

**PATIENT EXPERIENCE
REPORT 2021/2022
QUARTER 2
JULY - SEPTEMBER**

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Introduction & Executive Summary

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 2 period between July - September 2021, we collected 672 reviews. Out of our total number of patients' experience feedback received, 396 (59%) were positive with a star rating of 4-5, 17 (3%) were neutral with a star rating of 3 and 259 (39%) 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.

Our data explained

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 672. 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.

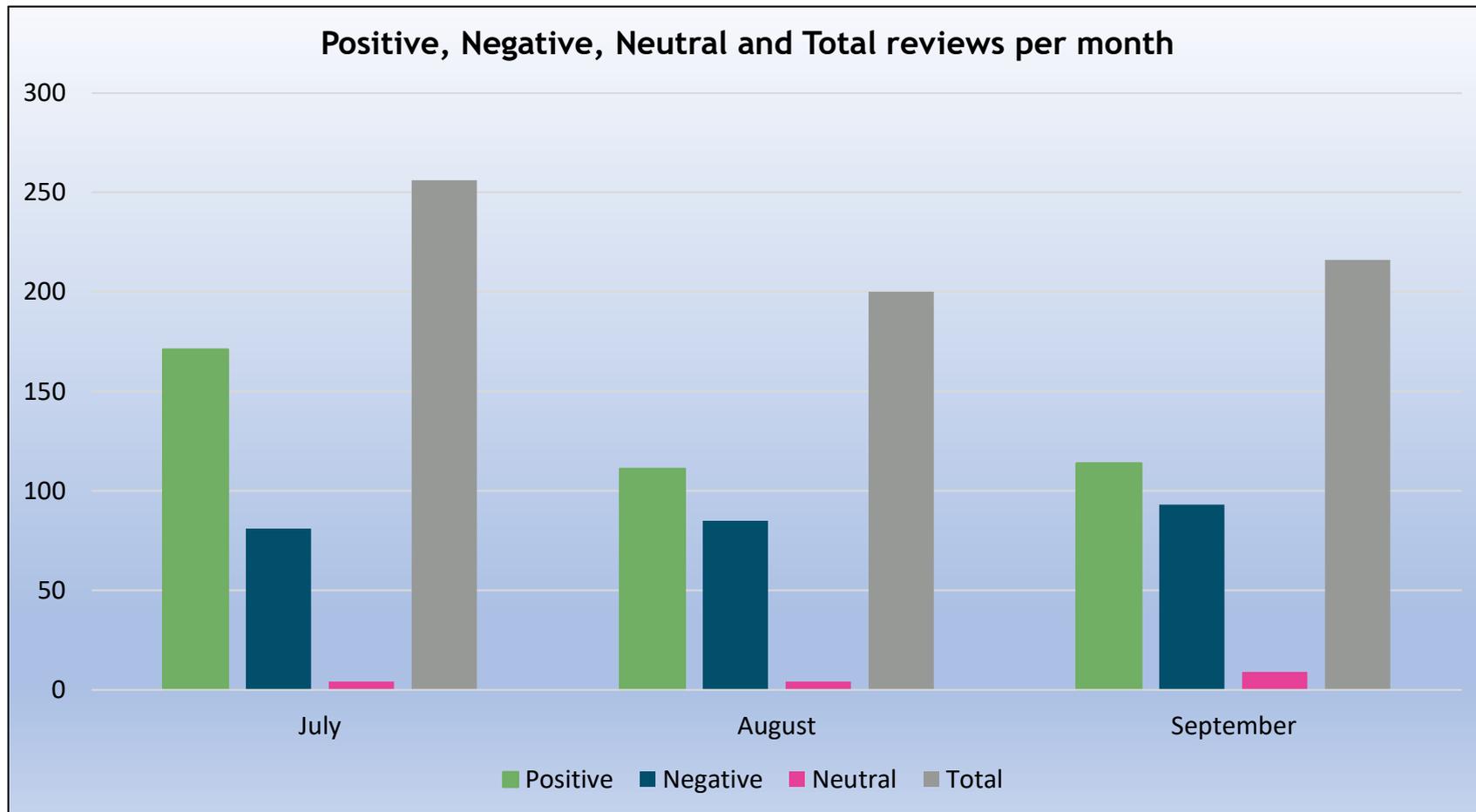
Each patient was asked to give an overall rating out of 5 stars for the service(s) they attended.

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
July	81	4	171
August	85	4	111
September	93	9	114
Total	259	17	396



Overall Star Ratings

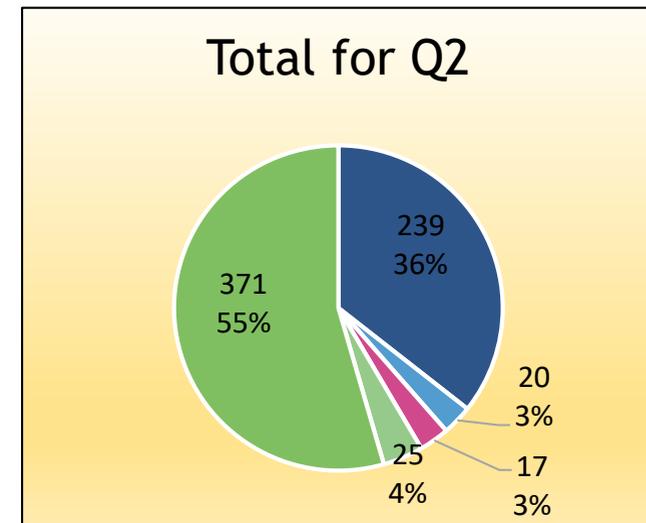
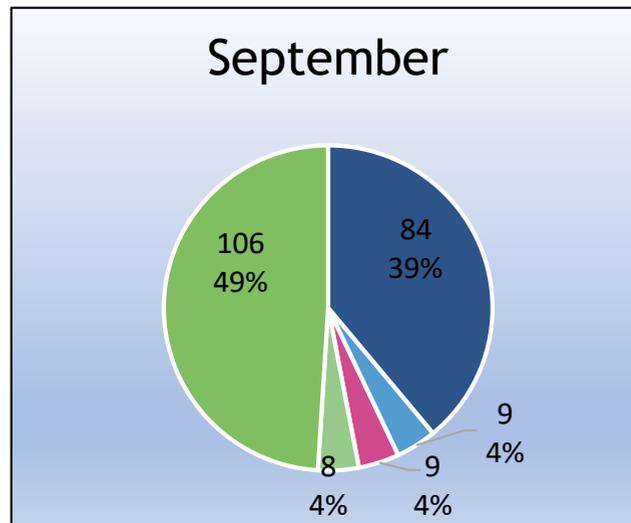
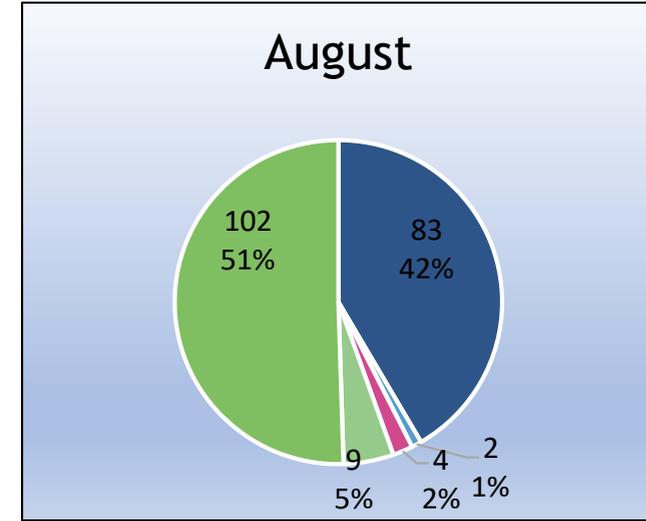
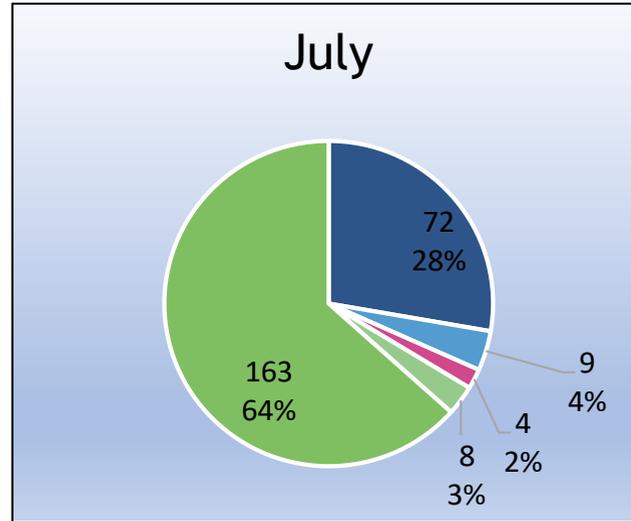
This chart illustrates the number of positive, negative and neutral reviews per month based on their overall star rating.



