

Q3 Patient Experience Report

Healthwatch Ealing
October – December 2025



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Introduction

Patient Experience Programme

Healthwatch Ealing is your local health and social care champion. We resumed our patient experience programme this quarter following the focus on the co-production survey. We exceeded our target for the quarter to make up for the shortfall last quarter. 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 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 October and December 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.

Q3 Snapshot

This section provides a summary of the experiences we collected during October – December 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)



1542 reviews

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

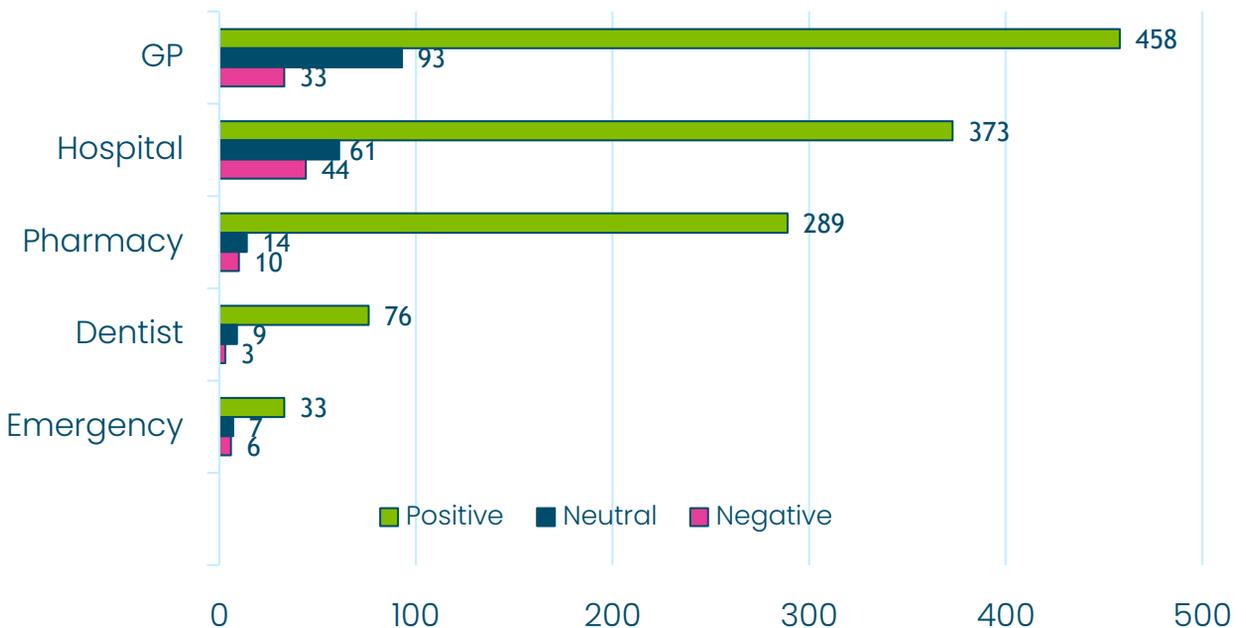
57 visits

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	584	78%
Hospital	478	78%
Pharmacy	313	92%
Dentist	88	86%
Emergency	46	72%

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 2025-26. 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)	78% (458)	
Hospital	73% (196)	76% (151)	78% (373)	
Pharmacy	93% (202)	89% (139)	92% (289)	
Dentist	87% (65)	87% (53)	86% (76)	
Emergency	74% (32)	65% (11)	72% (33)	
Opticians	96% (22)	93% (14)	81% (13)	
Community	67% (6)	80% (8)	69% (9)	
Mental Health	57% (4)	100% (3)	67% (2)	
Other	0% (0)	100% (1)	0% (0)	
Social Care	25% (1)	100% (1)	100% (1)	

What does this tell us?

- The percentage of people sharing positive feedback about GPs increased back to the level seen in Q1 compared to small decrease in Q2.
- Hospital services have seen a further increase of 2% in positive feedback compared to previous quarters.
- Positive experiences of Pharmacy services have also increased in Q3 compared to Q2 and similar to the levels of Q1.
- Positive experiences of Dental services have remained at similar levels in all three quarters.

Experiences of GP Services



What people told us about GP Services

"The doctors are good- they sort out or at least try to sort out your problems."

"They've being quite thorough trying to determine what the issue is. The reception take things seriously. I never feel rushed when I see a doctor."

"Staff are polite. The Doctors I have encountered so far are very professional; they put you at ease. The process here is quite efficient and fast."

"It has got a lot better- getting an appointment and how quick it is to speak to a doctor. It is good they have a lady doctor here too. It is a lot smoother and easy."

"They are so busy, it can take about 2 weeks to get an appointment. You can be sitting on the to them; it is hard to phone for an hour to get through use the online system as well."

"It is not very easy to get appointment. Terrible experience with the receptionist. The waiting is too long to see doctor. The appointment was offered in three weeks"

"It is hard to reach them over the phone because they are busy; it makes it awkward for me to call. I would like it if we could make appointments online especially for children."

"The wait times to be seen. We had a 10:40am appointment and we were seen an hour and a half later. "



GP Services

Summary

Findings

What has worked well?

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



The Attitudes of Staff

Staff attitudes that patients encountered this quarter received a strong 79% positive rating overall, reflecting a high level of satisfaction with the interactions they had with the staff at their local GP surgery; patients consistently expressed appreciation for the staff they met, giving high praise for their consistent politeness, calm professionalism, and genuine ability to put people at ease during appointments, which in turn helped build real confidence and trust in the professionals attending to their health needs and concerns.



The Overall Quality of Care

Overall, patients this quarter reported high levels of satisfaction with the quality of treatment and care they received from health staff at their GP surgery, with 76% of all comments being positive.



Many patients particularly praised the thoroughness shown by the healthcare professionals who attended to them, as well as the genuine eagerness and strong determination demonstrated by the health staff to properly investigate, diagnose, and identify the underlying cause of their health issues rather than simply treating surface-level symptoms.



This positive feedback is further reinforced by patients' views on the overall quality of the health staff themselves, where an impressive 82% of relevant comments were positive, reflecting the dedication, professionalism, and patient-centred approach consistently delivered by our GP teams across the practice.

What could be improved?

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

Appointment Availability and Booking



It is important to note that appointment availability received a very mixed sentiment from patients this quarter, with feedback being almost evenly split and only an 8% difference between positive and negative comments overall (please refer to slide 18 for reference); while some patients did express appreciation where they were able to secure timely slots, many more voiced clear frustration and disappointment with the lengthy waiting times required for routine or non-urgent appointments, often facing a minimum wait of two weeks or longer in a large number of cases, which left them feeling that access to care was unnecessarily delayed. Compounding these difficulties, patients also highlighted significant ongoing challenges with the actual process of booking an appointment itself, resulting in 49% of all relevant comments carrying a negative sentiment and underscoring the need for improvements in both availability and the ease of securing appointments to better meet patient expectations.

Getting through on the telephone



A consistent critique that patients continue to raise is the significant difficulty they face in accessing their GP surgery during morning hours, particularly when trying to book same-day or urgent appointments, and this quarter has been no exception to this longstanding and frequently mentioned issue; patients repeatedly describe the intense competition for limited early-morning slots, the frustration of lines being constantly engaged or calls going unanswered for extended periods, and the overall sense that the phone system becomes overwhelmed almost immediately after the surgery opens, making it feel nearly impossible to get through in a timely way for anything requiring prompt attention. This ongoing challenge is clearly reflected in the feedback received, where a substantial 66% of all comments specifically addressing the phone lines carried a negative sentiment, highlighting persistent dissatisfaction with accessibility, responsiveness, and the reliability of the telephone booking process during peak morning demand.

