

# The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Hammersmith & Fulham



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

*Qualitative Feedback, 1 January - 31 March 2026*

## Index and overview of findings



731

### Data Source

This report is based on the experience of 731 people. Feedback has been obtained from a variety of sources, including general engagement and comments posted online (including Care Opinion, NHS and social media). More on page 4.



84%

### Overall Satisfaction

*Overall satisfaction is at 84% positive and 16% negative, according to feedback.*

Feedback suggests people receive good quality, compassionate treatment and care on the whole, with good levels of involvement. Service access (booking and waiting times) and administration are leading negative topics.



82%

### Information, Involvement and Support

*Satisfaction is at 82% positive and 18% negative, comments suggest.*

This quarter, complaints are down by 5% on communication and by 1% on user involvement, while up by 1% on support. More on page 5.



91%

### Quality and Empathy

*According to comments, satisfaction is at 91% positive and 9% negative.*

Good levels of quality and empathy continue to be reported. More on page 5.



69%

### Access to Services

*Satisfaction is at 69% positive and 31% negative.*

This quarter, complaints are down by 19% on ability to book appointments, by 18% on waiting times and by 4% on telephone access. More on page 5.

**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

"I completed the online form and expected a long wait, but I was called within the hour and seen in-person, the same day."



249

### GP Services

*Satisfaction is at 76% positive and 24% negative, according to feedback.*

249 people comment on GP services. Feedback suggests patients continue to receive good quality, compassionate treatment and care, with good levels of support. Service access (booking and waiting times) remains as a leading negative issue. More on page 9.



415

### Dentists

*Comments suggest satisfaction is at 95% positive and 5% negative.*

415 people comment on dentists, with accounts of excellent treatment, care and customer service recorded. Good levels of information and involvement are also reported. More on page 10.



57

### Hospitals (Charing Cross, Hammersmith, Queen Charlotte)

*Satisfaction is at 50% positive and 50% negative, comments suggest.*

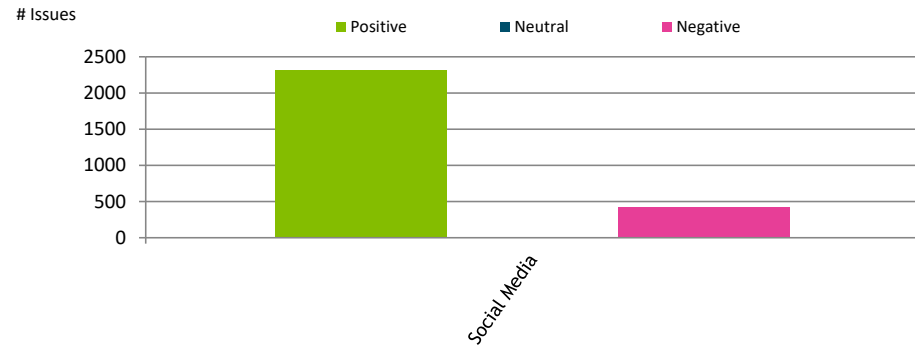
57 people comment this quarter. Service access, particularly waiting times is a leading negative topic. Feedback suggests patients would also like greater levels of communication, empathy, involvement and support. More on page 11.

**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

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

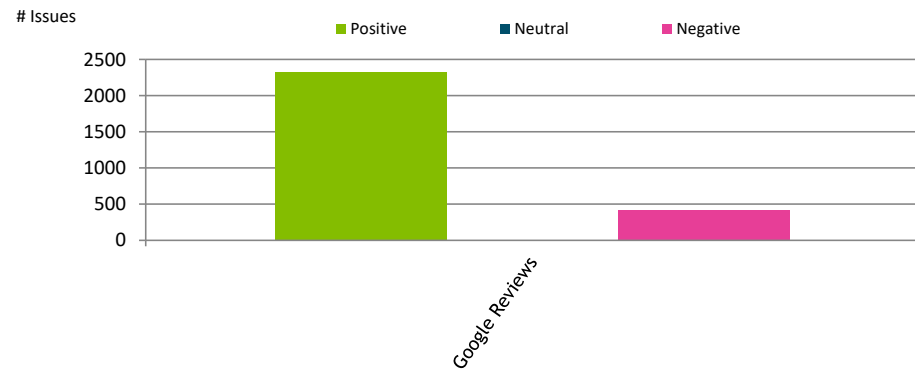


## 1.1 Source: 2733 issues from 731 people



Sources providing the most comments overall

## 1.2 Origin

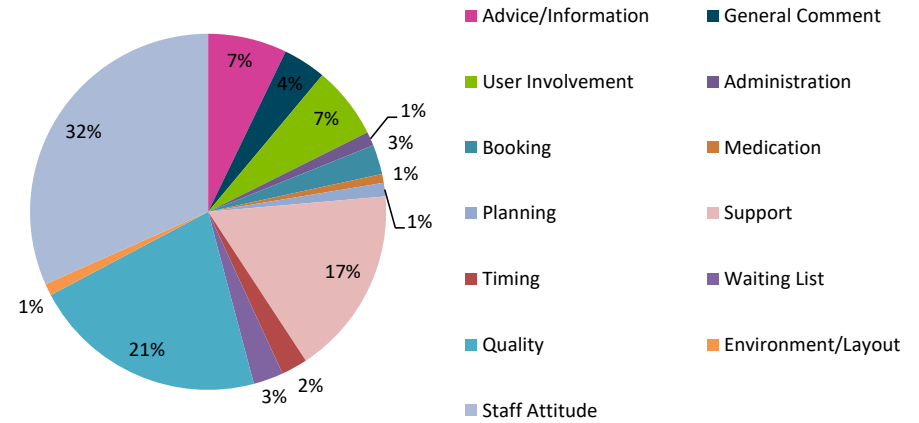
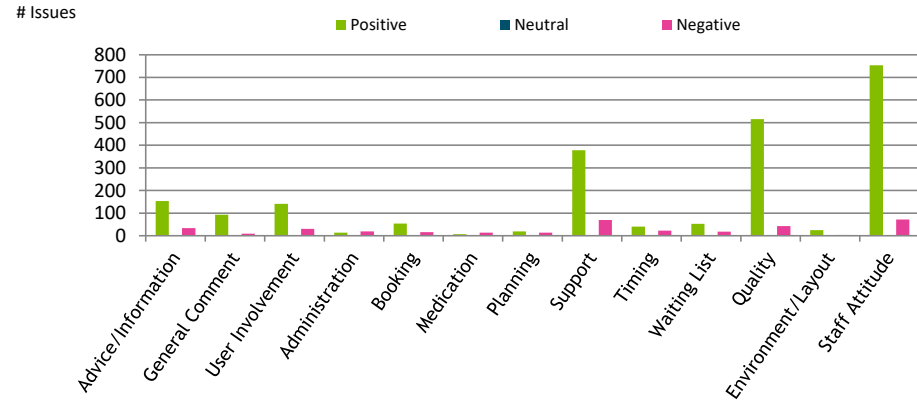


Origins providing the most comments overall

## 2. Health and Care Services: Which service aspects are people most commenting on?

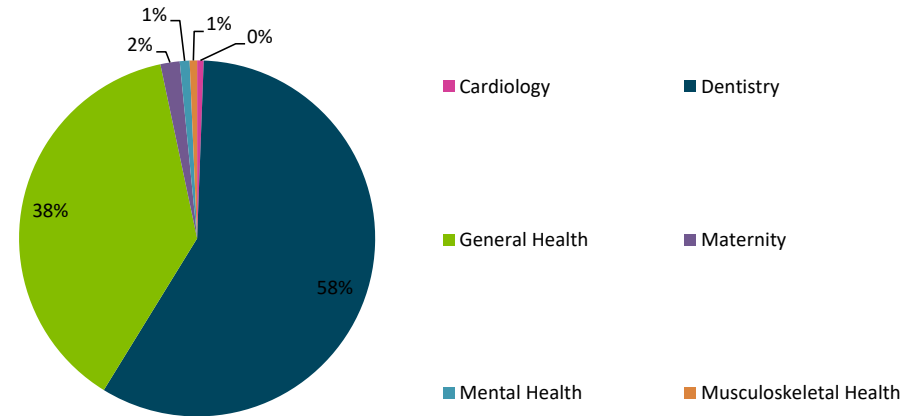
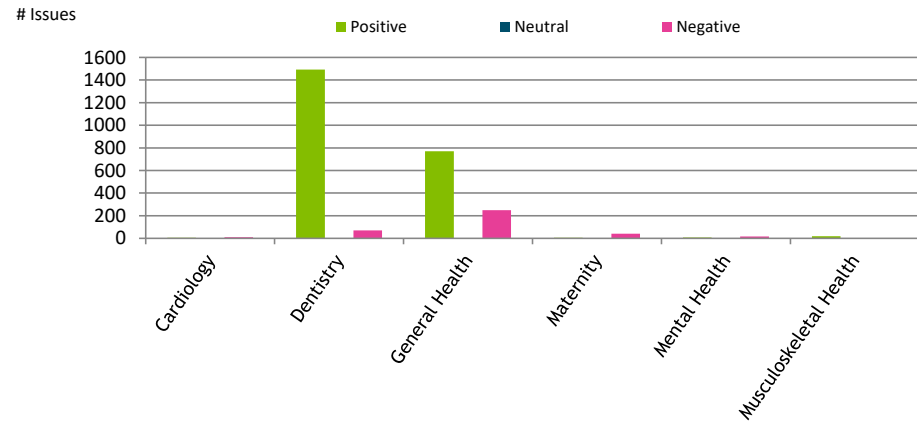


