

**PATIENT EXPERIENCE  
REPORT 2018/2019  
QUARTER 4  
JANUARY - MARCH**



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# Introduction & Executive Summary

Healthwatch was created by the health and social care reforms of 2012 with a powerful ambition of putting people at the centre of health and social care. To help realise this ambition Healthwatch has a number of duties around gathering and representing the views of patients and service users in the borough of Ealing.

In delivering these duties in Ealing we operate a comprehensive Patient Experience data collection programme. The successful and on-going implementation of the data collection programme and the Digital Feedback Centre will yield a minimum of 4,800 patient experiences per annum all of which will be presented as they are received and considered as valid community opinion. This Patient Experience Report for Healthwatch Ealing, covers the Q4 period for January-March 2019.

Our Patient Experience Officer, supported by a team of volunteers, visits health and social care services daily to talk to and hear from patients, service users, carers and relatives about their experiences of local services. These patient experience comments and reviews are gathered using a standard form (see appendixes), the form asks the patient for simple star ratings on their overall experience, likelihood to recommend a service, treatment, booking and a number of other areas. In addition there is a free text box where patients are asked to leave a review or feedback comments. We approach every patient, capture their experience in their words and seek consent for their feedback to be published on the Healthwatch Ealing website, through the Digital Feedback Centre. People can leave their name or comment anonymously. At the end of each service visit the Patient Experience Officer will relay any urgent matters requiring attention to the service manager.

Where patients relay concerns about their treatment we inform them of their rights and the feedback and complaints mechanisms available to them. We also offer for a member of Healthwatch Ealing staff to call them to discuss the issue in more detail at later date. This may be particularly relevant where a patient does not feel comfortable discussing the issue at that point or in that location. All patients are approached with sensitivity. During our visits, if we observe or hear any safeguarding concerns these are immediately referred to the office and a safeguarding referral made where appropriate.

Whilst we aim to gather patient experience comments and reviews from a representative sample of Ealing's population we acknowledge that different people use different services at different times in their lives, and some not at all. Whilst all patients are asked for their monitoring information some do not wish to provide this. In support of our efforts to ensure feedback from all sections of the community, we recruit Patient Experience Volunteers in additional languages.

# Introduction and Executive Summary cont.

The outreach element of our Patient Experience Programme is supplemented by our community engagement work and our website ([www.healthwatchealing.org.uk](http://www.healthwatchealing.org.uk)), which people may visit independently to provide service feedback and comments. Our questions are uniform across the Digital Feedback Centre as well as the physically collected forms.

This report covers the Quarter 4 period, January-March 2019. During this time, we collected 1,211 reviews, achieving our quarterly target of 1,200 (400 per month). We focused on extending the number of GP surgeries we visit and consolidating our visits to existing GPs and outpatient hospital services at Ealing Hospital. In addition, we gathered a number of reviews from other services such as Pharmacies and Community services.

Out of the total number of patient experiences received, 936 (77.3%) were positive with star rating 4-5, 202 (16.7%) were neutral with star rating 3 and 73 (6%) were negative with star rating 1-2 (this is based on the overall star rating provided by patients - see page 4 for further detail). Please see the conclusion for a summary of the key findings.

The information presented within this report reflects the individual patient experience of health and social care services, untainted and without agenda to ensure that the genuine observations and commentaries of the community are captured. Healthwatch Ealing presents this as factual information to be considered and utilised to improve service provision and highlight areas of good practice.

Alongside our Patient Experience work reported here, Healthwatch Ealing carries out a number of different activities in order to hear from patients, carers and relatives and assess health and social care services from the patients perspective. To see our other reports, including Enter & View and research reports please visit our website at <https://healthwatchealing.org.uk/what-we-do/our-reports/>.

# Overall Star Ratings

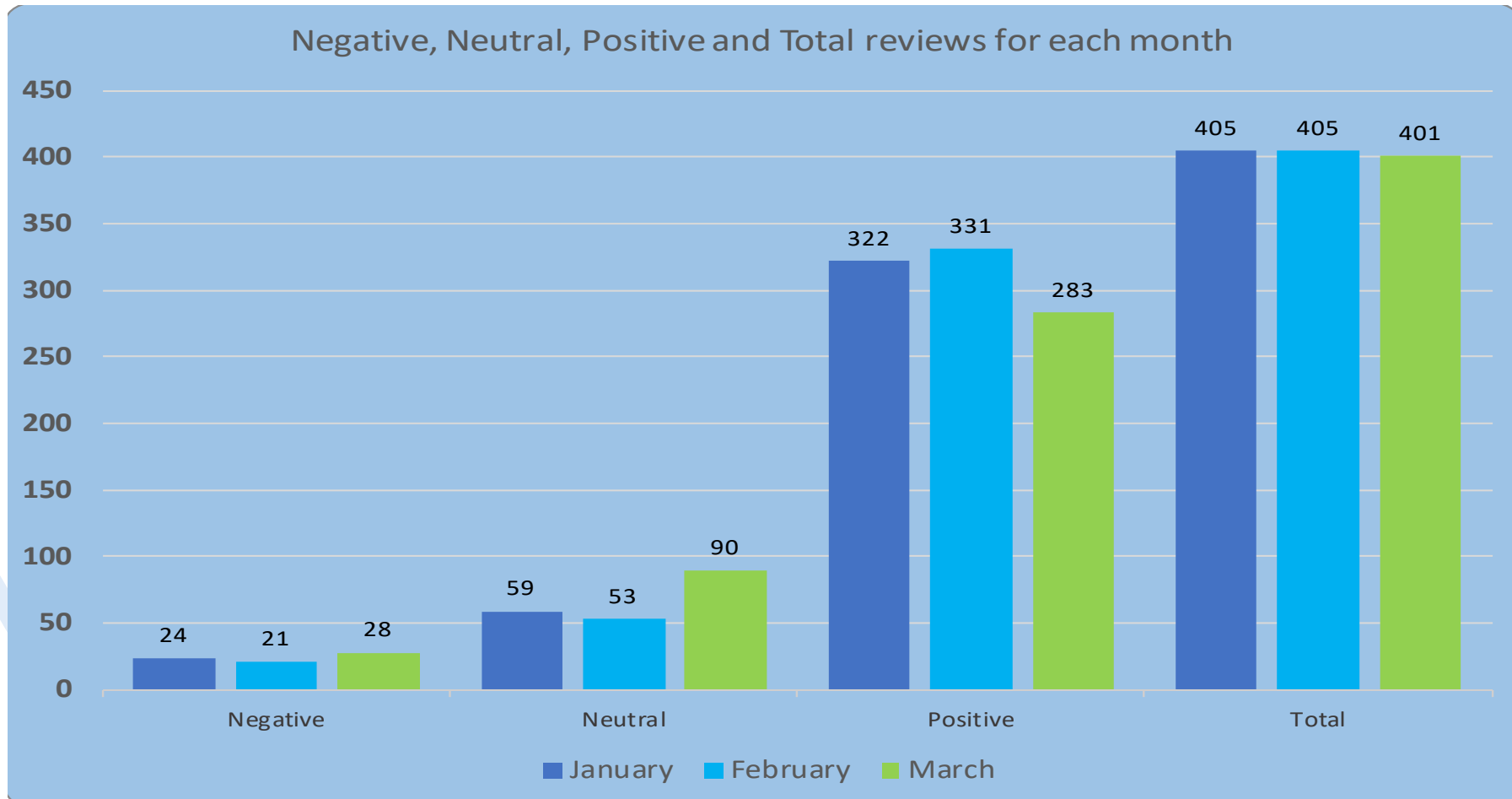
The number of patient reviews received for this quarter is 1211. The table below shows a breakdown of the negative, neutral and positive patient reviews (see the appendices for examples of our physical and online questionnaires).

Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings of 1 and 2 indicate a negative response, a star rating of 3 indicates a neutral response and star ratings of 4 and 5 indicate a positive response. This quarter 936 positive responses, 73 negative responses and 202 neutral responses have been recorded.

| Month    | 1 - 2 Star Reviews<br>(Negative)<br>★ ★ ☆ ☆ ☆ | 3 Star Reviews<br>(Neutral)<br>★ ★ ★ ☆ ☆ | 4 - 5 Star Reviews<br>(Positive)<br>★ ★ ★ ★ ★ |
|----------|---|--|---|
| January  | 24  | 59                                       | 322   |
| February | 21  | 53                                       | 331   |
| March    | 28  | 90                                       | 283   |
| Total    | 73  | 202                                      | 936   |

# Overall Star Ratings

This chart provides a breakdown of negative, neutral, positive and total reviews for each month, based on the overall star rating provided.

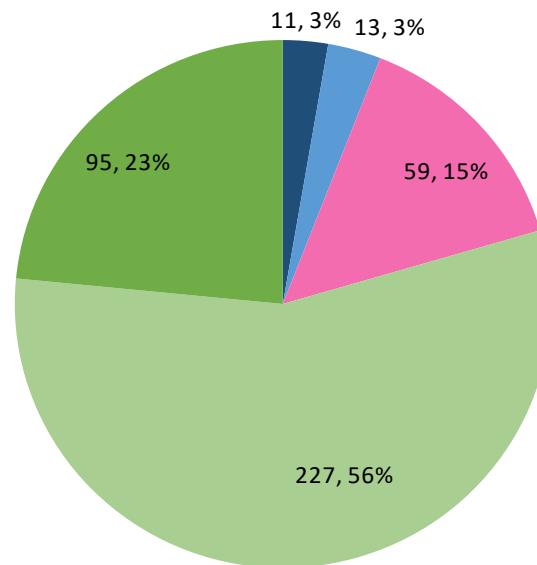


# Overall Star Ratings

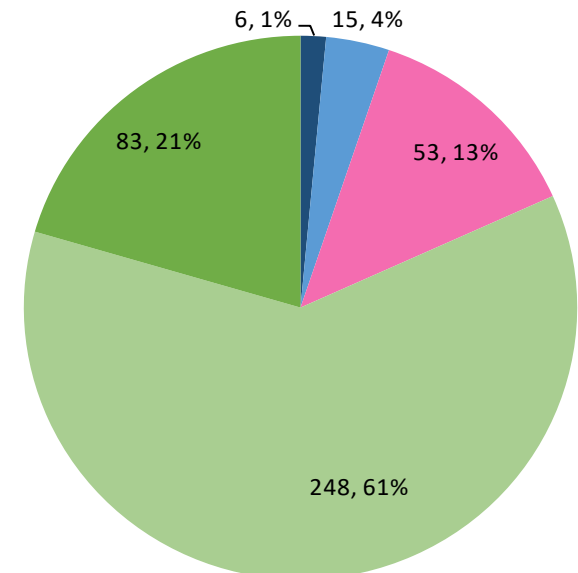
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

In each month the 4 star rating received the highest proportion of reviews, followed by the 5 star rating.

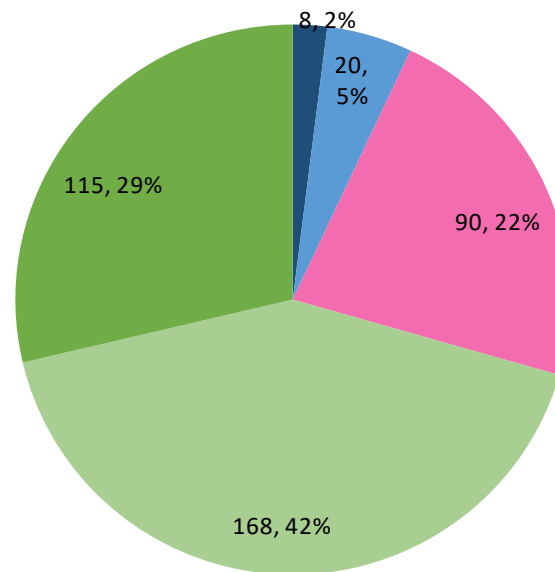
The overall star ratings for services tell us that people are very satisfied.



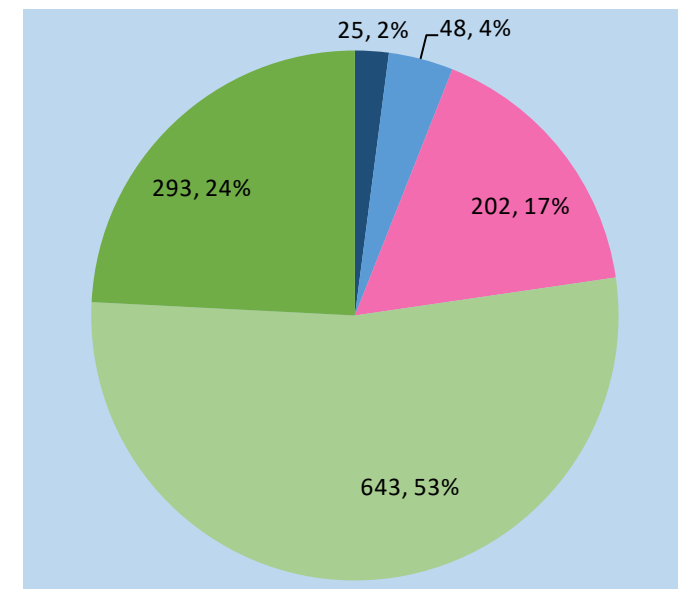
January



February



March



Total for Q4

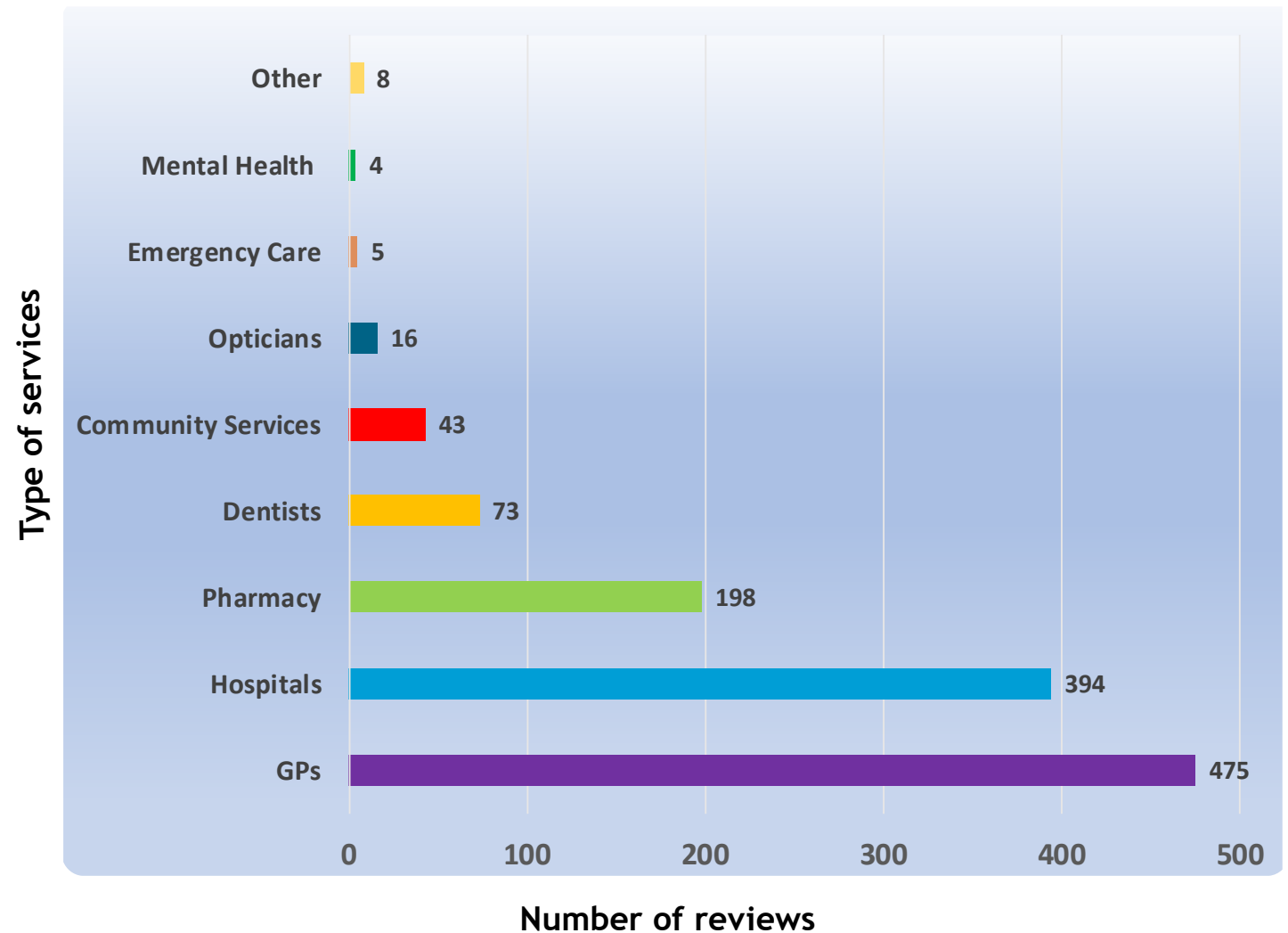
# Total Reviews per Service Category

The patient reviews recorded for this quarter cover 9 service type categories, as seen in this chart.

