

# Q1 Patient Experience Report

Healthwatch Lewisham  
April-June 2025



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# Introduction

## Patient Experience Programme

Healthwatch Lewisham is your local health and social care champion. Through our Patient Experience Programme (PEP), we hear the experiences of residents and people who have used health and care services in our borough.

They tell us what is working well and what could be improved, allowing us to share local issues with decision makers who have the power to make changes.

Every three months we produce this report to raise awareness about patient experience and share recommendations on how services could be improved.

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## Methodology



Carrying out engagement at **local community hotspots** such as GPs, hospitals and libraries



Encouraging conversations on **social media** and gathering **online reviews**



Providing promotional materials and surveys in **accessible formats**



**Training volunteers** to support engagement across the borough allowing us to reach a wider range of people and communities

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Healthwatch independence helps people to trust our organisation and give honest feedback which they might not always share with local services.

**Between April and June 2025, we continued to develop our PEP by :**

- Updating our report design following feedback to further ensure its accessibility and ability to achieve impact

# Layout of the report

This report is broken down into three key sections:

- Quarterly snapshot
- Experiences of GP Practices
- Experiences of Hospital Services

The Quarterly snapshot highlights the number of reviews we have collected about local services in the last three months and how residents/patients rated their overall experiences.

GPs and Hospitals have dedicated sections as we ask specific questions about these services when carrying out engagement. They are the top two services about which we receive the most feedback.

The GP and Hospital chapters start with some example comments, giving a flavour of both the positive and negative feedback we hear from local people. The next section is summary findings, which includes good practice, areas of improvement and recommendations. This is then followed by a final section, capturing the full data set of quantitative and qualitative analysis, a further PCN/Trust breakdowns and an equality analysis page.

It is important to note that the summary findings are shaped by all data streams.

## How we use our report

Our local Healthwatch has representation across various meetings, boards and committees across the borough where we share the findings of this report.

We ask local partners to respond to the findings and recommendations in our report and outline what actions they will take to improve health and care based off what people have told us.

## Additional Deep Dives

This report functions as a standardised general overview of what Lewisham residents have told us within the last three months. Additional deep dives relating to the different sections can be requested and are dependent on additional capacity and resource provision.

# Q1 Snapshot

This section provides a summary of the experiences we collected during April – June 2025 as well as a breakdown of positive, negative and neutral reviews per service. We analysed residents rating of their overall experience to get this data (1\* and 2\* = negative, 3\* = neutral, 4\* and 5\* = positive)



## 1,207 reviews

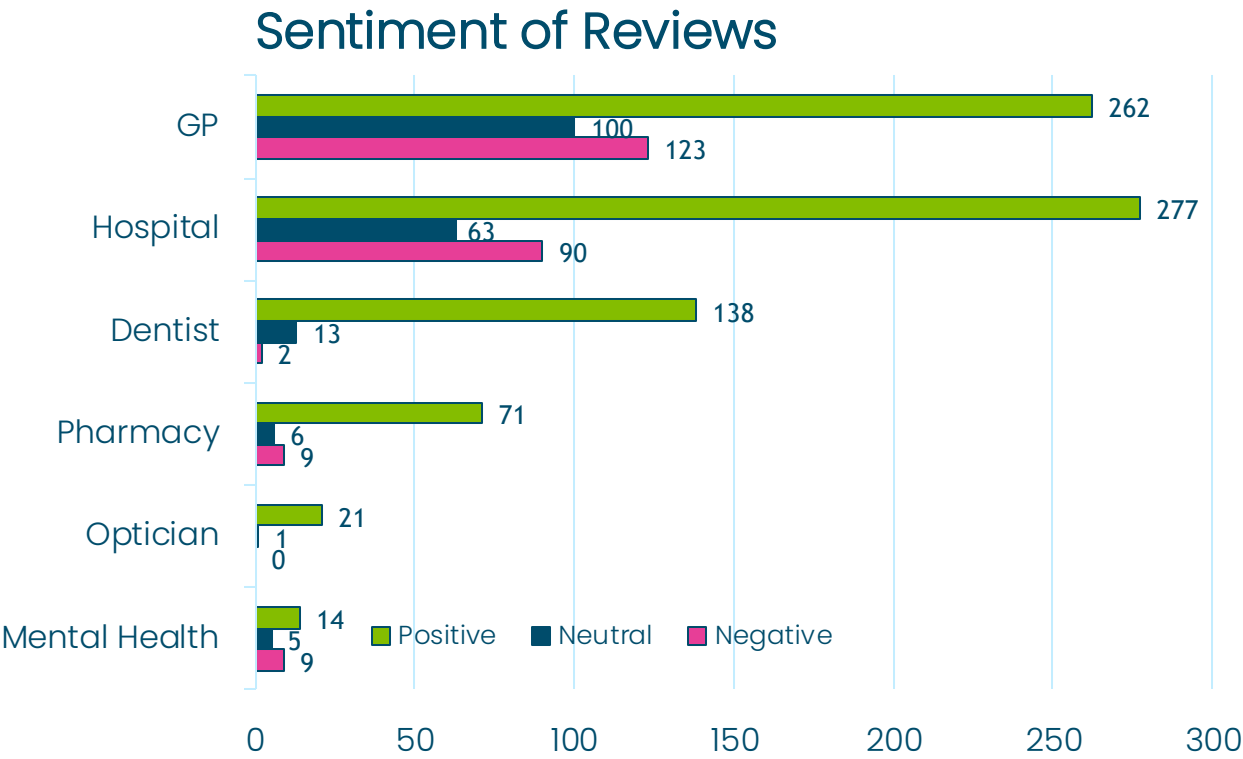
of health and care services were shared with us, helping to raise awareness of issues and improve care.

## 62 visits

were carried out to different local venues across the borough to reach as many as people as possible

Top 5 Service Types	No of Reviews	Percentage of positive reviews
GP	486	54%
Hospital	430	64%
Dentist	153	90%
Pharmacy	86	83%
Optician	22	95%
Mental Health	28	50%

A full breakdown of totals for all services can be found in the appendix.





# Experiences of GP Services



# What people told us about GP Services

"I have had them as my GP for over 10 years, and they are familiar with my medical needs. Staff are always kind and effectively diagnose my issues"

"I am trying to get an appointment to see the doctor but unfortunately I am being told I have to book a later date as the current doctors schedule is full, and I can't get an appointment."

"I cannot speak English very well, but they took time to communicate with me, and they sometimes make arrangements for a translator that speaks my language"

"If you have a question, no one will answer you until your next appointment. You are not informed about blood tests results. Difficulty to speak on the phone due to long waiting times on the phone. I have tried to make contact for a whole day without success."

"The online appointment form can be difficult to complete at first, but once you get through it, the process becomes much easier to get an appointment. Telephone consultation is usually useful and saves time. Reception staff are nice; I regard the doctors very highly."

"The waiting time could be improved; quality of consultations could be improved by providing more doctors to attend and also to provide more tests for patients to find out the issue instead of only prescribing paracetamol and ibuprofen."

"The healthcare professionals are very thorough in asking questions and are good listeners. This gave me the length of time needed to explain myself. The team is friendly and tries to help. Once you get seen, the doctors are professional and good."

"Getting repeat prescription is hard bearing in mind I have been using this GP for over 10 years. My medicine ought to be automatic. It is hard for my wife because she is a housewife and has to take care of the kids and me."





# GP Services Summary Findings

# What has worked well?

Below is a list of the key positive aspects relating to GP practices between April and June 2025



## Staff attitudes

72% of reviews that covered staff attitudes were positive.

Residents found health professionals were 'kind' and caring when listening to their concerns.



## Quality of treatment

75% of reviews that covered quality of treatment were positive.

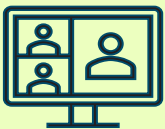
Residents were exceedingly pleased with the care they have received from their GP practices and the results of the suggested treatment.



## Communication with Patient

56% of reviews that covered communication with patients regarding their treatment and advice given during discussion were positive.

Residents highlighted their happiness on effective communication with staff, making it much easier to get quality services such as booking appointments, waiting list, test/results.



## Remote Appointment compared to quality of appointment Face-to-face

77% of reviews that covered face to face appointment were positive.

Residents appreciated the opportunity for thorough physical assessments, which are difficult or impossible during remote consultations.

Seeing a GP in person increased residents' confidence in the diagnosis and prescribed treatments.

# What could be improved?

Below is a list of the key areas for improvement relating to GP practices between April and June 2025



## Appointment Availability

68% of reviews that covered appointment availability were negative.

Many residents reported long waiting times and difficulty securing timely slots, especially for follow-up care.



## Getting through on the telephone

73% of reviews that covered getting through on the telephone were negative.

Residents shared their frustrations at being unable to get through to a receptionist when trying to book an appointment at 8am. People were either left on hold for over 30 minutes or told to book appointments online.



## Waiting Times

74% of reviews that covered waiting time to get seen by the consultant were negative.

Majority of residents expressed dissatisfaction on the length of time they had to wait before being seen by health professionals.



## Remote Consultation – Online

38% of reviews that covered online consultation were negative.

