



Healthwatch Lewisham

Q2 Intelligence Report

July - September 2018

Introduction

Healthwatch Lewisham is the independent champion for people who use health and social care services. We exist to ensure that people are at the heart of care. We listen to what people like about services, and what could be improved and we share their views with those with the power to make change happen. We also help people find the information they need about services in their area.

We have the power to ensure that people's voices are heard by the government and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.

Our intelligence report highlights the key findings and themes that emerged from the experiences Lewisham residents shared with us, during the last three months of engagement.



Healthwatch Lewisham Signposting Service

With all the changes to health and care services it's not always clear where people should go to report an urgent issue, to make a complaint, or for further information.

We provide an information and signposting service for members of the public who live or access health and social care services in the borough.



We cannot give advice or make specific recommendations but we can help people make an informed decision in finding the right health and social care service, whether it is provided by the NHS, the Council or by a voluntary or community organisation.

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:

- **Contacting 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**

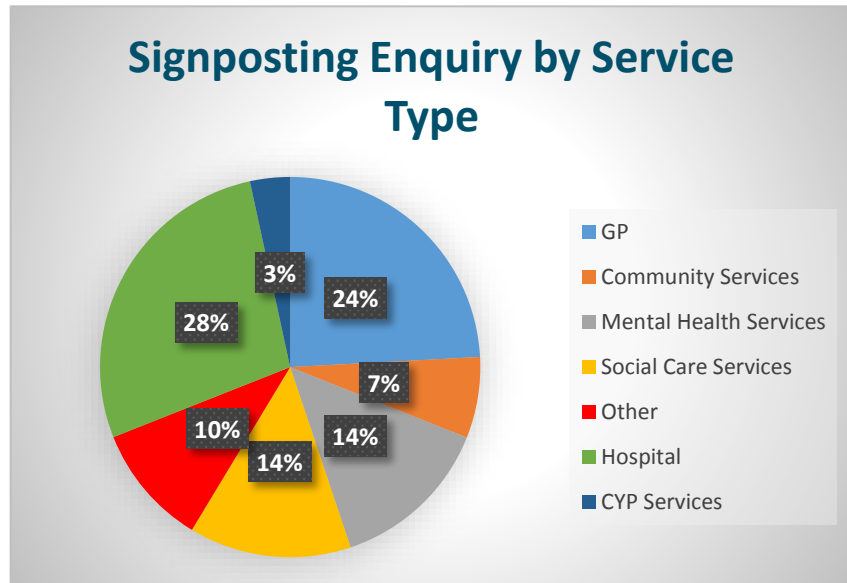
From July to September 2018, our signposting received and completed **28** direct signposting enquiries.

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

GP Registration	Access to Social Care Services
Access to Community Mental Health Services	Care Plan renewal
NHS Continuing Care Appeal	Care Needs Assessment
Access to online prescriptions	Diabetes community support
Hospital transfer eligibility	Complaints procedure information

Our organisation also provides signposting information at workshops we deliver across the borough.

For example at our healthy eating workshops and Men's Mental Health Peer Support group we give information about community resources and local services that offer support and advice.



(Figure 1.1)

Figure 1.1 shows that the signposting enquiries covered a variety of service types. Over half of all queries related to either hospital (28%) or GP services (24%). This is a very different trend when compared to previous intelligence. Typically the majority of people accessing our service have been wanting to register with a GP practice in the borough. Although, GP registration continues to be the primary reason for residents contacting us, it only makes up 17.94% of all issues, which is a significant reduction.

A woman emailed our service after being unable to register with a GP for 4 years since they moved into the borough.

"I am a resident in the London Borough of Lewisham, and have been since August 2014. During this time my husband and I have been unable to register with a local GP. Having contacted all of the surgeries details on the NHS Choices website under our postcode each one has informed me that we are not resident within their catchment area. This is disturbing as I was aware that there are no such thing as NHS Catchment areas anymore"

After going through several different routes, including NHS England, we still found that the woman was unable to register with a GP practice. We then worked in partnership with Lewisham CCG and managed to get the patient registered with the Sydenham Green Group Practice.

Access to University Hospital Lewisham services has been raised as an issue by several people. In the last few months, people have contacted our signposting service explaining that they are unable to speak to anyone on the phone at several departments in the hospital. We have dealt with enquiries relating to the Orthopaedics, Neurology, Audiology and Radiology departments. Our organisation has also experienced the same problem when attempting to follow up the enquiries on the patients' behalf. Despite calling at different times during the day or waiting on the phone for over 30 minutes, patients' calls were not being answered.

The issue with the Audiology department was resolved after it was recognised that the extension number on the voice activated system, and the number provided on the LGT website were both incorrect and related to the old Audiology Department contact number.

Access to the Radiology Department continues to be a reoccurring issue which we have highlighted with the Patient and Advice Liaison Service (PALS). We refer all patients who have any concerns about UHL to PALS. We recognise and appreciate

the work of the PALS team in helping resolve the issues of patients. The majority of enquiries we have referred are resolved within 96 hours.

The primary method for residents to contact our signposting and information service remains via our dedicated telephone line, with 58.62% of all enquiries being received through this source. This represents a decrease of over 30% when compared to the same time period in 2017/18. This is the result of us receiving more queries via email.

Figure 1.2 provides a breakdown of the signposting enquiries by the nature of issue. As mentioned earlier the primary theme which emerged from the data was “access to GP services”. 6 people also wanted to make complaints about local services but did not require support from our Independent NHS Complaints Advocacy Service. Two of the complaints related to issues with access to hospital departments. Two residents sought to file a complaint against South London and Maudsley NHS Foundation Trust. One mother was unhappy with Occupational Therapy service located at Kaleidoscope.

