

# Q2 Patient Experience Report



---

# Contents

Introduction	3
Q2 Snapshot	4
Yearly Comparison	5
Experiences of GP Practices	6
Experiences of Hospital Services	22
Experiences of Dental Services	38
Experiences of 'Other' Services	43
Appendix	46

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

---

# 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 in order 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

---



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



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

---

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

**Between July to September 2023, we continued to develop our PEP by :**

- Finalised a patient experience report template following feedback from external partners

# Q2 Snapshot

This section provides a summary of the number of experiences we collected during July – September 2023 as well as breakdown 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)



## 1327 reviews

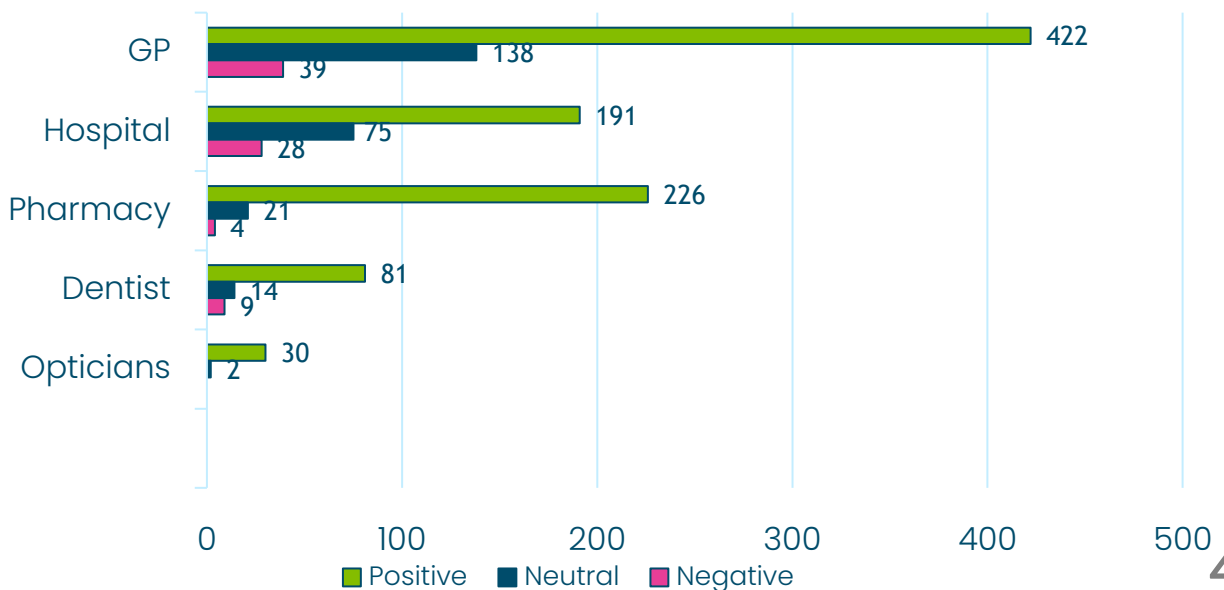
of health and care services were shared with us, helping to raise awareness of issues and improve care.

## 59 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	599	70%
Hospital	294	65%
Pharmacy	251	90%
Dentist	104	78%
Opticians	32	94%

## Sentiment of Reviews



# Yearly Comparison

In order for us to understand whether experiences of health and care services are improving we compare our data throughout the year. The chart below highlights the percentage of positive feedback each service has received during 2023-24. The total number of positive reviews has been included next to the percentage.

## Percentage of positive reviews for each service type

Service Type	Q1 (Apr-Jun 23)	Q2 (Jul-Sep 23)	Q3 (Oct-Dec 23)	Q4 (Jan-Mar 24)
GP	69%	70%		
Hospital	75%	65%		
Pharmacy	90%	90%		
Dentist	80%	78%		
Opticians	97%	94%		
Emergency	67%	67%		
Community	86%	67%		
Mental Health	33%	29%		
Other	n/a	50%		

### What does this tell us?

- We saw a 10% decrease in positive reviews for Hospitals from the previous quarter
- Pharmacy and Emergency reviews remained positive from Q1, with the same percentages for each individual service type.
- Apart from the service type 'GP, Other, Pharmacy, and Emergency, all other service types saw a positive percentage decrease in Q2

---

# Experiences of GP Practices



# What people told us about GP Practices

"The doctor is very good. They're very understanding and helpful. They listen to what you have to say. They explain any difficulties."

"The treatment and explanation are working well. The doctor is very helpful and understanding."

"The GP is very polite and caring. They give good advice. The receptionists are polite."

"The doctor's treatment is very good. I received good explanations."

"Sometimes getting an appointment is very tough. I want to discuss more problems with the doctor but can only discuss one. It is very hard for the practice."

"There is a very long phone queue. The wait for an emergency appointment is very long."

"Sometimes it is a bit difficult to book an appointment. You have to call dead on at 8am."

"The fact that they expect us to always know what they know – they almost take offense if you ask for clarification, and they are very patronizing, my elderly dad called and the reception staff just said, "Well sorry you are supposed to call". They should be trained more. They gave me the all-clear for a fungal infection and then I got a text later that day saying that I was not.."

# GP Services

No. of Reviews	599 (relating to 71 GP practices)
Positive	70%
Negative	7%
Neutral	23%



## 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?

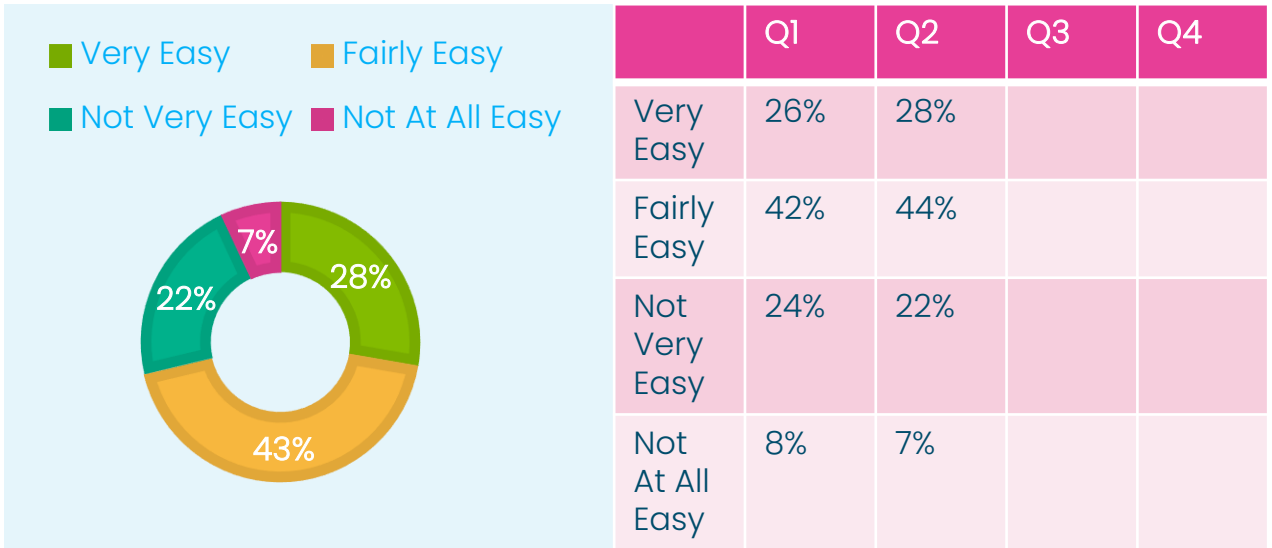
Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (Very Easy – Not at All Easy) to allow our data to be comparable with the NHS data.

