

The title text is centered in a white rectangular box on the right side of the page. It is written in a bold, pink, sans-serif font. The text is arranged in four lines: "PATIENT EXPERIENCE", "REPORT 2020/2021", "QUARTER 1", and "April-June".

**PATIENT EXPERIENCE
REPORT 2020/2021
QUARTER 1
April-June**

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Introduction & Executive Summary

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

From the 1st April 2020, Your Voice in Health and Social Care (YVHSC) became the provider for the service. This is the first quarterly Patient Experience Report for Healthwatch Lewisham for the year 2020-2021.

In delivering these duties in Lewisham we operate a comprehensive Patient Experience data collection programme. The successful and on-going implementation of the data collection programme and the Digital Feedback Centre has the potential to yield a minimum of 4,800 patient experiences per annum all of which will be presented as they are received and considered as valid community opinion. This Patient Experience Report for Healthwatch Lewisham, covers the Q1 period for April-June 2020.

Our Patient Experience Officer, supported by a team of volunteers, in normal practice would visit health and social care services daily to talk to and hear from patients, service users, carers and relatives about their experiences of local services.

At the beginning of April, following the Government's guidance regarding COVID-19, we chose to pause our face to face engagement to ensure that we do not increase the risk to our staff, volunteers and community. We have adapted our engagement strategy to include collecting online reviews, engagement meetings or feedback forums via Zoom, phone calls with Lewisham residents and directly through our Digital Feedback Centre. As a result, we have received significantly less feedback comments due to the inability to take part in visits to health and social care services, as well as the lower numbers of people currently accessing these services.

These patient experience comments and reviews are gathered using a standard form (see appendixes). The form asks the patient for simple star ratings on their overall experience, likelihood to recommend a service, treatment, access to appointments and a number of other areas. In addition, there is a free text box where patients are asked to leave a review or feedback comments. We approach every patient, capture their experience in their words and seek consent for their feedback to be published on the Healthwatch Lewisham website, through the Digital Feedback Centre. People can leave their name or comment anonymously. At the end of each service visit the Patient Experience Officer will relay any urgent matters requiring attention to the service manager.

Introduction and Executive Summary cont.

Where patients relay concerns about their treatment, either in person or through our feedback centre, we inform them of their rights and the feedback and complaints mechanisms available to them. We also offer for a member of Healthwatch Lewisham staff to call them to discuss the issue in more detail at a later date. This may be particularly relevant where a patient does not feel comfortable discussing the issue at that point or in that location. All patients are approached with sensitivity. During our visits and on our Feedback Centre, if we observe, hear or read any safeguarding concerns these are immediately referred to the office and a safeguarding referral made where appropriate.

Whilst we aim to gather patient experience comments and reviews from a representative sample of Lewisham's population, we acknowledge that different people use different services at different times in their lives, and some not at all. Whilst all patients are asked for their monitoring information some do not wish to provide this. As well as residents choosing not to give this information, using online reviews has impacted on the demographic information which could be collected. In support of our efforts to ensure feedback from all sections of the community, we recruit Patient Experience Volunteers with additional languages.

The outreach element of our Patient Experience Programme is supplemented by our community engagement work and our website (www.healthwatchlewisham.co.uk), which people may visit independently to provide service feedback and comments. Our questions are uniform across the Digital Feedback Centre as well as the physically collected forms.

The information presented within this report reflects individual patient experiences of health and social care services, untainted and without agenda to ensure that the genuine observations and commentaries of the community are captured. Healthwatch Lewisham presents this as factual information to be considered and utilised to improve service provision and highlight areas of good practice.

Alongside our Patient Experience work reported here, Healthwatch Lewisham carries out a number of different activities in order to hear from patients, carers and relatives and assess health and social care services from the patient's perspective. To see our other reports, including Annual Reports, and our COVID-19 survey results please visit our website at <https://www.healthwatchlewisham.co.uk/what-we-do/our-reports/>

Healthwatch Lewisham uses a Digital Feedback Centre (on our website) and Informatics system (software sitting behind the Digital Feedback Centre) to capture and analyse patient experience feedback. The Informatics system is currently used by approximately 1/3 of the Healthwatch Network across England and it captures feedback in a number of ways:

1. It asks for an overall star rating of the service, (between 1-5)
2. It provides a free text box for comment
3. It asks for a star rating against specific themes, aspects such as staff attitudes, cleanliness etc. (between 1-5)

In terms of reporting, the above provides Healthwatch with several data sets.

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

When it comes to the free text comment box, this is analysed in two different ways resulting in two different data sets:

- In the first instance, the Informatics system uses a sophisticated algorithm to analyse the words and phrases in each individual experience, in order to apply a sentiment score to the overall comment. The sentiment score is translated into an overall positive, negative or neutral sentiment. This is an automatic process. Where overall sentiment is highlighted in the report, it relates to this aspect of the process.
- In the second instance, free text comments are broken down and analysed for themes and sub themes. Where relevant, up to 5 themes and sub themes can be applied to any one patient experience comment. Upon each application of a theme or sub theme, a positive, negative or neutral sentiment is also applied. This is a manual process undertaken by trained staff and specially trained volunteers. The process is overseen by the Patient Experience Officer and regularly audited in order to ensure consistency. Where themes and related sentiment are discussed in the report, it relates to this aspect of the process.

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

Overall Star Ratings

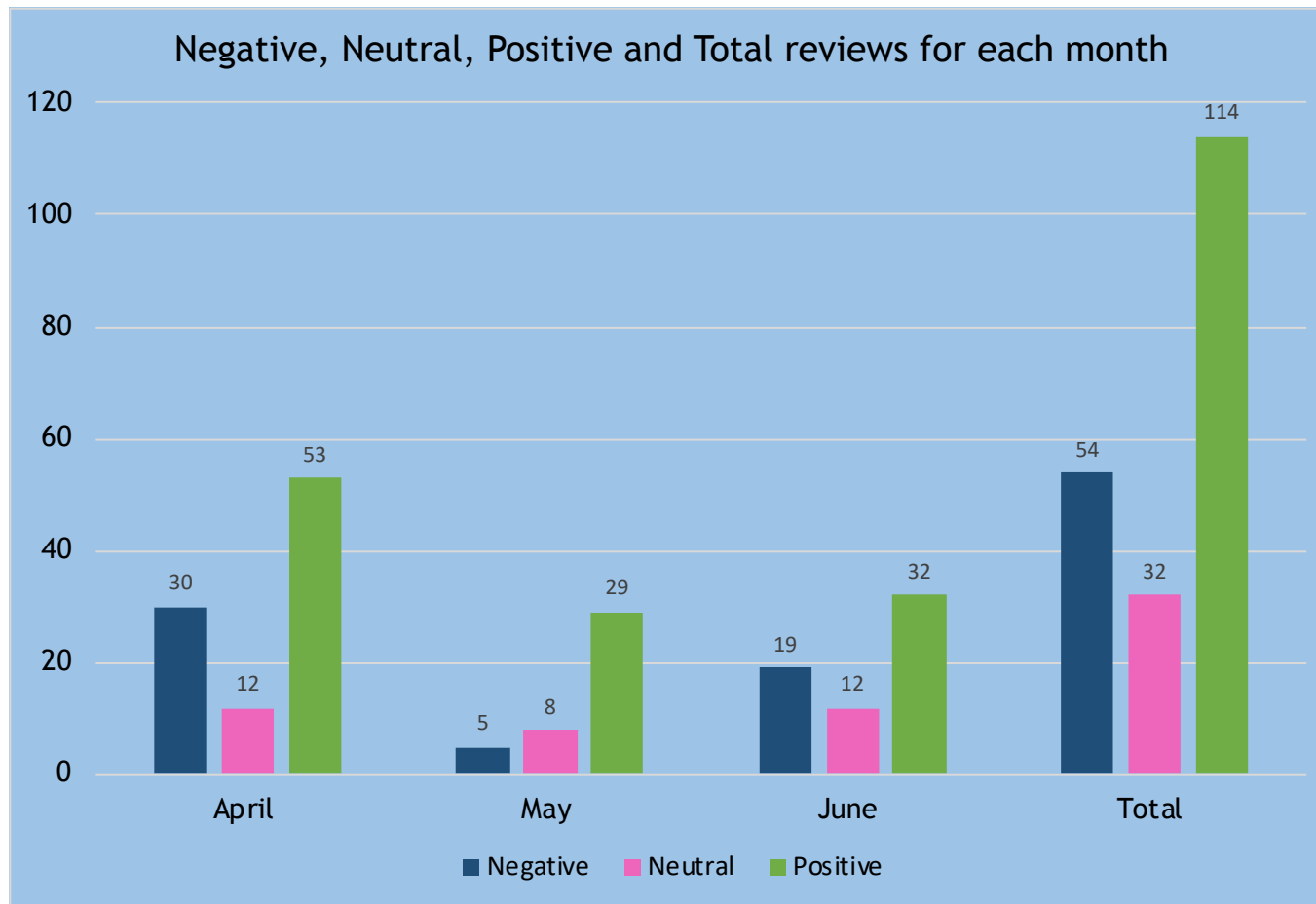
The number of patient reviews we received for this quarter is 200. The table below shows a breakdown of the negative, neutral and positive patient reviews (see the appendices for examples of our physical and online questionnaires).

Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings of 1 and 2 indicate a negative response, a star rating of 3 indicates a neutral response and star ratings of 4 and 5 indicate a positive response. This quarter 114 positive responses, 54 negative responses and 32 neutral responses have been recorded.

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
April	30	12	53
May	5	8	29
June	19	12	32
Total	54	32	114

Overall Star Ratings

This chart provides a breakdown of negative, neutral, positive and total reviews for each month, based on the overall star rating provided.

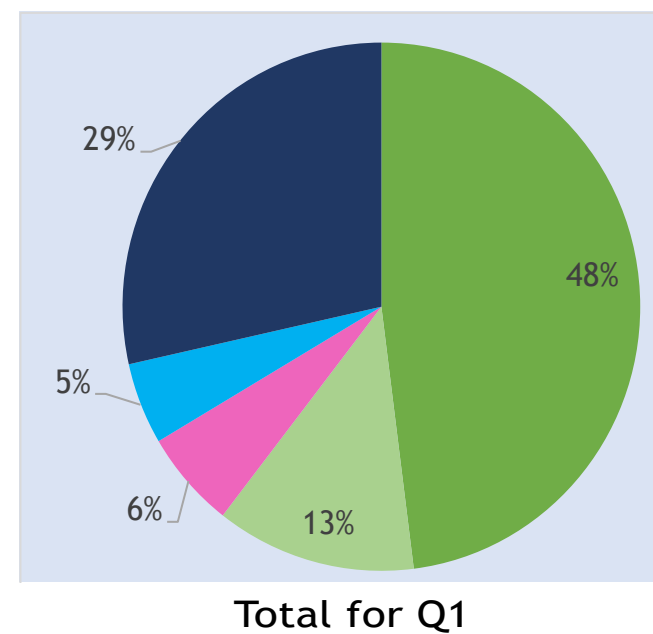
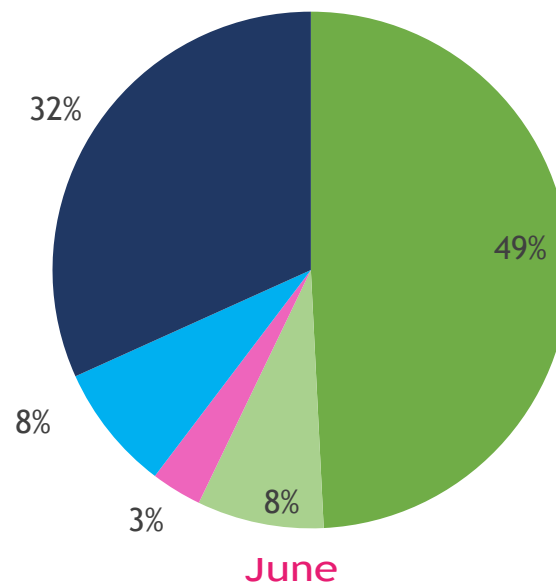
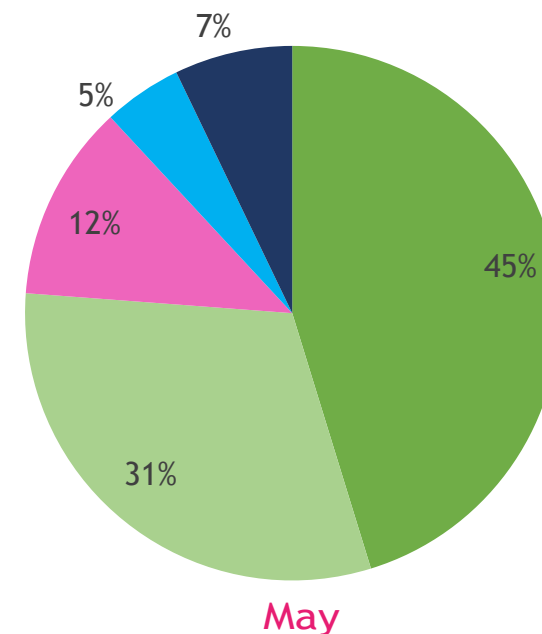
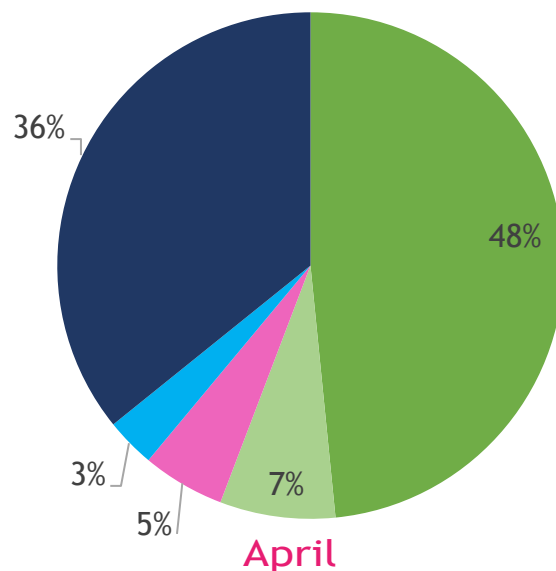
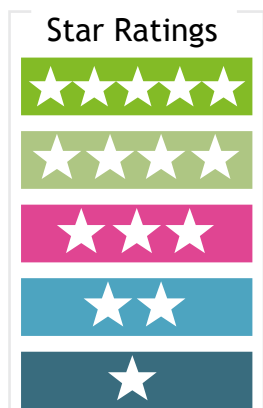


Overall Star Ratings

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

In each month the 4-5 star rating received the highest proportion of reviews, followed by the 1-2 star rating, apart from May where both the 1-2 star rating and 3 star rating were equal.

The overall star ratings for services tell us that people are very satisfied.



