



Healthwatch Lewisham

Intelligence Report Jan-Jun 2017

Healthwatch Lewisham Signposting Service

Healthwatch Lewisham provides an information and signposting service for members of the public who live or access health and social care services in the borough. We respond quickly, efficiently and effectively to any signposting queries we receive. If we are unable to answer an information request using our database of local services, we will endeavour to find a person or organisation who can bring a resolution.

People are able to access our service in a variety of ways:

- Ringing the office phone line
- Through our contact form found on our website
- By email
- By social media
- By speaking to one of our team at regular Engagement Hubs

These enquiries covered a range of different health and social care issues; from GP registration requests to support options for people with dementia.

From January to June 2017, Healthwatch Lewisham has received and completed **70** direct signposting enquiries. Increased engagement at our hubs has enabled Healthwatch Lewisham to provide more face to face signposting support.

A few examples of the information requests received during the last six months include:

- Social Care support
- Request for a Speech and Language Therapy referral form
- List of multi-speciality community providers
- Maternity pay rights
- Anxiety support
- Thalassaemia support groups
- Hospital Discharge complaint process
- Pharmacy contact details
- Dentistry registration support



Fay and Mat at Downham Celebrates

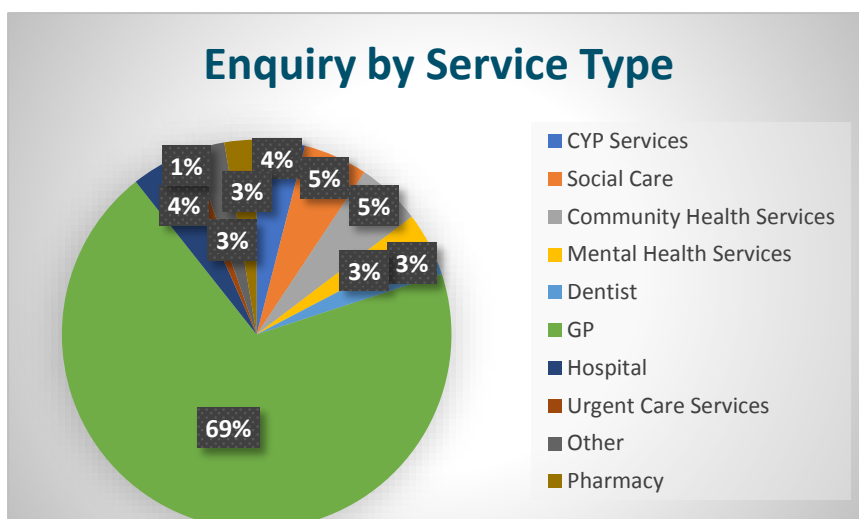


Fig 1.1

result of services including Lewisham Hospital and local GP surgeries regularly referring residents to our signposting service.

Additionally, 5% of queries discussed social care issues and 5% were in relation to Community Health Services. This is a slight reduction when compared to the enquiries we received in October to December 2016.

From this data, it is evident that the nature of signposting enquiries is very similar to Q3. However, the organisation did receive a wider variety of queries, with residents wanting information about pharmacy and urgent care services. Health and social care is a wide and diverse landscape, so it is understandable for there to be a variance in the type of queries from month to month.

Four residents contacted our signposting service wanting to make a complaint against a health or social care service in Lewisham.

One lady messaged the Healthwatch Lewisham Twitter explaining that: **'Sydenham Green Group Practice has the worst booking system ever! Impossible to get an appointment this side of the next millennium!'**

Another lady was frustrated with Mornington Surgery, she had phoned her GP practice to ask for an appointment and the receptionist had asked her what was the cause for her request. When the lady refused to give a reason, the receptionist refused to give her the appointment. The lady was unhappy with how she had been treated by the receptionist and wanted to file a complaint if she was unable to book an appointment.

A gentleman contacted our signposting service wanting to highlight the issue of prescription charges for long-term health conditions. He has multiple health conditions and requires several prescriptions (Crohn's Disease, Blepharitis, Dry Eye Syndrome, Tourette's Syndrome). He currently receives the HC2 certificate for health care charges, but feels it is unfair that he must pay prescription charges when other long-term conditions (such as hypothyroidism) are exempt.

Up until recently, he was over the income limit for a HC2 certificate. This meant he struggled to afford prescriptions and made his life very difficult. The gentleman

Figure 1.1 shows that the majority (69%) of signposting enquiries related to GP services. This is the exact same percentage as during Q3 2016.

Most people who contacted the service were looking to register with a new GP. This is the direct

feels that prescription charges should be abolished, as they have been in Wales, Scotland and Northern Ireland. If this is not possible, they should be abolished for all long-term health conditions, or reduced so that they are more affordable.

A lady spoke to us wanting to make a complaint on behalf of her uncle. He is recovering from a stroke and is currently in Lewisham hospital. Her uncle has been told he is likely to be discharged, and does not feel ready or safe. His family would like discharge to be reconsidered.

The primary method for residents to contact Healthwatch Lewisham's signposting and information service continues to be via the dedicated telephone line, with 81.42% of all enquiries being received through this source. However, this does represent a slight reduction of 5% compared to Q3, more residents have instead chosen to communicate through email and at Healthwatch hubs.

Our data highlights that a diverse range of Lewisham residents access the service. For example, 58.57% of all users communicating with Healthwatch during January to March were female; whilst 7.14% of users considered themselves disabled. The age range of residents that contacted the service most frequently were people aged between 25 and 49. Furthermore, 30% of users identified themselves as White British.

Figure 1.2 provides a breakdown of the signposting enquiries by the nature of issue. The primary theme which emerged from the data was "access to services" which featured in 70.87% of all enquiries. The thematic analysis shows that the Healthwatch Lewisham signposting service predominantly supports Lewisham residents to access primary care services by providing them with the necessary information to register with their local GP practices.



