

# Q2 Patient Experience Report

Healthwatch Lewisham  
July – September 23



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# Contents

Introduction	3
Q2 Snapshot	4
Yearly Comparison	5
Experiences of GP Practices	6
Experiences of Hospital Services	21
Experiences of Dental Services	35
Experiences of 'Other' Services	40
Appendix	44

## 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 specific 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 better allowing us to share local issues with decision makers who have the power to make changes.

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

## Methodology



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



Encouraging conversations on **social media** and gathering **online reviews**



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 July and September 2023, we continued to develop our PEP by :**

- Updating our report design following feedback from local partners.
- Decided to change our rating scales from Excellent – Terrible to Very Good – Very Poor to match the scale used by our national body, Healthwatch England

# Q2 Snapshot

This section provides a summary of the number of experiences we collected during July – September 2023 as well as breakdown of positive and 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)



## 1,105 reviews

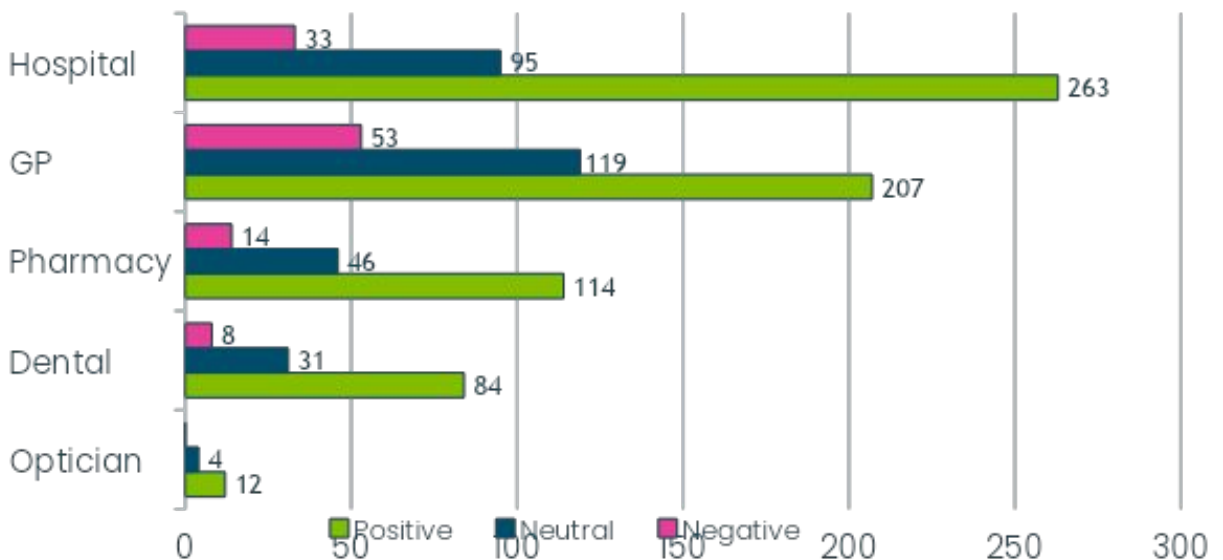
of health and care services were shared with us, helping to raise awareness of issues and improve care.

## 42 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
Hospital	391	67%
GP	379	55%
Pharmacy	174	66%
Dental	123	68%
Optician	16	75%

## Sentiment of Reviews



# Yearly Comparison

For us to understand whether experiences of health and care services are improving, we compare our data throughout the year. The table below highlights the percentage of positive feedback each service has received during 2023–24. The total number of positive reviews has been included next to the percentage.

## Percentage of positive reviews for each service type

Service Type	Q1 (Apr-Jun 23)	Q2 (Jul-Sep 23)	Q3 (Oct-Dec 23)	Q4 (Jan -Mar 24)
GP	42% (187)	55% (207)		
Hospital	57% (179)	67% (263)		
Pharmacy	66% (120)	66% (114)		
Dental	64% (84)	68% (84)		
Optician	70% (16)	75% (12)		
Community Health	36% (4)	50% (8)		
Mental Health	40% (4)	100% (3)		
Social Care	100% (1)	N/A		
Emergency/Urgent Care	N/A	100% (3)		
Other	67% (4)	N/A		

### What does this tell us?

- We have seen a significant change in the percentage of people sharing positive feedback about GPs. In the last three months it has increased by 13%
- Similarly, hospital services have seen a sizeable improvement in positive experiences with an increase of 10% when comparing Q1 and Q2
- Experiences of dental and pharmacy services continue to be mostly positive, with similar percentages to what we saw in April – June 2023



# Experiences of GP Practices



# What people told us about GP Practices

"I have multiple complex health needs. This new practice takes the time to help consult with me by telephone or F2F if needed and work with me and my partner together. Great that Phlebotomy is provided on site."

"Took three days to get an appointment for my son. They will not give you the chance to explain."

"Warm and professional. Appointments are on time. Needed something done quickly and it was done."

"Calling for months and no response. Difficult to get an appointment and even if you manage to get one, they cancel the appointment again."

"When I have an issue with the children we are seen right away. I have a 1-year-old and 5-year-old, I think the care for babies and children is generally good."

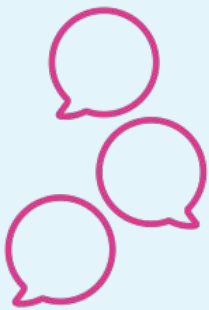
"No access to medical records on test results online. Telephone appointments feel rushed and not as good quality as face-to-face. Couldn't get an appointment for current problem - had telephone appointment which was dismissive and couldn't get a follow-up so ended up using III and A&E."

"Doctor was fantastic as always, they stayed to take care of patients even though they had a flight because no one was there to cover. Very attentive. Explained treatment clearly and arranged my referral. Nurses are excellent."

"My practice have changed their telephone service. It can take an hour to get through or you could be second in the line and it disconnects."

# GP Services

<b>No. of Reviews</b>	<b>379</b> (relating to 38 GP practices)
Positive	55%
Negative	31%
Neutral	14%



## 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?

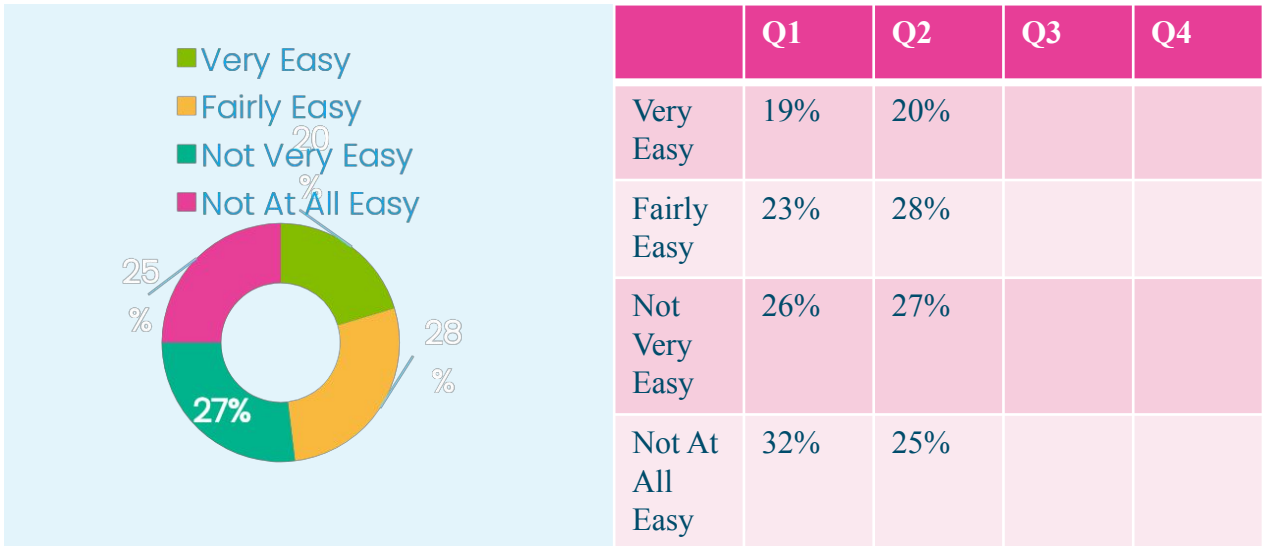
Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (**Very Easy – Not at All Easy**) to allow our data to be comparable with the NHS data.

