

# Q4 Patient Experience Report

Healthwatch Ealing  
January – March 2026



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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.

# 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 – March 2026 as well as a breakdown of positive, negative and neutral reviews per service. We analysed residents rating of their overall experience to get this data (1\* and 2\* = negative, 3\* = neutral, 4\* and 5\* = positive)



## 1268 reviews

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

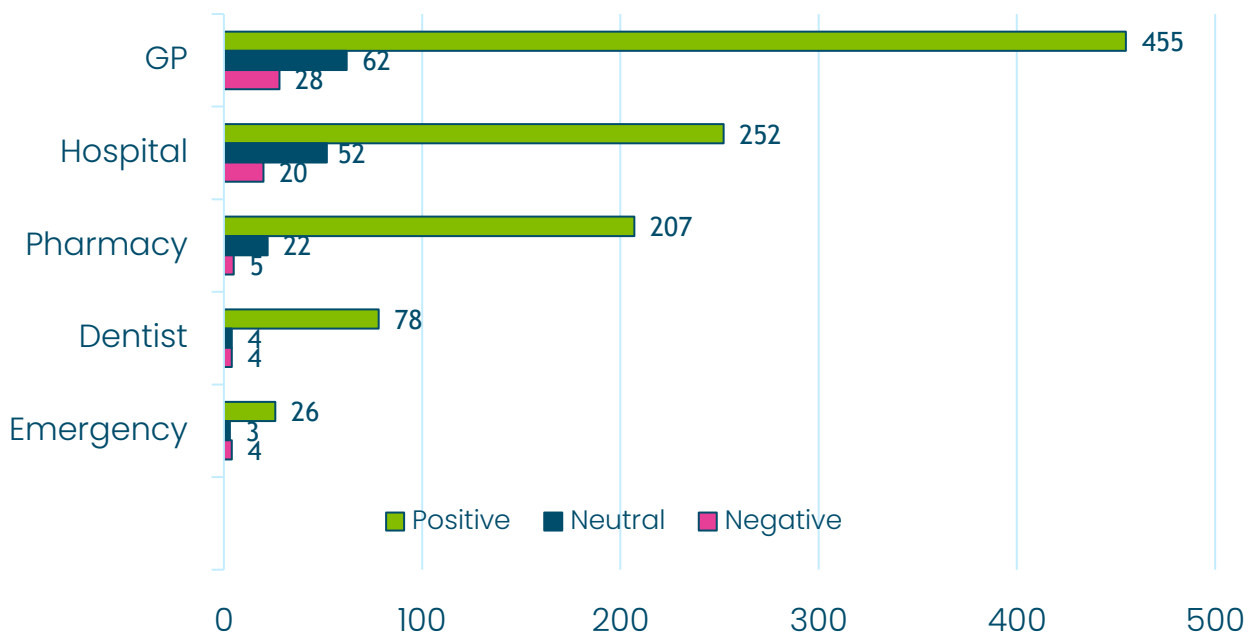
## 54 visits

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	545	83%
Hospital	324	78%
Pharmacy	234	88%
Dentist	86	91%
Emergency	33	79%

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)	83% (455)
Hospital	73% (196)	76% (151)	78% (373)	78% (252)
Pharmacy	93% (202)	89% (139)	92% (289)	88% (207)
Dentist	87% (65)	87% (53)	86% (76)	91% (78)
Emergency	74% (32)	65% (11)	72% (33)	79% (26)
Opticians	96% (22)	93% (14)	81% (13)	91% (21)
Community	67% (6)	80% (8)	69% (9)	94% (16)
Mental Health	57% (4)	100% (3)	67% (2)	83% (5)
Other	0% (0)	100% (1)	0% (0)	0% (0)
Social Care	25% (1)	100% (1)	100% (1)	0% (0)

### What does this tell us?

- GP services have the highest volume of responses and show consistently strong satisfaction, improving from 77% in Q1 to 83% in Q4.
- Pharmacies and Dentists maintained very high satisfaction levels throughout the year (mostly in the 86–93% range), with Pharmacies having particularly strong scores.
- Opticians started with the highest satisfaction at 96% in Q1 but saw a noticeable drop to 81% in Q3 before recovering in 91% in Q4
- Mental Health, Community, Social Care and Emergency services have much smaller sample sizes and more variable satisfaction scores, with some quarters reaching 100% but others dropping significantly (e.g. Mental Health at 57% in Q1, Emergency at 65% in Q2).

# Experiences of GP Services



# What people told us about GP Services

"It is easy to get an appointment - if I send an e-consult, they call me the same day, and I usually get an appointment within the same week."

"Sometimes it is a little bit difficult getting an appointment. Long wait on the phone in the morning. Hard to explain things sometimes during phone consultations."

"They provide a good service - give quick appointments - 4-5 days wait for a routine appointment. An emergency can be the same day or the next day. The reception and health staff are polite. They respond to me quickly when I fill in an e-consult."

"I needed an appointment, so I phoned for one on December 15th. My appointment wasn't scheduled until January 20th. It is difficult to get an appointment with some GPs."

"I find it easy to book a non-urgent appointment. I normally phone to book the appointment. The GP is local to me and only a 5-minute walk. They refer the medication to the pharmacy."

"An hour-long wait over the phone. Nosey receptionists (not very discreet with patient information). They are very loud when discussing intimate patient information."

"Everyone is very good. The health and reception staff are very good. I have been going here for 10 years. A star. They talk to you very nicely at the reception. Very easy ordering. Very nice smiles.."

"It usually takes a bit too long to book blood test appointments. One time, I had to wait 45 minutes to be seen, past my appointment time. They are not on time most of the time."



# GP Services Summary Findings

# What has worked well?

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



## Appointment Availability

48% of the comments addressing appointment availability were positive in sentiment. Patients positively expressed satisfaction with the connection between completing an online form and accessing their GP surgery as a positive system, and the length of time for routine appointments was reasonable.



## Staff Attitudes

Most comments addressing the attitudes of staff were positive in sentiment (90% positive). Patients expressed satisfaction with their niceness. This is further backed by the fact that 91% of comments that addressed health staff attitude, particularly, were positive in sentiment



## Booking Appointments

60% of the comments that addressed the booking of appointments were positive in sentiment. Patients expressed the easiness of booking an appointment, whether that is a non-urgent appointment, or an emergency using their respective GP surgeries' online booking system or calling up in the morning.

# What could be improved?

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



## Appointment Availability

44% of the comments that addressed the appointment availability were negative in sentiment. Patients addressed specifically the challenges of getting an appointment with their preferred GP. And the length of time between booking appointments and when they are seen.



## Getting through on the telephone

56% of the comments that addressed getting through to their GP surgery on the telephone were negative in sentiment. Patients frequently highlighted the long time taken to have their calls answered, especially in the morning.



## Waiting Times (punctuality and queueing on arrival)

72% of the comments that addressed waiting times were negative in sentiment. Patients frequently highlighted the length of time they had to wait past their appointment time, with some having to wait 45 minutes past their booked appointment time.

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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

## **Strengthen Telephone Access with Callback Systems**

Expand callback options and digital phone systems (already standard across most NHS GPs) during peak times, supported by PCN staffing and NHS App triage, while maintaining in-person/phone support for patients needing help.

