

Q3 Patient Experience Report

Healthwatch Ealing
October – December 2024



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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 October and December 2024, we continued to develop our PEP by :

- Updating our report design following feedback to further ensure its accessibility and ability to achieve impact
- Directly requesting responses from individual practices

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 top two services about which we receive the most feedback.

The GP and Hospital chapters start with some example comments, giving a flavour of both the positive and negative feedback we hear from local people. The next section is summary findings, which includes good practice, areas of improvement and recommendations. This is then followed by a final section, capturing the full data set of quantitative and qualitative analysis, a further PCN/Trust breakdowns and an equality analysis page.

It is important to note that the summary findings are shaped by all data streams.

How we use our report

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

We ask local partners to respond to the findings and recommendations in our report and outline what actions they will take to improve health and care based off what people have told us.

Additional Deep Dives

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.

Q3 Snapshot

This section provides a summary of the experiences we collected during October and December 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)



1,082 reviews

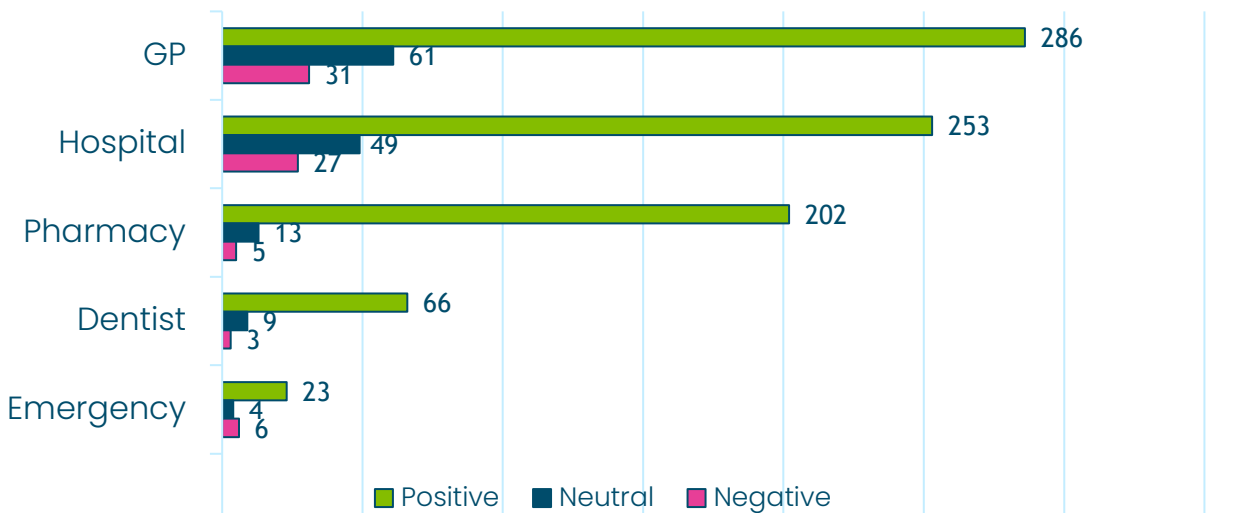
of health and care services were shared with us, helping to raise awareness of issues and improve care.

38 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 | Previous Quarter's Percentage of Positive Reviews |
|---------------------|---------------|--------------------------------|---|
| GP | 378 | 76% | 78% |
| Hospital | 329 | 77% | 78% |
| Pharmacy | 220 | 92% | 95% |
| Dental | 78 | 85% | 87% |
| Emergency | 33 | 70% | 82% |

Sentiment of Reviews



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

Yearly Comparison

To judge 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 24) | Q2 (Jul-Sep 24) | Q3 (Oct-Dec 24) | Q4 (Jan-Mar 25) |
|---------------|-----------------------|-----------------------|-----------------------|-----------------------|
| GP | 71% (343) | 78% (357) | 76% (286) | |
| Hospital | 80% (262) | 78% (268) | 77% (253) | |
| Pharmacy | 91% (253) | 95% (225) | 92% (202) | |
| Dentist | 94% (108) | 87% (73) | 85% (66) | |
| Emergency | 79% (31) | 82% (28) | 70% (23) | |
| Opticians | 96% (45) | 81% (26) | 88% (28) | |
| Mental Health | 75% (3) | 29% (2) | 67% (2) | |
| Community | 88% (14) | 100% (7) | 88% (7) | |
| Hospice | 0% (0) | 100% (1) | 0% (0) | |

What does this tell us?

- The percentage of people sharing positive feedback about GPs decreased by 2% in Q3 compared to Q2.
- Hospital services have also seen a small decrease of 1% in positive feedback in this quarter.
- Positive experiences of Dental services have decreased in Q3 compared to Q2 by 2%.
- Positive experiences of Pharmacy services have decreased in Q3 compared to Q2 by 3%.

Experiences of GP Services



What people told us about GP Services

"Very organised surgery. The doctors are very helpful."

"Have to call at 8 am and if you miss the slot, you can be in the calling queue with 17-18 people ahead of you. One of the ladies at reception is sometimes rude."

"Everything is working well and I receive good treatment and care. The doctor is very good at explaining any issues."

"Hard to get an appointment, if you miss the deadline in the morning, you have to call back the next day."

"When you finally get the appointment, the treatment is very good. They are caring and they follow up with you."

"The appointment system is dreadful. You can't get an appointment with the doctor in 3-4 weeks. And if it is an emergency, they say they will call you back the next day."

"They have taken my very difficult case and all the health conditions I have. They have worked with me very well."

"The online form could not find a diagnosis. Had to wait a couple of weeks in the past for appointments. "



GP Services Summary Findings

What has worked well?

Below is a list of the key positive aspects relating to GP practices between October and December 2024.



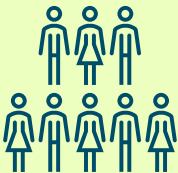
Attitudes of Staff

86% of comments that addressed the attitudes of staff were positive in sentiment. Patients highlighted the overall kindness, understanding, consideration, and helpfulness of the staff that attended to them. This can be particularly highlighted when it comes to health staff – 91% of comments referencing the health staff attitudes were positive in sentiment.



Quality of Health Staff and Treatment Provided

Overall, patients were very happy with the quality of the health staff, with 86% of these comments being positive in sentiment. This is further backed up by 86% of comments that spoke about the quality of the treatment being positive in sentiment.



Service Management

97% of comments talking about the management of the overall service were positive in sentiment, with patients highlighting the overall efficiency, organisation and quality of the service. This is further backed by the sentiment towards patients' satisfaction with Communication, as comments talking about this topic, were 86% positive.

What could be improved?

Below is a list of the key areas for improvement relating to GP practices between October and December 2024.



The Availability of Appointments

53% (a 3% increase from the previous quarter) 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 and that it was weeks out from when the appointment was booked.



Access to the health service via the telephone

84% (an 8% increase from the previous quarter) of reviews regarding telephone access reported negative experiences. Residents expressed frustration with the extended wait times when attempting to reach the reception, particularly during the morning when calling at 8 am.



The Usage of The Online Form

We have seen a rise in negative sentiment towards the online form, which is being pushed by GP surgeries as an alternative way of gaining access. Many comments highlighted the feeling of the length of the form, and the inability to access it, due to timing constraints, and only being able to focus on one specific symptom. This is further highlighted, with 89% of comments being negative in sentiment.

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

Increase Appointment Availability

To improve the accessibility of appointments (particularly routine-based ones), GP surgeries should consider increasing the availability of online booking not just at 8 am and/or 3 pm, staggering the release of appointment slots throughout the day. Another solution that could help with this consistent issue, is increasing the number of staff hired, and opening hours.

