

The main title of the report is centered in a white rectangular box. It reads "PATIENT EXPERIENCE REPORT 2021" in a bold, uppercase, sans-serif font, followed by "Q2 July - September" in a bold, lowercase, sans-serif font. The text is in a dark purple color. The background of the entire page is a teal-tinted photograph of a park with trees and a path, overlaid with a pattern of diagonal lines and overlapping circles in shades of green and purple.

PATIENT EXPERIENCE REPORT 2021
Q2 July - September

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Introduction & Executive Summary

Healthwatch was created by the health and social care reforms of 2012 with a powerful ambition of putting people at the centre of health and social care. Healthwatch Lewisham is the independent patient champion which helps influence the design and delivery of local health and social care services. It is a statutory requirement for Local Authorities to commission a local Healthwatch service under the Health and Social Care Act 2012.

In delivering these duties in Lewisham we operate a comprehensive Patient Experience data collection programme. The successful and ongoing implementation of the data collection programme and the Digital Feedback Centre has the potential to yield a minimum of 4,800 patient experiences per annum all of which will be presented as they are received and considered as valid community opinion. This Patient Experience Report for Healthwatch Lewisham covers the Q2 period for July to September 2021.

In normal practice, our Patient Experience Officer, supported by a team of volunteers, would visit health and social care services daily to talk to and hear from patients, service users, carers and relatives about their experiences of local services. During the COVID-19 pandemic, following the Government's continuing guidance regarding COVID-19, our face-to-face engagement remains paused. We have adapted our engagement strategy throughout this year to include:

- Building partnerships with local organisations and service providers with a digital offer of engagement
- Holding and attending engagement sessions and forums via Zoom
- Telephone calls with Lewisham residents, which has continually enabled us to reach a broader demographic of older residents
- Online review collection
- Encouraging patient feedback directly through our Digital Feedback Centre using social media functions (Twitter, Facebook, Next Door etc.)
- Patient Experience Survey
- The COVID-19 Vaccination Survey which will remain open for the duration of the vaccination programme

Between July and September we have begun to reintroduce the delivery of face-to-face engagement at GP practices within the borough.

These patient experience comments and reviews are gathered using a standard form (see appendixes, p.58-62). The form asks the patient for simple star ratings on their overall experience, access to appointments, ease of getting through on the telephone and several other areas. We engage with every patient, capture their experience in their words and seek consent for their feedback to be published on the Healthwatch Lewisham website, through the Digital Feedback Centre. People can leave their name or comment anonymously. The Patient Experience Officer will relay any urgent matters requiring attention to the operations manager.

Introduction & Executive Summary cont.

Where patients relay concerns about their treatment through our Feedback Centre or digital engagement, we inform them of their rights and the feedback and complaints mechanisms available to them. We also offer for a member of the staff team to call them to discuss the issue in more detail at a later date. If we observe, hear or read any safeguarding concerns these are immediately referred to the office and a safeguarding referral made where appropriate.

Whilst we aim to gather patient experience comments and reviews from a representative sample of Lewisham's population, we acknowledge that different people use different services at different times in their lives, and some not at all. Whilst all patients are asked for their monitoring information some do not wish to provide this. As well as residents choosing not to give this information, using online reviews can impact on the demographic information which can be collected.

The outreach element of our Patient Experience Programme is supplemented by our community engagement work and our website (www.healthwatchlewisham.co.uk), which people may visit independently to provide service feedback and comments. Our questions are uniform across the Digital Feedback Centre as well as the physically collected forms.

Alongside our Patient Experience work reported here, Healthwatch Lewisham carries out a number of different activities in order to hear from patients, carers and relatives and assess health and social care services from the patient's perspective. To see our other reports, please visit our website at <https://www.healthwatchlewisham.co.uk/what-we-do/our-reports/>

The information presented within this report reflects individual patient experiences of health and social care services, to ensure that the genuine observations and commentaries of the community are captured.

This report represents the voices of Lewisham residents during Q1 (July-September). During this period the Patient Experience Programme received 1,177 feedback comments. Of these comments, 62% (728) comments had a positive rating, 31% (364) were negative and 7% (85) were neutral.

Healthwatch Lewisham presents the information within this report as factual and to be considered and utilised to improve service provision and highlight areas of good practice.

Our data explained

Healthwatch Lewisham uses a Digital Feedback Centre (on our website) and Informatics system (software sitting behind the Digital Feedback Centre) to capture and analyse patient experience feedback. The Informatics system is currently used by approximately 1/3 of the Healthwatch Network across England and it captures feedback in a number of ways:

1. It asks for an overall star rating of the service, (between 1-5)
2. It provides a free text box for comment
3. It asks for a star rating against specific domain areas, (between 1-5).

In terms of reporting, the above provides Healthwatch with several data sets.

Star ratings provide a simple snapshot average, both overall and against specific domain areas.

When it comes to the free-text comment box, this is analysed in two different ways resulting in two different data sets:

In the first instance, the Informatics system looks at the patient experience comment in its totality, using a sophisticated algorithm to analyse words and phrases in order to apply a sentiment score to the overall comment. The sentiment score is translated into an overall positive, negative or neutral sentiment. This is an automatic process. Where overall sentiment is highlighted in the report, it relates to this aspect of the process.

Unlike our previous Patient Experience Reports, this report includes responses received via our COVID-19 vaccination survey (see page 20). Patient feedback comments relating to vaccinations have been collected via Survey Monkey and as a result a slightly different data set has been used. These feedback comments have therefore been analysed in isolation from our the COVID-19 experiences collected via our Digital Feedback Centre.

Overall Star Ratings

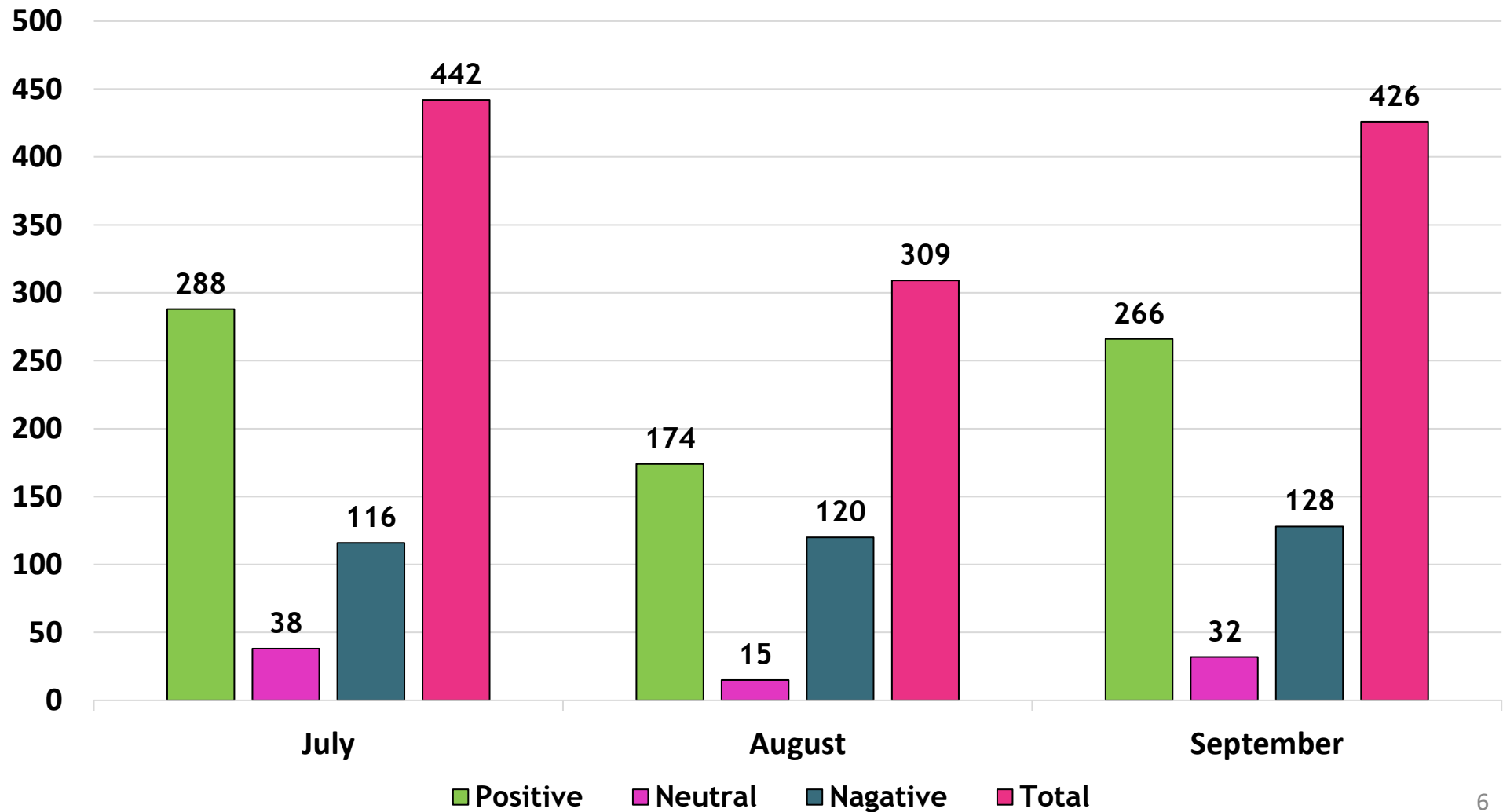
The total number of patient reviews received this quarter is **1,177**. The table shows a breakdown of the positive, neutral and negative patient reviews (see the appendices for examples of our physical and online questionnaires).

Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings of 1 and 2 indicate a negative response, a star rating of 3 indicate a neutral response and star ratings of 4 and 5 indicate a positive response. This quarter we recorded a total of 728 positive responses, 364 negative responses and 85 neutral responses.

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
July	116	38	288
August	120	15	174
September	128	32	266
Total	364	85	728

Overall Star Ratings

This chart provides a breakdown of positive, neutral, negative and total reviews for each month, based on the overall star rating provided.

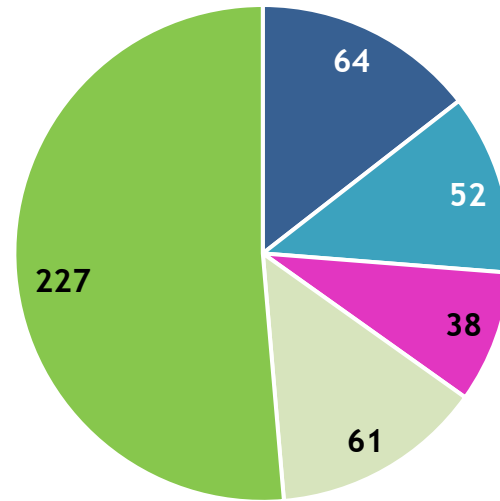


Overall Star Ratings

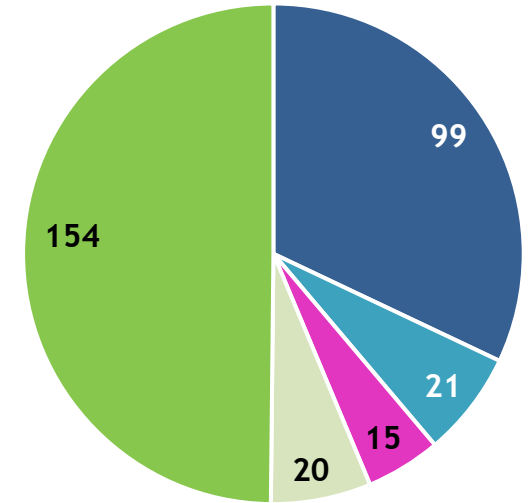
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

Overall, residents had positive experiences of services each month with the 5-star ratings making up the highest proportion of reviews.

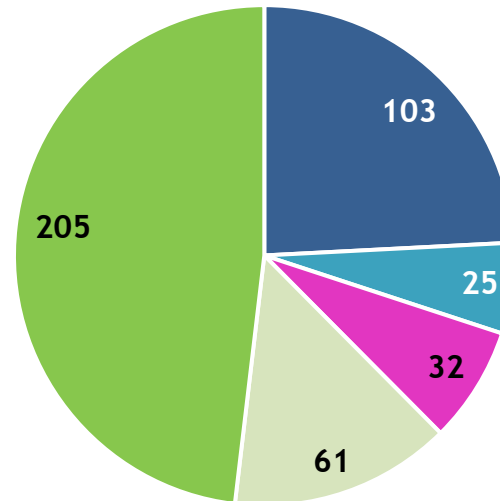
However, it should be noted that there were a substantial number of 1-star reviews which shows that there is a wide variance of experience when using health services within the borough.



