

Q4 Patient Experience Report

Healthwatch Ealing
January – March 2024



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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 January and March 2024, 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.

Q4 Snapshot

This section provides a summary of the experiences we collected during January and March 2024 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)



1,416 reviews

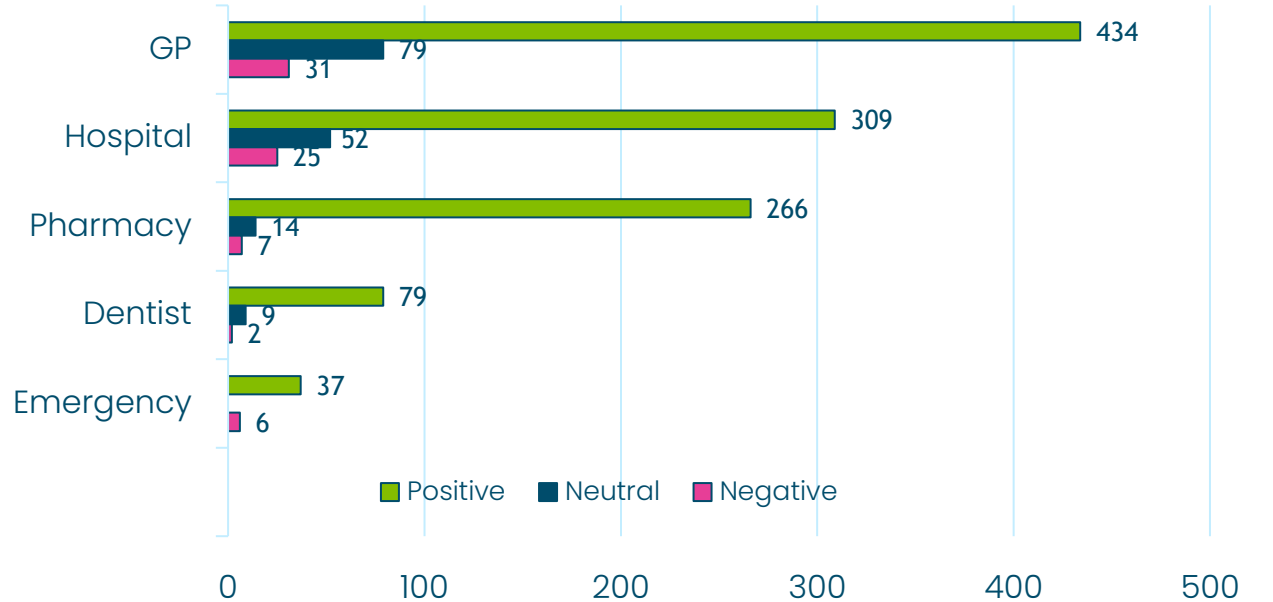
of health and care services were shared with us, helping to raise awareness of issues and improve care.

63 visits

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

Top 5 Service Types	No of Reviews	Percentage of positive reviews	Previous Quarter's Percentage of Positive Reviews
GP	544	80%	76%
Hospital	386	80%	77%
Pharmacy	287	93%	92%
Dentist	90	88%	85%
Emergency	61	61%	70%

Sentiment of Reviews



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

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 2024-25. 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 24)	Q2 (Jul-Sep 24)	Q3 (Oct-Dec 24)	Q4 (Jan -Mar 25)
GP	71% (343)	78% (357)	76% (286)	80% (434)
Hospital	80% (262)	78% (268)	77% (253)	80% (309)
Pharmacy	91% (253)	95% (225)	92% (202)	93% (266)
Dentist	94% (108)	87% (73)	85% (66)	88% (79)
Emergency	79% (31)	82% (28)	70% (23)	61% (37)
Opticians	96% (45)	81% (26)	88% (28)	69% (25)
Mental Health	75% (3)	29% (2)	67% (2)	100% (3)
Community	88% (14)	100% (7)	88% (7)	100% (6)
Hospice	0% (0)	100% (1)	0% (0)	100% (2)

What does this tell us?

- The percentage of people sharing positive feedback about GPs increased by 4% in Q4 compared to Q3.
- Hospital services have also seen an increase of 3% in positive feedback in this quarter.
- Positive experiences of Dental services have increased in Q4 compared to Q3 by 3%.
- Positive experiences of Pharmacy services have increased in Q4 compared to Q3 by 1%.

Experiences of GP Services



What people told us about GP Services

"The doctor insisted I go to A+E and I was put on a fast track. So her insistence was good as I got seen very quick. "

"When you call, the automated message is very long. If you know your extension already, you should be able to press it and bypass the automated message."

" It is fairly easy to make appointments when my little one is sick. If I need a referral for a specialist, I quickly get that as well and very accessible. "

"The calling system. Telephone waiting times. Not enough appointments as booking ends very quickly."

"You can be seen easily the same day if you need it."

"Almost impossible to access via phone."

"The doctor was very good and friendly. They gave me some good advice regarding my baby."

"You have to call 8 am sharp to stand a chance of getting an appointment. You can be number 8-9 in the queue.."



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 2024.



Quality of Staff Health Professionals

83% 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 knowledge, advice and helpfulness.



Appointment Availability

35% of comments that addressed the availability of appointments were positive in sentiment. Some of these comments mainly focused on the ease of getting emergency same-day appointments, or if a parent needed their baby to be seen.



Staff Attitudes

93% of comments that addressed the attitudes of staff were positive in sentiment, with patients addressing overall how friendly and polite the staff were that they interacted with at their GP practice. This is further highlighted by the sentiment around the attitudes of health professionals, with 83% of comments having higher positive sentiment.

What could be improved?

Below is a list of the key areas for improvement relating to GP practices between October and December 2024.



Appointment Availability

59% of comments that addressed the availability of appointments were negative in sentiment. Patients particularly highlighted the minimum wait of 2 weeks or more for when they can be attended to.



Getting through on the telephone

82% of comments that addressed the ease of accessing their GP surgery through the phone were negative in sentiment. Many comments addressed the struggles with the queue system, particularly in the morning when everyone else is also trying to get through.



Booking Appointments

57% of comments that addressed the ease of booking a GP appointment were negative in sentiment. Many patients addressed the call system of calling early in the morning to try and book an appointment, a contributing factor, with many expressing their frustration that once they get through in the queue, all the appointments for the day are fully booked.

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 taking on an online booking system that provides more flexible online booking hours, as some patients reported that they can only book at certain times, most of those times being inconvenient.

GP practice management should look at increasing the working hours and number of days a week some of their GP doctors are currently doing., Longer shifts should be implement, 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 building sites for GPs, so larger spaces can be given in the reception areas. This could bring forth more reception staff and more phone lines.

GP Staff Comment:

Below are comments made by a practice manager at a GP surgery in the Ealing borough, providing context around the online booking system. This is worth patients to take note of:

The online form is not something we can amend.

NWL purchased eConsult for us and the form is the form – its as frustrating for us as for patients but there is nothing Practices can do about the number of questions and layout.

Some Practices have their own form too/alternative but for the majority patients are talking about eConsult and it would be good to let patients know when they complain it's a product we've been given and not in our power to change until new providers are considered in a year or so's time as it's a 3-year contract.

The image is a cover for a data set. It features a dark teal background with a large white oval in the center. The oval is bordered by a thick pink line. The text 'GP Services' is written in a dark teal serif font, and 'Full data set' is written in a pink sans-serif font below it.

