PATIENT EXPERIENCE REPORT 2021/2022 QUARTER 3 OCTOBER - DECEMBER

Contents

Healthwatch was created by the health and social care reforms of 2012 with a powerful ambition of putting people at the centre of health and social care. To help realise this ambition Healthwatch has several duties around gathering and representing the views of patients and service users in the borough of Waltham Forest. In delivering these duties, Healthwatch Waltham Forest captures patient experience in numerous ways, including running the Patient Participation Group (PPG) Forum, and engaging with residents online, particularly in resident Facebook groups and through our website (www.healthwatchwalthamforest.co.uk), which people may visit independently to provide service feedback and comments. Our questions are uniform across the Digital Feedback Centre as well as the forms used during our review collections over the phone. Alongside our Patient Experience work reported here, Healthwatch Waltham Forest carries out a number of different activities in order to hear from patients, carers and relatives and assess health and social care services from the patient's perspective. To see our other reports, including Enter & View and research reports please visit our website at https://www.healthwatchwalthamforest.co.uk/our-work/our-reports-new/.

On our Feedback Centre, patients can relay concerns about their treatment. If they have opted to, we also offer for a member of Healthwatch Waltham Forest staff to call them and discuss the issue in more detail

Due to the COVID-19 pandemic and social distancing measures, nearly all health and social care services restricted their services. This has affected how we collect reviews. We have adapted to new ways of collecting Patient Experience including engaging with health and social care service users through direct contact calling and acquiring reviews left online. The Patient Experience Officer along with a group of Patient Experience Volunteers collected reviews for health and social care services from the following online sources: Google Reviews, NHS Choices, Care opinion, homecare.co.uk, carehome.co.uk, and Yellow Pages. Reviews were also obtained directly from the Healthwatch Waltham Forest website where patients and service users can share their experience.

During the Quarter 3 period between October – December 2021, we collected 602 reviews. Out of our total number of patients' experience feedback received, 341 (57%) were positive with a star rating of 4-5, 23 (4%) were neutral with a star rating of 3 and 238 (40%) were negative with a star rating of 1-2. These numbers are based on the overall star rating provided by patients, please see page 4 for further details.

The information presented within this report reflects individual patient experience of health and social care services, untainted and without agenda to ensure that the genuine observations and commentaries of the community are captured. Healthwatch Waltham Forest presents this as information to be considered and utilised to improve service provision and highlight areas of good practice.

Healthwatch Waltham Forest use a Digital Feedback Centre (on our website) and Informatics system (software sitting behind the Digital Feedback Centre) to capture and analyse patient experience feedback. The Informatics system is currently used by approximately 1/3 of the Healthwatch Network across England and it captures feedback in a number of ways:

1.   It asks for an overall star rating of the service, (between 1-5)
2.   It provides a free text box for comment
3.   Its asks for a star rating against specific domain areas, (between 1-5)

In terms of reporting, the above provides Healthwatch with several data sets.

Star ratings provide a simple snapshot average, both overall and against specific domain areas.

When it comes to the free text comment box, this is analysed in two different ways resulting in two different data sets:

▫ In the first instance, the Informatics system looks at the patient experience comment in its totality, using a sophisticated algorithm to analyse words and phrases in order to apply a sentiment score to the overall comment. The sentiment score is translated into an overall positive, negative or neutral sentiment. This is an automatic process. Where overall sentiment is highlighted in the report, it relates to this aspect of the process.

▫ In the second instance, free text comments are broken down and analysed for themes and sub themes. Where relevant, up to 5 themes and sub themes can be applied to any one patient experience comment. Upon each application of a theme or sub theme, a positive, negative or neutral sentiment is also applied. This is a manual process undertaken by trained staff and specially trained volunteers. The process is overseen by the Patient Experience Officer and regularly audited in order to ensure consistency. Where themes and related sentiment are discussed in the report, it relates to this aspect of the process.

Each of the areas described above provides an independent set of results which can be viewed separately or in conjunction with one another in order to gain an insight into a service or service area. It is important to note that correlation between different data sets may not be apparent, for example, a service may have an overall star rating of 4/5 but much lower ratings against individual domain areas.

Overall Star Ratings

The number of patient reviews received for this quarter was 602. The table below shows the distribution of the negative, neutral and positive patient reviews by each month and for the quarter. Please see the appendices for examples of both our physical and online questionnaires.

Each patient was asked to give an overall rating out of 5 stars for the service(s) they attended.

Month	1 – 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
October	93	7	138
November	67	11	101
December	78	5	102
Total	238	23	341

Overall Star Ratings

This chart illustrates the number of positive, negative and neutral reviews per month based on their overall star rating.

Positive, Negative, Neutral and Total reviews per month

Legend: Positive, Negative, Neutral, Total
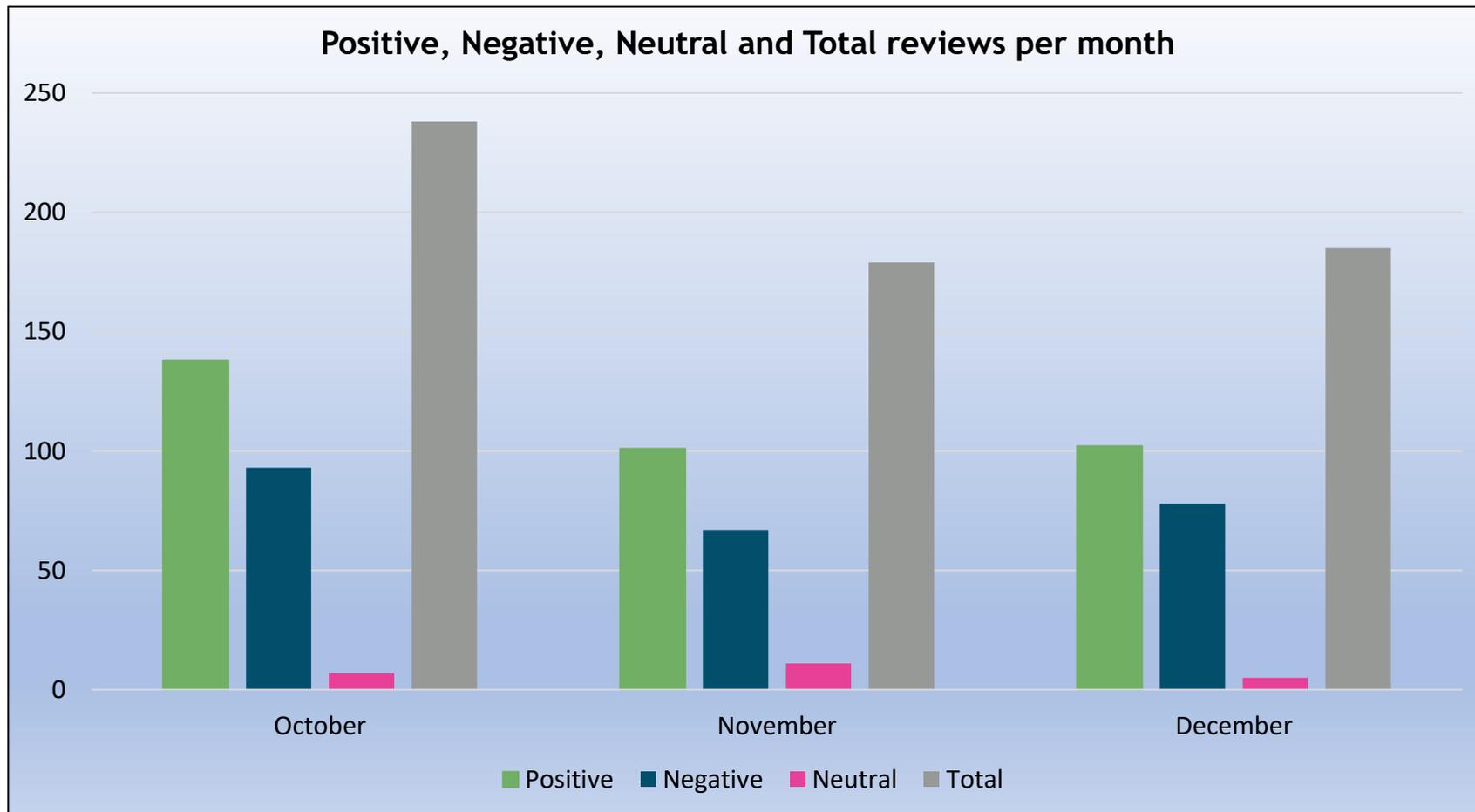
Overall Star Ratings

These pie charts show the distribution of star ratings per month and for the whole quarter (October - December).

In each month, the 5-star rating received the highest proportion of reviews.

Star ratings

★★★★★
★★★★
★★★
★★
★

October

- 86 — 36%
- 7 — 3%
- 7 — 3%
- 12 — 5%
- 126 — 53%

November

- 52 — 29%
- 15 — 8%
- 11 — 6%
- 11 — 6%
- 90 — 50%

December

- 71 — 38%
- 7 — 4%
- 5 — 3%
- 7 — 4%
- 95 — 51%

Total for Q3

- 209 — 35%
- 29 — 5%
- 23 — 4%
- 30 — 5%
- 311 — 52%

This chart depicts the number of reviews recorded per service. For this quarter, 602 patient reviews were acquired for ten different service-types.

The service-type with the highest number of reviews recorded is GP services (186). This is followed by Dental services (163), Pharmacy (75), Optician (56), Hospital (45), Maternity (36) and Covid-19 Centre (32),

The service-types with the lowest numbers of reviews recorded are Community Health (6), Mental Health (2) and Social Care (1).

