

Q3 Patient Experience Report

Healthwatch Hammersmith and Fulham
October – December 2024



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Introduction

Patient Experience Programme

Healthwatch Hammersmith & Fulham is your local health and social care champion. Through our Patient Experience Programme (PEP), we hear the experiences of residents and people who have used health and care services in our borough.

They tell us what is working well and what could be improved allowing us to share local issues with decision makers who have the power to make changes.

Every three months we produce this report to raise awareness about patient experience and share recommendations on how services could be improved.

Methodology



Carrying out engagement at local community hotspots such as GPs, hospitals and libraries



Encouraging conversations on social media and gathering online reviews



Providing promotional materials and surveys in accessible formats



Training volunteers to support engagement across the borough allowing us to reach a wider range of people and communities

Healthwatch independence helps people to trust our organisation and give honest feedback which they might not always share with local services.

Between October and December 2024, we continued to develop our PEP by :

- Updating our report design following feedback to further ensure its accessibility and ability to achieve impact
- Gathering comments from GP practice mangers on how they will implement our recommendations

Layout of the report

This report is broken down into three key sections:

- · Quarterly snapshot
- Experiences of GP Practices
- Experiences of Hospital Services

The Quarterly snapshot highlights the number of reviews we have collected about local services in the last three months and how residents/patients rated their overall experiences.

GPs and Hospitals have dedicated sections as we ask specific questions about these services when carrying out engagement. They are the top two services about which we receive the most feedback.

The GP and Hospital chapters start with some example comments, giving a flavour of both the positive and negative feedback we hear from local people. The next section is summary findings, which includes good practice, areas of improvement and recommendations. This is then followed by a final section, capturing the full data set of quantitative and qualitative analysis, a further PCN/Trust breakdowns and an equality analysis page.

It is important to note that the summary findings are shaped by all data streams.

How we use our report

Our local Healthwatch has representation across various meetings, boards and committees across the borough where we share the findings of this report.

We ask local partners to respond to the findings and recommendations in our report and outline what actions they will take to improve health and care based off what people have told us.

Additional Deep Dives

This report functions as a standardised general overview of what Healthwatch Hammersmith & Fulham residents have told us within the last three months. Additional deep dives relating to the different sections can be requested and are dependent on additional capacity and resource provision.

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Q3 Snapshot

This section provides a summary of the experiences we collected during July – September 2024 as well as a breakdown of positive, negative and neutral 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)



1,071 reviews

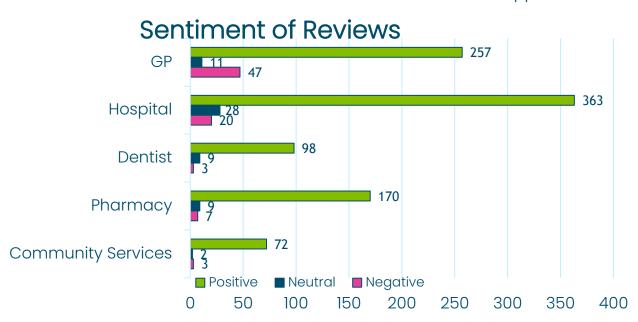
of health and care services were shared with us, helping to raise awareness of issues and improve care. We were unable to reach our quarterly target due to staff member returning from maternity leave.

27 visits

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

Top 5 Service Types	No of Reviews	Percentage of positive reviews
GP	342	75%
Hospital	411	88%
Dentist	110	89%
Pharmacy	186	91%
Community Services	77	93%

A full breakdown of totals for all services can be found in the appendix.



Yearly Comparison

To judge whether experiences of health and care services are improving we compare our data throughout the year. The chart below highlights the percentage of positive feedback each service has received during 2023-24. The total number of positive reviews has been included next to the percentage

Percentage of positive reviews for each service type

Service Type	Q1 (Apr-Jun 24)	Q2 (Jul-Sep 24)	Q3 (Oct-Dec 24)	Q4 (Jan -Mar 25)
GP	80% (196)	85% (307)	82% (278)	
Hospital	83 % (435)	86% (306)	88% (362)	
Dentist	83% (38)	93% (121)	89% (98)	
Pharmacy	82% (150)	92% (126)	91% (170)	
Optician	78% (7)	100% (2)	95% (22)	
Mental Health	75% (3)	46% (33)	31% (12)	
Community services	71% (45)	100% (4)	93% (72)	
NHS 111	62% (48)	100% (5)	92% (12)	
LAS1	90% (37)	60% (3)	25% (1)	

What does this tell us?

- Hospital services have seen an improvement of 6% since quarter 1.
- GP services have experienced an improvement of 2% since quarter 1.
- Dental services have also seen an improvement of 6% since quarter 1.
- Conversely, the numbers for community services have significantly increased this quarter due to our presence in both community service areas.

Experiences of GP Practices



What people told us about GP Practices

"They are perfect, the doctors are excellent, they explain well and refer you to the hospital." "The Main concern is the telephone consultations; there are too many of them."

"I called here this morning and was able to get appointment on the same day. They are very kind." "The APP is not working well, sometimes there is not appointment available so you have to call in.."

"Personally my experience has been great, the expertise of doctors is the best, and the quality of treatment is very easy to book appointments, i usually walk in ." "I tried to use PATCH, but it was not working, so I walked in to book it and waited for two weeks. I have been here for a very long time, and even though I moved, I did not leave them.."