The final complaint was from a woman frustrated because her son’s NHS Continuing Healthcare Funding and support is being reduced. Her son is severely disabled and his mother believes he requires 24 hour care. She does not agree with the decisions made regarding her son’s care and wants to make an appeal. We signposted the woman to the CCG Complaints Team, but also provided the contact details for the Continuing Healthcare Team Leader if she wished to understand more about how the decision was made.

The thematic analysis shows that our signposting service predominantly supports Lewisham residents to access services, as well as offer relevant information around making complaints.



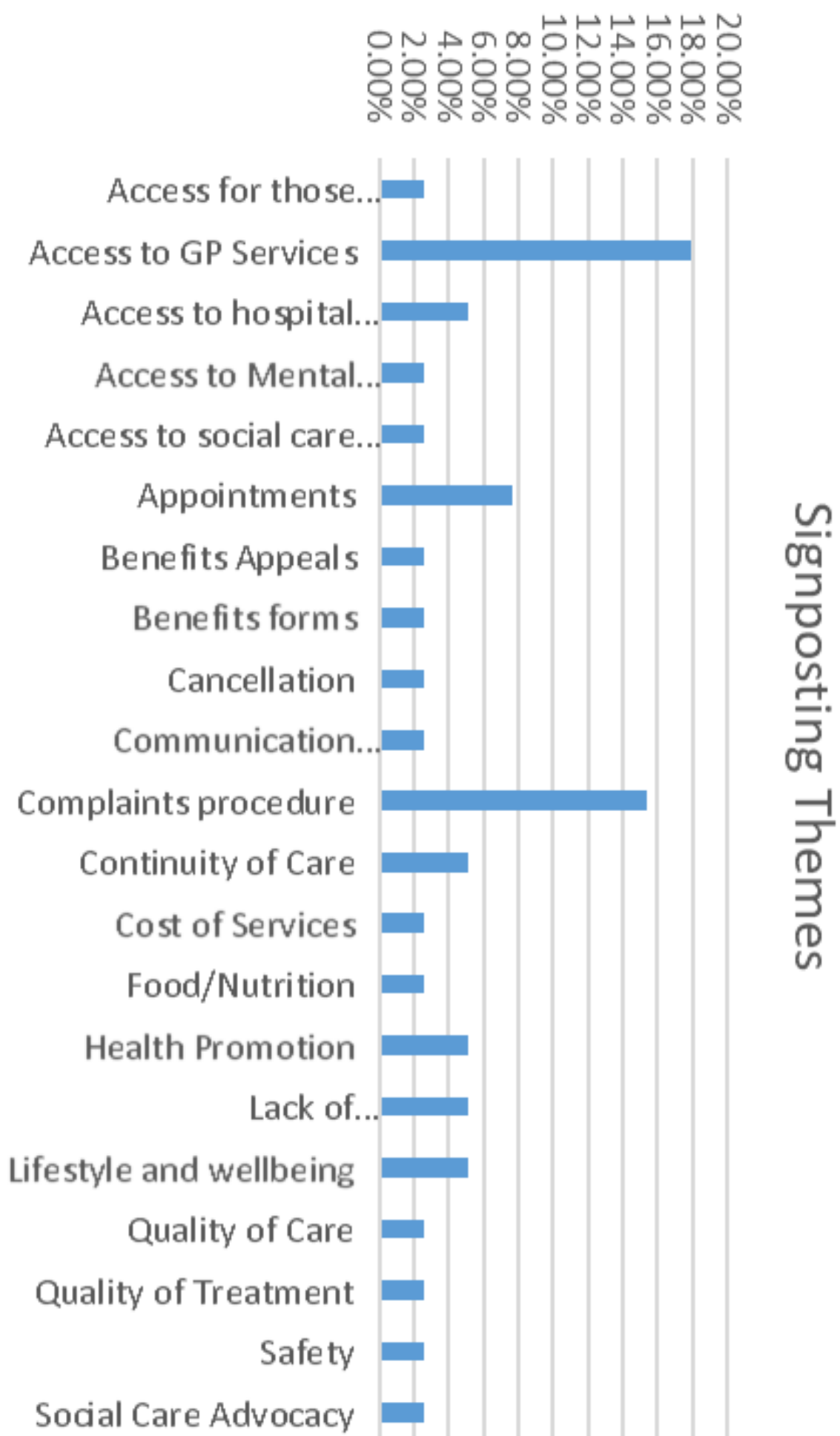


Figure 1.2

Examples of Signposting Enquiries during Q2

Enquiry:

Ms A emailed our signposting service with the following problem:

"... A few days ago, I was travelling in Croatia and I had an urgent problem with my eyes. I went to the nearest Hospital and got them checked (conjunctivitis). I thought that since I am paying for national health insurance here in UK and Croatia is part of the European Union, I am eligible for basic and urgent issues, especially when a prescription is necessary.

The Hospital staff instead stated that they were not accepting EHIC and that I should pay first and then request refund to NHS. I have all the receipts."

Response:

We explained to Ms A that guidance from NHS England clarifies that a European Health Insurance Card provides citizens with the right to access state-provided healthcare that becomes necessary during a visit. The patient will be treated on the same basis as a resident of the country they have visited. However, in some European Economic Areas countries people may be expected to pay their bill upfront and then claim a refund afterwards.

We then signposted Ms A to the Overseas Healthcare Team at the Department of Work and Pensions who can provide further advice about reimbursement.

