Q1 Patient Experience Supplementary Evidence Document

Healthwatch Hammersmith and Fulham

April – June 2023

Contents

Layout of the report

This report is broken down into four key sections:

- Quarterly snapshot
- Evidence of GP Practices
- Evidence of Hospital Services
- Evidence of Dental Services

GPs, Hospital, and Dental Services have been given dedicated sections as we ask tailored questions about these services when carrying out engagement. These are the top 3 services we receive the most feedback about. Each of these sections highlight good practice, areas of improvement and recommendations.

This report functions as a supplementary evidence for the Patient Experience Report. Additional deep dives relating to the different sections are dependent on additional capacity.

This report covers Q1 (April to June) of the 2023/2024 financial year, during which we collected 1478 reviews in total. These reviews were collected through GPs, Hospital outpatient departments, Mental Health services, Community services, Nextdoor website, and WhatsApp groups.

1. Acronyms and Terms

Long-term Condition _ This is a disease or condition that usually cannot be cured and need to be managed with a prolonged medication or other treatments

PCN (Primary Care Network) _ A PCN is a group of GPs working together to support patients better.

PEP (Patient Experience Programme) _ This is a project run by Healthwatch Hammersmith & Fulham to continuously look out for emerging issue in healthcare system of Hammersmith & Fulham and to provide ideas on how to tackle them

PNS (Prefer not to Say) _ This is a term used to represent that the patient chose not to answer one or more of our survey questions.

Q1 (Quarter-1) _ Quarter 1 of a financial year start from 1st of April and end on 30th of June. This is the quarter that this report emphasizes on. When we mention Q1 or quarter-1 in this report, we are referring to a time period between 01/04/2023 and 30/06/2023

Q2 (Quarter-2) _ Quarter 2 of a financial year start from 1st of July and ends on 30th of September. When we mention Q2 or quarter-2 in this report, we are referring to a time period between 01/07/2023 and 30/09/2023

Q3 (Quarter-3) _ Quarter 3 of a financial year start from 1st of October and ends on 31st of December. When we mention Q2 or quarter-2 in this report, we are referring to a time period between 01/07/2022 and 31/12/2022

Q4 (Quarter-4) _ Quarter 4 of a financial year start from 1st of January and ends on 31st of March. When we mention Q2 or quarter-2 in this report, we are referring to a time period between 01/01/2023 and 31/03/2023

Statistical Significance _ As researchers, we do not take the word ‘significant’ lightly. When we mention that there is significant increase or decrease, we mean that we are 95% sure that there is a real increase or decrease, as opposed to a random variation in data observed by chance. The statistical significance is expressed in figures by using * symbol

2. Q1 Snapshot

This section provides a summary of the number of experiences we collected during April – June 2023 as well as breakdown of positive, negative reviews per service. We analysed residents rating of their overall experience to get this data (1* and 2* = negative, 3* = neutral, 4* and 5* = positive)

1478 reviews

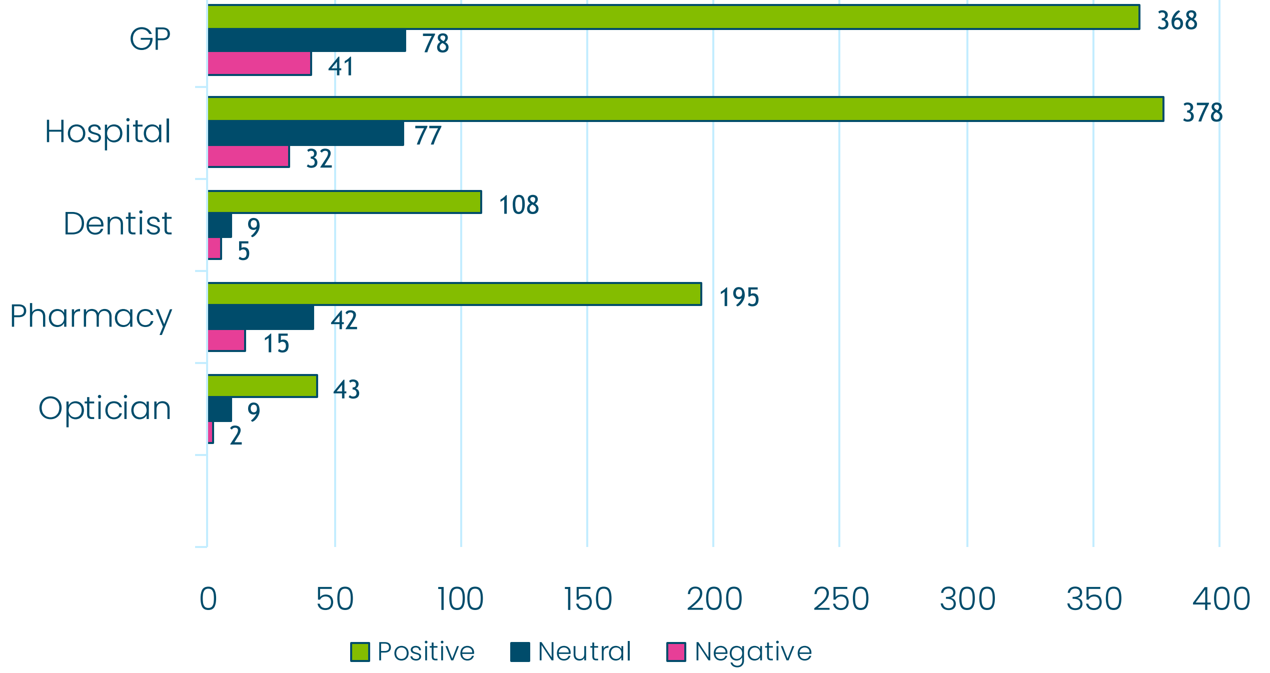
of health and care services were shared with us, helping to raise awareness of issues and improve care.

47 visits

were carried out to different local venues across the borough to reach as many as people as possible

Top 5 Service Types	No of Reviews	Percentage of positive reviews
GP	487	76%
Hospital	487	78%
Pharmacy	252	77%
Dentist	122	88%
Optician	54	80%

Sentiment of Reviews



2.1 Yearly Comparison

In order for us to understand whether experiences of health and care services are improving we compare our data throughout the year. The chart below highlights positive (green) and negative (pink) experiences. Neutral experiences have been omitted.

Service Type by sentiment

Top 5 Services	Q1 (Apr-Jun 23)		Q4 (Jan-Mar 23)		Q3 (Sep-Dec 22)		Q2 (Jul-Sep 22)	
GP	76%	8%	77%	10%	71%	12%	71%	16%
Hospital	78%	7%	74%	11%	63%	24%	72%	15%
Dentist	88%	4%	81%	8%	88%	9%	85%	9%
Pharmacy	77%	13%	73%	13%	83%	9%	81%	13%
Optician	80%	4%	67%	33%	-	-	0%	100%

What does this tell us?

- There was increased proportion of positive GP feedbacks between Q3 and Q4, and this did not drop greatly in Q1. This is could be due to improvements in patients' experience regarding getting through on the telephone, the quality of online consultation, and the quality of telephone consultation. The patients and GP services might be adapting better to online services and getting better at finding an optimum balance between face-to-face and virtual services.

- The experience of the patients with hospital services are in an upward trend since Q3. This could be due to increased patients' satisfaction on ability to get an appointment or referral, communication of the hospital with their GPs, and staff attitudes. The hospital services seems to be optimising their resources better and providing necessary trainings on managing patient records and emotional resilience.

- Patients' experiences of dental services continue to be highly positive, although there is a large fluctuation of the experience throughout the year. This could be due to a relatively low sample size for dental service we can collect.

