

**PATIENT EXPERIENCE
REPORT 2020/2021
QUARTER 2
July-September**

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Introduction & Executive Summary

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

In delivering these duties in Lewisham we operate a comprehensive Patient Experience data collection programme. The successful and on-going implementation of the data collection programme and the Digital Feedback Centre has the potential to yield a minimum of 4,800 patient experiences per annum all of which will be presented as they are received and considered as valid community opinion. This Patient Experience Report for Healthwatch Lewisham covers the Q2 period for July-September 2020.

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 Q1 and Q2 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
- Online review collection
- Encouraging patient feedback directly through our Digital Feedback Centre using social media functions (Twitter, Facebook etc.)

These patient experience comments and reviews are gathered using a standard form (see appendixes, p.41-43). The form asks the patient for simple star ratings on their overall experience, access to appointments, ease of getting through on the telephone and a number of 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 service manager.

Introduction and 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 Healthwatch Lewisham staff 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, including our COVID-19 survey results 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 Q2 (July-September). During this period the Patient Experience Programme received 925 feedback comments. Of these comments, 66% (610) comments had a positive rating, 26% (244) were negative and 8% (71) 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.

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 themes, aspects such as staff attitudes, cleanliness etc. (between 1-5)

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

Additionally, free text comments are broken down and analysed for themes and sub themes. Where relevant, up to 5 themes and sub themes can be applied to any one patient experience comment. Upon each application of a theme or sub theme, a positive, negative or neutral sentiment is also applied. This is a manual process undertaken by trained staff and specially trained volunteers. The process is overseen by the Patient Experience Officer and regularly audited in order to ensure consistency. Where themes and related sentiment are discussed in the report, it relates to this aspect of the process.

The above areas provide an independent set of results which can be viewed separately or in conjunction with one another in order to gain insight into a service or service area. It is important to note that correlation between different data sets may not be apparent, for example, a service may have an overall star rating of 4/5 but much lower ratings against individual themes.

Overall Star Ratings

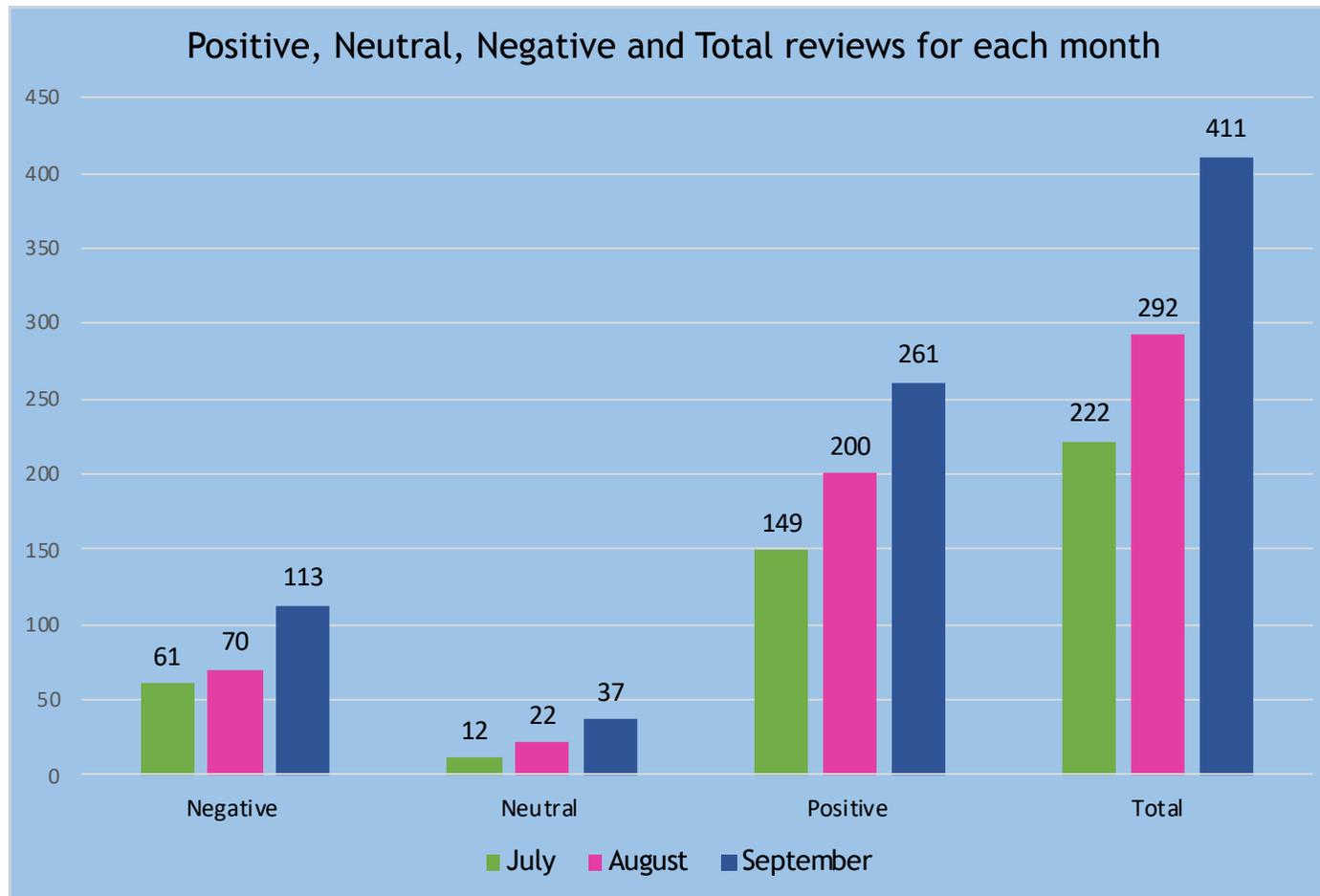
The number of patient reviews received for this quarter is 925. The table below shows a breakdown of the negative, neutral and positive patient reviews (see the appendices for examples of our physical and online questionnaires).

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 indicates a neutral response and star ratings of 4 and 5 indicate a positive response. This quarter 610 positive responses, 244 negative responses and 71 neutral responses have been recorded.

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
July	61	12	149
August	70	22	200
September	113	37	261
Total	244	71	610

Overall Star Ratings

This chart provides a breakdown of comments by positive, negative and neutral sentiment per month, based on the overall star rating provided.

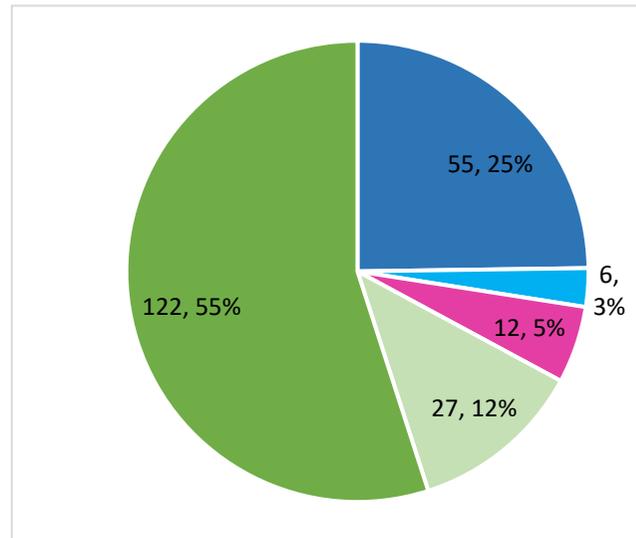


Overall Star Ratings

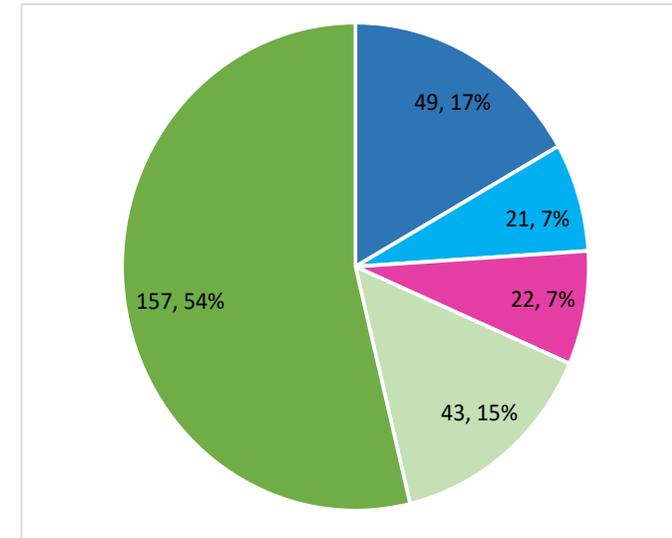
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

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

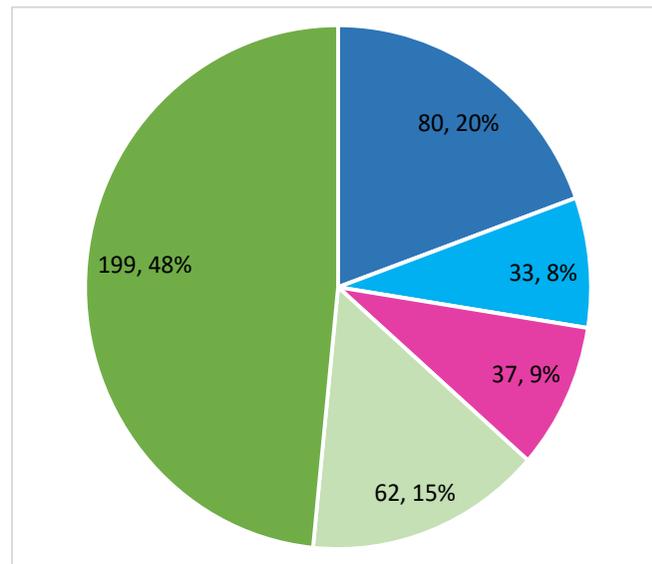
Interestingly, the charts also indicate that there is a wide variance in experiences with 1-star ratings being the second highest proportion.



July

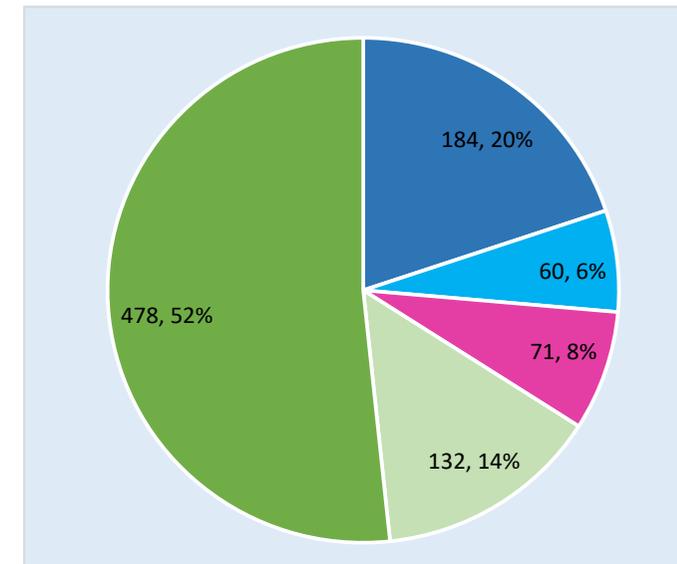


August



Sept

7



Total for Q2

Total Reviews per Service Category

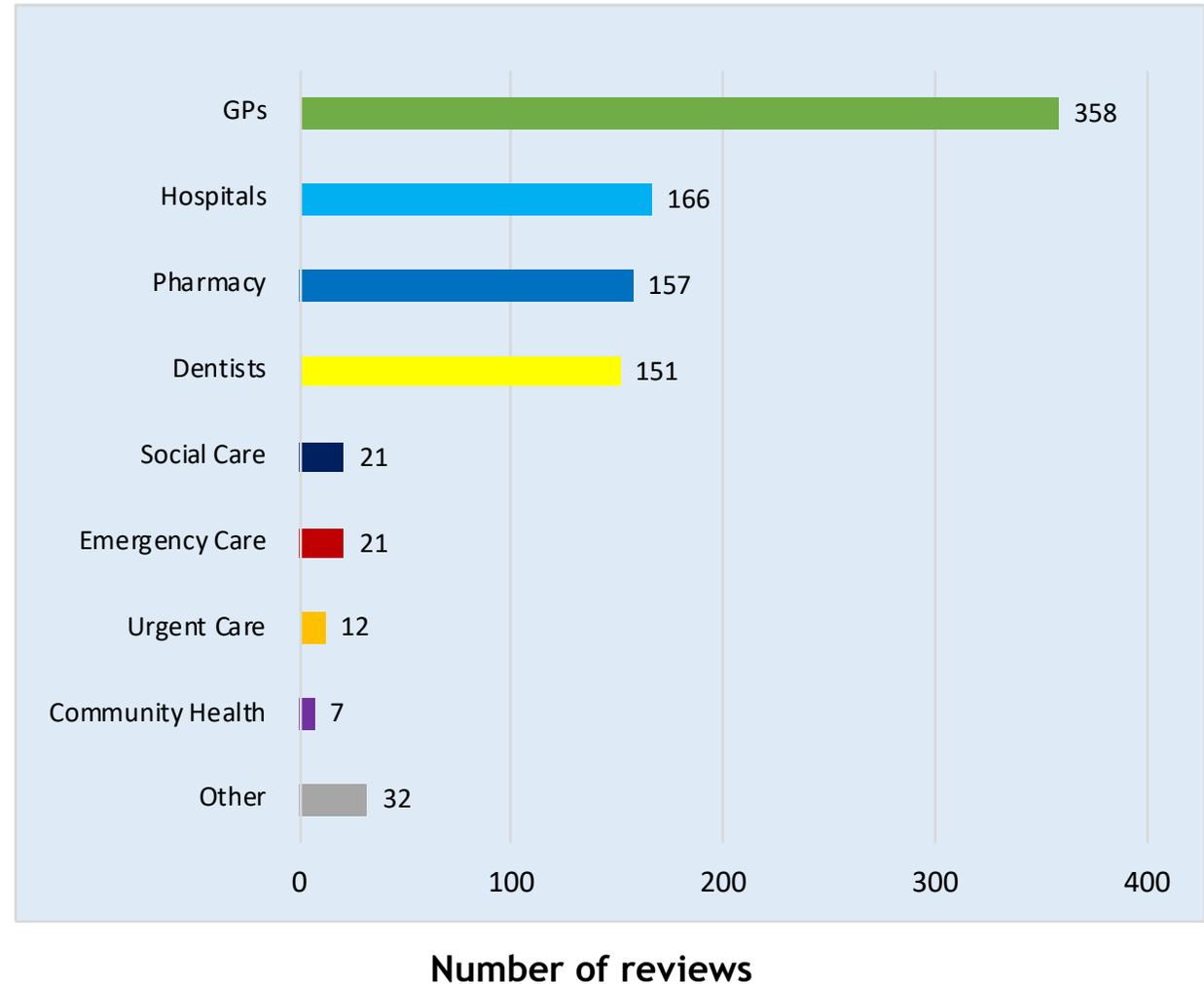
The patient reviews recorded for this quarter cover 9 service type categories, as seen in this chart.

