

**PATIENT EXPERIENCE
REPORT 2020/2021
QUARTER 3
October-December**

Contents

Introduction & Executive Summary	2
Our data explained	4
Overall Star Ratings	5
Total Reviews per Service Category	8
Distribution of Positive, Neutral & Negative	9
Themes: GP surgeries, Pharmacies, Hospitals & Dentists	10
Other Positive Reviews	30
Other Negative & Neutral Reviews	33
Primary Care Network Reviews	36
Demographic Information	41
Conclusion	43
Actions, impact & next steps	45
Appendix	47

Introduction & Executive Summary

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

In delivering these duties in Lewisham we operate a comprehensive Patient Experience data collection programme. The successful and ongoing 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 Q3 period for October-December 2020.

In normal practice, our Patient Experience Officer, supported by a team of volunteers, would visit health and social care services daily to talk to and hear from patients, service users, carers and relatives about their experiences of local services. During the COVID-19 pandemic, following the Government's continuing guidance regarding COVID-19, our face to face engagement remains paused. We have adapted our engagement strategy throughout this year to include:

- Building partnerships with local organisations and service providers with a digital offer of engagement
- Holding and attending engagement sessions and forums via Zoom
- Telephone calls with Lewisham residents
- Online review collection
- Encouraging patient feedback directly through our Digital Feedback Centre using social media functions (Twitter, Facebook etc.)
- Distributing paper Patient Experience Forms

These patient experience comments and reviews are gathered using a standard form (see appendixes, p.47-51). The form asks the patient for simple star ratings on their overall experience, access to appointments, ease of getting through on the telephone and a number of other areas. We engage with every patient, capture their experience in their words and seek consent for their feedback to be published on the Healthwatch Lewisham website, through the Digital Feedback Centre. People can leave their name or comment anonymously. The Patient Experience Officer will relay any urgent matters requiring attention to the Operations manager.

Introduction and Executive Summary cont.

Where patients relay concerns about their treatment through our Feedback Centre or digital engagement, we inform them of their rights and the feedback and complaints mechanisms available to them. We also offer for a member of the staff team to call them to discuss the issue in more detail at a later date. If we observe, hear or read any safeguarding concerns these are immediately referred to the office and a safeguarding referral made where appropriate.

Whilst we aim to gather patient experience comments and reviews from a representative sample of Lewisham's population, we acknowledge that different people use different services at different times in their lives, and some not at all. Whilst all patients are asked for their monitoring information some do not wish to provide this. As well as residents choosing not to give this information, using online reviews can impact on the demographic information which can be collected.

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

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

The information presented within this report reflects individual patient experiences of health and social care services, to ensure that the genuine observations and commentaries of the community are captured.

This report represents the voices of Lewisham residents during Q3 (October-December). During this period the Patient Experience Programme received 910 feedback comments. Of these comments, 64% (582) comments had a positive rating, 30% (270) were negative and 6% (58) were neutral.

Healthwatch Lewisham presents the information within this report as factual and to be considered and utilised to improve service provision and highlight areas of good practice.

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

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

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

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

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

Overall Star Ratings

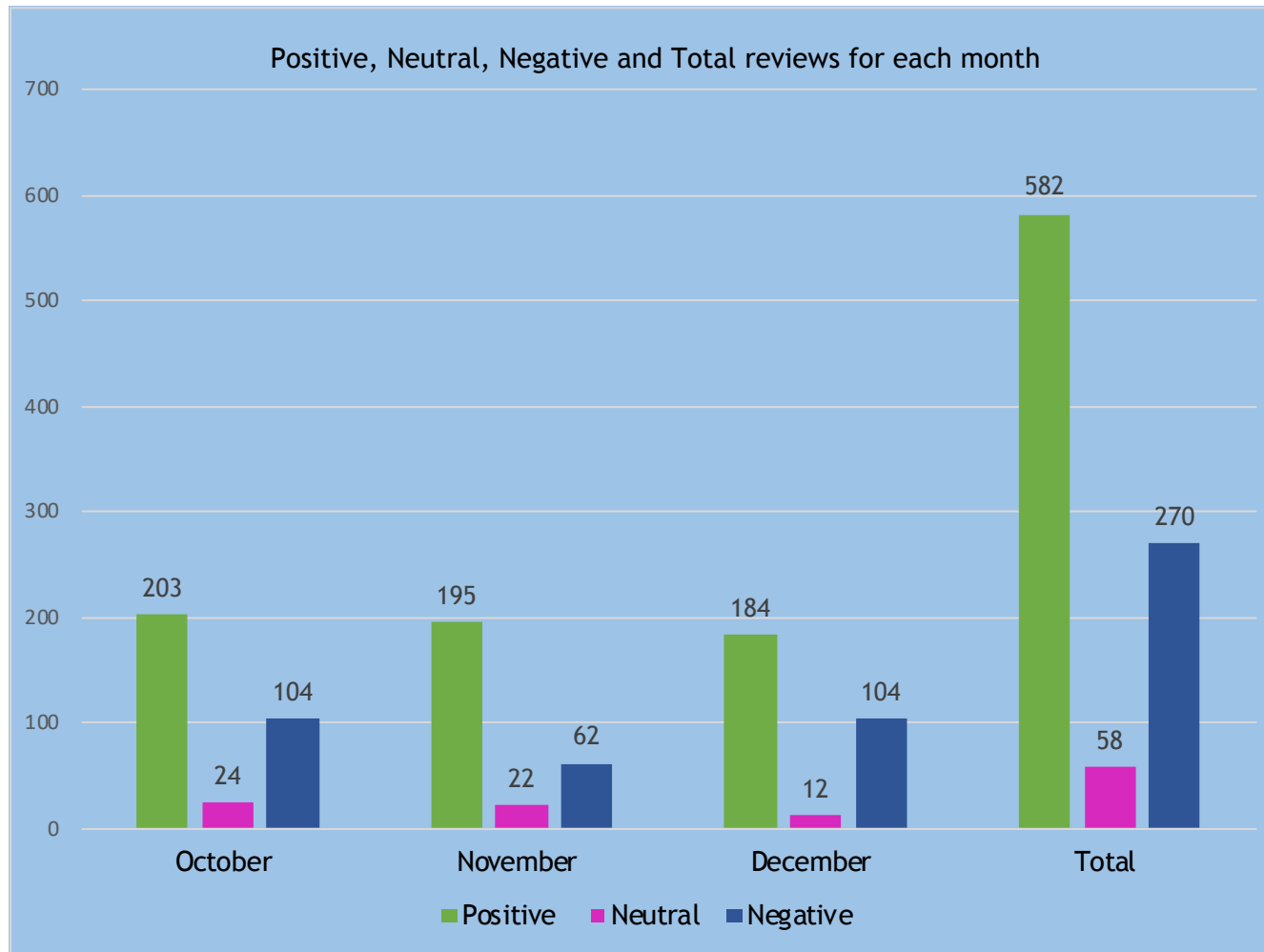
The number of patient reviews received for this quarter is 910. The table below shows a breakdown of the negative, neutral and positive patient reviews (see the appendices for examples of our physical and online questionnaires).

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 we recorded 582 positive responses, 270 negative responses and 58 neutral responses.

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
October	104	24	203
November	62	22	195
December	104	12	184
Total	270	58	582

Overall Star Ratings

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

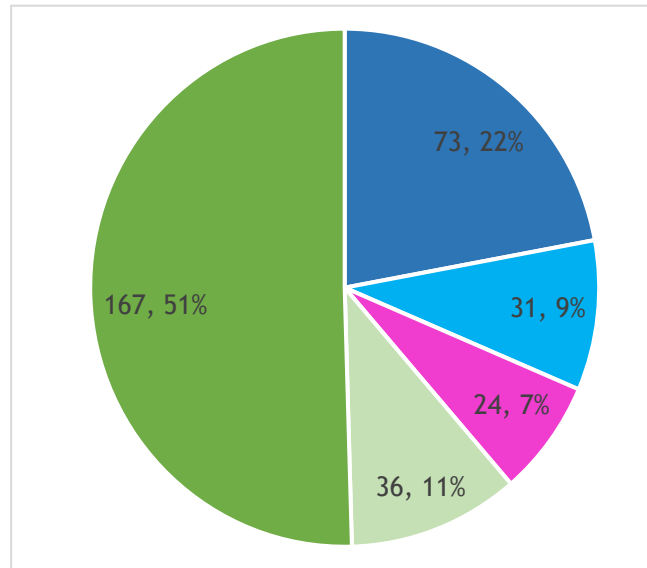


Overall Star Ratings

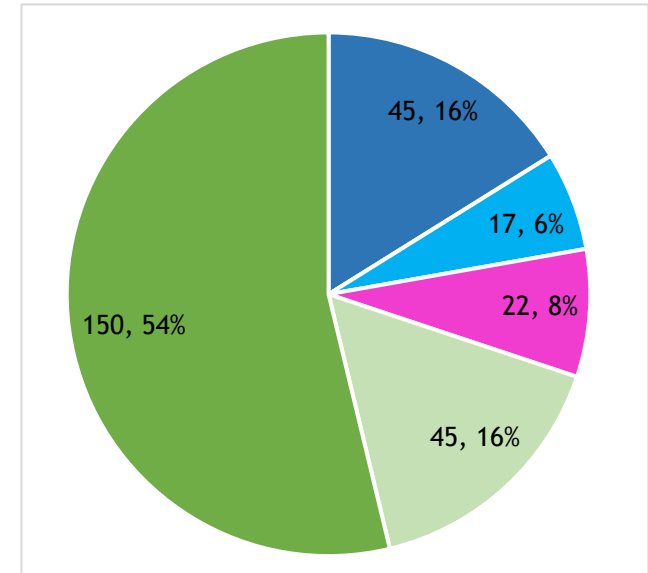
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

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

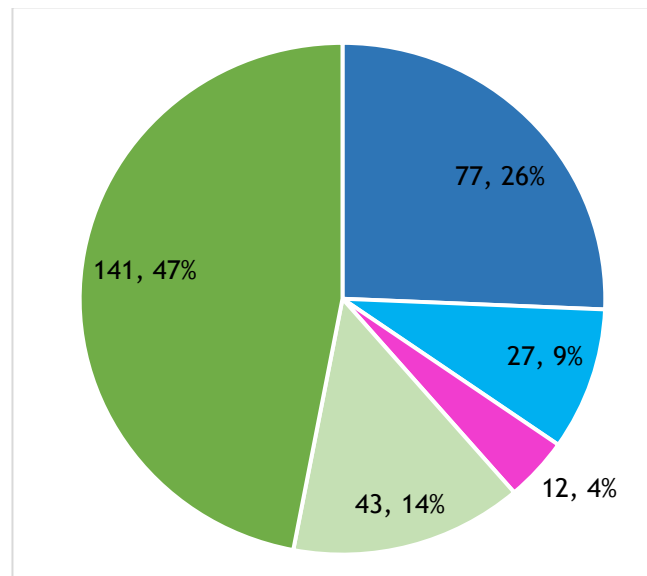
Similar to last quarter, the charts indicate there is still a wide variance in experiences with 1-star ratings being the second highest proportion.



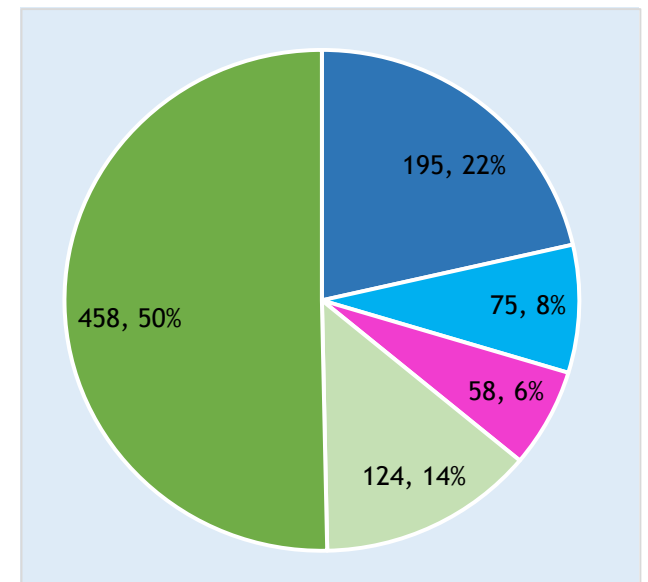
October



November



December



Total for Q3

Total Reviews per Service Category

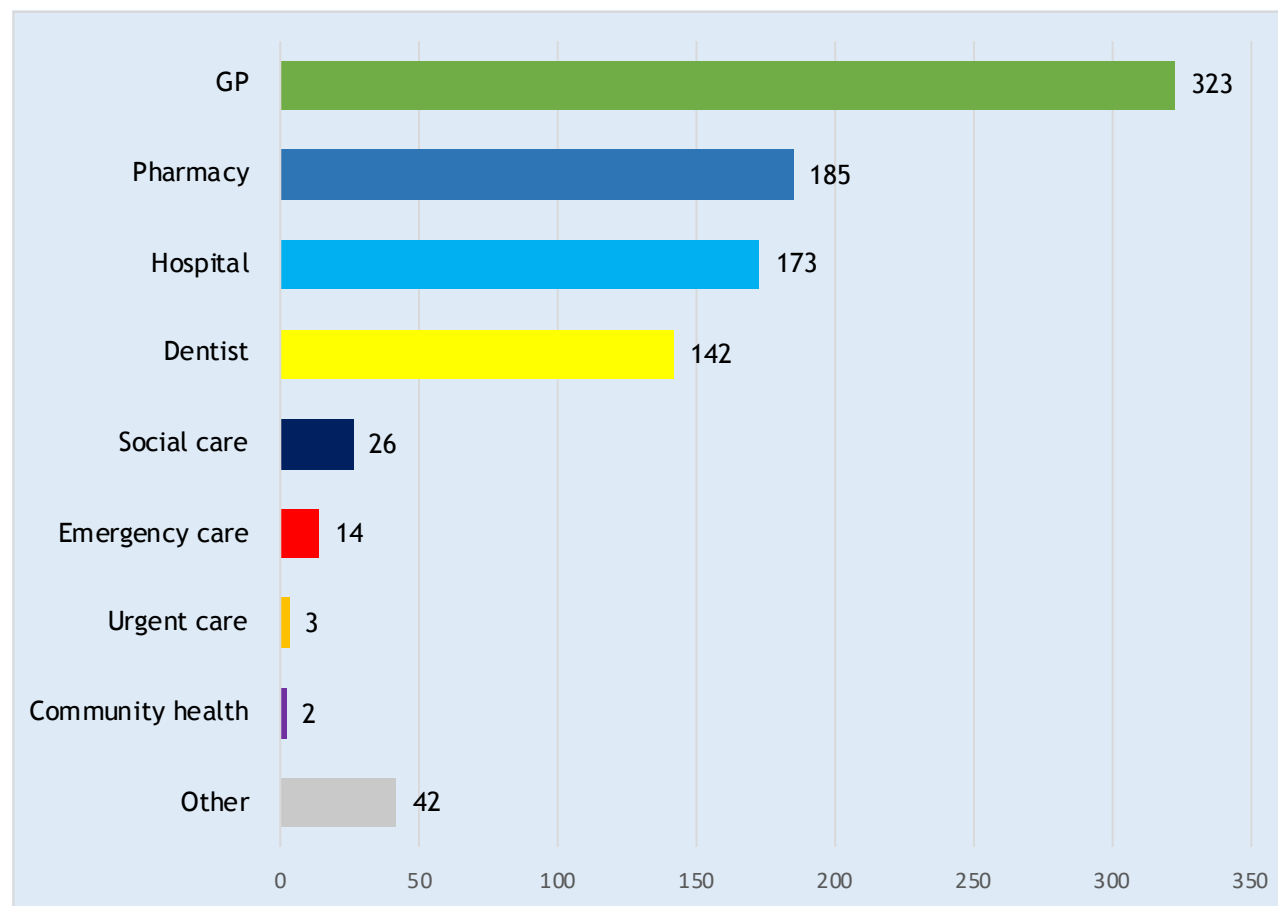
The patient reviews recorded for this quarter cover 9 service type categories, as seen in this chart.

The category with the highest number of reviews recorded is the GPs category (323), followed by Pharmacies (185), Hospitals (173) and then Dentists (142).

Similar to Q2, residents commented most on their experiences of accessing GP practices.

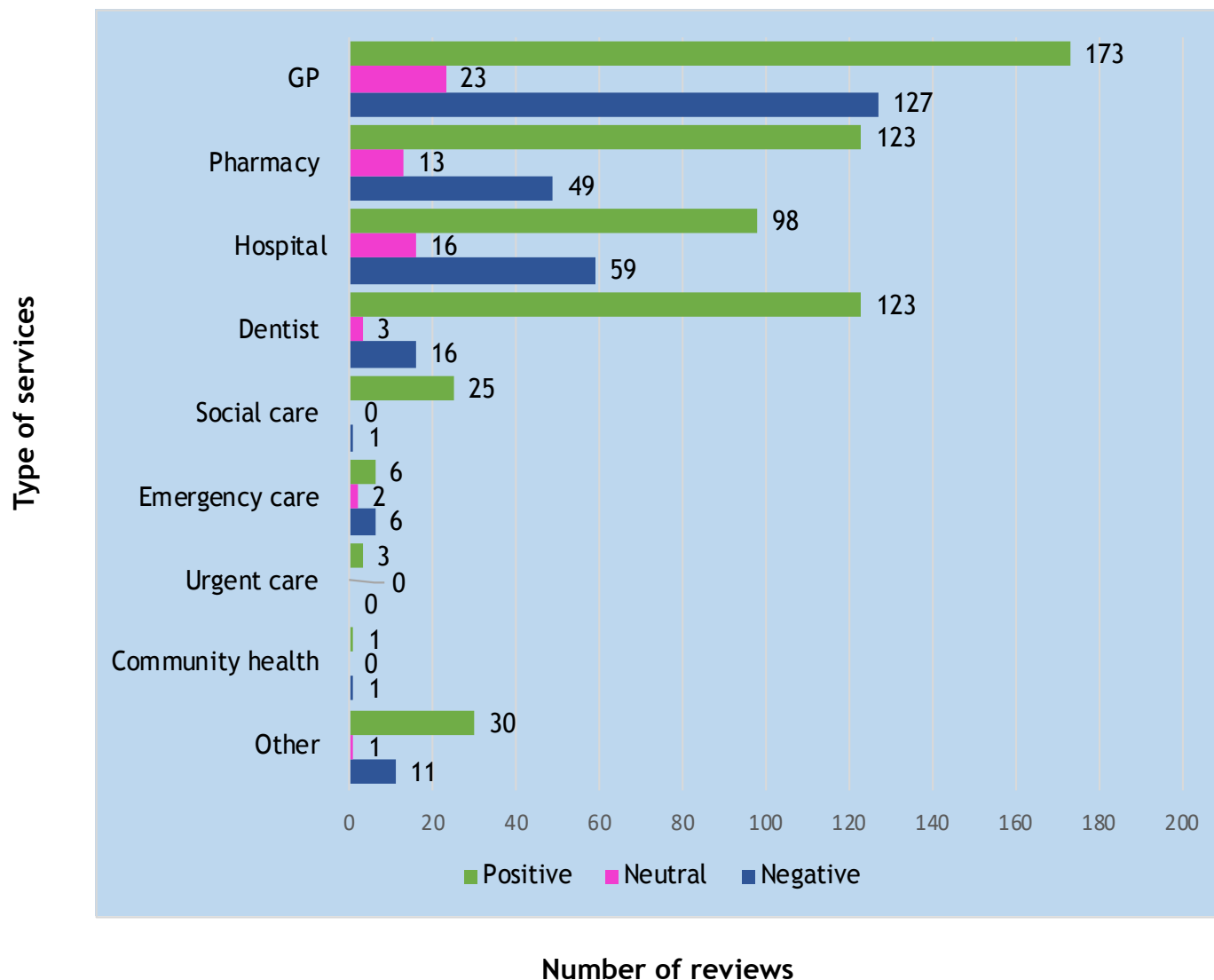
We have seen an increase in the number of comments relating to both pharmacies and hospitals in the last three months.