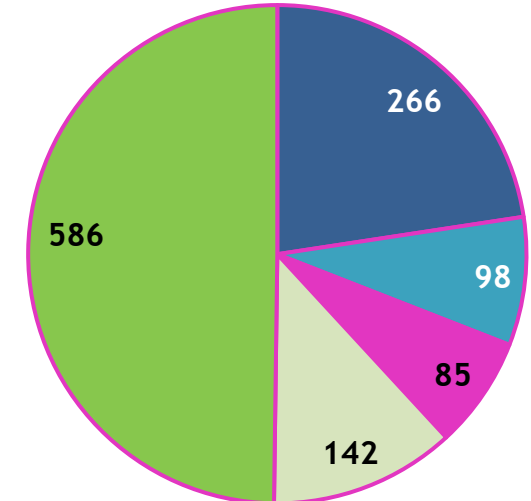
July



August



September



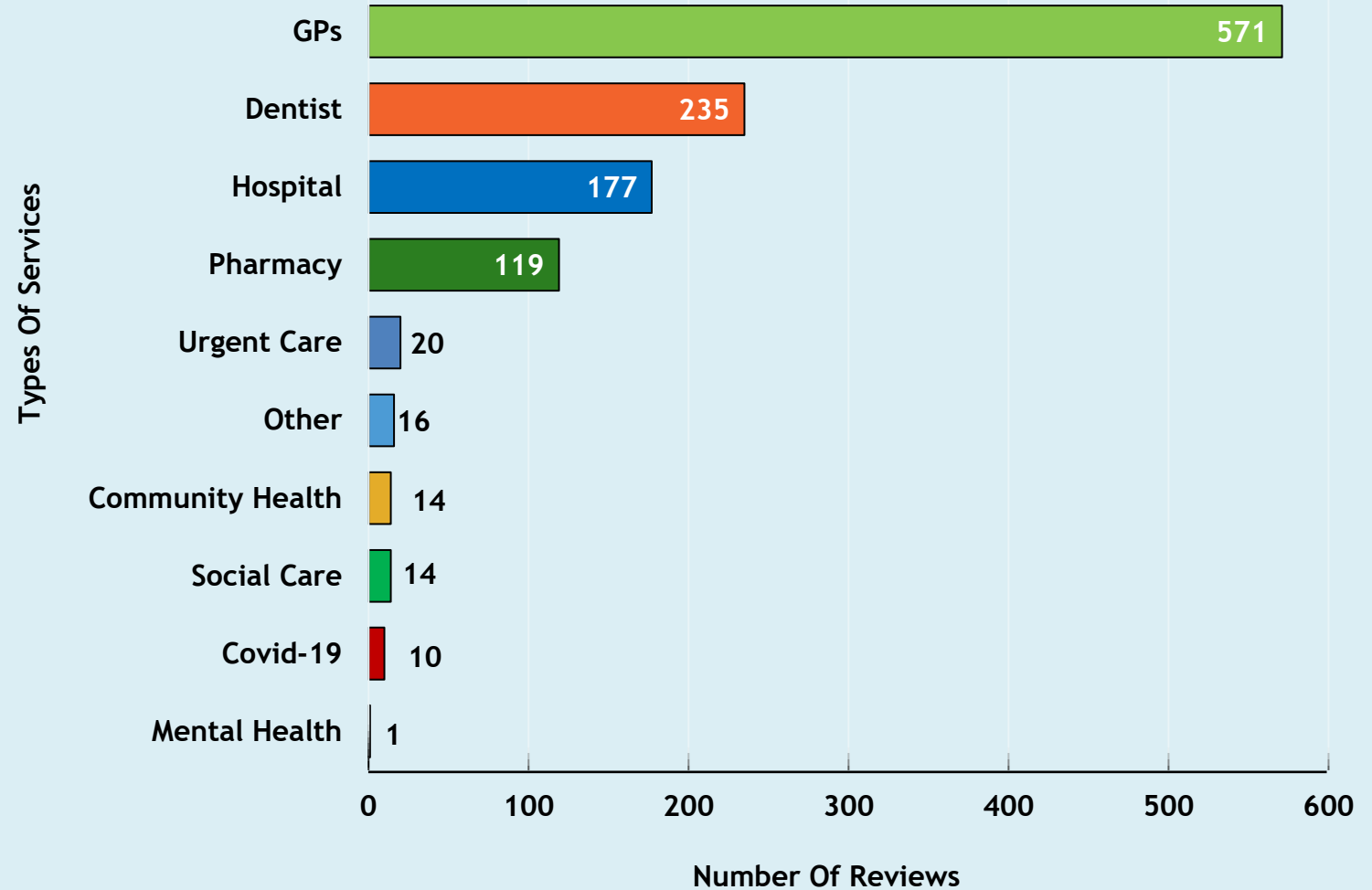
Total for Quarter 2

Total Reviews per Service Category

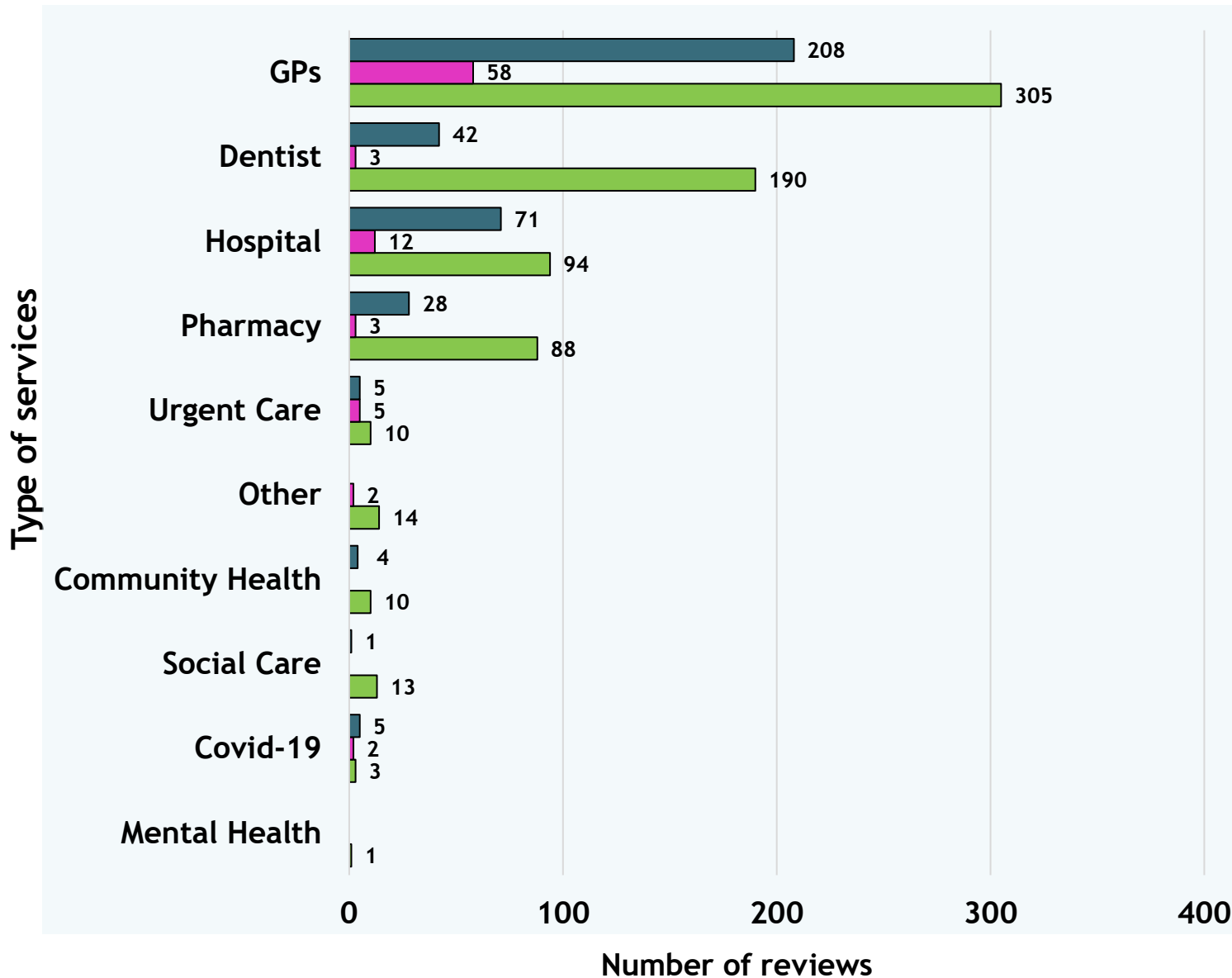
The patient reviews recorded for this quarter cover 10 service type categories, as seen in this chart.

The categories with the highest number of reviews during Q2 are GP surgeries (571), Dentist (235) and Hospital (177).

Service users also continued to comment on their experiences with Pharmacy (119), Urgent Care (20) and Other (16).



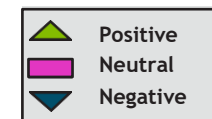
Distribution of Positive, Neutral & Negative



This bar chart compares the number of positive, neutral and negative reviews for each category. This is based on the overall star rating.

Of the services that have over 100 reviews; Dentists received the highest proportion of positive reviews with 81%, followed by Pharmacies with 74% and then GP and Hospital services both with 53%. However, with 93%, Social Care services received the highest proportion of positive reviews overall.

The categories which received the highest proportion of negative reviews are Hospitals services 40%; GPs 37% and Pharmacies services 24%.



Themes and Sub-Themes

This section shows a breakdown of the main themes and sub-themes for those service areas where we received a significant number of reviews. In Q4 these areas are:

- GP surgeries
- Dentists
- Hospitals
- Pharmacies

After asking patients for an overall star rating of the service we ask them to "tell us more about your experience" - (see the appendices for examples of our physical and online questionnaires).

Each comment is uploaded to our online Feedback Centre where up to five themes and sub-themes may be applied to the comment (see appendix 3 p54-57 for a full list).

For this reason, the total numbers of times a theme is mentioned will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative, or neutral 'sentiment' is given. The application of themes, sub-themes and sentiment is a manual process and differs from the star rating patients provide.

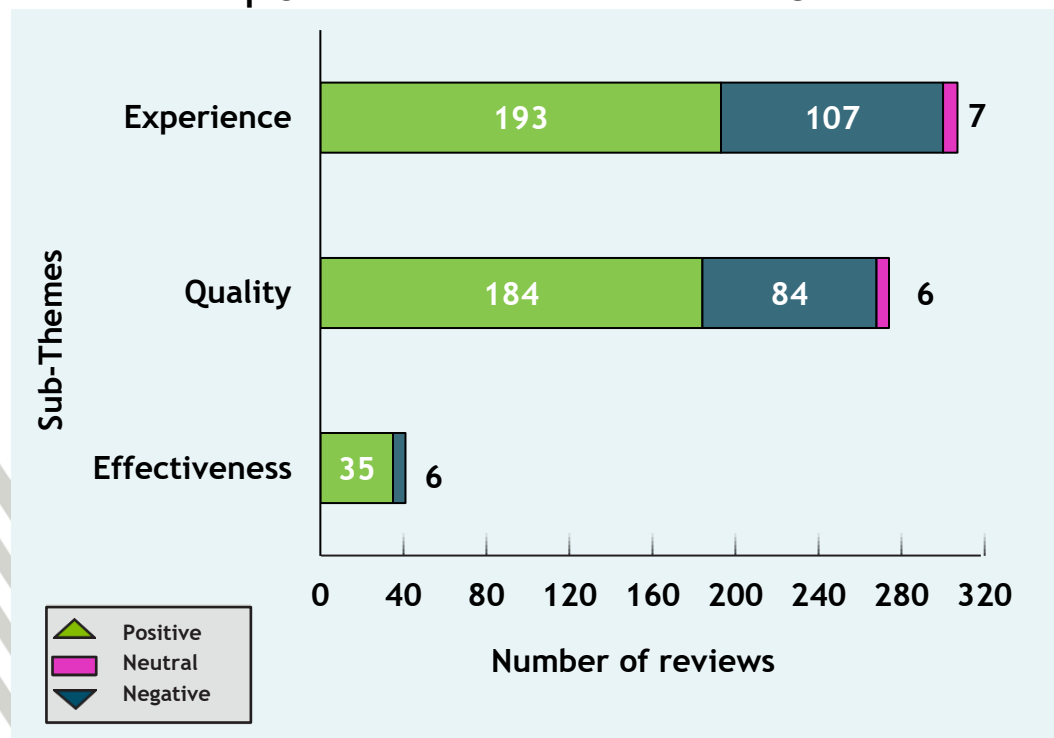
GP Themes and Sub-Themes

Treatment and Care was the most applied theme for GPs this quarter with 627 comments. 66% (412) being positive, 31% (197) negative and 2% (13) neutral. The chart below shows the top 3 sub-themes for **Treatment and Care** for GPs.

Experience was the most mentioned sub-theme amongst patients, of the 307 comments, 63% (193) were positive, 35% (107) negative and 2% (7) neutral. This was followed by **Quality Of Treatment/Care** with 274 comments of which 67% (184) were positive, 31% (84) negative and 2% (6) neutral.

Patients also commented on **Effectiveness** which was experienced mostly positively (85%) whilst only 15% of patients had negative experiences. Its clear that the majority of Lewisham patients we spoke to are pleased with the treatment and advice they receive from health professionals.

Top Sub-themes for Treatment & Care



Positive reviews

“Great practice they really care about their patients, good assistance on managing any illness you have and helping you to prevent certain health/illnesses.”

GP surgery

“They are good. This is my second time here so been treated very well I would say.”

GP surgery

Negative reviews

“...always rushing you off to attend to the next patients especially most of the doctors...”

GP surgery

“...I have several times been in touch with questions that don't require a Dr & have never had them resolved.”

GP surgery

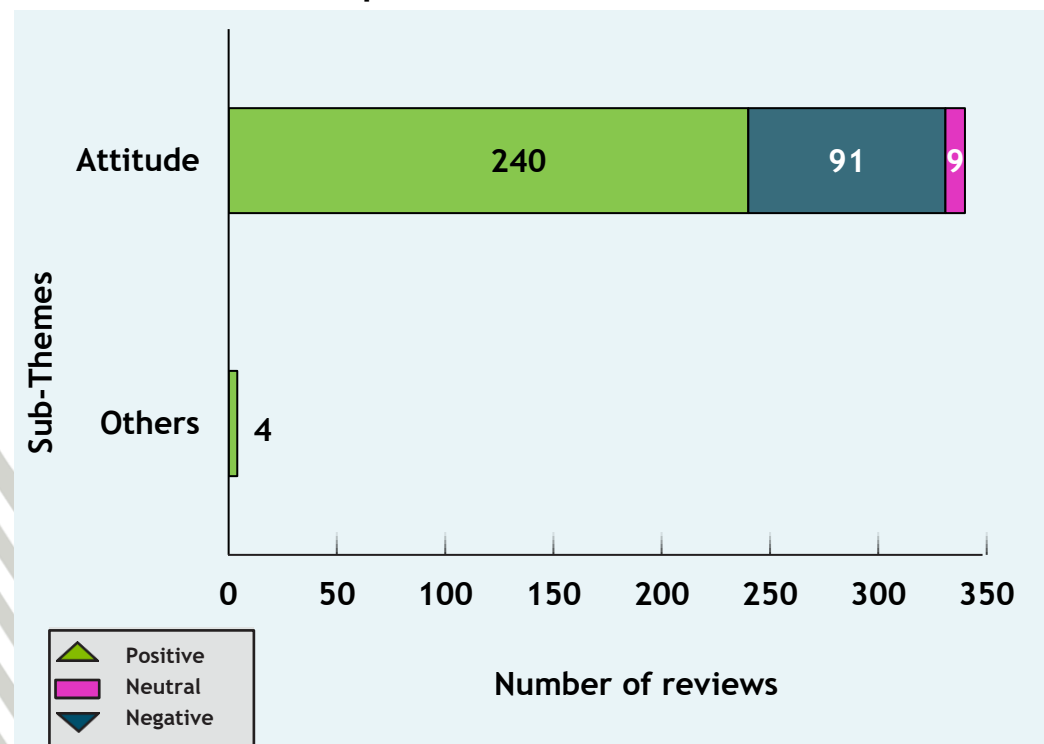
GP Themes and Sub-Themes

Staff was the second most applied theme for GP surgeries this quarter with 346 counts. Of these comments, 71% (244) were positive, 26% (91) negative and 3% (9) neutral.

Staff Attitudes were most commented on with 340 mentions, of which 71(240) were positive, 27% (91) were negative and 2% (9) were neutral. This is followed by the Other sub-themes which were **General** and **Capacity**, both mentioned on 2 occasions and 100% positive. The chart below illustrates a breakdown of the top two sub-themes for **Staff**.

From our engagements, we found that the experiences of patients are impacted by their communication with staff. Whilst the experiences of patients were generally positive, the below information outlines that there might be areas for improvement. A significant proportion of negative comments often relate to experiences with reception staff rather than the clinicians.

Top Sub-themes for Staff



Positive reviews

“They are humans and are trying their best to deliver healthcare service to the community...The staffs are good...I will recommend this practice as the staffs are always polite and helpful..”

GP surgery

“Fantastic I would not fault them, very quick and competent staffs who know what they are doing.”

GP surgery

Negative reviews

“Reception staff are incredibly rude.... they've always let the surgery down.’

GP surgery

“Rude receptionist lady. Wouldn't let me finish what I was saying. Constantly cutting me off and therefore never getting the full picture”

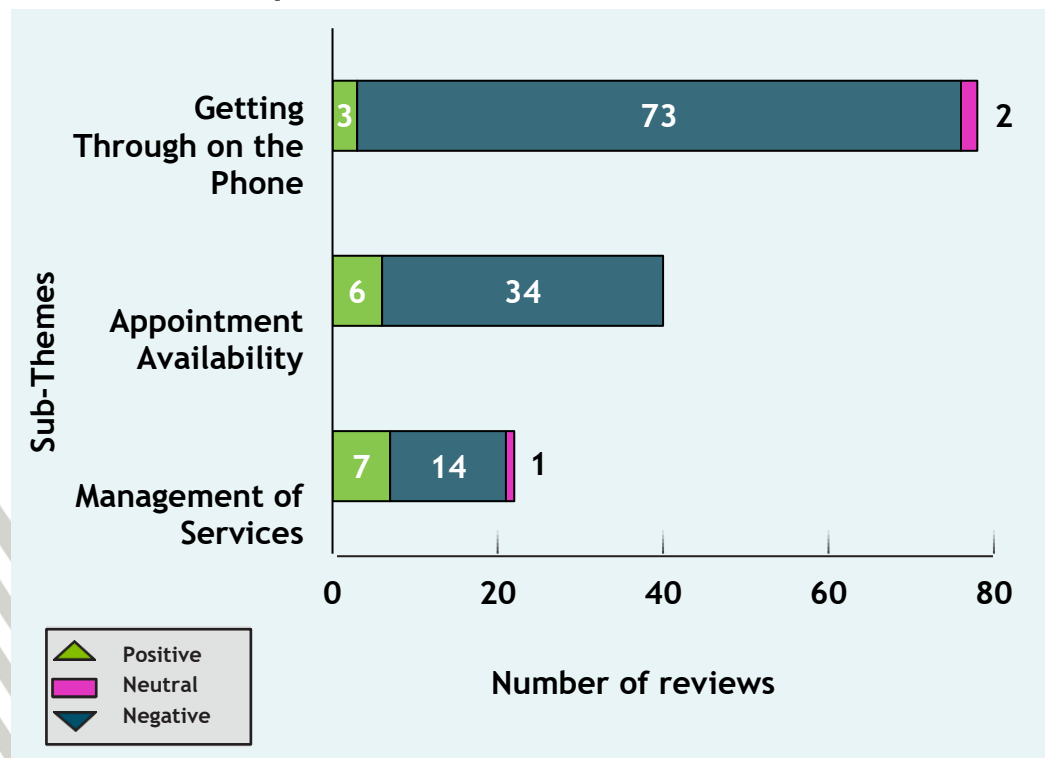
GP surgery

GP Themes and Sub-Themes

Administration was the most third applied theme for GP surgeries with 160 counts and also had the highest percentage of negative comments. Of the comments, 87% (139) were negative, 11% positive (17) and 3% (4) neutral. The majority of comments were relating to **Getting Through On The Phone** (78) and **Appointment Availability** (40). The chart below shows a breakdown of the top 3 sub-themes for **Administration**.

