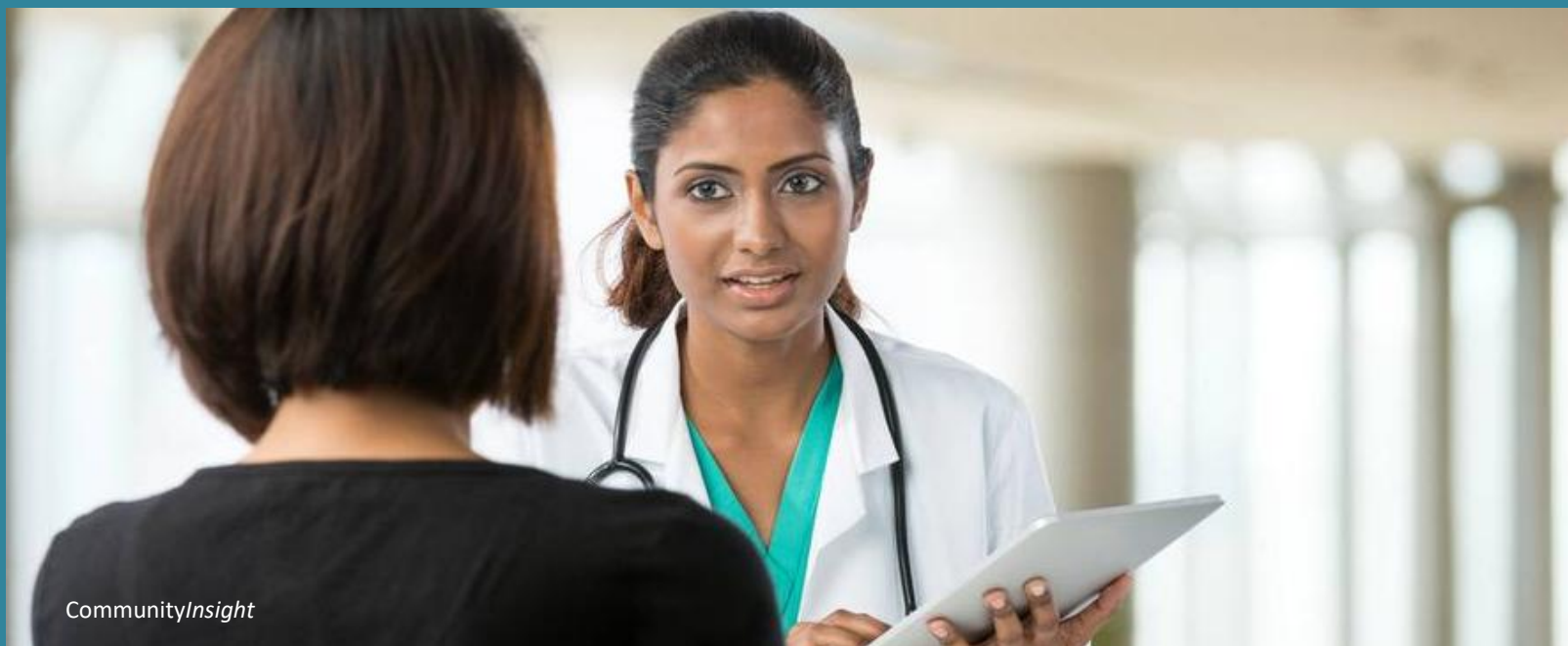


The Experience of Hospital Services

Charing Cross, Hammersmith, Queen Charlotte (and other services)



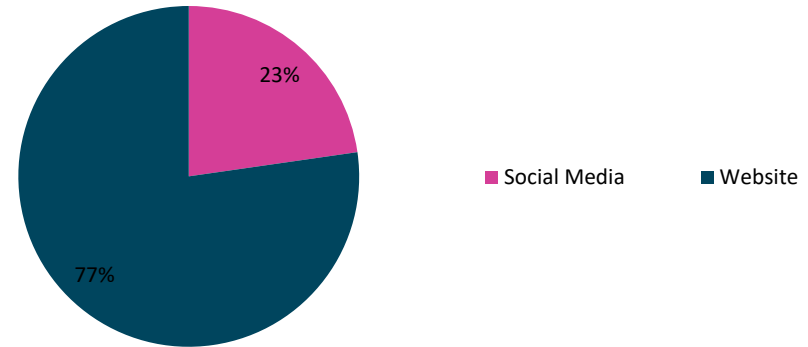
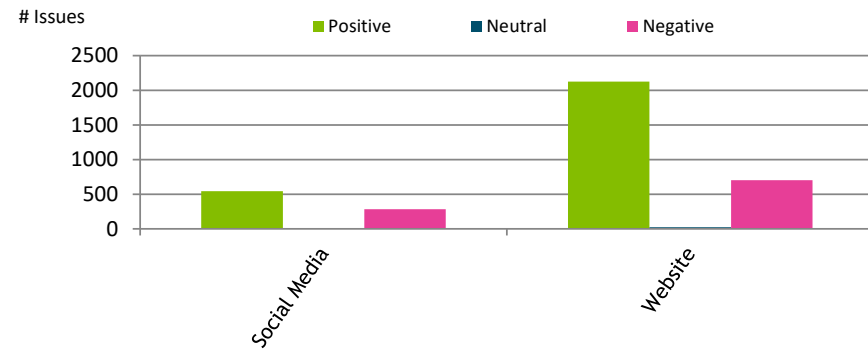
Healthwatch is your local independent health and social care champion. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of local hospitals.

Reporting Period: 1 January - 31 December 2025

1. Data Source: Where did we collect the feedback?

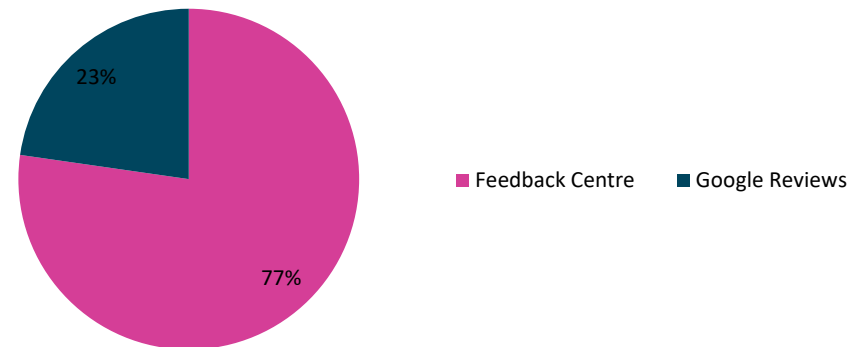
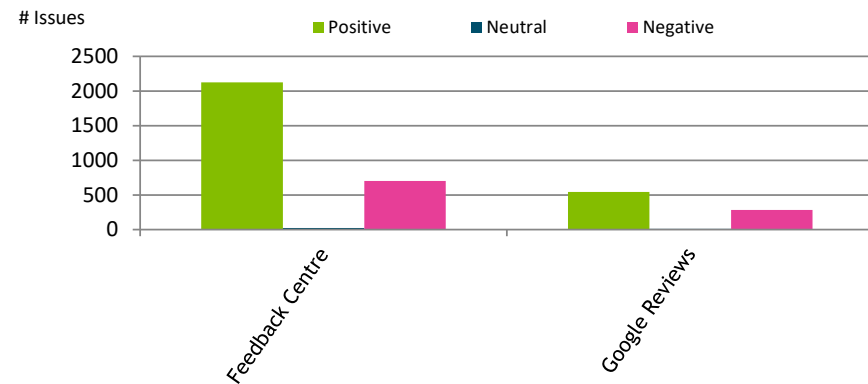


1.1 Source: 3686 issues from 1324 people



Sources providing the most comments overall

1.2 Origin

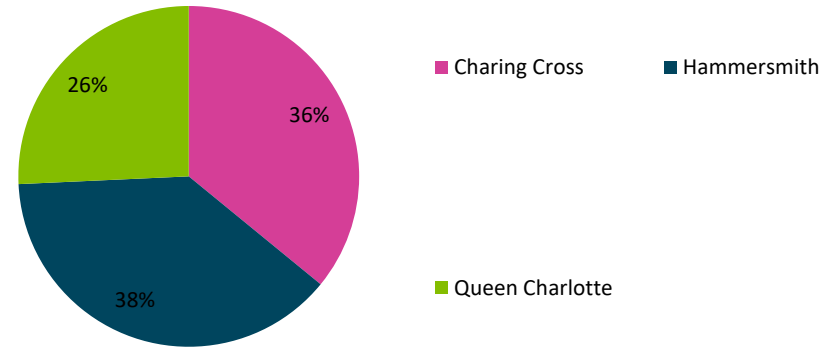
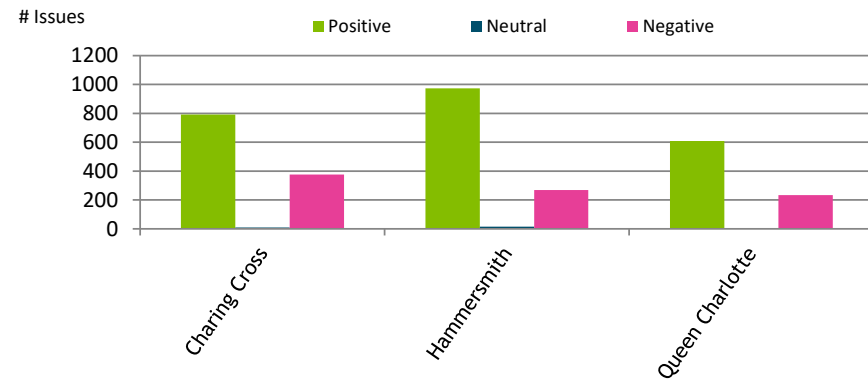


