

**PATIENT EXPERIENCE  
REPORT 2021/2022  
QUARTER 4  
January-March**



# Contents

Introduction & Executive Summary	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	29
Other Negative and neutral reviews	33
Themes for Primary Care Network Area	36
Demographic Information	48
Conclusion	51
Action, impact and next steps	53
Appendix	55

# Introduction & Executive Summary

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 exact same Patient Experience Form online through the Digital Feedback Centre. 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 mixed methods model of engagement, combining in-person GP surgery visits with direct engagement over the telephone, the collection of feedback via the NEXTDOOR APP and collecting and collating existing online reviews from relevant platforms such as NHS.uk and Google reviews. This new 'digital' model that we have implemented has benefited residents by providing additional information and signposting and a level of befriending for many of those contacted over the telephone.

# Introduction & Executive Summary cont.

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 service delivery, should be taken into account when reviewing the findings of these reports.

This quarter we are focusing on hearing more from people using mental health services and were able to collect 22 reviews, this is an improvement compared to previous quarters. This number is still low, however, it's a step forward to understand the issue people using mental health services are facing. For Quarter 1 2022-2023, we hope to achieve between 100 and 200 reviews once we have access to the service.

This report covers the period of Quarter 4, from January and March 2022. In ordinary circumstances, face-to-face community outreach yields a minimum of 1,200 patient experience feedbacks, per quarter. In spite of being in this time of adapted engagement, we were able to gather a total of 1219, achieving our quarterly target of 1200. The majority of the reviews we have received this quarter were obtained during our outreach at GPs and hospital.

Out of the total number of patients experiences received:

- 905 (73%) were positive with a star rating of 4-5,
- 126 (10%) were neutral with a star rating of 3, and;
- 198 (16%) were negative with a star rating 1-2 (this is based on the overall star rating provided by patients - see page 4 for further detail).

In addition, we have worked extensively to promote our new service across the borough, driving direct reviews to our website for those with internet access. We have distributed our poster and leaflet in each of the GP surgeries that we have visited this quarter.

We also continue to make use of the Healthwatch Hammersmith and Fulham Widget which is currently used in thirteen GP surgeries, Imperial Healthcare NHS Trust and other community and voluntary sector organisation websites. We would like to thank all of these service providers for their ongoing support. As our service becomes further embedded across the borough, we expect greater awareness of our service and a subsequent increase in the number of reviews made directly through our website or by calling our office.



# Our data explained

Healthwatch Hammersmith & Fulham uses a Digital Feedback Centre (on our website) and Informatics system (software behind the Digital Feedback Centre) to capture and analyse patient experience feedback.

The Informatics system is currently used by approximately 1/3 of the Healthwatch Network across England and it captures feedback in a number of ways:

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

The above provides Healthwatch with several data sets.

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

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

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

# Overall Star Ratings



The table below shows a breakdown of the negative, neutral, and positive patient reviews (see the appendices for examples of our physical and online questionnaires).

Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings of 1 and 2 indicate a negative response, a star rating of 3 indicates a neutral response and star ratings of 4 and 5 indicate a positive response.



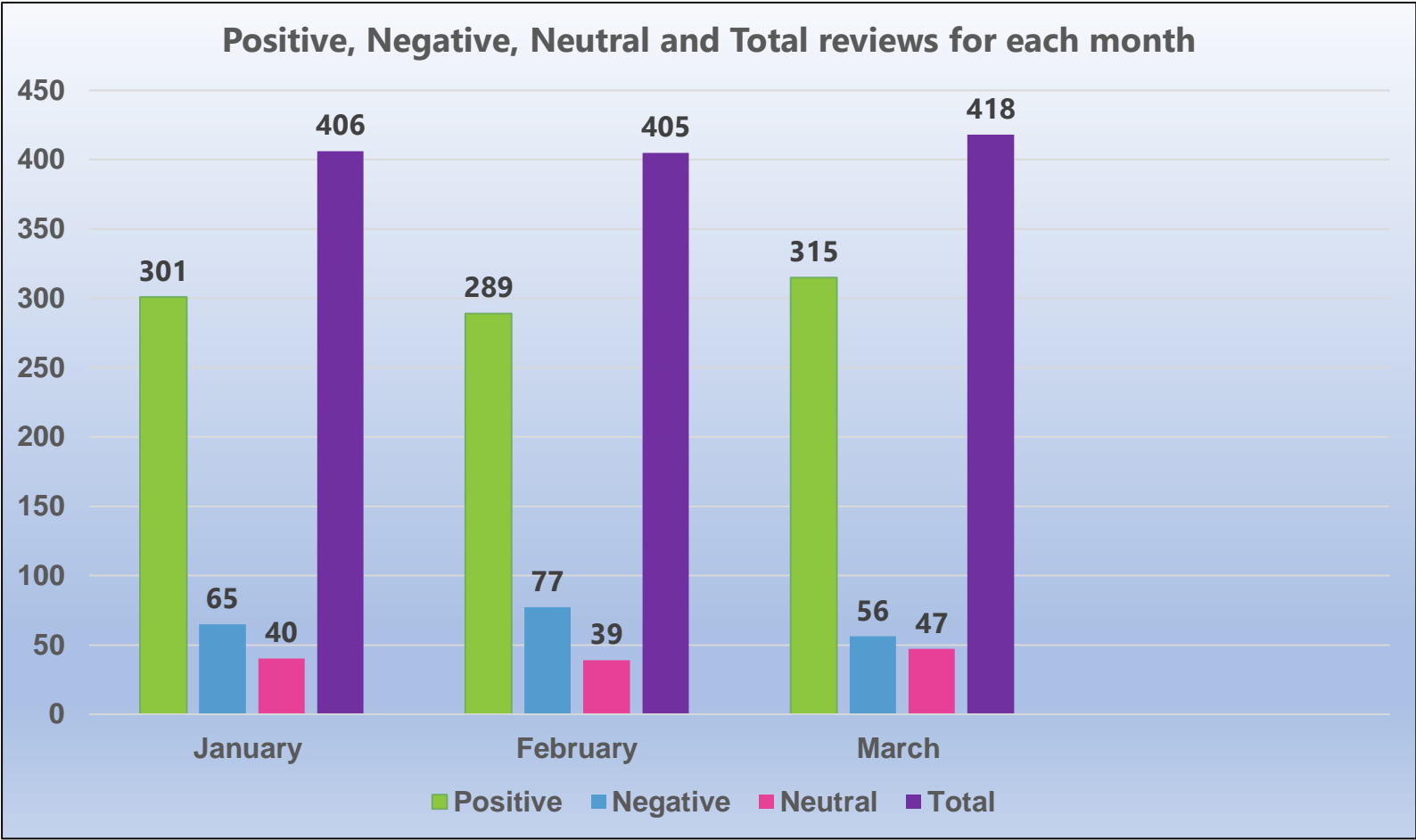
It is important to note that our experience has shown that people are very reluctant to give a negative rating of their care provider. When the 3\* 'neutral' ratings are analysed in more detail we have traditionally found these to outline negative feedback. Therefore, where a significant number of 3\*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

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
January	65	40	301
February	77	39	289
March	56	47	315
Total	198	126	905



# 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

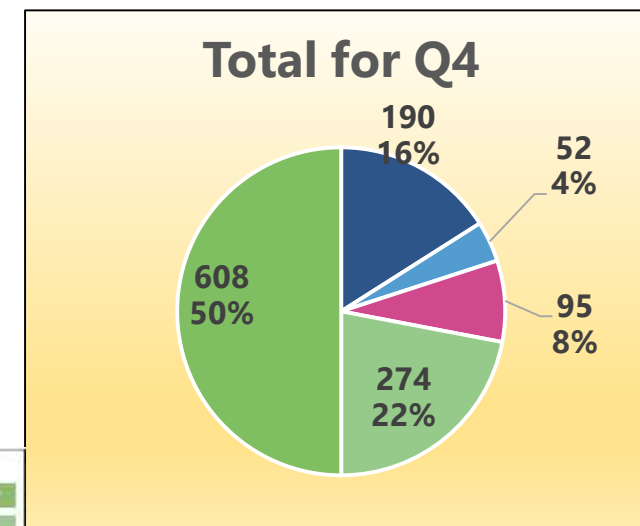
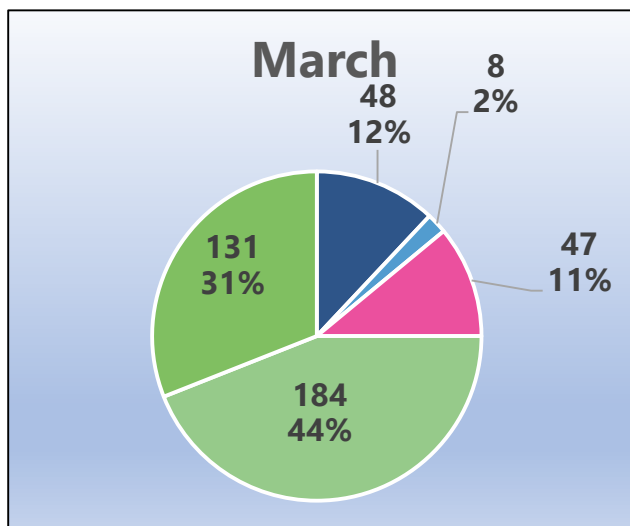
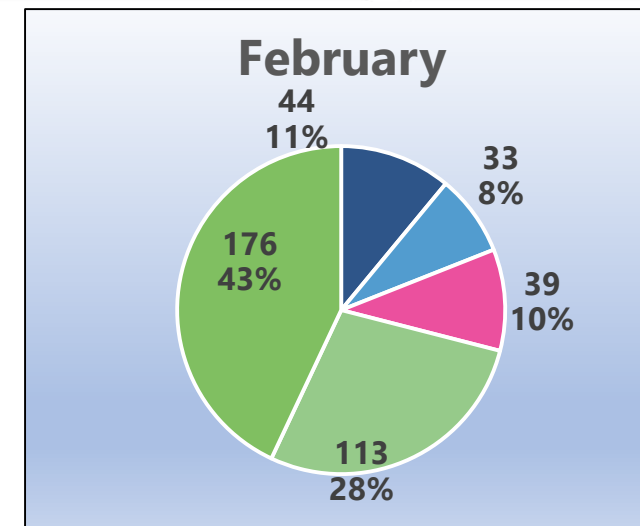
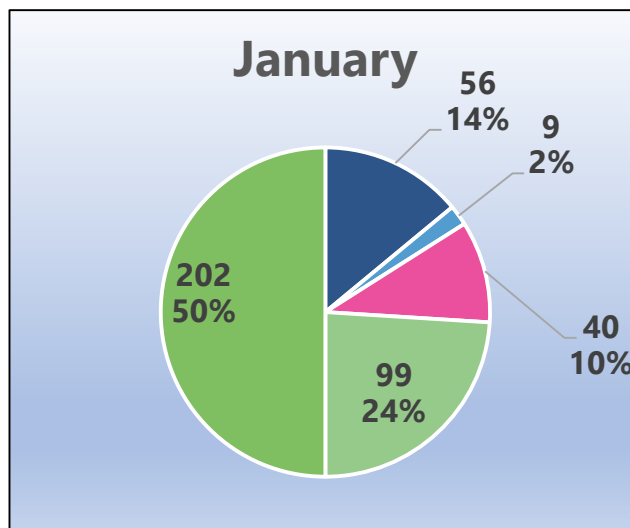
**Individuals are asked to provide an overall star rating for the service that they are reviewing. With five stars being the highest and one star being the lowest. These pie charts show the breakdown of star ratings for each month and for the whole quarter.**

In January and February, the 5-star rating received the highest proportion of reviews, followed by the 4-star rating and 1-star rating. However, in March the number of 5-star ratings has reduced to 31% (n.131).

In March, the 4-star rating received almost 50% of the reviews.

This quarter we have noticed a decreased in the number of negative reviews compared to previous quarters. One contributory factor could be the increased numbers of face-to-face engagement visit.

Another factor could be the fact that we have started visited the hospital's outpatients, allowing to collect patient's feedback. The overall star ratings for services tell us that people are satisfied.





# Total Reviews per Service Category

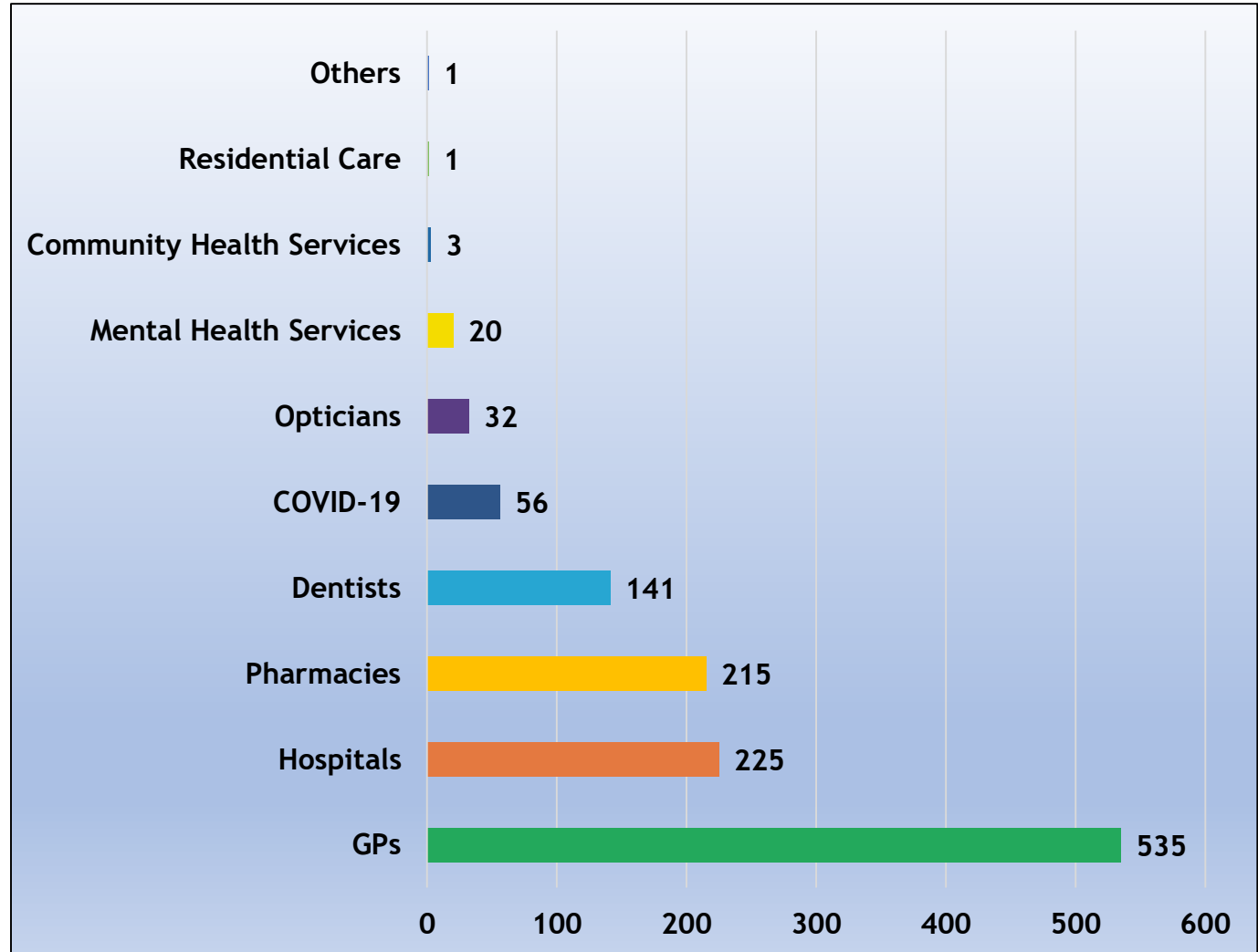
**The patient reviews recorded for this quarter cover ten service categories, as seen in this chart.**

The category with the highest number of reviews recorded was for GPs (n.535), followed by Hospitals (n.225), Pharmacies (n.215), and then Dentists (n.195).

Compared to quarter 3 of this financial year (October-November 2021), the number of reviews for GP surgeries has decreased, because this quarter we focused more on collecting feedback from mental health services and we also attended hospitals' outpatients.

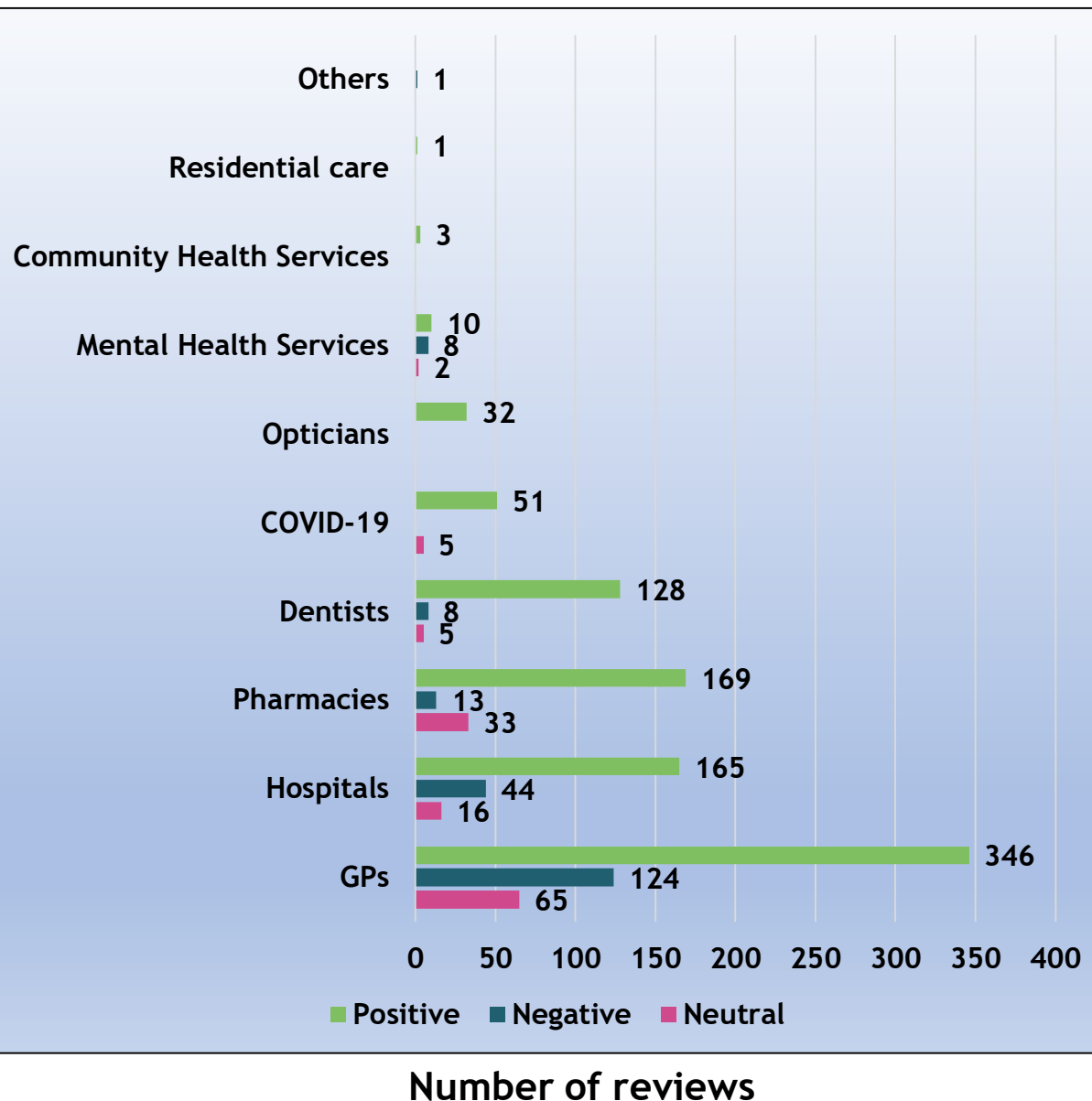
Since the 17th of May we have restarted our face-to-face engagement work in the community. However in January we had to put a pause on our face to face engagement due to the increase number of Omicron variant.