Total Reviews per Service Category

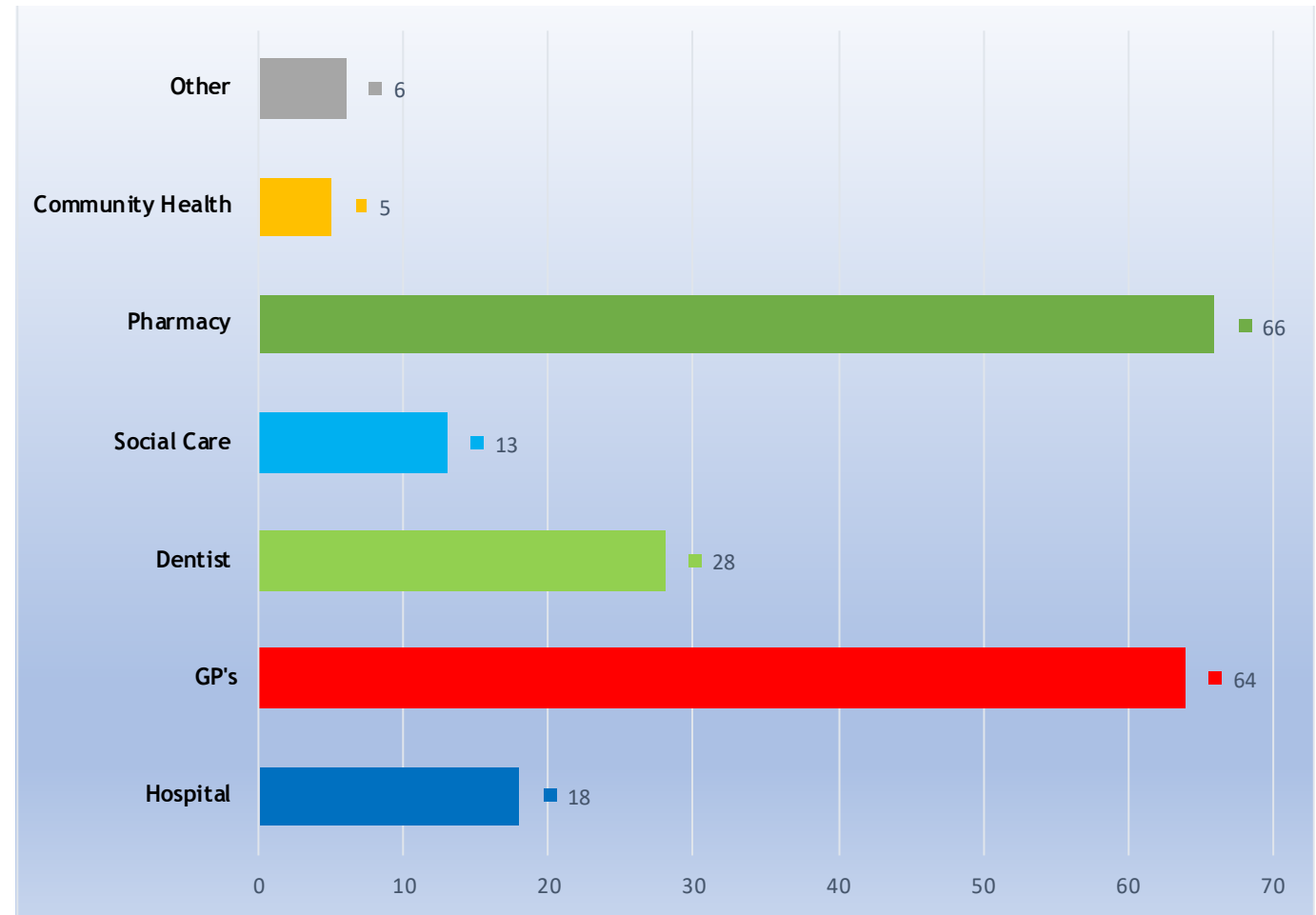
The patient reviews recorded for this quarter cover 7 service type categories, as seen in this chart.

Most comments left in our Feedback Centre related to pharmacy, dental or GP services.

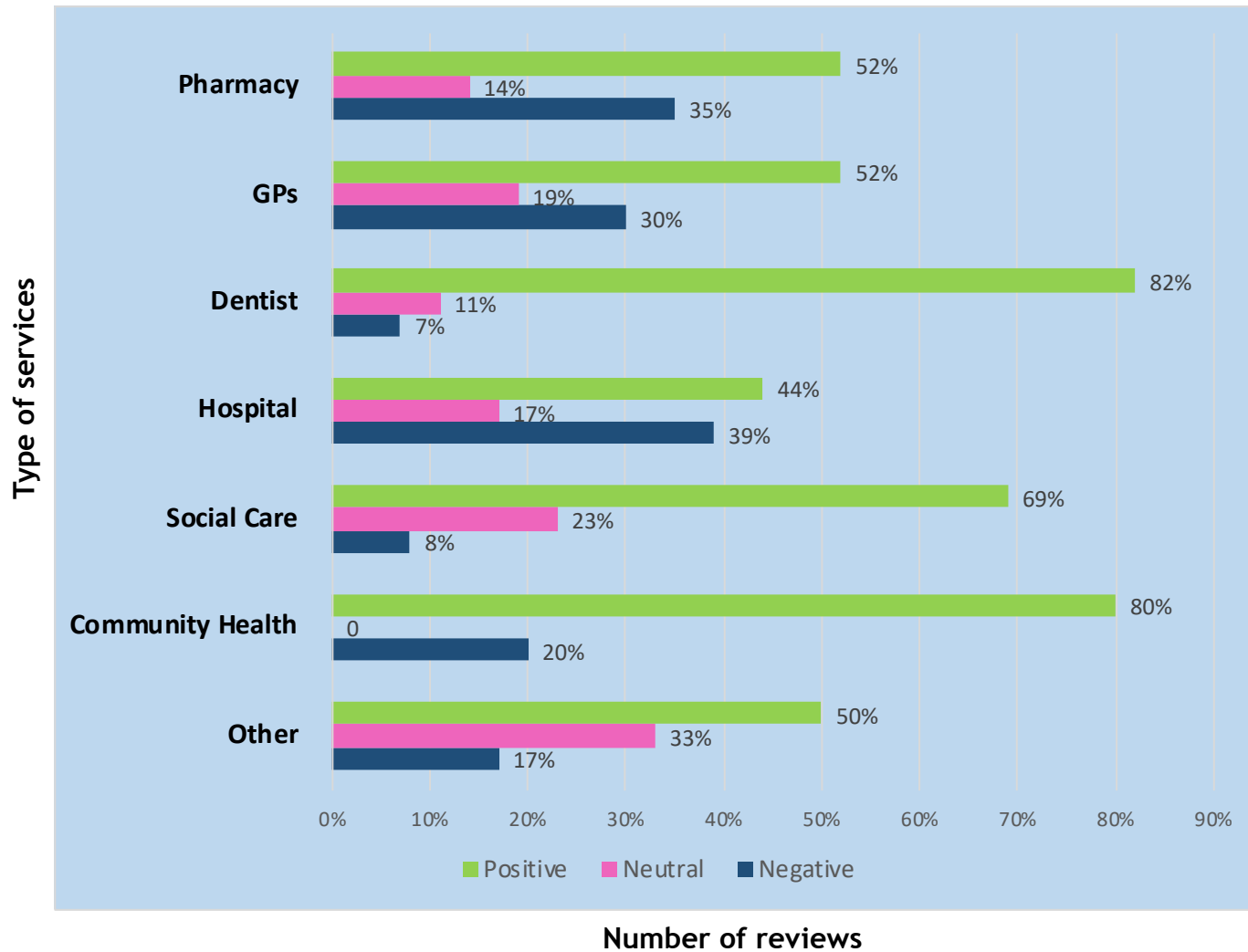
For this quarter, we have received a smaller number of reviews for Hospitals, possibly due to the COVID-19 pandemic, rescheduled appointments and a general reluctance to use hospital services.

In addition, we have been unable to undertake targeted face to face engagement work. This would ordinarily allow us to focus on gaining a wealth of reviews around specific service type categories.

