

healthwatch

Patient Experience Dentists



July – December 2020

01. INTRODUCTION

Introduction to this report and a background to Healthwatch & Your Voice in Health and Social Care.

02. DATA COLLECTION

Methology used to collect and analyse data.

03. SUMMARY FINDINGS

Overview and comparison of all the boroughs.

04. HAMMERSMITH & FULHAM

Detailed analysis of dentists in Hammersmith & Fulham (H&F).

05. CONCLUSION, ACTIONS, IMPACTS & NEXT STEPS

Final comments and further contact details for this report.

01

INTRODUCTION

INTRODUCTION

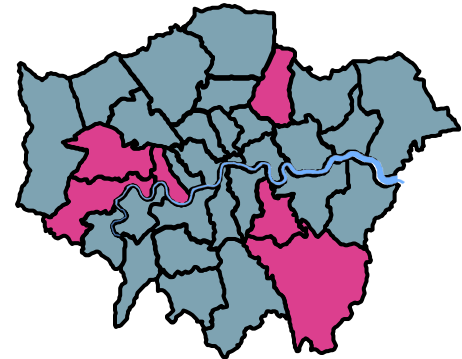
This Patient Experience Report for Healthwatch covers dentists in six London boroughs for the period July - December 2020. The Patient Experience Data Collection Programme comprises of ongoing in-person/telephone data collection and the Digital Feedback Centre which gather patient experiences all of which will be presented as they are received and considered as valid community opinion.

About Healthwatch

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 a number of duties around gathering and representing the views of patients and service users in local boroughs across the country.

About Your Voice in Health and Social Care

Your Voice in Health and Social Care (YVHSC) holds the contracts for the following Healthwatch services: Healthwatch **Bromley**, Healthwatch **Hounslow**, Healthwatch **Ealing**, Healthwatch **Waltham Forest**, Healthwatch **Hammersmith & Fulham** and Healthwatch **Lewisham**.



02

DATA COLLECTION

DATA COLLECTION METHODS DURING COVID-19

FACE TO FACE CONVERSATIONS

Normally, our Patient Experience Officers, supported by a team of volunteers, visit health and social care services daily to talk to and hear from patients, service users, carers and relatives about their experiences of local services. Due to COVID-19, we have been unable to carry out our traditional face to face visits in order to engage with patients and collect patient experience information from across the borough.