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.**

- 43% of the reviews were about people's experiences of GP services. This shows a decrease of 3% from last quarter.
- 18% of the reviews were about people's experiences with Hospitals. An increase of 6% from last quarter
- 17% of the reviews were about people's experiences with Pharmacies.
- 11% of the reviews were about people's experiences of Dentists. This shows a decrease of 5% 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 90%, followed by Pharmacies with 78%, Hospitals with 73% and GPs with 65%. This quarter there is an increase in the proportion of positive reviews for Dentists 1% and Pharmacies 7% compared to last quarter. However, the reviews belonging to the pharmacies service show a decrease of 3% in the proportion of positive review.

# 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 Online Feedback Centre where up to five themes and sub-themes may be applied to the comment (see appendix 3 p56-57 for a full list). For this reason, the total number of theme-counts will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative, or neutral 'sentiment' is given.

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

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

In Q4 these areas are:

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

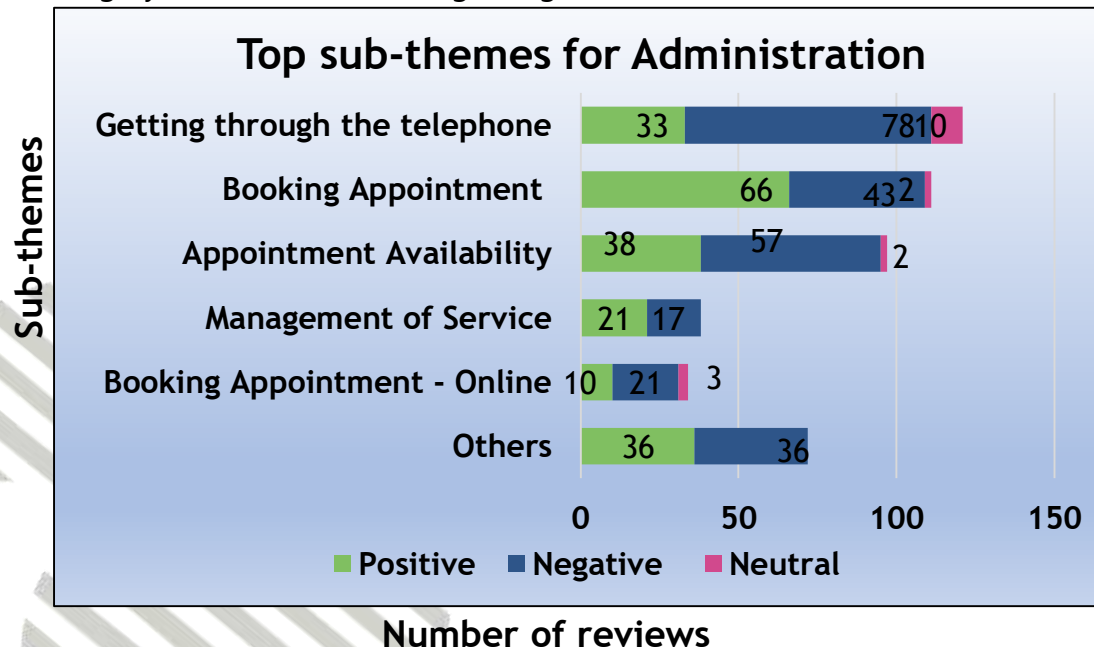
# GP Themes and Sub-Themes

**Administration**, remains one of most applied themes for GPs this quarter. The theme was applied on 435 counts, with 42% (n.183) of these being positive, 4% (n.17) being neutral and 54% (n.235) were negative.

**Getting through on the telephone**, was one of the most applied sub-themes within this service category, identified in 121 responses. Of these responses, 27% (n.33) were positive, 9% (n.10) neutral and 64% (n.78) were negative. 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. The second sub-theme that received a significant number of reviews was **Booking Appointment** with over 55% of the reviews being positive in sentiment. However, 39% of the reviews were negative in sentiment with the negative reviews largely caused by patients being unable to book an appointment. This quarter the reviews belonging to the sub-theme **Management of Service** were positive in sentiment compared to last quarter.

For the **Appointment Availability** sub-theme, there were 97 counts, of which, 39% (n.38) were positive, 2% (n.2) neutral and 59% (n.57) 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 62% (n.21) being negative. This issue has been identified as an ongoing trend in GP surgery reviews since the beginning of COVID-19.

## Top sub-themes for Administration



### Positive reviews

"It's very easy to book an appointment. The staff are really nice, yesterday they called me to say I need to book an appointment for a blood test."

GP Surgery

"I have been a patient here for about 11 years and I have always had good experiences. It is easy to book appointments when I am sick."

GP surgery

### Negative / Neutral reviews

"Getting an appointment can sometimes be hard to get for both over the phone or online."

GP surgery

"Horrible service, you ring up to book an appointment in the morning and no one picks up, you call in the afternoon, the same thing."

GP surgery

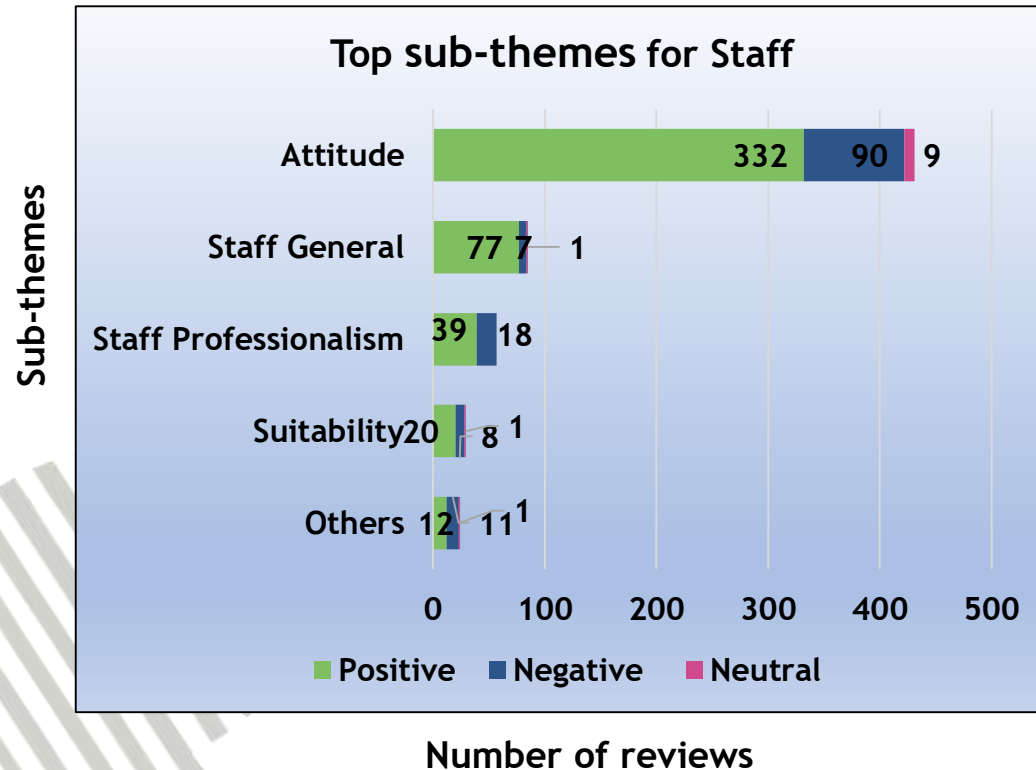


# GP Themes and Sub-Themes

In this quarter, **Staff**, was the second most applied theme for GPs. It applied to 431 reviews, of which 77% (n.332) were positive, 2% (n.9) were neutral and 21% (n.90) were negative.

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

The majority of reviews focused on the sub-theme **Attitude**, where 78% (n.185) of the reviews were positive in sentiment. Taken together with the positivity regarding the sub-themes **Staff General** and **Professionalism**, this strongly suggests that the majority of patients/service users were satisfied with the professionalism provided by the administrative and clinical teams at their respective GP surgeries.



## Positive reviews

“Friendly staff, the doctors are really good at making me feel comfortable.”

*GP surgery*

“The receptionist are very nice and helpful. great experience with them. I booked on my phone and it was not a problem.”

*GP surgery*

## Negative / Neutral reviews

“Clueless receptionists. You could literally say “hello” and they’ll respond “do that on the app”. Very unprofessional doctor.”

*GP surgery*

“Worst place ever!! Rude receptionists, service extremely poor and zero assistance!”

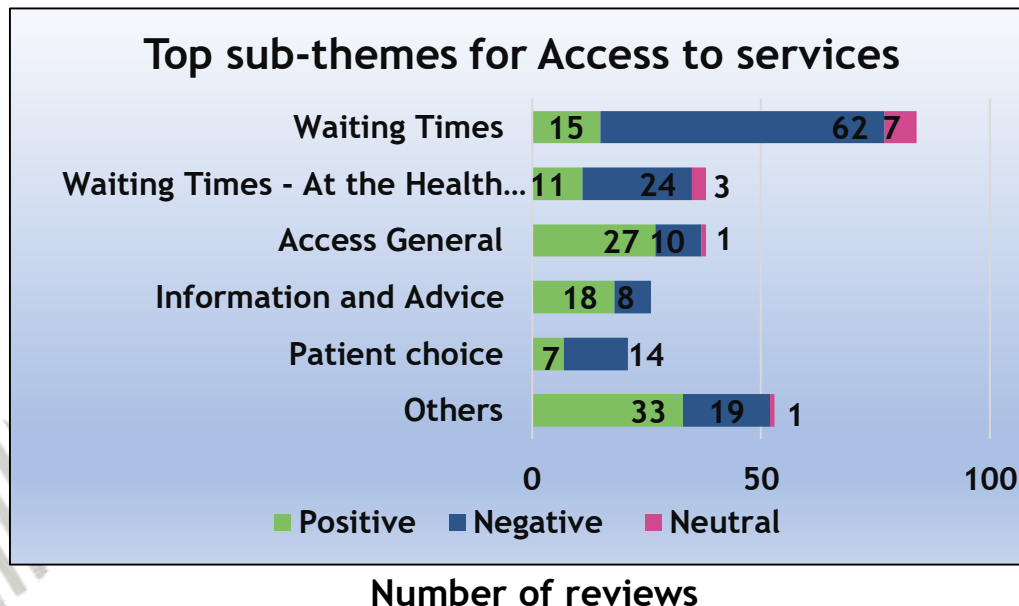
*GP surgery*

# GP Themes and Sub-Themes

On this occasion, **Access to Services** was our third most identified theme, with 260 patient reviews focusing on this area. Out of the total number of times this theme was identified, 43% (n.112) were positive, 4% (n.10) were neutral and 53% (n.138) 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 the majority 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 **Waiting Times - At the Health Premises** was mostly negative with 63% of the reviews being negative in sentiment. This means patient's service users have to wait longer at the surgery to be seen by a member of staff. On positive note the reviews belonging to the **Information and Advice** sub-theme received a positive sentiment, this indicates patients are satisfied with the advice they receive from the staff at their respective surgery. The majority of the reviews belonging to the sub-theme **Patient Choice** were mostly negative in sentiment. This is due to patients not being able to choose their own appointment, as most appointments were done over the telephone.

Sub-themes



## Positive reviews

"The service is good if you see the right doctor."

GP surgery

"Quick informative service, always ready to help."

GP surgery

## Negative / Neutral reviews

"When booking an appointment, sometimes you have to wait longer on the phone, other times they answer straight away, it's a mix."

GP surgery

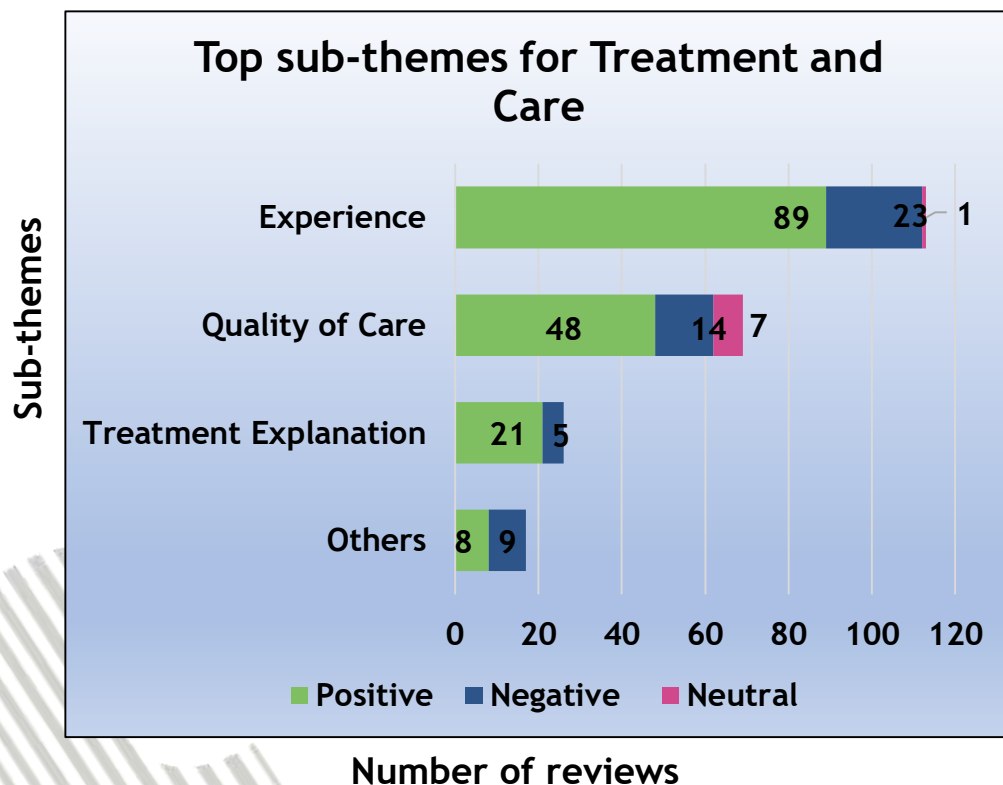
"Ridiculous service. They cancelled my very sick child's appointment half an hour before we were meant to be seen. And tell me they do not see children on the day."

GP surgery

# GP Themes and Sub-Themes

**Treatment and Care**, was the fourth most applied theme for GPs this quarter. It received 227 reviews. Of the total count 73% (n.166) were positive, 4% (n.9) were neutral and 23% (n.52) were negative. The chart below shows the breakdown for the **Treatment and Care** theme into the top four sub-themes.

**Experience of Care** was the most applied sub-theme this quarter. This sub-theme was identified as largely positive in sentiment; 79% (n.89). The second highest identified sub-theme was **Quality of care**, with 70% (n.48) of these reviews being positive in sentiment. The **Treatment Explanation** sub-theme was positive in sentiment. This means the patients are satisfied the care their received at their respective surgery.



## Positive reviews

“When grieving, the Doctors were helpful in organising time off work and were caring and sympathetic.”

### GP surgery

“Ms B is the best nurse for blood tests, I always have issues when getting a blood test as my veins are very small but she was very quick and made me feel very comfortable as I have a big fear of needles..”

### GP surgery

## Negative/ Neutral reviews

“An absolutely abhorrent GP practice; if you can call it a practice; there is not an iota of medical knowledge being practiced anywhere in this facility.”

### GP surgery

“This is worst GP in Hammersmith Fulham they discriminate my son who is deaf person, they don't treat him well with no translation for him I'm going to complain and teach them lesson they won't forget .”

### GP surgery

# Positive, Negative, Neutral and Total 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), 77% (n.75) were positive, 7% (n.6) neutral and 16% (n.16) negative
- **Hammersmith Hospital:** Out of the total reviews for the quarter (n.36), 78% (n.28) were positive, 14% (n.5) neutral and 8% (n.3) negative
- **St Mary's Hospital:** Out of the total reviews for the quarter (n.21), 62% (n.13) were positive, 5% (n.1) neutral and 33% (n.7) negative
- **Queen Charlottes and Chelsea Hospital:** Out of the total reviews for the quarter (n.13), 62% (n.8) were positive, 7% (n.1) was neutral and 31% (n.4) negative.
- **Western Eye Hospital:** Only 2 reviews were collected for this hospital during this quarter.

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.48), 56% (n.27) were positive, 9% (n.4) neutral and 35% (n.17) negative
- **West Middlesex University Hospital:** No reviews were collected for this hospital during this quarter

Other hospitals:

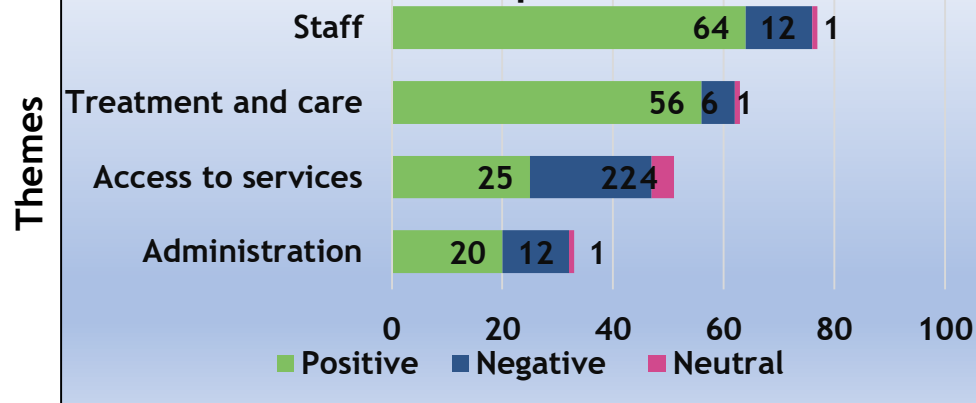
- **The Royal Marsden:** Only 4 review was collected for this hospital during this quarter
- **Royal Brompton Hospital:** Only 3 reviews were collected for this hospital during this quarter

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



# Summary of themes for each hospital

## Top Themes for Charing Cross Hospital



Number of reviews

## Top Themes for Hammersmith Hospital



Number of reviews

### Charing Cross Hospital:

The **Staff** (83%) and the **Treatment and care** (89%) 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. However, there is also a few people who were not satisfy with the attitude of staff members and the care their received with (16% and 10%) of the reviews being negative in sentiment.

Out of the 51 reviews in which the theme **Access to Services** was identified, 43% (n.22) 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 49% of reviews were positive in sentiment.

Out of the 33 reviews in which mentioned **Administration** theme 36% (n.12) were negative in sentiment. The main issues remain around the sub-themes **Booking appointment** and **Appointment availability**. Over 60% of the reviews belonging to the theme **Administration** were positive sentiment. Compared to previous quarter the reviews belonging to Charing Cross Hospital were mainly positive.

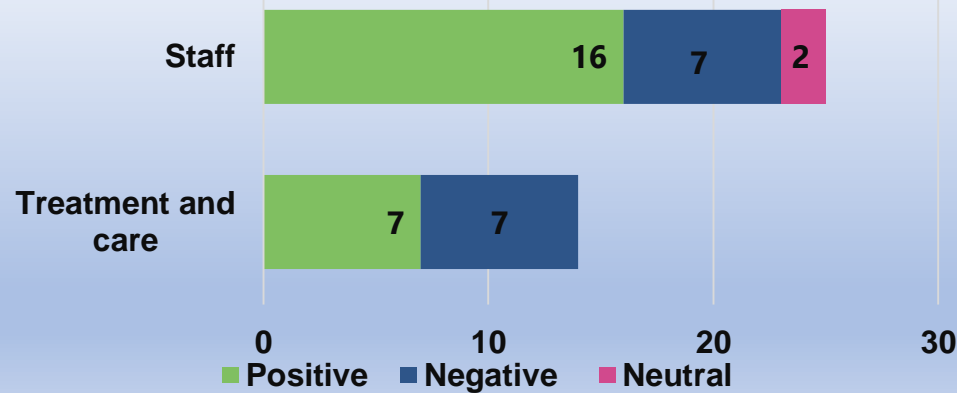
### Hammersmith Hospital:

The reviews relating to the themes **Staff** (96%) and the **Treatment and Care** (88%) 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.

