

**PATIENT EXPERIENCE
REPORT 2022/2023
QUARTER 2
July - September**

Contents

Executive Summary and Introduction	2
Our data explained	4
Overall Star Rating	5
Total Reviews per Service Category	8
Distribution of Positive, Neutral & Negative	9
Themes: GP, Hospital and Pharmacies	10
Other Positive Reviews	26
Other Negative and neutral reviews	29
Themes for Primary Care Network Area	31
Demographic Information	43
Conclusion	46
Action and next steps	48
Appendix	50

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 2 July to September 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 1,241 patient experience reviews were collected. Out of the total number of patients experiences received:

- 930 (75%) were positive with a star rating of 4-5,
- 137 (11%) were neutral with a star rating of 3, and;
- 174 (14%) 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.

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.

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 (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.

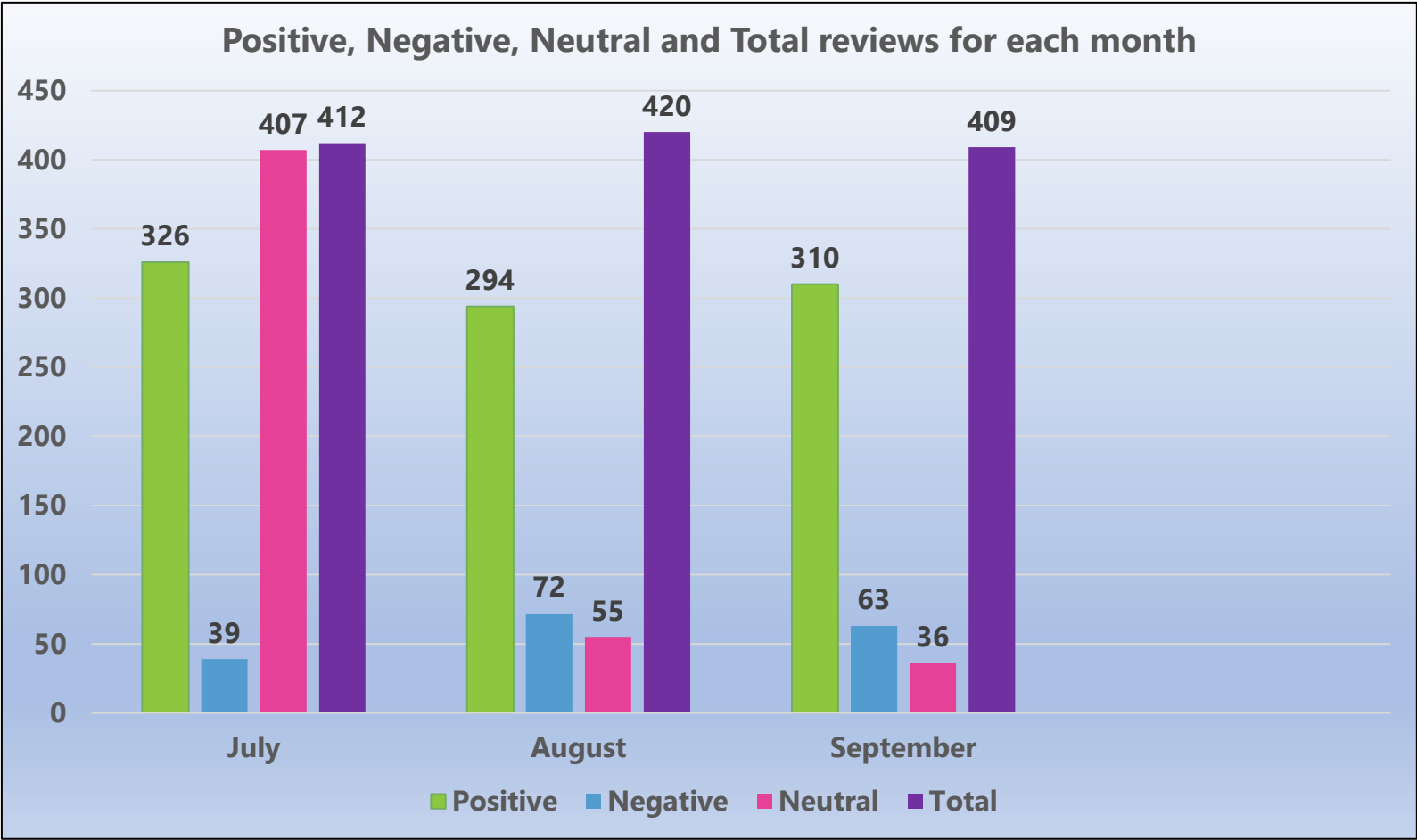
This quarter 930 positive responses, 174 negative responses and 137 neutral responses have been recorded.

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
July	39	47	326
August	72	55	294
September	63	36	310
Total	174	137	930



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

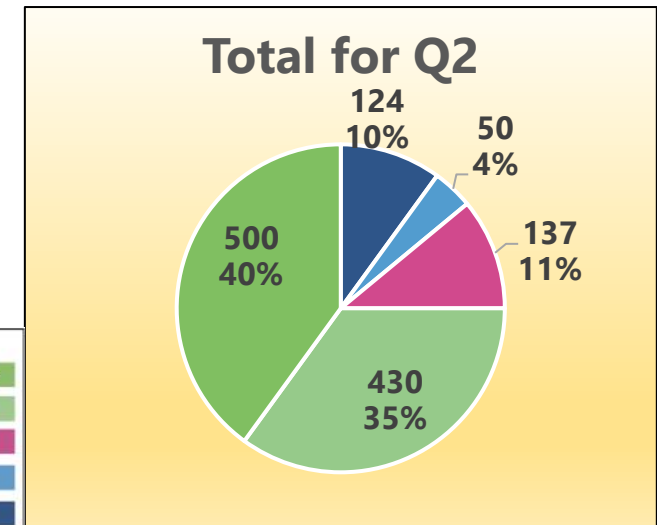
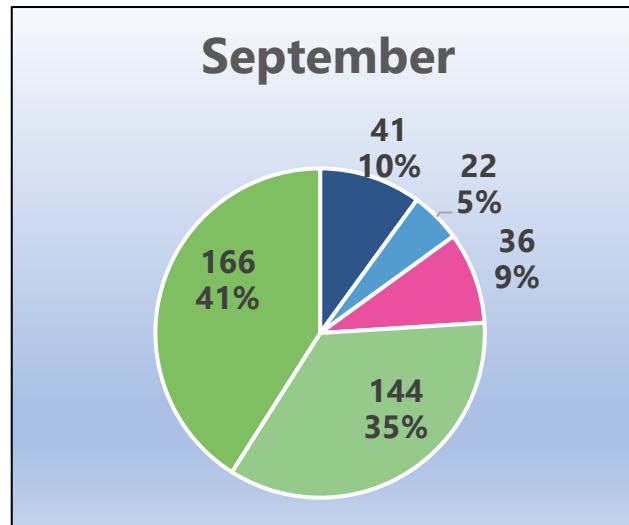
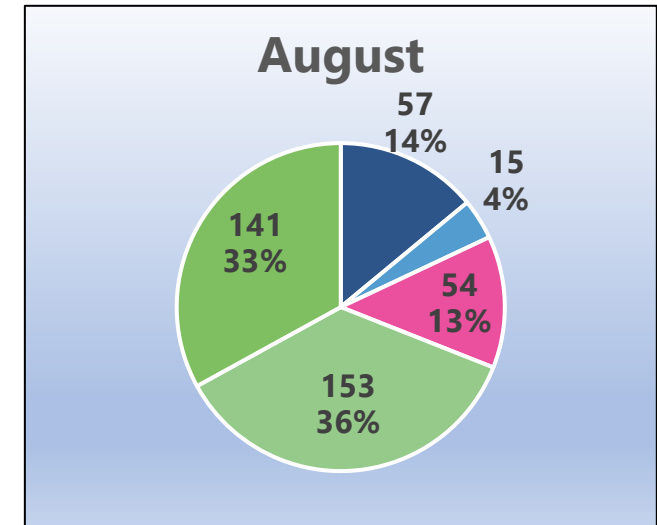
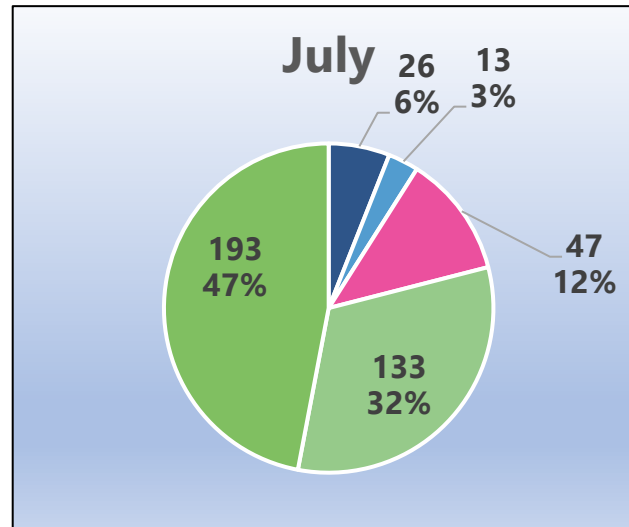
Individuals are asked to provide an overall star rating for the service that they are reviewing. With five stars being the highest and one star being the lowest. These pie charts show the breakdown of star ratings for each month and for the whole quarter.

In July and September, the 5-star rating received the highest proportion of reviews, followed by the 4-star rating. However, in August the number of 5-star ratings has reduced to 33% (n.141), and then increased in September to 41%.

The 3-star rating have increased from July to August, however, in September it has decreased massively.

This quarter we can see the number of 1-star reviews have decreased massively compared to previous quarters.

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



Total Reviews per Service Category

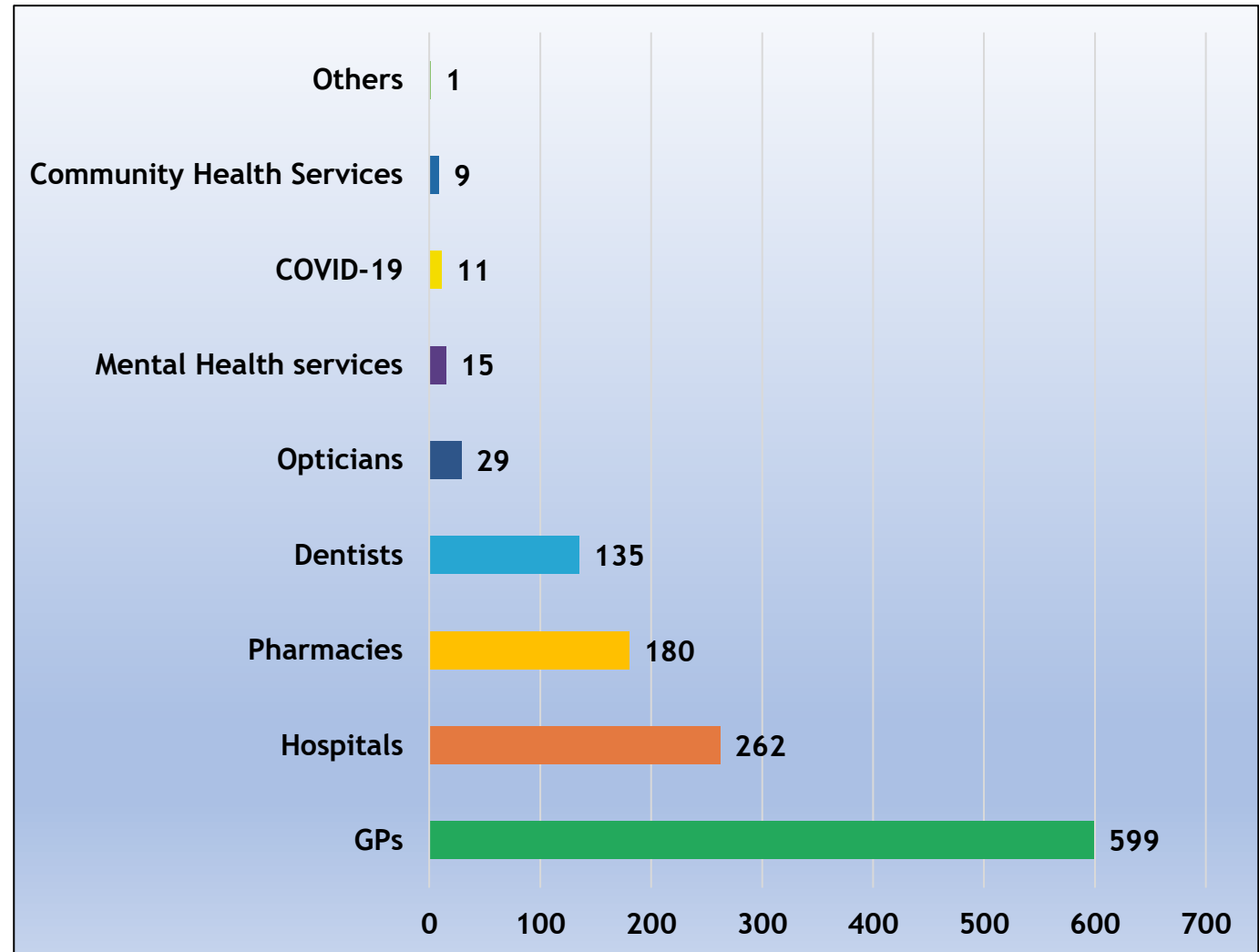
The patient reviews recorded for this quarter cover nine service categories, as seen in this chart.

The category with the highest number of reviews recorded was for GPs (n.599), followed by Hospitals (n.262), Pharmacies (n.180), and then Dentists (n.135).

The numbers of GPs reviews continue to increase due to our presence at the health premises.

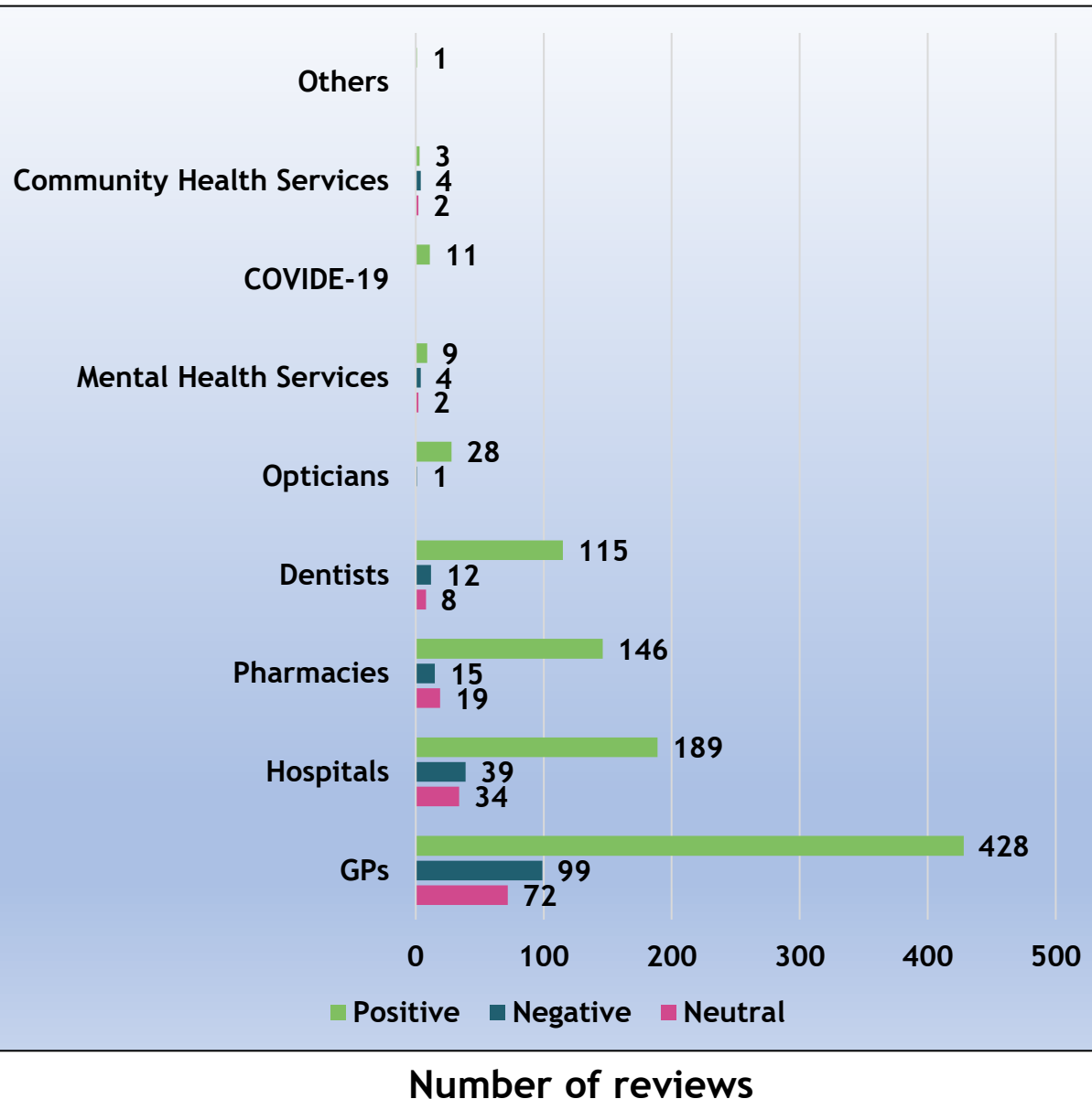
We are continue to gather reviews from mental health services, and were able to collect 15 reviews. This number is still low, however, it's a step forward to understanding the issue people using mental health services are facing. For Quarter 3 2022-2023, we hope to achieve around 100 reviews.

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.

- 41% of the reviews were about people's experiences of GP services. This shows an increase of 1% from last quarter.
- 21% of the reviews were about people's experiences with Hospitals. A decrease of 7% from last quarter
- 14% of the reviews were about people's experiences with Pharmacies. This shows an increase of 2%.
- 11% of the reviews were about people's experiences of Dentists. This shows an increase 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 81%, Hospitals with 72% and GPs with 71%. This quarter there is an increase 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 p56-60 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 Q2 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 472 counts, with 44% (n.206) of these being positive, 2% (n.10) being neutral and 54% (n.256) were negative.