Fay and Stephanie at the Phoenix Festival

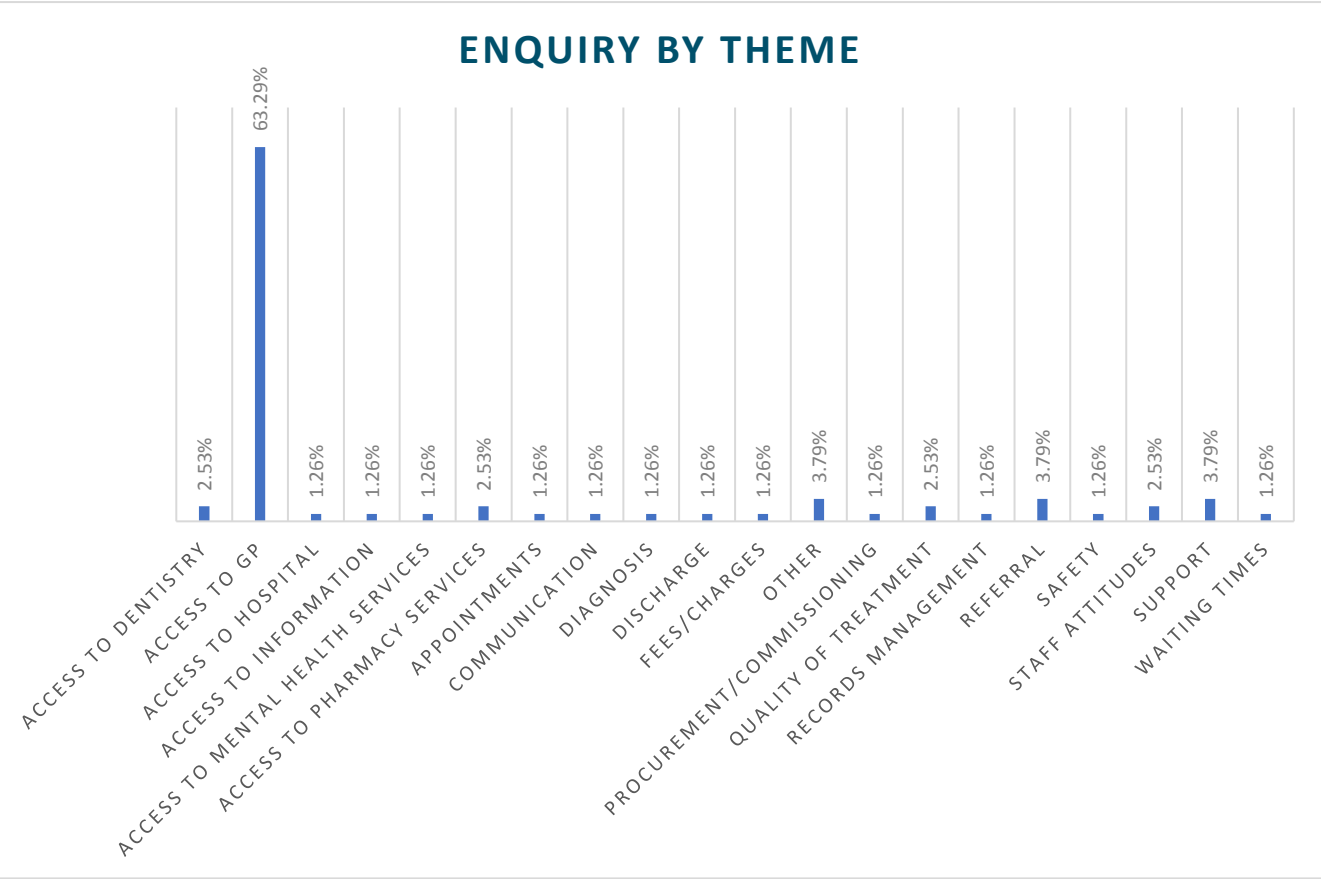


Fig 1.2

Examples of Signposting Enquiries received in the last six months

Enquiry:

Mr A contacted us because he had something in his ear that was causing him a lot of distress. He had recently moved to Lewisham and wasn't registered with a GP. He didn't want to visit A&E but wanted to be assessed that day. He also requested the contact details for his nearest GP practice.

Response:

We provided Mr A with the contact details for the New Cross GP Walk-in Centre. He was also given the contact details for the nearest GP to his postcode, the Vale Medical Centre.

Enquiry:

Ms B called our signposting line to find out if there is a Thalassaemia support group in Lewisham.

Response:

We explained that there were no dedicated support groups in the borough. But provided the contact details for the national Thalassaemia Society who provide useful information and guidance on the condition. We also shared contact details for the community sickle cell and thalassaemia team at Guy's and St Thomas'.

Enquiry:

Ms C contacted us because she was experiencing a lot of anxiety issues and sought advice.

Response:

We signposted her to Bromley and Lewisham Mind who provides a Community Support Service in Lewisham to support adults with mental health problems. They also give information and guidance around mental health issues.

Patient Stories

A key function of Healthwatch Lewisham is to collect people's views and experiences (positive and negative) of health and social care services in the borough.

During the last six months, we have received **348** comments related to local services. However, 20.68% of all patient stories were in response to our discharge project which looked at the experiences of patients using discharge services within University Hospital Lewisham. The following statistics will focus on our data gathered outside the project, a more detailed analysis of our discharge findings will be included later in this report.

Of the remaining 266 views and experiences, 43.79% were found to be positive, whilst 41.60% were negative. This paints a similar picture to our findings from October to December 2016. Patient responses seem to vary widely between services within University Hospital Lewisham as well as GP practices in the borough.

It is evident from our data that the majority of people tend to be happy with their overall treatment and care when using services, however they are still experiencing negative aspects at the beginning of their patient journey.

The chart below provides a breakdown of the comments we have received by sentiment during January- June 2017.

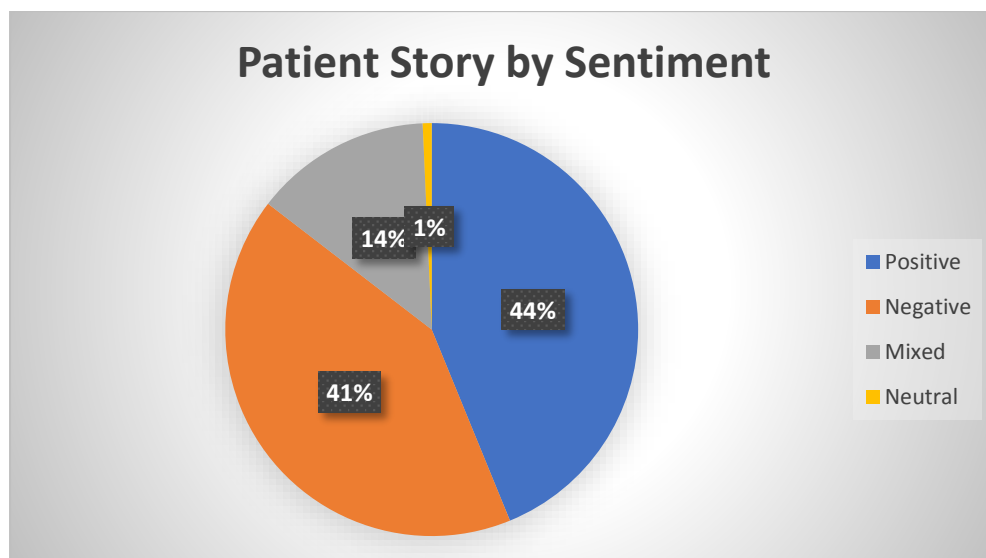
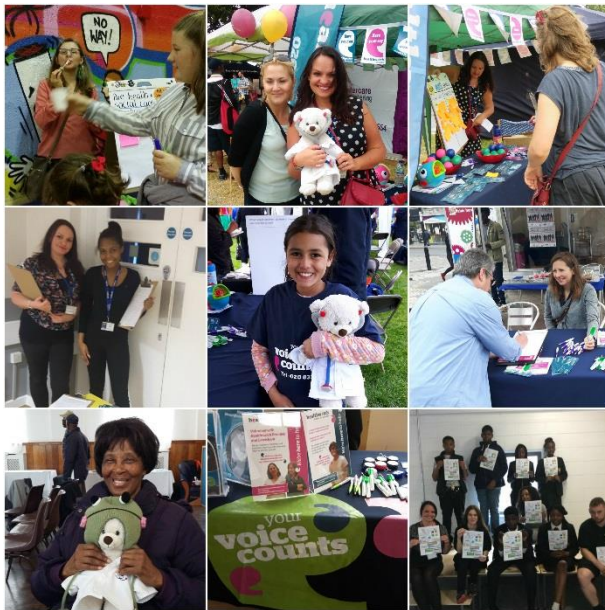