Enquiry:

Ms B contacted our service interested in finding out what community diabetes support was available in Lewisham.

Response:

We informed Ms B about the Diabetes Peer Support Groups which are available in the borough. These bring together people with Type 2 diabetes to share their experiences and advice on how to manage their condition. We provided the contact details of the nearest group to her address.

Enquiry:

Ms C and her husband are both patients at the Novum Health Partnership. She informed us that since the merger of the Baring Road Medical Centre and Rushey Green Group Practice, their online repeat prescription service has been down (as of 28/09/2018). Her husband is deaf and, requires wheelchair support, so he can no longer order medication or make appointments in an accessible way. They wanted us to raise this issue as they have previously been told that the merger would not have any negative impacts.

Response:

We raised this issue with Lewisham CCG who passed it onto the Novum Partnership. In response, the Assistant Manager at Rushey Green Group Practice contacted us acknowledging the technical faults and provided reassurance that it was not a long-term issue. They provided their contact details to allow the patient to contact them should the problem persist.

After further investigation, it was found that due to the merge the husband's online account had become unlinked. Subsequently the account was relinked, and the patient was able to access their online account.

Targeted Feedback

Seldom Heard Groups



A priority for our organisation continues to be ensuring the views of seldom heard groups are shared with commissioners and service providers. We recently engaged with a women's group from the Lewisham Refugee and Migrant Network.

Asylum seekers and refugees face many of the same health problems as the rest of the local population; however, they are likely to have poor awareness of the NHS and fear barriers to treatment that delay them accessing care. The group recognised a gap in knowledge in health entitlements for those who do not have refugee status.

The majority of the women encountered similar issues when accessing health services.

The women explained that many people they know (overstayers/undocumented) do not use health services because they fear that they will be reported to the home office. It can be assumed that if these women are not accessing NHS services, then the same can be said for their children.

Registration with GP practices was highlighted as a key issue for the group. Members told us that health officials were refusing to register them because they did not have the required documentation. The group feel this is a frustrating impediment, especially for women in the process of applying for status - which in some cases can take several years.

Some women found that they faced a hostile environment when using health services, they felt that staff were not always willing to provide them with information. Several people shared experiences of receiving payment requests immediately after treatment, despite being exempt due to their refugee or applying for asylum status.

Both maternal and poor mental health were recognised as significant issues for group members. The women shared experiences of feeling depressed, anxious and suffering from stress induced panic attacks. Stress had also caused high blood pressure in some of the women.

When asked what support could be given to help them address their health issues, the group suggested that a free drop-in clinic for refugees (especially women) should be created. The clinic would allow them to access certain services they are not currently entitled to, especially whilst in the process of applying for status.

Enter and View - Ladywell Unit

After hearing mixed feedback from the public, we chose to use our statutory responsibilities to carry out an Enter and View Visit to the Ladywell Unit located on the site of University Hospital Lewisham. The Ladywell Unit is part of the South London and Maudsley NHS Foundation Trust (SLaM) and provides care and treatment to people with mental ill health.

We had an announced visit in July and were allowed to visit the Powell Ward. The ward provides services for men, aged 18-65, with acute psychiatric illnesses.



During our visit to Powell Ward, we observed it to be clean, hazard free and relatively quiet. Staff appeared friendly, helpful and welcoming. The majority of the patients that we spoke to appeared comfortable and happy on the ward.

However, we did notice that several safes were broken in patient's rooms and that one of the communal toilets was severely blocked. This was reported to the ward manager who promptly locked the bathroom and promised to display an out of order sign.

The main issues that we picked up appeared to be around lack of activities for patients. A few patients listed 'sleeping' as an activity, which leads us to believe that they are not being stimulated enough. Whilst we understand that the staff do all they can, we acknowledge that they are restricted by their resources.

Following our report, SLaM confirmed that they will now review the Ward Activities timetable, identify items to add and draft a new activities programme. The Trust has also introduced a new hourly patient checklist that includes ensuring the environment is clean and tidy. SLaM also acknowledged the safes were broken and beyond repair and have begun to replace them.

Enter and View - Beechcroft Care Home

Last year, Beechcroft Care Home received a "requires improvement" rating by the Care Quality Commission. The care home was also flagged up by the Lewisham Safeguarding Adults Board. Therefore, we decided to carry out an Enter and View to gather the views of the residents and staff members.



We found the décor at Beechcroft House to be very tired. There was a strong smell of urine, which was most prominent in the lounge area. Staff explained this was due to urine that had seeped into the carpet and that the problem would be addressed by new laminate flooring. A member of staff did alert us to the fact that a refurbishment programme is planned.

During our visit, we were unable to get a positive sense of how feedback from residents, relatives and friends or others helped influence the work of the home. Where we were told about concerns, residents didn't want us to raise them with the manager as they were either satisfied that the matter had been dealt with or were not sure it would make any difference.

Despite observing that staff were friendly and responsive to our staff, we noticed that they were not always observant and responsive to the needs and preferences of individual residents in a proactive way. For example, we spoke to a resident, who was bed bound and unable to move independently. We noticed that his call bell was out of reach. When we asked him how he alerted staff to his needs, he said he would just call out until somebody helped him.

We used our findings to make the following recommendations:

- **Deal with odour and cleanliness issue which had a negative impact upon the environment for care.**
- **Encourage staff to be observant and responsive to the day to day needs and preferences of individual residents.**
- **Review and actively promote all the ways that Beechcroft Care Home listens to residents, family and others and takes account of their views in improving the service so that everyone can be confident that their views are heard.**

Despite sending an official reminder, Beechcroft Care Home have chosen not to respond to our report. We will present our findings to the Safeguarding Adults Board in October.

