

# 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 July - 30 September 2025*

## Index and overview of findings



452

### Data Source

This report is based on the experience of 452 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.



77%

### Overall Satisfaction

*Overall satisfaction is at 77% positive and 23% 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.



81%

### Information, Involvement and Support

*Satisfaction is at 81% positive and 19% negative, comments suggest.*

This quarter, complaints are down by 2% on communication and user involvement, while up by 2% on support. More on page 5.



86%

### Quality and Empathy

*According to comments, satisfaction is at 86% positive and 14% negative.*

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



50%

### Access to Services

*Satisfaction is at 50% positive and 50% negative.*

This quarter, complaints are up by 16% on telephone access, by 9% on ability to book appointments and by 4% on waiting times. 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 arrived late for my appointment due to traffic, but the practice nurse made sure I was seen that afternoon. Top service."



264

### GP Services

*Satisfaction is at 71% positive and 29% negative, according to feedback.*

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



131

### Dentists

*Comments suggest satisfaction is at 92% positive and 8% negative.*

131 people comment on dentists, with accounts of excellent treatment, care and customer service recorded. Good levels of information and involvement are also reported. NHS treatment is an issue, for some. More on page 10.



58

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

*Satisfaction is at 64% positive, 35% negative and 1% neutral, comments suggest.*

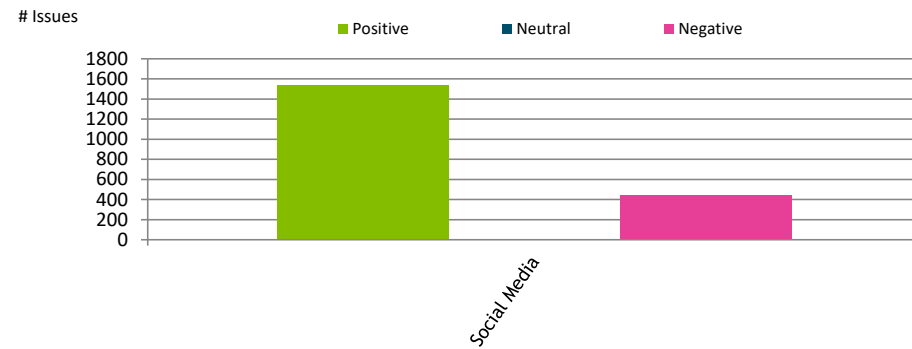
58 people comment this quarter. Experiences reflect good quality treatment and care, with good levels of support. Service access, particularly waiting times is a leading negative topic. More on page 11.

**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?

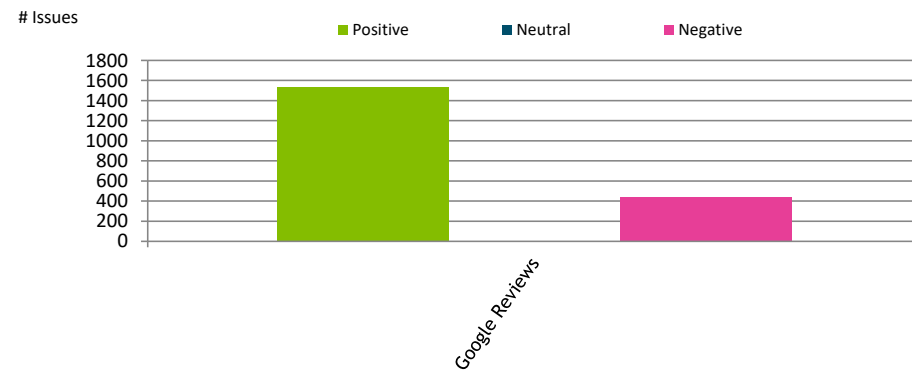


### 1.1 Source: 1984 issues from 452 people



Sources providing the most comments overall

### 1.2 Origin

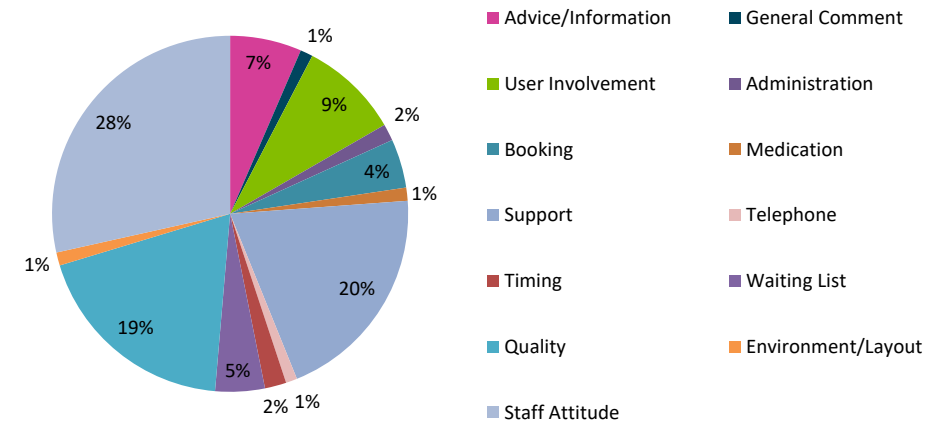
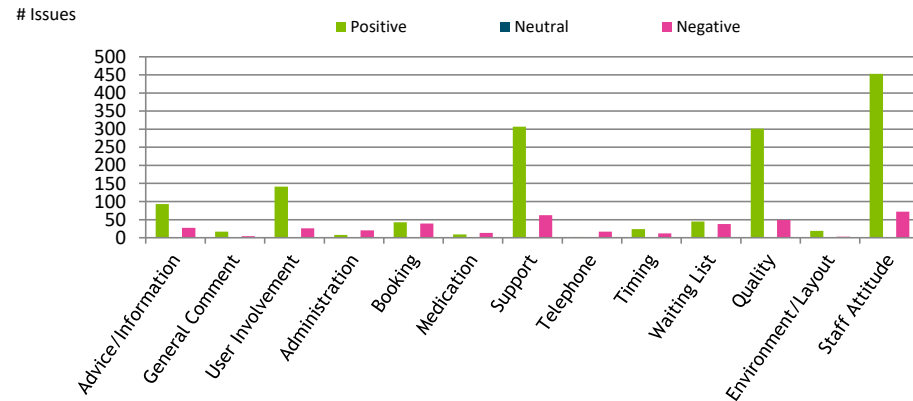


Origins providing the most comments overall

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

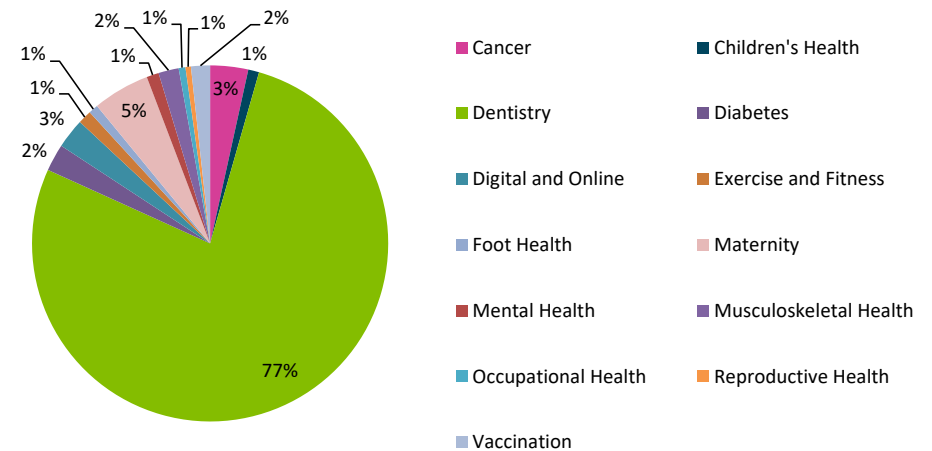
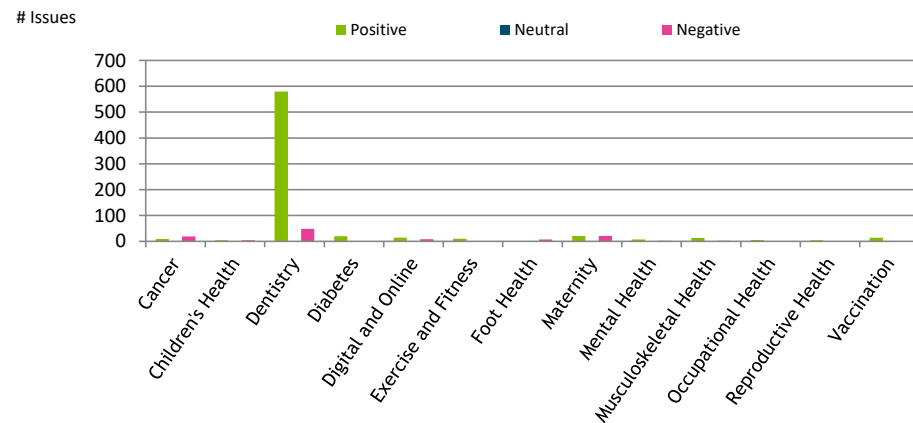