## **Reducing Waiting Times through Scheduling Adjustments**

Practices could introduce scheduling buffers, real-time updates via the NHS App, and effective triage in line with North West London ICB access plans and Ealing PCN collaboration.

## **Expand and Support Online Appointment Systems**

Build on 48-60% positive feedback for online forms and booking by ensuring full NHS App integration, extended online access during core hours, and in-surgery assistance for digital inclusion, aligning with Ealing's shift to e-consultations and neighbourhood team models.



# GP Services

## Full data set

# GP Services

No. of Reviews	1268 (relating to 65 GP practices)
Positive	83%
Negative	5%
Neutral	11%

## 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.

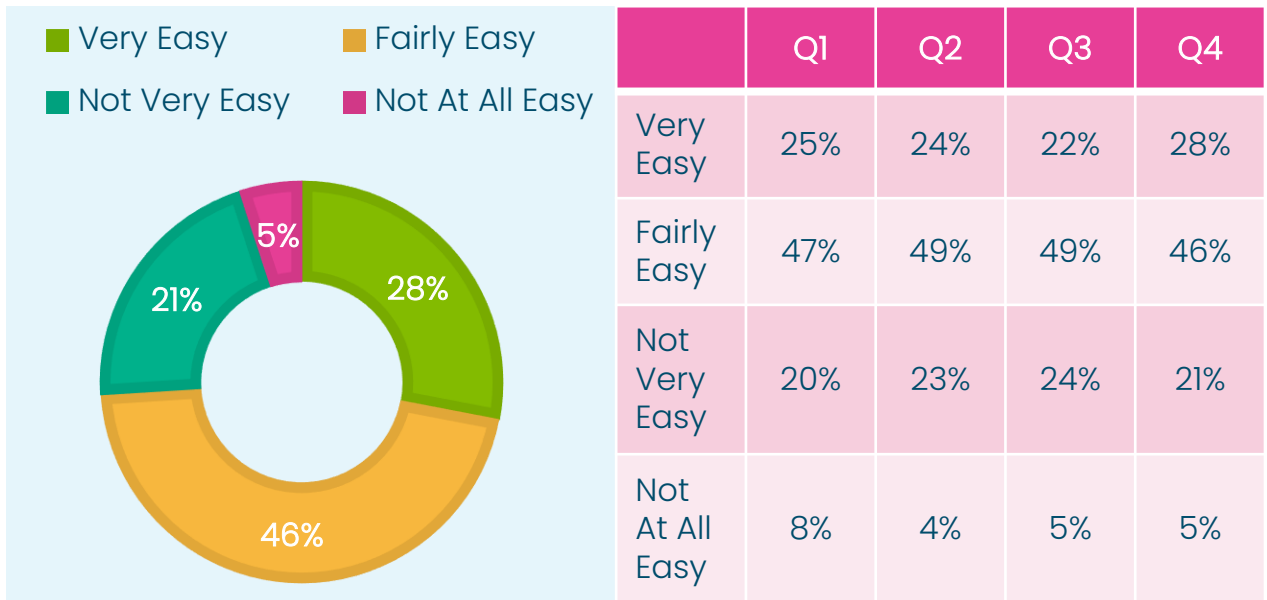
Participants were asked to choose between 1-5\* (Very Poor – Very Good)

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

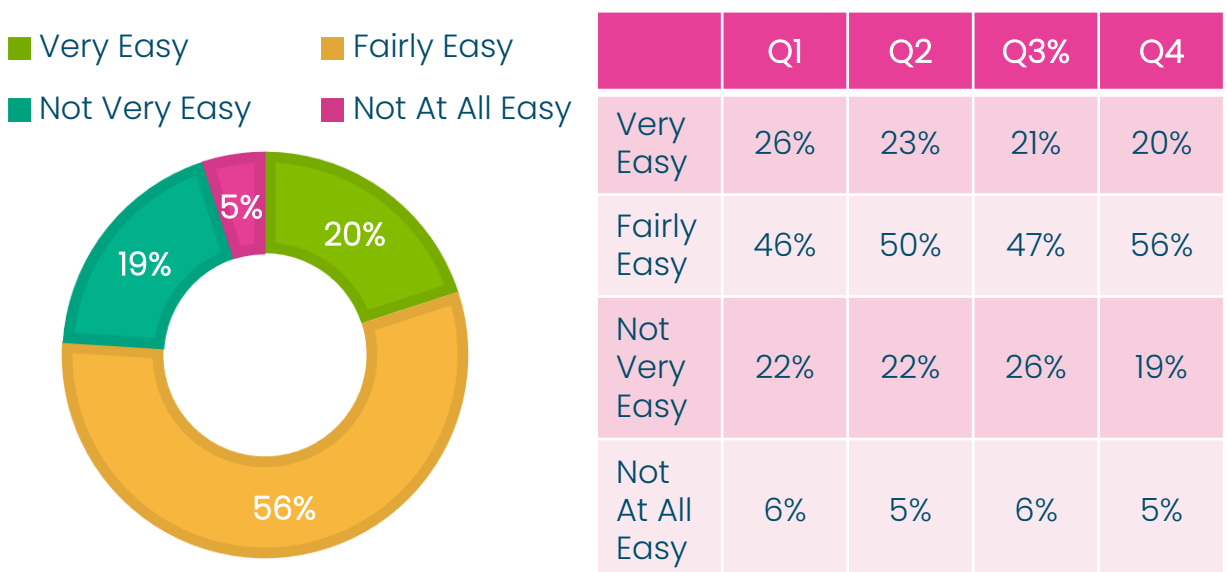
**Pie chart on page 19** – The percentages and counts are based on **themes and sub-themes** we identified in the responses, plus the **sentiment** (positive, negative, or neutral) we assigned. This scoring uses answers from **Questions 7 and 8** of the patient experience form.

# Access and Quality Questions

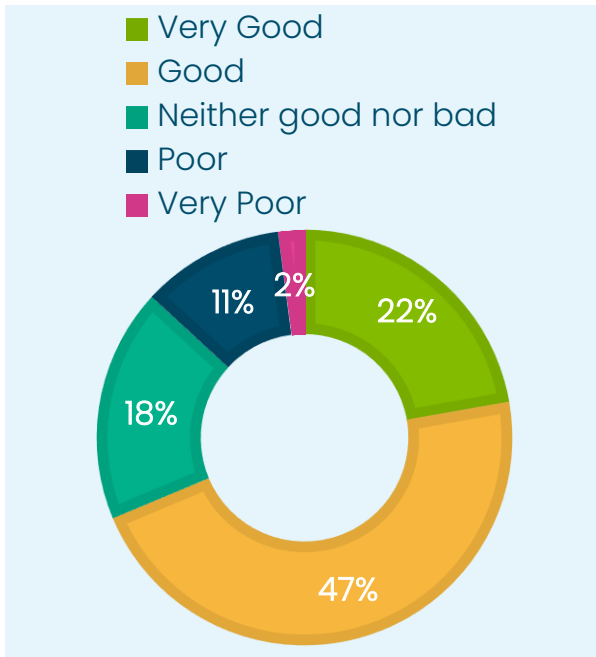
## Q1) How do you find getting an appointment?



