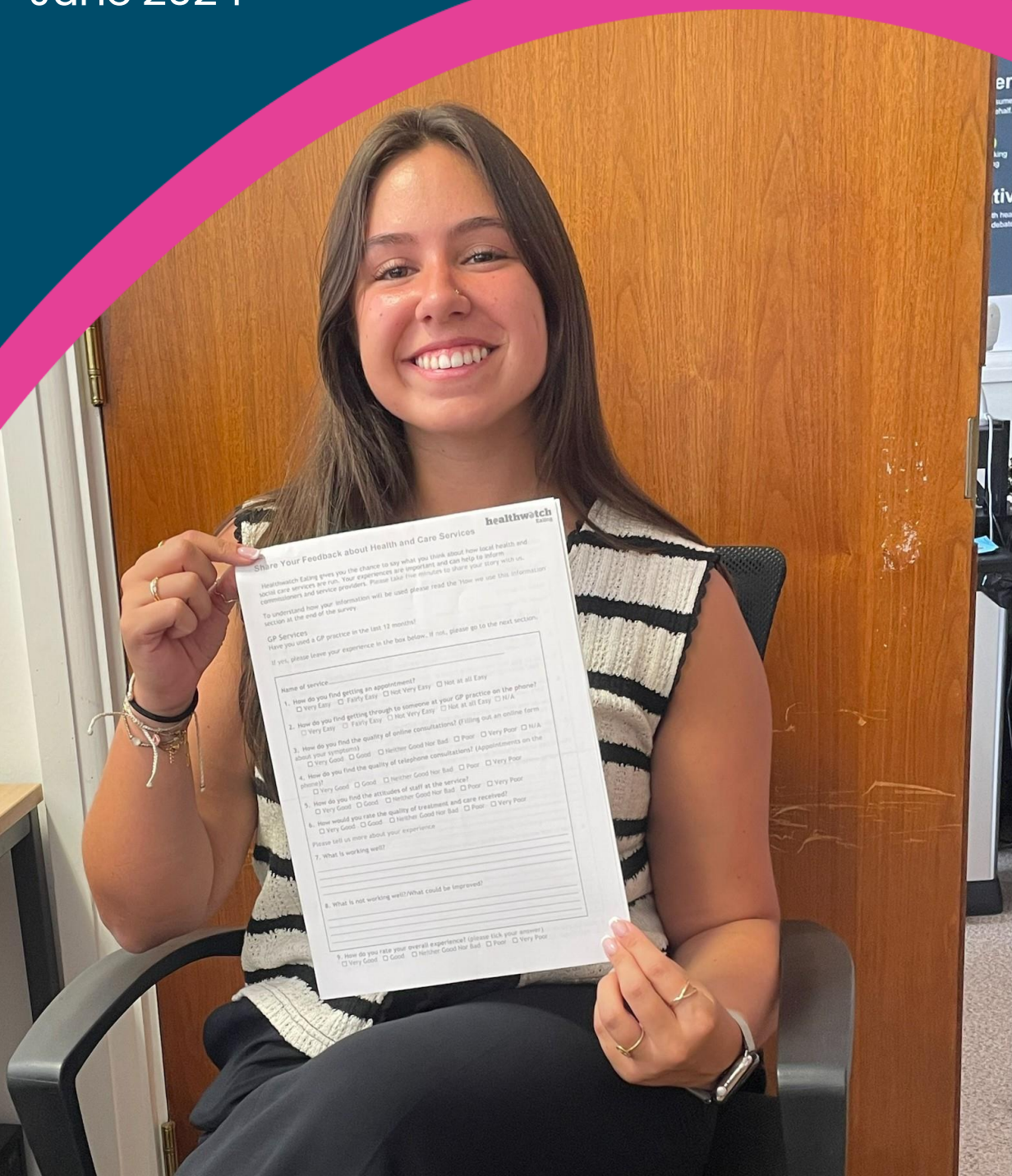


Q1 Patient Experience Report

Healthwatch Ealing
April – June 2024



healthwatch
Ealing

Share Your Feedback about Health and Care Services

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 commissioners and service providers. Please take five minutes to share your story with us. To understand how your information will be used please read the 'You use this information' section at the end of the survey.

GP Services
Have you used a GP practice in the last 12 months?
If yes, please leave your experience in the box below. If not, please go to the next section.

Name of service: _____

- How do you find getting an appointment?
 Very Easy Fairly Easy Not Very Easy Not at all Easy N/A
- 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 N/A
- How do you find the quality of online consultations? (filling out an online form about your symptoms)
 Very Good Good Neither Good nor Bad Poor Very Poor N/A
- How do you find the quality of telephone consultations? (appointments on the phone)
 Very Good Good Neither Good nor Bad Poor Very Poor
- How do you find the attitudes of staff at the service?
 Very Good Good Neither Good nor Bad Poor Very Poor
- How would you rate the quality of treatment and care received?
 Very Good Good Neither Good nor Bad Poor Very Poor

Please tell us more about your experience

7. What is working well?

8. What is not working well/What could be improved?

9. How do you rate your overall experience? (please tick your answer)
 Very Good Good Neither Good nor Bad Poor Very Poor

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Layout of the report

This report is broken down into three key sections:

- Quarterly snapshot
- Experiences of GP Practices
- Experiences of Hospital Services

The Quarterly snapshot highlights the number of reviews we have collected about local services in the last three months and how residents/patients rated their overall experiences.

GPs and Hospitals have dedicated sections as we ask specific questions about these services when carrying out engagement. They are the two 2 services about which we receive most feedback. Both sections highlight good practice, areas of improvement and recommendations.

Our local Healthwatch has representation across various meetings, Board and Committees across the borough where we share the findings of this report.

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 can be requested and are dependent on additional capacity and resource provision.

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Introduction

Patient Experience Programme

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

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

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

Methodology



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



Reviews submitted through the **Have your say** section on the website



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

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

Between April and June 2024, we continued to develop our PEP by :

- Updating our report design following feedback to further ensure its accessibility and ability to achieve impact

Q1 Snapshot

This section provides a summary of the experiences we collected during April – June 2024 as well as a breakdown of positive, negative and neutral 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)



1308 reviews

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

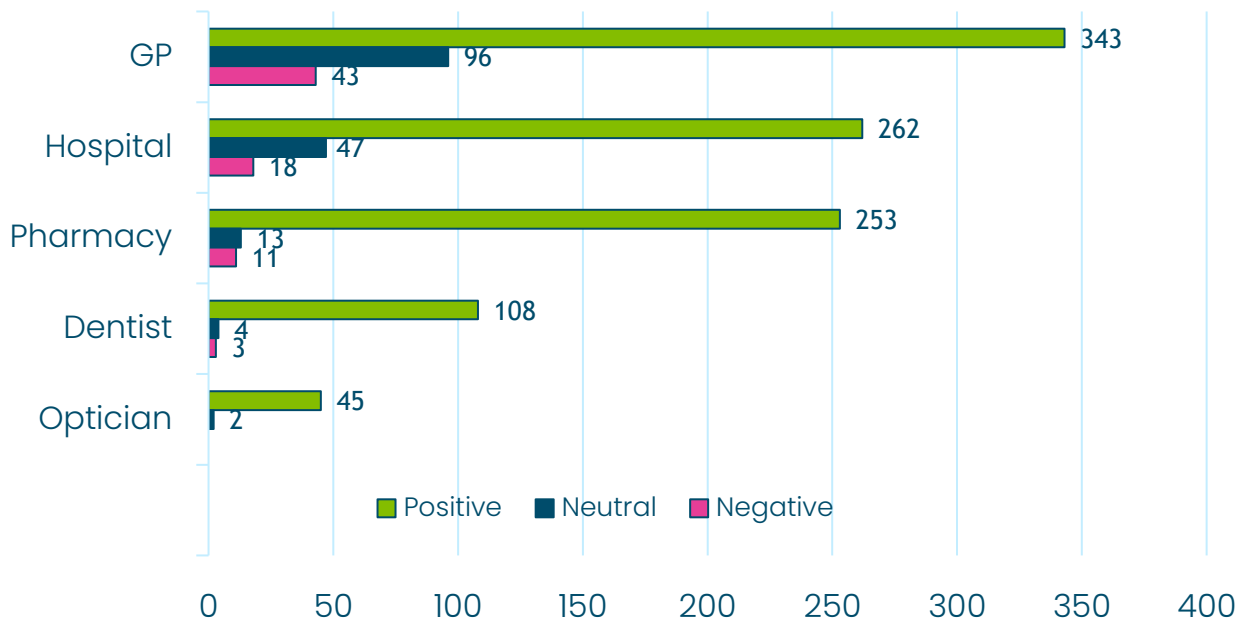
50 visits

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 positive reviews
GP	482	71%
Hospital	328	80%
Pharmacy	227	91%
Dental	115	94%
Optician	47	96%

A full breakdown of totals for all services can be found in the appendix.

