

# Q4 Patient Experience Report

Healthwatch Hillingdon  
January – March 2025



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# 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.

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## 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

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

**Between January and March 2026, we continued to develop our PEP by :**

Increasing our outreach to community events in the Hillingdon borough to gather more patient experience feedback.

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# 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.

# Q4 Snapshot

This section provides a summary of the experiences we collected during January to March 2026, as well as a breakdown of positive, negative and neutral reviews per service. We analysed residents rating of their overall experience to get this data (1\* and 2\* = negative, 3\* = neutral, 4\* and 5\* = positive)



## 291 reviews

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

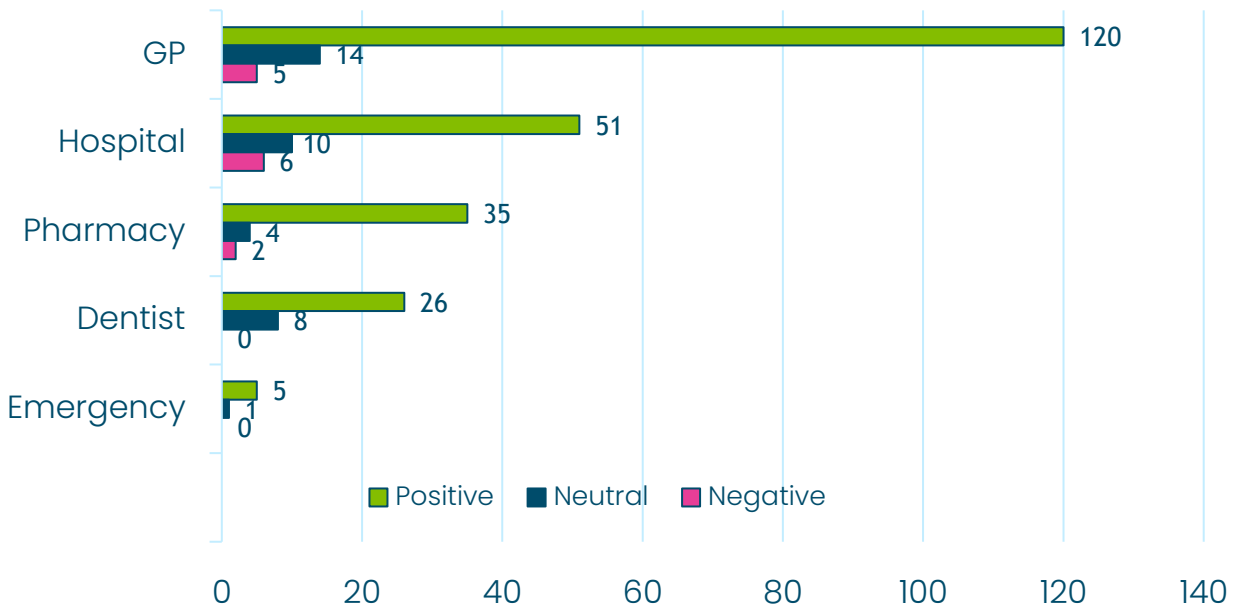
## 10 visits

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	139	86%
Hospital	67	76%
Pharmacy	41	85%
Dentist	34	76%
Emergency	6	83%

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

"Appointments are easy to get. If it is an urgent issue, you get an appointment instantly, and if it is not urgent, you have to wait."

"The wait time could improve. They may need more staff."

"The health staff help me resolve whatever issue I am having."

"With the new online system, getting through on the phone has become more difficult. When going through the questions, we get a link rather than a call. I prefer to speak to someone."

"Normally, when you get an appointment, the doctors tend to listen and get things done, such as a referral for X-rays or blood tests. Things are done immediately; they do things for you and are very good."

"The phone line is always busy. If we leave a message, they never seem to call back; you must keep ringing. Filled out an online form on PATCHs about a week ago, and I have yet to hear back. There was a bit of a mix-up on what my appointment was for."

"The reception staff are very kind. The treatment is good. They look after me and help me."

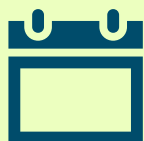
"The appointments are late. They are not family-friendly. I would expect it to be quicker with digital. The doctor rushes, and the services are outdated. They are miserable. They are not child-friendly. Phone calls are difficult. There is no hand sanitiser. I do not like to come here. The staff seem stressed."



# GP Services Summary Findings

# What has worked well?

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



## Appointment Availability

69% of individuals who completed a patient experience survey report that it is very easy to get an appointment at their GP surgery because of the availability of appointments at the practice that they visit.



## Staff Attitudes – health professionals

100% of reviews that discuss the attitudes of health professionals at the GP are positive. Patients were extremely pleased with the kind and well-mannered behaviour of the doctors and nurses at their GP.



## Staff Attitudes – Administrative staff

84% of reviews that discuss the attitudes of Administrative staff at the GP are positive. Many patients mentioned how the polite nature of the reception staff made them very comfortable at the GP.

# What could be improved?

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



## Getting Through to Someone on The Telephone

72% of individuals report a negative experience when trying to get through to someone on the phone. Many state there is a long hold list and wait an extensive period to get through to someone.



## Online consultation (app/form)

59% of reviews that talk about having an online consultation for the GP report having a negative experience. Many of the reports discuss the complicated nature of PATCHs, making the online process difficult.



## Waiting Times (punctuality and queueing on arrival)

41% of patients at the GP report a negative experience when talking about waiting times. Many state that staffing issues cause a delay in the wait for their appointment.

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# 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.

## **Improve telephone access through targeted callback and triage systems**

GP practices could explore the use of callback or call-queuing systems during peak periods (particularly 8-10am), alongside clearer triage messaging. This may help reduce repeated call attempts or patients being on hold for longer times and improve patient experience without significantly increasing staffing pressures.

## **Provide clearer guidance and support for online consultation**

Practices could improve patient experience of online consultation tools by providing simple step-by-step guidance, a short video guide, or in-practice support for those less confident digitally, particularly older patients.

## **Reduce perceived waiting times through better communication and scheduling**

GP practices could help reduce frustration around waiting times by improving communication when they are running late, by reviewing appointment scheduling to avoid overbooking, and ensuring patients are informed of expected delays on arrival.



