



# Healthwatch Lewisham

## Q2 Intelligence Report

### 2017/18

## Healthwatch Lewisham Q2 Signposting Service

Healthwatch Lewisham provides an information and signposting service for members of the public who live in 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.

We also provide the Lewisham Independent Health Complaints Advocacy Service. A function of the service is to help support clients by signposting them to resources which will enable them to make a complaint against local NHS services.

From July to September 2017, Healthwatch Lewisham has received and completed **36** direct signposting enquiries. This represents an increase of 12.12% when compared to the previous quarter.

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

- GP registration requests
- Information about an epinephrine injection prescription
- Blood tests for Diabetes
- Social Care support
- GP Extended Access service enquiry
- Activities for the socially isolated

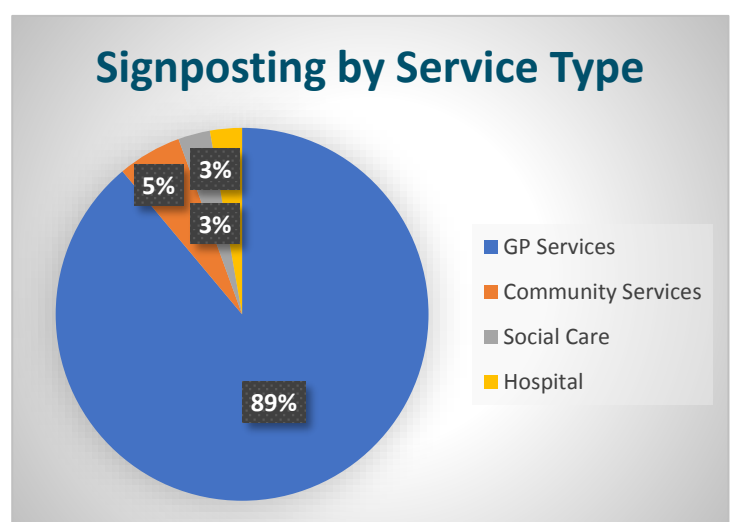


Figure 1.1





*Marzena engaging with community blind band  
'Feeling the Noise'*

Figure 1.1 shows that the majority (89%) of signposting enquiries during the last three months related to GP services. This is an increase of 20% when compared to the previous quarter. We also received queries related to hospital, social care and community provision.

From this data, it is evident that the nature of signposting enquiries is very similar to our previous report.

However, there was less variation in the type of queries, with residents only asking for information or support about four different types of service. 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.

Most people who contacted our information line were looking to register with a new GP. This is the direct result of services including University Hospital Lewisham and local GP surgeries regularly referring residents to our signposting service. A significant number of residents contacted us after finding out that they did not fall under the Jenner Practice's catchment area, despite the surgery being the nearest to their postcode.

We also were contacted by a small number of residents who wanted more information about the merger of the Winlaton surgery and the South Lewisham Group Practice. Furthermore, two people were wanting to complain about the lack of a public consultation around the decision.

*"I am very concerned about the merger of the two surgeries as the current users of at least South Lewisham Group Practice were not consulted and there was no prior notice. At the moment, we can't get an appointment when we need it as it is. How is this going to change? It can only change for the worse. We already go to the Walk-In Centre in Beckenham as we can't get the care at our surgery."*

The primary method for residents to contact Healthwatch Lewisham’s signposting and information service remains via our dedicated telephone line, with 89% of all enquiries being received through this source. This represents an increase of 8% which is a result of Healthwatch not receiving any queries whilst engaging at our hubs.

Our data highlights that a diverse range of Lewisham residents access the service. For example, 44% of all users communicating with Healthwatch during July to September were female. The age range of residents that contacted the service most frequently were people aged between 25 and 49. Furthermore, 33.33% of users identified themselves as White British. These figures match the demographic data collected in the previous quarter. Due to unforeseen changes to our database, we are unable to provide any disability information.

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 GP services” which featured in 72.22% 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.

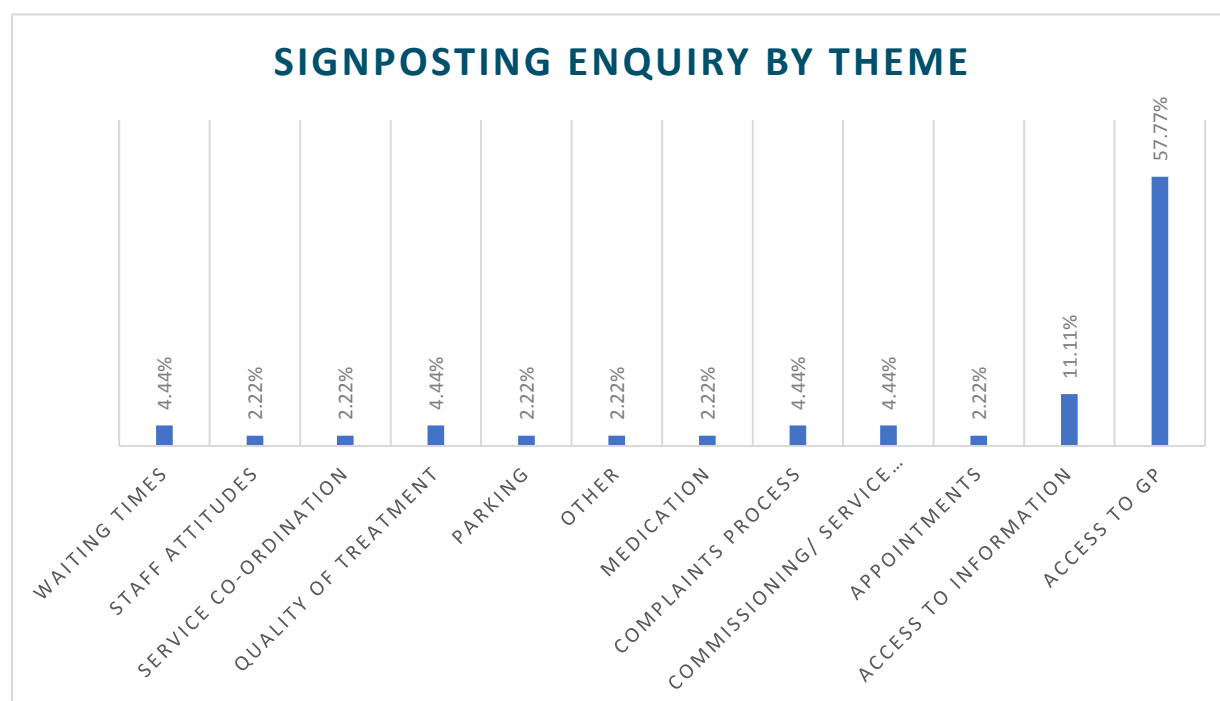


Figure 1.2

## Examples of Signposting Enquiries received during Q2

### Enquiry:

Ms A contacted our signposting service concerned that the council wanted to make the streets immediately around St John's Medical Centre surgery into resident parking only. She felt this would negatively impact on patients and carers who travelled to the practice by car.

