

Q1 Patient Experience Report

Healthwatch Ealing
April – June 2026



Contents

Introduction	3
Layout of the report	4
Q1 Snapshot	5
Experiences of GP Services	6
• GP Services – Summary Findings	8
• GP Services – Full data set	12
Experiences of Hospital Services	24
• Hospital Services – Summary Findings	26
• Hospital Services – Full data set	30
Appendix	40

Introduction

Patient Experience Programme

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

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

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

Methodology



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



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



Using technology such as Google Translate to make the survey more **accessible** during engagements



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

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

Layout of the report

This report is broken down into three key sections:

- Quarterly snapshot
- Experiences of GP Practices
- Experiences of Hospital Services

The Quarterly snapshot highlights the number of reviews we have collected about local services in the last three months and how residents/patients rated their overall experiences.

GPs and Hospitals have dedicated sections as we ask specific questions about these services when carrying out engagement. They are the top two services about which we receive the most feedback.

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

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

How we use our report

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

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

Additional Deep Dives

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

Q1 Snapshot

This section provides a summary of the experiences we collected during April – June 2026 as well as a breakdown of positive, negative and neutral reviews per service. We analysed residents rating of their overall experience to get this data (1* and 2* = negative, 3* = neutral, 4* and 5* = positive)



1209 reviews

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

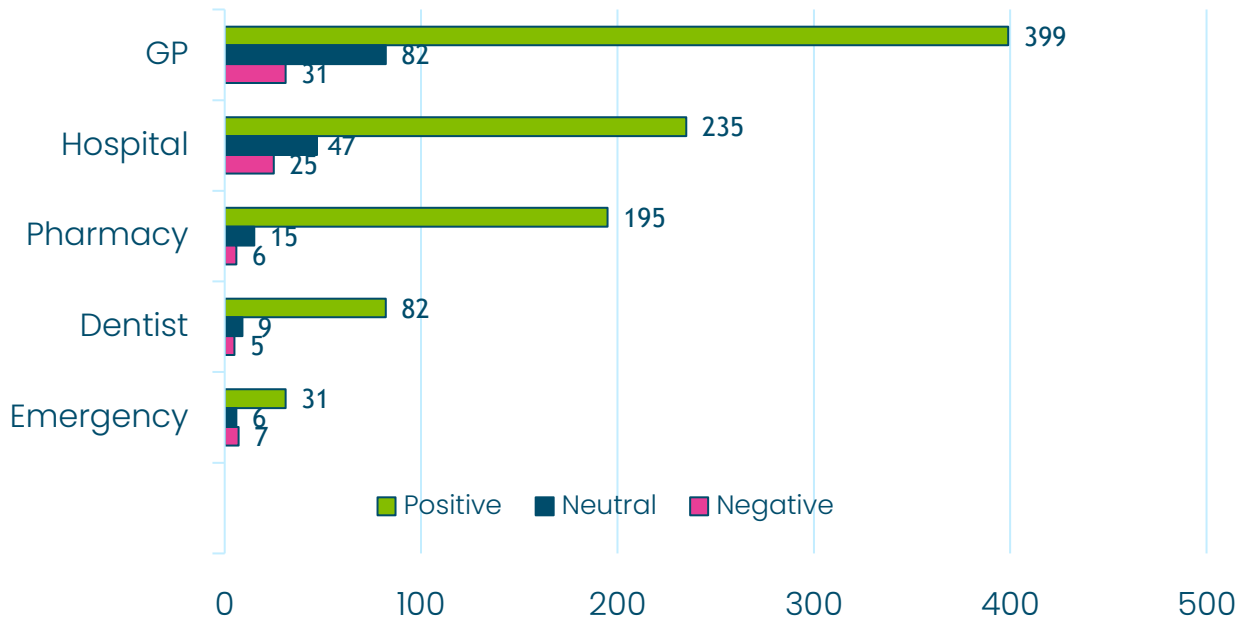
61 visits

were carried out to different local venues across the borough to reach as many as people as possible

Top 5 Service Types	No of Reviews	Percentage of positive reviews
GP	512	78%
Hospital	307	77%
Pharmacy	216	90%
Dentist	96	85%
Emergency	44	70%

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

Sentiment of Reviews



Experiences of GP Services



What people told us about GP Services

"The ease of getting the appointments and the regular checkups for my father is good. They are very flexible and accommodating."

"I have been here since I was a baby. They are reliable, and the medical care is of the highest standard, from childhood to the present. We are happy with them."

"They are responsive. They are good at following things up and being proactive. Very good at connecting things and keeping up with my care of my mother-in-law."

"You never feel that you are bothering the staff at the GP, and they are always the friendliest, welcoming people and are very good at what they do."

"They need to improve their appointment and telephone system. The online form is also complex and too long."

"It's hard to get appointments. Emails often redirect completely, wasting the day. Waiting times are long—about 45 minutes. The phone system is ineffective; I often get disconnected. There seems to be something wrong with the phone system."

"Sometimes the queue in the morning can have me be number 30 on the phone. They insist on having to call at 8 am to book an appointment."

"Long waiting time, when I arrived at my appointment time, I need to wait for 20-30 minutes every time."



GP Services Summary Findings

What has worked well?

Below is a list of the key positive aspects relating to GP practices between April and June 2026



Booking Appointments

57% of comments reported positive experiences booking their GP appointments.

Patients consistently highlight how quick and easy it is to book appointments, whether calling early in the morning for a same-day visit, walking in, or arranging consultations for family members. Patients frequently praise the efficient booking system and accessible phone or online options, complemented by helpful and welcoming staff.



Quality of Treatment

66% of comments reported positive experiences with the quality of treatment

Patients consistently described the treatment and care as good to very good. Reliable health care services at a high standard, proactive follow-up, and the effectiveness of prescriptions.



Staff Attitudes

80% of comments reported positive experiences with the attitudes of staff.

Patients consistently described the staff as friendly, welcoming, polite, and respectful, noting that they make patients feel at ease without ever feeling like a burden. Patients frequently praised staff for being helpful, caring, attentive, and patient.

What could be improved?

Below is a list of the key areas for improvement relating to GP practices between April and June 2026



Appointment availability

55% of comments reported negative experiences with appointment availability.

Patients frequently pointed out significant challenges with long wait times spanning weeks, constantly full phone lines, and online booking forms that close instantly. Patients expressed a strong need for more overall appointments, improved online access for shift workers, and better availability for advance pre-booking and home visits.



Getting through on the telephone

67% of comments reported negative experiences with getting through on the telephone.

Patients frequently experienced frustration with the phone system, highlighting long hold times and high queue positions. Patients point out that these telephone barriers—combined with the strict requirement to call right at 8:00 AM—make the booking process difficult and highlight an urgent need for improved phone access.



Waiting Times (punctuality and queueing on arrival)

67% of comments reported negative experiences with the waiting times to be seen.

Patients frequently reported long wait times, ranging from being kept waiting for months to delayed call-ins and 20-to-30-minute delays after arriving at the surgery.

Recommendations

Below is a list of recommendations for GP practices in (Insert borough) based on the key issues residents/patients told us about over the last three months

1. Improve appointment availability and access

Keep online booking open longer each day (not just early morning) and protect a portion of slots for advance pre-booking and for people who work shifts.

Offer a small number of home visits or remote appointments where clinically appropriate, especially for housebound or frail patients.

2. Make it easier to get through on the telephone

Introduce a call-back system so patients do not have to stay on hold or ring repeatedly from 8:00 am. If such a system exists advertise it.

Staff the phones more heavily in the first hour of the day and publish clear guidance on when to use the phone versus online booking or e-Consult.

3. Reduce waiting times once patients arrive or are due to be seen

Build realistic buffers into clinic schedules and avoid over-booking.

Communicate delays proactively (text or screen updates in the waiting room), so patients know roughly how long they will wait.

The image features a dark teal background with a large, white, curved shape in the center, resembling a stylized 'C' or a protective shield. A thick, vibrant pink line follows the inner curve of this white shape, creating a frame for the text. The text is centered within this frame.

