

Q1 Patient Experience Report

Healthwatch Lewisham
April – June 23



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Layout of the report

This report is broken down into five key sections:

- Quarterly snapshot
- Experiences of GP Practices
- Experiences of Hospital Services
- Experiences of Dental Services
- Experiences of 'Other' Services

GPs, Hospitals and Dental Services have been given dedicated sections as we ask tailored questions about these services when carrying out engagement. These are the top 3 services we receive most feedback about. Each of these sections highlight good practice, areas of improvement and recommendations.

This report functions as a standardised general overview of what Lewisham 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.

Introduction

Patient Experience Programme

Healthwatch **Lewisham** 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.

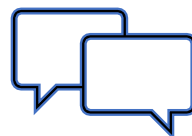
They tell us what is working well and what could be improved allowing us to share local issues with decision makers who have the power to make changes.

Every three months we produce this report in order 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 libraries



Feeding back any **urgent issues** on the day to service/ practice managers



Providing promotional materials and surveys in **accessible formats**



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

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

Between April and June 2023, we continued to develop our PEP by :

- Finalised a patient experience report template following feedback from external partners

Q1 Snapshot

This section provides a summary of the number of experiences we collected during April – June 2023 as well as breakdown of positive, negative 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)



1,124 reviews

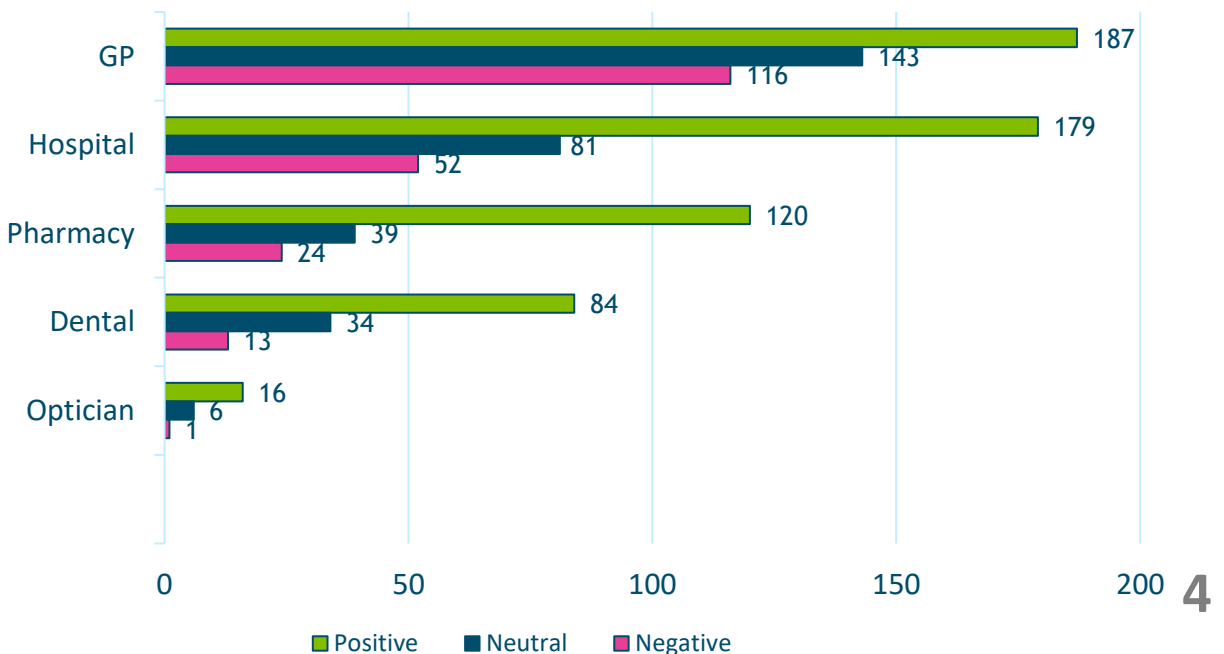
of health and care services were shared with us, helping to raise awareness of issues and improve care.

36 visits

were carried out to different local venues across the borough to reach as many people as possible.

Top 5 Service Types	No of Reviews	Percentage of positive reviews
GP	446	42%
Hospital	312	57%
Pharmacy	183	66%
Dental	131	64%
Optician	23	70%

Sentiment of Reviews



Experiences of GP Practices



What people told us about GP Practices

"The reception staff have empathy for how difficult things have been for me. Not defensive or combative, just sorry they can't help more."

"Very responsive and trans friendly, thank you."

"Despite the doctors being under pressure, they are nice and pleasant. All the staff seem to have this same positive attitude."

"When I haven't been able to talk to a doctor, there is now a service to speak with a pharmacy which is very helpful as they can prescribe medication."

"Ended up having to go to A&E. They said if I had been seen and they checked my blood pressure and given a betablocker, it would have been avoided. Still waiting for a doctor to call as my blood pressure is still too high and I'm having side effects from my medication."

"I have not been able to get an appointment for my son to see the doctor despite trying multiple times. I have physically gone in, tried online and by phone. The service has deteriorated after the Covid outbreak and has gone from bad to unusable."

"I've not seen a doctor or nurse for nearly two years. I can't get an appointment. I've been a patient for over twenty years, and it's never been like this. It's such a disappointment, I have to pay private consultants, visit the pharmacy or phone 111 to get medical help."

"Lack of care and consideration for Autistic patients. My son repeatedly has issues getting an appointment. Told to call at 8am and unable to get through. Then at 8.30am there are no appointments on the day or in advance."

GP Services

No. of Reviews	446 (relating to 39 GP practices)
Positive	42%
Negative	26%
Neutral	32%



Questions we asked residents

As part of our new 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?

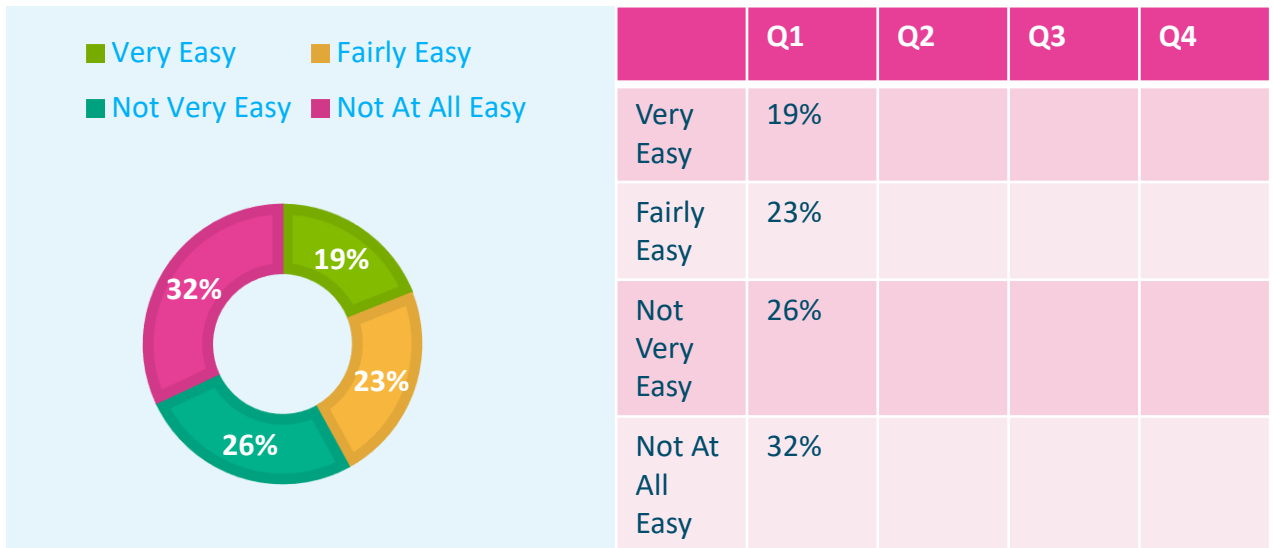
Q6) How would you rate the quality of treatment and care received?

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.

