

The Experience of Hospital Services

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



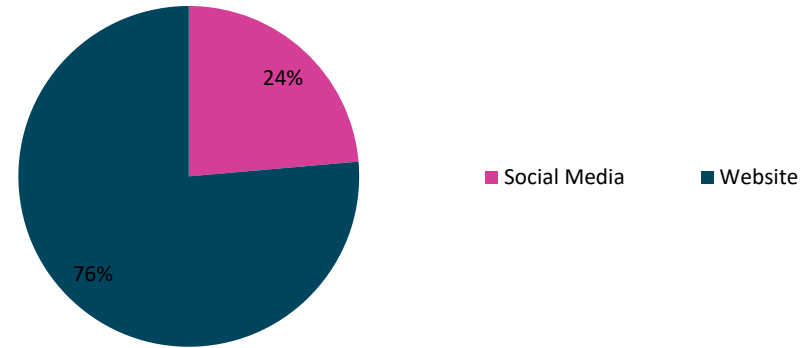
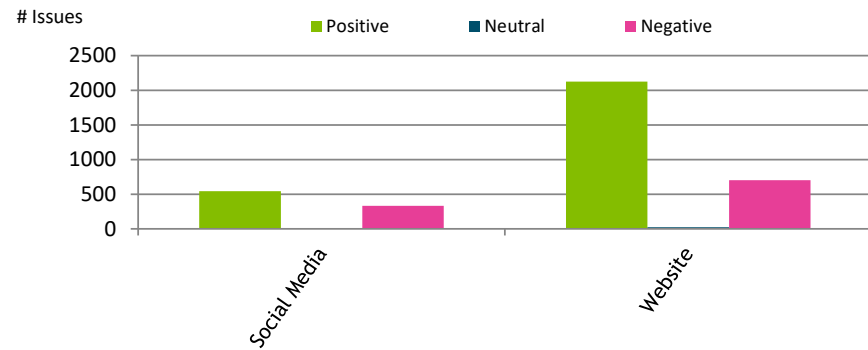
Healthwatch is your local independent health and social care champion. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of local hospitals.

Reporting Period: 1 April 2025 - 31 March 2026

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

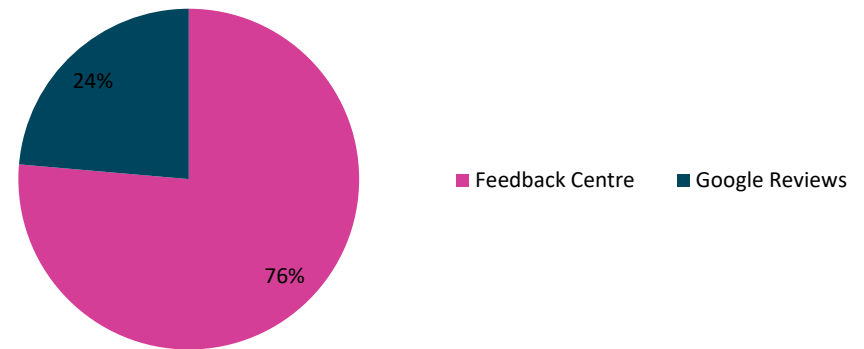
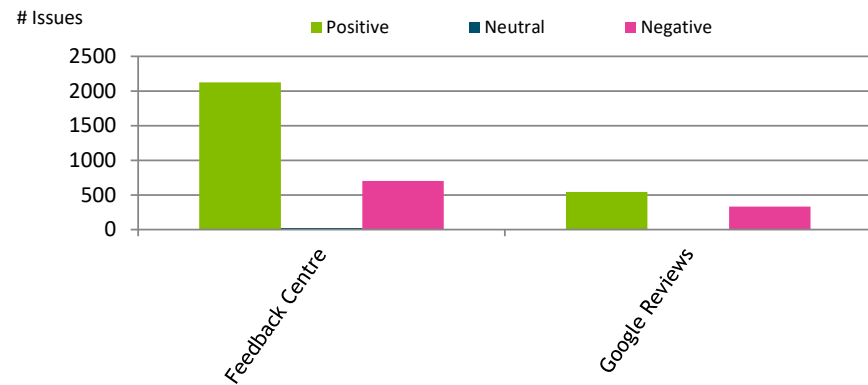


1.1 Source: 3729 issues from 1332 people



Sources providing the most comments overall

1.2 Origin

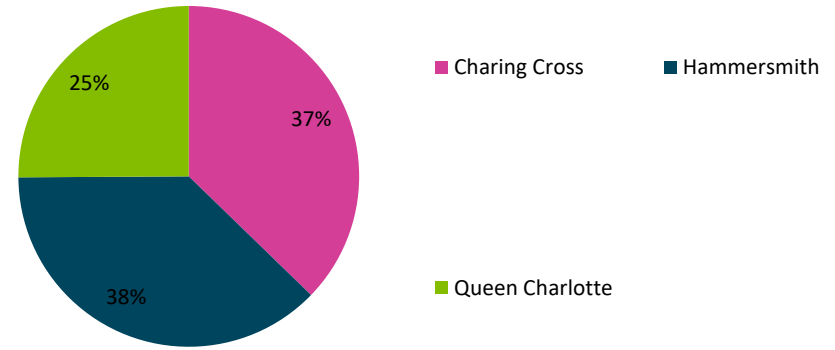
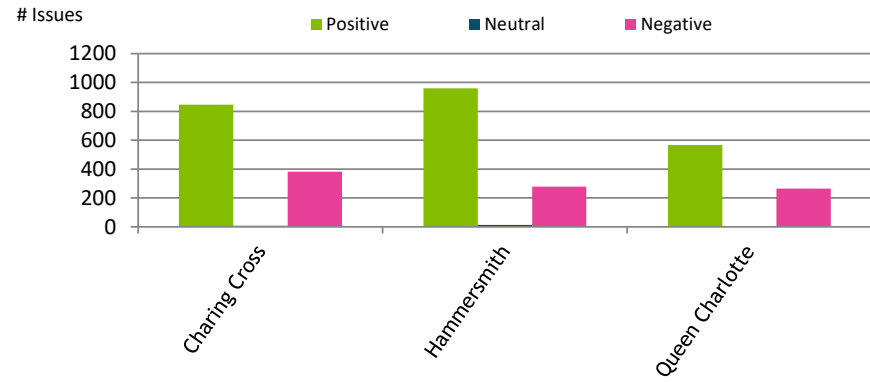


Origins providing the most comments overall

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



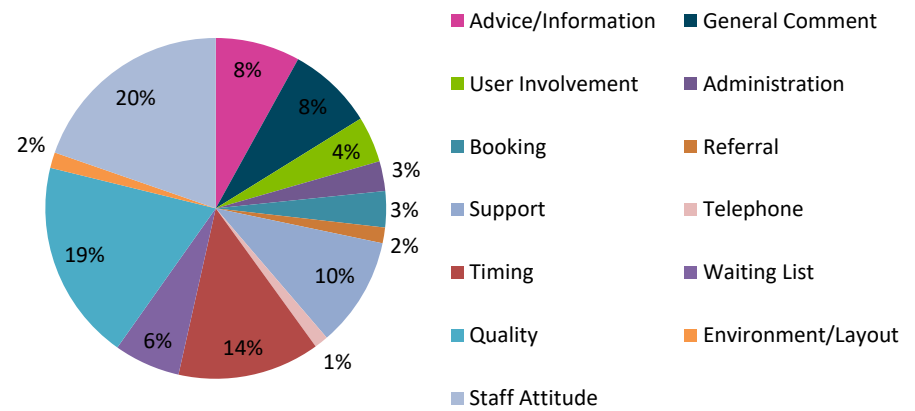
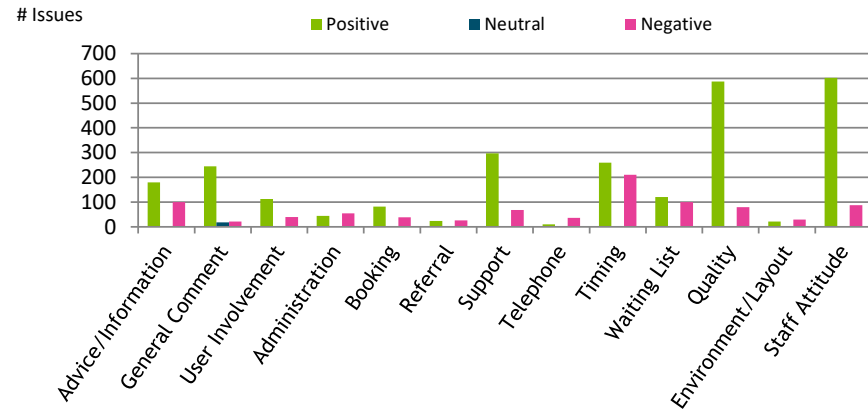
1.3 Feedback by Hospital



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

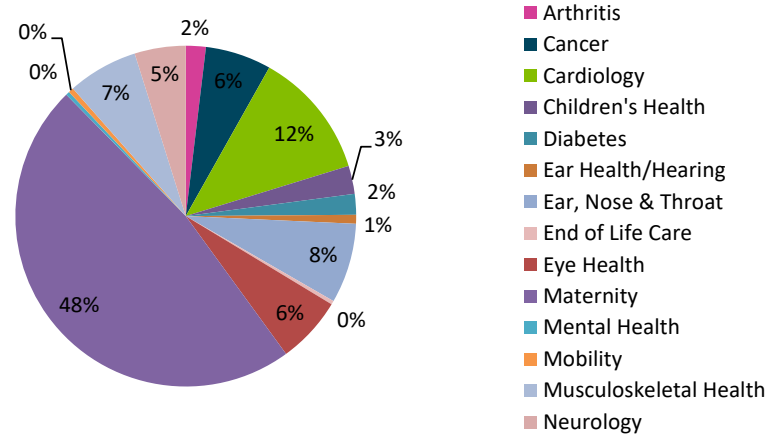
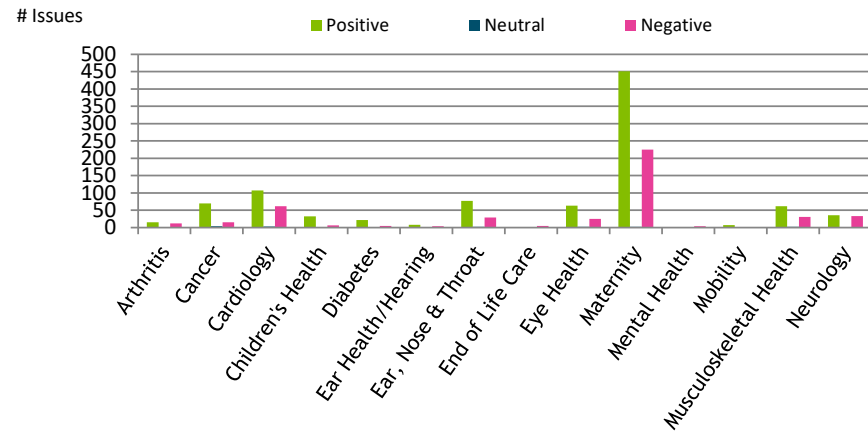