# GP Services

## Full data set

# GP Services

No. of Reviews	139 (relating to 30 GP practices we got reviews of)
Positive	86%
Negative	4%
Neutral	10%



## 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?

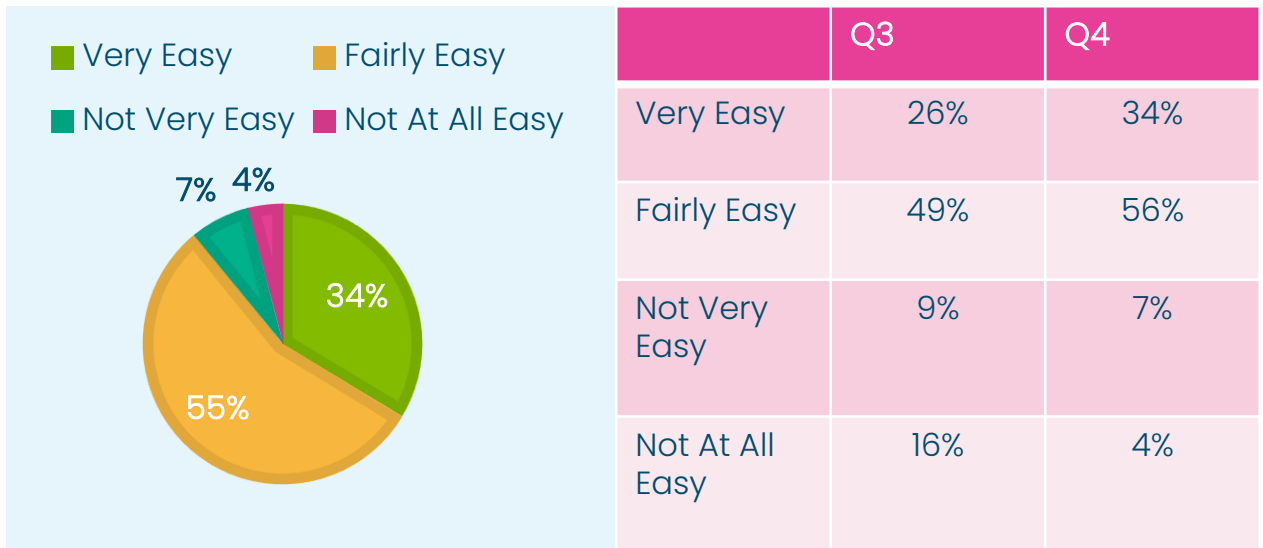
Q6) How would you rate the quality of treatment and care received?

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.

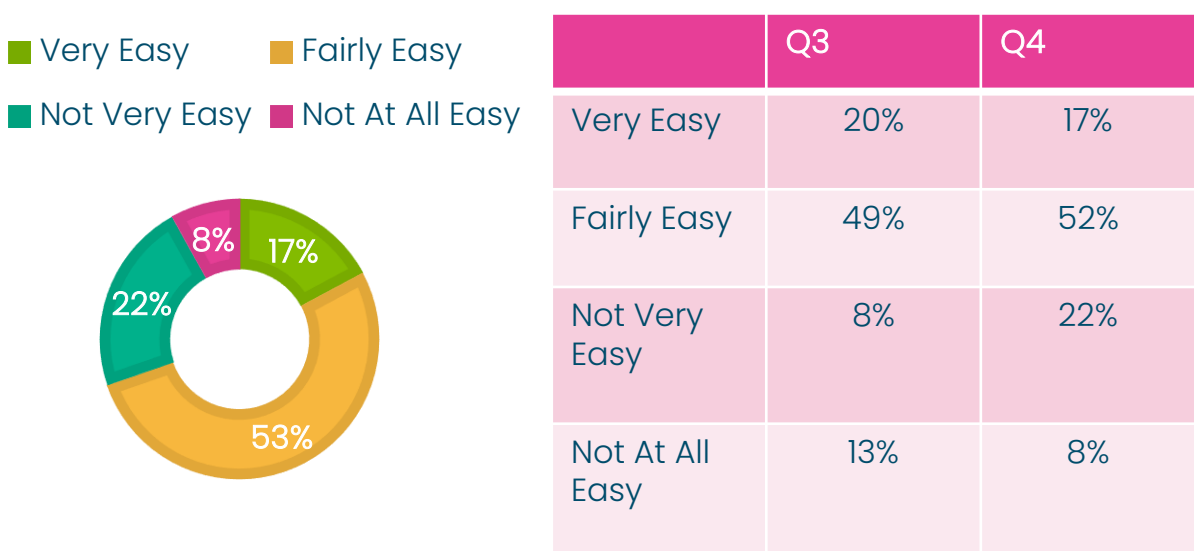
Participants were also asked to choose between 1-5\* (**Very Poor – Very Good**).

# Access and Quality Questions

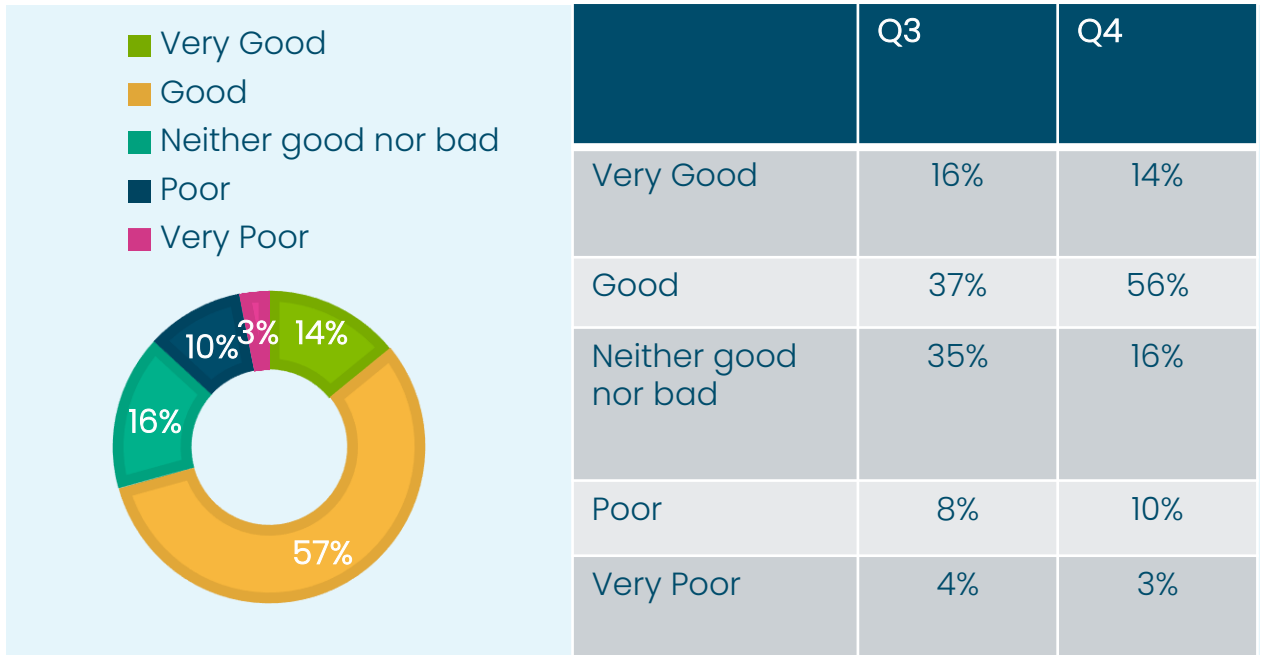
## Q1) How do you find getting an appointment?



