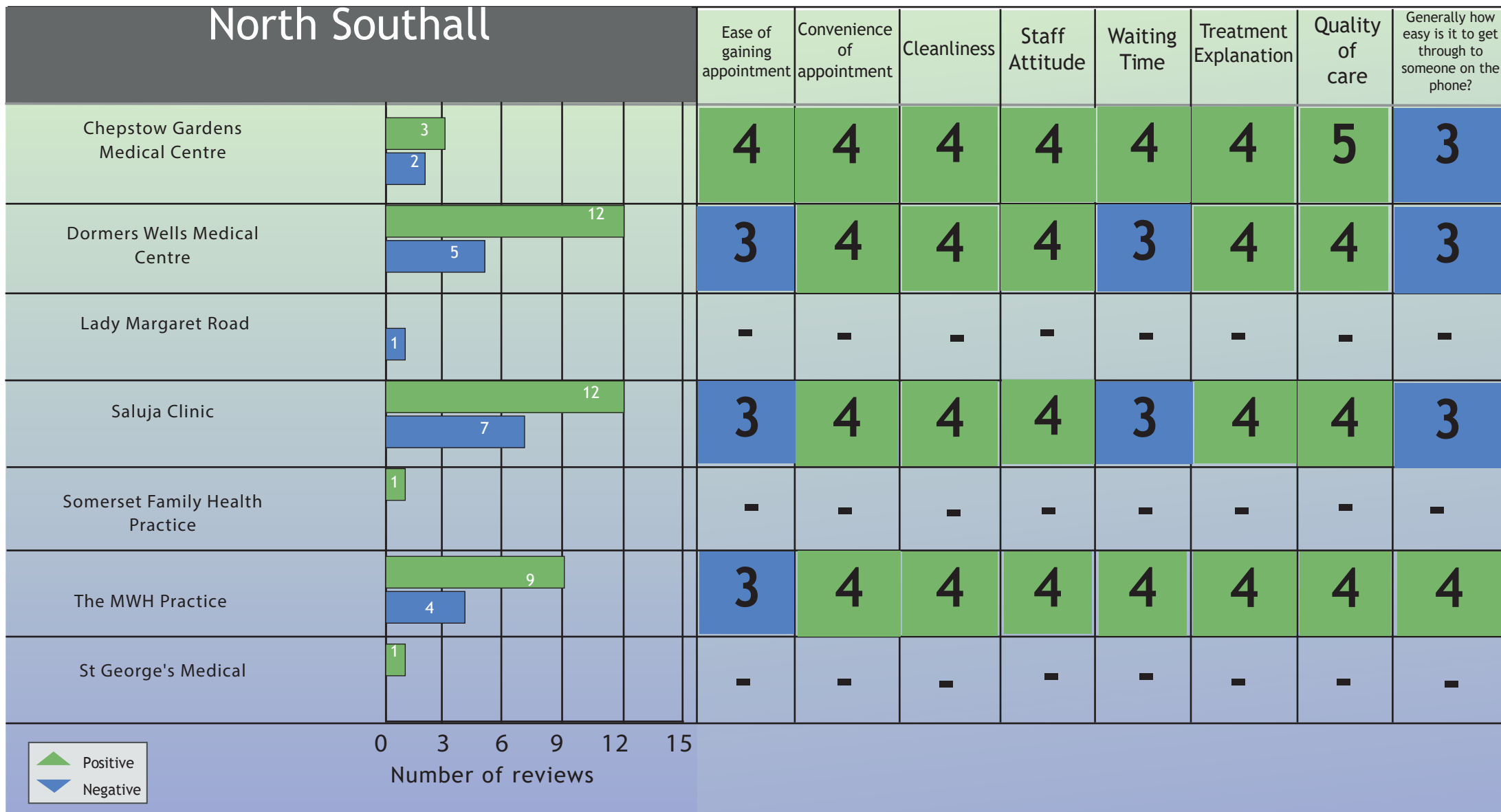
Positive	0	7	14	21	28	35
Negative	0	7	14	21	28	35