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

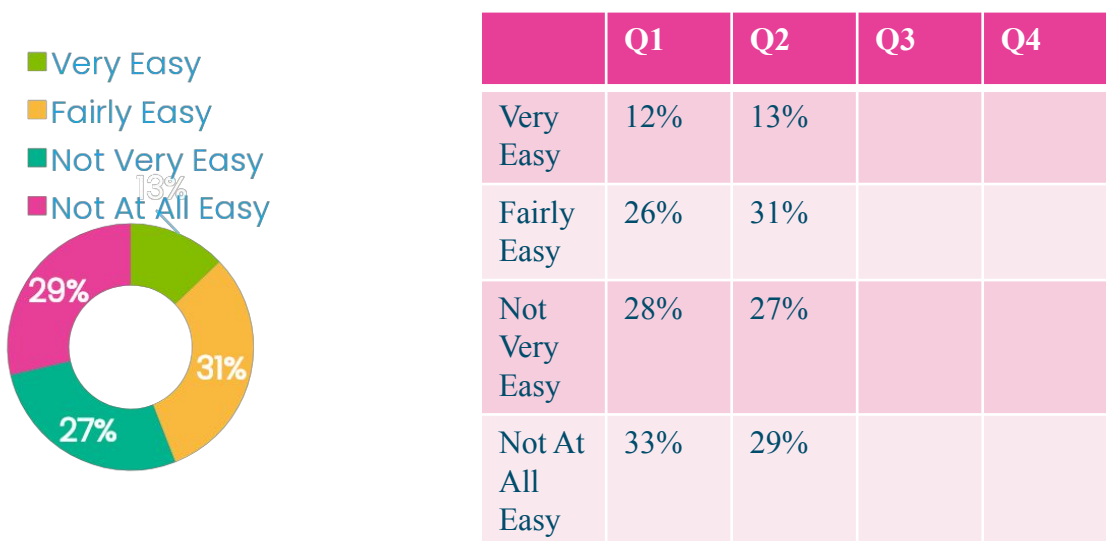


# Access and Quality Questions

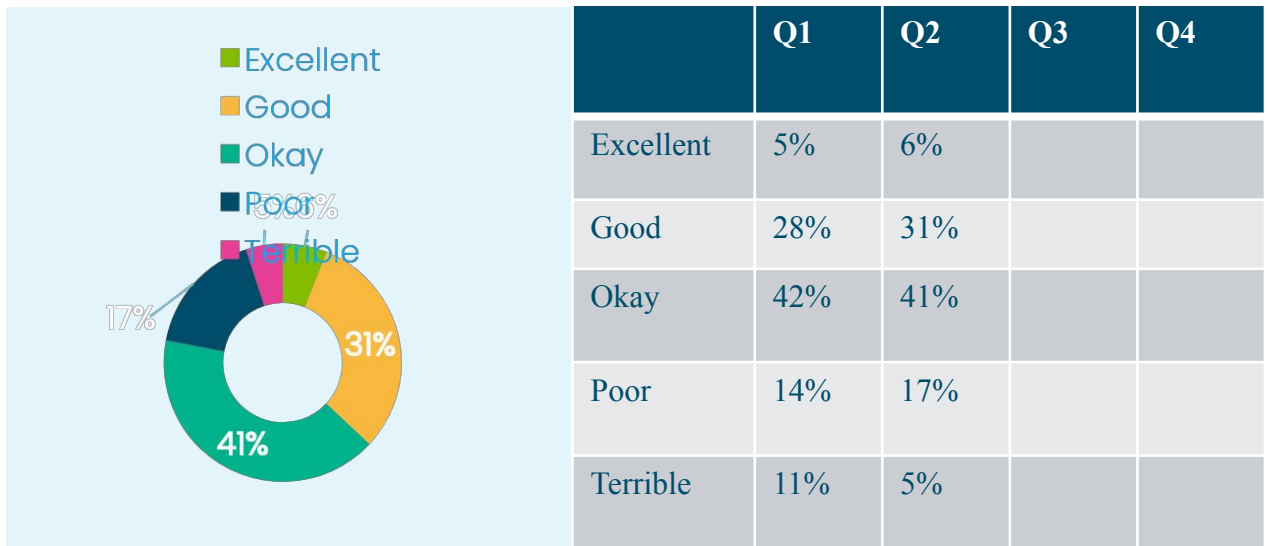
## Q1) How do you find getting an appointment?



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



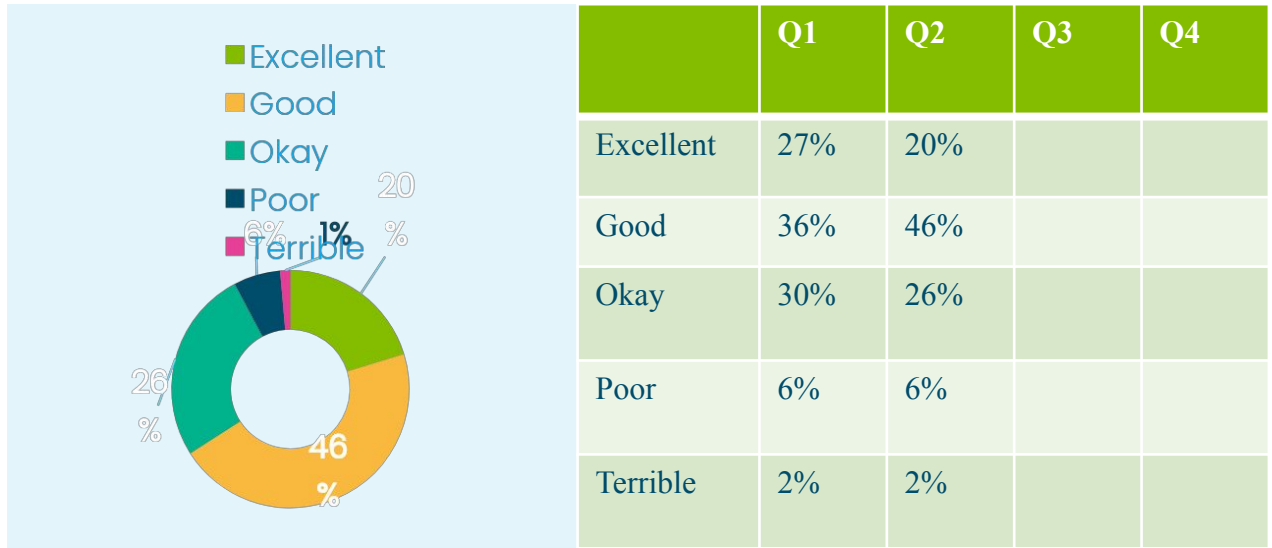
### Q3) How do you find the quality of online consultations?



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



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



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



## Thematic analysis

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

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 5 most positive and negative themes mentioned by patients between July and September 2023 based on the free text responses received. This tells us which areas of the service are most important to patients.