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

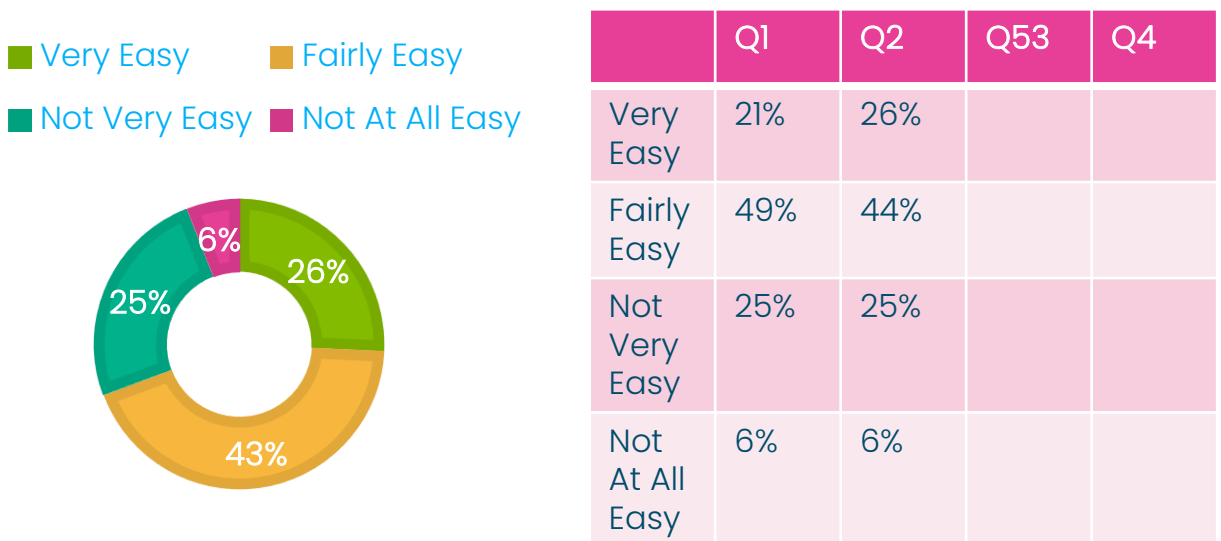


# Access and Quality Questions

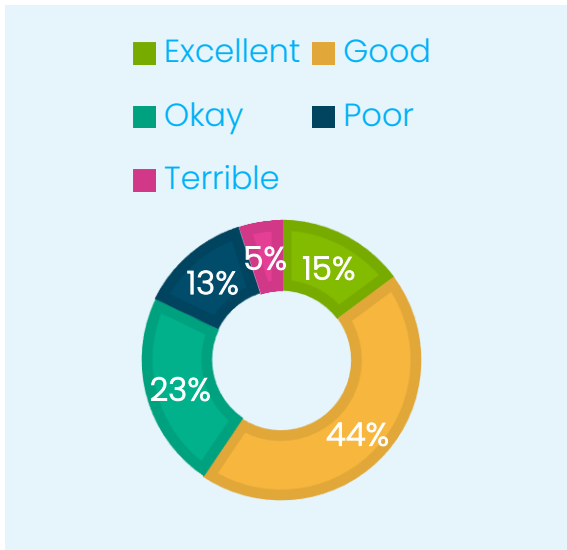
## Q1) How do you find getting an appointment?



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

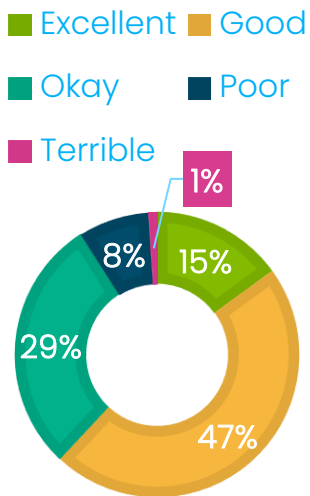


### Q3) How do you find the quality of online consultations?



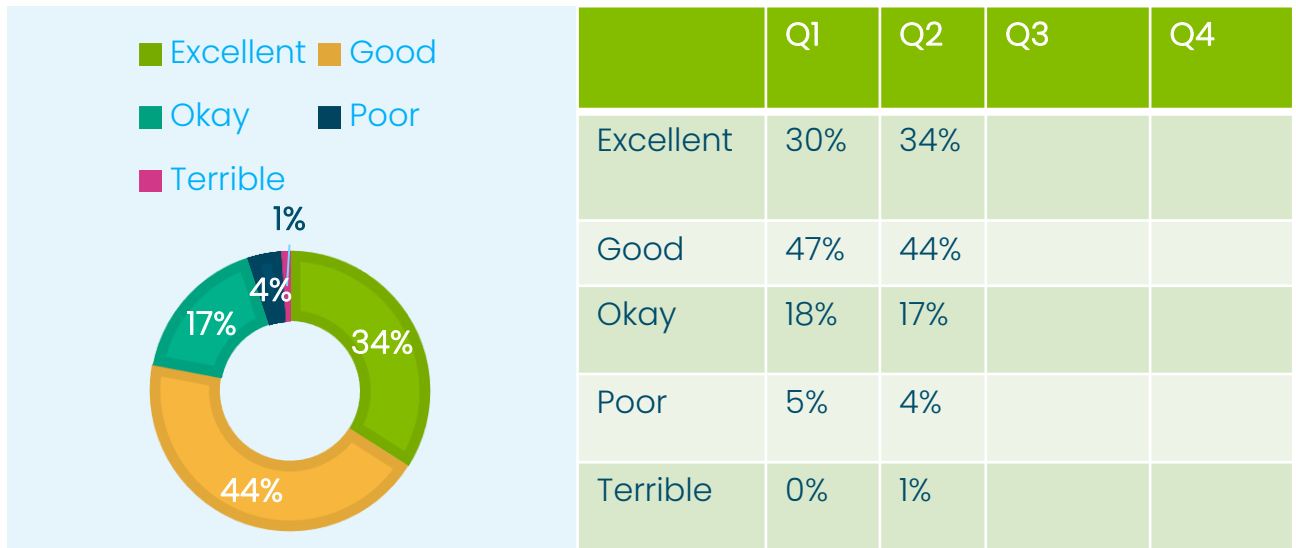
	Q1	Q2	Q3	Q4
Excellent	15%	15%		
Good	44%	45%		
Okay	27%	23%		
Poor	10%	13%		
Terrible	4%	5%		

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

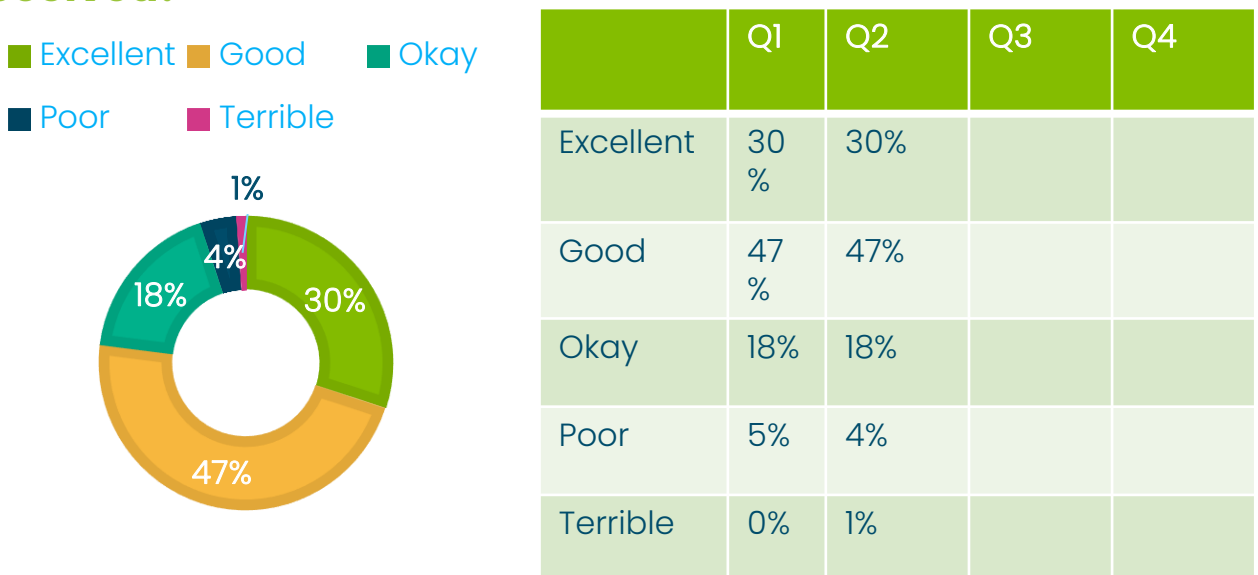


	Q1	Q2	Q3	Q4
Excellent	17%	15%		
Good	44%	47%		
Okay	28%	29%		
Poor	9%	8%		
Terrible	2%	1%		

## Q5) How did 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 we also ask two further free text questions (**What is working well?** and **What could be improved?**) to help get a more detailed picture about GP practices.

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 5 positive and negative themes received between July to September based on the free text responses received.

