

# Q2 Patient Experience Report

Healthwatch Ealing  
July – September 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. Due to the recent news of the abolition of Healthwatch, we dedicated half of this quarter to a co-production survey, to determine how best served the people of Ealing are in the future. This is why the numbers are not what they usually are for this report.

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 local events



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 July and September 2025, we continued to develop our PEP by :**

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

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# 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.

# Q2 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)



**764 reviews** (lower review count than normal due to the Co-production survey project we were doing this quarter, expect a much higher review count in Q3)

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

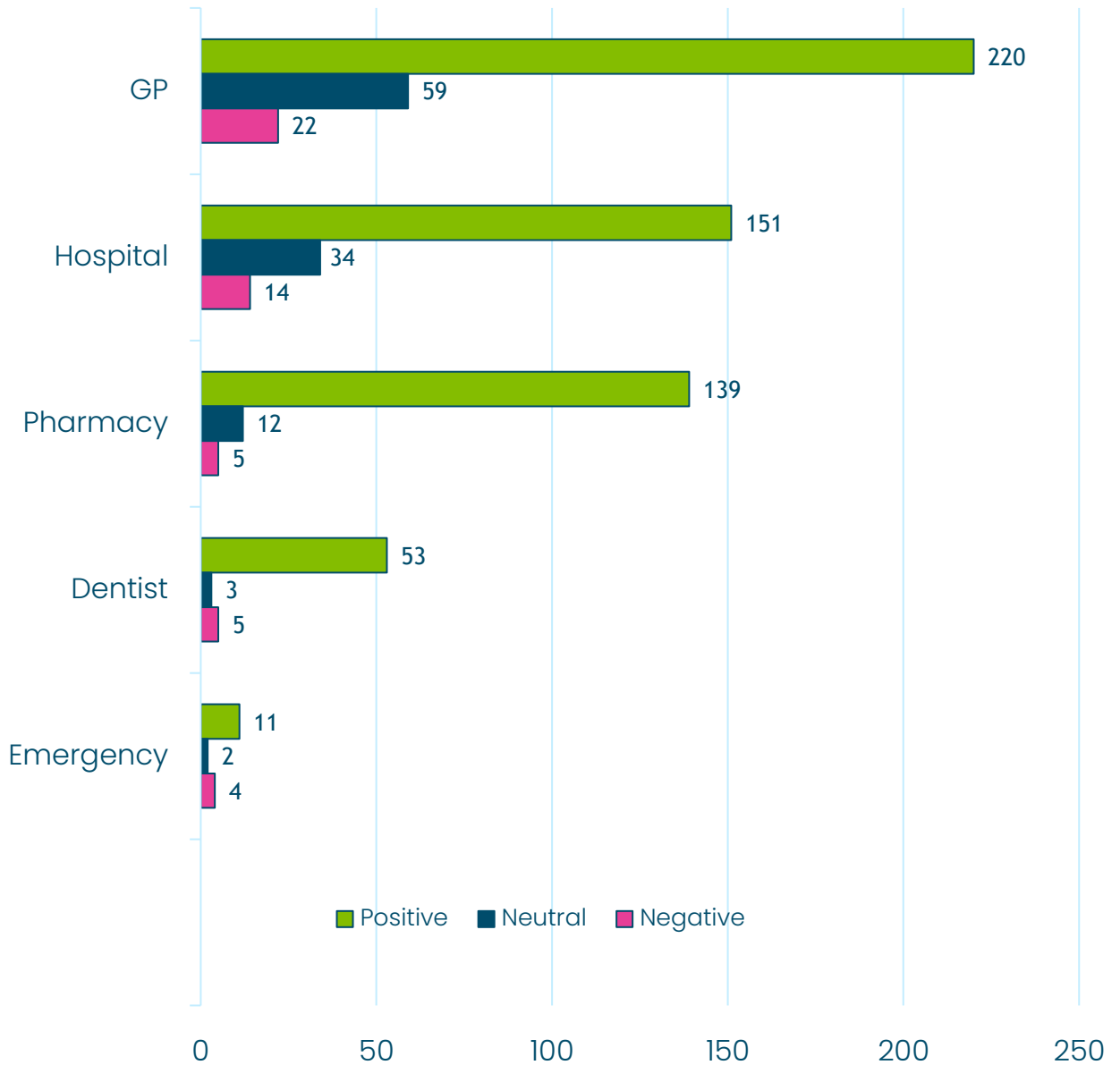
**32 visits**

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	301	73%
Hospital	199	76%
Pharmacy	156	89%
Dentist	61	87%
Emergency	17	65%

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

## Sentiment of Reviews



# Yearly Comparison

To judge whether experiences of health and care services are improving we compare our data throughout the year. The chart below highlights the percentage of positive feedback each service has received during 2023-24. The total number of positive reviews has been included next to the percentage

## Percentage of positive reviews for each service type

Service Type	Q1 (Apr-Jun 25)	Q2 (Jul-Sep 25)	Q3 (Oct-Dec 25)	Q4 (Jan-Mar 26)
GP	77% (434)	73% (220)		
Hospital	73% (196)	76% (151)		
Pharmacy	93% (202)	89% (139)		
Dentist	87% (65)	87% (53)		
Emergency	74% (32)	65% (11)		
Opticians	96% (22)	93% (14)		
Community	67% (6)	80% (8)		
Mental Health	57% (4)	100% (3)		
Other	0% (0)	100% (1)		
Social Care	25% (1)	100% (1)		

### What does this tell us?

- The percentage of people sharing positive feedback about GPs decreased by 4% in Q2 compared to Q1.
- Hospital services have seen an increase of 3% in positive feedback in this quarter.
- Positive experiences of Pharmacy services have decreased in Q2 compared to Q1 by 4%.
- Positive experiences of Dental services have remained the same in both Q2 and Q1.

# Experiences of GP Services



# What people told us about GP Services

"They are very pro-active. Asking me questions about my health and advised me to get in touch with him as soon as possible if something happens."

"GP appointments are very difficult to get."

"They are very responsive on the online system; it works decently in a satisfactory way."

"You can rarely see your doctor now. It takes 2-3 weeks to schedule the appointments. They put you on hold for a long time on the phone."

"The quality of healthcare received is of a very high level."

"It is difficult to get an appointment; you need to call them at 8:30 am, but when you call them, they say the doctor will call you back and only after the call will you know if you will be seen or not. The wait on the phone is long to get through."

"Very responsive when get in touch, got an call back immediately and complete everything in one day. The staff are friendly and professional."

"The waiting time is up to an hour, and they don't really talk to you."



# 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



## The Overall Quality of Care

Patients this quarter were overall satisfied with the quality of the treatment and care that they received from health staff at their local GP surgery. 61% of comments regarding the quality and treatment they received were positive. This is further backed by 82% of comments being positive in sentiment, when addressing the quality of health professionals, and 71% of comments expressing an overall positive opinion when it came to their overall experience.



## The Attitudes of Staff

Staff attitudes that patients encountered this quarter received an 80% positive experience. Patients expressed their satisfaction with how polite, nice, friendly and helpful the staff were that they interacted with, receiving high praise in how approachable and courteous they were to the patient and their own individual needs.



## Communication with patients

Treatment Explanations, overall general advice, and satisfaction with the response times when submitting an online form received an overall positive sentiment, with 70%.

Communication is key in any capacity, and in a health-setting is not exception, so this is good to see.