### Response:

Healthwatch Lewisham flagged this issue up with the Clinical Commissioning Group. They told us that they had not been informed by the Local Authority of any changes to parking around the clinic. We provided Ms A with their response and explained that if any future changes are proposed, we will raise the issue with the CCG again regarding patient access and local transport options.

### Enquiry:

Ms B emailed Healthwatch on behalf of her clients who had recently lost both of their young adult children. Their only income was Employment and Support Allowance and despite some assistance from the Department for Work and Pensions, they were struggling to afford the funeral costs. Ms B was looking for an organisation that could assist with these costs.

### Response:

Healthwatch suggested that they should contact Lewisham Citizens Advice Bureau, who provide support around Welfare benefits, debt, employment, housing, immigration and other general advice.

We also shared a link to the government's website <https://www.gov.uk/funeral-payments> which explains eligibility for funeral payments for people on a low income.

### Enquiry:

Mr C is an elderly gentleman who contacted our signposting service wanting to know if there were any local activities available that would help him socialise. Mr C told us that he felt lonely since his wife died and that his children live far away. He finds it difficult to find activities and social connections due to his age.

### Response:

Healthwatch Lewisham referred the gentleman to Community Connections. The organisation supports Lewisham residents to access local services that meet their needs.

We also provided details of an arts session at the Albany which supports older people to have fun and socialise.

## 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. We use this feedback to inform commissioners and providers about the key issues in Lewisham.

During the last three months, we have received **155** comments specifically related to local services. However, this number does not include the number of views we heard during our targeted engagement which included 3 Enter and Views at care homes. A more detailed analysis of the findings from this project will be included later in this report.

From our data, we found that 56.1% of all patient stories were positive. This represents an increase of just over 5% when compared to our previous intelligence report for January to June 2017. We have found that there was an increase in positive experiences of GP practices in the borough, whilst patient responses about University Hospital Lewisham remain varied.

It is evident from our data that the majority of people continue to be happy with their overall treatment and care when using local health services. However, they are experiencing negative aspects during their patient journey. The chart below provides a breakdown of the comments we have received by sentiment during Q2 2017.

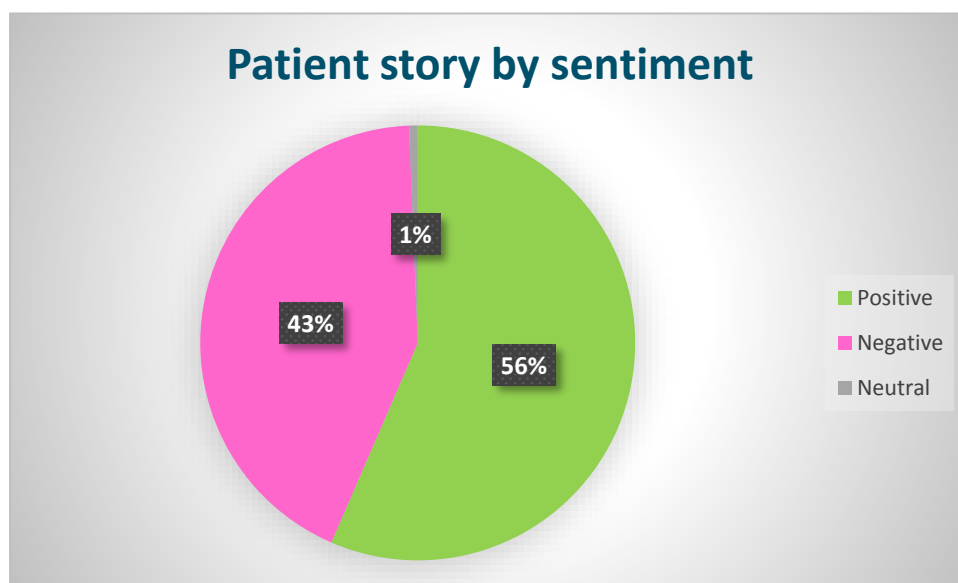


Figure 2.1

Healthwatch Lewisham continues to gather experiences through a variety of mediums including emails, local events, meetings, post, phone, social media, 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.

During the last three months, we have held 10 engagement hubs which saw us speak to 193 residents. We chose to visit new locations in the borough such as Central Lewisham Library, Citizens Advice Bureau Lewisham and both job centres.

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. This helps us to generate data that we can understand, benchmark and act on. You can visit the Feedback Centre by accessing [www.healthwatchlewisham.co.uk](http://www.healthwatchlewisham.co.uk).

To help patients share a detailed account of their patient story, we encourage them to rate, where applicable, different aspects of their experience. They can give feedback on cleanliness, staff attitudes, waiting time, treatment explanation, quality of care and quality of food. These specific themes were chosen as analysis of our data identified them as the most common issues highlighted by users.

All comments gathered through our hub engagement are input into the feedback system. The Feedback Centre and our hubs attributed for 77% of all comments. We also received a high number of online responses through our partnership with Patient Opinion.

Similarly, to our signposting service, we collected the views and experiences from a diverse range of Lewisham residents. 72% of service users who provided their demographic details were female, this correlates with previous findings that women are more likely to share feedback than men. The highest proportion of people we engaged with were aged between 25 and 49 years old, whilst 30% were 50-64. Figure 2.4 shows that 14.6% of these users considered themselves disabled. Whilst 27% of people who shared their stories with Healthwatch were White British, with Black British (16.34%) being the second highest ethnicity.



The significant changes in demographic data when compared to our last report are a result of us carrying out new hubs in different locations across the borough.

*Our annual showcase Healthwatch and Friends*



## Analysis of Patient Stories

The majority of comments received by Healthwatch Lewisham during the last three months concerned people's views of local Hospital services and GP surgeries. A combined 80.6% of all patient stories related to these two service types. This is an expected outcome, as both types of service typically receive the highest amount of public feedback. Despite pharmacies and dentists being accessed regularly by the population, people are less likely to share their views of the services unless they have a negative experience.