Fig 2.1

Healthwatch Lewisham continues to gather experiences through a variety of mediums including emails, local events, meetings, post, phone, our website, outreach and national services. However, the main source of comments we receive is from our hub engagement in the borough. Since 2015, Healthwatch has set up weekly hubs in local community hotspots in order to reach more people. These include GP practices, hospitals, community centres and local festivals.



Healthwatch Lewisham has developed an online Feedback Centre which is accessed through our website and will help residents share their experience of health and social care services. The Feedback Centre provides an opportunity for anyone to comment about local services. People can easily and anonymously rate the care that they receive in a simple way.

There is also the opportunity to rate local services, using a 5-star system. The new online Feedback Centre is accessible on mobile phones, computers and tablets. You can visit the Feedback

Centre by accessing www.healthwatchlewisham.co.uk

Our Feedback Centre works as an online platform where people can share their experiences. All comments received through our hub engagement are input into the feedback system.

Online communication has been the most prominent source of stories during the last six months, providing 54.88% of all comments. On the other hand, hub engagement accounted for only 26.31% of experiences, which is a 30-percentage point difference compared to Q3. A higher number of online responses received through our Feedback Centre and our partnership with Patient Opinion, as well as a focus group with residents prior to the CQC inspection of University Hospital Lewisham has attributed to this outcome.

Similarly, to our signposting service, we collected the views and experiences from a diverse range of Lewisham residents. 50% of service users who provided their demographic details were aged between 25 and 49 years old, whilst 20.7% were 50-64. Figure 2.2 shows that 24.47% of these users considered themselves disabled. Whilst 47.5% of people who shared their stories with Healthwatch were White British, with Black British (13.7%) being the second highest ethnicity.



Analysis of Patient Stories

The majority of comments received by Healthwatch Lewisham during the last six months concerned people's views of Hospital services and GP surgeries. A combined 86.12% of all patient stories related to these two service types. Figure 2.3 also shows that 5.83% of all comments covered children and young people services. A significant factor for the high proportion of hospital comments (62.77%) would be a result of our continued extensive hub engagement. We carried out nine hub visits to the University Hospital Lewisham from January to June 2017. Healthwatch also held a dedicated focus group discussing people's experiences of the hospital prior to a CQC inspection in February. We also continue to maintain a regular presence at 7 GP practices across the four Lewisham neighbourhoods.

The chart below provides a full breakdown of patient stories by service type.

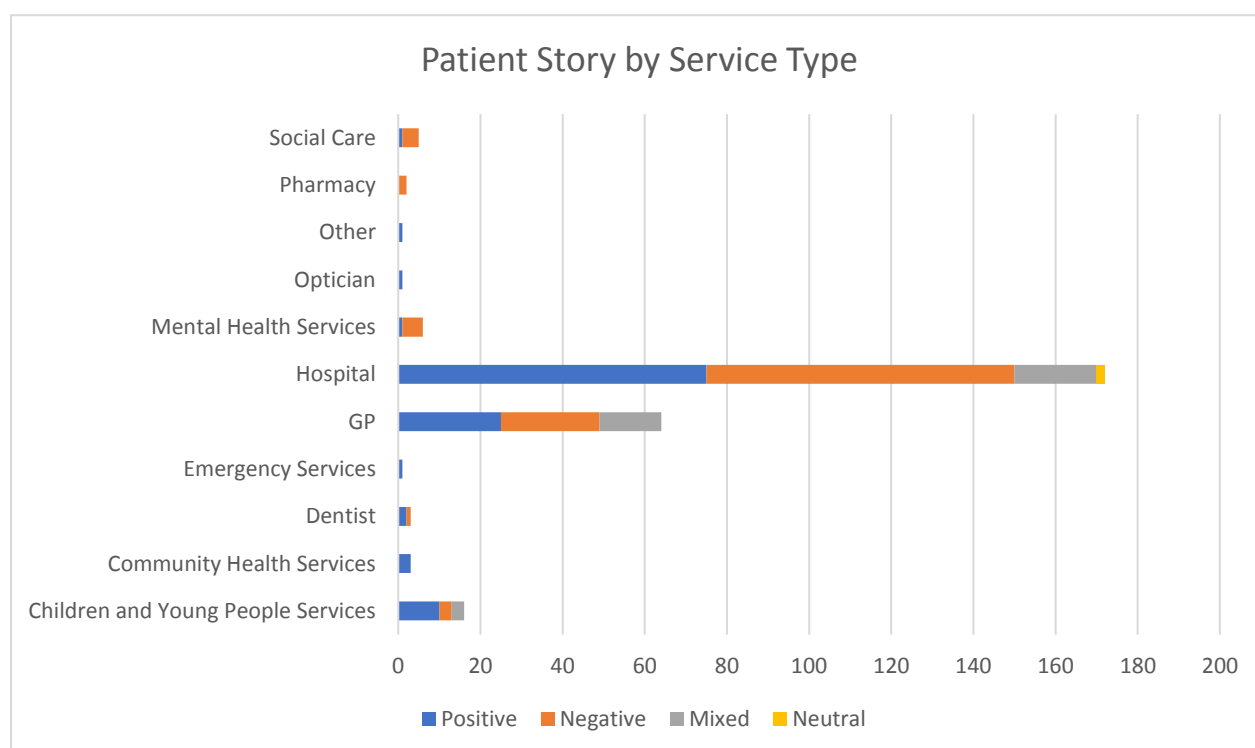


Fig 2.3

From the data collated it is apparent that patient experiences of University Lewisham Hospital and local GP practices vary widely. For example, we received an equal number of positive and negative responses about local hospitals. Perhaps this indicates that the hospitals in Lewisham struggle to provide a consistent service for all their users.

