

Q4 Patient Experience Report

Healthwatch Ealing
Jan – Mar 23



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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 are dependent on additional capacity.

Please note that this is a new report design which was developed as part of our review of the Patient Experience Programme. Therefore there will be gaps in data for Q1 and Q2 of the 2022/23 financial year.

Introduction

Patient Experience Programme

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

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

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

Methodology



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



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



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 January and March we continued to develop our PEP by :

- Sharing this new style Patient Experience Report with partners to ensure that this new approach was meeting their expectations.

Q4 Snapshot

This section provides a summary of the number of experiences we collected during January to March 2023 as well as breakdown of positive, negative reviews per service (% is rounded to the nearest whole number). We analysed residents rating of their overall experience to get this data. (1* and 2* = negative, 3* = neutral, 4* and 5* = positive)

Engagement

1,211 reviews

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

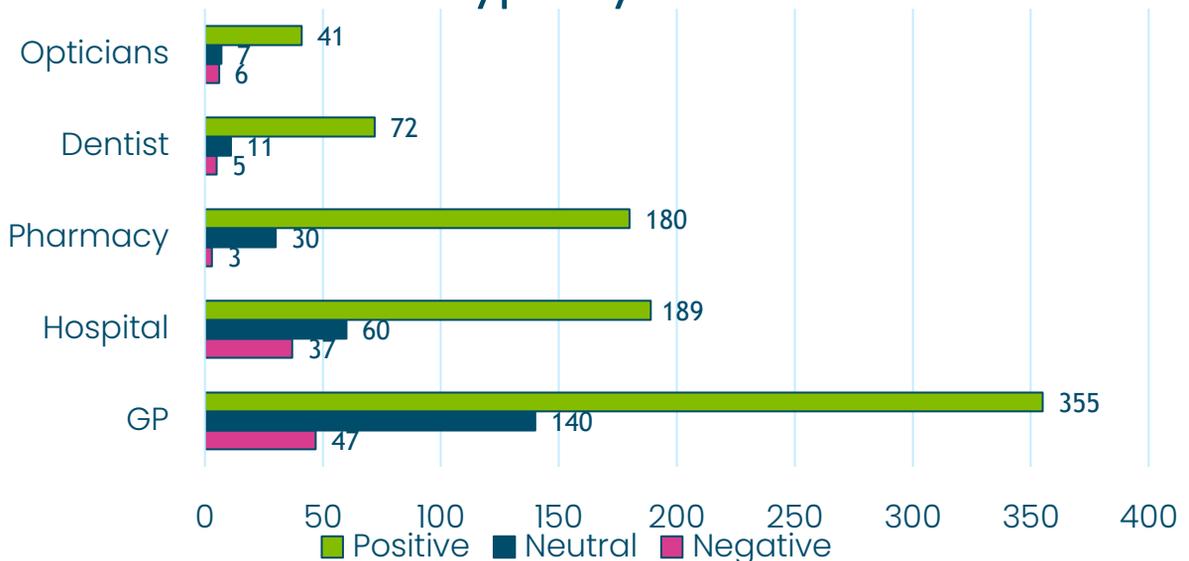


63 visits

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 total reviews
GP	542	45%
Hospital	286	24%
Pharmacy	213	18%
Dentist	88	7%
Opticians	54	4%

Service Type by Sentiment



Experiences of GP Practices



What people told us about GP Practices

"Very professional, helpful and friendly"

"Depending on when you ring. It could be difficult to get an appointment. It is usually full. You have to ring at 8am but this is not always possible".

"A good experience overall with this GP surgery"

"Getting through to them on the phone is bad. In like 3 seconds, there can be 15 people before you."

"They can easily give an urgent appointment via the phone if need be. We can get same day appointments"

"Trying to get a face to face appointment rather than a telephone consultation would be helpful..."

"Medical Treatment is excellent"

"Takes about 3 weeks for a face-to-face, but it is understandable, lack of doctors."

GP Services

No. of Reviews	542
Positive	355
Negative	47
Neutral	140



Questions we asked residents

As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the service?
- Q6) How would you rate the quality of treatment and care received?

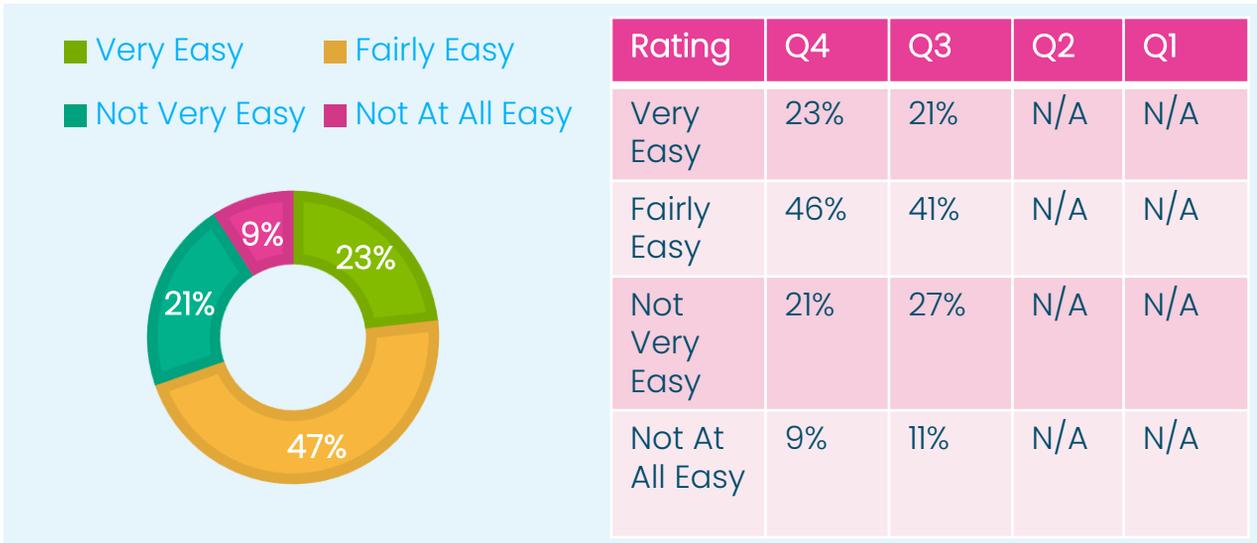
Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (Very Easy – Not at All Easy) to allow our data to be comparable with the NHS data.