Type of service

Service	Number of reviews
GP	186
Dentist	163
Pharmacy	75
Optician	56
Hospital	45
Maternity	36
Covid-19 Centre	32
Community Health	6
Mental Health	2
Social Care	1

Number of reviews

7
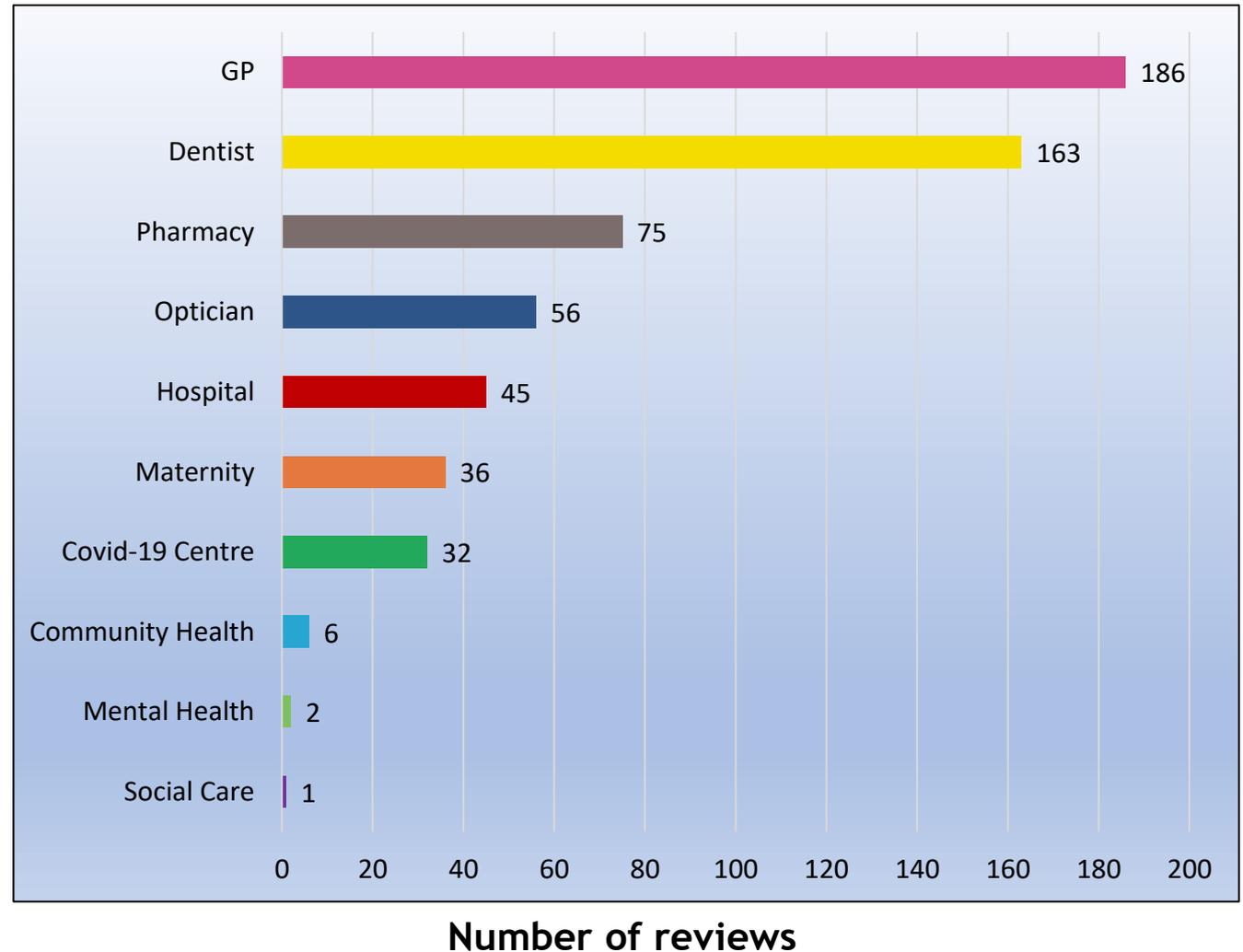
Distribution of Positive, Neutral & Negative per service category
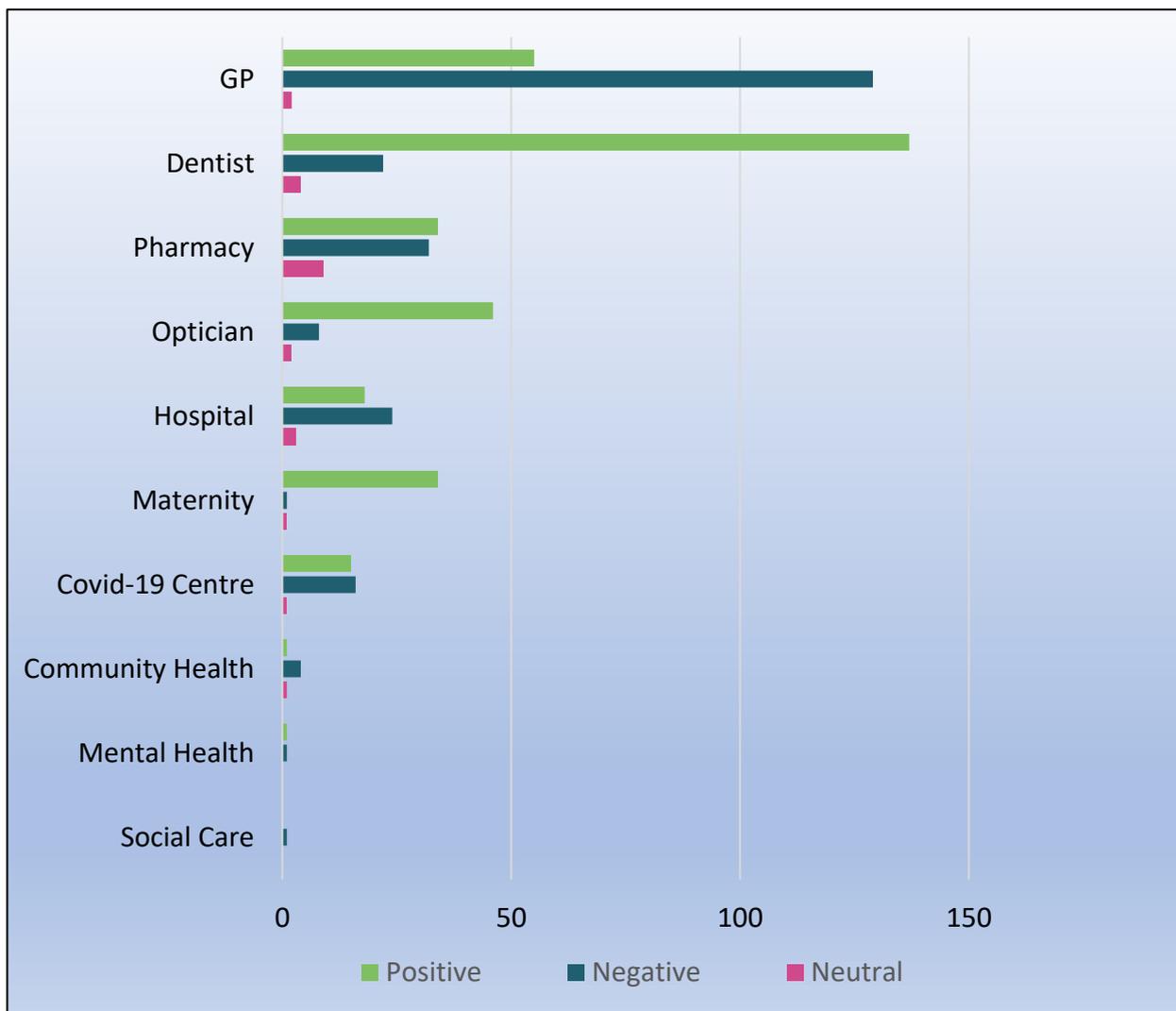
This chart illustrates the proportion of negative, neutral, and positive reviews within each of the ten service-type categories previously discussed. Reviews are categorised according to their star ratings.

GP services received the most reviews this quarter (186). Of these, just 30% (55) were positive, 69% (129) were negative, and 1% (2) were neutral.

Dental services received the second highest number of reviews this quarter (163). Of these, 84% (137) were positive, 13% (22) were negative, and 2% (4) were neutral.

Pharmacy services received the third highest number of reviews this quarter (75). Of these, 45% (34) were positive, 43% (32) were negative, and 12% (9) were neutral.

Opticians received the fourth highest number of reviews this quarter (56). Of these, 82% (46) were positive, 14% (8) were negative, and 4% (2) were neutral.

Hospital services received the fifth highest number of reviews this quarter (45). Of these, 40% (18) were positive, 53% (24) were negative and 7% (3) were neutral.

Maternity received 36 reviews, of which, 94% (34) were positive, 3% (1) were negative and 3% (1) were neutral. Covid-19 Centres received 32 reviews, of which, 47% (15) were positive, 50% (16) were negative and 3% (1) were neutral. Community Health services received 6 reviews with 17% (1) positive, 67% (4) negative and 17% (1) neutral. Mental Health received 2 reviews with 50% (1) positive and 50% (1) negative. Social Care received 100% (1) negative.

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This section shows a breakdown of the main themes and sub-themes for those service areas where we received a large number of reviews – GPs, Dentists and Pharmacy. After asking patients for an overall star rating of the service we ask them to "tell us more about your experience" (see the appendices for examples of our physical and online questionnaires).

Each review is uploaded to our Online Feedback Centre where up to five themes and subthemes are applied (see Appendix I pages 28-29 for a full list).

For this reason, the total numbers of theme-counts will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative or neutral 'sentiment' is given. The application of themes, sub-themes and sentiment is a manual process and differs to the star rating patients provide.

The top theme for Waltham Forest GPs this quarter was **Administration**. This theme was applied a total of 148 times to the patient reviews, of which 12 (8%) were positive, 135 (91%) were negative and 1 (1%) was neutral. This shows that an overwhelming majority of patients are dissatisfied with the administration at their GP surgeries.

As shown in Appendix 1 (p28), the **Administration** theme is further divided into 11 sub-themes (two new ones have been added this quarter). Of these sub-themes, **Appointment Availability** was applied 39 times with 3 (8%) positive and 36 (92%) negative. **Booking Appointments - getting through on the telephone** was applied 37 times with 36 (97%) being negative and 1 (3%) neutral. **Management of Service** was applied 30 times with 3 (10%) positive and 27 (90%) negative. **Booking Appointments** was applied 22 times with 1 (5%) positive and 21 (95%) negative. **Booking Appointments - online** was applied 11 times with 3 (27%) positive and 8 (73%) negative. **Admission Procedure** was applied 4 times, 2 (50%) positive and 2 (50%) negative, **General** was applied 3 times, all negative and **Medical Records** was applied twice, both negative. The remaining sub-themes were not applied this quarter.

