

Q3 & Q4 Patient Experience Report

Healthwatch Lewisham
October 2025 – March 2026



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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.

While reports are normally produced quarterly, a lack of capacity at the end of the last quarter has necessitated combining the Q3 and Q4 findings. As usual, this combined report aims to raise awareness of patient experiences and provide recommendations for service improvements..

Methodology



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



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

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

Between October 2025 and March 2026, 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 two quarters 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 concluding 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.

Q3 & Q4 Snapshot

This section provides a summary of the experiences we collected during October 2025 – March 2026 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)



1,495 reviews

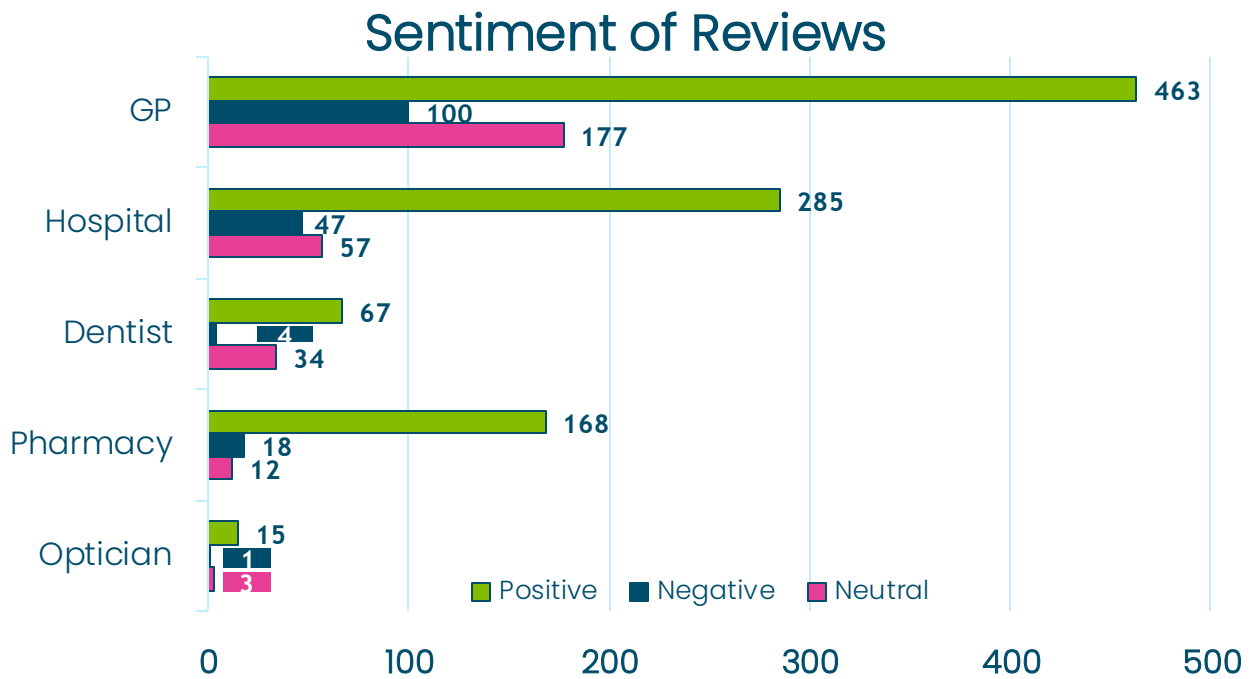
of health and care services were shared with us, helping to raise awareness of issues and improve care.

84 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	740	63%
Hospital	389	73%
Dentist	105	64%
Pharmacy	199	91%
Optician	19	100%
Mental Health	10	70%
Others	34	88%

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



Yearly Comparison

To judge whether experiences of health and care services are improving we compare our data throughout the year. The chart below highlights the percentage of positive feedback each service has received during 2025–26. The total number of positive reviews has been included next to the percentage

Percentage of positive reviews for each service type

Service Type	Q1 (Apr–Jun 25)	Q2 (Jul–Sep 25)	Q3 (Oct–Dec 25)	Q4 (Jan–Mar 26)
GP	54% (486)	55% (240)	61% (199)	64% (264)
Hospital	64% (430)	61% (236)	80% (138)	68% (153)
Dentist	90% (153)	79% (85)	77% (27)	57% (40)
Pharmacy	83% (86)	85% (87)	84% (68)	85% (100)
Optician	95% (22)	91% (10)	78% (14)	100% (1)
Mental Health	50% (28)	50% (6)	–	100% (7)

What does this tell us

- **GP Services:** Positive feedback improved steadily throughout the year, resulting in a 10% increase between Q1 and Q4..
- **Hospital Services:** Satisfaction levels remained relatively stable with a variance of just 7% across the year, with the sole exception of an anomaly in Q3.
- **Dental Services:** This sector experienced the most significant fluctuations, with positive feedback peaking at 90% in Q1 before dropping to a low of 57% in Q4.
- **Pharmacy Services:** Sentiment remained highly consistent, with positive experiences ranging narrowly between 83% and 85% across the entire year.

Experiences of GP Services



What people told us about GP Services

"It is very fast to get an appointment for my child, they tend to get back to you on the same day."

"Improve access and increase face to face appointments."

"I have multiple complex health needs. This new practice takes the time to help consult with me by telephone or F2F if needed and work with me and my partner together. Great that Phlebotomy is provided on site."

"To get an appointment it takes months and you are not able to see the GP for more than 10 minutes"

"It is difficult for older people to use the online and automated phone systems. They just want to talk to someone"

"Staff are fantastic and quick response and give update on medical conditions."

"Impossible to get through on the phone. I was told to go online but I needed to get help from family with that. Such a bad experience on the phone that it made me not want to call again."

"Treatment is good , I am very happy because I had so many symptoms and they got it right"

"I can get an appointment and I see the nurse to have blood tests. I do not have to wait for weeks. I would rather speak to someone from the surgery than use the online consultation."

"Nothing works well. now people are expected to hold on a phone for an hour or go online at 8 am to make an appointment for a GP, no regards if someone has a full-time job. how can you hold for an hour if you have to go to work"



GP Services Summary Findings

What has worked well?

Below is a list of the key positive aspects relating to GP practices between October 2025 and March 2026.



Quality of treatment

Quality of treatment received highly positive feedback, with 78% of related reviews praising the service. Residents expressed strong satisfaction with the standard of care provided by their GP practices and the successful outcomes of their prescribed treatments.



Staff Attitudes

Staff attitudes received highly positive feedback, with 77% of related reviews praising the team.

Residents reported that both healthcare professionals and support staff were consistently courteous and well-mannered during their interactions.



Quality of Telephone Consultation

Telephone appointments received a 57% positive rating, with residents valuing the flexibility they offer around work commitments.

Feedback highlighted that phone consultations are particularly convenient for routine matters that do not require a face-to-face visit, such as prescription and test reviews.



Communication with Patients

Communication with patients regarding their treatment and advice achieved a 54% positive rating.

Residents valued effective communication from their practices, noting that it made obtaining essential information, such as details on appointment bookings, waiting lists, and test results, much more straightforward.

What could be improved?

Below is a list of the key areas for improvement relating to GP practices between October 2025 and March 2026



Appointment Availability

Appointment availability emerged as the most recurring theme, with 55% of related reviews being negative.

Residents frequently reported significant difficulties and long delays in securing timely appointment slots, particularly for non-urgent consultations and follow-up care.



Getting through on the telephone

Getting through on the telephone proved to be a significant challenge, with 57% of related reviews being negative.

Residents expressed frustration at the difficulty of reaching a receptionist to book an appointment, particularly during the 8:00 am rush, reporting that they were either left on hold for over 30 minutes or disconnected due to high call volumes.



Waiting Time (Punctuality and Queueing on Arrival)

Waiting times to be seen generated the highest proportion of negative feedback among the top ten themes, with 68% of related reviews being critical.

The majority of dissatisfied residents expressed frustration over the length of time they had to wait past their scheduled appointment times.



Booking Appointments

Booking appointments was a major source of frustration, with 62% of related comments being negative.

Residents expressed general dissatisfaction with the current booking systems, explaining that the processes in place either do not work effectively or are poorly suited to meet their needs.

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

1. Adapt clinic update systems at GP practices to keep patients informed of expected delay times and manage expectations.
2. Have receptionist update patients of expected delay time when they sign-in for appointment.
3. Adopt a digital or white board that can be updated for patients to know how long they might wait.