Overall Star Ratings

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

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



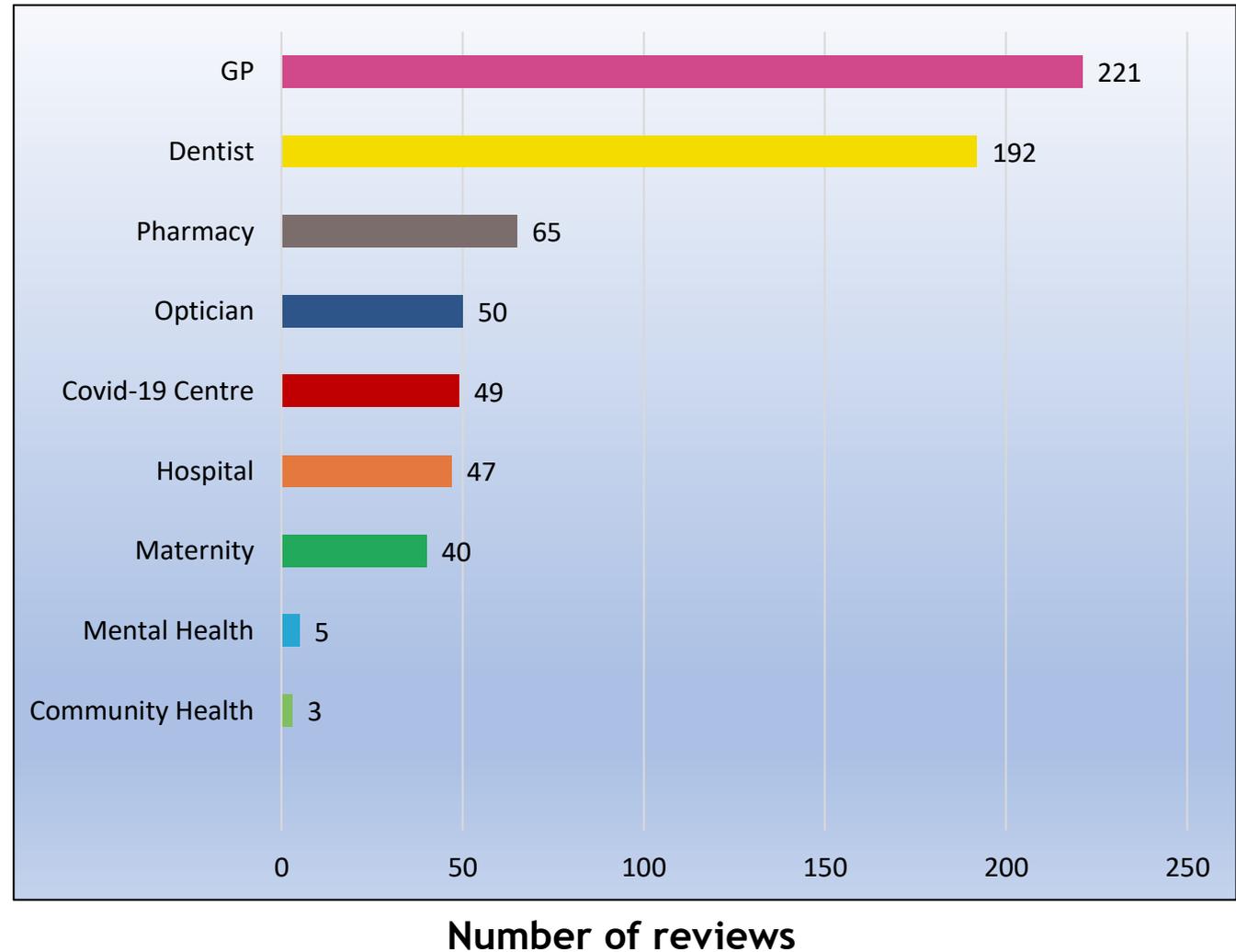
Total Reviews per Service Category

This chart depicts the number of reviews recorded per service. For this quarter, 672 patient reviews were acquired for nine different service-types.

The service-type with the highest number of reviews recorded is GP services (221). This is followed by Dental services (192), Pharmacy (65), Optician (50), Covid-19 Centre (49), Hospital (47) and Maternity (40).

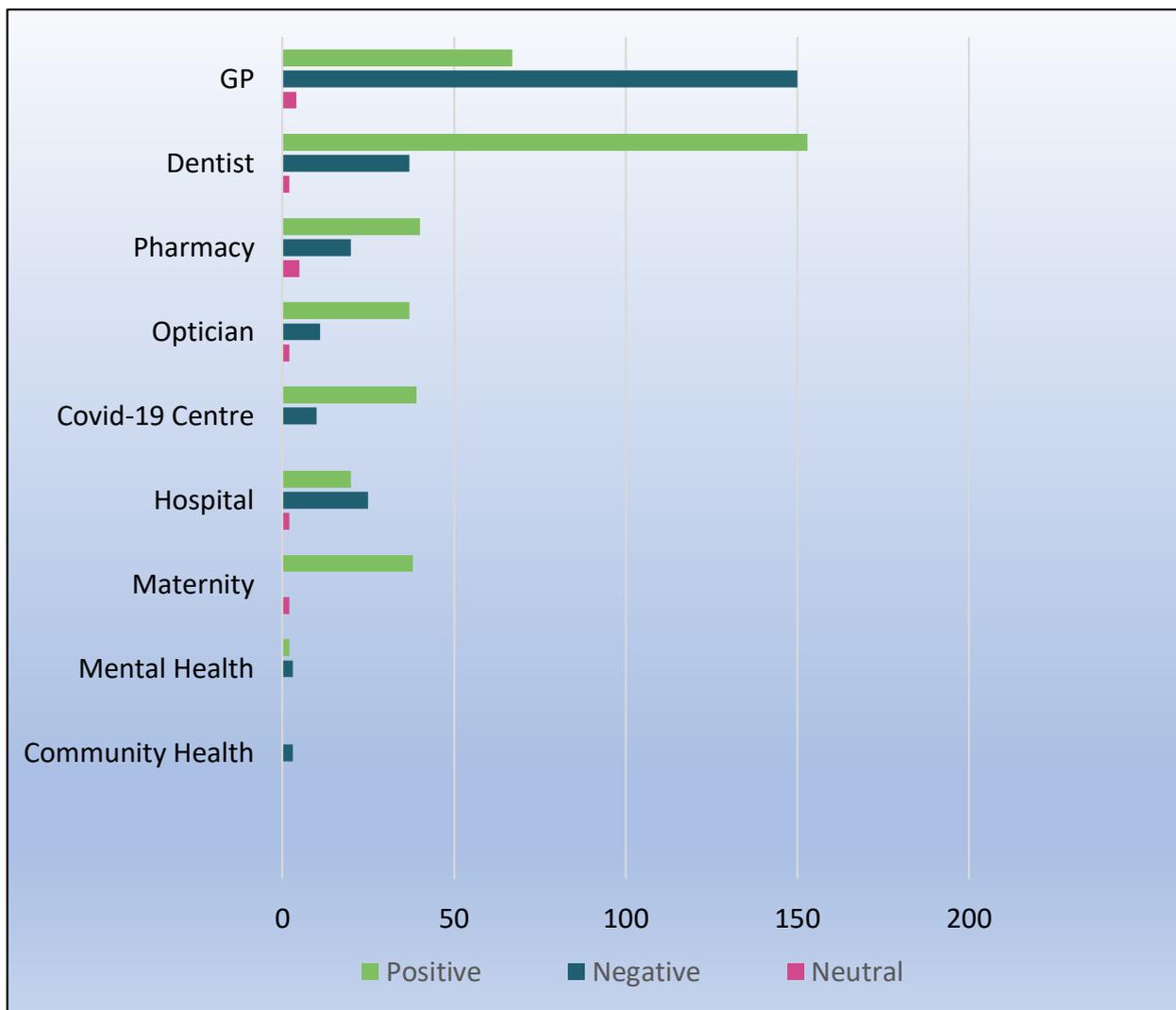
The service-types with the lowest numbers of reviews recorded are Community Health (3) and Mental Health (5).

Type of service



Distribution of Positive, Neutral & Negative per service category

Type of services



Number of reviews

This chart illustrates the proportion of negative, neutral, and positive reviews within each of the nine service-type categories previously discussed. Reviews are categorised according to their star ratings.

GP services received the most reviews this quarter (221). Of these, just 30% (67) were positive, 68% (150) were negative, and 2% (4) were neutral.

Dental services received the second highest number of reviews this quarter (192). Of these, 80% (153) were positive, 19% (37) were negative, and 1% (2) were neutral.

Pharmacy services received the third highest number of reviews this quarter (65). Of these, 62% (40) were positive, 31% (20) were negative, and 8% (5) were neutral.