Top sub-themes for Administration

Sub-themes: Appointment Availability, Booking Appointments - Getting through on the telephone, Management of Service, Booking Appointments

Number of reviews

Legend: ■ Positive ■ Negative ■ Neutral
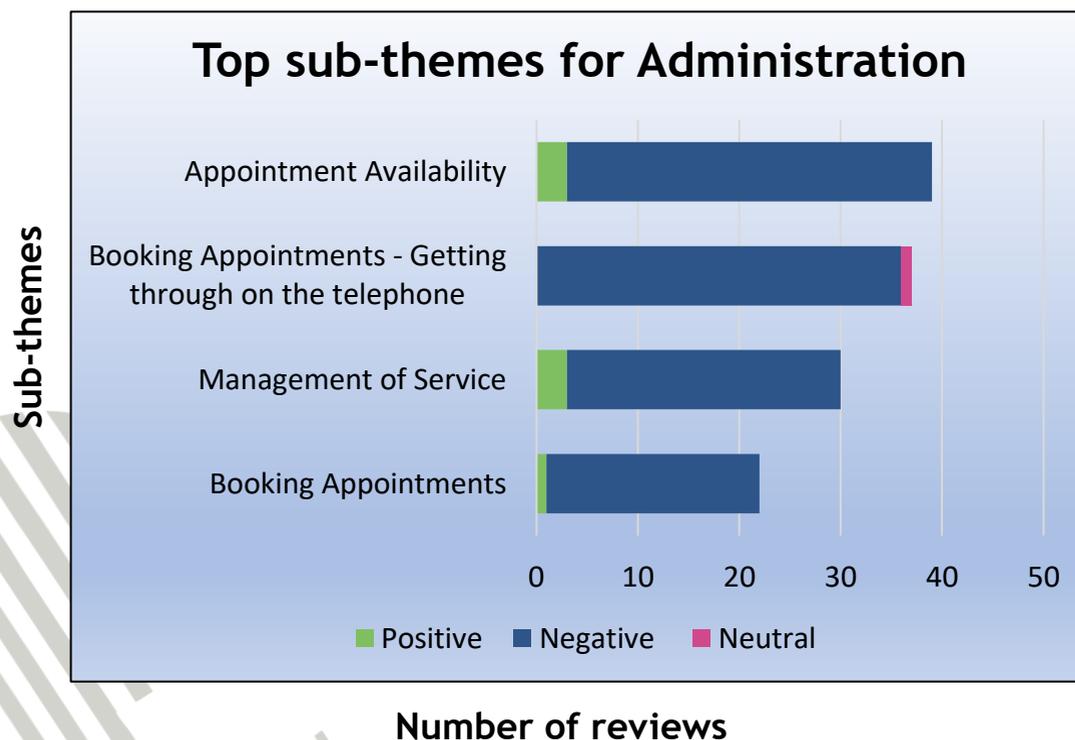
Positive reviews

"Despite there being a pandemic, I have always been able to be seen in person if they have deemed it necessary."
GP surgery

''I have been offered an on the day appointment for an unwell child."
GP surgery

Negative reviews

"I was unable to get an appointment over a few months this spring/summer despite trying multiple times."
GP surgery

"I try to call them but no one bother to answer the phone calls."
GP surgery

The second most applied theme for Waltham Forest GPs this quarter was **Staff**. This theme was applied a total of 130 times to the patient reviews, of which 50 (38%) were positive, 78 (60%) were negative and 2 (2%) were neutral. This indicates that patients are unhappy with GP staff.

As shown in Appendix 1 (p29),the **Staff** theme is further divided into 10 sub-themes. Of these sub-themes, **Attitudes** was applied 97 times with 42 (43%) positive, 53 (55%) negative and 2 (2%) neutral. **Professionalism** (a new theme from this quarter) was applied 23 times with 7 (30%) positive and 16 (70%) negative. **Capacity** was applied 7 times with 1 (14%) positive and 6 (86%) negative. **Suitability** was applied twice, both negative and **Training and Development** was applied once negatively. The remaining sub-themes were not applied this quarter.
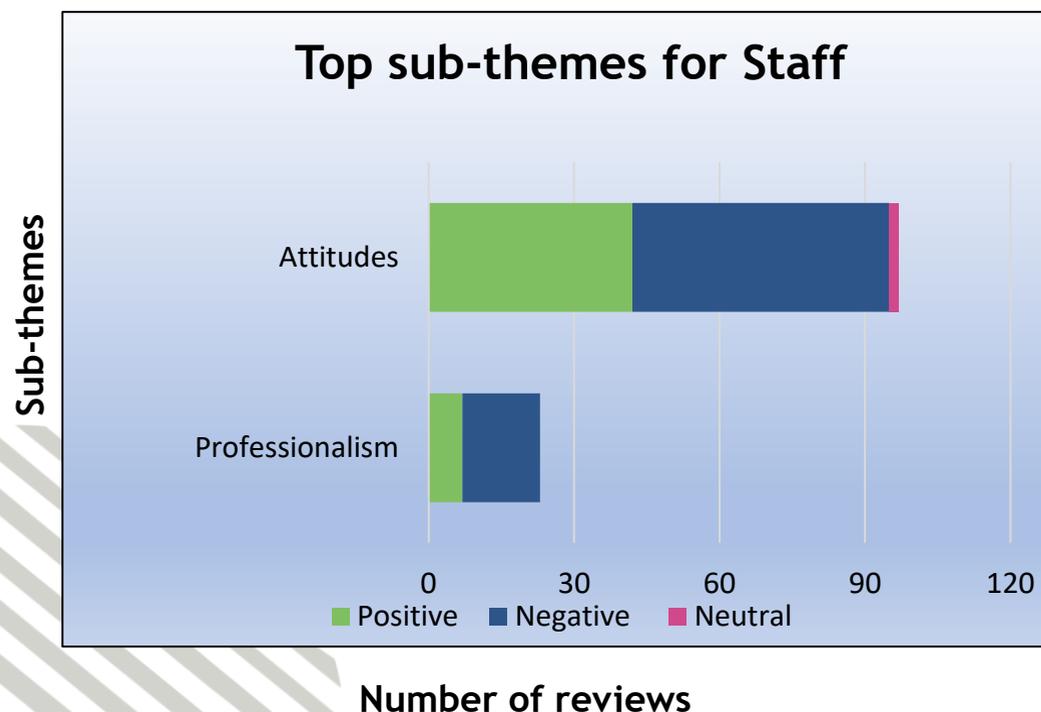
Positive reviews

''…really lovely staff…''
GP Surgery

"They go above and beyond in very challenging circumstances and the team is always polite and friendly."
GP Surgery

Negative reviews

''Unhelpful and unsupportive.''
GP surgery

"Receptionists like to cause arguments, rude and refuse to give complaint procedures when asked.
GP surgery

GP Themes and Sub-Themes

The third most applied theme for Waltham Forest GPs this quarter was **Treatment & Care**. This theme was applied a total of 99 times to the patient reviews, of which 54 (55%) were positive and 45 (45%) were negative

As shown Appendix 1 (p29), the **Treatment & Care** theme is further divided into five sub-themes. Of these sub-themes, **Quality** was applied 51 times with 24 (47%) positive and 27 (53%) negative. **Experience** was applied 41 times with 27 (66%) positive and 14 (34%) negative. **Treatment Explanation** was applied 4 times with 2 (50%) positive and 2 (50%) negative. **Effectiveness** was applied 3 times, 1 positive (33%) and 2 (67%) negative. The remaining sub-theme was not applied this quarter.

Top sub-themes for Treatment & Care

Sub-themes: Quality, Experience

Number of reviews

Legend: ■ Positive ■ Negative ■ Neutral
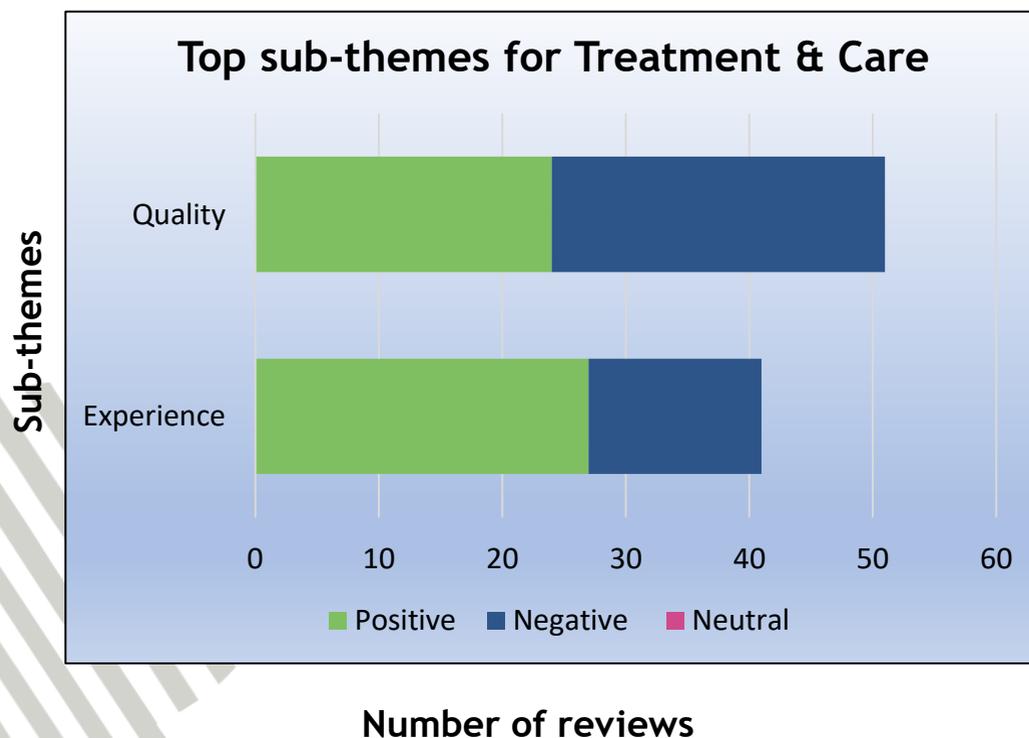
Positive reviews

''I've been going for years and have only had really good experiences.''
GP surgery

"GPs that actually read your patient notes and want to listen and offer tailored care to you is very reassuring."
GP surgery

Negative reviews

''I have been a patient here for many years. Standards and care have extremely dropped.''
GP surgery

''Horrible experience for complaints of prolonged fever.''
GP surgery

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The top theme for Waltham Forest Dentists this quarter was **Treatment & Care**. This theme was applied a total of 218 times to the patient reviews, of which 199 (91%) were positive, 18 (8%) were negative and 1 (0%) was neutral. An overwhelming majority of patients are happy with their dental treatment and care.