Figure 2.2 also shows that 9.7% of all comments covered children and young people (CYP) services. This is a result of Healthwatch maintaining a regular hub at Kaleidoscope, which is a children's centre that supports young people with special health, education, mental health or social needs. We also carried out three hub visits to the University Hospital Lewisham and two at local GP practices during July- September 2017. The chart below provides a full breakdown of patient stories by service type.

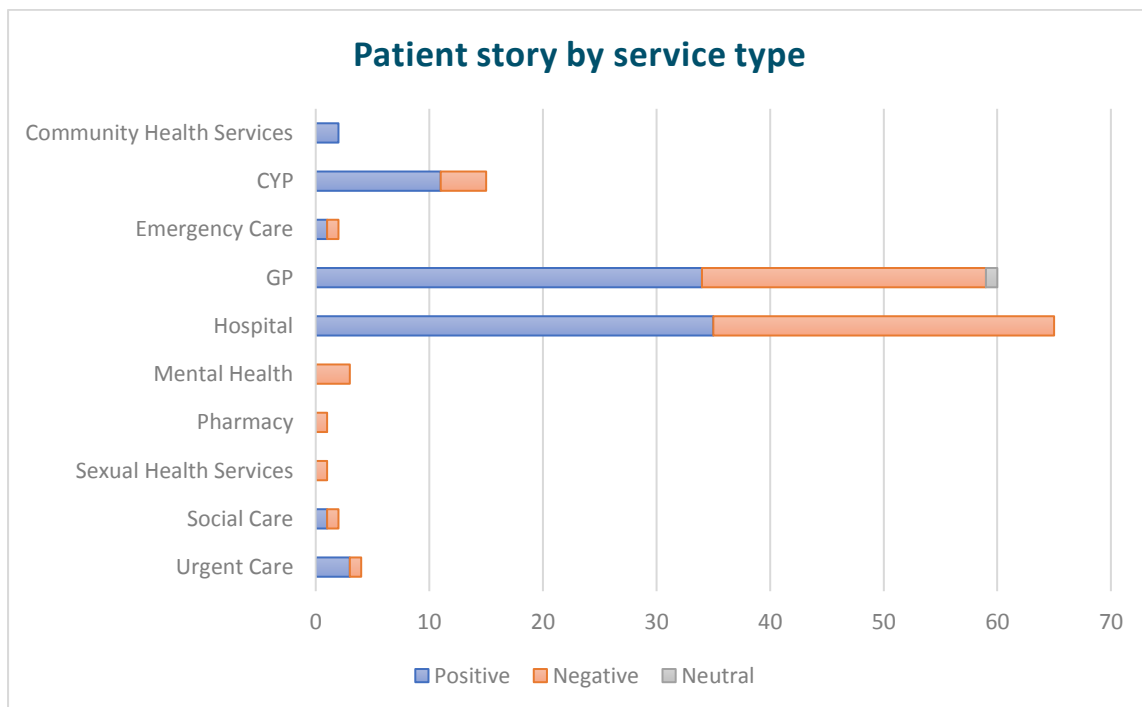


Figure 2.2

From the data collated it is apparent that despite Healthwatch receiving a greater number of positive patient experiences, opinions of University Lewisham Hospital and local GP practices continue to vary widely. For example, over 40% of people who used either a hospital or GP surgery provided negative feedback. This indicates that local health services in Lewisham struggle to provide a consistent service for all their users.



Local people's views of GP practices in the borough were more positive during the last three months. The majority of patients were happy with the treatment and advice they received at their surgeries. However, access to GP appointments remains a recurring issue across the borough.



Volunteers Sheila and Gifty at Lewisham Library

Residents told Healthwatch that they found it difficult to book appointments with most urgent appointments being allocated before 8.30am either on the phone or in person. Whilst the waiting times for a routine appointment could be up to a fortnight later. We also found that people who worked found it difficult to get an appointment time which suited them. They wanted more appointments available in the morning and the evening. We only received one experience of a patient using the Extended GP Hours service

introduced in April 2017. From our engagement, it seems that there is a significant number of people who are unaware about the availability of the service.

It must be noted that the number of negative comments about appointments was heavily reduced compared to the last 18 months. This could be a result of more practices making appointments accessible online. Several patients at the South Lewisham Group Practice found online booking to be extremely useful.

*“Prior to the online booking service, the appointments were booked on a first come first served basis which was very inefficient. Since the online booking service has been in place appointments are much easier to make.”*

*“The appointments are now online which is much easier. I find the GP service to be absolutely fine.”*

(South Lewisham Group Practice)

On the other hand, not all residents praised the adoption of online appointments. Some people still experienced the same issue of a lack of availability, with most appointments being allocated before 9am.

*“I used to be able to get an appointment easily if I came to the surgery before 8am but now it is very difficult. The online booking system is at least 2 weeks away which does not reflect the 80% appointment availability online information.”*

Furthermore, the online system is not accessible for all residents, a significant percentage of older people either do not use the internet or are not computer literate. A few users told Healthwatch they were frustrated because online appointments did not benefit them.

*“I am finding it very difficult to make an appointment as I do not have the facilities, I am not computer literate and not well enough to book an appointment online. When trying to call for an appointment, most of the time the line is busy and when I eventually get through there are no appointments available so have to call back the next morning.”*

A lack of available appointments has previously caused residents to visit the New Cross Walk-in centre. This quarter, a small number of users shared their feedback of the service. We also heard residents’ views when helping promote the ongoing CCG consultation around proposals to improve access to primary care in Lewisham. We found that most people were happy with the service, they explained that they were willing to wait a few hours if it meant that they could be seen on the day.

*“Very good service provided especially knowing that I can see a health care professional at the Walk-In Centre when my GP service is out of hours.”*

999 club, a charity that supports homeless people, raised their concerns with Healthwatch about the potential impact of the proposed closure of the Walk-in centre on their clients. We ensured these views were shared with the CCG.

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 Paediatrics department was singled out for praise.

*“Our experience of the service so far is really good, we have felt listened to. We have a 3-year-old with cerebral palsy and there are lots of activities that are available.”*



Healthwatch Lewisham provides the Lewisham Independent Health Complaints Advocacy Service. We support residents in helping them make a complaint against local NHS services in the borough. Analysis of our advocacy cases enables us to understand what are the key issues which are causing people to register an official complaint.

The advocacy cases during the last three months have highlighted two main issues. Firstly, most service users have been unhappy about the lack of communication between themselves and medical staff. Furthermore, people have experienced internal communication problems between different departments in hospitals and between their GP and hospitals.