Local people also tended to have mixed views of GP practices in the borough. Overall the majority were happy with the treatment they received at the surgeries, but were frustrated at the difficulties they faced when trying to book appointments. This is a recurring issue that is being experienced across Lewisham.

Residents told Healthwatch that on average they had to wait at least a fortnight for a routine appointment. Furthermore, some people found it difficult to book urgent appointments with most being allocated before 8.30am either on the phone or in person.

“If you can’t come and queue, you can ring, but this never works. If you ring in the morning the phone is engaged. When someone finally picks it up the appointments are all gone.” (Wells Park Practice)

A patient felt frustrated when trying to book an urgent appointment in the morning. “The phone was continuously engaged. When I finally got through, I was told the next available appointment was in 3 weeks’ time.” (Morden Hill Surgery)

Through our hub engagement at Kaleidoscope we heard people’s views about local children and young people services. We found out that parents felt their children were receiving a good level of treatment/care.

“The doctor is nice and makes my child feel very comfortable. They are always professional and gives lots of ideas and tips to help manage my child's condition.” (Children's Occupational Therapy Team)

“So far CAHMS has been really good. It seems to be helping my child a lot.” (Child and adolescent mental health services)

However, parents also expressed slight frustration at the intermittent nature of appointments and long waiting lists.

“The service is suitable once offered. However, there are long waiting lists which can sometimes be annoying for families, especially where you have a child with additional needs.”

A small number of young people told Healthwatch that they were extremely happy with treatment explanations they received at sexual health clinics in the borough. We heard these views a part of our “Let’s Talk About Sex” project.

Let’s Talk About Sex explored young people’s attitudes and experiences toward sexual health and healthy relationships, in the hope that it would raise awareness relating to the services that are available, the laws around sexual activity and healthy teenage relationships.

Healthwatch held two engagement sessions at the young people’s clinics at Downham Health and Leisure Centre and Sydenham Green Health Centre.

“The nurse was very helpful and understanding.”
Female- 20



Fay and volunteer Shaana engaging at Downham Sexual Health Clinic

“The nurse explained to me about the use of condoms, procedure of the STI test and to avoid any exposing photos.” Male- 18

“Very informative and friendly.” Female -19

Access to primary care services remains a key priority for Healthwatch Lewisham. For example, during January- March 2017, the organisation carried out a project around local dentistry services. **We heard the experiences of 102 residents.**

Our findings showed that the general patient experience of dental services in the borough has been positive, however we learnt that the cost of treatment is an issue in Lewisham which is preventing people from accessing their dentist. Numerous residents were unsure of what dental treatment is available on the NHS.

For example, when we held a focus group with the Afghanistan and Central Asian Association, most people were unaware of NHS dental charges. Whilst those who had accessed the service deemed the cost to be too expensive.

Furthermore, as some users were not made aware of treatment costs prior to their procedure, it made them reluctant to return to the dentist. We recommend that relevant treatment options should always be explained.



Engagement Officer Marzena talking to the Afghanistan and Central Asian Association

The experiences and views Healthwatch Lewisham received encompassed several different themes. From analysing the collected data, we found that the most common themes when it came to positive feedback were quality of treatment and staff attitudes. As mentioned in previous intelligence reports, for many users, these two issues are intertwined and many equate staff attitudes with the quality of service they are given. Furthermore, it is evident that users were happy with the treatment they received from their local services. For quality of treatment/care was mentioned in 33.69% of all positive comments gathered from January to March 2017.

“I recently ran out of my medication and the receptionist quickly sorted out an urgent prescription for me. I’ve been coming here for years and can’t fault the service.” (Sydenham Green Group Practice)

“I had pain in right flank, I was referred for a transvaginal ultrasound by my GP. The ultrasound at the hospital was completed respectfully and caringly.” (Gynaecology, University Hospital Lewisham)

Healthwatch Lewisham gathered over **165** comments from service users of University Hospital Lewisham in the last six months, not including our discharge project.

Similarly, to the overarching themes drawn from our whole dataset, the main themes when it came to positive experiences of the hospital were quality of treatment and staff attitudes. However, it must be noted that there was still a significant number of people who were unhappy with the quality of treatment and attitudes of staff at the hospital. 27% of all negative feedback was related to these two themes. This further supports our notion that residents are having vastly different experiences even when using the same hospital services.

For example, residents shared with us differing opinions of the Ear, Nose and Throat department:

“I was referred for tonsillectomy a month ago and still haven’t heard from ENT. I tried to call them several times to find out about expected waiting times but there is no one answering.”

“This was my first visit to Lewisham Hospital and throughout my visit all members of staff were fantastic, from initial appointment to the day of surgery, I couldn’t have asked for better service from any of the staff I came across from receptionists through to consultant and all involved in between, all courteous and incredibly happy. In my line of work, I always treat people how I would like to be treated myself and it seems the staff at Lewisham ENT all work from that ethos!”

Despite the variance in experiences, the Accident and Emergency (A&E) Department and Maternity ward were singled out for the quality of treatment they provided.

“An excellent standard of care was given to our 3.5-year-old today. We were assessed straight away and had only a short wait. All the staff, especially the doctor was very kind and professional. A hugely stressful situation was made manageable by the very strong team they have at Lewisham children’s A&E.”

(Accident and Emergency, University Hospital Lewisham)

“On the 15th of March, we had a nice boy and today on the 20th of March, we are living at home after leaving the maternity ward. The staff were great, amazing, lovely, friendly, professional and you can use other words but the only thing we

can say is: each part of the team was incredible.” (Maternity, University Hospital Lewisham)

However, although the quality of treatment was highly praised, a major issue for people was the length of waiting times in A & E. People told Healthwatch that they have had to wait over 5 hours to be seen.

“A&E waiting times are too long. Recently sat in A&E for six hours and left without being seen. They kept me at the back of the queue even though I had a suspected fracture.”

Lack of communication was the most common theme for negative feedback. It was featured in 14.4% of all adverse comments relating to the hospital. Patients found themselves experiencing long waits in wards unsure of what the next steps would be. Multiple people were also annoyed at having had appointments cancelled at short notice, with some still waiting upon a new appointment to be scheduled. A patient at our hospital focus group told us that they had an appointment with the orthopaedic department delayed for six weeks without any explanation.

Healthwatch Lewisham carried out a review of the hospital discharge service at the University Hospital Lewisham between March-May 2017. We undertook this project in response to feedback received from members of the public who have used the service. They had told us that:

- They were unclear of the discharge procedure and whether there is an agreed plan in place.
- Patients said that the communication between the nursing staff and consultants /doctors was not always updated regularly.