Opticians received the fourth highest number of reviews this quarter (50). Of these, 74% (37) were positive, 22% (11) were negative, and 4% (2) were neutral.

Covid-19 Centres received the fifth highest number of reviews this quarter (49). Of these, 80% (39) were positive and 20% (10) were negative.

Hospital services received 47 reviews, of which 43% (20) were positive, 53% (25) were negative and 4% (2) were neutral. Maternity received 40 reviews, 95% (38) positive and 5% (2) neutral. Mental Health services received 5 reviews - 40% (2) positive and 60% (3) negative. Community Health received 3 reviews, 100% negative.

Themes and Sub-Themes

This section shows a breakdown of the main themes and sub-themes for those service areas where we received a large number of reviews. In Q2, GPs and Dentists were the only service area with over 10% of reviews. 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).

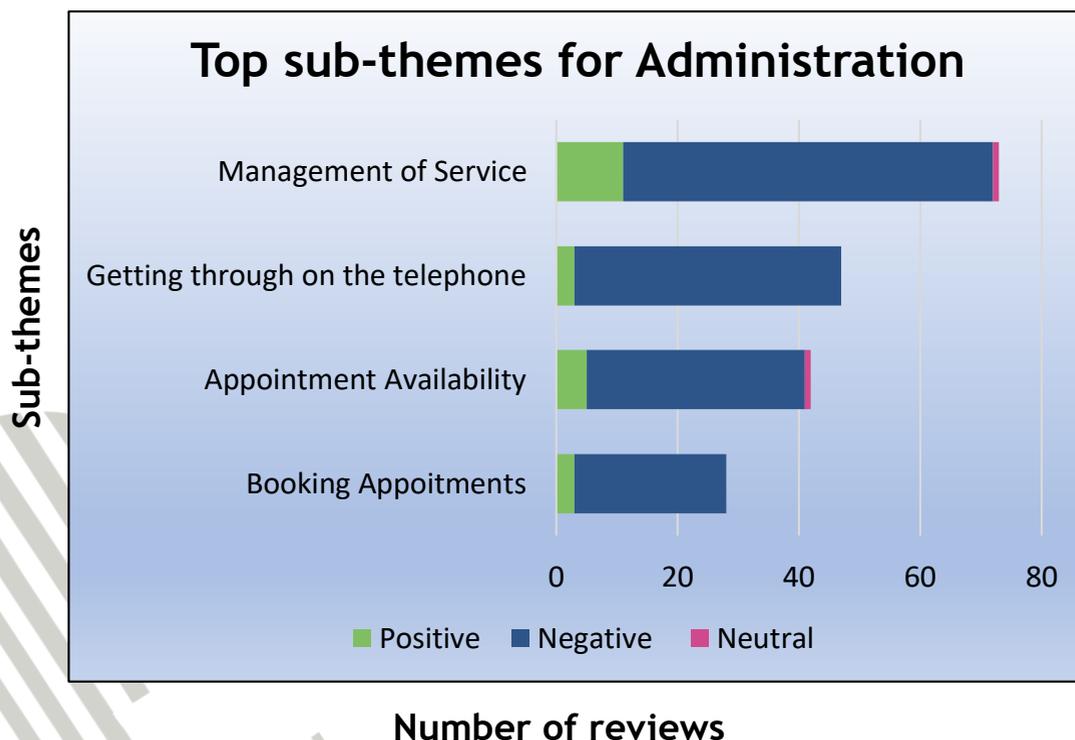
Each review is uploaded to our Online Feedback Centre where up to five themes and subthemes are applied (see Appendix I pages 28-29 for a full list).

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.

GP Themes and Sub-Themes

The top theme for Waltham Forest GPs this quarter was **Administration**. This theme was applied a total of 196 times to the patient reviews, of which 22 (11%) were positive, 172 (88%) were negative and 2 (1%) were 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 nine sub-themes. Of these sub-themes, **Management of Service** was applied 73 times with 11 (15%) positive, 61 (84%) negative, and 1 (1%) neutral. **Getting through on the telephone** was applied 47 times with 3 (6%) being positive, and 44 (94%) being negative. **Appointment Availability** was applied 42 times with 5 (12%) positive, 36 (86%) negative and 1 (2%) neutral. **Booking Appointments** was applied 28 times with 3 (11%) positive and 25 (89%) negative. **Admission Procedure, General and Medical Records** were each applied twice, all negative. The remaining sub-theme was not applied this quarter.



Positive reviews

“I have managed to get both telephone and face to face appointments recently,”

GP surgery

“Very easy to get appointments usually.”

GP surgery

Negative reviews

“The doctors at this surgery are very good but trying to get through on the telephone is infuriating. You can be hanging on for 50 minutes or more.”

GP surgery

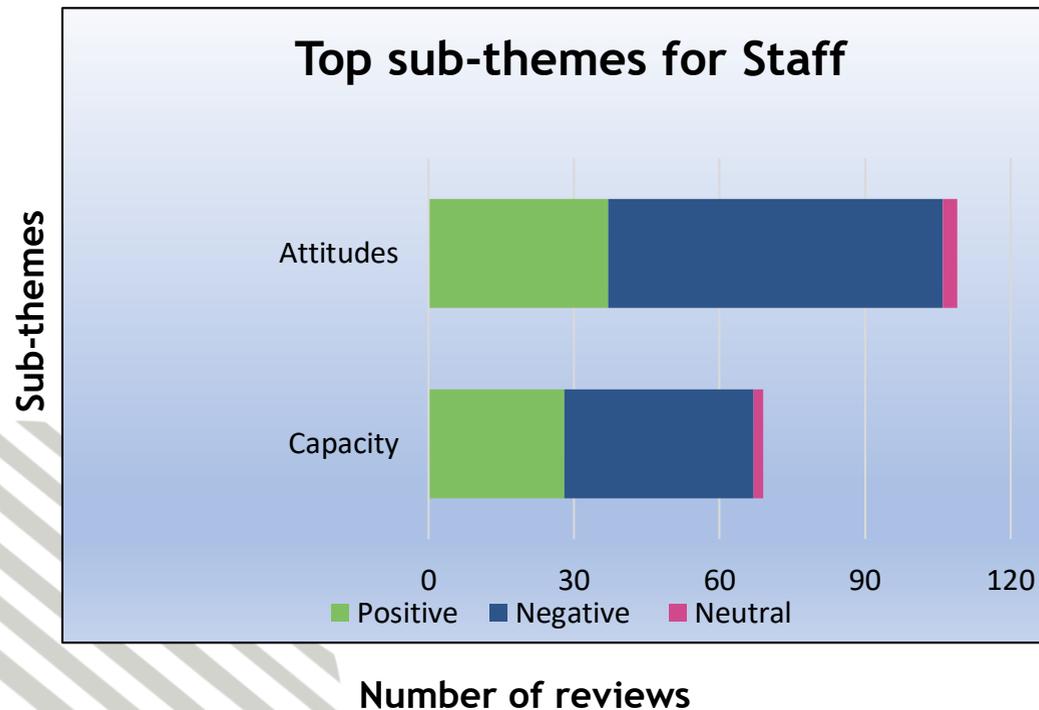
“You will hardly ever get an appointment.”

GP surgery

GP Themes and Sub-Themes

The second most applied theme for Waltham Forest GPs this quarter, is **Staff**. This theme was applied a total of 187 times to the patient reviews, of which 67 (36%) were positive, 115 (61%) were negative and 5 (3%) were neutral. This indicates that patients are unhappy with GP staff.

As shown in Appendix 1 (p29), the Staff theme is further divided into nine sub-themes. Of these sub-themes, **Attitudes** was applied 109 times with 37 (34%) positive, 69 (63%) being negative and 3 (3%) neutral. **Capacity** was applied 69 times with 28 (41%) positive, 39 (57%) negative and 2 (3%) neutral. **Training and Development** was applied 5 times with 100% negative. **Staffing Levels** was applied twice, both negative. **Midwives and District Nurses/Health Visitors** were both applied once positively. The remaining sub-themes were not applied this quarter.



Positive reviews

“...Found the staff very helpful...”

GP Surgery

“...The ladies at reception are simply a delight to talk to! They've always been so very helpful, friendly and approachable...”

GP Surgery

Negative reviews

“The receptionist was so rude and unhelpful even when I explained my situation, she kept arguing with me.”