Top 5 Positive Themes	Total count and % of positive reviews
Staff attitudes	37 (73%)
Booking appointments	22 (39%)
Quality of Staff - health professionals	20 (63%)
Service co-ordination	20 (67%)
Appointment availability	18 (16%)

Top 5 Negative Themes	Total count and % of negative reviews
Appointment availability	87 (78%)
Getting through on the telephone	37 (76%)
Booking appointments	29 (55%)
Waiting Times (punctuality and queueing on arrival)	24 (89%)
Booking appointments - online	18 (55%)

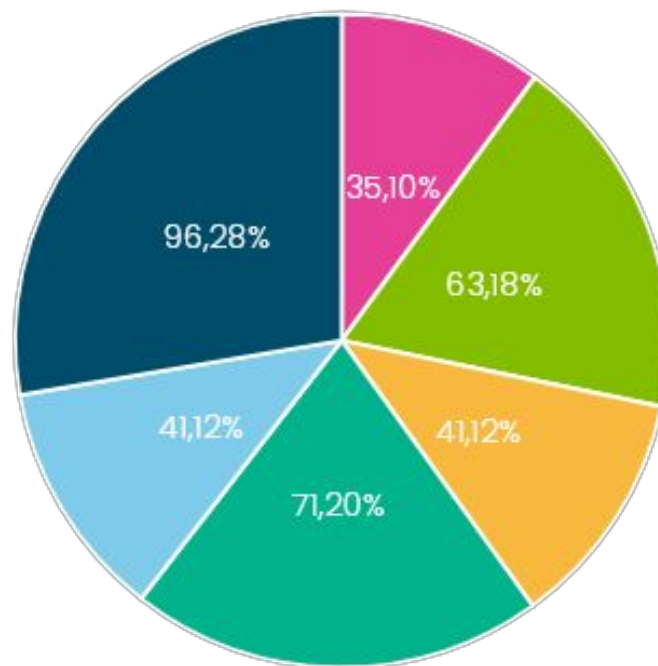
## Primary Care Networks

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

Between July and September 2023, the PCN's which received the most reviews were Sevenfields and Modality.

### Total Reviews per PCN (number, %)



## 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 Telephone consultations	Of Online consultation	Of Staff attitudes	Of Treatment and Care
<b>Aplos</b>	2.2	2.1	2.9	3.3	3.8	3.9
<b>Lewisham Alliance</b>	2.3	2.5	3.1	3.2	3.9	3.8
<b>Lewisham Care Partnership</b>	2.4	2.1	3.2	3.5	3.4	4.0
<b>Modality</b>	2.2	1.8	3.1	3.4	3.7	3.8
<b>North Lewisham</b>	2.4	2.5	3.3	3.3	3.7	3.5
<b>Sevenfields</b>	2.8	2.5	3.2	3.3	3.9	3.9



## 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 star rating	Top Positive Issues	Top Negative Issues
Aplos PCN No of reviews: 35	3.4	1. Staff Attitudes	1. Appointment availability
		2. Management of service	2. Getting through on the telephone
		3. Service Co-ordination	3. Quality of staff – health professionals
Lewisham Alliance PCN No of reviews: 63	3.5	1. Staff Attitudes	1. Appointment availability
		2. Service Co-ordination	2. Getting through on the telephone
		3. Quality of Staff - health professionals	3. Booking appointments
Lewisham Care Partnership PCN No of reviews: 41	3.3	1. Staff Attitudes	1. Appointment availability
		2. Booking appointments	2. Getting through on the telephone
		3. Communication with patients (treatment explanation, verbal advice)	3. Booking appointments
Modality PCN No of reviews: 71	3.5	1. Booking appointments - online	1. Appointment availability
		2. Quality of Staff - health professionals	2. Waiting Times (punctuality and queueing on arrival)
		3. Staff attitudes	3. Booking appointments
North Lewisham PCN No of reviews: 41	3.4	1. Service Co-ordination	1. Appointment availability
		2. Management of service	2. Getting through on the telephone
		3. Staff attitudes	3. Booking appointments
Sevenfields PCN No of reviews: 96	3.7	1. Staff attitudes	1. Appointment availability
		2. Appointment availability	2. Getting through on the telephone
		3. Booking appointments	3. Waiting Times (punctuality and queueing on arrival)

## What has worked well?

Below is a list of the key positive aspects relating to GP practices between July and September 2023

### Staff attitudes

66% of people who were asked about the attitudes of staff found them to be 'Good' or 'Excellent'. This is similar to the previous quarter and is a consistent theme that we have identified over the years.



Staff at GP practices were found to be kind, attentive and helpful. Patients valued their ability to listen and understand their concerns in a professional manner.

We have seen a reduction in the amount of negative feedback related to the attitudes of receptionists.

### Quality of staff – health professionals

Connected to staff attitudes, 63% of comments relating to the quality of health professionals were positive.



Once patients can access their GP service, they are appreciative of the diagnosis they receive and referrals made in response to consultations.

Lewisham residents want continuity of care especially when it enables them to build a close relationship with a professional who understands their condition and medical history.

### Service Co-ordination

67% of reviews that covered service co-ordination were positive.



Linked to quality of treatment, patients are primarily happy with the care they receive from their GP. They consider them vital services which can support them with their conditions.

Several residents explained that they had been using their GP for over 10 years and always found them to be high quality services.

## What could be improved?

Below is a list of the key areas for improvement relating to GP practices between July and September 2023

### Appointment availability

There was a mixed experience of getting appointments at GP practices. When asked to rate the ease of getting appointments, 48% of responses were positive.

However, when applying themes to the individual comments, we found that 78% of reviews that mentioned appointment availability were negative.

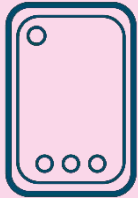


Patients were frustrated at contacting their GP practice to often find there were no appointments available, or if there were that they would have to wait two weeks to be seen.

Numerous residents told us that they wanted to see greater availability of face-to-face appointments as they didn't always feel online consultations were appropriate to address their concerns.

### Getting through on the telephone

56% of residents we spoke to found it difficult to get through to someone at their GP practice. This was mainly linked to getting appointments.



People continue to face long queues on the phone at 8am each morning to access their GP practice. Although not as frequent, we still hear about issues with telephone lines which results in patients being cut off and having to start the process from the beginning.

### Waiting Times (punctuality and queueing on arrival)

89% of comments relating to waiting times were negative. Patients experienced issues with having to wait longer than they would desire at their GP practice. They would value more communication when it comes to appointment delays.



### Booking appointments

Linked to appointment availability, people were frustrated at the barriers that hindered access to appointments. They felt that the 8am queue system needs to be reviewed and that appointments should be readily available online, otherwise they might as well use the phone line.



## Recommendations

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

### Appointment availability

1. A number residents have told us about the need for additional face-to-face availability to support them with their health. We recommend that GP services add a note to patient records which highlights appointment preferences which can help services provide improved personalised care.
2. We continue to recommend that GP surgeries use reading materials that focus on improving health and lifestyle for all ages in the waiting room. This may encourage patients to research and incorporate better lifestyle habits to improve their health long-term. This can save patients a trip to seeing a healthcare professional and open more appointment slots for those who need them.

### Getting through on the telephone

1. We recognise that national initiatives are being implemented to reduce the 8am 'rush' for appointments. However, this remains an issue in Lewisham with patients resorting to calling the GP when they open to get an appointment.

We support the need for appointments to be made available throughout the day either through the phone or online systems to help reduce the length of phone queues each morning and enable a fairer system for obtaining an appointment

### Waiting Times (punctuality and queueing on arrival)

1. GP services should always inform patients if they are likely to experience longer than expected waits before their appointments. This should be a two-fold approach which is supported by a message when the patient signs is as well as information on a screen or notice board in the waiting area.

