

Q2 Patient Experience Report

Healthwatch Lewisham
July– September 2025



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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 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

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

Between July and September 2025, we continued to develop our PEP by:

- Updating our report design following feedback to further ensure its accessibility and ability to achieve impact

Layout of the report

This report is broken down into three key sections:

- Quarterly snapshot
- Experiences of GP Practices
- Experiences of Hospital Services

The Quarterly snapshot highlights the number of reviews we have collected about local services in the last three months and how residents/patients rated their overall experiences.

GPs and Hospitals have dedicated sections as we ask specific questions about these services when carrying out engagement. They are the top two services about which we receive the most feedback.

The GP and Hospital chapters start with some example comments, giving a flavour of both the positive and negative feedback we hear from local people. The next section is summary findings, which includes good practice, areas of improvement and recommendations. This is then followed by a final section, capturing the full data set of quantitative and qualitative analysis, a further PCN/Trust breakdowns and an equality analysis page.

It is important to note that the summary findings are shaped by all data streams.

How we use our report

Our local Healthwatch has representation across various meetings, boards and committees across the borough where we share the findings of this report.

We ask local partners to respond to the findings and recommendations in our report and outline what actions they will take to improve health and care based off what people have told us.

Additional Deep Dives

This report functions as a standardised general overview of what 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.

Q2 Snapshot

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



1,059 reviews

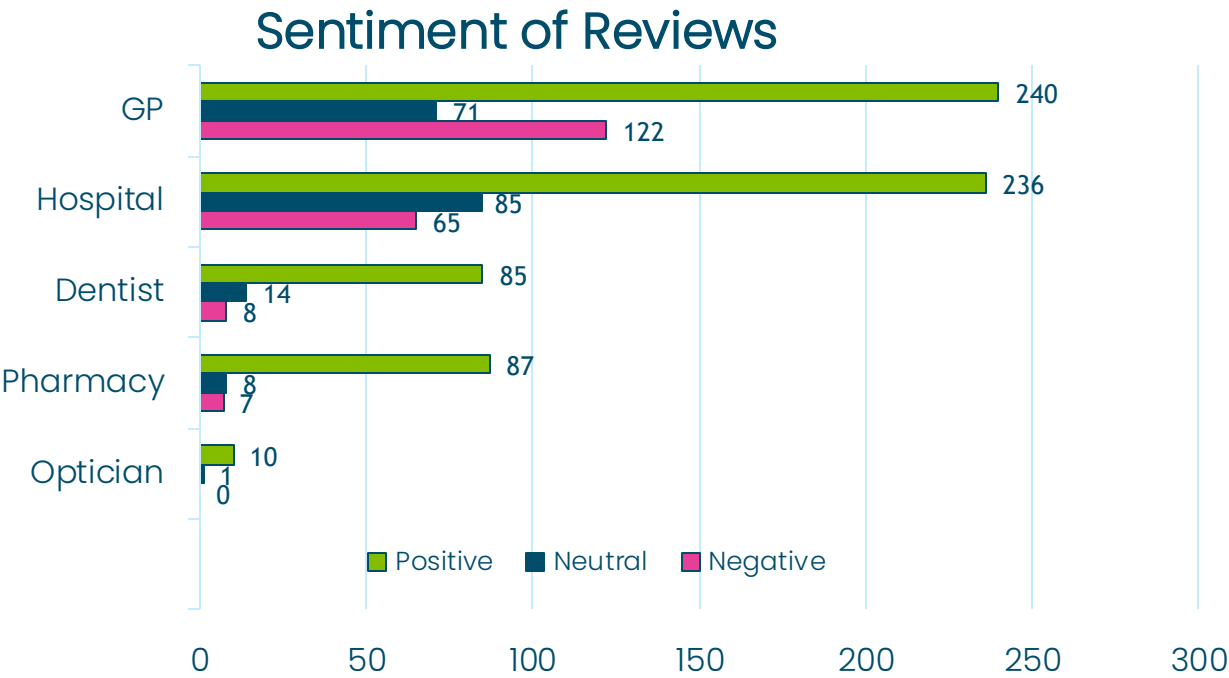
of health and care services were shared with us, helping to raise awareness of issues and improve care.

81 visits

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

Top 5 Service Types	No of Reviews	Percentage of positive reviews
GP	433	55%
Hospital	387	61%
Dentist	107	79%
Pharmacy	105	85%
Optician	11	91%
Mental Health	12	50%
Others	4	50%

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



Yearly Comparison

To judge whether experiences of health and care services are improving we compare our data throughout the year. The chart 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 25)	Q2 (Jul-Sep 25)	Q3 (Oct-Dec 25)	Q4 (Jan-Mar 26)
GP	54% (486)	55%(240)		
Hospital	64% (430)	61%(236)		
Dentist	90% (153)	79%(85)		
Pharmacy	83% (86)	85%(87)		
Optician	95% (22)	91%(10)		
Mental Health	50% (28)	50%(6)		

What does this tell us?

- We have seen a similar percentage of people sharing positive feedback about GPs over the year. In the last three months it has increased by just 1%
- Hospital services have seen a decrease in positive feedback received with a reduction of 3% when comparing Q1 and Q2.
- Experiences of Dental services also saw a decrease in positive feedback with them making 79% of the total reviews in Q2.
- Positive experiences of pharmacy services have slightly increased as the year has progressed.

Experiences of GP Services



What people told us about GP Services

"I feel that they listen to me and take me seriously, and are focused on helping me to get better. They are always available and treatment has been fantastic from the first appointment, especially as I have complex health needs"

"I feel as if I can easily get an appointment after filling out the online form. The queues on the phone are not usually long which shows that the staff are regularly taking care of us."

"The new online consultation system is so much more convenient. I can now get an appointment during the day without having to take time off work."

"My GP and their staff are very good at communicating with patients. They are effective in treating physical health. Staff are there for you and are supportive. They will see you immediately if it is an emergency.."

The telephone line refers you to the NHS application to book appointments, but there is no appointment booking section on the application. I was also referred to use the online form on the Lewisham Care Partnership website, but the form no longer exists, so the only option is to wait on long phone queues.."

"Some of the reception staff seem to be non engaged, resentful and unwilling. Why do they get to decide whether I'm worthy of an appointment? Utterly ridiculous! There is often lots of background noise during calls."

"It takes long to be seen by the doctor when you come to the GP. I have been waiting for more than 30 min in the waiting room. Better communication about what is going on with my treatment and referrals."

I feel that the GP practice has too many patients to the ratio of doctors, judging by how busy it always is and how fast appointments can be taken up..



GP Services Summary Findings

What has worked well?

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



Staff attitudes

85% of reviews that covered staff attitudes were positive.

Residents found health professionals were 'kind' and caring when listening to their concerns.



Quality of treatment

81% of reviews that covered quality of treatment were positive.

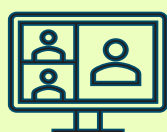
Residents were exceedingly pleased with the care they have received from their GP practices and the results of the suggested treatment.



Communication with patients

81% of reviews that covered communication with patients regarding their treatment and advice given during discussion were positive.

Residents highlighted their happiness on effective communication with staff, making it much easier to get quality services such as booking appointments, waiting list, test/results



Quality of appointment- Face-to-Face

98% of reviews that covered face to face appointment were positive.

Residents appreciated the opportunity for thorough physical assessments, which are difficult or impossible during remote consultations. Seeing a GP in person increased residents' confidence in the diagnosis and prescribed treatments.

What could be improved?

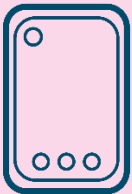
Below is a list of the key areas for improvement relating to GP practices between July and September 2025



Appointment Availability

63% of reviews that covered appointment availability were negative.

Many residents reported long waiting times and difficulty securing timely slots, especially for follow-up care.



Getting through on the telephone

63% 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.



Waiting Time

91% of reviews that covered waiting time to get seen by the consultant were negative.

Majority of residents expressed dissatisfaction on the length of time they had to wait before being seen by health professionals.



Medication- Communication around Prescription

97% of reviews that covered Communication and prescription surrounding medication were negative.

Residents were frustrated about delays and lack of proper communication in getting their repeat prescription.

Recommendations

Below is a list of recommendations for GP practices in Lewisham based on the key issues that the residents told us about over the last quarter.

Waiting Time (Punctuality and queueing on arrival)

1. Increase the number of available doctors to reduce delays and ensure patients are attended to more promptly.
2. Encourage GP practices to make greater use of signage and information boards to display estimated waiting times.
3. Adopt clinic update systems at GP practices to keep patients informed and manage expectations during busy periods.