### 2.1 Top Trends: 2733 issues from 731 people



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

### 2.2 Stated medical conditions

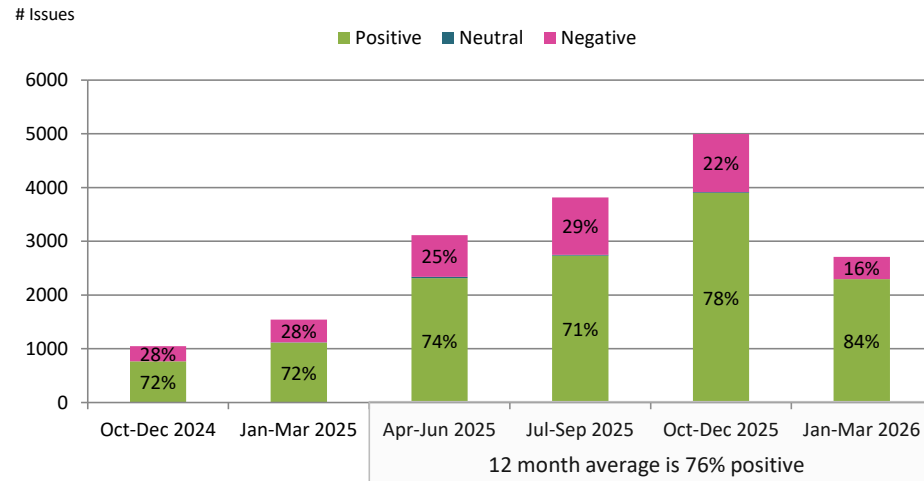


Medical conditions receiving the most comments overall

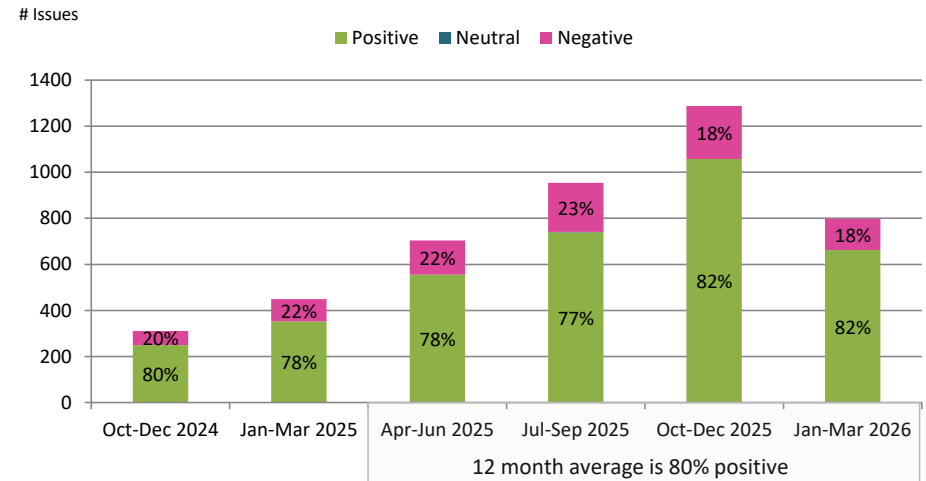
### 3. Timeline: On the whole, how do people feel about Health and Care services?



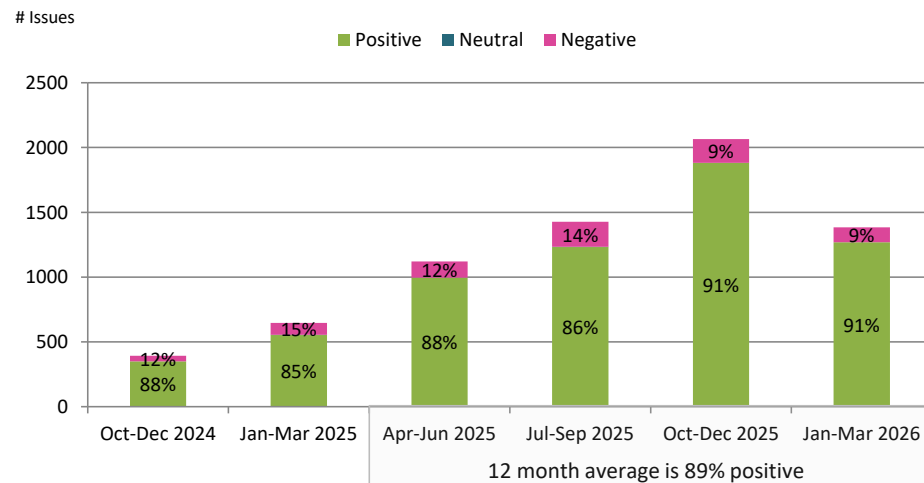
#### 3.1 How do people feel about services overall?



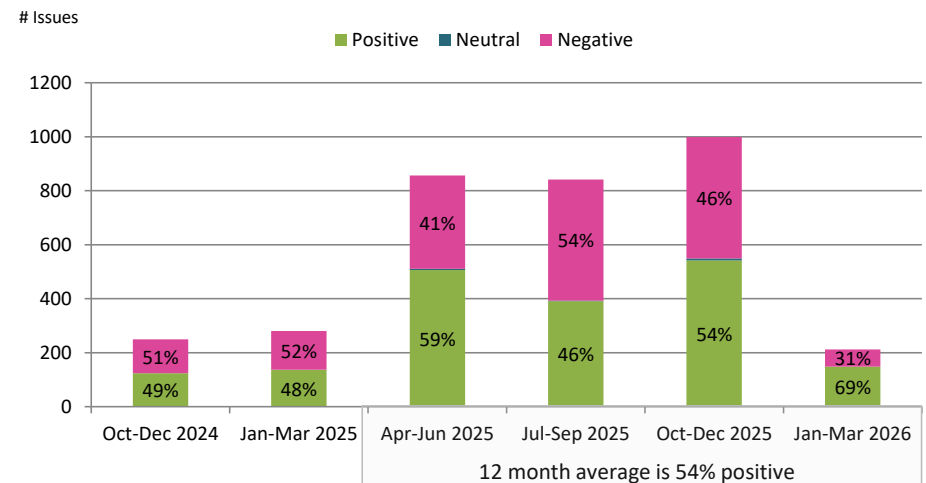
#### 3.2 How well informed, involved and supported do people feel?



#### 3.3 How do people feel about general quality and empathy?



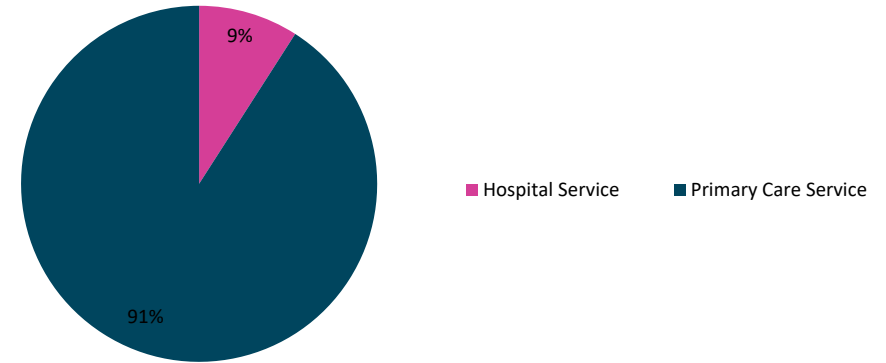
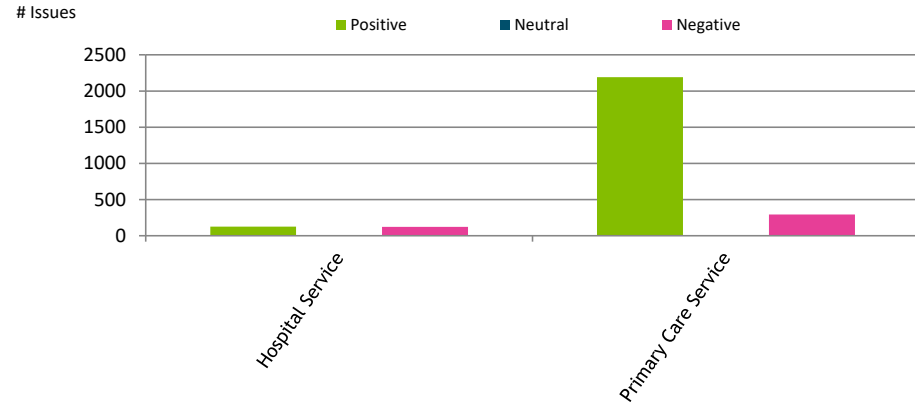
#### 3.4 How do people feel about access to services?