Our data also shows that a high percentage of residents are contacting our advocacy service because they are not satisfied with the standard of care they received. Most of them qualified it as substandard or poor care.

As well as highlighting local issues, our service can also identify national issues which have affected Lewisham residents. We found that patients who, for whatever reason, have had their medical records sent to an NHS storage facility are experiencing long delays in retrieving them - or the medical professionals trying to access them on their behalf. Primary Care Support England (PCSE), the organisation responsible for the transfer of GP records, has reported significant problems in the movement of these records which has given rise to a number of complaints.

The cause of these delays is due to the change of contractor whereby the indexing system previously used has been discovered to be flawed. Retrieval therefore from regional facilities has been problematic. PCSE is in the process of moving all these records to a central store with proper indexing. The task is huge and completion is not expected until March 2018 according to NHS England.



The leaflet is divided into three main sections. The left section, titled 'We work closely with other local services to:', lists four bullet points: 'Support people to have a voice to influence and challenge the planning and provision of their local health services.', 'Improve local health services and the customer experience.', 'Strengthen the patient voice.', and 'Give people local information and support.' Below this is a photograph of two people, a woman and a man, looking at a laptop. The middle section features the 'healthwatch Lewisham' logo and the title 'What is Healthwatch Lewisham?'. It describes the service as an independent champion for both health and social care services. Below this is a 'Talk to us' section with contact details: phone number 020 8315 1916, email advocacy@healthwatchlewisham.co.uk, Twitter @HWLewisham, website www.healthwatchlewisham.co.uk, and a physical address at Community House, South Street, Bromley BR1 1RH. The right section has a large graphic of a speech bubble filled with text, with the title 'Lewisham Independent Health Complaints Advocacy Service' and the text 'We can support you to make a complaint about an NHS service'. At the bottom right, it states 'Our service is free, confidential and independent of the NHS'. A small note at the bottom center says 'Lewisham Independent Health Complaints Advocacy is commissioned by Lewisham Council'.

**We work closely with other local services to:**

- Support people to have a voice to influence and challenge the planning and provision of their local health services.
- Improve local health services and the customer experience.
- Strengthen the patient voice.
- Give people local information and support.

**healthwatch**  
Lewisham

**What is Healthwatch Lewisham?**

Healthwatch Lewisham is the independent champion for both health and social care services for children, young people and adults. We work to help improve services for people who live or access services, in the borough. We have the strength of the law and the national influence of Healthwatch England behind us.

**Talk to us**

Whether you are looking for information or have concerns about local health and social care services, Healthwatch Lewisham wants to hear from you.

**Our contact details**

- 020 8315 1916
- advocacy@healthwatchlewisham.co.uk
- @HWLewisham
- www.healthwatchlewisham.co.uk
- Community House, South Street, Bromley BR1 1RH

**healthwatch**  
Lewisham

**Lewisham Independent Health Complaints Advocacy Service**

We can support you to make a complaint about an NHS service

Our service is free, confidential and independent of the NHS

Lewisham Independent Health Complaints Advocacy is commissioned by Lewisham Council

# Advocacy Case Study

## BACKGROUND

Mr S approached Healthwatch Lewisham's advocacy service wanting to make a complaint about the treatment he had received while attending a service provided by South London and Maudsley NHS Foundation Trust. (SLaM) Mr S was taking part in a peer support service recovery programme run by the Trust. During one session, Mr S explained that he was verbally abused by a member of staff in front of the group - he felt humiliated by the incident. The main objective of bringing the complaint was to get an apology and assurance that this would not happen to anyone else in the group.



## WHAT HAPPENED

Mr S complained to the Trust, but felt that his complaint was not investigated properly. The SLaM investigator sent a letter to the client saying that he was at fault; it appeared that the investigation carried out was in relation to Mr S, rather than the person who verbally abused him. Healthwatch Lewisham's Advocacy Service took up the complaint and arranged an initial meeting to discuss the issue. Mr S and the Healthwatch advocate met with a SLaM manager who promised to investigate thoroughly and gave an initial verbal apology.

## OUTCOME

A second meeting was held with the SLaM manager where Mr S received both a verbal and written apology. The manager advised that, following her exhaustive investigation, internal action was being taken including changes to the way in which the peer support group was run. The manager also confirmed that, during her investigation, further breaches in procedure were uncovered and these are now part of a separate, wider, investigation.

As a direct result of Mr S's complaint, future service users will benefit from an improved support programme with better security and procedures in place. Mr S felt happy and vindicated - 'it was a good result'.



The experiences and views Healthwatch Lewisham received during Q2 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/care 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 because 81% of all comments related to “quality of treatment” were positive.

*“Burnt my hand quite badly whilst cooking. Triage nurse helped with pain relief as I was in agony. My burn was treated by a nurse. This treatment and a subsequent visit to redress the wound was professionally and carefully done and the swift treatment as well as advice from the NHS website has meant I have no lasting effect from the burn, not even any scarring.”*

(University Hospital Lewisham, Accident and Emergency)

*“I see the doctor regularly. I have high blood pressure, arthritis and my health is not good. I cannot walk very far, the doctor is convenient and I depend on the practice and have been here as a patient for 30 years. I've never had any problems! Touch wood!”*

(Amersham Vale Practice)

Healthwatch gathered 64 comments from service users of University Hospital Lewisham in the last three months. We found that similarly to previous intelligence reports, the main themes when it came to positive experiences of the hospital were quality of treatment and staff attitudes. These two themes made up 68.5% of all positive feedback. 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. 22% of all negative comments were related to these two themes. Nevertheless, this represents a reduction of 5% when compared to January to June 2017, which conveys that users have been less critical of the service.

For example, although long waiting times continue to be an issue for patients, less people were frustrated with waiting times in the Accident and Emergency Department.

*“I only waited for 5 minutes before being seen by the Nurse. Shortly after I taken through to the Doctor where all the staff were very friendly and efficient. I was pretty unwell and they made me feel very safe and assured.”*

(University Hospital Lewisham, Accident and Emergency)

Analysis of hospital comments supports our notion that residents are having vastly different experiences even when using the same hospital services. For example, people's opinions of the Maternity Ward differed significantly in the last three months.