Getting through to someone on the phone

1. Extend peak calling hours to give patients more opportunities to contact the practice at convenient times.
2. Increase staffing levels during peak hours to manage higher call volumes efficiently and reduce patient waiting times.

The image is a cover page with a dark teal background. A large white oval is centered on the page, outlined by a thick pink border. The text "GP Services" is written in a dark teal serif font, and "Full data set" is written in a pink sans-serif font, both centered within the white oval.

GP Services

Full data set

GP Services

No. of Reviews	433 (relating to 21 GP practices)
Positive	55%
Negative	28%
Neutral	16%



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:

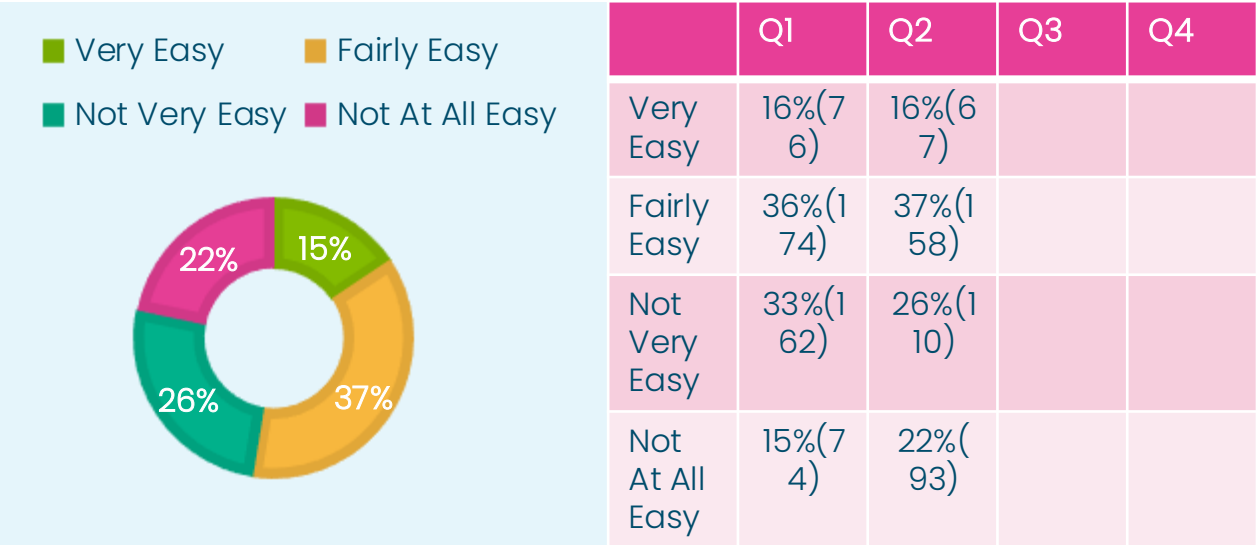
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the 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.

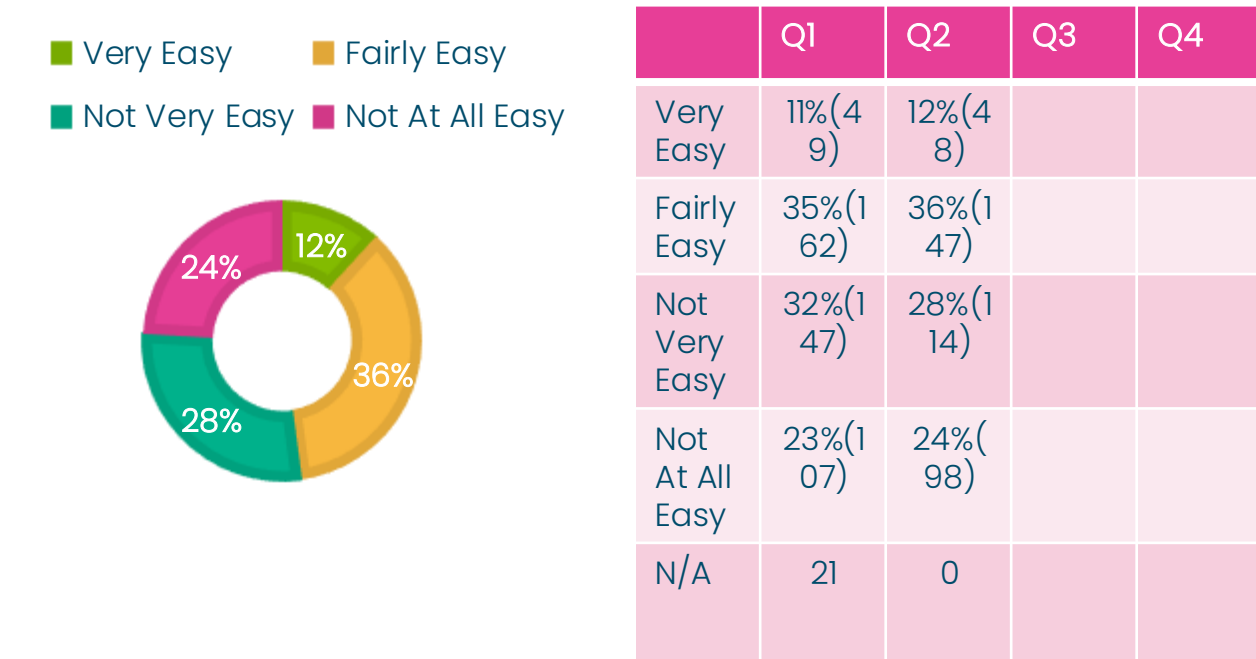
Participants were asked to choose between 1-5* (Very Poor – Very Good)

Access and Quality Questions

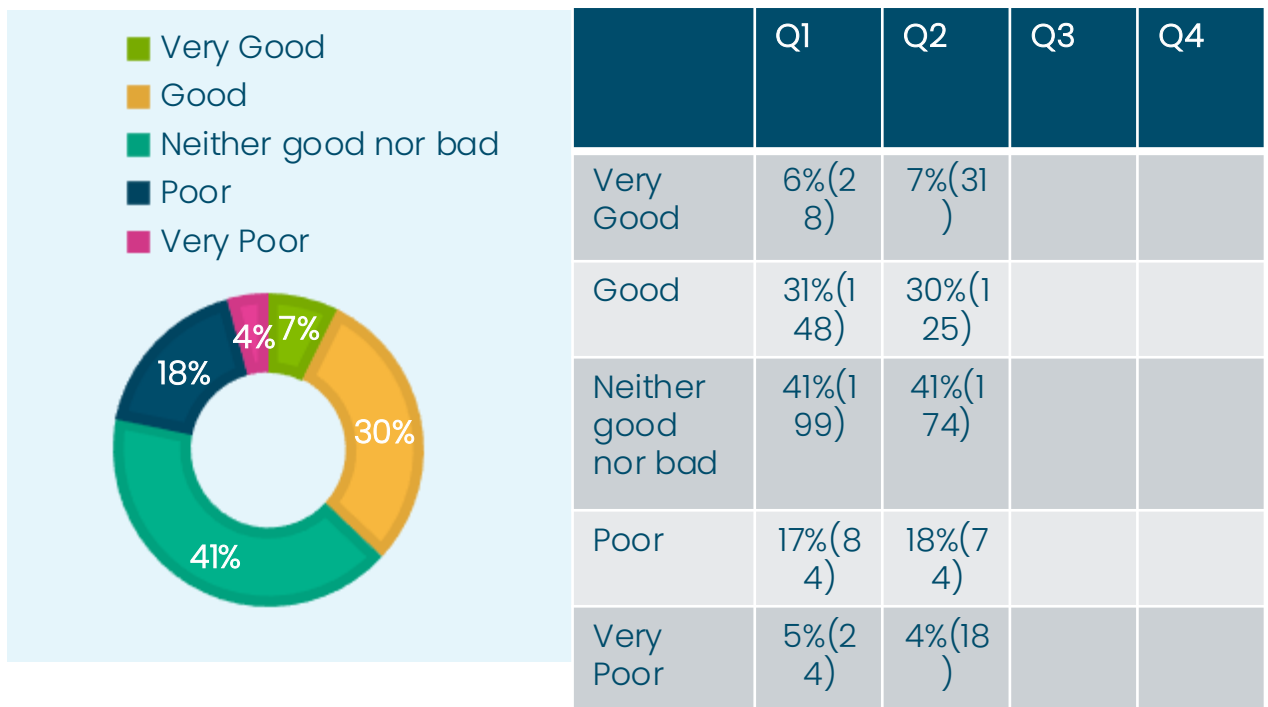
Q1) How do you find getting an appointment?