Type of services



Number of reviews

Distribution of Positive, Neutral & Negative



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

36% of the reviews were about people's experiences of GP services, 20% related to pharmacies. While 19% and 16% of reviews focused on hospitals and dentists respectively.

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

If we look at the top 4 services, we see different ratios of positive, negative and neutral reviews. Dentists are the most highly rated service with 87% positivity, followed by pharmacies at 67% and hospitals with 57%.

Experiences of GP services were far more mixed, similar to last quarter, with 54% of all comments being positive and 39% being negative.

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 Q3 these areas were:

- GP practices
- Pharmacies
- Hospitals
- 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 Digital Feedback Centre where up to five themes and subthemes may be applied to the comment (see appendix 3, p52-54, for a full list).

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

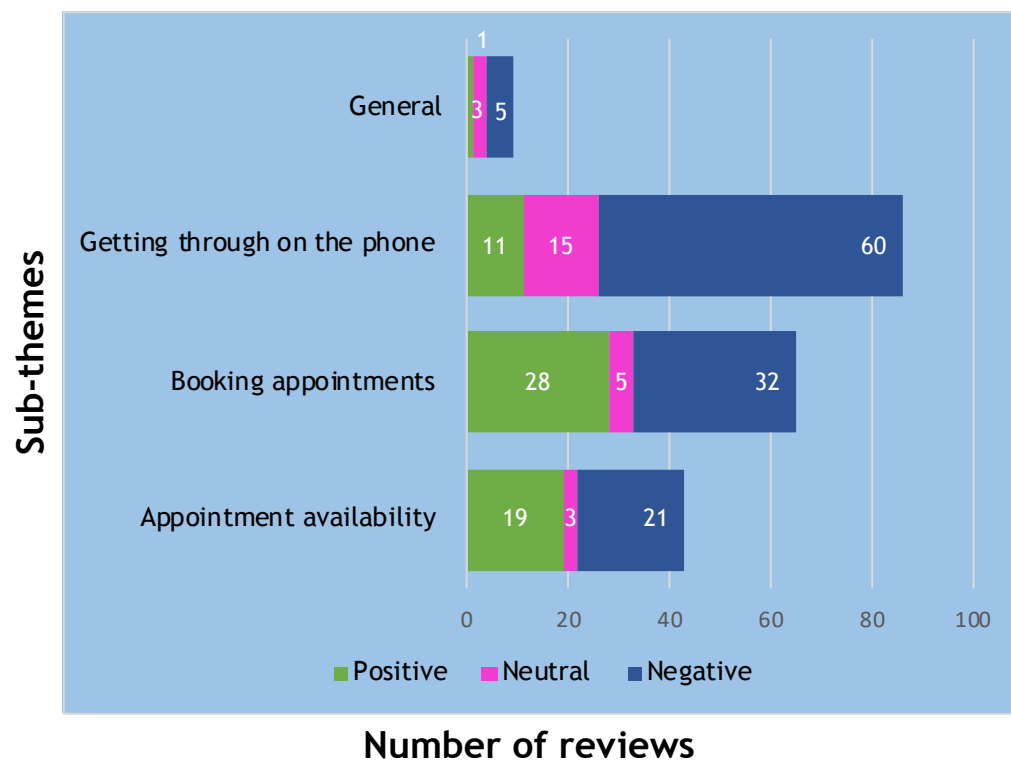
GP Themes and Sub-Themes

GP surgeries were the most commented on service during Q3 with 323 reviews.

Administration was the most applied theme relating to GP services this quarter with 207 counts, which can be broken down into 29% (60) being positive, 13% (27) neutral and 58% (120) negative. Similar to Q2, this was caused by many patients expressing their dissatisfaction on how long they had to wait to get through on the phone. The chart below shows the top 4 sub-themes for the **Administration** theme for GPs.

The **Getting through on the phone** sub-theme was mentioned on 86 counts, 13% (11) were of a positive sentiment, 17% (15) neutral and 70% (60) were negative. The negative sentiment was significantly higher than the positive which represents patients' difficulties in contacting GP surgeries. Interestingly, the chart shows a more varied experience regarding **Booking appointments** and **Appointment availability** with a similar split between those whose experiences were positive or negative.

Top sub-themes for Administration



Positive reviews

"Sometimes they're busy but if you make an appointment, you can see a doctor quite easily. If you request an appointment, you usually get it."
GP surgery

"Phone consultations in particular were easy to book and were on time."
GP surgery

Negative reviews

"I tried to book an appointment several times online and via the telephone. The phonenumber kept cutting off and there were no appointments available online."
GP surgery

"Generally, to get through on the phone it can be really difficult, and I feel sorry for the vulnerable, elderly and those who can't stay on the line for a long time."
GP surgery

"Appointments are limited."
GP surgery

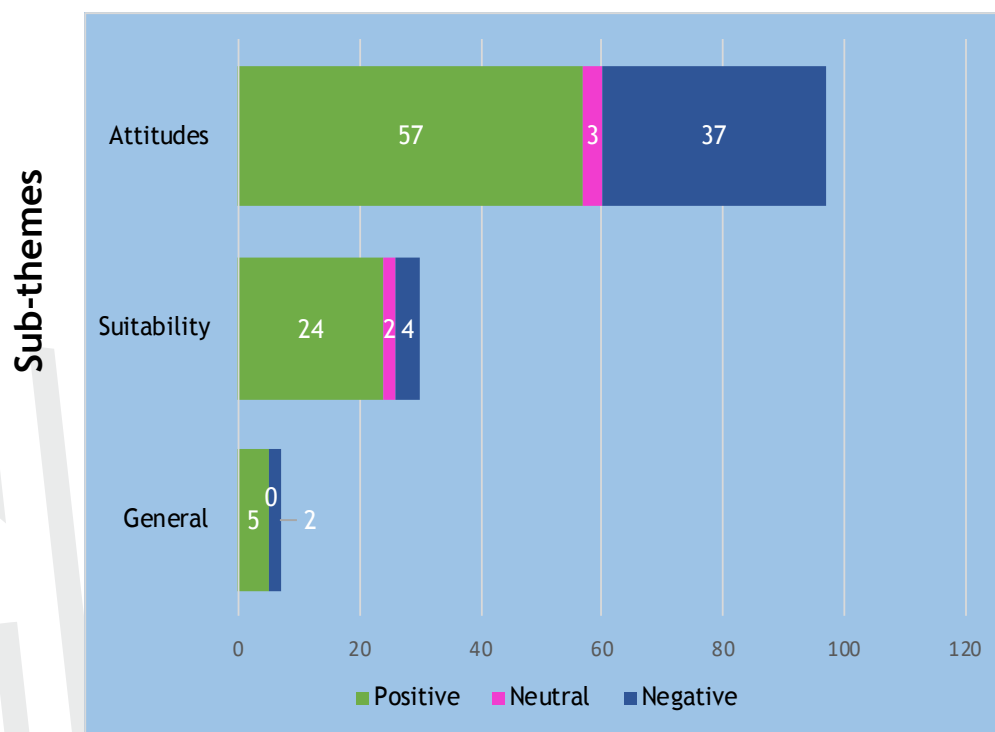
GP Themes and Sub-Themes

Staff was the second most applied theme, with it being featured in 145 reviews this quarter, with 61% (89) being positive, 5% (7) neutral and 34% (49) were negative.

The majority of reviews were relating to **Staff attitudes** with 97 counts, which was generally experienced positively by patients. Of the reviews, 59% (57) were positive, 3% (3) neutral and 38% (37) negative. This, combined with a generally positive experiences of staff **Suitability** suggests that patients were satisfied with the staff they encountered at their GP surgeries, finding them helpful, friendly and knowledgeable.

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

Top sub-themes for Staff



Number of reviews

Positive reviews

"Staff very professional, caring and very attentive."
GP Surgery

"Always polite and helpful, often going above and beyond to help..."
GP Surgery

"Everyone is always so kind and lovely...so supportive and always listening to you carefully."
GP Surgery

Neutral/Negative reviews

NEGATIVE: "The receptionists aren't always helpful."
GP surgery

NEUTRAL: "The staff were very helpful and supportive, however, had mixed skills in supporting the process. I would suggest more training to help staff with the knowledge of the process."
GP surgery

GP Themes and Sub-Themes

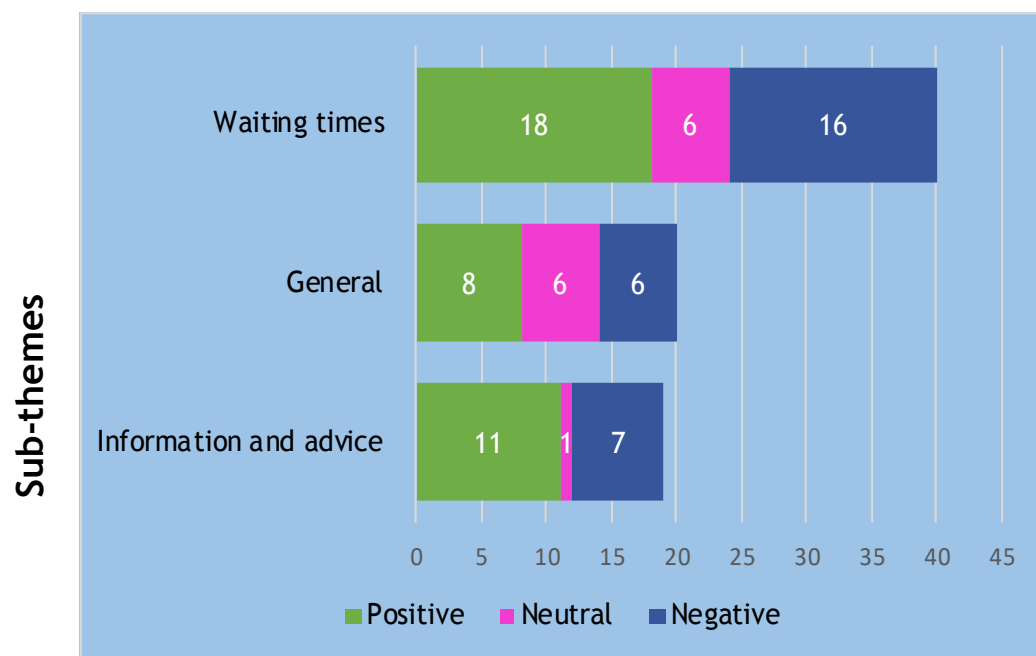
Access to services was the third most applied theme for GPs this quarter, the theme was applied to 112 reviews, with 46% (51) of these reviews being positive, 41% (46) negative and 13% (15) being neutral.

The chart below shows the top 3 sub-themes for the **Access to services** theme.

The **Waiting times** sub-theme was most frequently mentioned. It was applied 40 times, 45% (18) being positive, 40% (16) negative and 15% (6) neutral.

Patients had mixed experiences, concerns were raised regarding long waiting times over the phone, delays in being offered available appointments and in some cases missed or delayed telephone appointments. However, when accessing the surgery for face-to-face appointments, patients were seen quickly with particular praise around the efficiency and speed of flu jabs.

Top sub-themes for Access to services



Number of reviews

Positive reviews

"The phlebotomist made herself available and gave me options for attending blood tests at other locations. She was lovely, and really made it flexible for me to drop in without facing a penalty for missing appointments."

GP surgery

"The telephone consultation I had was good, I got all my questions answered and was able to get information and advice."

GP surgery

Negative reviews

NEGATIVE: "We don't have access to services due to COVID-19. I have needed a blood test for a while now but I'm unsure where to go. Me and my husband are over 80 and we're struggling to look after ourselves."

GP surgery

NEUTRAL: "... Accessing the phlebotomy service here was mixed. We had blood tests and although the service was really quick eventually, to begin with we had to wait a long time for the appointments, we rang the surgery and then had to wait several weeks before the appointment was given. However, once we had those appointments, we were seen really quickly, within 5 minutes of arriving."

GP surgery

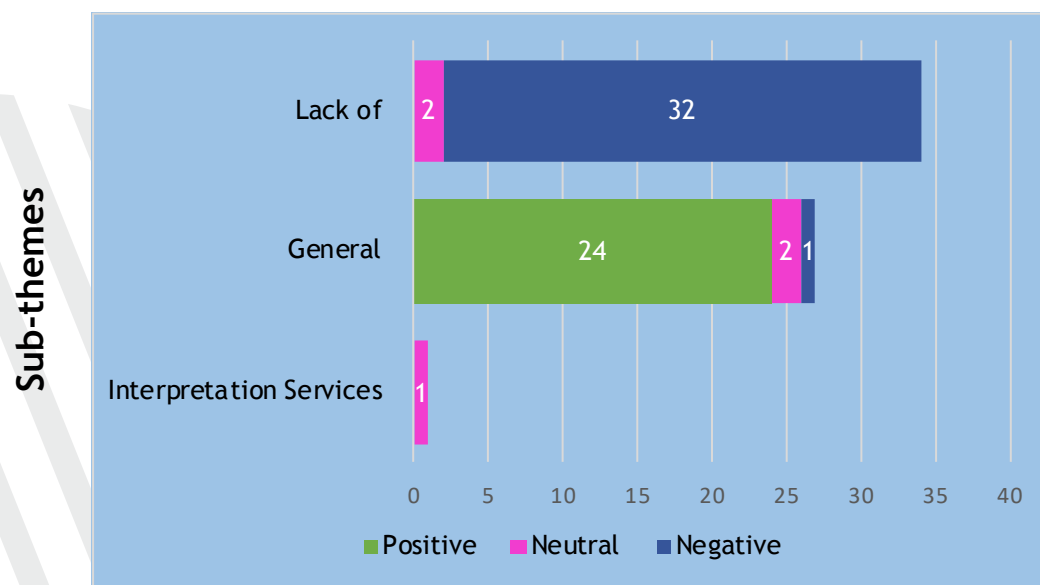
GP Themes and Sub-Themes

Communication was the fourth most applied theme for this quarter. Similarly to Q2, patients highlighted the issues that persist throughout the COVID-19 lockdown. This included a lack of communication or joint up working between services including GP's and pharmacies regarding prescriptions, as well as referrals and appointment confirmations from hospitals. Patients also raised difficulties in communicating with their practice without accessing online booking systems, a lack of call backs or follow ups and lack of notifications regarding delayed or cancelled appointments.

The **Communication** theme was applied on 62 counts, 53% (33) were negative, 8% (5) neutral and 39% (24) positive. The **Lack of communication** sub-theme received 34 counts, 94% (32) were negative and 6% (2) were neutral. Whereas for the **General** sub-theme, which covered fewer specific topics relating to communication, 89% (24) were positive, 7% (2) were neutral and 4% (1) were negative.

Whilst experiences were varied, patients valued being provided a time and date for telephone appointments, as well as being sent text reminders for check-ups and appointments. Furthermore, they appreciated receiving follow ups after appointments and being called back after attempting to contact the surgery.

Top sub-themes for Communication



Positive reviews

"I have been called back as expected and advised accordingly."
GP surgery

"Their online appointments and text message reminders/alerts are great..."
GP surgery

"They keep us informed with text messages and updates relating to COVID-19. They have a special number for patients like my mother who has Dementia."
GP surgery

Negative reviews

"The practice does not answer the phone, they do not reply to emails and they cancel appointments."
GP surgery

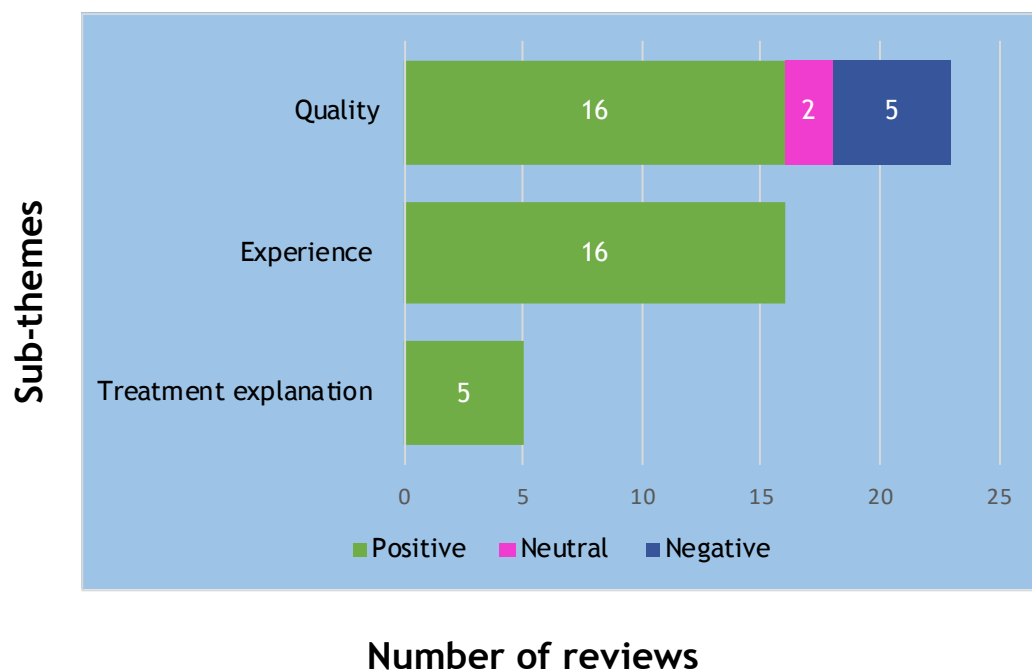
"There just seems to be a disconnect between the GP, pharmacy and the hospital, they don't seem to communicate."
GP surgery

Treatment and care was the fifth most applied theme, there were 45 counts for this quarter which can be broken down into 84% (38) being positive, 4% (2) neutral and 11% (5) negative. This shows the overall sentiment towards treatment and care is positive with a 73% difference between positive and negative.