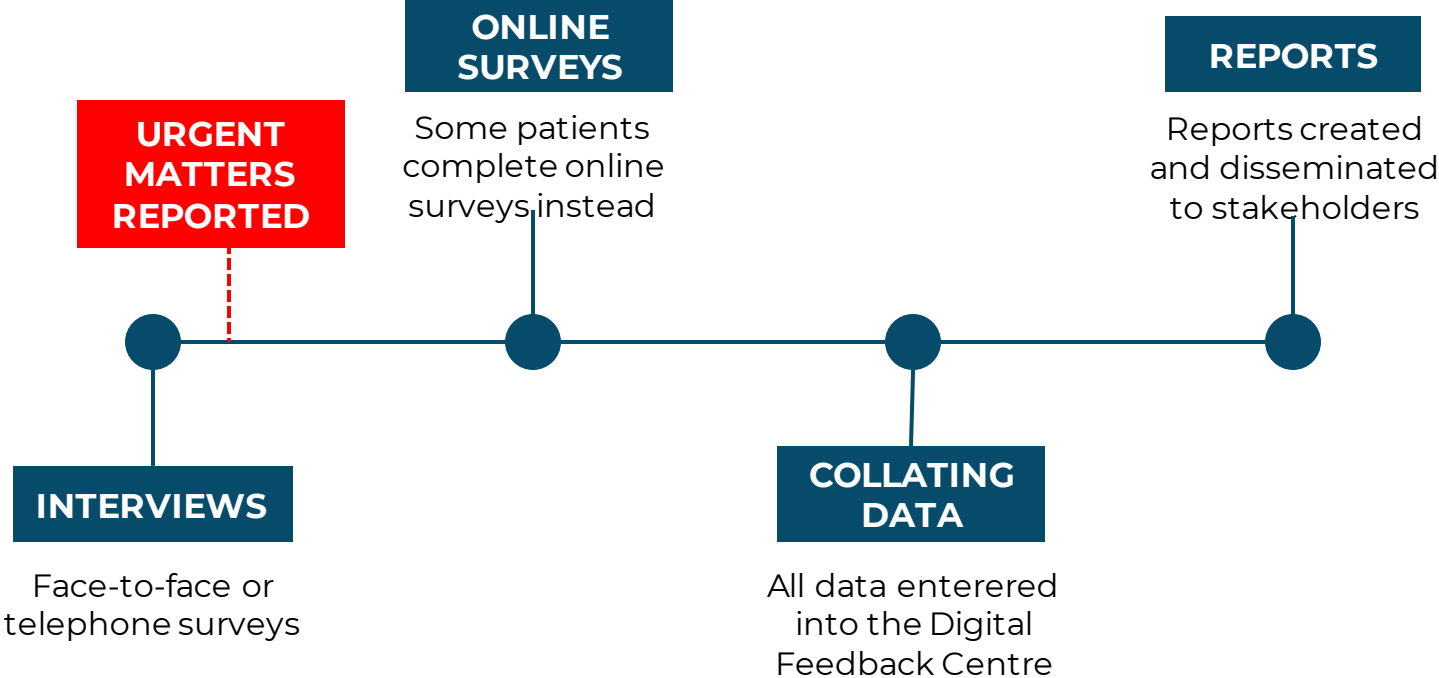


A NEW APPROACH

In adapting to these challenging new circumstances we developed and introduced a new model for our Patient Experience Programme, involving the collection of feedback via our zoom engagement sessions and collating existing online reviews from relevant platforms, such as NHS.uk, Care Home, Google reviews and Care Opinion.

This new approach has benefited residents through additional provision of information and signposting. As our service becomes further embedded across the borough, we expect greater awareness of our service and a subsequent increasing number of reviews.

DATA COLLECTION TIMELINE



DATA COLLECTION PROCEDURES

PATIENT CONCERNS

Where patients relay concerns about their treatment we inform them of their rights and the feedback and complaints mechanisms available to them. We also offer for a relevant Healthwatch staff member to call them to discuss the issue in more detail at a later date. This may be particularly relevant where a patient does not feel comfortable discussing the issue at that point or in that location. All patients are approached with empathy, patience and sensitivity.

SAMPLING

Whilst we aim to gather patient experience comments and reviews from a representative sample of the local population, we acknowledge that different people use different services at different times in their lives, and some not at all. Whilst all patients are asked for their monitoring information some do not wish to provide this. In support of our efforts to ensure feedback from all sections of the community, we recruit Patient Experience Volunteers with additional languages.

OUTREACH

The outreach element of our Patient Experience Programme is supplemented by our community engagement work and our website (www.healthwatchhf.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 physically collected forms.

DATA COLLECTION PROCEDURES

STANDARDIZED FEEDBACK FORM

These patient experience comments and reviews are gathered using a standard form. The form asks the patient for simple star ratings on their overall experience, likelihood to recommend a service, treatment, booking and a number of other areas. In addition, there is a free text box where patients are asked to leave a review or feedback comments.

CONSENT & URGENT MATTERS

We approach every patient, capture their experience in their words and seek consent for their feedback to be published on the Healthwatch website, through the Digital Feedback Centre. People can leave their name or comment anonymously. At the end of each service visit, the Patient Experience Officer will relay any urgent matters requiring attention to the service manager. However, this was not possible during this quarter due to COVID-19 social distancing measures put in place by the UK government.