The category with the highest number of reviews recorded is the GPs category (358), followed by Hospitals (166), then Pharmacies (157)

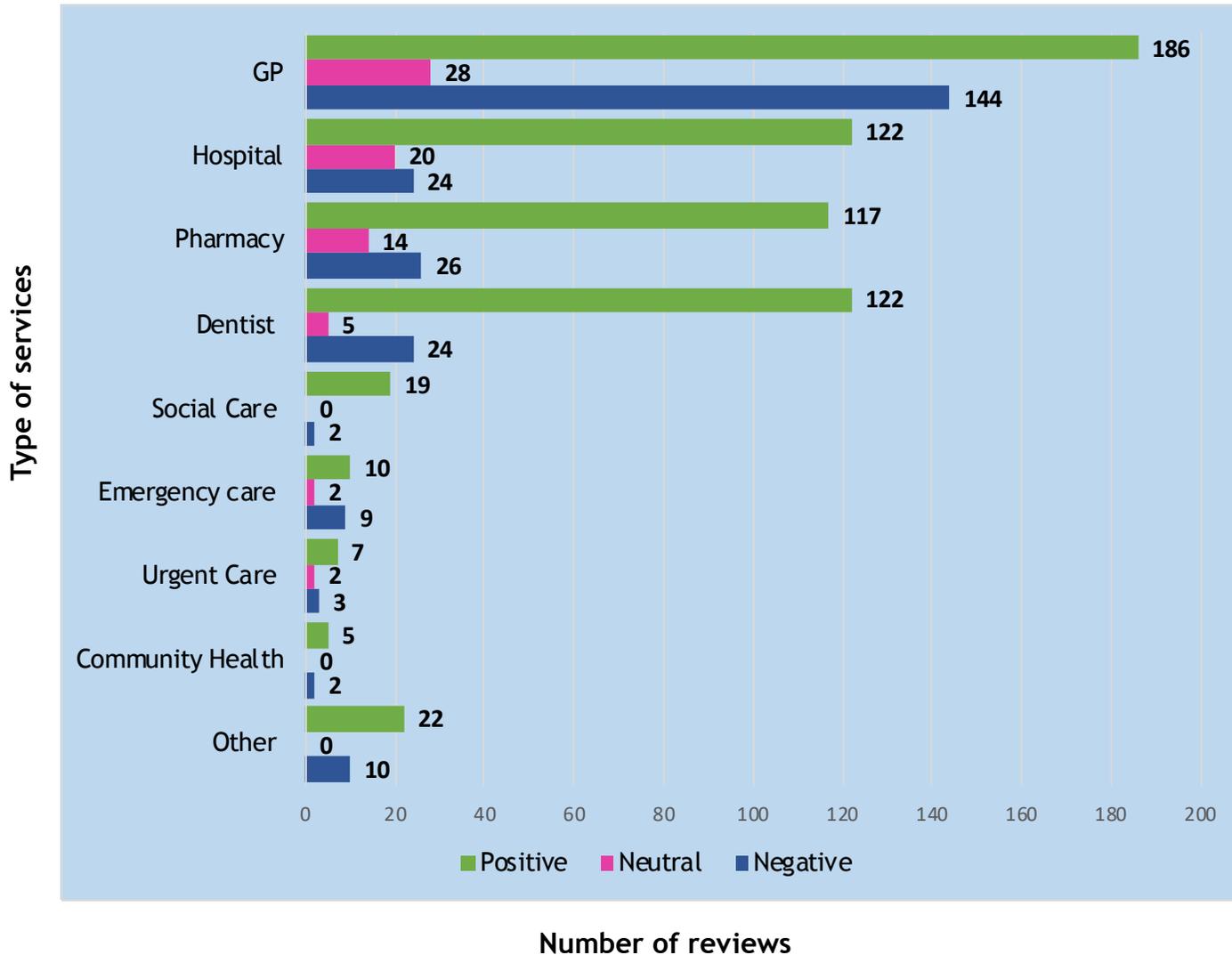
Residents typically tend to give more reviews about primary care services as this is the first point of contact within the healthcare system.

Dentists also received a significant amount of reviews when compared to the last quarter, which is the likely result of dental services re-opening for routine appointments from June.

Type of services



Distribution of Positive, Neutral & Negative



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

39% of the reviews were about people's experiences of GP services, 18% related to hospitals. While 17% and 16% of reviews focused on pharmacies and dentists respectively.

Other comments were about Social Care, Community Health, Urgent Care, Emergency Care and Others.

If we look at the top 4 services, we see different ratios of positive, negative and neutral reviews. Dentists is the most highly rated service with 81% positivity, followed by pharmacies at 75% positivity and hospitals with 74%.

Experiences of GP services were far more mixed with 52% of all comments being positive and 40% being negative.

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 Q2 these areas were: GPs, Hospitals and 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 subthemes may be applied to the comment (see appendix 3, p47-49, for a full list).

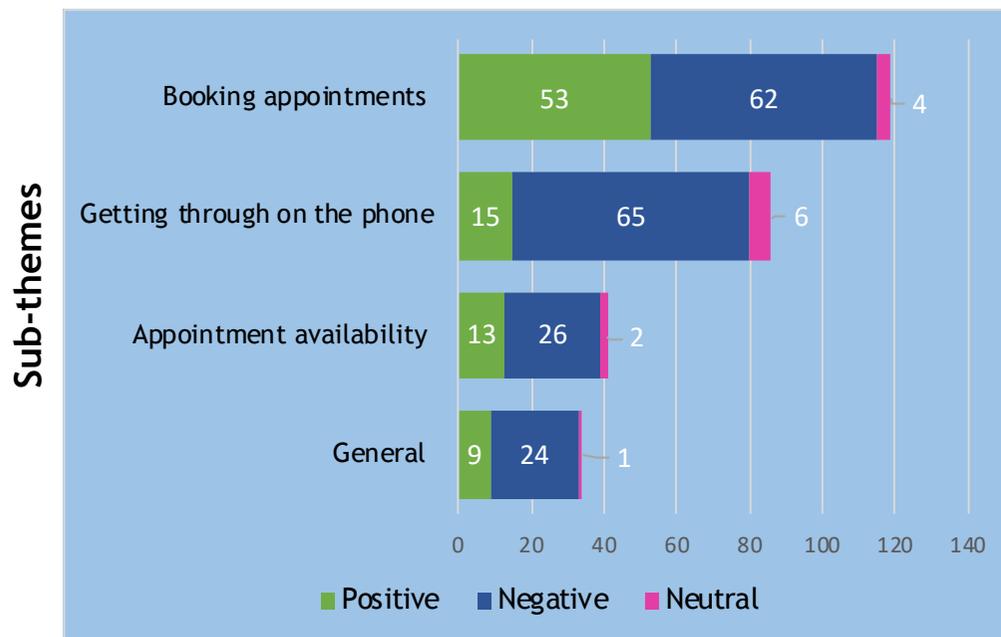
For this reason, the total numbers of themes-counts will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative or neutral 'sentiment' is given. The application of themes, sub-themes and sentiment is a manual process and differs to the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

GP Themes and Sub-Themes

Administration was the most applied theme relating to GP services this quarter with 294 counts, which can be broken down into 31% (91) being positive, 4% (12) neutral and 64% (188) being negative. This was caused by many patients expressing their dissatisfaction on how long they had to wait to get through on the phone and their difficulty in booking appointments. The chart below shows the top 3 sub-themes for the **Administration** theme for GPs.

The **Booking appointments** sub-theme was mentioned on 119 counts, 45% (53) were of a positive sentiment, 3% (4) neutral and 52% (62) were negative. The negative sentiment was slightly higher than the positive which shows that booking appointments was an issue for patients. This, combined with a 76% (65) negative sentiment for the **Getting through on the phone** sub-theme highlights significant issues regarding patients communicating with their GP surgery remotely.

Top sub-themes for Administration



Number of reviews

Positive reviews

“My newborn’s immunisation appointments and check ups have been organised accordingly.”
GP surgery

“I always seem to get an appointment quite easily, if I'm unable to get on the phone in the morning, I can walk in and get an appointment for the same day.”
GP surgery

Negative reviews

“Nobody picks up and you end up in a queue for hours at a time. Often when you get to the end of the queue the line cuts off.”
GP surgery

“Can never get an appointment, got asked by my doctor to book a follow up in March. I haven't been able to get one since. Appointments are always gone by 8am.”
GP surgery

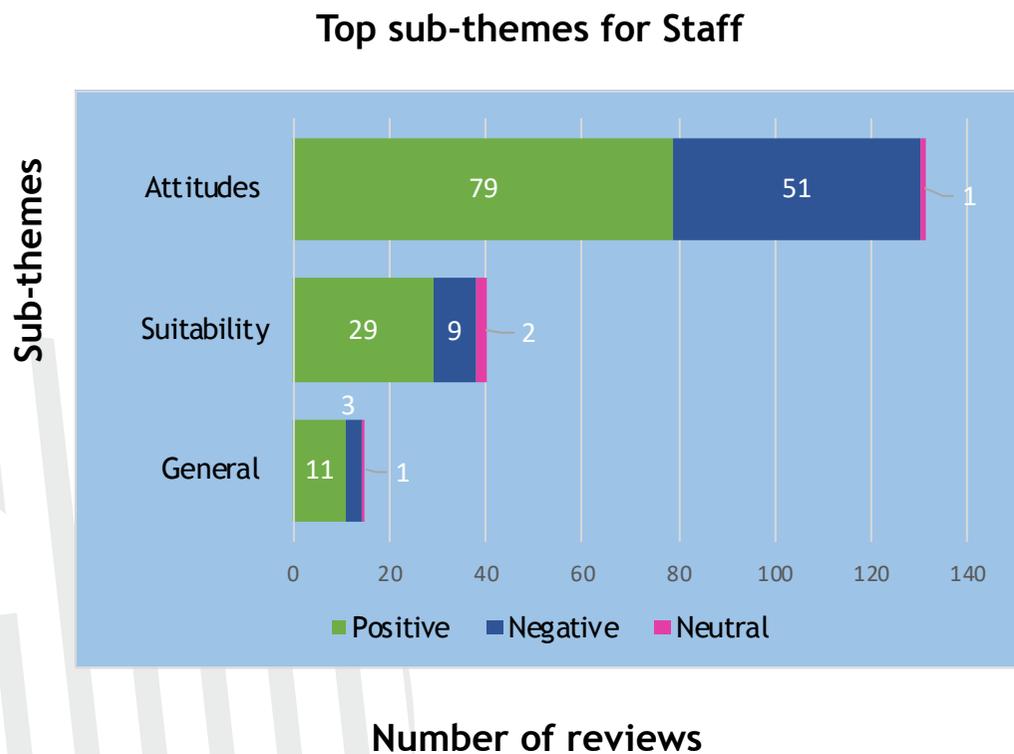
“Cant even get hold of them for an appointment...i've been trying for weeks now.”
GP surgery

GP Themes and Sub-Themes

Staff was the second most applied theme for this quarter, there were 196 counts for this quarter, with 62% (121) being positive, 2% (4) neutral and 36% (71) were negative.

The majority of reviews were relating to **Staff attitudes** with 131 counts, which were mostly positive. Of the reviews, 60% (79) were positive, 1% (1) neutral and 39% (51) negative. Showing that on the whole, patients were pleased with the attitudes of staff at GP surgeries. Traditionally we have seen that most residents are happy when engaging with doctors and nurses but sometimes have issues with receptionists, especially when facing difficulties accessing services.

The chart below shows the top 3 sub-themes for the **Staff** theme for GPs.



Positive reviews

“The doctors are all lovely and are really understanding and helpful.”
GP Surgery

“Dr was very empathetic and professional during our consultation, perfect balance explaining technical medical terminology in a efficient and understandable way.”
GP Surgery

Neutral/Negative reviews

NEGATIVE: “They are very rude and they never answer the phones. When they do there is no proper decorum.”
GP surgery

NEUTRAL: “The receptionist makes too many mistakes with appointments, data and is very rude. Some of the GP’s are excellent and non judgemental, which is wonderful.”
GP surgery

GP Themes and Sub-Themes

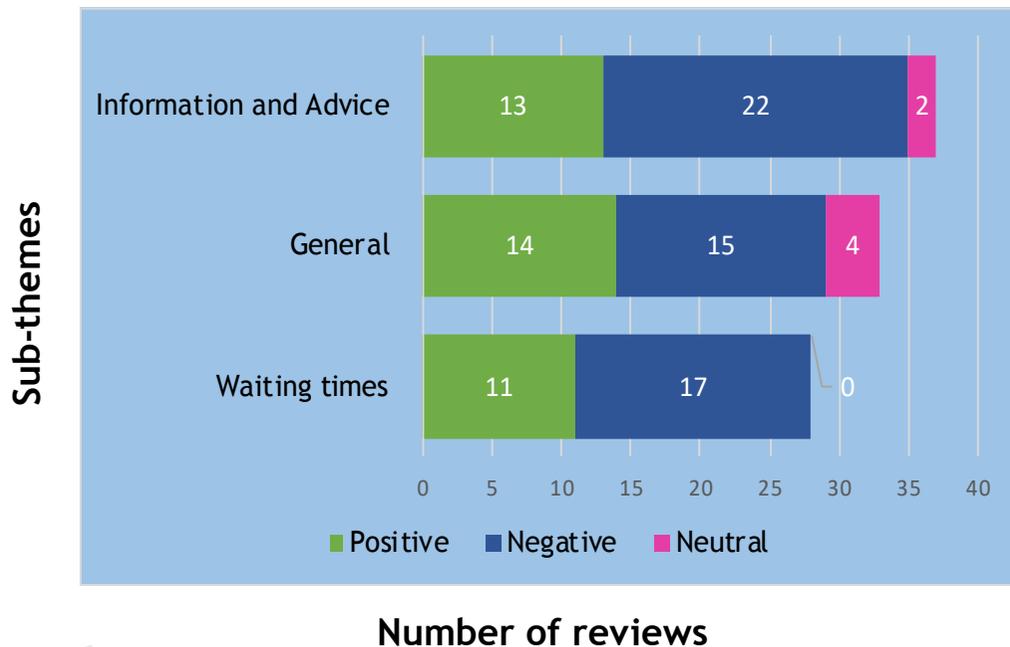
Access to services was the third most applied theme for GPs this quarter, the theme was applied on 145 counts to reviews, with 39% (57) of these reviews being positive, 56% (81) negative and 5% (7) being neutral.

The chart below shows the top three sub-themes for the **Access to services** theme.

The sub-theme relating to **Information and advice** was most frequently mentioned. It was applied 37 times, 59% (22) being negative, 35% (13) positive and 5% (2) neutral, caused by patients voicing concerns about the lack of access to information and advice, often worsened by difficulty in getting through on the phone and accessing advice from GPs. Patients also noted the busy nature of GPs during this time which led to a lack of time to explain their situation and be given appropriate detailed advice.

The next frequently applied theme was **General**. It was applied 33 times, 42% (14) being positive, 12% (4) neutral and 45% (15) negative. This was shortly followed by the **Waiting times** sub-theme which was applied on 28 counts and had a higher negative sentiment (61%) than positive (39%). Amongst this, we heard concerns from patients about waiting times for appointments, including blood tests and flu jabs in September.