2.1 Service aspects: 3729 issues from 1332 people



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

2.2 Stated medical conditions

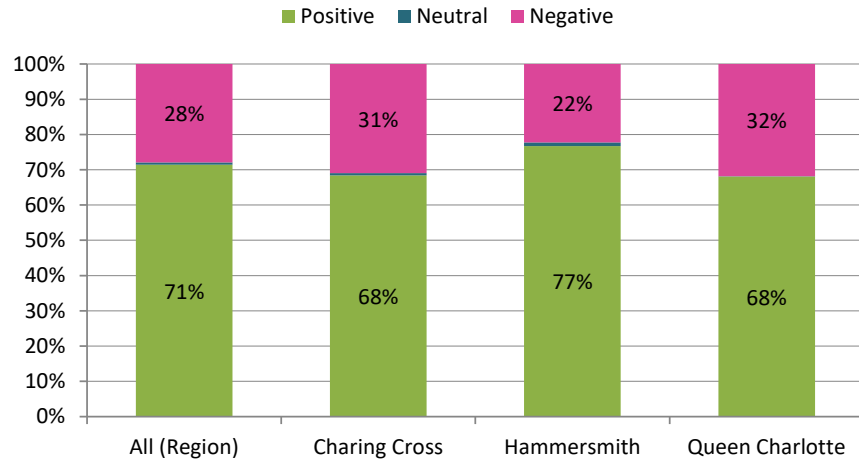


Medical conditions receiving the most comments overall

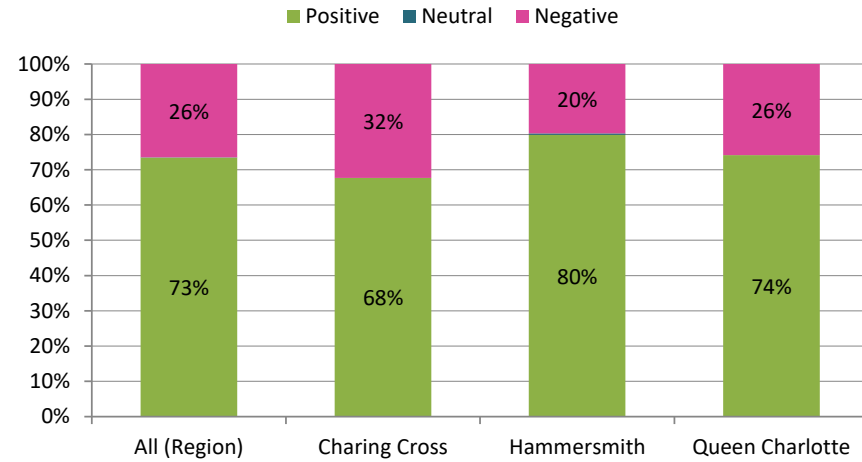
3. Sentiment: On the whole, how do people feel about services?



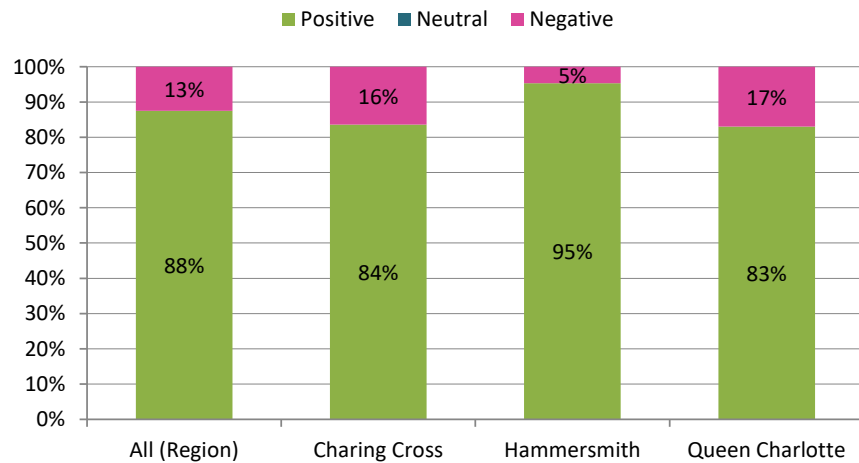
3.1 How do people feel as a whole?



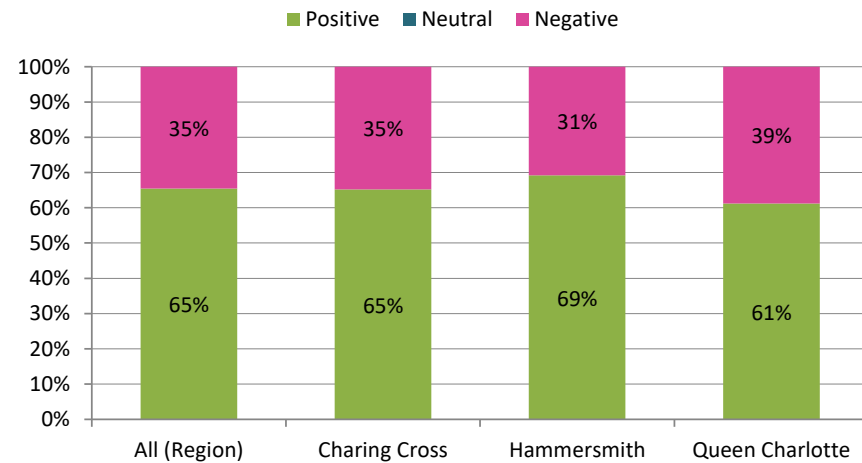
3.2 How well informed, involved and supported do people feel?



3.3 How do people feel about general quality and empathy?



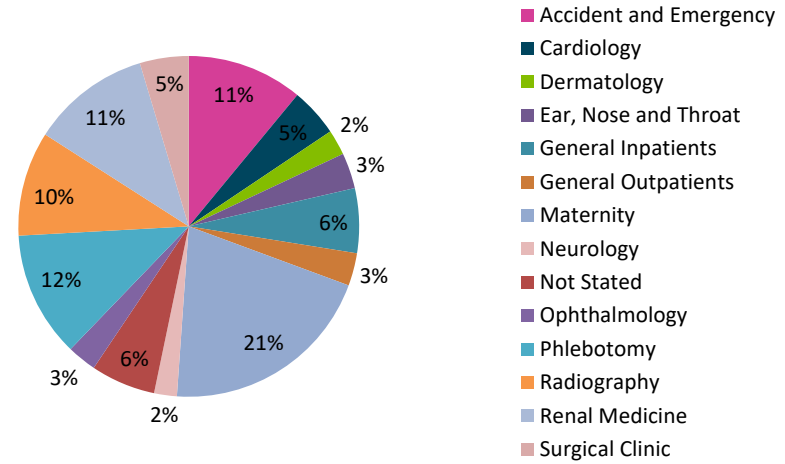
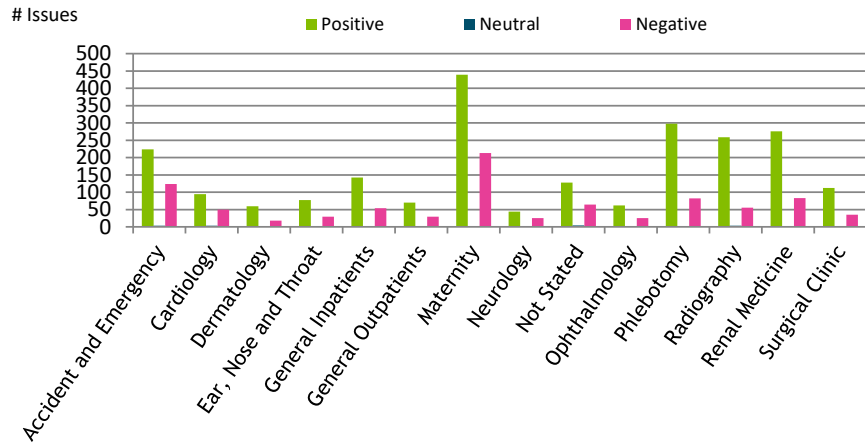
3.4 How do people feel about general access to services?



