

**PATIENT EXPERIENCE
REPORT 2020/2021
QUARTER 4
January-March**

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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 Q4 period for January to March 2020/2021.

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

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 Q4 (January-March). During this period the Patient Experience Programme received 1,141 feedback comments. Of these comments, 72% (820) comments had a positive rating, 22% (256) were negative and 6% (65) 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

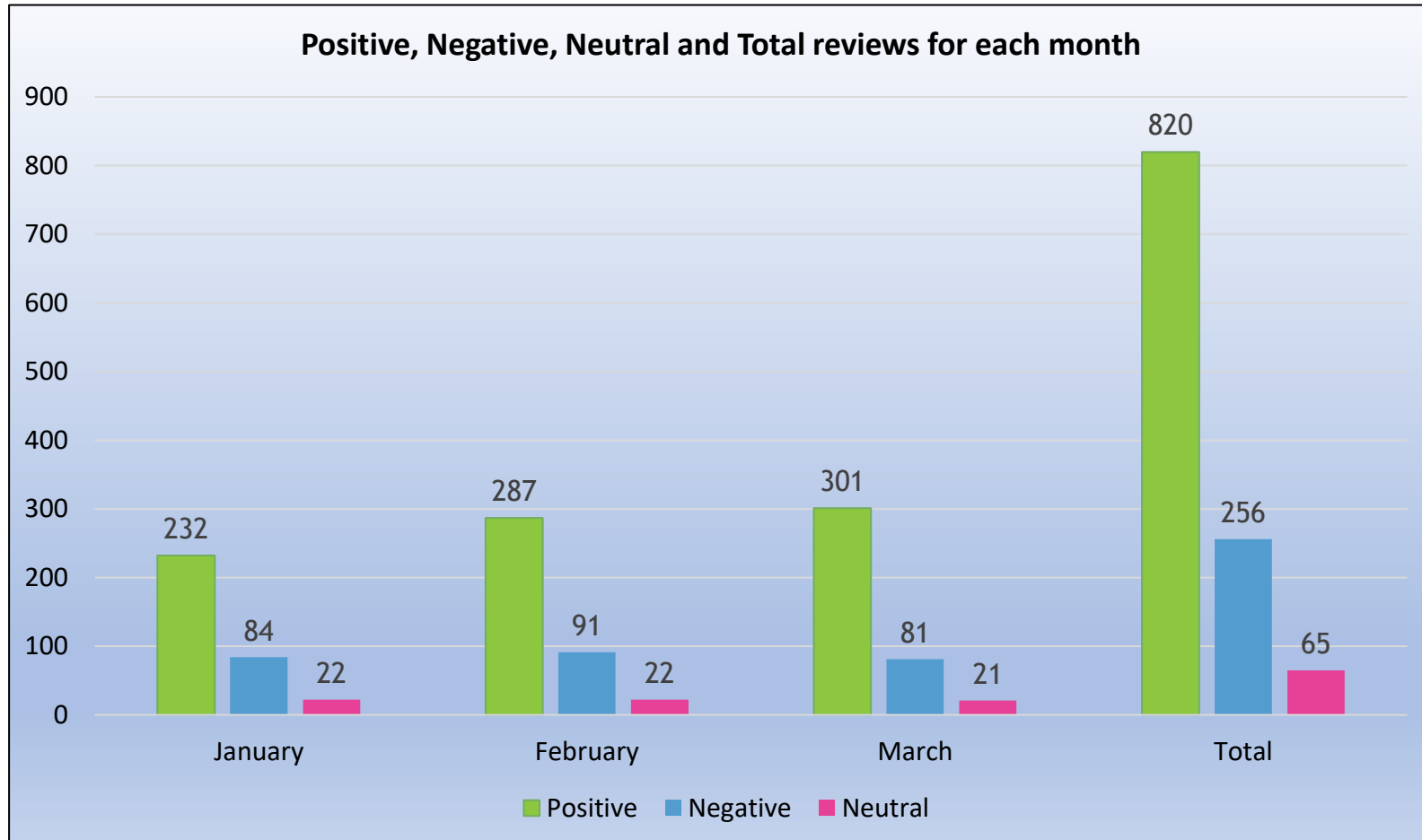
The total number of patient reviews received this quarter is 1,141. The table shows a breakdown of the positive, neutral and negative patient reviews (see the appendices for examples of our physical and online questionnaires).

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 820 positive responses, 256 negative responses and 65 neutral responses.

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
January	84	22	232
February	91	22	287
March	81	21	301
Total	256	65	820

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.

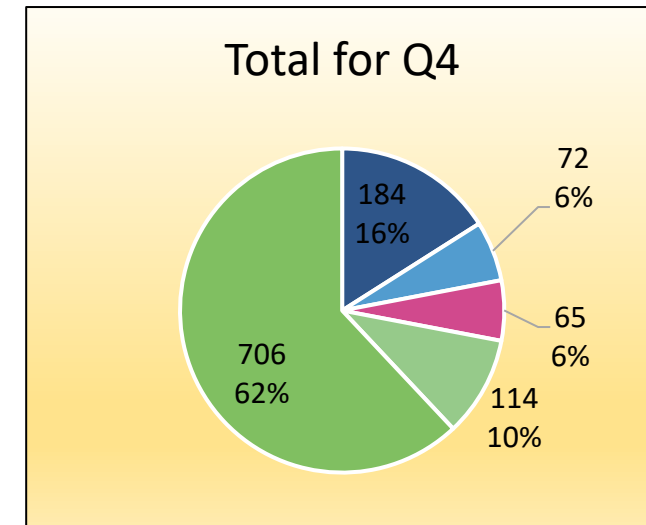
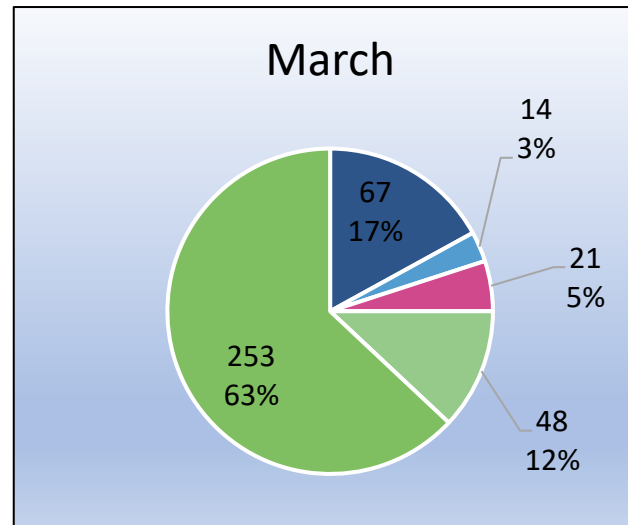
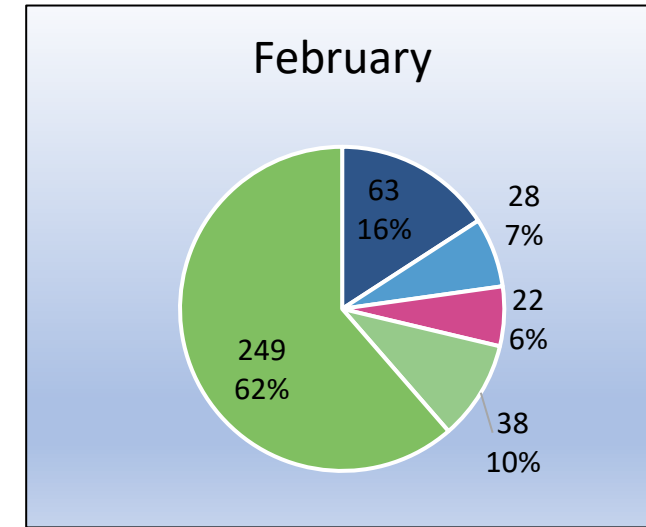
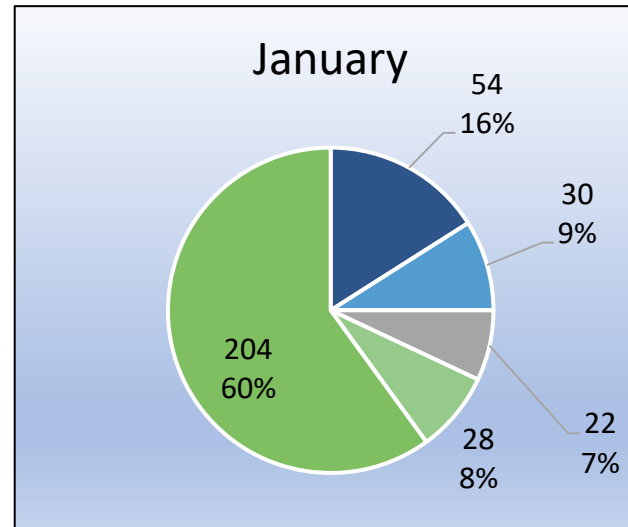


Overall Star Ratings

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. Unlike Q3, we saw less variance in experiences of 1 star and 5 star ratings.

A large proportion of positive experiences were praising the efficiency of the COVID-19 vaccination programme.



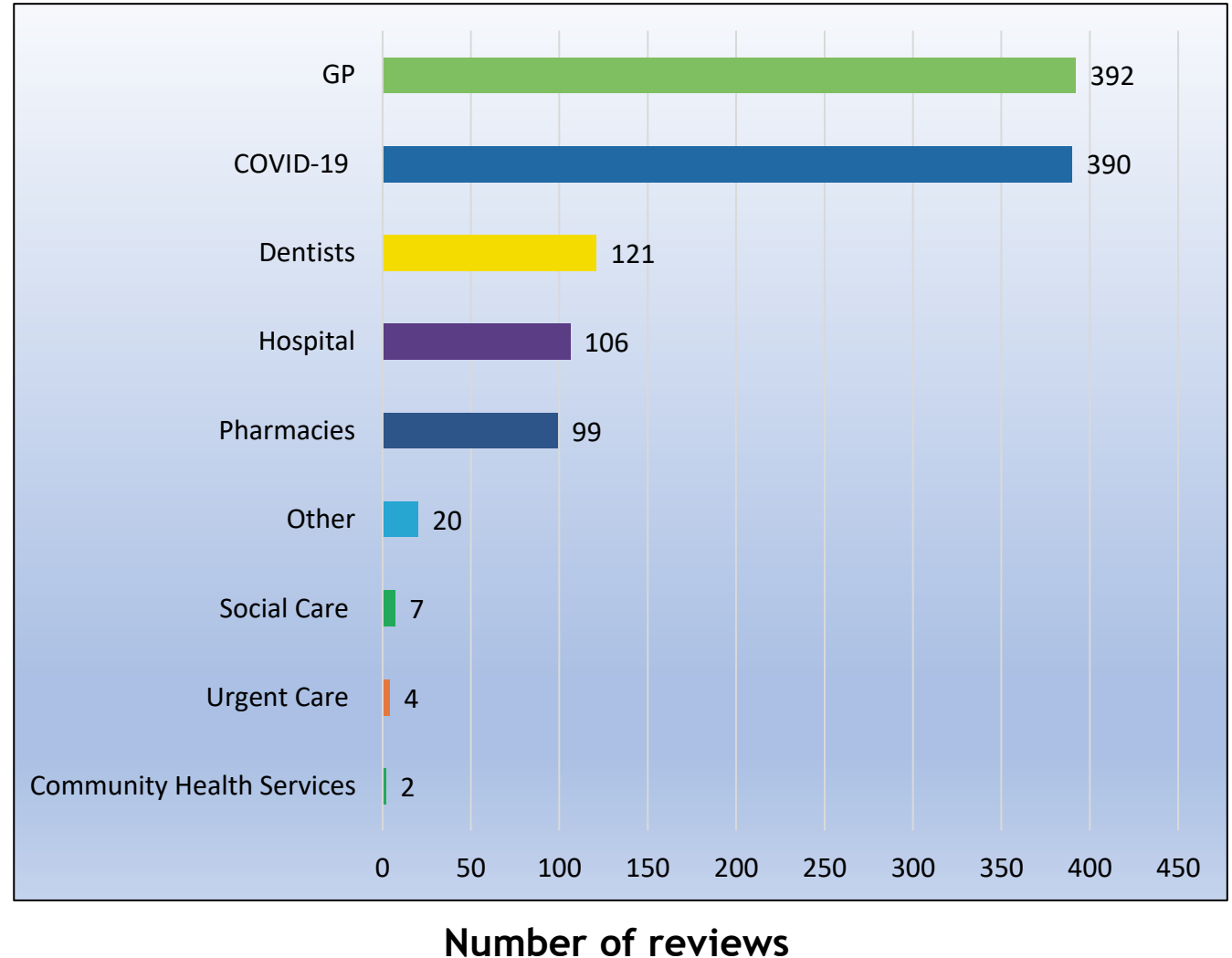
Total Reviews per Service Category

The patient reviews recorded for this quarter cover 9 service type categories, as seen in this chart.

The categories with the highest number of reviews during Q4 are GP surgeries (392) and COVID-19 testing and vaccination sites (390).

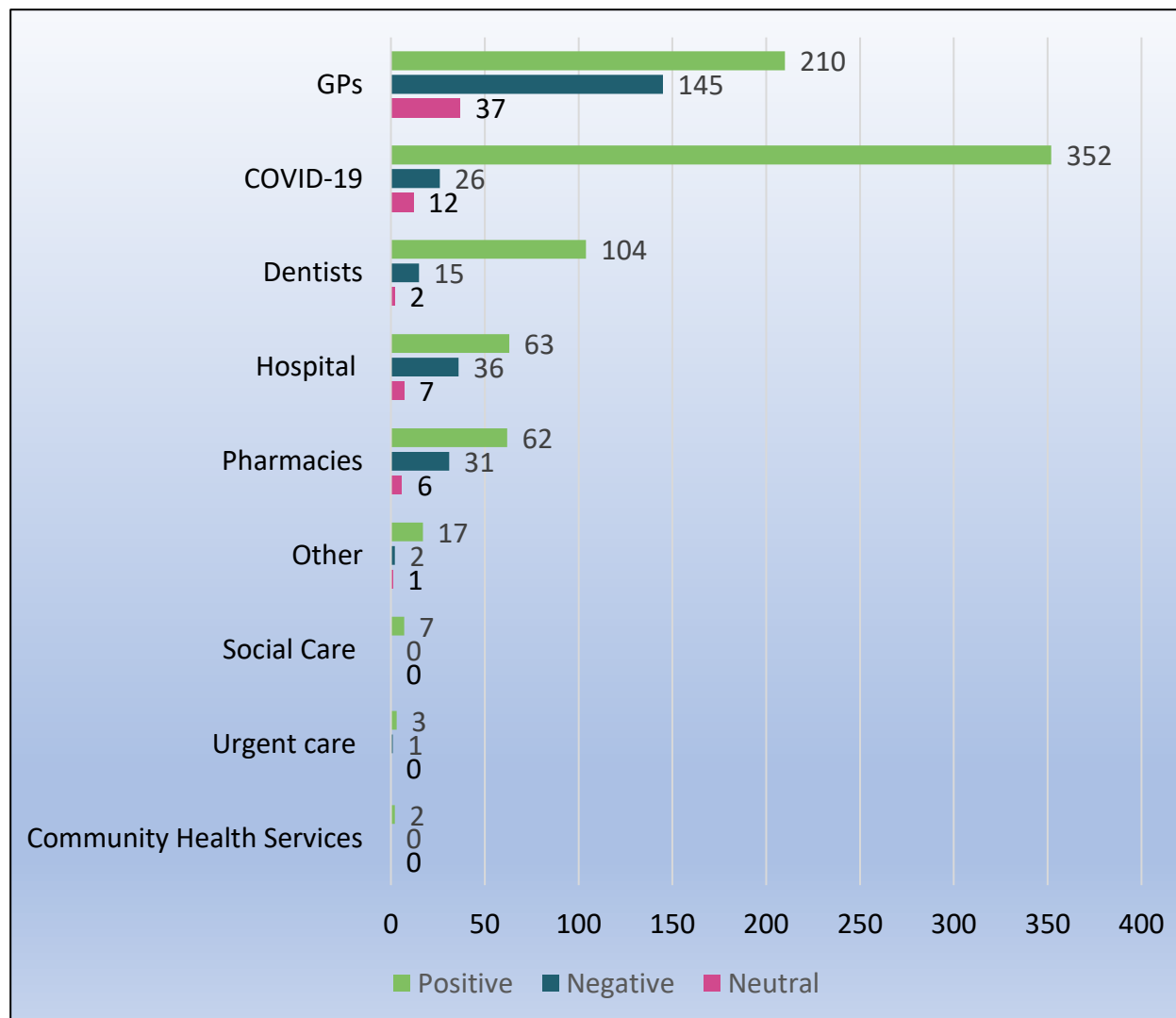
Service users also continued to comment on their experiences with Dentists (121), Hospitals (106) and Pharmacies (99).