#### 4. Trends: Which services are people most commenting on?

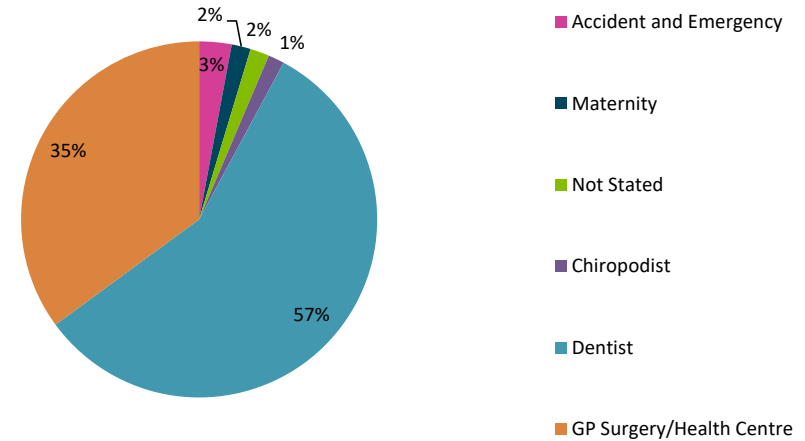
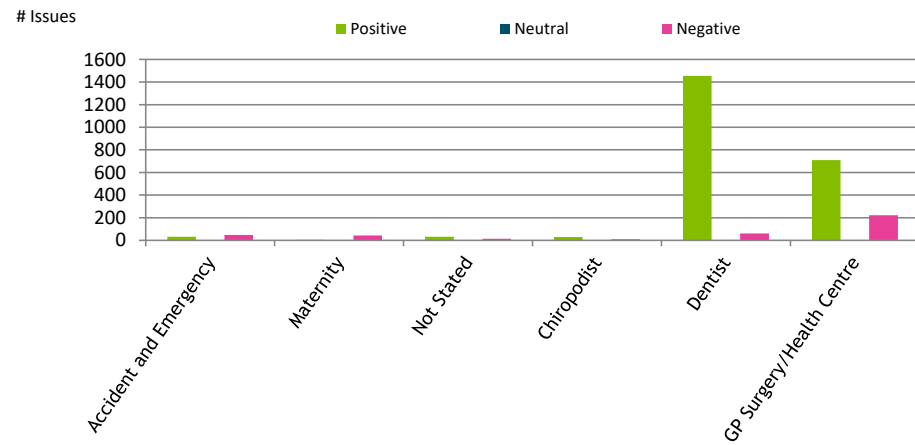


##### 4.1 Service Sector



Service sectors receiving the most comments overall

##### 4.2 Service Type

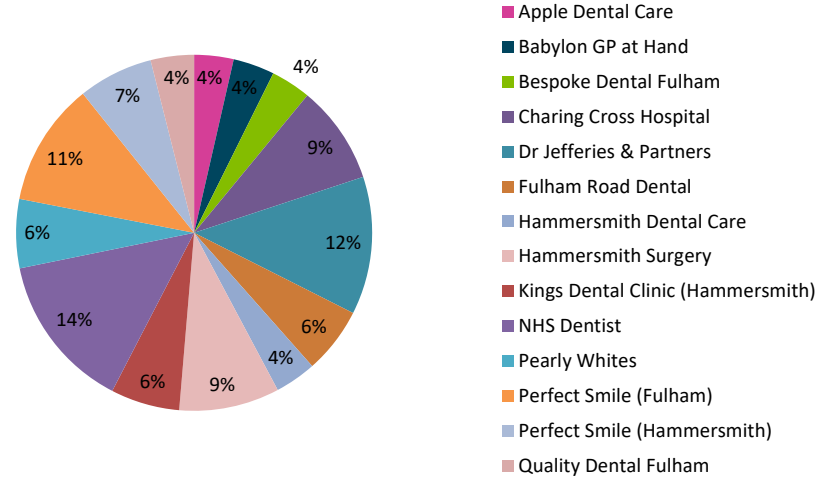
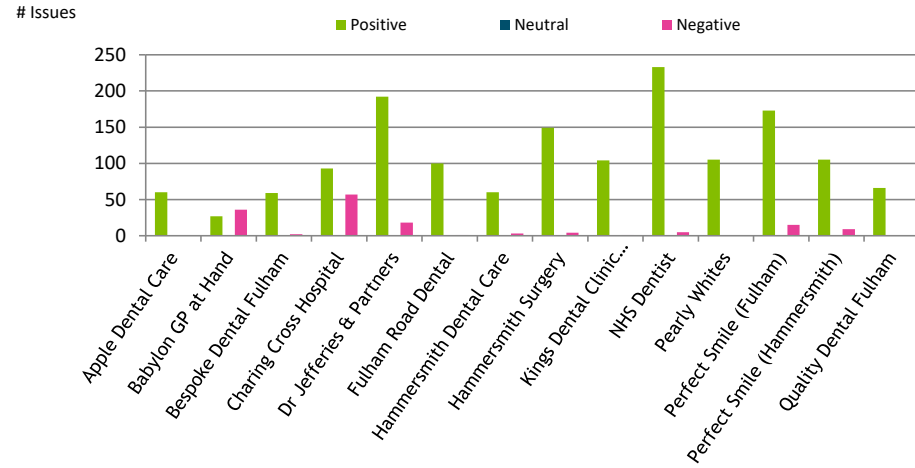


Service type receiving the most comments overall

## 4. Trends: Which services are people most commenting on?

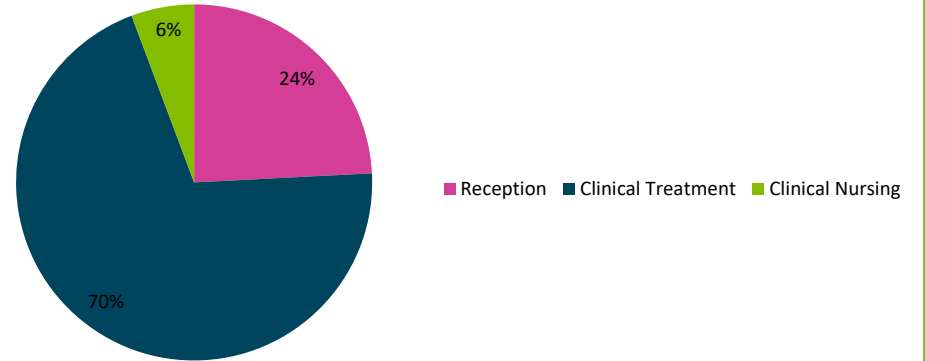
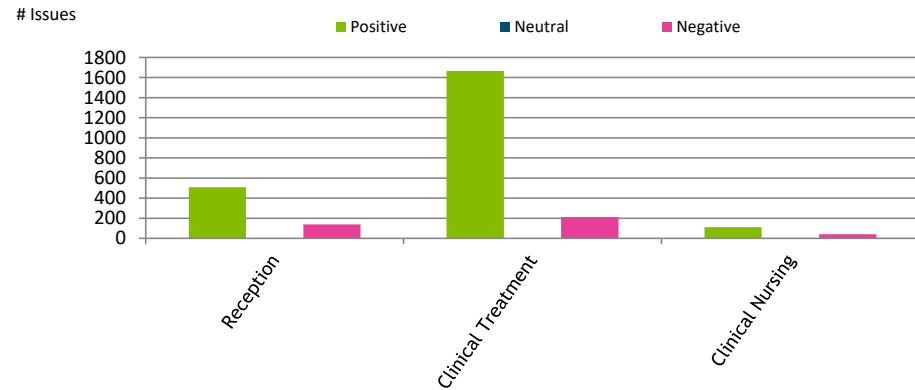


### 4.3 Services



Services receiving the most comments overall

### 4.4 Breakdown of care pathway locations

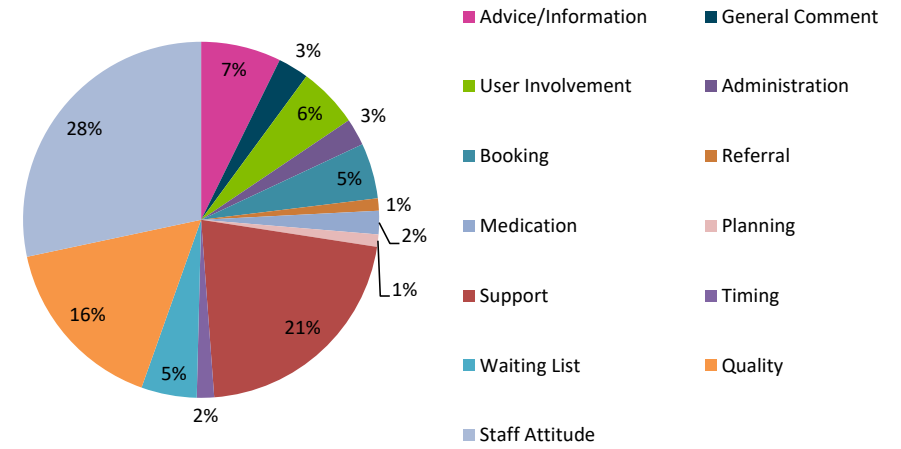
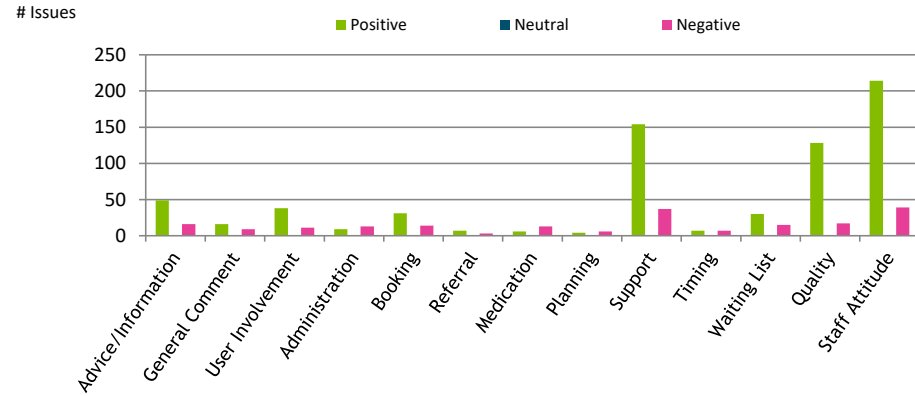