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



Access and Quality Questions

Q1) How do you find getting an appointment?



Consistently with the previous quarter, most patients generally found it fairly easy to get an appointment at their GP surgery. However, if you combine the 'Not Very Easy' and 'Not at all Easy' percentages (30%), this suggests the continuous struggles patients are facing with getting an appointment in a subjective reasonable time frame.

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



47% of patients engaged with this quarter, found it fairly easy to get through to someone on the phone at their GP surgery. This should be congratulated as it's important to note that a large quantity of reviews featured comments of patients expressing their concerns with the struggles to get through in the mornings to book appointments.

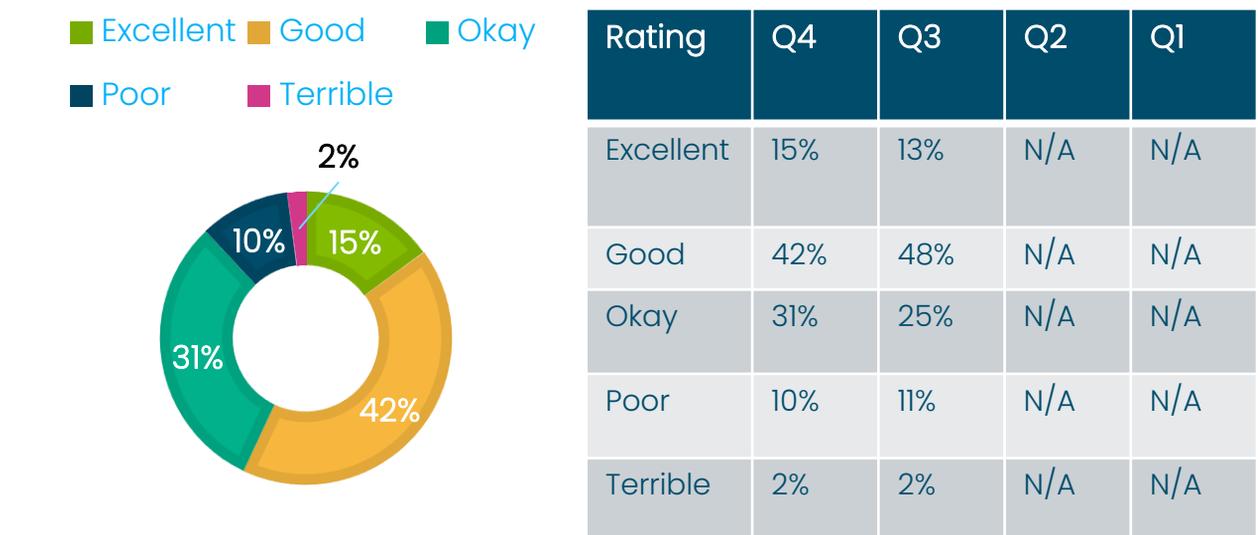
Access and Quality Questions

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



Residents in the borough of Ealing, were generally satisfied this quarter with the online consultations they received at their local GP practice. With 33% positive comments being attached to the rating of 'Good'.

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



While it should be acknowledged and congratulated that the 'Good' rating was the highest with 42%, the 'Okay' rating (which had an increase of 6%) remains significantly high, at 31%. This indicates patients have a general indifferent feeling about the telephone GP appointments.

Access and Quality Questions

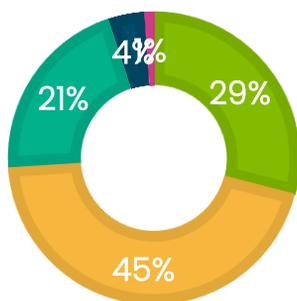
Q5) How did you find the attitudes of staff at the service?



With the 'Excellent' and 'Good' ratings being the highest in score, patients are generally satisfied with the staff they encounter at their GP practice..

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

■ Excellent ■ Good
■ Okay ■ Poor



Rating	Q4	Q3	Q2	Q1
Excellent	29%	23%	N/A	N/A
Good	45%	57%	N/A	N/A
Okay	21%	17%	N/A	N/A
Poor	4%	7%	N/A	N/A
Terrible	1%	0%	N/A	N/A

Once patients see their GP they are happy with the quality of treatment and care they receive, with the 'Excellent' and 'Good' ratings being the highest in score.