# Summary of themes for each hospitals

Sub-themes

## Top Themes for St Mary's Hospital



Number of reviews

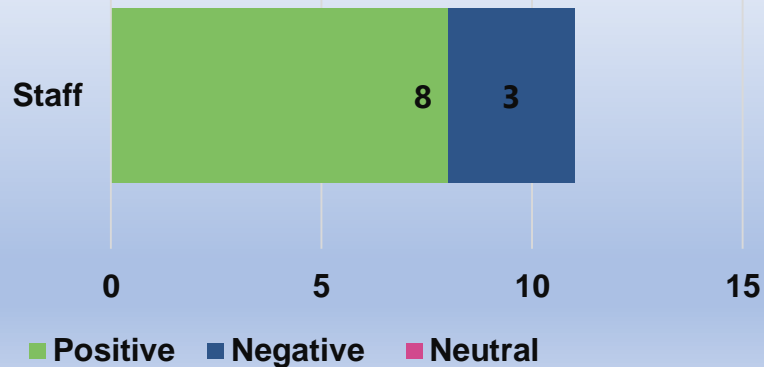
### St Mary's Hospital:

The reviews belonging to St Mary's Hospital have been positive this quarter. The highest proportion of feedback was identified as relating to the **Staff** theme with the majority of reviews being positive in sentiment (64%). However, 50% of the reviews belonging to the **Treatment and Care** theme were negative in sentiment and suggesting that some patients are not satisfied with the care they receive at St Mary's Hospital.

On a positive note, 50% of the reviews relating to the **Treatment and Care** theme were positive in sentiment.

Sub-themes

## Top Themes for Queen Charlottes and Chelsea Hospital



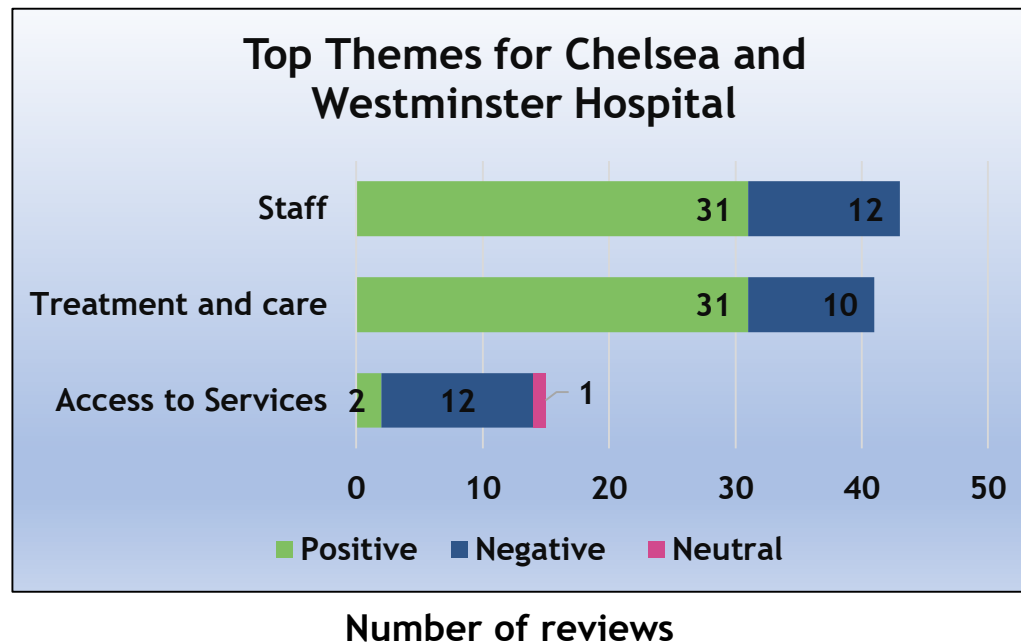
Number of reviews

### Queen Charlottes and Chelsea Hospital:

This quarter the proportion of positive review for Queen Charlottes Hospital have decreased compare to last quarter. The reviews belonging to the **Staff** themes were mainly positive in sentiment.

# Summary of themes for each hospital

Sub-themes



## Chelsea and Westminster Hospital:

Compared to last quarter, the total number of positive reviews for this hospital have decreased.

76% (n.31) of the reviews relating to the theme **Treatment and Care** were positive. This indicates that most patients/service users were satisfied with the quality of treatment that they received at the hospital. However, 24% (n.10) of the reviews were negative. This indicate that patients are not satisfied with the treatment they currently receive from Chelsea and Westminster Hospital.

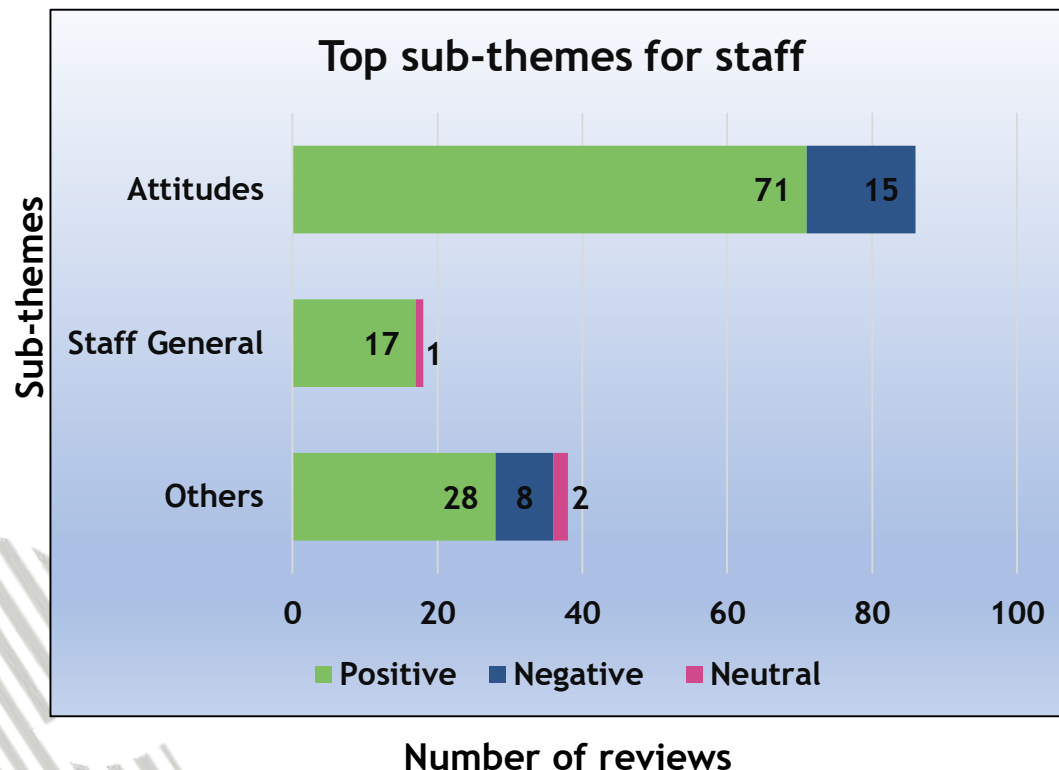
The majority of the reviews relating to the theme **Staff** were positive (72%). This suggest that, most patients are happy with the manner in which care is provided by healthcare professionals at Chelsea and Westminster Hospital. However, 28% (n.12) of the reviews were negative.

In comparison to the two top themes mentioned for Chelsea and Westminster Hospital, the reviews belonging to the **Access to Services** theme were negative in sentiment with 80% (n.12).

# 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 142 patient reviews being identified to this theme. In total, 82% (n.116) were positive, 2% (n.3) were neutral and 16% (n.23) were negative. It also had the highest proportion of positive reviews out of all the main themes relating to hospital services. This suggests that the professionalism and manner of care from Imperial College NHS Trust staff is exemplary.

The chart below presents a breakdown of the top three sub-themes for **Staff**. **Attitudes** was the most regularly identified sub-theme, with (60%) of the reviews (n.86) within the **Staff** theme referencing this sub-theme. Out of the total number of these reviews, 83% were positive in sentiment, providing strong evidence that patient-facing staff at the Imperial College NHS Trust are delivering care to a very high standard. In addition the reviews belonging to the sub-theme **Staff general** were mostly positive in sentiment.



## Positive reviews

"I visited the A&E and it was late at night so it was quiet, staff were friendly, I did not wait for treatment, and was treated well by staff. Excellent service."

*A&E department*

"My son hurt his knee so we took him to the Urgent Care and it was great, the nurses were professional and nice, we were seen straight away. They are good."

*A&E department*

## Negative / Neutral reviews

"Antenatal reception super rude and speaks in a passive-aggressive tone."

*Maternity department*

"Doctors and staff are always late, have no time to answer your questions and now use covid-19 as an excuse to avoid you as much as possible."

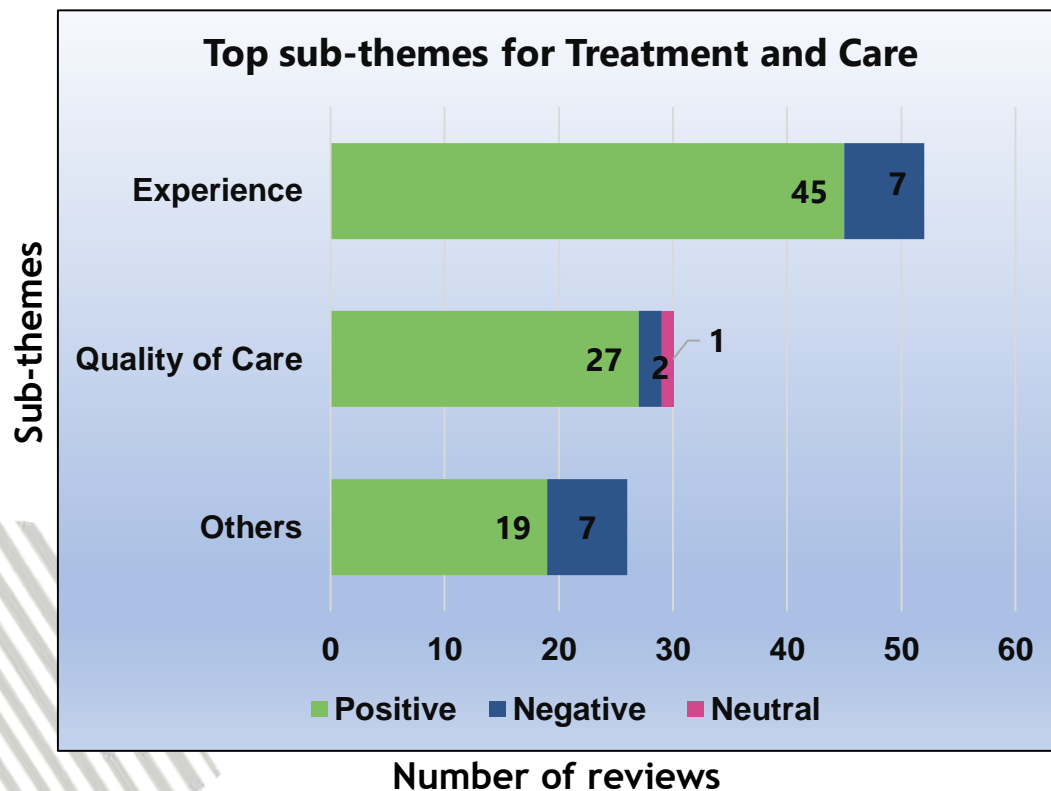
*Outpatient department*



# Themes and Sub-Themes for Imperial College NHS Trust

**Treatment and Care**, was our second most popular theme identified for Imperial College NHS Trust this quarter, with 108 comments highlighting this area. These reviews have been positive, as 84% (n.91) of patients/service users expressed their satisfaction, whilst 15% (n.16) were negative in sentiment and 1% (n.1) were neutral. The chart below shows the breakdown for the **Treatment and Care** theme into the top three sub-themes.

The sub-theme **Experience** was the most regularly theme identified with 87% (n.45) of the feedback relating to this sub-theme being positive in sentiment. In addition, 90% (n.27) of the reviews that made reference to the sub-theme, **Quality of Care** were positive in sentiment. Overall, these findings indicate that patients are happy with the quality of care being received. However, there remains room for improvement to ensure that patients overall experience of care at the Trust's hospitals are positive in nature.



## Positive reviews

"I had cancer in 2009 and again in 2020 and Dr P was excellent. He referred me to the hospital and within a week I was able to get an appointment for chemotherapy and now I am in remission. I can't fault anything with the care, they treated me well."

*Cancer department*

"My experience here was good. I had to get some x-rays and everything went smoothly."

*Outpatient department*

## Negative reviews

". Doctors and nurses are understaffed, no time or desire to really listen to the patient's concerns."

*Outpatient department*

"Literally the worst hospital I have ever been to. The doctors are so rude and uncaring. "

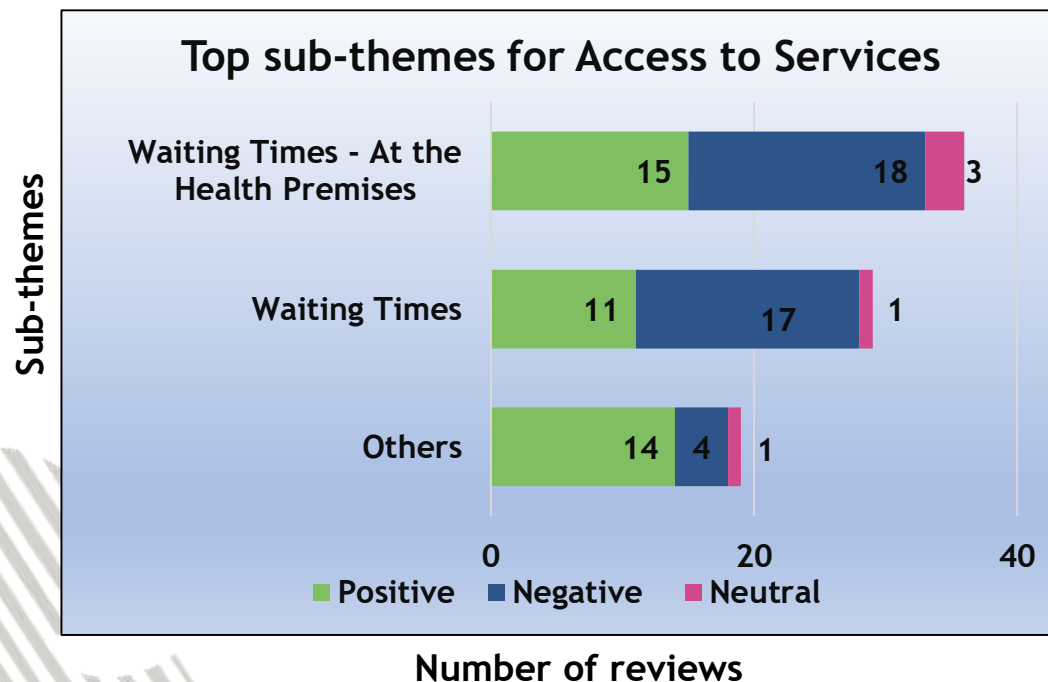
*Outpatient department*

# Themes and Sub-Themes for Imperial College NHS Trust

On this occasion, **Access to Services** was our third most identified theme, with 84 patient reviews focusing on this area. Out of the total number of times this theme was identified, 48% (n.40) were positive, 6% (n.5) were neutral and 46% (n.39) 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 – At the Health Premises** was most frequently identified with 40% of the reviews (n.36) 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 (50%). This indicates that patients are having to wait longer at the hospital than they would like. The reviews belonging to the sub-theme **Waiting Times** has been negative in sentiment as 59% (n.17) of patients/service users expressed their concern. On a more encouraging note 38% of the reviews belonging to this sub-theme were identified as positive.



## Positive reviews

"I had a referral for a scan and was seen quickly. The procedure was swift and comfortable thanks to the organisation of the staff."

*Outpatient department*

"They had quick service and did a good job at making a following up appointment with me."

*Outpatient department*

## Negative reviews

"The waiting time is very long which is an aspect I am most disappointed about. I hate having to wait a long time. For example, today I have waited about 45 minutes."

*Outpatient department*

"I waited for almost a month for my appointment and last minute they said it was a telephone appointment."

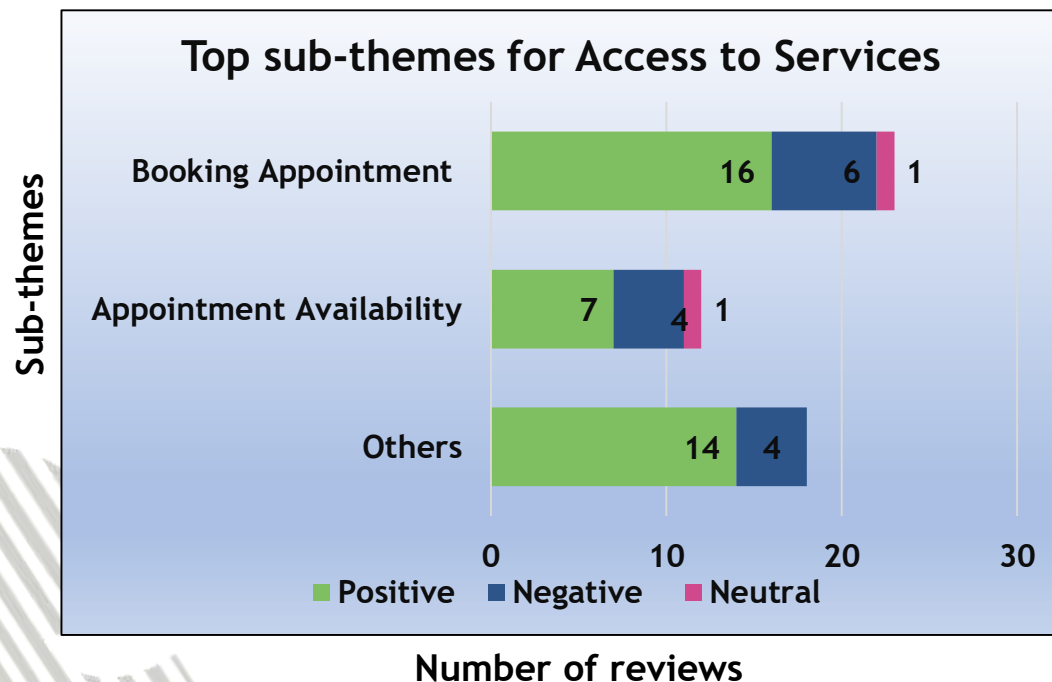
*Outpatient department*

# 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 53 counts, with 62% (n.33) of these being positive, 4% (n.2) being neutral and 34% (n.18) were negative.

**Booking Appointment**, was one of the most applied sub-themes within this service category, identified in 23 responses. Of these responses, a significant number of reviews were positive in sentiment with 70%. However, 26% of the reviews were negative in sentiment ghwith the negative reviews largely caused by patients being unable to book an appointment.

For the **Appointment Availability** sub-theme, there were 12 counts, of which, 58% (n.7) were positive, 8% (n.1) neutral and 33% (n.4) were negative. The reviews belonging to this sub-theme were mostly positive compared to previous quarter.



