



**PATIENT EXPERIENCE
REPORT 2022/2023
QUARTER 1
April-June**

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Executive Summary

The information presented within this report details the individual experiences of those who completed the Healthwatch Hammersmith and Fulham Patient Experience survey during Quarter 1 April to June 2022. Healthwatch Hammersmith and Fulham presents this as information to be considered and utilised to improve service provision and highlight areas of good practice within the newly formed Hammersmith & Fulham Health and Care Partnership Northwest London ICS.

Patient experience feedback was explored according to the key themes: 1) Administration, 2) Staff, 3) Treatment and care, 4) Access to services

This quarter, a total of 1,212 patient experience reviews were collected. Out of the total number of patients experiences received:

- 839 (69%) were positive with a star rating of 4-5,
- 156 (13%) were neutral with a star rating of 3, and;
- 217 (18%) were negative with a star rating 1-2

Positive feedback for GP services were largely around the quality of Treatment and Care they received. Patients' also expressed their satisfaction with the overall positive attitudes and professionalism displayed by members of staff. Booking appointments, overall availability of appointments, and accessing their GP surgery via telephone was the most negatively expressed this quarter. This is largely down to misinformation and lack of communication with patients who believe service will or should have resumed to it's pre-covid method of delivery.

The feedback for Imperial College Healthcare NHS Trust and Chelsea and Westminster Hospital NHS Foundation Trusts indicated that, on the whole, patients were very satisfied with their overall experience and were happy with the treatment and care that they received, as well as the staff that attended to them. However, negative feedback received this quarter related to how long patients have to wait to access services that they need when they are at the hospital premises. This may in part be due to consultations taking place remotely and patients not understanding waiting periods when there are small numbers of patients seen in the waiting room premises.

The Pharmacy category also received largely positive reviews with residents commenting on the overall helpfulness of staff. However, it seems that there are some issues around the Waiting Times sub-theme as patients/service user have to wait longer than desired for their prescriptions.

With regard to other services (COVID-19 vaccination centres and testing sites, Dentists, Opticians, etc.), individuals were generally happy with the services that they were provided with. The majority of feedback suggested that these services met individuals' needs, with service users stating that they were particularly happy with the friendliness of staff.

Healthwatch Hammersmith & Fulham would like to thank the patients who took the time to complete our questionnaire during our visits, the managers and staff for welcoming and supporting us during our visits and our Healthwatch Hammersmith & Fulham volunteers for the time that they dedicated to collecting patient data.

Healthwatch was created by the health and social care reforms of 2012 with a powerful ambition of putting people at the centre of health and social care. To help realise that ambition Healthwatch Hammersmith & Fulham delivers a number of services to gather and represent the views of patients and service users of health and social care in the Hammersmith & Fulham borough. One of the ways we do this is through a comprehensive Patient Experience data collection programme. The successful implementation of this programme, including the use of our Digital Feedback Centre, will yield a minimum of 4,800 patient experiences per annum, all of which will be presented as they are received and considered as a valid community opinion. Your Voice in Health and Social Care (YVHSC) took over the provision of Healthwatch Hammersmith & Fulham in April 2020. In April 2020, the Digital Feedback Centre which is integral to the Patient Experience programme was launched together with the Healthwatch Hammersmith & Fulham website.

Our Patient Experience Officer, supported by a team of volunteers, will visit health and social care services to talk to and hear from patients, service users, carers, and relatives about their experiences of local services. The Healthwatch Team captures this information using our standardised Patient Experience Form (see appendices) that they fill in with the individual. This form includes questions for individuals to provide their overall ratings for the service, ratings for specific aspects of the service; such as ease of booking appointments and staff attitudes, and the opportunity to provide further detail about their experience in a free text box, should they see fit. This engagement method is supplemented by independent feedback that individuals are able to provide for the service in question, by visiting our website and filling out the same Patient Experience Form online. People can choose to leave their name or comment anonymously. At the end of each service visit, the Patient Experience Officer will relay any urgent matters requiring attention to the Operations Manager of Healthwatch Hammersmith & Fulham.

We have seen a shift in healthcare service delivery with many patients opting for digital appointments and healthcare partners providing digital and telephone triage. During this quarter, we therefore implemented both our new and pre-pandemic model of engagement, combining in-person GP surgery visits with the collection of feedback via the NEXTDOOR APP and collecting and collating online reviews. This new 'digital' model that we have implemented throughout the pandemic has benefited residents by providing additional information and signposting and a level of befriending for many of those contacted over the telephone.

Of course, these new methods of feedback collection bring their own limitations. First, although every effort is made to ensure participant diversity, there is less opportunity through telephone and online contact, to speak to the diverse range of residents that Patient Experience Officers would usually speak to in Primary and Secondary Care settings. A second limitation of collecting online reviews is that there is the potential for a Selection Bias regarding the sentiment of feedback - individuals are more likely to input a negative experience online than a positive one. Both these limitations, the general context of the COVID-19 pandemic and the difficulties adapting to the new form of digital/remote service delivery, should be taken into account when reviewing the findings of these reports.

Healthwatch Hammersmith & Fulham are currently using it's own inhouse database.

- It asks for an overall star rating of the service, (between 1-5).
- It provides a free text box for comments
- It asks for a star rating against specific domain areas, (between 1-5).

The above provides Healthwatch with several data sets.

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

The free text comment box is analysed in two different ways, with two different data set results:

- ❑ In the first instance, free text comments are broken down and analysed for themes and sub themes. Where relevant, up to 5 themes and sub themes can be applied to any one patient experience comment. Upon each application of a theme or sub theme, a positive, negative or neutral sentiment is also applied. This is a manual process undertaken by trained staff and specially trained volunteers. The process is overseen by the Patient Experience Officer and regularly audited in order to ensure consistency. Where themes and related sentiments are discussed in the report, it relates to this aspect of the process.
- ❑ Each of the areas described above provides an independent set of results which can be viewed separately or in conjunction with one another in order to gain an insight into a service or service area. It is important to note that correlation between different data sets may not be apparent, for example, a service may have an overall star rating of 4/5 but much lower ratings against individual domain areas.

Overall Star Ratings



The table below shows a breakdown of the negative, neutral, and positive patient reviews (see the appendices for examples of our physical and online questionnaires). Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings of 1 and 2 indicate a negative response, a star rating of 3 indicates a neutral response and star ratings of 4 and 5 indicate a positive response.



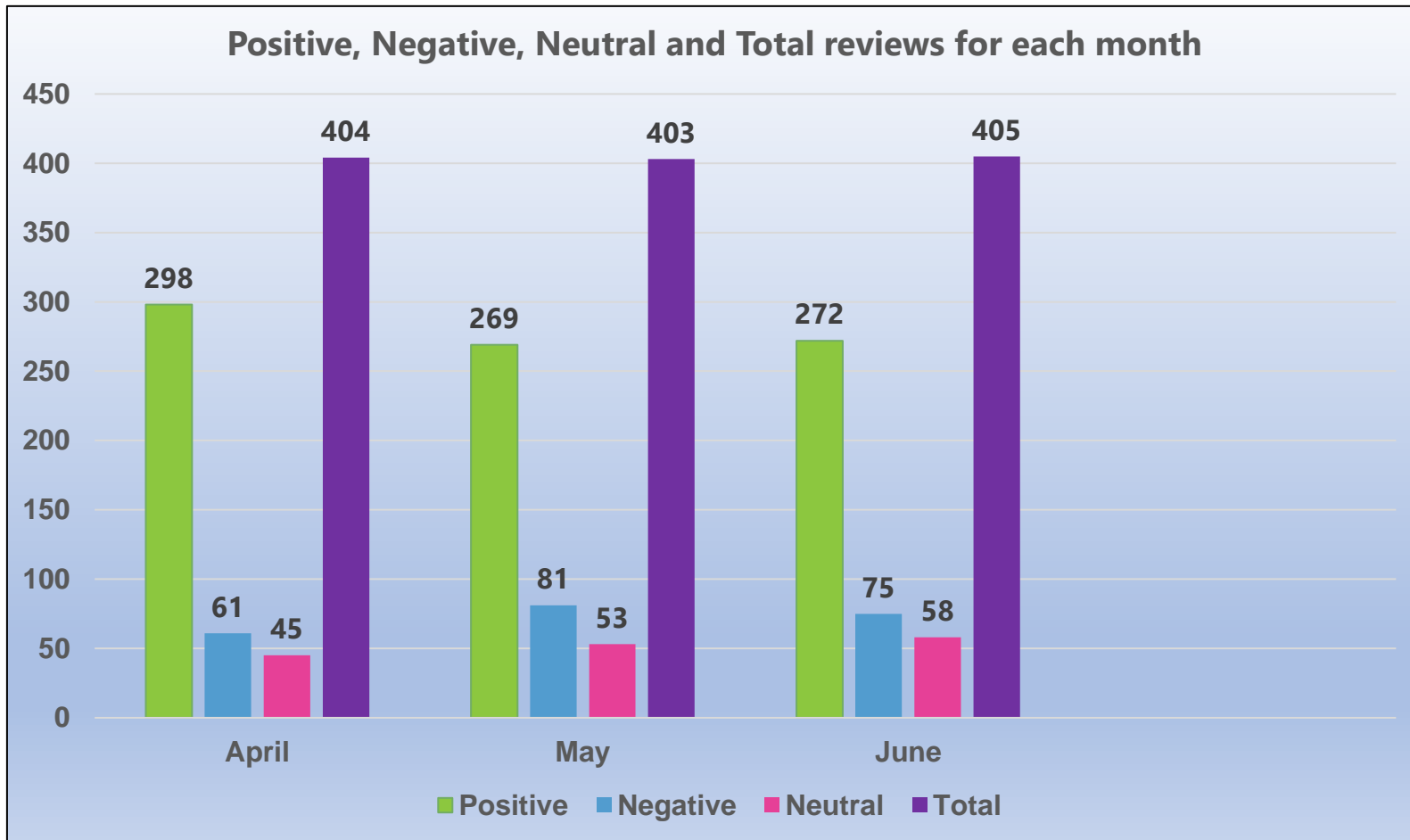
It is important to note that our experience has shown that people are very reluctant to give a negative rating of their care provider. When the 3* 'neutral' ratings are analysed in more detail we have traditionally found these to outline negative feedback. Therefore, where a significant number of 3* ratings are found, our experience tells us these areas are worthy of further attention to help identify areas for improvement. This quarter 905 positive responses, 198 negative responses and 126 neutral responses have been recorded.

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
April	61	45	298
May	81	53	269
June	56	47	315
Total	75	58	272



Overall Star Ratings

This chart provides a breakdown of negative, neutral, positive and total reviews for each month, based on the overall star rating provided.



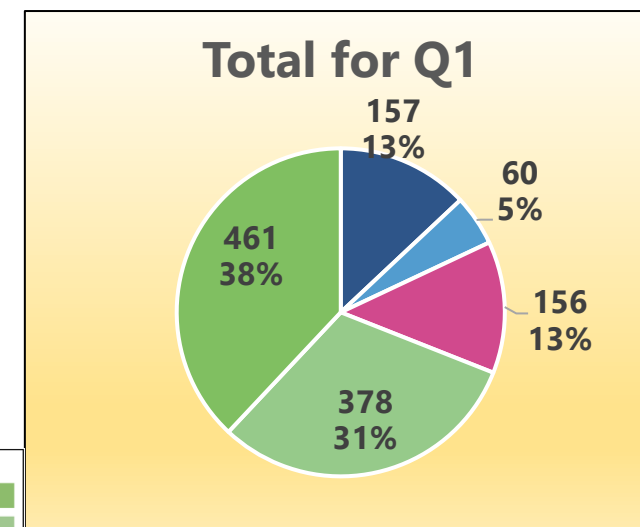
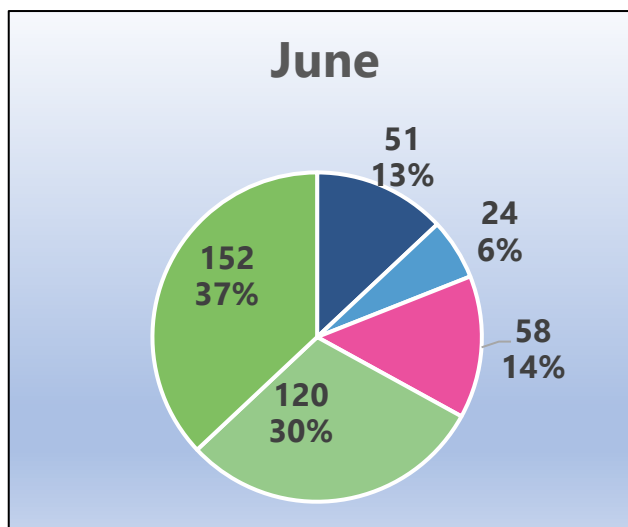
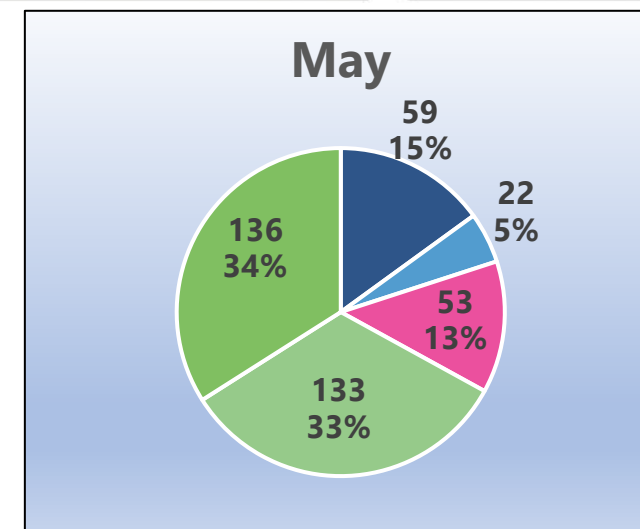
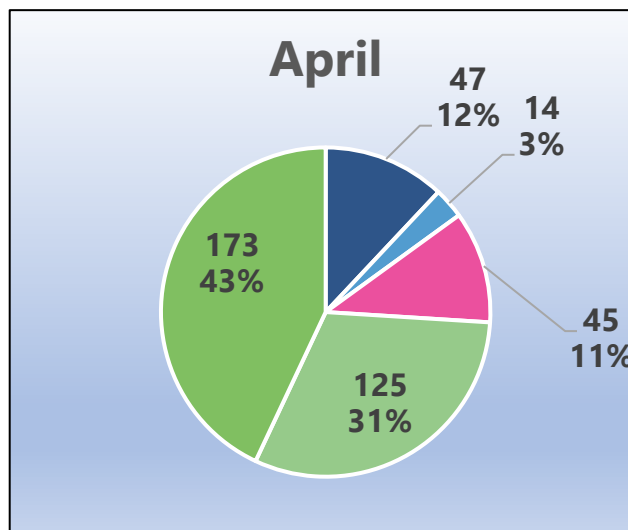
Overall Star Ratings

Individuals are asked to provide an overall star rating for the service that they are reviewing. With five stars being the highest and one star being the lowest. These pie charts show the breakdown of star ratings for each month and for the whole quarter.

In April and June, the 5-star rating received the highest proportion of reviews, followed by the 4-star rating. However, in May the number of 5-star ratings has reduced to 34% (n.136). The 3-star rating have increased from April to June.

This quarter we have noticed an increase in the number of negative reviews compared to last quarter Jan-March 2022.

The overall star ratings for services tell us that people are satisfied.



Total Reviews per Service Category

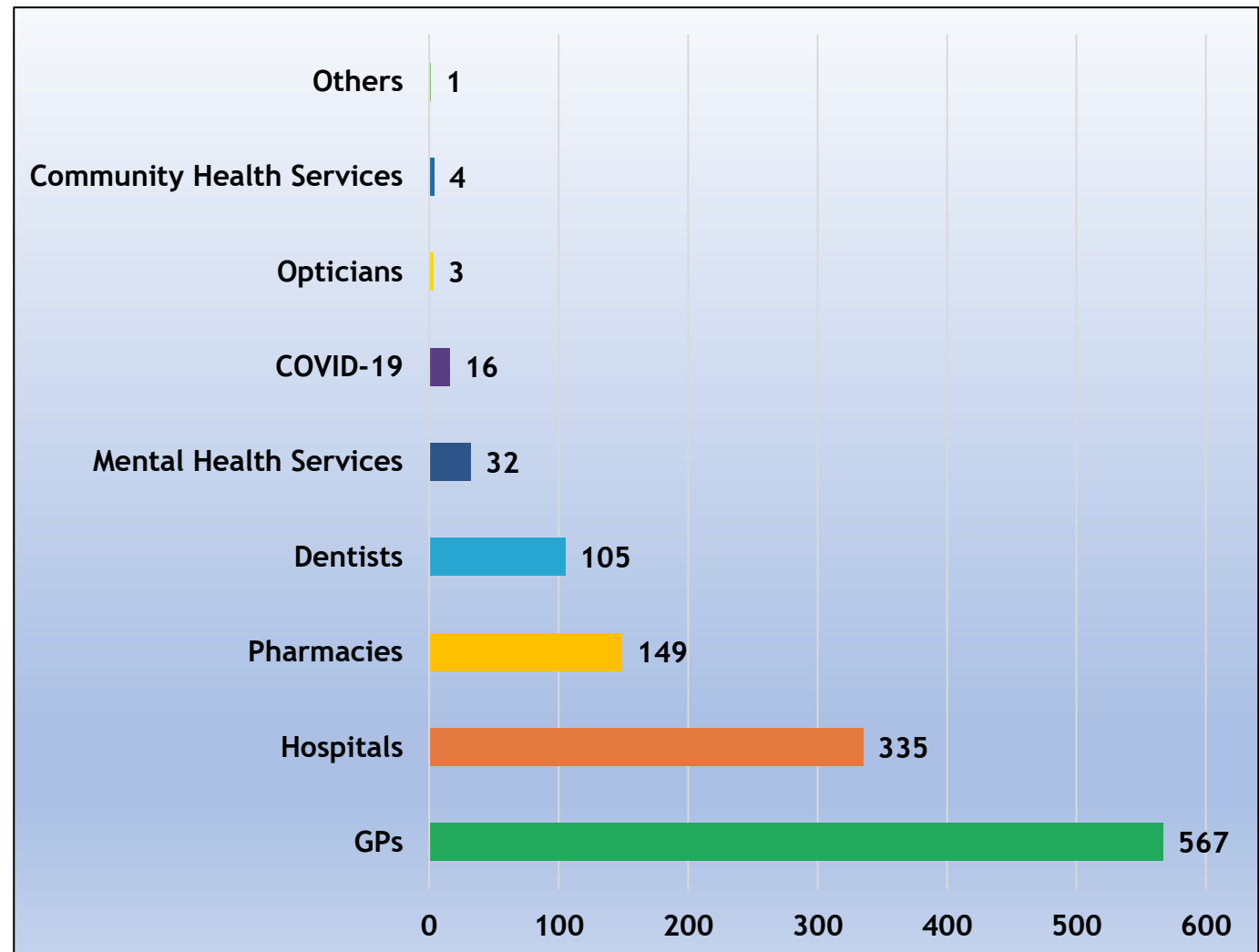
The patient reviews recorded for this quarter cover nine service categories, as seen in this chart.

The category with the highest number of reviews recorded was for GPs (n.567), followed by Hospitals (n.335), Pharmacies (n.149), and then Dentists (n.105).