Top sub-themes for Access to services



Positive reviews

“I rang the GP for some advice a couple of weeks ago and they offered to have a doctor ring me back.”

GP surgery

“Because of the situation, they gave a specific time and it was much less busy than normal. It was more efficient and I didn't have to wait long.”

GP surgery

Neutral/Negative reviews

“Never once throughout covid-19 have I received any message from my practice Re. Ways to access the service. I call, no one answers, I email, get told not to email but call.”

GP surgery

NEUTRAL: “It seems to be that practices can only operate under technology now. I wish it was easier to just pass on a message.”

GP surgery

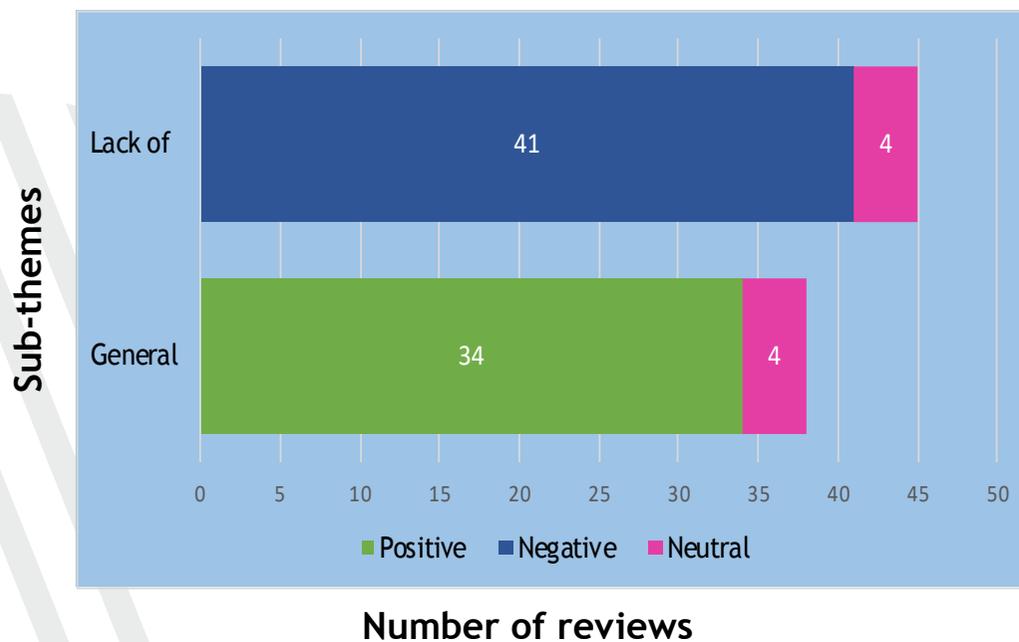
GP Themes and Sub-Themes

Communication was the fourth most applied theme for this quarter, which is largely related to the issues the COVID-19 lockdown has raised. Patients commented on requiring more clarification around guidance, were unaware how their practices were operating and experienced long waiting times to contact their GPs.

The Communication theme was applied on 83 counts, 49% (41) were negative, 10% (8) neutral and 41% (34) positive. All reviews focused on either the **Lack of communication** and **General** sub-themes. The **Lack of communication** sub-theme received 45 counts, 91% (41) were negative and 9% (4) were neutral whereas for **General**, which covered less specific topics relating to communication, 89% (34) were positive and 11% (4) were neutral.

This shows a relatively similar split between those who had a positive experience of communication from GPs, and those which experienced it negatively. This highlights areas for improvement in communication now that patients are increasingly accessing services remotely.

Top sub-themes for Communication



Positive reviews

“Compassionate care and follow up. Good systems in place.”
GP surgery

“Since the lockdown I have been communicating with my GP/surgery through the app and my experience so far has been very positive. This surgery offers a very fast response compared to many others.”
GP surgery

Negative reviews

“...Every time she calls for medication, there is a delay, repeat phone calls are needed, prescriptions are either not complete, or are sent to the wrong pharmacy. They do not tell you which pharmacy to go to. She has made 9 phone calls this week trying to get her medication, and now has to wait until Monday morning so will be without for the weekend...”
GP surgery

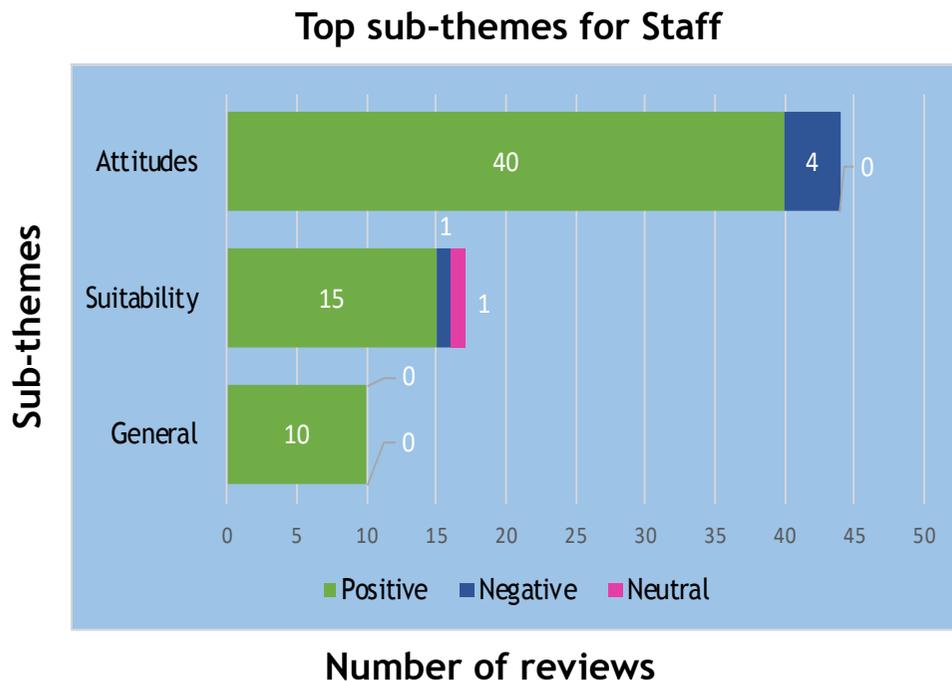
“When I arrived they were rude and sent me away straight away for not having a form from my GP despite nobody (including the people on the phone, or my own GP) telling me I needed one.”
GP surgery

Hospital Themes and Sub-Themes

Hospital services were the second highest reviewed services during Q2 with 166 counts. The **Staff** theme was the most applied theme to hospitals this quarter with 77 counts.

The percentage remained overall positive with 88% (68) being positive. The negative sentiment was 9% (7) this quarter and the neutral sentiment was 3% (2). The chart below shows the top 3 sub-themes for the **Staff** sub-theme this quarter for hospitals in Lewisham.

The sub-theme **Attitudes** received the most counts in this category, applied to reviews on 44 times. Of that number, 91% (40) were positive. This is followed by **Suitability** which received 17 counts which 88% (15) of them were positive. This shows that generally patients were extremely satisfied with the staff they encountered when accessing hospitals, as they helped make them feel reassured during what can be an emotional experience.



Positive reviews

“He was very compassionate and really listened to me.”

Hospital

“Thank you for helping me feel so relaxed, being so friendly and doing everything in your power to help me stay incredibly calm...”

Hospital

“An admin member of staff made my stay exceptionally better when things hadn't initially gone the way I had hoped... Exceptional people skills and really made me feel better.”

Hospital

Negative reviews

“No midwives come to check on patients regularly. Anesthesiologists do not respect your wishes. I would never go back there.”

Hospital

“Receptionist very unhelpful and could clearly see I was distressed...”

Hospital

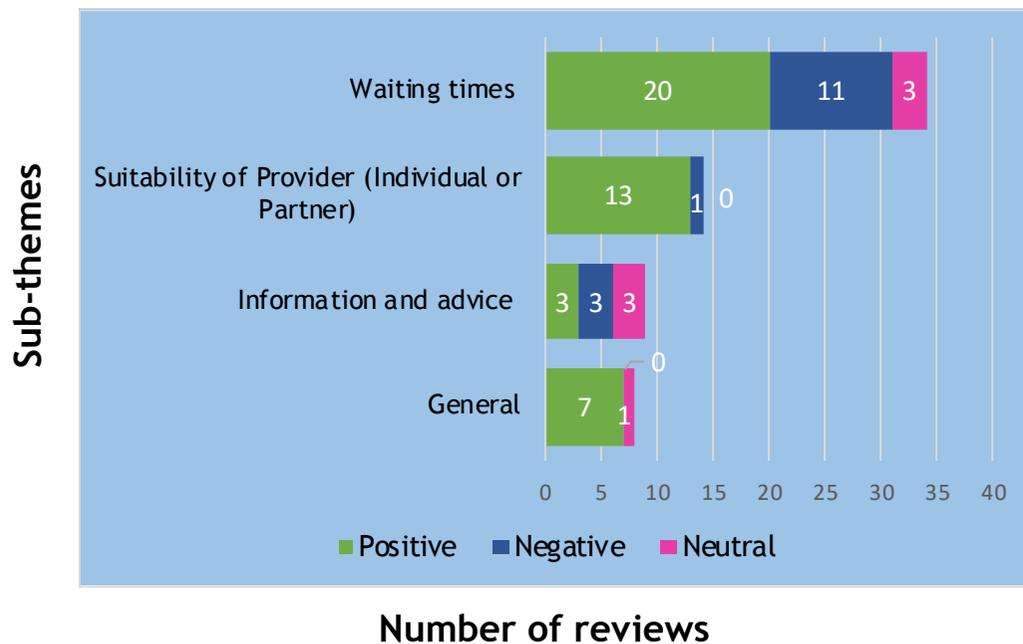
Hospital Themes and Sub-Themes

Access to Service was the second most applied theme with 73 counts, of which 63% (46) were positive, 25% (18) were negative and 12% (9) were neutral.

The highest applied sub-theme by a significant amount with 34 counts was the **Waiting times** sub-theme. Of these reviews, the positive sentiment was highest with 59% (20), followed by 32% (11) negative and 9% (3) neutral. This showed that patients were mostly pleased with the waiting times at the hospital. Waiting times at hospitals has typically been a key concern for Lewisham residents, however, this has changed during the COVID-19 pandemic with patients seeing much quieter services.

The chart below shows the top 4 sub-themes for the **Access to Services** sub-theme this quarter.

Top sub-themes for Access to services



Positive reviews

“I had to go down to A&E and I was seen practically straight away because of the severity of the situation and symptoms of tightness in the chest. Very professional and I was surprised how quick I was seen, obviously due to COVID-19 and the lack of people using the hospital.”
Hospital

“I went to the hospital and was seen with ease, I had no issues with the quality of service.”
Hospital

Negative/Neutral reviews

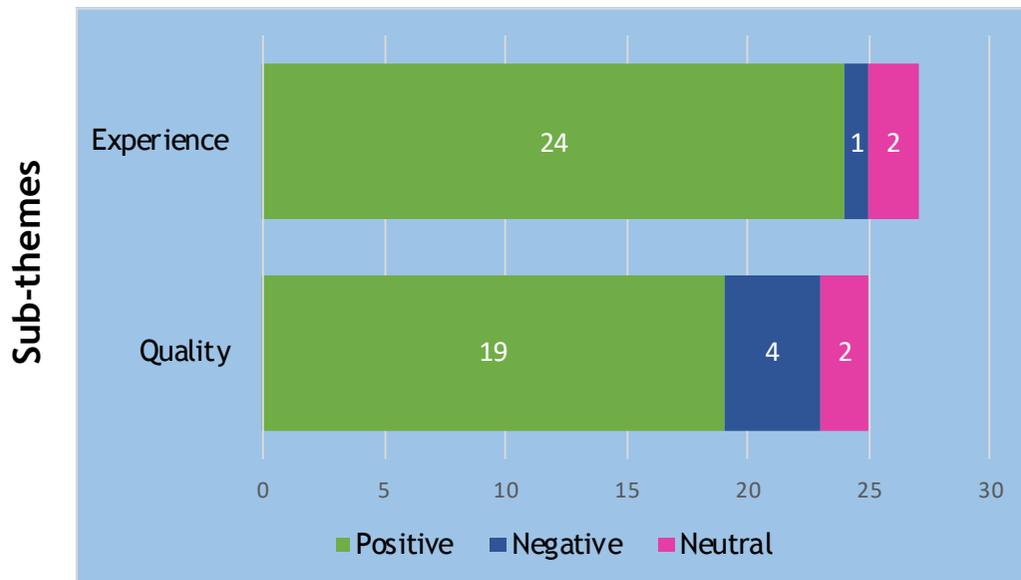
NEGATIVE: “The consultant had no information to share with me about the condition e.g leaflet. Told me to read the internet.”
Hospital

NEUTRAL: “...And even though I was there for a long time and there were some other delays that made me a little anxious, they were all lovely and reassuring.”
Hospital

Treatment and care was the third highest theme applied this quarter for hospitals with 59 counts. 81% (48) were positive, 12% (7) were negative and 7% (4) were neutral. The chart below shows the top 4 sub-themes for **Treatment and care**. The feedback was largely positive, and the most frequently mentioned sub-themes were '**Experience**' with 27 counts and '**Quality**' with 25 counts.

Both of these sub-themes were rated positive, as shown in the below chart. It is evident that patients were extremely happy with the attitudes of staff and quality of treatment they received from hospital services. We have found these themes to directly correlate as opinions of treatment are influenced by how people perceive the staff administering the treatment.

Top sub-themes for Treatment and care



Number of reviews

Positive reviews

“I wasn’t upset about this change of plan because he had prepared me for this possibility before I went to theatre.”

Hospital

“The whole experience could not have been better: really clear explanations by the clinicians who treated me and warm, friendly care all round.”

Hospital

“My father is a heart patient, the hospital is good, they treated him well and the quality of care was there.”

Hospital

Negative reviews

“...After care pretty horrendous in my opinion.”

Hospital

“They took me in for an operation, and they could not help me. They never looked properly before doing the operations. I complained of stomach pains and I was only given tablets.”

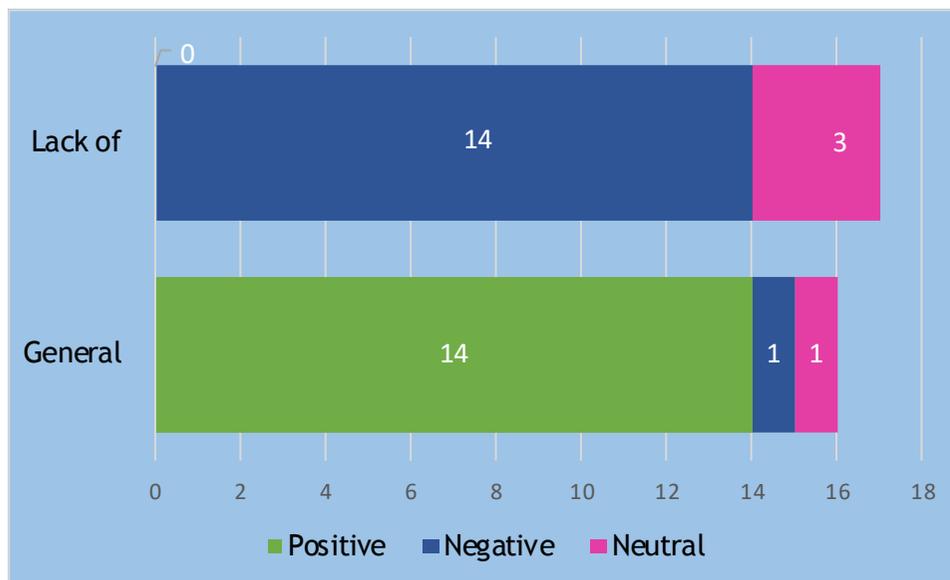
Hospital

Communication was the fourth highest theme applied this quarter with 33 counts. Overall, 42% (14) were positive, 45% (15) were negative and 12% (4) were neutral. The chart below shows the top 2 sub-themes for the **Communication** theme this quarter.