The majority of reviews related to either the **Quality** or **Experience** sub-themes, which were experienced positively by patients. Of the reviews relating to the **Quality** of treatment and care, 70% (16) were positive, 9% (2) neutral and 22% (5) negative. Whilst 100% (16) of reviews for the **Experience** sub-theme were positive. Therefore, whilst patients may have initial issues accessing services remotely as seen earlier in the report, once they are able to arrange an appointment, most people are pleased with the care provided.

The chart below shows the top 3 sub-themes for the **Treatment and care** theme for GPs.

Top sub-themes for Treatment and care



Positive reviews

“They made me feel so at ease and comfortable with what is such an uncomfortable procedure. The doctor took so much time to answer my questions and explain things and the nurse kept me distracted by chatting away.”

GP surgery

“The doctor was very thorough and listened with care to my range of symptoms. I didn't feel rushed or as though my time was limited. For the first time in ages I feel hopeful about getting a diagnosis.”

GP surgery

Negative/Neutral reviews

NEGATIVE “Can't even get a phone call with a GP, everything is through online consult, never with the same person.”

GP surgery

NEUTRAL “The arrangements to get your flu jab was poorly arranged, but once you got your jab it was excellent.”

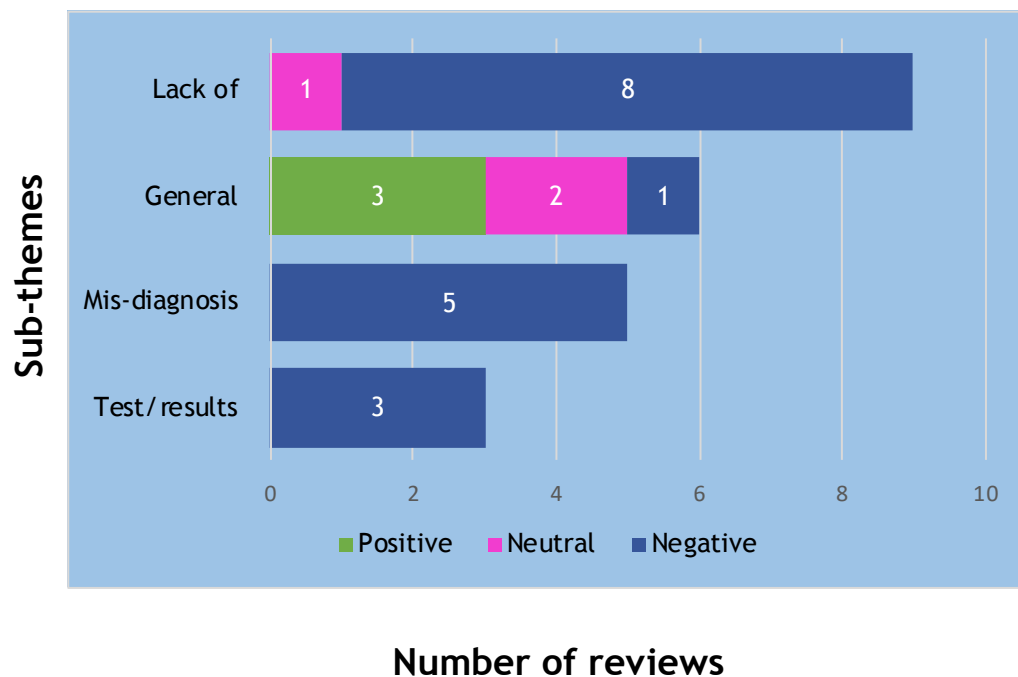
GP surgery

Interestingly, whilst treatment and care within GP surgeries was experienced positively by patients, we did hear concerns and reservations from patients about the ability to have their physical symptoms properly assessed by a doctor during a telephone appointment or consultation. Some patients did not feel confident that their issues could be assessed or diagnosed by health professionals in the same way as they would in a face-to-face appointment.

The **Diagnosis/assessment** theme was applied on 23 counts by residents, 74% (17) were negative comments, 13% (3) neutral and 13% (3) positive.

The chart below shows the 4 sub-themes for **Diagnosis/assessment**.

Top sub-themes for Diagnosis/assessment



Positive reviews

“It was a telephone consultation and it was as good as if I was in person.”

GP surgery

Negative/neutral reviews

“I contacted my GP because I thought she needed to see problem. She got me to take a photo and send it to her and she prescribed something. The GP not being able to see it physically was not satisfactory...”

GP surgery

“The physiotherapy sent me a link for a foot exercise, they called and assessed me by phone, but didn’t see my swollen foot. There was no follow up, he hasn’t rang me to ask how its working for me or checked up.”

GP surgery

NEUTRAL “I didn’t feel convinced that telephone consultation would ensure the quality of diagnosis and treatment, but I’m hoping for the best.”

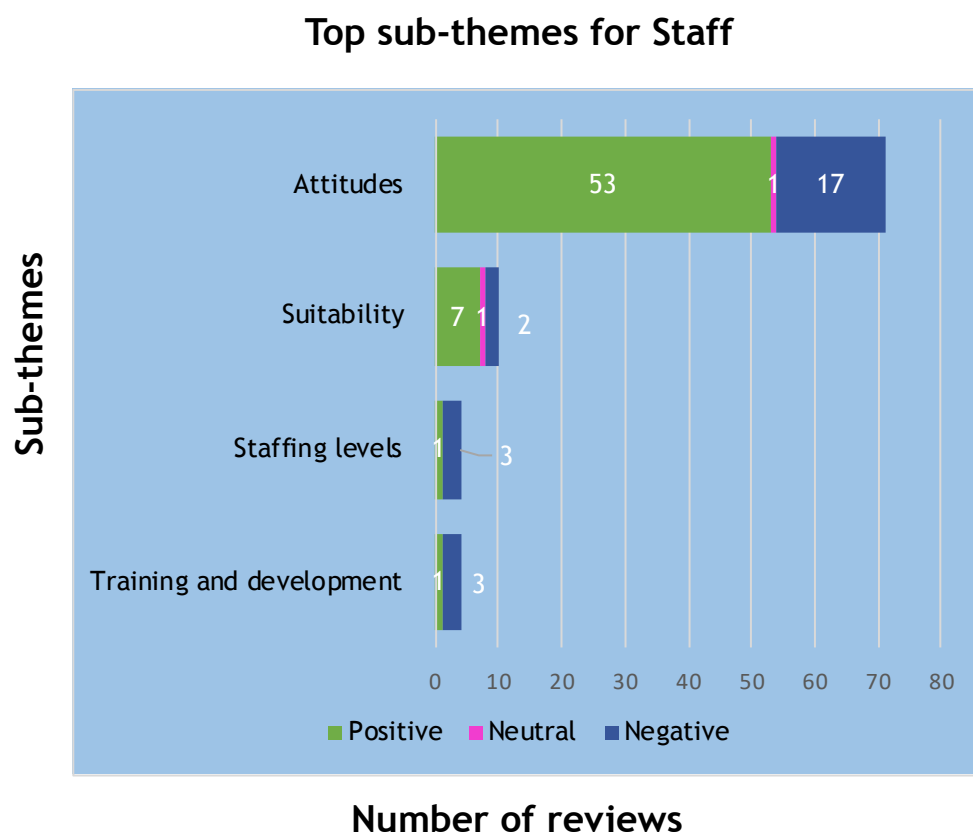
GP surgery

Pharmacy Themes and Sub-Themes

Pharmacies were the second highest reviewed services during Q3 with 185 reviews and the **Staff** theme was the most applied theme mentioned by service users with 92 counts.

The percentage remained mostly positive with 68% (63) of positive feedback whilst the negative sentiment was 28% (26) and the neutral sentiment 3% (3). The chart below shows the top 4 sub-themes for the **Staff** theme for pharmacies in Lewisham this quarter.

The sub-theme **Attitudes** received the most counts in this category, applied to reviews on 71 counts. Of that number, 75% (53) were positive compared to 24% (17) which were negative. This represents resident's satisfaction with the staff they encountered when accessing pharmacies, finding that a helpful and reassuring demeanour made their experiences obtaining medication or information and advice easier and more efficient.



Positive reviews

"When I phone up, they are really helpful and answer all my queries."

Pharmacy

"You just get a warm greeting upon entering the pharmacy, it is very personable."

Pharmacy

"The pharmacists are very helpful whenever I call, they even contact my GP when needed to sort out my medication which makes it easier for me as I don't need to go in person."

Pharmacy

Negative reviews

"Had a phone consultation on the phone with a member of staff, she was very rude and unprofessional. Training needs to be done."

Pharmacy

"Staff and management are very rude."

Pharmacy

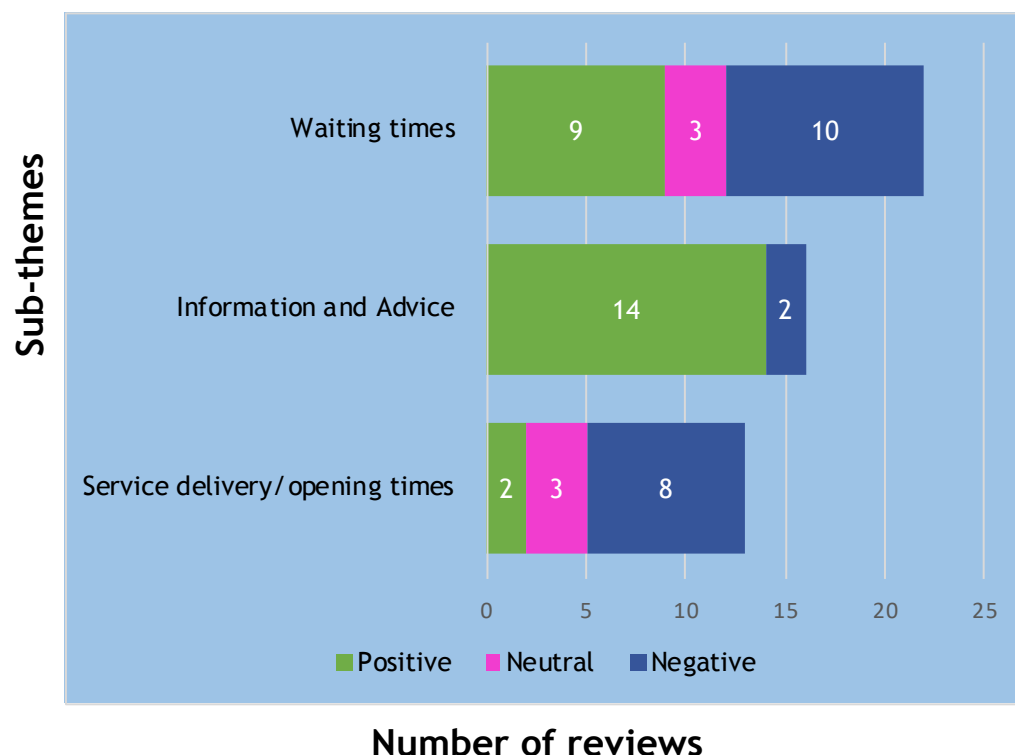
Pharmacy Themes and Sub-Themes

Access to Services was the second most applied theme with 77 counts, of which 47% (36) were positive, 43% (33) negative and 10% (8) neutral. If we look closer at the below sub-themes it's clear that patients had a positive experience with accessing pharmacies for information and advice about COVID-19, medication or treatment explanations. However, there are areas of concerns regarding waiting times, service closure and service opening times.

The highest applied sub-theme with 22 counts was the **Waiting times** sub-theme. Of these reviews, the positive sentiment 41% (9) and negative sentiment 45% (10) were relatively evenly split. This showed that patients had a varied experience when it came to waiting times at pharmacies.

The chart below shows the top 3 sub-themes for the **Access to Services** theme this quarter.

Top sub-themes for Access to services



Positive reviews

“Couldn't supply medication as I was registered at a different branch who are closed on Sundays. He said the medication was in stock and if we ring 111, they will enable us to pick up at a different local pharmacy.”
Pharmacy

“I spoke to the pharmacist this evening as I had a question about my medication. He was extremely helpful and knowledgeable and provided the reassurance I needed.”
Pharmacy

Negative/Neutral reviews

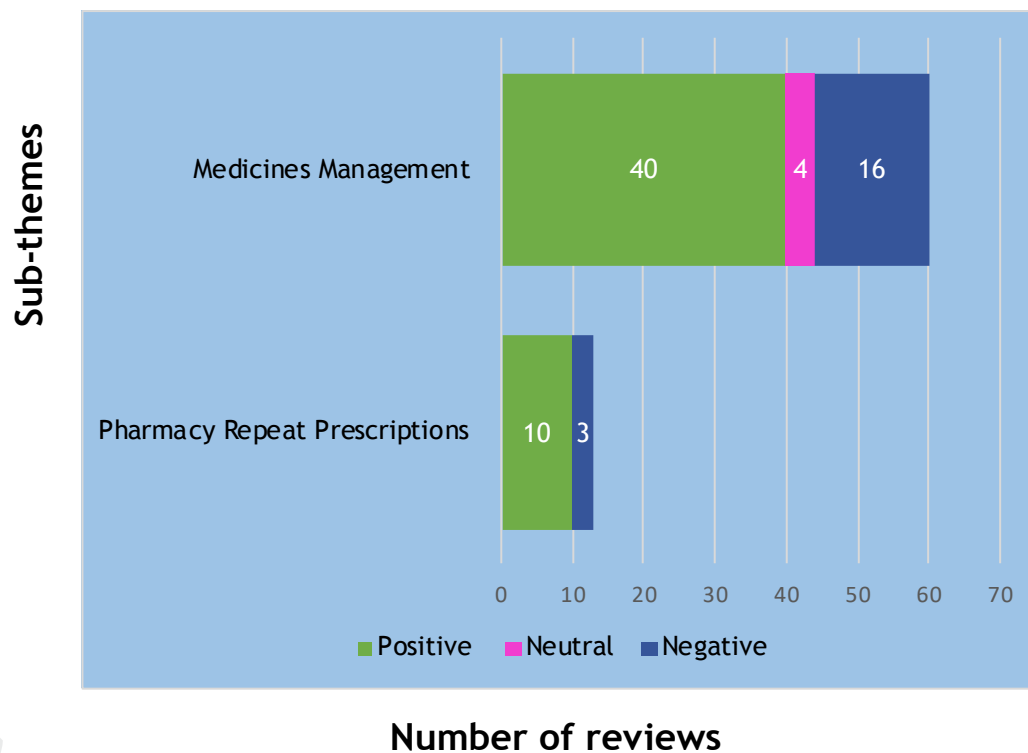
NEGATIVE: “The wait is so long and disorganised. I queued for a long time in the street for medication during the pandemic.”
Pharmacy

NEUTRAL: “The pharmacy is closing down on December the 7th which means it's going to be awkward getting prescriptions. They didn't communicate the service closure.”
Pharmacy

Medication was the third highest theme applied in Q3 for pharmacies with 73 counts. 68% (50) were positive, 26% (19) were negative and 5% (4) were neutral. The chart below shows the 2 sub-themes for **Medication**. The feedback was largely positive and mentioned both the 'Medicines Management' sub-theme with 60 counts and 'Pharmacy Repeat Prescriptions' with 13 counts.

Both of these sub-themes were rated mostly positive, it is evident that whilst there were some concerns with waiting times for medication and lack of stock, most patients were extremely happy with the efficiency of pharmacy staff in providing and administering medication on time, delivery services during COVID and providing alternative solutions to issues regarding medication.

Top sub-themes for Medication



Positive reviews

"All medication has been available and on time and we've had no problems with the service."

Pharmacy

"The pharmacy has been very good; I go to collect my medication and it's always ready."

Pharmacy

"I take the prescription to the pharmacy but then they have a delivery service to get the medication to me. It's all on time and the service is actually better than my experience before, they seem to care more and be more efficient. Before it would be less scheduled, now I receive my medication regularly."

Pharmacy

Negative reviews

"We've had problems with medication being collected or sent out. The pharmacy and GP seem to not communicate. There are all sorts of issues; there's a problem with medication, you order a week in advance and it's still not there..."

Pharmacy

"Errors in simple GP instructions to pharmacist."

