

The Experience of Hospital Services

Charing Cross, Hammersmith, Queen Charlotte, Chelsea & Westminster (and other services)



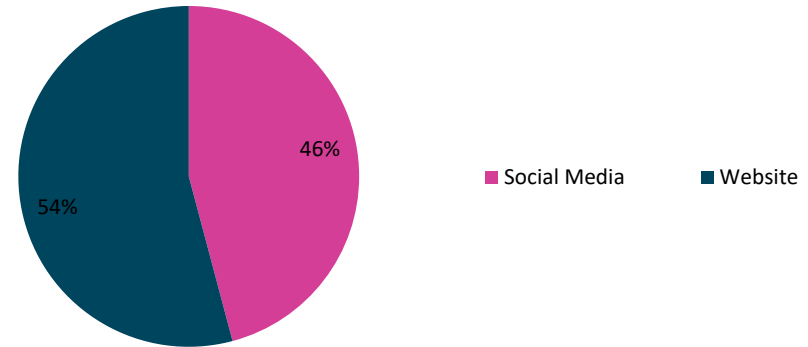
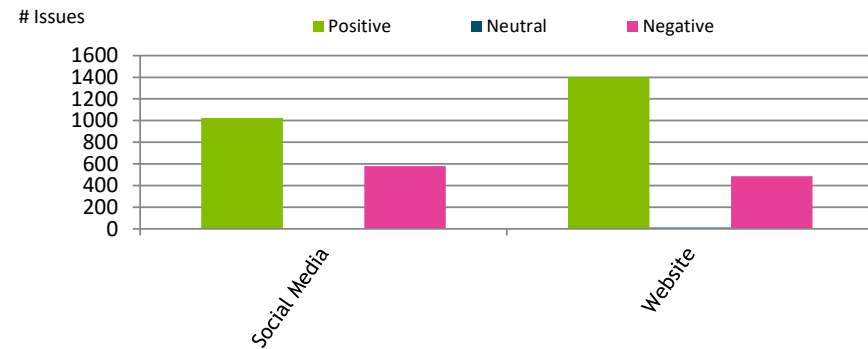
Healthwatch is your local independent health and social care champion. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of local hospitals.

Reporting Period: 1 July 2025 - 30 June 2026

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

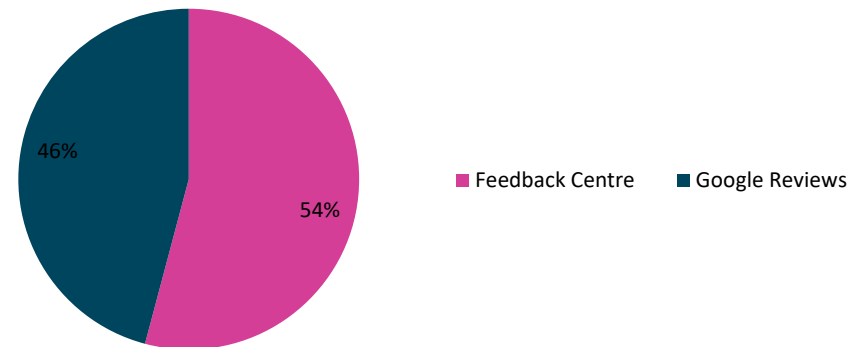
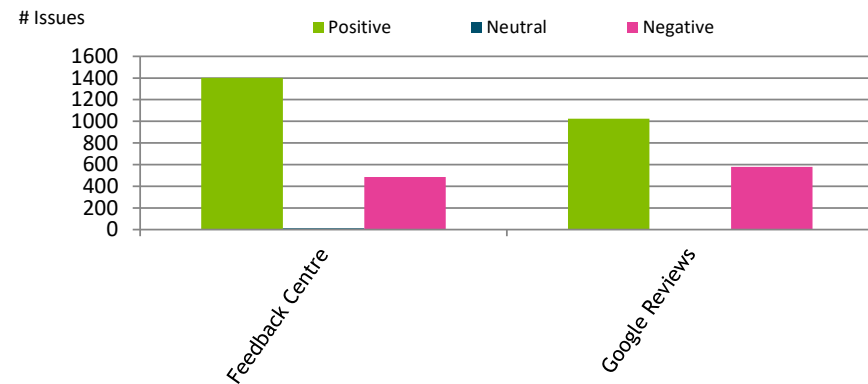


1.1 Source: 3503 issues from 1132 people



Sources providing the most comments overall

1.2 Origin

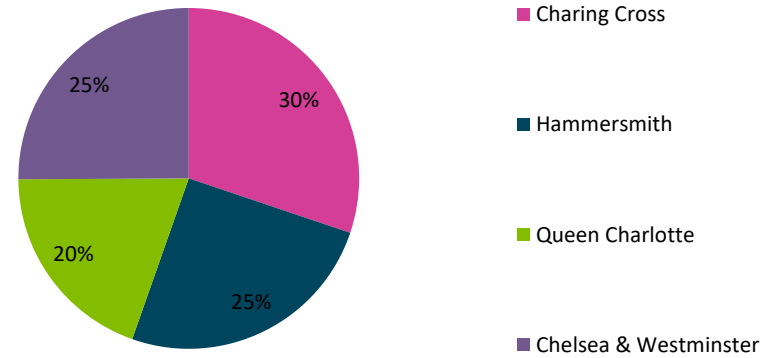
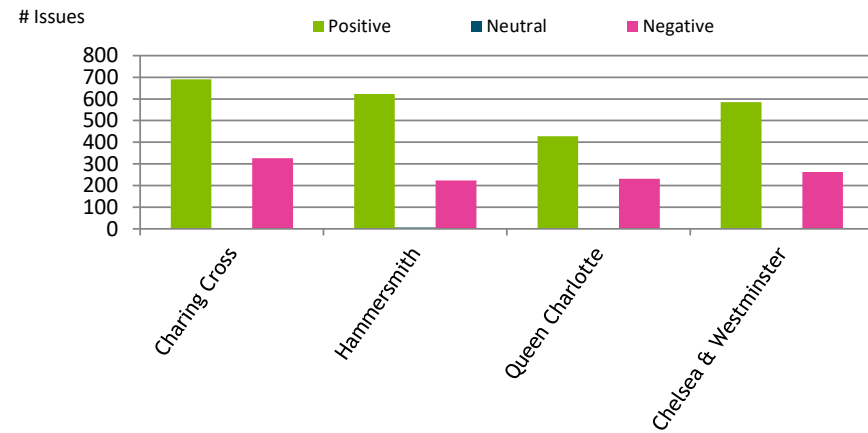


Origins providing the most comments overall

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



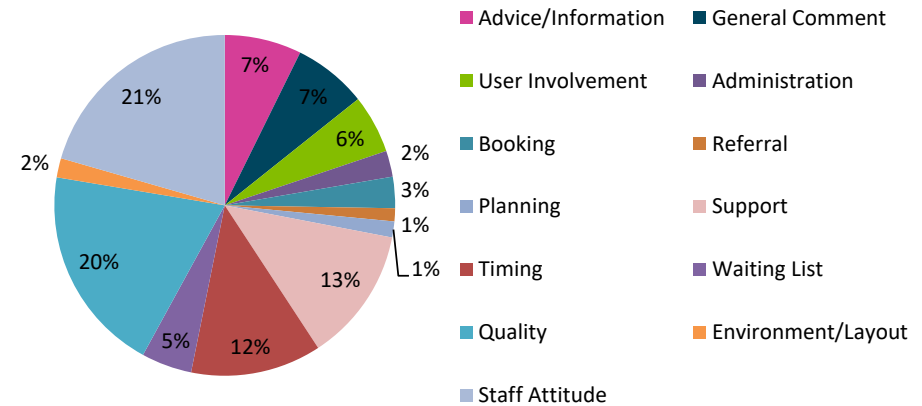
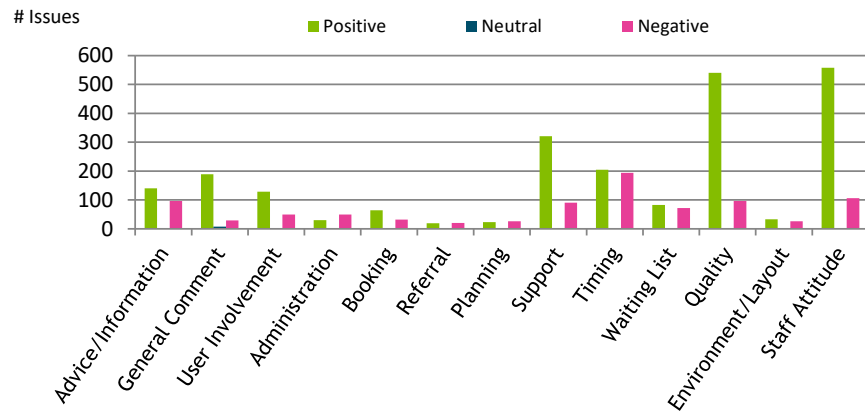
1.3 Feedback by Hospital



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

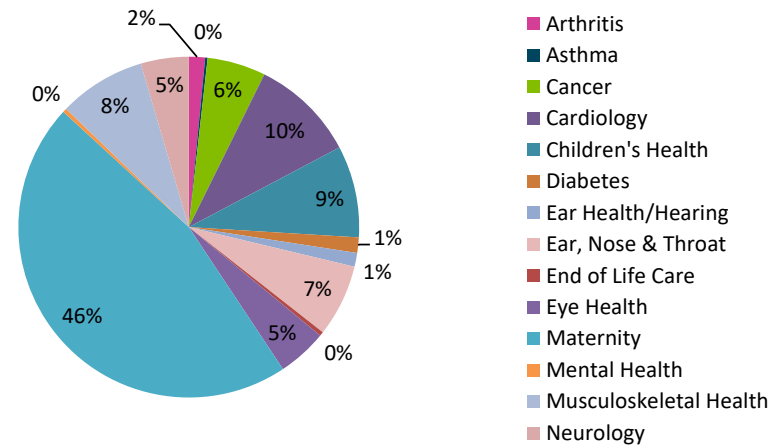
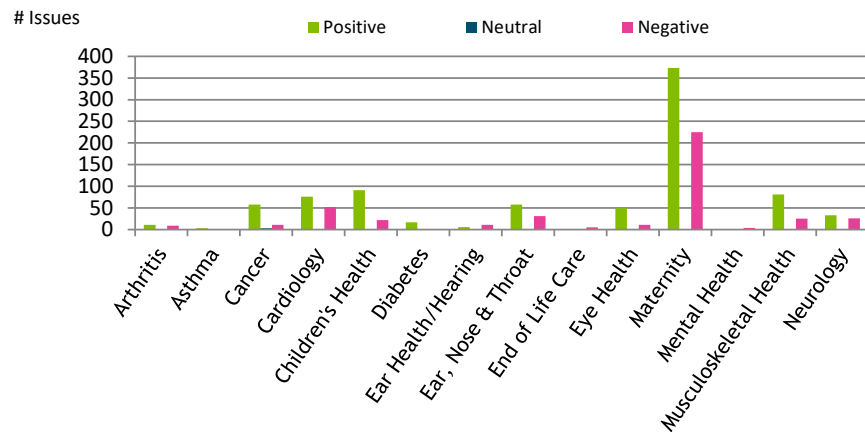