Care pathway locations

## 5. Trends: GP Services

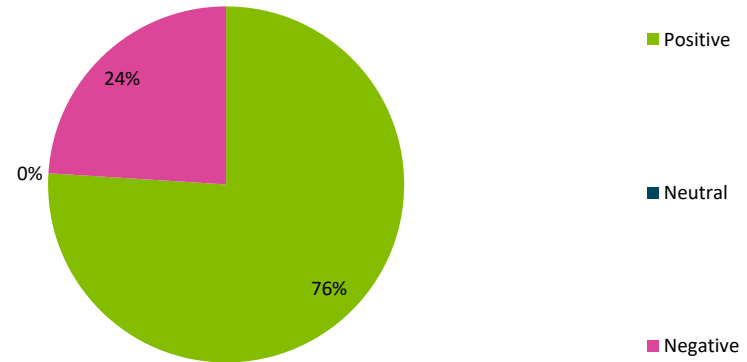
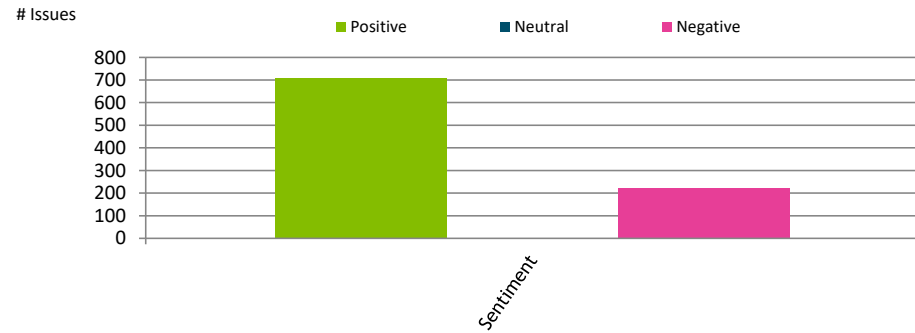


### 5.1 Trends, GP Services: 931 issues from 249 people



Issues receiving the most comments overall

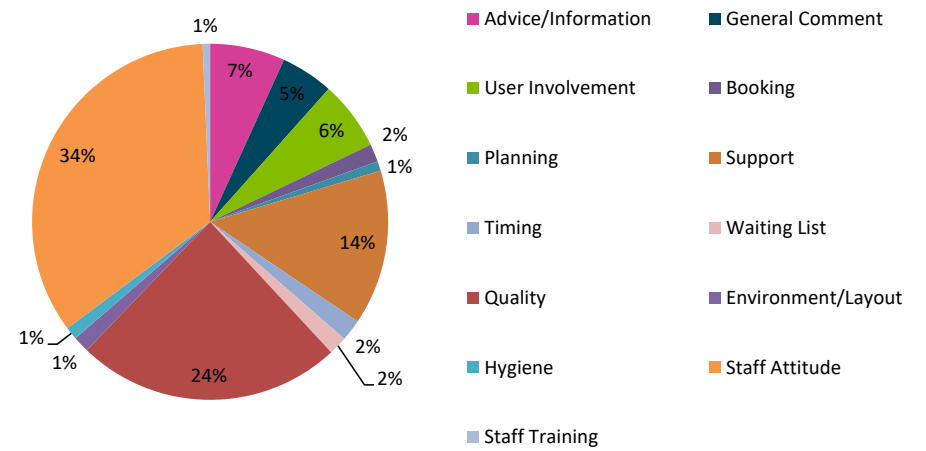
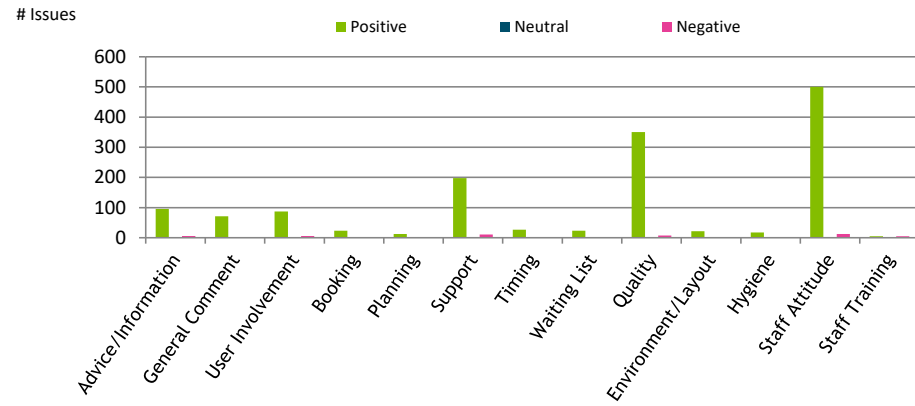
### 5.2 Sentiment, GP Services



## 5. Trends: Dentists

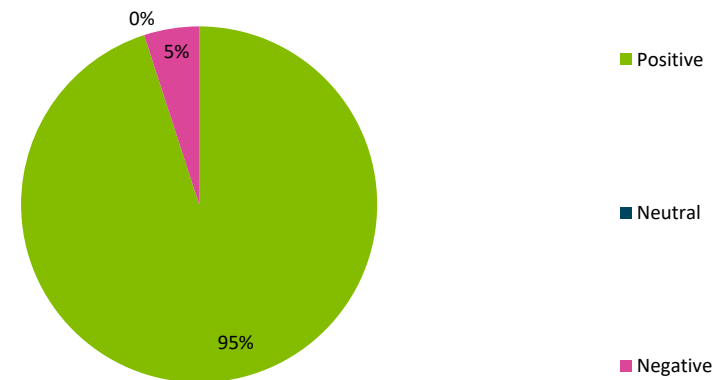
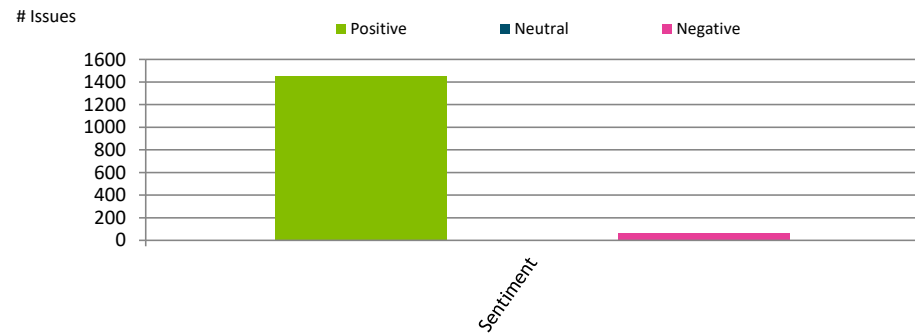


### 5.3 Trends, Dentists: 1515 issues from 415 people



Issues receiving the most comments overall

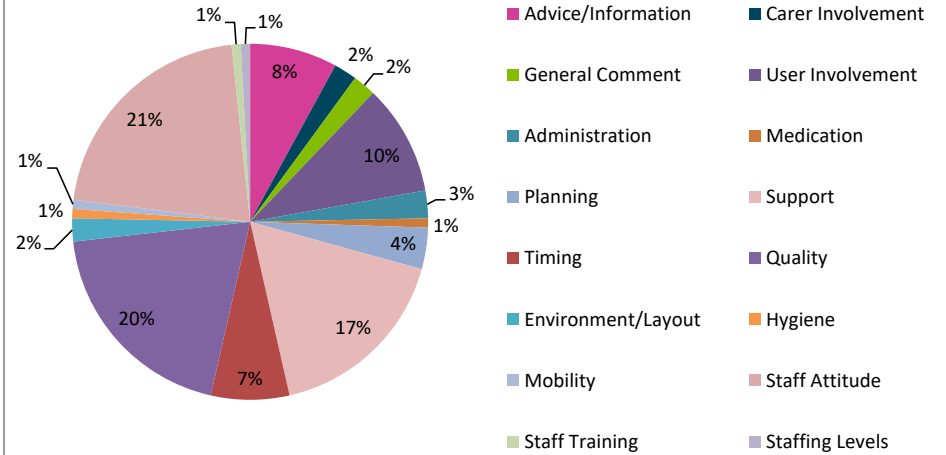
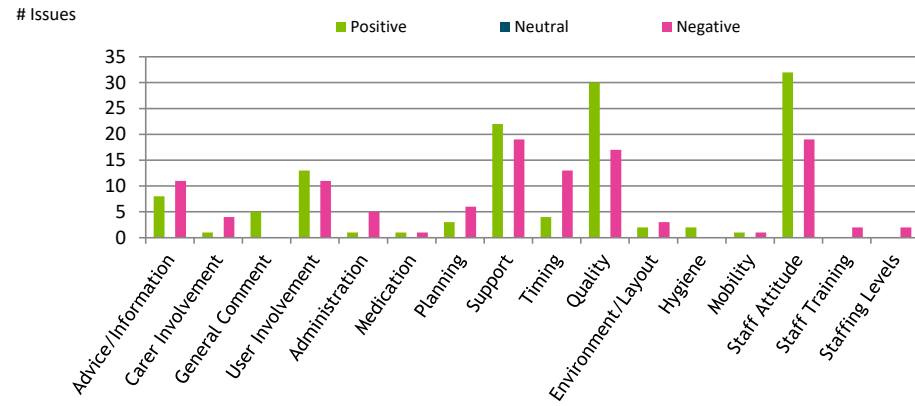
### 5.4 Sentiment, GP Services