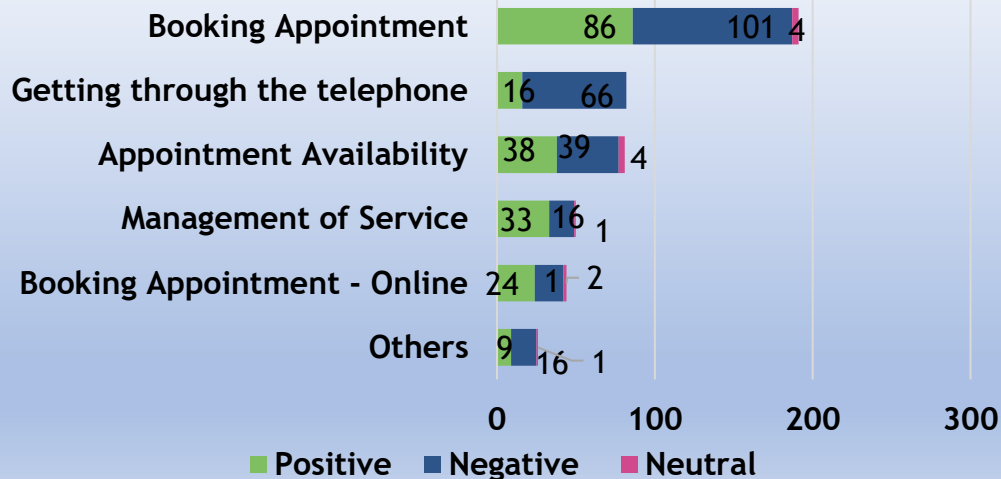
Booking Appointment, was one of the most applied sub-themes within this service category, identified in 191 responses. Of these responses, 45% (n.86) were positive, 2% (n.4) neutral and 53% (n.101) were negative. This was largely caused by patients unable to obtain a face to face appointment at their respective surgery. The second sub-theme that received a significant number of reviews was **Getting through the telephone** with 80% 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 60%, however 32% of the reviews were negative in sentiment.

For the **Appointment Availability** sub-theme, there were 80 counts, of which, 47% (n.38) were positive, 4% (n.3) neutral and 49% (n.39) 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 41% (n.18) being negative. The number of negative reviews has decrease compare to last quarter.

Top sub-themes for Administration

Sub-themes



Number of reviews

Positive reviews

"This GP is one of the best I have been to the e - consultant is easy to use and as soon as your done they call you back or even on the same day which is amazing."

GP Surgery

"Appointments are easy to get, polite staff and patient doctors in this medical centre."

GP surgery

Negative / Neutral reviews

"It is impossible to get a call back. I call up no one answers"

GP surgery

"Appointments aren't easy to book I always have to come in to book an appointment which I have find terrible and inconvenient for me."

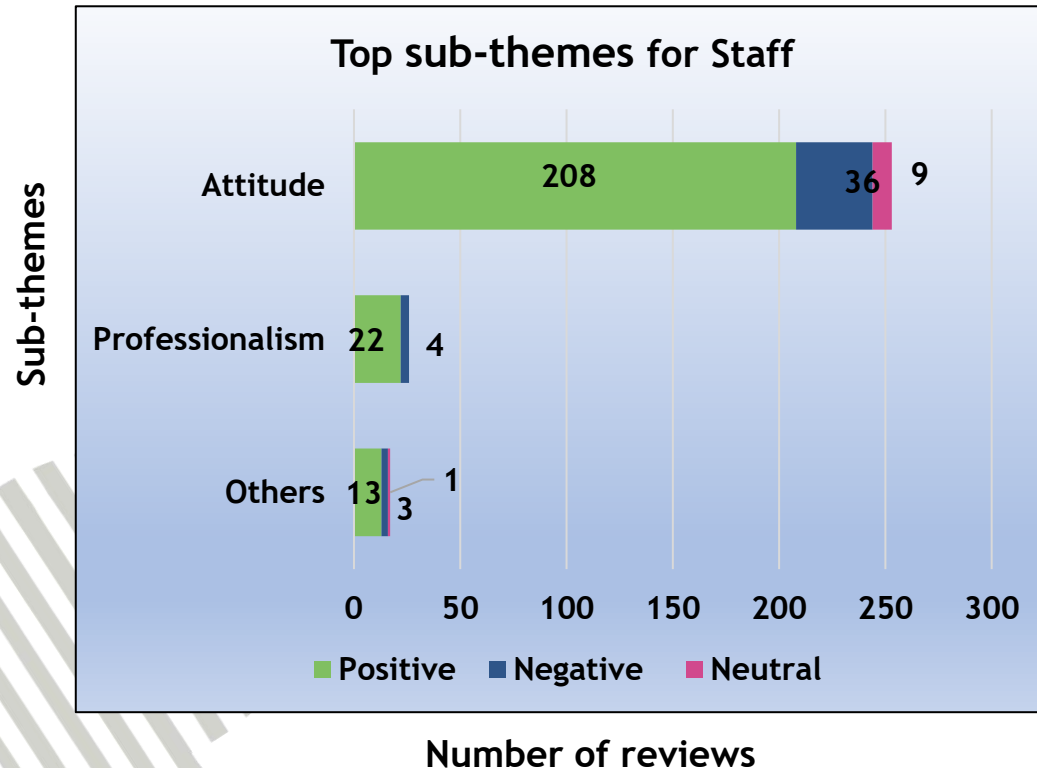
GP surgery

GP Themes and Sub-Themes

In this quarter, **Staff**, was the second most applied theme for GPs. It applied to 291 reviews, of which 83% (n.243) were positive, 2% (n.5) were neutral and 15% (n.43) 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 84% (n.208) 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. In addition, we can see an increase of 10% in the positive sentiment compared to the last three quarters.



Positive reviews

"The staff are very friendly."

GP surgery

"The reception always greets me nicely and always willing to help."

GP surgery

Negative / Neutral reviews

"The receptionist was very impatient she was rude over the phone as well."

GP surgery

"Some member of the staffs lack any compassion or do not show any desire to work with patients!"

GP surgery

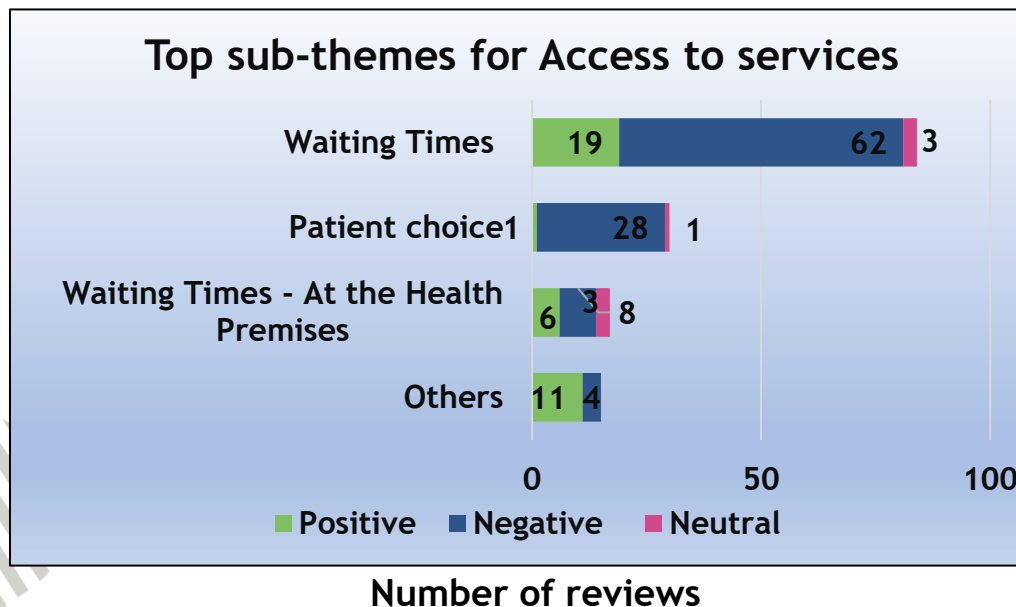
GP Themes and Sub-Themes

On this occasion, **Access to Services** was our third most identified theme, with 146 patient reviews focusing on this area. Out of the total number of times this theme was identified, 25% (n.37) were positive, 5% (n.7) were neutral and 70% (n.102) 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.84) of all **Access to Services** issues focusing on this topic. In addition, the sentiment around this sub-theme was negative in sentiment, of these reviews (74%). 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 94% 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 or PATCH. 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

“The online system helps so much; it speeds things up as before they never had it.”

GP surgery

“The waiting times here are very good; I have no problems about the service.”

GP surgery

Negative / Neutral reviews

“The welcome message when you call is very long, the wait to get through is also very long. It uses up all my phone credit.”

GP surgery

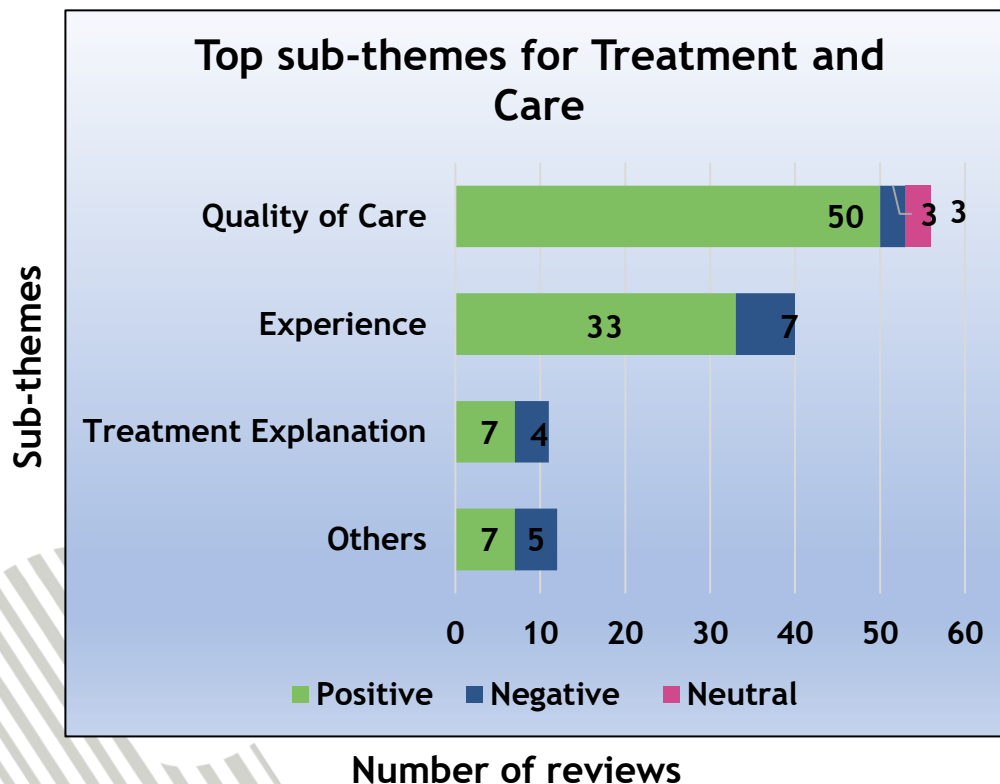
“The long waiting to get an appointment and not being able to get the Gps.”

GP surgery

GP Themes and Sub-Themes

Treatment and Care, was the fourth most applied theme for GPs this quarter. It received 119 reviews. Of the total count 81% (n.97) were positive, 3% (n.3) were neutral and 16% (n.19) 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; 90% (n.50). The second highest identified sub-theme was **Experience of Care**, with 83% (n.33) 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 doctors listen to your problems and deal with it very quickly. Any problems are sent to the hospital with short waiting times."

GP surgery

"My doctor is excellent. He listens to me, monitors me, and cares for me."

GP surgery

Negative/ Neutral reviews

"You can't see the Doctor in person anymore and this needs to improve as you have to start your story again and explain the same issues multiple times."

GP surgery

"Very poor service, they don't care they diagnose you over the phone. I have psoriasis how can they see that over the phone."

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.97), 74% (n.72) were positive, 19% (n.18) neutral and 7% (n.7) negative
- **Hammersmith Hospital:** Out of the total reviews for the quarter (n.91), 85% (n.77) were positive, 11% (n.10) neutral and 11% (n.11) negative
- **St Mary's Hospital:** Out of the total reviews for the quarter (n.17), 47% (n.8) were positive, 12% (n.2) neutral and 41% (n.7) negative
- **Queen Charlottes and Chelsea Hospital:** Out of the total reviews for the quarter (n.11) , 45% (n.5) were positive, and 55% (n.6) were negative.
- **Western Eye Hospital:** Out of the total reviews for the quarter (n.4), 50% (n.2) were positive, 25% (n.1) neutral and 25% (n.1) negative. 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.41), 61% (n.25) were positive, 7% (n.3) neutral and 32% (n.13) negative
- **West Middlesex University Hospital:** No reviews were collected for this hospital during this quarter

Other hospitals:

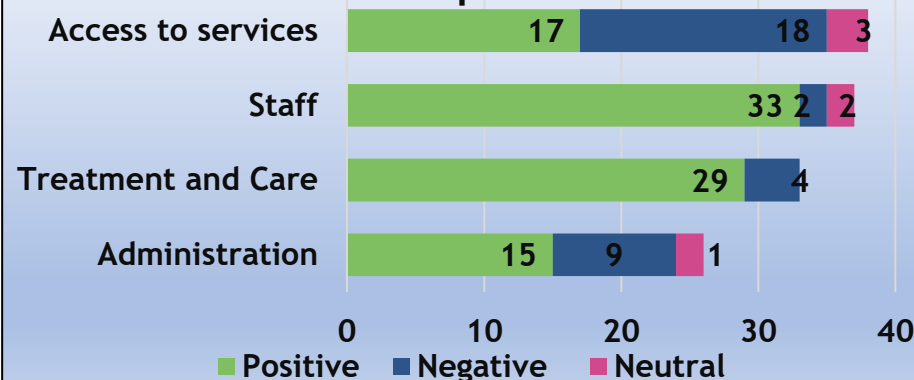
- **The Royal Marsden:** No review was collected for this hospital during this quarter
- **Royal Brompton Hospital:** No review was collected for this hospital during this quarter

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

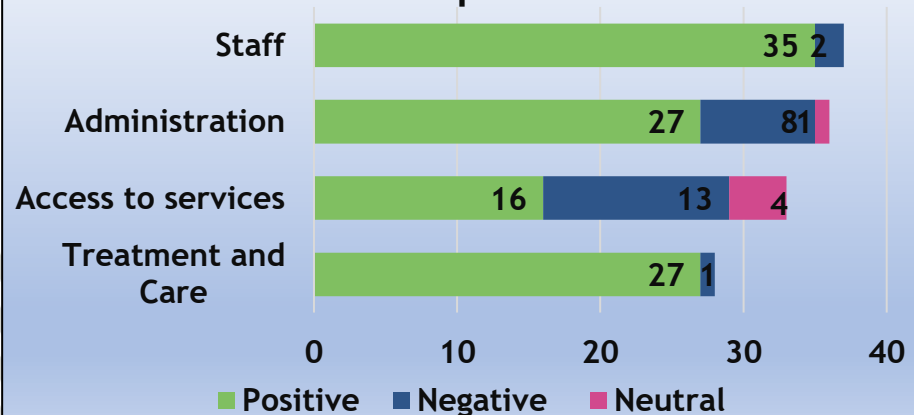
Themes



Number of reviews

Top Themes for Hammersmith Hospital

Themes



Number of reviews

Charing Cross Hospital:

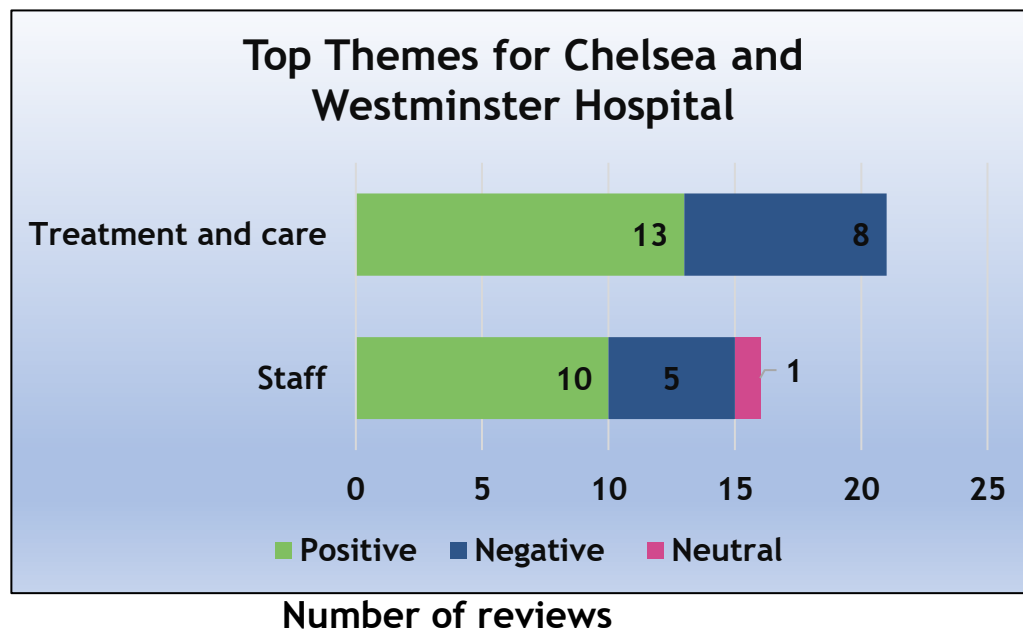
The **Staff** (90%) and the **Treatment and care** (88%) themes were regularly identified as positive. This suggests that staff's general professionalism, bedside manner and ability to meet the needs of their patients is a consistent feature of care at Charing Cross Hospital. Out of the 38 reviews in which the theme **Access to Services** was identified, 47% (n.18) 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 45% of reviews were positive in accessing services. Out of the 26 reviews in which mentioned **Administration** theme 34% (n.13) were negative in sentiment. The main issues remain around the sub-themes **Booking appointment** and **Appointment availability and Getting through the telephone**. 58% of the reviews belonging to the theme **Administration** were positive in sentiment. Similarly, to last quarter the reviews belonging to Charing Cross Hospital were mainly positive.

Hammersmith Hospital:

The reviews relating to the themes **Staff** (95%) and the **Treatment and Care** (896) 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 39% (n.13) were negative in sentiment. The negative sentiment is attributed by patients waiting longer to receive an appointment. On a more encouraging note 75% of the reviews identified in the **Administration** theme were positive in sentiment.

