

HEALTHWATCH EALING Q1 REPORT

1,243

77%

547

Patient experience reviews collected this quarter.

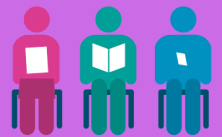
(n.955) of feedback was positive, 10% (n.120) was negative and 13% (n.168) was neutral.

Reviews received for GP surgeries, 319 for Hospitals, 153 for Dentists and 152 for Pharmacies.



GP SERVICES STAFF (N.175)

WAITING ROOM



✓ 74%

✓ 81%

(n.131) were happy with the staff at their GP.

(n.121) of positive feedback focused on staffs' attitudes and customer service.

ADMINISTRATION (N.278)

✗ 54%

✗ 50%

(n.66) of individuals were unsatisfied with appointment availability at their GP during this quarter.



(n.25) of individuals provided negative feedback about booking appointments via telephone.

TREATMENT & CARE (N.233)

✓ 81%

✓ 85%

✗ 60%

(n.65) feedback about quality care was positive.

(n.40) reported that they received positive support from their GPs.

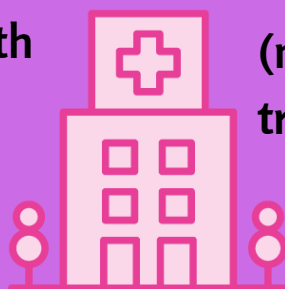
(n.52) reported a positive experience at their GP.

EALING HOSPITAL TREATMENT & CARE (N.137)

✓ 91%

✓ 94%

(n.39) of people were happy with the support they received at Ealing Hospital this quarter.



(n.34) of people were happy with the treatment explanation they received at Ealing Hospital this quarter.

STAFF (N.57)

✓ 90%

✓ 95%

(n.105) of those surveyed had positive things to say about the staff at Ealing Hospital.



(n.87) of individuals felt that they were treated well by staff at Ealing Hospital.

OTHER SERVICES

Dentists (n.153) ✓

89%

(n.136) of individuals were pleased with the care they received from their dentist. Individuals made particular reference to the supportive nature of the staff and the availability of appointments.



Pharmacies (n.152)

81%

(n.132) of pharmacy reviews were positive. Reviews highlighted strong support and efficient service from staff.

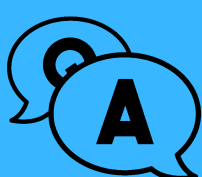


NEXT STEPS

- More reviews for PCNs that received less reviews than others this quarter.
- Conduct patient experience visits for the GP practices that we didn't receive reviews from.
- Continue to ensure that all communities, ethnicities and backgrounds are represented when conducting patient experience surveys.
- More Mental Health Service Reviews
- Get more feedback on patients experience with the telephone consultations.

RECOMMENDATIONS

1. LNWH Trust to clearly communicate to service users, that there is currently an increase in appointment waiting times than usual for their appointment
2. LNWH Trust to compare these findings to their own Patient Experience feedback to establish common trends and evidence-based areas for service development
3. North West London Integrated Care Board and Ealing Primary Care Network leads to continue to support General Practices and facilitate further improvement in customer service.
4. GP Surgeries to provide choice for patients whether to have a face-to-face or a telephone appointment



Email: stuart@yvhsc.org.uk