The category with the highest number of reviews recorded is the GP category (475), followed by Hospitals (394).

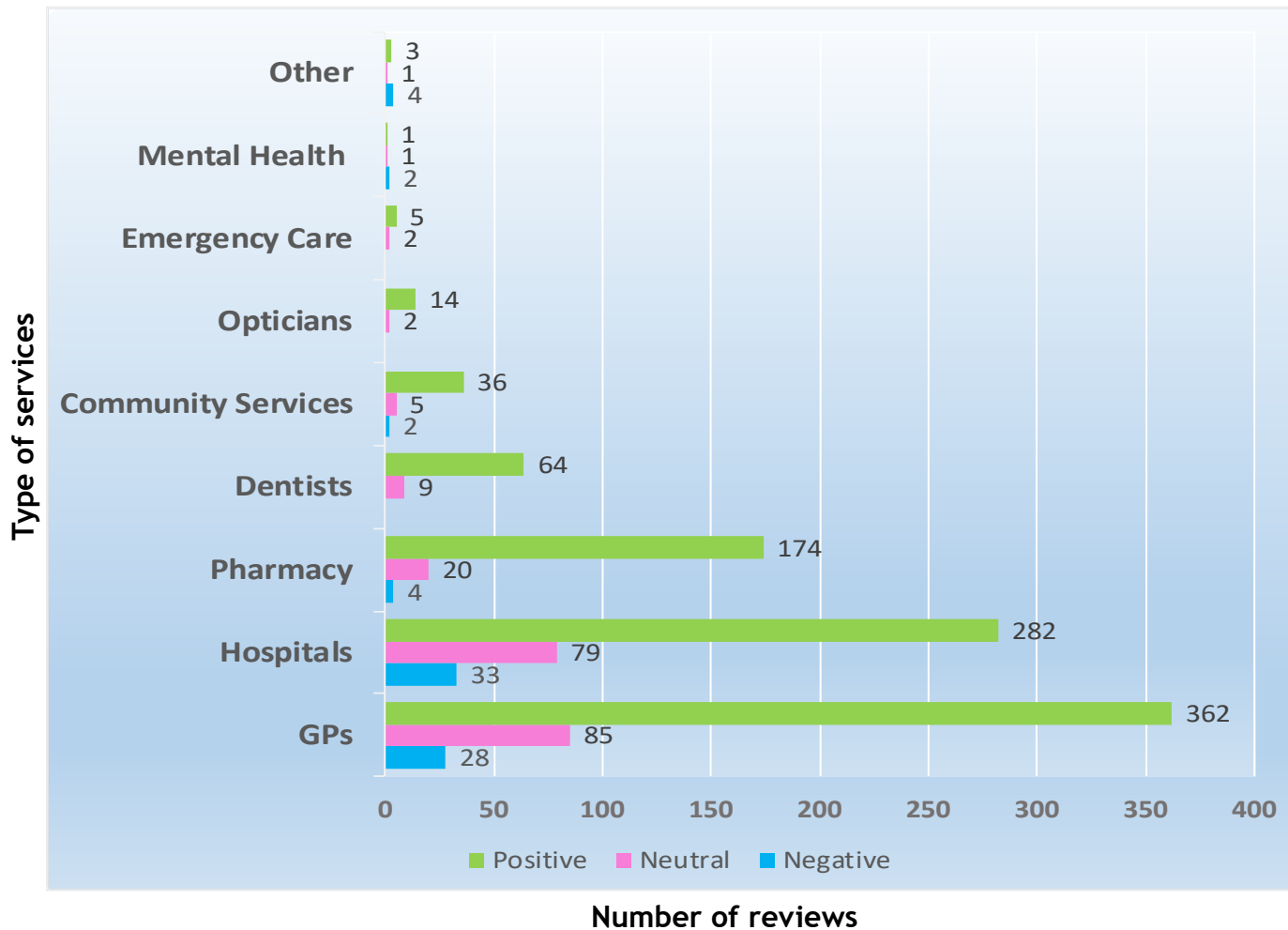
For this quarter, we have similar number of reviews recorded from the different services to previous quarters.

As the Patient Experience Programme develops and discussion with Ealing CCG, Healthwatch Ealing (HWE) we have subsequently focused on capturing patient experience reviews from an increasing number of services areas such as mental health services, social care services, Out of hours GPs and others. However, where services are more applicable to wider sections of the community, such as GPs, we expect to continue to receive a large number of reviews.





# Distribution of Positive & Negative Reviews



This bar chart compares the number of negative, neutral and positive reviews for each category. This is based on the overall star rating.

474 (39%) of the reviews were about people's experiences of GP services, 393 (33%) were about hospital services, 198 (16%) were about pharmacies and 43 (4%) were about community services.

Other comments were about dentists, opticians, mental health services and the 111 service categorised under other).

Of these services, dentist, opticians and pharmacies received the highest proportion of positive reviews at 88% each, followed by community services at (83%), GPs (77%) and Hospitals (72%) received the lowest proportion of positive reviews.

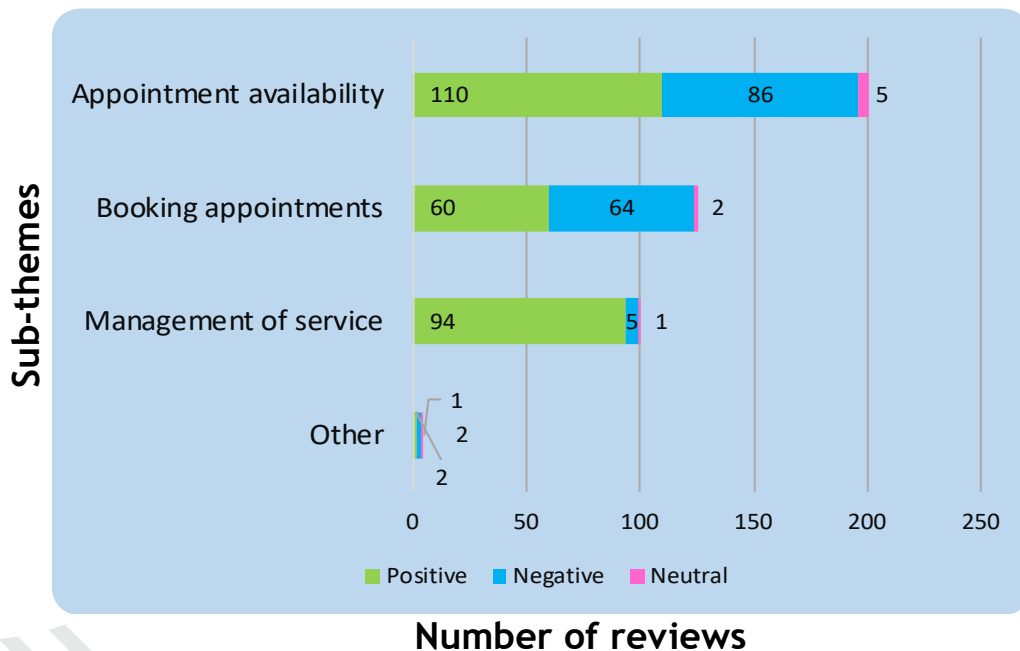
# GP Themes and Sub-Themes

This section shows a breakdown of the main themes and sub-themes for those service areas where we received a significant number of reviews. In Q4 these areas are: **GPs, Hospitals and Pharmacy**. After asking patients for an overall star rating of the service we ask them to “tell us more about your experience”. (See the appendices for examples of our physical and online questionnaires). Each comment is uploaded to our Online Feedback Centre where up to five themes and sub-themes may be applied to the comment (see appendix 3 p44-45 for a full list). Depending on the content of the comment it may have one or more themes attached to it. **For this reason, the total numbers of themes will differ from the total number of reviews for each service area.** For each theme applied to a review, a positive, negative or neutral ‘sentiment’ is given. The application of themes, sub-themes and sentiment is a manual process and differs to the star rating patients provide.

**Administration** remains one of most applied themes for GPs with 432 patient reviews focusing on this area. Out of a total of 432 reviews received about the **Administration** theme, 62% (267) were positive, 36% (155) were negative and 2% (10) were neutral.

The chart below shows the breakdown of the sub-themes for **Administration**. The sub-theme relating to **appointment availability** was most frequently discussed, with almost two-thirds of all **Administration** focusing on this topic. In addition, **booking appointments** contributed the highest number of reviews with a negative sentiment, as 64 out of a total 126 instances of negative feedback given within the **Administration** theme was caused by being unable to book an appointment. On a more encouraging note, 94% of the 100 patient reviews which discussed **management of service** mentioned it in a positive context, which represents 23% of all positive reviews related to Administration.

Top sub-themes for Administration



### Positive reviews

“Have been going here since my birth. The Doctor is excellent and treats you well and explains all treatments thoroughly. No problems making appointments.”

*GP surgery*

“It’s remarkably good and i have no problems. The Doctors are very helpful and caring. The treatment is explained well and they help you with any problems you may have.”

*GP surgery*

### Negative reviews

“It’s not easy to get an appointment. If it’s not an emergency they ask you to wait 3 weeks but by then you are either worse or better. There are not enough doctors.”

“They give appointments only to children.”

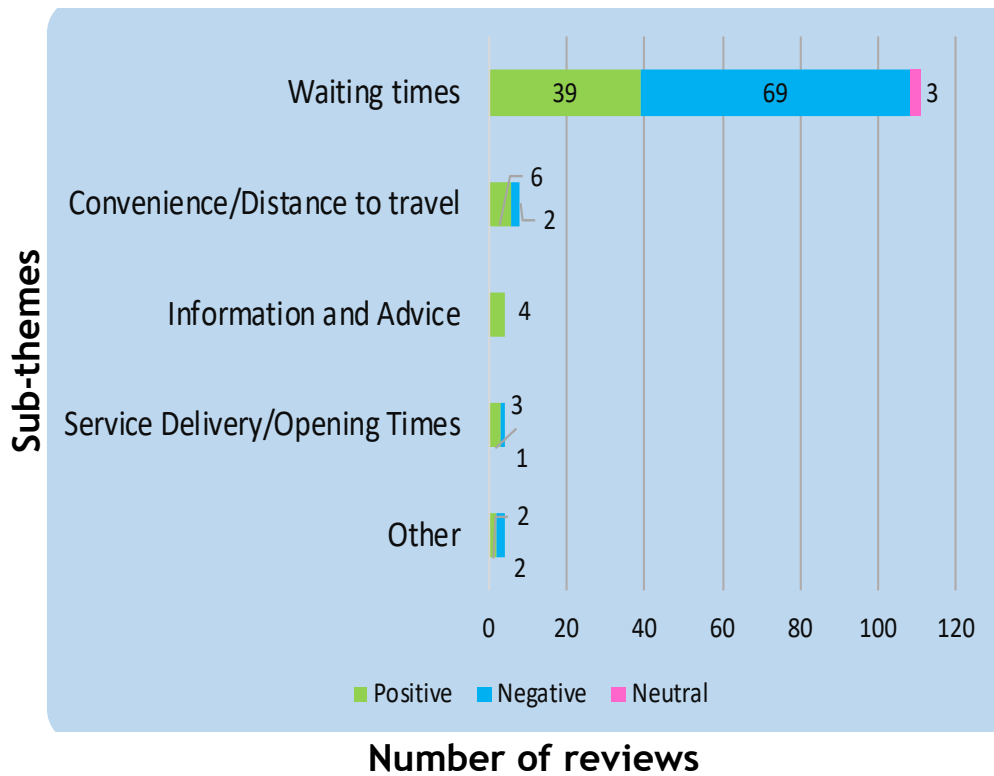
*GP surgery*

# GP Themes and Sub-Themes

In this quarter, **Access to service** received 131 reviews: 41% (54) were positive, 56% (73) were negative and 2% (4) were neutral. The chart below presents a more detailed breakdown, featuring the top four sub-themes for **Access to service**. The majority of reviews focused on the sub-theme **Waiting times**.

**Waiting Times** received 111 reviews (85% of all reviews within the **Access to service** theme). Within that, over half of the reviews relating to the sub-theme of **waiting times** 62% (69) were negative, showing that patient's appointments are late, some examples of these comments are below.

Top sub-themes for Access to service



## Positive reviews

“It’s close by and it’s easy to get to. I found it easy to get an appointment but had a long wait to see the nurse.”

*GP surgery*

“I don’t have a problem. I live close by so I always walk in to book my appointment. No issues, very happy with the staff. Doctors are okay, it sometimes depends who you see. Some are very good and some don’t care.”

*GP surgery*

## Negative reviews

“The waiting times are terrible. You are only seen after 30+ mins. They have no translators and do not do home visits. Not a very good surgery.”

*GP surgery*

“There’s always a long wait here. They never see you on time, if you have appointments at 10:00am you’re generally seen at 11. This happens all the time.”

*GP surgery*

“The overall service is good...The only issue is the waiting time, they are always running late.”

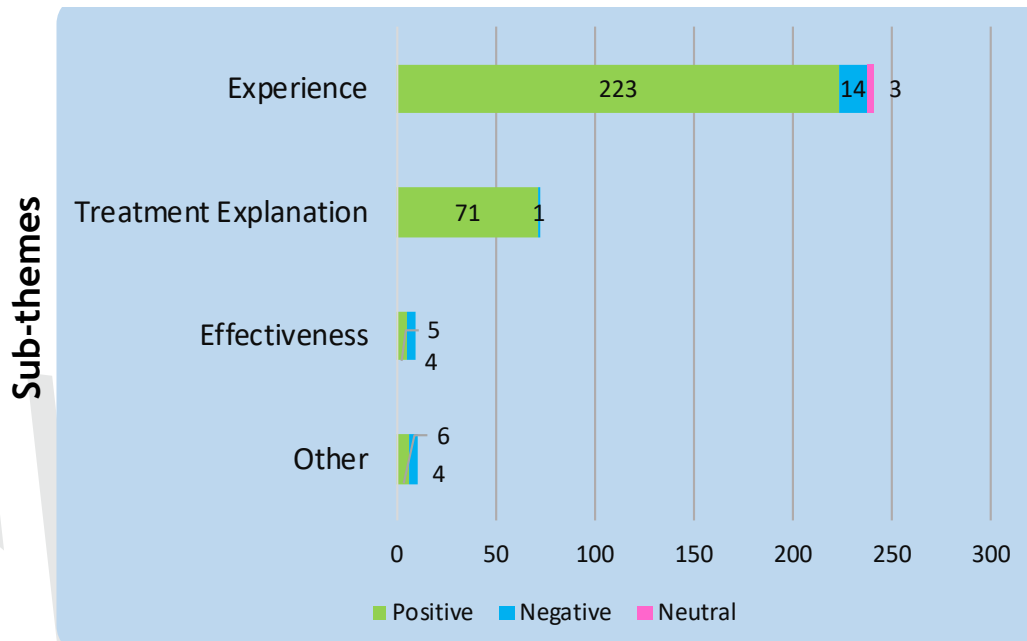
*GP surgery*

# GP Themes and Sub-Themes

The **Treatment and Care** theme received 331 reviews. Out of all the main themes, **Treatment and care** received the second highest proportion of positive reviews with 92% (331) of patients expressed their satisfaction 7% (23) were negative.

