

Q1 Patient Experience Report

Healthwatch Ealing
April – June 2025



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Introduction

Patient Experience Programme

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

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

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

Methodology



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



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



Providing promotional materials and surveys in **accessible formats**



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

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

Between April and June 2025, we continued to develop our PEP by :

- Updating our report design following feedback to further ensure its accessibility and ability to achieve impact

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 2025 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)



1210 reviews

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

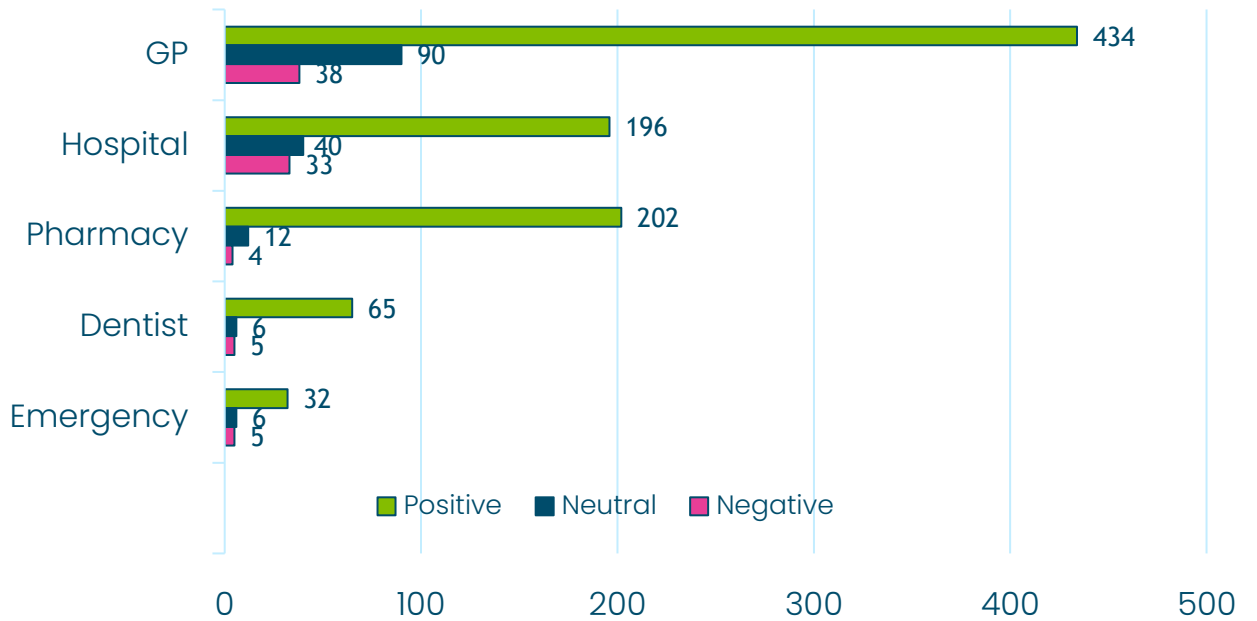
57 visits

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	562	77%
Hospital	269	73%
Pharmacy	218	93%
Dentist	75	87%
Emergency	43	74%

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 doctors are very caring, they follow up with you, and they make you feel you have a close relationship with them, medically wise. What they prescribe is always effective."

"Getting and finding appointments is long and difficult."

"Nurses and GPs are patient. GPs are also willing to listen occasionally."

"Getting an appointment - 3-4 week wait."

"Staff are very helpful. You can always talk to someone."

"To book a consult, I have to phone in at 8 and have to wait a long time in the queue without a response, and maybe after 30-40 minutes, you might or might not be able to get a consult. "

"They are helping me get treated. It is a complex situation, so they are doing the best they can. Overall, for me, it has been a positive experience."

"The surgery can get very busy, so many have to wait a long time."



GP Services Summary Findings

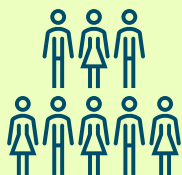
What has worked well?

Below is a list of the key positive aspects relating to GP practices between April and June 2025



Quality of Staff Health Professionals

88% of comments that addressed the quality of the health staff were positive in sentiment. Patients addressed how they are overall happy and satisfied with the doctors that they see at their local GP. Highlighting their care, patience and willingness to listen.



Staff Attitudes

87% of comments that addressed the attitudes of staff were positive in sentiment. Patients addressed how helpful, polite and professional the staff were, with whom patients interacted, and how there was always someone available to talk to.



Quality of Treatment

72% of comments that addressed the quality of treatment were positive in sentiment. Patients addressed how helpful the treatment they received was, even if it had complex situations.

What could be improved?

Below is a list of the key areas for improvement relating to GP practices between April and June 2025



Appointment Availability

56% of comments that addressed the availability of appointments were negative in sentiment. Patients addressed the length of time they had to wait after booking the appointment, with some patients having to wait 3-4 weeks.



Getting through on the telephone

68% of comments that addressed getting through on the telephone were negative in sentiment. Patients addressed, particularly, how long they had to wait when calling in the morning to try and book an appointment.



Waiting times (punctuality and queueing on arrival)

62% of comments that addressed the waiting times were negative in sentiment. Patients addressed the length of time they had to wait when in the waiting area, particularly due to how busy a GP surgery can get and how it goes way past their initial appointment time.

Recommendations

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

Improve Appointment Availability

To improve the accessibility of appointments (particularly routine-based ones), the PCN network management should consider implementing more features on the existing online booking systems that provide more flexible online booking hours, as some patients reported that they can only book at certain times, most of which are inconvenient. Also, featuring real-time updates.

GP practice management should look at increasing the working hours and number of days a week that some of their GP doctors currently work. Longer shifts should be implemented, especially for the most experienced, well-informed ones, to allow patients to have more appointments available.

Improve Access Via The Telephone and Increase Ease of Booking Appointments

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

Waiting Times (Punctuality and Queuing on Arrival)

Patients addressed the length of time they had to wait when in the waiting area, particularly due to how busy a GP surgery can get and how it goes way past their initial appointment time. To address this, more funding should be implemented for larger booking sites for GPs, so larger spaces can be given in the reception areas. This could bring forth more reception staff and more phone lines.

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. The text 'GP Services' is written in a dark teal, sans-serif font, and 'Full data set' is written in a pink, sans-serif font, both centered within the white area.