Sentiment of Reviews



Experiences of GP Practices



What people told us about GP Practices

"They care about children; they are 100% priority. Overall, I think the doctors are very good. Once you get an appointment it is all good. Look after cases very well."

"Every time I do an e-consult I am getting called by locum doctors and not by my preferred two doctors. Lack of consistency."

"Very good surgery. Doctors are very sympathetic, respectful, kind, and compassionate. When they see you, they are good and look after you."

"The availability of more GPs because I think there is only one. A couple of weeks wait for a routine appointment. It will help reduce the waiting time. "

"The doctors are great; they sit and listen, they are amazing and they make time for you."

"The availability of appointments is not good. Normally 1 month wait for a routine appointment. I called at 8 am for an emergency appointment, I was number 20 and waited an hour to get through. They are understaffed."

"The nurses were fantastic that saw me. As well as the GP who saw me and who took their time with me."

"My main problem is at certain times you have a long time on the phone. You can be number 10 in the queue. If you are lucky, it is easier in the afternoon. "

What has worked well?

Below is a list of the key positive aspects relating to GP practices between April and June 2024



Quality of Staff - health professionals

84% of reviews addressing the quality of health professional staff were positive. Residents expressed high satisfaction with the professionalism and competence of the doctors in GP practices.



Staff Attitudes

78% of reviews focused on staff attitudes were positive. Residents appreciated the kindness and caring nature of the staff.



Quality of treatment

72% of reviews covering the quality of treatment were positive. Residents were pleased with the thoroughness of the care provided, noting that GPs often went the extra mile to investigate health issues.



Staff Attitudes – health professionals

84% of reviews regarding the attitudes of health professionals were positive. Residents were happy with the sympathetic and kind demeanour of the GPs.

What could be improved?

Below is a list of the key areas for improvement relating to GP practices between April and June 2024



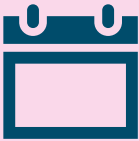
Appointment availability

59% of reviews that covered the availability of appointments were negative. Residents raised the issue of the amount of time they must wait for the next available appointment, a minimum of 2 weeks or more.



Getting through on the telephone

A significant 82% of reviews regarding telephone access reported negative experiences. Residents expressed frustration with the extended wait times when attempting to reach the reception, particularly during morning hours. Many noted being placed in long queues, resulting in considerable delays in getting through.



Booking appointments

64% of reviews concerning the appointment booking were negative. Many patients expressed frustration with the requirement to call at a specific time in the morning, only to be placed in a long queue on the phone. By the time they were able to get through, all available appointments for the day were often already taken. Some patients indicated a strong preference for greater flexibility in the booking process.



Staffing levels(Staff)

A notable 93% of reviews regarding staffing levels were negative. Many comments focused on the shortage of GPs, particularly permanent ones. Residents expressed concerns about consistently seeing locum doctors, which undermines the continuity of care and patient-provider relationships.

Recommendations

Below is a list of recommendations for GP practices in Ealing based on the key issues residents/patients told us about over the last three months

Promote Online Booking Systems to reduce pressure on phone lines

To make sure more people use this service, actively promote it through advertisements, reminders in the clinic, and messages to patients. This will help reduce the need for morning phone calls and make it easier for everyone to book an appointment.

Explaining why people are seeing Locum Doctors.

With 92% of comments expressing concerns about the lack of continuity in seeing a regular doctor, residents have made clear they are frustrated when they see someone who is not their normal GP. Understanding that sometimes a locum doctor is necessary due a GP's absence, we believe that surgeries should be proactive in explaining why a patient may be seeing someone else on their visit.

Improved Appointment Booking

Offer more flexible appointment scheduling options. Allow patients to book appointments more easily by spreading out the times when new slots are made available, so everyone doesn't have to call at the same time. For example, 8am and 12pm. This will help avoid long waits and make it easier for patients to get an appointment. If surgeries already do this, they should proactively advertise this to their patients.

GP Services

No. of Reviews	482 (relating to 69 GP practices)
Positive	71%
Negative	9%
Neutral	20%



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:

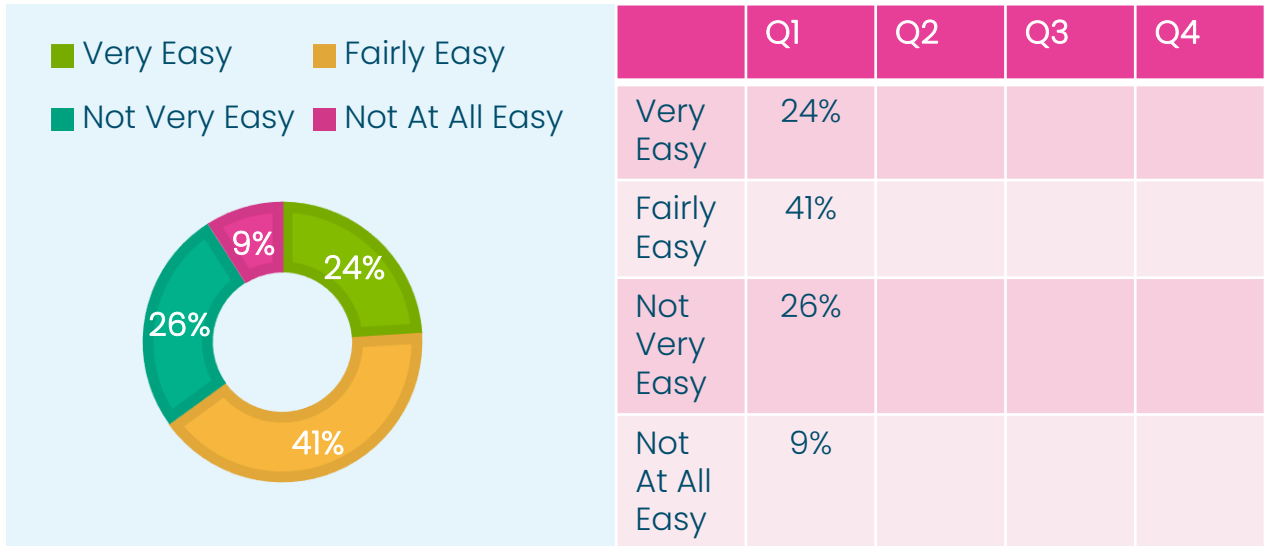
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the 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.

