

# Q3 Patient Experience Report

Healthwatch Ealing  
Oct – Dec 22



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## Layout of the report

This report is broken down into five key sections:

- **Quarterly snapshot**
- **Experiences of GP Practices**
- **Experiences of Hospital Services**
- **Experiences of Dental Services**
- **Experiences of 'Other' Services**

GPs, Hospitals and Dental Services have been given dedicated sections as we ask tailored questions about these services when carrying out engagement. These are the top 3 services we receive most feedback about. Each of these sections highlight good practice, areas of improvement and recommendations.

This report functions as a standardised general overview of what Ealing residents have told us within the last three months. Additional deep dives relating to the different sections are dependent on additional capacity.

Please note that this is a new report design which was developed as part of our review of the Patient Experience Programme. Therefore there will be gaps in data for Q1 and Q2 of the 2022/23 financial year.

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# Introduction

## Patient Experience Programme

Healthwatch Ealing is your local health and social care champion. Through our Patient Experience Programme, we hear the experiences of residents and people who have used health care services in our borough.

They tell us what is working well and what could be improved. This allows us to share local issues with decision makers who have the power to make changes.

Every three months we produce this report in order to raise awareness about patient experience and share recommendations on how services could be improved.

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## Methodology



Carrying out engagement at **local community hotspots** such as GPs, hospitals and libraries

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Providing promotional materials and surveys in **accessible formats**



**Training volunteers** to support engagement across the borough allowing us to reach a wider range of people and communities

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Being independent helps people to trust our organisation and give honest feedback which they might not always share with local services.

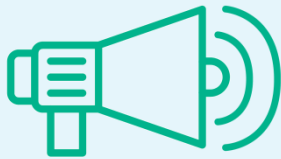
**Between October and December we continued to develop our Patient Experience Programme by :**

- Creating a new Patient Experience Form which included specific questions relating to GP, hospital and dental services – which are the three service types we collect most feedback about

# Q3 Snapshot

This section provides a summary of the number of experiences we collected during October to December 2022 as well as breakdown of positive, negative reviews per service (% is rounded to the nearest whole number). We analysed residents rating of their overall experience to get this data. (1\* and 2\* = negative, 3\* = neutral, 4\* and 5\* = positive)

## Engagement



### 1,015 reviews

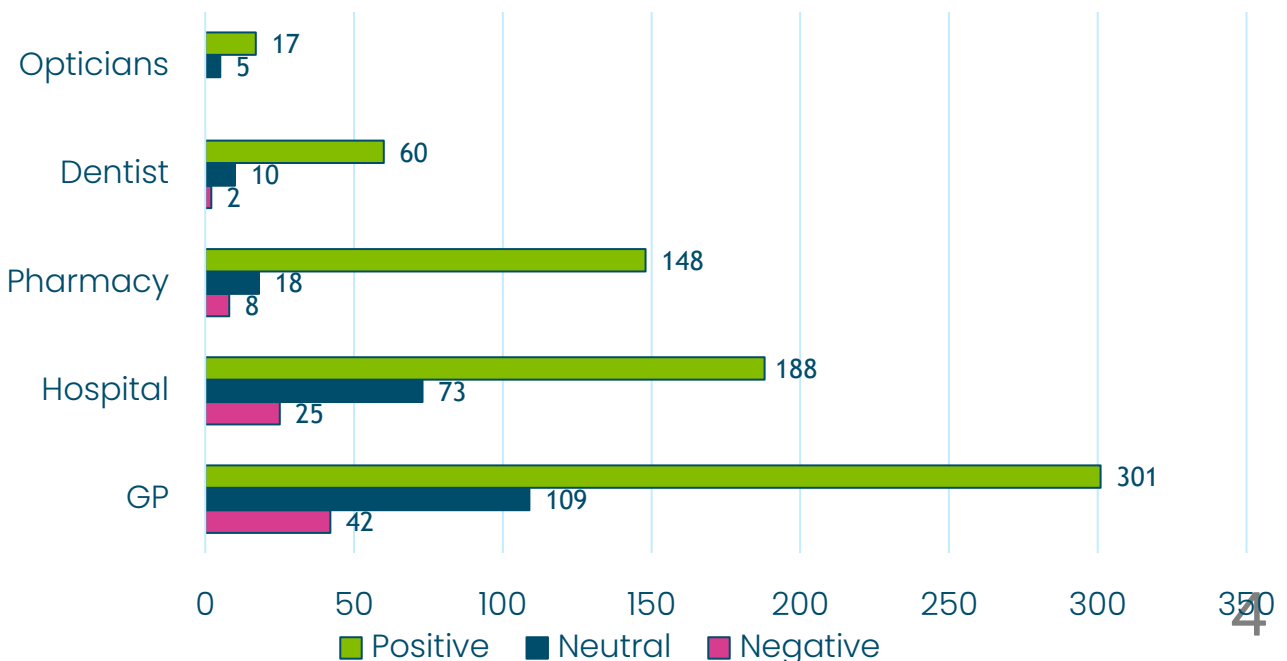
of health and care services were shared with us, helping to raise awareness of issues and improve care.

### 42 visits

were carried out to different local venues across the borough to reach as many as people as possible

Top 5 Service Types	No of Reviews	Percentage of total reviews
GP	452	45%
Hospital	286	28%
Pharmacy	174	17%
Dentist	72	7%
Opticians	21	2%

## Service Type by Sentiment



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# Experiences of GP Practices



## What people told us about GP Practices

"The consultations with the doctors/nurses. Good interactions with the staff"

"Impossible to get an appointment. Getting through to the reception is impossible"

"Attended to quickly. Doctors are attentive + listen to patients. Doctors provide solutions"

"Every time you come to meet the doctor, it is never the same doctor, so you have to explain your issues all over again. I would much rather see one particular doctor."

"They are very caring and thorough. I have been here for a long time. Always been very dedicated and very professional. When I have needed them, they have been here for me"

"More face to face appointments. COVID obviously has had an impact but it would be nice"

"Referrals are quite efficient. I do get appointments the same day if I am lucky to get through on the phone"

"The shortage of staff. They could be improved when you call you have to be kept on hold for a long time. Otherwise it is very good"

# GP Services

No. of Reviews	452
Positive	67%
Negative	9%
Neutral	24%



## Questions we asked residents

As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the service?
- Q6) How would you rate the quality of treatment and care received?

Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (**Very Easy – Not at All Easy**) to allow our data to be comparable with the NHS data.

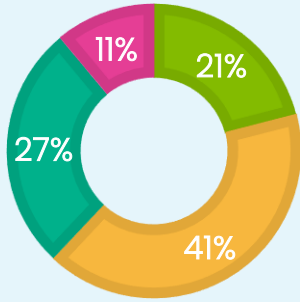
Participants were asked to choose between 1-5\* (**Terrible – Excellent**)



## Access and Quality Questions

### Q1) How do you find getting an appointment?

■ Very Easy     ■ Fairly Easy  
■ Not Very Easy     ■ Not At All Easy

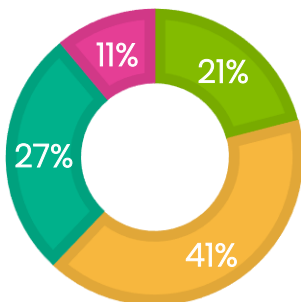


Rating	Q3	Q2	Q1
Very Easy	21%	N/A	N/A
Fairly Easy	41%	N/A	N/A
Not Very Easy	27%	N/A	N/A
Not At All Easy	11%	N/A	N/A

During October–December residents told us that they found it either ‘Fairly Easy’ (41%) or ‘Not Very Easy’ (27%) to get an appointment from their GP Practice. Only 11% considered it ‘Not At All Easy’ and only 21% considered it ‘Very Easy’.