GP Services

Full data set

GP Services

No. of Reviews	399 (relating to 65 GP practices)
Positive	78%
Negative	6%
Neutral	16%



Questions we asked residents

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

The questions we asked were:

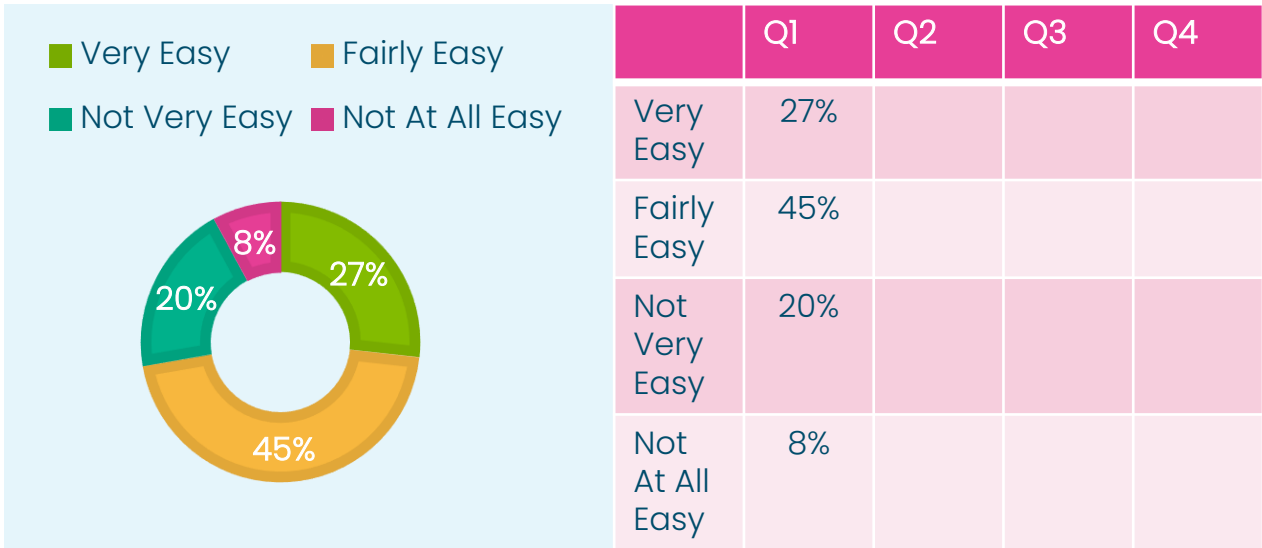
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the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

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

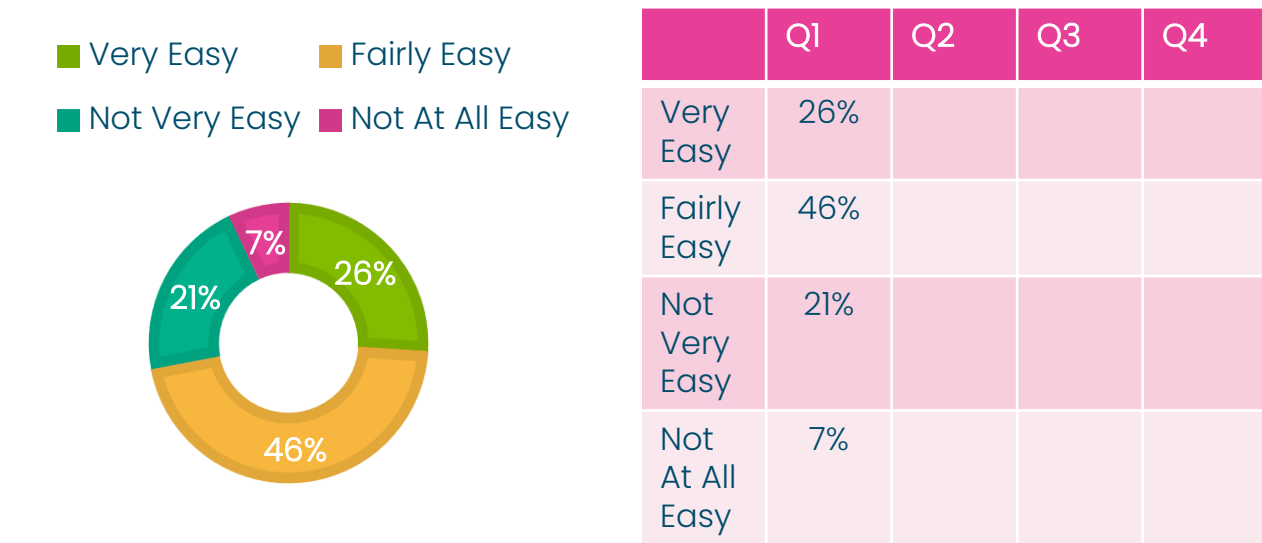
Participants were asked to choose between 1-5* (Very Poor – Very Good)

Access and Quality Questions

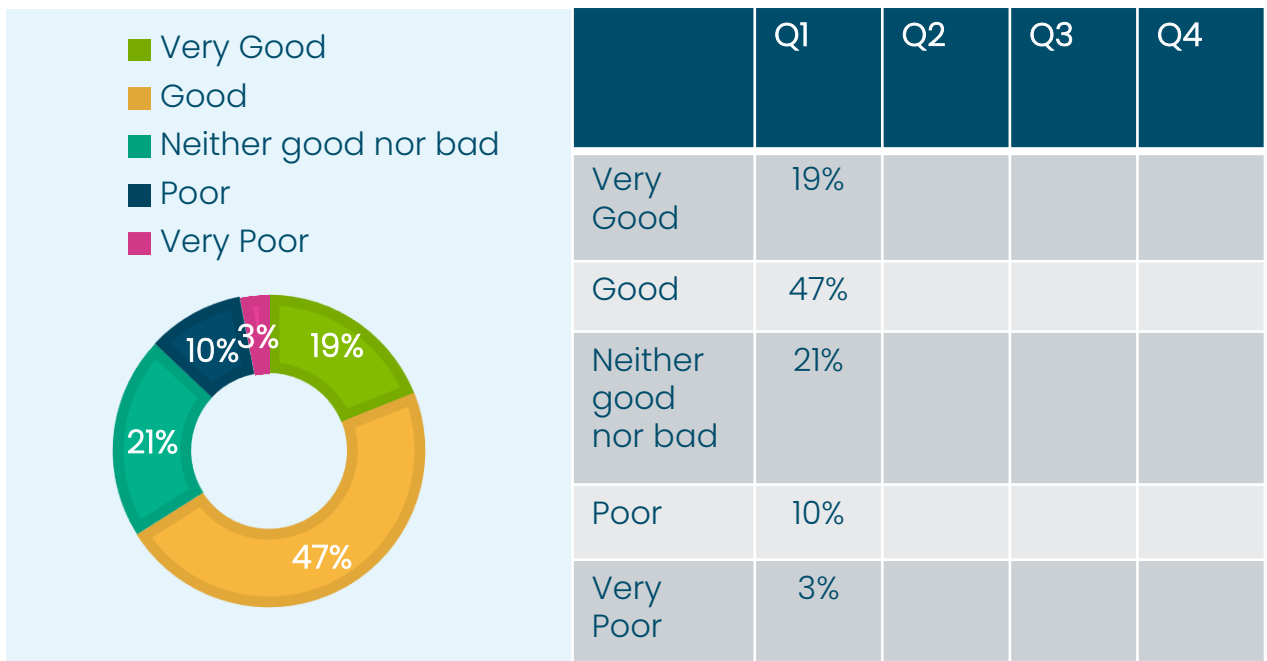
Q1) How do you find getting an appointment?