Origins providing the most comments overall

1. Data Source: Where did we collect the feedback?



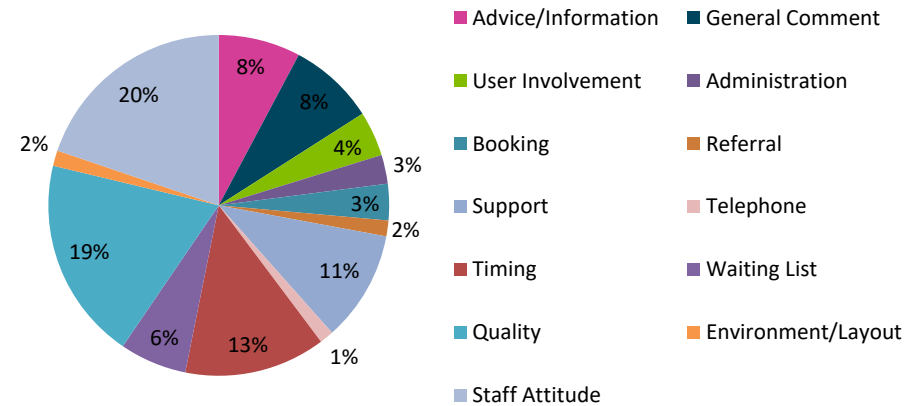
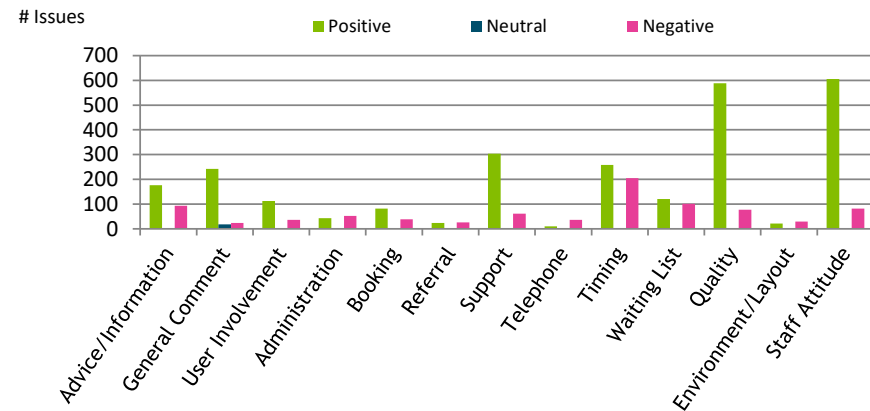
1.3 Feedback by Hospital



2. Top Trends: Which service aspects are people most commenting on?

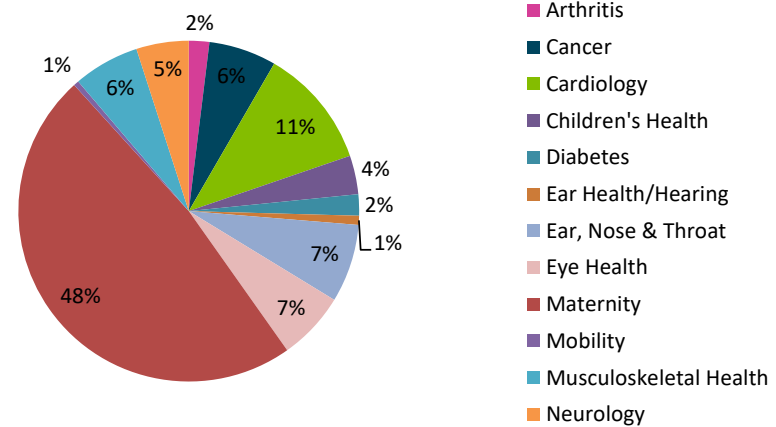
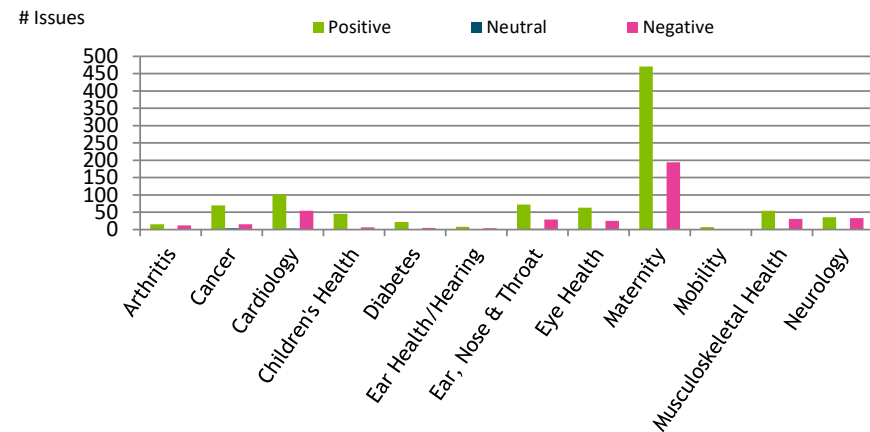


2.1 Service aspects: 3686 issues from 1324 people



Issues receiving the most comments overall. See pages 20-21 for issue descriptions.

2.2 Stated medical conditions

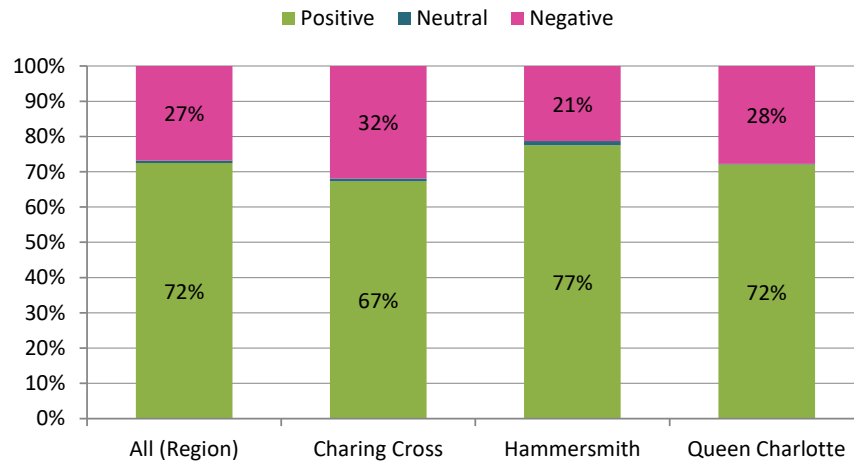


Medical conditions receiving the most comments overall

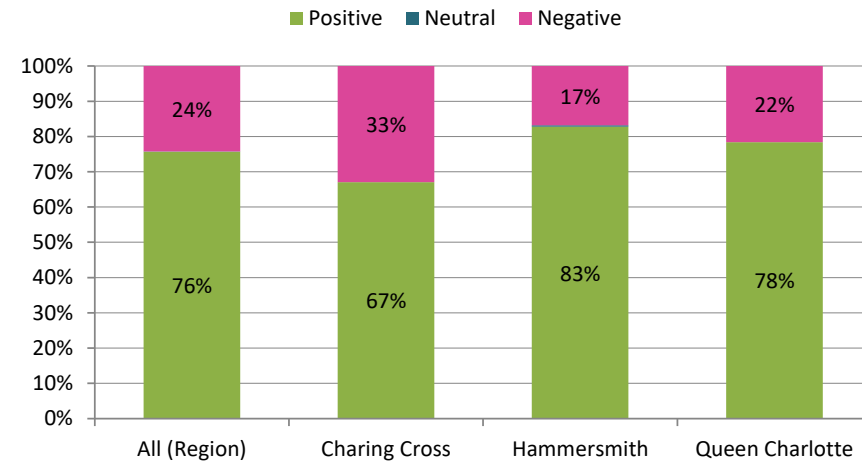
3. Sentiment: On the whole, how do people feel about services?



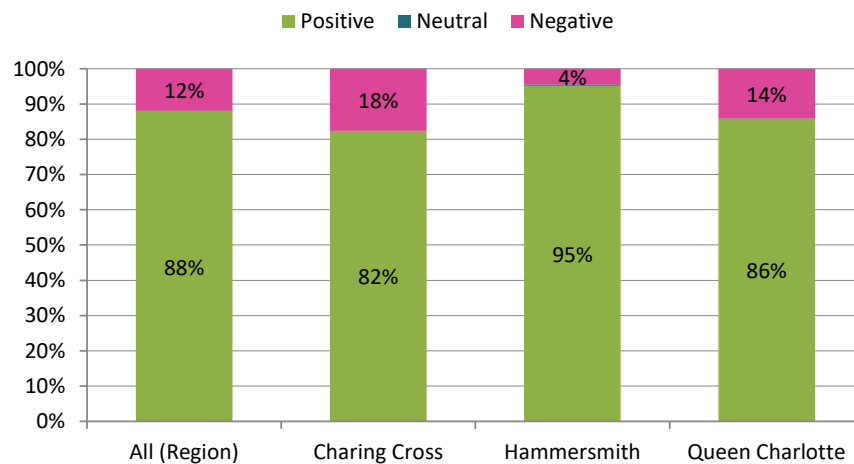
3.1 How do people feel as a whole?



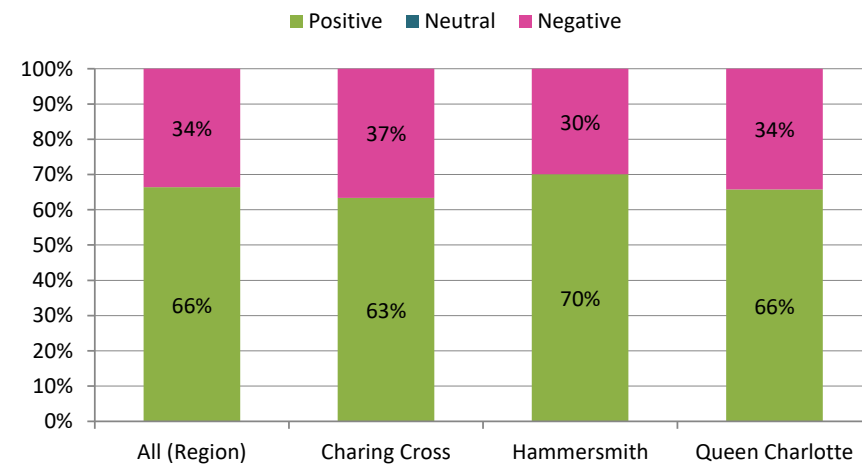
3.2 How well informed, involved and supported do people feel?



3.3 How do people feel about general quality and empathy?



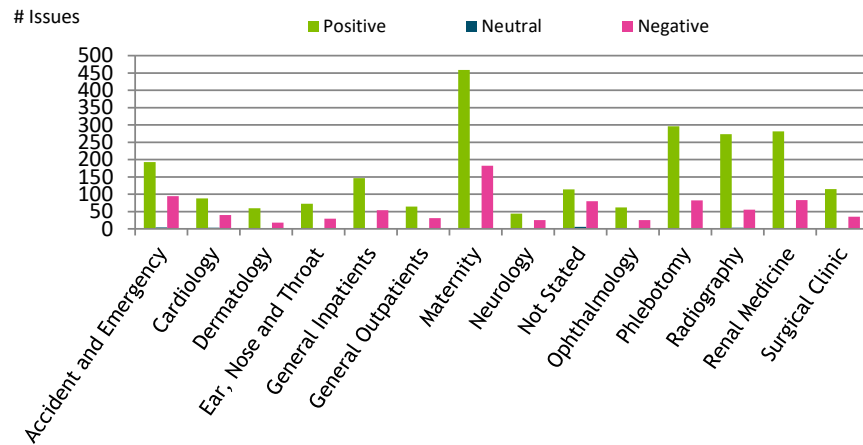
3.4 How do people feel about general access to services?



