



**PATIENT EXPERIENCE
REPORT 2022/2023
QUARTER 2
July-September**

Executive Summary	3
Introduction	4
Our data explained	6
Overall Star Ratings	8
Feedback Sentiment	9
Total Reviews for Each Service Category	11
Distribution of Positive, Negative and Neutral Reviews	12
GP Themes and Sub-Themes	15
Ealing Hospital Themes and Sub-Themes	20
Positive, Negative, and Neutral Reviews for Remaining Service Categories	23
Network Area Specific GP Reviews	27
Demographic Information	41
Conclusion	46
Recommendations and Next Steps	48
Appendix	50

Executive Summary

This report details the analysis of the Health and Social Care service reviews that Healthwatch Ealing obtained during Quarter 2 (Q2) of 2022/23 (July to September). This quarter, a total of 1,200 patient experience reviews were collected. Approximately 77% (n.916) were positive, 7% (n.89) were negative and 16% (n.195) were neutral.

Positive feedback for GP services were largely for the Treatment and Care they received and the Staff they interacted with. These two themes received the highest number of positive reviews and comments (Treatment and Care, 76% + Staff, 70%). Patients also expressed their satisfaction with the overall suitability of the GP surgery they use, as well as the overall management of the service. Opinions around booking appointments, overall availability of appointments, accessing their GP surgery via telephone, (in the mornings especially) and the lack of choice between face to face or telephone GP appointments contained the most negativity.

The feedback for Ealing Hospital indicated that, overall, patients were very satisfied with their experience and were happy with the treatment and care they received. However, the most negative feedback received this quarter was about how long patients are having to wait to access to type of service that they need when they are at the hospital.

Dentists received largely positive reviews with residents commenting on the care they received and friendliness of staff.

Regarding other services: Opticians, Community Services, COVID-19 Vaccination/testing sites, etc., individuals were generally happy with the support that they received. Feedback suggested that patient needs were met, with service users stating that they were particularly happy with how the staff members treated and supported them.

Based on the findings presented in this report, Healthwatch Ealing have outlined several next steps and recommendations. These next steps outline how we are going to continue to improve the Patient Experience programme moving forward whilst the recommendations provide clear actions for health partners as to how they can support our work and, as a result, support the representation of the patient voice.

Healthwatch was created in light of the Health and Social Care Reforms of 2012, with the ambitious goal of putting people at the centre of health and social care. To help realise this ambition, Healthwatch delivers on a number of duties in order to gather and represent the views of patients and service users who access care in the borough of Ealing.

One of the ways in which we achieve this is through the implementation of our Patient Experience data collection programme. This ongoing programme captures Ealing resident's views and experiences of local health and social care services. The data that we collect enables us to identify quarter-on-quarter trends, conduct thematic analysis regarding residents' main views and concerns and identify any individual cases that require immediate attention.

The Healthwatch Team captures this information using our standardised Patient Experience Form (see appendix A) that they fill in with the individual. This form includes questions for individuals to provide their overall ratings for the service, ratings for specific aspects of the service; such as ease of booking appointments and staff attitudes, and the opportunity to provide further detail about their experience, should they see fit. This engagement method is supplemented by independent feedback that individuals are able to provide for the service in question, by visiting our website and filling out the exact same Patient Experience Form, online.

Since the COVID-19 restrictions have eased from May 17th 2021, our Patient Experience Officer and a team of Healthwatch volunteers have begun face to face engagement again to obtain this feedback; visiting health and social care services to hear from patients, service users, carers and relatives about their experiences of local services.

Introduction cont.

A concerted effort is made to ensure participant diversity. We talk with a range of patients, from various GPs across the borough. By limiting the use of online reviews, we have taken steps combat selection bias.

This report covers the period of Quarter 2. from June to September 2022. Community outreach elicits at least 1,200 reviews or feedback. We were able to reach this target. Approximately 77% (n.916) were positive, 7% (n.89) were negative and 16% (n.195) were neutral.

The information presented in this report reflects the individual experiences of patients and service users of health and social care services, untainted and without agenda. This is to ensure that the genuine observations and commentaries of the community are captured. Healthwatch Ealing presents this as factual information to be considered and utilised to improve service provision and highlight areas of good practice. Alongside our Patient Experience work reported here, Healthwatch Ealing carries out a number of different activities in order to hear from patients, carers and relatives and assess health and social care services from the patient's perspective.

If you would like access to the data that is analysed and presented in this report, feel free to contact our Patient Experience team at info@healthwatchealing.org.uk.

To be able to understand the intricacies of patients' experiences, our Patient Experience Form captures feedback in several different ways:

1. Using a star rating system to capture patient's overall feedback for a service (from 1-5 stars)
2. Using the same star rating to capture patient's feedback on specific aspects of the service in question.
3. Using free text boxes to allow patients to provide detailed comments about their experiences and reasons for their star ratings

All of the feedback that our team collects is inputted online, using our digital feedback centre. We are then able to analyse the aggregated data set using our Informatics analysis software. This system is currently used by approximately one-third of the Healthwatch Network across England and enables us to understand broad trends within patients' views and experiences of borough services as well as conducting more detailed qualitative analysis that uncovers key themes within comments and explanations.

The qualitative data is analysed in two different ways, resulting in two different data sets:

- In the first instance, the Informatics System assigns a sentiment to each review, based on the overall star rating provided. Each sentiment assignment is confirmed by one of the Healthwatch Ealing Patient Experience Officers. Where overall sentiment is highlighted in the report, it relates to this process.
- In the second instance, free text comments are broken down and analysed for themes and sub-themes. Where relevant, up to 5 themes and sub-themes can be applied to a single patient experience comment. Upon each application of a theme or sub-theme, a positive, negative or neutral sentiment is also applied. This is a manual process undertaken by trained staff and specially trained volunteers. The process is overseen by the Patient Experience Officer and regularly audited in order to ensure consistency. Where themes and related sentiment are discussed in the report, it relates to this aspect of the process.

Our data explained cont.

Each set of data is distinguishable, but not mutually exclusive. The aggregation of these data sets, therefore, provides an overview of the general opinion of service categories, with the addition of more in-depth insight into an individual service or particular 'domain' within that service. It is important to note that there may not always be a linear correlation between these two data sets. For example, some individuals may give an overall star rating of 5 for a service, however, go on to score each specific domain relatively low. This is down to the opinion of the individual and how they personally feel about the service delivered.

At the start of each feedback form, individuals are asked to provide consent for their data to be used and told that they can either leave their name/details, or comment anonymously. In instances when individuals express concern about their treatment, the team is trained to inform them of their rights as well as the feedback and complaints mechanisms available to them. In addition, it is stated that a member of Healthwatch Ealing staff can call them to discuss the issue in more detail at an appropriate time. This may be appropriate if a patient is uncomfortable discussing the issue during that time or in that particular location. During the feedback process, the Healthwatch Ealing team approaches each case with sensitivity. If any safeguarding concerns are observed, the case is immediately escalated up to the Operations Manager and a safeguarding referral made where appropriate. Similarly, the Patient Experience team will relay any urgent matters to the manager of the service in question, if required.

Ealing is home to one of the most diverse populations in the UK. Healthwatch Ealing strives to gather and represent the views of all of our communities. However, it should be noted that some communities are harder to reach than others and some individuals choose not to provide us with the information that we require to indicate what characteristics they have (I.e., age, gender, ethnicity, ward). The demographic information for the individuals who submitted their feedback this quarter can be found toward the end of the report.

Overall Star Ratings

First, individuals are asked to provide an overall star rating for the service that they are reviewing, with one star being the lowest and five being the highest.

Figure 1 shows the proportion of overall star ratings received during each month and during the whole quarter (pie chart in the bottom right of fig. 1).

During Quarter 2, an overall rating of 4 stars was the most common service rating accounting for 39% (466) of reviews. The service categories and specific domains that require improvement are explored in more detail throughout this report.

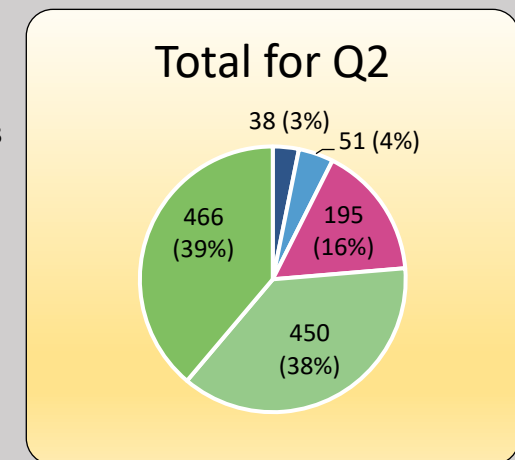
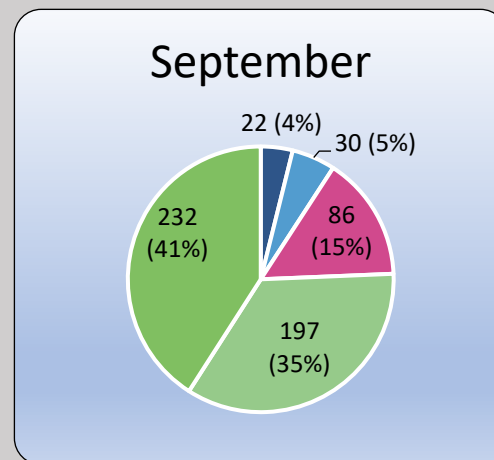
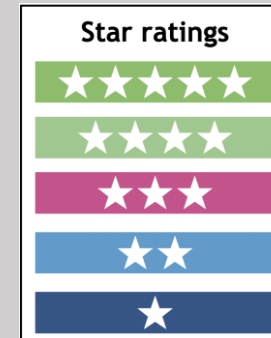
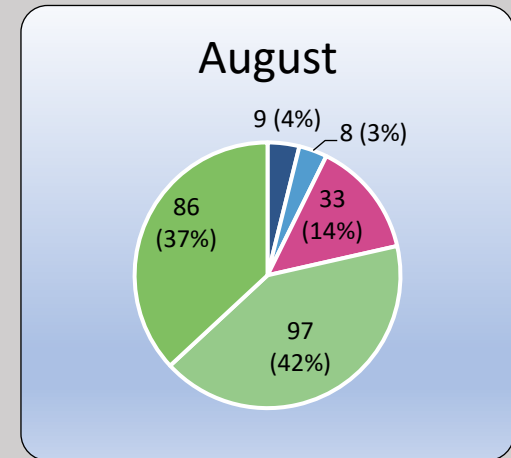
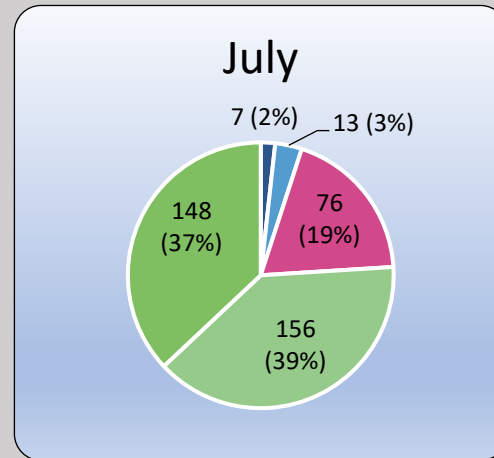


Figure 1: A monthly breakdown of reviews based on their sentiment

The next step of the patient experience feedback analysis involves assigning a ‘positive’, ‘negative’ or ‘neutral’ sentiment to each review, based on the overall star rating provided. An overall star rating of 1 or 2 indicates a negative response, a star rating of 3 indicates a neutral response and an overall star rating of 4 or 5 indicates a positive response. This quarter, a total of 916 positive responses, 89 negative responses and 195 neutral responses were recorded.

The table below (Table 1) shows the monthly breakdown of service review sentiment based on the overall star rating provided.

Table 1: The monthly breakdown of overall star ratings during Q2

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
July	20	76	304
August	17	33	183
September	52	86	429
Total	89	195	916

The graph below (Fig. 2) shows how the reviews gathered during each month break down by their sentiment in comparison to the total number of reviews received for that month (yellow bar).