In the chart below, you will find a breakdown of the sub-themes for **Treatment and Care**. The sub-theme **treatment explanation** had the highest proportion of feedback with a positive sentiment of 99% (71). The second highest review of that category is treatment explanation which is 93% of positive reviews (223), which was the highest review count for this theme. This indicates that patients were satisfied with the overall experience at their GP's alongside treatment explanation and the quality of care.

Top sub-themes for Treatment and care



Number of reviews

### Positive reviews

“The doctors are very helpful and explain the treatment thoroughly. The receptionists are very accommodating. Often calling you themselves to book appointments. Overall had a very good experience.”

*GP surgery*

“The treatment they provide is very good. When I book an appointment I can choose the time that suits me and most of the time I get the time I request. The staff are very nice.”

*GP surgery*

### Negative reviews

“I have had a bad experience before. I was seeing the same doctor consistently and I found it's improved over the months. I have no problems currently as I had a different doctor before. I have been attending for 23 years”

*GP surgery*

“The experience is good but there is one issue. When you see the doctor they only focus on one issue at a time and sometimes the real problems is hidden, so I would have to come here many times, but once they found the issue they do refer you to the hospital.”

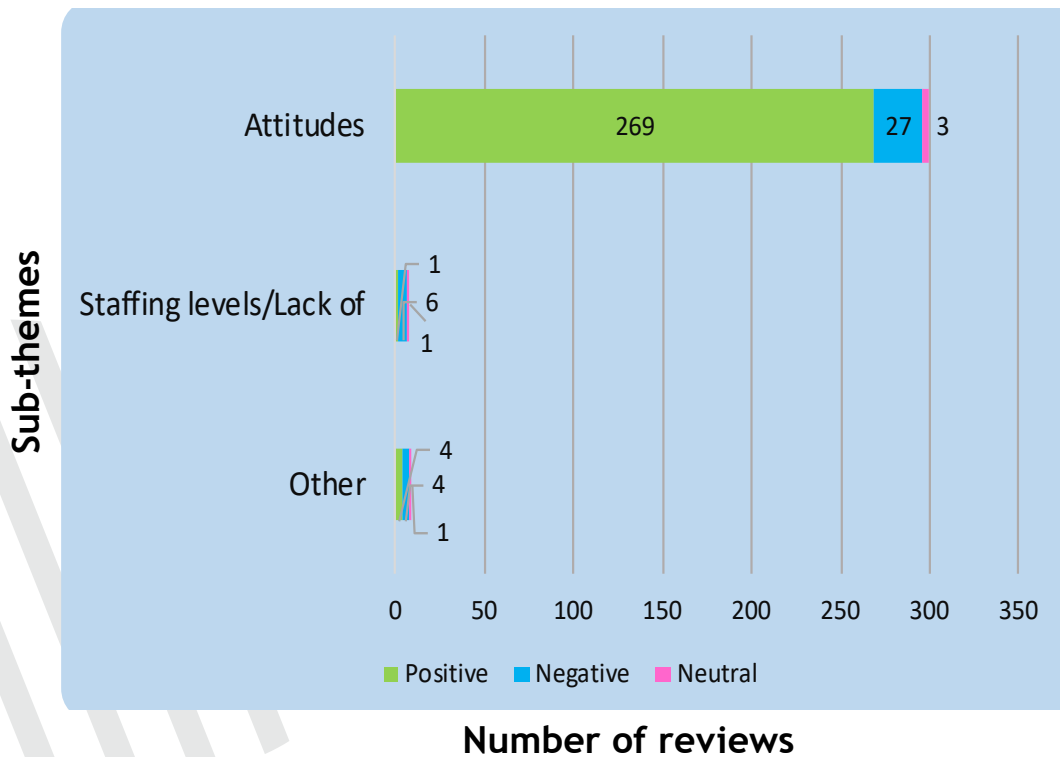
*GP surgery*



# GP Themes and Sub-Themes

The **Staff** theme received 316 reviews. Within that, the sub theme staff attitude received the bulk of the reviews, with a total of 299 reviews out of 316 relating to staff attitude. Of that number 90% (269) were positive. 9% (27) were negative and the remaining 1% (3) being neutral.

Top sub-themes for Staff



## Positive reviews

“Staff have always been patient. A lot of doctors take their time to explain the diagnosis and treatment. Only had an issue with 1 doctor but apart from that excellent.”

*GP surgery*

“They are very polite and understanding. Doctors and staff listen to your problems. They treat you with respect.”

*GP surgery*

## Negative reviews

“Doctor listens very well. Receptionist could be better, always tends to miss information that has been asked.”

*GP surgery*

“The staff are very rude. It's impossible to get an appointment. On Monday I wanted to book an appointment and I called 21 times but the line was busy so I decided to go there but when I got there the staff told me I can only book on the phone, so she refused to book me an appointment.”

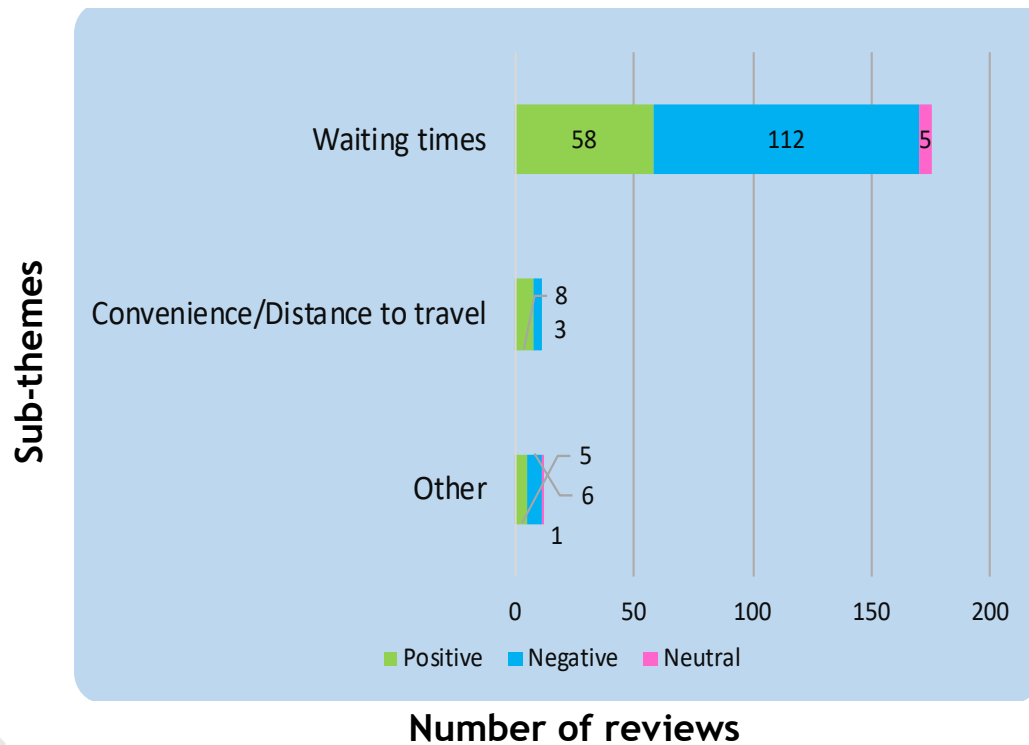
*GP surgery*

# Hospitals Themes and Sub-Themes

The **Access to services** main theme received 175 reviews, 34% (59.5) were positive, 64% (112) were negative and 2% (3.5) were neutral. Out of the main themes, Access to services received one of the lowest proportion of positive reviews.

The chart below presents a more detailed breakdown of the top three sub-themes for **Access to services**. The sub-theme - **Waiting times** was most frequently mentioned, with over three-quarters (152) citing it as an issue. In addition, **Waiting times** had the highest number of reviews with a negative sentiment. Out of 152 reviews, 103 of negative reviews were related to excessive waiting times at the Hospital.

Top sub-themes for Access to services



### Positive reviews

“Waiting times are good, I don't usually have to wait. The place is very well run and there is a good quality of care.”

*Outpatients*

“This hospital is local for me so it is convenient and well connected. It has everything I need. All the staff are excellent and professional. Don't have anything bad to say. Maybe the food is a little poor”

*Outpatients*

### Negative reviews

“Waiting times need improving. The staff attitude is OK and the treatment explanation is also good. Appointments are the main problem. For example they send me an appointment and don't tell me what it's for and i was expecting more than just an appointment.”

*Outpatients*

“The waiting times are very long and the wait for appointment is also very long, but when you see the doctor they do a great job, they do what they can.”

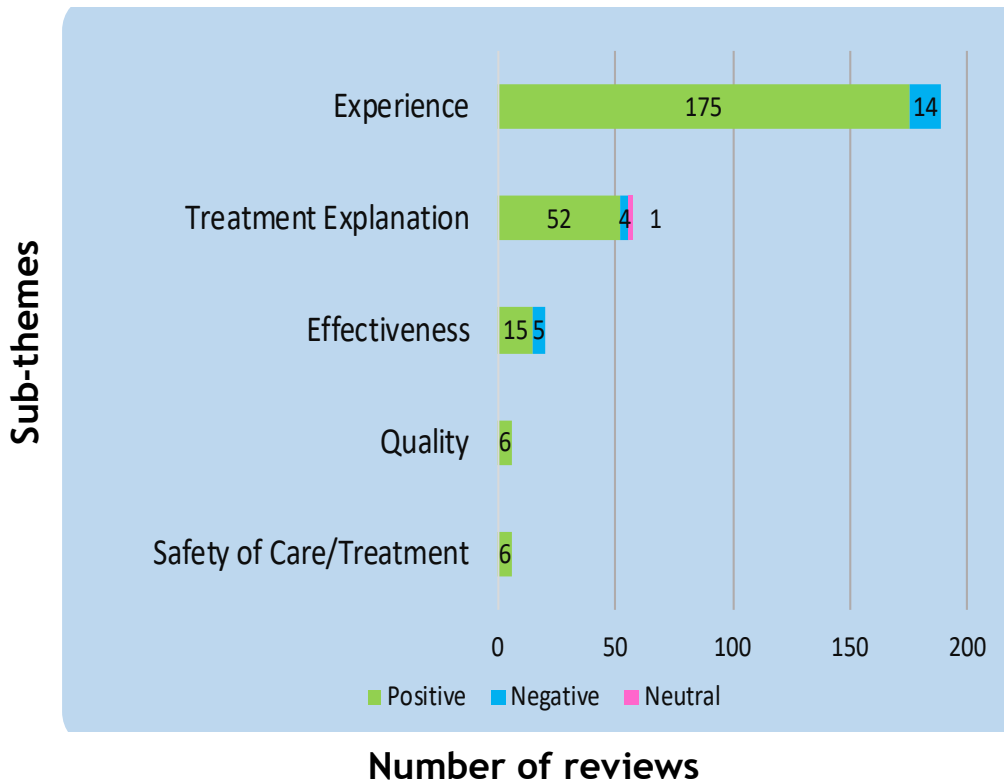
*Outpatients*

# Hospitals Themes and Sub-Themes

**Treatment and Care theme** received 281 reviews. **Treatment and care** received a high proportion of positive reviews with 90% (254) of patients expressing satisfaction, and only 9% (26) being negative.

The chart below presents a breakdown of the sub-themes for **Treatment and Care**. The sub-theme **Experience** received the most reviews in this category, with 192 reviews being of that nature. Of that number, 91% (175) were positive. This theme is followed by **Treatment Explanation** which received 57 of the reviews, 91% (52) of these were positive. Below chart illustrates the rest of the sub-themes in this category.

**Top sub-themes for Treatment and Care**



**Positive reviews**

“I had an aneurysm treated at St. Mary’s Hospital and it was very good because I got an operation appointment quickly.”

*Outpatients*

“They are really good, I no longer get the injections that help reduce my pain. The treatment has changed for an improved procedure that might help, rather than coming back to get my injections. They get in touch with you once you’re on their books, which took a month or two, I’ve been offered a scheduled date for my procedure.”

*Pain Management Clinic*

**Negative reviews**

“I never see the doctor. Sometimes they give me a nurse, they ignore my pain and by the time I book an appointment, the symptoms go down. So whats the point?”

*Rheumatology*

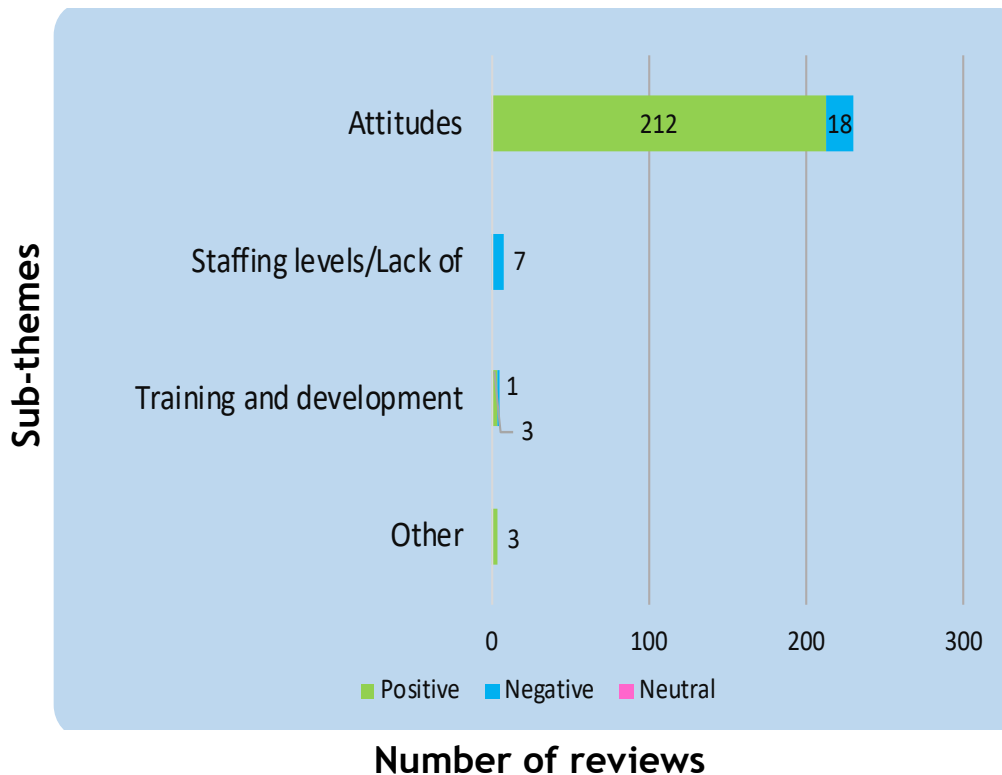
“I had an appointment to check my stomach and when I went there they forgot about me. I waited for 3 hours and then, in the end, they did not see me, they said they are going to book another appointment but they still haven’t.”