### 2.1 Top Trends: 1984 issues from 452 people



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

### 2.2 Stated medical conditions

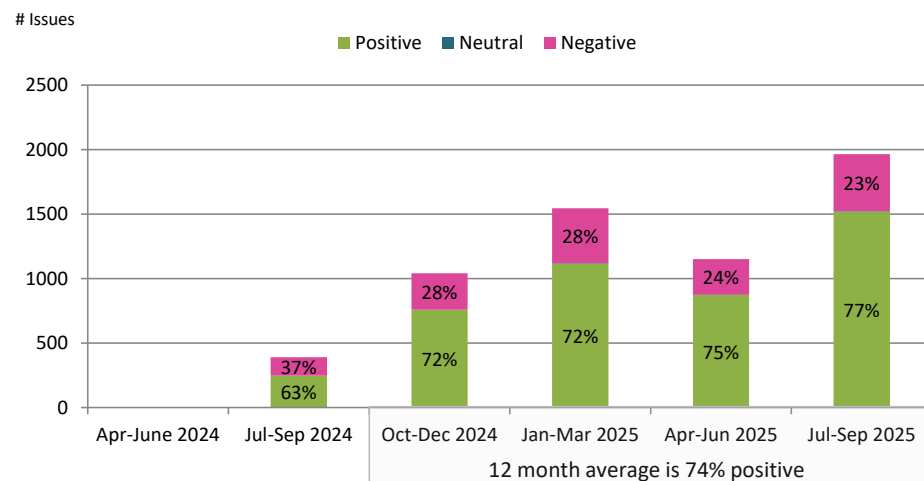


Medical conditions receiving the most comments overall

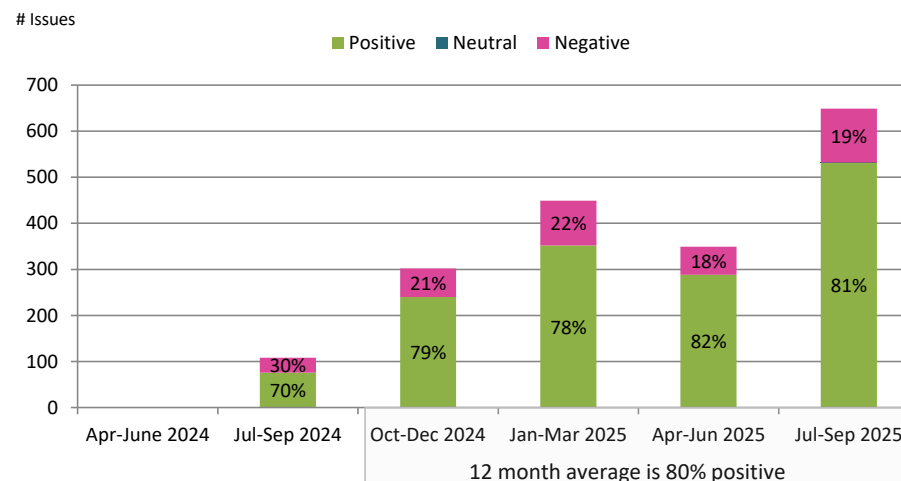
### 3. Timeline: On the whole, how do people feel about Health and Care services?



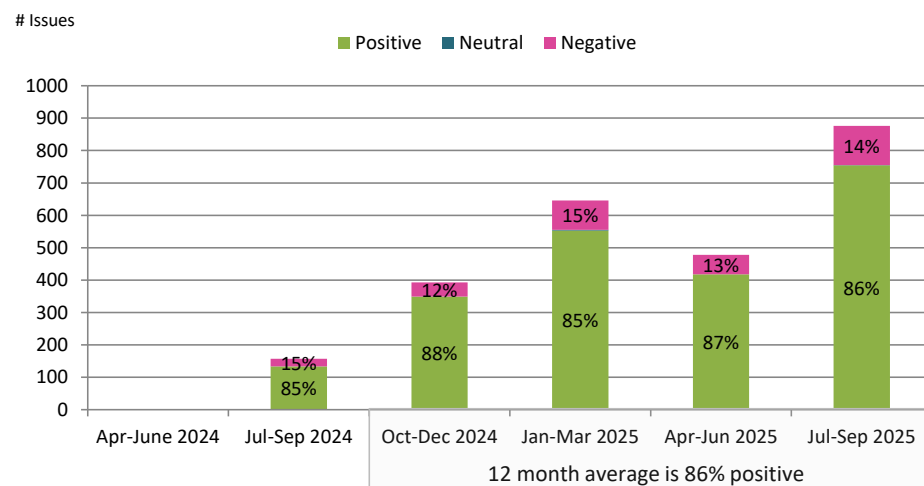
#### 3.1 How do people feel about services overall?



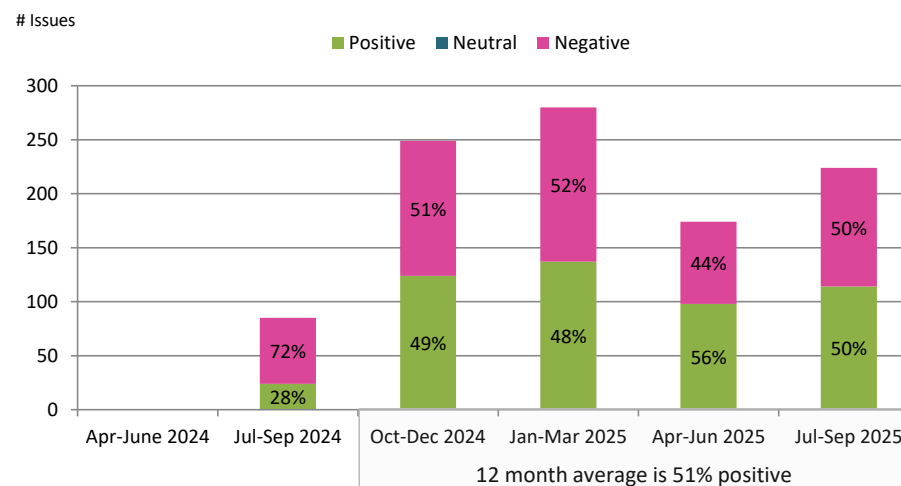
#### 3.2 How well informed, involved and supported do people feel?



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



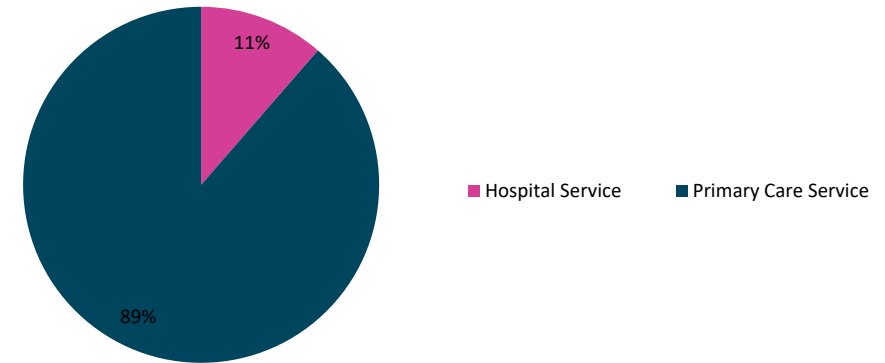
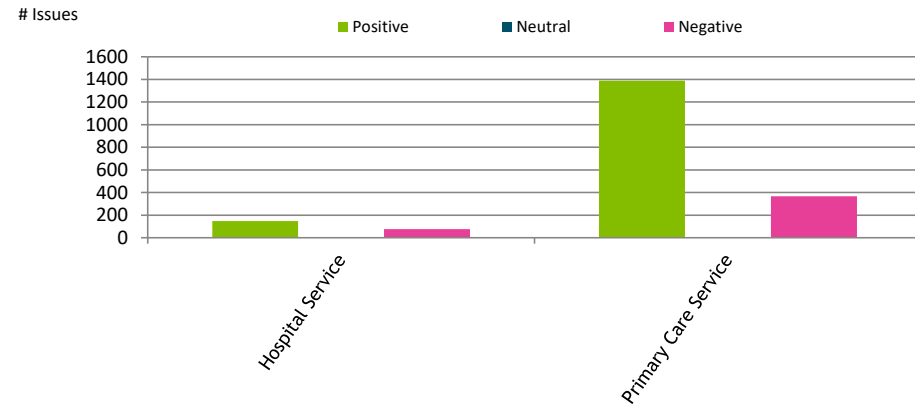
#### 3.4 How do people feel about access to services?