Primary Care Networks

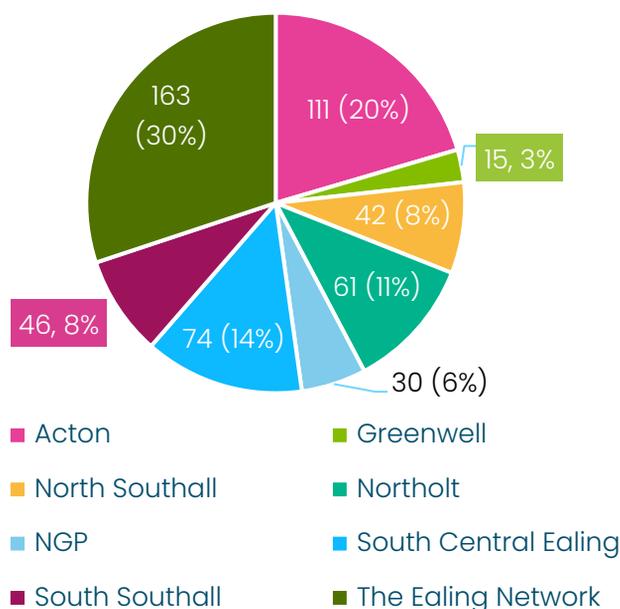
Primary care networks (PCNs) are groups of GP practices within the same area which work together to support patients. Within Ealing there are **8 PCN'S**. These are:

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

In order to understand the variance of experience across PCNs we have compared the **average ratings** given for access and quality covered in the previous section. Please note that Access has been rated out of 4 (**1 - Not at All Easy - 4 Very Easy**) and Quality is out of 5 (**1 - Terrible, 5 - Excellent**)

Pink = negative
Blue = neutral
Green = positive

Total Reviews per PCN



PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	To get an appointment	Getting through on the phone	Telephone consultations	Online consultations	Staff attitudes	Treatment and Care
Acton	2.5	2.5	2.5	3.0	3.9	3.9
Greenwell	2.7	2.6	3.4	3.0	4.2	4.1
North Southall	2.6	2.6	3.4	3.4	3.9	3.9
Northolt	2.8	2.6	3.7	3.4	3.9	3.9
Northolt, Greenford, Perviale (NGP)	2.7	2.6	3.6	3.2	4.0	4.2
South Central Ealing	2.7	2.6	3.3	3.2	3.8	4.0
South Southall	2.6	2.7	3.3	3.3	3.7	3.6
The Ealing Network	2.9	3.5	3.6	2.5	4.0	4.0

Thematic analysis

In addition to the specifically tailored questions we ask about GP practices we also ask two further questions (**What is working well? and What could be improved?**) to help get a more detailed picture.

Each experience we collect is reviewed and up to 5 themes and subsidiary themes are applied. The charts below show the top 5 positive and negative issues received between January and March 2023

We have also identified the top 3 positive and negative themes for each PCN (slide 13).

A list of the themes can be found on the Healthwatch Ealing website

Top 5 Positive Issues	Total count	Top 5 Negative Issues	Total count
Staff – Staff Attitudes	60	Access – Appointment Availability	75
Staff – Quality of Staff – health professionals	55	Access – Getting Through on the telephone	68
Treatment and Care – Experience	52	Access – Booking Appointments	30
Access – Appointment Availability	48	Access – Patient Choice	25
Treatment and Care – Quality of Treatment	32	Staff – Staffing Levels (Staff)	19

Thematic analysis – PCN

We have also identified the top 3 positive and negative themes for each PCN. This can be viewed on the following page.

Primary Care Network	Overall Rating (out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Acton (111 reviews)	4.0	1. Experience	1. Getting through on the telephone
		2. Appointment Availability	2. Appointment Availability
		3. Management of Service	3. Booking Appointments
Greenwell* (15 reviews)	4.2	1. Staff Attitudes	1. Patient Choice
		2. Management of Service	2. Convenience/Distance to travel
		3. Quality of Staff – health professionals	3. Funding Issues
North Southall (42 reviews)	3.7	1. Staff Attitudes	1. Getting through on the telephone
		2. Quality of Staff – health professionals	2. Booking Appointments
		3. Staff – Suitability	3. Appointment Availability
Northolt (61 reviews)	3.6	1. Quality of Staff – health professionals	1. Appointment Availability
		2. Staff Attitudes	2. Getting through on the telephone
		3. Convenience/Distance to travel	3. Patient Choice
Northolt, Greenford, Perivale (NGP) (30 reviews)	3.8	1. Appointment Availability	1. Appointment Availability
		2. Booking Appointments	2. Getting through on the telephone
		3. Quality of Staff – health professionals	3. Medicines Management
South Central Ealing (74 reviews)	3.7	1. Quality of Staff – health professionals	1. Getting through on the telephone
		2. Appointment Availability	2. Appointment Availability
		3. Quality of Treatment	3. Booking Appointments
South Southall (46 reviews)	3.5	1. Staff Attitudes	1. Appointment Availability
		2. Staff Attitudes – health professionals	2. Getting through on the telephone
		3. Quality of Staff – health professionals	3. Medicines Management
The Ealing Network (163 reviews)	3.8	1. Staff Attitudes	1. Appointment Availability
		2. Appointment Availability	2. Getting through on the telephone
		3. Booking Appointments	3. Staffing Levels (Staff)

*While every effort is made to receive equal reviews for PCNs, GP practices are busy at different periods and some practices are smaller than others. This varies the amount of residents we talk to in each PCN each quarter."

What has worked well?

Below is a list of the key positive aspects relating to GP practices between January and March 2023



Staff – Staff Attitudes

82% of reviews that covered staff attitudes were positive. Patients mainly highlighted the friendliness, support and caring nature of the health professionals they interacted with.



Treatment and Care – Quality of Treatment

90% of reviews that covered quality of health professionals were positive., and 71% of comments relating to quality of the treatment they received was positive., with patient expressing their satisfaction with how caring the doctors/nurses they saw were.



Treatment and Care – Experience

Once they gained access to a GP doctor and/or nurse, patients report high levels of overall experience., with 83% of comments highlighting positive feedback..

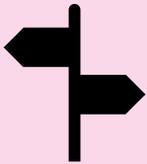
What could be improved?

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



Access – Availability of Appointments

49% of patients expressed their frustration in the lack of available appointments, with many comments touching upon the length of time they must wait for the next one available, especially for a non-emergency consultation.



Access – Patient Choice

71% of patients were not happy with the lack of choice they had with a certain GP they would like to see and/or especially, the right to decide between a telephone GP appointment or seeing the doctor face to face.