GP Services

Full data set

GP Services

No. of Reviews	544 (relating to 38 GP practices)
Positive	80%
Negative	6%
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:

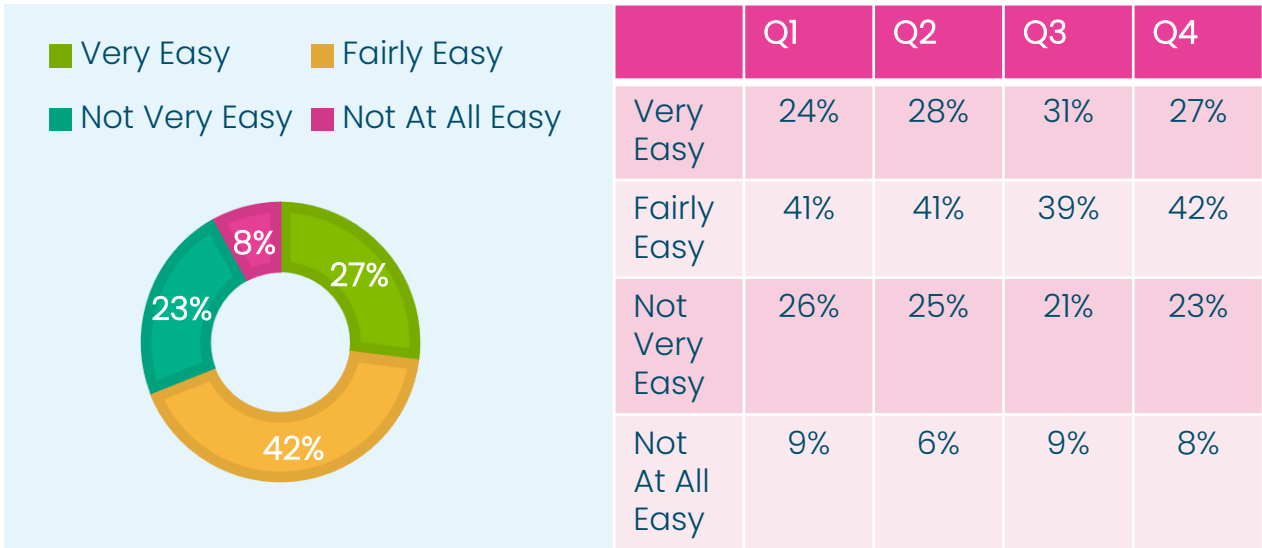
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the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

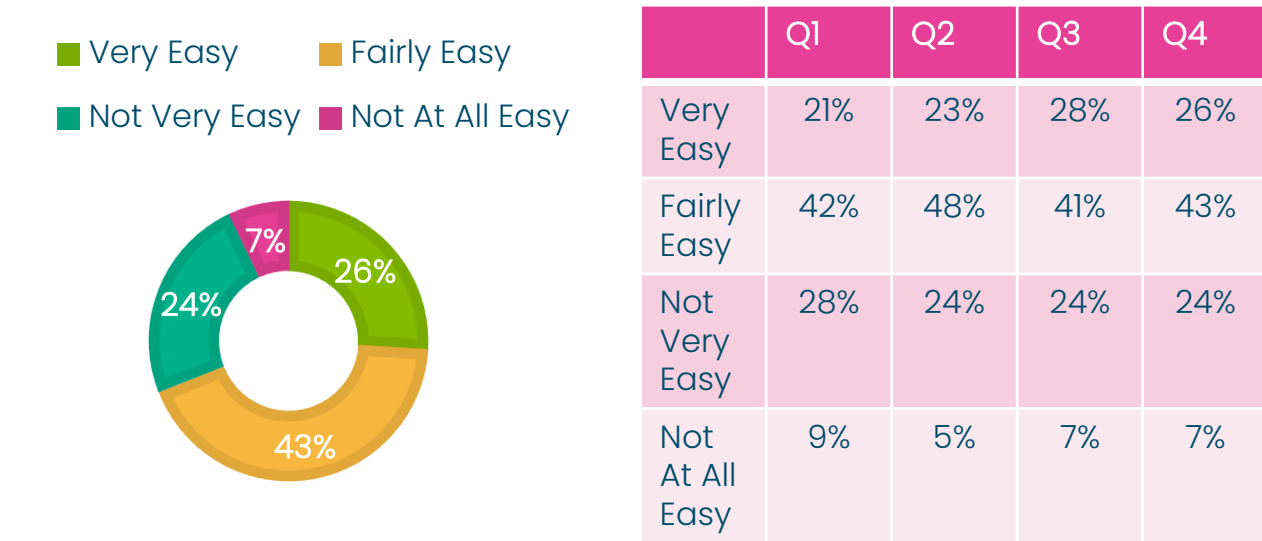
Participants were asked to choose between 1-5* (Very Poor – Very Good)

Access and Quality Questions

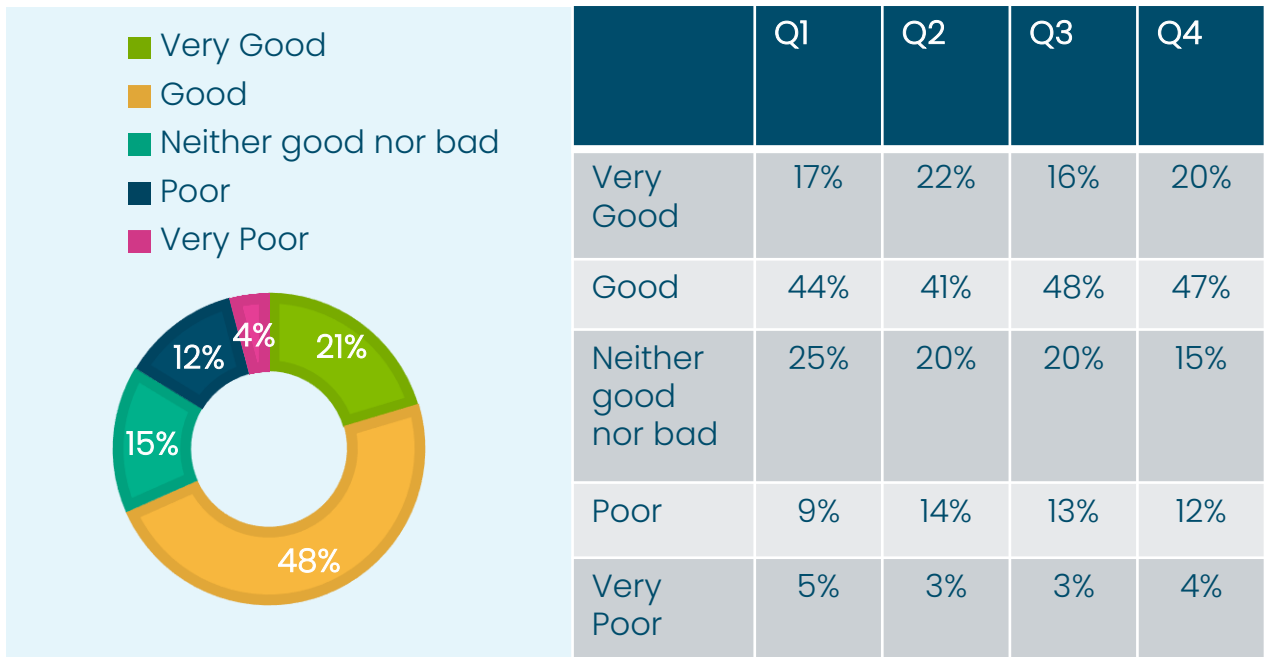
Q1) How do you find getting an appointment?