Telephone Access

1. Increase capacity with a specific focus on supporting patients who cannot access or are uncomfortable using online digital platforms..
2. Audit phone line systems to prevent patients being disconnected.
3. Implement queue management features that inform callers of their queue position.
4. Offer a call-back facility to reduce time spent on hold.

Appointment Booking and Availability

1. Promote alternative consultation routes, such as community pharmacy referrals, to ease demand for appointments.
2. Provide targeted publicity to raise awareness of the new appointment booking pathways..
3. Give patients a choice between face-to-face and remote appointments to accommodate the flexibility needed by working professionals..
4. Offer equitable ways to book appointments ensuring fair access regardless of digital skills or work schedules..



GP Services

Full data set

GP Services

No. of Reviews	740 (relating to 35 GP practices)
Positive	63%
Negative	14%
Neutral	24%



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:

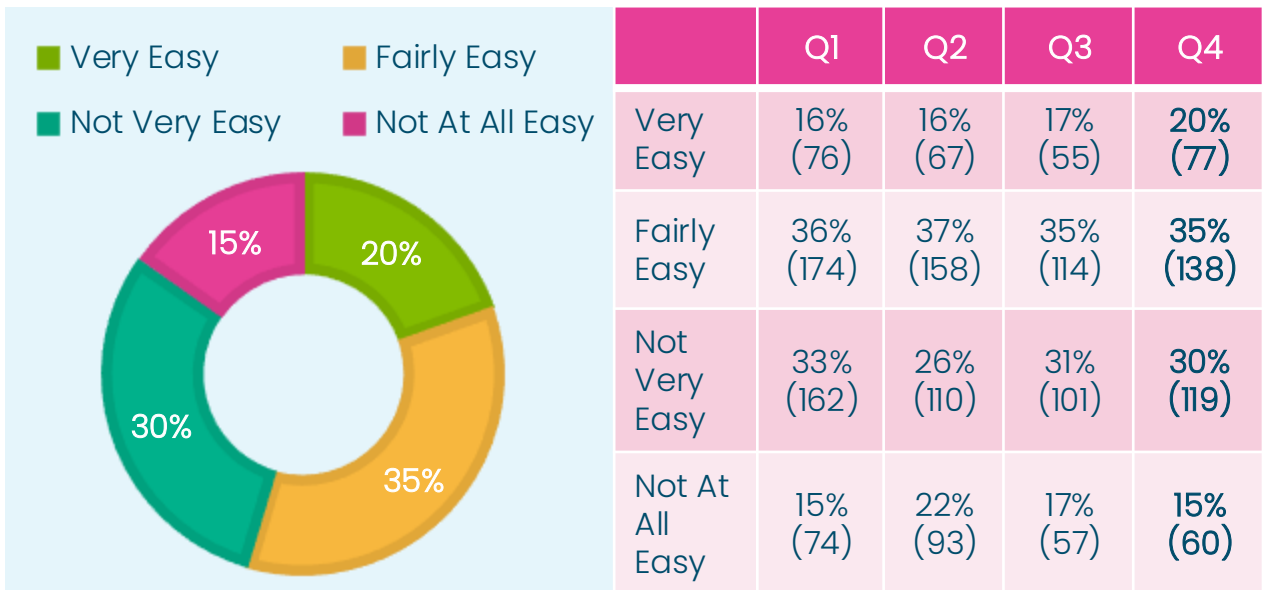
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the 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.

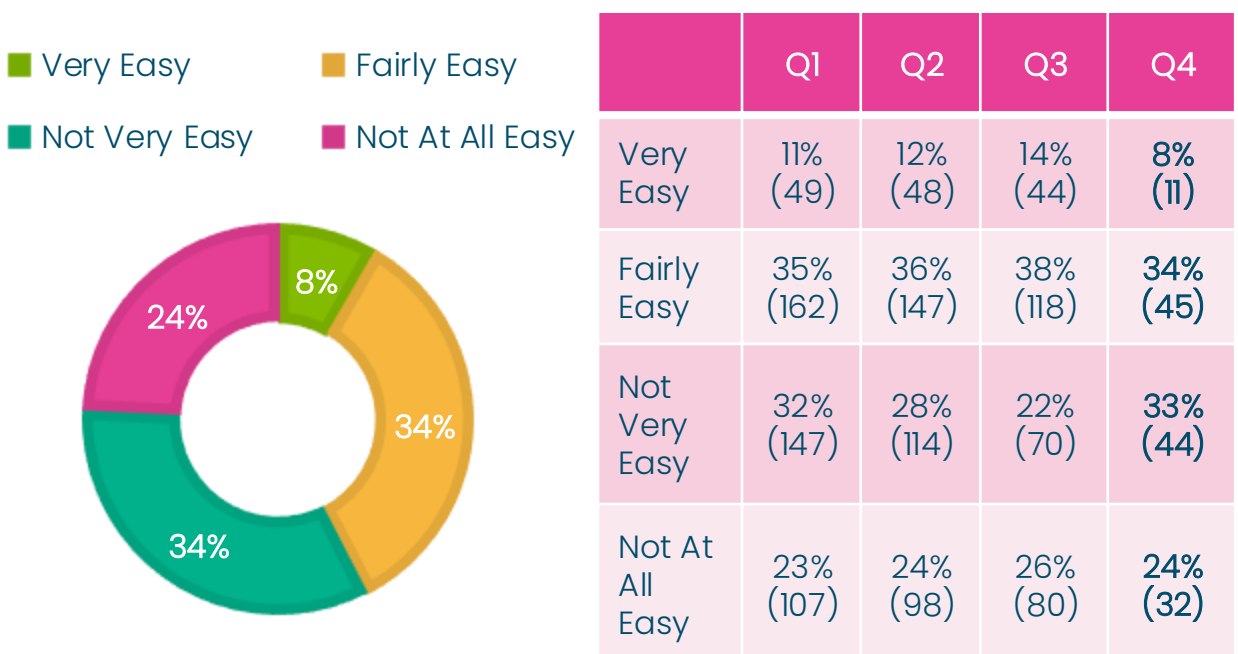
Participants were asked to choose between 1-5* (Very Poor – Very Good)

Access and Quality Questions

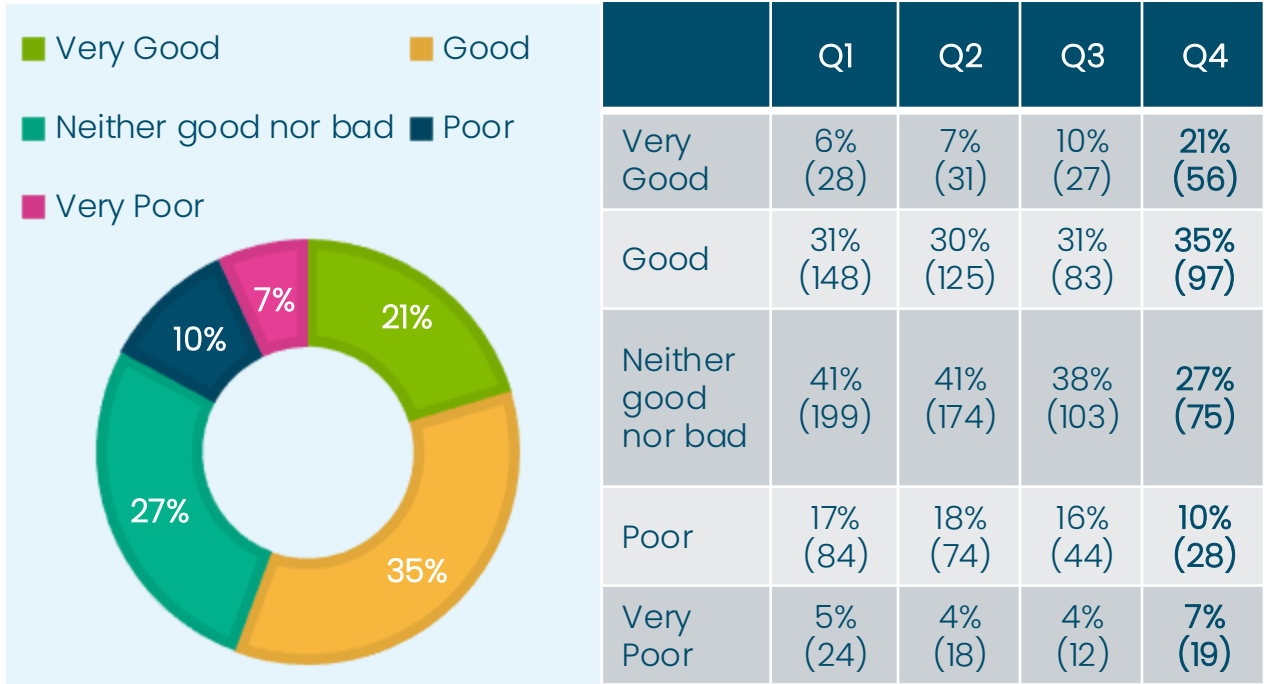
Q1) How do you find getting an appointment?