As shown Appendix 1 (p29), the **Treatment & Care** theme is further divided into five sub-themes. Of these sub-themes, **Quality** was applied 100 times with 89 (89%) positive, 10 (10%) negative and 1 (1%) neutral. **Experience** was applied 62 times with 59 (95%) positive and 3 (5%) negative. **Effectiveness** was applied 30 times with 26 (87%) positive and 4 (13%) negative. **Treatment Explanation** was applied 26 times with 25 (96%) positive and 1 (4%) negative. The remaining sub-themes was not applied.

Top sub-themes for Treatment & Care

Sub-themes (y-axis): Quality, Experience, Effectiveness, Treatment Explanation

Number of reviews (x-axis): 0, 20, 40, 60, 80, 100, 120

Legend: ■ Positive ■ Negative ■ Neutral

Number of reviews
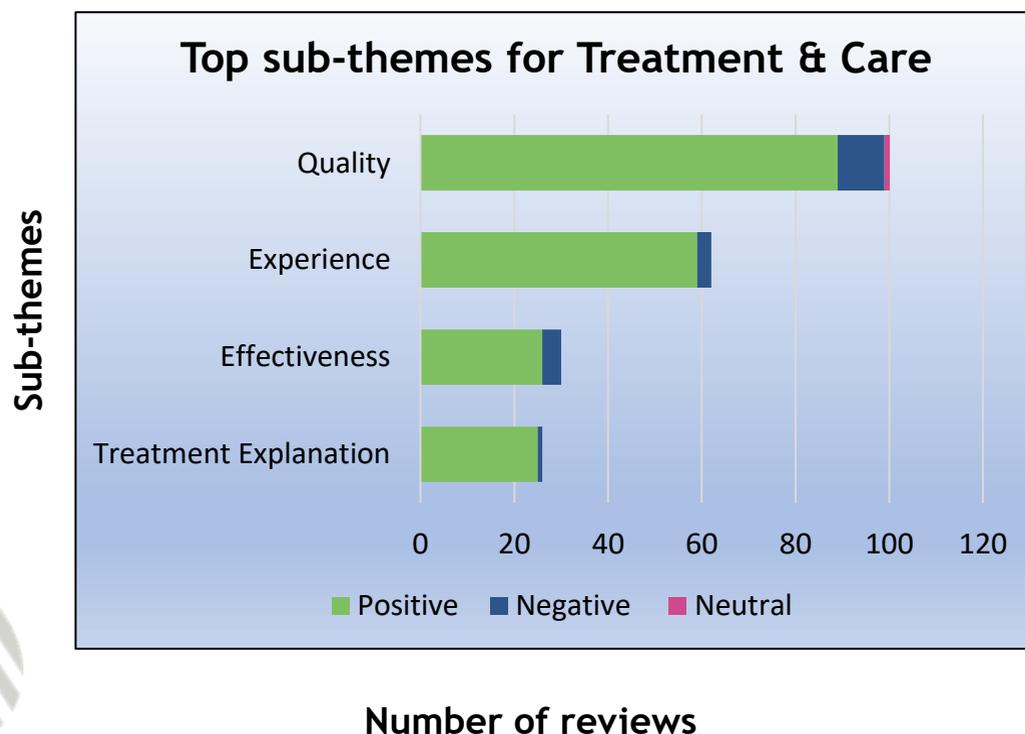
Positive reviews

"Great dentist, very professional. The most painless hygienist experience I had with great results."
Dentist

"Painless treatment, wonderful, professional work and knowledge of aftercare for me and others is remarkable." *Dentist*

Negative reviews

"…work was very poor quality. Fillings that only lasted two days done 3 times and still didn't stay…"
Dentist

"I have just had a very disappointing experience with this surgery. In lockdown I was charged for an emergency appointment despite being registered as unemployed."
Dentist

Dentist Themes and Sub-Themes

The second most applied theme for Waltham Forest Dentists this quarter was **Staff**. This theme was applied a total of 137 times to the patient reviews, of which 124 (91%) were positive, 12 (9%) were negative and 1 (1%) was neutral. This show a large majority of patients are satisfied with the staff at their dentists.

As shown Appendix 1 (p29), the **Staff** theme is further divided into 10 sub-themes. Of these sub-themes, **Attitudes** was applied 95 times with 86 (91%) positive, 8 (8%) negative and 1 (1%) neutral. **Professionalism** was applied 35 times with 32 (91%) positive and 3 (9%) negative. **Capacity** was applied 6 times with all 6 (100%) positive. **Training and Development** had 1 negative. The remaining sub-themes were not applied this quarter.

Top sub-themes for Staff

Sub-themes: Attitudes, Professionalism

Number of reviews (0 – 100)

Legend: ■ Positive ■ Negative ■ Neutral
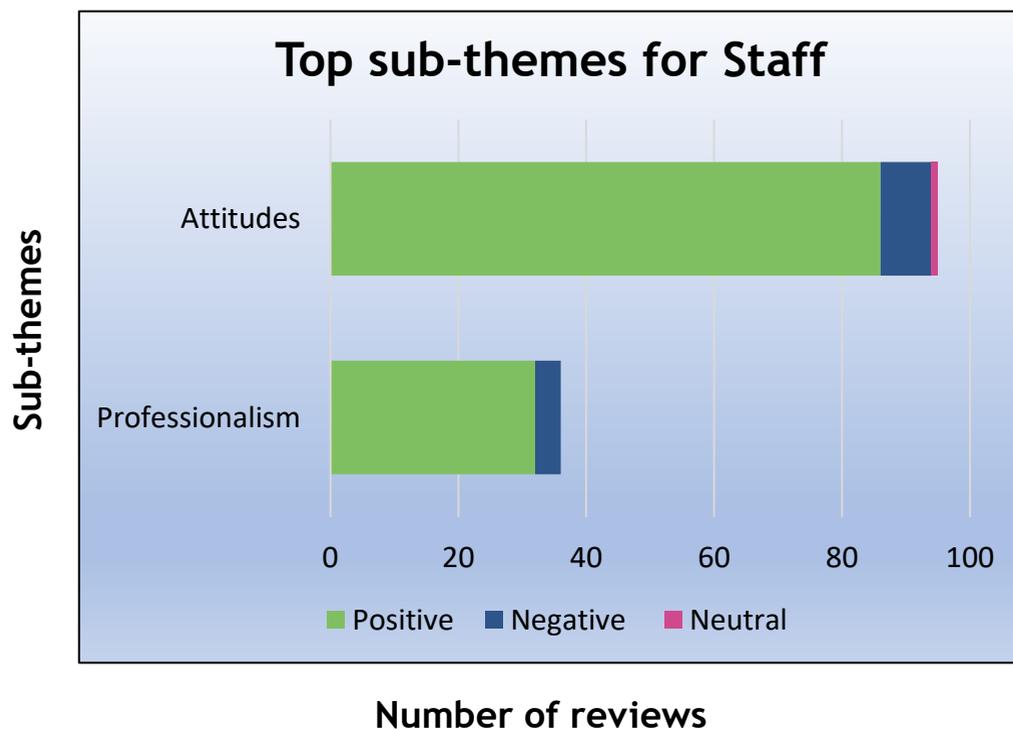
Positive reviews

"Dr is the most caring and friendly dentist I have ever met."
Dentist

''They are without doubt a caring friendly and professional dental practice."
Dentist

Negative reviews

"…the receptionist is unprofessional…"
Dentist

"I can't believe the rudeness of the staff at this surgery. Will be looking for another dentist."
Dentist

The most applied theme for Waltham Forest Pharmacies this quarter was **Staff**. This theme was applied a total of 59 times to the patient reviews, of which 34 (58%) were positive, 24 (41%%) were negative and 1 (2%) was neutral.

As shown Appendix 1 (p29), the **Staff** theme is further divided into 10 sub-themes. Of these sub-themes, **Attitudes** was applied 40 times with 22 (55%) positive, 17 (43%) negative and 1 (3%) neutral. **Professionalism** was applied 9 times with 6 (67%) positive and 3 (33%) negative. **Capacity** was applied 7 times with 6 (86%) positive and 1 (14%) negative. **Training and Development** was applied twice, both negative and **Staffing levels** had 1 negative. The remaining sub-themes were not applied this quarter.