- We observed a slightly downward trend in the patients' experience with the pharmacies. This could be due to increasing role of community pharmacies among patients as a primary source of advice for minor conditions, and subsequently, higher demand and longer waiting to be seen by a pharmacist.

3. Evidence of GP services

3.1. GP Visits

During April-June 2023 (Quarter-1), we paid 35 visits to 26 GP Practices in Hammersmith & Fulham to collect 487 reviews. The table below summarises the number of GP visits carried out by Healthwatch Hammersmith & Fulham, and number of reviews we collected from each GP

Table 1: Number of GP Visits we Performed and Number of Reviews we Collected during April-June 2023

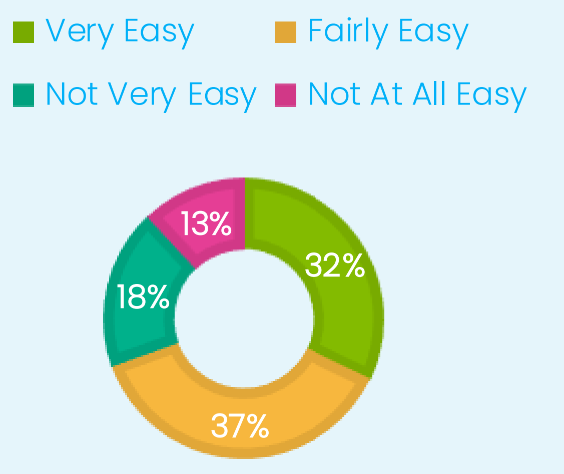
PCN	GP Services	No: of Visits	Number of Reviews		
			Positive	Negative	Neutral
North H&F	Canberra Old Oak Surgery	2	15	1	3
	Dr Uppal and Partners, Parkview Centre for Health and Wellbeing		1	0	0
	Parkview Medical Centre, Dr Kukar		9	1	5
	Parkview Practice		5	0	2
	Hammersmith and Fulham Centres for Health, Charing Cross Hospital	1	1	0	1
	Hammersmith and Fulham Centres for Health, Hammersmith Hospital	1	6	0	1
	Shepherds Bush Medical Centre	1	5	1	1
	The Medical Centre, Dr Kukar	0	1	1	1
	The New Surgery, Dr Dassanayake & Partners	2	55	1	5
	The Westway Surgery, Dr, Dasgupta & Partners	1	8	2	0

PCN	GP Services	No: of Visits	Number of Reviews		
			Positive	Negative	Neutral
H&F Partnership	Brook Green Medical Centre	2	21	5	2
	North End Medical Centre	2	51	6	15
	Park Medical Centre	2	35	0	5
	Richford Gate Medical Centre	1	11	1	2
	The Bush Doctors	2	17	3	5
H&F Central	Sterndale Surgery	3	11	1	2
	West Kensington Surgery		9	1	2
	Hammersmith Surgery	0	3	3	4
	North Fulham Surgery	2	23	3	2
	The Ashchurch Medical Centre	1	3	0	1
Babylon GP at Hand	Babylon GP at Hand, The Medical Centre, Dr S Jefferies and Partners	1	6	4	3
	Babylon GP at Hand, Dr S Jefferies and Partners	0	1	0	0

PCN	GP Services	No: of Visits	Number of Reviews		
			Positive	Neutral	Negative
South Fulham	Ashville Surgery	1	5	1	1
	Cassidy Medical Centre	2	17	1	3
	Fulham Cross Medical Centre	2	13	1	2
	Fulham Medical Centre	2	16	2	4
	Lilyville Surgery	2	10	2	3
	Sand Ends Health Clinic	1	8	0	1
	The Palace Surgery, Dr Mangwana and Partners	1	2	0	2

3.2. GP Access and Quality Questions

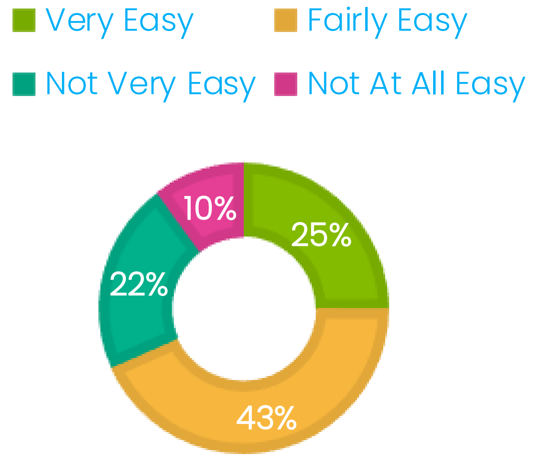
Q1) How do you find getting an appointment?



	Q3	Q4	Q1	Q2
Very Easy	27%	34%	32%	N/A
Fairly Easy	42%	41%	37%	N/A
Not Very Easy	19%	17%	18%	N/A
Not At All Easy	12%	8%	13%	N/A

69% of the patients found it easy to get an appointment this quarter. This is 6% decrease from Q4, but not different from Q3. Patients find it easy to get emergency and paediatrics appointments but not for non-urgent appointments.

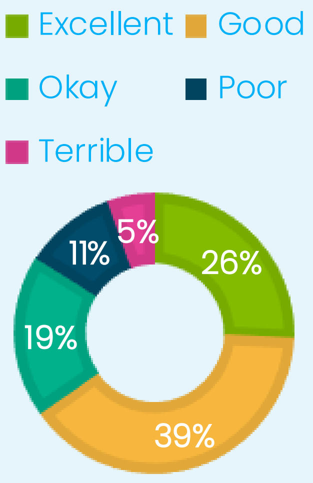
Q2) How do you find getting through to someone at your GP practice on the phone?



	Q3	Q4	Q1	Q2
Very Easy	22%	27%	25%	N/A
Fairly Easy	38%	50%	43%	N/A
Not Very Easy	27%	16%	22%	N/A
Not At All Easy	13%	7%	10%	N/A

70% of the patients this quarter found it easy to contact their GP from the phone. This is 7% decrease from Q4 but 10% higher than Q3 results. The patients complained about waiting times and queuing on the telephone, especially for calls in the early mornings to book appointment. The patients seem to be more pleased with the system where they have a call back from their GP services without needing to wait on the phone line. However, more in-depth comparison is needed between experiences of patients from GP services that adopt such system and that do not.

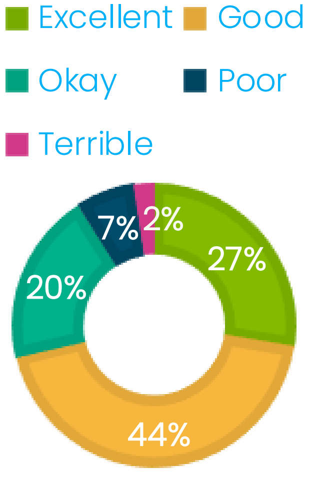
Q3) How do you find the quality of online consultations?



	Q3	Q4	Q1	Q2
Excellent	7%	16%	26%	N/A
Good	49%	55%	39%	N/A
Okay	37%	20%	19%	N/A
Poor	4%	5%	11%	N/A
Terrible	3%	4%	5%	N/A

During this quarter, 65% of the online service users rated either good or excellent to online appointments. This is 6% less than Q4 results but 9% higher than Q3. Many patients find online apps (e.g., PATCHS) useful for minor illnesses, and tracking appointments and prescriptions, whereas others find it difficult to navigate the app and undergo digital triage. Please note that our Q1 results are based on experience of only 53% of the 487 patients we engaged with, as the rest (47%) have not experienced online consultation due to lack of digital skills, lack of digital equipment, preference to face-to-face appointments, and language barrier. However, further research into digital exclusion of patients is required.