Compared to quarter 4 of the last financial year (January-March 2021-2022), the number of reviews for GP surgeries has increased, because we were able to do many face to face engagement.

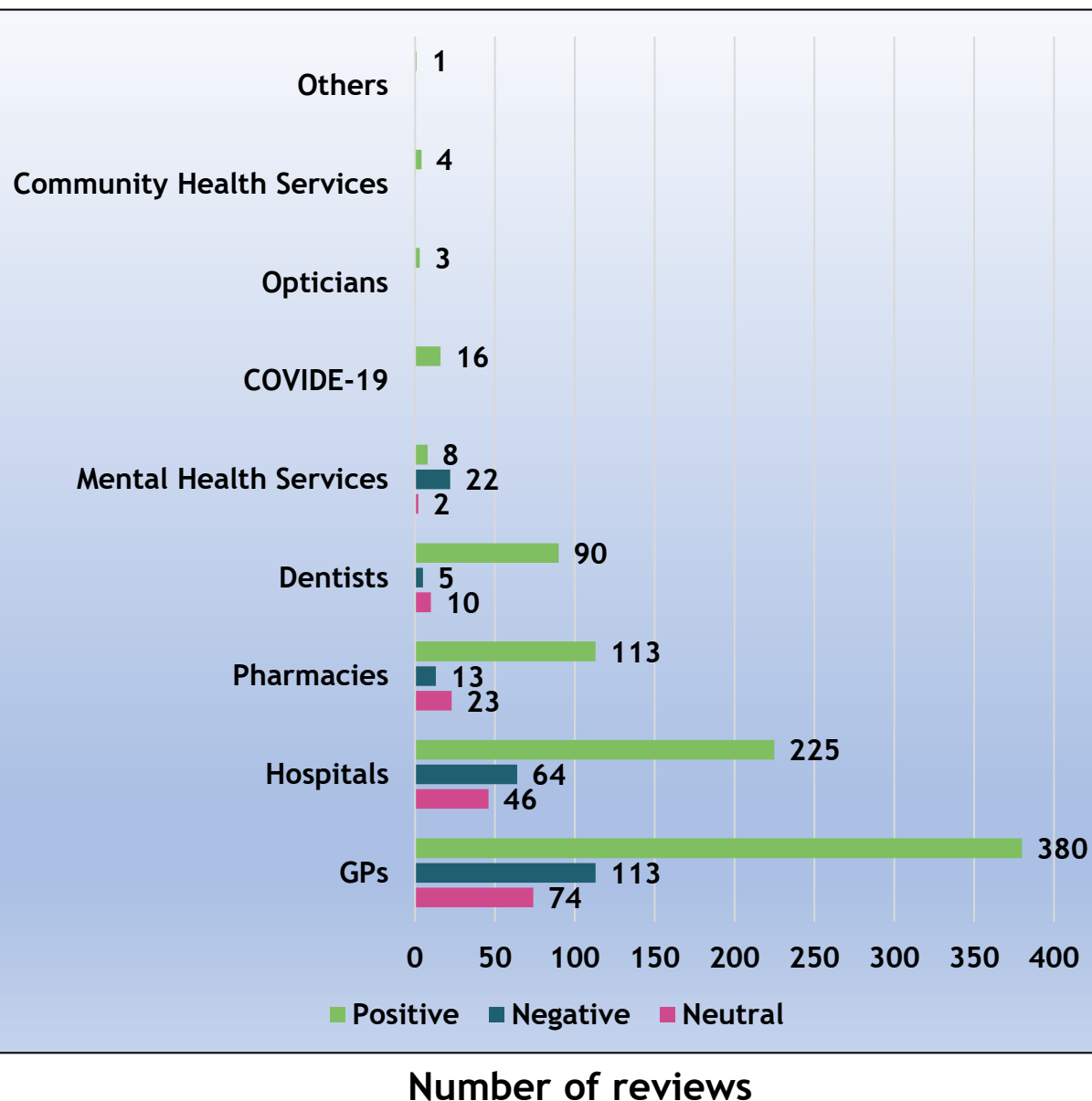
This quarter we are focusing on hearing more from people using mental health services and were able to collect 30 reviews, this is an improvement compared to previous quarters. This number is still low, however, it's a step forward to understanding the issue people using mental health services are facing. For Quarter 2 2022-2023, we hope to achieve between 100 and 200 reviews.

Type of services



Number of reviews

Distribution of Positive, Neutral & Negative



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

- 47% of the reviews were about people's experiences of GP services. This shows an increase of 4% from last quarter.
- 28% of the reviews were about people's experiences with Hospitals. An increase of 10% from last quarter
- 12% of the reviews were about people's experiences with Pharmacies. This shows a decrease of 5%.
- 9% of the reviews were about people's experiences of Dentists. This shows a decrease of 3% from last quarter.
- Other comments were about Opticians, COVID-19 Services, Community Health Services and Mental Health Services.

Of these services:

Dentists received the highest proportion of positive reviews at 85%, followed by Pharmacies with 75%, Hospitals with 67% and GPs with 67%. This quarter there is a decrease in the proportion of positive reviews for Dentists 5% compared to last quarter.

Themes and Sub-Themes

After asking patients for an overall star rating of the service we encourage them to "tell us more about your experience" (see the appendices for examples of our physical and online questionnaires). Qualitative analysis is conducted on individuals' comments to identify emerging or trending themes and sub-themes. To do this each comment is uploaded to our internal database where up to five themes and sub-themes may be applied to the comment (see appendix 3 p56-57 for a full list). For this reason, the total number of theme-counts will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative, or neutral 'sentiment' is given.

The application of themes, sub-themes and sentiments is a manual process undertaken by trained staff and differs from the star rating patients provide.

This section shows a breakdown of the main themes and sub-themes for those service areas where we received a significant number of reviews.

Themes and sub themes are neither positive or negative but rather reflect the mixed experiences that patients have with different service aspects.

In Q1 these areas are:

- GP surgeries;
- Hospitals and their Trusts;
- Pharmacies

GP Themes and Sub-Themes

Administration, remains one of most applied themes for GPs this quarter. The theme was applied on 422 counts, with 37% (n.158) of these being positive, 4% (n.17) being neutral and 59% (n.247) were negative.

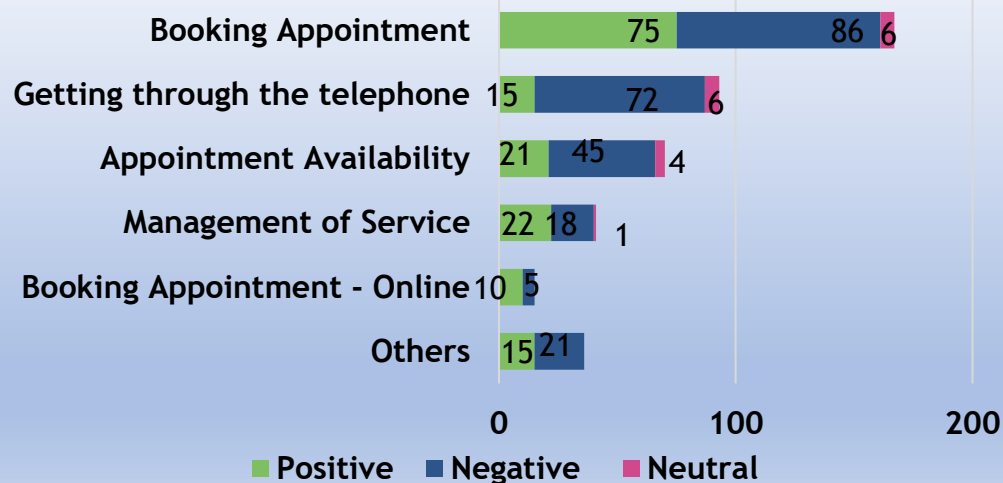
Booking Appointment, was one of the most applied sub-themes within this service category, identified in 167 responses. Of these responses, 45% (n.75) were positive, 4% (n.6) neutral and 51% (n.86) were negative. This was largely caused by patients unable to obtain a face to face appointment at their respective surgery. The second sub-theme that received a significant number of reviews was **Getting through the telephone** with over 75% of the reviews being negative in sentiment, this was due to unanswered calls, long waiting times and patients unable to speak to the receptionist on the phone when trying to book an appointment or ask for advice.

This quarter the reviews belonging to the sub-theme **Management of Service** were positive in sentiment with over 50%, however 44% of the reviews were negative in sentiment compared to last quarter.

For the **Appointment Availability** sub-theme, there were 70 counts, of which, 30% (n.21) were positive, 6% (n.4) neutral and 64% (n.45) were negative. Patients\service uses are struggling to obtain a suitable appointment. Many of the reviews relating to the sub-theme, **Booking Appointment - Online**, were negative in sentiment with 67% (n.10) being negative. This issue has been identified as an ongoing trend in GP surgery reviews since the beginning of COVID-19.

Top sub-themes for Administration

Sub-themes



Number of reviews

Positive reviews

"I am easily able to get an appointment the day of just by calling them."

GP Surgery

"I phoned them up and they gave me an appointment. It was easy to get through."

GP surgery

Negative / Neutral reviews

"It has been difficult to get an appointment since covid, but when I do it is at a convenient time for me."

GP surgery

"I find it so difficult to get an appointment. The phones are always engaged and when I eventually get through the appointments are booked."

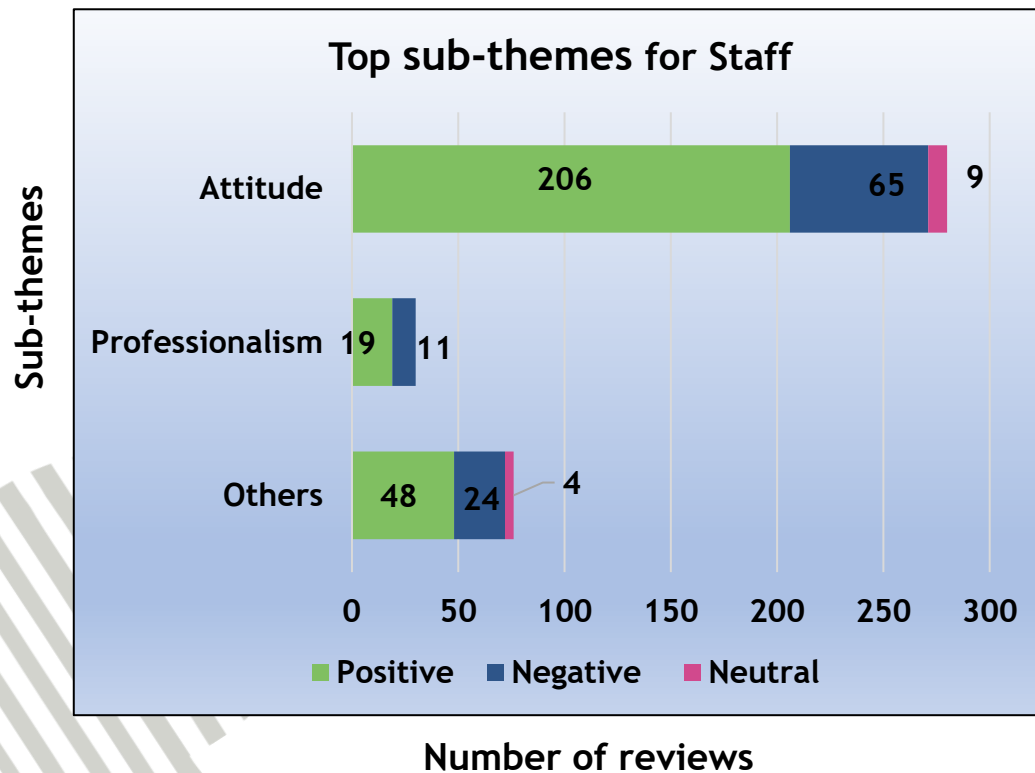
GP surgery

GP Themes and Sub-Themes

In this quarter, **Staff**, was the second most applied theme for GPs. It applied to 386 reviews, of which 71% (n.273) were positive, 3% (n.13) were neutral and 26% (n.100) were negative.

The chart below presents a more detailed breakdown, featuring the top two sub-themes for the **Staff** theme.

The majority of reviews focused on the sub-theme **Attitude**, where 74% (n.206) of the reviews were positive in sentiment. Taken together with the positivity regarding the sub-theme **Professionalism**, this strongly suggests that the majority of patients/service users were satisfied with the professionalism provided by the administrative and clinical teams at their respective GP surgeries.



Positive reviews

“The reception staff are very helpful. The doctors are caring and take time to listen to you.”

GP surgery

“Friendly staff, clean rooms, Doctor is great at listening to me and is very sympathetic.”

GP surgery

Negative / Neutral reviews

“The reception staff are rude and lazy. They talk to each other, complain about patients.”

GP surgery

“The reception staff are not attentive. The administration is inefficient and does not work for patients!”

GP surgery

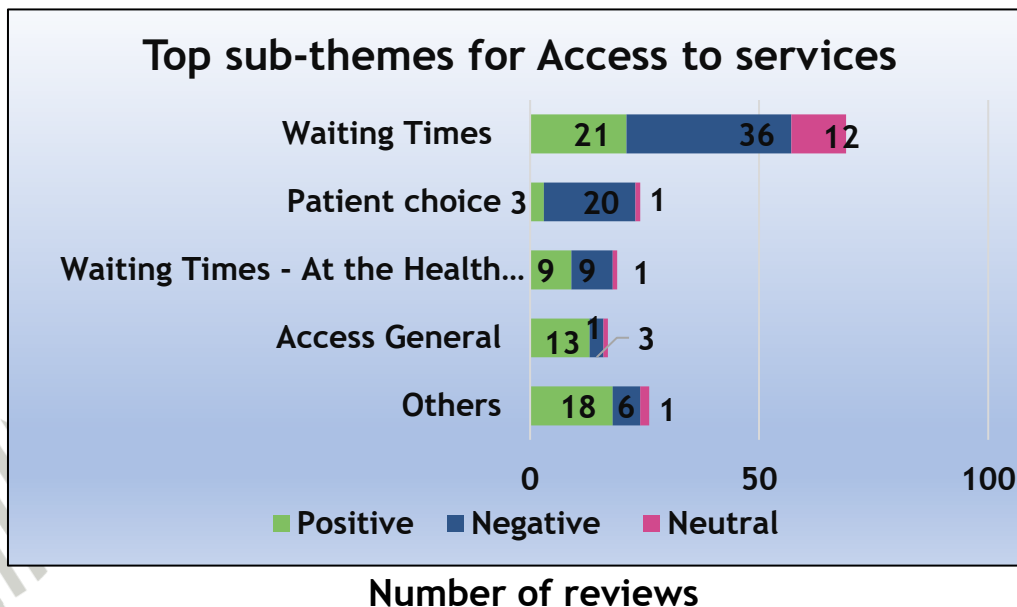
GP Themes and Sub-Themes

On this occasion, **Access to Services** was our third most identified theme, with 155 patient reviews focusing on this area. Out of the total number of times this theme was identified, 41% (n.64) were positive, 11% (n.17) were neutral and 48% (n.74) were negative. Following on from the last four quarters this demonstrates that the sentiment around, **Access to Services** is largely negative.

The chart below presents a more detailed breakdown of the top sub-theme for **Access to Services**.

Unsurprisingly, the sub-theme related to **Waiting Times** was most frequently identified with one third of reviews (n.69) of all **Access to Services** issues focusing on this topic. In addition, the sentiment around this sub-theme was negative in of these reviews (48%). This indicates that patients are having to wait longer than they would like, to get the necessary service they need. In addition, the sub-theme related to **Patient Choice** was mostly negative with 83% of the reviews being negative in sentiment. This is due to patients not being able to choose their own appointment, as most appointments were done over the telephone. On a positive note the reviews belonging to the **Waiting Times - At the Health Premises** sub-theme received a more balance between positive and negative sentiment.

Sub-themes



Positive reviews

“Waiting times are fine. Its very easy to get an appointment in this surgery.”

GP surgery

“The surgery is very close, and I am always able to make appointments for my children, even during the pandemic. The speed of appointments is good.”

GP surgery

Negative / Neutral reviews

“This is my first appointment. It was very difficult to get through telephone. You have to wait on the line for ages.”

GP surgery

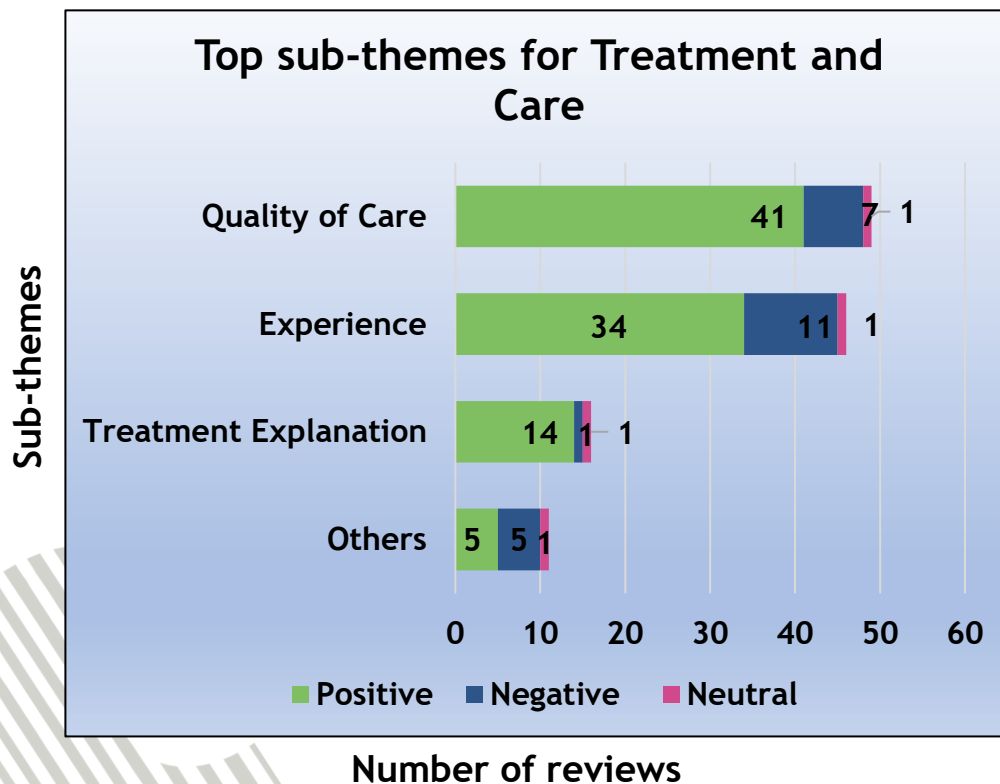
“I find it difficult to get face-face appointments and would prefer this option.”

GP surgery

GP Themes and Sub-Themes

Treatment and Care, was the fourth most applied theme for GPs this quarter. It received 122 reviews. Of the total count 77% (n.94) were positive, 3% (n.4) were neutral and 20% (n.24) were negative. The chart below shows the breakdown for the **Treatment and Care** theme into the top four sub-themes.

Quality of Care was the most applied sub-theme this quarter. This sub-theme was identified as largely positive in sentiment; 84% (n.41). The second highest identified sub-theme was **Experience of Care**, with 74% (n.34) of these reviews being positive in sentiment. The **Treatment Explanation** sub-theme was positive in sentiment. This suggests patients are satisfied with the care they are receiving at their respective surgery.



