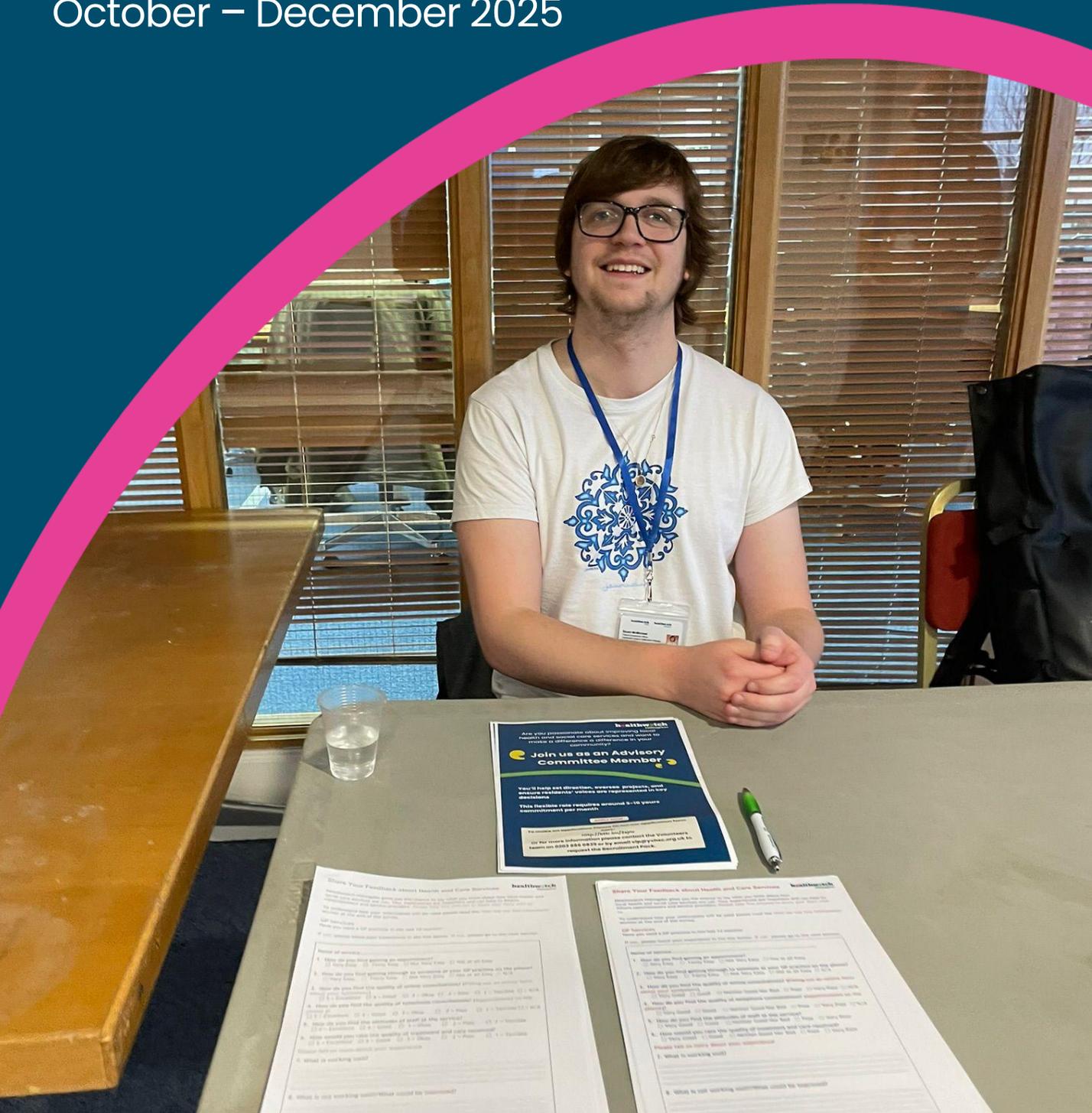


Q3 Patient Experience Report

Healthwatch Hillingdon
October – December 2025



Contents

| | |
|--|----|
| Introduction | 3 |
| Layout of the report | 4 |
| Q3 Snapshot | 5 |
| Experiences of GP Services | 6 |
| • GP Services – Summary Findings | 8 |
| • GP Services – Full data set | 12 |
| Experiences of Hospital Services | 25 |
| • Hospital Services – Summary Findings | 27 |
| • Hospital Services – Full data set | 31 |
| Appendix | 40 |

Introduction

Patient Experience Programme

Healthwatch Hillingdon is your local health and social care champion. Through our Patient Experience Programme (PEP), we hear the experiences of residents and people who have used health and care services in our borough. They tell us what is working well and what could be improved allowing us to share local issues with decision makers who have the power to make changes.

Every three months, we produce this report to raise awareness about patient experience and share recommendations on how services could be improved.

Methodology



Carrying out engagement at **local community hotspots** such as GPs, hospitals and local events



Reviews submitted through the **Have your say** section on the website



Training volunteers to support engagement across the borough allowing us to reach a wider range of people and communities

Healthwatch independence helps people to trust our organisation and give honest feedback, which they might not always share with local services.

Between October and December 2025, we continued to develop our PEP by :

- Increasing our outreach to community events in the Hillingdon borough to gather more patient experience feedback, while we work on getting this program off the ground in Hillingdon.

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 Hillingdon residents have told us within the last three months. Additional deep dives relating to the different sections can be requested and are dependent on additional capacity and resource provision.

Q3 Snapshot

This section provides a summary of the experiences we collected during October – December 2025, as well as a breakdown of positive, negative and neutral reviews per service. We analysed residents rating of their overall experience to get this data (1* and 2* = negative, 3* = neutral, 4* and 5* = positive)



324 reviews (39 of these reviews did not provide an overall star rating)