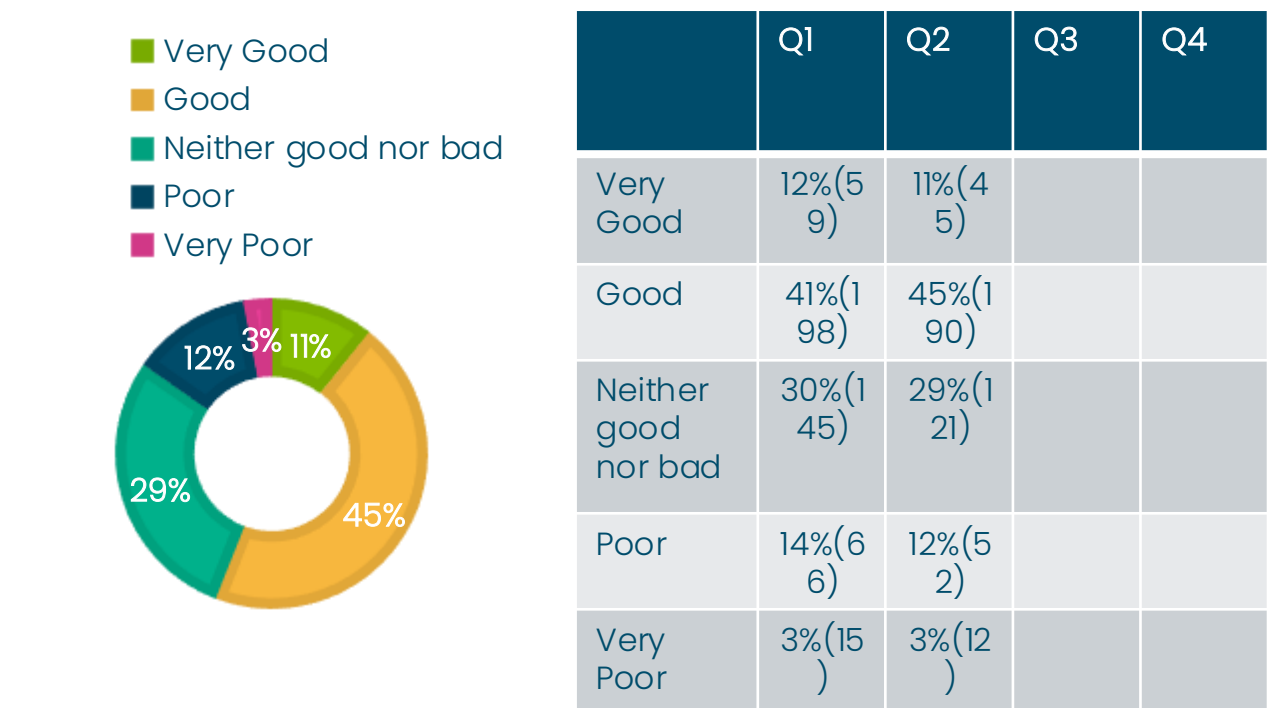
Q2) How do you find getting through to someone at your GP practice on the phone?



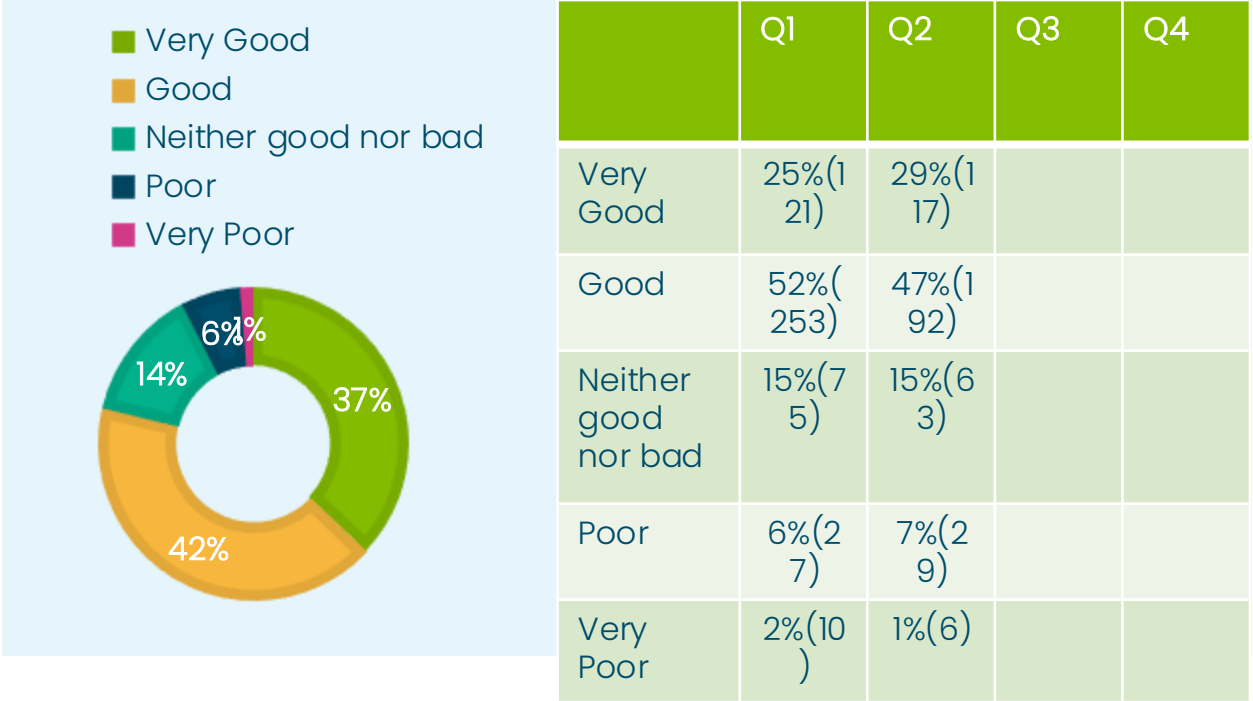
Q3) How do you find the quality of online consultations?



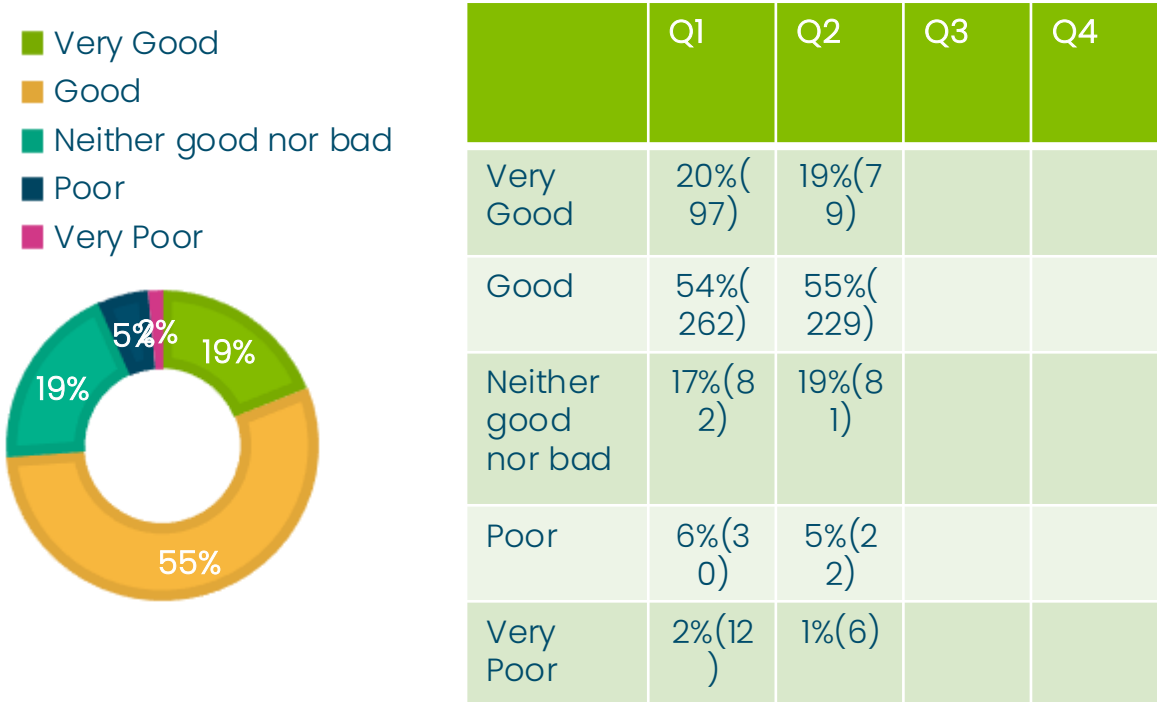
Q4) How do you find the quality of telephone consultations?