Positive reviews

“The GP in particular is really good at explaining diagnosis and providing excellent treatment.”

GP surgery

“Great care as usual. Dr Skinner is always very understanding and courteous.”

GP surgery

Negative/ Neutral reviews

“I have received poor recommendations from a locum doctor at this surgery which have made my health problems worse and caused poor side effects.”

GP surgery

“This is A Very Bad doctor they leave Their patients in Pain and out then in the wrong medicine.”

GP surgery

Positive, Negative, Neutral reviews for each Hospital

This section shows a breakdown of the main themes and sub-themes identified in the reviews that Healthwatch received for the hospitals under the Imperial College Healthcare NHS Trust and Chelsea and Westminster Hospital NHS Foundation Trusts. These hospitals are:

- **Charing Cross Hospital:** Out of the total reviews for the quarter (n.122), 60% (n.82) were positive, 16% (n.20) neutral and 16% (n.20) negative
- **Hammersmith Hospital:** Out of the total reviews for the quarter (n.77), 72% (n.56) were positive, 16% (n.12) neutral and 12% (n.9) negative
- **St Mary's Hospital:** Out of the total reviews for the quarter (n.21), 43% (n.9) were positive, 9% (n.2) neutral and 48% (n.10) negative
- **Queen Charlottes and Chelsea Hospital:** Out of the total reviews for the quarter (n.47), 74% (n.35) were positive, 17% (n.8) was neutral and 9% (n.4) negative.
- **Western Eye Hospital:** Only 1 review was collected for this hospital during this quarter. All appointment at Western Eye Hospital have moved to Charing Cross Hospital.

We have also looked at surrounding hospitals that most of our residents attend which are part of the Chelsea and Westminster Hospital NHS Foundation Trust. These hospitals are:

- **Chelsea & Westminster Hospital:** Out of the total reviews for the quarter (n.62), 61% (n.38) were positive, 6% (n.4) neutral and 32% (n.20) negative
- **West Middlesex University Hospital:** No reviews were collected for this hospital during this quarter

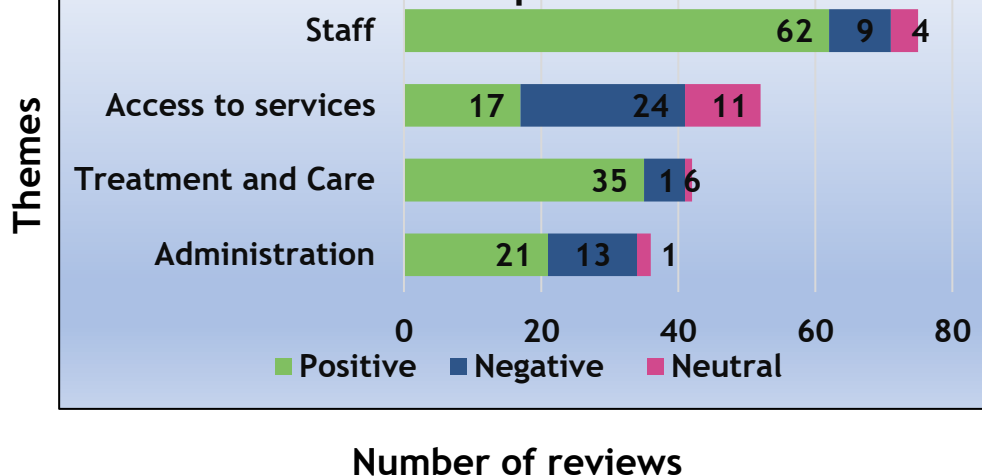
Other hospitals:

- **The Royal Marsden:** Only 2 review was collected for this hospital during this quarter
- **Royal Brompton Hospital:** Only 2 reviews were collected for this hospital during this quarter

In the next section we identify leading positive and negative themes at individual hospital sites and look in more detail at the overall themes and sub-themes for each Trust. For this quarter these are Imperial College Healthcare NHS Trust and Chelsea and Westminster Hospital NHS Foundation Trust.

Summary of themes for each hospital

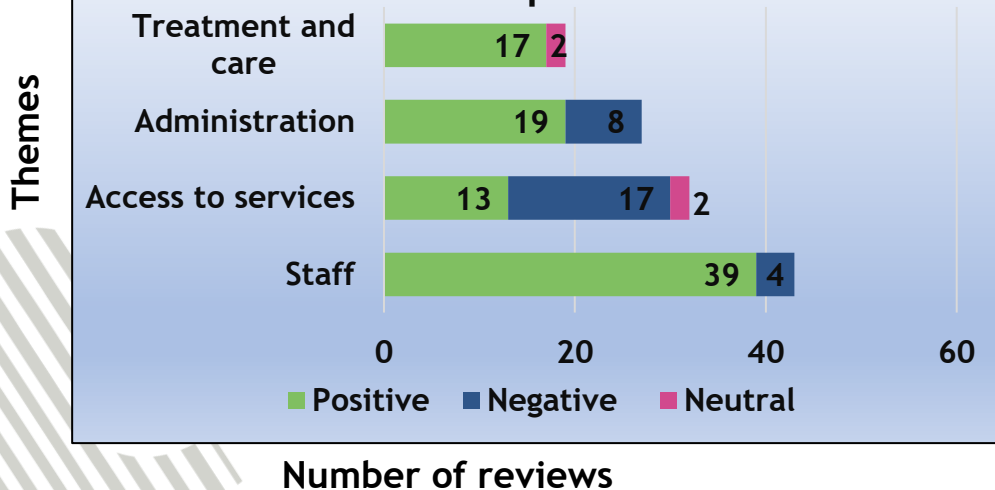
Top Themes for Charing Cross Hospital



Charing Cross Hospital:

The **Staff** (83%) and the **Treatment and care** (83%) themes were regularly identified as positive. This suggests that staff's general professionalism, bedside manner and ability to meet the needs of their patients is a consistent feature of care at Charing Cross Hospital. Out of the 52 reviews in which the theme **Access to Services** was identified, 46% (n.24) were negative in sentiment. The main issues remain around the sub-theme **Waiting Times**. Some patients report longer waiting times whilst others mention that their appointments have been postponed or cancelled, altogether. On a positive note 33% of reviews were positive in accessing services. Out of the 36 reviews in which mentioned **Administration** theme 36% (n.13) were negative in sentiment. The main issues remain around the sub-themes **Booking appointment** and **Appointment availability**. Over 55% of the reviews belonging to the theme **Administration** were positive in sentiment. Compared to previous quarter the reviews belonging to Charing Cross Hospital were mainly positive.

Top Themes for Hammersmith Hospital

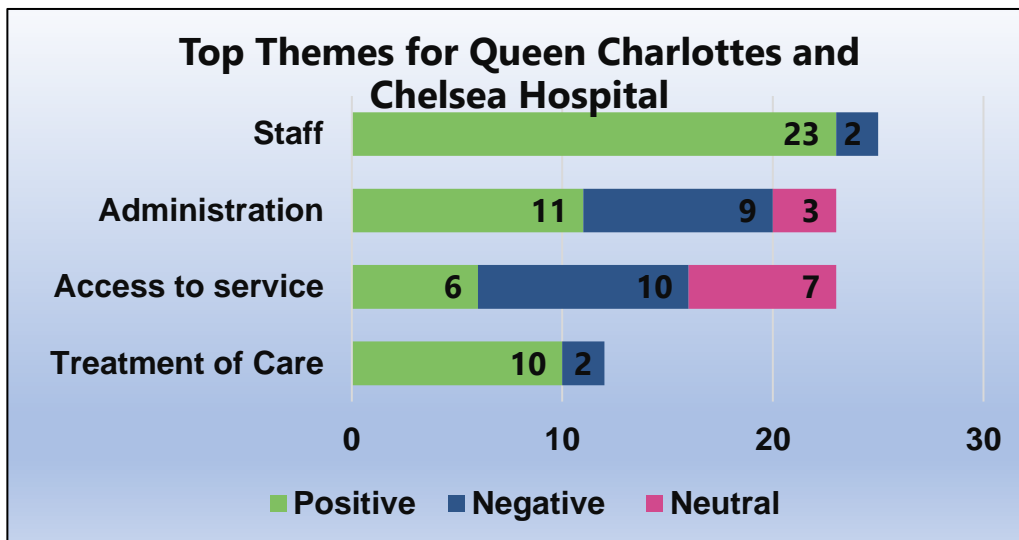


Hammersmith Hospital:

The reviews relating to the themes **Staff** (89%) and the **Treatment and Care** (89%) identified were positive in sentiment. These findings indicate that staff's general professionalism, bedside manner and ability to meet the needs of their patients is a consistent feature by healthcare professionals at Hammersmith Hospital. However the reviews in which mentioned **Access to service** theme 53% (n.17) were negative in sentiment. The negative sentiment is attributed by patients waiting longer to receive an appointment. On a more encouraging note 68% of the reviews identified in the **Administration** theme were positive in sentiment.

Summary of themes for each hospitals

Sub-themes

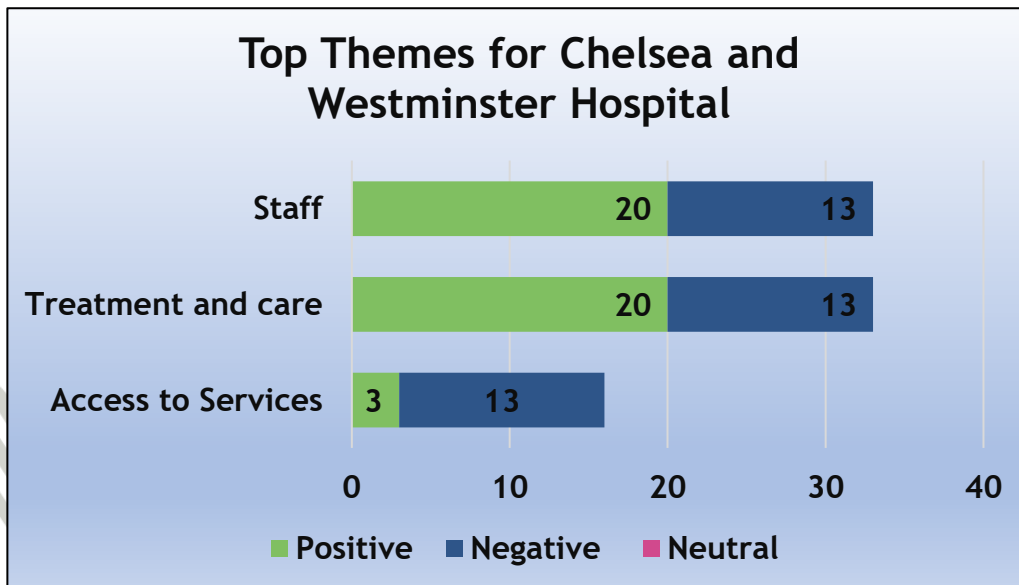


Number of reviews

Queen Charlottes and Chelsea Hospital:

This quarter the proportion of positive review for Queen Charlottes Hospital have increased due our presence at the hospital. The reviews belonging to the **Staff** and **Treatment and Care** themes were mainly positive in sentiment. **Administration** theme receives a more balance between positive and negative reviews. Out of the 23 reviews mentioning **Access to service** theme, 44% (n.10) were negative in sentiment.

Sub-themes



Number of reviews

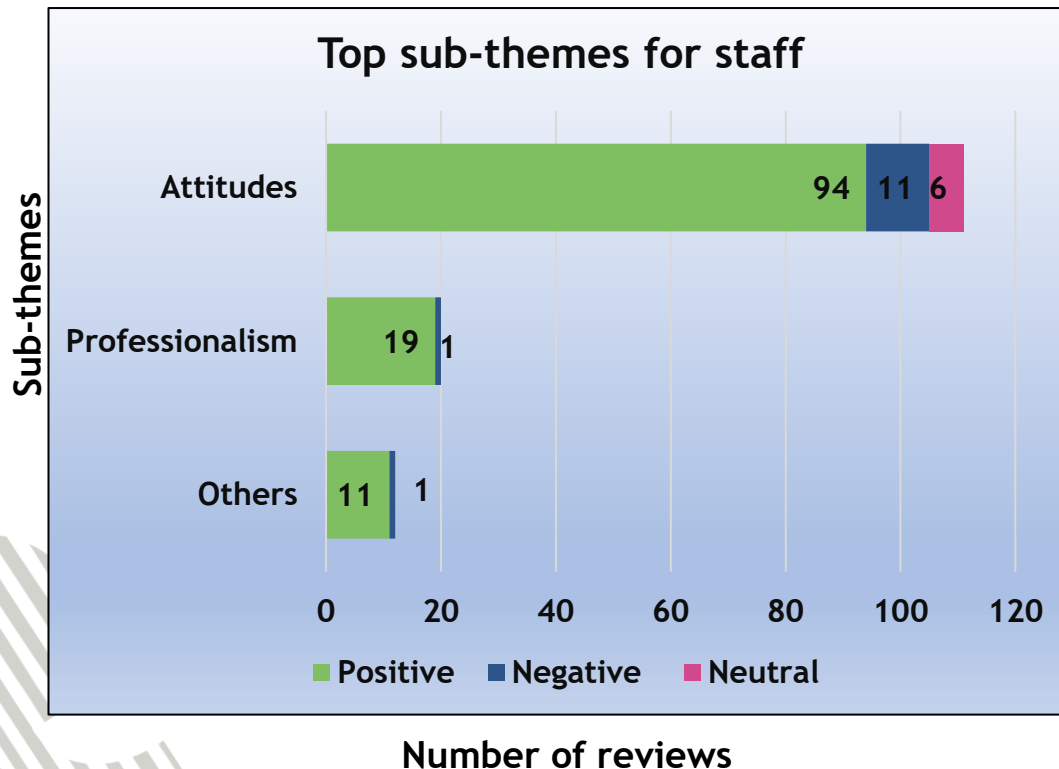
Chelsea and Westminster Hospital:

Compared to the previews quarter, the total number of positive reviews for this hospital have decreased. 61% (n.20) of the reviews relating to the themes **Staff** and **Treatment and Care** were positive. This indicates that most patients/service users were satisfied with the quality of treatment and bedside manner that they received at the hospital. However, 39% (n.13) of the reviews were negative for both themes. In comparison to the two top themes mentioned for Chelsea and Westminster Hospital, the reviews belonging to the **Access to Services** theme were negative in sentiment with 76% (n.13) suggesting that patients and service users are not happy with how they access services at the premises.

Themes and Sub-Themes for Imperial College NHS Trust

Staff was one of the leading themes identified for Imperial College NHS Trust this quarter, with 143 patient reviews being identified to this theme. In total, 87% (n.124) were positive, 4% (n.6) were neutral and 9% (n.13) were negative. It also had the highest proportion of positive reviews out of all the main themes relating to Imperial College NHS Trust hospital services. This suggests that the professionalism and manner of care from Imperial College NHS Trust staff is exemplary.

The chart below presents a breakdown of the top three sub-themes for **Staff**. **Attitudes** was the most regularly identified sub-theme, with (77%) of the reviews (n.111) within the **Staff** theme referencing this sub-theme. Out of the total number of these reviews, 85% were positive in sentiment, providing strong evidence that patient-facing staff at the Imperial College NHS Trust are delivering care to a very high standard. In addition the reviews belonging to the sub-theme **Professionalism** were positive in sentiment.



Positive reviews

“Staff is nice and helpful! the reception know what there doing very quick and efficient.”

Outpatient department

“The nurses and doctors here are generally really nice.”

Outpatient department

Negative / Neutral reviews

“Good hospital but the staff on the emergency need to be patient with the people injury.”

A&E department

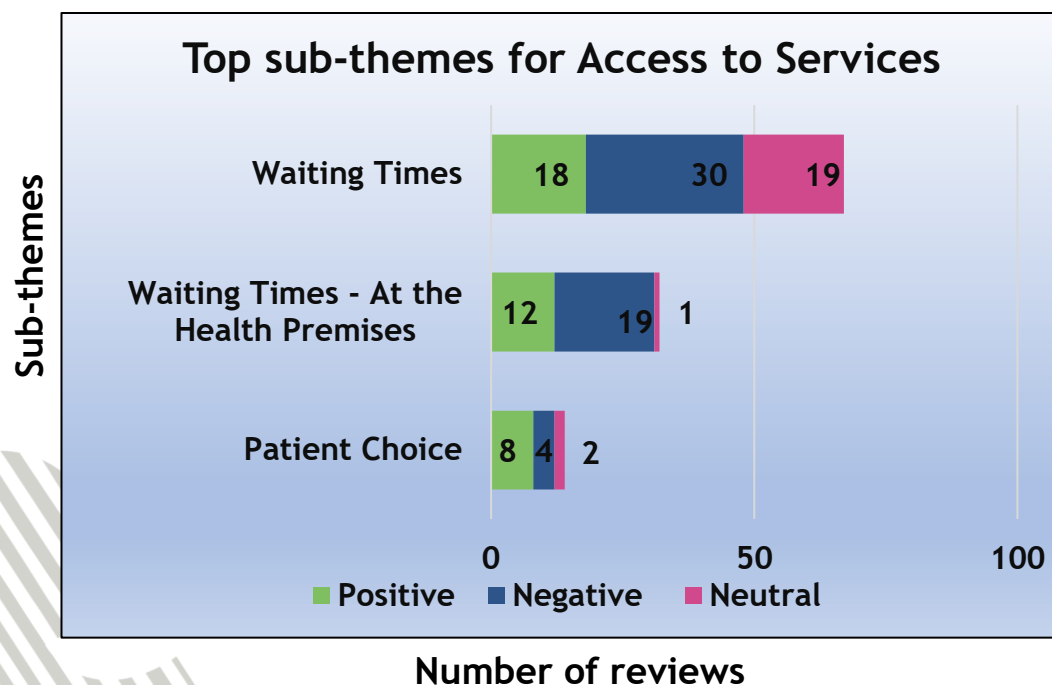
“The admin staff working there doesn’t have empathy at all.”

Outpatient department

Themes and Sub-Themes for Imperial College NHS Trust

On this occasion, **Access to Services** was our second most identified theme, with 115 patient reviews focusing on this area. Out of the total number of times this theme was identified, 33% (n.38) were positive, 20% (n.19) were neutral and 47% (n.53) were negative. Following on from the last four quarters this demonstrates that the sentiment around, **Access to Services** is largely negative.

The chart below presents a more detailed breakdown of the top sub-theme for **Access to Services**. Unsurprisingly, the sub-theme related to **Waiting Times** was most frequently identified with 58% of the reviews (n.67) of all **Access to Services** issues focusing on this topic. In addition, the sentiment around this sub-theme was negative with the majority of these reviews (45%). This indicates that patients are having to wait longer for their appointment or appointment being postponed. The reviews belonging to the sub-theme **Waiting Times – At Health Premises** has been negative in sentiment as 59% (n.19) of patients/service users expressed concerns. On a more encouraging note 38% of the reviews belonging to this sub-theme were identified as positive.



Positive reviews

“I have been to this hospital a couple of times and there is good waiting times.”

Outpatient department

“I did not have to wait very long to be seen and I was treated very quickly.”

Outpatient department

Negative reviews

“It’s not really easy to get an appointment and if I can’t make it I have to wait three months or more so I can’t miss my appointment- no flexibility.”

Outpatient department

“I am always waiting for ages here. I understand there is a lot of people to be seen but it can be inconvenient as you are unsure how much time to allow for your appointment.”