Summary of themes for each hospitals

Sub-themes



Chelsea and Westminster Hospital:

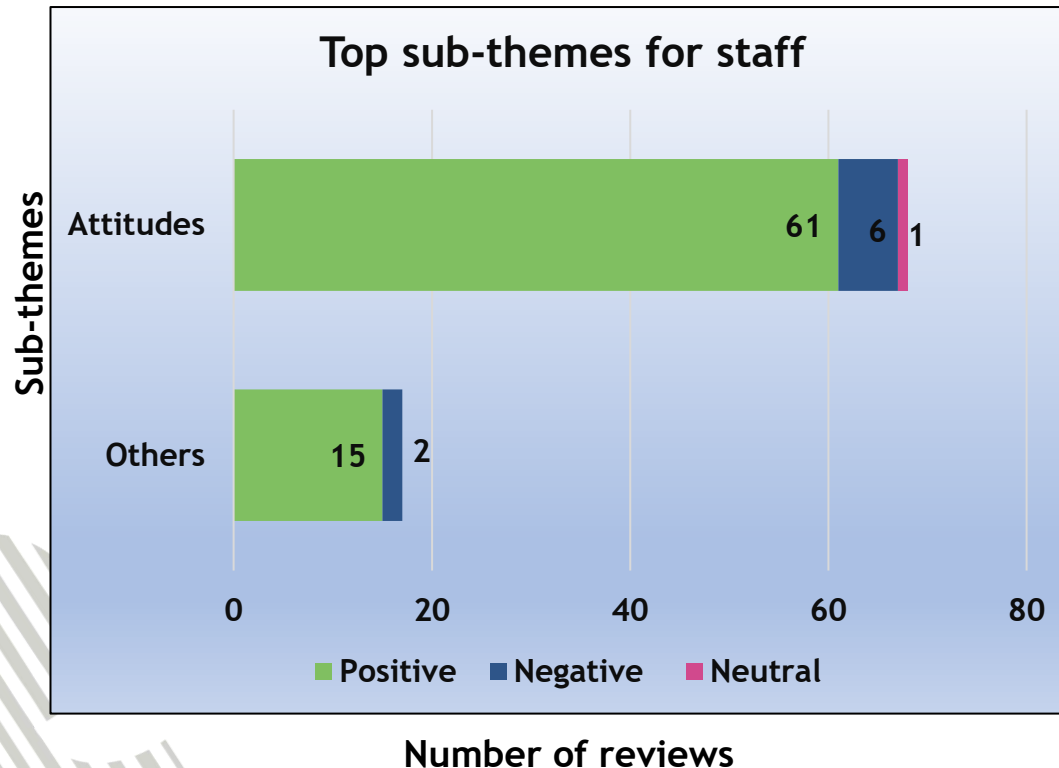
Compared to the previous quarter, the total number of positive reviews for this hospital have increased.

63% (n.10) and 62% (n.13) 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.

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 85 patient reviews being identified to this theme. In total, 90% (n.76) were positive, 1% (n.1) were neutral and 9% (n.8) 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 two sub-themes for **Staff**. **Attitudes** was the most regularly identified sub-theme, with (80%) of the reviews (n.68) within the **Staff** theme referencing this sub-theme. Out of the total number of these reviews, 90% 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.



Positive reviews

"The staff are very professional and always helpful and kind towards their patients."

Outpatient department

"They are very caring. They look after me very well. It is easy to get appointment."

Outpatient department

Negative / Neutral reviews

"Overall a good service but they have long waits all the time I come here not once I have been seen on time."

A&E department

"Some of the nursing staff are hit and miss in terms of quality, from very attentive to ignoring me."

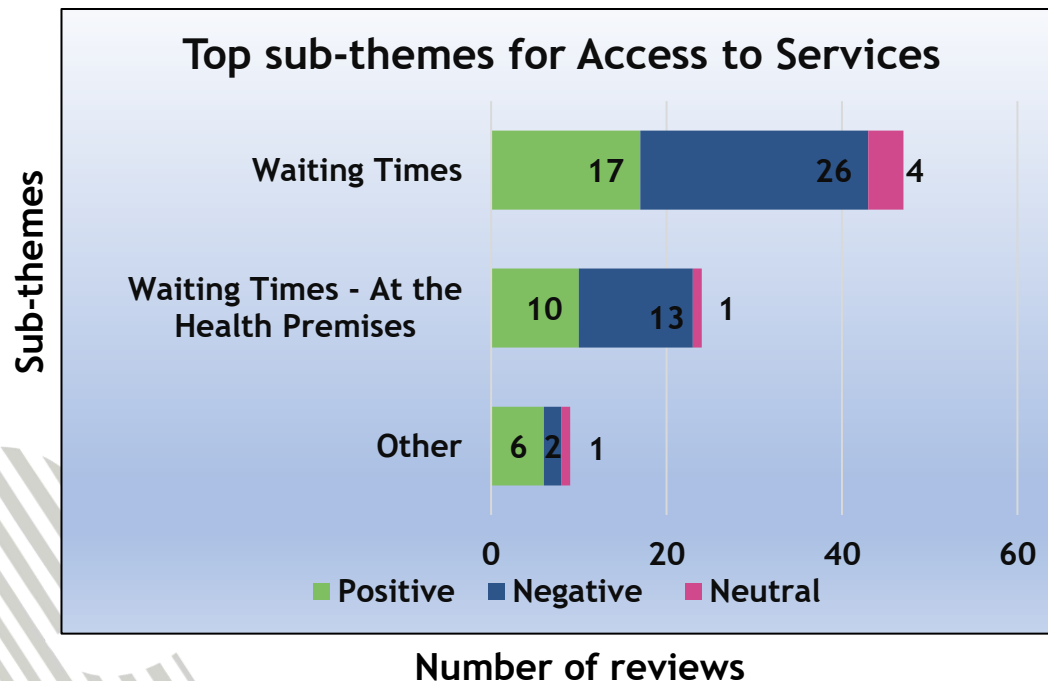
Outpatient department

Themes and Sub-Themes for Imperial College NHS Trust

On this occasion, **Access to Services** was our second most identified theme, with 80 patient reviews focusing on this area. Out of the total number of times this theme was identified, 41% (n.33) were positive, 8% (n.6) were neutral and 51% (n.41) 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 59% of the reviews (n.47) 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 (55%). 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 54% (n.13) of patients/service users expressed concerns. On a more encouraging note 42% of the reviews belonging to this sub-theme were identified as positive.



Positive reviews

“I had a chest x-ray following long covid, very good waiting times and easy to get an appointment.”

Outpatient department

“No problems, simple and easy. Good waiting times and very easy to get a appointment.”

Outpatient department

Negative reviews

“The waiting times need to improve as sometimes you can be waiting for longer than expected.”

Outpatient department

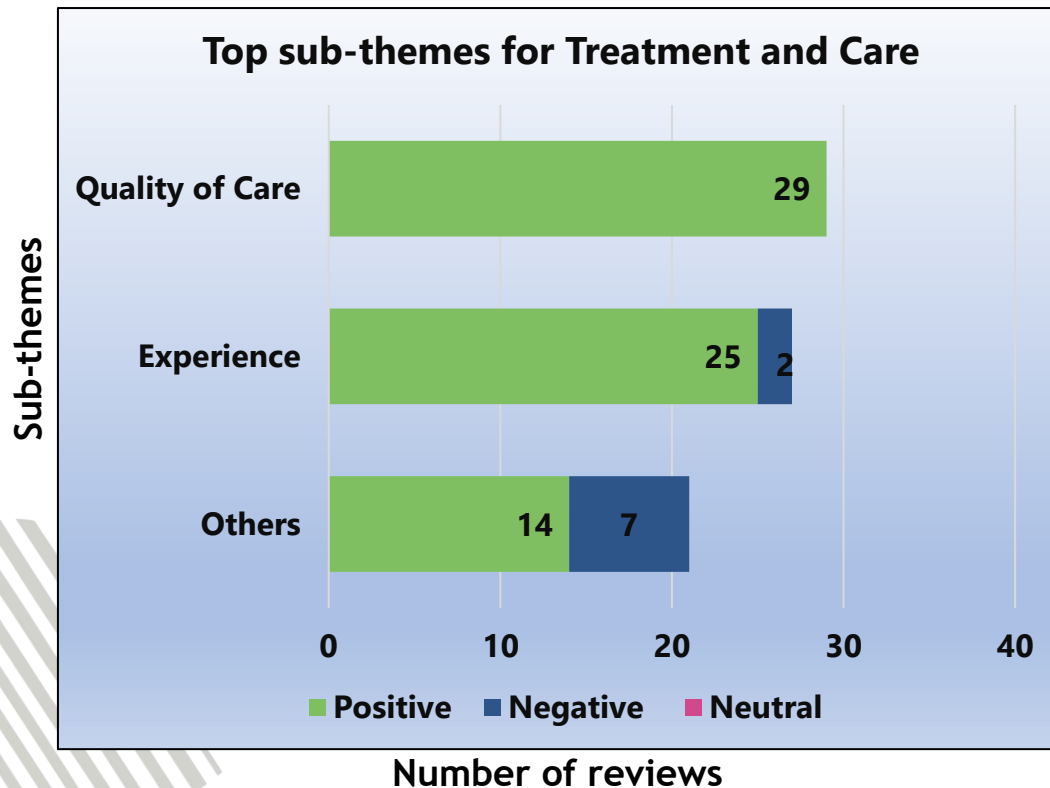
“I was referred last year in November and got the appointment then one month before it was cancelled and had to wait until now.”

Outpatient department

Themes and Sub-Themes for Imperial College NHS Trust

Treatment and Care, was our third most popular theme identified for Imperial College NHS Trust this quarter, with 77 comments highlighting this area. These reviews have been positive, as 88% (n.68) of patients/service users expressed their satisfaction, and 12% (n.9) were negative in sentiment. The chart below shows the breakdown for the **Treatment and Care** theme into the top three sub-themes.

The sub-theme **Quality of Care** was the most regularly theme identified with 100% (n.29) of the feedback relating to this sub-theme being positive in sentiment. In addition, 93% (n.25) of the reviews that referred to the sub-theme, **Experience** 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 trust the doctor. The treatment is effective, my condition is not getting worse. They have been monitoring me quite well."

Outpatient department

"Doctors and nurses play a huge part in helping me recover faster. They was so kind and helpful also they treated me so well."

Outpatient department

Negative reviews

"I had the operation on the 31st of April. I was bleeding after shunt had put in. I had to go back to A&E four times because of it. I came back last time on Saturday because the treatment is not working.."

Outpatient department

"My consultant didn't explain the treatment I was getting very well as I had to keep on coming in to see her when I wasn't aware on what treatment would be better suited for me."

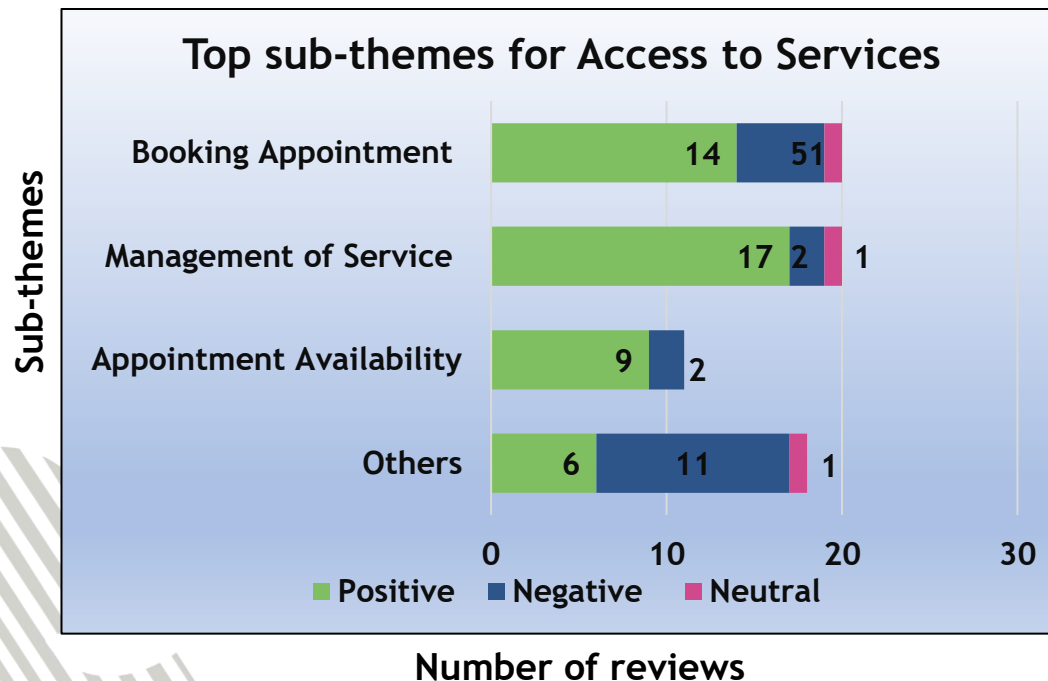
Outpatient department

Themes and Sub-Themes for Imperial College NHS Trust

Administration, was our fourth most applied themes for Imperial College NHS Trust this quarter . The theme was applied on 69 counts, with 67% (n.46) of these being positive, 4% (n.3) being neutral and 29% (n.20) were negative.

Booking Appointment, was one of the most applied sub-themes within this service category, identified in 20 responses. Of these responses, a significant number of reviews were positive in sentiment with 70%. However, 25% 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 20 counts, of which, 85% (n.17) were positive, 5% (n.1) neutral and 10% (n.2) were negative. The reviews belonging to this sub-theme were mostly positive.



Positive reviews

“Easy to get appointments, I came in for regular check up with my consultant for my skin and nails.”

Outpatient department

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

Outpatient department

Negative reviews

“Booking appointments do take long to get in this hospital but they have good waiting times.”

Outpatient department

“I got my appointment cancelled there without letting me know.”

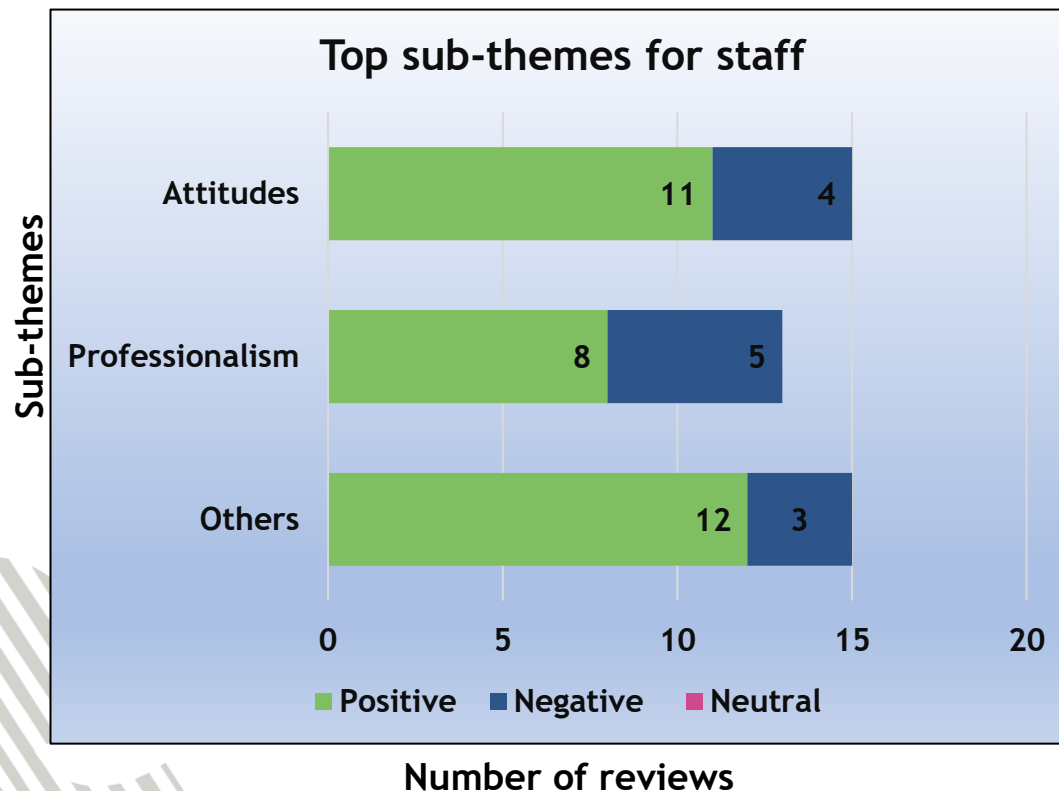
Outpatient department

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.43). A total of 72% (n.31) of the reviews relating to this theme were positive whilst 28% (n.12) were negative.

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

Attitudes was by far the most frequently mentioned sub-theme, with 35% reviews (n.15) within the Staff theme focusing on this area. The **Attitude** sub-theme received positive comments, as 73% of reviews relating to this theme were left by patients commending the attitude of staff at Chelsea and Westminster NHS Foundation Trust Hospitals. However, 27% 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

"The staff and nursing team on the Mercury Ward at Chelsea and Westminster Hospital were extremely helpful and attentive when my 7-year-old required surgery."

Mercury Ward

"The staff has been friendly and great at looking after us perfectly."

Outpatient department

Negative / Neutral reviews

"Rude and incompetent staff at A&E reception."

A&E department

"The most horrible A&E on this earth. The staff (nurses and doctors) need to be more professional and attentive."