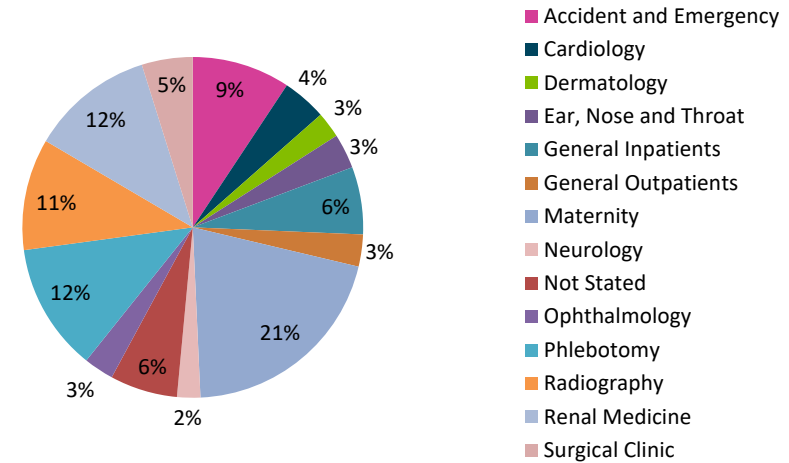
4. Trends: Which departments are people most commenting on?



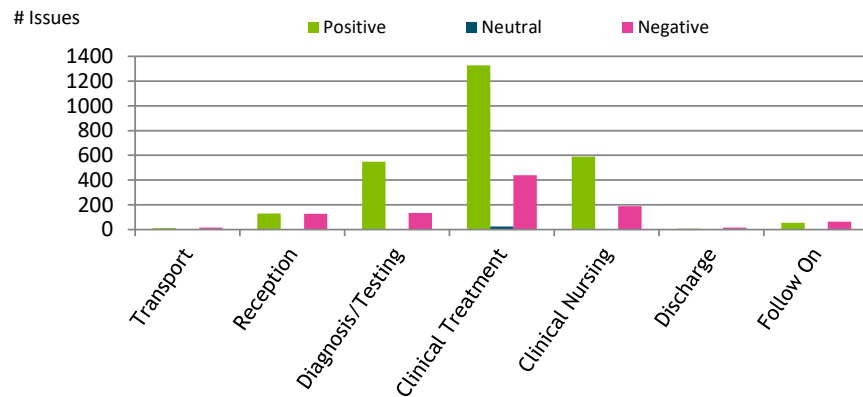
4.1 Departments (3686 issues)



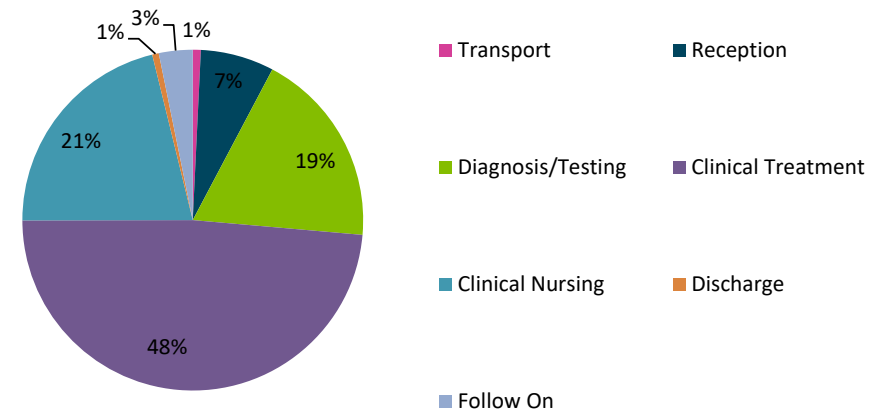
Departments receiving the most comments overall



4.2 Breakdown of care pathway locations (more on pages 13-19)



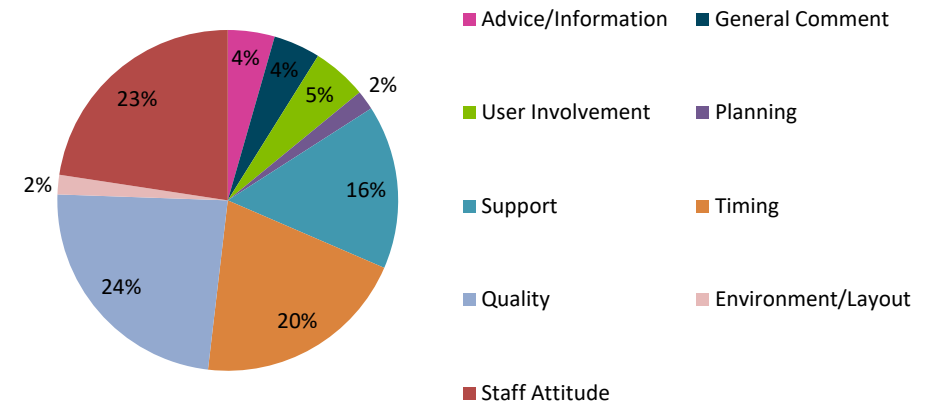
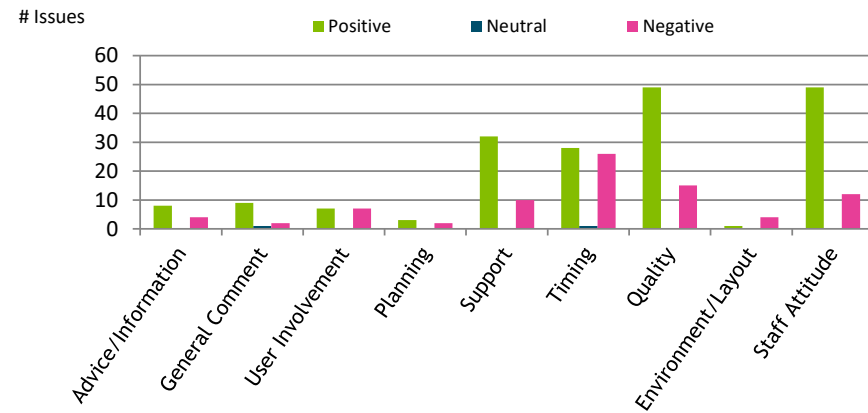
Care pathway locations



5. Trends: A&E Departments

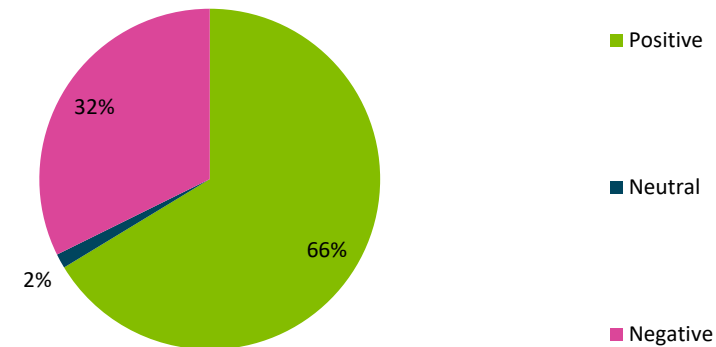
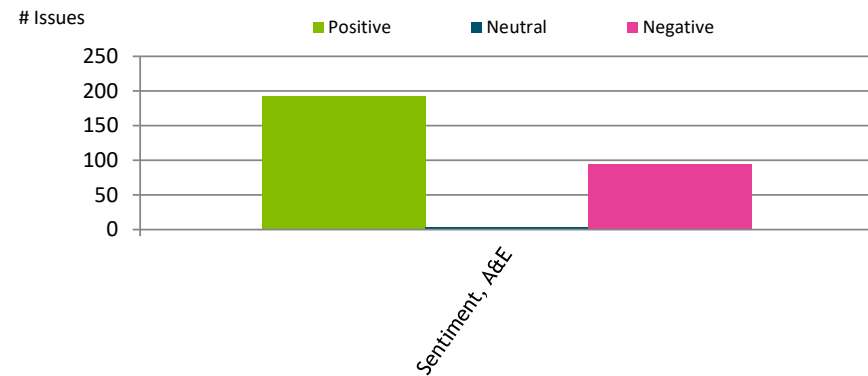


5.1 Trends, A&E (291 issues from 98 people)



Issues receiving the most comments overall

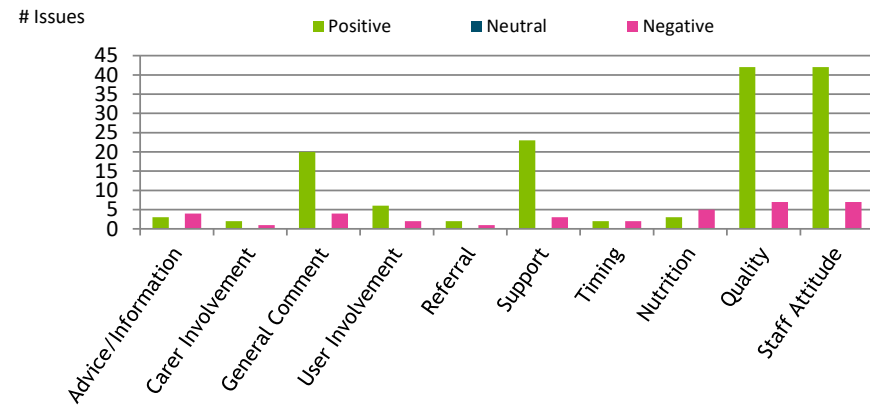
5.2 Sentiment, A&E



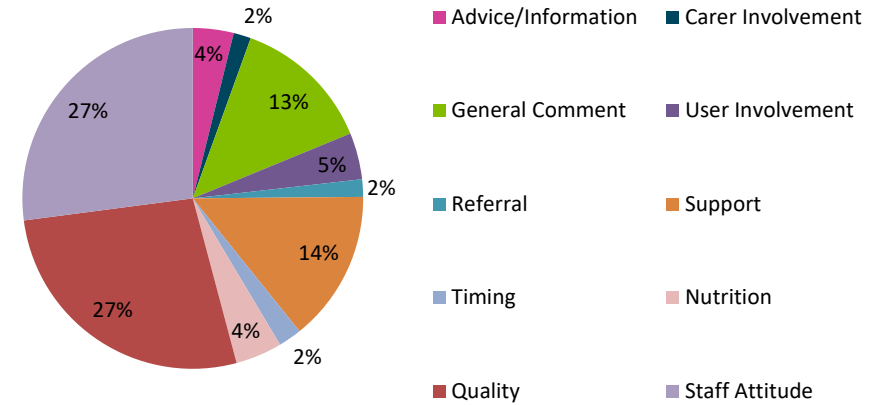
5. Trends: Inpatients (General)