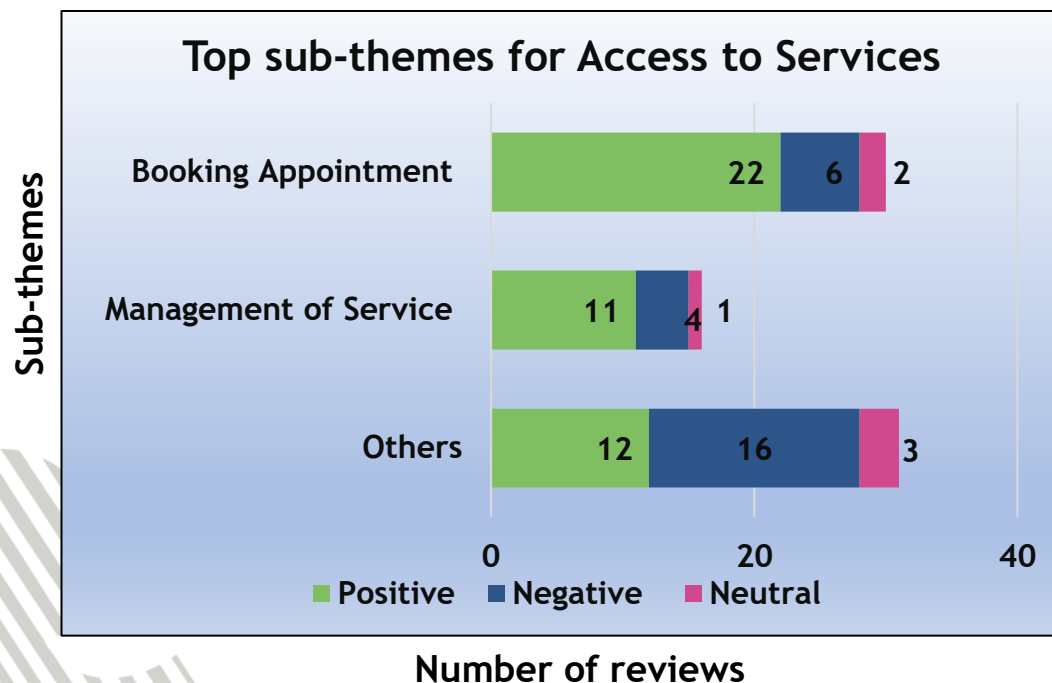
Outpatient department

Themes and Sub-Themes for Imperial College NHS Trust

Administration, was our third most applied themes for Imperial College NHS Trust this quarter . The theme was applied on 90 counts, with 57% (n.51) of these being positive, 6% (n.6) being neutral and 37% (n.33) were negative.

Booking Appointment, was one of the most applied sub-themes within this service category, identified in 30 responses. Of these responses, a significant number of reviews were positive in sentiment with 73%. However, 20% of the reviews were negative in sentiment with the negative reviews largely caused by patients being unable to receive an appointment.

For the **Management of service** sub-theme, there were 16 counts, of which, 69% (n.11) were positive, 6% (n.1) neutral and 25% (n.4) were negative. The reviews belonging to this sub-theme were mostly positive.



Positive reviews

“It’s relatively easy to get an appointment but they’re always running late.”

Outpatient department

“Regular appointments always ready, no hassle and the team is very proactive with their treatment plans.”

Outpatient department

Negative reviews

“Appointments are not easy to get as the wait time is terrible.”

Outpatient department

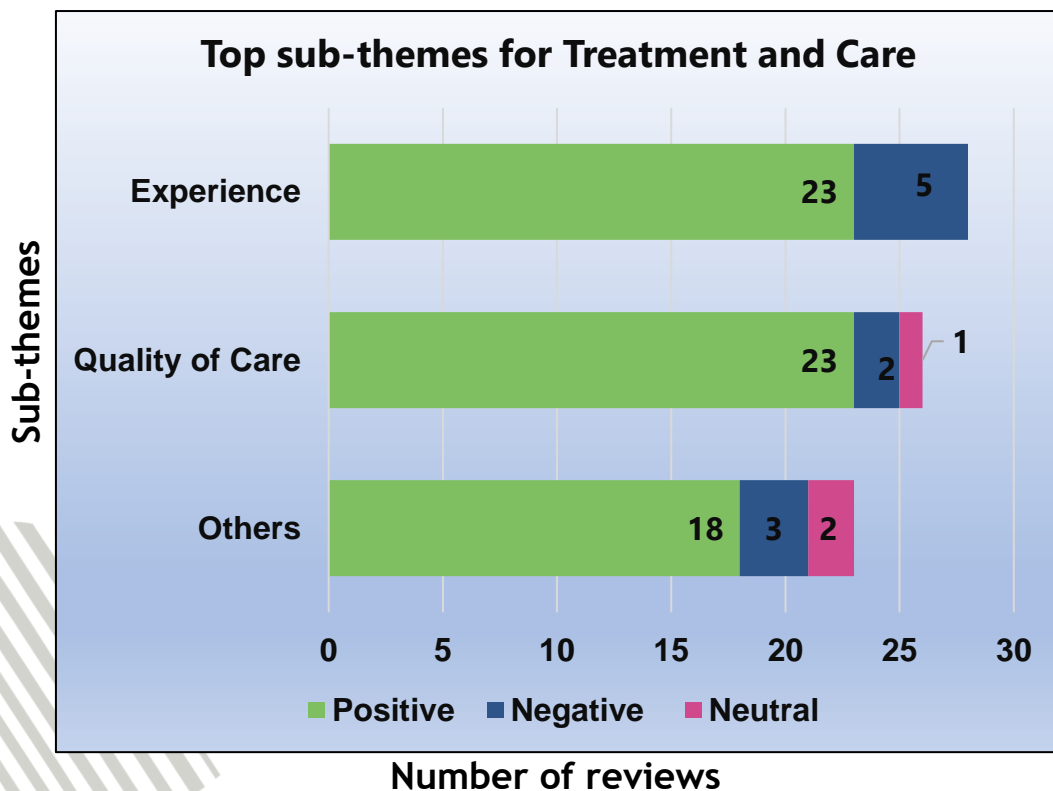
“Was given an appointment for my son 2 months prior booked day off he missed school, went there were told last night they rescheduled the appointment sorry again wait for 3 more Months.”

Outpatient department

Themes and Sub-Themes for Imperial College NHS Trust

Treatment and Care, was our fourth most popular theme identified for Imperial College NHS Trust this quarter, with 77 comments highlighting this area. These reviews have been positive, as 83% (n.64) of patients/service users expressed their satisfaction, whilst 13% (n.10) were negative in sentiment and 4% (n.3) were neutral. The chart below shows the breakdown for the **Treatment and Care** theme into the top three sub-themes.

The sub-theme **Experience** was the most regularly theme identified with 82% (n.23) of the feedback relating to this sub-theme being positive in sentiment. In addition, 88% (n.23) of the reviews that referred to the sub-theme, **Quality of Care** were positive in sentiment. Overall, these findings indicate that patients are happy with the quality of care being received. However, there remains room for improvement to ensure that patients overall experience of care at the Trust's hospitals are positive in nature.



Positive reviews

"I've been seen here for my skin and my treatment here was great. The medical staff really take the time to listen to you and treat you as an individual."

Outpatient department

"I must say there was the main nurse she was an angel to me, apart from saving my life and treating me with the care I must call this person a real human ."

Outpatient department

Negative reviews

"It is always dirty when I visit. The toilets are hardly cleaned."

Outpatient department

"Treatment explanation could be better when they were testing my eyes, they could of told me the procedure instead."

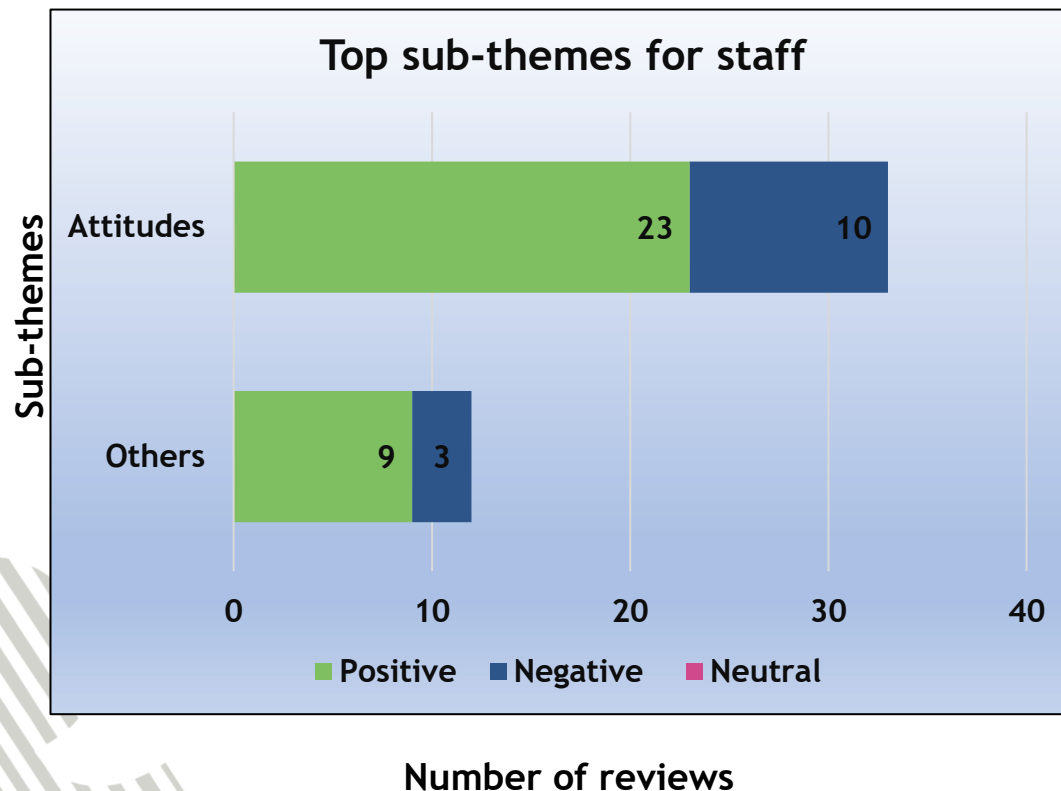
Outpatient department

Themes and Sub-Themes for Chelsea and Westminster NHS Foundation Trust

Staff was the leading theme for Chelsea and Westminster NHS Foundation Trust Hospitals this quarter (n.45). A total of 71% (n.32) of the reviews relating to this theme were positive whilst 29% (n.13) were negative.

The chart below presents a breakdown of the top sub-themes for the **Staff** theme.

Attitudes was by far the most frequently mentioned sub-theme, with 73% reviews (n.33) within the Staff theme focusing on this area. The **Attitude** sub-theme received positive comments, as 70% of reviews relating to this theme were left by patients commending the attitude of staff at Chelsea and Westminster NHS Foundation Trust Hospitals. However, 30% of the reviews commenting the Staff theme were negative, suggesting that some patients are not happy with the staff behaviour at Chelsea and Westminster NHS Foundation Trust.



Positive reviews

“Amazing staff, i came into A&E with a really poorly stomach and the nurses and doctors were so polite and compassionate.”

Mercury Ward

“Staff were extremely helpful and efficient. Clean & hygienic environment.”

Outpatient department

Negative / Neutral reviews

“They have no empathy. Worst hospital I have been so far. No personal, and the receptionist use stupid jokes to pretend to calm the patient.”

Outpatient department

“Very long wait and rude receptionist.”

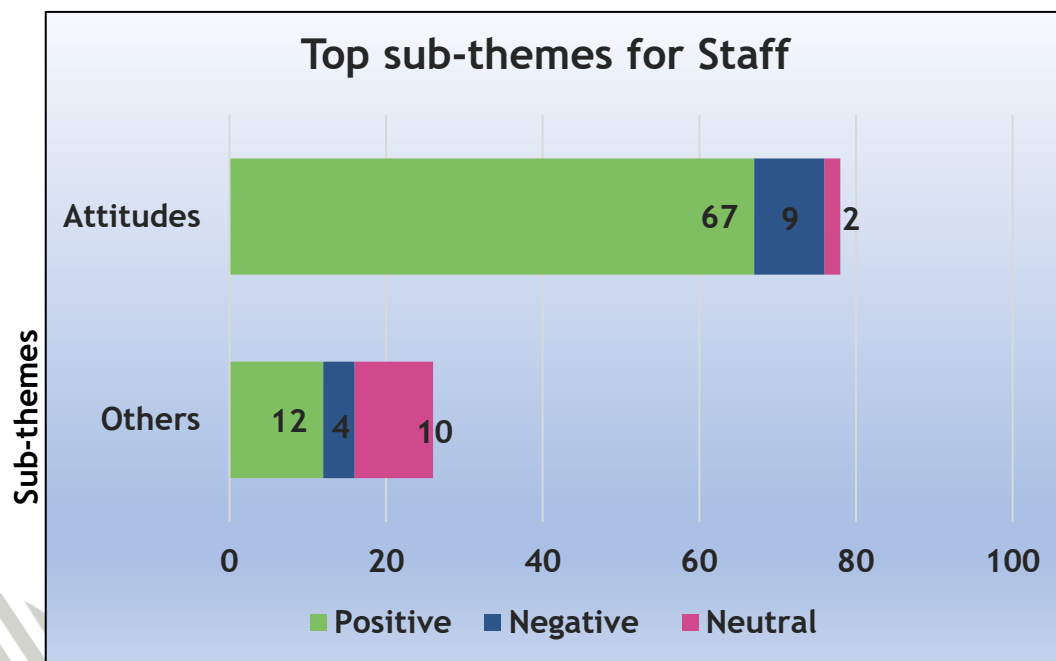
Outpatient department

Pharmacies: Themes & Sub-Themes

For Pharmacies in Hammersmith & Fulham, during this quarter the **Staff** theme was the most identified theme with 94 reviews focusing on this area, with 84% (n.79) being positive, 2% (n.12) neutral and 14% (n.13) negative.

The chart below presents a more detailed breakdown of the top three sub-themes for **Staff**.

Unsurprisingly, the sub-theme related to **Attitudes** was most frequently mentioned here, with 86% (n.67) being positive, 2% (n.2) neutral and 12% (n.9) negative. Patients are, therefore, generally happy with staff members' attitudes toward them at their respective pharmacies.



Positive reviews

“The staff here are brilliant and the wait times for prescriptions are short.”

Pharmacy

“Lovely pharmacist, always helpful thank you.”

Pharmacy

Negative / Neutral reviews

“Rude pharmacist, shame as Kanari have lost a loyal customer!”

Pharmacy

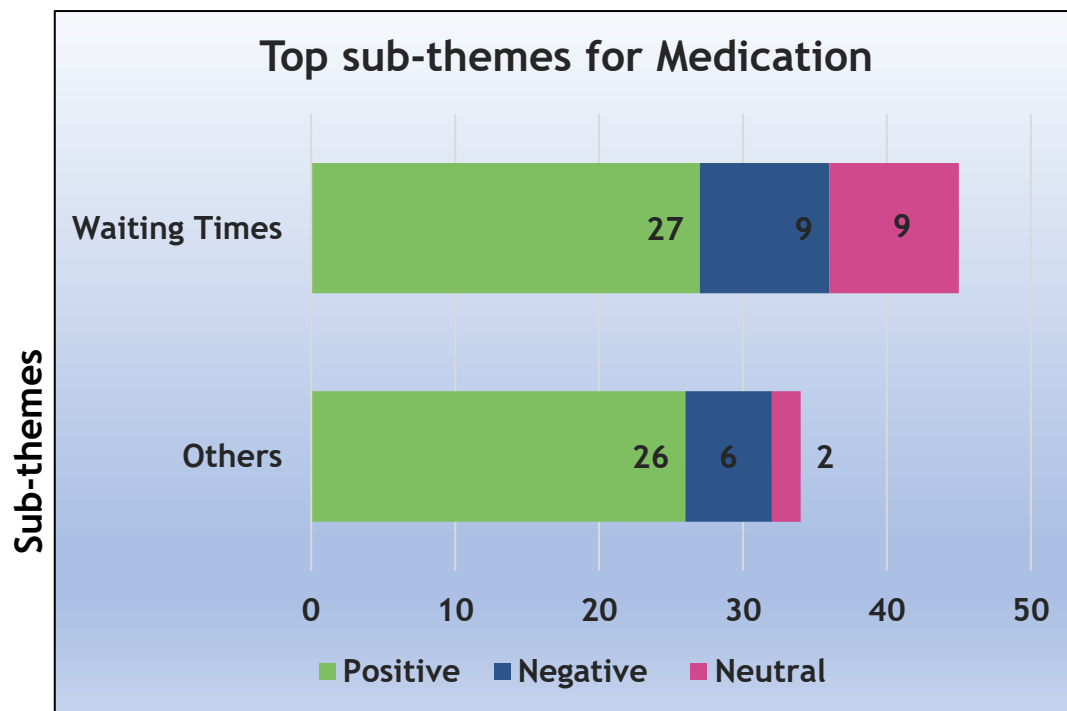
“Poor service, rude members of staff and understaffed for a bank holiday weekend.”

Pharmacy

Access to Services was the second most applied theme for pharmacy services this quarter with 79 counts - 67% (n.53) being positive, 11% (n.14) neutral and 19% (n.15) negative.

The chart below shows the top main sub-themes for **Access to Services**.

Unsurprisingly, the sub-theme **Waiting Times** was frequently mentioned. It received 27 reviews with 60% (n.27) being positive, 20% (n.9) being negative and 20% (n.9) being neutral. This indicates that most patients did not have to wait longer for their appointment.



Positive reviews

“ No long waits at the pharmacy, reasonable waiting for the medication and they always have the medication available.”

Pharmacy

“They are good, waiting time is good and staff are good..”

Pharmacy

Negative / Neutral reviews

“Waiting times need to improve , Very disappointed! One time I had to wait half and hour for my prescription to be ready.”

Pharmacy

“The waiting times are really bad here, they don't know how to explain anything to me.”

Pharmacy

“Wait for medication quite long and served other people.”