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

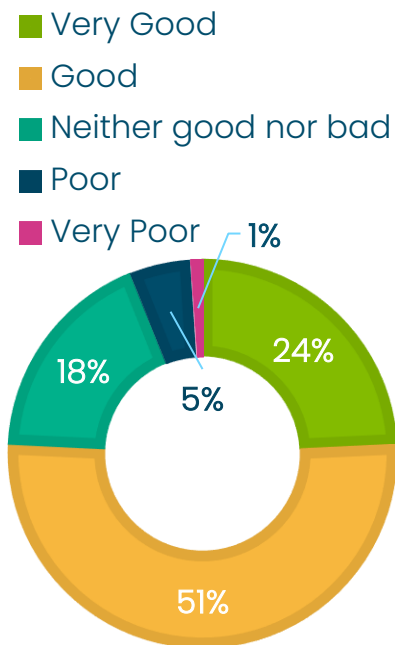


### Q3) How do you find the quality of online consultations?



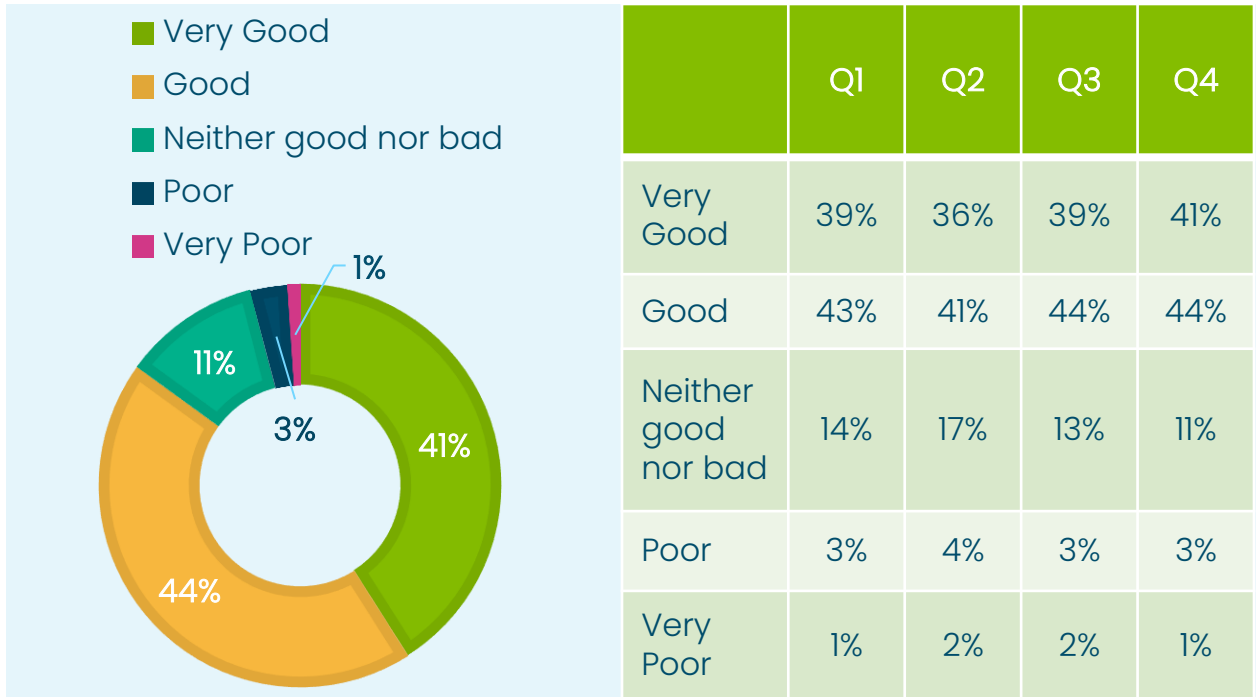
	Q1	Q2	Q3	Q4
Very Good	19%	13%	21%	22%
Good	47%	43%	44%	46%
Neither good nor bad	19%	27%	19%	18%
Poor	9%	11%	10%	11%
Very Poor	6%	6%	6%	2%

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

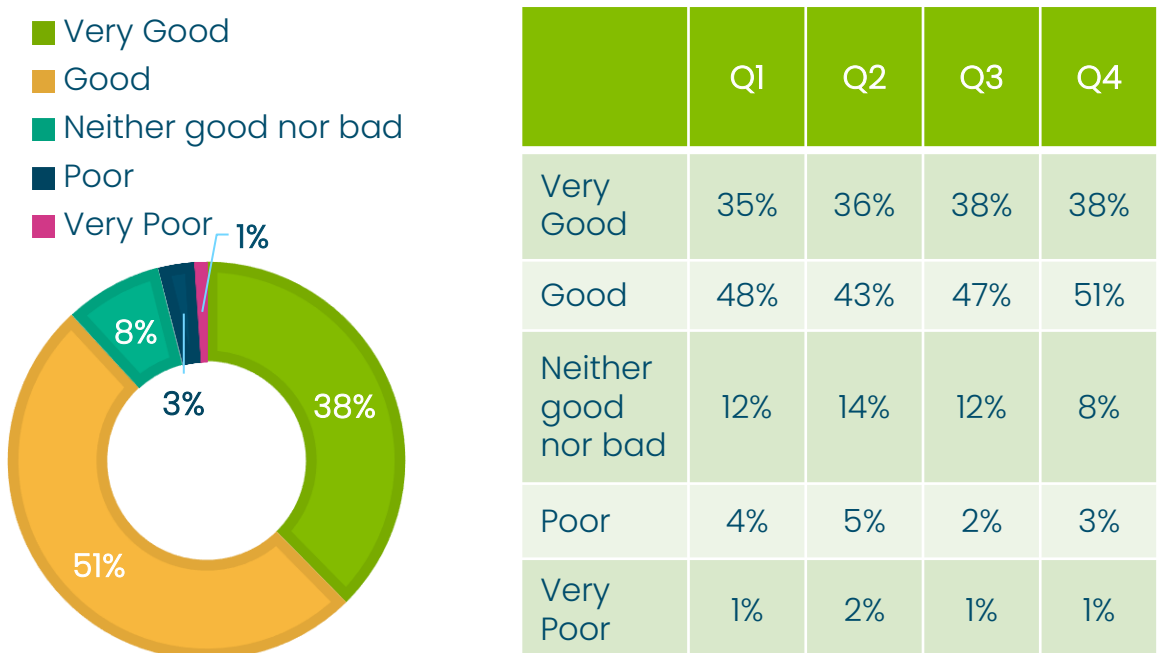


	Q1	Q2	Q3	Q4
Very Good	25%	16%	29%	24%
Good	49%	57%	49%	51%
Neither good nor bad	20%	17%	15%	18%
Poor	4%	9%	5%	5%
Very Poor	2%	1%	2%	1%

### 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 2026 based on the free text responses received. This tells us which areas of the service are most important to patients.