## 5. Trends: Hospitals (Charing Cross, Hammersmith, Queen Charlotte)

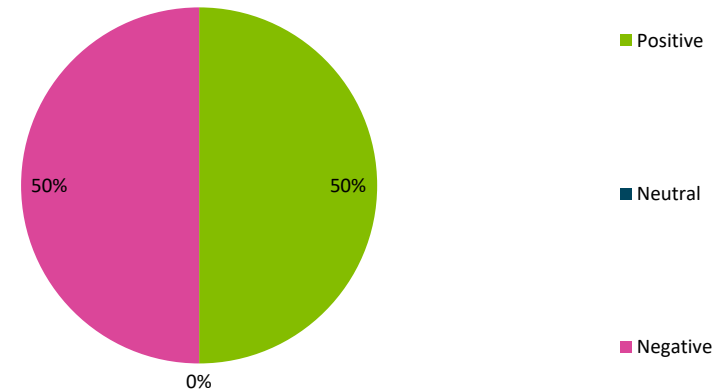
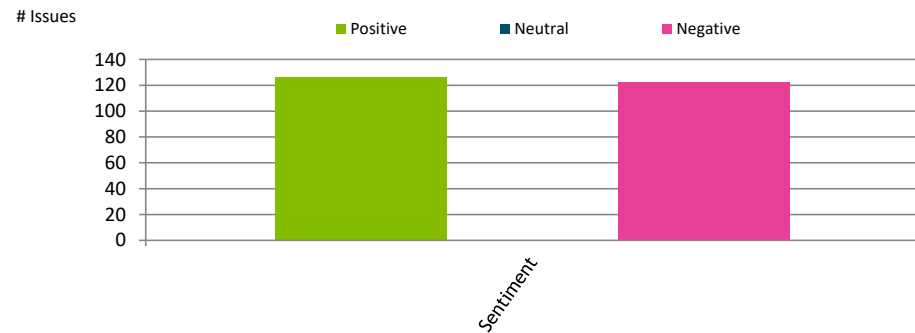


### 5.5 Trends: 248 issues from 57 people



Issues receiving the most comments overall

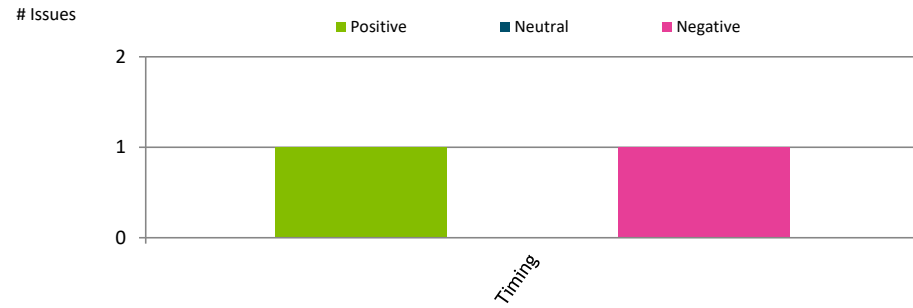
### 5.6 Sentiment, Hospitals (Charing Cross, Hammersmith, Queen Charlotte)



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

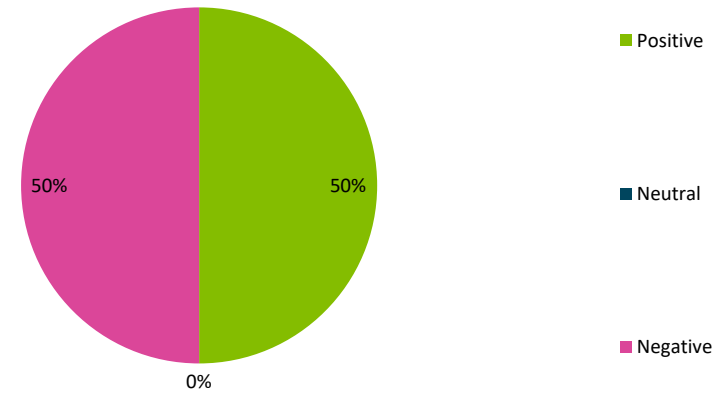
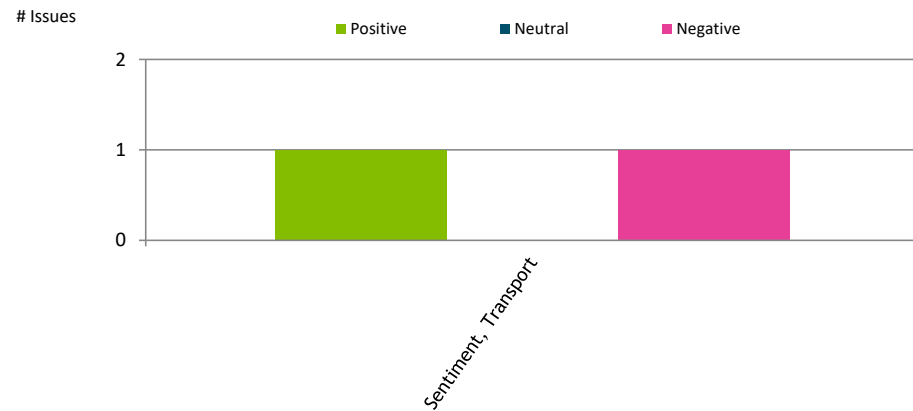


### 6.1 Trends, Transport (2 issues)



Issues receiving the most comments overall

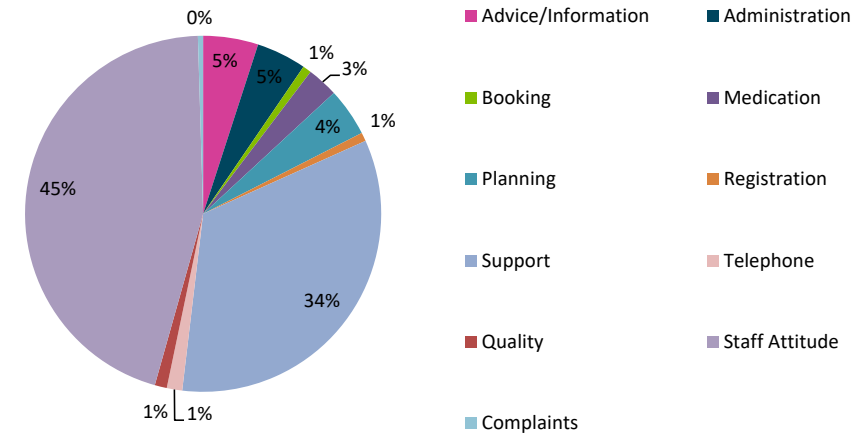
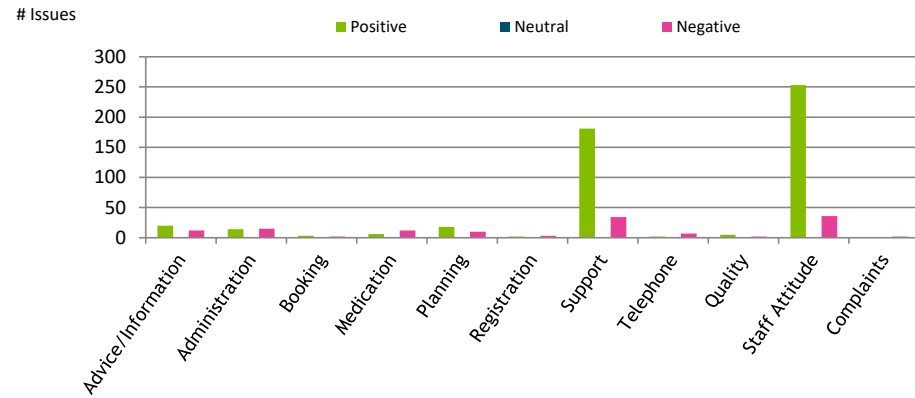
### 6.2 Sentiment, Transport



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

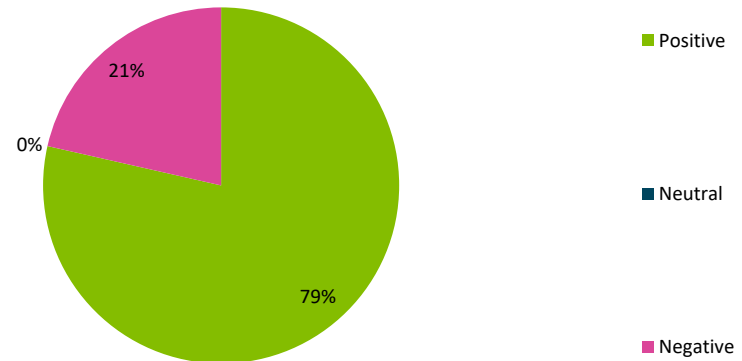
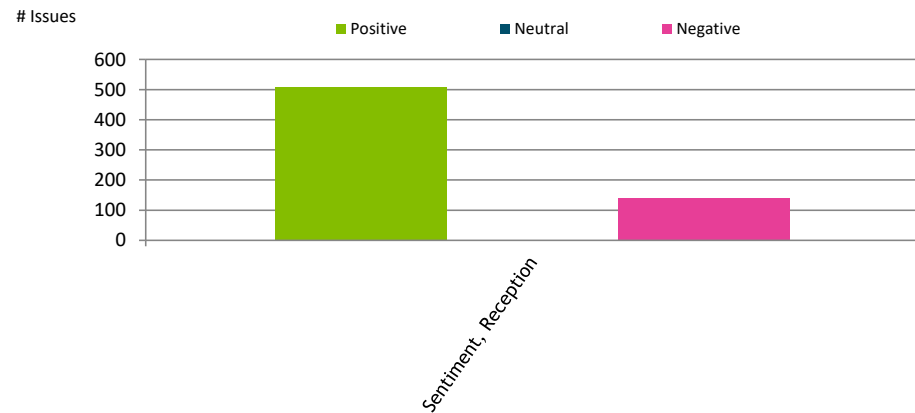