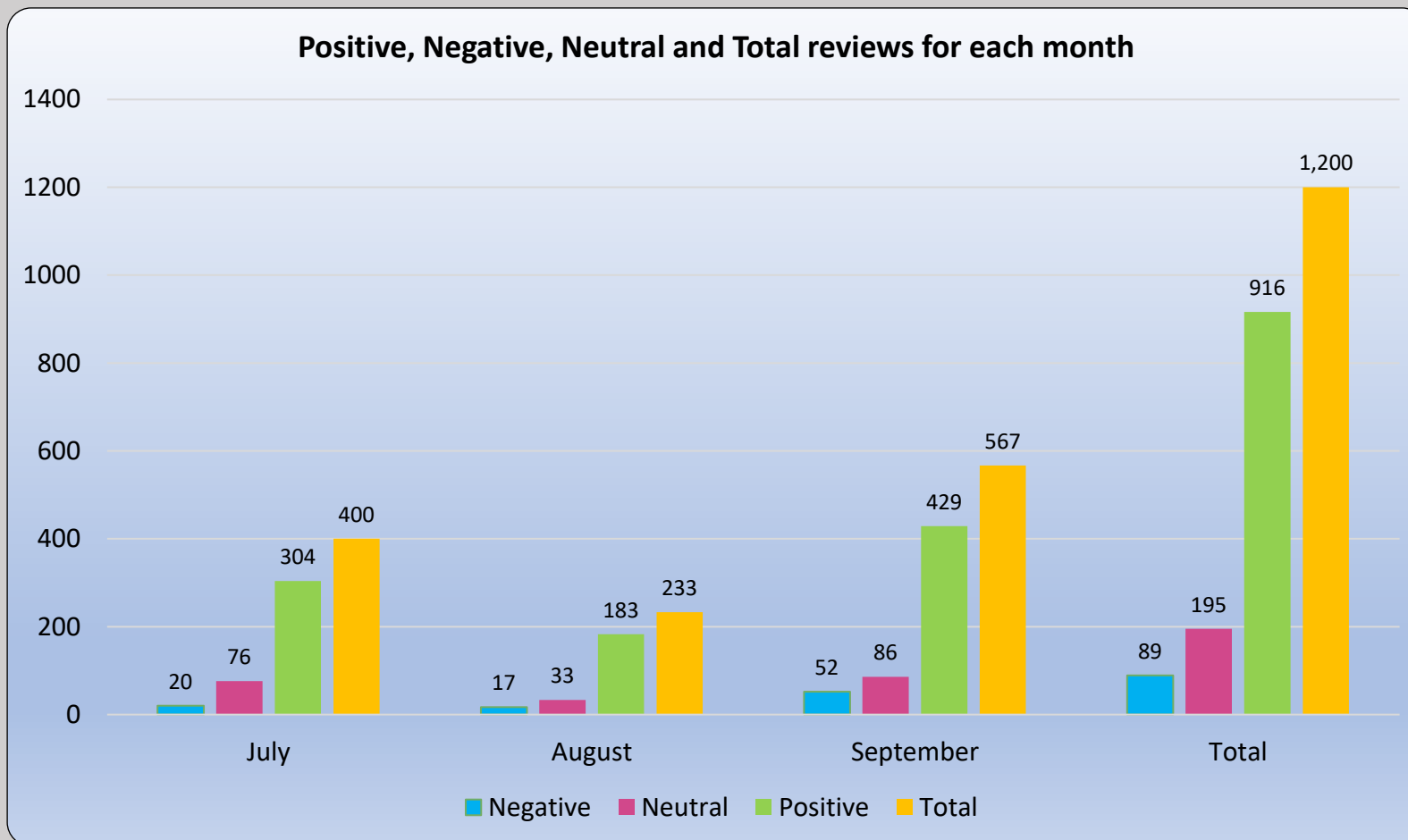


Figure 2: A monthly breakdown of reviews based on sentiment

Total Reviews per Service Category

As seen in Figure 3, the reviews received during this quarter cover nine different types of service categories.

Out of these nine categories, GPs received the highest number of reviews, accounting for n.592 of the total number of reviews received during this quarter. Hospital services received the second highest number of reviews (n.215) and Pharmacies received the third highest number of reviews (n.214), followed by Dentists (n.93).

Type of services

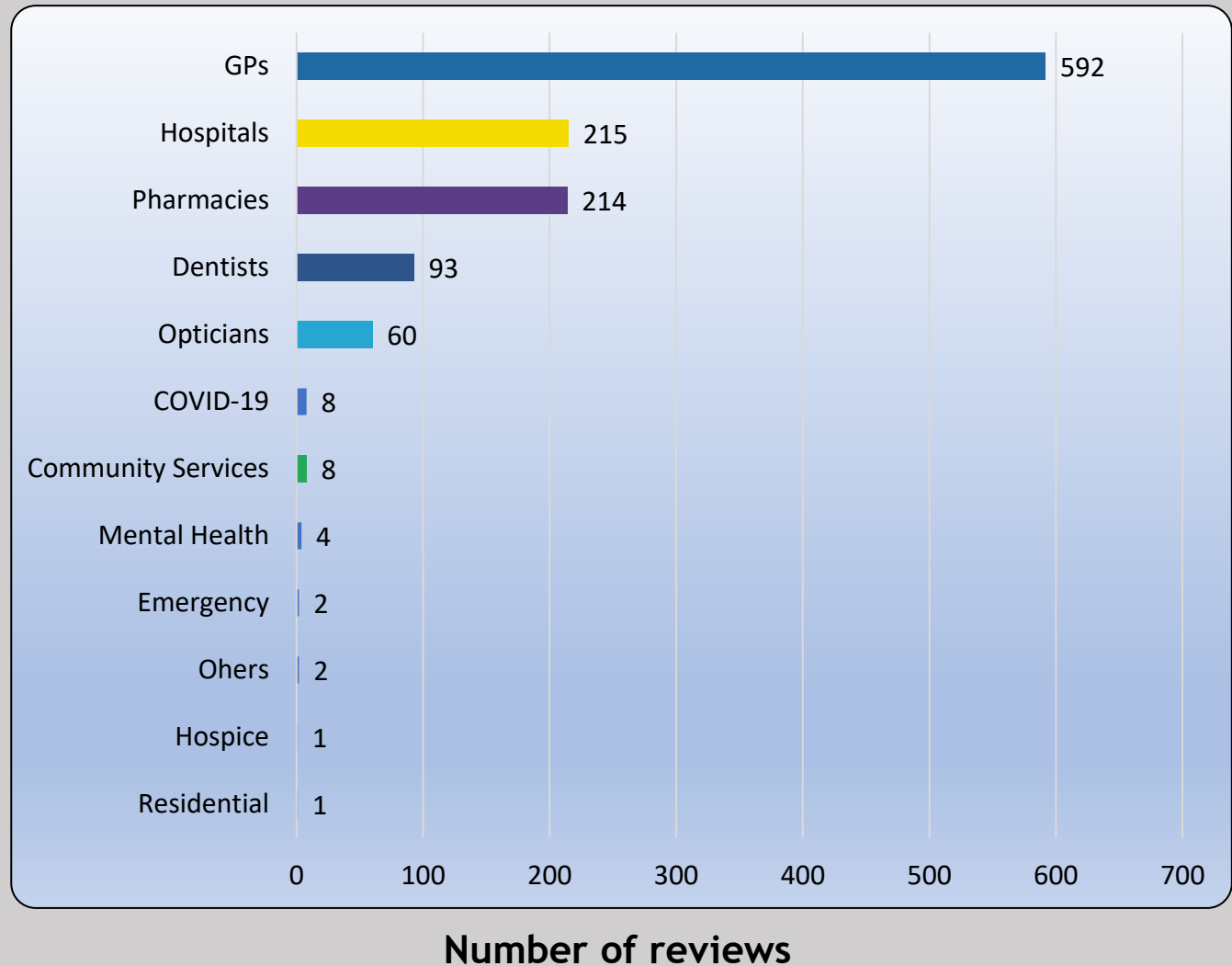
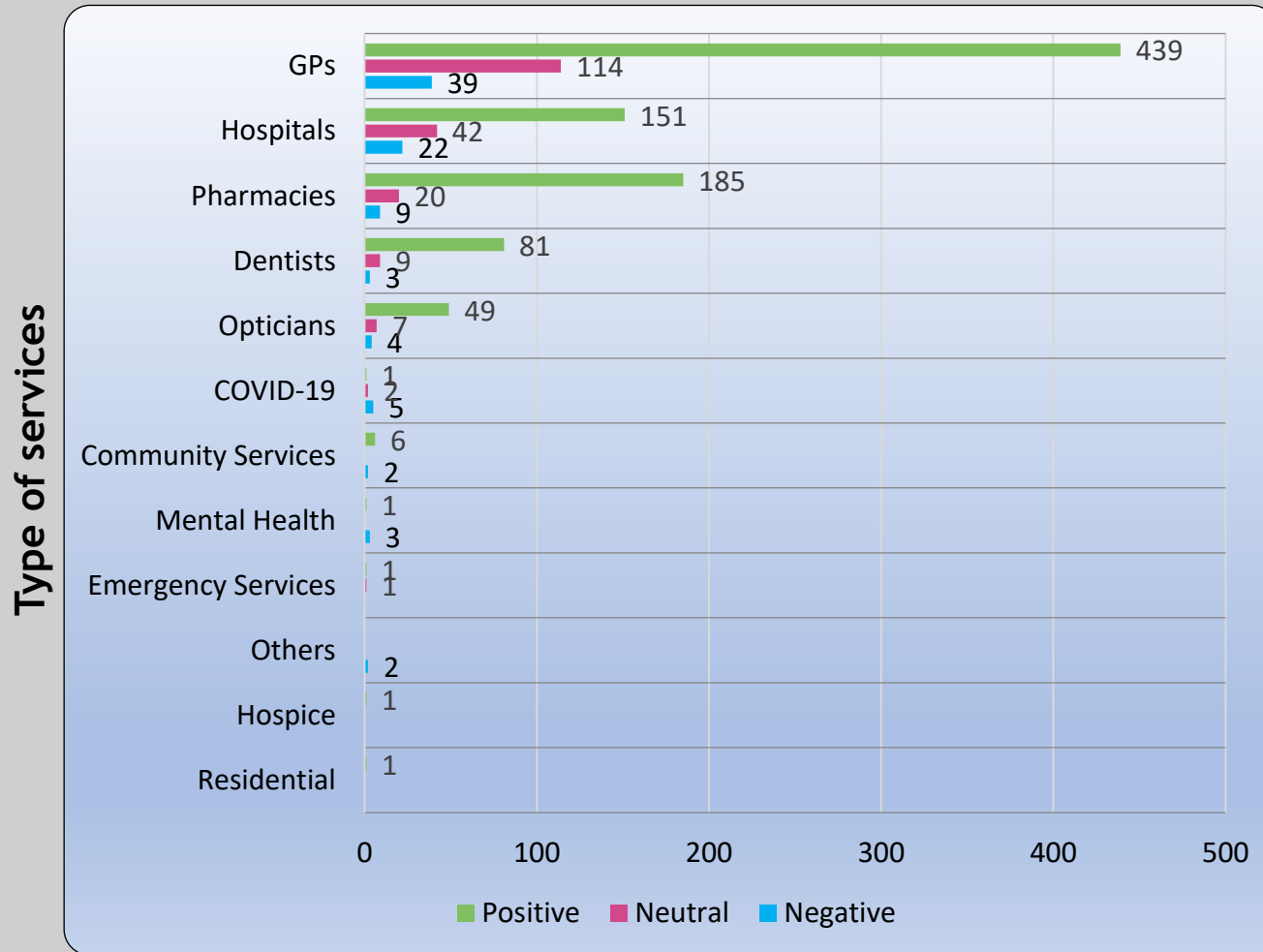


Figure 3: Total Reviews per Service Category

Distribution of Positive, Neutral & Negative Reviews



Number of reviews

Figure 4: A comparative representation of service user sentiment toward each service category

Figure 4 displays the numerical breakdown of reviews for each service category, by sentiment.

Areas of positive feedback must be noted that for the top five services that received 50 or more reviews (GPs, Hospital, Dentist, Pharmacy, and Opticians), all five services had a 70% or higher positive rating (see page 12 for reference).

Distribution of Positive, Neutral & Negative Reviews cont.

Name of Service	Negative	Neutral	Positive	Total Number of Reviews
GPs	6%	19%	75%	592
Hospitals	10%	19%	71%	215
Pharmacies	4%	9%	87%	214
Dentists	3%	9%	88%	93
Opticians	6%	11%	83%	60
COVID-19*	62%	25%	13%	8
Community Services*	25%	%	75%	8
Mental Health*	75%	%	25%	4
Emergency Services*	%	50%	50%	2
Others*	100%	%	%	2
Hospice*	%	%	100%	1
Residential Care*	%	%	100%	1

Table 2 displays the percentage breakdown of service category reviews by sentiment.

NB: In table 2, an asterisk () has been placed next to the services that received fewer than 10 reviews this quarter. This asterisk indicates that the reader should exercise caution when generalising these individual cases to the service category as a whole.*

Table 2: A percentage breakdown of service categories by sentiment

Themes and Sub-Themes GPs and Ealing Hospital

As part of the Patient Experience Feedback Form, individuals are encouraged to provide an explanation for their overall star rating, allowing for further insight into their experience of the service in question. Qualitative analysis is conducted on these explanations to identify emerging or trending themes and sub-themes (see Appendix C for a full list of themes and sub-themes). Depending on the content of an individual's comment(s), more than one theme and/or sub-theme may be identified. As such, the total number of themes and sub-themes will differ from the total number of reviews for each area of service.

This section provides a breakdown of the main themes and sub-themes for GP surgeries and Ealing Hospital.

GP Themes and Sub-Themes

Fig.5 below shows a breakdown of the all the themes applied this quarter for GP surgery reviews, and how often each theme was applied.