## 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

Q1 (Apr –Jun)	Q2 (Jul-Sep)	Q3 (Oct-Dec)	Q4 (Jan-Mar)
Staff Attitudes	Staff attitudes		
Quality of Staff - health professionals	Booking appointments		
Quality of treatment	Quality of Staff - health professionals		
Booking appointments	Service co-ordination		
Staff Attitudes – health professionals	Appointment availability		

### Negative issues

Q1 (Apr –Jun)	Q2 (Jul-Sep)	Q3 (Oct-Dec)	Q4 (Jan-Mar)
Appointment availability	Appointment availability		
Getting through on the telephone	Getting through on the telephone		
Booking appointments	Booking appointments		
Waiting Times (punctuality and queueing on arrival)	Waiting Times (punctuality and queueing on arrival)		
Booking appointments - online	Booking appointments - online		

## 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, men had a better experience of GPs when compared with women. 60% of men rated their experiences positively compared to 54% of women.

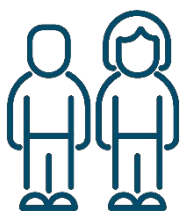
This is a significant increase for both genders compared to April – June 2023.



### Age

We received the most feedback from 35–44 year olds this quarter. There were mixed experiences across this age group with 53% being positive and 33% being neutral sentiment.

Of age groups which shared more than 30 reviews, we found that 65–74 year olds (62% positive) had the best experience of GPs, while the least positive were 45–54 year olds (46% positive)



### Ethnicity

White British residents (134) and Caribbean residents (34) provided the most feedback between July and September.

57% of White British residents who shared reviews considered their last experience of a GP to be either 'Good' or 'Excellent'. This is a sizeable improvement of 10% compared to Q1.

Caribbean residents (69% positive) had the best experience of GPs.



# Experiences of Hospital Services



# What people told us about Hospitals

"Doctors were pretty caring. They were good at looking after me. Doctors were able to use my history to better take care of me. They have improved tremendously from what they used to be."

" I see a different midwife every time when I would prefer the same one. Referrals on the website to book a midwife appointment are a long wait.."

"Outpatients/maternity are helpful and knowledgeable. The maternity team were excellent - they went above and beyond my expectations."

"My experience of going to Lewisham hospital is poor. Appointments have been cancelled without justification. More training for reception staff. No remote consultations."

"Very good experience. Lift was fixed quickly. Lots of disability access. They seem to be looking after the hospital. Treatment was quick."

"Referral appointment process should be improved. I have been chasing one for about two weeks. I had to physically come to the hospital."

"My X-ray was fast and efficient, probably the best I have ever experienced."

"Dermatology don't pick up calls. Lack of communication."

# Hospital Services

No. of Reviews	391 (relating to 6 hospitals)
Positive	67%
Negative	24%
Neutral	8%



## 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?

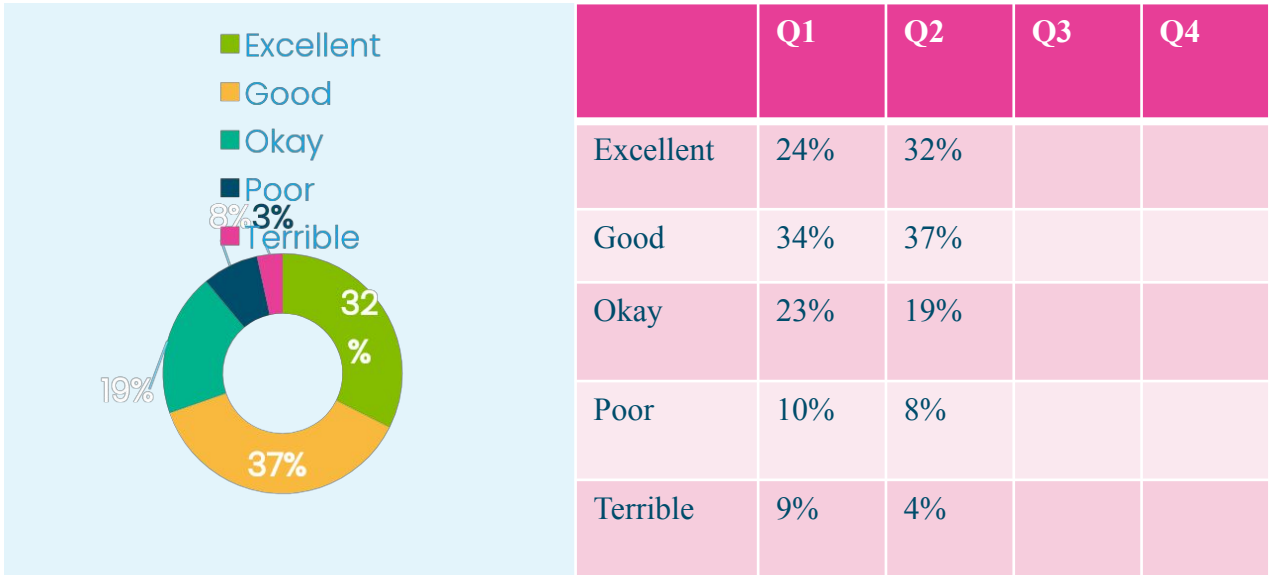
Q5) How do you think the communication is between your hospital and GP practice?

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

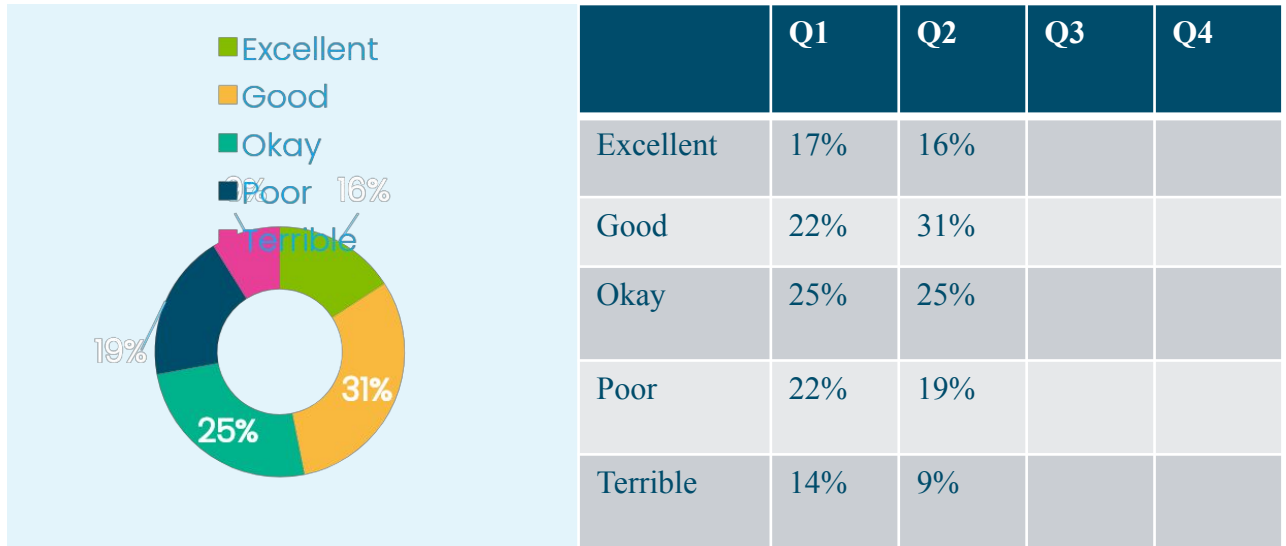
Q1) How did you find getting a referral/appointment at the hospital?