Improve Access Via the Telephone

Patients still report difficulties reaching their GP via phone, particularly during morning hours. To address this, more surgeries should implement a call-back system, so if a patient does not want to wait on the phone, they can choose to receive a call-back. On top of this, more funding should be implemented for larger building sites for GPs, so larger spaces can be given in the reception areas. This could bring forth more reception staff and more phone lines.

Increase the Quality and Accessibility of the Online Form

GP surgeries should investigate ways of simplifying the form, for example, reducing the number of questions and allowing patients to report multiple issues within the same form. The online form could also allow patients to tell in their own words how they are feeling rather than having tick box-type questions, with little ability to give context, which can create discrepancies and lack of clarity in one patient's health. This could also improve accessibility among people who are not tech-savvy, making it easier for them to use.



GP Services

Full data set

GP Services

| | |
|----------------|-----------------------------------|
| No. of Reviews | 378 (relating to 54 GP practices) |
| Positive | 76% |
| Negative | 8% |
| Neutral | 16% |



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:

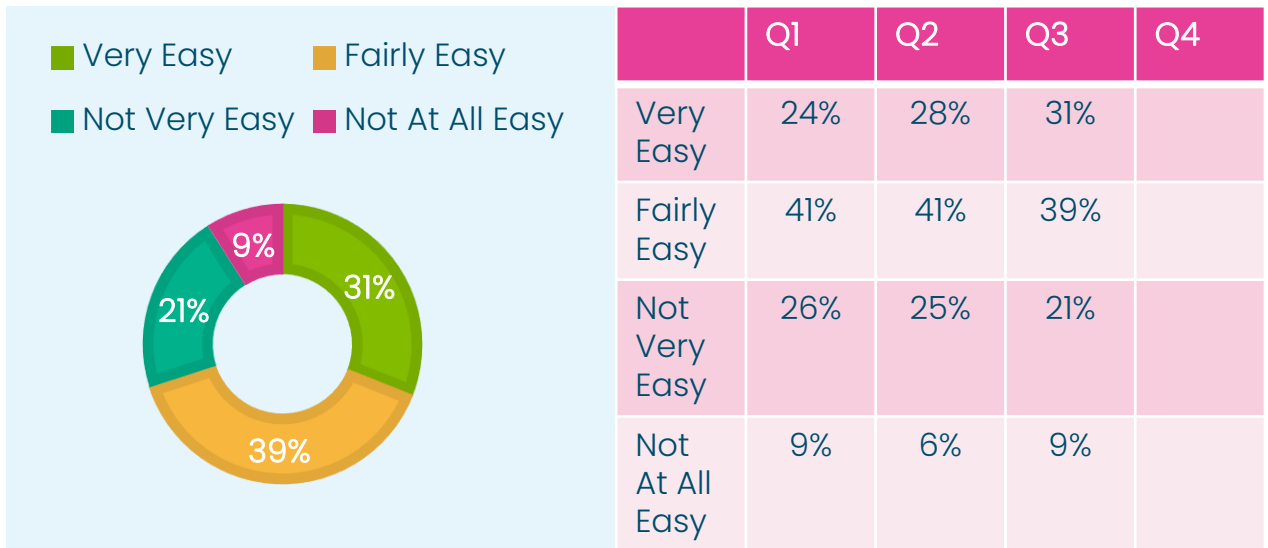
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the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

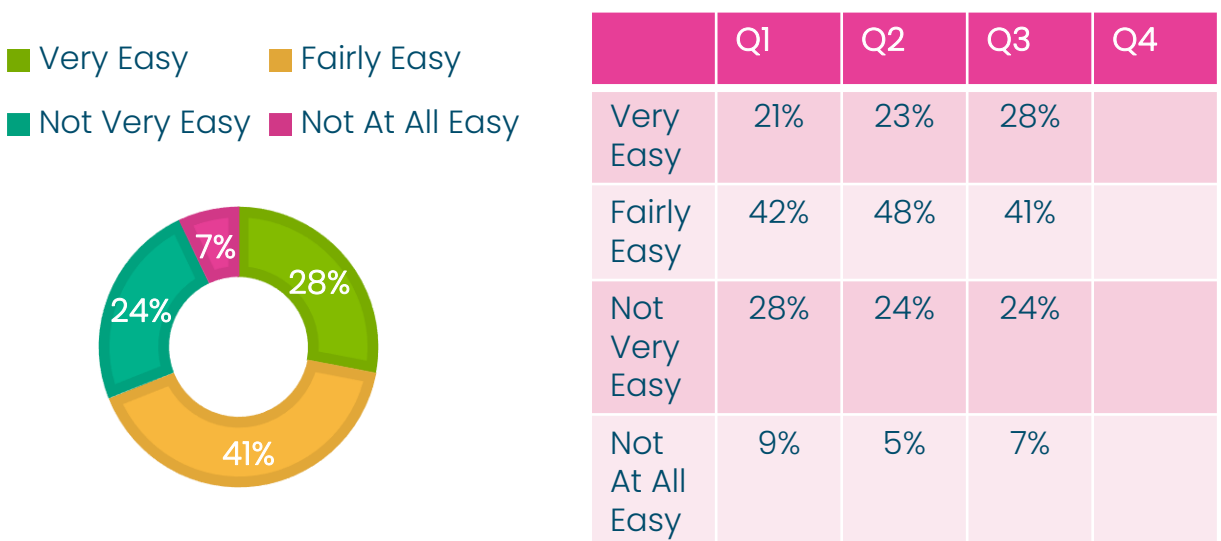
Participants were asked to choose between 1-5* (Very Poor – Very Good)

Access and Quality Questions

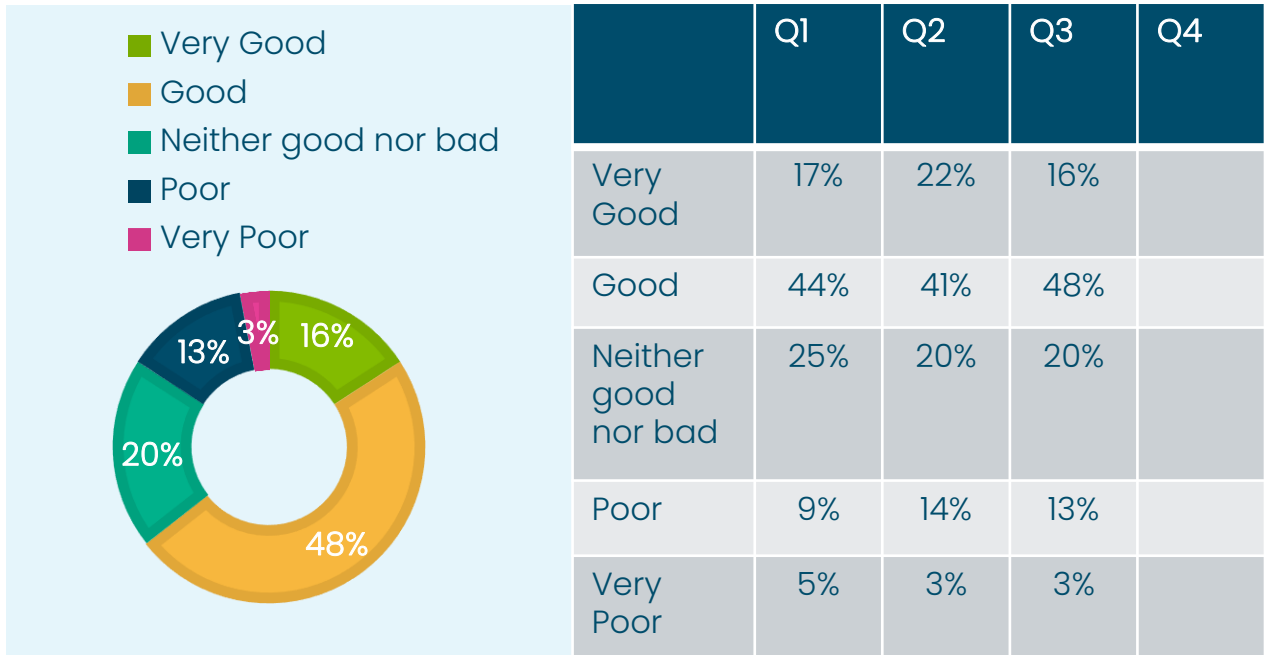
Q1) How do you find getting an appointment?