Top 5 Positive Themes	Percentage of positive reviews and count
Quality of Staff – health professionals	112 (84%)
Appointment Availability	60 (40%)
Quality of treatment	57 (89%)
Staff Attitudes – health professionals	46 (94%)
Communication with patients (treatment explanation, verbal advice)	45 (83%)

Top 5 Negative Themes	Percentage of negative reviews and count
Appointment Availability	80 (54%)
Getting through on the telephone	52 (82%)
Booking appointments	65 (67%)
Waiting times (punctuality and queuing on arrival)	37 (66%)
Staff Attitudes – administrative staff	24 (44%)

---

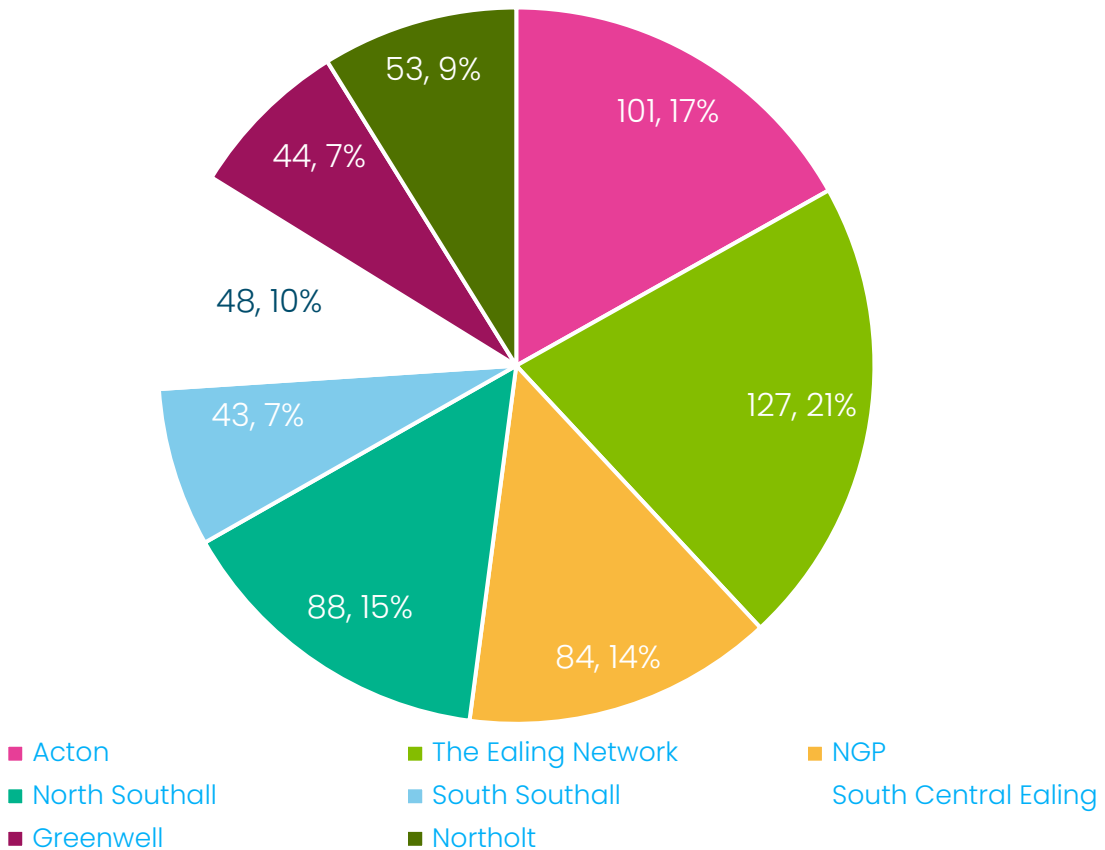
## Primary Care Networks

Primary care networks (PCNs) are groups of GP practices within the same area which work together to support patients. Within Ealing there are **6 PCN'S** covering the borough. These are:

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

Between July and September, the services that received the most reviews were The Ealing Network (n.127), Acton (n.101), and North Southall (n.88)

### Total Reviews per PCN



## 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 – Terrible, 5 - Excellent**)

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 Telephone consultations	Of Online consultations	Of Staff attitudes	Of Treatment and Care
Acton	3.2	3.1	3.8	3.6	4.2	4.1
The Ealing Network	3.0	2.9	3.8	3.7	4.4	4.2
Northolt	2.6	3.0	3.7	3.5	3.8	3.7
NGP	2.9	2.9	3.5	3.6	3.9	3.9
Greenwell	2.9	3.0	3.8	1.5	3.9	4.1
North Southall	2.7	2.7	3.4	3.2	3.9	3.8
South Southall	2.6	2.5	3.1	3.2	3.4	3.8
South Central Ealing	2.8	2.4	3.6	2.5	4	3.9

## 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: 101	4.1	Quality of Staff – health professionals	Appointment Availability
		Appointment Availability	Waiting Times (punctuality and queueing on arrival)
		Staff Attitudes	Booking appointments
Greenwell No of reviews: 44	3.9	Quality of Staff – health professionals	Appointment Availability
		Quality of Treatment	Getting through on the telephone
		Staff Attitudes/Staff Attitudes – health professionals/Appointment Availability/Quality of Staff – health professionals/Treatment Explanation	Booking appointments/Waiting times (punctuality and queueing on arrival)/Staff Attitudes – administrative staff/
North Southall No of reviews: 88	3.8	Quality of Staff – health professionals	Getting through on the telephone
		Quality of treatment	Appointment availability
		Staff Attitudes – health professionals	Booking appointments
Northolt No of reviews: 53	3.8	Appointment availability	Appointment availability
		Quality of treatment	Booking Appointments/Getting through on the telephone
		Quality of Staff – health professionals/Staff Attitudes – health professionals	Waiting Times (punctuality and queueing on arrival)/Waiting Times for appointments/waiting lists

<b>Northolt, Greenford, Perivale (NGP)</b>  No of reviews: 84	3.8	Quality of Staff – health professionals	Appointment availability
		Quality of treatment	Booking appointments
		Communication with patients (treatment explanation, verbal advice)	Getting through on the telephone
<b>South Central Ealing</b>  No of reviews: 59	3.8	Appointment availability	Appointment Availability
		Online consultation (app/form)	Getting through on the telephone
		Quality of Staff - health professionals	Online consultation (app/form)
<b>South Southall</b>  No of reviews: 43	3.3	Quality of Staff – health professionals	Appointment Availability
		Quality of treatment	Booking appointments
		Communication with patients (treatment explanation, verbal advice)	Waiting Times (punctuality and queueing on arrival)
<b>The Ealing Network</b>  No of reviews: 127	4.1	Quality of Staff - health professionals	Getting through on the telephone
		Management of service	Appointment availability
		Appointment availability	Waiting Times (punctuality and queueing on arrival)



---

## What has worked well?

Below is a list of the key positive aspects relating to GP practices between July to September 2023



### Quality of Health Professionals and Attitudes

84% of reviews concerning the quality of health professionals were positive, with patients commenting on the overall knowledge and pro-activeness they received from the health professional. This is further backed up by 94% of positive comments talking about the health professional's staff attitudes, and generally how satisfied patients were with the GPs and nurses they interacted with.



### Quality of treatment

89% of reviews regarding the quality of the treatment patients received were positive, with some commenting on the thoroughness and appropriate treatment that they received from the health professional they saw at their GP surgery.



### Communication with Patients

83% of reviews expressed favorable sentiments regarding the communication received from their GP surgery. Patients specifically commended the informative nature of the service, citing instances such as appointment reminders and the timely communication of blood test results. Additionally, patients appreciated the valuable and practical advice provided by their GP during their interactions.

---

## What could be improved?

Below is a list of the key areas for improvement relating to GP practices between July to September 2023



### Appointment Availability and Bookings

54% of comments regarding appointment availability were negative, with patients highlighting how long they have to wait for the next available appointment, with some waiting weeks or even longer. This is further highlighted by many patients commenting on the difficulty of booking an appointment in the first place, with 67% negatively focusing on this.



### Waiting Times at the health premises

66% of comments highlighted the length of waiting times patients had to wait at their GP surgery to be seen, with many of the comments highlighting that their wait for their appointment time went over the time they were supposed to be seen to, which can be from 25 minutes to 1 hour.



### Staff Attitudes – Administration Staff

44% of comments around the attitudes of administrative staff that patients interacted with at their GP surgery were negative in sentiment. Patients specifically pointed out instances of discourteous behavior from reception staff, whether during phone conversations or face-to-face interactions.

---

## Recommendations

Below is a list of recommendations for GP practices in the Ealing borough based on the findings in this section



### Training and Improving Reception Staff

The GP practices should explore more training methods on how receptionists communicate with patients. We saw some comments this quarter on the rude and bad-mannered nature of some reception staff that patients interacted with at their GP surgery.



### More Appointment GP Access

GP services should ensure that all patients requiring face-to-face appointments and/or telephone appointments can access them in a timely fashion. Some patients have reported having to go to A&E for the issue they have as they can't access their GP for an appointment in a reasonable timeframe,



### Better explanations of new phone systems

The GP practices should explore methods of better advertising their new phone systems. We understand that many PCNs have adopted new systems to help elevate the "8 am rush", but not all patients are aware of this change.



