

Q4 Patient

Experience Report
Healthwatch Hammersmith and Fulham



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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 wetter the configuration on how services could be improved.



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 January and March 2025, 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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Q4 Snapshot

This section provides a summary of the experiences we collected during January – March 2025 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)



1,219 reviews

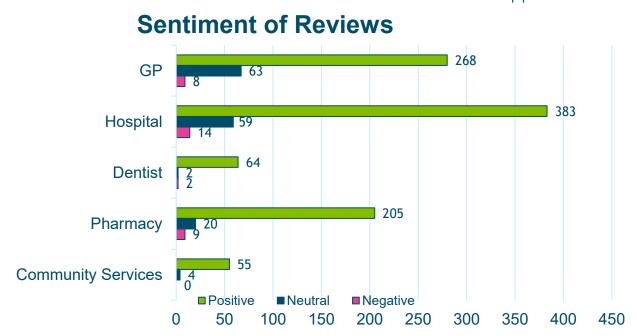
of health and care services were shared with us, helping to raise awareness of issues and improve care. We were unable to reach our quarterly target due to staff member returning from maternity leave.

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	356	79%
Hospital	456	84%
Dentist	68	94%
Pharmacy	234	88%
Community Services	59	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 2024-25. 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)	79% (280)
Hospital	83 % (435)	86% (306)	88% (362)	84% (383)
Dentist	83% (38)	93% (121)	89% (98)	97% (64)
Pharmacy	82% (150)	92% (126)	91% (170)	88% (205)
Optician	78% (7)	100% (2)	95% (22)	77% (10)
Mental Health	75% (3)	46% (33)	31% (12)	65% (11)
Community services	71% (45)	100% (4)	93% (72)	93% (55)
NHS 111	62% (48)	100% (5)	92% (12)	73% (8)
LAS1	90% (37)	60% (3)	25% (1)	50% (2)

What does this tell us?

- Hospital services have shown a 5% improvement from Q1 to Q3; however, there was a slight decrease in satisfaction, dropping by 3% since last quarter.
- There was a 5% increase from Q1 to Q2; however, there was a 3% decrease from Q2 to Q3 and a 3% decrease from Q3 to Q4. GP services have experienced an overall decline over the year.
- Dental services have also seen an improvement of 14% since quarter 1, with an 8% increase from last quarter.
- Community services have been steady from Q3 to Q4

Experiences of GP Practices



What people told us about GP Practices

"I have always received the best care. The doctors are understanding."

"I have been here for a very long time and I am happy with it. The doctors are very good. They listen and follow up, and the treatment has always been good."

The receptionists are nice. I am always able to get an appointment when needed. The doctors are professional. "The service is not good. The doctors here Google a lot and the receptionist needs to be knowledgeable."

"It is impossible to get an appointment. They have a new system which does not give me the opportunity to book an appointment or send a message."

"The waiting times could be better and the high demand for appointments makes the appointments feel rushed. The doctors still explain everything but it feels very rushed."

"I feel very fortunate to be here because I have been to different surgeries and this is by far the best. They look after my family."

"It can be frustrating to wait in long phone queues to speak with the doctor."

GP Services Summary Findings

Below is a list of the key positive aspects relating to GP practices between January and March 2025



Staff Attitudes – administrative staff

The analysis of this theme received one of the highest positive responses, with 80% of comments indicating satisfaction with the attitudes of receptionists at the respective GP practices. Comparing the results from Q3 to Q4 shows a 5% increased.; however, there is a decline compared to Q1 (90%) and Q2 (89%). While 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 GP surgeries, noting that the staff were kind and caring when addressing their concerns.



Staff Attitudes – Health Professional

The reviews for this quarter indicate that 79% of patients reported high satisfaction with the health professionals at their respective practices. This represents a decrease of 15% from the previous quarter. In comparison to earlier quarters, patient satisfaction was higher in Q3 (91%), Q2 (94%), and Q1 (88%). However, there has been an overall increase in resident satisfaction since Q1. Residents expressed feeling safe and well-cared for, and they were highly satisfied with the care received from their GP practices as well as the outcomes of the recommended treatments.