# 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

It is important to note that appointment availability received a very mixed sentiment from patients this quarter, with only a 1% difference between positive and negative feedback (see slide 18 for reference). There were conflicting views shared on how patients felt about how long they had to wait for the next available appointment, with some patients expressing their dislike of having to wait 2 weeks for a routine appointment, but some patients stating how easy it was to get an appointment.



## Phoning to Book Appointments

A constant and consistent critique that patients have is the ability to access their GP surgery in the morning to book appointments, especially for appointments on the same day. This quarter is no exception to this issue raised. A lot of GPs have been integrating and pushing for the online booking system or the e-consult form, which is one solution, and there is evidence to show this effort is working in some cases, but a lot of people would prefer to see their GP and find the alternate appointments not as effective.



## Waiting Times

The length of time patients found themselves waiting to be seen was an area identified this quarter that required improvement, with 56% of comments being negative in sentiment. Some patients raised concerns, waiting up to an hour past their booked appointment time to be seen.

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# 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**

Continue to promote the NHS App for booking non-urgent appointments and managing prescriptions to reduce demand on phone lines. Encourage use of 111 online or pharmacy services for minor issues to optimize access. These steps align with NHS efforts to enhance primary care accessibility and improve patient experience.

## **Enhance Booking Accessibility**

Implement a "Total Triage" system where care navigators assess all phone and online requests daily, with online tools available from 8 am to 6:30 pm. This reduces morning phone queues and boosts digital access. Promote the NHS App for non-urgent bookings and signpost to pharmacy or 111 online for minor or urgent needs, easing demand. These steps align with NHS goals to improve primary care access and efficiency.

## **Reduce Waiting Times**

Add buffer times in schedules for complex cases and send real-time text updates on delays via the NHS App. Conduct regular audits to improve efficiency and address patient feedback on long waits. Use NHS App questionnaires to streamline consultations and train staff on time management to enhance appointment flow, aligning with NHS standards for timely care.



# GP Services

## Full data set

# GP Services

No. of Reviews	301 (relating to 36 GP practices)
Positive	73%
Negative	7%
Neutral	20%



## 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.

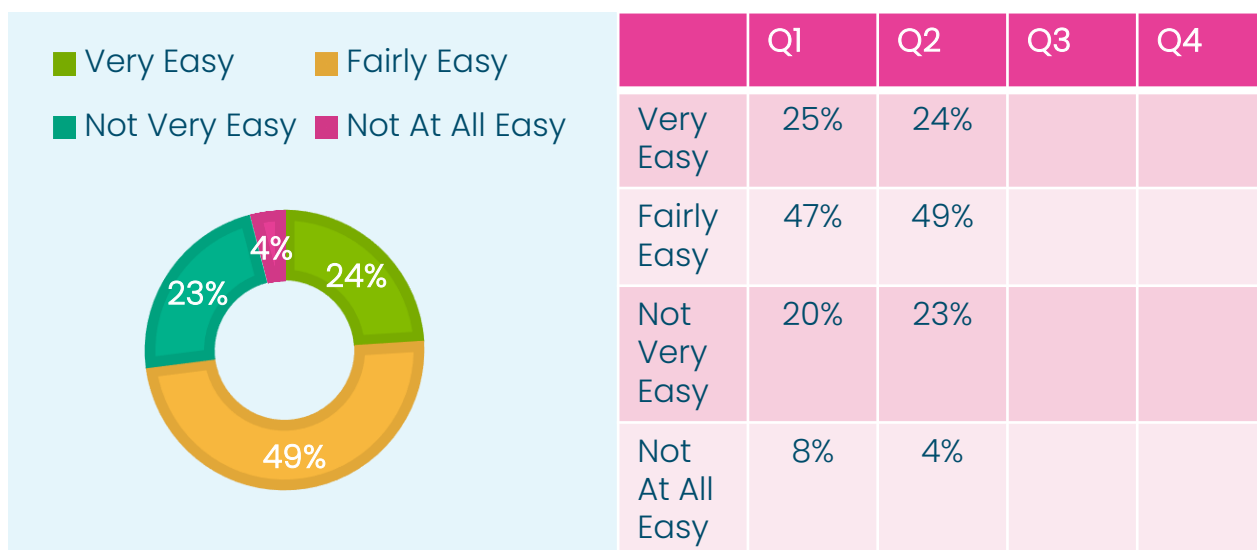
Participants were asked to choose between 1-5\* (Very Poor – Very Good)

**Pie charts on pages 15–18** – The percentages and counts come from the questions listed above the charts.

**Pie chart on page 19** – The percentages and counts are based on themes and sub-themes we identified in the responses, plus the sentiment (positive, negative, or neutral) we assigned. This scoring uses answers from Questions 7 and 8 of the patient experience form.

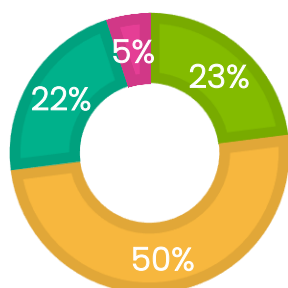
# Access and Quality Questions

## Q1) How do you find getting an appointment?



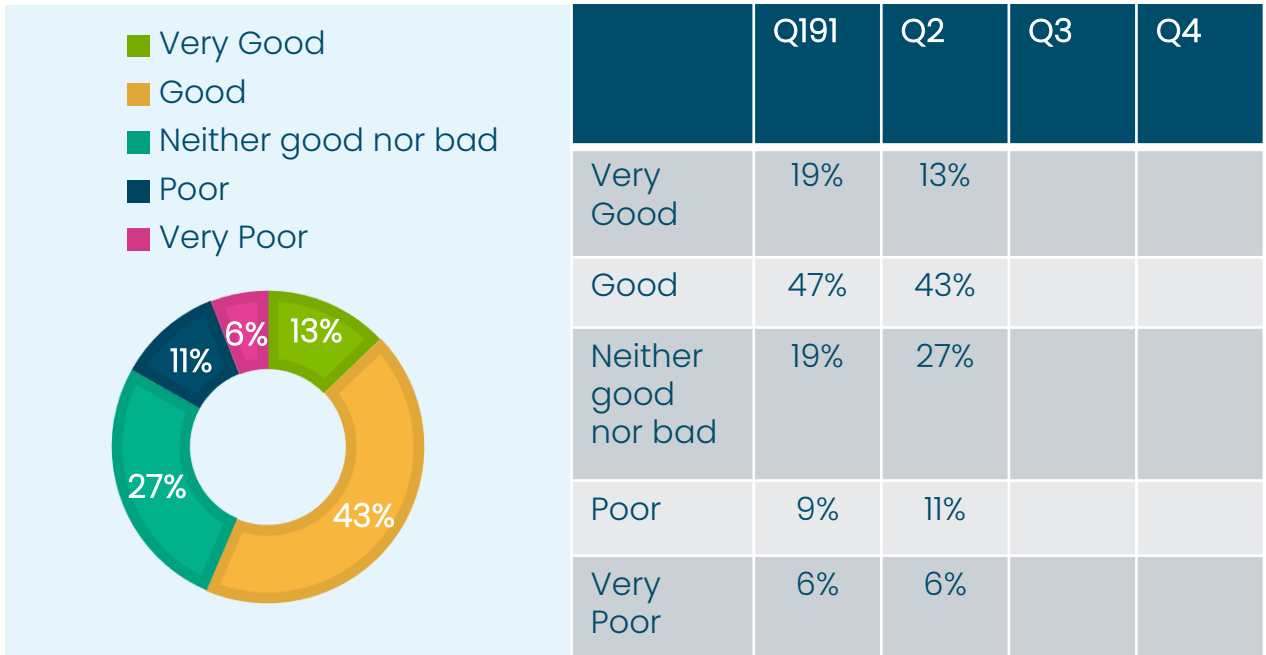
## Q2) How do you find getting through to someone at your GP practice on the phone?