As seen below, residents experiences of phoning their practice was 94% negative. Similarly, many patients expressed frustrations with the availability of appointments, with 85% (34) of comments being negative. Over the course of the past quarter we have heard patients' express their frustration about booking appointments, long waits on the telephone, phone lines being cut off and the unsuitability of the e-consult form.

Top Sub-themes for Administration



Positive reviews

"...Phone lines are busy but I normally call during the day and I have always get an appointment whether its at the practice or elsewhere..."

GP surgery

Negative reviews

"It can be difficult trying to speak to a receptionist as you have to listen to the lengthy automated phone recording..."

GP surgery

"It is impossible to get an appointment and appointments are extremely brief..."

GP surgery

"Can't get through on the phone...But the administration is appalling and now just flagrantly time wasting...I now have no way of contacting the surgery, they do not answer the phone and they do not take online bookings."

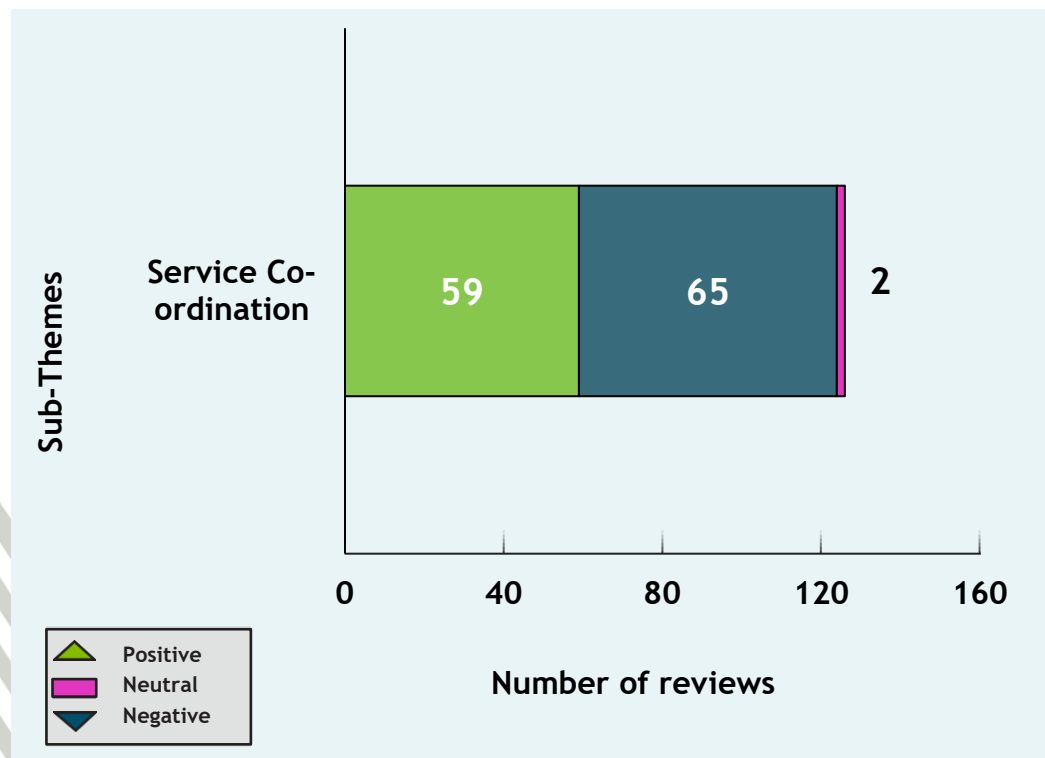
GP surgery

GP Themes and Sub-Themes

ServicesCo-Ordination was the fourth most mentioned theme for this quarter and was applied 126 times. The chart below shows a breakdown of the theme for **Service Co-Ordination**.

There are no sub-themes for **Service Co-Ordination**, It was split between patients who experienced services positively 59 (47%) and negatively 65 (52%). There were also 2% (2) of patients who had a neutral experience. This indicates that the patients have had mixed experiences with how well their GP services are run when they visit.

Themes for Service Co-ordination



Positive reviews

“Amazing service all year round.”

GP surgery

“...I have no issues with the service. Under the circumstances you are all doing a great job.”

GP surgery

Negative reviews

“Comprehensive health services here, got better these years ...”

GP surgery

“This GP surgery is getting worse by the day, they have new rules everyday”

GP surgery

“...This place has gone down hill...I’ve been a patient for over twenty years, and it’s never been like this. It’s such a disappointment, I’ve had to pay private consultants...”

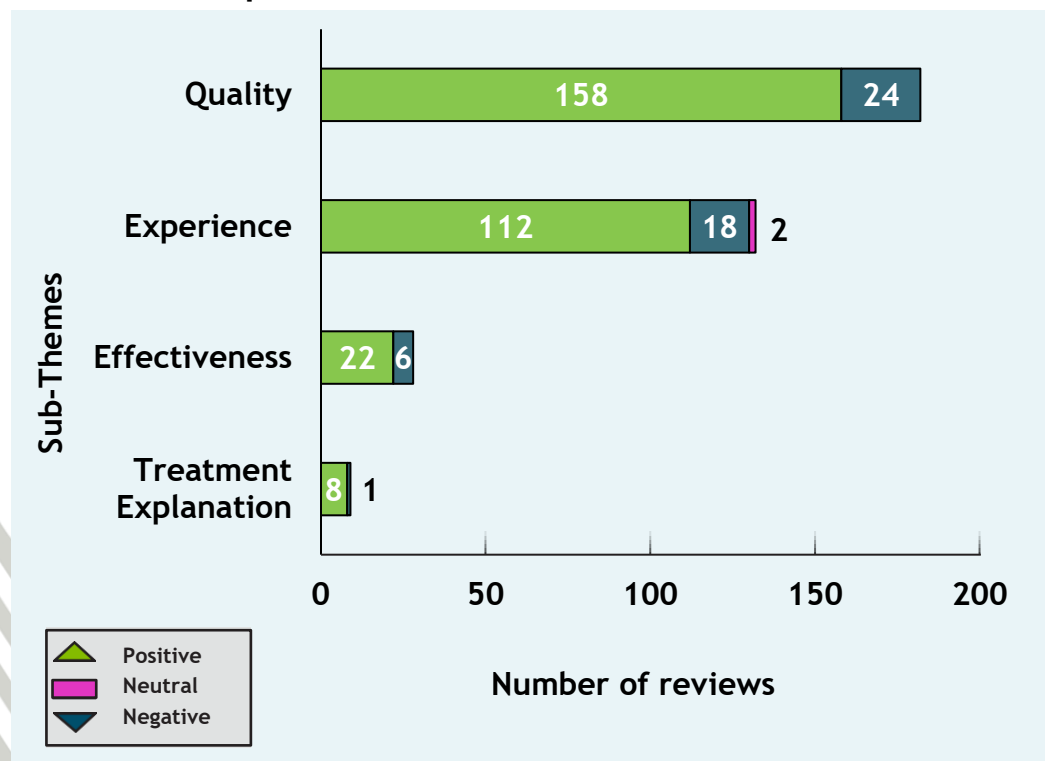
GP surgery

Dentist Themes and Sub-Themes

Dental services received 235 reviews in Q2. **Treatment and Care** was the leading theme for dental services, with 354 mentions. This theme was experienced positively by patients and breaks down into 85% (303) positive, 14% (49) negative and 1% (2) were neutral. The chart below shows the top sub-themes for the **Treatment and Care** this quarter for dentists.

Quality was the most mentioned sub-theme with 182 comments, 87% (158) were positive and 13% (24) negative. This was followed by **Experience** with 132 comments of which 85% (112) were positive, 14% (18) negative and 2% (2) neutral. Patients also commented on **Effectiveness** 22 (79%) were positive whilst only 6 (21%) of comments were negative. This shows that majority of patients have had great care and treatment at their dentists.

Top Sub-themes for Treatment & Care



Positive reviews

“Always very polite and helpful with any queries.”

Dentist

“Dentist is an awesome dentist to have around. Also she helps me to feel calm if I’m scared about anything about my appointment.”

Dentist

“I have a chip in my tooth, I was not happy with previous dentist, I tried this dentist and I am very very happy”

Dentist

Negative reviews

“Horrible service and decided to go to Poland to have my dental which was way more efficient.”

Dentist

“Not happy with manner that, they treat you and the attitude of some staff very bad. Specially when you are NHS customers.”

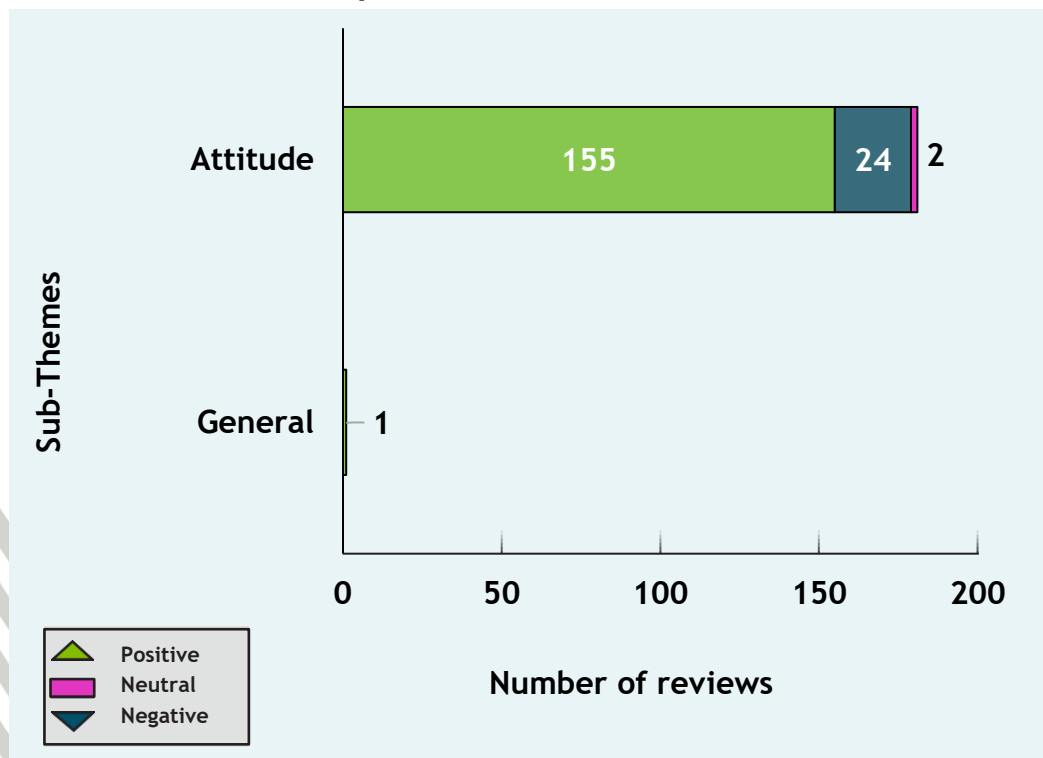
Dentist

Dentist Themes and Sub-Themes

Analysis of the reviews shows that **Staff** was the second most commented on theme, with 182 patient reviews, 86% (156) were positive, 13% (24) were negative and 1% (2) neutral. The chart below presents a breakdown of the sub-themes for **Staff**.

The sub-theme **Staff Attitude** received the majority of reviews 181 with a positive sentiment of 86% (155), 13% (24) negative and 1% (2) neutral, which indicates that patients were satisfied with the behaviour and skills of dental staff, commonly describing the staff as 'friendly' and 'caring'.

Top Sub-themes for Staff



Positive reviews

"...Very professional staff and the dental nurse D was amazing also.."

Dentist

"...Receptionists are all great and deserve a pay rise."

Dentist

"...All the staff are helpful and courteous."

Dentist

"...Dentist and staff were lovely, very patient, thorough and professional..."

Dentist

Negative reviews

"This dentists are unwelcoming people..."

Dentist

"I would have given them a 5 star but a miserable nurse who was was at the reception desk training to be a receptionist spoilt it by being rude, cynical and unprofessional..."

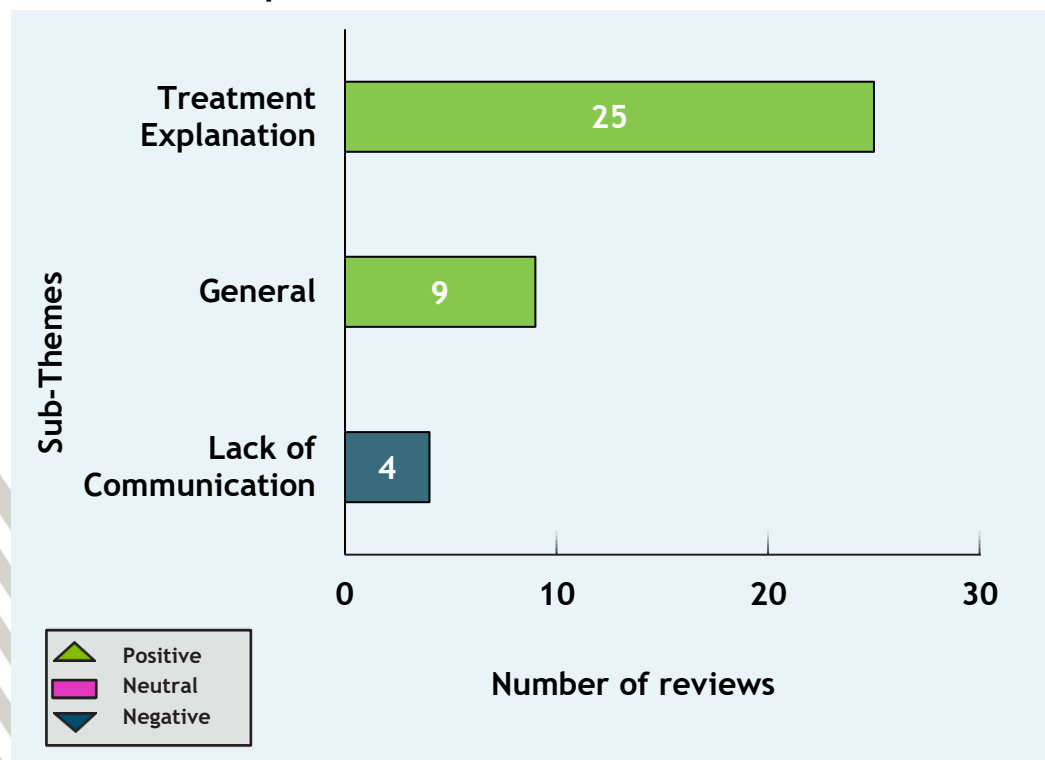
Dentist

Dentist Themes and Sub-Themes

From the reviews relating to dental services, 40 were related to **Communication**; 88% (35) of these comments were positive and 13% (5) negative. The graph below shows a breakdown of the top sub-themes for **Communication**.

25 of these comments were related to the **Treatment Explanation** sub-theme and 100% were positive. Also, **General** comments about the communication theme were 100% (9) positive comments. On the other hand, we received 4 (100%) negative comments, for the **Lack of Communication** sub-theme. The breakdown of the sub-themes illustrates that the communication between patients and the dentist is great.

Top Sub-themes for Communication



Positive reviews

“...They are very communicative in explaining what the are problems, how to solve them to your need and avoid them in the future...”

Dentist

“...The dentist is an excellent communicative and polite dentist..”

Dentist

“They’re so gentle. Explained everything. My husband and I both felt totally at ease..”