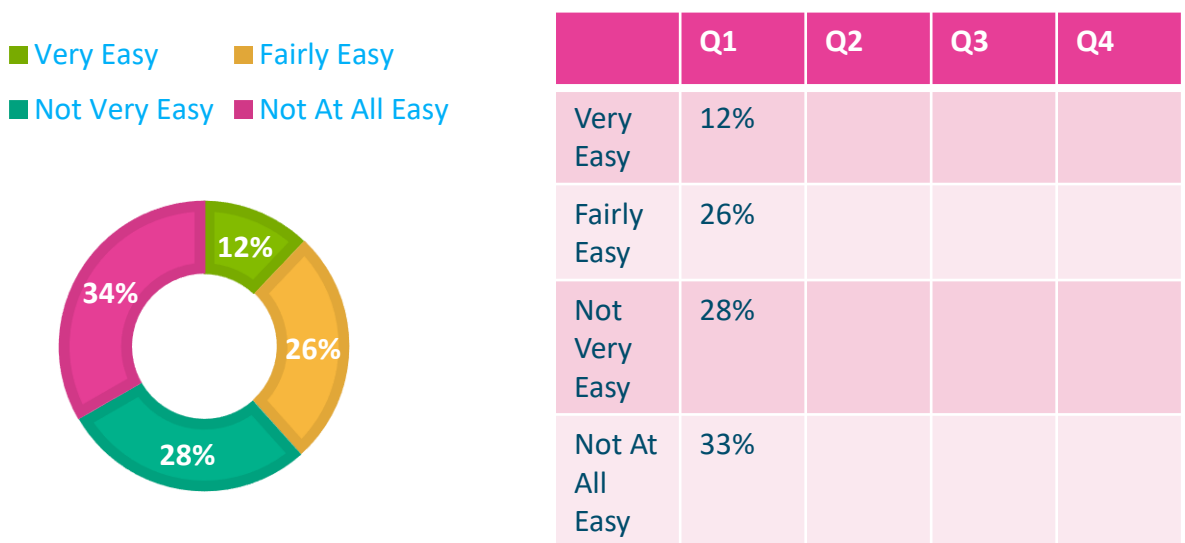
Participants were asked to choose between 1-5* (**Terrible – Excellent**)

Access and Quality Questions

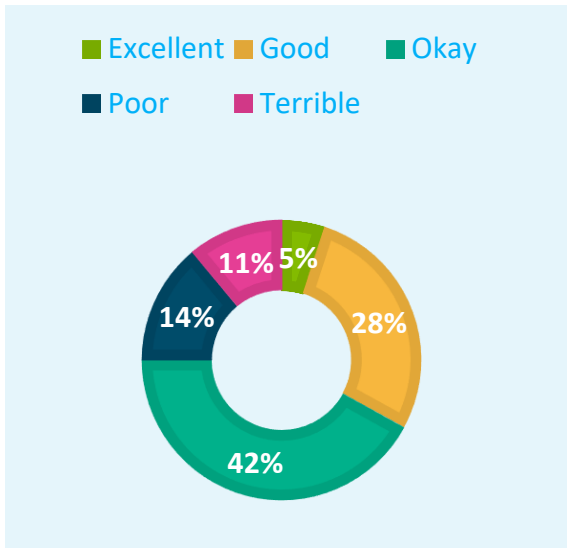
Q1) How do you find getting an appointment?



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

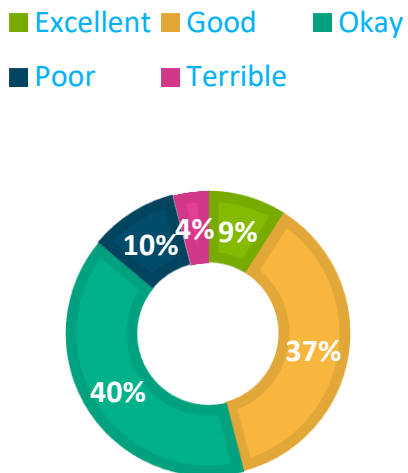


Q3) How do you find the quality of online consultations?



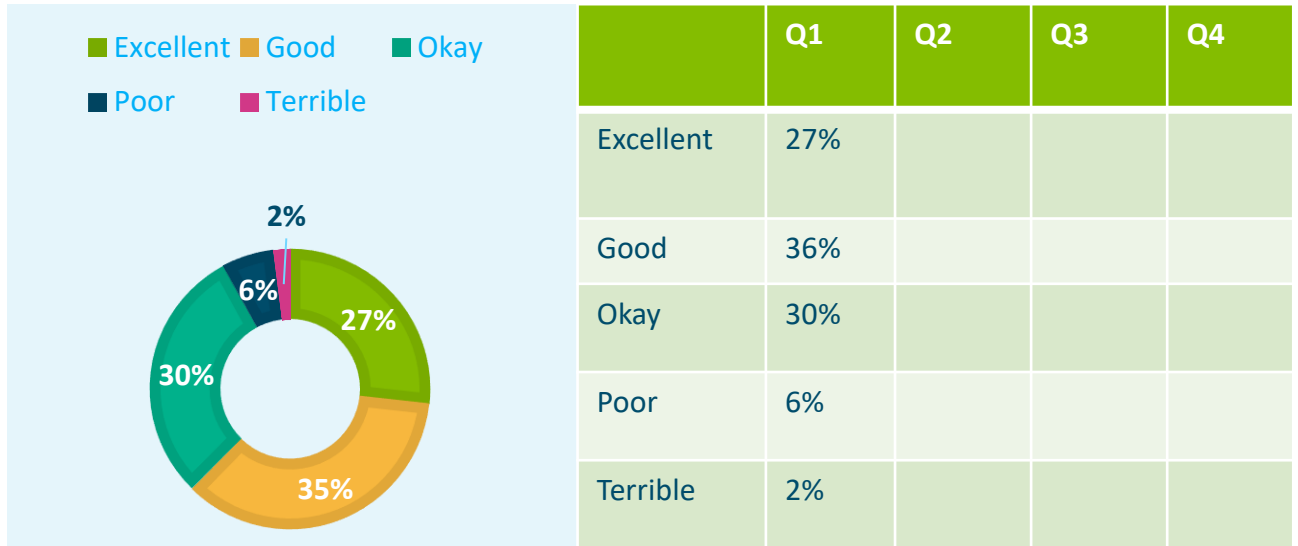
	Q1	Q2	Q3	Q4
Excellent	5%			
Good	28%			
Okay	42%			
Poor	14%			
Terrible	11%			

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

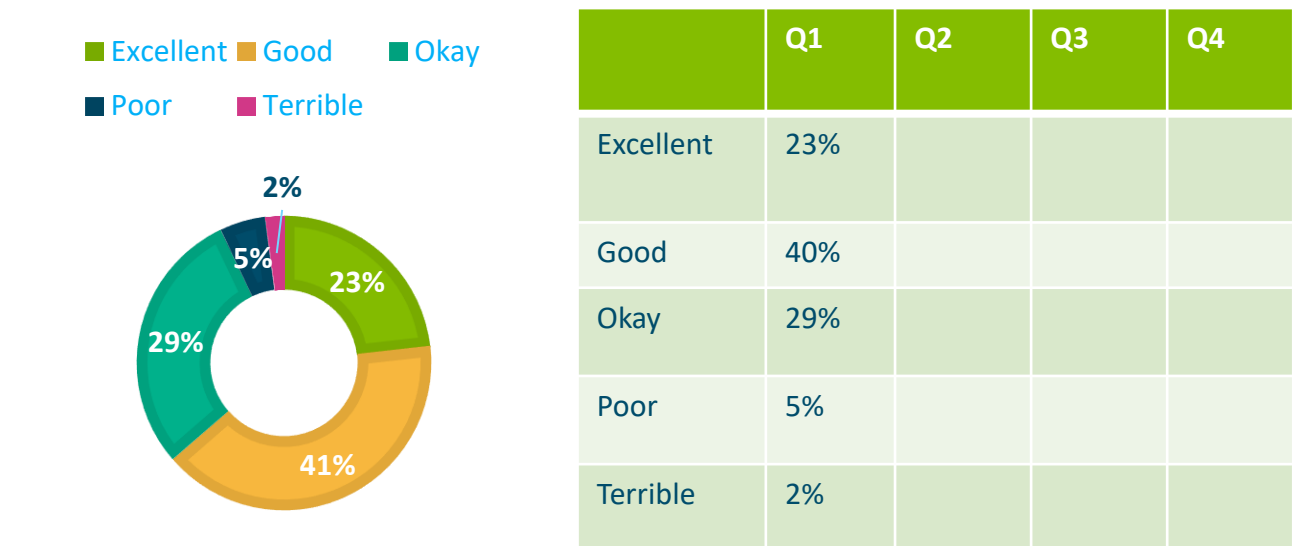


	Q1	Q2	Q3	Q4
Excellent	9%			
Good	37%			
Okay	40%			
Poor	10%			
Terrible	4%			

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 we also ask two further free text questions (**What is working well?** and **What could be improved?**) to help get a more detailed picture about GP practices.