"The flexibility of booking an appointment I can walk in or call they will offer me one, the doctors are efficient" "More appointments for weekend and Evening as I work 9-17 and it's not easy to come in "

GP Services Summary Findings

What has worked well?

Below is a list of the key positive aspects relating to GP practices between October and December 2024



Quality of Staff - health professionals

The analysis of this theme received one of the highest positive responses, with 94% of comments reflecting satisfaction with the level of care. Residents expressed great satisfaction with the care they received from their GP practices and the outcomes of the recommended treatment. This shows a slight decrease from Q2, where the positive rating was 98%. Despite the decrease from Q3 (94%), the overall level of care provided by health practitioners remained predominantly positive.



Quality of treatment

The reviews on this theme this quarter indicate that 90% of patients reported receiving high-quality treatment. This figure is an increase compared to previous quarters, where 87% reported positively in Q2 and 82% in Q1. Clearly, there has been a rise in positive feedback since Q1. These findings suggest that patients have consistently experienced a high standard of care at their GP surgeries. Additionally, residents expressed that the doctors at their GP practices demonstrated genuine concern for their well-being and referred them to appropriate services for further investigation when necessary. They also felt a sense of safety when discussing their health issues with their doctors.



Management of service

The analysis of this theme revealed a high level of satisfaction, with 86% of respondents expressing positive views about the management of the GP surgery. This marks a slight increase from Q2, where 81% reported satisfaction. Overall, our findings suggest that most patients perceive the GP surgery to be well-managed. Additionally, residents expressed satisfaction with the service's operations and encouraged the surgery to maintain its current practices.

What has worked well?

Below is a list of the key positive aspects relating to GP practices between October and December 2024



Booking appointments - online

The analysis of this theme for this quarter indicates that 38 out of 58 patient comments were positive. This means that 66% of the feedback was positive, which shows an improvement of 8% from the previous quarter (Q2, 58%). However, there was a decline of 17% in positive comments from Q1 to Q2. Overall, the analysis suggests that patient satisfaction with the appointment booking process has improved compared to the previous quarter.

Some residents highlighted the need for improvements in online services, such as providing training on online consultation platforms and increasing the number of available online appointments



Booking appointment

During this quarter, the theme of booking appointments was the most frequently discussed, generating 123 responses. Of these, 57% were positive, which reflects a slight decline from 60% in Q2 and a significant decrease from 79% in Q1. Residents generally found the booking process straightforward, but many noted delays in seeing a doctor. However, there were positive comments about the increased ease of booking appointments due to various available options, including walk-ins, phone calls, and the app, compared to previous methods.



Staff Attitudes – administrative staff

In this quarter, 75% of patient feedback was positive. This shows a decline compared to Q1 (90%) and Q2 (89%). Although satisfaction levels have varied over the past year, interactions between patients and practice staff remain largely positive overall. Additionally, residents expressed satisfaction with the administrative staff at their respective GP surgeries, noting that the staff were kind and caring when addressing their concerns.

What could be improved?

Below is a list of the key areas for improvement relating to GP practices between October and December 2024



Appointment Availability

Appointment availability was the second most frequently mentioned theme this quarter, with a total of 65 comments. Among these comments, 58% expressed dissatisfaction—an increased from 56% in Q2 and however there is an improvement in Q1 48%. Despite this slight progress, our findings indicate that patients continue to experience frustration regarding access to appointments. Many individuals reported difficulties in securing same-day appointments or getting an appointment within a week. Some mentioned having to wait as long as a month, by which time their symptoms had either resolved or worsened.



Getting through on the telephone

An analysis of patient responses revealed a high level of dissatisfaction regarding this issue, with 75% expressing negative views. Although this is an improvement from the previous quarter (QI: 84%), there was only a slight decrease in dissatisfaction in Q2 (69%). The findings indicate that challenges in reaching the practice by phone continue to persist. Patients are facing difficulties when attempting to contact the practice, and residents have expressed frustration over not being able to reach a receptionist when calling to schedule an appointment at 8 AM. Many individuals reported being placed on hold for long periods or frequently getting disconnected. Furthermore, even when they did manage to get through, some patients found that there were often no appointments available.



Waiting Times (punctuality and queueing on arrival)

This theme received a high level of negative feedback, with 71% of patients expressing dissatisfaction. This represents a significant increase compared to the previous quarters: 68% in Q2 and 49% in Q1. The decline in satisfaction levels suggests that issues related to appointment delays have worsened. Many patients expressed disappointment over the long wait times at their GP surgery. Residents reported waiting more than 45 minutes past their scheduled appointment time to see a doctor or nurse. Additionally, many noted that the staff failed to communicate these delays effectively.

Recommendation

Below is a list of recommendations for GP practices in Hammersmith & Fulham based on the findings in this section.

Booking Appointments Online

- 1. The online system should provide adequate appointment availability to allow for advance booking.
- 2. Patients should be informed about which app to use for booking appointments, as there are too many NHS apps available.
- 3. Some patients require guidance or training on how to use the app for booking appointments and sending messages.
- 4. Patients need clear communication regarding how long they should expect to wait for a call back from the surgery.