*"I gave birth to our son at Lewisham in April 2017. I cannot fault the care we received, both from the birth centre and the labour ward. All the midwives and consultants we met were professional, caring and gave us confidence in the decisions we made throughout my labour. A big thank you to the medical team."*

*University Hospital Lewisham, Maternity*

*"Arrived at 9.30am, went for baby heart beat check, temperature and blood pressure check at noon. Told to sit outside at the corridor to wait. After 7.5 hours wait at 5pm, they finally told me no one is available to see me. They said they will schedule another appointment within next week with no confirmation of date. I will be 39 weeks pregnant by then and maybe baby has already popped without your 'professional' help and assistance!"*

*University Hospital Lewisham, Maternity*

The difference in the two patient stories above perhaps indicates that there is a lack of consistency across services within the hospital.

Interestingly a trend that appeared from our data, was that users who shared their comments of the hospital online, were more likely to provide negative feedback than those who spoke to us at our hubs.

Lack of communication and waiting times were the most common themes for negative feedback. They were featured in 33% of all adverse comments relating to the hospital. Multiple patients found themselves experiencing long waits in wards unsure of what the next steps would be. Staffing levels was highlighted as an issue, with some users being told that there were no doctors available to see them.

*"I entered A&E with pains. I was seen very quickly. But found when moved to majors that I was left waiting around. I asked questions but no answers"*

*(Emergency services, University Hospital Lewisham)*

Earlier this year, Healthwatch Lewisham carried out three Enter and View visits to care homes in the borough. The Health and Social Care Act allows local Healthwatch Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.

We visited Welcome Care Home, Penerley Lodge Care Home and Manley Court Care Home. The rationale for the Enter & Views was that the Care Quality Commission had rated the care homes as requiring improvement.

Healthwatch found that the majority of residents were happy with the level of care they received at the care homes. Most people felt that the staff supported them. Penerley Lodge Care Home was specifically praised by its residents for making them feel safe.

*“The activity coordinator is really good here and she makes my days enjoyable”.*

*(Penerley Lodge Care Home)*

*“Sometimes I can’t get to the activity room and need some additional support. The staff remind me of what is happening and give me extra help if I need it”.*

*(Manley Court Care Home)*

An issue that was raised at Manley Court Care Home and Welcome Care Home was that residents did not feel that they had the opportunity to influence change or were unaware of how they could suggest changes. We recommended that all residents should be notified of their rights to influence/change the support or daily routines that they receive.

A full list of findings and recommendations can be found in our care home reports.



*Marzena engaging with Wheels for Wellbeing*

## Conclusion

Healthwatch's intelligence from the last quarter suggests that the public experience of local health services has slightly changed with more residents sharing positive stories of GP practices and University Hospital Lewisham. Our feedback indicates that patients still consider themselves to receive good quality treatment and a high level of care from staff. However, it must be noted that they continue to experience difficulties with accessing services, specifically around booking appointments. Healthwatch recommends further promotion of the GP Extended Hours service across the borough. The rollout of online appointments must also be handled carefully and ensure the practices do not alienate residents who choose not to use the internet or who aren't computer literate. Patient experiences of University Hospital Lewisham continue to be varied, with waiting times an issue that need to be addressed. It is felt that communication with service users should be regarded as priority.

Healthwatch believes that providers should concentrate on improving these areas of delivery and in ensuring consistency in services across the borough.





## PATIENT STORY BY THEME

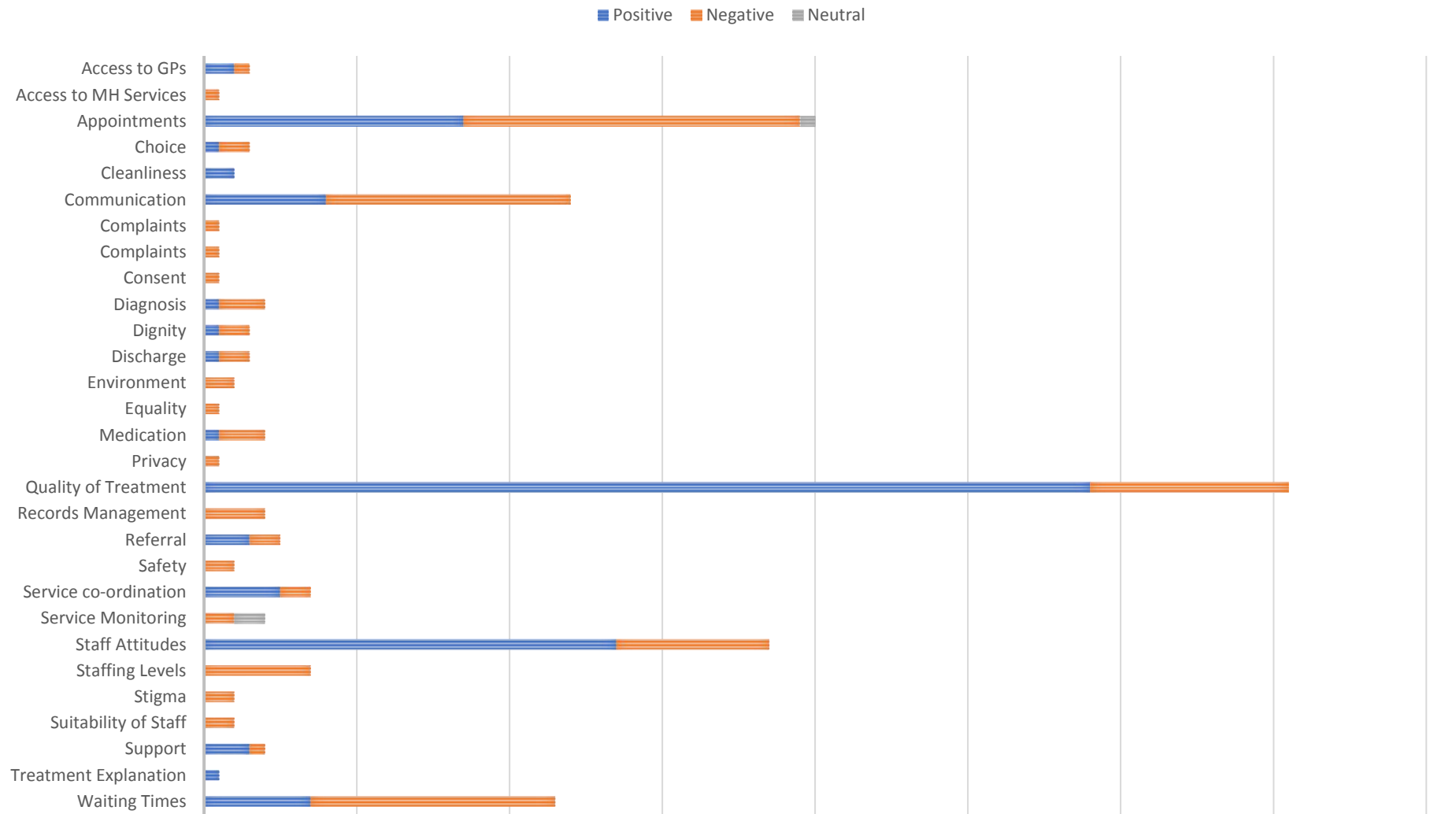


Figure 2.3

## Examples of positive patient stories received relating to UHL

### Quality of treatment/care

"I was anxious and frightened about this procedure. From the moment, I arrived in the endoscopy department I was greeted and treated with professionalism and courtesy. I didn't have to wait long. The nurses completed the paperwork and tried to put me at ease. They all worked well as a team. The Doctor who looked after me was excellent. I can't praise them enough.