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

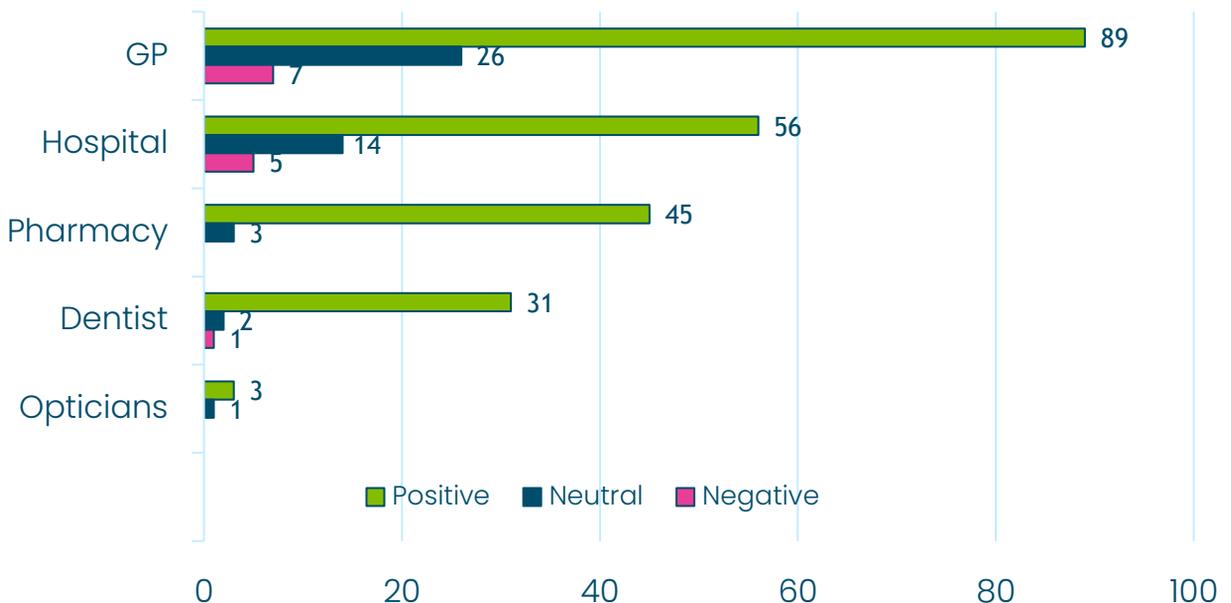
5 visits

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 | 122 | 73% |
| Hospital | 75 | 75% |
| Pharmacy | 48 | 94% |
| Dentist | 34 | 91% |
| Opticians | 4 | 75% |

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

Sentiment of Reviews



Experiences of GP Services



What people told us about GP Services

"I tend to complete my symptoms online app called PATCHs, and it works well. Calls from the surgery are very quick. I can rebook the appointment in order."

"Easier to get an appointment and call back if there is a long queue on the telephone."

"The doctors are quite good, listen to your/problems. Getting an appointment is very easy."

"All the doctors are good - The ones I see are very engaging and they listen to everything. Their suggestions on the medication and treatment is very helpful."

"The recorded message and queue on the phone is too long."

"Not easy to get an appointment at all, especially over the phone; they ask you to do it over the website, which is inconvenient for some people, especially those who work."

"Sometimes I must wait a long time for an appointment - an ongoing issue for 3 months, they said they lost my blood. Long wait to see the chosen doctor - the doctor they gave me did not listen to me; they don't follow up on appointments - I had to call them."

"Very difficult to get an appointment and to get through to them over the phone. The online consultations are very difficult to navigate. I never got an appointment through PATCHs. One reception staff member ignores me."



GP Services Summary Findings

What has worked well?

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



Appointment Availability

31% of reviews that addressed appointment availability were positive. Residents were happy with the flexibility of the appointments, especially same-day emergency appointments, and with how easy it was to get one.



Online consultation (app/form)

48% of reviews that addressed the online consultation (app/form) were positive. Residents were happy with the callback time following a form submission and how it makes the entire process quicker and easier.



Quality of Staff - health professionals

93% of reviews that addressed the quality of health professionals were positive. Residents were happy with the thoroughness of the doctor who saw them and how engaging and attentive they were.

What could be improved?

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



Appointment availability

54% of reviews that addressed appointment availability were negative. Residents were not happy with the length of time they had to wait after they had booked the appointment, with some patients expressing having to wait 2 weeks or even up to a month.



Getting through on the telephone

77% of reviews that addressed getting through on the telephone were negative. Residents were not happy with the length of time they had to wait to get through to them when calling up their respective GP surgery.



Online consultation (app/form)

48% of reviews that addressed the online consultation (app/form) were negative. Residents found it challenging to navigate the online forms, particularly for the older generation who are not digitally advanced..

Recommendations

Below is a list of recommendations for GP practices in Hillingdon based on the key issues residents/patients told us about over the last three months

Optimise existing telephone systems to reduce long waits

Even though most practices already use cloud-based phone systems, but patients still face long wait and difficulty getting through. Therefore, we recommend, practices use telephony dashboards to manage peak periods. Also, enabling and clearly promoting call-back options, and simplifying phone menus and messages, practices can make existing systems work more efficiently. These small adjustments reduce queue times and improve the overall patient experience without requiring additional resources.

Make online consultation systems easier to use and more inclusive

Provide a one-page "How to complete the online form" guide in both print and digital formats. We also recommend that the practices offer assisted digital support so staff can complete forms for patients who find them difficult. It will also be helpful to share clear information on what happens after submission, including response times and escalation routes.

Improve transparency of appointment pathways and reduce waiting times through small workflow changes

We recommend that practices publicly display estimated wait times for routine appointments. Also, give regular updates in the waiting room about delays. Explain how triage works and who patients might see, including non-GP clinicians/other healthcare professionals. Additionally, use a blended model of same day, short notice and routine appointments to better manage demand.

Increase awareness and use of the wider clinical team

We recommend to promote roles such as pharmacists, advanced nurse practitioners and physiotherapists through posters, websites and waiting-room displays. At the same time, ensure admin staff confidently triage to these roles when appropriate. Additionally, displaying "Meet the Team" boards in waiting areas would also help to build trust with patients.



GP Services

Full data set

GP Services

| | |
|----------------|--------------------------------|
| No. of Reviews | 122 (relating 30 GP practices) |
| Positive | 73% |
| Negative | 6% |
| Neutral | 21% |



Questions we asked residents

As part of our 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?

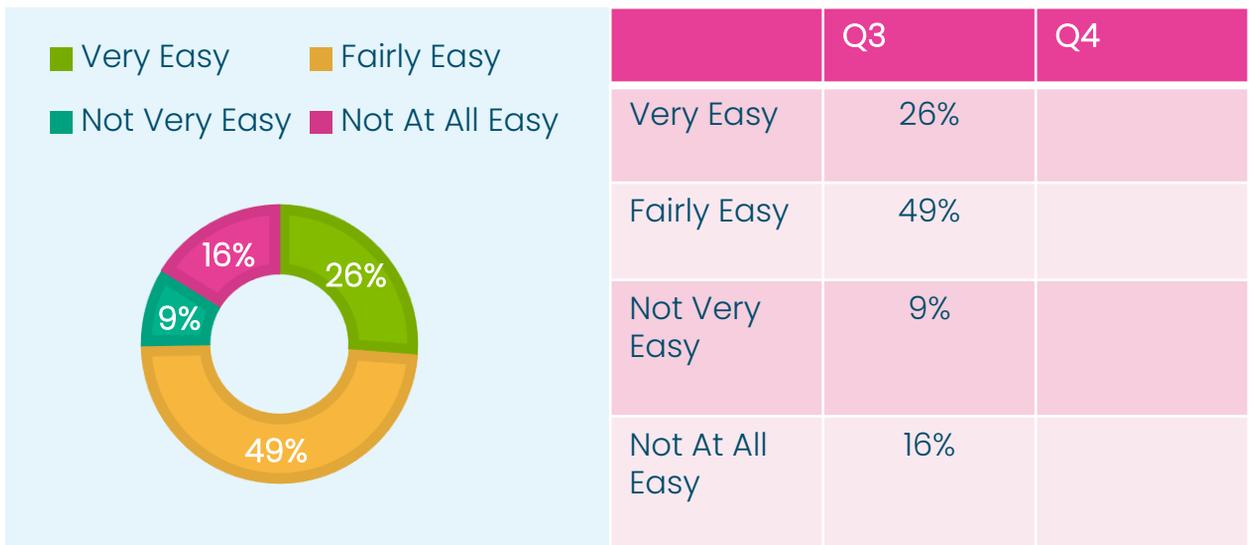
Q6) How would you rate the quality of treatment and care received?