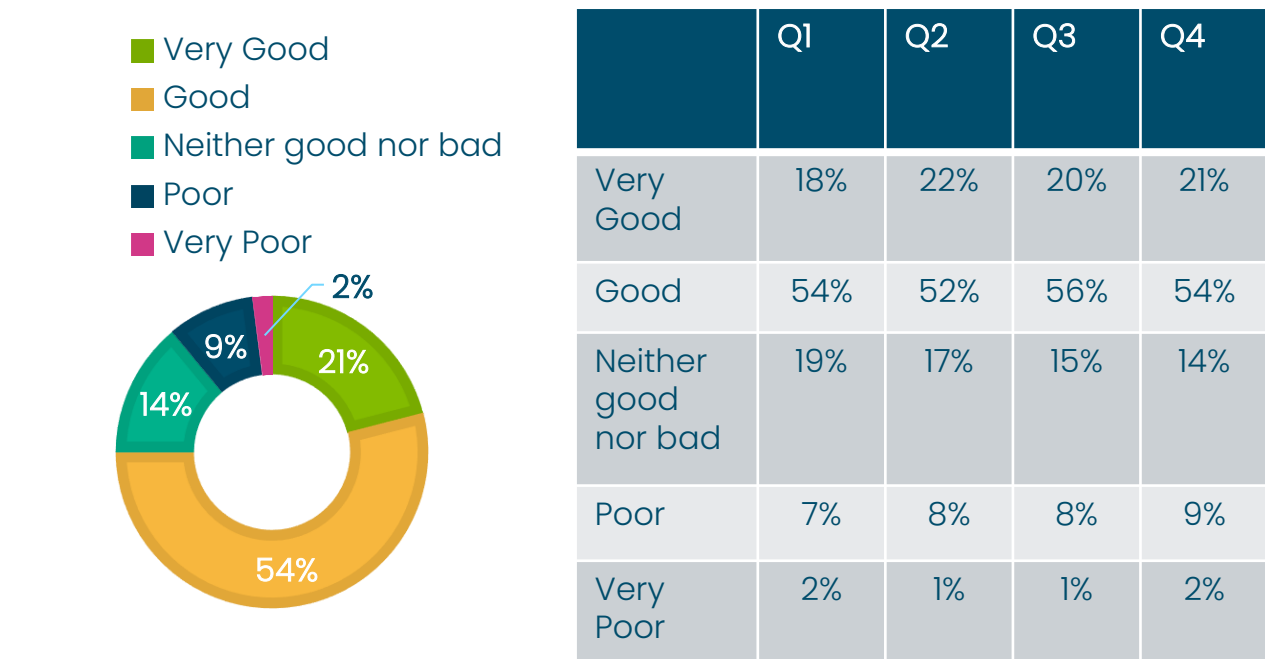
Q2) How do you find getting through to someone at your GP practice on the phone?



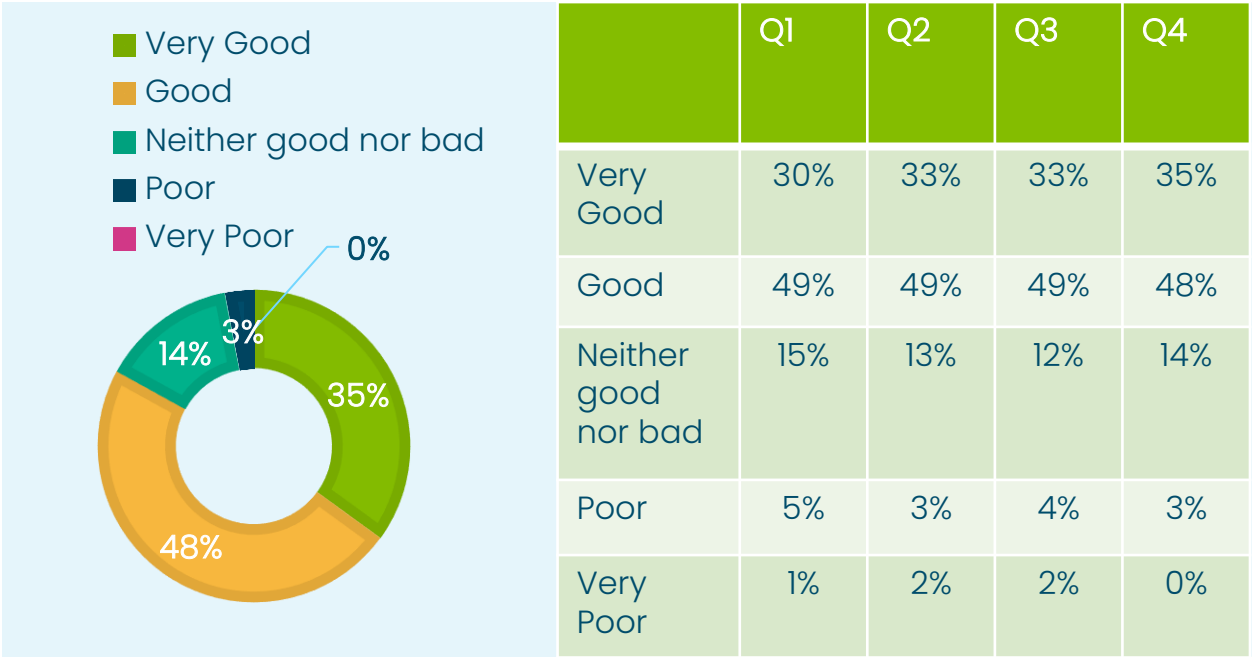
Q3) How do you find the quality of online consultations?



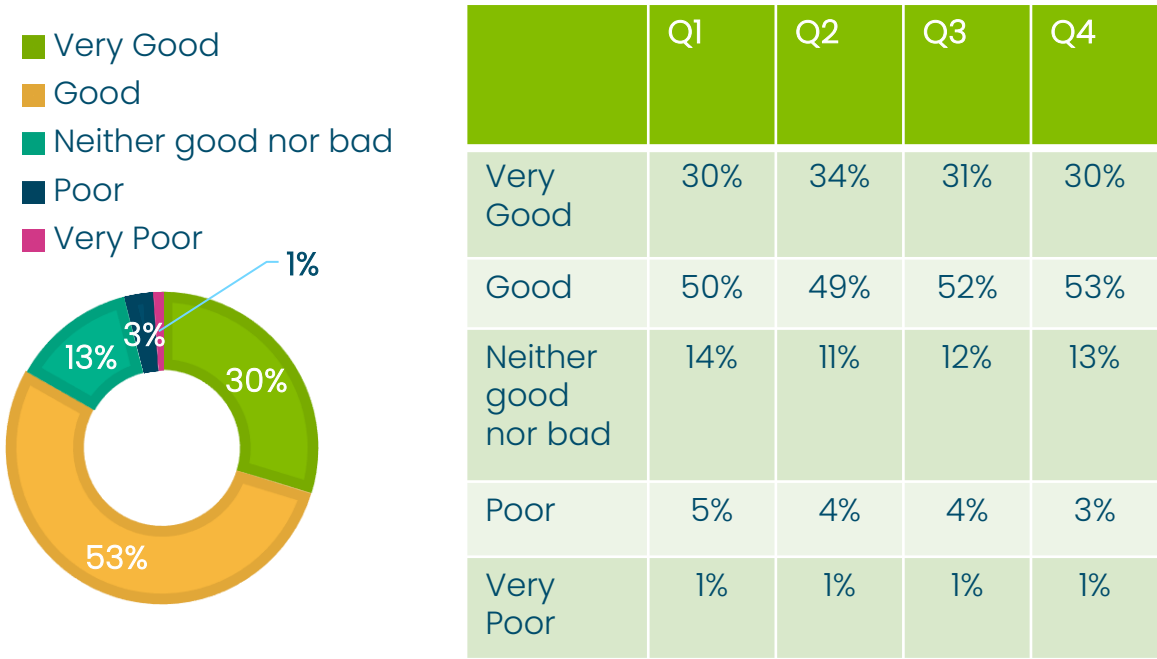
Q4) How do you find the quality of telephone consultations?