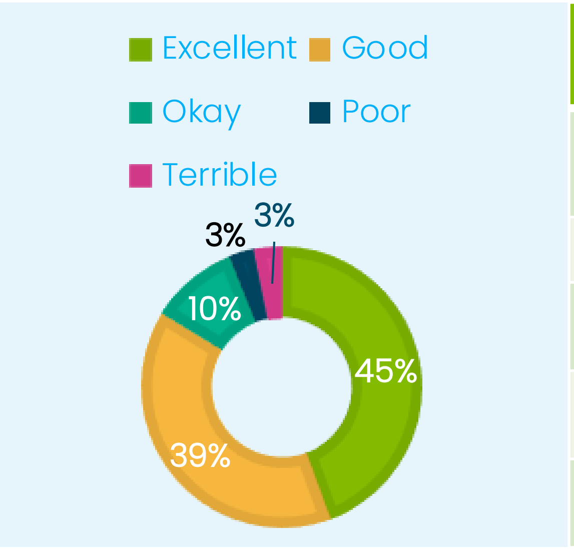
Q4) How do you find the quality of telephone consultations?



	Q3	Q4	Q1	Q2
Excellent	6%	12%	28%	N/A
Good	71%	71%	44%	N/A
Okay	17%	14%	20%	N/A
Poor	5%	2%	7%	N/A
Terrible	1%	1%	2%	N/A

We observe an increasingly divided patient experience of telephone consultations. Although there is a continuous drop in proportion of patients rating either good or excellent for telephone consultations, the average ratings significantly increased in Q4 and is maintained during Q1 (see Figure 1D). Some patients found the telephone consultations convenient and prompt, while others struggle to explain their health conditions over the phone.

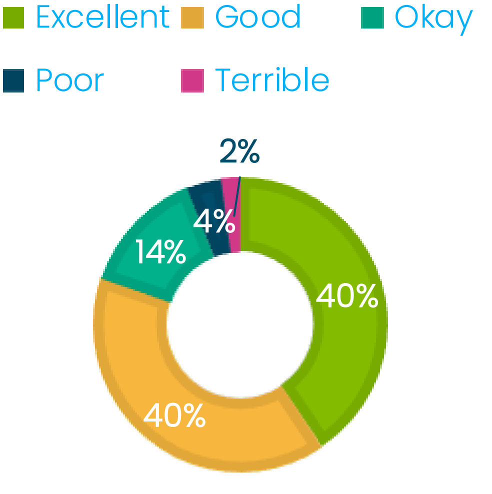
Q5) How did you find the attitudes of staff at the service?



	Q3	Q4	Q1	Q2
Excellent	16%	20%	45%	N/A
Good	70%	65%	39%	N/A
Okay	12%	14%	10%	N/A
Poor	1%	1%	3%	N/A
Terrible	1%	0%	3%	N/A

We can see a gradual increase in percentage of patients who found the staff attitude to be excellent. The average patient experience regarding staffs during Q1 is significantly higher than that of Q4 (see Figure 1E). The patients praised the politeness, professionalism, and empathy of staffs. This quality of staffs should be maintained throughout the year.

Q6) How would you rate the quality of treatment and care received?



	Q3	Q4	Q1	Q2
Excellent	23%	25%	40%	N/A
Good	60%	64%	40%	N/A
Okay	15%	10%	14%	N/A
Poor	1%	1%	4%	N/A
Terrible	1%	0%	2%	N/A

Although the percentage of the patients who said they receive either good or excellent quality of care (80%) is lower than that of Q4 (89%) and Q3 (83%), the average experience did not change significantly through the three quarters (see Figure 1F). Patients continue to praise the effectiveness and thoroughness of diagnosis and treatment, as well as follow-ups. Some patients stated that they prefer to see the same doctor for most of their appointments to ensure continuity of care.

3.3. GP Supporting Evidence

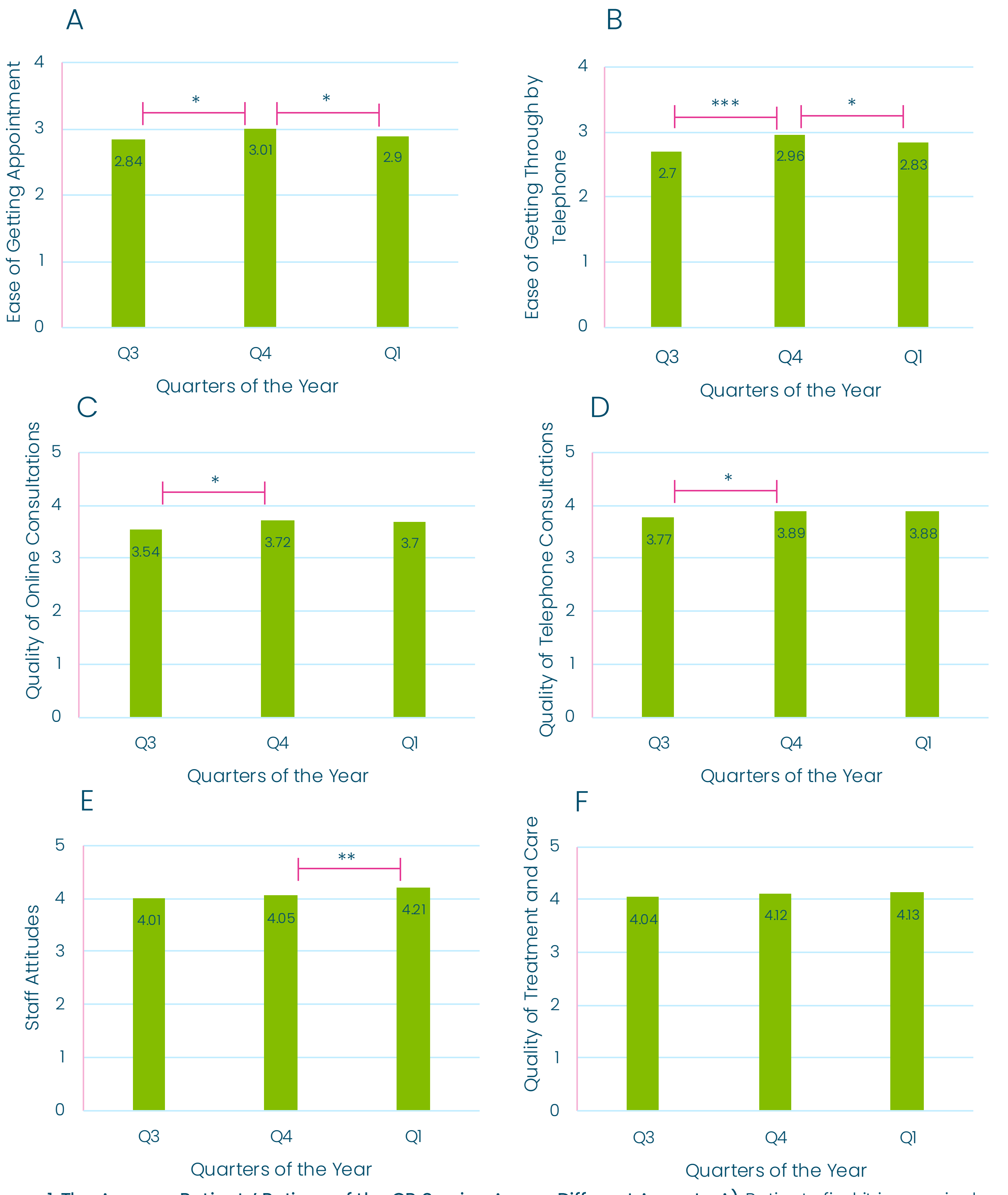


Figure 1: The Average Patients' Ratings of the GP Service Across Different Aspects. A) Patients find it increasingly easier to get appointment in Q4 than in Q3. Then ease of getting appointment significantly dropped in Q1. **B)** The ease of the patients to get through the telephone increase dramatically through Q3, Q4, but dropped in Q1. **C)** The patients' experience with online consultations increased significantly during Q4 and stayed plateau during Q1. **D)** The patients' experience with telephone consultations increased in Q4 and stayed levelled in Q1. **E)** The patients' experience with staff attitude did not show any significant difference between Q3 and Q4 but increased significantly during Q1. **F)** There is no statistically significant difference between the patients' experience with treatment and care across Q3,Q4 and Q1. (*A and B are rated out of 4 and the rest are rated out of 5. *p<0.05, **p<0.005, ***p<0.001*)