Number of reviews

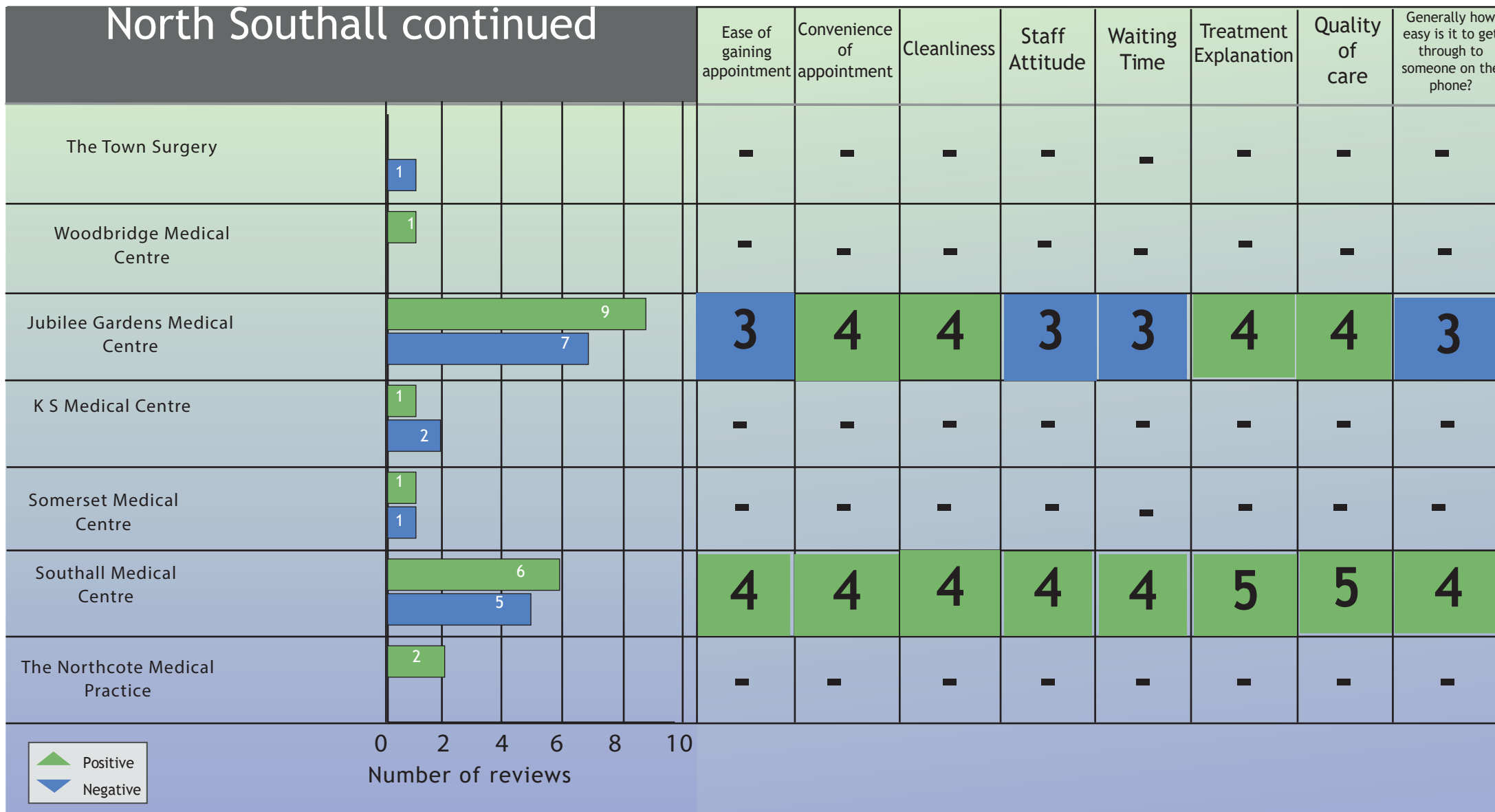
Locality Specific GP Reviews



Locality Specific GP Reviews

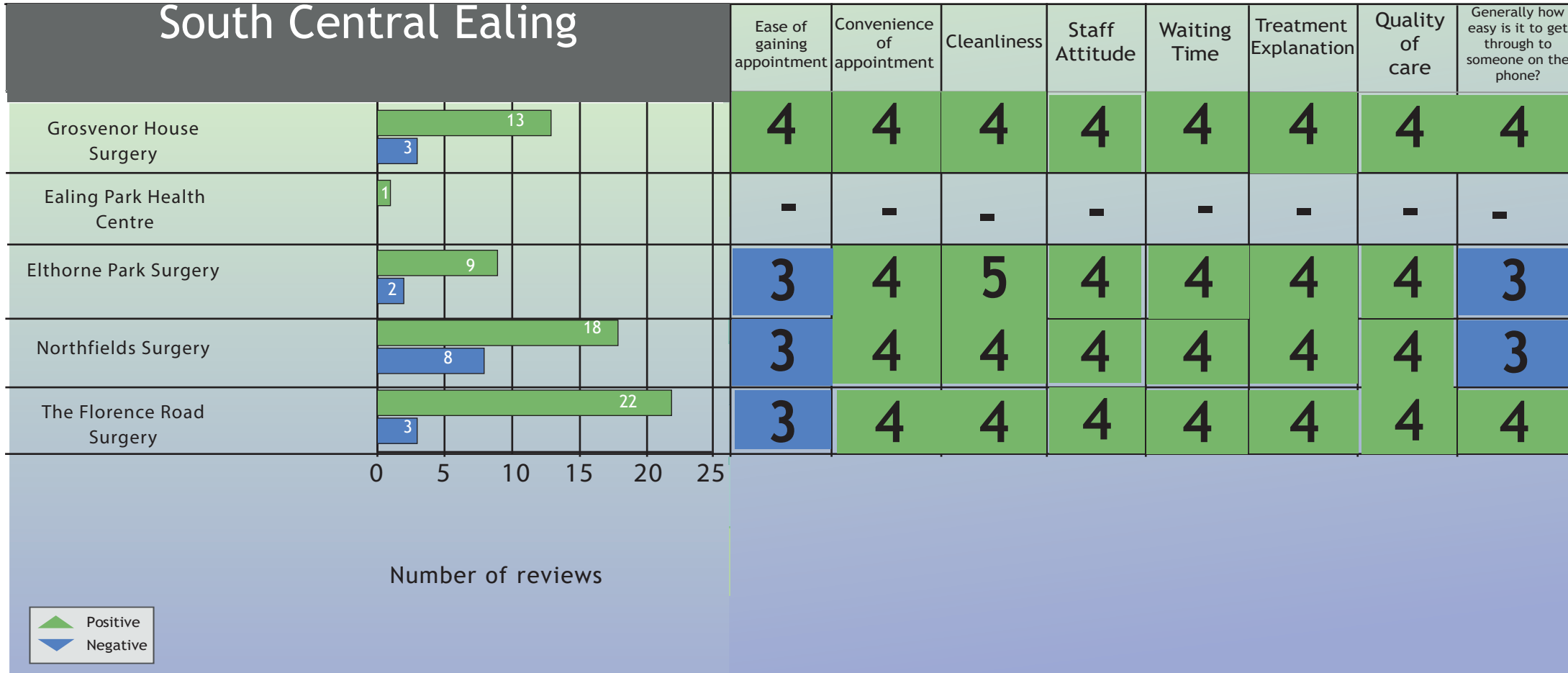


Locality Specific GP Reviews



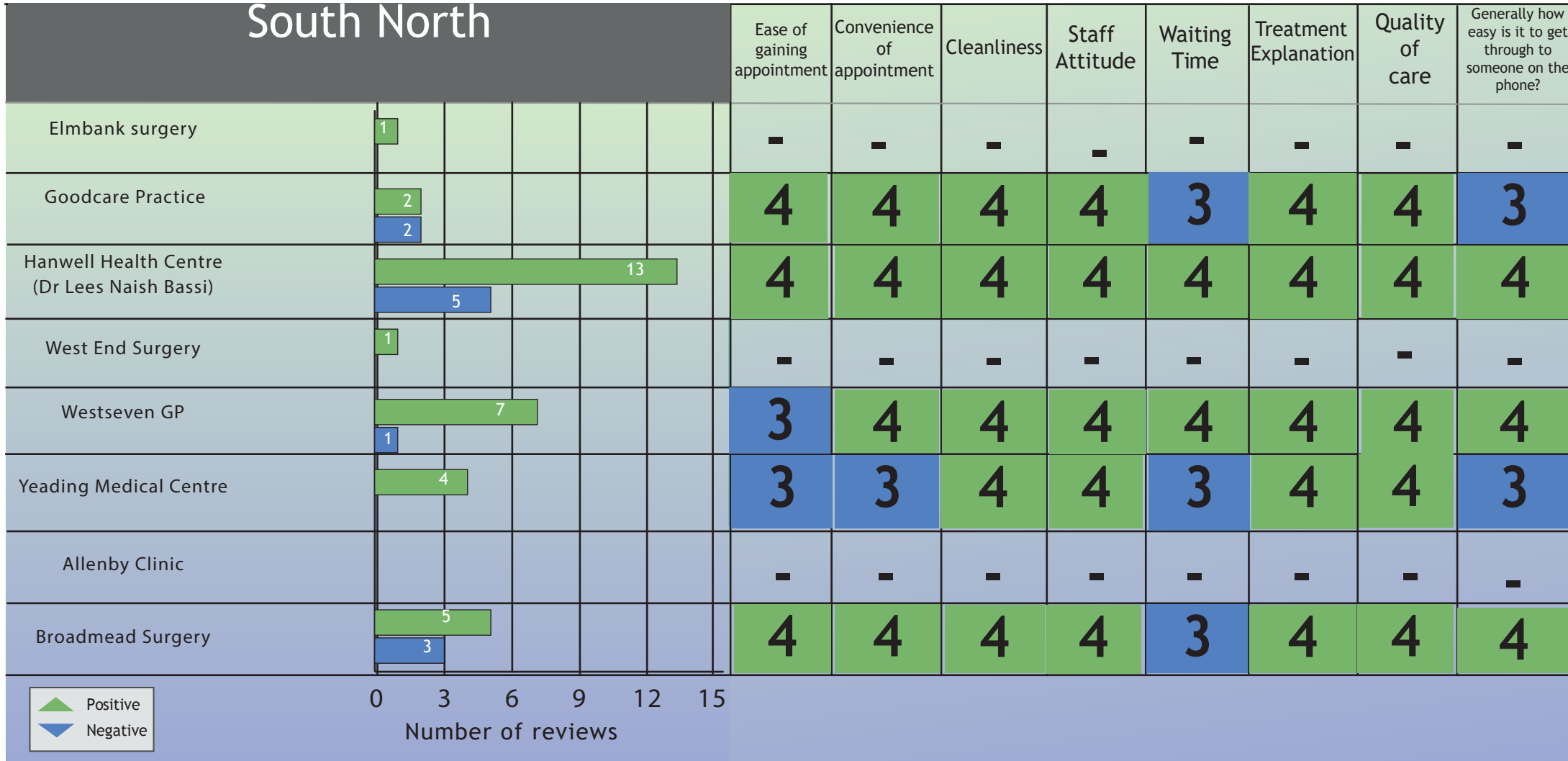
Locality Specific GP Reviews

South Central Ealing