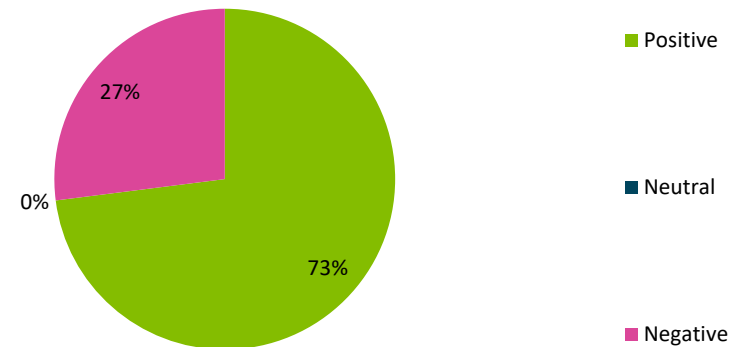
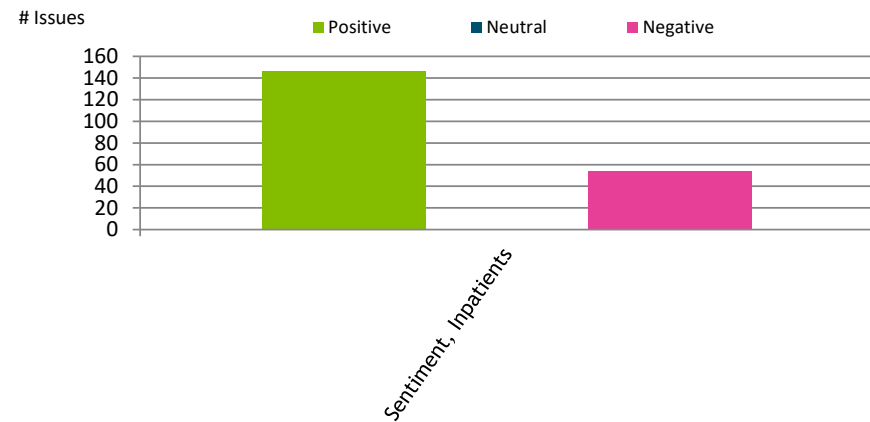
5.3 Trends, General Inpatients (200 issues from 69 people)



Issues receiving the most comments overall



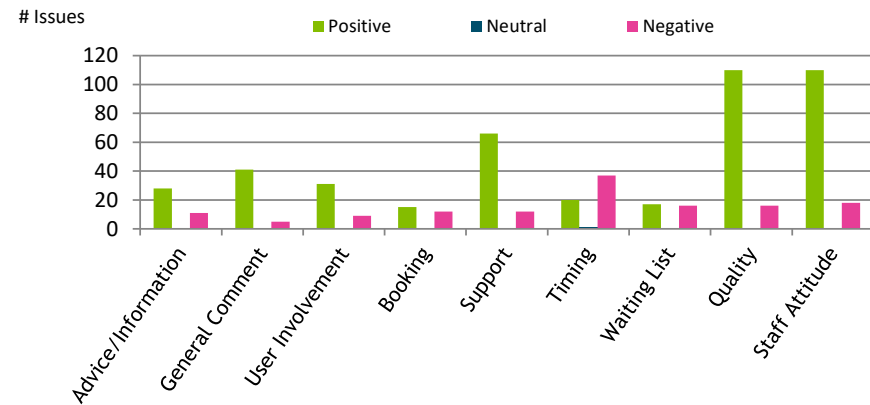
5.4 Sentiment, General Inpatients



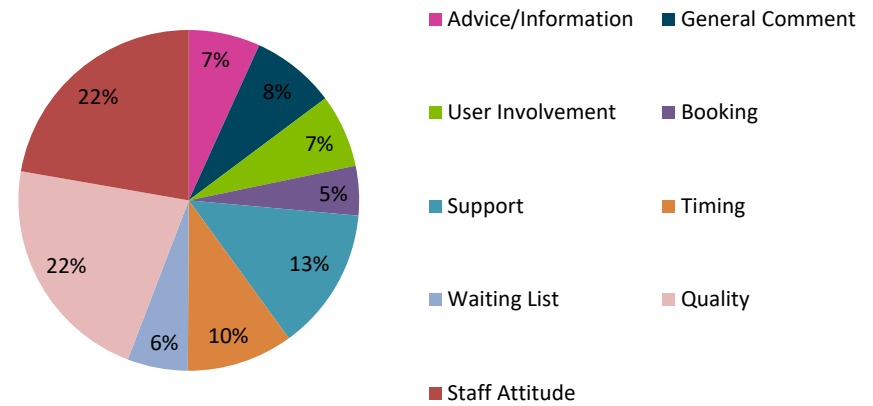
5. Trends: Maternity



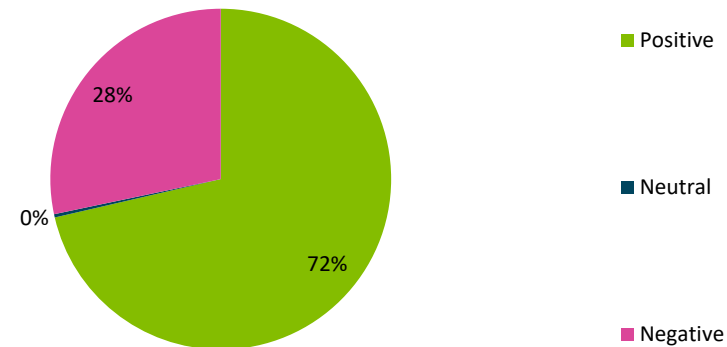
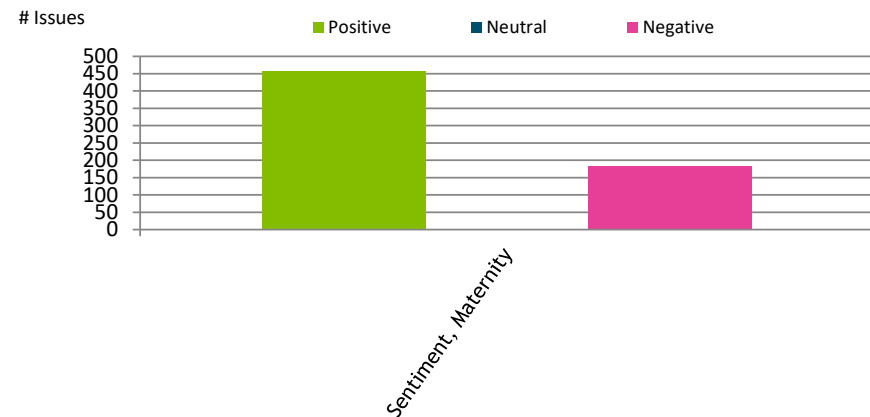
5.5 Trends, Maternity (643 issues from 208 people)



Issues receiving the most comments overall



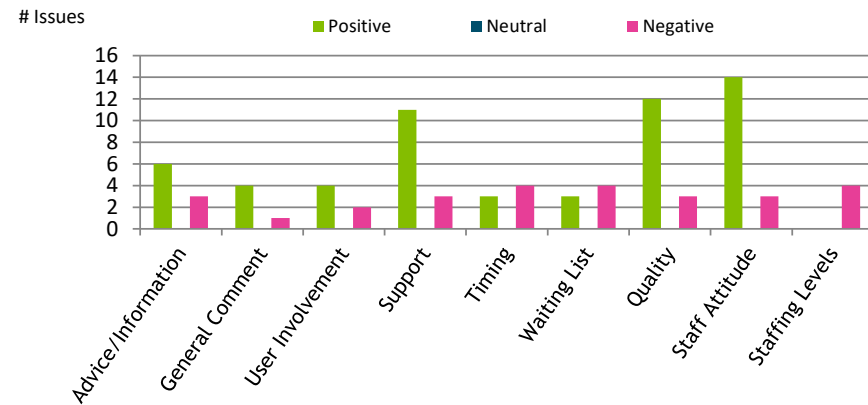
5.6 Sentiment, Maternity



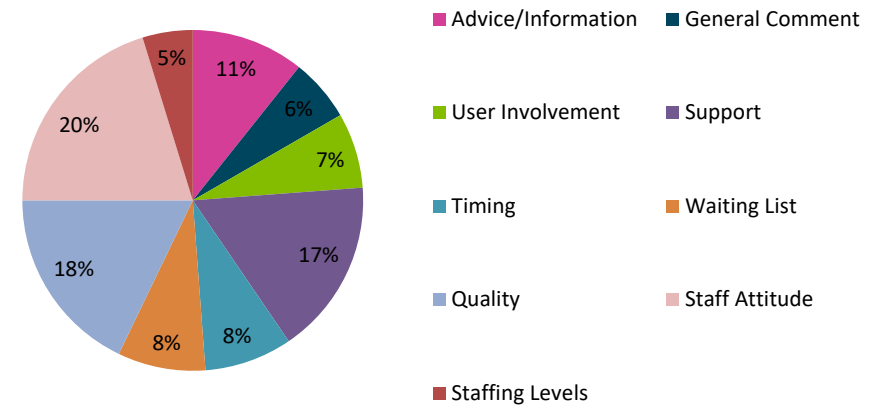
5. Trends: Outpatients (General)



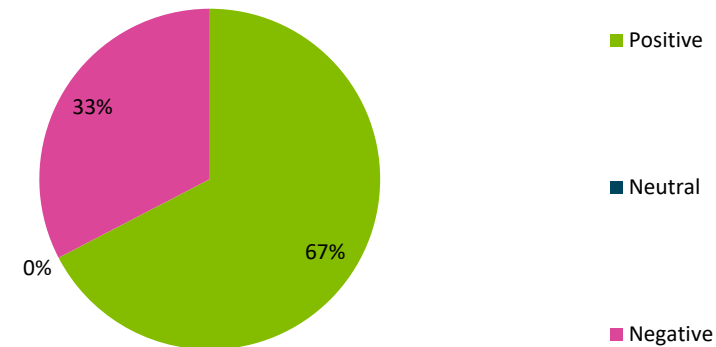
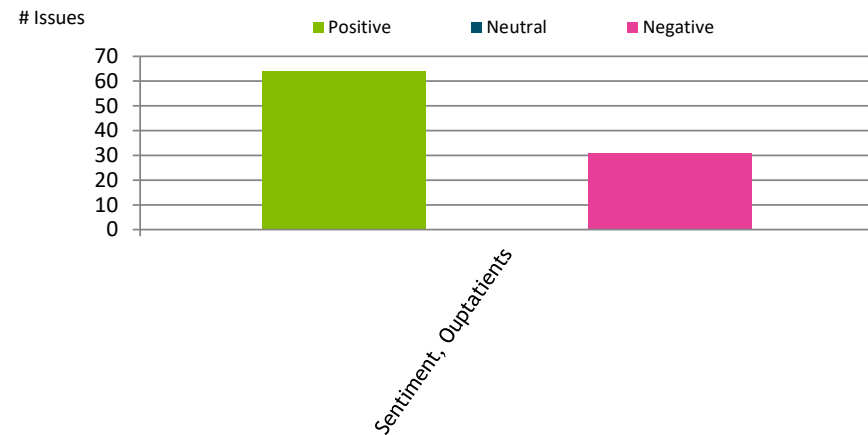
5.7 Trends, Outpatients (95 issues from 30 people)