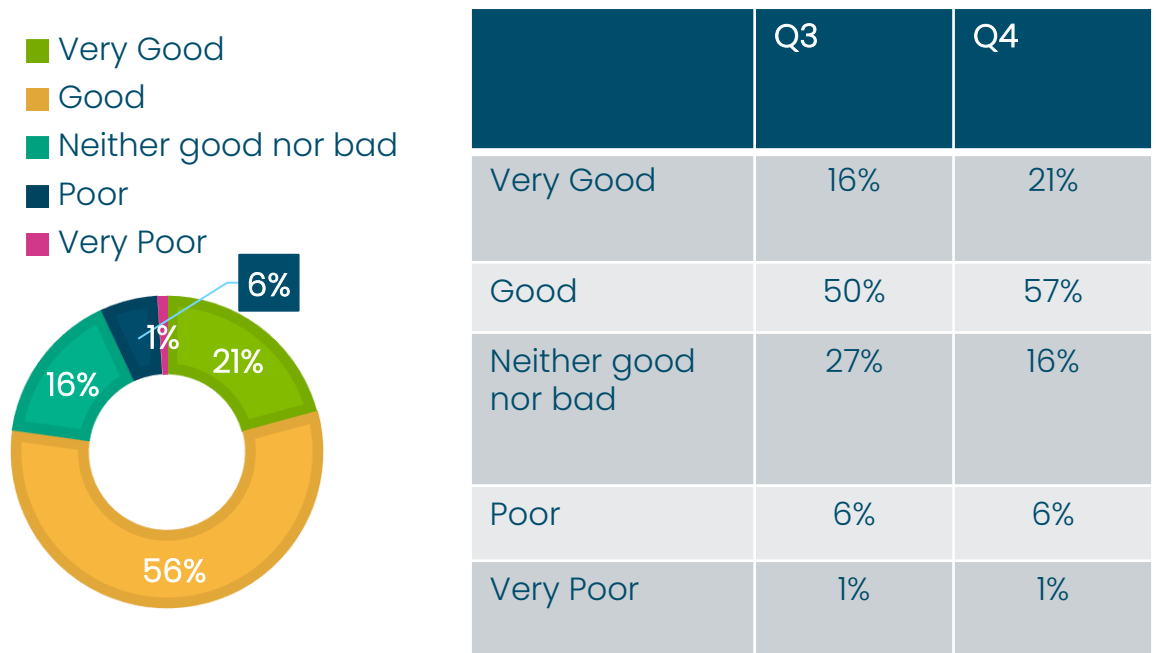
## Q2) How do you find getting through to someone at your GP practice on the phone?



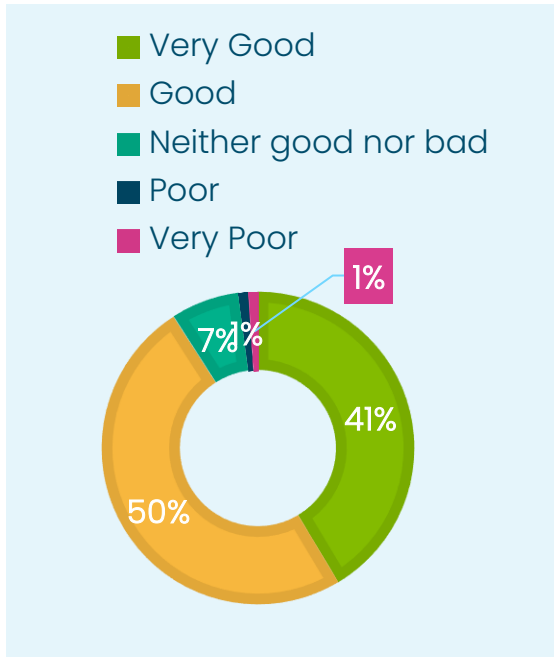
### Q3) How do you find the quality of online consultations?



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

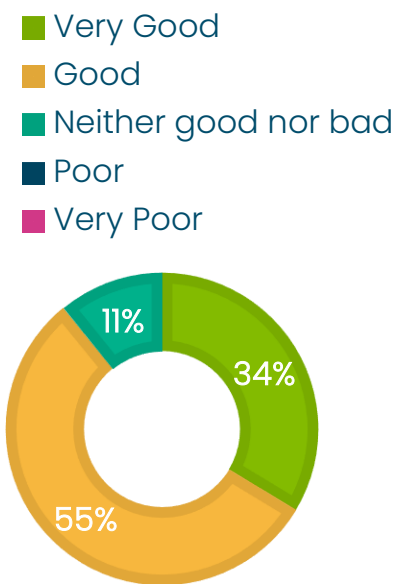


**Q5) How did you find the attitudes of staff at the service?**



	Q3	Q4
Very Good	35%	41%
Good	47%	49%
Neither good nor bad	14%	7%
Poor	3%	1%
Very Poor	1%	1%

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



	Q3	Q4
Very Good	27%	34%
Good	51%	56%
Neither good nor bad	17%	11%
Poor	4%	0%
Very Poor	1%	0%

## Thematic analysis

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

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. The table below shows the top 10 themes mentioned by patients between January – March 2026 based on the free text responses received. This tells us which areas of the service are most important to patients.