We engaged with 72 patients who had received the service within the last six months. Patients were complementary about the nursing staff with over 70% making specific reference to the front-line staff. People told us that there was a good dialogue between the patients and the nursing staff but communication between the nurses and the consultants/doctors was not as strong. The nursing team were not always being updated or had access to current records/diagnosis by the doctor/consultant.

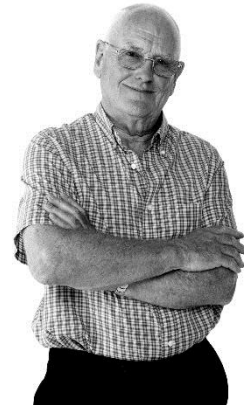
“It took over a week before I got a formal diagnosis following many tests... I appreciate that I might have been an unusual case but I was not given any background information as to why particular tests were being done.... I felt like I was in a secret society and could not be told anything”.

Just over half of the participants received some form of care or support after leaving hospital, requiring assistance with either medical or personal needs. Most participants were satisfied with the service they received, and were grateful for the support provided following discharge.

Healthwatch found the discharge team to be very positive, warm and welcoming towards patients. However, internal communication issues were identified and training could help to enhance the patient experience. A full list of recommendations can be found in our Hospital Discharge report.

Fred's Story

Fred was discharged from University Hospital Lewisham following a planned heart operation. Fred was given information about his recovery process and what he should expect once he got home. He was told how to treat his wound at home and the dressings he should use. He was told how to manage the pain and given an appointment at the outpatient clinic. At the point of discharge Fred was told that he would receive a letter regarding his rehabilitation.



Two weeks after discharge

Fred received his rehabilitation letter within a few days of discharge. At this point he had commenced a rehabilitation programme. Fred was happy with the programme and given clear guidance and support throughout the programme.

Six weeks after discharge

Fred had completed his rehabilitation and was happy with the support given to him post operation. He is currently taking regular exercise and has changed his diet as a result.

Your story has the power to make change happen.
Share your experience of local care with us
#ItStartsWithYou

it starts with
YOU
healthwatch
Lewisham

Conclusion

Analysis of Healthwatch intelligence from Q4-Q1 suggests that public experience has remained similar to previous quarters, with comparative themes and issues being apparent across the board. The majority of feedback indicates that patients receive good quality treatment and a high level of care from staff. However, they do experience difficulties in accessing services, with problems specifically around booking appointments and long waiting times.

Healthwatch recommends that providers concentrate on improving these areas of delivery and in ensuring consistency in services across the borough. Communication with service users should also continue to be at the top of the agenda.



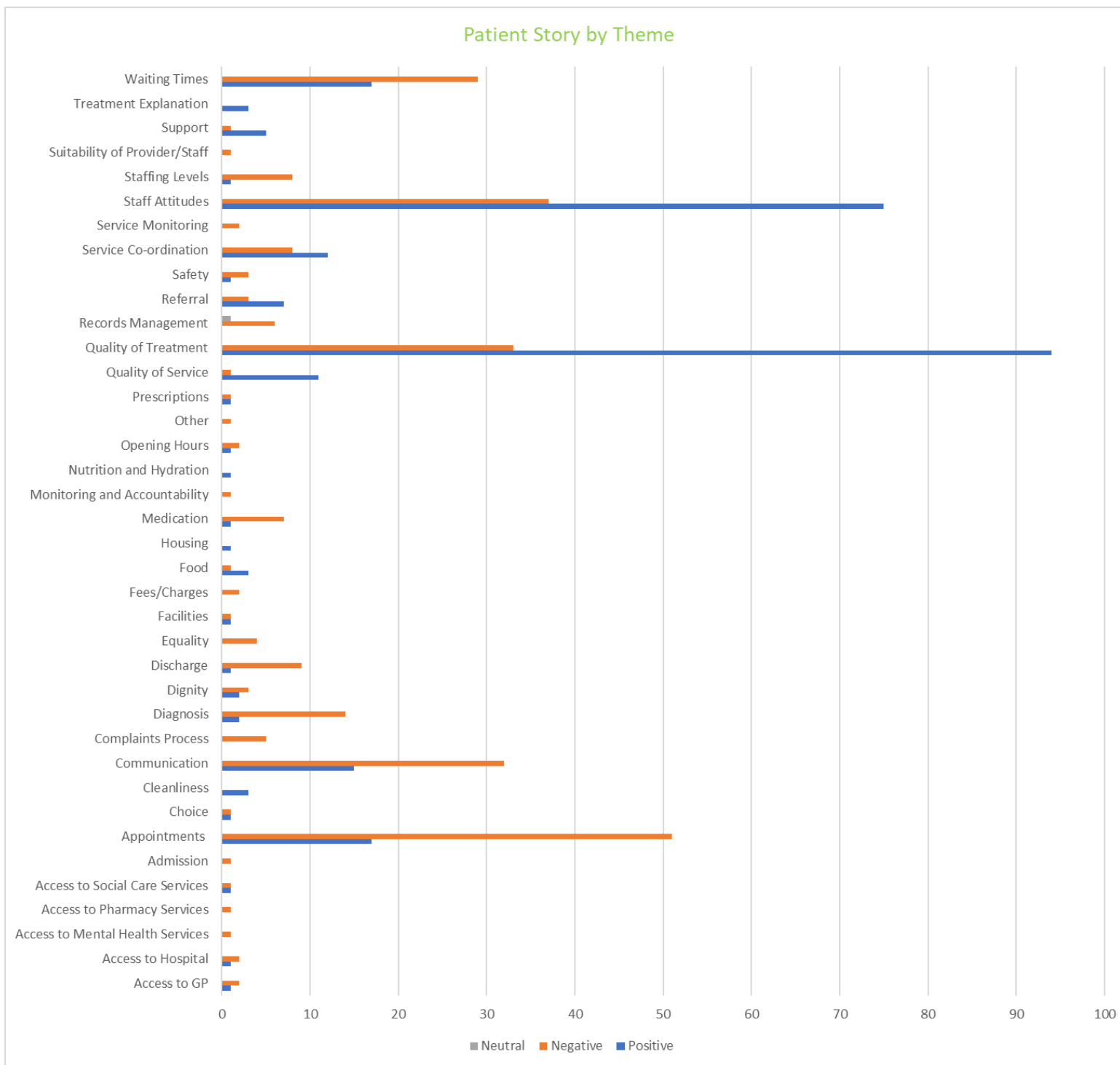


Fig 2.4

Examples of Positive Patient Stories relating to University Hospital Lewisham

Quality of treatment/service

“I had a very good experience of the physiotherapy services at the hospital” **(Physiotherapy)**

“I was diagnosed in A&E with an inflamed gall bladder and have stayed in the hospital for 3.5 weeks. I’ve received excellent care and remain an outpatient with a view to a gall bladder removal in April.”