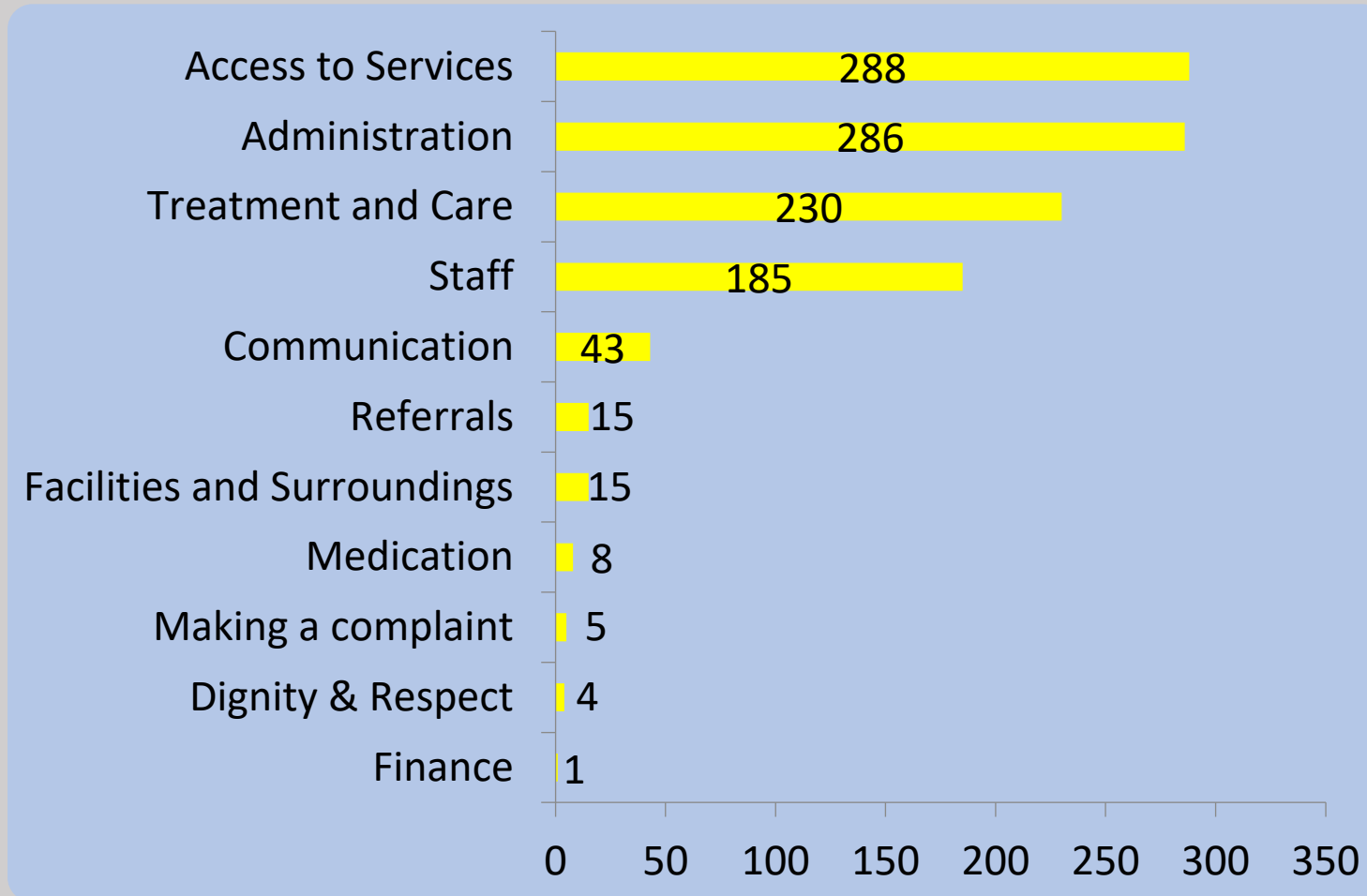


Figure 5: Count for the Themes Identified in GP service reviews

GP Themes and Sub-Themes

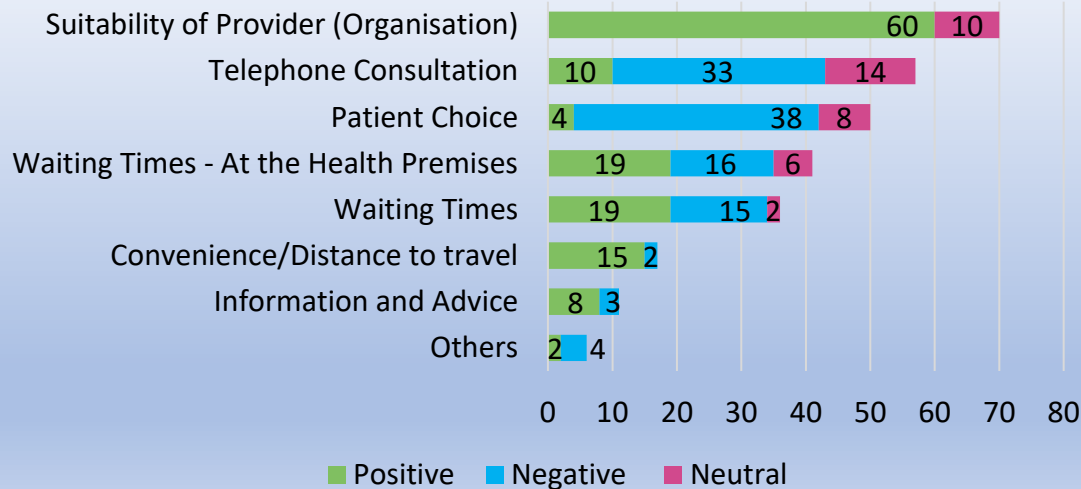
Access to Services (n.288) was the most identified theme for GP surgeries - 48% (n.137) were positive, 38% (n.111) were negative, 14% (n.40) were neutral. Figure 6 illustrates the breakdown of the sub-themes for the GP surgery **Access to Services** theme.

The sub-theme of **Suitability of Provider (Organisation)** (n.70) was the most applied sub-theme this quarter. Of the instances identified, 63% (n.60) were positive, and 14% (n.10) were neutral in sentiment. This indicates that patients appear for the most part, to be satisfied with their GP surgery. **Telephone Consultation**, was the second most sub-theme this quarter, with 18% (n.10) being positive, 58% (n.33) being negative, while 25% (n.14) being neutral in sentiment.

The third most sub-theme this quarter was **Patient Choice**, with 8% (n.4) being positive, 76% (n.38) being negative, 16% (n.8) being neutral. These counts mostly apply to patients expressing their lack of choice, particularly for two things: to see their preferred doctor, and/or, whether to have a face to face or telephone consultation GP appointment.

Top sub-themes for Access to services

Sub-themes



Number of reviews

Figure 6: Sentiment distribution for the sub-themes of Access to Services

Positive reviews

“Walked here as they are very local.” GP surgery

“Overall it is very nice. ” GP surgery

Negative Reviews

“Telephone GP appointments are useless, different experience face to face, should go back to the old system.” GP surgery

“This pandemic has had a negative effect on their service. People can't go for a face to face appointment. The older generation can't use the computer and if you cannot use the computer you are stuck.” GP surgery

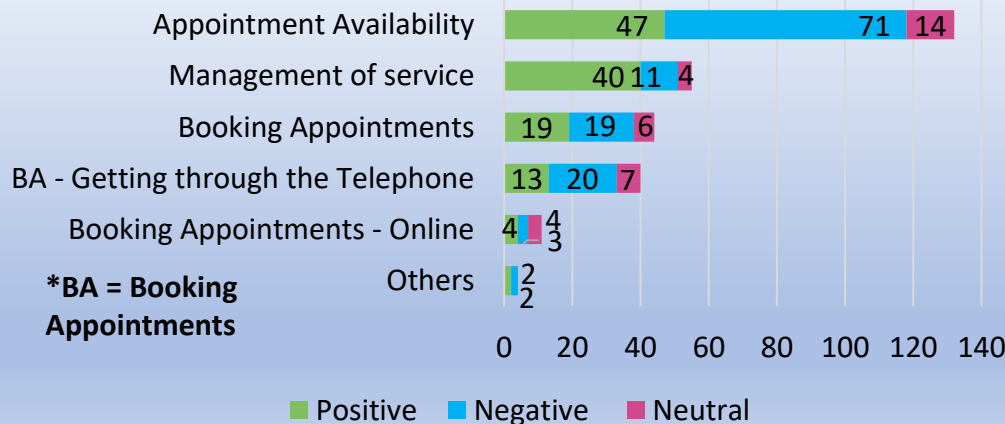
The theme **Administration** (n.286) was the second most identified theme in GP surgery reviews this quarter. Out of the total, 43% (n.125) of the reviews were positive, 45% (n.126) negative, with 12% (n.35) were neutral. Figure 6 shows the sub-theme breakdown for **Administration**.

Appointment Availability (n.132) was the most identified sub-theme this quarter. Out of these reviews, 36% (n.47) were positive, 54% (n.71) were negative, and 11% (n.14) were neutral in sentiment. If we combine these negative findings for the sub-themes **Booking Appointments** (43%, n.19) and **Booking Appointments – Getting through the Telephone** (50%, n.20), this shows that overall, the appointment booking system and how long patients are waiting for the next available appointment needs to improve.

Despite this indication, patients overall this quarter, appear to be satisfied with the service they receive from their GP surgeries. Which can be seen with the **Management of Service** (n.55) sub theme. This was the second most identified sub-theme this quarter, with 73% (n.40) of these being positive, 20% (n.8) negative, and 14% (n.4) neutral.

Top sub-themes for Administration

Sub-themes



Number of reviews

Figure 7: Sentiment distribution for the sub-themes of Administration

Positive reviews

“Their service is good. When I call them to book an appointment, it is not a problem.” *GP Surgery*

“I get quick appointments + the service is quite prompt. GP of this small size provides services very quickly. Unlike GP practices that are bigger.” *GP Surgery*

Negative reviews

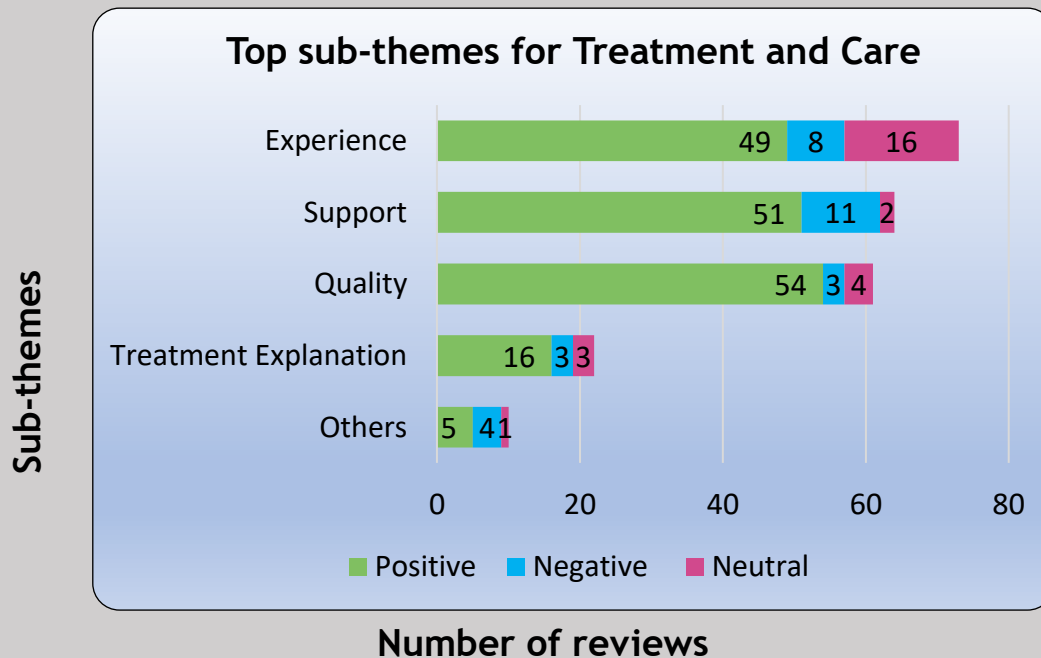
“It is difficult to see the doctors especially during emergency. It takes more than 48 hours to get an emergency appointment. Other appointments are about two to three months to get.” *GP surgery*

“Impossible to get through to them on the phone.” *GP surgery*

GP Themes and Sub-Themes

Figure 8 provides a detailed breakdown of **Treatment and Care** (n.230), which was the third most identified theme in reviews for GP surgeries. Out of the total, 76% (n.175) were positive. 13% (n.29) were negative, and 12% (n.26) were neutral in sentiment.

The positive feedback pertaining to the top 3 (particularly the for **Quality** and **Support**) sub themes was significantly higher than the negative and neutral feedback received; **Experience** 66% (n.49), **Support** 80% (n.51), and **Quality** 89% (n.54). The findings suggest that, for the most part, Ealing residents are pleased with the quality of care, and overall support that they have received from their respective GP surgeries. The doctors, nurses, receptionists and the rest of the Ealing GP staff should continue to be recognised and congratulated for this achievement.



Positive reviews

“The doctor is very understanding, does not rush you. Helpful and supportive.” GP surgery

“They are very thorough with their treatment.” GP surgery

“Clear treatment explanations.” GP surgery

Neutral reviews

“The experience depends on what doctor you see. There is one I'm not too keen on but the other I like.” GP surgery

Figure 8: Sentiment distribution for the sub-themes of Treatment and Care

The **Staff** theme (n.185) was the fourth most identified theme in the feedback for GP surgeries. Out of the total number of reviews pertaining to GP staff, 70% (n.129) were positive in sentiment.

The sub-theme of **Attitudes** (n.121) was the most frequently identified. Out of the total, 76% (n.92) of the reviews were positive, 15% (n.18) were negative, and 9% (n.11) were neutral in sentiment. This continues the positive trend, from the previous three quarters, we are seeing regarding GP staff attitude. This evidence suggests that throughout the last quarterly year and continuing to this new year, the staff that patients have interacted with in their respective GP surgeries overall have lived up to the positive standards patients expect from the staff in a health setting. This is further backed up by the positive sentiments for the **General** (74%, n.20) and **Professionalism** (100%, n.11) sub-themes.