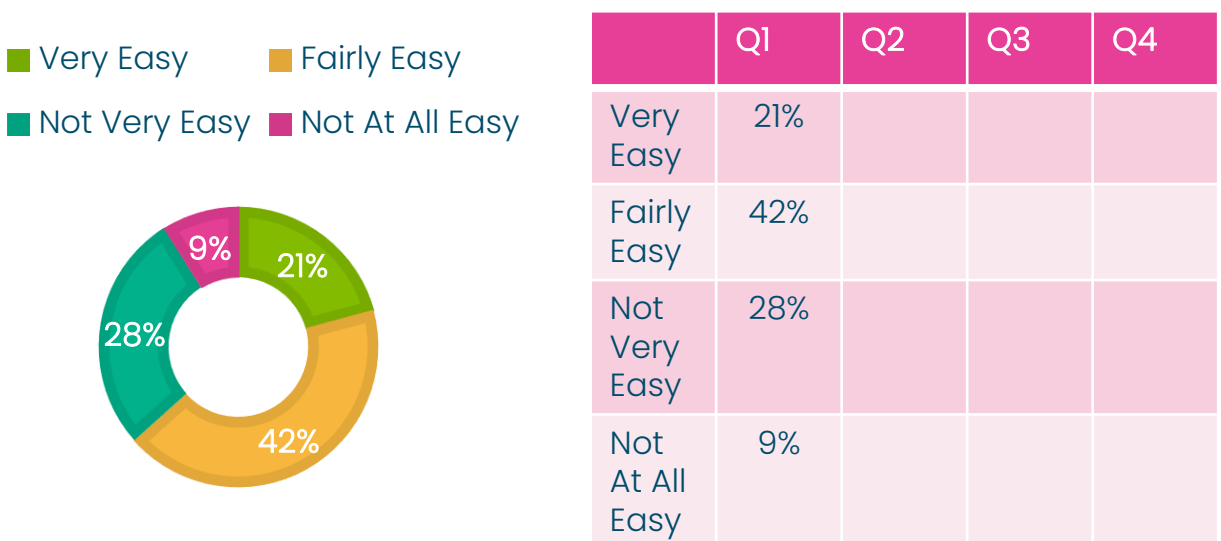
Participants were asked to choose between 1-5* (Very Poor – Very Good)

Access and Quality Questions

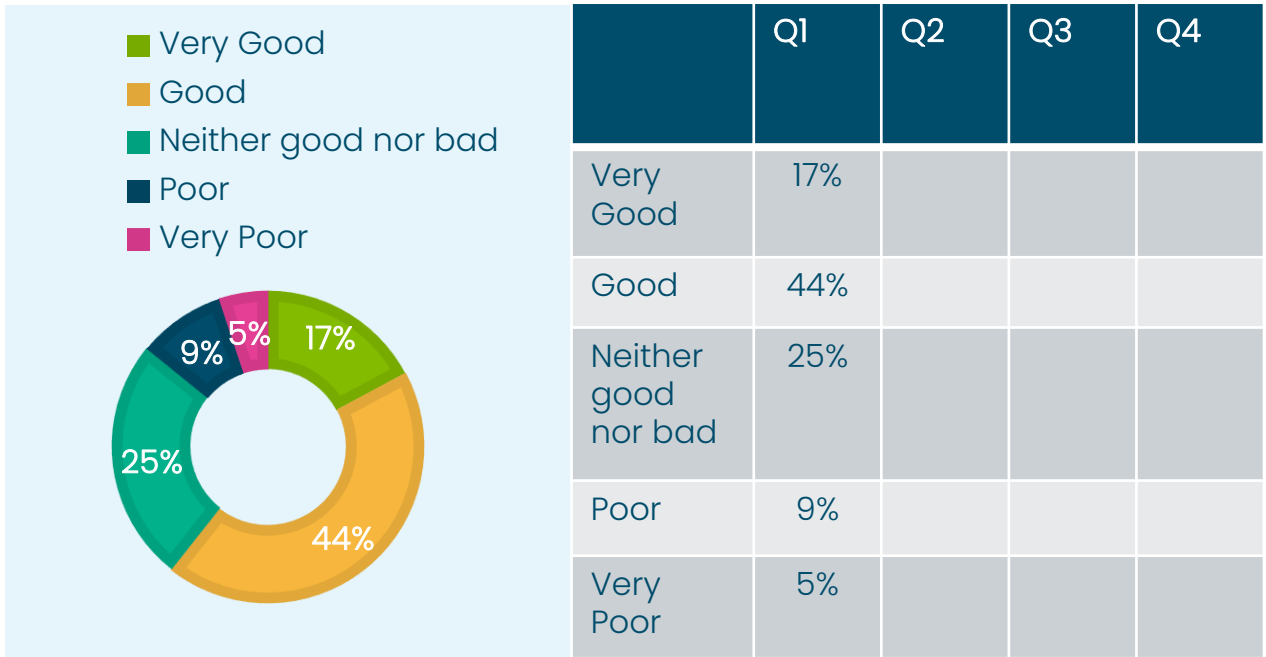
Q1) How do you find getting an appointment?



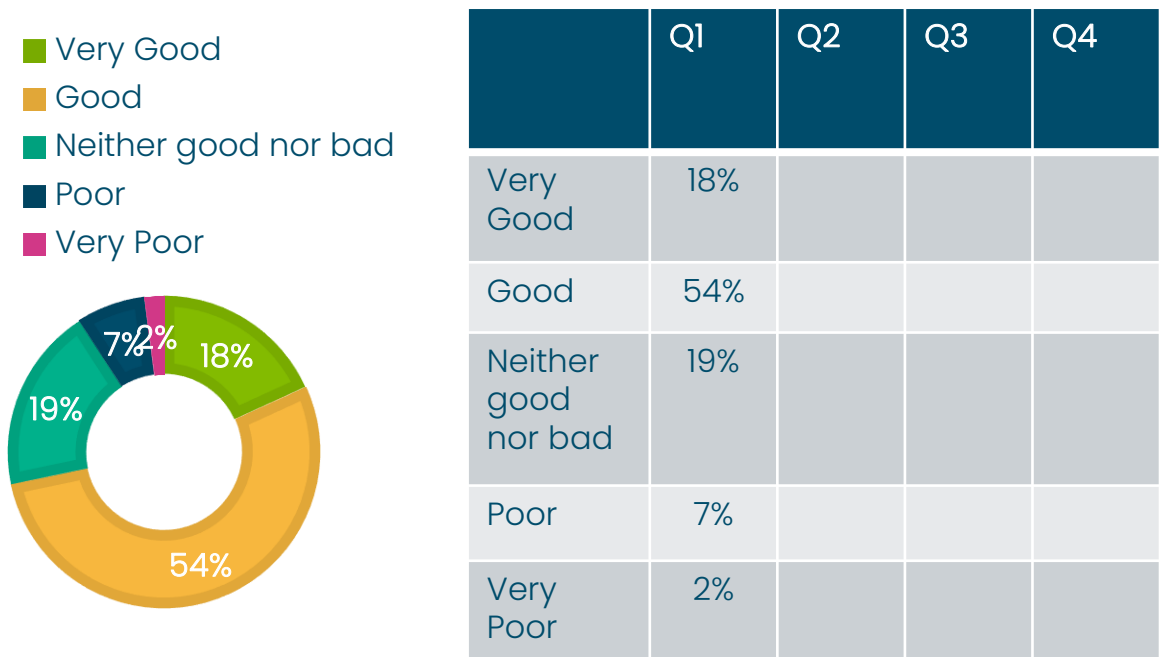
Q2) How do you find getting through to someone at your GP practice on the phone?