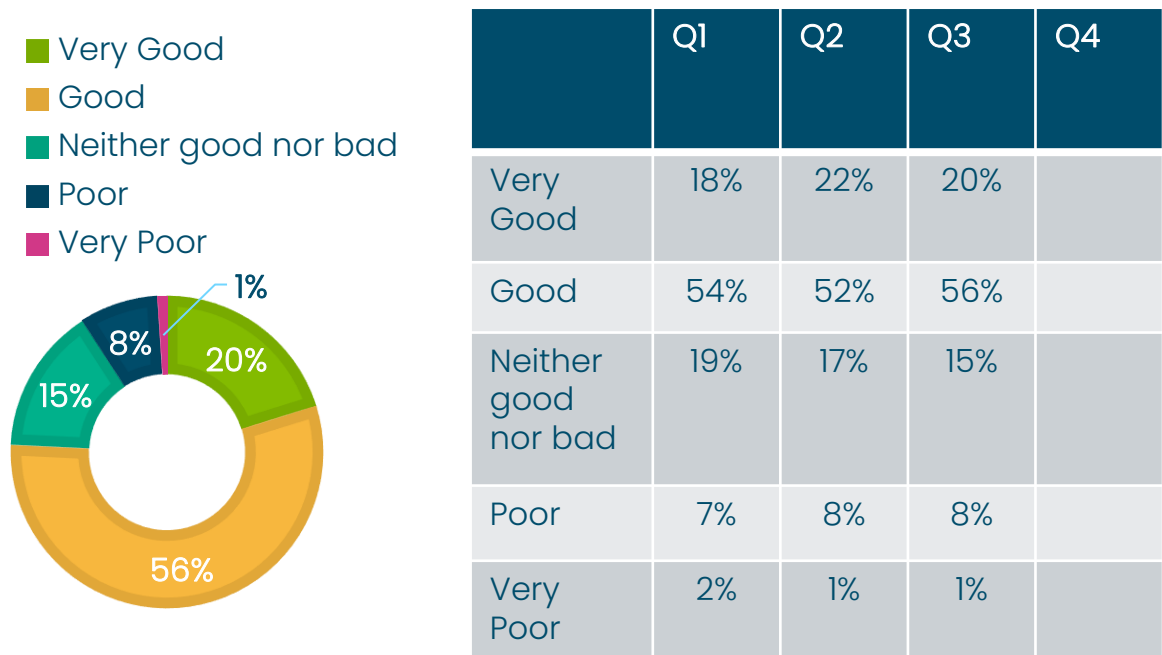
Q2) How do you find getting through to someone at your GP practice on the phone?



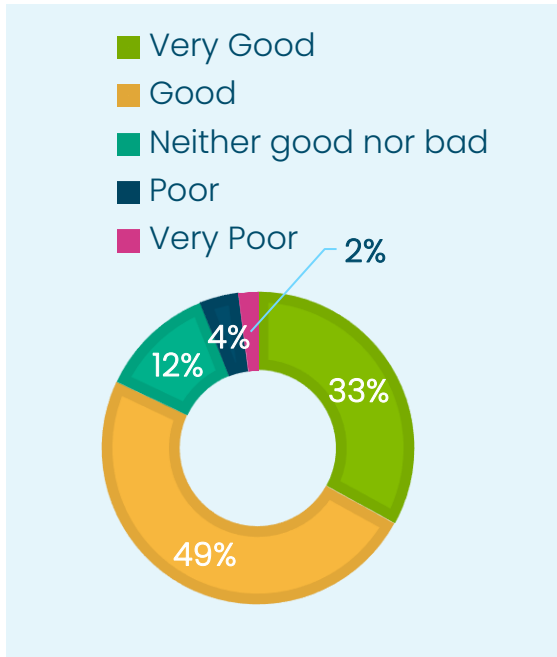
Q3) How do you find the quality of online consultations?



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

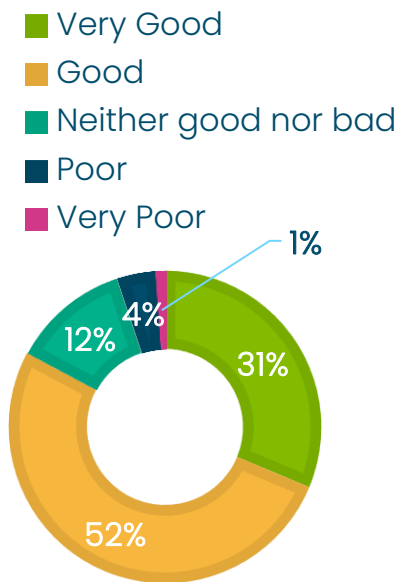


Q5) How did you find the attitudes of staff at the service?



| | Q1 | Q2 | Q3 | Q4 |
|----------------------|-----|-----|-----|----|
| Very Good | 30% | 33% | 33% | |
| Good | 49% | 49% | 49% | |
| Neither good nor bad | 15% | 13% | 12% | |
| Poor | 5% | 3% | 4% | |
| Very Poor | 1% | 2% | 2% | |

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



| | Q1 | Q2 | Q3 | Q4 |
|----------------------|-----|-----|-----|----|
| Very Good | 30% | 34% | 31% | |
| Good | 50% | 49% | 52% | |
| Neither good nor bad | 14% | 11% | 12% | |
| Poor | 5% | 4% | 4% | |
| Very Poor | 1% | 1% | 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 October and December 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 | 40% | 7% | 53% | 100% |
| Staff Attitudes | 86% | 2% | 12% | 100% |
| Quality of Staff – health professionals | 87% | 5% | 8% | 100% |
| Getting through on the telephone | 8% | 8% | 84% | 100% |
| Quality of treatment | 86% | 0% | 14% | 100% |
| Staff Attitudes – health professionals | 91% | 2% | 7% | 100% |
| Management of service | 97% | 0% | 3% | 100% |
| Communication with patients (treatment explanation, verbal advice) | 87% | 0% | 13% | 100% |
| Staff Attitudes – administrative staff | 32% | 10% | 58% | 100% |
| Booking appointments | 42% | 4% | 54% | 100% |

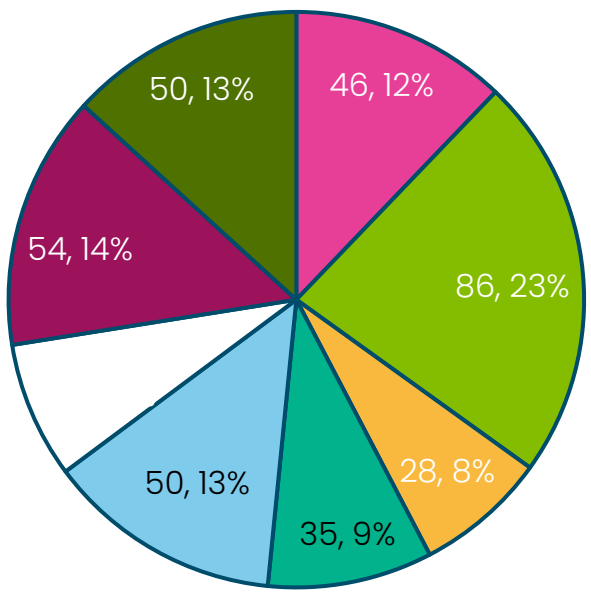
Primary Care Networks

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 July and September 2024, the services which received the most reviews The Ealing Network and South Southall, replacing NGP compared to the previous quarter.