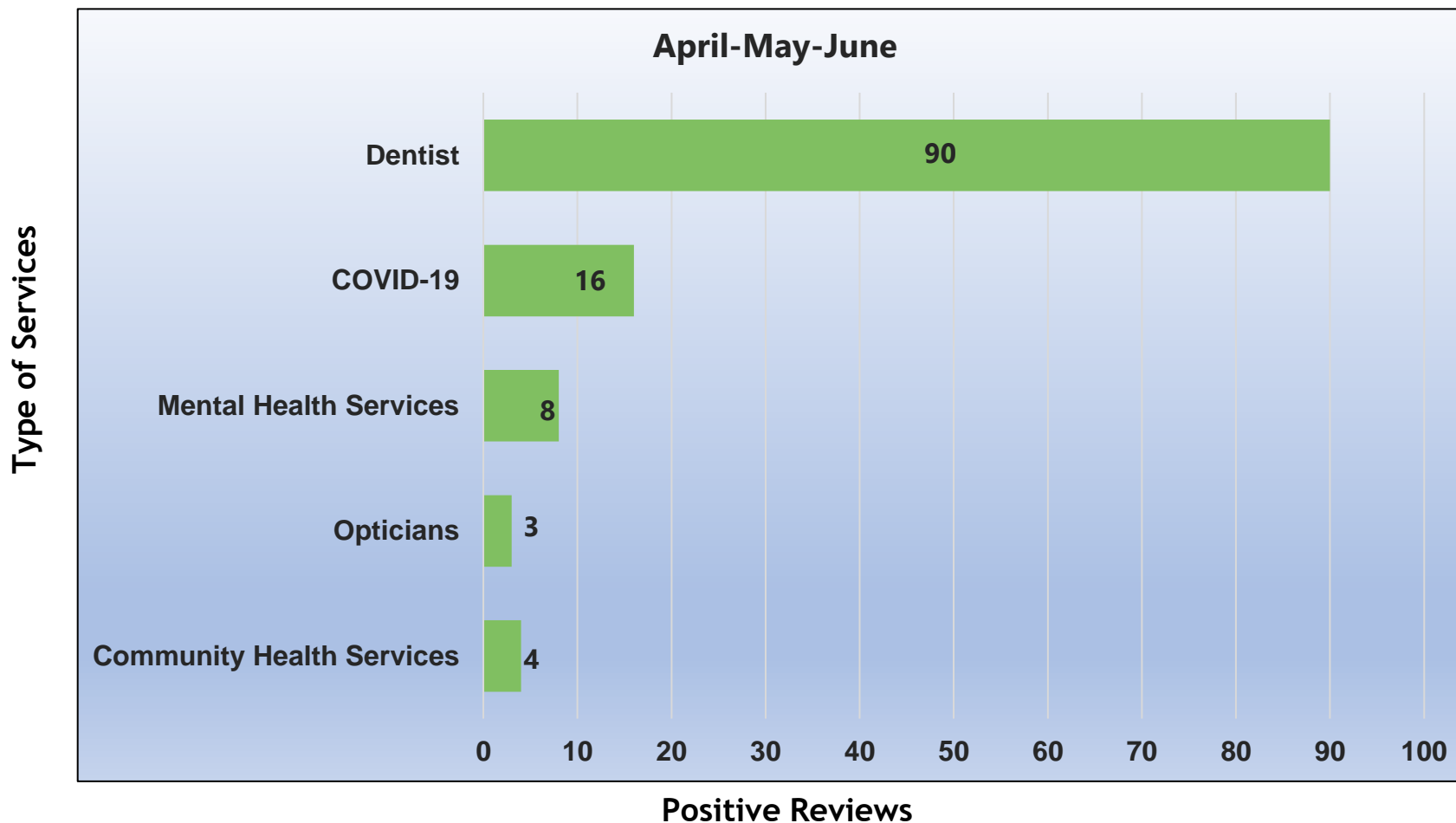
Pharmacy

Number of reviews



Other Positive Reviews

Looking at the positive reviews we have received allows us to highlight areas where a service is doing well and deserving of praise. This section provides an overview of the number of positive reviews by service category and goes on to give some examples of the comments received, during this quarter.





Dentist Services

“They are good- I had a tooth taken out 2 weeks ago and I did not feel anything.”

Dentist Services

“Great local dentist practice, very friendly and helpful. Very easy to book and re-arrange appointments, reception is always helpful whether via phone or email.”

Dentist Services

“Great service and great treatment, excellent with new and nervous patients!”

Dentist Services



Opticians Services

“Very quick with my medication, Staff are nice..”

Opticians Services

“Amazing service and quick service .”

Opticians Services

“Excellent service. I have used them for 25 years and I have had no issue with them.”

Opticians Services



Covid-19 services

“The staff were absolutely amazing and so kind. The queue was a bit long but that’s to be expected so it did not bother me at all.”

Covid-19 service

“The staff were very nice and it was easy to book an appointment for my vaccine.”

Covid-19 service

“The vaccination centre was well ran, no issues and staff were friendly.”

Covid-19 service



Community Health Services

“I got one of my COVID vaccines here and had a great experience. The staff were fantastic and even though the wait was a little long, I didn’t mind.”

Community Health Services

“I had my COVID vaccination here. It was painless. They are amazing.”

Community Health Services

“ It was at the beginning of the vaccine rollout so there was quite a wait, it was new so people were figuring it out. It was very busy. I had to wait a long time.”

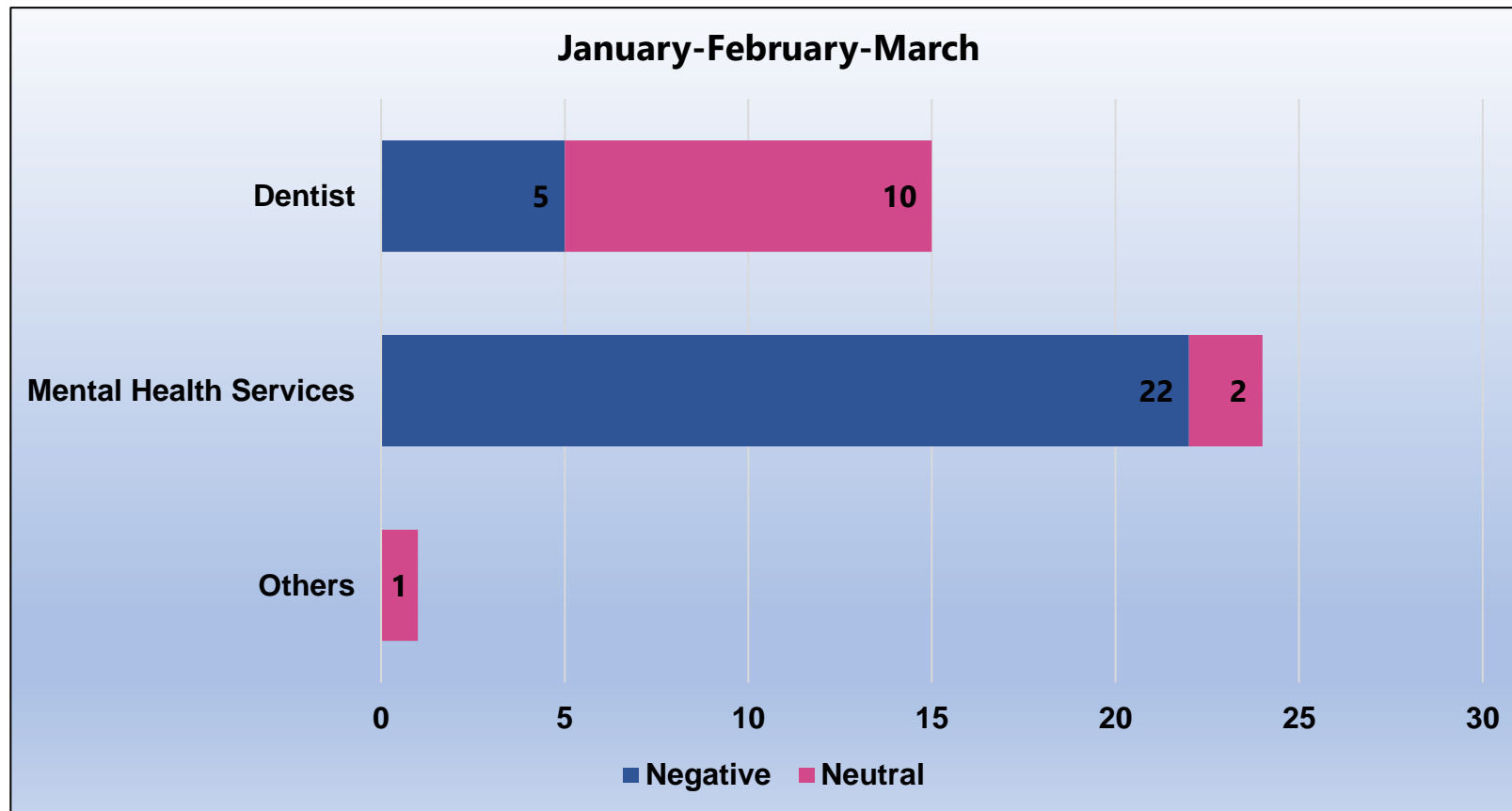
Community Health Services



Other Negative & Neutral Reviews

By looking at the negative and neutral reviews we have received from patients/service users from Hammersmith and Fulham each month, we can better understand where a service needs to improve in order to provide an all-round positive experience. This section provides an overview of the number of negative and neutral reviews by service category and goes on to give some examples of comments received. We include those reviews where we have classified the comment as being of "neutral" sentiment as experience tell us that these can generally highlight where improvements could be made.

Type of Services



Negative & Neutral Reviews



Dentist reviews

“Appointments are easy to get and very convenient for me. Waiting times can vary sometimes there very quick.”

Dentist Services

“Appointments are easy to get and very convenient for me. Waiting times can vary sometimes there very quick.”

Dentist Services

“I haven't been here in a while but the service is okay, pretty average. Decent wait times and pleasant staff.”

Dentist Services

Themes for Primary Care Network Area

The tables on the following pages show the number of positive, negative and neutral reviews for each surgery based on the overall star ratings. The left side of the table indicates the number of the reviews received for each GP surgery and their sentiment.

The data displayed on the right-hand side reflects the average star rating given by patients regarding specific aspects of the surgery, such as; Ease of gaining an appointment, Waiting times and Staff Attitudes.

It should be noted that the GP surgeries that received less than 10 reviews during this quarter (January – March) are not included in the average ratings on the right-hand side. This is to avoid generalising the findings from smaller samples sizes.

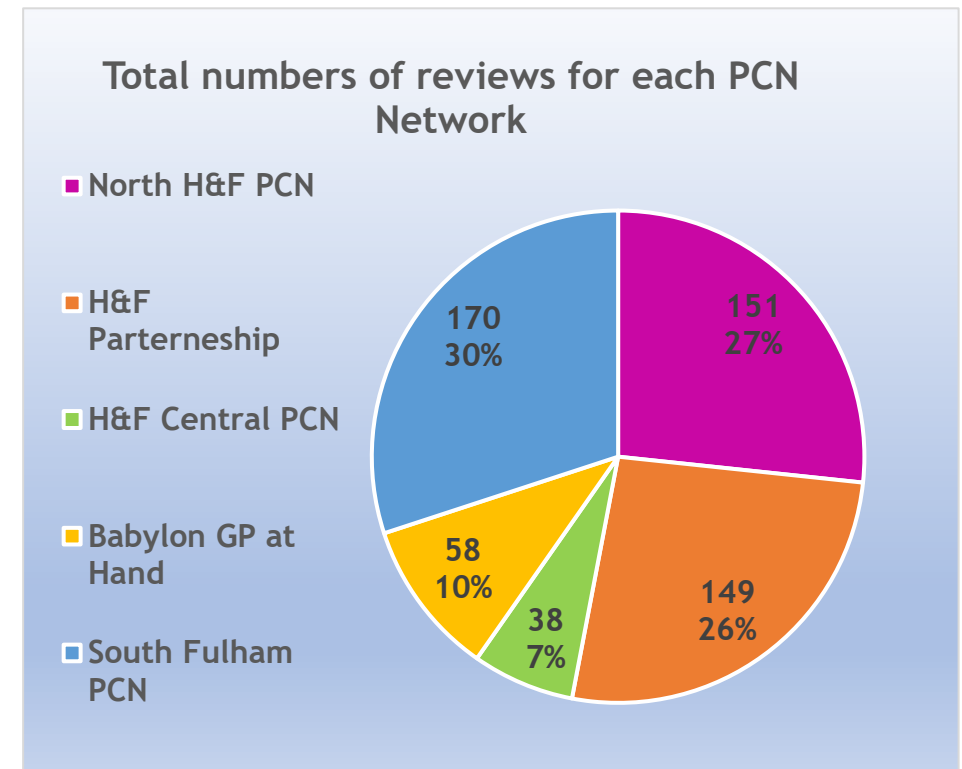
The London Borough of Hammersmith & Fulham is divided into five Primary Care Network areas (PCNs):

- North H&F PCN
- H&F Partnership
- H&F Central PCN
- Babylon GP at Hand
- South Fulham PCN

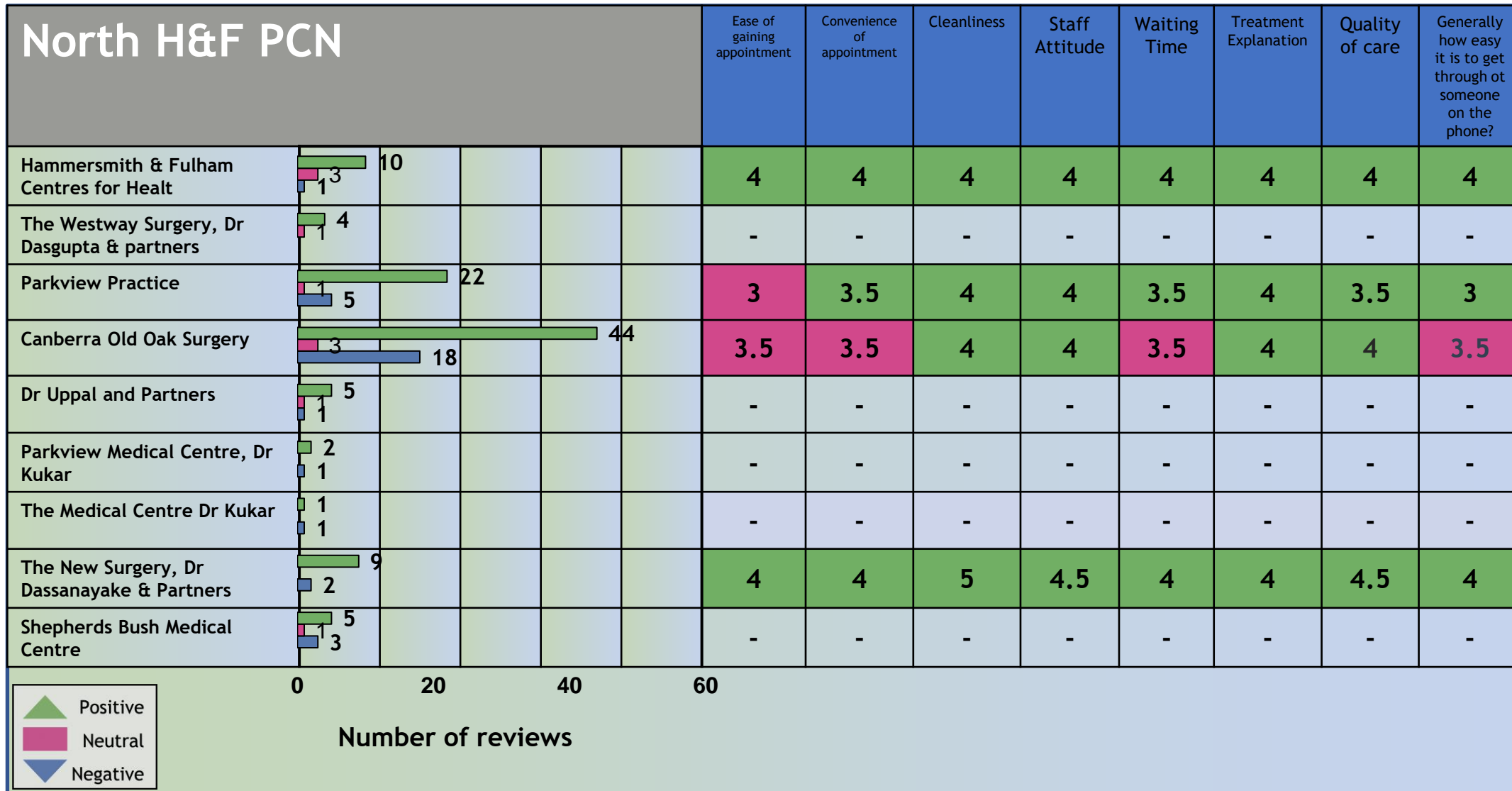
The bar chart below shows the number of reviews received in each network area.

The PCN that received the highest reviews this quarter are **South Fulham (30%, n.170)**, **North H&F PCN (27% n.151)** and **H&F Partnership (26%, n.149)**.

The PCN that received the highest positive sentiment this quarter is the **H&F Central PCN** with **76%** of the reviews being positive. The PCN that received the least positive sentiment this quarter is **H&F PCN Partnership** with **64%**.