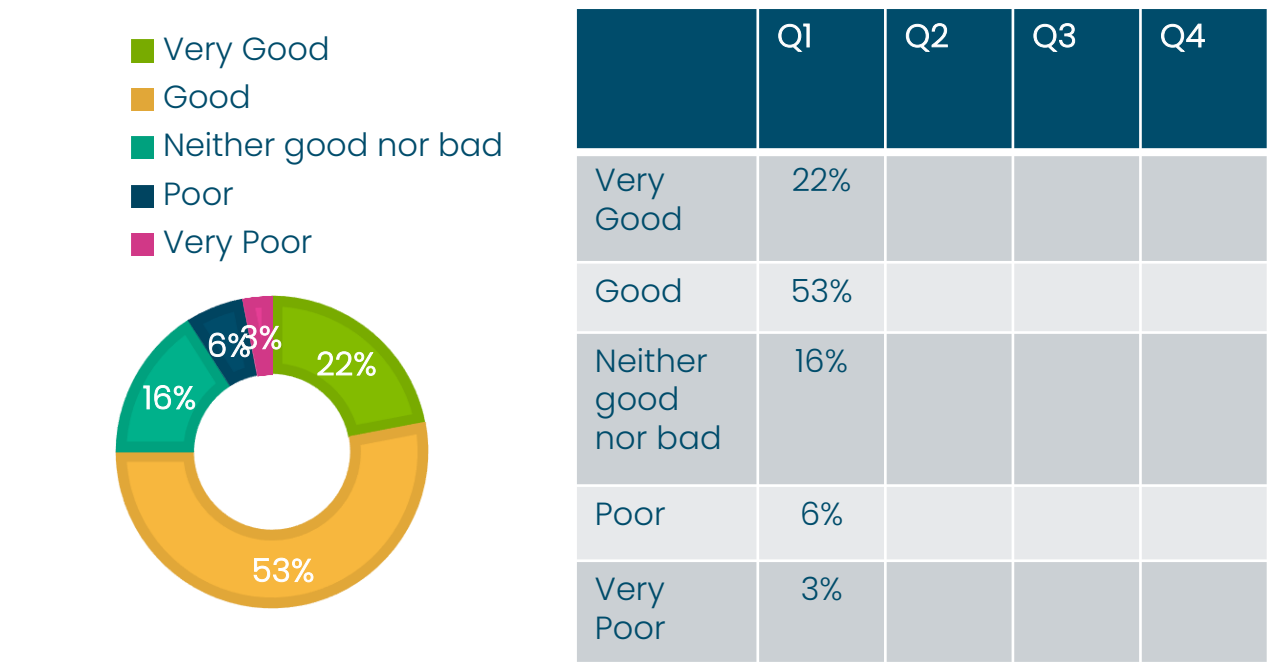
Q2) How do you find getting through to someone at your GP practice on the phone?



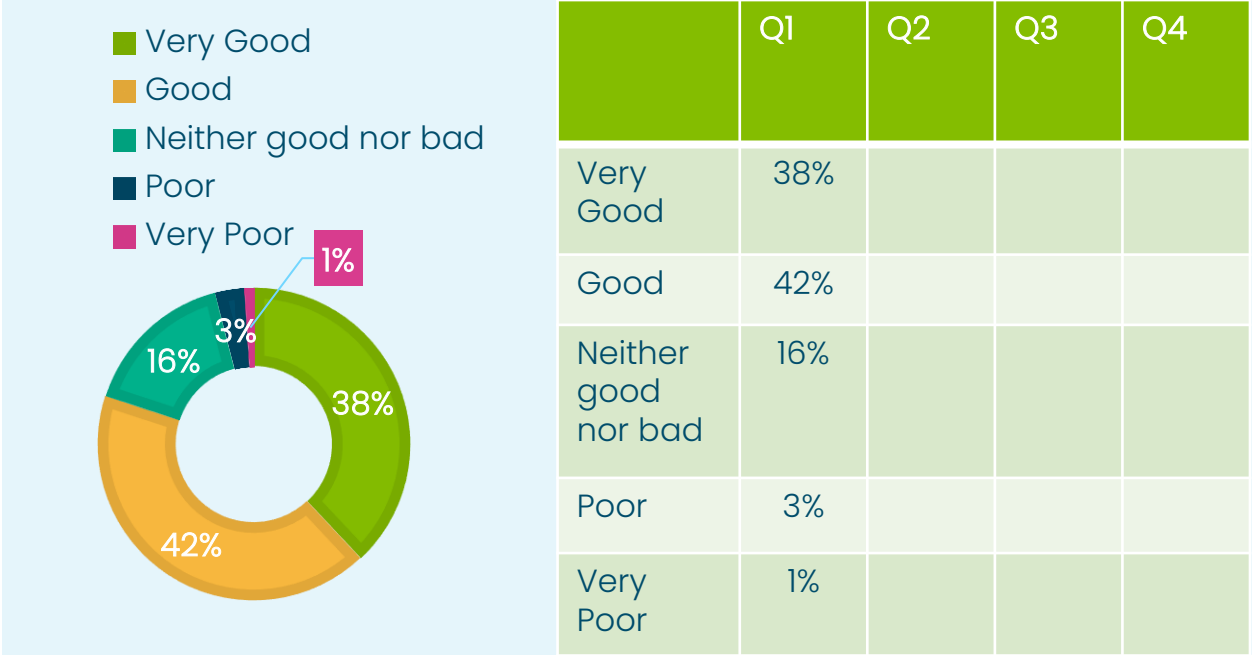
Q3) How do you find the quality of online consultations?



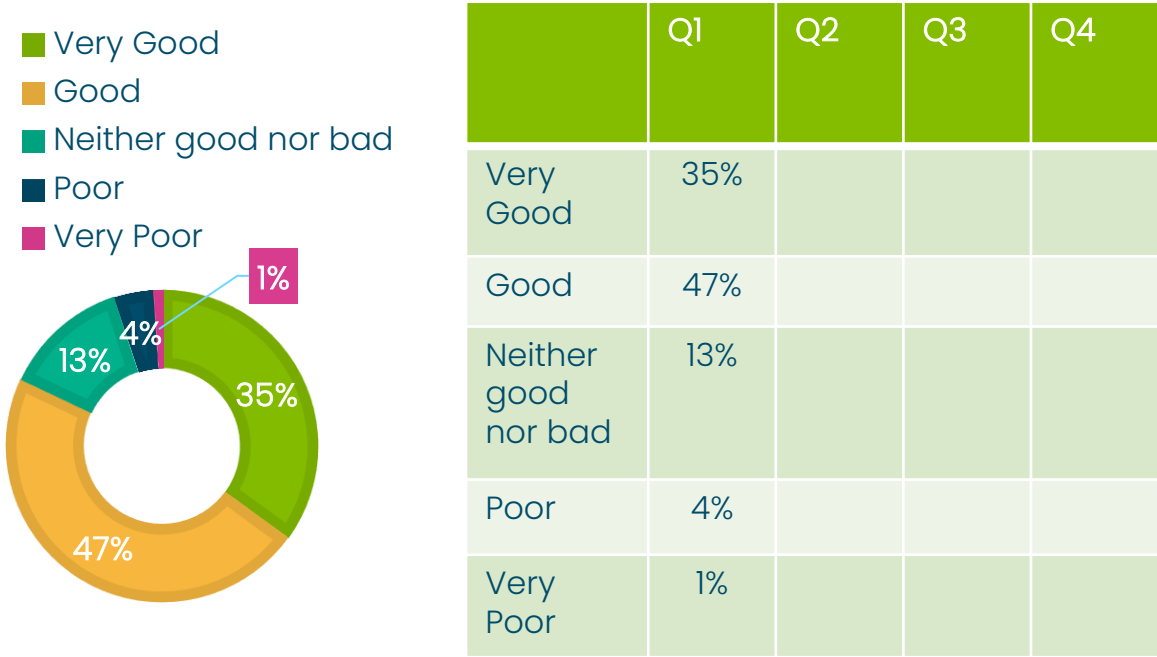
Q4) How do you find the quality of telephone consultations?



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



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



Thematic analysis

In addition to the access and quality questions highlighted on previous pages, we also ask two further free text questions (**What is working well? and What could be improved?**), gathering qualitative feedback to help get a more detailed picture about GP practices.