### Q2) How do you find getting through to someone at your GP practice on the phone?

■ Very Easy     ■ Fairly Easy  
■ Not Very Easy     ■ Not At All Easy



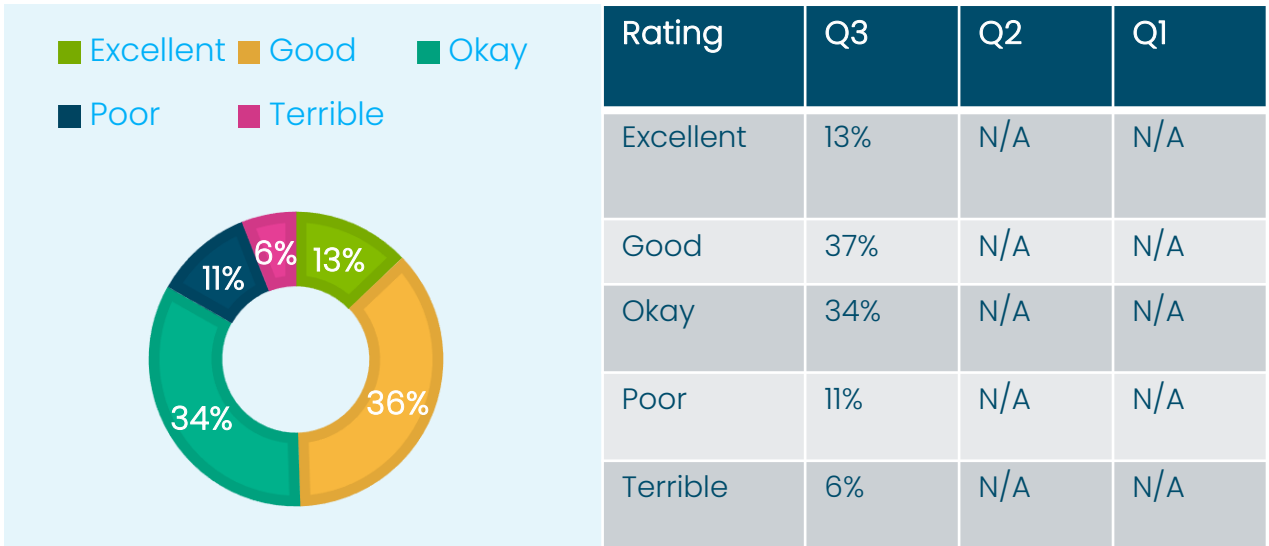
Rating	Q3	Q2	Q1
Very Easy	21%	N/A	N/A
Fairly Easy	41%	N/A	N/A
Not Very Easy	27%	N/A	N/A
Not At All Easy	11%	N/A	N/A

During October–December residents told us that they found it either ‘Fairly Easy’ (41%) or ‘Not Very Easy’ (27%) to get through to their GP Practice on the phone. Only 11% considered it ‘Not At All Easy’ and only 21% considered it ‘Very Easy’.



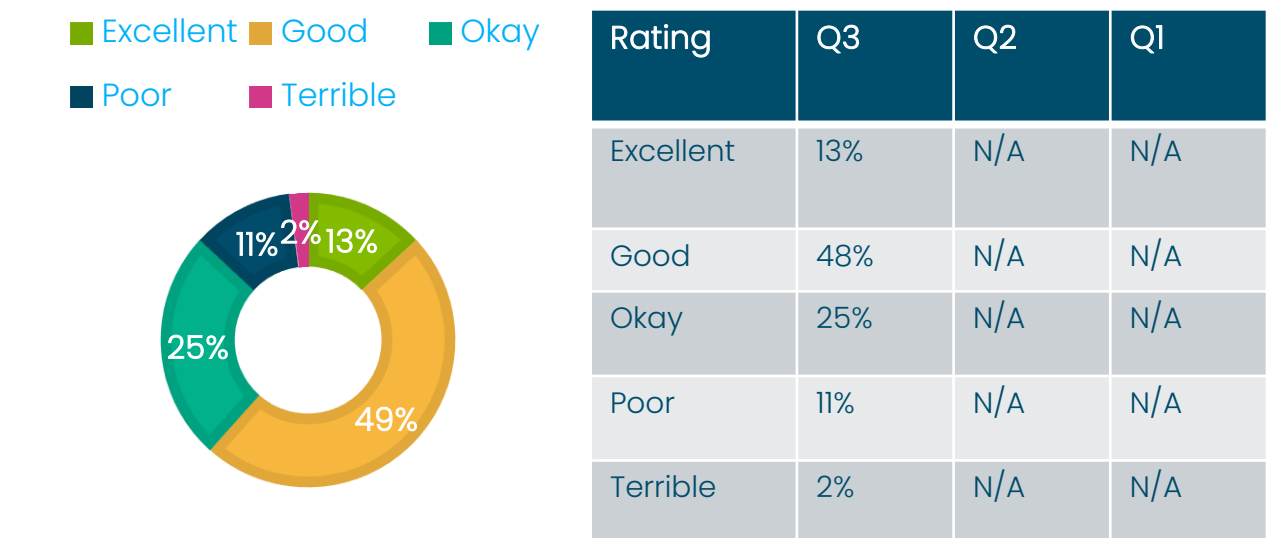
## Access and Quality Questions

### Q3) How do you find the quality of online consultations?



During October-December, we found that residents were overall satisfied about the quality of online consultations.. With 37% finding them 'Good', and 34% finding them 'Okay'.

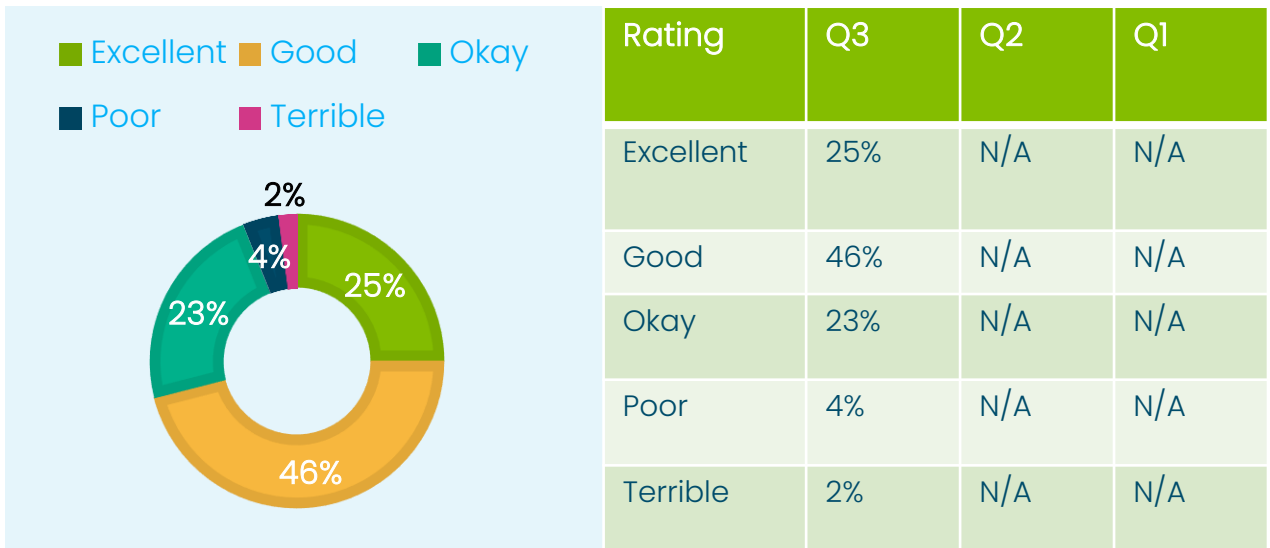
### Q4) How do you find the quality of telephone consultations?