“I have problems with my feet and diabetes. Lewisham Hospital has sorted out my feet and I am now walking better without having an operation.” **(Podiatry)**

“Dermatology department very good in supporting my son with his condition. They gave good advice and medication.” **(Dermatology)**

“Attending my first clinic today. Staff are good and efficient. My feet are getting better with the cream and regular stimulation.” **(Podiatry)**

“I have had several endoscopy and colonoscopy and they are still ongoing. Doctors and nurses are very kind and considerate. I remember once a consultant doctor saw me a second time and said to everyone in the room, “he is a regular customer of ours and we need to look after him”. I have used the hospital for inpatient and outpatient services and they are all very good. **(Gastroenterology)**

“The whole experience was one which gave me a positive feel for the NHS. From my first meeting the staff were wonderful, so personal and caring even though they were under a lot of pressure. The treatment by nurses, carers and doctors was A+ I am extremely grateful to all. This is a hospital that cares and it is evident.

‘ I recently became a father; my baby was delivered at Lewisham Hospital. Due to some minor complications, we were stuck in the hospital for 6 days. While this was in no way an ideal situation the experience was overwhelmingly positive due to the excellent, patient, specialised wonderful care we were given by midwives, doctors and support staff on duty. I have never felt more grateful for living in this country or more understanding of why we need better investment and support for our health services.” **(Maternity)**

<p>Staff Attitudes</p>	<p>“I’ve had Lupus for over 20 years and the support and advice that I’ve received from the nursing team has been excellent.” (Rheumatology)</p> <p>“When I visited A&E it was 'absolutely bulging' with people, but the staff were very good in supporting us.” (Accident and Emergency)</p> <p>“I have regular visits for my cancer. Treatment is painful but staff are supportive.” (Cancer)</p> <p>“Good care in Maternity Unit. Post birth I was very unwell but the staff were great” (Maternity)</p> <p>A patient had good experiences with the physiotherapy services; “wonderful staff” (Physiotherapy)</p> <p>“My child was ill and was seen within 30min-2hr wait. Quality assessment and polite and competent staff.” (Accident and Emergency)</p> <p>“Emergency visit following mini stroke. Professional and caring staff who were kind and very thorough in examination and investigation despite obvious pressures. Excellent service.” (Accident and Emergency)</p> <p>“In each and every department I couldn't have received better care. All staff treated me with dignity and respect. I would like to take this opportunity to thank Lewisham Hospital and the staff for all their kindness and care while waiting for a cancer diagnosis and the treatment following. I couldn't have received better care if I had been treated privately.” (Cancer)</p> <p>“My partner could not have asked for a better experience at Lewisham hospital. The staff were friendly and incredibly helpful. The junior doctor was professional and friendly; the doctor listened and explained everything clearly to us. Keep up the good work- we really appreciate all the help from the staff.</p> <p>Thank god for the NHS!!” (Accident and Emergency)</p>
<p>Other</p>	<p>“Clear diagnosis, saw three doctors at suite 9 second floor. Left happy. I know what I need to do. Happy with the service even though I need to wait.”</p> <p>Gentleman had heart surgery 10 months ago and received excellent care and support. He and his wife were kept informed of the procedure and process. Aftercare was also very good in terms of information and advice (Cardiology)</p> <p>A patient needed to return to the physiotherapy department and emailed them directly. He got a prompt appointment. (Physiotherapy)</p> <p>I’m here because I think I might be pregnant. ‘The surgery is really close to my house. It was easy to book my appointment’ (Hilly Fields Medical Centre)</p>

	<p>“First time being referred to a hospital for tests and was shocked at how quick and efficient the whole process was. I brought a book and work with me anticipating a lengthy wait but was only in the waiting room for 15 minutes, 10 of those because I arrived early! The ENT registrar and nursing staff were friendly and within half an hour I'd had 3 sets of tests and a good discussion about the ongoing treatment of my condition. Clearly everyone was rushed off their feet but that everyone just continues with a smile was great to see - thanks” (Ear,Nose and Throat)</p> <p>“The standard of care I received at A&E and Cedar Ward was first class and exemplary. In A&E I was dealt with quickly, efficiently, and effectively. On Cedar Ward, I was also treated efficiently and effectively. I also observed that Cedar Ward was managed and operated in a quiet, calm and controlled manner throughout the whole week i was hospitalised. All the staff showed excellent communication skills particularly the SHO whom I saw most often.”</p>
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Examples of Negative Patient Stories relating to University Hospital Lewisham

Communication	<p>“The Neurology department have not given me a clear diagnosis. I don't know what is happening and there is a long time between appointments. They are aware that I am not happy. They say that the tests are inconclusive.” (Neurology)</p> <p>Wife is unhappy with the discharge process. Lack of communication surrounding the discharge of her husband. They are trying to force him out when he does not feel well enough to go home. The doctors are not communicating with the nursing team who appear to be in the dark. The lady could not remember the name of the ward!</p> <p>“I entered A&E with pains, I was seen very quickly, but found when I was moved to majors I was left waiting around. I asked questions but no answers. Once moved to a ward 9 hrs later I was then left attached to a drip. I had no communication from doctors on what was happening just kept being given pain killers. Frustrated and irritated I just wanted to leave.</p> <p>“My father has been admitted to Lewisham University Hospital having previously been in another London hospital. On being admitted, he was cheery, engaged and looking forward to getting started with his physio. Since arriving, he has received substandard care including no water available on several occasions, left in dirty sheets, buzzer put out of reach and little to no physio. We have been unable to speak to the senior consultant and ward doctor responsible for his care, despite requests, and no one has been able to tell us how we are able to get an audience with these individuals.” (Physiotherapy)</p>
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<p>Waiting Times</p>	<p>“I was previously in hospital waiting for surgery for 8 days following an accident. Daily nil by mouth instruction was given but surgery was repeatedly cancelled. I Was told that at weekend there was only 'one theatre open' so there was a backlog of cases”</p> <p>“I recently went for an X-ray at Lewisham Hospital. I was a little late but they refused to see me. I’m am angry and upset because it’s okay for appointments to be late and I have to wait, but when it’s the other way around they refuse to see me.’</p> <p>“I had been waiting for a month for this appointment, and originally my treatment was very straight forward, which was only an injection and i can have it done on the same day. But because the hospital didn't have the medicine at the time, the doctor put me on an 8 week waiting list for a surgery which i have to be put to sleep. it is such a joke, and they didn't put patients' safety as priority.”</p> <p>“Eventually after 4 hours I discharged myself as I was told by one of the nurses that there "wasn't any doctors". My pain had thankfully subsided by this time. I discharged myself because of the lack of care and it also seemed that the staff were pandering to an abusive female patient who referred to the A&E as her 'second home', otherwise the A&E seemed to be very very quiet and it became clear that I was going to be a very long time before a doctor was found to treat me. My condition has passed undiagnosed. (Accident and Emergency)</p> <p>A man has had Glaucoma and has had to chase for his appointments. Two reminders have been missed over the last three years and he has had to call the hospital. The hospital could not give a reasonable explanation and he got no joy from contacting PALS. (Ophthalmology)</p>
<p>Other</p>	<p>A patient had a date for an operation over a month ago. This has been cancelled and the patient is still waiting for a new date.</p> <p>“The Neurology department did not give me a quick diagnosis and the appointments are a long time apart. I’m unhappy with the support that I am receiving. It is taking too long and I am worried. I have complained to PALS.” (Neurology)</p> <p>“I had a wrong diagnosis which meant a delay in getting correct treatment. I was told by A&E that my ankle was sprain when it was actually broken (no scan was taken). The break did not heal properly and I have a limp!! I want to complain.” (Accident and Emergency)</p> <p>A female patient had her baby in the Delivery Suite at the Lewisham University Hospital at 12.30 am. The staff (students) didn’t clean the baby after birth even when the parents requested it. The parents found it unacceptable that their baby was left in that condition. (Maternity)</p>