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

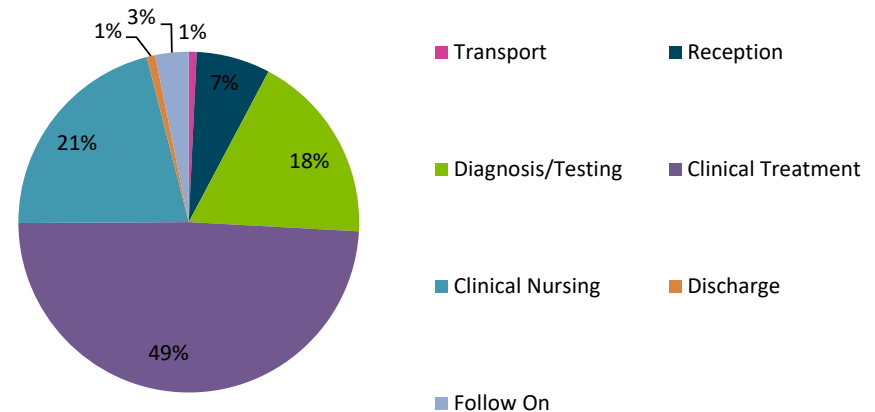
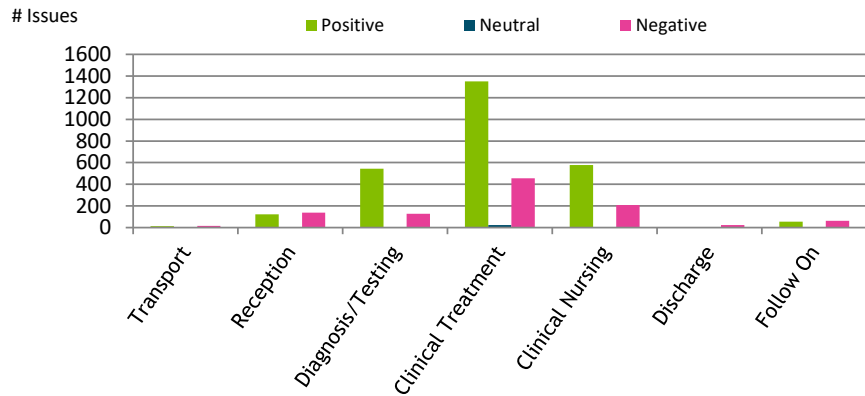


4.1 Departments (3729 issues)



Departments receiving the most comments overall

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

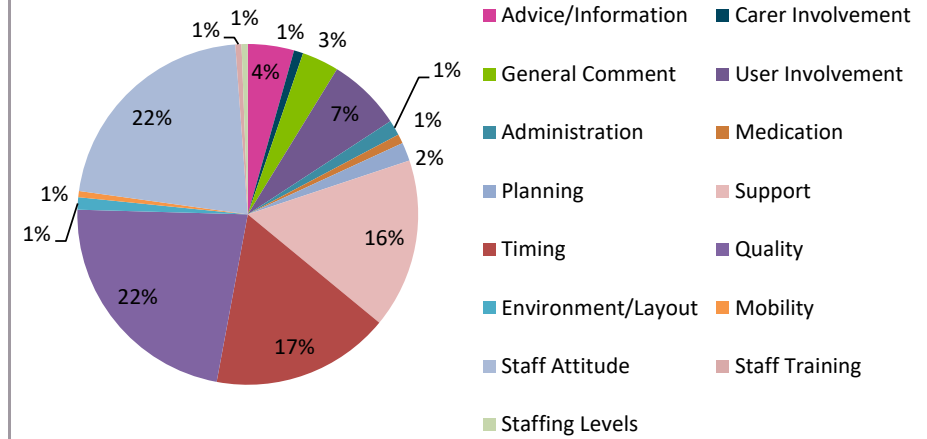
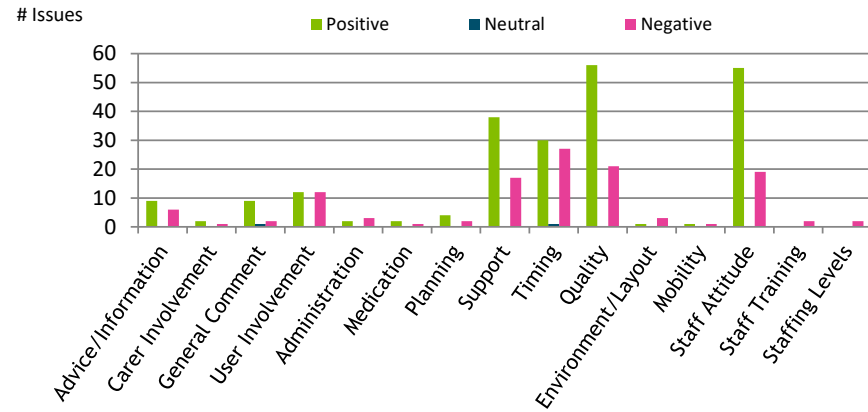


Care pathway locations

5. Trends: A&E Departments

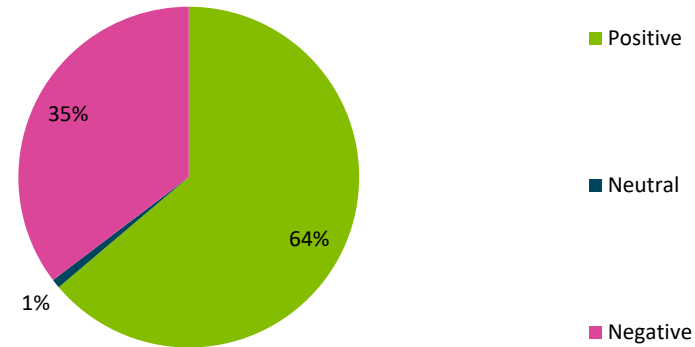
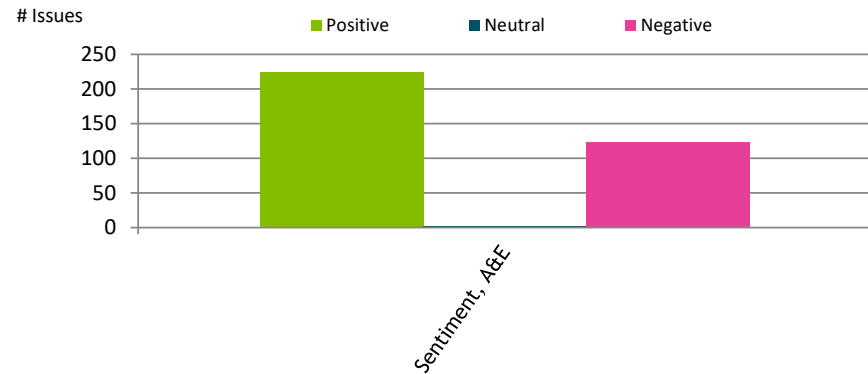


5.1 Trends, A&E (351 issues from 107 people)



Issues receiving the most comments overall

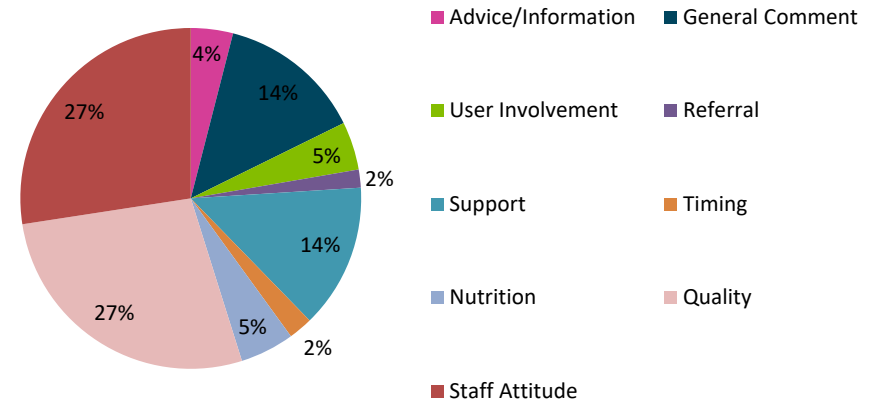
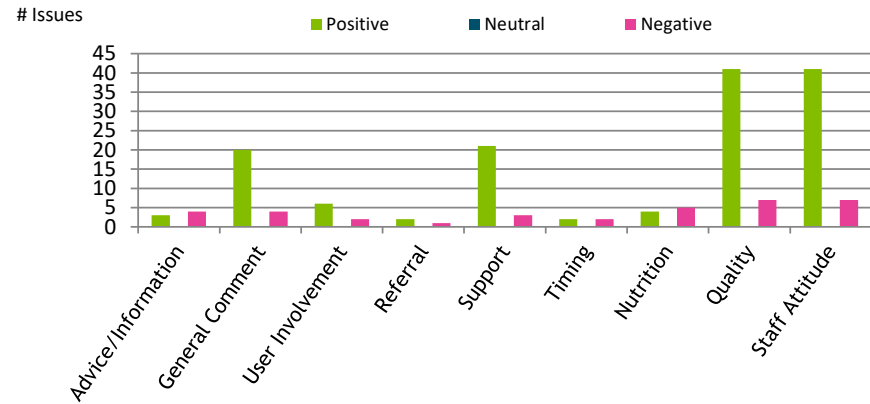
5.2 Sentiment, A&E



5. Trends: Inpatients (General)

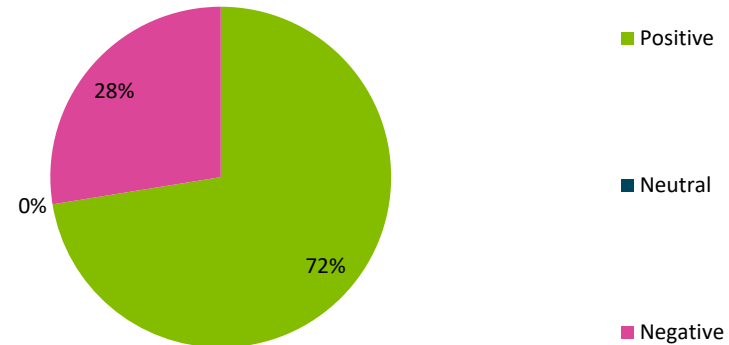
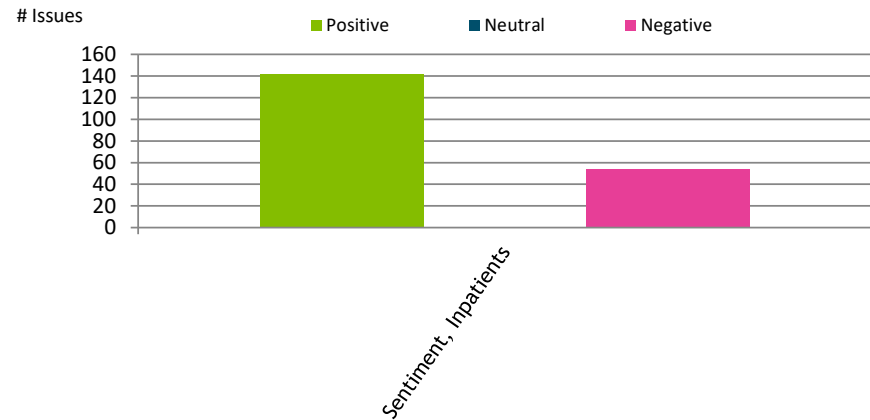