Getting through on the telephone

- Optimisation of the telephone system to reduce waiting times for patients should be considered. Implementing features like call-back options can help reduce waiting times on the phone.
- 2. Patients who are happy to use online booking systems should get the advice, training, and support needed to reduce reliance on phone lines for some cohorts.

Communication with Patients

1. Patients should be informed clearly about the time, location, and format (remote or face-to-face) of their appointment or a referral well in advance. Patients should also be informed whether their appointment will be with a doctor, nurse, clinical pharmacist, or other healthcare professional, especially for remote appointments. This way patients are better informed of what to expect from their appointments.

Waiting Times (punctuality and queueing on arrival)

The patient should be informed of any delays if the clinic is running late.
 This communication will help them understand how long they may need to stay at the surgery and allow them to notify their manager at work or manage personal issues accordingly.

Message from our partner

We have dedicated a section of this report for GP surgeries to highlight what is going well in their practice.

The New Surgery

At our practice, our success is driven by a strong commitment to patient-centered care, continuous improvement, and teamwork. We understand that timely access to GP appointments plays a crucial role in achieving the best patient outcomes. To support this, we have trained not just one but two GPs to become GP trainers. This has allowed us to introduce additional trainee GPs on-site, significantly increasing appointment availability for our patients.

Listening to patient feedback has also been key to our approach. We recognise the importance of continuity of care and have added more same-day appointments with patients' regular GPs. This not only improves patient satisfaction and health outcomes but also reduces Did Not Attends (DNAs), ensuring better utilisation of GP time and resources.

Additionally, we continuously invest in staff development, streamline processes, and embrace change to enhance the quality and accessibility of our services.

GP Services Full data set

GP Services

No. of Reviews 362	(relating to practices)
Positive 278	82%
Negative 14	3%
Neutral 52	12%



Questions we asked residents

As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

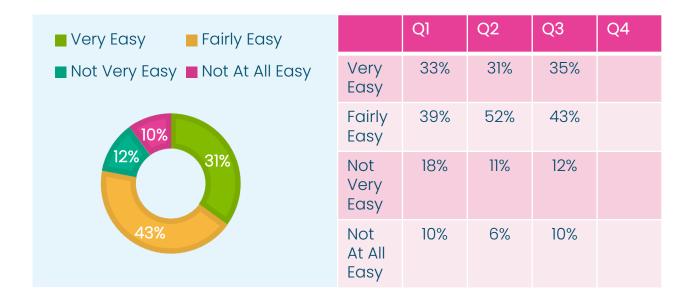
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the service?
- Q6) How would you rate the quality of treatment and care received?

Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (Very Easy – Not at All Easy) to allow our data to be comparable with the NHS data.

Participants were asked to choose between 1-5* (Very Poor - Very Good)

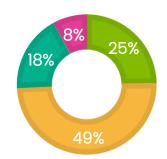
Access and Quality Questions

Q1) How do you find getting an appointment?



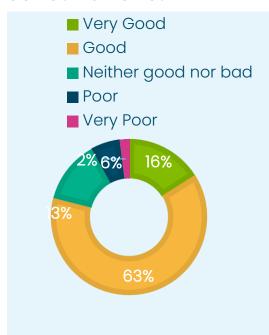
Q2) How do you find getting through to someone at your GP practice on the phone?





	Qī	Q2	Q3	Q4
Very Easy	29%	25%	24%	
Fairly Easy	42%	54%	50%	
Not Very Easy	20%	15%	18%	
Not At All Easy	9%	6%	8%	

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



	Qī	Q2	Q3	Q4
Very Good	21%	14%	16%	
Good	47%	61%	63%	
Neither good nor bad	20%	22%	13%	
Poor	7%	1%	6%	
Very Poor	4%	2%	2%	

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

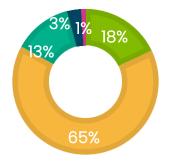


Good

■ Neither good nor bad

Poor

■ Very Poor



	QI	Q2	Q3	Q4
Very Good	26%	16%	18%	
Good	51%	68%	65%	
Neither good nor bad	15%	15%	13%	
Poor	6%	0%	3%	
Very Poor	3%	1%	1%	

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



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

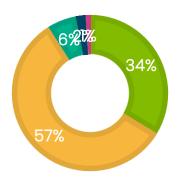


Good

■ Neither good nor bad

Poor

Very Poor



	QI	Q2	Q3	Q4
Very Good	43%	32%	34%	
Good	43%	64%	58%	
Neither good nor bad	9%	4%	6%	
Poor	2%	0%	2%	
Very Poor	2%	0%	1%	

Thematic analysis

In addition to the access and quality questions highlighted on previous pages, we also ask two further free text questions (What is working well? and What could be improved?), gathering qualitative feedback to help get a more detailed picture about GP practices.

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. The table below shows the top 10 themes mentioned by patients between July and September 2024 based on the free text responses received. This tells us which areas of the service are most important to patients.

We have broken down each theme by positive, neutral and negative sentiment. Percentages have been included alongside the totals.