Dentist

Negative reviews

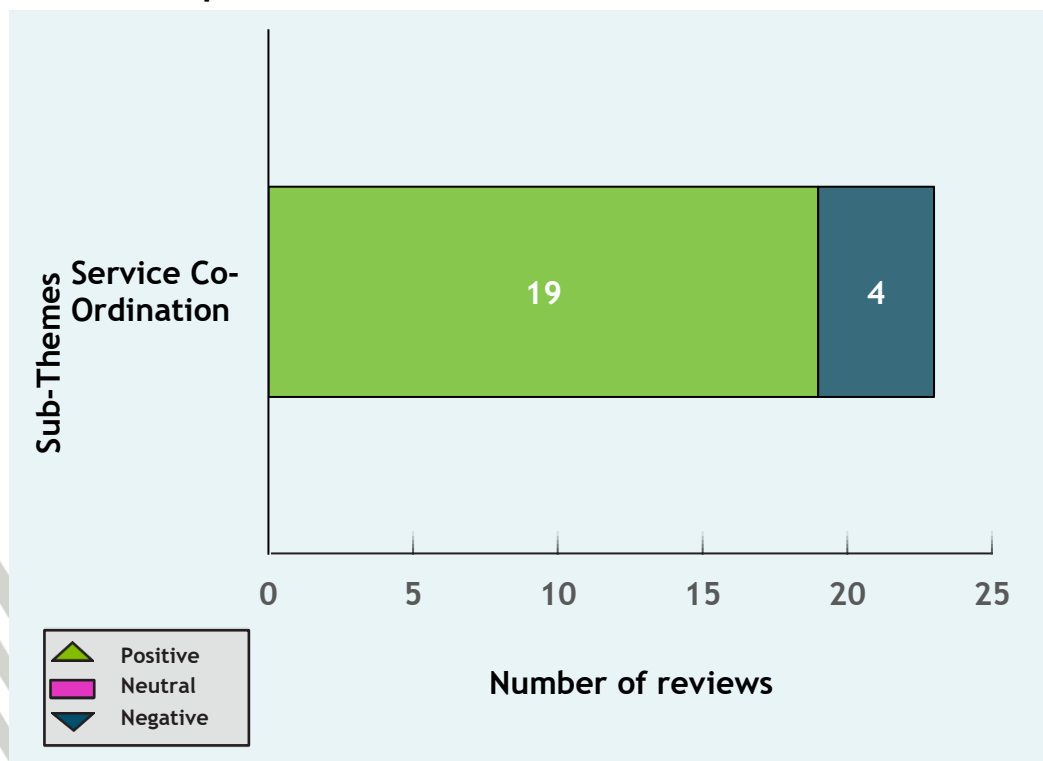
“The lady dentist I saw was not good with nervous patients and made me feel ten times worse. I had to go back and she was still rude and not good at all with nervous patients as there website states. She argued with me as to how good she was when I stated to her you are not good with nervous patients you have made me more nervous. I will not be back...”

Dentist

Dentist Themes and Sub-Themes

Service Co-Ordination received 23 comments, 83% (19) of the comments were positive and 17% (4) were negative. The chart below shows the breakdown of this themes. This shows that the patients are pleased with the organisation of the dentist services they use.

Top Sub-themes for Service Co-Ordination



Positive reviews

“Really excellent service can't fault them at all.”

Dentist

“Fantastic service, I'm glad to be part of this amazing dental service great job guys.”

Dentist

“Everyone is pleasant, clean and attentive to my needs with reminders of an appointment I recommend them.”

Dentist

“One of the best experiences at this dentist. I got there on time and everything ran very efficiently...Very happy with my visit!”

Dentist

Negative reviews

“This dentists are unwelcoming people. I call for appointment there are no appointments and GP'S are on holiday why open? just close.”

Dentist

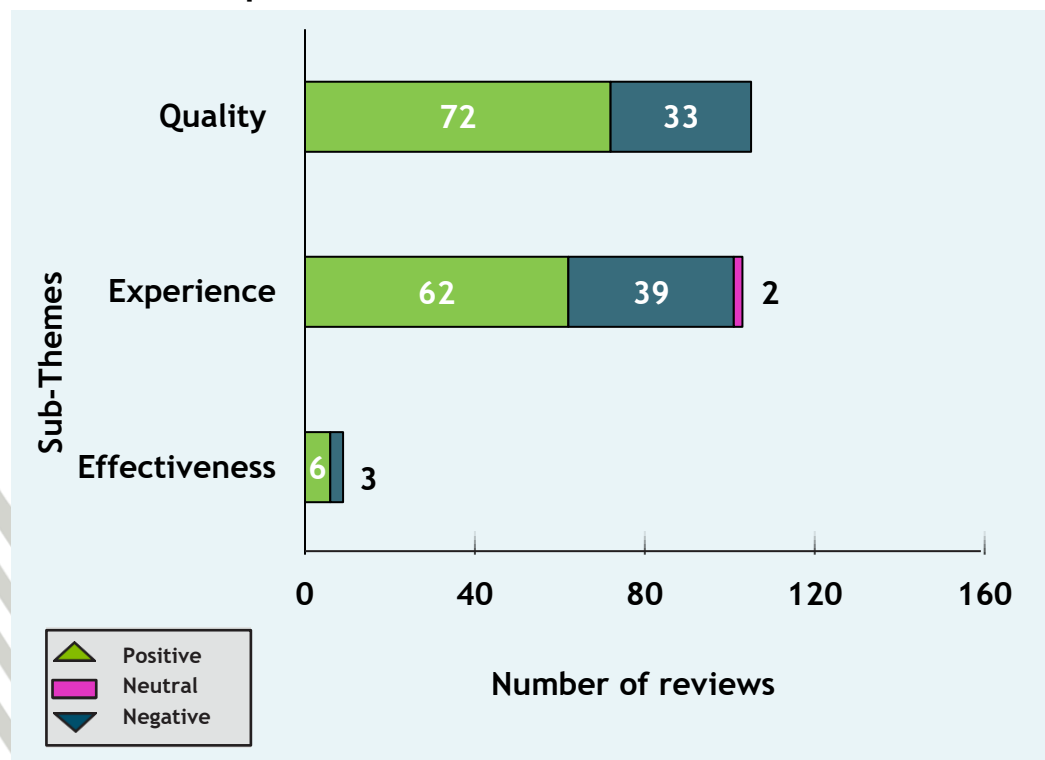
Hospital Themes and Sub-Themes

Hospital services were the third most reviewed service type this quarter with 177 feedback comments. Of these comments, the **Treatment and Care** theme received the highest number of mentions (219) which breaks down into 64% (140) positive, 35% (76) negative and 1% (3) neutral.

The two most popular sub-themes are shown below. **Quality** of treatment and care was mentioned on 105 counts, 69% (72) of these comments were of a positive sentiment and 32% (33) were negative. The **Experience** sub-theme was mentioned on 103 occasions, with 60% (62) of comments being positive, 38% (39) negative and 2% (2) neutral.

The breakdown of these sub-themes represents that most patients have found the overall quality of care at hospitals to be good but the data shows that some patients had negative encounters at the hospital which means there is room for improvement.

Top Sub-themes for Treatment & Care



Positive reviews

“The examination itself was carried out smoothly and the results clearly explained. Even on leaving the excellent receptionists organised a taxi for me.”

Hospital

“It has been very good, physiotherapist attends when appointment booked and my carers and family were all involved in my care.”

Hospital

“...The moment I was called through by the doctor I was treated by a caring polite professional, I was eventually taken to the ward, where I have to say was amazed by my welcome from all staff, the care I received from all the nurses was second to none, they were all exceptional, I was treated so well, nurses were Angels, thank you.”

Hospital

Negative reviews

“My wife went there to give birth and it was just a horrible experience, a place I would not recommend’

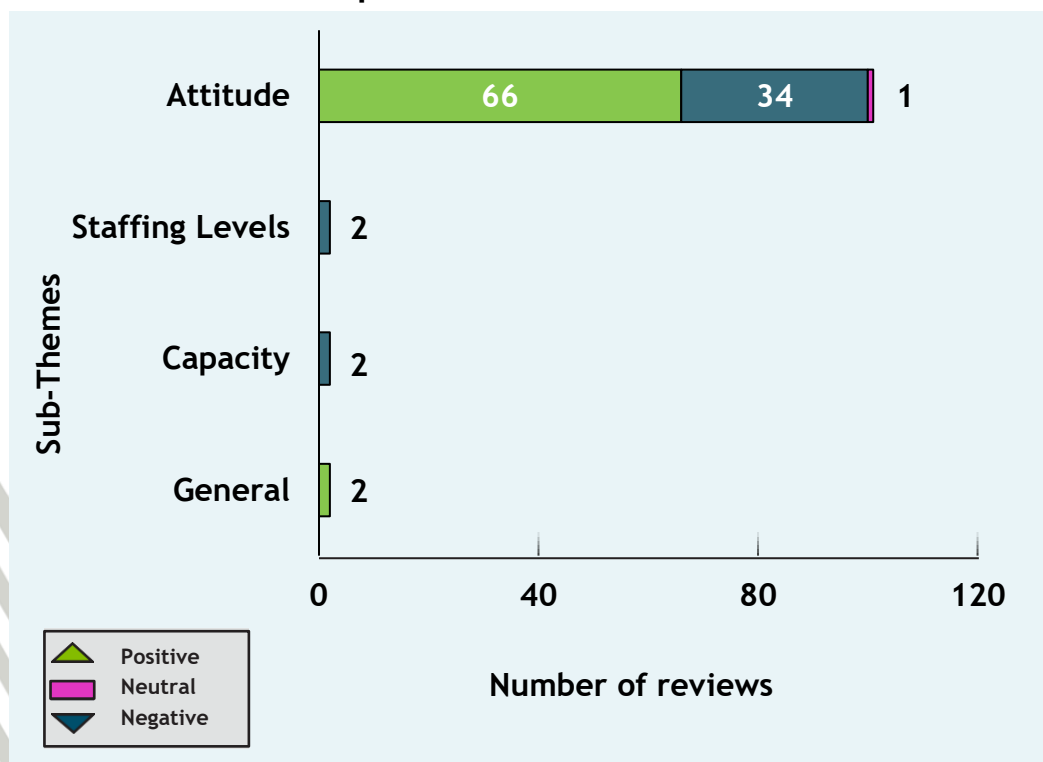
Hospital

Hospital Themes and Sub-Themes

Staff was the second highest theme relating to hospitals in Q2 with 113 counts. This breaks down into 64% (72) positive, 35% (40) negative and 1% (1) neutral. The chart below shows a breakdown of the top two sub-themes for **Staff**.

Majority of the comments were about **Staff attitudes** which was mentioned 101 times. Of the comments 65% (66) were positive, 34% (34) negative and 1% (1) neutral. Whilst **Staffing Levels** and **Capacity** both received 100% (2) negative comments. However, for **General** sub-theme we received 100% (2) positive comments. The reviews show that the majority of patients were happy when engaging with staff but that this was not universal for Lewisham residents.

Top Sub-themes for Staff



Positive reviews

“The staff was very helpful and friendly.”

Hospital

“The staff were professional, efficient, kind and caring.”

Hospital

“The receptionist...is the kindest man I have ever met within a hospital... He is quick and efficient, speaks with such elegance. He just overall a brilliant guy. I was worried about my appointment & he was just amazing.”

Hospital

Negative reviews

“They are ok but very understaffed with some rude nurses who have no clue.”

Hospital

“Understaffed and under stress.”

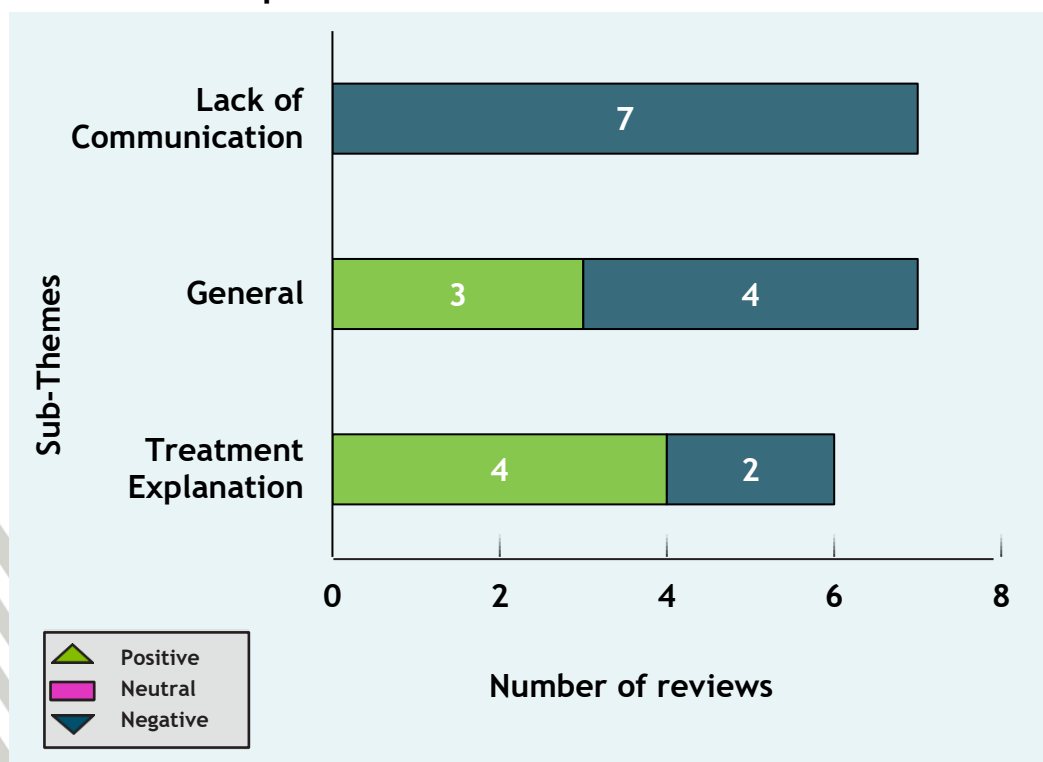
Hospital

Hospital Themes and Sub-Themes

Communication was the third most applied theme for hospital services this quarter and received 24 comments, 33% (8) were positive, 63% (15) negative and 4% (1) neutral. The graph below shows a breakdown of the three main sub-themes for **Communication**.

6 of these comments were related to the **Treatment Explanation** sub-theme and 67% (4) were positive and 33% (2) were negative. Also, **General** comments about the communication theme were 43% (3) were positive and 57% (4) negative comments. On the other hand, we received 7 (100%) negative comments, for the **Lack of Communication** sub-theme.

Top Sub-themes for Communication



Positive reviews

“They were professional and informative, with good communication skills, ensuring that I completely understood what was happening.”

Hospital

“I was going back and forth from departments, with little to no communication about what’s happening, how many people waiting, how much longer the wait would be, just told constantly when asking reception that the doctor will be with you soon...”

Hospital

Negative reviews

“Bad or no communication from them...”

Hospital

“Waiting for phone calls that never came, then not being followed up properly...”

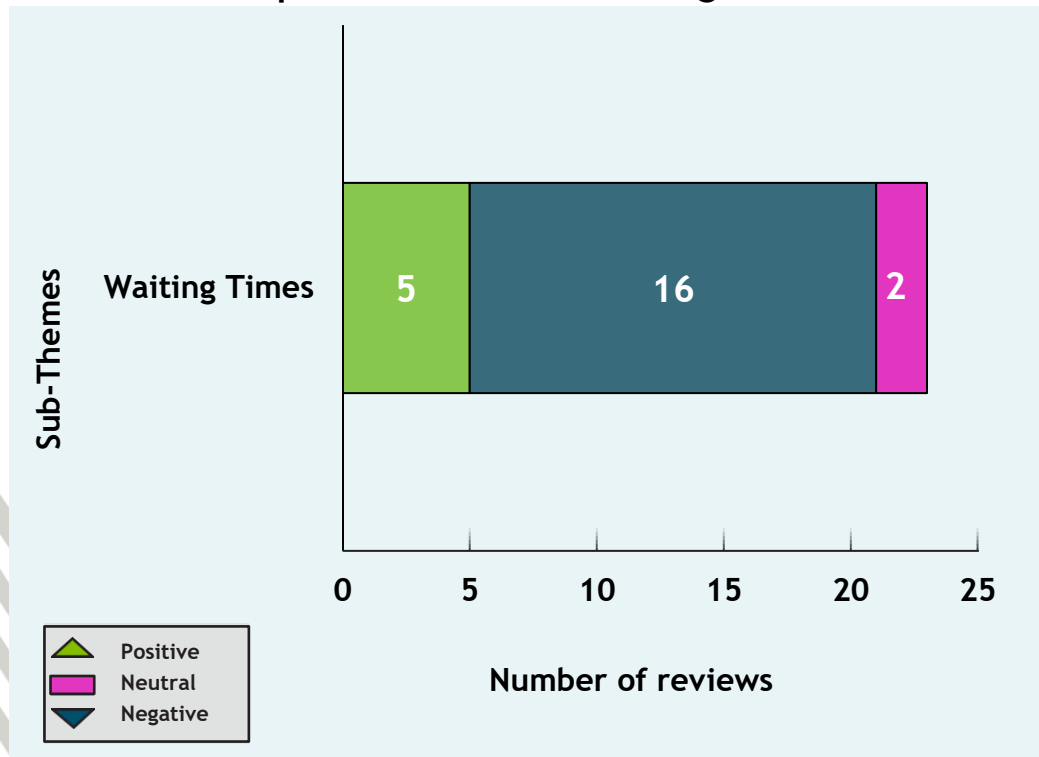
Hospital

Hospital Themes and Sub-Themes

Waiting times was another mentioned theme with 23 mentions of which 22% (5) were positive, 70% (16) negative and 9% (2) neutral. Most patients' experiences of waiting times were negative, some had positive experiences if they had a scheduled appointment. However, patients that experienced delays, explained that the waiting times were too long.