A&E department

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

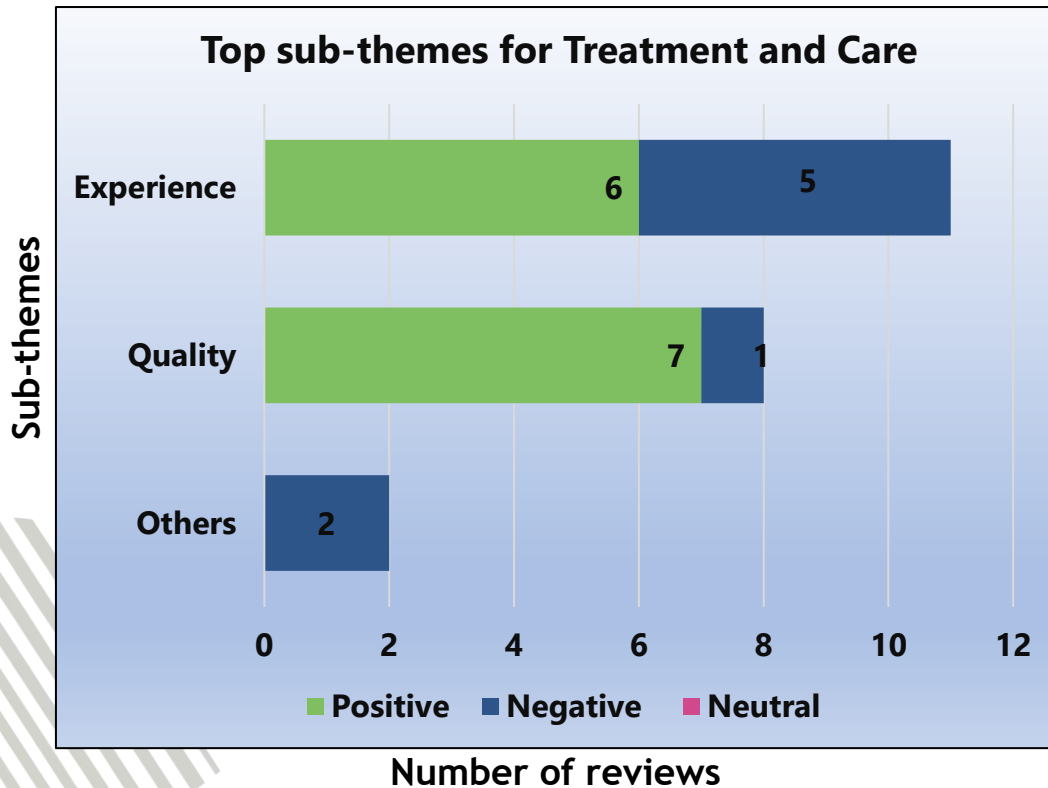
healthwatch

Hammersmith &
Fulham

Q2 | 2022/23

Treatment and Care was the leading theme identified for Chelsea and Westminster NHS Foundation Trust this quarter, with 21 comments highlighting this area. These reviews have been positive, as 62% (n.13) of patients/service users expressed their satisfaction, whilst 38% (n.8) were negative in sentiment. The chart below shows the breakdown for the **Treatment and Care** theme into the top sub-themes.

The sub-theme **Experience** was the most regularly theme identified with 55% (n.6) of the feedback relating to this sub-theme being 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. This quarter we can see a decrease in the sentiment of positive reviews.



Positive reviews

“operation on both eyes, all the staff who I came into contact with were top class.”

Outpatient department

“The treatment is amazing especially the staff. I had a lovely experience here with this service, I'm so happy I found a great hospital for me and my children the quality of care given was so good.”

Outpatient department

Negative / Neutral reviews

“The worst Hospital ever, this hospital has scared me for life! They have messed up my mental health.”

Outpatient department

“my mom was crying repeatedly because of the bad treatment received by unthoughtful and I compassionate nurses.”

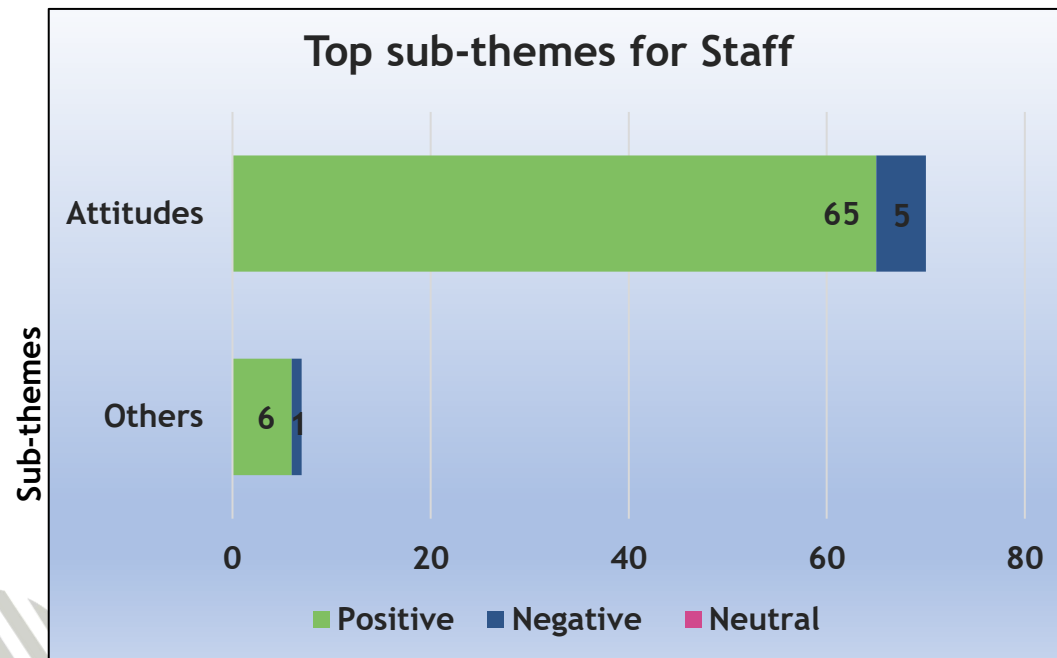
Outpatient department

Pharmacies: Themes & Sub-Themes

For Pharmacies in Hammersmith & Fulham, during this quarter the **Staff** theme was the most identified theme with 77 reviews focusing on this area, with 92% (n.71) being positive, and 8% (n.6) negative.

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

Unsurprisingly, the sub-theme related to **Attitudes** was most frequently mentioned here, with 93% (n.65) being positive, and 7% (n.5) negative. Patients are, therefore, generally happy with staff members' attitudes toward them at their respective pharmacies.



Positive reviews

“Small place, friendly and polite staff. I just went for my booster.”

Pharmacy

“The staff are friendly, very quick and efficient.”

Pharmacy

“The staff is quite friendly. It is very easy to get things done with them.”

Pharmacy

Negative / Neutral reviews

“Rubbish! They are very useless and there is always an issue with collecting my prescriptions!”

Pharmacy

“Bad staff, one lady told me to go to another pharmacy as I told her she was wrong about my prescription.”

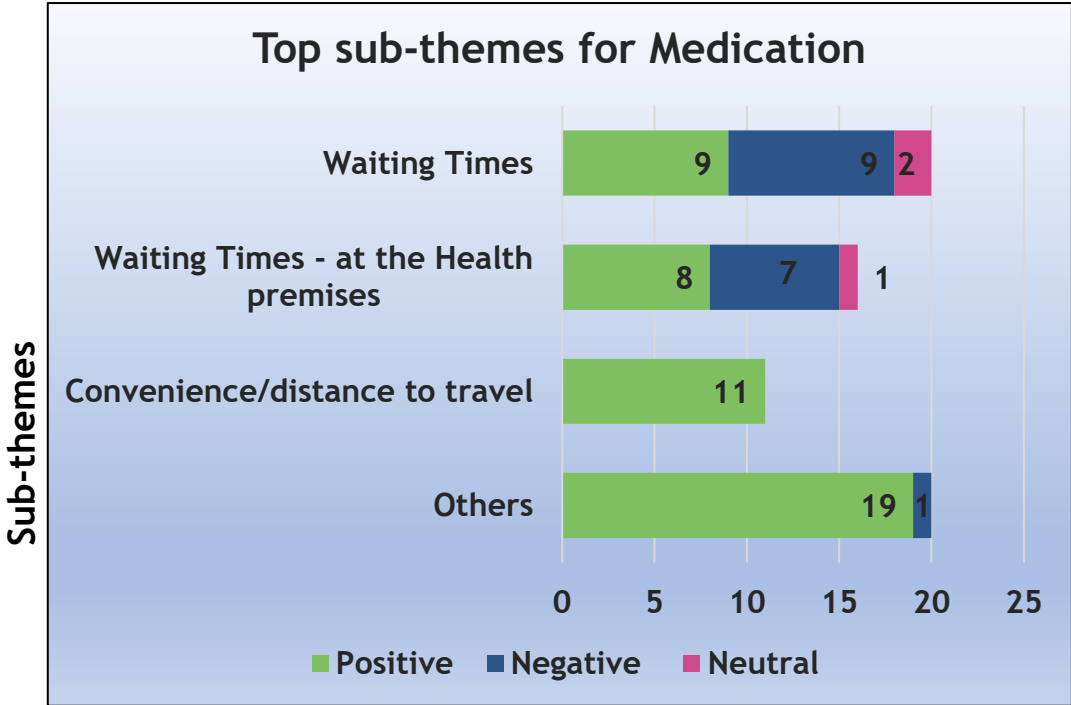
Pharmacy



Pharmacies: Themes & Sub-Themes

Access to Services was the second most applied theme for pharmacy services this quarter with 67 counts - 70% (n.47) being positive, 5% (n.3) neutral and 25% (n.17) 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 20 reviews with 45% (n.9) being positive, 45% (n.9) being negative and 10% (n.2) being neutral. This indicates that some patients did not have to wait longer for their appointment. All the reviews belonging to the sub-themes **Convenience/Distance to travel** were positive in sentiment. The sub-themes **Waiting Times – at the Health premises** receive a more balance between positive and negative sentiment.



Positive reviews

“ It is quick to get my prescriptions ready. The staff are nice.”
Pharmacy

“Very quick, I go in get what I need then leave. Its a wonderful service mainly go in for prescriptions.”
Pharmacy

Negative / Neutral reviews

“...there's been times that I did have to wait an extra 15mins for my prescriptions as it wasn't ready yet...”
Pharmacy

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

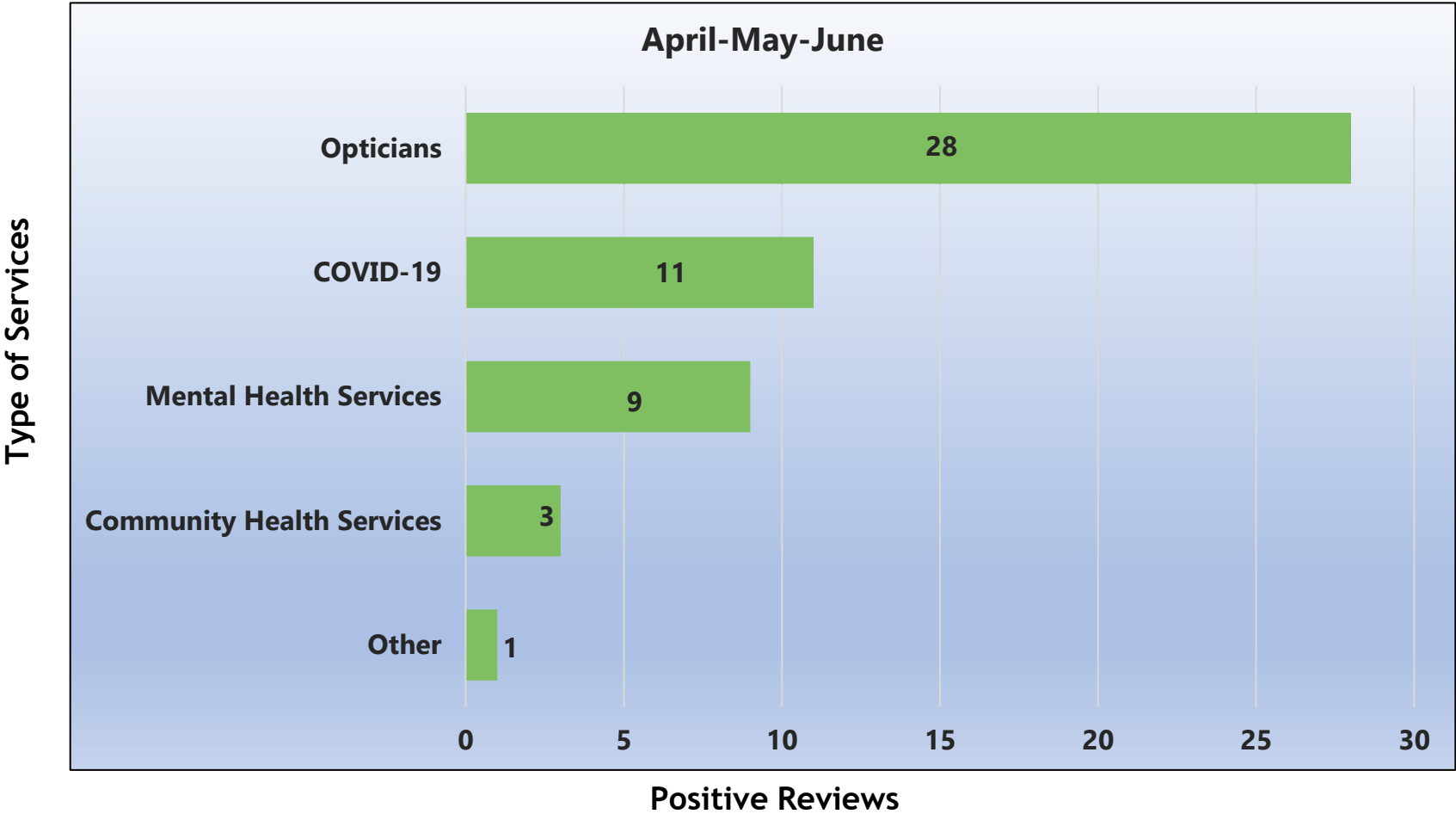
“The waiting time is very long. The medications I need are usually out of stock with them..”
Pharmacy

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

“Staff are caring and booking appointments via phone or face to face are very easy to do.”

Dentist Services

“I m terrified of needles but my dental surgeon is the best, he always makes sure. I am comfortable all the time. He explains the treatment very well.”

Dentist Services

“The dentist is really nice to my son, very easy to get an appointment!”

Dentist Services



Opticians Services

“Very helpful in fixing my sunglasses without any stress - busy store and they still had time to do this. Very grateful.”

Opticians Services

“Great service first and foremost, love the frames.”

Opticians Services

“Very kind and helpful people, always giving good recommendations and advise for my eyes and picking out glasses.”

Opticians Services



Covid-19 services

“Well organised and didn't wait for long when I checked in for the vaccine..”

Covid-19 service

“Booked online, was very easy to get a vaccination slot, the process was set-up well and didn't wait for long at the GP.”

Covid-19 service

“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



Community Health Services

“I visited the Urgent Care centre, and got an appointment quickly. I was seen by Eileen, who was incredible she made me feel very comfortable and helped dress my injury and check for any serious damages. She gave me some great tips too.”

Community Health Services

“Nice and friendly staff. Nothing bad to say at all.”

Community Health Services

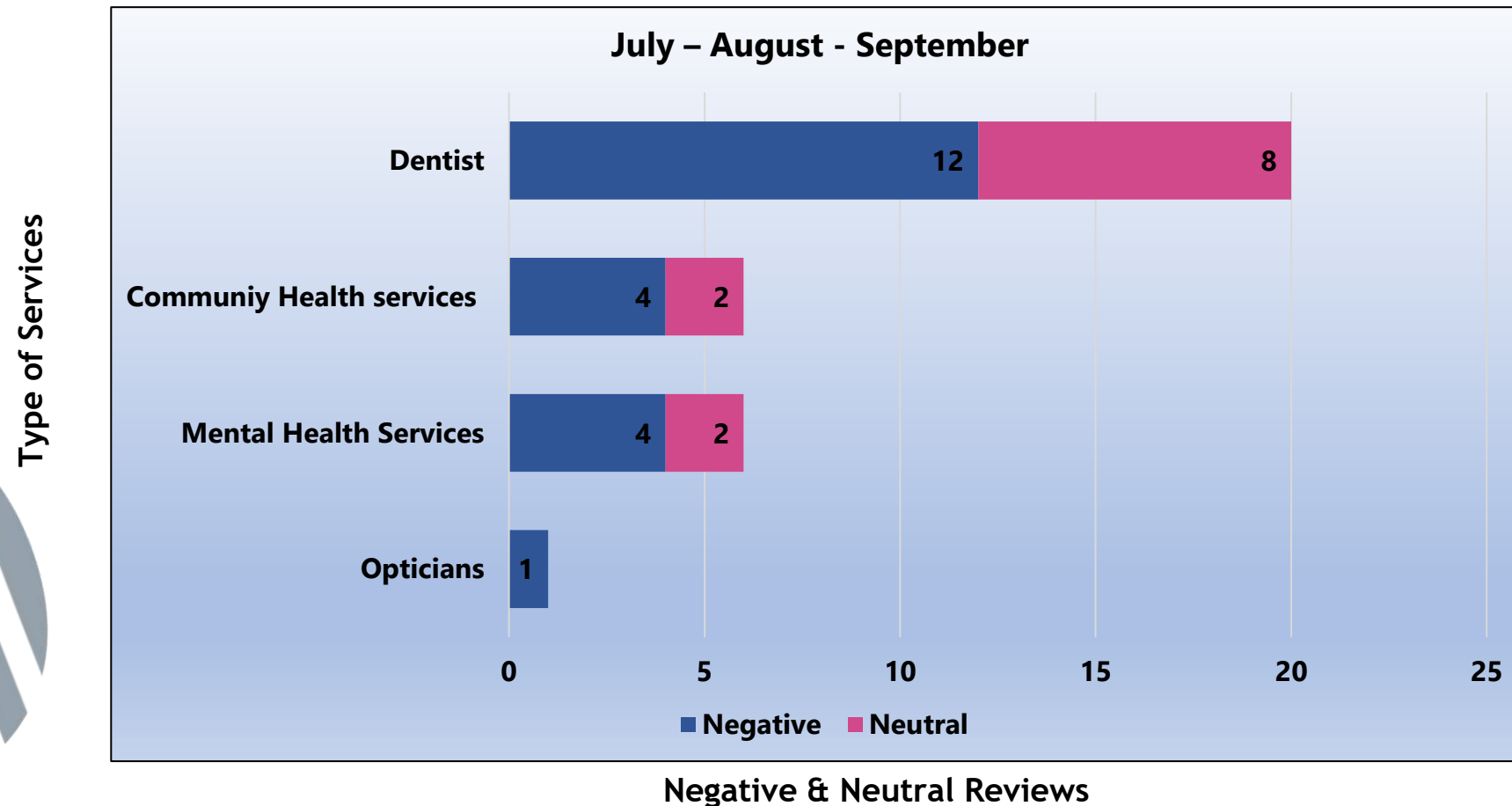
“I got one of my COVID vaccines here and had a great experience. The staff were fantastic and even though the wait was a little long, I didn't mind.”

Community Health Services



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.





Dentist reviews

“They don't listen to their patients and will always give you wrong information!”

Dentist Services

“Can never get an appointment.”

Dentist Services

“I can't share my experience with the hygienist because I made the appointment for my husband but my experience with the booking and the admin was terrible.”