### 6.3 Trends, Reception (648 issues)



Issues receiving the most comments overall

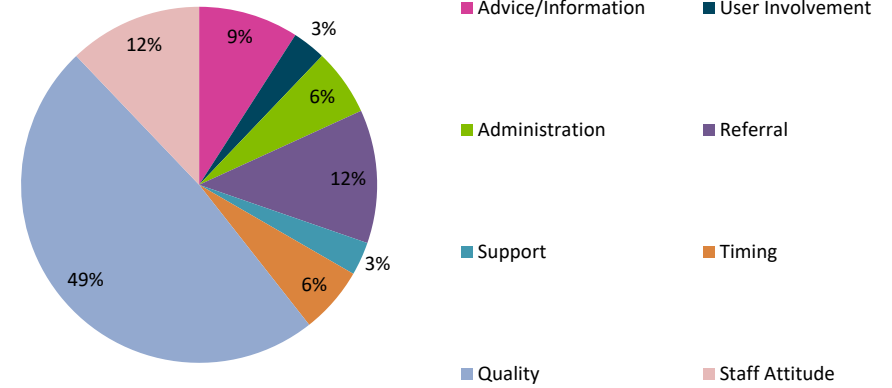
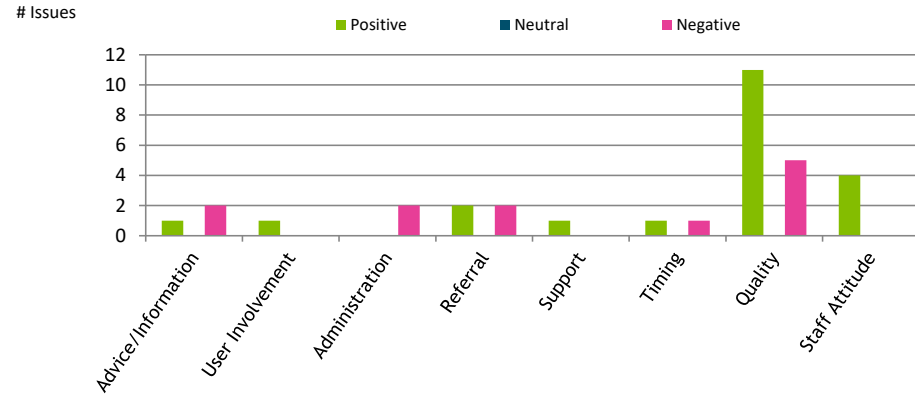
### 6.4 Sentiment, Reception



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

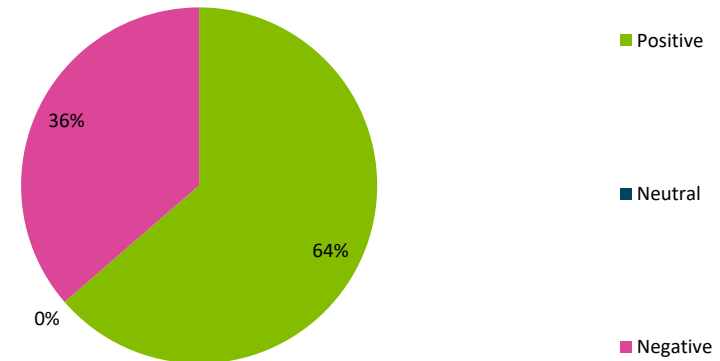
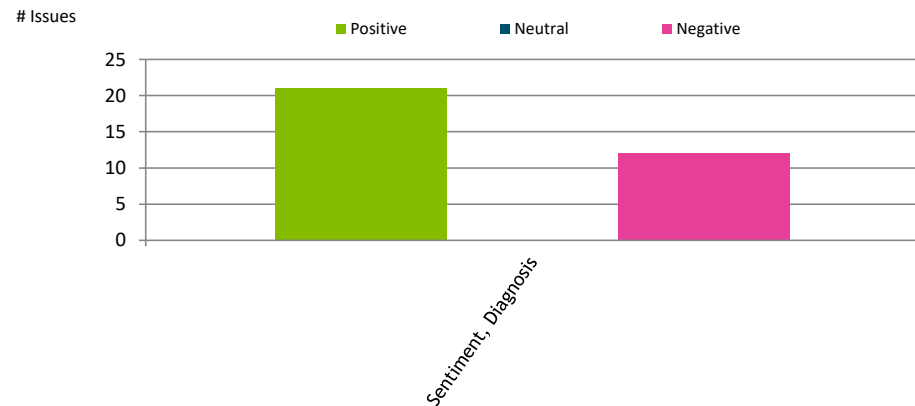


### 6.5 Trends, Diagnosis/Testing (33 issues)



Issues receiving the most comments overall

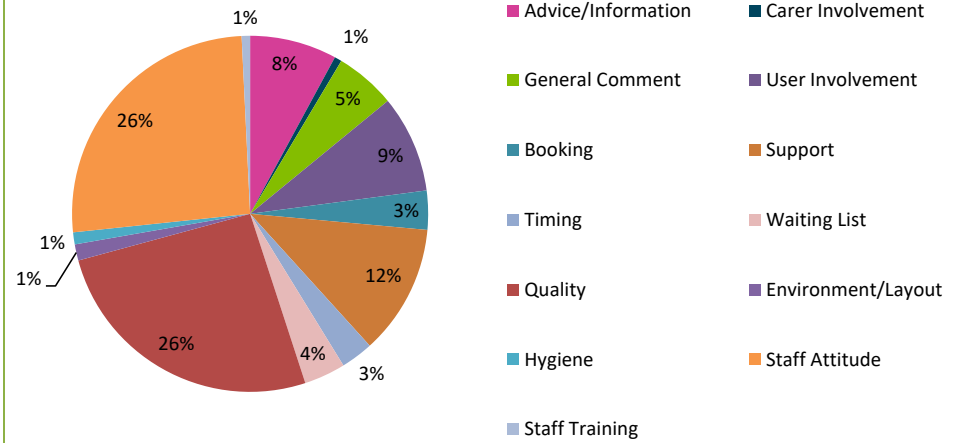
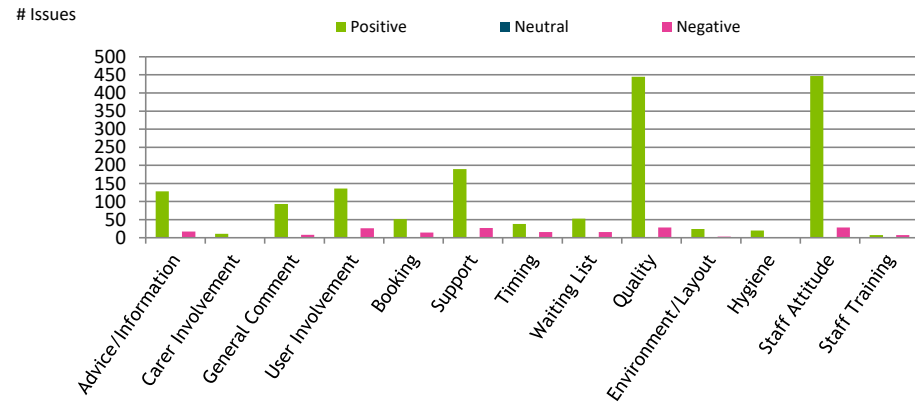
### 6.6 Sentiment, Diagnosis/Testing



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

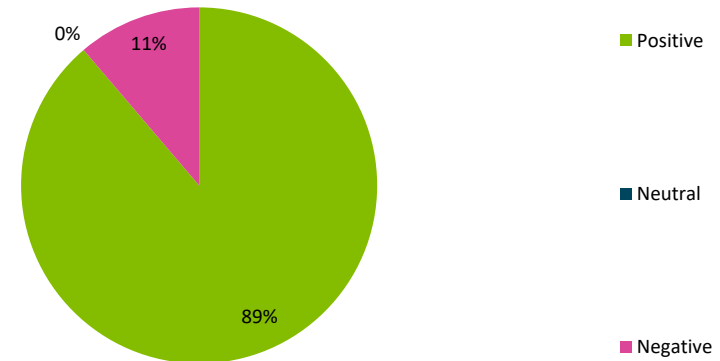
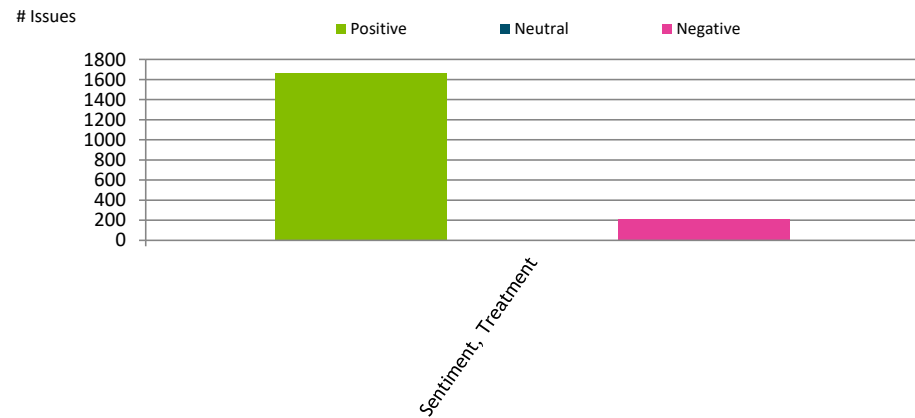