The chart below shows the breakdown of the **Waiting Time** theme.

Top Sub-themes for Waiting Times



Positive reviews

“I arrived early, was seen immediately and effortlessly from one station to the next...”

Hospital

Negative reviews

“...I had an appointment from 111 and still waited more than 3 hours to be seen...”

Hospital

“...I was told I would be phoned by 5pm - by 5. 30pm nothing. I was then told to wait until 6. 30pm - again nothing. No one could help me. I just kept getting palmed off to call back later...”

Hospital

“...My appointment was for 9.20am but I was not seen until 10:30am...I waited for over an hour for my name to be called...My name was finally called but I was told to continue to wait - for another 20minuts...”

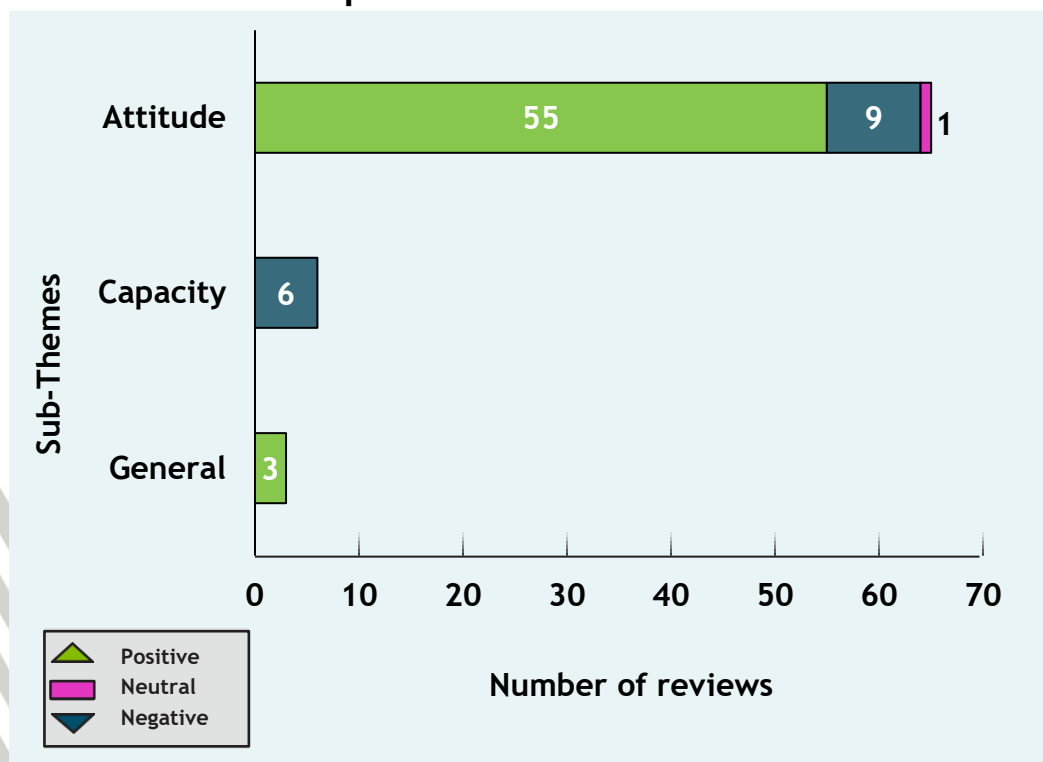
Hospital

Pharmacy Themes and Sub-Themes

Pharmacies were the fourth most commented on service this quarter with 199 feedback comments. Amongst these comments, **Staff** was the most applied theme with 76 counts, which can be broken down into 76% (58) positive, 22% (17) negative and 1% (1) were neutral.

Staff attitudes received the majority of the reviews with 65, 85% (55) were positive, 14% (9) negative and 1% (1) neutral. The sub-theme '**General**' received 3 comments all of which were positive, however, for **Capacity** all reviews we received were negative. The chart below shows the top two sub-themes for the **Staff** theme.

Top Sub-themes for Staff



Positive reviews

"They are really good."

Pharmacy

"Been using this Chemist a while and what a joy it is to use. Staff are helpful and very efficient."

Pharmacy

"...The staff are efficient and professional, and are also willing to advise if you have any questions."

Pharmacy

Negative reviews

"...Your prescription is only processed once you actually go there...They say it's because of staff shortages but this is not an excuse for poor service repeatedly."

Pharmacy

"...it's staff are simply not able to keep up with the needs of the community for whatever reason."

Pharmacy

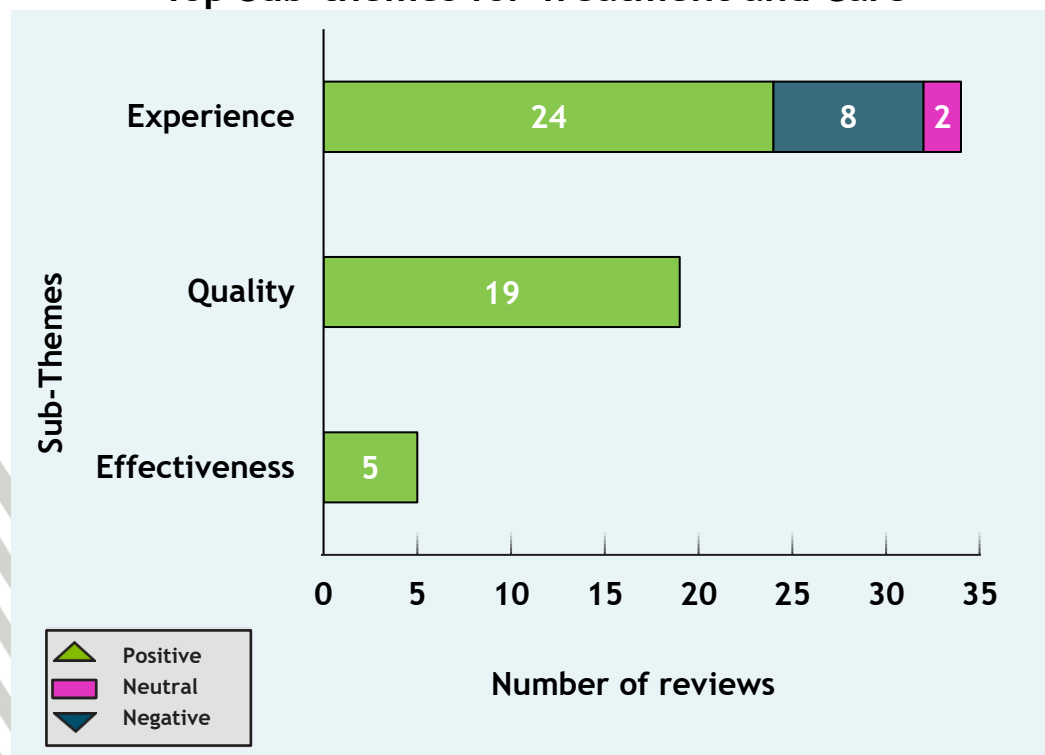
Pharmacy Themes and Sub-Themes

Treatment and Care was the second most applied theme with 60 counts. This breaksdown into 83% (50) positive, 13% (8) negative and 4% (2) neutral. The chart below shows the top four sub-themes for the **Treatment and Care** theme for pharmacies.

The **Experience** sub-theme received the highest number of reviews 34, of which 71% (24) were positive, 24% (8) were negative and 6% (2) were neutral.

Followed by the **Quality** and the **Effectiveness**, for both these sub-theme we received 100% positive comments, suggesting that service users were pleased with the service their pharmacies.

Top Sub-themes for Treatment and Care



Positive reviews

“They are good with prescriptions.”

Pharmacy

“I went there to get treated for a woman condition, and will say they are amazing.”

Pharmacy

“...I never have any issues when I visit this pharmacy. Any issues are always resolved. Keep up the great work.”

Pharmacy

Negative reviews

“Not just bad. Terrible. No idea what they are doing...”

Pharmacy

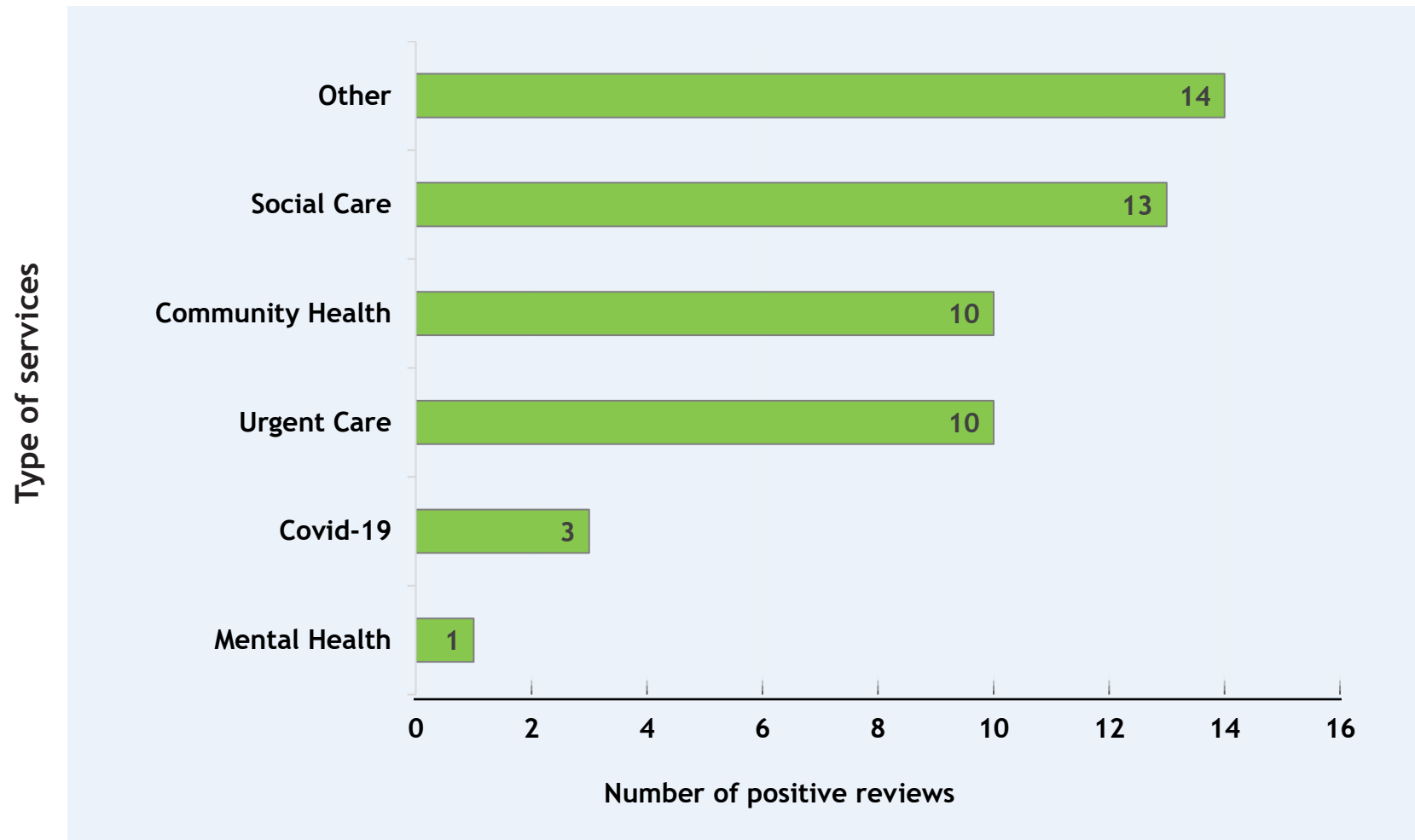
“The worst pharmacy I’ve ever had to use. Incompetence on a massive scale...”

Pharmacy

Other Positive Reviews

Looking at the positive reviews we have received allows us to highlight areas where a service is doing well and deserving of praise. This section provides an overview of the number of positive reviews about services which have not been highlighted in this report.

July - August - September





Social Care

“My mother in law has been in this care home nearly 2 years and although it could do with some updating the care she receives is absolutely fantastic. Every member of staff we have come across is very caring and incredibly kind.”

Care home

“The clients were well looked after and they are independent, able to make informed choices. They were supported to take active control of their care and needs. The staff are caring and knowledgeable in what they do. I was happy with the interaction with the staff and clients and the level of support and boundaries.”

Care home



Urgent Care

“Great NHS service as usual, was down here on the 12th of July and was treated with great care and dignity, doctors were very communicative and explained my treatments very well.”

Urgent Care Centre

“The staff were friendly and I was seen very quickly for my 5 week old daughter”

Urgent Care Centre



Covid-19

“It was well organised. Instructions were clear. Staff member was very friendly and helpful. There was no delay. Everything went smoothly. I got my results today - negative. I am very satisfied with the service and no hesitation in recommending.”

COVID-19 testing site



Community Health Services

“My consultant and team go above and beyond for the patient.”

Community Health

“Comprehensive health services here, got better these years with nice and friendly staff and organised booking system. Received two jabs here as well, really impressed with how beautifully the staff handle the whole vaccination program. Definitely five star!”

Community Health



Other

“They send you a reminder for an eye test, very efficient service”

Optician

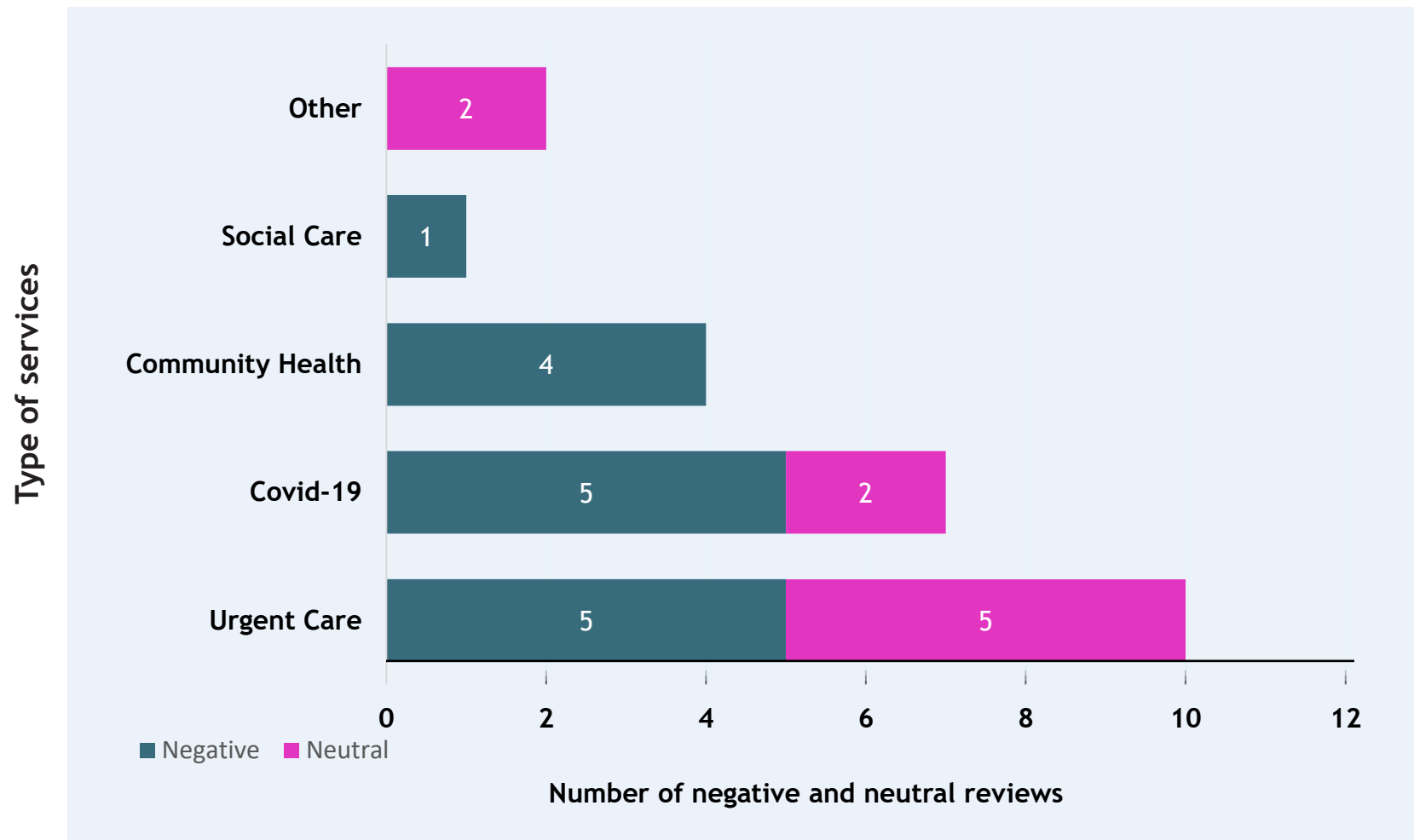
“Pleased with my prescription for glasses and for lenses. Patient assistance in choosing frames too.”