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

Top 10 Themes	Positive	Neutral	Negative	Total
Appointment availability	35 (69%)	3 (6%)	13 (25%)	51
Getting through on the telephone	3 (12%)	4 (16%)	18 (72%)	25
Staff Attitudes – administrative staff	21 (84%)	1 (4%)	3 (12%)	25
Staff Attitudes – health professionals	25 (100%)			25
Online consultation (app/form)	7 (32%)	2 (9%)	13 (59%)	22
Waiting Times (punctuality and queueing on arrival)	10 (59%)		7 (41%)	17
Quality of treatment	10 (67%)		5 (33%)	15
Booking Appointments - Online	9 (60%)	3 (20%)	3 (20%)	15
Quality of Staff – health professionals	11 (100%)			11
Booking Appointments	7 (70%)	1 (10%)	2 (20%)	10
Convenience/Distance to travel	10 (100%)			10

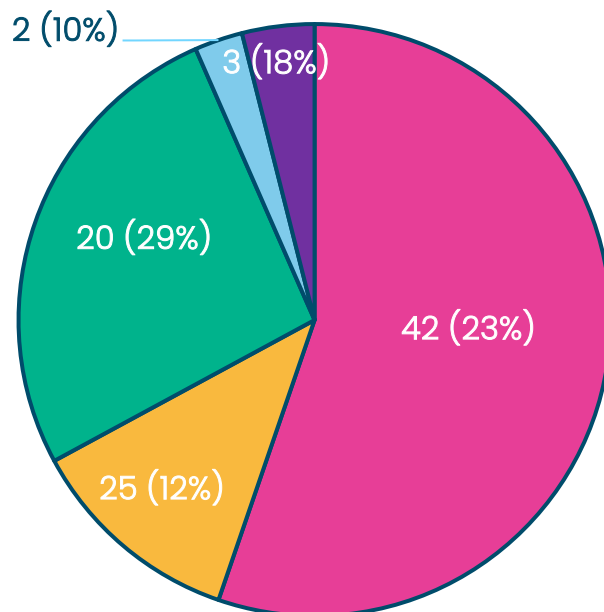
## Primary Care Networks

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	3.1	2.7	3.6	3.7	3.8	4.3
<b>Colne Union</b>	3.2	2.8	3.8	4.1	3.6	4.2
HH Collaborative	3.7	3.6	4.0	4.4	4.0	4.3
Long Lane First Care Group	3.2	2.8	3.5	3.5	4.0	4.2
<b>North Connect</b>						
Synergy	2.7	2.5	2.5	3.7	4.0	4.3

## 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 No of reviews: 42	3.8	<ol style="list-style-type: none"> <li>1. Appointment availability</li> <li>2. Staff Attitudes – health professionals</li> <li>3. Staff Attitudes – administrative staff</li> </ol>	<ol style="list-style-type: none"> <li>1. Patient Choice</li> <li>2. Appointment availability</li> <li>3. Getting through on the telephone</li> </ol>

Primary Care Network	Overall rating	Top 3 Positive Issues	Top 3 Negative Issues
Colne Union No of reviews: 63	3.7	1. Appointment availability	1. Getting through on the telephone
		2. Staff Attitudes – health professionals	2. Online consultation (app/form)
		3. Booking appointments – online	3. Appointment availability
Long Lane First Care Group No of reviews: 20	3.8	1. Staff Attitudes – administrative staff	1. Appointment availability
		2. Staff Attitudes – health professionals	2. Getting through on the telephone
		3. Appointment availability	3. Online consultation (app/form)

## 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	Appointment availability
Quality of Staff - health professionals	Staff Attitudes – health professionals
Staff Attitudes – health professionals	Staff Attitudes – administrative staff
Online consultation (app/form)	Quality of Staff - health professionals
	Convenience/Distance to travel

### Negative issues

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

## Equalities Snapshot

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



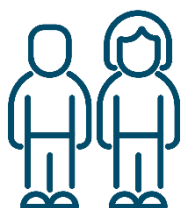
### Gender

During Q4, we received 43% more reviews from women than men in GPs, However men had a more positive experience with 91% of men rated their experiences 4\* or higher compared to 83% of women



### Age

We received the most feedback from 35–44-year-olds. Experiences amongst this age ranges were mostly positive with 84% of 35–44-year-olds reporting a positive experience and only 4 % reporting a negative experience.



### Ethnicity

86% of White British residents who shared reviews considered their last experience of a GP to be either 'Good' or 'Very Good'. This was the highest percentage for an ethnicity that shared more than 10 reviews. The next best was people who identified as 'Indian' with 83%.

# Experiences of Hospital Services



# What people told us about Hospitals

"They listen to you, and they work to make you feel better by trying to find the correct treatment and/or prescribing medication."

"The person I saw was very informative, good bedside manner with my young daughter. Very thorough in what she was doing and explained things clearly to me."

"The doctors are young and passionate; they care very much. They use innovative ways to care. They have a good digital system and system."

"The Staff commitment and attitude were great. They have very, very good staff that put there patients first."

"I have been waiting two years for a hip replacement. They have done a pre-op for the operation, and I have not heard anything back from them. I don't like the parking; it can be a nightmare for someone like me."

"The wait time is long; there should be more than one doctor. You always must explain everything again because the hospital and GP have poor communication."

"I haven't heard anything back from them since the appointment a month ago. I don't think as a patient you have any input about the communication between the hospitals and the GP."

"Poor communication between the hospital and the GP. The GP says one thing and the hospital says another. Waiting for records to be sent takes a while. "



# Hospital Services Summary Findings

# What has worked well?

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



## Quality of Treatment

69% of reviews that addressed the quality of treatment were positive. Residents were satisfied with how passionate and caring the health staff were in providing the care needed and the helpfulness of the treatments they received.



## Staff Attitudes – health professionals

80% of reviews that addressed staff attitudes were positive. Patients were satisfied with how responsive the health staff were to the emergency care needed and the helpfulness of the treatments they received.



## Communication with patients

83% of reviews that addressed the communication they received from the staff were positive. Residents were satisfied with how communicative the staff were with the treatment being provided.

# What could be improved?

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



## Appointment availability

75% of reviews that addressed appointment availability were negative. Patients were dissatisfied with how limited appointment availability was and how difficult it was to secure a suitable time.