Many residents expressed dissatisfaction with online and telephone consultations, stating that these formats often do not support effective diagnosis or clear communication. Residents reported challenges in expressing themselves, understanding GPs, and describing symptoms accurately without the benefit of visual cues.

# Recommendations

Below is a list of recommendations for GP practices in Lewisham based on the key issues that the residents told us about over the last quarter.

## Waiting Time (Punctuality and queueing on arrival)

1. Increase the number of available doctors to reduce delays and ensure patients are attended to more promptly.
2. Encourage GP practices to make greater use of signage and information boards to display estimated waiting times.
3. Adopt clinic update systems at GP practices to keep patients informed and manage expectations during busy periods.

## Remote Consultation – Online

Patients should be given more flexibility to choose the type of appointment that best suits them—whether face-to-face, by telephone, or online. Clearer information and additional support should also be provided for those who find online systems challenging to use

## Getting through to someone on the phone

1. Extend peak calling hours to give patients more opportunities to contact the practice at convenient times.
2. Increase staffing levels during peak hours to manage higher call volumes efficiently and reduce patient waiting times.

The image features a dark teal background with a large, white, curved shape in the center, resembling a stylized 'C' or a protective shield. A thick, vibrant pink line follows the inner curve of this white shape, creating a frame for the text. The text is centered within this frame.

# GP Services

## Full data set

# GP Services

No. of Reviews	486 (relating to 21 GP practices)
Positive	54%
Negative	25%
Neutral	21%



## Questions we asked residents

As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the service?
- Q6) How would you rate the quality of treatment and care received?

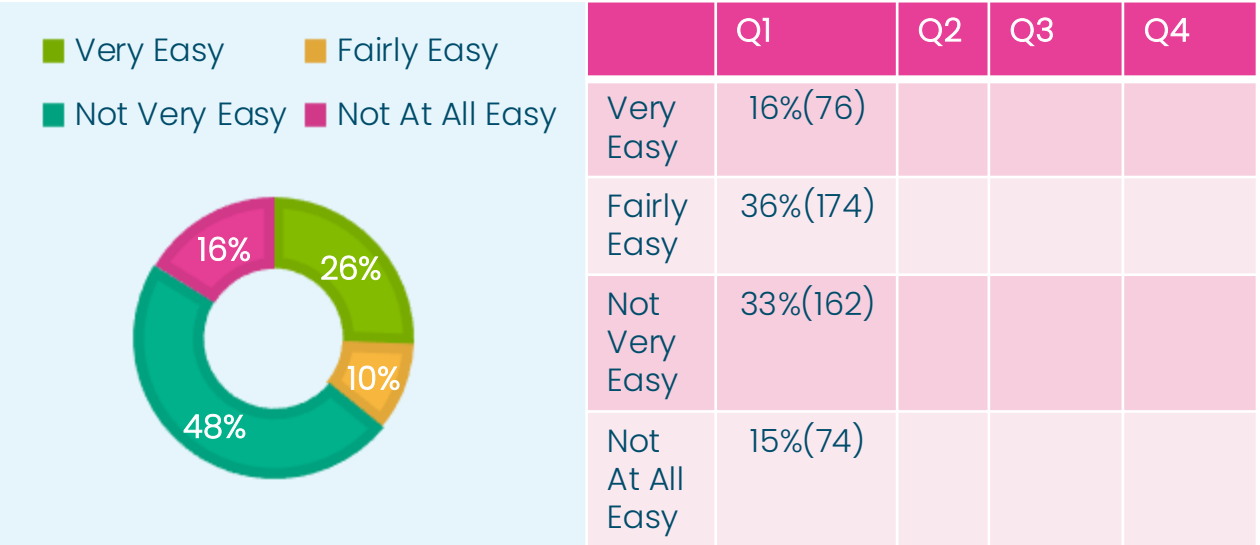
Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (Very Easy – Not at All Easy) to allow our data to be comparable with the NHS data.

Participants were asked to choose between 1-5\* (Very Poor – Very Good)

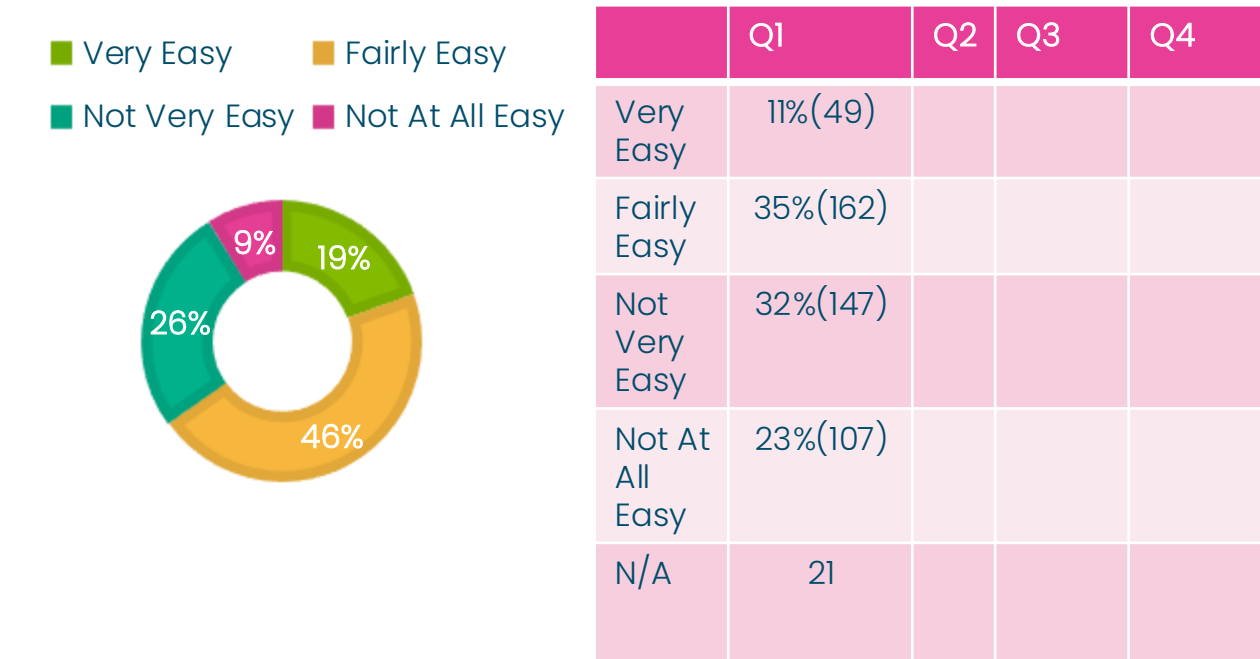


# Access and Quality Questions

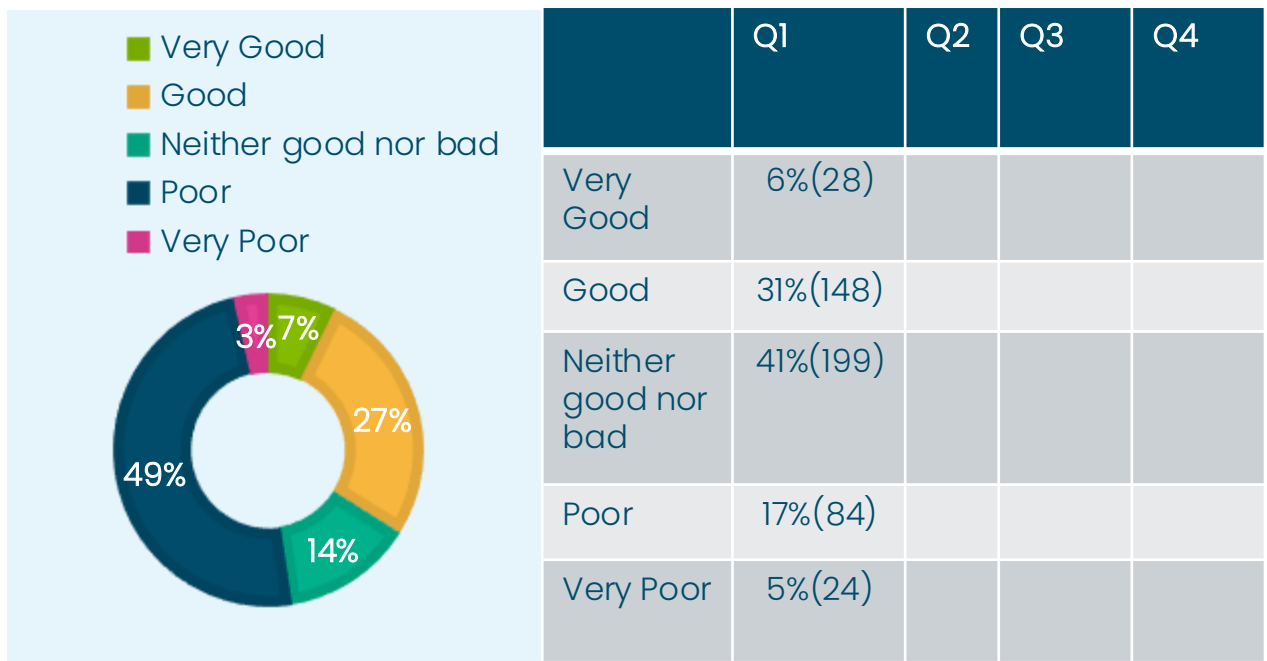
## Q1) How do you find getting an appointment?