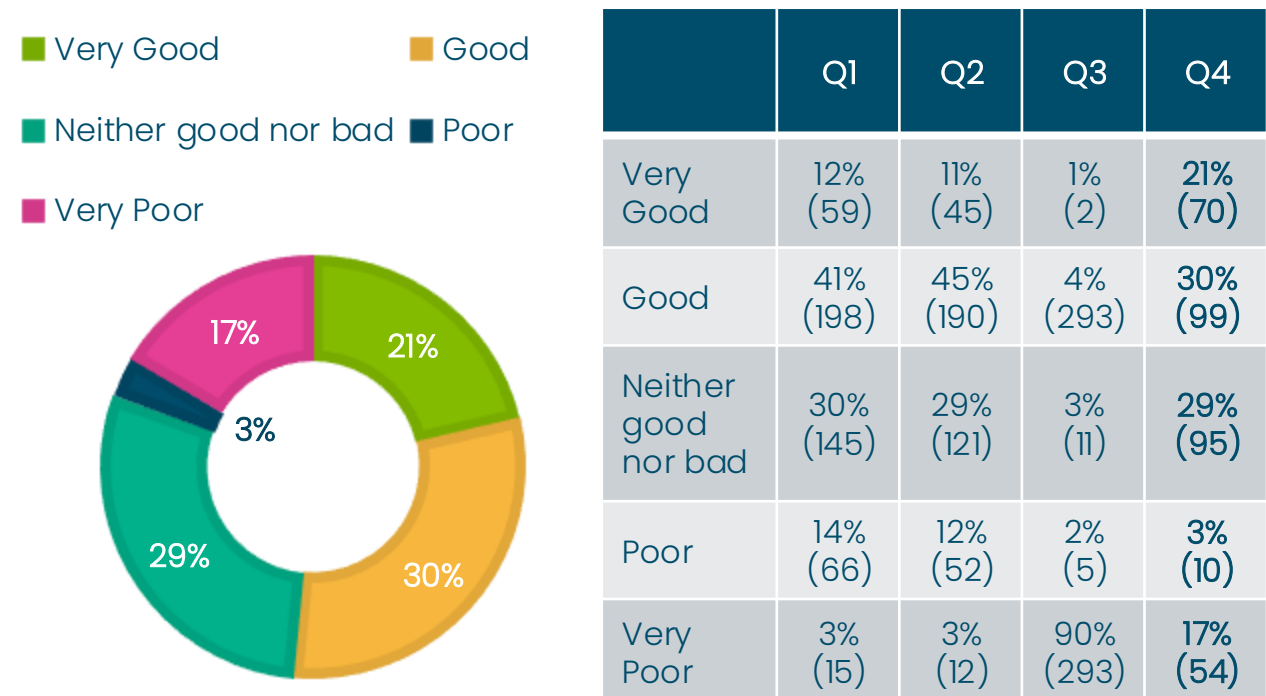
Q2) How do you find getting through to someone at your GP practice on the phone?



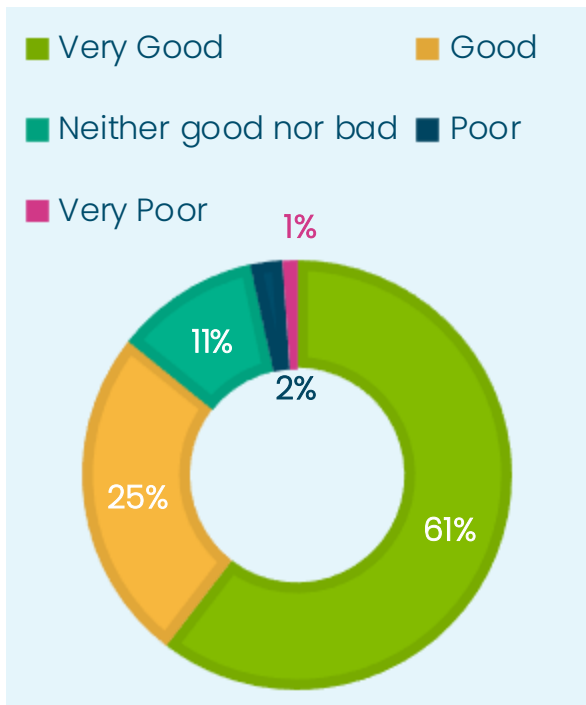
Q3) How do you find the quality of online consultations?



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

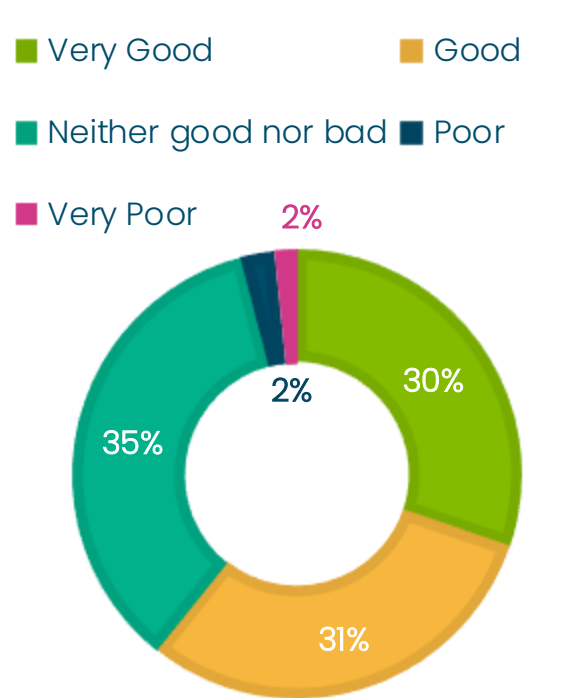


Q5) How did you find the attitudes of staff at the service?



	Q1	Q2	Q3	Q4
Very Good	25% (121)	29% (117)	96% (313)	61% (229)
Good	52% (253)	47% (192)	3% (10)	25% (96)
Neither good nor bad	15% (75)	15% (63)	1% (2)	11% (41)
Poor	6% (27)	7% (29)	1% (2)	2% (9)
Very Poor	2% (10)	1% (6)	-	1% (4)

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



	Q1	Q2	Q3	Q4
Very Good	20% (97)	19% (79)	15% (48)	30% (114)
Good	54% (262)	55% (229)	5% (17)	31% (115)
Neither good nor bad	17% (82)	19% (81)	80% (260)	35% (133)
Poor	6% (30)	5% (22)	1% (2)	2% (9)
Very Poor	2% (12)	1% (6)	-	2% (6)

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 October 2025 – March 2026 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	98 (39%)	17 (7%)	138 (55%)	253
Getting through on The Telephone	89 (38%)	11 (5%)	135 (57%)	235
Staff Attitudes	177 (77%)	16 (7%)	37 (16%)	230
Quality of Treatment	167 (78%)	25 (12%)	21 (10%)	213
Booking Appointments	55 (34%)	8 (5%)	101 (62%)	164
Online Consultation (app/form)	54 (46%)	8 (7%)	55 (47%)	117
Telephone Consultation	58 (57%)	9 (9%)	34 (34%)	101
Booking Appointments (Online)	34 (40%)	17 (20%)	34 (40%)	85
Communication with Patients	41 (54%)	10 (13%)	25 (33%)	76
Waiting Times (Punctuality and Queueing on Arrival)	10 (17%)	9 (15%)	40 (68%)	59