Top sub-themes for Staff

Sub-themes: Attitudes, Professionalism

Number of reviews (0, 10, 20, 30, 40, 50)

■ Positive ■ Negative ■ Neutral
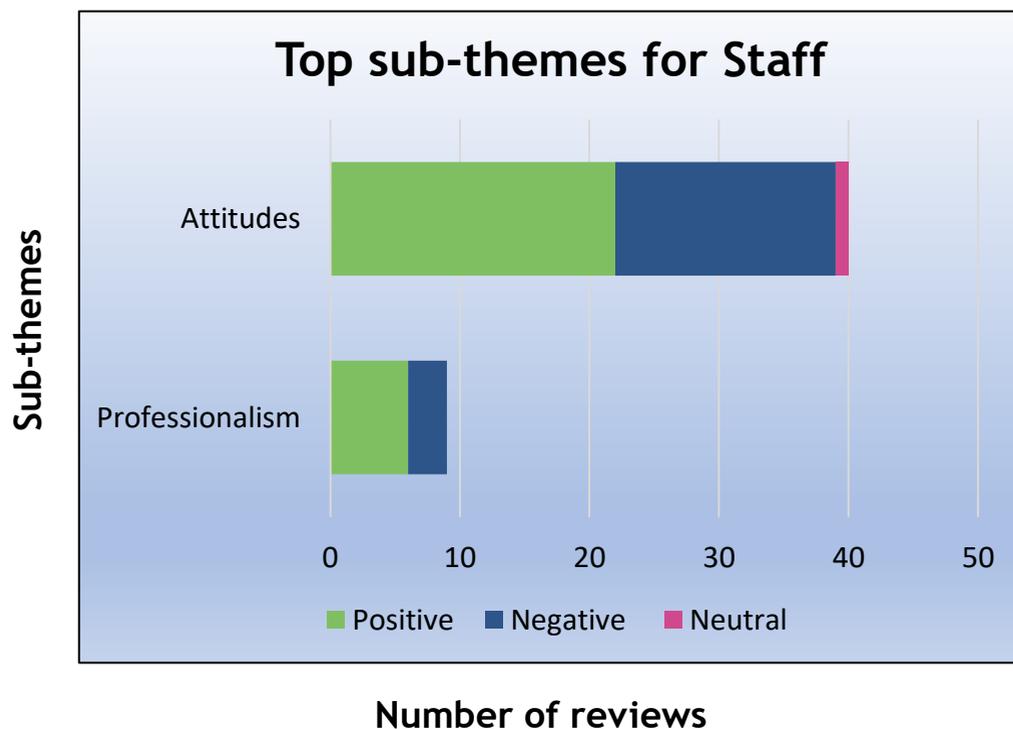
Positive reviews

"…the staff are helpful and efficient…"
Pharmacy

''…the staff in the pharmacy were exceptionally patient and polite, particularly the pharmacy manager who made me feel comfortable…"
Pharmacy

Negative reviews

"The young lady at front of desks needs to go on customer service training. Very rude!."
Pharmacy

"…extremely poor customer service by the Pharmacist."
Pharmacy

Looking at the positive reviews we have received allows us to highlight areas where a service is doing well and deserving of praise. This section provides an overview of the number of positive reviews by service area and goes on to give some examples of comments received.
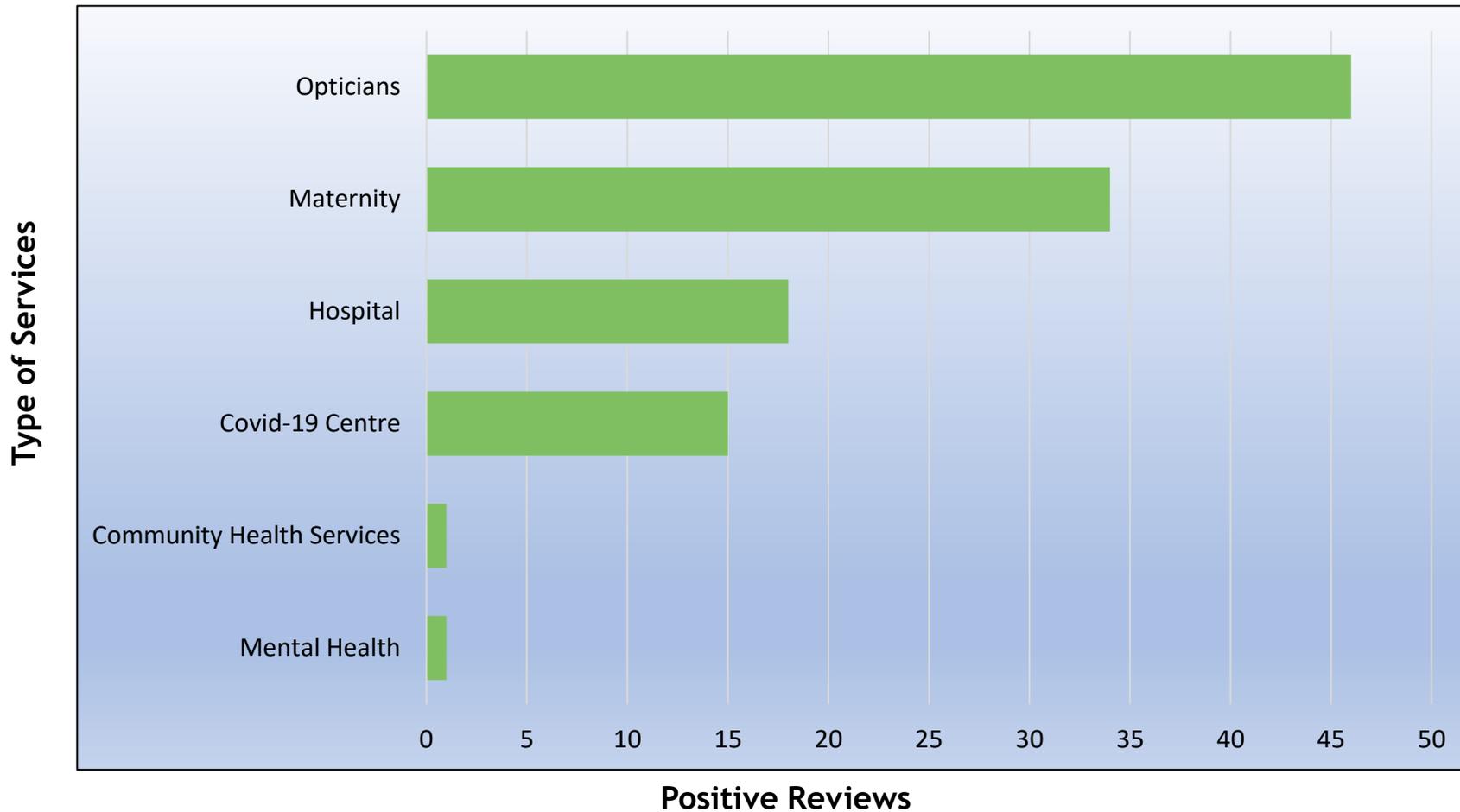
Covid-19 Centre

"Very polished service. I arrived early and was seen virtually straight away. I have worked front line NHS since 1986 and was very impressed by vaccine team."
Covid-19 Centre

"The people there working very well. I want tell them "Thank You""
Covid-19 Centre

Mental Health

"Great staff and students. Bit of a waiting list but under immense demand for services."
Mental Health

Other Negative Reviews

By looking at the negative and neutral reviews received from residents of Waltham Forest, we can better understand where a service needs to improve in order to provide a better experience. This section provides an overview of the number of negative and neutral reviews by service area and goes on to give some example of comments received. We include reviews where we have classified the comment as being of "neutral" sentiment. These experiences generally highlight where improvement can be made.

Negative & Neutral Reviews
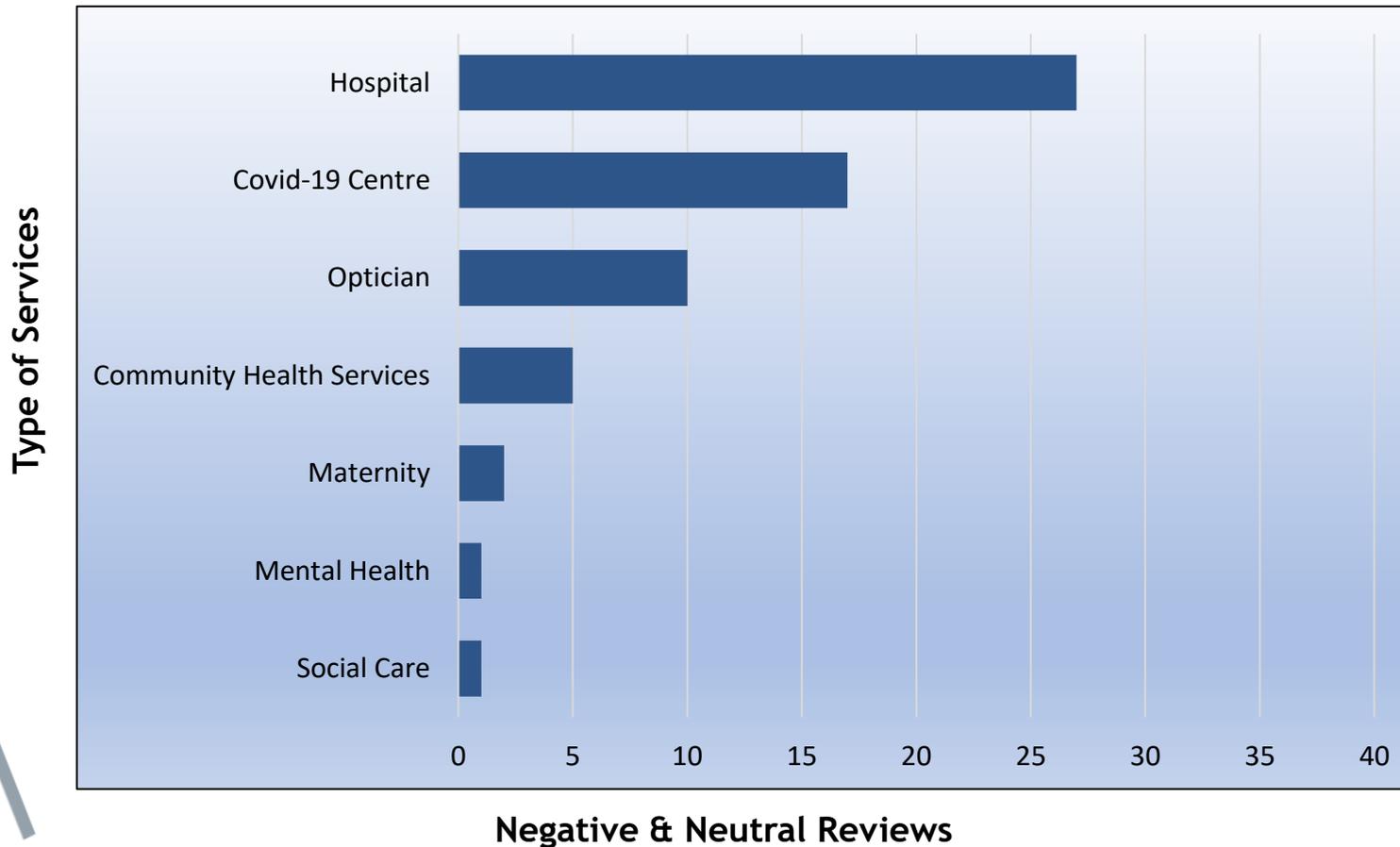
Covid-19 Centre

"What's the point of booking an appointment if we have to wait so long? Mask wearing and social distancing not being properly observed. Member of staff shouting at us with no mask on"
Covid-19 Centre

"Website says open til 6.30pm for walk-ins but been told the walk-in is cut off by 4pm already. Had to leave because the bad communication on site."
Covid-19 Centre

Optician

"The worst opticians ever. Every colleague giving different information."
Optician

This pie chart demonstrates the total number of reviews received by each of the seven Primary Care Networks (PCNs) in Waltham Forest. Of the seven PCNs, Forest 8 received the highest total number of reviews with 35 (19%) followed by Forest Integrated Health and Walthamstow West both with 34 (18%). Leyton Collaborative received the fewest reviews with 16 (9%).