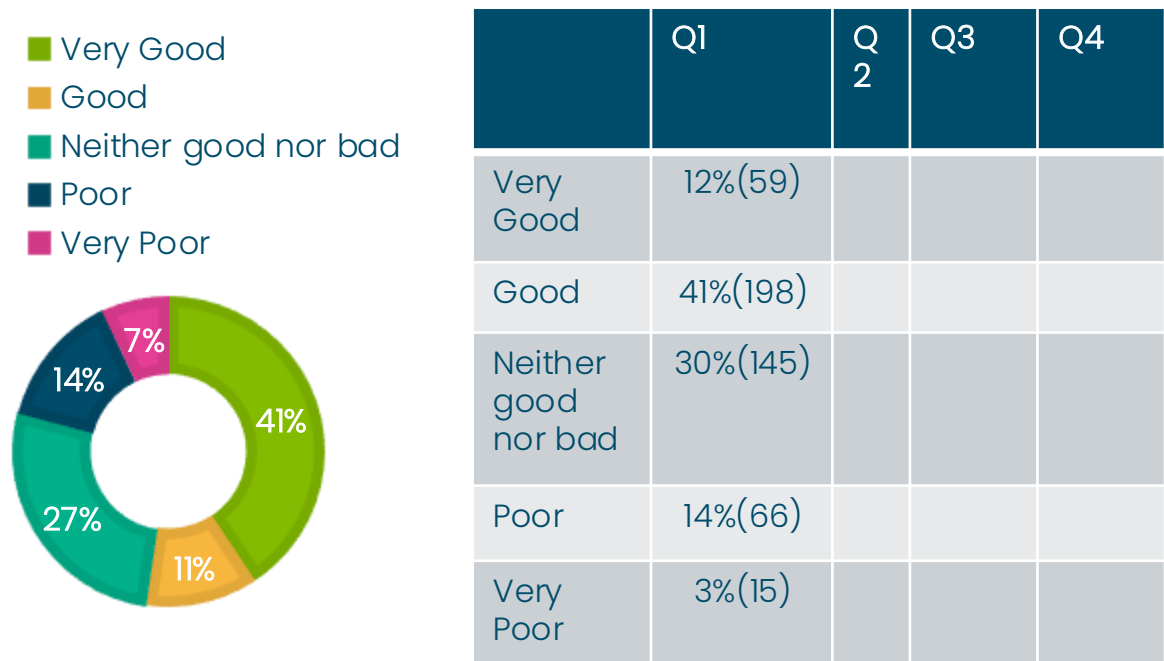
## Q2) How do you find getting through to someone at your GP practice on the phone?



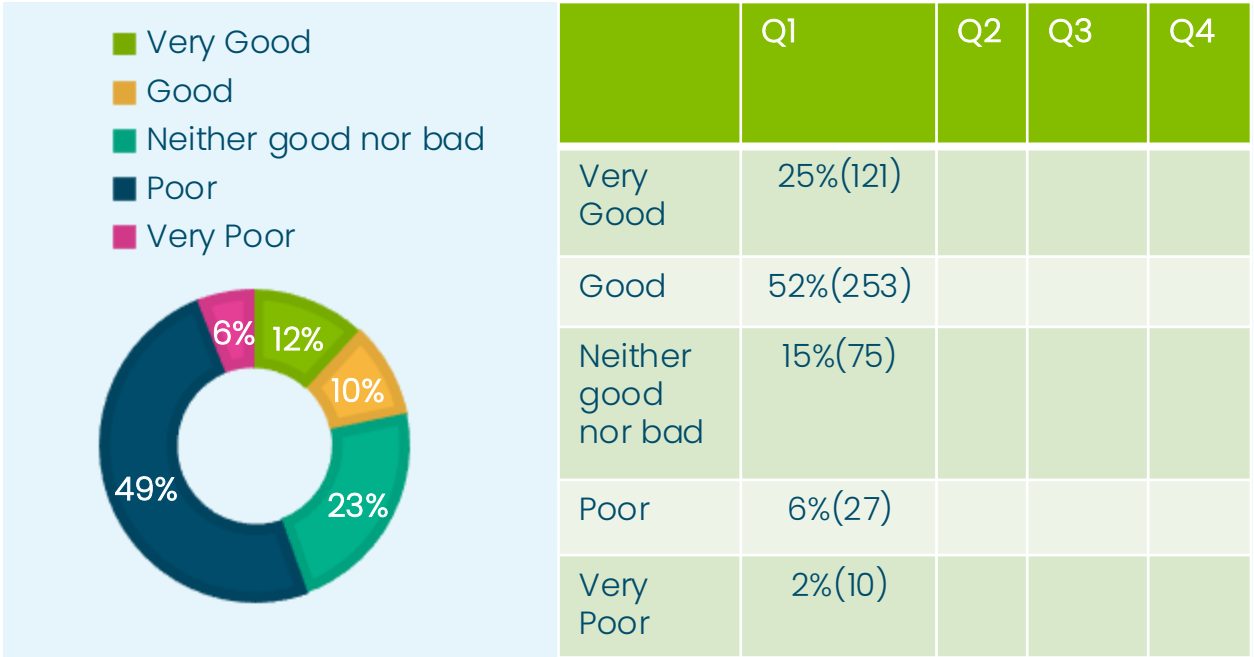
Q3) How do you find the quality of online consultations?



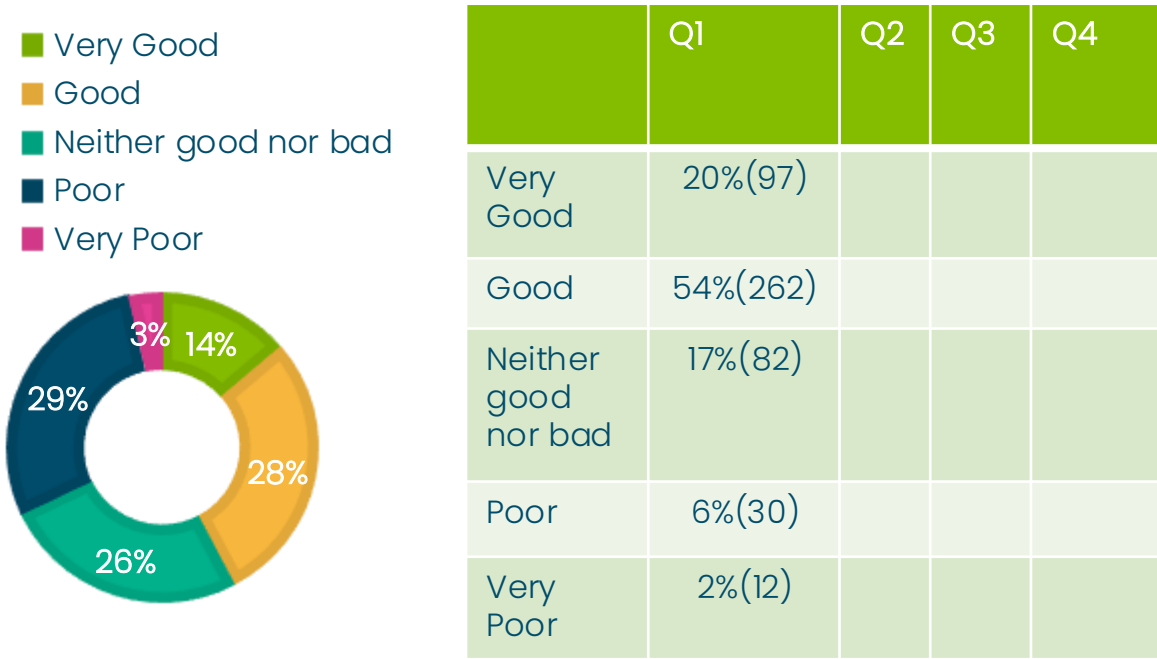
Q4) How do you find the quality of telephone consultations?



Q5) How did you find the attitudes of staff at the service?



Q6) How would you rate the quality of treatment and care received?



### Thematic analysis

In addition to the access and quality questions highlighted on previous pages, we also ask two further free text questions **(What is working well? and What could be improved?)**, gathering qualitative feedback to help get a more detailed picture about GP practices.

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. The table below shows the top 10 themes mentioned by patients between April and June 2025 based on the free text responses received. This tells us which areas of the service are most important to patients.

We have broken down each theme by positive, neutral and negative sentiment. Percentages have been included alongside the totals.