The **Lack of communication** sub theme received 17 counts, of these, 81% (14) were negative and 19% (3) were neutral. For the **General** sub-theme, there were a total of 16 counts. 88% (14) were positive, 6% (1) were negative and 6% (1) were neutral.

There is generally an even split between positive and negative experiences which shows that there is room for improvement in the way hospitals communicate with patients, particularly concerning follow ups, aftercare, and cancelled or delayed appointments due to COVID-19. Further work must be done by hospitals to ensure all patients are informed of their hospital appointments.

Top sub-themes for Communication



Number of reviews

Positive reviews

"They're an outstanding service with an outstanding follow up. I had some suspicious lumps removed and they were really great at following up with a biopsy, appointments/phone calls. They also sent me text reminders before my appointment and are great at communicating."
Hospital

"I was sent a reminder of my appointment, so the process from beginning to end was efficient."
Anticoagulant clinic

"They're good at phoning me when they say they will phone me."
Renal Clinic

Negative reviews

"...He then organised for me to have an ultrasound scan around 3 weeks ago and I have not yet heard anything. The communication isn't there and I feel like us people with existing health conditions are struggling and have no support."
Hospital

"The only problem was the referral, it took a long time, it was not great to have to keep phoning up to check for the appointment."
Hospital

University Hospital Lewisham

Out of the 166 feedback comments towards hospitals, 71% (118) of reviews were relating directly to **University Hospital Lewisham**. Below is a brief spotlight on the main themes patients commented on regarding this service.

Overall, 61% of feedback comments had a positive sentiment, 20% were negative, and 19% neutral.

Areas of concern

- » Communication, 52% negative.
- » Administration, 82% negative. More specifically, the 'Getting through on the phone' and 'Booking appointments' sub-themes scored negatively.

Areas of good practice

- » Access to services, 61% positive.
- » Staff, 88% positive.
- » Treatment and care, 85% positive. Including Experience (95%) and Quality (75%) sub-themes which were highly positive.

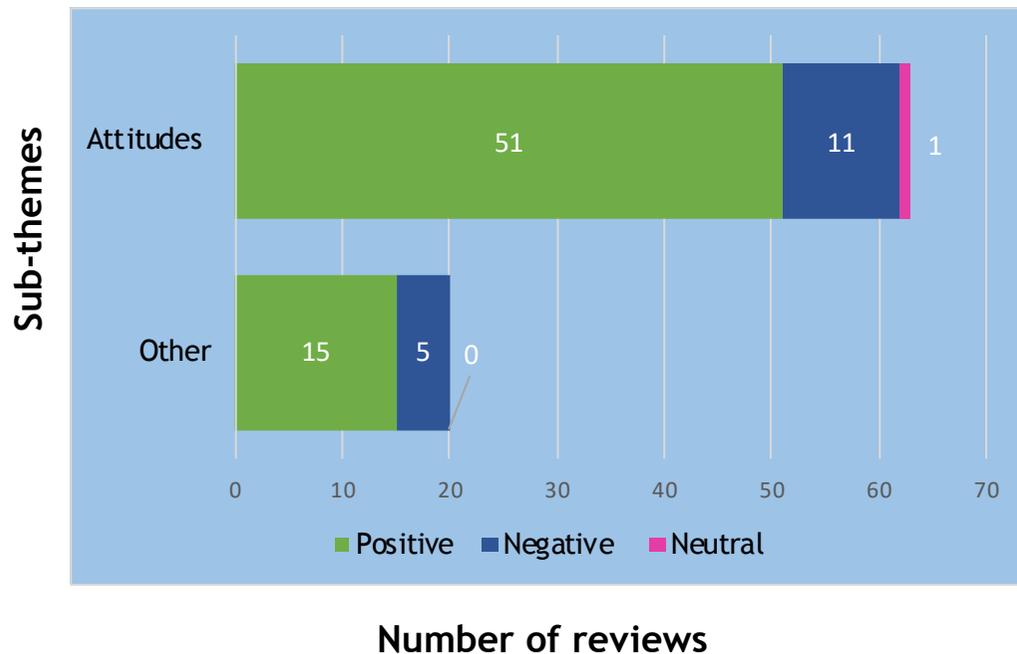
Staff was the highest theme applied for pharmacies this quarter with 83 reviews discussing the theme. Overall, 80% (66) were positive, 19% (16) were negative and 1% (1) were neutral. This shows the overall sentiment towards the staff is positive with a 61% difference between positive and negative. The chart shows that the main sub theme for the **Staff** theme was the **Attitudes** sub-theme.

The majority of comments related to the attitudes of staff, of the 63 experiences which come under this theme, 81% (51) were positive, 17% (11) were negative and 2% (1) were neutral.

The '**Other**' sub-theme is a mix of all other sub-themes as there was not enough to determine a general consensus for each of them. These sub-themes consist of: General (8), Suitability (9), Staffing levels (2) and Training and Development (1). Within this, 75% (15) were positive and only 25% (5) were negative.

Overall, residents continue to be pleased with pharmacy staff and value the support they get from these healthcare professionals. However, it should be noted that some residents found services to be short staffed which impacts on communication with other staff and residents.

Top sub-themes for Staff



Positive reviews

"In this current crisis, they do everything and are polite, when you phone them they're always polite. They're always welcoming with a smile on their faces."
Pharmacy

"Nice people. Always helpful and kind to everyone."
Pharmacy

"Polite, efficient and very helpful."
Pharmacy

Negative reviews

"This pharmacy is always so busy, and I always have to wait a very long time, they're quite short staffed and it doesn't seem like the staff communicate very well... I think they're just overrun."
Pharmacy

"They're quite short staffed and it doesn't seem like the staff communicate very well."
Pharmacy

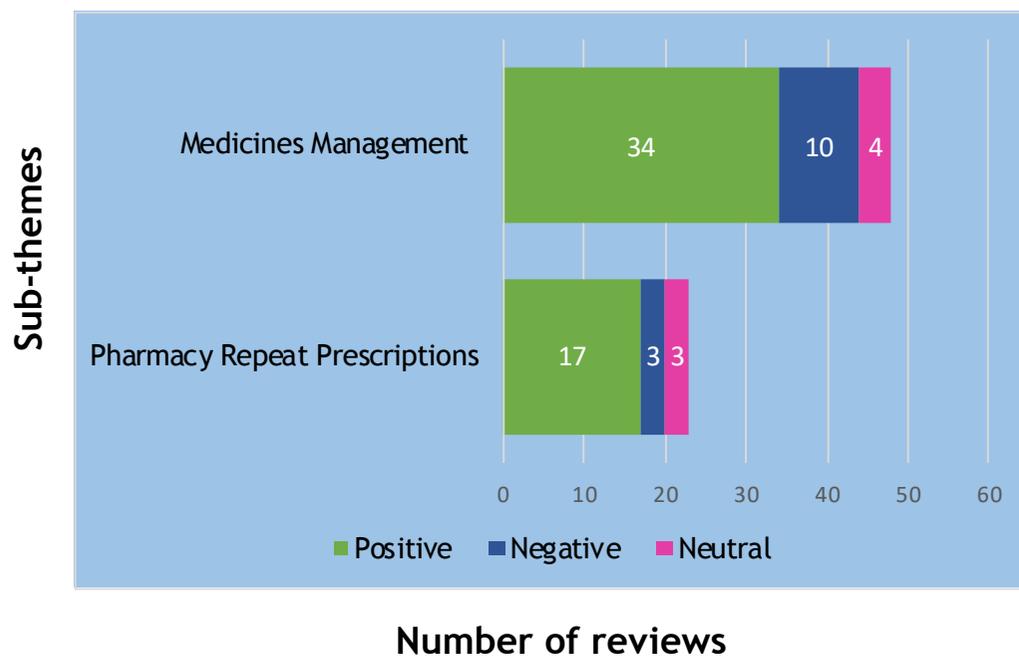
Medication was the second highest theme applied this quarter with 71 counts.

Overall, 72% (51) were positive and 18% (13) were negative and 10% (7) were neutral. This shows the overall sentiment regarding medication was positive with a 54% difference between positive and negative comments.

Most comments covered the **Medicines Management** sub theme which was highlighted in 48 reviews. 71% (34) were positive, 21% (10) were negative and 8% (4) were neutral. **Pharmacy Repeat Prescriptions** was the second most selected sub-theme with 23 counts, 73% (17) were positive, 14% (3) negative and 14% (3) neutral.

Patients, on the whole, found picking up prescriptions from the pharmacy to be an extremely efficient process.

Top sub-themes for Medication



Positive reviews

“They always have my prescription ready and are really efficient.”

Pharmacy

“Excellent prescription service.”

Pharmacy

“They're really brilliant, I'm on statins and I collect my medication from the pharmacy. It's all well organised.”

Pharmacy

Negative and Neutral reviews

“You will go in the day after your first visit and no body seems to know anything about the enquiry.”

Pharmacy

“They constantly mess up my medication every week it's prescribed for me, I suffer from a blood disorder that causes pain. This pharmacy will tell me they don't have any medication for me causing me to run around to find out where my medication is.”

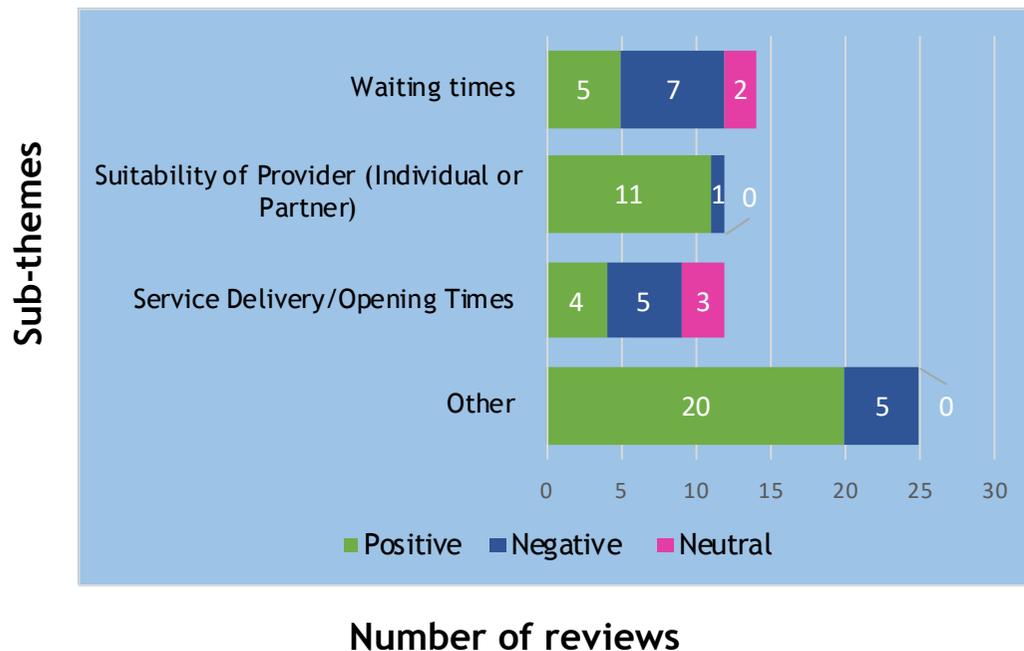
Pharmacy

Access to services was the third most applied theme this quarter with 63 counts. Overall, 63% (40) were positive experiences, 29% (18) were negative and 8% (5) were neutral. This shows the overall sentiment towards Access to services was positive but by combining negative and neutral reviews we can see that there are still areas for improvement.

Most service users commented on the **Waiting times** sub theme, which received 14 counts, of which 50% (7) were negative, 36% (5) were positive and 14% (2) were neutral. Although a small sample size, this indicates that there are mixed experiences when residents are trying to access the service.

The **Other** sub-theme is a mix of sub-themes as there was not enough to determine a general consensus for each of them. These sub-themes consist of: Convenience/Distance to travel (1), Information and advice (9), Lack of (3), General (10), and Suitability of Provider (Organisation) (2).

Top sub-themes for Access to services



Positive reviews

"Not just a place to buy medicines etc, they are extremely knowledgeable on a range of conditions & can speak with authority on how best to treat a condition."

Pharmacy

"It was really quick and informative. They went through my travel plans and also didn't try and recommend jabs that weren't needed. Explained in detail about what was essential."

Pharmacy

Negative reviews

"...He refused to help as I wasn't a customer of his."

Pharmacy

"I was hoping the person that served me to give me reassurance and advice on what product to purchase. The staff didn't seem knowledgeable and despite not being able to help me didn't call anyone else for support."

Pharmacy

"Before the pandemic this service was OK, recently it has been difficult to access, the queues are long and the service is really slow."

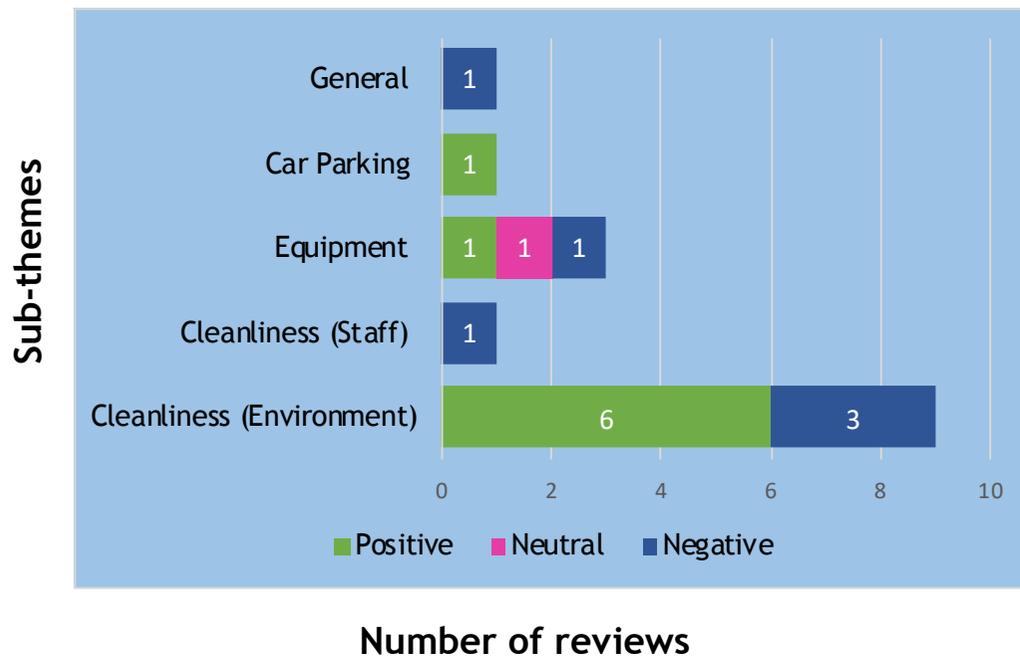
Pharmacy

The fourth highest theme applied this quarter with 15 counts was **Facilities and surroundings**.