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

Top 10 Themes	Positive	Neutral	Negative	Total
Appointment Availability	84 (48%)	14 (8%)	78 (44%)	176
Getting through on the phone	44 (97%)	14 (0%)	75 (3%)	133
Booking Appointments	69 (60%)	4 (3%)	42 (37%)	115
Quality of treatment	65 (78%)	6 (7%)	12 (14%)	83
Staff Attitudes	73 (90%)	1 (9%)	29 (1%)	81
Staff Attitudes – administrative staff	41 (55%)	4 (5%)	29 (39%)	74
Experience	55 (75%)	10 (14%)	8 (11%)	73
Waiting Times (punctuality and queueing on arrival)	18 (26%)	1 (1%)	50 (72%)	69
Staff Attitudes – health professionals	62 (91%)	2 (3%)	4 (6%)	68
Quality of Staff – health professionals	58 (88%)	4 (6%)	4 (6%)	66

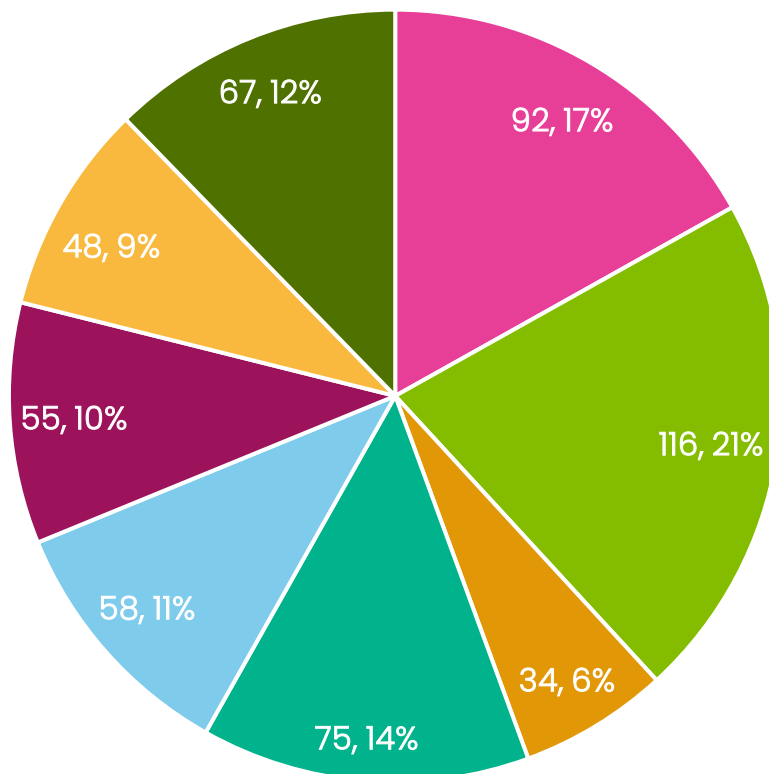
## Primary Care Networks

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 January and March 2026, the services which received the most reviews were....

Total Reviews per PCN (number, %)



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

## PCN Access and Quality Questions

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

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

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

Positive ■ Neutral ■ Negative ■

PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	Getting an appointment	Getting through on the phone	Of Online consultations	Of Telephone consultations	Of Staff attitudes	Of Treatment and Care
<b>Acton (n.24)</b>	3.0	2.7	3.7	3.9	4.3	4.4
<b>The Ealing Network (n.116)</b>	2.8	2.8	3.6	3.8	4.2	4.3
<b>Northolt (n.34)</b>	2.7	3.0	3.7	3.8	4.1	4.0
<b>NGP (n.75)</b>	3.0	3.0	3.7	3.9	4.3	4.1
<b>Greenwell (n.58)</b>	3.0	3.0	3.8	4.1	4.3	4.4
<b>North Southall (n.55)</b>	2.9	2.9	3.9	3.7	4.0	4.1
<b>South Southall (n.48)</b>	2.8	2.7	3.7	3.6	3.9	4.0
<b>South Central Ealing (n.67)</b>	3.0	2.8	3.5	3.8	4.1	4.1

## PCN Themes

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

Primary Care Network	Overall rating	Top 3 Positive Issues	Top 3 Negative Issues
Acton No of reviews: 92	4.4	1. Staff Attitudes	1. Waiting Times (punctuality and queueing on arrival)
		2. Quality of Staff - health professionals	Getting through on the telephone
		3. Appointment Availability Experience Quality of treatment	3. Appointment availability
The Ealing Network No of reviews: 116	4.1	1. Staff Attitudes	1. Getting through on the telephone
		2. Experience	2. Appointment availability
		Quality of treatment	3. Waiting Times (punctuality and queueing on arrival)
Northolt No of reviews: 34	4.1	1. Booking appointments	1. Booking appointments
		Getting through on the telephone	Getting through on the telephone
		Staff Attitudes – administrative staff Staff Attitudes – health professionals	3. Appointment availability Waiting Times (punctuality and queueing on arrival)

Primary Care Network	Overall rating	Top 3 Positive Issues	Top 3 Negative Issues
Northolt, Greenford, Perivale (NGP)  No of reviews: 75	4.1	1. Appointment availability	1. Appointment availability
		2. Booking appointments	2. Getting through on the telephone
		Quality of Staff – health professionals	Patient Choice
Greenwell  No of reviews: 58	4.3	1. Booking appointments	1. Appointment availability
		2. Appointment availability	2. Booking Appointments
		3. Experience	3. Waiting Times (punctuality and queuing on arrival)
North Southall  No of reviews: 55	4.0	1. Staff Attitudes – health professionals	1. Appointment availability
		2. Appointment availability	2. Getting through on the telephone
		3. Staff attitudes – administrative staff Quality of staff – health professionals	3. Booking appointments Staff attitudes – administrative staff Waiting times (punctuality and queueing on arrival)

Primary Care Network	Overall rating	Top 3 Positive Issues	Top 3 Negative Issues
South Southall  No of reviews: 48	3.9	1. Quality of staff – health professionals	1. Staff Attitudes – administrative staff
		2. Appointment Availability  Quality of treatment	2. Appointment availability
			3. Booking appointments  Getting through on the telephone  Staffing Levels
South Central Ealing  No of reviews: 67	4.1	1. Staff Attitudes – health professionals	1. Appointment availability
		2. Appointment availability	Getting through on the telephone
		3. Quality of staff – health professionals	2. Booking appointments – online

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

### 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
Waiting Times (punctuality and queueing on arrival)	Booking Appointments	Booking Appointments	Waiting Times (punctuality and queueing on arrival)
Booking Appointments	Quality of treatment	Waiting Times (punctuality and queueing on arrival)	Booking appointments
Staff Attitudes – Administrative Staff	Waiting Times (punctuality and queueing on arrival)	Booking Appointments – Online	Staff Attitudes – administrative staff

## Equalities Snapshot

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

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



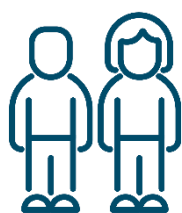
### Gender

In Q4, we received 58% of reviews from Women, compared to 42% Men. However, men reported a more positive experience than women by 1% (85% to 84%)



### Age

We received the most feedback from 35–44-year-olds. Most of this age group reported 85% positive experiences. Followed by 65–74-year-olds and 45–54-year-olds, and these groups reported 89% 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 88% positive experiences.

# Experiences of Hospital Services



# What people told us about Hospitals

"I was seen straight away because of the critical nature of the stroke. Helpful nurses and consultants. Putting me at ease and explaining things.

"I had to wait only about 30 minutes to be seen when I was there the last time. It was fast and seamless for me to get the result.

"Very cooperative, advanced, and the health staff were very kind. The maternity staff for the delivery were good - co-operative, kind, very caring, polite and well trained."

"Once you get seen, they are thorough and do their best to find out what is wrong with you. The doctors and nurses have good manners."