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 5 positive and negative themes received between April and June 2023 based on the free text responses received.

Top 5 Positive Themes	Total count (% positive * ratings)
Staff Attitudes	75 (81%)
Quality of Staff - health professionals	51 (82%)
Quality of treatment	41 (79%)
Booking appointments	31 (40%)
Staff Attitudes – health professionals	30 (81%)

Top 5 Negative Themes	Total count (% positive * ratings)
Appointment availability	125 (80%)
Getting through on the telephone	83 (75%)
Booking appointments	45 (58%)
Waiting Times (punctuality and queueing on arrival)	28 (76%)
Booking appointments - online	25 (63%)

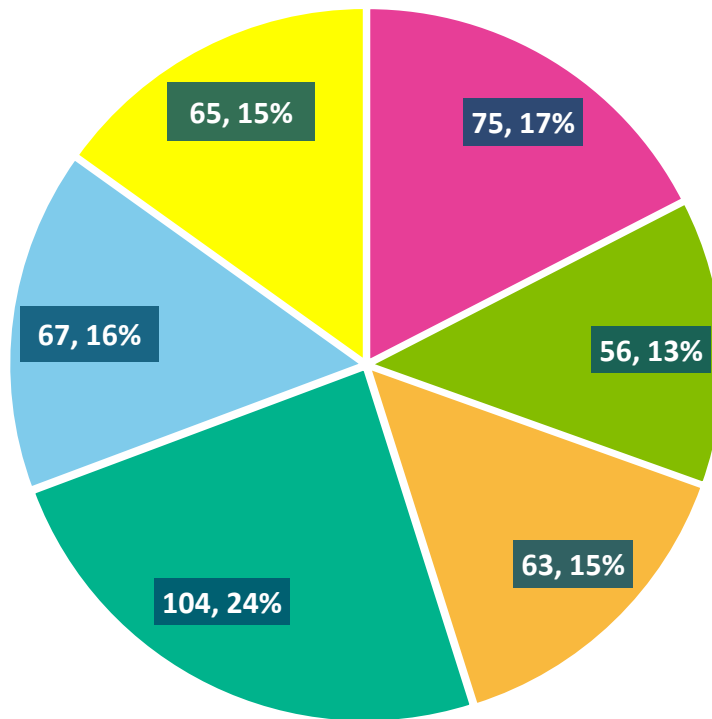
Primary Care Networks

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

- Aplos
- Lewisham Alliance
- Lewisham Care Partnership
- Modality
- North Lewisham
- Sevenfields

Between January and March, the services which received the most reviews were Modality and Aplos.

Total Reviews per PCN



- Aplos
- Lewisham Alliance
- Lewisham Care Partnership
- Modality
- North Lewisham
- Sevenfields

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 – Terrible, 5 - Excellent)

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
Aplos	2.1	2.1	3.1	3.3	3.7	3.7
Lewisham Alliance	2.4	2.3	3	3.2	4.1	3.8
Lewisham Care Partnership	1.7	1.5	2.5	3.3	3.5	3.5
Modality	2.3	1.8	3	3.3	3.7	3.8
North Lewisham	2.4	2.6	3.1	3.4	4	3.8
Sevenfields	2.7	2.7	3.4	3.9	4	4.1

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
Aplos No of reviews: 75	3	1. Staff attitudes	1. Appointment availability
		2. Appointment availability	2. Getting through on the telephone
		3. Quality of Care/Treatment	3. Waiting Times (punctuality and queueing on arrival)
Lewisham Alliance No of reviews: 56	3.4	1. 1. Staff attitudes	1. Appointment availability
		2. Quality of Staff - health professionals	2. Getting through on the telephone
		3. Appointment availability	3. Booking appointments
Lewisham Care Partnership No of reviews: 63	2.6	1. Quality of Staff - health professionals	1. Appointment availability
		2. Staff attitudes	2. Getting through on the telephone
		3. Appointment availability	3. Booking appointments
Modality No of reviews: 104	3.3	1. Quality of Staff - health professionals	1. Getting through on the telephone
		2. Booking appointments - online	2. Appointment availability
		3. Experience	3. Booking appointments
North Lewisham No of reviews: 67	3.3	1. Staff Attitudes	1. Appointment availability
		2. Quality of treatment	2. Booking appointments
		3. Booking appointments	3. Getting through on the telephone
Sevenfields No of reviews: 65	3.4	1. Staff Attitudes	1. Appointment availability
		2. Quality of treatment	2. Getting through on the telephone
		3. Staff Attitudes – health professionals	3. Staff Attitudes

What has worked well?

Below is a list of the key positive aspects relating to GP practices between April and June 2023.



Staff attitudes

81% of reviews that covered staff attitudes were positive. Residents appreciated how admin staff were friendly, helpful, understanding and trying their best under pressure.



Quality of Staff - health professionals

82% of reviews that covered the quality of health professionals were positive. Residents highlighted their interactions with doctors and nurses within their GP as good and felt well cared for.



Quality of treatment

92% of reviews that covered quality of treatment were positive. Residents were satisfied with the treatment they have received from their GP practices and felt supported.



Booking appointments

40% of reviews that covered booking appointments were positive. Residents appreciated that GP surgeries are putting systems in place to make booking appointments easier. They appreciate more online booking options, i.e., on an app or through WhatsApp.

What could be improved?

Below is a list of the key areas for improvement relating to GP practices between April and June 2023.



Appointment availability

80% of reviews that covered appointment availability were negative. Residents aired out their grievances about how extremely difficult it is to get an appointment at their GP practice.



Getting through on the telephone

75% of reviews that covered getting through on the telephone were negative. Residents shared their frustrations at being unable to get through to a receptionist when trying to book an appointment at 8am. People were either left on hold for over 30 minutes or were routinely cut off.



Booking appointments

58% of reviews that covered booking appointments were negative. Residents expressed that booking appointments at their GP is not easily accessible, whether it was for on the day or in advance. They felt that receptionists were not always sympathetic to their situations and came across as unprofessional when trying to book an appointment.



Waiting times (punctuality and queueing on arrival)

76% of reviews that covered waiting times in the GP surgery were negative. Residents have expressed their frustration with the consistent delays when waiting to be seen for an appointment.

Recommendations

Below is a list of recommendations for GP practices in Lewisham based on the findings in this section

Staff attitudes – administrative staff

1. More training on patient care and handling stress as admin staff are on the front line dealing with complaints and unhappy patients.
2. Disability and neurodiversity awareness training so that staff are aware of how to support people who have disabilities and who are neurodivergent

Getting through on the telephone

1. An improved triage system where callers can opt to speak to someone for prescriptions or reception staff.
2. Practices are urging patients who are able, to use their online system to avoid long waiting queues on the phone.

Appointment availability

1. GP surgeries can place reading materials about improving health and lifestyle for all ages in the waiting room. This may encourage patients to research and incorporate better lifestyle habits to effectively improve their health long term. As doctors focus on medicinal aid, rather than creating healthier habits, by having sources readily available in the waiting area, this can save patients a trip to seeing a healthcare professional and open more appointment slots.
2. Better promotion for local health related classes, workshops and activities. By having updated leaflets with tips and/or recipes, posters and QR codes to scan for apps or websites.

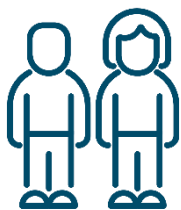
Booking appointments

1. Setting up a priority list or flagging system where patients who are children, elderly, have chronic/ conditions or if they are not tech literate, if they have language barriers, disabilities or are neurodivergent.

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=Terrible 5= Excellent). A full demographics breakdown can be found in the appendix.



Gender

During the last three months, both men and women had an almost equally positive experience with their GP. 46% of women and 44% of men rated their experiences 4* or higher.



Age

We received the most feedback from 35-44 year olds.

Experiences amongst this age range were shown to be 49% of 35-44 year olds having positive experiences, 21% with negative and 30% neutral.

While 75% of 85+ year olds gave negative reviews and 25% gave neutral for their experience with GPs.



Ethnicity

50% out of 31 Black British residents who shared their experience with a GP in the past 12 months considered it to be 'Okay'.

In comparison, 46% out of 114 White British residents who shared reviews about their experience, expressed them as either 'Good' or 'Excellent'.



Long Term Condition

41% of residents we spoke to who shared their equalities data considered themselves to have a long-term condition (LTC).