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 also asked to choose between 1-5* (**Very Poor – Very Good**).

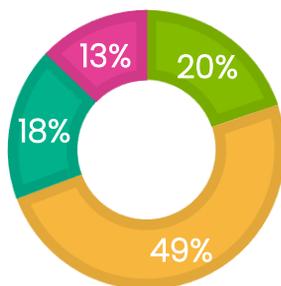
Access and Quality Questions

Q1) How do you find getting an appointment?



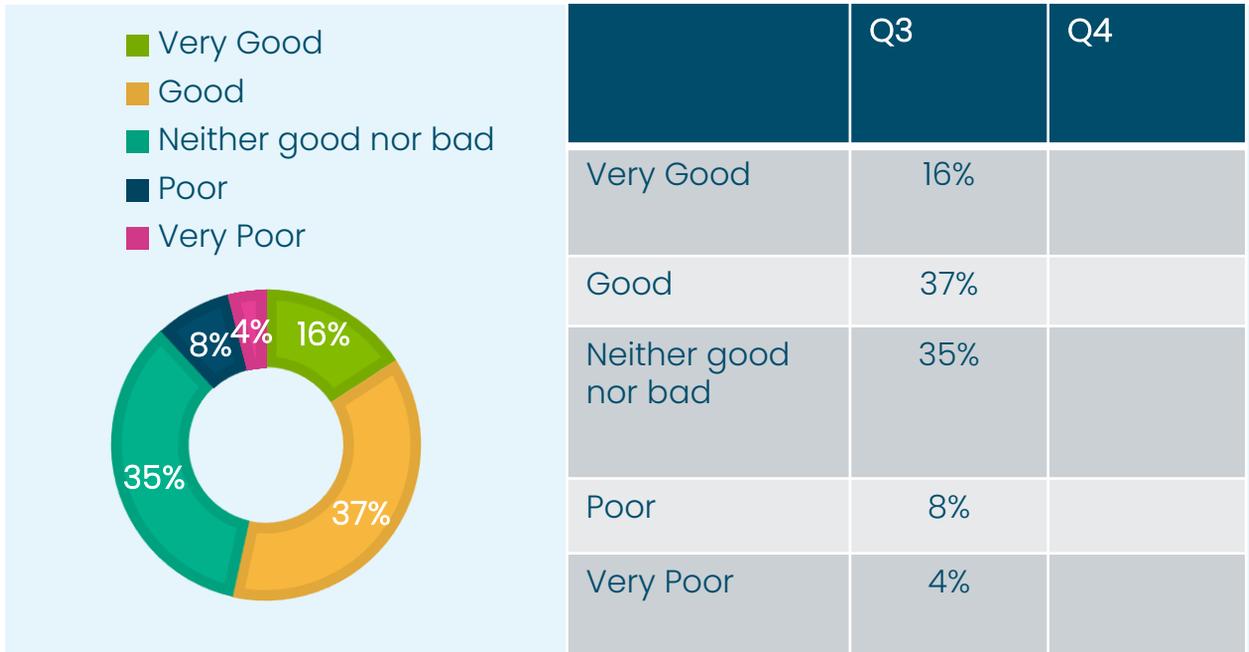
Q2) How do you find getting through to someone at your GP practice on the phone?

■ Very Easy ■ Fairly Easy
■ Not Very Easy ■ Not At All Easy

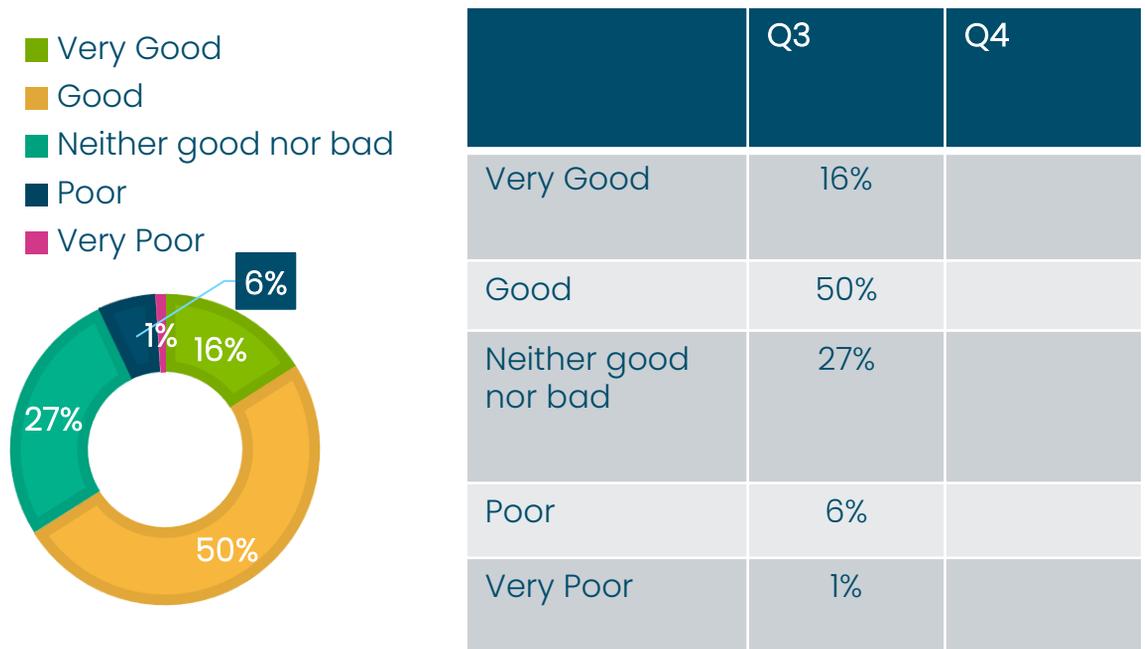


| | Q3 | Q4 |
|-----------------|-----|----|
| Very Easy | 20% | |
| Fairly Easy | 49% | |
| Not Very Easy | 18% | |
| Not At All Easy | 13% | |

