

HEALTHWATCH EALING Q1 REPORT

healthwatch
Ealing

1,211

Patient experience reviews were collected during this quarter

74%

Approximately 74% (n.900) were positive, 21% (n.256) were negative and 5% (n.55) were neutral.

299

Reviews were received for GP surgeries, 401 for Hospitals, 248 for Dentists and 161 for Vaccination Centres



GP SERVICES

WAITING ROOM



TREATMENT & CARE

70%

14 out of 20 instances in which the **quality** of care was identified in a GP service review was positive

54%

Only 38 out of 71 individuals reported an entirely positive **experience**

30

Out of 40 instances in which the **suitability of provider** was identified in a GP service review was positive

STAFF

35

Out of 103 individuals were positive about the **customer service** at their GP. This continues the trend that we have seen throughout the COVID-19 pandemic



62%

However, 28 out of 45 individuals were complimentary about the **suitability of staff** that they engaged with

ADMINISTRATION & ACCESS

31%

13 out of 42 individuals who referenced **appointment availability** were satisfied with the options available

12

Out of 31 individuals (39%) were happy with their experience of **booking appointments**

39%

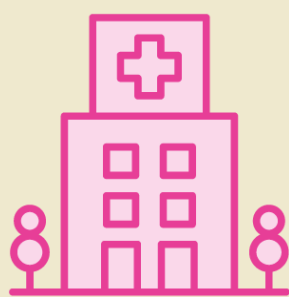
Last, whilst 11 people were happy with the time spent **waiting for appointments**, 17 were not

EALING HOSPITAL

TREATMENT & CARE

47

Out of 55 (84%) were happy with their overall **experience** whilst 85% (n.29) commended the level of **support** that they received



96%

Who referenced the **quality** of their care were positive (n.23) and 18 out of 19 were happy with the **treatment explanation** provided

STAFF

95%

75 out of 79 individuals praised the **customer service** from members of staff at Ealing Hospital



24

Out of 26 (92%) individuals were happy with the **suitability of the members of staff** that supported them during their stay

OTHER SERVICES

Dentists

91% (N.224)

Service users were impressed with staff member's professionalism and the overall standard of their dental practice. Some patients indicated that booking an appointment was difficult



Pharmacies

93% (N.39)



No negative reviews. Service users were impressed with the efficiency with which they were able to access medication, the advice that they received and the quality of the staff

COVID-19 Vaccination Centres

Of the 161 reviews we received, 93% (n.148) were positive. This positive trend continues on from the previous quarter (Q4, Jan-Mar - 2020/21).

Residents highlighted:

- The **compassion** and **patience** shown by the staff
- The **quality of care** from the centres themselves
- How well the whole process was **explained** to them

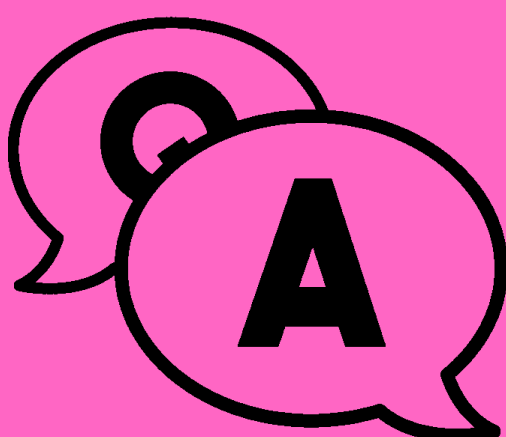


NEXT STEPS TAKEN TO DATE

- Continued to grow our online presence
- Maintained our stepped approach to increasing face to face engagement
- Worked toward improving representation within the report.
- Met with the LNWH Trust Patient Experience Managers to explore how we can best channel our reports and recommendations through Trust governance.

RECOMMENDATIONS

1. Increase Face to Face Engagement
2. Improve Demographic Information Collection
3. Identify key areas for concern for different ethnicities
4. Identify the changes to Primary and Secondary Care Services during COVID-19 recovery
5. Gather more reviews for Mental Health Services



Email: Matt@healthwatchhealing.org.uk