### 6.7 Trends, Clinical Treatment (1878 issues)



Issues receiving the most comments overall

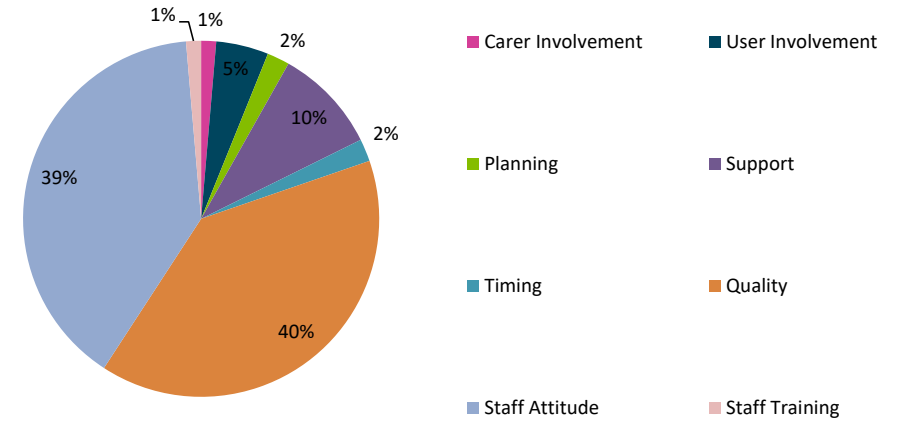
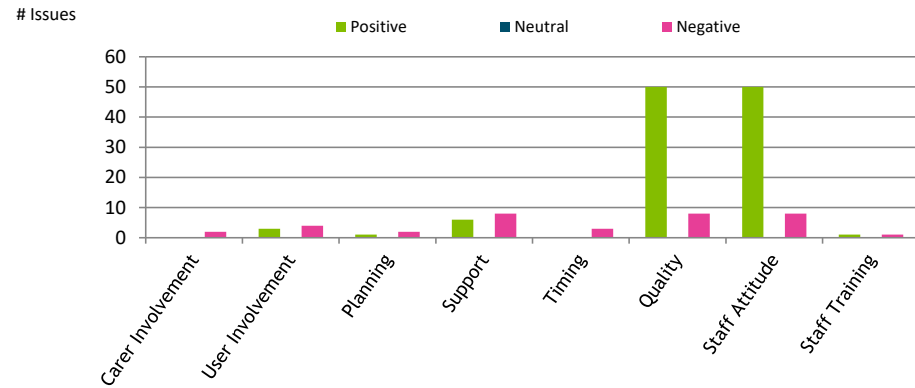
### 6.8 Sentiment, Clinical Treatment



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

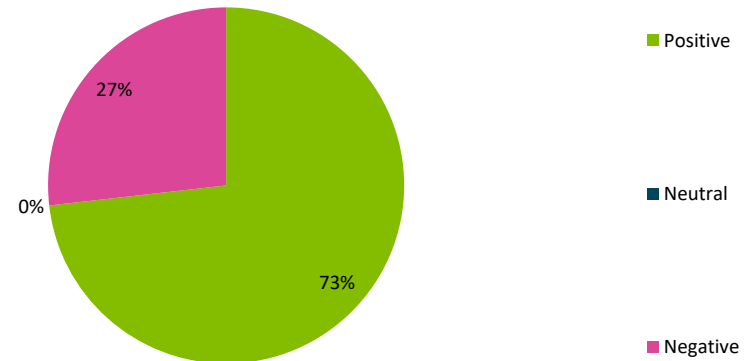
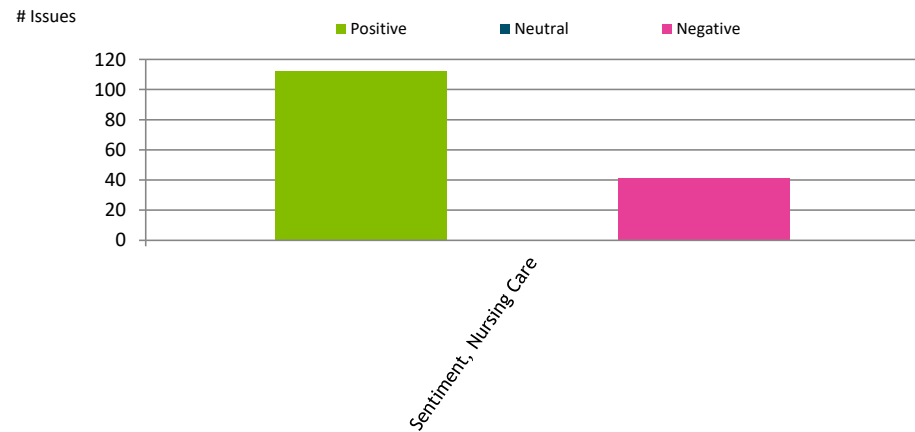


### 6.9 Trends, Clinical Nursing (153 issues)



Issues receiving the most comments overall

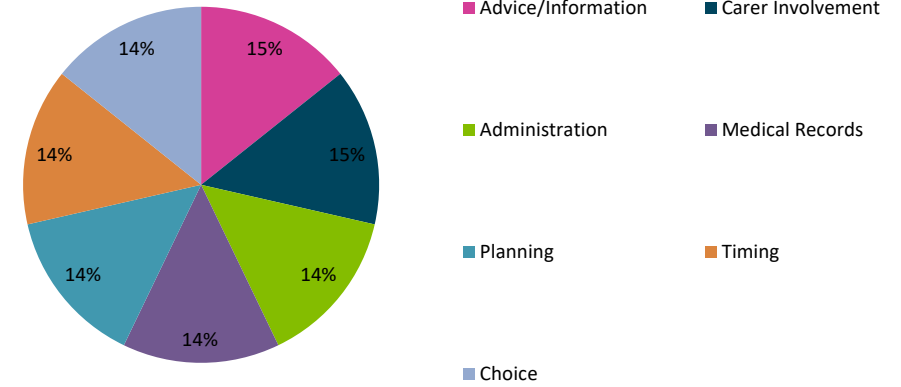
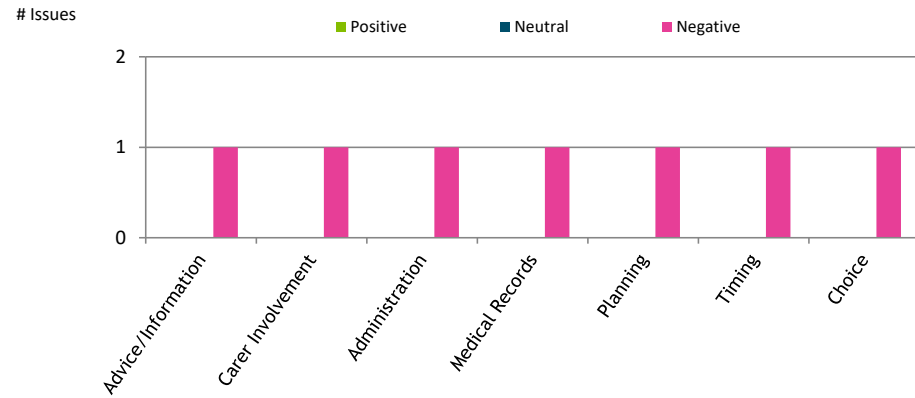
### 6.10 Sentiment, Clinical Nursing



## 6. Care Pathway: Discharge (discharge from a service)

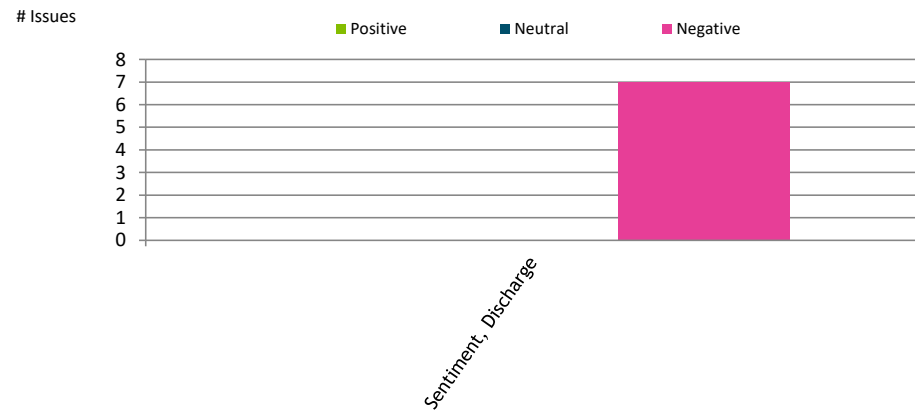


### 6.11 Trends, Discharge (7 issues)



Issues receiving the most comments overall

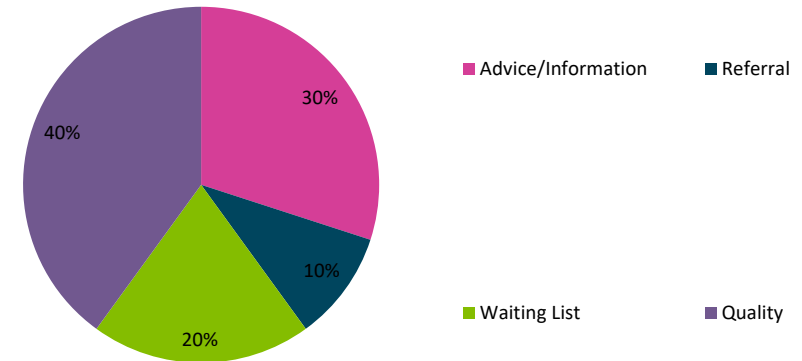
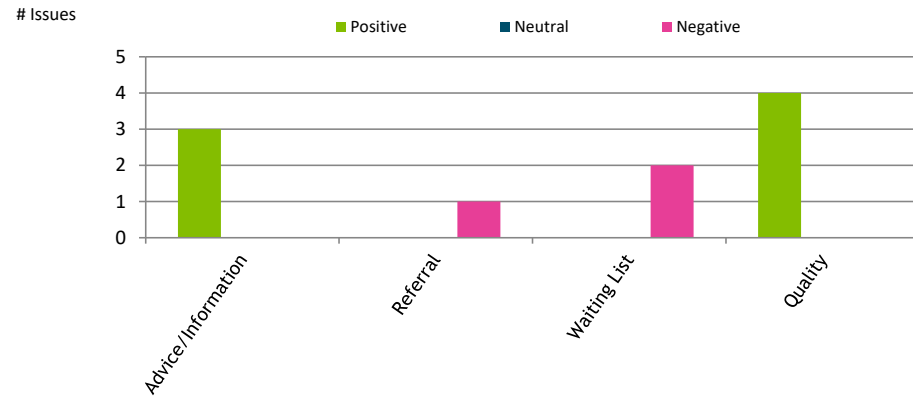
### 6.12 Sentiment, Discharge