■ Very Easy      ■ Fairly Easy  
■ Not Very Easy    ■ Not At All Easy

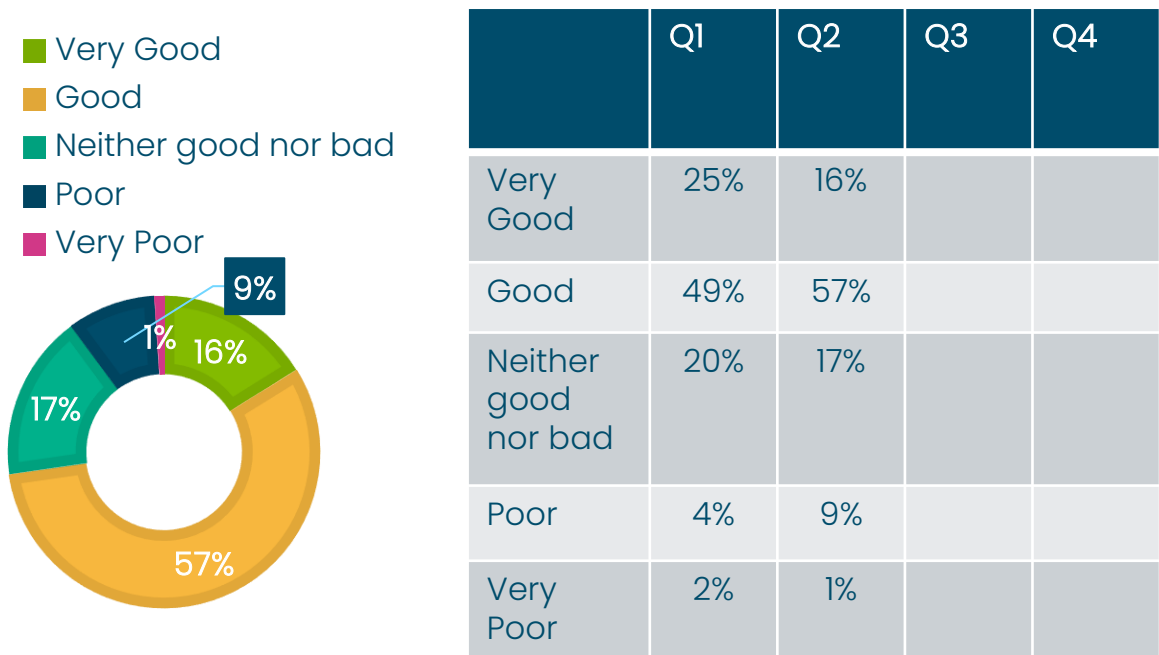


	Q1	Q2	Q3%	Q4
Very Easy	26%	23%		
Fairly Easy	46%	50%		
Not Very Easy	22%	22%		
Not At All Easy	6%	5%		

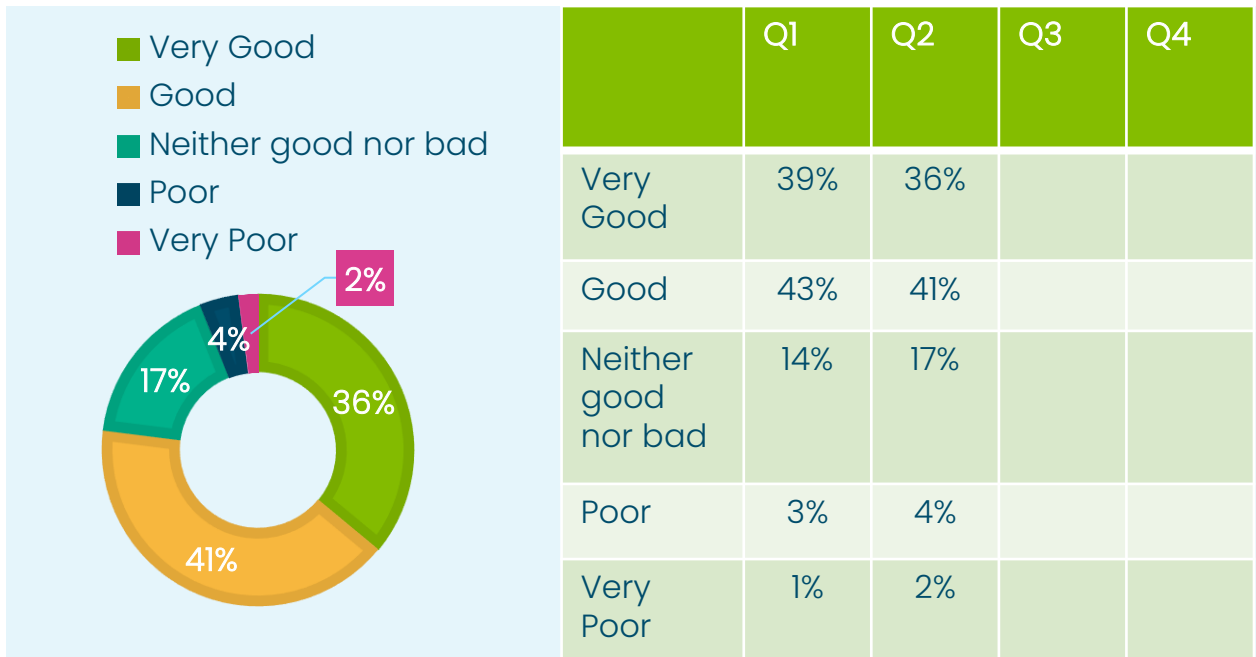
### Q3) How do you find the quality of online consultations?



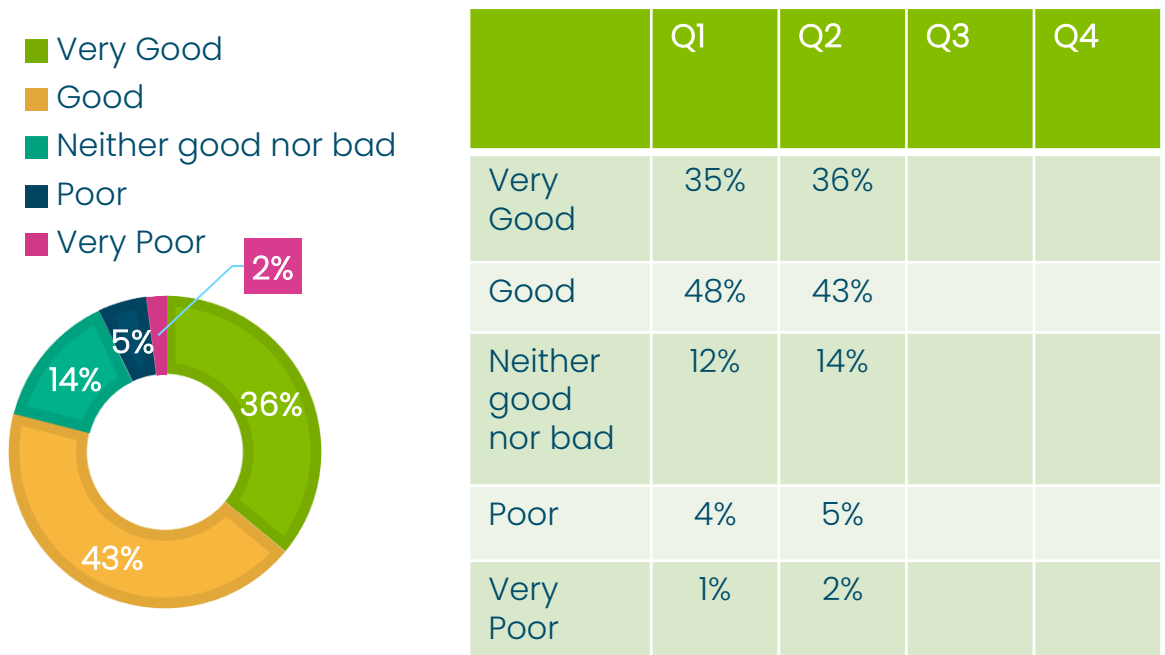
### Q4) How do you find the quality of telephone consultations?