"The wait times can be extremely long. Last time was a couple of hours, but before that it was way more. The seats are very uncomfortable. The car park charges were so extortionate. It would be better if they had control over parking rather than a private company. I hope they get some of the parking charges."

"It is unpredictable. During the winter months, they should put more staff on the site. They don't want to put more staff on because they want to save money. The nurses are rushed off their feet. Very long waiting times.

"It does take time for records to be updated between the hospital and my GP.

"The consultants are different each time. They give inconsistent advice. It is hard to get through to someone on the phone. When I first came, I had to go upstairs just to be told to go downstairs for an X-ray. I was on crutches, so this was difficult. There is poor communication about where to go. The equipment is sometimes broken."



Hospital  
Services  
Summary  
Findings

# What has worked well?

Below is a list of the key positive aspects relating to hospitals between January and March 2026



## Waiting Times (punctuality and queueing on arrival)

33% of the comments addressing the waiting times to be seen at the hospital were positive in sentiment. Some comments addressed being triaged straight away because of the seriousness of the situation, or a small waiting period.



## Staff Attitudes – health professionals

80% of the comments addressed the attitudes of the health staff that they interacted with at their respective hospital visit were positive in sentiment. Patients expressed that the health staff had good bedside manners and were overall polite and kind.



## Quality of treatment

74% of the comments addressed the quality of the treatment patients received during their respective hospital visit were positive in sentiment. Patients felt the treatment was very thoroughly given.

# What could be improved?

Below is a list of the key areas for improvement relating to hospitals between January and March 2026



## Waiting Times (punctuality and queueing on arrival)

58% of the comments addressing the waiting times to be seen at the hospital were negative in sentiment. Some comments addressed the length of time they had to wait to be seen, and just the overall unpredictability of how long the wait to be seen would be.



## Communication between services

67% of the comments addressing the communication between services were negative in sentiment. One comment, for example, addressed the length of time it takes for medical records to be updated between the hospital and their GP.



## Communication with patients (treatment explanation, verbal advice)

40% of the comments addressing the communication patients received were negative in sentiment. For example, one comment addressed the inconsistency in the medical advice given because they were seen by different health professionals each time.

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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

## **Introduce real-time queue updates and multilingual SMS alerts at Urgent Treatment Centres and Outpatients**

This addresses unpredictable waits. Build on recent improvements with self-check-in kiosks, fast-track triage for urgent cases, and better links with local Ealing GPs and community hubs.

## **Improve digital record sharing between Hospitals, local GPs, and West London NHS teams**

Tackle delays in updating records by expanding secure shared portals and automated discharge alerts, especially for chronic conditions common in the borough.

## **Provide consistent translated information packs and follow-up messages for patients at their respective hospitals**

Reduce inconsistencies from different staff by using simple treatment summary sheets and brief post-appointment calls, supported by local community groups for multilingual needs

# Hospital Services

Full data set

# Hospital Services

No. of Reviews	324 (relating to 5 hospitals)
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 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?

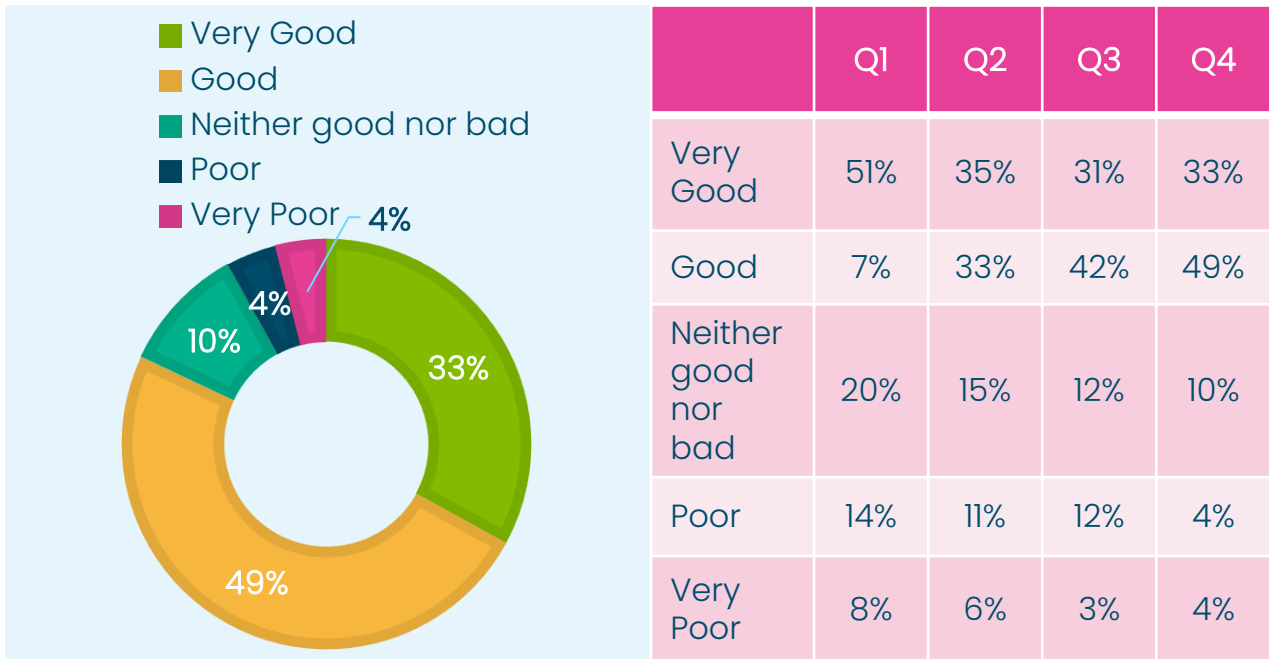
Participants were asked to choose between 1-5\* (Very Poor – Very Good) for all questions.

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

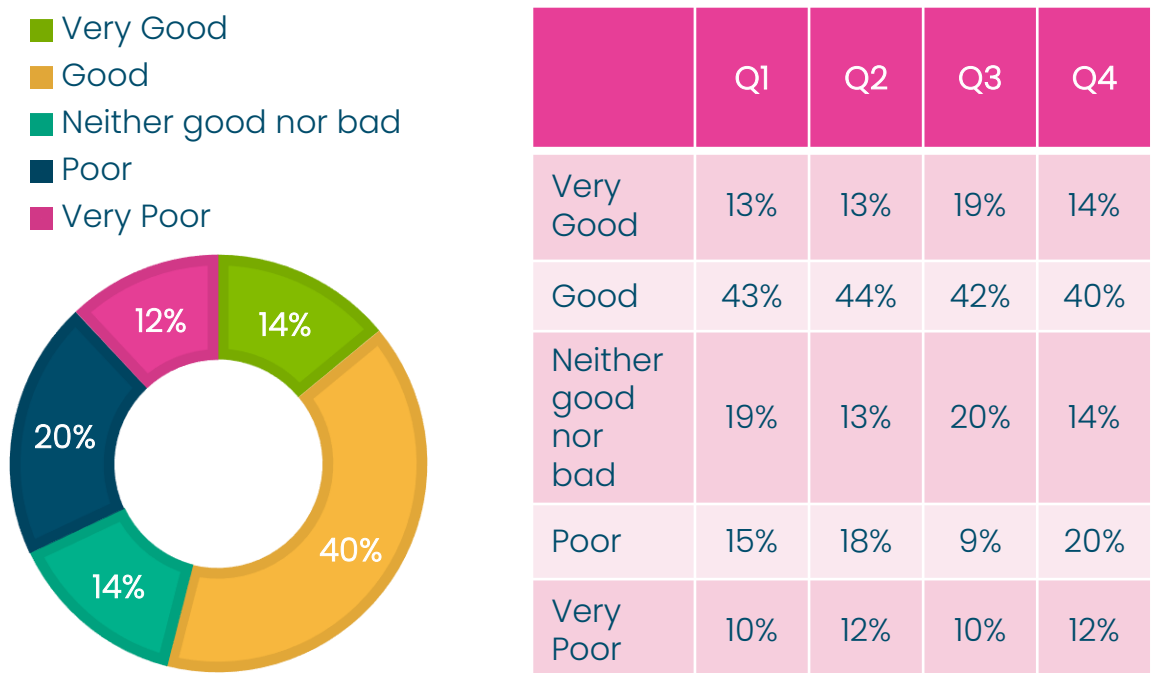
**Pie chart on page 37** – The percentages and counts are based on **themes and sub-themes** we identified in the responses, plus the **sentiment** (positive, negative, or neutral) we assigned. This scoring uses answers from **Questions 7 and 8** of the patient experience form