*Urgent Care*

The **Staff** main theme received 244 patient reviews. These reviews were largely positive, 89% (218) were positive and 11% (26) were negative reviews.

The chart below presents a breakdown of the sub-themes for **Staff**. The sub-theme **Staff attitude** received the highest proportion of reviews with a positive sentiment, 92% (212) which indicate that patients were satisfied with the staff attitude at the hospital.

Top sub-themes for Staff



### Positive reviews

“They are lovely staff and offer quick service. It was a nice experience.”

*X-ray*

“I was seen quite quickly, the doctors and the nurses were nice.

The didn't rush me, they were understanding and relaxed, they took everything easy.”

*Oncology*

### Negative reviews

“They aren't looking after me at all, I'm supposed to have a gall bladder operation but I'm still waiting. It is taking too long to get an appointment with them and I think it is because I'm old. The waiting can be really long too when you're there, it is about an hour most times. The doctors were better than the stuff I saw.”

*Outpatients*

“I had keyhole surgery, then moved to physiotherapy, Staff are horrible and should not be so rude.”

*Physiotherapy*



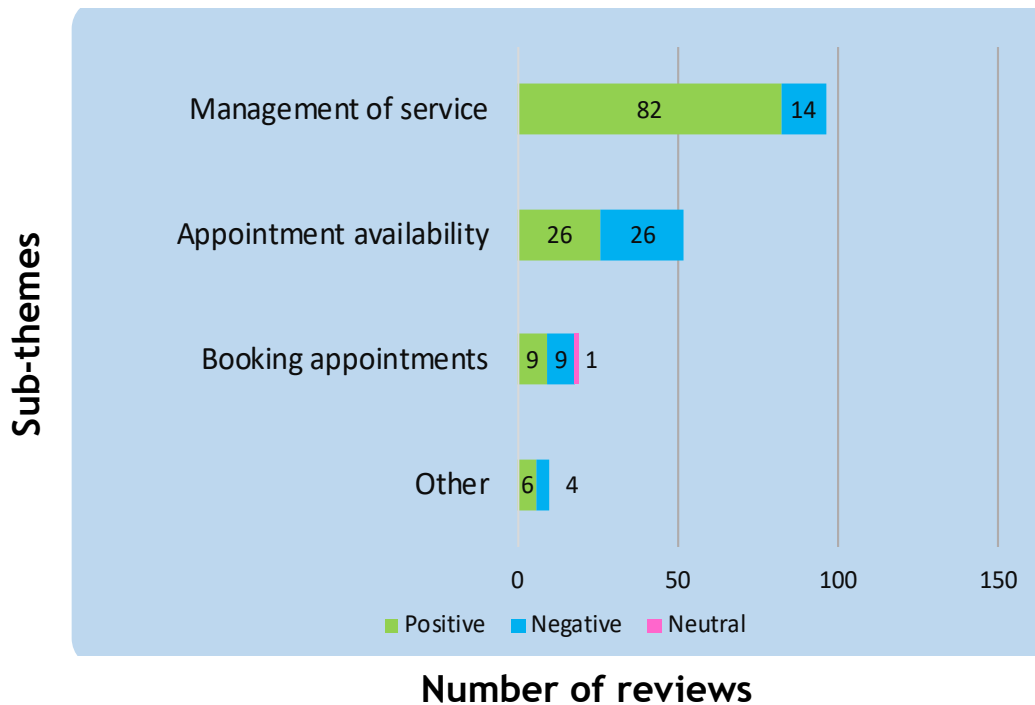
# Hospitals Themes and Sub-Themes

The **Administration** main theme received 177 reviews. 69% (122) were positive and 31% (53) were negative.

The chart below illustrates a breakdown of the top sub-themes for **Administration**. The sub-theme **Management of service** received 96 reviews (making up 54% of all the reviews related to the **Administration** theme), the highest number of the sub-themes. Of that number 85% (82) were positive and 15% (14) negative. This indicates that most patients found the management of hospitals services are handled well.

The sub-theme **Appointment availability** had a more balanced outlook between positive and negative reviews (50% each).

Top sub-themes for Administration



## Positive reviews

“I always get a convenient appointment. Doctors explain the treatment well and the staff are always positive and helpful. I would say waiting times need to be improved but otherwise all is ok.”  
*Outpatients*

“It’s good. I have regular appointments there, they do blood tests and some examinations. It’s quite busy most of the time, and the only issue is that I have never seen the same doctor. Overall its fine.”  
*Outpatients*

## Negative reviews

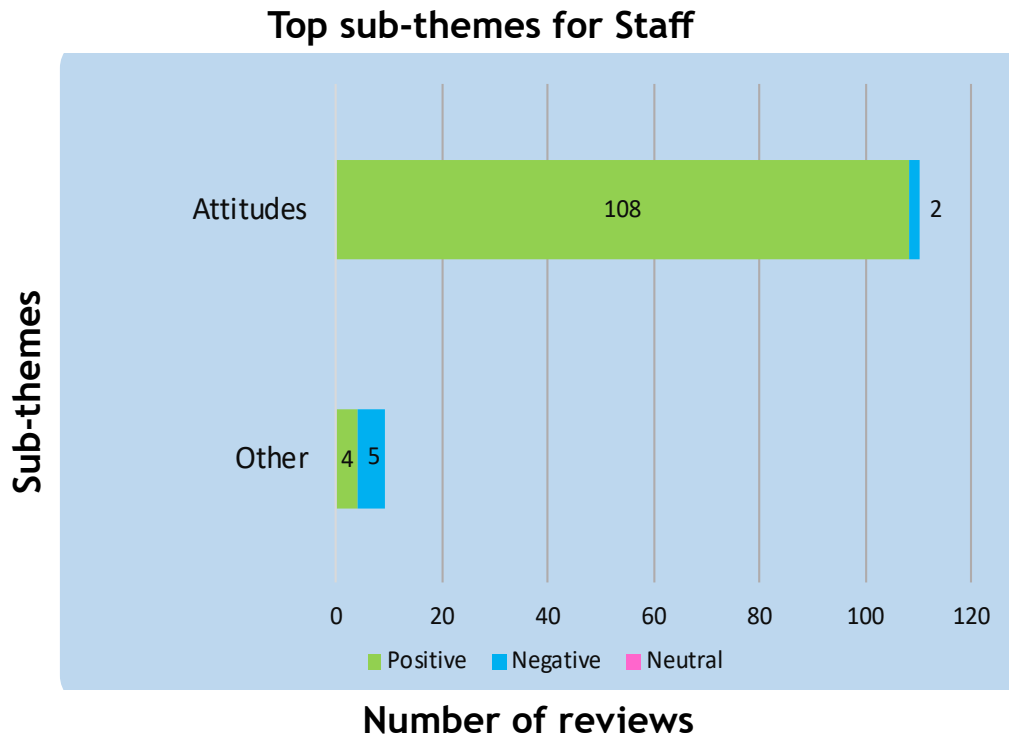
“Firstly, my first appointment was cancelled, then when i got the second one and came late the doctor would not see me. He was very rude and arrogant to me and he sent me to the A&E. I had a problem getting my results. This year is my first visit and I hope its different”  
*Outpatients*

“My appointments are convenient and I can handle change, but they cancel them even if I’ve been waiting for those appointments for a long time. Sometimes the treatment explanation is not clear and the waiting times are very poor.”  
*Outpatients*

# Pharmacy Themes and Sub-Themes

The **Staff** main theme received 119 reviews. 94% (112) of the reviews were positive and 6% (7) were negative.

The chart below shows a breakdown of the top two sub-themes for **Staff**. **Staff attitude** received the most reviews, of which 110 reviews were received from this category and 98% were positive feedback (108), this indicates patients were pleased with staff attitude at their pharmacy.



**Positive reviews**

“They are very good, they do what they are supposed to do.”

*Pharmacy*

“The staff are nice and the service is fast.”

*Pharmacy*

“Lovely staff and always ready with the medication.”

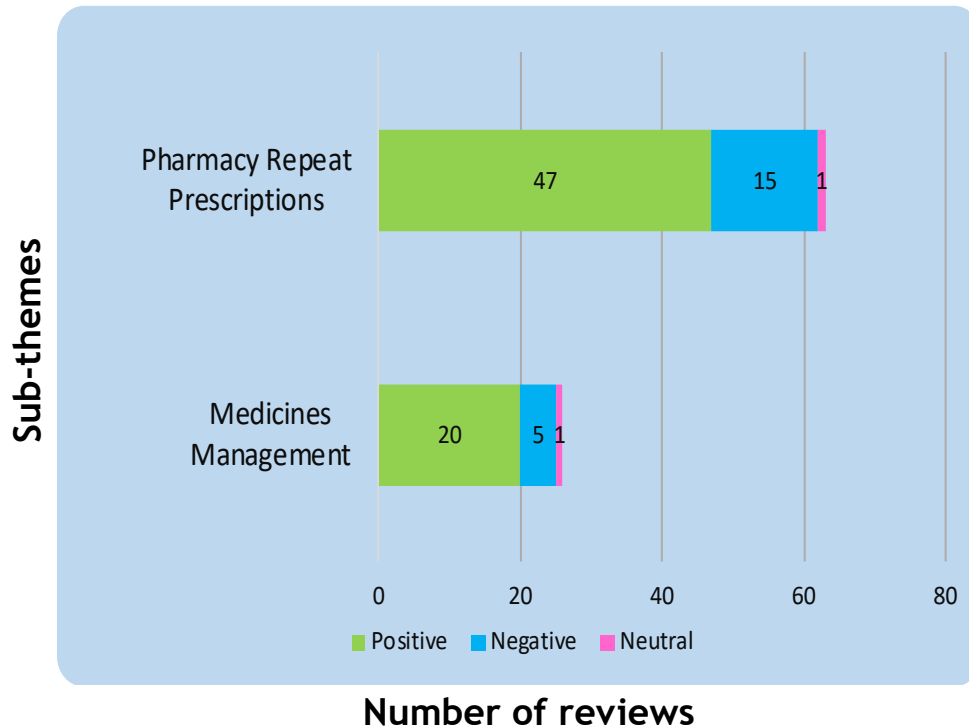
*Pharmacy*

# Pharmacy Themes and Sub-Themes

The **Medication** main theme received 89 reviews. 75% (67) of the reviews were positive, 23% (20) were negative and 2% (2) were neutral.

The chart below shows a breakdown of the top two sub-themes for **Medication**. The sub-theme **Medicine Management** and **Pharmacy Repeat Prescription** received (63 and 26 reviews respectively). For **Medicines Management** 75% (47) were positive and for **Repeat Prescriptions** 77% (20) were positive.

Top two sub-themes for Medication



**Positive reviews**

‘They always have my repeat prescription available.’  
*Pharmacy*

‘They are helpful, I usually renew my prescriptions online with my GP and I pick it up from them. They always do a check every year, which is good.’  
*Pharmacy*

**Negative reviews**

‘I was given the wrong medications. Not happy.’  
*Pharmacy*

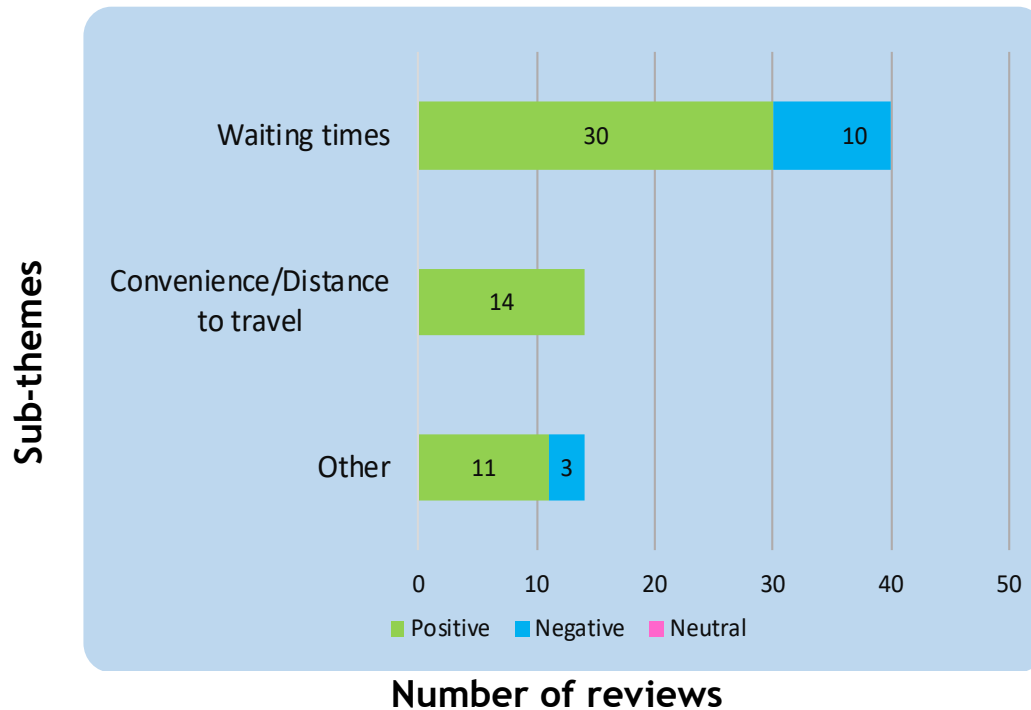
‘They have little stock and are slow.’  
*Pharmacy*

# Pharmacy Themes and Sub-Themes

The main theme **Access to services** received 69 reviews; 86% (56) were positive, 14% (13) were negative reviews.

The chart below shows a breakdown of the sub-themes for **Access to services**. The sub-theme **Waiting times** received most of the reviews 40 (585). From that number 75% (30) rated it positively. Alternatively, **Convenience/Distance to travel** received 14 patient reviews with 100% being positive.

## Top three Sub-themes for Access to services



### Positive reviews

“They are always quick and if it will take a while they tell you. When they say your prescription is ready it is always there and the pharmacist here is really helpful.”

*Pharmacy*

“They always try to help whenever I come here and they are very quick with the help they give.”