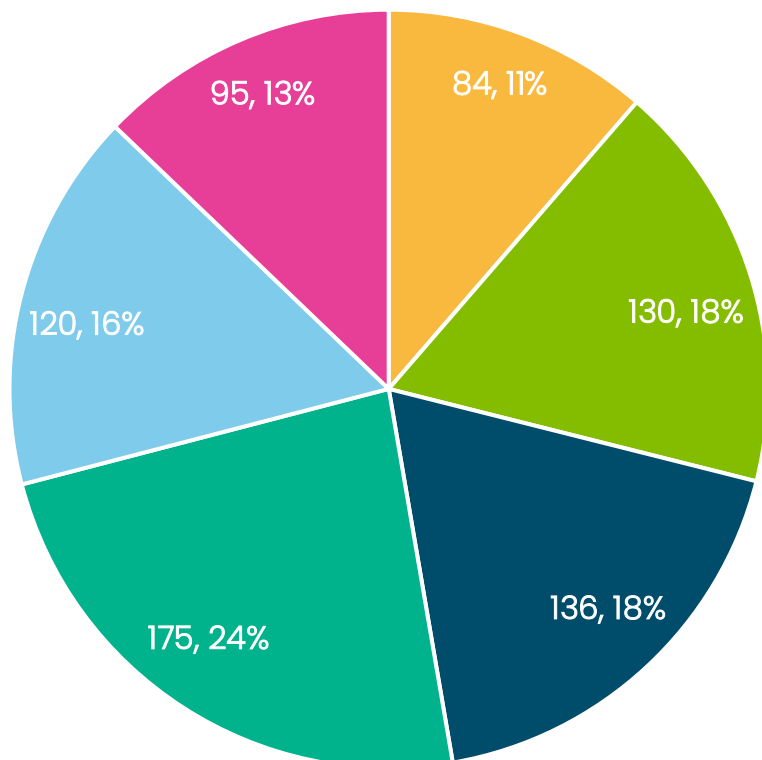
Primary Care Networks

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 Lewsisham
- North Lewisham
- Sevenfields

Between October 2025 and March 2026, the services which received the most reviews were Modality Lewisham, Lewisham Care Partnership and Lewisham Alliance. In Q3 & Q4, Modality Lewisham PCN received 118 positive responses, while Lewisham Care Partnership and Lewisham Alliance PCN recorded 71 and 91 positive responses, respectively.

Total Reviews per PCN (n, %)



- | | |
|-----------------------------|----------------------|
| ■ Aplos | ■ Lewisham Alliance |
| ■ Lewisham Care Partnership | ■ Modality Lewsisham |
| ■ North Lewisham | ■ Sevenfields |

PCN Access and Quality Questions

In order to understand the variance 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: 84	2.6	2.4	3.3	3.5	4	3.9
Lewisham Alliance No of reviews: 130	2.5	2.4	3.2	3.6	4.1	4.1
Lewisham Care Partnership No of reviews: 136	2.5	2.1	3.4	3.6	3.9	3.9
Modality Lewisham No of reviews: 175	2.6	2.4	3.3	3.6	4	4.1
North Lewisham No of reviews: 120	2.5	2.5	3.1	3.6	4	3.9
Sevenfields No of reviews: 95	2.6	2.4	3.5	3.7	4.1	4

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: 84	3.6	1. Quality of Care/Treatment	1. Appointment Availability
		2. Staff Attitudes	2. Online Consultation
		3. Getting through to someone on the telephone	3. Getting through to someone on the telephone
Lewisham Alliance No of reviews: 130	3.8	1. Staff Attitude	1. Appointment Availability
		2. Quality of Care/Treatment	2. Booking appointments
		3. Appointment Availability	3. Getting through to someone on the telephone
Lewisham Care Partnership No of reviews: 136	3.5	1. Quality of Care/Treatment	1. Getting through on the telephone
		2. Staff attitudes	2. Appointment Availability
		3. Online Consultation	3. Booking appointments
Modality Lewisham No of reviews: 175	3.7	1. Quality of Care/Treatment	1. Booking appointments
		2. Staff attitudes	2. Getting through to someone on the phone
		3. Appointment availability	3. Appointment availability
North Lewisham No of reviews: 120	3.6	1. Staff attitudes	1. Appointment availability
		2. Getting through on the telephone	2. Getting through on the telephone
		3. Quality of Treatment/Care	3. Booking appointments
Sevenfields No of reviews: 95	3.7	1. Staff attitude	1. Getting through to someone on the phone
		2. Quality of Treatment/Care	2. Appointment availability
		3. Appointment availability	3. Waiting times (punctuality and queueing on arrival)

Emerging or Ongoing Issues

So that we can understand ongoing or emerging issues in the borough we compare the top positive and negative issues throughout the year. **We have highlighted in dark pink or bright green any issues which have repeated in at least three financial quarters.**

Positive Issues

Q1	Q2	Q3	Q4
Quality of Treatment	Staff Attitudes	Staff Attitudes	Quality of Health Professionals
Staff Attitudes	Quality of Treatment	Quality of Treatment	Quality of Treatment
Communication with Patients	Communication with Patients	Staff Attitudes – Health Professionals	Staff Attitudes
Waiting Times (punctuality and queueing on arrival)	Face-to-face Consultation	Quality of Telephone Consultation	Quality of Telephone Consultation
Tests/ Results	Referrals-Communication	Communication with Patients	Communication with Patients

Negative issues

Q1	Q2	Q3	Q4
Waiting Times (punctuality and queuing on arrival)	Appointment Availability	Booking Appointments	Getting Through on the Telephone
Getting Through on the Telephone	Waiting Times (punctuality and queuing on arrival)	Appointment Availability	Appointment Availability
Communication with Patients	Getting Through on the Telephone	Waiting Times (punctuality and queueing on arrival)	Booking Appointments
Booking Appointments	Referrals-Waiting List	Getting Through on the Telephone	Online Consultation
Tests/ Results	Communication Around Prescription	Booking Appointments – Online	Quality of 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

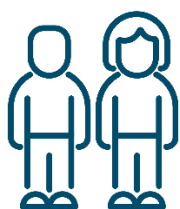
Data from the last two quarters shows that women reported more positive experiences with GPs than men. Of the 375 women who shared feedback, 66% rated their care at 4 stars or higher, while only 58% of the 206 men gave a similar rating.



Age

The highest number of feedback came from individuals aged 35–44 and 45–54, who provided 115 and 102 responses respectively.

Experiences across both demographics were positive, with ratings of "Good" and "Very Good" reaching 68% for the 35–44 age group and 62% for those aged 45–54.



Ethnicity

Among the ethnic groups providing more than 10 reviews, Black Caribbean residents reported the highest level of satisfaction, with 77% rating their last GP experience as 'Good' or 'Very Good'. White Irish and Other Asian Background residents also reported highly positive experiences, at 75% and 74% respectively.



Long Term Condition

Of the residents who shared their equalities data, 38% (223 individuals) identified as having a long-term condition (LTC).

Satisfaction levels varied between the groups, with 62% of patients with an LTC reporting a positive experience at their GP practice, compared to 69% of those without a condition.

Experiences of Hospital Services



What people told us about Hospitals

"Still receives excellent care despite the pressure on staff at the hospital."

"There was some waiting for the appointments, it took weeks. There were a lot of people there, it was just under an hour waiting for them."

"They tell us when to come in today and the last appointment was a walk-in after an appointment with the consultant. The people here have been fine."

"They are late, nothing seems to run on time and there is a long wait for specialist appointments. I've had to wait for four months for the appointment; the wait is not good, it is over an hour."

"The initial referral was a one-stop clinic, which ran a range of tests and saw a consultant, rather than waiting to be referred to a whole range of tests separately. It was great to get everything done in 3 - 4 hours."

"Better triage and more information about waiting times and progress"

"The doctor listened carefully and worked with me avoiding a painful exam. Kept me really well informed throughout. Trusted me"

"Communication and follow up could be improved - especially keeping the patient informed about follow up and treatment."

"I experienced back pain and underwent both an X-ray and a urine test. I'm grateful to say I recovered quickly, thanks to the excellent care provided by the doctors and hospital staff."

"Everything is poor. I've been waiting for 30 minutes. They haven't put a sign up regarding how long they are running late. They should show more respect. I have come 4 times to this clinic. The MRI scan was cancelled multiple times. They still have not given the results of the scan."



Hospital
Services
Summary
Findings

What has worked well?

Below is a list of the key positive aspects relating to hospitals between October 2025 and March 2026.



Staff Suitability

The quality of hospital staff received overwhelmingly positive feedback, with 94% of related reviews being favourable. Over the past two quarters, residents expressed strong appreciation for the standard and suitability of the personnel, particularly at Lewisham Hospital, which accounted for the highest volume of feedback.



Quality of Care

Quality of treatment received highly positive feedback, with 83% of related reviews being favourable.

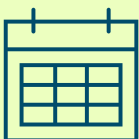
This theme generated the second-highest volume of feedback, with the majority of residents expressing appreciation for the good baseline level of care they received at hospitals over the past two quarters.



Staff Attitudes

Staff attitudes received strongly positive feedback, with 77% of related reviews being favourable.