### 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	49 (47%)	8 (8%)	48 (46%)	105
Quality of treatment	40 (61%)	6 (9%)	20 (30%)	66
Booking appointments	20 (38%)	7 (13%)	26 (49%)	53
Getting through on the telephone	13 (27%)	0 (0%)	36 (73%)	49
Staff Attitudes	36 (80%)	4 (9%)	5 (11%)	45
Communication with patients (treatment explanation, verbal advice)	30 (70%)	2 (5%)	11 (26%)	43
Experience	29 (71%)	5 (12%)	7 (17%)	41
Staff Attitudes – health professionals	25 (49%)	3 (8%)	8 (22%)	36
Waiting Times (punctuality and queueing on arrival)	15 (42%)	1 (3%)	20 (56%)	36
Quality of Staff – health professionals	28 (82%)	1 (3%)	5 (15%)	34

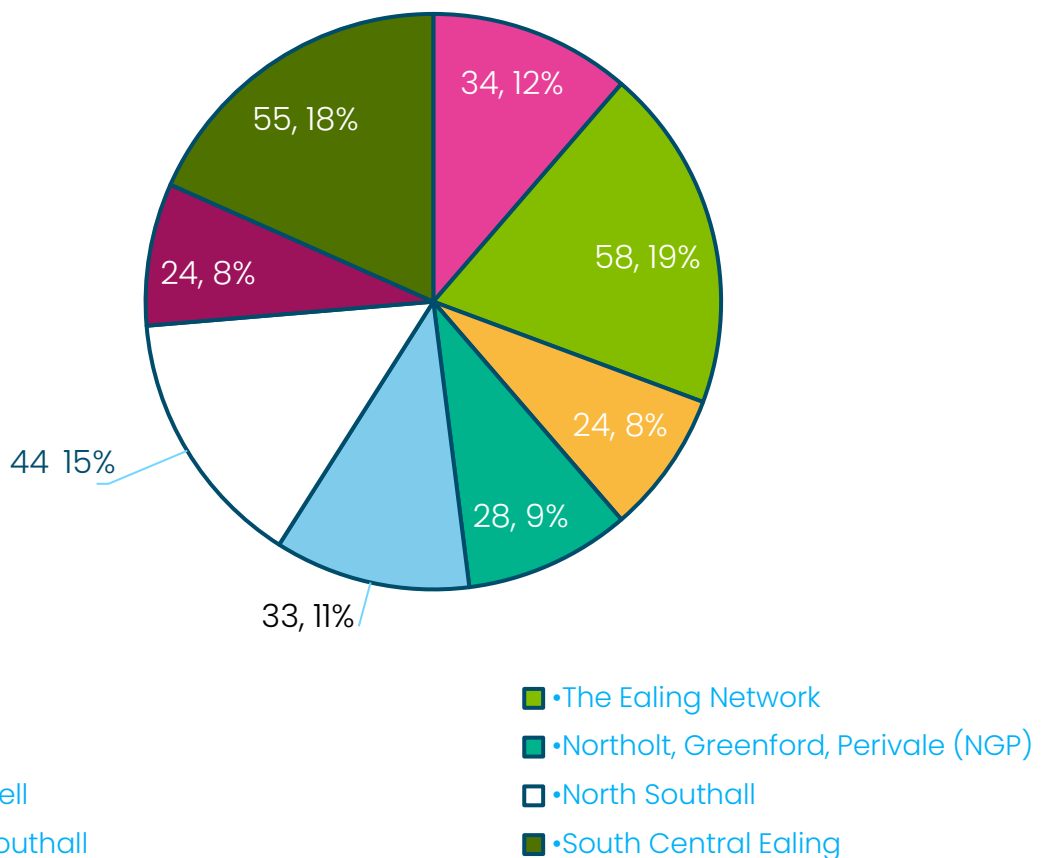
## Primary Care Networks

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
<b>Acton (n.34)</b>	2.9	3.0	3.2	3.7	3.8	3.9
<b>The Ealing Network (n.58)</b>	3.0	2.0	3.4	3.8	4.2	4.3
<b>Northolt (n.24)</b>	2.7	2.9	3.5	3.5	3.9	4.1
<b>NGP (n.28)</b>	2.8	2.7	3.8	3.7	3.9	3.8
<b>Greenwell (n.33)</b>	3.0	3.0	3.5	3.8	4.1	4.1
<b>North Southall (n.44)</b>	2.9	2.9	3.5	3.6	3.9	3.9
<b>South Southall (n.24)</b>	2.8	2.9	3.5	3.8	3.9	4.0
<b>South Central Ealing (n.55)</b>	2.8	2.7	3.3	3.9	4.2	4.0

## 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: 34	3.8	1. Appointment availability	1. Waiting Times (punctuality and queueing on arrival) 2. Quality of treatment 3. Communication with patients (treatment explanation, verbal advice)
		2. Convenience/Distance to travel	
		3. Staff Attitudes – health professionals 3. Quality of Staff – health professionals	
Greenwell  No of reviews: 33	4.2	1. Appointment availability	2. Getting through on the telephone
		1. Convenience/Distance to travel	
		2. Quality of treatment	3. Appointment availability
North Southall  No of reviews: 44	3.8	1. Appointment availability	1. Appointment availability
		1. Quality of treatment	2. Booking appointments 3. Staff Attitudes – health professionals
		2. Staff Attitudes	
Northolt  No of reviews: 24	3.8	1. Appointment availability	1. Waiting Times (punctuality and queueing on arrival)
		1. Staff Attitudes	
		2. Booking appointments	2. Booking appointments 3. Staff Attitudes – health professionals
		2. Getting through on the telephone	
2. Staff Attitudes – administrative staff			
2. Staff Attitudes – health professionals			

<p>Northolt, Greenford, Perivale (NGP)</p> <p>No of reviews: 28</p>	3.6	1. Appointment availability	1. Appointment availability
		2. Convenience/Distance to travel 2. Quality of treatment	2. Booking appointments - online 2. Booking appointments 2. Getting through on the telephone 2. Staff Attitudes – administrative staff
<p>South Central Ealing</p> <p>No of reviews: 55</p>	4.0	1. Staff Attitudes	Appointment availability
		2. Communication with patients (treatment explanation, verbal advice)	2. Getting through on the telephone
		3. Appointment availability 3. Waiting Times (punctuality and queueing on arrival) 3. Experience	3. Quality of treatment
<p>South Southall</p> <p>No of reviews: 24</p>	3.9	1. Appointment availability	1. Booking appointments
		2. Quality of Staff – health professionals	2. Appointment availability
		3. Booking appointments – online 3. Staff Attitudes – administrative staff	3. Getting through on the telephone 3. Staff Attitudes
		3. Staff Attitudes – health professionals	
<p>The Ealing Network</p> <p>No of reviews: 58</p>	3.9	1. Quality of treatment	1. Appointment availability
		2. Experience	2. Getting through on the telephone
		3. Staff Attitudes – health professionals	3. Waiting Times (punctuality and queueing on arrival)

## Emerging or Ongoing Issues

So that we can understand ongoing or emerging issues in the borough we compare the top positive and negative issues throughout the year. We have highlighted in dark pink or bright green any issues which have repeated in at least three financial quarters.

