

Q4 Patient Experience Report

Healthwatch in Ealing
January – March 2024



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Layout of the report

This report is broken down into five key sections:

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

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

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

Rating Scale Change from October 2023

In response to feedback we received during our review of the Patient Experience Programme we have chosen to change our 5-star rating system from 1* = Terrible – 5* = Excellent to 1* = Very Poor – 5* = Very Good. This aligns with the rating scale used by our national body, Healthwatch England.

Questions using a different rating scale have remained the same.

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



Encouraging conversations on **social media** and gathering **online reviews**



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

Being independent 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 :

- We engaged with residents on the same day access proposal and shared information on vaccinations.

Q4 Snapshot

This section provides a summary of the number of experiences we collected during January – March 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)



1,462 reviews

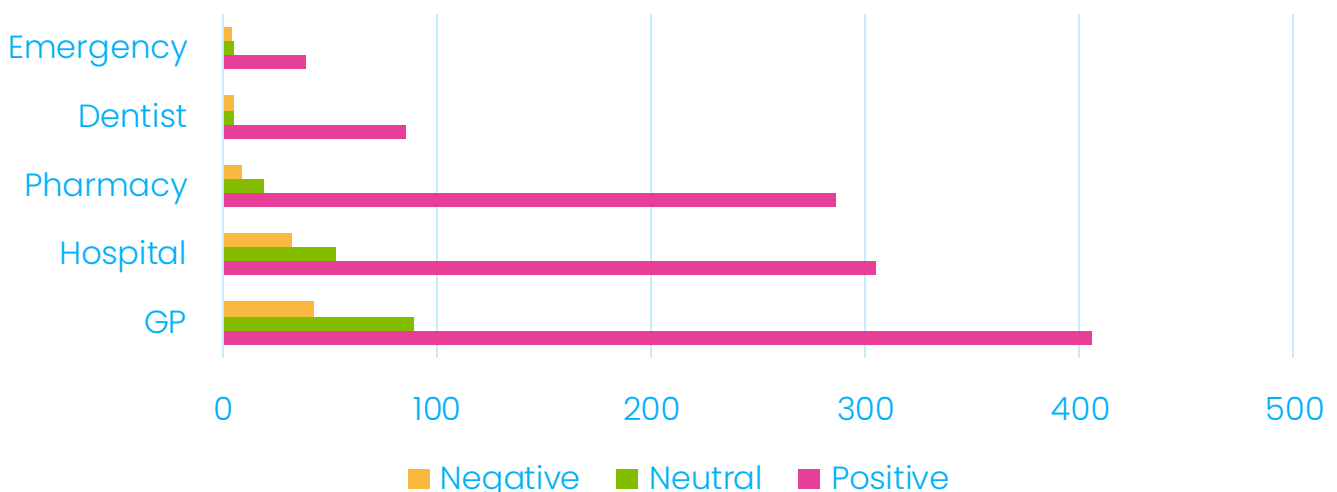
of health and care services were shared with us, helping to raise awareness of issues and improve care.

30 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	538	76%
Hospital	390	78%
Dentist	96	88%
Pharmacy	315	91%
Emergency	48	81%

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%	78%	76%
Hospital	75%	65%	72%	78%
Dentist	80%	78%	84%	88%
Pharmacy	90%	90%	93%	91%
Emergency	67%	67%	87%	81%
Community	86%	67%	85%	100%
Opticians	97%	94%	89%	81%
Mental Health	33%	29%	71%	25%

What does this tell us?

- We have seen a slight decrease of 2% in positive reviews for GP services.
- We have continued to see improvement for hospital reviews since Q2, with a 13% difference in positive reviews.
- Experiences of Dental services continues to be extremely positive with them making 88% of the total reviews
- Positive experiences of pharmacy services have slightly increased as the year has progressed despite a 2% drop since last quarter
- Mental Health services continue to score low ratings, despite a spike in positive ratings in Q3.

Experiences of GP Practices



What people told us about GP Practices

"The staff actually know you, personal touch. Feel as though you are part of the team, not just a number. I love it here."

"I do not like phone consults because I feel how can you diagnose someone if you cannot see them. Even when I put prescriptions in, they still do not get filled."

"I receive good treatment and staff are helpful and caring."

"Reception sometimes gives medical advice; I do not feel this should happen. Sometimes there are no available appointments for a week."

"Staff are very friendly, helpful, doctors are very caring and patient and understand the patient's problem."

"It is a 2-3 week wait for a consult. My blood test was cancelled without explanation; there was no communication. They need to show more empathy."

"They are quite efficient. They get the job done. You can normally see someone in a reasonable time. They are generally very friendly."

"Spoke to the doctor on the phone about a skin rash, suggesting a cream, and no further question. Not provide more information".

GP Services

No. of Reviews	1115 (relating to 25 GP practices)
Positive	53%
Negative	44%
Neutral	3%



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:

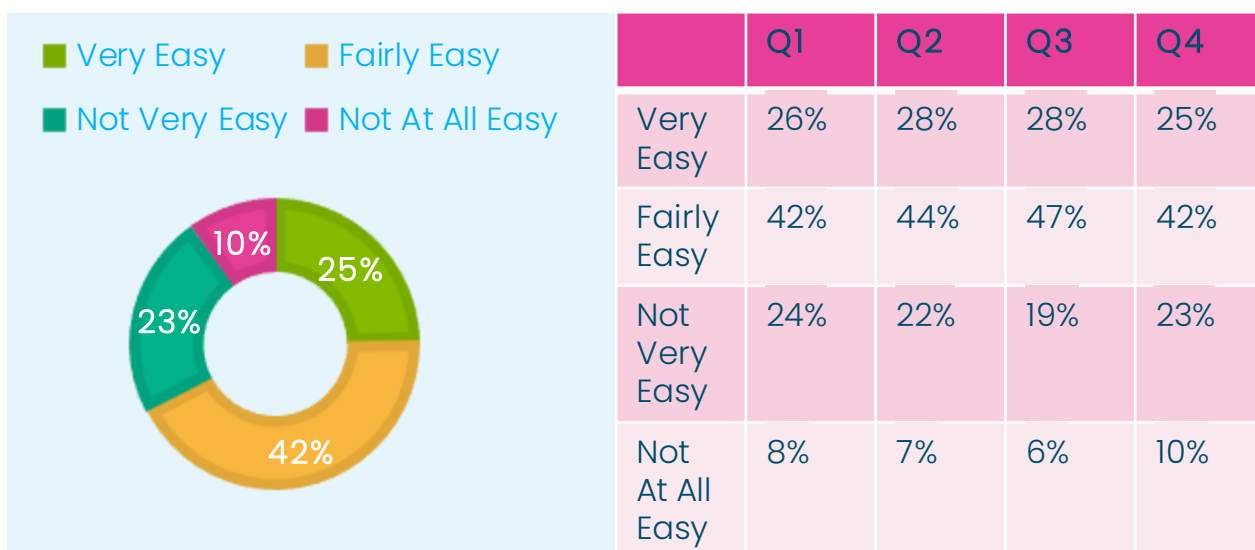
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the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

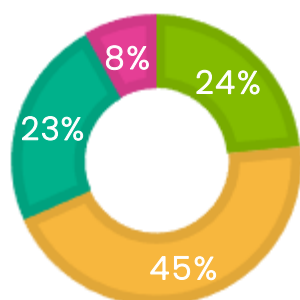
Access and Quality Questions

Q1) How do you find getting an appointment?