Issues receiving the most comments overall



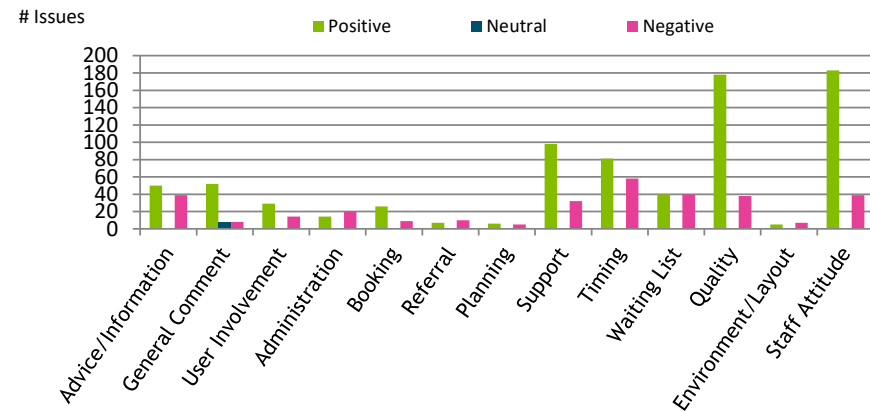
5.8 Sentiment, Outpatients



6. Trends by Hospital

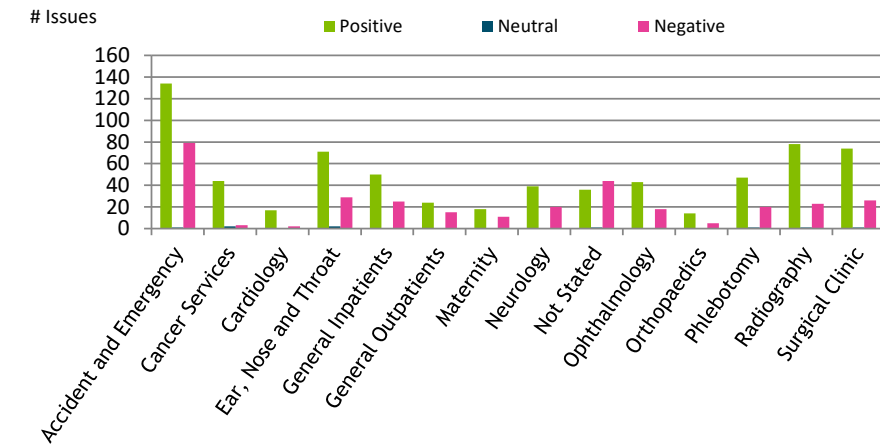


6.1 Trends, Charing Cross Hospital (1177 issues from 399 people)



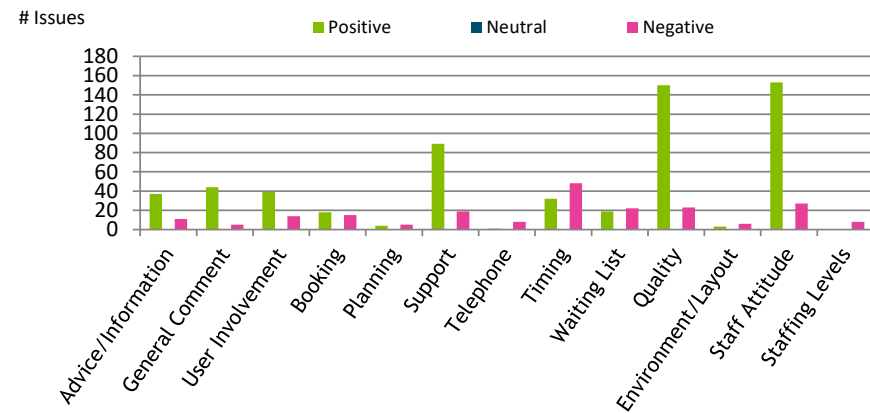
Issues receiving the most comments overall

6.1.1 Departments, Charing Cross Hospital



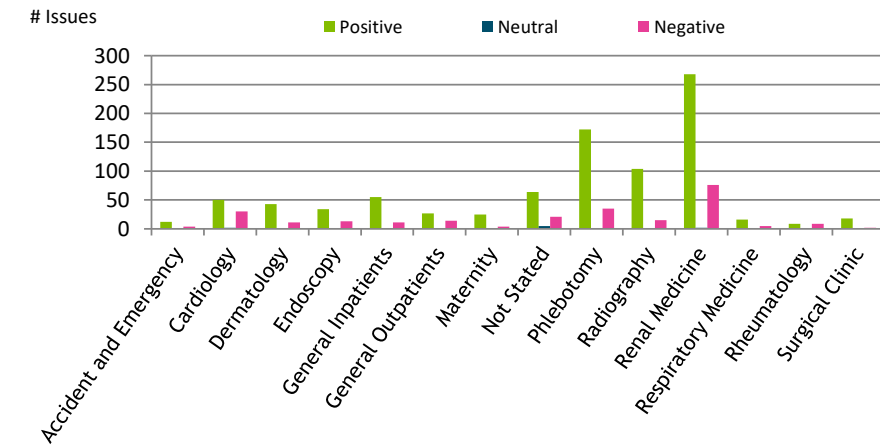
Top departments displayed

6.2 Trends, Hammersmith Hospital (1257 issues from 482 people)



Issues receiving the most comments overall

6.2.1 Departments, Hammersmith Hospital

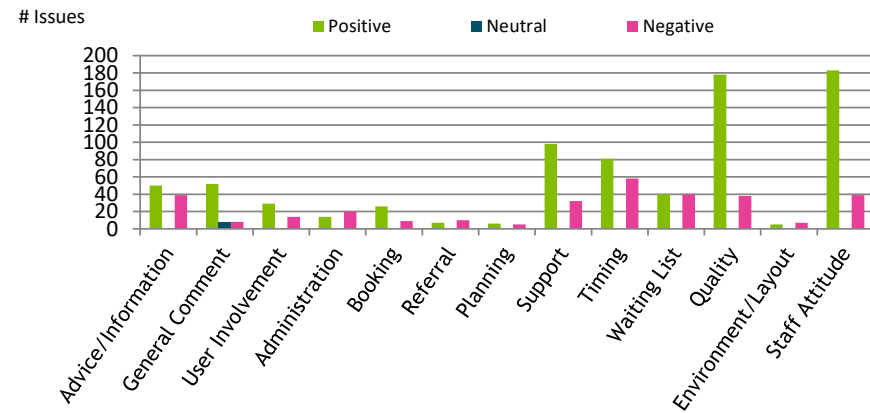


Top departments displayed

6. Trends by Hospital

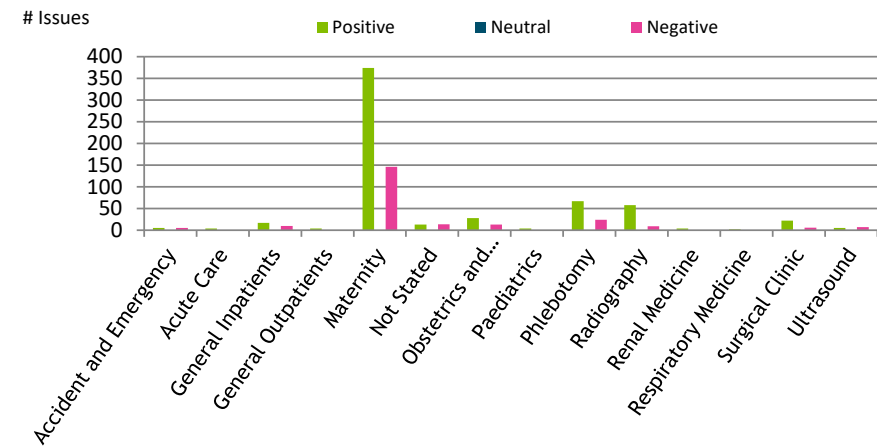


6.3 Trends, Queen Charlotte Hospital (843 issues from 269 people)



Issues receiving the most comments overall

6.3.1 Departments, Queen Charlotte Hospital

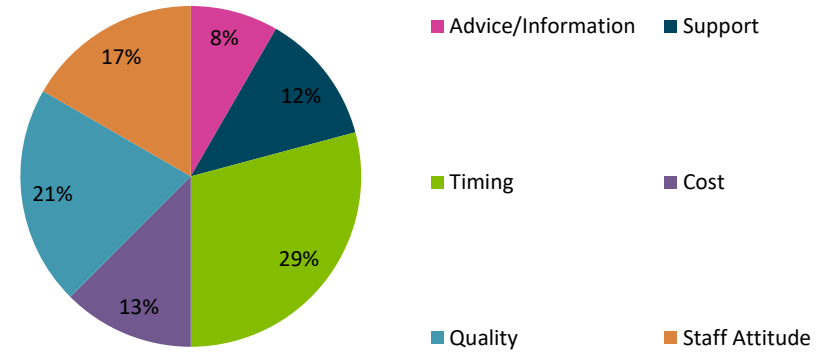
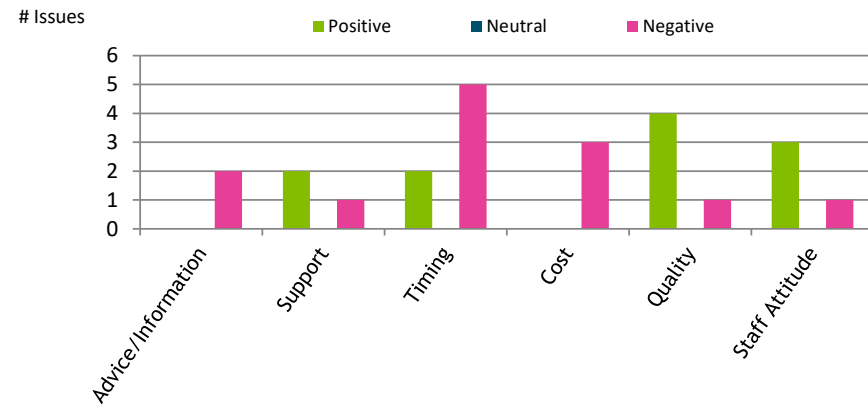