Responses over the past two quarters indicated that the attitude of both healthcare practitioners and support staff was good. This qualitative feedback aligns closely with the quantitative ratings, which showed largely positive responses regarding staff attitude at 75% in Q3 and rising to 82% in Q4. (see pg 85).



Booking Appointments

Coordination of hospital appointments received positive feedback, with 70% of related reviews being favourable.

Residents expressed particular satisfaction with the appointment booking process for walk-in services, such as scans and blood tests.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between October 2025 and March 2026.



Getting Through on the Telephones

Telephone contact proved to be a major challenge, with 62% of related reviews being negative.

Residents reported experiencing prolonged delays when trying to reach hospital departments and noted that the phone numbers provided on their appointment letters were not always for the correct department.



Communication Between Services

Communication between hospitals and other services received predominantly negative feedback, with 53% of related reviews being critical.

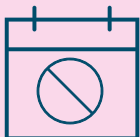
Many residents expressed uncertainty about whether communication even occurs between providers, with some noting that they are forced to bridge the gap themselves, particularly when accessing hospital services located outside the borough.



Waiting Times (Punctuality and Queueing on Arrival)

Waiting times at the hospital generated significant concern, with 52% of related reviews being negative.

This emerged as the most recurrent theme highlighted by residents, with just over one in two comments expressing dissatisfaction. The complaints were from residents using the urgent care and A&E departments, though some noted that scheduled appointments in other departments often overran as well.



Appointment Availability

Appointment availability at the hospital attracted considerable criticism, with 47% of related reviews being negative. Many patients reported that appointment dates became highly uncertain or significantly delayed whenever rescheduling was necessary, noting that follow-up appointments too often fail to occur at the clinically appropriate time.

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

Appointment Coordination and Walk-In Services

1. Review the successful booking models used for walk-ins, scans, and blood tests to see how those processes can be adapted for main outpatient clinics.
2. Ensure digital booking platforms for diagnostic services remain accessible to keep the high satisfaction rate.

Telephone Access and Communications

1. Ensure all outpatient appointment letters have the correct telephone numbers printed and lead directly to the correct department.
2. Introduce automated routing or dedicated administrative hubs to handle incoming departmental calls, reducing extensive delays for patients seeking information.

Inter-Service Communication

1. Establish standardised patient sharing protocols between local hospitals, out-of-borough providers and local GPs to ensure seamless patient care.
2. Implement proactive care coordination pathways so patients are not left responsible for updating their own medical notes or history between services.

Hospital Services

Full data set

Hospital Services

No. of Reviews	389 (relating to 9 hospitals)
Positive	73% (285)
Negative	12% (47)
Neutral	15% (57)



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?

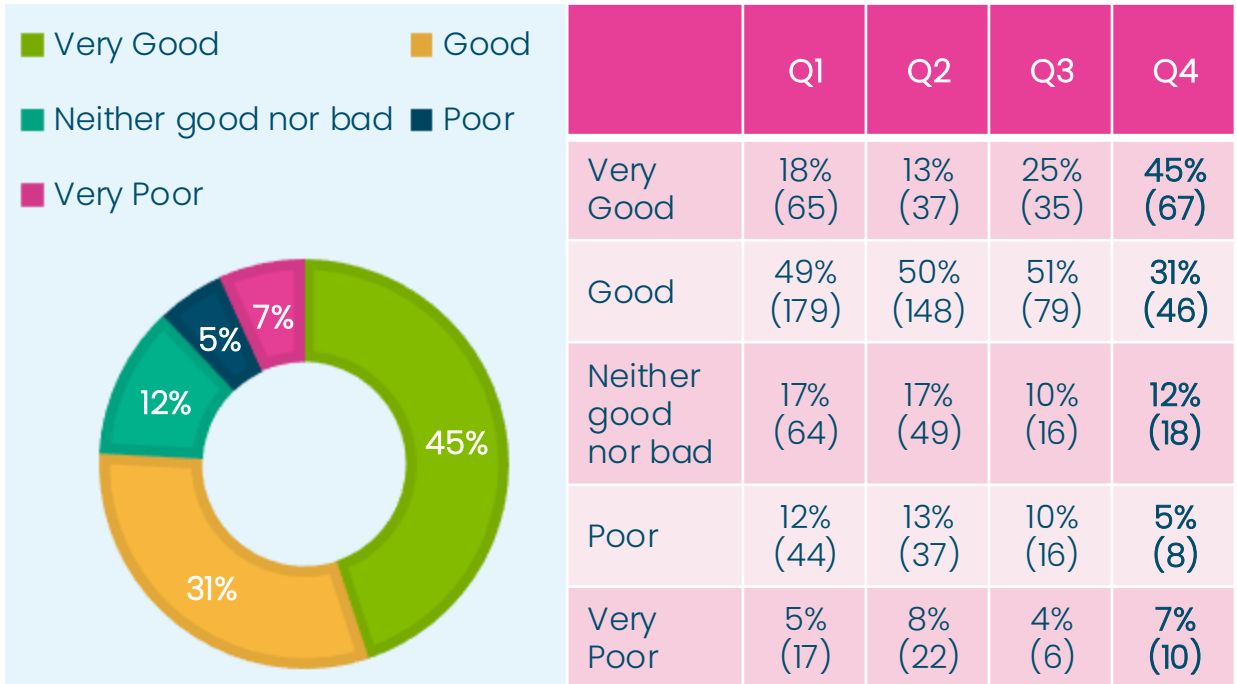
Q5) How do you think the communication is between your hospital and GP practice?

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

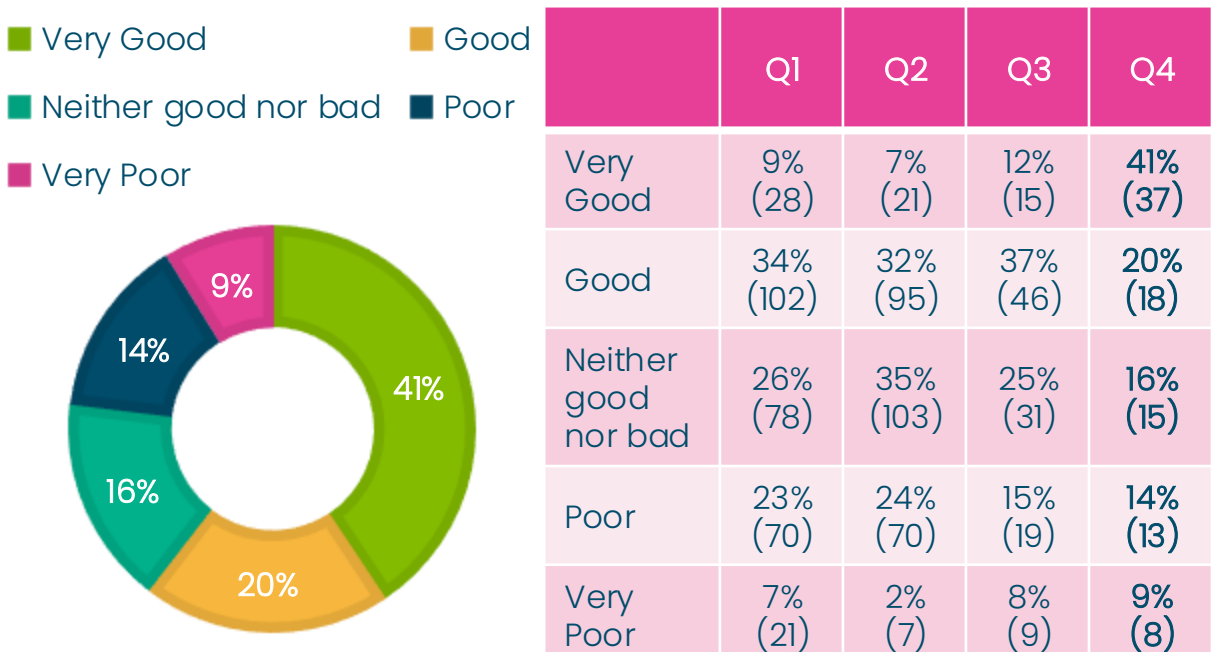
Participants were asked to choose between 1-5* (Very Poor – Very Good) for all questions.