When you have any procedure in hospital you have to put your trust in those that care for you, it helps when the team make you feel safe and are understanding.

I think this department is outstanding."  
(Gastroenterology)

"This is my second time with Lewisham maternity as first baby was born 2015, it is a great department and I have always felt that I received a good service, advice and support from them. My first baby was premature and born in the delivery suite, spent a night in intensive care and week on the ward. This hospital provides a good service but it is busy and deals with a high volume of people but if you keep your appointments, turn up on time even when there is a queue you will still be seen. I was writing here as was looking at another hospital only because I may move at week 37 and my husband does not drive, this has made me sure I want to remain at Lewisham. I had three appointments in the last three weeks and know I am in good hands"  
(Maternity)

"Went to Bell ward as an outpatient for a hernia repair. Originally told I may have to wait up to 11 months but was offered a cancellation for 8 days later. Very impressed with the staff at the pre-assessment and the staff on the day of my op, all happy, all smiley!

Nice clean ward and up to date equipment. A little waiting about initially but then it is not an assembly line. I was well attended and monitored by the staff and after a while moved down to the discharge ward where I was offered a sandwich and tea.

I was monitored for a couple of hours and then allowed to go home. To sum up, a pleasant experience enhanced by all of the staff and I cannot think of any improvements that could be made."  
(General Surgery)

"My GP sent me to A&E with a suspected heart attack. The paramedics were excellent. A&E had experienced and efficient staff."  
(Accident and Emergency)

"I was taken care of very well. My induction took longer than I expected but I was pleased to welcome my baby boy in good health."  
(Maternity)

	<p>“The Haematology department is very good. I have used it regularly for several years. It can be busy with other people waiting; although this changes and sometimes it can be very quick.” <b>(Haematology)</b></p> <p>“My mother had two strokes and received excellent care and follow up support. Outpatients have also kept in contact with my mother and she is now recovering well as a result of this.” <b>(Stroke)</b></p>
<b>Staff Attitudes</b>	<p>“Just had my third baby here at Lewisham &amp; have to say how improved the Antenatal ward is from 5 years ago. The staff are so professional and hardworking. Caring and knowledgeable. A fantastic group of midwives.” <b>(Maternity)</b></p> <p>“I visited University Hospital Lewisham on August 19th, 2017 (PM) for a bladder operation. I was delighted with the way all staff treated me, ie polite/courtesy and helpful. Prior to my above-mentioned visit, I attended the Pre-Assessment clinic at this hospital and was extremely happy with the nurse that completed the outcome of the assessment. I just wished there were more people like them not just the NHS but society on the whole. I give the nurse an A++ rating.” <b>(General Surgery)</b></p> <p>“Had an ultrasound today and was very apprehensive. I was greeted by the nurse. They were respectful, polite and treated me with the upmost dignity. They immediately settled my nerves and treated me as a person and not a number. The nurse was extremely professional and a credit to the NHS.” <b>(Radiology)</b></p> <p>“I would just like to feedback about the incredible experience I have had with both my recent endoscopy, gastric sleeve and colonoscopy. Barring one agency nurse that I met on the ward, I have been treated with nothing but kindness and professionalism. I feel very privileged to have experienced such amazing care. A special mention goes to Camille in the colonoscopy unit. She was bright, cheery, kind and professional and a perfect distraction from the anxiety I was experiencing on arrival. I imagine she is always like this, and I hope that it doesn't go unrecognised how important, the simplicity of a smile is. Thank you to all of Miss Borgs' team too, I don't feel I could have had better care anywhere else in the world.” <b>(Gastroenterology)</b></p> <p>“I had a great experience when I had my first baby at Lewisham Hospital. Staff are very kind and helpful.” <b>(Maternity)</b></p>

## Examples of Negative Patient Stories received relating to UHL

### Communication

"I had an operation recently for cholesteatoma and ended up having tympanoplasty. Surgery went wonderful and no issues. However, when I was finally being discharged I was given some ear drops and tablets. It was not explained to me how to take care of my ear, when my follow up appointment is or any other details. I do not know if I should keep cotton in my ear or not.

**(Discharge/ Ear, nose and throat)**

"I visited the A&E department with my partner in the early hours of Thursday 15th June. I expected a long wait, I expected other patients to take priority. I didn't expect the extreme lack of communication, I also didn't expect my partner to be left in agony in a bay for hours. We enquired what was going on after two hours, we were told we were waiting for a doctor. Then we were told the doctor was in the department and my partner would be seen next. Then at 5am we were told there was no doctor so my partner discharged himself."

**(Accident and Emergency)**

"I entered A&E with pains. I was seen very quickly. But found when moved to majors I was left waiting around. I asked questions but got no answers. Once I was 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 I just kept being given pain killers. Frustrated and irritated I just wanted to leave."

"Taken into accident and emergency for a stroke on Saturday morning 24th June 2017. I tried to explain multiple times a pre-existing and serious condition for anxiety and hypersensitivity to noises and artificial lights but was completely ignored by all nurses and doctors... Any time I expressed even the rest hint of frustration or anxiety any kind I was immediately invalidated and simply told to 'calm down', 'sit still' and basically be quiet. I was made to feel guilty for merely asking any questions or the names of people that were treating me. You are punished and made to feel bad for the very symptoms you have been admitted for!"

**(Accident and Emergency)**

"I am totally appalled in how so many of my appointments have been cancelled, rescheduled to find they are cancelled again at the last-minute because they realise my appointments are booked with the wrong consultants!

I have constantly requested letters for changed appointments, which I never received. I have had to constantly phone for one particular ENT follow up appointment where I had to see the ENT consultant for a follow up after 3 months of treatment. It's been six months and I still have not had the cancelled one rescheduled! The hospital is very unorganised and not fair on patients who have waited months to attend a follow up appointment to find it being cancelled at the last minute!