# Access and Quality Questions

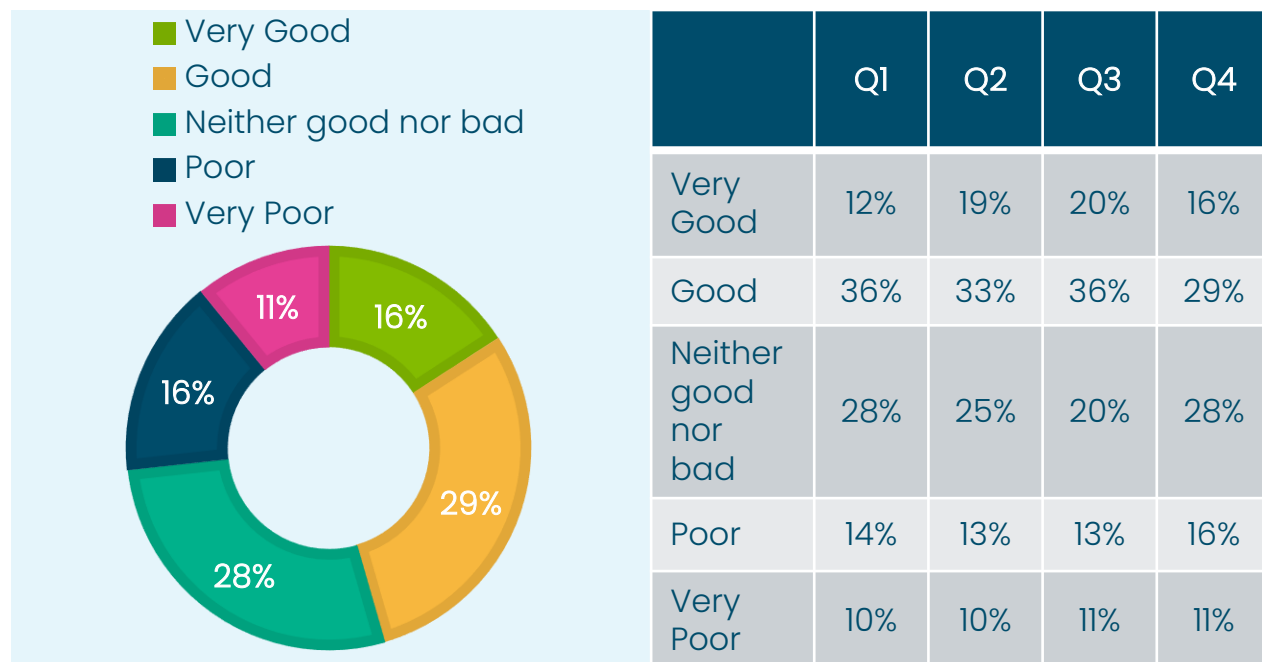
Q1) How did you find getting a referral/appointment at the hospital?



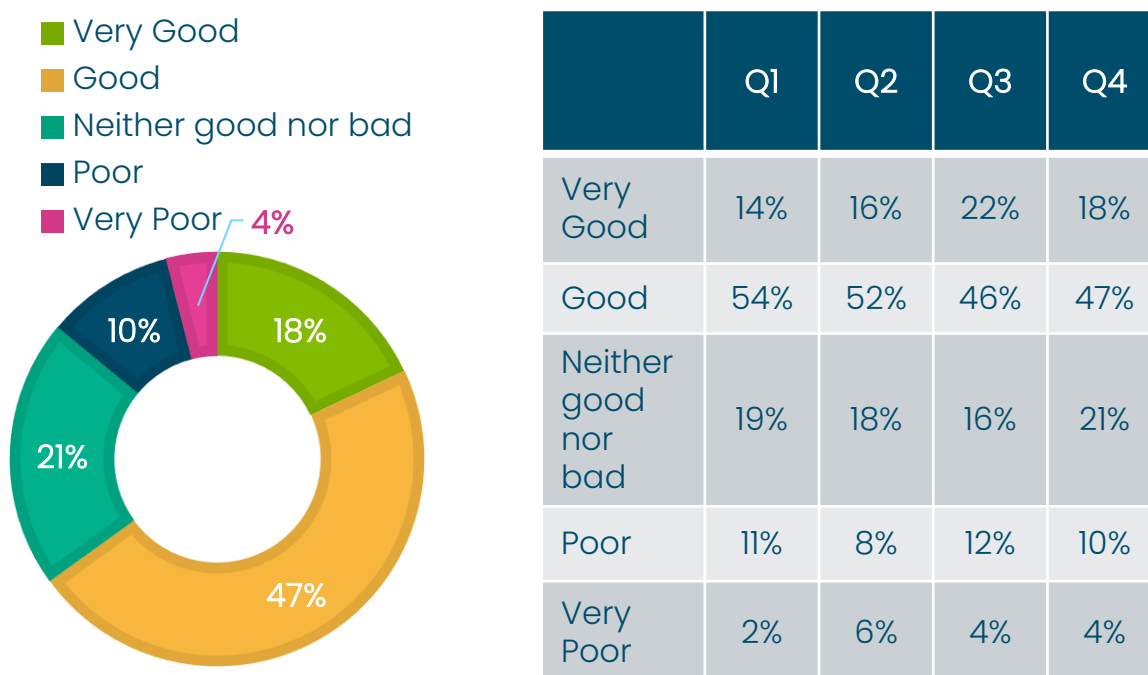
Q2) How do you find getting through to someone on the phone?