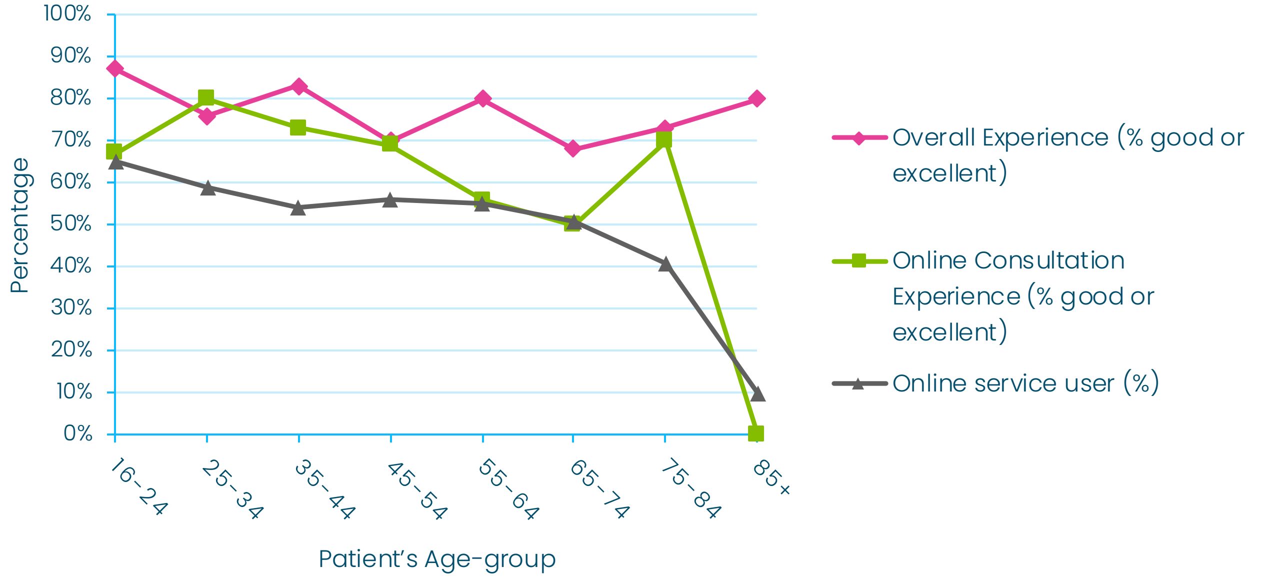


Figure 2: The Overall Experience, Online Consultation Experience, and Online Service Usage of the Patients with Different Age-groups. Many patients rated their overall experience good or excellent. Although we can see some fluctuations in the percentage of patients who rated their overall experience good or excellent, it does not seem that the overall experience and age are correlated. However, the satisfaction and usage of the online services seem to be at its highest for patients between 16 to 64 year of age. For patient above 65, the usage of online service drops noticeably. Although there is a sharp peak of satisfaction of online consultation for patients between 75 to 85 year of age, the satisfaction drops steeply for patients above 85.

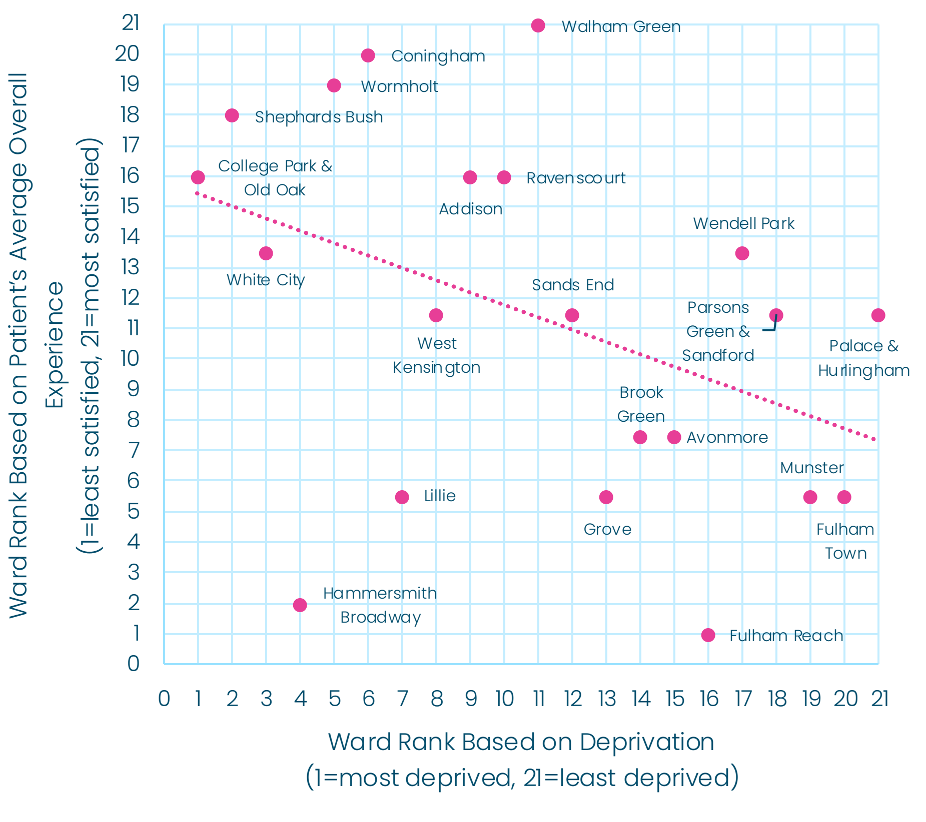


Figure 3: The Relationship between Deprivation of a Hammersmith & Fulham Ward and Overall Experience of People Living in the Ward. The wards have been ranked based on deprivation using the deprivation data available from LBHF website[1], and the wards with Lower-layer Super Output Area (LOSA) of lower deprivation percentile are ranked higher. The wards are also ranked on average overall patient experience, and the wards with lower patient experiences are ranked higher. There is the moderate negative correlation between these two ranks (r = -0.42). This mean people from more deprived area tend to be more satisfied with their GP services.

[1] London Borough of Hammersmith & Fulham, *Deprivation in Hammersmith & Fulham 2019*, September 2019, https://www.lbhf.gov.uk/sites/default/files/section_attachments/2019-imd-lbhf-infographic.pdf

4. Hospital Supporting Evidences

4.1. Hospital Visits

During April-June 2023 (Quarter-1), we paid 4 visits each to Charing Cross Hospital (outpatient) Hammersmith Hospital (outpatient), and Queen Charlotte and Chelsea Hospital (antenatal) and collected 357 reviews. Additional 130 reviews about certain hospitals outside of the borough are also collected from Hammersmith & Fulham residents.