Type of services



Number of reviews



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

33% of the reviews were about people's experiences of Pharmacies, 32% of the reviews were about people's experiences of GP services. 14% of the reviews were about people's experiences of Dentists, 9% of the reviews were about people's experiences of Hospitals

Other comments were about Social Care, Community Health, and 'Other' which in this instance refers to Opticians, and Mental Health services.

Of these services: Community Health received the highest proportion of positive reviews at 80%, followed by Social Care with 69%, and then Other with 50%.

If we look at the top 4 services, we see different ratios of positive, negative and neutral reviews. Dentists are the most highly rated service with 82% positivity, followed by both GPs and pharmacy with 52% positivity.

Themes and Sub-Themes

This section shows a breakdown of the main themes and sub-themes for those service areas where we received a significant number of reviews. In Q1 these areas are: GPs, Pharmacists and Dentists. After asking patients for an overall star rating of the service we ask them to "tell us more about your experience" - see the appendices for examples of our physical and online questionnaires).

Each comment is uploaded to our Online Feedback Centre where up to five themes and subthemes may be applied to the comment (see appendix 3 p36-39 for a full list).

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

GP Themes - Quality of care/treatment

Quality of care/treatment was the most applied theme this quarter for GPs with 29 counts. 69% being positive, and 31% being negative.

With the positive sentiment being the highest and the negative sentiment being considerably lower, this shows that most patients were satisfied with the **Quality of the care or treatment** that they have received from their GP's during the period from April-June.

The more specific areas local residents commented on in regards to their care and treatment were as follows:

Positive

- ◇ Patients felt listened to and that the quality of care they received was from helpful, understanding and caring members of staff.
- ◇ Patients also felt that their questions were answered and the advice they received was provided with great professionalism, efficiency and knowledge.
- ◇ A number of patient comments on the quality of care credited the systems in place which allow GPs to communicate effectively with patients.

For instance, patients valued appointment or health check reminders, receiving test result notifications via text messages and appreciated the privacy and confidentiality the electronic sign in process provides.

Negative

Most negative patient comments were about the quality of care, in reference to caring attitudes such as empathy. They generally spoke about an absence of care or the care element being missing:

- ◇ This included feeling dismissed by GPs, that they lacked attention and that they weren't listened to.
- ◇ The limited amount of time given during appointments was another concern that arose in regards to both being listened to and receiving advice.

Positive reviews

"I talked to a GP about rheumatoid arthritis. I felt listened to. They were efficient and concise and gave good advice to continue treatment."

GP surgery

"The staff are friendly, and the doctors are very good, and looks after my well-being, especially at this time, when I'm self isolating."

GP surgery

"I have only ever been met with true empathy, kindness, and expertise, taking the time to talk me through concerns and help me understand my ailments and conditions better."

GP surgery

Negative reviews

"It's a badly run practice. The care element is completely absent... I have had to leave as so many breaches of privacy. And information sent to the wrong email address. Misdiagnosed for a serious health issue. List goes on."

GP surgery

"Today I visited to pick up a prescription. I have done this every three months for the past six years. They didn't provide the prescription and simply told me I'd been de-registered."

GP surgery

GP Themes and Sub-Themes

Appointments was the second most applied theme for this quarter. There were 25 counts for this quarter with 48% being positive, 4% being neutral and 48% being negative. There was an equal divide between those who had positive experiences and those who had a negative experience.

Out of the sub-themes for the **Appointments** theme for GPs, the top sub-theme is **Booking appointments**. There were 19 counts for this quarter with 32% being positive, 5% being neutral and 63% being negative.

This is followed by **Quality of appointments** which received 5 counts, of which 100% were positive.

Whilst there was an equal divide between those who had a positive or negative experience with navigating appointments with their GP, the **Booking appointments** sub-theme shows that the majority (63%) had a negative experience during this time possibility due to reduced appointments during COVID-19.

Positive reviews

“The online form initiative for all patients since COVID-19 is a brilliant service, good questions asked with red flags. This service is so much better than the usual way of arranging a very short face to face appointment...”

GP Surgery

“I've not had to wait too long for appointments and have so far been able to get the two 'urgent' appointments I've needed”

GP Surgery

Neutral/Negative reviews

NEGATIVE: “Waiting times is almost 3hrs on the phone sometimes and when you finally get through it's a disaster.”

GP surgery

NEUTRAL: “I rang them, and they supported me. Except they still insisted that I should tell them why I need to see the GP”

GP surgery

GP Themes - Staff attitudes

Staff attitudes was the third most applied theme for GPs this quarter. The theme was applied on 24 counts to reviews, with 67% of these reviews being positive, and 33% negative.

The majority of reviews for **Staff attitudes** were of a **positive sentiment** which shows that patients are generally pleased with the staff they encounter within their GP. The following expands on the details of patient reviews.

Positive

A significant proportion of reviews regarding **Staff attitudes** were of a positive sentiment. Where this was the case, patients commented on the following:

- ◇ The friendly nature of staff, both administrative and doctors.
- ◇ Staff willingness to listen to concerns, be supportive and helpful.
- ◇ Their kindness, reassurance and consideration.
- ◇ Patients also cited the difficulties which services are under due to COVID-19 and how staff have remained helpful, efficient and informed, placing patient care as a priority.

Negative

Where reviews were of a negative sentiment towards **Staff attitudes**:

- ◇ Whilst the majority of comments praised doctors attitudes, the concern lay with reception staff which patients felt were rude, unhelpful and lacking compassion.
- ◇ Where comments referred to the staff attitudes of doctors, it was usually because patients felt they had not been listened to, had been dismissed, or not given enough time.

Positive reviews

“All of the staff are friendly and very helpful, they make you feel comfortable and cared for. Not to mention that everything gets done so quickly (even during this Covid-19 situation). I highly recommend them.”
GP surgery

“Helpful, courteous, professional and supportive at all times. All staff have endeavoured to maintain the highest degree of professionalism...”
GP surgery

“Always there to help and support. Friendly staff, GP’s and nurses.”
GP surgery

“Very good doctors, kind, organised and helpful reception staff and efficient people working throughout.”
GP surgery

Negative reviews

“Completely unprofessional...I was brushed off regarding something serious, I ended up going private to receive a surgery and proper medical care.”
GP surgery

“My medication is life saving and when I need it, I need it. I'm having issues getting medication and the incredible rudeness of reception staff.”
GP surgery

GP Themes and Sub-Themes

Communication was the fourth most applied theme for this quarter. It was applied 18 times, 39% of which were positive, 6% neutral and 56% negative. The majority of comments were about the **Lack of communication** which received 10 counts, all of which (100%) were negative.

The majority of reviews about communication were negative (56%) which is likely representative of the changes to how GP surgeries have been communicating with patients during the COVID-19 lockdown such as telephone and online systems.

Reviews relating to '**Lack of communication**' were all of a negative sentiment. Patients commented on:

- ◇ Difficulties in contacting doctors, as well as issues communicating with staff due to limited time.
- ◇ Complaints about phone lines being engaged and difficulty contacting GP surgeries regarding test results and prescriptions.
- ◇ A miscommunication about patients being deregistered or a lack of contact and confirmation from GP surgeries for newly registered patients.
- ◇ Lack of communication or call backs with patients after appointments.
- ◇ Inconsistencies around appointments, with doctors ringing at times not confirmed with the patient.

Positive reviews surrounded both the '**Treatment explanation**' and '**Health Promotion**' sub-theme:

For treatment explanation:

- ◇ Patients credited staff at GP surgeries for giving sound advice, making referrals where necessary and seeking the advice of other healthcare professionals.

For health promotion:

- ◇ Patients appreciated health check reminders, appointment reminders, and test results sent to their phone.
- ◇ They praised receptionists and health visitors for providing helpful information.
- ◇ Patients shielding under COVID-19 guidance appreciated GP's checking on patients and offering a variety of ways to see doctors including home visits and visits to the surgery.