**(Ear, Nose and Throat)**



<p><b>Other</b></p>	<p>“The nurse who did my anti tetanus injection didn’t clean up the area of my arm first or after, didn’t press it at all, didn’t know to answer questions about the type of the injection or what i should take care of or what to expect and just wanted me done. My arm hurts now a lot as well.”</p> <p><b>(Urgent Care)</b></p> <p>“I was admitted to Lewisham Hospital today. The treatment in the A&amp;E was superb. But oh how things changed on Chestnut Ward. I could not sleep, due to all of the noise including nurse alerts going off and the sound of staff chatting at their service point My condition improved whilst at a&amp;e but now the pains have returned. No doubt due to the stress of this experience.”</p> <p>“One receptionist in particular is extremely and unnecessarily rude. It’s a shame as it reflects badly on the department, which apart from this is okay.”</p> <p>“I attended an outpatient appointment at the orthopaedic clinic today. The delay was over an hour, which sadly was not a surprise. However, the doctor who (eventually) saw me was rude, dismissive and abrupt. I have had a good experience with hospital staff in the Urgent Care Centre so was disappointed to deal with such a discourteous doctor today. I have made a complaint by email and would encourage others to do the same.” <b>(Trauma and Orthopaedics)</b></p> <p>“I am really not happy with the hospital as they lost my blood results and I had to retake them. Also, i find the receptionists in general are rude.” <b>(Phlebotomy)</b></p> <p>“A&amp;E no customer service, I was told I should not have wasted ambulance time, which is not an appropriate way to speak to anyone.” <b>(Accident and Emergency)</b></p> <p>“Lady has a cataract in her right eye and needs an test &amp; operation. Authorised by GP back in May but test appointment given is Feb 2018. This is not acceptable to the patient.” <b>(Ophthalmology)</b></p>
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## Examples of positive patient stories received about GP Practices

### Quality of treatment/care

“The surgery reminds me of upcoming appointments, they are courteous and friendly. The surgery consistently gives an excellent service. I have hypertension and am regularly contacted by the doctor checking to see how i am.” **(Deptford Surgery)**

“Anytime I have not felt well they take care of me and send me to Lewisham Hospital for tests if they are needed.”  
**(Deptford Medical Centre)**

“They send me information and reminders about check-ups and there is a diabetic clinic which is helpful. I feel the GP surgery looks after me.”  
**(Rushey Green Group Practice)**

“Happy with the service by the chirpodist at the practice. It was ok when making an appointment.”  
**(Honor Oak Group Practice)**

“My son has special needs, he is provided with an excellent service by the doctors at Lewisham Vale Practice. They understand his needs. I would panic if he didn't have the GP to go to who understands him when he's distressed.”  
**(Amersham Vale Practice)**

“I have been with the health centre for approximately 16 years. It is fairly easy to get appointments. I was extremely impressed with the support, care and advice I received when I had a serious illness some years ago.” **(Vale Medical Centre)**

“I am happy with the service as I can get an appointment easily whenever I have tried. I am happy with the quality of treatment and communication from the doctors.”  
**(South Lewisham Group Practice)**

Other	<p>“The surgery has fantastic doctors and receptionists. The only minor issue is queuing. <b>(Honor Oak Group Practice)</b></p> <p>“I had a clear explanation of treatment when i spoke to my GP. The waiting time was quite long but not too bad.” <b>(Downham Family Medical Centre)</b></p> <p>“I really appreciate this GP surgery, the GP's are very good. The waiting time is not long. If you are concerned about anything they will sort it out. The reception staff are very helpful and friendly.” <b>(Grove Park Medical Centre)</b></p> <p>“I am using the sexual clinic at the GP which is sometimes very busy and I have had to wait a while. I have been coming for 2 months and feel this is a good service and the staff are very polite.” <b>(Amersham Vale Practice)</b></p> <p>“I use the online appointment service which is very efficient. I am very happy with the service.” <b>(South Lewisham Group Practice)</b></p> <p>“The appointments are now online which is much easier. I find the GP service to be absolutely fine.” <b>(South Lewisham Group Practice)</b></p>
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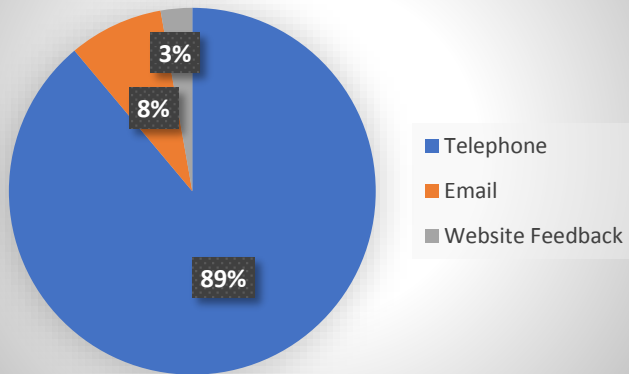
Examples of Negative Patient Stories received relating to GP practices	
Appointments	<p>“You have to wait weeks for an appointment, which then ends up getting cancelled by them! Emergency appointments are made ASAP! There is normally one person at the reception at the hospital or surgery.”</p> <p>“No urgent appointments available. Always a long waiting time of 7-10 days.” <b>(Lewisham Medical Centre)</b></p> <p>“When trying to make an appointment last week, there was a very long waiting time on the phone then i was told to go the Walk- in centre at the Waldron where I waited 2 hours and still hadn't been seen!” <b>(Rushey Green Group Practice)</b></p> <p>“It was not easy to book an appointment as there are specific time slots in the morning to ring for urgent appointments. it is difficult to get an appointment if you miss this time. The GP was polite though.” <b>(Hilly Fields Medical Centre)</b></p> <p>“I have been trying to get an appointment for weeks. I am 77 years old and have shingles and a sinus infection” <b>(Belmont Hill Surgery)</b></p>