Top 10 Themes	Positive	Neutral	Negative	Total
Appointment availability	64 (28%)	30 (4%)	158 (68%)	232
Staff Attitudes	154 (72%)	5 (19%)	19 (9%)	213
Quality of Treatment	126 (26%)	26 (29%)	26 (46%)	168
Getting through on the telephone	43(26%)	1(1%)	122(73%)	166
Online Consultation	41(39%)	24(23%)	40(38%)	105
Booking Appointment	29(38%)	4(5%)	43(57%)	76
Staff Communication with Patient	35(56%)	4(6%)	24(38%)	63
Face-to-Face Consultation	40(77%)	1(2%)	11(21%)	52
Waiting Time	10(9%)	10(9%)	53(72%)	73
Telephone Consultation	29(41%)	10(14%)	31(40%)	70

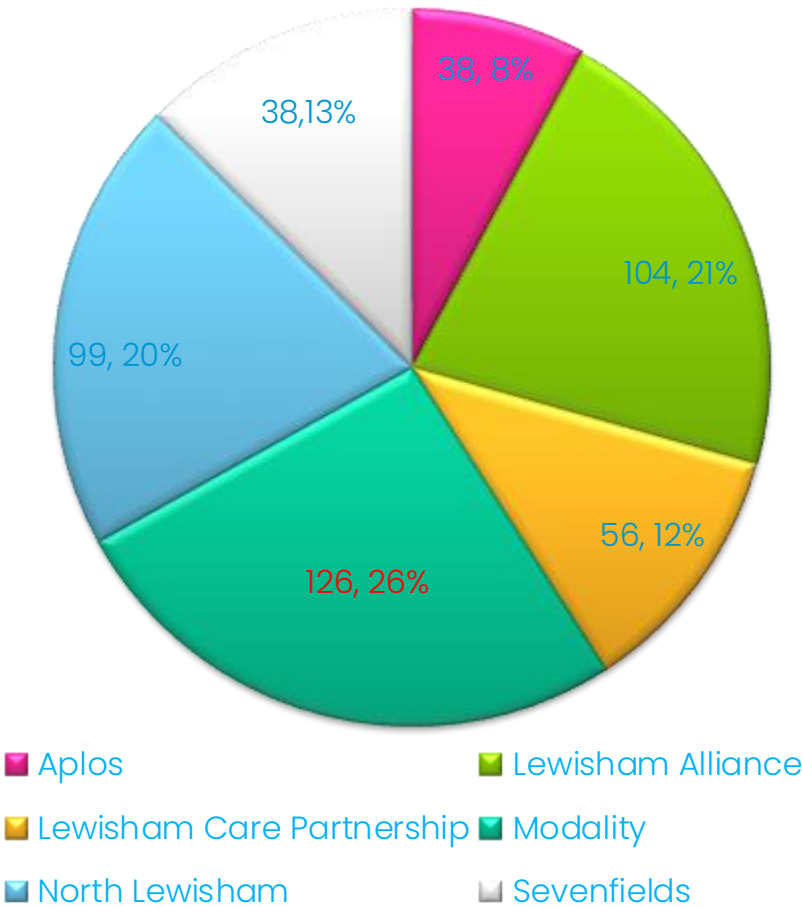
# Primary Care Networks

Primary care networks (PCNs) are groups of GP practices within the same area which work together to support patients. Within Lewisham there are 6 PCN'S covering the borough. These are:

- Aplos
- Lewisham Alliance
- Lewisham Care Partnership
- Modality
- North Lewisham
- Sevenfields

Between April and June, the services which received the most reviews were Modality and Lewisham Alliance PCNs. In Q1, Modality PCN received 126 positive responses, while Lewisham Alliance PCN recorded 104 positive responses.

Total Reviews per PCN (no., %)



## PCN Access and Quality Questions

In order to understand the variations of experience across the borough we have compared the PCNs by their access and quality ratings.

Please note that Access has been rated out of 4 (1 – Not at All Easy – 4 Very Easy) and Quality is out of 5 (1 – Very Poor, 5 – Very Good)

Each average rating has been colour coded to indicate positive, (green) negative (pink) or neutral (blue) sentiment.

Positive  Neutral  Negative

PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	Getting an appointment	Getting through on the phone	Of Online consultation	Of Telephone consultation	Of Staff attitudes	Of Treatment and Care
Aplos No of reviews: 38	2.7	2.5	3.0	3.4	4.0	3.8
Lewisham Alliance No of reviews: 104	2.4	2.5	3.1	3.4	4.0	4.0
Lewisham Care Partnership No of reviews: 56	2.0	1.9	3.0	3.3	3.5	3.5
Modality No of reviews: 126	2.5	2.1	3.1	3.4	4.0	3.8
North Lewisham No of reviews: 99	2.8	2.7	3.2	3.6	4.1	4.0
Sevenfields No of reviews: 61	2.7	2.3	3.4	3.5	4.0	3.8



## PCN Themes

We have also identified the top 3 positive and negative themes for each PCN where we have received over 20 reviews.

Primary Care Network	Overall star rating	Top 3 Positive Issues	Top 3 Negative Issues
Aplos No of reviews: 38	3.2	1. Staff attitudes	1. Appointment Availability.
		2. Booking Appointment	2. Getting through on the telephone
		3. Quality of Care/Treatment	3. Telephone Consultation.
Lewisham Alliance No of reviews: 104	3.5	1. Quality of Care/Treatment	1. Waiting Times to get seen
		2. Staff Attitude	2. Getting through on the phone
		3. Communication with patients	3. Appointment availability
Lewisham Care Partnership No of reviews: 56	2.7	1. Communication with patients	1. Getting through on the telephone
		2. Staff attitudes	2. Booking appointments
		3. Quality of Care/Treatment	3. Online consultation
Modality No of reviews: 126	3.3	1. Quality of Care/Treatment	1. Getting through to someone on the telephone
		2. Face-to-Face appointments	2. Appointment availability
		3. Staff Attitudes	3. Telephone Consultation
North Lewisham No of reviews: 99	3.5	1. Quality of Treatment	1. Getting through on the telephone
		2. Appointment Availability	2. Booking appointments
		3. Staff attitudes	3. Communication with Patients
Sevenfields No of reviews:61	3.6	1. Staff Attitudes	1. Appointment Availability
		2. Quality of Treatment	2. Waiting Times to be seen.
		3.Booking Appointment	3. Telephone Consultation

## Equalities Snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience based on personal characteristics.

This section pulls out interesting statistics we found when analysing overall experience ratings (1=Very Poor 5= Very Good). A full demographics breakdown can be found in the appendix.



### Gender

During the last three months, we had more feedback from women (292) than men (181). However, men had a better experience of GPs when compared with women. 57%(103) of men rated their experiences 4\* or higher compared to only 41%(153) of women.

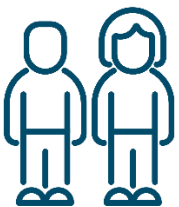


### Age

We received the most feedback from 35-44 year olds (118) and 55-64 year olds (93).

Experiences amongst these age ranges were mixed with 55% of 35-44 year olds having positive experiences.

However, 50% of 45-54 year olds also gave negative reviews.



### Ethnicity

56%(109) of White British residents who shared reviews considered their last experience of a GP to be either 'Good' or 'Very Good'. This was the highest percentage for an ethnicity that shared more than 10 reviews. The next best was people who identified as 'Black British', which was 64% (37).