Positive reviews

“Doctors here understand the importance of communication, sympathy and encouragement someone with ill health may need.”

GP surgery

“All my dealings with doctors have been over the phone and it's been much better, there is less waiting, over the phone there is no waiting.”

GP surgery

Negative reviews

“The GPs don't have time, they didn't listen to me. I felt dismissed. They are hard to communicate with and I find it hard to be heard because of the limited time.”

GP surgery

“My husband and I received a message to tell us we would only be dealt with via econsult. Meaning no further telephone consultations. When I rang the surgery to explain my husband would be unable to do this, I was told I could do it for him.”

GP surgery

“When I registered, I didn't get any feedback. No letter to say I had been registered. I was supposed to receive one in five working days but it has been over 3 weeks.”

GP surgery

Pharmacy Themes - Staff attitudes

Staff attitudes was the most applied theme for pharmacies this quarter with 37 counts.

Overall the percentage remained positive with 59% and the negative sentiment was 41%.

Of all 7 service categories which received reviews this quarter, Pharmacies were the most reviewed with 66 reviews. Compared to GP surgeries, the second highest reviewed with 64 and dentists, the third most with 28 reviews. Pharmacies stayed open and largely continued providing a standard service which may explain why they received a large proportion of patient experience comments.

Below is a brief breakdown summary of the main specific issues that arose regarding **Staff attitudes** within pharmacies:

Positive

Where reviews were positive for this theme, they commented on the following:

- ◇ Staff were friendly, kind, and polite.
- ◇ Patient comments referred to the efficiency of staff, and their helpfulness in providing a timely and suitable service.
- ◇ Staff are professional and put customer care first, ensuring prescriptions are provided or alternative advice is offered.
- ◇ They do their best to help and have a personal approach to customers.

Negative

- ◇ Comments referred to poor customer service, particularly the rudeness of staff.
- ◇ When prescriptions failed to be provided or were not in stock, patients found staff to be unhelpful and that they lacked communication in offering alternatives or advice.

Positive reviews

“Whilst there has been issues in the past, there has been a noticeable improvement in the service and efficiency of the service. During lock-down the staff have demonstrated patience and professionalism.”

Pharmacy

“They went absolutely above and beyond to help me get my prescription sorted out when there was an issue with it being sent incorrectly. The best customer care and kindness.”

Pharmacy

“The staff are friendly, helpful and professional. Their personal approach to customers is lovely.”

Pharmacy

Negative reviews

“My family and I have encountered some very unprofessional, aggressive managers at this pharmacy. Non managerial staff generally tend to be polite.”

Pharmacy

“I went to pharmacy to get medication, very poor customer care. Lady refused to help me though I explained my situation. Very poor front line staff...”

Pharmacy

Pharmacy Themes - Medication

Medication was the second most applied with 23 counts. 35% were positive, 57% were negative and 9% were neutral.

Negative reviews were more common than positive, suggesting that improvements can be made. In addition, looking at the combined percentage of both negative and neutral reviews (66%), we can see that when accessing pharmacies, residents were less likely to have a positive experience.

The vast majority of reviews regarding medication were in reference to prescriptions. The **Prescriptions** sub-theme received 22 counts. Of these, 36% were positive, 55% were negative and 9% were neutral. This shows that patients were overall displeased when accessing prescriptions from pharmacies in Lewisham.

Positive

Residents praised pharmacies for fulfilling their prescription needs by being fully stocked, having prescriptions both correct and ready in a timely manner. As well as chasing up prescriptions when they were not available on time.

One particular area of **good practice**, as raised within the review opposite, was the ability for prescriptions to be delivered to patients' home addresses. As well as the positive impact of communication between GPs and pharmacies.

Negative / Neutral

On the contrary, negative and neutral sentiments, which received the majority of reviews, highlighted a lack of communication between pharmacies and patients.

Residents found pharmacies difficult to contact via phone and were unhappy with what they felt was a lack of communication/ service coordination. They also raised issues around refused prescriptions.

As well as prescribed medicine not being stocked, being overpriced, being lost or pharmacies making mistakes in prescription orders.

Positive reviews

"I was able to get the whole list of prescription meds I needed, whereas 3 different pharmacies were having trouble with some of the items."

Pharmacy

"I was recently ill with COVID-19, and one service I have found helpful is the communication between my GP and pharmacy. When my medication is due the pharmacy contacts my doctors and asks the amount medication, they then provide the prescription to pharmacy through email and put it in dosette boxes and then deliver it to my address. I didn't know this was a service that's available, it's been very helpful."

Pharmacy

Negative reviews

"Pharmacist refused emergency prescription without any reasonable grounds to base this on. Did not check on condition symptoms before refusing and did not advise on alternative."

Pharmacy

"...an acquaintance of mine was caught out this week. Her neighbour went to collect my friend's prescription from the branch only to be told she had been de registered."

Pharmacy

Suitability of provider/staff was the third highest theme applied this quarter with 20 counts. 75% were positive, 25% were negative.

The text below presents a breakdown of common issues and areas of good practice which arose in regards to the **Suitability of provider/staff**. For pharmacies, this theme received the highest percentage of positive sentiment (75%), which suggests that people are generally happy with the quality of service they are receiving.

Positive

- ◇ Reviews generally showed that patients/customers felt fulfilled with their pharmacy, and that they were providing a good, great, or excellent service.
- ◇ They commented on the services being well stocked and reasonably priced.
- ◇ In regards to suitability of staff, comments described staff as friendly, helpful and patient.
- ◇ They also found pharmacy services to be informative, knowledgeable and professional.
- ◇ Generally, pharmacies were considered to be providing an efficient service.

Negative

Whilst there were limited negative reviews to pull themes from, comments referred to:

Poor service issues, inefficient service, long waiting times to queue, lack of prescription in stock, the cost of products, opening times.

The majority of people who rated pharmacies negatively stated that they would not recommend their service.

Positive reviews

"Great pharmacist. Great service."

Pharmacy

"During Covid-19, they all wear PPE to ensure both themselves and their customers are protected... Would definitely recommend this pharmacy."

Pharmacy

"Great pharmacy. Quick, professional, informed and friendly. What more could you ask for."

Pharmacy

"The pharmacist goes the extra mile. Much needed next to the surgery even though it's small in size..."

Pharmacy

Negative reviews

"... Would recommend avoiding the shop unless you can spare lots of time."

Pharmacy

"Inefficient service. Getting your regular and repeat prescriptions here is not recommended."

Pharmacy

Administration was the fourth highest theme applied this quarter. A limited number of reviews covered this specific theme, however it should be noted that 100% of comments were negative which links to earlier findings of residents experiencing issues with their medication.

In addition, **Communication** was also the fourth most applied theme with 7 counts. Of these reviews, 86% were negative, and 14% were positive.

The **Lack of Communication** sub-theme received the highest number of counts with 7, all of which (100%) were negative.

Lack of communication was the most negatively reviewed sub theme with service users commenting on:

- ◇ Difficulty getting through to the pharmacy on the telephone
- ◇ Lack of communication when enquiring about and collecting medication
- ◇ Prescription orders being incorrect or not being ready, with patients not being informed

In addition, by drawing on the reviews from the **Medication** theme (see page 16), comments were also made about the inability to contact pharmacists via telephone to gain information about their prescriptions.

As well as a lack of communication from pharmacists on lost, misplaced or mistakes to prescriptions. This, combined with the above, suggests that **Administration and Communication** are both areas that may require future improvement.

Negative reviews

“I have tried calling the pharmacy, but staff hang up on you without giving you the opportunity to speak. When you hit redial, the phone is immediately engaged and you cannot get through for hours!”