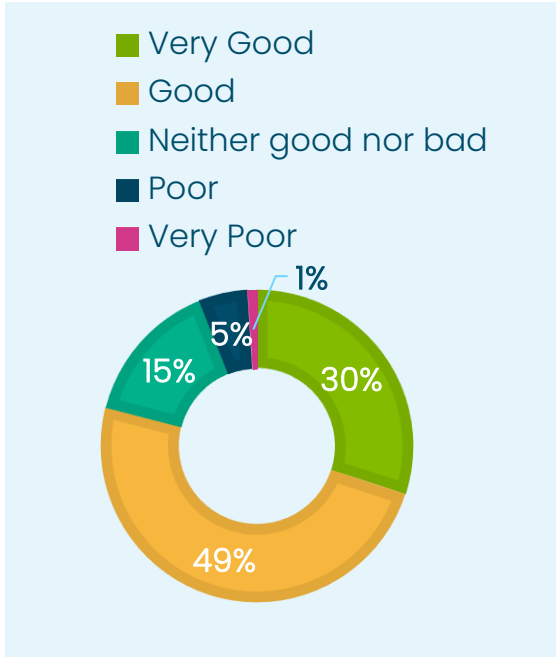
Q3) How do you find the quality of online consultations?



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

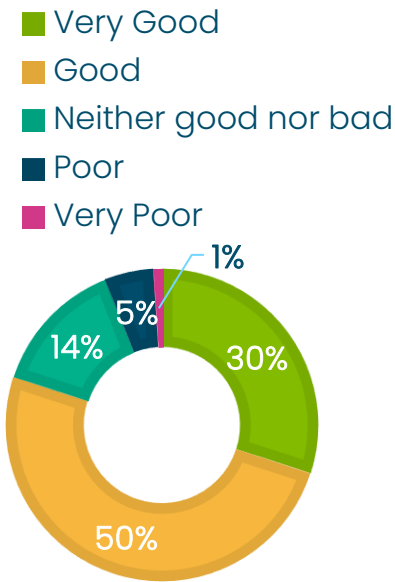


Q5) How did you find the attitudes of staff at the service?



	Q1	Q2	Q3	Q4
Very Good	30%			
Good	49%			
Neither good nor bad	15%			
Poor	5%			
Very Poor	1%			

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



	Q1	Q2	Q3	Q4
Very Good	30%			
Good	50%			
Neither good nor bad	14%			
Poor	5%			
Very Poor	1%			

Thematic analysis

In addition to the access and quality questions highlighted on previous pages, we also ask two further free text questions (**What is working well? and What could be improved?**), gathering qualitative feedback to help get a more detailed picture about GP practices.

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. The table below shows the top 10 themes mentioned by patients between April and June 2024 based on the free text responses received. This tells us which areas of the service are most important to patients.

We have broken down each theme by positive, neutral and negative sentiment. Percentages have been included alongside the totals.

Top 10 Themes	Positive	Neutral	Negative	Total
Appointment Availability	33 (31%)	11 (10%)	63 (59%)	107
Quality of Staff - health professionals	67 (84%)	6 (8%)	7 (9%)	80
Getting through on the telephone	8 (11%)	5 (7%)	58 (82%)	71
Staff Attitudes	49 (78%)	1 (2%)	13 (21%)	63
Quality of treatment	38 (72%)	4 (8%)	11 (21%)	53
Booking appointments	14 (30%)	3 (6%)	30 (64%)	47
Communication with patients (treatment explanation, verbal advice)	31 (74%)	1 (2%)	10 (24%)	42
Staff Attitudes – health professionals	32 (84%)	2 (5%)	4 (11%)	38
Staff Attitudes – administrative staff	15 (42%)	3 (8%)	18 (50%)	36
Suitability	27 (82%)	1 (3%)	5 (15%)	33

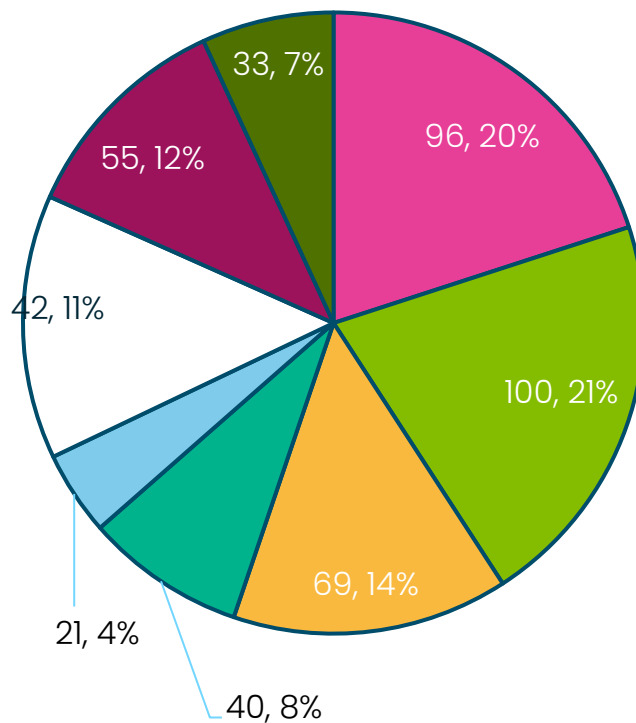
Primary Care Networks

Primary care networks (PCNs) are groups of GP practices within the same area which work together to support patients. Within Ealing there are 7 covering the borough. These are:

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

Between April and June, the services which received the most reviews were The Ealing Network and Acton. This quarter, Acton has replaced Northolt alongside The Ealing Network as having the highest number of PCN reviews.

Total Reviews per PCN (number, %)



PCN Access and Quality Questions

In order to understand the variance of experience across the borough we have compared the PCNs by their access and quality ratings.

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 – Very Poor, 5 – Very Good)

Each **average rating** has been colour coded to indicate positive, (green) negative (pink) or neutral (blue) sentiment.

Positive  Neutral  Negative 

PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	Getting an appointment	Getting through on the phone	Of Online consultations	Of Telephone consultations	Of Staff attitudes	Of Treatment and Care
Acton	2.7	2.7	3.6	3.8	4.2	4.1
The Ealing Network	2.7	2.7	3.5	3.8	4.0	4.0
Northolt	2.8	2.6	3.5	3.6	4.0	3.9
NGP	2.6	2.6	3.6	3.7	3.9	4.0
Greenwell	3.2	3.3	4.3	4.2	4.2	4.4
North Southall	2.7	2.6	3.5	3.6	3.7	3.8
South Southall	3.0	2.9	3.6	3.9	4.0	4.0
South Central Ealing	2.3	2.4	3.3	3.5	3.7	3.8

PCN Themes

We have also identified the top 3 positive and negative themes for each PCN where we have received over 20 reviews.

Primary Care Network	Overall rating	Top 3 Positive Issues	Top 3 Negative Issues
Acton No of reviews: 96	3.9	Quality of Staff – health professionals	Appointment availability
		Staff Attitudes	Booking appointments
		Suitability	Patient Choice
Greenwell No of reviews: 21	4.4	Quality of treatment	Getting through on the telephone
		Quality of Staff – health professionals	Appointment availability
		Suitability	Lack of access
North Southall No of reviews: 66	3.8	Quality of Staff – health professionals	Appointment availability
		Staff Attitudes	Getting through on the telephone
		Suitability	Booking appointments
Northolt No of reviews: 69	3.8	Quality of treatment	Getting through on the telephone
		Appointment availability	Appointment availability
		Communication with patients	Booking appointments
Northolt, Greenford, Perivale (NGP) No of reviews: 40	3.8	Staff Attitudes – health professionals	Getting through on the telephone
		Quality of treatment	Appointment availability
		Convenience/Distance to travel	Staff Attitudes – administrative staff
South Central Ealing No of reviews: 33	3.5	Quality of Staff – health professionals	Appointment availability
		Convenience/Distance to travel	Staffing levels(Staff)
		Suitability	Staff Attitudes – administrative staff
South Southall No of reviews: 55	3.9	Quality of Staff – health professionals	Appointment availability
		Staff Attitudes	Waiting Times
		Staff Attitudes – health professionals	Staff Attitudes
The Ealing Network No of reviews: 100	3.9	Quality of Staff – health professionals	Appointment availability
		Appointment availability	Getting through on the telephone
		Staff Attitudes	Staffing levels(Staff)

Equalities Snapshot

During our engagement we also 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 we found when analysing overall experience ratings (1=Very Poor 5= Very Good). A full demographics breakdown can be found in the appendix.