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

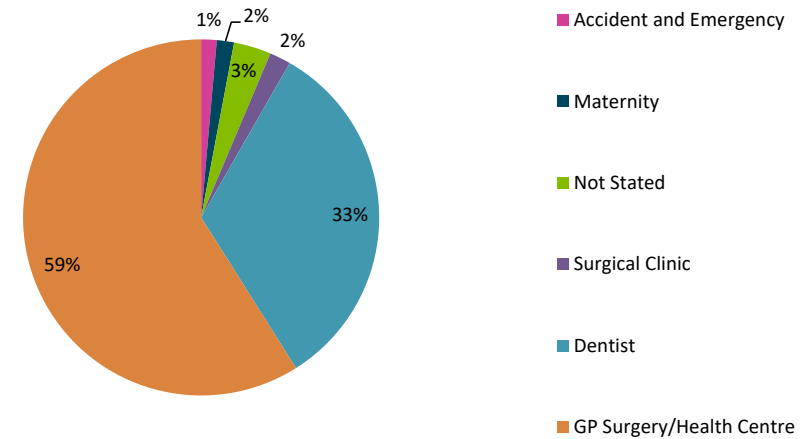
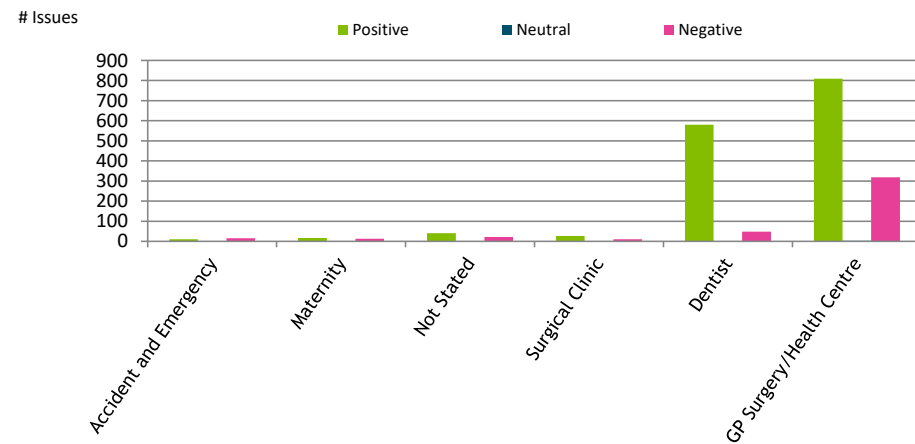


### 4.1 Service Sector



Service sectors receiving the most comments overall

### 4.2 Service Type

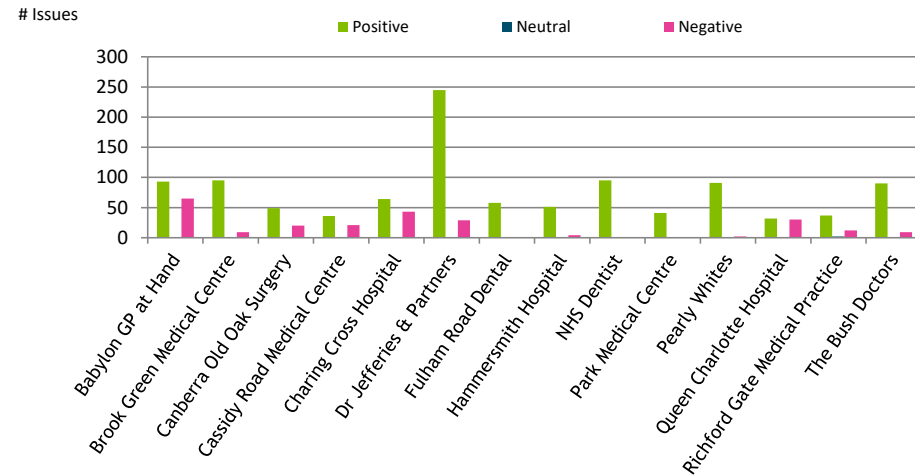


Service type receiving the most comments overall

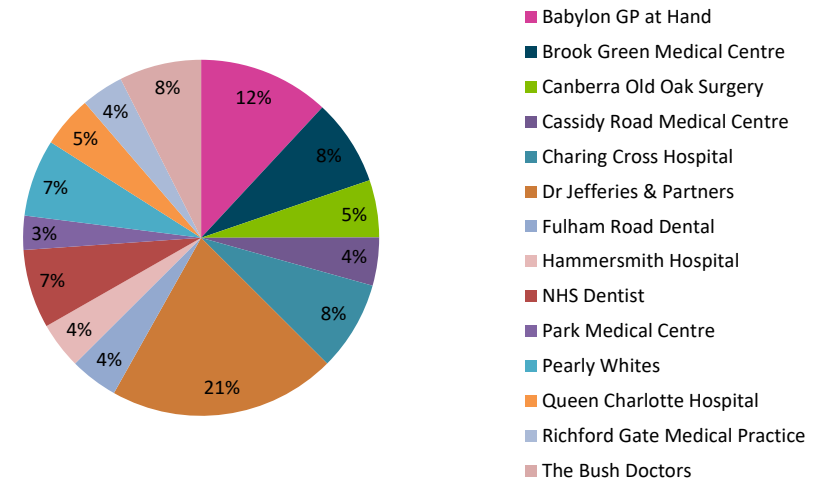
## 4. Trends: Which services are people most commenting on?



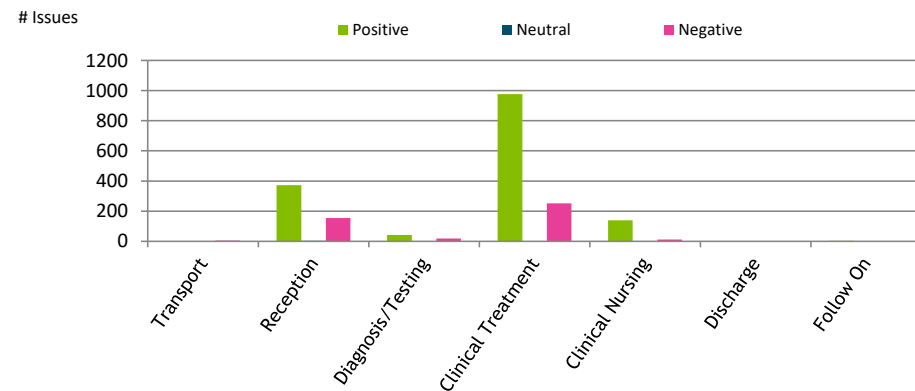
### 4.3 Services



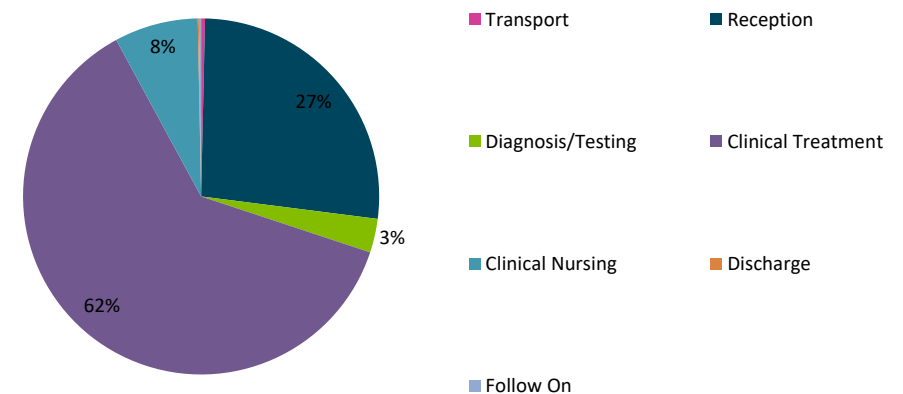
Services receiving the most comments overall



### 4.4 Breakdown of care pathway locations



Care pathway locations

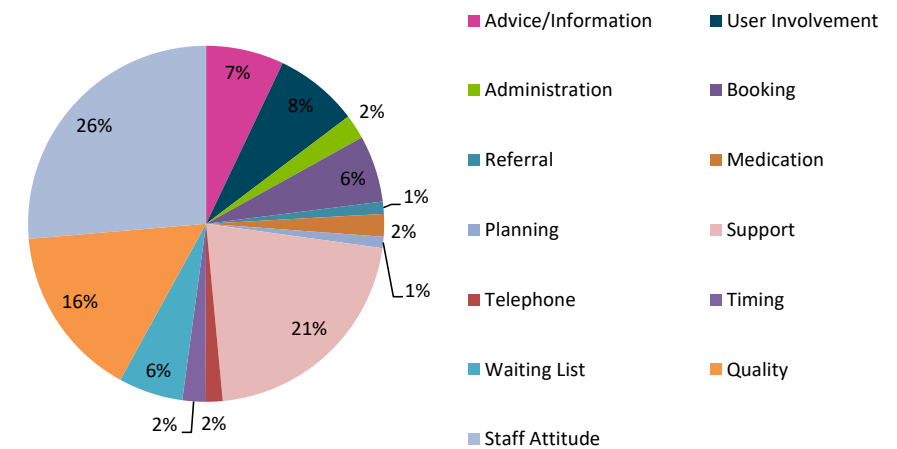
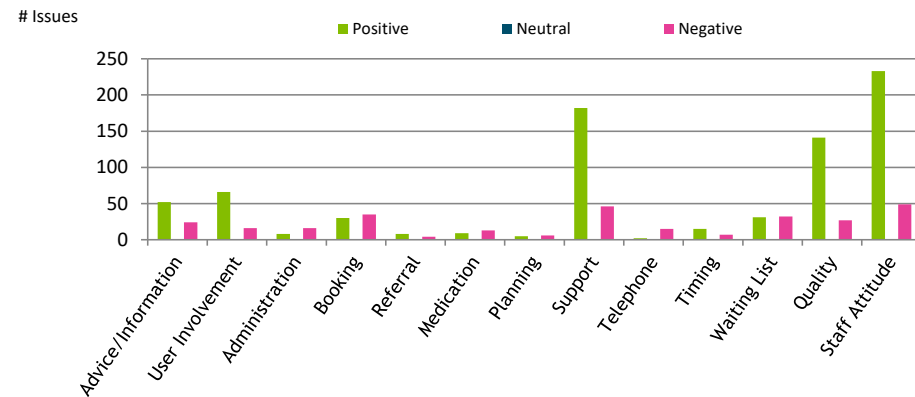