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



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



Thematic analysis

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

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

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

Top 10 Themes	Positive	Neutral	Negative	Total
Appointment availability	55 (34%)	4 (3%)	101 (63%)	129
Staff Attitudes	122(85%)	7 (5%)	14(10%)	143
Quality of Treatment	89 (81%)	8 (7%)	13 (12%)	110
Getting through on the telephone	41(34%)	3%	76(34%)	120
Face-to-Face Appointment	55(98%)	0	1(2%)	56
Booking Appointments(online)	16(30%)	5(10%)	31(60%)	52
Waiting Times (Punctuality and queueing on arrival)	5(9%)	0	49(91%)	54
Communication with Patients	58(81%)	7(10%)	7(10%)	72
Referrals (communication)	36(82%)	0	8(18%)	44
Telephone Consultation	24(62%)	6(15%)	9(23%)	39

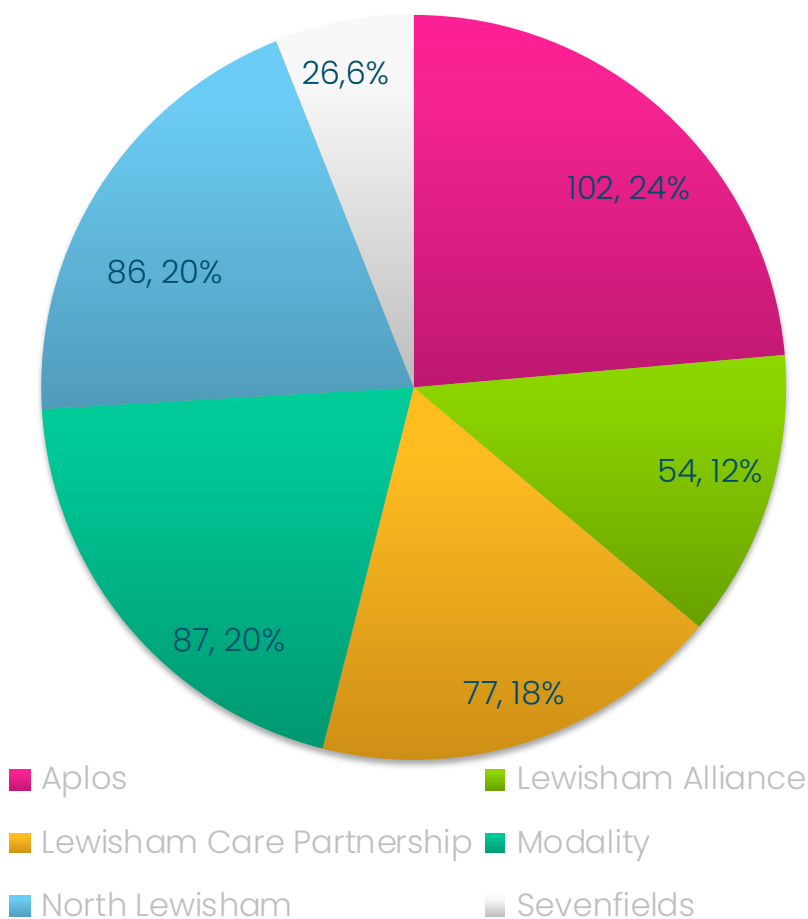
Primary Care Networks

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 July and September, the services which received the most reviews were Aplos and Modality. In Q2, Aplos PCN received 102 positive responses, while Modality and North Lewisham PCN recorded 87 and 86 positive responses respectively.

Total Reviews per PCN (n, %)



PCN Access and Quality Questions

In order to understand the variance of experience across the borough we have compared the PCNs by their access and quality ratings.

Please note that Access has been rated out of 4 (1 – Not at All Easy – 4 Very Easy) and Quality is out of 5 (1 – Very Poor, 5 – Very Good)

Each average rating has been colour coded to indicate positive, (green) negative (pink) or neutral (blue) sentiment.

Positive

Neutral

Negative

PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	Getting an appointment	Getting through on the phone	Of Online consultation	Of Telephone consultation	Of Staff attitudes	Of Treatment and Care
Aplos No of reviews: 102	2.5	2.5	3.2	3.5	4.1	3.9
Lewisham Alliance No of reviews: 54	2.4	2.3	3.0	3.2	4.0	3.8
Lewisham Care Partnership No of reviews: 77	2.1	1.9	3.1	3.4	3.8	3.6
Modality No of reviews: 87	2.5	2.4	3.1	3.5	3.9	3.9
North Lewisham No of reviews: 86	2.8	2.8	3.3	3.7	4.1	4.0
Sevenfields No of reviews: 26	2.5	2.0	3.4	3.5	4.1	4.0

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 3 Positive Issues	Top 3 Negative Issues
Aplos No of reviews:	3.3	1. Staff attitudes – health professionals	1. Appointment availability
		2. Communication with patient	2. Getting through to someone on the telephone
		3. Quality of Care/Treatment	3. Booking appointment
Lewisham Alliance No of reviews:	3.3	1. Quality of Care/Treatment	1. Booking appointments
		2. Staff Attitude	2. Getting through to someone on the telephone
		3. Getting through to someone on the phone	3. Appointment availability
Lewisham Care Partnership No of reviews:	3.1	1. Face-to-face Consultation	1. Getting through on the telephone
		2. Staff attitudes	2. Booking appointments
		3. Quality of Care/ Treatment	3. Online consultation
Modality No of reviews:	3.4	1. Quality of Care/Treatment	1. Getting through to someone on the phone
		2. Face-to-Face Consultation	2. Appointment availability
		3. Communication with patients	3. Referral Waiting list for appointment
North Lewisham No of reviews:	3.7	1. Quality of Treatment/Care	1. Getting through on the telephone
		2. Communication with patients	2. Booking appointments
		3. Staff attitudes	3. Appointment availability
Sevenfields No of reviews:	3.6	1. Face-to-face Consultation 2. Staff attitude 3. Communication with Staff	1. Appointment availability 2. Getting through to someone on the phone 3. Online Consultation

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	Q2	Q3	Q4
Quality of Treatment	Staff attitudes		
Staff attitudes	Quality of treatment		
Communication with patients	Communication with patients		
Waiting Times (punctuality and queueing on arrival)	Face-to-face Consultation		
Tests/results	Referrals-Communication		

Negative issues

Q1	Q2	Q3	Q4
Waiting Times (punctuality and queueing on arrival)	Appointment availability		
Getting through on the telephone	Waiting Times (punctuality and queueing on arrival)		
Communication with patients	Getting through to someone on the phone		
Booking appointments	Referrals-Waiting List		
Tests/results	Communication around prescription		

Equalities Snapshot

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

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



Gender

During the last three months, 252 women had a better experience of GPs when compared with 167 men. 52% of women rated their experiences 4* or higher compared to only 48% of men.



Age

We received the most feedback from 35-44 year olds (89) and 45-54 year olds (74).

Experiences amongst these age ranges were mixed with 55% of 35-44 year olds having positive experiences.

While 50% of 45-54 year olds also gave Positive reviews.



Ethnicity

49% (78) of 159 White British residents who shared reviews considered their last experience of a GP to be either 'Good' or 'Very Good'. This was the highest percentage for an ethnicity that shared more than 10 reviews. The next best was people who identified as 'Any other black/Black British' with 58% sharing positive experience.



Long Term Condition

17% (74) of residents we spoke to who shared their equalities data considered themselves to have a long-term condition (LTC).

Interestingly 42% of them had a positive experience of their GP practice in comparison to 52% of those who did not have any LTC.

Experiences of Hospital Services



What people told us about Hospitals

"One time is liked about Lewisham Hospital is, the thoroughness of diagnosis and treatment There was effective communication in writing from the hospital"

They explained every treatment step to me, communication from staff was good..
Transport was good.
Card contained all the details of appointment.
I had CT scan during the strike and it was still very good.
The staff really looked after me."

"Doctor was very nice, he wrote a letter summarising the consultation to send to Hilly Fields to speed up a check up. Nurses were really nice too."

"I had a ministroke and went to A&E, they referred me to the neurology department very quickly. They also referred me to the cardiology where more tests and heart monitorings were done within 24 hours..
The staff showed great professionalism with my treatment"

"Communication between hospital and GP is very poor. I have no confidence that the information I gave have been recorded on the system. I was given the wrong date for emergency appointments, leading to missing a day's work. "

Very poor hygiene - witnessed a nurse cleaning up vomit very ineffectively and leaving a patient for an hour before offering anti-sickness medication when patient was very distressed.
Unacceptably long waits - over 8 hours to be seen. "

"I Find it irritating for waiting and not being given any information and advice on how long you are going to wait and finally see the doctor (Would prefer if the hospital use a ticket system like at most GP practices)."