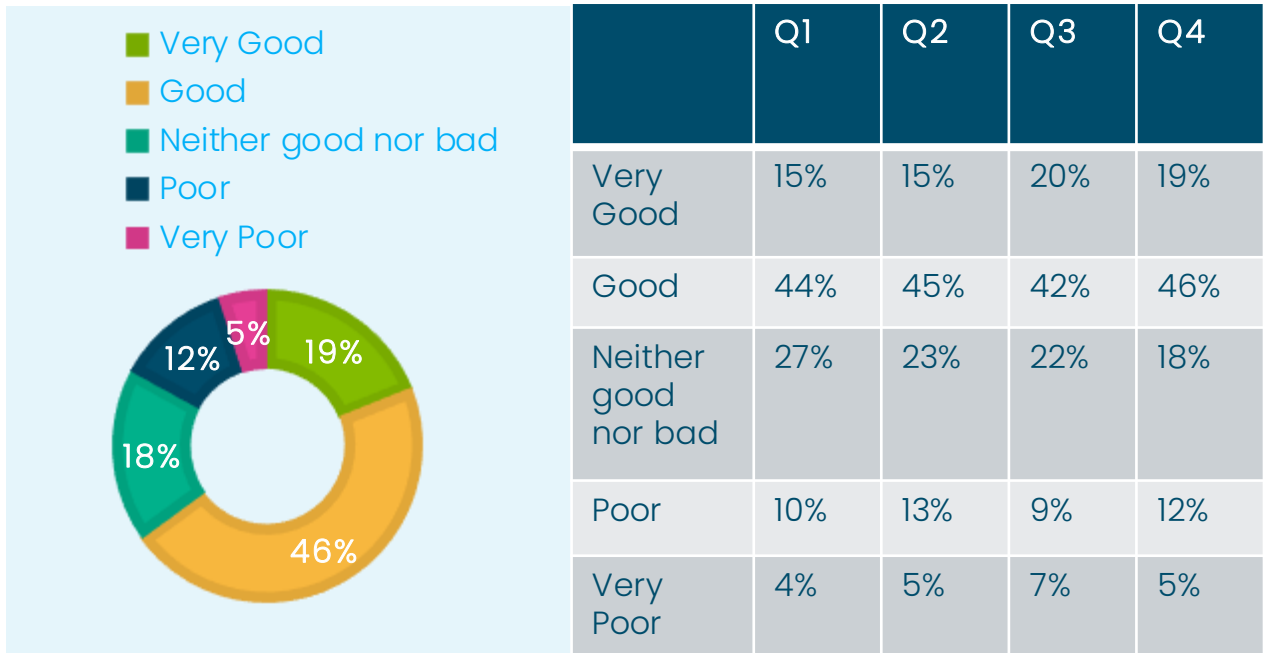
Q2) How do you find getting through to someone at your GP practice on the phone?

Legend: Very Easy (Green), Fairly Easy (Orange), Not Very Easy (Teal), Not At All Easy (Pink)

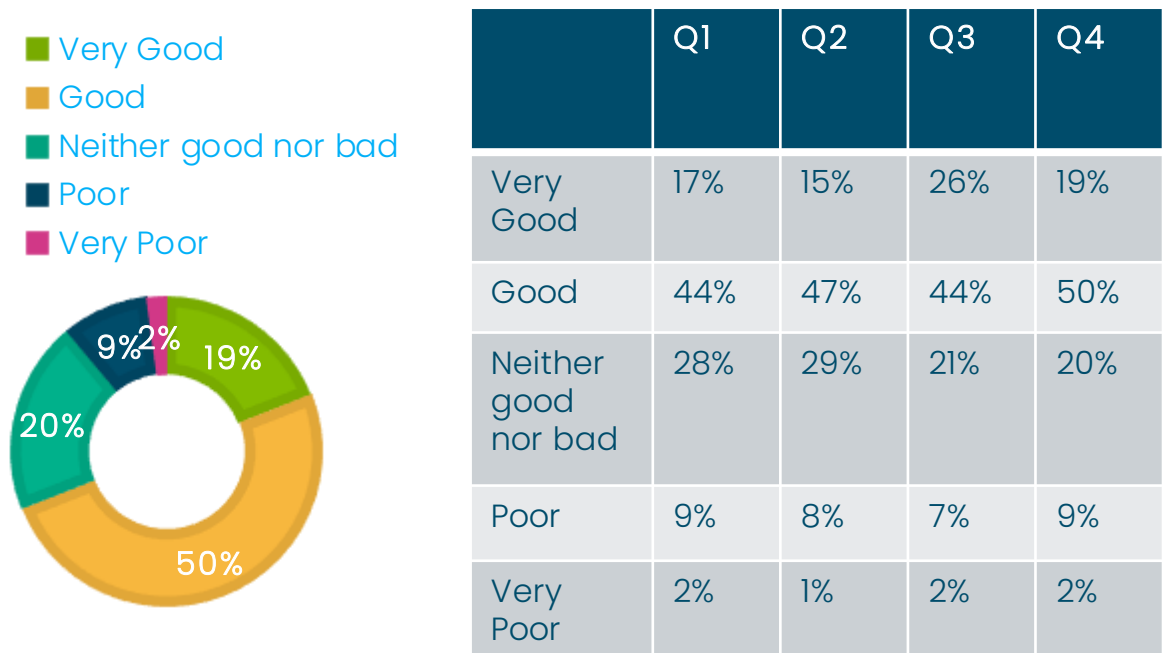


	Q1	Q2	Q3	Q4
Very Easy	21%	26%	24%	24%
Fairly Easy	49%	44%	44%	44%
Not Very Easy	25%	25%	23%	23%
Not At All Easy	6%	6%	9%	8%

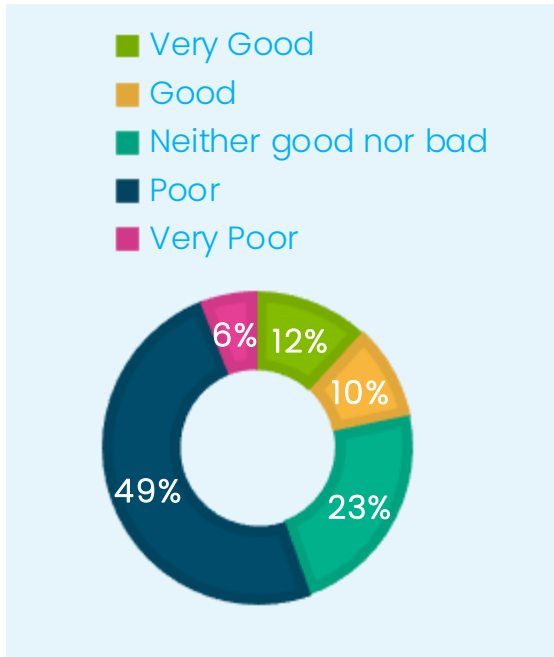
Q3) How do you find the quality of online consultations?



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

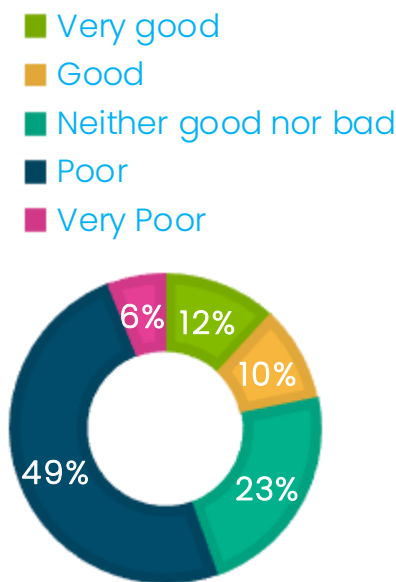


Q5) How did you find the attitudes of staff at the service?



	Q1	Q2	Q3	Q4
Very Good	30%	34%	41%	33%
Good	47%	44%	44%	46%
Neither good nor bad	18%	17%	10%	13%
Poor	5%	4%	4%	5%
Very Poor	0%	1%	1%	3%

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



	Q1	Q2	Q3	Q4
Very Good	30%	30%	35%	35%
Good	47%	47%	46%	48%
Neither good nor bad	18%	18%	15%	14%
Poor	5%	4%	3%	4%
Very Poor	0%	1%	0%	2%

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 tables below show the top 5 most positive and negative themes mentioned by patients between January and March 2024 based on the free text responses received. This tells us which areas of the service are most important to patients.