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

Enhance Appointment Availability

To address the mixed sentiment around appointment slots, with patients frustrated by long waits of at least two weeks for routine care, surgeries could implement a tiered scheduling system that prioritises non-urgent appointments while reserving a portion of daily slots for flexible booking. This might involve partnering with local pharmacies or online triage tools to divert minor issues, freeing up GP time and reducing delays, ultimately aiming to cut average wait times by 20-30% and improve overall access to timely care without overburdening staff resources.

Streamline the Booking Process

Given the significant challenges patients face in easily securing appointments, as reflected in 49% negative comments, surgeries should invest in user-friendly digital platforms, such as integrated apps or websites with real-time availability checks and automated reminders. Training administrative staff on efficient handling of bookings and incorporating patient feedback loops for ongoing refinements could help make the process more intuitive and less cumbersome, fostering greater satisfaction and ensuring that nearly half of current complaints are mitigated through simpler, more reliable methods.

Improve Telephone Accessibility

In response to the persistent difficulty in getting through during morning hours, with 66% of phone-related comments being negative due to engaged lines and competition for same-day slots, surgeries should continue to look to upgrade their phone systems to include call queuing with estimated wait times, callback options, or even AI-assisted triage for initial queries. Extending early-morning staffing or integrating multi-channel support like secure messaging could alleviate peak demand pressures, making it easier for patients to connect promptly and reducing the sense of frustration associated with urgent needs.



GP Services

Full data set

GP Services

No. of Reviews	584 (relating to 64 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.

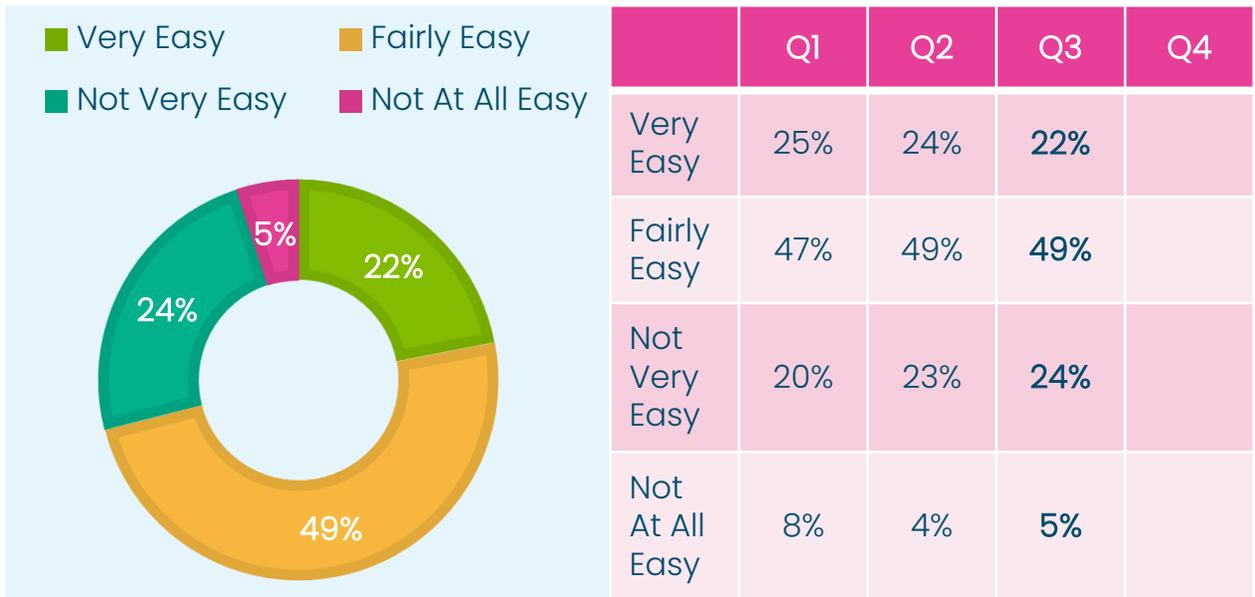
Participants were asked to choose between 1-5* (Very Poor – Very Good)

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

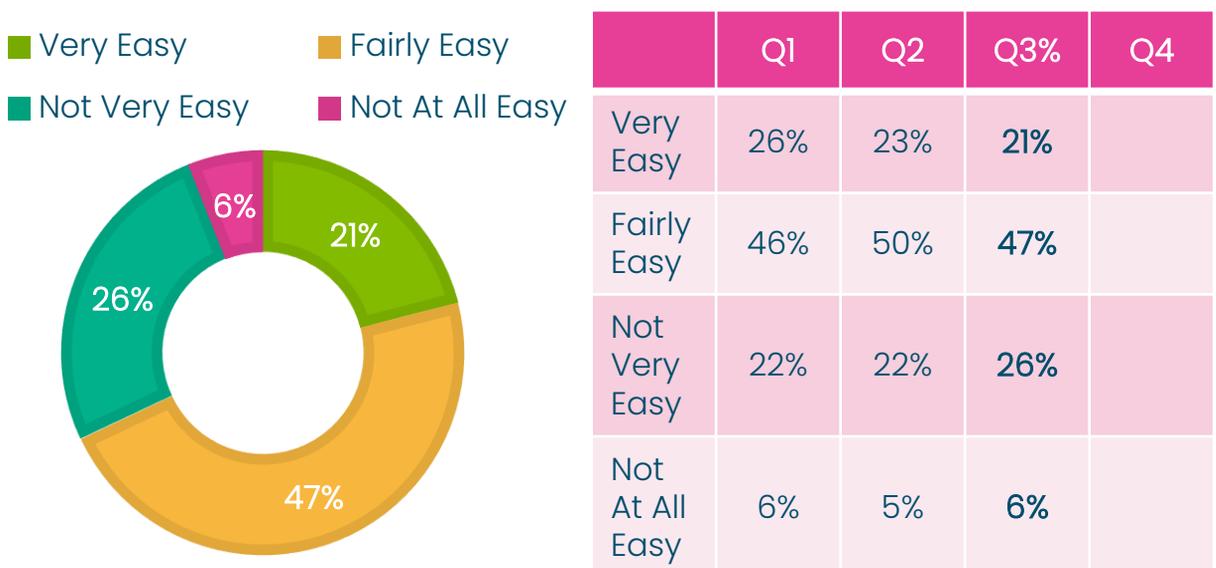
Pie chart on page 19 – The percentages and counts are based on **themes and sub-themes** we identified in the responses, plus the **sentiment** (positive, negative, or neutral) we assigned. This scoring uses answers from **Questions 7 and 8** of the patient experience form.