GP surgery

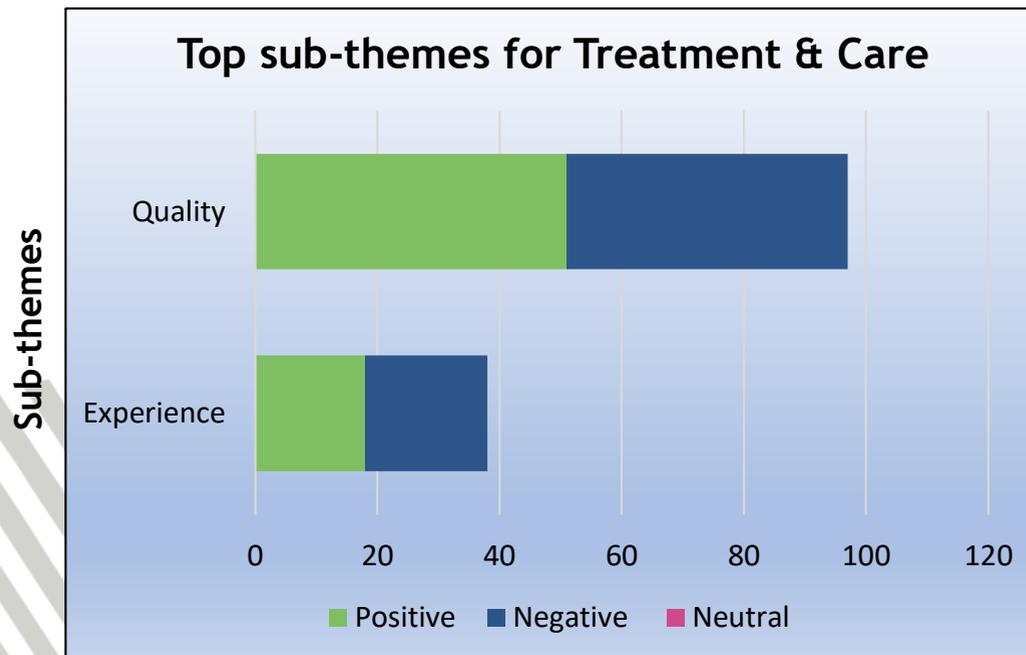
“reception staff are rude and not helpful at all.”

GP surgery

GP Themes and Sub-Themes

The third most applied theme for Waltham Forest GPs this quarter is **Treatment & Care**. This theme was applied a total of 150 times to the patient reviews, of which 75 (50%) were positive and 75 (50%) were negative

As shown Appendix 1 (p29), the **Treatment & Care** theme is further divided into six sub-themes. Of these sub-themes, **Quality** was applied 97 times with 51 (53%) positive and 46 (47%) negative. **Experience** was applied 38 times with 18 (47%) positive and 20 (53%) negative. **Safety of Care/Treatment** was applied 6 times with 100% negative. **Treatment Explanation** was applied 6 times with 4 (67%) positive and 2 (33%) negative. **Effectiveness** was applied 3 times, 2 positive (67%) and 1 (33%) negative. The remaining sub-theme was not applied this quarter.



Number of reviews

Positive reviews

“My GP is very thorough and spends time listening to his patients properly.”

GP surgery

“...my nurse was really lovely. I went for a smear, and it was honestly the best smear test I've had. Wasn't at all uncomfortable and it was over in a jiffy...”

GP surgery

Negative reviews

“the GP did not make any eye contact did not explain what is wrong and how he will treat him just handed me a prescription.”

GP surgery

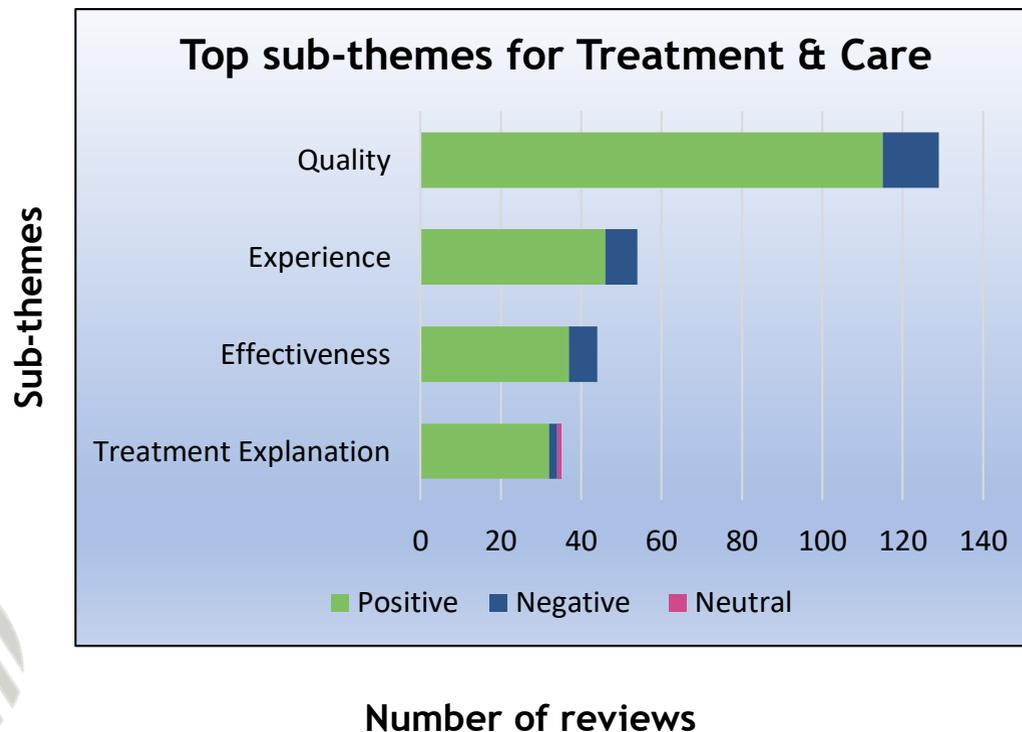
“Had an appointment today, with nurse, to say that I'm extremely disappointed, not enough. I left surgery, shaking, my BP, which is normal everyday, went through the roof.”

GP surgery

Dentist Themes and Sub-Themes

The top theme for Waltham Forest Dentists this quarter is **Treatment & Care**. This theme was applied a total of 262 times to the patient reviews, of which 230 (88%) were positive, 31 (12%) 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 six sub-themes. Of these sub-themes, **Quality** was applied 129 times with 115 (89%) positive and 14 (11%) negative. **Experience** was applied 54 times with 46 (85%) positive and 8 (15%) negative. **Effectiveness** was applied 44 times with 37 (84%) positive and 7 (16%) negative. **Treatment Explanation** was applied 35 times with 32 (91%) positive, 2 (6%) negative and 1 (3%) neutral. The remaining sub-themes were not applied.



Positive reviews

"...They take the the time to explain the what, why and hows of each procedure and they make sure you understand what they are saying..."

Dentist

"...I had as tooth extraction by Dr. Great job I'm now pain free..."

Dentist

Negative reviews

"...He could not do my root canal and referred me somewhere else..."

Dentist

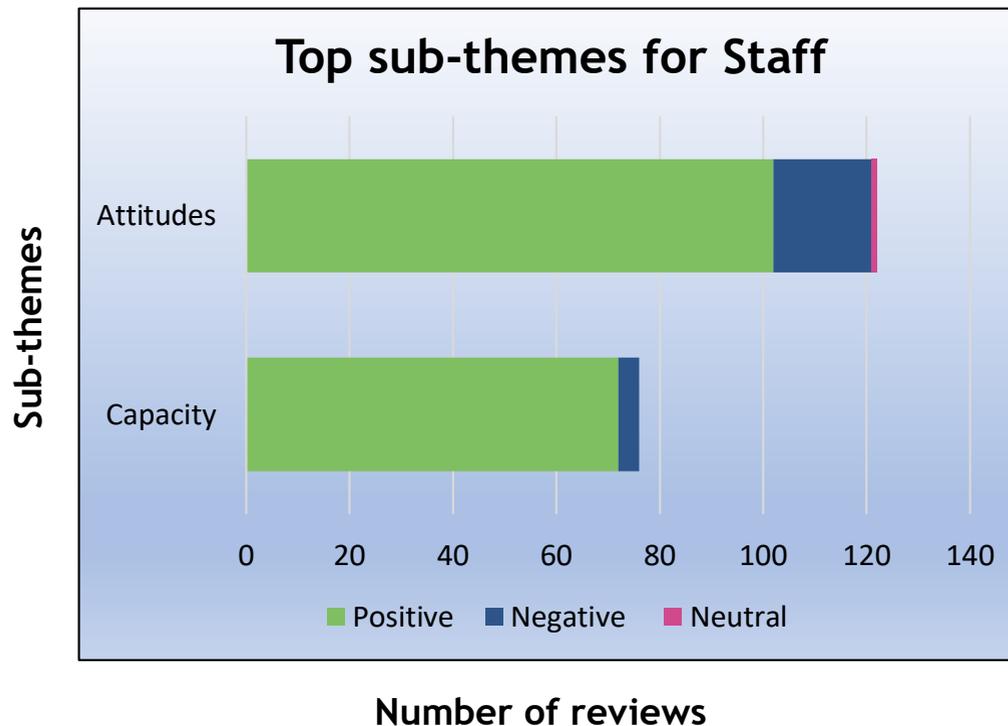
"...rubbish dentist and a rubbish check up for a child..."