Interestingly 41% of them had a positive experience with their GP practice in comparison to 33% of those who did not have a LTC.

Experiences of Hospital Services



What people told us about Hospitals

“Tested my heart even though I know my own body and I know I was stressed and not having a heart attack, but they wanted to be sure. They did an x ray, scan, took my blood pressure. I'm happy with my care.”

“Nurse didn't take patient seriously. 8-9 hour wait. Got referred to an emergency GP and then back to the A&E..”

“My son was seen as a priority. The doctor communicated with my son in a friendly manner, didn't use any jargon so that he could answer the doctor's questions properly, and was very clear and attentive. I was given a leaflet instead of being left without anything which eased worry.”

“A lot of appointments are cancelled and moved, so my 6 monthly checks with the hospital are deferred. They need more staff.”

“Nurses are really lovely, kind and friendly. Good consultation.”

“More staff in the Day Assessment Unit. I was mistreated by one midwife and felt really bad/upset afterwards. But I believe it was because they were under so much stress and pressure..”

“Cancer services including radio surgery and OPD are good. Kept informed of all procedures with regular appointments.”

“4-8 hour wait in A&E. Can't leave when in the waiting area, must sign a form to leave, then re-register. If you are diabetic, then this is dangerous.”

Hospital Services

No. of Reviews	312 (relating to 6 hospitals)
Positive	57%
Negative	17%
Neutral	26%



Questions we asked residents

As part of our new 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:

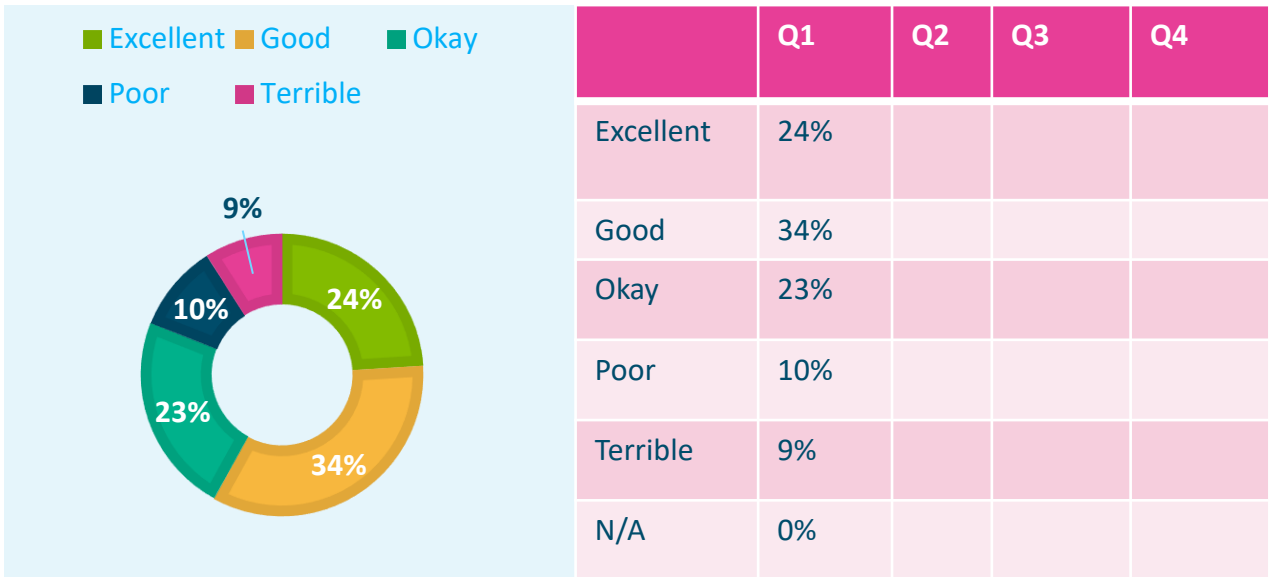
- Q1) How did you find getting a referral/appointment at the hospital?
- Q2) How do you find getting through to someone on the phone?
- Q3) How do you find the waiting times at the hospital?
- Q4) How do you find the attitudes of staff at the service?
- Q5) How do you think the communication is between 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* (Terrible – Excellent) for all questions.

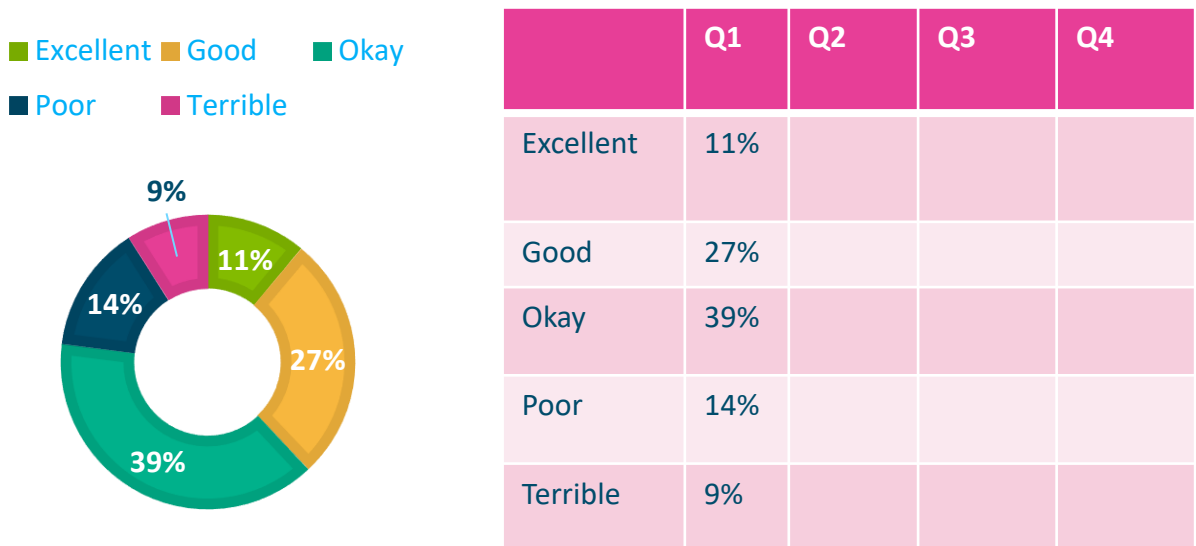


Access and Quality Questions

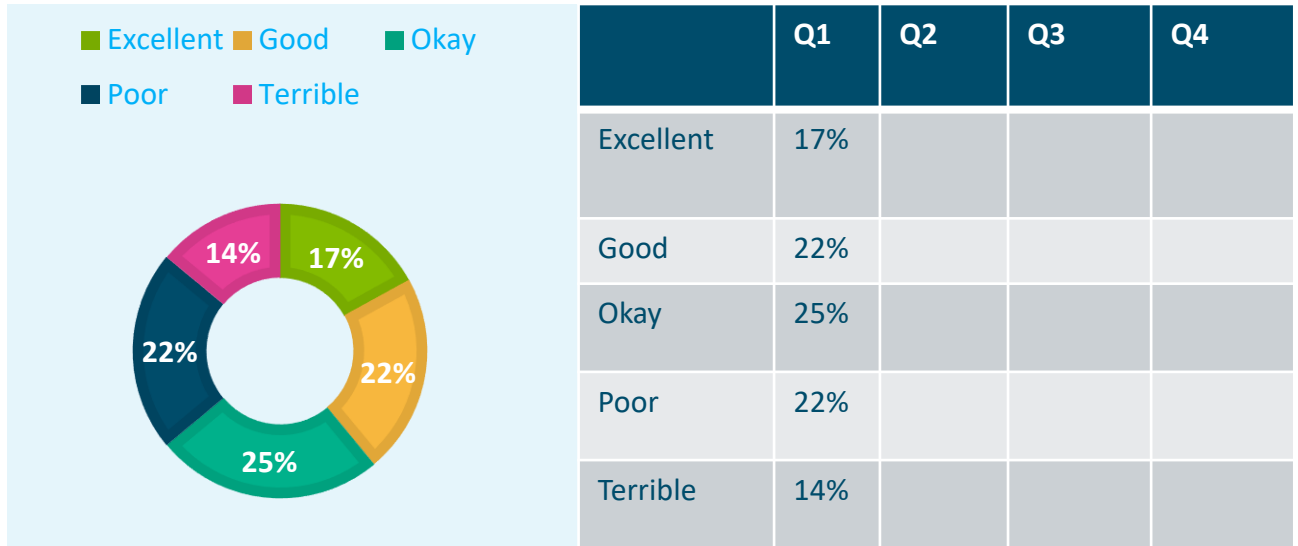
Q1) How did you find getting a referral/appointment at the hospital?