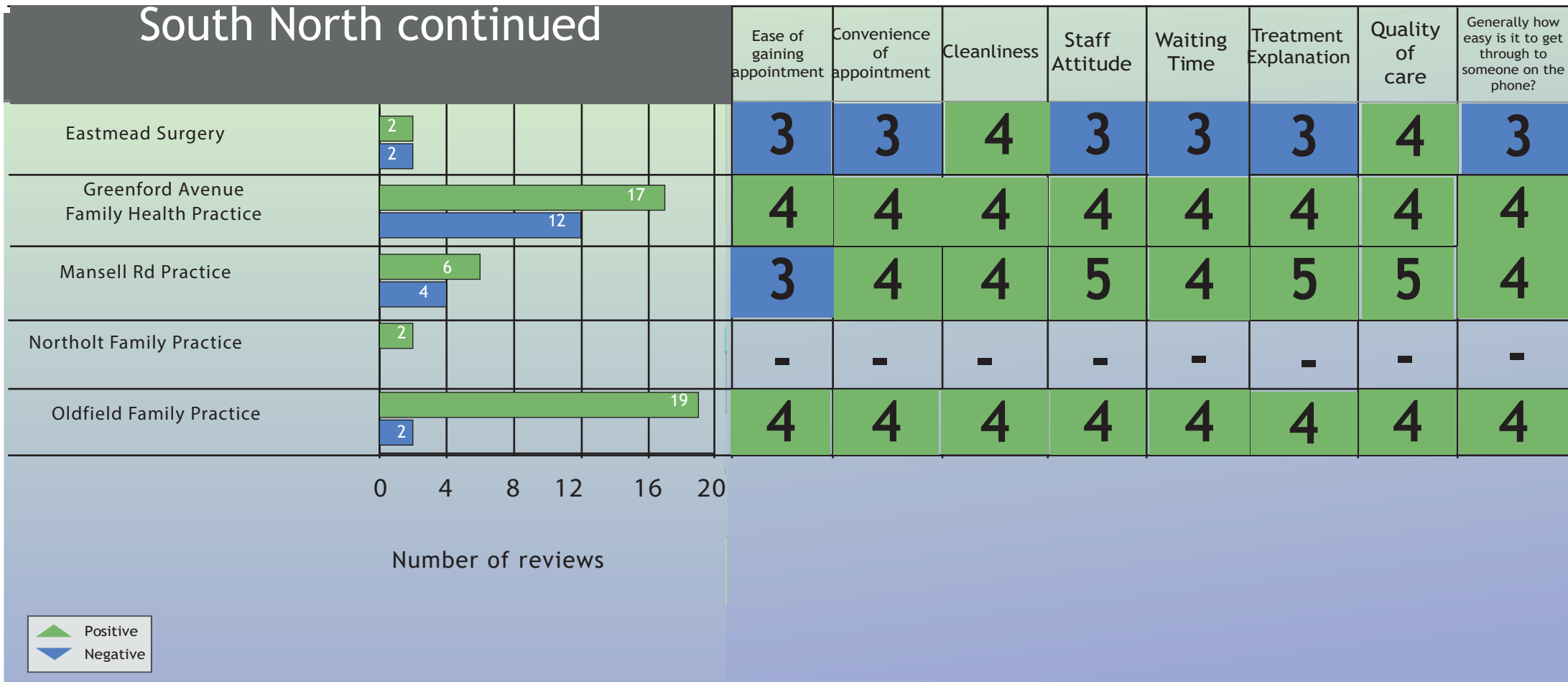
Locality Specific GP Reviews

South North



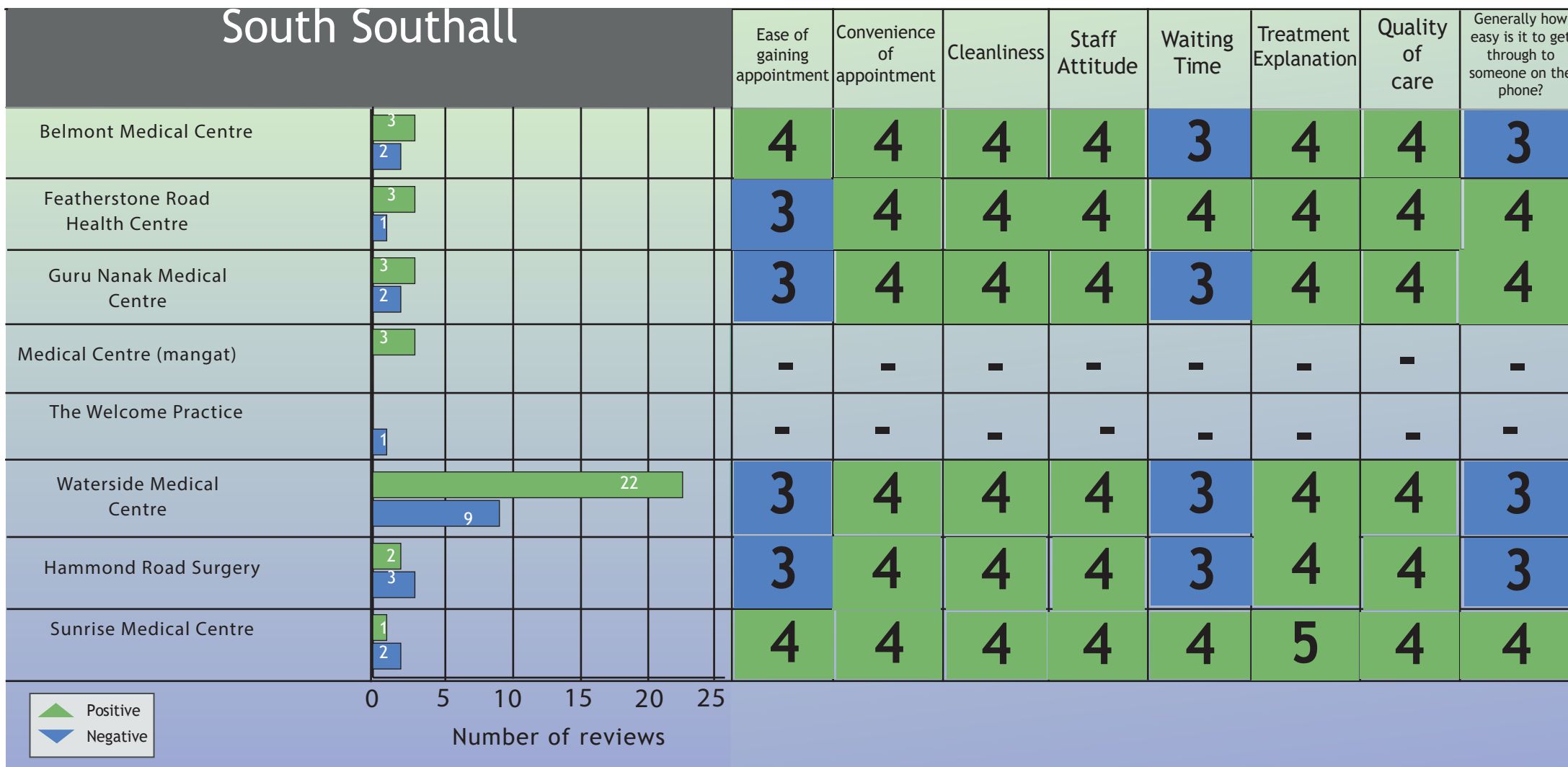
Locality Specific GP Reviews

South North continued



Locality Specific GP Reviews

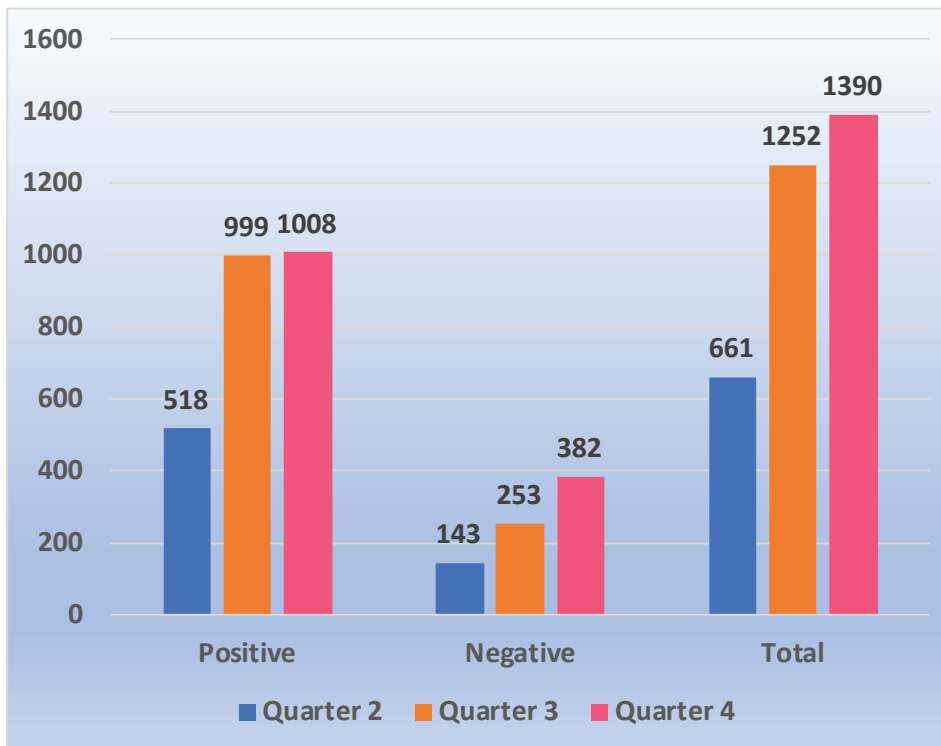
South Southall