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 January and March 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	50 (35%)	9 (6%)	84 (59%)	143
Quality of Staff – health professionals	89 (83%)	10 (9%)	8 (7%)	107
Getting through on the phone	10 (13%)	4 (5%)	63 (82%)	77
Staff Attitudes	50 (93%)	1 (2%)	3 (6%)	54
Staff Attitudes – health professionals	45 (83%)	1 (2%)	8	54
Quality of treatment	38 (79%)	1 (2%)	9 (19%)	48
Booking appointments	19 (40%)	1 (2%)	27 (57%)	47
Waiting Times (punctuality and queueing on arrival)	12 (32%)	0 (0%)	26 (68%)	38
Management of service	29 (83%)	0 (0%)	6 (17%)	35
Staff Attitudes – administrative staff	16 (53%)	1 (3%)	13 (43%)	30

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.84)	3.0	2.9	3.6	3.9	4.3	4.1
The Ealing Network (n.122)	3.0	2.9	3.9	3.9	4.3	4.2
Northolt (n.49)	2.8	2.7	3.7	3.8	3.9	4.0
NGP (n.89)	2.8	2.9	3.5	3.8	4.0	4.0
Greenwell (n.29)	3.3	3.2	3.6	4.2	4.4	4.3
North Southall (n.75)	2.7	2.8	3.7	3.8	3.8	4.1
South Southall (n.40)	2.8	2.7	3.4	3.7	3.8	3.9
South Central Ealing (n.53)	2.7	2.8	3.7	3.6	4.3	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: 84	4.0	Access – Appointment Availability	Access – Appointment Availability
		Quality of Staff – health professionals	Access – Getting through on the telephone
		Staff – Staff Attitudes – health professionals	Remote appointments and digital services – Online consultation (app/form)
Greenwell No of reviews: 29	4.3	Staff – Quality of Staff – health professionals	Access – Appointment availability
		Treatment and Care – Quality of treatment	Access – Getting through on the telephone
		Staff – Staff Attitudes	Access – Booking appointments – online Access – Booking appointments Communication – Communication with patients (treatment explanation, verbal advice) Dignity and Respect – Privacy and confidentiality Staff – Staff Attitudes – health professionals Staff – Professionalism Staff – Quality of Staff – administrative staff Staff – Suitability Staff – Training and development Treatment and Care – Quality of treatment

Primary Care Network	Overall rating	Top 3 Positive Issues	Top 3 Negative Issues
North Southall No of reviews: 75	3.9	Staff – Quality of Staff – health professionals	Access – Appointment availability
		Access – Appointment availability	Access – Getting through on the telephone
		Access – Appointment availability	Remote appointments and digital services – Quality of appointment – telephone consultation
Northolt No of reviews: 49	3.9	Staff – Quality of Staff – health professionals	Access – Getting through on the telephone
		Access – Appointment availability	Access – Appointment availability
			Access – Booking appointments
			Waiting Times (punctuality and queueing on arrival)
		Staff – Staff Attitudes – health professionals	Access – Patient Choice

Northolt, Greenford, Perivale (NGP) No of reviews: 89	3.9	Staff – Quality of Staff – health professionals	Access – Appointment availability
		Staff – Staff Attitudes	Access – Getting through on the telephone
		Staff – Staff Attitudes – health professionals	Access – Booking appointments
South Central Ealing No of reviews: 53	4.0	Staff – Quality of Staff – health professionals	Access – Appointment availability
		Access – Appointment availability	Access – Getting through on the telephone
		Access – Booking appointments	Access – Waiting Times (punctuality and queueing on arrival)
		Staff – Staff Attitudes	
South Southall No of reviews: 40	3.7	Treatment and Care – Quality of treatment	Access – Appointment availability
		Staff – Staff Attitudes – health professionals	Access – Getting through on the telephone
		Access – Convenience/Distance to travel	Access – Booking appointments – online
		Staff – Quality of Staff – health professionals	Staff – Quality of Staff – health professionals
The Ealing Network No of reviews: 122	4.1	Staff – Quality of Staff – health professionals	Access – Appointment availability
		Staff – Staff Attitudes	Access – Getting through on the telephone
		Access – Appointment availability	Access – 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	Quality of Staff – health professionals	Staff Attitudes	Quality of Staff – health professionals
Staff Attitudes	Staff Attitudes	Quality of Staff – health professionals	Appointment availability
Quality of treatment	Appointment Availability	Quality of treatment	Staff Attitudes
Appointment availability	Communication with patients (treatment explanation, verbal advice)	Management of service	Staff Attitudes – health professionals
Staff Attitudes – health professionals	Staff Attitudes – health professionals	Appointment availability	Quality of treatment

Negative issues

Q1	Q2	Q3	Q4
Appointment availability	Appointment availability	Appointment availability	Appointment availability
Getting through on the telephone	Getting through on the telephone	Getting through on the telephone	Getting through on the telephone
Booking appointments	Staffing levels(Staff)	Staff Attitudes – administrative staff	Booking appointments
Staffing levels(Staff)	Booking appointments	Online consultation (app/form)	Waiting Times (punctuality and queueing on arrival)
Waiting Times (punctuality and queueing on arrival)	Staff Attitudes – administrative staff	Booking appointments	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 Q4, Men had a slightly more positive experience compared to Women. 83% of men reported a positive experience compared to 80% of women.



Age

We received the most feedback from 35-44-year-olds. A majority of this age group reported positive experiences, with 88% expressing satisfaction. 10% had negative experiences, and 20% 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, 85%.

52% of the feedback we got was from patients from a BAME background. Among these patients, 50% or more expressed a positive review.

Experiences of Hospital Services



What people told us about Hospitals

"The medics at A+E got this appointment today sorted. I feel very fortunate; they have done everything magnificently. The wait times are perfectly satisfactory, one does not expect to be seen straight away. For the most part, the staff attitude has been excellent."

"We were waiting too long - 6-7 hours. They put too many people in the same place. I had bad kidney pain, and I still waited six hours."

"Everything, once I got the appointment, it all moved smoothly. Very efficient, and everyone is very kind."

"More than a year for ENT waiting. Should be seen within a maximum of 2 weeks. Need qualified people.."

"I get good care and overall service. The doctor is very helpful with discussions."

"Took hours to be seen at A&E. Not enough staff. They are overcrowded. Not enough chairs. Because they are overworked, they rush you."

"I have never had any problems; they are always good with other treatments. They have quick response times and are good with the way things proceed. Good plans are put in place for treatments."

"The waiting times - my appointment was at ten past, and now it is ten to. The referral wait was over a week, which was okay, I guess."



Hospital Services Summary Findings

What has worked well?

Below is a list of the key positive aspects relating to hospitals between January and March 2025



Quality of Treatment

87% of the reviews that addressed the quality of treatment were positive in sentiment. Patients highlighted the overall quality of the care and effective treatment they received.



Quality of Health Staff and Attitudes

83% of the reviews that addressed the quality of the health staff that attended to them were positive in sentiment, as well as 88% or more reported a positive experience with the staff when it came to their attitudes. Patients were overall very pleased with the helpfulness of the health staff, and just the overall friendliness of the staff at the hospital they attended in general.



Management of Service

86% of the reviews that addressed the management of service were positive in sentiment. Patients highlighted how overall impressed they were with how well the service was managed. This in turn contributed to the quality of service they feel they received, as highlighted in the first two above.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between October and December 2024



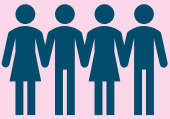
Waiting Times (punctuality and queueing on arrival)

68% of patients who addressed the waiting times at the respective hospitals reported a negative experience. Patients addressed how long they had to wait past their originally scheduled appointment time, while some addressed in an emergency setting, the lengthy hours they had to wait to be seen.



Appointment availability

60% of the comments that addressed the availability of appointments were negative in sentiment. This was further highlighted by comments expressing the length they must wait once they have been referred.