Overall, 53% (8) were positive, 40% (6) negative and 7% (1) neutral. The majority of these comments were regarding the cleanliness of pharmacies during this period, infection control, the use of PPE and the methods pharmacies had undertaken to keep their service users safe.

Whilst there is limited information regarding this sub-theme, it represents some of the views of residents around the COVID-19 safety measures within pharmacies.

Top sub-themes for Facilities and surroundings



Positive reviews

"My pharmacy is very strict with the social distancing rule which makes me feel safer and want to use service."

Pharmacy

"It's no problem, I like the fact that there is parking available nearby, giving me easy access to the pharmacy."

Pharmacy

"The queues have been regulated; they've picked things up for you because they're wearing PPE."

Pharmacy

Negative reviews

"Rather upsetting to see that mask wearing is unenforced at what is usually a brilliant pharmacy... This policy is irresponsible puts immunocompromised and elderly patients at risk."

Pharmacy

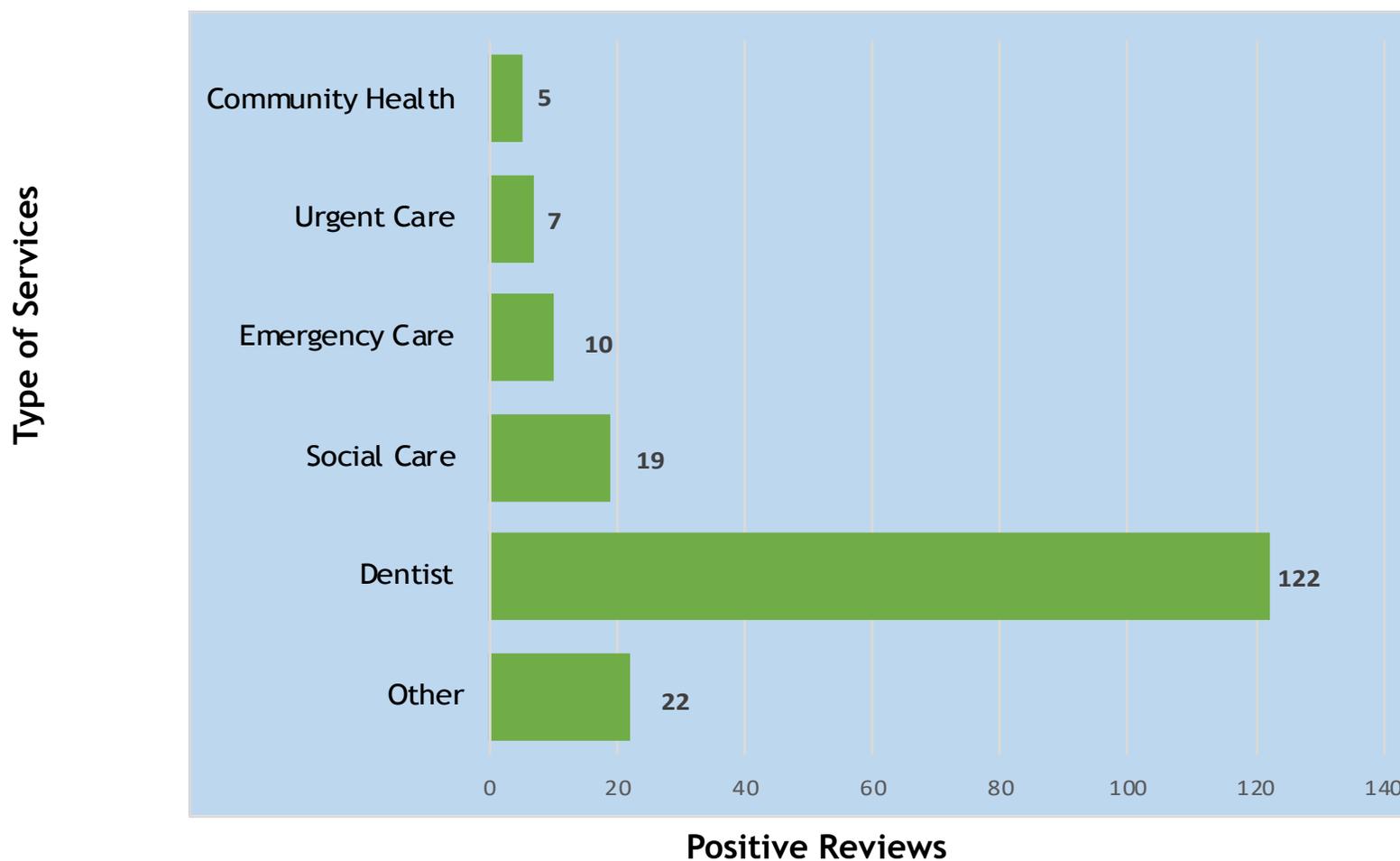
"...A bit more care and COVID-19 procedures should be implemented at this pharmacy, no sanitizer offered on arrival."

Pharmacy

Other Positive Reviews

Looking at the positive reviews we have received allow 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 by service area and goes on to give some examples of comments received.

July-August-September





Social Care

“The team here have done everything they can to make this time as easy as possible. The care and love they have shown have made this period so much easier to manage...”

Care Home

“Very friendly staff. Clean and tidy. The visit was very well organised; careful due to covid-19.”

Care Home

“They remind me of my appointments the day before and always have my medication for my mental health.”

Mental Health



Dentists

“Always punctual, efficient and professional. Good listeners and explainers.”

Dentist

“I suffer with dental phobia and the practice as well as the female dentist I see is very reassuring and make me feel at ease. Everyone in the practice is friendly, helpful and lovely people.”

Dentist

“I was referred there for an emergency tooth extraction. Was such a speedy procedure and pain free.”

Dentist



Urgent Care

“Very quick, friendly and helpful service, thank you very much.”

Urgent Care

“Had a brilliant experience. I was seen in less than 15 minutes, and all staff were polite and thoughtful.”

Urgent Care



Community Health

"Efficient service, easy to access, the test arrived discretely and the results came back very quickly via text message."
Sexual health

"I would never hesitate to refer patients, knowing they would get experienced, high quality advice and care. I would get a very thorough report back, especially if they had been for gait analysis. The best technology being overseen by the best people."

Podiatry

"Friendly and highly professional staff in any department."

Podiatry



Others

"The service has been excellent during this time, when you're in an emergency you can ring them there is always somebody there to speak to, you can always get hold of a doctor."
SELDOC

"Very friendly and helpful staff. Very knowledgeable too. You can also book appointments online and recycle your old glasses in store."
Opticians

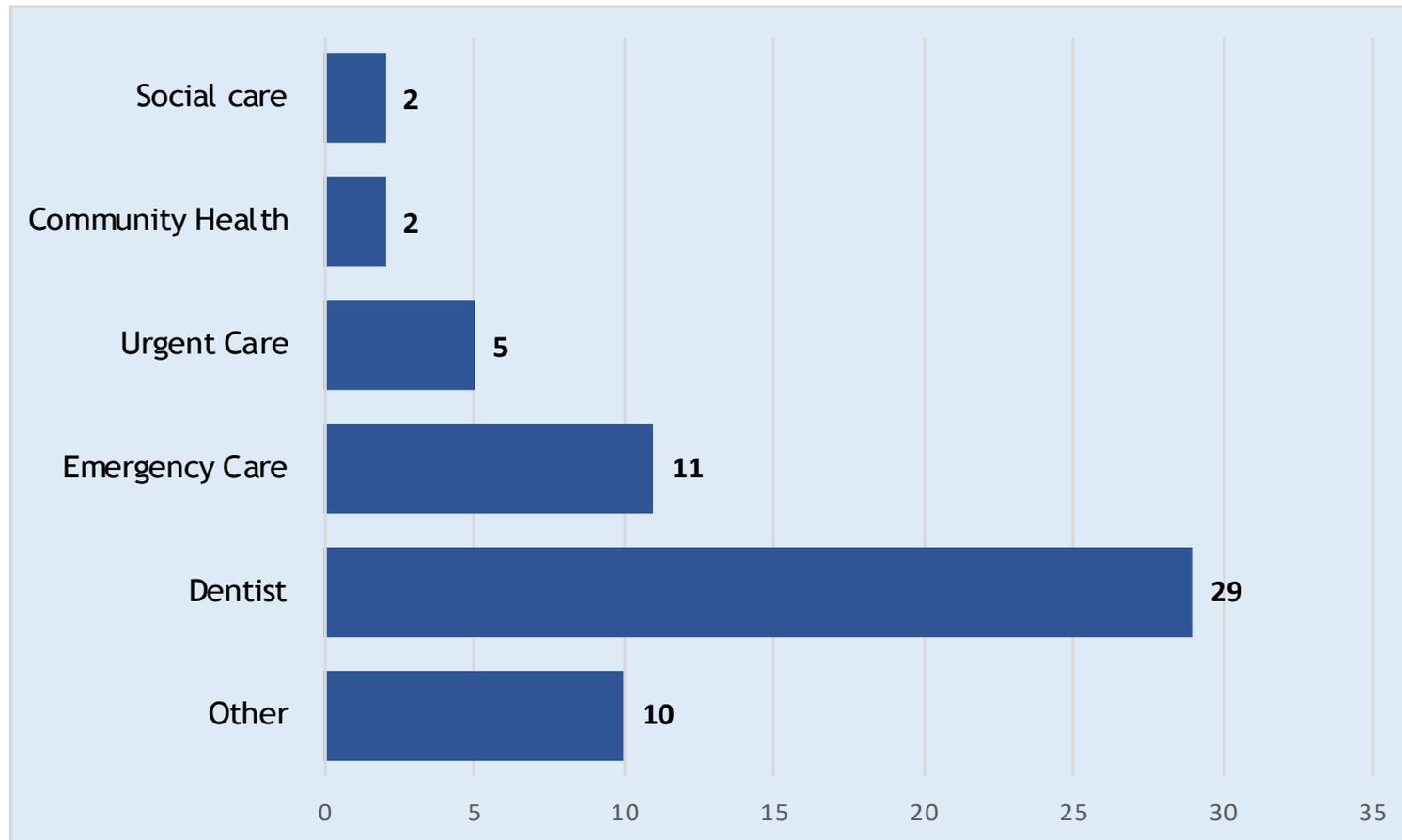
"...Was able to explain why my eye test results had been different at two different opticians and helped me understand my eyesight and prescription properly."
Opticians

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 needs to improve in order to provide an all round positive experience. This section provides an overview of the number of negative and neutral reviews by service area and goes on to give some example of comments received.

July-August-September

Type of Services



Negative & Neutral Reviews

27



Urgent Care

“Asking me to disclose personal information over the phone when they called me, without proof that they were from the hospital. No regard for data protection.”

Urgent Care

“I’ve been referred to a gastroenterologist by my GP in early March just before the pandemic. 5 months later I’ve spoken to my GP on numerous occasions, I asked for my appointment to be chased, contacted PALS, contacted NHS England. The verdict is the same everywhere... It seems the only way to get treatment is when it’s too late.”

Urgent Care



Community Health

“You get a call once a week - they don't ask how you are coping, they will send you links to AA without considering if you have the confidence to talk to strangers.”

Mental Health

“Due to covid-19 we only have phone calls and even after my recent attempt they still only do phone call appointments.”

Mental Health



Dentist

“The service provided during this COVID-19 time has been very bad. No one manning the phones, and it's days before calls are return. I had to travel 1 hr to collect meds, only to get there to be told that it was not sent, after calling the Centre to inform them, i received a call back 4 days later. I will be leaving this Dental Centre.”

Dentist

“Refused to discuss alternative/more realistic practices in the local area, even private. When I asked I was told to go away and Google it.”

Dentist

“Very rude front desk staff.”

Dentist



Emergency Care

“I tried to access this service during the pandemic for a non-COVID related issue. The service wasn't very good and took too much time to access. Eventually, I contacted my GP instead.”

Emergency Care

“The service steered me away from going to A&E with my symptoms. It wasn't until the symptoms got really bad that I was encouraged to go. I ended up in hospital for 70 odd days with COVID-19. I was really not happy with this service.”

Emergency Care



Others

“Not really helpful/informative/supportive at all... in my honest opinion, very selective on who they choose to offer help towards.”

Mental health

“Although we still get calls, they don't work the same remotely and with lockdown continuing, the services are still not opening. Whilst they are providing telephone contact, accessing therapy via the phone adds it's own difficulties... COVID has meant that accessing mental health services has either disappeared or moved remotely and this has it's own issues.”

Mental health

“This was a routine check that was 25/30 minutes late...Staff should be proficient, professional manner and hospitality service to help make the buying process and experience fulfilling long lasting and a success.”

Opticians

“Bad experience, I will never return.”

Opticians

Primary Care Network Reviews

The following pages show the number of positive, negative and neutral reviews for each surgery based on an overall star rating. The bar charts reflect the overall star ratings for each service this quarter.

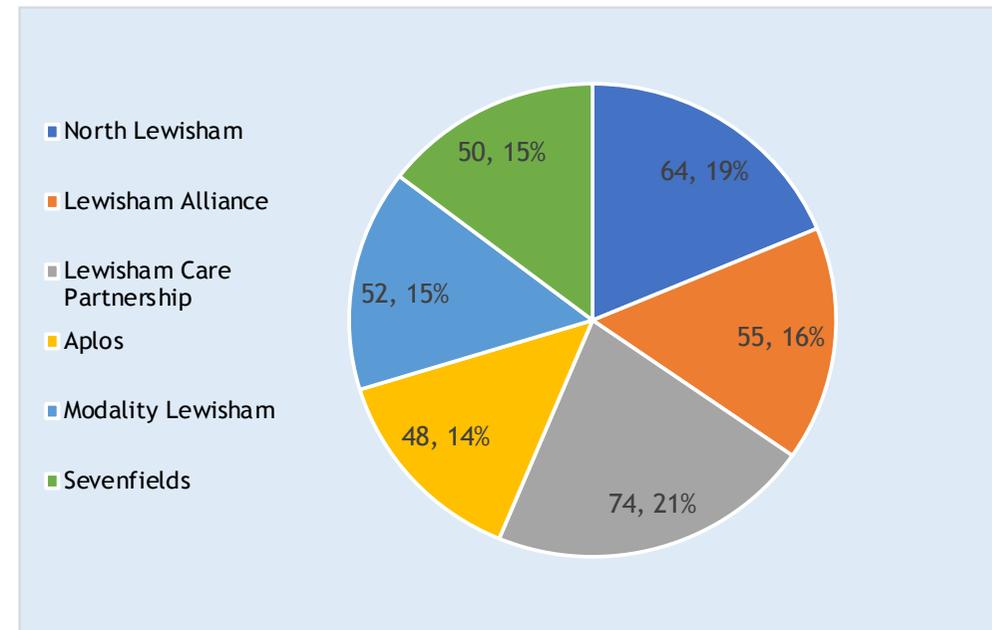
The London Borough of Lewisham is divided into six PCN Network areas: North Lewisham, Lewisham Alliance, Lewisham Care Partnership, Aplos, Modality Lewisham and Sevenfields. The following pages show services within these Network areas.