Top 5 Positive Themes	Total count and % of positive reviews
Quality of Staff - health professionals	71 (85%)
Staff attitudes	66 (77%)
Experience	65 (80%)
Appointment availability	46 (31%)
Communication with patients (treatment explanation, verbal advice)	42 (69%)

Top 5 Negative Themes	Total count and % of negative reviews
Appointment Availability	94 (64%)
Getting through on the telephone	59 (74%)
Waiting Times (punctuality and queueing on arrival)	44 (68%)
Booking appointments	38 (62%)
Staff Attitudes – administrative staff	27 (75%)

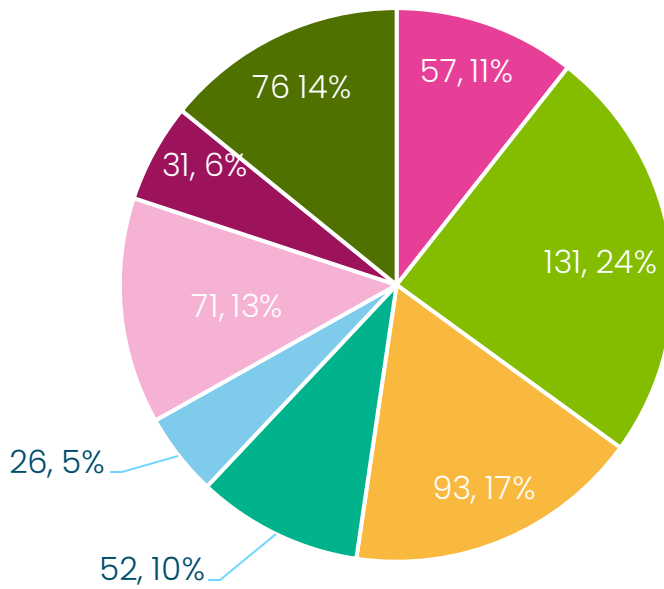
Primary Care Networks

Primary care networks (PCNs) are groups of GP practices within the same area which work together to support patients. Within Ealing Borough, there are 8 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 January and March, the services which received the most reviews were The Ealing Network and Northolt

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 Telephone consultations	Of Online consultation	Of Staff attitudes	Of Treatment and Care
Acton	3.1	3.1	3.8	3.9	4.2	4.3
Greenwell	2.8	2.7	3.6	3.5	4.1	4.0
North Southall	3.2	2.6	2.7	4.2	4	4.1
Northholt,	2.8	2.9	3.6	3.7	4.0	4.0
Northholt, Greenford, Perivale	2.9	3.0	3.5	3.6	4.0	4.0
South Central Ealing	2.6	2.6	3.4	3.6	3.8	3.9
South Southall	3.1	3.1	3.9	3.7	3.9	4.1
The Ealing Network	2.9	2.8	3.7	4.0	4.2	4.3

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 star rating	Top 3 Positive Issues	Top 3 Negative Issues
The Ealing Network No of reviews: 131	4.1	1. Quality of Staff - health professionals	1. Appointment availability.
		2. Staff attitudes	2. Getting through on the telephone
		3. Experience	3. Waiting Times (punctuality and queueing on arrival)
Northolt No of reviews: 93	3.9	1. Quality of Staff - health professionals	1. Appointment availability
		2. Appointment availability	2. Getting through on the telephone
		3. Experience	3. Booking appointments
South Central Ealing No of reviews: 76	3.7	1. Quality of Staff - health professionals	1. Appointment availability
		2. Staff attitudes	2. Communication with patients (treatment explanation, verbal advice)
		3. Communication with patients (treatment explanation, verbal advice)	3. Getting through on the telephone
North Southall No of reviews: 71	3.7	1. Quality of Staff - health professionals	1. Appointment availability
		2. Staff attitudes	2. Getting through on the phone
		3. Experience	3. Waiting Times (punctuality and queueing on arrival)
Acton No of reviews: 57	4.2	1. Experience	1. Appointment Availability
		2. Appointment Availability	2. Booking appointments
		3. Experience	3. Patient Choice

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 star rating	Top 3 Positive Issues	Top 3 Negative Issues
Northolt, Greenford, Perivale No of reviews: 52	3.8	1. Appointment availability	1. Getting through on the telephone
		2. Quality of Staff - health professionals	2. Waiting Times (punctuality and queueing on arrival)
		3. Waiting Times (punctuality and queueing on arrival)	3. Appointment availability.
South Southall No of reviews: 31	3.9	1. Communication with patients (treatment explanation, verbal advice)	1. Appointment availability
		2. Experience	2. Booking appointments
		3. Staff Attitudes	3. Staff Attitudes
Greenwell No of reviews: 26	3.9	1. Staff Attitudes	1. Appointment availability
		2. Communication with patients (treatment explanation, verbal advice)	2. Getting through on the phone
		3. Booking appointments	3. Booking an appointment -online

What has worked well?

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



Quality of Staff - health professionals

85% of reviews that covered quality of staff were positive. Residents were exceedingly pleased with the care they have received from clinicians in GP practices



Staff Attitudes

77% of reviews that covered staff attitudes were positive. Residents found health professionals were 'kind' and caring when listening to their concerns.



Experience

80% of reviews that covered the experience of GP visits were positive. Most residents told us that did not have any issue during the visit whatsoever.



Appointment Availability

31% of reviews covering appointment availability were positive. Residents who were positive about this subject told us that they were due to how quickly they were able to be seen.



Communication with patients (treatment explanation, verbal advice)

69% of reviews covering communication surrounding explaining treatment and verbal advice were positive. Residents told us that they were happy with how clear and concise their advice was.

What could be improved?

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



Appointment Availability

64% of reviews regarding appointment availability were negative. Respondents told us that they were having to wait long times to get face-to-face appointments



Getting through on the telephone

62% of reviews that covered getting through on the telephone were negative. Residents told us that they would have to wait to get through even if calling right at opening. .



Waiting Times (punctuality and queueing on arrival)

68% of reviews covering waiting times were negative. Residents told us that they often had to wait a long time to see a GP when at an appointment, or wait a long time in line to speak to reception



Booking Appointments

62% of reviews dealing with how residents book appointments were negative in sentiment. Respondents told us they experience great difficulty using phone systems, and that when they were able to get through, they could not get an appointment



Staff Attitudes – administrative staff

75% of reviews covering the attitudes of administrative staff were poor. Residents told us that they felt that administrative staff did not listen to them and did not act in a professional manner towards them.

Recommendations

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

Continue to push for increased same day access

We recommend that the ICB continue to push for a reformed same day access plan, as to give those who need to be seen on the same day more options than just going to A&E

More Accessible Phone Lines

The GP practices should explore methods of introducing more phone lines at reception desks. As stated in the second improvement identified, with the ever-increasing demand for accessing the GP surgeries, having more phone lines, alongside the increase in hiring of Reception staff, could increase the chances of patients gaining access in a quicker fashion.

More Hiring of alternative Staff

GP practices and the ICB should explore methods of hiring more healthcare professionals alleviating the need for doctors in the GP practices. With an ever-increasing demand for appointments, which in turn, a continuous increase in the length of time patients wait to be seen, with alternative healthcare roles employed to help patients and more reception staff to provide a quicker first point of contact, this could decrease the waiting times at GP practices.

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 Treatment	Staff attitudes	Staff attitudes	Quality of Treatment
Staff attitudes	Quality of treatment	Quality of treatment	Staff attitudes
Communication with patients	Cultural Respect	Quality of staff-healthcare professionals	Information and advice
Waiting Times (punctuality and queueing on arrival)	Information and Advice	Treatment Explanation	Cultural respect
Tests/results	Patient Choice	Service co-ordination	Staff professionalism

Negative issues

Q1	Q2	Q3	Q4
Waiting Times (punctuality and queuing on arrival)	Staff attitudes – administrative staff	Staff attitudes – administrative staff	Booking appointments
Getting through on the telephone	Booking appointments	Quality of treatment	Getting through on the telephone
Communication with patients	Appointment availability	Booking appointments	Communication with patients
Booking appointments	Waiting Times (punctuality and queuing on arrival)	Treatment Explanation	Cultural respect
Tests/results	Patient Choice	Getting through on the telephone	Staff professionalism

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

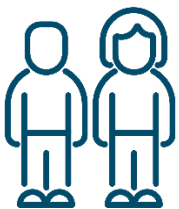
In Q4 we found that men had a worse experience than women, 12% reporting negative views over 7%



Age

We received the most feedback from 35-44 year olds

A majority of this age range reported positive experiences: 72%. With 13% having negative experiences and 16% feeling neutral towards their visits.



Ethnicity

Pakistani residents reported the least satisfaction with only 43% of respondents telling us they had a positive experience. 21% saying they had a negative experience, and 36% telling us they were neutral about their visit.

Experiences of Hospital Services



What people told us about Hospitals

"They are very thorough and quick to get me through. They explained the procedure and were very patient with me. I have seen improvements with my condition."

"They do not answer the phones. I called reception and they transfer the call and I am just left on hold."

"They were kind, both doctors and staff. They really care about the patient. Do their best to make you feel comfortable considering it is a sensitive subject. They treat me very good here."

"Referral for operations. Got sent a text message for a hospital I did not know so I was unsure. It is impossible for me to get in touch with them, no explanation provide."

"They are one of the best hospitals in the UK. Their advice is good. Good hospitality. My three children were born in this hospital. They have been really helpful to us."