Dentist Services



Community Health reviews

“Staff were quite rude and unhelpful. Felt like they weren't bothered to help me!”

Community Health Services

“Can never get an appointment.”

Community Health Services

“I can't share my experience with the hygienist because I made the appointment for my husband but my experience with the booking and the admin was terrible.”

Community Health 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.

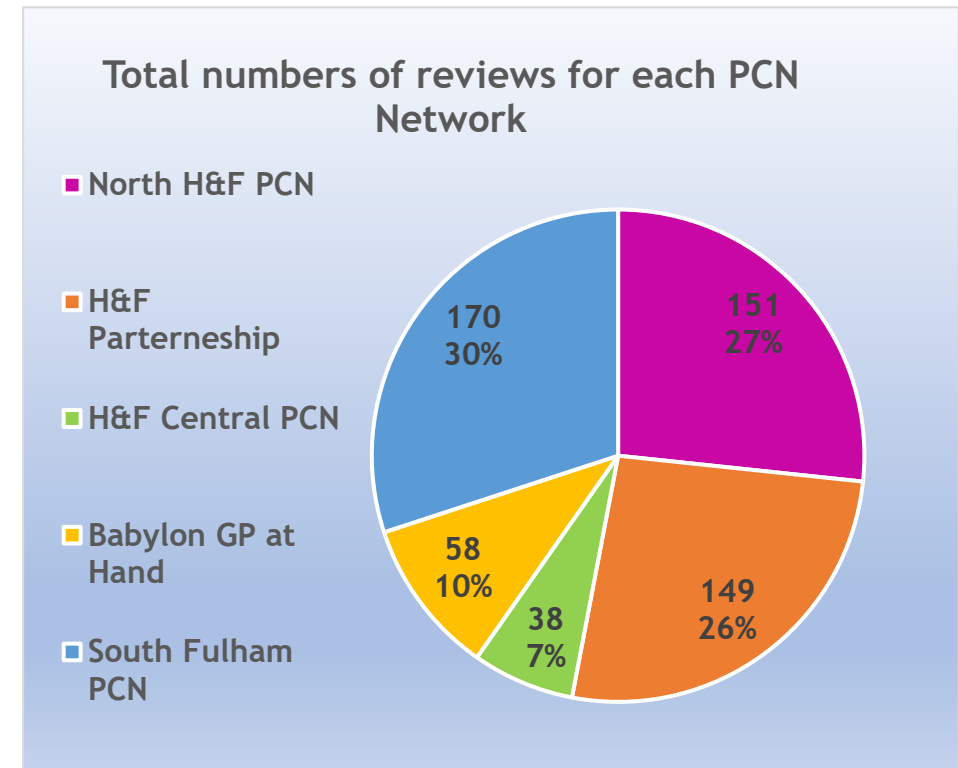
The London Borough of Hammersmith & Fulham is divided into five Primary Care Network areas (PCNs):

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

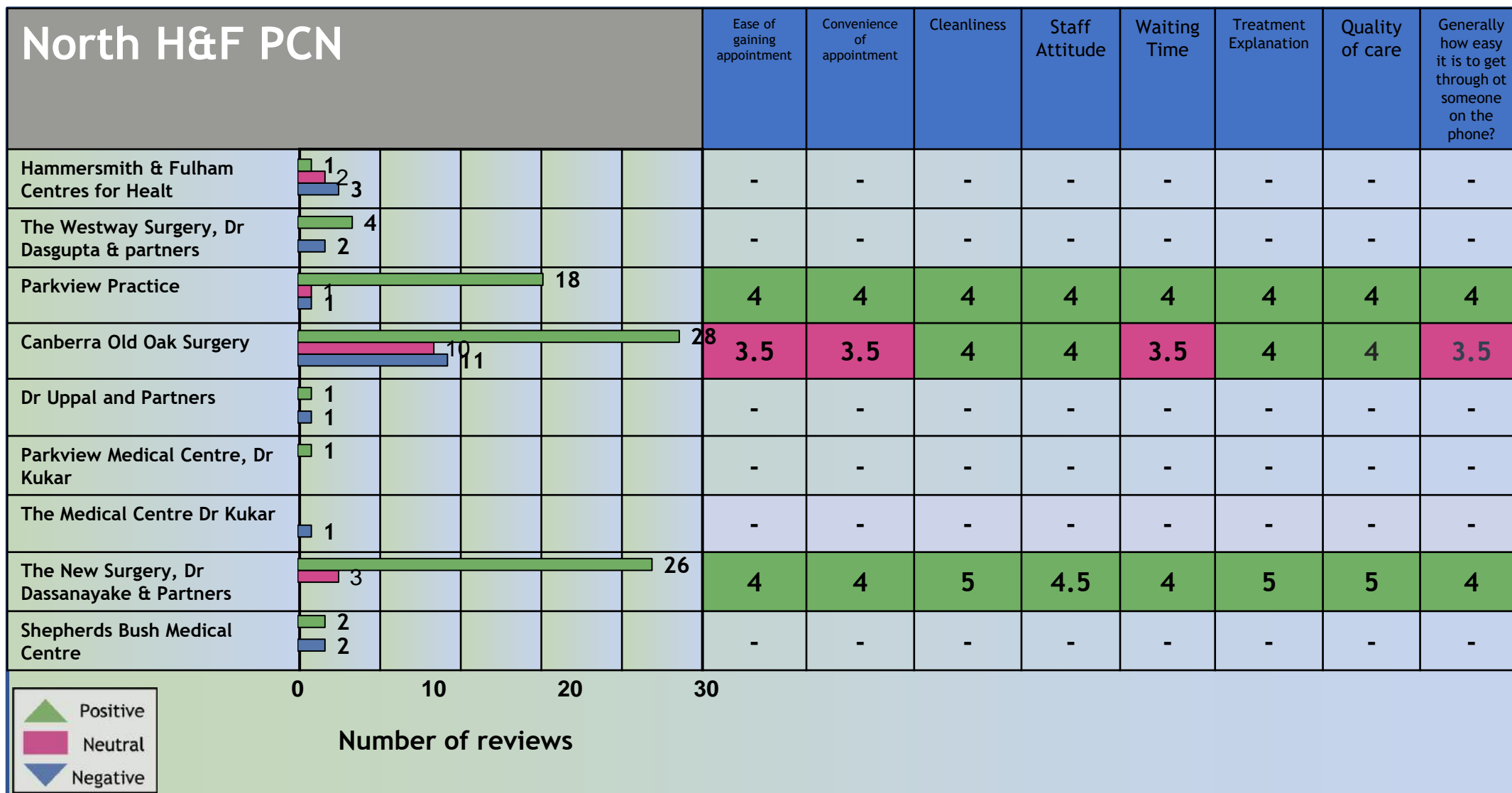
The bar chart below shows the number of reviews received in each network area.

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%**.