Quality of Staff - health professionals

The analysis of this theme revealed a high level of satisfaction, with 75% of comments reflecting approval of the care received. Residents expressed great contentment with the care provided by their GP practices and the outcomes of the recommended treatments. This marks a notable decrease from Q3, where the positive rating was 99%, Q2 at 98%, and Q1 at 88%. Despite the decline from Q4, the overall quality of care provided by health practitioners remained predominantly positive.

Below is a list of the key positive aspects relating to GP practices between January and March 2025



Quality of treatment

The reviews for this quarter indicate that 61% of patients reported receiving high-quality treatment. This marks a significant decrease compared to previous quarters, where patient satisfaction was much higher: 98% in Q3, 87% in Q2, and 82% in Q1. Clearly, there has been a decline in positive feedback from Q3 to the current quarter. This may be due to issues some patients experienced with referrals to the hospital or their doctors not coordinating health checks. Despite this decline, the findings generally show that patients have experienced a high standard of care at their GP surgeries.

Residents expressed that the doctors at their GP practices demonstrated genuine concern for their well-being and appropriately referred them for further investigation when necessary. Additionally, patients felt safe discussing their health issues with their doctors.



Booking appointments - online

The analysis of patient feedback for this quarter reveals that 38 out of 59 comments were positive, resulting in a positivity rate of 64%. This marks an improvement of 14% compared to the previous quarter (Q3, 50%) and a slight increase from Q2 (58%). However, there was a decline of 9% in positive comments from Q1 to Q4. Overall, the results suggest that patient satisfaction with the appointment booking process has improved compared to the previous quarter.

Some residents emphasized the need for enhancements to online services, including training on online consultation platforms and an increase in the number of available online appointments.

Additionally, they expressed a desire for the ability to book sameday face-to-face appointments online.

Below is a list of the key positive aspects relating to GP practices between January and March 2025



Booking appointment

During this quarter, the theme of booking appointments was the topic most frequently discussed, generating 131 responses. Of these responses, 67% were positive, which marks a significant decline from 88% in Q3 and a slight decrease from 60% in Q2, although there was a slight increase from 79% in Q1. Residents generally found the booking process to be straightforward; however, many reported delays in seeing a doctor.

On a positive note, there were comments about the improved ease of booking appointments, thanks to various options available, including walk-ins, phone calls, and the app, which are an improvement over previous methods.

What could be improved?

Below is a list of the key areas for improvement relating to GP practices between January to March



Getting through on the telephone

An analysis of patient responses revealed a high level of dissatisfaction regarding this issue, with 63% of respondents expressing negative views. Although this reflects an improvement from the previous quarter, where dissatisfaction was at 84% in Q1, the decrease was only slight in subsequent quarters, with 69% reporting dissatisfaction in Q2 and 71% in Q3.

The findings indicate that challenges in reaching the practice by phone persist. Patients have reported difficulties contacting the office, particularly noting frustration over not being able to reach a receptionist when calling to schedule an appointment at 8 AM. Many individuals mentioned being placed on hold for extended periods or experiencing frequent disconnections. Additionally, even if they were able to get through, some patients found that there were often no appointments available.



Appointment Availability

Appointment availability was the second most frequently mentioned theme this quarter, with a total of 50 comments. Among these comments, 46% expressed dissatisfaction, an increase from 40% in Q3, although this reflects a significant decrease from Q2 and a slight decrease from Q1.

Despite this slight improvement, our findings suggest that patients continue to experience frustration regarding access to appointments. Many individuals reported difficulties in securing same-day appointments or obtaining an appointment within a week. Some mentioned waiting as long as a month, by which time their symptoms had either resolved or worsened. Additionally, some people indicated that they felt compelled to go to the emergency department to avoid waiting weeks to see a doctor.

What could be improved?

Below is a list of the key areas for improvement relating to GP practices between January and March



Waiting Times (punctuality and queueing on arrival)

This theme received a high level of negative feedback, with 72% of patients expressing dissatisfaction. This marks a significant increase compared to previous quarters: 52% in Q3, 62% in Q2, and 49% in Q1. The decline in satisfaction levels indicates that issues related to appointment delays have worsened.