## Positive reviews

“The appointment was automatically allocated for me in advance so I always know when I will be seen. I never have to wait too long to be seen.”

*Outpatient department*

“Getting an appointment is super fast and they always text you before hand to remind you of your appointment.”

*Outpatient department*

## Negative reviews

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

*Outpatient department*

“There are many doctors in the CDC department who are not interested in me, so I have yet to get an appointment to talk to a doctor.”

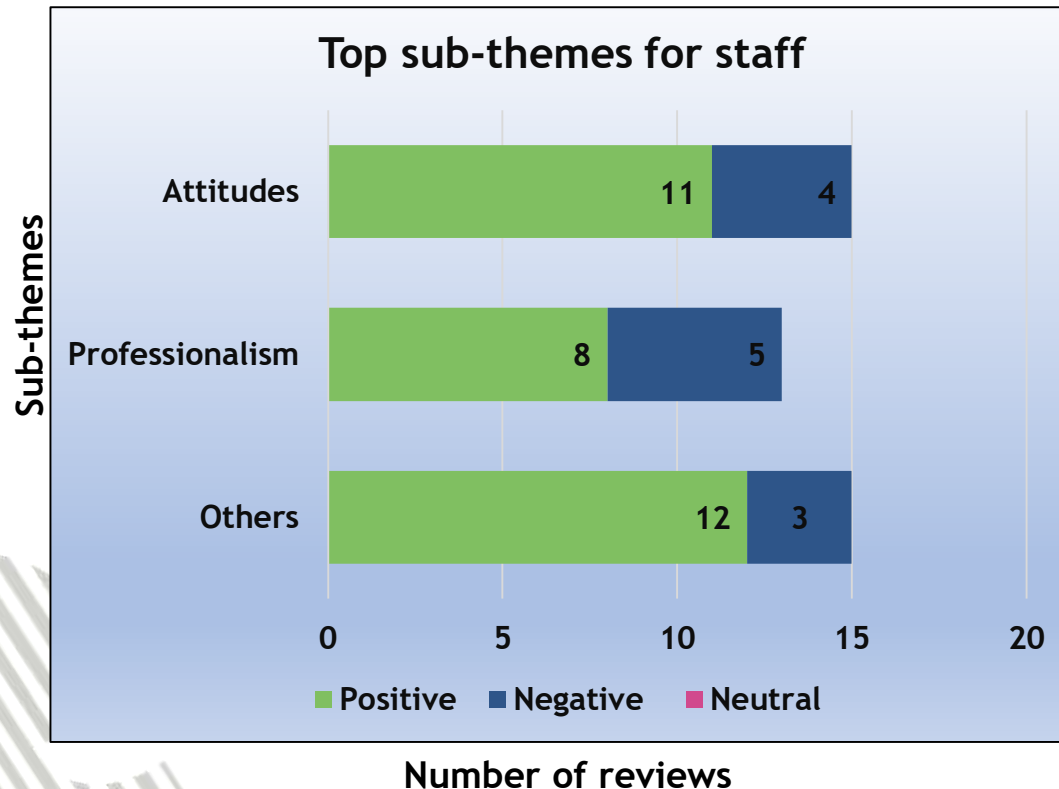
*Outpatient department*

# 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

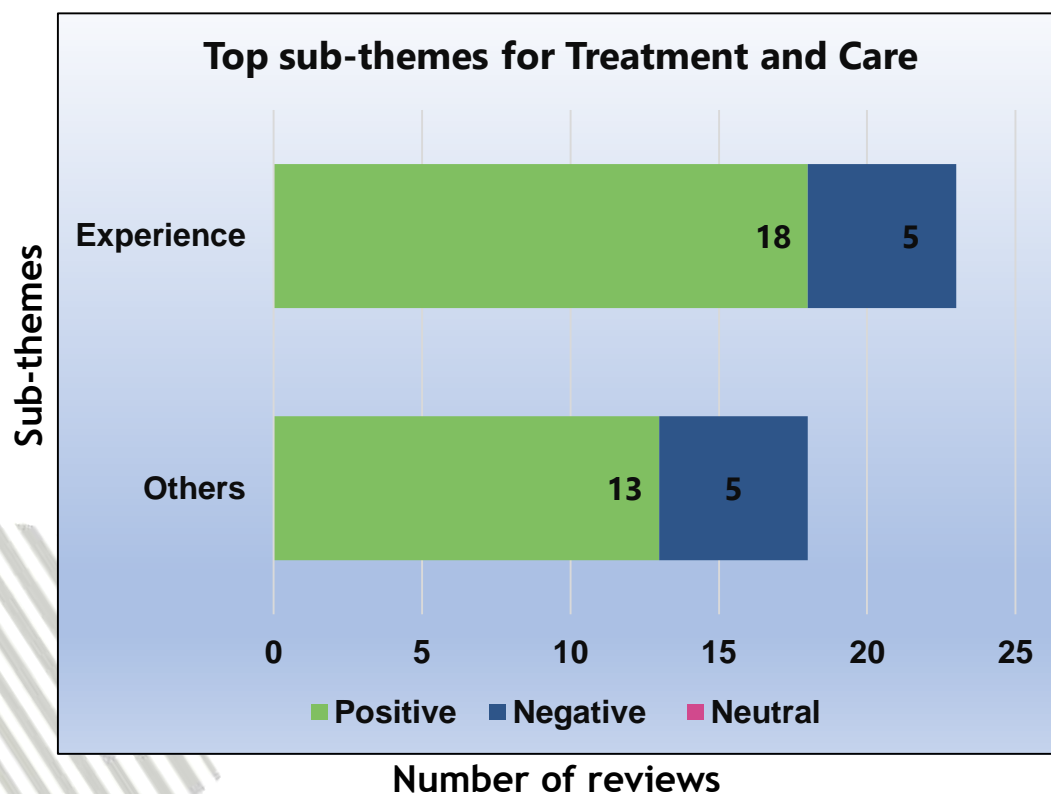
healthwatch

Hammersmith &  
Fulham

Q4 | 2021/22

**Treatment and Care** was our second most popular theme identified for Chelsea and Westminster NHS Foundation Trust this quarter, with 41 comments highlighting this area. These reviews have been positive, as 76% (n.31) of patients/service users expressed their satisfaction, whilst 24% (n.10) were negative in sentiment. The chart below shows the breakdown for the **Treatment and Care** theme into the top two sub-themes.

The sub-theme **Experience** was the most regularly theme identified with 78% (n.18) 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.



## Positive reviews

"No complaints. My treatment was great. Overall, I had a good experience."

*Outpatient department*

"They are amazing. Thanks to everyone in the Resus department. I've never felt so comfortable and safe in a hospital, you did everything I needed so efficiently and professionally."

*Outpatient department*

## Negative / Neutral reviews

"Very bad experience, I've never felt so uncomfortable and not safe in a hospital before."

*Outpatient department*

"Very bad experience and it is a pity to wait for more than 5 hours in the emergency for my pregnant wife."

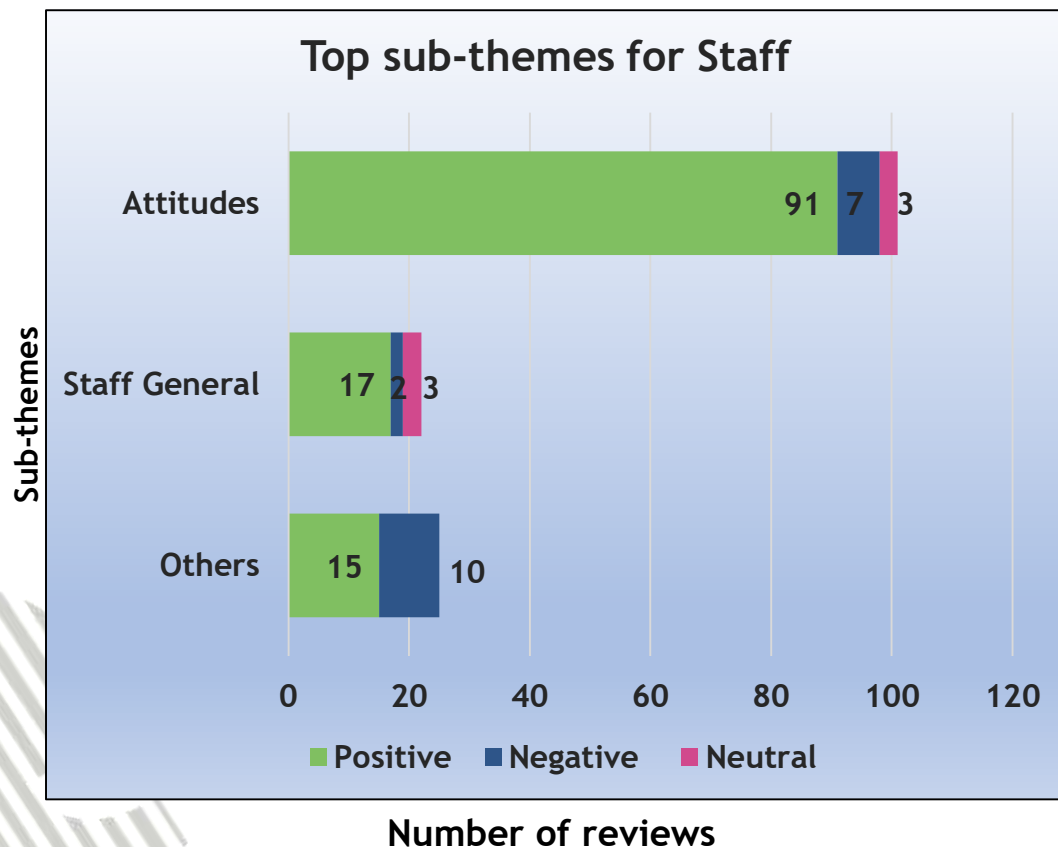
*Urgent Care department*

# Pharmacies: Themes & Sub-Themes

For Pharmacies in Hammersmith & Fulham, during this quarter the **Staff** theme was the most identified theme with 147 reviews focusing on this area, with 83% (n.122) being positive, 4% (n.6) neutral and 13% (n.19) negative.

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

Unsurprisingly, the sub-theme related to **Attitudes** was most frequently mentioned here, with 90% (n.91) being positive, 3% (n.3) neutral and 7% (n.7) negative. In addition the reviews belonging to the sub-theme **Staff General** were positive in sentiment. Patients are, therefore, generally happy with staff members' attitudes toward them at their respective pharmacies.



## Positive reviews

“The staff are great ,very helpful. I have been with them for many years and I have always been happy with the service.”

Pharmacy

“The pharmacist is brilliant, the service is great. They know me I pick up my dad's prescription twice a month.”

Pharmacy

## Negative / Neutral reviews

“The pharmacy is Unfriendly! When you ask them a question, they make you feel like you are arguing with them.”

Pharmacy

“Rude and unhelpful staff. Overall very unpleasant experience. Avoid.”

Pharmacy

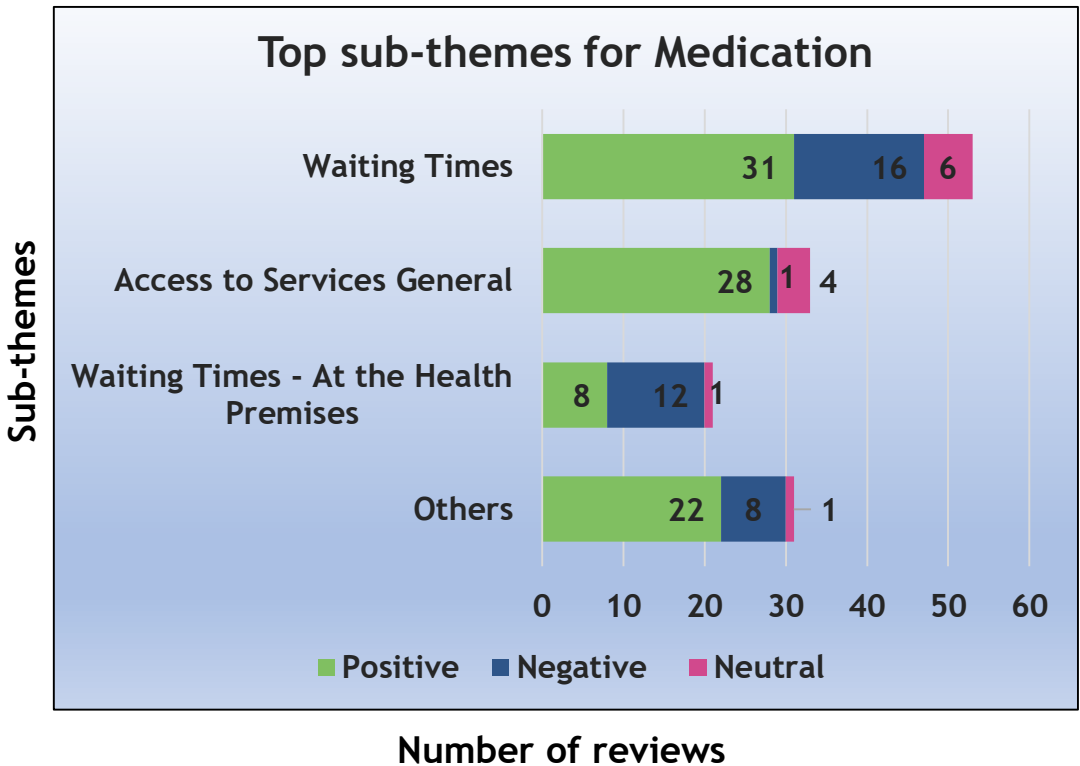


# Pharmacies: Themes & Sub-Themes

**Access to Services** was the second most applied theme for pharmacy services this quarter with 139 counts - 65% (n.90) being positive, 8% (n.17) neutral and 27% (n.38) 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 53 reviews with 58% (n.31) being positive, 30% (n.16) being negative and 12% (n.6) being neutral. This indicates that most patients did not have to wait longer for their appointment. The reviews belonging to the sub-theme **Waiting Times at the Health Premises** were negative in sentiment with 57% (n.12). However, these findings must be viewed and noted within the context of the current COVID-19 pandemic. On a positive note the reviews related to the sub-theme **Access to Services General** were positive in sentiment with 85% (n.28) being positive.



## Positive reviews

“Excellent service, great staff, very helpful. My prescription is always ready.”

Pharmacy

“Waiting times are short and the staff are nice.”

Pharmacy

## Negative / Neutral reviews

“It’s fine, a bit busy so there is a long waiting time. The staff are okay.”

Pharmacy

“The service is okay, they are never ready, and there is very long waiting times.”

Pharmacy

“It’s fine but there is always a delay, long queue but the staff is nice and happy to help.”

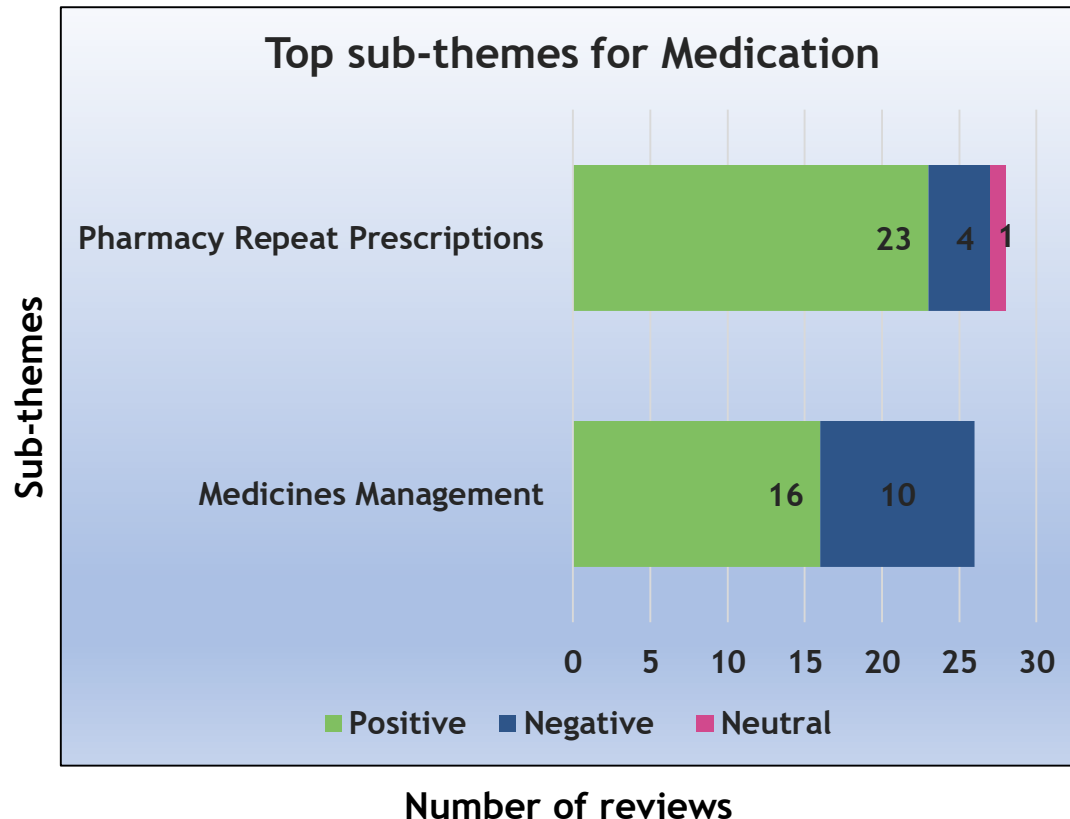
Pharmacy

# Pharmacies: Themes & Sub-Themes

During this quarter, **Medication** was frequently discussed, with 54 reviews mentioning this theme. Out of these reviews, 72% (n. 39) were positive 2% (n.1) neutral and 26% (n. 14) were negative.

The chart below illustrates a breakdown of the top two sub-themes for **Medication**.

The sub-theme relating to **Pharmacy Repeat Prescription** was most frequently mentioned. It was applied 28 times, 82% (n.23) being positive, 4% (n.1) neutral and 14% (n.4) negative. Overall, this shows that patients are happy with their ability to access their medication. In addition, the sub-theme **Medicines Management** received a positive sentiment.



## Positive reviews

“Convenient location and very good at managing my repeat prescriptions.”

Pharmacy

“My prescription is sent to them by my doctor and they send me a text once it is ready.”

Pharmacy

## Negative / Neutral reviews

“They are okay, they don't have all the prescriptions so I go somewhere else sometimes.”

Pharmacy

“The range of available products is terrible, never able to get a prescription on the same day and they always take a few days to order and never contact you to inform you that the prescription is ready.”