However, it is worth noting that, while the count is low, the negative sentiment for the sub-theme **Staffing levels/Lack of** was the highest for this particular sub-theme (94%, n.16). However it should also be taken into account that these are objectively low figures and should not be taken as an overall accurate representation lack of staff in the borough. This is something we will continue to monitor throughout this quarterly period.

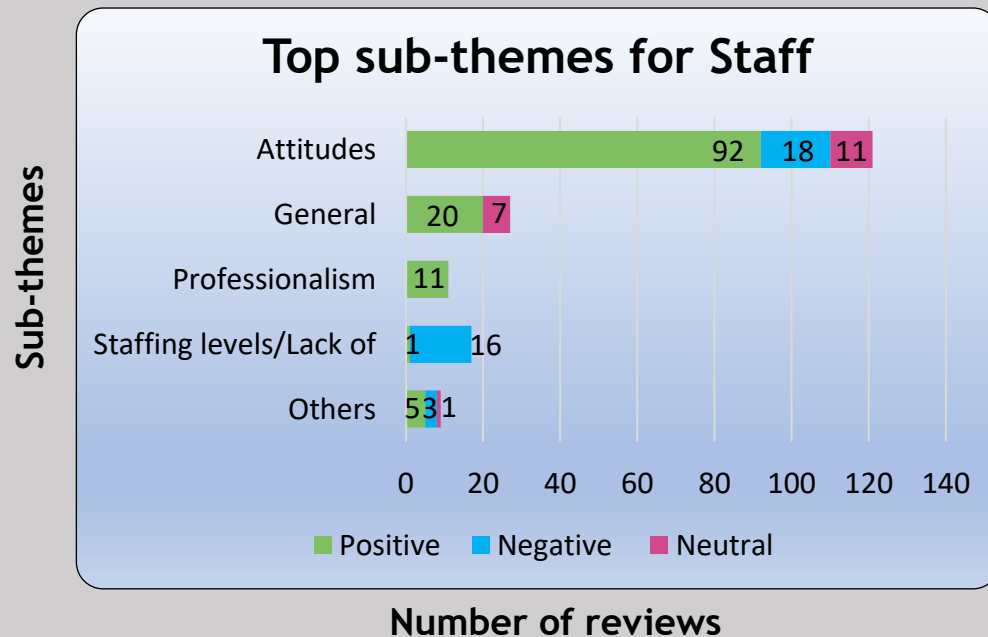


Figure 9: Sentiment distribution for the sub-themes of Staff

Positive reviews

“They speak to you kindly and have a translator. It has improved recently.” *GP Surgery*

“They are all very helpful (staff), prompt, and efficient. They are very kind and helpful.” *GP Surgery*

“I am very happy with the staff and doctors and nurses. They are very polite, helpful and kind.” *GP Surgery*

Negative reviews

“More reception/administration staff are needed.” *GP surgery*

“There is a lack of doctors.” *GP surgery*

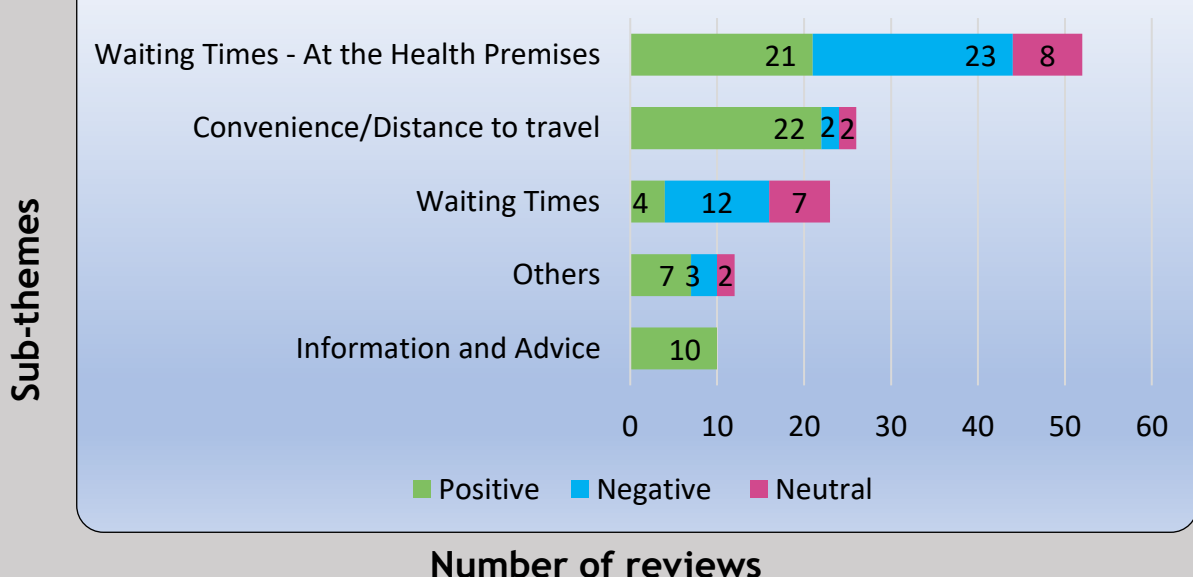
Ealing Hospital Themes and Sub-Themes

Consistent with Q1, **Access to Services** was the top most identified theme for Ealing Hospital (n.123). Of these, % (n.64) were positive in sentiment, and % (n.40) were negative, and % (n.19) were neutral in sentiment. Figure 10 illustrates a breakdown of the sub-themes for **Access to Services** theme for Ealing Hospital.

The sub-theme **Waiting Times – At the Health Premises** was the most applied sub-theme this quarter (n.52). Of these instances 40% (n.21) were positive, 44% (n.23) were negative, and 15% (n.8) were neutral in sentiment. These findings are unsurprising considering the back log of patients that they must attend to. It is also an indication that patients this quarter were split on how long they have to wait. What is important is that the appointment management at Ealing Hospital is reviewed, when feasible, to gain clarity as to whether these access issues are a direct result of the pandemic or whether there are changes to be made to the system that would see these findings improve.

There is patient satisfaction regarding travel distance and location of the hospital, indicating that many patients do not have to long travel distances. Positive sentiment was recorded at 85% (n.22) for the **Convenience/Distance to travel** sub theme.

Top sub-themes for Access to Services



Positive reviews

"I walked and found the journey convenient." Ealing Hospital

"First time visiting. But I found the journey convenient, no problems." Ealing Hospital

Negative Reviews

"Not happy with the length of the waiting time." Ealing Hospital

"You can go there in the morning and sometimes I have left at 4pm in the afternoon." Ealing Hospital

Figure 10: Sentiment distribution for the sub-themes of Treatment and Care for Ealing Hospital

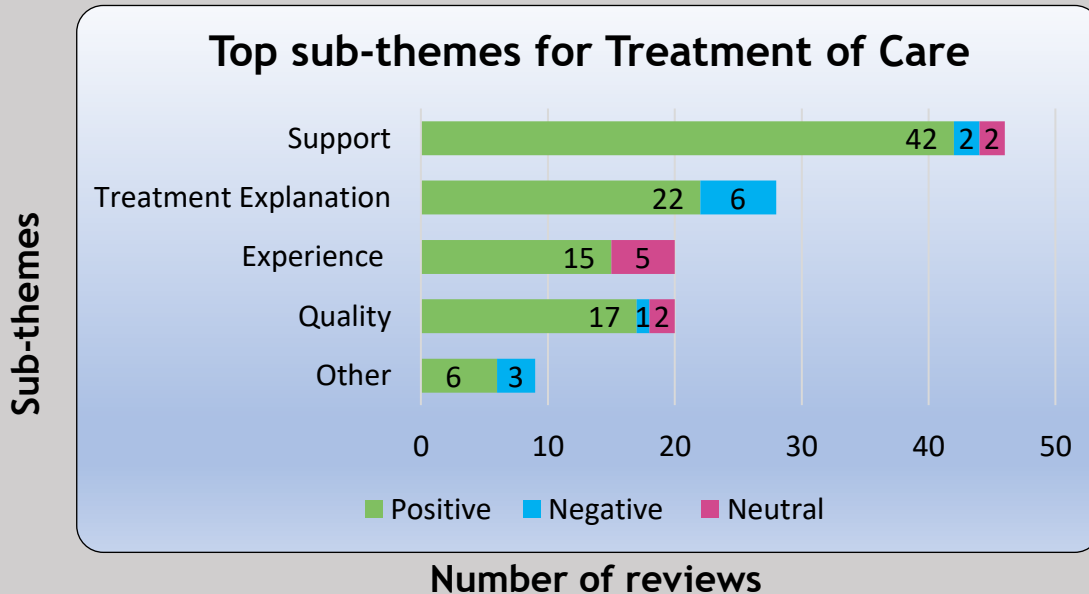
Ealing Hospital Themes and Sub-Themes

Treatment and Care (Fig. 11) was the second most identified theme for Ealing Hospital (n.137). Of these, 83% (n.102) were positive in sentiment, 10% (n.12) were negative and 4% (n.9) were neutral. Figure 11 illustrates the breakdown of the most cited sub-themes for the **Treatment and Care** sub-theme for Ealing Hospital.

The sub-theme **Support** was the most applied sub-theme this quarter (n.46). Of these instances, 91% (n.42) were positive in sentiment, 4% (n.2) were negative and 4% (n.2) were neutral in sentiment.

The second most applied sub-theme was **Treatment Explanation**, with 79% (n.22) being positive in sentiment, and 21% (n.2) being negative. The third most applied sub-theme was **Experience**, with 75% (n.15) positive, and 25% (n.6) being negative.

This continues the overall trend of largely positive feedback we have received for the treatment and care at Ealing Hospital. With patients, based on the data in chart below, being overall satisfied with the quality of treatment they have received, their overall experience, and the explanation of the treatment being giving to them but the health professions.



Positive reviews

“The doctor is very supportive and caring. Gives good advice, provide updates with any problems.” Ealing Hospital

“The doctor is very supportive and helpful. Explained any treatment given.” Ealing Hospital

Negative Reviews

“The doctor did not explain the treatment properly. Took a long time getting to the point.” Ealing Hospital

Figure 11: Sentiment distribution for the sub-themes of Treatment and Care for Ealing Hospital

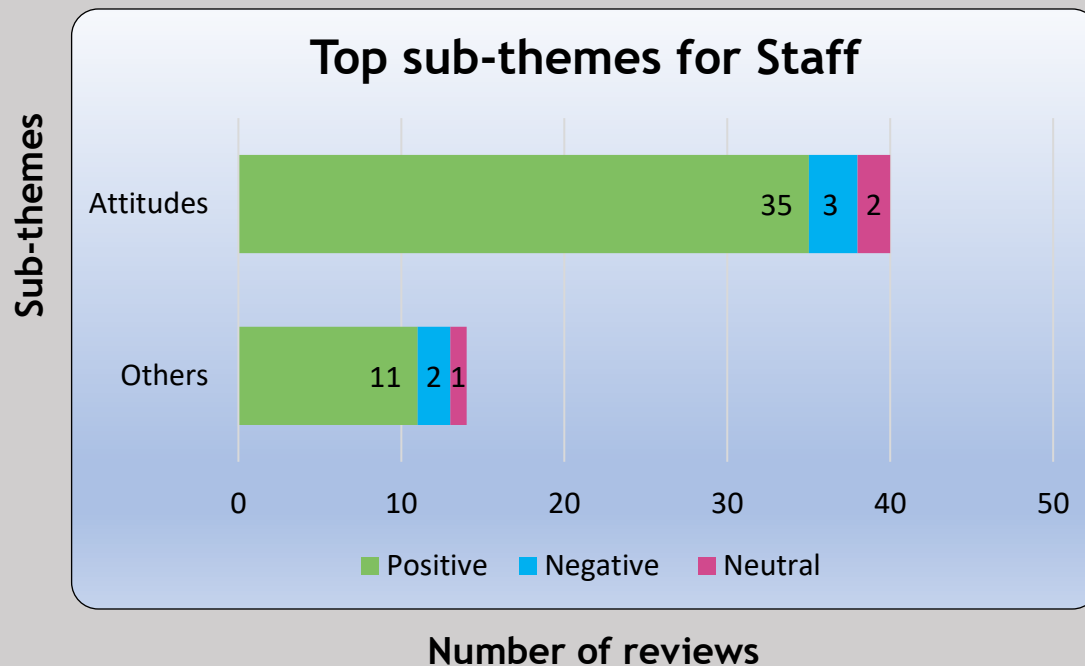
Ealing Hospital Themes and Sub-Themes

Staff was the third most identified theme for Ealing Hospital (n.54). Of these, 85% (n.45) were positive in sentiment, 9% (n.5) were negative, and 6% (n.3) were neutral in sentiment. Figure 12 illustrates the breakdown of the most cited sub-themes for the **Staff** theme for Ealing Hospital.

The sub-theme **Attitudes** was the most applied sub-theme this quarter (n.40). Of these instances, 88% (n.35) were positive, and 9% (n.3) were negative, and 6% (n.2) were neutral in sentiment. For the sub-theme **Others**, 11% (n.11) were positive, and 2% (n.2) were negative, and 1% (n.1) were neutral in sentiment.

The **Other** sub-theme is a combination of the sub-themes: Professionalism (n.4 positive), Staffing levels/Lack of (n.2 positive, n.1 negative, n.1 neutral), General (n.4 positive), and Capacity (n.2 positive).