Dentist

Dentist Themes and Sub-Themes

The second most applied theme for Waltham Forest Dentists this quarter is **Staff**. This theme was applied a total of 199 times to the patient reviews, of which 174 (87%) were positive, 24 (12%) were negative and 1 (1%) 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 nine sub-themes. Of these sub-themes, **Attitudes** was applied 122 times with 102 (84%) positive, 19 (16%) negative and 1 (1%) neutral. **Capacity** was applied 76 times with 72 (95%) positive and 4 (5%) negative. **Training and Development** had 1 negative. The remaining sub-themes were not applied this quarter.



Positive reviews

“...the girls at reception are friendly...”

Dentist

“...always very efficient and kind staff...”

Dentist

Negative reviews

“...extremely rude dentist questioning me why I don’t fix my teeth somewhere else...”

Dentist

“...one of the reception team in this dentist is extremely aggressive and rude on the phone...”

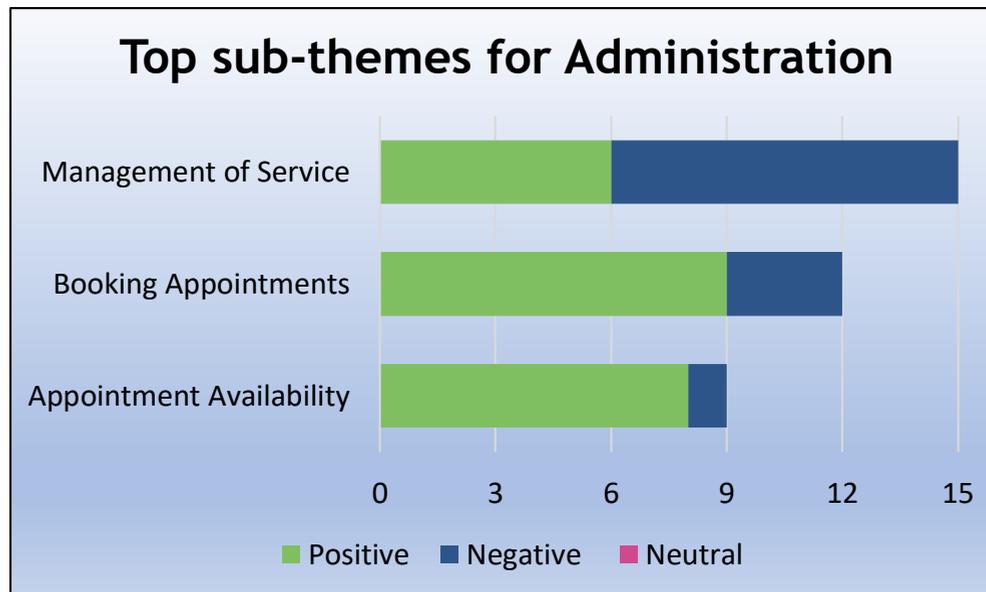
Dentist

Dentist Themes and Sub-Themes

The third most applied theme for Waltham Forest Dentists this quarter is **Administration**. This theme was applied a total of 50 times to the patient reviews, of which 29 (58%) were positive and 21 (42%) were negative.

As shown Appendix 1 (p28), the **Administration** theme is further divided into nine sub-themes. Of these sub-themes, **Management Of Service** was applied 15 times with 6 (40%) positive and 9 (60%) negative. **Booking Appointments** was applied 12 times with 9 (75%) positive and 3 (25%) negative. **Appointment Availability** was applied 9 times with 8 (89%) positive and 1 (11%) negative. **Admission Procedure** was applied 7 times with 4 (57%) positive and 3 (43%) neutral. **Getting through on the telephone** was applied 6 times with 2 (33%) positive and 4 (67%) negative. **General** was applied once negatively. The remaining sub-themes were not applied this quarter.

Sub-themes



Number of reviews

Positive reviews

“...Amazing place! Always answering the phone...”

Dentist

“...it’s easy to get an appointment...”

Dentist

Negative reviews

“Reception staff refuse to book NHS appointments.”

Dentist

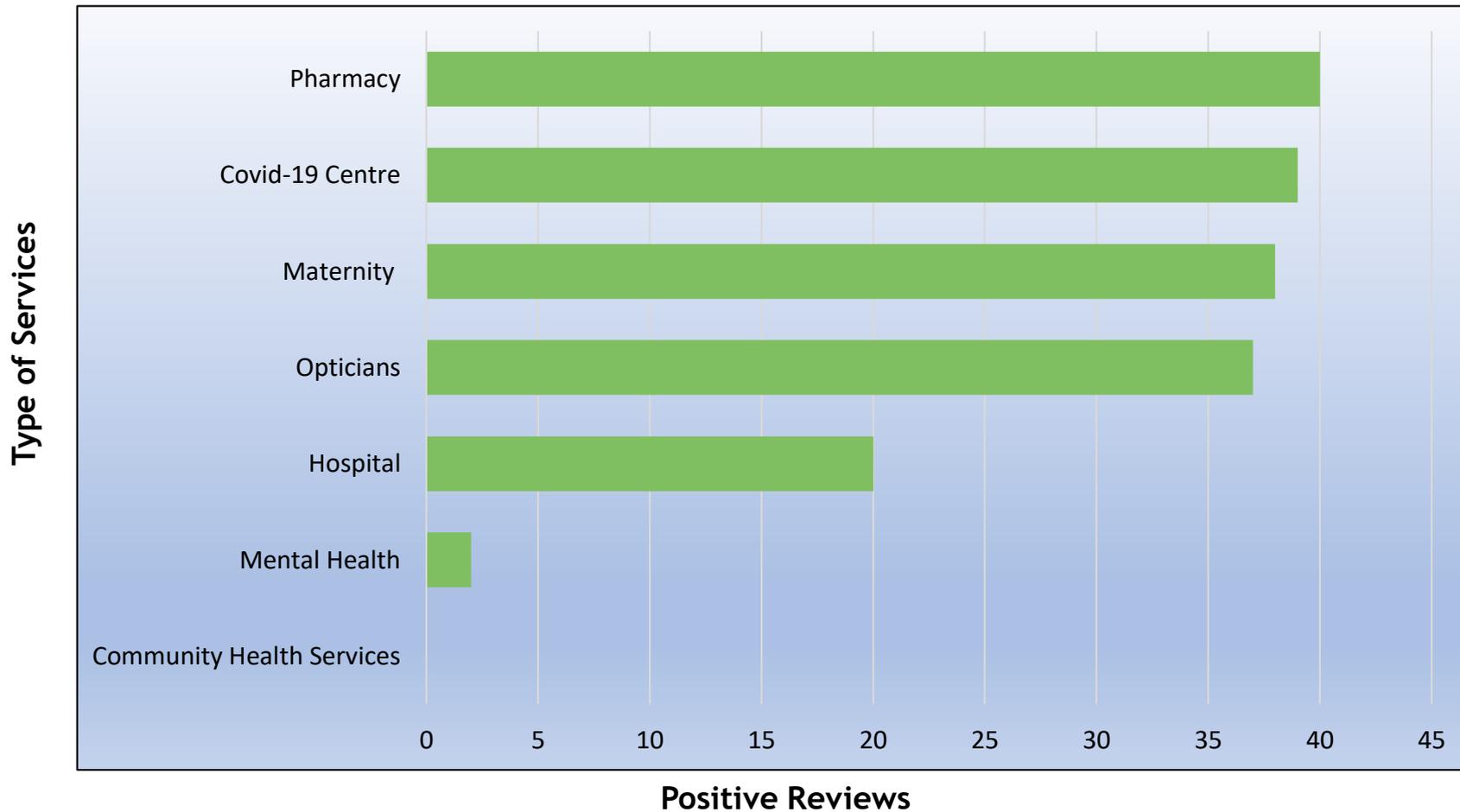
“bookings take weeks for this matter...”

Dentist



Other Positive Reviews

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.





Pharmacy

” Very good service. The pharmacist is very nice and helpful, and we never have to wait very long to be served.”

Pharmacy

“Excellent service. The staff are brilliant and always go out of their way to help. They explain things clearly and take the time to find things out if they don't know the answer to my questions immediately. They offered to deliver my medication to me at home during the pandemic.”