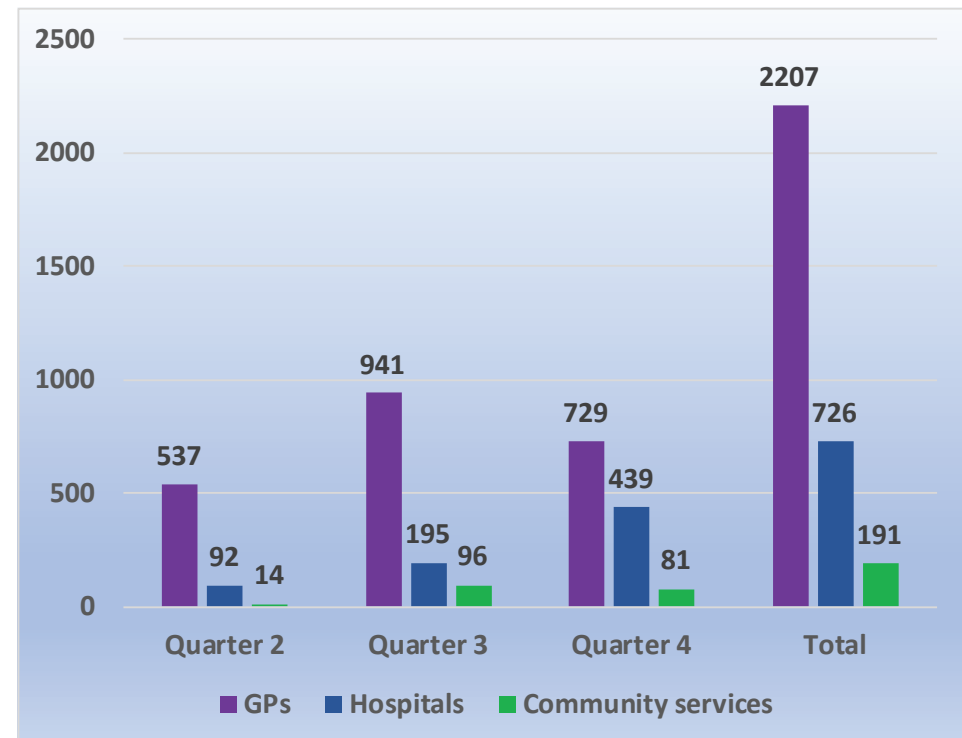
Quarterly Information

Since the patient experience programme has been launched, there has been a significant increase in the number of reviews. We have seen an increase in the number of reviews from the feedback centre, patient experience officer and volunteers