Whilst GP surgeries were the most highly reviewed service category this quarter, the following slides do not show the averages against specific star ratings such as cleanliness, getting through to someone on the phone etc. This is due to the sample size being small and therefore unrepresentative overall. It is not mandatory for residents to complete the specific star ratings and therefore this can cause a gap in data.

GP surgeries which received no feedback comments this quarter will not feature on the following slides. We will attempt to increase feedback from those GP surgeries through targeted patient engagement work.

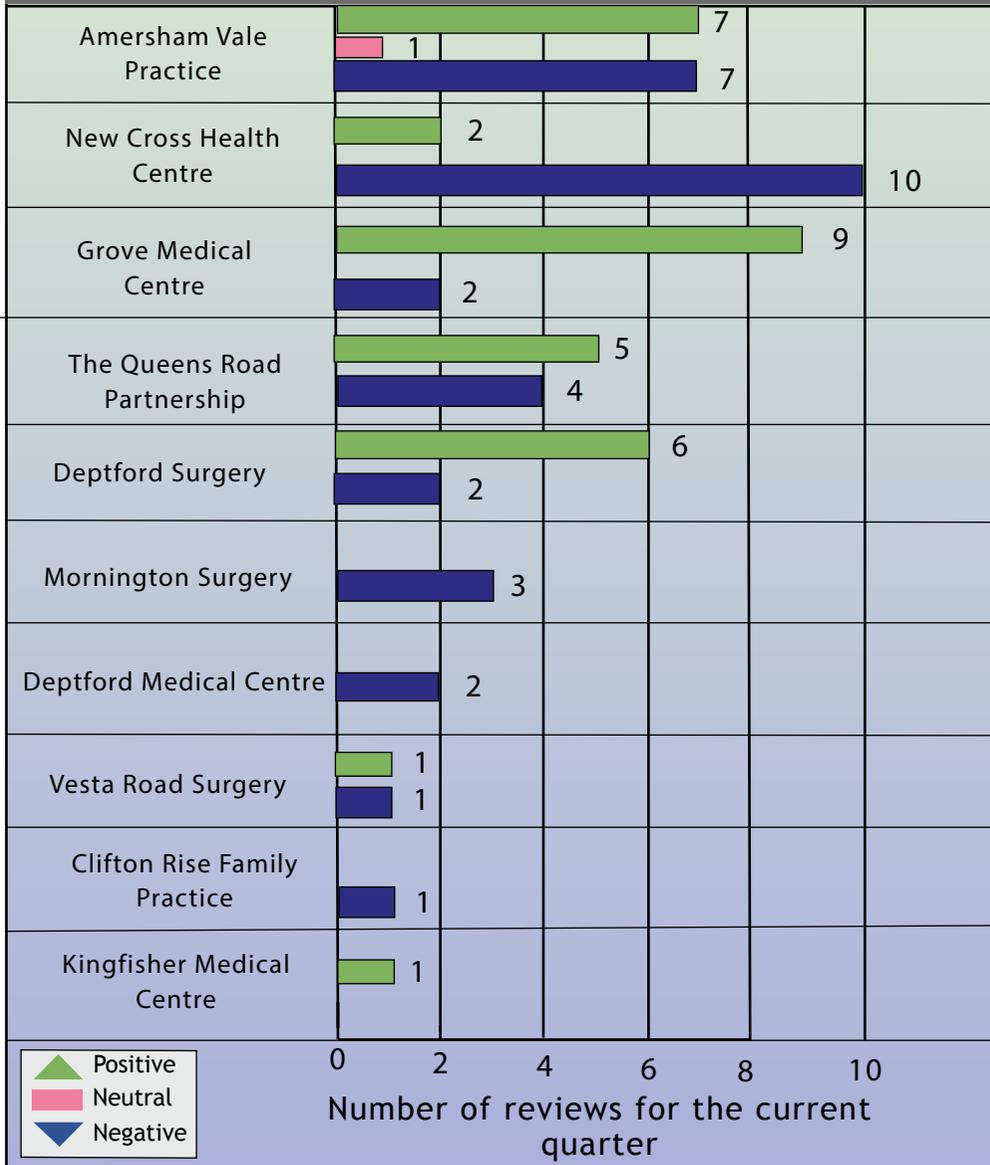
The pie chart on the right shows the number of reviews received in each network area. The highest number of reviews received was in **Lewisham Care Partnership PCN** (74, 21%) followed by the **North Lewisham PCN** (64, 19%).

Whereas **Aplos PCN** received the least reviews this quarter with 48 reviews, shortly followed by **Sevenfields PCN** with 50 reviews.

