

# Q4 Patient Experience Report

Healthwatch Lewisham  
January–March 2025



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# Introduction

## Patient Experience Programme

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

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

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

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## Methodology



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



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



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



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

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

**Between January and March 2025, we continued to develop our PEP by :**

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

# Layout of the report

This report is broken down into three key sections:

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

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

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

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

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

## How we use our report

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

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

## Additional Deep Dives

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

# Q4 Snapshot

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



## 1,048 reviews

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

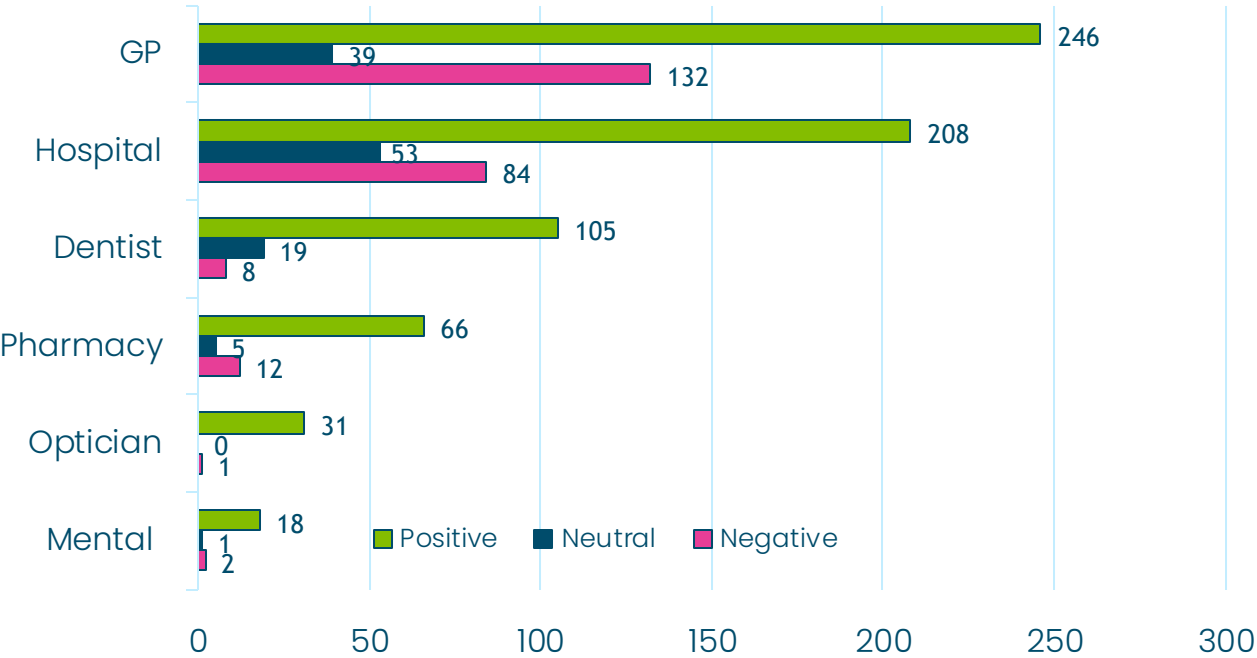
## 49 visits

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

Top 6 Service Types	No of Reviews	Percentage of positive reviews
GP	417	59%
Hospital	345	61%
Dentist	132	80%
Pharmacy	84	80%
Optician	31	97%
Mental Health	21	86%

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

## Sentiment of Reviews



# Yearly Comparison

To judge whether experiences of health and care services are improving, we compare our data throughout the year. The chart below highlights the percentage of positive feedback each service has received during 2024-25. The total number of positive reviews has been included next to the percentage.

## Percentage of positive reviews for each service type

Service Type	Q1 (Apr-Jun 24)	Q2 (Jul-Sep 24)	Q3 (Oct-Dec 24)	Q4 (Jan -Mar 25)
GP	59% (248)	56% (167)	66% (162)	59%(246)
Hospital	41% (148)	66% (219)	70% (196)	61% (208)
Dentist	84% (138)	88% (110)	97% (34)	80% (105)
Pharmacy	81% (74)	85% (81)	91% (70)	80% (66)
Optician	95% (18)	100% (14)	100% (8)	97% (30)
Mental Health	N/A	N/A	N/A	86% (18)

### What does this tell us?

- We have seen a sizeable decline in the percentage of people sharing positive feedback about GPs from quarter 1 to quarter 2. An increase was noted in quarter 3; however, in the last three months, it has decreased by 7%
- Experiences of Hospital services recorded a large decline in positive reviews, with a 9% decrease compared to the previous quarter.
- Dental services have seen the largest decrease in positive feedback received, with a reduction of 17% in comparison to Q3.
- Positive experiences of pharmacy services also greatly decreased this quarter compared to the last, by 11%.



# Experiences of GP Services



# What people told us about GP Services

"I have been coming here for 30 years, which shows the GP has been so good to me. Retained staff & doctors whom I'm friends with. I like their services. I've always had proper treatment and a clean environment. No mistake from them."

"Everyone tells me they have issues with getting appointments. I must be lucky as that's not my experience. I can get an appointment within a week whenever I need to see a doctor."

"The new online consultation system is so much more convenient. I can now get an appointment during the day without having to take time off work."

"I like being able to make appointments online. The call back service by my GP when there are lots of people in the queue on the phone is good."

"I'm not happy with getting appointments. The online appointment system does not understand all requests you may have. It is a far too long of a process, being 38 minutes in the queue when you call."

"Waiting Time- If you are 5 minutes late, they cancel your appointment but I have been here for over 45 minutes. Communication with patients needs to improve. I get confused at times when I see my doctor. I don't get 100% satisfaction with the treatment."

"I thought the point of more appointments being available online meant that it would be easier to get appointments via this method. There's never any available within 2 weeks, so you end up having to call the practice anyway."

"I am thinking of changing my GP because some of their services are not been managed well, and getting an appointment is very hard. The other day I was here for more than 1 hours before I was seen. Today I have been here for more than 30 minutes and counting. The staff at reception could also improve the way they attend to patients on arrival."





# GP Services Summary Findings

# What has worked well?

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



## Staff attitudes

96% of the reviews that covered staff attitudes were positive. Residents found health professionals as “kind” and caring when listening to their concerns.



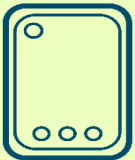
## Quality of treatment

75% of the reviews that covered quality of treatment were positive. Residents were exceedingly pleased with the care they have received from their GP practices and the results of the suggested treatment.



## Appointment Availability

50% of the reviews that covered appointment availability were positive. Residents highlighted their happiness at getting quick appointment dates easily and conveniently.



## Getting Through On The Phone

39% of the reviews that covered getting through to someone on the phone were positive. The residents were satisfied with having a staff member from their GP attend to their needs over the phone, especially during peak hours.



## Quality Of Telephone Consultation

45% of the reviews that covered telephone consultation were positive. Residents indicated satisfaction with having a telephone consultation over an Online consultation.

# What could be improved?

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



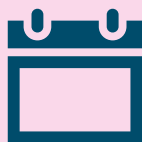
## Waiting Time to get seen

92% of the reviews that covered waiting time were negative. Also, most residents highlighted added frustration at not being updated on the waiting time until they eventually got called in. In a few cases, their appointments got rescheduled.



## Getting through on the phone

58% of the reviews that covered getting through on the telephone were negative. Residents shared their frustrations at being unable to get through to a receptionist when trying to book an appointment at 8 am. People were either left on hold for over 30 minutes or were routinely cut off.



## Appointment Availability

48% of the reviews that covered appointment availability were negative. The residents complained about a lack of available appointment dates from their GPs, adding to their difficulty in accessing the GP.



## Booking Appointment

44% of the reviews that covered booking appointments were negative. The residents expressed difficulty in booking appointments online because a lot of details are required.

# Recommendations

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

## Waiting times (Punctuality and queueing on arrival)

1. We continue to encourage GPs to utilise signage and information boards displaying estimated waiting times. Also, clinic updates should be adopted at GP practices.
2. A staff member should be assigned to help patients navigate check-in procedures and answer queries on arrival.

## Getting through to someone on the phone

1. **Reviewing telephone systems:** to handle more patient calls efficiently in response to complaints about excessive wait times.
2. **Offering a call-back option:** given that patients appreciate not having to wait on hold.

## Availability of appointments

1. We continue to recommend that the platforms and systems used by patients to access appointments be regularly evaluated to ensure their effectiveness and efficiency.
2. **Use Triage Systems Effectively.** Implement structured triage (for example, through reception or digital tools) to prioritise patients based on their clinical needs.
3. **Offer a mix of appointment types:** such as face-to-face and video options to meet patients' needs.