"Getting through on the phone is hit and miss, they are overrun, need more medical staff, it's woefully inadequate medically."

"They had really helpful reception staff, have extra volunteers to help guide you where to go. The neurologists are very caring and got me an MRI very quickly."

"You have to be quite resilient and hang in there getting through to them on the phone. I think the culture there is not great. Some of the departments are good but some are quite rude"

Hospital Services

No. of Reviews	390
Positive	53%
Negative	45%
Neutral	2%

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?

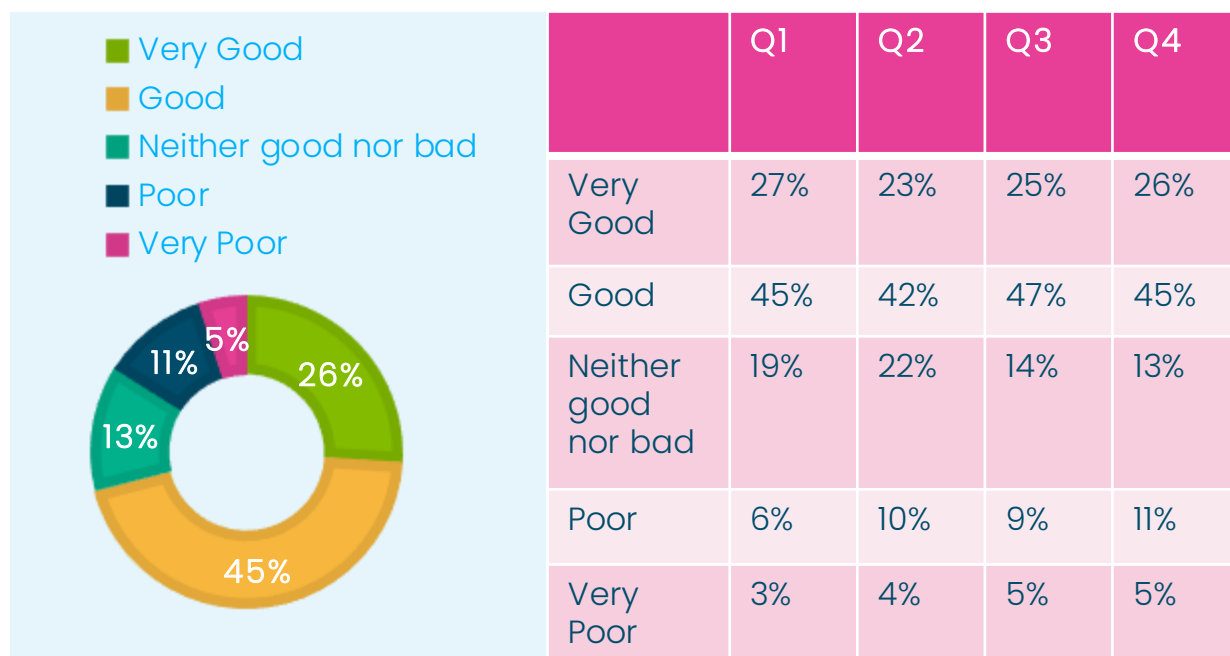
Q6) How would you rate the quality of treatment and care received?

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

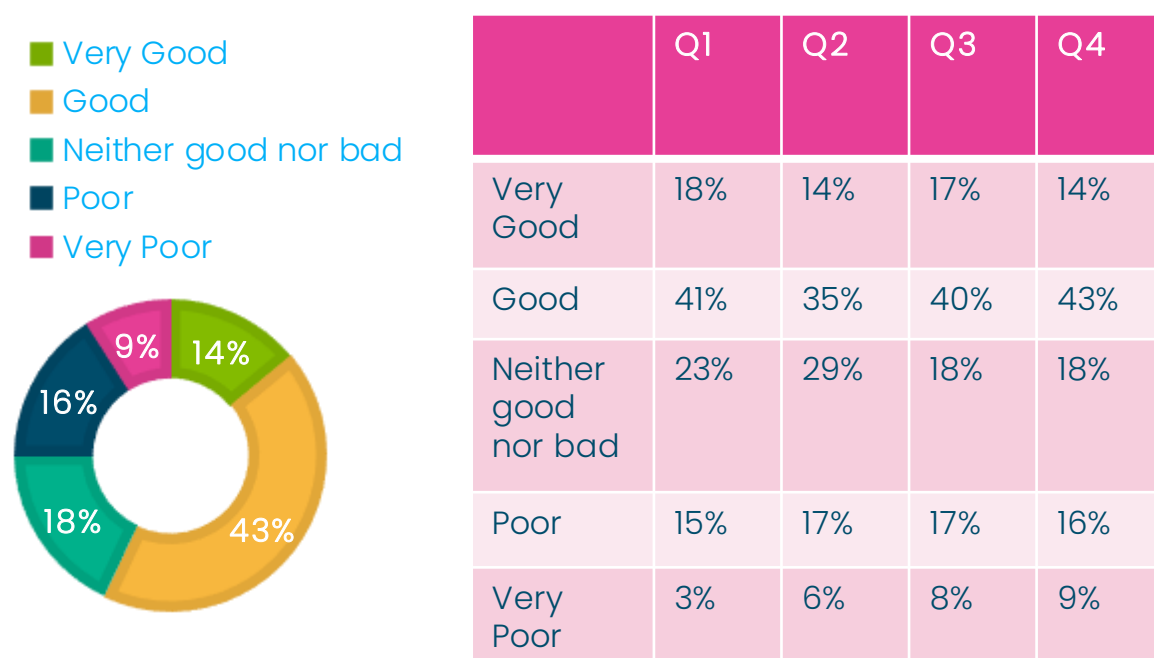


Access and Quality Questions

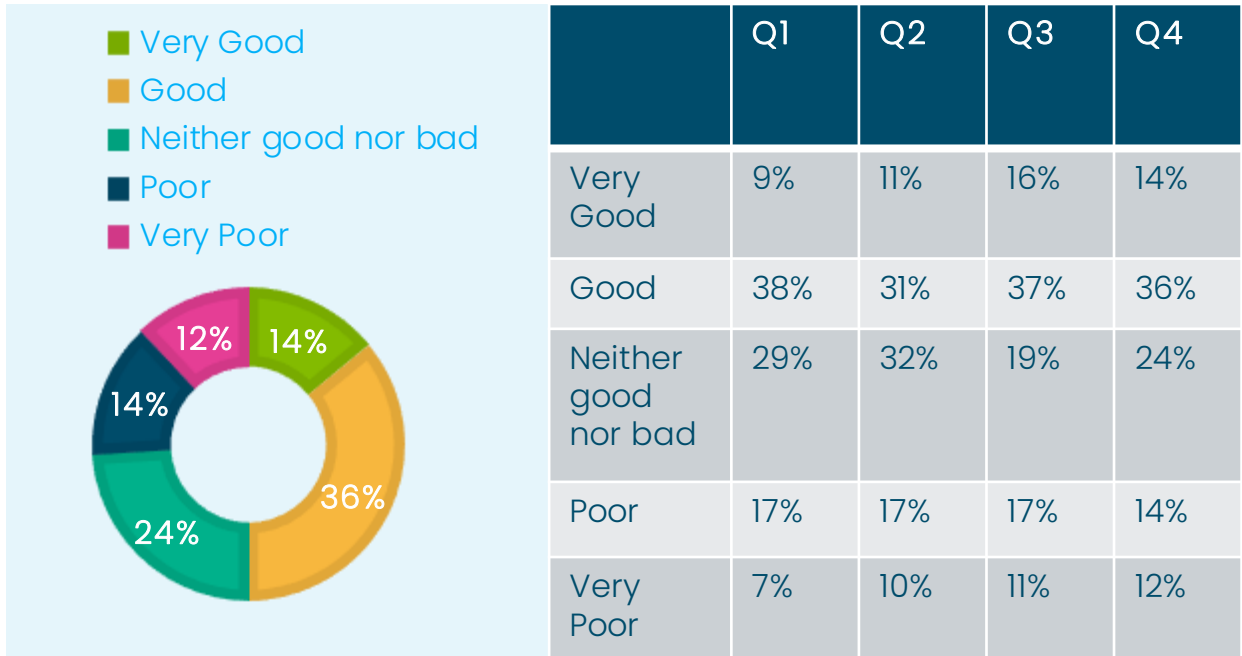
Q1) How did you find getting a referral/appointment at the hospital?