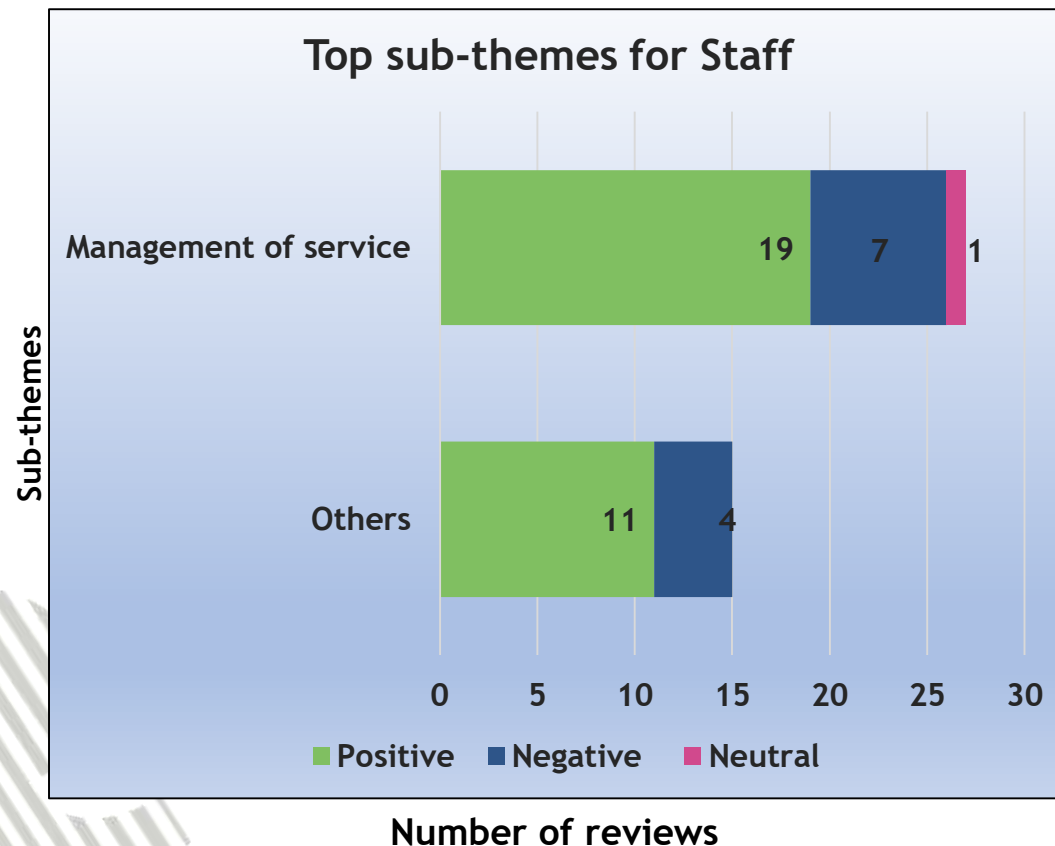
Pharmacy

# Pharmacies: Themes & Sub-Themes

For Pharmacies in Hammersmith & Fulham, during this quarter the **Administration** theme was the fourth most identified theme with 42 reviews focusing on this area, with 71% (n.30) being positive, 2% (n.1) neutral and 26% (n.11) negative.

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

The sub-theme related to **Management of Service** was most frequently mentioned here, with 70% (n.19) being positive and 26% (n.7) negative. Patients are, therefore, generally happy with how their respective pharmacy is managed.



## Positive reviews

“Wonderful, really well organised, friendly and compared to some of the other pharmacies in the area a dream come true. Really get the feeling they care and know what they are doing.”

Pharmacy

“They are great, I have a repeat prescription and they always manage it well.”

Pharmacy

## Negative / Neutral reviews

“Good variety yet needs proper arrangement.”

Pharmacy

“It was fine, but it was not well organised, there was a queue.”

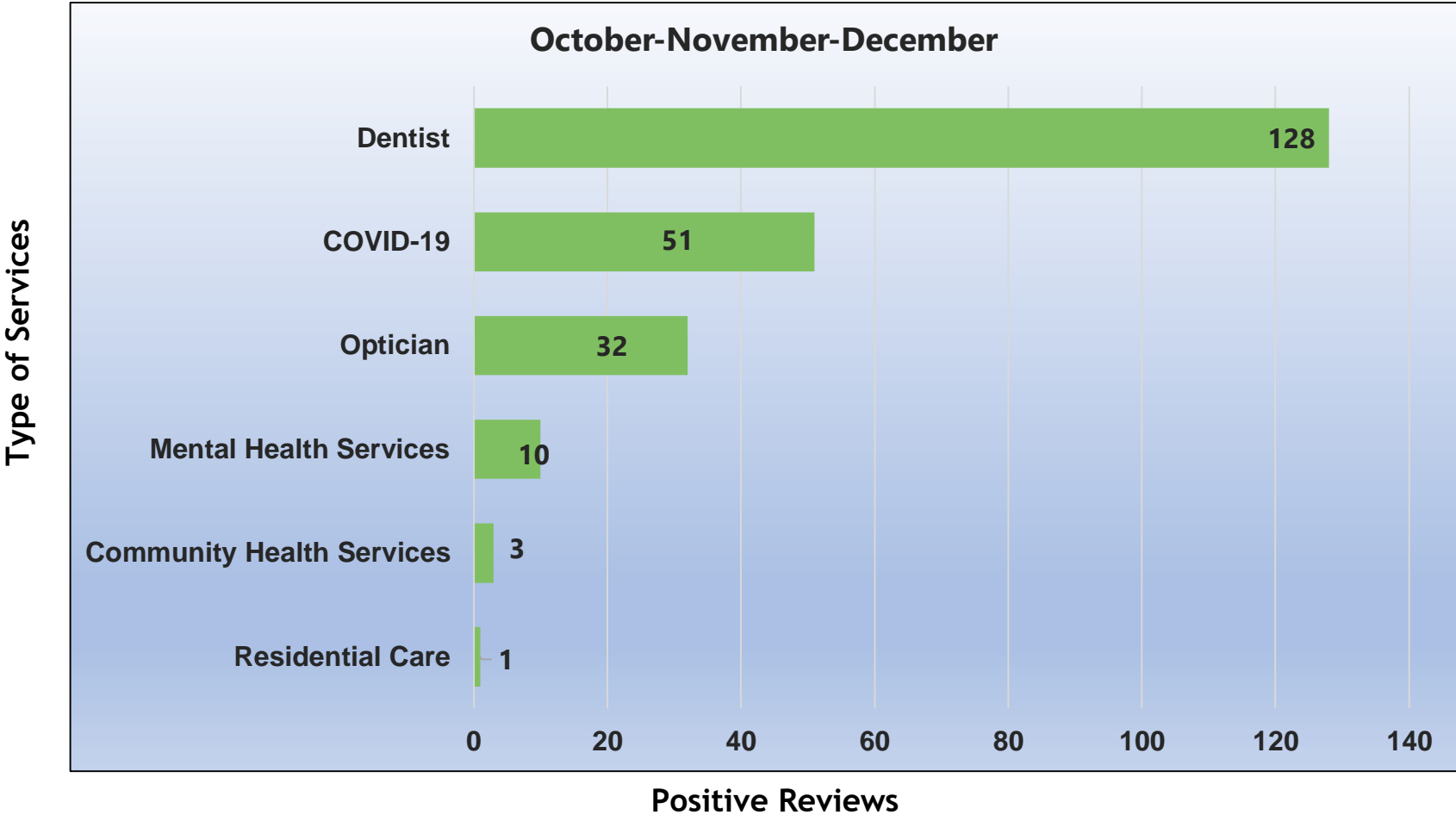
Pharmacy





# 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.





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### **Dentist Services**

“They were excellent , I had a lot of issue with my tooth but now I can smile, the doctor was excellent he explained the all process, how must time it will take. Ever since I can smile without problem.”

*Dentist Services*

“The staff here are friendly and nice and they do a great job explaining everything to me.”

*Dentist Services*

“I started Invisalign treatment with Artists Studios 18 months ago and am extremely happy with my results so far. The team are knowledgeable, helpful and friendly. I would highly recommend the service!”

*Dentist Services*



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### **Opticians Services**

“The first time I visited this particular branch of Optical Express at Wakefield. Received absolutely wonderful service from the start. Very polite and courteous staff.”

*Opticians Services*

“Absolutely amazing experience - everyone was so friendly and helpful throughout the whole process.”

*Opticians Services*

“Excellent service provided by the optician. Very thorough eye examination and great help to chose new spectacles. Good advice provided at every stage of the process and would recommend this optician!”

*Opticians Services*



### **Covid-19 services**

“I mean its been great. I did not want to take the booster but because of my family decided to take I did not want to put them at risk. I put my faith in the end of the doctors.”

*Covid-19 service*

“I had my covid jab there and it was well organised. There was staff showing where to go and where to be seated. Great service.”

*Covid-19 service*

“ I was able to be seen the same day for my vaccinations. The process was very quickly and easy.”

*Covid-19 service*



### **Mental Health Services**

“I found the support I received very helpful. I felt two or three more sessions would have been very beneficial, but I understand the demand of these services and why the sessions have to be of a shorter nature.”

*Mental Health Service*

“I was triaged quickly and only waitlisted for 6 weeks in height of lockdown. I felt this was good considering how under-resourced they must be. I think they could improve their service by providing an app with all the materials and some tools to help you stay on track after your treatment finishes.”

*Mental Health Service*

“It is easy to get appointment and the team is warm. They listen to you well and the attitude of staffs are nice.”

*Mental Health Service*



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## Community Health Services

“I used the walk-in clinic on many occasions when my doctor's surgery was closed as I became very ill and use to get bad pains and this was like salvation being just down the road from me and opened at a later hour to other medical practitioners and every day of the week but since they merged with my local GPS it is no longer out of hours as I do not know if they remain a walk-in clinic and I would continue to use them.”

*Community Health Services*

“The clinic is run very well. I always get a great appointment time and I am seen very quickly when I arrive.”

*Community Health Services*

“ I received the right treatment and care from this surgery. Nurses and Doctors were very nice and helpful to me whenever I came here and its easy to get an appointment if not then they always schedule me for a next day appointment or within the week I asked.”

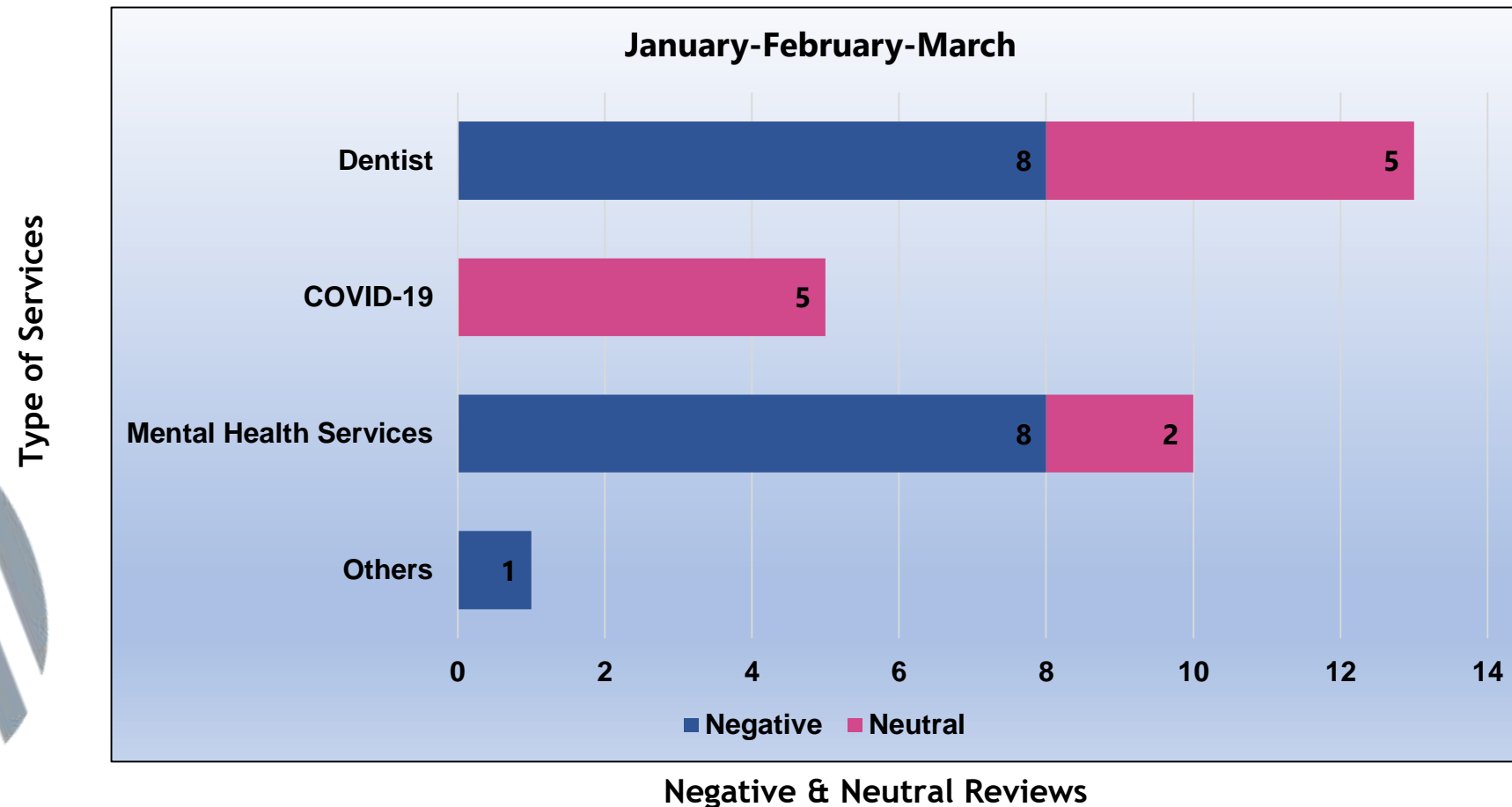
*Community Health Services*

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# 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.





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### **Dentist reviews**

“Well I never seen such as rude staff , especially reception lady and dirty.”

*Dentist Services*

“There is a 12 to 18 month wait time for new NHS patients so you have to pay privately for treatment.”

*Dentist Services*

“The receptionist women was so hopeless, she said she would send confirmation, I haven't received it then she gave me a call and told me u can come. Also she told me I was 14 mins late and I have to rebook it again I paid an Uber for £14 just come there to be sent back home.”

*Dentist Services*



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### **Covid-19 service**

“I had both doses here but when I got the first one, it was a cold day and I had to wait outside and that was not great.”

*Covid-19 service*

“It was fine, busy not enough space and it was not clean in the area.”

*Covid-19 service*

“It was fine but it was quite busy.”

*Covid-19 service*

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## **Mental Health Services**

“The crisis team has no sympathy or understanding. There is only prescribing. They are useless. No imagination. They don't respond. I rely on myself not strangers.”

*Mental Health Services*

“Disgusting. The inpatient team never contacted the family or no for feedback and we're going to discharge my sibling whilst she was still unwell.”

*Mental Health Services*

“Mental health services for young people in this borough are a disgrace. CAMHS is a disgrace. Everyone involved should feel ashamed of themselves for how they teach young people that they are not worth helping, and how this will affect their ability to ask for help for the rest of their lives.”

*Mental Health Services*

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# 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.

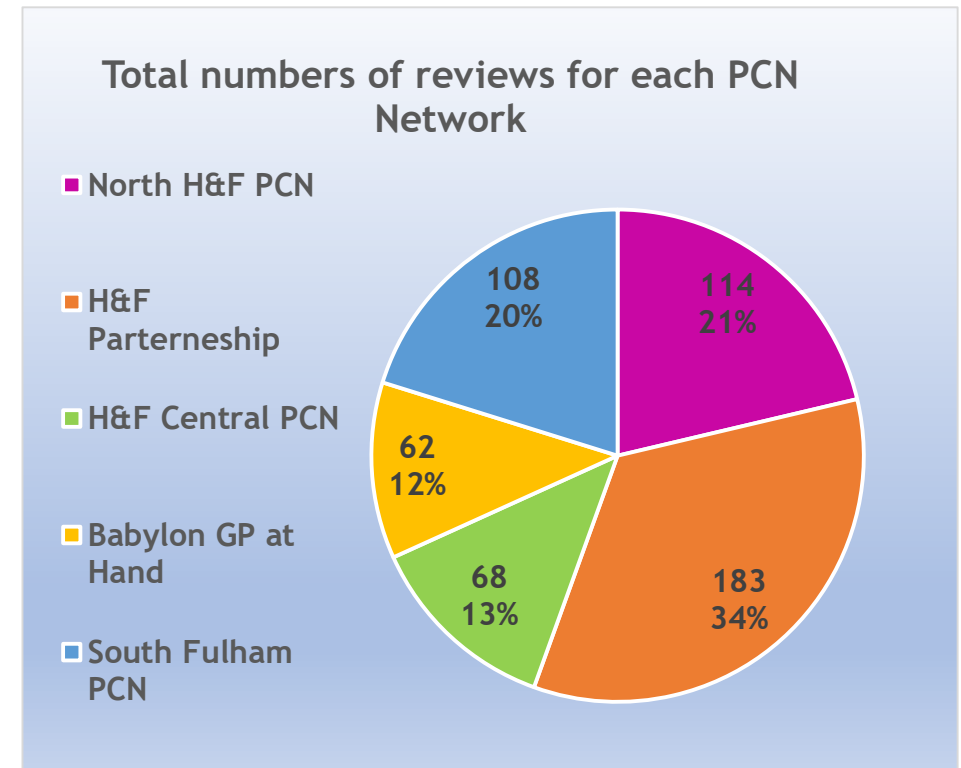
The London Borough of Hammersmith & Fulham is divided into five Primary Care Network areas (PCNs):

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

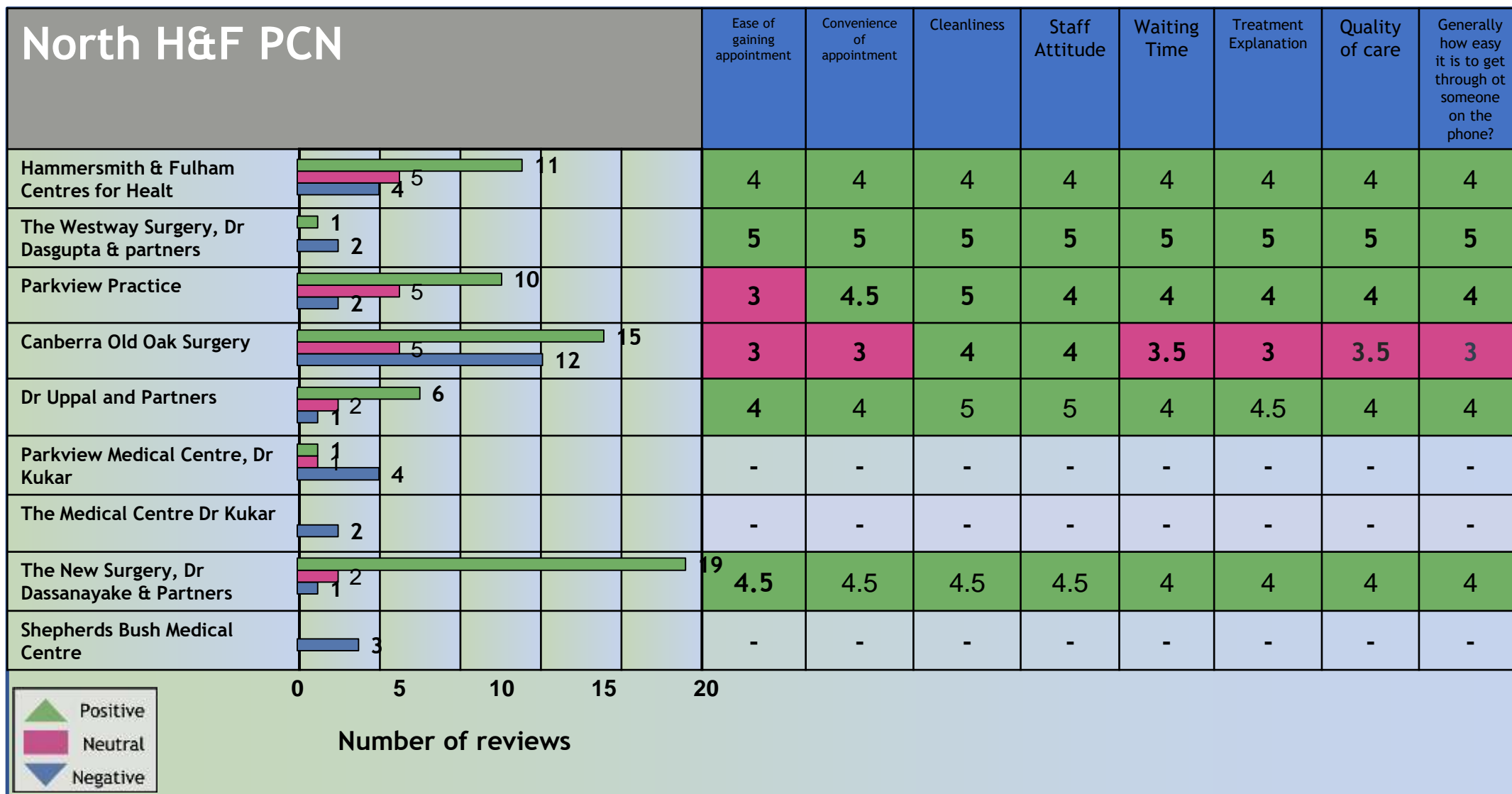
The bar chart below shows the number of reviews received in each network area.