The image is a cover for a data set. It features a dark teal background with a large white oval in the center. The oval is bordered by a thick pink line. The text 'GP Services' is written in a dark teal serif font, and 'Full data set' is written in a pink sans-serif font below it.

# GP Services

## Full data set

# GP Services

No. of Reviews	417 (relating to 25 GP practices)
Positive	59%
Negative	32%
Neutral	9%



## Questions we asked residents

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

The questions we asked were:

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

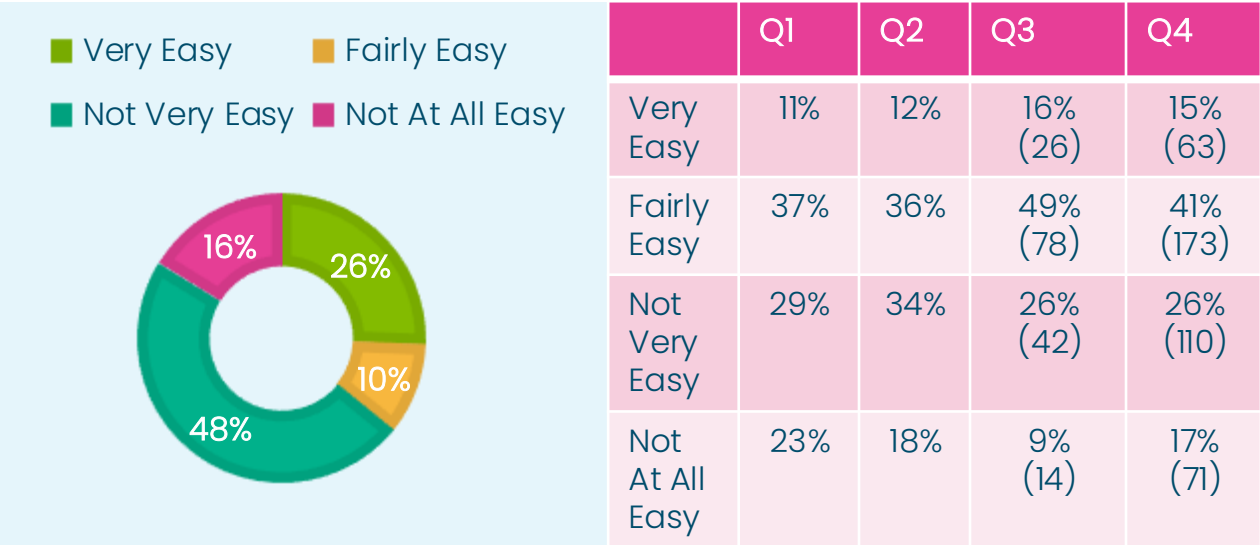
Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (Very Easy – Not at All Easy) to allow our data to be comparable with the NHS data.

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

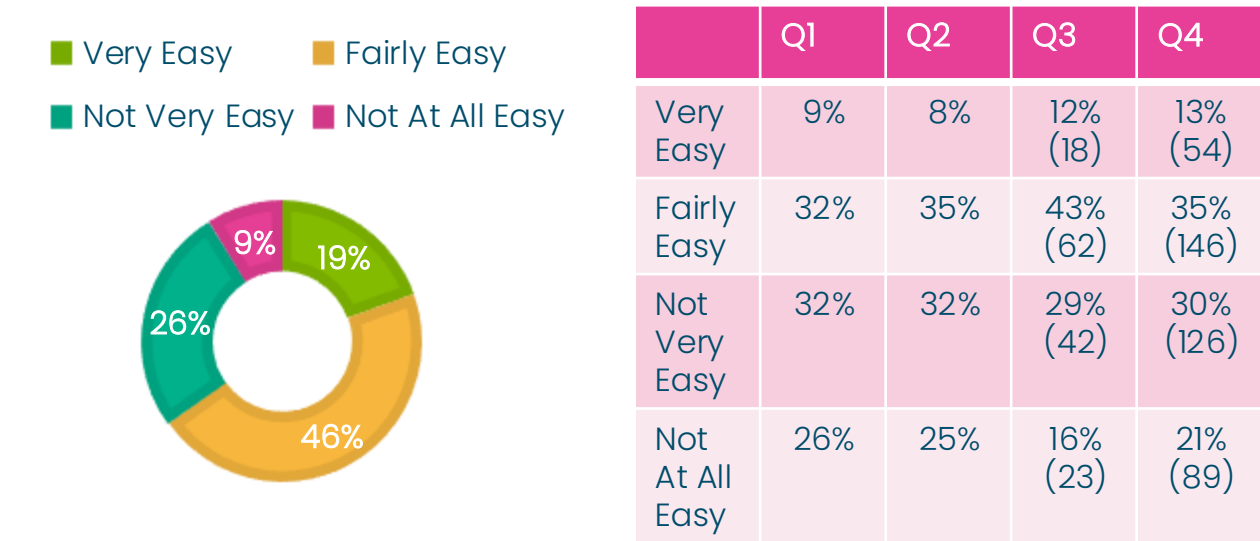


# Access and Quality Questions

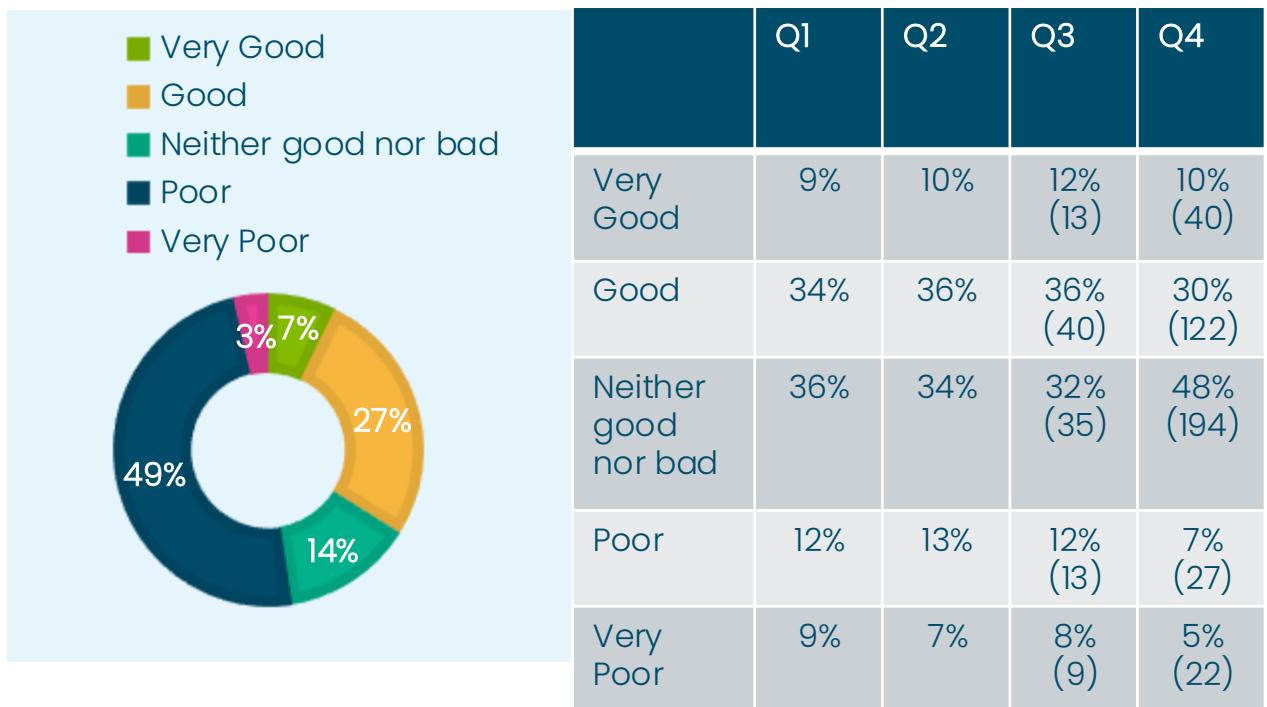
## Q1) How do you find getting an appointment?