Type of services



Distribution of Positive, Neutral & Negative

Type of services



Number of reviews

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

- 34% of the reviews were about people's experiences of GP services.
- 34% of the reviews were about people's experiences of COVID-19 testing and vaccination centres.
- 11% of the reviews were about people's experiences of Dental services.
- 9% of the reviews were about people's experiences of Hospital services.
- 9% of the reviews were also about people's experiences with Pharmacies.

Of these services: COVID-19 services received the highest proportion of positive reviews at 90%, followed by the Dentist with 86%, Pharmacies with 63%, Hospitals with 59% and then GP services with 54%.

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
- COVID-19 (vaccination and testing centres)
- 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 p63-65 for a full list).

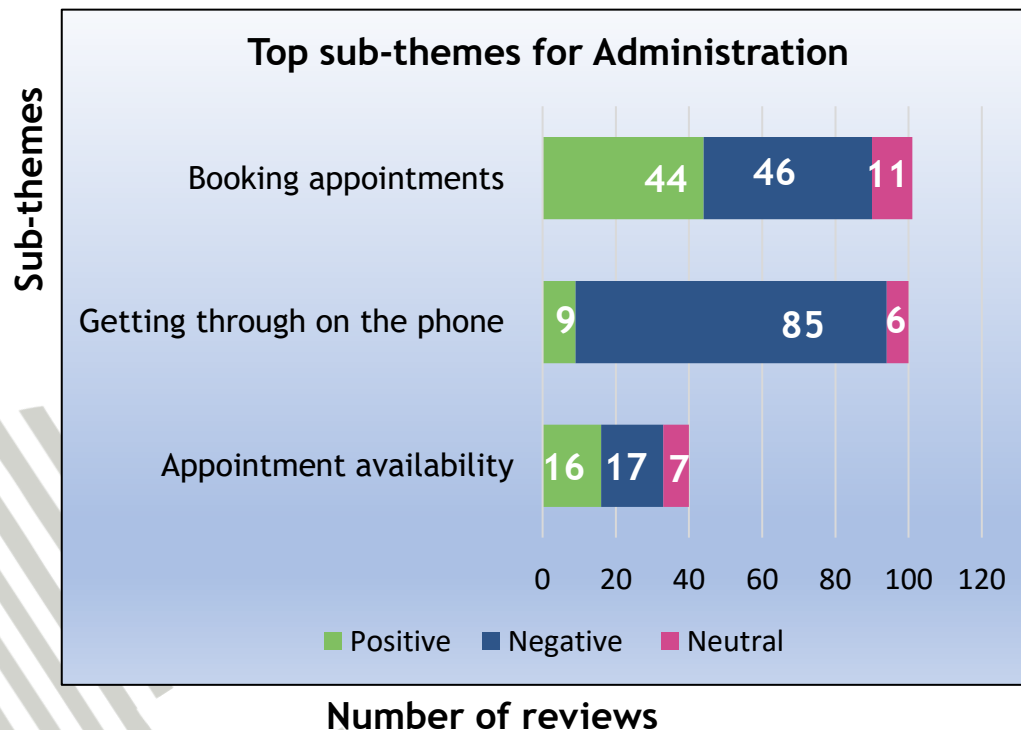
For this reason, the total numbers of times a theme is mentioned will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative, or neutral 'sentiment' is given. The application of themes, sub-themes and sentiment is a manual process and differs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

GP Themes and Sub-Themes

Administration was the most applied theme for GP surgeries with 257 counts and also had the highest percentage of negative comments. Of the comments, 63% (162) were negative, 28% positive (72) and 9% (23) neutral. The majority of comments were relating to booking appointments (101) and getting through on the phone (100).

As seen below, residents had mixed experiences of booking appointments, 44% positive and 46% negative. However, many patients expressed frustrations with contacting their surgery via the phone, with 85% (85) of comments being negative. Over the course of the COVID-19 lockdown we have regularly heard patients' frustrations about booking appointments, long waits on the telephone, phone lines being cut off and the unsuitability of the e-consult form.

The chart below shows a breakdown of the top 3 sub-themes for Administration.



Positive reviews

"I booked my appointment online and was phoned back to confirm this for the next day."

GP surgery

"I had a phone consultation that was easily booked online. Sometimes it is hard to book but they usually call me back within a day."

GP surgery

Negative reviews

"Phone them up, can't get through. All I want to do is talk to a doctor about my cystitis and arrange a prescription, but I can't. Fortunately, I was able to through 111."

GP surgery

"Nearly impossible to reach them over the phone...you can be engaged for an hour without speaking to anyone"

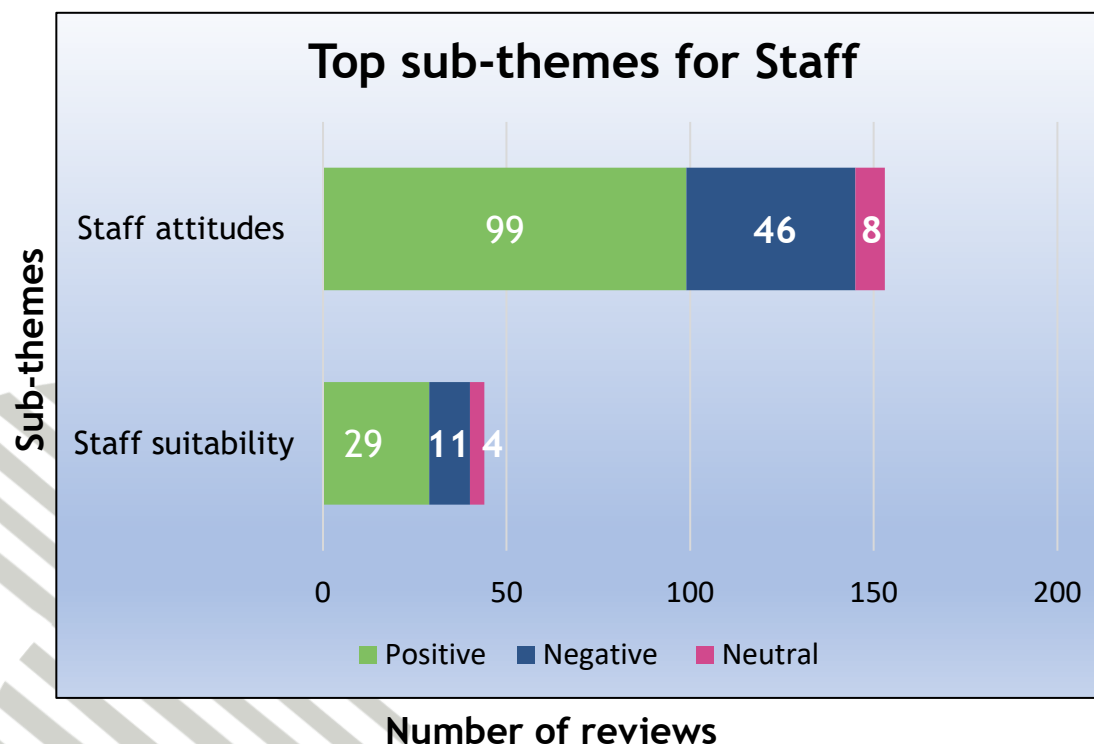
GP surgery

GP Themes and Sub-Themes

Staff was the second most applied theme for GP surgeries this quarter with 213 counts. Of these comments, 62% (132) were positive, 31% (66) negative and 7% (15) neutral.

The chart below illustrates a breakdown of the top two sub-themes for **Staff**. **Staff attitudes** were most commented on with 153 mentions, of which 65% (99) were positive, 30% (46) were negative and 5% (8) were neutral. This is followed by **Staff suitability** which was mentioned on 44 occasions, 66% (29) of which were positive, 25% (11) negative, and 9% (4) neutral.

Throughout engagement, we regularly recognise 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.



Positive reviews

"GP has been very helpful, very polite and kind."

GP Surgery

"The doctors and nurses who have helped me have always been professional and empathetic."

GP Surgery

Negative reviews

"Receptionists are unhelpful and on the phone in front of patients waiting to be seen. Time with doctor very limited."

GP surgery

"I'm 89 so sometimes I need more time to explain my problems and concerns. There's just not enough staff, sometimes it takes so long to get through."

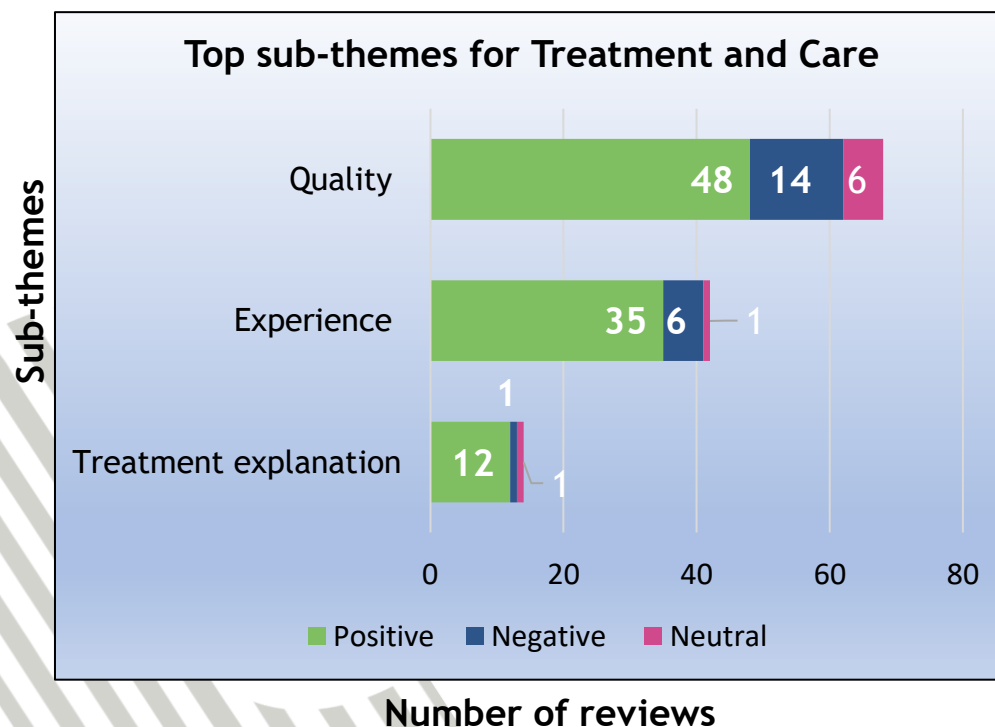
GP surgery

GP Themes and Sub-Themes

Treatment and Care was the third most applied theme for GPs this quarter with 125 comments. It also had the highest proportion of positive reviews out of all the main themes discussing GP surgeries, 77% (96) being positive, 17% (21) negative and 6% (8) neutral. The chart below shows the top 3 sub-themes for **Treatment and Care** for GPs.

Quality of treatment/care was the most mentioned sub-theme amongst patients, of the 68 comments, 71% (48) were positive, 21% (14) negative and 9% (6) neutral. This was followed by **'Experience'** with 42 comments of which 83% (35) were positive, 14% (6) negative and 2% (1) neutral.

Patients also commented on **treatment explanation** which was experienced mostly positively (87%) whilst only 7% of patients had negative experiences and 7% neutral. Its clear that the majority of Lewisham patients we spoke to are pleased with the treatment and advice they receive from health professionals. The challenge remains being able to access them in a timeframe that is considered suitable for patients.



Positive reviews

"I had a phone call first and then I saw the doctor as I had a shoulder injury, I was given pain killers and an appointment for the physio."

GP surgery

"Since I moved my children to this practice, they have always received a good level of attention and treatment."

GP surgery

Negative reviews

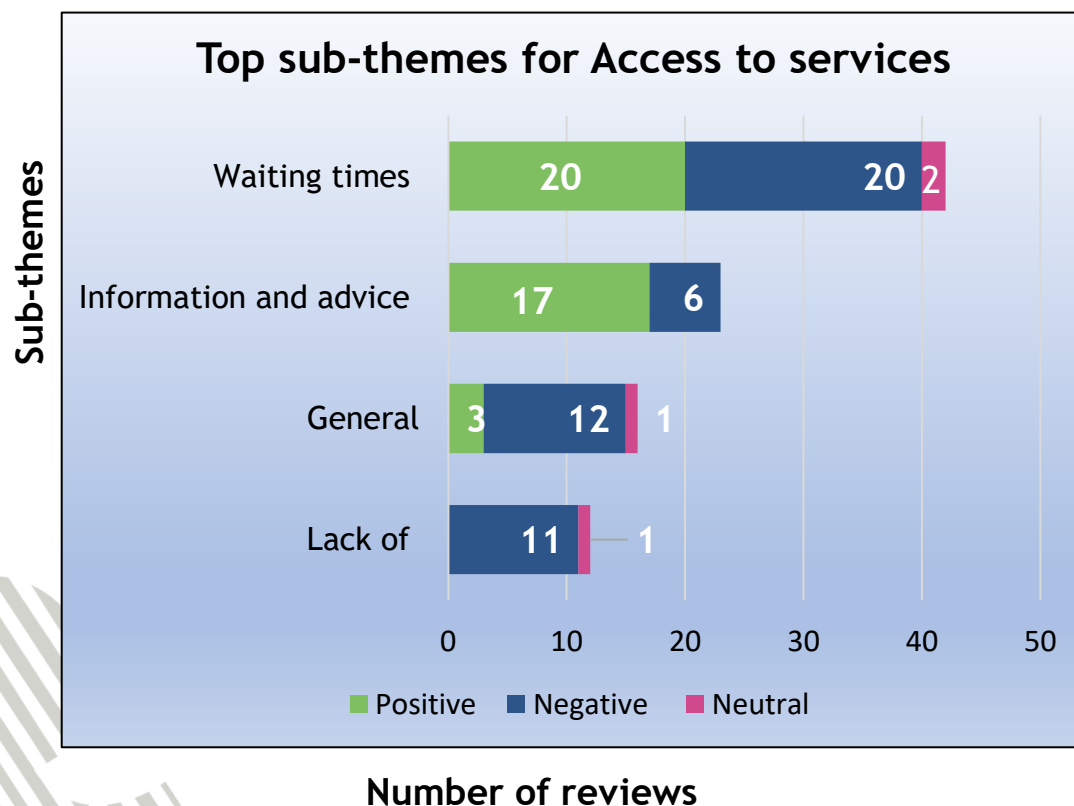
"I've been suffering from a sharp pain underneath my ribs and managed to book an appointment for the day after. They called me straight away saying that my problem is not serious enough to be seen by a doctor, therefore my appointment was cancelled."

GP surgery

GP Themes and Sub-Themes

Access to Services was the fourth most mentioned theme for this quarter and was applied 123 times. It was evenly split between patients who experienced services positively (46%) and negatively (46%). There were also 7% (9) of patients who had a neutral experience.

The main sub-theme was **Waiting times**, of the 42 comments relating to this, 48% were positive, 48% negative and 5% neutral. On the other hand, 23 comments related to **Information and advice** and patients experienced this positively with 78% of comments being positive and 26% negative. This indicates that these patients felt they didn't have to wait long when requesting information but encountered mixed experiences when trying to obtain appointments.



Positive reviews

"I wanted to see the GP face to face to assess me, so I had a conversation first then went in to see her in person. I was querying the medication I was on and whether it was making me more breathless, and she was able to give me advice."

GP surgery

Negative reviews

"I find them terribly hard to get a hold of, especially as I am not on the internet usually. Last year, I was diagnosed with Asbestosis and was put on a list for people more at risk for COVID-19. My wife also has great medical needs. We have both had trouble in getting seen. On occasions, mainly for my wife, we were given a different phone number to call - and we could barely get through to them as well."

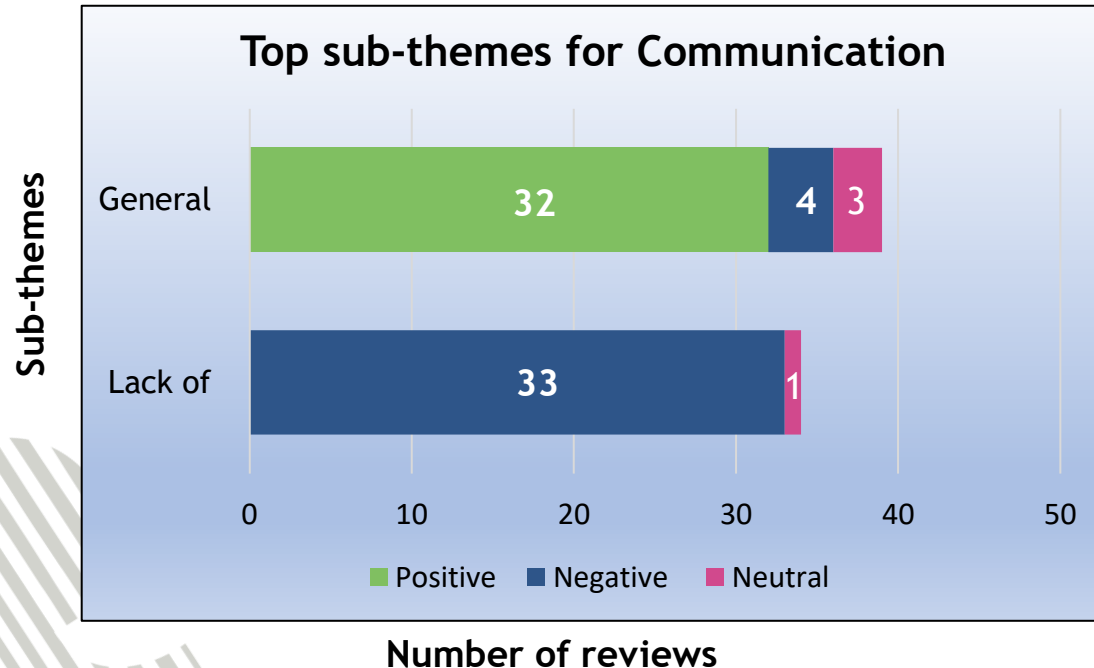
GP surgery

GP Themes and Sub-Themes

Communication was also mentioned by patients on 74 counts. Of these comments 43% (32) were positive, 51% (38) negative and 5% (4) neutral. These comments can be broken down into two sub-themes, **General** where 82% (32) were positive, 10% (4) negative and 8% (3) neutral. The **Lack of** sub-theme received 34 mentions, 97% (33) of these comments were negative and 3% (1) neutral.