### Positive Issues

Q1	Q2	Q3	Q4
Quality of Staff – health professionals	Appointment availability		
Staff Attitudes	Quality of treatment		
Staff Attitudes – health professionals	Staff attitudes		
Appointment Availability	Communication with patients		
Communication with patients	Experience		

### Negative issues

Q1	Q2	Q3	Q4
Appointment Availability	Appointment availability		
Getting through on the telephone	Getting through on the telephone		
Waiting Times (punctuality and queueing on arrival)	Booking appointments		
Booking Appointments	Quality of treatment		
Staff Attitudes – administrative staff	Waiting Times (punctuality and queueing on arrival)		
	Communication with patients		

## 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.



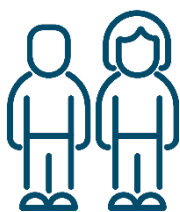
### Gender

In Q2, we received 19% more reviews from Women, compared to Men. However, men reported a more positive experience than women by 2% (76% to 74%)



### Age

We received the most feedback from 55-64 year-olds. A majority of this age group reported positive experiences, with 74% expressing satisfaction. 11% had negative experiences, and 15% 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, 80%.

56% of the feedback we got was from patients from a minority ethnic background. Among patients who identified with an ethnic background from this category, they had an overall positive sentiment of 69%.

# Experiences of Hospital Services



# What people told us about Hospitals

"I am very happy; the people are so nice and very helpful."

"I came here for a brain scan, which was brilliant. They were very polite and very caring; it was exceptionally good. I just got a letter, and I came in for the appointment. There was a short wait, and it was okay. My experience here was efficient and quick."

"Their customer service is good. They explain things to you properly."

"I was shocked; they treated me very nicely. Took me in straight away and did what was supposed to be done. The health, reception and security staff were angels considering they have a lot of pressure. They make sure you see the right people."

"The waiting time today has been too long. I've taken time off work to come here, and I told them I would be back in 2 hours, but it has been over that time now. I understand that they have a lot of patients here. But my other appointment was in a completely different part of the hospital, so I had to walk so far and try to find my way around. Also, I think the local hospital should provide the care that I need."

"The appointment was not easy; it took over 10 months to get my appointment."

Sometimes the phone line is busy. Once, I arrived 15 minutes late because of traffic, and they refused to see me. The waiting time depends. They need more phone lines and staff members to answer the phones.

"You need to wait 3 months to get the appointment, and when you do, you may not get the medication you need. It is not easy to get through on the phone, so you have to phone 111. You have to wait 3 hours to be seen."



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



## Quality of Treatment

The treatment that patients were given this quarter, in general, was received very positively, with 78% of comments expressing their satisfaction with what treatment they received. Some patients highlighted how surprised they were with the good quality, considering the pressure and stress levels the NHS is facing.



## Staff Attitudes

The attitudes of the staff that patients interacted with during their hospital visit were received with great pleasantry and satisfaction, with an impressive 88% of comments addressing this being positive, with patients highlighting how kind and caring staff members were, with even one comment calling them 'angels'.



## Communication

72% of comments surrounding the communication from members of hospital staff to patients were positive in sentiment. With patients highlighting the customer service and how things were clearly explained to them.

# What could be improved?

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



## Waiting Times

Patients this quarter gave us mixed opinions on the amount of time they had to wait to be seen. With 43% being positive in sentiment and 42% being negative in sentiment. Through engagement with patients, it really does seem to depend on the department, and/or in some cases, the time of day at which you attend. While there is evidence to suggest that improvements still need to be made, the fact that we have seen waiting times as a high positive area is something that should be commended.



## Appointment Availability

The availability of appointments, particularly in terms of the time between the referral and the actual appointment, was a cause of concern for patients this quarter. Some patients commented on waiting three to ten months to be seen.



## Getting through via phone

Getting through on the telephone to their local hospital was an area of improvement raised this quarter. Patients highlighted the length of time it took for them to answer the phone when they called, with some comments suggesting that there needs to be more staff and more phone lines available to reduce the waiting 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

## **Optimising Departmental and Temporal Staffing to Address Waiting Time Variations**

Building on the mixed sentiments around waiting times, where departmental and time-of-day factors play a significant role, we recommend conducting a targeted review of peak-hour and speciality-specific demand patterns across hospitals. By leveraging recent NHS England data showing elective waiting lists at 7.41 million nationally in August 2025, with localised frustrations in Ealing borough, this could involve reallocating staff shifts or partnering with community providers to divert non-urgent cases—aligning with the government's September 2025 initiative to incentivise hospitals for community referrals. This approach would sustain the positive 43% sentiment while realistically tackling the 42% negative feedback, ensuring more equitable access without straining core resources.

## **Streamlining Referral-to-Appointment Pathways with Digital Triage Tools.**

The concerns over extended waits of three to ten months between referrals and appointments highlight an ongoing challenge amid rising backlogs, as evidenced by over three million patients nationally yet to receive their first specialist consultation in 2025. To mitigate this in Ealing, we suggest piloting an enhanced digital triage system within the NHS App, integrated with the new GP contract requirements effective from October 2025, which mandate easier online booking across practices. This would allow for quicker initial assessments and prioritisation, drawing on the two-year low in waiting lists achieved in June 2025 through similar tech-enabled efficiencies, ultimately reducing delays and fostering greater patient confidence in timely care.

## **Expanding Digital telephony and Alternative Contact Channels**

Patient feedback on prolonged phone wait times underscores the need for bolstered connectivity, particularly as 99% of GP practices in England now utilise digital telephone systems per NHS England's June 2025 update. For hospitals, we propose augmenting existing lines with AI-supported call routing and promoting hybrid access via the overhauled NHS App—launched in June 2025 to empower patients with self-service options like virtual queries and appointment rescheduling. Coupled with the 2025/26 Access Improvement Plan guidance for North-West London ICB, this would distribute demand more evenly, addressing calls for additional staff and lines while aligning with fiscal constraints and the push for electronic service adoption in trusts.