2.1 Service aspects: 3503 issues from 1132 people



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

2.2 Stated medical conditions

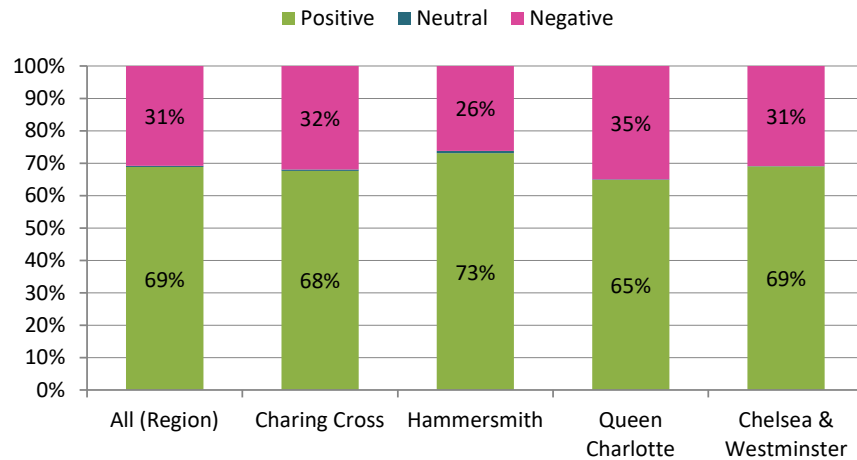


Medical conditions receiving the most comments overall

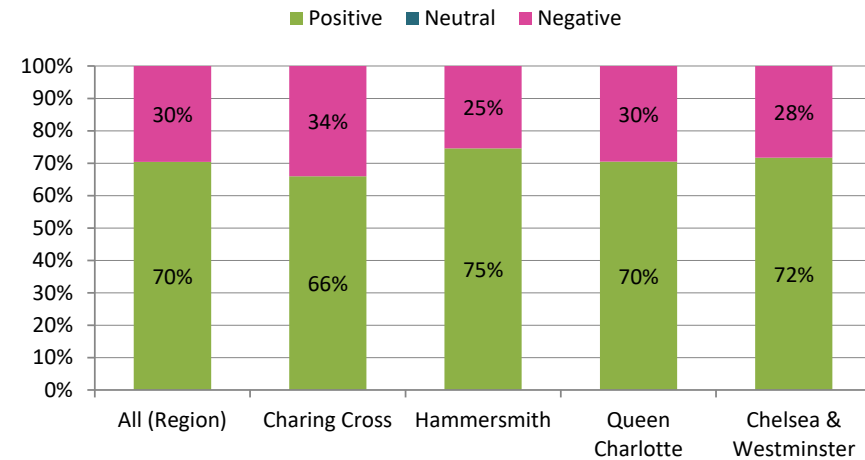
3. Sentiment: On the whole, how do people feel about services?



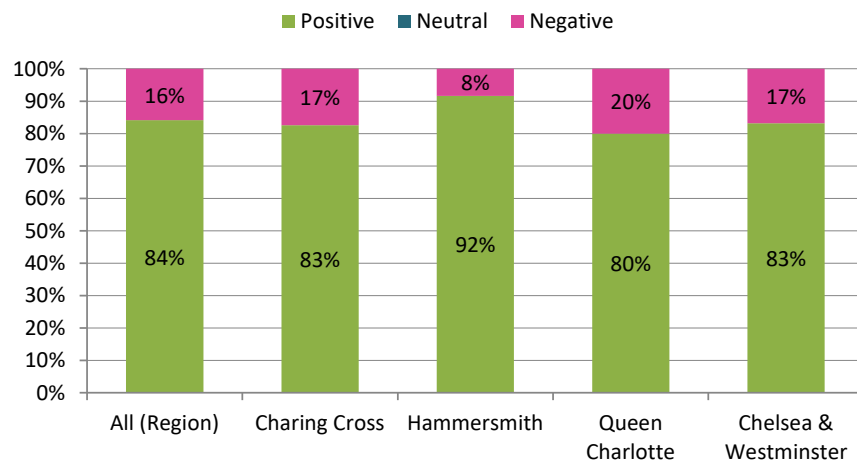
3.1 How do people feel as a whole?



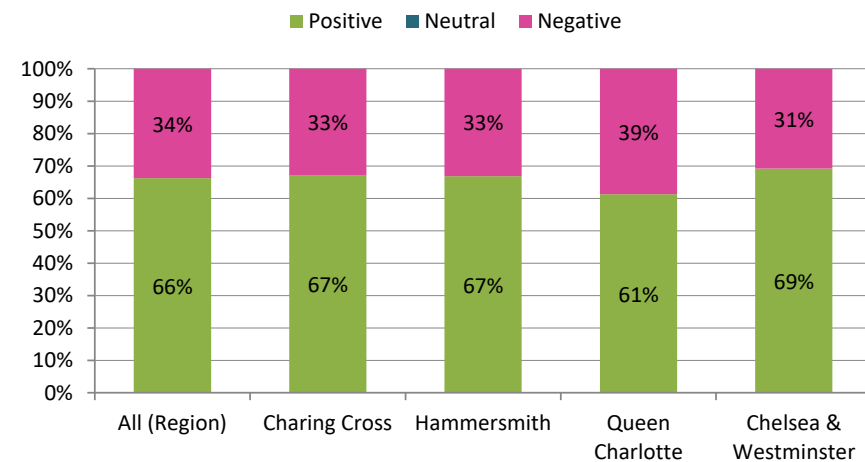
3.2 How well informed, involved and supported do people feel?



3.3 How do people feel about general quality and empathy?



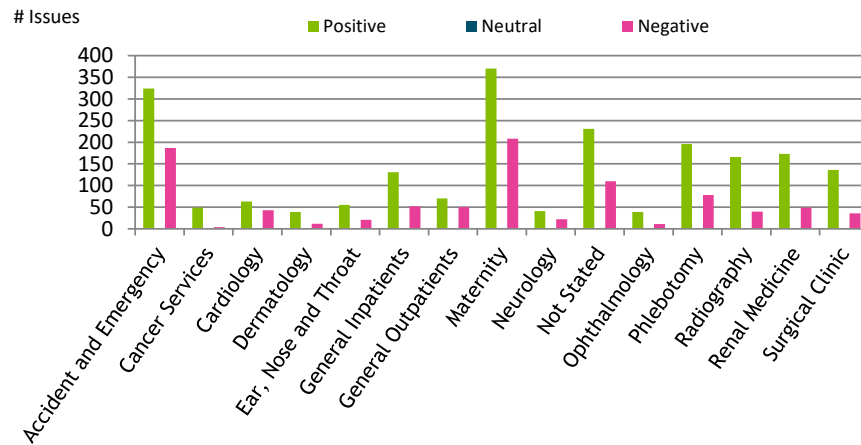
3.4 How do people feel about general access to services?



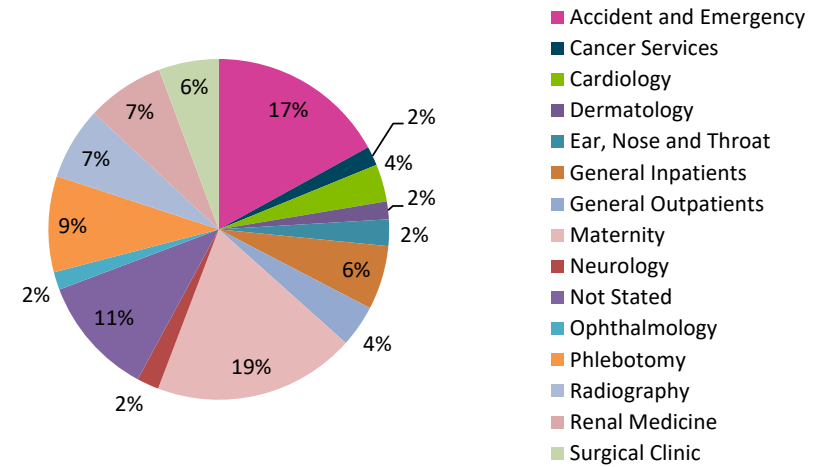
4. Trends: Which departments are people most commenting on?



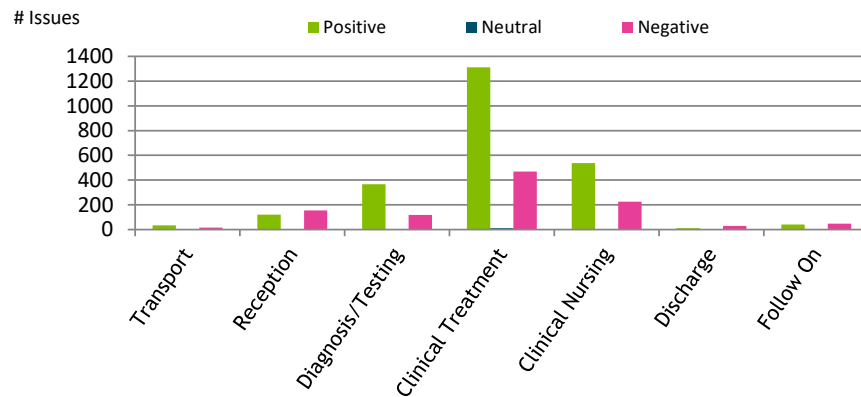
4.1 Departments (3503 issues)



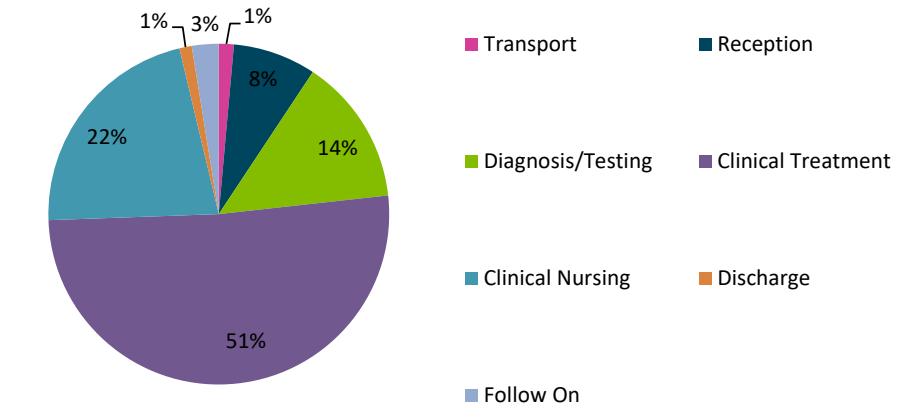
Departments receiving the most comments overall