### Digital Inclusion Training

Related to the recommendation above, there is a concern that those who are not digitally included may be being left behind with the increasing digitisation of the NHS. Ensuring that all staff are trained on digital inclusion methods will make for a better experience for these patients and reduce the pressure on the "8 am rush".

## Emerging or Ongoing Issues

In order for us to understand ongoing or emerging issues in the borough we compare the top positive and negative issues throughout the year. We have highlighted in dark pink or bright green any issues which have repeated in at least three financial quarters.

### Positive Issues

Q1	Q2	Q3	Q4
Quality of Treatment	Quality of Staff – health professionals		
Staff Attitudes	Appointment Availability		
Staff Attitudes – health professionals	Quality of treatment		
Quality of Staff – health professionals	Staff Attitudes – health professionals		
Appointment Availability	Communication w/ patients		

### Negative issues

Q1	Q2	Q3	Q4
Patient Choice	Appointment Availability		
Getting through on the phone	Getting through on the telephone		
Waiting Times (punctuality and queuing on arrival)	Booking appointments		
Appointment Availability	Waiting times (punctuality and queuing on arrival)		
Booking appointments	Staff Attitudes – administrative 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=Terrible 5= Excellent). A full demographics breakdown can be found in the appendix.



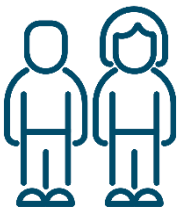
### Gender

Overall men reported a 1% lower satisfaction than their female counterparts. This result differs from the previous quarter, where we saw females have a 3% lower positive experience than men. In the last two quarters



### Age

We found that people aged 75-84 have the most positive experience with, 83% of them giving a positive rating (good or excellent). Furthermore, every age group reported a negative percentage of 9% or less.



### Ethnicity

This quarter, people from White ethnic backgrounds were found to be most satisfied with their GP services, with 75% of them rating it positive. People from Asian Chinese backgrounds were the least satisfied with their GP services with only 67% of them giving a positive rating.

# Experiences of Hospital Services



# What people told us about Hospitals

"They treat very well. They give knee support. I am very happy with the treatment."

"We had a 5-hour wait and the process to see someone needs to be reviewed - we had to speak to 4 people and fill in different information before moving to another waiting room. Processes - can we not check in with a QR code? Just like track and trace?"

"Doctors gave very good treatment. The early pregnancy department gave very good treatment."

"Short of doctors and staff in general."

"The staff were really nice and calming. Explained things. The waiting time there was fine, although it was crowded."

"Communication could be better, they should notify you of the wait for an operation."

"Ambulance staff are very experienced and very helpful. Excellent service. Consultants are very good in the hospital."

"LONG wait. 8 months wait."

# Hospital Services

No. of Reviews	294 (relating to 12 hospitals)
Positive	65%
Negative	10%
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?

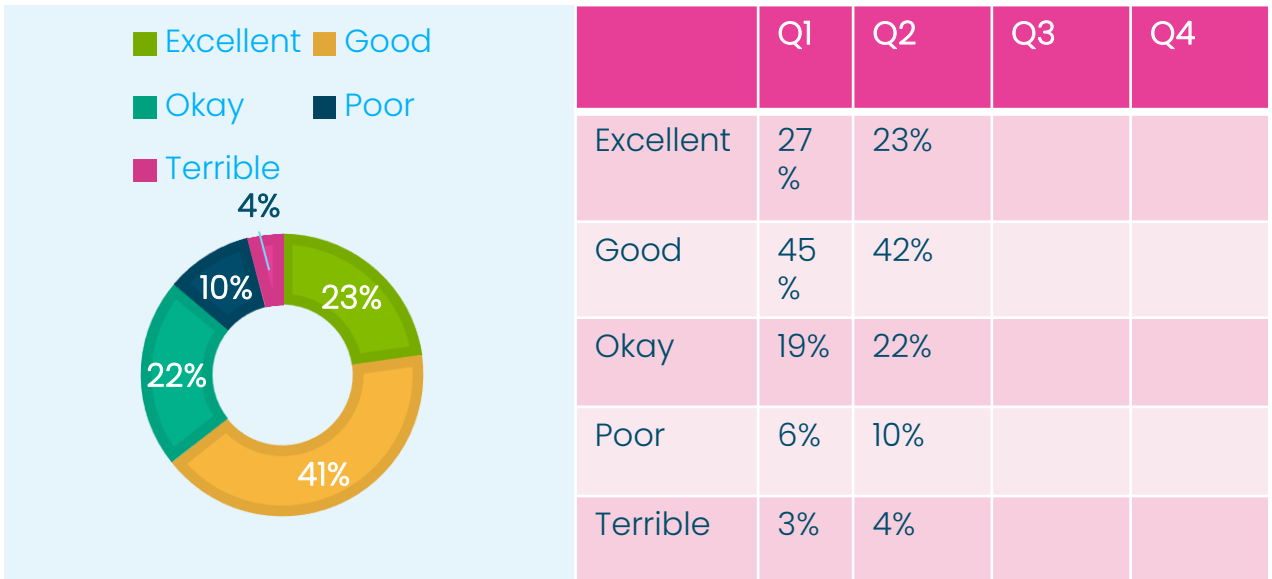
Participants were asked to choose between 1-5\* (Terrible – Excellent) for all questions.