Total Reviews per PCN (number, %)



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

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 (n.46) | 2.8 | 2.9 | 3.8 | 3.6 | 4.2 | 4.1 |
| The Ealing Network (n.86) | 3.1 | 2.9 | 3.7 | 3.9 | 4.3 | 4.3 |
| Northolt (n.28) | 2.9 | 2.8 | 3.5 | 3.7 | 3.8 | 3.7 |
| NGP (n.35) | 2.6 | 2.7 | 3.4 | 3.5 | 3.7 | 3.9 |
| Greenwell (n.50) | 3.0 | 3.1 | 3.8 | 4.0 | 4.2 | 4.2 |
| North Southall (n.29) | 2.8 | 2.8 | 3.5 | 3.8 | 4.0 | 3.9 |
| South Southall (n.54) | 3.0 | 3.0 | 3.5 | 3.8 | 3.8 | 3.8 |
| South Central Ealing (n.50) | 2.9 | 2.8 | 3.7 | 4.1 | 4.1 | 4.1 |

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: 46 | 3.9 | 1. Administration – Management of service | 1. Access – Appointment availability |
| | | 2. Staff – Quality of Staff – health professionals | 2. Access – Getting through on the telephone |
| | | 3. Treatment and Care – Quality of treatment | 3. Access – Booking appointments |
| Greenwell No of reviews: 50 | 4.1 | 1. Staff – Staff Attitudes | 1. Access – Appointment availability |
| | | 2. Staff – Quality of Staff – health professionals | 2. Access – Getting through on the telephone |
| | | 3. Access – Appointment availability + 3. Administration – Management of service | 3. Access – Waiting Times (punctuality and queueing on arrival) + 3. Communication – Lack of communication + 3. Staff – Staff Attitudes – administrative staff + 3. Staff – Quality of Staff – administrative staff |

| Primary Care Network | Overall rating | Top 3 Positive Issues | Top 3 Negative Issues |
|---|----------------|--|--|
| North Southall No of reviews: 29 | 3.7 | 1. Staff - Staff Attitudes - health professionals | 1. Access - Appointment availability |
| | | 2. Treatment and Care - Quality of treatment | 2. Access - Getting through on the telephone |
| | | 3. Staff - Staff Attitudes | 3. Access - Waiting Times (punctuality and queueing on arrival) + 3. Remote appointments and digital services - Quality of appointment - telephone consultation + 3. Staff - Quality of Staff - health professionals |
| Northolt No of reviews: 28 | 3.7 | 1. Staff - Staff Attitudes - health professionals | 1. Access - Getting through on the telephone |
| | | 2. Staff - Quality of Staff - health professionals | 2. Access - Appointment availability |
| | | 3. Treatment and Care - Quality of treatment | 3. Staff - Staffing levels(Staff) |

| | | | |
|--|-----|---|--|
| Northolt, Greenford, Perivale (NGP) No of reviews: 35 | 3.6 | 1. Staff - Staff Attitudes - health professionals | 1. Access - Getting through on the telephone |
| | | 2. Staff - Quality of Staff - health professionals | 2. Access - Appointment availability |
| | | 3. Communication - Communication with patients (treatment explanation, verbal advice) | 3. Staff - Staff Attitudes - administrative staff |
| South Central Ealing No of reviews: 50 | 4.0 | 1. Staff - Staff Attitudes | 1. Remote appointments and digital services - Online consultation (app/form) |
| | | 2. Access - Appointment availability | 2. Access - Getting through on the telephone |
| | | 3. Staff - Quality of Staff - health professionals | 3. Access - Appointment availability |
| South Southall No of reviews: 54 | 3.7 | 1. Staff - Staff Attitudes | 1. Access - Appointment availability |
| | | 2. Staff - Staff Attitudes - health professionals | 2. Remote appointments and digital services - Online consultation (app/form) |
| | | 3. Access - Appointment availability | 3. Medication - Medicines Management |
| The Ealing Network No of reviews: 86 | 4.1 | 1. Staff - Quality of Staff - health professionals | 1. Access - Appointment availability |
| | | 2. Treatment and Care - Quality of treatment | 2. Access - Getting through on the telephone |
| | | 3. Staff - Staff Attitudes | 3. Follow-on treatment and continuity of care - Continuity of Care |

Emerging or Ongoing Issues

So that we can 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 Staff - health professionals | Quality of Staff - health professionals | Staff Attitudes | |
| Staff Attitudes | Staff Attitudes | Quality of Staff - health professionals | |
| Quality of treatment | Appointment Availability | Quality of treatment | |
| Appointment availability | Communication with patients (treatment explanation, verbal advice) | Management of service | |
| Staff Attitudes - health professionals | Staff Attitudes - health professionals | Appointment availability | |

Negative issues

| Q1 | Q2 | Q3 | Q4 |
|---|--|--|----|
| Appointment availability | Appointment availability | Appointment availability | |
| Getting through on the telephone | Getting through on the telephone | Getting through on the telephone | |
| Booking appointments | Staffing levels(Staff) | Staff Attitudes - administrative staff | |
| Staffing levels(Staff) | Booking appointments | Online consultation (app/form) | |
| Waiting Times (punctuality and queueing on arrival) | Staff Attitudes - administrative staff | Booking appointments | |

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 Q3, Men had a slightly more positive experience compared to Women. 77% of men reported a positive experience compared to 76% of women.



Age

We received the most feedback from 55–64-year-olds. A majority of this age group reported positive experiences, with 73% expressing satisfaction. 7% had negative experiences, and 20% felt neutral about their visits.



Ethnicity

51% of reviews we received were from residents with BAME backgrounds. Any patient from BAME backgrounds received 25% or more positive experiences, 8% or less negative reviews, and 29% or less neutral reviews.

Experiences of Hospital Services



What people told us about Hospitals

"They saved my life. If you are in the system and something needs to be done, they don't mess around, take action and refer very quickly. The surgeon moved us to another ward when we were experiencing negative things. "

"I was waiting for an appointment for 8 months, only for the doctor to tell me that I needed to go to another department. It was for an urgent health issue that I was having. Then 2 months went by with no guidance or follow-up!"

"They were communicative and explained the procedures."

"4 hours on the phone, keep transferring you to different departments and nobody has a clue where you are supposed to be transferred to. Give you the wrong numbers sometimes. They have not taken out a piece of wood in my leg which keeps getting deeper and deeper, affecting my job and mobility. I have to chase them down to get an appointment. I came to A+E and they could have taken it out but did not. "

"Receive very good treatment and care. The doctor is very understanding and the staff are caring and helpful."

"Staff are kind/efficient. The doctor was very caring, and diligent. Made sure my issue was fully taken care of."

"Trying to contact the department at the hospital. The wait times when you arrive on time. Never being seen on time. The referral wait time is very long. From the time the GP refer you to the hospital."