Access – Getting Through on the Telephone

Getting through on the telephone continues to be a real struggle for many patients, especially in the mornings to book an appointment. 54% of comments touched upon the difficulties of booking appointments, and 68% of comments touched upon the difficulties patients experience of accessing their GP surgery via telephone.



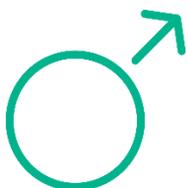
Staff – Staffing Levels (Staff)

70% of patients expressed their concerns with the lack of staff on site at their local GP surgery (this includes both health professionals and reception staff).

Equalities snapshot

We 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 when we analysed overall experience ratings. A full demographics breakdown can be found in the appendix.



Gender

During the last three months, men had 3% more positive experiences than Woman did.



Age

55-64 was the age category we received most reviews from this quarter, with 69% being positive. The age category of 35-44 received the most negative experiences, with 30%.



Ethnicity

47% of responses were from residents with BAME backgrounds, with 68% of patients from an Asian background, having a positive experience.



Disability

There was only a 1% gap in positive experiences between patients that identified themselves as having a disability, as opposed to patients that did not.

Experiences of Hospital Services



What people told us about Hospital Services

"Very friendly, professional staff considering how busy it is."

"Waiting time is way too long (3 hours) but understandable."

"I was very happy with the care and efficiency of the treatment. They are very thorough."

"Appointments and referrals - waiting time needs to be cut down."

"Communication is great. Their text message services are great as it enables you to help not miss appointments."

"Stressed staff, not enough staff."

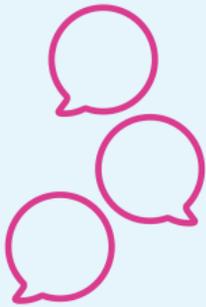
"It was efficient, no messing around, in and out. no ridiculous waiting times."

"It's hell if you want to change anything. Communication between the hospital and the GP is slow."

Hospital Services

No. of Reviews	286
Positive	189
Negative	37
Neutral	60

Questions we asked residents



As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

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

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

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

Q4) How do you find the attitudes of staff at the service?

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

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

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



Access and Quality Questions

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



Patients this quarter were satisfied with their experience of getting a referral/appointment at their hospital, with 66% rating it 'good' or 'excellent'. However, 24% of patients either found it okay or difficult gaining access to the hospital they were assigned to.

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



31% of had challenges getting access to their NHS hospital via the telephone.

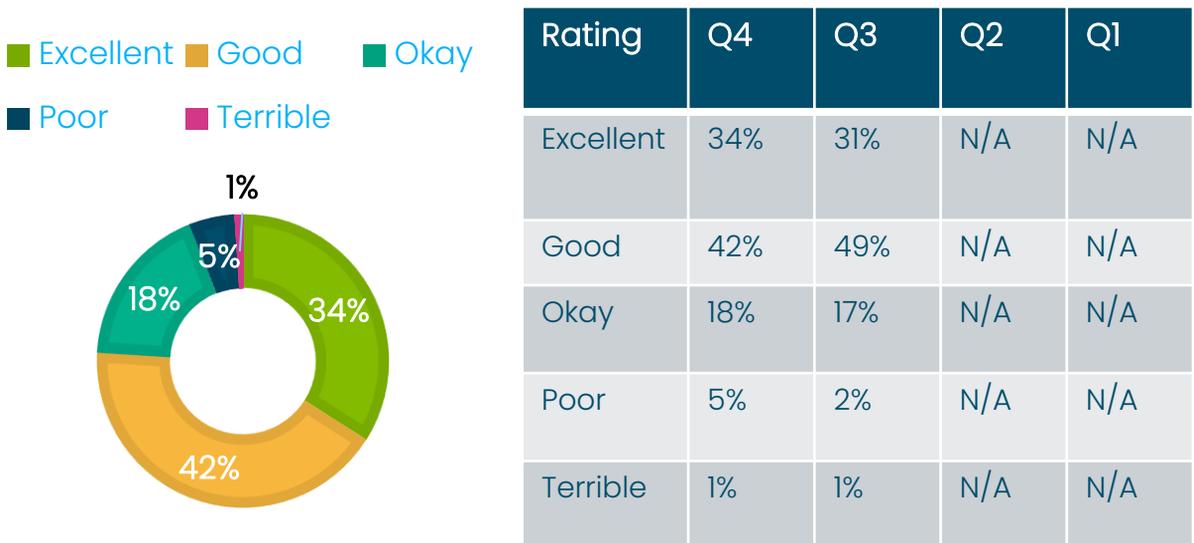
Access and Quality Questions

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



Waiting times this quarter were similar to those from Q3. Negative ratings are more relevant to the A&E setting, and the higher ratings reflect some of the outpatient clinics.

Q4) How do you find the attitudes of staff at the service?



Consistent with the previous quarter, which we have seen throughout this whole quarterly year, patients were happy with the attitudes from staff they interacted with at their local hospital, with 76% being 'good' or 'excellent'.

Access and Quality Questions

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



The percentages showcased in the table above for Q4, suggests that communication needs to improve between services. This is further indicated in the top five negative issues identified on page 25. Patients commented on communication regarding topics such as letters, referrals, and test results.