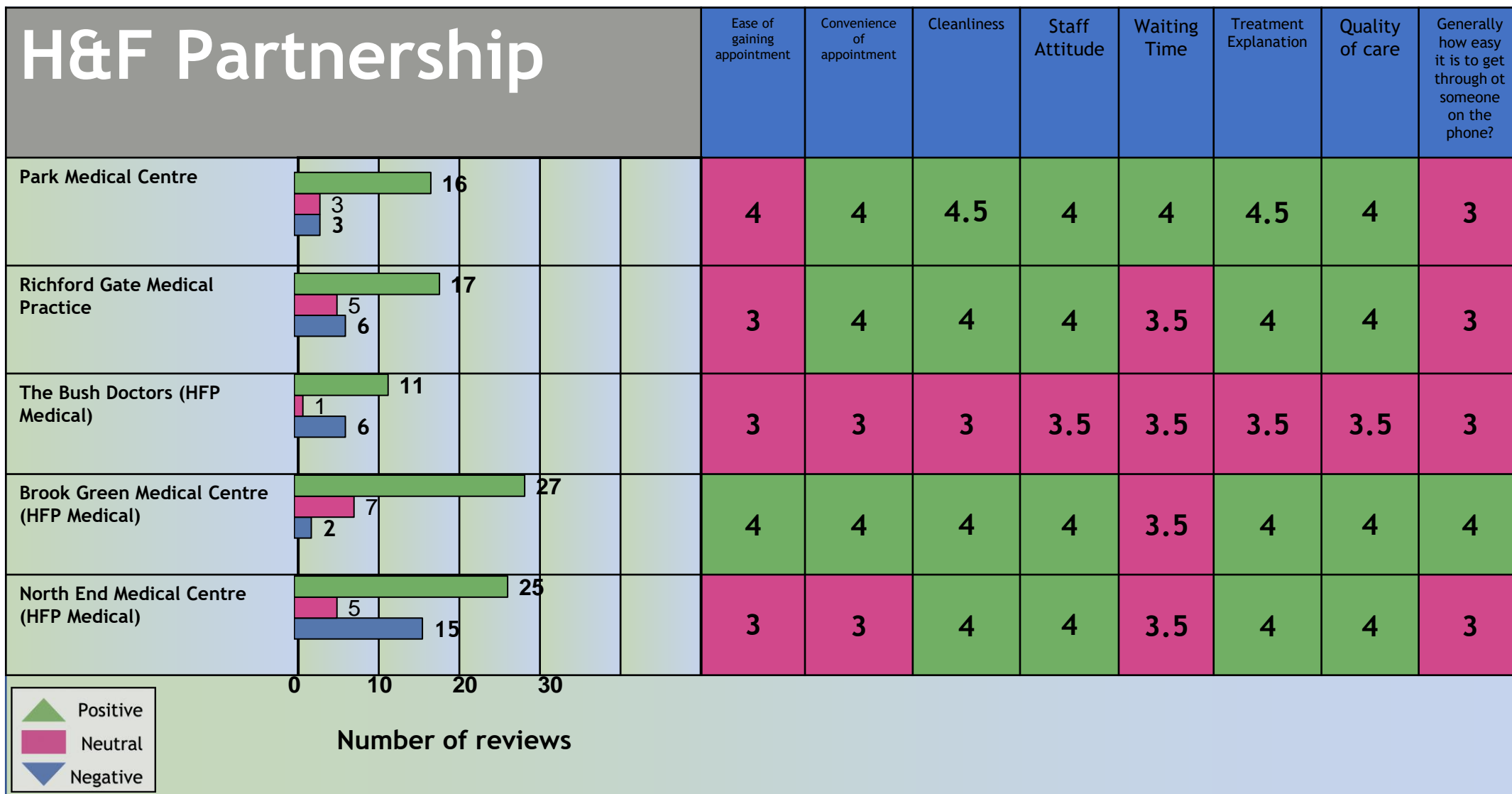


Network Area GP Reviews



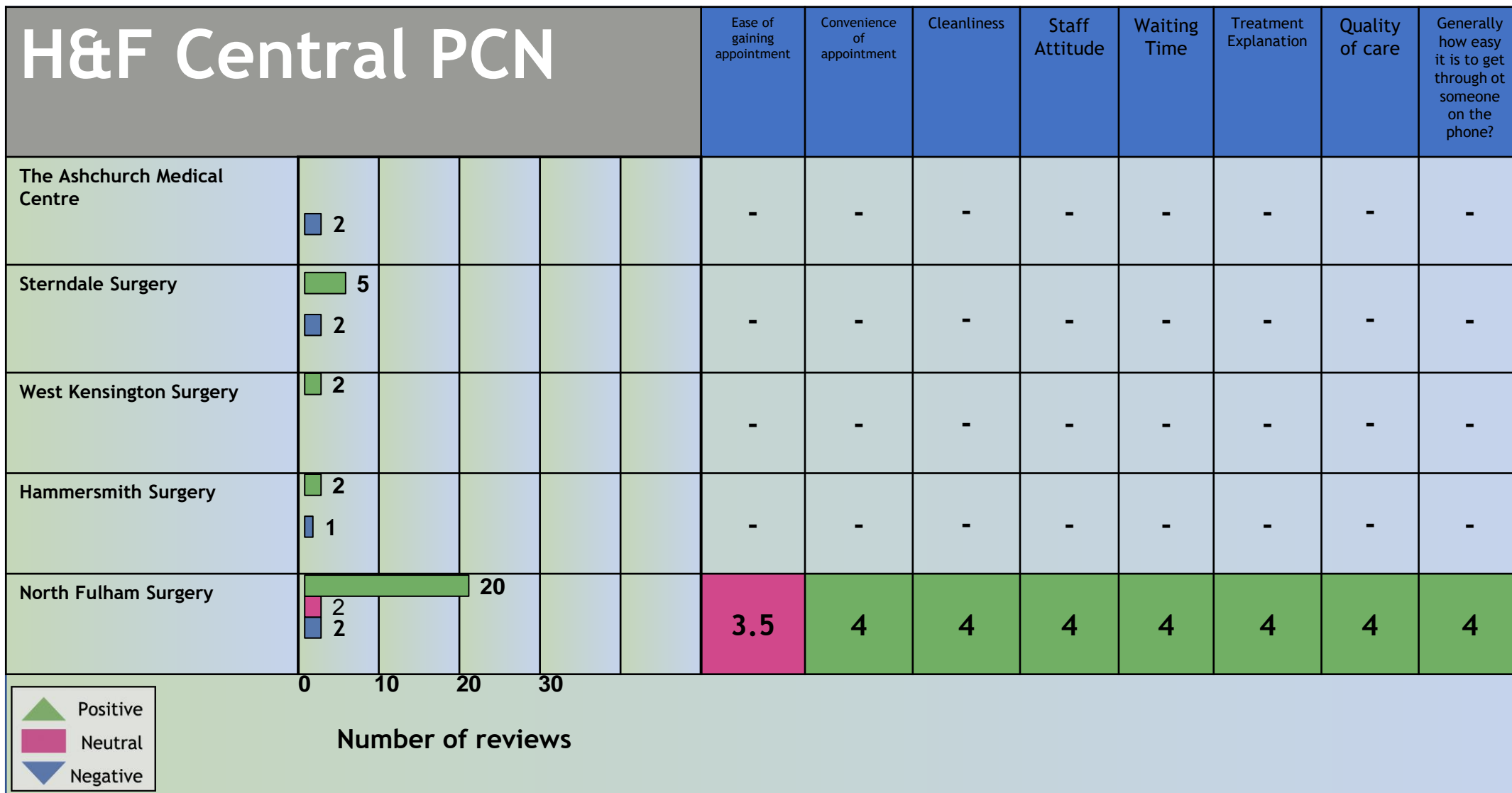
Network Area GP Reviews

H&F Partnership





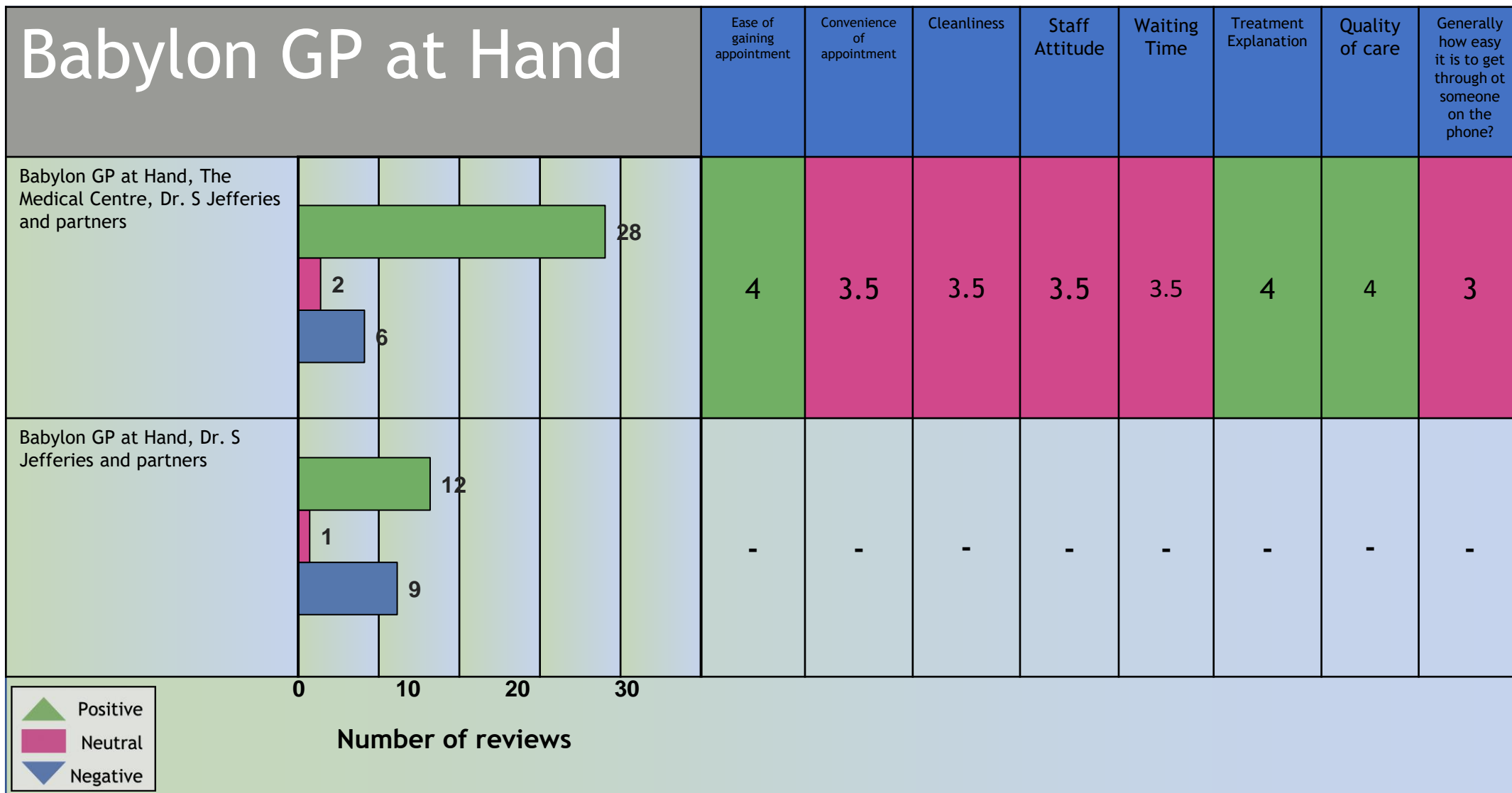
Network Area GP Reviews





Network Area GP Reviews

Babylon GP at Hand



Network Area GP Reviews

South Fulham PCN					Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy it is to get through or someone on the phone?
Fulham Cross Medical Centre					4	4	4	3.5	4	4	4	4
The Salisbury Surgery, Dr Ravindrasena					-	-	-	-	-	-	-	-
The Palace Surgery, Dr Mangwana and Partners					-	-	-	-	-	-	-	-
Cassidy Medical Centre (West London Group Practices)					4	3.5	4	4	3.5	4	4	3
Lilyville Surgery @ Parsons Green					3.5	4	4	4	4	4	4	4
Ashville Surgery					3.5	3.5	4	3	4	3.5	3.5	3.5
Fulham Medical Centre					3.5	4	4	4	4	4	4	4
Sands End Health Clinic					3	3.5	4	4	4	4	4	3

0 20 40

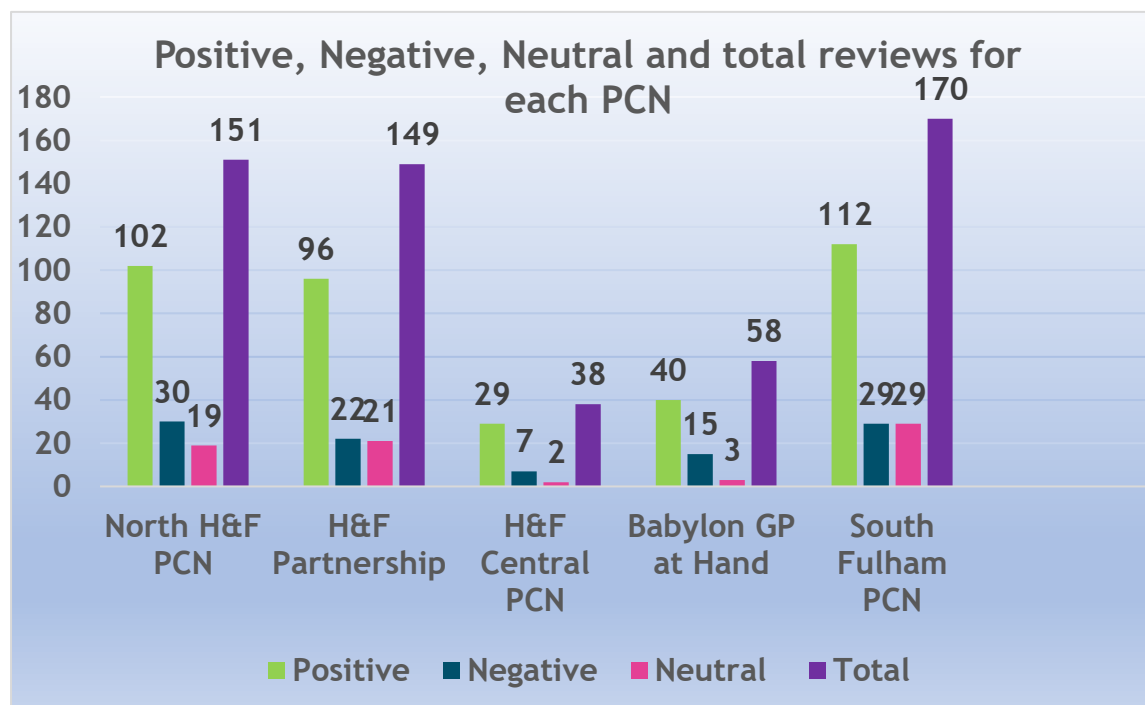
Number of reviews

Themes for primary Network Area

During Q1, we were able to capture reviews across all 5 PCN areas. The following pages show the top themes for each PCN, based on the qualitative analysis of comments received and the application of themes thereafter. For this report, theme counts below 20 were deemed as too low to draw any firm conclusions from. Themes and sentiments will be monitored over the coming quarters to identify any emerging trends. We can only show the main themes for each Primary Care Network (PCN) where we received a significant number of reviews.

In Q1, the PCNs which received a significant number of reviews and were thereby subject to thematic analysis were: **North H&F PCN, H&F Partnership, H&F Central PCN, Babylon GP at Hand and South Fulham PCN.**

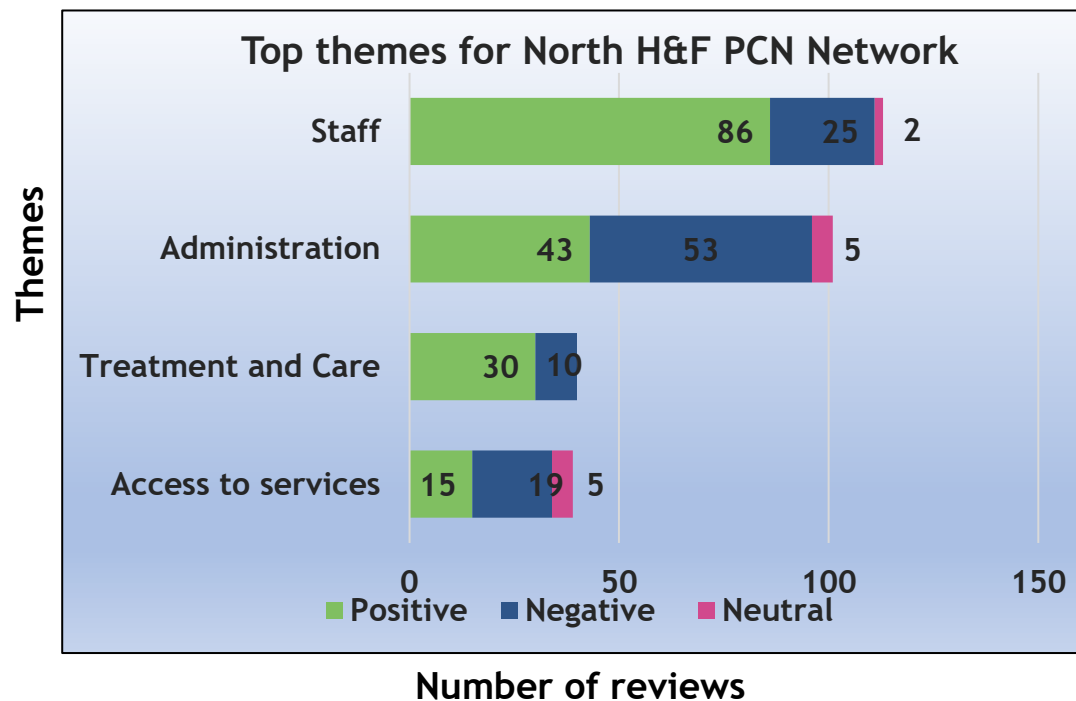
After patients give their overall star rating for the service, there is a section that states "tell us more about your experience". Each comment is uploaded to our Online Feedback Centre where up to five themes and sub-themes may be applied to the comment (see appendix 3 p57-58; for a full list). For this reason, the total numbers of themes-counts will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative or neutral 'sentiment' is given. The application of themes, sub-themes and sentiment is a manual process.



Themes for North H&F PCN Network

This quarter, Healthwatch H&F collected 151 reviews for **North H&F PCN**, of which 68% (n.102) were positive, 12% (n.19) were neutral and 20% (n.30) were negative. The chart below shows the top four themes for North H&F PCN. The **Administration**, and **Staff**, themes have, by far, been the most regularly identified themes in the reviews for the surgeries within the **North H&F PCN**.

Patient feedback relating to the **Staff** theme were mostly positive in sentiment (76%). This strongly suggests that the majority of patients/service users were satisfied with the professionalism provided by the administrative team at their respective GP surgeries. The reviews belonging to the theme **Administration** were negative in sentiment 52% (n.53). The main issues identified were around **Appointment availability, Booking an appointment – Online, Management of the Service** and **Getting through on the telephone**. In addition the patients' feedback relating to the **Access to Services** were negative in sentiment (49% n.19,). Patients mentioned that they had to wait longer for their appointment or waiting longer on the phone before speaking to receptionists. On a positive note, 43% of the reviews mentioning **Administration** theme were positive.



Positive reviews

“Very quick and helpful. Booking appointments are great and easy.”

GP Surgery

“I am able to book my appointments over the phone at the times which works for me. The staff and doctors are good.”

GP Surgery

Negative / Neutral reviews

“I have called up 25 times its so bad. I haven't been in this medical centre since a year ago this is first time that i have came back in ages due to no appointments and busy phone lines.”

GP Surgery

“The reception staff are not attentive. The administration is inefficient and does not work for patients.”

GP Surgery

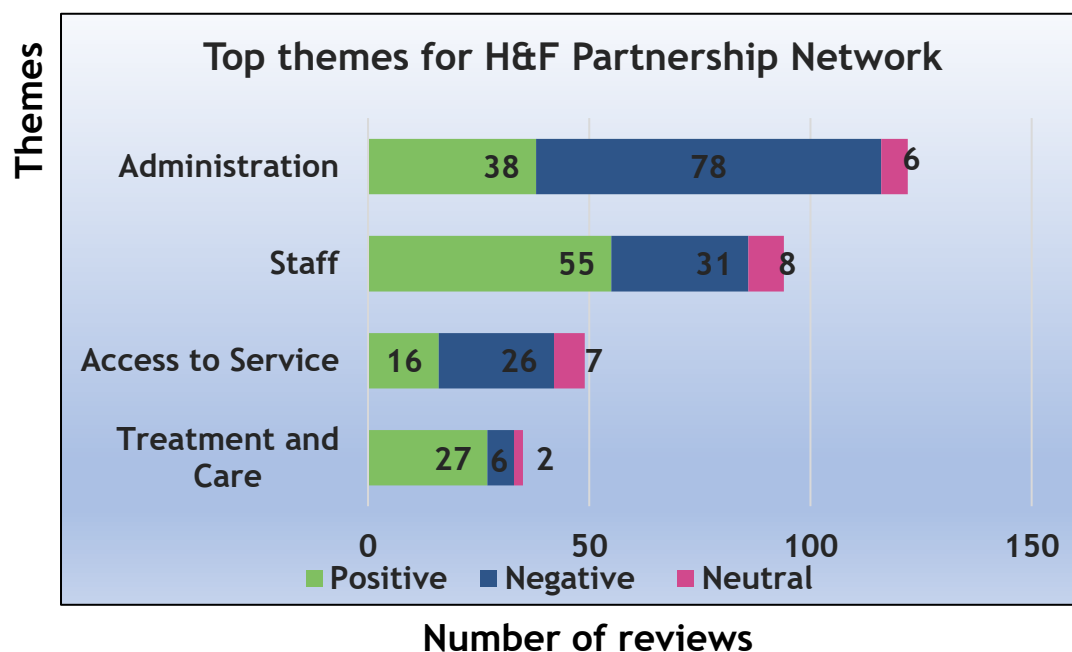
Themes for H&F Partnership Network

This quarter, Healthwatch H&F collected 149 reviews for **H&F Partnership** of which 64% (n.149) were positive, 14% (n.21) were neutral and 22% (n.32) were negative. The chart below shows the top four themes for the **H&F Partnership Network**. During this quarter, the number of negative reviews for GP surgeries in the **H&F Partnership** have increased.

Administration, Treatment and Care, Access to Service and **Staff** were the most common themes identified this quarter.