These findings together suggest that most patients were happy with their interactions and engagement with staff members at Ealing Hospital.



Positive reviews

“I came for a blood test and I found the nurse that attended to me to be very kind and pleasant.” *Ealing Hospital*

“The staff are very friendly and know what they are doing.” *Ealing Hospital*

Neutral Reviews

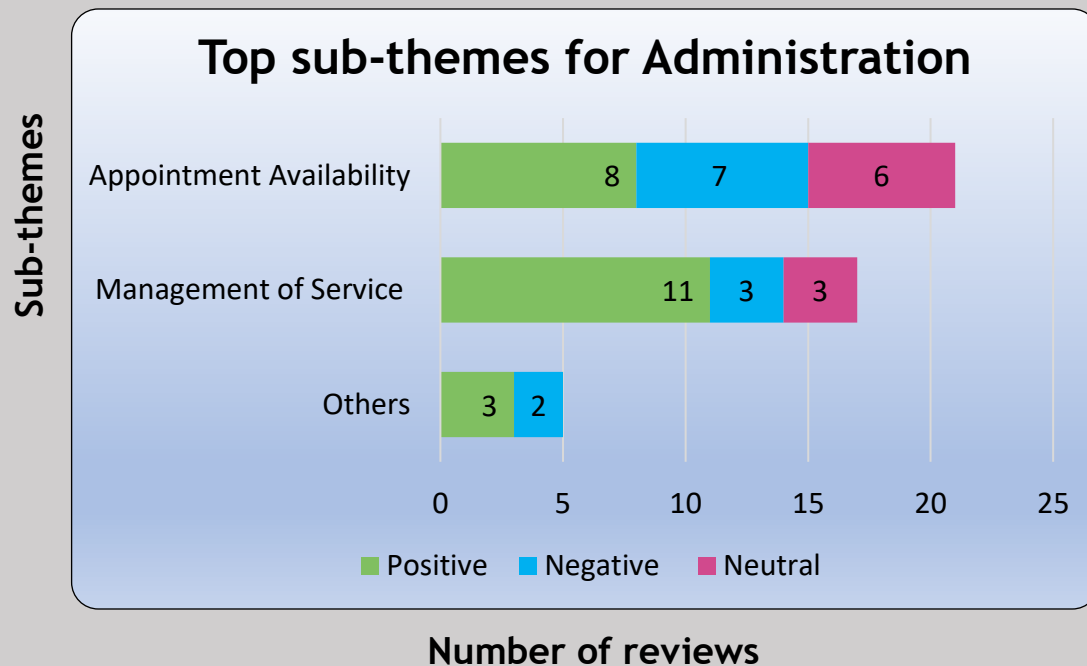
“One of the receptionists was rude, the other one not so much.” *Ealing Hospital*

Figure 12: Sentiment distribution for the sub-themes of Staff for Ealing Hospital

Ealing Hospital Themes and Sub-Themes

Administration was the fourth most identified theme for Ealing Hospital (n.43). Of these, 51% (n.22) were positive in sentiment, 28% (n.12.) were negative, and 21% (n.9) were neutral in sentiment. Figure 12 illustrates the breakdown of the most cited sub-themes for the **Administration** theme for Ealing Hospital.

The sub-theme **Appointment Availability** was the most applied sub-theme this quarter (n.21). Of these instances, 38% (n.8) were positive, and 33% (n.7) were negative, and 29% (n.6) were neutral in sentiment. For the sub-theme **Management of Service**, 65% (n.11) were positive, and 18% (n.3) were negative, and 18% (n.3) were neutral in sentiment. For the sub-theme **Others**, (n.3) positive, and (n.2) were negative in sentiment.



Positive reviews

“ . They always give me an appointment that suits me.”
Ealing Hospital

“It was easy getting the appointment here today” *Ealing Hospital*

Negative Reviews

“Been waiting for this appointment for over 1 year.”
Ealing Hospital

“The whole booking system was atrocious to be honest as appointments kept being cancelled.” *Ealing Hospital*

Figure 13: Sentiment distribution for the sub-themes of Staff for Ealing Hospital

Positive, Negative, Neutral Reviews For Remaining Service Categories

This section provides an overview of the positive, negative and neutral reviews received for other services in the borough including, Pharmacies, Dentists, Opticians, COVID-19, Community Services and Other services that received 5 reviews or less.

Figure 14 illustrates the number of positive reviews gathered for these service categories during the Quarter 2 period (July to September 2022). In comparison to Quarter 1 (April to June 2022), the number of positive reviews for Pharmacies increased (Q1, n.132, Q2, n.185). Dentists decreased (Q1, n.136, Q1, n.81) and for Opticians decreased (Q1, n.64, Q2, n.49).

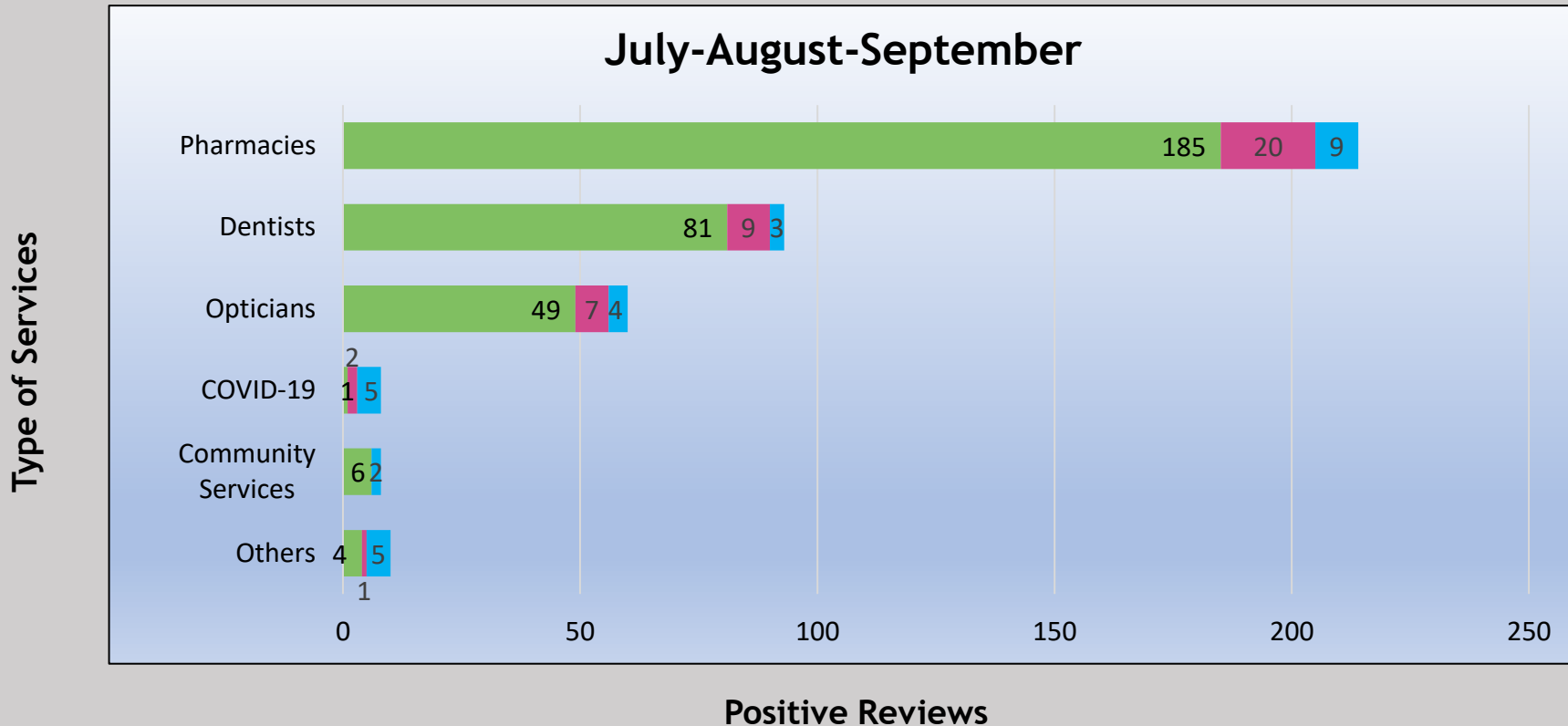


Figure 14: Positive review count for services in Ealing

Pharmacies

“Very helpful. Considerate with my prescriptions, will seek answers for me if it is not there.”

Pharmacies

“You get your prescription, always ready when you arrive. Check up on you if you are trying a new medication.”

Pharmacies

“I have to wait 1-3 hours for our medication to be ready, when they send me a message to say 'come and collect your medication'. I went there and waited 1 hour. Do not give me an option for it to be delivered.”

Pharmacies

Dentists

“If we call for an emergency we get it on the same day. Quite gentle. Explain the problem properly.”

Dentists

“Easy to get an appointment, the team is caring, they deliver treatments on time and with quality.”

Dentists

“What has happened is that NHS appointments are usually late so we have to go through the private one which is costing us a lot of money.”

Dentists



Opticians

“Very professional in the way they do everything, very thorough.”

Opticians

“I broke my frames before I went on holiday and they provided immediate help.”

Opticians

“They are very bad. Very expensive and the glasses were not good.”

Opticians



Others

“The staff member that attends to me is very good. Very pleasant, like to have someone with you and knows you. One time we apologetically turned up late and he still saw us!”

Residential Care

“I was very impressed as within a day I received a text containing a link to book my first appointment. Once I accessed this, there was a range of appointments I could choose from. There was a few weeks' wait for the treatment, however, once I was allocated a therapist, I was happy with the treatment I received and this made a huge difference! Overall, I had a positive experience.”

Mental Health

“They are too overbearing. They are all in your face and no regards for privacy”

Mental Health

Network Area Specific GP Reviews

The following tables (table 3 - table 10) highlight the number of positive, negative and neutral reviews for each of the GP surgeries in the borough of Ealing. As indicated, each surgery falls under one of the eight Primary Care Networks (PCN) in Ealing: Acton, The Ealing Network, Northolt Greenford Perivale (NGP), North Southall, South Central Ealing, Northolt, Greenwell, South Southall.

The left side of the table indicates the number of reviews received for each GP surgery and their sentiment. The data displayed on the right-hand side reflects the average star rating given by patients regarding specific aspects of the surgery, such as: Ease of gaining an appointment, Waiting times and Staff Attitudes. It should be noted that the GP surgeries that received less than 10 reviews during this quarter (July-September) are not included in the average ratings on the right-hand side. This is to avoid generalising the findings from smaller samples sizes.

PCN Specific Reviews - Acton

Network Area GP Reviews						Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through or someone on the phone?
Acton Health Centre (Dr Napolion Issac) (4,292)						-	-	-	-	-	-	-	-
Acton Lane Medical Centre (1,207)						15	4	4	4.5	4	4	4	4
Acton Town Medical Centre (3,337)						11	4	4	4.5	4	4	4	4.5
Boileau Road Surgery (3,393)						1	-	-	-	-	-	-	-
Chiswick Family Practice (Dr J Szyszko & Dr V Bhatt) (4,299)						3	-	-	-	-	-	-	-
Chiswick Family Practice (Dr O'Connell & Dr Bennett) (5,075)						-	-	-	-	-	-	-	-
Churchfield Surgery (3,469)						5	-	-	-	-	-	-	-

▲ Positive

■ Neutral

▼ Negative

0 5 10 15 20

Number of reviews

Table 3: The Quarterly numbers for GP surgeries in the Acton PCN

PCN Specific Reviews - Acton Continued

Network Area GP Reviews					Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through or someone on the phone?
Cloister Road Surgery (10,631)	3	1			-	-	-	-	-	-	-	-
Crown Street Surgery (9,000)	3				-	-	-	-	-	-	-	-
Hillcrest Surgery (8,443)	8				-	-	-	-	-	-	-	-
Horn Lane Surgery (4,581)	7	4			4	4	4	4	4	4	4	3.5
Mill Hill Surgery (7,207)	7	3			4	4	5	3.5	4	4	4	3.5
The Bedford Park Surgery (3,670)	6	1			-	-	-	-	-	-	-	-
The Vale Surgery (5,303)	5	1			-	-	-	-	-	-	-	-
Western Avenue Surgery (3,400)					-	-	-	-	-	-	-	-

▲ Positive
■ Neutral
▼ Negative

Number of reviews

Cont. Table 3: The Quarterly numbers for GP surgeries in the Acton PCN

PCN Specific Reviews - The Ealing Network

Network Area GP Reviews					Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through or someone on the phone?
Corfton Road Surgery (8,776)	12	1	1		3	3.5	4	4	4	4	4	3.5
Cuckoo Lane Practice (5,230)	6	1			-	-	-	-	-	-	-	-
Gordon House Surgery (12,431)	42	6	3		4	4	4	4	3.5	4	4	3.5
Lynwood Surgery (2,216)					-	-	-	-	-	-	-	-
Mattock Lane Health Centre (Dr Nay Lin) (2,851)	4	2	2		-	-	-	-	-	-	-	-