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. The table below shows the top 10 themes mentioned by patients between April and June 2026 based on the free text responses received. This tells us which areas of the service are most important to patients.

We have broken down each theme by positive, neutral and negative sentiment. Percentages have been included alongside the totals.

Top 10 Themes	Positive	Neutral	Negative	Total
Appointment Availability	58 (41%)	5 (4%)	78 (55%)	141
Booking appointments	49 (22%)	3 (2%)	41 (76%)	103
Quality of treatment	59 (66%)	9 (11%)	19 (23%)	82
Getting through on the telephone	20 (28%)	4 (6%)	48 (67%)	72
Waiting Times (punctuality and queueing on arrival)	22 (31%)	2 (3%)	48 (67%)	72
Staff Attitudes	56 (80%)	5 (7%)	9 (13%)	70
Quality of Staff – health professionals	49 (89%)	2 (4%)	4 (7%)	53
Experience	37 (70%)	5 (9%)	11 (21%)	55
Communication with patients (treatment explanation, verbal advice)	38 (75%)	1 (2%)	12 (24%)	51
Staff Attitudes – health professionals	33 (72%)	2 (4%)	11 (24%)	46

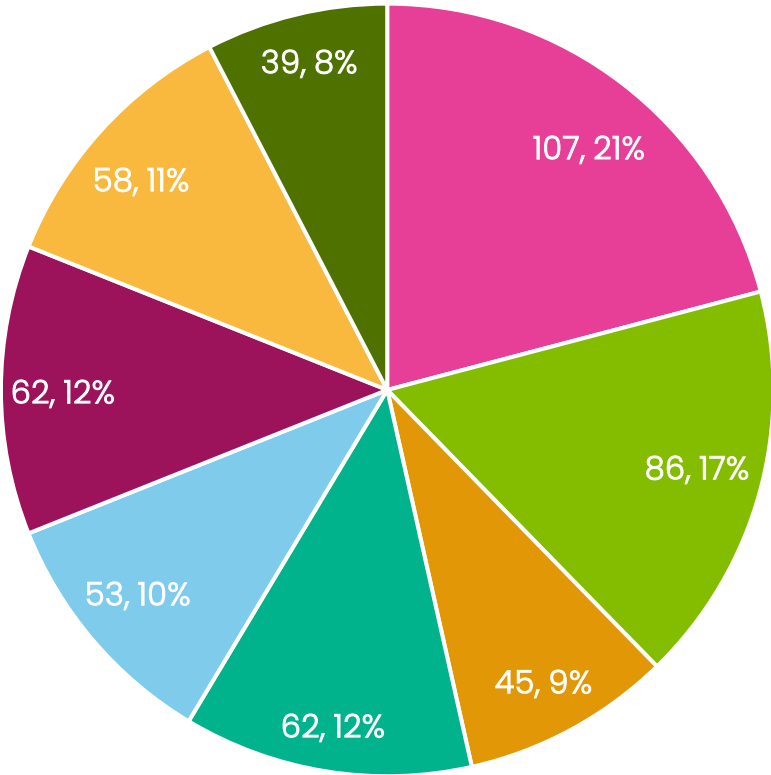
Primary Care Networks

Primary care networks (PCNs) are groups of GP practices within the same area which work together to support patients. Within Ealing, 8 PCNs cover the borough. These are:

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

Between April and June 2026, the services which received the most reviews were....

Total Reviews per PCN (512, 42%)



- •Acton

■ •Northolt

■ •Greenwell

■ •South Southall
- •The Ealing Network

■ •Northolt, Greenford, Perivale (NGP)

■ •North Southall

■ •South Central Ealing

PCN Access and Quality Questions

In order to understand the variance of experience across the borough we have compared the PCNs by their access and quality ratings.

Please note that Access has been rated out of 4 (1 – Not at All Easy – 4 Very Easy) and Quality is out of 5 (1 – Very Poor, 5 – Very Good)

Each average rating has been colour coded to indicate positive, (green) negative (pink) or neutral (blue) sentiment.

Positive Neutral Negative

PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	Getting an appointment	Getting through on the phone	Of Online consultations	Of Telephone consultations	Of Staff attitudes	Of Treatment and Care
Acton (n.107)	2.9	2.9	3.1	3.9	4.0	4.1
The Ealing Network (n.86)	2.9	2.8	3.7	3.9	4.3	4.3
Northolt (n.45)	3.0	3.0	3.6	3.6	4.3	4.1
NGP (n.62)	2.8	2.8	3.5	3.7	4.1	4.0
Greenwell (n.53)	3.0	3.1	3.9	3.9	4.2	4.1
North Southall (n.62)	2.8	2.8	3.5	3.8	3.9	4.0
South Southall (n.58)	2.9	3.0	3.8	4.1	3.9	4.0
South Central Ealing (n.39)	2.8	2.8	3.7	3.8	4.1	4.1

PCN Themes

We have also identified the top 3 positive and negative themes for each PCN where we have received over 20 reviews.

Primary Care Network	Overall rating	Top 3 Positive Issues	Top 3 Negative Issues
Acton No of reviews: 107	4.0	1. Appointment availability	1. Appointment availability
		2. Staff Attitudes	3. Waiting Times (punctuality and queueing on arrival)
		3. Quality of treatment	3. Booking appointments - online
The Ealing Network No of reviews: 86	4.0	1. Appointment availability	1. Appointment availability
		2. Booking appointments	2. Getting through on the telephone
		3. Quality of Staff - health professionals	Waiting Times (punctuality and queueing on arrival)
Northolt No of reviews: 45	4.1	1. Appointment availability Booking appointments	1 Booking appointments - online Waiting Times (punctuality and queueing on arrival)
		2. Staff attitudes	3. Appointment availability Booking appointments

Primary Care Network	Overall rating	Top 3 Positive Issues	Top 3 Negative Issues
Northolt, Greenford, Perivale (NGP) No of reviews: 62	3.9	1. Staff Attitudes	1. Appointment availability
		2. Booking appointments	2. Getting through on the telephone
		3. Waiting Times (punctuality and queueing on arrival) Communication with patients (treatment explanation, verbal advice) Quality of Staff – health professionals)	3. Quality of treatment
Greenwell No of reviews: 53	4.1	1. Appointment availability	1. Waiting Times (punctuality and queueing on arrival)
		2. Booking appointments Quality of treatment	2. Booking appointments Getting through on the telephone
North Southall No of reviews: 62	3.9	1. Quality of treatment	1. Appointment availability
		2. Staff Attitudes – health professionals Experience	2. Booking appointments
			3. Getting through on the telephone

Primary Care Network	Overall rating	Top 3 Positive Issues	Top 3 Negative Issues
South Southall No of reviews: 86	4.1	1. Quality of treatment	Appointment availability Getting through on the telephone
		2. Booking appointments Staff Attitudes Quality of Staff – administrative staff	3. Booking appointments
South Central Ealing No of reviews: 39	3.9	1. Quality of Staff – health professionals	1. Appointment availability
		2. Booking appointments	
		3. Getting through on the telephone Staff Attitudes	2. Booking appointments – online Waiting Times (punctuality and queueing on arrival) Quality of treatment

Equalities Snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience based on personal characteristics.

This section pulls out interesting statistics we found when analysing overall experience ratings (1=Very Poor 5= Very Good). A full demographics breakdown can be found in the appendix.



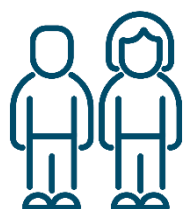
Gender

During Q1, men (80%) and women (77%) both reported high satisfaction, with men slightly higher overall. Most of the reviews from both men and women rated the experience 4*.



Age

Patients aged under 18 gave the most positive ratings (100%), followed by 75-84-year-olds (86%). Younger adults (25-34) submitted the most responses, showing more mixed views, with nearly a quarter neutral (25%) and 71% positive ratings. The oldest group (85+) reported the lowest positivity at 67%.