## Communication between services

67% of reviews that addressed getting through on the telephone were negative. Residents were dissatisfied with how difficult it was to contact services and how unresponsive the staff were when they needed assistance.



## Waiting Times (punctuality and queueing on arrival)

58% of reviews that addressed waiting times (punctuality and queueing on arrival) were negative. Patients were dissatisfied with how queues were managed and the delays in being seen upon arrival.

# Recommendations

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

## **Improve appointment availability through better use of existing capacity**

Hospitals could improve appointment availability by reducing missed appointments, making better use of existing clinic time, and improving communication with patients about waiting times and next steps after referral. Clearer information, more effective management of cancellations, and targeted use of alternative appointment formats may help increase effective availability without additional capacity.

## **Enhance communication between the hospital and GP practices**

Review how information is shared with GP practices, particularly around referrals, test results, discharge summaries and follow-up plans. Improving the timeliness and clarity of information sent to GPs may reduce confusion for patients and improve continuity of care.

## **Manage waiting time expectations through better information**

Hospitals could help reduce frustration around waiting times by improving communication when delays occur, such as informing patients of expected wait times on arrival and explaining reasons for delays where possible. Clearer communication may improve patient experience even when waits cannot be avoided.

## **Improve communication with patients at key points in their care**

Provide clearer, more timely communication at key stages of care, including appointment updates, test results, and next steps in treatment. Simple measures such as clearer written information and consistent explanations during appointments may help reduce anxiety and uncertainty.

# Hospital Services

Full data set

# Hospital Services

No. of Reviews	Reviews (relating to 2 hospitals)
Positive	76%
Negative	15%
Neutral	9%



## 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?

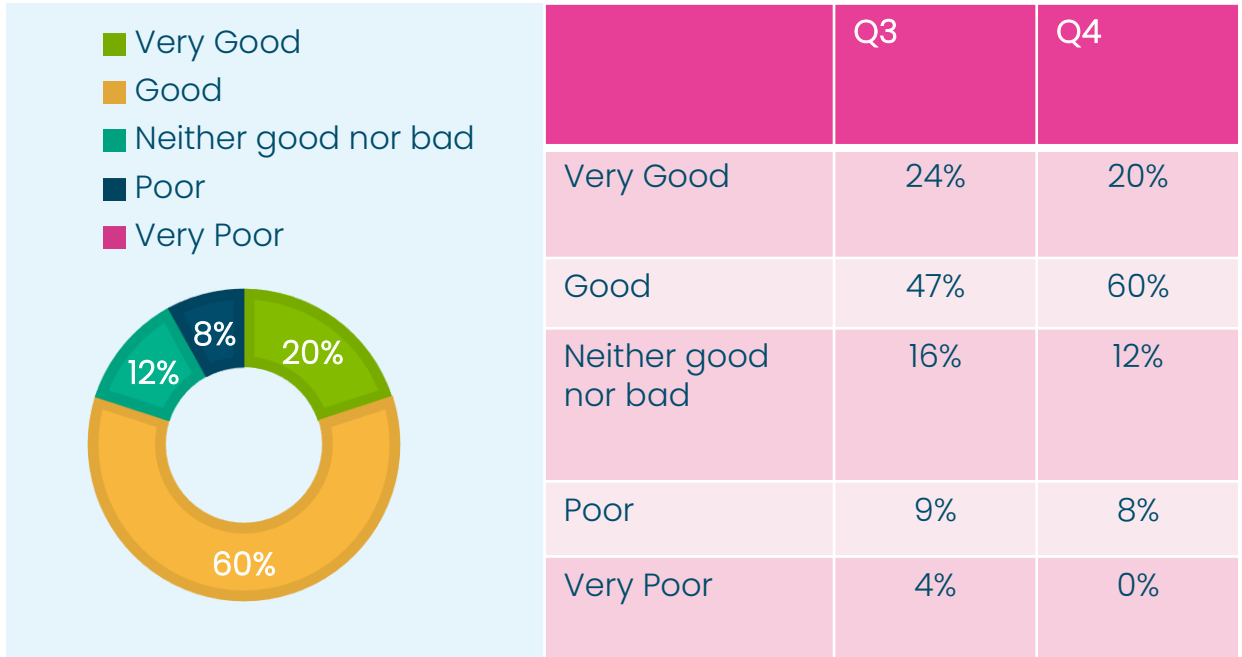
Q5) How do you think the communication is between your hospital and GP practice?

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

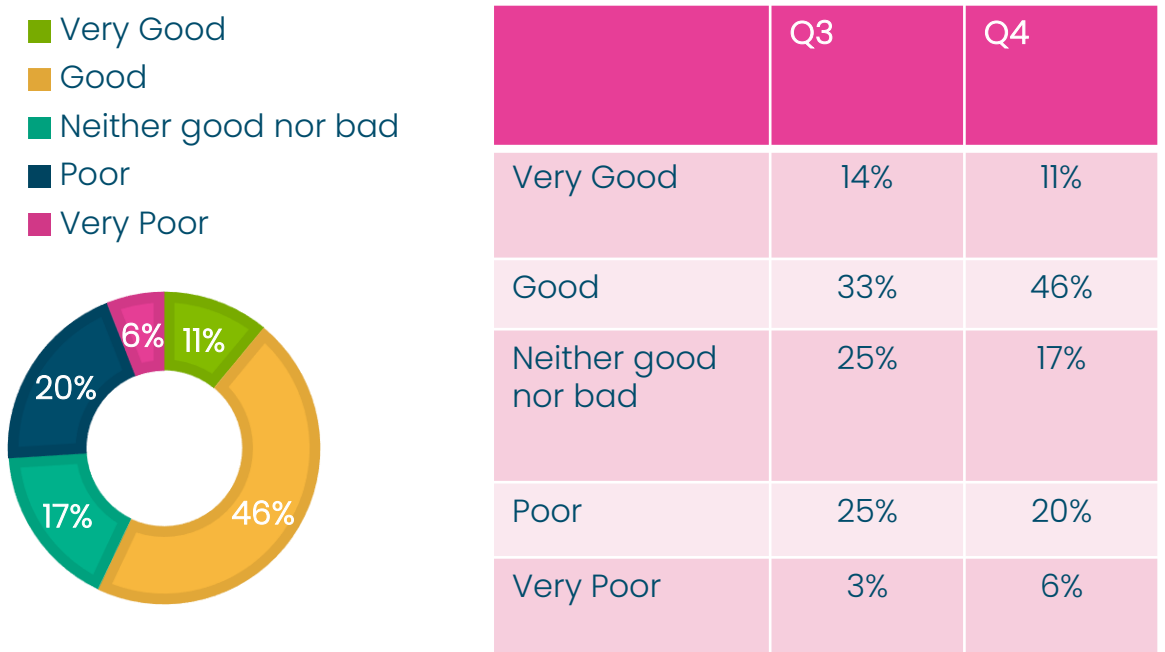
Participants were asked to choose between 1-5\* (Very Poor – Very Good) for all questions.