Many patients expressed disappointment over the long wait times at their GP surgery, with residents reporting waits of more than 45 minutes past their scheduled appointment time to see a doctor or nurse. Additionally, many noted that the staff did not communicate these delays effectively.



Booking Appointments

Of the comments received regarding this theme, 41% were negative. Our analysis indicates a significant increase compared to previous quarters: Q3 had 13%, Q2 had 35%, and Q1 had 21%. Common complaints about booking appointments include long wait times when calling and frustration with the booking process. Many residents suggest exploring new ways to schedule appointments that do not require calling precisely at 8 a.m., such as the ability to book same-day appointments through the app.

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 and same day appointment..
- 1. Patients should be informed about which app to use for booking appointments, as there are too many NHS apps available.
- 1. Some patients require guidance or training on how to use the app for booking appointments and sending messages.
- 1. Patients need clear communication regarding how long they should expect to wait for a call back from the surgery.

Getting through on the telephone

- 1. 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.
- 1. 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 356	(relating to practices)
Positive 280	79%
Negative 9	3%
Neutral 67	19%



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:

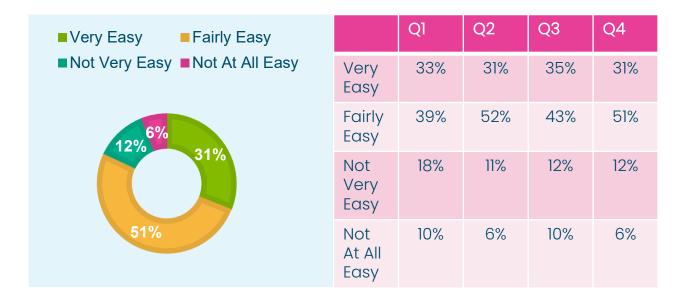
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the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

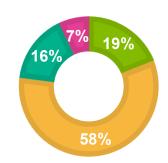
Access and Quality Questions

Q1) How do you find getting an appointment?



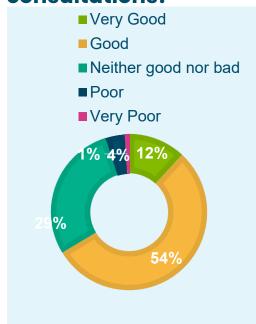
Q2) How do you find getting through to someone at your GP practice on the phone?





	Q1	Q2	Q3	Q4
Very Easy	29%	25%	24%	19%
Fairly Easy	42%	54%	50%	58%
Not Very Easy	20%	15%	18%	16%
Not At All Easy	9%	6%	8%	7%

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



	QI	Q2	Q3	Q4
Very Good	21%	14%	16%	12%
Good	47%	61%	63%	55%
Neither good nor bad	20%	22%	13%	29%
Poor	7%	1%	6%	4%
Very Poor	4%	2%	2%	1%

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

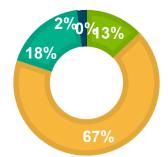


Good

■ Neither good nor bad

■ Poor

■ Very Poor



	QI	Q2	Q3	Q4
Very Good	26%	16%	18%	13%
Good	51%	68%	65%	67%
Neither good nor bad	15%	15%	13%	18%
Poor	6%	0%	3%	2%
Very Poor	3%	1%	1%	0%

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



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

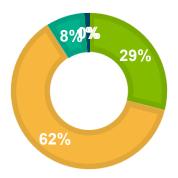


Good

■ Neither good nor bad

■ Poor

■ Very Poor



	Qī	Q2	Q3	Q4
Very Good	43%	32%	34%	29%
Good	43%	64%	58%	62%
Neither good nor bad	9%	4%	6%	8%
Poor	2%	0%	2%	1%
Very Poor	2%	0%	1%	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 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 January and March 2025 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 appointments	67 (51%)	10 (8%)	54 (41%)	131 (
Quality of Staff - health professionals	59 (75%)	6 (8%)	14 (18%)	79
Booking appointments - online	38 (64%)	5 (8%)	16 (27%)	59
Staff Attitudes – health professionals	46 (79%)	4 (7%)	8 (14%)	58
Appointment availability	29 (52%)	1 (2%)	26 (46%)	56
Getting through on the telephone	16 (30%)	4 (7%)	34 (63%)	54
Waiting times (punctuality and queueing on arrival)	5 (16%)	4 (13%)	23 (72%)	32
Management of service	12 (40%)	7 (23%)	11 (37%)	30
Quality of appointment – telephone consultation	12 (55%)	2 (9%)	8 (36%)	22
Continuity of care	12 (57%)	0 (0%)	9 (43%)	21