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



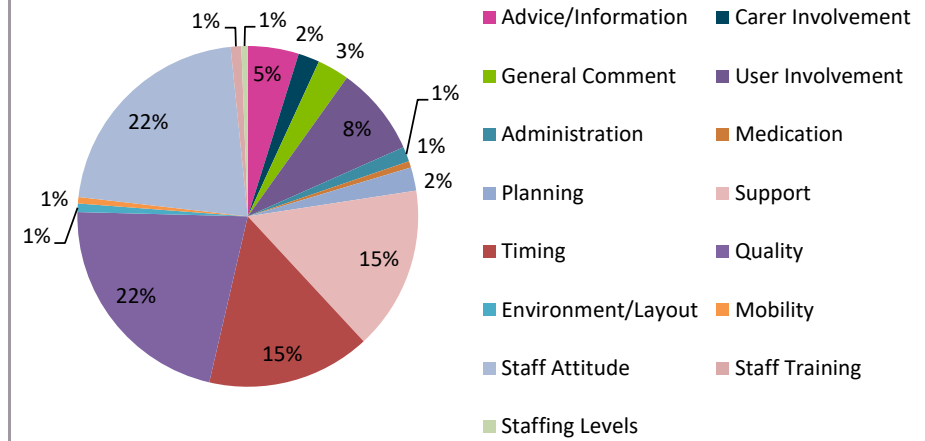
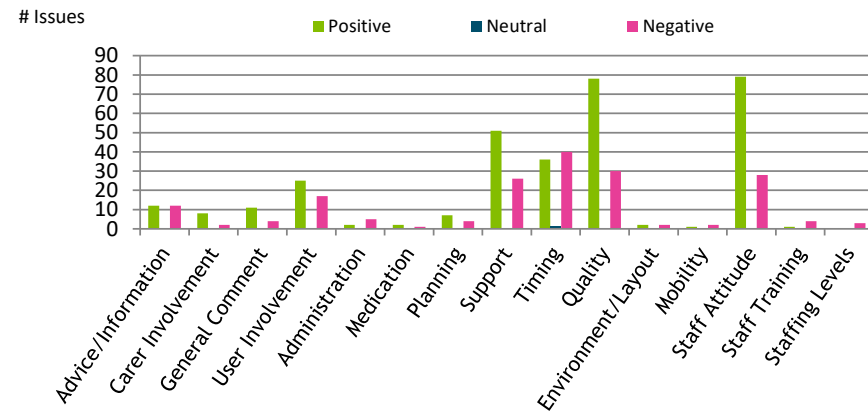
Care pathway locations



5. Trends: A&E Departments

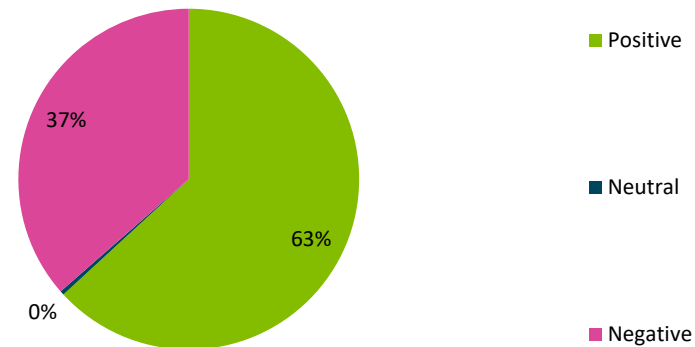
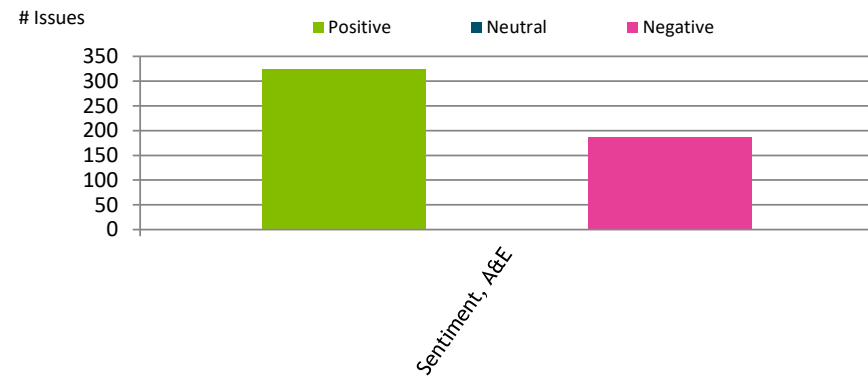


5.1 Trends, A&E (513 issues from 141 people)



Issues receiving the most comments overall

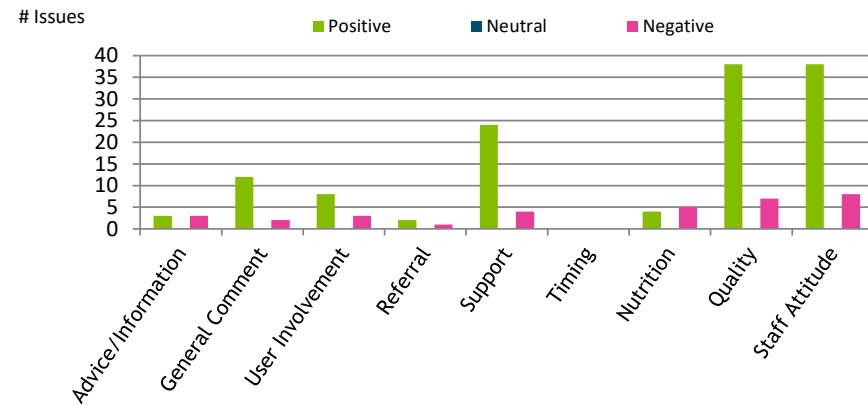
5.2 Sentiment, A&E



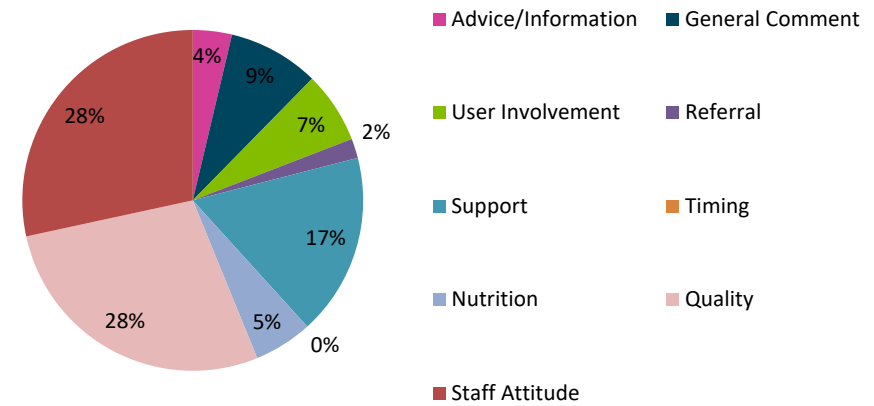
5. Trends: Inpatients (General)



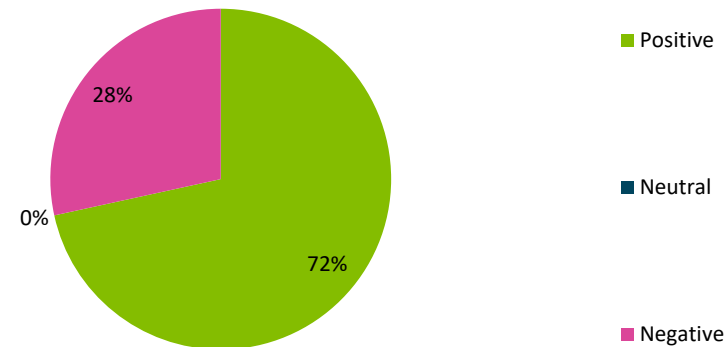
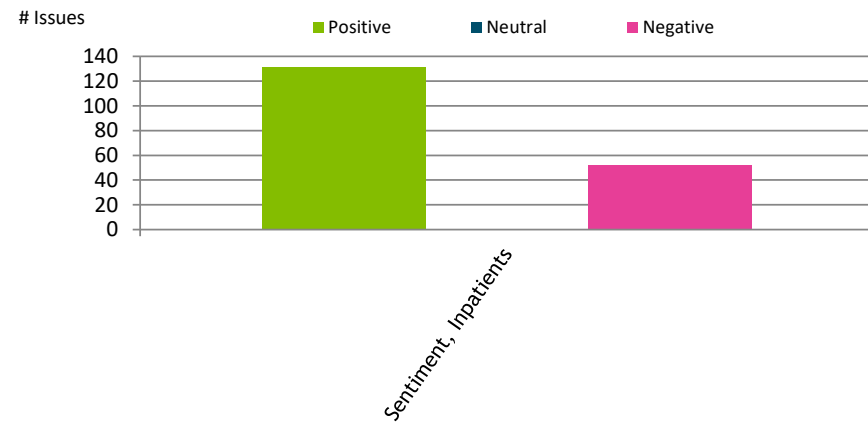
5.3 Trends, General Inpatients (183 issues from 55 people)