Gender

In Q1, Men had a more positive experience compared to women. Specifically, 77% of men reported a positive experience, while only 69% of women reported the same.



Age

We received the most feedback from 25-34 year-olds. A majority of this age group reported positive experiences, with 67% expressing satisfaction. Meanwhile, 5% had negative experiences, and 39% felt neutral about their visits.



Ethnicity

28% of reviews we got were from residents with BAME backgrounds. 70% of these reviews reported a positive experience, while 20% expressed a neutral stance and 10% reported a negative experience.

Experiences of Hospital Services



What people told us about Hospitals

"They calm me down, are caring, empathetic, and very friendly. They explain everything to me with excellent treatment."

"Have to wait 1 and a half years for an appointment. They are under-affected by the NHS. They left us hanging after we were told about Mom's diagnosis. Had to ring 11 times to get through on the phone, just to ask a question."

"Staff attitude is supremely good. They understand the issue. The health staff are extremely helpful. There are no issues or objections; they just follow up on what I ask for."

"Any non-routine/emergency visit to the hospital required a 3/4+ hours wait and sometimes self-discharge without being able to see a doctor in a vulnerable state."

"The doctors are very good at treating my problems. They answer all my questions."

"I feel nothing is working well. Would prefer to see one doctor. Complicated to speak to various doctors. Do not get appointments given quickly. I have to wait for a long time."

"They are very thorough. They communicated well what I needed to do and what would be done. They are very reassuring and easy to understand. The staff are friendly. I had an amazing experience and it is a lovely environment in a great location."

"The service was terrible. I had to wait 4 weeks for a scan, and even then, they didn't scan everything. I was asked to wait outside when I was not supposed to and had to wait an hour and a half. Communication among staff is poor due to NHS shortages."

What has worked well?

Below is a list of the key positive aspects relating to hospitals between April and June 2024



Staff Attitudes

90% of the reviews highlighted positive experiences with the attitudes of the staff. Residents expressed appreciation for the supportive, kind, and patient nature of the staff.



Quality of treatment

81% of the reviews were favourable with the quality of treatment, with residents satisfied with what they received. Many noted that the health staff frequently went above and beyond to thoroughly investigate health issues.



Quality of Staff - health professionals

76% of the reviews reflected positively on the quality of doctors, nurses, and other healthcare professionals. Residents were particularly impressed with the clarity of explanations provided and the helpful, proactive approach of the health staff.



Service co-ordination

95% of the reviews praised the coordination of services. Residents were pleased with the overall service delivery, noting that it effectively met their needs.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between April and June 2024..



Waiting Times (punctuality and queueing on arrival)

75% of the reviews concerning waiting times at the hospital were negative. Residents frequently mentioned extended wait times, with some waiting a minimum of two hours to see a healthcare professional. However, these experiences varied by department, with a significant portion of the negative feedback coming from reviews related to A&E departments.



Appointment availability

65% of the reviews regarding appointment availability were negative. Residents expressed concerns about the lengthy wait times following a referral, with some reporting delays and just overall waiting ranging from several weeks to over a year.



Communication between services

In 86% of the reviews related to communication between services, the feedback was negative. Residents reported issues such as test results and referrals not being properly transmitted to other necessary services, including their GP surgery or services within the same hospital building.



Communication with patients (treatment explanation, verbal advice)

In 32% of reviews concerning communication with patients about their treatment or general verbal advice, the sentiment was negative. One patient highlighted the challenges of speaking to multiple doctors rather than just one. This situation can lead to differing opinions from various doctors, resulting in a lack of clarity and a clear treatment plan for patients.



Recommendations

Below is a list of recommendations for hospitals in Ealing based on the key issues residents/patients told us about over the last three months

Establish Continuity of Care for Patients

To improve communication with patients regarding their treatment plans, hold regular multidisciplinary team meetings to discuss complex cases. This ensures that all involved doctors and healthcare professionals are on the same page regarding the patient's treatment, which can then be communicated clearly to the patient. In cases where a patient must see multiple doctors, establish a clear and thorough handover process. This should include detailed notes and summaries that ensure continuity and prevent any discrepancies in the advice given to patients.

Improve Appointment scheduling and management

To reduce the negative sentiment regarding appointment availability and communication, NHS hospitals should focus on reviewing their appointment scheduling processes. This could include expanding the use of online booking systems, reducing the use of postal appointment notifications and using online and telephone call notifications/reminders and communication transparency by keeping patients informed about expected wait times and any potential delays to their appointments. Clear communication about what patients can expect can help manage their expectations and improve satisfaction.

Implement an improved Communication System

To ensure seamless communication between different departments, services, and external providers Primary care service leads should discuss how to streamline communication. This system should ensure that all relevant patient information, such as test results and referrals, is promptly and accurately shared between departments, GP surgeries, and other necessary services. This can help in transferring test results and referrals more quickly and the risk of miscommunication and delays in patient care can be reduced.

Hospital Services

No. of Reviews	328 (relating to 13 hospitals)
Positive	80%
Negative	6%
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 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?

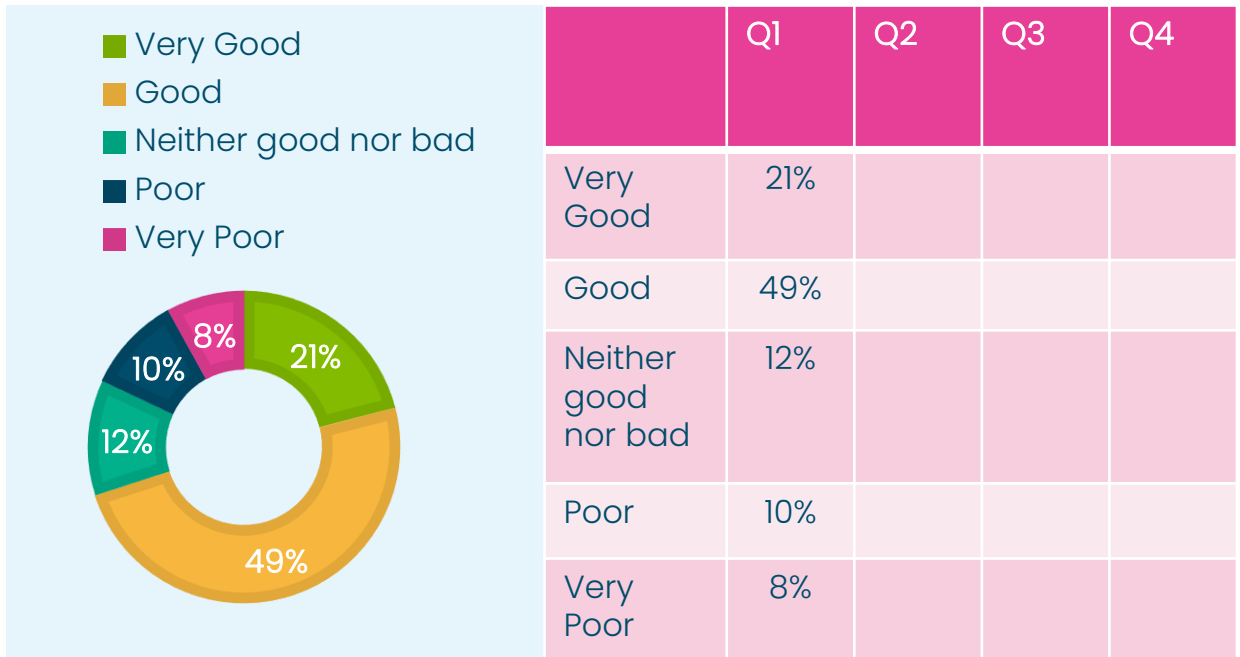
Q5) How do you think the communication is between your hospital and GP practice?