Access and Quality Questions

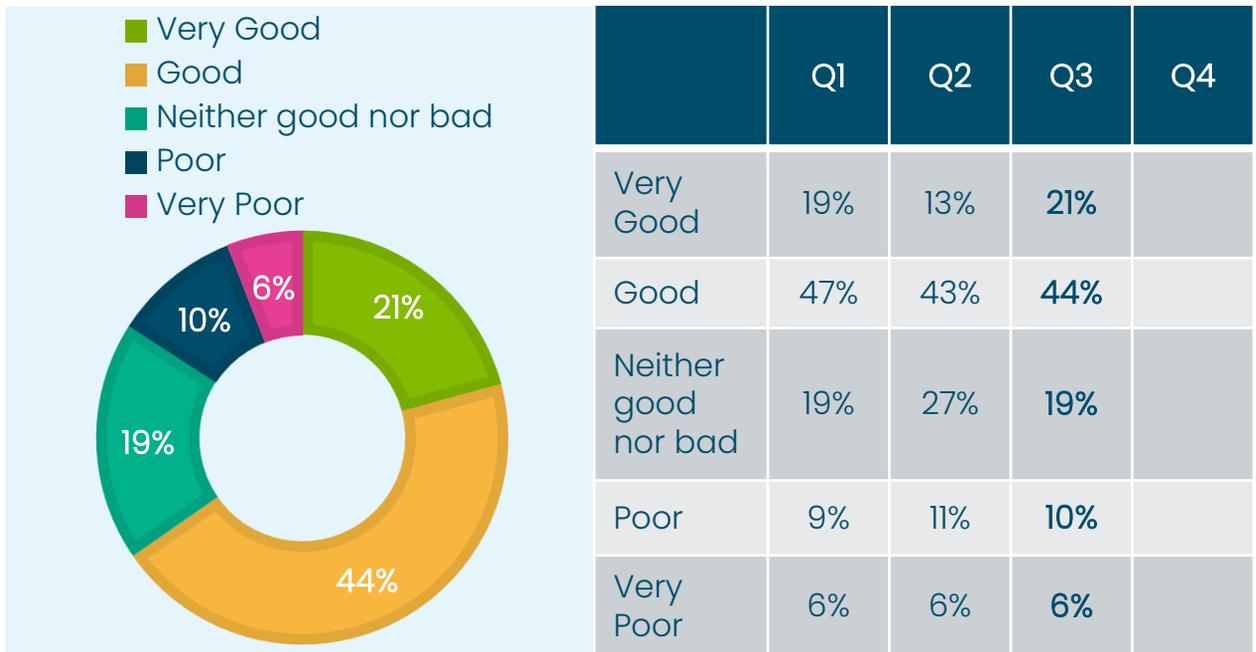
Q1) How do you find getting an appointment?



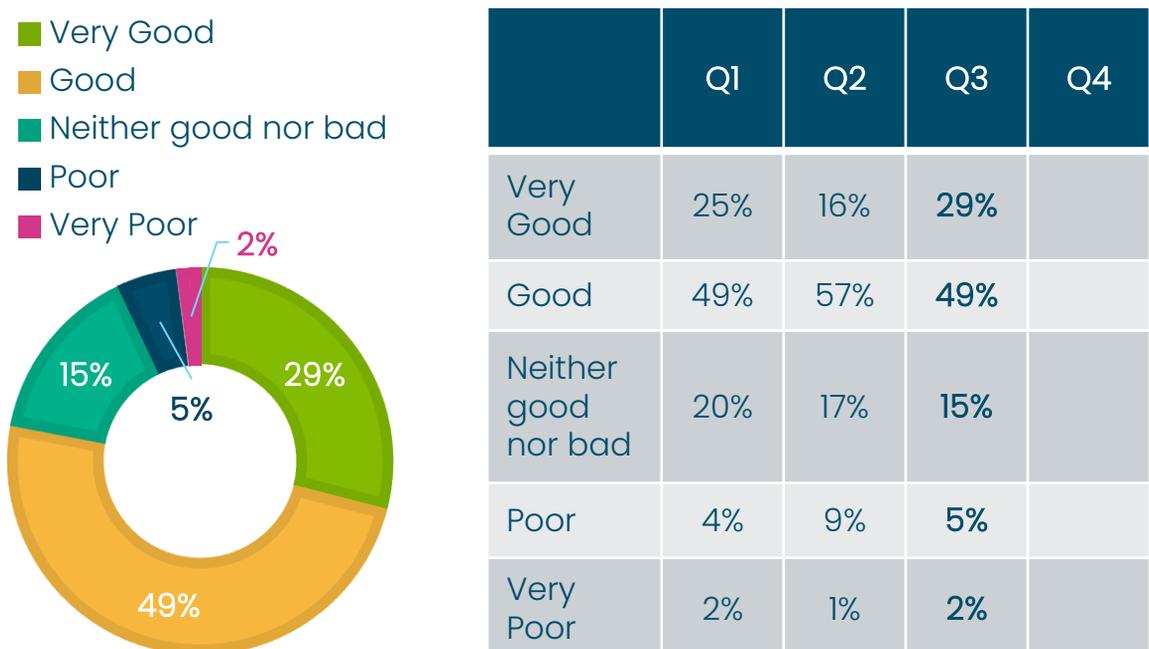
Q2) How do you find getting through to someone at your GP practice on the phone?



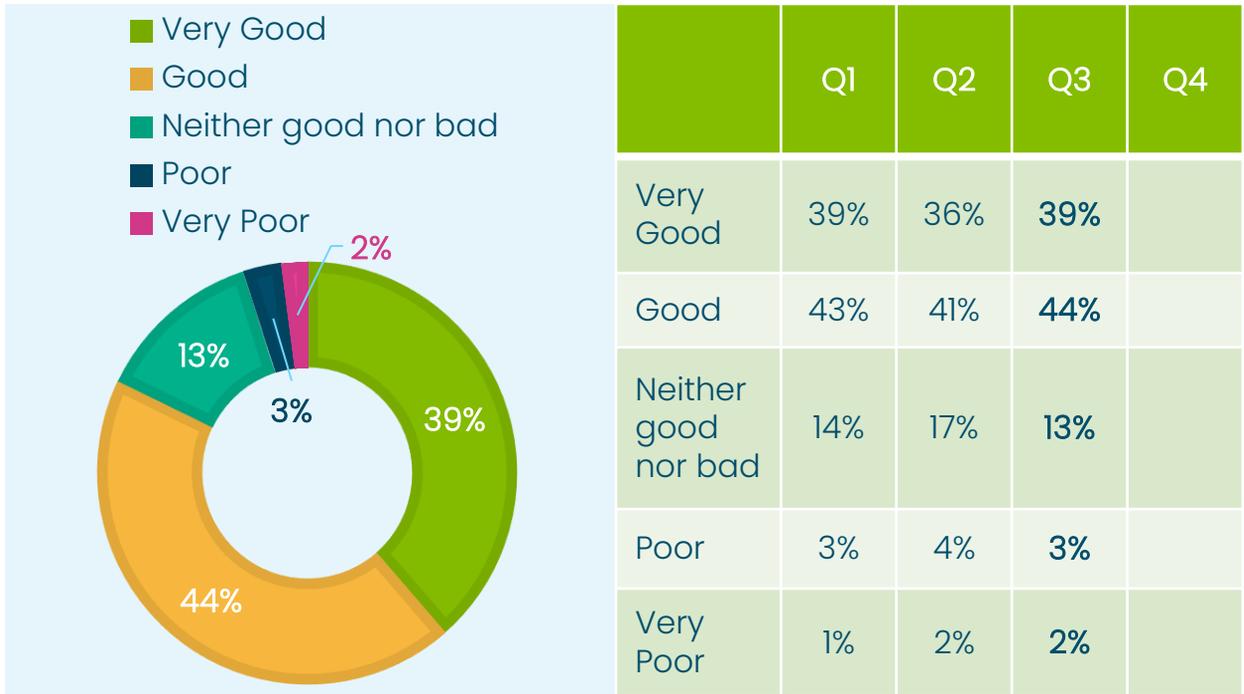
Q3) How do you find the quality of online consultations?