engaging with the local community. Since July 2017 we can see an increase in the number of reviews received, with a 36% increase from Quarter 2 to Quarter 4, (July 2017-March 2018).

The chart below shows that there has been a significant increase in the number of reviews received from Quarter 2 to Quarter 4 (July 2017-March 2018) for Hospitals, especially Ealing Hospital. This is due to Patient Experience and volunteers attending the Ealing outpatients on a weekly basis.



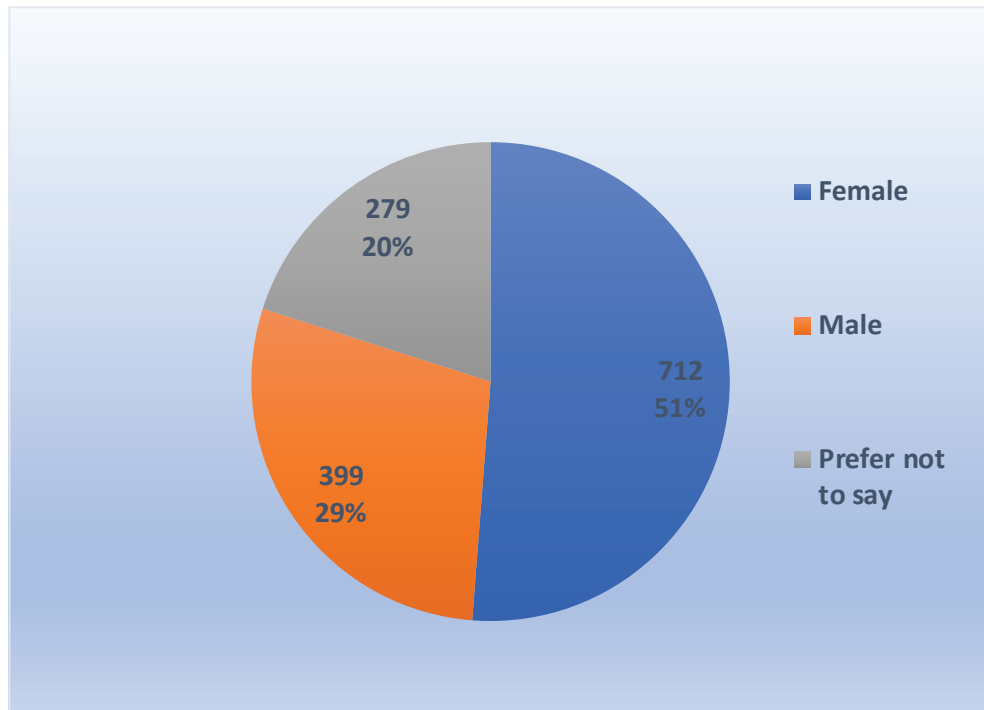
Positive, negative & total reviews per quarter