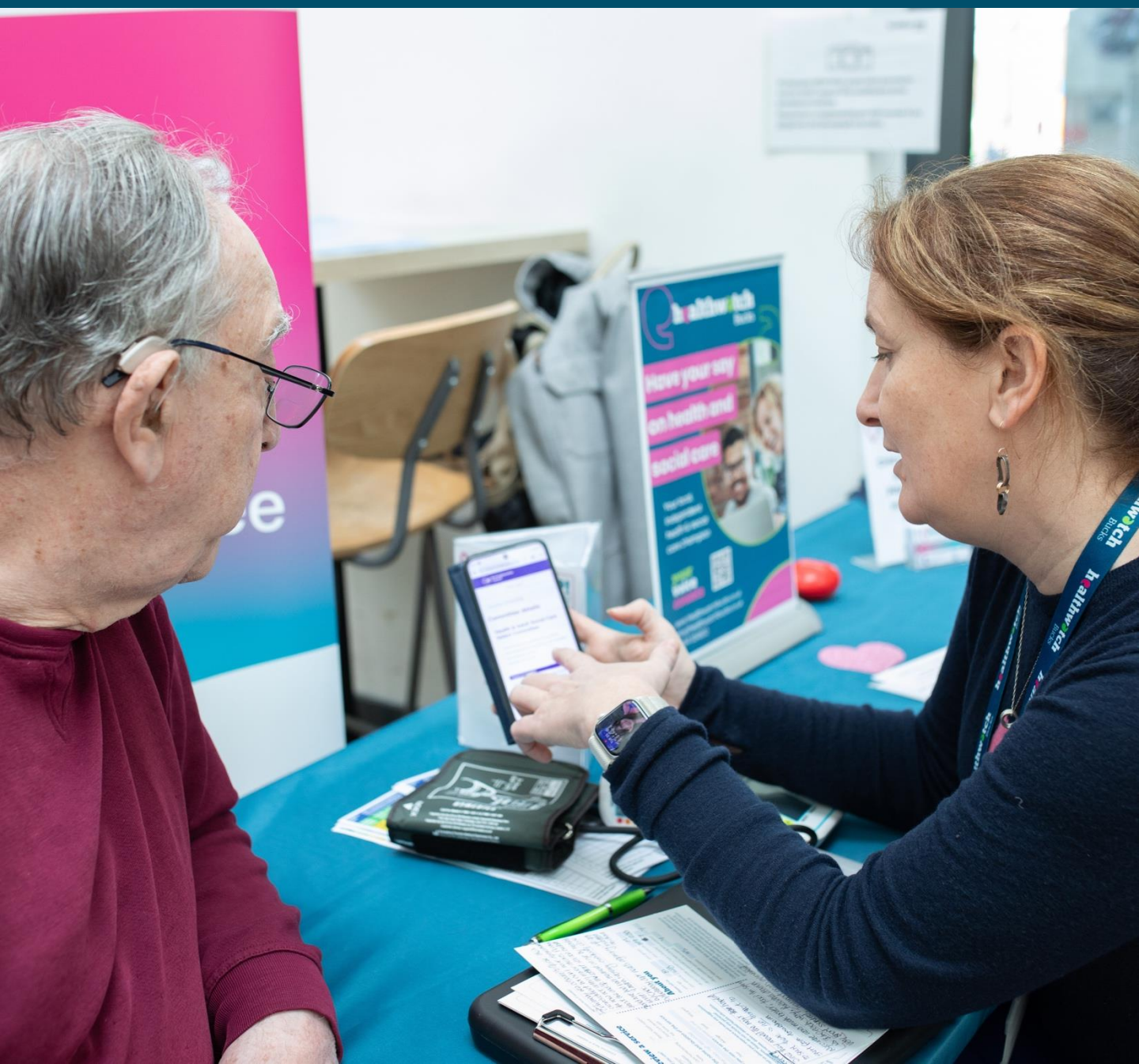


### Long Term Condition

36%(175) of residents we spoke to who shared their equalities data considered themselves to have a long-term condition (LTC).

Interestingly, 53% (92) of them had a positive experience of their GP practice in comparison to 47% of those who did not have any LTC.

# Experiences of Hospital Services



# What people told us about Hospitals

"I was in the hospital 18 months ago with liver failure. The surgery have been extremely helpful in my road to recovery. I received well co-ordinated and pro-active help."

"It is very hard to get a referral without biblical waiting times and it's not always that staff treats you well. My last experience though was a good one, with attentive and very helpful staff."

"Delivery experience and immediate postnatal experience was good. Midwives provided strong advocacy during my delivery, and I received a great deal of support in the week following birth when my baby experienced significant weight loss."

"Guy's hospital staff tried their very best to see me and found me a bed before I had my treatment. Lewisham left me in the corridor for 6 hours, no bed or room to have treatment. I have both treatment in front of others."

"The staff are friendly, helpful and kind. The signage to get to the department is clear. The written and digital communication is good because the letters and emails are usually delivered to me on time."

"The waiting time needs to be improved. The amount of time spent until I get the appointment is extremely long. They need to examine and listen to patients better."

"Communication between the service and the patient is good. They will inform you to call back later if appointment is not available rather than leaving you hanging when there is no appointment."

"They cancel appointments too often. This is problematic when someone like me is supposed to be monitored regularly. It is almost impossible to get through them over telephone."



# Hospital Services Summary Findings

# What has worked well?

Below is a list of the key positive aspects relating to hospitals between April and June 2025



## Quality of Treatment and Care

81% of reviews that covered quality of treatment and care were positive.

Residents found that they appreciated the quality of the treatment they received. Significant praise was given to the Orthopaedics department.



## Staff attitudes

77% of reviews that covered staff attitude were positive.

On several occasions, residents described staff as “kind,” “caring,” and “friendly.” The professionalism demonstrated by health professionals was also highly appreciated by residents.



## Communication with Patients

72% of reviews that covered communication with staff were positive.

Residents appreciated that health professionals took the time to calmly explain their treatment while listening to their concerns. They also reported feeling reassured and more confident in their care due to the staff’s clear and supportive communication style.



# What could be improved?

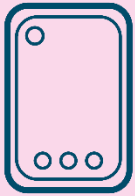
Below is a list of the key areas for improvement relating to hospitals between April and June 2025..



## Waiting times for appointments/waiting lists

65% of reviews that covered waiting times for appointments/waiting lists were negative.

Residents found that they would have to be on a waiting list on average at least 3-6 months for a hospital appointment. They were concerned about people in constant pain while they were waiting.



## Getting through on the telephone

37% of reviews that covered getting through to staff on the telephone were negative, with 21% stating neutral experiences.

The residents expressed that the inability to contact a health professional in an emergency or when experiencing new symptoms was a source of concern for them.



## Communication between services

49% of reviews that covered communications between services (referrals) were negative.

The lack of communication between the GP and hospitals was mentioned in more than half of the feedback from the residents. They also stated that this caused delays in receiving their test results, prescriptions, and timely referrals.

# Recommendations

Below is a list of recommendations for hospitals in Lewisham based on the key issues residents/patients told us about over the last three months

## Waiting Times (for appointments/waiting list)

1. Increase staffing capacity by employing additional clinical and administrative staff to manage high patient numbers.
2. Collaborate with GPs and urgent care centres to better manage non-urgent cases and strengthen referral mechanisms to prevent unnecessary hospital visits.
3. Provide regular updates to patients about expected waiting times, so they feel informed and reassured while waiting.

## Communication between Services

Make sure that hospitals, clinics, and community health providers can readily and securely share patient information. Establish direct channels of contact (hotlines or chat platforms) so that healthcare providers can communicate in real time.



# Hospital Services

## Full data set

# Hospital Services

No. of Reviews	430 (relating to 3 hospitals)
Positive	64%(277)
Negative	21%(90)
Neutral	15%(63)



## Questions we asked residents

As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

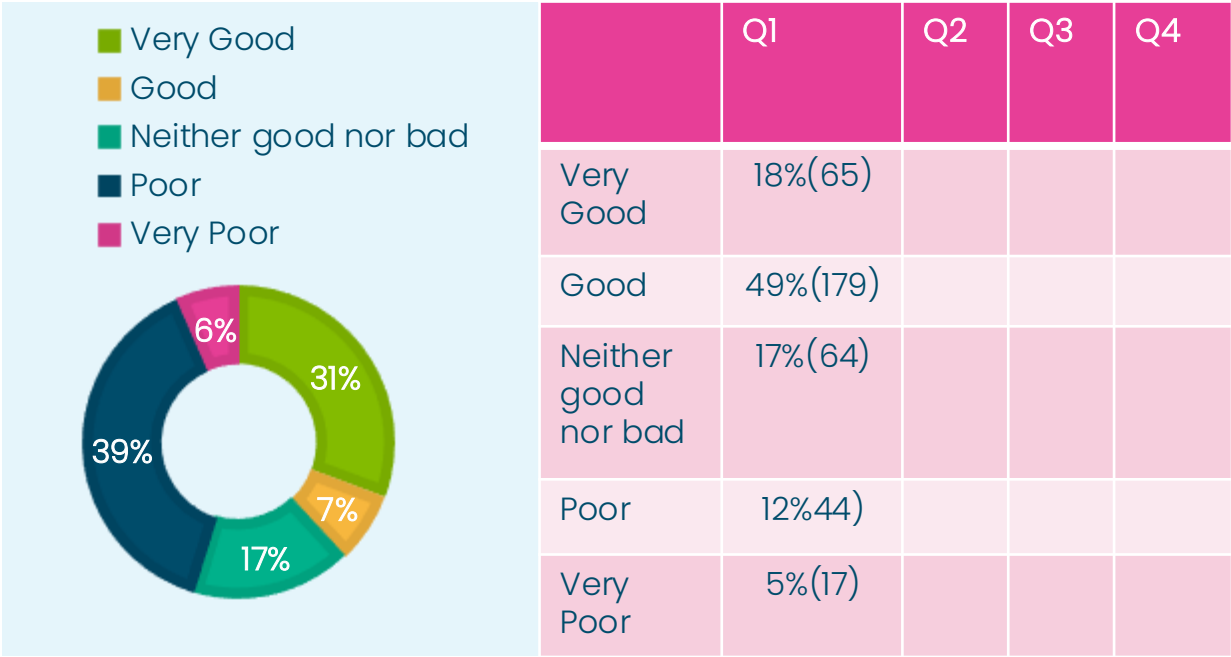
The questions we asked were:

- Q1) How did you find getting a referral/appointment at the hospital?
- Q2) How do you find getting through to someone on the phone?
- Q3) How do you find the waiting times at the hospital?
- Q4) How do you find the attitudes of staff at the service?
- Q5) How do you think the communication is between your hospital and GP practice?
- Q6) How would you rate the quality of treatment and care received?