Staffing Issues

87% of comments addressed concerns with the lack of staff available on site to attend to their needs. Many patients felt this contributed to the length of time they had to wait when at the hospital, due to them not having enough staff to handle the volume of patients.

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 Punctual Waiting Times for Patients

Patients expressed their frustration with lengthy wait times to see health professionals. To address this, the hospitals should consider diverting qualified staff to the specific wards that experience a high volume of patients, at specific times/days. For example, it is no secret that the A&E departments consistently experience a high volume of patients, arguably daily. Therefore, there should be more doctors/nurses on site to see patients, hopefully decreasing the waiting times.

Another strategy is that hospitals should consider increasing the number of health staff they hire. Ideally, more health staff should reduce the number of hours patients have to wait significantly, depending on the ward.

Decrease Referral waits after Submission.

Hospitals should look at decreasing the length of time patients have to wait once their referral has been submitted, with some patients reportedly waiting months, even over a year, past their referral date.

More staff should be hired, and more facilities should be built/slash made available, to help decrease this volume.

Hospital Staff Comments

Below is a list of comments made by management at the **Ealing Community Diagnostic Centre**, based on feedback this quarter we have been receiving from patients for their services based there:

"I do not like this new 15 minutes wait after the scan. It can be a bit uncomfortable . it would not be bad if they took the thing again before the 15 minutes."

We explain this to the patient to help them understand that it's a necessary part of the process to ensure the best care and results. While it can feel uncomfortable, it's a crucial step in ensuring they're okay and there is no delayed reaction. We do ask the patients to stay in the hospital gown to avoid patients leaving with the cannula, which is a patient safety concern.

*"The seating area at the X-Ray is here. There are people standing and not enough seats...
Maybe some extra chairs in the waiting area."*

We have now moved some extra chairs into the X-ray/DEXA waiting area for patients. This should hopefully improve the situation and prevent patients from having to wait in the corridors or by the front entrance chairs.

"The reception staff - they are not warm, mindful of patients if they are elderly, I think they need to be a bit more consolidated. They just point you where you need to go. They just need to be warmer. It feels like they do not want to be there."

We will feed this back to the admin staff.

"Instructions for directions could be a bit clearer. If it were not for a member of staff just passing through, we may have been late. There was another lady that had been wandering around, and he helped her too, nice man. It is not clear enough in the appointment letter. It says, " take the stairs or lift on your right, to reach the entrance of Ealing Community Diagnostics Centre" Note that this is a separate entrance, so you do not need to enter the main hospital. But the first line says "please, Ealing Hospital main entrance ". arrive at "

We are still working on improving directions for patients, which is part of a larger wayfinding project led by the Trust team.



Hospital Services

Full data set

Hospital Services

No. of Reviews	386 (relating to 15 hospitals)
Positive	80%
Negative	6%
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?

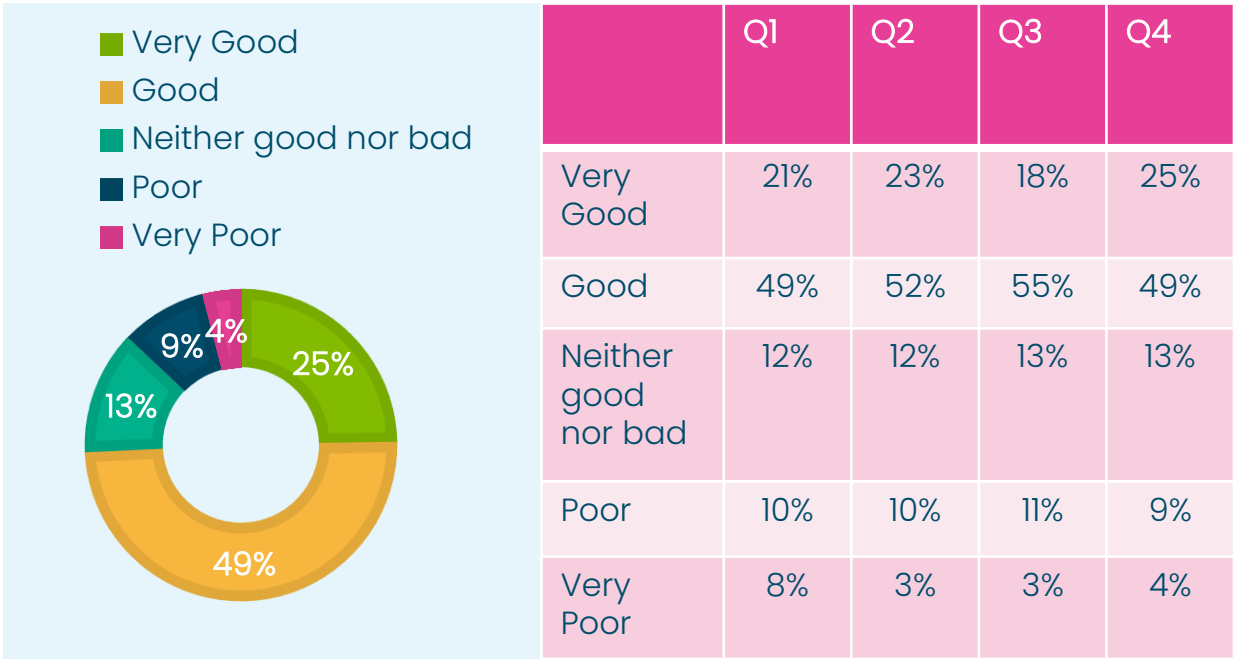
Q5) How do you think the communication is between your hospital and GP practice?

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

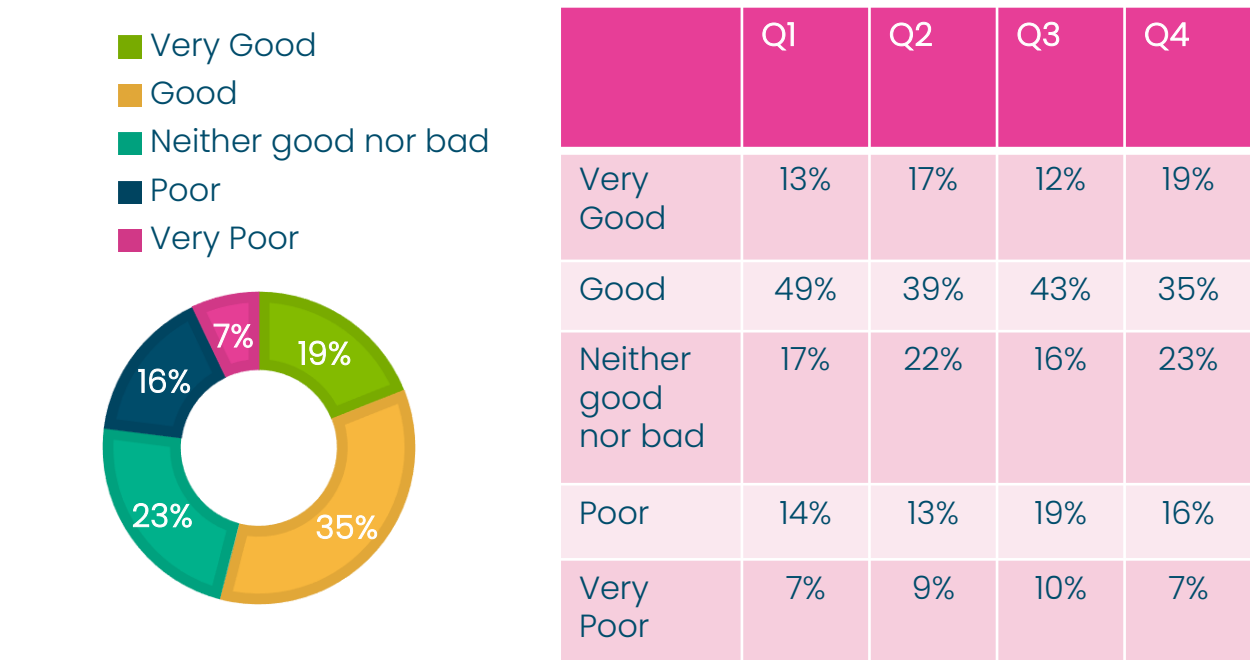
Participants were asked to choose between 1-5*
(Very Poor – Very Good) for all questions.