The patient's feedback related to the **Treatment and Care** theme were mostly positive with 77% (n.27) being positive in sentiment, whereas the majority of reviews belonging to the **Access to Services** theme received a negative sentiment – 53%, (n.26). The main issue was around the sub-theme **Waiting times**, patients/service users had to wait longer for their appointment or were unable to secure an appointment within a week.

In addition, the patient's feedback related to the **Administration** theme received a negative sentiment, 64% (n.78). One factor which may contribute to the negative sentiment fed back by some services users is the inability to book an appointment with their GP due to being unable to get through to an administrator on the phone and subsequently having to wait a long time for their next GP appointment. In addition they were unable to obtain a face to face appointment with a doctor.



Positive reviews

"I have found that all professionals, including the reception staff and medical professionals, are always so helpful and compassionate!"

GP Surgery

"Amazing service, Appointments here are very easy to get."

GP Surgery

Negative /Neutral reviews

"It takes 30 minutes to call . Sometimes it takes 45 minutes it varies. Nurses and doctors are nice and helpful."

GP Surgery

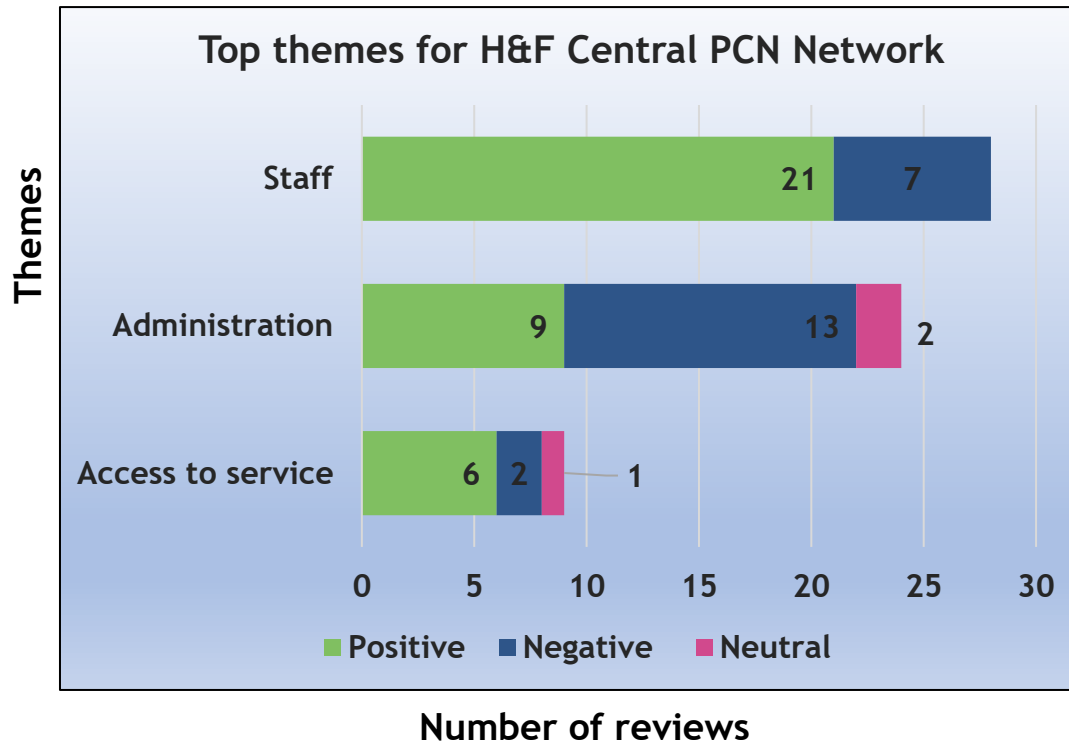
"The reception staff are rude and lazy. They talk to each other, complain about patients and eat whilst they are at the desk."

GP Surgery

This quarter, Healthwatch H&F collected 38 reviews for **H&F Central PCN** of which 76% (n.29) were positive, 5% (n.2) were neutral and 19% (n.7) were negative.

The chart below shows the top three themes for **H&F Central PCN**.

The **Administration** theme and the **Staff** theme have been, the most common themes identified in the reviews for **H&F Central PCN**. The patient feedback relating to **Administration** theme was negative, with 54% reviews being negative in sentiment. Once again, this shows that patients/service users are struggling to obtain an appointment or get through to the administrative team on the telephone at their respective GP surgeries. However, 38% (n. 9) of the reviews that mentioned **Administration** theme were positive. In term of the **Staff** theme 75% (n.21) of the reviews were positive in sentiment, which suggest patients/service users are happy with staff attitude. This quarter we can see a decreased in the percentage of positive sentiment for **H&F central PCN** compared to previous quarter.



Positive reviews

“They staff take action straight away and are nice.”

GP Surgery

“The staff are really friendly and they provide quick service here.

I can get an appointment on the same day.”

GP Surgery

Negative /Neutral reviews

“very rude receptionists, the worst type of people I have dealt with in a professional manner in my 30 years on this earth.”

GP Surgery

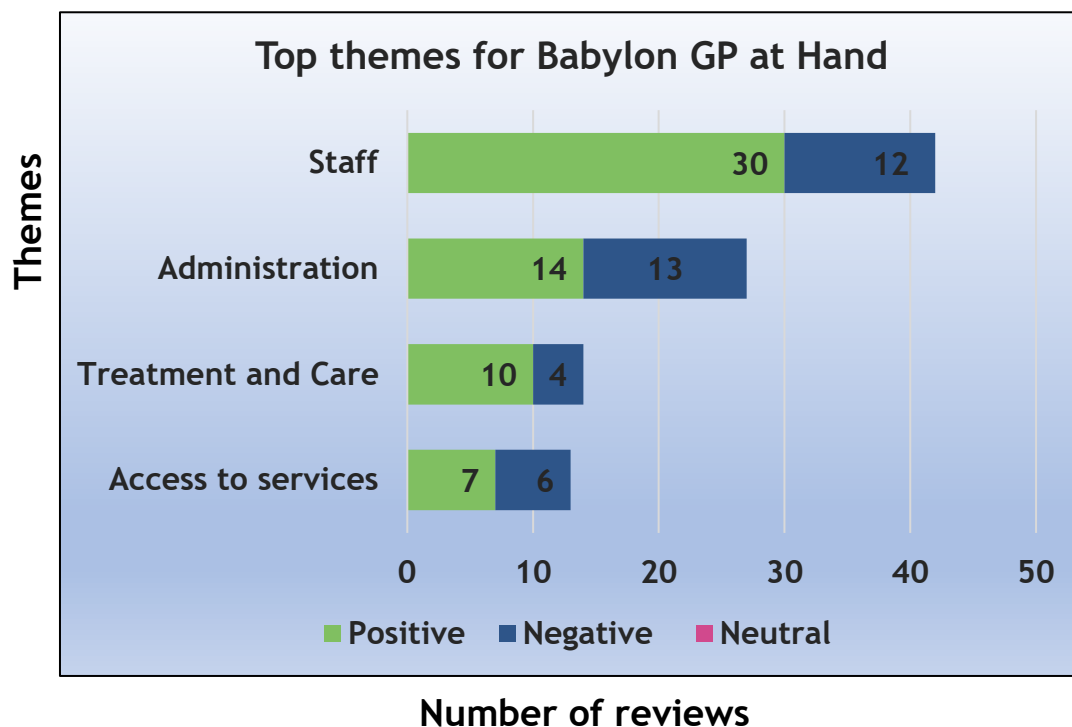
“Waiting times can be long but I don't usually wait as long as I have today. I like the doctors.”

GP Surgery

Themes for Babylon GP at Hand

This quarter, Healthwatch H&F collected 58 reviews for **Babylon GP at Hand PCN**. Of these reviews, 69% (n.40) were positive, 5% (n.3) were neutral and 26% (n.15) were negative. This chart shows the top four themes for Babylon GP at Hand.

Staff was, once again, the most common theme identified in the reviews for this PCN, with 71% (n.30) being positive in sentiment. However, 29% (n.12) of the reviews belonging to this theme were negative in sentiment, which seemed to be largely caused by patients not being happy with the attitude of staff at their respective GP surgeries. The **Administration** theme received a more balance between positive and negative (52% n.14) and (48% n.13) reviews with patients/service user not being able to get through to a receptionist on the telephone to book an appointment. The reviews belonging to the **Treatment and Care** theme were mostly positive in sentiment with 71% (n.10). 46% (n.6) of the reviews mentioning the theme **Access to Services** were negative in sentiment. On positive note, 54%(n.27) of the same theme were positive in sentiment.



Positive reviews

“The person I spoke to (Natalie) was really helpful and sorted my query very quickly and efficiently.”

GP Surgery

“Very good service. The Practitioner was professional, prompt to medication, medication works really well. No Hassel in getting your repeat prescriptions.”

GP Surgery

Negative / Neutral reviews

“Very bad service, appointments get cancelled without prior notice, I'm very dissatisfied with this service, completely unprofessional.”

GP Surgery

“There is a long wait on the phone but most of the staff are nice. There is one receptionist who is rude..”

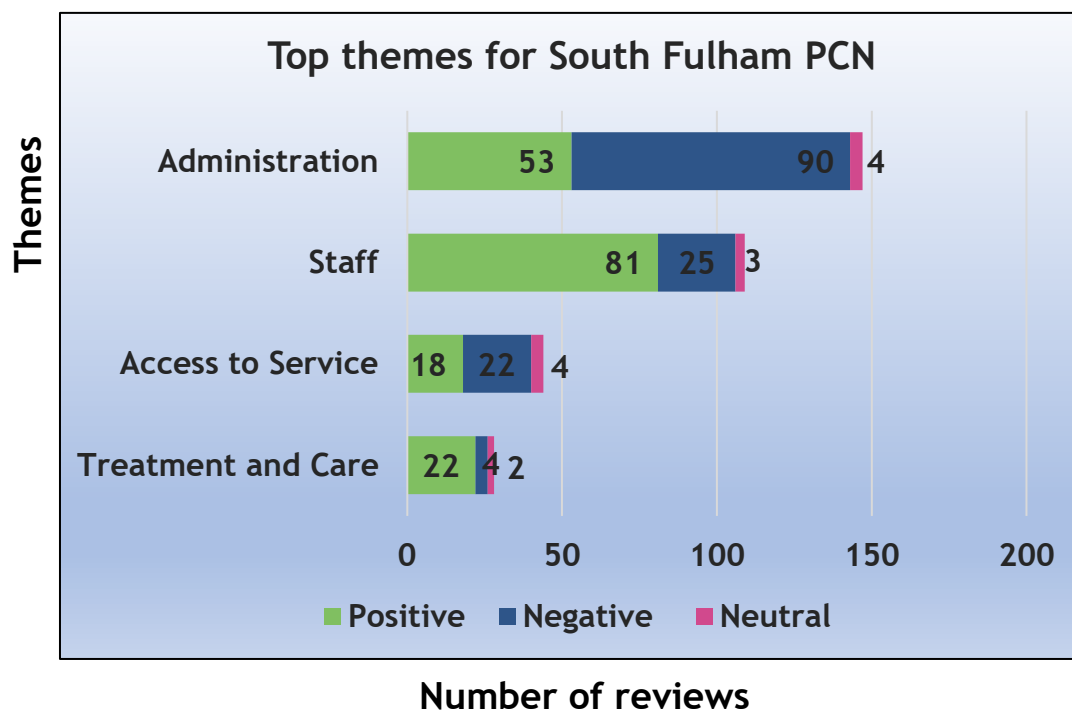
GP Surgery

Themes for South Fulham PCN

This quarter, Healthwatch H&F collected 170 reviews for **South Fulham PCN**. Of these, 66% (n.112) were positive, 17% (n.29) were neutral and 17% (n.29) were negative. The chart below shows the top four themes for **South Fulham PCN**. This quarter the reviews belonging to the **South Fulham PCN** have been positive compared to last quarter.

Staff and **Administration** were by far most common themes identified. Patient feedback relating to the **Staff** theme **74%(81)** was positive in sentiment. On the other hand, the reviews referencing the **Administration** theme were negative in sentiment, with 61% (n.90). On a positive note 36% (n.53) of the reviews relating to the **Administration** theme were positive.

In addition, reviews that were related to the **Access to Services** theme were negative in sentiment, with 50% (n.22). Lastly, whilst the **Treatment and Care** theme was identified less frequently than the two leading themes, the reviews were mostly positive (79%).



Positive reviews

"The staff are very good at answering the phone. I like that the practice is close to me and there are nice female doctors."

GP Surgery

"I have been going here for 12 years and I have a long term health condition, amazing staff. The quality of care given is excellent."

GP Surgery

Negative / Neutral reviews

"Horrible receptionist she is below zero in in manners and respect."

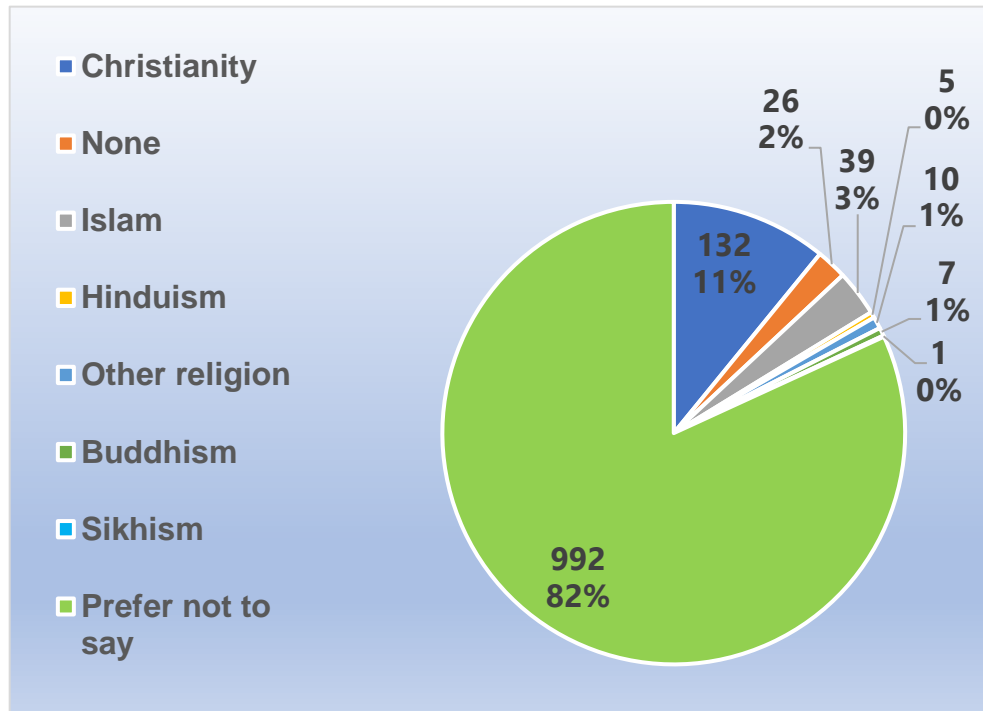
GP Surgery

"Phone booking line whether you call at 8am or after you are in a queue for 40 mins and only move 5 down from 15 then they cut you of."

GP Surgery

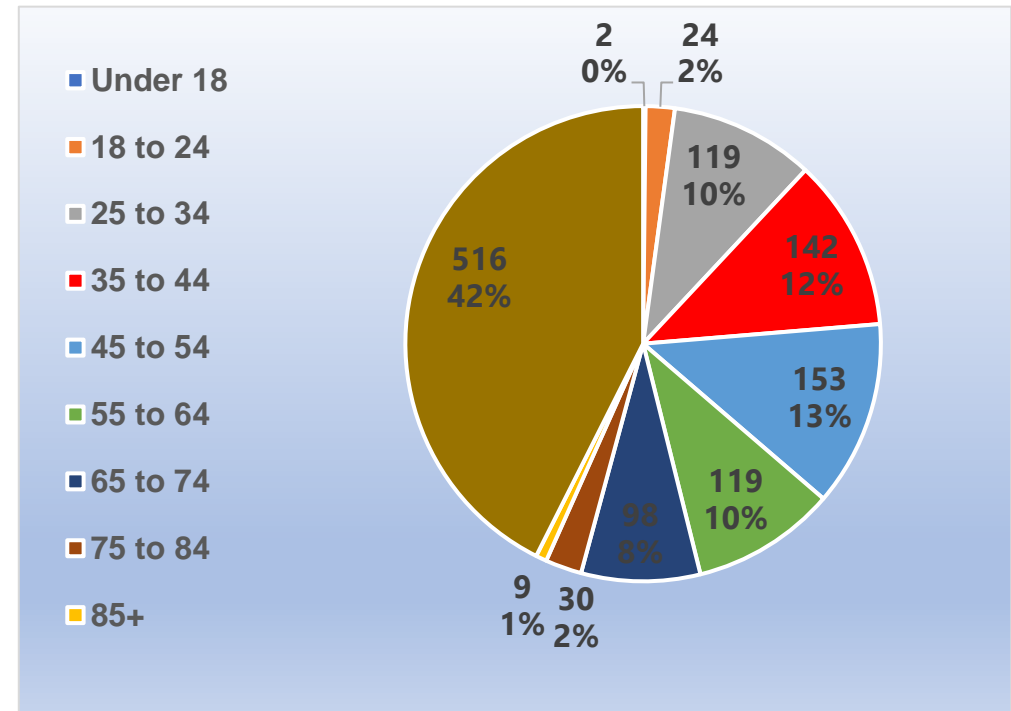
Demographic Information

The pie chart below shows the breakdown of participants by religion. A large proportion of people leave this question blank or chose not to identify their religion. Out of the total number of participants this quarter, 11% (n.132) identified as being Christian, 3% (n.39) practice Islam and 1% (n.10) identified as having other religion. 2% (n.26) identified as having no religion. This quarter the majority of the people we spoke to did not want to disclose their religion. We will seek to improve the completion of monitoring data through our face to face engagement.



Religion of Patients

The pie chart below shows the breakdown of participants by age group. Aside from the majority of participants who left this question blank (n.625), the age group that provide the most feedback was the 45-54 at approximately 13% (n.153). This was followed by the 35-44 age group at approximately 12% (n.142), and the 55-64 and 25-34 age group accounting for 10% (n.119) of the population sample. Although there is representation in the lower age groups, given the boroughs profile, further work will be done to increase feedback from these groups and subsequently produce more robust conclusions about their interactions with services.