	Positive	Neutral	Negative	Total
Booking appointment	70 (57%)	5 (4%)	48 (39%)	123
Quality of Staff - health professionals	76(94%)	1(5%)	4 (1%)	81
Quality of treatment	73(90%)	1(1%)	7(9%)	81
Appointment availability	27(42%)	0(0%)	38(58%)	65
Staff Attitudes – administrative staff	49(75%)	0 (0%)	16(25%)	65
Booking appointments - online	38(66%)	0(0%)	20(34%)	58
Getting through on the telephone	8(20%)	2(5%)	30(75%)	40
Staff Attitudes – health professionals	36(97%)	0(0%)	1(3%)	39
Management of service	31(86%)	0(0%)	11(14%)	36
Online consultation (app/form)	19(61%)	1 (3%)	11(35%)	31

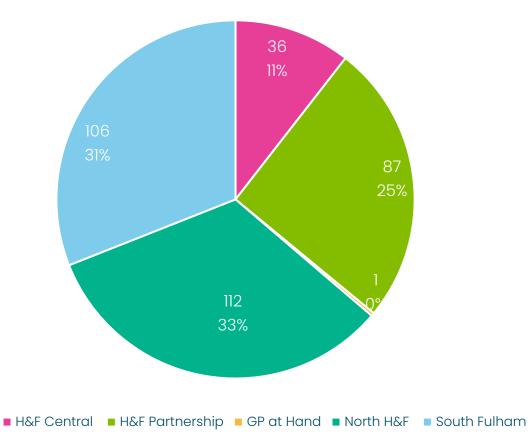
Primary Care Networks

Primary care networks (PCNs) are groups of GP practices within the same area which work together to support patients. Within Hammersmith & Fulham there are 5 PCNs covering the borough. These are:

- H&F Central Primary Care Network
- H&F Partnership
- · GP at Hand
- North H&F Primary Care Network
- South Fulham Network

Between April and June, the services which received the most reviews were H&F Partnership and North H&F.



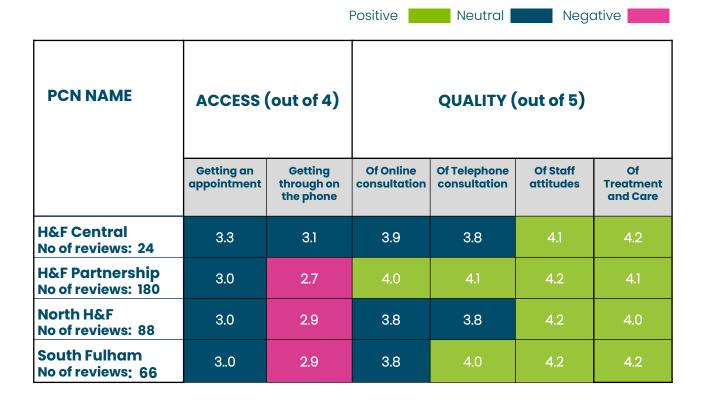


PCN Access and Quality Questions

In order to understand the variance of experience across the borough we have compared the PCNs by their access and quality ratings.

Please note that Access has been rated out of 4 (1 - Not at All Easy - 4 Very Easy) and Quality is out of 5 (1 - Very Poor, 5 - Very Good)

Each **average rating** has been colour coded to indicate positive, (green) negative (pink) or neutral (blue) sentiment.



The GP at hand PCN was not included in the table above because there weren't enough reviews. The staff couldn't visit the surgery within this Primary Care Network (PCN) due to the low number of reviews collected during their visit. Only I review was obtained this quarter.

PCN Themes

We have also identified the top 3 positive and negative themes for each PCN where we have received over 20 reviews.

Primary Care Network	Overall star rating	Top 3 Positive Issues	Top 3 Negative Issues
		1. Quality of treatment	1. Booking appointments
H&F Central No of reviews: 36	3.9	2. Quality of Staff - health professionals	2. Appointment availability
		3. Booking appointments - online	3. Booking appointments - online
LISE Double orabin		1. Quality of Staff - health professionals	1. Booking appointments
H&F Partnership No of reviews: 87	4.1	2. Quality of treatment	2. Getting through on the telephone
		3. Booking appointments	3. Staff Attitudes – administrative staff
		1. Quality of treatment	1. Appointment availability
North H&F No of reviews: 112	4.0	2. Booking appointments	2. Booking appointments
		3. Quality of Staff - health professionals	3. Getting through on the telephone
		Booking appointments online	1. Booking appointments - online
South Fulham No of reviews: 106	4.0	2. Quality of Staff - health professionals	2. Appointment availability
NO OF FEVIEWS. 100		3. Booking appointments	3. Getting through on the telephone

Emerging or Ongoing Issues

So that we can understand ongoing or emerging issues in the borough we compare the top positive and negative issues throughout the year. We have highlighted in dark pink or bright green any issues which have repeated in at least three financial quarters.

Positive Issues

Ql	Q2	Q3	Q4
Quality of Treatment	Quality of Staff - health professionals	Quality of Staff - health professionals	
Appointment availability	Booking appointments	Quality of treatment	
Booking appointments	Staff Attitudes – administrative staff	Booking appointments	
Staff Attitudes	Staff Attitudes – health	Staff Attitudes – administrative staff	
Communication with patients	professionals Appointment availability	Booking appointments - online	

Negative issues

negative issues			
Ql	Q2	Q3	Q4
Appointment availability	Booking appointments	Booking appointments	
Getting through on the telephone	Getting through on the telephone	Appointment availability	
Booking appointments	Appointment availability	Getting through on the telephone	
Waiting Times (punctuality and queueing	Waiting Times (punctuality and queueing	Booking appointments - online	
on arrival) Tests/results	on arrival) Booking appointments - online	Staff Attitudes – administrative staff	

Equalities Snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience based on personal characteristics.