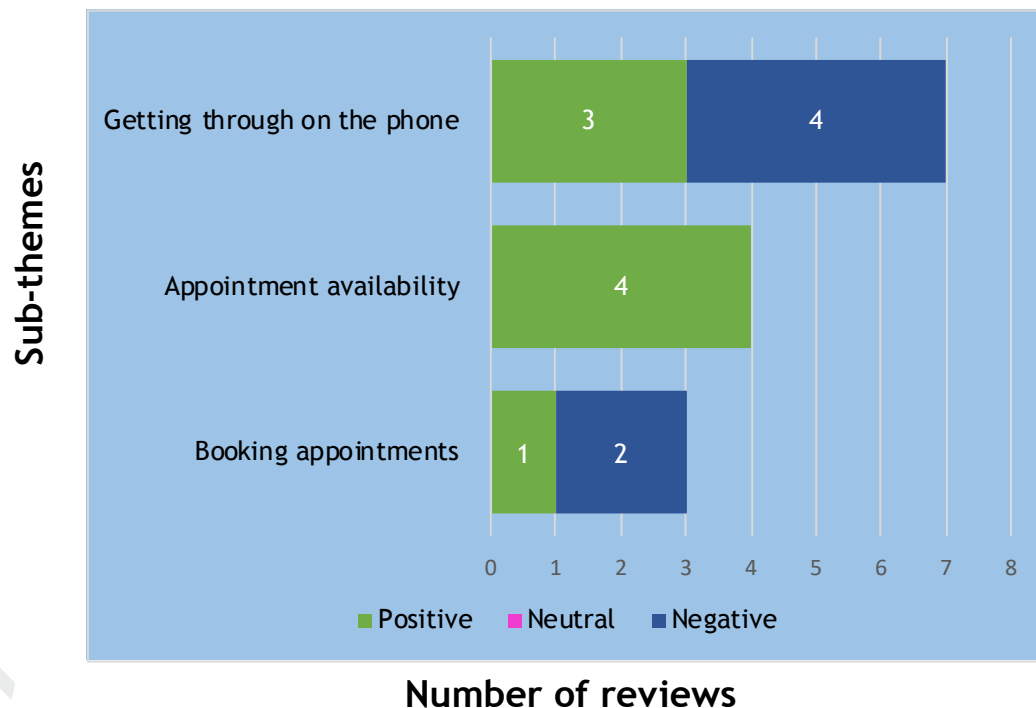
Pharmacy

The fourth most applied theme during Q3 was **Administration** with 14 counts. Overall, 57% (8) were positive and 43% (6) were negative. The chart below shows the 3 sub-themes for the **Administration** theme this quarter.

Whilst there is a lack of detailed information on the theme of **Administration**, concerns we did hear from service users tended to focus on long delays on phone lines and a lack of communication around delayed or missed prescriptions.

In addition, as seen in the GP surgery section of this report, there are some concerns about the communication between GP surgeries and pharmacies regarding repeat prescriptions being lost or not received by pharmacies. On the whole, service users were pleased with the efficient and quick service pharmacies have been providing.

Top sub-themes for Administration



Positive reviews

"I normally get my medication ordered to the pharmacy, and I ring to make sure it is ready to pick up before collecting it...they're easy to reach on the phone."

Pharmacy

"I had a list of vaccinations and certificates that needed to be completed for work and it was all completed properly."

Pharmacy

Negative reviews

"I've been trying to book my flu jab. I've been ringing for a long time with no luck, the phone just rings out."

Pharmacy

"I placed an order online and received an email saying my order was confirmed and on its way to my local store and they would inform me when it was ready for collection. I heard nothing for a week and emailed them to enquire where was my order but received no reply. I rang and spent two hours trying to get through to customer services which was continually engaged."

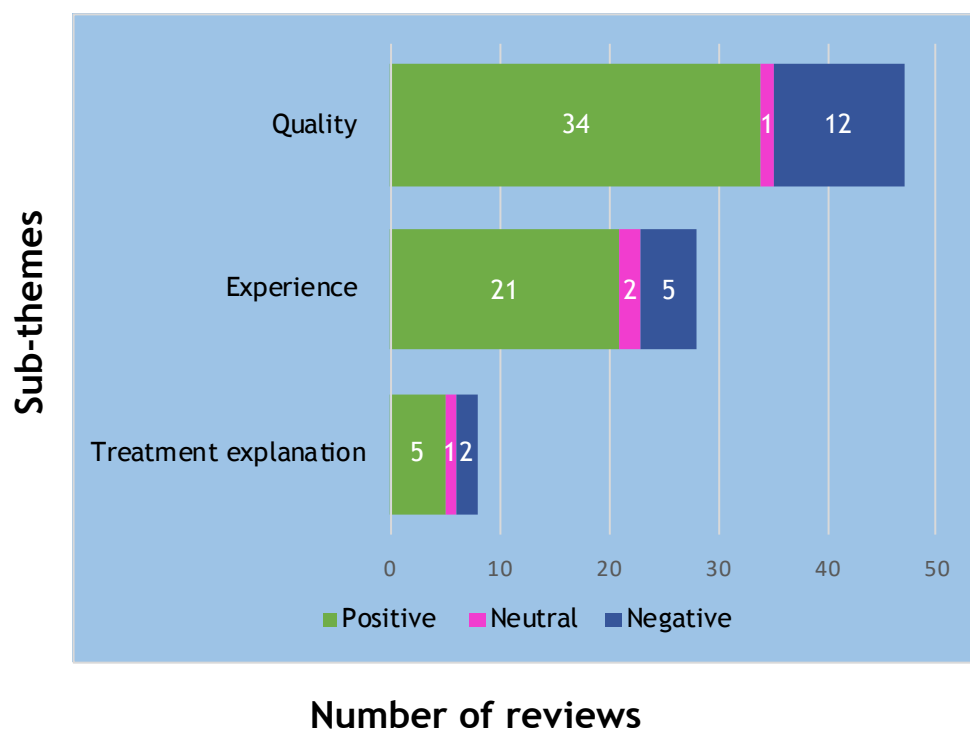
Pharmacy

Hospital services received 173 feedback comments in Q3. The most applied theme for hospitals this quarter was **Treatment and care**, which featured in 90 reviews. Of these comments 72% (65) were positive, 23% (21) negative and 4% (4) neutral.

The chart below highlights the top 3 sub-themes for the **Treatment and care** theme: Quality, Experience and Treatment explanation.

As seen below, patients were pleased with the treatment and care they received at hospitals as well as the staff who provided that care. The most highly commented on sub-theme was **'Quality'** with 47 counts, of which 72% (34) were positive, 26% (12) negative and 2% (1) neutral. Patients praised the caring nature of staff in making them feel comfortable and at ease during what can be a distressing time in hospital as well as appreciating communication and explanations regarding their treatment, care or aftercare follow ups.

Top sub-themes for Treatment and care



Positive reviews

"They changed and tailored my pain management to my specific needs and within hours of treatment my pain had subsided and was under control."
Hospital

"They were extremely thorough. Once I arrived at the hospital via ambulance I went through almost straight away to the ward where I had x-rays and a number of scans to check for signs of a heart attack. They checked everything possible and were really thorough and efficient."
Hospital

Negative reviews

"My six-weekly hospital check-ups became telephone only, meaning physical symptoms aren't monitored. This greatly increases my anxiety."
Hospital

"...There's been a lack of communication, we have to ring them to get information and there's no one person to contact for questions around her care. She's getting ready to be discharged and we have little information."
Hospital

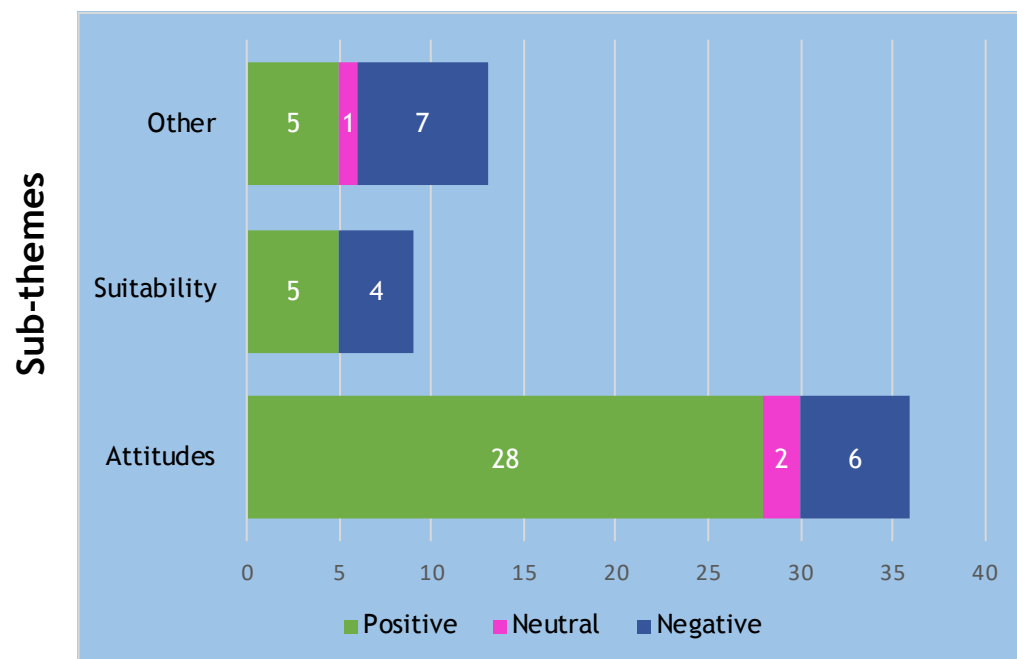
Staff was the second highest theme applied for hospitals this quarter with 58 reviews discussing this theme. Overall, 66% (38) were positive, 29% (17) were negative and 5% (3) were neutral.

The majority of comments related to the attitudes of staff, of the 36 experiences which come under this sub-theme, 78% (28) were positive, 17% (6) were negative and 6% (2) were neutral.

The '**Other**' sub-theme is a mix of all other sub-themes as there was not enough to determine a general consensus for each of them. These sub-themes consist of: **General** (4), **District Nurses/Health Visitors** (4), **Midwives** (2), **Staffing levels** (2) and **Training and development** (1). Within this, 38% (5) were positive, 54% (7) negative and 8% (1) were neutral.

Overall, residents continue to be pleased with hospital staff and there is a clear trend between the caring attitudes of staff and patient's satisfaction with the quality of care provided. This highlights the importance of staff approaching patients in a caring and understanding manner.

Top sub-themes for Staff



Number of reviews

Positive reviews

"Hospital specialists proactive, prompt and less-rushed than normal in giving advice (CV19/drug-related) over phone."

Hospital

"The overall treatment is good, and the staff are kind and thoughtful."

Hospital

"The doctors and nurses are very friendly and always go the extra mile to be helpful, kind, caring and reassuring..."

Hospital

Negative reviews

"I walked to hospital because I live near and when I got there the security wasn't very helpful; he could see I was woozy and unwell and asked me to wait in the long queue."

Hospital

"Lack of interest from them towards our problems."

Hospital

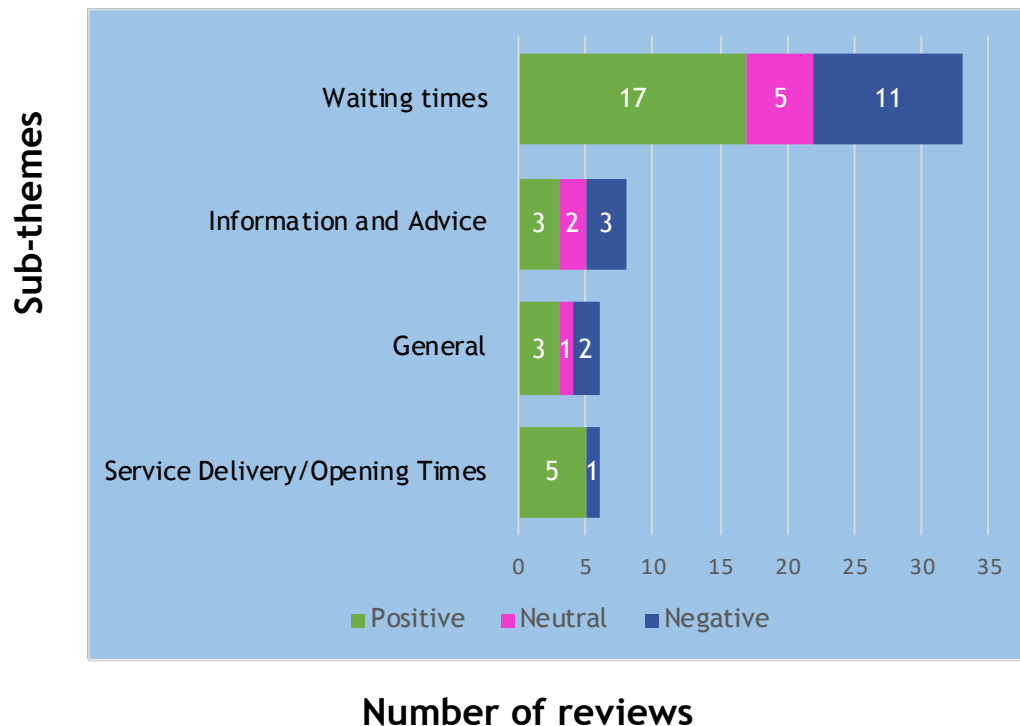
Access to services was the third highest theme applied this quarter with 56 counts.

Overall, 54% (30) were positive, 30% (17) were negative and 16% (9) were neutral. Taking a closer look at the top 4 sub-themes, it's clear that patients mostly commented on the **Waiting times** sub-theme with 33 counts, of which 52% (17) of patients had positive experiences, 33% (11) negative and 15% (5) neutral.

A significant amount of reviews regarding waiting times praised the efficient systems in place in hospitals and the shorter waiting times due to COVID-19, particularly once inside the hospital. However, patients did raise concerns about the effect COVID-19 was having on long delays to gaining an appointment with scheduled dates for operations or procedures being postponed for months.

There was also concerns amongst residents about the triage systems outside of the Accident and Emergency department. As seen in the reviews below, patients had concerns about waiting outside A&E in tents in the cold weather before being allowed into the waiting room.

Top sub-themes for Access to services



Positive reviews

“My partner was shielding and cut his finger a few weeks in. We called 111 and were advised to go to A&E as it wouldn't stop bleeding. At A&E it was very well-organised to separate COVID and non-COVID cases and he was treated very quickly.”
Accident and Emergency

“I attend the clinic and they do blood tests on a regular basis. No hold ups, no long waits, no problems. There used to be a waiting room full of people but there are new arrangements now. I just walk in and wait about 10-15 mins.”
Hospital

Negative reviews

“I had a letter saying I have to wait 6 months for a procedure on my ear drum, 6 months is a long time to wait for a simple procedure.”
Hospital

“Shocked to find I had to wait outside in tent in cold. Went back today for another x ray and as far as I can tell, it's the same, if someone attends with relatively serious injury and doesn't attend by ambulance they still have to wait outside.”

23 *Hospital*

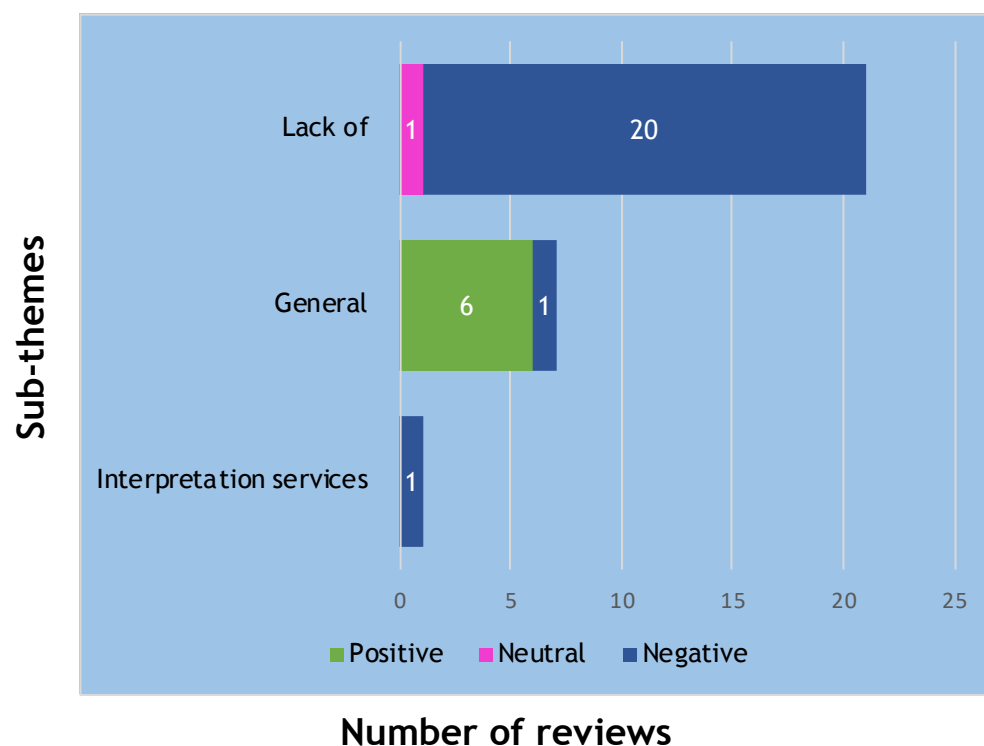
Communication was the fourth most applied theme this quarter with 29 counts. Overall, 21% (6) were positive experiences, 76% (22) negative and 3% (1) neutral. The feedback from patients shows that there are still areas for improvement from hospitals regarding communication with patients and their relatives.

The chart below shows the 3 sub-themes for the **Communication** theme: **Lack of, General and Interpretation services.**

The Lack of communication sub-theme received the most comments with 21 counts, 95% (20) were negative and 5% (1) neutral. Whilst the General sub-theme, which received 7 counts, saw 86% (6) positive reviews and 14% (1) negative.

Patients concerns included a lack of communication around appointments, including cancellation and miscommunication about whether appointments were via the telephone or face to face. Other issues were a lack of follow up care, lack of updates with relatives about their family member's care and condition, and difficulties reaching departments for information and updates.

Top sub-themes for Communication



Positive reviews

"Whilst we weren't allowed to visit, I had regular calls with the person i'm caring for and the physio called me everyday."

Hospital

"I had a prompt phone call from the clinical practitioner giving me a good update on his condition and plan."

Hospital

Negative reviews

"We went for an appointment to have blood taken, to be told it had been cancelled."

Hospital

"Try getting through on the phone to find out how someone is/talk to someone is frustrating..."

Hospital

"I was involved in an accident and due to having headaches, my GP referred me for X-ray, but I've been waiting for about 8 weeks for the hospital to contact me, even though my GP chased them up, I'm still waiting."