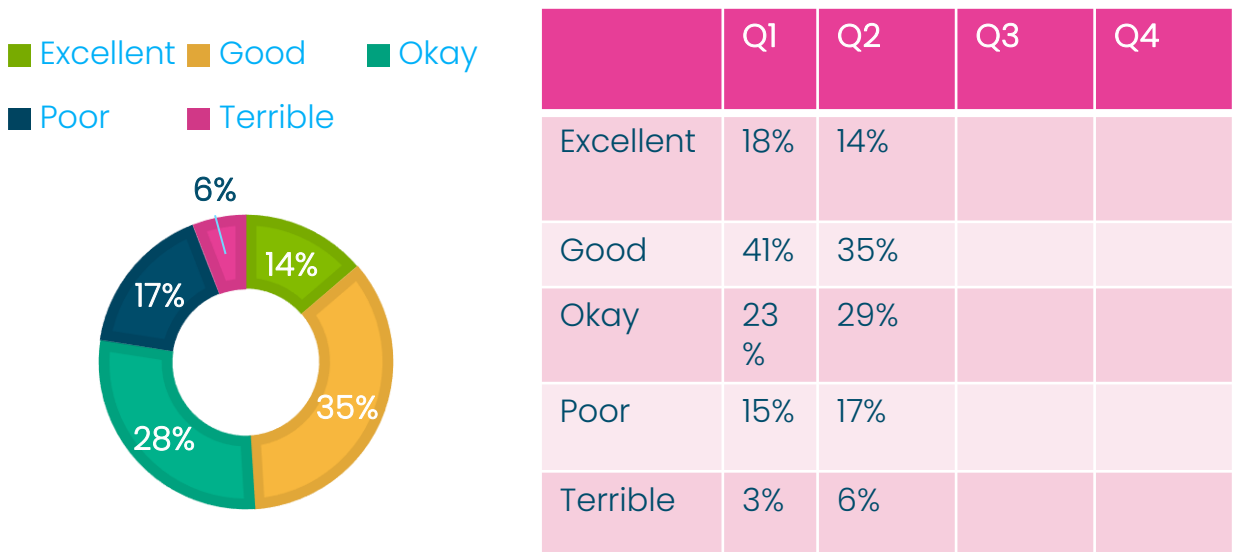


# Access and Quality Questions

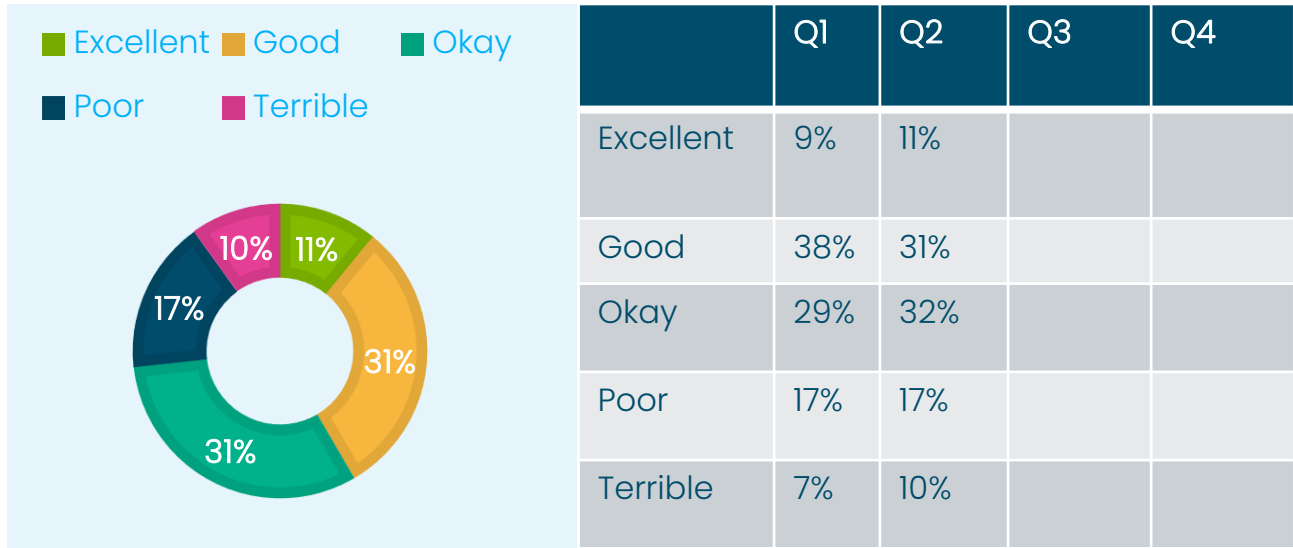
Q1) How do you find getting a referral/appointment at the hospital?



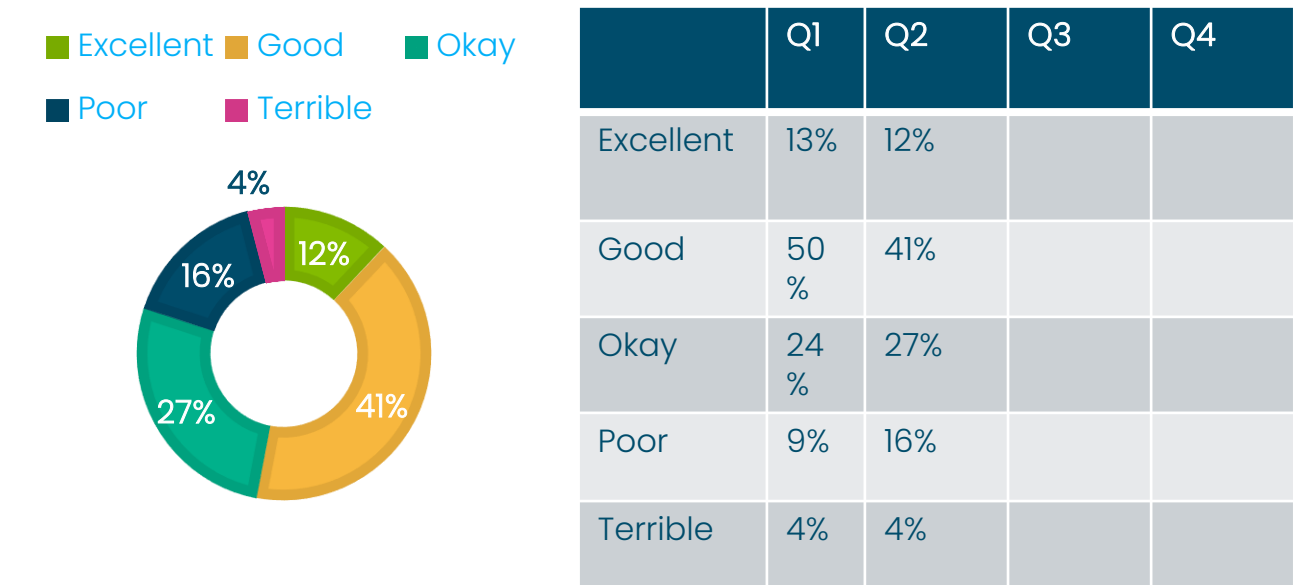
Q2) How do you find getting through to someone on the phone?



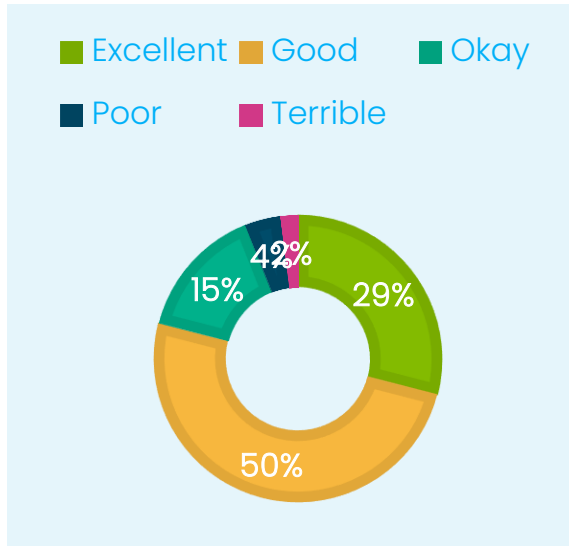
### Q3) How do you find the waiting times at the hospital?



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

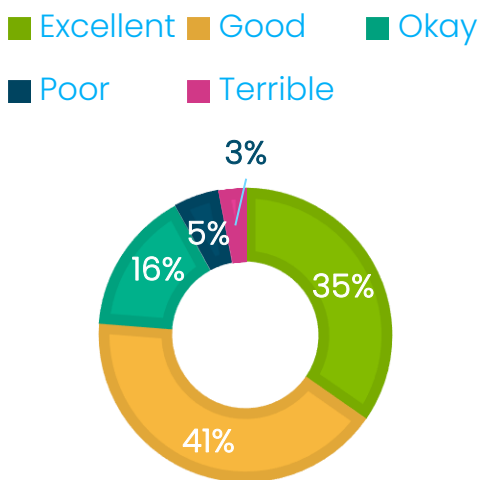


## Q5) How do you find the attitudes of staff at the service?



	Q1	Q2	Q3	Q4
Excellent	34%	29%		
Good	46%	50%		
Okay	16%	15%		
Poor	2%	4%		
Terrible	2%	2%		

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



	Q1	Q2	Q3	Q4
Excellent	40%	35%		
Good	42%	42%		
Okay	12%	16%		
Poor	5%	5%		
Terrible	1%	3%		

## Thematic analysis

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

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 July to September 2023 based on the free text responses received.

Top 5 Positive Issues	Percentage of positive reviews and count	Top 5 Negative Issues	Percentage of negative reviews and count
Treatment and Care – Experience	72 (86%)	Access - Waiting Times (punctuality and queueing on arrival)	67 (58%)
Staff – Staff Attitudes	55 (83%)	Access – Appointment Availability	18 (50%)
Access - Waiting Times (punctuality and queueing on arrival)	39 (34%)	Staff - Staffing levels(Staff)	15 (100%)
Treatment - Quality of treatment	28 (76%)	Communication - Communication with patients (treatment explanation, verbal advice)	10 (27%)
Staff - Quality of Staff - health professionals	25 (81%)	Communication- Lack of Communication + Staff - Staff Attitudes + Treatment and Care – Experience + Treatment and Care – Quality of Treatment	8 (80%) 8 (12%) 8 (10%) 8 (22%)