Patients' experiences communicating with their GP surgery were mixed. Concerns around communication were often magnified by their struggles contacting the surgery or being unaware of the best way to contact the surgery with their queries. This included a lack of call backs, no email address contact details, cancelled appointments with no notice and a lack of information on how services are operating. Patients also experienced repeat invites for flu and COVID vaccinations which caused confusion.

However, patients who did receive call backs within the given timeframes found them to be extremely valuable. Furthermore, vulnerable patients appreciated their GP keeping regular contact during the lockdown. Although people were experiencing repeat invites they did value being actively contacted about their vaccinations.



Positive reviews

"When I called in the morning, I got a call back that afternoon, had consultations, got medication prescribed, collected it from the chemist and two weeks later had a call back"

GP surgery

"We've had messages from the GP, reminding us to use their online services and how they're operating.."

GP surgery

Negative reviews

"I was missed off the list for a vaccination because my poor health last year meant I had a flu vaccination at home. I'm really annoyed as they delayed my appointment because they didn't contact me."

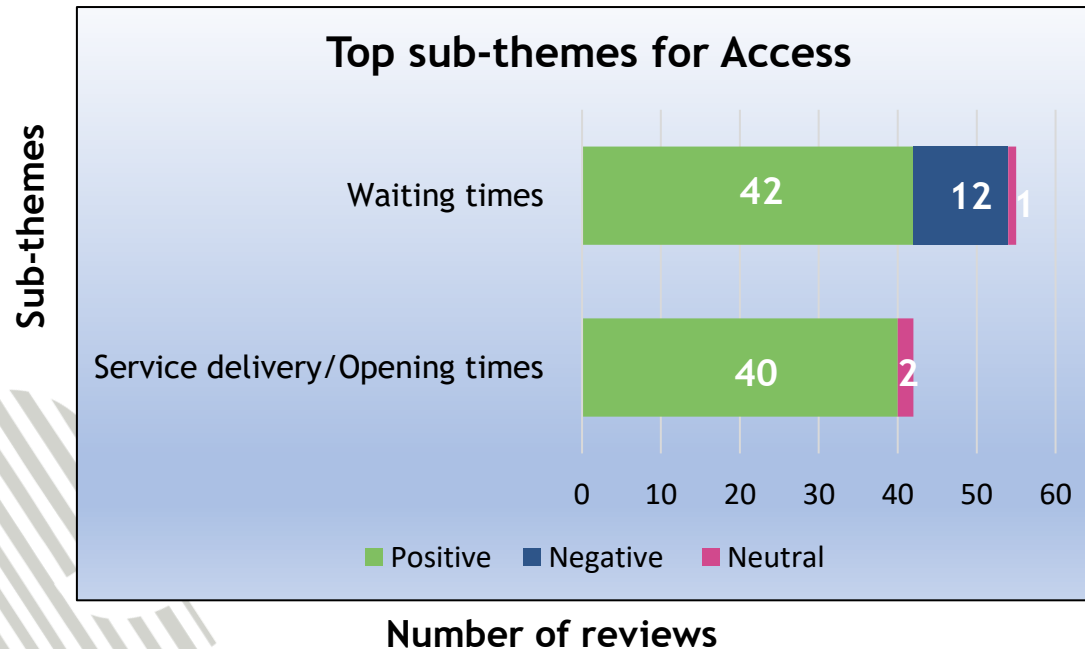
GP surgery

COVID-19 Themes and Sub-Themes

The COVID-19 category, which refers to vaccination and testing sites in Lewisham, was the second most commented on category in Q4 and received 390 reviews. Of these reviews, 121 were collected via our Digital Feedback Centre and the remaining via our COVID-19 vaccination survey. The following three slides present a breakdown of data based on the comments gained via our Feedback Centre whilst the analysis on page 20 is based on the survey dataset.

The main theme for the COVID-19 category was **Access to services** which received 99 comments, 84% (83) of these were positive, 13% (13) negative and 3% (3) neutral. The main sub-themes was **Waiting times** which received 55 counts and can be broken down into 76% (42) positive, 22% (12) negative and 2% (1) neutral. Many of the negative comments related to waiting times were from the beginning of the vaccination programme and the first clinic at the Jenner Practice, we have now seen a significant improvement with service users praising the efficiency of the programme.

The second sub-theme, **Service Delivery/Opening times**, received 42 counts, 95% (40) were positive and 5% (2) neutral. Service users who commented on this theme were praising the efficient delivery of the COVID-19 vaccination programme, rather than opening times.



Positive reviews

“No hassle, no prolonged queue, the operation was perfect.”

GP Vaccination Hub

“Totally efficient COVID 19 vaccine system. Everyone offered a time slot on a specified day (similar to that used with online deliveries). Most people socially distanced inside the large waiting room.”

GP Vaccination Hub

Negative reviews

“My mother-in-law arrived 8.30am for her appointment a few minutes later but waited nearly two hours.”

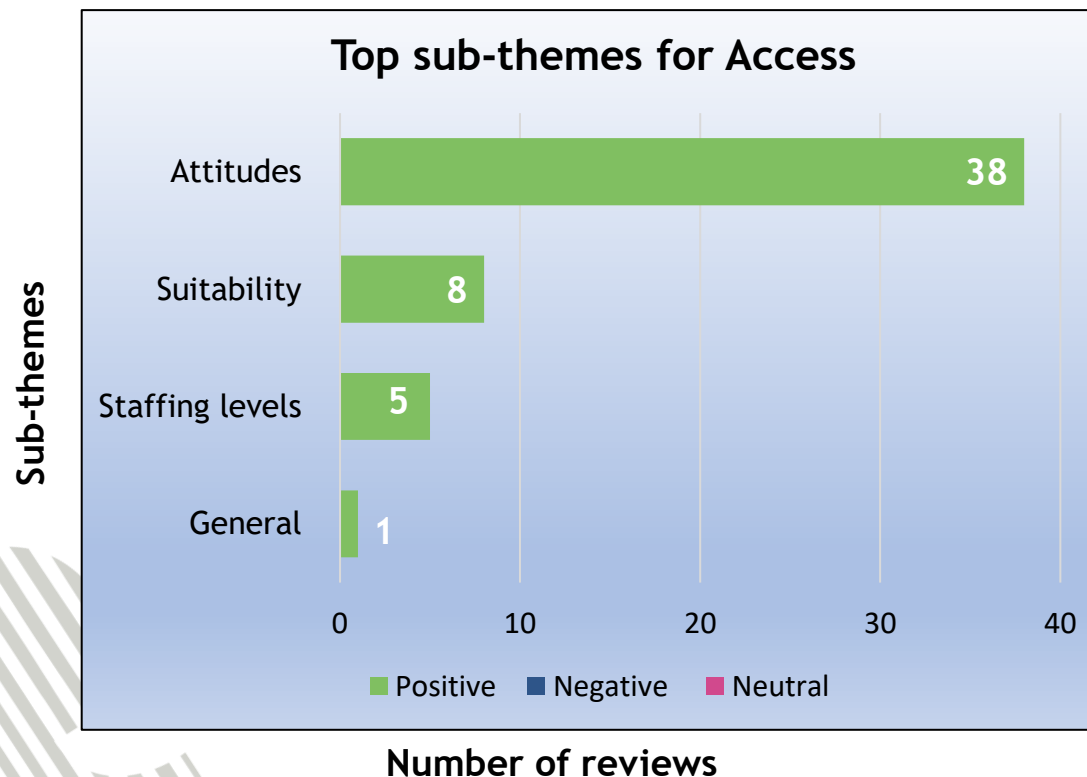
GP Vaccination Hub

COVID-19 Themes and Sub-Themes

The second most applied theme for the COVID-19 category was **Staff**. This was the most positively rated theme for COVID-19 services, with 100% (52) of all comments being of a positive sentiment.

The below graph shows a breakdown of the four sub-themes for **Staff**, this includes, staff **attitudes** (38), **suitability** (8), **staffing levels** (5) and **general** (1).

The completely positive response indicates that service users were extremely pleased with the staff they encountered when receiving their vaccination. This includes medical professionals, nurses and volunteers. Residents found staff and volunteers created an overwhelmingly kind, reassuring and caring atmosphere which allowed them to feel relaxed and ease any anxieties.



Positive reviews

“There’s a good number of medical staff (I think about seven) giving the vaccines, and other supporting staff. ”
GP Vaccination Hub

“I had my jab for COVID, and it was so well organised, everyone was so efficient, friendly and informative. ”
GP Vaccination Hub

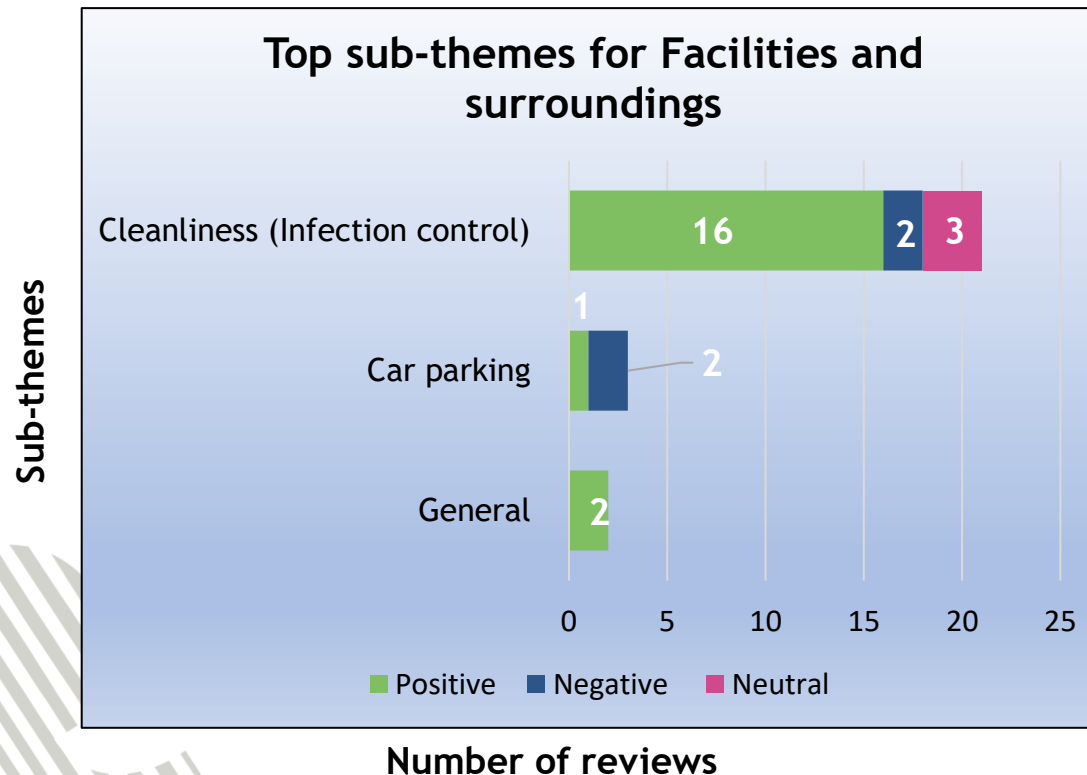
“Everyone from the doctor to the lovely volunteers were helpful, friendly and cheerful.”
GP Vaccination Hub

“Everyone was extremely helpful, kind and efficient.”
GP Vaccination Hub

COVID-19 Themes and Sub-Themes

The third most applied theme for the COVID-19 category was **Facilities and Surroundings** which received 28 comments. Of these comments, 75% (21) were positive, 14% (4) negative and 11% (3) neutral.

The main sub-theme was **Cleanliness (Infection control)** which received 21 mentions, 76% (16) were positive, 10% (2) negative and 14% (3) neutral. Comments on this sub-theme were relating to the COVID-19 safety measures that were implemented to protect service users such as PPE, social distancing, sanitisation and the general cleanliness of the services. The positive sentiment shows that, on the whole, patients felt that the safety measures were implemented and adhered to across the vaccination centres within the borough.



Positive reviews

"The centre was clean, and everybody was social distancing. They wiped down the chairs regularly and we were able to sit down to wait inside."

GP Vaccination Hub

"Efficient, socially distanced process."

GP Vaccination Hub

Negative reviews

"Little social distancing and limited parking."

GP Vaccination Hub

"I was so shocked to see they had anywhere between 30-40 people sitting in the lobby area for the vaccine."

GP Vaccination Hub

COVID-19 Vaccination Survey

In addition to the data collected via our Feedback Centre, we also collected experiences via our COVID-19 vaccination survey.

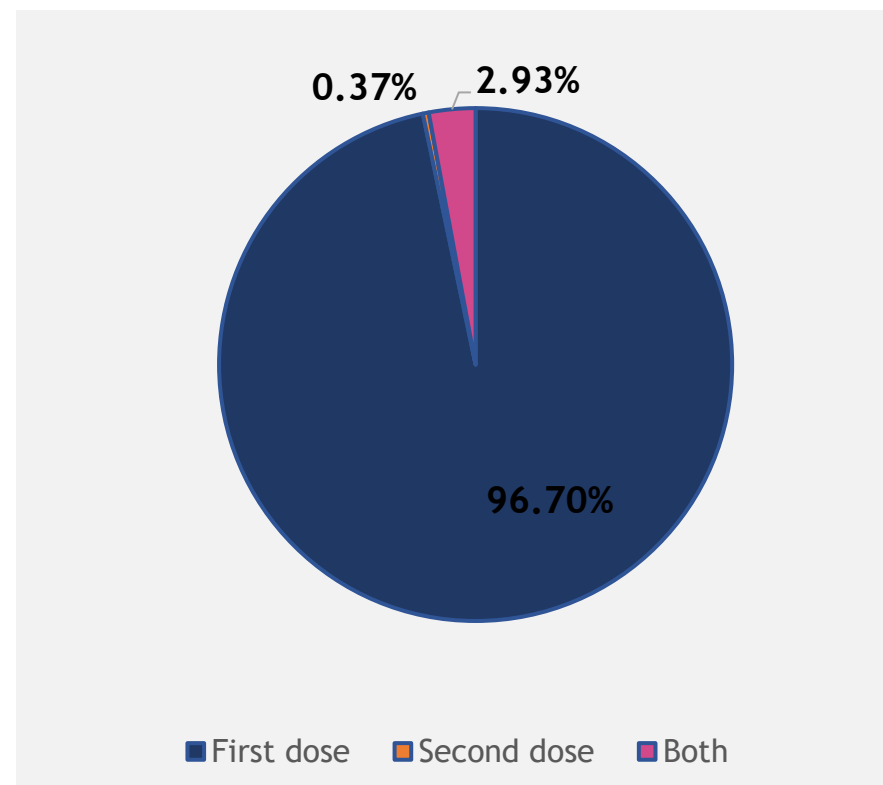
Below is a breakdown of the good practice and areas for improvement outlined by service users. On the right-hand side is a pie chart which outlines which experience service users were referring to. The vast majority of experiences (96.7%) were relating to a first COVID-19 vaccination appointment.

Positive aspects

- ✓ 40% of positive comments described the process of being vaccinated as well organised across the different venues.
- ✓ The majority of respondents found staff to be kind, helpful, professional and informative.
- ✓ Booking appointments was considered 'straightforward' and 'easy'.
- ✓ 15% of positive comments specifically described the process as 'fast'.
- ✓ Respondents praised volunteers for being friendly and playing a key role in enabling an efficient process.

Negative aspects

- Most negative comments related to concerns about limited social distancing in queues outside or within the vaccination hubs.
- Some respondents experienced waiting times of up to and over an hour before being vaccinated.
- A couple of respondents mentioned that a combination of limited space within facilities and a high number of people being vaccinated meant there wasn't appropriate seating available after receiving the Pfizer vaccine.
- Some respondents felt signage could be improved for vaccination hubs located within hospitals.



COVID-19 Vaccination Forum

Alongside the COVID-19 vaccination survey, feedback comments via the Digital Feedback Centre and direct telephone engagement with residents, Healthwatch Lewisham also attended the Lewisham Pensioners Forum Health Fayre in January to discuss residents' experiences with and feelings towards receiving a COVID-19 vaccination.