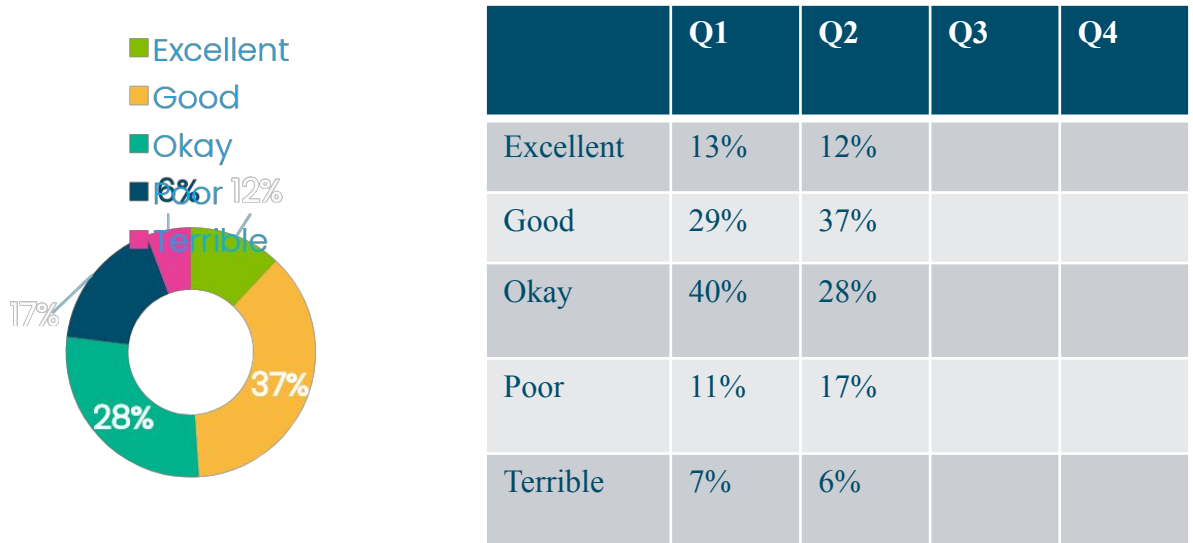
Q2) How do you find getting through to someone on the phone?



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



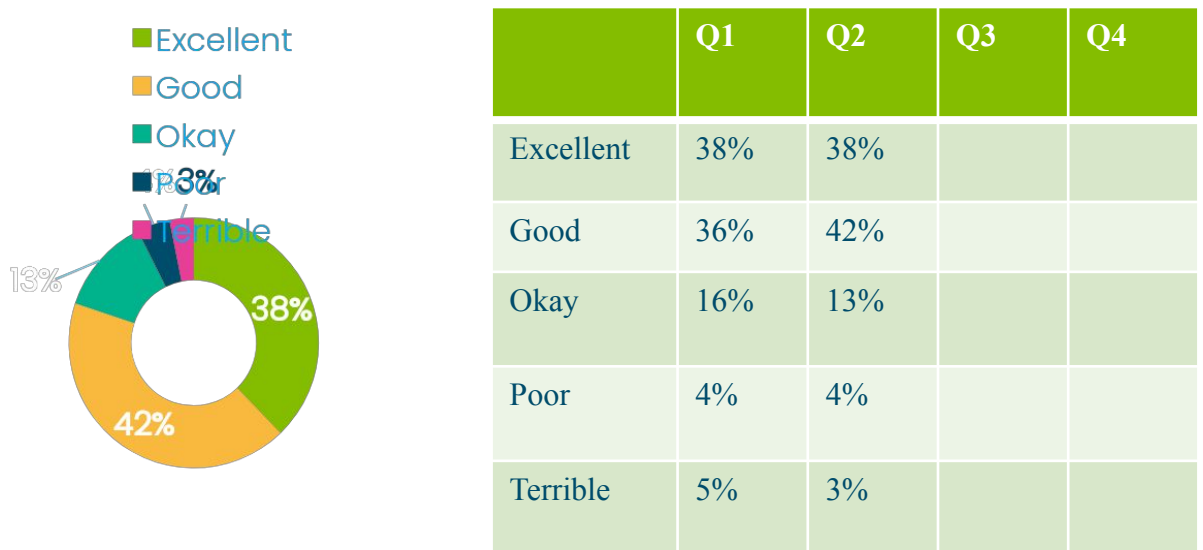
### Q4) How do you think the communication is between your hospital and GP practice?



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 5 most positive and negative themes mentioned by patients between July and September 2023 based on the free text responses received. This tells us which areas of the service are most important to patients.

Top 5 Positive Issues	Total count and % of positive reviews
Staff attitudes	79 (83%)
Service co-ordination	37 (86%)
Communication with patients	27 (63%)
Waiting Times (punctuality and queueing on arrival)	23 (24%)
Quality of treatment	23 (74%)

Top 5 Negative Issues	Total count and % of negative reviews
Waiting Times (punctuality and queueing on arrival)	58 (61%)
Getting through on the telephone	17 (63%)
Communication with patients	14 (33%)
Waiting Times for appointments/waiting lists	14 (40%)
Staff attitudes	13 (14%)

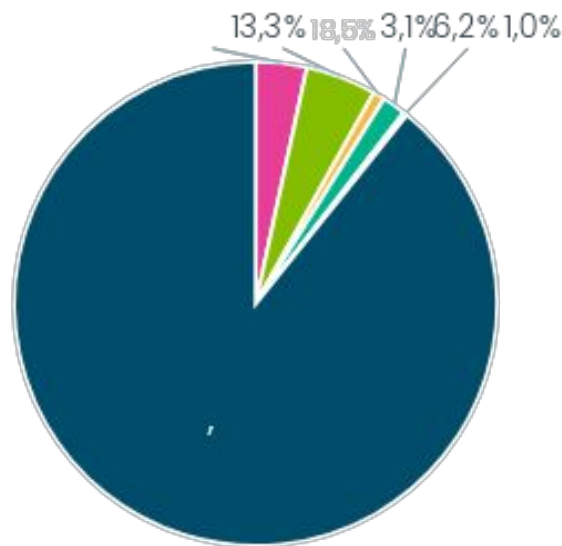
## Hospital Trusts

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
- Princess Royal University Hospital (PRUH)
- Queen Elizabeth Hospital
- Queen Mary's Hospital
- University Hospital Lewisham

Between July and September 2023, the services which received the most reviews were University Hospital Lewisham and King's College Hospital. This is a common trend as these are the two nearest hospitals for Lewisham residents.

### Total Reviews per Hospital (number,%)



- Guy's Hospital
- King's College Hospital
- Princess Royal University Hospital
- Queen Elizabeth Hospital
- Queen Mary's Hospital
- University Hospital Lewisham

So that we can 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
<b>University Hospital Lewisham</b> <b>No of reviews: 340</b>	3.9	3.1	3.3	3.3	4.1	4.1
<b>King's College Hospital</b> <b>No of reviews: 18</b>	4.5	3.6	3.5	3.2	4.1	4.2

We have also identified the top 3 positive and negative themes for each hospital where we have received over 20 reviews.

We have chosen to omit the top themes related to King's College Hospital because the sample size was too small to distinguish specific issues.

Hospitals	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
University Hospital Lewisham	3.8	1. Staff attitudes	1. Waiting Times (punctuality and queuing on arrival)
		2. Service Co-ordination	2. Getting through on the telephone
		3. Communication with patients	3. Waiting Times for appointments/waiting lists

## What has worked well?

Below is a list of the key positive aspects relating to hospitals between July and September 2023

### Staff attitudes



80% of people we spoke to considered the attitudes of staff to be either 'Good' or 'Excellent'. Staff were found to be nice, professional and easy to build a rapport with. Patients considered doctors and nurses to be caring and dedicated to their profession.

Positive perceptions of staff is a long-running theme in Lewisham which is applicable to most health services.

### Service Co-ordination



86% of comments relating to service co-ordination were positive.