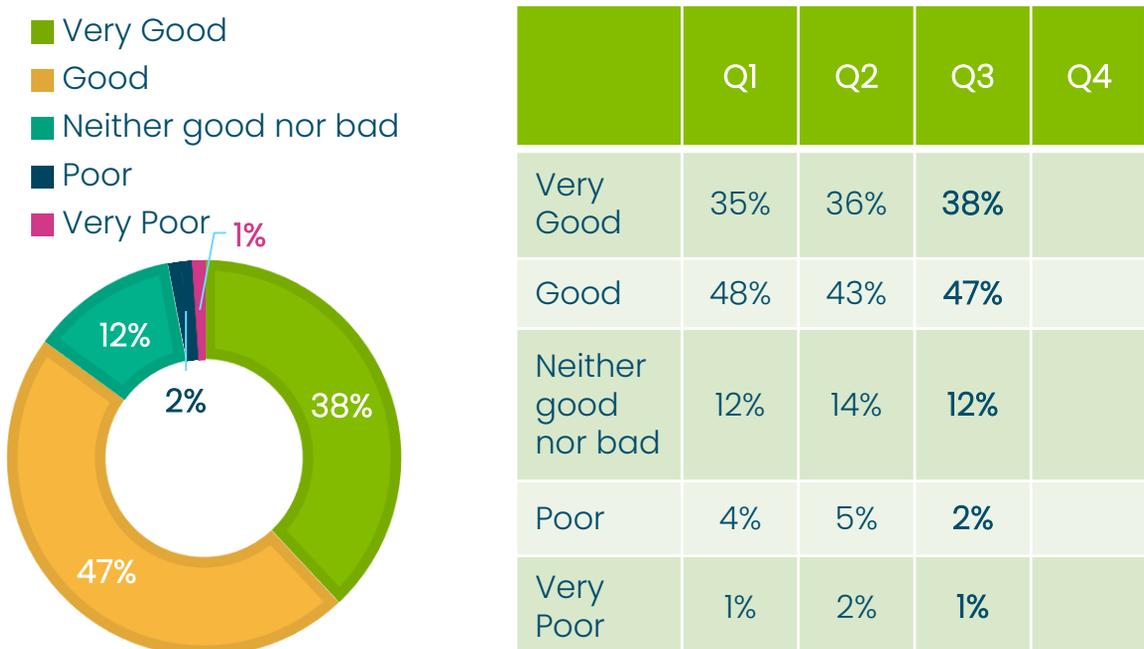
Q4) How do you find the quality of telephone consultations?



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 October and December 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	80 (42%)	15 (8%)	94 (50%)	189
Getting through on the Telephone	30 (25%)	11 (9%)	81 (66%)	122
Staff Attitudes	89 (79%)	8 (7%)	15 (13%)	112
Booking Appointments	50 (46%)	5 (5%)	53 (49%)	108
Quality of Treatment	76 (76%)	7 (7%)	17 (17%)	100
Quality of Staff - Health Professionals	74 (82%)	7 (8%)	9 (10%)	90
Waiting Times (punctuality and queueing on arrival)	19 (33%)	3 (5%)	36 (62%)	58
Communication with patients (treatment explanation, verbal advice)	35 (73%)	2 (4%)	11 (23%)	48
Booking Appointments – Online	19 (43%)	1 (2%)	24 (55%)	44
Staff Attitudes – Administration Staff	18 (41%)	5 (11%)	21 (48%)	44

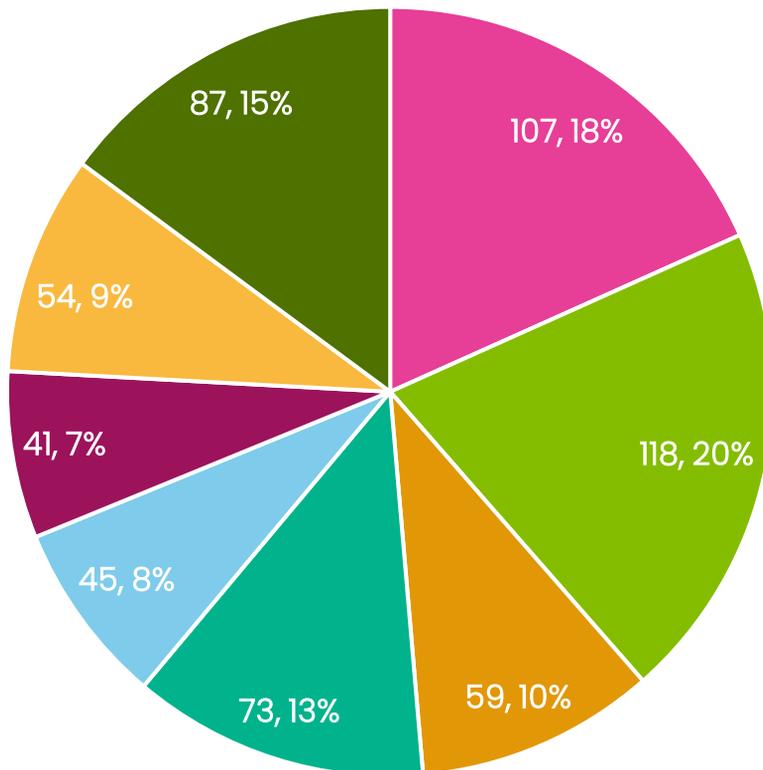
Primary Care Networks

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

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

Between October and December 2025, the services which received the most reviews were....

Total Reviews per PCN (number, %)



- | | |
|-------------------|--|
| ■ •Acton | ■ •The Ealing Network |
| ■ •Northolt | ■ •Northolt, Greenford, Perivale (NGP) |
| ■ •Greenwell | ■ •North Southall |
| ■ •South 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)	3.1	3	3.9	4.3	4.4	4.3
The Ealing Network (n.118)	2.9	2.8	3.4	3.9	4.3	4.1
Northolt (n.59)	2.6	2.8	3.6	3.8	4	4.2
NGP (n.73)	2.8	2.8	3.6	3.9	4	4
Greenwell (n.45)	2.6	2.9	3.5	4	4.2	4.3
North Southall (n.41)	3.1	3.1	3.6	4.1	4.1	4.3
South Southall (n.54)	2.7	2.6	3.6	3.8	3.9	4
South Central Ealing (n.87)	2.8	2.7	3.7	3.9	4	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	4.1	1. Appointment availability	1. Getting through on the telephone
		2. Staff Attitudes	2. Booking appointments – online
		3. Quality of Treatment	3. Appointment availability
Greenwell No of reviews: 45	4	1. Quality of staff – health professionals	1. Getting through on the telephone
		2. Staff Attitudes	2. Appointment availability
		3. Appointment availability	3. Waiting times on arrival
North Southall No of reviews: 41	4.2	1. Staff Attitudes	1. Getting through on the telephone
		2. Appointment availability	2. Waiting times on arrival
		3. Quality of staff – health professionals	3. Appointment availability
Northolt No of reviews: 59	3.8	1. Quality of treatment	1. Booking appointments
		2. Quality of staff – health professionals	2. Appointment availability
		3. Management of service	3. Getting through on the telephone

Primary Care Network	Overall rating	Top 3 Positive Issues	Top 3 Negative Issues
Northolt, Greenford, Perivale (NGP) No of reviews: 73	3.8	1. Staff attitudes	1. Appointment availability
		2. Quality of staff - health professionals	2. Getting through on the telephone
		3. Booking appointments	3. Booking appointments
South Central Ealing No of reviews: 87	4	1. Quality of treatment	1. Appointment availability
		2. Appointment availability	2. Getting through on the telephone
		3. Staff attitudes	3. Booking appointment - online
South Southall No of reviews: 54	3.7	1. Staff attitudes	1. Appointment availability
		2. Staff attitudes – administrative staff	2. Getting through on the telephone
		3. Quality of treatment	3. Booking appointment
The Ealing Network No of reviews: 118	4.1	1. Appointment availability	1. Appointment availability
		2. Staff attitudes	2. Getting through on the telephone
		3. Quality of staff – health professionals	3. Online consultation (app/form)

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	
Staff Attitudes	Quality of treatment	Appointment Availability	
Staff Attitudes – Health Professionals	Staff Attitudes	Quality of Treatment	
Appointment Availability	Communication with Patients	Quality of Staff – Health Professionals	
Communication with Patients	Treatment Experience	Booking Appointment	

Negative issues

Q1	Q2	Q3	Q4
Appointment Availability	Appointment availability	Appointment Availability	
Getting Through on the Telephone	Getting Through on the Telephone	Getting Through on the Telephone	
Waiting Times (punctuality and queueing on arrival)	Booking Appointments	Booking Appointments	
Booking Appointments	Quality of treatment	Waiting Times (punctuality and queueing on arrival)	
Staff Attitudes – Administrative Staff	Waiting Times (punctuality and queueing on arrival)	Booking Appointments – Online	

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.