Below are some of the main themes which emerged during the forum.

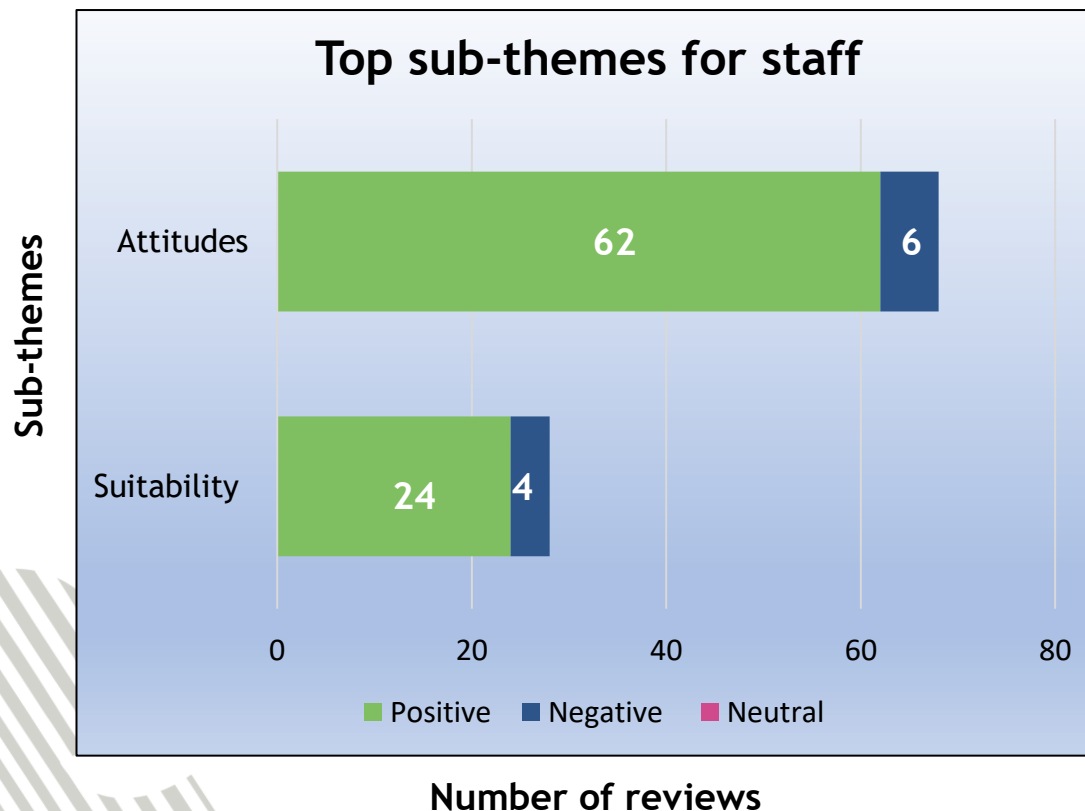
- Whilst many attendees had received their first vaccination and were satisfied with the process and efficiency, they highlighted that many people within their communities, Black communities particularly, had mistrust towards the vaccine.
- Residents suggested communication and collaborative working with religious leaders, pastors and churches to ensure misinformation is being tackled, for example, leaflets addressing concerns and providing factual information.
- We also heard concerns surrounding communication, many people who had received their first dose of the vaccine from their PCN were being re-contacted afterwards by NHS England with another invitation for their first dose. This caused confusion for some of the residents.
- Some people felt the methods used to contact the current age group who are being invited for vaccinations, such as text message reminders which could not be replied to, raised accessibility issues for older residents. Particularly if they did not have the digital skills or a smartphone to engage with links sent through SMS messaging.

Whilst there was scepticism and reservations amongst attendees and within their wider communities and networks, it should be recognised that many people had willingly received their vaccine and were pleased with the measures put in place to deliver and accommodate the roll-out safely and efficiently.

Dentist Themes and Sub-Themes

Dental services received 121 feedback comments in Q4. Of these comments, **Staff** was the most commented on theme, with 97 patient reviews, 89% (86) were positive, and 10% (10) were negative and 1% (1) neutral.

The chart below presents a breakdown of the sub-themes for **Staff**. The sub-theme **Staff Attitude** received the highest proportion of reviews (68) with a positive sentiment of 91% (62) and 9% (6) negative, which indicates that patients were satisfied with the behaviour and skills of dental staff.



Positive reviews

“The team are highly skilled and friendly.”

Dentist

“The receptionist is friendly and polite, and the dentist and hygienist are clearly well trained and informative.”

Dentist

“Treatments were painless! The nurses are very professional, and reception staff are lovely too...”

Dentist

Negative reviews

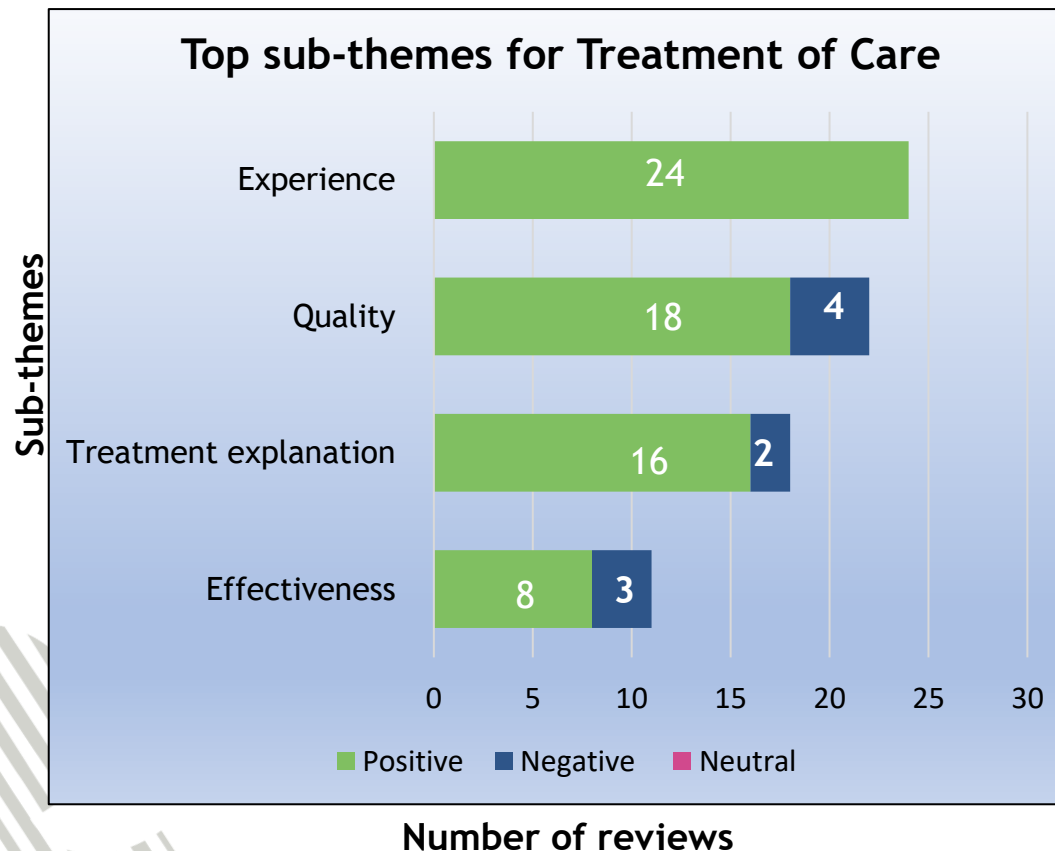
“Any ask of how much they are running late is met with rude replies from reception. Very unprofessional service.”

Dentist

Dentist Themes and Sub-Themes

Treatment and Care was also one of the leading themes for dental services, with 75 comments relating to this area. This theme was experienced positively by patients and can be broken down into 88% (66) positive and 12% (9) negative.

The chart below shows the top four sub-themes for the **Treatment and Care** this quarter for dentists. The chart shows that a significant number of patients had positive experiences with treatment and care. They felt their dentists were knowledgeable and skilled with the care they provided and appreciated feeling involved and informed with their treatment options.



Positive reviews

"I didn't feel any discomfort at all. He completed the work professionally, quickly and confidently."

Dentist

"A part of a tooth had broken off, during the visit the tooth was checked, and alternative possibilities were outlined. "

Dentist

Negative reviews

"Rubbish fillings, fell out and broke whilst eating. I get my front teeth rebuilt due to an accident, so I don't eat on them, yet it has snapped off as well as part of a back filling. "

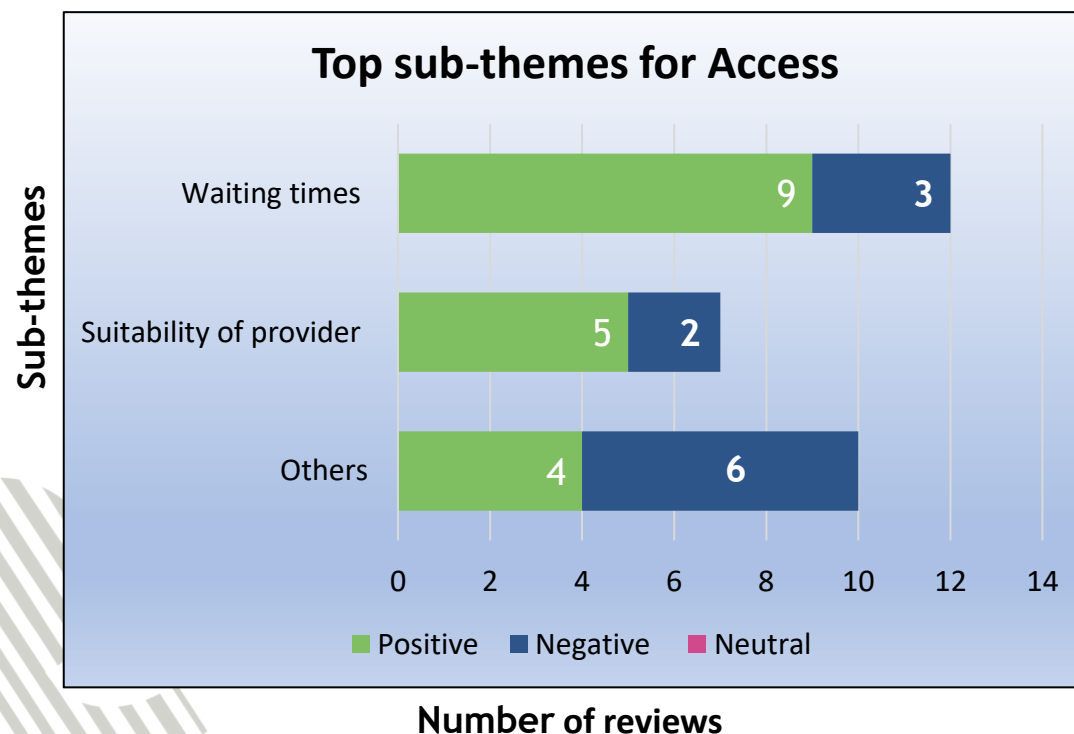
Dentist

Dentist Themes and Sub-Themes

Of the reviews relating to dental services, 28 related to **Access to services**, 68% (19) of these comments were positive and 32% (9) negative.

The graph below shows a breakdown of the top sub-themes for **Access to services**, 11 related to the **Waiting times** sub-theme where 82% (9) were positive and 18% (2) were negative. **Suitability of provider**, on the other hand, received 7 comments, 71% (5) were positive and 29% (2) negative. It should be noted that we have received less feedback during this quarter about residents being unable to register as NHS patients with dental services.

The 'Other' category refers to a mix of comments relating to **Service delivery/opening times** (1), **General**, (1) **Lack of** (2), **Information and advice** (5) and **Convenience/distance to travel** (1).



Positive reviews

"First check-up appointment after moving to area. On-time appointment, excellent COVID safety procedures, friendly staff."

Dentist

"Waited max 5 mins after timely arrival for both examination and hygiene appointment.."

Dentist

Negative reviews

"The person who answered the phone didn't say the name of the practice and when I asked to confirm it was the right place, he said "We're closed. Sorry." and that was it. It was within working hours stated."

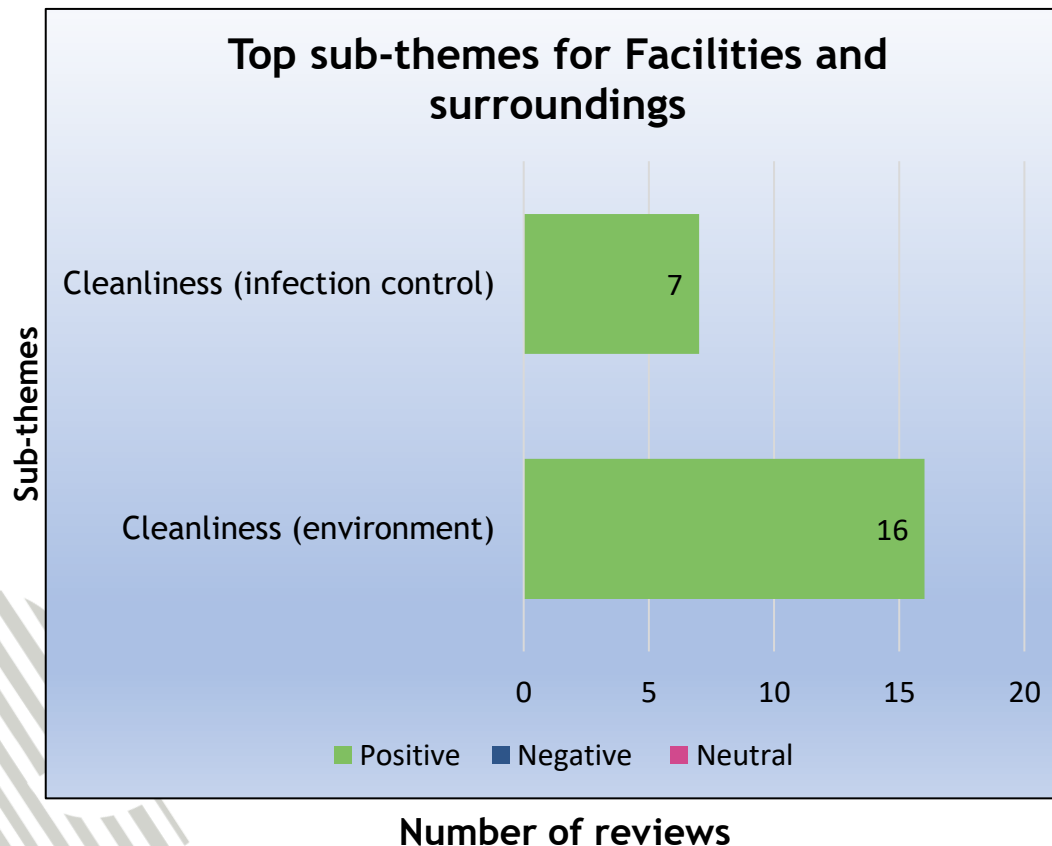
Dentist

Dentist Themes and Sub-Themes

Facilities and surroundings also received 28 counts, 93% (26) of comments were positive, 4% (1) negative and 4% (1) neutral.

The chart below shows the top two sub-themes, this includes **Cleanliness (infection control)** and **Cleanliness (environment)**, both of which received 100% positive comments. Service users praised the dental practices they accessed for adhering to COVID-19 regulations including social distancing, PPE, sanitisation in addition to maintaining a generally high level of cleanliness.

We understand that adherence to COVID-19 regulations has been particularly important amongst service users during the COVID-19 pandemic, ensuring they feel safe when receiving their treatment and care.



Positive reviews

"Excellent COVID safety procedures"

Dentist

"The surgery had good COVID compliance. "

Dentist

"I was impressed greatly with the degree of professionalism and clinical cleanliness."

Dentist

"Careful and measured anti-COVID precautions did not detract in any significant way from the usual very friendly and efficient service."

Dentist

"The service was friendly, safe and efficient."