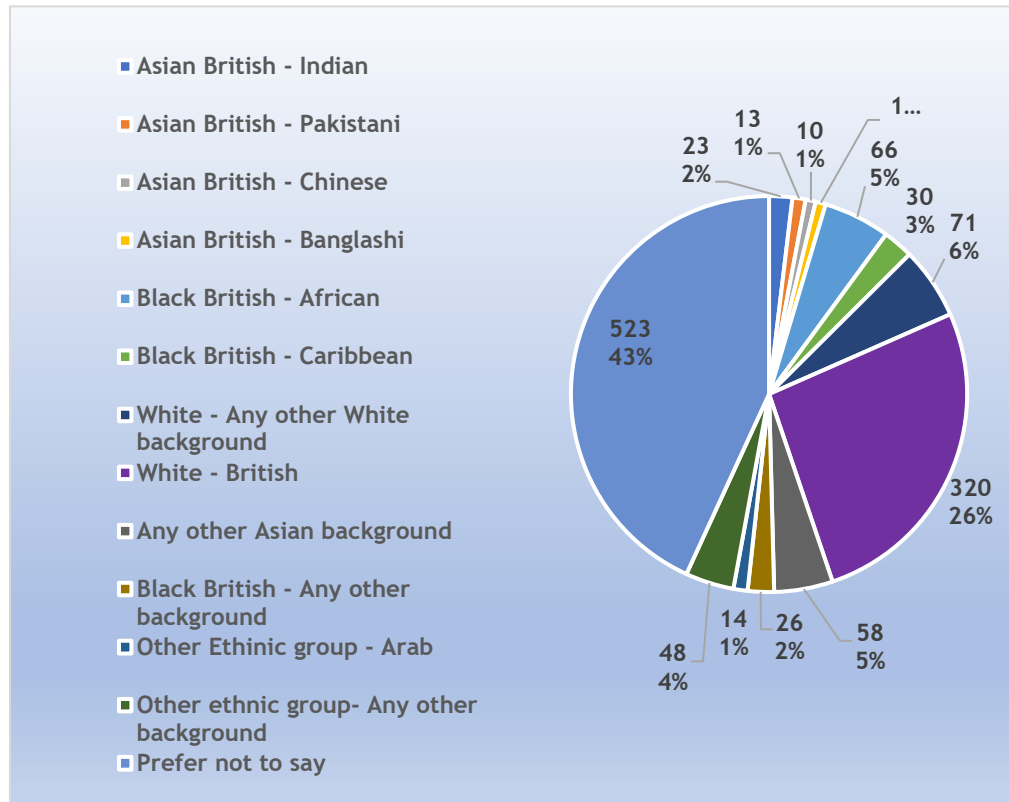


Age of Patients

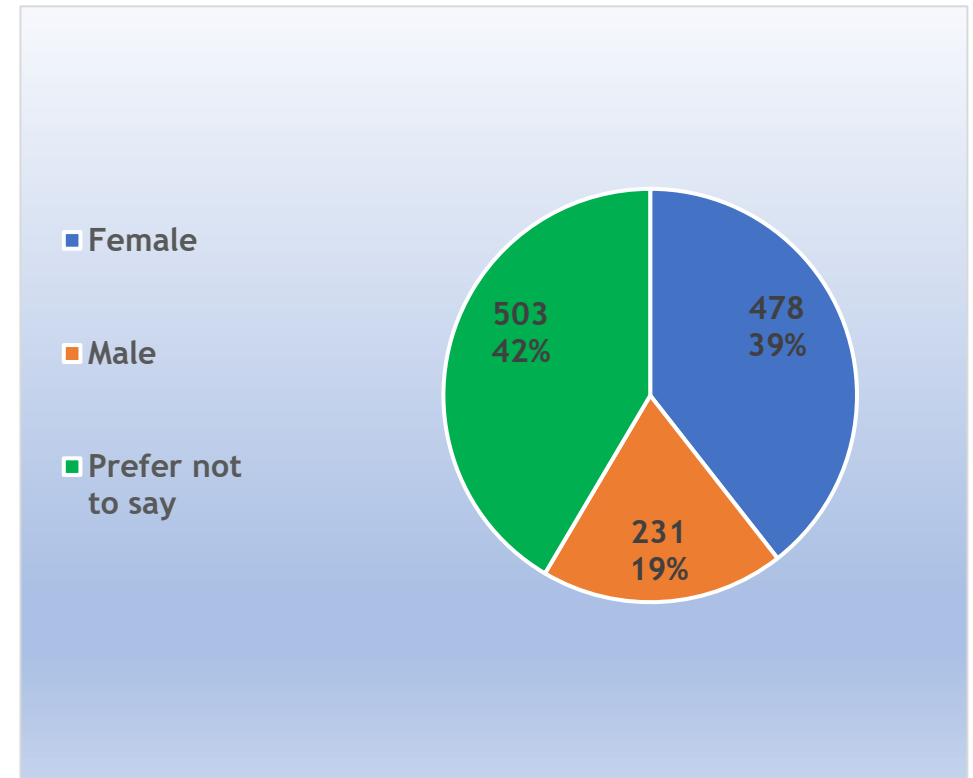
Demographic Information

In terms of ethnicity, aside from the 34% (n.423) who did not complete this section, the largest proportion of feedback received this quarter was from people who identified as 'White British' (26%, n.320). The next highest category was from people who identify as 'White - Any other White background' at 6% (n.71) and followed by 'Black British - African' at 5% (n.66). Further monitoring of ethnicity data will take place to help direct targeted engagement work in the future.

The pie chart below shows the number of reviews received by gender. When comparing the number of individuals who identified as either Male or Female, the majority of the reviews received this quarter are from Females with 39% (n.478) of the total population sample. Males made up 19% (n.231) of the sample population this quarter, a decrease of 8% compared to last quarter. As we have noticed that women are more willing to share their experiences, further work will be undertaken to gather feedback from men in the future.



Ethnicity of Patients



Gender of Patients

Demographic Information

During our direct telephone and face to face engagement, we have spoken to residents living in 15 different areas across the borough of Hammersmith & Fulham. The highest number of the reviews received was from residents in the Hammersmith Broadway Ward (13%, n.158), North End ward (10%, n.119) and Fulham Broadway Ward (9%, n.105). The least number of reviews received was from the Fulham Sands End Ward (0%, n.4). Compared to last quarter, we have seen an increase in reviews for some areas whilst others have decreased. In Quarter 1 2022 to 2023, we will continue to try and reach more people in the areas where we have received the fewest reviews, through face to face engagement.

Patient area of residence	Number of reviews	Percentage
Hammersmith Broadway ward	166	14%
Fulham Broadway ward	160	13%
Out of borough	101	8%
North End ward	68	6%
Parsons Green and Walham ward	66	5%
Avonmore & Brook Green Ward	35	3%
Town ward	28	2%
Wormholt and White City	27	2%
Sands End Ward	22	2%
Revenscourt Park Ward	21	2%
Shepherd Bush Green ward	21	2%
Askew Ward	21	2%
Workholt and White City Ward	19	2%
Fulham Reach ward	15	1%
Addison Ward	10	1%
Fulham Reach	8	1%
Munster Ward	7	1%
Ravenscourt Park ward	7	1%
Avonmore and Brook Green ward	5	0.41%
Avonmore & Brook Green	5	0.41%
College Park and Old Oak ward	4	0.33%
Shepherds Bush Green	2	0.16%
Sands End Health Clinic	1	0.08%
Prefer not to say	393	32%

Patient area of residence

Since May of 2021 we were able to restart our face-to-face engagement in GP surgeries, hospitals and community services. With the shift back to our preferred model of engagement we have seen an increase in positive responses and compliments of staff and treatment and care in the number of reviews that we receive. We hope to continue this work with partners in the borough during the coming quarters.

For this quarter, we collected a total of 1212 reviews.

- There were 839 (69%) positive reviews with a star rating 4-5,
- 156 (13%) neutral reviews with a star rating of 3 and
- 217 (18%) negative reviews with a star rating 1-2.

A trend that we see continuing on from Q1 and Q4 of 2021/2022 is the high proportion of 1-star ratings. This is a trend that is not as prominent in neighbouring boroughs and therefore will be an area that we continue to monitor and feedback on, providing evidence for how we can address the issues. However this quarter we can see a decrease in the number of negative reviews compared to previous quarters.

In comparison to the previous quarterly reports, we have noticed a decline in the number of positive reviews for the staff of services, particularly towards receptionists. Patients have commented on frustration that the receptionists will not immediately book a face-to-face appointment and that service has not yet returned to the service as it was delivered prior to COVID. Service providers need to ensure patients are aware of any permanent changes to service delivery.

If we look at specific service categories, the findings from the thematic analysis within this report outline several areas of service delivery that are worth celebrating as well as those that can be further developed.

GP services

The majority of negatively themed comments within GP surgery services this quarter were connected with difficulty in booking appointments, unanswered calls and the length of time that they had to wait for their appointment to take place. Other, less referenced areas of negative feedback included patients feeling inadequately communicated with in their patient-staff interactions. Unsurprisingly, the evidence suggests that these areas of concern are interlinked, with the inability or difficulty in talking to a receptionist acting as the root cause of most of this negative feedback. This maintains the trend for negative feedback for GP surgeries with the **Administration** theme receiving a significant amount of negative reviews (37% positive, 59% negative and 4% Neutral). However, it's important to consider that these issues appear to be affecting NHS GP surgeries across North West London. Our patient experience programme will continue to monitor this to see if similar reviews continue into the next quarter. On an encouraging note feedback remains highly positive around the **Treatment and Care** theme (77%) as well as associated sub-themes (Experience, Quality of Care, Treatment Explanation and Staff).

Conclusion Cont.

Hospital Services (Imperial College NHS Trust)

Our findings indicate that Imperial College NHS Trust can further improve by reducing the length of time that individuals wait for their hospital appointment. 47% of the reviews relating to the Access to services theme this quarter were negative in sentiment. This quarter we can see a decrease in the number of negative reviews received for the Imperial College NHS Trust. One of the contributing factors to this may be the increased face-to-face engagements visits we have completed at the hospitals. Areas of good practice can be found in the overall Quality of Care and Experience of Care (83% positive) for patients and an overwhelming number of positive reviews (87%) for the members of staff at the Trust's hospitals, highlighting the incredible efforts of the staff to deliver their duties to the highest standard.

Hospital Services (Chelsea and Westminster NHS Foundation Trust)

During this quarter, we were only able to obtain a limited amount of feedback for the Treatment and Care and Staff themes for Chelsea and Westminster NHS Foundation Trust Hospitals. In total 83% of the reviews referencing the Treatment and Care theme were positive, with 82% of the reviews referencing the Experience in Care sub-theme being positive in sentiment. This quarter the number of positive sentiments for Chelsea and Westminster NHS Foundation Trust have increased. The theme Staff also received a positive sentiment with 71% of the reviews being positive in sentiment. However, given the low levels of feedback overall, we would welcome some strong partnership work with the Trust to support and develop Healthwatch opportunities for obtaining independent feedback on services. We look forward to developing these discussions and a more concerted approach to partnership work in 2022/23

Pharmacy Services

Overall, H&F patients/service users are satisfied with the Staff Attitudes at their respective pharmacies and are happy with the way that the service, and their prescriptions, are being managed. However, it seems that there are some issues around the Waiting Times sub-theme as patients/service user have to wait longer than desired at the premises for their prescriptions.

PCN specific Network

If we look at the individual PCN areas on pages 36-41, we see that for the majority of PCNs there are issues around Administration, Booking Appointments, Getting through to someone on the telephone, Appointment Availability and Waiting Times. The feedback referencing the Treatment and Care and Staff themes were generally positive. This quarter PCN that received the least amount of positive reviews were the **Babylon GP at Hand PCN** with **26%** negative. Compared to quarter 4, we can see that the number of negative reviews has decreased, and this is most likely due to the increased number of face-to-face visit at GP surgeries. However, we should take into account that patients/service users are still struggling to get through on the telephone to book an appointment or being unable to speak to a receptionist. This may also be a result of some of the GPs only allowing appointments to be booked over the phone and no appointment available on the online service, which is forcing many people to use the telephone as the only source to speak to receptionists. This has been an issue since quarter 1 of the 2021/22 financial year which has been a source of frustration for many individuals that we have spoken to.

Actions Taken

Healthwatch Hammersmith and Fulham continue to develop our methods of outreach and improve the way in which we represent the voices of Hammersmith and Fulham communities in the borough decision-making processes. Since the publication of the Quarter 4 report, we have:

1. Organised a more direct line of communication with GP Practice Managers, directly sending all a copy of our Quarterly reports, prior to publication, to give them the opportunity to feed back on the findings.
2. Requested feedback and suggestions at the R&A Forum for the new form being designed for the Patient Experience Programme.
3. Produced a two-year data comparative analysis with other NWL Healthwatch to review the three main areas of negative feedback for GP surgeries. This has been shared with Borough leads.
4. Developed a steering group discussing our Patient Experience Programme to increase impact and influence on service delivery.
5. Attended the outpatient wards at three hospitals of the Imperial Trust. This has shown a decrease in the number negative reviews for outpatient services compared to previous quarters.

Action and next steps cont.

Next Steps for Healthwatch Hammersmith and Fulham

- **Continue to ensure that all communities, ethnicities and backgrounds are represented when conducting patient experience surveys** We at Healthwatch Hammersmith and Fulham are determined to continue our outreach across the entire borough.
- **Get more feedback from patients on their experience with telephone consultations** Due to COVID-19, a lot of GP services had to switch to telephone and digital consultations without gathering patient feedback. During the following quarters we are aiming to find out what patients think about this type of appointment.
- **More reviews for PCNs that received less reviews than others this quarter:** Babylon GP at Hand (10%) Hammersmith and Fulham Central (7%)
- **Discuss priorities/current areas of improvement with Practice Managers so we can collaboratively make use of our patient experience data:** Request input from practice managers on our newly designed Patient Experience form and how it feeds into their priorities.

Recommendations for Health Partners

General Practice

Inform patients that the changes that were implemented during the pandemic will still be in place. Patients need to be informed of the way the service will be run moving forward. A lack of communication has contributed to negative sentiment of staff attitude and access to services. Additionally receptionists could send texts informing patients who are awaiting telephone consultation of delays in their doctor's schedule.

West London NHS Trust

Continue to support Healthwatch in our recent prioritisation of hearing from residents who have engaged with local mental health services. We would like to understand service users' experiences and their awareness of other available support services.

Imperial College NHS Trust and Chelsea and Westminster NHS Foundation Trust

Patients to be given a choice of method of receiving their appointment, either via phone, email or by post. There seems to have been issues and delays with the administrative staff sending out appointment via letter.

NWL ICS

Continue to supplement Primary Care improvement strategies and work with Healthwatch Hammersmith and Fulham to establish clear ways in which we can improve access and administration in primary care for Hammersmith and Fulham residents.

Share your views

Tell us about your experiences of NHS and social care services. Giving feedback, both good and bad, can help improve services.

Take five minutes to share your experiences

NHS and social care staff are doing everything they can to keep us well during these challenging times, but there might be things that can be improved for you and your loved ones, both in the area you live in and across the country. Please take five minutes to share your story with us.

To understand how we will use your information read the 'How we use this information' at the end of the page.

Complete the survey

1. Choose the area of care you would like to tell us about?*

- GP services
- Dentist
- Pharmacies
- Hospital inpatient (day treatment or
- Social care eg care homes, and home care
- Accident and emergency/minor injury units
- Ambulances and paramedics
- NHS 111

Physical Feedback Form

Share Your Experience with Us

Healthwatch Hammersmith and Fulham gives you the chance to say what you think about how local health and social care services are run. Your experiences are important and can help to inform the commissioners and service providers. Whether it is a compliment, concern or complaint, it is easy to tell us about your experience by completing and submitting this form or contacting us, our details are at the bottom of this form.

Name of Service:

Month/Year:

1. How likely are you to recommend this anyone who needs similar care or treatment?
 5 = Extremely likely 4 = Likely 3 = Neither likely nor unlikely 2 = Unlikely
 1 = Extremely unlikely () Don't know

2. How do you rate your overall experience?
 5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

3. Summary of your experience

4. Tell us more about your experience

5. Where do you live? (town/city)

6. Your ratings (select if applicable)

Ease of gaining appointment	5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Terrible
Convenience of appointment	5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Terrible
Cleanliness	5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Terrible
Staff Attitude	5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Terrible
Waiting Time	5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Terrible
Treatment explanation	5 = Excellent	4 = Good	3 = Okay	2 = Poor	1 = Terrible

In relation to your comments are you a:

- () Patient () Carer () Relative () Carer and Relative
 () Service Provider () Visitor () Professional

When did this happen

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

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following? (Please tick)

- () Informally with the Service Provider (those who run the service)
 () Formally with the Service Provider (via an official complaint)
 () Patient Liaison and Advice Service (PALs)
 () Ealing Clinical Commissioning Group
 () Ealing Council Social Services (including safeguarding)
 () Care quality Commission (CQC)
 () Other
 If "other", please specify

Where did you hear about us? (Select one)

- () Event () Newspaper / Magazine () TV
 () Radio () Internet / Website () Word of mouth
 () Healthcare setting () Other () Social media (Twitter/Facebook)

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

- () No () Yes

Would you like to speak to Healthwatch directly?

- () No () Yes

About you

Name.....

Email.....

() Leave feedback anonymously

Monitoring Information

What gender do you identify yourself as:

- () Female () Male () Other.....
 () Prefer not to say

Which age group are you in?

- () Under 18 () 18 to 24 () 25 to 34 () 35 to 44 () 45 to 54 () 55 to 64
 () 65 to 74 () 85+ () Prefer not to say

What is your ethnicity?

White

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

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

Other Ethnic Group

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

Which area of the borough do you live in?

- Hammersmith
- Fulham
- Shepherds Bush
- White City
- West Kensington
- Other
- Out of the Borough
- Prefer not to say

Do you consider yourself to be disabled?

- Yes
- No
- Prefer not to say

Do you consider yourself to have a long-term condition or health and social care need?

- Yes
- No
- Prefer not to say

Are you a carer?

- Yes
- No
- Prefer not to say

What is your religion?

- Buddhist
- Muslim
- Prefer not to say
- Christian
- Sikh
- Hindu
- Other religion.....
- Jewish

What is your sexual orientation?

- Bisexual
- Prefer not to say
- Gay man
- Lesbian
- Straight / Heterosexual

Which of these categories best describes your employment status?

- In unpaid voluntary work only
- Not in Employment & Unable to Work
- Not in Employment / not actively seeking retired
- Not in Employment (seeking work)
- Not in Employment (student)
- Paid: 16 or more hours/week
- Paid: Less than 16 hours/week
- Prefer not to say

Thank you for sharing your experience!

Themes and Sub-themes

Theme

- Access to services
- Access to services
- Access to services
- Access to services
- Access to services
- Access to services
- Access to services
- Access to services
- Access to services
- Access to services

- Administration
- Administration
- Administration
- Administration
- Administration
- Administration
- Administration
- Administration

- Care Home Management
- Care Home Management
- Care Home Management
- Care Home Management
- Care Home Management

- Communication
- Communication
- Communication
- Communication
- Communication

Continuity and integration of care

- Diagnosis/assessment
- Diagnosis/assessment
- Diagnosis/assessment
- Diagnosis/assessment
- Diagnosis/assessment

- Dignity and Respect
- Dignity and Respect
- Dignity and Respect

Subthemes

- Convenience/Distance to travel
- Inequality
- Information and Advice
- Lack of
- General
- Patient choice
- Service Delivery/Opening Times
- Suitability of Provider (Individual or Partner)
- Suitability of Provider (Organisation)
- Waiting times

- Admission Procedure
- Appointment availability
- Booking appointments
- Commissioning and provision
- General
- Incident Reporting
- Management of service
- Medical records
- Quality/Risk management

- Registered Manager - Absence
- Registered Manager - Suitability
- Registered Manager - Training & Development
- Staffing levels
- Suitability of Staff

- General
- Interpretation Services
- Lack of
- Community engagement and involvement
- Response times

- General
- Lack of
- Late
- Mis-diagnosis
- Tests/Results

- Confidentiality/Privacy
- Consent
- Death of a Service User

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

Referrals

Safety/Safeguarding/Abuse

Staff
Staff
Staff
Staff
Staff
Staff
Staff
Staff

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

Waiting times

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

Effectiveness
Experience
Quality
Safety of Care/Treatment
Treatment Explanation
Lack of support