61% of people we engaged with considered their last telephone consultation to be either 'Excellent' or 'Good'. This suggests that patients this quarter were generally more satisfied with the quality of telephone consultations than online appointments.

## Access and Quality Questions

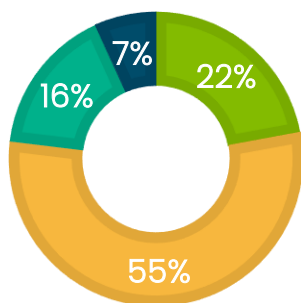
### Q5) How did you find the attitudes of staff at the service?



Most residents we spoke to over the last three months continue to praise the quality of GP staff with 71% either considering them 'Excellent or Good.' Only 7% considered their experience 'Poor' or 'Terrible.'

### Q6) How would you rate the quality of treatment and care received?

■ Excellent    ■ Good  
■ Okay    ■ Poor



Rating	Q3	Q2	Q1
Excellent	23%	N/A	N/A
Good	57%	N/A	N/A
Okay	17%	N/A	N/A
Poor	7%	N/A	N/A
Terrible	0%	N/A	N/A

The quality of treatment and care provided by GP practices is primarily considered either 'excellent or good' with these ratings making up 80% of all reviews during October-December.

## Primary Care Networks

Primary care networks (PCNs) are groups of GP practices within the same area which work together to support patients. Within Ealing there are **8 PCN'S**. These are:

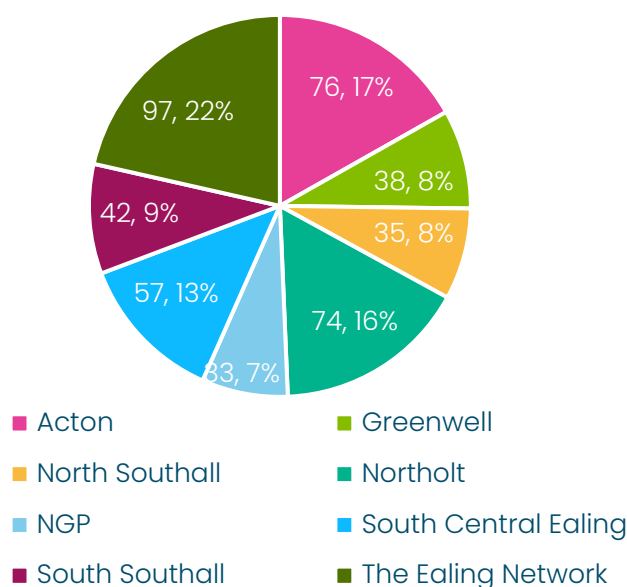
- Acton
- Greenwell
- North Southall
- Northolt
- Northolt, Greenford, Perivale (NGP)
- South Central Ealing
- South Southall
- The Ealing Network

Please note that Access has been rated out of 4 (**1 – Not at All Easy – 4 Very Easy**) and Quality is out of 5 (**1 – Terrible, 5 – Excellent**)

Each **average rating** has been colour coded to indicate positive, negative or neutral sentiment.



Total Reviews per PCN



PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	To an Appointment	Getting through on the phone	Telephone Consultation	Online Consultation	Staff Attitude	Treatment & Care
Acton	2.7	2.8	3.5	3.1	3.9	3.9
Greenwell	2.6	2.9	3.5	3.4	3.7	3.8
North Southall	2.7	2.7	3.6	3.8	3.8	3.9
Northolt	2.7	2.7	3.4	3.2	3.6	3.8
Northolt, Greenford, Perivale (NGP)	2.8	2.6	3.7	3.5	3.8	3.8
South Central Ealing	2.6	2.5	3.7	3.2	3.9	3.9
South Southall	2.8	2.7	3.4	3.4	3.7	3.7
The Ealing Network	2.8	2.9	3.6	3.3	4	4.1

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## Thematic analysis

In addition to the specifically tailored questions we ask about GP practices we also ask two further free text questions (**What is working well? and What could be improved?**) to help get a more detailed picture.

Each experience we collect is reviewed and up to 5 themes and subsidiary themes are applied. The charts below show the top 5 positive and negative issues received between October and December 2022.

We have also identified the top 3 positive and negative themes for each PCN (slide 13-14).

A list of the themes can be found on the Healthwatch Ealing website

Top 5 Positive Issues	Total count	Top 5 Negative Issues	Total count
Quality of Staff - health professionals	51	Appointment Availability	70
Quality of Treatment	47	Getting through on the Telephone	53
Staff Attitudes	40	Booking Appointments	33
Appointment Availability	36	Waiting Times (punctuality and queueing on arrival)	30
Staff Attitudes – health professionals	36	Patient Choice	29

Primary Care Network	Overall Rating (out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Acton (76 reviews)	3.8	Access – Appointment Availability	Access – Appointment Availability
		Staff – Quality of Staff – health professionals	Access – Booking Appointments
		Treatment and Care – Quality of Care	Access – Waiting Times (punctuality and queueing on arrival)
Greenwell (38 reviews)	3.8	Staff – Quality of Staff	Access – Appointment Availability
		Treatment and Care – Quality of Treatment	Access – Booking Appointments
		Staff – Staff Attitudes	Access – Patient Choice
North Southall (35 reviews)	3.7	Staff – Quality of Staff – Health Professionals	Access – Appointment Availability
		Staff – Staff Attitudes – Health Professionals	Access – Getting through on the Telephone
		Treatment and Care – Quality of Treatment	Staff – Staffing Levels
Northolt (74 reviews)	3.6	Treatment and Care – Quality of Treatment	Access - Getting through on the telephone
		Staff - Staff Attitudes – health professionals	Access – Patient Choice
		Access - Appointment Availability	Access – Booking Appointments
Northolt, Greenford, Perivale (NGP) (33 reviews)	3.8	Staff – Staff Attitudes	Access - Appointment Availability
		Staff - Quality of Staff - health professionals	Access - Getting through on the telephone
		Access - Appointment availability	Remote appointments and digital services - Quality of appointment – telephone consultation

South Central Ealing (57 reviews)	3.8	Staff – Quality of Staff – Health professionals	Access - Appointment Availability
		Treatment and Care – Experience	Access - Getting through on the telephone
		Staff - Staff Attitudes – health professionals	Access - Waiting Times (punctuality and queueing on arrival)
South Southall (42 reviews)	3.8	Staff - Staff Attitudes – health professionals	Access - Appointment Availability
		Treatment and Care - Treatment Explanation	Access - Getting through on the telephone
		Staff - Quality of Staff - health professionals	Access - Waiting Times (punctuality and queueing on arrival)
The Ealing Network (97 reviews)	3.7	Access - Appointment Availability	Access - Appointment Availability
		Staff - Quality of Staff - health professionals	Access - Booking Appointments
		Treatment and Care - Quality of treatment	Access - Getting through on the telephone

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## What has worked well?

Below is a list of the key positive aspects relating to GP practices between October and December 2022



### Staff - Quality of Staff - health professionals

85% of comments were positive on the quality of the health professional staff that patients interacted with at their GP surgeries. With many patients touching upon the support they received and thorough checks they had.



### Treatment and Care - Quality of treatment

Continuing on from the above, 75% of comments were positive on the quality of treatment that patients received at their GP surgeries.



### Staff - Staff Attitudes - health professionals

90% of comments relating to staff attitudes of health professionals were positive.



### Access - Appointment Availability

28% of comments were happy with the availability of appointments. 36 positive comments were made as opposed to 70 negative comments (see page 16 for context).