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

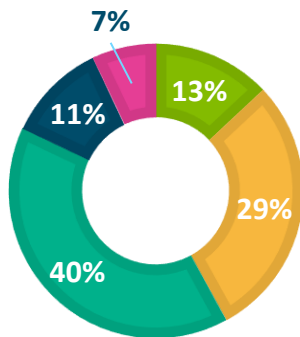


Q3) How do you find the waiting times at the hospital?



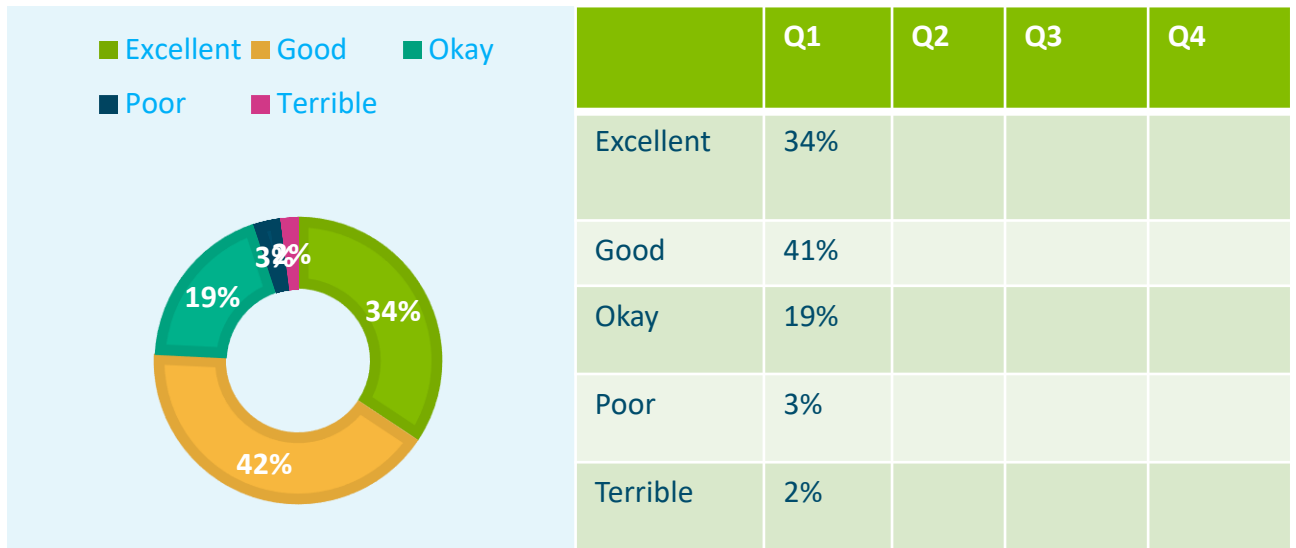
Q4) How do you think the communication is between your hospital and GP practice?

■ Excellent
 ■ Good
 ■ Okay
■ Poor
 ■ Terrible



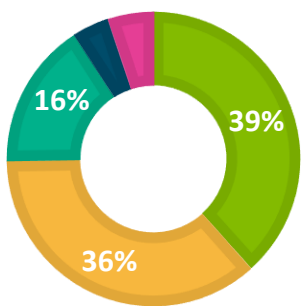
	Q1	Q2	Q3	Q4
Excellent	13%			
Good	29%			
Okay	40%			
Poor	11%			
Terrible	7%			

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



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

■ Excellent
 ■ Good
 ■ Okay
■ Poor
 ■ Terrible



	Q1	Q2	Q3	Q4
Excellent	38%			
Good	36%			
Okay	16%			
Poor	4%			
Terrible	5%			

Thematic analysis

In addition to the access and quality questions we also ask two further free text questions (*What is working well?* and *What could be improved?*) to help get a more detailed picture about Hospital services.

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 5 positive and negative themes receiving the most commentary from patients between April and June 202,3 based on the free text responses received.

Top 5 Positive Issues	Total count (% positive ratings)
Staff attitudes	63 (83%)
Quality of treatment	42 (84%)
Waiting Times (punctuality and queueing on arrival)	28 (34%)
Experience	28 (86%)
Waiting Times for appointments/ waiting lists	18 (58%)

Top 5 Negative Issues	Total count (%positive ratings)
Waiting Times (punctuality and queueing on arrival)	66 (56%)
Getting through on the telephone	16 (37%)
Waiting Times for appointments/waiting lists	15 (30%)
Appointment availability	14 (50%)
Capacity	11 (100%)

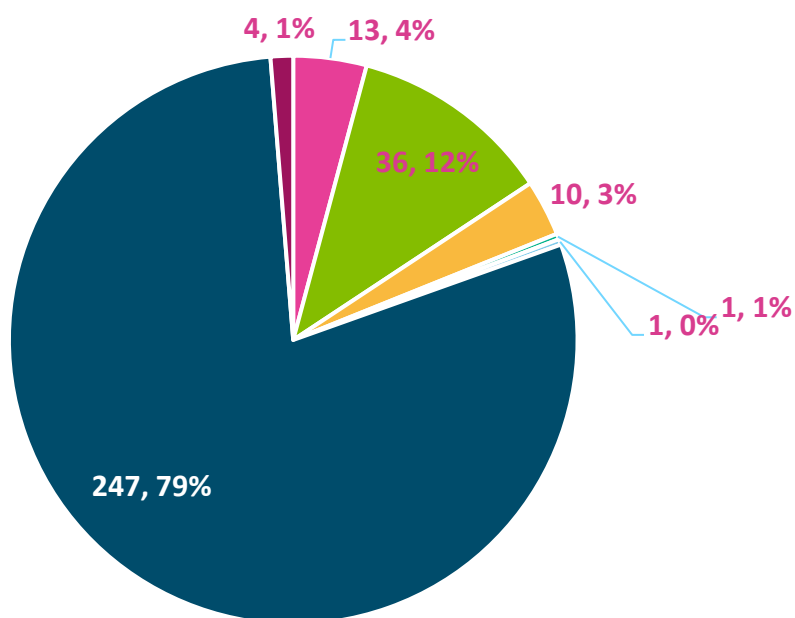
Hospital Trusts

Lewisham residents access a variety of different hospitals depending on factors such as choice, locality and specialist requirements. During the last three months we heard experiences about the following hospitals:

- Guy's Hospital
- King's College Hospital
- Queen Elizabeth Hospital
- St. Thomas Hospital
- University College London Hospital
- University Hospital Lewisham

Between April and June, the services which received the most reviews were University Hospital Lewisham and King's College Hospital.

Total Reviews per Hospital



- Guy's Hospital
- King's College Hospital
- Queen Elizabeth Hospital
- St. Thomas Hospital
- University College London Hospital
- University Hospital Lewisham
- Unknown

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 – Terrible 5 -Excellent)

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
University Hospital Lewisham No of reviews: 247	3.5	3.2	3.0	3.3	4.0	3.9
King's College Hospital No of reviews: 36	4.2	3.3	3.5	3.6	4.1	4.2

We have also identified the top 3 positive and negative themes for each hospital where we have received over 35 reviews.

Hospitals	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
University Hospital Lewisham	3.5	Staff Attitudes	Waiting Times (punctuality and queueing on arrival)
		Quality of treatment	Getting through on the telephone
		Waiting Times (punctuality and queueing on arrival)	Appointment availability
King's College Hospital	3.8	Staff Attitudes	Waiting Times (punctuality and queueing on arrival)
		Waiting Times for appointments/waiting lists	Experience
		Waiting Times (punctuality and queueing on arrival)	Management of service

What has worked well?

Below is a list of the key positive aspects relating to hospitals between April and June 2023.



Staff attitudes

83% of reviews that covered staff attitudes were positive. Residents were grateful for the staff in the hospital as they are friendly, helpful and doing the best they can despite being under a lot of pressure.

Service users particularly wanted to give significant praise to the staff who are deeply empathetic and apologetic that they cannot do more for the patient. This attitude is much appreciated and encouraged in a healthcare environment.



Quality of Treatment and Care

84% of reviews that covered quality of treatment and care were positive. Specifically, service users in the A&E department who were transferred to the Orthopaedics department, mentioned that they were well cared for. They also felt valued for not having to wait long for follow-up appointments.



