

HEALTHWATCH EALING Q4 REPORT



1,217

72%

339

Patient experience reviews collected this quarter.

(n.876) of feedback was positive, 20% (n.218) was negative and 8% (n.123) was neutral.

Reviews received for GP surgeries, 320 for Hospitals, 277 for Dentists and 121 for Pharmacies.



GP SERVICES STAFF (N.180)

WAITING ROOM



✓ 56%

✓ 60%

(n.101) were happy with the staff at their GP. There were 72 less reviews in total.

(n.77) of positive feedback focused on staffs' attitudes and customer service. This continues an emerging trend from last quarter.

ADMINISTRATION (N.206)

✗ 59%

✗ 65%

(n.47) of individuals were unsatisfied with appointment availability at their GP during this quarter.



(n.24) of individuals provided negative feedback about booking appointments via telephone.

TREATMENT & CARE (N.169)

✓ 79%

✓ 66%

✗ 50%

(n.38) feedback about quality care was positive.

(n.48) reported that they received positive support from their GPs.

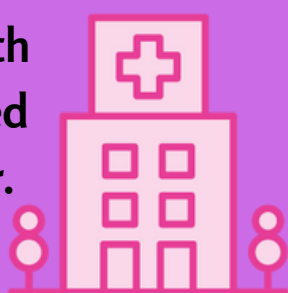
(n.17) reported a negative experience at their GP.

EALING HOSPITAL TREATMENT & CARE (N.75)

✓ 94%

✓ 61%

(n.33) of people were happy with the quality of care they received at Ealing Hospital this quarter.



(n.11) reported having a positive experience at Ealing Hospital.

STAFF (N.57)

✓ 72%

✓ 81%

(n.41) of those surveyed had positive things to say about the staff at Ealing Hospital.



(n.30) of individuals felt that they were treated well by staff at Ealing Hospital.

OTHER SERVICES

Dentists (n.277) ✓

90%

(n.250) 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.121)

82%

(n.100) of pharmacy reviews were positive. Reviews highlighted strong support and efficient service from staff.

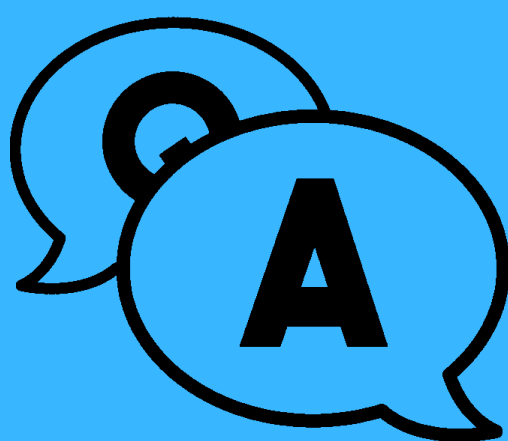


NEXT STEPS

- 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 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