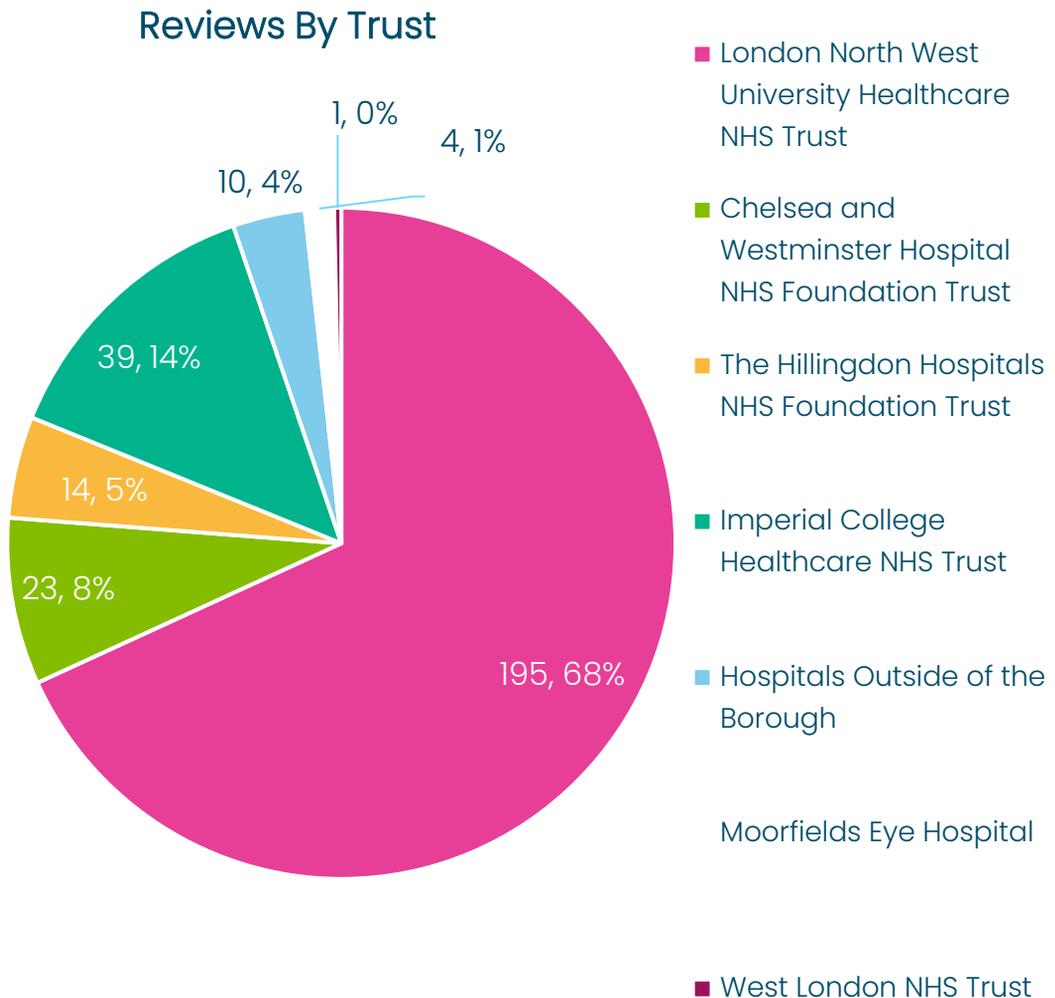
Q6) How would you rate the quality of treatment and care received?



The quality of treatment and overall experience are areas of positive practice identified on page 25. The table and chart above backs that up with 78% of ratings being 'good' or 'excellent'

Individual hospitals and 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 Trusts and individual hospitals:



Hospital	Provider	Number of reviews	% of reviews
Ealing Hospital	London North West University Healthcare NHS Trust	177	62%
Northwick Park Hospital		11	3%
Central Middlesex Hospital		7	2%
Charing Cross Hospital	Imperial College Healthcare NHS Trust	20	7%
Hammersmith Hospital		7	2%
St Mary's Hospital		8	2%
Queen Charlottes and Chelsea Hospital		4	1%
Chelsea & Westminster Hospital	Chelsea and Westminster NHS Foundation Trust	6	2%
West Middlesex University Hospital		17	6%
The Hillingdon Hospital	The Hillingdon Hospitals NHS Foundation Trust	14	5%
Moorfields Eye Hospital	Moorfields Eye Hospital NHS Foundation Trust	4	1%
Clayponds Hospital	West London NHS Trust	1	1%
Hospitals Outside of the Borough	Hospitals outside of the NW London area	10	3%

Between January and March 2023, the service which received the most reviews was Ealing Hospital (n.177).

In order to understand the variance of experience across the hospitals we have compared the ratings given for access and quality covered in the previous section.

Please note that each question has been rated out of 5 (1 – Terrible – 5 Excellent)

For the table below, we have only included hospital services that received 15 reviews or higher. We feel reviews any lower than that would be a subjectively inaccurate representation of patients overall experience at a hospital.

Name of Hospital	ACCESS (out of 5)			QUALITY (out of 5)		
	To get a referral/ appointment	Getting through on the phone	Waiting Times	Communication between GP and Hospital	Staff Attitudes	Treatment and Care
Ealing Hospital No of reviews: 177	3.8	3.0	3.1	3.6	4.0	4.0
Charing Cross Hospital No of reviews: 20	3.7	3.1	3.2	3.6	4.1	4.2
West Middlesex University Hospital No of reviews: 17	3.1	3.0	3.5	3.1	4.0	4.2
The Hillingdon Hospital No of reviews: 14	3.4	3.3	2.4	2.9	3.9	3.7

Pink = negative
Blue = neutral
Green = positive

Thematic analysis

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

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The charts below show the top 5 positive and negative themes received between January to March 2023.

We have also identified the top 3 positive and negative issues for Ealing Hospital, where we received a significant number of reviews.