"Obtaining information is challenging due to bureaucratic obstacles. I have waited months for surgery, but basic information about the surgery, such as adverse conditions and the difficulty of the operation, was not provided on time."



Hospital Services Summary Findings

What has worked well?

Below is a list of the key positive aspects relating to hospitals between July and September 2025



Quality of Treatment and Care

87% of reviews that covered quality of treatment and care were positive.

Residents found that they appreciated the quality of the operations they received. Significant praise was given to the Orthopaedics department.



Staff attitudes

(87% of reviews that covered staff attitude were positive.

On several occasions, residents described staff as “kind,” “caring,” and “friendly.” The professionalism demonstrated by health professionals was also highly appreciated by residents.

Communication with Patients (treatment, explanation, verbal advice)

78% of reviews that covered communication with staff were positive.

Residents appreciated that health professionals took the time to calmly explain their treatment while listening to their concerns. They also reported feeling reassured and more confident in their care due to the staff’s clear and supportive communication style.

Service Co-ordination

(82% of reviews that covered service Co-ordination were positive.

The Lewisham residents expressed satisfaction with the way services were conducted within the last quarter.

What could be improved?

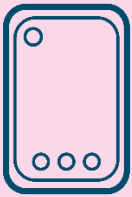
Below is a list of the key areas for improvement relating to hospitals between July and September 2025..



Waiting times for appointments/waiting lists

72% of reviews that covered waiting times for appointments/waiting lists were negative.

Residents found that they would have to wait on average at least 3-6 months for a hospital appointment. They were concerned about people in constant pain while they were waiting.



Triage and Admission appointment

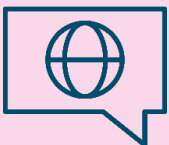
90% of the reviews that covered triage and admission were rated negative.

Many patients described long waiting times, limited communication from staff, and uncertainty about what to expect during the triage process. Several service users also reported feeling unsupported on arrival, noting that clearer explanations and more consistent updates would have significantly improved their experience.

Tests/Results

94% of the reviews that covered tests/results were negative

Patients commonly reported long waiting times for results and limited communication about when to expect updates. Several also felt anxious due to unclear explanations or difficulty reaching staff for follow-up information, which affected their overall confidence in the service.



Communication (Referrals)

86% of the reviews that covered referral communication were negative.

Many patients stated that referral updates were unclear or significantly delayed, leaving them uncertain about the next steps in their care journey.

Recommendations

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

Referral/Waiting List For Appointment

1. Provide clear information upfront about expected waiting times, what the referral involves, and who to contact for updates or concerns.
2. Ensure staff have access to up-to-date referral tracking tools so they can give consistent, accurate information to patients and reduce misinformation or repeated enquiries.

Triage and Admission appointment

1. Introduce a clear triage flow chart or welcome information sheet so patients understand the process, expected timelines, and who they will see
2. Increase staff presence in waiting areas, allowing for brief check-ins to reassure patients and reduce feelings of uncertainty or abandonment.

Tests/Results

1. Provide patients with clear timeframes for when they can expect test results and outline what steps will follow once results are available.
2. Introduce automatic result notifications (via text, email, or patient portal) to reduce uncertainty and unnecessary follow-up calls.



Hospital Services

Full data set

Hospital Services

No. of Reviews	387 (relating to 5 hospitals)
Positive	61% (236)
Negative	17% (65)
Neutral	22% (85)



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.

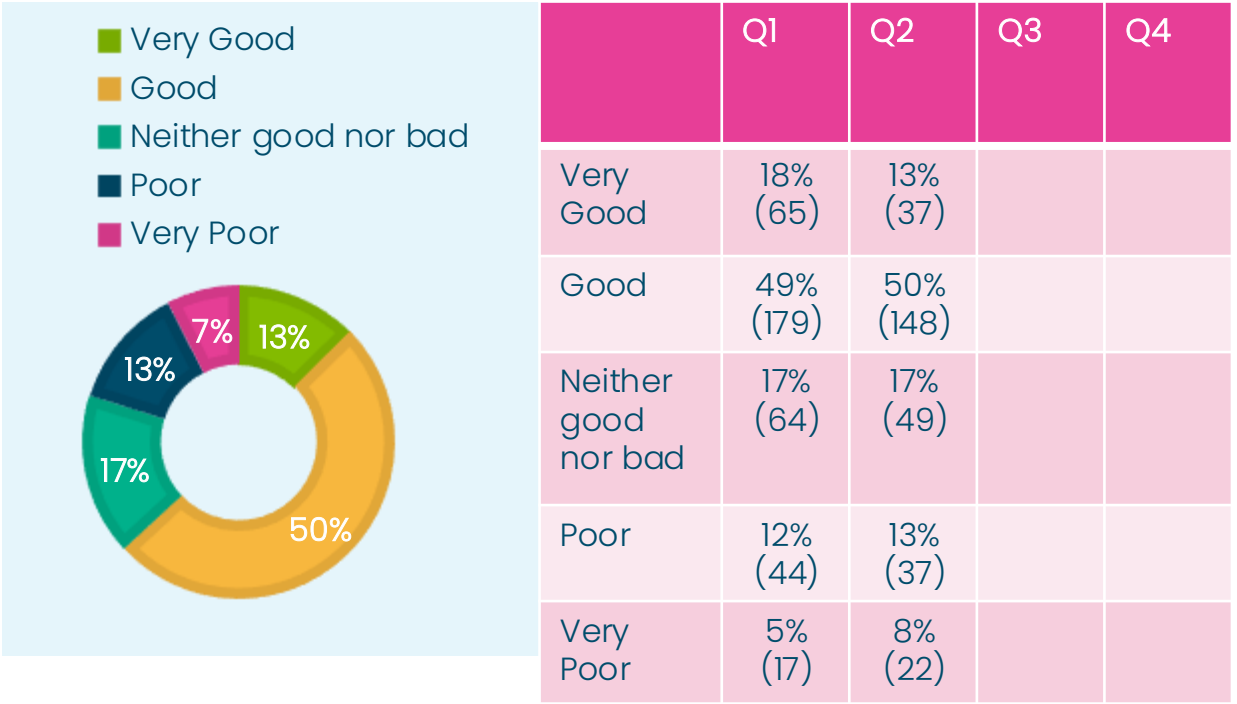
The questions we asked were:

- 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?

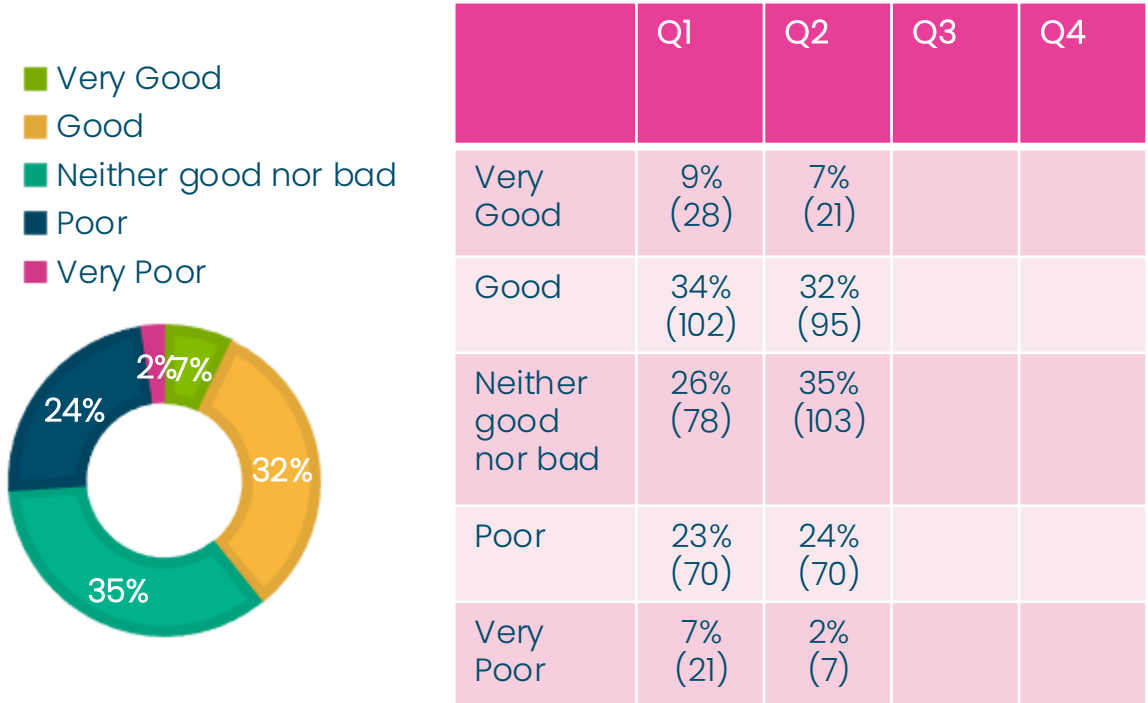
Participants were asked to choose between 1-5* (Very Poor – Very Good) for all questions.