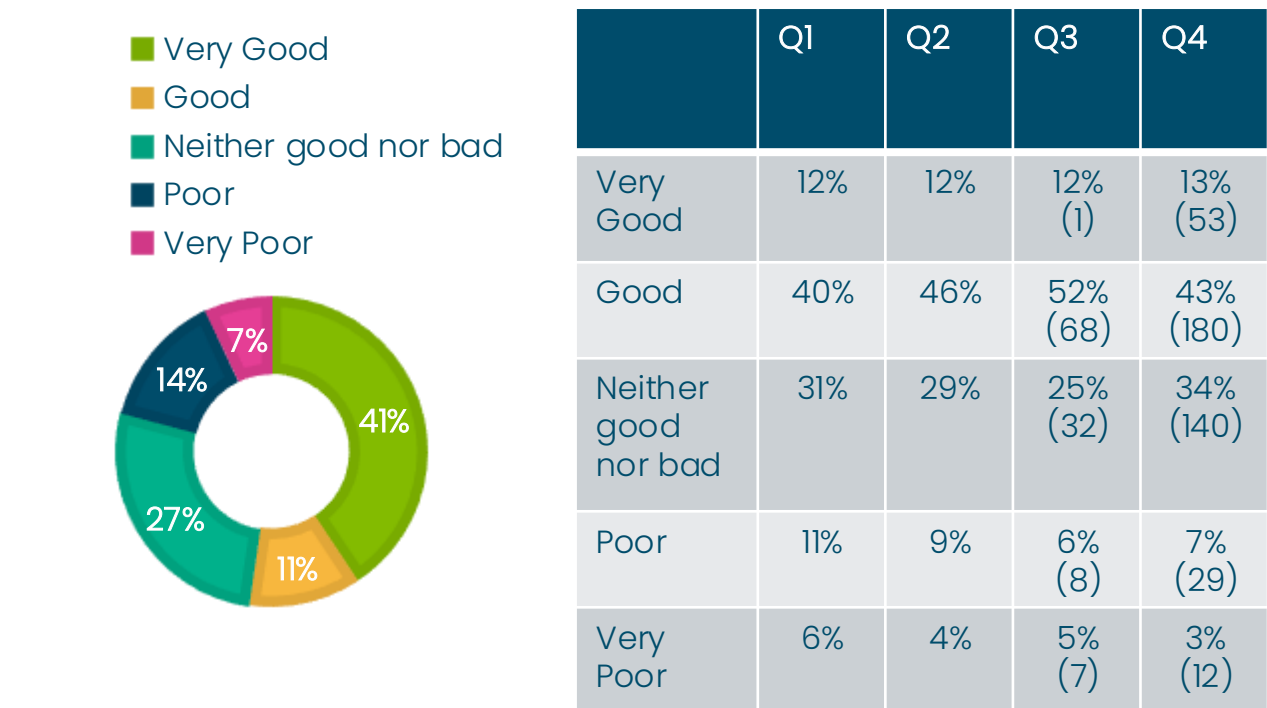
## Q2) How do you find getting through to someone at your GP practice on the phone?



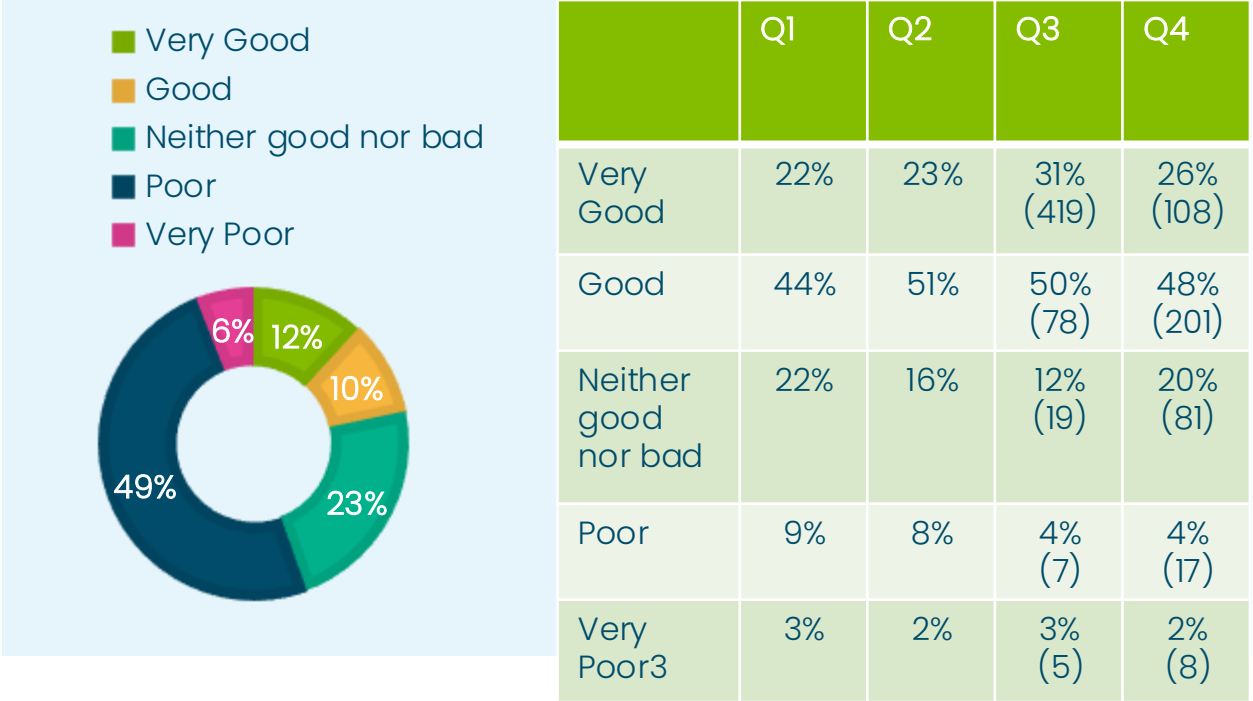
Q3) How do you find the quality of online consultations?



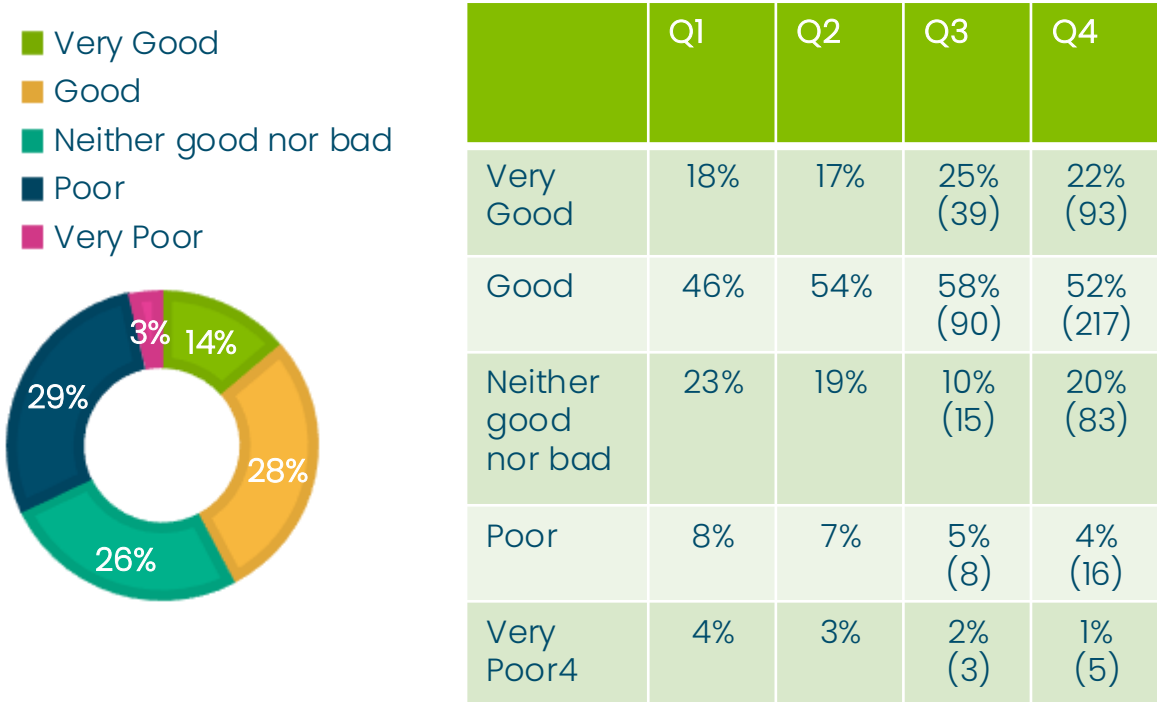
Q4) How do you find the quality of telephone consultations?