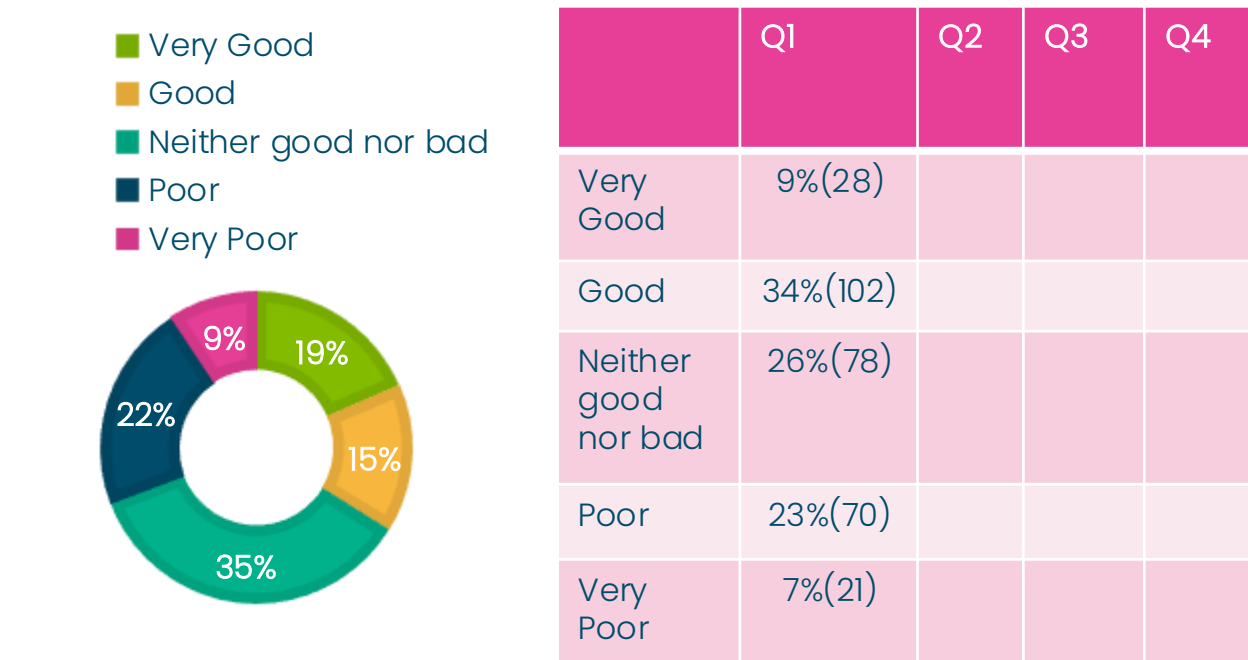
Participants were asked to choose between 1-5\* (Very Poor – Very Good) for all questions.

# Access and Quality Questions

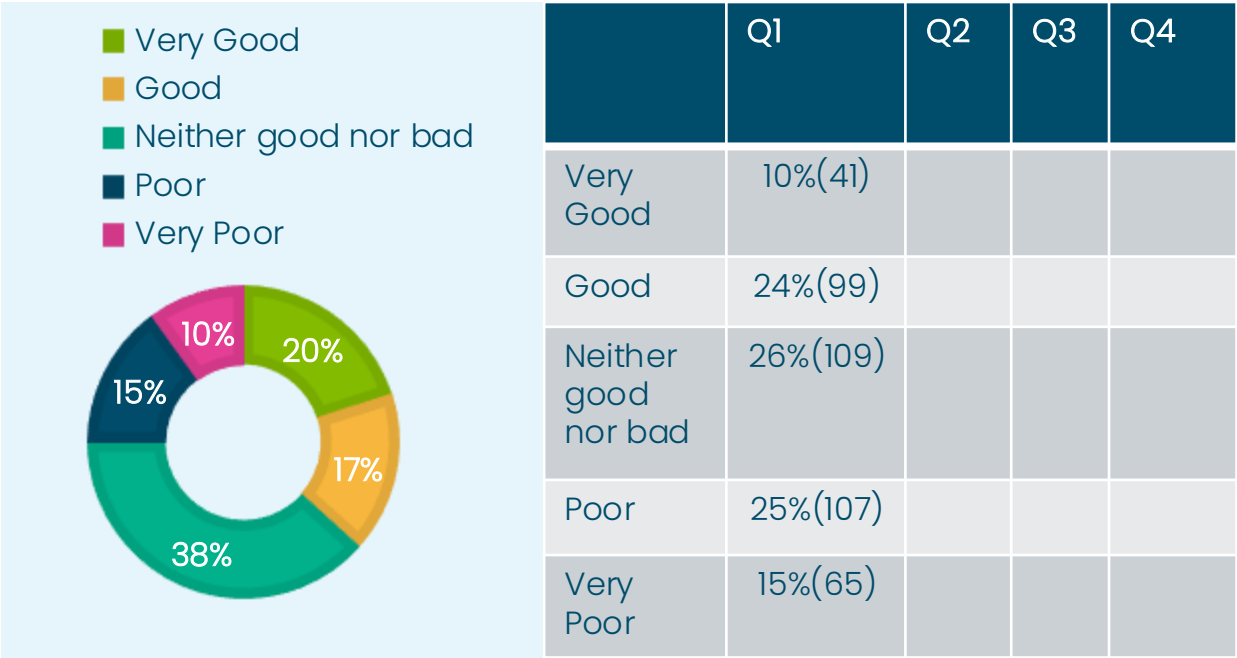
Q1) How did you find getting a referral/appointment at the hospital?



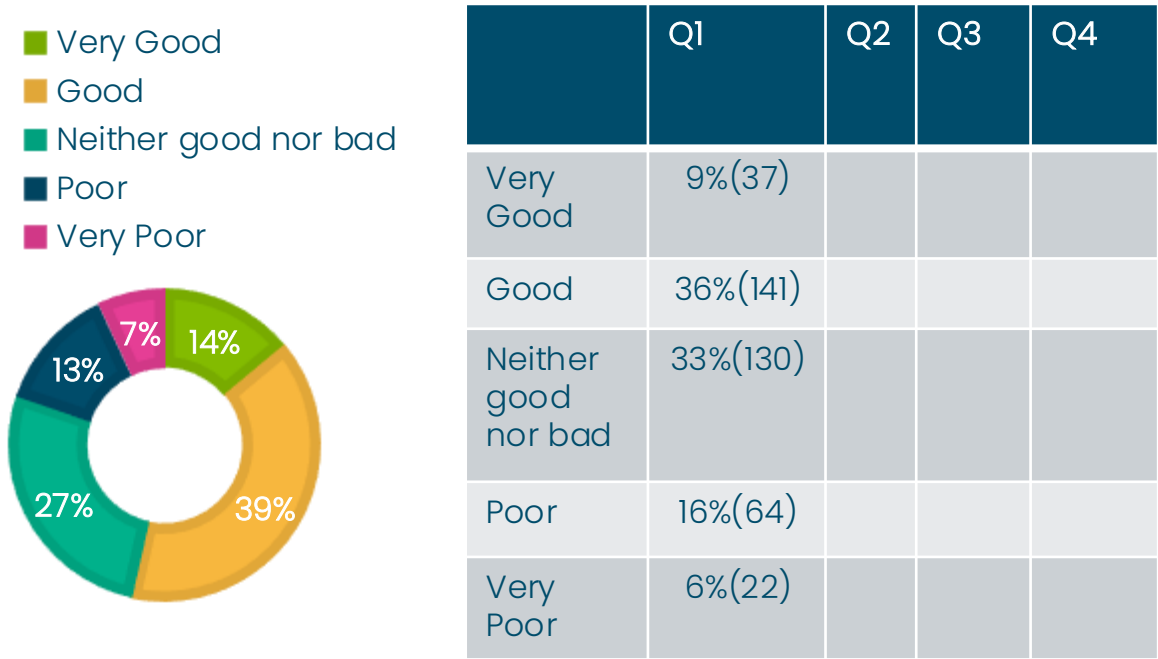
Q2) How do you find getting through to someone on the phone?



Q3) How do you find the waiting times at the hospital?

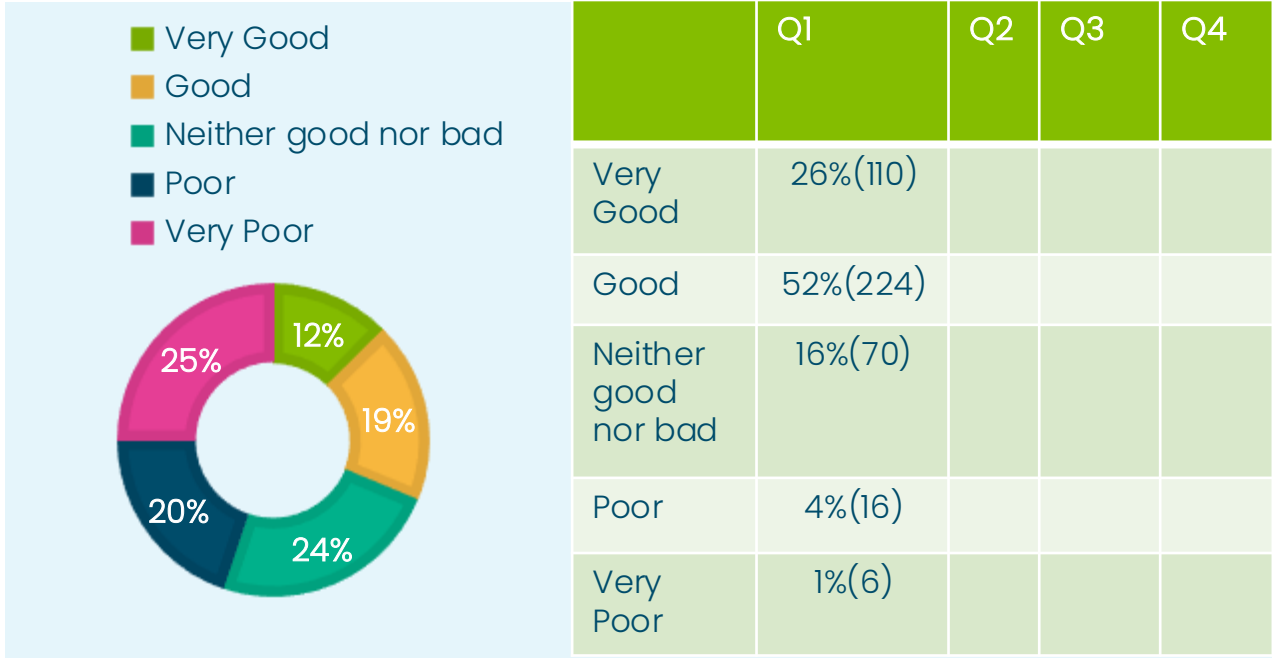


Q4) How do you think the communication is between your hospital and GP practice?