Access and Quality Questions

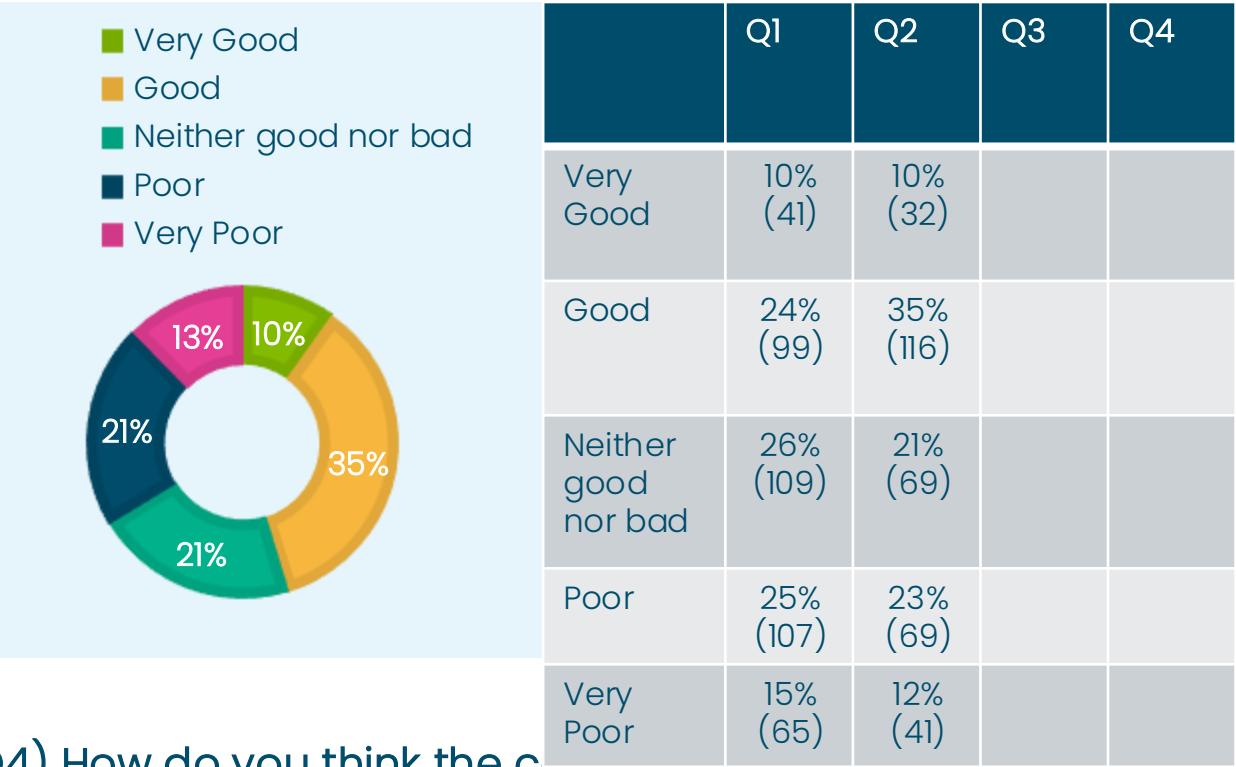
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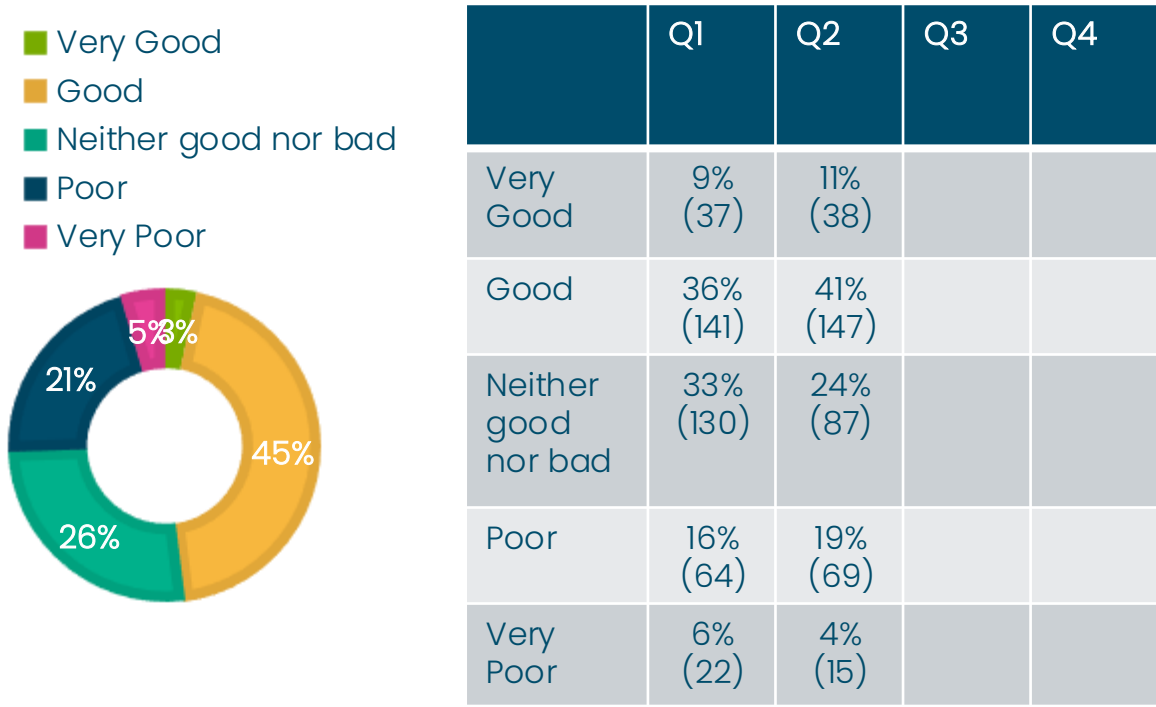
Q2) How do you find getting through to someone on the phone?



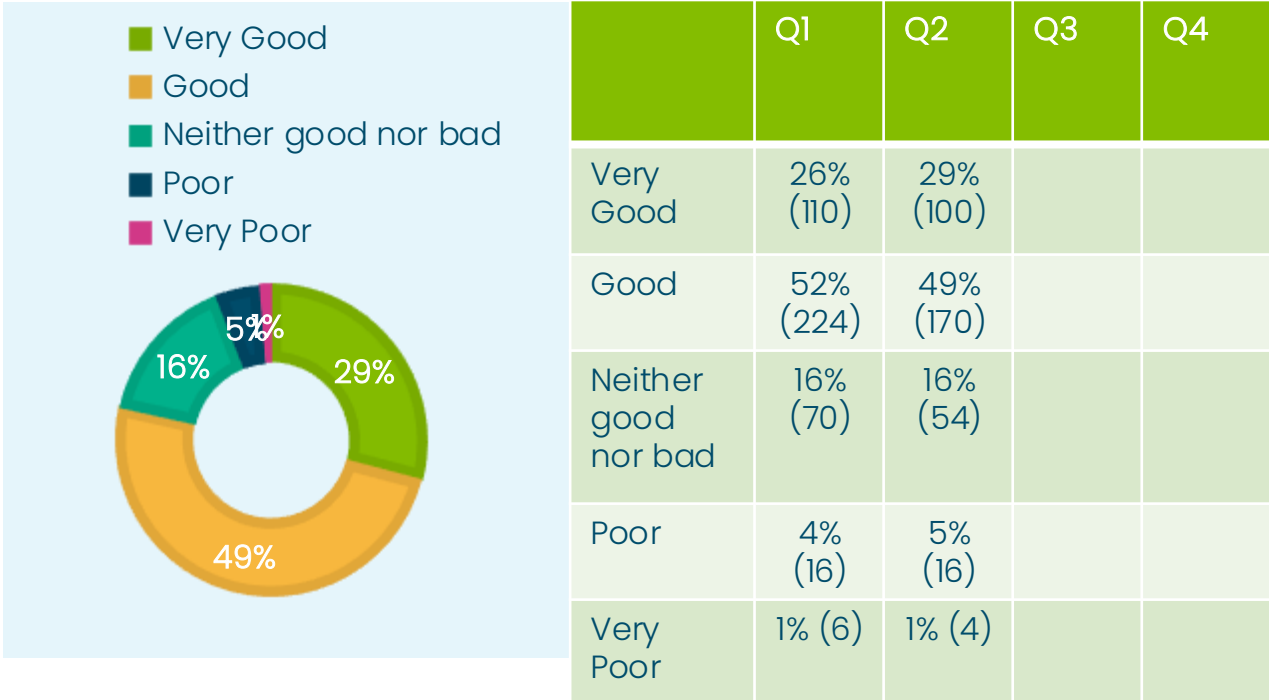
Q3) How do you find the waiting times at the hospital?