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



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



## Thematic analysis

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

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

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

Top 10 Themes	Positive	Neutral	Negative	Total
Staff attitudes	79%(243)	11%(33)	10%(30)	100%(306)
Quality of Treatment	75%(183)	14%(35)	11%(27)	100%(245)
Getting through on the phone	39%(81)	3%(12)	58%(7)	100%(209)
Appointment Availability	50%(85)	2%(3)	48%(81)	100%(169)
Quality of telephone consultation	45%(61)	23%(32)	32%(43)	100%(136)
Booking appointment	45%(51)	5%(5)	50%(57)	100%(113)
Quality of online consultation	46%(47)	20%(20)	34%(34)	100%(101)
Communication with patient	61%(40)	14%(9)	25%(16)	100%(65)
Waiting times	8%(5)	0%	92%(59)	100%(64)
Booking appointment online	51%(30)	5%(3)	44%(26)	100%(59)

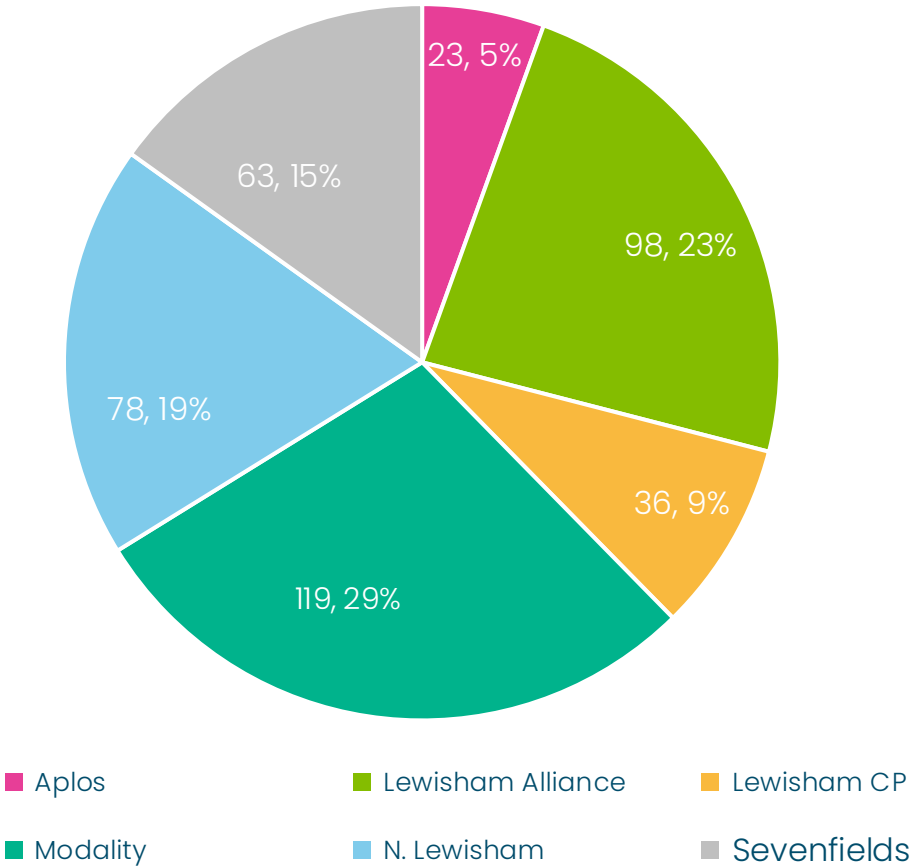
# Primary Care Networks

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

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

Between January and March, the services which received the most reviews were Modality and Lewisham Alliance PCN. Modality PCN received 119 positive responses in Q4, compared to 40 positive feedback in Q3. In Q4, Lewisham Alliance PCN recorded 98 positive answers compared to 23 in Q3.

Total Reviews per PCN (n, %)



# PCN Access and Quality Questions

To understand the variety of experience across the borough we have compared the PCNs by their access and quality ratings.

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

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

Positive  Neutral  Negative

PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	Getting an appointment	Getting through on the phone	Of Online consultation	Of Telephone consultation	Of Staff attitudes	Of Treatment and Care
Modality No of reviews:	2.5	2.1	3.3	3.5	3.9	4.0
Lewisham Alliance No of reviews:	2.6	2.6	3.4	3.6	4.0	4.0
Lewisham Care partnership No of reviews:	2.2	1.8	2.9	3.4	3.5	3.6
Apolos No of reviews:	3.0	2.5	3.3	3.6	4.0	3.9
Sevenfields	2.5	2.6	3.3	3.6	4.0	3.9
North Lewisham No of reviews:	3.0	2.6	3.3	3.6	4.0	4.0



## PCN Themes

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

Primary Care Network	Overall star rating	Top 3 Positive Issues	Top 3 Negative Issues
Aplos PCN No of reviews: 22	3.8	1. Staff attitudes	1. Getting through on the telephone
		2. Appointment Availability	2. Appointment Availability
		3. Quality of Care/Treatment	3. Quality of Online Consultation
Lewisham Alliance No of reviews: 98	3.7	1. Staff Attitude	1. Getting through on the telephone
		2. Quality of treatment	2. Appointment availability
		3. Getting through on the telephone	3. Waiting Time
Lewisham Care Partnership No of reviews: 36	3.3	1. Staff Attitudes	1. Getting through on the telephone
		2. Quality of Care/ Treatment	2. Appointment Availability
		3. Booking Appointment	3. Waiting Time
Modality No of reviews: 119	3.6	1. Staff Attitude	1. Getting through on the telephone
		2. Quality of treatment	2. Appointment Availability
		3. Quality of telephone Consultation	3. Waiting Times
North Lewisham No of reviews: 78	3.7	1. Quality of Treatment	1. Getting through on the phone
		2. Staff Attitude	2. Appointment Availability
		3. Booking appointments	3. Waiting Times
Sevenfields No. of reviews: 63	3.7	1. Staff Attitude 2. Quality of treatment 3. Communication with Patient	1. Getting through on the phone 2. Appointment Availability 3. Waiting Times

## Emerging or Ongoing Issues

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

### Positive Issues

Q1	Q2	Q3	Q4
Staff attitudes	Staff attitudes	Appointment availability	Quality of Treatment
Appointment availability	Quality of treatment	Staff attitudes	Staff attitudes
Getting through on the phone	Appointment availability	Booking appointments	Appointment Availability
Telephone Consultation	Online Consultation	Quality of Staff-Health Professionals	Getting through on the phone
Quality of treatment	Getting through on the phone	Face-to-face appointment	Quality of telephone consultation

### Negative issues

Q1	Q2	Q3	Q4
Getting through on the telephone	Appointment availability	Appointment availability	Getting through on the telephone
Appointment availability	Getting through on the phone	Getting through on the telephone	Appointment Availability
Online Consultation	Online Consultation	Waiting Times	Waiting Times
Telephone Consultation	Booking appointment	Booking appointments-online	Booking Appointment
Staff attitudes	Waiting Times (punctuality and queuing on arrival)	Booking appointment	Quality of Telephone Consultation

## Equalities Snapshot

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

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



### Gender

During the last three months, women had a better experience of GPs when compared with men. 61% of women rated their experiences 4\* or higher compared to only 56% of men



### Age

We received the most feedback from 35-44 year olds and 25-34 year olds.

Experiences amongst these age ranges were mixed with 62% of 35-44 year olds having positive experiences. While 59% of 25-34 year olds also gave positive reviews.



### Ethnicity

57% (n.182) of White British residents who shared reviews considered their last experience of a GP to be either 'Good' or 'Very Good'. This was the highest percentage for an ethnicity that shared more than 10 reviews. The next best was people who identified as 'Any other black' with 60% (n.47).



### Long Term Condition

31% of residents we spoke to who shared their equalities data considered themselves to have a long-term condition (LTC).

Interestingly 52% of residents with LTC had a positive experience of their GP practice while 12% of those with LTC had negative experience. Also, 36% having neutral experiences.

# Experiences of Hospital Services



# What people told us about Hospitals

"From emergency admission to transfer to the ward, treatment was excellent. Clinicians picked up an undiagnosed cancer. At all times, the patient was treated with dignity, respect and kindness. Clinical staff communicated clearly and with kindness."

"Pediatric A&E clinical staff are excellent, no matter how busy they are. They always give you time and are good at communication."

"There are delays, but not like the GP. At least they communicate with patients well enough. I am satisfied with the treatment and advice I received from doctors."

"The treatment I receive is always positive and I have a good experience at my hospital. I got same-day appointment, and thanks to the wonderful team of staff who attended to me."

"I haven't felt listened to and I waited a long time between appointments. At one point, I was sent to the wrong doctor and there was no follow-up. Felt like I was being talked over my head and not taken seriously."

"Not a good experience: there were not enough staff; no accurate information about waiting times and poor communication in general."