Access and Quality Questions

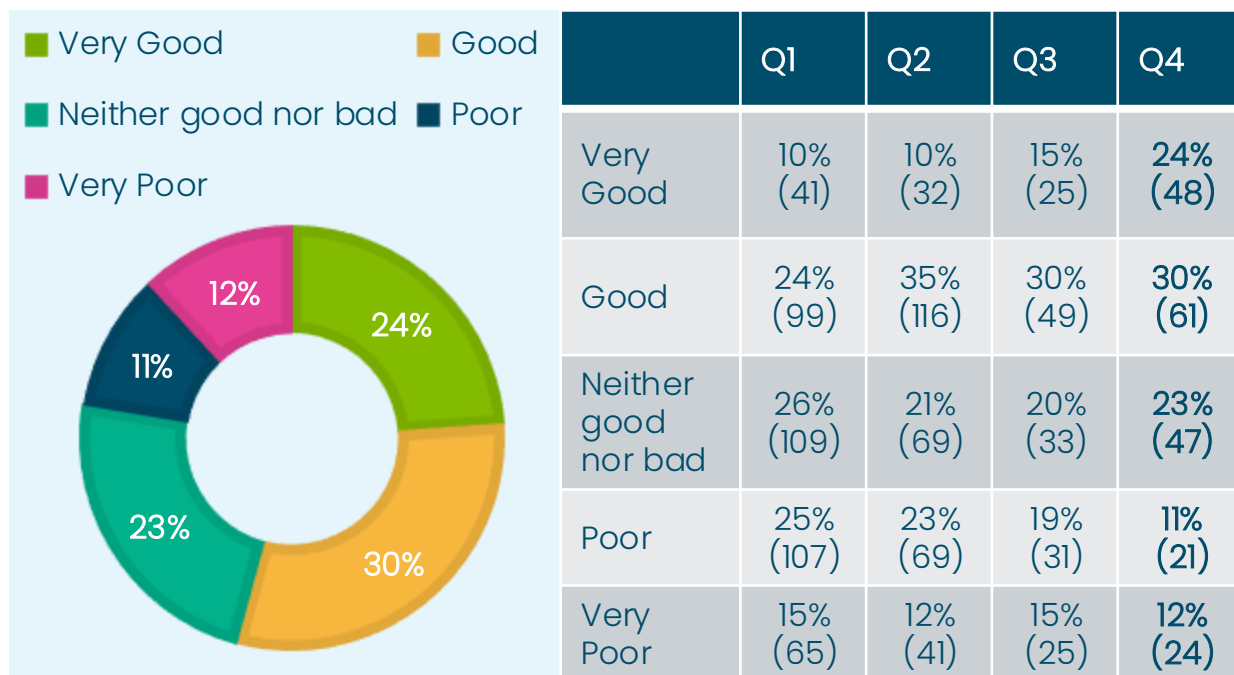
Q1) How did you find getting a referral/appointment at the hospital?



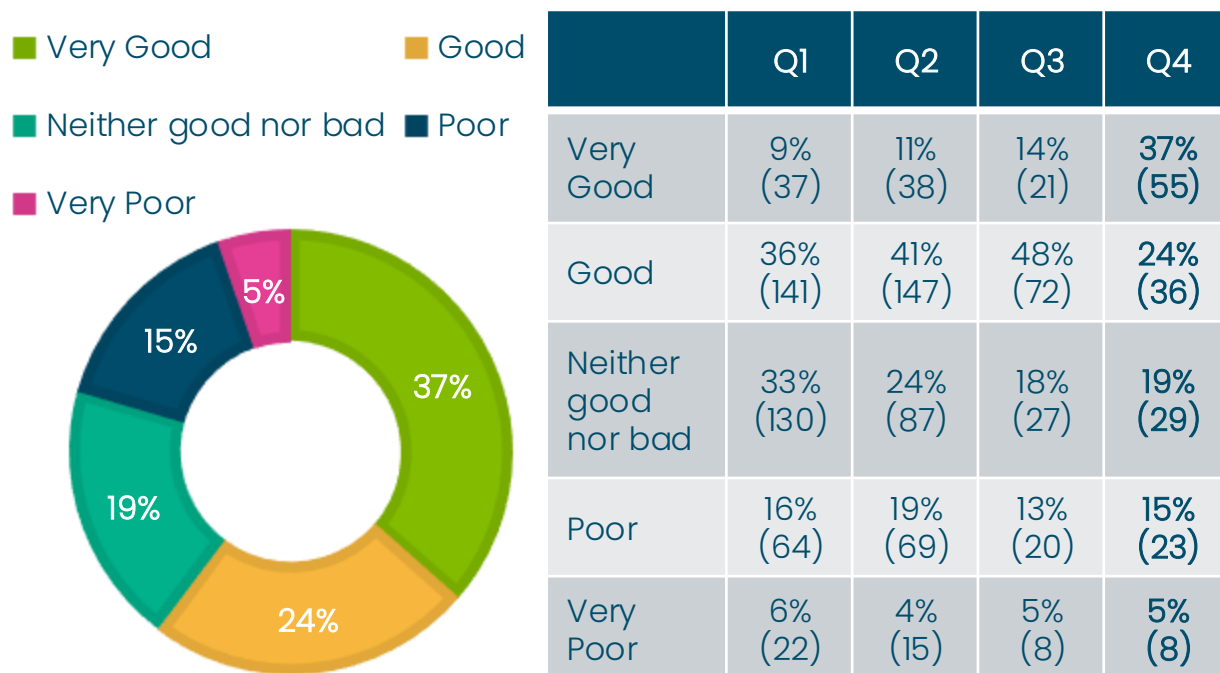
Q2) How do you find getting through to someone on the phone?



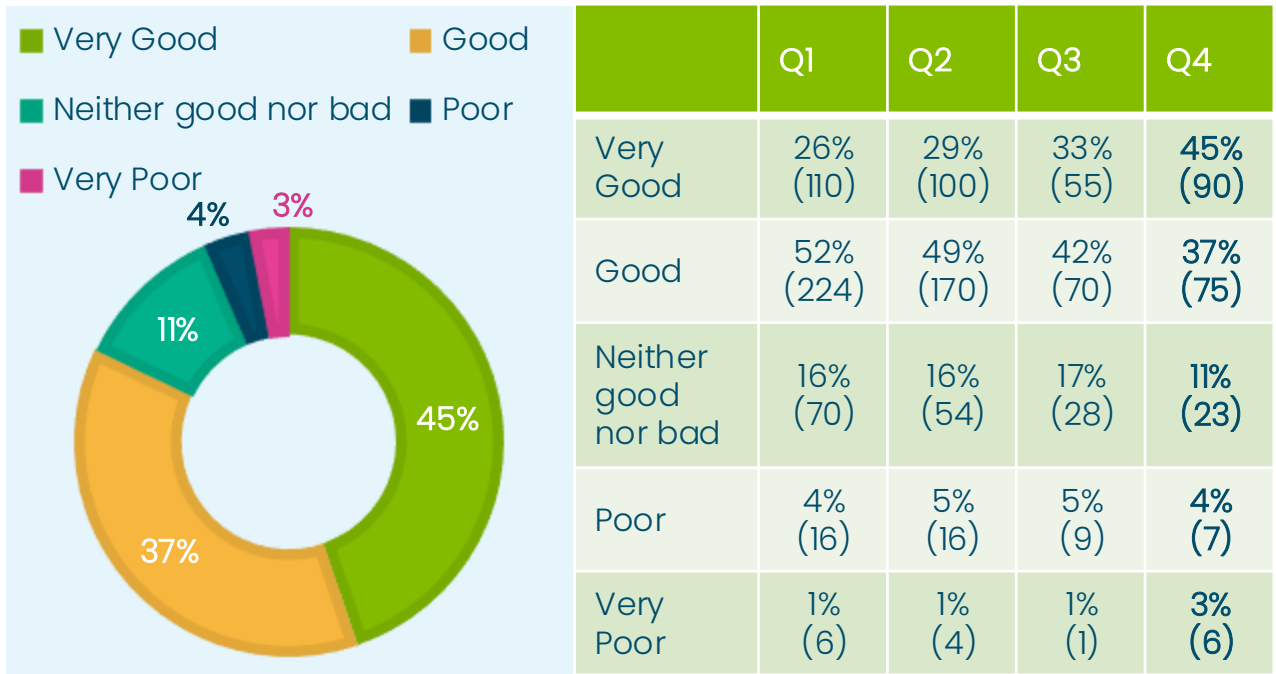
Q3) How do you find the waiting times at the hospital?