## 5. Trends: GP Services

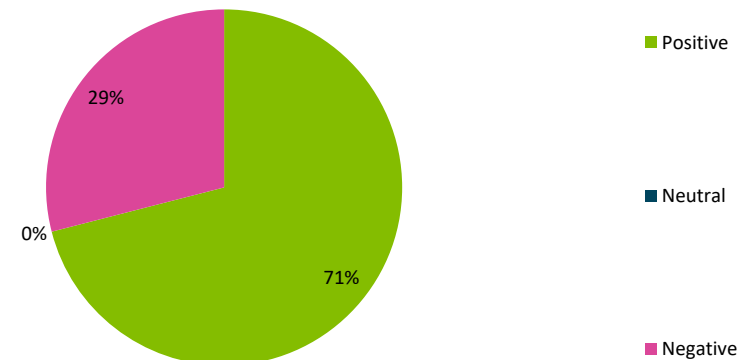
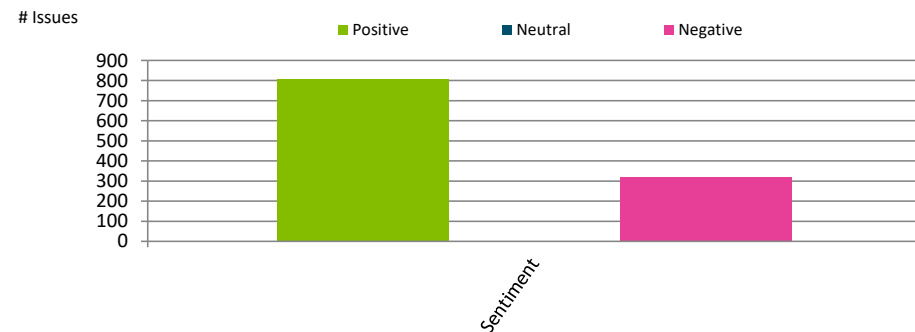


### 5.1 Trends, GP Services: 1130 issues from 264 people



Issues receiving the most comments overall

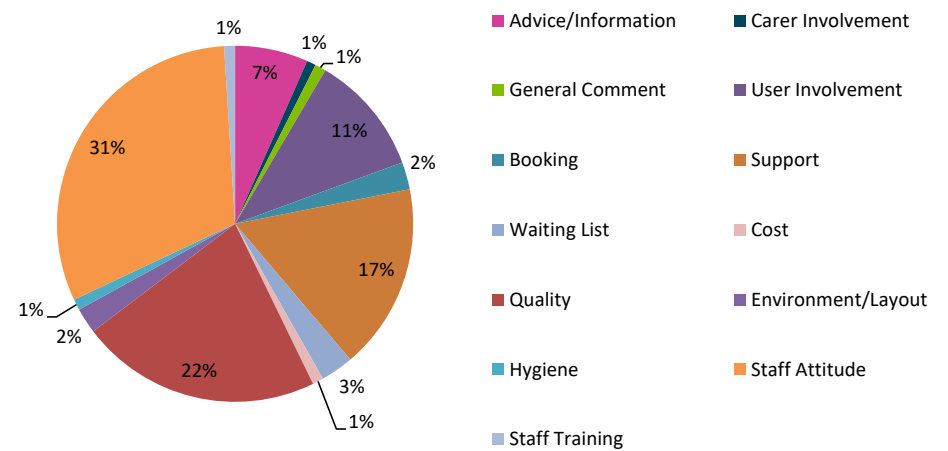
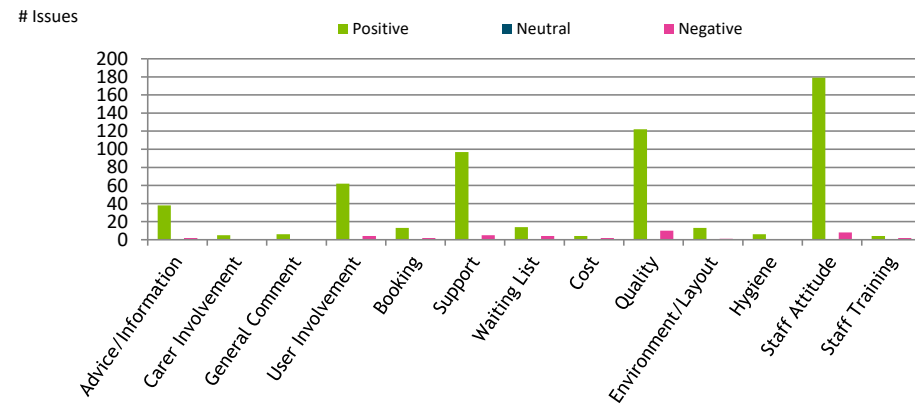
### 5.2 Sentiment, GP Services



## 5. Trends: Dentists

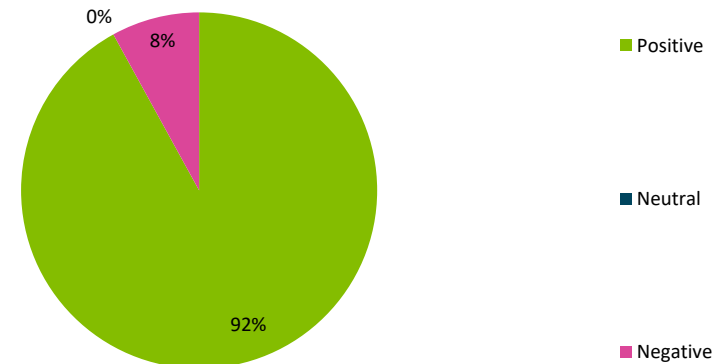
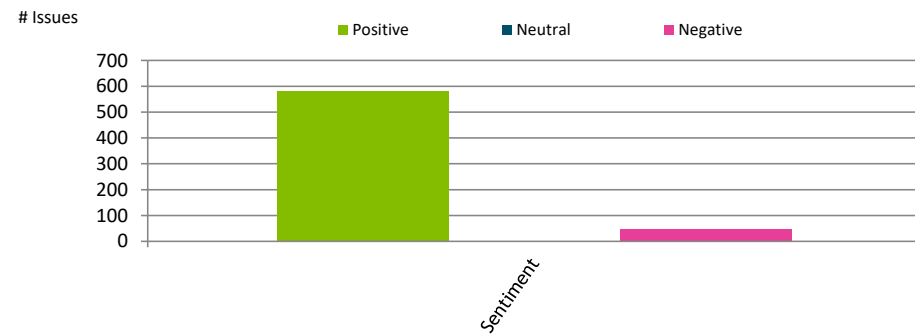


### 5.3 Trends, Dentists: 628 issues from 131 people



Issues receiving the most comments overall

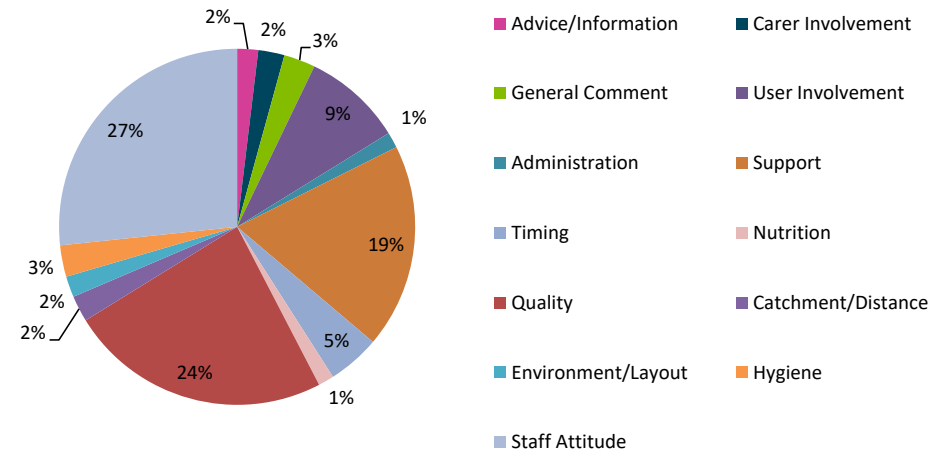
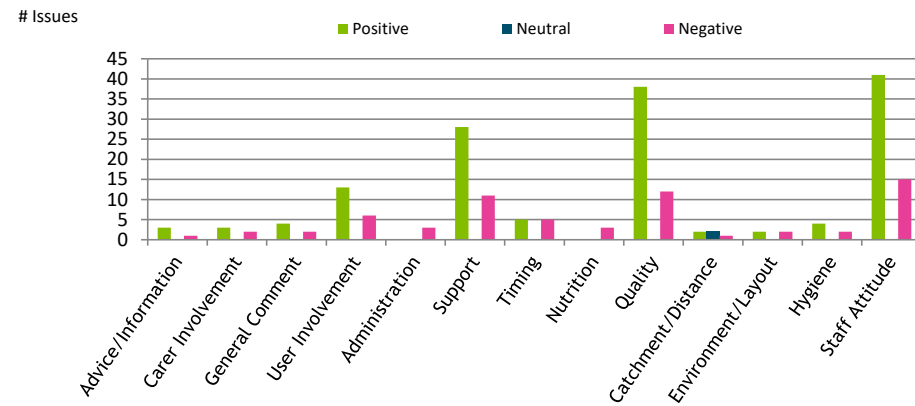
### 5.4 Sentiment, GP Services