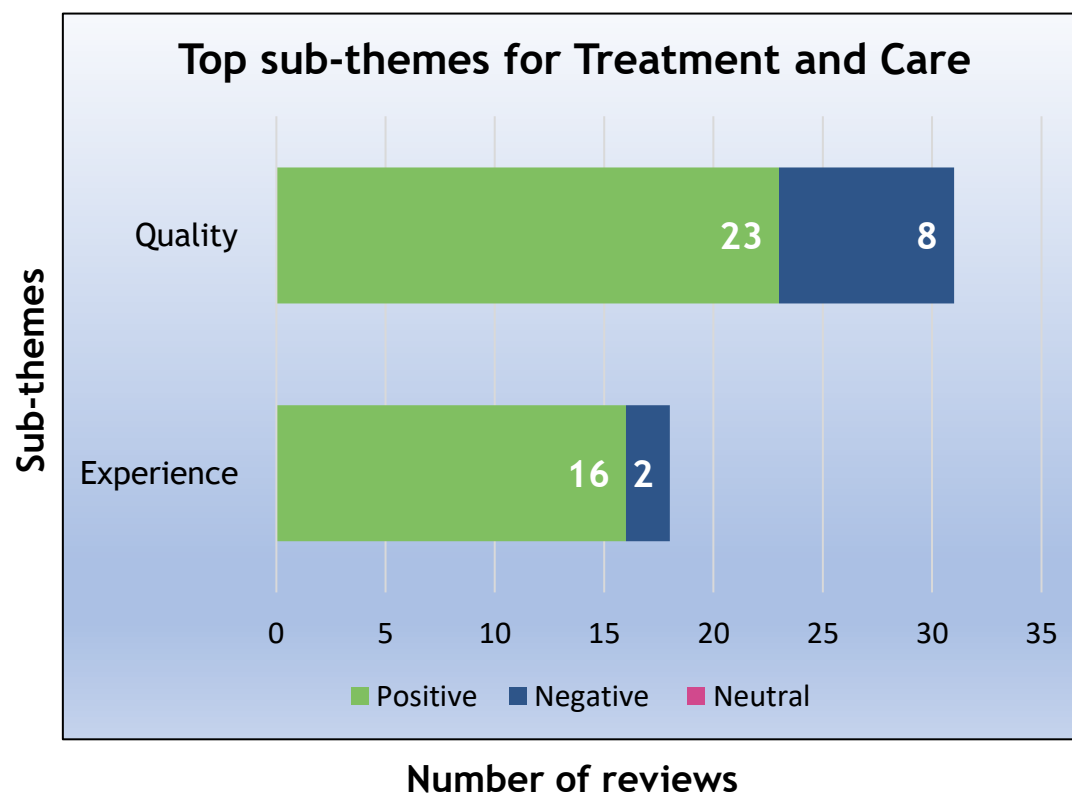
Dentist

Hospital Themes and Sub-Themes

Hospital services were the fourth most reviewed service type this quarter with 106 feedback comments. Of these comments, the **Treatment and care** theme received the highest number of mentions (56) which can be broken down into 79% (44) positive and 21% (12) negative.

The two most popular sub-themes are shown below. **Quality** of treatment and care was mentioned on 31 counts, 74% (23) of these comments were of a positive sentiment and 26% (8) were negative. The **Experience** sub-theme was mentioned on 18 occasions, with 89% (16) of comments being positive and 11% (2) negative.

The below breakdown represents that a significant number of patients were pleased with their treatment and care. Where patients expressed concerns, they mostly alluded to a mix of issues including struggles receiving or having their medication needs met, poor discharge procedures and relatives being worried about their loved ones or patients/relatives not having their requests actioned as inpatients.



Positive reviews

"I decided to go to the pain clinic which was a better experience, they helped put together a treatment plan."

Hospital

"I had a trip to A&E during the pandemic (non-COVID related) and found it calm and efficient. I stayed in for 4 days and found the inpatient care was also really good. I never had any worries re COVID as you're tested when you're admitted."

Hospital

Negative reviews

"He discharged me without prescribing the right medication (some medication missing) with a very low effort discharge letter."

Hospital

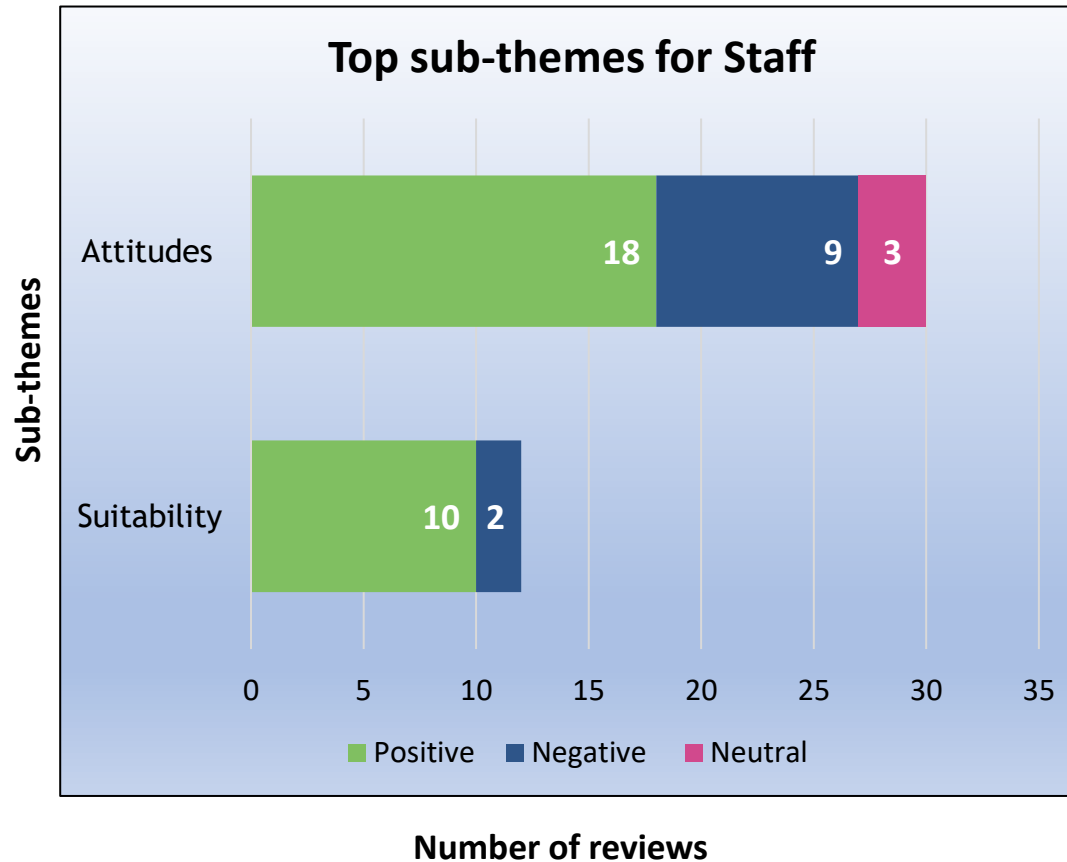
"My mother's pains were getting visibly worse, the hospital said that she had to wait in the queue when clearly this was a state of emergency."

Hospital

Hospital Themes and Sub-Themes

Staff was the second highest theme relating to hospitals in Q4 with 43 counts. This can be broken down into 67% (29) positive, 26% (11) negative and 7% (3) neutral.

The table below shows a breakdown of the top two sub-themes for **Staff**. Feedback comments were split between **Staff attitudes** which was mentioned 30 times and **Staff suitability** 12 times. Of the comments relating to **Staff attitudes** 60% (18) were positive, 30% (9) negative and 10% (3) neutral. Whilst Staff suitability received 83% (10) positivity and 17% (2) negative. The percentage of positive comments is slightly reduced when compared to the previous quarter, however it is still evident that the majority of patients value the staff who have supported them.



Positive reviews

"Staff were lovely, very friendly and caring."

Hospital

"I was so nervous about going to A&E but staff from beginning to end were so brilliant... they tended to my needs without complaining, they just understood. Even when I got home, they called me to make sure all was well. You can't get any more personal than that."

Hospital

Negative reviews

"The staff did not offer her the assistance that she needed, as she could not walk, and they said that they could not give her a wheelchair because they only had one."

Hospital

"Nurses were very rude and impatient. They had a lack of understanding. Due to COVID-19, family can't visit patients. The only way they can find out information is through nurses."

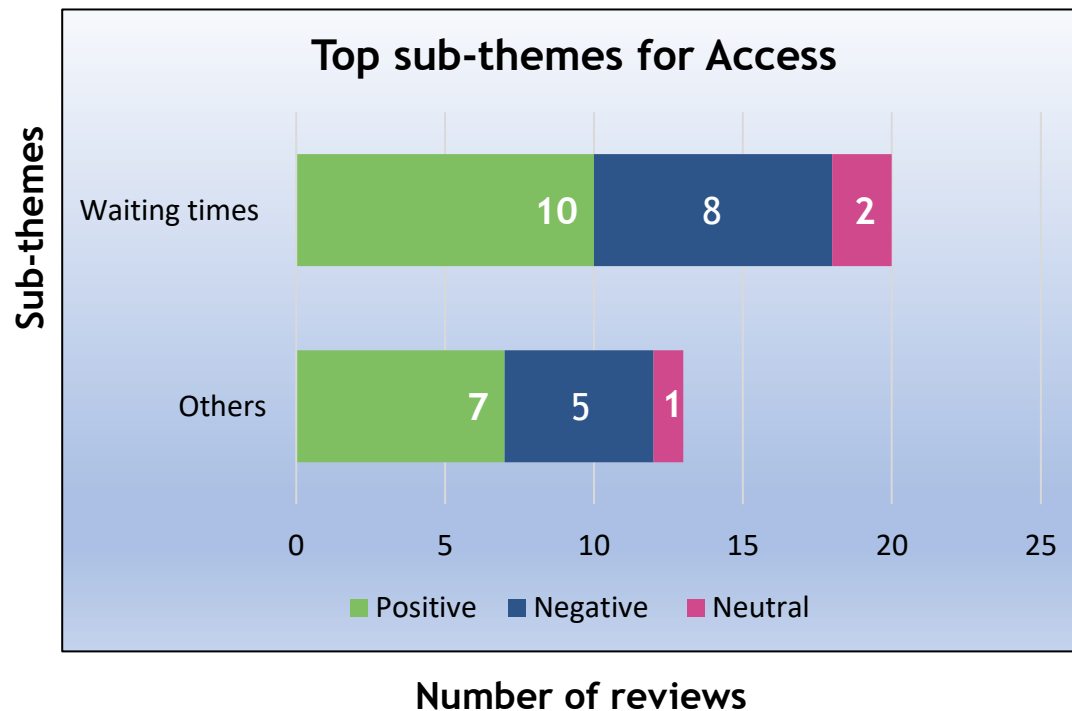
Hospital

Hospital Themes and Sub-Themes

Access to services was the third most popular theme this quarter and was mentioned on 33 occasions, 52% (17) of these comments were positive, 39% (13) negative and 9% (3) neutral.

Waiting times was the most mentioned sub-theme with 20 mentions of which 50% (10) were positive, 40% (8) negative and 10% (2) neutral. Patients experiences of waiting times were split, many had positive experiences if they had a scheduled appointment or letter from their GP. However, patients were concerned about long waits for rescheduled or cancelled appointments. Some inpatients felt they had to wait a long time to be assisted by health professionals and others cited long waiting times in A&E which were exacerbated by a lack of proper triage at reception.

The remaining feedback comments, seen under '**Others**' relate to a mix of issues. This includes **Information and advice** (2), **General** (4), **Patient choice** (1), **Service delivery/Opening times** (3) and **Suitability of provider (individual or partner)** (3).



Positive reviews

"The appointments are always within the window of time they give you, even if it's slightly late."

Hospital

"I went in at 2pm, didn't need appointment because I was sent by my doctor, I took the doctors letter and was in and out within half an hour. Very short waiting times."

Hospital

Negative reviews

"Had 4 appointments over a 12-month period, which were changed to telephone appointments at the last minute. "

Hospital

"I should have my eye checked due to high pressure every 6 months. I had my appointment rescheduled several times. Once it has double booked and then it was rescheduled but the appointment never happened. "

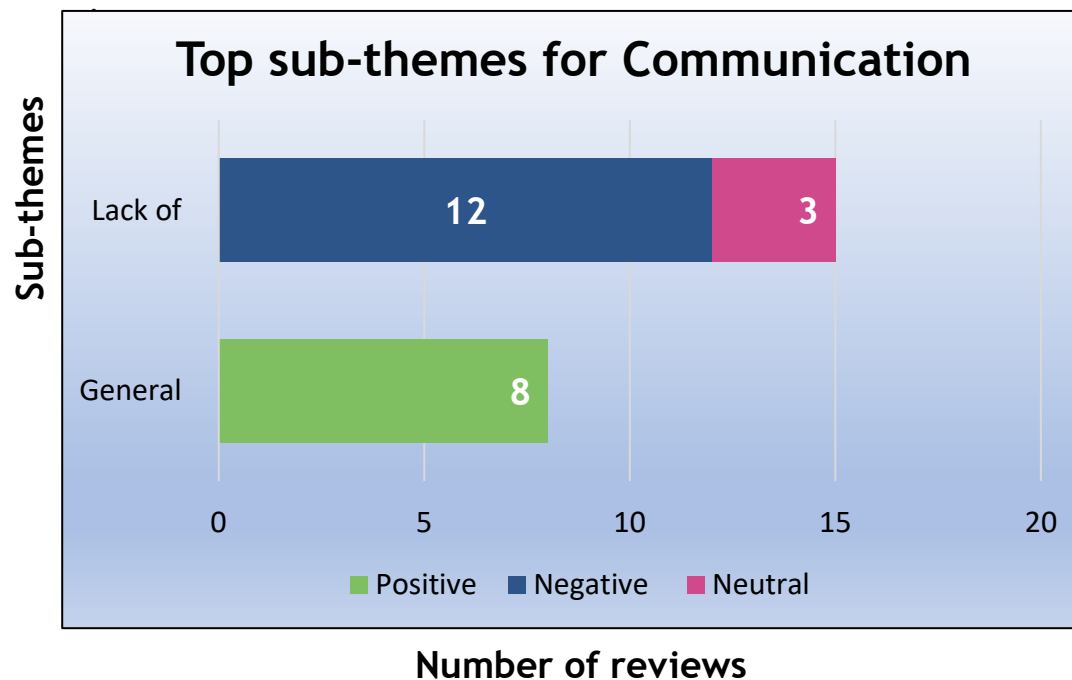
Hospital

Hospital Themes and Sub-Themes

Communication was the fourth most applied theme for hospital services this quarter and received 23 comments, 35% (8) were positive, 52% (12) negative and 13% (3) neutral.

The graph below shows a breakdown of the two main sub-themes for communication. This includes '**Lack of**' with 15 comments, 80% (12) were negative and 20% (3) neutral. Whereas '**General**' had 8 mentions, 100% of which were positive.

Negative comments relating to lack of communication referred to residents' concerns with receiving updates on their relatives care and condition, information post-discharge and information about how services are operating during COVID-19. Patients also expressed frustrations about a range of appointment issues, including face-to-face appointments being changed to telephone appointments with little notice. We also heard about patients arriving at hospital to find their appointment was cancelled or alternatively not receiving any information about their scheduled appointments. People also highlighted a lack of joint up working between GP surgeries and hospitals regarding referrals which meant they had to go back and forth between services for clarification.



Positive reviews

"I've had regular contact with them through telephone consultations and although the appointment was delayed slightly and rescheduled for this month, I understand that they're busy with the backlog of COVID-19. After my scan, I had phone conversations."

Hospital

Negative / Neutral reviews

NEUTRAL: "I've been waiting for an appointment that was booked by the ambulatory unit there. I've not had any communication about appointment dates. The consultant said I'd hear from the cardiac nurse and cardiologist. It's understandable given the circumstances."

Hospital

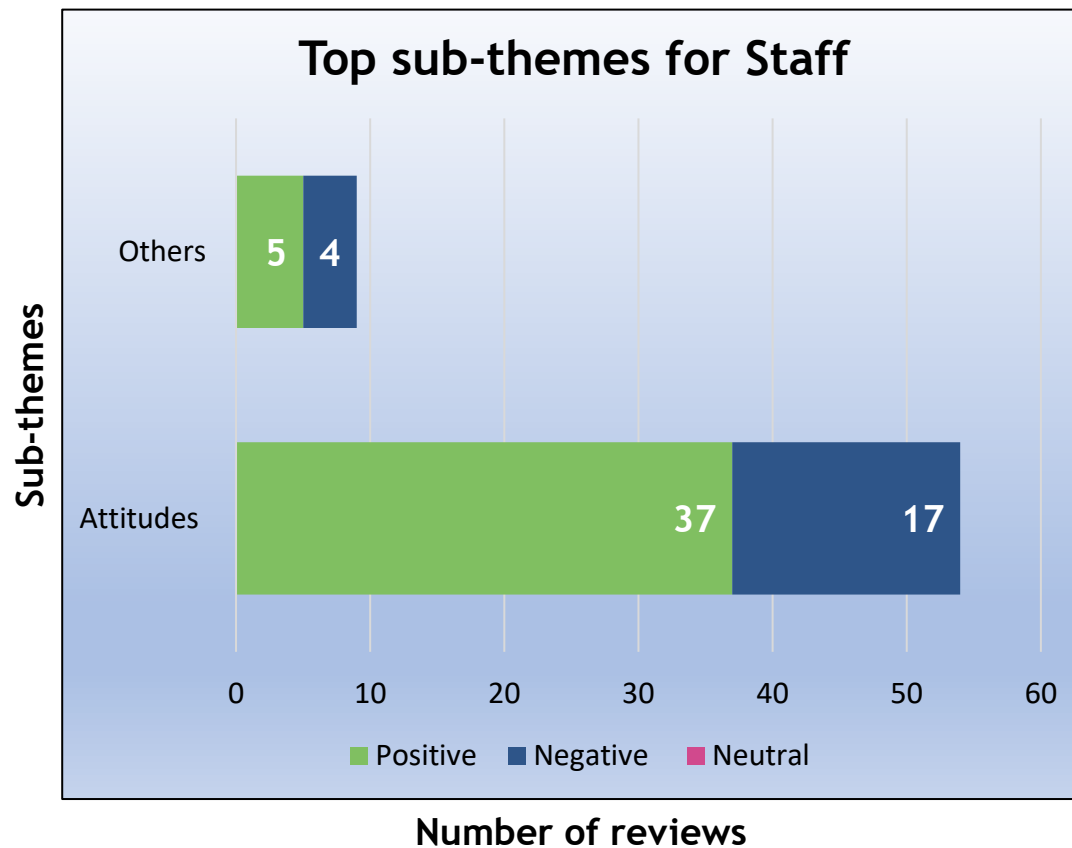
NEGATIVE: "Made a complaint about having to wait a year to be seen by the MSK department, at no point was I told it was a reduced service during the pandemic."

