

HEALTHWATCH EALING Q2 REPORT 2022/23

1,200

77%

592

Patient experience reviews collected this quarter.

(n.916) of feedback was positive, 7% (n.89) was negative and 16% (n.195) was neutral.

Reviews received for GP surgeries, 215 for Hospitals, 214 for Pharmacies and 93 for Dentists



GP SERVICES

WAITING ROOM

ACCESS TO SERVICES (N.288)



✗ 76%

(n.38) who commented on patient choice provided negative feedback around telephone and face to face appointment options.

✗ 58%

(n.33) of negative feedback focused on the ability for patients to get through to their GP practice via the telephone.

ADMINISTRATION (N.286)

✗ 54%

(n.71) of individuals were unsatisfied with appointment availability at their GP.



✗ 50%

(n.20) of individuals provided negative feedback about booking appointments via telephone.

TREATMENT & CARE (N.230)

✓ 89%

(n.54) of feedback about quality care was positive.

✓ 80%

(n.51) reported that they received positive support from their GPs.

✗ 66%

(n.49) reported a positive experience at their GP.

EALING HOSPITAL

TREATMENT AND CARE (N.137)

✓ 91%

(n.42) of those surveyed had positive things to say about the support that they received at Ealing Hospital.



✓ 79%

(n.22) of individuals felt satisfied with the treatment explanations they received at Ealing Hospital this quarter.

ACCESS TO SERVICES (N.123)

✗ 44%

(n.23) of those surveyed had negative things to say about the waiting times at Ealing Hospital.

✓ 85%

(n.22) of individuals felt satisfied with the location and distance of travel of Ealing Hospital.

OTHER SERVICES

Pharmacies (n.214)

87% ✓

(n.185) of pharmacy reviews were positive. Reviews highlighted strong support and efficient service from staff.



Dentists (n.93)

88% ✓

(n.81) 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.

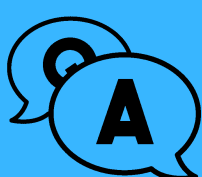


NEXT STEPS

- 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
- Continue to get feedback on patient experience with telephone consultations.

RECOMMENDATIONS

1. PCNs to clearly communicate to patients that extended wait times can be expected for GP appointments at this time
2. LNWH Trust to compare our findings to their own feedback to establish common trends and evidence-based areas for service development
3. For 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, online or telephone appointments
5. We would recommend that surgeries offer further training on online systems
6. To support Healthwatch in our recent prioritisation of hearing from residents who have engaged with local mental health services
7. Where possible, older peoples should have the option to receive medical appointments after 9.30am



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