# Hospital Services

Full data set

# Hospital Services

No. of Reviews	199 (relating to 13 hospitals)
Positive	73%
Negative	7%
Neutral	20%



## 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?

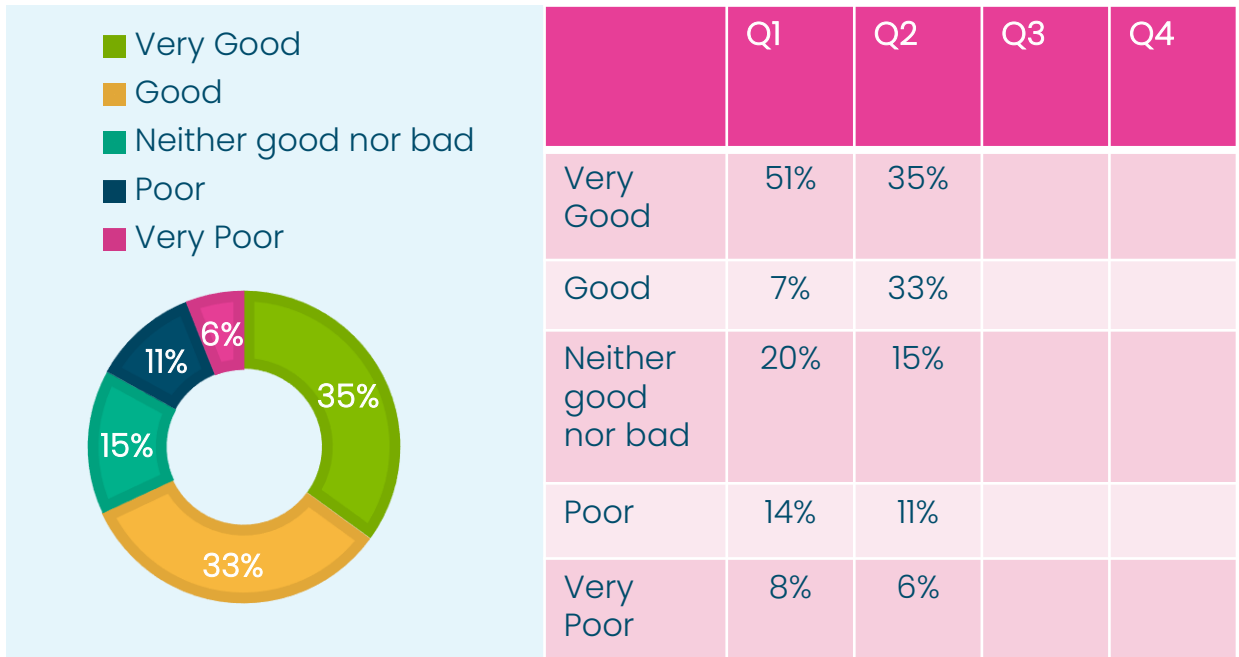
Participants were asked to choose between 1-5\* (Very Poor – Very Good) for all questions.

**Pie charts on pages 34–36** – The percentages and counts come from the questions listed above the charts.

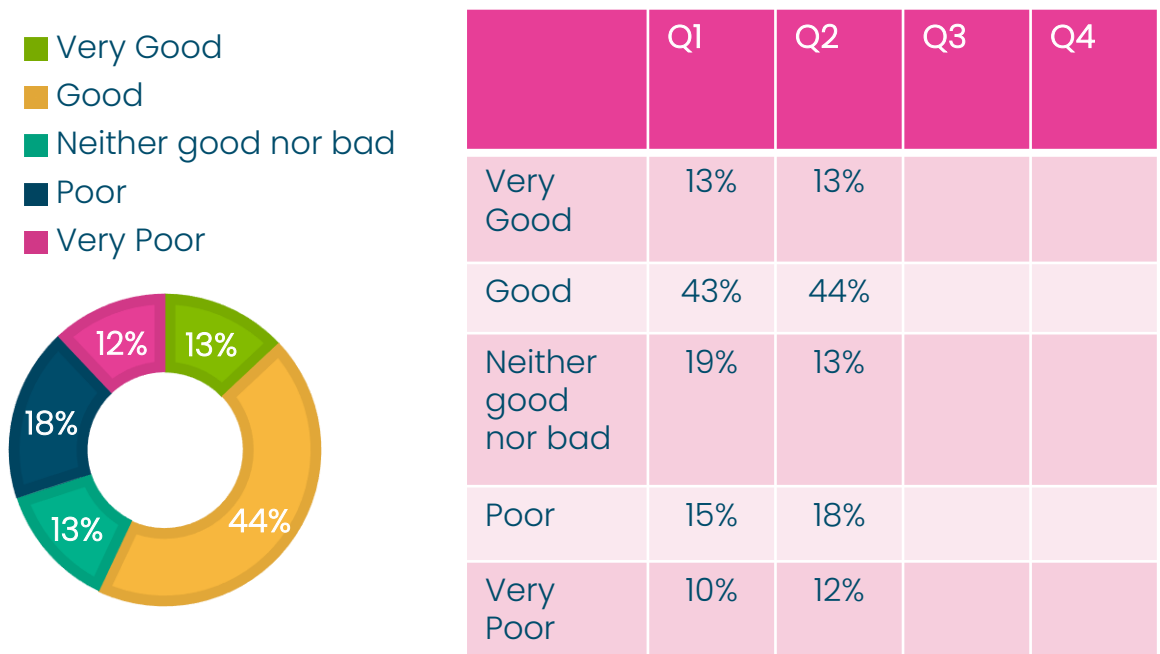
**Pie chart on page 37** – The percentages and counts are based on **themes and sub-themes** we identified in the responses, plus the **sentiment** (positive, negative, or neutral) we assigned. This scoring uses answers from **Questions 7 and 8** of the patient experience form

# Access and Quality Questions

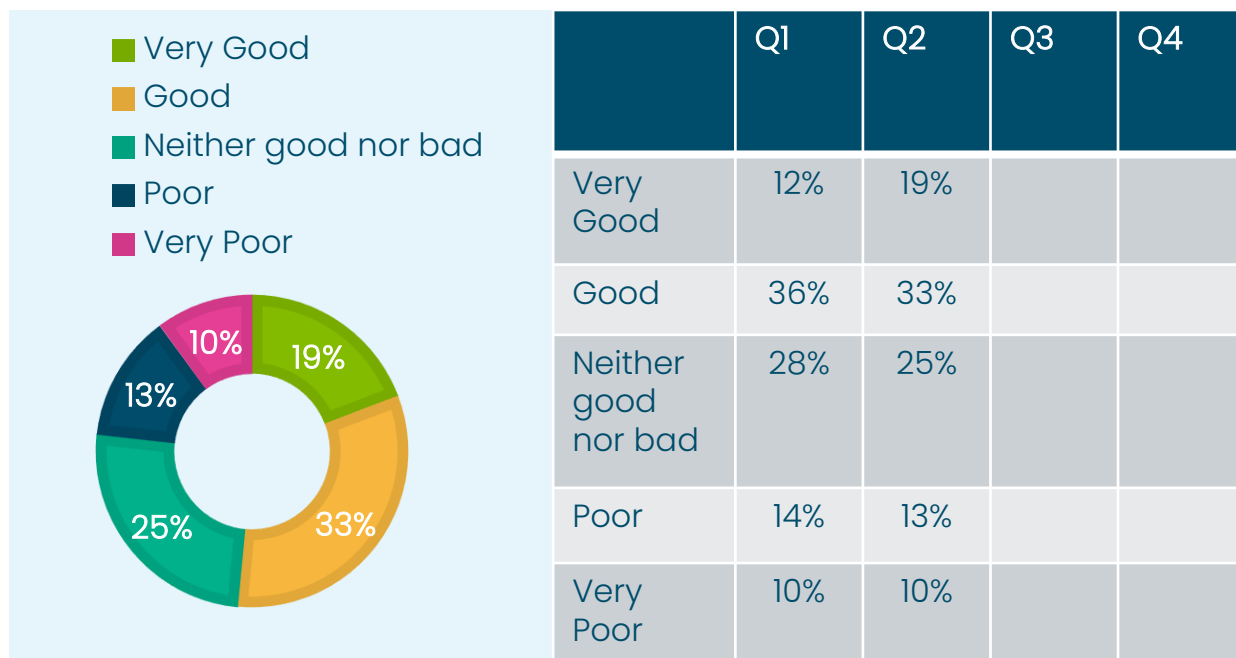
Q1) How did you find getting a referral/appointment at the hospital?