Waiting Times (punctuality and queueing on arrival)

34% of reviews that covered waiting times regarding punctuality and queueing on arrival were positive. Residents found there are days where they are seen almost immediately and days where they wait over 30 minutes in the same department. They appreciate the service is running at all, so they do not mind waiting.



Experience

86% of reviews that covered experience were positive. Residents spoke about their experience getting treated in the hospital as particularly welcoming, reassuring and attentive in the gynaecology department at Lewisham Hospital. The staff have the highest of praises for the considerate way they treat their patients.



Waiting Times for appointments/waiting lists

58% of reviews that covered waiting times for appointments/waiting lists were positive. Residents found that once you get your foot in the door, you can book future appointments through the specialist on the day of your appointment. They realise they are very fortunate to be in this situation as most people don't share this experience.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between April and June 2023.



Waiting Times (punctuality and queueing on arrival)

89% of reviews that covered waiting times regarding being seen on time and not having to queue to speak with reception staff were negative. Residents are understanding that there will be delays as there are strikes and low capacity. They would appreciate delays being communicated to them in the waiting room.

Especially in A&E, patients are waiting on average 5 hours in Lewisham Hospital to be seen by a doctor. There is concern for these patients being in intense pain and discomfort while they were waiting, so communication would be highly favoured.



Getting through on the telephone

37% of reviews that covered getting through to someone on the phone were negative. Residents shared their frustrations about finding difficulty with contacting reception staff in certain departments. This caused them a lot of stress as they wanted to either confirm their appointment date or rearrange it. They mentioned the task being so much easier in-person but emphasised that this was not at all convenient.



Waiting times for appointments/waiting lists

89% of reviews that covered waiting times for appointments/waiting lists were positive. Residents found that after the pandemic, referrals to specialists have been long periods of waiting months to years. There are patients who wait on average of at least 12 months for a cardiology appointment. This deeply worries them as they have no idea of knowing how serious their condition is as they are not receiving treatment.



Capacity

100% of reviews that covered capacity were positive. Residents are understanding of the NHS being understaffed and are not frustrated with the staff, more so the circumstance that they are unable to receive proper treatment and healthcare advice due to this. They find it unfair that people's lives are at risk because of the lack of funding the NHS receives.

Recommendations

Below is a list of recommendations for hospitals in Lewisham based on the findings in this section.

Waiting Times (punctuality and queueing on arrival)

1. Although patients can be understanding of delays, they may still feel frustrated about them. To benefit both the patients and hospital staff, announcements can be made through a large screen or by a member of staff to keep patients informed and able to work around the timing.

Getting through on the telephone

1. Through an automated voice system, reception staff can inform patients about their busiest times so that patients know to avoid calling then. In turn, this can avoid patients feeling frustrated with the service.
2. Departments can offer a text messaging/online system where the patient can confirm whether they can attend the appointment or not. This same system can notify the patient about any cancellations or changes.

Capacity

1. Recruit and train volunteers in overstretched departments, such as in A&E. This can ease the pressure from the reception staff and allow them to check in new patients. Additionally, volunteers can support patients by reassuring them of how the department operates, directing them to sockets for charging electrical items, toilets, water fountains, vending machines, etc.

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= Terrible 5= Excellent) A full demographics breakdown can be found in the appendix.



Gender

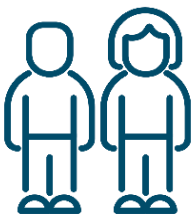
During the last three months, 70% of the men we spoke to had a positive experience using hospital services. By comparison, 56% of women rated their latest hospital visit as 'Good' or 'Excellent.'



Age

57% of the 65 residents within the 35-44 age range, rated their experience with a hospital as positive.

The second highest age group we heard from was 55-64 year olds. 53% of this age range, expressed that their hospital visit was positive.



Ethnicity

71% of the White British residents who shared reviews considered their last hospital experience to be 'Good' or better.

In comparison, Black British residents shared a more mixed sentiment. With 45% rating their hospital experience in the past 12 months as positive and 41% assessing their experience as negative.



Disability and Long Term Conditions (LTC)

62% of patients who considered themselves to be disabled, voiced having a positive experience almost similarly to 61% who also did and do not consider themselves to be disabled.

60% of 109 residents who have a long term condition gave positive ratings about their hospital care, in comparison to 64% of 129 that were surveyed who do not have an LTC, had a positive experience..

Experiences of Dental Services



Dental Services

No. of Reviews	131 (relating to 30 dentists)
Positive	64%
Negative	10%
Neutral	26%

Questions we asked residents

As part of our new 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 it registering with an NHS dentist? (within the last 12 months)

Q2) How do you find getting NHS appointments?

Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

Q4) How helpful are staff in explaining your dental treatment?

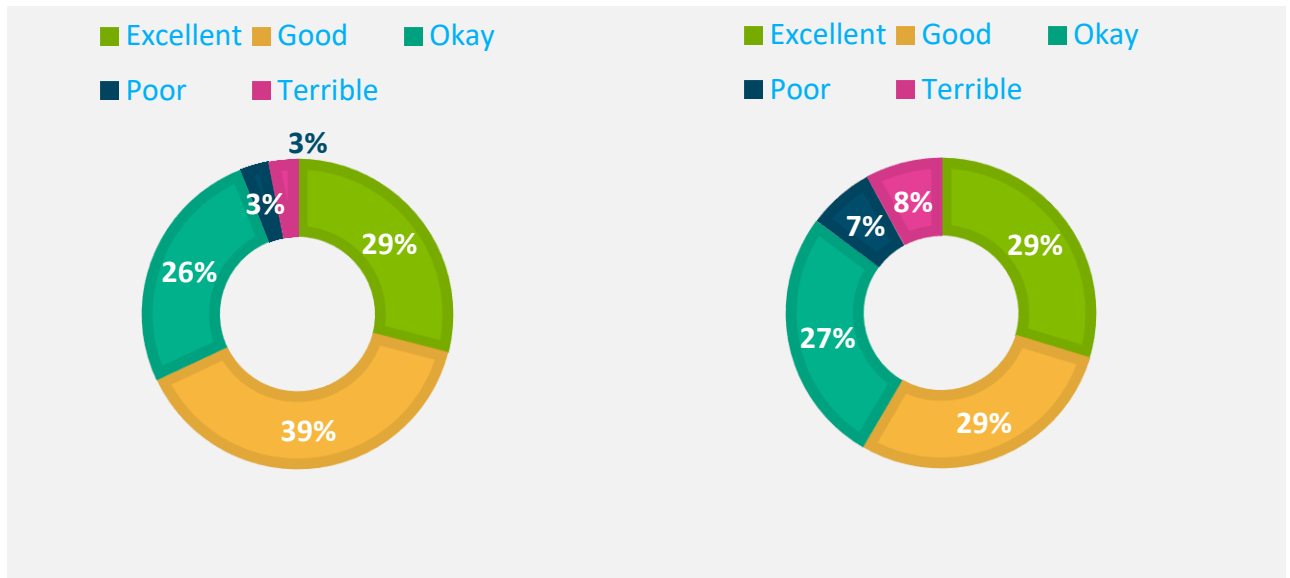
Q5) How do you find the attitudes of staff at the service?



Access and Quality Questions

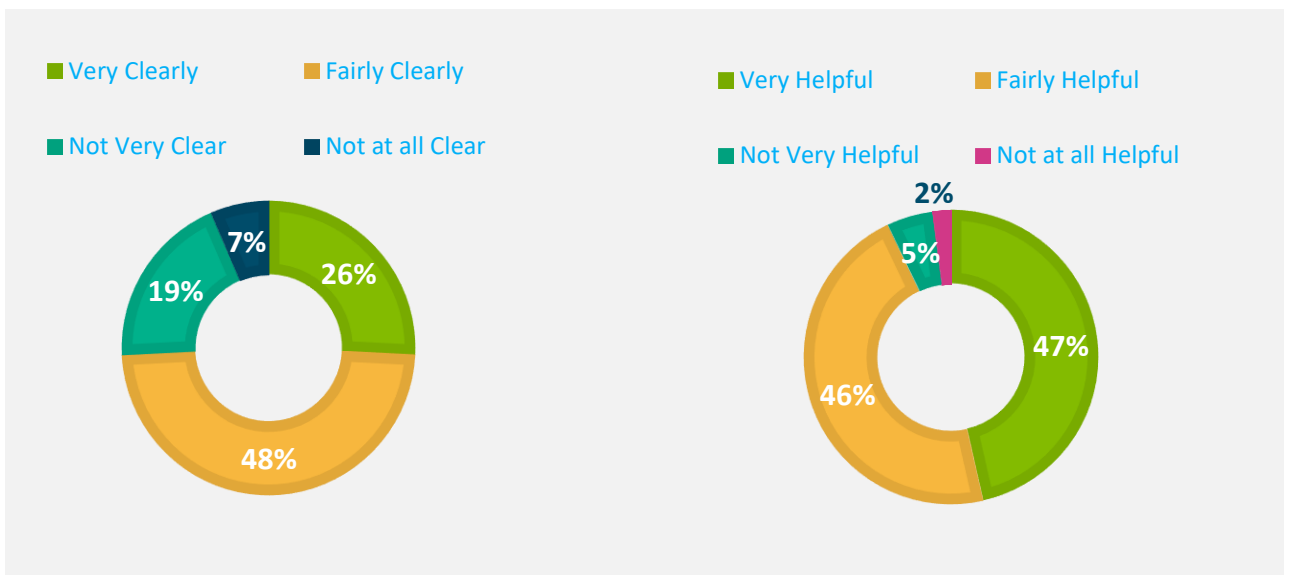
Q1) How did you find it registering with an NHS dentist? (within the last 12 months)