Hospital

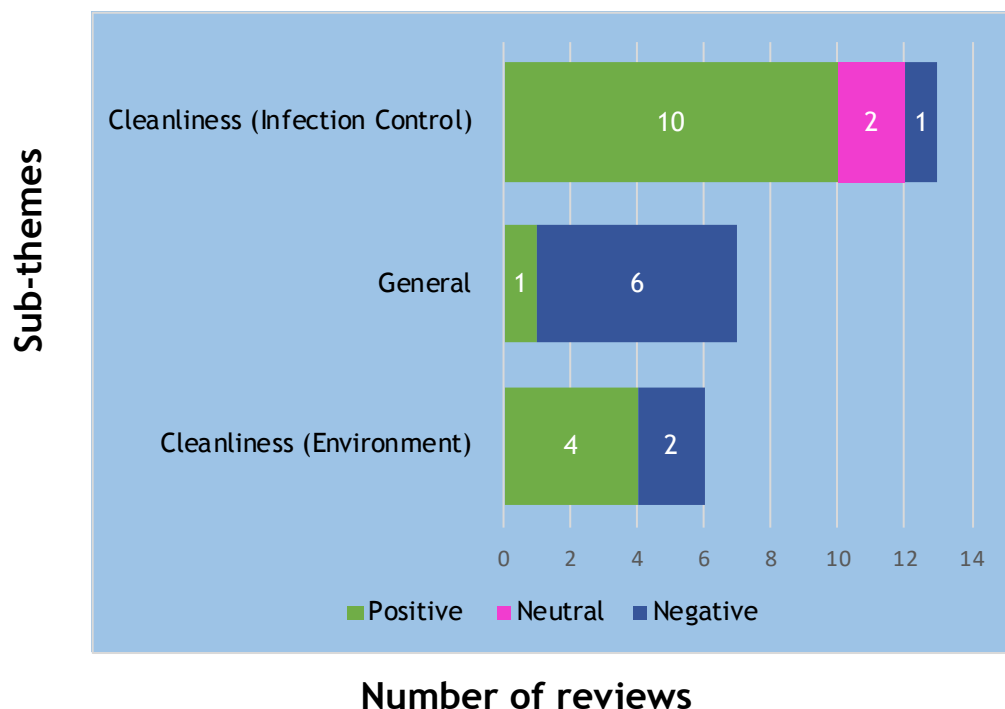
The **Facilities and surroundings** sub-theme also received 29 counts of which 55% (16) were positive, 34% (10) negative and 10% (3) neutral.

Most of the reviews related to the **Cleanliness (Infection control)** sub-theme which was mentioned on 13 counts and referred to hospitals compliance with COVID-19 guidance and safety regulations during the pandemic, including the use of PPE, and the systems in place to keep service users safe.

Of the reviews relating to this theme, 77% (10) were positive, 8% (1) negative and 15% (2) neutral suggesting that patients generally felt safe using these services during the pandemic and found the systems in place to be efficient.

Whilst on the whole patients were impressed with the safety measures in place, the same concerns that were mentioned earlier regarding the triage systems in place outside the A&E department and the suitability of the security personnel, were also raised under the **General** sub-theme.

Top sub-themes for Facilities and surroundings



Positive reviews

"It was all organised very well, they organised COVID test and then they contacted me to check it had been done."

Hospital

"The facility was clean and organised, with lots of care being taken around the current situation."

Hospital

"The treatment and the measures in place regarding COVID-19 were exemplary."

Hospital

Negative reviews

"Excellent care but kept waiting outside in a freezing tent."

Hospital

"Security guards in charge, wait outside in tent, doesn't matter the severity of the condition, there is no triage."

Hospital

"Kept waiting in a freezing tent at A&E."

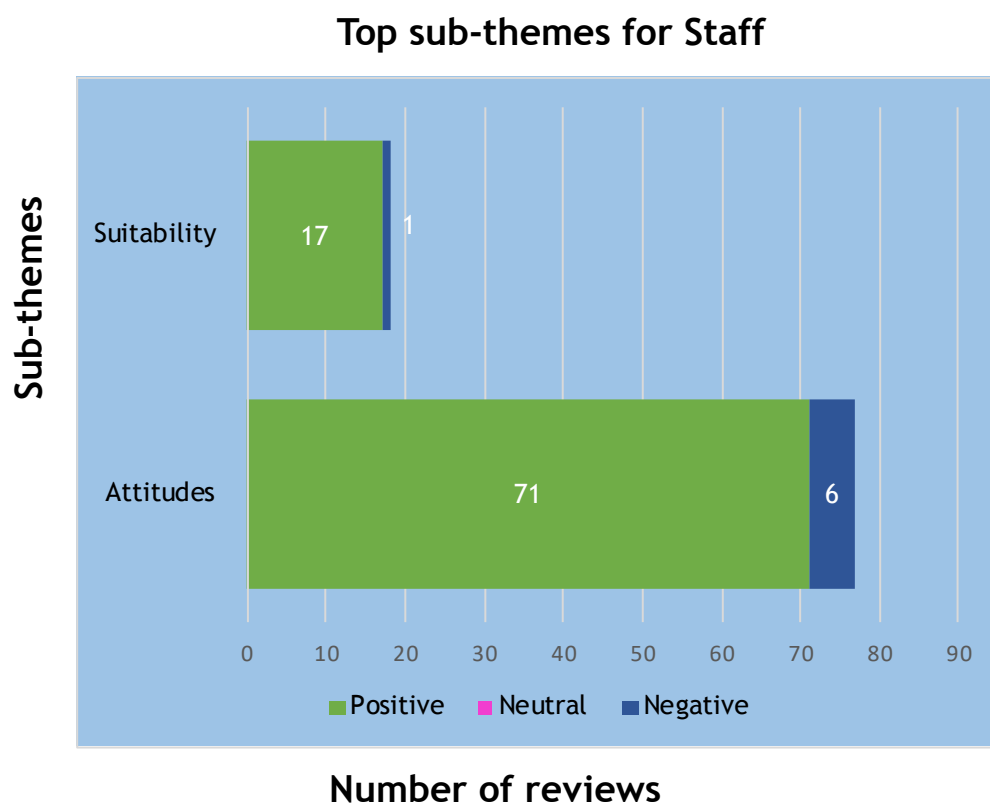
Hospital

Dental services received 142 reviews during Q3. The most mentioned theme relating to dentists was **Staff**, which featured in 99 reviews, 91% (90) of these reviews were positive, 8% (8) negative and 1% (1) neutral showing that patients experiences with dental staff were overwhelmingly positive with a 83% difference between positive and negative reviews.

The chart below shows the top 2 sub-themes for **Staff**.

Staff **Attitudes** was the most applied sub-theme with 77 counts, of which 92% (71) were positive and 8% (6) negative. Whilst the Staff **Suitability** sub-theme received less reviews with 18 counts, comments were still wholly positive (94%, 17) with only 1 review (6%) being negative.

Overall, patients found staff to be knowledgeable, kind and caring in their treatment. Especially when it came to helping anxious patients feel relaxed and explaining procedures and treatments.



Positive reviews

"I always feel very well looked after, the staff are very friendly and helpful."

Dentist

"Very professional and excellent service from reception through to nursing staff and practitioners..."

Dentist

"Lovely and friendly throughout."

Dentist

"My dentist was warm and knowledgeable."

Dentist

Negative reviews

"Receptionists there are very rude..."

Dentist

"I booked an appointment for a tooth pain, the waiting delay was decent and reception helpful. However, during the appointment the dentist recommended aesthetic procedures."

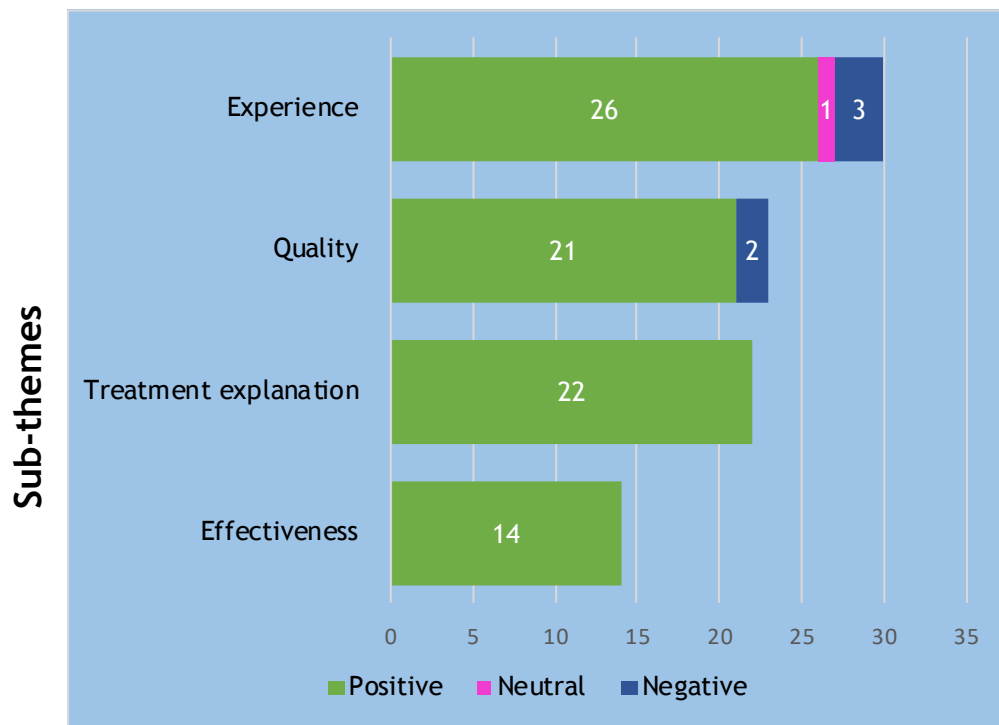
Dentist

Treatment and care was the second most applied theme for dentists during Q3 with 89 counts which can be broken down into 93% (83) positive, 6% (5) negative, and 1% (1) neutral.

The chart below shows the top 4 sub-themes for the treatment and care theme. As the chart shows, patients' experiences were extremely positive across all sub-themes: **Experience, Quality, Treatment Explanation** and **Effectiveness**.

Patients were pleased with the dental work they received, finding the treatment to be effective and praised staff for talking them through the treatment process and explaining what to expect. This helped to ease patients' anxieties and keep them informed prior to and during treatment.

Top sub-themes for Treatment and care



Positive reviews

"The service is very person centred. He explained the procedure, why the procedure was needed and what the possible outcomes of these procedures were..."

Dentist

"At each stage the dentist took time to explain the process and the options, including the costs. I felt fully involved in the decisions and the direction of treatment."

Dentist

"I was happy to be able to get an emergency appointment the following day and was pleased with temporary treatment and the outcome."

Dentist

Negative reviews

"Instead of adhering to the cost of a treatment plan, additional fees and charges are often added."

Dentist

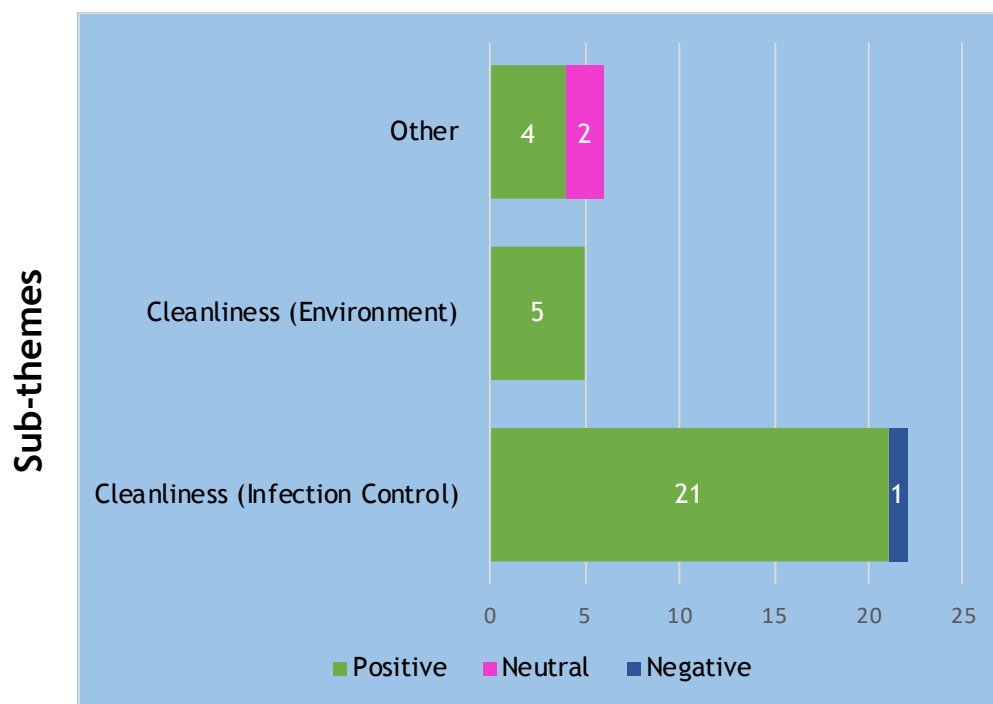
Number of reviews

Facilities and surroundings was the third most applied theme for dentists during Q3, it was applied on 33 counts which can be broken down into 91% (30) positive, 3% (1) negative, and 6% (2) neutral.

The chart below shows a breakdown of the top sub-themes for the **Facilities and surroundings** theme. The **Cleanliness (Infection Control)** sub-theme received the highest amount of reviews, of which 95% were positive. The 'Other' category is a combination of all themes which didn't have enough feedback to determine a general consensus on them individually. This includes: Equipment (2), General (3), Buildings and Infrastructure (1).

With an 88% difference between positive and negative comments, it is evident that patients felt safe and comfortable when accessing dentists during this time, recognising their efforts to implement COVID-19 guidance and infection control measures into their service delivery.

Top sub-themes for Facilities and surroundings



Number of reviews

Positive reviews

"The infection control checks were thorough such as taking temperature before coming into the waiting room provided reassurance."

Dentist

"Very professional & following COVID guidelines..."

Dentist

"...Social distancing was maintained."

Dentist

"Information that would previously have been given at reception sent electronically prior to appointment."

Dentist

"The new precautions are very different to how I am usually seen but I felt very safe indeed."

Dentist

"The premises were COVID secure and we felt safe."

Dentist

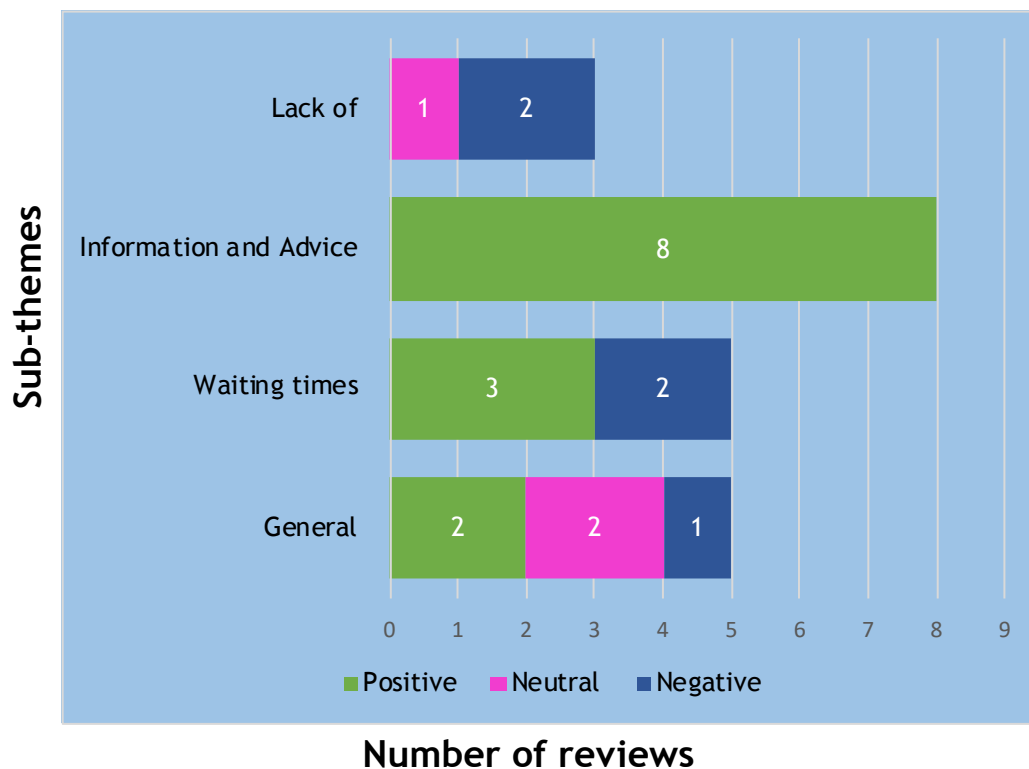
Access to services was the fourth most applied theme, it was applied on 25 counts, of which 56% (14) were positive, 28% (7) negative, and 16% (4) neutral.

The chart below shows a breakdown of the top 4 sub-themes for the **Access to services** theme. The **Information and Advice** sub-theme received the most comments with 8 counts, all of which (100%) were positive.

Whilst patients' feedback remained positive, there were some concerns from patients about the procedures NHS dental services could provide under COVID-19, with some patients being made aware/encouraged by staff that other services could be provided privately.

The findings related to access to dentistry gathered through our Patient Experience Programme contrasts with what we have heard through our Information and Signposting service. During October - December, several residents struggled to register with a NHS dental practice, which indicates a significant difference in experiences of accessing dental services between residents who are registered and unregistered.