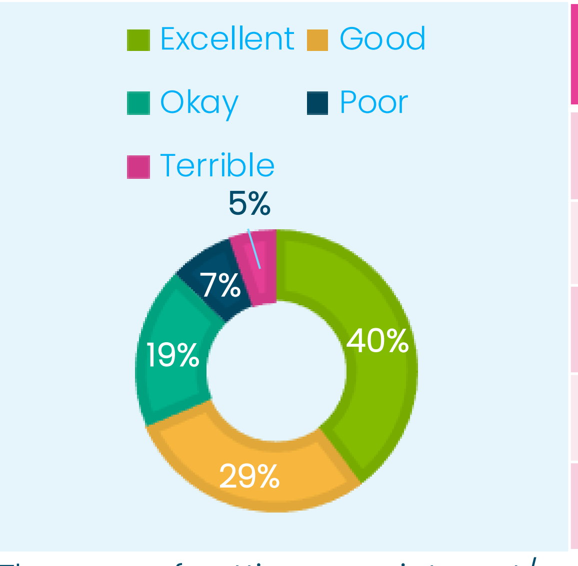
The table below summarises the number of hospital visits carried out by Healthwatch Hammersmith & Fulham, and number of reviews we collected from each hospital

Table 2: Number of Hospital Visits we Performed and Number of Reviews we Collected during April-June 2023

Hospital Services	No: of Visits	Number of Reviews		
		Positive	Negative	Neutral
Imperial College Healthcare NHS Trust				
Charing Cross Hospital	4	152	12	29
Hammersmith Hospital	4	91	9	23
Queen Charlotte & Chelsea Hospital	4	37	0	4
St. Mary's Hospital	0	37	2	6
Western Eye Hospital	0	4	0	3
Chelsea & Westminster Hospital NHS Foundation Trust				
Chelsea & Westminster Hospital	0	47	4	8
West Middlesex University Hospital	0	2	0	2
Guy's and St. Thomas' NHS Foundation Trust				
Royal Brompton Hospital	0	5	0	0
The Royal Marsden NHS Foundation Trust				
The Royal Marsden Hospital	0	2	0	0

4.2. Hospital Access and Quality Questions

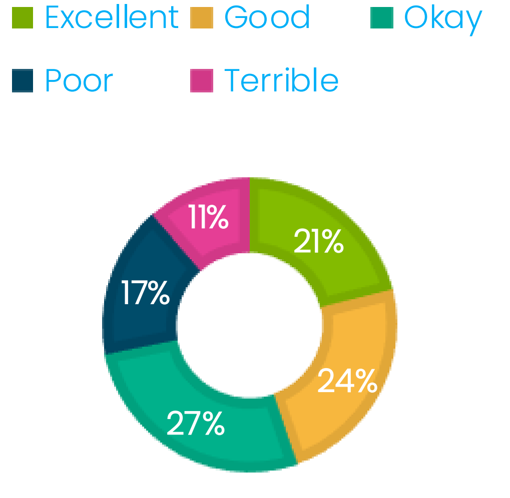
Q1) How did you find getting a referral/appointment at the hospital?



	Q3	Q4	Q1	Q2
Excellent	31%	30%	40%	N/A
Good	41%	50%	29%	N/A
Okay	11%	12%	19%	N/A
Poor	4%	6%	7%	N/A
Terrible	13%	2%	5%	N/A

The ease of getting appointment/ referral with a hospital in H&F is increased in Q4, with 80% of the patients stating it is either good or excellent experience getting appointment. Although this percentage is decreased in Q1 to 69%, the average patient's rating on ease of getting appointment/ referral did not drop significantly to more patients rating it excellent rather than good.

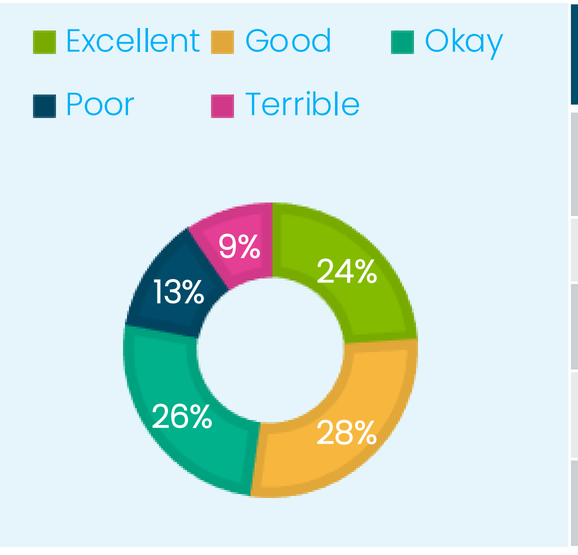
Q2) How do you find getting through to someone on the phone?



	Q3	Q4	Q1	Q2
Excellent	27%	24%	21%	N/A
Good	30%	25%	24%	N/A
Okay	14%	27%	27%	N/A
Poor	15%	18%	17%	N/A
Terrible	14%	6%	11%	N/A

We can see a downward trend regarding ease of getting through the telephone to the hospital services. The proportion of patients who had either good or excellent experience contacting their hospital from phone was 57% in Q3. This is dropped to 49% in Q4 and 45% in Q!. Many patients find it difficult to navigate the telephone system and find themselves waiting long on the phone line before getting through. However, the average rating for this question did not change significantly through Q3, Q4, and Q1 (see Figure 4B).

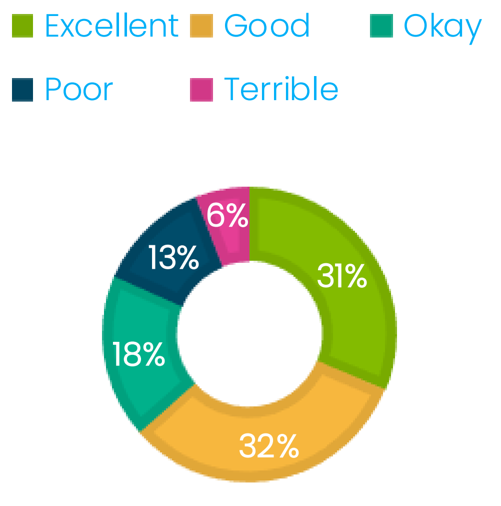
Q3) How do you find the waiting times at the hospital?



	Q3	Q4	Q1	Q2
Excellent	13%	15%	24%	N/A
Good	34%	42%	28%	N/A
Okay	36%	27%	26%	N/A
Poor	11%	12%	13%	N/A
Terrible	6%	4%	9%	N/A

Compared with Q3, we can see improvements in the waiting time at the hospital premises during Q4 and Q1. Less than half of the patients told us that they think the waiting time at the hospital premises is either good or excellent. This proportion is increased to 57% in Q4 and 53% in Q1. However, there is no significant change in average experience of waiting time through Q3, Q4 and Q1 (see Figure 4C).

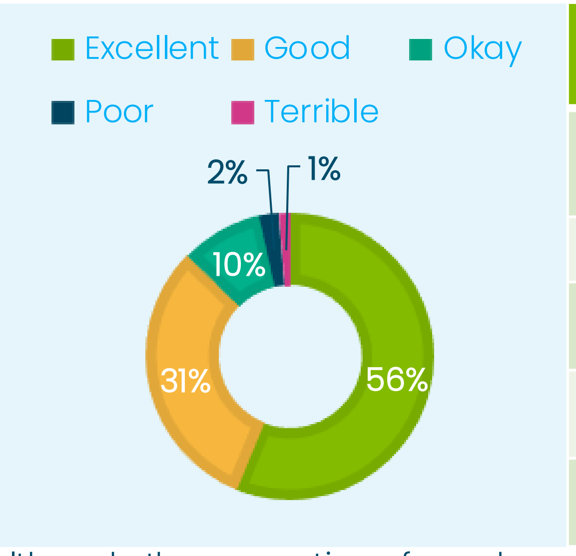
Q4) How do you think the communication is between your hospital and GP practice?