5.3 Trends, General Inpatients (196 issues from 69 people)



Issues receiving the most comments overall

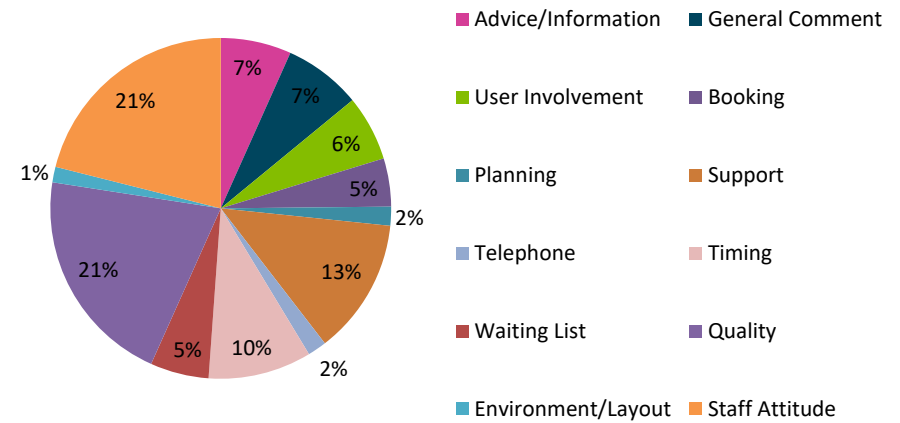
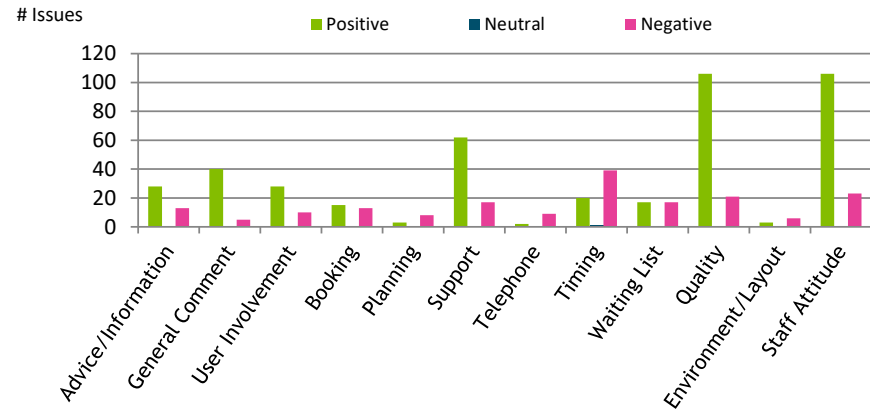
5.4 Sentiment, General Inpatients



5. Trends: Maternity

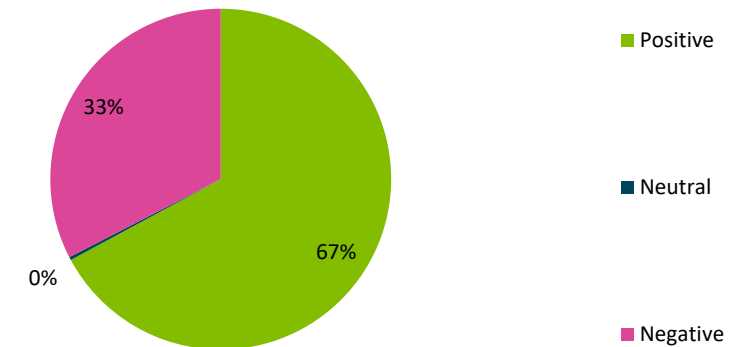
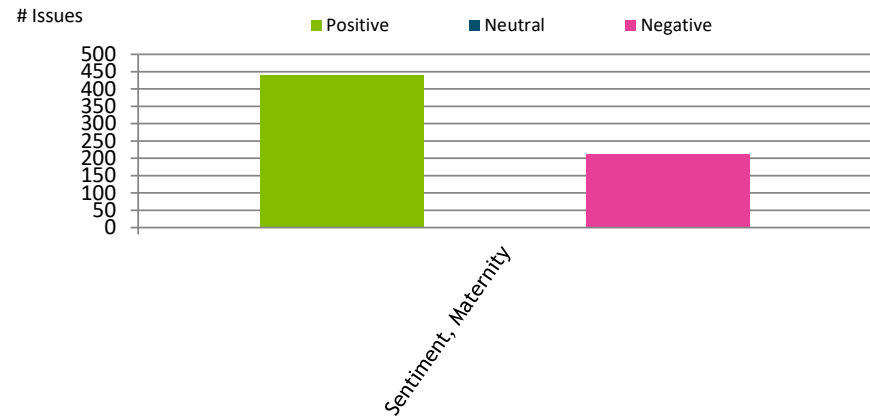


5.5 Trends, Maternity (654 issues from 210 people)



Issues receiving the most comments overall

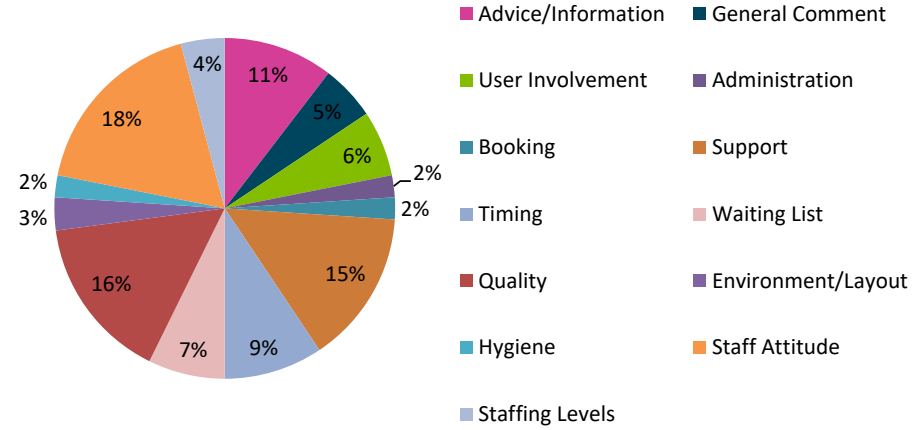
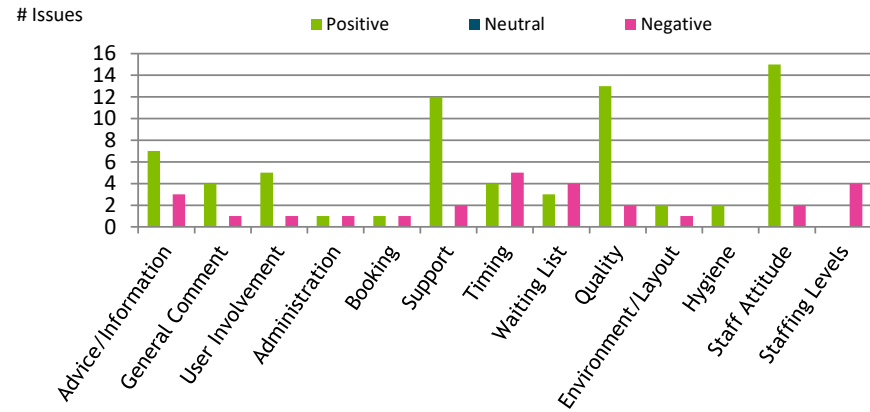
5.6 Sentiment, Maternity



5. Trends: Outpatients (General)

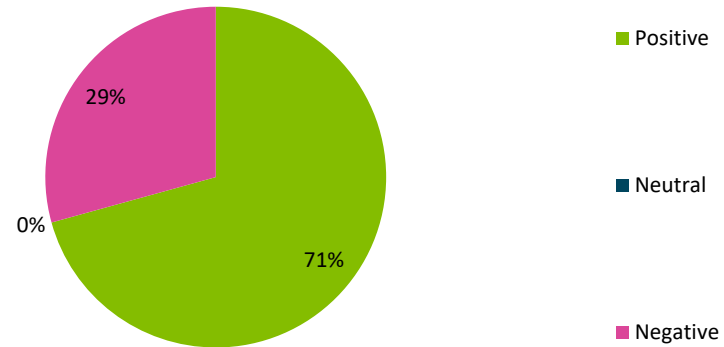
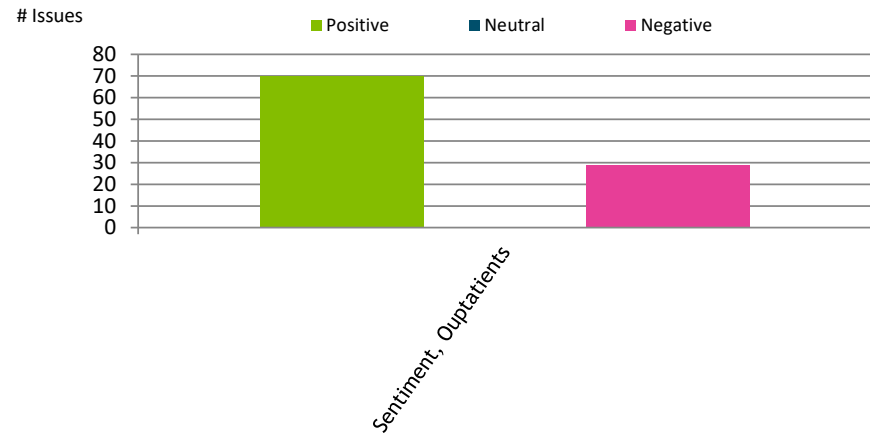