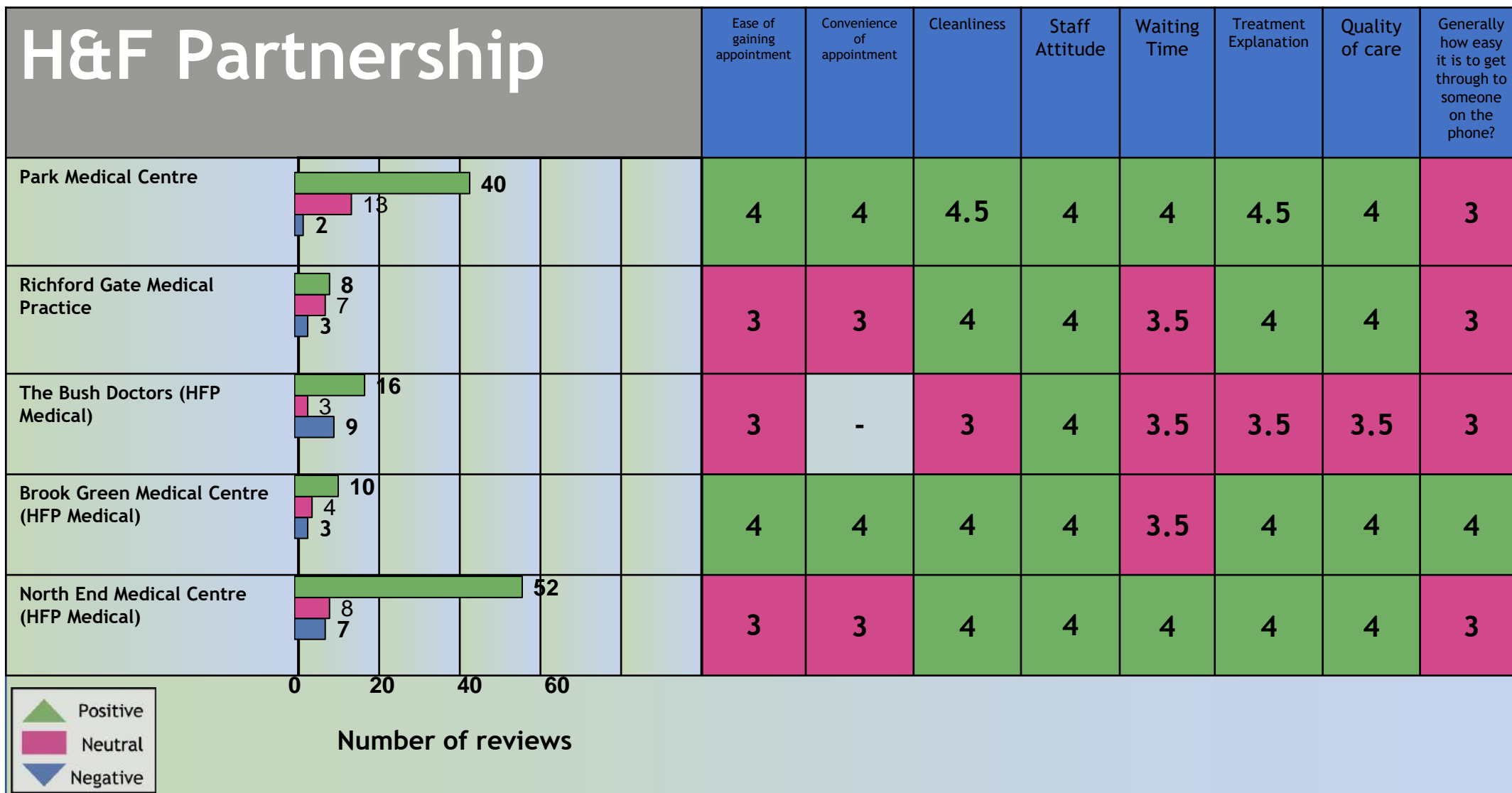


Network Area GP Reviews

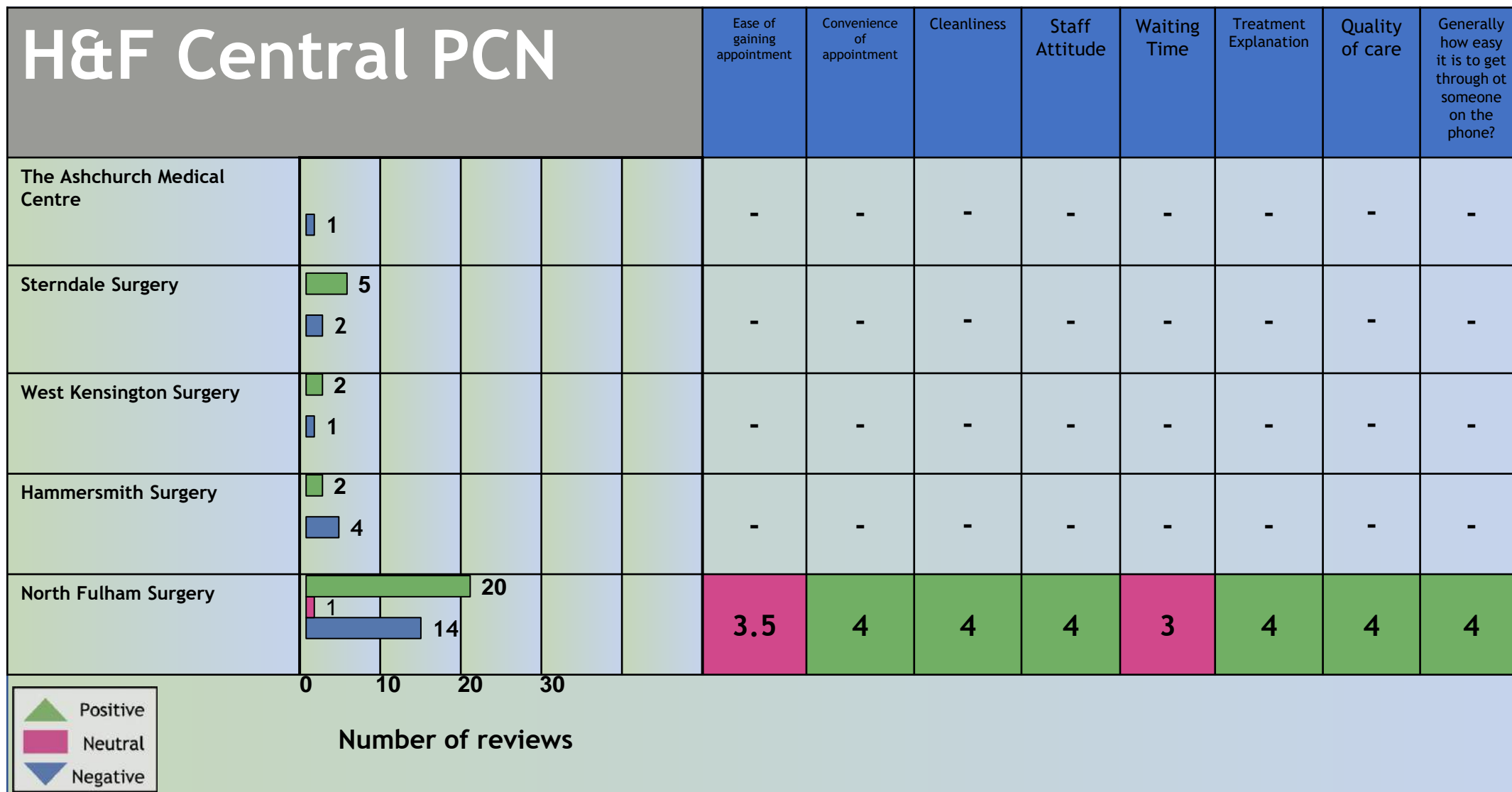


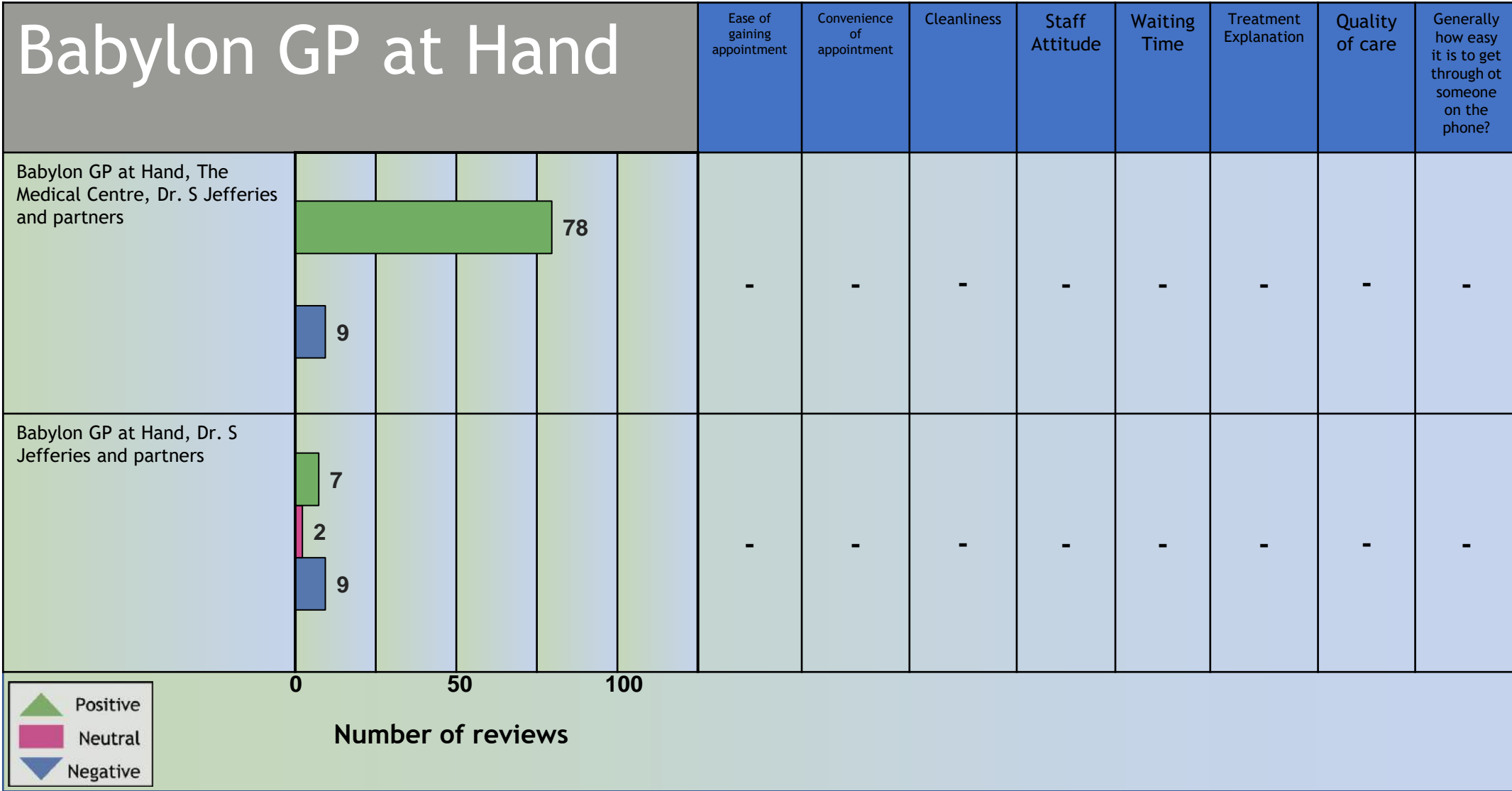
Network Area GP Reviews

H&F Partnership



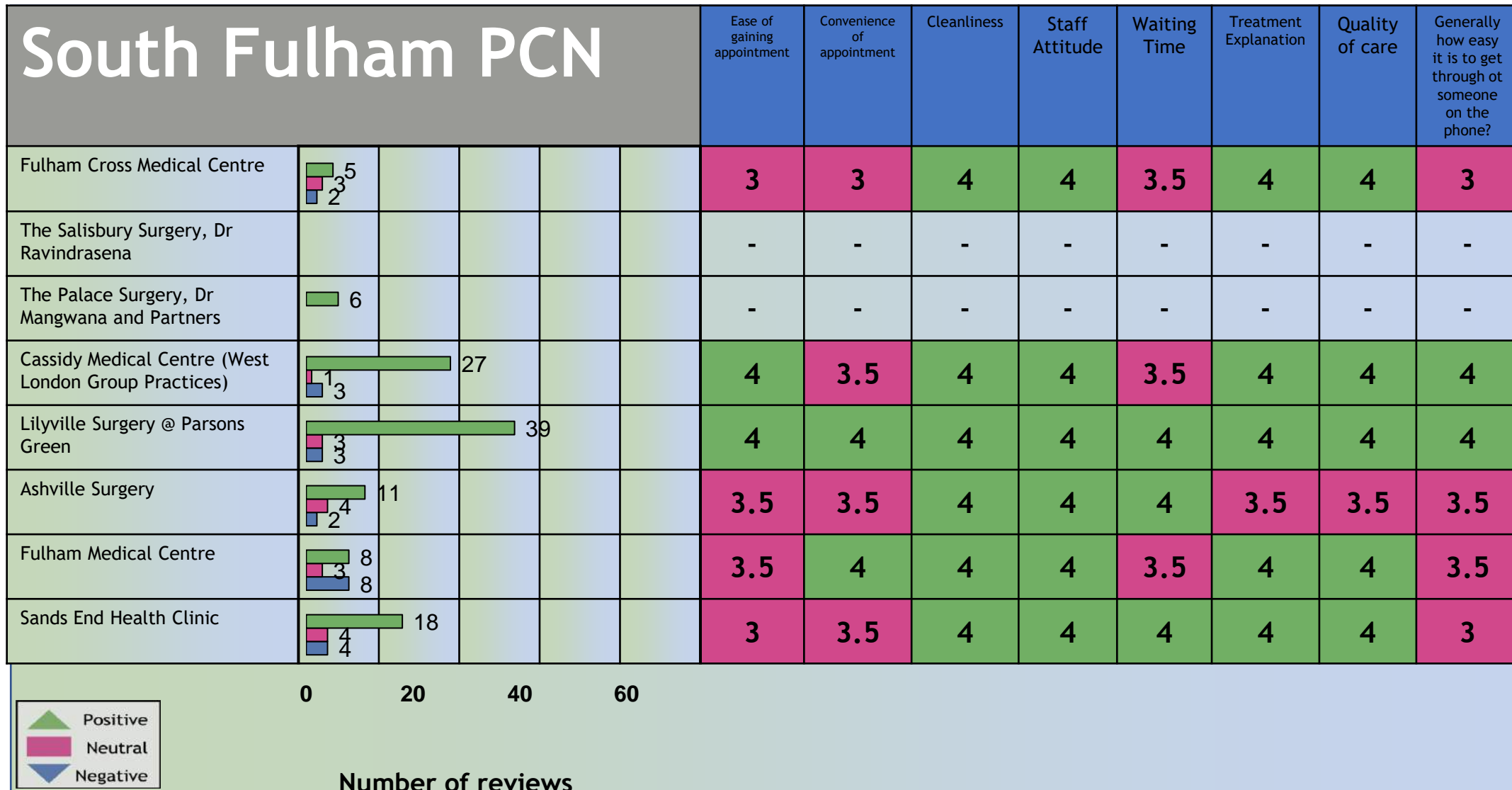
Network Area GP Reviews





Network Area GP Reviews

South Fulham PCN

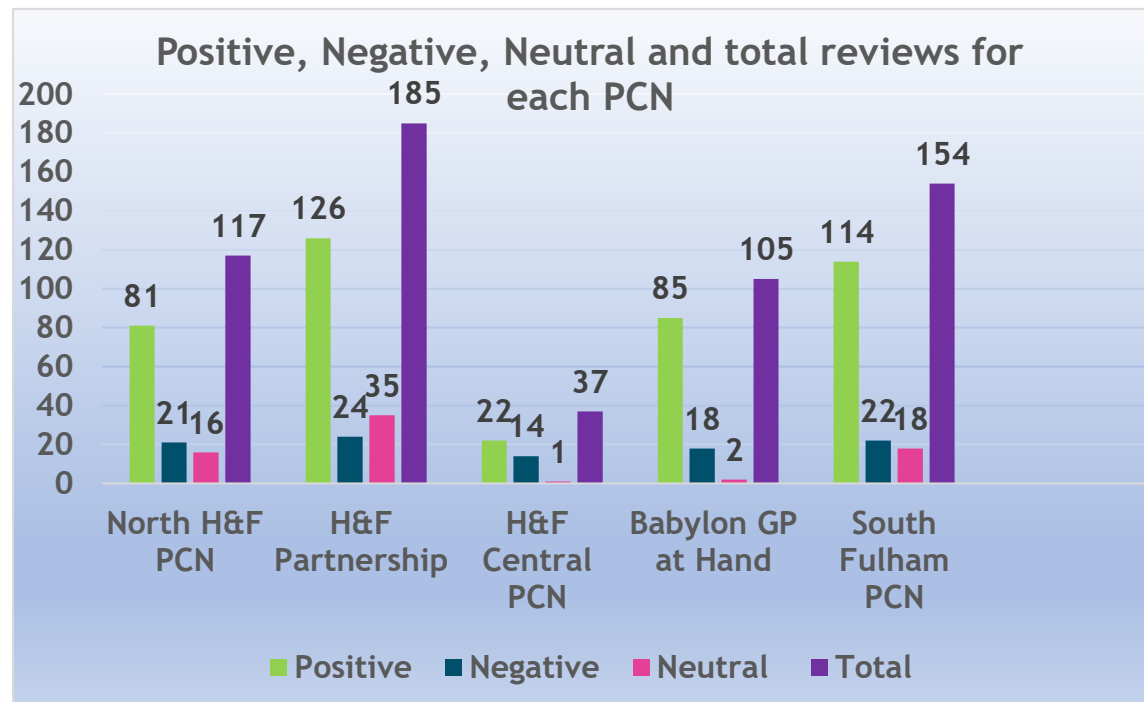


Themes for primary Network Area

During Q2, 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 Q2, 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.**

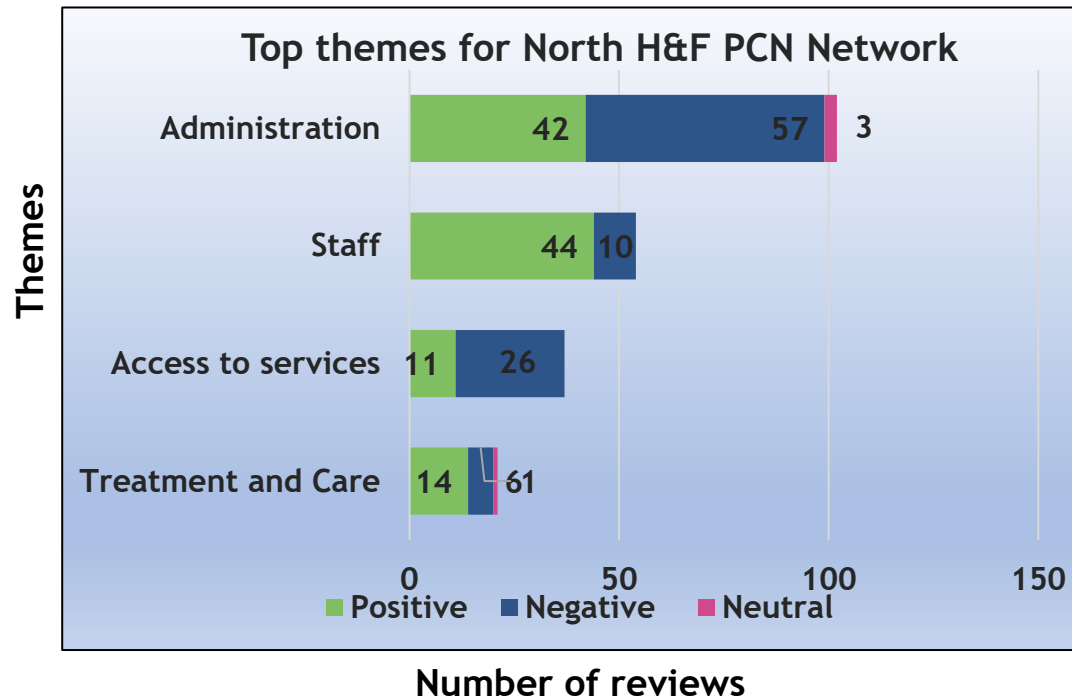
After patients give their overall star rating for the service, there is a section that states "tell us more about your experience". Each comment is uploaded to our Online Feedback Centre where up to five themes and sub-themes may be applied to the comment (see appendix 3 p57-58; for a full list). For 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 117 reviews for **North H&F PCN**, of which 69% (n.81) were positive, 13% (n.16) were neutral and 18% (n.21) 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 (82%). 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 56% (n.57). 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 (70% n.26,). 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, 41% of the reviews mentioning **Administration** theme were positive.



Positive reviews

"The nurses are very professional and most of the time you can get an appointment."

GP Surgery

"The receptionist are lovely. The doctors are professional."

GP Surgery

Negative / Neutral reviews

"I've never had a problem with this practice but making appointments is more difficult after covid. I am no longer able to come into the surgery to make the appointment."

GP Surgery

"The only issue is the appointment you can't get same day appointment."

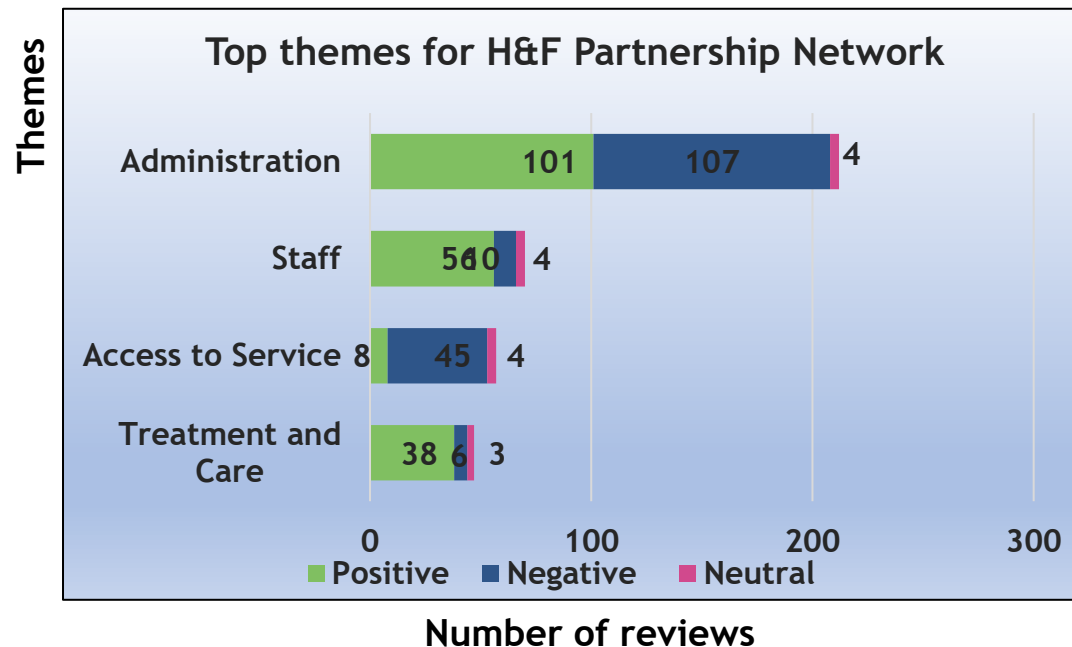
GP Surgery

Themes for H&F Partnership Network

This quarter, Healthwatch H&F collected 185 reviews for **H&F Partnership** of which 68% (n.126) were positive, 19% (n.35) were neutral and 13% (n.24) 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 81% (n.38) being positive in sentiment, whereas the majority of reviews belonging to the **Access to Services** theme received a negative sentiment – 79%, (n.45). 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 withing a week.

The patient's feedback related to the **Administration** theme received a more balance between positive and negative sentiment, 47% (n.101) and 50% (n.107). 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 only have regular check - ups here, it is very easy to get a appointment even if its not convenient for you they will adjust the appointment so its suitable for you.!"

GP Surgery

"The service is good, they are efficient, and the online service is great and works well for me."

GP Surgery

Negative /Neutral reviews

"It's fine but at the moment you have to call to book an appointment which sometimes there is a long waiting and sometimes you are given wrong appointment time."

GP Surgery

"It is difficult t to get appointments. I would like face-to-face consultation, but they don't give me face-to-face appointment."

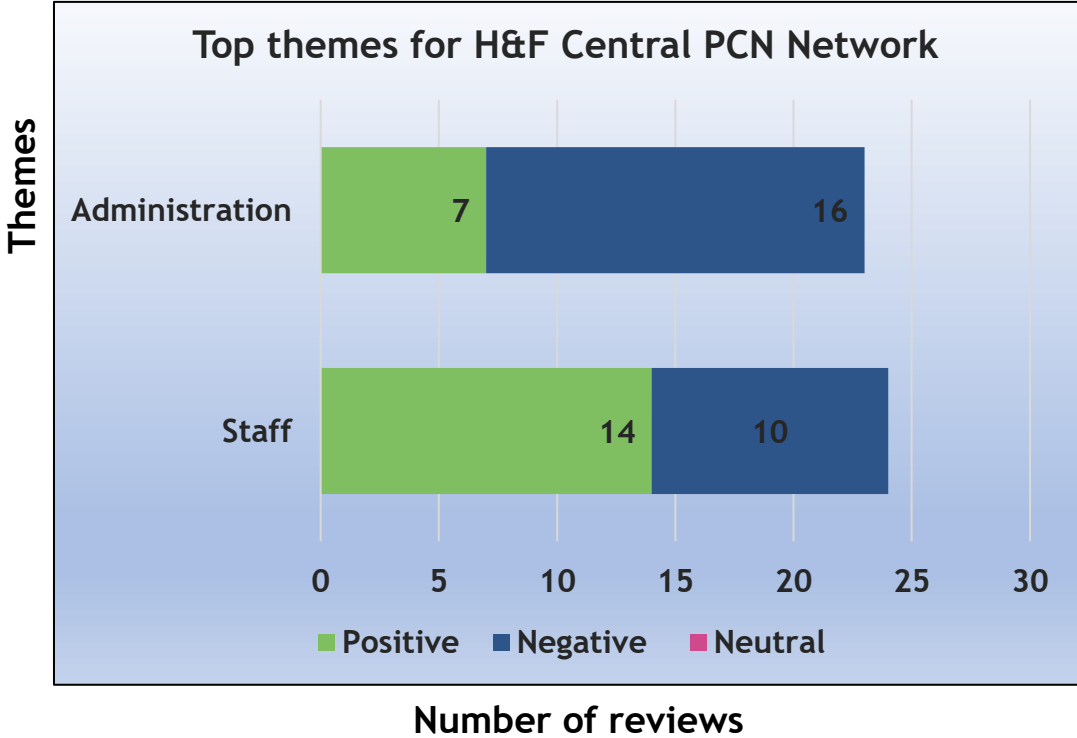
GP Surgery

This quarter, Healthwatch H&F collected 37 reviews for **H&F Central PCN** of which 59% (n.22) were positive, 3% (n.1) were neutral and 38% (n.14) 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 70% 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, 30% (n. 7) of the reviews that mentioned **Administration** theme were positive. In term of the **Staff** theme 58% (n.14) of the reviews were positive in sentiment, which suggest patients/service users are happy with staff attitude. However, 41% (n.10) of the reviews mentioning the Staff theme were negative in sentiment, this suggest that some patients/service users are not happy with the 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

“I have been coming here for many years. I personally know every staff here. They are all very kind to me.”

GP Surgery

Negative /Neutral reviews

“The staffs are brilliant. They are extremely professional, caring, and proactive.”

GP Surgery

Negative /Neutral reviews

“Terrible service, it's impossible to speak to a GP, every time you call the staff will tell you to use the online system.”

GP Surgery

Negative /Neutral reviews

“The receptionist was very impatient she was rude over the phone as well. I remember one time she hung up on me for no reason.”

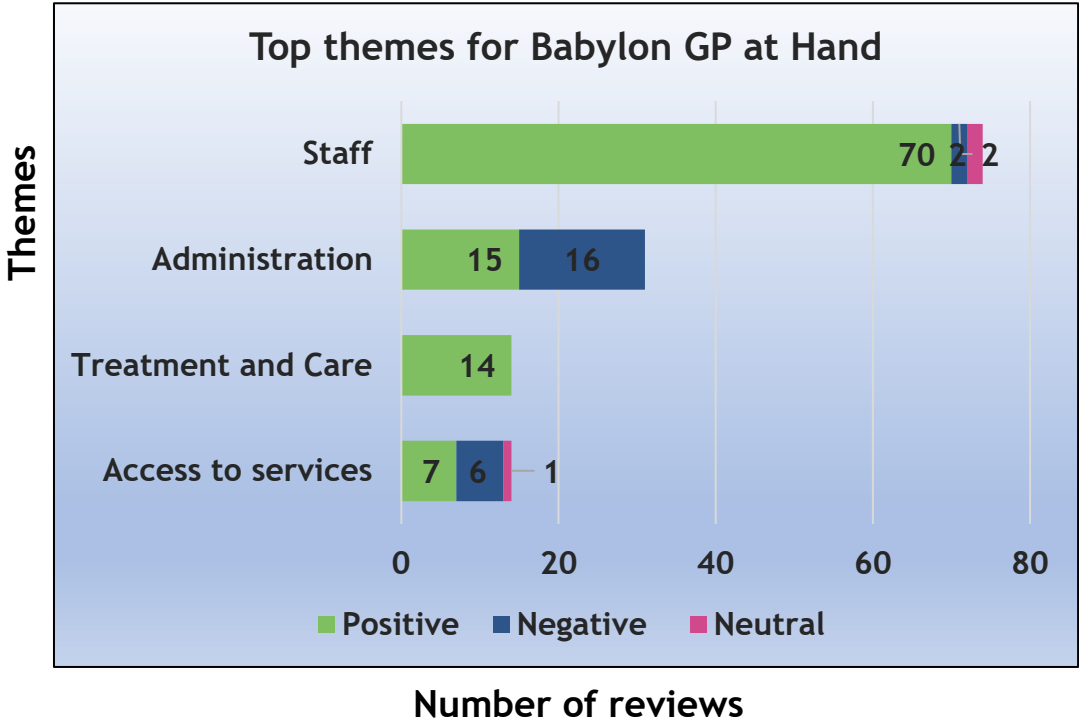
GP Surgery



Themes for Babylon GP at Hand

This quarter, Healthwatch H&F collected 105 reviews for **Babylon GP at Hand PCN**. Of these reviews, 81% (n.85) were positive, 2% (n.2) were neutral and 17% (n.18) 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 95% (n.70) being positive in sentiment. This indicate that patients/service users are happy with the attitude of staff at their respective GP surgeries. The **Administration** theme received a more balance between positive and negative (48% n.15) and (52% n.16) reviews with patients/service users not being able to get through to a receptionist on the telephone to book an appointment. All the reviews belonging to the **Treatment and Care** theme were positive in sentiment with 100% (n.14). 70% (n.7) of the reviews mentioning the theme **Access to Services** were negative in sentiment.