Top sub-themes for Access to services



Positive reviews

"I was given excellent advice and was also listened to sincerely."
Dentist

"The dentist took the time to listen to my symptoms, the history of my previous treatments and my suggestions. She offered me a check-up visit which is reasonably soon."
Dentist

Negative/Neutral reviews

NEGATIVE: "There is currently 2 -3 weeks waiting time for an appointment."
Dentist

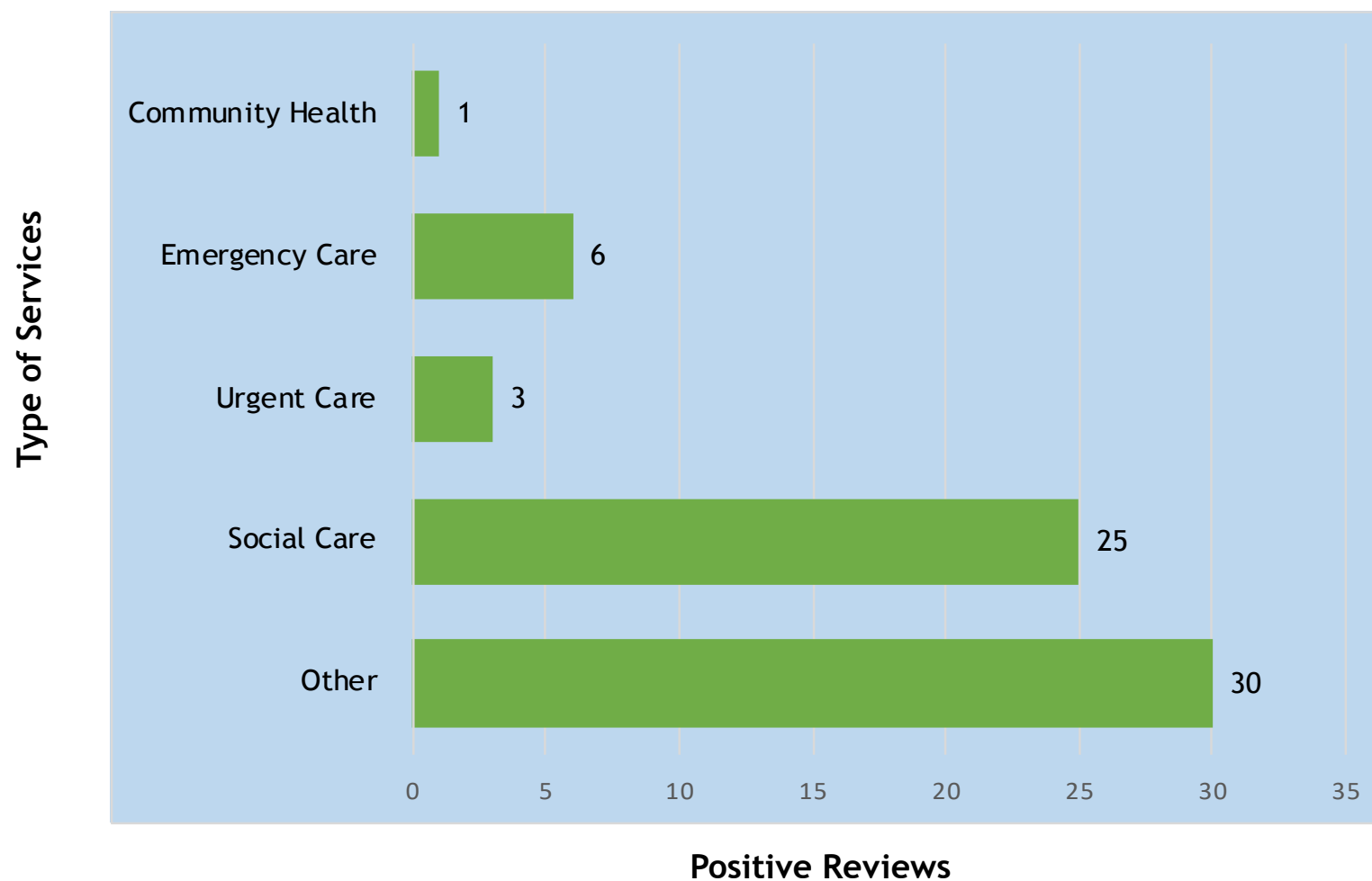
"What I found strange was they were telling me that there's only some treatments they can do under the NHS, but they can provide others privately."
Dentist

NEUTRAL: "I'm concerned that only one procedure out of several I needed was available to me due to COVID-19 reasons."
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 comments received.

October-November-December





Social Care

"The staff and management have been constantly updating and communicating throughout the pandemic."
Care Home

"Everything about this care home is wonderful and my mother's health and wellbeing have improved considerably. The staff's handling of the Covid-19 pandemic has been very professional and we know my mother is in safe hands."
Care Home

"I had the privilege of being a rehab resident for around 4 weeks and I was so impressed with the all the staff from the wonderful carers, nurses, management, cleaners, physiotherapists and their assistants, cooks...I'm very lucky that I was placed there to regain my mobility and be cared for..."
Care home



Urgent Care

"I went into urgent care last night; the receptionist was very friendly, and I was seen very quickly."
Urgent Care

"Urgent care centre is well organised, clean, and safe. Surgical assessment was quick, with bedside manners of pre-COVID."
Urgent Care

"The treatment and care provided was fabulous. The A&E department referred me for further checks, I was then referred to an Ambulatory service."
Urgent Care



Emergency Care

“My partner was ill with a flu-like illness in the weeks before lockdown and had to phone 111 to ask for advice. He was able to get good support remotely.”

111

“I initially rang 111 who put me through to my GP. The GP suggested I ring an ambulance and the people on 111 were quick, as were the paramedics who turned up so quickly.”

111

“111 were very helpful and gave me excellent advice.”

111



Others

“I email them, and they answered all my questions. In fact, they helped me a lot. The staff are well trained.”

Information and Advice

“At each stage from being greeted at the front desk until we left, all of the staff were highly engaged, exceptionally polite, helpful and efficient.”

Opticians

“Went in for my first eye test here, was very well managed (in terms of COVID) as well as the optician identifying a problem that no one has every picked up before. Very friendly and helpful.”

Opticians

“I've been able to access IAPT CBT by phone during the lockdown - very helpful.”

IAPT

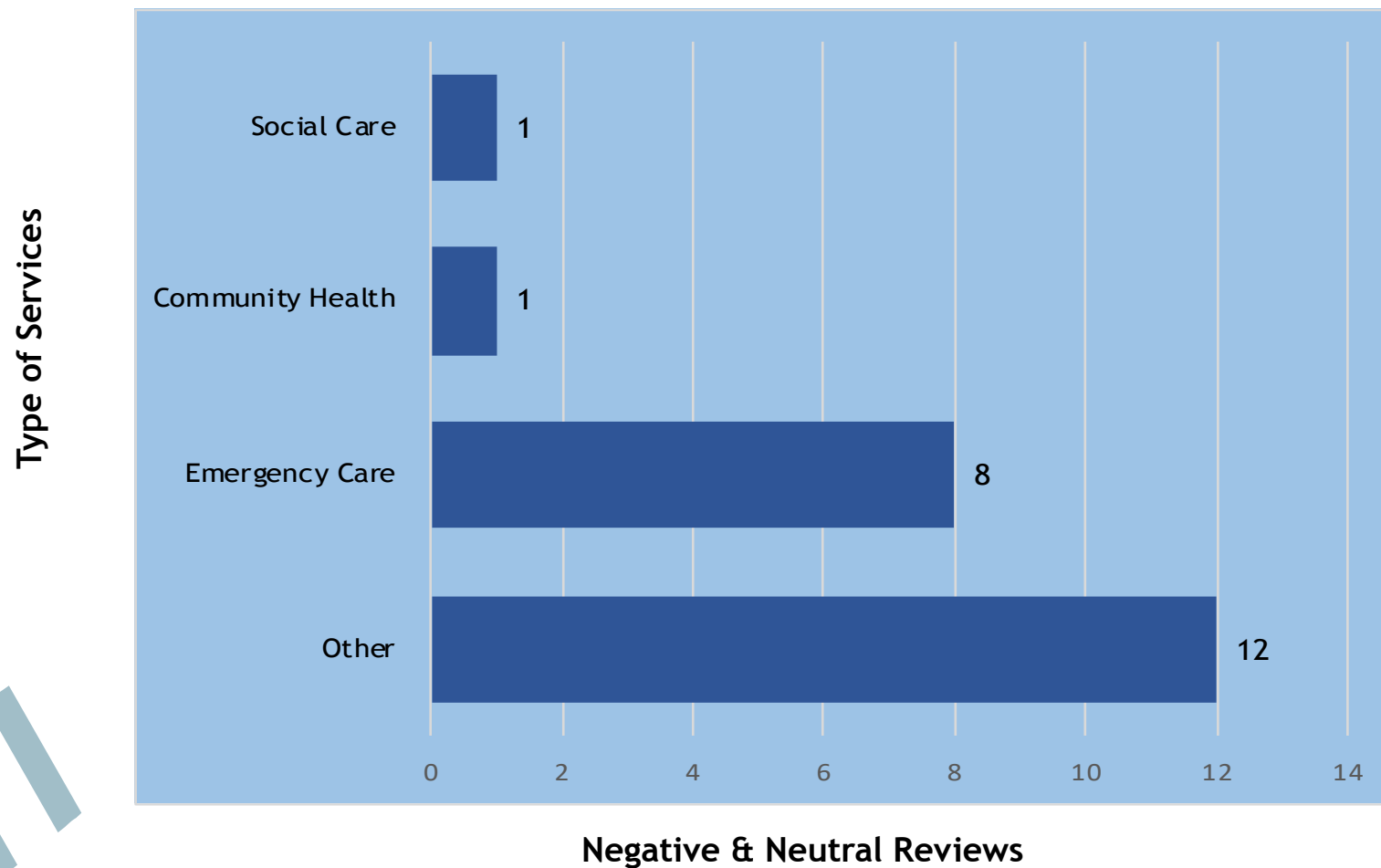
“This place helped me when I was homeless and still continues to, even at this difficult time, by providing advice and help.”

Homelessness service

Other Negative & Neutral Reviews

By looking at the negative and neutral reviews we received from Lewisham residents each month, we can better understand where a service can make improvements to enable a better experience for service users. 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.

October-November-December





Emergency Care

"I required these services while I was very unwell with COVID-19. I was told someone would call back within 25 mins. Nobody called back and I was too ill to chase it up."

111

"Used the 111 service. Long wait on the phone and no test was offered. It was brief."

111

"I went through 111 - I was told I could go to A&E and they would be expecting me. When I got to reception, they said that's what they tell everyone, but they're never told they should be expecting someone. Security guards in charge, patients wait outside in tent, doesn't matter the severity of the condition, there is no triage."

111

"The NHS 111 was too stressful; it took ages to get connected to talk about such an important matter."

111



Community Health

"To get an appointment from Kaleidoscope and CAMHS is now a 2-year waiting list. My son got referred back to Kaleidoscope and I've called back 4 times...no one has got back to me, and it's over a month. What would be nice is an acknowledgement phone call, to inform me that they have received my message...When you have a child who has mental health problems, you can develop mental health problems too as a parent or carer and this needs to be more understood."

CYP Mental Health service



Social Care

"Left mum with a urine infection and refused to call ambulance even though she was delirious."

Nursing and Social Care



Others

“The service will say its only for serious mental health issues. However, why do we wait for it to get so bad, prevention is better than cure. The service has a certain criterion, but it doesn't suit the needs of our young people.”

Mental Health

“My sons meant to have a health coordinator from CAMHS, he was referred in year 7 and is now in year 9. We were meant to be seen in July, but the doctor didn't schedule it in his meetings. Since then they haven't been back in contact to reorganise.”

Mental Health

“The waiting time for treatment is dangerously too long. This would not happen if a patient suffered from a physical condition. The service should be expanded to ensure a shorter waiting time. More people may need it especially as a result of COVID 19 lockdown.”

Mental Health

“I have been waiting for glasses since October, and I still do not have in my possession a single pair of glasses purchased.”

Opticians

“...Answered the phone and kept me on hold for so long that I gave up and hung up. I just wanted to book an appointment for my parents.”

Opticians

Primary Care Network Reviews

The following pages show the number of positive, negative and neutral reviews for each surgery based on an overall star rating. The bar charts reflect the overall star ratings for each service this quarter. 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. The data on the right-hand side reflects the average star rating out of 5* given by patients to assess a number of additional specific areas, such as staff attitudes, waiting times and other service indicators.

The London Borough of Lewisham is divided into six PCN Network areas:

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

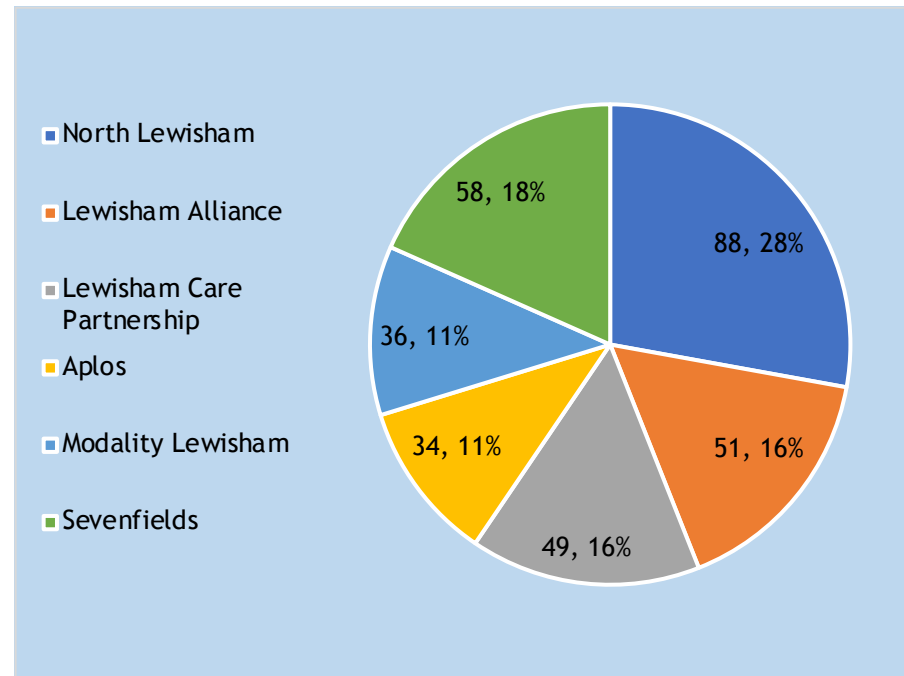
The following pages show services within these Network areas.

GP surgeries which received no feedback comments this quarter will not feature on the following slides. GP surgeries that received less than 10 feedback comments will not be included in the averages due to the sample size being small and therefore unrepresentative overall.

We will attempt to increase feedback from those GP surgeries through targeted patient engagement work.

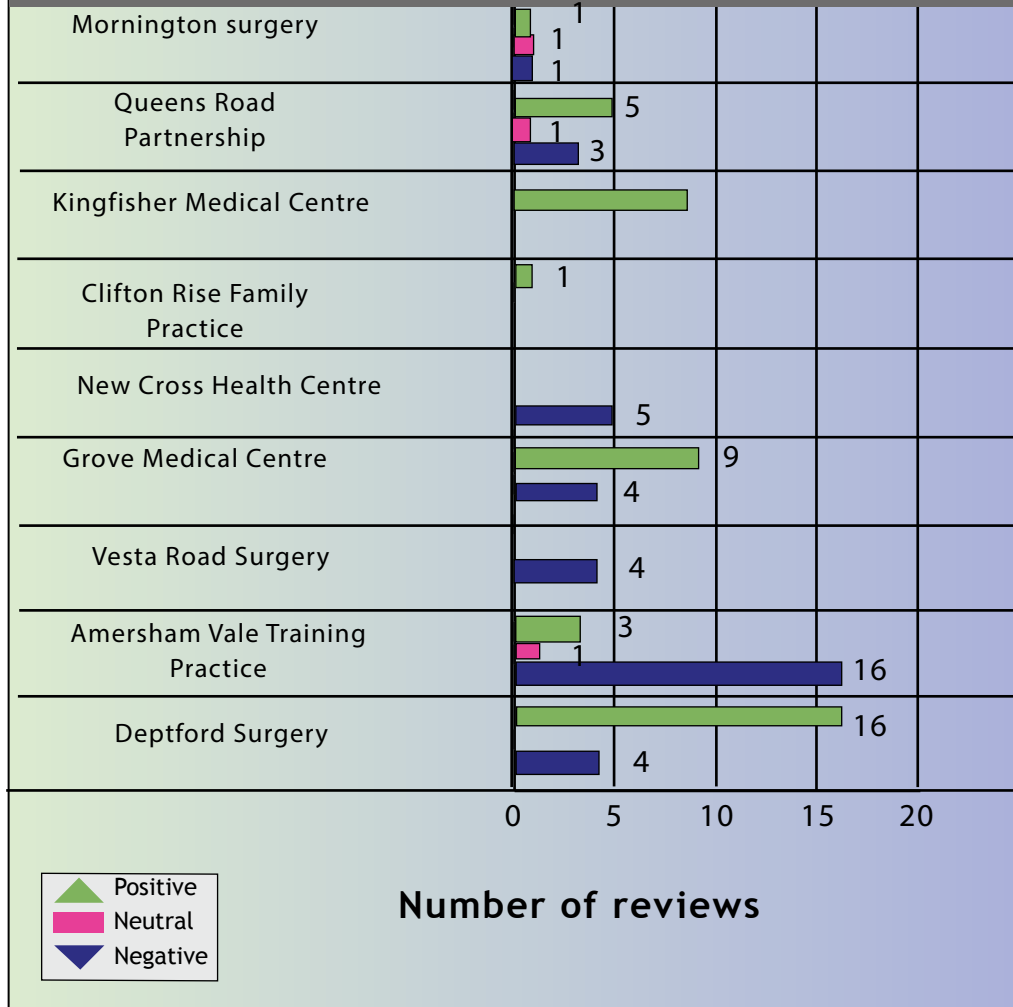
The pie chart on the right shows the number of reviews received in each network area. The highest number of reviews received was in the **North Lewisham PCN** (88, 28%) followed by the **Sevenfields PCN** (58, 18%).

Whereas **Aplos PCN** received the least reviews this quarter with 34 reviews, shortly followed by **Modality Lewisham PCN** with 36 reviews.