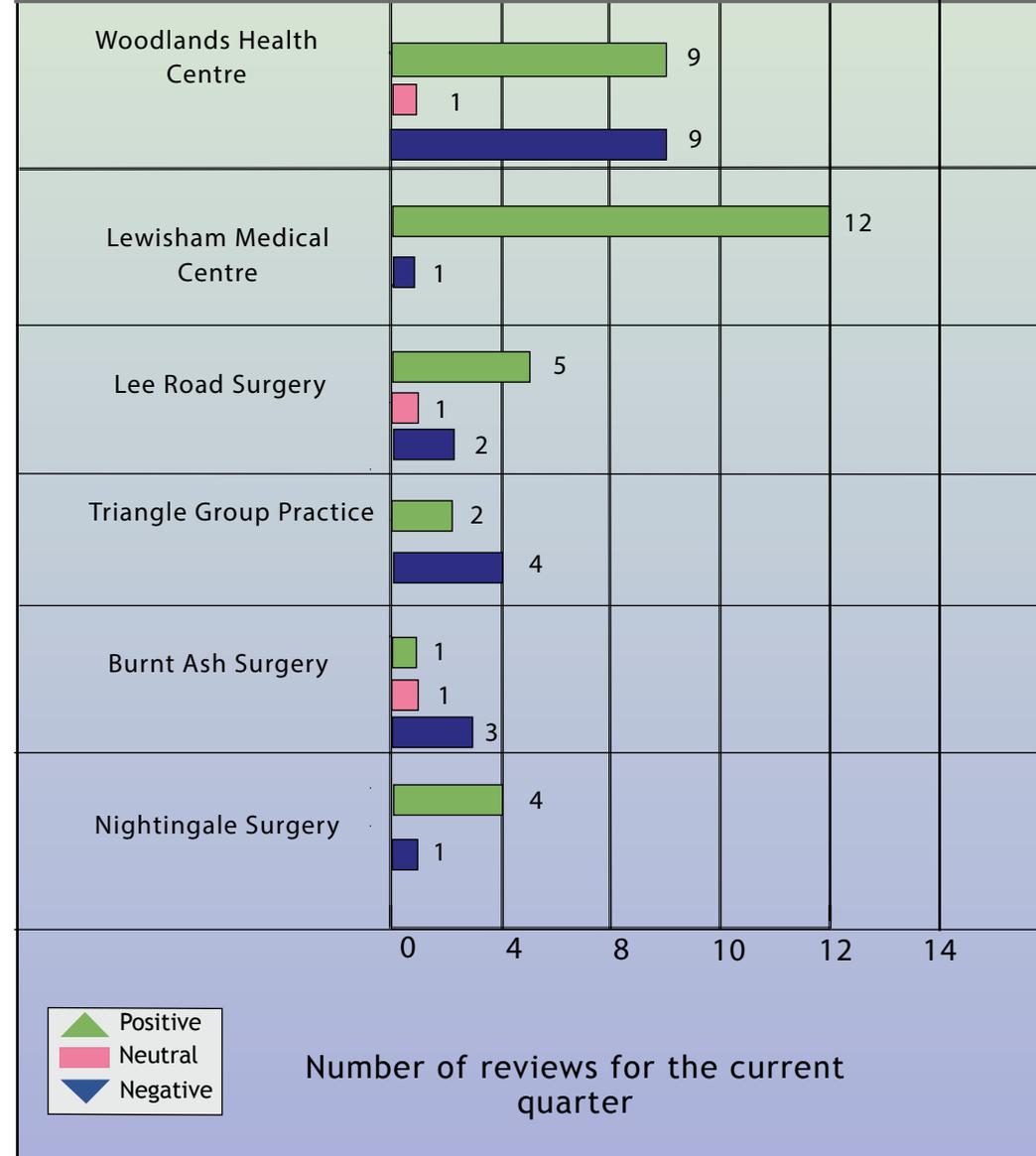


PCN Specific GP Reviews

North Lewisham

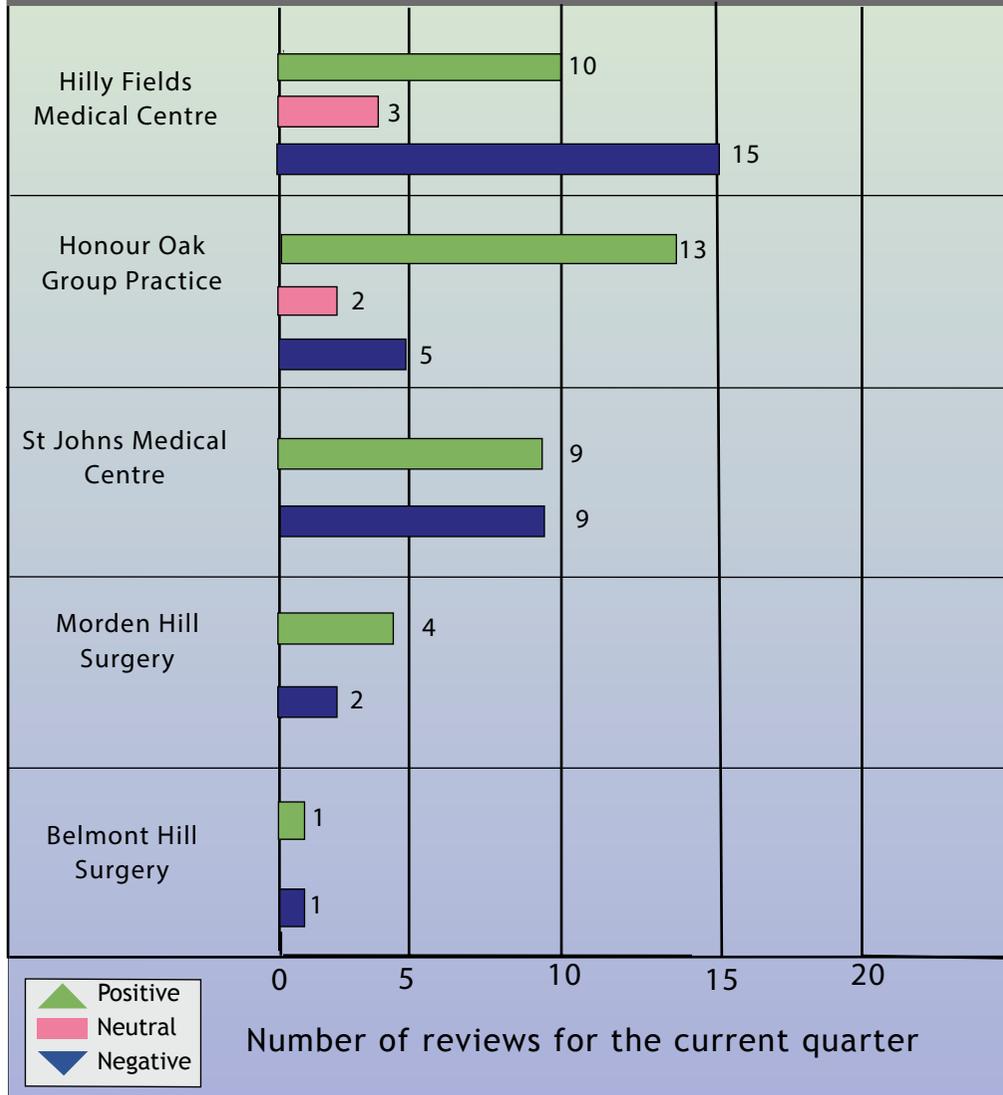


Lewisham Alliance

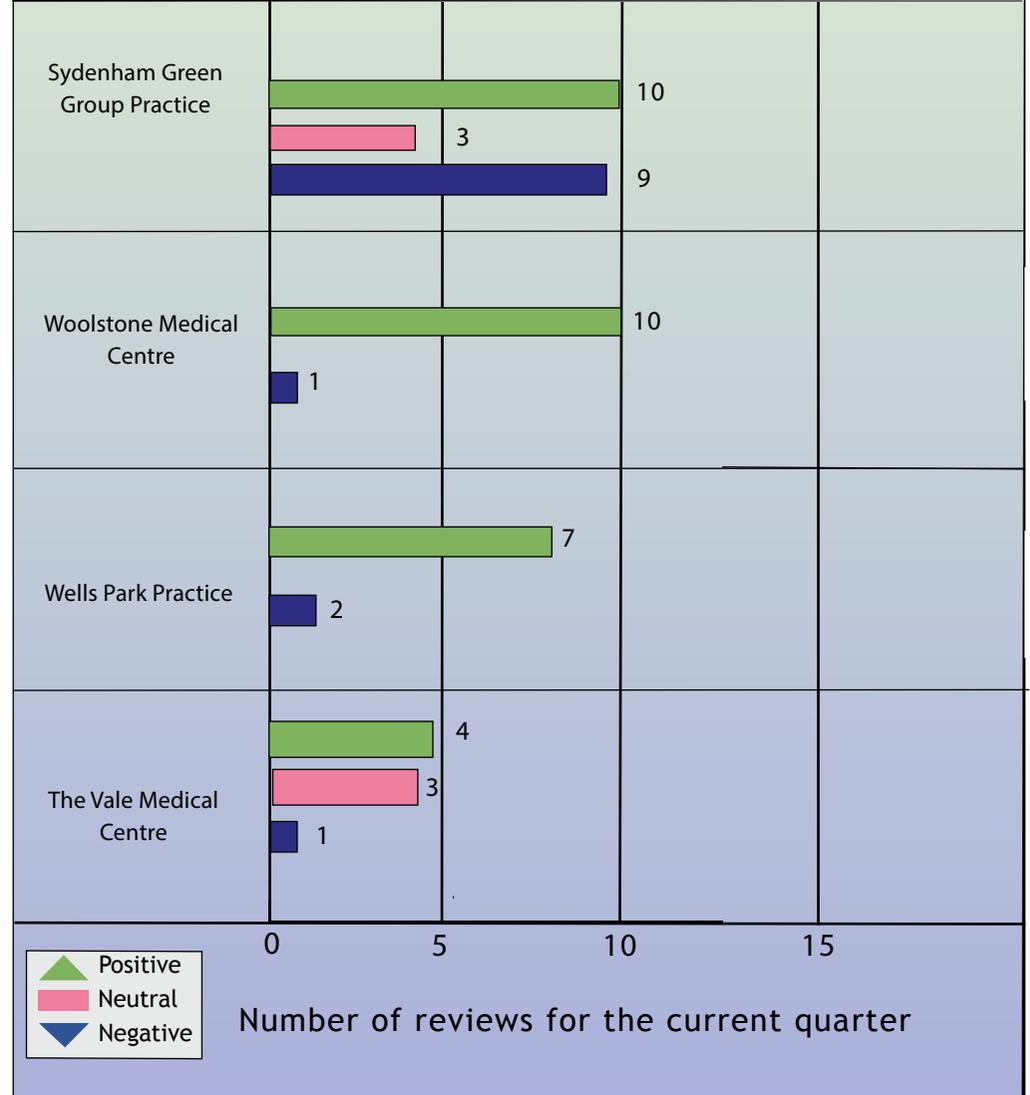


PCN Specific GP Reviews

Lewisham Care Partnership

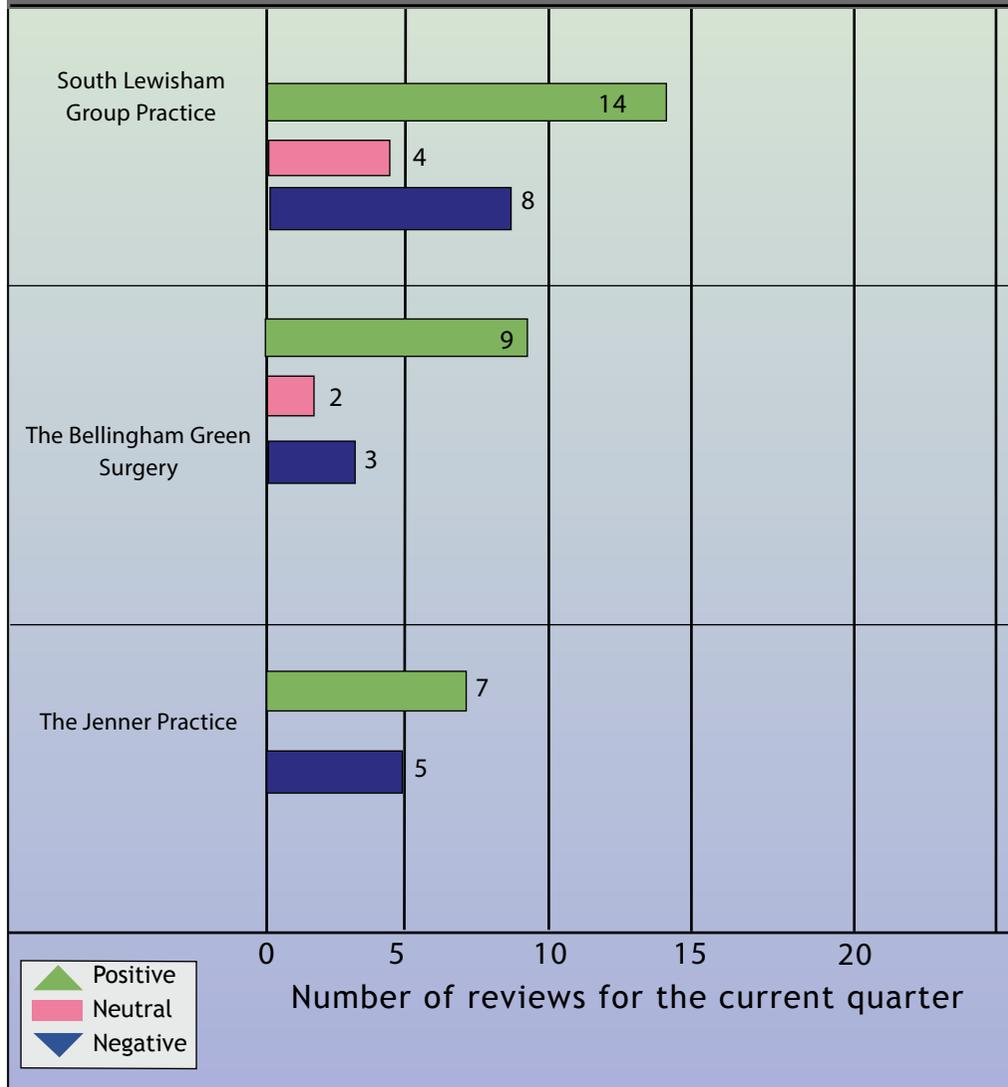


Aplos

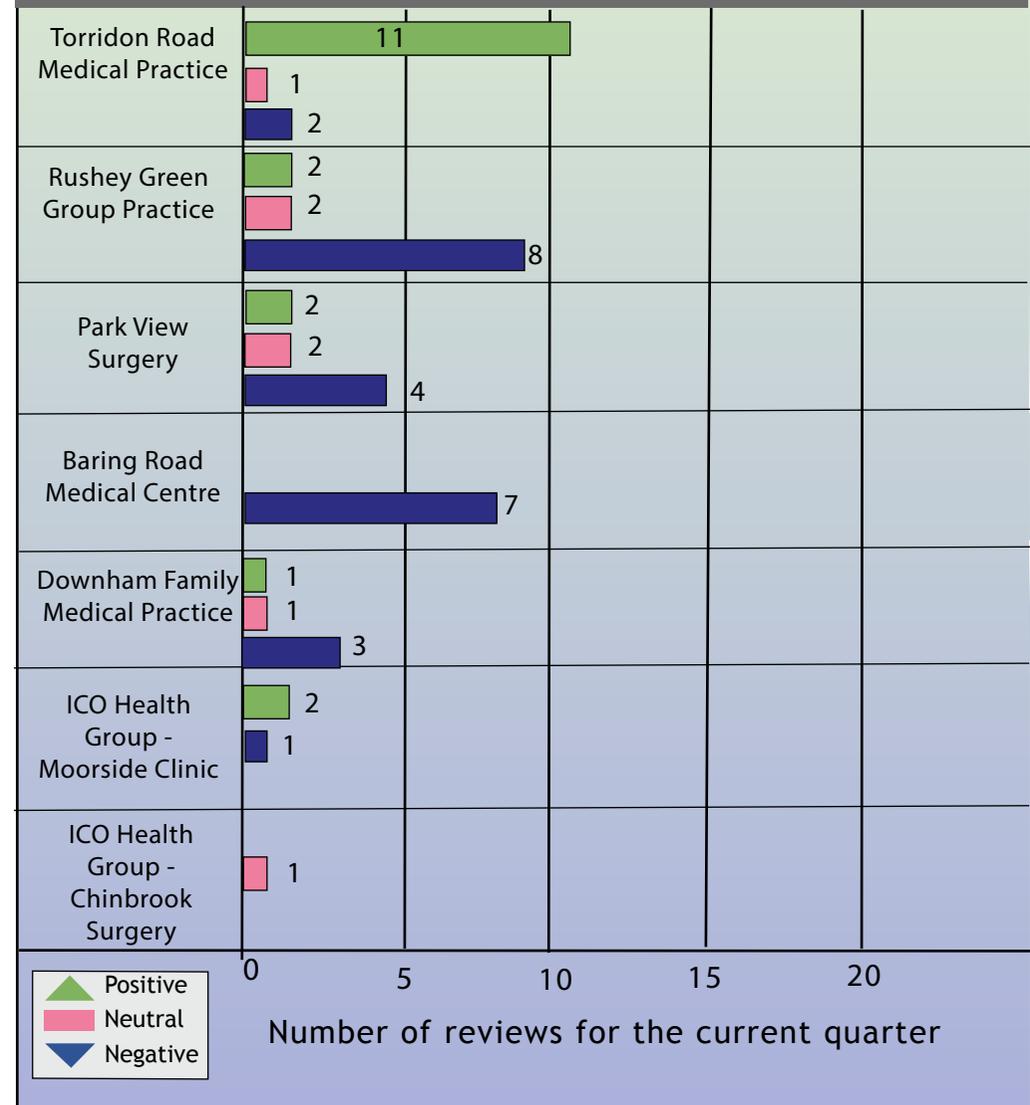


PCN Specific GP Reviews

Modality Lewisham

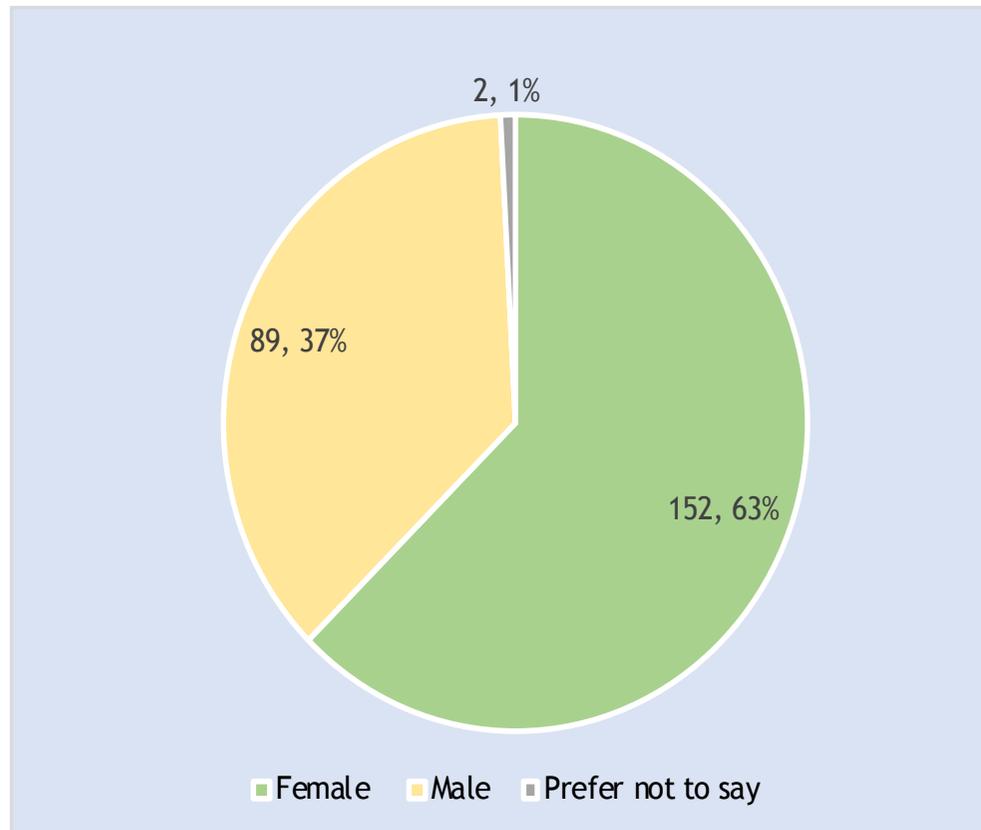


Sevenfields



Demographic information

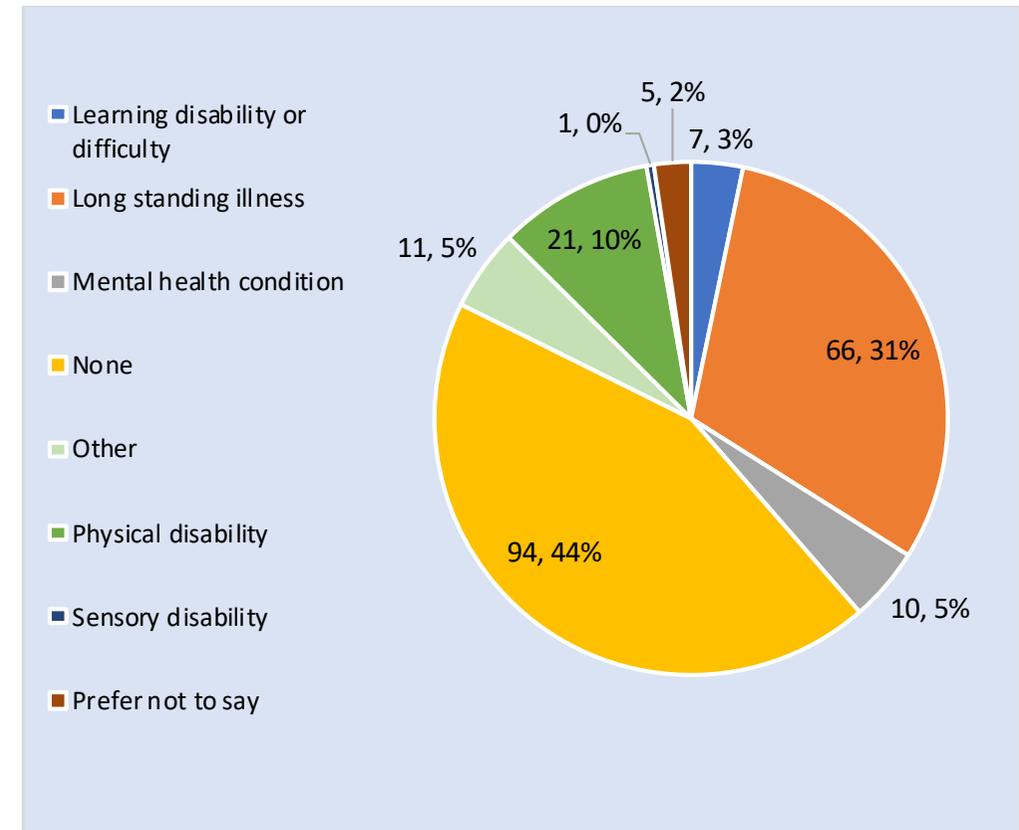
The pie chart below shows the number of reviews received by gender for this quarter. The majority of the reviews we received were from people who identified as female 63% (152), compared with 37% (89) of men, and 1% (2) who preferred not to say. This is representative of a smaller sample within the 925 total this quarter, as only 243 people chose to disclose their gender alongside their feedback comment.



Gender

The graph below represents patients' responses to the question 'Do you consider yourself to have any of the following...'