Patients cited efficient and smooth processes when attending hospital for either an emergency or planned appointment.

This theme is closely linked to quality of care and treatment in that patients who receive good care will directly connect this with overall service delivery. 80% of people we spoke to rate the treatment they received as 4\* or higher.

### Communication with patients



63% of feedback covering communication between services and patients was positive. Text reminders were appreciated as they helped ensure people didn't miss their appointment.

Patients valued the availability of staff to listen and answer their concerns. Doctors and nurses were found to be informative and supportive.

## What could be improved?

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

### Waiting Times (punctuality and queueing on arrival)

There were mixed experiences of hospital waiting times over the last three months.. 47% of people we asked considered them to be 'Good' or 'Excellent'.

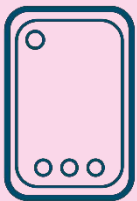


However, 61% of reviews that discussed this aspect were negative. This is likely the result of people who considered the duration to be 'Okay' but could see room for improvement. Waiting times related to both outpatient appointments and A&E.

Some patients had to wait more than 5 hours to be seen for an emergency appointment. Whilst, waiting times in departments such as Orthopaedics at University Hospital Lewisham were in excess of 30 minutes.

### Getting through on the telephone

32% of people we spoke to thought accessing the hospital via phone was 'Poor' or 'Terrible.' This marks a sizeable increase when compared to 23% in April – June.

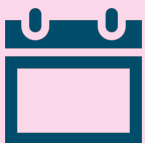


Some patients found it difficult to access the relevant department through the automated system at University Hospital Lewisham.

We were told several times that people had attempted to call the hospital but often found that it would go straight to voicemail. This barrier meant that it was difficult to cancel appointments.

### Waiting Times for appointments/waiting lists

40% of feedback relating to waiting times for appointments were negative. This slightly contrasts with our findings on page 24 where 69% of people we spoke to said that getting an appointment/referral was either 'Excellent' or 'Good. This is the result of people not providing additional detail about why they gave positive ratings. By contrast, those who were unhappy outlined the reasons for their dissatisfaction.



Patients were unhappy about having to wait between three months and up to a year to be seen by a health professional.

## 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. A significant number of patients continue to experience long waits either at A&E or the Outpatients department. As mentioned in our last Patient Experience report we support the need for there to be clear communication and transparency within the departments about the waiting time so that patients can be more understanding.
2. We recognise the pressure on NHS services, but local hospitals must try and identify solutions to reduce waits of over 5 hours in A&E. Otherwise there is a risk that people will not seek help for their issues due to access barriers.

### Waiting Times for appointments/waiting lists

1. Several patients mentioned waits of between three months and up to a year for planned appointments. Hospital services should ensure their appointment system prioritises those patients who have experienced long waiting times to see a health professional.

### Getting through on the telephone

We heard the same issues around telephone access in April – June. We recommend the same two points we highlighted in our last report:

1. The use of an automated voice system to inform patients about their busiest times will allow patients to know when they should avoid calling the service which should help to reduce frustrations.
2. Departments can offer a text messaging/phone/online system where patients confirm attendance and cancellations. This system could also be used to inform patients of cancellations.



## Emerging or Ongoing Issues

In order for us to 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

Q1	Q2	Q3	Q4
Staff attitudes	Staff attitudes		
Quality of treatment	Service co-ordination		
Waiting Times (punctuality and queueing on arrival)	Communication with patients		
Experience	Waiting Times (punctuality and queueing on arrival)		
Waiting Times for appointments/ waiting lists	Quality of treatment		

### Negative issues

Q1	Q2	Q3	Q4
Waiting Times (punctuality and queueing on arrival)	Waiting Times (punctuality and queueing on arrival)		
Getting through on the telephone	Getting through on the telephone		
Waiting Times for appointments/waiting lists	Communication with patients		
Appointment availability	Waiting Times for appointments/waiting lists		
Capacity	Staff attitudes		

## 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, 66% of the men we spoke to had a positive experience of local hospital services. By comparison, 71% of women rated their last hospital visit as 'Good' or 'Excellent.'

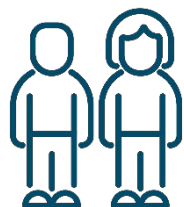
Whilst the finding for men is very similar to the previous quarter, we have seen a significant increase of 15% for women.



### Age

35–44 year-olds shared the highest amount (68) of positive experiences about hospitals. 69% of all comments praised their services. This represents a significant increase of 12% compared to Q1.

All age groups had a positive experience of local hospitals with at least 60% of ratings being 4\* or higher.



### Ethnicity

71% of the White British residents who shared reviews considered their last hospital experience to be 'Good' or better. This is the same percentage as April-June 2023.

By comparison, Black British residents were less positive with 59% of comments being supportive. However, this still represents a significant increase of 14%.



### Disability

64% of disabled patients gave positive ratings about their hospital care. This was 6% less than residents without disabilities.

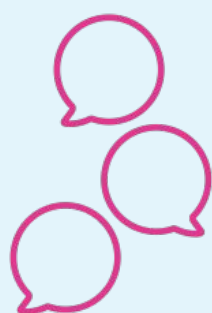
The amount of positive feedback was similar to the previous quarter.

# Experiences of Dental Services



# Dental Services

<b>No. of Reviews</b>	<b>123</b> (relating to 30 dentists)
Positive	68%
Negative	25%
Neutral	7%



## 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?

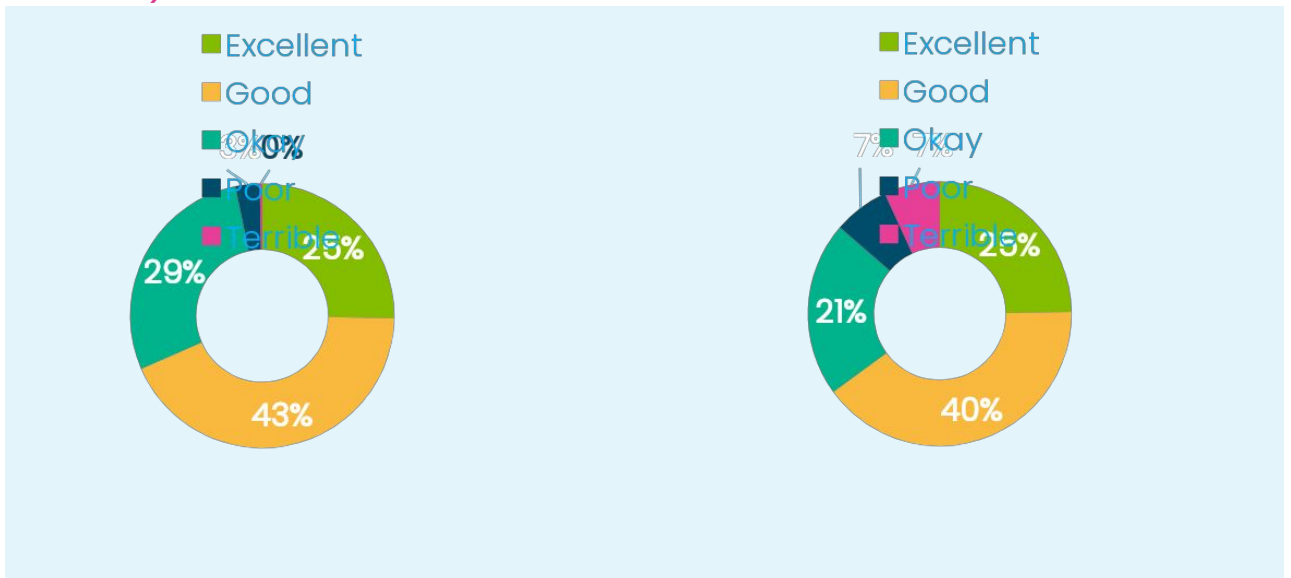
Q5) How do you find the attitudes of staff at the service?