Issues receiving the most comments overall



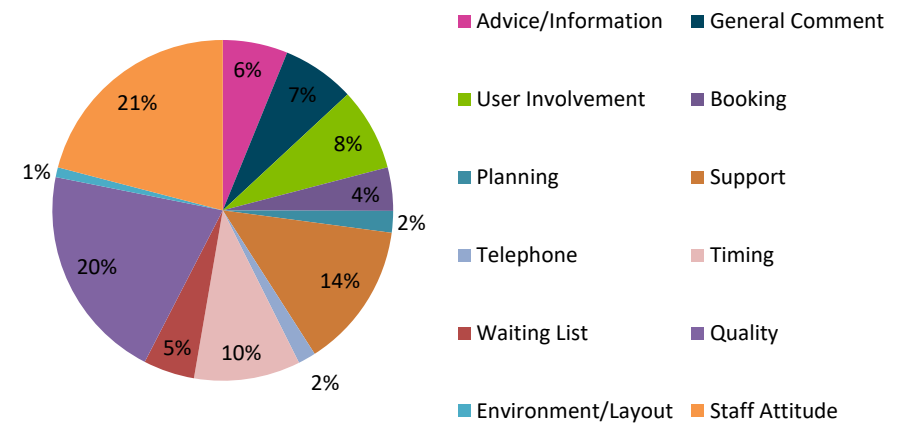
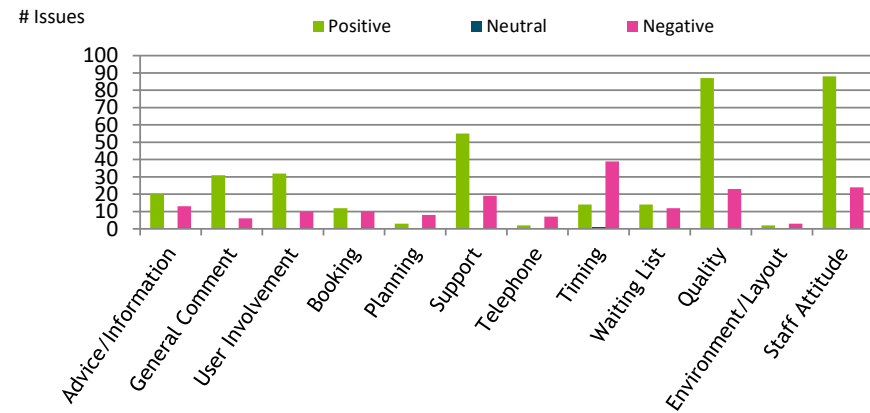
5.4 Sentiment, General Inpatients



5. Trends: Maternity

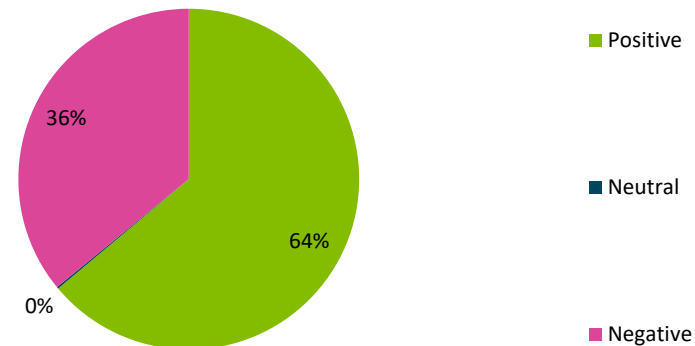
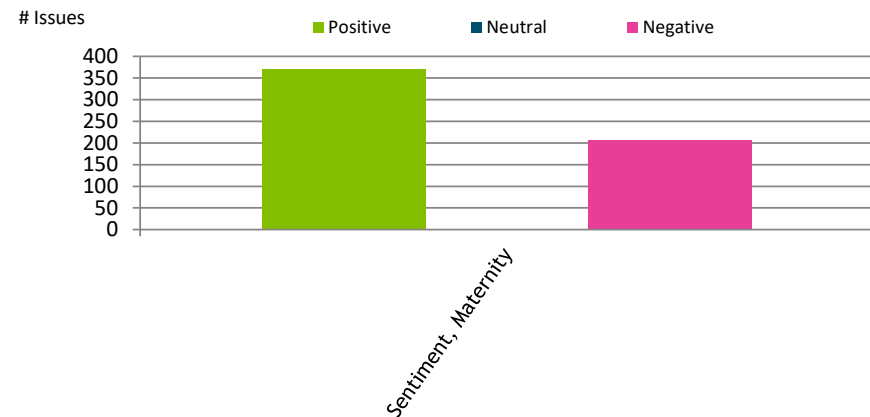


5.5 Trends, Maternity (579 issues from 167 people)



Issues receiving the most comments overall

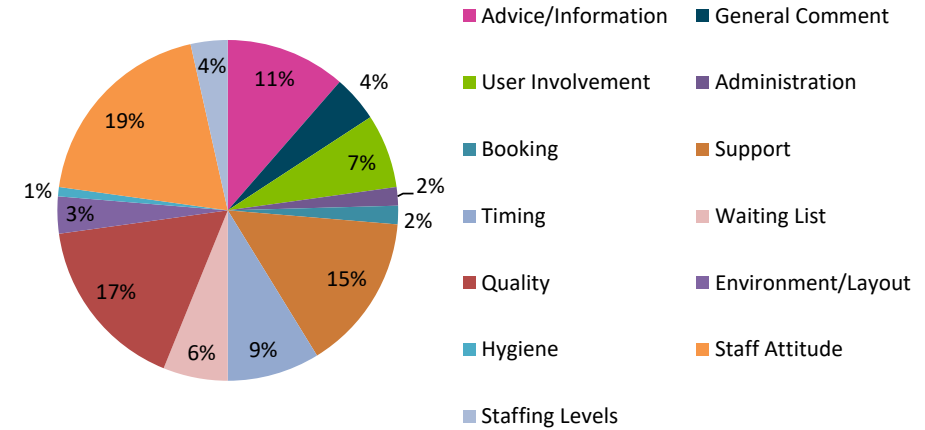
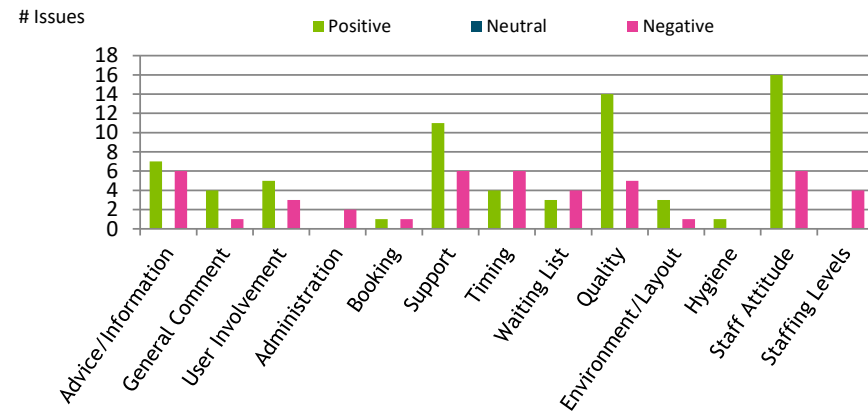
5.6 Sentiment, Maternity



5. Trends: Outpatients (General)

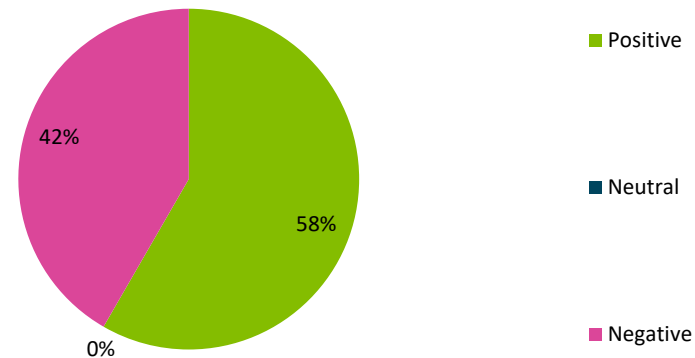
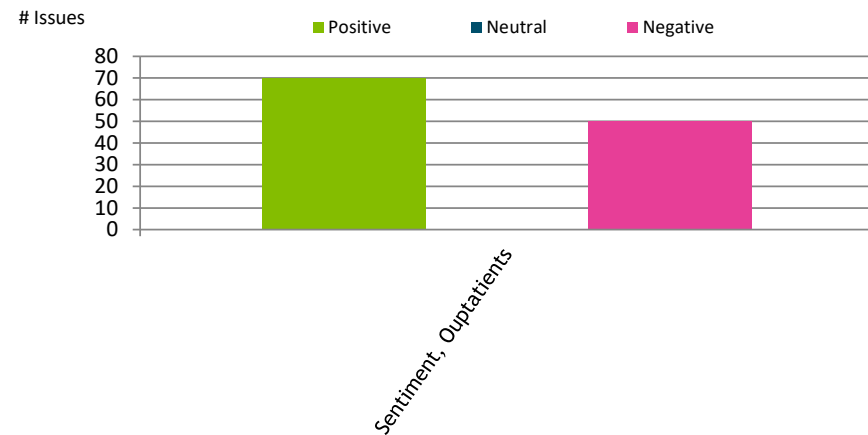


5.7 Trends, Outpatients (120 issues from 33 people)



Issues receiving the most comments overall

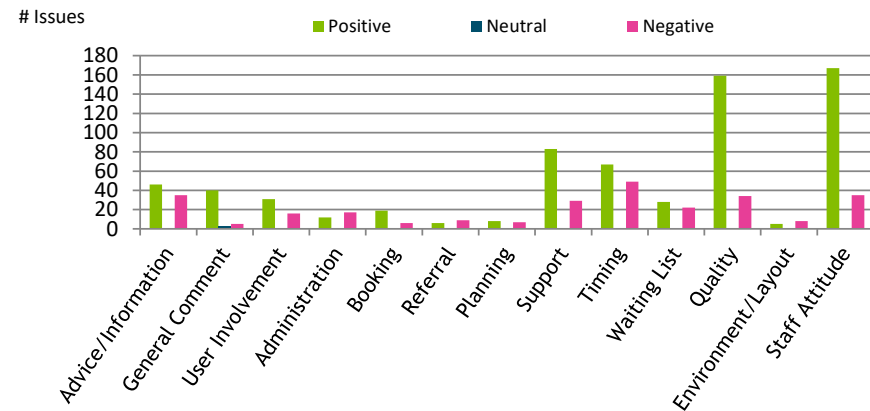
5.8 Sentiment, Outpatients



6. Trends by Hospital

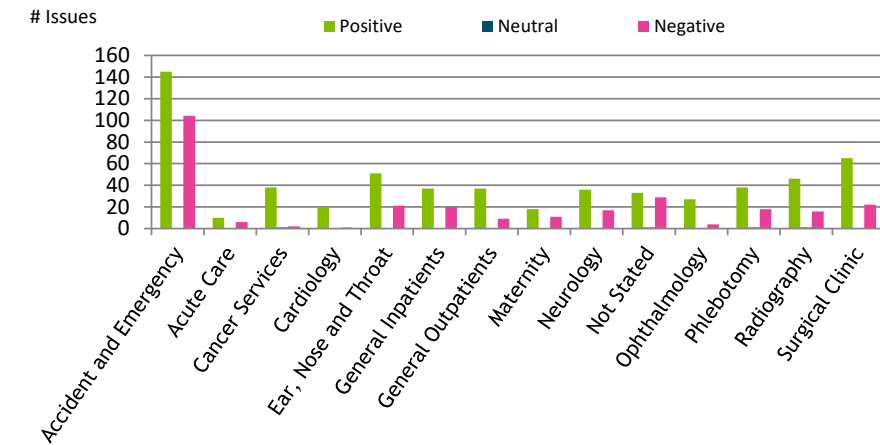


6.1 Trends, Charing Cross Hospital (1020 issues from 321 people)



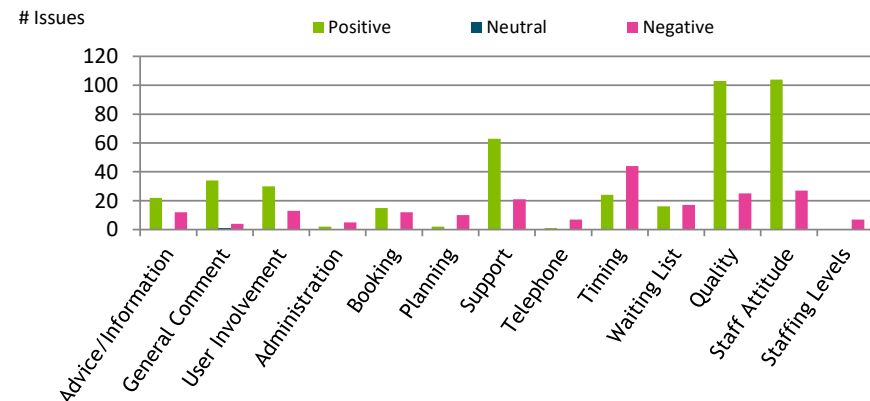
Issues receiving the most comments overall