# Access and Quality Questions

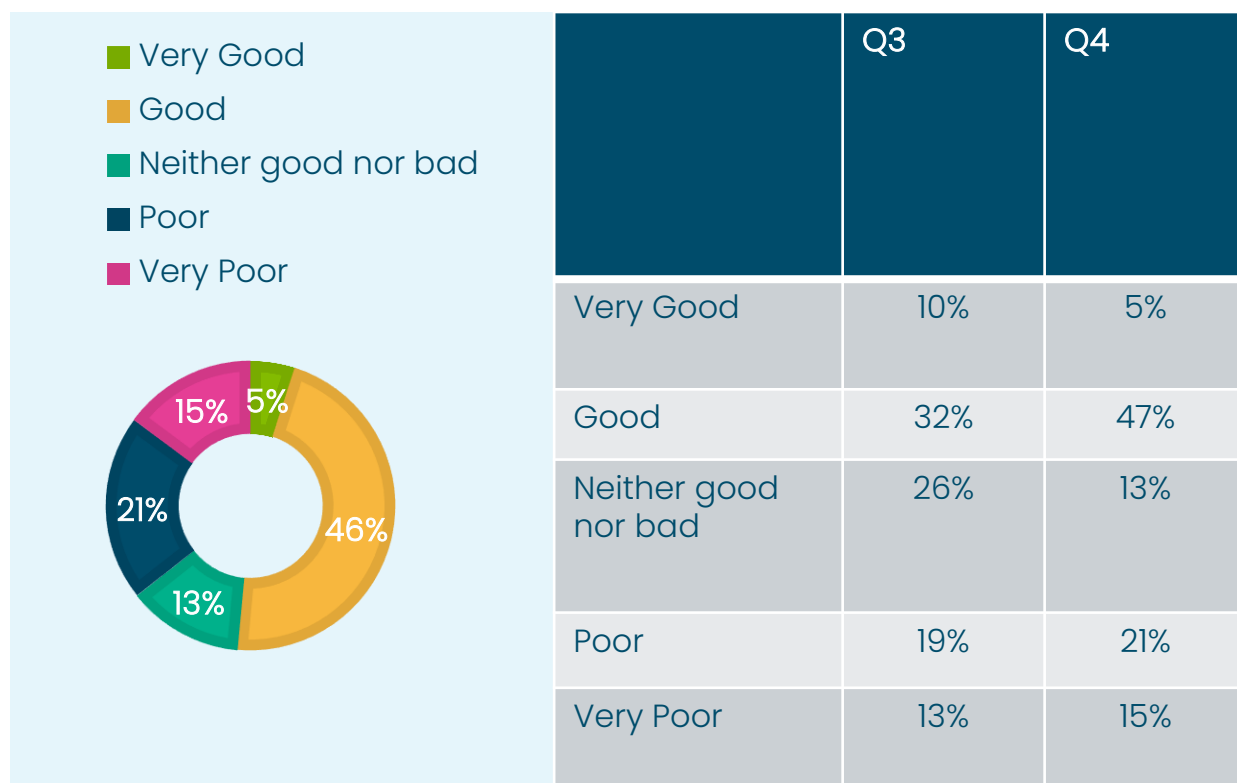
Q1) How did you find getting a referral/appointment at the hospital?



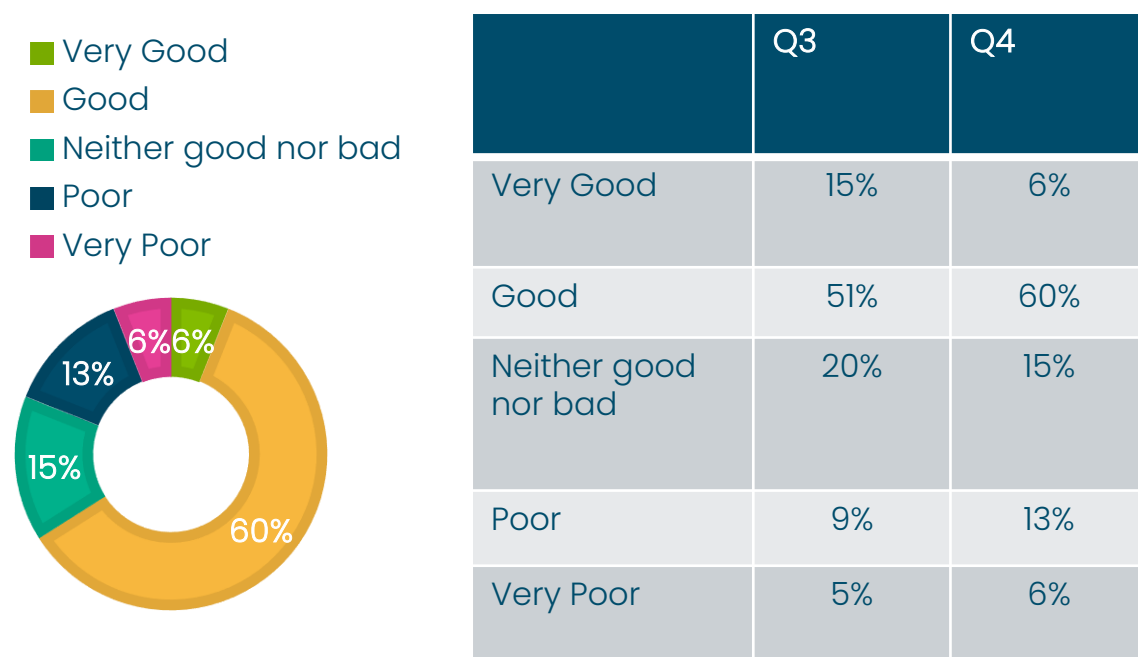
Q2) How do you find getting through to someone on the phone?