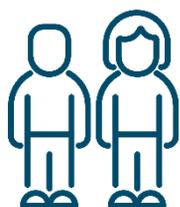
Gender

In Q3, we received 27% more reviews from Women, compared to Men. However, men reported a more positive experience than women by 1% (81% to 80%)



Age

We received the most feedback from 25-34 year-olds. Majority of this age group reported 86% positive experiences. Followed by 35-44 years-olds and 45-54 year-olds and these groups reported 80% and 78% positive experiences, respectively.



Ethnicity

From our findings this quarter, we received the most feedback from patients who identified as White British, with most of this ethnic group expressing 84% positive experiences.

Followed by, Asian Indian with 78%, Any Other Asian Background with 78% positive and Any Other White Background with 86% positive experiences. These were the ethnicities we received the most number of reviews from this quarter.

Experiences of Hospital Services



What people told us about Hospitals

"They are very reassuring and nice. They put me at ease. They remembered me, very personable treatment."

"Sometimes if you come really early they will see you early. It is marvellous. I love coming here, only a 5-10 minute wait to be seen. The nurses are really nice and polite."

"I was seen within the hour of being brought in. Very polite and courteous staff. They paid a lot of attention to detail checked that everything was fine. Very quick and very efficient."

"They are pretty easy to find, and so far I haven't had to wait ages. The last time I was seen was within 5 months, so in my experience, they're great. The staff are nice, they're pretty good. They've been very professional. The last time I was here, the cafe and the people there were nice."

"The wait was 7 hours. The communication between the hospital and the GP needs to be better. With the technology we have this shouldn't be a problem."

"I think the trust does not prioritise this hospital. The bigger hospitals in the trust have better facilities and more resources available for the patients than what we have here."

"On the phone they put you on the waiting list, sometimes over 10 minutes. For the initial appointment, it was hard, the referral takes a while because the communication takes longer but not their fault."

"Been pushed months and months back for the appointment. Last time we were meant to have the appointment. There was a strike, so it was pushed back another 3 months. The original referral was about 15 months ago."



Hospital
Services
Summary
Findings

What has worked well?

Below is a list of the key positive aspects relating to hospitals between October and December 2025



Staff Attitudes

The attitudes of the staff that patients interacted with during their hospital visit were received with great satisfaction this quarter, as an impressive 89% of all comments specifically addressing staff behaviour and approach were positive in sentiment; patients repeatedly described the staff they encountered as genuinely reassuring, exceptionally nice, and deeply caring in their manner.



Quality of Treatment

The treatment that patients were given this quarter, was received very positively, with 84% of comments expressing their satisfaction with the treatment they received. Some patients highlighted the personal health care treatment that was provided to them during their visit to their respective hospital.



Experience

Patients were happy with their overall experience when visiting the hospital visit this quarter, reporting very high levels of satisfaction with an impressive 86% of comments addressing the general patient experience being positive in sentiment.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between October and December 2025



Waiting Times

This quarter, patients expressed more negative sentiment regarding waiting times to be seen, with 74% of comments in this area being negative. However, patient feedback suggests this varies significantly by department and, in some cases, by time of day. A large proportion of these negative comments relate to A&E and other emergency department settings.



Appointment Availability

Appointment availability was a slight cause for concern this quarter, with 51% of relevant comments expressing negative sentiment. Several patients highlighted waiting many months after referral, including one review (see page 36) that referenced an original referral dated 15 months earlier. That said, the concern remains relatively mild, as 47% of comments reflected a more positive sentiment on this topic.



Getting through via phone

Getting through by telephone to the local hospital emerged as an area for improvement this quarter, with 69% of comments expressing negative sentiment. Patients frequently highlighted the long time taken to have their calls answered.

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

Implement targeted enhancements to urgent and emergency care pathways

This could include expanding same-day emergency care (SDEC) capacity and co-locating additional urgent treatment centre (UTC) support where feasible, continuing to divert non-life-threatening cases and reducing overall A&E waits. Ongoing national efforts to improve A&E performance (targeting $\geq 78\%$ of patients seen, admitted, or discharged within 4 hours) should be prioritised locally through better triage, staffing adjustments during peak times, and integration with NHS 111 for pre-assessment.

Build on NHS elective care recovery plans

By increasing the use of digital tools and pathway optimisations at trust sites serving Ealing, such as expanding patient-initiated follow-up (PIFU), specialist advice and guidance for GPs, and straight-to-test pathways. Leverage the new Ealing Community Diagnostic Centre (managed by the trust) to speed up diagnostics and reduce referral-to-treatment waits, aiming to contribute to the national interim target of 65% of patients treated within 18 weeks by March 2026. Regular validation of waiting lists and greater visibility of appointment slots via the NHS App would further support fairer access.

Enhance telephony and digital access channels across the trust's sites (including Ealing Hospital)

By rolling out more NHS App functionalities for appointment management, queries, and messaging, as prioritised in 2025/26 NHS guidance (aiming for high coverage of digital appointment booking and management). Supplement this with increased administrative training for better call handling, potential expansion of call centre capacity or callback options during peak periods, and continued promotion of alternative routes like NHS 111 or online portals to reduce phone dependency and improve response times.

Hospital Services

Full data set

Hospital Services

No. of Reviews	478 (relating to 13 hospitals)
Positive	78%
Negative	9%
Neutral	13%



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?

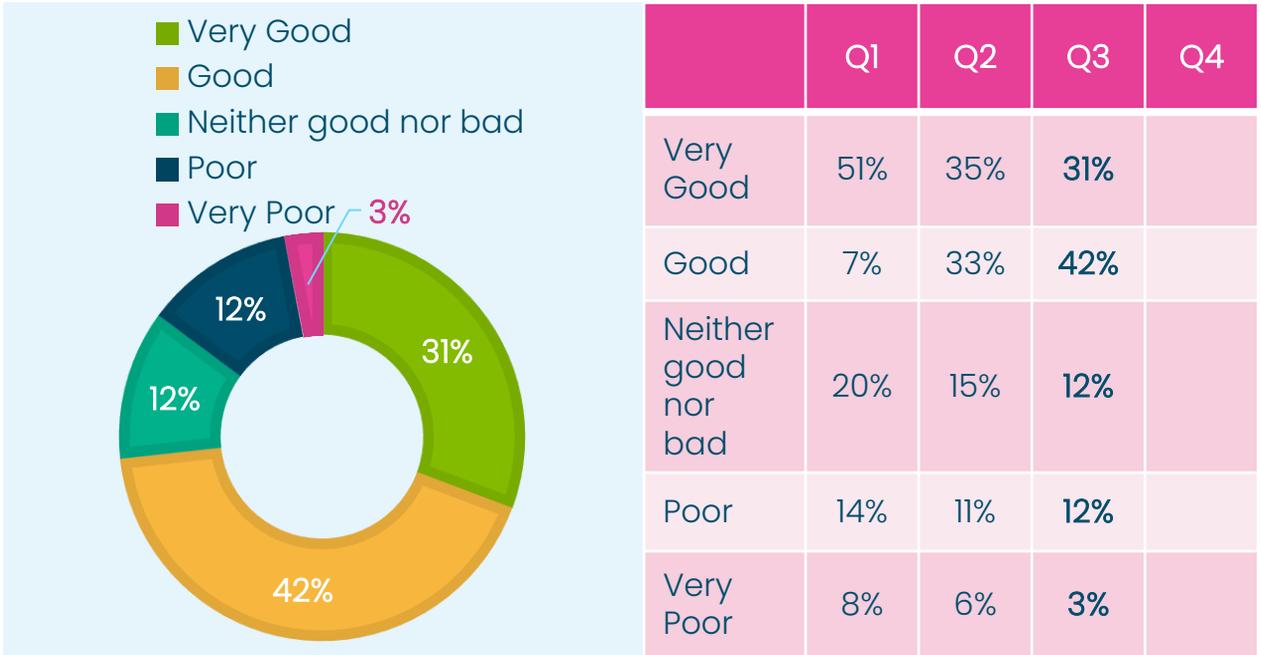
Participants were asked to choose between 1-5* (Very Poor – Very Good) for all questions.