DATA COLLECTION FOR THIS REPORT



PERIOD

This report covers
Q2 & Q3
Jul – Dec 2020



REVIEWS

2,255 reviews were
collected




STAR RATING

The overall mean
star rating was 4.54
(the scale is 1 to 5,
with 5 being most
positive)

EXPLAINING THE DATA

We use the 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:

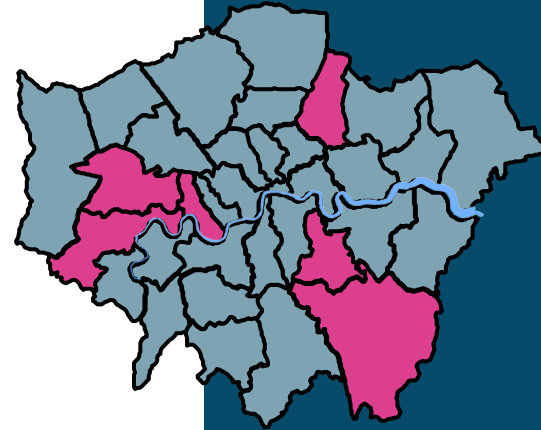
1. It asks for an overall star rating of the service, (between 1-5) 
2. It provides a free text box for comment
3. Its asks for a star rating against specific domain areas, (between 1-5). Unfortunately for this quarter as most of the reviews were collected online this information are not available.

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. Mean averages are used for comparison purposes.
- The free-text comment box 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.

03

SUMMARY FINDINGS



**Summary of all Dentists
Jul 2020 - Dec 2020**

Borough	No. Surveys
H&F	620
Hounslow	521
Ealing	355
Lewisham	292
Waltham Forest	292
Bromley	175
Total	2255

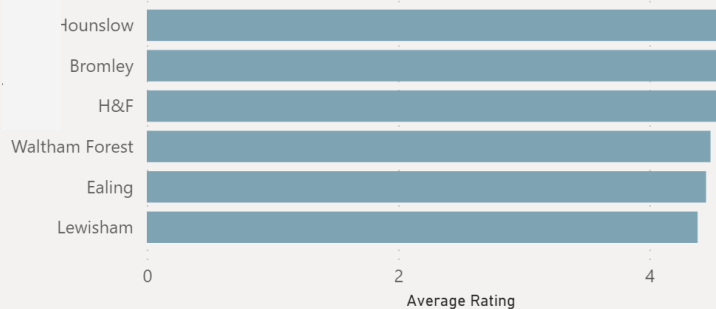
2255

Total Patients Surveyed

Patients are asked to rate the service on a star system where 1 star means a very poor service and 5 stars means an excellent service.

Average Rating by Borough

Average Rating



Dentists across the boroughs performed well, with Hounslow achieving the highest patient satisfaction ratings. Staff attitudes proved to be the most commented themes for both dissatisfaction and satisfaction.