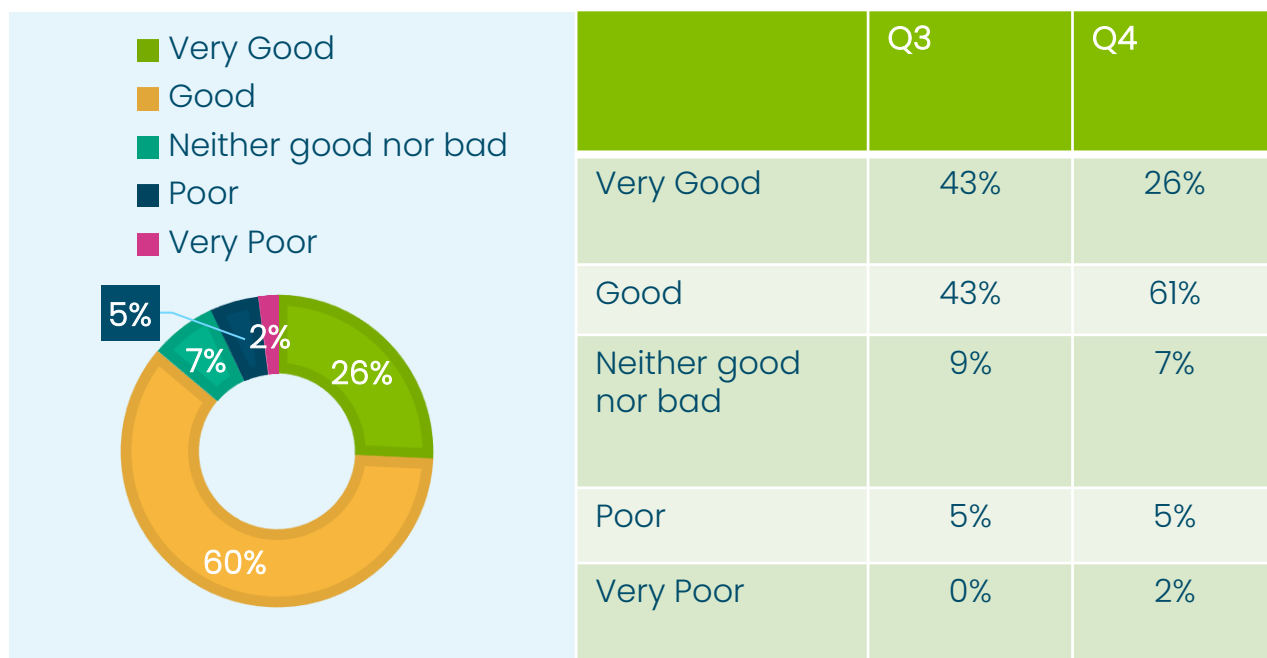
### Q3) How do you find the waiting times at the hospital?



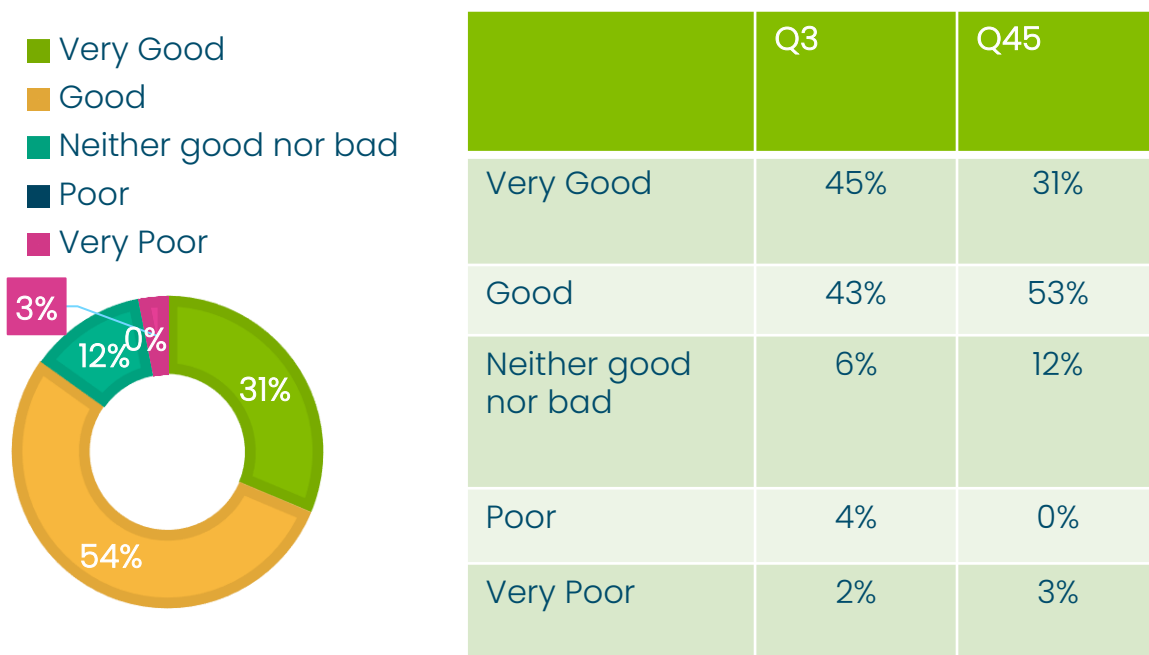
### Q4) How do you think the communication is between your hospital and GP practice?