# Access and Quality Questions

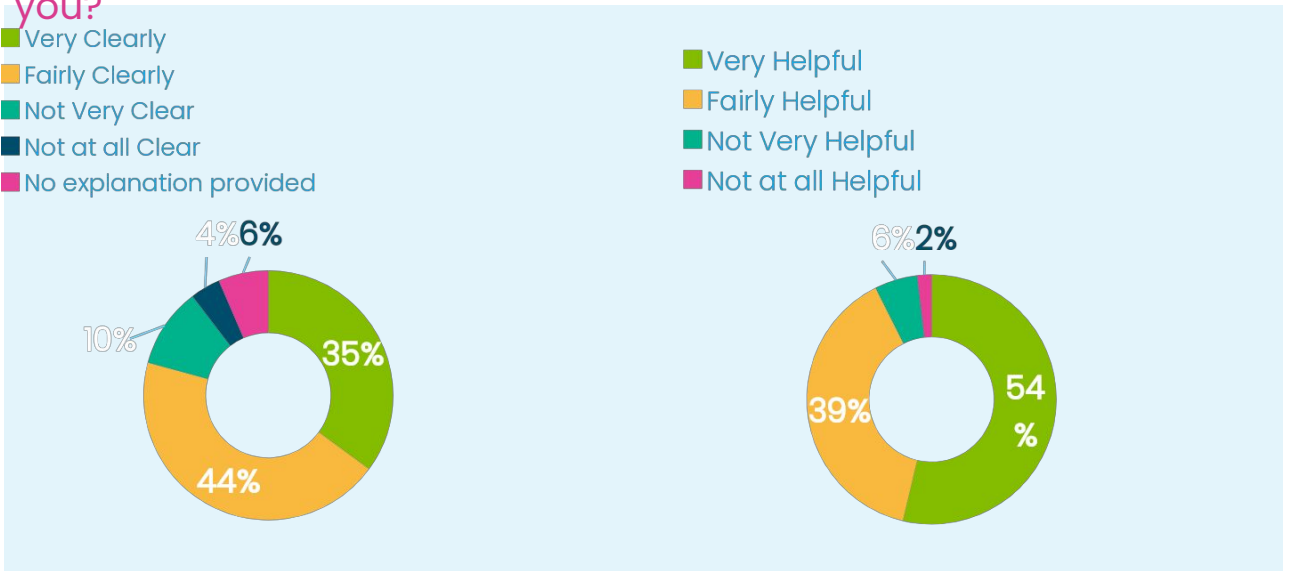
Q1) How did you find it registering with an NHS dentist? (within the last 12 months)

Q2) How do you find getting NHS appointments?



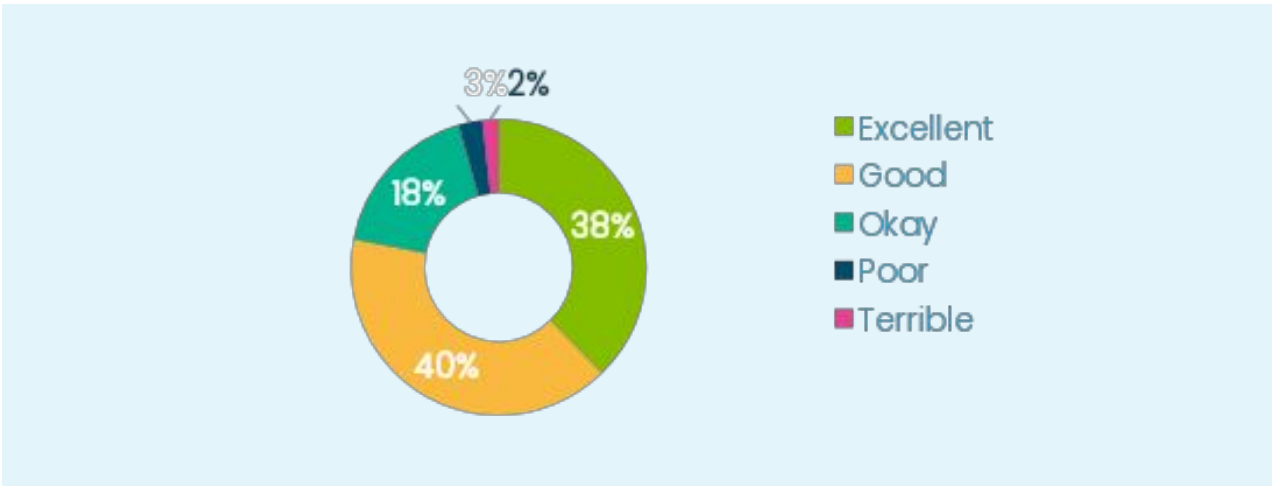
Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

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





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



**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 charts below show the top 5 positive and negative issues received between July and September 2023 based on the free text responses received.

Top 5 Positive Issues	Total count and % of positive reviews
Staff attitudes	22 (92%)
Service co-ordination	13 (87%)
Communication with patients	8 (89%)
Appointment availability	7 (32%)
Experience	5 (83%)

Top 5 Negative Issues	Total count and % of negative reviews
Appointment availability	14 (64%)
Lack of access	3 (75%)
Affordability	3 (100%)
Treatment explanation	3 (75%)
Clarity about service cost	2 (33%)

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

## What has worked well?



### Staff attitudes

92% of reviews that covered staff attitudes were positive. When asked what was working well residents told us that staff were friendly and helpful. Their kindness made patients feel comfortable.

Several residents praised the dentists for their gentle nature when treating their children.



### Communication around dental treatment

79% of residents we spoke to felt that dental staff were at the very minimum 'fairly clear' about the costs associated with their treatment.

Staff were praised for their transparent communication around dental plans which allowed patients to feel reassured. This aspect has significantly improved in the last three months.

## What could be improved?



### Appointment Availability

Although 61% of residents who shared reviews about dentists rated getting NHS appointments as either 'Excellent' or 'Good' this still meant that there is room for improvement for a number of people.

Residents who had issues explained that they had to wait months to get an appointment which could lead to adverse effects. Several felt that access to private treatment was easier than NHS services at their dentist.

## Recommendations

### Improving access for residents

1. Although access to dental appointments has been good for most residents. There are still those who are having to wait months to be seen by a professional.

We recommend that dental services have a flexible appointment system which can prioritise patients who have struggled with access.