GP Services

Full data set

GP Services

No. of Reviews	57 (relating to 38 GP practices)
Positive	77%
Negative	7%
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:

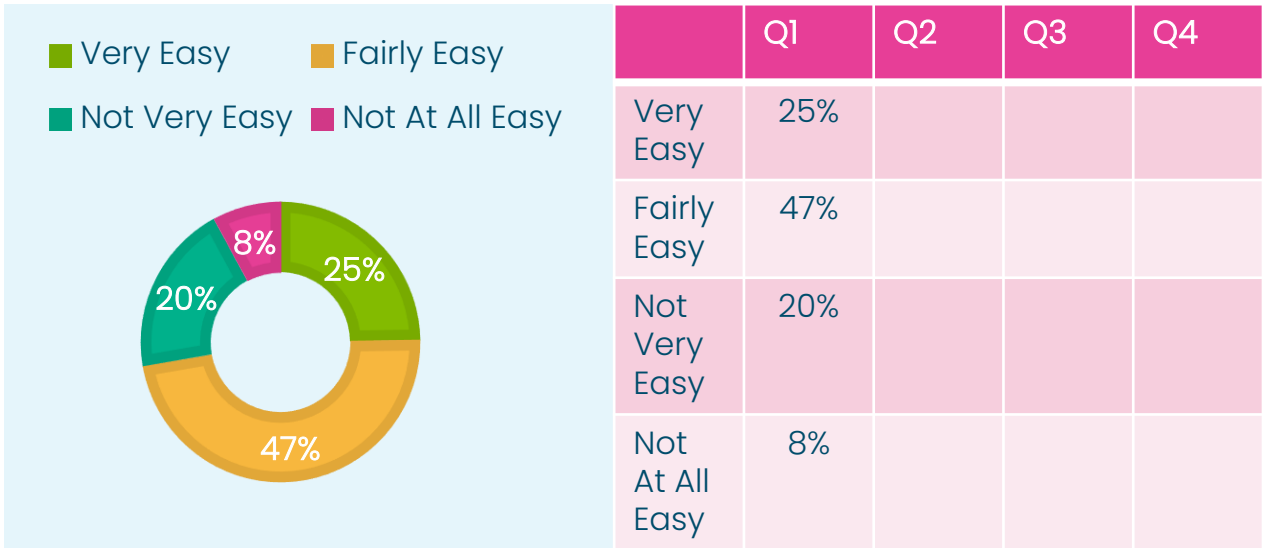
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the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

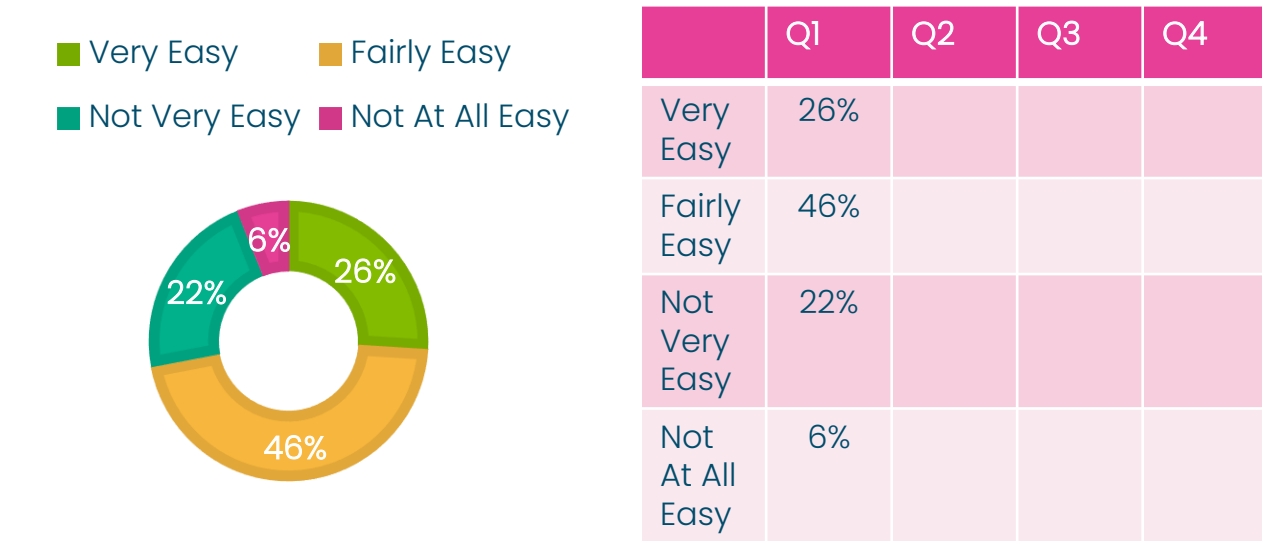
Participants were asked to choose between 1-5* (Very Poor – Very Good)

Access and Quality Questions

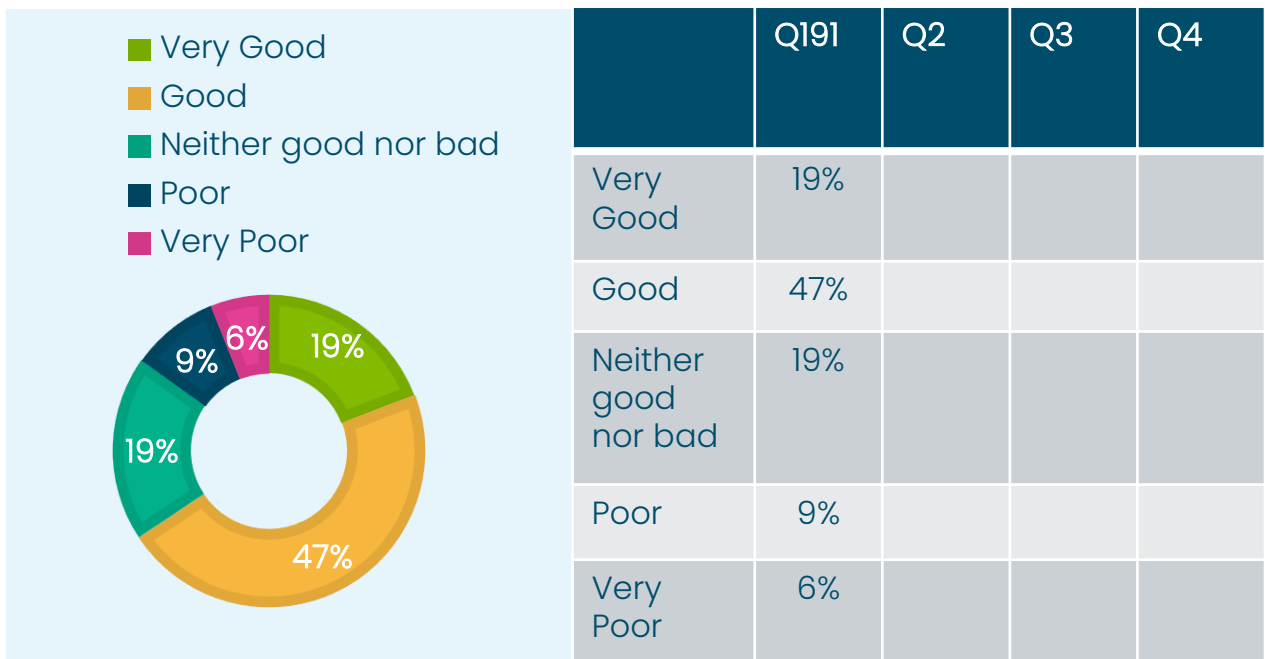
Q1) How do you find getting an appointment?