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

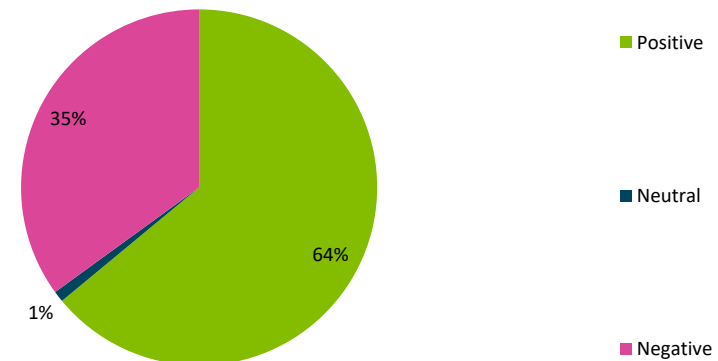
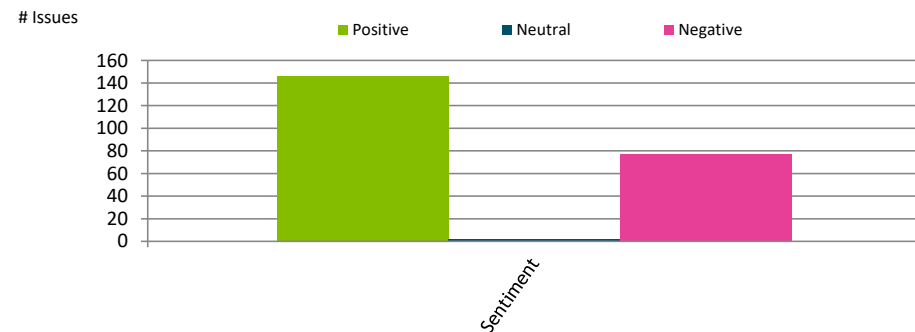


### 5.5 Trends: 225 issues from 58 people



Issues receiving the most comments overall

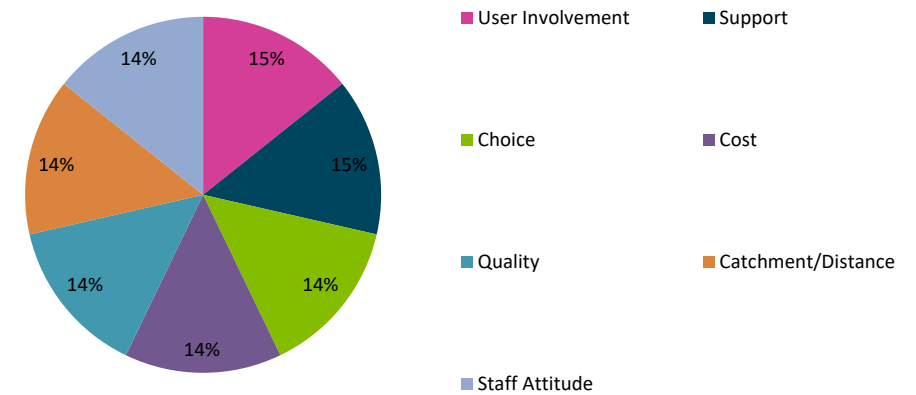
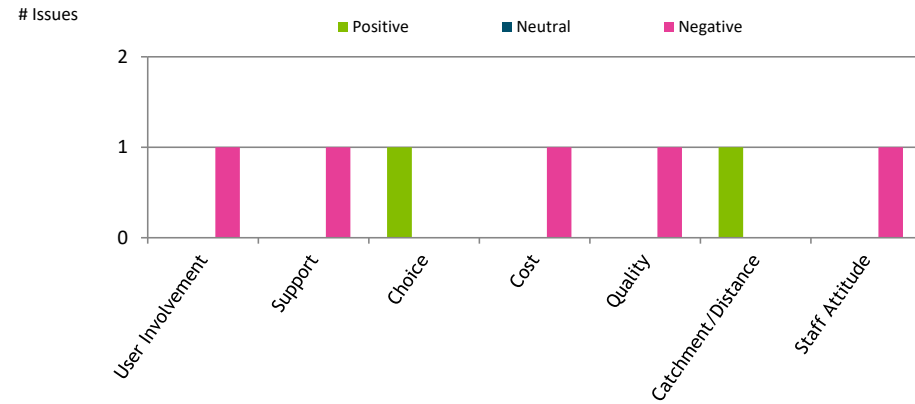
### 5.6 Sentiment, Hospitals (Charing Cross, Hammersmith, Queen Charlotte)



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

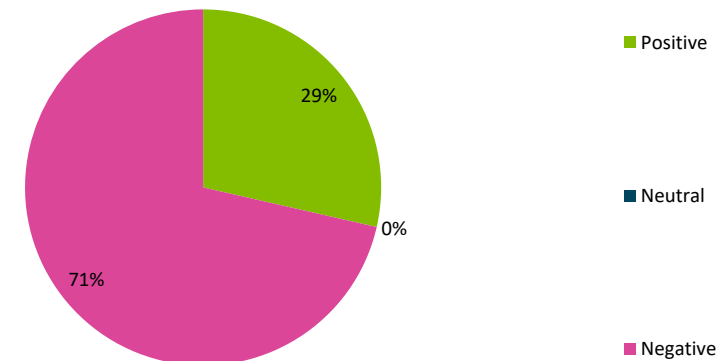
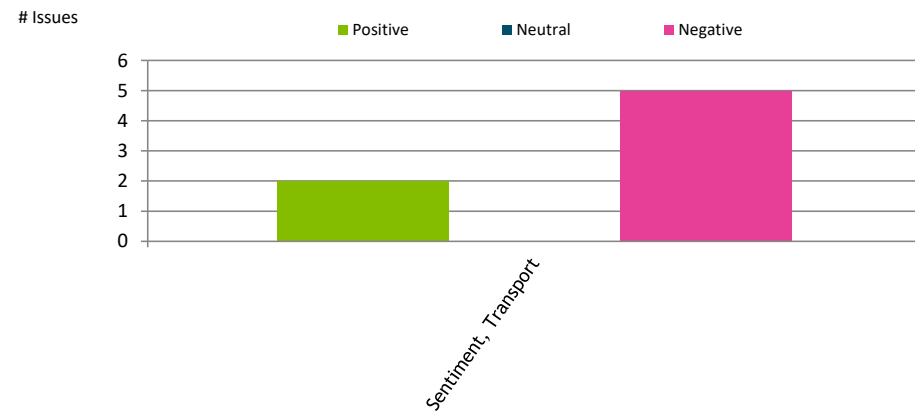


### 6.1 Trends, Transport (7 issues)



Issues receiving the most comments overall

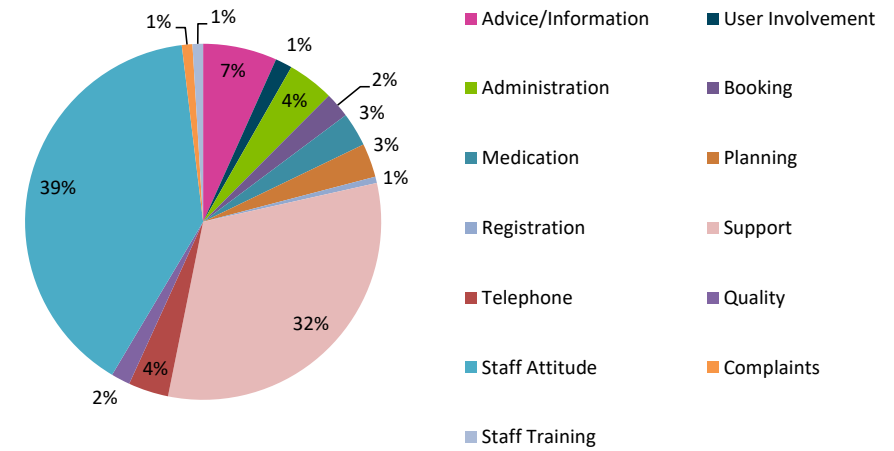
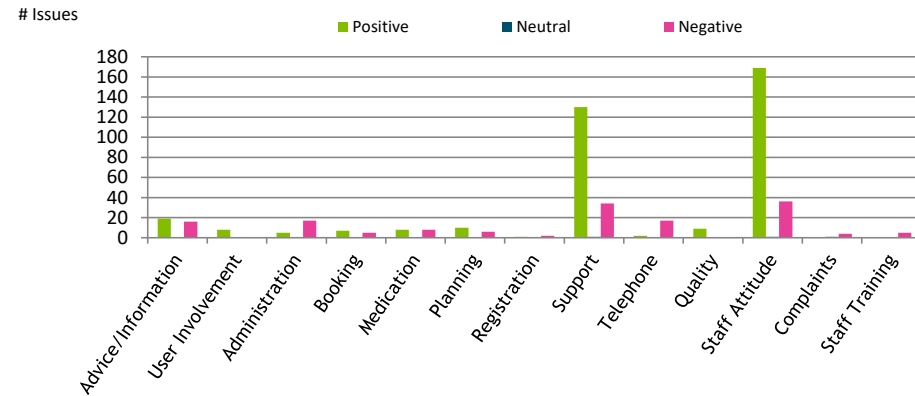
### 6.2 Sentiment, Transport