5.7 Trends, Outpatients (99 issues from 31 people)



Issues receiving the most comments overall

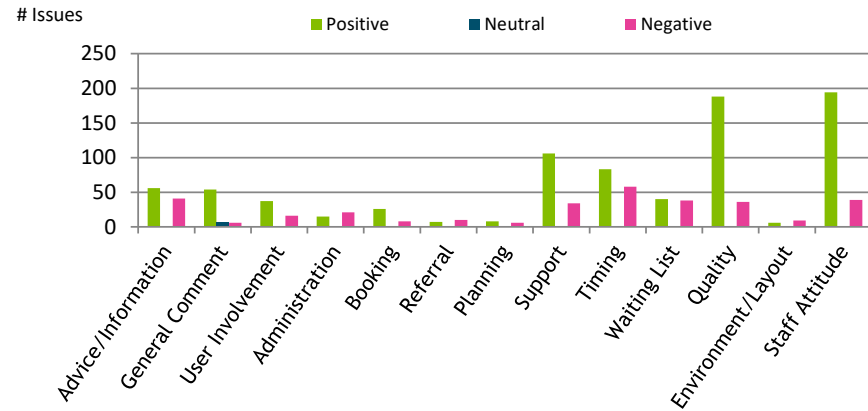
5.8 Sentiment, Outpatients



6. Trends by Hospital

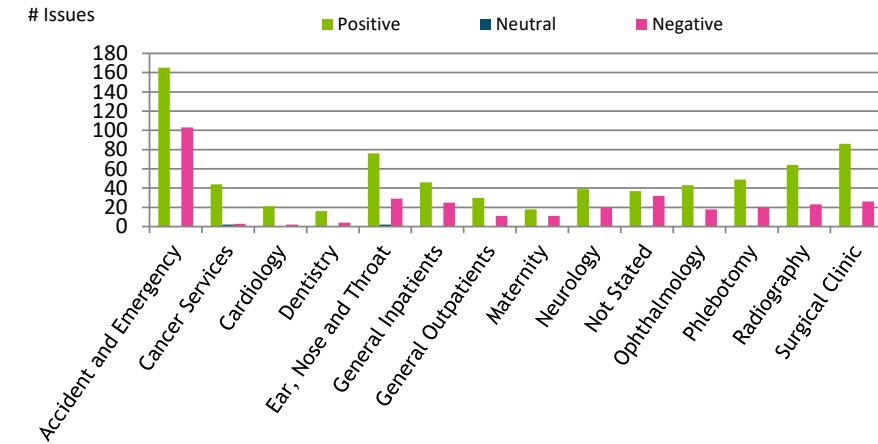


6.1 Trends, Charing Cross Hospital (1237 issues from 405 people)



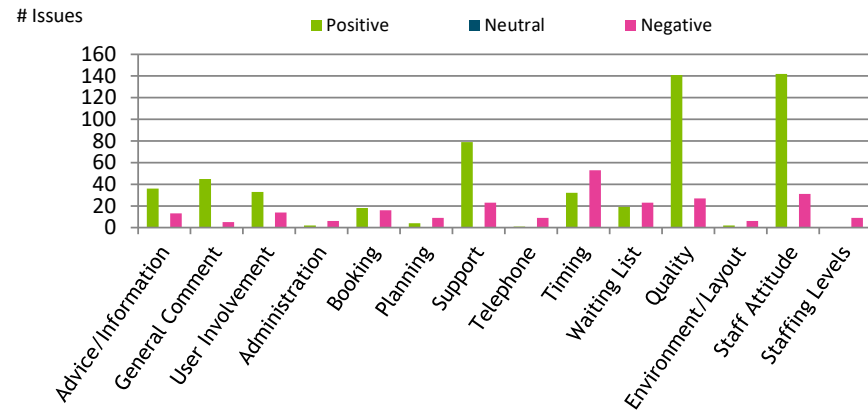
Issues receiving the most comments overall

6.1.1 Departments, Charing Cross Hospital



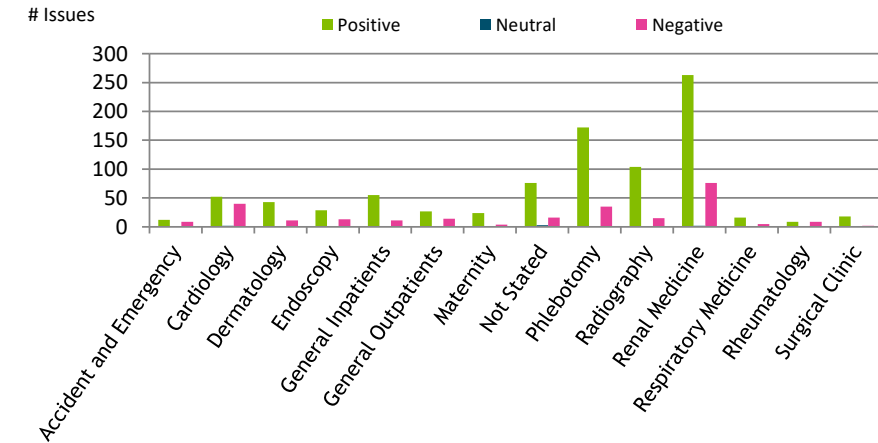
Top departments displayed

6.2 Trends, Hammersmith Hospital (1250 issues from 481 people)



Issues receiving the most comments overall

6.2.1 Departments, Hammersmith Hospital

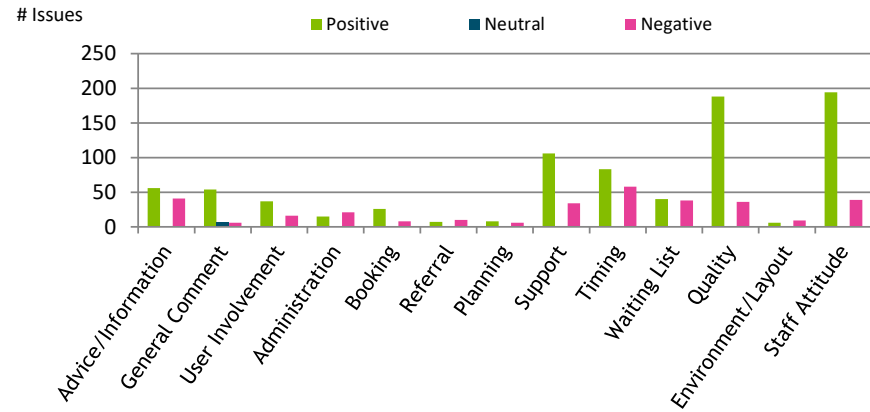


Top departments displayed

6. Trends by Hospital

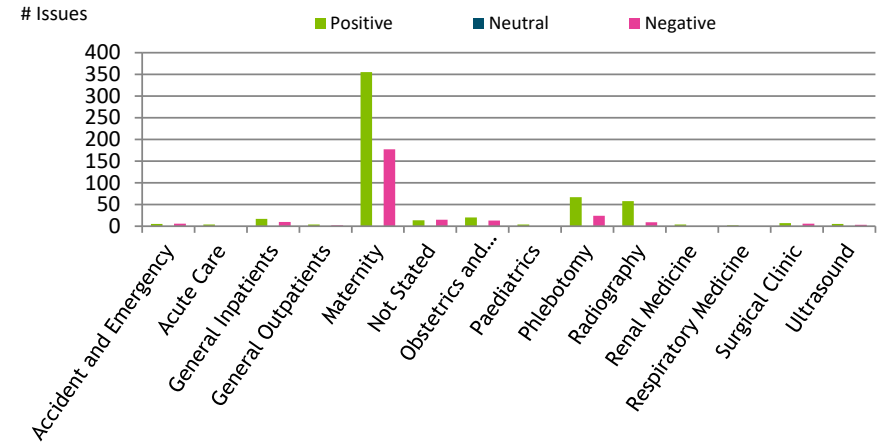


6.3 Trends, Queen Charlotte Hospital (833 issues from 272 people)



Issues receiving the most comments overall

6.3.1 Departments, Queen Charlotte Hospital

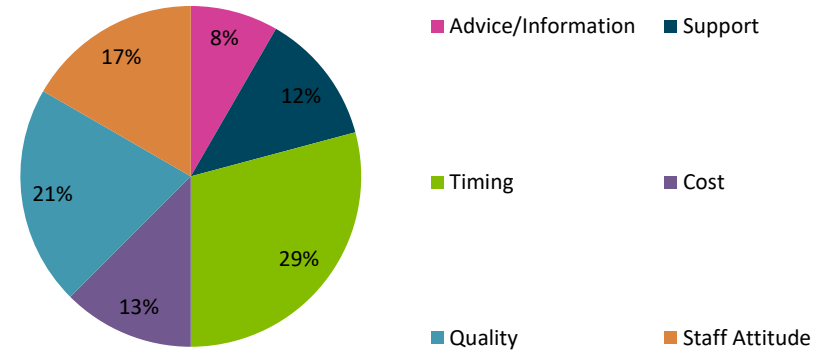
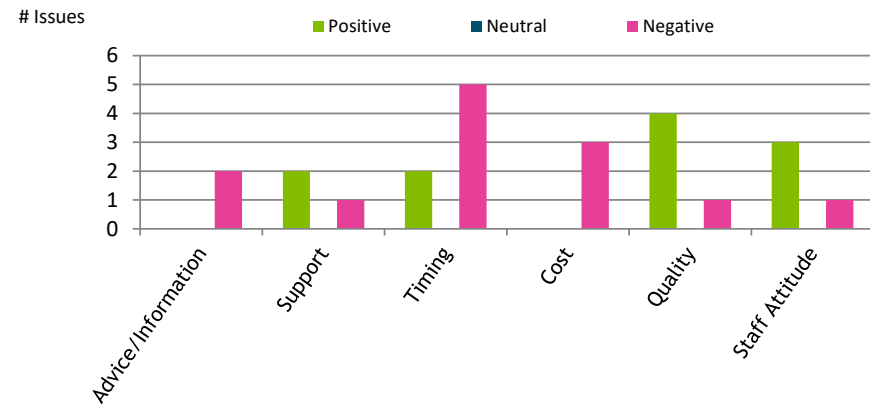


Top departments displayed

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

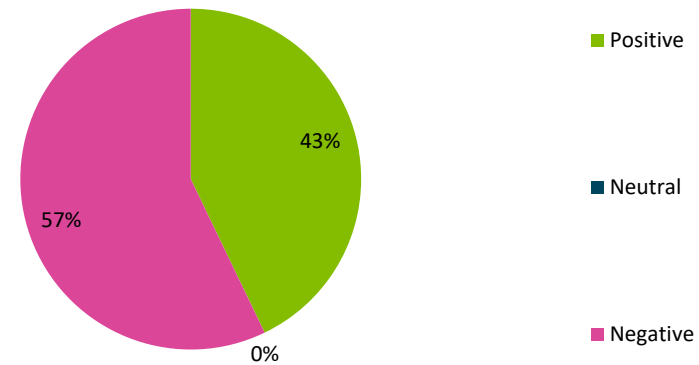
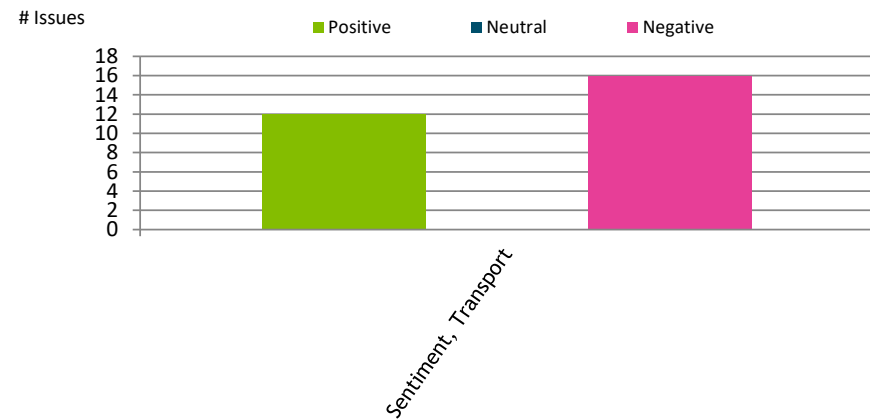