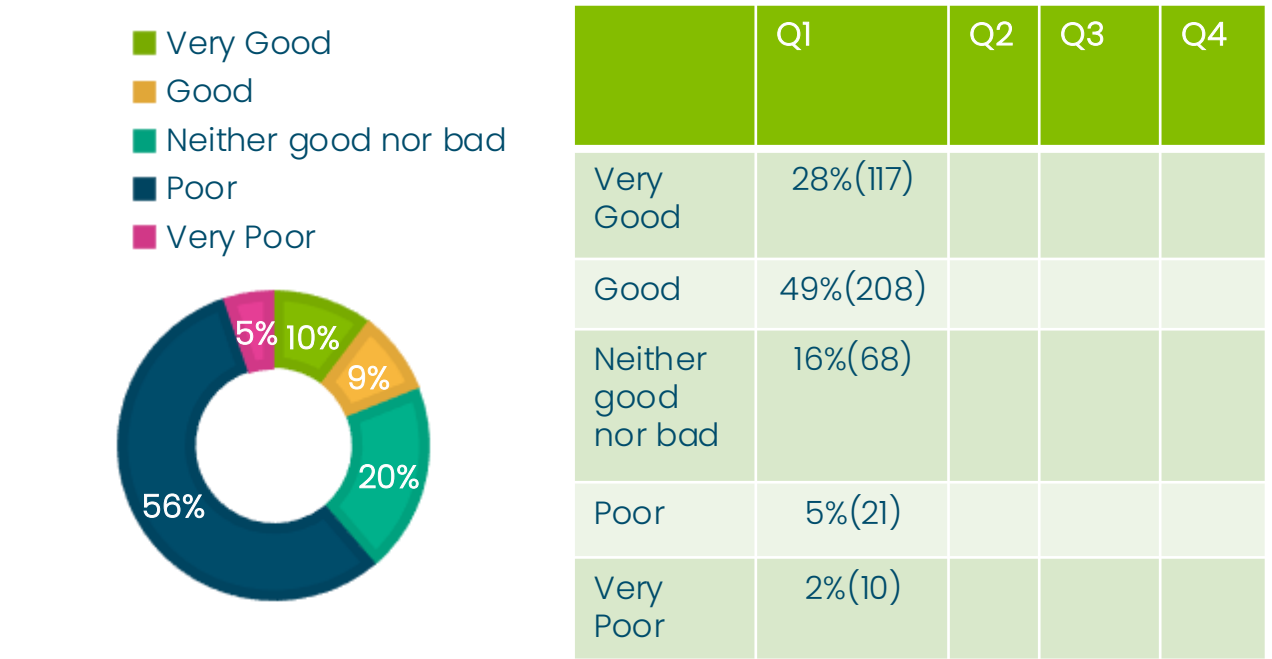




Q5) How do you find the attitudes of staff at the service?



Q6) How would you rate the quality of treatment and care received?



## Thematic analysis

In addition to the access and quality questions highlighted on previous pages, we also ask two further free text questions (**What is working well? and What could be improved?**), gathering qualitative feedback to help get a more detailed picture about hospital services.

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 10 themes mentioned by patients between April and June 2025 based on the free text responses received. This tells us which areas of the service are most important to patients.

We have broken down each theme by positive, neutral and negative sentiment. Percentages have been included alongside the totals.

Top 10 Themes	Positive	Neutral	Negative	Total
Quality of Treatment	132 (81%)	18 (11%)	13 (8%)	163
Staff Attitudes	171(77%)	26 (12%)	24 (11%)	221
Getting through on the phone	65 (42%)	22 (21%)	57 (37%)	154
Waiting Times (Punctuality and queueing on arrival)	50(20%)	40(16%)	166(64%)	256
Communication with patients	65 (75%)	6 (7%)	16 (18%)	87
Booking appointments	19(61%)	5(16%)	7(23%)	31
Appointment Availability	76(59%)	12(10%)	40(31%)	128
Communication with Services (Referrals)	45 (41%)	32 (30%)	31 (29%)	108
Communication with Staff	12 (52%)	6 (26%)	5 (22%)	23
Waiting Times (for appointment/waiting lists)	17 ( 31%)	14 (26%)	23 (43%)	54

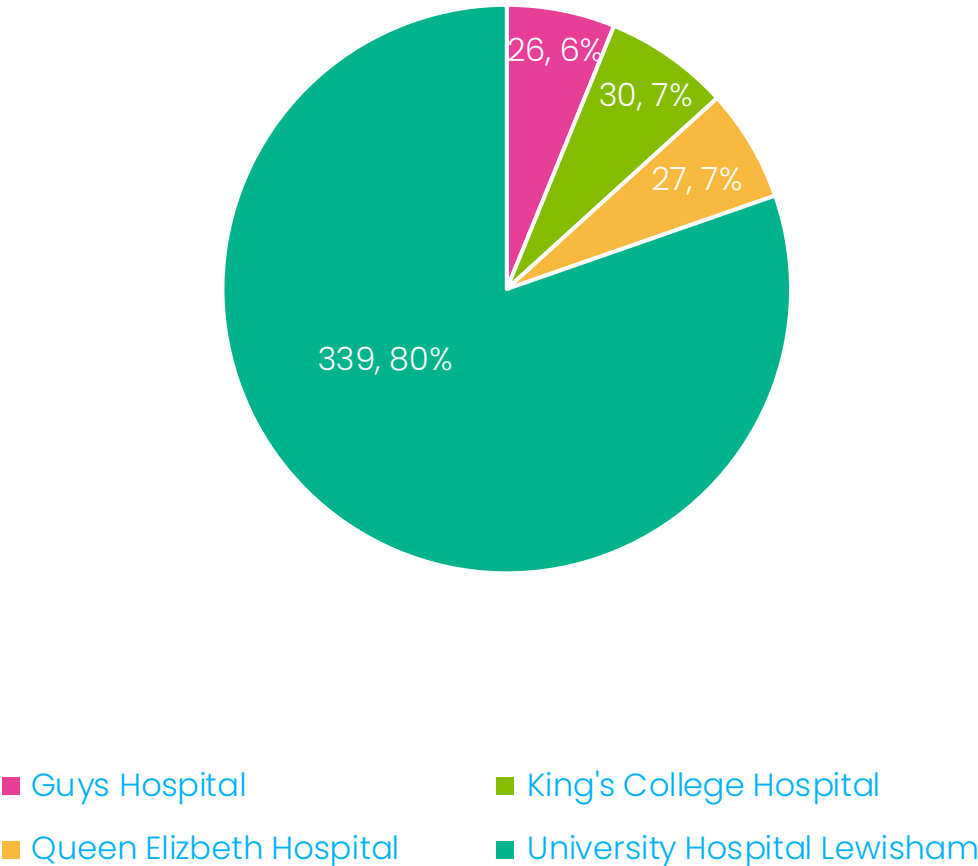
## Hospital Trusts

Lewisham residents access a variety of different hospitals depending on factors such as choice, locality and specialist requirements. During the last three months we heard experiences about the following hospitals:

- Guys Hospital
- King’s College Hospital
- Queen Elizabeth Hospital
- University Hospital Lewisham

Between April and June, the services which received the most reviews was University Hospital Lewisham.