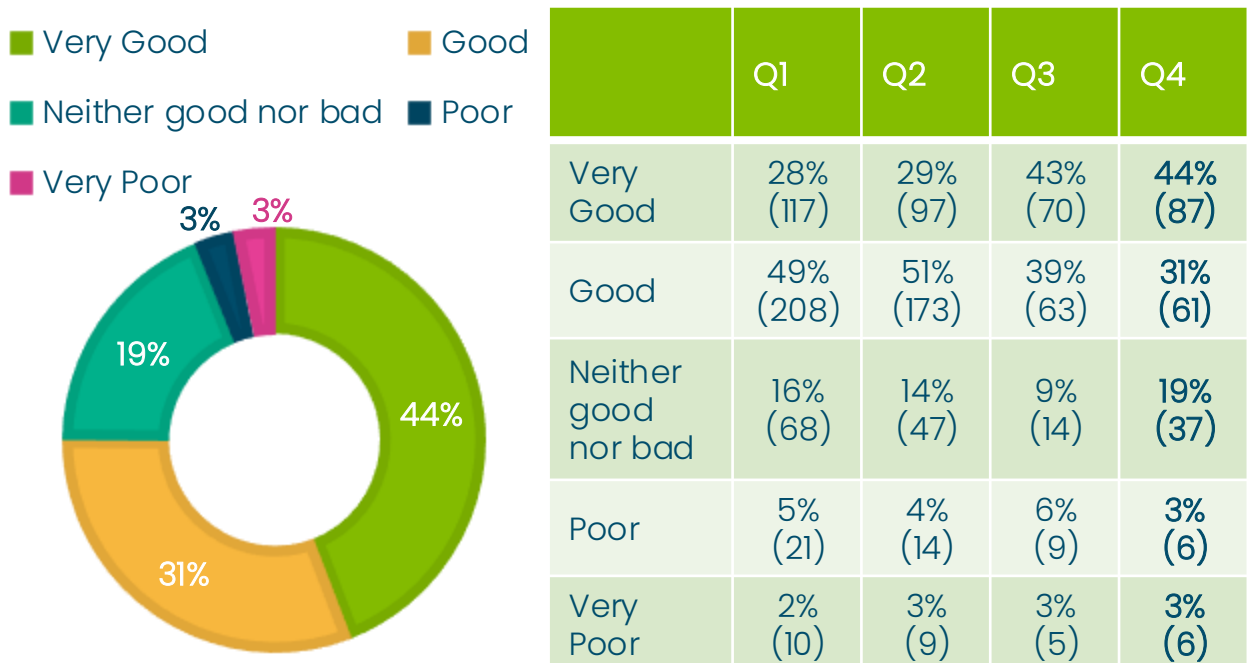
Q4) How do you think the communication is between your hospital and GP practice?



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 October 2025 and March 2026 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
Waiting Times (Punctuality and queueing on arrival)	69 (40%)	13 (8%)	89 (52%)	171
Quality of Treatment	125 (83%)	4 (3%)	21 (14%)	150
Staff Attitude	98 (77%)	11 (9%)	18 (14%)	127
Communication with Patients	37 (59%)	-	26 (41%)	63
Communication Between Services	23 (37%)	6 (10%)	33 (53%)	62
Appointment Availability	30 (50%)	2 (3%)	28 (47%)	60
Waiting Lists for Referral Appointment	28 (67%)	2 (5%)	12 (29%)	42
Getting through on the telephone	14 (36%)	1 (3%)	24 (62%)	39
Staff Suitability	32 (94%)	1 (3%)	1 (3%)	34
Booking Appointments	23 (70%)	2 (6%)	8 (24%)	33

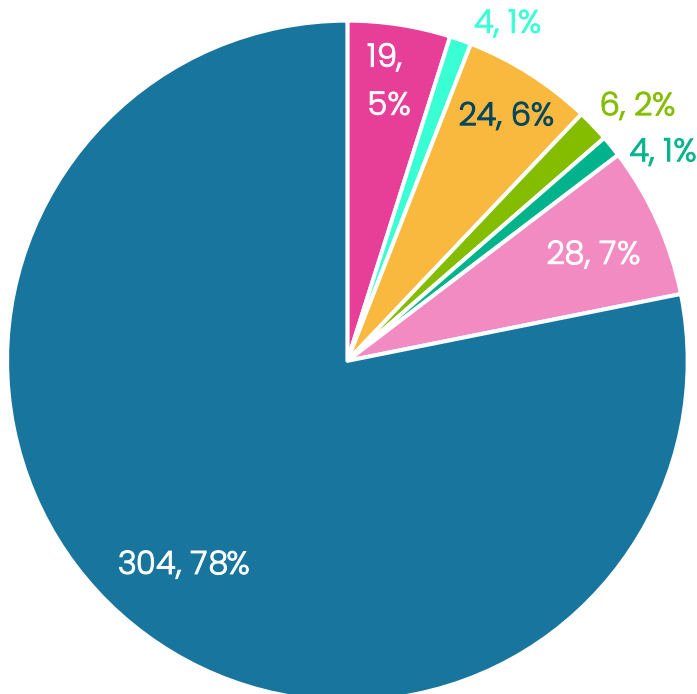
Hospital Trusts

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
- St Thomas' Hospital
- Queen Elizabeth Hospital
- University Hospital Lewisham
- Princess Royal University Hospital
- University College London Hospital

Between October 2025 and March 2026, the service that received the most reviews was University Hospital Lewisham.

Total Reviews per Hospital



- | | |
|--------------------------------------|--------------------------------------|
| ■ Guys Hospital | ■ Princess Royal University Hospital |
| ■ St Thomas' Hospital | ■ Queen Elizabeth |
| ■ University College London Hospital | ■ King's College |
| ■ University Hospital Lewisham | |

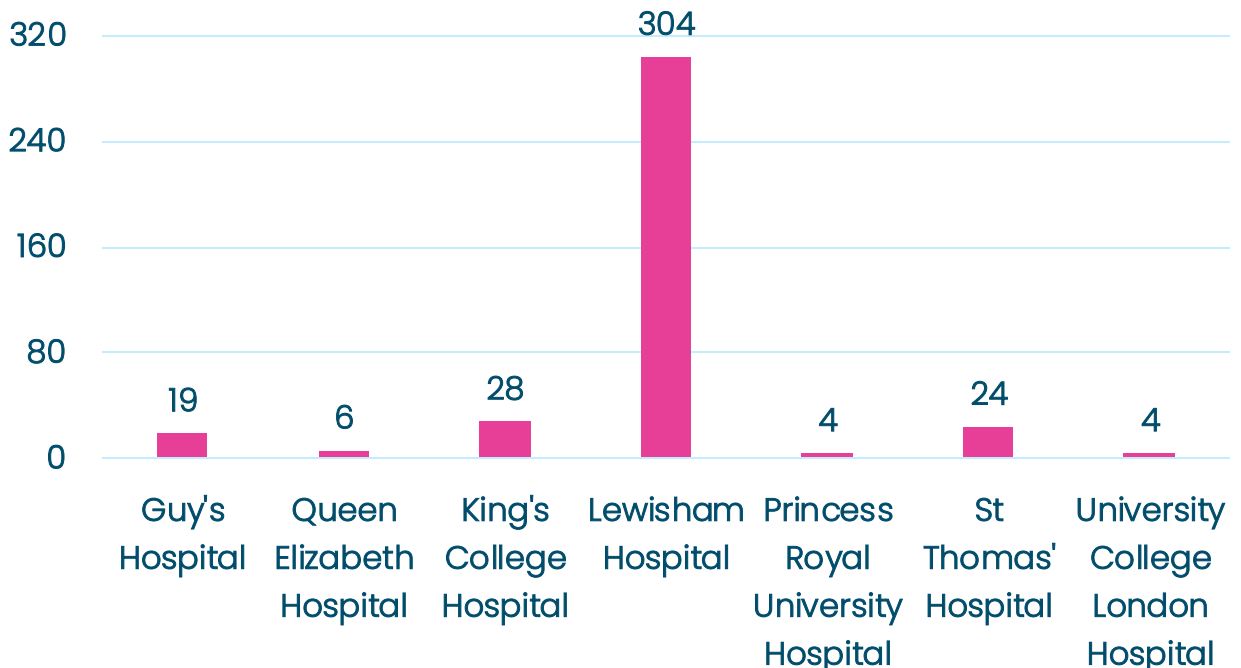
Reviewed Hospitals

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

Hospital	Provider
Guys' Hospital	Guy's and St Thomas' NHS Foundation Trust
St Thomas' Hospital	
King's College Hospital	King's College NHS Foundation Trust
Princess Royal University Hospital	
Queen Elizabeth Hospital	Lewisham and Greenwich NHS Foundation Trust
Lewisham Hospital	
University College London Hospital	University College London Hospitals NHS Foundation Trust.