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

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

Top 10 Themes	Positive	Neutral	Negative	Total
Waiting times (punctuality and queueing on arrival)	11 (33%)	3 (9%)	19 (58%)	33
Quality of treatment	11 (69%)	1 (6%)	4 (25%)	16
Communication with patients (treatment explanation, verbal advice)	10 (83%)		2 (17%)	12
Staff Attitudes – health professionals	11 (92%)		1 (8%)	12
Communication between services	1 (11%)		8 (89%)	9
Appointment Availability	2 (25%)		6 (75%)	8
Quality of Staff – health professionals	7 (88%)		1 (13%)	8
Car Parking	1 (20%)		4 (80%)	5
Staff Attitudes	4 (80%)	1 (20%)		5
Staffing levels(Staff)			5 (100%)	5

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	3.9	3.3	3.0	3.4	4.0	4.1
Mount Vernon Hospital	4.0	4.0	4.0	4.2	4.2	4.4

Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Hillingdon Hospital	3.8	Quality of treatment	Waiting Times (punctuality and queueing on arrival)
		Waiting Times (punctuality and queueing on arrival)	
		Communication with patients (treatment explanation, verbal advice)	Communication between services
		Staff Attitudes – health professionals	
Quality of Staff - health professionals	Appointment availability		
			Staffing levels(Staff)

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

### Negative issues

Q3	Q4
Waiting Times (punctuality and queueing on arrival)	Waiting Times (punctuality and queueing on arrival)
Appointment availability	Communication between services
Crowding/Seating/S pace	Appointment availability
Staffing levels(Staff)	Staffing levels(Staff)
Management of service	Car Parking Quality of treatment

## 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.



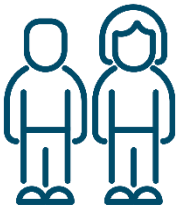
### Gender

Men reported the highest level of positive experiences at 82%, with no negative responses and 18% neutral. Women reported slightly lower positive ratings at 71%, alongside 14% negative and 14% neutral responses.



### Age

under 18 and 18–24 reported entirely positive experiences (100%). Those aged 35–44 reported 67% positive, 17% negative, and 17% neutral responses, while the 55–64 group had the lowest satisfaction at 50% positive, with 17% negative and 33% neutral.



### Ethnicity

Individuals identifying as British/English/Northern Irish/Scottish/Welsh reported 73% positive experiences, with 9% negative and 18% neutral. Similarly, those from “Any other White background” reported 75% positive but a higher negative rate of 25%. Among Asian groups, Indian respondents reported more mixed experiences (50% positive, 25% negative, 25% neutral), while Pakistani and other Asian backgrounds reported entirely positive experiences (100%). Black and mixed ethnic groups also largely reported 100% positive experiences where data was available.

# Appendix



## No. of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP Services	120 (86%)	14 (10%)	5 (4%)	139
Hospital	51 (76%)	10 (15%)	6 (9%)	67
Pharmacy	35 (85%)	4 (10%)	2 (5%)	41
Dental Services	26 (76%)	8 (24%)		34
Opticians	4 (100%)			4
Emergency	5 (83%)	1 (17%)		6
Overall Total	241	37	13	291

# Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	28%	32
Woman (including trans woman)	71%	81
Other	0%	0
Prefer not to say	1%	1
<b>Total</b>	<b>100%</b>	<b>114</b>

Age	Percentage %	No of Reviews
Under 18	2%	2
18-24	3%	3
25-34	15%	15
35-44	24%	25
45-54	13%	14
55-64	12%	12
65-74	15%	15
75-84	13%	13
85+	1%	1
Prefer not to say	2%	2
<b>Total</b>	<b>100%</b>	<b>102</b>

Ethnicity	Percentage %	No of Reviews
White British	50%	50
White Irish	5%	5
Gypsy or Irish Traveller	0%	0
Other White	6%	6
Bangladeshi	0%	0
Chinese	0%	0
Indian	12%	12
Pakistani	4%	4
Other Asian	5%	5
African	2%	2
Caribbean	2%	2
Other Black	3%	3
Asian and White	0%	0
Black African and White	0%	0
Black Caribbean and White	0%	0
Other Mixed	2%	2
Arab	1%	1
Other Ethnic Group	8%	8
<b>Total</b>	<b>100%</b>	<b>100</b>

Disability	Percentage %	No of Reviews
Yes	11%	11
No	87%	86
Prefer not to say	2%	2
Not known	0%	0
<b>Total</b>	<b>100%</b>	<b>99</b>

## Demographics

Long-term condition	Percentage %	No of Reviews
Yes	43%	43
No	53%	54
Prefer not to say	2%	2
Not known	2%	2
<b>Total</b>	<b>100%</b>	<b>101</b>

Religion	Percentage %	No of Reviews
Buddhist	0%	1
Christian	52%	118
Hindu	7%	17
Jewish	0%	1
Muslim	11%	24
Sikh	4%	9
Spiritualism	0%	0
Other religion	2%	4
No religion	21%	47
Prefer not to say	3%	6
<b>Total</b>	<b>100%</b>	<b>227</b>

Sexual Orientation	Percentage %	No of Reviews
Asexual	0%	0
Bisexual	0%	0
Gay Man	0%	0
Heterosexual/ Straight	87%	88
Lesbian/Gay Woman	1%	1
Pansexual	0%	0
Prefer not to say	12%	12
<b>Total</b>	<b>100%</b>	<b>101</b>

Pregnancy	Percentage %	No of Reviews
Currently pregnant	1%	1
Currently breastfeeding	1%	1
Given birth in the last 26 weeks	2%	2
Prefer not to say	2%	2
Not known	1%	1
Not relevant	29%	28
No	64%	62
<b>Total</b>	<b>100%</b>	<b>100%</b>

# Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	0%	0
Not in employment & Unable to work	5%	5
Not in Employment/ not actively seeking work - retired	31%	31
Not in Employment (seeking work)	1%	1
Not in Employment (Student)	2%	2
Paid: 16 or more hours/week	51%	50
Paid: Less than 16 hours/week	6%	6
On maternity leave	3%	3
Prefer not to say	1%	1
<b>Total</b>	<b>100%</b>	<b>99</b>

Unpaid Carer	Percentage %	No of Reviews
Yes	13%	13
No	84%	83
Prefer not to say	3%	3
<b>Total</b>	<b>100%</b>	<b>99</b>

Area of the borough	Percentage %	No of Reviews
Colham and Cowley Ward	10%	7
Eastcote Ward	1%	1
Hayes Town Ward	3%	2
Hillingdon East Ward	7%	5
Hillingdon West Ward	10%	7
Ickenham and South Harefield Ward	7%	5
Northwood Ward	9%	6
Other	41%	28
Out of Borough	7%	5
Ruislip Manor Ward	4%	3
Ruislip Ward	62%	43
South Ruislip Ward	4%	3
Uxbridge Ward	14%	10
West Drayton Ward	80%	55
Yeading Ward	17%	12
Yiewsley Ward	32%	22
<b>Total</b>	<b>100%</b>	<b>69</b>



Healthwatch Hillingdon

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