BME Mental Health

We undertook a project to help establish an Independent Advisory Group (IAG) to help South London and Maudsley NHS Foundation Trust (SLaM) improve their outcomes for BME patients in Lewisham. The group consist of local BME community leaders who will work together to establish the group's priority. The group is supported by the local Mental Health Commissioning Team and the Clinical Commissioning Group. We believe this will enable the voice of the group to be heard not only by SLaM but also by local commissioners.



During the first meeting of the IAG, members were asked to share what they felt were the biggest issues and priorities for the BME community relating to mental health.

Access to early prevention and intervention mental health services is a key issue, with a significant number of peoples' first contact with services a result of being sectioned or requiring drugs.

There is a need for openness within the BME community about the mental health issues that they face. Denial of mental health illnesses needs to be tackled within the community. It is important that people are aware that this is a taboo subject and they are supported to talk about their issues.

IAG members believe that language relating to mental health needs to be reformed. Services should not be labelled using medical jargon or refer to the term 'illness'. Focus should be on talking about someone's 'health' not 'illness'.

The BME community has a lot of mistrust towards SLaM. SLaM needs to help address the mistrust, by promoting their service and clearly explaining mental health pathways. The group believes that there should be more BME representation to challenge the current approach on various levels within SLaM's system.

There should be good communication between the professionals at SLaM and service users to ensure that people are involved in their treatment. It is important to work with service users on co-production of their recovery journey, as they are currently not aware of their recovery journey and what the next steps and outcomes might be. It should be a 'working relationship' which in turn should reassure people they are treated with respect.

Child and Adolescent Mental Health Services should ensure early intervention for the 70% of BME children and young people at schools in the borough. The group believes a quick solution to helping children and young people from BME backgrounds look after their mental health is by introducing it through other activities and groups without necessarily marketing them as 'mental health'. Some of the groups that the young people could access information and training on their mental health is through youth clubs, sport clubs, churches etc.

Members feel that there is a divide between the Improving Access to Psychological Therapies (IAPT) service approach and the BME community. There is a high drop out in the IAPT service and there is poor recovery rate for BME patients. Alternative approaches should be identified to replace the ineffective model of treatment.

Men's Mental Health

In our role as the patient voice we know that men share less feedback about health and care services than women. Studies have also shown that men are statistically less likely to report mental health problems.

Earlier this year, we began a project to find out how men in Lewisham look after their mental health and what stops them from speaking up about their issues. During our engagement, we learnt that there was an overwhelming demand for community support. And since the beginning of July 2018, in partnership with Quo Vadis Trust, we set up a Men's Mental Health Peer Support Group in the borough.

The group provides a platform for the men to share their experiences of mental health services in the borough. Several men felt they are not getting help from services and instead are being pushed from one service to another without getting support.

Members agreed that a good clinician is someone who sits down with the patient, listens and takes time to get to know them. They take notice and treat patients with dignity and respect.

Some clinicians were recognised as going above and beyond. But overall it was felt that there was an inconsistency in care provided and was subject to the quality of the clinician.

Community support was recognised as an ideal method to help them deal with their mental health issues. The men want to get involved in sport and other physical activities, as they feel it has a positive effect on their wellbeing.

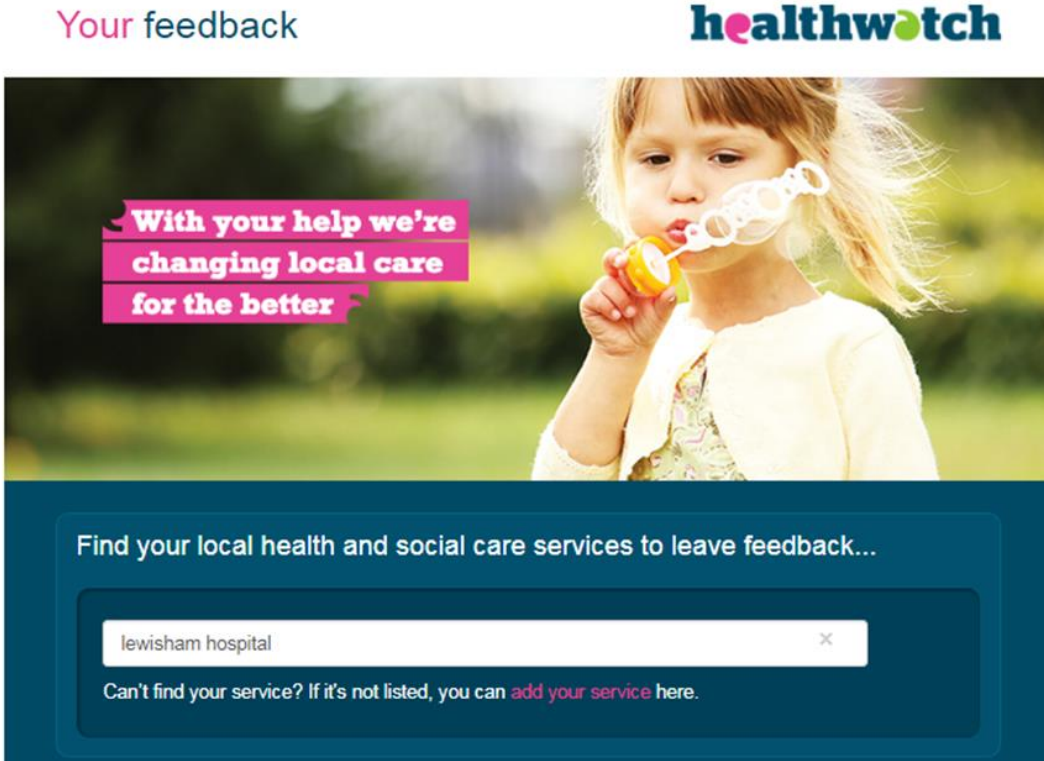


General Feedback

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.