"Staff are under too much pressure, and they don't give patients proper consideration or empathy. I experienced being sent away three times before they gave me proper treatment, which required admission."

"Referrals seem to be difficult; it took me about 4 months to get an appointment at the hospital. I expect appointments to be much quicker."



# Hospital Services Summary Findings



# What has worked well?

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



## Quality of Treatment and Care

77% of the reviews that covered the quality of treatment and care were positive.

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



## Staff attitudes

77% of the reviews specifically agreed that the attitudes of Staff were positive.

On several occasions, residents described staff as being 'kind' 'caring' and 'friendly.' The professionalism shown by health professionals was appreciated by the residents.



## Communication with patients

74% of the reviews that covered communication between Hospital staff and residents were positive.

Residents appreciated that the staff would calmly explain their treatment while listening to their concerns. Residents also reported feeling reassured by the staff's communication style.



## Getting through to someone on the Phone

26% of the reviews that covered getting through to someone on the phone were positive.

Several residents expressed appreciation for receiving a pre-visit call from the hospital to confirm their availability.

# What could be improved?

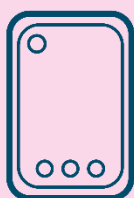
Below is a list of the key areas for improvement relating to hospitals between January and March 2025..



## Waiting times for appointments/waiting lists

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

They were concerned about people in constant pain while they were waiting.



## Getting through on the telephone

61% of the reviews that covered getting through to someone on the phone were negative.

Residents expressed concern about the difficulty of reaching their doctors by telephone when experiencing new symptoms. Some described the situation as 'impossible' and 'worrisome'.



## Referrals (Communications)

61% of the reviews that covered Referrals (communications) were negative.

A few residents raised concerns about poor communication between hospitals and GP practices. For instance, one resident reported that their test results were not successfully shared between the services.



## Staff Attitude

14% of the reviews that covered staff attitude were negative.

A few residents reported dissatisfaction with the manner staff communicated and explained their health conditions. Some noted that the explanations lacked sufficient step-by-step details.

# Recommendations

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

## Waiting time (punctuality and queueing on arrival)

1. Hospitals should assess and assign the appropriate number of doctors based on scheduled appointments to reduce long wait times.
2. Departments should implement effective systems to keep patients informed about significant delays, as patients appreciate clear updates on expected wait times.

## Getting through on the telephone

1. More trained call handlers should be added during peak times. Additionally, having callback request options, incorporating wait time predictions, and regularly assessing service quality should be implemented.
2. Staff should also be trained to manage calls efficiently and with empathy.

## Communication between services

1. Effective communication between healthcare services is essential for patient care. Hospitals and GPs should maintain consistent feedback loops to prevent delays in treatment and test results.
2. The centralised and secure electronic health record (EHR) system should be accessible to all healthcare providers to facilitate the safe sharing of patient information.



# Hospital Services

## Full data set

# Hospital Services

No. of Reviews	345 (relating to 3 hospitals)
Positive	61%
Negative	25%
Neutral	14%



## Questions we asked residents

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

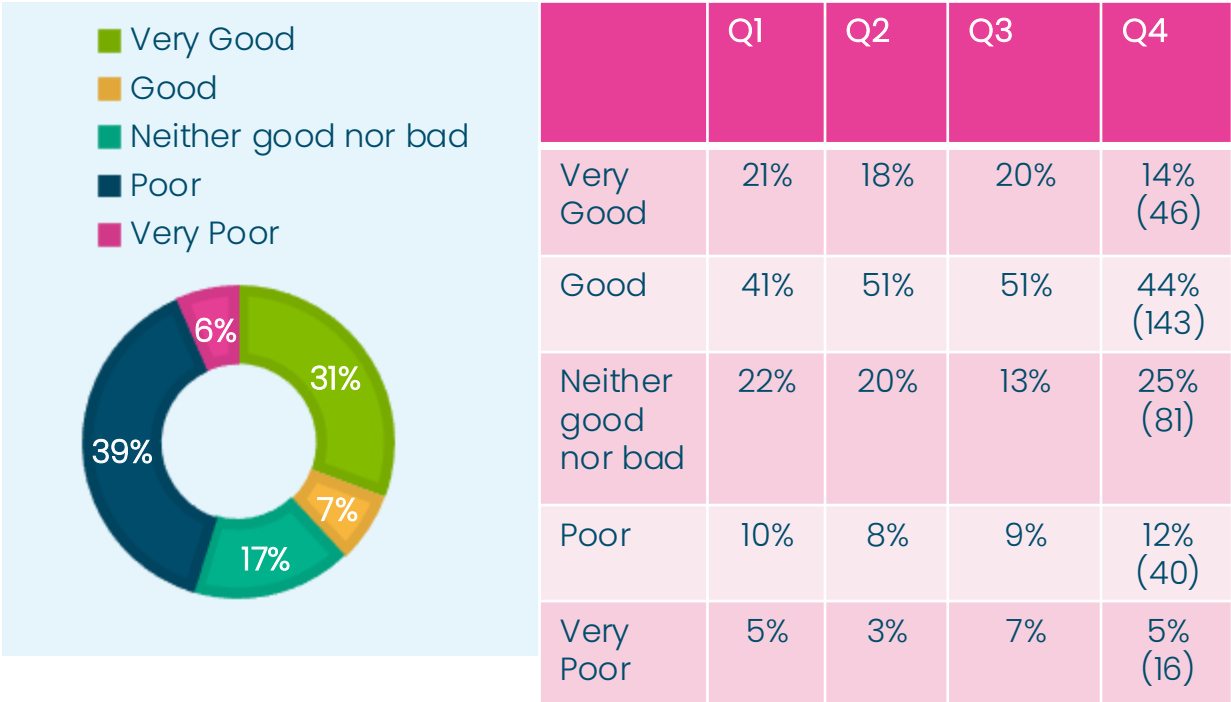
The questions we asked were:

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

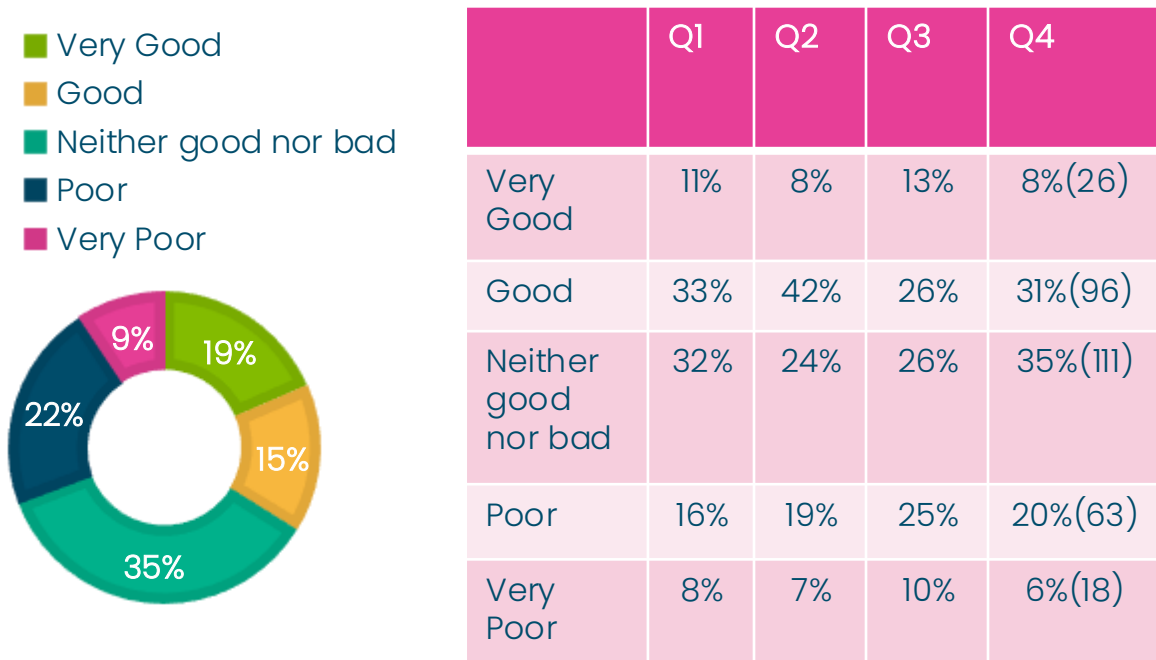
Participants were asked to choose between 1-5\* (Very Poor – Very Good) for all questions.