This section pulls out interesting statistics we found when analysing overall experience ratings (1=Very Poor 5= Very Good). A full demographics breakdown can be found in the appendix.



Gender

This quarter, men reported an 88% positive sentiment, showing an improvement compared to last quarter (Q2 82%). Women reported a positive sentiment of 79%, a slight decrease from Q2 (88%).



Age

In age groups with at least 20 reviews, the highest percentage of positive experiences was reported by 25-34 year-olds at 89%. This was followed by 35-44 year-olds at 82%, 65-74 year-olds at 78%, and 55-64 year-olds at 75%. The age group with the most negative reviews was the 45-54 year-olds, who reported a negative experience rate of 7%.



Ethnicity

The largest groups of patients reporting positive experiences with GPs were those of Black African background, who had a 90% positive feedback, and those of British background, with an 88% positive rating. These percentages were the highest among any ethnic groups with more than 15 reviews. Conversely, the group with the most negative reviews was "Any Other White Background," with 9%.



Disability and Long-term condition

In this quarter, among patients who reported having a long-term health condition, 87% indicated a positive experience, which is a slight increase from last quarter's 80%. For patients who identified as having a disability, 83% reported a positive experience, reflecting a significant improvement of 12% compared to the 71% reported in the previous quarter.

Experiences of Hospital Services



What people told us about Hospitals

"I am here for the oral surgery they see me every 3 months and appointments works well so far. the staff are really nice and the treatment is going well so far" "I come here once a year, they send a reminder when the times comes, i think its working well. the doctors are great I see different doctor every time i come."

'I had a great experience, staff was very nice. very informative and professional." "The waiting is too long. You are not eating so think they should have more staff so we don't have to wait long"

"So far I am happy with how things are going this is my first pregnancy. I self refer myself because a friend told me about the this hospital. I am happy with the staff, they book my appointment for me. Great service."

'The communication needs to be improved. I have been recommended to have surgery but they didn't explain me clearly why should I have surgery."

"very good expereince, very nice midwife, very attentive.

"lit takes a very long time to be seen, even with a scheduled appointment. Often, I end up waiting longer than the actual time I spend with the doctor. Sometimes, I even have to return because the doctor is unavailable to see me. The timing is often poor, and communication regarding appointments is not clear."

Hospital Services Summary Findings

What has worked well?

Below is a list of the key positive aspects relating to hospitals between October and December 2024



Quality of treatment

Analysis indicates that this theme received the highest positive response, with 98% of comments reflecting a high quality of treatment. This represents a slight improvement from Q1, where the positive rating was 94%, and is closely aligned with Q2's rating of 89%. Overall, the level of care provided by health practitioners remains predominantly positive. Patients expressed satisfaction with the thoroughness of check-ups and examinations. They also praised the doctors for their comprehensive care and attention to their health needs



Quality of Staff - health professionals

This theme received a remarkable 99% satisfaction rate from patients regarding the care they received. This represents a significant increase from QI, where the positive feedback rate was 80%, and from Q2, which recorded 89%. This increase clearly indicates that patients are satisfied with the level of care provided by healthcare professionals in hospitals. Patients also noted that the staff listened attentively to their concerns and made every effort to address their issues.



Staff Attitudes – health professionals

In this quarter, 91% of comments about this theme were positive, showing an increase from QI, where the positive rating was 88%, and Q2, which recorded 89%. This indicates that the majority of patients' interactions with hospital staff remain predominantly positive. Patients also mentioned that the staff listened attentively to their concerns and made a genuine effort to address their issues.



Continuity of Care

This quarter 91% of the reviews mentioning continuity of care were positive, showing an increase from QI, where the positive rating was 40%. In Q2, the positive rating reached 90%, but there was a 15% decrease in positive reviews from Q2 to Q3. Despite this decrease, patients at the hospital continue to express their satisfaction with the care they received, noting their appreciation for the care plan established by their doctors. They also arranged follow-up appointments and received referrals to specialists for further investigation.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between October to December



Waiting Times (punctuality and queueing on arrival)

This quarter waiting times was the most frequently highlighted theme receiveing 108 comments, with 52% of those being negative. This represents a slight increase in negativity compared to previous quarters (49% in Q1 and 45% in Q2). The results indicate that patient experiences regarding delays have not improved, particularly in Accident & Emergency (A&E) and walk-in services. Additionally, residents have reported long wait times, with some mentioning they waited over an hour past their scheduled appointment time.



Communication between services

52% of the reviews concerning communication between services were negative. This marks an increase from the Q2, when negative reviews were at 45%, and is comparable to the first Q1, where the rate was 49%. Despite the variations, inefficient communication between GP surgeries and hospitals continues to be a significant concern for patients. Many patients experienced challenges in receiving updates about their treatment plans during transitions between different services. Additionally, some patients reported instances of missed or delayed follow-up appointments, highlighting a lack of coordination among the services.