Pharmacy - Administration

“Always late, never open on time, unprofessional on the phone. ”

Pharmacy - Administration

“Never answers the phone...”

Pharmacy - Administration

“...It took me ages before someone answered the my call.”

Pharmacy - Administration

“Staff have no communication skills”

Pharmacy - Communication

“I was told the particular medication that I was here to collect had run out. When I was asked why I wasn't told this from the first day, I was told they had a heavy workload...”

Pharmacy - Communication

Staff Attitudes was the highest theme applied this quarter for Dentists with 17 counts.

Overall, 94% were positive, 6% were negative. This significant difference between positive and negative reviews shows the overall sentiment towards the staff attitudes within dentists is overwhelmingly positive.

Below, shows in more detail the positive elements which patients commented on as well as examples of reviews.

Positive

Comments regarding staff attitudes at dentists were almost all positive. Similar to the staff attitudes theme on other service categories such as GPs (see page 13) and pharmacies (see page 15), comments generally referred to:

- ◇ The friendly and helpful nature of both dentists and receptionists alike.
- ◇ Generally, all staff were referred to as reassuring, professional and knowledgeable, talking patients through the procedure and putting them at ease.
- ◇ Staff were also considered to be sympathetic, honest and straightforward.

Positive reviews

"Very nice people here and a good service."
Dentist

"...It was a relief to find a dentist with integrity."
Dentist

"Reception staff were lovely despite all the Covid-19 measures and having to keep the distance."
Dentist

"Phoned the dentist for some advice around treatment in light of COVID-19 restrictions. Very friendly and responsive service even though I had not been registered previously."
Dentist

"I was extremely nervous prior to visiting the practice but the team made me feel completely at ease."
Dentist

Negative reviews

"I waited in my car for an hour, returned and the receptionist had an extreme attitude. On the phone to her supervisor, with remarks about me being late."
Dentist

Quality of care/treatment was the second highest theme applied this quarter with 14 counts.

Overall, 93% were positive and 7% was negative. This shows the overall sentiment towards **Quality and care/treatment** was on the whole positive with a significant difference between positive and negative.

Positive

Areas of good practice in regards to **Quality of care/treatment** included:

- ◇ Patients being able to gain emergency treatment quickly when dentist surgeries were open.
- ◇ Digital communication from dentists during the COVID-19 lockdown was commended.
- ◇ Patients generally felt that dentists made them feel at ease, explained procedures thoroughly and offered helpful advice in how to care for their teeth.
- ◇ Dentists were also praised for the care they exercised in being reassuring and knowledgeable as well as quick, and thorough.

Positive reviews

"Even though they couldn't see me due to the current lockdown both the receptionist and dentist did everything they could to help me."

Dentist

"...One of the dentists phoned me back and arranged for me to have a tooth repair kit. She also offered to do a video consultation. The dentist has kept in touch with me and has prescribed antibiotics and given me a range of strategies to manage the situation. In my opinion, the care I've received and am continuing to receive is first class."

Dentist

"The dentist was honest and straight forward. She explained all the treatment and has lots of experience..."

Dentist

"They explained what had happened and provided me with options moving forward. During the procedures, I was reassured and began to feel more relaxed as time went by. The team worked quickly but thoroughly"

Dentist

Negative reviews

"Do not invest your time and money. I paid to have a tooth removed and instead of removing the tooth he actually broke the tooth in half..."

Dentist

Suitability of provider/staff was the third highest theme applied this quarter with 10 counts.

Whilst there is not a representative enough sample of comments on the suitability of provider/staff to make generalisations, overall, all reviews which were made towards this theme were positive, 100%. This suggests that people we reached were generally happy with the services they are receiving from dentists.

Positive reviews

"Amazing service"

Dentist

"The waiting time is a bit long but otherwise everything else is perfectly fine."

Dentist

"Very nice people here and a good service."

Dentist

"This young lady was polite, friendly and extremely knowledgeable. Exactly the same extremely high level of service when she called me back several days later to offer me an appointment. I'm impressed."

Dentist

"Thank you for providing such a fantastic service!"

Dentist

"So pleased with my results and the service from the whole team."

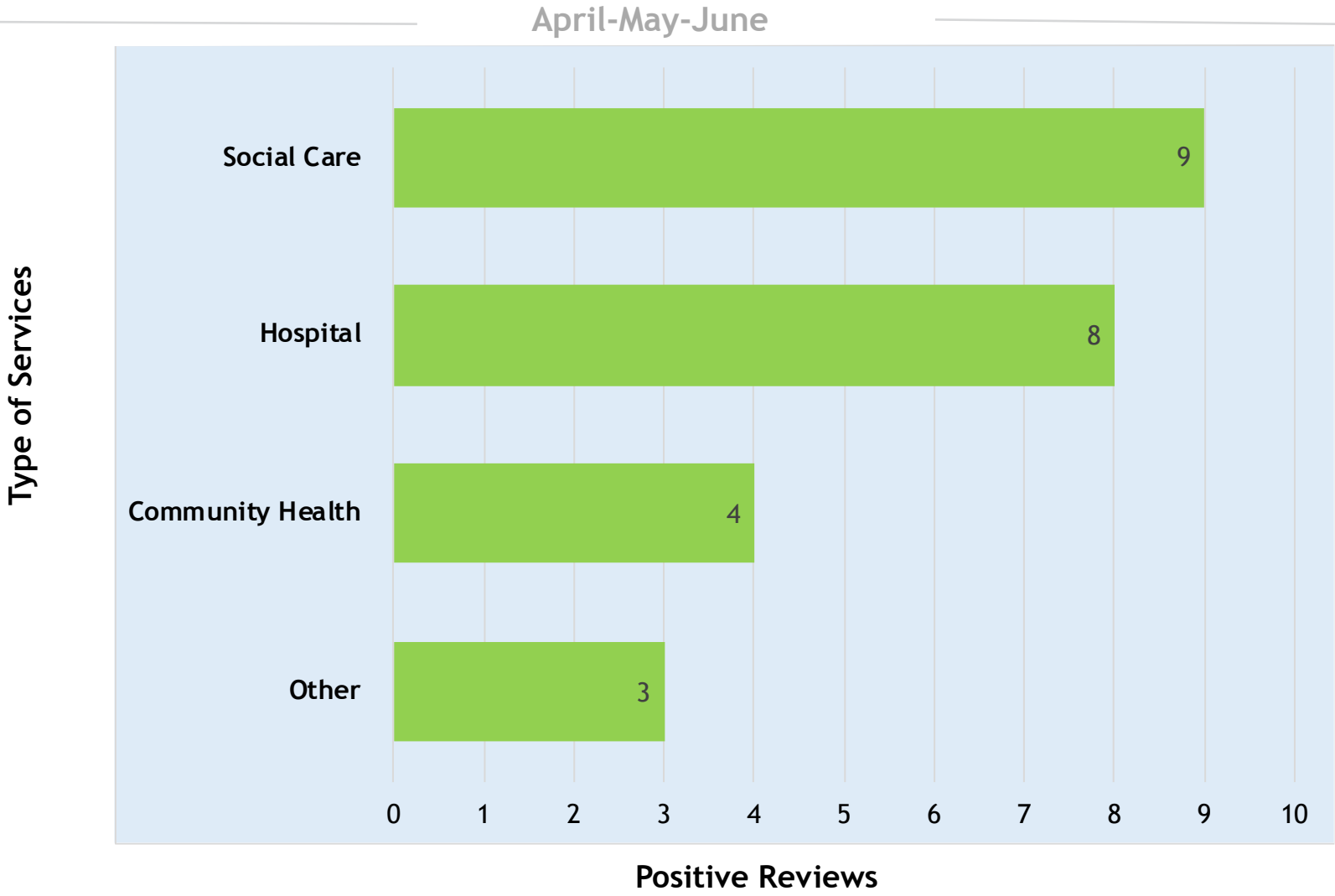
Dentist

"Great dentist, very friendly, personable and a good memory for detail."