▲ Positive

■ Neutral

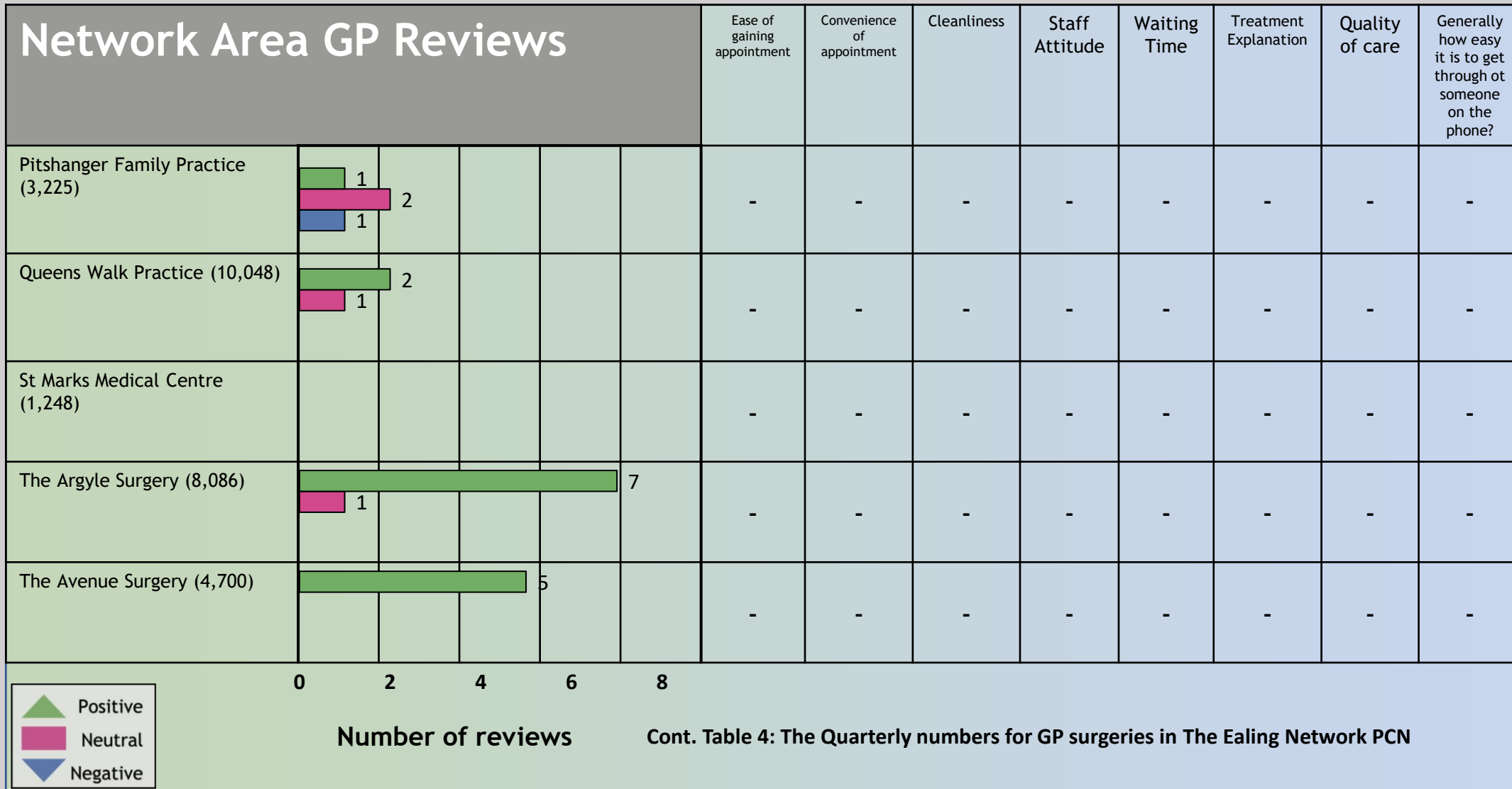
▼ Negative

0 20 40 60

Number of reviews

Table 4: The Quarterly numbers for GP surgeries in The Ealing Network PCN

PCN Specific Reviews - The Ealing Network Continued.



PCN Specific Reviews - Northolt, Greenford, Perivale

Network Area GP Reviews						Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through or someone on the phone?
Hillview Surgery (10,338)	4	1				-	-	-	-	-	-	-	-
Islip Manor Medical Centre (5,500)	7	3	2			3	3	3.5	4	3	4	4	3
The Grove Medical (6,785)						-	-	-	-	-	-	-	-
The Medical Centre (4,123)						-	-	-	-	-	-	-	-
Barnabas Medical Centre (9,400)	17	5	1			3.5	3.5	4	4	3.5	4	4	3
Elm Trees Surgery (6,405)	13	4				3	4	4	4	3.5	4	4	3.5

▲ Positive

■ Neutral

▼ Negative

0 5 10 15 20

Number of reviews

Table 5: The Quarterly numbers for GP surgeries in the NGP PCN

PCN Specific Reviews - Northolt, Greenford, Perivale continued.

Network Area GP Reviews				Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through or someone on the phone?
Greenford Road Medical Centre (7,552)	2	6		-	-	-	-	-	-	-	-
Mandeville Medical Centre (4,820)	7	2	1	3	3.5	4	3.5	3.5	3.5	3	2.5
Meadow View Surgery (5,385)	11	3		3	4	4.5	4	3	4	4	2.5
Perivale Medical Clinic (4,349)	3		1	-	-	-	-	-	-	-	-
Allendale Road Surgery (4,622)	3	4	1	-	-	-	-	-	-	-	-

▲ Positive
■ Neutral
▼ Negative

0 5 10 15

Number of reviews

Cont. Table 5: The Quarterly numbers for GP surgeries in the NGP PCN

PCN Specific Reviews - North Southall

Network Area GP Reviews					Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through or someone on the phone?
Chepstow Gardens Medical Centre (2,616)	5	3	1		-	-	-	-	-	-	-	-
Dormers Wells Medical Centre (6,639)	4	3	2		-	-	-	-	-	-	-	-
Lady Margaret Road Medical Centre (3,450)	1	1			-	-	-	-	-	-	-	-
Saluja Clinic (10,224)	15	4	1		3.5	3.5	4.5	4	3.5	4	4	3
Somerset Family Health Practice (3,141)	4	3			-	-	-	-	-	-	-	-

▲ Positive
■ Neutral
▼ Negative

0 5 10 15 20

Number of reviews

Table 6: The Quarterly numbers for GP surgeries in the North Southall PCN

PCN Specific Reviews - North Southall continued.

Network Area GP Reviews					Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through or someone on the phone?
The MWH Practice (12,212)	4	1			-	-	-	-	-	-	-	-
St George's Medical Centre (3,000)	3				-	-	-	-	-	-	-	-
The Town Surgery (2,134)	3	2			-	-	-	-	-	-	-	-
Woodbridge Medical Centre (5,283)	1	1			-	-	-	-	-	-	-	-
KS Medical Centre Limited (4,174)	6	3			-	-	-	-	-	-	-	-

▲ Positive
■ Neutral
▼ Negative

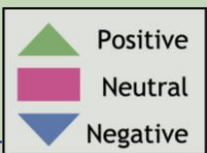
0 2 4 6 8

Number of reviews

Cont. Table 6: The Quarterly numbers for GP surgeries in the North Southall PCN

PCN Specific Reviews - South Central Ealing

Network Area GP Reviews				Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through or someone on the phone?
Grosvenor House Surgery (6,150)				-	-	-	-	-	-	-	-
Ealing Park Health Centre (9,691)				3.5	3.5	4.5	4	4	4.5	4.5	4
Elthorne Park Surgery (9,255)				-	-	-	-	-	-	-	-
Northfields Surgery (9,360)				2.5	3	4	4	4	4	4	3
The Florence Road Surgery (18,048)				-	-	-	-	-	-	-	-



Number of reviews

Table 7: The Quarterly numbers for GP surgeries in the South Central Ealing PCN

PCN Specific Reviews - Northolt

Network Area GP Reviews						Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through of someone on the phone?
Jubilee Gardens Medical Centre (7,203)	8	2				4	4	4	4.5	4	4.5	4.5	4
Somerset Medical Centre (2,580)						-	-	-	-	-	-	-	-
Goodcare Practice (9,800)	1	2				-	-	-	-	-	-	-	-
West End Surgery (5,146)	7	1				-	-	-	-	-	-	-	-
Yeading Medical Centre (6,913)	9	2	1			3.5	4	4.5	4	3.5	4	4	3.5
Broadmead Surgery (approx. 7,291)	17	3				3.5	3.5	4	4	4	4	4	3.5

▲ Positive
■ Neutral
▼ Negative

0 5 10 15 20

Number of reviews

Table 8: The Quarterly numbers for GP surgeries in the Northolt PCN

PCN Specific Reviews - Greenwell

Network Area GP Reviews				Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through to someone on the phone?
Elmbank Surgery (5,449)	7	1		-	-	-	-	-	-	-	-
Greenford Avenue Family Health Practice (5,425)	7	2		-	-	-	-	-	-	-	-
Mansell Road Practice (5,892)	10	3	2	3.5	3.5	4.5	4	3.5	4	4	3.5
Westseven (5,141)				-	-	-	-	-	-	-	-
Eastmead Avenue Surgery (5,900)	4	3		-	-	-	-	-	-	-	-
Hanwell Health Centre - Dr Less Naish Basiil (5,900)	1			-	-	-	-	-	-	-	-
Oldfield Family Practice (4,914)	7	1		-	-	-	-	-	-	-	-

▲ Positive

■ Neutral

▼ Negative

0 5 10 15

Number of reviews

Table 9: The Quarterly numbers for GP surgeries in the Greenwell PCN

PCN Specific Reviews - South Southall

Network Area GP Reviews						Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through or someone on the phone?
70 Norwood Road/Dr Sanghera						-	-	-	-	-	-	-	-
Southall Medical Centre (8,573)	1	1				-	-	-	-	-	-	-	-
Belmont Medical Centre (7,662)	6	3	1			2.5	3.5	4	4	3	3.5	3.5	3
Featherstone Road Health Centre (8,622)						-	-	-	-	-	-	-	-
Guru Nanak Medical Centre (13,005)						-	-	-	-	-	-	-	-

▲ Positive

■ Neutral

▼ Negative

0 2 4 6 8

Number of reviews

Table 10: The Quarterly numbers for GP surgeries in the South Southall PCN

PCN Specific Reviews - South Southall continued.

Network Area GP Reviews					Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through or someone on the phone?
The Welcome Practice (3,903)	15	3			4	4	4.5	4.5	4	4	4.5	4
Waterside Medical Centre (4,851)	3				-	-	-	-	-	-	-	-
Hammond Road Surgery (4,233)	6	1			-	-	-	-	-	-	-	-
Sunrise Medical Centre (4,680)					-	-	-	-	-	-	-	-

▲ Positive
■ Neutral
▼ Negative

0 5 10 15 20

Number of reviews

Cont. Table 10: The Quarterly numbers for GP surgeries in the South Southall PCN

Demographic Information: Gender

The pie chart below (fig.16), represents the number of reviews received from each sex, during Q2 (July-September 2022). The majority of reviews received during this quarter were from Females, accounting for 60% (n.641) of the sample population. Males accounted for 40% (n.419).

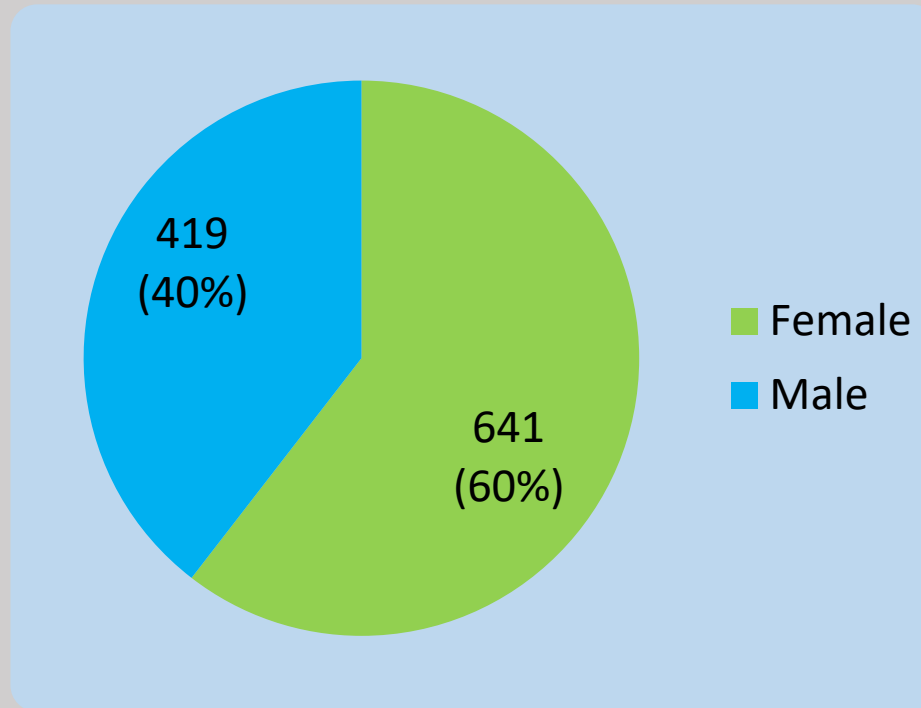


Figure 16: Patient and Service User's Gender

Demographic Information: Area

The pie chart below (fig.17) represents the breakdown of the sample population based on patients' area of residence. The highest number of reviews were received from residents in the ward of Ealing, making up 36% (n.357) of the sample population, followed by residents in Southall - making up a further 21% (n.211) of the sample. The least number of reviews received was from patients who reside in Perivale, 1% (n.10).