Top 5 Positive Issues	Total count	Top 5 Negative Issues	Total count
Staff – Staff Attitudes	38	Access – Waiting Times (punctuality and queueing on arrival)	74
Treatment and Care – Experience	29	Access – Appointment Availability	19
Access – Waiting Times (punctuality and queueing on arrival)	28	Communication – Communication between services	9
Treatment and Care – Quality of Treatment	21	Staff – Staffing Levels (Staff)	9
Communication – Communication with patients (treatment explanation, verbal advice)	17	Access – Getting Through on the Telephone	8

Hospitals	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Ealing Hospital (177 Reviews)	3.8	1. Staff attitudes 2. Waiting Times at the premises 3. Experience	1. Waiting Times at the premises 2. Appointment Availability 3. Getting through on the telephone

What has worked well?

Below is a list of the key positive aspects relating to hospitals between January and March 2023



Staff – Staff Attitudes

86% of reviews relating to staff attitudes were positive. Many patients are satisfied with the friendly and professional attitude displayed by staff they interact with. A lot of these comments were especially related to doctors/nurses and how professional, friendly and attentive they were to the patient's needs.



Treatment and Care – Quality of Treatment

Patients were in high praise for quality of treatment they receive from the health professionals that attended to them at the hospital they visited, with 68% of comments here being positive.



Treatment and Care – Experience

The overall experience patients received was positively, with 74% positive.

What could be improved?

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



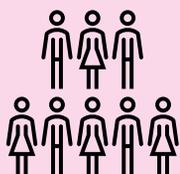
Access – Waiting Times

The length of time patients must wait to be called in for their appointment when they are at the hospital is an area of improvement identified, with 66% of comments referencing this, this was mainly commented on the waiting times at A&E departments.



Access – Appointment Availability

Length of waiting times between appointments and/or referrals was identified as areas of improvement. Patients would like to get an appointment booked and/or the referrals followed up more quickly. Interim communication with patients or information indicating time periods may help manage expectations better.



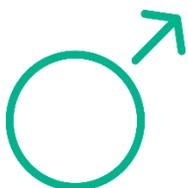
Staff – Staffing Levels (Staff)

The lack of staff available at the hospital was an area of improvement identified from the patients we spoke to this quarter. For example, some comments were addressing the lack of doctors available at the A&E departments. This is likely linked to waiting times experienced.

Equalities Snapshot

We also ask patients 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. A full demographics breakdown can be found in the appendix.



Gender

Men had 7% more positive experiences than Woman did.



Age

55-64 was the age category we received most reviews from this quarter, with 74% being positive. The age category of 75-84 received the most negative experiences with 22%.



Ethnicity

Residents from Black, Asian and Minority Ethnic communities had a 50% or higher positive experience, with no distinct outliers.



Disability

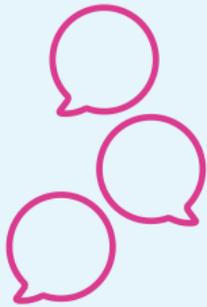
Patients that identified themselves as having a disability, had a 7% more positive experience than those without a disability.

Experiences of Dental Services



Dental Services

No. of Reviews	88
Positive	72
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?

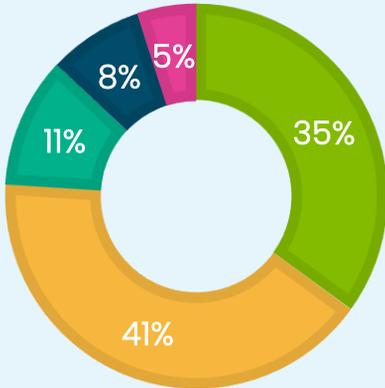


Access and Quality Questions

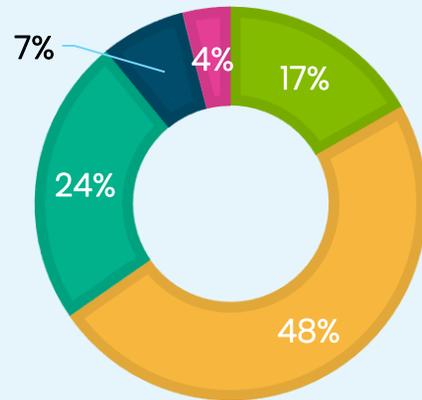
Q1) How did you find it registering with an NHS dentist? (within the last 12 months)

Q2) How do you find getting NHS appointments

■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

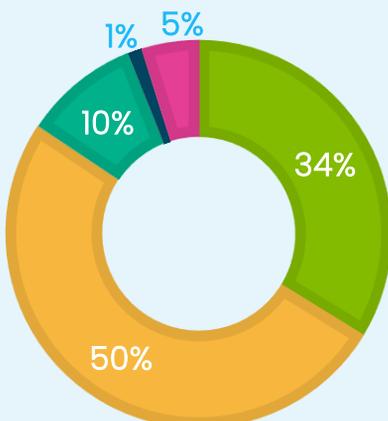


During January - March, we found that residents had good experiences trying to register with a NHS dentist with 76% of reviews being rated 'Excellent' or 'Good'. When it came to getting an appointment, 48% found it to be a 'Good' experience.

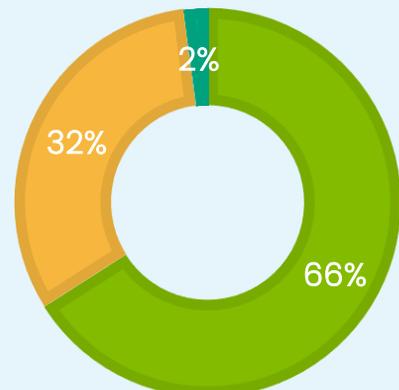
Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

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

■ Very Clearly
 ■ Fairly Clearly
 ■ Not Very Clear
 ■ Not At All Clear
 ■ No Explanation