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



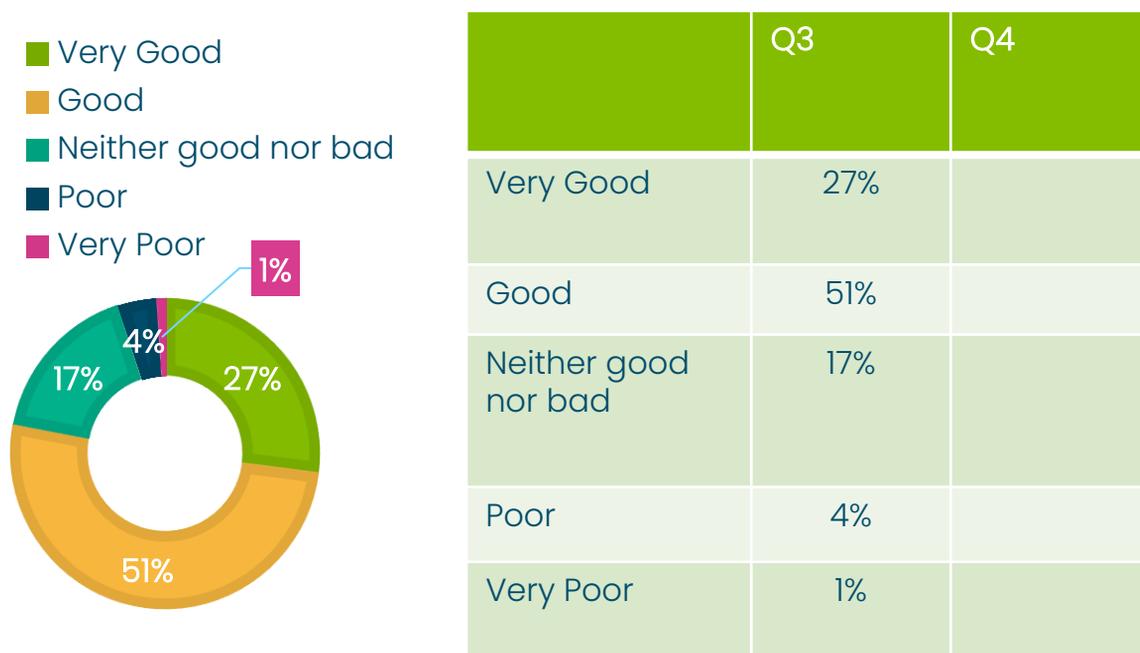
Q4) How do you find the quality of telephone consultations?



Q5) How did you find the attitudes of staff at the service?



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



Thematic analysis

In addition to the access and quality questions highlighted on previous pages, we also ask two further free text questions (**What is working well? and What could be improved?**), gathering qualitative feedback to help get a more detailed picture about GP practices.

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. The table below shows the top 10 themes mentioned by patients between October – December 2025 based on the free text responses received. This tells us which areas of the service are most important to patients.

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

| Top 10 Themes | Positive | Neutral | Negative | Total |
|--|-----------|---------|----------|-------|
| Appointment Availability | 15 (31%) | 7 (15%) | 26 (54%) | 48 |
| Online consultation (app/form) | 10 (48%) | 1 (4%) | 10 (48%) | 21 |
| Waiting Times (punctuality and queueing on arrival) | 5 (36%) | 2 (14%) | 7 (50%) | 14 |
| Quality of Staff - health professionals | 13 (93%) | - | 1 (7%) | 14 |
| Getting through on the telephone | 3 (23%) | - | 10 (77%) | 13 |
| Staff Attitudes – administrative staff | 7 (58%) | 1 (7%) | 4 (33%) | 12 |
| Staff Attitudes | 8 (73%) | - | 3 (27%) | 11 |
| Staff Attitudes – health professionals | 11 (100%) | - | - | 11 |
| Communication with patients (treatment explanation, verbal advice) | 10 (100%) | - | - | 10 |
| Quality of treatment | 6 (60%) | 1 (10%) | 3 (30%) | 10 |

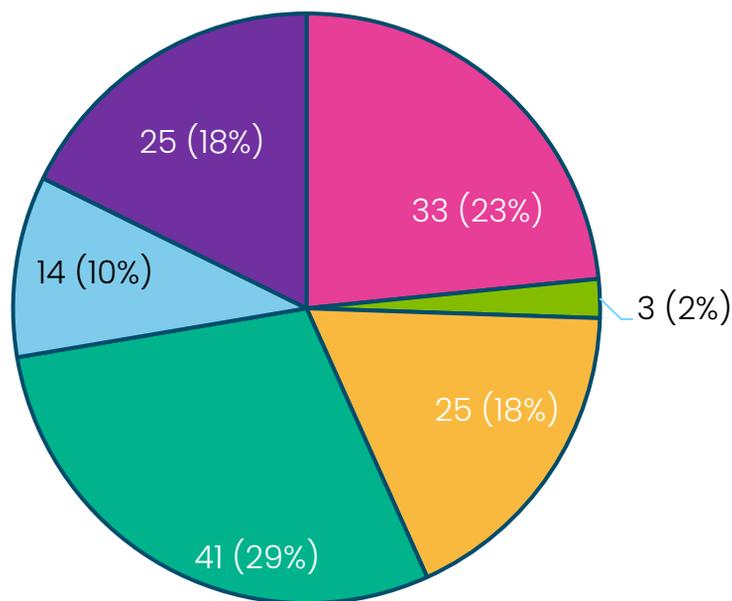
Primary Care Networks

Primary care networks (PCNs) are groups of GP practices within the same area which work together to support patients. Within Hillingdon, there are 6 covering the borough. These are:

- Calendine Health and MetroCare
- Coline Union
- HH Collaborative
- Long Lane First Care Group
- North Connect
- Synergy

Between October and December 2025, the services which received the most reviews were Long Lane First Care Group and Calendine Health and MetroCare.

Total Reviews per PCN (number, %)



■ •Calendine Health and MetroCare

■ •Coline Union

■ •HH Collaborative

■ •Long Lane First Care Group

■ •North Connect

■ •Synergy

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 |
| Calendine Health and MetroCare | 3.0 | 2.9 | 3.8 | 4.0 | 3.7 | 3.9 |
| Colne Union | 2.7 | 3.0 | 3.0 | 2.7 | 3.0 | 3.3 |
| HH Collaborative | 2.4 | 2.5 | 3.6 | 3.7 | 3.5 | 3.8 |
| Long Lane First Care Group | 2.8 | 2.7 | 3.4 | 3.7 | 3.7 | 4.0 |
| North Connect | 2.8 | 2.7 | 3.4 | 3.7 | 3.7 | 4.0 |
| Synergy | 3.0 | 2.9 | 3.6 | 3.8 | 3.8 | 4.2 |

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 |
|--------------------------------|----------------|--|--|
| Celandine Health and MetroCare | 3.1 | <p>Access - Appointment availability</p> <p>Remote appointments and digital services - Online consultation (app/form)</p> <p>Staff - Quality of Staff - health professionals</p> | <p>Access - Appointment Availability</p> <p>Access - Booking appointments - online</p> <p>Getting through on the telephone</p> <p>Information and Advice</p> <p>Lack of access</p> <p>Patient Choice</p> <p>Waiting Times (punctuality and queueing on arrival)</p> <p>Facilities and Surroundings - Crowding/Seating/Space</p> <p>Medication - Medicines Management</p> <p>Remote appointments and digital services - Online consultation (app/form)</p> <p>Staff - Quality of Staff - administrative staff</p> <p>Quality of Staff - health professionals</p> <p>Treatment and Care - Quality of treatment</p> |