### Staff - Staff Attitudes - admin

71% of comments were happy with the attitude of administrative staff.

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## What could be improved?

Below is a list of the key areas for improvement relating to GP practices between October and December 2022



### Access to services - Appointment Availability

54% of comments were negative about the lack of appointment availability at their GP surgery. With many patients touching upon the length they have to wait for their booked appointment.



### Access to services - Getting through on the telephone

73% of comments were negative about the difficulty of getting through to their GP surgery on the phone. With many patients touching on the length of time they have to wait in the mornings.



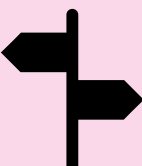
### Access to services - Booking Appointments

58% of comments were negative about the difficulty of booking an appointment with their GP surgery.



### Access to services - Waiting Times (punctuality and queueing on arrival)

67% of comments were negative about the length of time they had to wait for their appointment when they arrived at the premises. Some patients found themselves waiting up to 1 hour past their appointment time, before they were seen.



### Access to services - Patient Choice

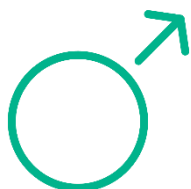
74% of comments expressed frustration over the lack of choice between having a face to face appointment, as opposed to one over the phone – as well as the inconsistency around which doctor they see.



## Equalities snapshot

We ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience based on personal characteristics.

This section pulls out interesting statistics when we analysed overall experience ratings. A full demographics breakdown can be found in the appendix.



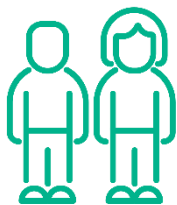
### Gender

During the last three months, men and women had an equally positive experience at their GP practices with both around a positive 67%.



### Age

18-24 year olds had the most negative experiences with 23% reporting providing a less than positive rating. However, All age groups saw at least half providing positive feedback.



### Ethnicity

89% of residents who identify as Black African, reported their last experience at their GP as either 'Good' or 'Excellent'. This was the highest percentage for any ethnicity.



### Disability

15% of residents we spoke to identified themselves as to having a disability or long-term condition. 65%% of them had a positive experience at their GP practice.

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# Experiences of Hospital Services



## What people told us about Hospital Services

"The first time I approached them, explained to them my pregnant wife had a back pain, they realised the issue and took action"

"Obviously the waiting times. Better triage needed because I don't think we were assessed properly"

"When I saw the doctors - professional, friendly and discussed what is going on"

"The cleanliness of the toilets. Getting a physio appointment, have to wait 3-4 weeks"

"Text reminders are good. The staff are very helpful and kind. The doctor is very caring and supportive"

"I think there should be a maximum of waiting time because we waited here for 3 hours"

"They are listening to your needs. Follow up to check everything and if you doing okay. Did not want to discharge us until everything was okay"

"The speed of the referral. Waiting for over a year for the appointment"

# Hospital Services

No. of Reviews	286
Positive	66%
Negative	9%
Neutral	26%

## Questions we asked residents



As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

Q1) How did you find getting a referral/appointment at the hospital?

Q2) How do you find getting through to someone on the phone?

Q3) How do you find the waiting times at the hospital?

Q4) How do you find the attitudes of staff at the service?

Q5) How do you think the communication is between your hospital and GP practice?

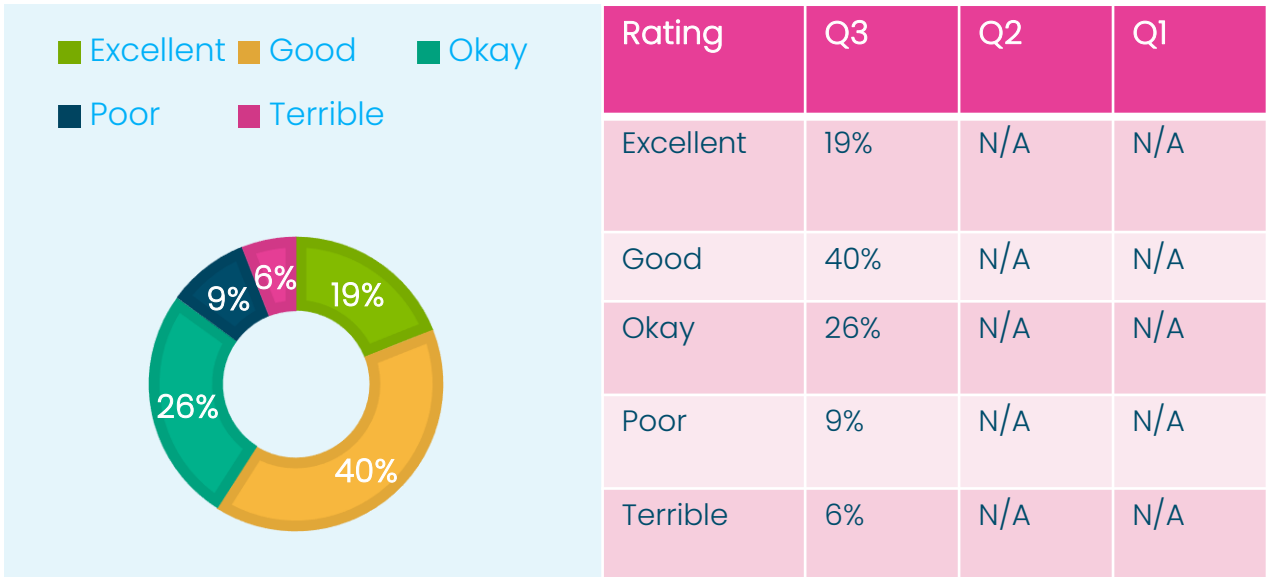
Q6) How would you rate the quality of treatment and care received?

Participants were asked to choose between 1-5\* (Terrible – Excellent) for all questions.



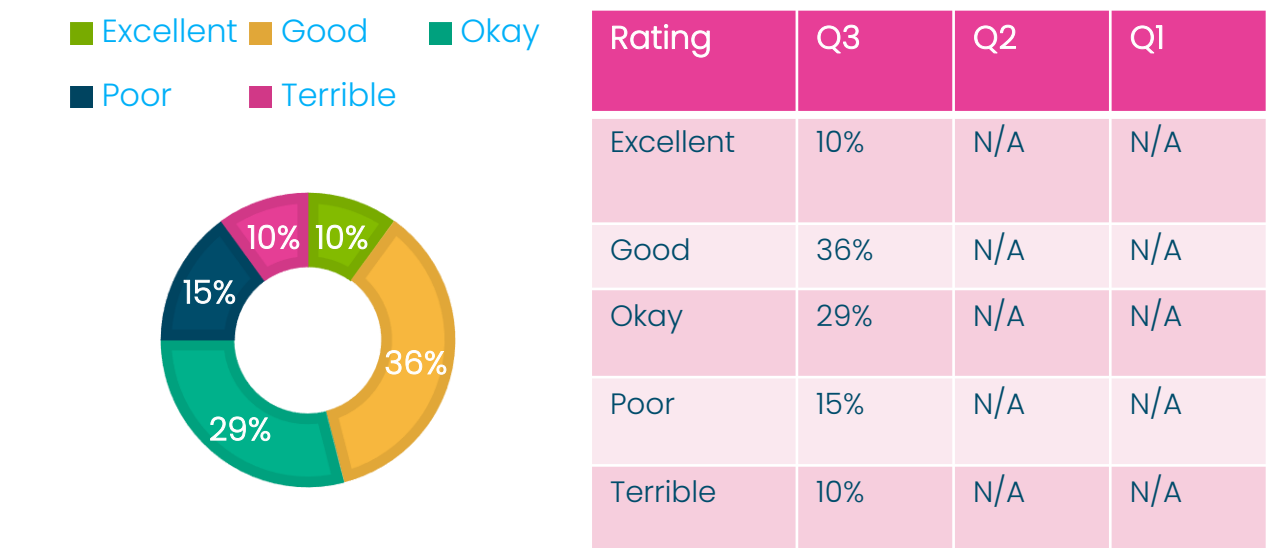
## Access and Quality Questions

### Q1) How did you find getting a referral/appointment at the hospital?



During October- December, we found that residents were mixed about getting a referral/appointment at the hospital. It should be noted that 26% of people rated their experience as 'okay' which was the most picked option.