Appointment availability

This theme received 40% negative comments, showing a slight improvement from Q2 (45%) and a more noticeable improvement compared to Q1 (48%). Despite these fluctuations, many patients still express dissatisfaction with the time intervals between appointments, viewing the current gaps as too long for their needs. Some patients noted significant delays between their follow-up appointments, which can lead to complications. They suggested that having follow-up appointments every three months would be much more beneficial than the current six-month interval.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between October to December



Getting through on the telephone

This theme received 71% negative comments, showing an improvement from Q2 (86%) but a slight improvement compared to Q1 (84%). Despite these fluctuations, a significant number of patients continue to express dissatisfaction with accessing the department. Many reported difficulties in reaching hospital staff, often encountering busy lines and being unable to speak to anyone in a specific department.

Recommendations

Below is a list of recommendations for hospitals in Hammersmith & Fulham based on the key issues residents/patients told us about over the last three months

Communication between Services

- Hospital services should maintain ongoing communication with GP services and enhance collaboration with other hospitals from different NHS Trusts.
- 2. Communication between departments needs to be improved, as insufficient communication can delay treatment for patients.

Waiting Time for Test Results

1. Patients should have access to real-time information regarding the expected timeline for the delivery of their test results, from dispatch to the eventual release of the results to alleviate anxiety and empower them with a greater sense of autonomy over their healthcare journey.

Appointment availability

1. Patients with regular appointments should be seen more frequently to avoid complications. Some patients have mentioned being seen every 6 months but would prefer to be seen every 3 months.

Hospital Services Full data set

Hospital Services

No. of Reviews 411	(relating to 5 hospitals)
Positive 362	88%
Negative 20	7%
Neutral 28	5%



Questions we asked residents

As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

- Q1) How did you find getting a referral/appointment at the hospital?
- Q2) How do you find getting through to someone on the phone?
- Q3) How do you find the waiting times at the hospital?
- Q4) How do you find the attitudes of staff at the service?
- Q5) How do you think the communication is between your hospital and GP practice?
- Q6) How would you rate the quality of treatment and care received?

Participants were asked to choose between 1–5* (Very Poor – Very Good) for all questions.

Access and Quality Questions

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



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

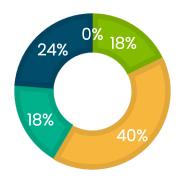


Good

■ Neither good nor bad

Poor

■ Very Poor

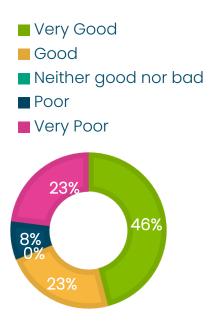


	Ql	Q2	Q3	Q4
Very Good	15%	17%	18%	
Good	43%	40%	41%	
Neither good nor bad	22%	28%	18%	
Poor	10%	12%	24%	
Very Poor	11%	3%	0%	

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



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

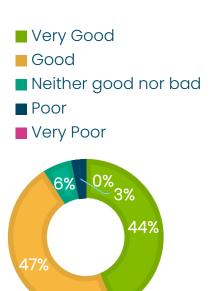


	Qì	Q2	Q3	Q4
Very Good	20%	21%	46%	
Good	46%	54%	23%	
Neither good nor bad	19%	17%	0%	
Poor	14%	4%	8%	
Very Poor	1%	4%	23%	

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



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



	QI	Q2	Q3	Q4
Very Good	56%	49%	44%	
Good	33%	42%	47%	
Neither good nor bad	8%	7%	6%	
Poor	1%	2%	3%	
Very Poor	1%	0%	0%	

Thematic analysis

In addition to the access and quality questions highlighted on previous pages, we also ask two further free text questions (What is working well? and What could be improved?), gathering qualitative feedback to help get a more detailed picture about hospital services.

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 10 themes mentioned by patients between October and December 2024 based on the free text responses received. This tells us which areas of the service are most important to patients.

We have broken down each theme by positive, neutral and negative sentiment. Percentages have been included alongside the totals.

Top 10 Themes	Positive	Neutral	Negative	Total
Quality of treatment	124 (98%)	0 (0%)	3(2%)	127
Waiting Times (punctuality and queueing on arrival)	39(36%)	13 (12%)	56(52%)	108
Staff Attitudes – health professionals	73 (91%)	0 (0%)	7 (9%)	80
Quality of Staff - health professionals	73(99%)	0 (0%)	1(1%)	74
Appointment availability	29(58%)	1 (2%)	20(40%)	50
Experience	43(88%)	2 (4%)	4(8%)	49
Waiting Times for appointments/waitin g lists	17 (44%)	5 (13%)	17(44%)	39
Communication with patients	23(92%)	0(0%)	2 (8%)	25
Staff Attitudes	24 (96%)	0 (0%)	1(4%)	25
Booking appointments	21 (88%)	0 (0%)	3(13%)	24

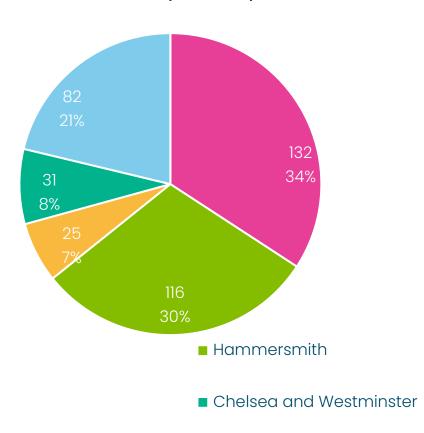
Hospital Trusts

Hammersmith & Fulham residents access a variety of different hospitals depending on factors such as choice, locality and specialist requirements. During the last three months we heard experiences about the following hospitals:

- Charing Cross Hospital
- Hammersmith Hospital
- St Mary's Hospital
- Chelsea and Westminster Hospital
- Queen Charlottes and Chelsea Hospital

Between Octoberl and December, the services which received the most reviews were Charing Cross Hospital and Hammersmith Hospital.