Dentist

Other Positive Reviews

Looking at the positive reviews we have received allow us to highlight areas where a service is doing well and deserving of praise. This section provides an overview of the number of positive reviews by service area and goes on to give some examples of comment received.





Social Care.

“Even during this dark period when we are unable to visit loved ones, they have strived to keep us in touch via all platforms of social media and their attention to detail is phenomenal.”

Care Home

“The thoughtfulness and care of the staff was outstanding.”

Care Home

“This no. 1 objective of ensuring a safe, secure and modern environment - whilst also being warm and homely - means I would recommend”

Care Home



Hospital

“Recently I needed physio but because of Covid 19 they put the service on line, a virtual consultation. This worked really well for me. No one had to take me. I could see and hear the physio perfectly well and it didn't take up my entire morning going to the hospital.”

Hospital

“I broke my leg so I had to go to A&E. The treatment I received was good. The people were friendly. I waited for 1 hour which is long, but I was not too fussed about waiting. I feel they communicated the process well..”

Hospital

“Wonderful support from nursing staff who tracked down a consultant (outside of his clinic hours) to ask questions on my behalf and then call me back. Very kind, supportive and thorough.”

Paediatrics/children services



Community Health

"Honest and professional. They responded very quickly, it took two weeks to be seen and they took my daughter's situation seriously. She has been using the service for 3 months."

Children's Services

"It was fine and efficient process. We were given three appointment slots to choose from and we were happy with the time frame. We had an early appointment."

Children's services

"Amazing service..."

Children's services



Others

"I arrived quite early but only had to wait for a few minutes. All the staff were great, welcoming and friendly. Eye test was very efficient and there was a large collection of really nice glasses."

Opticians

"...Collected my new glasses, the staff were so helpful, can't really express my gratitude to them. Keep safe and up the excellent service you are providing."

Opticians

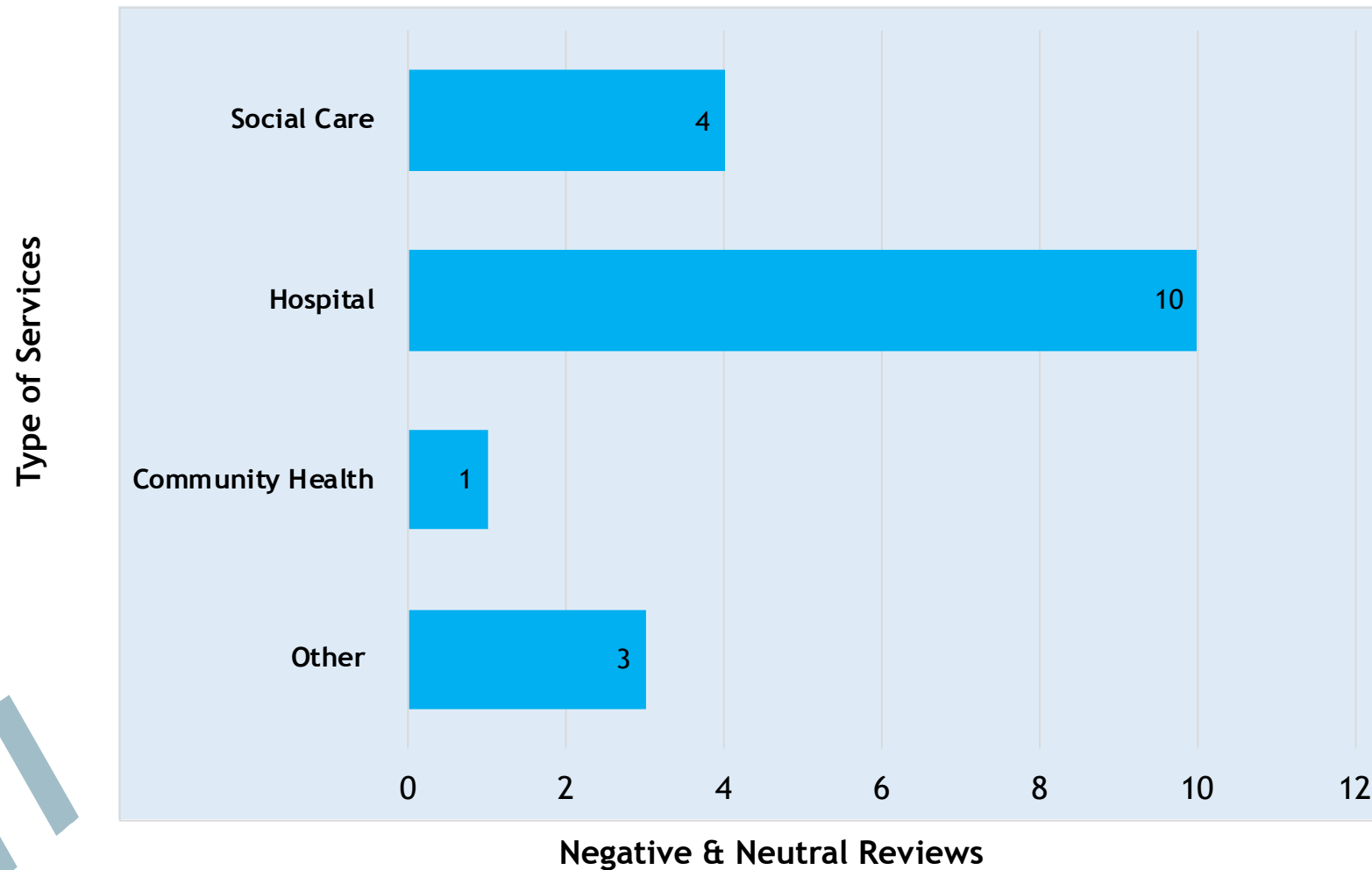
"Great opticians got a new high tech machine to look at the back of your eyes and help predict the early onset of certain conditions it costs £10.00 so it seems good value...Really great optometrist and really knowledgeable staff."

Opticians

Other Negative & Neutral Reviews

By looking at the negative and neutral reviews we received from the people of Lewisham each month, we can better understand where a service needs to improve in order to provide an all round positive experience. This section provides an overview of the number of negative and neutral reviews by service area and goes on to give some example of comments received. We include those reviews where we have classified the comment as being of "neutral" sentiment as experience tell us that these can generally highlight where improvement could be made.

July-August-September





Social Care

“... Most of the staff are agency and therefore there is a lack of continuity. She is also not allowed to go to the toilet when she needs, and is made to wait.”

Care Home

“Caught carer on steps to house talking on the phone about having a sore throat...there are no safeguards.”

Care Home



Hospital

“I spent over 1hr walking around the hospital trying to figure out what this appointment was for... This is not the first time I suffer from this hospitals bad organisation, I have had a couple of appointments at women's health moved, without being told which. As a result it meant I missed some appointments.”

Hospital

“It was not the best experience. They were understaffed at the time. The service was slow. Sometimes it took a while to get hold of nurses.”

Hospital

“Everything was weird from reception to doctor, something is definitely wrong in the whole system. Staff were talking, laughing loudly. Doctor was just sitting inside and kept me waiting for a long time. Then one of the staff had to go inside to ask doctor if I can go in.”

Hospital



Community Health

“ I really hope their practices change for the better especially for certain minorities.”