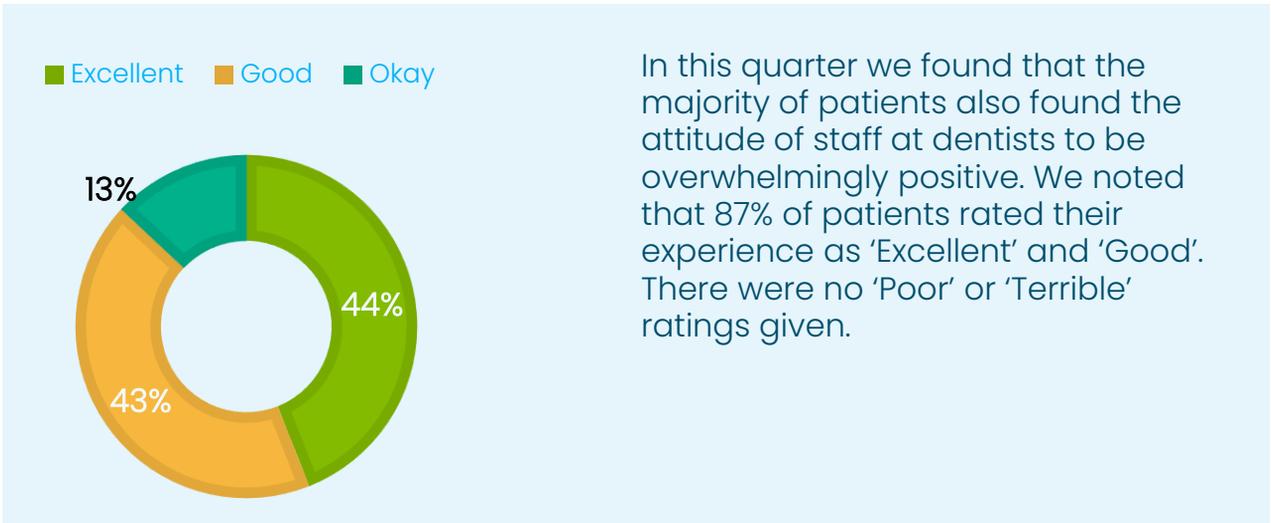
■ Very Helpful
 ■ Fairly Helpful
 ■ Not Very Helpful



In this quarter patients explained to us that the price was accurately explained to them, with 30-50% of reviews rated as 'Very Clearly' or 'Fairly Clearly'. Similarly, the staff explained the treatment well, with 66% being 'Very Helpful' and 32% were 'Fairly Helpful'.

Access and Quality Questions

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



In this quarter we found that the majority of patients also found the attitude of staff at dentists to be overwhelmingly positive. We noted that 87% of patients rated their experience as 'Excellent' and 'Good'. There were no 'Poor' or 'Terrible' ratings given.

Thematic analysis

In addition to the specifically tailored questions we ask about Dental services we also ask two further questions (**What is working well?** and **What could be improved?**) to help get a more detailed picture.

Each experience we collect is reviewed and up to 5 themes and subsidiary themes are applied. The charts below show the top 5 positive and negative issues received between January and March 2023.

Top 5 Positive Issues	Total reviews	Top 5 Negative Issues	Total reviews
Treatment and Care – Experience	20	Access – Appointment Availability	9
Access – Appointment Availability	13	Cost and funding of services – Affordability	3
Staff – Staff Attitudes	9	Treatment and Care – Quality of Treatment	3
Access – Waiting Times (punctuality and queueing on arrival)	6	Access – Getting through on the telephone	2
Staff – Quality of Staff – health professionals	6	Cost and funding of services – Clarity about service cost	2

We've produced a list of good practice, areas of improvement and recommendations relating to dentists between January and March 2023.

What has worked well?



Treatment and Care – Experience

Patients were in high praise for the overall experience they had, with 91% of 20 comments for this theme being positive.



Staff – Staff Attitudes

Comments reflected strong positive praise for staff and patient interactions with staff.

What could be improved?



Cost and Funding of Services – Affordability

While it is important to note we had a subjectively lower counts to reviews of negative issues raised for NHS dental practices, the cost of treatment was something some patients raised, with 75% comments referencing this.

Recommendations

More Appointment Availability

Many patients pointed out that they are waiting a long time to see their NHS dentist. While other patients commented on finding it difficult to register. Actions around initial and ongoing access need to be prioritised by partners able to make changes.