Examples of Positive Patient Stories relating to GPs	
Quality of treatment	<p>Gentleman was very happy with Lewisham Medical Centre. The doctor was very positive and sorted out four issues. The patient was extremely happy and said the doctor was friendly and open. (Lewisham Medical Centre)</p> <p>A male patient with long term condition went to see a GP. The GP was really compassionate and listened. The doctor also explained to the patient about his condition and medication and the patient felt he understood everything, felt reassured and happy with the treatment.</p> <p>“The service in Bellingham is excellent and the support that I have received is first class. Friendly and helpful service!” (Bellingham Green Surgery)</p> <p>“Went to see my GP last week and she was very thorough with my problems and sent off to Lewisham hospital for an appointment for an X ray which came in 2 days.” (South Lewisham Group Practice)</p> <p>“I went to the surgery with my three-year-old son. He refused to be examined and the female GP suggested we came back in half an hour. During that time, we managed to persuade our son to cooperate so when we came back the doctor could finish the examination and we got the diagnosis. Overall, I think it was a very thoughtful solution and meant we could have the issue sorted despite initial difficulty. Following the prescribed treatment, to our delight our son recovered soon after. (Honor Oak Group Practice)</p> <p>“Under tight pressures they have always treated me well.” (St John’s Medical Centre)</p>
Staff Attitudes	<p>“You can talk to them if you have any health issues. they listen, are caring and provide good outcomes.” (Queens Road Partnership)</p> <p>“Nice receptionist. Doctors spent time with patients and refer appropriately. (Queens Road Partnership)</p> <p>A patient is very happy with the surgery. She said 'doctor is empathetic, listens, and is very knowledgeable and experienced'. The patient is happy that she can easily get an appointment. She also said that the surgery is homely and they give you time. (Rushey Green Group Practice)</p> <p>Telephone staff very helpful, they listened to my fears and provided the correct outcome. (Baring Road Medical Centre)</p> <p>“My surgery is brilliant, everything is very prompt and I have never had any issues. I always find staff to be very friendly and professional. I like how the surgery provides a variety of services.” (Downham Family Medical Practice)</p>

Other	<p>“Very good. It is quick to get an appointment and I got a swift referral to audiology at Kaleidoscope for my little boy.” (Morden Hill Surgery)</p> <p>“I can get appointments when I need. Staff is good, especially last-minute appointments.” (The Jenner Practice)</p> <p>“I like to book appointments on line and in advance. Saves hassle and works well for me.” (Rushey Green Group Practice)</p> <p>“I have found the surgery fantastic when treating my disabled daughter. Without fail I can always get appointment for my daughter when she needs one.” (Bellingham Green Surgery)</p> <p>“I had cysts on my liver. A prompt referral to Lewisham Hospital enabled me to get my treatment quickly.” (Hilly Fields Medical Centre)</p>
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Examples of Negative Patient Stories relating to GPs

Appointments	<p>“No appointments. I have been told to go to the walk in at either Beckenham or New Cross” (Wells Park Practice)</p> <p>Lady spoke to Healthwatch explaining that she can never get an appointment on the day at the Sydenham Green Group Practice. Either by calling or by attending the practice. She has even tried both at the same time to no avail. Always told to contact them the next day. (Sydenham Green Group Practice)</p> <p>Client is generally happy with staff, both clinical and reception. The opening hours and booking system has changed so consequently the client finds it very difficult to book appointments and complain about waiting times. (Clifton Rise Family Practice)</p> <p>“Can't get an appointment, even if you ring at 8am. Lines are always down. If you go over in person, there is always queue, then they run out of appointments.” (South Lewisham Group Practice)</p> <p>“You have to get there early in the morning and turn up by 8 to get an appointment. If you call, no one answers. If appointments are gone, you have to come back at 1:00 pm to make another appointment. This is not an effective system!” (Rushey Green Group Practice)</p> <p>“Doctors do not give enough time. The GP was rude and you feel like you are wasting your time. Do not wish to go back.” (Wells Park Practice)</p>
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Other

‘Why do I have to see different doctors, can I not just see one who knows my medical history?’ (**Lee Road Surgery**)

The patient went to the surgery three times to request a referral letter. She felt it was a waste of her and NHS time. She is unhappy with the service at this GP surgery. She thinks the receptionist, staff and GP are rude. This is not just her opinion. Her sister who went there too also had similar impression. (**Triangle Group Practice**)

“My son has been diagnosed with cancer, but it took six months! He was losing weight, had back pain and was vomiting daily. No proper diagnosis until he went to King's for MRI scan.” (**Hilly Fields Medical Centre**)

“I was given a smear test at the Wells Park surgery. The nurse was inappropriate, she was digging the brush into my cervix. I have never felt it this painful before. Afterwards I almost lost my balance and I felt lots of pain and was bleeding. She was digging around for way too long. I am concerned that she treats people like this. I am still feeling the pain of an irritated cervix sometime after.”(**Wells Park Practice**)

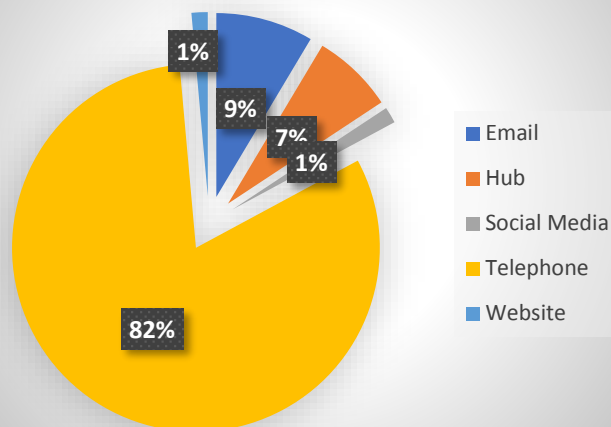
“Took me out of their patient list without warning. It took me ages to get registered with a new doctor.” (**The Jenner Practice**)