	Q3	Q4	Q1	Q2
Excellent	15%	18%	31%	N/A
Good	41%	50%	32%	N/A
Okay	17%	18%	18%	N/A
Poor	9%	10%	13%	N/A
Terrible	18%	4%	6%	N/A

Compared to Q3 (56%), a higher proportion of the patients feel that the communication between the GP and the hospital is either good or excellent during Q4 (68%). The patient opinion regarding communication of the hospital with GP practices become more divided with a larger proportion of patients rating excellent, poor, and terrible during Q1. The average rating of this topic between Q4 and Q1 did not change significantly (see Figure 4D).

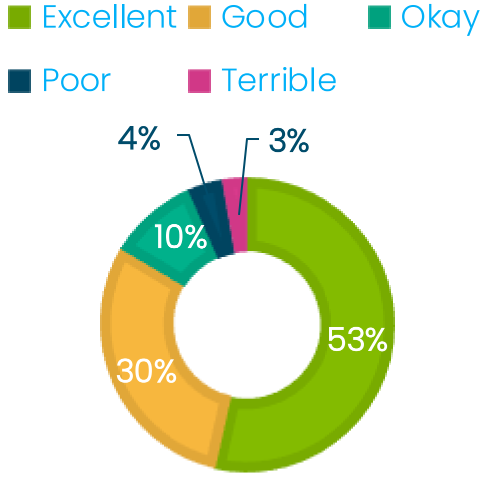
Q5) How do you find the attitudes of staff at the service?



	Q3	Q4	Q1	Q2
Excellent	31%	43%	56%	N/A
Good	59%	52%	31%	N/A
Okay	6%	4%	10%	N/A
Poor	3%	1%	2%	N/A
Terrible	1%	0%	1%	N/A

Although, the proportion of good or excellent experience of the patients with the staff attitude increased during Q4 (95%) compared to Q3 (90%), the proportion is decreased again to 87% during Q1. However, still, a large majority of the patients praised the attitude of hospital staffs through Q3, Q4, and Q1.

Q6) How would you rate the quality of treatment and care received?



	Q3	Q4	Q1	Q2
Excellent	46%	51%	53%	N/A
Good	38%	42%	30%	N/A
Okay	13%	5%	10%	N/A
Poor	1%	2%	4%	N/A
Terrible	2%	0%	3%	N/A

There is a peak in the patient experience regarding quality of treatment and care during Q4, where 93% of the patients rated that the treatment and care they receive is either good or excellent. Then this is reduced in Q1 to 83%, which is very similar to the proportion achieved in Q3 (84%).

4. 3. Hospital Supporting Evidence

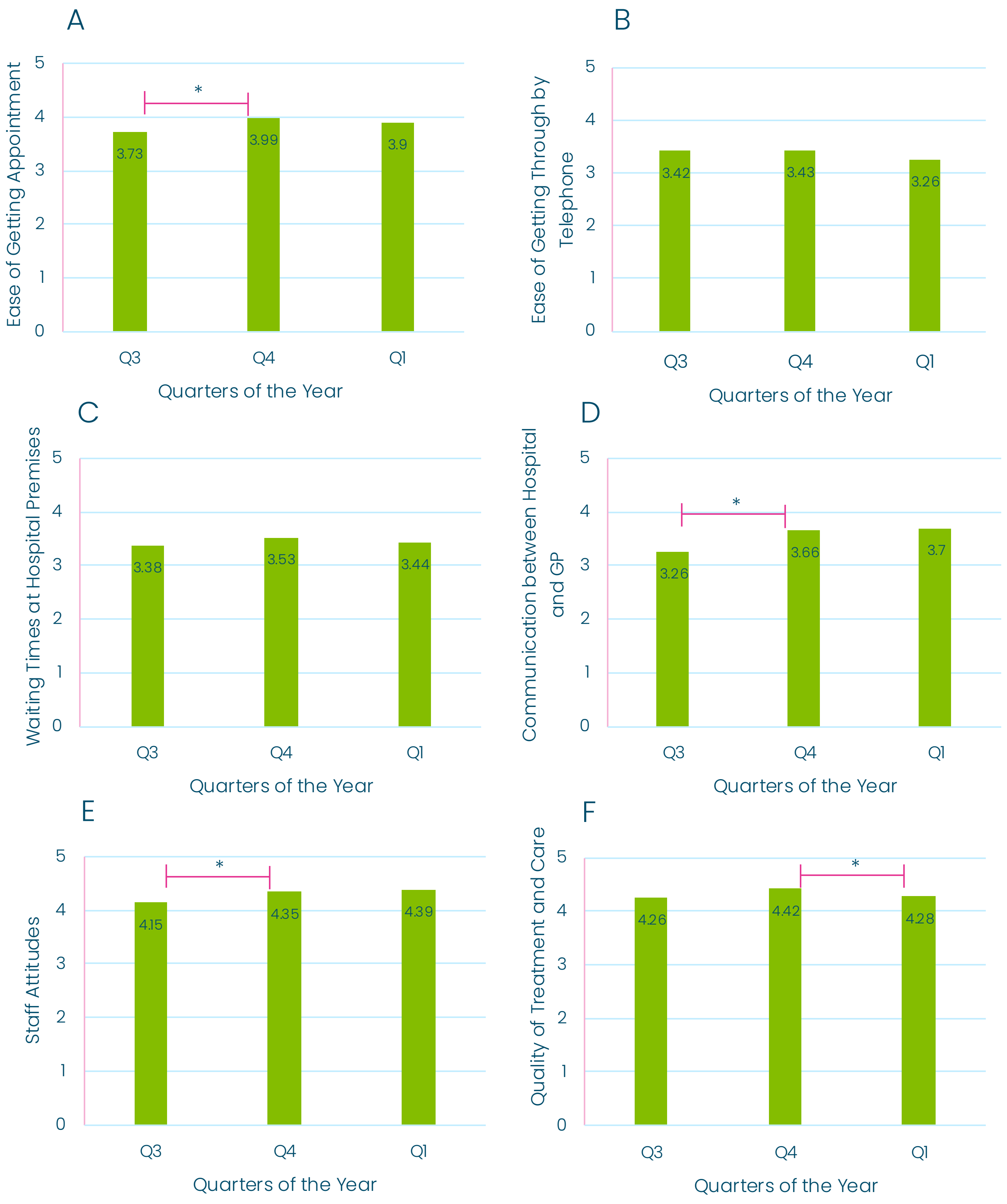


Figure 4: The Average Patients' Ratings of the Hospital Service Across Different Aspects. A) Patients find it increasingly easier to get appointment in Q4 than in Q3. Then ease of getting appointment not significantly dropped in Q1. **B)** The ease of the patients to get through the telephone for the hospital services did not change significantly through the year. **C)** The patients' experience on waiting time at the hospital premises did not change significantly throughout the year. **D)** The patients' experience with the communication of the hospitals with their GP practices significantly increases n Q4 and stayed significantly unchanged in Q1. **E)** The patients' experience with staff attitude improved significantly in Q4 and this is not changed in Q1 **F)** The patients' rating of the quality of care dropped significantly in Q1 compared to Q4 but not significantly different from Q3. (*$p<0.05$)