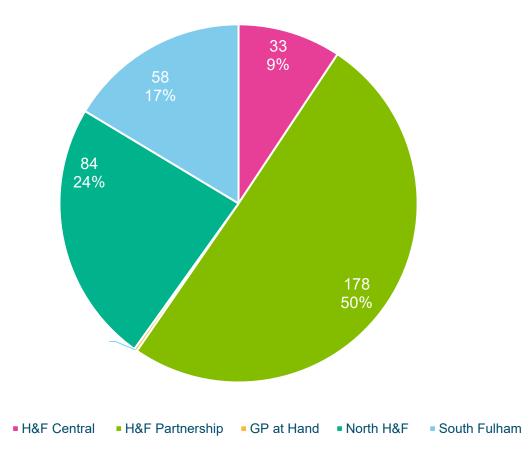
Primary Care Networks

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 January and March, the services which received the most reviews were H&F Partnership and North H&F.



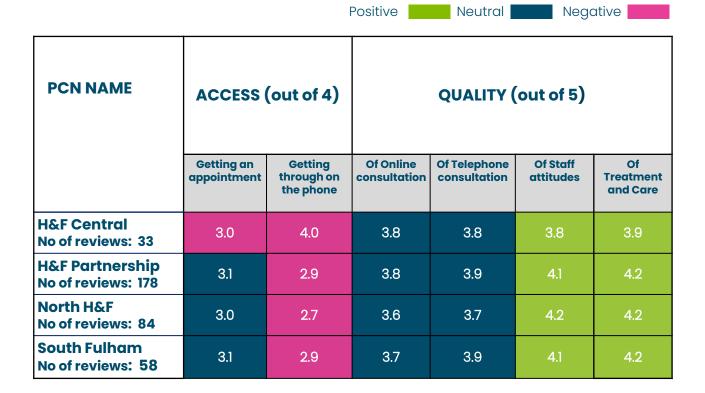


PCN Access and Quality Questions

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 1 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
		Booking appointments - online	1. Appointment availability
H&F Central No of reviews: 33	H&F Central 3.9 No of reviews: 33	2. Appointment availability	2. Booking appointments
		3. Booking appointments	3. Getting through on the telephone
		1. Booking appointments	1. Booking appointments
H&F Partnership No of reviews: 178		2. Quality of staff – health professionals	2. Getting through on the telephone
		3. Staff attitudes – health professionals	3. Appointment availability
		1. Staff attitudes – health professionals	1. Booking appointments
North H&F No of reviews: 84	3.8	2. Quality of staff – health professionals	2. Getting through on the telephone
		3. Booking appointments	3. Quality of staff – health professionals
		Booking appointments online	1. Booking appointments
South Fulham No of reviews: 58		2. Quality of Staff - health professionals	2. Booking appointments - online
		3. Staff attitudes – health professionals	3. Getting through on the telephone

and queueing

appointments -

upon arrival)

Booking

online

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

Q1	Q2	Q3	Q4
Quality of Treatment	Quality of Staff - health professionals	Quality of Staff - health professionals	Booking appointments
Appointment availability	Booking appointments	Quality of treatment	Quality of staff – health professionals
Booking appointments	Staff Attitudes – administrative staff	Booking appointments	Staff attitudes – health
Staff Attitudes	Staff Attitudes – health	Staff Attitudes – administrative staff	professionals Booking appointments -
Communication	professionals	Booking	online
with patients	Appointment availability	appointments - online	Appointment availability

Negative issues

and queueing

QI	Q2	Q3	Q -1
Appointment availability	Booking appointments	Booking appointments	Booking appointments
Getting through	Getting through	Appointment	
on the telephone	on the telephone	availability	Getting through on the
(0.00)		Getting through	telephone
Booking appointments	Appointment availability	on the telephone	Appointment availability
1 1		Booking	,
Waiting Times (punctuality	Waiting Times (punctuality	appointments - online	Waiting times (punctuality
and aueueina	and queueing		and augusing

Staff Attitudes -

administrative

staff

on arrival) on arrival) Booking Tests/results appointments online

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

83% of the men surveyed reported a positive experience with their GP, showing a 3% rise in satisfaction over the year. Women were slightly less satisfied, with 79% of reviews being positive. There was a 3% decrease in satisfaction for women during the fiscal year.