Experiences of 'Other' Services



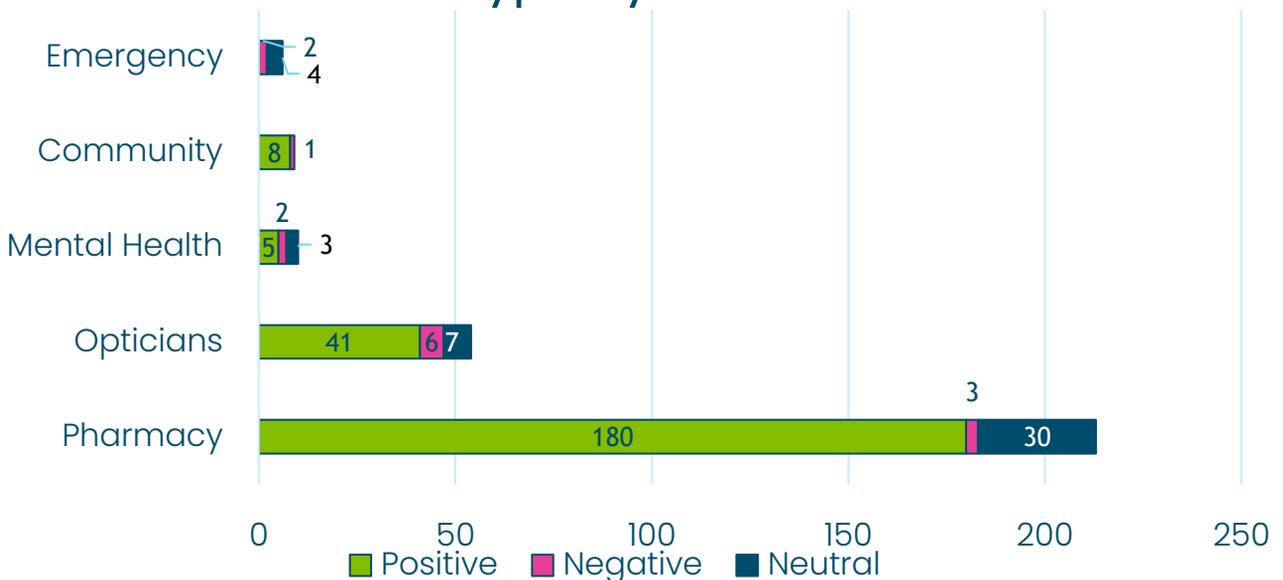
Experiences of 'Other' services

In addition to asking specifically about GPs, Hospitals and Dentists we also give the opportunity for people to share experiences about any other public health or care service asking them what is working well and what could be improved.

This section provides of positive, negative reviews per service. We analysed residents rating of their overall experience to get this data (1* and 2* = negative, 3* = neutral, 4* and 5* = positive)

Service Type	No of Reviews	Percentage of total reviews
Pharmacy	213	17%
Opticians	54	4%
Mental Health	10	1%
Community	9	1%
Emergency*	6	1%

Service Type by Sentiment



* Although we only had 6 Emergency group responses, it should be noted that none were positive.

What has worked well?

Below is a list of the key positive aspects relating to 'Other' services in Ealing between January and March 2023. This quarter they are focussed on pharmacy services, where we received a significant number of reviews.



Pharmacy – Medication – Medicines Management

Patients were satisfied with the management of their medication/s by the pharmacy. With 73% of 73 comments relating to this being positive.



Pharmacy – Treatment and Care – Quality of Treatment

Patients highlighted their satisfaction with the medication/s they have been prescribed and the positive effect it has had on their overall general health.



Pharmacy – Staff – Staff Attitudes

Patients highly praise staff attitudes, with 95% of comments praising the friendliness of pharmacists and co-workers' patients interacted with at their pharmacy.

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

Appendix



Demographics

When engaging with residents we ask them to voluntarily share equalities information. This means the data for this section is less than the overall number of reviews. Below is a breakdown of responses for each demographic question.

Gender	Percentage %	No of reviews
Man (including trans man)	35%	388
Woman (including trans woman)	62%	709
Non-binary	0%	0
Other	1%	5
Prefer not to say	2%	27
Total	100%	1'119

Age	Percentage %	No of reviews
Under 18	1%	9
16-24	4%	46
25-34	16%	179
35-44	17%	186
45-54	14%	160
55-64	19%	217
65-74	12%	133
75-84	14%	156
85+	3%	29
Prefer not to say	1%	7
Total	100%	1'119

Disability	Percentage %	No of reviews
Yes	16%	181
No	82%	908
Prefer not to say	1%	7
Not known	1%	15
Total	100%	1111

Long term condition	Percentage %	No of reviews
Yes	35%	385
No	63%	696
Prefer not to say	1%	7
Not known	1%	12
Total	100%	1100

Religion	Percentage %	No of reviews
Buddhist	1%	16
Christian	34%	373
Hindu	8%	90
Muslim	15%	160
Sikh	10%	106
Spiritualism	1%	6
Other religion	6%	68
No religion	23%	248
Prefer not to say	3%	34
Total	100%	1101

Sexual Orientation	Percentage %	No of reviews
Asexual	1%	13
Bisexual	5%	47
Gay man	1%	6
Heterosexual / Straight	80%	820
Lesbian / Gay woman	1%	1
Pansexual	1%	2
Prefer not to say	11%	113
Total	100%	1002

Sexual Orientation	Percentage %	No of reviews
Asexual	1%	13
Bisexual	5%	47
Gay man	1%	6
Heterosexual / Straight	80%	820
Lesbian / Gay woman	1%	1
Pansexual	1%	2
Prefer not to say	11%	113
Total	100%	1002

Pregnancy	Percentage %	No of reviews
Currently pregnant	1%	6
Currently breastfeeding	1%	9
Given birth in the last 26 weeks	1%	8
Prefer not to say	2%	17
Not known	2%	22
Not relevant	93%	939
Total	100%	1001

Employment Status	Percentage %	No of reviews
In unpaid voluntary work only	1%	14
Not in Employment & Unable to Work	8%	86
Not in Employment / not actively seeking work – retired	33%	353
Not in Employment (seeking work)	5%	33
Not in Employment (student)	2%	23
Paid: 16 or more hours/week	45%	484
Paid: Less than 16 hours/week	4%	38
Prefer not to say	2%	22
On maternity leave	2%	22
Total	100%	1075

Area of the borough	Percentage %	No of reviews
Acton	12%	131
Ealing	41%	458
Greenford	8%	83
Hanwell	4%	40
Perivale	1%	3
Southall	15%	158
Northolt	10%	111
Other	1%	6
Out of the Borough	8%	88
Total	100%	1080

Ethnicity	Percentage %	No of reviews
British / English / Northern Irish / Scottish / Welsh	33%	397
Irish	3%	30
Any other White background	12%	136
Asian British	12%	128
Bangladeshi	1%	6
Chinese	2%	21
Indian	9%	96
Any other Asian background/Asian British Background	5%	56
Black British	4%	41
African	5%	52
Caribbean	2%	18
Black African and White	1%	4
Black Caribbean and White	1%	2
Any other Mixed / Multiple ethnic groups background	1%	5
Arab	3%	29
Any other ethnic group	2%	17
Total	100%	1096

Unpaid Carer	Percentage %	No of reviews
Yes	11%	117
No	88%	926
Prefer not to say	1%	10
Total	100%	1053