Hospital
Services
Summary
Findings

What has worked well?

Below is a list of the key positive aspects relating to hospitals between October and December 2024



Quality of Treatment

84% of the reviews that addressed the quality of treatment were positive in sentiment, with patients satisfied with the care they received. Many noted the quality of how the staff handled emergency situations and applied the necessary treatment and steps, including saving patient lives.



Staff Attitudes

86% of the reviews highlighted positive experiences with the attitudes of the staff. Patients expressed appreciation for the kindness and efficiency of the staff.



Communication with patients (treatment explanation, verbal advice)

74% of the comments that addressed the communication with patients (treatment explanation and verbal advice) were positive in sentiment. Patients were happy with the advice and overall communication regarding their treatment they received.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between October and December 2024



Waiting Times (punctuality and queueing on arrival)

49% of comments relating to the waiting times were negative with patients touching upon the length of time they had to wait to see a health professional at the hospital. Many of these comments were around the A&E departments, with patients expressing frustration with the hours and hours they must wait to see a doctor, especially as it is an emergency-type department.



Appointment availability

50% of reviews related to Appointment Availability were negative. Many pointed out the length of the waiting lists, cancellations, and delays.



Getting through on the telephone

85% of reviews regarding getting through on the telephone were negative. Many comments focused on the lack of accessibility and complications over the phone to access the right department.

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

Improve Patient Waiting Times in A&E Departments

The survey reveals that 49% of comments about waiting times were negative, with many comments particularly referencing Accident and Emergency (A&E) departments, where patients expressed frustration with prolonged wait times to see health professionals. To address this, the hospitals should consider implementing a triage improvement strategy. This could involve optimising the triage process to prioritise patients based on urgency more effectively, allowing faster treatment for critical cases. Additionally, expanding the use of virtual triage systems for less severe cases could help alleviate congestion in A&E, providing patients with preliminary consultations and redirecting them when appropriate.

Enhance Accessibility to Appointments and Telephone Services

Hospitals should consider implementing an upgraded digital appointment booking system, allowing patients to easily book, reschedule, and cancel appointments online. This system could also incorporate estimated wait times for services and alternative healthcare options when appointments are unavailable.

Hospital Services

Full data set

Hospital Services

| | |
|----------------|--------------------------------|
| No. of Reviews | 329 (relating to 16 hospitals) |
| Positive | 77% |
| Negative | 8% |
| Neutral | 15% |



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?

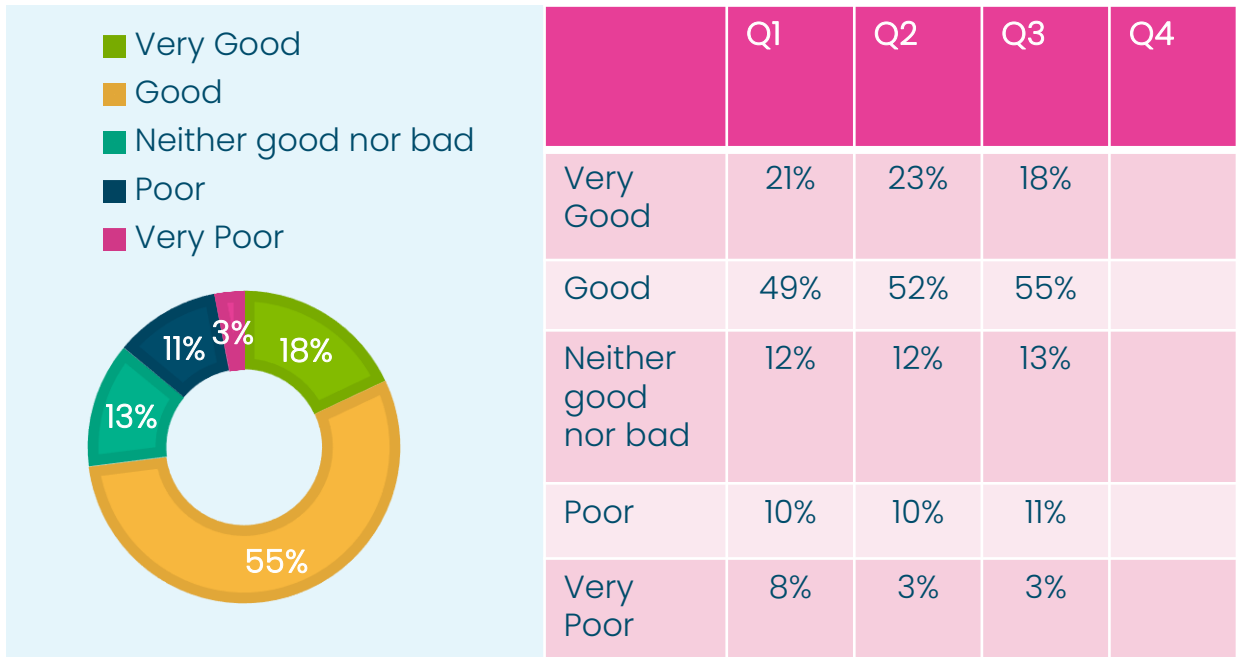
Q5) How do you think the communication is between your hospital and GP practice?

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

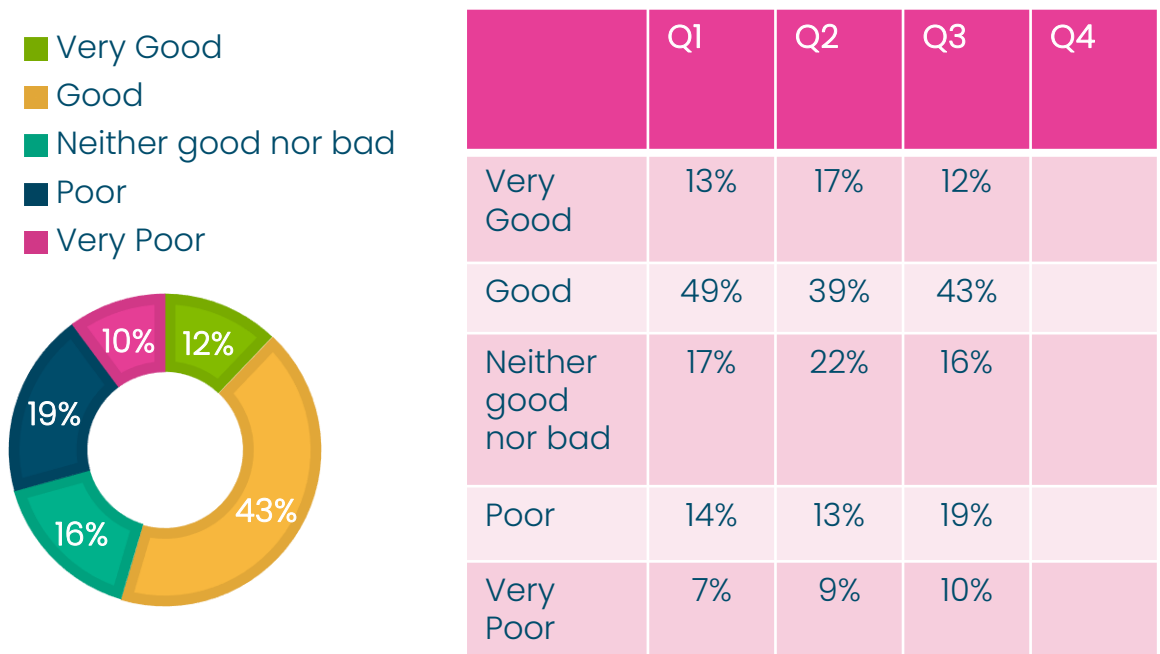
Participants were asked to choose between 1-5* (Very Poor – Very Good) for all questions.