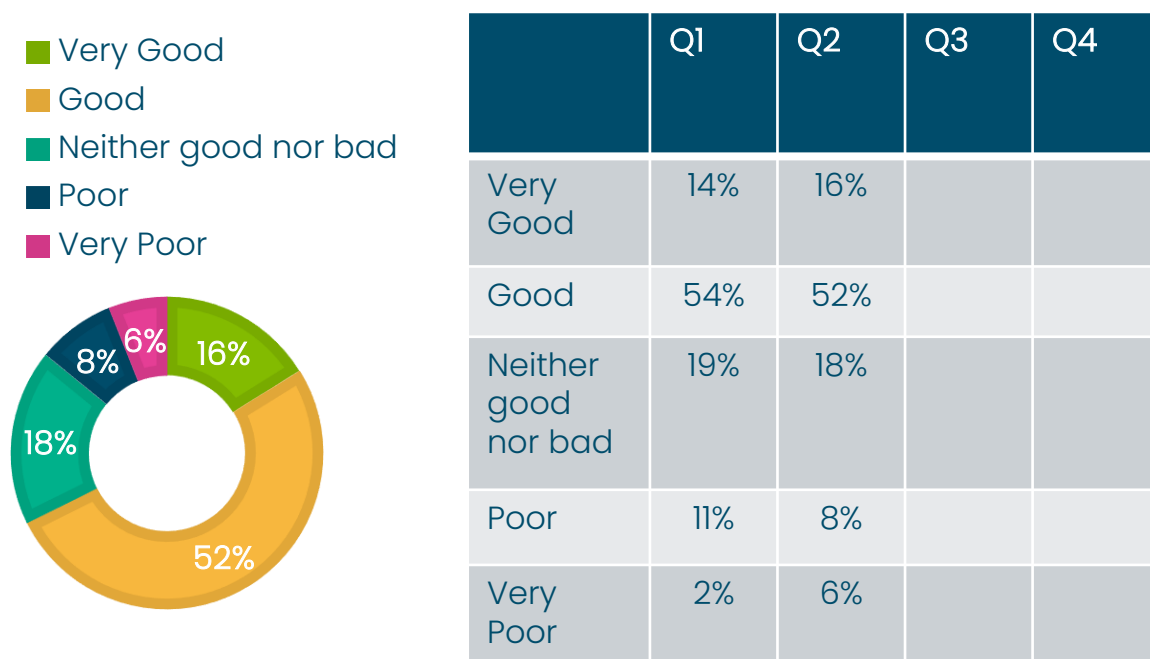
Q2) How do you find getting through to someone on the phone?



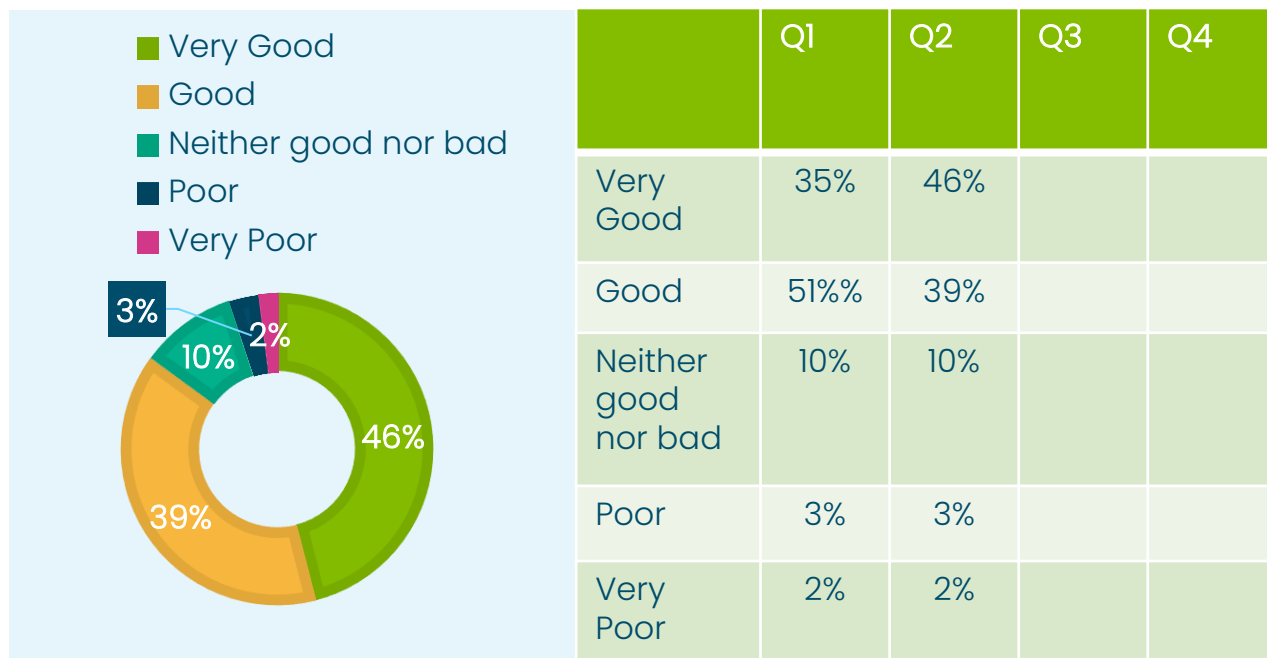
### Q3) How do you find the waiting times at the hospital?



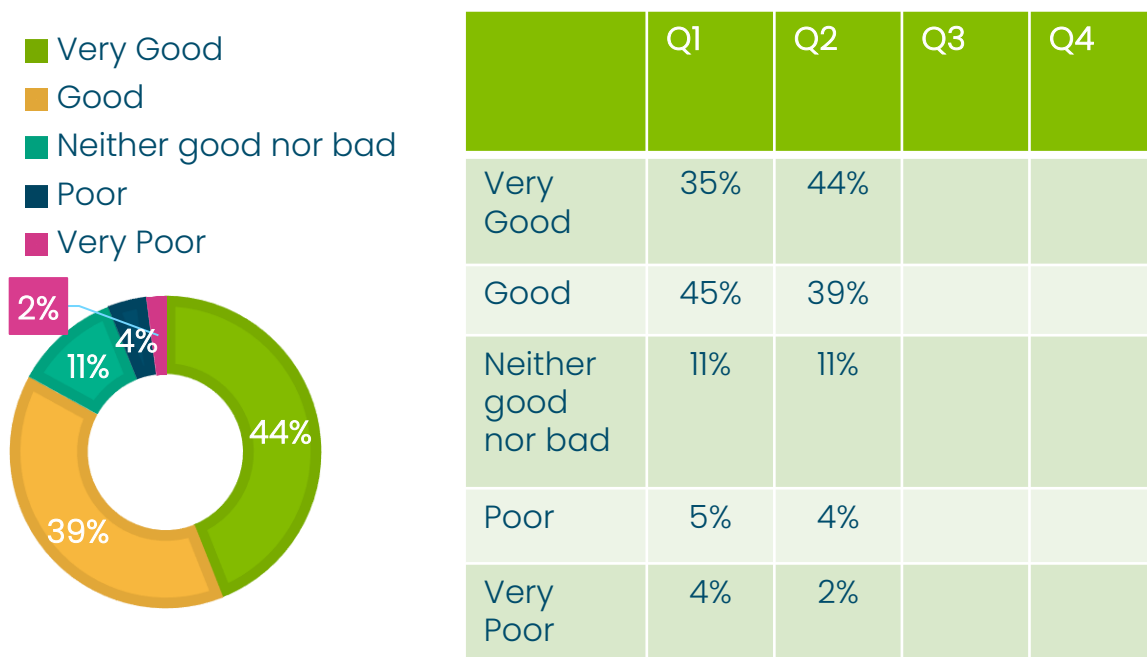
### Q4) How do you think the communication is between your hospital and GP practice?