| Primary Care Network | Overall rating | Top 3 Positive Issues | Top 3 Negative Issues |
|----------------------------|----------------|---|--|
| HH Collaborative | 3.0 | <p>Access - Appointment availability</p> <p>Treatment and care - Quality of treatment</p> <p>Medication - Medicines Management</p> <p>Staff - Staff Attitudes</p> <p>Staff - Quality of Staff - health professionals</p> <p>Staff - Suitability</p> | <p>Access - Appointment availability</p> <p>Access - Waiting Times (punctuality and queueing on arrival)</p> <p>Access - Getting through on the telephone</p> |
| Long Lane First Care Group | 3.1 | <p>Staff - Staff Attitudes - health professionals</p> <p>Access - Appointment availability</p> <p>Staff - Staff Attitudes - administrative staff</p> | <p>Access - Appointment availability</p> <p>Access - Getting through on the telephone</p> <p>Remote appointments and digital services - Online consultation (app/form)</p> |

| | | | |
|---------|-----|---|---|
| Synergy | 2.6 | Communication - Communication with patients (treatment explanation, verbal advice) | Access - Appointment availability |
| | | Staff - Quality of Staff - health professionals | |
| | | Access - Appointment availability | Access - Booking appointments - online |
| | | Convenience/Distance to travel | Booking appointments |
| | | Getting through on the telephone | Waiting Times (punctuality and queueing on arrival) |
| | | Patient Choice | |
| | | Waiting Times (punctuality and queueing on arrival) | Diagnosis/Assessment - Lack of diagnosis |
| | | Staff - Staff Attitudes - administrative staff | |
| | | Staff Attitudes - health professionals | Follow-on treatment and continuity of care - Continuity of Care |
| | | Treatment and Care - Experience | Referrals - Communication (Referrals) |
| | | | Waiting Times for appointments/waiting lists |
| | | | Treatment and Care - Experience |
| | | | Quality of treatment |

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

| Q3 | Q4 |
|---|----|
| Appointment Availability | |
| Quality of Staff – health professionals | |
| Staff Attitudes – health professionals | |
| Online consultation (app/form) | |

Negative issues

| Q3 | Q4 |
|---|----|
| Appointment availability | |
| Getting through on the telephone + Online consultation (app/form) | |
| Waiting Times (punctuality and queueing on arrival) | |
| Booking appointments + Continuity of Care | |

Equalities Snapshot

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

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



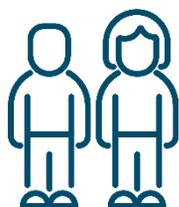
Gender

In Q3, we received 57% more reviews from Women, compared to Men, and expressed 7% more positive experiences.



Age

We received the most feedback from 65–74-year-olds. A majority of this age group reported positive experiences, with 76% expressing satisfaction. 8% had negative experiences, and 16% felt neutral about their visits.



Ethnicity

We received the most feedback from residents who identified as White British. A majority of these residents of this ethnicity reported positive experiences, with 79% expressing satisfaction. 6% had negative experiences, and 15% felt neutral about their visits.

Experiences of Hospital Services



What people told us about Hospitals

"The care and attitude were good and supportive."

"The way A&E is managed and the waiting times are not good. Not efficient."

"They responded quickly to urgent care/treatment. The staff are very helpful and friendly to the best of their abilities."

"It takes months or even years to get any tests in the hospital. Seeing a consultant takes months or years."

"I was seen by the neurologist and the clinic staff, and they clearly explained the procedure and investigation required."

"The waiting times are too long. Staff are under pressure but maintain friendliness. "

"They gave me a face-to-face and an ultrasound appointment. Gave me a medicine treatment and told me I would see them 3 months afterwards to check on the progress. "

"In A&E, I fainted, and they took me to the red zone for one night, before changing to the AMC ward - this was due to me waiting for 2 hours to be seen at that department. The AMC ward was a bit slow to give me the treatment; it took two days for them to give me a scan. The first set of doctors just kept saying in the AMC ward, "I have to wait", stressing me out and making me anxious."



Hospital
Services
Summary
Findings

What has worked well?

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



Staff Attitudes

92% of reviews that addressed the attitudes of staff were positive. Residents were happy with how caring and helpful the staff were who they interacted with at the hospital they attended in the Hillingdon borough.



Quality of treatment

82% of reviews that addressed the quality of treatment were positive. Residents were happy with how responsive the health staff were to emergency care needed and the helpfulness of the treatments they received.



Communication with patients (treatment explanation, verbal advice)

100% of reviews that addressed the communication with patients were positive. Residents were happy with how clearly the treatment they received was explained, and when their next follow-up appointment would be.

What could be improved?

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



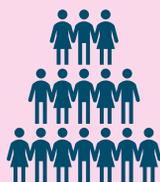
Waiting Times (punctuality and queueing on arrival)

71% of reviews that addressed the waiting times were negative. Residents were not happy with the length of time they had to wait when visiting their respective hospital. Most of these instances were reported in an A&E setting.



Appointment Availability

70% of reviews that addressed the appointment availability were negative. Residents expressed their frustration with the length of time they have to wait for their appointment, with some saying that they had to wait for months or even years.



Staffing Levels (Levels)

100% of reviews that addressed the levels of staff were negative. Residents expressed their concerns with the lack of staff available, or feeling like there is not enough staff to accommodate the volume of patients.

Recommendations

Below is a list of recommendations for GP Practices in Hillingdon based on the key issues residents/patients told us about over the last three months

Sustain and recognise excellent staff attitudes, treatment quality, and patient communication

We recommend hospitals continue fostering this high standard through regular staff training, by continuing regular staff recognition, sharing positive patient stories, and supporting staff morale, particularly during high pressure periods. By celebrating and sustaining these behaviours, hospitals can maintain the strong patient-centred culture reflected in the positive feedback.

Reduce waiting times in A&E by improving triage flow and communication with patients

We recommend hospitals to address the long waiting times in A&E by strengthening rapid clinical triage, creating clearer streaming pathways, and improving real-time updates so patients understand what is happening and why. Even when demand cannot be reduced, better flow management and communication can significantly improve patient experience during unavoidable delays

Improve appointment availability by using existing capacity more effectively and giving clearer timelines

While, recruitment challenges are recognised, Hospitals can improve experiences by regularly reviewing waiting list data, offering virtual consultations where appropriate, and communicating realistic timeframes so patients know what to expect. Clearer updates and better use of existing clinical capacity can ease the pressure and make long waits feel more manageable.



Hospital Services

Full data set

Hospital Services

| | |
|----------------|--|
| No. of Reviews | 82 Reviews (relating to two hospitals) |
| Positive | 75% |
| Negative | 7% |
| Neutral | 19% |



Questions we asked residents

As part of our patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality. The questions we asked were:

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

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

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

Q4) How do you find the attitudes of staff at the service?