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

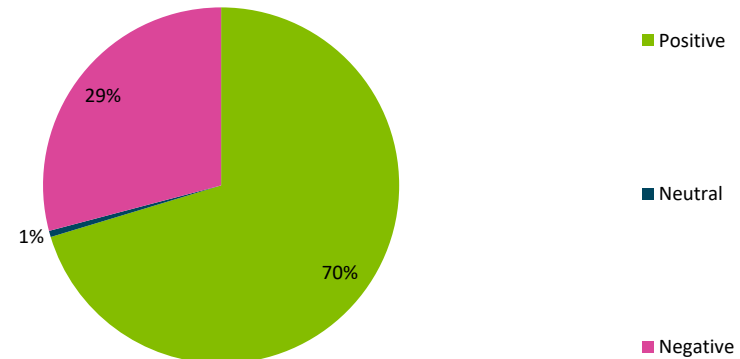
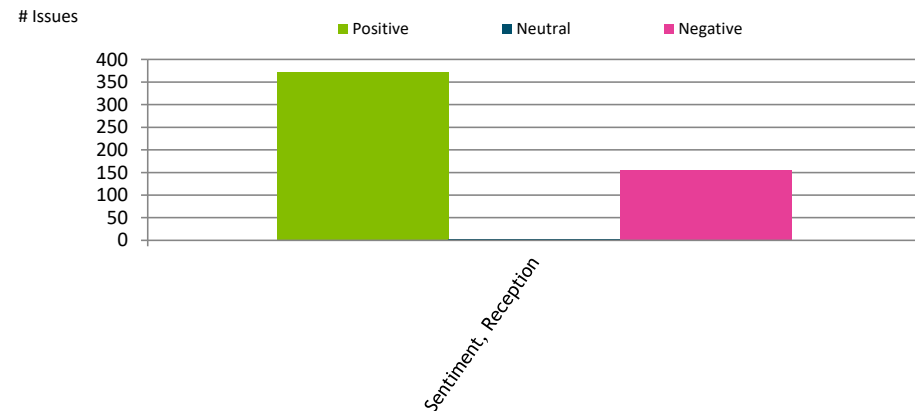


### 6.3 Trends, Reception (529 issues)



Issues receiving the most comments overall

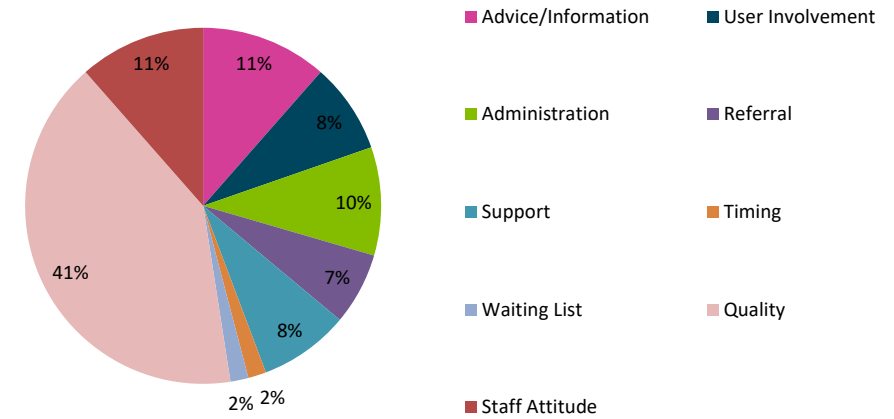
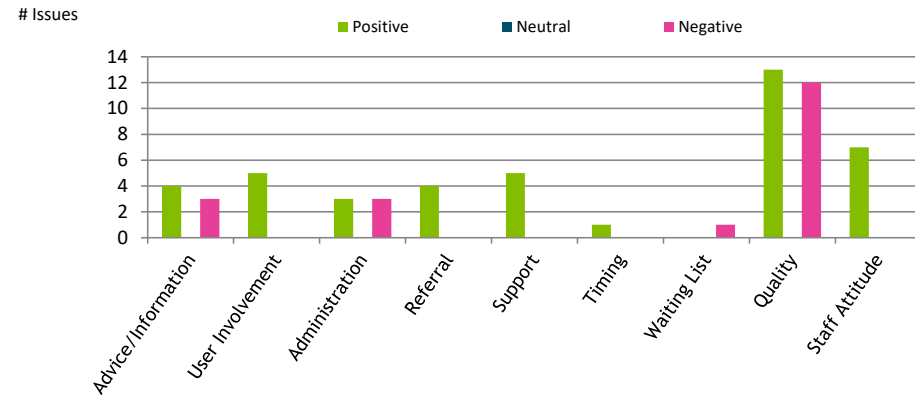
### 6.4 Sentiment, Reception



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

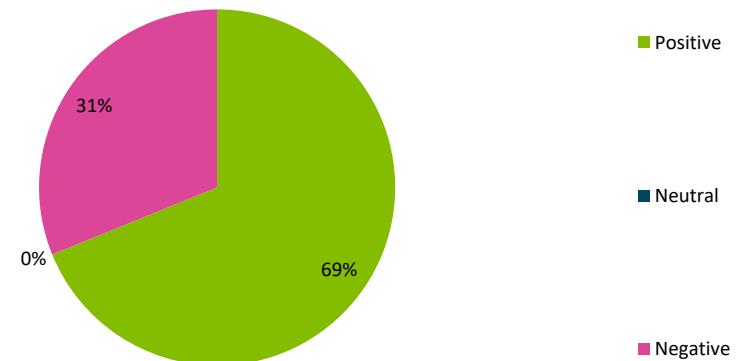
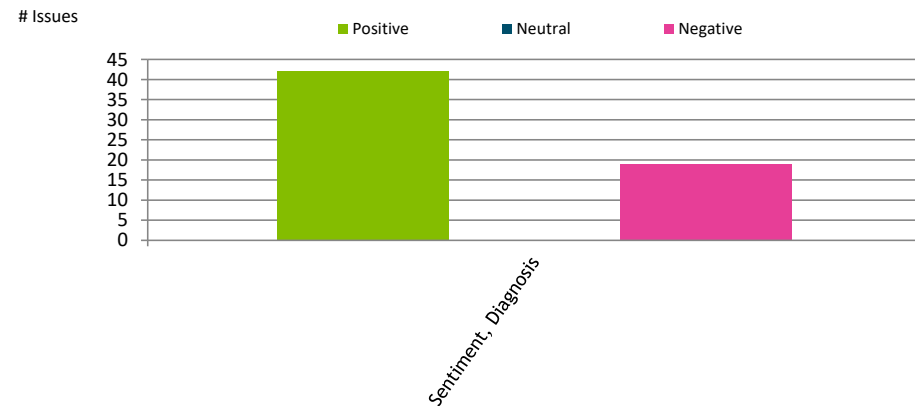


