

HEALTHWATCH EALING Q3 REPORT



1,217

72%

524

Patient experience reviews were collected during this quarter

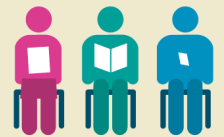
(n.876) of feedback was positive, 18% (n.218) was negative and 10% (n.123) was neutral.

Reviews were received for GP surgeries, 235 for Hospitals, 185 for Pharmacies and 142 for Dentists



GP SERVICES STAFF (N.254)

WAITING ROOM



✓ 67%

(n.173) were happy with the staff at their GP. The total number of reviews increased by 48 this quarter whilst the proportion of positive reviews increased by 8%.

✓ 68%

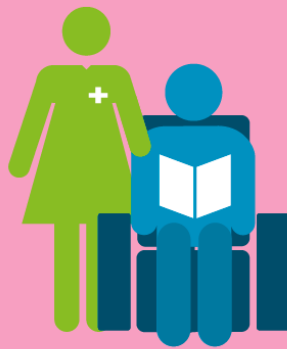
(n.140) - the majority of the positive feedback focused on **staffs' attitudes** and customer service. This continues an emerging trend from the last quarter.

ADMINISTRATION (N.311)

✗ 43%

✗ 42%

(n.51) of individuals were unsatisfied with the **availability of appointments** at their GP during this quarter, with many stating that a lack of face-to-face appointments is troubling



(n.41) of individuals provided negative feedback regarding the actual process of **booking appointments**, with many referencing difficulties over the phone.

TREATMENT & CARE (N.239)

✓ 88%

✓ 79%

✓ 71%

(n.75) of the feedback regarding the **quality of care** was positive in sentiment.

(n.56) of feedback around **support** was positive in sentiment.

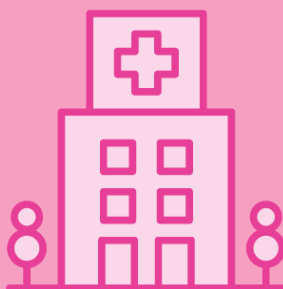
(n.42) of feedback pertaining to patients' general GP **experience** was positive.

EALING HOSPITAL TREATMENT & CARE (N.92)

✓ 74%

✓ 65%

(n.20) of people were happy with the **quality of care** they received at Ealing Hospital during this quarter.



(n.20) of those who referenced the **support** were positive. This needs to be monitored closely as it shows signs of a negative trend.

STAFF (N.54)

✓ 74%

✓ 76%

(n.40) of the 54 individuals who made reference to the staff at Ealing Hospital were positive in sentiment.



(n.26) of individuals were happy with the customer service that they received during their time at Ealing Hospital.

OTHER SERVICES

Dentists (n.142) ✓

92%

(n.129) 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 efficiency of the treatment that they received.



Pharmacies (n.185) 85%



(n.161) of pharmacy reviews were positive this quarter, referencing sufficient support from staff and efficient service when both attending pharmacies in person and receiving prescription deliveries. The negative reviews this quarter regarding isolated instances of not receiving medication must be attended to.

COVID-19 Vaccination & Test Centres (n.92) ✓

69%

(n.64) of individuals were positive in their reviews. Feedback highlighted helpful staff and a smooth service. However, the 28 negative review indicate that there are inconsistencies in the service delivery. Vigilance must be exercised as some feedback showed that personal information was left unattended by staff.

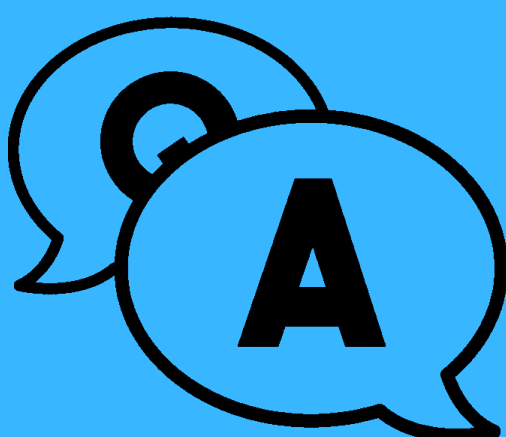


NEXT STEPS TAKEN TO DATE

- Additional Sub-themes being added to the Patient Experience report to improve the granularity of Healthwatch Ealing findings
- Increased Patient Experience visits to Ealing Hospital to improve the intelligence we can provide the LNWH Trust with regarding their services.
- Production of the 2-year tri-borough analysis of GP Patient experience to explore local nuances in Ealing, Hounslow and Hammersmith & Fulham.

RECOMMENDATIONS

1. LNWH Trust to increase communication around waiting times and compare Healthwatch intelligence to their own patient experience findings.
2. NWL CCG and Ealing PCN leads to continue to support GP staff and further increase positive feedback
3. Ealing Council and West London Trust to hold discussions with the HW Ealing team to explore ways in which we can increase service feedback
4. HW Ealing to focus resource on collecting data on the areas of low representation in our quarterly reports to further improve validity



Email: stuart@yvhsc.org.uk