Access and Quality Questions

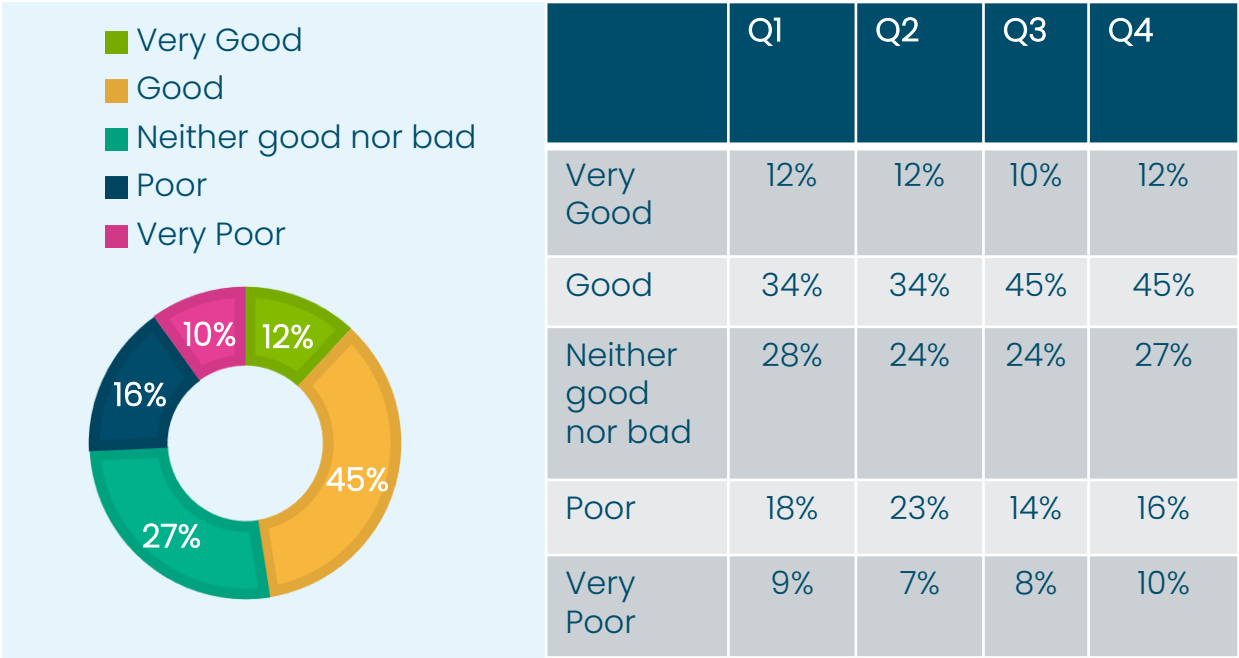
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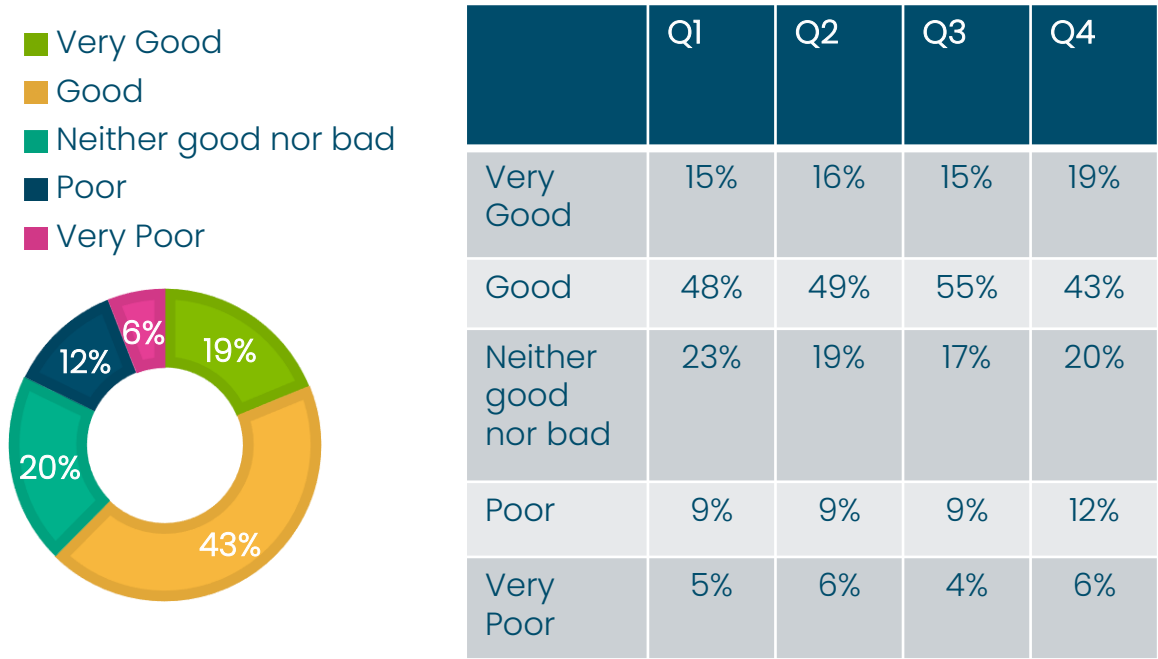
Q2) How do you find getting through to someone on the phone?



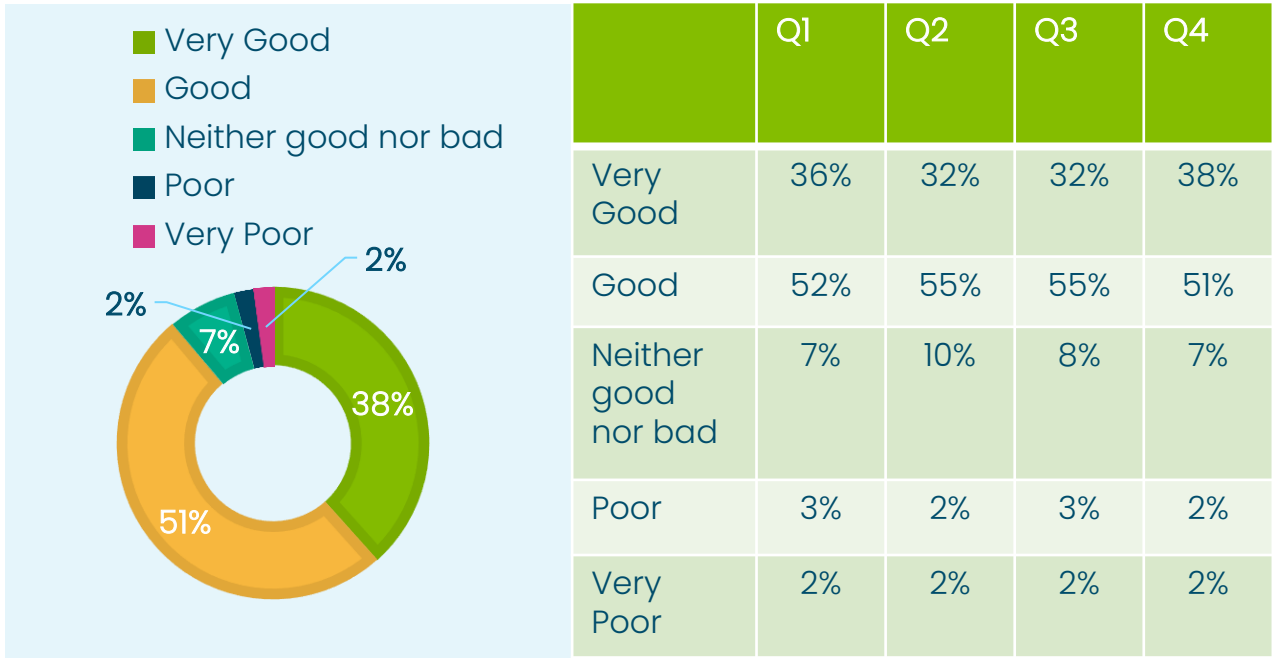
Q3) How do you find the waiting times at the hospital?