Pharmacy



Mental Health

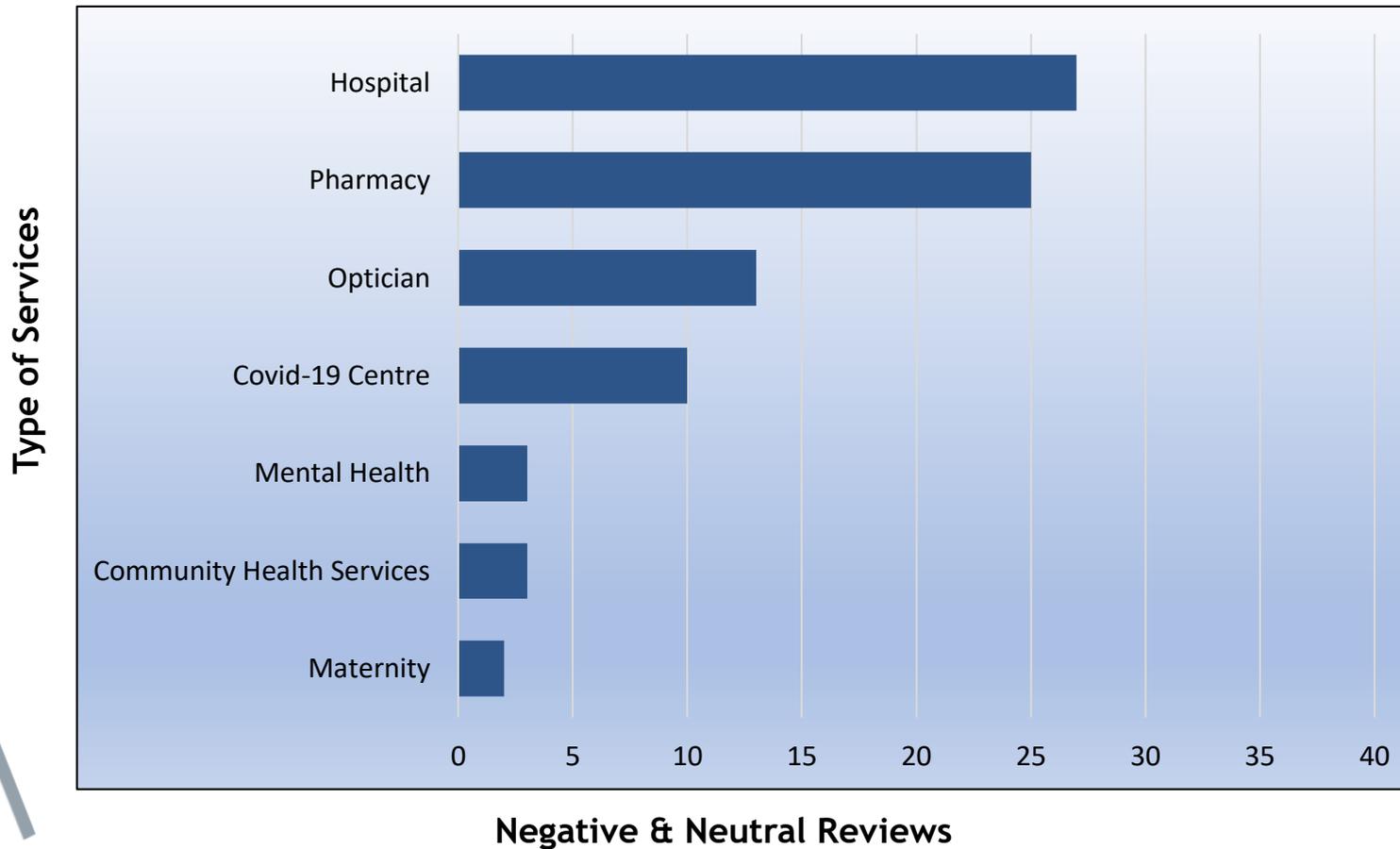
“They all gave me such professional and compassionate support through a very bad time. It was not a “brief intervention” either and the fact that they managed to reliably visit me at home every week during the pandemic was particularly amazing.

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.





Optician

“Deeply upset in test room when Optometrist removed their mask and coughed throughout,”
Optician

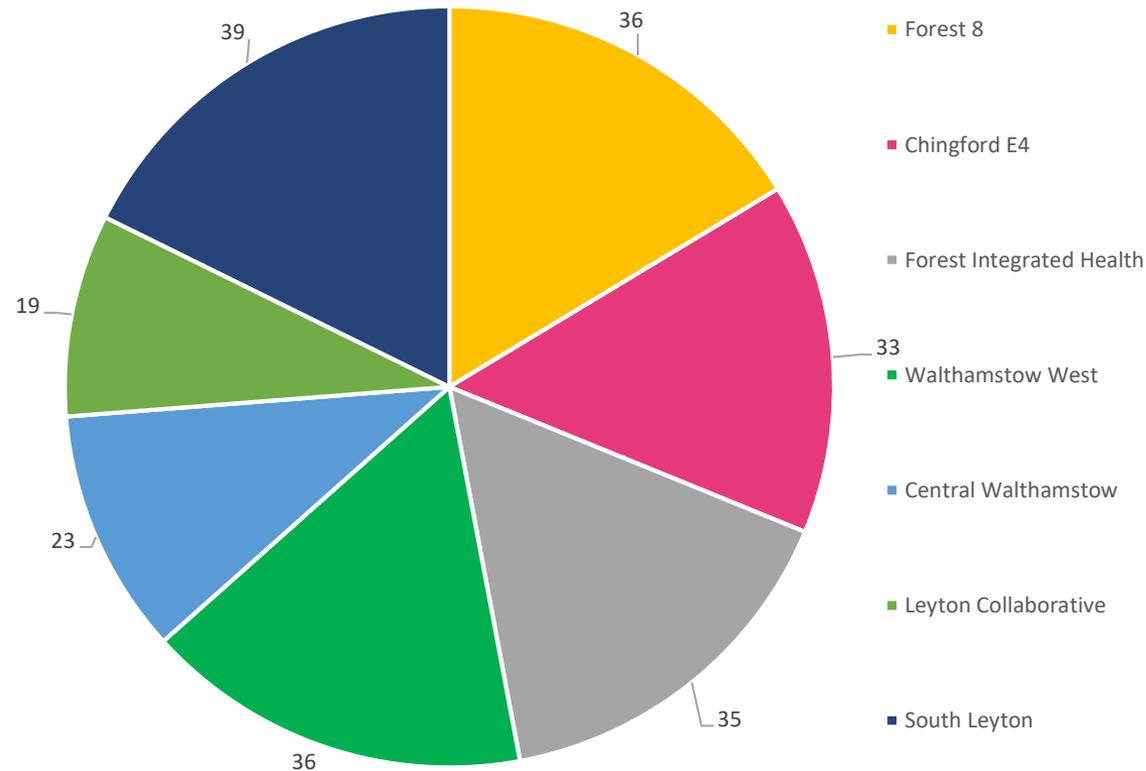


Hospital

“My wife has just been diagnosed with cancer and due to delays in getting treatment was advised to go to Whipps Cross A&E for help with excessive fluid build up in the abdomen. 7 hrs and still waiting.”
Hospital

Primary Care Network Area Reviews

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, South Leytonstone received the highest total number of reviews with 39 (18%); followed by Forest 8 and Walthamstow West both with 36 (16%).