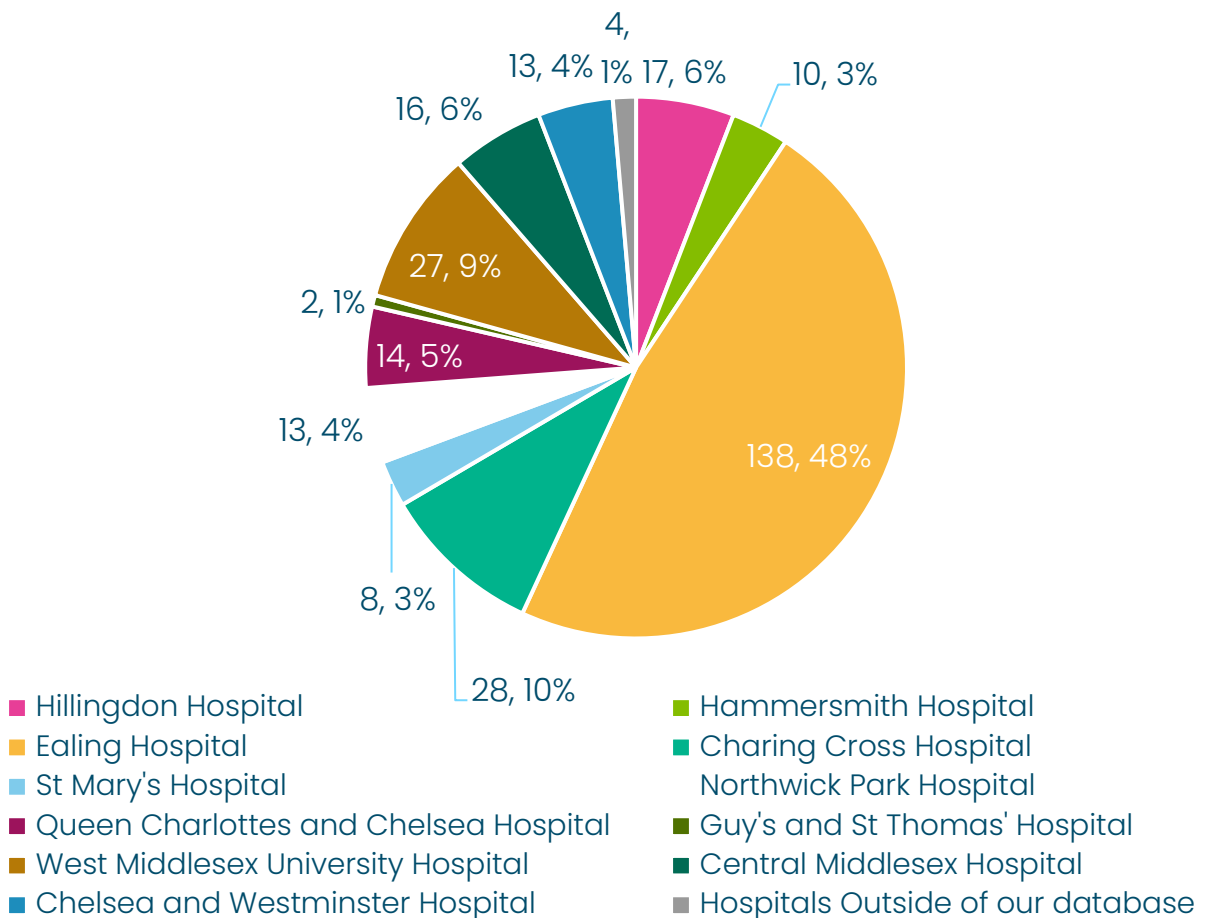
## Hospital Trusts

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 hospitals:

- The Hillingdon Hospital
- Hammersmith Hospital
- Ealing Hospital
- Charing Cross Hospital
- St Mary's Hospital
- Northwick Park Hospital
- Queen Charlottes and Chelsea Hospital
- Guy's and St Thomas' Hospital
- West Middlesex University Hospital
- Central Middlesex Hospital
- Chelsea and Westminster Hospital
- Hospitals Outside the Borough

Between July to September, the services that received the most reviews were Ealing Hospital, Charing Cross Hospital, and West Middlesex University Hospital:

### Total Reviews per Hospital



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 – Terrible 5 -Excellent)

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
<b>Ealing Hospital</b> No of reviews: 138	3.6	3.2	3.2	3.5	3.9	4.0
<b>West Middlesex University Hospital</b> No of reviews: 27	3.5	3.2	2.8	3.0	3.8	3.6
<b>Charing Cross Hospital</b> No of reviews: 28	3.9	3.0	3.1	3.2	3.9	3.9

We have also identified the top 3 positive and negative themes for each hospital where we have received over 20 reviews (see the next page)

Hospitals	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
<b>Ealing Hospital</b> No of reviews: 138	3.7	Treatment and Care - Experience	Access - Waiting Times (punctuality and queueing on arrival)
		Staff – Staff Attitudes	Access – Appointment Availability
		Waiting Times (punctuality and queueing on arrival)	Communication - Communication with patients (treatment explanation, verbal advice)
<b>West Middlesex University Hospital</b> No of reviews: 27	3.5	Treatment and Care - Experience	Access - Waiting Times (punctuality and queueing on arrival)
		Staff – Staff Attitudes	Access - Appointment availability
		Access - Waiting Times (punctuality and queueing on arrival)	Communication - Communication with patients (treatment explanation, verbal advice)
<b>Charing Cross Hospital</b> No of reviews: 28	3.8	Treatment and Care - Experience	Access - Waiting Times (punctuality and queueing on arrival)
		Staff - Quality of Staff - health professionals	Communication - Lack of communication
		Staff – Suitability	Cost and funding of services – Funding Issues
		+ Treatment and Care – Quality of treatment	
		+ Staff – Staff Attitudes	
+ Communication - Communication with patients (treatment explanation, verbal advice)			

---

## What has worked well?

Below is a list of the key positive aspects relating to hospitals between July to September 2023



### Quality of Treatment and Overall Experience

76% of reviews regarding the quality of treatment were positive, with patients commenting on the care they received in hospital. Some told us they were happy with how thorough and effective the treatment was. This is underscored by the overall satisfaction reported by patients upon concluding their hospital stay, with 86% offering positive commentary on the comprehensive treatment and care experience they encountered.



### Staff Attitudes and Health Professionals

83% of comments that we received regarding the overall attitudes of staff patients interacted with were positive in sentiment. Patients particularly commented on the polite manner and support of the health staff that meet at the hospital, with 86% of comments highlighting this.



---

## What could be improved?

Below is a list of the key areas for improvement relating to hospitals between July to September



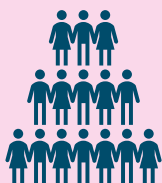
### Waiting Times at the Health Premises

58% of reviews regarding waiting times at the hospital patients attended were negative, with many of these comments associated with the Accident and Emergency departments, as there can be a high demand on short notice in that department and very few health professionals to attend to them.



### Appointment Availability

50% of reviews regarding the availability of appointments at hospitals patients attended were negative in sentiment, with many of these comments reflecting on the length of time they must wait after being referred initially, with some saying they had to wait several months



### Staffing

100% of comments reflecting on the staffing levels at hospitals were negative in sentiment, with many commenting on the lack of on-site staff available. This is further reinforced by the length of times patients are commenting on the availability of their appointment, after being referred.



### Communication

Patients we surveyed feel that hospitals lack in their ability to communicate with them, especially when it comes to medical records, test results, or follow-ups. 80% of those surveyed regarding hospital communication left negative ratings.

---

## Recommendations

Below is a list of recommendations for hospitals in Ealing based on the findings in this section



### Optimising resources within NHS

With 100% of comments relating to NHS Staff levels being negative in quarter 2, we recognise an ongoing challenge of staffing levels within NHS hospitals. This issue is persistent across the hospitals in all boroughs we surveyed this quarter in line with NHS staff strikes. The NHS Trusts could explore ways to effectively use technology such as artificial intelligence (AI) and electronic health records (EHR), to help with mundane tasks to optimise the capacity of staff available.



### Prioritisation and organisation of Referrals

Patient feedback highlights a connection between appointment scarcity and referral wait times. Hospitals should consider a prioritisation strategy for referrals, taking into account the nature and urgency of the referral and communicating wait times with patients.



### Communication around Test Results

Hospital services should investigate into optimising the use of EHRs and NHS app to communicate effectively with the patients and primary care services regarding test results. Numerous patients raised concerns about test results not being promptly forwarded to their GP practices following hospital visits. Improved communication between these two entities is essential to minimise instances where patients are compelled to follow up on their own.

## Emerging or Ongoing Issues

In order for us to understand ongoing or emerging issues in the borough we compare the top positive and negative issues throughout the year. We have highlighted in dark pink or bright green any issues which have repeated in at least three financial quarters.

### Positive Issues

Q1	Q2	Q3	Q4
Treatment and Care - Experience	Treatment and Care - Experience		
Treatment and Care - Quality of Treatment	Staff - Staff Attitudes		
Administration - Management of Service	Access - Waiting Times (punctuality and queueing on arrival)		
Staff - Staff Attitudes	Treatment - Quality of treatment		
Access - Waiting Times (punctuality and queueing on arrival)	Staff - Quality of Staff - health professionals		

## Negative issues

Q1	Q2	Q3	Q4
Staff - Staffing levels(Staff)	Access - Waiting Times (punctuality and queueing on arrival)		
Access - Waiting Times (punctuality and queueing on arrival)	Access - Appointment availability		
Access - Appointment availability	Communication - Communication with patients (treatment explanation, verbal advice)		
Communication - Communication between services	Staff - Staff Attitudes		
Communication - Lack of communication	Treatment and Care - Experience		

# 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= Terrible 5= Excellent) A full demographics breakdown can be found in the appendix.



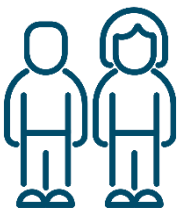
## Gender

During the last three months, women had a better experience of hospitals when compared with men. 70% of women rated their experiences as good or excellent compared to only 59% of men.