Positive reviews

“It is easy to get an appointment. The staff are nice and resounding.”

GP Surgery

“The receptionist has been lovely and very helpful.”

GP Surgery

Negative / Neutral reviews

“Not easy to get appointment wait 40 mins to get connected then told no appointments to talk to doctor some staff need more training.”

GP Surgery

“There is always long waiting when calling to book an appointment, not easy to get an appointment.”

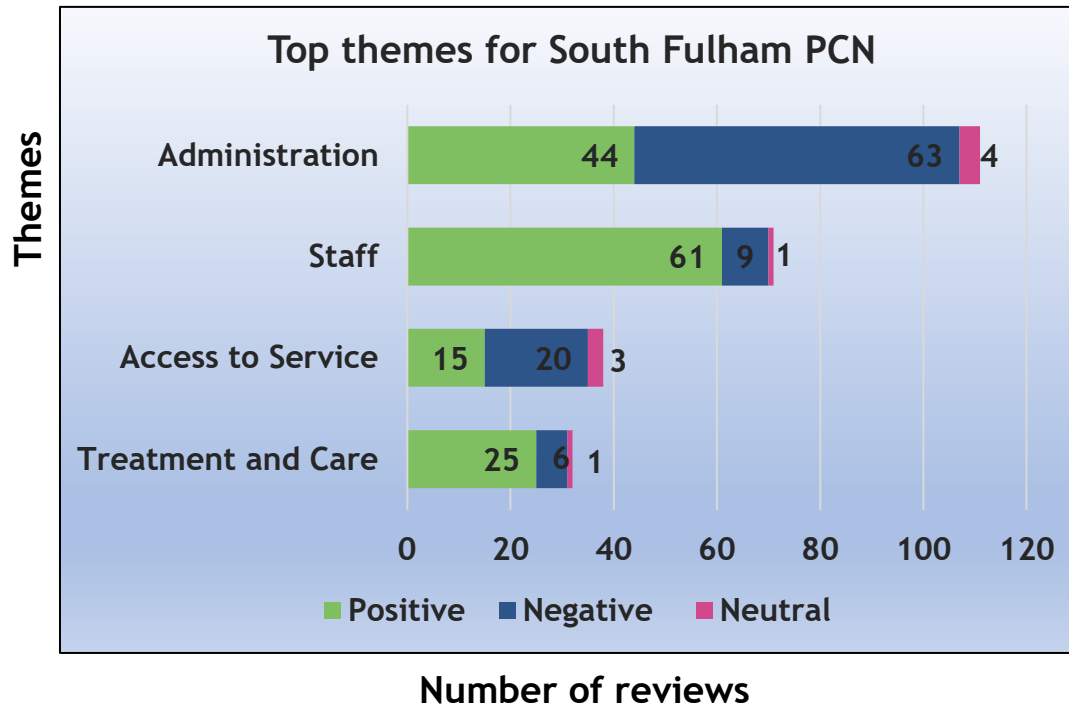
GP Surgery

Themes for South Fulham PCN

This quarter, Healthwatch H&F collected 154 reviews for **South Fulham PCN**. Of these, 74% (n.114) were positive, 12% (n.18) were neutral and 14% (n.22) 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 **86%(61)** were positive in sentiment. On the other hand, the reviews referencing the **Administration** theme were negative in sentiment, with 57% (n.63). On a positive note 40% (n.44) 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 over 50% (n.20). Lastly, whilst the **Treatment and Care** theme was identified less frequently than the two leading themes, the reviews were mostly positive (78%).



Positive reviews

"They always double check your condition and will refer you to hospital if they are not sure. They are good at testing your conditions ,like your blood pressure, regularly."

GP Surgery

"All the doctors are good and the reception as well . When I have a problem they help me, they are very helpful..."

GP Surgery

Negative / Neutral reviews

"No response to phone calls, terrible service, disgraceful."

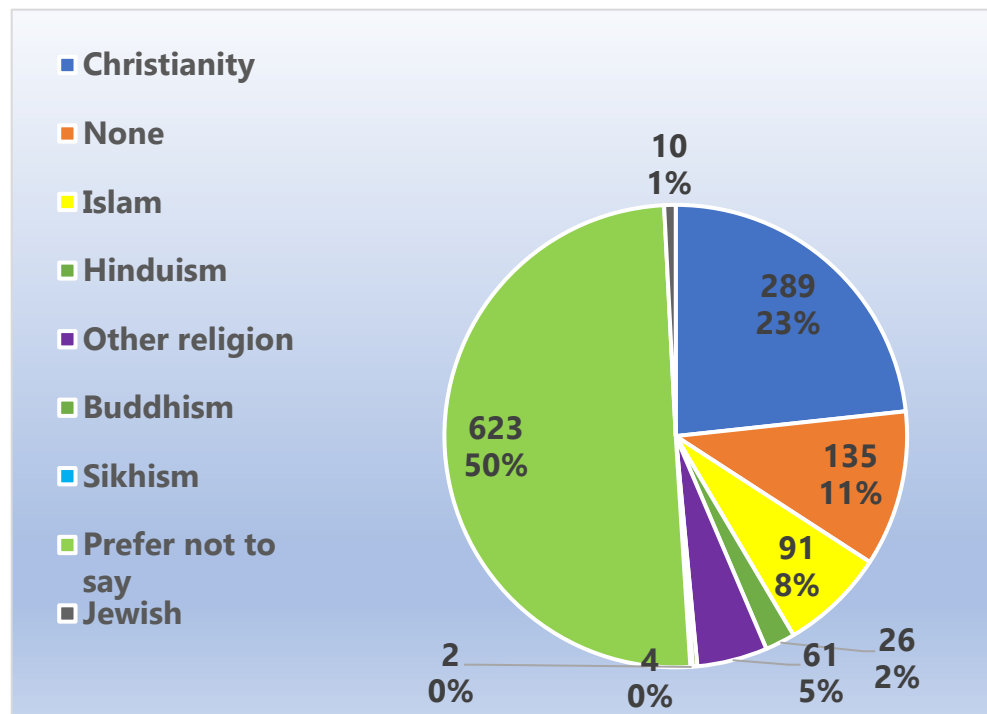
GP Surgery

"Worst reception ever, they are so incompetent that they loose or forget to put your appointments into the system.."

GP Surgery

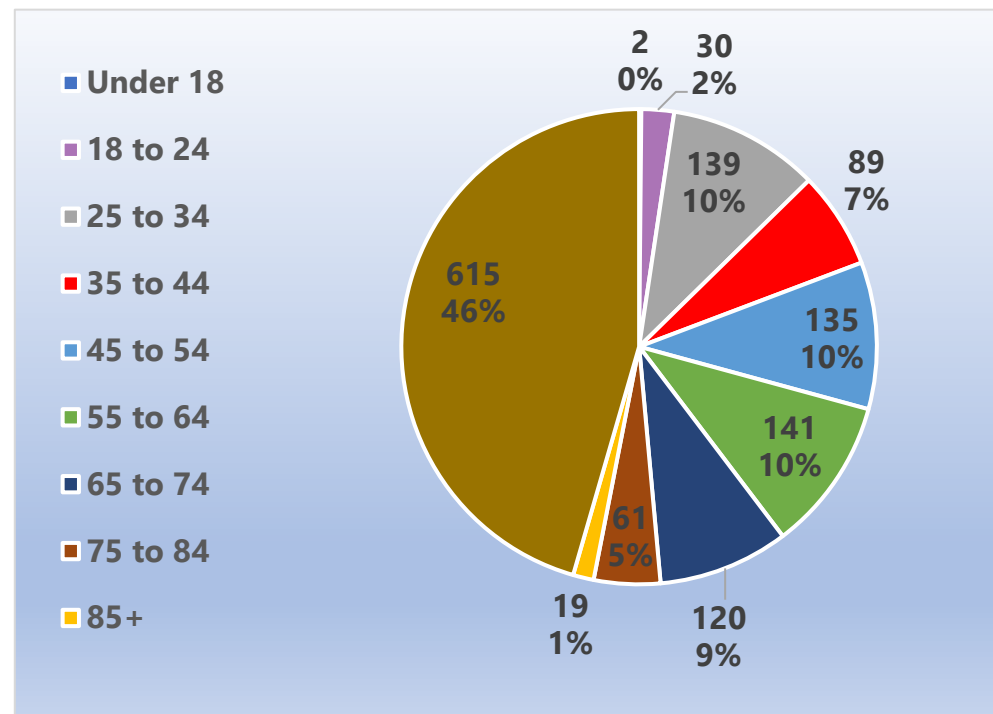
Demographic Information

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, 23% (n.289) identified as being Christian, 8% (n.91) practice Islam and 5% (n.61) identified as having other religion. 11% (n.135) 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

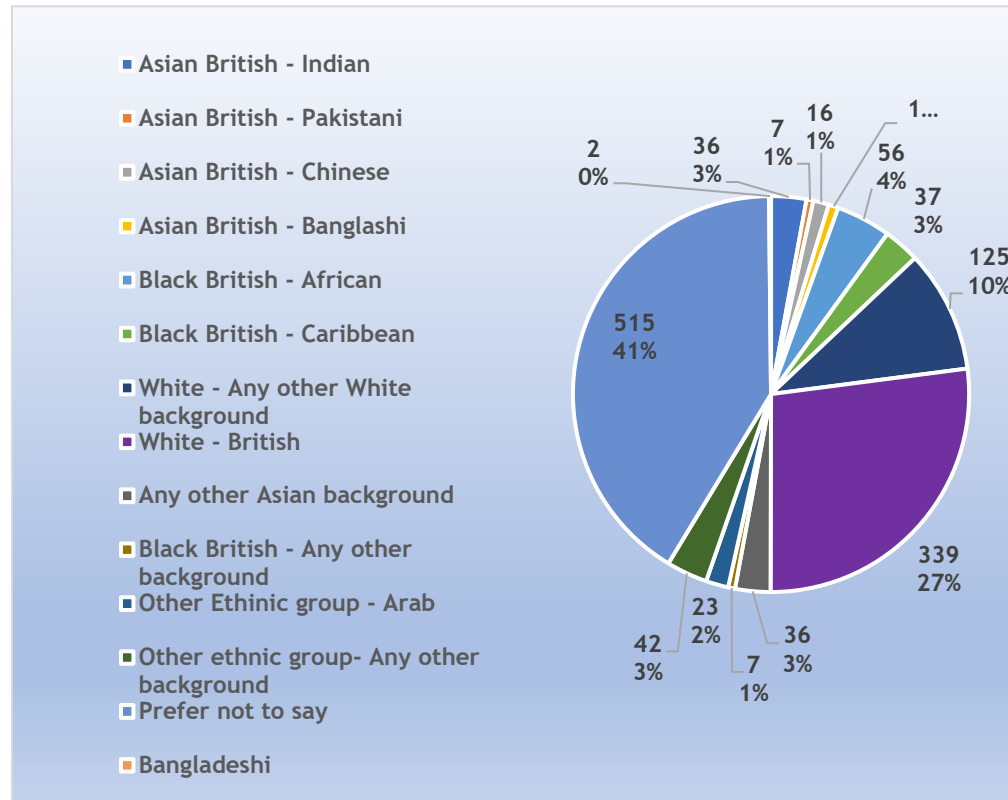
The pie chart below shows the breakdown of participants by age group. Aside from the majority of participants who left this question blank (n.625), the age group that provide the most feedback was the 55-64 at approximately 10% (n.141). This was followed by the 25-34 age group at approximately 10% (n.139), and the 45-54 age group at approximately 10% (n.135). 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

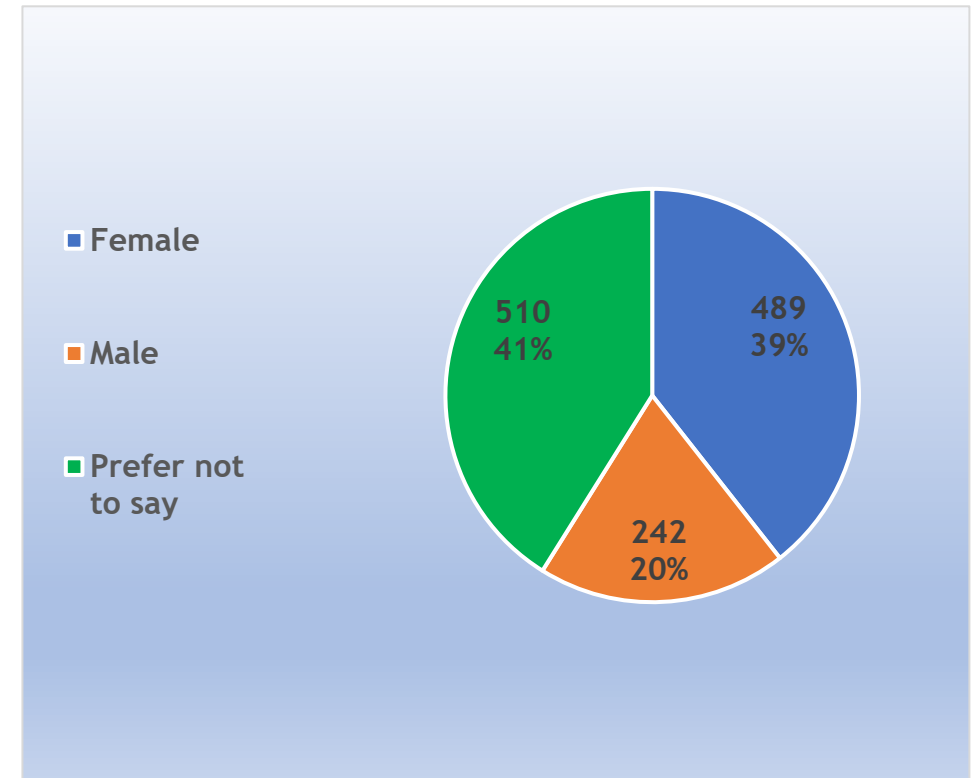
Demographic Information

In terms of ethnicity, aside from the 41% (n.515) who did not complete this section, the largest proportion of feedback received this quarter was from people who identified as 'White British' (27%, n.339). The next highest category was from people who identify as 'White - Any other White background' at 10% (n.125) and followed by 'Black British - African' at 4% (n.56). Further monitoring of ethnicity data will take place to help direct targeted engagement work in the future.



Ethnicity of Patients

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.489) of the total population sample. Males made up 10% (n.242) of the sample population this quarter, an increase of 1% 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.



Gender of Patients

Demographic Information

During our 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 (9%, n.117), North End ward (5%, n.63) and Fulham Broadway Ward (4%, n.52). The least number of reviews received was from the Palace Riverside Ward (0%, n.3). Compared to last quarter, we have seen an increase in reviews for some areas whilst others have decreased. In Quarter 2 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	117	9%
Out of Borough	89	7%
North End Ward	63	5%
Fulham Broadway Ward	52	4%
Parsons Green and Walham Ward	52	4%
Workholt and White City Ward	42	3%
Fulham Reach Ward	35	3%
College Park and Old Oak Ward	46	4%
Fulham Reach Ward	35	3%
Munster Ward	5	0%
Avonmore & Brook Green Ward	6	0%
Sands End Ward	7	1%
Palace Riverside Ward	3	0%
Ravenscourt Park Ward	4	0%
Shepherd's Bush	2	0%
Prefer not to say	683	55%

Patient area of residence

Conclusion

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 930 (75%) positive reviews with a star rating 4-5,
- 137 (11%) neutral reviews with a star rating of 3 and
- 174 (14%) 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. This has been the second quarter that the 1-star rating is decreasing.

In comparison to the previous three quarter reports, we have noticed an increased in the number of positive reviews for the staff of services. Even though there is still some issues around receptionist staff when a patient was unable to book a face to face appointment. It is important to recognise that this quarter the sentiment toward staff were very positive, one reason could be the new online system (PATCHS). Some patients have commented that the system is much better than the previous one and commented on the helpfulness of the receptionist in explaining how the system works.

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

We have been told that receptionists are urging patients to use the online system to book an appointment however some patients noted that appointments can be up to three to four weeks away. We have recently collected feedback on the new online system PATCHS. Patients feedback indicated that they are happy with the new service due to the quick response time and the ease of access to services. However, some patients found the new system complicated and would benefit from further training. We have also noticed that there is no information regarding the new system at the receptionist desks. Some of the negatively themed comments within GP surgery services worth highlighting this quarter were connected with difficulty in waiting times for appointments, unanswered calls, the difficulty patients had being able to afford travel to their appointments and the lack of phone credit with long waiting times on the call using up money. However, it's important to consider that these issues appear to have been exacerbated by the current cost of living crisis. 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 (81%) as well as associated sub-themes (Experience, Quality of Care, Treatment Explanation). In addition, this quarter the feedback related to the **Staff** theme was highly positive (83%) as well as the associated (Staff Attitudes 84%).