# Access and Quality Questions

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

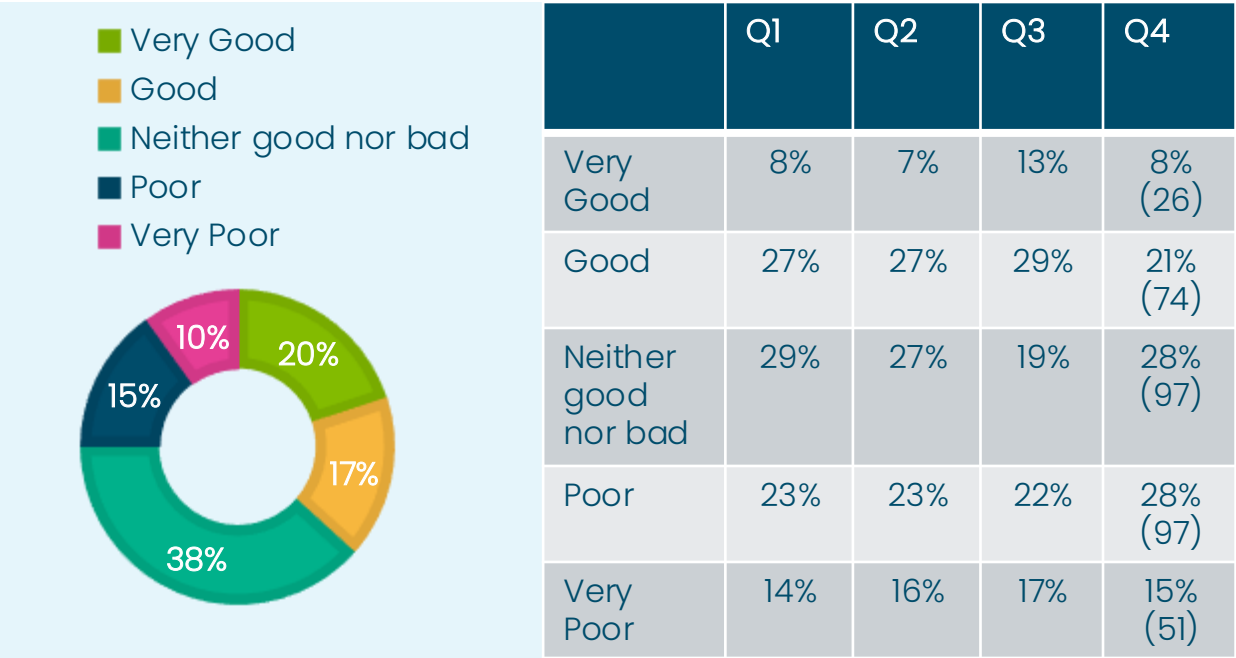


Q2) How do you find getting through to someone on the phone?

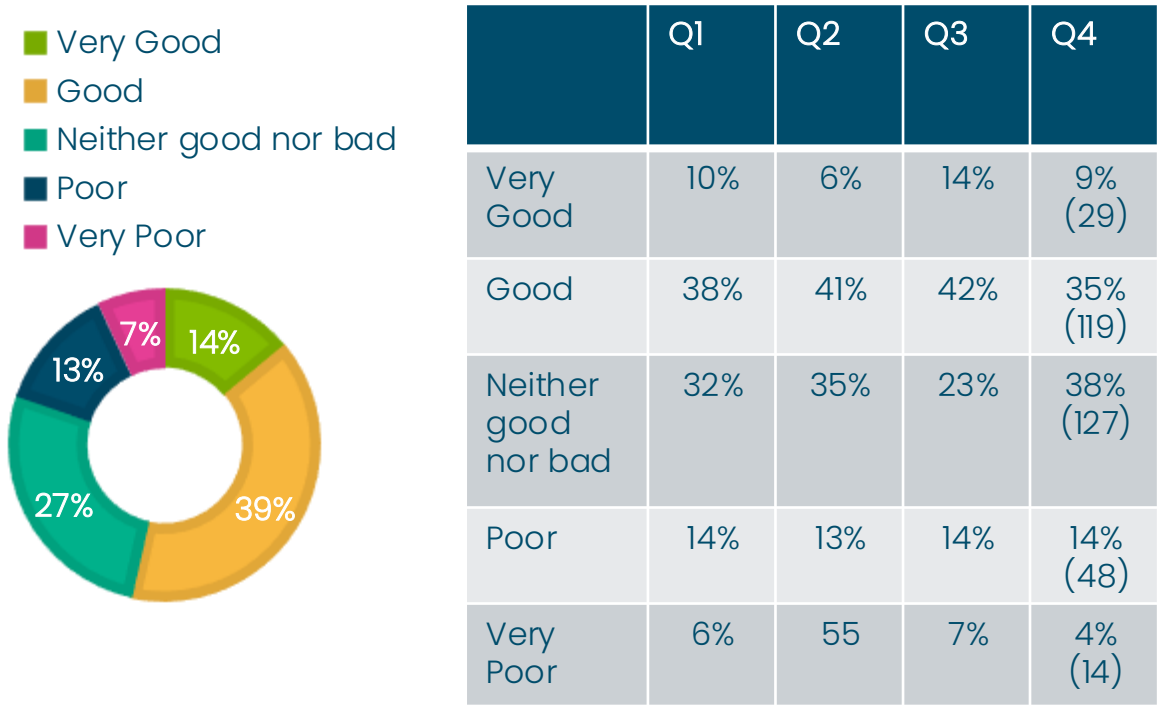




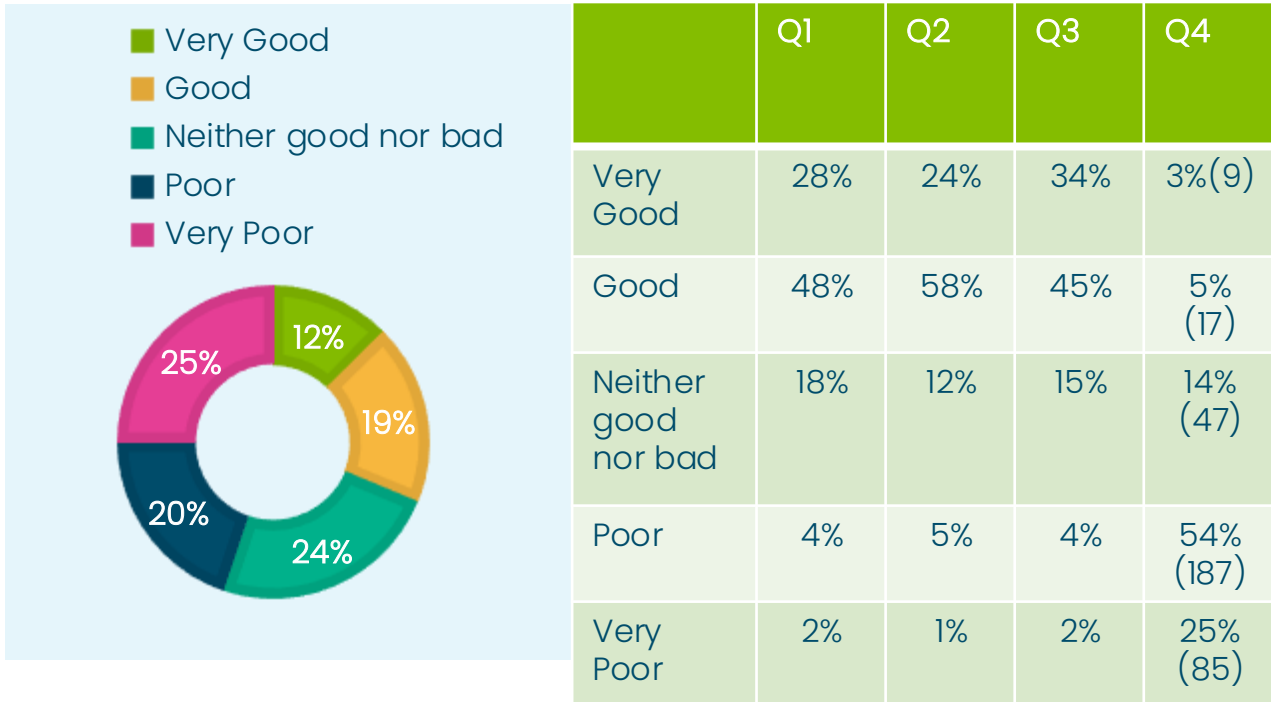
Q3) How do you find the waiting times at the hospital?