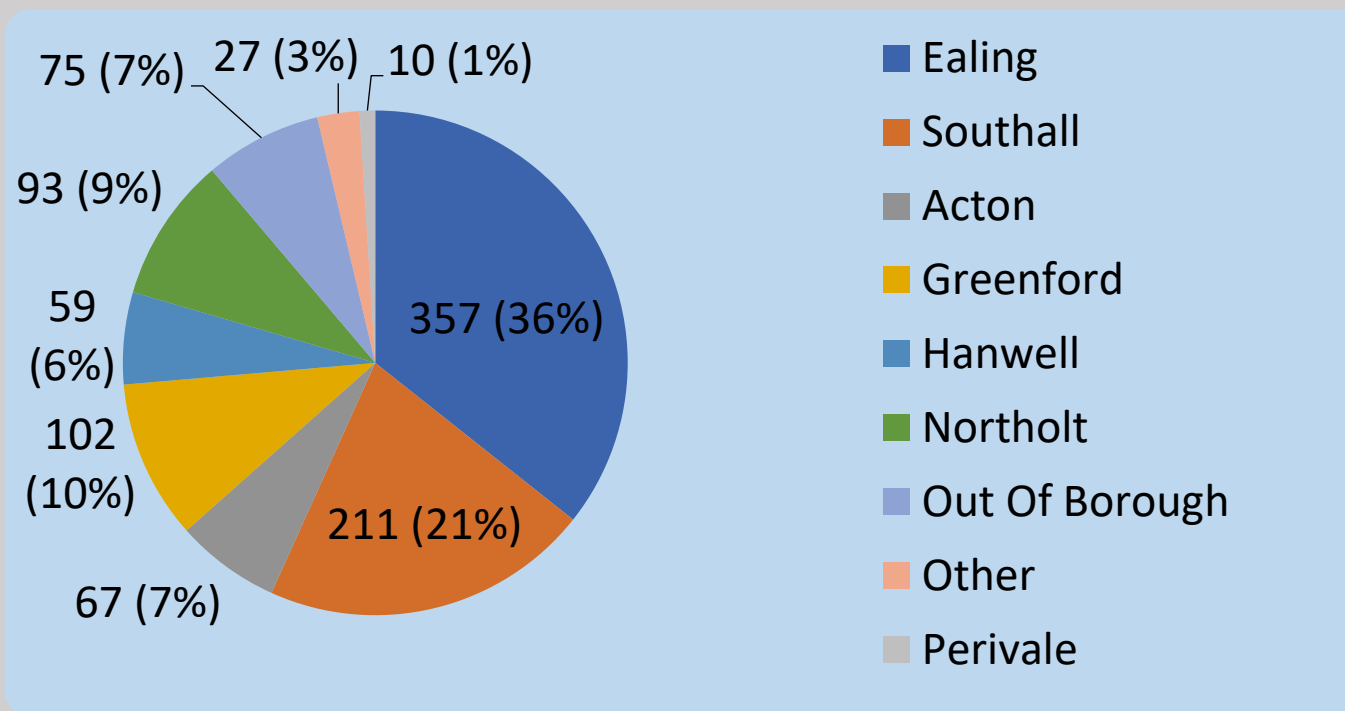


Figure 17: Patient/Service Users' area of residence

Demographic Information: Ethnicity

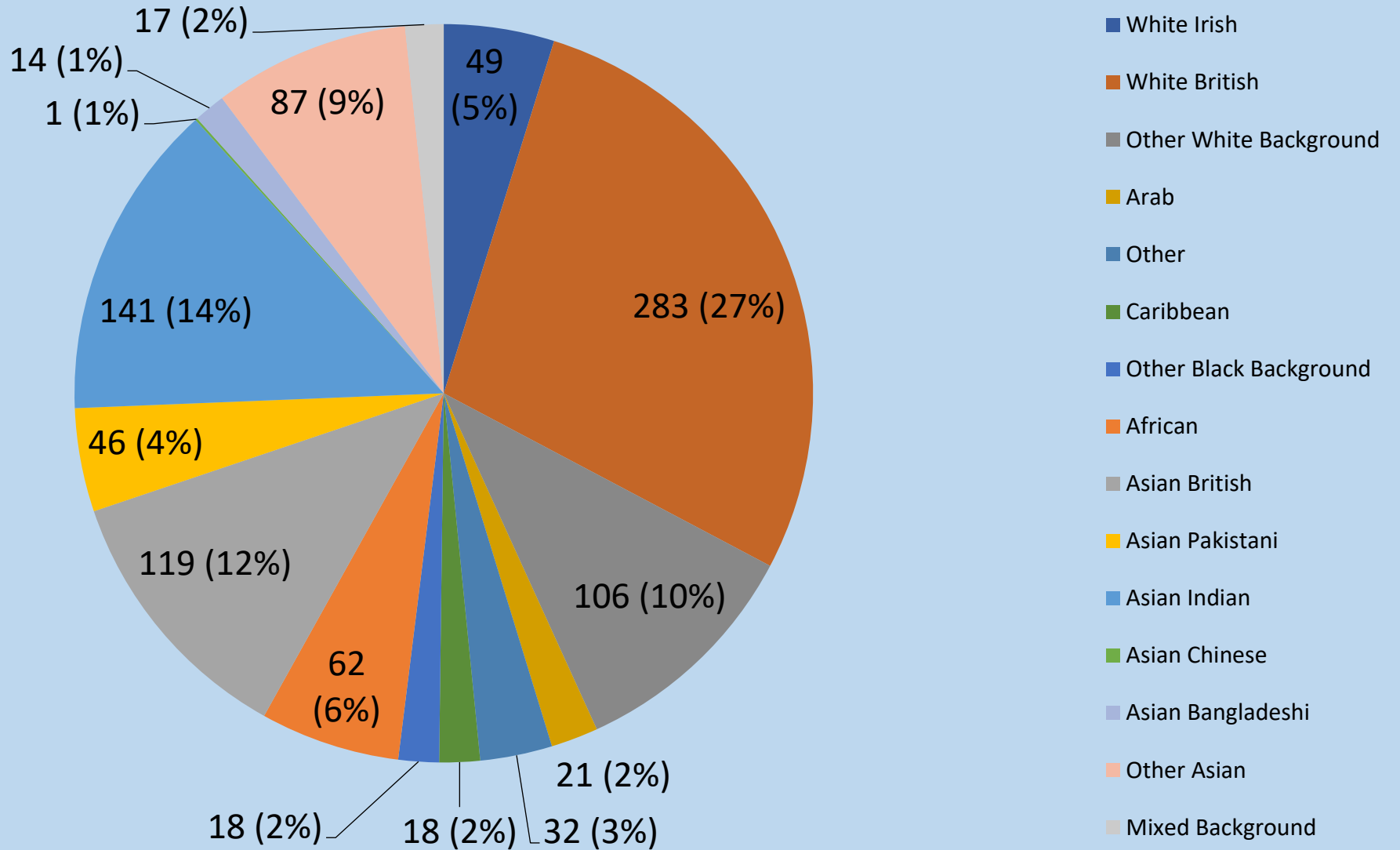


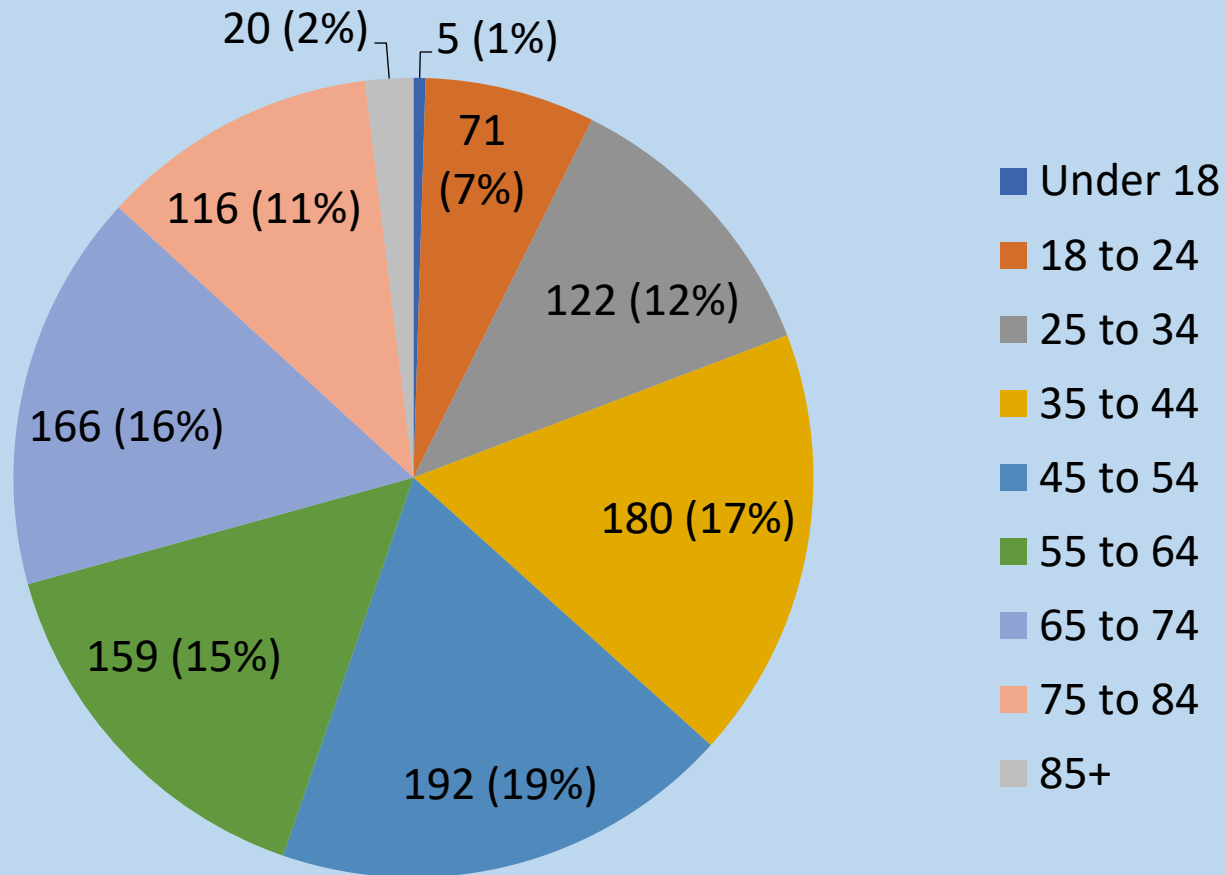
Figure 18: Patient and Service User's Ethnicity

Demographic Information: Ethnicity cont.

The pie chart (fig.18 – previous page) shows the number of reviews received from each ethnicity during this quarter. The majority of feedback received was from people who were White British, making up a total of 27% (n.283) of the sample population. The second-most present ethnicity in this report was Asian Indian, making up 14% (n.141) of the sample population.

In total, over 50% of the sample population were of a Black, Asian or Minority Ethnicity. We aim to build on this figure to ensure that the sample within these quarterly reports become ever-more representative of the diverse Ealing population.

Demographic Information: Age



The pie chart (fig.19) represents the number of patients and service users from each age group who provided their feedback.

The age group recorded the most this quarter was 45 to 54 – 19% (n.192). This was followed by 35 to 44 – 17% (n.180) and then 65 to 74 – 16% (n.166).

The representation of different age groups in this Q2 report are a demonstration of our continued efforts to hear from a representative population.

Figure 19. Patient and Service User's Age Group

GP Services

- 83% (10% rise from Q1) of GP reviews this quarter: patients were happy with the overall treatment and care they have received, specifically touching upon the overall quality of care and overall support they received, continuing the common trend we have seen throughout this quarterly period and into this new quarterly year. This is a great achievement, particular by doctors and other health professionals attending to patients.
- 13 out of the 20 GP surgeries that we provided average star ratings for, had a 3.5 or less rating for 'Ease of gaining an appointment, Combining these findings with the negative sentiment for the subthemes: Appointment Availability, Booking appointments - Getting through the Telephone (see page 16),), this continues the trend throughout the previous quarterly year and into this new quarterly year that patients are struggling to access the appointments to their GP surgery.
- 16 out of the 20 GP surgeries that we provided average star ratings for, had a 4 or more rating for 'Staff Attitude', Combining this finding with the positive sentiment for the sub-theme: 'Attitudes' (see page 17), this shows that, for the most part, staff members working at these GP surgeries should be congratulated for their professionalism and work ethic.
- Some GP services received particularly high reviews this quarter with a large review count (10 or more reviews). Our patient experience officer will continue to monitor this to see if similar reviews continue into the next quarter.

Ealing Hospital

- Patients this quarter were, for the most part, happy with the overall treatment and care that they received. 83% of reviews were positive in sentiment. This is how that compares with last year's quarterly breakdown: Q1 – 89%, Q2 – 84%, Q3 – 73%, Q4 – 87%, and leading into the new quarterly year, Q1 – 73%. As with the GP services, This is once again, a great achievement, particular by doctors and other health professionals attending to patients at Ealing Hospital.

- Patients were, for the most part, happy with the attitude of staff. With 88% reviews for the Attitudes sub-theme positive in sentiment. This continues the common trend we have seen throughout the last quarterly period (Q1 – 95%, Q2 – 83%, Q3 – 76%, Q4 – 81%), and leading into this new quarterly period (Q1 – 81%).
- Patients were, overall, indifferent to the wait times for their appointment at the Hospital. With a 2% difference of positive/negative counts to reviews for the sub-theme ‘Waiting Times – At the Health Premises’. It is important to note that we saw a similar sentiment difference in Q1 – 1%.