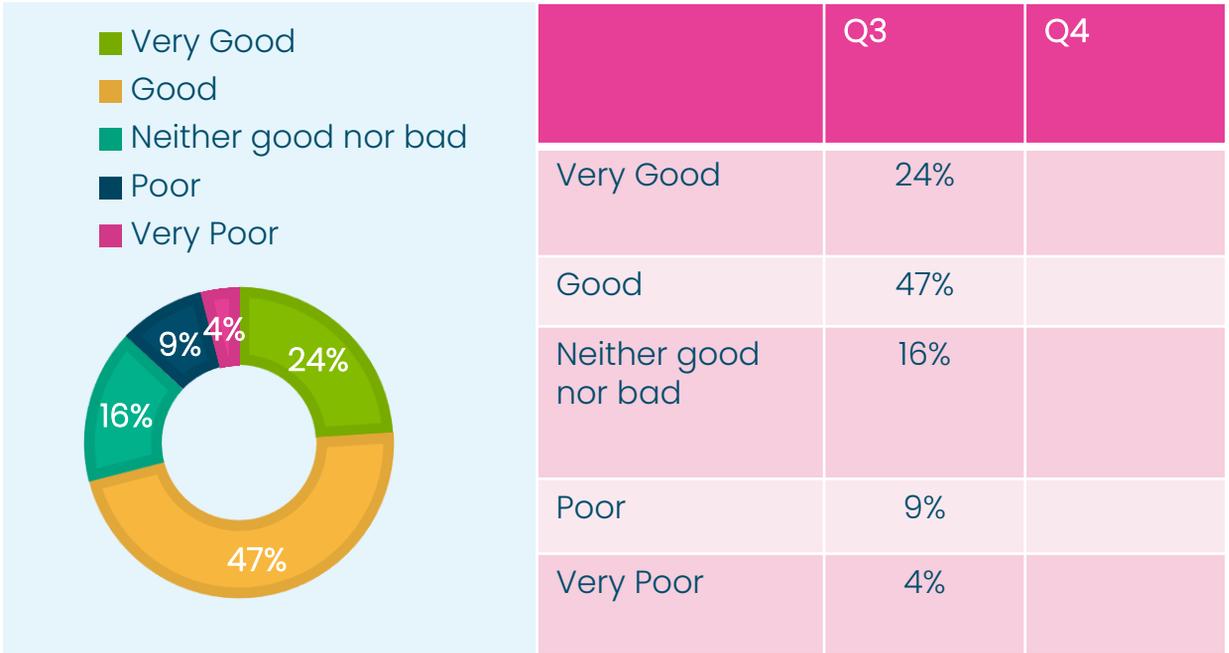
Q5) How do you think the communication is between your hospital and GP practice?

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

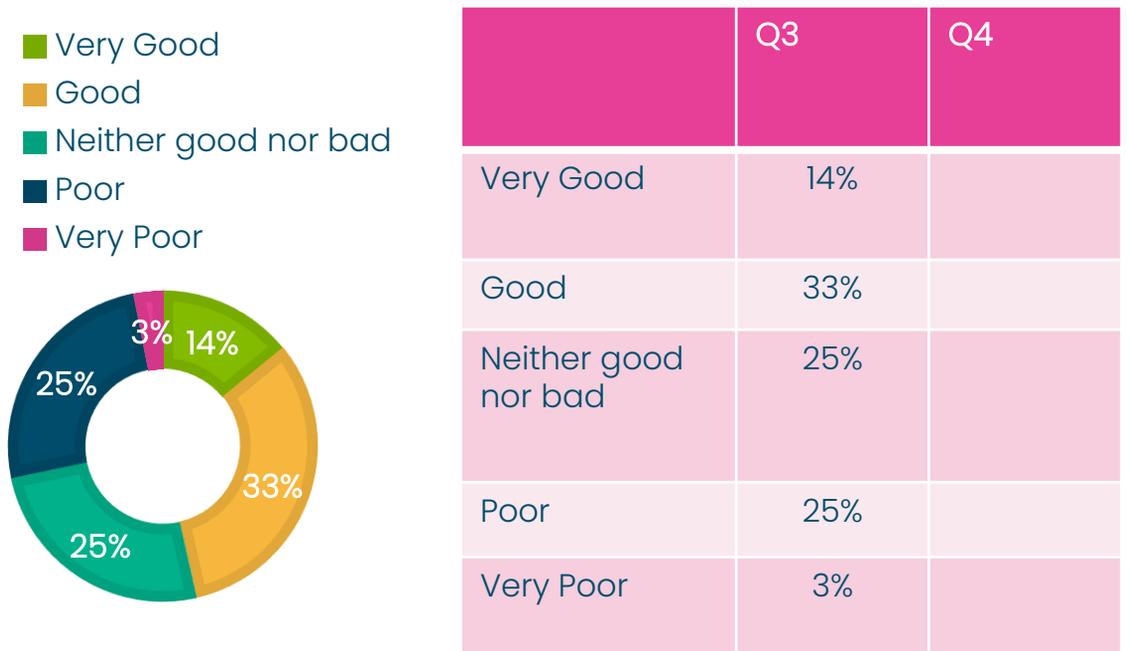
Participants were asked to choose between 1-5* (Very Poor – Very Good) for all questions.

Access and Quality Questions

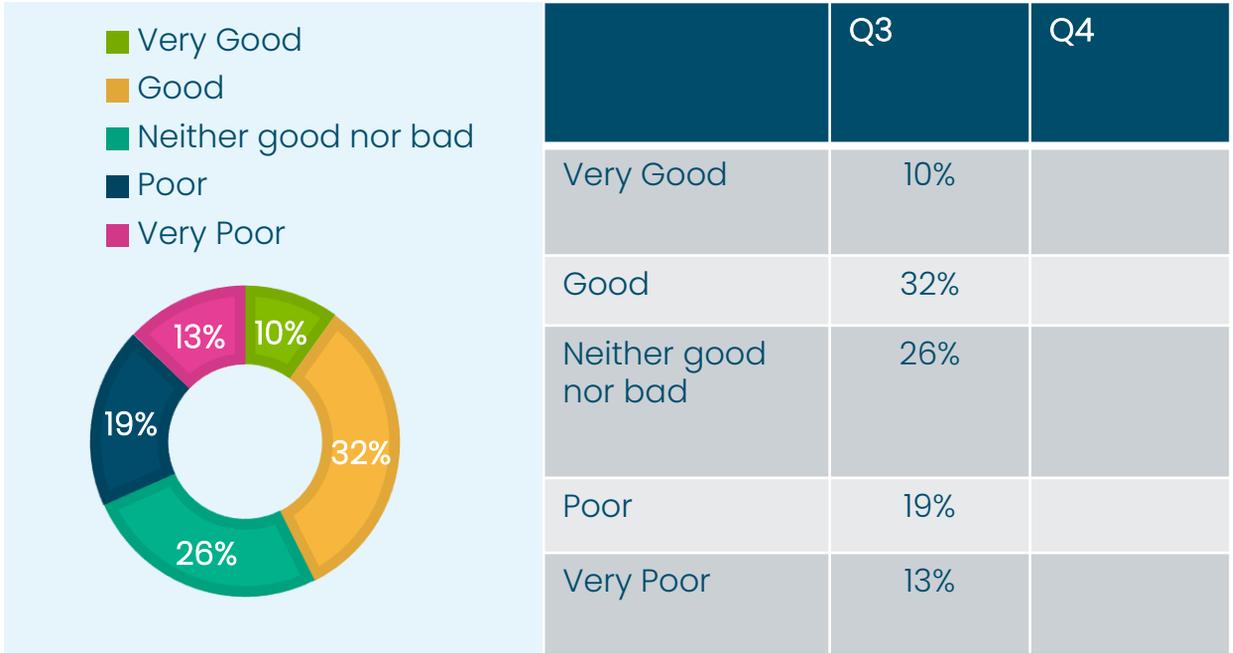
Q1) How did you find getting a referral/appointment at the hospital?