Number of reviews per PCN

Legend:
- Forest 8
- Chingford E4
- Forest Integrated Health
- Walthamstow West
- Central Walthamstow
- Leyton Collaborative
- South Leyton
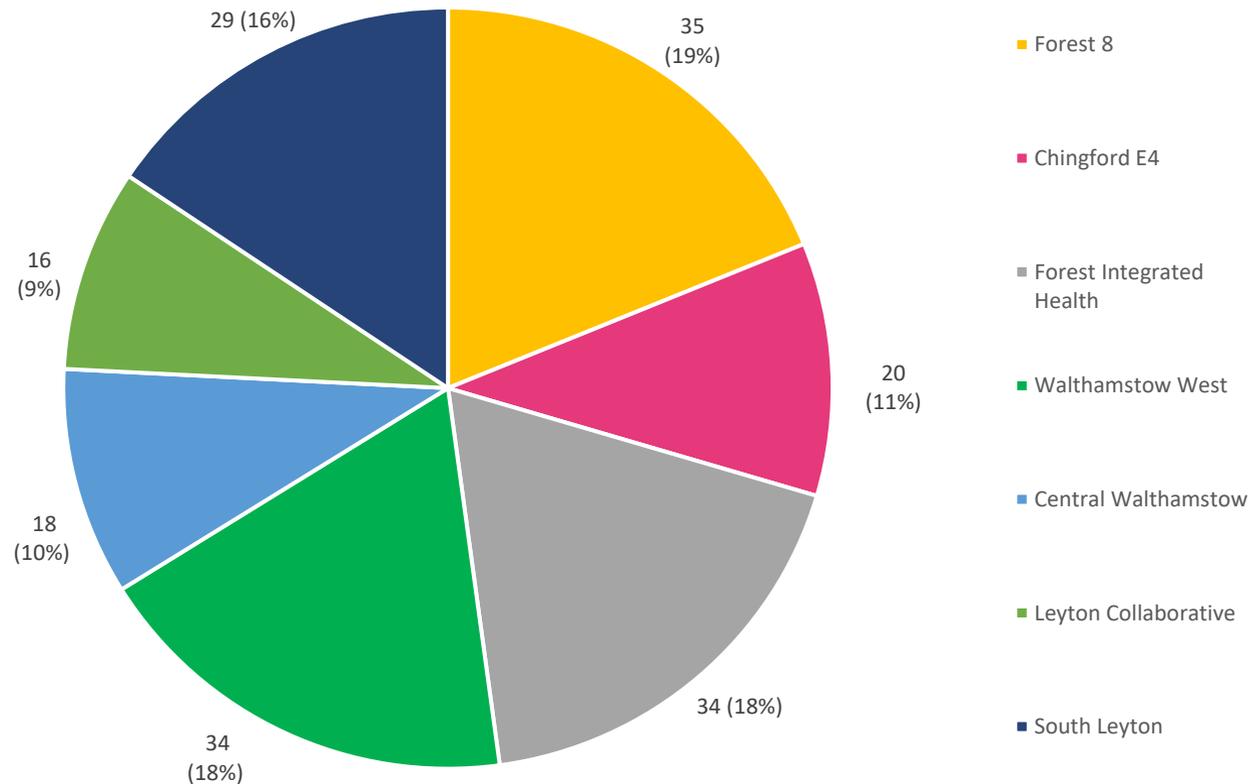
Primary Care Network Area Reviews

The following seven bar charts (pages 21 –24) illustrate the distribution of star ratings for each GP surgery within its Primary Care Network (PCN).

There are seven PCNs in Waltham Forest; Forest 8, Chingford E4, Forest Integrated Health, Walthamstow West, Central Walthamstow, Leyton Collaborative and South Leytonstone.

Star ratings are categorised as follows: Positive (4-5 stars), Negative (1-2 stars) and Neutral (3 stars).

Forest 8 PCN
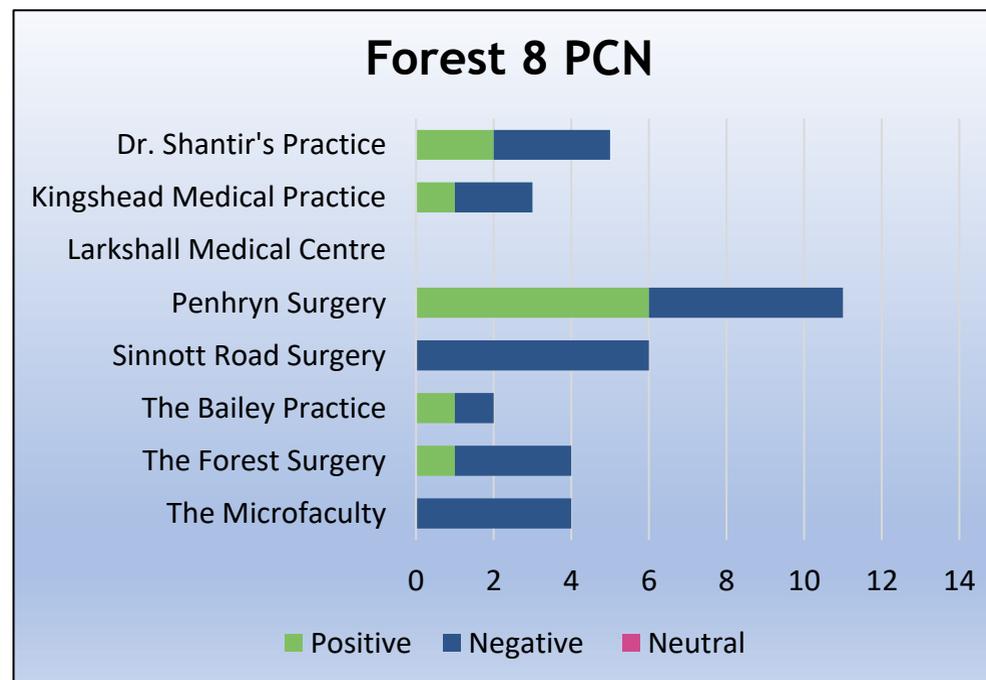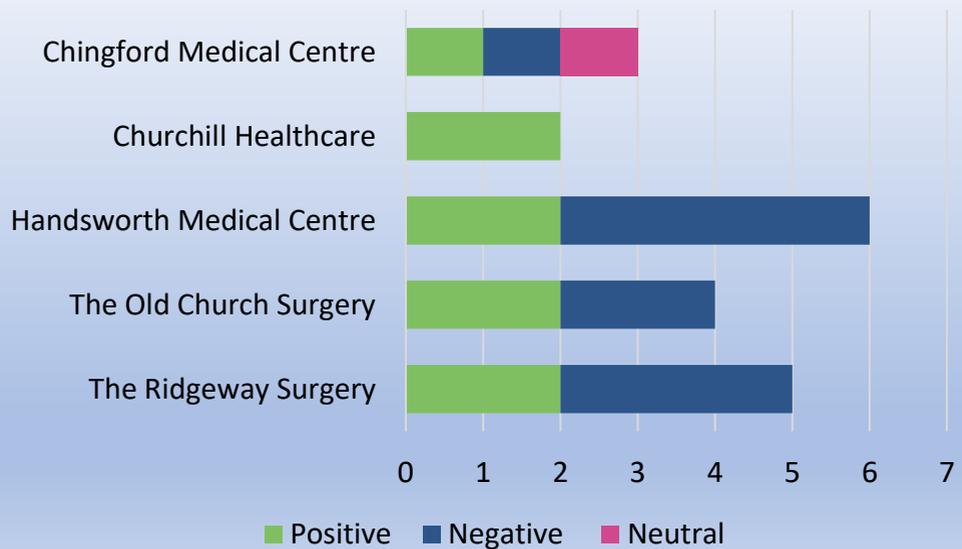
Primary Care Network Area Reviews
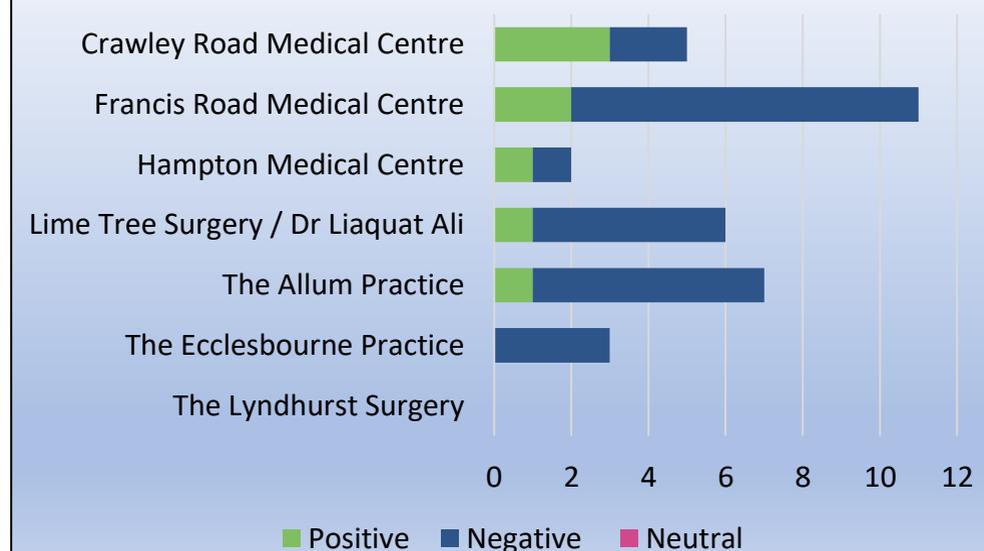
Walthamstow West PCN
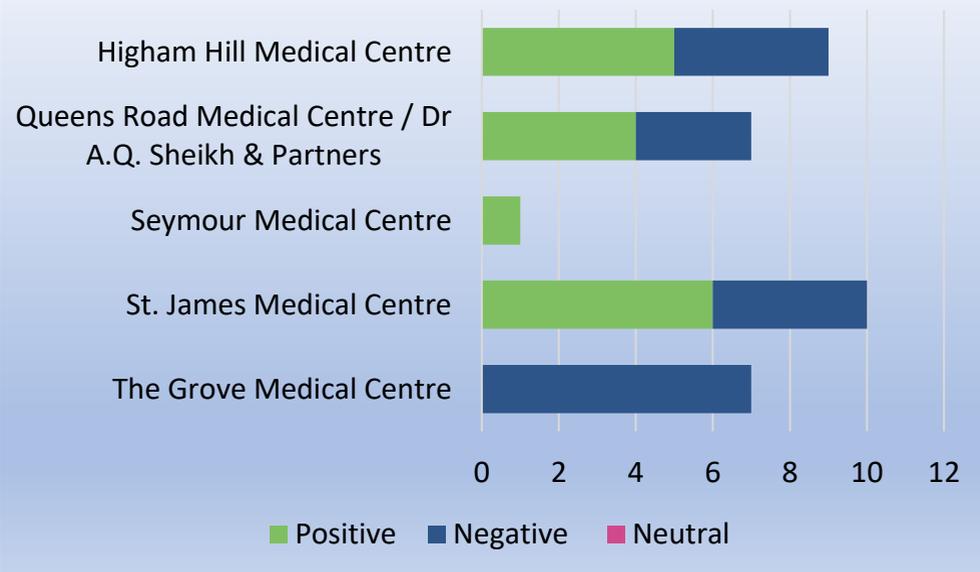
Central Walthamstow PCN
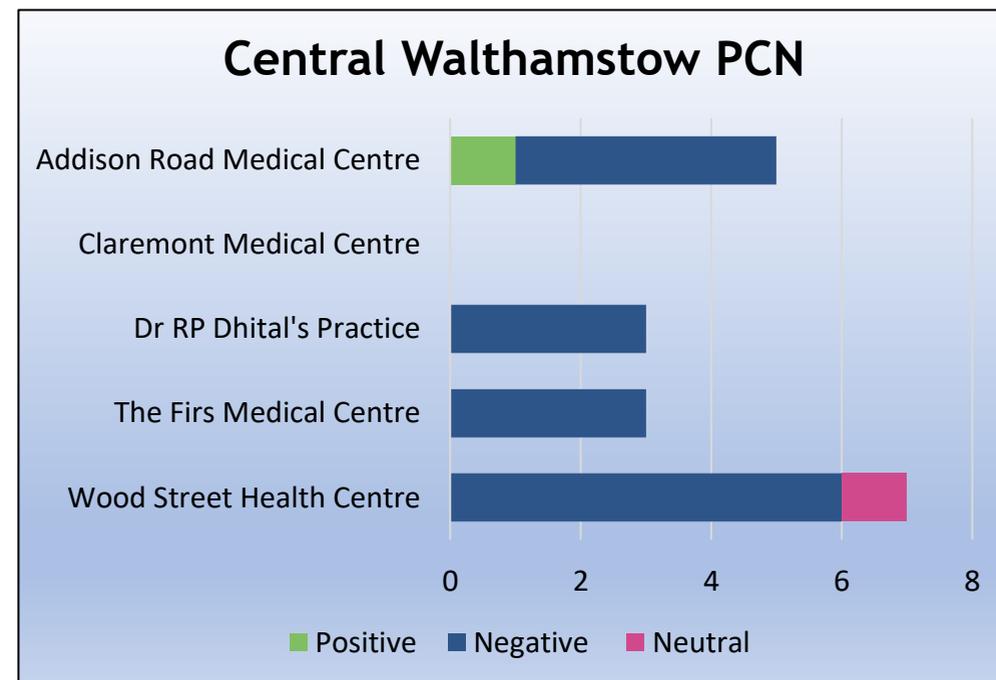
Primary Care Network Area Reviews