“They have some problems as everyone does, lack of resources and lack of appointments, and especially poor bedside manner. My previous doctor spoke to me respectfully but he is about to retire. Other doctors are terrible.” (**Parkview Surgery**)

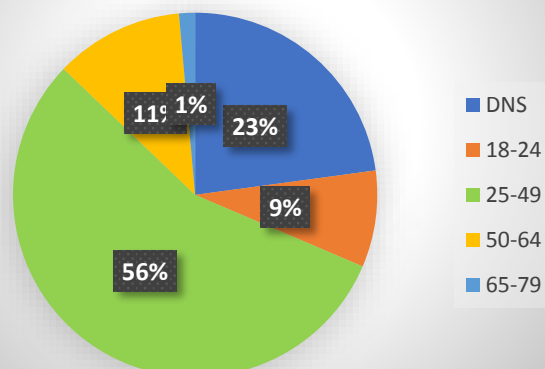
“I am having problems with one of the receptionists at this practice. She is rude and I have been having issues with her for a while. I wrote a letter complaining about her and gave it to my GP. The receptionist attitude didn't change and today when I tried to reach the doctor to ask him for the letter I need to submit to the court explaining my condition, one receptionist said he was otherwise engaged and to call later. When I did, the problematic receptionist said the doctor wasn't there and hung up on me. I tried to call again to explain that any other doctor could write the letter, and she hung up again!”
(**Mornington Surgery**)

Appendix

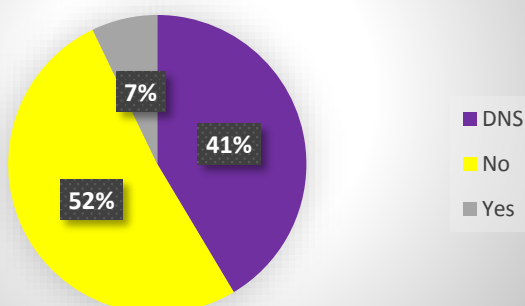
Enquiry by Source



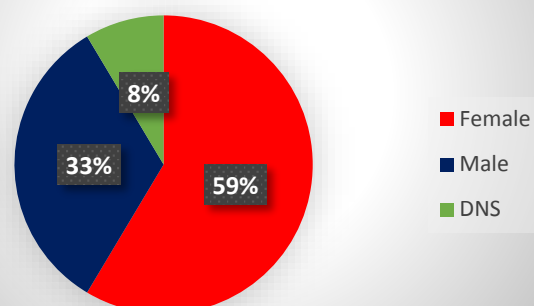
Age breakdown of enquiries



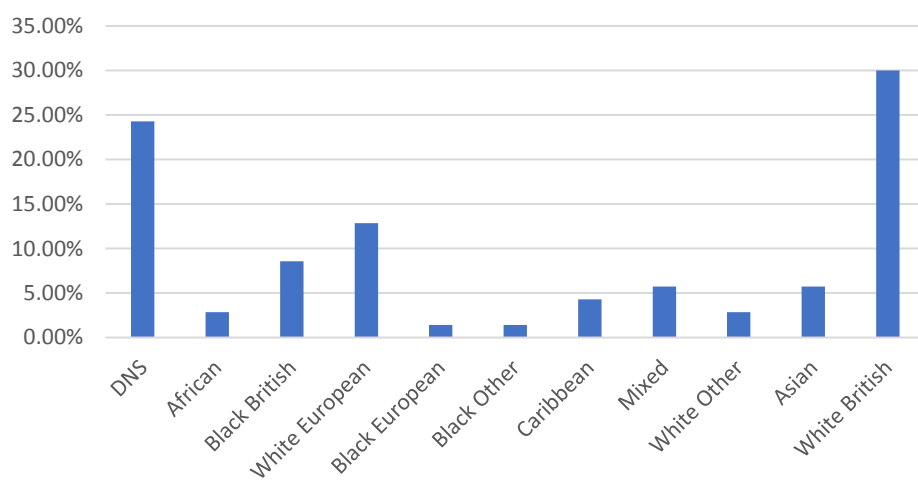
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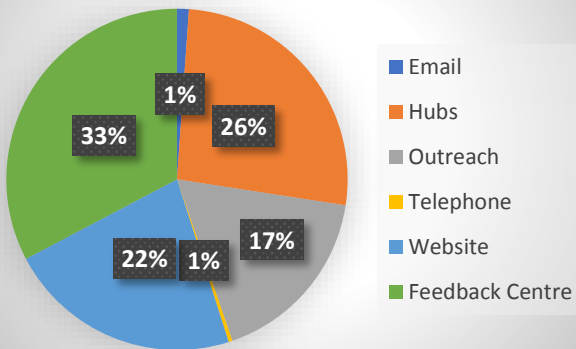
Gender breakdown of enquiries



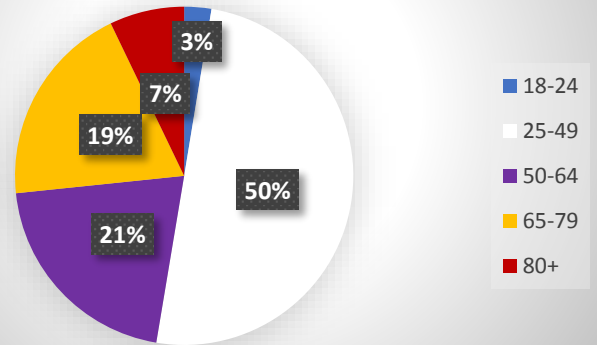
Ethnicity breakdown of enquiries



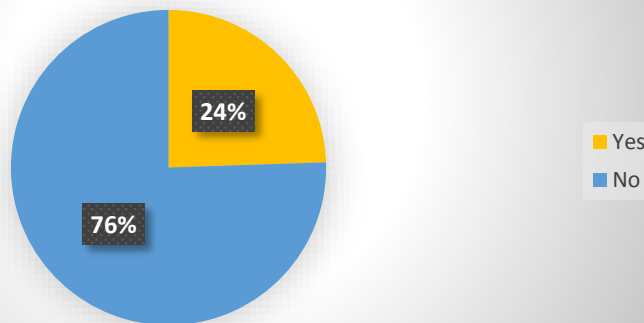
Patient story by source



Age breakdown of patient stories



Disability breakdown of patient stories



Ethnicity breakdown of patient stories