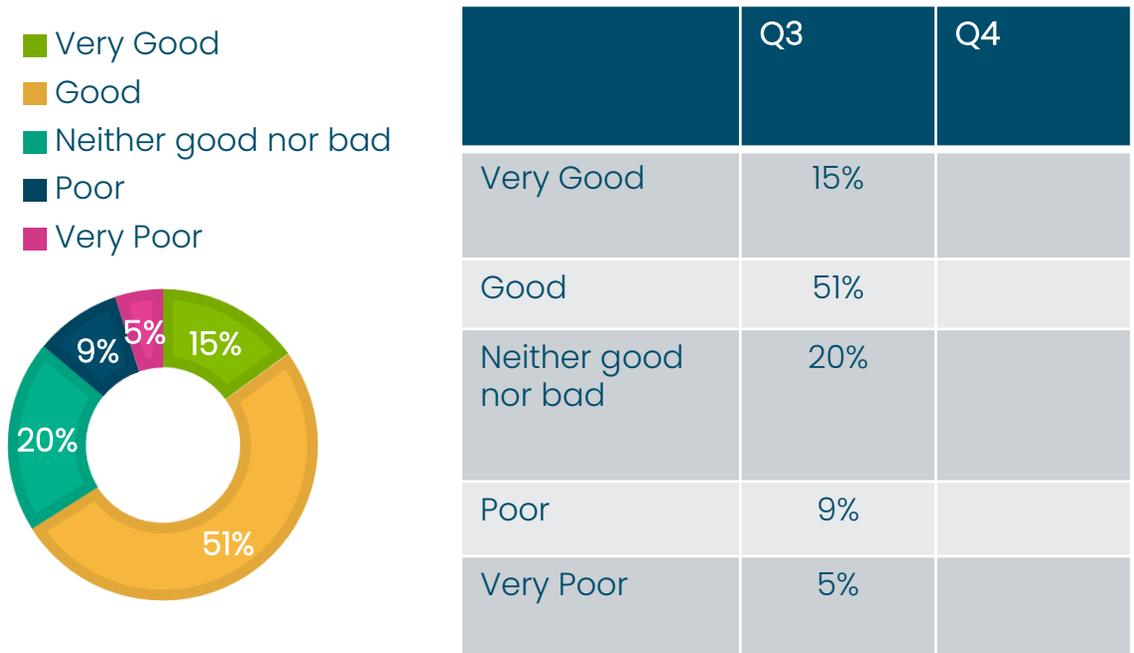
Q2) How do you find getting through to someone on the phone?



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



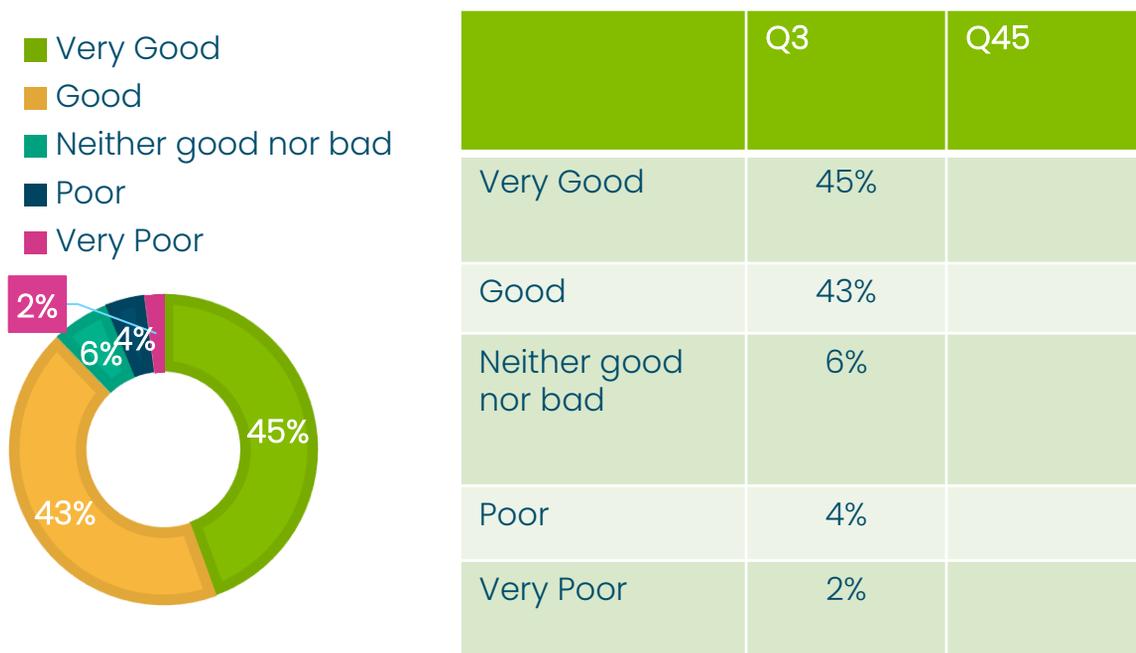
Q4) How do you think the communication is between your hospital and GP practice?



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 April and June 2025 based on the free text responses received. This tells us which areas of the service are most important to patients.

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

| Top 10 Themes | Positive | Neutral | Negative | Total |
|--|----------|---------|----------|-------|
| Waiting Times (punctuality and queueing on arrival) | 6 (25%) | 1 (4%) | 17 (71%) | 24 |
| Staff Attitudes | 12 (92%) | | 1 (8%) | 13 |
| Quality of treatment | 9 (82%) | | 2 (18%) | 11 |
| Appointment Availability | 3 (30%) | | 7 (70%) | 10 |
| Staff Attitudes – health professionals | 6 (86%) | 1 (14%) | | 7 |
| Communication with patients (treatment explanation, verbal advice) | 6 (100%) | | | 6 |
| Management of service | 3 (50%) | | 3 (50%) | 6 |
| Crowding/Seating/Space | | | 4 (100%) | 4 |
| Staffing levels(Staff) | | | 4 (100%) | 4 |
| Suitability | 3 (75%) | | 1 (25%) | 4 |

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 |
| Hillingdon Hospital | 3.8 | 3.3 | 3.0 | 3.6 | 4.2 | 4.2 |
| Mount Vernon Hospital | 3.8 | 3.3 | 3.4 | 3.9 | 4.3 | 4.4 |

| Hospital | Overall Rating (Out of 5) | Top 3 Positive Issues | Top 3 Negative Issues |
|---------------------|---------------------------|--|--|
| Hillingdon Hospital | 3.9 | Staff - Staff Attitudes | Access - Waiting Times (punctuality and queueing on arrival) |
| | | Treatment and Care - Quality of treatment | Access - Appointment availability |
| | | Access - Waiting Times (punctuality and queueing on arrival) | Staff - Staffing levels(Staff) |
| | | Staff - Staff Attitudes – health professionals | Facilities and Surroundings - Crowding/Seating/Space |

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

| Q3 | Q4 |
|--|----|
| Staff Attitudes | |
| Quality of treatment | |
| Waiting Times (punctuality and queueing on arrival) | |
| Communication with patients (treatment explanation, verbal advice) | |
| Staff Attitudes – health professionals | |

Negative issues

| Q3 | Q4 |
|---|----|
| Waiting Times (punctuality and queueing on arrival) | |
| Appointment availability | |
| Crowding/Seating/S pace | |
| Staffing levels(Staff) | |
| Management of service | |

Equalities Snapshot

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

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



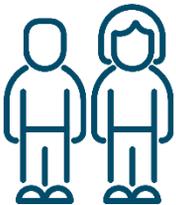
Gender

In Q3, we received 46% more reviews from Women, compared to Men. But Men expressed 17% more positive experiences.