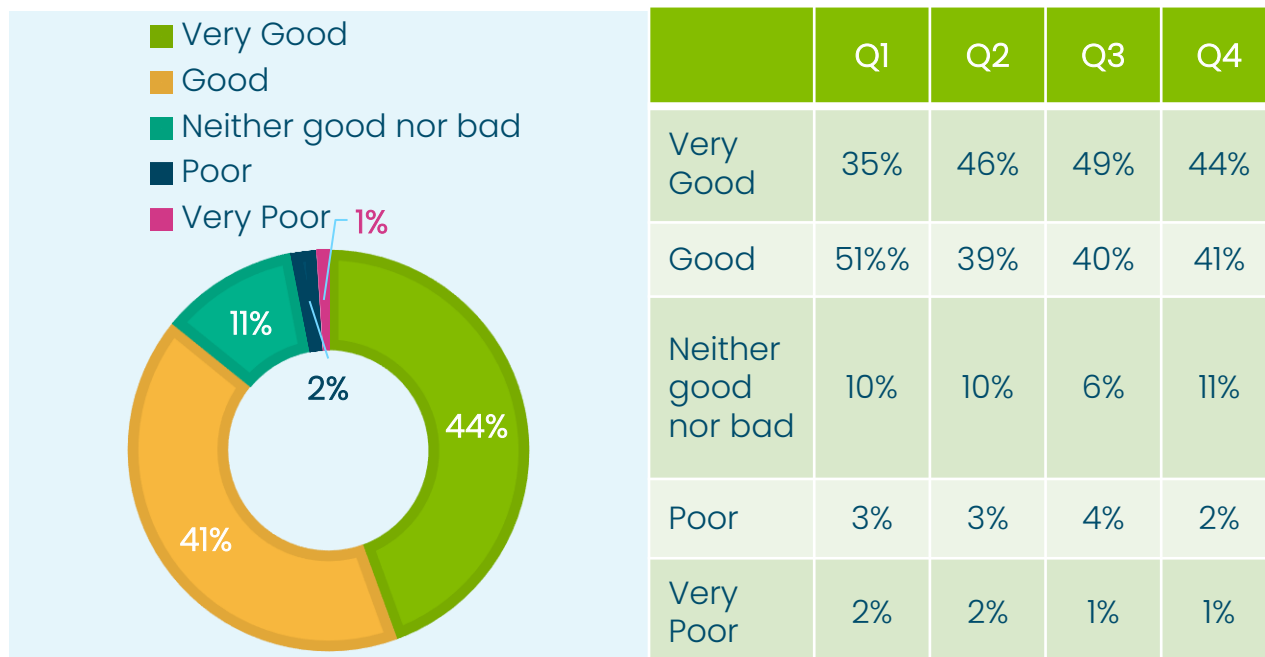
### Q3) How do you find the waiting times at the hospital?



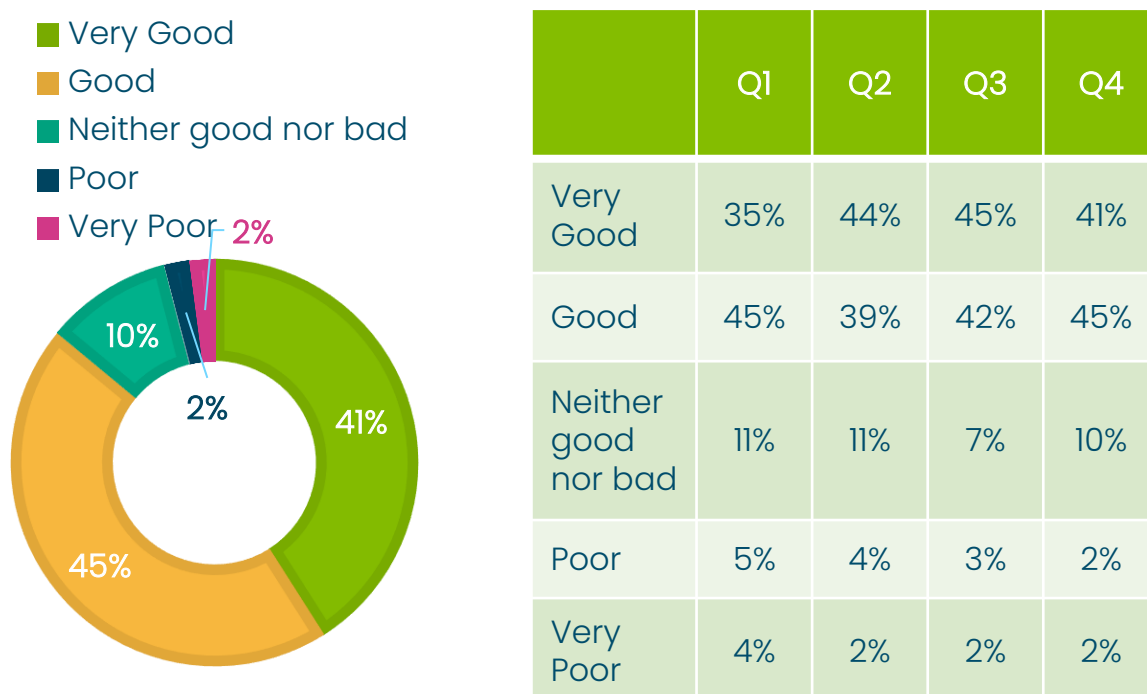
### Q4) How do you think the communication is between your hospital and GP practice?



## 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 January and March 2026 based on the free text responses received. This tells us which areas of the service are most important to patients.

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

Top 10 Themes	Positive	Neutral	Negative	Total
Waiting Times (punctuality and queueing on arrival)	48 (33%)	13 (9%)	85 (58%)	146
Staff Attitudes	48 (75%)	3 (5%)	13 (20%)	64
Quality of treatment	46 (74%)	4 (6%)	12 (19%)	62
Communication with patients (treatment explanation, verbal advice)	33 (60%)		22 (40%)	55
Staff Attitudes – health professionals	33 (80%)	3 (7%)	5 (12%)	41
Communication between services	14 (35%)		26 (65%)	40
Quality of Staff - health professionals + Experience	26 (81%)	1 (3%)	5 (16%)	32
	19 (59%)	3 (9%)	10 (31%)	32
Appointment Availability + Getting through on the telephone	8 (32%)		17 (68%)	25
	5 (20%)		20 (80%)	25

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
<b>Ealing Hospital (n.162)</b>	3.9	3.1	3.1	3.5	4.2	4.1
<b>Ealing Community Diagnostic Centre (n.51)</b>	4.0	3.0	3.7	3.7	4.4	4.2
<b>Charing Cross Hospital (n.14)</b>	4	3.5	3.7	3.3	4.2	4.6
<b>West Middlesex University Hospital (n.24)</b>	4.4	3	3.5	3.8	4.3	4.4
<b>Northwick Park Hospital (n.19)</b>	3.9	3.3	2.5	3.5	3.7	3.9

**Note:** We have only included in the table above hospitals that have received 10 or more reviews this quarter. We also identified the top 3 positive and negative themes for these hospitals on pages 39–41.

Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
<p>Ealing Hospital</p> <p>No of reviews: 162</p>	3.9	1. Quality of treatment	1. Waiting Times (punctuality and queueing on arrival)
		2. Waiting Times (punctuality and queueing on arrival)	2. Communication between services
		3. Communication with patients (treatment explanation, verbal advice)	3. Getting through on the telephone
<p>Ealing Community Diagnostic Centre</p> <p>No of reviews: 51</p>	4.0	1. Staff Attitudes	1. Waiting Times (punctuality and queueing on arrival)
		2. Buildings, Décor and facilities  Cleanliness, Hygiene and Infection control  Waiting Times for appointments/waiting lists	2. Getting through on the telephone
		3. Staff Attitudes – administrative staff	3. Communication with patients (treatment explanation, verbal advice)
		Staff Attitudes – health professionals  Quality of treatment	Communication between services  Buildings, Décor and facilities  Signage  Waiting Times for appointments/waiting lists

Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
<p>Charing Cross Hospital</p> <p>No of reviews: 14</p>	<p>4.2</p>	<p>1. Staff Attitudes</p> <p>2. Waiting Times (punctuality and queueing on arrival)</p> <p>3. Booking appointments</p> <p>Appointment letters</p> <p>Triage and admissions</p> <p>Staff Attitudes – health professionals</p> <p>Professionalism</p> <p>Suitability</p> <p>Experience</p> <p>Quality of treatment</p>	<p>1. Appointment availability</p> <p>Waiting Times (punctuality and queueing on arrival)</p> <p>Communication between services</p> <p>Waiting Times for appointments/waiting lists</p>

Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
West Middlesex University Hospital No of reviews: 24	4.3	1. Staff Attitudes	1. Waiting Times (punctuality and queueing on arrival)
		2. Waiting Times (punctuality and queueing on arrival)	2. Communication with patients (treatment explanation, verbal advice)
		3. Quality of treatment	Communication between services Staff Attitudes Support
Northwick Park Hospital No of reviews: 19	3.7	1. PALS	1. Waiting Times (punctuality and queueing on arrival)
		2. Getting through on the telephone Waiting Times (punctuality and queueing on arrival)	2. Funding issues
		3. Accessibility and reasonable adjustments Operation/Procedure Diagnosis Quality of appointment – face-to-face appointment Professionalism Quality of treatment	3. Appointment availability

## 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	Waiting Times (punctuality and queueing on arrival) + Staff Attitudes
Quality of Treatment	Waiting Times (punctuality and queueing on arrival)	Quality of Treatment	Staff Attitudes – health professionals + Quality of treatment
Staff Attitudes	Staff Attitudes	Waiting Times (punctuality and queueing on arrival)	Communication with patients (treatment explanation, verbal advice)
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)	Waiting Times (punctuality and queueing on arrival)
Appointment Availability	Appointment Availability	Appointment Availability	Communication between services
Quality of Treatment	Getting Through on the Telephone	Getting Through on the Telephone	Communication with patients (treatment explanation, verbal advice)
Staffing Levels	Communication with Patients	Waiting Times for Appointments/ Waiting Lists	Getting through on the telephone
Getting Through on the Telephone	Quality of Treatment	Communication with Patients	Appointment availability + Staffing levels(Staff)

## Equalities Snapshot

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



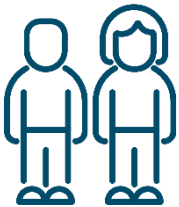
### Gender

In Q4, we received 75% more reviews from women, compared to Men. However, men reported a more positive experience than women by 7% (83% to 76%).



### Age

We received the most feedback from 25-44-year-olds. Most of this age group reported 79% positive experiences. Followed by 55-64-year-olds, 45-54-year-olds and 25-34-year-olds. From these groups, we found 88%, 74% 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 90% positive experiences.

# Appendix



## No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	455 (83%)	62 (11%)	28 (5%)	545
Hospital	252 (78%)	52 (16%)	20 (6%)	324
Pharmacy	207 (88%)	22 (9%)	5 (2%)	234
Dental Care	78 (91%)	4 (5%)	4 (5%)	86
Emergency	26 (79%)	3 (9%)	4 (12%)	33
Opticians	21 (91%)	2 (9%)	-	23
Community	16 (94%)	-	1 (6%)	17
Mental Health	5 (83%)	1 (17%)	-	6
<b>Overall Total</b>	<b>1060</b>	<b>146</b>	<b>62</b>	<b>1,268</b>

# Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	39%	424
Woman (including trans woman)	57%	664
Non-binary	1%	1
Prefer not to say	3%	11
<b>Total</b>	<b>100%</b>	<b>1,100</b>

Ethnicity	Percentage %	No of Reviews
White British	29%	325
White Irish	3%	32
Gypsy or Irish Traveller	1%	2
Roma	1%	1
Other White	9%	94
Bangladeshi	1%	7
Chinese	1%	9
Indian	11%	107
Pakistani	3%	35
Other Asian	13%	132
African	6%	59
Caribbean	3%	31
Other Black	3%	28
Asian and White	1%	3
Black African and White	1%	8
Black Caribbean and White	2%	18
Other Mixed	2%	24
Arab	5%	46
Other Ethnic Group	4%	45
<b>Total</b>	<b>100%</b>	<b>1,006</b>

Age	Percentage %	No of Reviews
Under 18	1%	11
18-24	6%	66
25-34	14%	147
35-44	20%	207
45-54	15%	157
55-64	17%	172
65-74	16%	170
75-84	8%	87
85+	1%	11
Prefer not to say	1%	13
<b>Total</b>	<b>100%</b>	<b>1,041</b>

Sexual Orientation	Percentage %	No of Reviews
Asexual	1%	11
Bisexual	1%	10
Gay Man	1%	15
Heterosexual/ Straight	88%	894
Lesbian / Gay woman	1%	6
Pansexual	1%	1
Prefer not to say	7%	80
<b>Total</b>	<b>100%</b>	<b>1,017</b>

# Demographics

Long-term condition	Percentage %	No of Reviews
Yes	39%	401
No	58%	595
Prefer not to say	2%	23
Not known	1%	15
<b>Total</b>	<b>100%</b>	<b>1,034</b>

Disability	Percentage %	No of Reviews
Yes	14%	143
No	82%	849
Prefer not to say	3%	27
Not known	1%	11
<b>Total</b>	<b>100%</b>	<b>1,030</b>

Pregnancy	Percentage %	No of Reviews
Currently pregnant	1%	6
Currently breastfeeding	1%	15
Given birth in the last 26 weeks	2%	16
Prefer not to say	1%	13
Not known	1%	6
Not relevant	39%	397
No	55%	554
<b>Total</b>	<b>100%</b>	<b>1007</b>

Religion	Percentage %	No of Reviews
Buddhist	1%	9
Christian	39%	412
Hindu	8%	86
Jewish	1%	1
Muslim	17%	178
Sikh	7%	73
Spiritualism	2%	19
Other religion	2%	22
No religion	18%	184
Prefer not to say	4%	38
<b>Total</b>	<b>100%</b>	<b>1'022</b>

# Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	1%	7
Not in employment & Unable to work	11%	111
Not in Employment/ not actively seeking work - retired	30%	298
Not in Employment (seeking work)	3%	26
Not in Employment (Student)	4%	41
Paid: 16 or more hours/week	43%	428
Paid: Less than 16 hours/week	5%	49
On maternity leave	2%	20
Prefer not to say	3%	26
<b>Total</b>	<b>100%</b>	<b>1,006</b>

Area of the borough	Percentage %	No of Reviews
Acton	9%	93
Ealing	35%	358
Greenford	9%	95
Hanwell	10%	103
Perivale	1%	13
Southall	17%	171
Northolt	9%	95
Other	2%	22
Out of the Borough	5%	52
Prefer not to Say	1%	10
<b>Total</b>	<b>100%</b>	<b>1,012</b>

Unpaid Carer status	Percentage %	No of Reviews
Yes	13%	131
No	85%	843
Prefer not to say	2%	20
<b>Total</b>	<b>100%</b>	<b>994</b>



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