## Age

Almost all people aged 75-84 who we spoke with, rated their overall experience with hospital services as positive. This was true for only 59% of people aged 45-54.



## Ethnicity

Patients from Asian-related ethnic backgrounds had the most negative experience with their hospitals whereas people that identified their ethnic background as Black British, had the most positive experience.

# Experiences of Dental Services



# Dental Services

No. of Reviews	104 (relating to 40 dentists)
Positive	78%
Negative	13%
Neutral	9%

## 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?

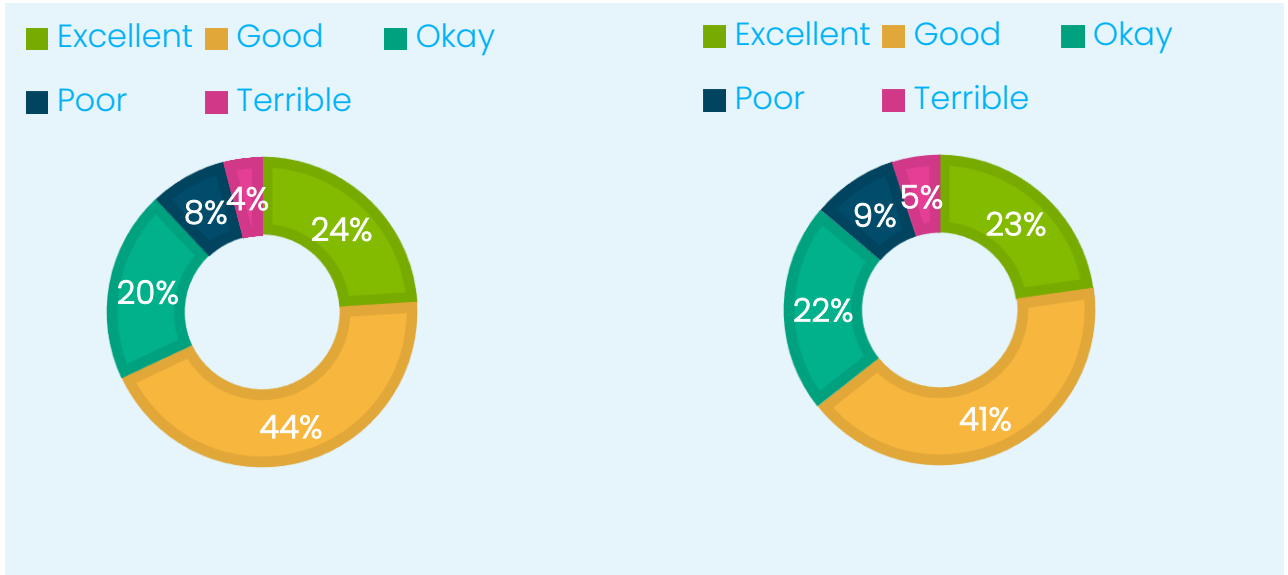
Q5) How do you find the attitudes of staff at the service?



# Access and Quality Questions

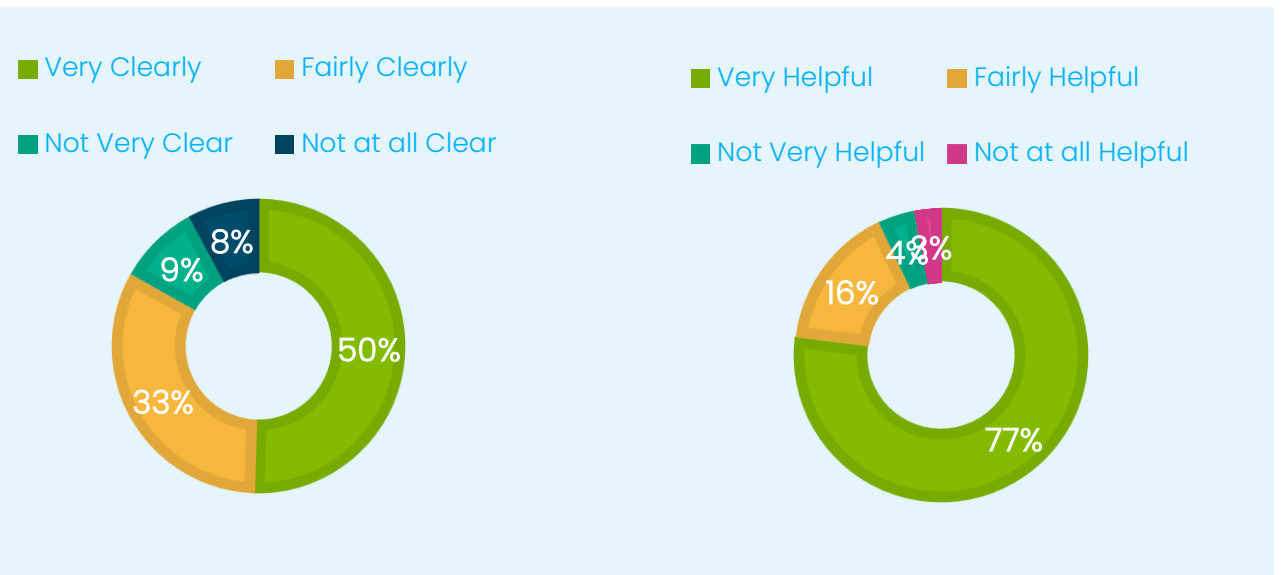
Q1) How did you find it registering with an NHS dentist? (within the last 12 months)

Q2) How do you find getting NHS appointments?



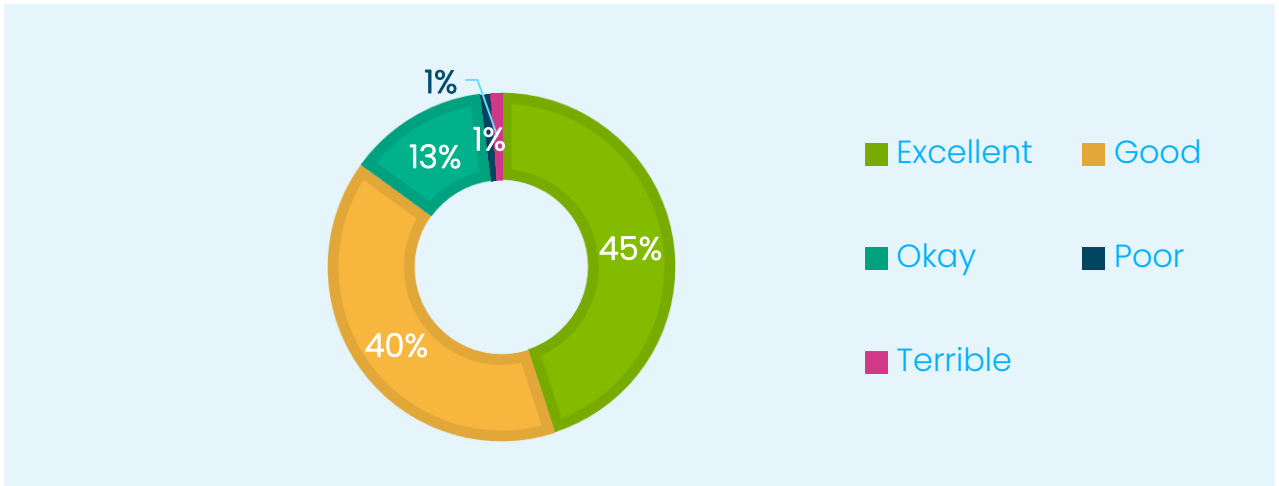
Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

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





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



### Thematic analysis

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

Each experience we collect is reviewed and up to 5 themes and sub-themes themes are applied. The charts below show the top 5 positive and negative issues received between July to September 2023 based on the free text responses received.

Top 5 Positive Issues	Percentage of positive reviews and count
Treatment and Care - Experience	20 (87%)
Staff - Suitability	17 (100%)
Treatment and Care - Quality of Treatment	15 (83%)
Staff - Staff Attitudes	15 (100%)
Access - Appointment Availability	14 (47%)

Top 5 Negative Issues	Percentage of negative reviews and count
Access - Appointment Availability	14 (47%)
Cost and funding of services - Affordability	10 (50%)
Cost and funding of services - Clarity about service cost	3 (50%)
Staff - Staffing levels(Staff)	3 (75%)
Treatment and Care - Experience	3 (13%)

We've produced a list of good practices, areas of improvement and recommendations relating to dentists between July to September 2023.

## What has worked well?



### Quality of Treatment

83% of reviews that covered the quality of treatment were positive, with patients commenting on the quality of cleaning of the teeth and how honest and professional the dentists were.