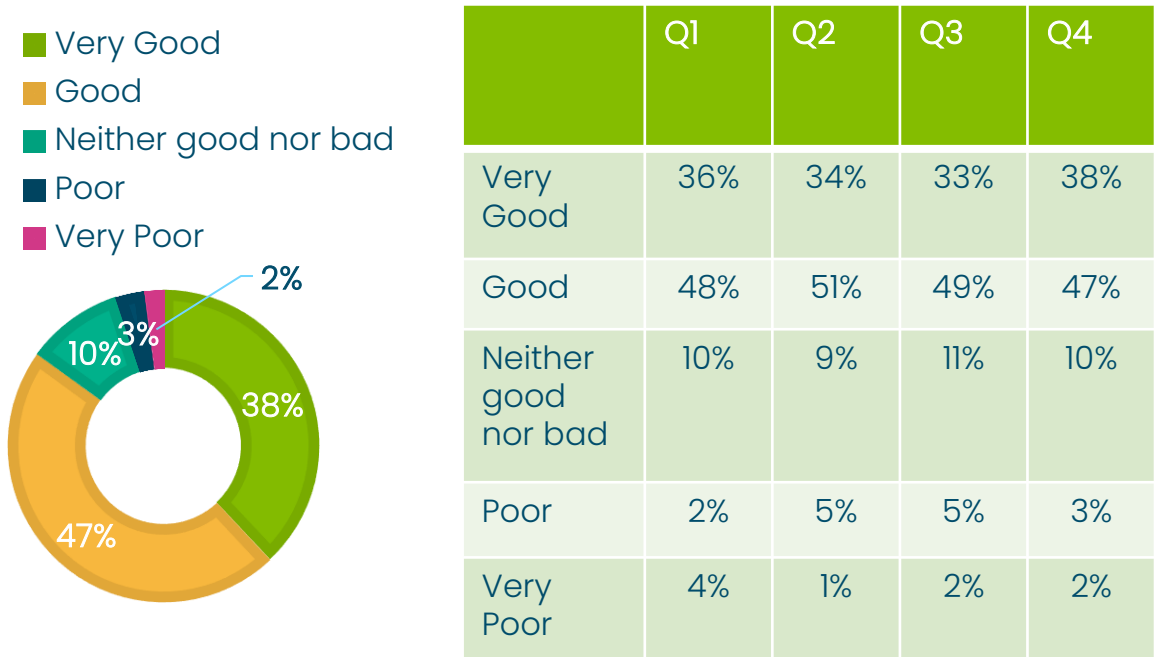
Q4) How do you think the communication is between your hospital and GP practice?



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 January and March 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)	32 (28%)	4 (4%)	78 (68%)	114
Quality of treatment	55 (87%)	1 (2%)	7 (11%)	63
Staff Attitudes	50 (88%)	5 (9%)	2 (4%)	57
Quality of Staff – health professionals	33 (83%)	3 (8%)	4 (10%)	40
Communication with patients (treatment explanation, verbal advice)	28 (72%)	3 (8%)	8 (21%)	39
Management of service	32 (86%)	0 (0%)	5 (14%)	37
Staff Attitudes – health professionals	33 (92%)	0 (0%)	3 (8%)	36
Appointment Availability	11 (37%)	1 (3%)	18 (60%)	30
Waiting Times for appointments/waiting lists	5 (25%)	2 (10%)	13 (65%)	20
Communication between services	8 (44%)	0 (0%)	10 (56%)	18

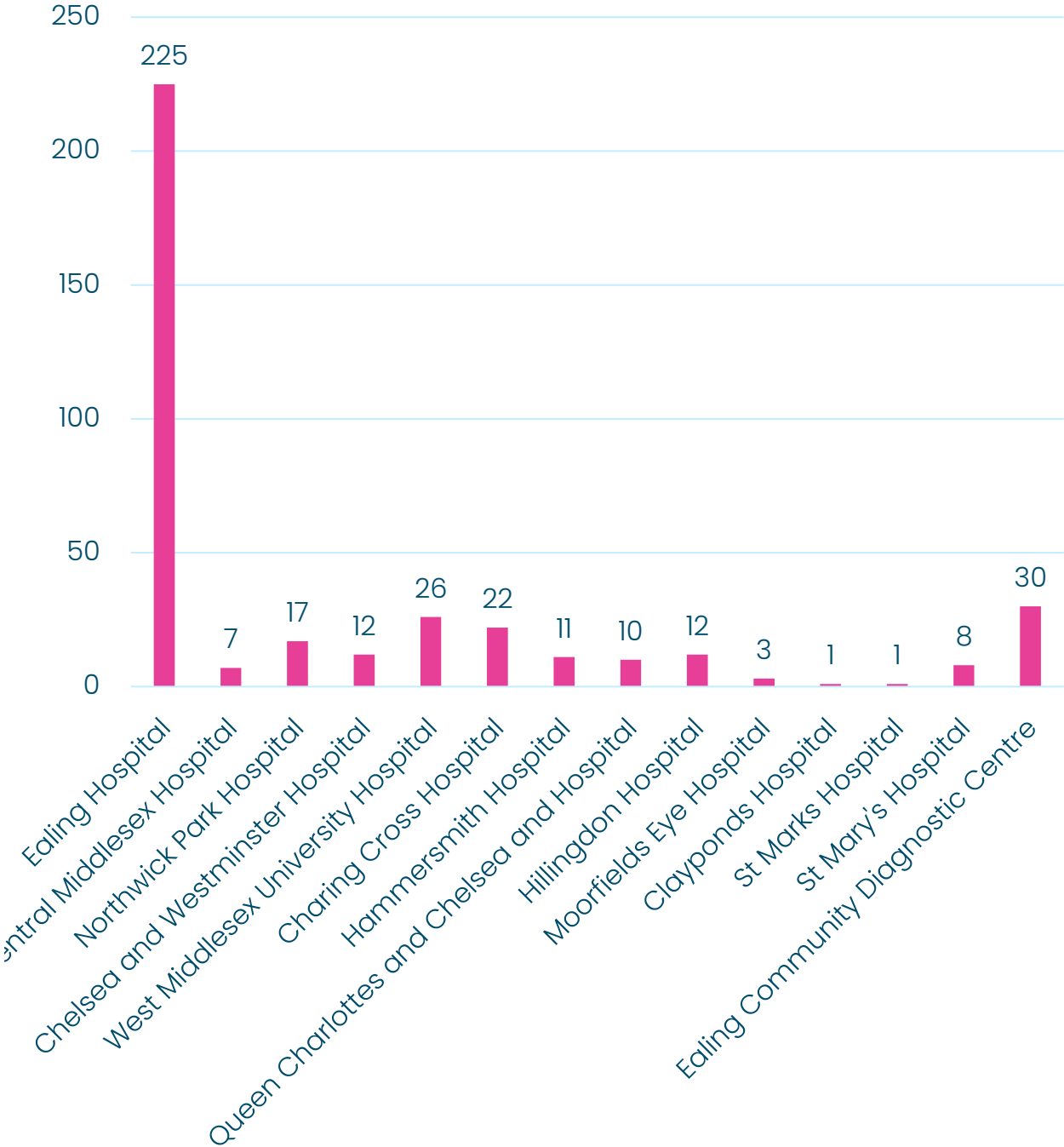
Reviewed Hospitals

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

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

Between January - March, the hospitals which received the most reviews were...