Top departments displayed

7. Care Pathway: Transport (ability to get to-and-from services)

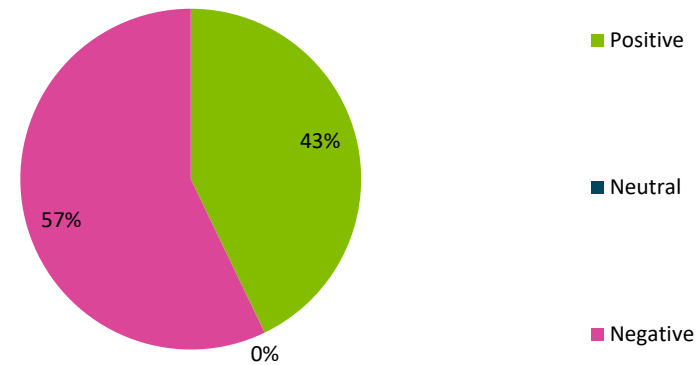
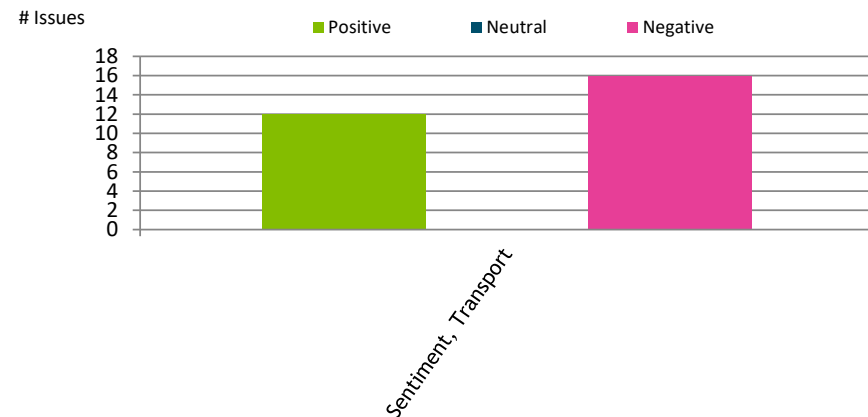


7.1 Trends, Transport (28 issues)



Issues receiving the most comments overall

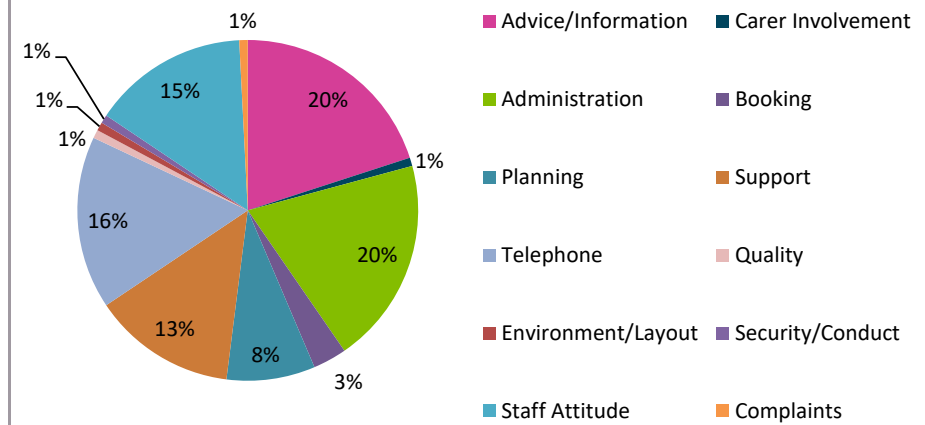
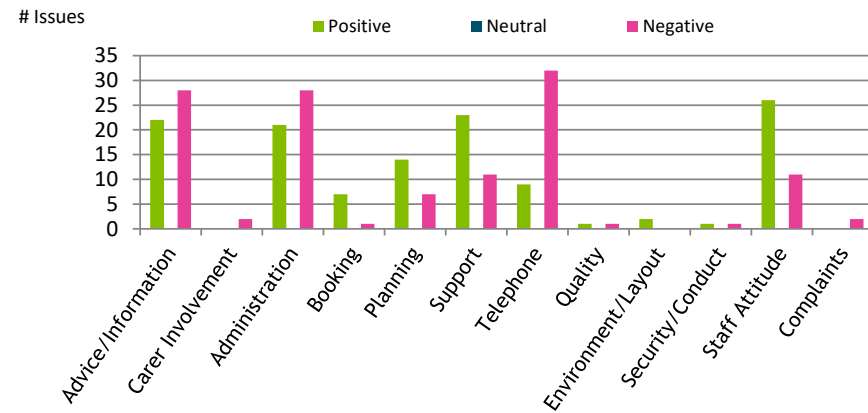
7.2 Sentiment, Transport



7. Care Pathway: Reception (reception services including back-office)

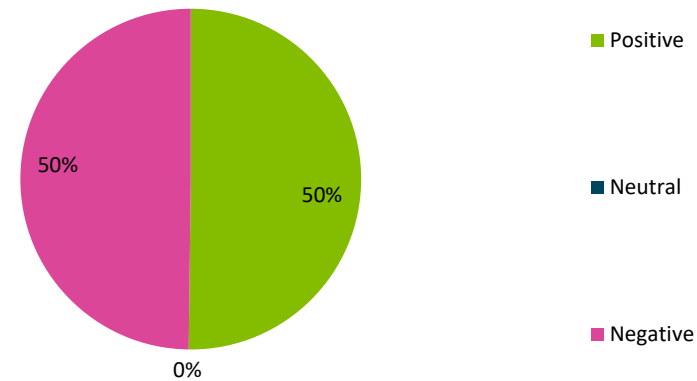
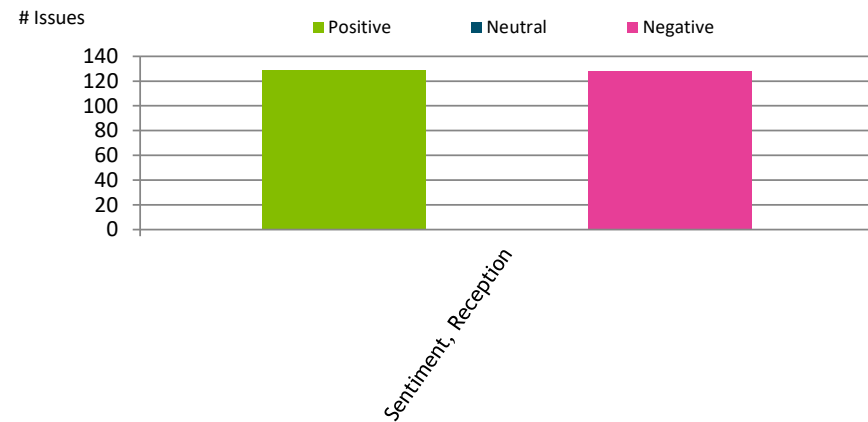


7.3 Trends, Reception (257 issues)



Issues receiving the most comments overall

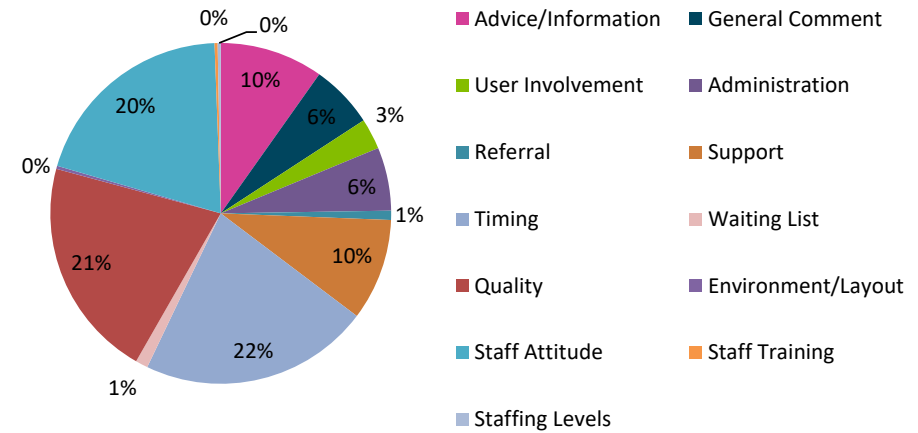
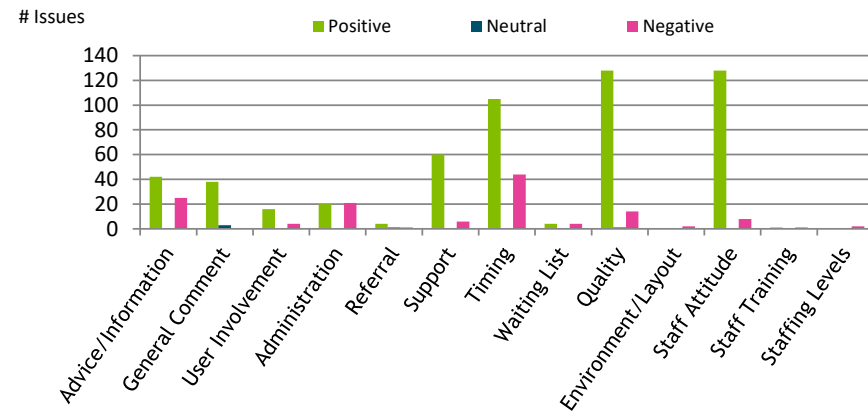
7.4 Sentiment, Reception



7. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)

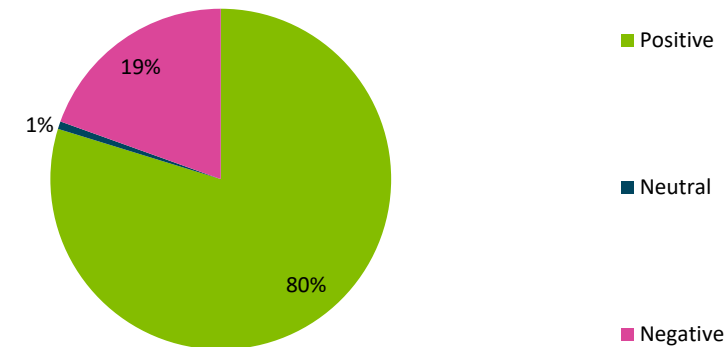
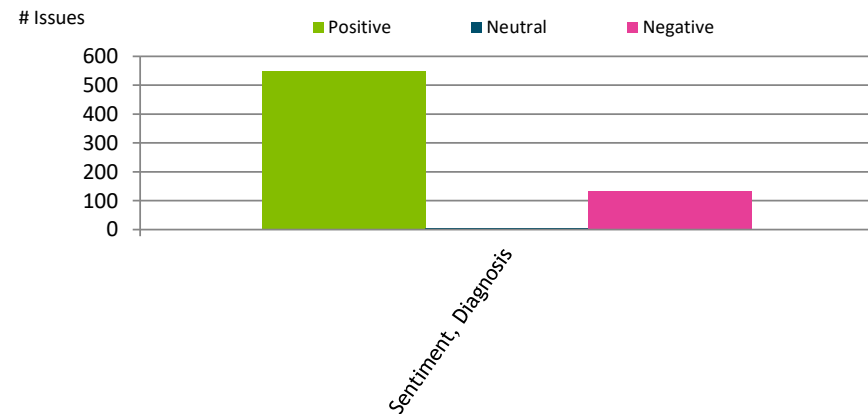