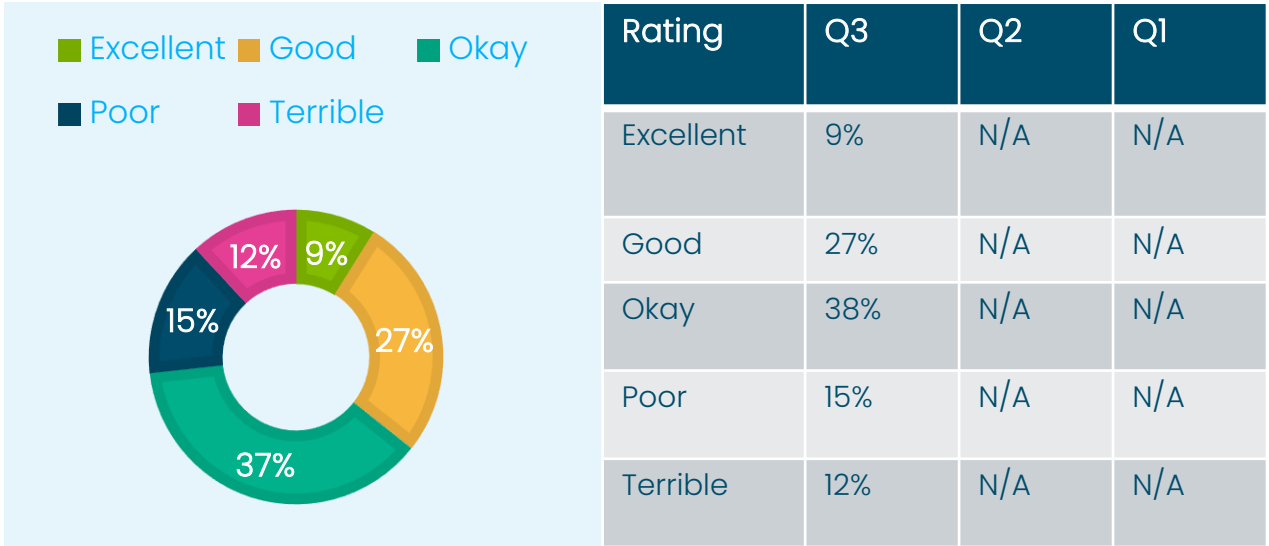
### Q2) How do you find getting through to someone on the phone?



We found that, during October- December period, patients were generally satisfied about getting through to the hospital they use on the phone, with the top two highest being the 'Good' and 'Okay' ratings.

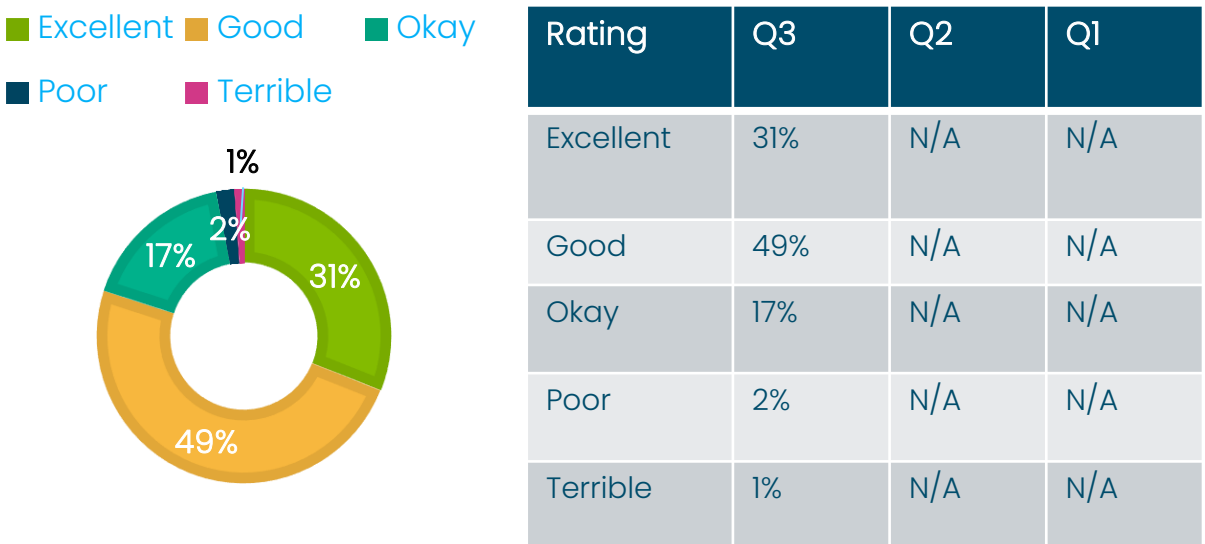
## Access and Quality Questions

### Q3) How do you find the waiting times at the hospital?



Patients this quarter found the waiting times to be generally 'Okay' with 38% applying that rating. The second highest was the 'Good' rating at 27%.

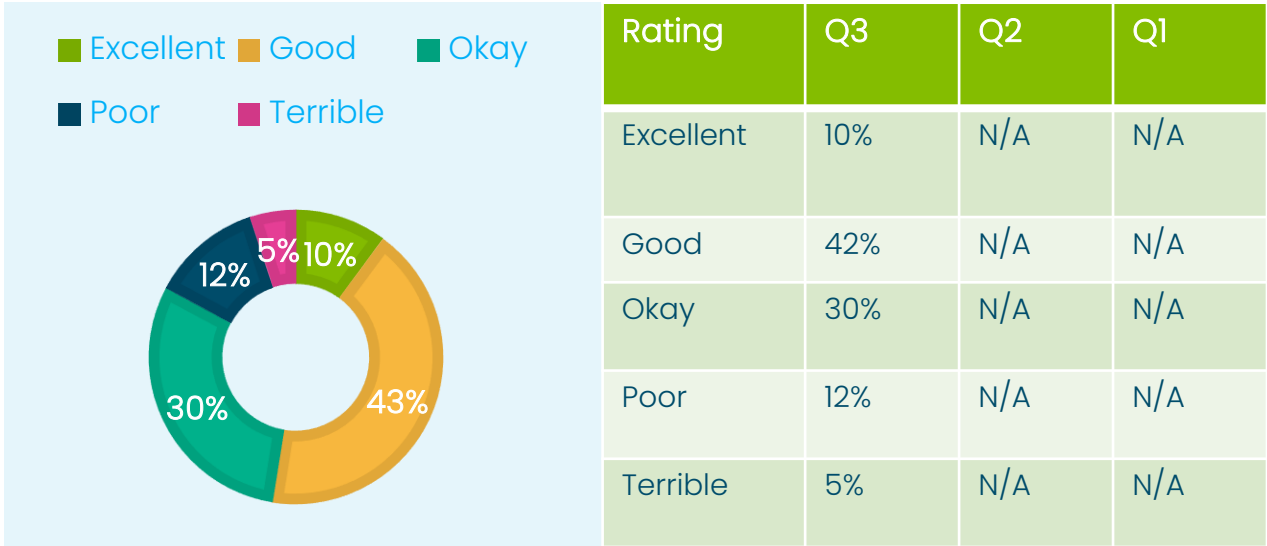
### Q4) How do you find the attitudes of staff at the service?