Hospital

Pharmacy Themes and Sub-Themes

Pharmacies were the fifth most commented on service this quarter with 99 feedback comments. Amongst these comments, **Staff** was the most applied theme with 63 counts, which can be broken down into 67% (42) positive and 33% (21) negative.

The chart below shows the top two sub-themes for the Staff theme. **Staff attitudes** received the highest number of counts (54), 69% (37) were positive and 31% (17) negative. The remaining themes are covered in the '**Others**' section and refer to combination of **Training and development** (2), **Suitability** (5) and **Staffing levels** (2).



Positive reviews

"Always helpful and knowledgeable."

Pharmacy

"The staff are incredibly friendly and efficient."

Pharmacy

"Nice people, good service."

Pharmacy

Negative reviews

"When I visited the pharmacy, I found the man serving behind the counter to be unfriendly and rude."

Pharmacy

"Always seems to be understaffed."

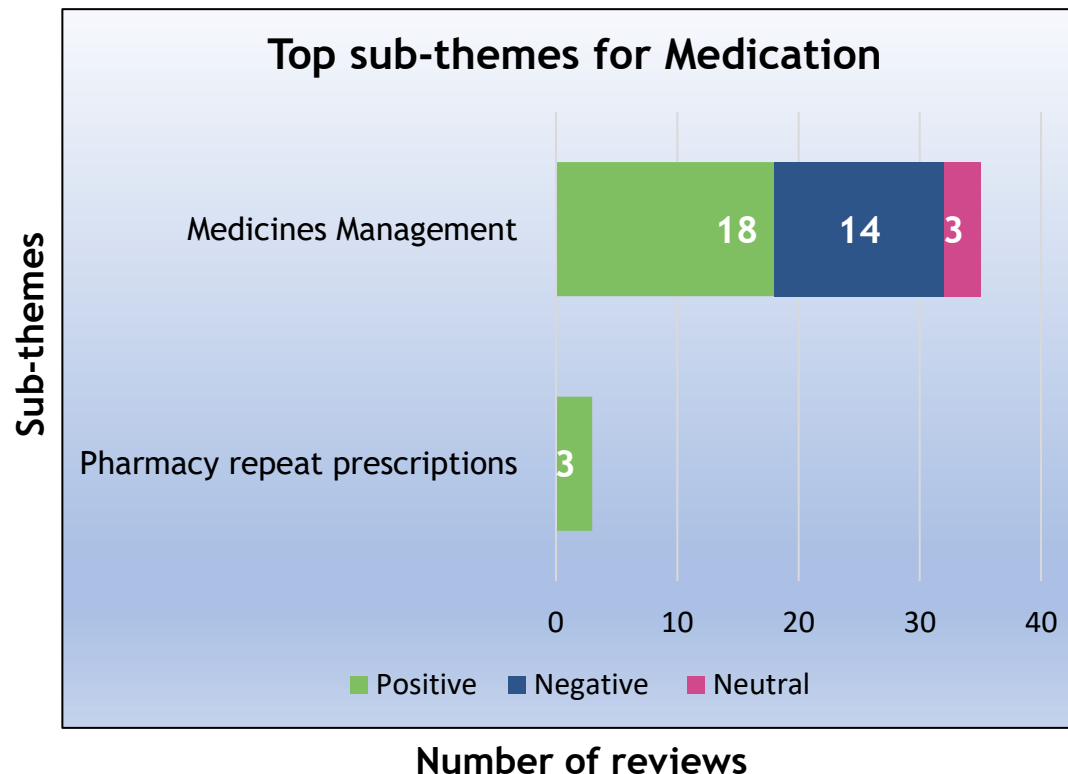
Pharmacy

Pharmacy Themes and Sub-Themes

Medication was the second most applied theme for pharmacies during Q4 and was mentioned on 38 counts. Of the comments relating to this theme, 55% (21) were positive, 37% (14) negative and 8% (3) neutral.

The graph below shows a breakdown of the two sub-themes relating to medication. **Medicines management** received 35 comments, 51% (18) of these were positive, 40% (14) negative and 9% (3) neutral. On the other hand, the **Pharmacy repeat prescriptions** sub-theme received only 3 comments, 100% of which were positive.

Experiences of medication were mixed, however, from the feedback comments it's clear that service users appreciate not having to wait a long time for their prescription, good communication between their GP and pharmacy and having the correct medication supplied without having to follow up with services to resolve errors.



Positive reviews

“Our local pharmacy is operating a delivery service for our medication and the medication has been so quick, it came through within 2 hours of submitting the request. “

Pharmacy

“Every so often they do a medicine review with me, if I changed medication, the pharmacist speaks with me about side effects and what to expect.”

Pharmacy

Negative reviews

“They say they have ordered your medicines, but they don't. When you go to pick them up, they tell you to come next day and the next day they do it again. As a result, 2 trips for nothing to the pharmacy during my working hours and 2 days without taking my medication.”

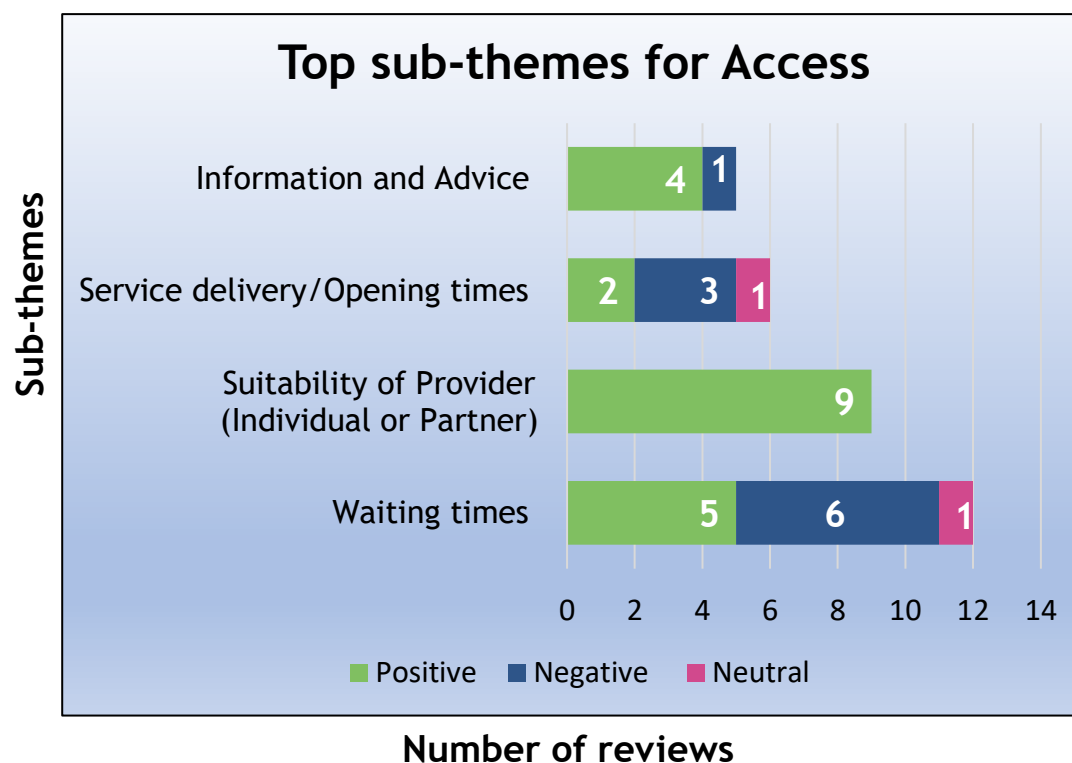
Pharmacy

Pharmacy Themes and Sub-Themes

Access to services was the third most applied theme in Q4 with 36 counts. This can be broken down into 58% (21) positive, 36% (13) negative and 6% (2) neutral.

The chart below shows the top four sub-themes for the **Access to services** theme for pharmacies. As seen below, feedback comments associated with this theme relate to a range of topics.

The **Waiting times** sub-theme received the highest number of reviews (12) which were split in sentiment. Followed by the **Suitability of provider** sub-theme which received 100% positive comments, suggesting that service users were pleased with the service their pharmacies were delivering. However, some concerns were raised about delays or miscommunication in opening times amongst services.



Positive reviews

"I got my flu jab at the pharmacy. It was fine, I walked in and got the jab on the spot. It was my first time using the pharmacy services. It was fairly empty; the chairs were spaced apart and it all felt clean."

Pharmacy

"Deliveries are prompt. Excellent for advice on medication."

Pharmacy

Negative reviews

"Refused to sell me both ibuprofen and paracetamol at the same time - claimed it was unsafe, despite that combination being recommended on the NHS website."

Pharmacy

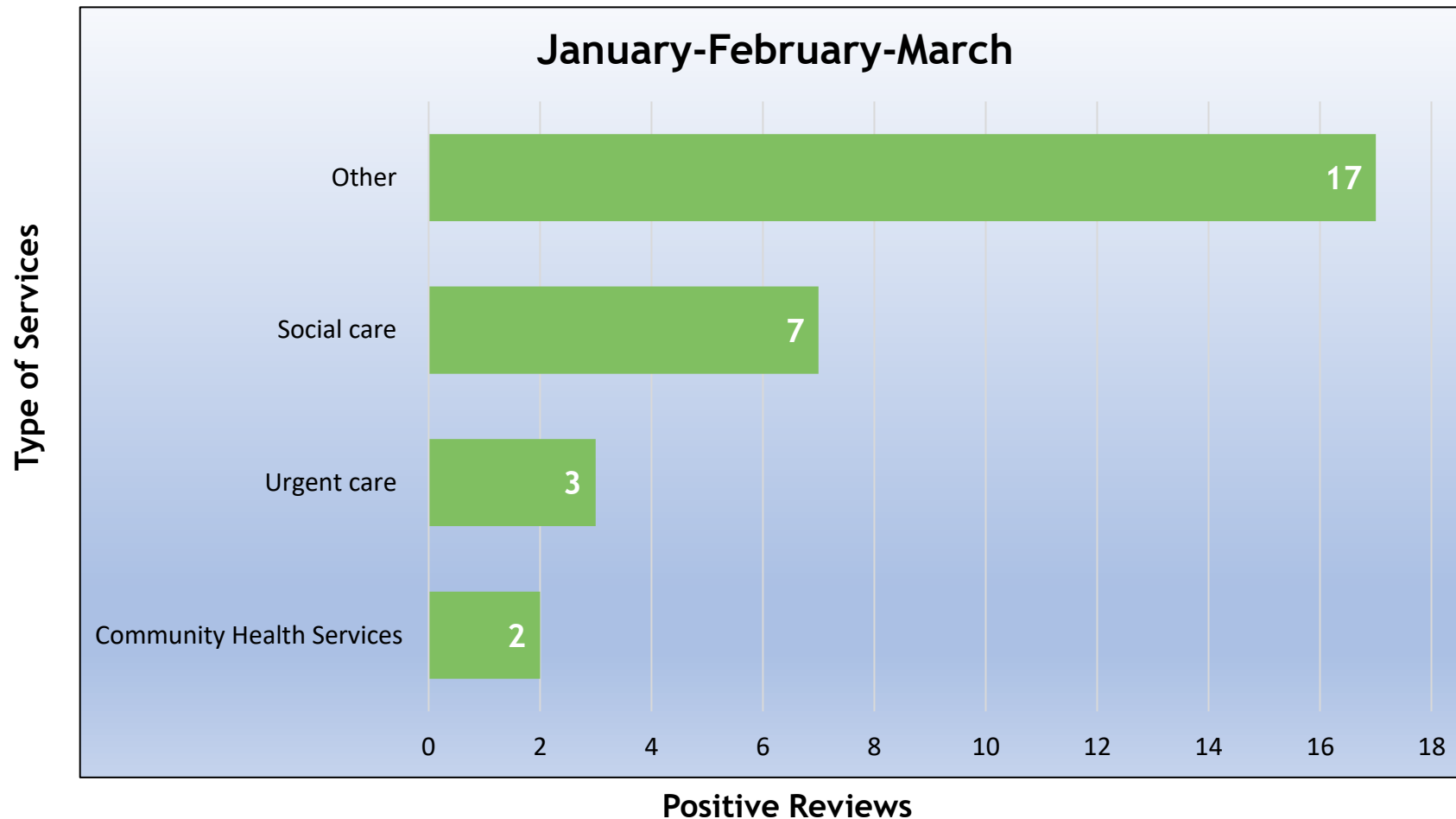
"I came here 3 times in the last two weeks, not a single time did they open on time. Once I waited 15 mins and the pharmacist still didn't show up."

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.





Social Care

“She has had a few episodes of confusion and distress, but the staff have always dealt with these in a very caring way.”

Care home

“He felt respected and very well treated, enjoyed the food options, had an excellent room as well as good common areas. Visitor facilities were also very good, albeit with the COVID restrictions.”

Care home



Urgent Care

“As a result of the pandemic, the service was more targeted, and the waiting time was reduced. Everyone at urgent care was social distancing and respectful. I went in last week with no waiting time and was given the results at the end of the appointment.”

Urgent Care Centre

“I needed to book urgent appointments at Lewisham Hospital for my two granddaughters. 111 were very prompt and able to listen to our concerns and organise appointments with the children’s A&E”

111



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



Other

“Warm and friendly branch and very helpful staff. They make sure you are well looked after and happy with your choices.”

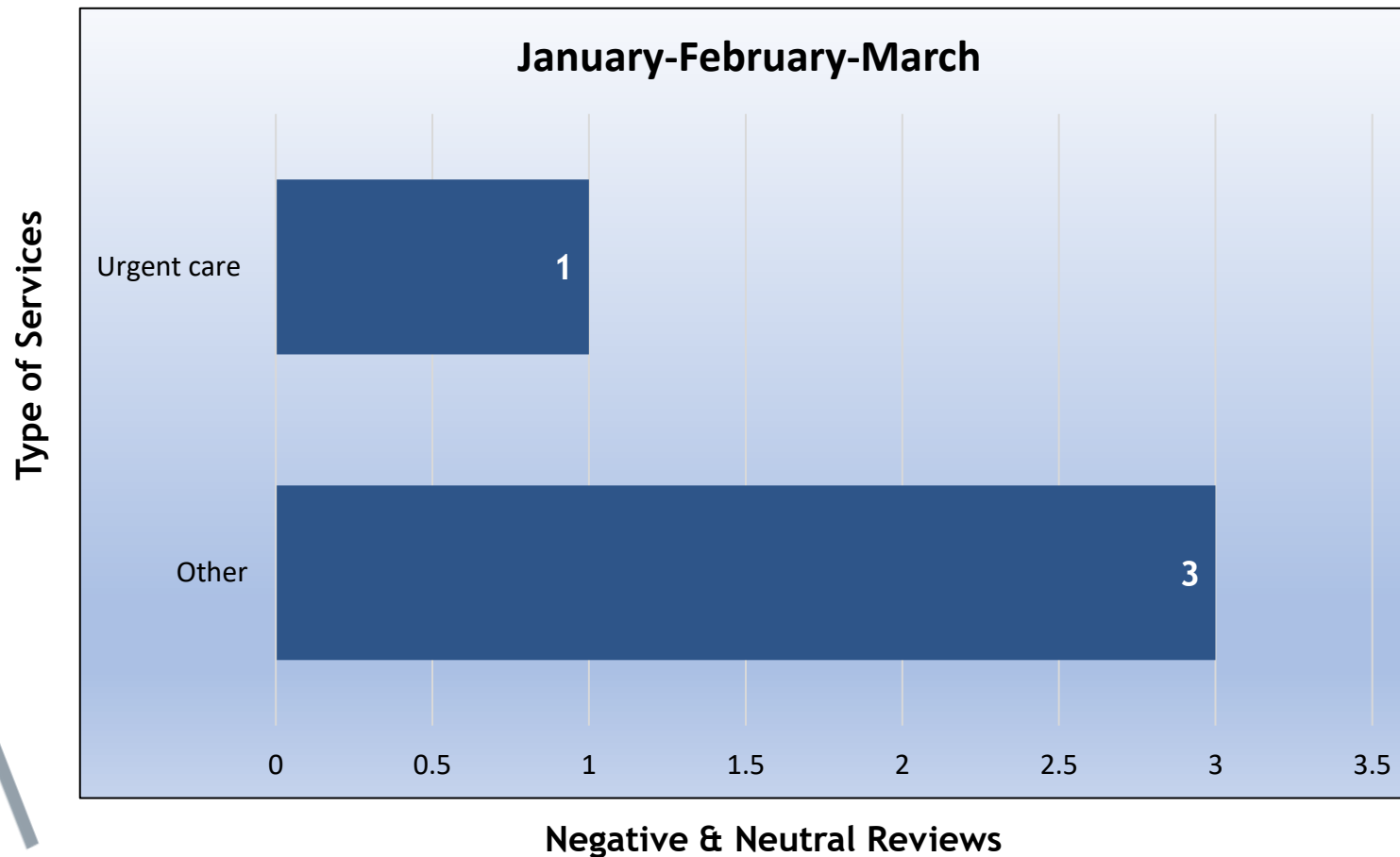
Optician

“The waiting area is separated with glass dividers which made me feel so safe. Happy to see them following COVID guidelines.”