Total number of reviews per quarter

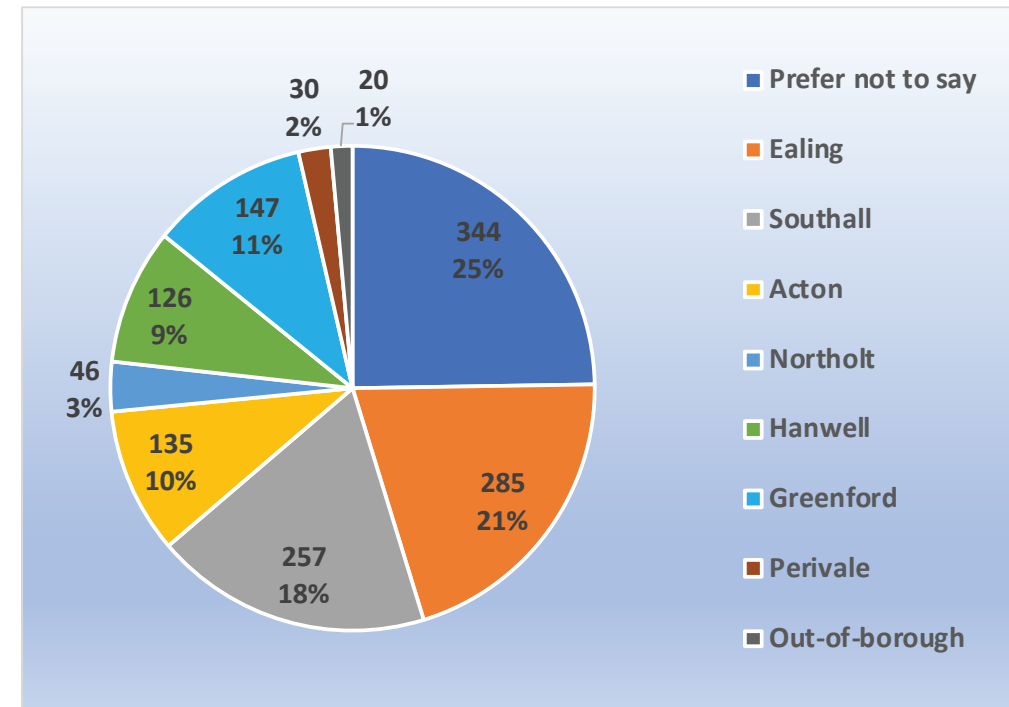
Demographic information

The pie chart below shows the number of reviews received by gender from January-March 2018. The majority of the reviews received this quarter are from females 51% (712). There has been an increase in the number reviews received from females this quarter from 45% (559) in quarter 3 to 51% (712) in quarter 4. Whereas the number of reviews received from men has been steady from quarter 3, (29% (362) to quarter 4 (29% (399)). Our aim for next quarter is to receive more reviews from men.



Gender

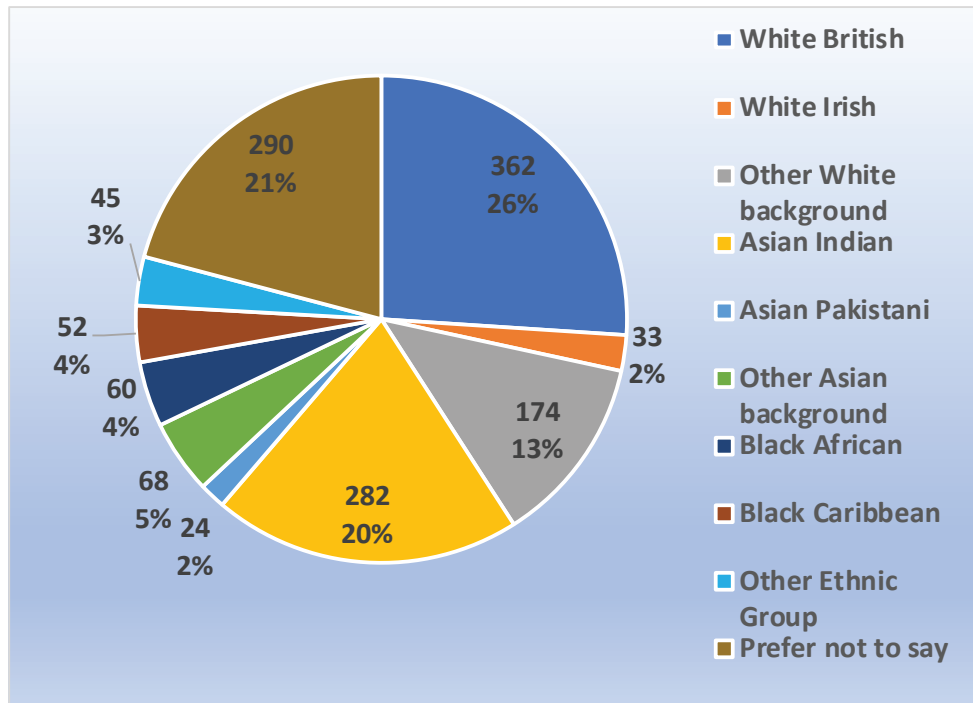
During this quarter we were able to visit a number of GP surgeries in each locality with the highest number of the reviews being received from Ealing 21% (n.285) followed by Southall 18% (n.257) and the least number of the reviews being received from Perivale 2% (n.30). The number of GP surgeries in each locality differs. Some localities have many smaller surgeries compared to other localities which have health centres and larger GP surgeries. Our aim will be to cover some of the smaller surgeries in the next quarter.