Patients were overall very happy with the staff they interacted with at the hospital they attended this quarter, with the 'Excellent' (31%), and the 'Good' (49%) being the highest ratings. The staff should be congratulated and applauded for their efforts as they continue to face more pressing demands than ever.

## Access and Quality Questions

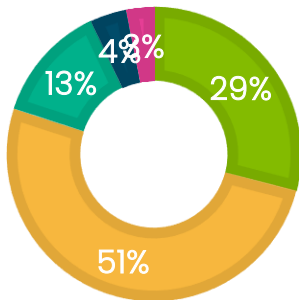
Q5) How do you think the communication is between your hospital and GP practice?



Patients this found communication between the hospital they attended and their GP practice to generally be 'Good', with 42% applying this rating.

Q6) How would you rate the quality of treatment and care received?

Legend: Excellent (Green), Good (Orange), Okay (Teal), Poor (Dark Blue), Terrible (Pink)

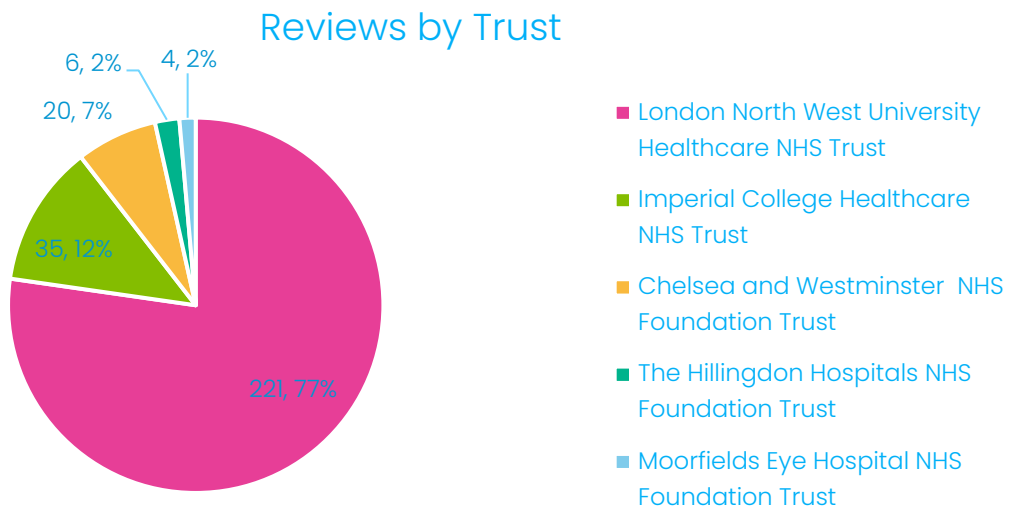


	Q3	Q2	Q1
Excellent	29%	N/A	N/A
Good	51%	N/A	N/A
Okay	13%	N/A	N/A
Poor	4%	N/A	N/A
Terrible	3%	N/A	N/A

Treatment and care quality was highly praised by patients interviewed this quarter, with 'Good' being the highest rating (51%), followed by 'Excellent' (29%). The health professionals should once again be congratulated and applauded for their continuous efforts to provide the best treatment and care they can to their patients.

## Individual hospitals

Ealing residents access a variety of different hospitals depending on factors such as choice, locality and specialist requirements. During the last three months we heard experiences about the following Trusts and individual hospitals:



Hospital	Provider	Number of reviews	% of reviews
Ealing Hospital	London North West University Healthcare NHS Trust	207	72%
Northwick Park Hospital		11	4%
St Marks Hospital		1	0%
Central Middlesex Hospital		2	1%
Charing Cross Hospital	Imperial College Healthcare NHS Trust	18	6%
Hammersmith Hospital		5	2%
St Mary's Hospital		6	2%
Queen Charlottes and Chelsea Hospital		6	2%
Chelsea & Westminster Hospital	Chelsea and Westminster NHS Foundation Trust	6	2%
West Middlesex University Hospital		14	5%
The Hillingdon Hospital	The Hillingdon Hospitals NHS Foundation Trust	6	2%
Moorfields Eye Hospital	Moorfields Eye Hospital NHS Foundation Trust	4	2%



In order to understand the variance of experiences across hospitals, we have compared the ratings given for access and quality covered in the previous section.

The table below compares the variance of experience across hospitals where we have received 20 or more reviews. In this quarter this applied only to Ealing Hospital.

Please note that each question has been rated out of 5 (1 – Terrible – 5 Excellent)

Name of Hospital	ACCESS (out of 5)			QUALITY (out of 5)		
	To get a referral/ appointment	Getting through on the phone	Waiting Times	Communication between GP and Hospital	Staff Attitudes	Treatment and Care
<b>Ealing Hospital</b> No of reviews: 207	3.6	3.2	3.9	3.3	4.1	3.9



## Thematic analysis

In addition to the specifically tailored questions we ask about Hospital services we also ask two further free text questions (**What is working well?** and **What could be improved?**) to help get a more detailed picture.

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The charts below show the top 5 positive and negative themes received between October and December 2022.

We have also identified the top 3 positive and negative issues for each hospital that we have received over 20 number of reviews.

Top 5 Positive Issues	Total count	Top 5 Negative Issues	Total count
Treatment and Care – Quality of Treatment	52	Access - Waiting Times (punctuality and queueing on arrival)	59
Access - Waiting Times (punctuality and queueing on arrival)	44	Access - Appointment availability	17
Staff - Staff Attitudes	37	Communication - Communication between services	13
Treatment and Care - Experience	26	Staff - Staffing Levels	13
Staff - Quality of Staff - health professionals	22	Access - Getting through on the telephone	9

Hospitals	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Ealing Hospital (207 reviews)		Treatment and Care - Quality of treatment	Access - Waiting Times (punctuality and queueing on arrival)
		Access - Waiting Times (punctuality and queueing on arrival)	Staff - Staffing Levels
		Staff - Staff Attitudes	Access - Appointment availability

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## What has worked well?

Below is a list of the key positive aspects relating to hospitals between October and December 2022



### Treatment and Care – Quality of Treatment

90% of reviews were positive in sentiment. This suggests that patients, this quarter, were mainly happy with the quality of treatment that they had at their respective hospital visits.



### Staff – Staff Attitudes

88% of reviews for this sub-theme were positive, with many patients referencing the attitudes of health professionals that attended to them, be it doctors and/or nurses.



### Treatment and Care – Experience

84% of reviews for this sub-theme were positive, indicating that patients were satisfied overall with their experience.



### Staff – Quality of Staff – health professionals

92% were positive. The staff at the hospitals should be congratulated for this extraordinarily high positive count. Despite the pressures they face, they do their jobs to an excellent standard.



### Treatment and Care – Effectiveness

92% of reviews for this sub-theme were positive. Effective care refers to the way in which clinical staff treat and support their patients.

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## What could be improved?

Below is a list of the key areas for improvement relating to hospitals between October and December 2022



### Access to services – Waiting Times (punctuality and queueing on arrival)

53% of comments were negative about the length of time they had to wait for their appointment. A high proportion of these comments were focused on the waiting times at A+E.



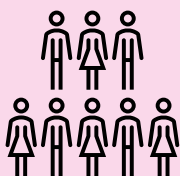
### Access to services – Appointment Availability

55% of comments were negative. With patients expressing frustration at the length of time they have to wait between appointments and/or when they are referred, how long they have to wait for their appointment after being referred.



### Communication – Communication between Services

65% of comments for this sub-theme were negative.