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

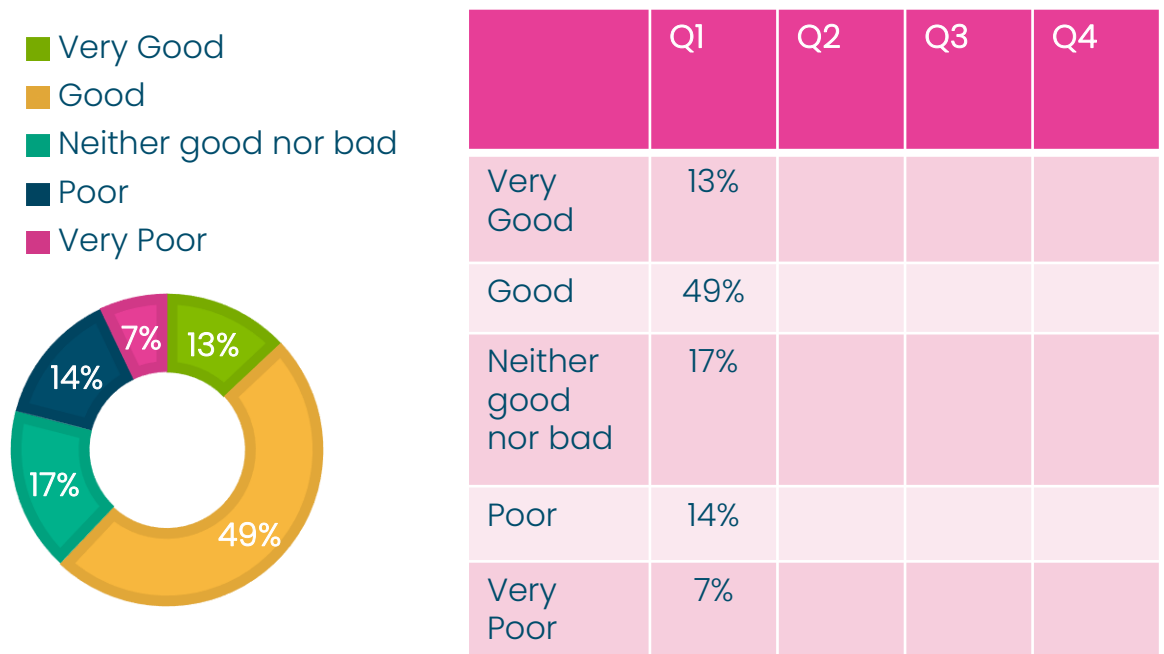
Participants were asked to choose between 1-5* (Very Poor – Very Good) for all questions.

Access and Quality Questions

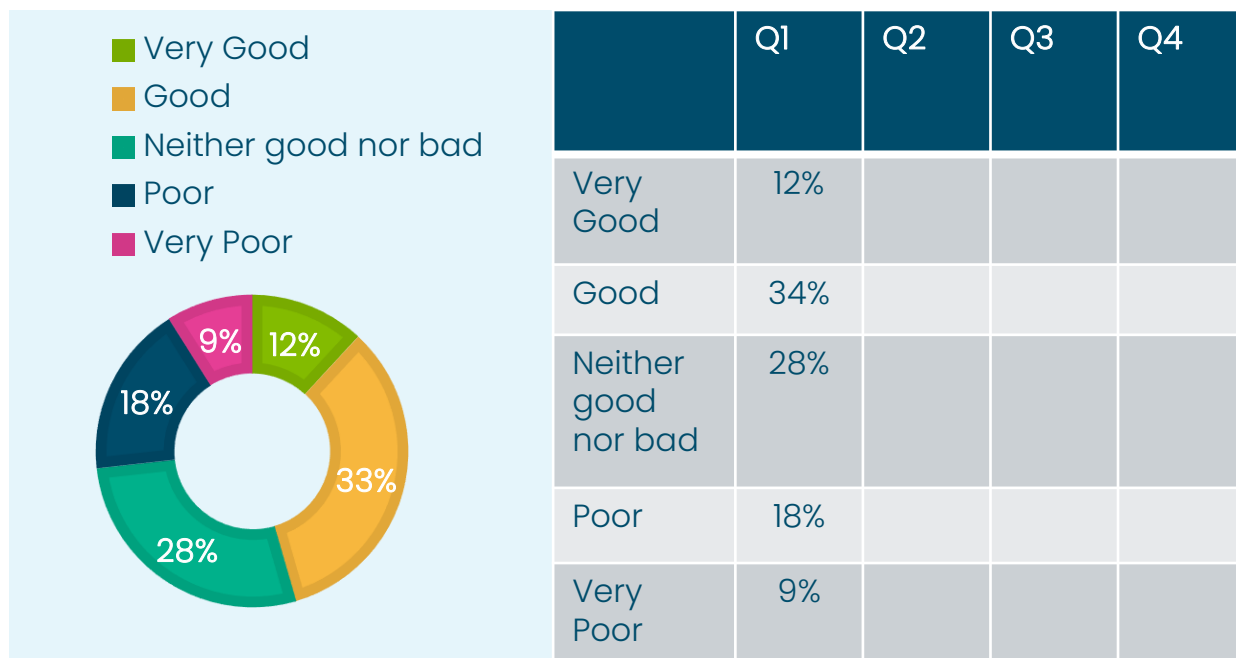
Q1) How did you find getting a referral/appointment at the hospital?



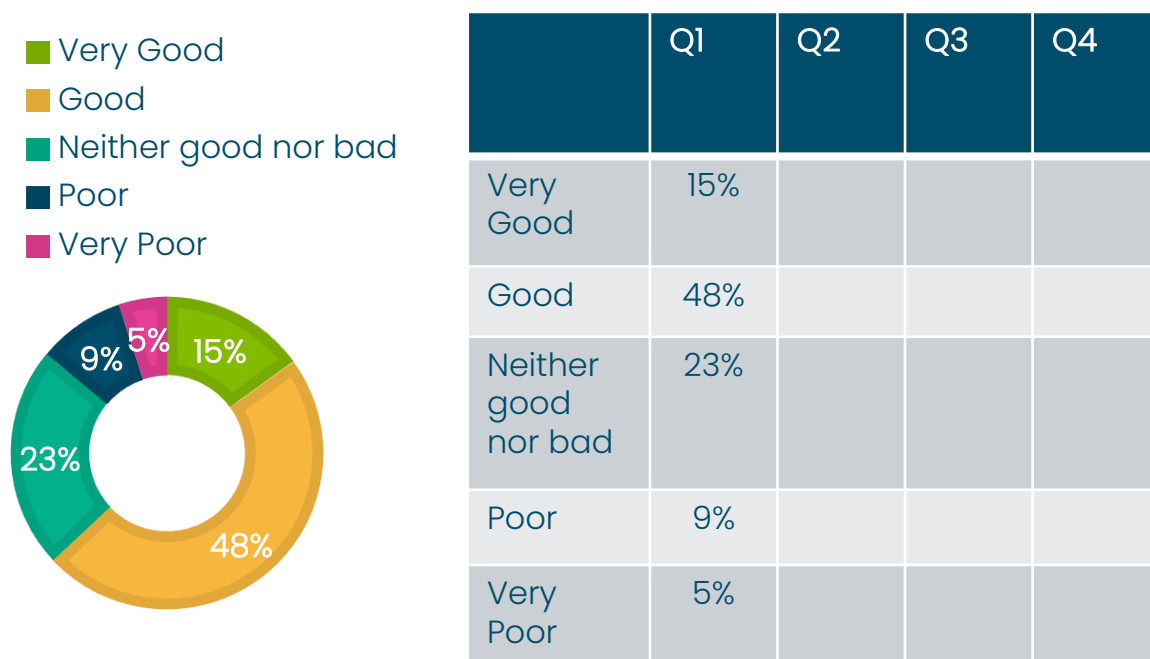
Q2) How do you find getting through to someone on the phone?