*Pharmacy*

### Negative reviews

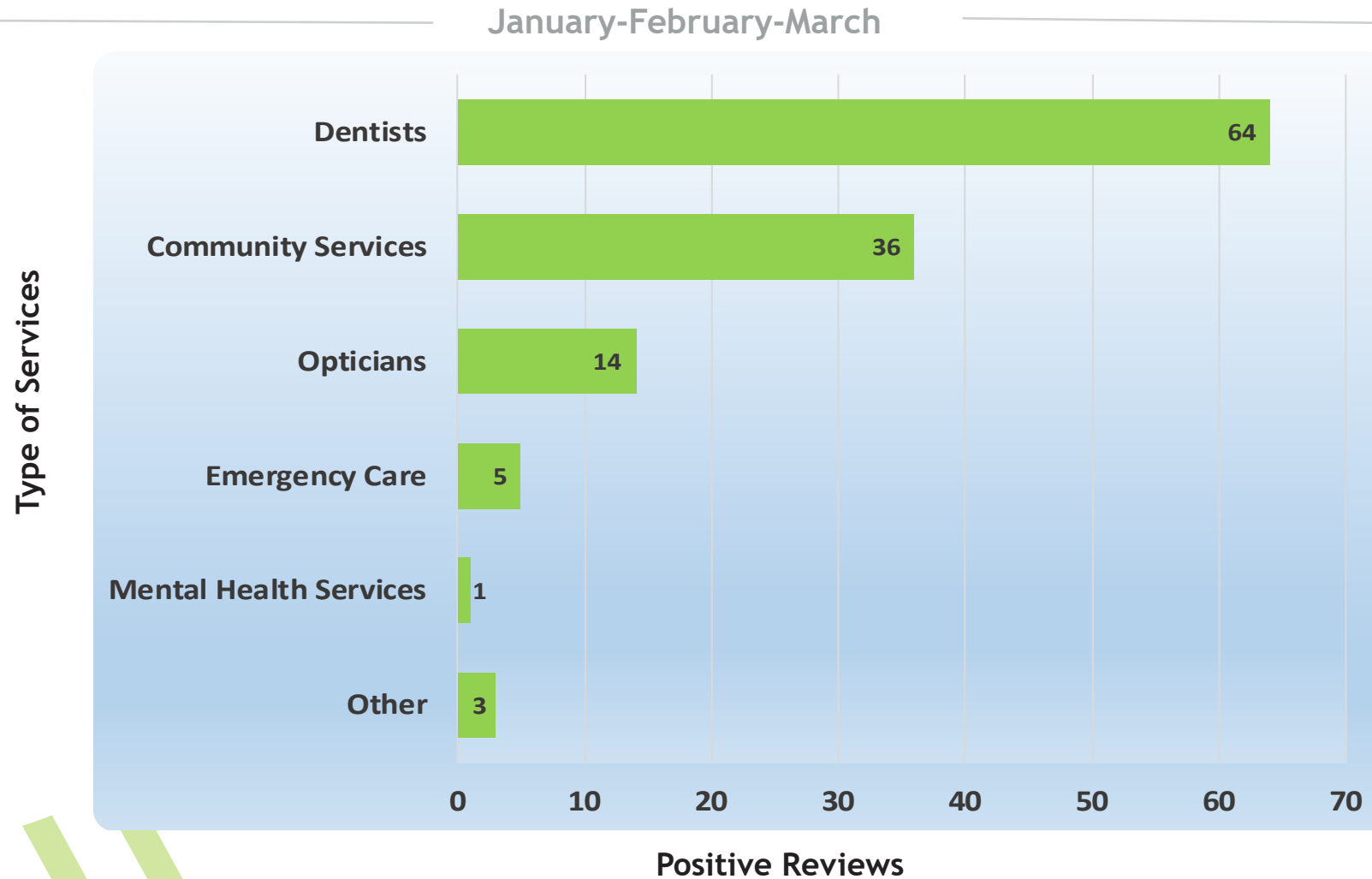
“They have little stock and are slow.”

*Pharmacy*



# Positive Reviews

Looking at the positive reviews we have received allow us to highlight areas where a service is doing well and deserving of praise. This section provides an overview of the number of positive reviews by service area and goes on to give some examples of comment received.





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## Community services

“I drink and take drugs a lot, so I was referred there to get some support, they have been helpful but it's not easy because sometimes I relapse.”

*Recovery Interventions Service Ealing, RISE*

“The private practising podiatrists who come in sometimes is so much better and caring and do an exemplary job on my feet.”

*Podiatry (foot health)*

“Diabetic nurse provided good information however sometimes info contradictory. Dietitian talk was outdated and misleading. Podiatrist talk was excellent and provided information useful information on foot hygiene.”

*Right Start - Diabetes Education Service*

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## Dentist

“It's an excellent dentist, very nice and the treatment is very good and the staff are really helpful. I don't have a problem getting an appointment..”

*Dentist*

“Very convenient, professional, local and excellent staff.”

*Dentist*

“They are very good because the dentist was very good while also being caring. My daughter is usually afraid but when we went there he made her feel relaxed.”

*Dentist*

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## pharmacy

"They are good. Since I moved with them i have not had a problem so am staying with them. They always prepared my prescription well."

"It's well organized, very nice staff always have my prescription ready. They also deliver if you need."

"My prescription is sent to them automatically and when its ready they inform me."



## Others

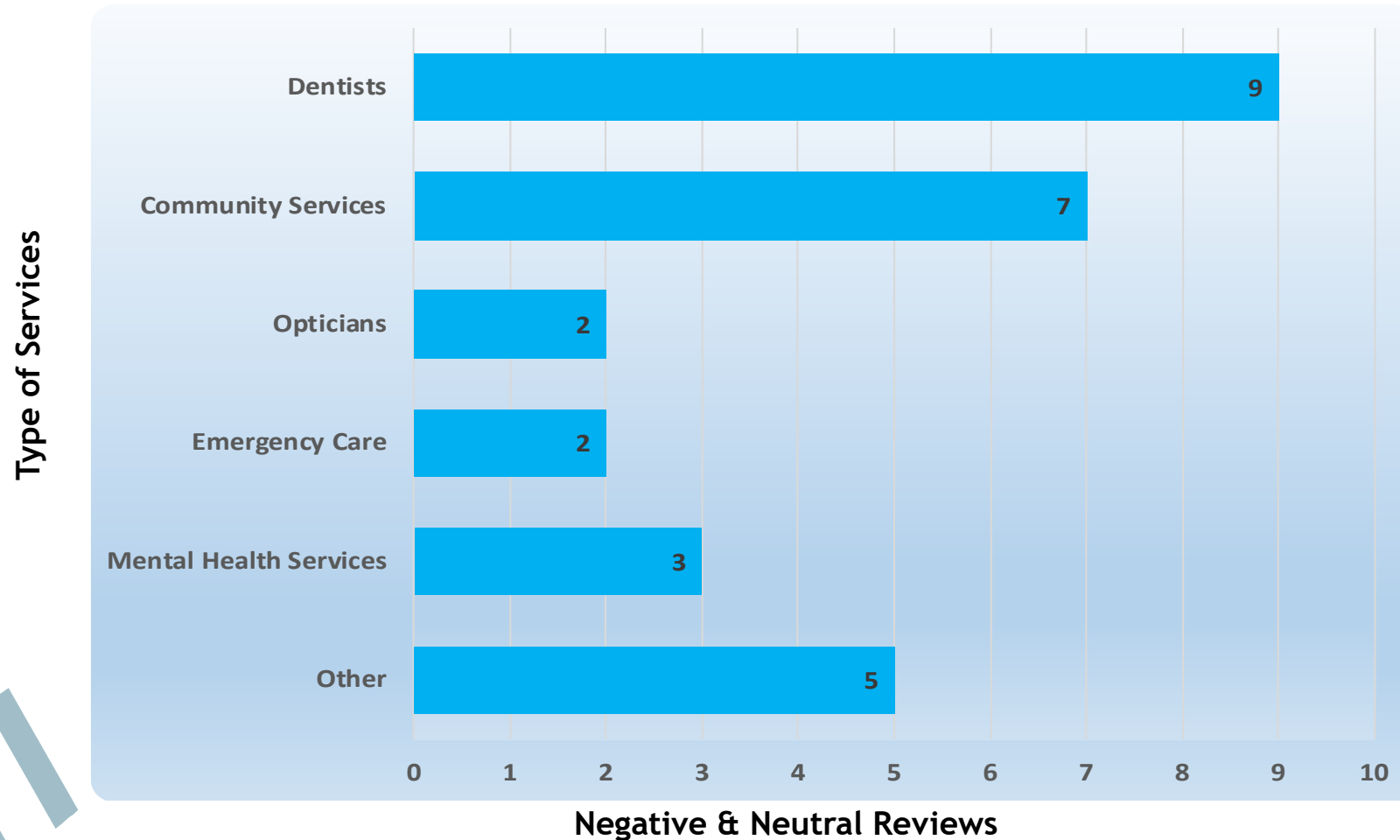
"Very happy after answering all the questions they advised me to go to the hospital which was very good."  
111

"Really great when you need help as booking over the phone could take weeks and they give you an emergency appointment straightaway."  
111

# Negative & Neutral Reviews

By looking at the negative and neutral reviews we received from the people of Ealing every month, these reviews can help us understand where a service needs to improve in order to provide an all round positive experience. This section provides an overview of the number of negative and neutral reviews by services area and goes on to give some example of comments received. We include those reviews where we have classified the comment as being of "neutral" sentiment as experience tell us that these can generally highlight where improvement could be made.

January-February-March







## Community services

“It’s not good, they do some massage and exercises and it was not working properly so I did not book more appointments. I think once you get the first appointment it’s easy but to get the first one it’s not easy.”  
*Ealing Day Treatment Centre - Community therapy*

“I think the only issue is the referral letter. You have to wait a long time for the appointment but once you are in, it’s very good. There are some classes available.”  
*Rehabilitation - Ealing Community Services*



## Dentist

“They’re okay, the only problem is there’s a waiting time for appointments, you have to wait too long. I find the staff very nice and helpful.”  
*Dentist*



## Mental Health services

“Got my makeup and clothes stolen from my room, I was woken hourly in the night by the light in my room being put on and off minutes apart”  
*Hope ward, Wolsey wing, St Bernard's Hospital*

“Service user has borderline personality disorder and is an alcoholic. Was getting therapy at Ealing Rise, but found the experience to be degrading and unhelpful. Did not like his psychiatrist, says she was condescending and frustrating. Example of repeatedly asking him if he shared needles. Also complained about the appointment times. Said that his psychiatrist told him to get a job for structure, and he got a job at a shop but this meant he was no longer able to attend his 9am appointment and they wouldn’t change it so he had to quit.”  
*Hope ward, Wolsey wing, St Bernard's Hospital*

# Network Area Specific GP Reviews

The following pages show the number of positive, negative and neutral reviews for each surgery based on an overall star rating. The bar charts on the left reflect the overall star ratings for each service this quarter. The data on the right hand side reflects the average star rating out of 5\* given by patients to assess a number of additional specific areas, such as ease of gaining an appointment, waiting times and other service indicators. This report (2018/19 Q4) introduces half point scores for greater accuracy and in order to align with reporting across our other Healthwatch services. The data shows both averages for the current quarter and the previous 12 months. These two data sets are shown together to give an overview for each GP surgery.

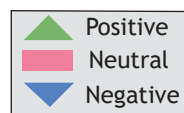
The London Borough of Ealing is divided into seven GP Network areas: **Acton, Central Ealing, North North, North Southall, South Central Ealing, South North and South Southall**. The following pages show services within these Network areas.

GP surgeries that recorded less than 10 reviews for this quarter or the year are not included in the averages, due to the sample size being small and therefore unrepresentative overall. We will attempt to increase feedback from those GP surgeries through targeted patient engagement work. Please note that whilst we are committed to only reporting averages (right-hand-side data) where a minimum of 10 reviews has been received - as shown in the left-hand-side bar charts data - there may be occasions where the averages reflect less than 10 reviews. This may occur when not all reviewers provide a star rating for each of the eight areas. For example, a patient may commonly walk-in to their surgery to make an appointment and therefore not feel able to leave a star rating in relation to phone access.

# Network Area Specific GP Reviews

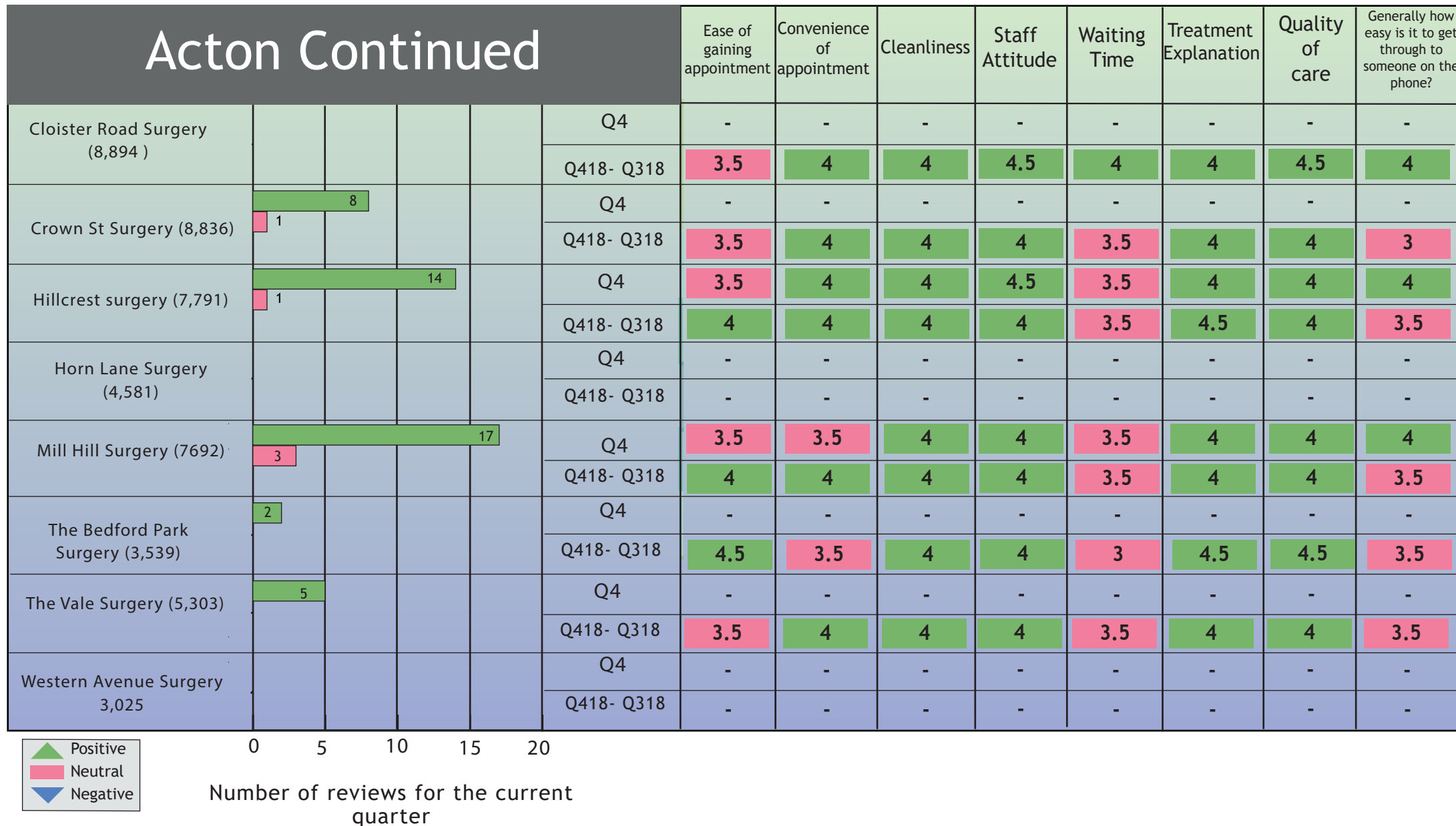
| Acton   |             |             |  |  |  |  |  |  |  |   | Ease of gaining appointment | Convenience of appointment | Cleanliness | Staff Attitude | Waiting Time | Treatment Explanation | Quality of care | Generally how easy is it to get through to someone on the phone? |   |
|---|-------------|-------------|--|--|--|--|--|--|--|---|-----------------------------|----------------------------|-------------|----------------|--------------|-----------------------|-----------------|--|---|
| Acton Health Centre (Dr Napolion Issac) (3,386) | Q4          |             |  |  |  |  |  |  |  |   | -                           | -                          | -           | -              | -            | -                     | -               | -  |   |
|   | Q418 - Q318 |             |  |  |  |  |  |  |  |   | -                           | -                          | -           | -              | -            | -                     | -               | -  |   |
| Acton Lane Medical Centre (1,207)               | 1           | Q4          |  |  |  |  |  |  |  |   | -                           | -                          | -           | -              | -            | -                     | -               | -  |   |
|   | Q418 - Q318 |             |  |  |  |  |  |  |  |   | -                           | -                          | -           | -              | -            | -                     | -               | -  |   |
| Acton Town Medical Centre(3,235)                | 9           |             |  |  |  |  |  |  |  | 2 | Q4                          | 4.5                        | 4.5         | 5              | 4.5          | 4                     | 4               | 4  | 5 |
|   | Q418 - Q318 |             |  |  |  |  |  |  |  |   | 4.5                         | 3.5                        | 4.5         | 4.5            | 3            | 3.5                   | 4               | 4  |   |
| Boileau Road Surgery (3,393)                    | 1           | Q4          |  |  |  |  |  |  |  |   | -                           | -                          | -           | -              | -            | -                     | -               | -  |   |
|   | Q418 - Q318 |             |  |  |  |  |  |  |  |   | -                           | -                          | -           | -              | -            | -                     | -               | -  |   |
| Chiswick Family Practice (Dr Bhatt)             | 1           | Q4          |  |  |  |  |  |  |  |   | -                           | -                          | -           | -              | -            | -                     | -               | -  |   |
|   | 1           | Q418 - Q318 |  |  |  |  |  |  |  |   |                             | 4                          | 4           | 4              | 4.5          | 3.5                   | 4.5             | 4.5  | 4 |
| Chiswick Family Practice (Dr Webber) (4,257)    | 11          |             |  |  |  |  |  |  |  | 1 | Q4                          | 4                          | 4           | 4.5            | 4            | 3.5                   | 4.5             | 4.5  | 4 |
|   | Q418 - Q318 |             |  |  |  |  |  |  |  |   | 4                           | 4                          | 4.5         | 4              | 3.5          | 4.5                   | 4.5             | 4  |   |
| Churchfield Surgery (3,442)                     | Q4          |             |  |  |  |  |  |  |  |   | -                           | -                          | -           | -              | -            | -                     | -               | 4  |   |
|   | Q418 - Q318 |             |  |  |  |  |  |  |  |   | 3.5                         | 4                          | 4           | 4              | 3.5          | 4                     | 4               | 3.5  |   |