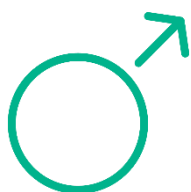
### Staff – Staffing Levels

100% of comments for this sub-theme were negative in sentiment (important to note, there were only 13). This echoes the general feel that the NHS is stretched and understaffed and require more staff to ease the pressure.

## Equalities Snapshot

We also ask patients to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience provided to people based on their personal characteristics.

This section pulls out interesting statistics when we analysed overall experience ratings. A full demographics breakdown can be found in the appendix.



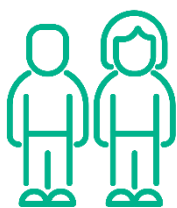
### Gender

61% of patients we received reviews from were Women. 72% of them found their hospital experience positive. 38% were male and 59% found their hospital experience negative.



### Age

The largest age bracket we got reviews from was 35-44 (54%). Followed by 25-34 (44%), and then 55-64 (38%).



### Ethnicity

The top three largest groups we spoke to were White British, (n.79) followed by Asian British (n.34), and then Other White Background (n.25).

For White British and Asian British, patients had a 60% or higher positive sentiment.



### Disability

48% of patients stated they had a disability. Out of these patients, 73% of them had a positive experience at their hospital.

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# Experiences of Dental Services



# Dental Services

No. of Reviews	72
Positive	83%
Negative	3%
Neutral	14%



## Questions we asked residents

As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

Q1) How did you find it registering with an NHS dentist? (within the last 12 months)

Q2) How do you find getting NHS appointments?

Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

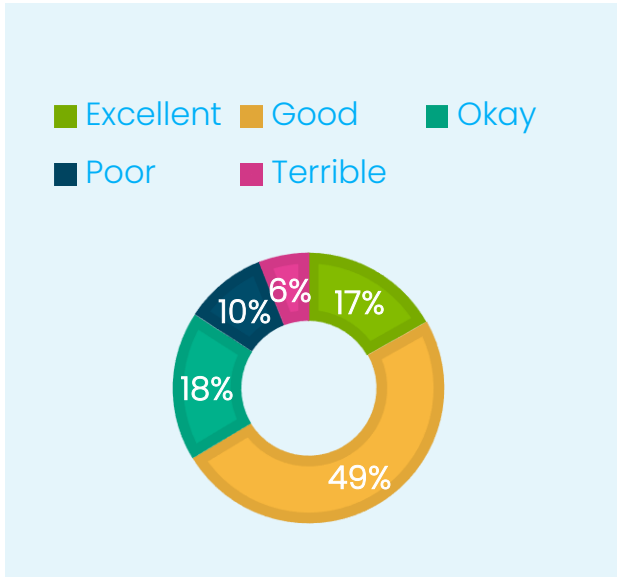
Q4) How helpful are staff in explaining your dental treatment?

Q5) How do you find the attitudes of staff at the service?

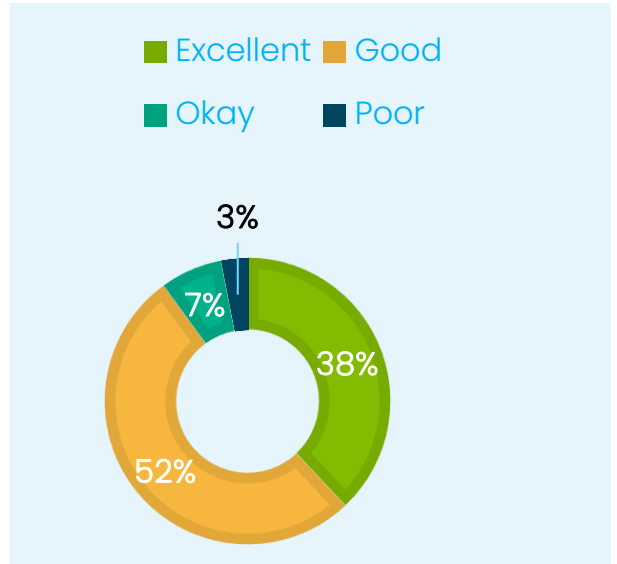


## Access and Quality Questions

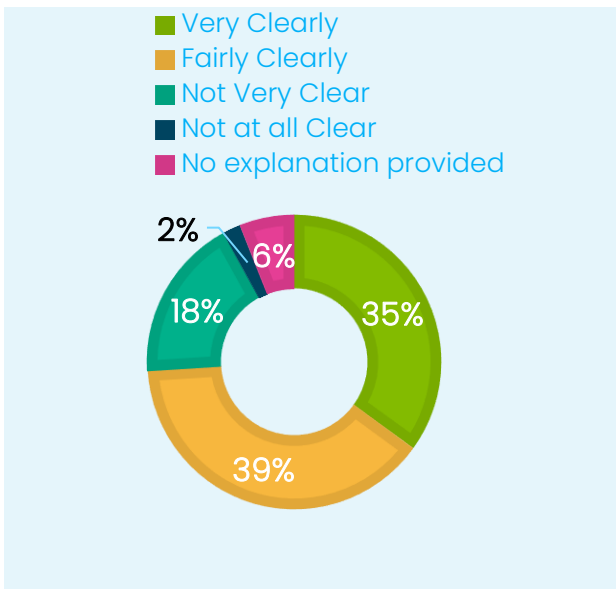
Q1) How do you find getting NHS appointments?



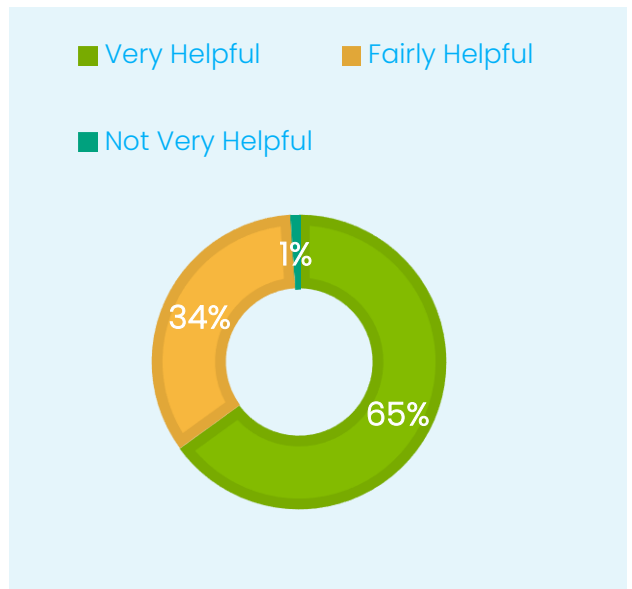
Q4) How do you find the attitudes of staff at the service?



Q2) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?



Q3) How helpful are staff in explaining your dental treatment?





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## Thematic analysis

In addition to the specifically tailored questions we ask about Dental services we also ask two further free text questions (**What is working well?** and **What could be improved?**) to help get a more detailed picture.

Each experience we collect is reviewed and up to 5 themes and subsidiary themes are applied. The charts below show the top 5 positive and negative issues received between October and December 2022.

Top 5 Positive Issues	Total reviews
Experience	16
Staff Attitudes	14
Quality of Staff - health professionals	10
Appointment availability	6
Booking appointments	5

Top 5 Negative Issues	Total reviews
Appointment availability	9
Affordability	3
Staff Attitudes – administrative staff	3
Booking appointments	2
Getting through on the telephone	2

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We've produced a list of good practice, areas of improvement and recommendations relating to dentists between October and December 2022.

## What has worked well?



### Treatment and Care – Experience

100% of counts to this sub-theme was positive in sentiment, but it is important to note there were only 16 recorded.