7.1 Trends, Transport (28 issues)



Issues receiving the most comments overall

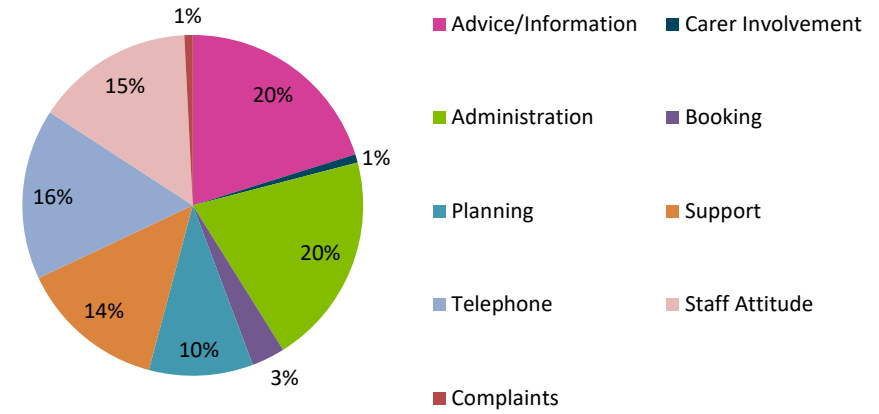
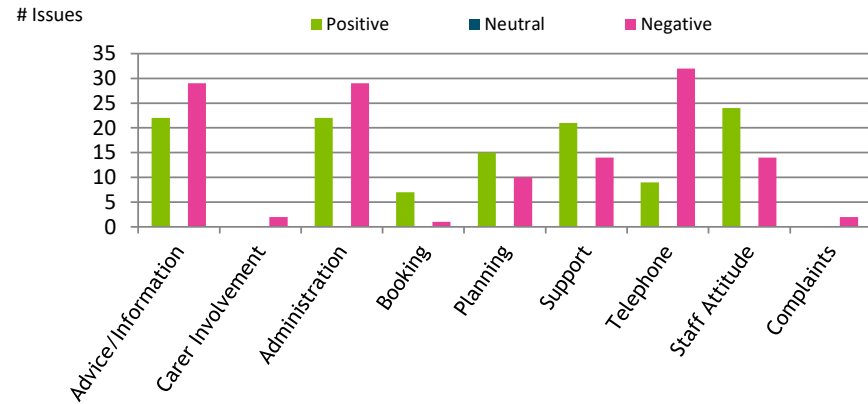
7.2 Sentiment, Transport



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

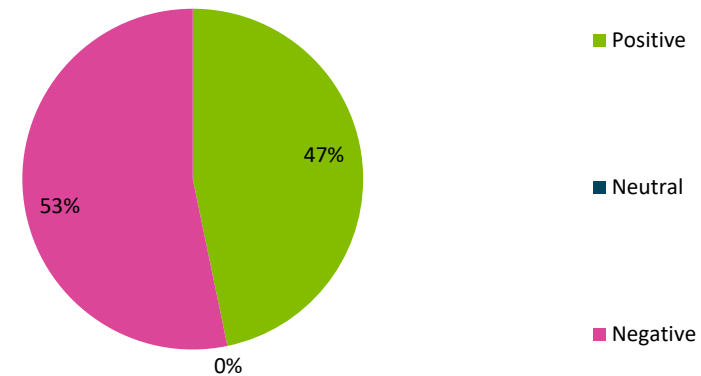
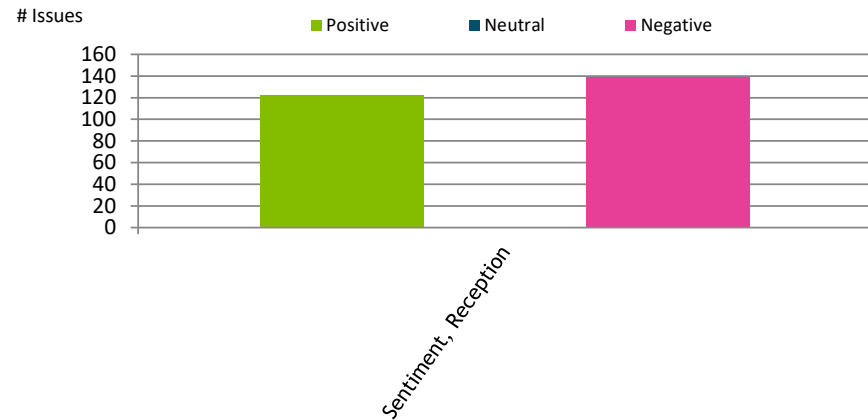


7.3 Trends, Reception (261 issues)



Issues receiving the most comments overall

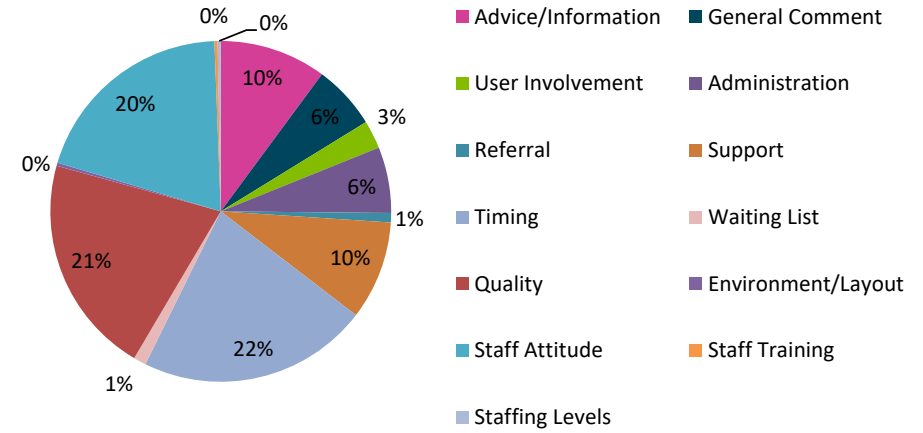
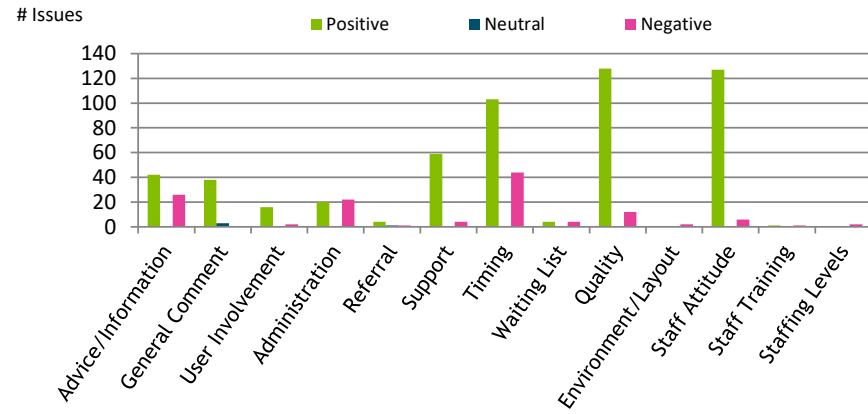
7.4 Sentiment, Reception



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

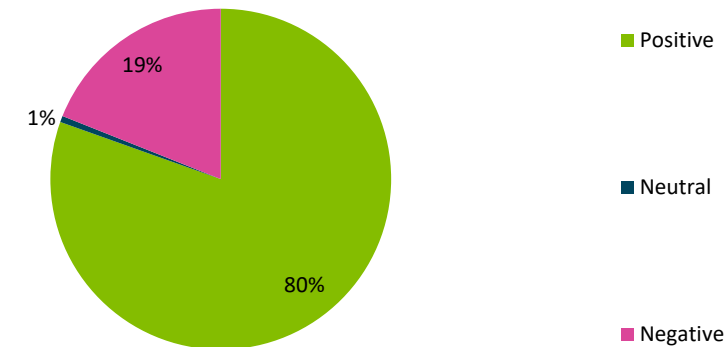
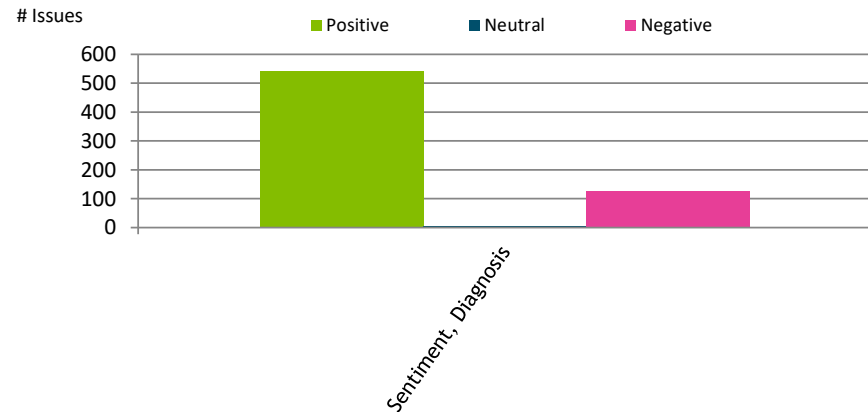