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

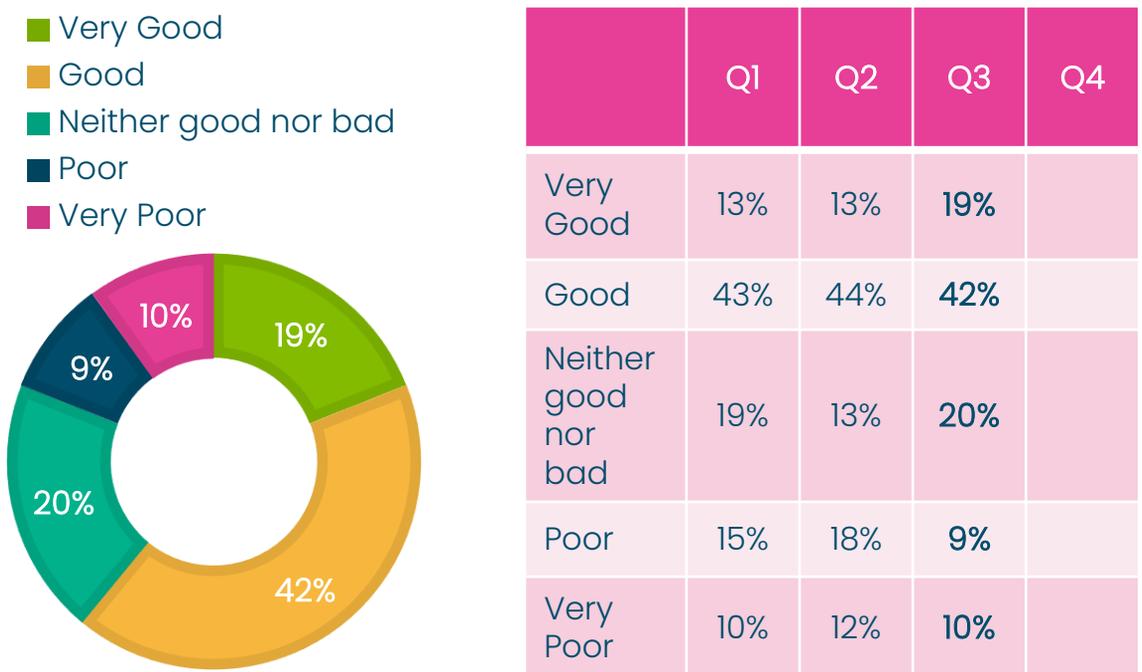
Pie chart on page 37 – The percentages and counts are based on **themes and sub-themes** we identified in the responses, plus the **sentiment** (positive, negative, or neutral) we assigned. This scoring uses answers from **Questions 7 and 8** of the patient experience form

Access and Quality Questions

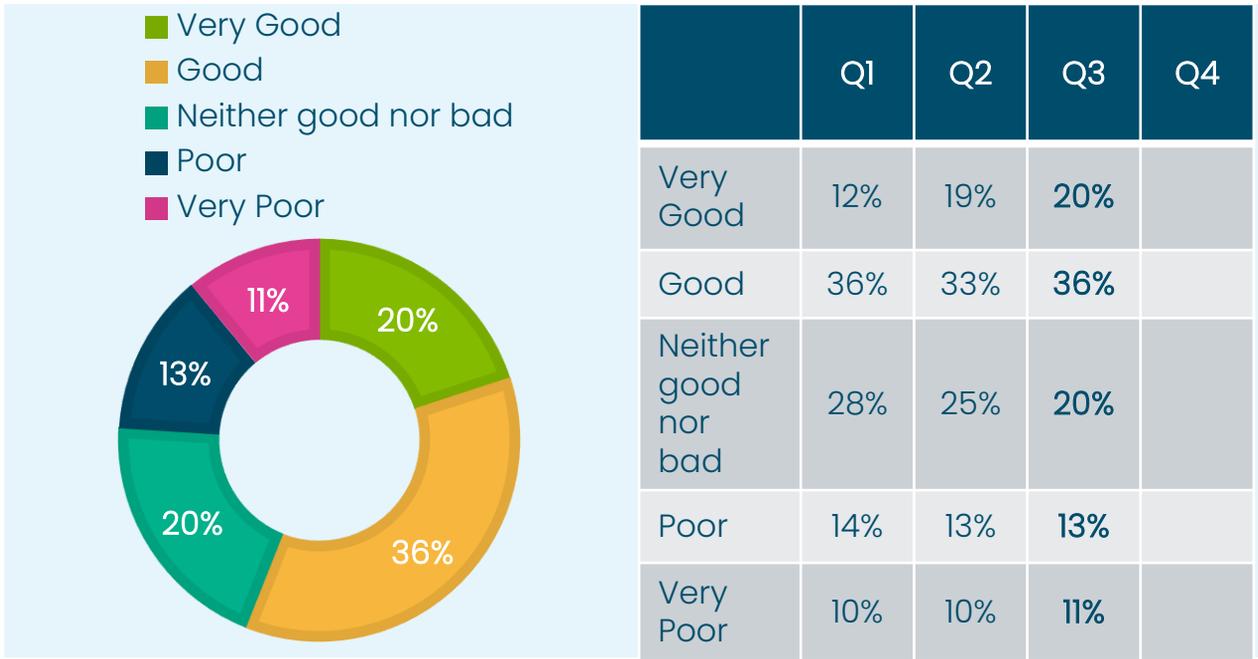
Q1) How did you find getting a referral/appointment at the hospital?