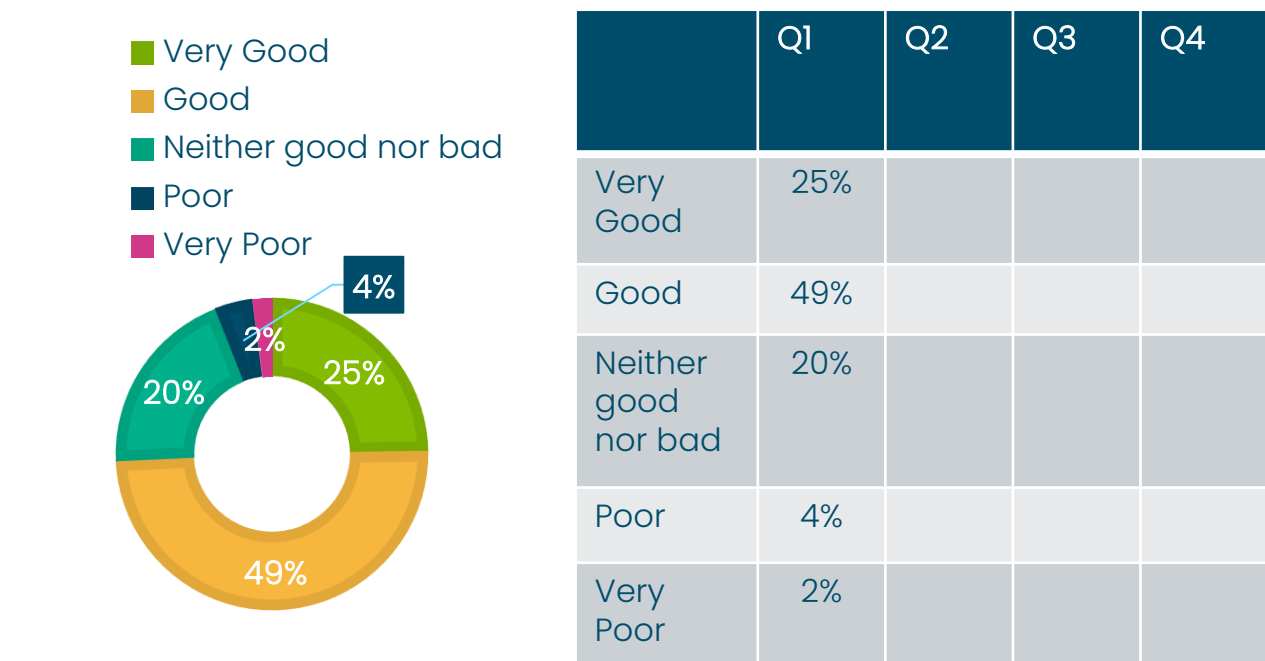
Q2) How do you find getting through to someone at your GP practice on the phone?



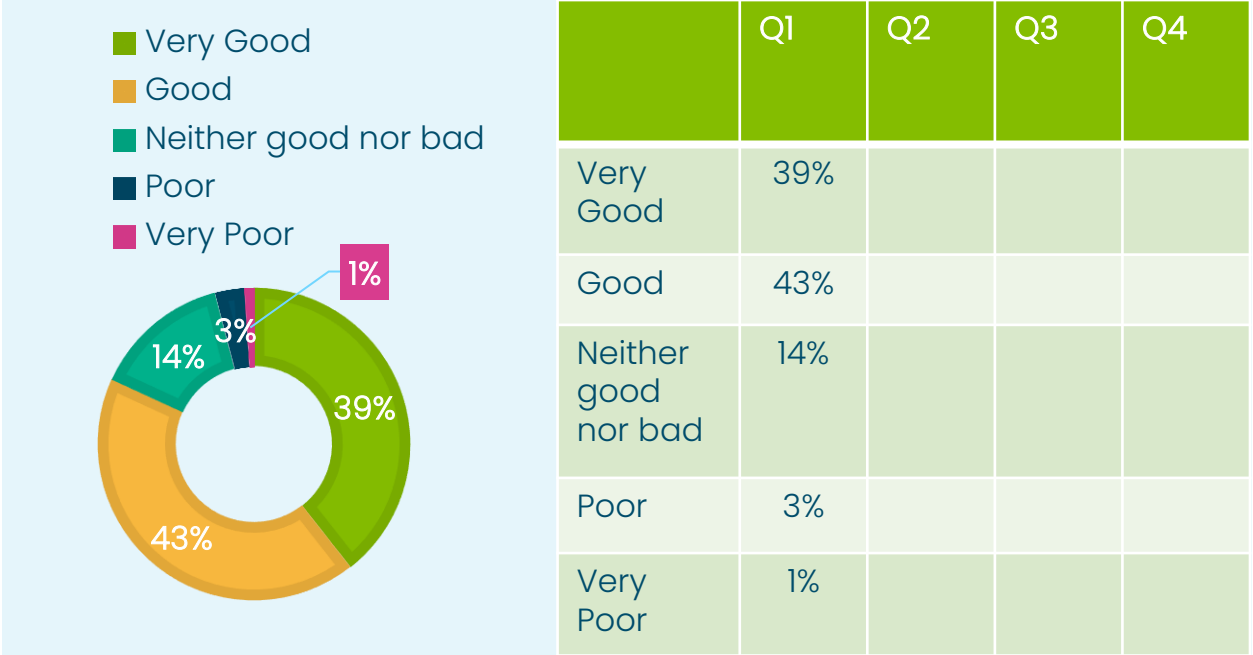
Q3) How do you find the quality of online consultations?



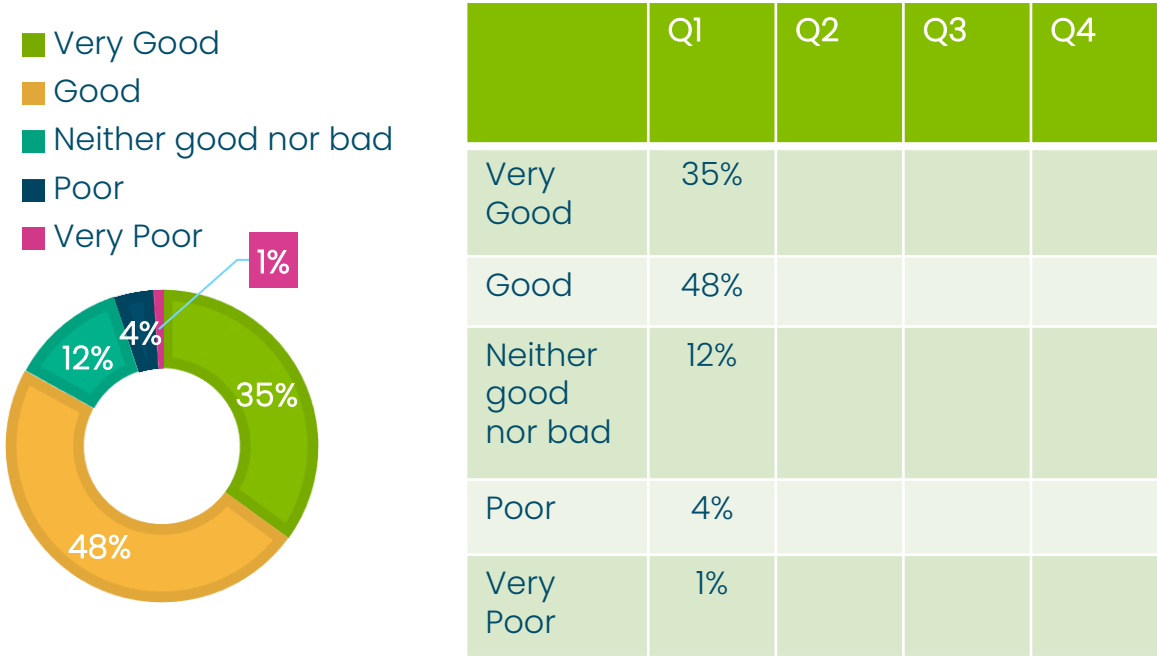
Q4) How do you find the quality of telephone consultations?