Hospital by number of reviews



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 No of reviews: 225	3.8	3.3	3.2	3.6	4.1	4.0
Ealing Community Diagnostic Centre No of reviews: 30	4.0	3.5	3.8	3.7	4.2	4.1
West Middlesex University Hospital No of reviews: 26	3.8	3.6	3.2	3.5	4.1	4.3

We have also identified the top 3 positive and negative themes for each hospital where we have received over 25 reviews.

Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Ealing Hospital No of reviews:	3.9	Treatment and Care - Quality of treatment	Access - Waiting Times (punctuality and queueing on arrival)
		Staff - Staff Attitudes	Access - Appointment availability
		Staff - Staff Attitudes - health professionals	Access - Getting through on the telephone
Ealing Community Diagnostic Centre No of reviews: 30	3.9	Access - Waiting Times (punctuality and queueing on arrival)	Facilities and Surroundings - Signage
		Staff - Staff Attitudes	Access - Waiting Times (punctuality and queueing on arrival)
		Facilities and Surroundings Buildings, Décor and facilities	Communication - Communication with patients (treatment explanation, verbal advice) Facilities and Surroundings - Car Parking Facilities and Surroundings - Crowding/Seating/Sp ace
West Middlesex University Hospital No of reviews: 26	4.2	Treatment and Care - Quality of treatment	Administration - Management of service
		Staff - Quality of Staff - health professionals	Staff - Staffing levels(Staff)
		Communication - Communication with patients (treatment explanation, verbal advice)	N/A

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
Staff Attitudes	Quality of treatment	Quality of treatment	Quality of treatment
Quality of treatment	Staff Attitudes	Staff Attitudes	Staff Attitudes
Quality of Staff – health professionals	Communication with patients (treatment explanation, verbal advice)	Waiting Times (punctuality and queueing on arrival)	Quality of Staff – health professionals
Communication with patients (treatment explanation, verbal advice)	Suitability	Suitability	+
Service co-ordination	Quality of Staff – health professionals	Communication with patients (treatment explanation, verbal advice)	Staff Attitudes – health professionals
			Management of service
			+
			Waiting Times (punctuality and queueing on arrival)

Negative issues

Q1	Q2	Q3	Q4
Waiting Times (punctuality and queueing on arrival)	Waiting Times (punctuality and queueing on arrival)	1. Waiting Times (punctuality and queueing on arrival)	Waiting Times (punctuality and queueing on arrival)
Appointment availability	Appointment availability	2. Quality of treatment	Appointment availability
Communication between services	Staffing levels(Staff)	3. Appointment availability	Waiting Times for appointments/waiting lists
Booking appointments	Getting through on the telephone	4. Getting through on the telephone	+
Communication with patients	Communication between services	4. Communication with patients	Staffing levels(Staff)
			Getting through on the telephone
			+
			Signage

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 Q4, same as the GP surgeries – Men had a slightly more positive experience compared to Women. 83% of men reported a positive experience compared to 80% of women.



Age

Same with the GP surgeries – We received the most feedback from 35-44-year-olds. A majority of this age group reported positive experiences, with 83% expressing satisfaction. 2% 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, 87%.

53% of the feedback we got was from patients from a BAME background. Among these patients, 67% or more expressed a positive review.

Appendix



No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	434 (80%)	79 (15%)	31 (6%)	544
Hospital	309 (80%)	52 (13%)	25 (6%)	386
Pharmacy	266 (93%)	14 (5%)	7 (2%)	287
Dental Care	79 (88%)	9 (10%)	2 (2%)	90
Emergency	37 (61%)	18 (30%)	6 (10%)	61
Opticians	25 (69%)	5 (14%)	6 (17%)	36
Community	6 (100%)	0 (0%)	0 (0%)	6
Mental Health	3 (100%)	0 (0%)	0 (0%)	3
Hospice	2 (100%)	0 (0%)	0 (0%)	2
Social Care	0 (0%)	0 (0%)	1 (100%)	1
Overall Total	1,161	177	78	1,416

Demographics

Gender	Percentage %	No of Reviews
Man(including trans man)	31%	410
Woman (including trans woman	68%	900
Non- binary	0%	0
Other	0%	0
Prefer not to say	1%	9
Total	100%	1,319

Religion	Percentage %	No of Reviews
Buddhist	1%	15
Christian	35%	418
Hindu	8%	92
Jewish	1%	3
Muslim	19%	222
Sikh	9%	105
Spiritualism	1%	8
Other religion	4%	41
No religion	18%	208
Prefer not to say	4%	42
Total	100%	1,154

Pregnancy	Percentage %	No of Reviews
Currently pregnant	2%	24
Currently breastfeeding	2%	21
Given birth in the last 26 weeks	1%	12
Not known	2%	18
Prefer not to say	1%	10
Not relevant	33%	374
No	60%	680
Total	100%	1,139

Age	Percentage %	No of Reviews
Under 18	1%	11
18-24	7%	83
25-34	16%	192
35-44	21%	244
45-54	13%	157
55-64	17%	198
65-74	15%	172
75-84	8%	91
85+	2%	29
Prefer not to say	1%	8
Total	100%	1,185

Long-term condition	Percentage %	No of Reviews
Yes	435	37%
No	695	60%
Prefer not to say	12	1%
Not provided	19	2%
Total	1,161	100%

Sexual Orientation	Percentage %	No of Reviews
Asexual	0%	3
Bisexual	2%	18
Gay Man	1%	12
Heterosexual/ Straight	84%	962
Lesbian / Gay woman	0%	0
Pansexual	0%	0
Prefer not to say	12%	140
Not known	1%	1
Total	100%	1,136

Demographics

Ethnicity	Percentage %	No of Reviews
British / English / Northern Irish / Scottish / Welsh	29%	356
Irish	2%	27
Gypsy or Irish Traveller	0%	0
Roma	0%	0
Any other White background	11%	134
Bangladeshi	1%	12
Chinese	1%	6
Indian	20%	228
Pakistani	5%	54
Any other Asian background/Asian		
British Background	7%	81
African	5%	58
Caribbean	4%	44
Any other Black / Black British background	1%	11
Asian and White	1%	13
Black African and White	1%	1
Black Caribbean and White	1%	11
Any other Mixed / Multiple ethnic groups background	3%	31
Arab	5%	57
Any other ethnic group	4%	44
Total	100%	1,168

Disability	Percentage %	No of Reviews
Yes	184	16%
No	971	83%
Prefer not to say	4	0%
Not known	14	1%
Total	1,173	100%

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	1%	3
Not in employment & Unable to work	12%	133
Not in Employment/ not actively seeking work - retired	25%	286
Not in Employment (seeking work)	3%	30
Not in Employment (Student)	3%	32
Paid: 16 or more hours/week	47%	548
Paid: Less than 16 hours/week	4%	45
On maternity leave	4%	45
Prefer not to say	1%	14
Total	100%	1,136

Area of the borough	Percentage %	No of Reviews
Acton	9%	102
Ealing	31%	364
Greenford	10%	114
Hanwell	6%	75
Perivale	4%	43
Southall	18%	211
Northolt	9%	102
Other	4%	45
Out of the Borough	8%	93
Prefer not to Say	1%	7
Total	100%	1,156

Unpaid Carer	Percentage %	No of Reviews
Yes	8%	96
No	90%	1,017
Prefer not to say	2%	17
Total	100%	1,130



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