Total Reviews per Hospital



Queen Charlottes and Chelsea

Charing Cross

St Mary's

In order to understand the variance of experience across the hospitals we have compared the ratings given for access and quality covered in the previous section. Please note that each question has been rated out of 5 (1 – Very Poor 5 – Very Good)

Positive Neutral Negative

Name of Hospital	ACCESS (out of 5)			QUALITY (out of 5)		
	To a referral/ appointment	Getting through on the phone	Waiting Times	Of Communica tion between GP and Hospital	Of Staff attitudes	Of Treatment and Care
Charing Cross No of reviews: 132	4.1	3.5	3.8	3.9	4.4	4.5
Hammersmith No of reviews: 116	4.2	3.8	3.6	3.5	4.4	4.6
Chelsea and Westminster No of reviews: 31	4.3	4.0	4.0	4.2	4.3	4.5
Queen Charlottes and Chelsea Hospital No of reviews: 82	4.1	3.4	3.7	3.7	4.2	4.4
St Marys Hospital No of reviews: 25	4.7	3.9	3.9	3.5	4.4	4.5

We have also identified the top 3 positive and negative themes for each hospital where we have received over 20 reviews.

Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Charing Cross		1. Quality of Treatment	Waiting Times (punctuality and queueing on arrival)
Hospital	4.0	2. Quality of Staff - health professionals	2. Appointment availability
No of reviews: 132		3. Staff Attitudes – health professionals	3. Waiting Times for appointments/waiting lists
Hammersmith		1. Quality of Treatment	Waiting Times (punctuality and queueing on arrival)
Hospital	4.5	2. Staff Attitudes – health professionals	2. Appointment availability
No of reviews: 116		3. Quality of Staff - health professionals	3. Staffing levels(Staff)
Queen Charlottes and		1. Quality of Treatment	1. Staffing levels(Staff)
Chelsea Hospital	4.2	2. Quality of Staff - health professionals	2. Communication Between Services
No of reviews: 82		3. Management of Service	3. Communication with Patients
		1. Quality of treatment	1. Appointment availability
St Mary Hospital No of reviews: 25	4.2	2. Staff Attitudes – health professionals	2. Waiting Times (punctuality and queueing on arrival)
		3. Safety of Care/Treatment	3. Staffing levels(Staff)
Chelsea and	4.3	1. Quality of Treatment	1. Waiting Times for appointments/waiting lists
Westminster Hospital No of reviews: 31		2. Quality of Staff - health professionals	2. Continuity of Care
		3. Management of Service	3. Staff Attitudes – health professionals

Emerging or Ongoing Issues

So that we can understand ongoing or emerging issues in the borough we compare the top positive and negative issues throughout the year. We have highlighted in dark pink or bright green any issues which have repeated in at least three financial quarters.

Positive Issues

Positive Issues			
Q1	Q2	Q3	Q4
Quality of treatment	Booking appointments	Quality of treatment	
Appointment availability	Quality of treatment	Staff Attitudes – health	
Staff Attitudes – administrative	Continuity of Care	professionals	
staff Booking	Management of service	Quality of Staff - health professionals	
appointments	3el vice	Experience	
Getting through on the telephone	Quality of Staff - health professionals	Waiting Times (punctuality	
Negative issues			
Ql	Q2	Q3	Q4
Appointment availability	Booking appointments	Waiting Times	
,	Communicatio	(punctuality	
Getting through on the telephone	n between services	Appointment availability	
Booking	Appointment availability	Waiting Times for	
appointments	Waiting Times (punctuality	appointments/ waiting lists	
Online consultation (app/form)	and queuing on arrival)	Getting through on the telephone	
Staff Attitudes – administrative staff	Getting through on the telephone	Staff Attitudes – health professionals	

Equalities Snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience based on personal characteristics.

This section pulls out interesting statistics we found when analysing overall experience ratings (1=Very Poor 5= Very Good). A full demographics breakdown can be found in the appendix.



Gender

This quarter, men reported a positive sentiment of 92%, an improvement compared to last quarter (Q2 91%). Women reported a positive sentiment of 87%, slightly up from Q2 (85%).



Age

In age groups with at least 20 reviews, the highest percentage of positive experiences was reported by 75-84 year-olds at 97%. This was followed by 65-74 year-olds at 92%, 25-34 year-olds at 90%, and 45-54 year-olds at 87%. The age group with the most negative reviews was the 35-44 year-olds, who reported a negative experience rate of 6%.