0 2 4 6 8 10 12



Number of reviews for the current quarter

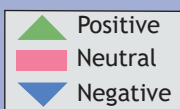
# Network Area Specific GP Reviews



# Network Area Specific GP Reviews

| Central Ealing                    |            | Ease of gaining appointment | Convenience of appointment | Cleanliness | Staff Attitude | Waiting Time | Treatment Explanation | Quality of care | Generally how easy is it to get through to someone on the phone? |
|-----------------------------------|------------|-----------------------------|----------------------------|-------------|----------------|--------------|-----------------------|-----------------|--|
| Corfton Road Surgery (6,937)      | Q4         | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|                                   | Q418- Q318 | 3.5                         | 4                          | 4           | 4.5            | 3.5          | 4                     | 4               | 3.5  |
| Cuckoo Lane Practice (5,230)      | Q4         | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|                                   | Q418- Q318 | 4                           | 4                          | 4           | 4              | 3.5          | 4                     | 4               | 3.5  |
| Gordon House Surgery (12,431)     | Q4         | 3.5                         | 3.5                        | 4           | 4              | 3.5          | 4.5                   | 4               | 3.5  |
|                                   | Q418- Q318 | 3.5                         | 4                          | 4           | 4              | 3.5          | 4                     | 4               | 3.5  |
| Lynwood Surgery (2,216)           | Q4         | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|                                   | Q418- Q318 | -                           | -                          | -           | -              | -            | -                     | -               | -  |
| Mattock Lane Health (2,851)       | Q4         | 4                           | 4                          | 4           | 4              | 3.5          | 4                     | 4               | 4  |
|                                   | Q418- Q318 | 3.5                         | 3.5                        | 4           | 4              | 3.5          | 4                     | 4               | 3.5  |
| Pitshanger family practice(3,009) | Q4         | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|                                   | Q418- Q318 | -                           | -                          | -           | -              | -            | -                     | -               | -  |
| Queenswalk Practice (10,048)      | Q4         | 4                           | 4                          | 4           | 4.5            | 4            | 4.5                   | 4.5             | 4  |
|                                   | Q418- Q318 | 3.5                         | 4                          | 4           | 4              | 3.5          | 4                     | 4               | 3.5  |
| St Marks Medical Centre (1,610)   | Q4         | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|                                   | Q418- Q318 | -                           | -                          | -           | -              | -            | -                     | -               | -  |
| The Argyle Surgery (8,140)        | Q4         | 3                           | 3.5                        | 4           | 4              | 3.5          | 4                     | 4               | 3  |
|                                   | Q418- Q318 | 4                           | 4                          | 4           | 4              | 3.5          | 4                     | 4               | 3.5  |
| The Avenue Surgery (3,028)        | Q4         | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|                                   | Q418- Q318 | 4                           | 4                          | 4           | 4              | 3.5          | 4.5                   | 4.5             | 4  |

0 5 10 15 20 25 30



Number of reviews for the current quarter



# Network Area Specific GP Reviews

## North North

| North North                        |            |  |  |  |  | Ease of gaining appointment | Convenience of appointment | Cleanliness | Staff Attitude | Waiting Time | Treatment Explanation | Quality of care | Generally how easy is it to get through to someone on the phone? |
|------------------------------------|------------|--|--|--|--|-----------------------------|----------------------------|-------------|----------------|--------------|-----------------------|-----------------|--|
| Hillview Surgery (10,388)          | Q4         |  |  |  |  | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|                                    | Q418- Q318 |  |  |  |  | 3.5                         | 4                          | 4           | 4              | 3.5          | 4                     | 4               | 3.5  |
| Islip Manor Medical Centre (3,498) | Q4         |  |  |  |  | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|                                    | Q418- Q318 |  |  |  |  | -                           | -                          | -           | -              | -            | -                     | -               | -  |
| The Grove Medical (6,785)          | Q4         |  |  |  |  | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|                                    | Q418- Q318 |  |  |  |  | -                           | -                          | -           | -              | -            | -                     | -               | -  |
| The Medical Centre (4,123)         | Q4         |  |  |  |  | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|                                    | Q418- Q318 |  |  |  |  | 3                           | 4                          | 4           | -              | 4            | 4                     | 4               | 3  |
| Barnabas Medical Centre (9,282)    | Q4         |  |  |  |  | 3.5                         | 4                          | 4           | 4              | 4            | 4                     | 4               | 3.5  |
|                                    | Q418- Q318 |  |  |  |  | 4                           | 4                          | 4           | 4.5            | 3.5          | 4.5                   | 4.5             | 3.5  |
| Elm Trees Surgery (5,016)          | Q4         |  |  |  |  | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|                                    | Q418- Q318 |  |  |  |  | 3.5                         | 3.5                        | 4           | 4.5            | 3            | 4                     | 4               | 3.5  |
| Greenford RD Med Centre (7,888)    | Q4         |  |  |  |  | 4                           | 4                          | 4           | 4              | 3            | 4.5                   | 4.5             | 4  |
|                                    | Q418- Q318 |  |  |  |  | 4                           | 4                          | 4           | 4              | 3.5          | 4                     | 4               | 3.5  |
| Mandeville Medical Centre (5,361)  | Q4         |  |  |  |  | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|                                    | Q418- Q318 |  |  |  |  | 3.5                         | 4                          | 4           | 4              | 3.5          | 4                     | 4               | 3.5  |
| Meadow View Surgery (5,385)        | Q4         |  |  |  |  | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|                                    | Q418- Q318 |  |  |  |  | 4                           | 4                          | 4.5         | 4              | 3.5          | 4.5                   | 4.5             | 3.5  |
| Perivale Medical Clinic (4349)     | Q4         |  |  |  |  | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|                                    | Q418- Q318 |  |  |  |  | 3                           | 3.5                        | 3.5         | 3.5            | 3            | 4                     | 4               | 3  |
| Allendale Road Surgery (4,054)     | Q4         |  |  |  |  | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|                                    | Q418- Q318 |  |  |  |  | 3.5                         | 4                          | 4           | 4              | 3.5          | 4                     | 4               | 3.5  |

|            |           |            |
|------------|-----------|------------|
| ▲ Positive | ■ Neutral | ▼ Negative |
|------------|-----------|------------|

Number of reviews for the current quarter

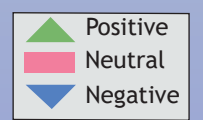
# Network Area Specific GP Reviews

## North Southall

|   |            |  |  |  |  |  |     | Ease of gaining appointment | Convenience of appointment | Cleanliness | Staff Attitude | Waiting Time | Treatment Explanation | Quality of care | Generally how easy is it to get through to someone on the phone? |   |
|---|------------|--|--|--|--|--|-----|-----------------------------|----------------------------|-------------|----------------|--------------|-----------------------|-----------------|--|---|
| Chepstow Gardens Medical Centre (2,445) | Q4         |  |  |  |  |  | -   | -                           | -                          | -           | -              | -            | -                     | -               | -  | - |
|   | Q418- Q318 |  |  |  |  |  | 4   | 4                           | 4                          | 4           | 4              | 4            | 4.5                   | 4.5             | 3  |   |
| Dormers Wells Medical Centre (6,914)    | Q4         |  |  |  |  |  | -   | -                           | -                          | -           | -              | -            | -                     | -               | -  | - |
|   | Q418- Q318 |  |  |  |  |  | 3.5 | 4                           | 4                          | 4           | 3.5            | 4            | 4                     | 4               | 3.5  |   |
| Lady Margaret Road (3,108)              | Q4         |  |  |  |  |  | -   | -                           | -                          | -           | -              | -            | -                     | -               | -  | - |
|   | Q418- Q318 |  |  |  |  |  | 3.5 | 3.5                         | 4                          | 3.5         | 4              | 4            | 4                     | 4               | 3  |   |
| Saluja Clinic (9,557)                   | Q4         |  |  |  |  |  | 3   | 3.5                         | 4                          | 4           | 3.5            | 3.5          | 3.5                   | 3.5             | 3  |   |
|   | Q418- Q318 |  |  |  |  |  | 3.5 | 3.5                         | 4                          | 3.5         | 3.5            | 4            | 4                     | 4               | 3  |   |
| Somerset Family Health Practice (3,153) | Q4         |  |  |  |  |  | -   | -                           | -                          | -           | -              | -            | -                     | -               | -  | - |
|   | Q418- Q318 |  |  |  |  |  | -   | -                           | -                          | -           | -              | -            | -                     | -               | -  | - |
| The MWH Practice Centre (7,339)         | Q4         |  |  |  |  |  | -   | -                           | -                          | -           | -              | -            | -                     | -               | -  | - |
|   | Q418- Q318 |  |  |  |  |  | 3.5 | 4                           | 4                          | 4           | 3.5            | 4            | 4                     | 4               | 3.5  |   |
| St George's Medical Centre (3,097)      | Q4         |  |  |  |  |  | -   | -                           | -                          | -           | -              | -            | -                     | -               | -  | - |
|   | Q418- Q318 |  |  |  |  |  | -   | -                           | -                          | -           | -              | -            | -                     | -               | -  | - |

0 2 4 6 8 10 12

Number of reviews for the current quarter



# Network Area Specific GP Reviews

| North Southall continued               |            | Ease of gaining appointment | Convenience of appointment | Cleanliness | Staff Attitude | Waiting Time | Treatment Explanation | Quality of care | Generally how easy is it to get through to someone on the phone? |
|--|------------|-----------------------------|----------------------------|-------------|----------------|--------------|-----------------------|-----------------|--|
| The Town Surgery (2,377)               | Q4         | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|  | Q418- Q318 | -                           | -                          | -           | -              | -            | -                     | -               | -  |
| Woodbridge Medical Centre (5,283)      | Q4         | 3.5                         | 4                          | 4           | 4              | 4            | 4                     | 4               | 3.5  |
|  | Q418- Q318 | 3.5                         | 3.5                        | 4.5         | 4              | 3.5          | 4                     | 4               | 3  |
| Jubilee Gardens Medical Centre (7,203) | Q4         | 3.5                         | 4                          | 4           | 4              | 3.5          | 4                     | 4               | 3  |
|  | Q418- Q318 | 3                           | 3.5                        | 4           | 3.5            | 3            | 4                     | 4               | 3  |
| KS Medical Centre (4,714)              | Q4         | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|  | Q418- Q318 | 3                           | 3.5                        | 4           | 4              | 3            | 4                     | 4               | 2.5  |
| Somerset Medical Centre (1746)         | Q4         | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|  | Q418- Q318 | 3.5                         | 4                          | 4           | 3.5            | 4            | 4                     | 4               | 3.5  |
| Southall Medical Centre (7,755)        | Q4         | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|  | Q418- Q318 | 3.5                         | 4                          | 4           | 4              | 3.5          | 4.5                   | 4.5             | 3  |
| The Northcote Medical Practice (1,592) | Q4         | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|  | Q418- Q318 | 3.5                         | 3.5                        | 4           | 4              | 3.5          | 4                     | 4               | 3.5  |