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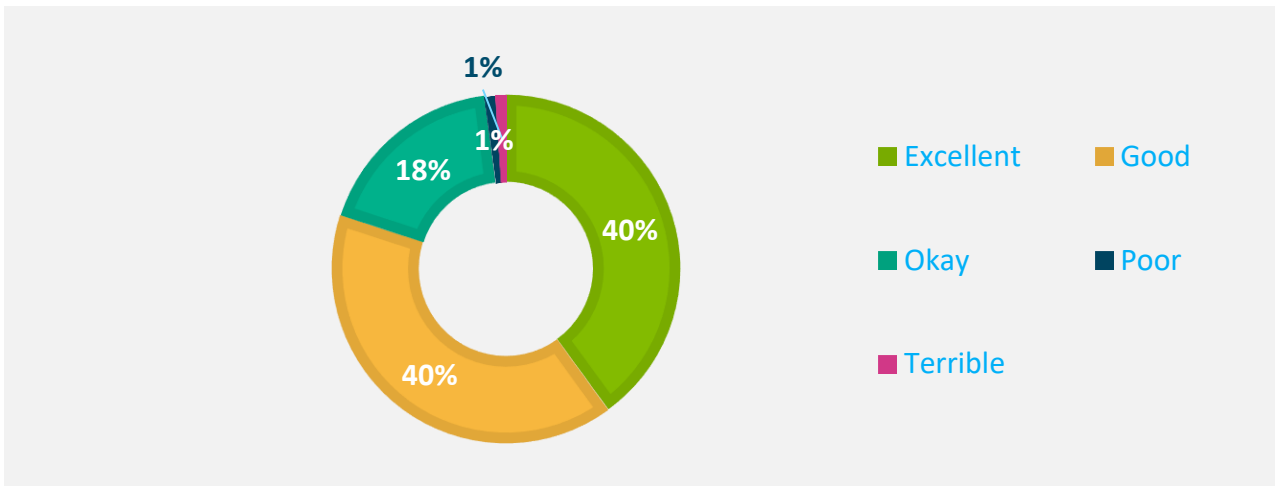


Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

Q4) How helpful are staff in explaining your dental treatment?



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



Thematic analysis

In addition to the access and quality questions we also ask two further free text questions (**What is working well?** and **What could be improved?**) to help get a more detailed picture of Dental services.

Each experience we collect is reviewed and up to 5 themes and sub-themes themes are applied. The tables below show the top 5 positive and negative issues receiving the most commentary from patients between April and June 2023, based on the free text responses received.

Top 5 Positive Issues	Total reviews (% positive * ratings)
Staff Attitudes	50 (96%)
Communication with patients (treatment explanation, verbal advice)	27 (79%)
Booking appointments	23 (66%)
Clarity about service cost	15 (63%)
Registration	14 (61%)

Top 5 Negative Issues	Total reviews (% positive * ratings)
Appointment availability	13 (52%)
Affordability	10 (83%)
Clarity about service cost	9 (38%)
Communication with patients (treatment explanation, verbal advice)	7 (21%)
Quality of treatment	5 (45%)

We've produced a list of good practice, areas of improvement and recommendations relating to dentists between April and June 2023.

What has worked well?



Booking appointments

96% of reviews that covered booking appointments were positive. Residents found that they appreciated the routine check-up reminders which led to calling the dental practice and easily booking in an appointment.



Staff attitudes

66% of reviews that covered staff attitudes were positive. Residents highlighted how friendly the staff are at their dental surgery.

What could be improved?



Affordability

83% of reviews that covered affordability were negative. Residents highlighted their reluctance to get the treatment they needed as prices are extremely high. They mentioned getting overcharged for treatment before and it being a long process to prove their case.



Appointment availability

52% of reviews that covered appointment availability were negative. Residents stressed the months long waiting period for an appointment. They were unhappy with the surgery not allowing them to book emergency appointments which led to their condition worsening, long term and/or irreversible damage occurring and having to go to A&E or pay for private dental services to fix an avoidable situation.



Communication with patients (treatment explanation, verbal advice)

21% of reviews that covered communication with patients were negative. Residents strongly emphasised that treatment explanation is important. A few patients have pointed out that there have been procedures that made their dental health much worse than it was before the appointment.

Recommendations

Below is a list of recommendations for dental surgeries in Lewisham based on the findings in this section.

Affordability and Clarity about service cost

1. Dental surgeries can explain to the patient why the cost of the treatment is the amount it totals to and recommend ways to make it more affordable, such as paying in instalments, with an insurance plan or asking if they're on relevant benefits.
2. Dental surgeries generally have signage to clarify costs for dental treatments. Staff in the surgery can also verbally reassure the patient about the costs in case they are not aware of the sign, are not confident with reading the signage or would prefer verbal reassurance to ask questions.

Communication with patients (treatment explanation, verbal advice)

1. As a way of keeping patient's faith in the surgery, a change in approaching patients during a consultation can resolve this. Patients have mentioned feeling rushed and not thoroughly looked after. Dental staff can take the time to clearly explain the treatment and advise the patient about any side effects. By taking the time to ask about allergies or test for any, this can avoid mistreatment and the patient will feel reassured about the treatment process.
2. Printing a copy of any results and an explanation of the treatment received may leave the patient feeling well informed and well cared for. Thus, restoring faith in the surgery.

Experiences of 'Other' services



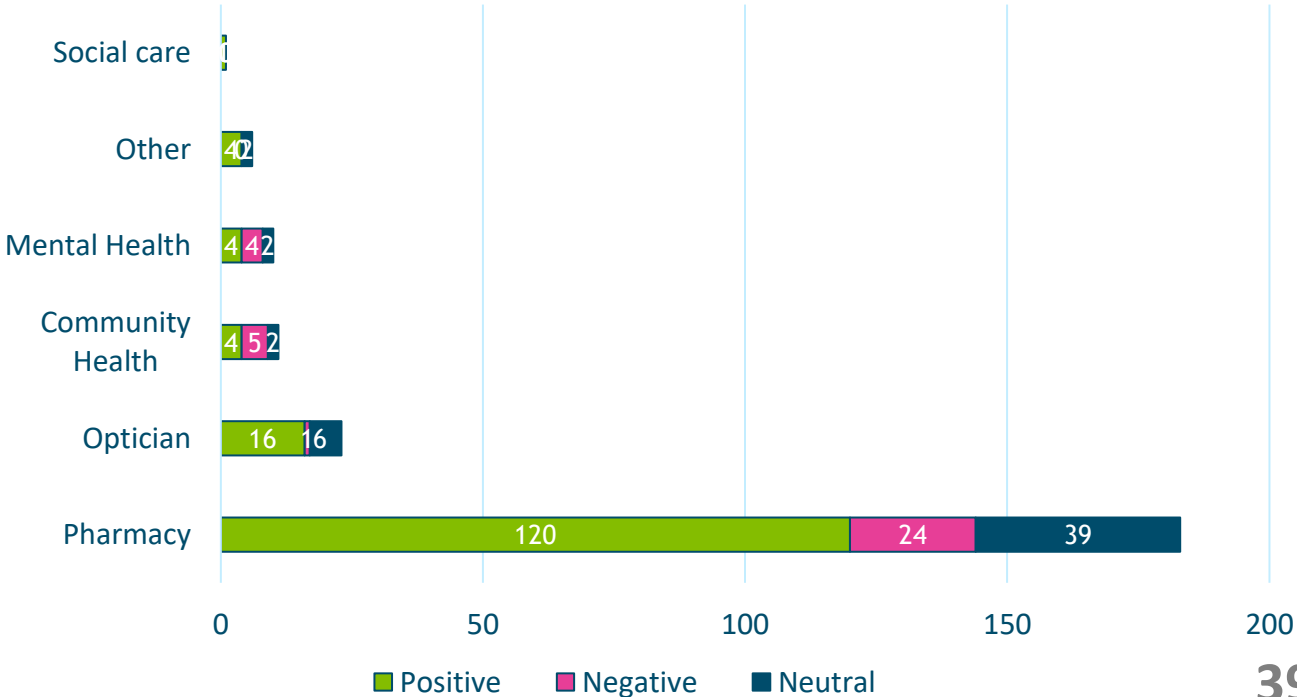
Experiences of ‘Other’ services

In addition to asking specifically about GPs, Hospitals and Dentists we also give the opportunity for people to share experiences about any other public health or care service asking them what is working well and what could be improved.