The PCN that received the highest reviews this quarter are **H&F Partnership (34%, n.183)** and **North H&F (21%, n.114)**.

The PCN that received the highest positive sentiment this quarter is the **Babylon GP at Hand** with **71%** of the reviews being positive. The PCN that received the least positive sentiment this quarter is **North H&F** with 55%.

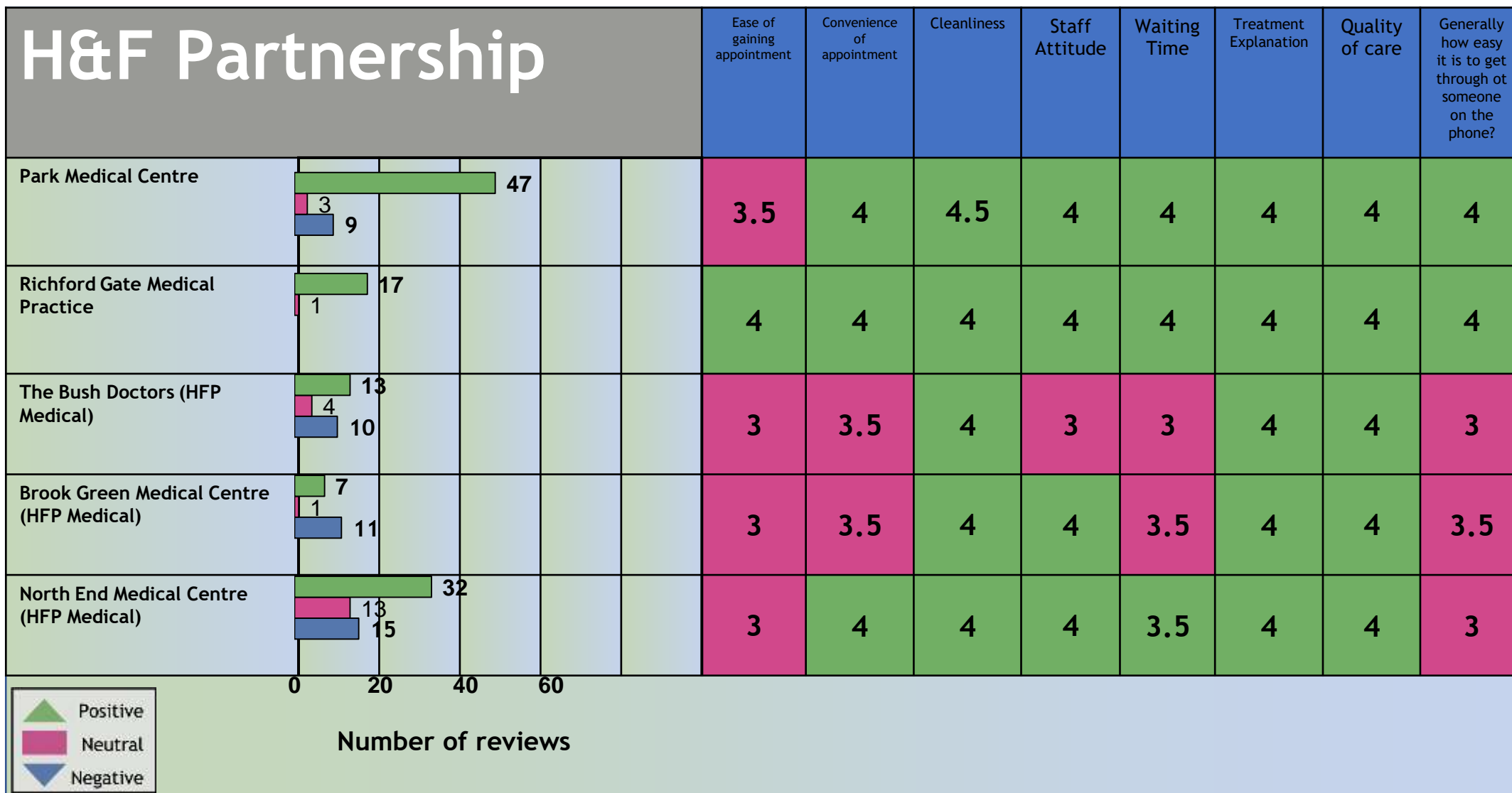


# Network Area GP Reviews



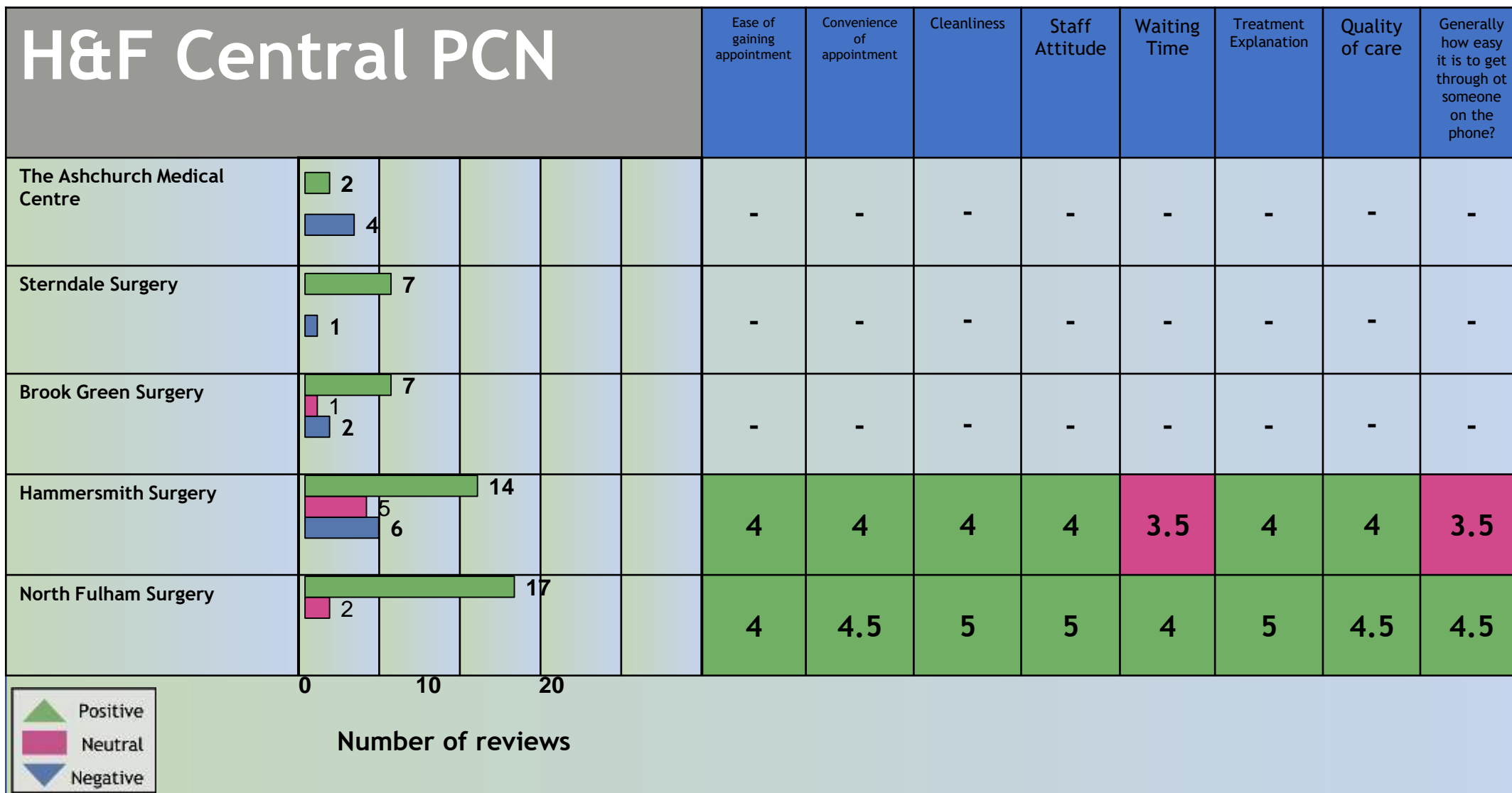
# Network Area GP Reviews

## H&F Partnership

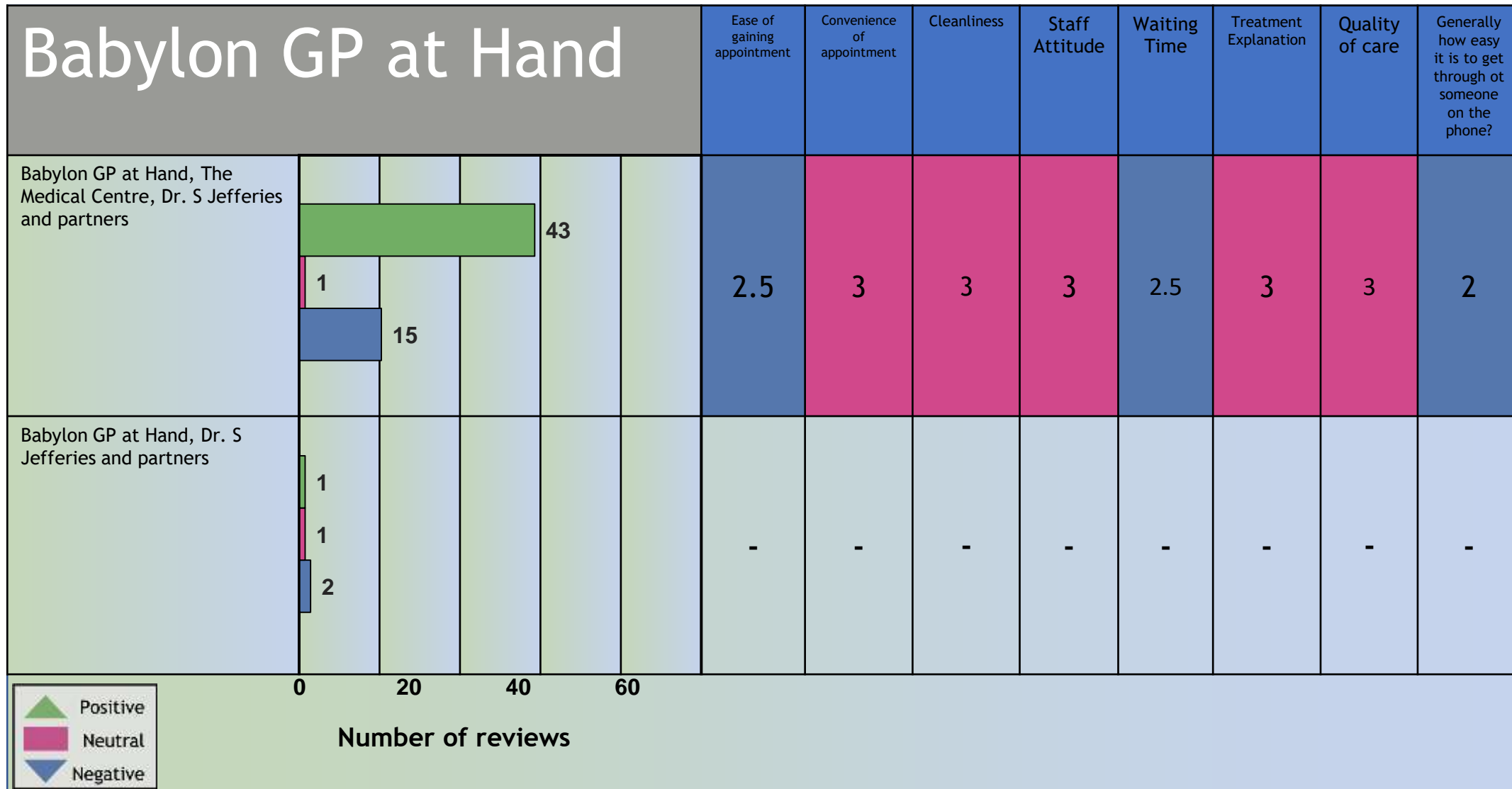


# Network Area GP Reviews

## H&F Central PCN



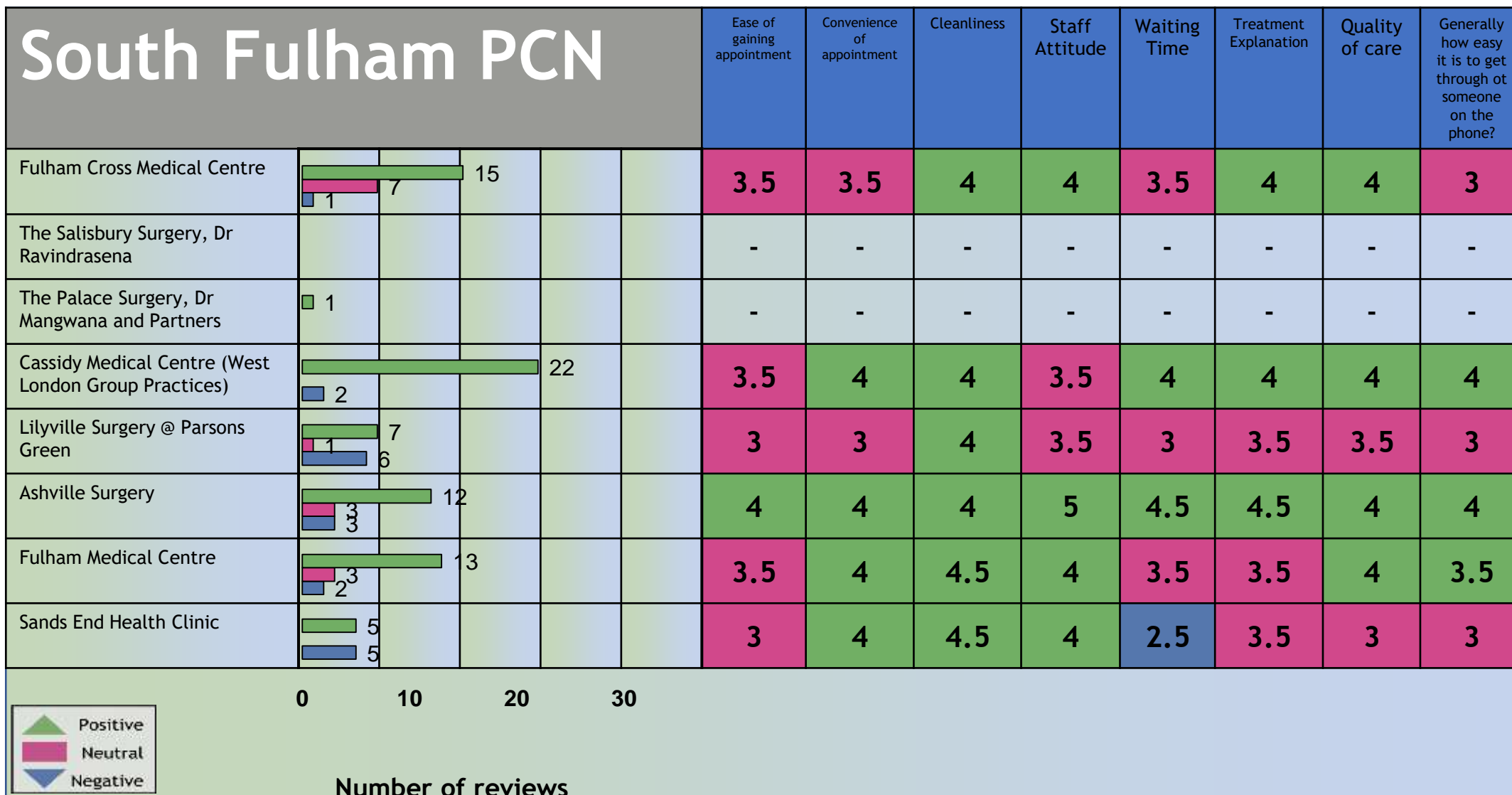
# Network Area GP Reviews





# Network Area GP Reviews

## South Fulham PCN



# Themes for primary Network Area

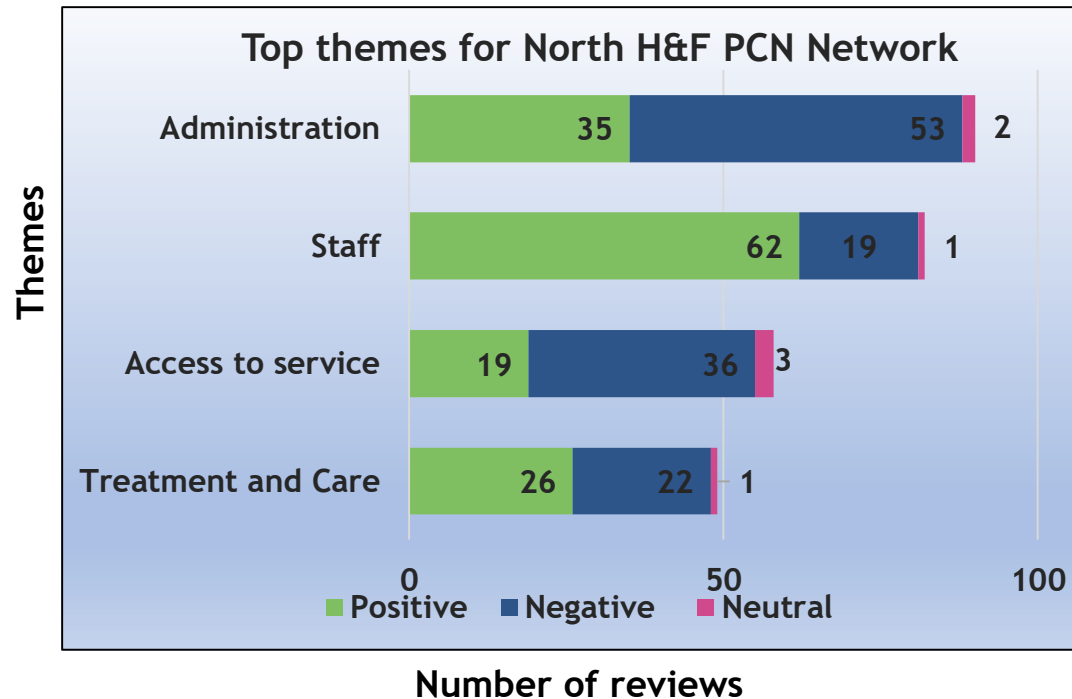
During Q4, we were able to capture reviews across all 5 PCN areas. The following pages show the top themes for each PCN, based on the qualitative analysis of comments received and the application of themes thereafter. For this report, theme counts below 20 were deemed as too low to draw any firm conclusions 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 Q4, 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 114 reviews for **North H&F PCN**, of which 55% (n.63) were positive, 11% (n.12) were neutral and 34% (n.39) were negative. The chart below shows the top four themes for North H&F PCN. The **Administration**, **Staff**, **Access to Services** and **Treatment and Care** themes have, by far, been the most regularly identified themes in the reviews for the surgeries within the **North H&F PCN**. Patient feedback relating to the **Staff** theme were mostly positive in sentiment (76%). This strongly suggests that the majority of patients/service users were satisfied with the professionalism provided by the administrative team at their respective GP surgeries. However, the reviews belonging to the **Administration** theme were negative in sentiment, 59% (n.53). The main issues identified were around **Appointment availability**, **Booking an appointment – Online**, **Management of the Service** and **Getting through on the telephone**. In addition the patients' feedback relating to the **Access to Services** were negative in sentiment (62% n.36). 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, 39% of the reviews mentioning **Administration** theme were positive.