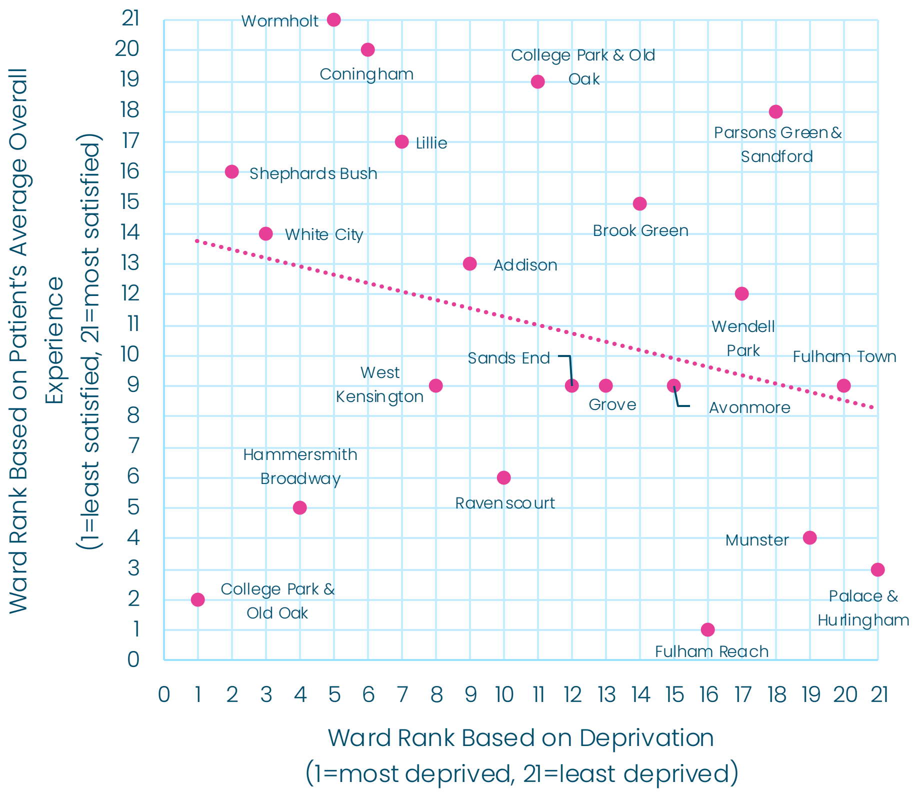


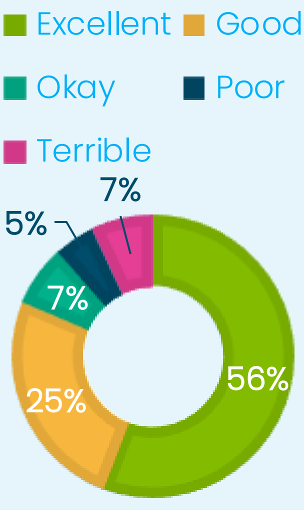
Figure 5: The Relationship between Deprivation of a Hammersmith & Fulham Ward and Overall Experience of People Living in the Ward. The wards have been ranked based on deprivation using the deprivation data available from LBHF website (1), and the wards with Lower-layer Super Output Area (LOSA) of lower deprivation percentile are ranked higher. The wards are also ranked on average overall patient experience, and the wards with lower patient experiences are ranked higher. There is the weak negative correlation between these two ranks (r = -0.27). This mean people from more deprived area tend to be more satisfied with their hospital services.

[1] London Borough of Hammersmith & Fulham, *Deprivation in Hammersmith & Fulham 2019*, September 2019, https://www.lbhf.gov.uk/sites/default/files/section_attachments/2019-imd-lbhf-infographic.pdf

5. Evidence of Dental Services

5.1. Dental Access and Quality Questions

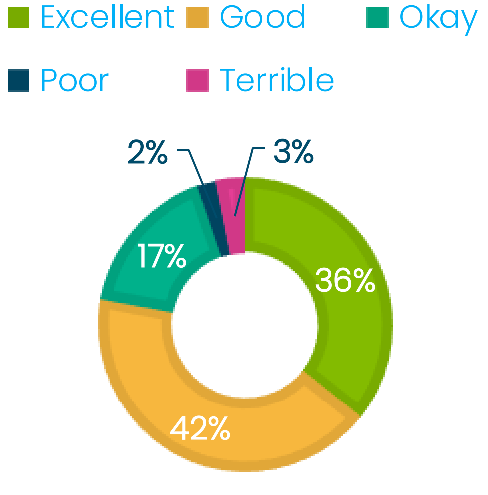
Q1) How did you find it registering with an NHS dentist? (within last 12 months)



	Q3	Q4	Q1	Q2
Excellent	75%	53%	56%	N/A
Good	18%	23%	26%	N/A
Okay	5%	20%	7%	N/A
Poor	0%	0%	5%	N/A
Terrible	2%	3%	7%	N/A

Compared to Q3, it is significantly more difficult for the patients to register with NHS dentists in Q4 and Q1. 93% of the patients in Q3 find rated good or excellent regarding their experience of registering with an NHS dentist. This was dropped to 76% in Q4 and 82% in Q1, which is the current quarter.

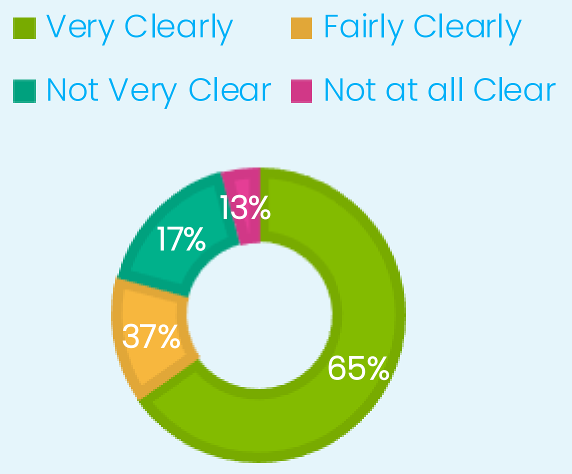
Q2) How do you find getting NHS appointment with your dentist?



	Q3	Q4	Q1	Q2
Excellent	70%	47%	36%	N/A
Good	14%	23%	42%	N/A
Okay	14%	23%	17%	N/A
Poor	2%	3%	12%	N/A
Terrible	0%	3%	3%	N/A

The ease of getting NHS appointments with the dental services in Hammersmith & Fulham also dropped in Q4. During Q3, getting an NHS dental appointment was a good or excellent experience for 84% of the patients. However, this proportion was dropped to 70% in Q4 and 78% in Q1.

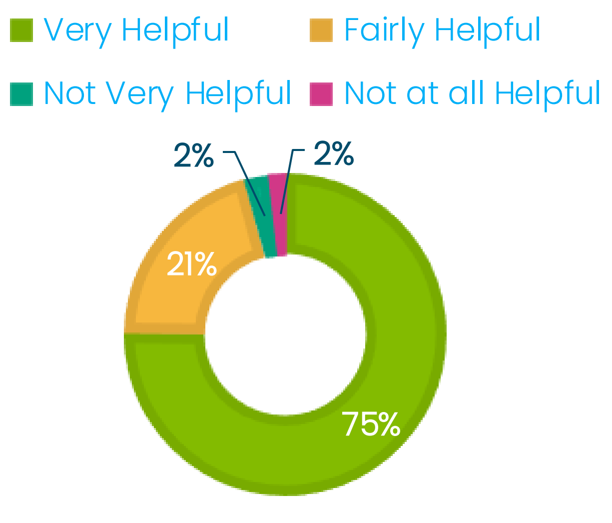
Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?