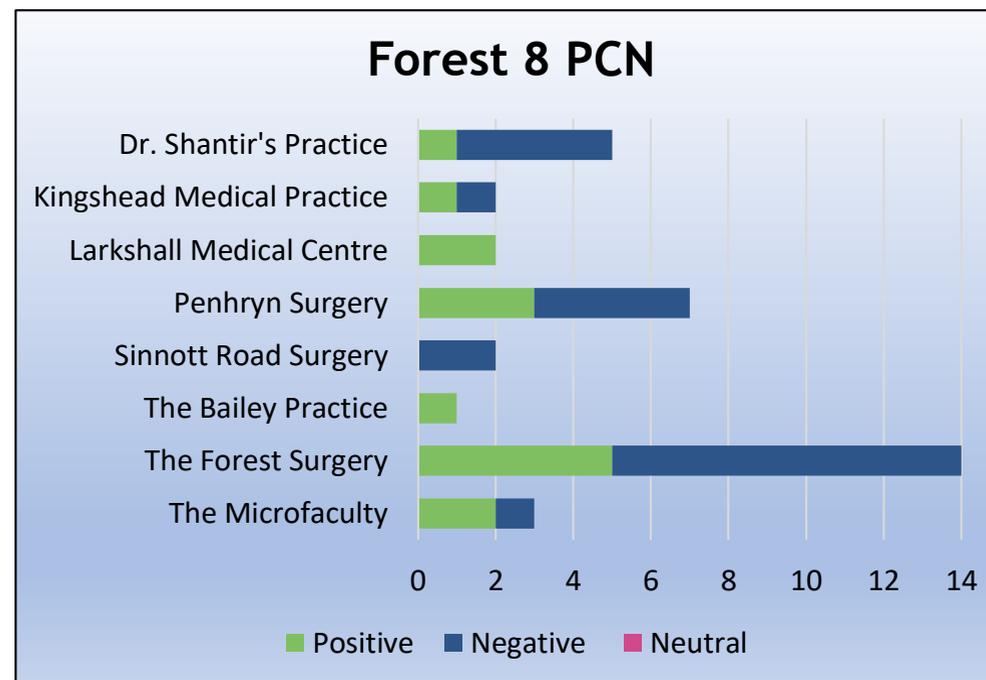
Number of reviews per PCN

Primary Care Network Area Reviews

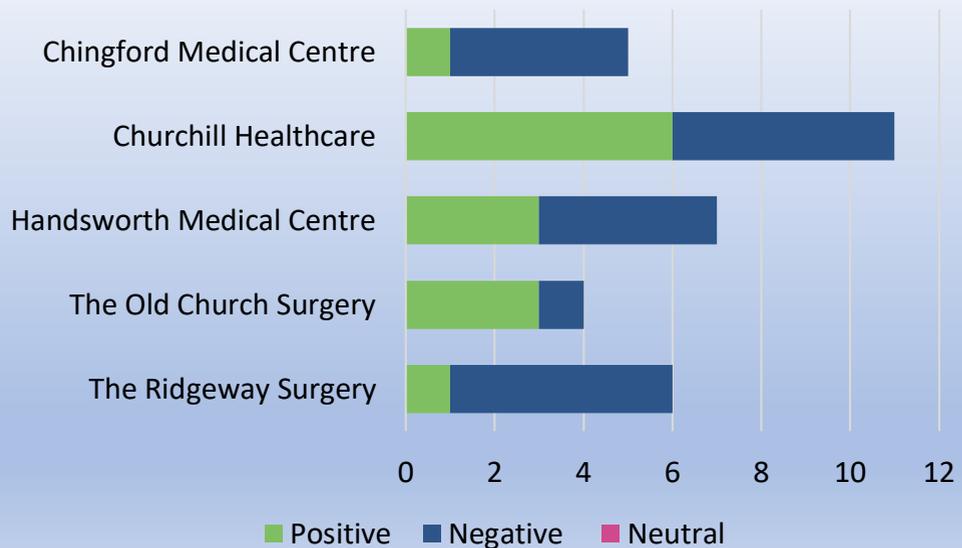
The following seven bar charts (pages 21 -24) illustrate the distribution of star ratings for each GP surgery within its Primary Care Network (PCN).

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

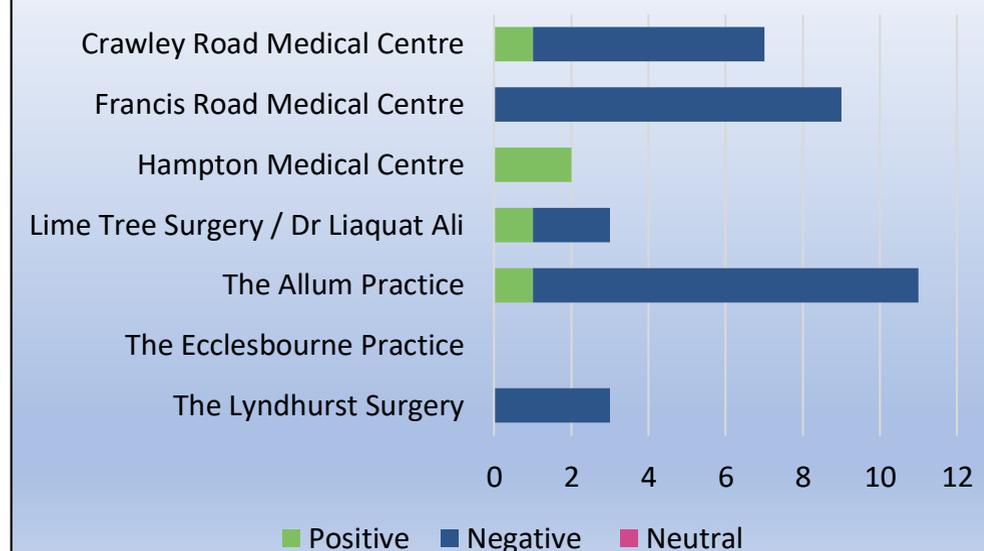
Star ratings are categorised as follows: Positive (4-5 stars), Negative (1-2 stars) and Neutral (3 stars).