7.5 Trends, Diagnosis/Testing (687 issues)



Issues receiving the most comments overall

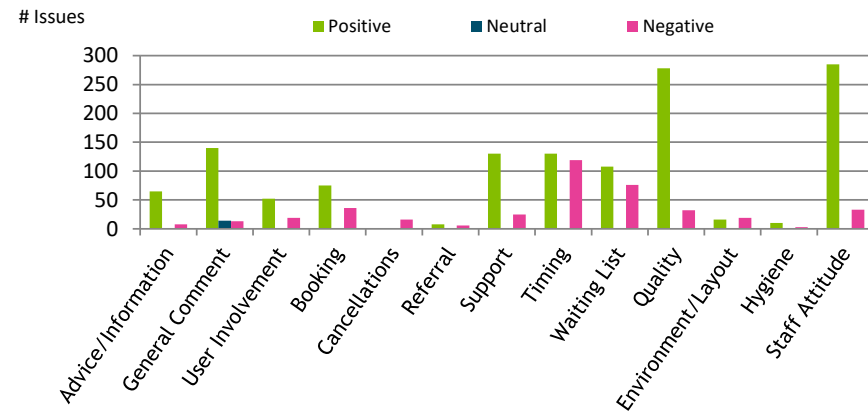
7.7 Sentiment, Diagnosis/Testing



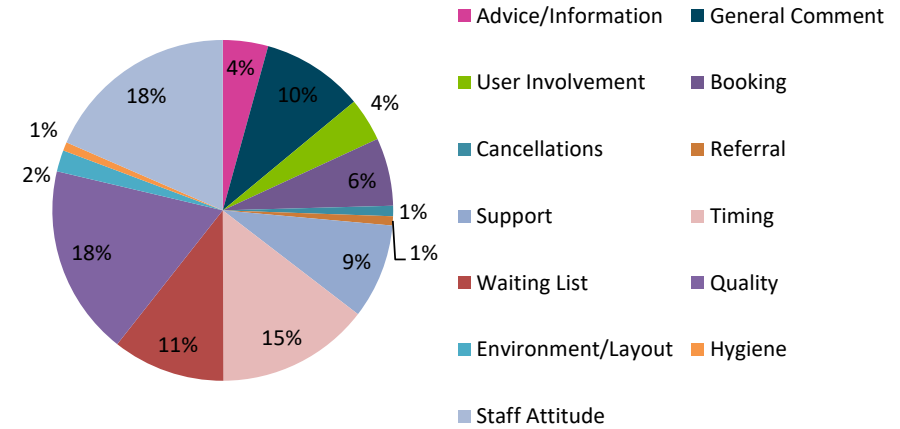
7. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)



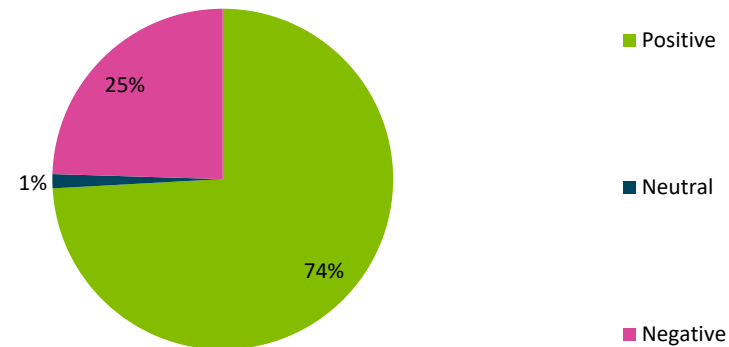
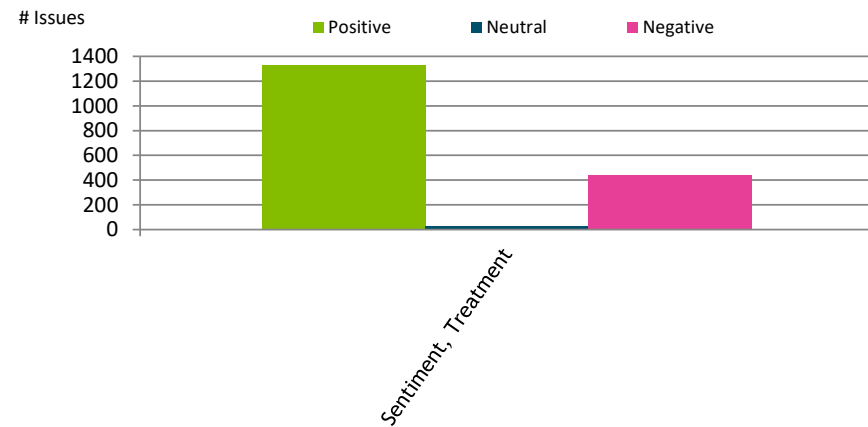
7.7 Trends, Clinical Treatment (1790 issues)



Issues receiving the most comments overall



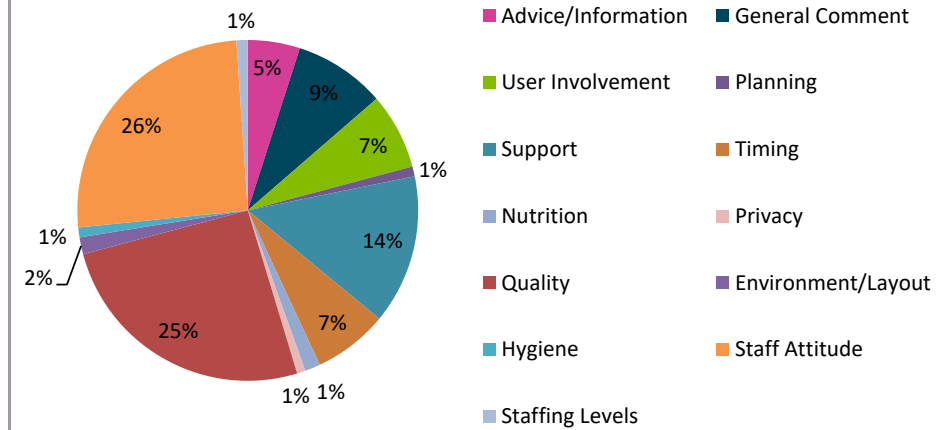
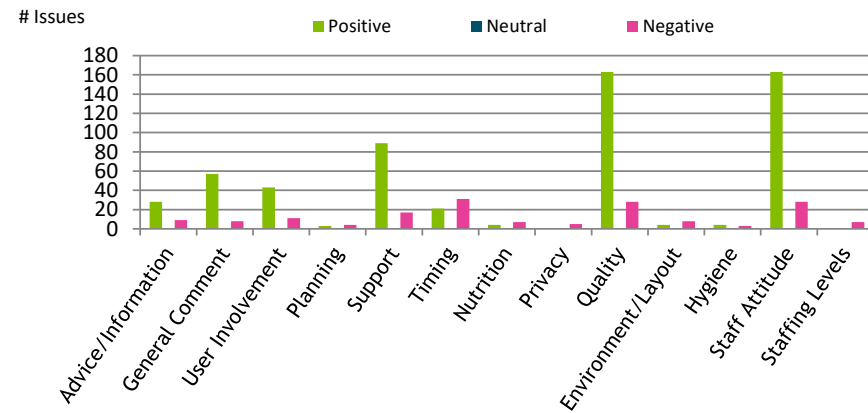
7.8 Sentiment, Clinical Treatment



7. Care Pathway: Clinical Nursing (care provided by trained nurses)

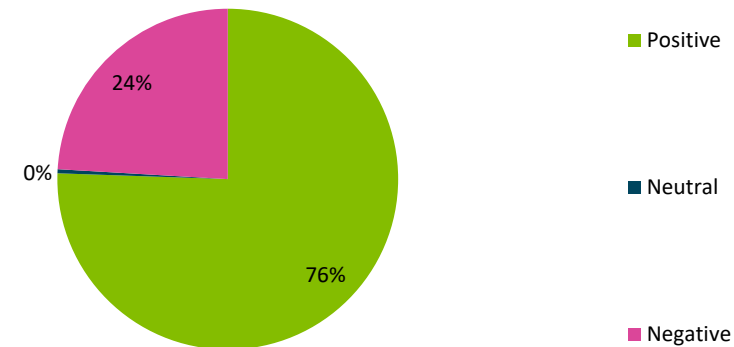
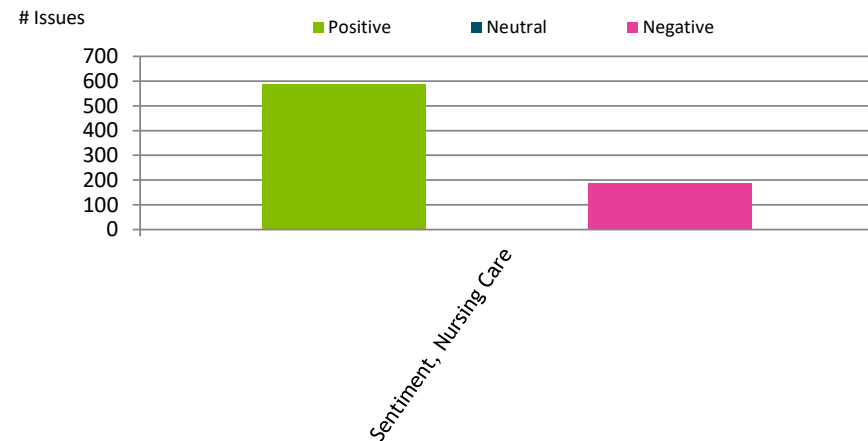