6.1.1 Departments, Charing Cross Hospital



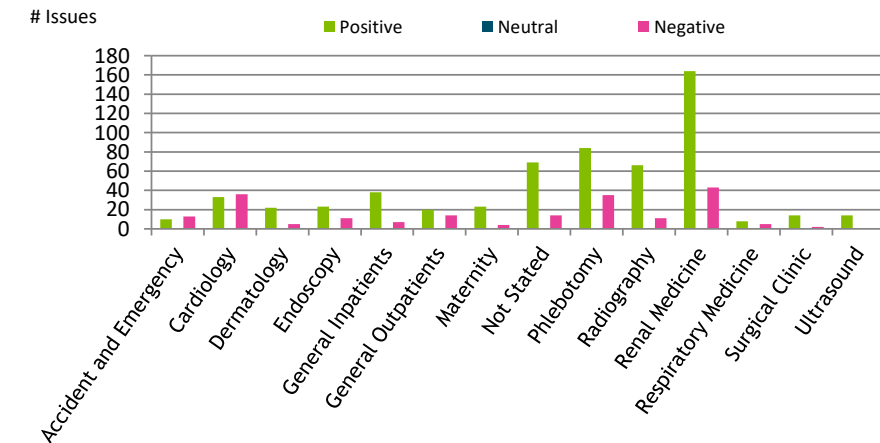
Top departments displayed

6.2 Trends, Hammersmith Hospital (852 issues from 317 people)



Issues receiving the most comments overall

6.2.1 Departments, Hammersmith Hospital

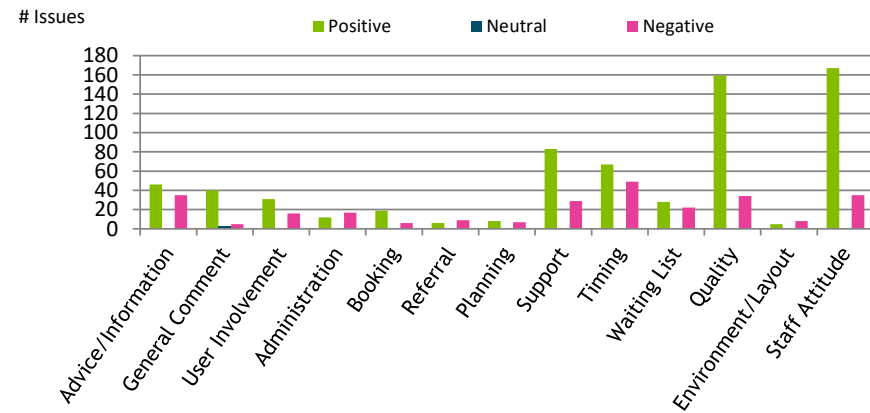


Top departments displayed

6. Trends by Hospital

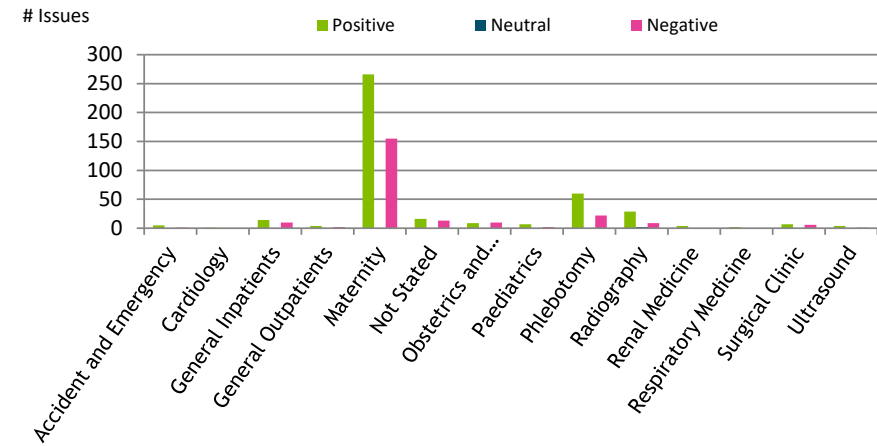


6.3 Trends, Queen Charlotte Hospital (660 issues from 204 people)



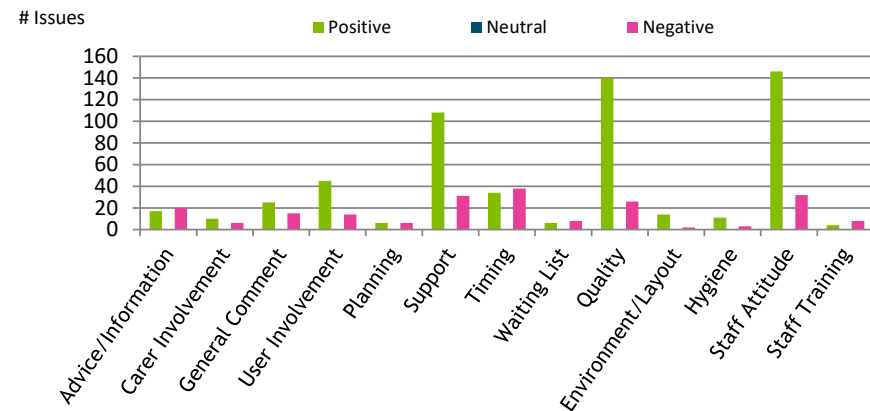
Issues receiving the most comments overall