## Positive reviews

"Since moving to the surgery I have had excellent service. I have been able to book an appointment and been able to see the doctor."

GP Surgery

"The receptionist are very nice and helpful, great experience wit them. I booked on my phone and it was not a problem."

GP Surgery

## Negative / Neutral reviews

"From my recent experience I will give them a zero, because I have been going through a lot of issues with them. It's like I am going back and forth with them."

GP Surgery

"Cant get an appointment, have to call multiple times for someone to pickup and when they do, there's no appointment for another week."

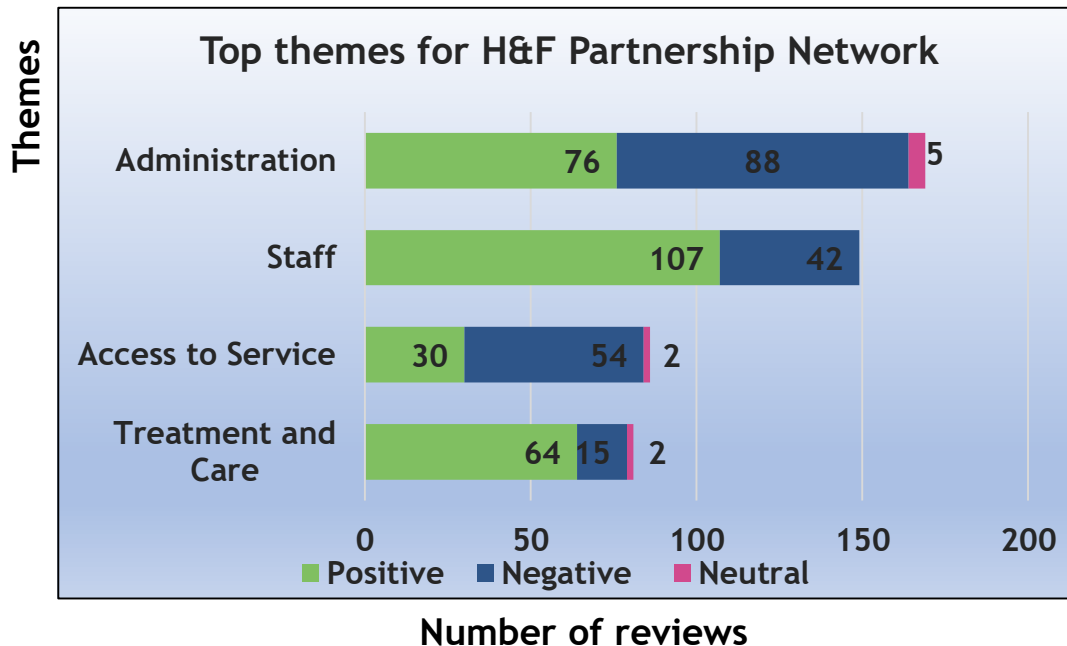
GP Surgery

# Themes for H&F Partnership Network

This quarter, Healthwatch H&F collected 183 reviews for **H&F Partnership** of which 64% (n.117) were positive, 8% (n.15) were neutral and 28% (n.51) 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 decreased, compared to last quarter.

**Administration, Treatment and Care, Access to Service** and **Staff** were the most common themes identified this quarter. The patient feedback related to the **Staff** and **Treatment and Care** themes were mostly positive with 72% (n.107) and 79% (n. 64) being positive in sentiment, whereas the majority of reviews belonging to the **Access to Services** theme received a negative sentiment – 63%, n.54. 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.

In addition, the **Administration** theme received a more balance between positive and negative sentiment, 45% (n.76) and 52% (n.88). 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.



## Positive reviews

“The service is good, I sometimes book over the phone or online and they always great. Many ways to book an appointment. The receptionist are fine , they do their job well.”

*GP Surgery*

“Amazing service, the receptionists are excellent, they always answer the call and will call when you request your medication.”

*GP Surgery*

## Negative /Neutral reviews

“It is very difficult to get an appointment here and the staff are short and curt whenever I try to book anything.”

*GP Surgery*

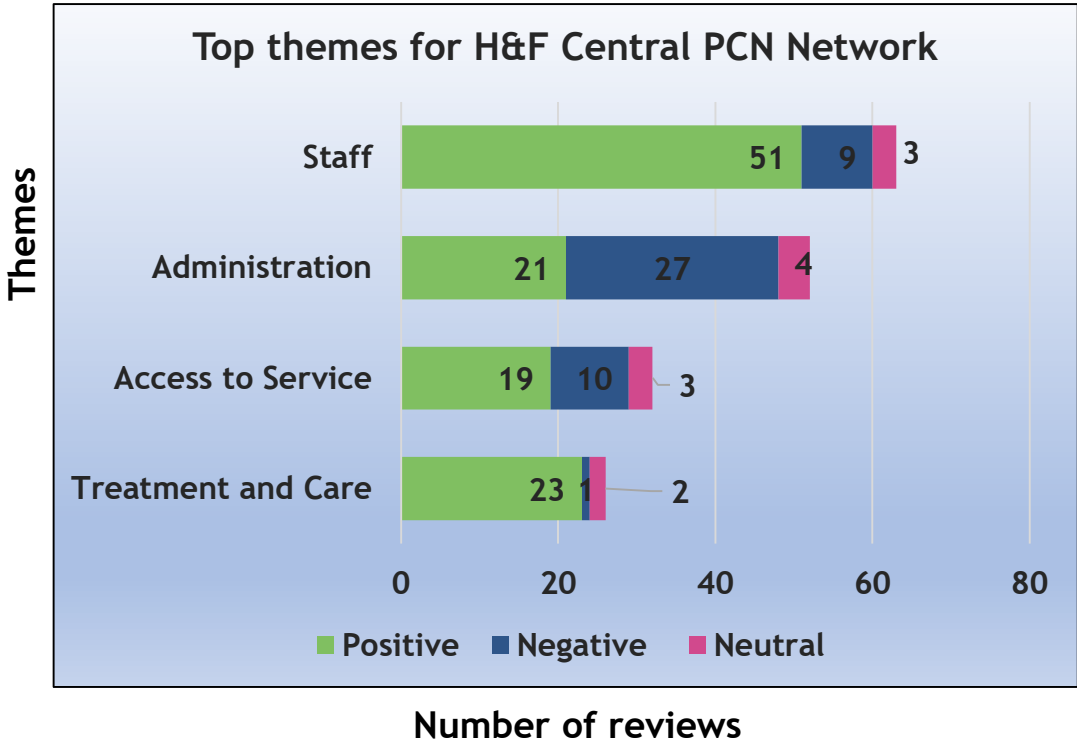
“Impossible to get through to speak to someone. I'm calling 3 times a day, on hold for 15mins or more and nothing, which sucks because the Doctors are actually good at what they do. ”

*GP Surgery*

This quarter, Healthwatch H&F collected 68 reviews for **H&F Central PCN** of which 66% (n.45) were positive, 5% (n.3) were neutral and 29% (n.20) were negative.

The chart below shows the top four 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 52% 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, 40% (n. 21) of the reviews that mentioned **Administration** theme were positive. **Treatment and Care** theme **was** positive in sentiment with 88% (n.23). In term of the **Staff** theme 81% (n.51) of the reviews were positive in sentiment, which suggest patients/service users are happy with staff attitude.



Positive reviews

“The staff is super friendly, easy to get appointments with GP.”

GP Surgery

“This is the best GP in the area, I have been to several GPs since moving here, I feel reassured that they know what is health issue is. The doctors have been excellent in supporting and helping me. The receptionist staff are excellent and friendly.”

GP Surgery

Negative /Neutral reviews

“Terribly unresponsive and doesn't complete requests when they say they will. Very disappointing for medical needs.”

GP Surgery

“The receptionist is horrible, mess up appointments booking, when you try to solve an issue she appears rude but GP is nice and the location is close.”

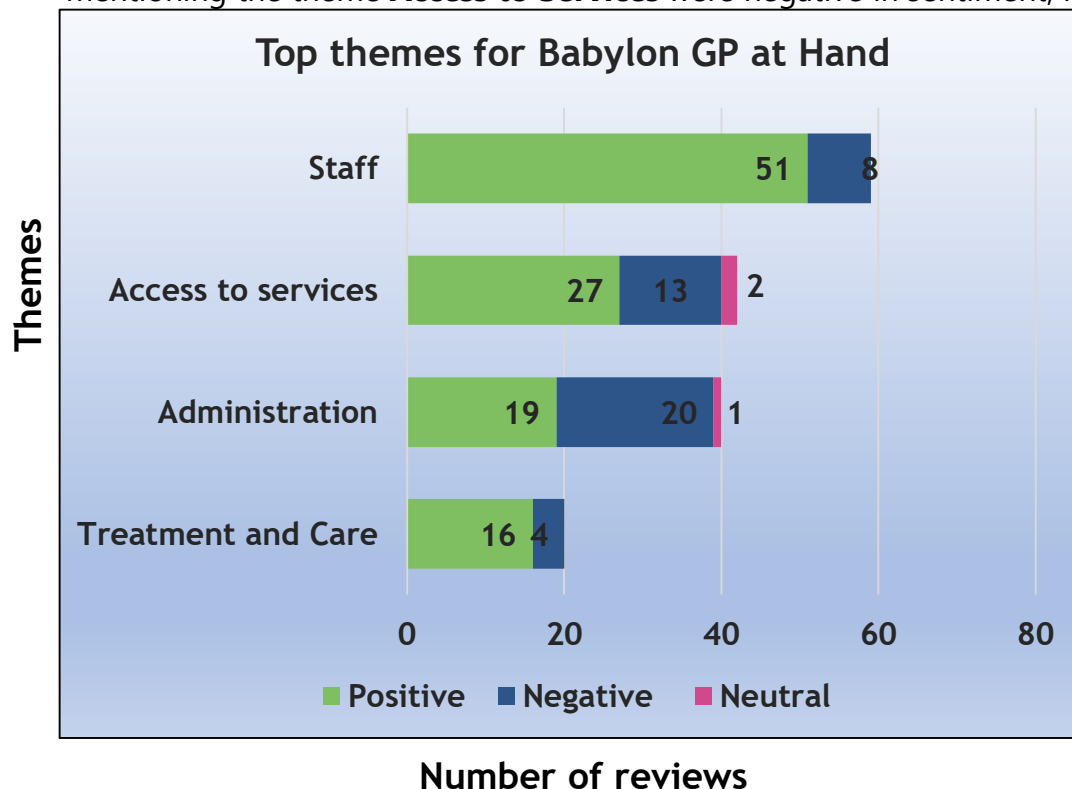
GP Surgery



# Themes for Babylon GP at Hand

This quarter, Healthwatch H&F collected 62 reviews for **Babylon GP at Hand PCN**. Of these reviews, 71% (n.44) were positive, 8% (n.5) were neutral and 21% (n.13) 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 86% (n.51) being positive in sentiment. However, 14% (n.8) of the reviews belonging to this theme were negative in sentiment, which seemed to be largely caused by patients not being happy with the attitude of staff at their respective GP surgeries. The **Administration** theme received a more balance between positive and negative reviews with patients/service user not being able to get through to a receptionist on the telephone to book an appointment. The reviews belonging to the **Treatment and Care** theme were mostly positive in sentiment with 84% (n.16). 31% (n.13) of the reviews mentioning the theme **Access to Services** were negative in sentiment, however 64% (n.27) of the same theme were positive in sentiment.



## Positive reviews

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

*GP Surgery*

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

*GP Surgery*

## Negative / Neutral reviews

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

*GP Surgery*

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

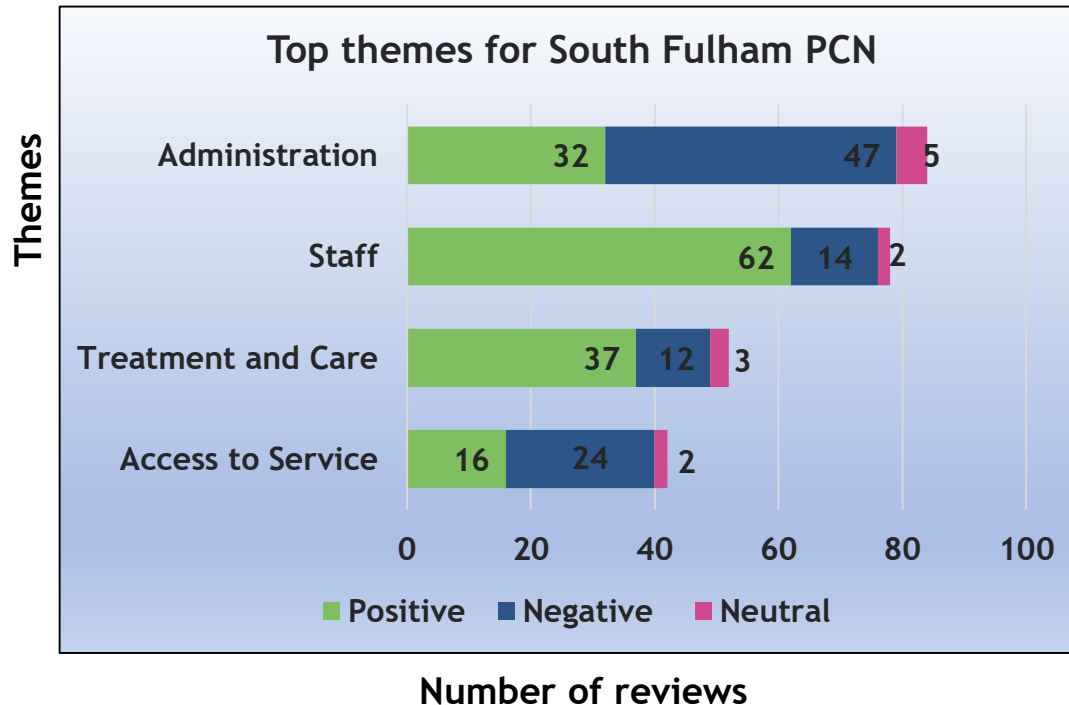
*GP Surgery*



# Themes for South Fulham PCN

This quarter, Healthwatch H&F collected 108 reviews for **South Fulham PCN**. Of these, 57% (n.62) were positive, 13% (n.14) were neutral and 30% (n.32) 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 negative compared to last quarter.

**Staff** and **Administration** were by far most common themes identified. Patient feedback relating to **Staff** theme was positive, making up 79% of the total number of these reviews. On the other hand, the reviews referencing the **Administration** theme were negative in sentiment, with 56% (n.47). On a positive note 38% (n.32) 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 57% (n.24). Lastly, whilst the **Treatment and Care** theme was identified less frequently than the two leading themes, the reviews were mostly positive (71%).



## Positive reviews

"Staff is very lovely, especially the receptionists, There are 2 of them that are always ready to assist. The doctors are also great and very well experienced but location isn't great."  
GP Surgery

"It is easy to book appointments over the phone and I get the appointments I want. The staff are nice and I do not have to wait very long."  
GP Surgery

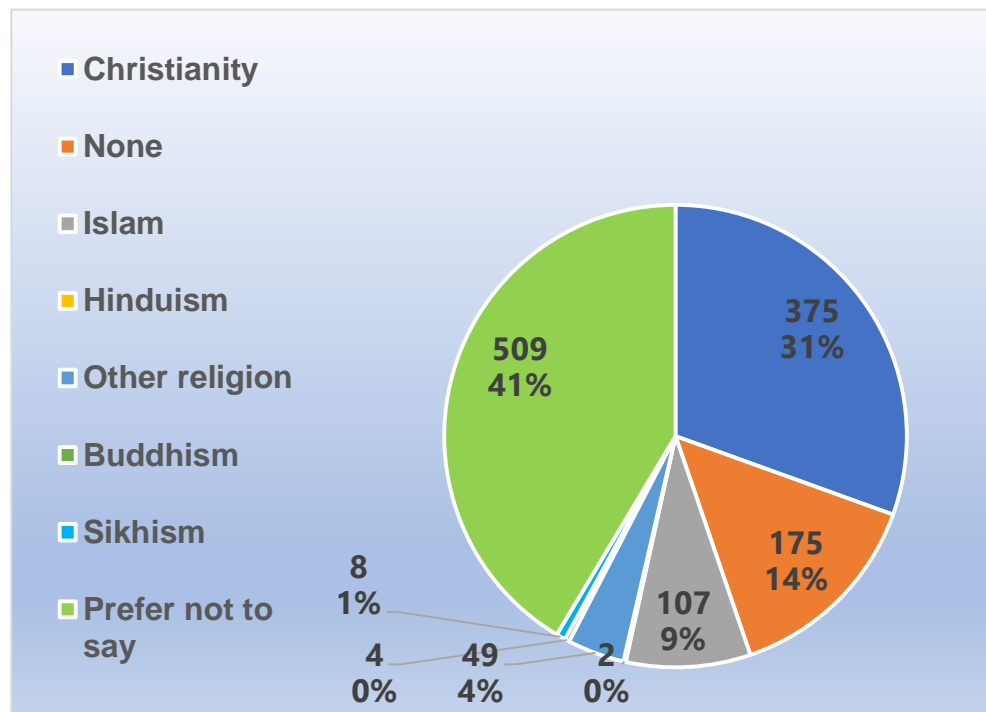
## Negative / Neutral reviews

"Difficult to gain an appointment but a professional staff and the Doctor is great."  
GP Surgery

"Awful service, uncaring, incompetent reception team. Phone service is absolutely dreadful."  
GP Surgery

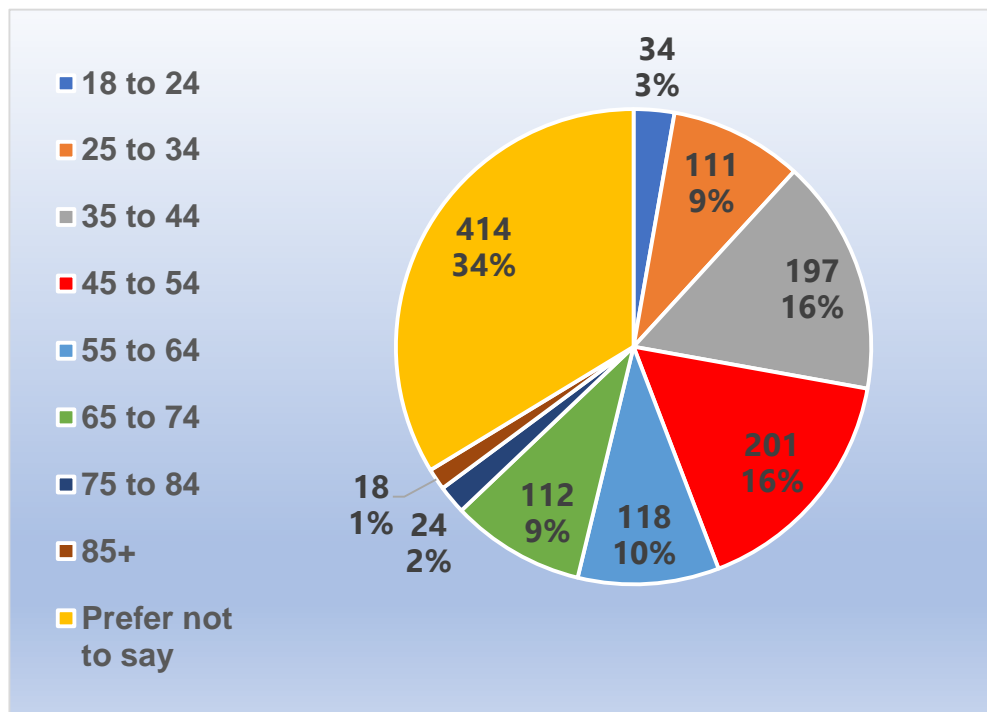
# Demographic Information

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, 31% (n.375) identified as being Christian, 9% (n.107) practice Islam and 4% (n.49) identified as having other religion. 14% (n.175) identified as having no religion. This quarter we were able to collect patients' religions due to the increased number of face-to-face engagement at the GPs and hospitals. We will seek to improve the completion of monitoring data through our face to face engagement.



