

# HEALTHWATCH EALING Q2 REPORT

healthwatch  
Ealing

1,234

67%

462

Patient experience reviews were collected during this quarter

(n.891) of feedback was positive, 22% (n.272) was negative and 11% (n.70) was neutral.

Reviews were received for GP surgeries, 253 for Hospitals, 238 for Dentists and 137 for Vaccination Centres



## GP SERVICES

WAITING ROOM



### TREATMENT & CARE (N.209)

✓ 82%

(n.27) were satisfied with the overall **quality** of care provided

✗ 56%

(n.45) were positive about their GP **experience**

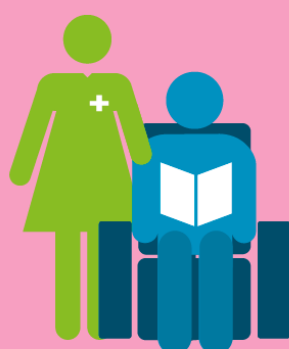
✓ 60%

(n.46) were happy with the level of **support** they received

### STAFF (N.206)

✓ 59%

(n.121) of individuals were positive about the **customer service** at their GP. This signifies a 20% increase and the highest percentage since the onset of the pandemic.



✓ 62%

of individuals were happy with staff members' **attitudes** (n.97) and the **suitability** of the staff member(s) who supported them (n.18).

### ADMINISTRATION (N.192) & ACCESS (N.150)

✗ 32%

(n.75) of the feedback was positive in sentiment. The top three sub-themes all received at least 50% negative feedback.

✗ 52%

(n.27) of feedback around appointment **waiting times** was negative in sentiment.

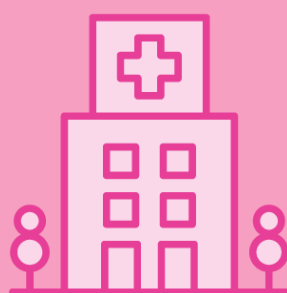
✓ 63%

(n.20) of feedback pertaining to the **suitability** of the GP surgery was positive.

### EALING HOSPITAL TREATMENT & CARE (N.63)

✓ 75%

(n.21) were happy with the **support** they were provided with. 77% (n.10) were satisfied with their overall hospital experience.



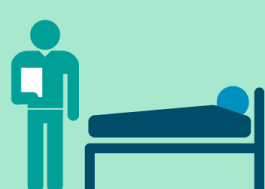
✓ 100%

of those who referenced the **quality** of the care that they received (n.11) or the **treatment explanation** (n.10) they were provided with were positive.

### STAFF (N.81)

✓ 83%

(n.57) of the 68 individuals who referenced the attitudes of staff at Ealing Hospital were positive in sentiment.



✓ 77%

(n.10) of the 13 individuals who referenced staff **capacity** and staff **suitability** were entirely satisfied with these aspects of their care.

# OTHER SERVICES

## Dentists (n.238) ✓

82%

(n.193) of service users were pleased with the care they received from staff and the efficiency of the emergency dental care. However, 19% (n.45) highlighted quality of treatment, price and access as areas for development.



## ✓ Pharmacies (n.101)

87%



(n.88) of pharmacy reviews were positive this quarter, referencing sufficient organisation and service management. Several suggested this was in lieu of GP support. This quarter saw a slight increase in negative reviews (n.13) with some suggesting they had not been receiving their prescription on time.

## COVID-19 Vaccination & Test Centres (n.137) ✓

92%

(n.127) of individuals were positive in their reviews. Feedback highlighted warm and professional staff and effective and efficient service and operational delivery. Some did note that their were insufficient supplies at the vaccination centre that they attended which must be addressed.

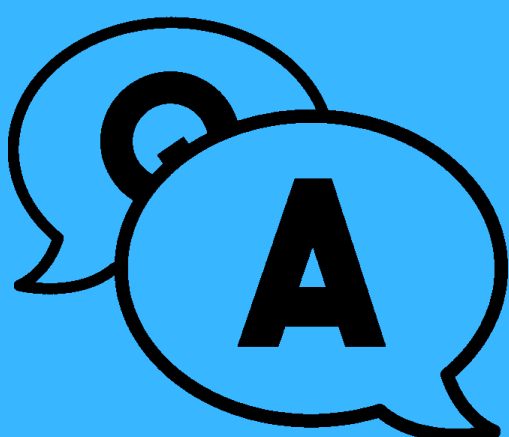


## NEXT STEPS TAKEN TO DATE

- Direct communication with GP surgeries
- Strengthened relationships with the Local Medical Committee
- Produced a two-year review of the main areas of development for GPs
- Worked with YVHSC to further develop our quarterly reporting
- Organisation-wide plan on improving Healthwatch influence & impact
- Continued collaborative work with the London North West Hospital Trust

## RECOMMENDATIONS

1. Comparative analysis with neighbouring Healthwatch
2. Improve quarterly report representation
3. Explore customer service training with general practice stakeholders
4. Gain support from the West London Trust to gather mental health service feedback
5. Gain support from the LNWH Trust to visit Ealing Hospital 3+ times in Q3
6. Continue collaborative work with the NWL CCG to support Primary Care improvement strategies.



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