Community Service

Our methods this quarter have involved collecting reviews from online sources such as NHS reviews, Care Opinion, Care Home, google reviews, and directly through our feedback centre. As a result, these methods have meant that we were unable to collect relevant and representative demographic information (see page 36) referring to gender, sexual orientation, age, ethnicity, marital status, religion and any mental, physical or long term health conditions or disabilities. Healthwatch Lewisham place great importance on understanding the needs of the communities in Lewisham and ensuring all groups are heard within our organisation. Going forward into quarter 2, telephone engagement and building partnerships with local organisations will be key to ensure we are reaching a representative and varied demographic population within Lewisham.

This quarter, 200 patient experiences were collected, which is a significant reduction of the target of 1200 reviews which would ordinarily be collected from service users. Due to COVID-19, this Patient Experience Report reflects the difficulties in reaching residents who have used health and social care services in Lewisham from April to June. The COVID-19 lockdown regulations have meant that face-to-face engagement ceased to take place and this, combined with less people using services, is reflected in the numbers in this report.

There were 114 (57%) positive reviews with star rating 4-5, 32 (16%) neutral reviews with star rating 3, and 54 (27%) negative reviews with star rating 1 and 2 received this quarter. Throughout Q1, overall, positive patient experiences far outweigh negative patient experiences. However, if we look beyond this overall picture and at specific service areas, findings indicate the following:

GP services

Issues applied mainly to the 'Appointments' theme. The negative reviews (48%) were about 'Booking Appointments' and while in this section the overall positive is equal to the negative, this is the area that has the most amount of negative reviews when it comes to GP services which is still a point of concern. This was shortly followed by 'Communication', where all negative reviews were in regards to 'lack of communication'. Therefore, another area which is a point of concern.

Areas of good practice, where comments were largely very positive, were 'Quality of treatment/care' (69% positive) and Staff attitudes (67% positive).

Pharmacies

In terms of pharmacies, this was the highest reviewed service category (66 reviews), shortly followed by GP surgeries (64 reviews). The predominant area of concern for pharmacies was 'Medication' with 57% negativity as well as 'Communication' 86% and 'Administration' 100%.

However, areas of good practice can be seen in the Suitability of provider/staff theme with 75% positive reviews, and Staff attitudes with 59% positivity.

Healthwatch Lewisham will share the findings of this report with various commissioning, provider and local authority led boards and committees. These include:

- Lewisham Borough Based Board
- Lewisham Primary Care Operational Group
- Lewisham Health and Wellbeing Board

As well as these formal meetings, we organise a number of informal meetings with partners in order to discuss the issues of concern and identify actions to take forward.

In April 2020, the six Clinical Commissioning Groups in south east London merged to form the South East London Clinical Commissioning Group (SEL CCG) which has changed local decision-making structures. We will identify opportunities to share our findings within the new Lewisham landscape.

In response to the changes, the six local Healthwatch in south east London have secured representation on the SEL CCG Governing Board through the role of a regional director. All our findings will be communicated with the representative to ensure that the voice and concerns of Lewisham residents will be heard at a regional level.

In terms of next steps for Healthwatch Lewisham's Patient Experience Report, the following have been identified:

- A focus on capturing Patient Experience feedback from a wider population of Lewisham residents during Quarter 2 (July - September) by adapting our patient engagement strategy under COVID-19 regulations. This includes the adoption of targeted telephone engagement.
- Healthwatch Lewisham has recently carried out a COVID-19 Survey in order to hear the experiences of residents during the pandemic. The findings from the research project will inform the Lewisham COVID-19 recovery plan.
- We are currently undertaking online Feedback Forums to capture the issues, concerns and experiences of Black, Asian, and Minority Ethnic communities within Lewisham during COVID-19. This will offer additional insight about access to services, communication, information and the impact on mental health and wellbeing.
- Establishing new partnerships and building on existing relationships with local organisations to increase the number of patient experience comments about a wider variety of services.

Leave feedback

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

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

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



Summary of your experience* (max 45 characters)

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

Tell us more about your experience*

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

Where do you live? (town/city)

Forest Hill, Lewisham...

Which department did you visit?

Department

Your ratings (select if applicable)

Cleanliness



Staff Attitude



Waiting Time



Treatment explanation



Quality of care/treatment



Quality of food



Communication



Access to appointments



Quality of Service



In relation to your comments are you a:

Select one

When did this happen?

Where did you hear about us?

Select one

Would you like information about other local services? *

No Yes

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

No Yes

About you

Name

Leave feedback anonymously?

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

I accept the [Terms and conditions](#)

I consent to being contacted regarding my feedback by Healthwatch*

Yes No

I confirm I am over the age of 16*

Yes No

Subscribe to the newsletter?

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

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

[Submit feedback >](#)

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

Physical Form

Share Your Experience with Us

Healthwatch Lewisham gives you the chance to say what you think about how local health and social care services are run. Your experiences are important and can help to inform the commissioners and service providers.

Name of Service:

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

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

2. How do you rate your overall experience of this service?

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

3. Tell us more about your experience

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

4. Your ratings (select if applicable)

Cleanliness

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

Staff Attitude

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

Waiting Time

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

Treatment Explanation

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

Quality of care/treatment

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

Quality of food

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

Communication

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

Access to appointments

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

Quality of Service

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

5. Are you a:

() Patient () Carer () Relative () Carer and Relative
() Service Provider () Visitor () Professional

6. Which department did you visit? (if applicable)

About you

Name.....

Email.....

Leave feedback anonymously

Monitoring Information

What gender do you identify yourself as:

Female

Male

Other.....

Prefer not to say

What is your sexual orientation?

Heterosexual Gay Bisexual Lesbian Prefer not to say

Other

Which age group are you in?

0-10

11-20

21-30

31 to 40

41 to 50

51 to 60

61 to 70

71-80

81-90

91-99

100+

Prefer not to say

Do you consider yourself to have any of the following?

Learning disability or difficulty

Long standing illness

Mental Health condition

Physical disability

Sensory disability

None

Prefer not to say

Other

What is your religion?

Buddhist

Christian

Hindu

Jewish

Muslim

Sikh

Other religion

None

Prefer not to say

What is your marital status?

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

What is your ethnicity?

White

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

Asian / Asian British

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

Black, African, Caribbean, Black British

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

Mixed, Multiple

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

Other Ethnic Group

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

Thank you for sharing your experience

Themes and Subthemes

Theme	Subthemes
Admission	
Appointments	Booking Appointments
Appointments	Cancellation
Appointments	Length of appointments
Appointments	Quality of appointments
Car Parking	Car Parking Access
Car Parking	Car Parking Changes
Choice	
Cleanliness, Hygiene and Infection Control	
Complaints Procedure	
Communication	Health Promotion
Communication	Internal communication
Communication	Lack of communication
Communication	Treatment explanation
Confidentiality	
Consent to care and treatment	
Consultation	
Diagnosis	
Dignity	
Discharge	
Equality	Stigma
Cost of services	
Monitoring and accountability	
Food/Nutrition	
Opening hours	

Patient Transport

Privacy

Procurement/Commissioning

Quality of care/treatment

Patient records

Referrals

Health and safety

Service co-ordination

Service monitoring

Staff attitudes

Staff Levels

Suitability of Provider/Staff

Support

Waiting Times

Waiting Times

Waiting lists for treatment

Waiting times to be seen at appointment

Other

Access to services

Access to services

Access to services

Access to services

Access to services

Access to services

Access to services

Access to services

Access to services

Access to services

Access for people with a physical disability

Access for people with a sensory disability

Access to Dentistry

Access to GPs

Access to Hospital Services

Access to Opticians

Access to Pharmacy

Access to Social Care Services

Access for those with learning disabilities

Access for those with mental health problems

Access to services
Access to services

Access to Community Health services
Access to Mental Health services

Administration

Buildings/Facilities

Décor

Interpreters
Interpreters

Access to interpreters
Quality of interpreters

Medication

Prescriptions

Prevention

Safeguarding

Service Closure

Staff Training