6.3.1 Departments, Queen Charlotte Hospital



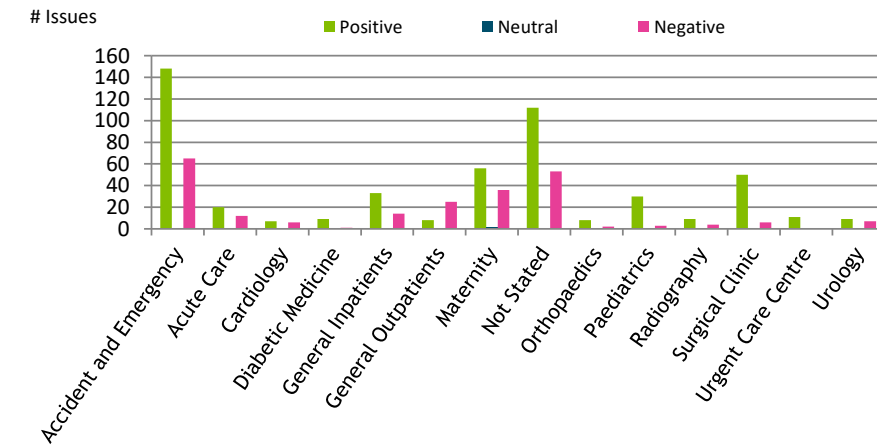
Top departments displayed

6.4 Trends, Chelsea & Westminster Hospital (848 issues from 228 people)



Issues receiving the most comments overall

6.4.1 Departments, Chelsea & Westminster Hospital

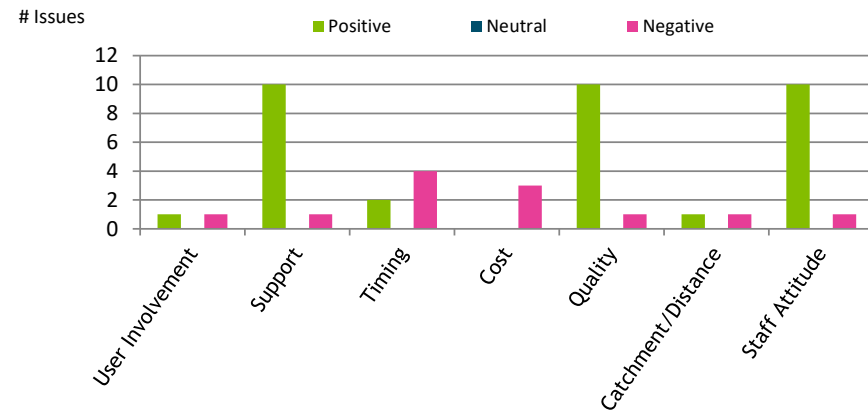


Top departments displayed

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

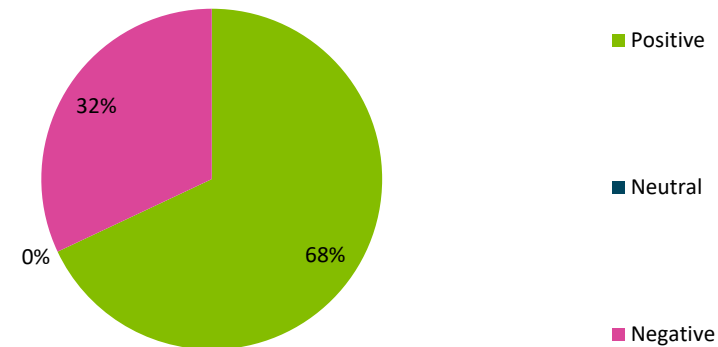
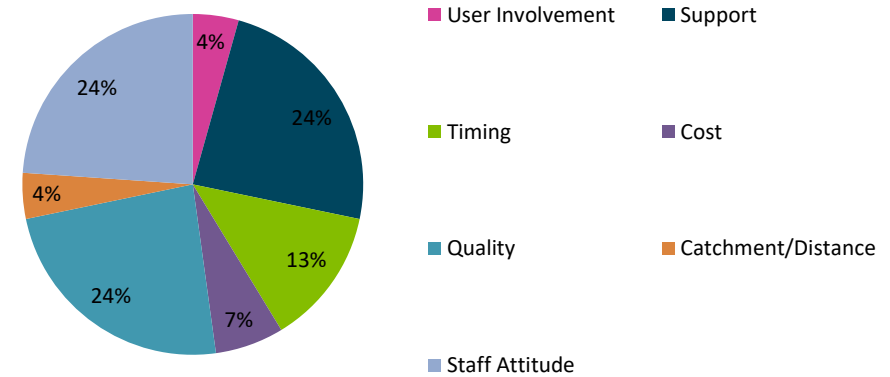
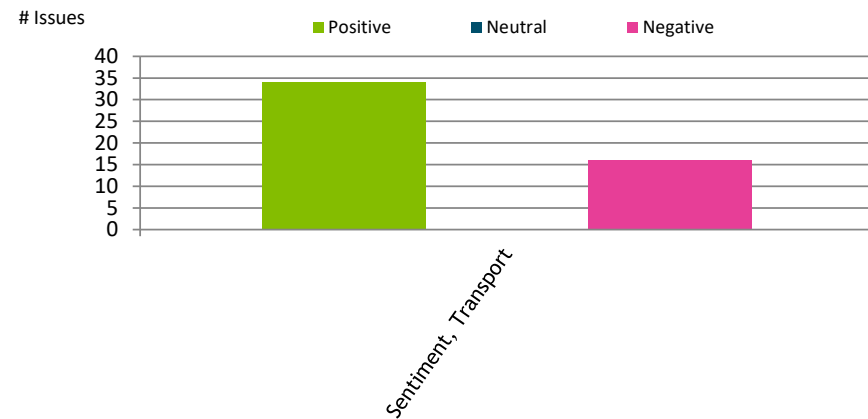


7.1 Trends, Transport (50 issues)



Issues receiving the most comments overall

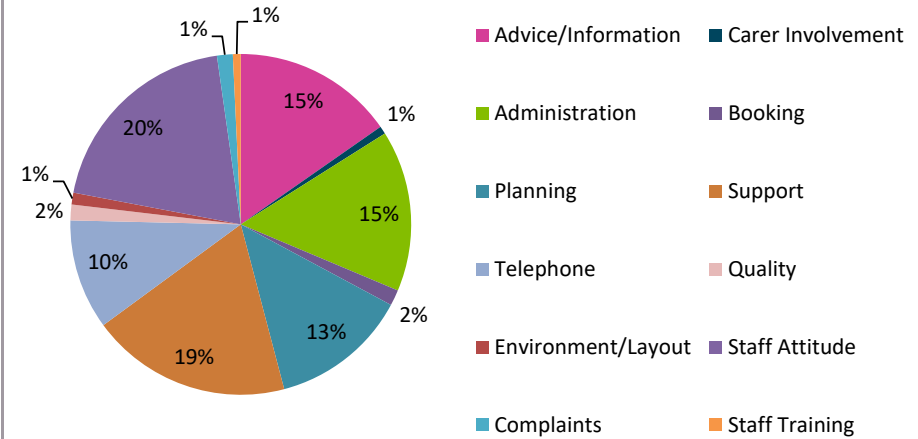
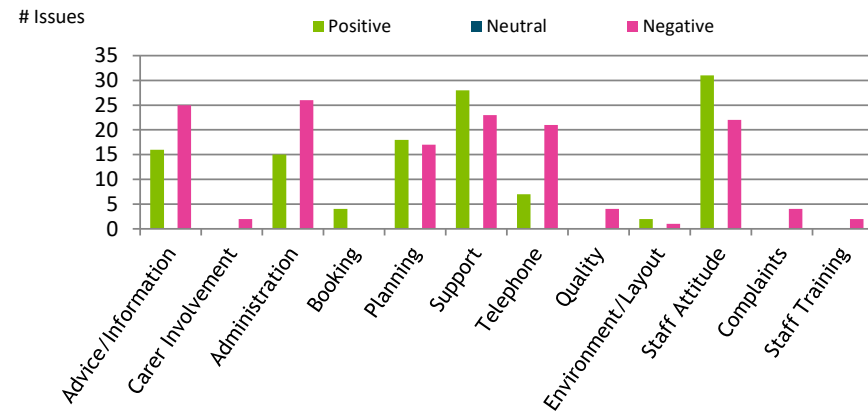
7.2 Sentiment, Transport



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

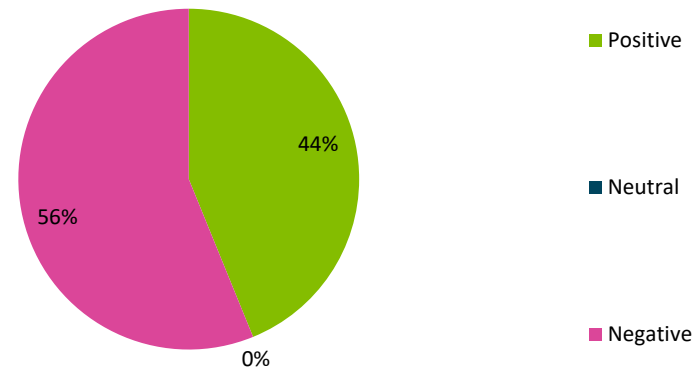
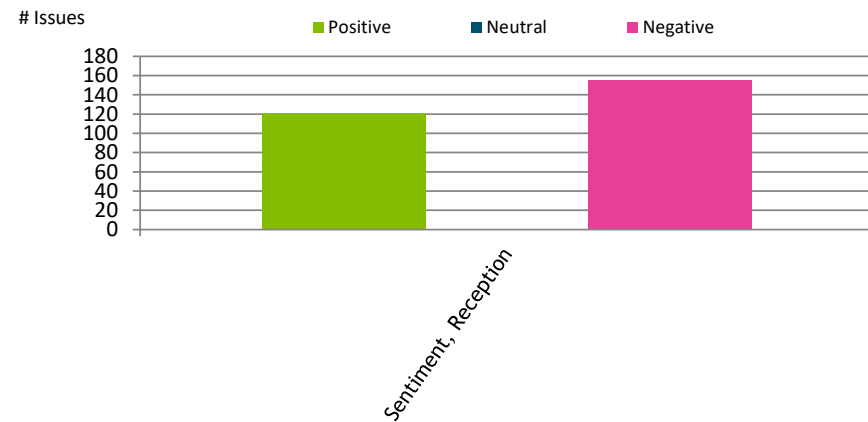


7.3 Trends, Reception (276 issues)



Issues receiving the most comments overall

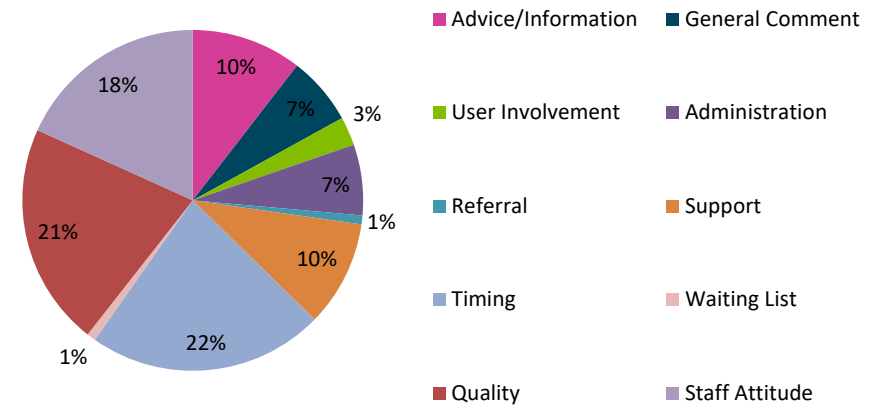
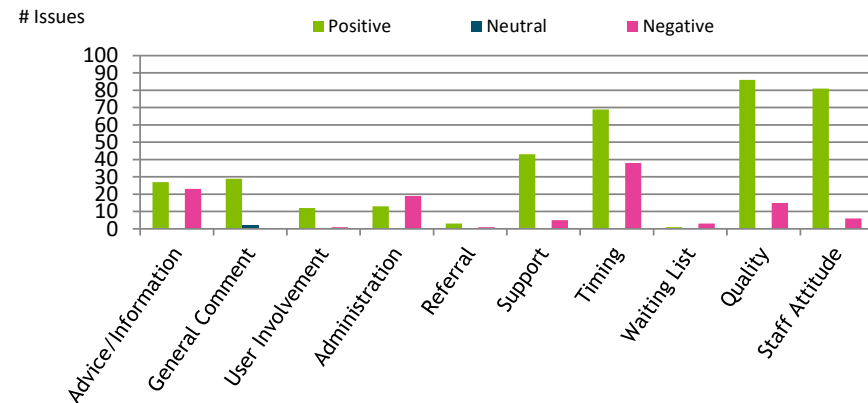
7.4 Sentiment, Reception



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

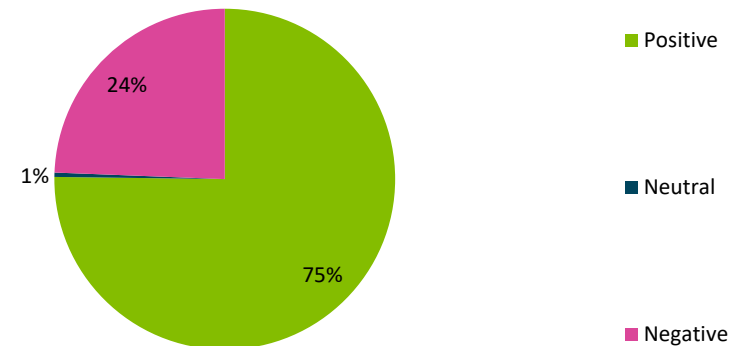
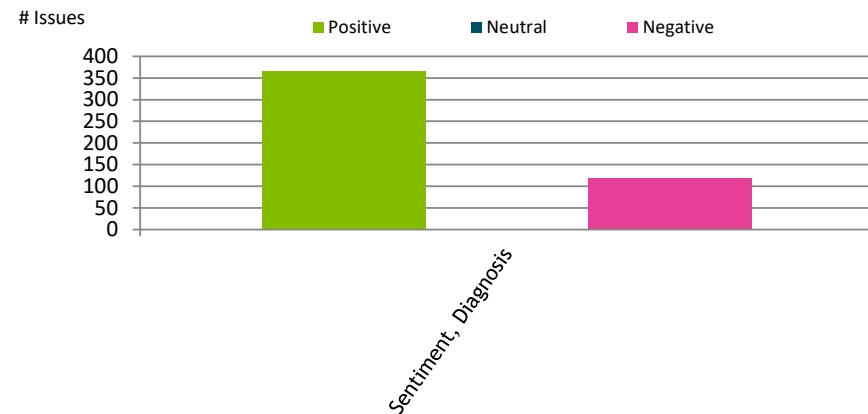