Optician

Other Negative & Neutral Reviews

By looking at the negative and neutral reviews we received from Lewisham residents each month, we can better understand where a service can make improvements to enable a better experience for service users. This section provides an overview of the number of negative and neutral reviews by service area and provides examples of comments received.

July - August - September





Urgent Care

“Long waiting time to be seen and diagnosis not sorted.”

Urgent Care Centre

“Very dismissal and thought I was exaggerating my illness.”

Urgent Care Centre

“The waiting time is really long. They do not pick up the phone but once you are seen it is ok.”

Urgent Care Centre



Covid-19

“I had my second covid vaccine in their mobile vaccine bus. This jab was never registered so it does not show up on the NHS app. Also, their phone service goes straight to voicemail or on a everlasting loop of waiting queue.”

COVID-19 Vaccination

“I couldn't get through on the phone or find the information I need online, this service is a joke.”

COVID-19 Vaccination

“I had an appointment at 10:55 today I waited 45mins to then be told I couldn't have the vaccination as I had no proof of being my mothers carer, my mother has severe COPD She can not do anything for herself but I was turned away even though it does not state you need proof . Please tell me what kind of organising Is this I am asked to get a vaccination and then refused. No wonder this virus has got so out of control it's disgusting”

COVID-19 Vaccination



Community Health Services

“Treatment at FRC was hard and sometimes painful but I was always treated with great respect, kindness and professionalism. Support was always on hand.”

Drug and Alcohol Misuse service

“Like a recovery family, small and caring. Tailored treatment as no size fits all.”

Drug and Alcohol Misuse service



Social Care

“Unhelpful and rude, they never call you back, their staff don’t keep to time, don’t provide encouragement to eat, drink or medicate. They are always late...”

Care home



Other

“They are alright I will say.”

Optician

“I will say nice but they need to work on their customer service, it’s not approachable.”

Optician

Themes for Primary Care Networks

During Q2, we were able to capture reviews across all 6 Primary Care Networks (PCN) areas. The following pages show the top themes for each PCN area, based on analysis of qualitative comments received and application of themes. Where the theme counts are below 15, they are too low to draw any firm conclusions at this stage. Themes and sentiments will be monitored over the coming quarters to identify any emerging trends. We can only show the main themes for each Primary Care Network (PCN) Area where we received a significant number of reviews.

When engaging with the public, we ask them to expand on their star ratings and tell us more about their experiences. Each comment is uploaded to our Feedback Centre where up to five positive, negative or neutral themes and sub-themes are manually applied to the comment.

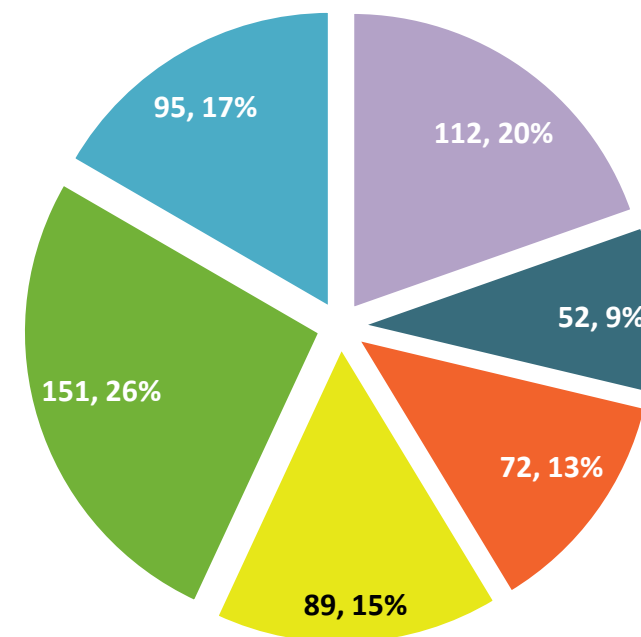
The London Borough of Lewisham is divided into six PCN Network areas:

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

The pie chart on the right shows the number of reviews received in each network area. The highest number of reviews received was in the **Modality Lewisham PCN** (151) followed by **North Lewisham PCN** (112).

Whereas **Lewisham Alliance PCN** (52) received the lowest number of reviews followed by **Lewisham Care Partnership** (72).

The following slides show the prominent themes for the reviews received from the public between July and September 2021 broken down by PCN.

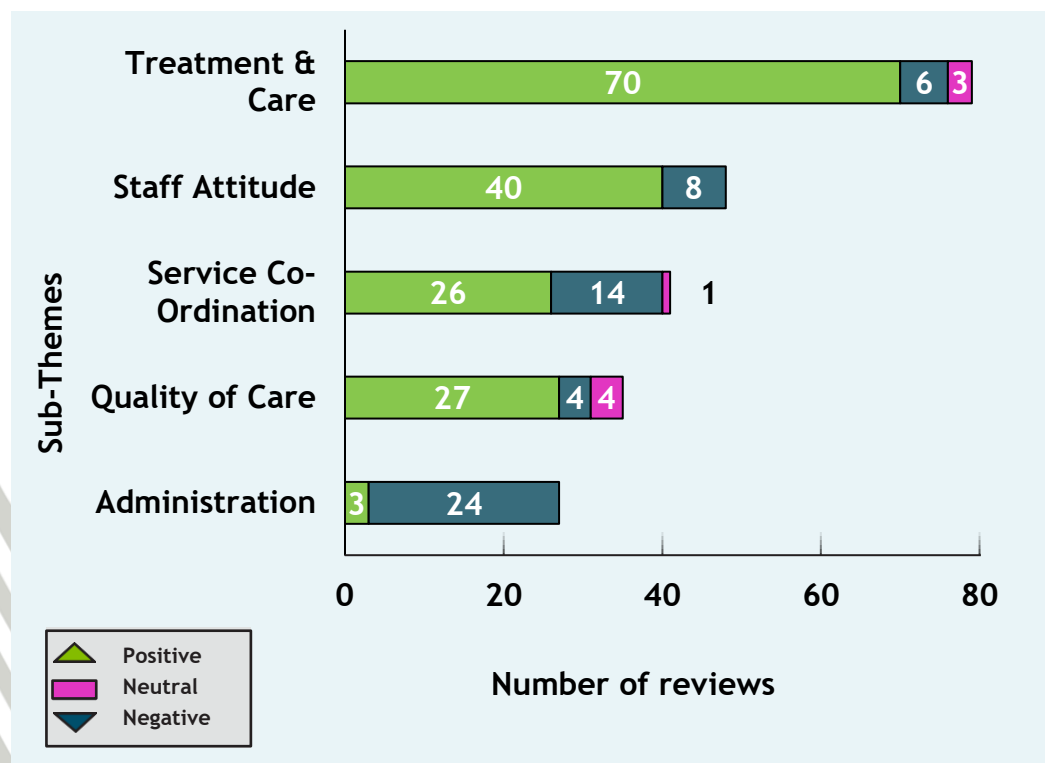


Themes for Modality Lewisham

In Modality Lewisham PCN we collected 151 reviews, from these **Treatment & Care (79 comments)** and **Staff (48 comments)** were the most frequent themes identified in the reviews, the chart below shows a breakdown on the top 5 themes.

Of the main themes highlighted below, **Administration** was the only theme with majority negative sentiment (89%). Patients generally had more positive experiences with **Staff** (83% positive) and **Treatment and Care** (89% positive). From analysing the comments we understand that patients are very happy about the services provided by their GP but there is a opposite experience when it comes to getting through on the phone and booking appointments

Top themes for Modality Lewisham PCN



Positive reviews

“Nothing to say here other than the service is good. I am afraid of needles so the phlebotomists take their time and are very gentle.”

GP surgery

“Professional service from both doctors and staffs, good communication and delivery of care.”

GP surgery

Negative reviews

“This practice needs to have a new management as it is so unorganised chaotic and inefficient. Appointments it's a long wait to be seen and when you are eventually seen, some doctors rush you off to see the next patient and sometimes they don't listen. It wasn't like this 10years ago.”

GP surgery

“Bad service can't see doctors , booking system is nonsense.”

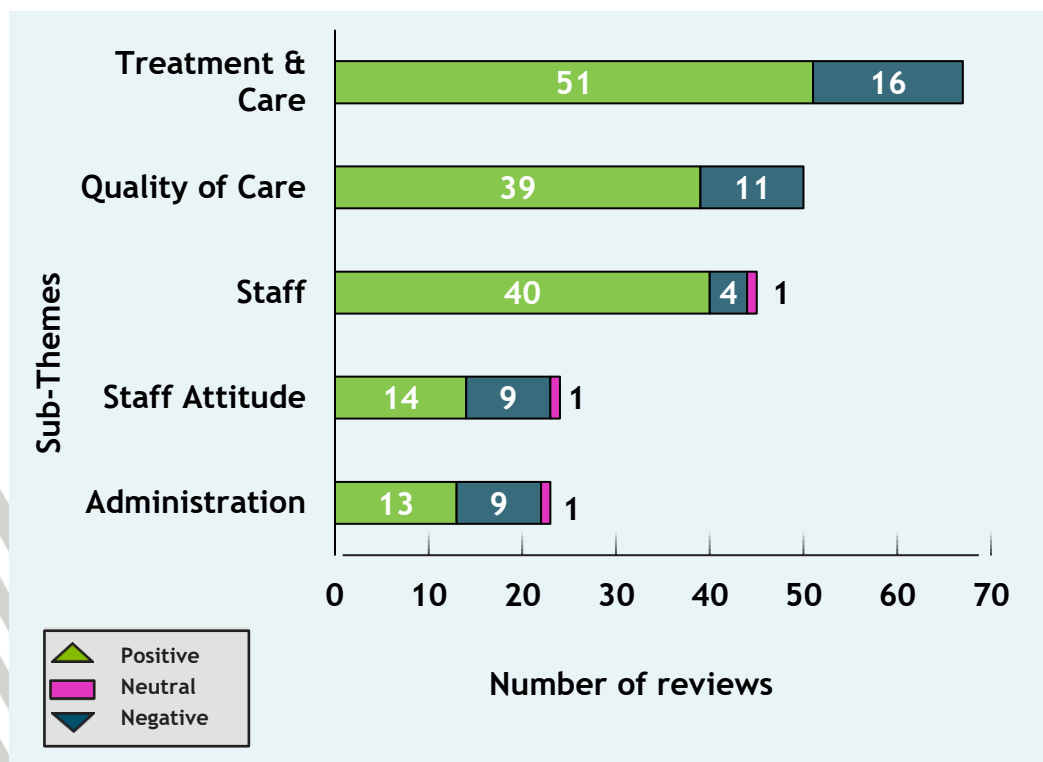
GP surgery

Themes for North Lewisham

The chart below shows the themes from the 112 reviews we collected in North Lewisham PCN. **Treatment & Care (67 comments)** and **Quality of Care (50 comments)** were the most frequently identified themes.

From these themes below, **Treatment & Care (76% positive)**, **Quality of Care (78% positive)** and **Staff (89% positive)** had majority positive sentiments. However, **Staff Attitude (38% negative)** and **Administration (38% negative)** had the highest percentage of negative sentiment reviews. This illustrates that the patients are mostly pleased with their encounters with the service in this area.

Top themes for North Lewisham PCN



Positive reviews

“Great practice they really care about their patients, good assistance on managing any illness you have and helping you to prevent certain I'll health/illnesses.”

GP surgery

“Amazing practice. This is my third practice in London and it is by far the best one. Staff is very helpful and polite. They always seem happy to help and they actually do help. The facilities are clean and tidy. Overall, A great place.”

GP surgery

Negative reviews

“Very hard to get through on the phone. Can't get face-to-face appointment with doctor even though I have an ongoing skin condition which is causing me severe pain & distress. Unhelpful staff making promises & the doctor went home & never rung me even though I waited all day. Surgery has gone downhill. Have been a patient there for 45 years.”

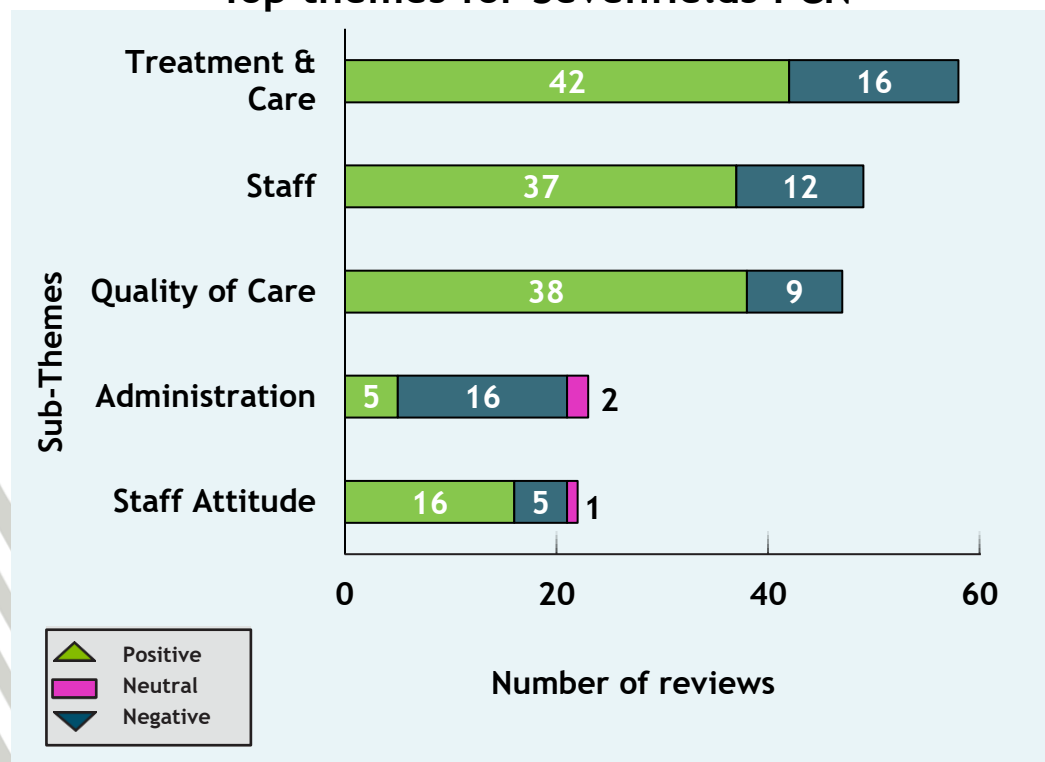
GP surgery

Themes for Sevenfields

Treatment & Care (58 comments) and **Staff (49 comments)** were the most frequent themes identified in the 95 reviews for Sevenfields PCN, the chart below shows a breakdown on the themes.

Of the main themes highlighted below, **Administration** was the only theme where the negative sentiment (70%) was higher than the positive sentiment (22%). Whereas patients had more positive experiences with **Staff** (76% positive), **Treatment and care** (72% positive), **Quality Care** (81% positive) and **Staff Attitude** (73% positive). This shows that patients are happy about the services provided except for administration of services, specifically; getting through on the phone and the availability of appointments.

Top themes for Sevenfields PCN



Positive reviews

“Amazing GP surgery - friendly and helpful ladies in the reception, amazing doctors, very friendly and polite, we have joined not long time ago and this is the best GP surgery we have ever been to!”

GP surgery

“Caring and friendly doctors & staff. I have no issues with appointments or the service. Under the circumstances you are all doing a great job.”

GP surgery

Negative reviews

“Impossible to get an appointment! they tell everyone to call at 8am for emergency appointments, then it's impossible to get through until the afternoon and the receptionist tells you again to call at 8am because there are not appointments available. awful service!”

GP surgery

“Called this morning, waited 5 mins, and was given an appointment for a blood test on 14/09. 20 days hence.”