7.5 Trends, Diagnosis/Testing (675 issues)



Issues receiving the most comments overall

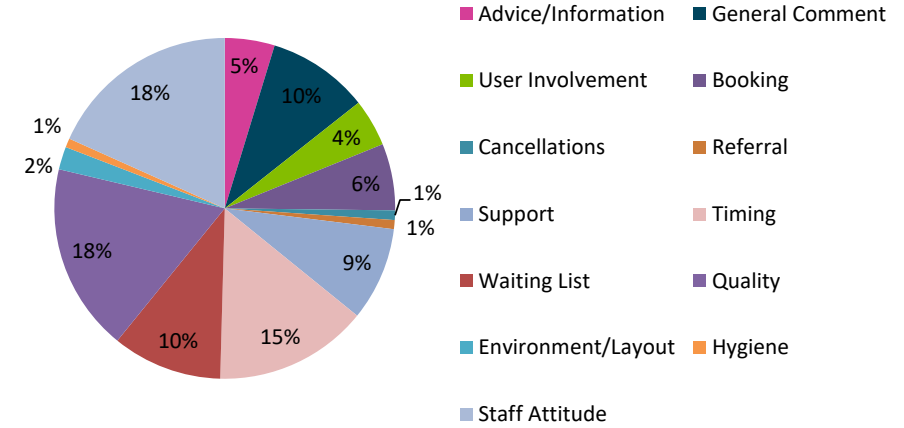
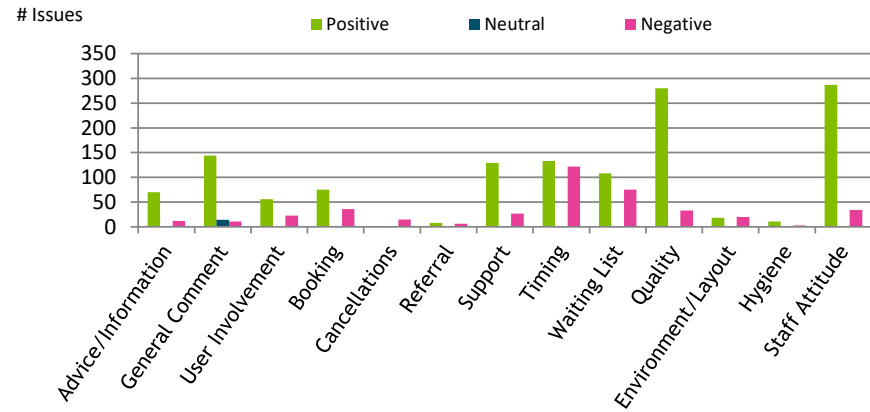
7.7 Sentiment, Diagnosis/Testing



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

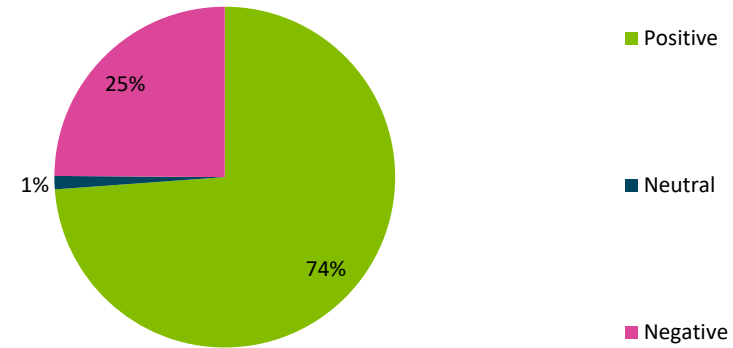
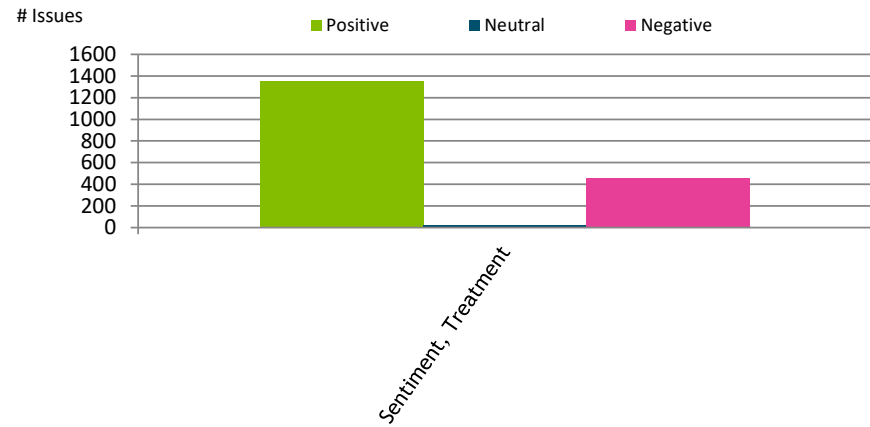


7.7 Trends, Clinical Treatment (1828 issues)



Issues receiving the most comments overall

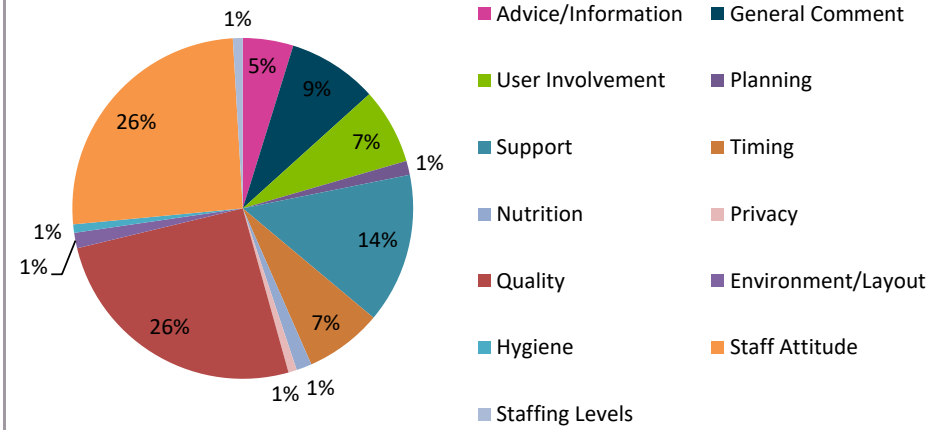
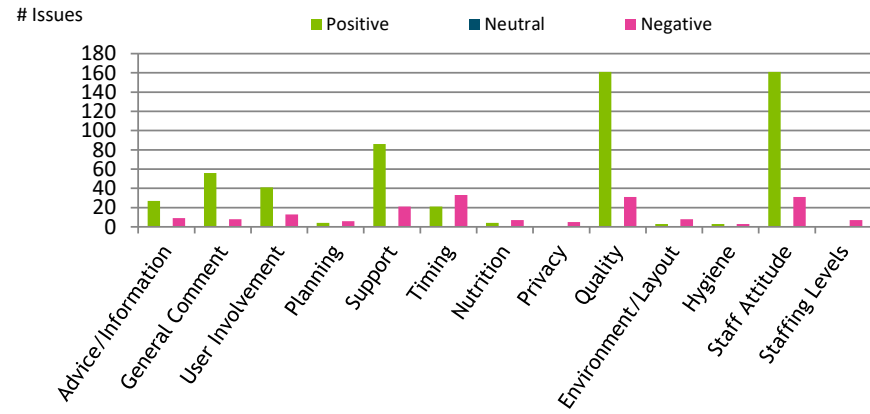
7.8 Sentiment, Clinical Treatment



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

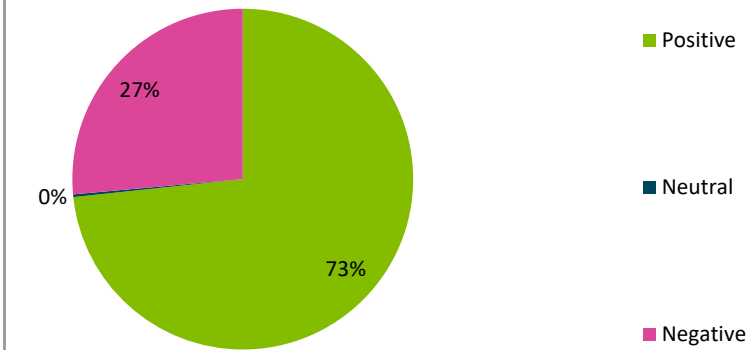
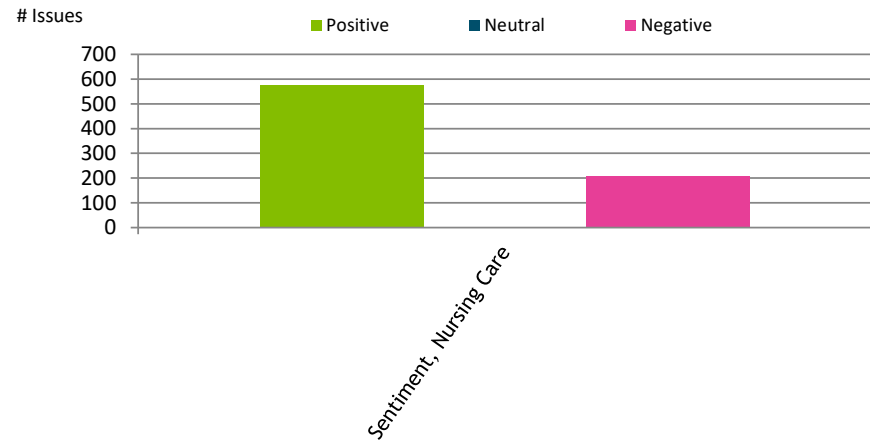