# Experiences of 'Other' services





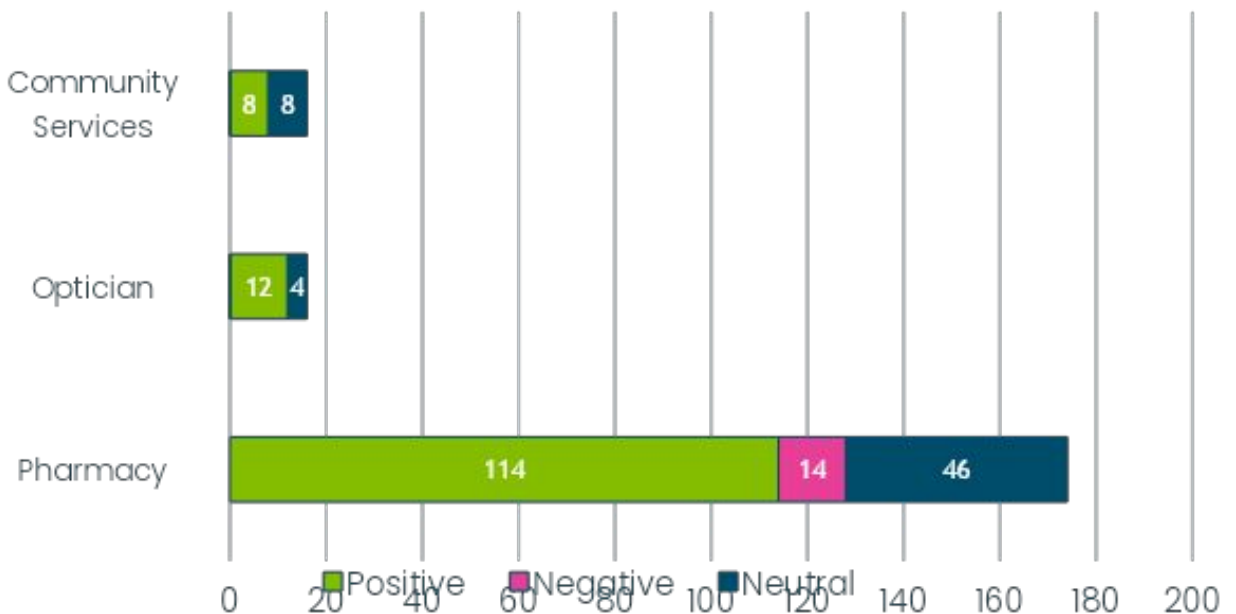
# Experiences of 'Other' services

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	174	66%
Optician	16	75%
Community Services	16	50%

## Service Type by Sentiment



## What has worked well?

Below is a list of the key positive aspects relating to 'Other' services between July and September 2023

### Pharmacy – Medication management

72% of reviews relating to medication management were positive. Patients were extremely pleased at how their pharmacies supported them with processing their prescription.



They valued being contacted by the service to arrange medication reviews. Most people felt there was a co-ordinated approach between their GP and Pharmacy when it came to their treatment.

Home deliveries were valued and considered convenient by residents who used them. This is something we also heard in the previous quarter.

### Pharmacy – Staff attitudes

92% of reviews that covered staff attitudes were positive. Staff were considered caring, attentive and extremely knowledgeable. Pharmacists were helpful in responding to any medication enquiries from patients.



Positive perceptions of pharmacy staff is a continuous trend.

### Opticians– Service co-ordination

We did not receive any negative reviews about opticians during the last three months. Patients typically found their experience of opticians consisted of quick but thorough eye assessments.



Residents appreciated being sent reminders about their appointments.

## What could be improved?

Below is a list of the key areas of improvement relating to 'Other' services in Lewisham between July and September 2023.

### Pharmacy – Waiting Times (punctuality and queueing on arrival)

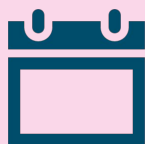
Despite patients being supportive about how pharmacies managed their medication, they felt improvements could be made around waiting times at the service.



81% of reviews that covered waiting times were negative. Patients were frustrated at sometimes having to wait over 30 minutes to pick up their medication due to long queues at the pharmacy.

Furthermore, some patients were having to wait longer than they desired because the medication they wanted was not in stock.

### Waiting Times for appointments/waiting lists – Kaleidoscope



Although we only received a small amount of feedback (11 residents) about Kaleidoscope, it should be noted that half of the reviews raised the issue of long waiting times to access children's services.

These patients were waiting between 3 months and over a year to see a health professional.

## Recommendations

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

### Tackling long waits at the pharmacies

1. To address situations where there are long queues for prescriptions, we would recommend that pharmacies have a call back system where they take the contact details of patients and provide them with a time slot where they receive priority access and can bypass queues.

# Appendix



# Demographics

Gender	Percentage %	No of Reviews
Man(including trans man)	26%	239
Woman (including trans woman)	74%	666
Non- binary	0%	0
Other	0%	2
Prefer not to say	0%	2
<b>Total</b>	<b>100%</b>	<b>909</b>

Age	Percentage %	No of Reviews
Under 18	3%	28
18-24	5%	41
25-34	16%	145
35-44	20%	181
45-54	12%	110
55-64	16%	143
65-74	15%	130
75-84	10%	91
85+	3%	26
Prefer not to say	0%	1
<b>Total</b>	<b>100%</b>	<b>896</b>

Disability	Percentage %	No of Reviews
Yes	22%	194
No	78%	688
Prefer not to say	0%	0
Not known	0%	5
<b>Total</b>	<b>100%</b>	<b>887</b>

Ethnicity	Percentage %	No of Reviews
British / English / Northern Irish / Scottish / Welsh	52%	463
Irish	1%	8
Gypsy or Irish Traveller	0%	0
Roma	0%	0
Any other White background	6%	53
Asian British	1%	11
Bangladeshi	1%	8
Chinese	1%	8
Indian	0%	4
Pakistani	1%	5
Any other Asian background/Asian British Background	1%	12
Black British	9%	84
African	8%	75
Caribbean	12%	103
Any other Black / Black British background	1%	7
Asian and White	0%	0
Black African and White	1%	10
Black Caribbean and White	2%	14
Any other Mixed / Multiple ethnic groups background	0%	4
Arab	1%	6
Any other ethnic group	2%	15
<b>Total</b>	<b>100%</b>	<b>890</b>

# Demographics

Long-term condition	Percentage %	No of Reviews
Yes	44%	385
No	55%	484
Prefer not to say	1%	13
Not known	0%	2
<b>Total</b>	<b>100%</b>	<b>884</b>

Sexual Orientation	Percentage %	No of Reviews
Asexual	1%	5
Bisexual	3%	26
Gay Man	1%	5
Heterosexual/ Straight	89%	739
Lesbian / Gay woman	0%	2
Pansexual	1%	6
Prefer not to say	6%	50
<b>Total</b>	<b>100%</b>	<b>833</b>

Religion	Percentage %	No of Reviews
Buddhist	1%	8
Christian	50%	435
Hindu	1%	11
Jewish	1%	7
Muslim	7%	65
Sikh	0%	0
Spiritualism	1%	6
No religion	34%	300
Prefer not to say	3%	23
Other religion	3%	23
<b>Total</b>	<b>100%</b>	<b>878</b>

Pregnancy	Percentage %	No of Reviews
Currently pregnant	6%	45
Currently breastfeeding	4%	29
Given birth in the last 26 weeks	4%	32
Prefer not to say	1%	4
Not known	1%	6
Not relevant	85%	648
<b>Total</b>	<b>100%</b>	<b>764</b>

# Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	0%	3
Not in employment & Unable to work	18%	146
Not in Employment/ not actively seeking work - retired	25%	210
Not in Employment (seeking work)	3%	27
Not in Employment (Student)	1%	9
On maternity leave	6%	49
Paid: 16 or more hours/week	41%	340
Paid: Less than 16 hours/week	2%	17
Prefer not to say	4%	30
<b>Total</b>	<b>100%</b>	<b>831</b>

Unpaid Carer	Percentage %	No of Reviews
Yes	11%	86
No	88%	705
Prefer not to say	1%	10
<b>Total</b>	<b>100%</b>	<b>801</b>

Area of the borough	Percentage %	No of Reviews
Bellingham Ward	5%	43
Blackheath Ward	2%	17
Brockley Ward	4%	36
Catford South Ward	13%	105
Crofton Park Ward	3%	28
Deptford Ward	3%	28
Downham Ward	10%	84
Evelyn Ward	0%	2
Forest Hill Ward	3%	28
Grove Park Ward	1%	7
Hither Green Ward	6%	47
Ladywell Ward	3%	21
Lee Green Ward	6%	51
Lewisham Central Ward	18%	149
New Cross Gate Ward	2%	17
Perry Vale Ward	0%	3
Rushey Green Ward	2%	13
Sydenham Ward	7%	56
Telegraph Hill Ward	0%	2
Out of Borough	11%	89
<b>Total</b>	<b>100%</b>	<b>826</b>

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