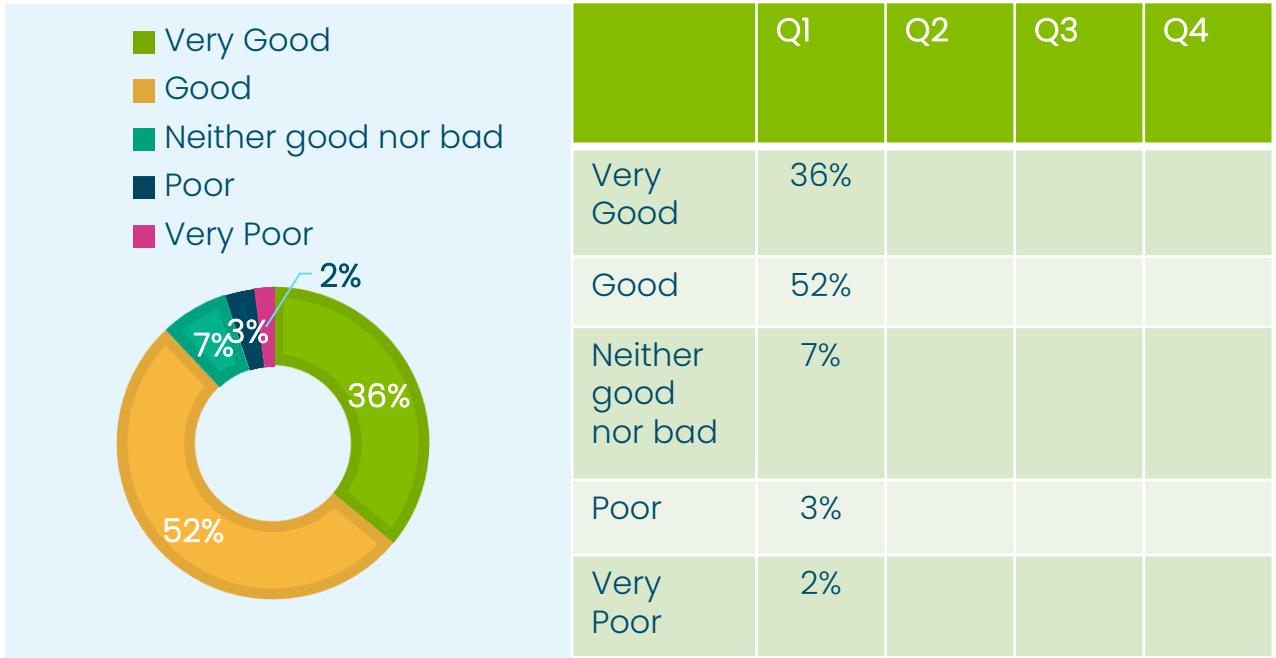
Q3) How do you find the waiting times at the hospital?



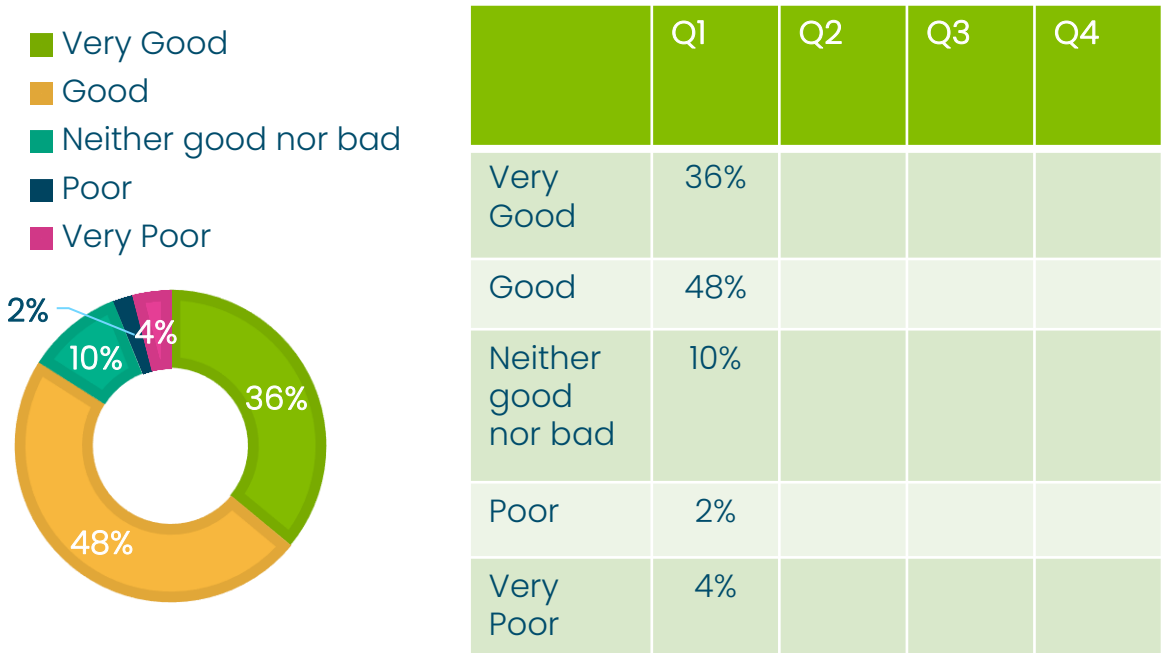
Q4) How do you think the communication is between your hospital and GP practice?



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



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



Thematic analysis

In addition to the access and quality questions highlighted on previous pages, we also ask two further free text questions (**What is working well? and What could be improved?**), gathering qualitative feedback to help get a more detailed picture about hospital services.

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 10 themes mentioned by patients between April and June 2024 based on the free text responses received. This tells us which areas of the service are most important to patients.

We have broken down each theme by positive, neutral and negative sentiment. Percentages have been included alongside the totals.

Top 10 Themes	Positive	Neutral	Negative	Total
Waiting Times (punctuality and queueing on arrival)	17 (17%)	9 (9%)	76 (74%)	102
Staff Attitudes	46 (90%)	0 (0%)	5 (10%)	51
Quality of treatment	38 (81%)	1 (2%)	8 (17%)	47
Quality of Staff - health professionals	31 (76%)	1 (2%)	9 (22%)	41
Communication with patients (treatment explanation, verbal advice)	20 (65%)	1 (3%)	10 (32%)	31
Experience	17 (81%)	0 (0%)	4 (19%)	21
Service co-ordination	20 (95%)	0 (0%)	1 (5%)	21
Appointment availability	6 (30%)	1 (5%)	13 (65%)	20
Suitability	17 (85%)	0 (0%)	3 (15%)	20
Staff Attitudes - health professionals	14 (78%)	0 (0%)	4 (22%)	18