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

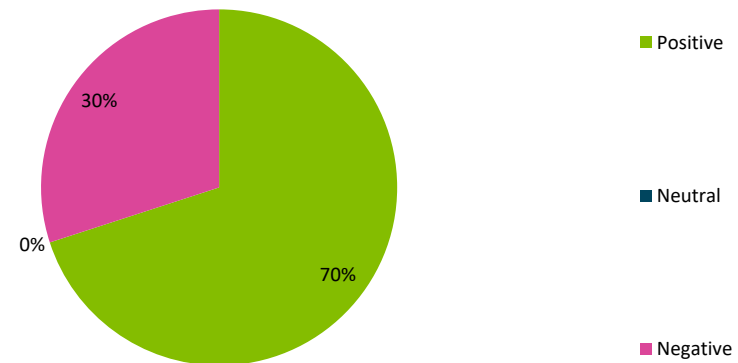
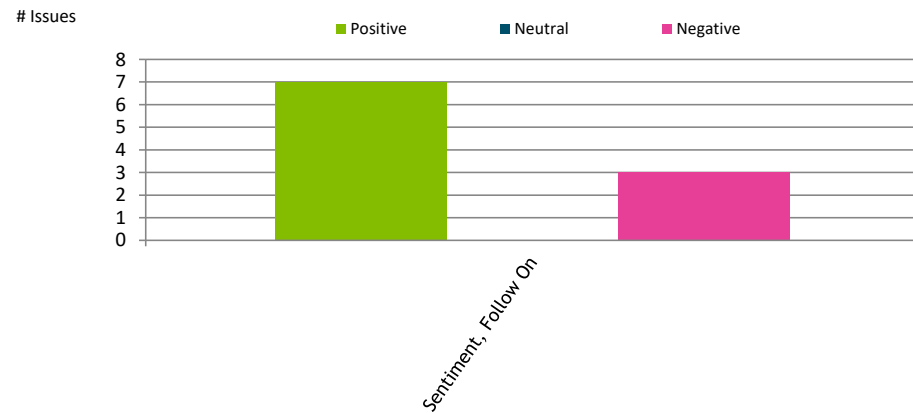


### 6.13 Trends, Follow On (10 issues)



Issues receiving the most comments overall

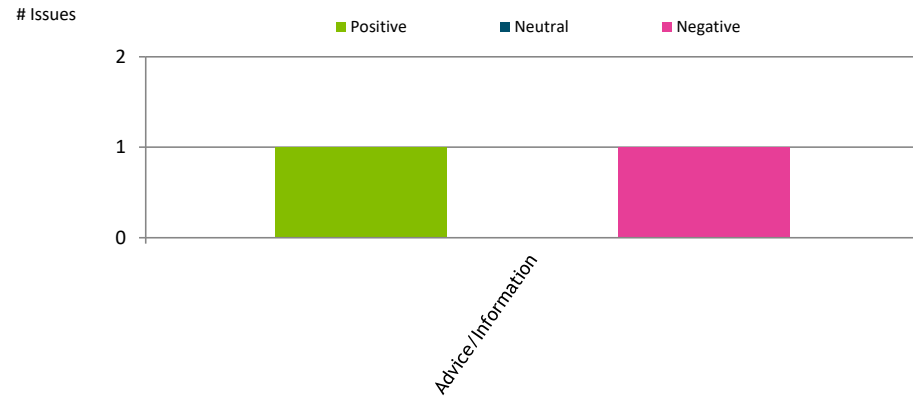
### 6.14 Sentiment, Follow On



## 6. Care Pathway: Community (community health services and social care)

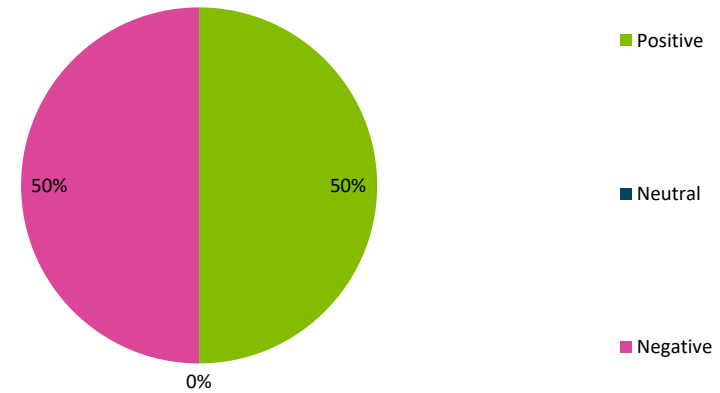
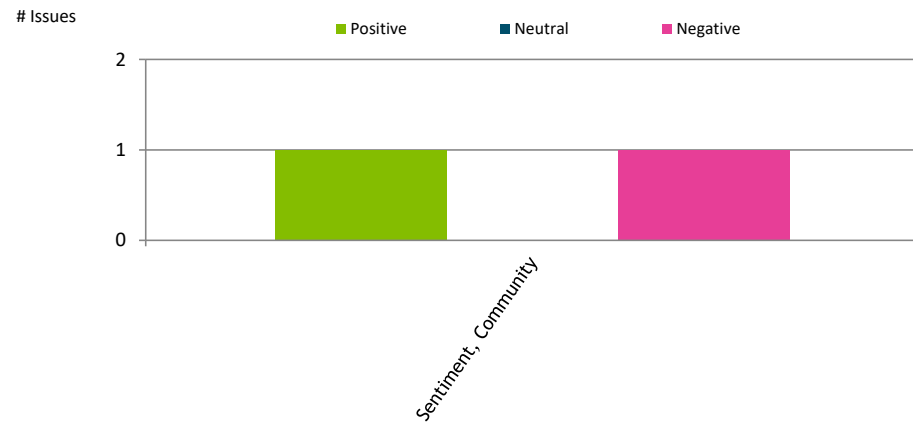


### 6.15 Trends, Community (2 issues)



Issues receiving the most comments overall

### 6.16 Sentiment, Community



## 7. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	<i>Communication, including access to advice and information.</i>	153	0	34	187
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	11	0	4	15
	Peer Involvement	<i>Involvement or Influence of friends.</i>	0	0	0	0
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	93	0	9	102
	User Involvement	<i>Involvement or influence of the service user.</i>	141	0	30	171
Systems	Administration	<i>Administrative processes and delivery.</i>	14	0	19	33
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	0	0	1	1
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	54	0	16	70
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	1	1
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	1	1
	Referral	<i>Referral to a service.</i>	7	0	3	10
	Medical Records	<i>Management of medical records.</i>	0	0	1	1
	Medication	<i>Prescription and management of medicines.</i>	7	0	14	21
	Opening Times	<i>Opening times of a service.</i>	1	0	0	1
	Planning	<i>Leadership and general organisation.</i>	19	0	13	32
	Registration	<i>Ability to register for a service.</i>	2	0	3	5
	Support	<i>Levels of support provided.</i>	378	0	69	447
	Telephone	<i>Ability to contact a service by telephone.</i>	2	0	7	9
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	40	0	22	62
	Waiting List	<i>Length of wait while on a list.</i>	53	0	18	71
Values	Choice	<i>General choice.</i>	4	0	7	11
	Cost	<i>General cost.</i>	2	0	5	7
	Language	<i>Language, including terminology.</i>	2	0	1	3
	Nutrition	<i>Provision of sustenance.</i>	1	0	0	1
	Privacy	<i>Privacy, personal space and property.</i>	0	0	0	0
	Quality	<i>General quality of a service, or staff.</i>	515	0	43	558
	Sensory	<i>Deaf/blind or other sensory issues.</i>	1	0	0	1
	Stimulation	<i>General stimulation, including access to activities.</i>	3	0	0	3

7. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	1	0	0	1
	Environment/Layout	<i>Physical environment of a service.</i>	25	0	3	28
	Equipment	<i>General equipment issues.</i>	4	0	0	4
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	1	1
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	20	0	0	20
	Mobility	<i>Physical mobility to, from and within services.</i>	2	0	1	3
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	0	0
Staff		Omission	0	0	2	2
		Security/Conduct	0	0	2	2
		Staff Attitude	754	0	72	826
		Complaints	1	0	2	3
		Staff Training	8	0	9	17
		Staffing Levels	0	0	2	2
<b>Total:</b>			<b>2318</b>	<b>0</b>	<b>415</b>	<b>2733</b>