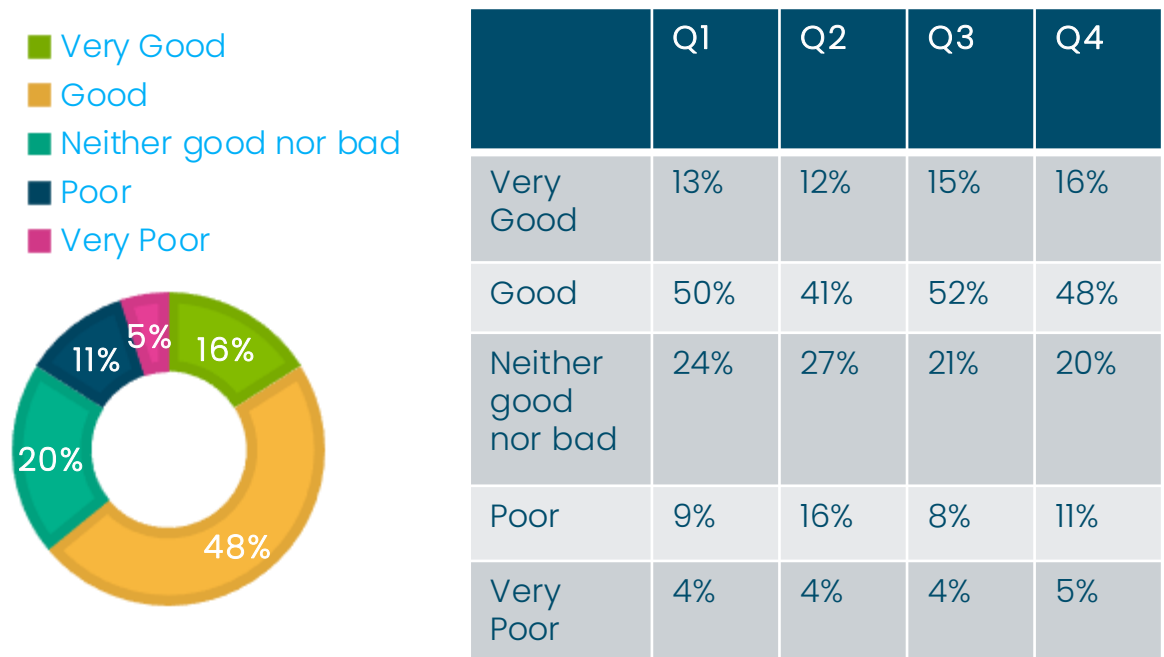
Q2) How do you find getting through to someone on the phone?



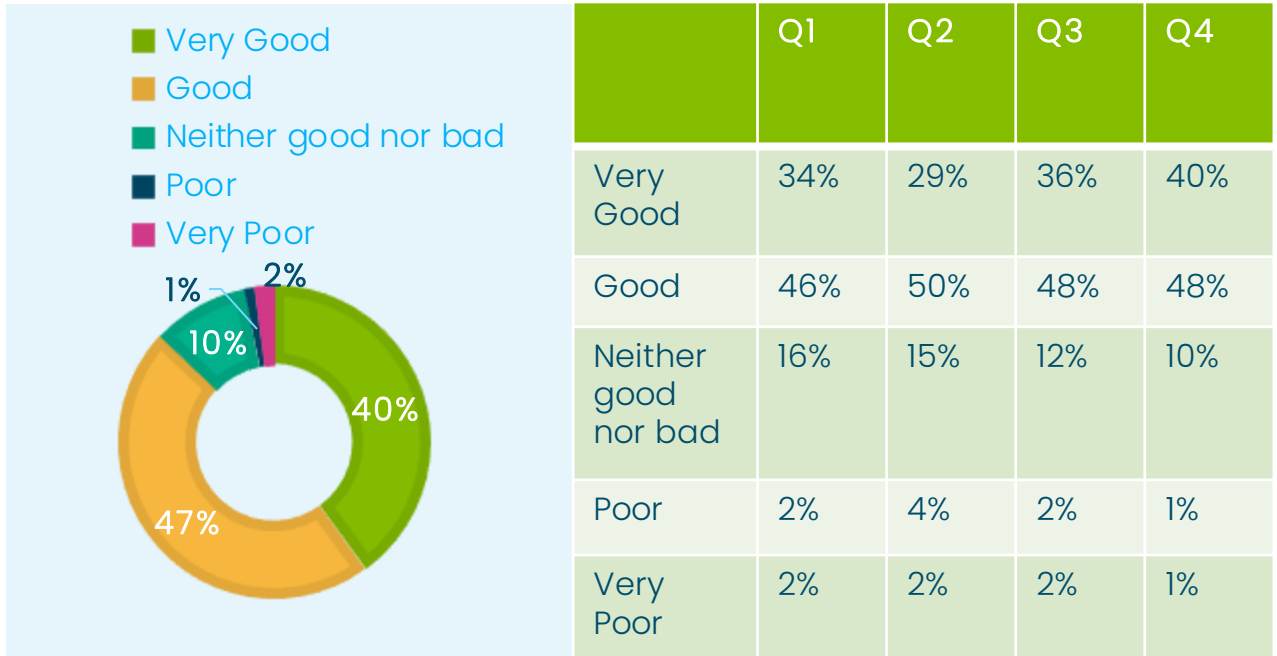
Q3) How do you find the waiting times at the hospital?



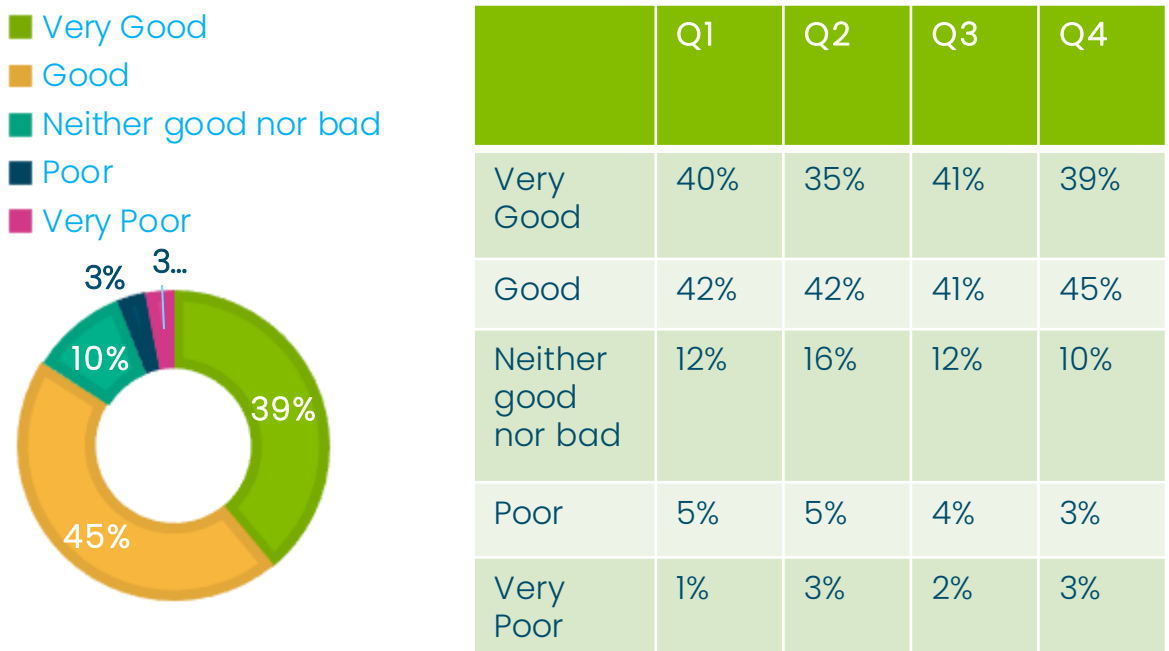
Q4) How do you think the communication is between your hospital and GP practice?



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 5 most positive and negative themes mentioned by patients between January and March 2024 based on the free text responses received. This tells us which areas of the service are most important to patients.