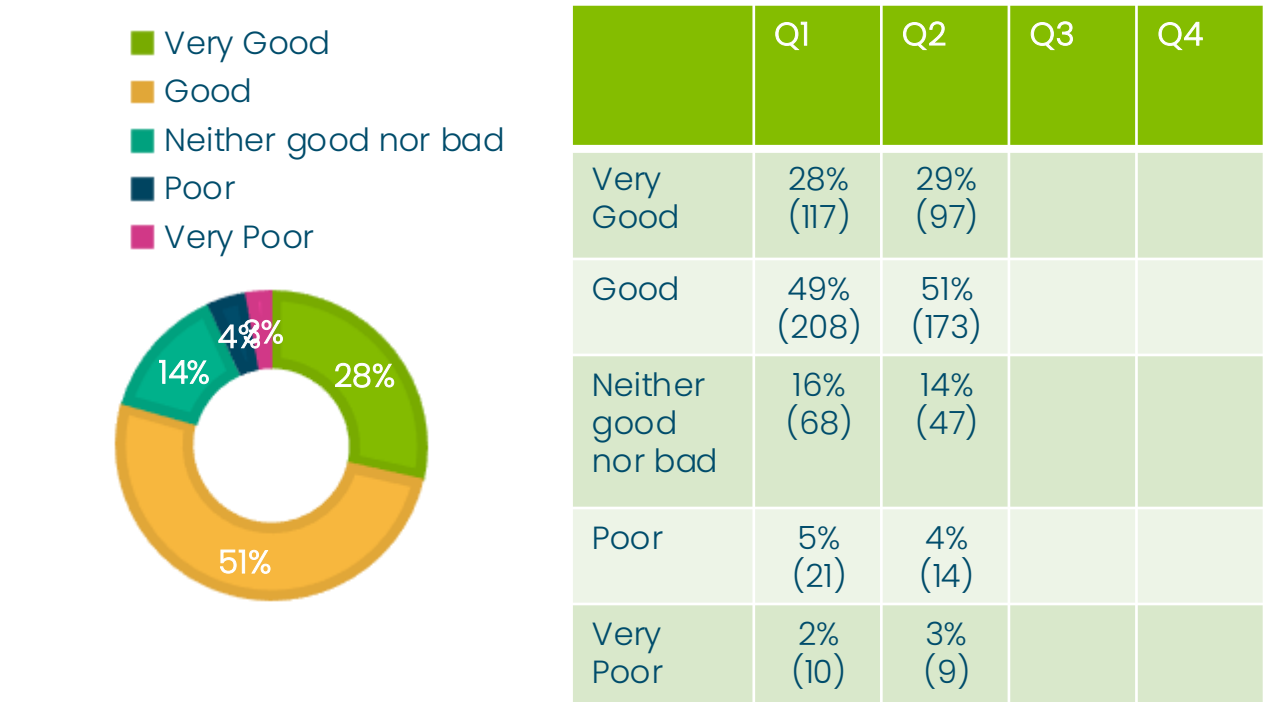
Q4) How do you think the communication is between your hospital and GP practice?



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



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



Thematic analysis

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

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

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

Top 10 Themes	Positive	Neutral	Negative	Total
Quality of Treatment	84 (87%)	30 (4%)	8 (8%)	95
Waiting Times (Punctuality and queueing on arrival)	31 (68%)	5 (5%)	114 (28%)	153
Staff attitude	137 (87%)	(4%)	14 (9%)	157
Communication with patients	72 (78%)	3%	17 (18%)	92
Tests/Results	3 (6%)	0	44 (94%)	47
Continuity of Care	2 (4%)	51%	23 (45%)	51
Referrals (Communication)	5 (11%)	(2%)	38 (86%)	44
Waiting Lists for Appointment	19 (23%)	5%	60 (72%)	83
Triage and admission	3 (3%)	0	44 (97%)	47
Appointment Availability	32 (54%)	(36%)	21(10%)	59

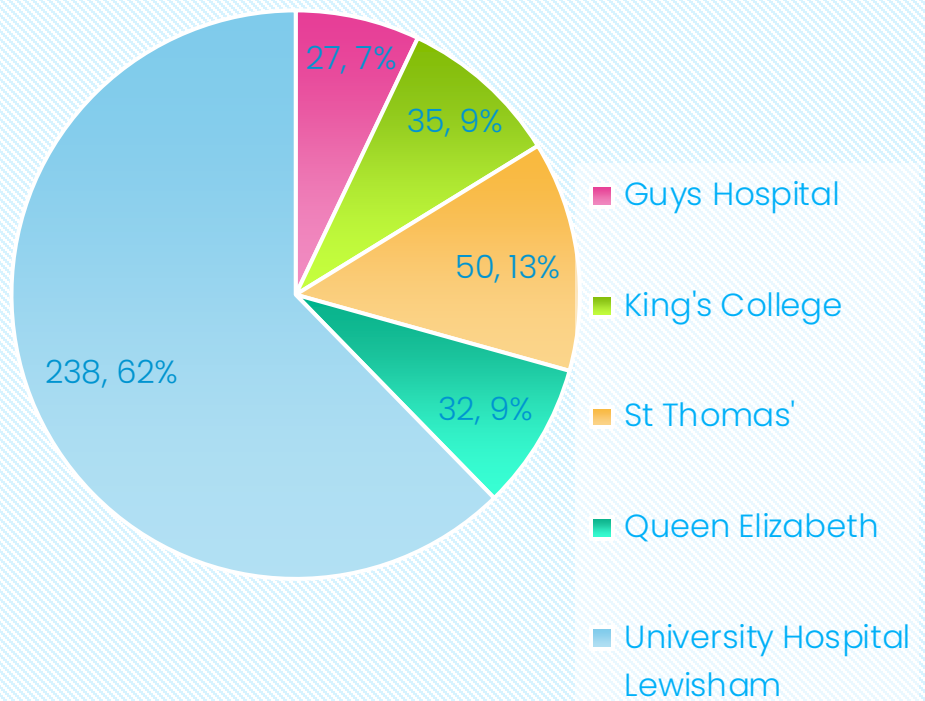
Hospital Trusts

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:

- Guys Hospital
- King's College Hospital
- St Thomas' Hospital
- Queen Elizabeth Hospital
- University Hospital Lewisham

Between July and September, the service that received the most reviews was University Hospital Lewisham.

Total Reviews per Hospital



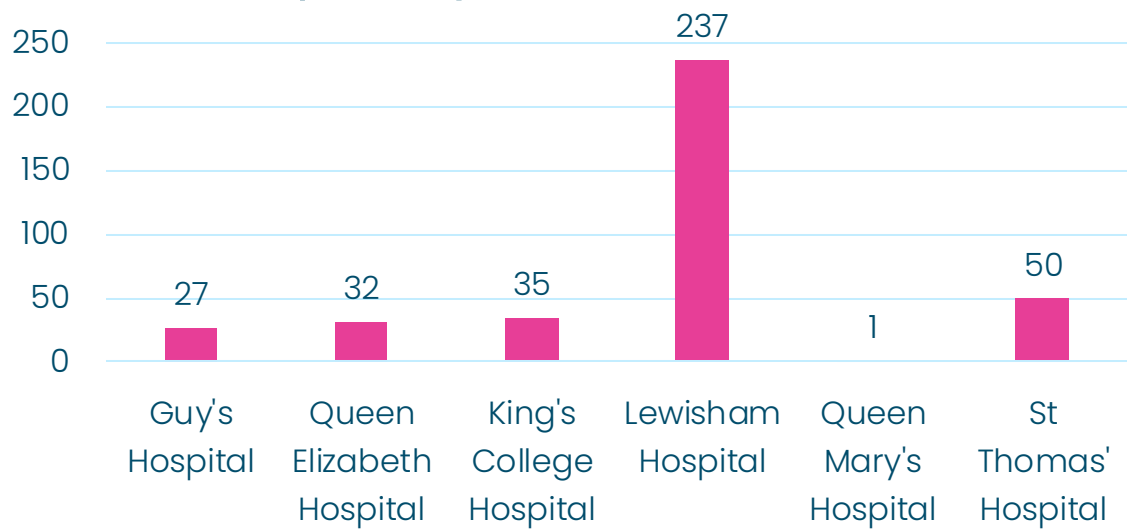
Reviewed Hospitals

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 about experiences at the following hospitals:

Hospital	Provider
Guys' Hospital	Guy's and St Thomas' NHS Foundation Trust
St Thomas' Hospital	
King's College Hospital	King's College NHS Foundation Trust
Queen Elizabeth Hospital	
Lewisham Hospital	Lewisham and Greenwich NHS Foundation Trust

Between July – September, the hospital which received the most reviews was University Hospital Lewisham. Healthwatch Lewisham visits weekly. Additional patient experiences were collected by the Patient Experience Officer and volunteers, through face-to-face engagements and online reviews.