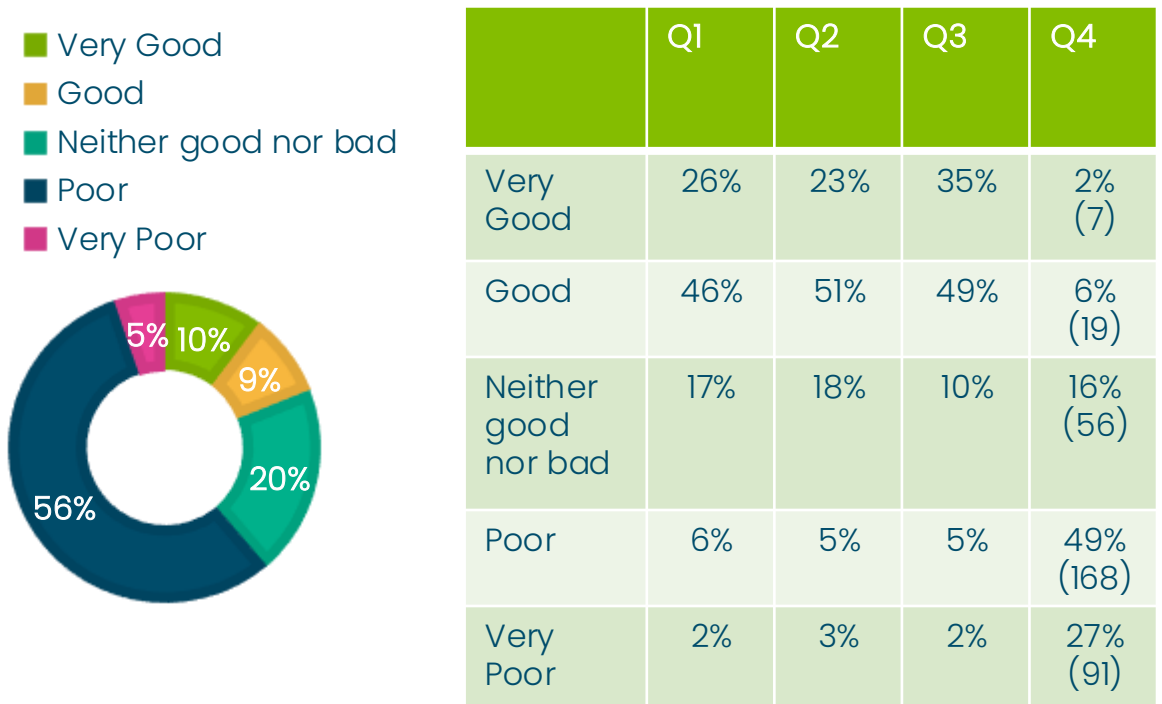
Q4) How do you think the communication is between your hospital and GP practice?



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



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



## Thematic analysis

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

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

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

Top 10 Themes	Positive	Neutral	Negative	Total
Staff Attitudes	181(77%)	32(14%)	21(9%)	234
Waiting Times	52(24%)	142(65%)	23(11%)	217
Getting through on the phone	43(26%)	100(61%)	20(13%)	163
Quality of treatment	126(77%)	24(14%)	14(9%)	164
Communication with patients	79(74%)	23(21%)	5(5%)	107
Referrals (Communication)	18(25%)	43(61%)	14(14%)	71
Referrals (Waiting Time)	34(35%)	54(55%)	10(10%)	98
Appointment Availability	21(55%)	13(34%)	4(11%)	38
Quality of face-2-face	26(90%)	3(10%)	0	29
Communication between Services	10(40%)	14(56%)	1(4%)	25

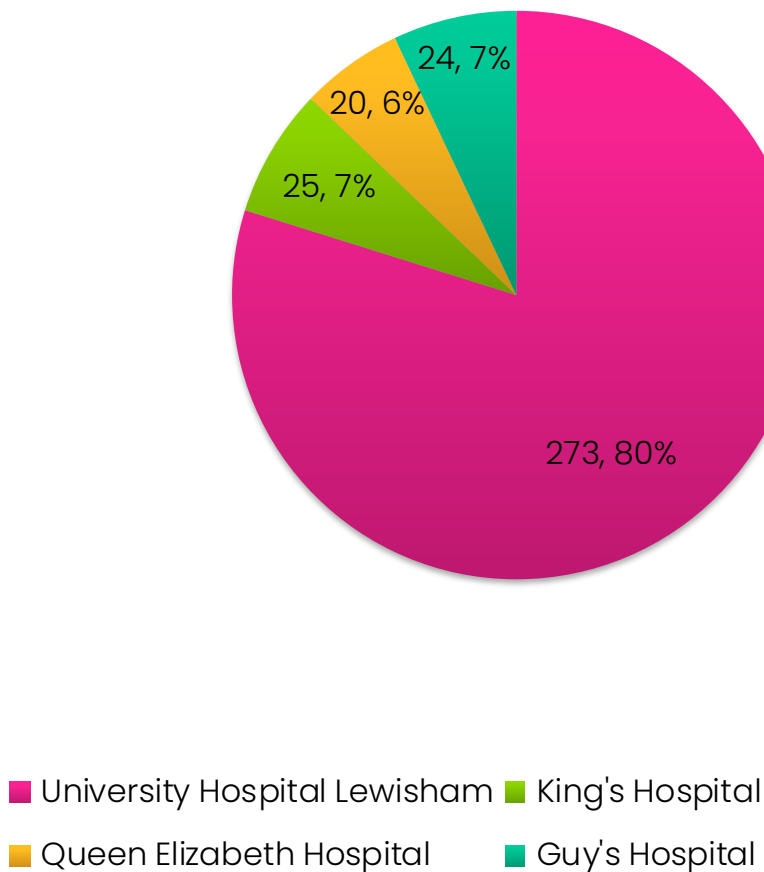
## Hospital Trusts

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

- University Hospital Lewisham
- King's College Hospital
- Queen Elizabeth Hospital
- Guy's Hospital
- Queen Mary's Hospital

Between January and March, the services that received the most reviews were University Hospital Lewisham and King's College Hospital.

### Total Reviews per Hospital



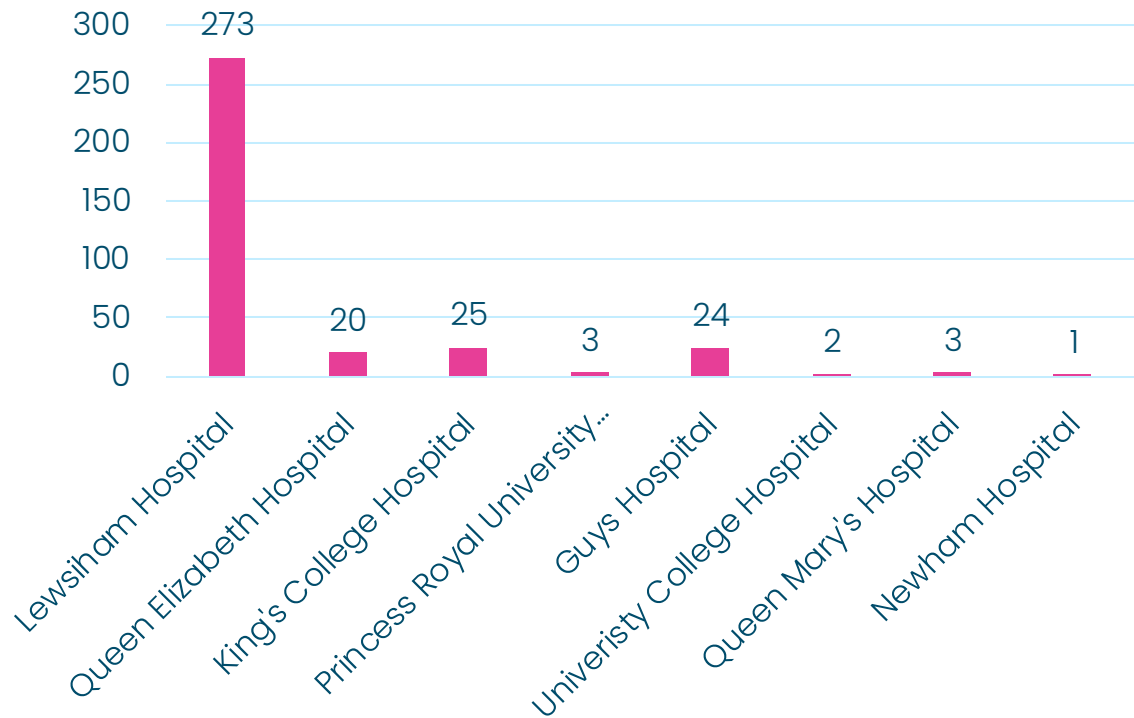
## Reviewed Hospitals

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

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

Between January and March, the hospital that received the most reviews was University Hospital Lewisham. Healthwatch Lewisham visits both, on a weekly basis. Additional patient experiences were collected by the Patient Experience Officer and volunteers through face-to-face engagements and online reviews.