### 6.5 Trends, Diagnosis/Testing (61 issues)



Issues receiving the most comments overall

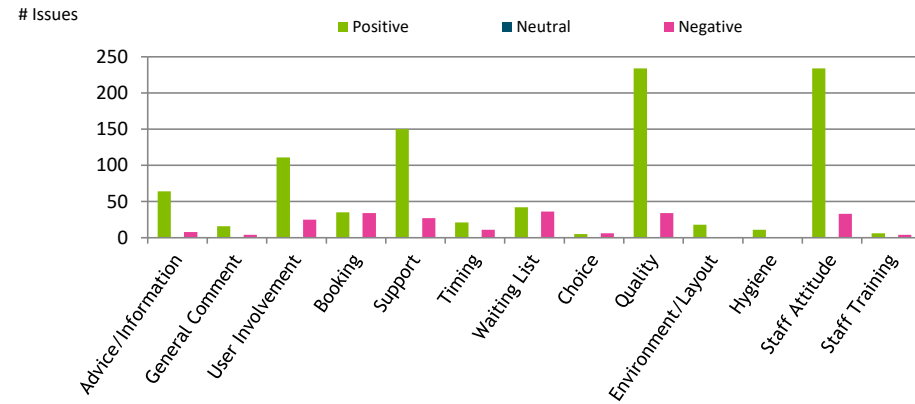
### 6.6 Sentiment, Diagnosis/Testing



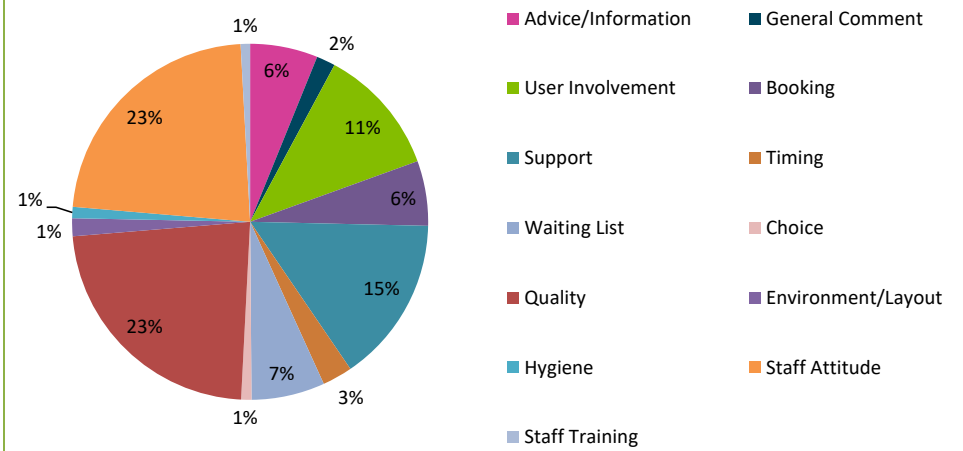
## 6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)



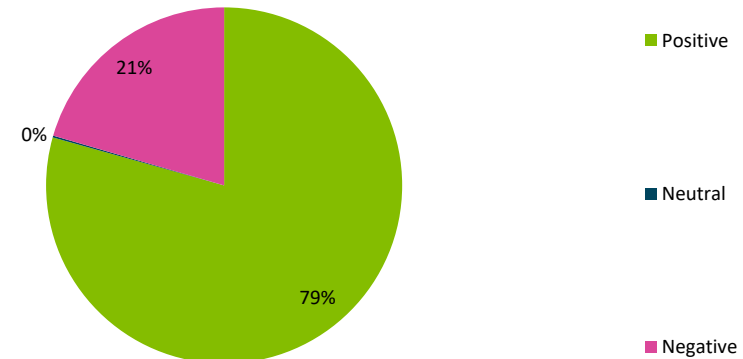
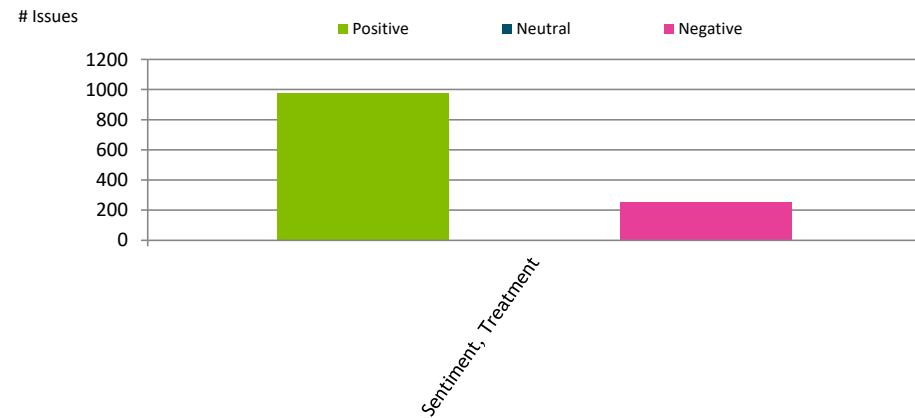
### 6.7 Trends, Clinical Treatment (1230 issues)



Issues receiving the most comments overall



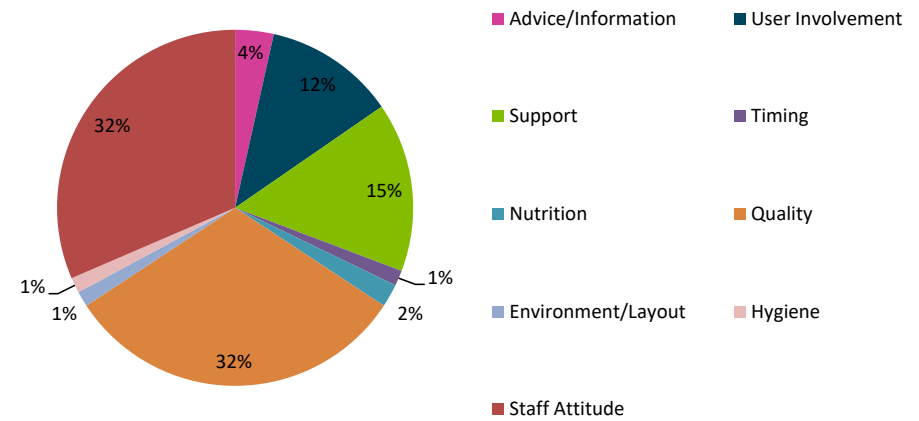
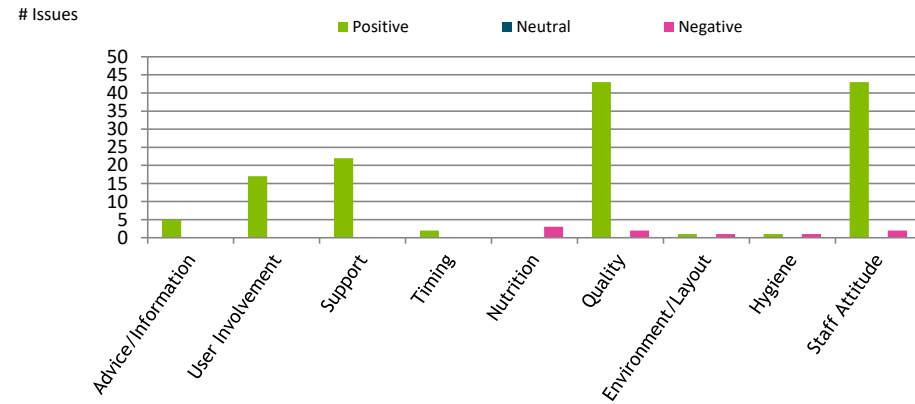
### 6.8 Sentiment, Clinical Treatment



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

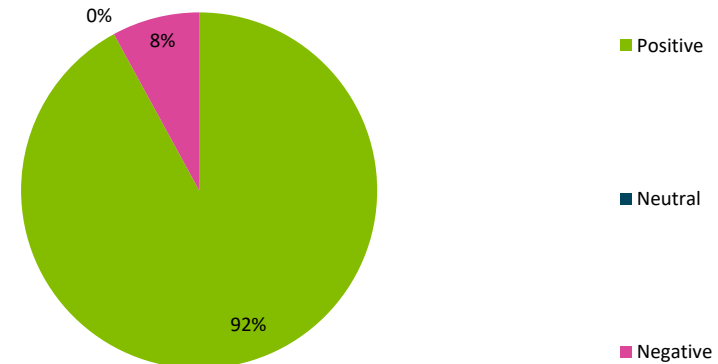
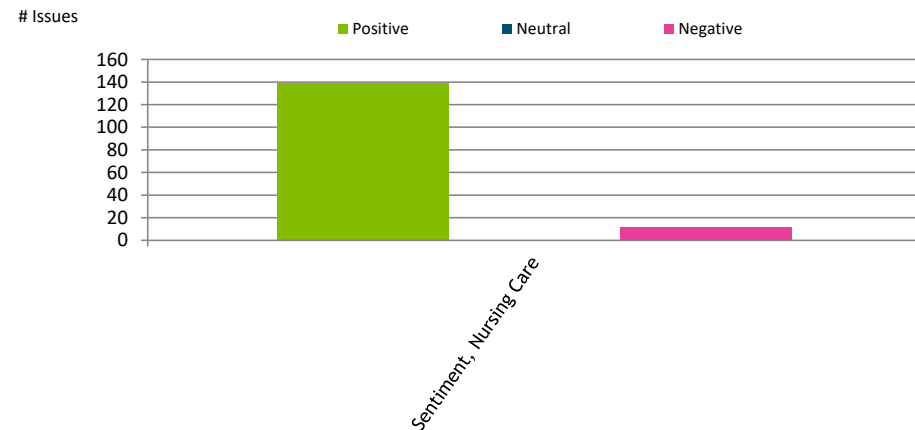