## 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)	44 (43%)	15 (15%)	43 (42%)	102
Quality of treatment	51 (78%)	5 (8%)	9 (14%)	65
Communication with patients (treatment explanation, verbal advice)	34 (72%)	1 (2%)	12 (26%)	47
Experience	33 (80%)	3 (7%)	5 (12%)	41
Staff Attitudes	36 (88%)	2 (5%)	3 (7%)	41
Appointment availability	13 (37%)	1 (3%)	21 (60%)	35
Getting through on the telephone	4 (18%)	3 (14%)	15 (68%)	22
Quality of Staff - health professionals	15 (88%)	1 (6%)	1 (6%)	17
Suitability	13 (87%)	1 (7%)	1 (7%)	15
Staff Attitudes - health professionals	9 (82%)	0 (0%)	2 (18%)	11

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.128)	3.8	3.3	3.2	3.5	4.2	4.1

Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Ealing Hospital No of reviews: 128	3.9	1. Quality of treatment 2. Waiting Times (punctuality and queueing on arrival) 3. Staff Attitudes	1. Waiting Times (punctuality and queueing on arrival) 2. Appointment availability 3. Getting through on the telephone

## Emerging or Ongoing Issues

So that we can understand ongoing or emerging issues in the borough we compare the top positive and negative issues throughout the year. We have highlighted in dark pink or bright green any issues which have repeated in at least three financial quarters.

### Positive Issues

Q1	Q2	Q3	Q4
Waiting Times (punctuality and queueing on arrival)	Quality of treatment		
Quality of treatment	Waiting Times (punctuality and queueing on arrival)		
Staff Attitudes	Staff Attitudes		
Quality of Staff - health professionals	Communication with patients		
Communication with patients	Experience		

### Negative issues

Q1	Q2	Q3	Q4
Waiting Times (punctuality and queueing on arrival)	Waiting Times (punctuality and queueing on arrival)		
Appointment availability	Appointment availability		
Quality of treatment	Getting through on the telephone		
Staffing levels(Staff)	Communication with patients		
Getting through on the telephone	Quality of treatment		
Lack of communication			

## 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.



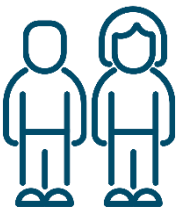
### Gender

In Q2, we received 28% more reviews from Women, compared to Men (64% 36%). However, the men we did survey reported a 4% greater satisfaction than women.



### Age

We received the most feedback from 65–74-year-olds. A majority of this age group reported positive experiences, with 84% expressing satisfaction. 3% 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, 84%.

60% of the feedback we got was from patients from a minority ethnic background. Among patients who identified with an ethnic background from this category, they had an overall positive sentiment of 74%.

# Appendix



## No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	220 (73%)	59 (20%)	22 (7%)	301
Hospital	151 (76%)	34 (17%)	14 (7%)	199
Pharmacy	139 (89%)	12 (8%)	5 (3%)	156
Dental Care	53 (87%)	3 (5%)	5 (8%)	61
Emergency	11 (65%)	2 (12%)	4 (24%)	17
Opticians	14 (93%)	1 (7%)	0 (0%)	15
Community	8 (80%)	2 (20%)	0 (0%)	10
MentalHealth	3 (100%)	0 (0%)	0 (0%)	3
SocialCare	1 (100%)	0 (0%)	0 (0%)	1
Other	1 (100%)	0 (0%)	0 (0%)	1
<b>Overall Total</b>	<b>601</b>	<b>113</b>	<b>50</b>	<b>764</b>

# Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	34%	233
Woman (including trans woman)	63%	442
Other	2%	2
Prefer not to say	1%	9
<b>Total</b>		

Ethnicity	Percentage %	No of Reviews
White British	34%	213
White Irish	2%	10
Other White	5%	29
Bangladeshi	1%	5
Chinese	2%	9
Indian	13%	75
Pakistani	7%	42
Other Asian	12%	74
African	10%	60
Caribbean	3%	17
Other Black	1%	7
Asian and White	1%	6
Black African and White	1%	2
Black Caribbean and White	1%	2
Other Mixed	1%	6
Arab	4%	25
Other Ethnic Group	2%	14
<b>Total</b>	<b>100%</b>	<b>596</b>

Age	Percentage %	No of Reviews
Under 18	2%	13
18-24	4%	26
25-34	15%	95
35-44	15%	97
45-54	15%	94
55-64	14%	90
65-74	17%	109
75-84	12%	76
85+	2%	10
Prefer not to say	3%	18
<b>Total</b>	<b>100%</b>	<b>628</b>

Disability	Percentage %	No of Reviews
Yes	21%	129
No	74%	463
Prefer not to say	4%	23
Not known	1%	1
<b>Total</b>	<b>100%</b>	<b>616</b>

## Demographics

Long-term condition	Percentage %	No of Reviews
Yes	43%	264
No	50%	308
Prefer not to say	4%	27
Not known	2%	14
<b>Total</b>	<b>100%</b>	<b>613</b>

Religion	Percentage %	No of Reviews
Buddhist	2%	12
Christian	35%	229
Hindu	7%	45
Jewish	1 5	2
Muslim	23%	140
Sikh	7%	43
Spiritualism	1%	5
Other religion	3%	19
No religion	16%	99
Prefer not to say	4%	26
<b>Total</b>	<b>100%</b>	<b>620</b>

Sexual Orientation	Percentage %	No of Reviews
Asexual	1%	4
Bisexual	1%	4
Gay Man	2%	13
Heterosexual/ Straight	84%	514
Prefer not to say	13%	79
<b>Total</b>	<b>100%</b>	<b>614</b>

Pregnancy	Percentage %	No of Reviews
Currently pregnant	0%	0
Currently breastfeeding	1%	3
Given birth in the last 26 weeks	1%	2
Prefer not to say	2%	13
Not known	1%	8
Not relevant	42%	266
No	51%	319
<b>Total</b>	<b>100%</b>	<b>611</b>

# Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	1%	4
Not in employment & Unable to work	7%	43
Not in Employment/ not actively seeking work - retired	35%	215
Not in Employment (seeking work)	2%	10
Not in Employment (Student)	4%	22
Paid: 16 or more hours/week	44%	267
Paid: Less than 16 hours/week	2%	15
On maternity leave	4%	24
Prefer not to say	1%	9
<b>Total</b>	<b>100%</b>	<b>609</b>

Unpaid Carer	Percentage %	No of Reviews
Yes	12%	74
No	85%	515
Prefer not to say	3%	17
<b>Total</b>	<b>100%</b>	<b>606</b>

Area of the borough	Percentage %	No of Reviews
Acton	8%	48
Ealing	28%	169
Greenford	11%	67
Hanwell	13%	79
Perivale	1%	6
Southall	18%	112
Northolt	8%	51
Other	2%	11
Out of the Borough	9%	56
Prefer not to Say	2%	15
<b>Total</b>	<b>100%</b>	<b>614</b>



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