Religion of Patients

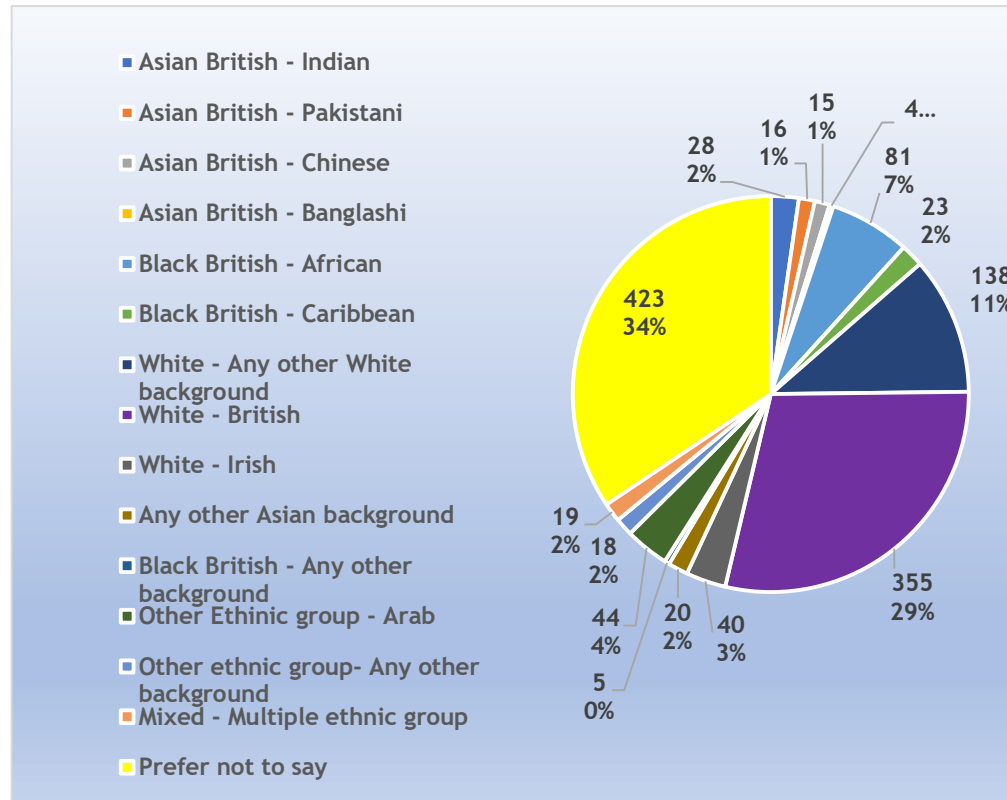
The pie chart below shows the breakdown of participants by age group. Aside from the majority of participants who left this question blank (n.625), the age group that provide the most feedback was the 45-54 at approximately 16% (n.201). This was followed by the 35-44 age group at approximately 16% (n.197), and the 55-64 age group accounting for 10% (n.118) of the population sample. Although there is representation in the lower age groups, given the boroughs profile, further work will be done to increase feedback from these groups and subsequently produce more robust conclusions about their interactions with services.



Age of Patients

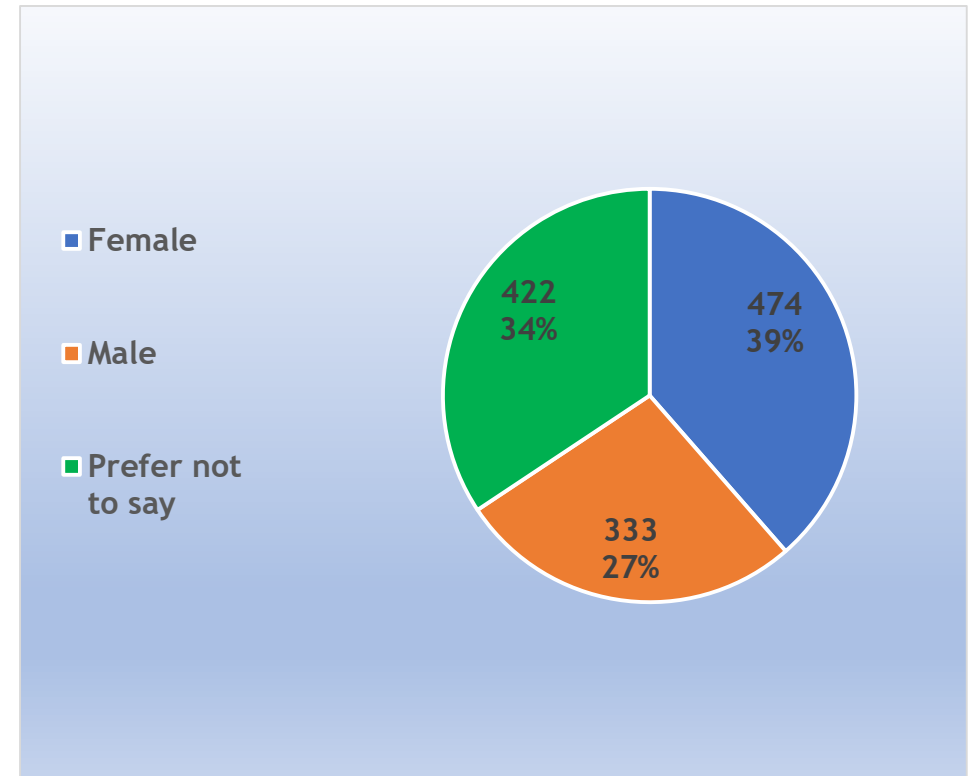
# Demographic Information

In terms of ethnicity, aside from the 34% (n.423) who did not complete this section, the largest proportion of feedback received this quarter was from people who identified as 'White British' (29%, n.355), an increase of 8% from last quarter. The next highest category was from people who identify as 'White - Any other White background' at 11% (n.138) and followed by 'Black British - African' at 7% (n.81). 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.474) of the total population sample – an increase of 9% compared to last quarter. Males made up 27% (n.333) of the sample population this quarter, an increase of 9% 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 direct telephone and face to face engagement, we have spoken to residents living in 15 different areas across the borough of Hammersmith & Fulham. The highest number of the reviews received was from residents in the Hammersmith Broadway Ward (13%, n.158), North End ward (10%, n.119) and Fulham Broadway Ward (9%, n.105). The least number of reviews received was from the Fulham Sands End Ward (0%, n.4). Compared to last quarter, we have seen an increase in reviews for some areas whilst others have decreased. In Quarter 1 2022 to 2023, we will continue to try and reach more people in the areas where we have received the fewest reviews, through face to face engagement.

Patient area of residence	Number of reviews	Percentage
Hammersmith Broadway Ward	158	13%
North End ward	119	10%
Fulham Broadway Ward	105	9%
Askew Ward	42	3%
Shepherd Bush Green ward	43	3%
Revenscourt Park Ward	54	4%
Fulham Reach	44	4%
Avonmore & Brook Green Ward	43	3%
Wormholt and White City	25	2%
Addison Ward	21	2%
Town ward	19	2%
College Park and Old Oak Ward	17	1%
Parsons Green and Walham Ward	12	1%
Munster Ward	4	0%
Sands End Ward	4	0%
Prefer not to say	519	42%

Our Patient Experience model has developed significantly from Q4 2020/2021 to Q4 2021/2022. Most importantly, we are now incorporating face to face Engagement, allowing us to gather feedback from individuals in person and rely less on online and direct telephone engagement as our primary sources of feedback. As we shift back to our preferred model of engagement we see an increase and more positive response in the number of reviews that we receive for GP surgeries. We hope to continue this work with GP surgeries in the borough during the coming quarters.

For this quarter, we collected a total of 1219 reviews. There were 905 (73%) positive reviews with a star rating 4-5, 126 (10%) neutral reviews with a star rating of 3 and 198 (26%) negative reviews with a star rating 1-2. This quarter we can see a decrease in the number of negative reviews. One contributory factor could be the increased numbers of face-to-face engagement visit. However, 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.

In comparison to the previous three quarterly reports, the rate at which we have received demographic information from patients/service users has increased. This increase is likely due to the return to face to face engagement and we would therefore expect this upward trajectory for demographic information to continue in future quarters.

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

## **GP services**

The majority of negatively themed comments within a patient GP surgery this quarter related to difficulties in booking appointments, unanswered calls, unable to speak to receptionist through the phone and the length of time that they had to wait for their appointment to take place. Other, less referenced areas of negative feedback included patients feeling inadequately communicated with in their patient-staff interactions. Unsurprisingly, the evidence suggests that these areas of concern are interlinked, with the inability or difficulty in booking a GP appointment likely acting as the root cause of most of this negative feedback. This maintains the trend for negative feedback for GP surgeries with the **Administration** theme receiving a significant amount of negative reviews (42% positive, 54% negative and 4% Neutral). On the other hand, during this quarter the feedback for GP staff shows a significant improvement. Positive feedback remains high around the **Treatment and Care** theme (73%) as well as associated sub-themes (Experience, Quality of Care, Treatment Explanation and Staff Attitudes).

# 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 have to wait for their hospital appointment, as 46% of the reviews relating to the Access to services theme this quarter were negative in sentiment. Compared to the last 4 quarters, we can see a decrease in the number of negative sentiments. One of the contributor factors could be the increased number of face-to-face engagements at the hospitals. Areas of good practice can be found in the overall Treatment and Experience of Care (84% positive) for patients and an overwhelming number of positive reviews (82%) 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. In addition, this quarter we can see an increase in the number of positive reviews for Imperial College NHS Trust compared to previous quarters.

## **Hospital Services (Chelsea and Westminster NHS Foundation Trust)**

During this quarter, we were only able to obtain a significant amount of feedback for the Treatment and Care and Staff themes for Chelsea and Westminster NHS Foundation Trust Hospitals. In total 76% of the reviews referencing the Treatment and Care theme were positive, with 78% of the reviews referencing the Experience in Care sub-theme being positive in sentiment. This quarter the number of positive sentiments for Chelsea and Westminster NHS Foundation Trust have increased. The theme Staff also received a positive sentiment with 72% of the reviews being positive in sentiment.

## **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 concurrently their prescriptions, are being managed. However, it seems that there are some issues around the Waiting Times sub-theme as patients/service user have to wait longer than desired for their prescriptions.

## **PCN specific Network**

If we look at the individual PCN areas on pages 42-47, 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. The PCN that had the most negative reviews were the North H&F PCN (34% negative) and the South Fulham PCN (30% negative). Compared to quarter 3, we can see that the number of negative reviews has decreased, and this is most likely due to the increased number of face-to-face visit at GP surgeries. However, we should take into account that patients/service users are still struggling to get through on the telephone to book an appointment or being unable to speak to a receptionist. This may also be a result of some of the GPs only allowing appointments to be booked over the phone and no appointment available on the online service, which is forcing many people to use the telephone as the only source to speak to receptionists. This has been an issue since quarter 1 of the 2021/22 financial year which has been a source of frustration for many individuals that we have spoken to.



# Action and next steps cont.

## **Next Steps for Healthwatch Hammersmith and Fulham**

1. Use the comparative Analysis with other NWL Healthwatch and our one-year review of GP surgeries to explore what issues are specific to Hammersmith and Fulham borough
2. Continue to improve Patient Experience representation at borough meetings
3. Organise a more direct line of communication with GP Practice Managers, directly sending all a copy of our Quarterly reports, prior to publication, to give them the opportunity to feed back on the findings.
4. Request feedback from Practice managers for areas of improvement so we can collaboratively make use of our patient experience data. Request their input for questions they would like to see included in the new patient experience form.

## **Recommendations for Health Partners**

### **General Practice**

1. Receptionist to inform patients of any delays to service via text or in person at the surgery.
2. Practice managers to continue to feedback and give recommendations/insight on our Patient Experience programme so the 1200 patient voices we collate each quarter with primary care priorities and commissioning.
3. GPs to consider using PPGs as an additional befriending service in an effort to decrease the amount of appointments patients book due to social isolation/loneliness.

### **NWL CCG**

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

Borough leads to share with Healthwatch H&F how appointment availability altered through the pandemic (Whether the addition of digital appointments has allowed GPs to speak to more or less patients than before the pandemic)

# Online Feedback Form

## Leave feedback

How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?

- ☐ Extremely likely  
☐ Likely  
☐ Neither likely nor unlikely  
☐ Unlikely  
☐ Extremely unlikely  
☐ Don't know

How do you rate your overall experience of this service?\*



Summary of your experience\* (max 85 characters)

Give a brief description of your experience, or highlight a key observation

Tell us more about your experience\*

Expand on your experience here. Why was your experience a good/bad one? List any reasons or specific details that might help explain

Where do you live? (postcode)

Acton, Ealing, Greenford, Harwell

## Your ratings (select if applicable)

Ease of getting appointment	☆☆☆☆☆	ⓧ
Convenience of appointment	☆☆☆☆☆	ⓧ
Clarity	☆☆☆☆☆	ⓧ
Staff Attitude	☆☆☆☆☆	ⓧ
Waiting Time	☆☆☆☆☆	ⓧ
Treatment explanation	☆☆☆☆☆	ⓧ
Quality of care	☆☆☆☆☆	ⓧ
Quality of food	★☆☆☆☆	ⓧ
Generally how easy is it to get through to someone on the phone?	☆☆☆☆☆	ⓧ

In relation to your comments are you a:

Select one

When did this happen:

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

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following?

- ☐ Informally with the Service Provider (those who run the service)  
☐ Formally with the Service Provider (via an official complaint)  
☐ Patient Liaison and Advice Service (PLAS)  
☐ Ealing Clinical Commissioning Group  
☐ Ealing Council Social Services (including safeguarding)  
☐ Care Quality Commission (CQC)  
☐ Other

If other, please specify

Where did you hear about us?

Select one

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

- ☐ No ☐ Yes

Would you like to speak to Healthwatch directly?\*

- ☐ No ☐ Yes

## About you

Name

☐ Leave feedback anonymously?

Email\* (so you can be notified of provider responses and we can prevent spam, an email is required. Your email will be kept private and you will not be sent any marketing material. If you do not wish to add your email, please see [info@healthwatchealing.org.uk](mailto:info@healthwatchealing.org.uk))

☐ I accept the Terms and conditions

☐ Subscribe to the newsletter\*

If you are willing to provide us with some monitoring information please [click here](#).

Please note: Monitoring information helps us identify trends and gaps in our information gathering, enabling us to provide more detailed evidence to service providers and commissioners about your health and social care services.

[Submit feedback](#)

Only your overall rating, comment and name (if disclosed) will be visible online.

# Physical Feedback Form

## Share Your Experience with Us

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

Name of Service: .....

Month/Year: .....

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

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

3. Summary of your experience  
 .....

4. Tell us more about your experience  
 .....  
 .....  
 .....  
 .....

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

6. Your ratings (select if applicable)
- |                             |               |          |          |          |              |
|-----------------------------|---------------|----------|----------|----------|--------------|
| Ease of gaining appointment | 5 = Excellent | 4 = Good | 3 = Okay | 2 = Poor | 1 = Terrible |
| Convenience of appointment  | 5 = Excellent | 4 = Good | 3 = Okay | 2 = Poor | 1 = Terrible |
| Cleanliness                 | 5 = Excellent | 4 = Good | 3 = Okay | 2 = Poor | 1 = Terrible |
| Staff Attitude              | 5 = Excellent | 4 = Good | 3 = Okay | 2 = Poor | 1 = Terrible |
| Waiting Time                | 5 = Excellent | 4 = Good | 3 = Okay | 2 = Poor | 1 = Terrible |
| Treatment explanation       | 5 = Excellent | 4 = Good | 3 = Okay | 2 = Poor | 1 = Terrible |

In relation to your comments are you a:

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

When did this happen  
 .....

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

If applicable, describe your overall experience of making an appointment  
 .....

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

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

If "other", please specify .....

Where did you hear about us? (Select one)

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

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

- ( ) No    ( ) Yes

Would you like to speak to Healthwatch directly?

- ( ) No    ( ) Yes

## About you

Name: .....

Email: .....

- ( ) Leave feedback anonymously

## Monitoring Information

What gender do you identify yourself as:

- ( ) Female    ( ) Male    ( ) Other .....

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    ( ) 75+    ( ) Prefer not to say

What is your ethnicity?

White

☐ English / Welsh / Scottish / Northern Irish / British

☐ Gypsy or Irish Traveller

☐ Any other white background.....

☐ White and Black African

☐ White and Black Caribbean

☐ Any other mixed / multiple background.....

Other Ethnic Group

☐ Arab

☐ Any other ethnic group.....

Which area of the borough do you live in?

☐ Hammersmith

☐ Fulham

☐ Shepherds Bush

☐ White City

☐ West Kensington

☐ Other

☐ Out of the Borough

☐ Prefer not to say

Do you consider yourself to be disabled?

☐ Yes

☐ No

☐ Prefer not to say

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

☐ Yes

☐ No

☐ Prefer not to say

Are you a carer?

☐ Yes

☐ No

☐ Prefer not to say

What is your religion?

☐ Buddhist

☐ Christian

☐ Hindu

☐ Jewish

☐ Muslim

☐ Sikh

☐ Other religion.....

☐ Prefer not to say

What is your sexual orientation?

☐ Bisexual

☐ Gay man

☐ Lesbian

☐ Straight / Heterosexual

☐ Prefer not to say

Which of these categories best describes your employment status?

☐ An unpaid voluntary work only

☐ Not in Employment & Unable to Work

☐ Not in Employment / not actively seeking: — retired

☐ Not in Employment (seeking work)

☐ Not in Employment (student)

☐ Paid: 16 or more hours/week

☐ Paid: Less than 16 hours/week

☐ Prefer not to say

Thank you for sharing your experience!

## Themes and Sub-themes

### Theme

Access to services

Access to services

Access to services

Access to services

Access to services

Access to services

Access to services

Access to services

Access to services

Access to services

Access to services

Administration

Administration

Administration

Administration

Administration

Administration

Administration

Administration

Administration

Administration

Care Home Management

Care Home Management

Care Home Management

Care Home Management

Care Home Management

Care Home Management

Communication

Communication

Communication

Communication

Communication

Continuity and integration of care

Diagnosis/assessment

Diagnosis/assessment

Diagnosis/assessment

Diagnosis/assessment

Diagnosis/assessment

Diagnosis/assessment

Dignity and Respect

Dignity and Respect

Dignity and Respect

### Subthemes

Convenience/Distance to travel

Inequality

Information and Advice

Lack of

General

Patient choice

Service Delivery/Opening Times

Suitability of Provider (Individual or Partner)

Suitability of Provider (Organisation)

Waiting times

Admission Procedure

Appointment availability

Booking appointments

Commissioning and provision

General

Incident Reporting

Management of service

Medical records

Quality/Risk management

Registered Manager - Absence

Registered Manager - Suitability

Registered Manager - Training & Development

Staffing levels

Suitability of Staff

General

Interpretation Services

Lack of

Community engagement and involvement

Response times

General

Lack of

Late

Mis-diagnosis

Tests/Results

Confidentiality/Privacy

Consent

Death of a Service User

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

## Referrals

### Safety/Safeguarding/Abuse

Staff  
Staff  
Staff  
Staff  
Staff  
Staff  
Staff  
Staff

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

## Waiting times

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

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