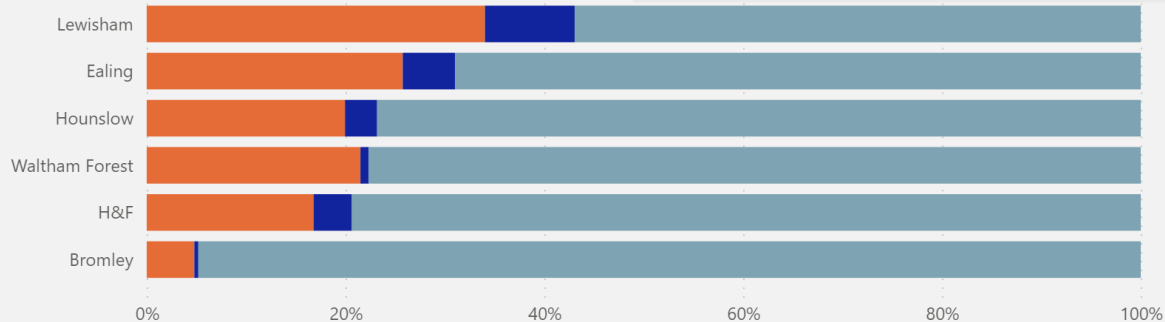
Frequently said words



Overall sentiment when asked about specific themes

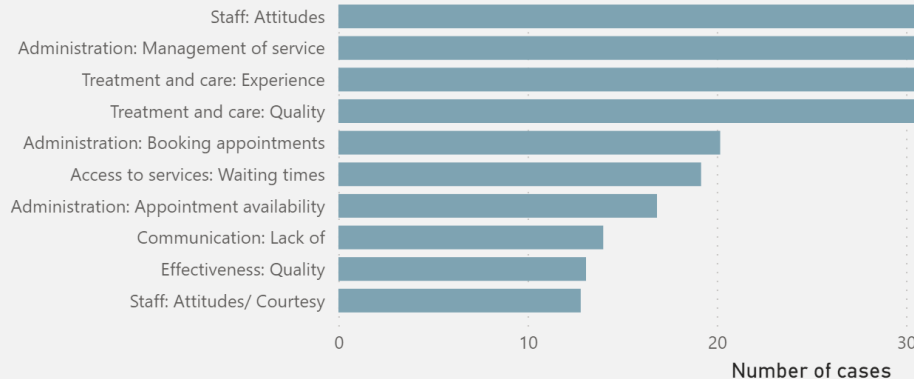
● Negative ● Neutral ● Positive

In surveys, participants tend to give more honest answers when asked to give a rating against specific topics. These scores are translated from star-ratings where 4/5 stars is positive, 3 stars is neutral and 1/2 stars is negative.



Number of cases by Main causes of dissatisfaction

Main causes of dissatisfaction



This table shows the main* causes of dissatisfaction where patients rated the service as negative.

*where total n > 20.

COVID-19 OBSERVATIONS ACROSS THE BOROUGH



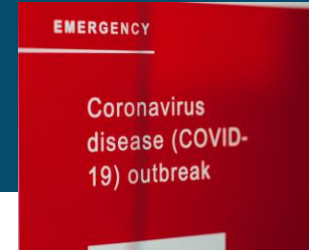
PPE & CLEANLINESS

Not wearing adequate mask and gloves.
Unclean surfaces.



PROFITEERING

Charging unreasonable amounts for disposable PPE equipment.

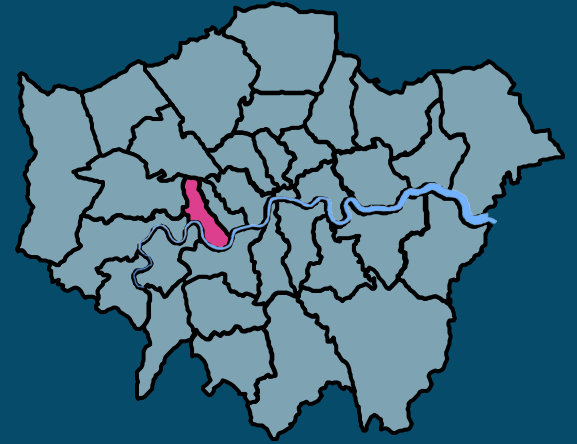


OUTBREAKS

Not raising awareness when there has been an outbreak among staff/customers.