Number of reviews for the current quarter

▲ Positive  
■ Neutral  
▼ Negative

# Network Area Specific GP Reviews

## South Central Ealing

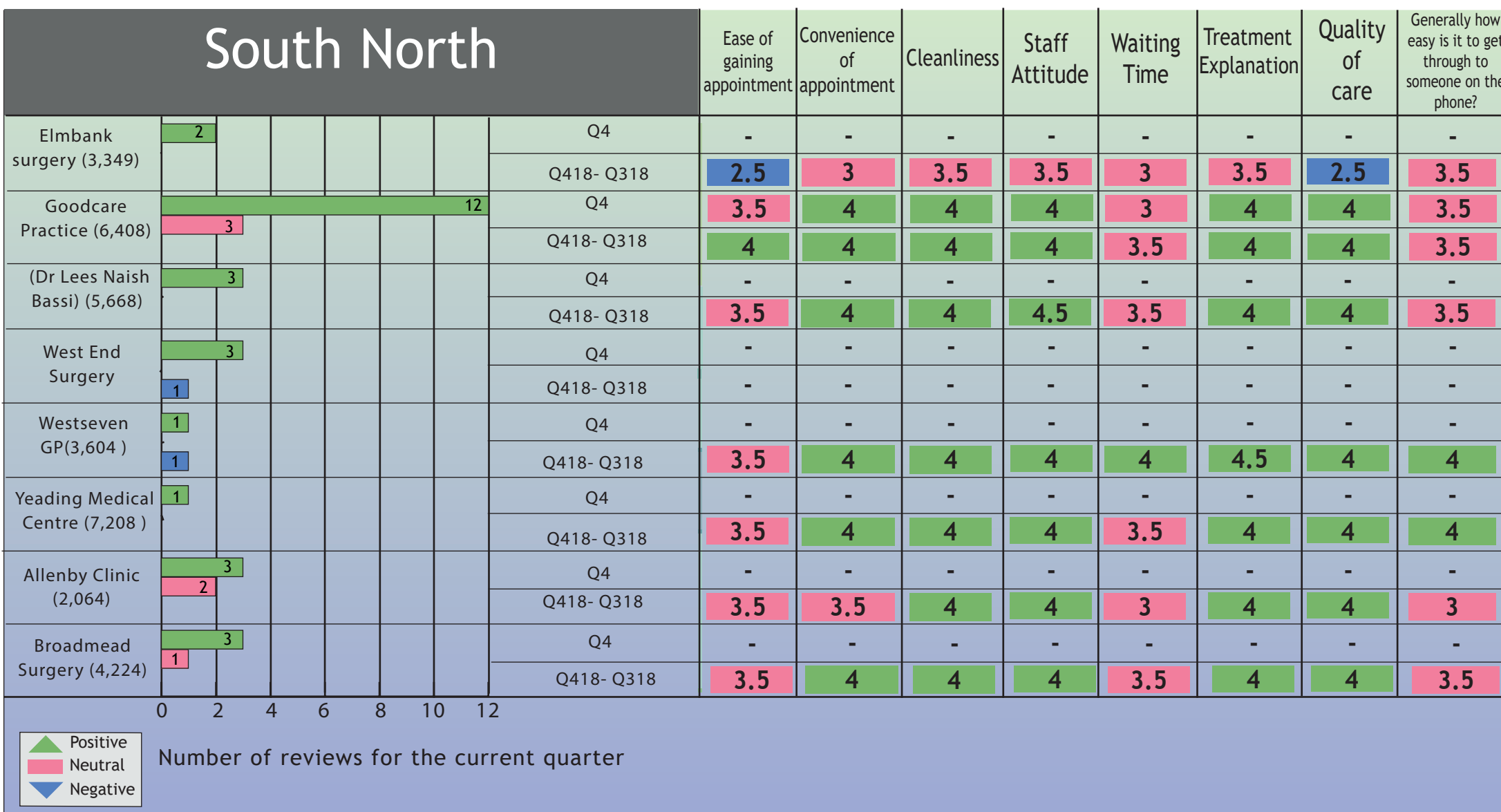
| South Central Ealing               |            |    | Ease of gaining appointment | Convenience of appointment | Cleanliness | Staff Attitude | Waiting Time | Treatment Explanation | Quality of care | Generally how easy is it to get through to someone on the phone? |
|------------------------------------|------------|----|-----------------------------|----------------------------|-------------|----------------|--------------|-----------------------|-----------------|--|
| Grosvenor House Surgery (6,150)    | Q4         | 4  | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|                                    | Q418- Q318 | 1  | 3.5                         | 3.5                        | 4           | 4              | 3            | 3.5                   | 3.5             | 3.5  |
| Ealing Park Health Centre (9,691)  | Q4         | 8  | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|                                    | Q418- Q318 | 1  | 3.5                         | 4                          | 4           | 4              | 3.5          | 4                     | 4               | 3.5  |
| Elthorne Park Surgery (8,620)      | Q4         | 6  | 4                           | 3.5                        | 5           | 5              | 3.5          | 4.5                   | 4.5             | 4.5  |
|                                    | Q418- Q318 | 5  | 3.5                         | 4                          | 4.5         | 4              | 3.5          | 4.5                   | 4.5             | 3.5  |
| Northfields Surgery (9,360)        | Q4         | 12 | 3.5                         | 3.5                        | 4           | 4.5            | 3.5          | 4                     | 4.5             | 3.5  |
|                                    | Q418- Q318 | 4  | 3.5                         | 4                          | 4.5         | 4              | 3.5          | 4.5                   | 4.5             | 3.5  |
| The Florence Road Surgery (15,700) | Q4         | 8  | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|                                    | Q418- Q318 |    | 3.5                         | 3.5                        | 4           | 4              | 3.5          | 4                     | 4               | 3.5  |

0 2 4 6 8 10 12

▲ Positive  
■ Neutral  
▼ Negative

Number of reviews for the current quarter

# Network Area Specific GP Reviews



# Network Area Specific GP Reviews

## South North Continued

| South North Continued                           |            |   | Ease of gaining appointment | Convenience of appointment | Cleanliness | Staff Attitude | Waiting Time | Treatment Explanation | Quality of care | Generally how easy is it to get through to someone on the phone? |
|---|------------|---|-----------------------------|----------------------------|-------------|----------------|--------------|-----------------------|-----------------|--|
| Eastmead Surgery (6,084)                        | Q4         | 3 | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|   | Q418- Q318 | 2 | 2.5                         | 3.5                        | 4           | 4              | 3.5          | 4                     | 4               | 3  |
| Greenford Avenue Family Health Practice (6,905) | Q4         | 3 | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|   | Q418- Q318 | 2 | 3.5                         | 4                          | 4           | 4              | 3            | 4                     | 4               | 3.5  |
| Mansell Rd Practice (5,823)                     | Q4         | 1 | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|   | Q418- Q318 |   | 3                           | 4                          | 4.5         | 4.5            | 4            | 4.5                   | 4.5             | 3.5  |
| Northolt Family Practice (4,111)                | Q4         | 2 | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|   | Q418- Q318 | 3 | 3.5                         | 4                          | 4           | 3.5            | 3            | 3.5                   | 3.5             | 3  |
| Oldfield Family Practice (4,145)                | Q4         | 4 | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|   | Q418- Q318 |   | 3.5                         | 4                          | 4           | 4              | 3.5          | 4                     | 4               | 4  |

0 0.5 1 1.5 2 2.5 3 3.5 4

▲ Positive  
■ Neutral  
▼ Negative

Number of reviews for the current quarter



# Network Area Specific GP Reviews

## South Southall

| South Southall                          |            |  |  |  | Ease of gaining appointment | Convenience of appointment | Cleanliness | Staff Attitude | Waiting Time | Treatment Explanation | Quality of care | Generally how easy is it to get through to someone on the phone? |
|---|------------|--|--|--|-----------------------------|----------------------------|-------------|----------------|--------------|-----------------------|-----------------|--|
| Belmont Medical Centre (6,630)          | Q4         |  |  |  | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|   | Q418- Q318 |  |  |  | 3.5                         | 3.5                        | 4           | 4              | 3.5          | 4                     | 4               | 3.5  |
| Featherstone Road Health Centre (8,204) | Q4         |  |  |  | 4                           | 4                          | 4           | 4              | 4            | 4                     | 4               | 4  |
|   | Q418- Q318 |  |  |  | 3.5                         | 3.5                        | 4           | 3.5            | 3.5          | 4                     | 4               | 3.5  |
| Guru Nanak Medical Centre (11,351)      | Q4         |  |  |  | 3                           | 3                          | 4           | 3              | 2            | 4                     | 3               | 4  |
|   | Q418- Q318 |  |  |  | 3.5                         | 4                          | 4           | 4              | 3            | 4                     | 4               | 3.5  |
| Medical Centre (Beac) (8,180)           | Q4         |  |  |  | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|   | Q418- Q318 |  |  |  | 3.5                         | 3.5                        | 4           | 4              | 3.5          | 4                     | 4               | 3.5  |
| The Welcome Practice (3,088)            | Q4         |  |  |  | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|   | Q418- Q318 |  |  |  | 3                           | 3.5                        | 4           | 3.5            | 3            | 3.5                   | 3.5             | 2.5  |
| Waterside Medical Centre (4,557)        | Q4         |  |  |  | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|   | Q418- Q318 |  |  |  | 3.5                         | 4                          | 4           | 4              | 3.5          | 4                     | 4               | 3  |
| Hammond Road Surgery (5,208)            | Q4         |  |  |  | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|   | Q418- Q318 |  |  |  | 3.5                         | 4                          | 4.5         | 4              | 3.5          | 4                     | 4               | 3.5  |
| Sunrise Medical Centre (3,664)          | Q4         |  |  |  | -                           | -                          | -           | -              | -            | -                     | -               | -  |
|   | Q418- Q318 |  |  |  | 3                           | 3.5                        | 4           | 3.5            | 3.5          | 4                     | 4               | 3  |

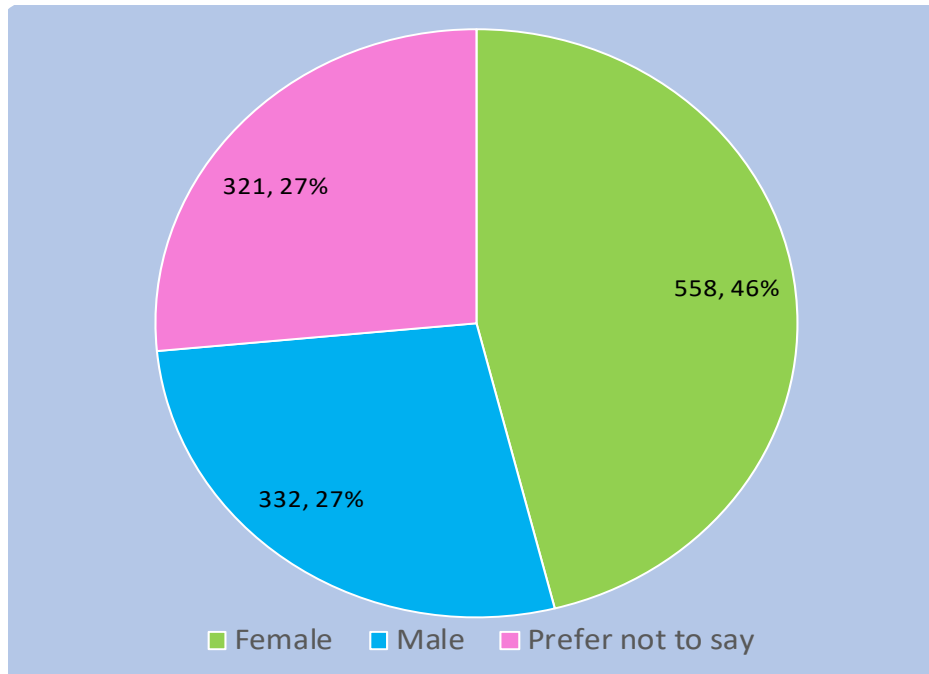
|            |           |            |
|------------|-----------|------------|
| ▲ Positive | ■ Neutral | ▼ Negative |
|------------|-----------|------------|

Number of reviews for the current quarter

0 5 10 15 20

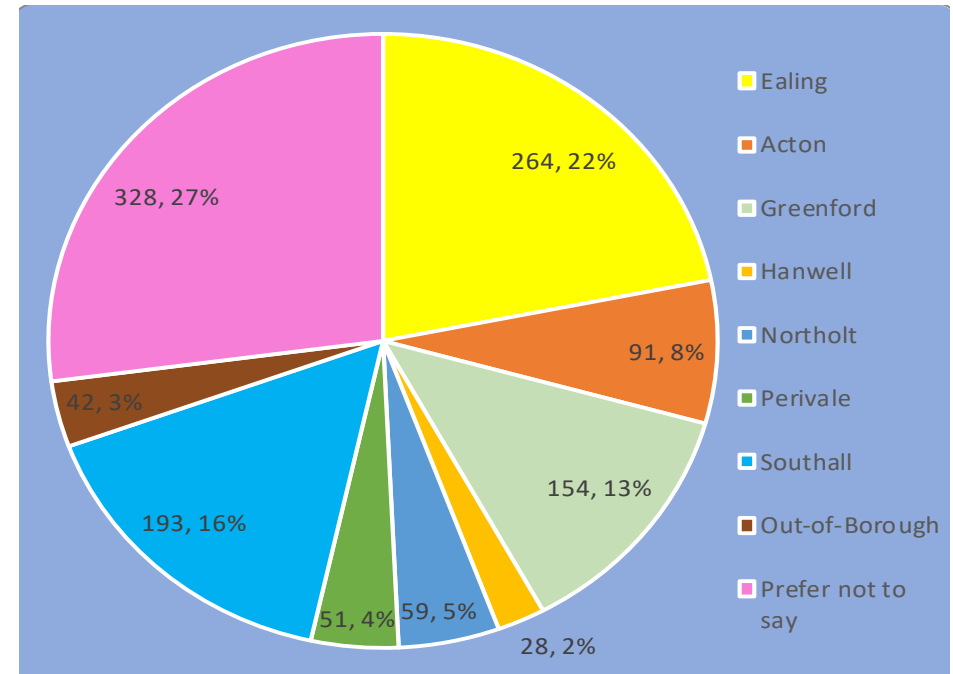
# Demographic information

The pie chart below shows the number of reviews received by gender from January to March 2019. The majority of the reviews received this quarter are from females 46% (n558). However, there is a slight decrease in the number of reviews from males from the previous quarter which was 31%, as this present quarter is 27% (n.332) and prefer not to say is 27% (331).



**Gender**

During this quarter we spoke to patients across Ealing. The highest number of the reviews being received from residents in Ealing 22% (n.264) followed by Southall 16% (193), Greenford 13% (154) and the least number of reviews being received from Hanwell 2% (28) and Perivale 4% (51).

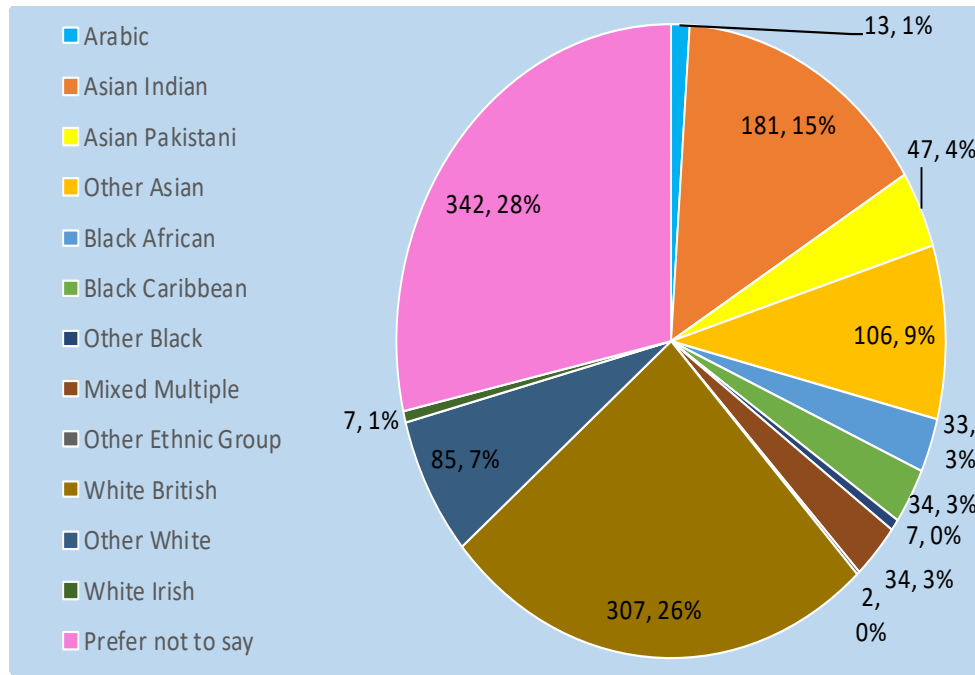


**Patient's area of residence**

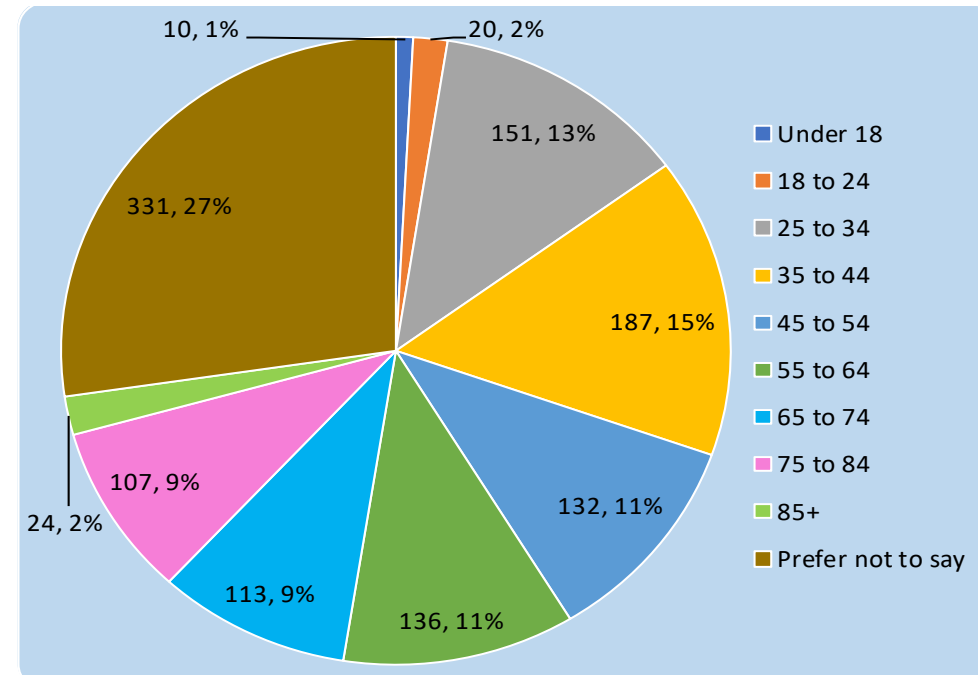
# Demographic Information

In terms of ethnicity, the majority of feedback received this quarter was from people who identified as White British, 26% (310) a 2% decrease from last quarter. The next highest was Asian British Indian 15% (181). The overall highest was 'prefer not to say' with 28% (342) being from that category.