Ethnicity

Among respondents, Indian (88%), African (86%) and White British (83%) showed high satisfaction levels with GPs, rating 4* or 5*. Chinese and "White Other" provided more varied feedback, with a greater share of mid-range ratings, 25% and 20% respectively.

Experiences of Hospital Services



What people told us about Hospitals

"They basically put me on some quality drip for alcohol withdrawal symptoms. They gave me full care and did not discharge me until they felt I was ready."

"I had to wait for a long time in the waiting room before being called by a doctor. It is hard to get appointments."

"The health staff are very good. They take good care of you. They are very friendly. There was no wait to be seen.."

"Long time to get an appointment. Overall, long waiting times. Need more staff."

"The service has been what I hoped for. I have only had to wait a few weeks, not a few months, and there has been no cancellations."

"I had to wait for a long time in the waiting room before being called by a doctor. It is hard to get appointments."

"The staff here is very nice and friendly, and there is nothing I would want to change about this hospital."

"The wait time for appointments is terrible and disgusting, and getting through to someone by phone could be improved. It is the waiting time to talk to someone that makes the quality poor."



Hospital Services Summary Findings

What has worked well?

Below is a list of the key positive aspects relating to hospitals between April and June 2026



Quality of Treatment

71% of comments reported positive experiences with the quality of treatment they received.

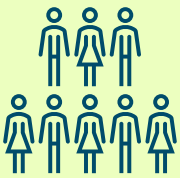
Patients in hospitals praised the fast, efficient care, thorough diagnostic tests, and modern treatment options. They also highlighted the effective specialist consultations and timely follow-ups.



Experience

77% of comments reported an overall positive experiences during their hospital visit.

They praised the excellent care, friendly staff, good teamwork, clear explanations, smooth processes, short waiting times, and the lack of cancellations, with many saying everything is fine and perfect.



Staff Attitudes

74% of comments reported overall positive experiences with the staff attitudes.

They had a professional, supportive attitude—even in difficult situations and were overall very helpful.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between April and June 2026.



Waiting Times (punctuality and queueing on arrival)

65% of comments reported negative experiences with the length of waiting time they experienced during their respective hospital visit.

Patients mainly criticise long waiting times in A&E (often 3–6 hours)



Appointment Availability

46% of comments reported negative experiences with the amount of time they had to wait for the next available appointment.

Patients highlighted excessively long waiting times and lists across services, with appointment waits of 4–6 weeks up to 4 months.



Getting through on the telephone

78% of comments reported negative experiences with trying to get through to hospitals on the phone.

Patients report major difficulties with phone contact: long waits to get through, calls being cut off quickly, missed calls that are hard to return, wrong numbers given for appointment changes, and it being almost impossible to reach staff by phone.

Recommendations

Below is a list of recommendations for hospitals in Ealing based on the key issues residents/patients told us about over the last three months

1. Reduce waiting times in A&E and on arrival

Introduce clearer triage and real-time waiting-time displays (screens or text updates), so patients know roughly how long they will wait.

During triage, set expectations with patients who do not present with the most urgent of cases. Provide alternate routes such as their GP or 111. If they do elect to stay, update them regularly on the timetable.

2. Improve appointment availability

Keep a small, protected pool of slots each week for patients who have already waited the longest and expand the use of the NHS App for booking and viewing available dates.

Offer a limited number of remote or telephone follow-ups where clinically appropriate to free face-to-face capacity for those who need it most.

3. Make it easier to get through on the telephone

Introduce a simple call-back option so patients do not have to stay on hold or ring repeatedly.

Publish clear guidance on the best times and channels (phone, NHS App, or online form) for different types of queries, and ensure the main hospital numbers are correctly listed and up to date



Hospital Services

Full data set

Hospital Services

No. of Reviews	307 (relating to 14 hospitals)
Positive	77%
Negative	8%
Neutral	15%



Questions we asked residents

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

The questions we asked were:

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

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

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

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

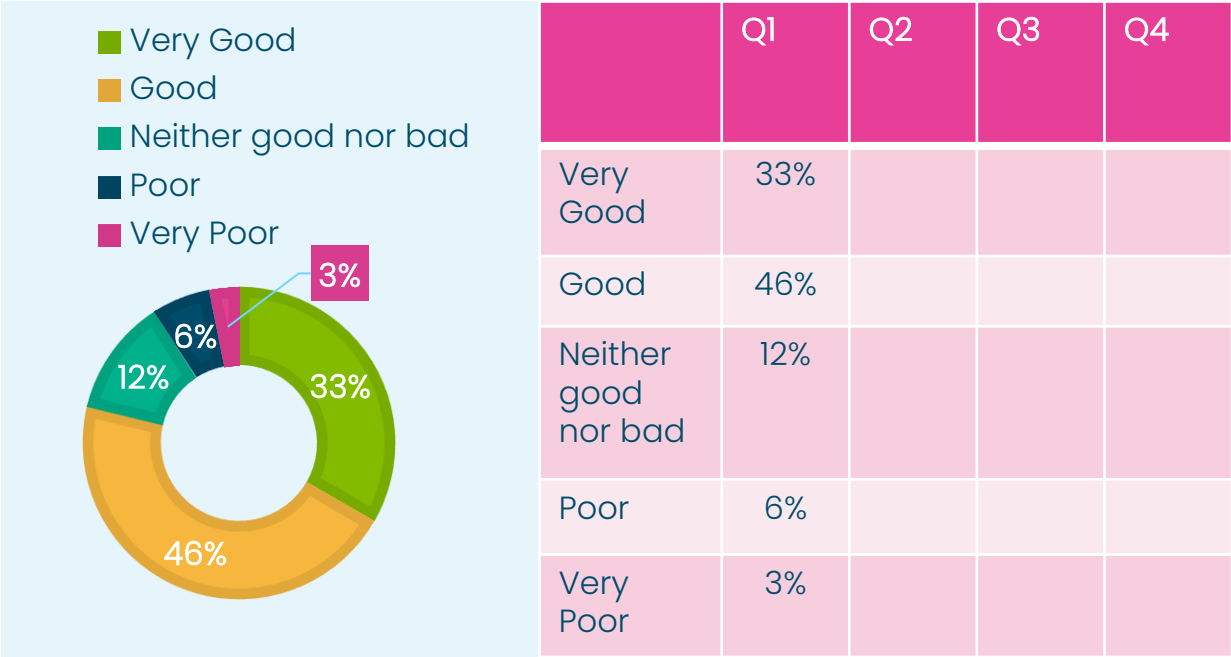
Q5) How do you think the communication is between your hospital and GP practice?

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

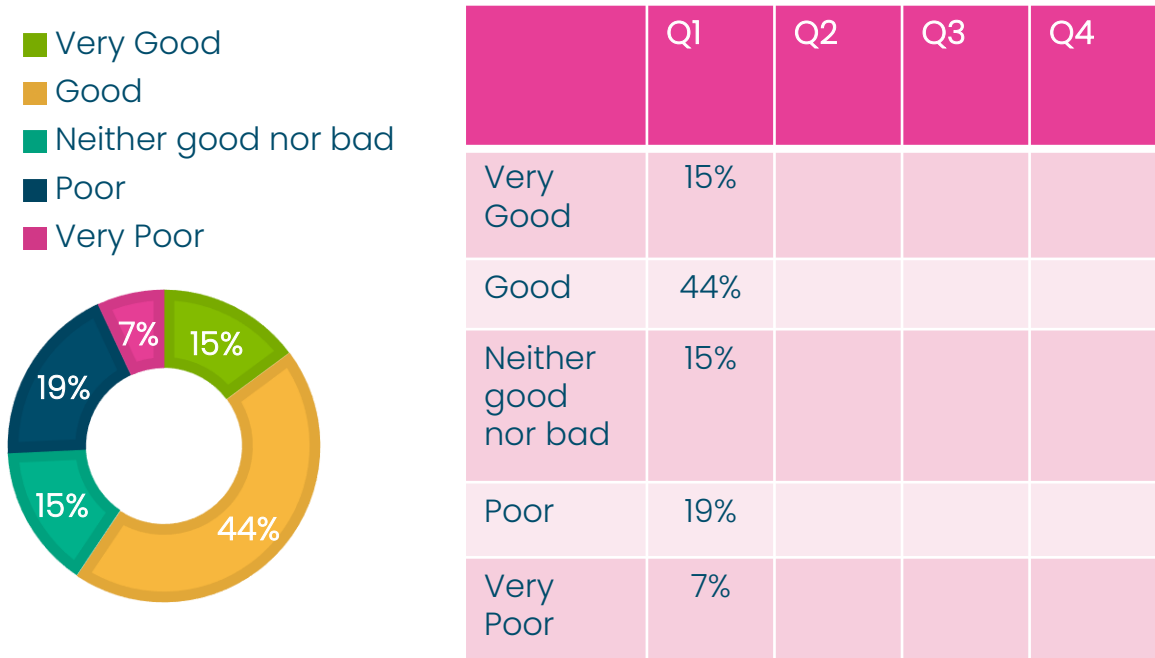
Participants were asked to choose between 1-5*
(Very Poor – Very Good) for all questions.