7.5 Trends, Diagnosis/Testing (488 issues)



Issues receiving the most comments overall

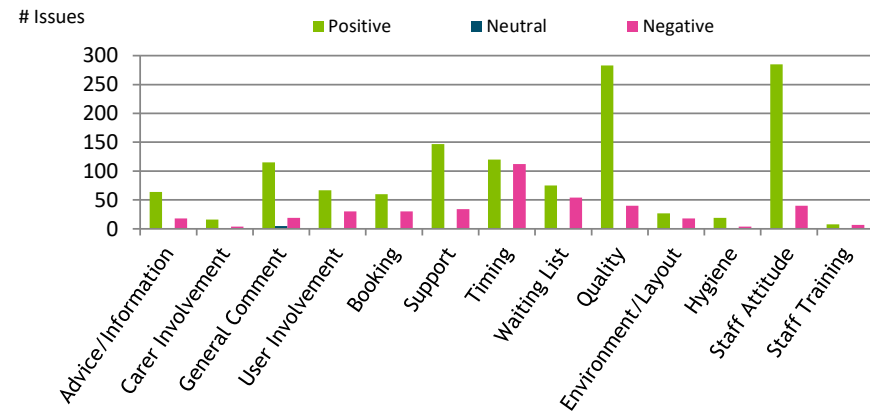
7.7 Sentiment, Diagnosis/Testing



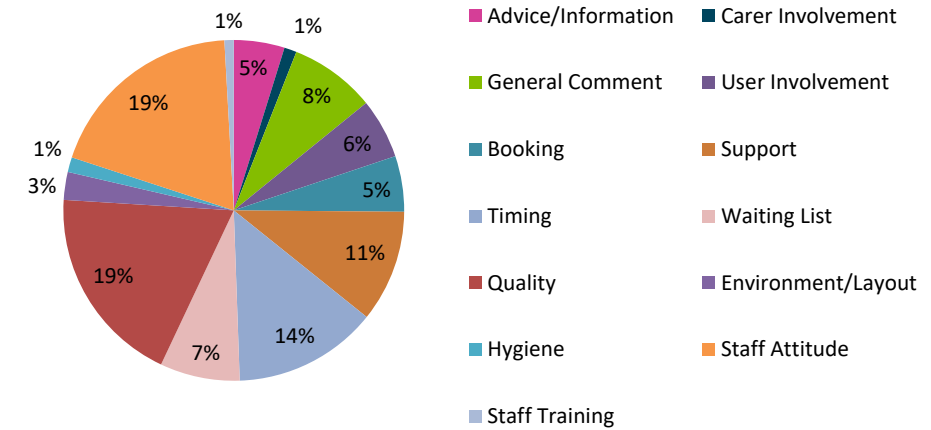
7. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)



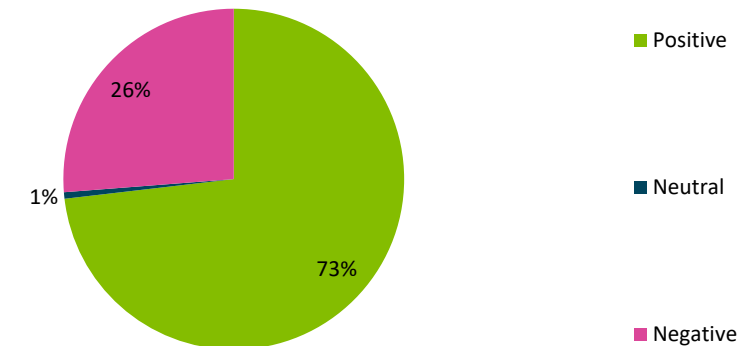
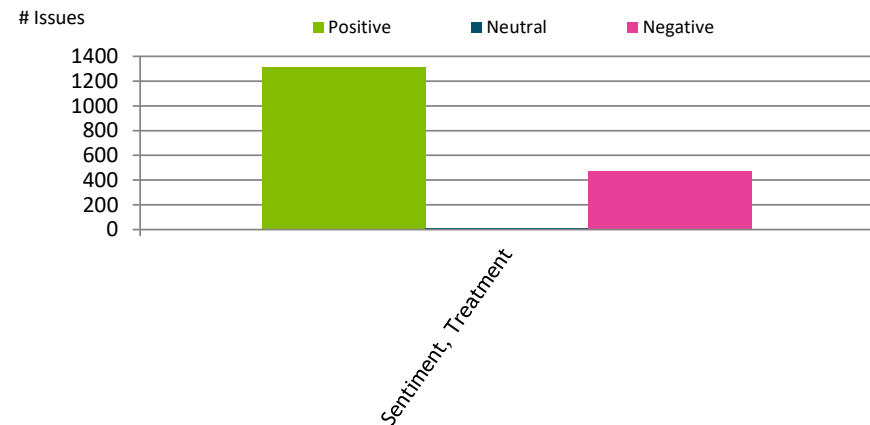
7.7 Trends, Clinical Treatment (1792 issues)



Issues receiving the most comments overall



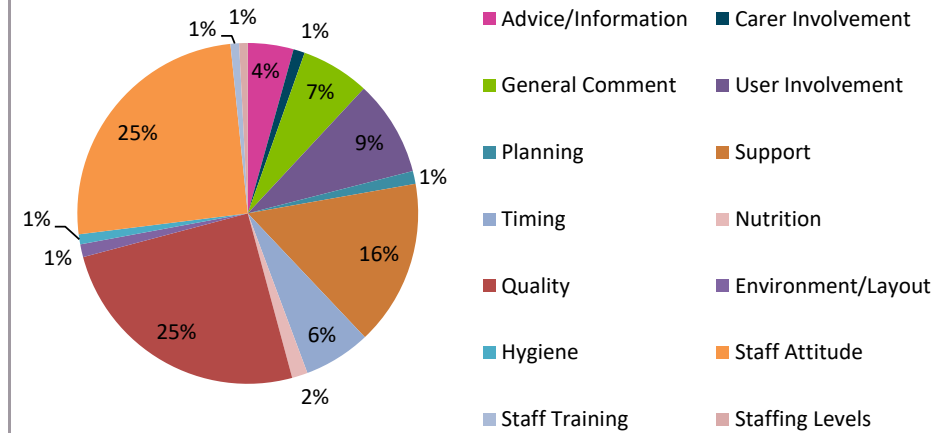
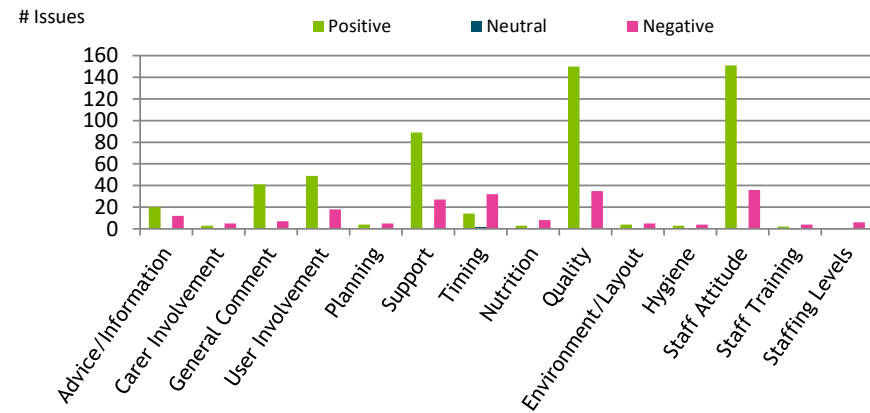
7.8 Sentiment, Clinical Treatment



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

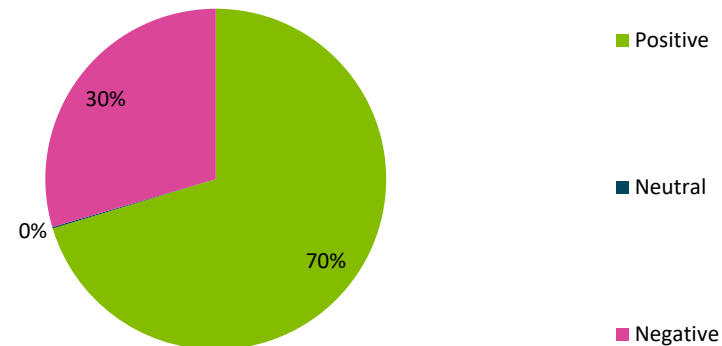
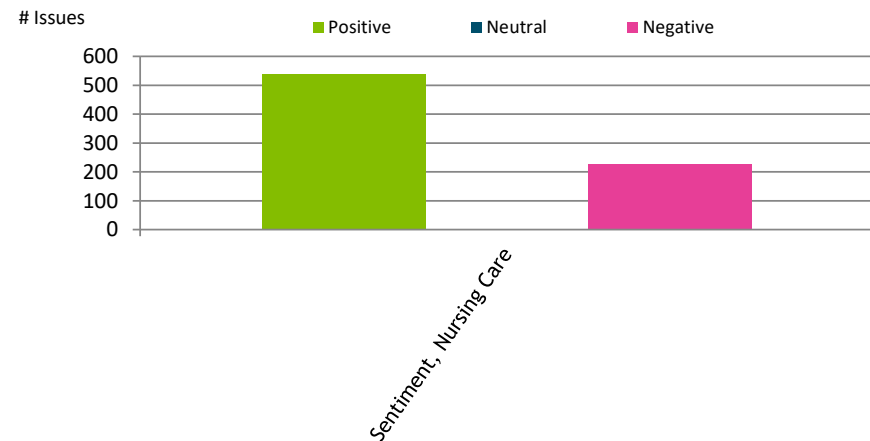