Leyton Collaborative PCN

Leyton Healthcare

SMA Practice

The Manor Practice

0 2 4 6 8

■ Positive ■ Negative ■ Neutral

South Leytonstone PCN

Green Man Medical Centre

Harrow Road GP Practice

High Road Surgery

Kiyani Medical Practice

L.L. Medical Care

Langthorne Sharma

0 5 10 15 20 25 30

■ Positive ■ Negative ■ Neutral
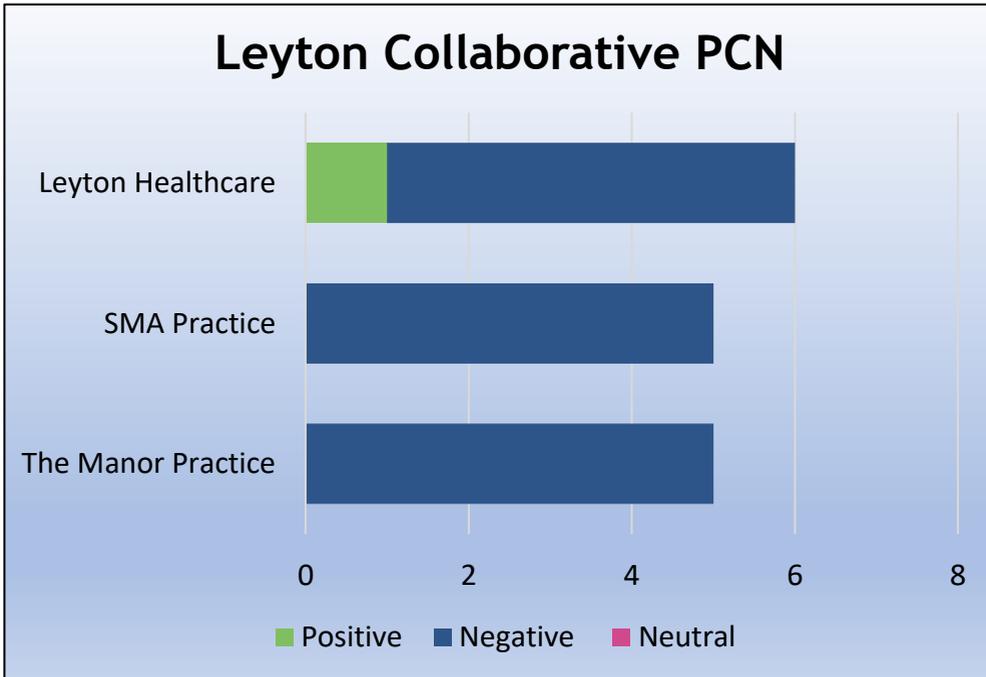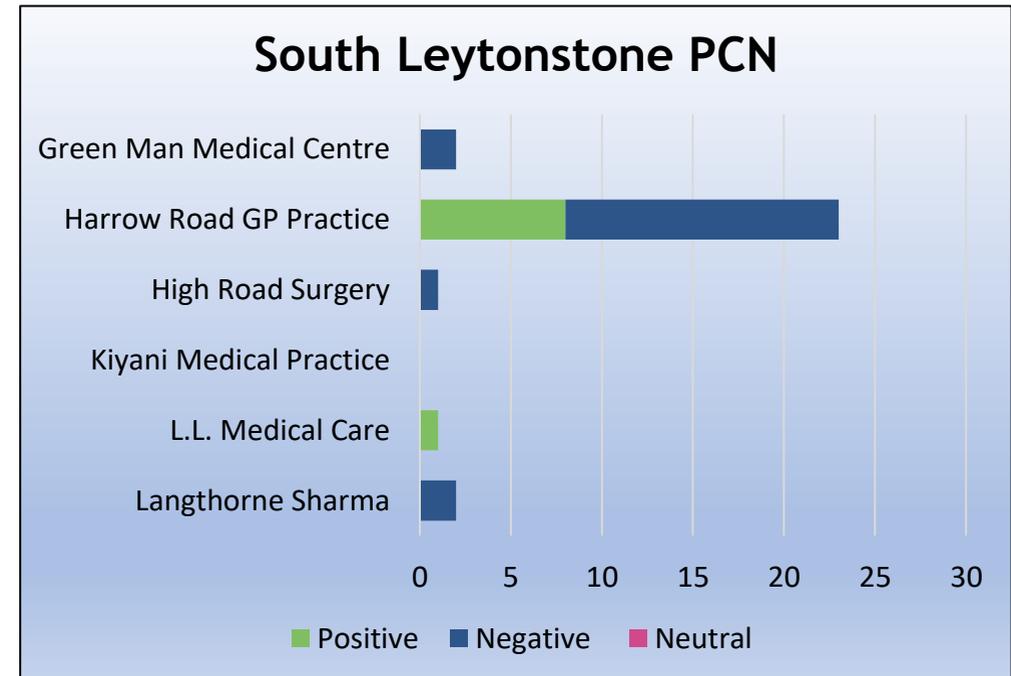
Unfortunately, this quarter there were insufficient numbers of responses to the demographic questions to produce any meaningful results. We aim to increase the amount of demographic data collected in order to produce data for next quarter.

A total of 602 patient experience reviews were collected for this quarter. Of these, the majority 341 (57%), were positive with a rating of 4 or 5 stars. Neutral (3 stars) and negative (1 or 2 stars) reviews accounted for 23 (4%) and 259 (40%) of the reviews, respectively. This finding suggests that overall, patients and service users in Waltham Forest were generally positive about their health and social care experience throughout the months of October, November and December. This is broadly similar to the previous quarter (July to September) where the corresponding percentages were 59% positive, 3% negative and 39% negative.

However, if this is examined more closely, it is clear that patients were generally negative about their GP services. Of the 186 reviews, 69% (129) were negative (no change on the previous three months). Examining the applied themes for the GP services, 71% (354) were negative. Of these, the Administration theme had 38% (135) of the negative themes. Within this theme, Booking Appointments - Getting Through on the Telephone sub-theme had 97% (36) negative, Booking Appointments had 95% (21) negative, Appointment Availability had 92% (36) negative and Management of Service had 90% (27) negative. This suggests that patients are not happy with administration, especially the appointment system, at their GP service. The Staff theme accounted for a further 22% (78) of the negative themes. The Attitudes sub-theme had 55% (53) negative. But, for the Treatment & Care theme, 55% (54) were positive with 45% (45) negative which suggests patients are happier with their treatment and care received than the administration of their GP service.