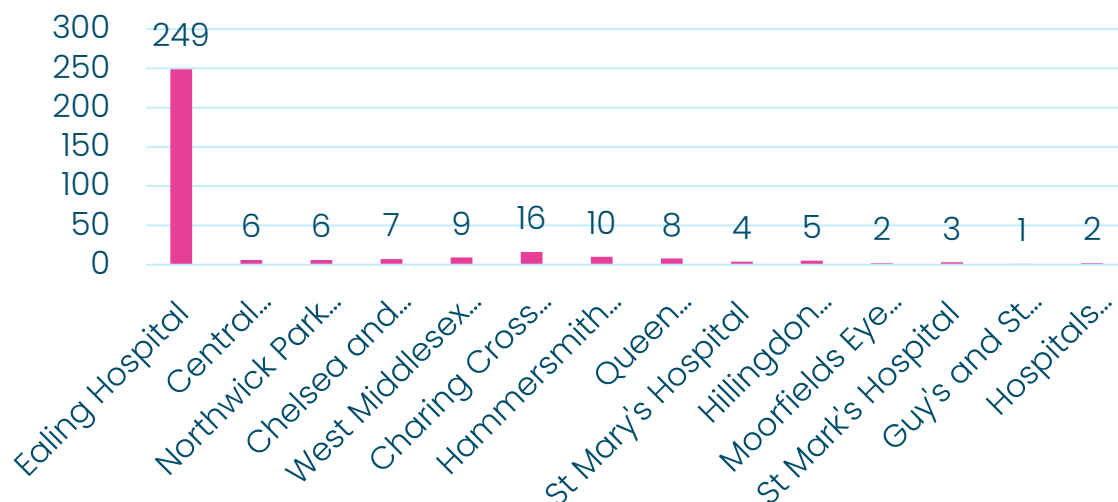
Reviewed Hospitals

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 about experiences at the following hospitals:

Hospital	Provider
Ealing Hospital	London North West University Healthcare NHS Trust
Central Middlesex Hospital	
Northwick Park Hospital	
Chelsea and Westminster Hospital	Chelsea and Westminster Hospital NHS Foundation Trust
West Middlesex University Hospital	
Charing Cross Hospital	Imperial College Healthcare NHS Trust
Hammersmith Hospital	
Queen Charlottes and Chelsea Hospital	
St Mary's Hospital	
Hillingdon Hospital	The Hillingdon Hospitals NHS Foundation Trust
Moorfields Eye Hospital	
St Mark's Hospital	
Guy's and St Thomas' Hospital	
Hospitals Outside North West London	

Between April – June, the hospitals which received the most reviews were PRUH and Orpington. Healthwatch Ealing visits both weekly. Additional patient experiences were collected by the Patient Experience Officer and volunteers, through face-to-face engagements and online reviews.

Hospital by number of reviews



In order to understand the variance of experience across the hospitals we have compared the ratings given for access and quality covered in the previous section. Please note that each question has been rated out of 5 (1 – Very Poor 5 –Very Good)

Positive ■ Neutral ■ Negative ■

Name of Hospital	ACCESS (out of 5)			QUALITY (out of 5)		
	To a referral/ appointment	Getting through on the phone	Waiting Times	Of Communication between GP and Hospital	Of Staff attitudes	Of Treatment and Care
Ealing Hospital No of reviews:	3.6	3.3	3.1	3.5	4.1	4.0

We have also identified the top 3 positive and negative themes for each hospital where we have received over 20 reviews.

Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Ealing Hospital No of reviews: 249	4.0	1. Staff Attitudes 2. Quality of treatment 3. Quality of Staff - health professionals	1. Waiting Times (punctuality and queueing on arrival) 2. Communication between services 3. Appointment availability

Equalities Snapshot

During our engagement we also 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 provided to people based on their personal characteristics.

This section pulls out interesting statistics when we analysed overall experience ratings (1= Very Poor 5= Very Good) A full demographics breakdown can be found in the appendix.



Gender

In Q1, there was only a 1% difference between Men and Women in terms of having a positive experience. Men had 80% and Women had a 79% positive experience.



Age

We received the most feedback from 35-44 year-olds. A majority of this age group reported positive experiences, with 84% expressing satisfaction. Meanwhile, 4% had negative experiences, and 12% felt neutral about their visits.



Ethnicity

27% of the reviews we got were from residents with BAME backgrounds. 73% of these reviews reported a positive experience, while 19% expressed a neutral stance and 8% reported a negative experience.

Appendix



No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	343 (71%)	96 (20%)	43 (9%)	482
Hospital	262 (80%)	47 (14%)	19 (6%)	327
Pharmacy	253 (91%)	13 (5%)	11 (4%)	277
Dental Care	108 (94%)	4 (3%)	3 (3%)	115
Opticians	45 (96%)	2 (4%)	0 (0%)	47
Emergency	31 (79%)	5 (13%)	3 (8%)	39
Community	14 (88%)	2 (13%)	0 (0%)	16
Mental Health	3 (75%)	0 (0%)	1 (25%)	4
Overall Total	1059	169	80	1308

Demographics

Gender	Percentage %	No of Reviews
Man(including trans man)	34%	416
Woman (including trans woman)	66%	820
Non- binary	0%	0
Other	0%	0
Prefer not to say	0%	0
Total	100%	1236

Religion	Percentage %	No of Reviews
Buddhist	1%	14
Christian	35%	382
Hindu	7%	71
Jewish	1%	3
Muslim	24%	241
Sikh	9%	89
Spiritualism	1%	4
Other religion	2%	20
No religion	17%	172
Prefer not to say	2%	25
Total	100%	1021

Pregnancy	Percentage %	No of Reviews
Currently pregnant	1%	17
Currently breastfeeding	1%	16
Given birth in the last 26 weeks	2%	24
Not known	1%	9
Prefer not to say	1%	11
Not relevant	93%	1084
Total	100%	1161

Age	Percentage %	No of Reviews
Under 18	0%	4
18-24	7%	82
25-34	18%	217
35-44	20%	236
45-54	13%	153
55-64	14%	173
65-74	15%	181
75-84	8%	97
85+	3%	41
Prefer not to say	1%	11
Total	100%	1195

Long-term condition	Percentage %	No of Reviews
Yes	39%	400
No	58%	594
Prefer not to say	2%	20
Not provided	1%	14
Total	100%	1028

Sexual Orientation	Percentage %	No of Reviews
Asexual	1%	6
Bisexual	1%	13
Gay Man	1%	7
Heterosexual/ Straight	88%	1034
Lesbian / Gay woman	1%	5
Pansexual	0%	0
Prefer not to say	8%	99
Total	100%	1164

Demographics

Ethnicity	Percentage %	No of Reviews
British / English / Northern Irish / Scottish / Welsh	31%	327
Irish	3%	36
Gypsy or Irish Traveller	0%	
Roma	0%	
Any other White background	8%	98
Bangladeshi	1%	11
Chinese	1%	8
Indian	12%	136
Pakistani	3%	39
Any other Asian background/Asian British Background	18%	210
African	6%	66
Caribbean	1%	16
Any other Black / Black British background	4%	44
Asian and White	0%	
Black African and White	1%	7
Black Caribbean and White	1%	1
Any other Mixed / Multiple ethnic groups background	1%	14
Arab	5%	62
Any other ethnic group	3%	37
Total	100%	1158

Disability	Percentage %	No of Reviews
Yes	19%	195
No	78%	802
Prefer not to say	2%	19
Not known	1%	5
Total	100%	1021

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	1%	4
Not in employment & Unable to work	13%	155
Not in Employment/ not actively seeking work - retired	28%	325
Not in Employment (seeking work)	3%	33
Not in Employment (Student)	4%	43
Paid: 16 or more hours/week	40%	478
Paid: Less than 16 hours/week	6%	64
On maternity leave	2%	36
Prefer not to say	3%	24
Total	100%	1162

Area of the borough	Percentage %	No of Reviews
Acton	13%	147
Ealing	31%	364
Greenford	7%	79
Hanwell	6%	75
Perivale	2%	26
Southall	23%	268
Northolt	8%	93
Other	4%	47
Out of the Borough	6%	70
Prefer not to Say	1%	6
Total	100%	1175

Unpaid Carer	Percentage %	No of Reviews
Yes	11%	125
No	88%	1026
Prefer not to say	1%	15
Total	100%	1166



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