Access and Quality Questions

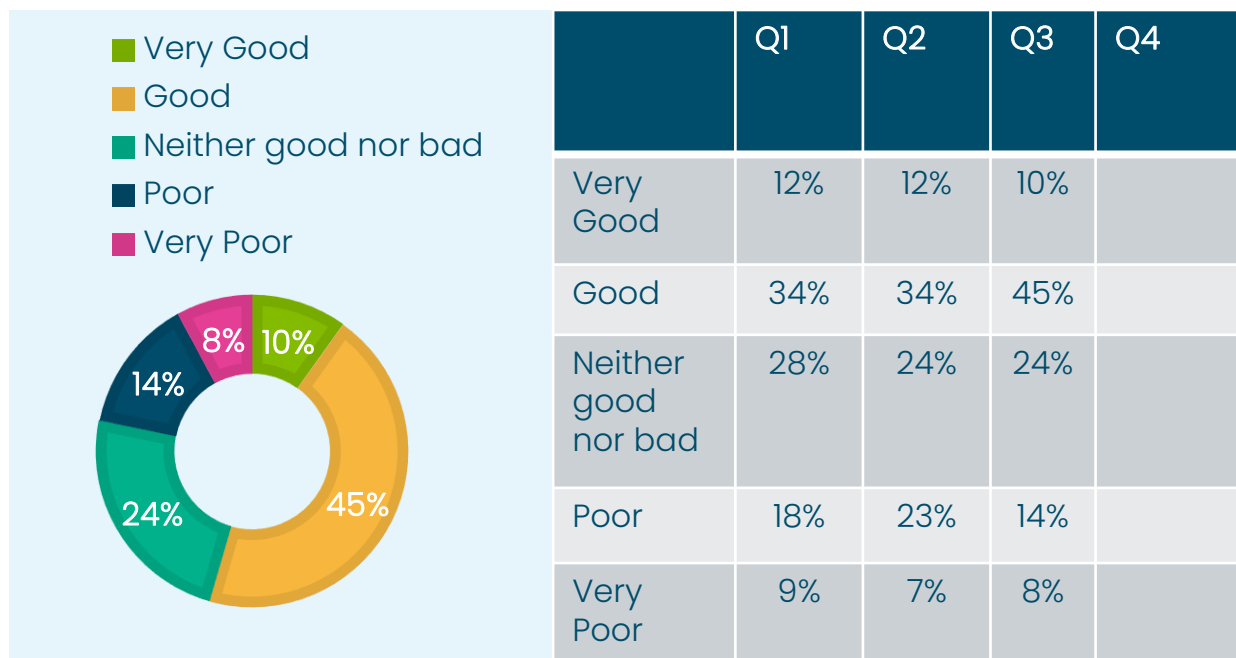
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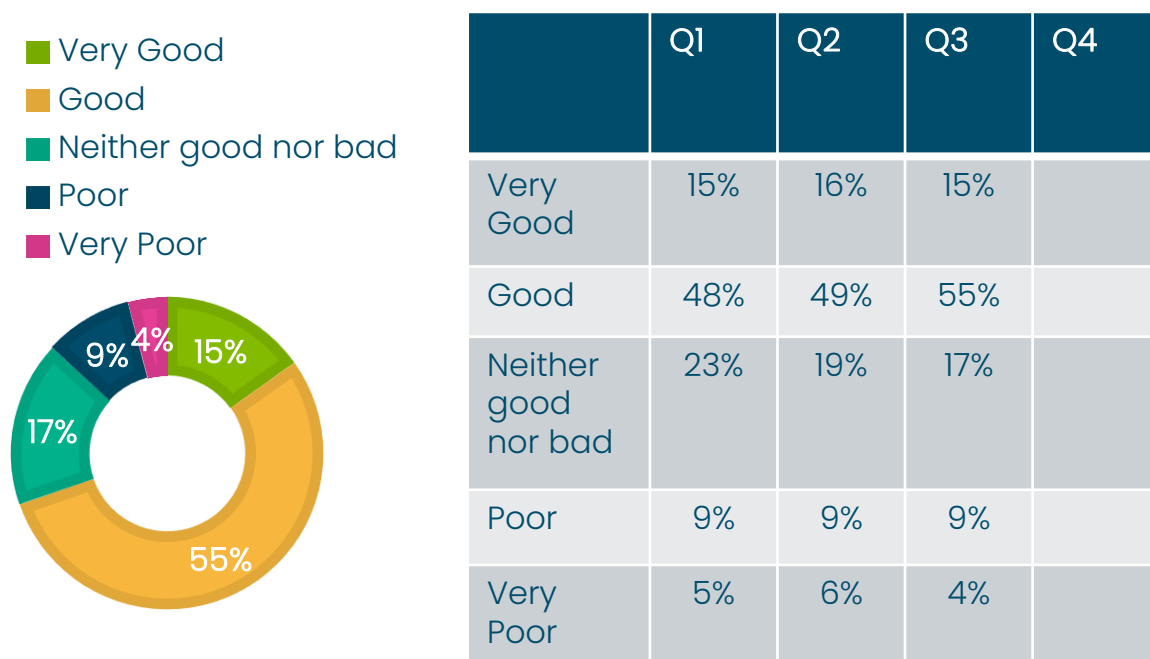
Q2) How do you find getting through to someone on the phone?



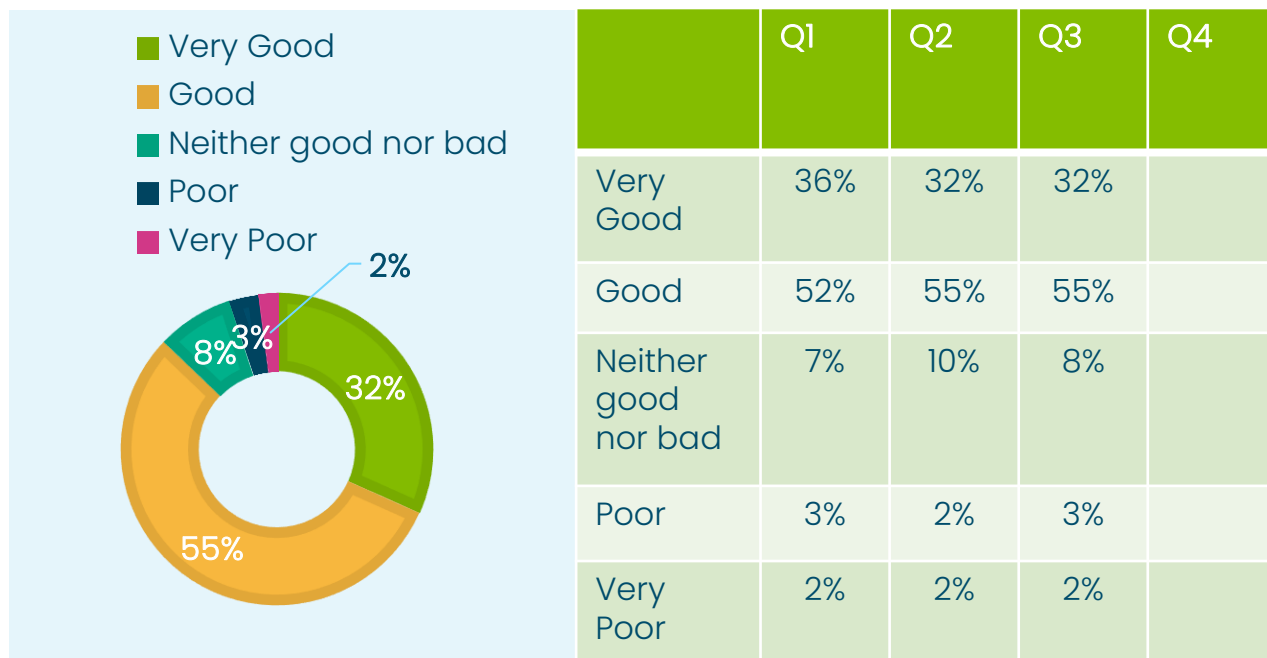
Q3) How do you find the waiting times at the hospital?