7.9 Trends, Clinical Nursing (30 issues)



Issues receiving the most comments overall

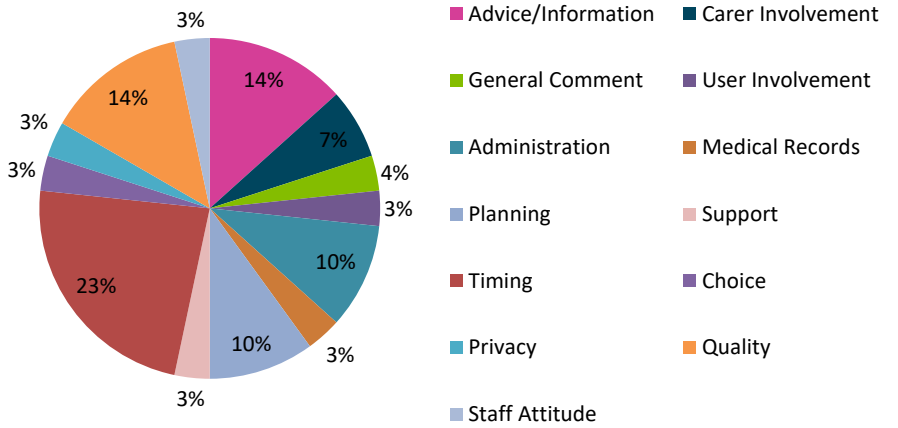
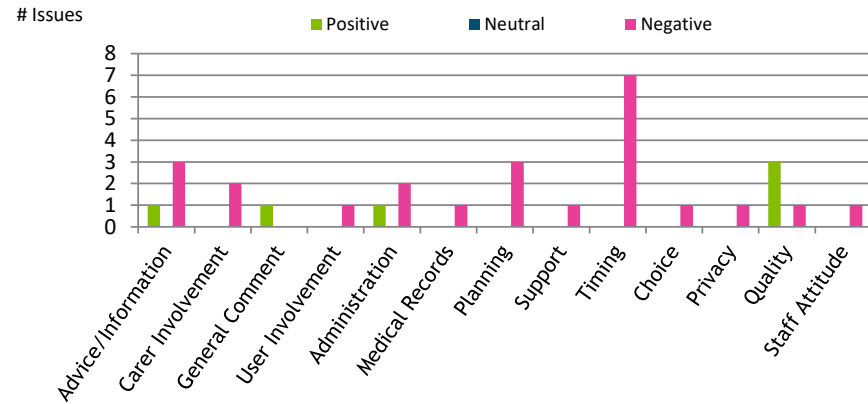
7.10 Sentiment, Clinical Nursing



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

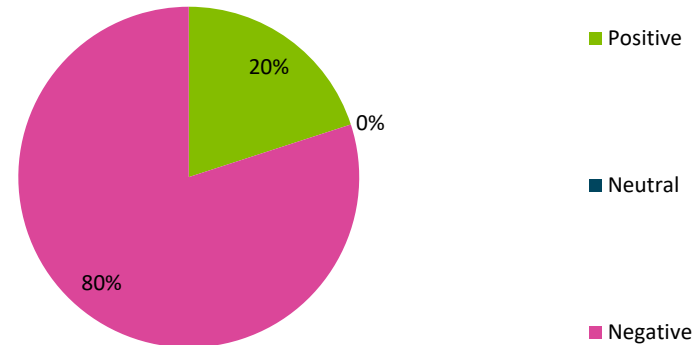
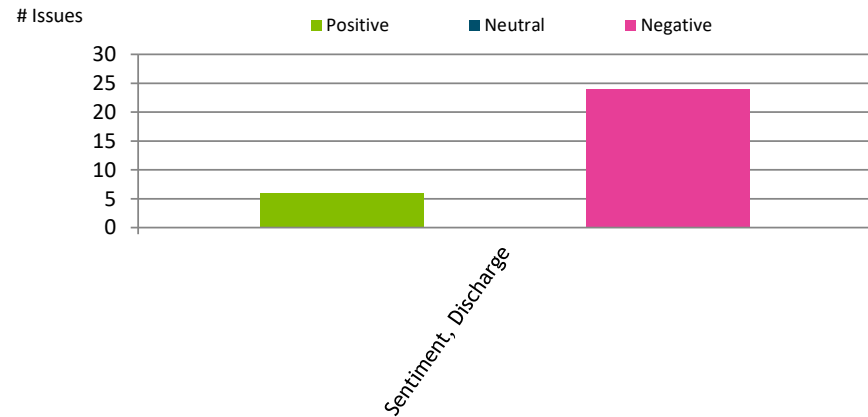


7.11 Trends, Discharge (30 issues)



Issues receiving the most comments overall

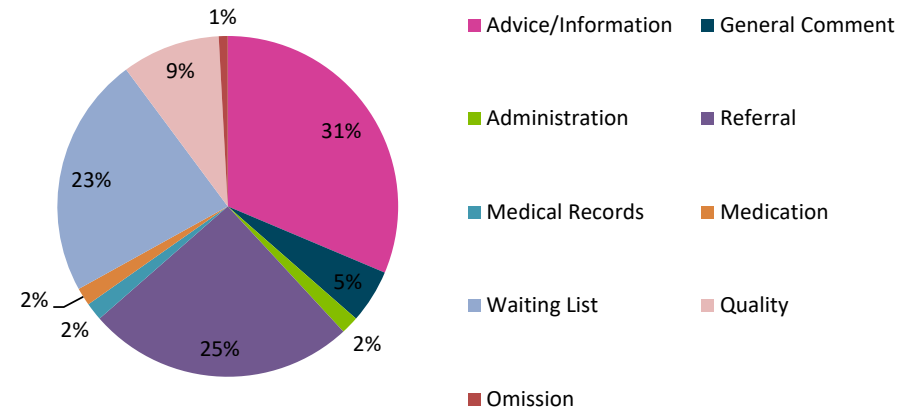
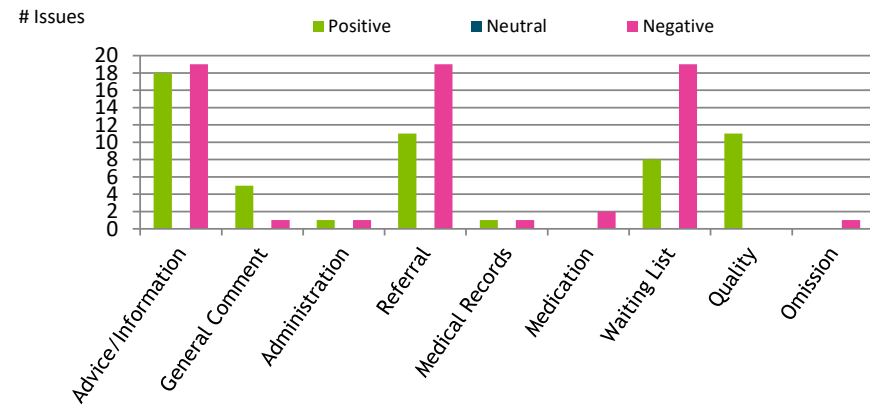
7.12 Sentiment, Discharge



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

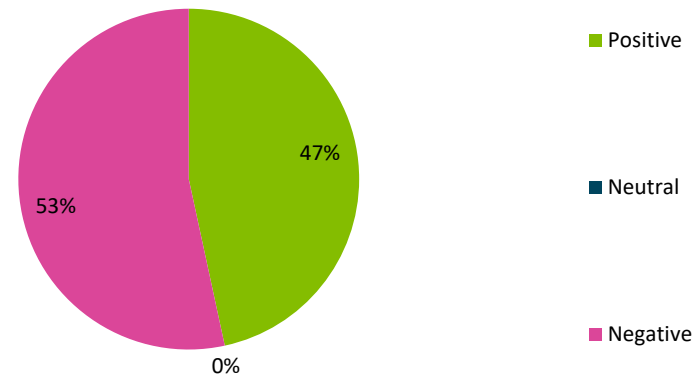
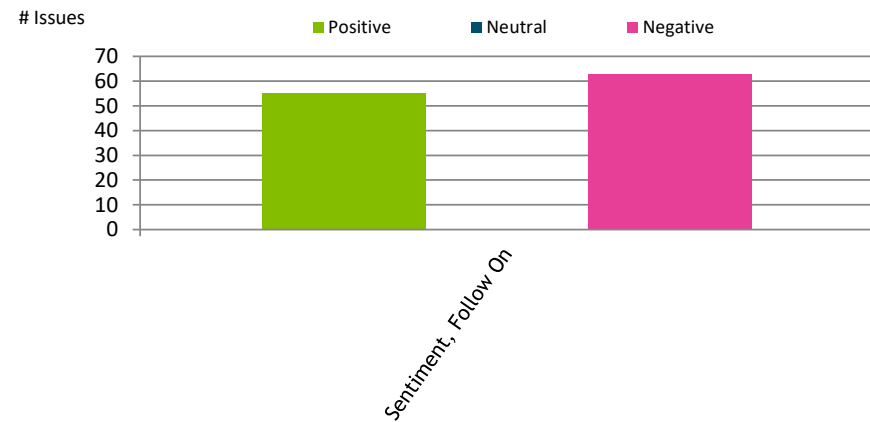


7.13 Trends, Follow On (118 issues)



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	<i>Communication, including access to advice and information.</i>	180	1	100	281
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	8	0	10	18
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	245	18	22	285
	User Involvement	<i>Involvement of the service user.</i>	113	0	40	153
Systems	Administration	<i>Administrative processes and delivery.</i>	44	0	55	99
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	1	0	3	4
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	82	0	38	120
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	1	0	15	16
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	1	1
	Referral	<i>Referral to a service.</i>	24	2	26	52
	Medical Records	<i>Management of medical records.</i>	1	0	3	4
	Medication	<i>Prescription and management of medicines.</i>	3	0	7	10
	Opening Times	<i>Opening times of a service.</i>	1	1	0	2
	Planning	<i>Leadership and general organisation.</i>	20	0	19	39
	Registration	<i>Ability to register for a service.</i>	0	0	0	0
	Support	<i>Levels of support provided.</i>	297	0	68	365
	Telephone	<i>Ability to contact a service by telephone.</i>	10	0	36	46
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	259	2	211	472
Waiting List	<i>Length of wait while on a list.</i>	120	0	100	220	
Values	Choice	<i>General choice.</i>	7	1	6	14
	Cost	<i>General cost.</i>	0	0	4	4
	Language	<i>Language, including terminology.</i>	1	0	1	2
	Nutrition	<i>Provision of sustenance.</i>	5	0	7	12
	Privacy	<i>Privacy, personal space and property.</i>	1	0	6	7
	Quality	<i>General quality of a service, or staff.</i>	587	0	79	666
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	2	2
	Stimulation	<i>General stimulation, including access to activities.</i>	2	0	0	2

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	30	52
	Equipment	<i>General equipment issues.</i>	1	1	1	3
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	5	5
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	15	1	6	22
	Mobility	<i>Physical mobility to, from and within services.</i>	1	0	3	4
	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>	0	0	3	3
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	602	0	87	689
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	3	3
	Staff Training	<i>Training of staff.</i>	10	1	8	19
	Staffing Levels	<i>General availability of staff.</i>	0	0	16	16
Total:			2666	30	1033	3729