The pie chart shows the number of reviews received this quarter from different age groups. The majority of feedback came from 35 to 44: 15% (186), a 8% decrease from the quarter 3 followed by 25 to 34, 12% (151). The third highest was from 45 to 54 5% (133). The figures from the under 18 category has increased from the previous quarter from 6 reviews to 10 but still had the fewest number of reviews.



Ethnicity of Patients



Age of Patients

# Conclusion

This quarter, 1211 patient experiences were collected, and we have seen a slight decrease in the number of patient experiences collected for this quarter.

There were 936 (77%) positive reviews with star rating 4-5, a 4% decrease from the previous quarter. 202 (17%) neutral reviews with star rating 3, a 2% increase from the previous quarter and 73 (6%) negative reviews with star rating 1 and 2 received this quarter, a 2% increase from the previous quarter. As we saw in Q3, overall, positive patient experiences far outweigh negative patient experiences. However, if we look beyond this overall picture and at specific service areas, findings indicate the following:

## GP services

Issues around access, contained within both the 'access' theme and 'administration' theme remain dominant areas of concern this quarter. Comments describing waiting times, did so in a largely negative light (62% negative; 35% positive; 3% neutral). Comments around 'appointment availability' and 'booking appointments' were more mixed overall - 'appointment availability' (55% positive, 43% negative, 2% neutral) and 'booking appointments' (52% negative, 48% positive).

Areas of good practice, where comments were largely very positive, were 'management of service' (94% positive); 'treatment and care - experience' (93% positive); treatment and care - treatment explanation' (99% positive); and 'staff attitude' (90% positive).

If we look at the individual GP practices on pages 26-35 and the average star ratings (out of 5) given by patients to a number of domain areas, we see a similar picture emerging. The areas with the lowest averages are 'Generally how easy is it to get through to someone on the telephone?' and 'waiting times'. These are closely followed by 'ease of gaining an appointment' and to a lesser extent 'convenience of appointment'. On the more positive side, those with more higher star ratings are 'cleanliness', 'staff attitude', 'treatment explanation', and 'quality of care'.

## Hospital services

In terms of hospital services the predominant areas of concern remain around 'waiting times' (64% negative, 33% positive, 3% neutral); and 'appointment availability', (50% negative, 50% positive).

Areas of good practice can be found across the following themes and sub themes: Treatment and care - Experience (93% positive); 'Treatment and care - Treatment explanation' (91% positive); 'Staff attitude' (92% positive); and 'Management of service' (85% positive).

# Actions, impact and next steps

Healthwatch Ealing continues to present the findings contained within this report at various commissioning, provider and local authority led boards and committees. These include:

- Ealing Clinical Commissioning Group (CCG) Quality & Patient Safety Committee
- Ealing CCG Patient and Public Experience (PPE) Committee
- Ealing CCG Governing Body
- Ealing CCG Primary Care Commissioning Committee (PCCC)
- Ealing Health & Wellbeing Board
- Ealing Health and Adult Social Services Standing Scrutiny Panel
- London North West NHS Trust (LNWT) Patient Experience Executive Committee

As well as these formal meetings a number of informal meetings take place with partners in order to discuss the issues of concern and identify actions to take these forward:

Currently Ealing CCG are responding to the presentation of annual patient experience themes and trends, identifying the actions they have taken demonstrate how the patient voice has been listened too. This report should be finalised in Autumn 2019. A number of other actions including the effective triangulation of Healthwatch data with other internal CCG sources are being followed up.

Back in late 2017 LNWT took on board the early issues identified around Ealing Hospital outpatient services (similar to those we have continued to see in each subsequent quarterly report). An action for a number of internal reports followed and changes to administrative systems for outpatient services took place during 2018. Different, but interrelated issues were also then identified at the Northwick Park site and a new telephone system is being trialled with a view to expanding to Ealing Hospital once any initial glitches have been resolved. Healthwatch Ealing is yet to see the impact of these changes on the ground for patients, who continue to identify similar difficulties. After interim post holders, a new Director of Nursing is now in post at the Trust and Healthwatch Ealing will be following up to reevaluate the changes made and further actions still required.

# Actions, impact and next steps

In terms of next steps for Healthwatch Ealing's Patient Experience Report, the following have been identified:

- A focus on capturing patient experience feedback from a number of smaller GP practices across Southall and Acton will take place in Q1, 2019/20.
- Healthwatch Ealing is drafting a new bi-annual engagement report, which will sit alongside our quarterly Patient Experience Reports, adding additional community and patient insight and intelligence.
- Quarterly focusses on Social Care services and Mental Health Services are planned during 2019/20 to increase the number of patient experience comments in these areas.
- A joint Patient Experience Report for North West London is being planned by Healthwatch Ealing and counterparts across North West London. The intention is to produce it bi-annually for presentation at NWL Joint Quality Committee.



# Leave feedback

How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

How do you rate your overall experience of this service?\*



Summary of your experience\* (max 45 characters)

Give a brief description of your experience, or highlight a key observation

Tell us more about your experience\*

Expand on your experience here. Why was your experience a good / bad one? List any reasons or specific detail that might help explain

Where do you live? (town/city)

Acton, Ealing, Greenford, Hanwell, ...

## Your ratings (select if applicable)

|  |  |
|--|--|
| Ease of gaining appointment                                      | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>            |
| Convenience of appointment                                       | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>            |
| Cleanliness  | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>            |
| Staff Attitude   | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>            |
| Waiting Time   | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>            |
| Treatment explanation  | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>            |
| Quality of care  | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>            |
| Quality of food  | <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Generally how easy is it to get through to someone on the phone? | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>            |

terrible

In relation to your comments are you a:

When did this happen

Do you know the name of the ward / department? (if applicable)

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following?

- Informally with the Service Provider (those who run the service)
- Formally with the Service Provider (via an official complaint)
- Patient Liason and Advice Service (PALS)
- Ealing Clinical Commissioning Group
- Ealing Council Social Services (including safeguarding)
- Care Quality Commission (CQC)
- Other

If other, please specify

Where did you hear about us?

Do you want to know more about how to make an official complaint?\*

- No  Yes

Would you like to speak to Healthwatch directly?\*

- No  Yes

## About you

Name

- Leave feedback anonymously?

**Email\*** (So you can be notified of provider responses and we can prevent spam, an email is required. Your email will be kept private and you will not be sent any marketing material. If you do not wish to add your email, please use [info@healthwatchealing.org.uk](mailto:info@healthwatchealing.org.uk))

- I accept the [Terms and conditions](#)

- Subscribe to the newsletter?

If you are willing to provide us with some monitoring information please [click here](#).

Please note: Monitoring information helps us identify trends and gaps in our information gathering, enabling us to provide more detailed evidence to service providers and commissioners about your health and social care services.

[Submit feedback >](#)

Only your overall rating, comment and name (if disclosed) will be visible online.

# Share Your Experience with Us

Healthwatch Ealing gives you the chance to say what you think about how local health and social care services are run. Your experiences are important and can help to inform the commissioners and service providers. Whether it is a compliment, concern or complaint, it is easy to tell us about your experience by completing and submitting this form or contacting us, our details are at the bottom of this form.

Name of Service: .....Month/Year:  
.....

**1. How likely are you to recommend this anyone who needs similar care or treatment?**

5 = Extremely likely    4 = Likely    3 = Neither likely nor unlikely    2 = Unlikely  
1 = Extremely unlikely    ( ) Don't know

**2. How do you rate your overall experience?**

5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

**3. Summary of your experience**

.....

**4. Tell us more about your experience**

.....

.....

.....

.....

**5. Where do you live? (town/city) .....**

**6. Your ratings (select if applicable)**

**Ease of gaining appointment**

5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

**Convenience of appointment**

5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

**Cleanliness**

5 = Excellent    4 = Good    3 = Okay    2 = Poor

**Staff Attitude**

5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

**Waiting Time**

5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

**Treatment explanation**

5 = Excellent    4 = Good    3 =    2 = Poor    1 = Terrible

**Quality of care**

5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

**Quality of food**

5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

**Generally, how easy is it to get through to someone on the phone?**

5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

**In relation to your comments are you a:**

- Patient                       Carer                       Relative                       Carer and Relative  
 Service Provider    Visitor                       Professional

**When did this happen**  
.....

**Do you know the name of the ward / department? (if applicable)**  
.....

**If applicable, describe your overall experience of making an appointment**  
.....

**Have you shared your experience with any of the following? (Please tick)**

- Informally with the Service Provider (those who run the service)  
 Formally with the Service Provider (via an official complaint)  
 Patient Liaison and Advice Service (PALS)  
 Ealing Clinical Commissioning Group  
 Ealing Council Social Services (including safeguarding)  
 Care quality Commission (CQC)  
 Other

If "other", please specify .....

**Where did you hear about us? (Select one)**

- Event                       Newspaper / Magazine                       TV  
 Radio                       Internet / Website                       Word of mouth  
 Healthcare setting                       Other                       Social media (Twitter/Facebook)

**Do you want to know more about how to make an official complaint?**

- No                       Yes

**Would you like to speak to Healthwatch directly?**

- No                       Yes

## About you

Name.....

Email.....

Leave feedback anonymously

## Monitoring Information

**What gender do you identify yourself as:**

- Female                       Male                       Other.....  
 Prefer not to say

**Which age group are you in?**

- Under 18                       18 to 24                       25 to 34                       35 to 44                       45 to 54                       55 to 64  
 65 to 74                       85+                       Prefer not to say

**What is your ethnicity?**

**White**

- English / Welsh / Scottish / Northern Irish / British
- Gypsy or Irish Traveller
- Any other white background.....

**Asian / Asian British**

- Bangladeshi
- Chinese
- Indian
- Pakistani
- Any other Asian background.....

**Black, African, Caribbean, Black British**

- African
- Caribbean
- Any other Black, African, Caribbean background.....

**Mixed, Multiple**

- White and Asian
- White and Black African
- White and Black Caribbean
- Any other mixed / multiple background.....

**Other Ethnic Group**

- Arab
- Any other ethnic group.....

**Which area of the borough do you live in?**

- Acton
- Ealing
- Greenford
- Hanwell
- Northolt
- Perivale
- Southall
- Other
- Out of the Borough
- Prefer not to say

**Do you consider yourself to be disabled?**

- Yes
- No
- Prefer not to say

**Do you consider yourself to have a long-term condition or health and social care need?**

- Yes
- No
- Prefer not to say

**Are you a carer?**

- Yes
- No
- Prefer not to say

**What is your religion?**

- Buddhist
- Muslim
- Prefer not to say
- Christian
- Sikh
- Hindu
- Jewish
- Other religion.....

**What is your sexual orientation?**

- Bisexual
- Gay man
- Lesbian
- Straight / Heterosexual
- Prefer not to say

**Thank you for sharing your experience**

**Theme**

Access to services  
Access to services  
Access to services  
Access to services  
Access to services  
Access to services  
Access to services  
Access to services  
Access to services  
Access to services

Administration  
Administration  
Administration  
Administration  
Administration  
Administration  
Administration  
Administration  
Administration

Care Home Management  
Care Home Management  
Care Home Management  
Care Home Management  
Care Home Management

Communication  
Communication  
Communication  
Communication  
Communication

Continuity and integration of care

Diagnosis/assessment  
Diagnosis/assessment  
Diagnosis/assessment  
Diagnosis/assessment  
Diagnosis/assessment

Dignity and Respect  
Dignity and Respect  
Dignity and Respect

**Subthemes**

Convenience/Distance to travel  
Inequality  
Information and Advice  
Lack of  
General  
Patient choice  
Service Delivery/Opening Times  
Suitability of Provider (Individual or Partner)  
Suitability of Provider (Organisation)  
Waiting times

Admission Procedure  
Appointment availability  
Booking appointments  
Commissioning and provision  
General  
Incident Reporting  
Management of service  
Medical records  
Quality/Risk management

Registered Manager - Absence  
Registered Manager - Suitability  
Registered Manager - Training & Development  
Staffing levels  
Suitability of Staff

General  
Interpretation Services  
Lack of  
Community engagement and involvement  
Response times

General  
Lack of  
Late  
Mis-diagnosis  
Tests/Results

Confidentiality/Privacy  
Consent  
Death of a Service User

|                             |  |
|-----------------------------|--|
| Dignity and Respect         | Consent  |
| Dignity and Respect         | Death of a Service User                          |
| Dignity and Respect         | Death of a Service User (Mental Health Services) |
| Dignity and Respect         | Equality & Inclusion                             |
| Dignity and Respect         | Involvement & Engagement                         |
| Discharge                   | Coordination of services                         |
| Discharge                   | General  |
| Discharge                   | Preparation                                      |
| Discharge                   | Safety   |
| Discharge                   | Speed  |
| Facilities and surroundings | Buildings and Infrastructure                     |
| Facilities and surroundings | Car parking                                      |
| Facilities and surroundings | Cleanliness (Infection Control)                  |
| Facilities and surroundings | Cleanliness (Environment)                        |
| Facilities and surroundings | Cleanliness (Staff)                              |
| Facilities and surroundings | Disability Access                                |
| Facilities and surroundings | Equipment  |
| Facilities and surroundings | Food & Hydration                                 |
| Facilities and surroundings | General  |
| Finance                     | Financial Viability                              |
| Finance                     | Transparency of Fees                             |
| Finance                     | Lack of funding                                  |
| Home support                | Care   |
| Home support                | Co-ordination of Services                        |
| Home support                | Equipment  |
| Making a complaint          | Complaints Management                            |
| Making a complaint          | General  |
| Making a complaint          | PALS/PACT  |
| Medication                  | Pharmacy Repeat Prescriptions                    |
| Medication                  | Medicines Management                             |
| Transport                   | Patient Transport Service (non NHS)              |
| Transport                   | Ambulance (Emergency)                            |
| Transport                   | Ambulance (Routine)                              |
| Referrals                   | General  |



Referrals

Waiting times

Safety/Safeguarding/Abuse

Staff

Ambulance Staff/Paramedics

Staff

Attitudes

Staff

Capacity

Staff

District Nurses/Health Visitors

Staff

General

Staff

Midwives

Staff

Staffing levels/Lack of

Staff

Suitability

Staff

Training and development

Treatment and care

Effectiveness

Treatment and care

Experience

Treatment and care

Quality

Treatment and care

Safety of Care/Treatment

Treatment and care

Treatment Explanation

Treatment and care

Lack of support