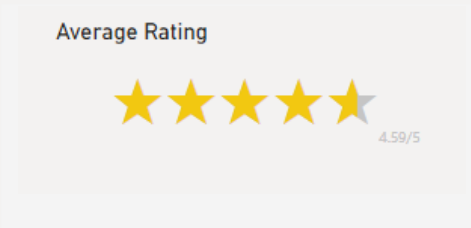
04

HAMMERSMITH
& FULHAM

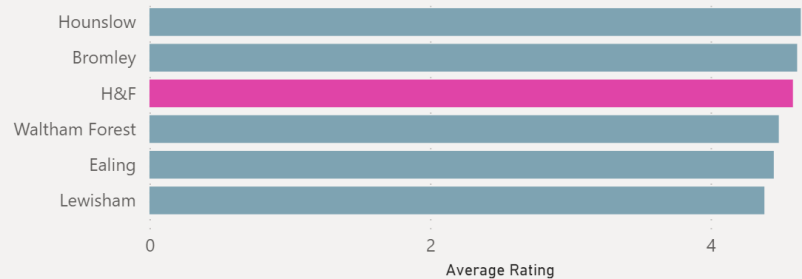


620

Number of Patients Surveyed

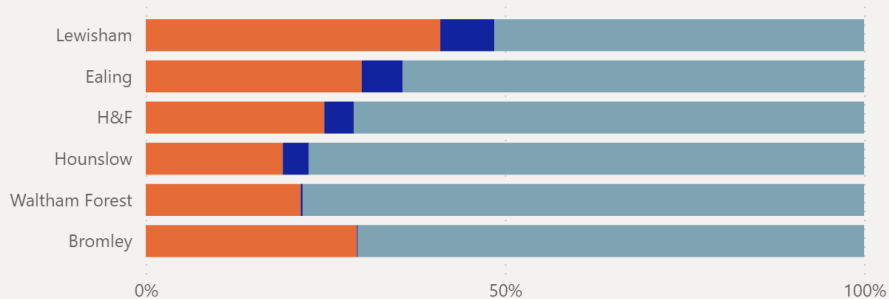


Average Rating by Borough



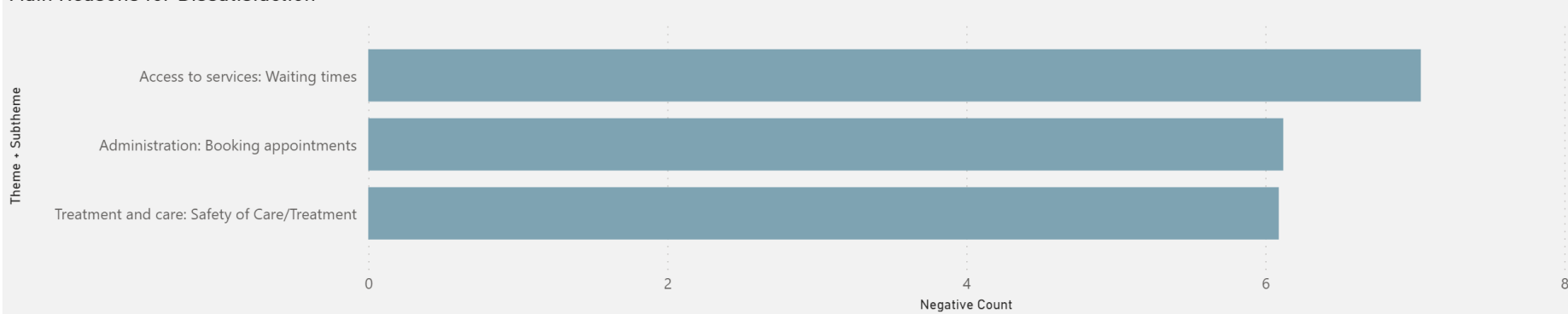
Sentiment Rating of Reviews

● Negative ● Neutral ● Positive



Hammersmith & Fulham dentists performed third best within the 6 boroughs for this period, with an overall rating of 4.59 out of 5 star rating.

Main Reasons for Dissatisfaction



When looking at individual categories, **Waiting Times (44%, n. 7)**, **Booking Appointments (18%, n. 6)** and **Safety of Care/Treatment (29%, n. 6)** were the greatest causes of dissatisfaction.

The reviews also highlight a number of issues with *staff rudeness*, *covid precautions* and *professionalism*.

Sample of Negative Reviews

Very Very unprofessional. I advise no one to go there. The reception lady is very rude, the rest of the staff are not bothered about how they treat the patients, poor poor dentist do not go there

Very unprofessional rude receptionist, indeed inefficient extremely poor treatment not exceeding my expectations.

Very disappointed with the service, they change their prices as they wish. Last time I attended when I was booked for my treatment, she was 20min late & very moody & all she talked was prices. Please AVOID.

Very bad I was left with pain and discomfort.

Using the excuse of Covid19 emergency and that they are already too busy with their patients, they don't accept any new NHS registration but if you want go privately they find a place for you ASAP! Really unprofessional!!!!!! Instead to think about money (everyone is in a hard situation now) you should first think that you are doctors first of all!

Using the excuse of Covid-19 emergency and that they are already too busy with their patients, they don't accept any new NHS registration but if you want go for private service they find a place for you ASAP! Really unprofessional!!!!!!

HAMMERSMITH & FULHAM COMPLAINTS

Sample of 1 & 2 star reviews



Very unprofessional rude receptionist.”

“There is no good communication - they don't answer the phone.”