Top 5 Positive Issues	Total count and % of positive reviews
Quality of Staff – health professionals	55 (34%)
Waiting Times (punctuality and queueing on arrival)	48 (55%)
Staff Attitudes	47 (88%)
Quality of treatment	45 (47%)
Communication with patients (treatment explanation, verbal advice)	30 (86%)

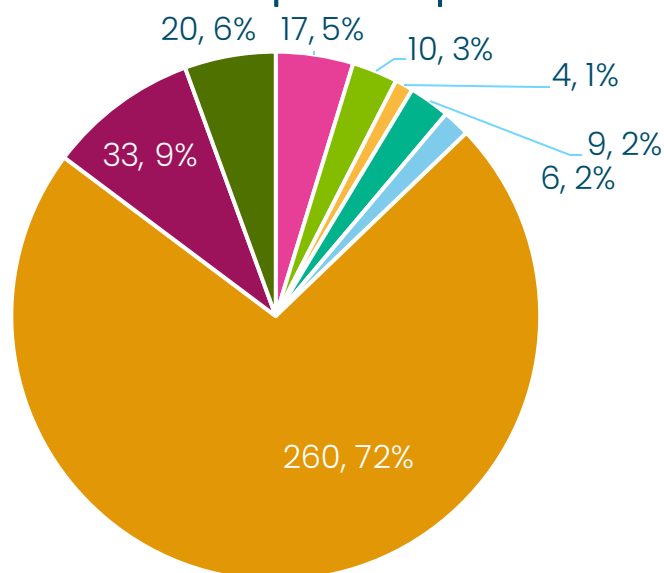
Top 5 Negative Issues	Total count and % of negative reviews
Waiting Times (punctuality and queueing on arrival)	88 (64%)
Communication with patients (treatment explanation, verbal advice)	25 (36%)
Communication between services	24 (35%)
Appointment availability	21 (15%)
Staffing levels(Staff)	18 (37%)

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:

- Charing Cross Hospital
- Hammersmith Hospital
- St Mary's Hospital
- Chelsea and Westminster Hospital
- Queen Charlottes and Chelsea Hospital
- Ealing Hospital
- West Middlesex University Hospital
- The Hillingdon Hospital

Total Reviews per Hospital



■ Charing Cross

■ St Mary's

■ Queen Charlottes and Chelsea

■ West Middlesex University Hospital

■ Hammersmith

■ Chelsea and Westminster

■ Ealing Hospital

■ The Hillingdon 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 – 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 Communicati on between GP and Hospital	Of Staff attitudes	Of Treatment and Care
Ealing Hospital, London North West Healthcare NHS Trust	3.8	3.3	3.3	3.6	4.2	4.1
West Middlesex University Hospital,	3.5	2.9	2.9	3.2	4.0	3.9
The Hillingdon Hospital	3.5	3.3	3.1	4.2	4.0	4.1

Hospitals	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Ealing Hospital No of reviews: 260	4.5	1. Quality of Staff – health professionals 2. Waiting Times (punctuality and queueing on arrival) 3. Quality of treatment	1. Waiting Times (punctuality and queueing on arrival) 2. Communication between services 3. Staff attitudes – administrative staff
West Middlesex Hospital No of reviews: 33	3.9	1. Communication with patients (treatment explanation, verbal advice) 2. Quality of Staff – health professionals 3. Effectiveness	1. Appointment availability 2. Waiting Times (punctuality and queueing on arrival) 3. Communication between staff
The Hillingdon Hospital No of reviews: 20	4.2	1. Staff Attitudes 2. Waiting Times (punctuality and queueing on arrival) 3. Quality of Staff – health professionals	1. Waiting Times (punctuality and queueing on arrival) 2. Capacity 3. Online consultation

What has worked well?

Below is a list of the key positive aspects relating to hospitals between January and March 2024



Quality of Staff - health professionals

92% of reviews that covered the quality of health professionals were positive. With residents telling us that they found comfort in how well they worked.



Waiting Times (punctuality and queueing on arrival)

34% of reviews concerning waiting times were positive. These respondents told us they liked how quickly they were seen, and that it was done so in a prompt manner.



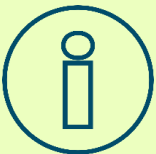
Staff Attitudes

89% of reviews covering staff attitudes were positive. Residents told us that they appreciated how well staff interacted with them.



Quality of treatment

90% of reviews regarding the quality of treatment were positive. Respondents told us they were happy with their treatment, and its effectiveness. They felt like they were in the best hands.



Communication with patients (treatment explanation, verbal advice)

90% of reviews covering communication with patients regarding their treatment were positive in sentiment. Patients told us that they felt reassured about their treatment once explained to them.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between January and March 2023.



Waiting Times (punctuality and queueing on arrival)

62% of reviews covering waiting times (punctuality and queueing on arrival) were negative. Patients told us they have often had to wait hours to be seen at the hospital.



Communication with patients (treatment explanation, verbal advice)

45% of reviews covering communication with patients regarding explanations of their treatment were negative. Patients told us that they often felt like they were left without a proper explanation, and that they were unsure of next steps in their healing journey.



Communication between services

92% of reviews regarding communication between services were negative. Patients told us they felt that it took a while for a hospital to send their GP information and visa versa.



Appointment availability

54% of respondents told us they had a negative experience with appointment availability. Some pointed out having to wait long times, sometimes up to weeks, to get an appointment or referral.



Staffing levels(Staff)

100% of reviews covering staffing levels were negative. Residents told us they believed a lack of staff was responsible for other issues they encountered, including having to wait on the phone and long wait times for appointments.

Recommendations

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

More Hiring of Hospital Staff

In order to combat wait times for patients, and to help relieve pressure on current staff, increased recruitment and training efforts for new staff should be implemented.

Continue to ensure proper Communication between services.

With the continued effort to spread healthcare across different services, i.e. Pharmacy First, Same Day Access Hubs, etc, we must ensure these services are in communication with each other in order to best serve patients.

Aim to empower patients with information

Ensure that all patients are given information about their treatment at the end of visits. It is also important that it is made clear to them what the next steps will be.

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 Treatment	Staff attitudes	Staff attitudes	Quality of staff – health professionals
Staff attitudes	Quality of treatment	Quality of treatment	Staff attitudes
Communication with patients	Cultural Respect	Quality of staff-healthcare professionals	Information and advice
Waiting Times (punctuality and queueing on arrival)	Information and Advice	Treatment Explanation	Cultural respect
Tests/results	Patient Choice	Service co-ordination	Staff professionalism

Negative issues

Q1	Q2	Q3	Q4
Waiting Times (punctuality and queueing on arrival)	Staff attitudes – administrative staff	Staff attitudes – administrative staff	Booking appointments
Getting through on the telephone	Booking appointments	Quality of treatment	Getting through on the telephone
Communication with patients	Appointment availability	Booking appointments	Communication with patients
Booking appointments	Waiting Times (punctuality and queueing on arrival)	Treatment Explanation	Appointment availability
Tests/results	Patient Choice	Getting through on the telephone	Staff professionalism

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

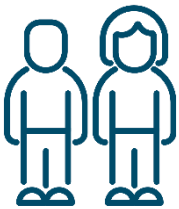
During the last three months, 86% of men had positive experiences in hospitals compared to just 76% of women.



Age

25-34 year olds shared the highest amount (55) of positive experiences about hospitals. 76% of all comments praised their services.

The second highest amount of positive reviews came from 35-44 year olds, (53) 78% of this feedback was positive.



Ethnicity

84% of the White British residents (112) who shared reviews considered their last hospital experience to be 'Good' or better.

The next highest was Indian (49) 80% of whom gave positive reviews.

Experiences of Dental Services



Dental Services

No. of Reviews	76
Positive	84%
Negative	5%
Neutral	11%

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?