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.





Urgent Care

“The hospital have some wonderful doctors and nurses, but this particular staff member is very very rude. She needs to learn how to talk to people.”

Urgent Care Centre



Other

“Don’t use the number listed. It directs you to a call centre which always directs me to the wrong store.”
Opticians

“Did not update their opening hours. There is no phone message warning of service closure on Sundays.”
Opticians

Themes for Primary Care Networks

During Q4, we were able to capture reviews across all 6 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.

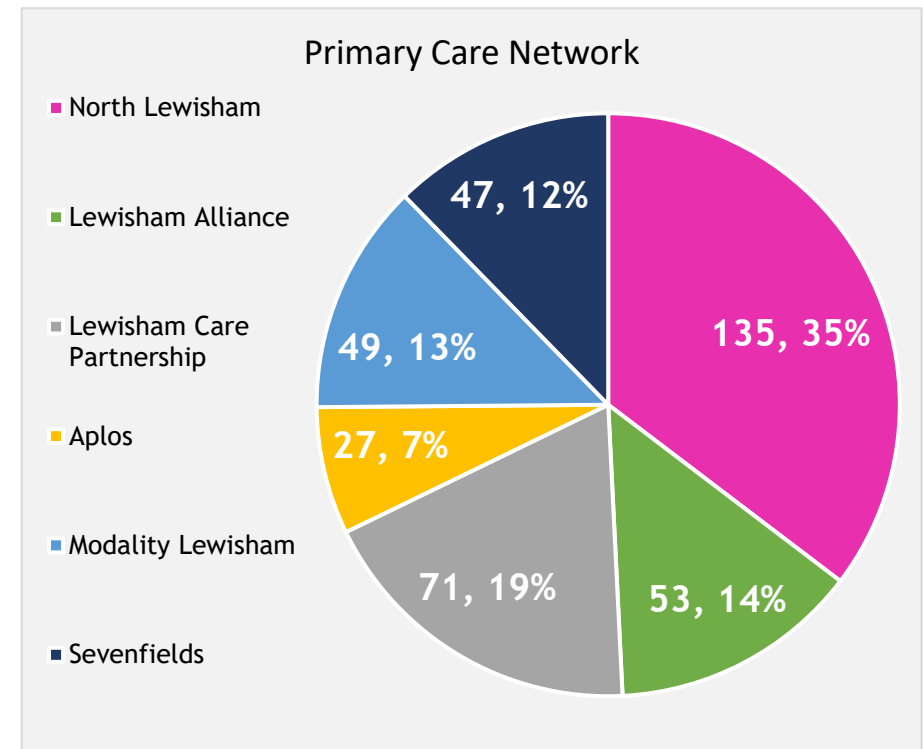
The London Borough of Lewisham is divided into six PCN Network areas:

- 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 **North Lewisham PCN** (135) followed by **Lewisham Care Partnership** (71).

Whereas **Aplos PCN** (27) received the lowest number of reviews followed by **Sevenfields** (47).

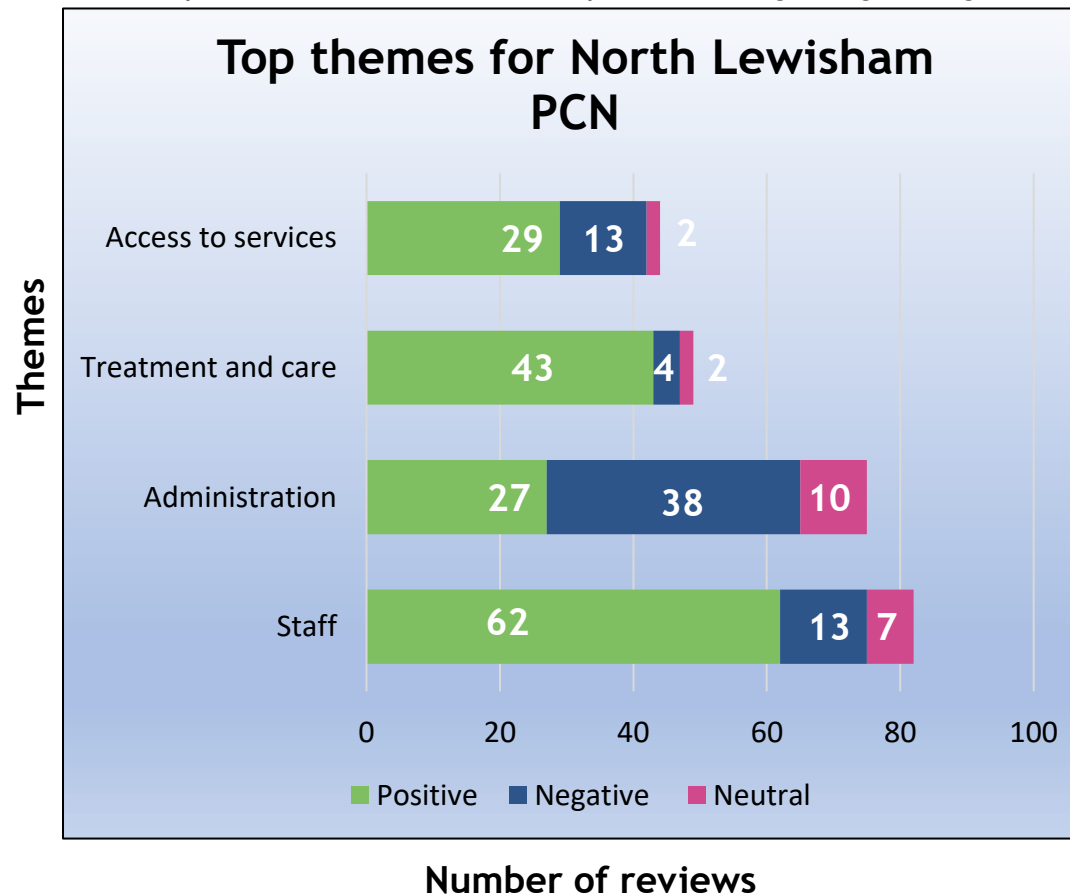
The following slides show the prominent themes for the 3 PCN's which received the largest number of comments from the public between January and March 2021.



Themes for North Lewisham

Staff (82 comments) and **Administration (75 comments)** were the most frequent themes identified in the reviews for North Lewisham PCN, the chart below shows a breakdown on the top 4 themes.

Of the main themes highlighted below, **Administration** was the only theme where the negative sentiment (51%) was higher than the positive sentiment (26%). Patients generally had more positive experiences with Staff (76% positive) and Treatment and care (88% positive). From analysing the comments we understand that patients are very happy about the services provided by their GP but there is a mixed picture when it comes to experiences of getting through on the phone and booking appointments



Positive reviews

"The team are willing to help as much as they can with information concerning medication and healthy eating as well as advice on exercise practices."

GP Surgery

"Very good staff and doctors, very helpful."

GP Surgery

Negative reviews

"I wanted to get my blood pressure emailed to me and they refused stating they don't answer emails. Very poor communication."

GP Surgery

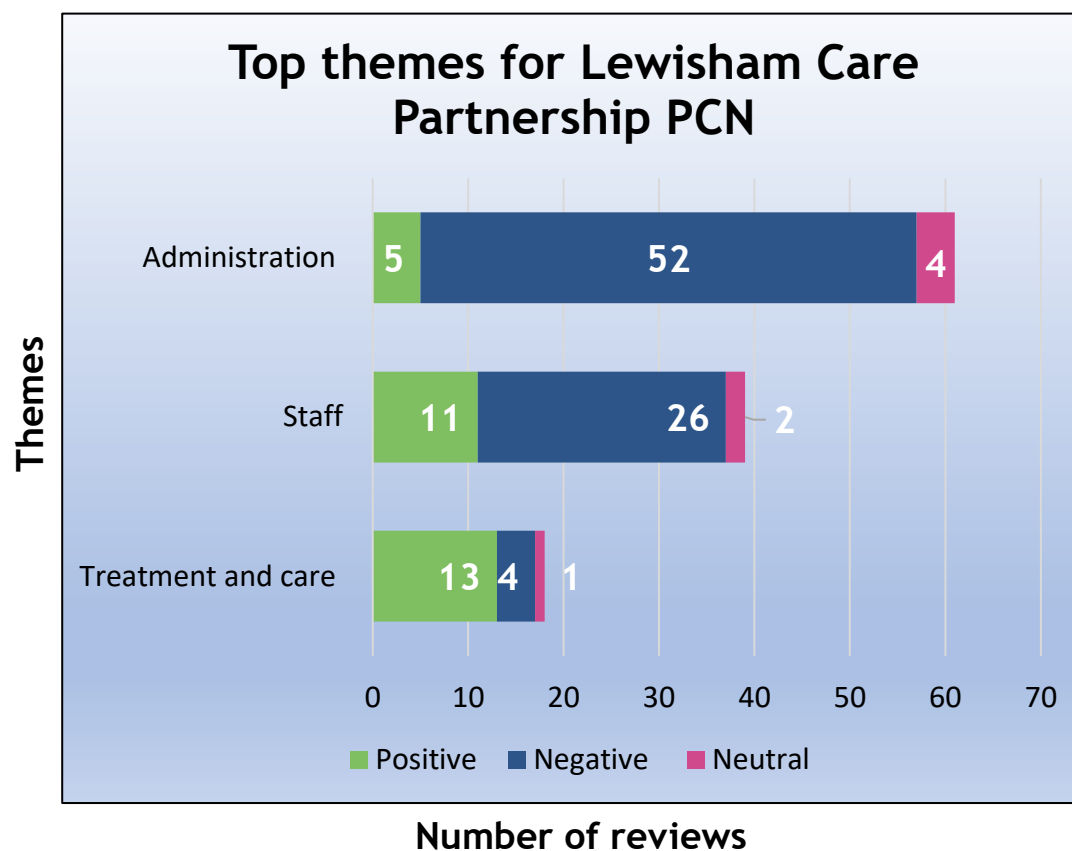
"Technologically behind, you need to wait for weeks to speak with a GP for a sick note. Whereas most surgeries have an online service."

GP Surgery

Themes for Lewisham Care Partnership

The chart below shows the top three themes for Lewisham Care Partnership PCN. **Administration** (61 comments) and **Staff** (39 comments) were the most frequently applied themes.

Administration received the most significant proportion of negative comments (85%), particularly when compared to patients who commented on services within the North Lewisham PCN. **Staff** also received a significant number of negative comments (67%) whilst treatment and care was mostly positive (72%).



Positive reviews

"I have had a couple of major medical emergencies and on both occasions the GP's involved were very quick to diagnose the condition and refer me for emergency tests which led to hospital admissions."

GP Surgery

"They have shown me such kindness and concern, from phone calls, text and emails."

GP Surgery

Negative reviews

"The online booking portal seems to have had no availability for weeks."

GP Surgery

"I've had a lot of issues trying to get through on the phone to the GP, can't get hold of them at all."

GP Surgery

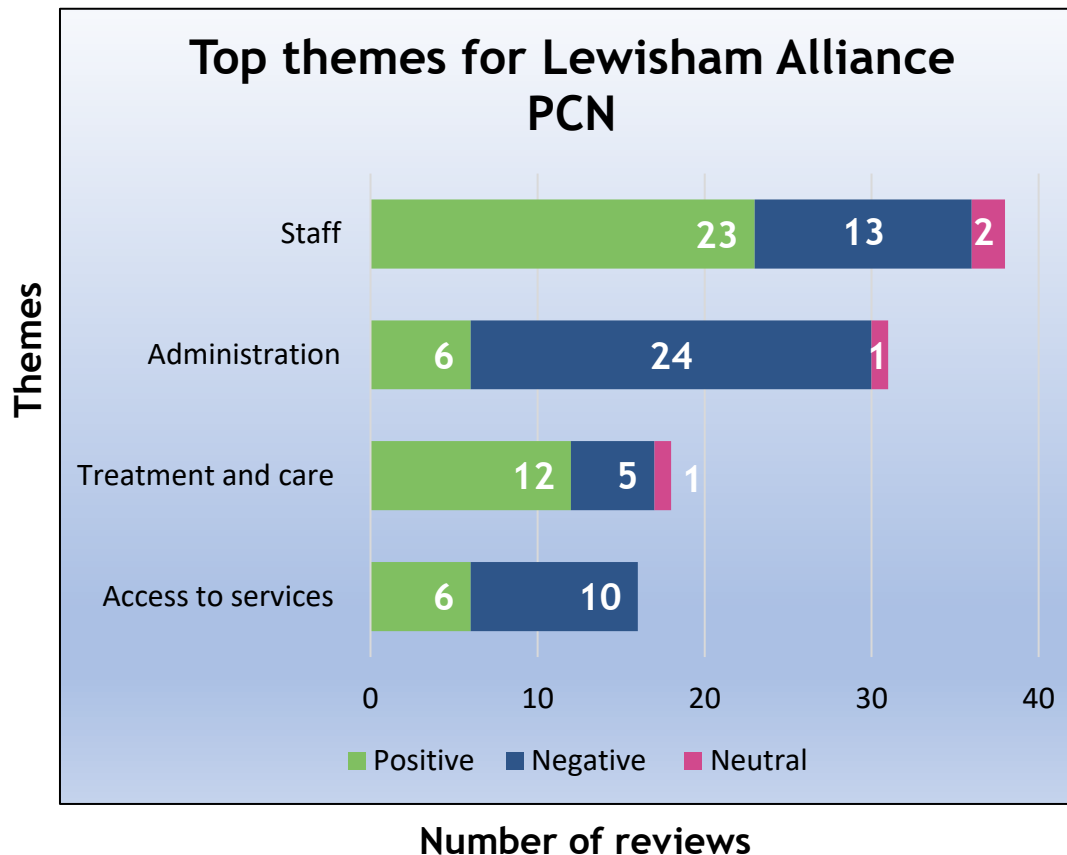
"I call every day, but the phone is always busy."

GP Surgery

Themes for Lewisham Alliance

For the Lewisham Alliance PCN the two main themes patients commented on were **Staff** which received 38 comments and **Administration**, with 31 comments.

Similar to the previous slides, the Administration theme received a higher number of negative reviews (77%) whereas feedback comments relating to Staff were more mixed (61% positive, 34% negative and 5% neutral), as were comments on the Treatment and care (67% positive, 28% negative and 6% neutral) and Access to services (38% positive and 63% negative).



Positive reviews

"Professional, friendly staff. Great service."

GP Surgery

"Your reception team are very organised and professional."

GP Surgery

"Always friendly and helpful. The GPs know their stuff and always take time to listen and understand."

GP Surgery

Negative reviews

"I've been sent a letter requesting me to make an appointment for a COVID vaccine; I would, if I could get through on the phone."

GP Surgery

"They never answer the phone, and the wait is very long."

GP Surgery

Through our Patient Experience Programme, Healthwatch Lewisham was able to capture 1,141 patient experiences about local health and social care services between January-March 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. The COVID-19 category also received a high proportion of reviews as the roll-out of the vaccination programme had begun.

From analysing the data, we can understand that, on the whole, patients had good experiences when using services with 72% of comments being positive, 22% negative and 6% neutral. A breakdown of specific issues has been provided below.

GP services

- The most positively rated theme was **Treatment and care** which received 77% positive comments. This is a regular theme throughout our engagement, that patients are pleased with the treatment once they engage with a health professional at their GP practice but have initial access and communication issues.
- The most significant issue patients experienced, which received the highest percentage of negative comments, was the **Administration** theme. 63% of comments regarding this theme were negative and a significant amount related to the **Getting through on the phone** sub-theme, which received 85% negative feedback. This includes being kept in long virtual queues and the phone lines being cut off after waiting for prolonged periods of time. On the other hand, experiences of **Booking appointments** were more mixed.
- Similar to Q3, experiences of **Access to service** were split (46% positive, 46% negative). The same issues remained that initial contact with their GP surgery had an impact on their ability to access treatment and care or information and advice. The operating of services during COVID-19 has meant that patients experienced difficulties in booking appointments and weren't always aware of how GPs were operating. Vulnerable patients appreciated receiving follow ups during the lockdowns as well as face-to-face appointments where applicable. Residents were thankful for being contacted about COVID-19 vaccination appointments, however they received duplicated communications from local and national resources which in some cases led to confusion.