Total Reviews per Hospital



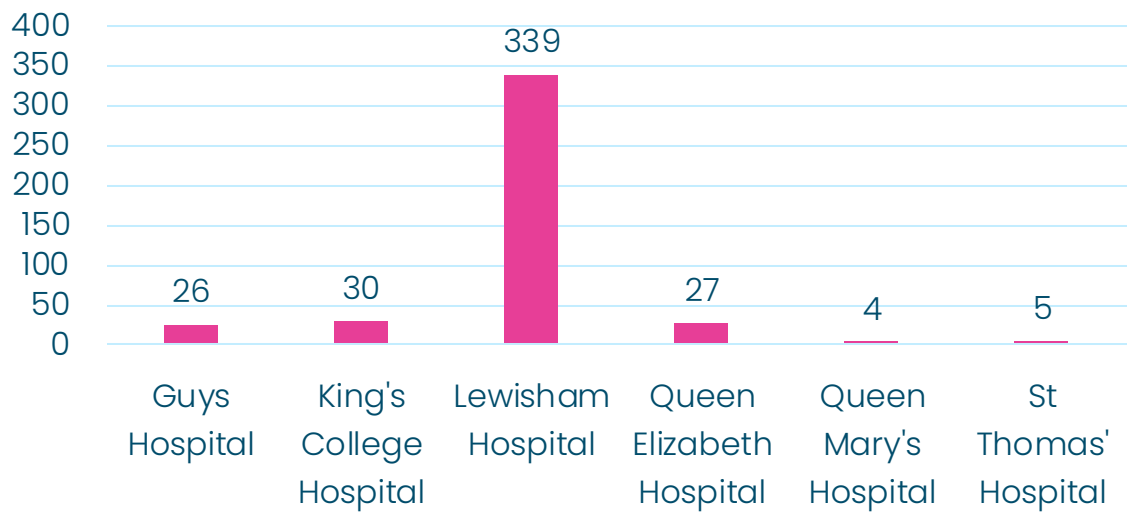
## Reviewed Hospitals

Lewisham residents access a variety of different hospitals depending on factors such as choice, locality and specialist requirements. During the last three months we heard about experiences at the following hospitals:

Hospital	Provider
University Hospital Lewisham (UHL)	Lewisham and Greenwich NHS Foundation Trust
Queen Elizabeth Hospital	
King's College Hospital	King's College NHS Foundation Trust
Princess Royal University Hospital (PRUH)	
Guy's Hospital	Guy's and St Thomas' NHS Foundation Trust
University College Hospital	University College London Hospitals NHS Foundation Trust

Between April – June, the hospitals which received the most reviews were University Hospital Lewisham. Healthwatch Lewisham visits both weekly. Additional patient experiences were collected by the Patient Experience Officer and volunteers through face-to-face engagements and online reviews.

## Hospital by number of reviews



In order to understand the variation of experience across the hospitals we have compared the ratings given for access and quality covered in the previous section. Please note that each question has been rated out of 5 (1 – Very Poor 5 –Very Good)

Positive ■ Neutral ■ Negative ■

Name of Hospital	ACCESS (out of 5)			QUALITY (out of 5)		
	To a referral/ appointment	Getting through on the phone	Waiting Times	Of Communication between GP and Hospital	Of Staff attitudes	Of Treatment and Care
<b>Guys Hospital</b> No of reviews:	3.8	3.4	2.9	3.0	4.2	4.2
<b>King's College Hospital</b> No of reviews:	3.8	3.0	3.0	3.3	4.1	4.3
<b>University Hospital Lewisham</b> No of reviews:	3.6	3.2	2.9	3.3	4.0	4.0

We have also identified the top 3 positive and negative themes for each hospital where we have received over 20 reviews.

Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Guys Hospital No of reviews: 27	3.6	1. Staff attitudes – health professionals	1. Waiting time to get seen
		2. Appointment Availability	2. Getting through to someone on the telephone
		3. Quality of Care/Treatment	3. Communication between Services
King's College Hospital No of reviews: 30	3.7	1. Quality of Care/Treatment	1. Waiting Times
		2. Staff Attitudes	2. Patient Choice
		3. Communication with Patients	3. Appointment availability
University Hospital Lewisham No of reviews: 339	3.8	1. Communication with patients	1. Waiting time to get seen
		2. Staff attitudes	2. Booking appointments
		3. Quality of Care/ Treatment	3. Online consultation

## Equalities Snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience provided to people based on their personal characteristics.

This section pulls out interesting statistics when we analysed overall experience ratings (1= Very Poor 5= Very Good) A full demographics breakdown can be found in the appendix.



### Gender

During the last three months, 76% of the men (109) we spoke to had a positive experience of University Hospital Lewisham. By comparison, 56% of women (164) rated their last hospital visit as 'Good' or 'Very Good.'



### Age

At the end of quarter 1, we saw that 58% of 35-44 year olds and 71% of 55-64 year olds reported the highest number (69) and (52), respectively, of positive experiences with hospitals.

The next highest number of positive reviews came from 45-54 year olds, (48) 59% of this feedback was positive.



### Ethnicity

67% of the White British residents (122) who shared reviews considered their last hospital experience to be 'Good' or better.

The next highest was Black British 70% (32) who all shared positive reviews.



### Disability and Long-Term Conditions

67% of patients (40) who considered themselves to be disabled and 63% of patients (98) with a long-term condition gave positive ratings about their hospital care.

The same could not be said for people without a long-term condition where only 66% (170) of them shared positive reviews.

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# Appendix



# No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	262 (54%)	100 (21%)	123 (25%)	485
Hospital	277(64%)	63(15%)	90(21%)	430
Dentist	138(90%)	13(8%)	2(1%)	153
Pharmacy	71(83%)	6(7%)	9(10%)	86
Optician	21(95%)	1(5%)	0	22
Mental Health	14(50%)	5(18%)	9(32%)	28
Community Health	2(75%)	1(25%)	0	3
Overall Total	785	189	233	1207



# Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	35	415
Woman (including trans woman)	63	756
Non- binary	1	17
Other	0	0
Prefer not to say	0	2
Not provided	1	17
<b>Total</b>	<b>100%</b>	<b>1207</b>

Ethnicity	Percentage %	No of Reviews
White British	42	502
Irish/Scottish/Welsh	2	27
Gypsy or Irish Traveller	0	1
Roma	0	6
Any other white background	8	101
Bangladeshi	1	14
Chinese	1	9
Indian	2	28
Pakistani	1	10
Any other Asian background/Asian British	5	58
African	11	132
Caribbean	8	98
Any other Black/ Black British	12	147
Asian and White	1	10
Black and White	1	8
Black Caribbean and White	2	26
Any other Mixed	0	4
Arab	0	3
Any other ethnic group	1	8
Not Provided	1	15
<b>Total</b>	<b>100%</b>	<b>1207</b>

Age	Percentage %	No of Reviews
Under 18	0	5
18-24	6	77
25-34	15	178
35-44	25	295
45-54	17	210
55-64	18	220
65-74	10	118
75-84	6	68
85+	1	10
Prefer not to say	2	20
Not provided	0	6
<b>Total</b>	<b>100%</b>	<b>1207</b>

Disability	Percentage %	No of Reviews
Yes	16	185
No	80	967
Prefer not to say	3	38
Not provided	1	17
<b>Total</b>	<b>100%</b>	<b>1207</b>

# Demographics

Long-term condition	Percentage %	No of Reviews
Yes	38	459
No	58	696
Prefer not to say	3	38
Not provided	1	14
<b>Total</b>	<b>100%</b>	<b>1207</b>

Religion	Percentage %	No of Reviews
Buddhist	1	9
Christian	47	562
Hindu	3	41
Jewish	0	5
Muslim	8	95
Sikh	0	0
Spiritualism	1	10
Agnostic	3	38
Other religion	26	310
No religion	11	137
Prefer not to say	0	0
<b>Total</b>	<b>100%</b>	<b>1207</b>

Sexual Orientation	Percentage %	No of Reviews
Asexual	2	28
Bisexual	2	28
Gay Man	3	32
Heterosexual/ Straight	83	1003
Lesbian / Gay woman	1	12
Pansexual	0	6
Prefer not to say	8	98
Not provided	0	0
<b>Total</b>	<b>100%</b>	<b>1207</b>

Pregnancy	Percentage %	No of Reviews
Currently pregnant	1	18
Currently breastfeeding	4	51
Given birth in the last 26 weeks	1	16
Prefer not to say	1	24
Not known	7	83
Not relevant	84	1015
<b>Total</b>	<b>100%</b>	<b>1207</b>

# Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	1	8
Not in employment & Unable to work	12	143
Not in Employment/ not actively seeking work - retired	18	219
Not in Employment (seeking work)	2	25
Not in Employment (Student)	2	28
Paid: 16 or more hours/week	46	557
Paid: Less than 16 hours/week	3	31
On maternity leave	12	149
Prefer not to say	4	47
Not provided		
<b>Total</b>	<b>100%</b>	<b>1207</b>

Unpaid Carer	Percentage %	No of Reviews
Yes	10	119
No	83	1000
Prefer not to say	7	88
Not provided		
<b>Total</b>	<b>100%</b>	<b>1207</b>

Area of the borough	Percentage %	No of Reviews
Bellingham Ward	11	122
Blackheath Ward	1	15
Brockley Ward	1	11
Catford South Ward	12	135
Crofton Park Ward	1	14
Deptford Ward	11	122
Downham Ward	4	51
Evelyn Ward	0	3
Forest Hill Ward	4	46
Grove Park Ward	4	42
Hither Green Ward	2	21
Honor Oak Ward	0	10
Ladywell Ward	2	23
Lee Green Ward	6	69
Lewisham Central Ward	23	271
New Cross Gate Ward	5	55
Perry Vale Ward	0	4
Rushey Green Ward	2	18
Sydenham Ward	6	65
Telegraph Hill Ward	0	6
Out of Borough	6	72
Not Provided		32
<b>Total</b>	<b>100%</b>	<b>1207</b>



# healthwatch

Lewisham

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