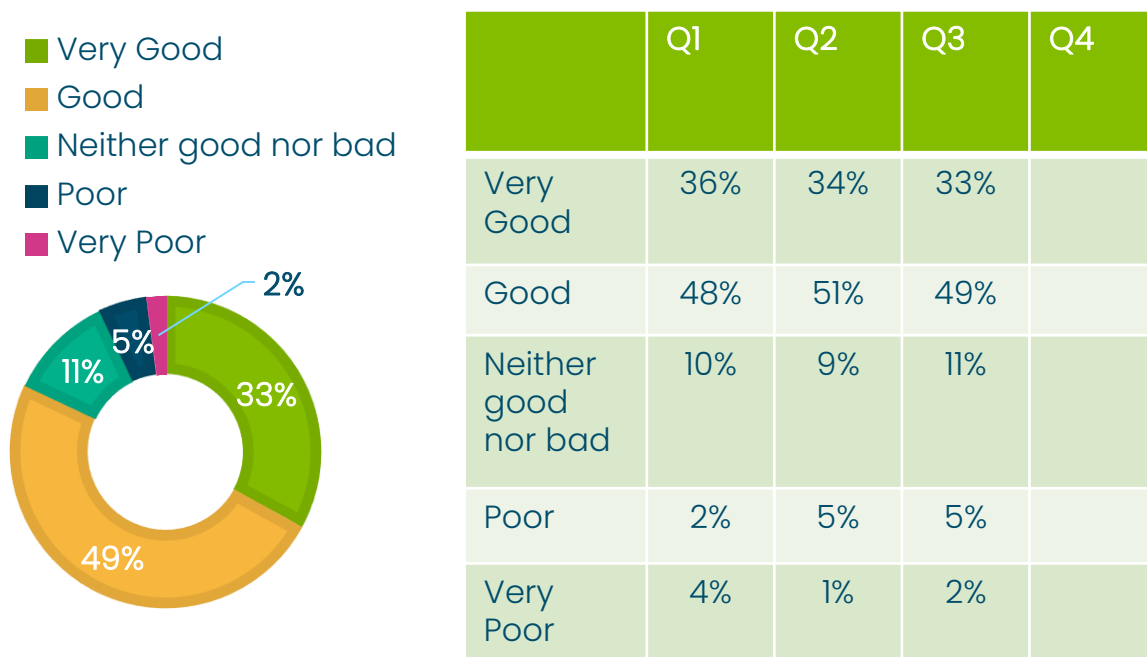
Q4) How do you think the communication is between your hospital and GP practice?



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 October and December 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) | 43% | 8% | 49% | 119 |
| Quality of treatment | 84% | 4% | 12% | 106 |
| Staff Attitudes | 86% | 3% | 11% | 74 |
| Communication with patients (treatment explanation, verbal advice) | 74% | 2% | 24% | 46 |
| Suitability | 98% | 0% | 2% | 45 |
| Experience | 92% | 0% | 8% | 25 |
| Appointment Availability | 50% | 0% | 50% | 24 |
| Quality of Staff - health professionals | 92% | 0% | 8% | 24 |
| Communication between services | 50% | 0% | 50% | 18 |
| Staff Attitudes - health professionals | 76% | 6% | 18% | 10 |

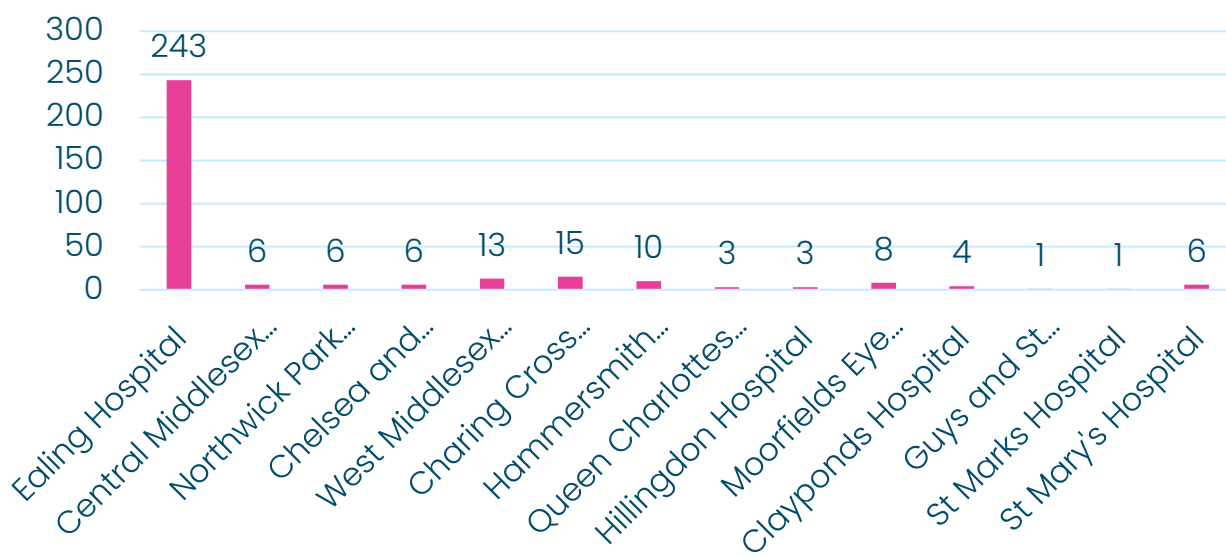
Reviewed Hospitals

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 | |
| St Marks 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 | Moorfields Eye Hospital NHS Foundation Trust |
| Claypolds Hospital | West London NHS Trust |
| Guy's and St Thomas Hospital | Guy's and St Thomas' NHS Foundation Trust |

Between October - December, the hospitals which received the most reviews were Ealing Hospital and West Middlesex. Healthwatch Ealing visits Ealing Hospital 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: 243 | 3.7 | 3.3 | 3.3 | 3.7 | 4.1 | 4.0 |

We have also identified the top 3 positive and negative themes for each hospital where we have received over 25 reviews.

| Hospital | Overall Rating (Out of 5) | Top 3 Positive Issues | Top 3 Negative Issues |
|---------------------------------------|---------------------------|--|---|
| Ealing Hospital No of reviews: 243 | 3.9 | 1. Treatment and Care - Quality of treatment | 1. Access - Waiting Times (punctuality and queueing on arrival) |
| | | 2. Staff – Staff Attitudes | 2. Access - Appointment availability |
| | | 3. Staff - Suitability | 2. Treatment and Care - Quality of treatment |

Emerging or Ongoing Issues

So that we can 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 |
|--|--|--|----|
| Staff Attitudes | Quality of treatment | Quality of treatment | |
| Quality of treatment | Staff Attitudes | Staff Attitudes | |
| Quality of Staff - health professionals | Communication with patients (treatment explanation, verbal advice) | Waiting Times (punctuality and queueing on arrival) | |
| Communication with patients (treatment explanation, verbal advice) | Suitability | Suitability | |
| Service co-ordination | Quality of Staff - health professionals | Communication with patients (treatment explanation, verbal advice) | |

Negative issues

| Q1 | Q2 | Q3 | Q4 |
|---|---|--|----|
| Waiting Times (punctuality and queueing on arrival) | Waiting Times (punctuality and queueing on arrival) | 1. Waiting Times (punctuality and queueing on arrival) | |
| Appointment availability | Appointment availability | 2. Quality of treatment | |
| Communication between services | Staffing levels(Staff) | 3. Appointment availability | |
| Booking appointments | Getting through on the telephone | 4. Getting through on the telephone | |
| Communication with patients | Communication between services | 4. Communication with patients | |

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.