### 6.9 Trends, Clinical Nursing (151 issues)



Issues receiving the most comments overall

### 6.10 Sentiment, Clinical Nursing

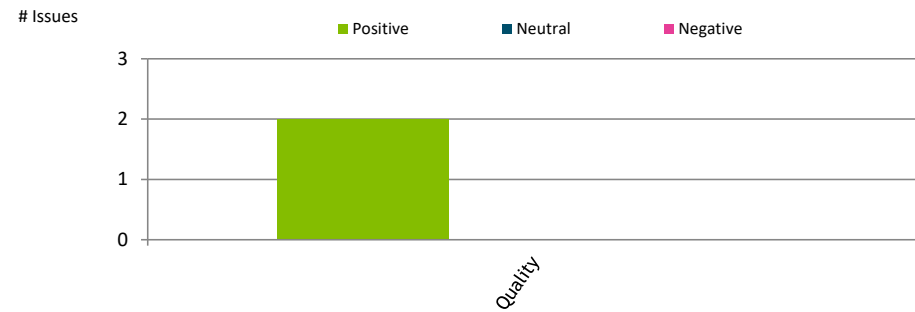




## 6. Care Pathway: Discharge (discharge from a service)

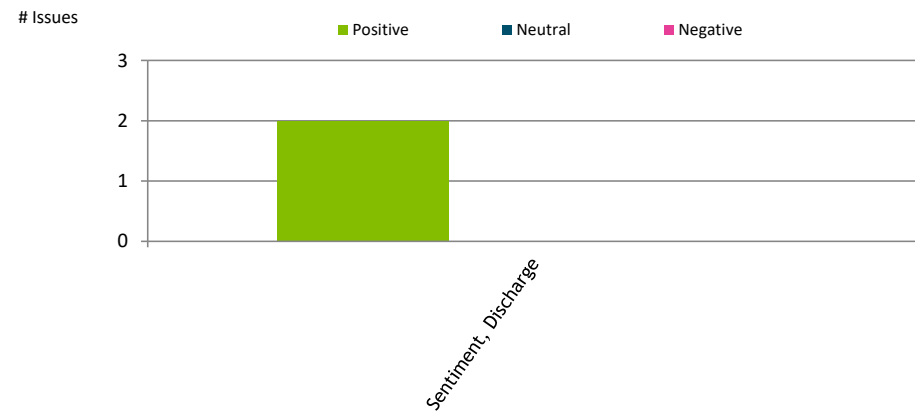


### 6.11 Trends, Discharge (2 issues)



Issues receiving the most comments overall

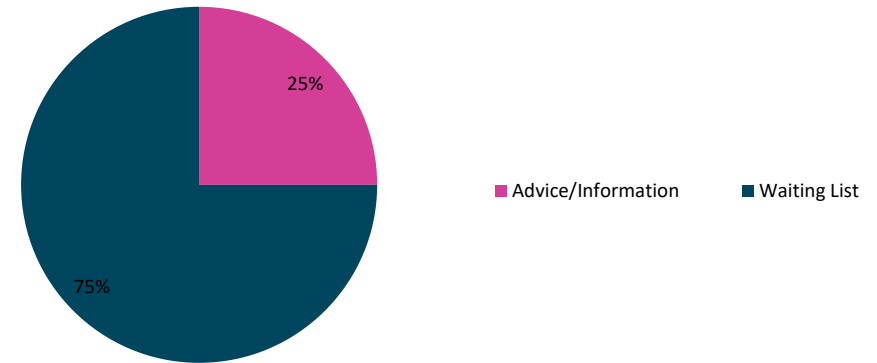
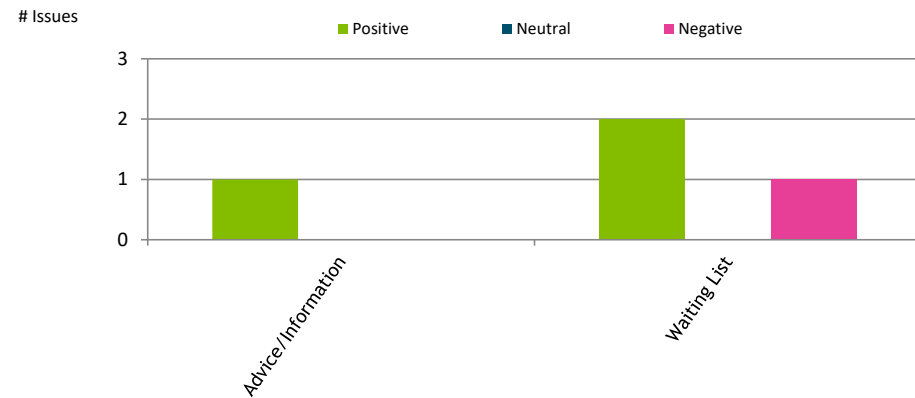
### 6.12 Sentiment, Discharge



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

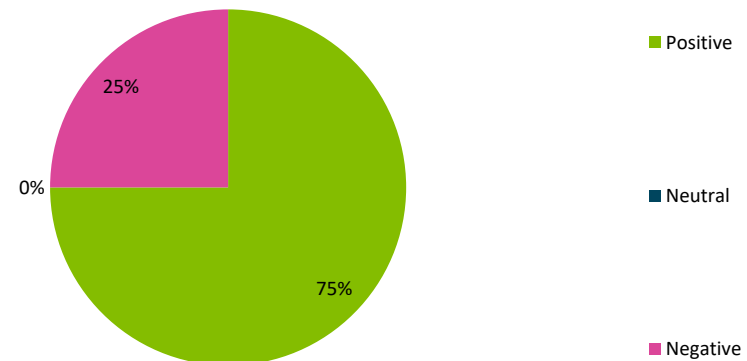
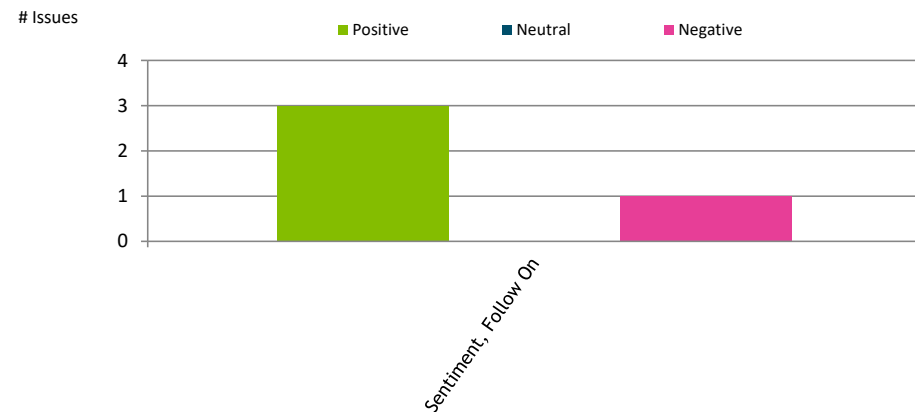


### 6.13 Trends, Follow On (4 issues)



Issues receiving the most comments overall

### 6.14 Sentiment, Follow On



## 7. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	Communication, including access to advice and information.	93	0	27	120
	Carer Involvement	Involvement or influence of carers and family members.	9	0	2	11
	Peer Involvement	Involvement or Influence of friends.	1	0	0	1
	General Comment	A generalised statement (ie; "The doctor was good.")	17	0	4	21
	User Involvement	Involvement or influence of the service user.	141	0	26	167
Systems	Administration	Administrative processes and delivery.	8	0	20	28
	Admission	Physical admission to a hospital ward, or other service.	0	0	0	0
	Booking	Ability to book, reschedule or cancel appointments.	43	0	39	82
	Cancellations	Cancellation of appointment by the service provider.	0	0	4	4
	Data Protection	General data protection (including GDPR).	0	0	0	0
	Referral	Referral to a service.	9	0	4	13
	Medical Records	Management of medical records.	1	0	0	1
	Medication	Prescription and management of medicines.	9	0	13	22
	Opening Times	Opening times of a service.	1	0	1	2
	Planning	Leadership and general organisation.	11	0	6	17
	Registration	Ability to register for a service.	2	0	2	4
	Support	Levels of support provided.	307	1	62	370
	Telephone	Ability to contact a service by telephone.	2	0	17	19
	Timing	Physical timing (ie; length of wait at appointments).	24	0	12	36
	Waiting List	Length of wait while on a list.	45	0	38	83
Values	Choice	General choice.	6	0	6	12
	Cost	General cost.	4	0	3	7
	Language	Language, including terminology.	2	0	0	2
	Nutrition	Provision of sustenance.	0	0	3	3
	Privacy	Privacy, personal space and property.	0	0	1	1
	Quality	General quality of a service, or staff.	301	0	49	350
	Sensory	Deaf/blind or other sensory issues.	0	0	0	0
	Stimulation	General stimulation, including access to activities.	5	0	0	5

## 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>	5	2	2	9
	Environment/Layout	<i>Physical environment of a service.</i>	19	0	3	22
	Equipment	<i>General equipment issues.</i>	0	0	2	2
	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>	12	0	2	14
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	1	1
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	0	0
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	4	4
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	0	0
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	453	1	72	526
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	1	5	6
	Staff Training	<i>Training of staff.</i>	6	0	10	16
	Staffing Levels	<i>General availability of staff.</i>	0	0	2	2
Total:			1536	5	443	1984