	<p>"I find it difficult to get an appointment at this G.P. I cannot seem to get an appointment without waiting 2-3 weeks."  <b>(Clifton Rise Family Practice)</b></p> <p>"It is difficult to book an appointment. The lines are engaged and when you get through there are no appointments left. If you want to see a doctor you need to know what your options are. I wouldn't try to see a doctor if I didn't have to."  <b>(Baring Road Medical Centre)</b></p>
<b>Other</b>	<p>"The client is a 73-year-old gentleman who comes from Somalia. He has been in the UK for 27 years, but his communication in English is difficult. He has a disability and has social care help at home. He cannot get through on the phone and when he can, he cannot make himself understood, but he is still told to phone for appointments. The client uses a crutch and cannot walk to GP."</p> <p>"I had an acupuncture session with my GP, but I was disappointed. I had queries that were not answered. I was misinformed."</p> <p>"The waiting time to get an appointment is a concern for me (more than a week and even 2 weeks). I am not comfortable with always seeing a different doctor every time I come to the surgery. They never have enough of my medication. I feel I have received substandard care and have been misinformed about my condition."  <b>(South Lewisham Group Practice)</b></p> <p>"They have some problems as everyone, lack of resources and inability to get appointments, and especially poor bedside manner. My previous doctor spoke to me respectfully but he is about to retire. Other doctors are terrible."  <b>(Parkview Surgery)</b></p>

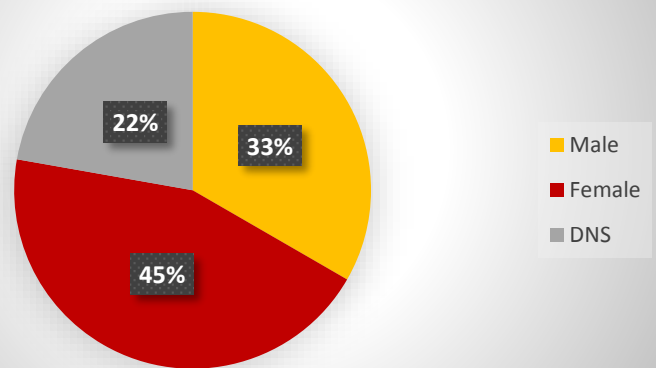


## Appendix

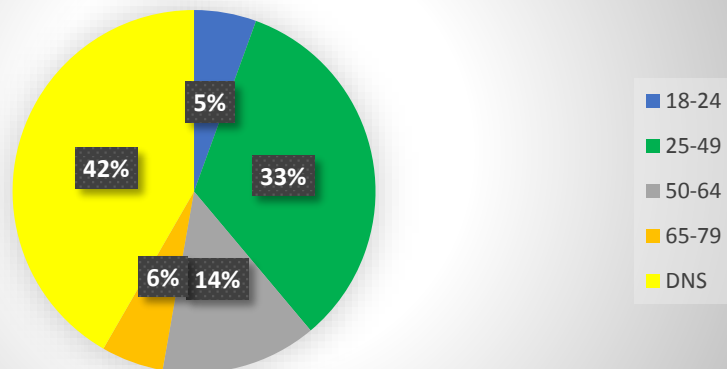
### Enquiry by source type



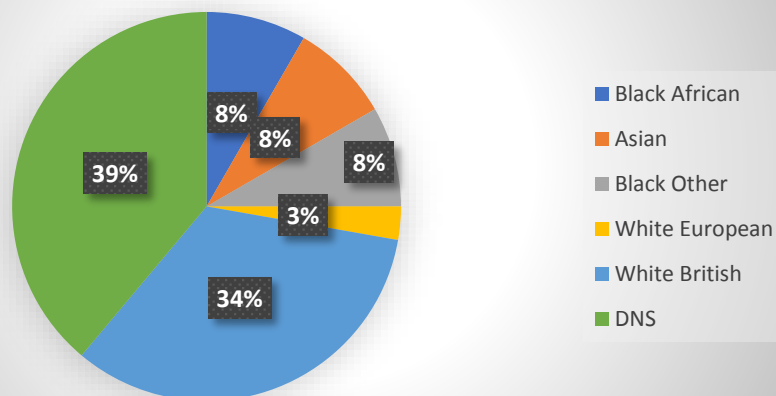
### Gender breakdown of enquiries



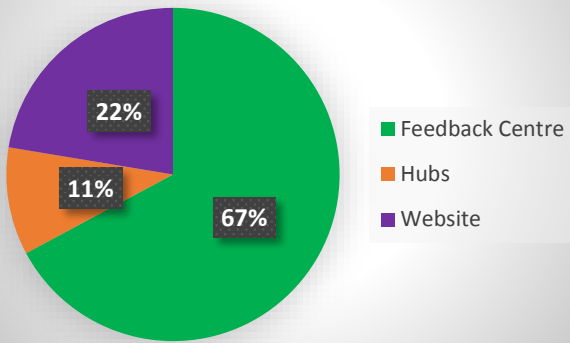
### Age breakdown of enquiries



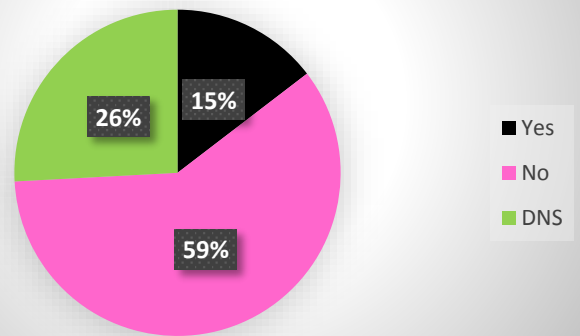
### Ethnicity breakdown of enquiries



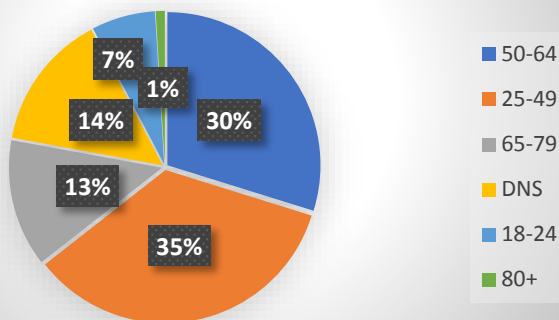
### Patient Story by source



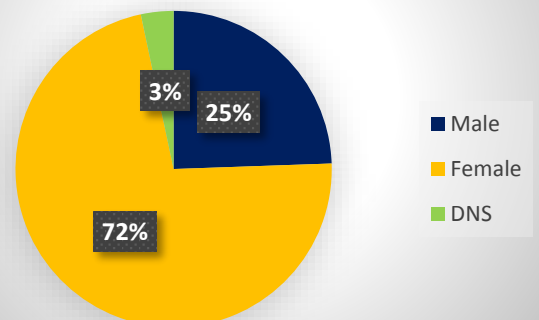
### Disability breakdown of patient stories



### Age breakdown of patient stories



### Gender breakdown of patient stories



### ETHNICITY BREAKDOWN OF PATIENT STORIES