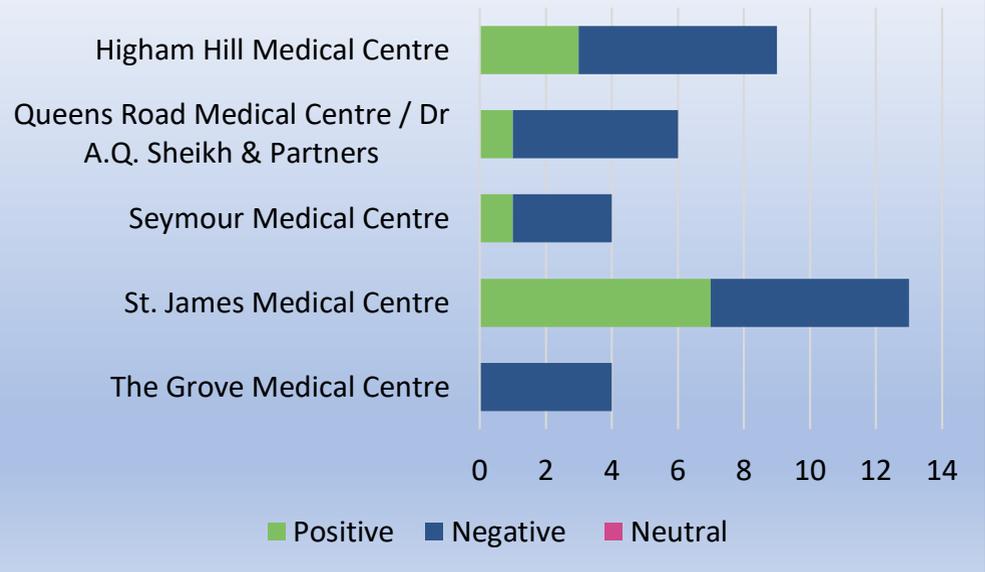
Chingford E4 PCN



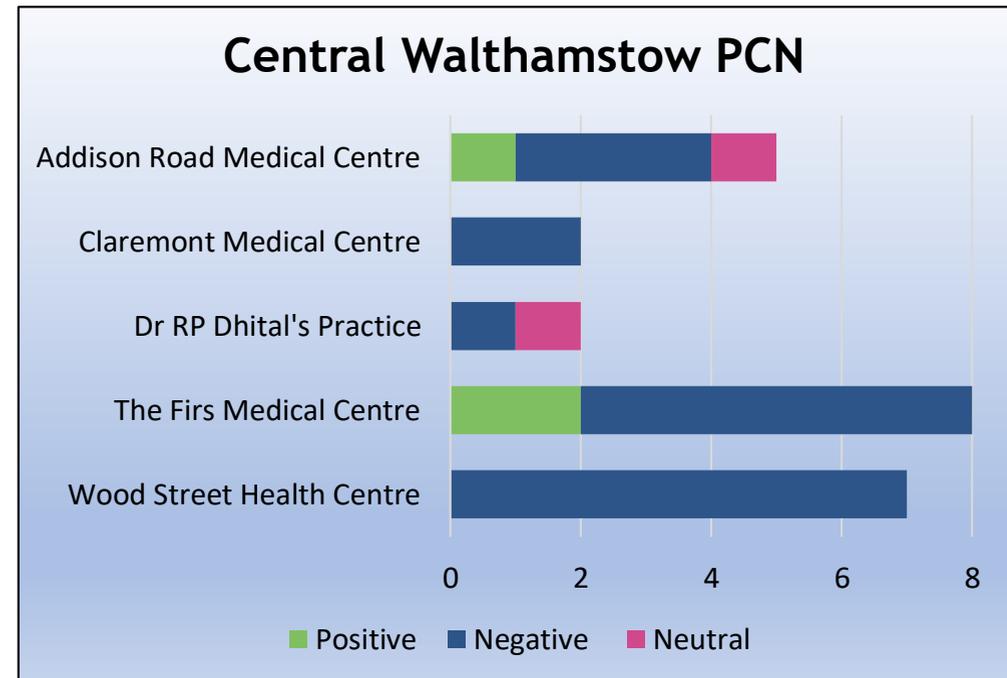
Forest Integrated Health PCN



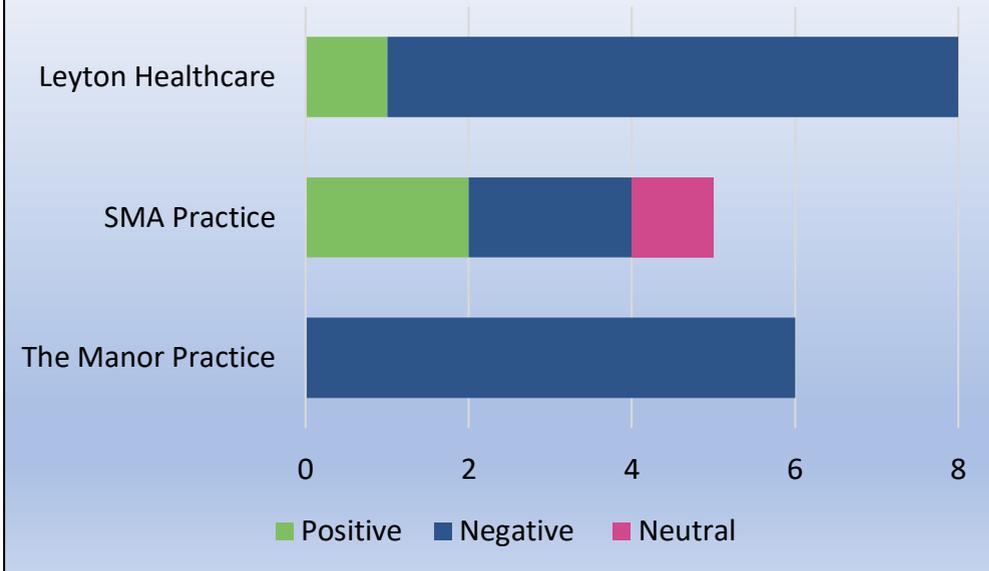
Walthamstow West PCN



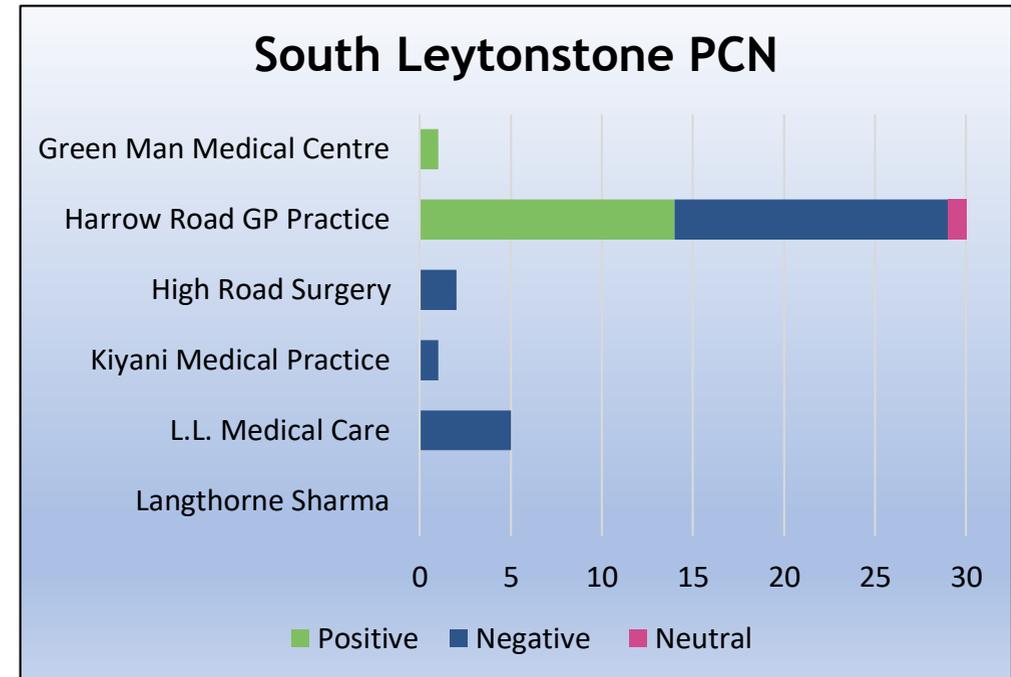
Central Walthamstow PCN



Leyton Collaborative PCN



South Leytonstone PCN





Demographic Information

Unfortunately, this quarter there were insufficient numbers of responses to the demographic questions (less than 4 per cent of reviews) 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 672 patient experience reviews were collected for this quarter. Of these, the majority 396 (59%), were positive with a rating of 4 or 5 stars. Neutral (3 stars) and negative (1 or 2 stars) reviews accounted for 17 (3%) and 259 (39%) 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 July, August and September 2021.

However, if this is examined more closely, it is clear that patients were generally negative about their GP services. Of the 221 reviews, 68% (150) were negative. Examining the applied themes for the GP services, 70% (437) were negative. Of these, the Administration theme had 39% (172). Within this theme, the Getting Through on the Telephone sub-theme had 94% (44) negative, Booking Appointments had 89% (25) negative, Appointment Availability had 86% (36) negative and Management of Service had 84% (61) 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 26% (115) of the negative themes. The Attitudes sub-theme had 63% (69) negative. But, for the Treatment & Care theme, 50% (75) were positive with 53% (51) for the Quality sub-theme 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 192 reviews. Of these, 153 (80%) were positive, 2 (1%) neutral and 37 (19%) negative. The most applied theme was the Treatment & Care theme with 262 with 88% (230) positive, 12% (31) negative and 0% (1) neutral. For the sub-themes, Quality had 89% (115) positive, Experience 85% (46) positive, Effectiveness 84% (37) and Treatment Explanation with 91% (32) positive. The Staff theme was applied 199 times with 87 % (174) positive. This indicates that patients are very happy with both the treatment and care and with the staff at their dental practices.

Actions, impact and next steps

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 Adult 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 3 (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 3 (October, November, December) are:

- Information, Guidance and Signposting
- GPs - examining the administrative issues highlighted in this report
- Mental Health
- Implementation of face-to-face interviews with patients in GP surgeries

Appendix 1: Themes & Sub-Themes

Theme	Sub-themes	Theme	Sub-themes
Access to services	Convenience/Distance to travel	Communication	General
Access to services	Inequality	Communication	Interpretation Services
Access to services	Information and Advice	Communication	Lack of
Access to services	Lack of	Communication	Community engagement and involvement
Access to services	General		Response times
Access to services	Patient choice	Communication	
Access to services	Service Delivery/Opening Times		
Access to services	Suitability of Provider (Individual or Partner)	Continuity and integration of care	
Access to services	Suitability of Provider (Organisation)	Diagnosis/assessment	General
Access to services	Waiting times	Diagnosis/assessment	Lack of
		Diagnosis/assessment	Late
		Diagnosis/assessment	Mis-diagnosis
		Diagnosis/assessment	Tests/Results
Administration	Admission Procedure	Dignity and Respect	Confidentiality/Privacy
Administration	Appointment availability	Dignity and Respect	Consent
Administration	Booking appointments	Dignity and Respect	Death of a Service User
Administration	Commissioning and provision	Dignity and Respect	Death of a Service User (Mental Health Services)
Administration	General		Equality & Inclusion
Administration	Incident Reporting	Dignity and Respect	Involvement & Engagement
Administration	Management of service		
Administration	Medical records	Dignity and Respect	
Administration	Quality/Risk management	Dignity and Respect	
Care Home Management	Registered Manager - Absence	Discharge	Coordination of services
Care Home Management	Registered Manager - Suitability	Discharge	General
Care Home Management	Registered Manager - Training & Development	Discharge	Preparation
Care Home Management	Staffing levels	Discharge	Safety
Care Home Management	Suitability of Staff	Discharge	Speed

Appendix I: Themes & Sub-Themes

Theme	Sub-themes	Theme	Sub-themes
Facilities and surroundings	Buildings and Infrastructure	Referrals	Waiting times
Facilities and surroundings	Car parking		
Facilities and surroundings	Cleanliness (Environment)	Safety/Safeguarding/Abuse	
Facilities and surroundings	Cleanliness (Staff)		
Facilities and surroundings	Disability Access	Staff	Ambulance Staff/Paramedics
Facilities and surroundings	Equipment	Staff	Attitudes
Facilities and surroundings	Food & Hydration	Staff	Capacity
Facilities and surroundings	General	Staff	District Nurses/Health Visitors
		Staff	General
Finance	Financial Viability	Staff	Midwives
Finance	Transparency of Fees	Staff	Staffing levels/Lack of
Finance	Lack of funding	Staff	Suitability
		Staff	Training and development
Home support	Care		
Home support	Co-ordination of Services	Treatment and care	Effectiveness
Home support	Equipment	Treatment and care	Experience
		Treatment and care	Quality
Making a complaint	Complaints Management	Treatment and care	Safety of Care/Treatment
Making a complaint	General	Treatment and care	Treatment Explanation
Making a complaint	PALS/PACT	Treatment and care	Lack of support
Medication	Pharmacy Repeat Prescriptions		
Medication	Medicines Management		
Transport	Patient Transport Service (non-NHS)		
Transport	Ambulance (Emergency)		
Transport	Ambulance (Routine)		
Referrals	General		
Referrals	Timeliness		

Appendix III: Feedback Form

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

Appendix III: Feedback Form

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!