Age

We received the most feedback from 65–74-year-olds. A majority of this age group reported positive experiences, with 84% expressing satisfaction. 5% had negative experiences, and 11% felt neutral about their visits.



Ethnicity

We received the most feedback from residents who identified as White British. A majority of these residents of this ethnicity reported positive experiences, with 87% expressing satisfaction. 7% had negative experiences, and 7% felt neutral about their visits.

Appendix



No. of reviews for each service type

| Service Type | Positive | Neutral | Negative | Total |
|----------------------|------------|-----------|-----------|------------|
| GP Services | 89 (73%) | 26 (21%) | 7 (6%) | 122 |
| Hospital | 56 (75%) | 14 (18%) | 5 (7%) | 75 |
| Pharmacy | 45 (94%) | 3 (6%) | | 48 |
| Dental Services | 31 (91%) | 2 (6%) | 1 (3%) | 34 |
| Opticians | 3 (75%) | 1 (25%) | | 4 |
| Emergency | 1 (100%) | | | 1 |
| Mental Health | | 1 (100%) | | 1 |
| Overall Total | 225 | 47 | 13 | 285 |

Demographics

| Gender | Percentage % | No of Reviews |
|-------------------------------|--------------|---------------|
| Man (including trans man) | 29% | 82 |
| Woman (including trans woman) | 69% | 193 |
| Other | | |
| Prefer not to say | 1% | 3 |
| Total | 100% | 278 |

| Age | Percentage % | No of Reviews |
|-------------------|--------------|---------------|
| Under 18 | 8% | 22 |
| 18-24 | 7% | 19 |
| 25-34 | 8% | 22 |
| 35-44 | 7% | 21 |
| 45-54 | 10% | 30 |
| 55-64 | 11% | 33 |
| 65-74 | 25% | 70 |
| 75-84 | 20% | 58 |
| 85+ | 2% | 5 |
| Prefer not to say | 2% | 7 |
| Total | 100% | 287 |

| Ethnicity | Percentage % | No of Reviews |
|---------------------------|--------------|---------------|
| White British | 45% | 138 |
| White Irish | 1% | 1 |
| Gypsy or Irish Traveller | 1% | 3 |
| Other White | 4% | 12 |
| Bangladeshi | 1% | 4 |
| Chinese | 1% | |
| Indian | 15% | 41 |
| Pakistani | 5% | 15 |
| Other Asian | 7% | 20 |
| African | 4% | 10 |
| Caribbean | 2% | 7 |
| Other Black | 3% | 9 |
| Asian and White | 4% | 11 |
| Black African and White | 2% | 5 |
| Black Caribbean and White | 1% | 1 |
| Other Mixed | 1% | 1 |
| Arab | 1% | 1 |
| Other Ethnic Group | 1% | 2 |
| Total | 100% | |

| Disability | Percentage % | No of Reviews |
|-------------------|--------------|---------------|
| Yes | 15% | 41 |
| No | 83% | 235 |
| Prefer not to say | 2% | 6 |
| Not known | | |
| Total | 100% | 282 |

Demographics

| Long-term condition | Percentage % | No of Reviews |
|---------------------|--------------|---------------|
| Yes | 43% | 123 |
| No | 51% | 147 |
| Prefer not to say | 2% | 7 |
| Not known | 2% | 6 |
| Total | 100% | 283 |

| Religion | Percentage % | No of Reviews |
|-------------------|--------------|---------------|
| Buddhist | 1% | 2 |
| Christian | 54% | 152 |
| Hindu | 10% | 29 |
| Jewish | | |
| Muslim | 14% | 40 |
| Sikh | 6% | 18 |
| Spiritualism | 2% | 5 |
| Other religion | 2% | 7 |
| No religion | 8% | 23 |
| Prefer not to say | 3% | 8 |
| Total | 100% | 284 |

| Sexual Orientation | Percentage % | No of Reviews |
|---------------------------|--------------|---------------|
| Asexual | 1% | 1 |
| Bisexual | 2% | 6 |
| Gay Man | | |
| Heterosexual/ Straight | 86% | 245 |
| Lesbian/Gay Woman | | |
| Pansexual | 1% | 4 |
| Prefer not to say | 8% | 22 |
| Total | 100% | 278 |

| Pregnancy | Percentage % | No of Reviews |
|----------------------------------|--------------|---------------|
| Currently pregnant | 2% | 5 |
| Currently breastfeeding | | |
| Given birth in the last 26 weeks | 2% | 4 |
| Prefer not to say | 4% | 10 |
| Not known | 3% | 7 |
| Not relevant | 45% | 120 |
| No | 44% | 115 |
| Total | 100% | 261 |

Demographics

| Employment status | Percentage % | No of Reviews |
|--|--------------|---------------|
| In unpaid voluntary work only | 6% | 16 |
| Not in employment & Unable to work | 3% | 9 |
| Not in Employment/ not actively seeking work - retired | 50% | 131 |
| Not in Employment (seeking work) | 4% | 11 |
| Not in Employment (Student) | 8% | 20 |
| Paid: 16 or more hours/week | 23% | 62 |
| Paid: Less than 16 hours/week | 4% | 11 |
| On maternity leave | 1% | 2 |
| Prefer not to say | 1% | 2 |
| Total | 100% | 264 |

| Unpaid Carer | Percentage % | No of Reviews |
|-------------------|--------------|---------------|
| Yes | 11% | 29 |
| No | 84% | 228 |
| Prefer not to say | 5% | 12 |
| Total | 100% | 270 |

| Area of the borough | Percentage % | No of Reviews |
|-----------------------------------|--------------|---------------|
| Colham and Cowley Ward | 1% | 3 |
| Eastcote Ward | 4% | 12 |
| Hayes Town Ward | 4% | 13 |
| Hillingdon East Ward | 8% | 25 |
| Hillingdon West Ward | 2% | 7 |
| Ickenham and South Harefield Ward | 6% | 18 |
| Northwood Ward | 1% | 4 |
| Other | 37% | 59 |
| Out of Borough | 1% | 3 |
| Ruislip Manor Ward | 2% | 6 |
| Ruislip Ward | 12% | 38 |
| South Ruislip Ward | 2% | 6 |
| Uxbridge Ward | 12% | 39 |
| West Drayton Ward | 1% | 1 |
| Yeading Ward | 4% | 13 |
| Yiewsley Ward | 3% | 8 |
| Total | 100% | 150 |



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