7.9 Trends, Clinical Nursing (41 issues)



Issues receiving the most comments overall

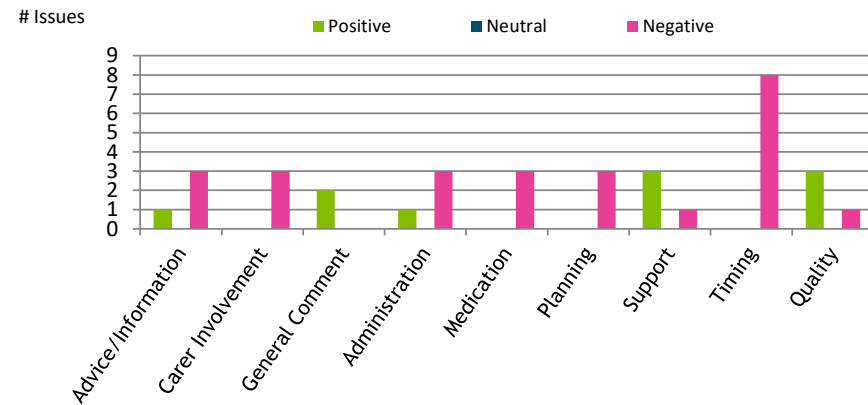
7.10 Sentiment, Clinical Nursing



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

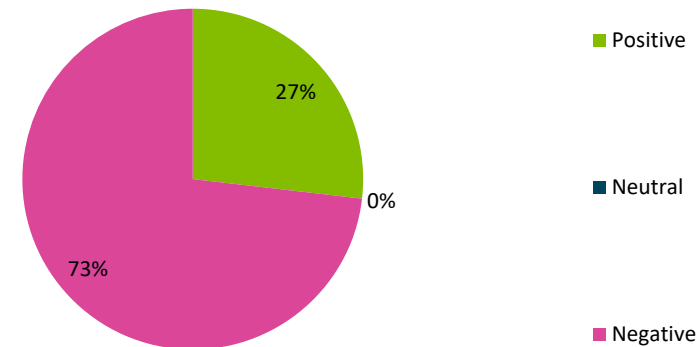
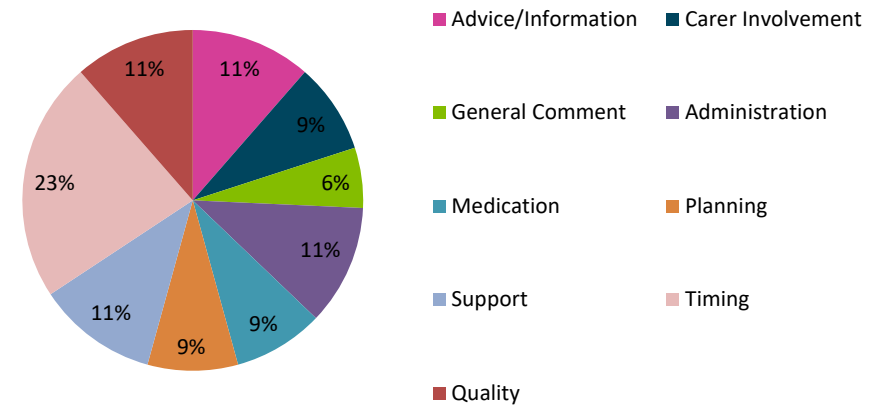
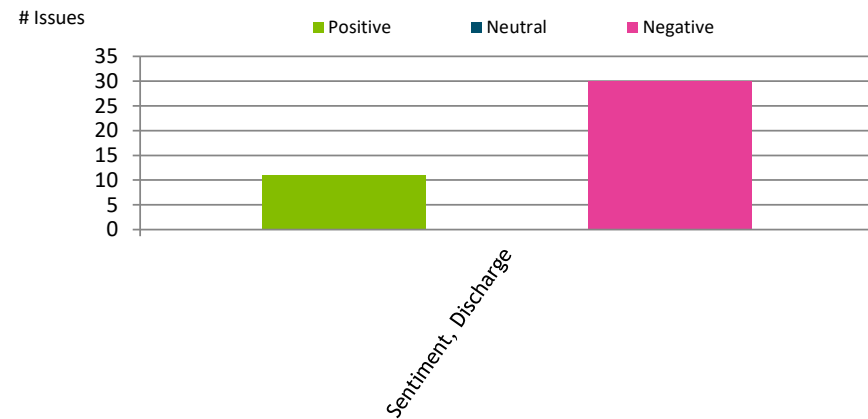


7.11 Trends, Discharge (41 issues)



Issues receiving the most comments overall

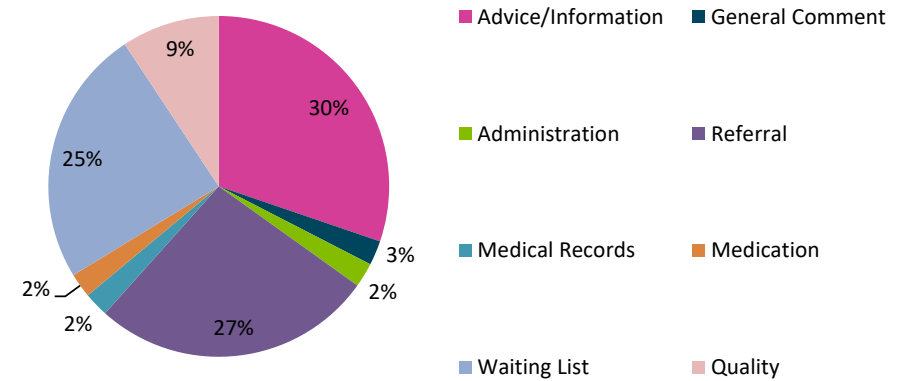
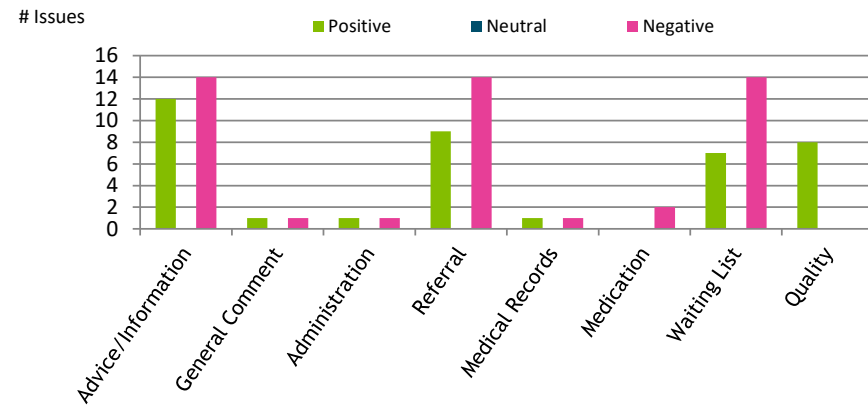
7.12 Sentiment, Discharge



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

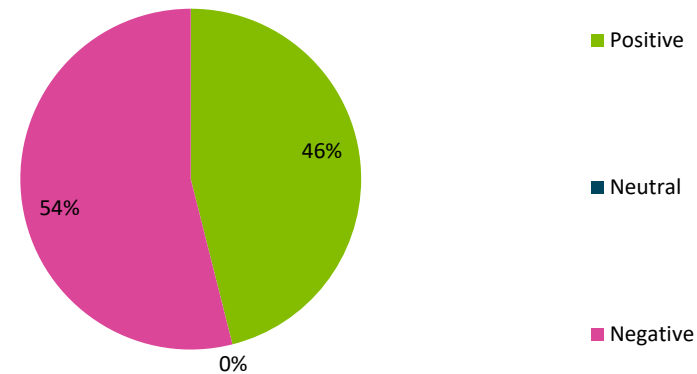
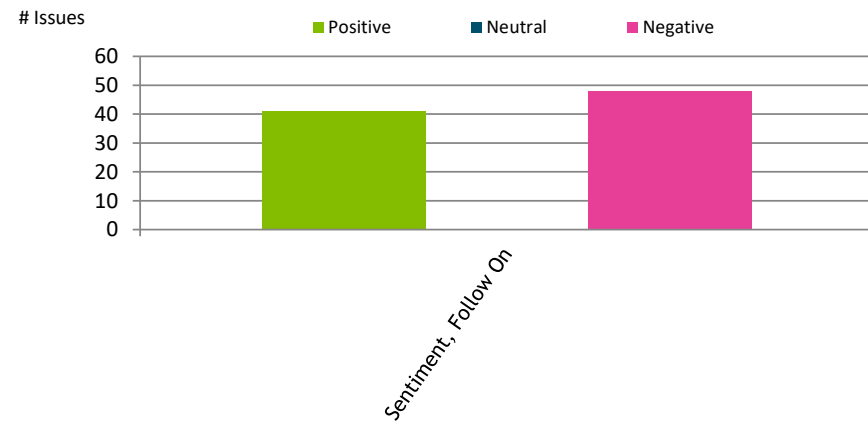


7.13 Trends, Follow On (89 issues)



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.	140	0	96	236
	Carer Involvement	Involvement of carers, friends or family members.	20	0	15	35
	General Comment	A generalised statement (ie; "The doctor was good.")	189	8	29	226
	User Involvement	Involvement of the service user.	129	0	50	179
Systems	Administration	Administrative processes and delivery.	30	0	50	80
	Admission	Physical admission to a hospital ward, or other service.	1	0	4	5
	Booking	Ability to book, reschedule or cancel appointments.	64	0	32	96
	Cancellations	Cancellation of appointment by the service provider.	1	0	12	13
	Data Protection	General data protection (including GDPR).	0	0	1	1
	Referral	Referral to a service.	19	1	20	40
	Medical Records	Management of medical records.	1	0	2	3
	Medication	Prescription and management of medicines.	3	0	9	12
	Opening Times	Opening times of a service.	0	1	0	1
	Planning	Leadership and general organisation.	23	0	26	49
	Registration	Ability to register for a service.	0	0	0	0
	Support	Levels of support provided.	321	0	91	412
	Telephone	Ability to contact a service by telephone.	7	0	24	31
	Timing	Physical timing (ie; length of wait at appointments).	205	2	194	401
	Waiting List	Length of wait while on a list.	83	0	72	155
Values	Choice	General choice.	4	0	4	8
	Cost	General cost.	1	0	6	7
	Language	Language, including terminology.	3	0	4	7
	Nutrition	Provision of sustenance.	4	0	8	12
	Privacy	Privacy, personal space and property.	1	0	5	6
	Quality	General quality of a service, or staff.	540	0	96	636
	Sensory	Deaf/blind or other sensory issues.	1	0	2	3
	Stimulation	General stimulation, including access to activities.	1	0	1	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	3	7
	Environment/Layout	<i>Physical environment of a service.</i>	33	0	26	59
	Equipment	<i>General equipment issues.</i>	2	0	3	5
	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>	22	1	9	32
	Mobility	<i>Physical mobility to, from and within services.</i>	4	0	5	9
	Travel/Parking	<i>Ability to travel or park.</i>	2	0	9	11
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	6	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>	558	0	106	664
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	5	5
	Staff Training	<i>Training of staff.</i>	10	0	15	25
	Staffing Levels	<i>General availability of staff.</i>	0	0	17	17
Total:			2424	15	1064	3503