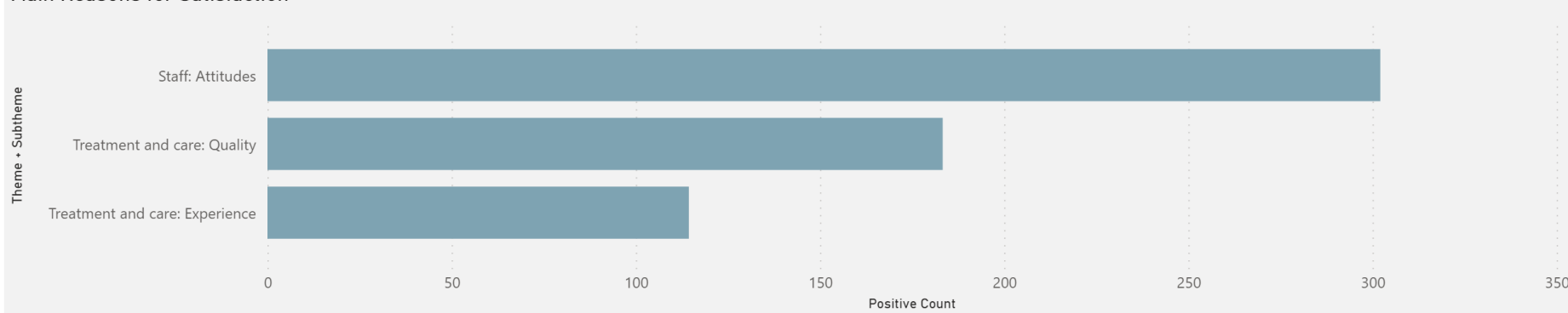
“The dentist was extremely rude and therefore we left before treatment could take place.”



“I was not expecting my crown to come off, completely dissatisfied with the work.”



Main Reasons for Satisfaction



The most highly rated themes in Hammersmith & Fulham include **Staff Attitudes** (95%, n. 302), **Treatment & Care: Quality** (94%, n. 103) and **Treatment & Care: Experience** (93%, n. 114).

The reviews also highlighted that patients appreciated clear explanations, friendly staff and covid-secure practices.

Sample of Positive Reviews

Was blown away with the service and care I had. Mr P was extremely professional and my teeth have never looked so good! Can't wait to come back. Would highly recommend.

Very professional. Everyone is very helpful and insightful providing the best possible care of my son needs. Brilliant!

Very professional dental practice with lovely and accommodating staff. The receptionists are so organized and such a pleasure to deal with. A fantastic hygienist and 3 of the dentists I have seen are very kind and pragmatic in their approach to their dental work. Highly recommended.

Very professional and friendly dental practice, always great treatment and great advice!

Very nice staff, very efficient. Great treatment.

Very nice staff who are efficient and happy and it is very easy to get appointment.

Very nice staff and very professional. Thanks to Dr Mudgal for a great job!

HAMMERSMITH & FULHAM COMPLIMENTS

Sample of 4 & 5 star reviews



I am always
reassured and
put at ease.”

“She explained
all my
treatment
clearly and
gave me
options that
would best suit
my needs.”



“Very
professional
staff, very
clean
environment
and the
treatment is
excellent.”



“It's an
excellent
service, the
care and
compassion
their
provide are
excellent..”



05

**CONCLUSION
& NEXT STEPS**

CONCLUSION

Dentists have performed well for Q2 & Q3 2020/21 across the boroughs. **Staff Attitudes, Treatment** and **Professionalism** remain key areas for dentists to maintain high standards.

During the Covid-19 pandemic **patients are more aware of cleanliness and sanitised protective equipment** in dentists and this was commented on frequently.

ACTION, IMPACT & NEXT STEPS

Present Findings

to various commissioning, provider and local authority led boards and committees.

Continue to Innovate

to engage in innovative ways during the COVID-19 social distancing measures in order to obtain patient feedback and experience.



Partner Meetings

to discuss the issues of concern and identify actions to take these forwards.

Promote our Service

through a range of platforms and services to capture a range of feedback and experiences.