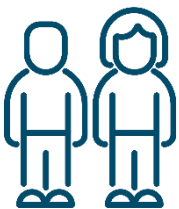
Gender

In Q3, Men had 6% more positive experiences than Women. 81% of men rated their experience positive compared to 75% of women.



Age

We received the most feedback from 65–74-year-olds. A majority of this age group reported positive experiences, with 79% expressing satisfaction. Meanwhile, 2% had negative experiences, and 19% felt neutral about their visits.



Ethnicity

46% of the reviews received were from residents with BAME backgrounds with 40% or more reporting positive experiences.

Appendix



No of reviews for each service type

| Service Type | Positive | Neutral | Negative | Total |
|----------------------|------------|------------|-----------|-------------|
| GP | 286 (76%) | 61 (16%) | 31 (8%) | 378 |
| Hospital | 253 (77%) | 49 (15%) | 27 (8%) | 329 |
| Pharmacy | 202 (92%) | 13 (6%) | 5 (2%) | 220 |
| Dental Care | 66 (85%) | 9 (12%) | 3 (4%) | 78 |
| Emergency | 23 (70%) | 4 (12%) | 6 (18%) | 33 |
| Opticians | 28 (88%) | 4 (13%) | 0 (0%) | 32 |
| Community | 7 (88%) | 0 (0%) | 1 (13%) | 8 |
| Mental Health | 2 (67%) | 0 (0%) | 1 (33%) | 3 |
| Residential Care | 0 (%) | 0 (0%) | 1 (10%) | 1 |
| Overall Total | 867 | 140 | 75 | 1082 |

Demographics

| Gender | Percentage % | No of Reviews |
|-------------------------------|--------------|---------------|
| Man (including trans man) | 39% | 391 |
| Woman (including trans woman) | 61% | 605 |
| Non- binary | 0% | 0 |
| Other | 0% | 0 |
| Prefer not to say | 0% | 1 |
| Total | 100% | 997 |

| Religion | Percentage % | No of Reviews |
|-------------------|--------------|---------------|
| Buddhist | 2% | 16 |
| Christian | 42% | 375 |
| Hindu | 11% | 95 |
| Jewish | 0% | 4 |
| Muslim | 13% | 113 |
| Sikh | 9% | 84 |
| Spiritualism | 1% | 7 |
| Other religion | 5% | 45 |
| No religion | 15% | 131 |
| Prefer not to say | 3% | 29 |
| Total | 100% | 899 |

| Pregnancy | Percentage % | No of Reviews |
|----------------------------------|--------------|---------------|
| Currently pregnant | 1% | 7 |
| Currently breastfeeding | 1% | 12 |
| Given birth in the last 26 weeks | 2% | 14 |
| Not known | 0% | 3 |
| Prefer not to say | 0% | 4 |
| Not relevant | 54% | 485 |
| No | 41% | 369 |
| Total | 100% | 894 |

| Age | Percentage % | No of Reviews |
|-------------------|--------------|---------------|
| Under 18 | 0% | 3 |
| 18-24 | 4% | 36 |
| 25-34 | 11% | 99 |
| 35-44 | 17% | 159 |
| 45-54 | 17% | 156 |
| 55-64 | 18% | 167 |
| 65-74 | 17% | 158 |
| 75-84 | 12% | 112 |
| 85+ | 5% | 48 |
| Prefer not to say | 0% | 1 |
| Total | 100% | 939 |

| Long-term condition | Percentage % | No of Reviews |
|---------------------|--------------|---------------|
| Yes | 45% | 405 |
| No | 52% | 471 |
| Prefer not to say | 0% | 2 |
| Not provided | 3% | 28 |
| Total | 100% | 906 |

| Sexual Orientation | Percentage % | No of Reviews |
|------------------------|--------------|---------------|
| Asexual | 0% | 0 |
| Bisexual | 1% | 9 |
| Gay Man | 1% | 13 |
| Heterosexual/ Straight | 85% | 771 |
| Lesbian / Gay woman | 0% | 2 |
| Pansexual | 0% | 0 |
| Prefer not to say | 12% | 112 |
| Not known | 0% | 0 |
| Total | 100% | 907 |

Demographics

| Ethnicity | Percentage % | No of Reviews |
|---|--------------|---------------|
| British / English / Northern Irish / Scottish / Welsh | 32% | 295 |
| Irish | 6% | 54 |
| Gypsy or Irish Traveller | 0% | 0 |
| Roma | 0% | 0 |
| Any other White background | 10% | 89 |
| Bangladeshi | 0% | 3 |
| Chinese | 1% | 10 |
| Indian | 20% | 182 |
| Pakistani | 2% | 18 |
| Any other Asian background/Asian British Background | 11% | 99 |
| African | 6% | 53 |
| Caribbean | 5% | 46 |
| Any other Black / Black British background | 1% | 13 |
| Asian and White | 1% | 7 |
| Black African and White | 0% | 3 |
| Black Caribbean and White | 0% | 2 |
| Any other Mixed / Multiple ethnic groups background | 1% | 9 |
| Arab | 2% | 17 |
| Any other ethnic group | 1% | 10 |
| Total | 100% | 910 |

| Disability | Percentage % | No of Reviews |
|-------------------|--------------|---------------|
| Yes | 25% | 224 |
| No | 75% | 684 |
| Prefer not to say | 0% | 1 |
| Not known | 0% | 3 |
| Total | 100% | 912 |

| Employment status | Percentage % | No of Reviews |
|--|--------------|---------------|
| In unpaid voluntary work only | 1% | 5 |
| Not in employment & Unable to work | 10% | 87 |
| Not in Employment/ not actively seeking work - retired | 37% | 335 |
| Not in Employment (seeking work) | 2% | 19 |
| Not in Employment (Student) | 1% | 12 |
| Paid: 16 or more hours/week | 44% | 396 |
| Paid: Less than 16 hours/week | 3% | 27 |
| On maternity leave | 0% | 4 |
| Prefer not to say | 1% | 9 |
| Total | 100% | 894% |

| Area of the borough | Percentage % | No of Reviews |
|---------------------|--------------|---------------|
| Acton | 6% | 51 |
| Ealing | 38% | 345 |
| Greenford | 7% | 60 |
| Hanwell | 5% | 47 |
| Perivale | 4% | 33 |
| Southall | 19% | 175 |
| Northolt | 10% | 94 |
| Other | 2% | 17 |
| Out of the Borough | 8% | 76 |
| Prefer not to Say | 0% | 0 |
| Total | 100% | 898 |

| Unpaid Carer | Percentage % | No of Reviews |
|-------------------|--------------|---------------|
| Yes | 10% | 87 |
| No | 89% | 793 |
| Prefer not to say | 1% | 8 |
| Total | 100% | 888 |



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