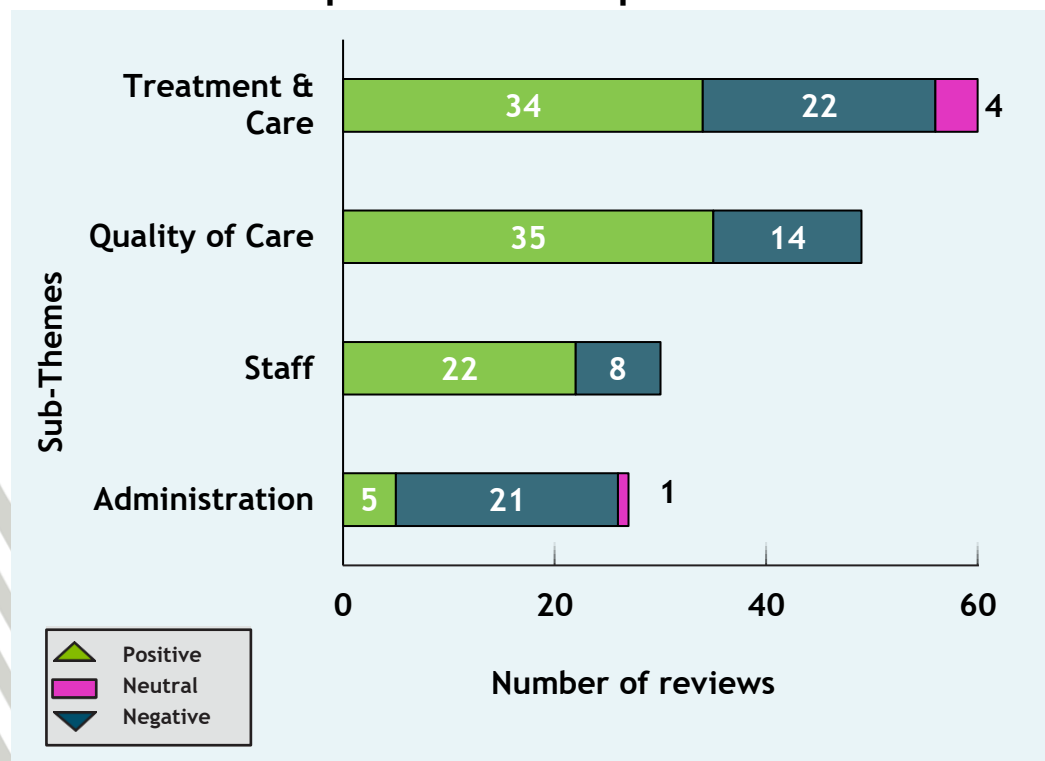
GP surgery

Themes for Aplos

For Aplos PCN we received 89, from these reviews **Staff (82 comments)** and **Administration (75 comments)** were the most frequent themes identified, the chart below shows a breakdown on the top 4 themes.

Comparable to the other PCNs, **Administration** received majority negative sentiment (89%) which was higher than the positive sentiment (11%). However, patients generally had more positive experiences with **Staff (73% positive)**, **Quality of Care (71% positive)** and **Treatment and care (57% positive)**. From analysing the comments we understand that patients are very happy about the services provided by their GP but it is negative when it comes to experiences of getting through on the phone and booking appointments

Top themes for Aplos PCN



Positive reviews

“Great service, I haven’t had any problems with them at all and see the same nurse all the time.”

GP surgery

“Miles better than my last GP in London. Friendly and welcoming - able to attend to a range of my needs.”

GP surgery

Negative reviews

“Have been trying to get appointments for myself and my children for months; you can’t speak to anyone and you aren’t seen. I had to go privately for my smear test as they could never book one as they “didn’t have any on the system” Awful practice”

GP surgery

“Can never get hold of reception, even when you start calling as soon as they open. If you manage to speak to someone they most likely don’t know the info you’re looking for or give you wrong info.”

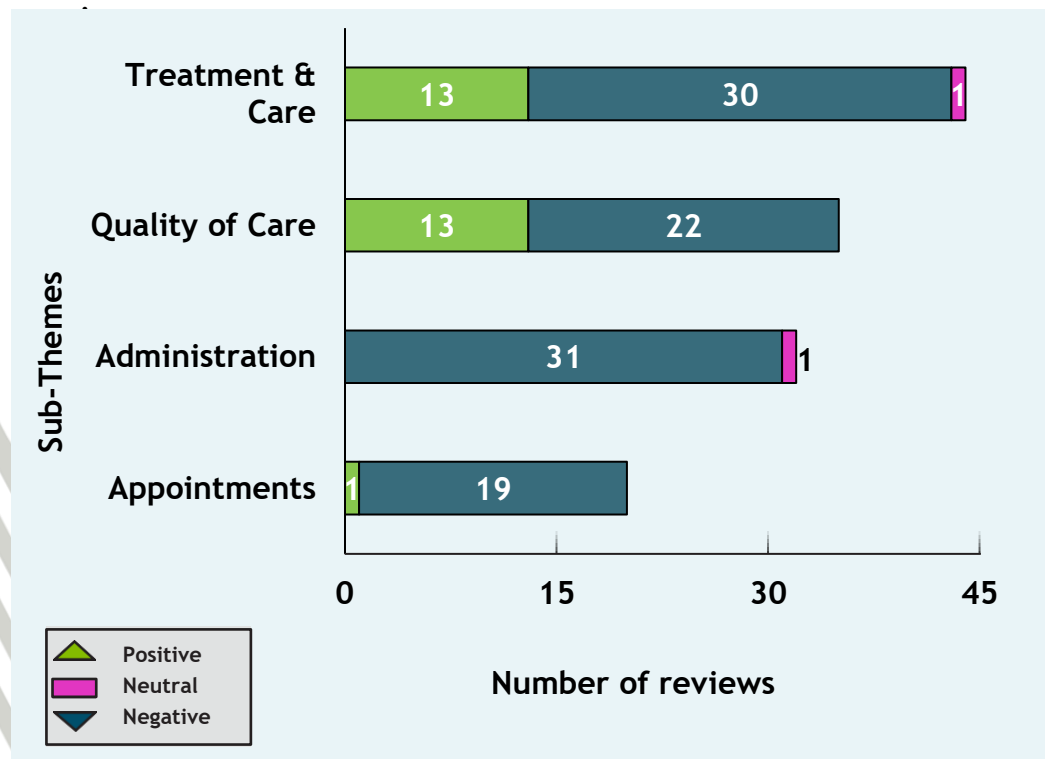
GP surgery

Themes for Lewisham Care Partnership

The chart below shows the top themes for Lewisham Care Partnership PCN, we collected 72 reviews in this area. **Treatment & Care** (44 comments) and **Quality of Care** (35 comments) were the most frequently applied themes.

Unlike the other PCNs most of the themes in this PCN had negative sentiments; **Administration** received the most significant proportion of negative comments (95%), followed by **Appointments** with 95% negative sentiment comments. **Treatment & Care** also received a significant number of negative comments (68%) added to that **Quality of Care** had 63% negative sentiment comments. In contrast to the other network areas the comments about the services in this network area are majority negative sentiments. Showing that improvements need to be made across board at these services.

Top themes for Lewisham Care Partnership PCN



Positive reviews

“I’ve had Only positive experiences since joining the surgery last year.”

GP surgery

“Just signed up to this surgery and it's been a great experience so far, appointments tests and follow ups all on point. I'm seeing the doctor and I'm very pleased with her service.”

GP surgery

Negative reviews

“Useless surgery, for two weeks I've tried to get an appointment with my GP - and still nothing.

GP surgery

“Receptionists are incompetent and rude. Impossible to get an appointment at this place. They will leave you on hold for 2 hours despite being ‘first in the queue’.”

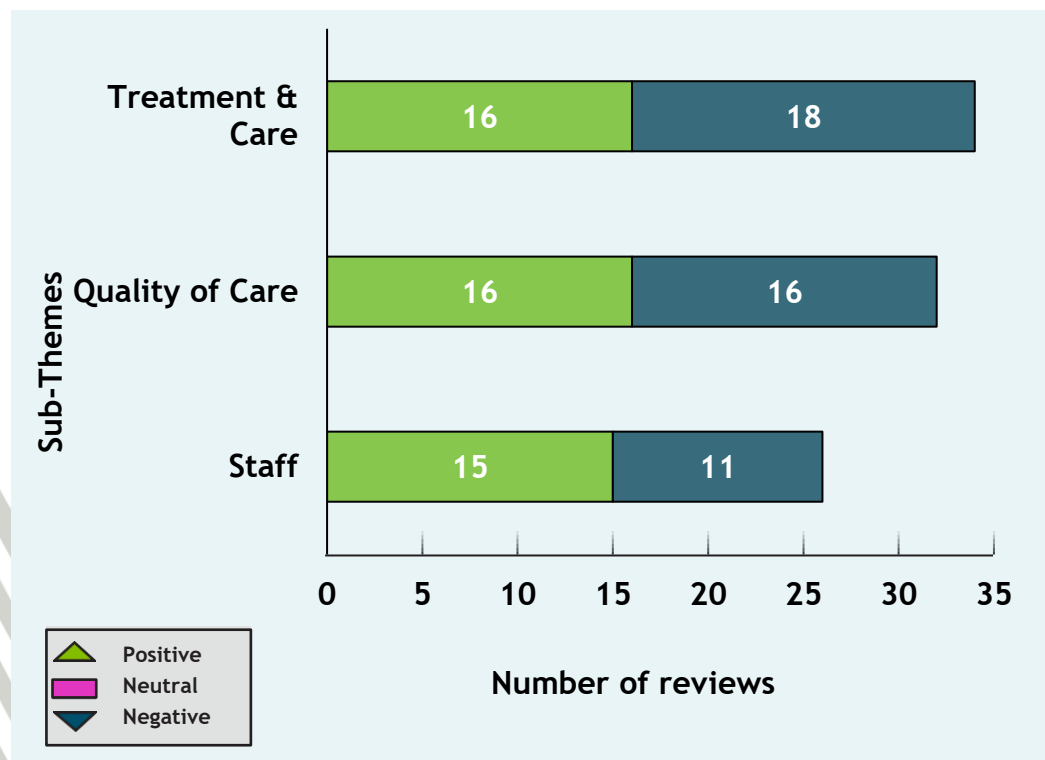
GP surgery

Themes for Lewisham Alliance

For the Lewisham Alliance PCN we received 52 reviews the three main themes patients commented on were **Staff** which received 26 comments, **Quality of Care** with 32 and **Treatment & Care** with 34 comments.

The Treatment and Care theme received a higher number of negative reviews (53%) whereas feedback comments relating to **Staff** were more positive sentiment comments with 58% positive. However, comments on the **Quality of Care** were more balanced with 50% positive and 50% negative comments.

Top themes for Lewisham Alliance PCN



Positive reviews

“I would like to thank the practice for your help and support though the years. The receptionist are kind and so helpful at difficult times. Thank you burnt ash surgery so very much I admire how you have managed this difficult time.”

GP surgery

“Wonderful doctors & the receptionists know my name now without me saying who I am. Doctors are very kind & caring.”

GP surgery

Negative reviews

“Cold attitude and rude. Not empathetic or accommodating.”

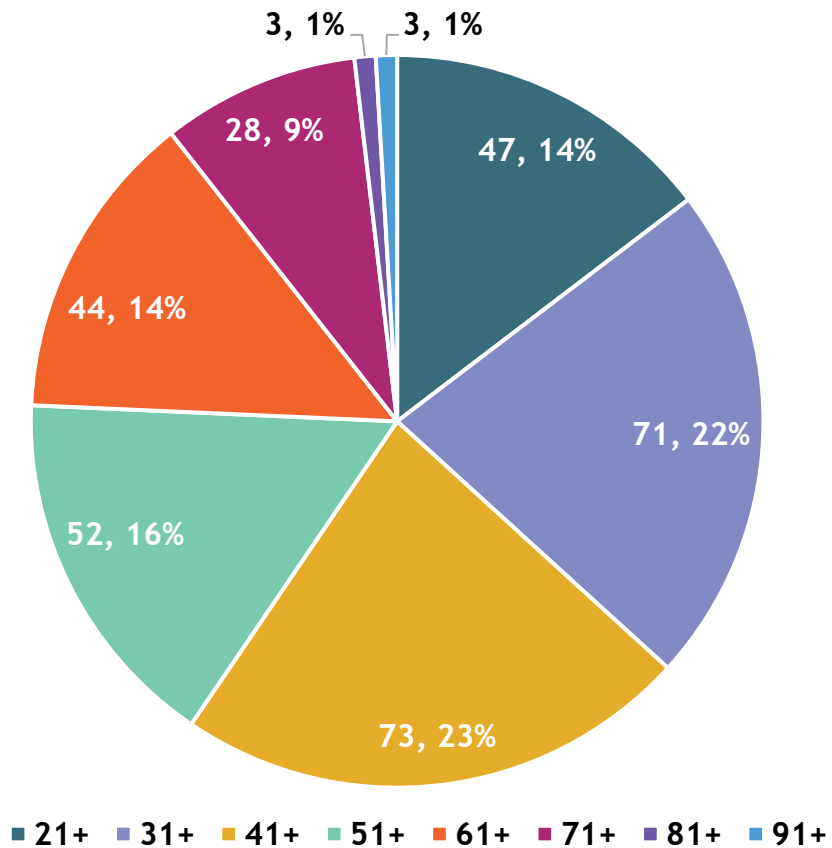
GP surgery

“I tried several times to get a call back from a GP beginning to call 08:00am to near 09:00. Once told that the GPs are fully booked and to call back day after. The other time the phone was cut off after 45 minutes of waiting and listening to recorded voice messages. Once I received a call back from a GP around 16:00 and have been on stand by from 08:40.”

GP surgery

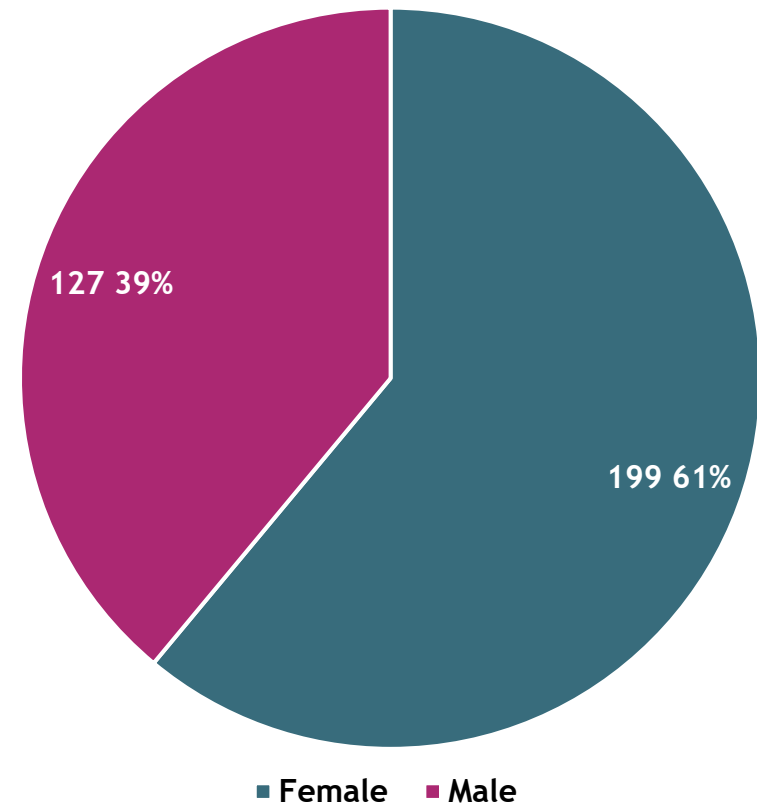
Demographic information

Below is a breakdown, by age group, of the patients who chose to disclose their age with us. The most common age group that we heard from was 41-50 (23%), followed by 31-40 (22%), and 51-60 (16%).



Age

The pie chart below shows a breakdown by gender. From of the patients who chose to disclose their gender, we heard from a higher proportion of residents who considered themselves Female (61%) rather than Male (39%).