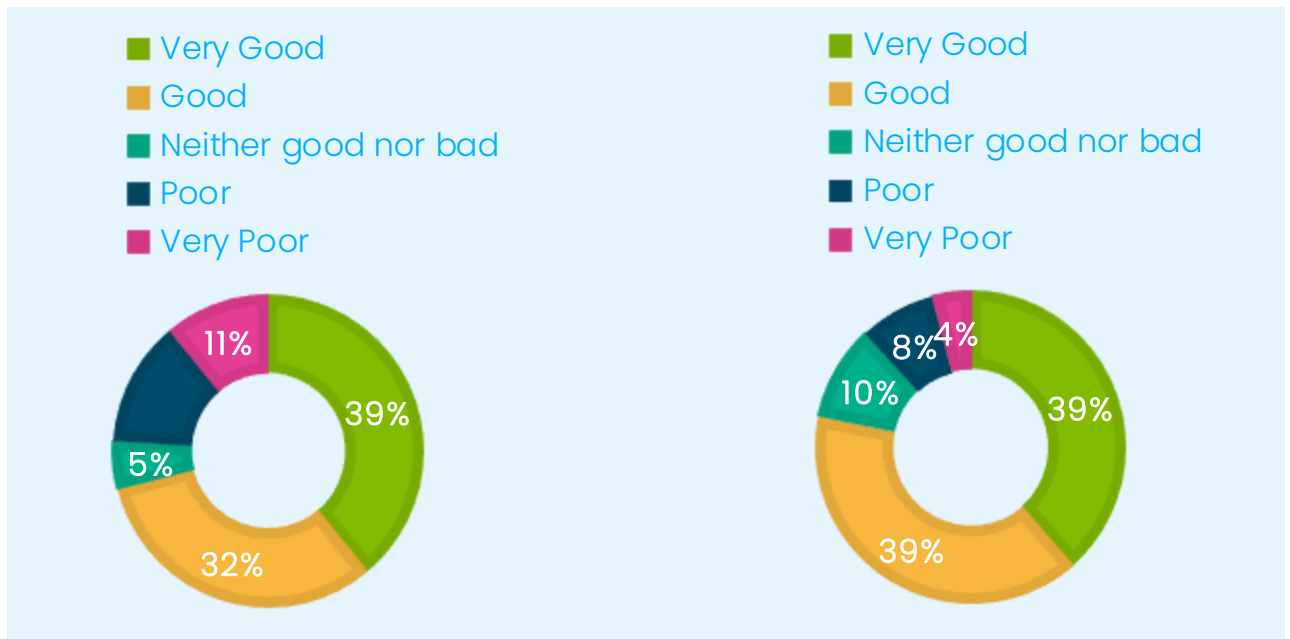
Q5) How do you find the attitudes of staff at the service?



Access and Quality Questions

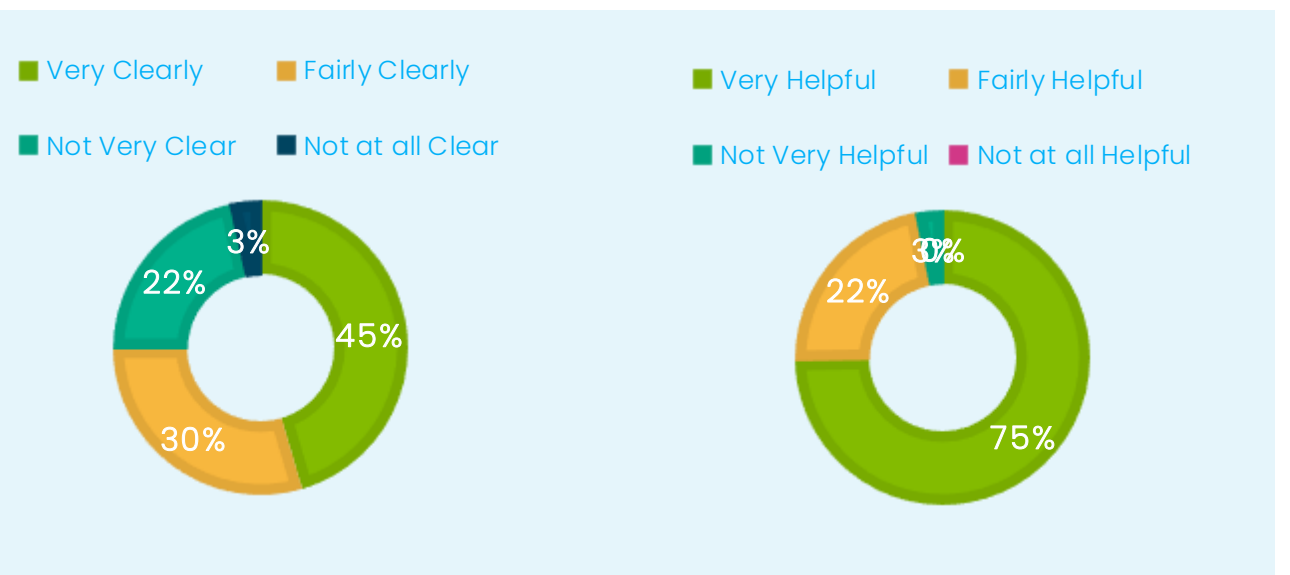
Q1) How did you find it registering with an NHS dentist? (within the last 12 months)

Q2) How do you find getting NHS appointments?

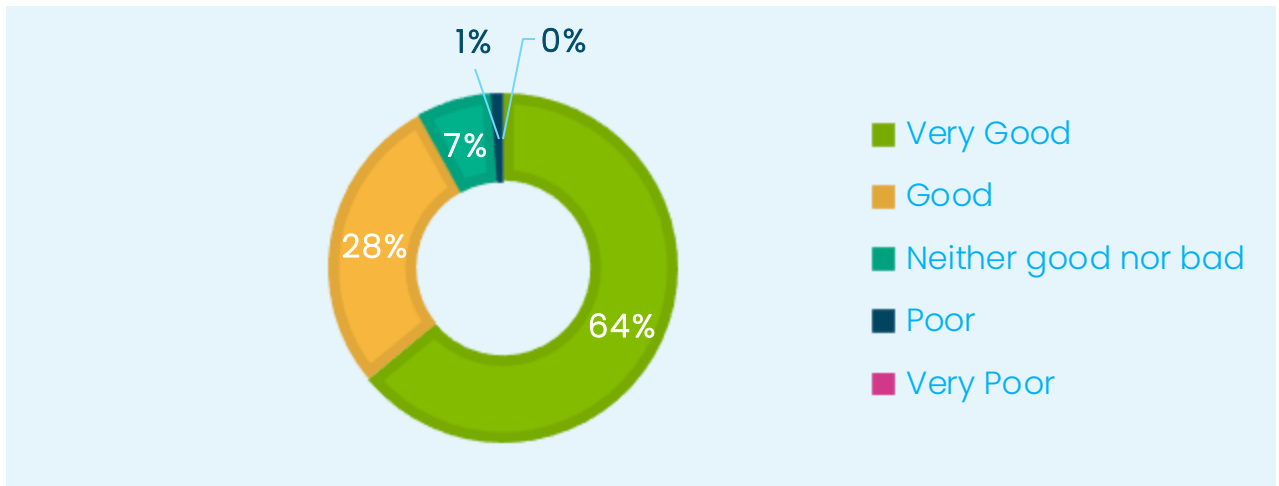


Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

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 January and March 2024 based on the free text responses received.

Top 5 Positive Issues	Total count and % of positive reviews	Top 5 Negative Issues	Total count and % of negative reviews
Communication with patients (treatment explanation, verbal advice)	13 (100%)	Appointment availability	14 (58%)
Staff Attitudes	12 (100%)	Affordability	6 (75%)
Staff Suitability	12 (100%)	Waiting Times (punctuality and queueing on arrival)	4 (57%)
Quality of Staff - health professionals	10 (100%)	Staffing levels(Staff)	4 (66%)
Appointment availability	10 (42%)	Registration	3 (100%)

We've produced a list of good practice, areas of improvement and recommendations relating to dentists between January and March 2024.

What has worked well?



Quality of Treatment and Care

80% of the responses dealing with treatment and care were positive in sentiment. Patients lauded how gentle and caring their dentist was during treatment they received.



Communication with Patients.

When asked about communication, 85% of our respondents gave a positive review.

What could be improved?



Clarity about service cost

83% of reviews dealing with how clear dentists are about service costs were negative. Patients feel that they are being forced to pay privately instead of getting NHS appointments



Registration

100% of the responses we received about registration were negative. We were told that patients themselves had difficulty registering with an NHS dentist, or that they knew someone who had.

Recommendations

Affordability:

We recommend Implementing transparent pricing for dental procedures. This enables patients to plan and budget effectively, fostering informed decisions and averting financial surprises.

Registration:

We recommend following the government's recent guidance and implementing financial incentives for dentists registering new NHS patients.