We continue 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 hubs in local community hotspots in order to reach more people. These include GP practices, hospitals, community centres and local festivals.

Last year we 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. Our Feedback Centre can be accessed at www.healthwatchlewisham.co.uk.



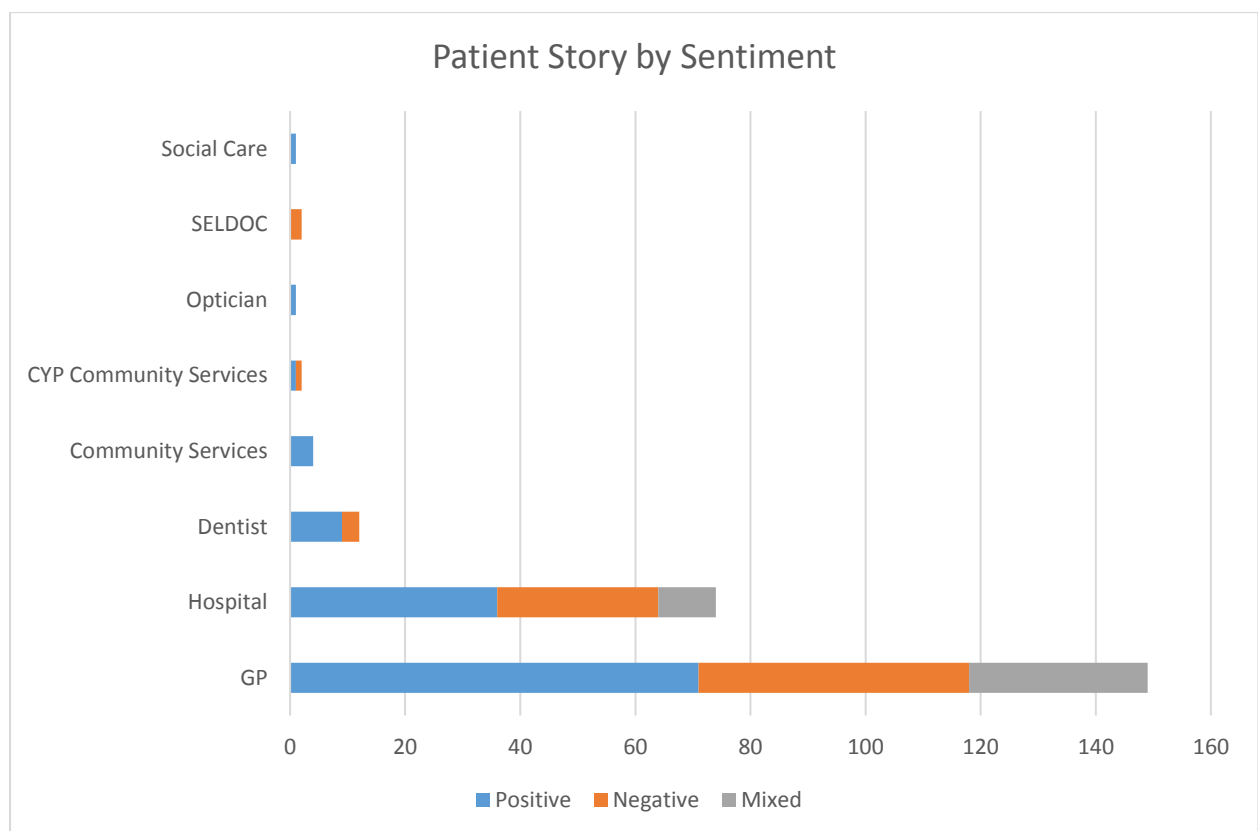
The screenshot shows the 'Your feedback' section of the Healthwatch website. At the top left, it says 'Your feedback' in pink and blue. To the right is the 'healthwatch' logo. Below this is a banner image of a young girl blowing bubbles. Overlaid on the image is a pink box with the text: 'With your help we're changing local care for the better'. Below the banner is a dark blue section with the text 'Find your local health and social care services to leave feedback...'. Underneath is a search bar containing 'lewisham hospital' and a close button (x). Below the search bar is the text: 'Can't find your service? If it's not listed, you can add your service here.'

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 over 90% of all comments.

During July- September 2018, we have received **246** comments specifically related to local services. However, this number does not include the number of views we heard during our targeted engagement which included 2 Enter and Views at Beechcroft Care Home and the Ladywell Unit.

From our data, we found that 50.6% of all patient stories were positive with 33% being negative. This represents a decrease of just over 5% when compared to the same period in 2017. We recognise that despite more feedback relating to GP services being positive, there has been a rise in the amount of mixed experiences. Residents continue to praise their GPs for the advice and treatment they have received but are frustrated that they cannot always access the service at a desirable time. Patient responses about hospitals have been slightly more critical with 37.8% of comments being negative.

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 relating to access, waiting times and communication during their patient journey. The chart below provides a breakdown of the comments we have received by sentiment during Q2.



(Figure 2.1)

Analysis of Patient Stories

The highest number of comments we received during the last three months concerned people's experiences of GP practices, making up 60% of all comments. Local hospitals accounted for 30.2% of feedback. Since we began our intelligence reports, this has been a consistent finding. 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.