GPs

- Patients' experiences with **Staff** were mostly positive (62%) with many people highlighting their gratitude for the professional and informative approach. (62%). We understand that the attitudes of staff can have a significant impact on the overall experiences of patients, particularly reception staff who are often the first point of contact when accessing a service. Where concerns were raised, patients commented on reception staff lacking empathy and being unhelpful especially when they were trying to book appointments. In the occasion that patients experienced delays, mistakes with medications or miscommunication with pharmacies, they also felt medical staff could be unhelpful in resolving their requests.

Hospitals

- **Staff** (67% positive) and **Treatment and care** (79% positive) were the two most positive themes for hospitals in Q4. Patients felt that both themselves and their relatives were looked after and were primarily pleased with the attitudes of the staff they encountered.
- However, similar to Q3, **communication** remained a concern amongst patients and relatives (52% negative). Residents had challenges receiving regular updates about their relative's care and condition. Patients also experienced a range of issues relating to appointments being cancelled, rescheduled, delayed or changed to a telephone consultation with little or no notice.

Pharmacies

- Service users experiences with pharmacies was more positive than negative with 55% of comments relating to the **Medication sub-theme** being positive. However, we did hear frustrations from patients about the communication and joint up working between their GP and pharmacy and the impact and delay this had on receiving their medication in a timely manner. Service users also experienced some miscommunication from pharmacies when confirming if their medication was ready to pick up. They explained that they arrived at their pharmacy to be told to come back the next day as the prescription was not available.
- Of the comments relating to pharmacy **Staff**, 67% of comments were positive. Service users appreciate staff being helpful, informative and kind when dealing with their requests.

COVID-19

The COVID-19 category was the most positively rated category this quarter with 90% of all comments being positive. A small minority of comments related to COVID-19 testing sites with most feedback relating to the experiences of COVID-19 vaccination hubs. Below is a breakdown of the main findings for vaccination sites.

- Regarding '**Access to services**', patients mostly praised vaccination sites for their quick and well organised delivery of the vaccination programme. Concerns which were raised regarding waiting times mostly occurred in January 2021 in the early stages of the vaccination programme, however, since then we have seen improvements implemented with 40% of positive comments through our vaccine survey describing the process as well organised across the different venues.
- In terms of **Staff**, the majority of respondents found staff to be kind, helpful, professional and informative. They also praised volunteers for enabling an efficient appointment process and creating calming atmosphere.
- Of the negative comments, some respondents felt signage could be improved for vaccination hubs located within hospitals. There were also some concerns about the lack of social distancing within venues.
- As highlighted on page 21, some residents who had received their first dose of the vaccine were shortly afterwards contacted by a different service inviting them to book an appointment for their first dose. The duplication of invites by services did cause confusion for some participants.

Dentists

- Dentists were highly praised during the quarter, with 86% of all comments being positive.
- Experiences of cleanliness and infection control were praised(93%). Patients felt safe accessing dentists and were confident that their services were adhering to COVID-19 safety measures.
- Patients also had good experiences with both **Treatment and care** (88% positive) and **Staff** (89% positive). They found staff to be helpful, informative, skilled and knowledgeable and this was reflected in their treatment. Patients felt cared for and were pleased with the quality of the treatment delivered.
- There were some concerns within the **Access to services** theme where 32% of comments were negative. This included some issues regarding waiting times and appointment availability which have been significantly impacted by the safety requirements that are necessary for infection control.

South London Listens Campaign

Healthwatch Lewisham has additional mechanisms for engaging with Lewisham residents to support the Patient Experience Programme. In February 2021, our organisation supported the South London Listens Campaign, a mental health prevention initiative aiming to understand the mental health impact caused by the pandemic and develop solutions to tackle these issues.

We invited Lewisham residents, with a focus on unpaid carers, to participate in an open discussion about their wellbeing and mental health based on two main questions. Below are the findings and main themes that emerged from the discussions we had at our Feedback Forum.

What is putting pressure on the wellbeing of you and the people you care about?

- The most common pressure amongst the two breakout groups was the inability not to socialise with friends and family face-to-face. It was especially difficult for people who were unable to visit relatives in care homes or support the person they cared for at hospital. The lack of contact caused feelings of isolation and worsened emotional wellbeing. Unpaid carers experienced additional financial, emotional, physical issues magnified by their caring responsibilities.
- Concerns were raised about unpaid carers access to the COVID-19 vaccine, despite being classified into priority category 6, some had not received their invitation at the same time as others.
- Unpaid carers felt they had been left out of the conversation when it came to support provided during the lockdown. They felt a focus was placed on paid carers and that there need to be more recognition and acknowledgement of the role they have played in supporting the people they cared for.
- Some participants also raised issues around the availability of information written in different languages, they felt people who cannot read or write English have been left behind and accessible information should have been readily available.
- One carer spoke about being pleased with the governments initiative to supply food packages for vulnerable individuals, however, noted that the food was not culturally appropriate and therefore was not eaten. As a carer, this meant that they had additional shopping responsibilities.

South London Listens Campaign

- Unpaid carers felt there was a lack of information when COVID-19 emerged about support for unpaid carers available within the borough
- Some participants highlighted the challenges of supporting someone with severe mental health issues and how both the carer and person cared for had struggled due to limited opportunities to go into the community
- Unpaid carers highlighted the lack of respite care available during the lockdowns and the impact it had on their mental health
- Some participants experienced struggles communicating with mental health services and/or the designate care coordinator. One person had to result to using social media to contact the Chief Executive in order for their issues to be resolved
- It was extremely difficult for residents who suffered bereavement and were unable to follow cultural practices around bereavements due to the safety and infection control measures implemented

South London Listens Campaign

2. What has or could have made this experience better for you / those you care about?

- Many participants spoke about the need for improvement with how GPs signpost people who are experiencing mental health issues.
- Participants suggested that mental health first aid should be taught in schools as a preventative measure so that schools can identify and any concerns about a student's mental health and put steps in place to prevent escalation into a crisis.
- Technology was praised as a helpful tool for support or peer support. Unpaid carers valued online support forums where they could chat to other like-minded people
- Participants discussed the need for more support for unpaid carers, including recognition of the role that they play in supporting cared for people during lockdown and the mental, physical and financial impact this has on their wellbeing. For instance, one carer cared for a person with learning difficulties and found that they didn't always appreciate the need for social distancing meaning that they were responsible for shopping.
- Unpaid carers would appreciate clarity and information about the vaccination process and their eligibility.

Feedback comments

"I care for 2 people in the family with mental health problems and I also support someone outside of the borough. This adds additional pressure, and the lockdown makes it very difficult. I had to visit the person who lives out of borough and in order to safeguard myself, I had to use taxi. This has an impact on my finances, especially since I don't have carers allowance."

Resident and *unpaid carer*

"There are GPs who don't know where to signpost people where to go for mental health support. What needs to happen so that GPs are aware of what is going on? For instance, my GP didn't know SLaM had an emergency helpline."

Resident and *unpaid carer*

"...What would have helped in hindsight is a knowledge of mental health at a GP level. There is a huge lack of knowledge. If he'd been diagnosed early, then it would have been early intervention. Late diagnosis is very detrimental and training is needed for prevention."

Resident and *unpaid carer*

Feedback Forum Findings

Alongside the listening campaign in February 2021, Healthwatch Lewisham held two general Feedback Forums in January and March which were open to members of the public and act as an additional mechanism for collecting the experiences of service users. The following themes emerged through these sessions.

COVID-19 vaccination programme

- Issues were raised regarding communication between services. Residents mentioned that after receiving their first COVID-19 vaccine, they were sent follow up messages from Guy's and St Thomas' inviting them for their first vaccination. The messages couldn't be responded to, and the central number was difficult to reach.
- There remains concerns amongst BAME communities who are still hesitant or reluctant to receive the vaccine. Participants spoke about the need to circulate factual, targeted information to reassure these communities that the vaccine is safe. Areas of concern included; the effect of the vaccine on people with sickle cell disease, people with multiple health conditions, who take several other medications, who have allergies i.e. penicillin allergies, and people with Type 1 diabetes who require an injection.
- In response to the concerns about misinformation, residents suggested that a particular focus should be placed on circulating factual information to religious leaders within faith groups.
- There was also increased scepticism and anxiety amongst paid carers about receiving the vaccine.
- Some residents were concerned about having to use public transport in the event that their vaccine appointment was at a site further away from their home.

Social prescribing & Information and advice

- Residents discussed the need for clarity around the role of social prescribers, what their role is and how far GPs are supposed to engage in the community beyond physical health concerns.
- Importance of GPs being the conduit of information to the public and having referral systems in place. For instance, regarding community support or information and advice services, how can information be passed to the people who need it the most such as those digitally excluded or who lack language skills to interpret referral forms.
- GP staff are the first point of contact for many residents who need support, information, and advice. Participants felt staff need to be trained and aware of local information services so that they can provide suitable signposting advice.

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.

In April 2020, the six Clinical Commissioning Groups in south east London merged to form the South East London Clinical Commissioning Group (SEL CCG) which has changed local decision-making structures. We will identify opportunities to share our findings within the new Lewisham landscape.

In response to the changes, the six local Healthwatch in south east London have secured representation on the SEL CCG Governing Board through the role of a regional director. All our findings will be communicated with the representative to ensure that the voice and concerns of Lewisham residents will be 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. In addition, we will work closely with local partners to support and encourage engagement with residents who may be digitally excluded. We will continue to promote feedback through our social media channels, attend community forums, set up online Feedback Forums, and work closely with GP practices in Lewisham.

Actions, impact and next steps

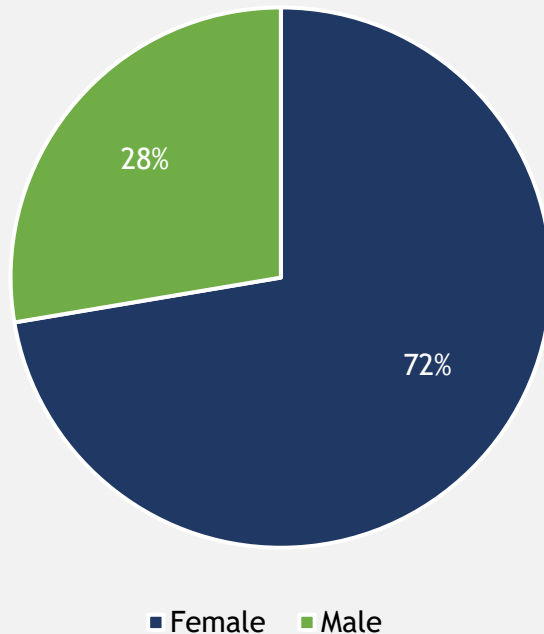
As a result of the findings in this report as well as other recent engagement, we identified the following recommendations:

- More effective communication systems in place between vaccination sites and other service providers. Many service users experienced communications from hospital services inviting them for their first dose of the COVID-19 vaccine after having already received it at another venue, which caused confusion for residents. If the systems are unable to be aligned, residents should be made aware that they will be contacted by different services.
- We continued to hear scepticism and concern amongst Black communities and paid carers as to the safety of the vaccine, particularly for people who have multiple health conditions. Service providers, medical professionals and local partners should continue to work to engage with communities in Lewisham to demonstrate the benefits of the vaccine, particularly amongst faith groups, religious communities and care agencies.
- More support for unpaid carers, recognition and acknowledgement of the role they have played in supporting people during the lockdown and the mental, physical and financial impact this has on them. Unpaid carers also need to be given clarification regarding their eligibility for the COVID-19 vaccination locally.
- Patients felt that mental health support at a primary care level could be improved and suggested that training amongst medical staff was essential to ensure the correct support, information, and advice is being provided early on to support prevention.
- Throughout our COVID-19 vaccine engagement, residents have praised the efficiency of the programme roll-out. Residents are concerned about the process for receiving a 2nd vaccination appointment through Primary Care Network vaccination hubs. Local systems need to ensure that residents are informed about when they are likely to receive their appointment and be notified if there are risks of not receiving a vaccine within 12 weeks. Otherwise, a lack of communication will see residents follow up with their GP practices which will cause additional pressures on these services.
- Throughout the pandemic, patients have consistently experienced issues with contacting their GP practice via the telephone, online and email. Provision of clear information from GP surgeries and regular updates about how they are operating during the pandemic and how patients can contact their respective service
- Hospital services should review their processes around communication of appointments and ensure that all patients are provided with information about their appointments or if there are changes to their appointments

Demographic information

The pie chart below shows a breakdown by gender. From the data we received, we heard from a higher proportion of residents who considered themselves female (72%) rather than male (28%).

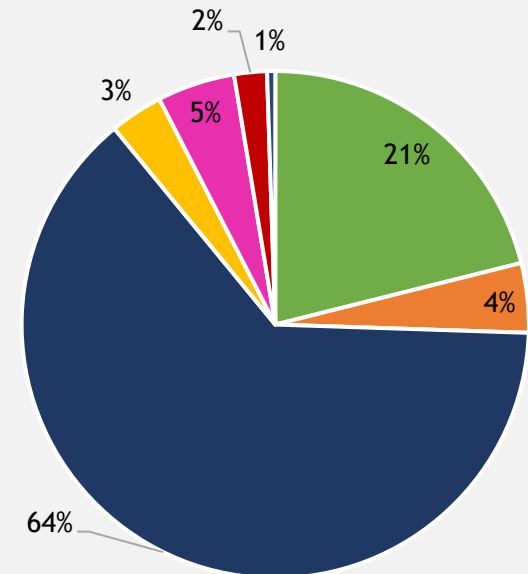
Gender identity



The data below represents demographics relating to disability

Of the respondents we heard from, 21% people had a long standing illness, 19% had a physical impairment and 17% a mental health condition. 64% did not consider themselves to have a disability

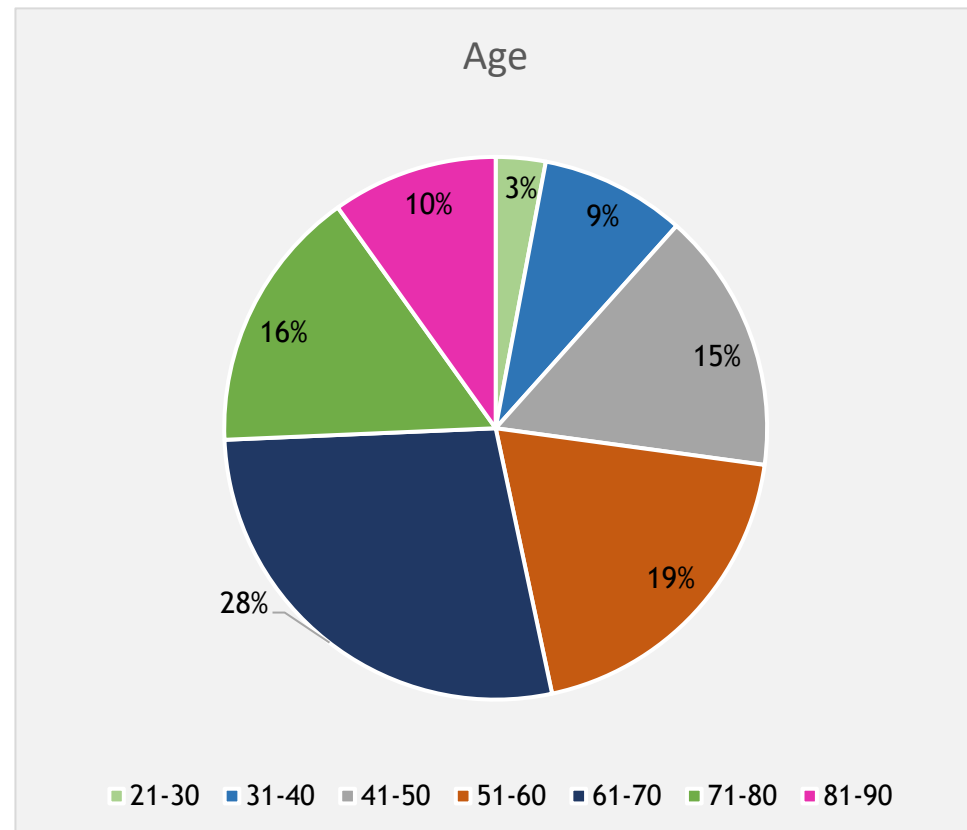
- Long standing illness
- Mental Health
- None
- Other
- Physical disability
- Sensory disability
- Learning disability or difficulty



Demographic information

Below is a breakdown, by age group, of the residents who chose to disclose their age. The most common age group that we heard from was 61-70 (28%), followed by 51-60 (19%), and 71-80 (16%).

We have continued to hear from older residents in Q4 due to our engagement focusing on the COVID-19 vaccination programme.



The pie chart below provides a breakdown by ethnicity.

The majority of residents we heard from were of a White British background (71%), followed by any other White background (10%), any other mixed/multiple ethnic background (5%) and Black British (4%).