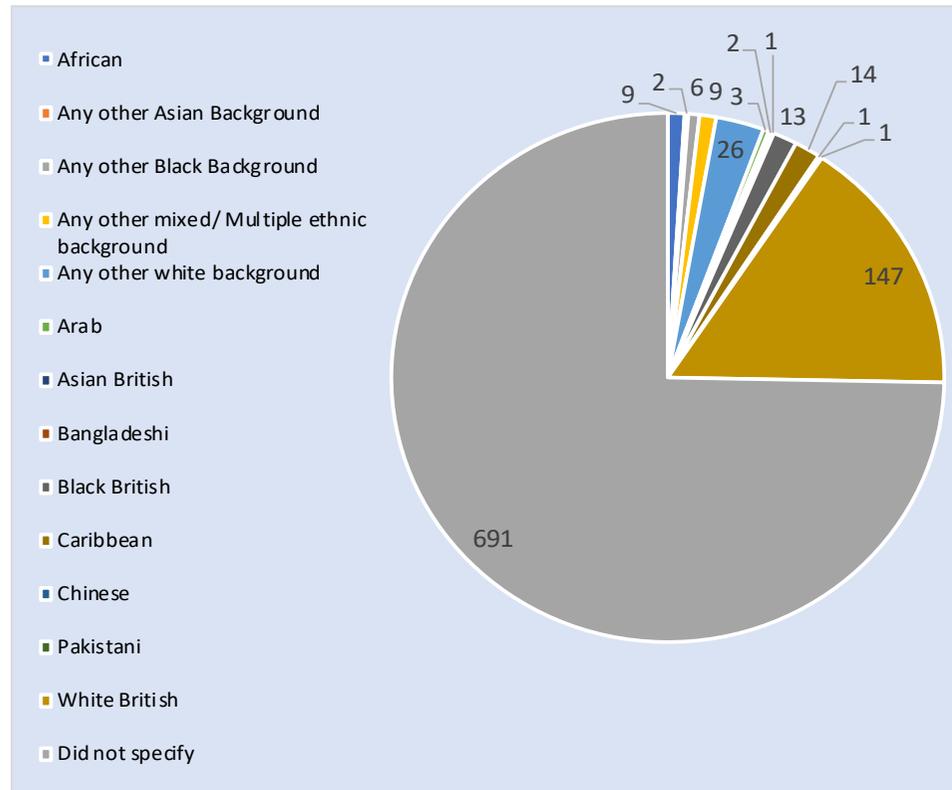
Similar to Gender, 710 patients did not respond to this question. The graph below shows the results of the 215 patients who did. Other than those who answered 'None' (94, 44%), the next common answer was Long standing illness (66, 31%) and then Physical disability (21, 10%)



Long term illness, impairment or mental health condition

Demographic Information

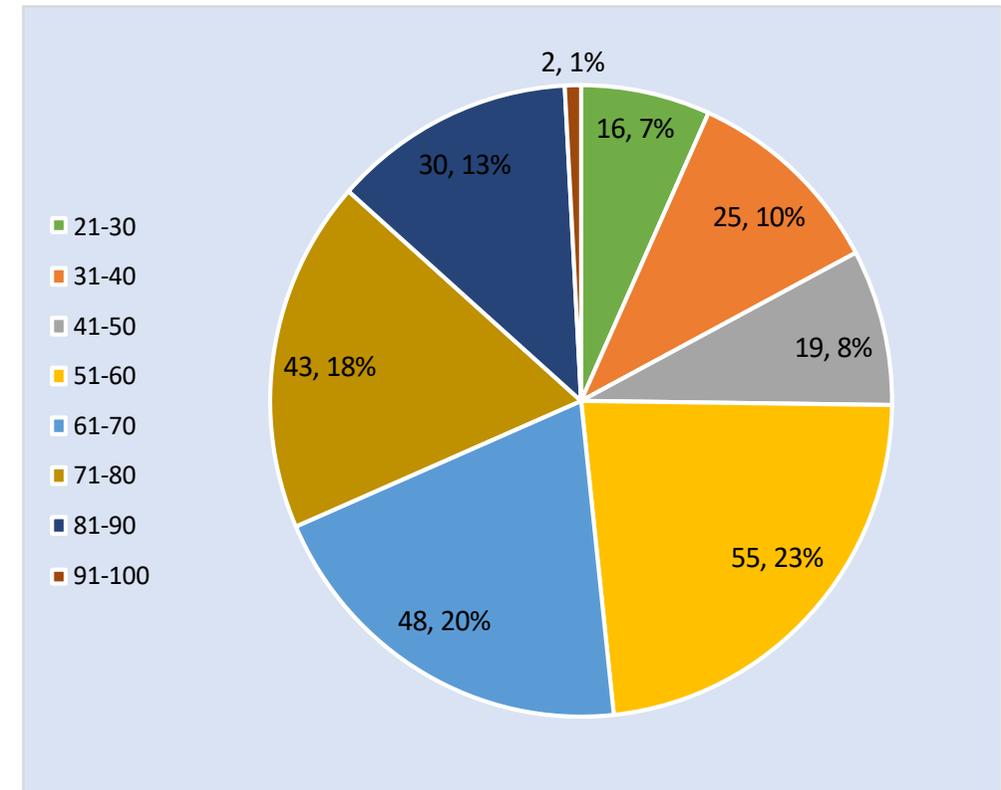
The pie chart below shows the number of reviews received this quarter in terms of ethnicity (234). As seen below, a large proportion of service users (75%, 691) did not disclose their ethnicity. This insight is also impacted by online reviews not providing demographic information. Of the 234 reviews, the majority of comments were from people who identified as White British, (63%, 147). The next highest was Any other white background (11%, 26), Caribbean (6%, 14), and then Black British (6%, 13). This chart does not show percentages due to low numbers from some demographic backgrounds.



Ethnicity of Patients

The pie chart below shows the number of reviews received this quarter from different age groups. Of the 238 feedback comments which gave their age, the majority of feedback came from the 51-60 age group: 23% (55), followed by 61-70, 20% (48). The third highest was 71-80, 18% (43).

Engaging with patients through direct contact (via telephone) allowed us to reach a larger proportion of older patients who may not ordinarily feedback through our online functions. For instance, 123 comments (52%) were from patients between the ages of 61-100.



Age of Patients

Conclusion

Through our Patient Experience Programme, Healthwatch Lewisham was able to capture 925 patient experiences about local health and social care services between July- September. This represents a 78% increase on the previous quarter. The highest proportion of reviews left in our Feedback Centre related to GP services which is regular trend. From analysing the data, we can understand that patients had good experiences when using services with 66% of comments being positive, 26% negative and 8% neutral. A breakdown of specific issues has been provided below.

GP services

- Patients raised concerns about administration issues such as booking appointments, getting through to a receptionist on the telephone and the availability of appointments. People expressed their frustration at being kept in long virtual queues and consequently their inability to contact their surgery to book appointments or ask for advice.
- 56% of comments relating to access to services was negative, with people citing longer waiting times than during the first lockdown. Reviews highlighted long waiting times for appointments, including flu jabs and blood tests.
- Patients had mixed experiences of communication from GP services with 49% being negative and 41% positive; we found that people still weren't always sure about what services were offered by their GP practice. This issue was exacerbated by residents not being able to easily get through when calling their practice.
- 62% of all feedback relating to staff was positive with patients generally being pleased once they were able to have a conversation with health professionals. Feedback was slightly less positive when patients shared experiences of communicating with receptionists which can be linked to the availability of appointments and additional issues people have faced booking appointments.

Hospital Services

- There is mixed experiences of communication from hospital services which shows that there is room for improvement in the way hospitals communicate with patients, particularly concerning follow ups, aftercare, and cancelled or delayed appointments due to COVID-19. Further work must be done by hospitals to ensure all patients are informed of their appointments and any changes/cancellations.
- Patients were extremely satisfied with the staff they encountered when accessing hospitals as they helped make them feel reassured during what can be an emotional experience. Overall, 76% of people were happy with the quality of the treatment they were receiving.

Pharmacies

- Overall, residents continue to be pleased with pharmacy staff and value the support they get from these healthcare professionals. However, it should be noted that some residents found services to be short staffed which impacts on internal communication and with patients.
- Patients found picking up prescriptions (especially repeat prescription) from pharmacies to be an extremely efficient process.

Conclusion Cont. - Additional Findings

During Q2, Healthwatch Lewisham continued to hold online Feedback Forums open to members of the public as an additional mechanism for collecting the experiences of service users. The below additional feedback was received during these sessions.

COVID 19 and BAME community

- » There is continued anxiety amongst our BAME communities about catching the coronavirus disease.
- » Confusion between the flu and COVID-19 vaccine was raised as an issue. BAME community members shared with Healthwatch that there are misconceptions circulating in the community which has caused a reluctance towards flu vaccinations amongst residents. One of the myths is that the flu vaccine has been combined with the COVID-19 vaccine.
- » Another concern amongst our BAME communities relates to the Health Secretary asking for volunteers, particularly from the BAME communities, to be involved with the COVID-19 vaccination trials. This has caused enormous suspicion amongst these communities, that they are being used as “guinea pigs”. They want to know why the focus is on volunteers from BAME communities rather than the whole population.
- » The main priority for our participants was that research must be carried out to understand why people from BAME backgrounds are more vulnerable to the virus.

Mental Health

- » Carers and family members of people with mental health illness raised issues around the restrictive visiting arrangements which meant they couldn't easily see their loved ones.
- » Participants felt there is a lack of clear plans and/or communication on how local services are going to support Lewisham residents including the BAME community with possible mental health issues as a result of COVID 19 pandemic.
- » Concerns were raised around the constant changes within mental health services in Lewisham which leaves patients confused, not knowing what they are entitled to and what services they can access to address their needs. There is a limited understanding of how the service delivery has changed during the pandemic.

Communication

- » Participants shared the need for clear information about local service provision, they wanted to know what services were available at the different healthcare services and the corresponding waiting times.

Access to services

- » There are concerns about the lack of face to face appointments and the limitations of remote consultations. For certain conditions, participants were adamant that a patient must be examined. The need for face to face appointments was also suggested as being necessary for people who do not speak English as their first language. There was a concern that language barriers may limit their ability to describe a condition or symptom via telephone. Being able to show the doctor what is wrong may ensure the right diagnosis and treatment.
- » Carers raised issues about accessing health and social care services during the pandemic including difficulties accessing GP appointments, blood tests, flu jabs and hospital outpatient appointments.

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 promote and organise the distribution of paper forms to community organisations which allows us to reach service users 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.

Recommendations

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

- » Provision of clear communication from health and social care services about their current operating hours, service offer and clear communication of any potential changes which would impact upon residents.
- » Utilise learning and experience gained following the first wave of the pandemic to help improve access to services including GP and outpatient appointments, blood tests, flu jabs and mental health support.
- » Face to face appointments to be considered as an option especially for patients who may not have access to digital equipment that would help with diagnosis. It is vital that residents who might have communication barriers, for example residents who don't speak English as their first language, have equity of access to services including booking appointments.
- » Provision of clear, targeted information looking to challenge the misinformation which is being spread within our communities about flu and COVID-19 vaccines, with focus on our BAME communities.
- » Through our engagement, we regularly hear residents praise NHS staff for their caring attitudes and the impact this has on their experiences of services. It is important to ensure staff are notified of positive feedback but for them also to realise the impact a caring attitude can have on a patient who is worried about their health.

Leave feedback

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

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

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



Summary of your experience* (max 45 characters)

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

Tell us more about your experience*

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

Where do you live? (town/city)

Forest Hill, Lewisham...

Your ratings (select if applicable)

Access to Appointments



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



Cleanliness



Staff Attitude



Waiting Time



Treatment explanation



Communication



Quality of care/treatment



Quality of food



In relation to your comments are you a:

Select one

When did this happen?

Where did you hear about us?

Select one

Would you like information about other local services? *

No Yes

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

No Yes

About you

Name

Leave feedback anonymously?

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

I accept the [Terms and conditions](#)

I consent to being contacted regarding my feedback by Healthwatch*

Yes No

I confirm I am over the age of 16*

Yes No

Subscribe to the newsletter?

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

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

[Submit feedback >](#)

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

Appendix 2: Healthwatch Lewisham Paper Form

How would you rate your health and care services?

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

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

Name of Service:

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

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

How do you rate your overall experience?

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

Summary of your experience

.....
.....

Tell us more about your experience

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

Where do you live? (town/city)

.....

Your ratings (select if applicable)

Access to Appointment

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

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

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

Cleanliness

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

Staff Attitude

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

Waiting Time

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

Treatment explanation

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

Communication

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

Quality of care/treatment

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

Quality of food

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

In relation to your comments are you a:

- Patient Carer Relative Carer and Relative
- Service Provider Visitor Professional

When did this happen?

.....

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

Would you like information about other local services? No Yes

Do you want to know more about how to make an official complaint? No Yes

I consent to being contacted regarding my feedback by Healthwatch No Yes

About you

Name.....

Email.....

Leave feedback anonymously

Monitoring Information

What gender do you identify yourself as:

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

What is your sexual orientation?

- Heterosexual Gay Bisexual Lesbian Prefer not to say Other

Which age group are you in?

- 0-10
- 11-20
- 21-30
- 31-40

- 41-50
- 51-60
- 61-70
- 71-80
- 81-90
- 91-99
- 100+
- Prefer not to say

Do you consider yourself to have any of the following?

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

What is your religion?

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

What is your marital status?

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

What is your ethnicity?

White

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

Asian / Asian British

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

Black, African, Caribbean, Black British

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

Mixed, Multiple

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

Other Ethnic Group

- Arab
- Any other ethnic group.....

Thank you for sharing your experience

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

Appendix 3: Healthwatch Lewisham Themes and Sub-themes

Theme	Subthemes
Access to services	Convenience/Distance to travel
Access to services	Inequality
Access to services	Information and Advice
Access to services	Lack of
Access to services	General
Access to services	Patient choice
Access to services	Service Delivery/Opening Times
Access to services	Suitability of Provider (Individual or Partner)
Access to services	Suitability of Provider (Organisation)
Access to services	Waiting times
Administration	Admission Procedure
Administration	Appointment availability
Administration	Booking appointments
Administration	Getting through on the telephone
Administration	Commissioning and provision
Administration	General
Administration	Incident Reporting
Administration	Management of service
Administration	Medical records
Administration	Quality/Risk management
Cancellation	Appointment
Cancellation	Operation/Procedure
Care Home Management	Registered Manager - Absence
Care Home Management	Registered Manager - Suitability
Care Home Management	Registered Manager - Training & Development
Care Home Management	Staffing levels
Care Home Management	Suitability of Staff
Communication	General
Communication	Interpretation Services
Communication	Lack of
Communication	Consent to treatment
Communication	Complaints procedure
Communication	Access to patient record
Continuity and integration of care	
Diagnosis/assessment	General
Diagnosis/assessment	Lack of
Diagnosis/assessment	Late
Diagnosis/assessment	Mis-diagnosis
Diagnosis/assessment	Tests/Results

Dignity and Respect	Confidentiality/Privacy
Dignity and Respect	Consent
Dignity and Respect	Death of a Service User
Dignity and Respect	Death of a Service User (Mental Health Services)
Dignity and Respect	Equality & Inclusion
Dignity and Respect	Involvement & Engagement
Discharge	Coordination of services
Discharge	General
Discharge	Preparation
Discharge	Safety
Discharge	Speed
Facilities and surroundings	Buildings and Infrastructure
Facilities and surroundings	Car parking
Facilities and surroundings	Cleanliness (Infection Control)
Facilities and surroundings	Cleanliness (Environment)
Facilities and surroundings	Cleanliness (Staff)
Facilities and surroundings	Disability Access
Facilities and surroundings	Equipment
Facilities and surroundings	Food & Hydration
Facilities and surroundings	General
Finance	Financial Viability
Finance	Transparency of Fees
Home support	Care
Home support	Co-ordination of Services
Home support	Equipment
Making a complaint	Complaints Management
Making a complaint	General
Making a complaint	PALS/PACT
Medication	Pharmacy Repeat Prescriptions
Medication	Medicine Management
Transport	Patient Transport Service (non NHS)
Transport	Ambulance (Emergency)
Transport	Ambulance (Routine)
Referrals	General

Referrals

Referrals

Timeliness

Waiting times

Safety/Safeguarding/Abuse

Staff

Staff

Staff

Staff

Staff

Staff

Staff

Staff

Staff

Ambulance Staff/Paramedics

Attitudes

Capacity

District Nurses/Health Visitors

General

Midwives

Staffing levels

Suitability

Training and development

Treatment and care

Effectiveness

Experience

Quality

Safety of Care/Treatment

Treatment Explanation