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 2025 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	51 (33%)	17 (11%)	87 (56%)	155
Quality of Staff – health professionals	85 (88%)	8 (8%)	4 (4%)	97
Staff Attitudes	67 (87%)	1 (1%)	9 (12%)	77
Getting through on the telephone	16 (23%)	6 (9%)	47 (68%)	69
Staff Attitudes – health professionals	53 (82%)	4 (6%)	8 (12%)	65
Staff Attitudes – administrative staff	37 (60%)	5 (8%)	20 (32%)	62
Quality of treatment	43 (72%)	4 (7%)	13 (22%)	60
Waiting Times (punctuality and queueing on arrival)	16 (28%)	6 (10%)	36 (62%)	58
Communication with patients (treatment explanation, verbal advice)	45 (82%)	2 (4%)	8 (15%)	55
Booking Appointments	16 (31%)	2 (4%)	34 (65%)	52

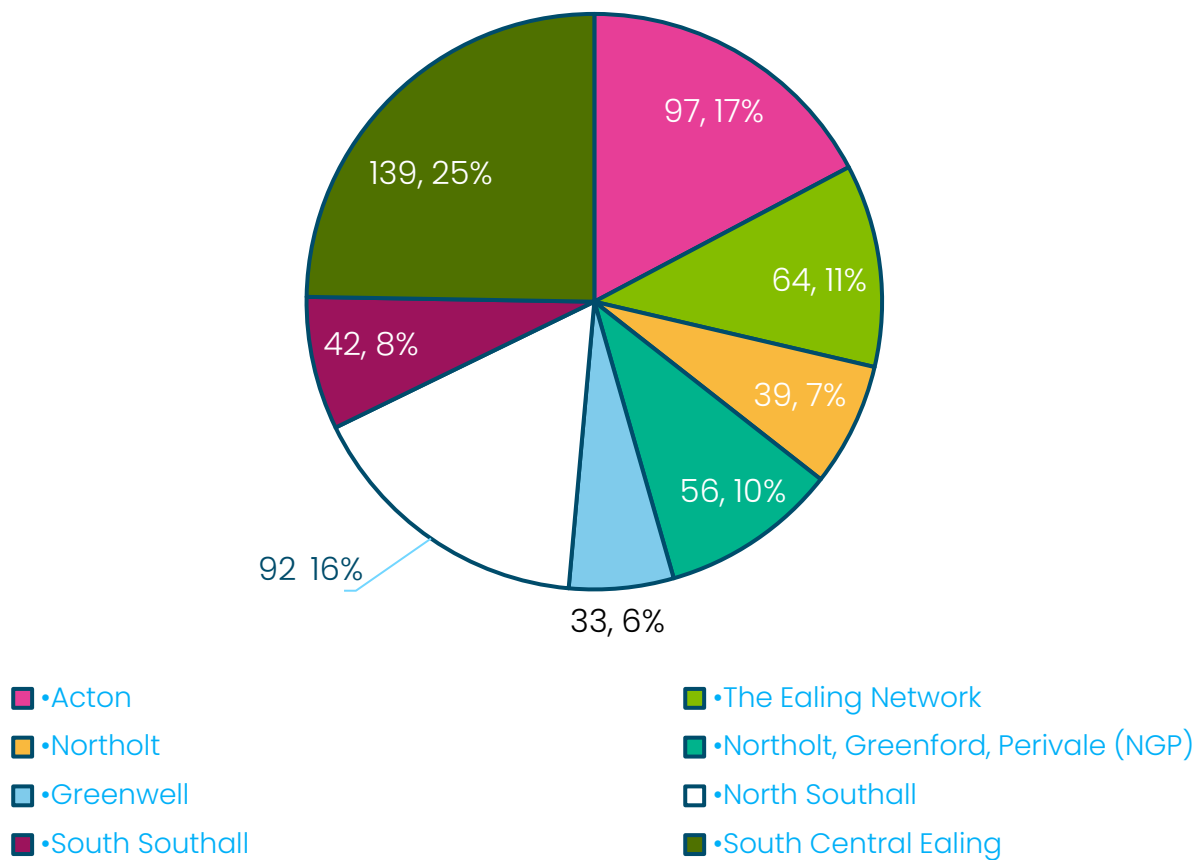
Primary Care Networks

Primary care networks (PCNs) are groups of GP practices within the same area which work together to support patients. Within Ealing there are 7 covering the borough. These are:

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

Between January and March 2025, the services which received the most reviews were....

Total Reviews per PCN (number, %)



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.97)	3.0	3.1	3.5	3.9	4.2	4.1
The Ealing Network (n.139)	2.8	2.8	3.6	3.9	4.2	4.2
Northolt (n.56)	3	3	3.9	4.0	4.0	4.0
NGP (n.33)	3.0	3	3.7	3.7	4.0	3.9
Greenwell (n.64)	3.3	3.0	3.6	3.9	4.2	4.2
North Southall (n.39)	2.8	2.8	3.8	3.8	3.7	3.9
South Southall (n.42)	2.7	2.7	3.3	3.8	4.1	4
South Central Ealing (n.92)	2.7	2.7	3.4	3.9	4.0	3.9

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: 97	4.0	Staff – Staff Attitudes – health professionals	Remote appointments and digital services – Online consultation (app/form)
		Communication – Communication with patients (treatment explanation, verbal advice)	Access – Appointment availability
		Staff – Quality of Staff – health professionals	
Greenwell No of reviews: 64	4..1	Staff – Staff Attitudes	Access – Getting through on the telephone
		Staff – Quality of Staff – health professionals	Waiting Times (punctuality and queueing on arrival)
		Treatment and Care – Quality of treatment	Access – Appointment availability
		Staff – Staff Attitudes	Access – Booking appointments
		Staff – Staff Attitudes – administrative staff	Access – Getting through on the telephone

Primary Care Network	Overall rating	Top 3 Positive Issues	Top 3 Negative Issues
North Southall No of reviews: 39	3.7	Treatment and Care - Quality of treatment	Access - Appointment availability
		Communication - Communication with patients (treatment explanation, verbal advice) Staff - Quality of Staff - health professionals	Access - Waiting Times (punctuality and queueing on arrival)
		Staff - Staff Attitudes - health professionals	Access - Getting through on the telephone Staff - Staff Attitudes
Northolt No of reviews: 56	4.0	Staff - Staff Attitudes	Access - Appointment availability
		Staff - Quality of Staff - health professionals	Access - Getting through on the telephone Staff - Staffing levels(Staff)
		Administration - Management of service	Access - Booking appointments