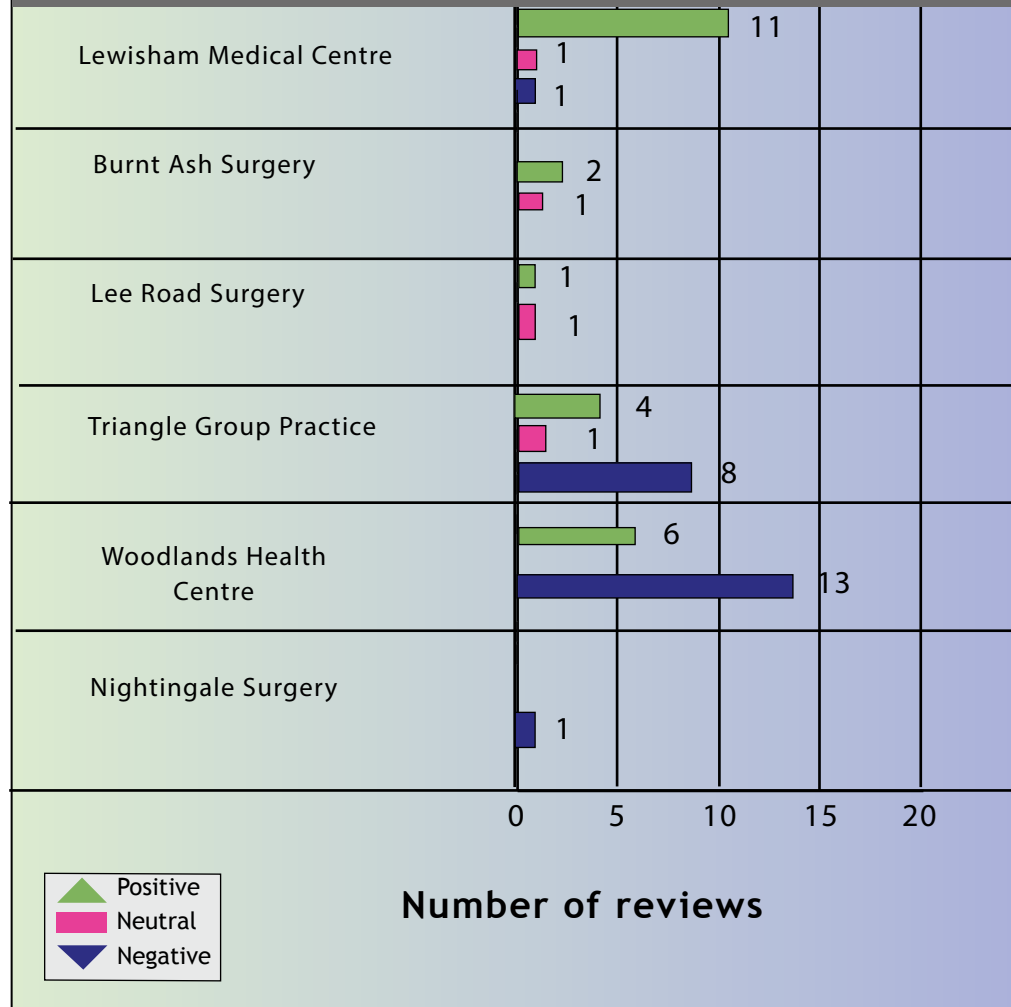


PCN Specific GP Reviews

North Lewisham

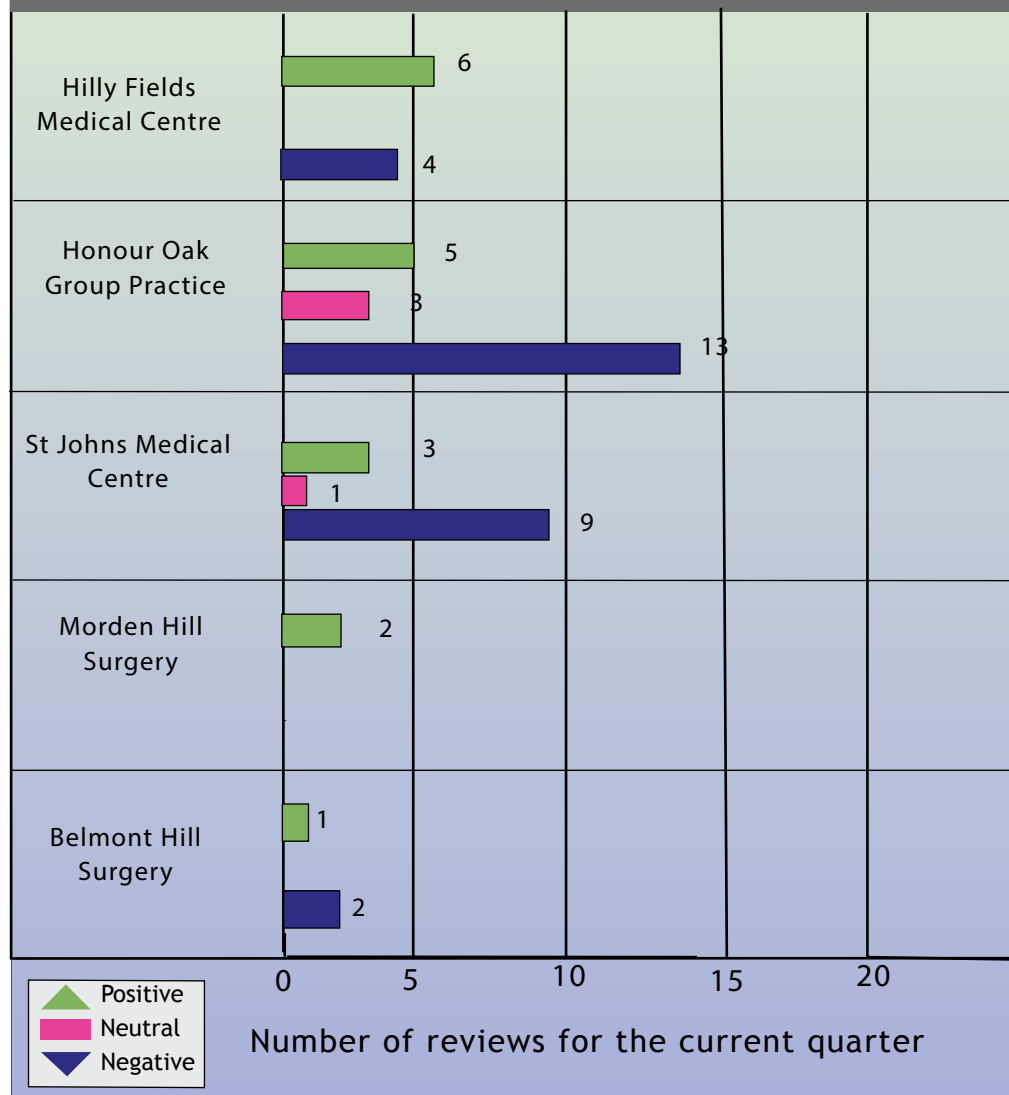


Lewisham Alliance

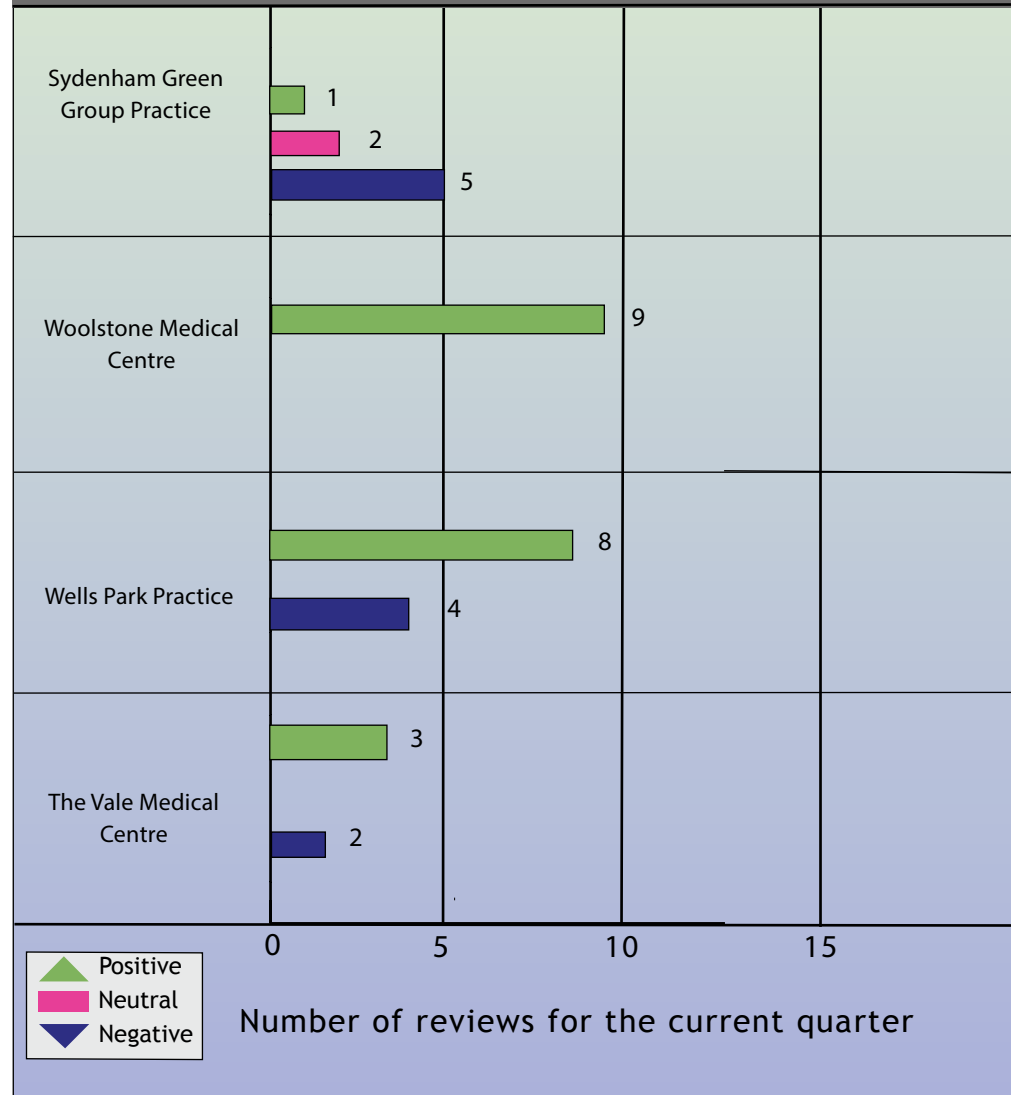


PCN Specific GP Reviews

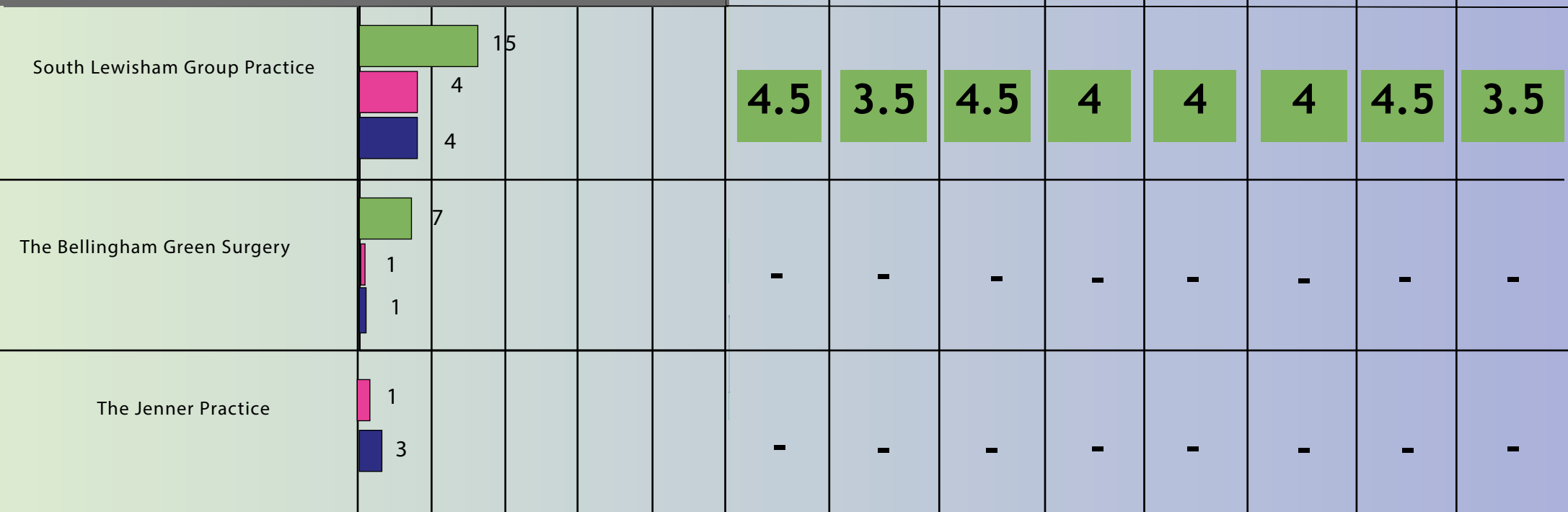
Lewisham Care Partnership



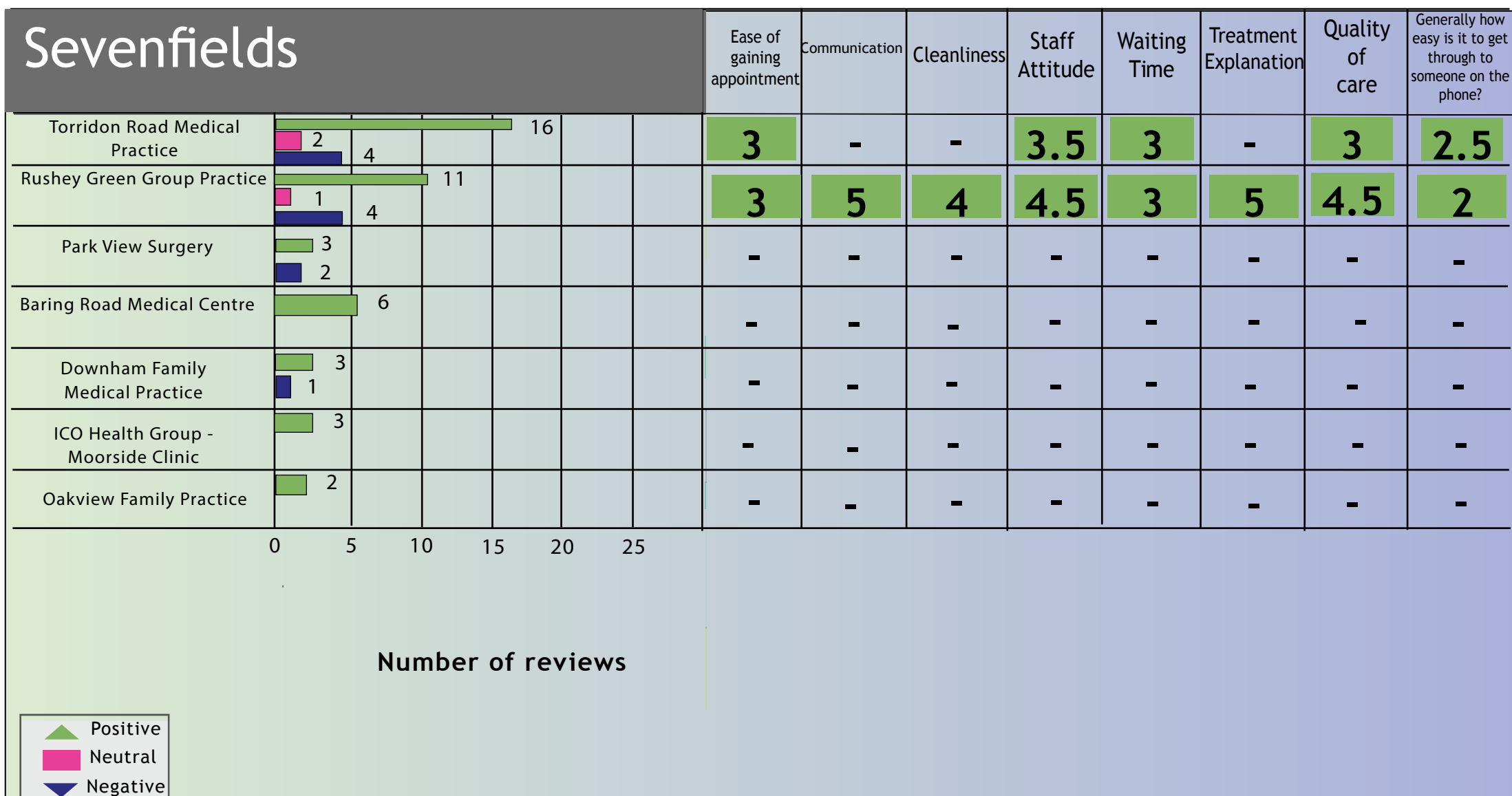
Aplos



Modality Lewisham



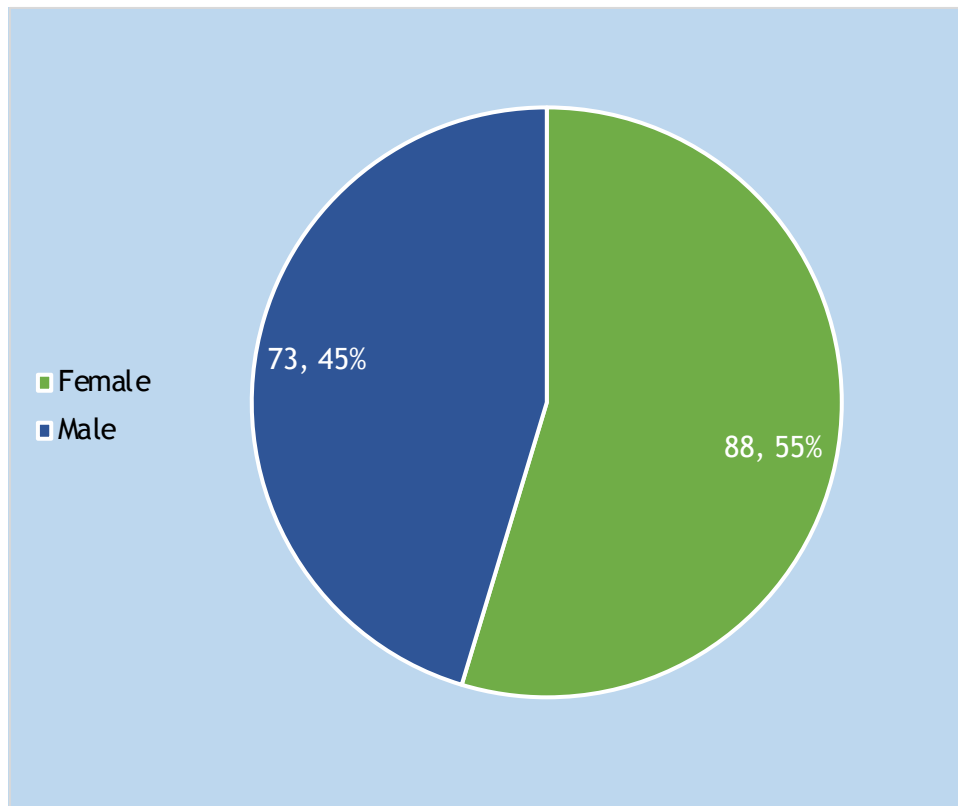
Sevenfields



Demographic information

The pie chart below shows the number of reviews received by gender for this quarter (161). A large proportion of people chose not to disclose their gender. Using online methods also impacts the ability to collect insight into the gender of residents.