As mentioned earlier in this report, local people's views of GP practices in the borough tended to be positive. Residents' feedback showed that were happy with the treatment and advice they received at their surgeries. However, access to appointments remains a recurring issue across the borough. For example, 56% of comments relating to appointments were negative. But it should be noted that access is not a problem for everyone, with parents of young children explaining that they can often get appointments easily.

A significant number of people were frustrated at their inability to book same day appointments. Despite contacting their practices at 8am, patients shared similar stories of spending substantial time waiting on hold, to then be told by the receptionist that there were no longer any appointments available on the date of the call. People also encountered this problem when attempting to book an appointment directly at their practice.



“Getting an appointment is disgraceful. I need regular medication for my long-term condition. It’s difficult to book an appointment to get my tablets. I’ve been with them all my life and it used to be easy.”

(Sydenham Green Group Practice)

“20 mins on the phone in a queue - then no appointments. Calling at 8am, doesn’t make any difference. Can take up to a week to get an appointment.”

(South Lewisham Group Practice)

Experiences of online booking systems were mixed, with some residents finding it easier. 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. Numerous people found it unacceptable that it could take up to two weeks to receive a routine appointment. However, older residents said that they were happy to wait, if it meant they could see the doctor of their choice. Continuity of care was a key issue raised by this demographic.

During our hub engagement, we inform patients who are struggling to access appointments about the GP Extended Access (GPEA) Service. We have received limited feedback about the GPEA but recognise that there still seems to be limited awareness about the service. In response to the recognised gap in knowledge, we have started a project that focuses on understanding people's experiences of the GPEA. We will share our findings in January 2019.

Despite the negative comments around appointments, residents generally continue to be happy with the quality of treatment they receive upon accessing the service. People felt GPs were providing a good level of advice, reassurance, and treatment explanation.

“Moved from Woolwich to Lewisham. Everything is quicker, more efficient in terms of my GP. More personal and not as busy. My partner has always lived in Lewisham and I'm loving it.”

(Baring Road Medical Centre)

Service users generally felt they had enough time to explain their condition to their doctor. However, some patients were unhappy that practice policy limited them to discussing one issue per consultation. They felt that this inhibits them from raising a number of symptoms which may be linked and might assist with an accurate diagnosis.



Staff attitudes were highlighted as extremely positive with GPs and nurses being praised for being kind and attentive to patients. A small number of patients raised concerns about receptionists. They felt uncomfortable and embarrassed having to talk about their condition at the front desk, in earshot, of other people.

Last year we carried out a project to assess the impact of the Accessible Information Standard on local patient experience, and to assess implementation of the standard. The aim of the AIS is to ensure that people with a disability or sensory loss are given information in a way they can understand. Our report highlighted the issues that disabled people face when accessing services.

Following our project, we have worked in partnership with South Lewisham Group to develop a training session which will help staff provide better support for people with a sensory or learning disability. We recognise South Lewisham Group Practice's commitment to equalities.

Advocacy

Our organisation 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 the key issues which are causing people to register an official complaint.

Analysis of our complaints shows that a high percentage of residents contacted our advocacy service because they are unable to access a health service. For example, one resident made a complaint against SLaM because they no longer qualified for a CAMHS to AMHS transition.

Several Lewisham residents were unhappy with the repeated cancellation of appointments. Complaints were filed against University Lewisham Hospital, Queen Elizabeth Hospital and New Cross Health Centre.



The experiences and views we 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 patients were happy with the treatment they received because 87% of all comments related to “quality of treatment” were positive. Our feedback shows that the public’s experience of treatment and care continues to improve.

“They are excellent. I use the same GP. Sometimes it’s hard to see her, but it’s not too bad. GP listens to what you say. She treats you with respect. Makes referrals. Phones you up. They have a really good CBT service.”

(Jenner Practice)

Really good experience. Staff are very good with my 6 year old daughter. I highly recommend the service.

(Ear, Nose and Throat, University Hospital Lewisham)

We gathered **65** comments from service users of University Hospital Lewisham in Q2. We found that similarly to previous intelligence reports, the main themes when it came to positive experiences of the hospital were quality of treatment/care and staff attitudes.

“First time here, usually go to Queen Elizabeth Hospital. But everything seems to be good and runs smoothly. Nothing to worry about so far.”

(Rheumatology)

The majority of patients appreciated the caring attitude of health professionals, finding them to be extremely competent and efficient. However, not all patients praised staff, several criticised nurses for what they perceived to be rude and dismissive behaviour.

“I faced a long waiting time and I was not examined properly. The staff were not friendly, and I felt like I was being rushed by the health professionals.”

(Accident and Emergency Department)

Lack of communication and waiting times were the most common themes for negative feedback. For example, 69% of comments related to waiting times were negative. Patients highlighted the length of waiting time whilst in the Accident and Emergency Department.

As previously mentioned in this report, lack of communication around appointments was an issue for patients. Over the last three months, patients have struggled to contact the Audiology Department to re-arrange their appointment as their calls go unanswered.

A couple of service users at the time of sharing their feedback, were still waiting upon test results, 3 weeks after they had visited the hospital.

Rather than being specific to certain departments, the prominent positive and negative themes covered numerous departments in the hospital. However, from our feedback we understand that women’s opinions of the Maternity Ward continue to significantly differ. Most were impressed with the quality of care and compassion they received from the midwives. However, others found their experiences of dealing with the midwives to be unpleasant and unprofessional.

“Very pleased when I gave birth at Lewisham Hospital. Very organised at the hospital. Midwives are efficient and prioritising.”