Northolt, Greenford, Perivale (NGP) No of reviews: 33	3.8	Access - Appointment availability	Access - Appointment availability
		Staff - Staff Attitudes	
		Access - Getting through on the telephone	Follow-on treatment and continuity of care - Continuity of Care
		Staff - Staff Attitudes - administrative staff	Access - Booking appointments
South Central Ealing No of reviews: 92	3.8	Staff - Quality of Staff - health professionals	Access - Getting through on the telephone
			Access - Waiting Times (punctuality and queueing on arrival)
		Staff - Quality of Staff - health professionals	Access - Appointment availability
		Staff - Staff Attitudes - health professionals	Remote appointments and digital services - Online consultation (app/form)
		Staff - Staff Attitudes - administrative staff	Access - Booking appointments
			Access - Getting through on the telephone

South Southall No of reviews: 42	3.9	Staff - Quality of Staff - health professionals	Access - Appointment availability
		Staff - Staff Attitudes	Access - Waiting Times (punctuality and queueing on arrival)
		Staff - Quality of Staff - administrative staff	Access - Booking appointments - online Access - Booking appointments Access - Getting through on the telephone Access - Patient Choice Communication - Communication with patients (treatment explanation, verbal advice) Staff - Staff Attitudes - administrative staff Staff - Staffing levels(Staff)
The Ealing Network No of reviews: 139	4.1	Staff - Quality of Staff - health professionals	Access - Appointment availability
		Staff - Staff Attitudes	Access - Getting through on the telephone
		Access - Appointment availability	Staff - Staffing levels(Staff)

Equalities Snapshot

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

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



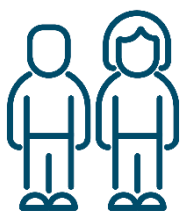
Gender

In Q1, we received 76% more reviews from Women, compared to Men. However, 81% of Men reported a more positive experience compared to Women, who reported 6% less positive experience.



Age

We received the most feedback from 35-44-year-olds. A majority of this age group reported positive experiences, with 70% expressing satisfaction. 8% had negative experiences, and 22% felt neutral about their visits.



Ethnicity

We received the most feedback from patients who identified as White British, with most of this ethnic group expressing positive experiences, 82%.

50% of the feedback we got was from patients from a BAME background. Among patients who identified with an ethnic background from this category, who had a high collect count, reported a 60% or more positive experience.

Experiences of Hospital Services



What people told us about Hospitals

"It is an efficient and great service."

"Clear process. No unnecessary appointments or fuss."

"They are very kind, very professional, very helpful and very well trained. They seem to know what they are doing. They brought me back to life."

"The nursing staff was incredible, very supportive, helpful and gave loads of information; the surgeons were very good."

"I got an appointment letter in January 2025 with an appointment for August 2026. This appointment waiting time is for a spinal issue associated with pain and discomfort. When I do tests at the hospital, we do not get results sent to us from the hospital."

"Consult wait took longer than 6 months."

"It takes a lot of time for the blood test results to get to the GP. We waited for hours."

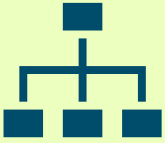
"The waiting times could improve: my brother and sisters on different days had to wait 4-5 hours."



Hospital Services Summary Findings

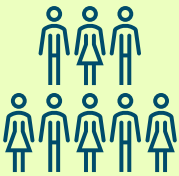
What has worked well?

Below is a list of the key positive aspects relating to hospitals between April and June 2025



Management of Service

80% of the comments that addressed the management of service were positive in sentiment. Patients addressed the satisfaction of the quality of service, efficiency and clear process they received.



Staff Attitudes

80% of the comments that addressed the staff attitudes were positive in sentiment. Patients addressed the overall kindness, professionalism, helpfulness and how well trained the staff were. This is further backed with 78% of comments addressing the staff attitudes of the health professionals being positive in sentiment.



Quality of Staff – health professionals

76% of the comments that addressed the management of service were positive in sentiment. Patients addressed how supportive the health staff were, the quality of the treatment itself, and the necessary information given.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between April and June 2025..



Appointment Availability

74% of comments that addressed the availability of appointments were negative in sentiment. Patients addressed the overall waiting time between booking and receiving the appointment, with some patients reporting waiting months.



Communication between services

56% of the comments that addressed the communication between services were negative in sentiment. Patients particularly addressed the lack of communication between their GP and the hospital they used, for things such as test results.



Waiting times (punctuality and queueing on arrival)

50% of the comments that addressed the waiting times were negative in sentiment. Patients addressed the length of time they found themselves waiting to be seen when they were at the hospital. With some waiting hours at a time.

Recommendations

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

Improve Appointment Availability

To enhance the accessibility of appointments, hospitals should consider implementing a more flexible online booking system with real-time slot updates. Hospital management should also explore extending appointment hours and increasing the number of available specialists, ensuring that experienced staff are utilised to reduce long waiting periods.

Improve Communication between Services

Hospitals should improve coordination between services, particularly addressing the lack of communication between the GP and the hospital they use, for things such as test results. Implementing a centralised digital platform for sharing patient updates and results in real-time could help ensure patients and GPs are well-informed and reduce misunderstandings.

Waiting Times (Punctuality and Queuing on Arrival)

Hospitals should streamline patient flow and provide regular updates on delays, addressing the length of time patients experience when they find themselves waiting to be seen. Increasing staffing during peak hours and expanding waiting areas with clear signage could help manage queues more effectively and improve the patient experience.



Hospital Services

Full data set

Hospital Services

No. of Reviews	269 (relating to 13 hospitals)
Positive	73%
Negative	12%
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.

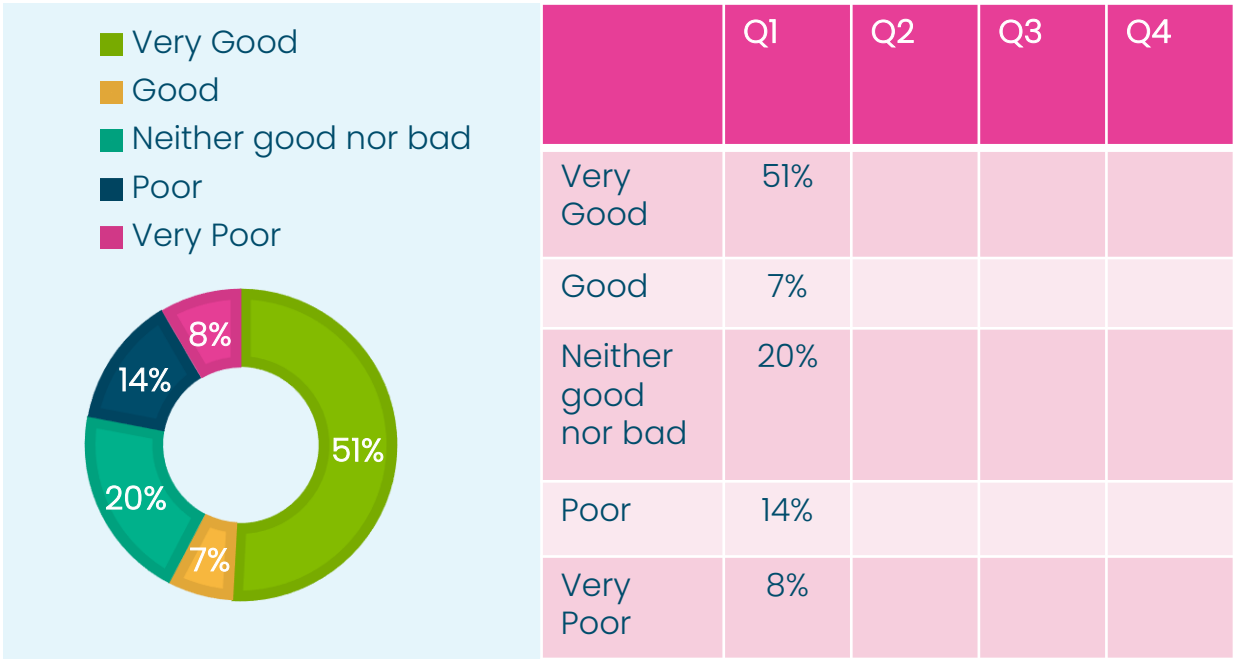
The questions we asked were:

- 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?

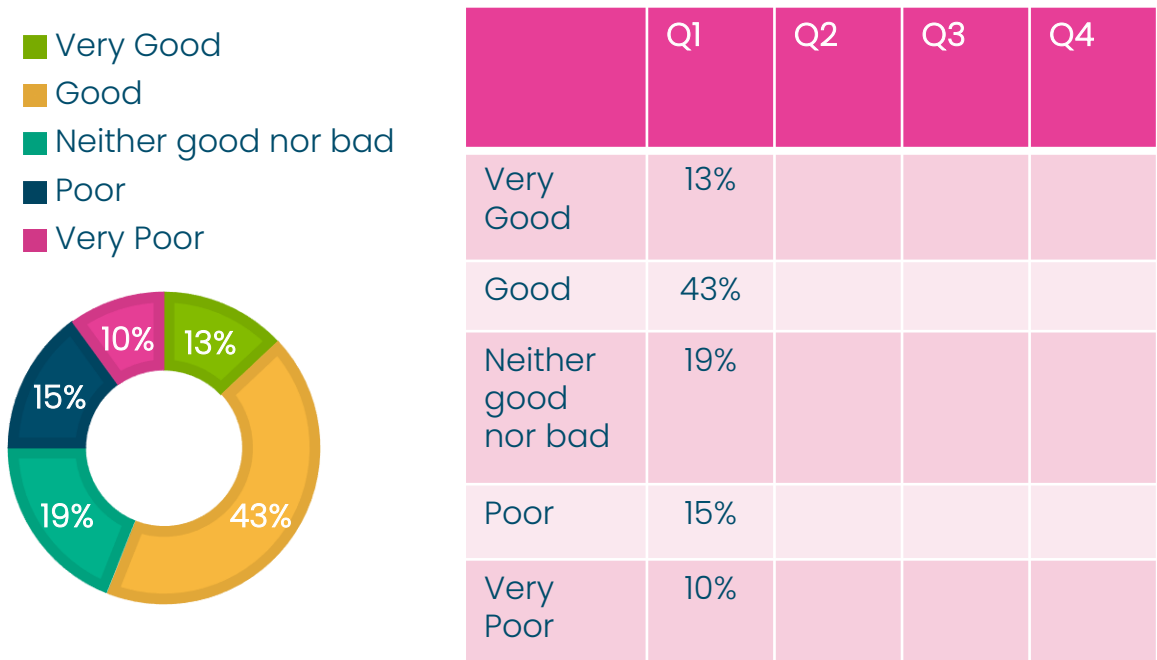
Participants were asked to choose between 1-5* (Very Poor – Very Good) for all questions.

Access and Quality Questions

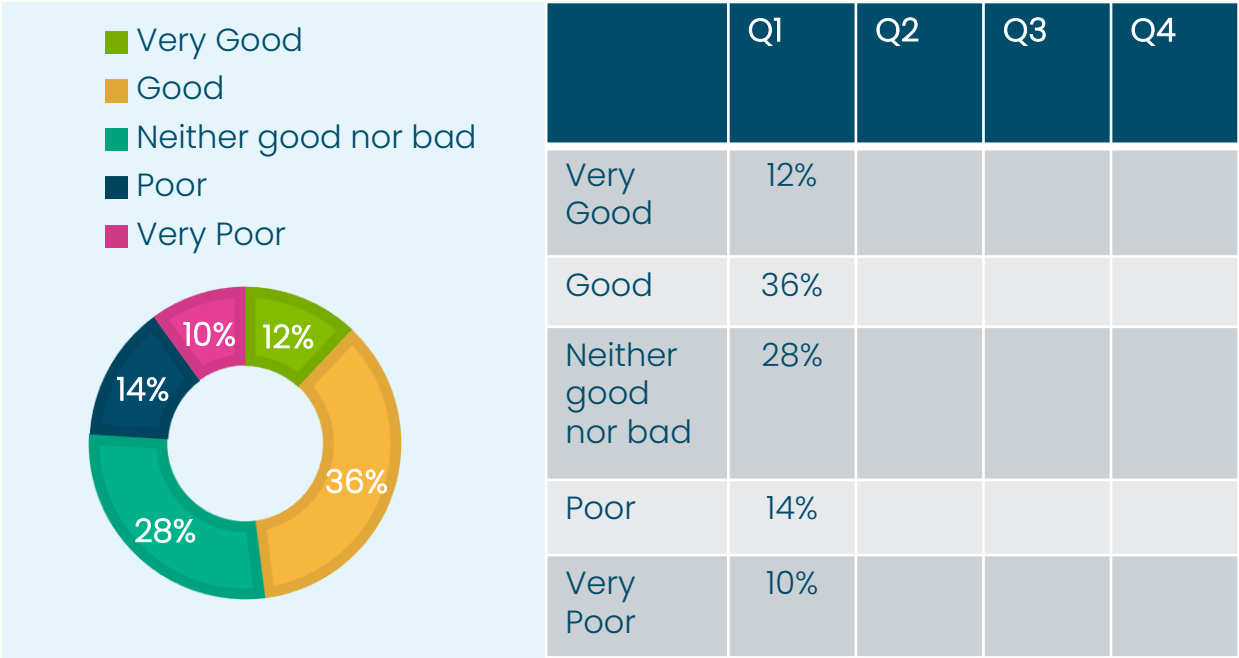
Q1) How did you find getting a referral/appointment at the hospital?