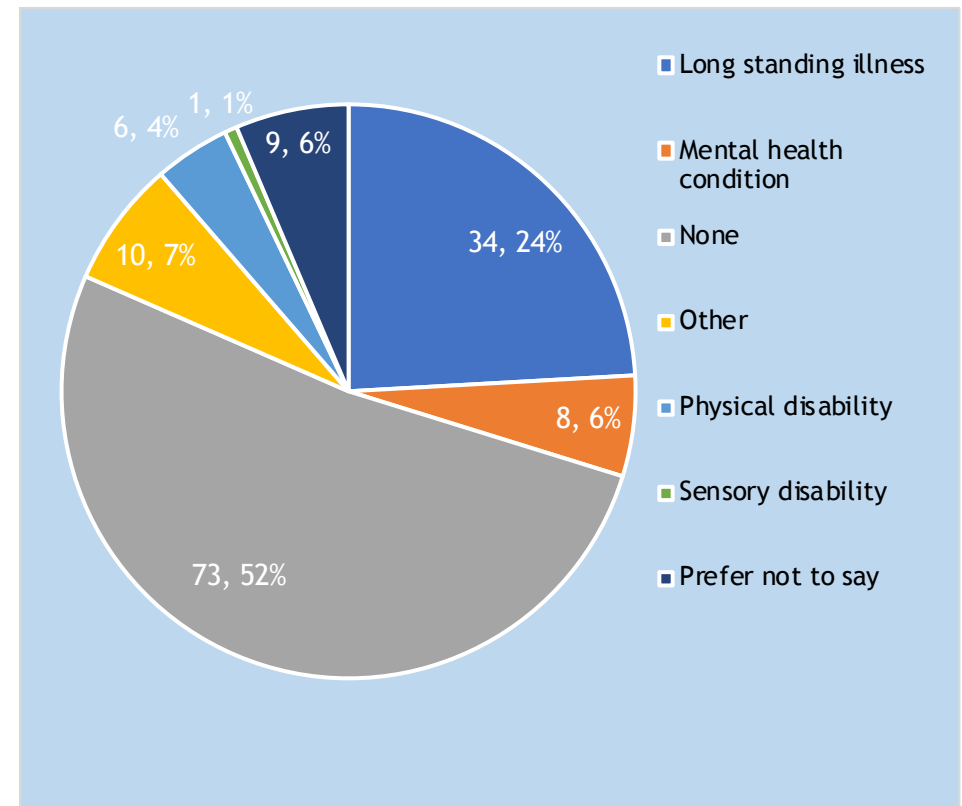
From the data we captured, there was a relatively even split between those residents we heard from who identified as female (88) and male (73).



Gender

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

Of those who answered the question the majority did not consider themselves to have a disability or long-term illness. The next common answer was Long standing illness (34) and then 'Other' (10). We also heard from 8 patients who had a mental health condition.

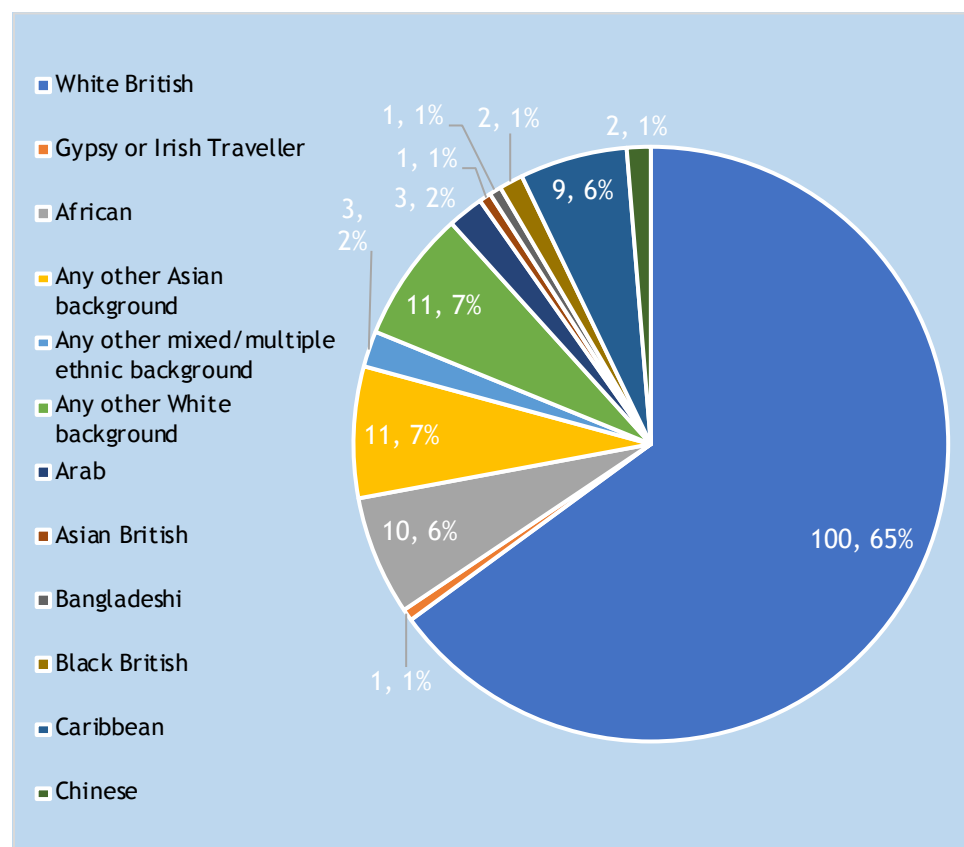


Long term illness, impairment or mental health condition

Demographic Information

The pie chart below shows a breakdown the number of reviews received this quarter where residents chose to state their ethnicity (154).

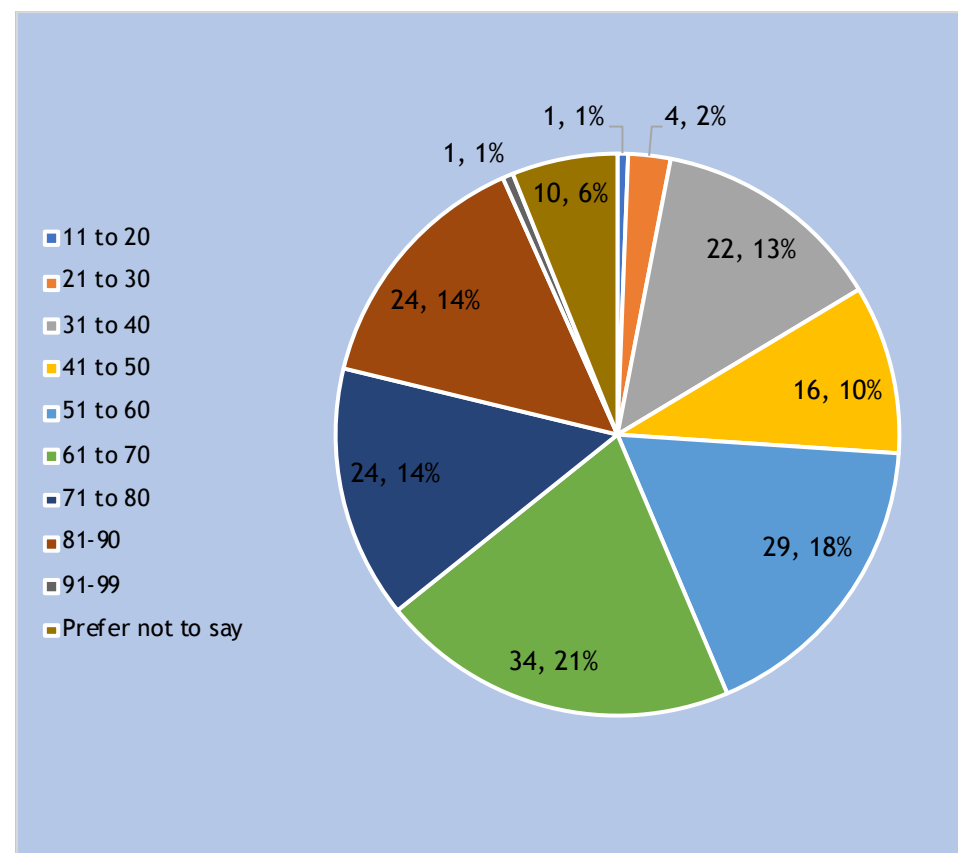
Of the reviews, the majority of comments were from people who identified as White British, (100). The next highest was Any other white background (11), Any other Asian background (11), and then African (10).



Ethnicity of Patients

The pie chart below shows the number of reviews received this quarter from different age groups. Overall, we heard from 165 residents. We have found that engaging through direct contact (telephone engagement), we generally reach older residents.

For instance, 21% (34) feedback comments were left by residents between the ages of 61-70, followed by 51-60 (18%, 29). Whilst the third highest was both 71-80 and 81-90 (15%, 24).



Age of Patients

Through our Patient Experience Programme, Healthwatch Lewisham was able to capture 910 patient experiences about local health and social care services between October-December. The highest proportion of reviews left in our Feedback Centre related to GP services which is a regular trend. From analysing the data, we can understand that patients, on the whole, had good experiences when using services with 64% of comments being positive, 30% negative and 6% neutral. A breakdown of specific issues has been provided below.

GP services

- Patients raised concerns about getting through to a receptionist on the telephone and had mixed experiences of booking appointments and appointment availability. Residents expressed their struggles with being kept in long virtual queues, phone lines cutting off, long automated messages, and difficulties booking appointments through the e-consult system.
- Patients experiences of access to services were mixed (46% positive and 41% negative). They had positive experiences accessing the surgery face-to-face, with particular praise given to the efficiency of flu jabs and blood test appointments. However, initial contact with the GP practices caused issues, with patients often experiencing long waits and miscommunication regarding appointments.
- 53% of comments relating to communication were negative; we found that patients were frustrated about the lack of communication and joint up working between health services, particularly the hospital, local pharmacy and GP with regards to medication, referrals or appointments.
- 61% of all feedback relating to staff was positive with patients generally being pleased once they were able to have a conversation with health professionals. Throughout engagement, we regularly recognise the correlation between positive staff attitudes and people's perception of the treatment and care they receive.
- Interestingly, whilst people had an overwhelmingly positive experience of the treatment and care provided by their GP surgery (84% positive), we did hear reservations from patients about their confidence in the telephone consultation system, particularly their ability to have physical symptoms properly diagnosed and assessed without a face-to-face appointment.

Pharmacies

- Overall, residents continue to be pleased with pharmacy staff and value the support they get from these healthcare professionals. However, it should be noted that some residents had issues with waiting times and particularly inconsistencies in opening times.
- 68% of reviews regarding medication were positive. Patients found picking up prescriptions from pharmacies to be an efficient process and appreciated the option for home delivery of repeat prescriptions, an important service for vulnerable and elderly residents who may be shielding.

Hospital Services

- Communication during the pandemic is a particular area of concern for patients and relatives. Some key issues included lack of contact/reminders about appointments, cancellations and follow up care. The need for clear instructions about the format of their appointment and regular updates for families about their relatives.
- Patients praised the COVID-19 safety measures that had been implemented inside hospital services, however, they did experience issues when accessing the Accident and Emergency department, highlighting an ineffective triage system with patients having to wait for an extended period outside the hospital in the cold.
- 54% of experiences relating to access to services were positive. Patients found that waiting times inside hospitals have reduced during COVID-19 but also that non-COVID-19 related appointments or procedures were being postponed for several months or cancelled.

Dentists

- Dental services received the highest proportion of positive reviews out of all health and care services this quarter, with 76% of comments being positive. This positive sentiment applied across the top 3 themes covering dental services in Q3 including: Staff (91% positivity), Treatment and care (93% positivity) and Facilities and surroundings (91% positivity).
- One slight area of concern was raised regarding the dental procedures currently available on NHS services during the COVID-19 pandemic. Whilst some procedures weren't available on the NHS, they were alternatively being offered by the same practice privately. Patients would value transparency from staff regarding why this is the case.

During Q3, Healthwatch Lewisham continued to hold online Feedback Forums open to members of the public as an additional mechanism for collecting the experiences of service users. The following themes emerged through the sessions.

- » Concerns were raised about the difficulty in accessing dentistry appointments and treatment due to COVID-19 restrictions on what treatments are offered by the NHS.
- » People reported delays in accessing local community phlebotomy services due to issues booking appointments through the Lewisham and Greenwich NHS Trust hotline.
- » Routine eye tests not readily available at some providers.
- » Participants from community organisations have noticed that their phone calls with vulnerable community members are increasing in length. Isolation is a major issue for residents and there is the need for befriending services and other mechanisms to be in place to support people to connect and socialise.
- » People reported delays in test results from various departments from local hospitals and clinics. The results were possible to obtain when other clinicians intervened.
- » Delays were reported in people being discharged from University Hospital Lewisham followed by a lack of communication about next steps and follow up care arrangements. One resident shared multiple experiences of unannounced visits from services delivering follow up care including the enablement service.
- » Some residents felt there was a lack of clarity around the delivery of the flu vaccination programme for housebound residents. These concerns were exacerbated by a lack of communication and information about the process.
- » Before accessing the A&E department at University Hospital Lewisham, patients were having to wait in long queues in cold weather conditions with limited seating arrangements. Patients felt that the triage system is currently non-existent and that anyone who has an urgent condition is made to queue up by the security guards without consultation with a health professional. People reported A&E staff sought out translation support for a non-English speaking patient from the other patients waiting to be seen.

- » Continuing concerns about the suitability of the e-consult form and whether it is fit for purpose. The form is considered too generic with algorithms that do not necessarily signpost residents to the appropriate service.
- » There remains extreme scepticism about the COVID-19 vaccination amongst BAME communities. They believe that the vaccine has been rushed through and there are not publicly available statistics providing evidence of vaccination trials on BAME residents and whether there were any adverse effects.

Actions, impact and next steps

Healthwatch Lewisham continues to share the findings contained within this report at various commissioning, provider and local authority led boards and committees. These include:

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

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

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

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

To ensure we capture a broad and representative sample of patient feedback, and listen to the seldom heard communities, we will continue to develop and grow the Patient Experience Programme and explore ways to remotely engage with service users under the continuing COVID-19 measures.

We will continue to hear the experiences of residents directly through telephone engagement which will be supported by online review collection. In addition, we will work closely with local partners to support and encourage engagement with residents who may be digitally excluded. We will continue to promote feedback through our social media channels, attend community forums, set up online Feedback Forums, and work closely with GP practices in Lewisham.

Recommendations

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

- » Provision of clear communication from health and social care services about their current service arrangements and the need to inform patients about any potential changes which would impact upon residents.
- » Face to face appointments being offered to patients who may not have access to digital technology that would enable remote diagnosis. It is vital that residents who might have communication barriers, for example residents who don't speak English as their first language, have equity of access to translation services.
- » Provision of clear, targeted information looking to challenge the misinformation which is being spread about flu and COVID-19 vaccines, focusing on our BAME communities. Services should work closer with faith groups, religious leaders and community leaders to disseminate information amongst their members.
- » Through our engagement, we regularly hear residents praise NHS staff for their caring attitudes and the impact this has on their experiences of services. It is important to ensure staff are notified of positive feedback but also to realise the impact a caring attitude can have on a patient who is worried about their health.
- » University Hospital Lewisham should review their current Accident & Emergency triage system to identify ways of reducing the length of queues outside the hospital and ensure patients are being seen in order of priority.
- » Further works needs to be done to ensure communication and integrated care between local service providers. We are still regularly being told by residents about a lack of communication around issues such as medication, discharge, referrals, appointments and cancellations.

Leave feedback

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

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

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



Summary of your experience* (max 45 characters)

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

Tell us more about your experience*

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

Where do you live? (town/city)

Forest Hill, Lewisham...

Your ratings (select if applicable)

Access to Appointments



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



Cleanliness



Staff Attitude



Waiting Time



Treatment explanation



Communication



Quality of care/treatment



Quality of food



In relation to your comments are you a:

Select one

When did this happen?

Where did you hear about us?

Select one

Would you like information about other local services? *

☒ No ☐ Yes

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

☒ No ☐ Yes

About you

Name

☐ Leave feedback anonymously?

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

☐ I accept the [Terms and conditions](#)

I consent to being contacted regarding my feedback by Healthwatch*

☐ Yes ☐ No

I confirm I am over the age of 16*

☐ Yes ☐ No

☐ Subscribe to the newsletter?

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

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

Submit feedback >

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

Appendix 2: Healthwatch Lewisham Paper Form

How would you rate your health and care services?

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

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

Name of Service:

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

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

How do you rate your overall experience?

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

Summary of your experience

.....
.....

Tell us more about your experience

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

Where do you live? (town/city)

.....

Your ratings (select if applicable)

Access to Appointment

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

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

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

Cleanliness

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

Staff Attitude

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

Waiting Time

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

Treatment explanation

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

Communication

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

Quality of care/treatment

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

Quality of food

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

In relation to your comments are you a:

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

When did this happen?

.....

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

Would you like information about other local services? ☐ No ☐ Yes

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

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

About you

Name.....

Email.....

☐ Leave feedback anonymously

Monitoring Information

What gender do you identify yourself as:

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

What is your sexual orientation?

☐ Heterosexual ☐ Gay ☐ Bisexual ☐ Lesbian ☐ Prefer not to say ☐ Other

Which age group are you in?

☐ 0-10
☐ 11-20
☐ 21-30
☐ 31-40

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

Do you consider yourself to have any of the following?

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

What is your religion?

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

What is your marital status?

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

What is your ethnicity?

White

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

Asian / Asian British

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

Black, African, Caribbean, Black British

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

Mixed, Multiple

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

Other Ethnic Group

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

Thank you for sharing your experience

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

Appendix 3: Healthwatch Lewisham Themes and Sub-themes

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

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

Referrals
Referrals

Timeliness
Waiting times

Safety/Safeguarding/Abuse

Staff
Staff
Staff
Staff
Staff
Staff
Staff
Staff
Staff

Ambulance Staff/Paramedics
Attitudes
Capacity
District Nurses/Health Visitors
General
Midwives
Staffing levels
Suitability
Training and development

Treatment and care
Treatment and care
Treatment and care
Treatment and care
Treatment and care

Effectiveness
Experience
Quality
Safety of Care/Treatment
Treatment Explanation