The COVID-19 pandemic has had a massive impact on the traditional GP experience, how these services are managed, and how both the provider and patient perceive these changes. Changes such as the reduction in available appointments and the shift to using online forms to initially contact the GP before a telephone or virtual consultation which may lead to a face-to-face consultation, has led to patient concerns.

After GP services, the second-most reviews collected for a service type was for dentists with 163 reviews. Of these, 137 (84%) were positive compared to 80% in Q2. The most applied theme was the Treatment & Care theme with 218 of which 91% (199) positive, 8% (18) negative and 0% (1) neutral. For the sub-themes, Quality had 89% (89) positive, Experience 95% (59) positive, Effectiveness 87% (26) and Treatment Explanation with 96% (25) positive. The Staff theme had 137 with 91% (124) positive. This indicates that patients are very happy with both the treatment and care and with the staff at their dental practices.

Healthwatch Waltham Forest will share this report with relevant stakeholders, including commissioning, local authority and integrated care boards and committees. In Waltham Forest these include:

- Integrated Care Board
- WEL CCG Governing Body
- WEL CCG Primary Care Committee in Common
- Waltham Forest Health and Wellbeing Board
- Waltham Forest Health Scrutiny Committee
- Waltham Forest Safeguarding Adults (joint) Board
- Waltham Forest Social Care Scrutiny Committee.

In addition to formal board meetings, we have regular meetings with officers responsible for service delivery and or patient experience. Therefore, we will share our patient experience reports with patient experience leads, partners and providers working to improve patient and service user experience in the borough.

In Quarter 4 (2021/2022), we will continue to focus on the services and service areas that we expect to play a critical role in the health and social care response to the Covid 19 pandemic.

The key areas that we will focus on in Quarter 4 (January, February, March) are:

- Information, Guidance and Signposting
- GPs – examining the administrative issues highlighted in this report
- Mental Health

Theme	Sub-themes
Access to services	Convenience/Distance to travel
Access to services	General
Access to services	Inequality
Access to services	Information and Advice
Access to services	Lack of
Access to services	Patient choice
Access to services	Service Delivery/Opening Times
Access to services	Suitability of Provider (Individual or Partner)
Access to services	Suitability of Provider (Organisation)
Access to services	Telephone consultation
Access to services	Waiting times
Access to services	Waiting times – at the Health premises
Administration	Admission Procedure
Administration	Appointment availability
Administration	Booking appointments
Administration	Booking appointments – getting through on the telephone
Administration	Booking appointments - online
Administration	Commissioning and provision
Administration	General
Administration	Incident Reporting
Administration	Management of service
Administration	Medical records
Administration	Quality/Risk management
Cancellation	Appointment

Theme	Sub-themes
Cancellation	Operation/procedure
Care Home Management	Registered Manager - Absence
Care Home Management	Registered Manager - Suitability
Care Home Management	Registered Manager - Training & Development
Care Home Management	Staffing levels
Care Home Management	Suitability of Staff
Communication	Access to patient record
Communication	Complaints procedure
Communication	Consent to treatment
Communication	General
Communication	Interpretation Services
Communication	Lack of
Continuity and integration of care	
Diagnosis/assessment	General
Diagnosis/assessment	Lack of
Diagnosis/assessment	Late
Diagnosis/assessment	Mis-diagnosis
Diagnosis/assessment	Tests/Results
Dignity and Respect	Confidentiality/Privacy
Dignity and Respect	Consent
Dignity and Respect	Death of a Service User
Dignity and Respect	Death of a Service User (Mental Health Services)

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Theme	Sub-themes
Dignity and Respect	Equality & Inclusion
Dignity and Respect	Involvement & Engagement
Discharge	Coordination of services
Discharge	General
Discharge	Preparation
Discharge	Safety
Discharge	Speed
Facilities and surroundings	Buildings and Infrastructure
Facilities and surroundings	Car parking
Facilities and surroundings	Cleanliness (Environment)
Facilities and surroundings	Cleanliness (Infection Control)
Facilities and surroundings	Cleanliness (Staff)
Facilities and surroundings	Disability Access
Facilities and surroundings	Equipment
Facilities and surroundings	Food & Hydration
Facilities and surroundings	General
Finance	Financial Viability
Finance	Transparency of Fees
Home support	Care
Home support	Co-ordination of Services
Home support	Equipment
Making a complaint	Complaints Management
Making a complaint	General
Making a complaint	PALS/PACT

Theme	Sub-themes
Medication	Medicines Management
Medication	Pharmacy Repeat Prescriptions
Transport	Ambulance (Emergency)
Transport	Ambulance (Routine)
Transport	Patient Transport Service (non-NHS)
Referrals	General
Referrals	Timeliness
Referrals	Waiting times
Safety/Safeguarding/Abuse	
Staff	Ambulance Staff/Paramedics
Staff	Attitudes
Staff	Capacity
Staff	District Nurses/Health Visitors
Staff	General
Staff	Midwives
Staff	Professionalism
Staff	Staffing levels/Lack of
Staff	Suitability
Staff	Training and development
Treatment and care	Effectiveness
Treatment and care	Experience
Treatment and care	Quality
Treatment and care	Safety of Care/Treatment
Treatment and care	Treatment Explanation

Physical Feedback Form

Share Your Experience with Us

Healthwatch Hammersmith and Fulham gives you the chance to say what you think about how local health and social care services are run. Your experiences are important and can help to inform the commissioners and service providers. Whether it is a compliment, concern or complaint, it is easy to tell us about your experience by completing and submitting this form or contacting us, our details are at the bottom of this form.

Name of Service: ....

Month/Year: ....

1. **How likely are you to recommend this anyone who needs similar care or treatment?**
   5 = Extremely likely   4 = Likely   3 = Neither likely nor unlikely   2 = Unlikely
   1 = Extremely unlikely   ( ) Don't know

2. **How do you rate your overall experience?**
   5 = Excellent   4 = Good   3 = Okay   2 = Poor   1 = Terrible

3. **Summary of your experience**
   ....
   ....

4. **Tell us more about your experience**
   ....
   ....
   ....
   ....
   ....

5. **Where do you live? (town/city)**
   ....

6. **Your ratings (select if applicable)**
   Ease of gaining appointment
   5 = Excellent   4 = Good   3 = Okay   2 = Poor   1 = Terrible

   Convenience of appointment
   5 = Excellent   4 = Good   3 = Okay   2 = Poor   1 = Terrible

   Cleanliness
   5 = Excellent   4 = Good   3 = Okay   2 = Poor   1 = Terrible

   Staff Attitude
   5 = Excellent   4 = Good   3 = Okay   2 = Poor   1 = Terrible
   Waiting Time
   5 = Excellent   4 = Good   3 = Okay   2 = Poor   1 = Terrible

   Treatment explanation
   5 = Excellent   4 = Good   3 = Okay   2 = Poor   1 = Terrible

In relation to your comments are you a:
( ) Patient   ( ) Carer   ( ) Relative   ( ) Carer and Relative
( ) Service Provider   ( ) Visitor   ( ) Professional

When did this happen
....

Do you know the name of the ward / department? (if applicable)
....

If applicable, describe your overall experience of making an appointment
....

Have you shared your experience with any of the following? (Please tick)
( ) Informally with the Service Provider (those who run the service)
( ) Formally with the Service Provider (via an official complaint)
( ) Patient Liaison and Advice Service (PALS)
( ) Ealing Clinical Commissioning Group
( ) Ealing Council Social Services (including safeguarding)
( ) Care quality Commission (CQC)
( ) Other
If "other", please specify ....

Where did you hear about us? (Select one)
( ) Event   ( ) Newspaper / Magazine   ( ) TV
( ) Radio   ( ) Internet / Website   ( ) Word of mouth
( ) Healthcare setting   ( ) Other   ( ) Social media (Twitter/Facebook)

Do you want to know more about how to make an official complaint?
( ) No   ( ) Yes

Would you like to speak to Healthwatch directly?
( ) No   ( ) Yes

About you

Name...

Email...
( ) Leave feedback anonymously

Monitoring Information

What gender do you identify yourself as:
( ) Female   ( ) Male   ( ) Other...
( ) Prefer not to say

Which age group are you in?
( ) Under 18   ( ) 18 to 24   ( ) 25 to 34   ( ) 35 to 44   ( ) 45 to 54   ( ) 55 to 64
( ) 65 to 74   ( ) 85+   ( ) Prefer not to say

What is your ethnicity?

White

(   ) English / Welsh / Scottish / Northern Irish / British

(   ) Gypsy or Irish Traveller

(   ) Any other white background..

(   ) White and Black African
(   ) White and Black Caribbean
(   ) Any other mixed / multiple background..

Other Ethnic Group
(   ) Arab
(   ) Any other ethnic group...

Which area of the borough do you live in?
(   ) Hammersmith
(   ) Fulham
(   ) Shepherds Bush   (   ) Other
(   ) White City   (   ) Out of the Borough
(   ) West Kensington   (   ) Prefer not to say

Do you consider yourself to be disabled?
(   ) Yes   (   ) No   (   ) Prefer not to say

Do you consider yourself to have a long-term condition or health and social care need?
(   ) Yes   (   ) No   (   ) Prefer not to say

Are you a carer?
(   ) Yes   (   ) No   (   ) Prefer not to say

What is your religion?
(   ) Buddhist   (   ) Christian   (   ) Hindu   (   ) Jewish
(   ) Muslim   (   ) Sikh   (   ) Other religion......................................
(   ) Prefer not to say

What is your sexual orientation?
(   ) Bisexual   (   ) Gay man   (   ) Lesbian   (   ) Straight / Heterosexual
(   ) Prefer not to say

Which of these categories best describes your employment status?
(   ) In unpaid voluntary work only
(   ) Not in Employment & Unable to Work
(   ) Not in Employment / not actively seeking ....   retired
(   ) Not in Employment (seeking work)
(   ) Not in Employment (student)
(   ) Paid: 16 or more hours/week
(   ) Paid: Less than 16 hours/week
(   ) Prefer not to say

Thank you for sharing your experience!