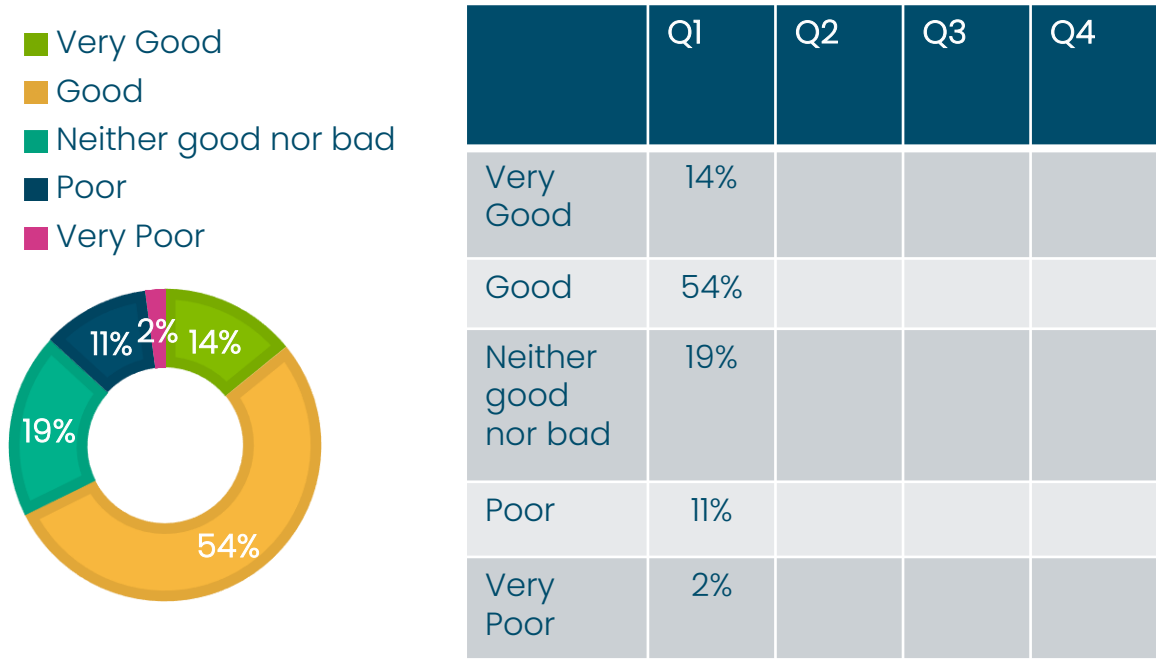
Q2) How do you find getting through to someone on the phone?



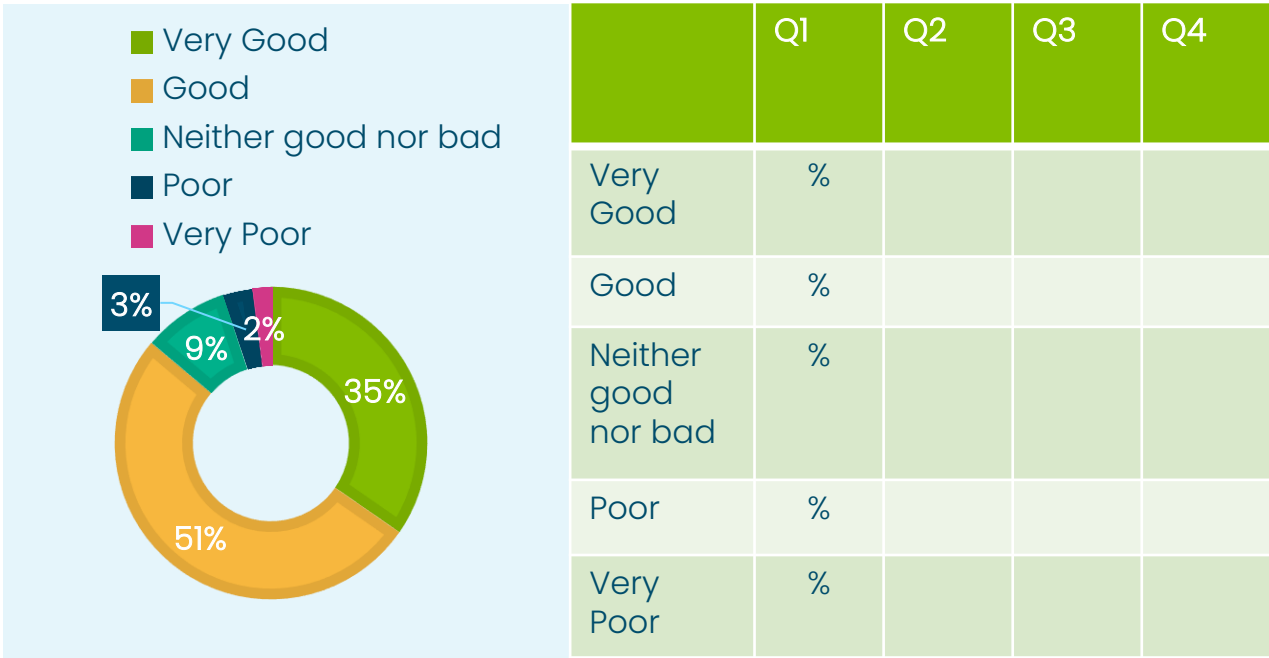
Q3) How do you find the waiting times at the hospital?



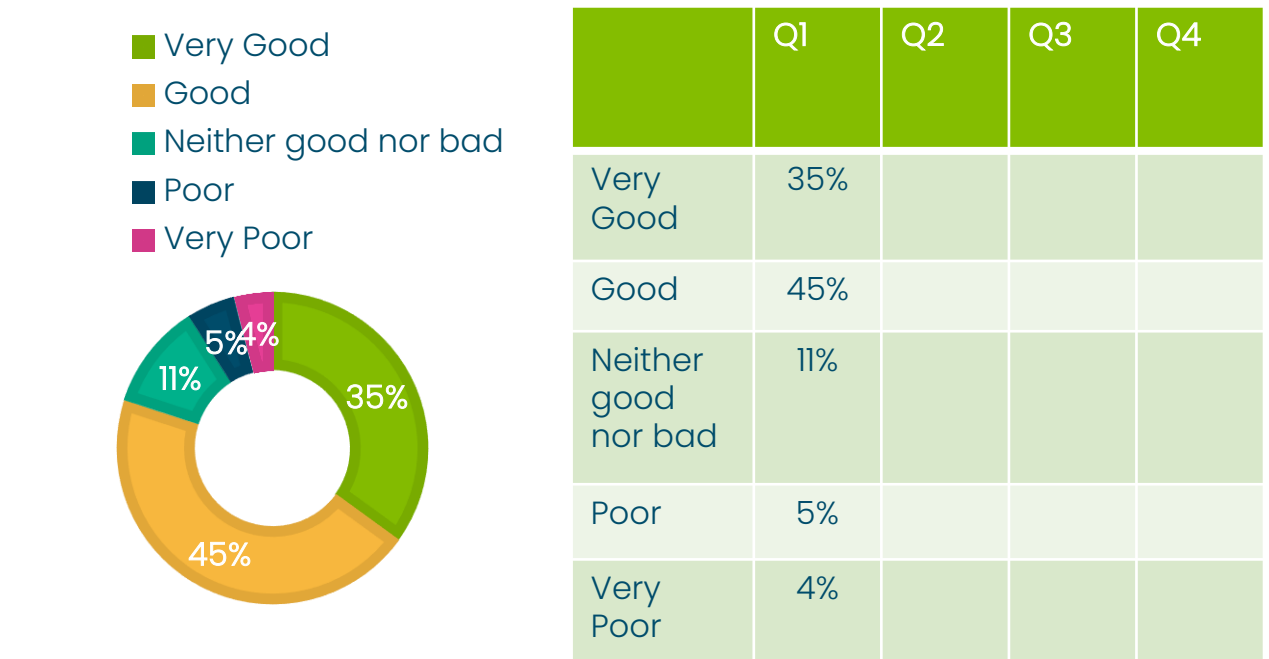
Q4) How do you think the communication is between your hospital and GP practice?