Number of reviews per area

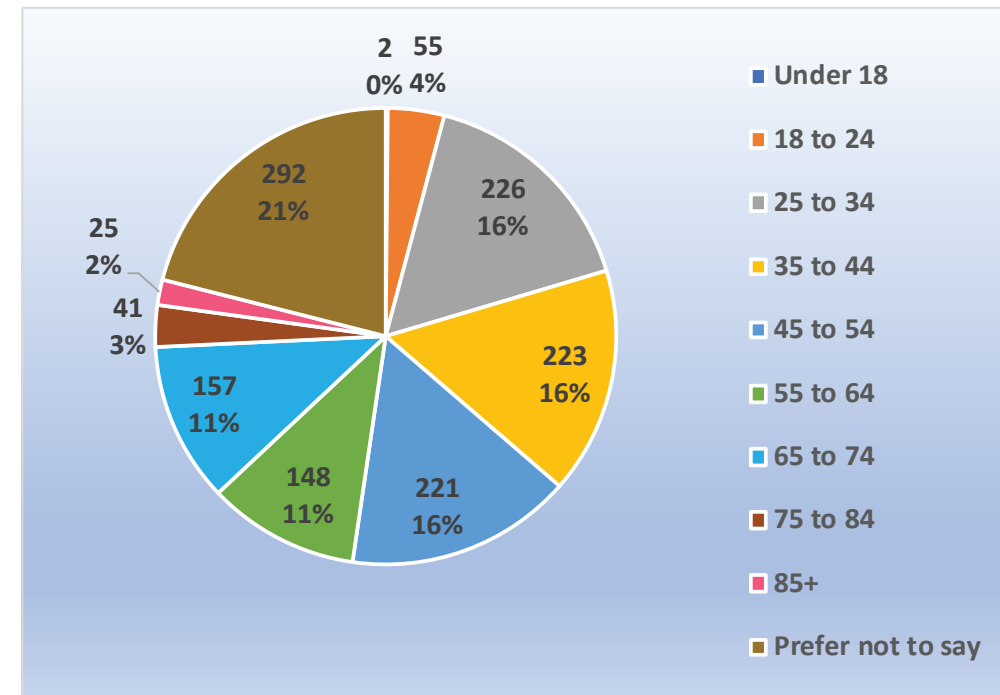
Demographic Information

In terms of ethnicity, excluding the 21% (n.290) who preferred not to identify their ethnicity, the majority of feedback received this quarter was from people who identified as White, 26% (n.362); 20% (n.282) was from people who identified as Asian or Asian British; 13% (n.174) was from people who identified as Other White background; 4% (n.60) from those identified as Black or Black British; and 3% (n.45) from those identified as Other. Our aim is to reach out to all demographics of the borough, including ways to gather feedback from those who do not visit health and social care services.



Ethnicity of Patients

The pie chart below shows the number of reviews received this quarter from different age groups. Apart from people who preferred not to identify their age, 21% (n.292), the majority of the feedback received this quarter was from the 25 to 34, 16% (n.226), followed by the 35 to 44, 16% (223) and 45 to 54 age group, 16% (221) whereas the 85+ group had the fewest number of reviews 2% (n.25).



Age of Patients

Conclusion

This quarter, 1390 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.

There were 1008 positive reviews and 382 negative reviews received this quarter. As we saw in Q3, 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 and appointment cancellation.
- Access issues for GP services including waiting times
- Access issues for Community Health Services

Mixed

- A varied picture of administration systems including booking appointments and appointment availability within GP services.
- Cancellation or postponed appointments at hospital.
- These themes were similarly identified in our Q3 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 (Q3) 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 (LNUHT) Patient Experience Committee (PEC)
- Ealing Quality Assurance Group

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 Q3 report include:

- Feedback about the report from Ealing CCG Primary Care Quality Group in regards to scoring.
- 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.
- LNUHT PEC have requested regular updates/meetings. 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

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 were able to visit the 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 Q1 (April-June 2018), we have been focusing on Community Health Services (e.g. IAPT) and feedback from Ealing Hospital Outpatients Department.

Leave feedback

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

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

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



Summary of your experience* (max 45 characters)

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

Tell us more about your experience*

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

Where do you live? (town/city)

Acton, Ealing, Greenford, Hanwell, ...

Your ratings (select if applicable)

Ease of gaining appointment



Convenience of appointment



Cleanliness



Staff Attitude



Waiting Time



Treatment explanation



Quality of care



Quality of food



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



In relation to your comments are you a:

Select one

When did this happen

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

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following?

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

If other, please specify

Where did you hear about us?

Select one

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

- No Yes

Would you like to speak to Healthwatch directly?*

- No Yes

About you

Name

Leave feedback anonymously?

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

I accept the [Terms and conditions](#)

Subscribe to the newsletter?

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

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

[Submit feedback >](#)

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

Share Your Experience with Us

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

Name of Service:Month/Year:

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

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

2. How do you rate your overall experience?

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

3. Summary of your experience

.....

4. Tell us more about your experience

.....
.....
.....
.....

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

6. Your ratings (select if applicable)

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

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

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

7. In relation to your comments are you a:

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
- Jewish
- Other religion.....

What is your sexual orientation?

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

Thank you for sharing your experience

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		
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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

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		
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Diagnosis/assessment	General	Mis-diagnosis
Diagnosis/assessment	Lack of	Tests/Results
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Dignity and Respect	Confidentiality/Privacy	Equality & Inclusion
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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
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