Access and Quality Questions

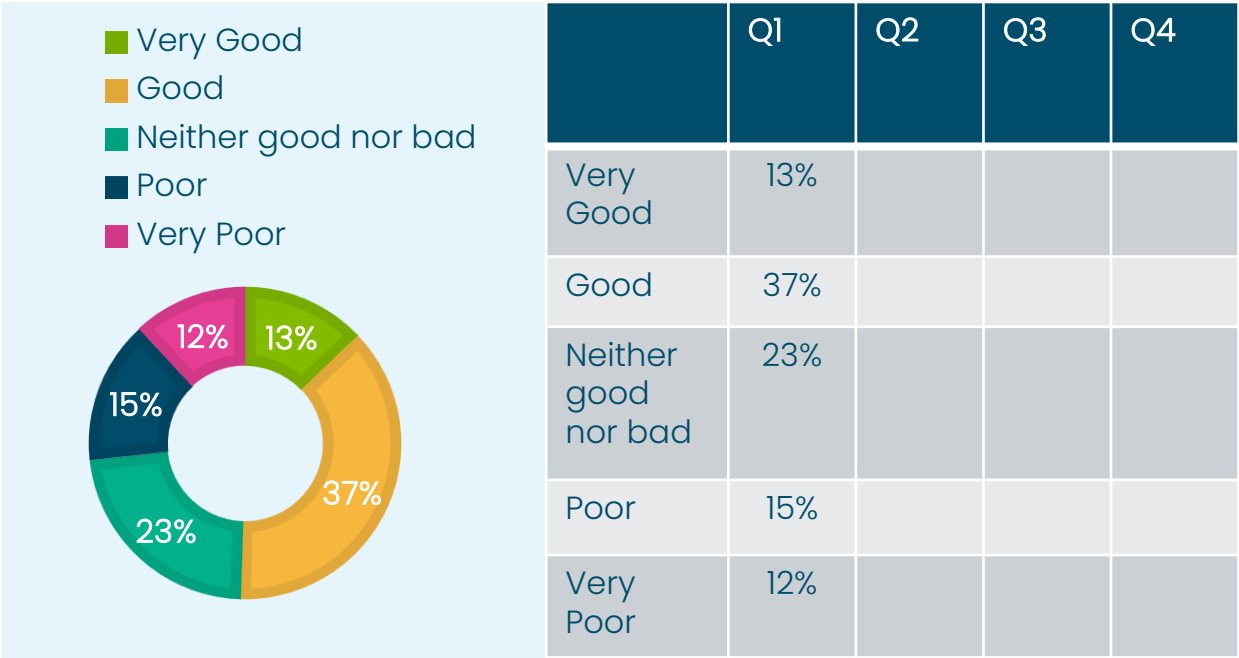
Q1) How did you find getting a referral/appointment at the hospital?



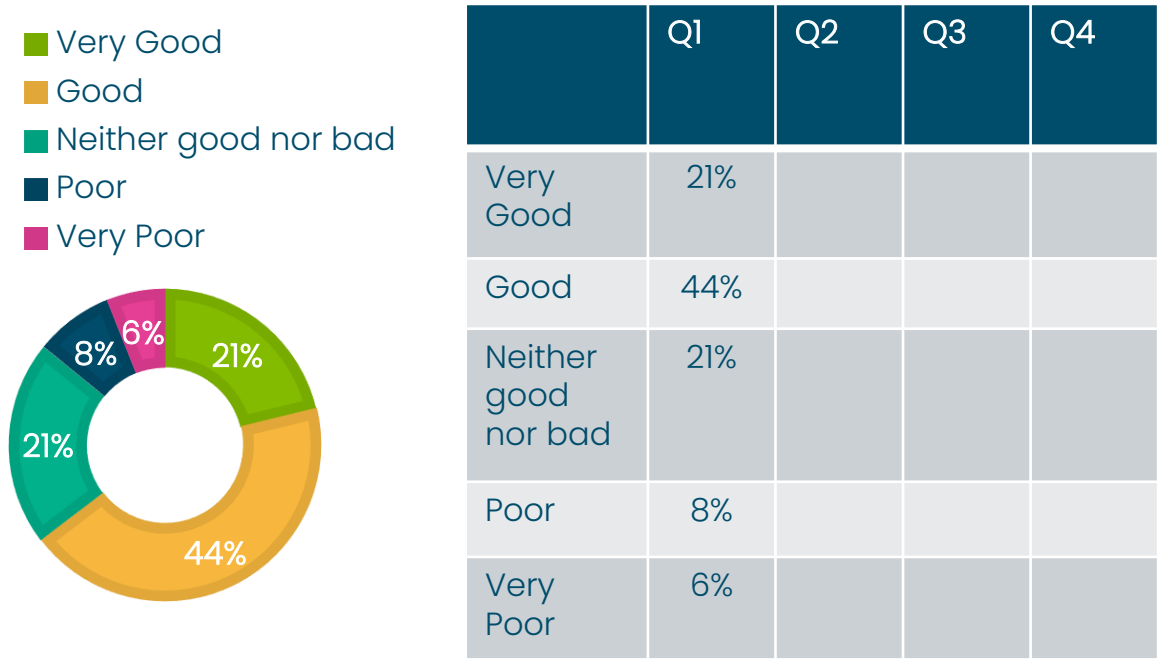
Q2) How do you find getting through to someone on the phone?



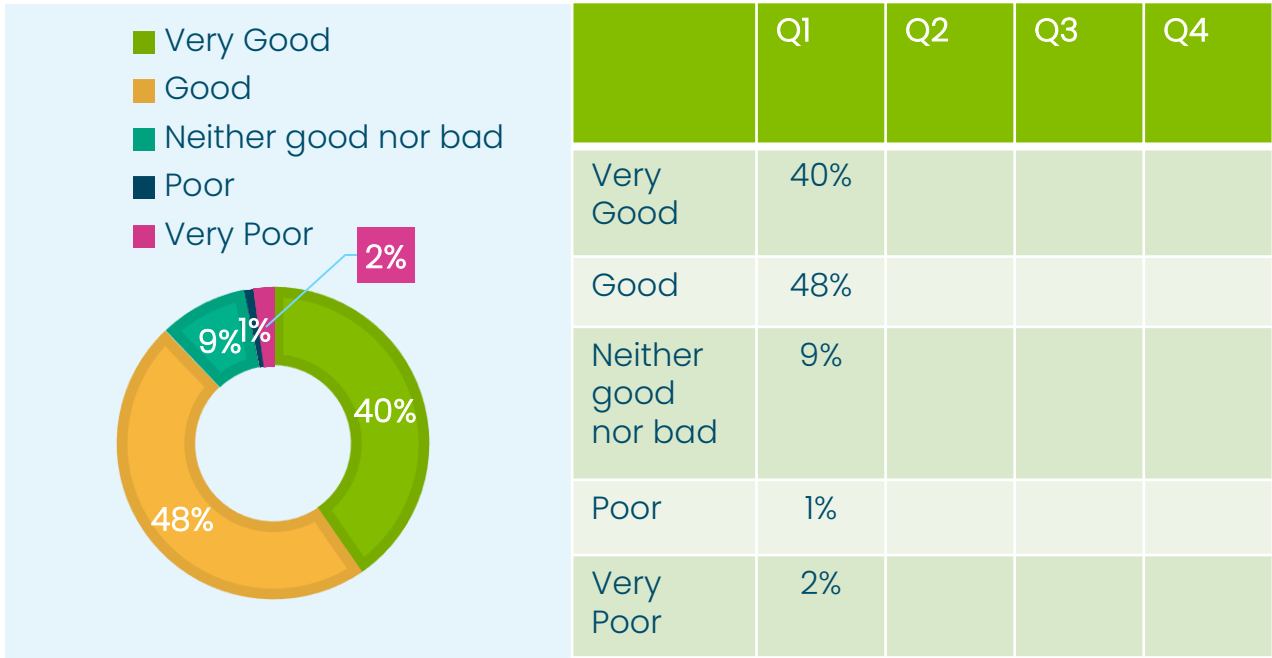
Q3) How do you find the waiting times at the hospital?