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



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



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 2025 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)	42 (42%)	8 (8%)	50 (50%)	100
Quality of treatment	41 (66%)	5 (8%)	16 (26%)	62
Staff Attitudes	32 (80%)	1 (3%)	7 (18%)	40
Communication with patients (treatment explanation, verbal advice)	17 (61%)	2 (7%)	9 (32%)	28
Quality of Staff – health professionals	19 (76%)	2 (8%)	4 (16%)	25
Appointment Availability	6 (26%)	0 (0%)	17 (74%)	23
Staff Attitudes – health professionals	14 (78%)	1 (6%)	3 (17%)	18
Experience	12 (71%)	1 (6%)	4 (24%)	17
Communication between services	7 (44%)	0 (0%)	9 (56%)	16
Management of service	12 (80%)	0 (0%)	3 (20%)	15

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 Communica tion between GP and Hospital	Of Staff attitudes	Of Treatment and Care
Ealing Hospital (n.144)	3.7	3.2	3.2	3.7	4.0	3.8
West Middlesex University Hospital (n.20)	4.0	3.0	3.2	3.6	4.1	4.4

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

Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Ealing Hospital No of reviews: 144	3.7	Waiting Times (punctuality and queueing on arrival)	Waiting Times (punctuality and queueing on arrival)
		Quality of treatment	Quality of treatment
		Staff Attitudes	Appointment availability
West Middlesex University Hospital No of reviews: 20	4	Quality of treatment	Waiting Times (punctuality and queueing on arrival)
		Staff Attitudes	Getting through on the telephone
		Quality of Staff - health professionals	Communication with patients (treatment explanation, verbal advice)
		Waiting Times (punctuality and queueing on arrival)	Appointment letters
			Lack of communication
			Car Parking
			Continuity of Care
			Waiting Times for appointments/waiting lists
			Staff Attitudes
			Staff Attitudes – administrative staff
			Staffing levels(Staff)
			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 provided to people based on their personal characteristics.

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



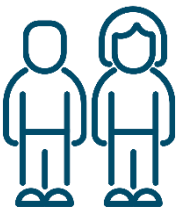
Gender

In Q1, we received 62% more reviews from Women, compared to Men. However, 74% of Men reported a more positive experience compared to Women, who reported a 3% less positive experience.



Age

We received the most feedback from individuals aged 65–74. The majority of this age group reported positive experiences, with 81% expressing positive satisfaction. 6% had negative experiences, and 13% felt neutral about their visits.



Ethnicity

We received the most feedback from patients who identified as White British, with most of this ethnic group expressing positive experiences, 88%.

55% of the feedback we got was from patients from a BAME background. Among patients who identified with an ethnic background from this category, who had a high collect count, reported a 50% or more positive experience.

Appendix



No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	434 (77%)	90 (16%)	38 (7%)	562
Hospital	196 (73%)	40 (15%)	33 (12%)	269
Pharmacy	202 (93%)	12 (6%)	4 (2%)	218
Dental Care	65 (87%)	7 (9%)	3 (4%)	75
Emergency	32 (74%)	6 (14%)	5 (12%)	43
Opticians	22 (96%)	1 (4%)	0 (0%)	23
Community	6 (67%)	0 (0%)	3 (33%)	9
Mental Health	4 (57%)	0 (0%)	3 (33%)	7
Social Care	1 (25%)	1 (25%)	2 (50%)	5
Overall Total	962	157	91	1'210

Demographics

Gender	Percentage %	No of Reviews
Man(including trans man)	35%	393
Woman (including trans woman	64%	720
Non- binary	0%	0
Other	1%	1
Prefer not to say	0	0
Total	100%	1'114

Ethnicity	Percentage %	No of Reviews
White British	33%	358
White Irish	2%	23
Roma	1%	6
Other White	10%	100
Bangladeshi	1%	7
Chinese	2%	24
Indian	17%	173
Pakistani	6%	58
Other Asian	11%	113
African	5%	46
Caribbean	3%	31
Other Black	1%	3
Asian and White	1%	4
Black African and White	1%	1
Other Mixed	1%	9
Arab	3%	26
Other Ethnic Group	2%	19
Total	100%	1'001

Age	Percentage %	No of Reviews
Under 18	1%	7
18-24	4%	46
25-34	14%	148
35-44	18%	184
45-54	14%	149
55-64	17%	176
65-74	17%	172
75-84	11%	118
85+	2%	22
Prefer not to say	1%	8
Total	100%	1'030

Disability	Percentage %	No of Reviews
Yes	17%	165
No	81%	796
Prefer not to say	1%	13
Not known	1%	5
Total	100%	979

Demographics

Long-term condition	Percentage %	No of Reviews
Yes	36%	607
No	61%	355
Prefer not to say	2%	17
Not known	1%	12
Total	100%	991

Religion	Percentage %	No of Reviews
Buddhist	2%	16
Christian	37%	378
Hindu	10%	97
Jewish	1%	2
Muslim	16%	163
Sikh	8%	82
Spiritualism	1%	7
Other religion	2%	20
No religion	19%	184
Prefer not to say	4%	42
Total	100%	991

Sexual Orientation	Percentage %	No of Reviews
Asexual	1%	12
Bisexual	2%	19
Gay Man	1%	12
Heterosexual/ Straight	82%	851
Lesbian / Gay woman	1%	1
Pansexual	1%	1
Prefer not to say	12%	121
Total	100%	1'017

Pregnancy	Percentage %	No of Reviews
Currently pregnant	1%	4
Currently breastfeeding	2%	20
Given birth in the last 26 weeks	1%	2
Prefer not to say	1%	3
Not known	1%	2
Not relevant	34%	338
No	60%	621
Total	100%	990

Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	1%	5
Not in employment & Unable to work	7%	74
Not in Employment/ not actively seeking work - retired	30%	297
Not in Employment (seeking work)	2%	18
Not in Employment (Student)	2%	17
Paid: 16 or more hours/week	48%	484
Paid: Less than 16 hours/week	7%	72
On maternity leave	2%	19
Prefer not to say	1%	12
Total	100%	998

Unpaid Carer	Percentage %	No of Reviews
Yes	11%	103
No	86%	868
Prefer not to say	1%	3
Total	100%	974

Area of the borough	Percentage %	No of Reviews
Acton	12%	117
Ealing	35%	367
Greenford	8%	77
Hanwell	9%	92
Perivale	3%	28
Southall	14%	139
Northolt	10%	103
Other	4%	36
Out of the Borough	5%	52
Prefer not to Say	1%	5
Total	100%	1'016



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