	Q3	Q4	Q1	Q2
Very Clearly	81%	57%	65%	N/A
Fairly Clearly	12%	37%	14%	N/A
Not Very Clear	2%	3%	17%	N/A
Not At All Clear	5%	3%	4%	N/A

Patient perceptions of treatment cost explanations appear to be changing over different quarters. While a similar percentage of patients found the cost explanation clear in Q3 (93%) and Q4 (94%), the average patient rating for clarity of cost explanation during Q4 was significantly lower (see Figure.5C). This was due to more patients in Q4 reporting "fairly clear" understanding rather than "very clear." Q1 had the lowest patient proportion (79%) finding the cost easy to understand, along with the lowest average clarity rating for cost explanation. Although, the resetting of dental band costs during Q1 might explain this, it is worth exploring if this trend continues into Q2.

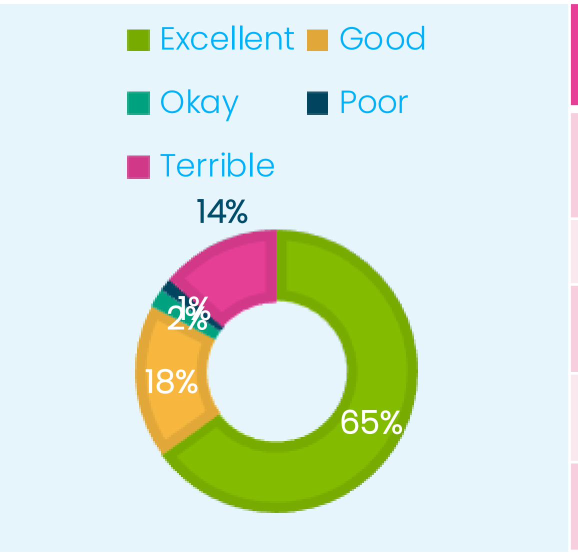
Q4) How helpful are staff in explaining your dental treatment?



	Q3	Q4	Q1	Q2
Very Helpful	80%	74%	75%	N/A
Fairly Helpful	13%	20%	21%	N/A
Not Very Helpful	7%	3%	2%	N/A
Not At All Helpful	0%	3%	2%	N/A

A large majority of patients continue to praise the helpfulness of the dental staffs in explaining their treatments during Q3 (93%), Q4 (94%), and Q1 (96%).

Q5) How do you find the attitudes of staff at the service?



	Q3	Q4	Q1	Q2
Excellent	76%	57%	75%	N/A
Good	15%	29%	19%	N/A
Okay	9%	9%	5%	N/A
Poor	0%	3%	0%	N/A
Terrible	0%	3%	1%	N/A

Fluctuations in patient experience regarding attitudes of dental staffs are found through the year. During Q3, 91% of the patients reported staff attitudes are either good or excellent. Although this proportion was dropped to 86% in Q4, it is increased again to 94% in Q1.

5.2. Dental Supporting Evidences

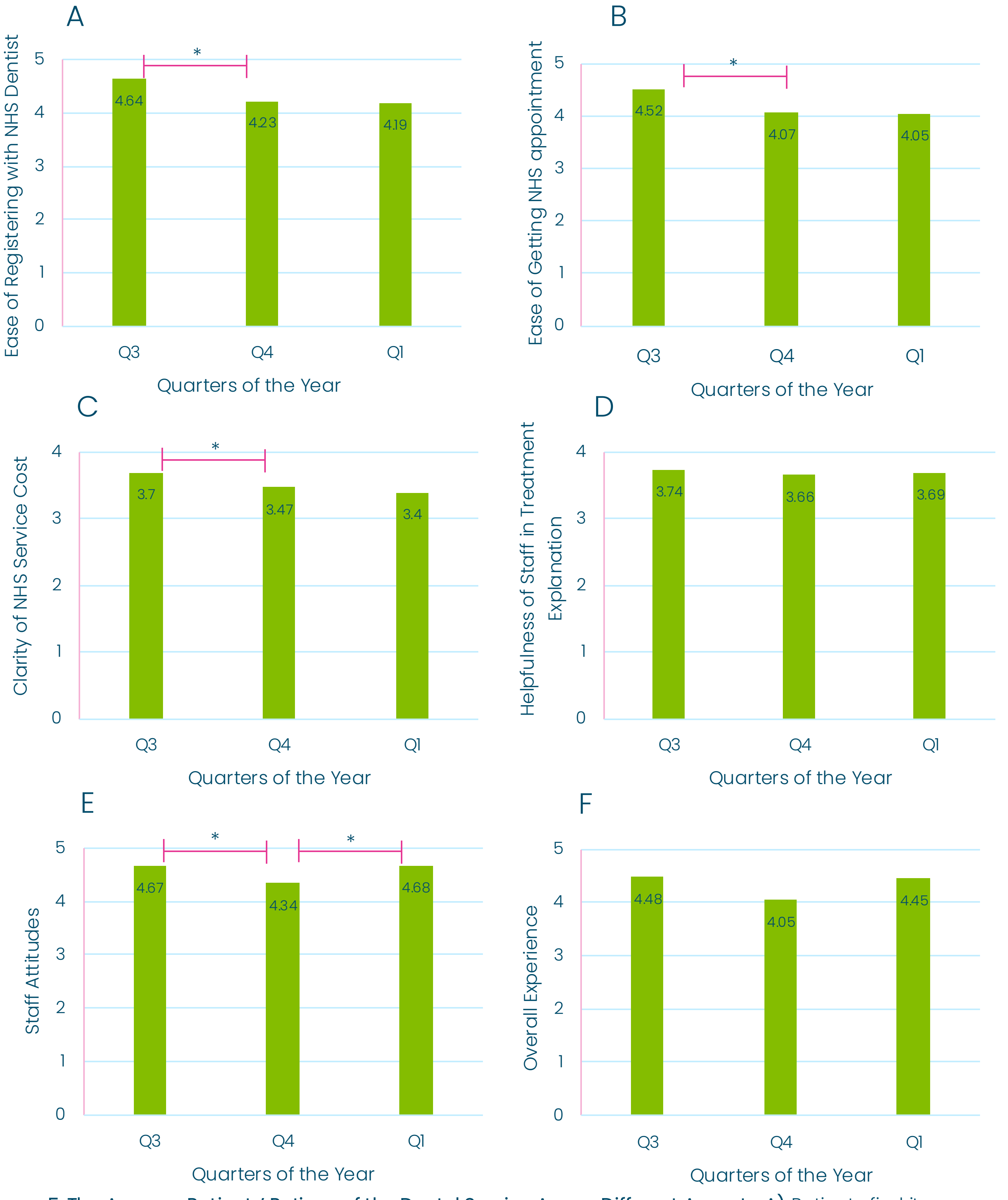


Figure 5: The Average Patients' Ratings of the Dental Service Across Different Aspects. A) Patients find it increasingly more difficult to register with an NHS dentist throughout the year, and the decrease is statistically significant between Q3 and Q4. **B)** The ease of the patients to get an NHS appointment dropped significantly in Q4 but not changed significantly in Q1. **C)** The patients' experience with clarity of NHS dental service costs dropped significantly during Q4 and stayed plateau during Q1. **D)** The patients' experience with helpfulness of the staffs in explaining their dental treatments did not change significantly throughout the year **E)** There is a significant drop in patient experience with dental staff attitude during Q4, but this is recovered in Q1. **F)** There is a visible fluctuation in patient experience with the overall experience of dental services but there is no statistically significant change. (*C and D are rated out of 4 and the rest are rated out of 5. *p<0.05*)