### Staff Attitudes

100% of reviews that covered staff attitudes were positive. Patients particularly highlighted how caring, friendly and helpful the staff were.

## What could be improved?



### Affordability

91% of patients who commented on affordability expressed negative sentiment, citing difficulties in affording the necessary treatment and highlighting concerns about rising prices.



### Appointment Availability

47% of patients who commented on the availability of appointments expressed a negative sentiment, highlighting the long length of waiting time for the next available appointments.

## Recommendations



### More Affordable Treatment

The NHS needs to explore ways to address the affordability issue and make NHS dentistry more affordable.



### More Available Appointments

The NHS dental practices need to find solutions to the ever-growing issue of waiting time patients face for the next available appointment

---

# Experiences of 'Other' services



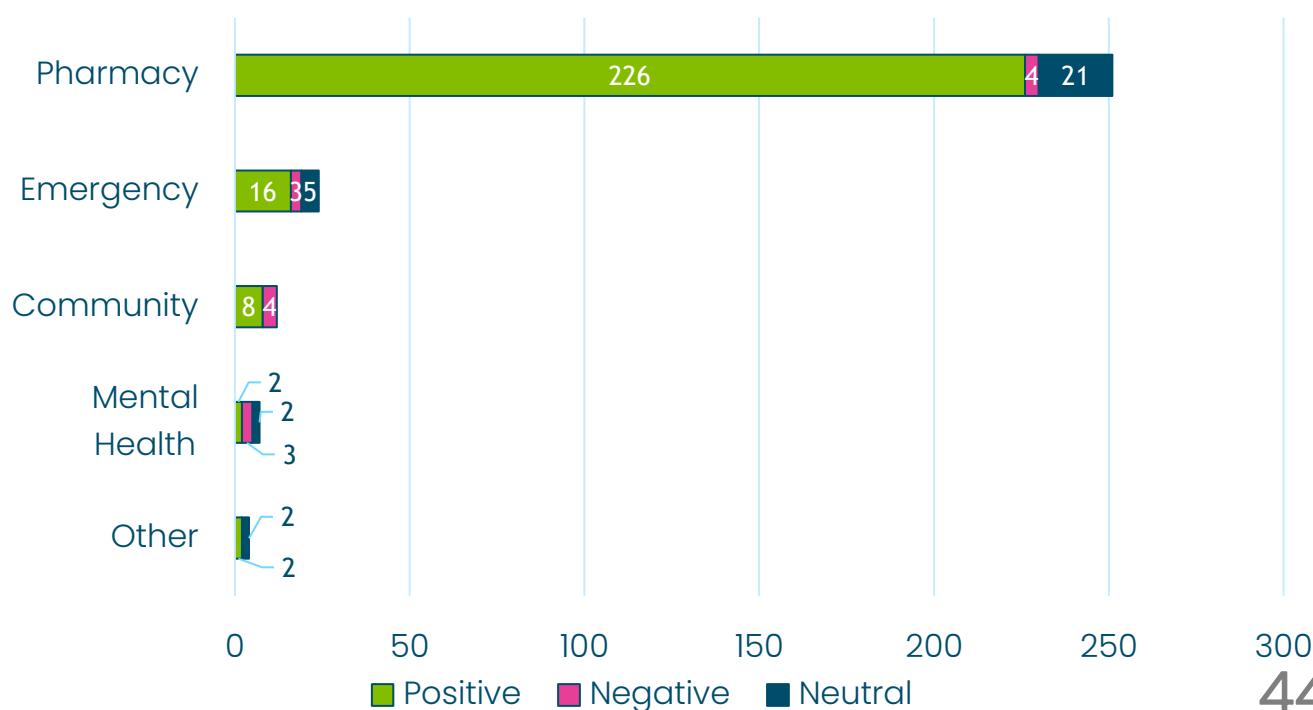
# Experiences of 'Other' services

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 positive reviews
Pharmacy	251	90%
Emergency	24	67%
Community	12	67%
Mental Health	7	29%
Other	4	50%

## Service Type by Sentiment



---

## What has worked well?

Below is a list of the key positive aspects relating to 'Other Services' in the Ealing borough between July to September 2023



### Pharmacy – Medication – Medicines Management

Consistent with Q1, 86% of comments addressing medication management conveyed positive sentiment. Patients consistently expressed satisfaction with the prompt and efficient dispensing of their prescriptions.



### Pharmacy – Treatment and Care – Experience

Patients were overall happy with the experiences they had at their local pharmacy for this quarterly period, with 94% of comments being positive in sentiment.



### Pharmacy – Staff – Staff Attitudes

89% of comments were full of praise from the patients noting the friendliness of pharmacists and co-workers' patients interacted with at their local pharmacy.

This quarter there was insufficient negative feedback for pharmacies and other services (named on the previous page) to highlight any specific areas of improvement.

# Appendix



# Demographics

Gender	Percentage %	No of Reviews
Man(including trans man)	33%	402
Woman (including trans woman)	66%	814
Non- binary	0%	2
Other		
Prefer not to say	1%	10
<b>Total</b>	<b>1228</b>	<b>100%</b>

Disability	Percentage %	No of Reviews
Yes	14%	158
No	85%	676
Prefer not to say	1%	8
Not known	0%	9
<b>Total</b>	<b>100%</b>	<b>1092</b>

Sexual Orientation	Percentage %	No of Reviews
Asexual	1%	11
Bisexual	2%	28
Gay Man	1%	6
Heterosexual/ Straight	87%	1018
Lesbian / Gay woman	0%	1
Pansexual	0%	3
Prefer not to say	9%	108
Not known	0%	1
<b>Total</b>	<b>1176</b>	<b>100%</b>

Age	Percentage %	No of Reviews
Under 18	1%	15
18-24	6%	76
25-34	17%	210
35-44	18%	216
45-54	17%	213
55-64	14%	176
65-74	13%	159
75-84	10%	117
85+	3%	33
Prefer not to say	0%	6
<b>Total</b>	<b>100%</b>	<b>1221</b>

Long-term condition	Percentage %	No of Reviews
Yes	14%	398
No	85%	676
Prefer not to say	1%	8
Not known	0%	9
<b>Total</b>	<b>100%</b>	<b>1092</b>

Pregnancy	Percentage %	No of Reviews
Currently pregnant	2%	20
Currently breastfeeding	1%	14
Given birth in the last 26 weeks	2%	20
Prefer not to say	1%	16
Not known	2%	20
Not relevant	92%	1079
<b>Total</b>	<b>100%</b>	<b>1170</b>

# Demographics

Area of the borough	Percentage %	No of Reviews
Acton	11%	131
South Ealing	36%	433
Greenford	7%	86
Hanwell	7%	81
Perivale	3%	40
Southall	17%	204
Northolt	9%	113
Other	2%	26
Out of the Borough	7%	84
Prefer Not To Say	0%	3
<b>Total</b>	<b>100%</b>	<b>1201</b>

Ethnicity	Percentage %	No of Reviews
White British	26%	317
Gypsy or Irish Traveller	0%	1
White Irish	3%	32
Other White	11%	130
Asian British	13%	157
Bangladeshi	1%	16
Chinese	1%	14
Indian	12%	144
Pakistani	3%	32
Other Asian	7%	86
Black British	4%	49
African	3%	39
Caribbean	3%	41
Other Black	1%	10
Asian and White	1%	8
Black African and White	1%	8
Black Caribbean and White	1%	11
Other Mixed Background	3%	36
Arab	4%	45
Other Ethnic Group	2%	21
<b>Total</b>	<b>100%</b>	<b>1197</b>

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	0%	4
Not in employment & Unable to work	69	6%
Not in Employment/ not actively seeking work - retired	371	31%
Not in Employment (seeking work)	50	4%
Not in Employment (Student)	24	2%
On maternity leave	34	3%
Paid: 16 or more hours/week	540	45%
Paid: Less than 16 hours/week	74	6%
Prefer not to say	24	2%
<b>Total</b>	<b>1190</b>	<b>100%</b>

Unpaid Carer	Percentage %	No of Reviews
Yes	9%	109
No	89%	1057
Prefer not to say	2%	19
<b>Total</b>	<b>100%</b>	<b>1185</b>





Healthwatch Ealing  
2nd floor, Rooms 15 & 16  
45 St Mary's Rd  
London W5 5RG

[www.healthwatchealing.org.uk](http://www.healthwatchealing.org.uk)

t: 0203 886 0830

e: [info@healthwatchealing.org.uk](mailto:info@healthwatchealing.org.uk)

 @HW\_Ealing

 <https://www.facebook.com/people/Healthwatch-Ealing/100067838689674/>

 @healthwatch\_ealing