7.9 Trends, Clinical Nursing (23 issues)



Issues receiving the most comments overall

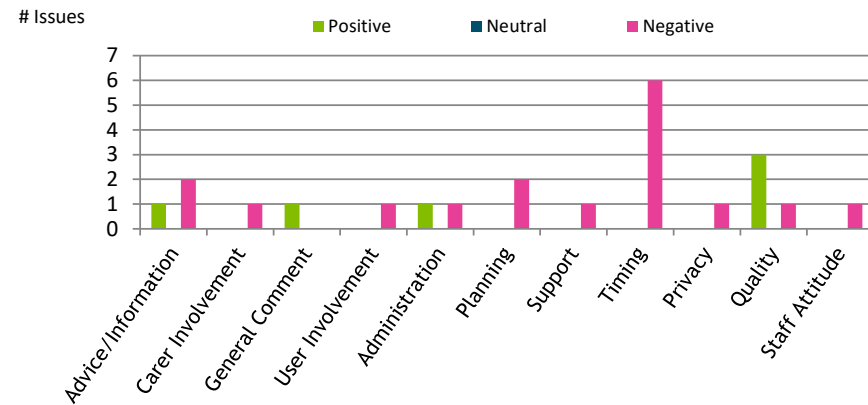
7.10 Sentiment, Clinical Nursing



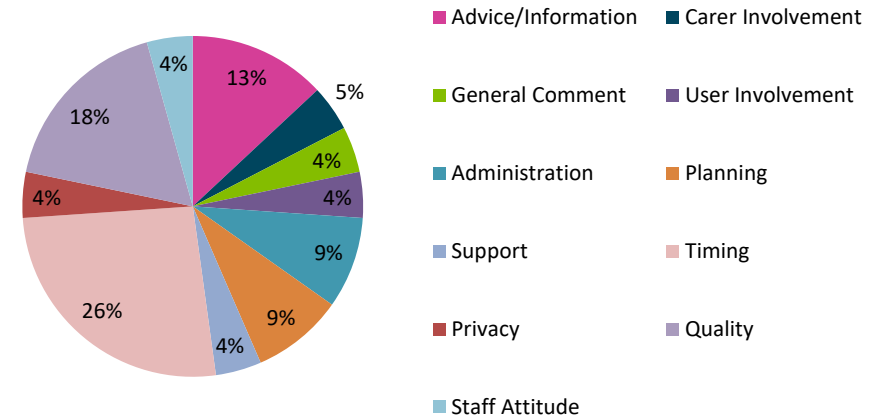
7. Care Pathway: Discharge (discharge from a service)



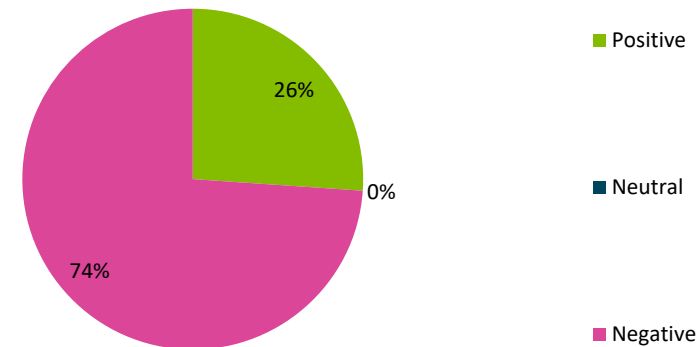
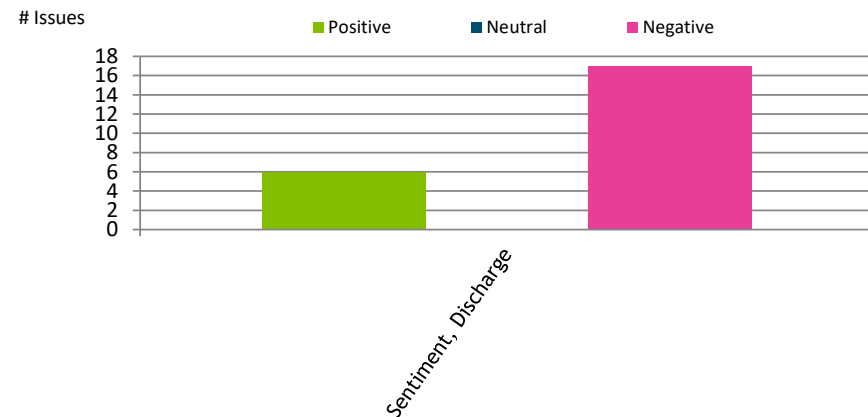
7.11 Trends, Discharge (23 issues)



Issues receiving the most comments overall



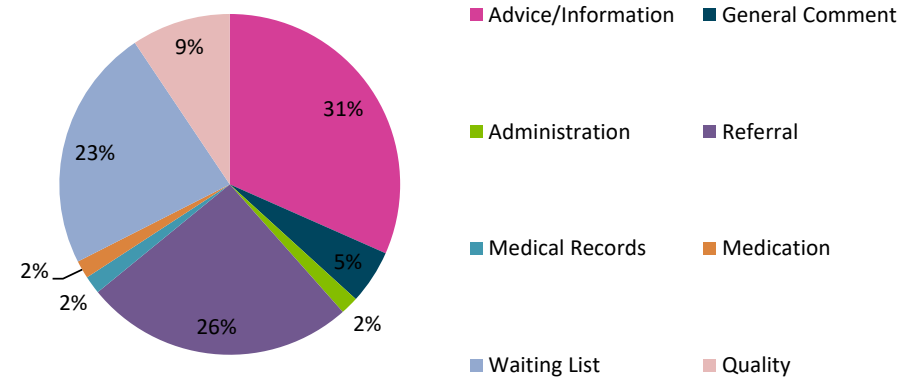
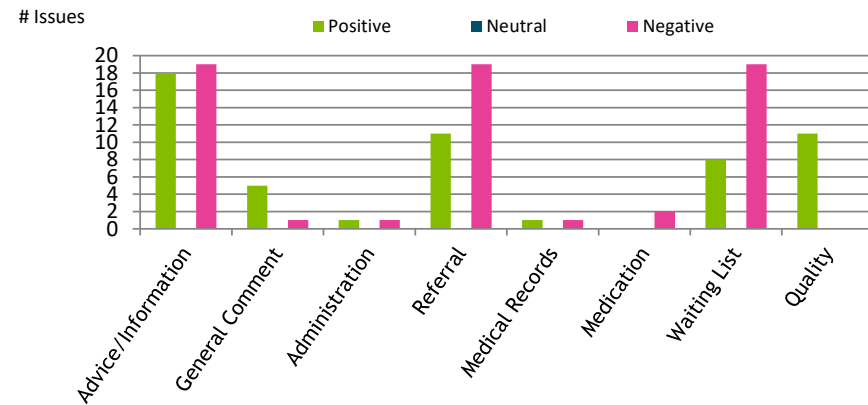
7.12 Sentiment, Discharge



7. Care Pathway: Follow On (supplementary services following discharge, including care packages)

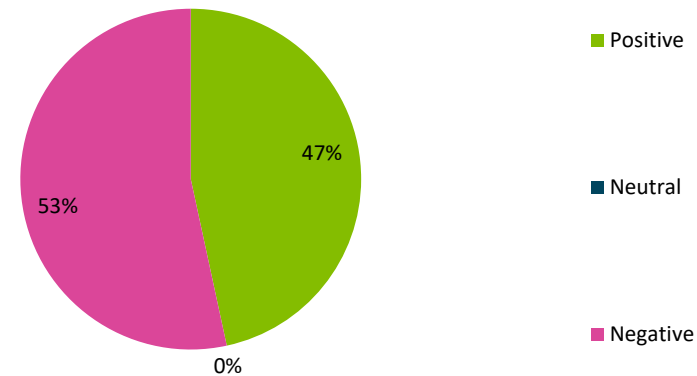
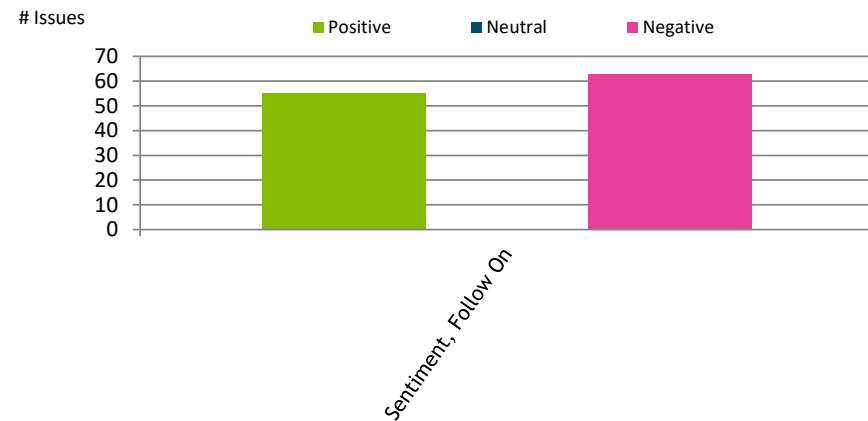


7.13 Trends, Follow On (118 issues)



Issues receiving the most comments overall

7.14 Sentiment, Follow On



8. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	Communication, including access to advice and information.	176	1	93	270
	Carer Involvement	Involvement of carers, friends or family members.	9	0	7	16
	General Comment	A generalised statement (ie; "The doctor was good.")	242	18	24	284
	User Involvement	Involvement of the service user.	112	0	36	148
Systems	Administration	Administrative processes and delivery.	43	0	52	95
	Admission	Physical admission to a hospital ward, or other service.	1	0	2	3
	Booking	Ability to book, reschedule or cancel appointments.	82	0	38	120
	Cancellations	Cancellation of appointment by the service provider.	1	0	16	17
	Data Protection	General data protection (including GDPR).	0	0	1	1
	Referral	Referral to a service.	24	2	26	52
	Medical Records	Management of medical records.	1	0	2	3
	Medication	Prescription and management of medicines.	2	0	7	9
	Opening Times	Opening times of a service.	1	1	0	2
	Planning	Leadership and general organisation.	18	0	13	31
	Registration	Ability to register for a service.	0	0	0	0
	Support	Levels of support provided.	304	0	61	365
	Telephone	Ability to contact a service by telephone.	10	0	36	46
	Timing	Physical timing (ie; length of wait at appointments).	258	2	205	465
	Waiting List	Length of wait while on a list.	120	0	101	221
Values	Choice	General choice.	7	1	5	13
	Cost	General cost.	0	0	4	4
	Language	Language, including terminology.	1	0	1	2
	Nutrition	Provision of sustenance.	5	0	7	12
	Privacy	Privacy, personal space and property.	1	0	6	7
	Quality	General quality of a service, or staff.	588	2	77	667
	Sensory	Deaf/blind or other sensory issues.	0	0	2	2
	Stimulation	General stimulation, including access to activities.	3	0	0	3

8. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	2	2	2	6
	Environment/Layout	<i>Physical environment of a service.</i>	22	0	29	51
	Equipment	<i>General equipment issues.</i>	1	1	1	3
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	4	4
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	16	1	6	23
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	2	2
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	5	5
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	1	0	5	6
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	1	0	2	3
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	605	0	82	687
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	3	3
	Staff Training	<i>Training of staff.</i>	11	1	7	19
	Staffing Levels	<i>General availability of staff.</i>	0	1	15	16
Total:			2668	33	985	3686