Pharmacies

- A large majority of patients this quarter were happy with the pharmacy they used this quarter, with 87% of 152 reviews received for Pharmacies this quarter positive in sentiment. Patients mainly touched on the positive attitudes of pharmacists and staff.

Dentists

- It is interesting to note that 88% of reviews for Dentists this quarter were positive in sentiment, despite the rising concerns of patients struggling to access an NHS dental practice. It is important to note that reviews we received this quarter, were from patients who are already registered with a dental practice and can access the service for their needs.

Recommendations:

1. PCNs to clearly communicate to patients that extended wait times can be expected for GP appointments at this time

- It is evident that this level of transparency instils trust in the service provider and makes patients feel cared for as an individual.

2. LNWH Trust to compare our findings to their own feedback to establish common trends and evidence-based areas for service development

- The aggregation of data will enable the Trust to make more informed decisions about the adjustments to care that need to be made.

3. For Ealing Primary Care Network leads to continue to support General Practices and facilitate further improvement in customer service.

- It is predicted that addressing the unique needs of each GP and its staff will help to continue the positive trend shown in this quarterly report.

4. GP Surgeries to provide choice for patients whether to have a face-to-face, online or telephone appointments

- Based on feedback we have received this year, patients state that they have lack of choice around what type of GP appointment they have.

5. We would recommend that surgeries offer further training on online systems

- We would recommend these services are advertised in the surgery.

6. Partners to support Healthwatch in our recent prioritisation of hearing from residents who have engaged with local mental health services

- We would like to understand service users' experiences and their awareness of other available support services.

7. Where possible, older peoples should have the option to receive medical appointments after 9.30am

- This will allow them to use their freedom passes to travel to appointments.

Next Steps:

- 1. We have introduced a new survey and report design for Patient Experience, which is being trialled in Q3.**
- 2. More reviews for PCNs that received less reviews than others this quarter, that weren't enough to have the average ratings added on:**
 - Greenwell, North Southall, and South Southall.
- 3. Conduct patient experience visits to the following GP practices that we didn't receive reviews from this quarter:**
 - Acton Health Centre
 - Chiswick Family Practice
 - Lynwood Surgery
 - St Marks Medical Centre
 - The Medical Centre
 - Somerset Medical Centre
 - Westseven GPs
 - Featherstone Road Health Centre
- 4. More Mental Health Service Reviews**
 - There are many of us experiencing mental health challenges. Now that things have opened back up, there is a large backlog of patients waiting for mental health support. Feedback from patients accessing mental health services is a must. We will work with our partners to achieve this important goal.
- 5. Get more feedback from patients on their experience with telephone and online consultations**
 - GP services have introduced multiple ways to conduct an appointment. Our aim is to collect data around these various types of appointments.
- 6. Continue to ensure that all communities, ethnicities and backgrounds are represented when conducting patient experience surveys**
 - We at Healthwatch Ealing are determined to continue our outreach across the entire borough.

Appendix A

Leave feedback

How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?

Extremely likely
 Likely
 Neither likely nor unlikely
 Unlikely
 Extremely unlikely
 Don't know

How do you rate your overall experience of this service?*

☆☆☆☆☆ (X)

Summary of your experience* (max 45 characters)

Give a brief description of your experience, or highlight a key observation

Tell us more about your experience*

Expand on your experience here. Why was your experience a good / bad one? List any reasons or specific detail that might help explain

Where do you live? (town/city)

Acton, Ealing, Greenford, Hanwell, ...

Your ratings (select if applicable)

Ease of gaining appointment	☆☆☆☆☆ (X)
Convenience of appointment	☆☆☆☆☆ (X)
Cleanliness	☆☆☆☆☆ (X)
Staff Attitude	☆☆☆☆☆ (X)
Waiting Time	☆☆☆☆☆ (X)
Treatment explanation	☆☆☆☆☆ (X)
Quality of care	☆☆☆☆☆ (X)
Quality of food	☆☆☆☆☆ (X)
Generally how easy is it to get through to someone on the phone?	☆☆☆☆☆ (X)

In relation to your comments are you a:

Select one

When did this happen

Do you know the name of the ward / department? (if applicable)

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following?

Informally with the Service Provider (those who run the service)
 Formally with the Service Provider (via an official complaint)
 Patient Liaison and Advice Service (PALs)
 Ealing Clinical Commissioning Group
 Ealing Council Social Services (including safeguarding)
 Care Quality Commission (CQC)
 Other

If other, please specify

Where did you hear about us?

Select one

Do you want to know more about how to make an official complaint?*

No Yes

Would you like to speak to Healthwatch directly?*

No Yes

About you

Name

Leave feedback anonymously?

Email* (So you can be notified of provider responses and we can prevent spam, an email is required. Your email will be kept private and you will not be sent any marketing material. If you do not wish to add your email, please use info@healthwatchealing.org.uk)

I accept the [Terms and conditions](#)

I consent to being contacted regarding my feedback by Healthwatch*

Yes No

I confirm I am over the age of 16*

Yes No

Subscribe to the newsletter?

If you are willing to provide us with some monitoring information please [click here](#).

Appendix B

healthwatch
Ealing

5. Where do you live? (town/city)
.....
.....

6. Your ratings (select if applicable)

Ease of gaining appointment 5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Very Poor
Convenience of appointment 5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Very Poor
Cleanliness 5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Very Poor
Staff Attitude 5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Very Poor
Waiting Time 5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Very Poor
Treatment explanation 5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Very Poor
Quality of care 5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Very poor
Quality of food 5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Very Poor
Generally, how easy is it to get through to someone on the phone? 5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Very Poor

7. In relation to your comments, are you a:
 Patient Carer Relative Carer and Relative
 Service Provider Visitor Professional

8. When did this happen
.....
.....

9. Do you know the name of the ward / department? (if applicable)
.....
.....

10. If applicable, describe your overall experience of making an appointment
.....
.....

11. Have you shared your experience with any of the following? (Please tick)
 Informally with the Service Provider (those who run the service)
 Formally with the Service Provider (via an official complaint)

0200 8060 800 | info@healthwatchealing.org.uk | www.healthwatchealing.org.uk
 Healthwatch Ealing, 45 St Mary's Road, Ealing W5 5RG

healthwatch
Ealing

Share Your Experience with Us

Healthwatch Ealing gives you the chance to say what you think about how local health and social care services are run. Your experiences are important and can help to inform the commissioners and service providers. Whether it is a compliment, concern or complaint, it is easy to tell us about your experience by completing and submitting this form or contacting us, our details are at the bottom of this form.

Thank you very much for agreeing to participate in this survey.

The information provided by you in this questionnaire will be used for research purposes only and will not be used to personally identify you.

The information you give today will be held in a secure database, you can ask for it to be removed at any time.

Do you give consent for your information to be used in this way?
 Yes No

Name of Service:.....
 Month/Year:

1. How likely are you to recommend this service to anyone who needs similar care or treatment?
 5 = ~~Extremely~~ likely 4 = Likely 3 = Neither likely nor unlikely 2 = Unlikely
 1 = ~~Extremely~~ unlikely () Don't know

2. How do you rate your overall experience?
 5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Very Poor

3. Summary of your experience

4. Tell us more about your experience

0200 8060 800 | info@healthwatchealing.org.uk | www.healthwatchealing.org.uk
 Healthwatch Ealing, 45 St Mary's Road, Ealing W5 5RG

Appendix B cont.

healthwatch
Fulham

Patient Liaison and Advice Service (PLAS)
 Fulham Clinical Commissioning Group
 Fulham Council Social Services (including safeguarding)
 Care quality Commission (CQC)
 Other
 If "other", please specify

12. Where did you hear about us? (Select one)
 Event Newspaper / Magazine TV
 Radio Internet / Website Word of mouth
 Healthcare setting Q&A
 Social media (Twitter/Facebook)

13. Do you want to know more about how to make an official complaint?
 No Yes

14. Would you like to speak to Healthwatch directly?
 No Yes

About you

Name.....
 Email.....
 Leave feedback anonymously

Monitoring Information

What gender do you identify yourself as?
 Female Male Other.....

Which age group are you in?
 Under 18 18 to 24 25 to 34 35 to 44 45 to 54 55 to 64
 65 to 74 75 to 84 85+ Prefer not to say

What is your ethnicity?
White
 English / Welsh / Scottish / Northern Irish / British
 Gypsy or Irish Traveller
 Any other white background.....

Asian / Asian British
 Bangladeshi
 Chinese
 Indian
 Pakistani
 Any other Asian background.....

Black, African, Caribbean, Black British
 African

☎ 0203 6660 630 | ✉ info@healthwatchfulham.org.uk | 🌐 www.healthwatchfulham.org.uk
 Healthwatch Fulham, 41 St Mary's Road, Fulham SW9 9SD

healthwatch
Fulham

Caribbean
 Any other Black, African, Caribbean background.....

Mixed, Multiple
 White and Asian
 White and Black African
 White and Black Caribbean
 Any other mixed / multiple background.....

Other Ethnic Group
 Arab
 Any other ethnic group.....

Which area of the borough do you live in?
 Acton Perivale Northolt
 Ealing Southall Prefer not to say
 Greenford Other
 Hanwell Out of the Borough

Do you consider yourself to be disabled?
 Yes No Prefer not to say

Do you consider yourself to have a long-term condition or health and social care need?
 Yes No Prefer not to say

Are you a carer?
 Yes No Prefer not to say

What is your religion?
 Buddhist Christian Hindu Jewish
 Muslim Sikh Q&A
 Prefer not to say

What is your sexual orientation?
 Bisexual Gay man Lesbian Straight / Heterosexual
 Prefer Q&A say

Which of these categories best describes your employment status?
 In unpaid voluntary work only
 Not in Employment & Unable to Work
 Not in Employment / not actively seeking work - retired
 Not in Employment (seeking work)
 Not in Employment (student)
 Paid: 16 or more hours/week
 Paid: Less than 16 hours/week
 Prefer not to say

Thank you for sharing your experience!

☎ 0203 6660 630 | ✉ info@healthwatchfulham.org.uk | 🌐 www.healthwatchfulham.org.uk
 Healthwatch Fulham, 41 St Mary's Road, Fulham SW9 9SD

Appendix C

Themes

Access to services
Access to services
Access to services
Access to services
Access to services
Access to services
Access to services
Access to services
Access to services
Access to services
Access to services
Access to services

Administration
Administration
Administration
Administration
Administration
Administration
Administration
Administration
Administration
Administration
Administration

Care Home Management
Care Home Management
Care Home Management
Care Home Management
Care Home Management

Sub themes

Convenience/Distance to travel
Inequality
Information and Advice
Lack of
General
Patient choice
Service Delivery/Opening Times
Suitability of Provider (Individual or Partner)
Suitability of Provider (Organisation)
Waiting times
Waiting times - At the Health Premises
Telephone Consultation

Admission Procedure
Appointment availability
Booking appointments
Commissioning and provision
General
Incident Reporting
Management of service
Medical records
Quality/Risk management
Booking Appointments - Online
Booking Appointments - Getting through the telephone

Registered Manager - Absence
Registered Manager - Suitability
Registered Manager - Training & Development
Staffing levels
Suitability of Staff

Appendix C cont.

Theme

Communication
Communication
Communication
Communication
Communication

Continuity and integration of care

Diagnosis/assessment
Diagnosis/assessment
Diagnosis/assessment
Diagnosis/assessment
Diagnosis/assessment

Dignity and Respect
Dignity and Respect
Dignity and Respect
Dignity and Respect
Dignity and Respect
Dignity and Respect

Discharge
Discharge
Discharge
Discharge
Discharge

Sub-themes

General
Interpretation Services
Lack of
Community engagement and involvement
Response times

General
Lack of
Late
Mis-diagnosis
Tests/Results

Confidentiality/Privacy
Consent
Death of a Service User
Death of a Service User (Mental Health Services)
Equality & Inclusion
Involvement & Engagement

Coordination of services
General
Preparation
Safety
Speed

Appendix C cont.

Themes

Facilities and surroundings
Facilities and surroundings
Facilities and surroundings
Facilities and surroundings
Facilities and surroundings
Facilities and surroundings
Facilities and surroundings
Facilities and surroundings

Finance
Finance
Finance

Home support
Home support
Home support

Making a complaint
Making a complaint
Making a complaint

Medication
Medication

Transport
Transport
Transport

Referrals
Referrals

Sub-themes

Buildings and Infrastructure
Car parking
Cleanliness (Infection Control)
Cleanliness (Environment)
Cleanliness (Staff)
Disability Access
Equipment
Food & Hydration
General

Financial Viability
Transparency of Fees
Lack of funding

Care
Co-ordination of Services
Equipment

Complaints Management
General
PALS/PACT

Pharmacy Repeat Prescriptions
Medicines Management

Patient Transport Service (non NHS)
Ambulance (Emergency)
Ambulance (Routine)

General
Timeliness

Appendix C cont.

Themes

Referrals

Safety/Safeguarding/Abuse

Staff

Staff

Staff

Staff

Staff

Staff

Staff

Staff

Staff

Staff

Treatment and care

Treatment and care

Treatment and care

Treatment and care

Treatment and care

Treatment and care

Sub-themes

Waiting times

Ambulance Staff/Paramedics

Attitudes

Capacity

District Nurses/Health Visitors

General

Midwives

Staffing levels/Lack of

Suitability

Training and development

Professionalism

Effectiveness

Experience

Quality

Safety of Care/Treatment

Treatment Explanation

Lack of support