(Maternity, University Hospital Lewisham)

“When my baby was born, there was a late discharge because all the doctors would have a different opinion about my daughter’s health. Also, doctors would tend to get information through the nurses without consulting /examining the baby. Midwives were not nice and lacked customer service and professionalism I was left on bloody sheets for 3-4 days and there was no air conditioning.”

(Maternity, University Hospital Lewisham)

The two patient stories showcase a stark contrast in patient experience. We plan to carry out a future project that will focus on the Maternity Department and will allow us to provide further insight.

Conclusion

Our intelligence suggests that the patient experience of local health services remained constant. Overall, service users continue to receive good quality treatment and praise staff for their caring attitudes. However, access to services remains the biggest issue in the borough. A significant number of residents are waiting over a week to see their GP.

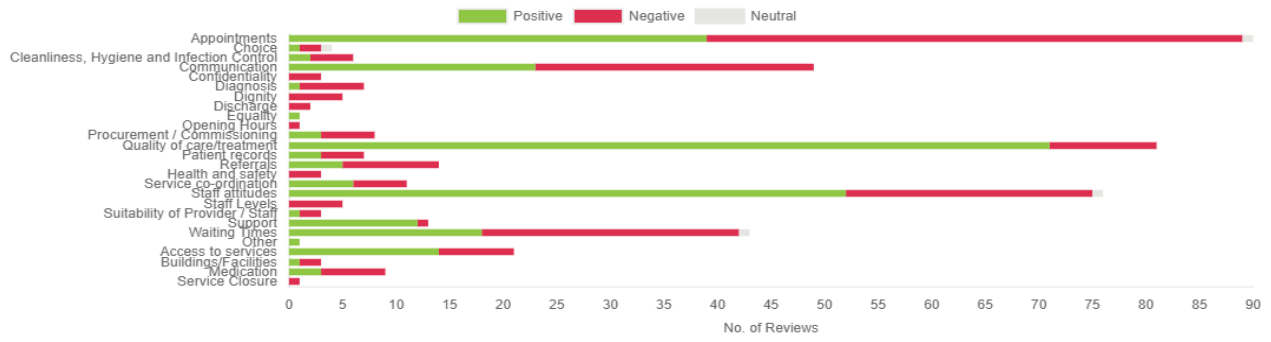
Similarly, numerous patients are unable to contact certain departments within University Hospital Lewisham to rearrange appointments.

Findings from the Independent Advisory Group (IAG) show that community leaders believe there is a disconnect between South London and Maudsley NHS Foundation Trust (SLaM) and the BME community. We suggest that SLaM needs to address this mistrust by ensuring good communication between SLaM professionals and service users. The development of the IAG group will hopefully enable SLaM to work closer with the Lewisham BME community.

Patient experiences at University Hospital Lewisham continue to vary, with waiting times at A & E resurfacing as an issue that needs to be addressed. Communication around appointments also needs to be improved.

Healthwatch believes that providers should concentrate on improving these areas of delivery and in ensuring consistency in services across the borough. We will also look to increase the amount and quality of feedback, so that we can offer further insight into the patient experience.





>	Theme	Count	Positive	Negative	Neutral	Subthemes
+	Appointments	90	43%	56%	1%	Sub-Themes >
+	Choice	4	25%	50%	25%	
+	Cleanliness, Hygiene and Infection Control	6	33%	67%	0%	
+	Communication	49	47%	53%	0%	Sub-Themes >
+	Confidentiality	3	0%	100%	0%	
+	Diagnosis	7	14%	86%	0%	
+	Dignity	5	0%	100%	0%	
+	Discharge	2	0%	100%	0%	
+	Equality	1	100%	0%	0%	
+	Opening Hours	1	0%	100%	0%	
+	Procurement / Commissioning	8	38%	63%	0%	
+	Quality of care/treatment	81	88%	12%	0%	
+	Patient records	7	43%	57%	0%	
+	Referrals	14	36%	64%	0%	
+	Health and safety	3	0%	100%	0%	
+	Service co-ordination	11	55%	45%	0%	
+	Staff attitudes	76	68%	30%	1%	
+	Staff Levels	5	0%	100%	0%	
+	Suitability of Provider / Staff	3	33%	67%	0%	
+	Support	13	92%	8%	0%	
+	Waiting Times	43	42%	56%	2%	Sub-Themes >
+	Other	1	100%	0%	0%	
+	Access to services	21	67%	33%	0%	Sub-Themes >
+	Buildings/Facilities	3	33%	67%	0%	
+	Medication	9	33%	67%	0%	Sub-Themes >

(Figure 2.2)

Examples of positive Patient Stories relating to GP Practices

“Online appointment has been available for a couple of months, much easier to get since the option became available. Good communication and staff attitudes This is a much better practice than plenty of others I have been used to.”

(Sydenham Green Group Practice)

“The doctors are very good, I see them quite regularly. Repeat prescriptions are not a problem, all you need to do is just phone and go to the pharmacy.”

(Brockley Road Medical Centre)

“All lovely here. Had the same practice since I was born. Always found it to be great. Appointments are hard to get. Sometimes have to queue at 7.30am, not suitable for older people. Waiting times are no problem. I don't mind waiting when i receive good advice and treatment”

(Sydenham Green Group Practice)

“I like the doctors at South Lewisham Group Practice because they are helpful and actually do their job, they are always there for patients.”

(South Lewisham Group Practice)

“Wells Park is absolutely brilliant. Others tell me that they struggle with appointment but I always find good access to appointments.”

(Wells Park Practice)

“Very good and friendly and they explain things to you with easy read and in an accessible way that patients with learning disabilities can understand.”