Hospital by number of reviews



In order to understand the variance of experience across the hospitals we have compared the ratings given for access and quality covered in the previous section. Please note that each question has been rated out of 5 (1 – Very Poor 5 –Very Good)

Positive Neutral Negative

Name of Hospital	ACCESS (out of 5)			QUALITY (out of 5)		
	To a referral/ appointment	Getting through on the phone	Waiting Times	Of Communica tion between GP and Hospital	Of Staff attitudes	Of Treatment and Care
Guys' Hospital No of reviews: 28	4.5	3.6	3.7	4.0	4.5	4.8
Kings' College Hospital No of reviews: 36	4.0	3.1	3.1	3.3	4.0	3.8
St Thomas' Hospital No of reviews: 51	3.3	2.7	2.8	3.4	3.5	4.0
Queen Elizabeth Hospital No of reviews: 33	3.2	3.0	3.4	3.5	4.0	4.1
University Hospital Lewisham No of reviews: 238	3.5	3.2	3.0	3.4	4.1	4.0

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

Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
University Hospital Lewisham No of reviews: 238	3.6	1. Staff attitudes – health professionals	1. Tests/Results
		2. Communication with patients (treatment, Verbal advice)	2. Triage and Admission
		3. Quality of Care/Treatment	3. Waiting Times for appointment
St Thomas' Hospital No of reviews: 51	3.3	1. Quality of Care/Treatment	1. Waiting Times for appointment
		2. Information and Advice	2. Patient Choice
		3. Staffing Levels	3. Tests/Results
Kings' College Hospital No of reviews: 36	3.4	1. Communication with patients (treatment and Verbal advice)	1. Communication (Referrals)
		2. Staff attitudes	2. Triage and Admission
		3. Quality of Care/ Treatment	3. Online consultation

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	Q2	Q3	Q4
Quality of Treatment	Staff attitudes		
Staff attitudes	Quality of treatment		
Communicatio n with patients	Service Coordination		
Waiting Times (punctuality and queueing on arrival)	Information and Advice		
Tests/results	Communicatio n with patients (treatment, Verbal advice)		

Negative issues

Q1	Q2	Q3	Q4
Waiting Times (punctuality and queuing on arrival)	Communicatio n (Referrals)		
Getting through on the telephone	Tests/Results		
Communicatio n with patients	Appointment availability		
Booking appointments	Waiting Times (punctuality and queuing on arrival)		
Tests/results	Triage and Admissions		

Equalities Snapshot

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

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



Gender

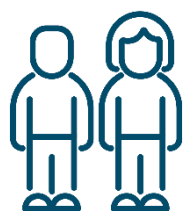
During the last three months, 63% of the men (159) we spoke to had a positive experience of University Hospital Lewisham. By comparison, 61% of women (256) rated their last hospital visit as 'Good' or 'Very Good.'



Age

35-44 year olds shared the highest amount (47) of positive experiences about hospitals. 53% of all comments praised their services.

The second highest amount of positive reviews came from 55-64 year olds, (44) 62% of this feedback was positive.



Ethnicity

66% of the White British residents (96) who shared reviews considered their last hospital experience to be 'Good' or better.

The next highest was African (39) with 59% who all gave positive reviews.



Disability and Long-Term Conditions

68% of patients (50) who considered themselves to be disabled or have a long-term condition gave positive ratings about their hospital care.

The same could not be said for people without a long-term condition where only 61% of them gave positive reviews.

Appendix



No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	240 (55%)	71 (16%)	122 (28%)	433
Hospital	236 (61%)	85 (22%)	65 (17%)	386
Dentist	85 (79%)	14 (13%)	8 (7%)	107
Pharmacy	87 (85%)	8 (8%)	7 (7%)	102
Optician	10 (91%)	1 (9%)	0	11
Mental Health	6 (50%)	4 (33%)	2 (17%)	12
Community Health	4 (80%)	0	1 (20%)	5
Emergency	1 (100%)	0	0	1
Other	1 (50%)	0	1 (50%)	2
Overall Total	670	183	206	1059

Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	38	406
Woman (including trans woman)	55	582
Non- binary	2	19
Other	0	0
Prefer not to say	3	35
Not provided	2	17
Total	100%	1059

Ethnicity	Percentage %	No of Reviews
White British	33	348
Irish/Scottish/Welsh	2	23
Gypsy or Irish Traveller	0	5
Roma	0	3
Any other white background	7	78
Bangladeshi	2	24
Chinese	2	21
Indian	4	44
Pakistani	2	22
Any other Asian background/Asian British	8	74
African	14	146
Caribbean	9	98
Any other Black/ Black British	9	96
Asian and White	1	8
Black and White	2	16
Black Caribbean and White	2	22
Any other Mixed	1	9
Arab	1	6
Any other ethnic group	1	13
Not Provided	0	3
Total	100%	1059

Age	Percentage %	No of Reviews
Under 18	3	30
18-24	7	70
25-34	13	138
35-44	20	205
45-54	14	153
55-64	18	186
65-74	12	122
75-84	8	90
85+	4	46
Prefer not to say	1	15
Not provided	0	4
Total	100%	1207

Disability	Percentage %	No of Reviews
Yes	19	198
No	77	814
Prefer not to say	3	34
Not provided	1	13
Total	100%	1059

Demographics

Long-term condition	Percentage %	No of Reviews
Yes	34	363
No	61	646
Prefer not to say	3	31
Not provided	2	19
Total	100%	1059

Religion	Percentage %	No of Reviews
Buddhist	2	19
Christian	41	432
Hindu	6	61
Jewish	1	15
Muslim	12	125
Sikh	0	3
Spiritualism	3	27
Agnostic	2	17
Other religion	5	52
No religion	20	225
Prefer not to say	8	84
Total	100%	1059

Sexual Orientation	Percentage %	No of Reviews
Asexual	2	14
Bisexual	2	15
Gay Man	3	29
Heterosexual/ Straight	83	860
Lesbian / Gay woman	1	41
Pansexual	0	5
Prefer not to say	8	76
Not provided	0	19
Total	100%	1059

Pregnancy	Percentage %	No of Reviews
Currently pregnant	2	26
Currently breastfeeding	3	29
Given birth in the last 26 weeks	2	19
Prefer not to say	2	24
Not known	8	87
Not relevant	83	874
Total	100%	1059

Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	1	9
Not in employment & Unable to work	10	111
Not in Employment/ not actively seeking work - retired	15	164
Not in Employment (seeking work)	4	38
Not in Employment (Student)	3	28
Paid: 16 or more hours/week	53	557
Paid: Less than 16 hours/week	5	50
On maternity leave	8	82
Prefer not to say	2	20
Not provided		
Total	100%	1059

Unpaid Carer	Percentage %	No of Reviews
Yes	8	84
No	85	897
Prefer not to say	7	70
Not provided	1	8
Total	100%	1059

Area of the borough	Percentage %	No of Reviews
Bellingham Ward	7	71
Blackheath Ward	2	22
Brockley Ward	3	34
Catford South Ward	8	83
Crofton Park Ward	18	194
Deptford Ward	6	63
Downham Ward	4	43
Evelyn Ward	1	12
Forest Hill Ward	6	63
Grove Park Ward	4	42
Hither Green Ward	2	21
Honor Oak Ward	1	14
Ladywell Ward	2	21
Lee Green Ward	5	57
Lewisham Central Ward	28	296
New Cross Gate Ward	4	42
Perry Vale Ward	0	5
Rushey Green Ward	1	16
Sydenham Ward	6	62
Telegraph Hill Ward	1	8
Out of Borough	8	86
Not Provided	3	32
Total	100%	1059



healthwatch

Lewisham

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