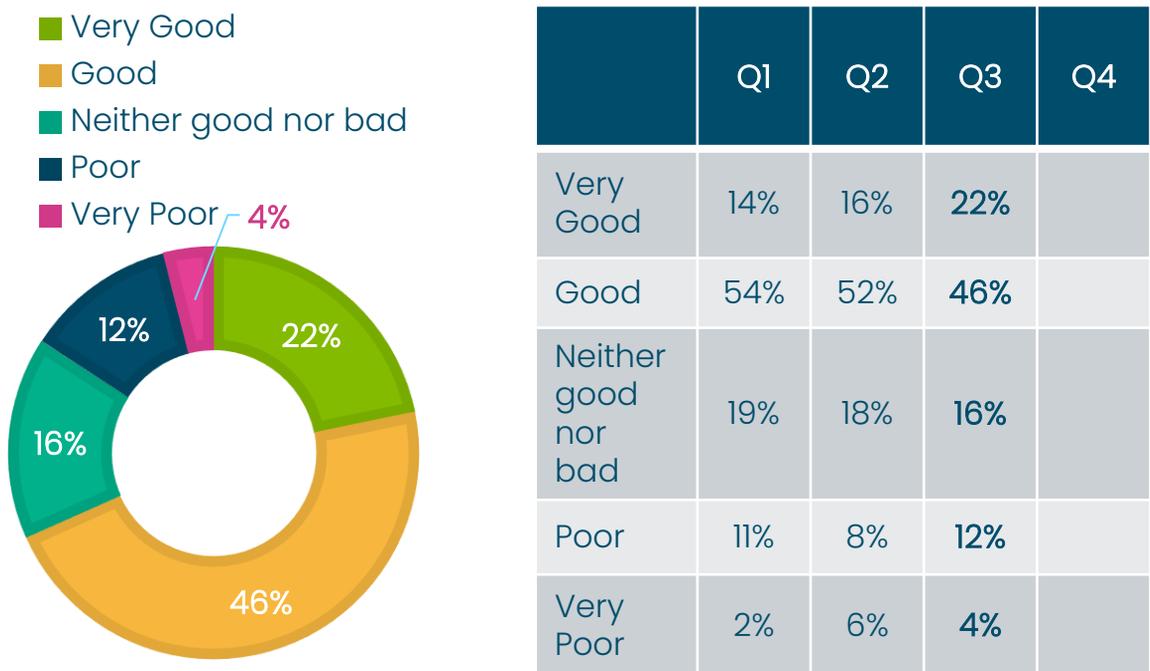
Q2) How do you find getting through to someone on the phone?



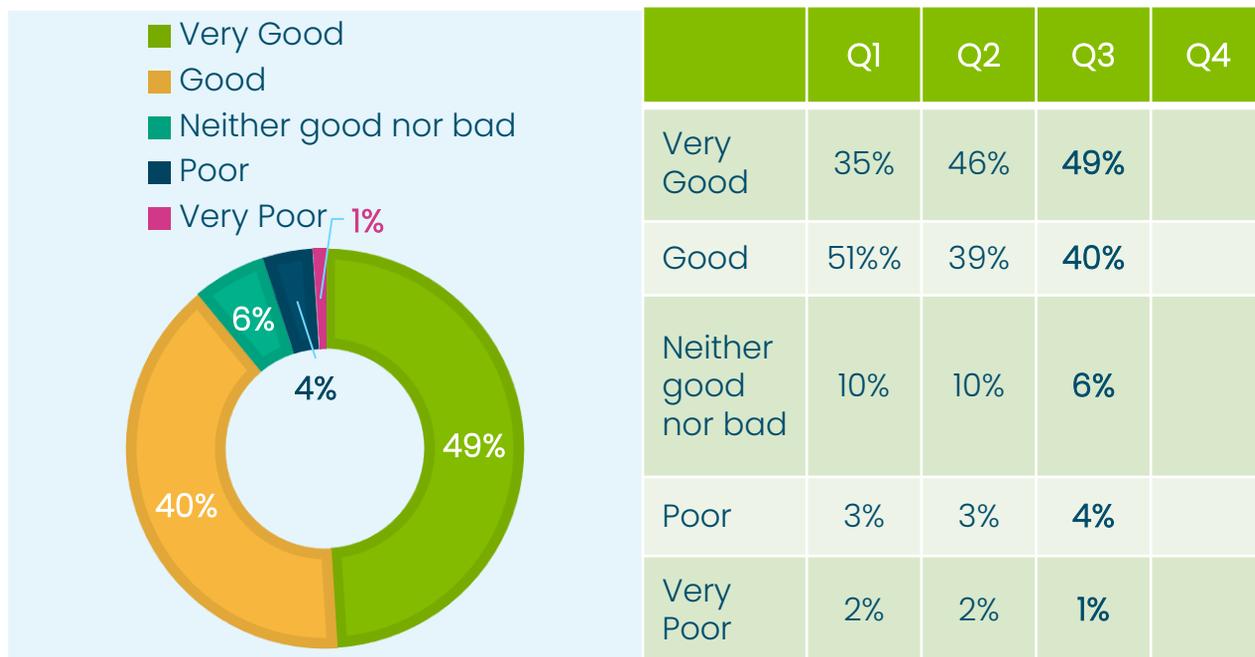
Q3) How do you find the waiting times at the hospital?



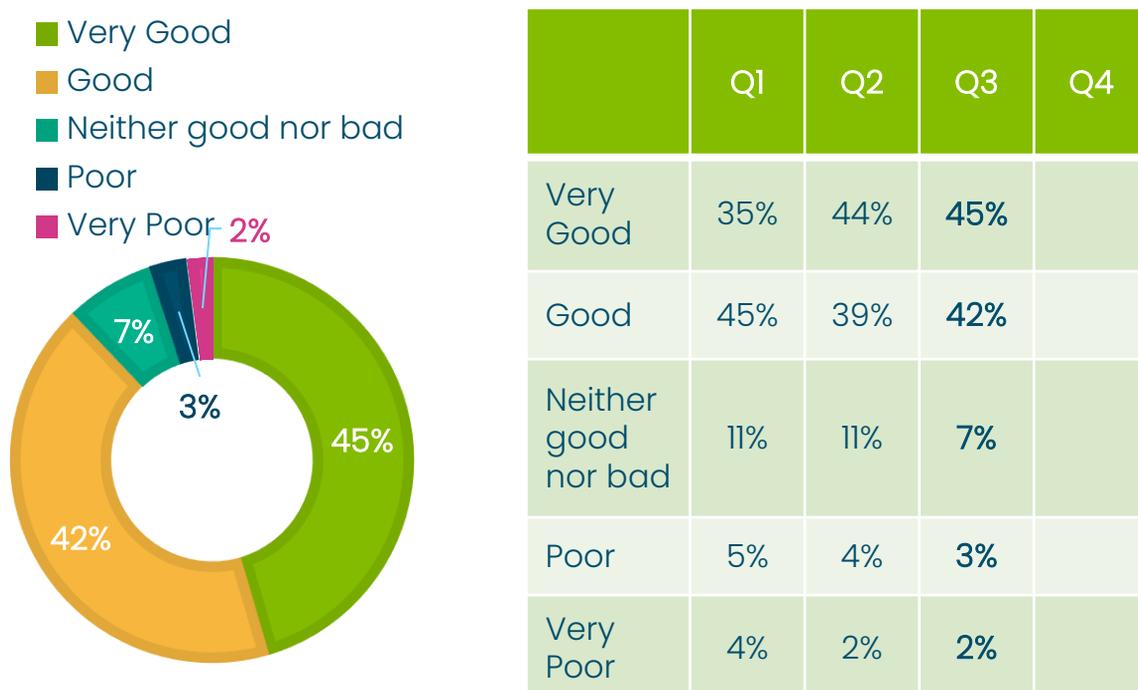
Q4) How do you think the communication is between your hospital and GP practice?