### Staff – Staff Attitudes

100% of were positive in sentiment, but it is important to note there were only 14 counts recorded.

## What could be improved?



### Access – Appointment Availability

50% were negative. This indicates that some patients struggled to get an appointment within a reasonable waiting period at their NHS dentist.

## Recommendations

### More Appointment Availability

We got very few reviews regarding NHS Dentists, with many patients pointing out that they are having to go private because they can't see their NHS dentist. Others are finding it difficult to register.

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# Experiences of 'Other' Services



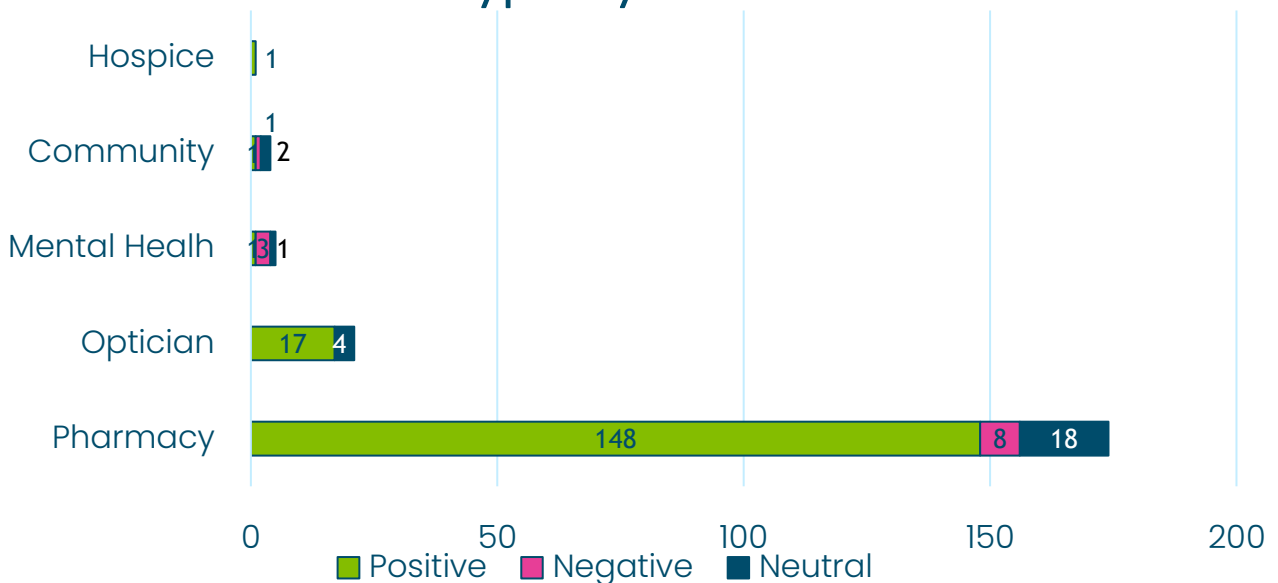
# Experiences of 'Other' services

In addition to asking specifically about GPs, Hospitals and Dentists we also give the opportunity for people to share experiences about any other public health or care service asking them what is working well and what could be improved.

This section provides of positive, negative reviews per service. We analysed residents rating of their overall experience to get this data (1\* and 2\* = negative, 3\* = neutral, 4\* and 5\* = positive)

Service Type	No of Reviews	Percentage of total reviews
Pharmacy	174	17%
Optician	21	7%
Mental Health	5	2%
Community Services	4	0%
Hospice	1	0%

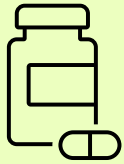
## Service Type by Sentiment



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## What has worked well?

Below is a list of the key positive aspects relating to 'Other' services in Ealing between October and December 2022



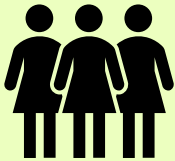
### Pharmacy – Medication – Medicines Management

84% of respondents for this sub-theme were positive. This indicates that patients were generally happy with how their prescriptions were managed by the pharmacy they use.



### Pharmacy – Staff – Staff Attitudes

90% of counts to this sub-theme, were positive. Indicating that patients were generally happy with the staff they interacted with at the pharmacy they use.



### Pharmacy – Staff – Suitability

100% of the 21 reviews for this sub-theme, were positive.

# Appendix



# Demographics

When engaging with residents we ask them to voluntarily share equalities information. This means the data for this section is less than the overall number of reviews. Below is a breakdown of responses for each demographic question.

Gender	Percentage	No of reviews
Man (including trans man)	42%	393
Woman (including trans woman)	58%	540
Non-binary	0%	3
Other	0%	1
Prefer not to say	0%	1
<b>Total</b>	<b>100%</b>	<b>938</b>

Age	Percentage %	No of reviews
Under 18		10
16-24		46
25-34		148
35-44		201
45-54		141
55-64		131
65-74		108
75-84		70
85+		20
Prefer not to say		3
<b>Total</b>		<b>1015</b>

Ethnicity	Percentage %	No of reviews
British / English / Northern Irish / Scottish / Welsh	33%	269
Any other White background	12%	97
Asian British	14%	119
Chinese	2%	15
Indian	11%	88
Any other Asian background/Asian British Background	4%	32
Black British	2%	20
African	5%	38
Caribbean	2%	17
Black African and White	1%	6
Black Caribbean and White	1%	9
Any other Mixed / Multiple ethnic groups background	1%	12
Any other ethnic group		
<b>Total</b>		<b>722</b>

Disability	Percentage %	No of reviews
Yes	31%	147
No	65%	649
Prefer not to say	2%	14
Not known	0%	3
<b>Total</b>		<b>813</b>

Long term condition	Percentage %	No of reviews
Yes	31%	254
No	65%	531
Prefer not to say	2%	17
Not known	1%	12
<b>Total</b>		<b>814</b>

Religion	Percentage %	No of reviews
Buddhist	0%	3
Christian	38%	309
Hindu	8%	62
Jewish	0%	1
Muslim	18%	146
Sikh	10%	79
Spiritualism	1%	6
Other religion	5%	39
No religion	19%	154
Prefer not to say	2%	14
<b>Total</b>		<b>813</b>

Sexual Orientation	Percentage %	No of reviews
Asexual	1%	3
Bisexual	0%	2
Gay man	1%	4
Heterosexual / Straight	91%	506
Lesbian / Gay woman	1%	4
Pansexual	2%	10
Prefer not to say	5%	26
<b>Total</b>		<b>555</b>

Pregnancy	Percentage %	No of reviews
Currently pregnant	1%	8
Currently breastfeeding	3%	18
Given birth in the last 26 weeks	1%	9
Prefer not to say	0%	2
Not known	2%	12
Not relevant	93%	652
<b>Total</b>		<b>701</b>



Employment Status	Percentage %	No of reviews
In unpaid voluntary work only	0%	3
Not in Employment & Unable to Work	11%	94
Not in Employment / not actively seeking work – retired	27%	226
Not in Employment (seeking work)	4%	31
Not in Employment (student)	4%	29
Paid: 16 or more hours/week	46%	380
Paid: Less than 16 hours/week	3%	25
Prefer not to say	2%	14
On maternity leave	3%	22
<b>Total</b>		<b>824</b>

Unpaid Carer	Percentage %	No of reviews
Yes	11%	95
No	88%	740
Prefer not to say	1%	7
Not provided		
<b>Total</b>		<b>842</b>

Area of the borough	Percentage %	No of reviews
Acton	10%	80
Ealing	38%	304
Greenford	7%	52
Hanwell	11%	86
Perivale	1%	9
Southall	16%	130
Northolt	15%	120
Other	2%	17
Out of the Borough	6%	45
<b>Total</b>		<b>843</b>