Ethnicity

The largest groups of patients reporting positive experiences with Hospitals were those of Any other Asian background, who had a 94% positive feedback, and those of British background, with an 90% positive rating. These percentages were the highest among any ethnic groups with more than 15 reviews. Conversely, the group with the most negative reviews was "Any Other White Background," with 8%.



Long Term Conditions

In this quarter, 89% of patients with long-term health conditions reported a positive experience, a slight increase from 88% in the previous quarter. Among patients who identified as having a disability, 91% reported a positive experience, which is a decrease of 8% compared to the 98% reported last quarter.

Appendix



No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	278 (81%)	52(15%)	12 (4%)	342
Hospital	362 (88%)	28(7%)	20 (5%)	411
Dentist	98 (98%)	9 (8%)	3 (3%)	110
Pharmacy	157 (84%)	24 (11%)	8 (4%)	186
Optician	22(196%)	1(4%)	0(0%)	23
Mental Health	12(31%)	17 (44%)	10 (26%)	39
Community Health	72(94%)	2 (3%)	3 (4%)	77
Other	13 (81%)	1 (6%)	2 (13%)	16
Overall Total	1015	131	58	1204

Demographics

Gender	Percentage %	No of Reviews
Man(including trans man)	33%	397
Woman (including trans woman	62%	744
Non- binary	0%	0
Other	0%	0
Prefer not to say	0%	0
Not provided	5%	65
Total	100%	1204

Ethnicity	Percentage %	No of Reviews
White British	46%	557
Irish	3%	37
Roma	0%	0
Any other White	14%	164
Black African	6%	77
Black Caribbean	4%	47
Any black British	1%	11
Bangladeshi	0%	0
Indian	3%	35
Chinese	2%	28
Pakistani	0%	3
Any other Asian background	7%	90
Asian and White	0%	1
Mixed Black and African and White	0%	5
Mixed Black Caribbean and White	1%	10
Other Mixed/ethnic group	1%	11
Any other ethnic group	1%	12
Arab	3%	31
Prefer not to say	2%	23
Not provided	5%	61
Total	100%	1204

Age	Percentage %	No of Reviews
Under 18	0%	0
18-24	1%	16
25-34	19%	230
35-44	16%	191
45-54	17%	201
55-64	13%	151
65-74	14%	166
75-84	11%	137
85+	3%	36
Prefer not to say	0%	1
Not provided	6%	73
Total	100%	1204

Disability	Percentage %	No of Reviews
Yes	15%	183
No	79%	948
Not known	0%	4
Prefer not to say	1%	6
Not provided	5%	64
Total	100%	1204

Demographics

Long-term condition	Percentage %	No of Reviews
Yes	41%	498
No	53%	632
Not known	1%	6
Prefer not to say	0%	0
Not provided	5%	66
Total	100%	1204

Sexual Orientation	Percentage %	No of Reviews
Asexual	0%	2
Bisexual	1%	9
Gay Man	1%	16
Heterosexual/ Straight	87%	1039
Lesbian / Gay woman	0%	4
Pansexual	0%	0
Prefer not to say	3%	36
Not provided	8%	95
Total	100%	1204

Religion	Percentage %	No of Reviews
Buddhist	0%	0
Christian	43%	520
Hindu	3%	35
Jewish	0%	6
Muslim	11%	132
Sikh	11%	18
Spiritualism	0%	1
Agnostic	0%	0
Nor religion	32%	381
Other religion	1%	8
Prefer not to say	2%	20
Not provided	7%	83
Total	100%	1204

Pregnancy	Percentage %	No of Reviews
Currently pregnant	7%	85
Currently breastfeeding	4%	44
Given birth in the last 26 weeks	3%	32
Gave birth (not breastfeeding)	2%	20
Not known	9%	113
Not relevant	67%	809
Pregnancy loss	0%	2
Prefer not to say	0%	5
Not provided	8%	94
Total	100%	1204

Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	0%	3
Not in employment & Unable to work	13%	151
Not in Employment/ not actively seeking work - retired	1%	17
Not in Employment (seeking work)	24%	285
Not in Employment (not seeking work)	2%	30
Not in Employment (Student)	0%	3
Paid: 16 or more hours/week	36%	434
Paid: Less than 16 hours/week	7%	79
On maternity leave	7%	90
Prefer not to say	1%	6
Not provided	9%	103
Total	100%	1204

Unpaid Carer	Percentage %	No of Reviews
Yes	9%	106
No	83%	996
Prefer not to say	0%	7
Not provided	8%	95
Total	100%	1204

Area of the borough	Percentage %	No of Reviews
Addison Ward	2%	27
Avonmore Ward	0	3
Brook Green Ward	1%	10
College Park Ward	1%	16
Conningham Ward	0%	1
Fulham Town	5%	64
Fulham Town ward	4%	52
Hammersmith Broadway Ward	1%	10
Lillie Ward	5%	56
Munster Ward	4%	54
Palace and Hurlingham ward	2%	19
Parsons Green and S	2%	23
Ravenscourt Ward	4%	48
Sands End Ward	0%	2
Shepherds bush Ward	4%	47
Walham Green Ward	13%	153
Wendell Park ward	0%	2
West Kensington Ward	0%	2
White City Ward	153%	86
Wormholt Ward	10%	120
Out of Borough	24%	286
Prefer not to say	1%	7
Not provided	10%	116
Total	100%	1204

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