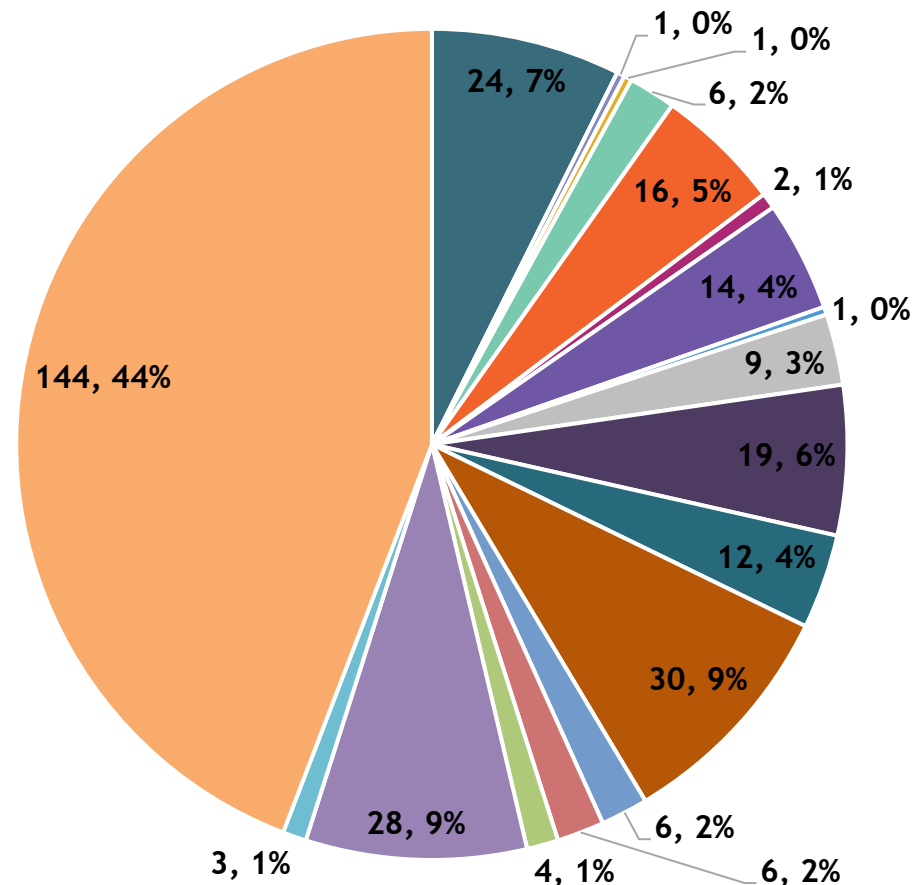


Gender

Demographic information

The pie chart below provides a breakdown by of the patients who chose to disclose their ethnicity with us. From these reviews the majority of residents we heard from were of a White British background (44%), followed by Caribbean (9%), Other White Background (9%), African (7%), Black British (6%), Any Other White Background (5%), Asian British (4%) and Black Caribbean (4%).

- African
- Any Other Asian Background
- Any Other Black Background
- Any Other Mixed/ Multiple Ethnic Background
- Any Other White Background
- Arab
- Asian British
- Asian Bangladeshi
- Black African
- Black British
- Black Caribbean
- Caribbean
- Chinese
- Indian
- Mixed Background
- Other White Background
- Pakistani
- White British



Through our Patient Experience Programme, Healthwatch Lewisham was able to capture **1,177** patient experiences about local health and social care services between July - September 2021. The highest proportion of reviews left in our Feedback Centre related to GP services which is a regular trend as they provide the first point of care within the healthcare system.

Summary of findings:

GPs

Feedback suggests that most people received good treatment and information once gaining access to their GP practice. The majority of respondents felt GP services provided an effective service. Over 70% of comments mentioning staff attitudes were positive, especially in relation to clinical staff, however the negative proportion of feedback (mainly focused on reception staff) suggests there is still room for improvement.

Administration, getting through on the phone, and appointment availability had significant negative comments with patients' expressing their frustration about booking appointments, long waits on the telephone, phone lines being cut off and the unsuitability of the e-consult form.

Dentists

Dentist services received extremely positive feedback relating to the quality and the effectiveness of treatment. We also received positive feedback about staff attitudes, communication, treatment explanation and service coordination.

Hospital services

Respondents were overall happy with the quality of treatment and care they received. The positive attitudes of staff were commended. However, it should be noted that a number of residents were critical of their experiences within hospital. People also left feedback about communication (mainly negative feedback) and waiting times (mostly positive feedback).

Pharmacy

Feedback suggests that overall people were happy between July and September with patients highlighting the positive attitudes of pharmacy staff, quality of treatment and care and overall experience. Comments about medicine management and prescriptions were more mixed which suggests room for improvements in those two areas.

Feedback Forum Findings

Between July and September 2021, we organised three Feedback Forums which focused on access to primary care after 19th July and access to primary care through digital tools.

The Feedback Forums were attended by Lewisham residents and community representatives bringing voices of seldom heard communities including people with learning disabilities, unpaid carers, Deaf people, men and people experiencing mental health issues.

During the Feedback Forums in Q2, the key issues raised were:

Digital tools

- There is a need for clear, direct information about the different digital tools and apps available to Lewisham residents including their function and purpose.
- Several participants found that digital tools for accessing healthcare could be helpful and convenient for certain issues such as booking appointments.
- However, it was highlighted that some digital tools and apps are difficult to navigate, especially for people who are not confident with their IT skills. Some tools such as Patient Access are difficult to set up and require a lot of time to correctly enable the right functions.
- E-consult forms are not always fit for purpose. Participants described the process as very long and frustrating as the form often asks irrelevant questions about their enquiry. Some patients reported being incorrectly referred to Urgent Care services when their symptoms were not severe.
- Some people chose not to access care due to recent changes including digital tools and lack of face-to-face booking availability. It was recognised that digital tools are not for everyone, and alternative access methods would enable equity of access.

Feedback Forum Findings

Access to GP services post 19th July

- People with sensory loss experience ongoing issues with communication which impacts their access to GP services. This include services asking deaf patients to call in to book appointments and deaf patients not being able to access appropriate translation services. We were given several examples of services insisting on communication that was unsuitable for residents such as written communication for a blind patient and family members being asked to provide translation rather than empowering the patient.
- Some patients found receptionists asking health related questions as part of the triage process to be intrusive and wholly inappropriate. They feel that some conditions are very personal and private matters and would only want to discuss them with health professionals and do not necessarily feel that receptionists need to know the reason they are accessing the service.
- As a result of the recent changes in response to the pandemic, some people find it difficult to access primary care. As a result, there is a worry that lack of addressing physical health may cause further deterioration and could impact on mental health.
- Despite the re-opening of society after the pandemic, some patients were telling us that they were still not getting face-to-face appointments with their GPs. Older people, those with mental health difficulties and those unable to speak or understand English very well were particularly disadvantaged by this. The participants agreed that certain conditions were much easier to discuss in person, rather than by phone.

Actions, impact and next steps

Healthwatch Lewisham continues to share the findings contained within this report at various commissioning, provider and local authority led boards and committees. These include:

- Lewisham Borough Based Board
- Lewisham Primary Care Operational Group
- Lewisham Health and Wellbeing Board

As well as these formal meetings, we organise a number of informal meetings with partners in order to discuss the issues of concern and identify actions to take forward. We continue to identify opportunities to share our findings within the Lewisham health and care system.

All of our findings are communicated with the SEL HW Director who ensures that the voice and concerns of Lewisham residents are heard at a regional level.

To ensure we capture a broad and representative sample of patient feedback, and listen to the seldom heard communities, we will continue to develop and grow the Patient Experience Programme and explore ways to remotely engage with service users under the continuing COVID-19 measures.

We will continue to hear the experiences of residents directly through telephone engagement which will be supported by online review collection. Additional methods of engagement will include the promotion of feedback through our social media channels, attendance at community forums and delivery of our online monthly Feedback Forums.

During October - December we will work closely with health and care partners to continue to expand the delivery and reach of our face-to-face engagement as part of a hybrid engagement approach.

Actions, impact and next steps

As a result of the findings in this report as well as other recent engagement, we identified the following recommendations:

- The local health and care system should review the different apps and digital tools available for residents when accessing GP services and engage with residents to understand good practice and involve them to help improve these resources.
- There is a clear need to understand how the GP service delivery models developed in response to the pandemic comply to the Accessible Information Standard requirements and ensure that the additional communication needs of patients are supported.
- Training for front line staff including communication, cultural diversity and disability awareness including the NHS Accessibility Information Standard.
- Availability of appropriate translation service provision for those who require it when accessing health and care services. Local provision of translation support could be included within a local review of the accessibility information standard implementation.
- Clear information for patients about digital tools and apps including their purpose, how they should be used and how they differ from each other.
- Further information and guidance for patients about the new triage models and advice on how best to engage with receptionists and communicate your needs.

Appendix - Online Questionnaire

Leave feedback

How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

How do you rate your overall experience of this service?*



Summary of your experience* (max 45 characters)

Give a brief description of your experience, or highlight a key observation

Tell us more about your experience*


Expand on your experience here. Why was your experience a good / bad one? List any reasons or specific detail that might help explain

Where do you live? (town/city)

Forest Hill, Lewisham...

Your ratings (select if applicable)

Access to Appointments 

Generally how easy is it to get through to someone on the phone? 

Cleanliness 

Staff Attitude 

Waiting Time 

Treatment explanation 

Communication 

Quality of care/treatment 

Quality of food 

Appendix - Online Questionnaire

In relation to your comments are you a:

Select one

When did this happen?

Where did you hear about us?

Select one

Would you like information about other local services? *

No Yes

Do you want to know more about how to make an official complaint?*

No Yes

About you

Name

Leave feedback anonymously?

Email* (Your email will be kept private and you will not be sent any marketing material)

I accept the [Terms and conditions](#)

I consent to being contacted regarding my feedback by Healthwatch*

Yes No

I confirm I am over the age of 16*

Yes No

Subscribe to the newsletter?

If you are willing to provide us with some monitoring information please [click here](#).

Please note: Monitoring information helps us identify trends and gaps in our information gathering, enabling us to provide more detailed evidence to service providers and commissioners about your health and social care services.

[Submit feedback >](#)

Only your overall rating, comment and name (if disclosed) will be visible online.

Appendix - Physical Questionnaire

How would you rate your health and care services?

Healthwatch Lewisham wants to hear what you think about local health and social care services. Your experiences are important and allow local services what is working and what needs to be improved.

Whether it is a compliment, concern or complaint, it is easy to tell us about your experience by completing and submitting this form or contacting us on **020 3886 0196** or email **info@healthwatchlewisham.co.uk**

Name of Service:

How likely are you to recommend this anyone who needs similar care or treatment?
(Please circle)

5 = Extremely likely 4 = Likely 3 = Neither likely nor unlikely 2 = Unlikely
1 = Extremely unlikely () Don't know

How do you rate your overall experience?

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Summary of your experience

.....

Tell us more about your experience

.....

.....

.....

Where do you live? (town/city)

.....

Appendix - Physical Questionnaire

Your ratings (select if applicable)

Access to Appointment

5 = Excellent

4 = Good

3 = Okay

2 = Poor

1 = Terrible

Generally how easy is it to get through to someone on the phone?

5 = Excellent

4 = Good

3 = Okay

2 = Poor

1 = Terrible

Cleanliness

5 = Excellent

4 = Good

3 = Okay

2 = Poor

1 = Terrible

Staff Attitude

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Waiting Time

5 = Excellent

4 = Good

3 = Okay

2 = Poor

1 = Terrible

Treatment explanation

5 = Excellent

4 = Good

3 = Okay

2 = Poor

1 = Terrible

Communication

5 = Excellent

4 = Good

3 = Okay

2 = Poor

1 = Terrible

Quality of care/treatment

5 = Excellent

4 = Good

3 = Okay

2 = Poor

1 = Terrible

Quality of food

5 = Excellent

4 = Good

3 = Okay

2 = Poor

1 = Terrible

Appendix - Physical Questionnaire

In relation to your comments are you a:

- Patient Carer Relative Carer and Relative
 Service Provider Visitor Professional

When did this happen?

.....

Do you know the name of the ward / department? (if applicable)

Would you like information about other local services?

- No Yes

Do you want to know more about how to make an official complaint?

- No Yes

I consent to being contacted regarding my feedback by Healthwatch

- No Yes

About you

Name.....

Email..... () Leave feedback anonymously

Monitoring Information

What gender do you identify yourself as:

- Female Male
 Other.....
 Prefer not to say

What is your sexual orientation?

- Heterosexual Gay Bisexual Lesbian Prefer not to say Other

Which age group are you in?

- 0-10 11-20 21-30 31-40 41-50
 51-60 61-70 71-80 81-90 91-99
 100+ Prefer not to say

Appendix - Physical Questionnaire

Do you consider yourself to have any of the following?

- Learning disability or difficulty
- Long standing illness
- Mental Health condition
- Physical disability
- Sensory disability
- None
- Prefer not to say
- Other

What is your religion?

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Other religion
- None
- Prefer not to say

What is your marital status?

- Civil partnership
- Cohabiting
- Divorced
- Widowed
- Prefer not to say
- Married
- Single

What is your ethnicity?

White

- English / Welsh / Scottish / Northern Irish / British
- Gypsy or Irish Traveller
- Any other white background.....

Asian / Asian British

- Bangladeshi
- Chinese
- Indian
- Pakistani
- Any other Asian background.....

Black, African, Caribbean, Black British

- African
- Caribbean
- Any other Black, African, Caribbean background.....

Mixed, Multiple

- White and Asian
- White and Black African
- White and Black Caribbean
- Any other mixed / multiple background.....



Appendix - Physical Questionnaire

Other Ethnic Group

Arab

Any other ethnic group.....

Thank you for sharing your experience

Personal data will be kept in accordance with the General Data Protection Regulation. Your data will only be used so you can receive a response from service providers to your feedback; and to help improve the quality and safety of health and social care services. It will not be used for any other purpose or passed on to any organisation without your consent.

Appendix - Themes and Sub-Themes

Admission

Appointment

(Booking Appointments, Length Of Appointments, Quality Of Appointments)

Care Parking

(Care Parking Access, Care Parking Changes)

Choice

Cleanliness, Hygiene And Infection Control

Complaints Procedure

Communication

(Health Promotion, Internal Communication, Lack Of Communication, Treatment Explanation, General, Interpretation Service, Lack Of, Consent To Treatment, Complaints Procedure, Access To Patient Record)

Confidentiality

Consent To Care And Treatment

Consultation

Diagnosis

Discharge

(Coordination Of Services, General, Preparation, Safety, Speed)

Equality

(Stigma)

Cost Of Services

Monitoring & Accountability

Appendix - Themes and Trends

Food/Nutrition

Opening Hours

Patient Transport

Privacy

Procurement / Commissioning

Quality Of Care/Treatment

Patient Records

Referrals

(General, Timeliness, Waiting Times)

Health And Safety

Service Co-Ordination

Service Monitoring

Staff Attitudes

Staff Levels

Suitability Of Provider / Staff

Support

Waiting Times

(Waiting Lists For Treatment, Waiting Times To Be Seen At Appointments)

Appendix - Themes and Trends

Other	
Access To Services	<i>(Convenience/ Distance To Travel, Inequality, Information And Advice, Lack Of, General, Patient Choice, Service Deliver / Opening Times, Suitability Of Provider (Individual Or Partner), Suitability Of Provider (Organisation), Waiting Times, Waiting Times At Health Premises, Telephone Consultation)</i>
Administration	<i>(Admission Procedure, Incident Reporting, Appointment Availability, Management Of Service, Booking Appointments, Booking Appointments Online, Booking Appointments Getting Through On The Phone, Medical Records, Commissioning And Provision, Quality/Risk Management, General)</i>
Cancellation	<i>(Appointment, Operation / Procedure)</i>
Buildings/Facilities	
Décor	
Interpreters	<i>(Access To Interpreters, Quality Of Interpreters)</i>
Medication	<i>(Pharmacy Repeat Prescriptions, Medicines Management)</i>
Prevention	
Safeguarding	
Service Closure	
Staff Training	
Care Home Management	<i>(Staffing Levels, Suitability Of Staff, Registered Manager Absence, Registered Manager Suitability, Registered Manager Training And Development)</i>

Appendix - Themes and Trends

Continuity And Integration Of Care

Diagnosis/Assessment

(General, Lack Of, Late, Misdiagnosis, Tests/ Results)

Dignity And Respect

(Confidentiality/ Privacy, Consent, Death Of A Service User, Death Of A Service User (Mental Health), Equality & Inclusion, Involvement & Engagement)

Facilities And Surroundings

(Buildings And Infrastructure, Disability Access, Car Parking, Equipment, Cleanliness (Infection Control), Food & Hydration, Cleanliness (Environment), General, Cleanliness (Staff), Lack Of Seating Area)

Finance

(Financial Viability, Transparency Of Fees)

Home Support

(Care, Equipment, Co-Ordination Of Services)

Making A Complaint

(Complaints Management, Pals/Pact, General)

Transport

(Patient Transport Service (Non-Nhs), Ambulance (Routine), Ambulance (Emergency))

Safety/Safeguarding/Abuse

Staff

(Ambulance Staff/Paramedics, Midwives, Attitudes, Staffing Levels, Capacity, Suitability, District Nurses/Health Visitors, Training And Development, General, Professionalism)

Treatment And Care

(Effectiveness, Experience, Quality, Safety Of Care/Treatment, Treatment Explanation)

Cancellation