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. 51% 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 speaking face to face with patients in waiting rooms and replying less on online responses. Areas of good practice can be found in the overall Quality of Care and Experience of Care (100% positive and 93% positive) for patients and an overwhelming number of positive reviews (90%) 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 theme for Chelsea and Westminster NHS Foundation Trust Hospitals. The reviews referencing the Treatment and Care theme were positive, with 55% 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 decreased. One contributor factors could be the fact that the H&F team have not yet accessed the outpatients department at Chelsea and Westminster Hospital to collect patient feedback face-to-face. 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 and Waiting Times – at the Health premises 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 37-42, 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 was the **H&F Central PCN** with **38%** negative. Compared to quarter 1, we can see that the number of negative reviews for the H&F Central PCN has increased, and this is most likely due to the lack of access to the surgeries in this PCN. We were only able to conduct a face-to-face engagement in 1 GP surgery and therefore we had to rely more on online reviews which are more negatively biased. We should take into account that patients/service users are still struggling to get through on the telephone to book an appointment and unable to speak to a receptionist. This may also be exacerbated by some GP surgeries only allowing appointments to be booked over the phone and no appointment booking option available on the online service. This is forcing many people to use the telephone for all GP enquires, test results and booking appointments. This has been an ongoing trend 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 and next steps

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 1 report, we have:

1. Requested feedback for the new form designed for the Patient Experience Programme.
2. Provided GPs and hospitals with paper copies of our new patient experience form that patients can complete in their waiting rooms.
3. Provided feedback into the First draft of the new Patient Experience report template.
4. Attended the maternity wards at the hospitals of the Imperial Trust. This has shown a decrease in the number negative reviews for maternity services compared to previous quarters.
5. Met with patient experience team leads at Chelsea and Westminster NHS Trust so that we can provide the trust with an independent overview of their services highlighting where things are going well.
6. Worked with the patient experience teams at both Trusts to inform residents of the new orthopaedic consultation engagement forums taking place.
7. Attended the Borough patient reference group which discussed some of the communication difficulties within primary care.

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 online consultations** Continue to monitor PATCHS benefits and share them with Practice managers and borough leads.
- **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.
- **Cost of Living support:** Continue to signpost residents to local charities and health and social support available within the borough.

Recommendations for Health Partners

General Practice

We would recommend the surgeries offer further training on online systems. We would recommend these services are advertised in the surgery. We would recommend, where possible, that older people are not given appointments until 9.30am so they are able to use their freedom passes to travel to appointments.

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. Moving forward we will take a more focused effort on reviews from the MINT 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 are issues and delays with the administrative staff sending out appointments via letter. We would recommend, where possible, that older people are not given appointments until 9.30am so they are able to use their freedom passes to travel to appointments.

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.

Online form

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 overnight)
- ☐ Hospital outpatients' appointments
- ☐ Mental health support

- ☐ Social care eg care homes, and home care
- ☐ Accident and emergency/minor injury units
- ☐ Ambulances and paramedics
- ☐ NHS 111
- ☐ Other issue/service (if other, please tell us which issue/service you are referring to)

Please select the options that you'd like to talk to us about.
You can pick more than one.

Online form

2. Please tell us about you experience

What went well? What could have been better?

3. Does your feedback apply to a specific service? If so, please tell us which ones(s).

eg. the GP surgery name or hospital department

4. How easy was it to access the help and support you needed?*

- ☐ Very good
- ☐ Good
- ☐ Neither good nor bad
- ☐ Poor
- ☐ Very poor
- ☐ N/A

5. How would you describe your experience of care?*

- ☐ Good
- ☐ Neither good nor bad
- ☐ Poor
- ☐ I had a mixed experience
- ☐ Don't know/not sure
- ☐ Not applicable

6. In relation to this experience please select what best describes you*

- ☐ I'm the person who received the care
- ☐ I'm providing this feedback on behalf of a friend or relative, or because I'm their carer
- ☐ Other

Tell us a bit about you

It would really help to know a little more about you so that we can better understand how people's experiences may differ. These questions are completely voluntary.

7. Please tell us your age

- None -



8. Please tell us your gender

- None -



9. Is your gender different to the sex you were assigned at birth?

Online form

10. Please tell us which sexual orientation you identify with

- None -



11. Please select your ethnicity

- None -



12. Please select any of the following that apply to you:

- ☐ I have a disability
- ☐ I have a long term condition
- ☐ I am a carer
- ☐ None of the above
- ☐ I prefer not to say

13. Which of the following best describes your financial status?

- None -



How we use this information

The information you share with us helps us spot trends to identify areas for improvement. We may use quotes in our reports, but we will not use any information that will identify you.

As well as your feedback, we also ask you to volunteer some personal information. This helps us to help us understand how different groups experience local health and social care services and supports our focus on improving equality, diversity and inclusion.

If you are sharing information on behalf of another person, make sure that you have their permission to do so, or the information you do share should be anonymous.

Find out more about how we handle your information [in our privacy statement](#).

Can we stay in touch?

We'd love to tell your story and keep you updated about our work and the difference sharing your experiences with us can make.

Using your story

To promote our campaigns we use people's stories to show what needs to change.

Would you be happy for us to contact you about your experience or to use your story as a case study in our material? We won't pass on your name and contact details without speaking to you first about what it involves.

Please select*

- ☐ I am happy to be contacted by Healthwatch Hammersmith and Fulham to discuss whether my story could be a case study for a campaign.
- ☐ I don't want to be contact by Healthwatch Hammersmith and Fulham about being a case study for a campaign.

Sign-up to our mailing list

Sign-up to our mailing list to stay up to date with what people are telling us about health and social care, our advice and information, and our latest reports. You can unsubscribe from our mailing list at any time.

Please select*

- ☐ I want Healthwatch Hammersmith and Fulham to email me about advice and information, latest news, research and updates.
- ☐ I do not want Healthwatch Hammersmith and Fulham to email me about advice and information, latest news, research and updates.

CAPTCHA

This question is for testing whether or not you are a human visitor and to prevent automated spam submissions.



I'm not a robot



reCAPTCHA
Privacy - Terms

Submit

Physical form

Share Your Feedback about Health and Care Services



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 commissioners and service providers. **Please take five minutes to share your story with us.**

To understand how your information will be used please read the 'How we use this information' section at the end of the survey.

GP Services

Have you used a GP practice in the last 12 months?

If **yes**, please leave your experience in the box below. If **not**, please go to the next section.

Name of service.....

1. How do you find getting an appointment?

☐ Very Easy ☐ Fairly Easy ☐ Not Very Easy ☐ Not at all Easy

2. How do you find getting through to someone at your GP practice on the phone?

☐ Very Easy ☐ Fairly Easy ☐ Not Very Easy ☐ Not at all Easy ☐ N/A

3. How do you find the quality of online consultations? (**Filling out an online form about your symptoms**)

☐ 5 = Excellent ☐ 4 = Good ☐ 3 = Okay ☐ 2 = Poor ☐ 1 = Terrible

4. How do you find the quality of telephone consultations? (**Appointments on the phone?**)

☐ 5 = Excellent ☐ 4 = Good ☐ 3 = Okay ☐ 2 = Poor ☐ 1 = Terrible

5. How do you find the attitudes of staff at the service?

☐ 5 = Excellent ☐ 4 = Good ☐ 3 = Okay ☐ 2 = Poor ☐ 1 = Terrible

6. How would you rate the quality of treatment and care received?

☐ 5 = Excellent ☐ 4 = Good ☐ 3 = Okay ☐ 2 = Poor ☐ 1 = Terrible

Please tell us more about your experience

7. What is working well?

.....
.....
.....

8. What is not working well?/What could be improved?

.....
.....
.....

9. How do you rate your overall experience? (**please tick your answer**)

☐ 5 = Excellent ☐ 4 = Good ☐ 3 = Okay ☐ 2 = Poor ☐ 1 = Terrible



Hospital Services

Have you used a hospital in the last 12 months?

If **yes**, please leave your experience in the box below. If **not**, please go to the next section.

Name of service.....

Name of department/ward (if **known**).....

1. How do you find getting a referral/appointment at the hospital? (**If applicable**)

☐ 5 = Excellent ☐ 4 = Good ☐ 3 = Okay ☐ 2 = Poor ☐ 1 = Terrible
☐ N/A

2. How do you find getting through to someone on the phone?

☐ 5 = Excellent ☐ 4 = Good ☐ 3 = Okay ☐ 2 = Poor ☐ 1 = Terrible
☐ N/A

3. How do you find the waiting times at the hospital?

☐ 5 = Excellent ☐ 4 = Good ☐ 3 = Okay ☐ 2 = Poor ☐ 1 = Terrible

4. How do you think the communication is between your hospital and GP practice?

☐ 5 = Excellent ☐ 4 = Good ☐ 3 = Okay ☐ 2 = Poor ☐ 1 = Terrible

5. How do you find the attitudes of staff at the service?

☐ 5 = Excellent ☐ 4 = Good ☐ 3 = Okay ☐ 2 = Poor ☐ 1 = Terrible

6. How would you rate the quality of treatment and care received?

☐ 5 = Excellent ☐ 4 = Good ☐ 3 = Okay ☐ 2 = Poor ☐ 1 = Terrible

Please tell us more about your experience

7. What is working well?

.....
.....
.....
.....

8. What is not working well?/What could be improved?

.....
.....
.....
.....

9. How do you rate your overall experience? (**please tick your answer**)

☐ 5 = Excellent ☐ 4 = Good ☐ 3 = Okay ☐ 2 = Poor ☐ 1 = Terrible

Physical form

Dental Services

Have you used an NHS dentist in the last 12 months?

If yes, please leave your experience in the box below. If not, please go to the next section.

Name of service.....

1. How did you find it registering with an NHS dentist? (If you have registered within the last 12 months)

☐ 5 = Excellent ☐ 4 = Good ☐ 3 = Okay ☐ 2 = Poor ☐ 1 = Terrible
☐ N/A

2. How do you find getting NHS appointments?

☐ 5 = Excellent ☐ 4 = Good ☐ 3 = Okay ☐ 2 = Poor ☐ 1 = Terrible

3. If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

☐ Very clearly ☐ Fairly clearly ☐ Not very clear ☐ Not at all clear
☐ No explanation provided ☐ I do not pay for my treatment

4. How helpful are staff in explaining your dental treatment?

☐ Very Helpful ☐ Fairly Helpful ☐ Not Very Helpful ☐ Not at all Helpful

5. How do you find the attitudes of staff at the service?

☐ 5 = Excellent ☐ 4 = Good ☐ 3 = Okay ☐ 2 = Poor ☐ 1 = Terrible

Please tell us more about your experience

6. What is working well?

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.....

7. What is not working well?/What could be improved?

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.....

8. How do you rate your overall experience? (please tick your answer)

☐ 5 = Excellent ☐ 4 = Good ☐ 3 = Okay ☐ 2 = Poor ☐ 1 = Terrible

Other Services (E.g. Pharmacy, Mental Health, Care Homes)

Have you used any other health or care services in the last 12 months?

If yes, please leave your experience in the box below. If not, please go to the next section.

Name of service.....

Your experience

1. What is working well?

.....
.....
.....
.....

2. What is not working well? /What could be improved?

.....
.....
.....
.....

3. How do you rate your overall experience? (please tick your answer)

☐ 5 = Excellent ☐ 4 = Good ☐ 3 = Okay ☐ 2 = Poor ☐ 1 = Terrible

Name of service.....

Your experience

1. What is working well?

.....
.....
.....
.....

2. What is not working well? /What could be improved?

.....
.....
.....
.....

3. How do you rate your overall experience? (please tick your answer)

☐ 5 = Excellent ☐ 4 = Good ☐ 3 = Okay ☐ 2 = Poor ☐ 1 = Terrible

Physical form

Tell us a bit about you

It would really help to know a little more about you so that we can better understand how people's experiences of local health and social care services may differ and supports our focus on improving equality, diversity and inclusion. **These questions are completely voluntary.**

What gender do you identify yourself as: (please tick your answers)

- ☐ Man (including trans man) ☐ Woman (including trans woman) ☐ Non-binary
☐ 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 ☐ 74 to 84 ☐ 85+ ☐ Prefer not to say

What is your ethnicity?

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

Asian / Asian British

- ☐ Asian British ☐ Indian
☐ Bangladeshi ☐ Pakistani
☐ Chinese
☐ Any other Asian/Asian British background.....

Black, African, Caribbean, Black British

- ☐ Black British
☐ African
☐ Caribbean
☐ Any other Black, African, Caribbean background.....

Mixed, Multiple Ethnic Groups

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

Other Ethnic Groups

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

☐ Prefer not to say

Do you consider yourself to be disabled?

- ☐ Yes..... ☐ No ☐ Prefer not to say ☐ Not known

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

- ☐ Yes..... ☐ No ☐ Prefer not to say ☐ Not known

What is your religion?

- ☐ Buddhist ☐ Christian ☐ Hindu ☐ Jewish ☐ Muslim ☐ Sikh
☐ Spiritualism ☐ No religion ☐ Prefer not to say ☐ Other religion.....

What is your sexual orientation?

- ☐ Asexual ☐ Bisexual ☐ Gay man ☐ Heterosexual/straight ☐ Lesbian
☐ Pansexual ☐ Prefer not to say

Are you currently pregnant or have you been pregnant in the last year?

- ☐ Currently pregnant ☐ Prefer not to say
☐ Currently breastfeeding ☐ Not known
☐ Given birth in the last 26 weeks ☐ Not relevant

What is your employment status?

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

Are you an unpaid carer?

- ☐ Yes ☐ No ☐ Prefer not to say

Which area of the borough do you live in?

- ☐ Addison Ward ☐ Palace and Hurlingham Ward
☐ Avonmore Ward ☐ Parsons Green and Sandford Ward
☐ Brook Green Ward ☐ Ravenscourt Ward
☐ College Park and Old Oak Ward ☐ Sands End Ward
☐ Coningham Ward ☐ Shepherds Bush Ward
☐ Fulham Reach Ward ☐ Walham Green Ward
☐ Fulham Town ☐ Wendell Park Ward
☐ Grove Ward ☐ West Kensington Ward
☐ Hammersmith Broadway Ward ☐ White City Ward
☐ Lillie Ward ☐ Wormholt Ward
☐ Munster Ward ☐ Out of Borough
☐ Other.....

How we use your information

The information you share with us will also be accessed by our national body Healthwatch England and shared with local health and care commissioners and providers. This helps us spot trends both nationally and locally to identify areas for improvement. We may use quotes in our reports, but we will not use any information that will identify you. Our full privacy statement can be found at:

<https://www.healthwatchhf.co.uk/privacy>

Confirmation of consent

- ☐ I consent to sharing my information with Healthwatch Hammersmith & Fulham as part of the Patient Experience Programme.

Thank you for sharing your experience! We recognise that health and care issues can be an extremely personal matter and we are appreciative of you giving us your time.

Do you want any further information from Healthwatch Hammersmith & Fulham? If yes, please leave your details

Name..... Phone/Email.....

☎ 020 3886 0386 | ✉ info@healthwatchhf.co.uk | 🌐 www.healthwatchhf.co.uk
Healthwatch Hammersmith and Fulham 141-143 King Street, London W6 9JG

Themes and sub-themes

Healthwatch Themes and Sub-Themes

Main Themes
Access to services
Administration
Cancellation
Care Home Management
Communication
Complaints
Cost and funding of services
Diagnosis/Assessment
Dignity and Respect
Discharge
Facilities and Surroundings
Follow-on treatment and continuity of care
Food, Nutrition and Catering
Health Inequality
Home Support
Medication
Public Health
Referrals
Remote appointments and digital services
Safeguarding/Safety/Abuse
Service organisation, delivery, change and closure
Staff
Transport
Treatment and Care
Wider determinants

1

Sub-Themes

Access to services
Accessibility and reasonable adjustments
Appointment availability
Booking appointments - online
Booking appointments
Convenience/Distance to travel
Getting through on the telephone
Information and Advice
Lack of access
Patient Choice
Registration
Service Delivery/Opening Times
Waiting Times (punctuality and queueing on arrival)

Administration
Appointment letters
Commissioning and provision
Incident Reporting
Management of service
Medical records
Triage and admissions

Cancellation
Appointment
Operation/Procedure
Postponement

2

Themes and sub-themes

Care Home Management

Communication with family/carers
Dignity and Respect
Registered Manager - Absence
Registered Manager - Suitability
Registered Manager - Training and Development
Staffing levels
Suitability of staff

Communication

Access to patient record
Communication with patients (treatment explanation, verbal advice)
Consent to treatment
Communication between staff
Communication between services
Interpretation Services
Lack of communication
Public consultation and engagement
Written information, guidance and publicity (e.g website)

Complaints

Complaints Management
Communication
PALS

Cost and funding of services

Affordability
Clarity about service cost
Funding issues

Diagnosis/Assessment

Lack of diagnosis
Late diagnosis
Misdiagnosis
Tests/Results

Dignity and Respect

Cultural respect
Death of a Service User
Death of a Service User (Mental Health Services)
Equality & Inclusion
Privacy and confidentiality

Themes and sub-themes

Discharge

Coordination of services
Follow up
Preparation
Safety
Speed

Facilities and Surroundings

Access to green space
Buildings, Décor and facilities
Car Parking
Cleanliness, Hygiene and Infection control
Crowding/Seating/Space
Disability Access
Equipment
Health and safety
Signage

Follow-on treatment and continuity of care

Administration
Access to patient record
Continuity of Care
Prevention of admission

Food, nutrition and catering

Hydration
Hygiene
Nutrition
Special food requirements
Variety

Health Inequality

Access to healthcare
Cultural differences
Differences in quality of treatment

Home Support

Care
Communication
Co-ordination of Services
Equipment

Medication

Medicines Management
Communication around Prescriptions

Themes and sub-themes

Public Health

Infection control

Screening

Smoking cessation services

Vaccinations - COVID-19

Vaccinations

Referrals

Communication

Waiting Times for appointments/waiting lists

Remote appointments and digital services

Access to equipment (smartphone, internet etc)

Diagnosis

Digital skills

Online consultation (app/form)

Quality of appointment - telephone consultation

Quality of appointment - face-to-face appointment

Safety/Safeguarding/Abuse

Abuse

Awareness/training

Communication/follow up

Escalation of reports

Management of incidents

Patient/Resident safety

Service organisation, delivery, change and closure

Service co-ordination

Service change

Service closure

Themes and sub-themes

Staff
Agency staff
Ambulance Staff/Paramedics
Staff Attitudes
Staff Attitudes - administrative staff
Staff Attitudes - health professionals
Capacity
District Nurses/Health Visitors
Midwives
Professionalism
Quality of Staff - administrative staff
Quality of Staff - health professionals
Staffing levels
Suitability
Training and development

Treatment and Care
Effectiveness
Experience
Quality of treatment
Safety of Care/Treatment
Support
Treatment Explanation

Wider determinants
Education
Housing
Pollution
Poverty

Transport
Ambulance
Patient Transport Service
Waiting times (for an ambulance)
Waiting times (at the premises)