Between October 2025 – March 2026, the hospital which received the most reviews was University Hospital Lewisham, which Healthwatch Lewisham visits weekly. Additional patient experiences were collected by the Patient Experience Officer and volunteers, through face-to-face engagements at other health and social care location.

Hospital by number of reviews



In order to understand the variance 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
University Hospital Lewisham No of reviews: 304	4	3.5	3.3	3.7	4.1	4.1
Kings' College Hospital No of reviews: 28	3.7	3.3	3.3	3.6	4	3.9
St Thomas' Hospital No of reviews: 24	3.6	3.1	3.2	3.4	4.3	4
Guys' Hospital No of reviews: 19	4.3	3.5	3.4	3.5	4.4	4.4

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
University Hospital Lewisham No of reviews: 304	4.1	1. Quality of Treatment	1. Waiting Times on Arrival
		2. Staff Attitudes	2. Communication Between Services
		3. Communication with Patients	3. Appointment Availability
Kings' College Hospital No of reviews: 28	4.2	1. Quality of Treatment	1. Communication with Patients
		2. Staff Attitudes	2. Waiting Times on Arrival
		3. Waiting Times on Arrival	3. Communication Between Services
St Thomas' Hospital No of reviews: 24	3.7	1. Quality of Treatment	1. Waiting Times on Arrival
		2. Staff Attitudes	2. Appointment Availability
		3. Waiting Times on Arrival	3. Communication with Patients

Emerging or Ongoing Issues

So that we can understand ongoing or emerging issues in the borough we compare the top positive and negative issues throughout the year. **We have highlighted in dark pink or bright green any issues which have repeated in at least three financial quarters.**

Positive Issues

Q1	Q2	Q3	Q4
Quality of Treatment	Staff Attitudes	Treatment Experience	Staff Suitability
Staff Attitudes	Quality of Treatment	Quality of Treatment	Booking Appointments
Communication with Patients	Service Coordination	Staff Attitudes	Staff Attitudes
Waiting Times (Punctuality and Queueing on Arrival)	Information and Advice	Appointment Availability	Quality of Treatment
Tests/ Results	Communication with Patients	Communication with Patients	Waiting Times for Appointments/ Waiting Lists

Negative issues

Q1	Q2	Q3	Q4
Waiting Times (Punctuality and Queueing on Arrival)	Communication (Referrals)	Getting through on the Telephone	Getting through on the Telephone
Getting Through on the Telephone	Tests/Results	Communication Between Services	Appointment Availability
Communication with Patients	Appointment Availability	Waiting Times (Punctuality and Queueing on Arrival)	Waiting Times (Punctuality and Queueing on Arrival)
Booking Appointments	Waiting Times (Punctuality and Queueing on Arrival)	Communication with Patients	Communication Between Services
Tests/results	Triage and Admissions	Access to Patient Record	Communication with Patients

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.



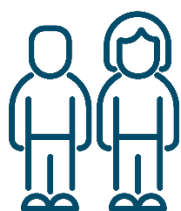
Gender

Over the last two quarters, feedback revealed similarly levels of satisfaction among male and female patients. Of the 107 men spoken to, 76% reported a positive hospital experience, while 73% of the 221 women surveyed rated their most recent visit as either 'Good' or 'Very Good'.



Age

Patients aged 35–44 provided the highest number of feedback, sharing 72 hospital experiences, with 78% of these being positive. The second highest number of reviews came from both 25–34 and 55–64 age groups, with 50 responses, respectively. Of these, positive ratings stood at 72% for the younger demographic and 62% for those aged 55–64.



Ethnicity

Hospital satisfaction remained high across different ethnic groups. 153 White British residents shared reviews, 73% regarded their last hospital experience as positive. The groups with the next highest responses were Any Other Black (35 reviews) and Black Caribbean (30 reviews), which recorded positive satisfaction levels of 83% and 77%, respectively.



Disability and Long-Term Conditions

Over the last two quarters, hospital care received highly positive ratings from patients with specific health and accessibility needs. Of the 84 patients who identified as disabled, 81% rated their care positively. Similarly, 78% of the 152 patients with a long-term condition reported a positive experience during their hospital visit.

Appendix



No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	463 (63%)	177 (24%)	100 (14%)	740
Hospital	285 (73%)	57 (15%)	47 (12%)	389
Pharmacy	169 (85%)	12 (6%)	18 (9%)	199
Dentist	67 (64%)	34 (32%)	4 (4%)	105
Community Health	24 (86%)	3 (10%)	1 (3%)	28
Optician	15 (79%)	3 (16%)	1 (5%)	19
Mental Health	7 (70%)	-	3 (30%)	10
Urgent Care	2 (67%)	-	1 (33%)	3
Other	2 (100%)	-	-	2
Overall Total	1034	286	175	1495

Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	34	417
Woman (including trans woman)	65	794
Non- binary	<1	5
Other	-	-
Prefer not to say	1	12
Not provided	-	-
Total	100%	1228

Ethnicity	Percentage %	No of Reviews
White British	43	514
Irish/Scottish/Welsh	3	36
Gypsy or Irish Traveller	-	-
Roma	<1	2
Any other white background	8	94
Bangladeshi	1	15
Chinese	<1	8
Indian	1	17
Pakistani	<1	8
Any other Asian background/Asian British	4	52
African	10	120
Caribbean	8	96
Any other Black/ Black British	13	161
Asian and White	<1	3
Black and White	<1	8
Black Caribbean and White	<1	6
Any other Mixed	2	21
Arab	<1	3
Any other ethnic group	3	35
Not Provided	-	-
Total	100%	1199

Age	Percentage %	No of Reviews
Under 18	1	7
18-24	6	74
25-34	15	187
35-44	20	245
45-54	17	208
55-64	18	218
65-74	11	141
75-84	10	123
85+	1	17
Prefer not to say	1	8
Not provided	-	-
Total	100%	1207

Disability	Percentage %	No of Reviews
Yes	22	264
No	76	931
Prefer not to say	1	16
Not provided	1	11
Total	100%	1222

Demographics

Long-term condition	Percentage %	No of Reviews
Yes	42	513
No	54	660
Prefer not to say	2	23
Not provided	2	20
Total	100%	1216

Sexual Orientation	Percentage %	No of Reviews
Asexual	2	14
Bisexual	2	15
Gay Man	3	29
Heterosexual/ Straight	83	860
Lesbian / Gay woman	1	41
Pansexual	0	5
Prefer not to say	8	76
Not provided	0	19
Total	100%	1197

Pregnancy	Percentage %	No of Reviews
Currently pregnant	2	25
Currently breastfeeding	2	25
Given birth in the last 26 weeks	3	34
Prefer not to say	1	13
Not known	8	97
Not relevant	83	979
Total	100%	1173

Religion	Percentage %	No of Reviews
Buddhist	<1	4
Christian	48	577
Hindu	3	36
Jewish	1	10
Muslim	7	81
Sikh	<1	3
Spiritualism	1	10
Agnostic	-	-
Other religion	2	27
No religion	32	392
Prefer not to say	6	69
Total	100%	1209

Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	1	10
Not in employment & Unable to work	12	147
Not in Employment/ not actively seeking work - retired	23	270
Not in Employment (seeking work)	4	51
Not in Employment (Student)	4	45
Paid: 16 or more hours/week	40	472
Paid: Less than 16 hours/week	7	81
On maternity leave	5	60
Prefer not to say	4	43
Not provided	-	-
Total	100%	1179

Unpaid Carer	Percentage %	No of Reviews
Yes	11	132
No	86	993
Prefer not to say	2	26
Not provided	-	-
Total	100%	1151

Area of the borough	Percentage %	No of Reviews
Bellingham Ward	7	82
Blackheath Ward	3	38
Brockley Ward	5	53
Catford South Ward	14	160
Crofton Park Ward	2	22
Deptford Ward	7	84
Downham Ward	4	46
Evelyn Ward	1	6
Forest Hill Ward	3	40
Grove Park Ward	1	15
Hither Green Ward	3	30
Honor Oak Ward	1	9
Ladywell Ward	3	35
Lee Green Ward	4	44
Lewisham Central Ward	20	227
New Cross Gate Ward	4	42
Pery Vale Ward	1	12
Rushey Green Ward	1	11
Sydenham Ward	8	97
Telegraph Hill Ward	-	-
Out of Borough	9	105
Not Provided	-	-
Total	100%	1158



healthwatch

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