Hospital by number of reviews



In order to understand the variety of experience across the hospitals we have compared the ratings given for access and quality covered in the previous section. Please note that each question has been rated out of 5

(1 – Very Poor 5 –Very Good)

Positive  Neutral  Negative

Name of Hospital	ACCESS (out of 5)			QUALITY (out of 5)		
	To a referral/ appointment	Getting through on the phone	Waiting Times	Of Communication between GP and Hospital	Of Staff attitudes	Of Treatment and Care
<b>University Hospital Lewisham</b> No of reviews: 273	3.4	3.1	2.8	3.3	3.9	3.9
<b>Kings College Hospital</b> No of reviews: 25	4.0	3.1	3.0	3.5	4.3	4.3

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

Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
<b>University Hospital Lewisham</b> No of reviews: 270	3.6	1. Staff attitudes – health professionals	1. Booking appointments
		2. Waiting Times at the premises	2. Getting through on the telephone
		3. Quality of Care/Treatment	3. Staff attitudes – administrative staff
<b>Kings College Hospital</b> No of reviews: 22	3.9	1. Quality of Care/Treatment	1. Booking appointments
		2. Information and Advice	2. Patient Choice
		3. Staffing Levels	3. Appointment availability
<b>Queen Elizabeth Hospital</b> No of reviews: 18	3.8	1. Communication with patients	1. Getting through on the telephone
		2. Staff attitudes	2. Booking appointments
		3. Quality of Care/ Treatment	3. Online consultation

## Emerging or Ongoing Issues

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

### Positive Issues

Q1	Q2	Q3	Q4
Appointment availability	Staff attitudes	Staff attitudes	Staff attitudes
Staff attitudes	Quality of treatment	Quality of treatment	Quality of treatment
Getting through on the phone	Appointment availability	Communication with Patients	Communication with Patients
Communication between services	Waiting Times(Punctuality and queueing on arrival)	Appointment Availability	Waiting Times(punctuality and queueing on arrival)
Waiting Times(punctuality and queueing on arrival)	Communication between services	Waiting Times(Punctuality and queueing on arrival)	Getting through on the phone

### Negative issues

Q1	Q2	Q3	Q4
Waiting Times (punctuality and queuing on arrival)	Waiting Times (punctuality and queuing on arrival)	Waiting Times (punctuality and queuing on arrival)	Waiting Times(punctuality and queueing on arrival)
Getting through on the telephone	Getting through on the telephone	Getting through on the phone	Getting through on the telephone
Appointment Availability	Appointment availability	Communication with patients	Referrals (Waiting Times)
Communication between services	Communication between services	Appointment Availability	Referrals (communications)
Staff Attitudes	Communication with Patient	Communication with services	Staff Attitudes

## Equalities Snapshot

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

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



### Gender

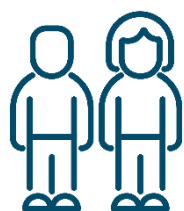
During the last three months, 69% of the men (n.87) we spoke to had a positive experience of University Hospital Lewisham. By comparison, 58% of women (n.119) rated their last hospital visit as 'Good' or 'Very Good.'



### Age

35-44 year olds shared the highest amount (n.81) of positive experiences about hospitals. 52% of all comments praised their services.

The second highest positive reviews came from 45-54 year olds, 68% (n.60) of this feedback was positive.



### Ethnicity

59% of the White British residents (n.137) who shared reviews considered their last hospital experience 'Good' or better.

The next highest was Black African with 66% (n.35) giving positive reviews.



### Disability and Long-Term Conditions

58% (n.25) and 57% (n.53) patients who considered themselves to be disabled or have a long-term condition respectively, gave positive ratings about their hospital care.

The same could not be said for people who did not have a long-term condition, where only 64% (n.142) of them gave positive reviews.



# Appendix



# No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	246 (59%)	132 (32%)	39 (9%)	417
Hospital	209 (61%)	85(25%)	51 (14%)	345
Dentist	105 (80%)	19 (14%)	8 (6%)	132
Pharmacy	67 (80%)	5 (6%)	12 (14%)	83
Optician	30 (97%)	1 (3%)	0	31
Mental Health	18 (85%)	1 (5%)	2 (10%)	21
Urgent Care	8 (80%)	0	2 (20%)	10
Community	7 (100%)	0	0	7
Emergency Care	1(100)	0	0	1
Overall Total	689	243	114	1047

# Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	37%	384
Woman (including trans woman)	61%	633
Non- binary	0%	6
Other	0%	1
Prefer not to say	2%	21
Not provided	0%	3
Total	100%	1048

Ethnicity	Percentage %	No of Reviews
White British	40%	419
Irish/Scottish/Welsh	2%	20
Gypsy or Irish Traveller	0%	0
Roma	1%	7
Any other white background	8%	88
Bangladeshi	1%	13
Chinese	1%	7
Indian	4%	42
Pakistani	0%	6
Any other Asian background/Asian British	6%	59
African	12%	122
Caribbean	8%	84
Any other Black/ Black British	10%	108
Asian and White	1%	8
Black and White	1%	10
Black Caribbean and White	2%	19
Any other Mixed	1%	7
Arab	0%	6
Any other ethnic group	1%	7
Not Provided	1%	16
Total	100%	1048

Age	Percentage %	No of Reviews
Under 18	1%	10
18-24	4%	39
25-34	17%	173
35-44	22%	243
45-54	20%	204
55-64	16%	168
65-74	11%	112
75-84	6%	64
85+	1%	11
Prefer not to say	2%	16
Not provided	0%	8
Total	100%	1048

Disability	Percentage %	No of Reviews
Yes	11%	117
No	86%	896
Prefer not to say	3%	29
Not provided	0%	6
Total	100%	1048

# Demographics

Long-term condition	Percentage %	No of Reviews
Yes	29%	303
No	66%	693
Prefer not to say	3%	30
Not provided	2%	21
Total	100%	1048

Religion	Percentage %	No of Reviews
Buddhist	1%	10
Christian	49%	510
Hindu	6%	60
Jewish	0%	1
Muslim	10%	101
Sikh	0%	0
Spiritualism	0%	4
Agnostic	10%	0
Other religion	1%	15
No religion	23%	239
Prefer not to say	10%	108
Total	100%	1048

Sexual Orientation	Percentage %	No of Reviews
Asexual	1%	15
Bisexual	1%	14
Gay Man	2%	21
Heterosexual/ Straight	84%	880
Lesbian / Gay woman	1%	11
Pansexual	0%	5
Prefer not to say	9%	94
Not provided	1%	8
Total	100%	1048

Pregnancy	Percentage %	No of Reviews
Currently pregnant	3%	35
Currently breastfeeding	2%	21
Given birth in the last 26 weeks	3%	34
Prefer not to say	12%	129
Not relevant	80%	829
Total	100%	1048

# Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	1%	14
Not in employment & Unable to work	8%	82
Not in Employment/ not actively seeking work - retired	15%	153
Not in Employment (seeking work)	4%	42
Not in Employment (Student)	3%	31
Paid: 16 or more hours/week	48%	510
Paid: Less than 16 hours/week	7%	72
On maternity leave	11%	113
Prefer not to say	2%	20
Not provided	1%	10
<b>Total</b>	<b>100%</b>	<b>1048</b>

Unpaid Carer	Percentage %	No of Reviews
Yes	8%	85
No	80%	837
Prefer not to say	10%	103
Not provided	2%	23
<b>Total</b>	<b>100%</b>	<b>1025</b>

Area of the borough	Percentage %	No of Reviews
Bellingham Ward	10%	110
Blackheath Ward	1%	10
Brockley Ward	2%	25
Catford South Ward	10%	105
Crofton Park Ward	2%	16
Deptford Ward	7%	70
Downham Ward	3%	35
Evelyn Ward	1%	7
Forest Hill Ward	4%	42
Grove Park Ward	3%	34
Hither Green Ward	2%	26
Honor Oak Ward	0%	1
Ladywell Ward	2%	20
Lee Green Ward	4%	46
Lewisham Central Ward	22%	226
New Cross Gate Ward	4%	45
Perry Vale Ward	1%	13
Rushey Green Ward	3%	34
Sydenham Ward	4%	40
Telegraph Hill Ward	0%	4
Out of Borough	7%	77
Prefer not to say	6	66
<b>Total</b>	<b>100%</b>	<b>1048</b>



# healthwatch

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