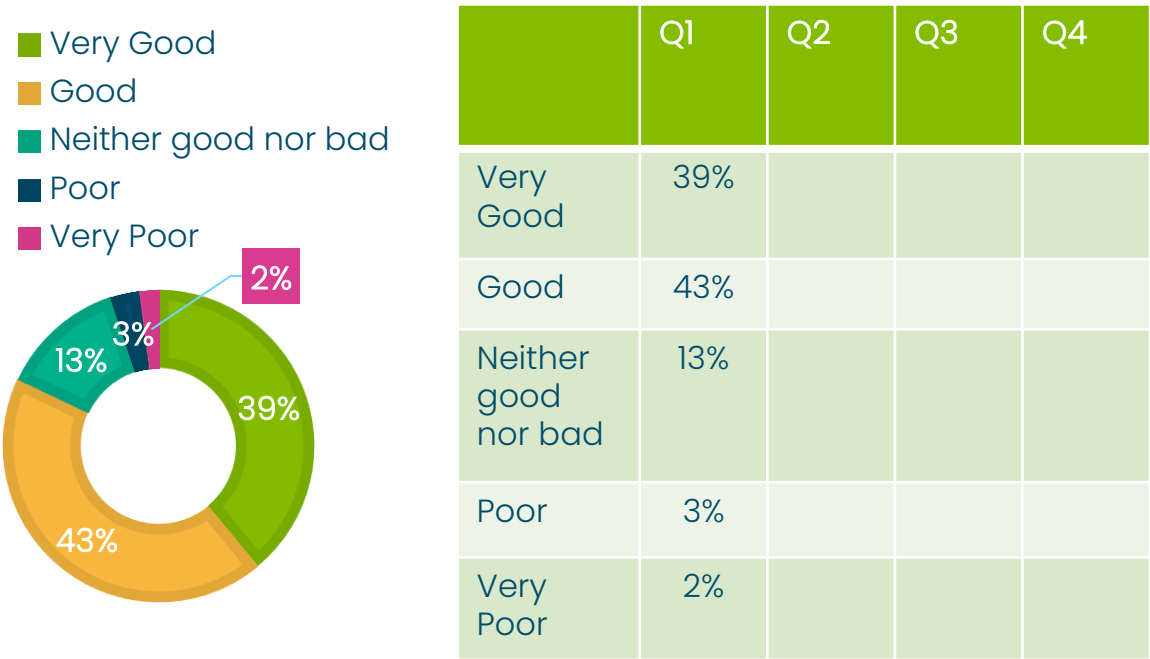
Q4) How do you think the communication is between your hospital and GP practice?



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



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



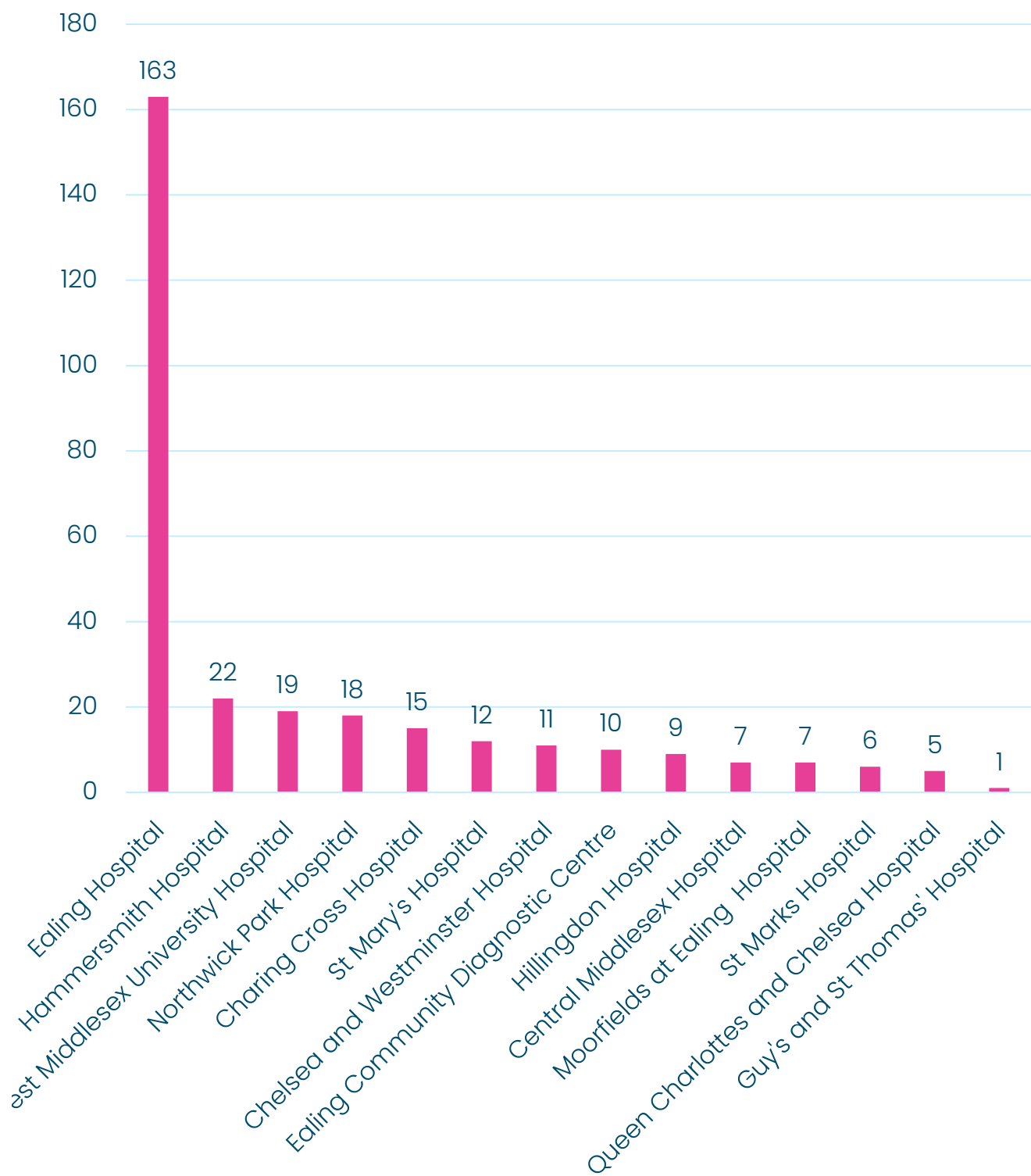
Reviewed Hospitals

Ealing residents access a variety of different hospitals depending on factors such as choice, locality and specialist requirements. During the last three months we heard about experiences at the following hospital.