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 October and December 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)	83 (44%)	11 (6%)	95 (50%)	189
Quality of Treatment	92 (84%)	4 (4%)	14 (13%)	110
Staff Attitudes	93 (89%)	4 (4%)	7 (7%)	104
Experience	68 (86%)	2 (3%)	9 (11%)	79
Appointment Availability	37 (47%)	1 (1%)	40 (51%)	78
Communication with Patients (treatment explanation, verbal advice)	34 (63%)	4 (7%)	16 (30%)	54
Getting Through on the Telephone	14 (31%)	-	31 (69%)	45
Quality of Staff - Health Professionals	36 (88%)	2 (5%)	3 (7%)	41
Waiting Times for Appointments/ Waiting Lists	8 (24%)	1 (3%)	25 (74%)	34
Communication Between Services	17 (53%)	-	15 (47%)	32

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.247)	3.8	3.4	3.3	3.6	4.3	4.2
Ealing Community Diagnostic Centre (n.49)	4.2	3.9	3.6	3.8	4.4	4.4
Charing Cross Hospital (n.39)	4	3.2	3.4	3.7	4.6	4.4
West Middlesex University Hospital (n.30)	3.9	3.3	3.5	3.6	4.2	4.2
Northwick Park Hospital (n.26)	3.6	3.9	3.5	3.8	4.2	4.3

Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Ealing Hospital No of reviews: 247	3.9	1. Quality of Treatment	1. Waiting Times (punctuality and queueing on arrival)
		2. Staff Attitudes	2. Appointment availability
		3. Waiting Times (punctuality and queueing on arrival)	3. Getting through on the telephone
Ealing Community Diagnostic Centre No of reviews: 49	4.2	1. Waiting Times (punctuality and queueing on arrival)	1. Waiting Times (punctuality and queueing on arrival)
		2. Staff Attitudes	2. Getting Through on The Telephone
		3. Quality of Treatment	3. Car Parking
Charing Cross Hospital No of reviews: 39	4.1	1. Treatment Experience	1. Waiting Times (punctuality and queueing on arrival)
		2. Staff Attitudes	2. Getting Through on The Telephone
		3. Quality of Treatment	3. Crowding/Seating/Space
West Middlesex University Hospital No of reviews: 30	3.9	1. Quality of treatment	1. Waiting Times (punctuality and queueing on arrival)
		2. Staff Attitudes	2. Waiting Times for appointments/ Waiting Lists
		3. Treatment Experience	3. Getting Through on The Telephone
Northwick Park Hospital No of reviews: 26	4	1. Waiting Times (punctuality and queueing on arrival)	1. Waiting Times (punctuality and queueing on arrival)
		2. Quality of treatment	2. Appointment Availability
		3. Staff Professionalism	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	Staff Attitudes	
Quality of Treatment	Waiting Times (punctuality and queueing on arrival)	Quality of Treatment	
Staff Attitudes	Staff Attitudes	Waiting Times (punctuality and queueing on arrival)	
Quality of Staff - Health Professionals	Communication with Patients	Experience	
Communication with Patients	Treatment Experience	Appointment Availability	

Negative issues

Q1	Q2	Q3	Q4
Waiting Times (punctuality and queueing on arrival)	Waiting Times (punctuality and queueing on arrival)	Waiting Times (punctuality and queueing on arrival)	
Appointment Availability	Appointment Availability	Appointment Availability	
Quality of Treatment	Getting Through on the Telephone	Getting Through on the Telephone	
Staffing Levels	Communication with Patients	Waiting Times for Appointments/ Waiting Lists	
Getting Through on the Telephone	Quality of Treatment	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 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 Q3, we received 27% more reviews from Women, compared to Men (63% & 36%). From the analysis of patient's surveys, the feedback from both Men and Women were almost identical, 79% were positive.



Age

We received the most feedback from 45-54 year-olds. Majority of this age group reported 78% positive experiences. Followed by 55-64 years-olds, 35-44 year-olds and 65-74 year-olds. From these groups, we found 77%, 78% and 84% positive experiences, respectively.



Ethnicity

From our findings this quarter, we received the most feedback from patients who identified as White British, with most of this ethnic group expressing 82% positive experiences.

Followed by, Asian Indian with 76%, Any Other Asian Background with 76% positive and Black African Background with 75% positive experiences. These were the ethnicities we received the most number of reviews from this quarter.

Appendix



No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	458 (78%)	93 (16%)	33 (6%)	584
Hospital	373 (78%)	61 (13%)	44 (9%)	478
Pharmacy	289 (92%)	14 (4%)	10 (3%)	313
Dental Care	76 (86%)	9 (10%)	3 (3%)	88
Emergency	33 (72%)	7 (15%)	6 (13%)	46
Opticians	13 (81%)	3 (19%)	-	16
Community	9 (69%)	-	4 (31%)	13
Mental Health	2 (67%)	-	1 (33%)	3
Social Care	1 (100%)	-	-	1
Other	-	-	-	-
Overall Total	1254	187	101	1542

Demographics

Gender	Percentage %	No of Reviews
Man(including trans man)	35%	458
Woman (including trans woman)	64%	828
Other	-	-
Prefer not to say	1%	11
Total	100%	1299

Ethnicity	Percentage %	No of Reviews
White British	33%	394
White Irish	4%	52
Other White	7%	86
Bangladeshi	1%	14
Chinese	2%	20
Indian	15%	185
Pakistani	3%	37
Other Asian	12%	140
African	5%	65
Caribbean	4%	46
Other Black	1%	13
Asian and White	1%	16
Black African and White	1%	8
Black Caribbean and White	1%	13
Other Mixed	2%	20
Arab	5%	60
Other Ethnic Group	2%	26
Total	100%	1195

Age	Percentage %	No of Reviews
Under 18	1%	17
18-24	7%	87
25-34	14%	166
35-44	15%	190
45-54	17%	209
55-64	15%	190
65-74	13%	158
75-84	12%	145
85+	4%	54
Prefer not to say	1%	11
Total	100%	1227

Sexual Orientation	Percentage %	No of Reviews
Asexual	1%	6
Bisexual	2%	23
Gay Man	1%	14
Heterosexual/ Straight	89%	1049
Lesbian / Gay woman	<1%	4
Pansexual	<1%	1
Prefer not to say	7%	79
Total	100%	1176

Demographics

Long-term condition	Percentage %	No of Reviews
Yes	35%	425
No	61%	732
Prefer not to say	2%	22
Not known	2%	21
Total	100%	1200

Disability	Percentage %	No of Reviews
Yes	17%	205
No	81%	976
Prefer not to say	1%	18
Not known	<1%	5
Total	100%	1204

Pregnancy	Percentage %	No of Reviews
Currently pregnant	1%	12
Currently breastfeeding	1%	12
Given birth in the last 26 weeks	<1%	6
Prefer not to say	2%	23
Not known	2%	18
Not relevant	34%	395
No	60%	700
Total	100%	1166

Religion	Percentage %	No of Reviews
Buddhist	1%	9
Christian	38%	458
Hindu	11%	133
Jewish	-	-
Muslim	19%	224
Sikh	6%	76
Spiritualism	-	-
Other religion	1%	12
No religion	20%	243
Prefer not to say	3%	37
Total	100%	1192

Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	1%	7
Not in employment & Unable to work	8%	90
Not in Employment/ not actively seeking work - retired	34%	397
Not in Employment (seeking work)	2%	28
Not in Employment (Student)	4%	50
Paid: 16 or more hours/week	43%	495
Paid: Less than 16 hours/week	4%	52
On maternity leave	2%	26
Prefer not to say	2%	18
Total	100%	1163

Area of the borough	Percentage %	No of Reviews
Acton	12%	144
Ealing	38%	437
Greenford	6%	68
Hanwell	5%	59
Perivale	2%	24
Southall	13%	156
Northolt	10%	117
Other	3%	36
Out of the Borough	10%	116
Prefer not to Say	1%	7
Total	100%	1164

Unpaid Carer status	Percentage %	No of Reviews
Yes	11%	131
No	87%	1005
Prefer not to say	2%	24
Total	100%	1160



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