Experiences of 'Other' services



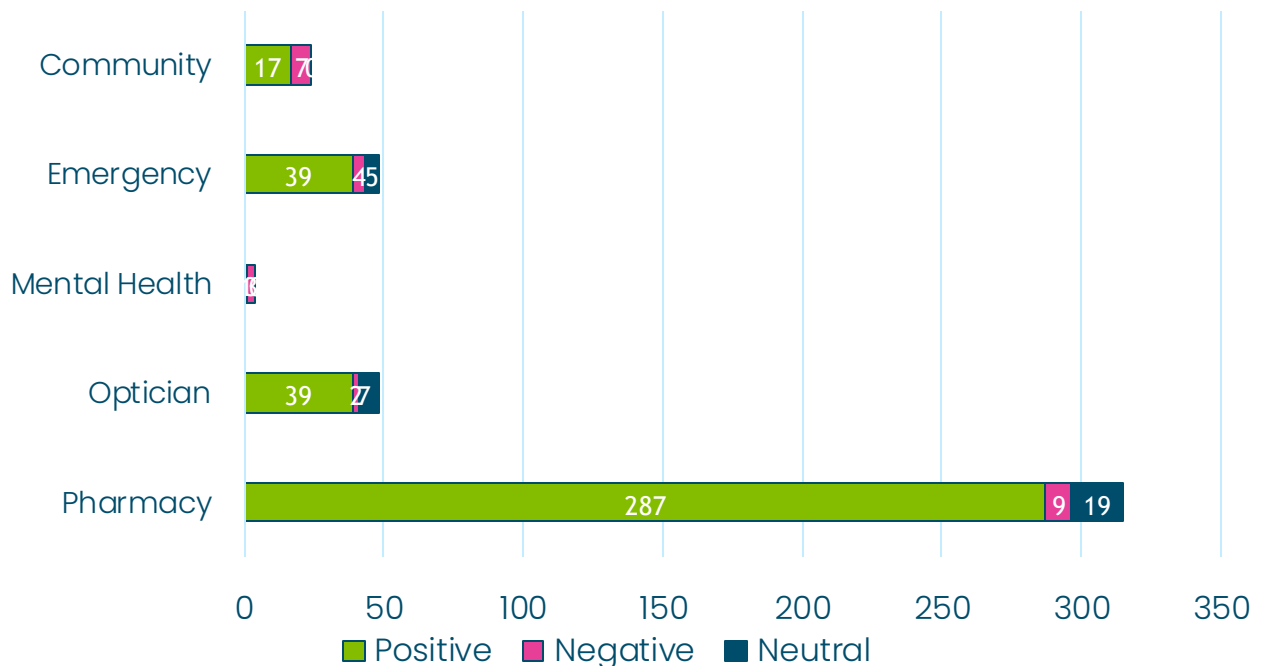
Experiences of 'Other' services

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 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)

Service Type	No of Reviews	Percentage of positive reviews
Pharmacy	315	91%
Emergency	48	81%
Optician	48	81%
Mental Health	4	25%
Community	24	71%

Service Type by Sentiment



What has worked well?

Below is a list of the key positive aspects relating to 'Other' Ealing Services between January and March 2024



Pharmacy – Medicine Management

77% of reviews regarding medicine management were positive. Residents expressed how happy they were with how prompt pharmacists were with giving them their medication, and for any necessary flexibility in case of emergencies.



Pharmacy – Staff Attitudes

In reviews focusing on staff attitudes, 89% expressed positivity. Residents noted how helpful staff were to them, and that they always received good service from staff.



Community Health Services – Suitability

100% of the reviews covering the staff suitability were positive. Patients told us that they found comfort in how well staff suited their roles.



Emergency - Communication with patients (treatment explanation, verbal advice)

82% of reviews that regarding communication with patients (treatment explanation, verbal advice) were positive. Those who called NHS 111 felt reassured by the member of staff talking to them about symptoms, and advice given.

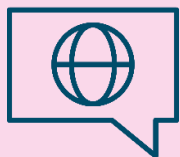


Optician – Staff Attitudes

100% of reviews that staff attitudes were positive. Residents told us that they felt listened to, taken care of, and that they received overall good service from optician staff.

What could be improved?

Below is a list of the key areas of improvement relating to 'Other' Ealing services between January and March 2024



Pharmacy – Wait Times

40% of reviews regarding wait times at pharmacies were negative. Ealing residents felt that they had to wait a long time in ques in order to be seen, and then after seeing staff.



Pharmacy – Lack of Communication

When asked about a lack of communication 57% of residents gave negative reviews. They feel that they are not told when their prescriptions are ready for pick up.



Community – Waiting Times

When asked about waiting times in community health services, 100% of respondents gave a negative response. Residents told us that they are often waiting a long time in the waiting rooms.



Emergency – Waiting Times

50% of reviews regarding waiting times were negative. Residents voiced frustration with long wait times on the phone with NHS 111



Optician – Affordability

82% of reviews that covered affordability were negative. Residents said they felt that the service and glasses offered were very expensive

Recommendations

Below is a list of recommendations about services in Ealing based on the findings in this section

Pharmacy Wait Times

We recommend where appropriate installing an electronic check in system to help with the amount of time standing in line.

Pharmacy – Lack of Communication.

We recommend being proactive and calling, texting, or emailing patients when their prescription is ready to pick up so there is no uncertainty.

Emergency – Wait Times

We recommend allocating resources to allow for additional 111 phone staff to help ease the wait for residents.

Opticians - Affordability

We recommend being transparent with prices for both eye exams and glasses for patients, so they are not hit with any surprises at the end of the appointment.

Appendix



Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	35%	473
Woman (including trans woman)	64%	857
Non- binary	1%	7
Other	0%	1
Prefer not to say	1%	8
Not provided		
Total	100%	1346

Disability	Percentage %	No of Reviews
Yes	16%	197
No	81%	1027
Prefer not to say	2%	26
Not provided	1%	18
Total	100%	1268

Long-term condition	Percentage %	No of Reviews
Yes	33%	411
No	63%	797
Prefer not to say	3%	40
Not provided	1%	15
Total	100%	1263

Age	Percentage %	No of Reviews
Under 18	2%	23
18-24	5%	63
25-34	19%	254
35-44	21%	274
45-54	14%	192
55-64	14%	184
65-74	15%	197
75-84	8%	107
85+	1%	17
Prefer not to say	1%	17
Not provided		
Total	100%	1328

Pregnancy	Percentage %	No of Reviews
Currently pregnant	1%	10
	2%	22
	2%	22
Currently breastfeeding	2%	29
Given birth in the last 26 weeks	1%	17
Prefer not to say	92%	1156
Not relevant	0%	1
Total	100%	1257

Demographics

Sexual Orientation	Percentage %	No of Reviews
Asexual	0%	5
Bisexual	2%	22
Gay Man	1%	8
Heterosexual/ Straight	81%	1033
Lesbian / Gay woman	0%	0
Pansexual	0%	5
Prefer not to say	16%	209
Not provided	0%	0
Total	100%	1282

Religion	Percentage %	No of Reviews
Buddhist	15	1%
Christian	438	35%
Hindu	108	9%
Jewish	11	1%
Muslim	235	19%
Sikh	103	8%
Spiritualism	12	1%
No religion	251	20%
Prefer not to say	44	4%
Other religion	39	3%
Total	1256	100%

Ethnicity	Percentage %	No of Reviews
British / English / Northern Irish / Scottish / Welsh	32%	412
Irish	4%	55
Gypsy or Irish Traveller	0%	3
Roma	0%	2
Any other White background	11%	137
Asian British	11%	140
Bangladeshi	0%	5
Chinese	1%	14
Indian	14%	188
Pakistani	3%	43
Any other Asian background/Asian British Background	5%	61
Black British	2%	27
African	5%	70
Caribbean	2%	22
Any other Black / Black British background	1%	8
Asian and White	2%	20
Black African and White	0%	6
Black Caribbean and White	0%	0
Any other Mixed / Multiple ethnic groups background	3%	33
Arab	3%	38
Any other ethnic group	1%	14
Total	100%	1298

Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	0%	5
Not in Employment & Unable to Work	9%	117
Not in Employment / not actively seeking work – retired	25%	334
Not in Employment (seeking work)	3%	37
Not in Employment (student)	3%	42
Paid: 16 or more hours/week	48%	632
Paid: Less than 16 hours/week	5%	62
Prefer not to say	4%	53
On maternity leave	2%	28
In unpaid voluntary work only	0%	0
Total	100%	1310

Unpaid Carer	Percentage %	No of Reviews
Yes	10%	131
No	88%	1142
Prefer not to say	2%	27
Not provided	0%	0
Total	100%	1300

Area of the borough	Percentage %	No of Reviews
Acton	7%	90
Ealing	35%	457
Greenford	7%	89
Hanwell	7%	98
Perivale	3%	34
Southall	18%	239
Northolt	10%	135
Other	4%	57
Out of the Borough	7%	94
Prefer not to Say	2%	20
Total	100%	1313



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