(Downham Family Medical Centre)

“Very good, I get to go to the doctor I have chosen she has been my GP from before birth.”

(Woodlands Health Centre)

“Very good service here. I have diabetes, I am able to be seen on the day. Although not sure it's as easy for people without condition. Doctors are always listening to my views. Always understanding. Not noticed much issues since merger of GP practices.”

(South Lewisham Group Practice)

Examples of negative Patient Stories relating to GP Services

“Reception staff are rude, they ask what they are not supposed to ask, you can’t disclose some of your condition in front of the public - its private.”

(South Lewisham Group Practice)

“Dr removed daughter’s antihistamines from her prescriptions without warning despite her peanut allergy and vital need for them. It took two weeks to rectify this mistake.”

(St John’s Medical Centre)

“There are only 2 doctors there, very hard to get an appointment.”

(New Cross Health Centre)

“They can’t get a simple sick note right - four times they have made mistakes.”

(Wells Park Practice)

“The surgery don’t pick up for appointments. Sometimes it takes two weeks to get the appointments. I call and then they say there are none available and you must call back the next day. What is the point? what if you have an emergency?”

(Downham Family Medical Centre)

“Appointments drive me nuts. My appointment was at 4.15, Dad’s was at 4.45, he has been seen before me. Since the merger there is more patients but not enough doctors. It’s stupid! I know about using the GPEA or the walk-in centres - still takes an age though.”

(South Lewisham Group Practice)

“100% not good. Staff complain about their wages. 2 weeks ago went in with an allergy - no prescription. I went in with eczema, they won’t prescribe anything. Staff don’t even look at you. I have back problems, but the GP won’t offer repeat prescriptions.”

(Woodlands Health Centre)

“Receptionists don’t listen, the practice is very hard to contact, and never any appointments available”

(Torridon Road Medical Practice)

“I had blood tests done recently - complex process to get results - called 4 times on phone, the receptionist said I have to wait until GP is in to get results. Took 2 weeks to get appointment. Once I was seen, they were helpful. But I was told initially it would only take a few days to get results.” **(Amersham Vale Practice)**

Examples of positive Patient Stories relating to University Hospital Lewisham

“Very impressed with Lewisham hospital. I had a short waiting time and very good staff, they explain what is going on. The consultant explained fully what was going to happen and next steps.”

(Cardiology)

“I had a good experience. Sent for a scan and stayed overnight. I was treated very well. I have no complaints.”

(Accident and Emergency)

“Lewisham Hospital always been very good to me. Cardio rehab has been very helpful and provided me with great advice to go home with. I have now done the instructed exercises at home and it's working well. The staff are very helpful.”

(Cardiology)

“I had a baby and had to stay for 5 days, hospital was clean, staff were warm, caring and capable and professional. Doctors used all necessary equipment to get baby out i am very happy with the service. I previously had a baby at St Thomas because thought Lewisham was not good, Staff at Lewisham hospital established rapport and were more personable.”

(Maternity)

“My experience of the Gynaecology department was brilliant. It was really quick, everyone was friendly and professional.”

(Gynaecology)

The X-ray service at the hospital was very good and it has improved a lot compared to the past year.

(X-Ray)

The hospital had amazingly caring staff who went beyond role to demonstrate concern in care, In particular, HCA, Khalid from Chestnut ward who took time in his break in coffee shop to express his condolences for recent death of patient.

(Chestnut and Cherry Ward)

“Nothing negative, on time, scan of heart went well, timely. Not a long waiting time to be seen by a doctor. I find the doctor's explanation really good and informative. I received my follow up appointment in the form of a letter which I found really helpful.

(Cardiology)

Examples of negative Patient Stories relating to University Hospital Lewisham

“I was referred to A&E via GP, my daughter had chicken pox and her temperature was raised. We were put in a non-medical room and left for many hours without any review of her health, there were no alarms or anyone round around to call for help had her condition deteriorated.

...The staff member said they had an emergency, however if I could not call not for help in the room we were left in, how could they help my daughter if there was an emergency.

I contacted my GP with my concerns and thankfully her temperature reduced and she was ok. My GP agrees that if her temperatures rises again then we will go to St Thomas' A&E where she can be cared for and isolated in an appropriate place.”

(Accident and Emergency)

“Had a scan for my back last month as i fell off the swing in the park. Had to wait two hours. Doctors talked to my mum and not me about what they were doing. Felt scared - and I told the doctors. They tried to reassure me. They wanted to keep me in overnight, but I didn't want to and went home. I don't like the smell of hospitals.”

(Accident and Emergency)

“Lewisham hospital doesn't have enough staff or equipment as the wait time is ridiculously long. This needs to improved.”

(General Ward)

“The treatment I receive at Lewisham hospital is what I would expect. But it's just so slow to see the doctor. Always seems to be an age.”

(Ear, Nose and Throat)

“Waited absolutely ages for an appointment. I have finally got one and then it got cancelled. When we managed to get another appointment, we had to wait 2 hours just to be measured up, but it had already been done elsewhere.” **(Orthopaedics)**

“I had a MRI scan back in June, I was referred and I still have not got back my result and it's now September.” **(Radiology)**

“I have been in the hospital since Wednesday, it's now Sunday. I am a cancer patient and was omitted with blood poisoning which has affected my left leg. I have been put on a ward and put in my own side room. I have had to clean the room myself as it is disgusting. It is dirty and there are no clinical cleaning labels. I wiped the window ledge and my wipes were black. I have had to clean the room so that I feel comfortable as i'm in the hospital because of an infection.”

(Cancer Services)