This section provides of positive, negative 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)

Service Type	No of Reviews	Percentage of positive reviews
Pharmacy	183	66%
Optician	23	70%
Community Health	11	36%
Mental Health	10	40%
Other	6	67%
Social care	1	100%

Service Type by Sentiment



What has worked well?

Below is a list of the key positive aspects relating to 'Other' Lewisham services between April and June 2023.



Pharmacy – Staff attitudes

88% of reviews that covered staff attitudes were positive. Residents were exceedingly pleased with the pharmacy staff's great customer service. They were praised for being very attentive as they would go out of their way to contact the GP for the patient's medication.



Pharmacy – Medicine management

67% of reviews that covered medicine management were positive. Residents found that the process of receiving their medication was straight forward and efficient.

Residents have conveyed that pharmacies offering delivery services make life so much more convenient. Specifically, those who are working full time or have medical/mobility conditions.



Pharmacy– Communication around prescriptions

82% of reviews that covered communication around prescriptions within pharmacies were positive. Residents told us that pharmacists would call or text when their prescription is ready or offer alternative medicine if they were out of stock.



Optician– Quality of treatment

100% of reviews that covered quality of treatment were positive. Residents praised the treatment given to them as hidden issues within the eye were brought to the surface and to the attention of an ophthalmologist for further care.

What could be improved?

Below is a list of the key areas of improvement relating to 'Other' Lewisham services between April and June 2023.



Pharmacy – Waiting Times (punctuality and queueing on arrival)

61% of reviews that covered waiting times at the premises were negative. Residents were unhappy at having to stand in long queues for over 30 minutes outside before receiving their prescription.



Pharmacy – Medicine management

28% of reviews that covered medicine management were negative. Residents told us that there is slow progress and long waiting times in the Boots pharmacy in Lewisham Hospital where people unhappily wait an hour on average for their prescription.



Pharmacy – Communication with patients

29% of reviews that covered communicating with patients were negative. Residents have shared that they don't appreciate making their way down to the practice and their prescription not being ready without any form of communication for delay.



Pharmacy– Service delivery/Opening times

71% of reviews that covered service delivery/opening times were negative. Residents told us that they would appreciate pharmacies updating their opening and closing times so that people don't end up confused and disappointed.



Optician– Waiting Times (punctuality and queueing on arrival)

50% of reviews that covered waiting times at the premises were negative. Residents said that they would have valued being notified of delays for their appointment whilst in the waiting area.

Recommendations

Below is a list of recommendations about services in Lewisham based on the findings in this section.

Pharmacy – Communication about prescriptions

1. A solution could be emailing/text messaging/calling patients to notify them about their prescriptions being ready or if there are any issues, i.e., stock, delays, etc.
2. Another method of communicating is via an app where patients can track the progress of their prescription and pharmacies can post any announcements about specific shortages, delays or changes in opening hours.

Pharmacy– Service delivery/Opening times

1. Making sure to update opening and closing times online and with in-person signage is important as customers are highly dependent on pharmacies for their range of healthcare services, such as for their seasonal flu jab. Many people build rapport with pharmacies and instances of not updating their opening hours can break this trust resulting in the pharmacy no longer being seen as reliable and losing loyal service users.

Optician– Waiting times at the premises

1. Optician services may benefit from taking a few minutes of their time to announce any delays to service users. Opening up this form of communication gives the service user an indication of how long their wait is and allows them time to work around or rearrange any plans they had surrounding their appointment.

Appendix



Demographics

Gender	No of Reviews	Percentage %
Man(including trans man)	263	31%
Woman (including trans woman)	574	67%
Non- binary	14	2%
Other	4	0%
Prefer not to say	6	1%
Total	861	100%

Age	No of Reviews	Percentage %
Under 18	8	1%
18-24	42	5%
25-34	111	13%
35-44	240	27%
45-54	147	17%
55-64	165	19%
65-74	76	9%
75-84	71	8%
85+	15	2%
Prefer not to say	0	0%
Total	875	100%

Ethnicity	No of Reviews	Percentage %
British / English / Northern Irish / Scottish / Welsh	342	42%
Irish	17	2%
Gypsy or Irish Traveller	1	0%
Roma	0	0%
Any other White background	95	12%
Asian British	15	2%
Bangladeshi	0	0%
Chinese	10	1%
Indian	10	1%
Pakistani	0	0%
Any other Asian background/Asian British Background	30	4%
Black British	90	11%
African	52	6%
Caribbean	61	7%
Any other Black / Black British background	13	2%
Asian and White	12	1%
Black African and White	3	0%
Black Caribbean and White	11	1%
Any other Mixed / Multiple ethnic groups background	21	3%
Arab	0	0%
Any other ethnic group	31	4%
Grand Total	814	100%

Disability	No of Reviews	Percentage %
Yes	162	19%
No	665	79%
Prefer not to say	9	1%
Not known	10	1%
Total	846	100%

Demographics

Long-term condition	No of Reviews	Percentage %
Yes	342	40%
No	483	57%
Prefer not to say	10	1%
Not known	15	2%
Total	850	100%

Sexual Orientation	No of Reviews	Percentage %
Asexual	16	2%
Bisexual	24	3%
Gay Man	6	1%
Heterosexual/ Straight	661	81%
Lesbian / Gay woman	16	2%
Pansexual	6	1%
Prefer not to say	86	11%
Not known	0	0%
Total	815	100%

Religion	No of reviews	Percentage %
	19	2%
Buddhist		
Christian	389	46%
Hindu	12	1%
Jewish	0	0%
Muslim	63	8%
Sikh	0	0%
Spiritualism	8	1%
Other religion	43	5%
No religion	274	33%
Prefer not to say	29	3%
Total	837	100%

	No of Reviews	Percentage %
Pregnancy Status		
Currently pregnant	20	3%
Currently breastfeeding	14	2%
Given birth in the last 26 weeks	25	3%
Prefer not to say	3	0%
Not known	24	3%
Not relevant	687	89%
Grand Total	773	100%

Demographics

Employment Status	No of Reviews	Percentage %
In unpaid voluntary work only	18	2%
Not in Employment & Unable to Work	108	14%
Not in Employment / not actively seeking work – retired	190	24%
Not in Employment (seeking work)	39	5%
Not in Employment (student)	11	1%
Paid: 16 or more hours/week	321	40%
Paid: Less than 16 hours/week	29	4%
Prefer not to say	46	6%
On maternity leave	37	5%
Total	799	100%

Area of the Borough	No of Reviews	Percentage %
Bellingham Ward	41	5%
Blackheath Ward	18	2%
Brockley Ward	42	5%
Catford South Ward	110	14%
Crofton Park Ward	14	2%
Deptford Ward	73	9%
Downham Ward	27	3%
Evelyn Ward	4	0%
Forest Hill Ward	37	5%
Grove Park Ward	5	1%
Hither Green Ward	13	2%
Ladywell Ward	27	3%
Lee Green Ward	51	6%
Lewisham Central Ward	154	19%
New Cross Gate Ward	22	3%
Perry Vale Ward	18	2%
Rushey Green Ward	9	1%
Sydenham Ward	83	10%
Telegraph Hill Ward	7	1%
Out of Borough	53	7%
Prefer not to say	0	0%
Total	808	100%

Unpaid Carer Status	No of Reviews	Percentage %
Yes	48	6%
No	711	91%
Prefer not to say	24	3%
Grand Total	783	100%



healthwatch

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