Hospital	Provider
Ealing Hospital	London North-West University Healthcare NHS Trust
Northwick Park Hospital	
Ealing Community Diagnostic Centre	
Central Middlesex Hospital	
St Mark's Hospital	
Hammersmith Hospital	Imperial College Healthcare NHS Trust
Charing Cross Hospital	
St Mary's Hospital	
Queen Charlotte's and Chelsea Hospital	
West Middlesex University Hospital	Chelsea and Westminster Hospital NHS Foundation Trust
Chelsea and Westminster Hospital	
Hillingdon Hospital	The Hillingdon Hospitals NHS Foundation Trust
Moorfields at Ealing	Moorfields Eye Hospital NHS Foundation Trust
Guy's and St Thomas' Hospital	Guy's and St Thomas' NHS Foundation Trust

Between April – June, the hospital which received the most reviews was Ealing Hospital. Healthwatch Ealing visits both weekly. Additional patient experiences were collected by the Patient Experience Officer and volunteers, through face-to-face engagements and online reviews.

Hospital by number of reviews



Thematic analysis

In addition to the access and quality questions highlighted on previous pages, we also ask two further free text questions (**What is working well? and What could be improved?**), gathering qualitative feedback to help get a more detailed picture about hospital services.

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 10 themes mentioned by patients between April and June 2026 based on the free text responses received. This tells us which areas of the service are most important to patients.

We have broken down each theme by positive, neutral and negative sentiment. Percentages have been included alongside the totals.

Top 10 Themes	Positive	Neutral	Negative	Total
Waiting Times (punctuality and queueing on arrival)	31 (28%)	8 (7%)	72 (65%)	111
Quality of treatment	50 (71%)	6 (9%)	14 (20%)	70
Experience	37 (77%)	4 (8%)	7 (15%)	48
Communication with patients (treatment explanation, verbal advice)	29 (66%)	1 (2%)	14 (32%)	44
Staff Attitudes	32 (74%)	1 (2%)	10 (23%)	43
Appointment availability	20 (51%)	1 (3%)	18 (46%)	39
Suitability	21 (81%)		5 (19%)	26
Getting through on the telephone	4 (17%)	1 (4%)	18 (78%)	23
Quality of Staff – health professionals	22 (96%)		1 (4%)	23
Booking Appointments	14 (67%)		7 (33%)	21

In order to understand the variance of experience across the hospitals we have compared the ratings given for access and quality covered in the previous section. Please note that each question has been rated out of 5 (1 – Very Poor 5 –Very Good)

Positive Neutral Negative

Name of Hospital	ACCESS (out of 5)			QUALITY (out of 5)		
	To a referral/ appointment	Getting through on the phone	Waiting Times	Of Communication between GP and Hospital	Of Staff attitudes	Of Treatment and Care
Ealing Hospital (n.163)	4.0	3.5	3.2	3.7	4.2	4.0
Hammersmith Hospital (n.22)	3.9	3.1	3.1	3.5	4.2	4.3

Note: We have only included in the table above hospitals that have received 20 or more reviews this quarter..

Equalities Snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience provided to people based on their personal characteristics.

This section pulls out interesting statistics when we analysed overall experience ratings (1= Very Poor 5= Very Good) A full demographics breakdown can be found in the appendix.



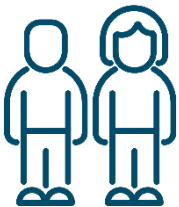
Gender

During the last 3 months, men (78%) and women (77%) both reported high satisfaction levels, with reviews from both genders rated 4*. Neutral responses were more common among women, 16% compared to 12% among men.



Age

The 25-34 age group contributed the most responses. 65-74-year-olds recorded the highest positivity (92%). Middle-aged respondents (45-64) also expressed strong satisfaction (around 80%). While younger adults (18-44) showed more mixed opinions, with higher neutral percentages (20% or more).



Ethnicity

Among the two largest respondent groups, more White British residents gave positive ratings than Indian residents; 82% and 78% respectively considered it "Good" or "Very good". In the other groups with more than 10 reviews, "Asian Other" (89%) showed higher satisfaction than "White Other" (68%).

Appendix



No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	399 (78%)	82 (16%)	31 (6%)	512
Hospital	235 (77%)	47 (15%)	25 (8%)	307
Pharmacy	195 (90%)	15 (7%)	6 (3%)	216
Dental Care	82 (85%)	9 (9%)	5 (5%)	96
Emergency	31 (70%)	6 (14%)	7 (16%)	44
Opticians	13 (93%)	1 (7%)	0 (0%)	14
Community	0 (0%)	0 (0%)	0 (0%)	0
Mental Health	6 (67%)	0 (0%)	3 (33%)	9
Overall Total	961 (80%)	160 (13%)	77 (6%)	1198

Demographics

Gender	Percentage %	No of Reviews
Man(including trans man)	35%	389
Woman (including trans woman	64%	717
Non-binary	0%	5
Other	0%	3
Prefer not to say	1%	12
Total	100%	1126

Ethnicity	Percentage %	No of Reviews
White British	29%	288
White Irish	3%	28
Gypsy or Irish Traveller	1%	5
Roma	1%	5
Other White	11%	111
Bangladeshi	1%	12
Chinese	2%	23
Indian	19%	191
Pakistani	4%	42
Other Asian	9%	85
African	2%	24
Caribbean	5%	52
Other Black	1%	9
Asian and White	1%	8
Black African and White	1%	6
Black Caribbean and White	1%	8
Other Mixed	1%	14
Arab	5%	47
Other Ethnic Group	3%	28
Total	100%	986

Age	Percentage %	No of Reviews
Under 18	1%	14
18-24	6%	61
25-34	18%	181
35-44	18%	185
45-54	16%	168
55-64	14%	141
65-74	14%	141
75-84	10%	106
85+	2%	19
Prefer not to say	2%	17
Total	100%	1033

Sexual Orientation	Percentage %	No of Reviews
Asexual	1%	13
Bisexual	2%	21
Gay Man	0%	4
Heterosexual/ Straight	84%	822
Lesbian / Gay woman	0%	4
Pansexual	1%	8
Prefer not to say	11%	105
Total	100%	977

Demographics

Long-term condition	Percentage %	No of Reviews
Yes	35%	346
No	60%	601
Prefer not to say	3%	31
Not known	2%	21
Total	100%	999

Disability	Percentage %	No of Reviews
Yes	17%	169
No	81%	808
Prefer not to say	2%	19
Not known	1%	7
Total	100%	1003

Pregnancy	Percentage %	No of Reviews
Currently pregnant	1%	9
Currently breastfeeding	1%	6
Given birth in the last 26 weeks	3%	29
Prefer not to say	2%	21
Not known	1%	8
Not relevant	31%	302
No	61%	589
Total	100%	964

Religion	Percentage %	No of Reviews
Buddhist	1%	6
Christian	37%	360
Hindu	10%	97
Jewish	0%	1
Muslim	17%	167
Sikh	6%	64
Spiritualism	0%	0
Other religion	4%	36
No religion	20%	197
Prefer not to say	6%	58
Total	100%	986

Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	2%	16
Not in employment & Unable to work	7%	72
Not in Employment/ not actively seeking work - retired	28%	269
Not in Employment (seeking work)	4%	39
Not in Employment (Student)	3%	31
Paid: 16 or more hours/week	46%	445
Paid: Less than 16 hours/week	3%	31
On maternity leave	5%	45
Prefer not to say	2%	15
Total	100%	963

Area of the borough	Percentage %	No of Reviews
Acton	13%	129
Ealing	36%	355
Greenford	9%	85
Hanwell	8%	77
Perivale	3%	25
Southall	18%	180
Northolt	5%	53
Other	3%	31
Out of the Borough	4%	42
Prefer not to Say	1%	13
Total	100%	990

Unpaid Carer status	Percentage %	No of Reviews
Yes	13%	123
No	83%	793
Prefer not to say	4%	37
Total	100%	953



Healthwatch Ealing
2nd floor, Rooms 18
45 St Mary's Rd
London W5 5RG

www.healthwatchealing.org.uk

t: 0203 886 0830

e: info@healthwatchealing.org.uk

 @HW_Ealing

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

 @healthwatch_ealing