Age

In age groups with at least 20 reviews, the highest percentage of positive experiences was reported by 75-84 year olds at 95%. The age groups with the next highest positive ranking at 84% for both are 25-34 year olds and 65-74 year olds. The age group with the highest negative rating at 4% is 55-64 year olds. We received the most reviews from the 25-34 and 35-44 year old age groups, which follows the same trend as previous quarters.



Ethnicity

For ethnicities with over 15 reviews this quarter, the ethnicity with the highest percent of positive reviews is "White Other" (82%). This is a change from last quarter, where the group with the greatest percent of positive reviews was "Black African." This quarter, the ethnicity with the lowest percentage of positive reviews is "Asian Other" (72%).



Disability and Long-term condition

This quarter, of patients who identified as having a disability, 83% had a positive experience with their GP. This shows that there was not an increase or decrease in satisfaction for this population since last quarter. For patients with a long-term health condition, 80% reported a positive experience with their GP. This reflects a 7% decrease since quarter 3. However, there was an overall 3% increase in satisfaction of residents with disabilities since quarter 1.

Experiences of Hospital Services



What people told us about Hospitals

"They are really good. I've been going for years now. I get seen early if I go there early, they accommodate you, they always just see you if you come in late."

"Lack of communication with GP.
Nephrology had no idea why I
was there."

"I could not complain they saved my life, I come here every 2 to 3 months and I am happy with everything ."

"English is not my first language, so sometimes it is hard to understand without translators

"Communication is good.
Always sending letters to
patient. Transplant went very
well and care has been great.
All follow-ups have been
amazing since the 2 years of her
diagnosis.."

"It is not so easy to get through on the phone. I was in a queue for 2 days. They should change the call system."

"The consultant was thorough, really explain everything well."

"They should consider scheduling less people cause waiting times are too long. It is very rushed with the midwife and though they did ask if there were any questions it left like they were rushing you out of the room."

Hospital Services Summary Findings

Below is a list of the key positive aspects relating to hospitals between January and March 2025



Quality of treatment

Analysis indicates that this theme was the third highest overall with 85% of all comments being positive. This represents a slight decrease from Q1, Q2, and Q3 where the positive rating was 94%, 89%, and 98%.

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 the highest number of positive reviews with a 92% satisfaction rate from patients regarding the care they received.

This represents a slight decrease from Q3 which had a positivity rate of although an increase from Q1 and Q2, which had a positive feedback rates of 80% and 89%. This slight decrease shows that quality of care is slight lower in comparison to Q3, but still higher than previous quarters showcasing the improvement in quality of staff.



Staff Attitudes – health professionals

In this quarter, 93% of comments about this theme were positive, showing an increase from Q1, where the positive rating was 88%, Q2 which recorded 89%, and Q3 recorded 91%. This indicates that the majority of patients' interactions with hospital staff remain predominantly positive. And were on the upward trend.

Patients also mentioned that the staff listened attentively to their concerns and made a genuine effort to address their issues.

Below is a list of the key positive aspects relating to hospitals between January and March 2025



Communication with patients

This quarter, 83% of the reviews regarding communication with patients were positive. This reflects a decrease from Q3, where the positive rating was 92%, but a significant increase from Q2, which had a positive rating of 52%. There was also a slight decrease from Q1, where the rating was 78%. Despite this drop, patients at the hospital continue to express their satisfaction with the care they received, particularly appreciating the care plans established by their doctors.

They also arranged follow-up appointments and received referrals to specialists for further investigation. Furthermore, patients felt that their doctors effectively communicated any treatments or referrals with them.



Management of Service

The analysis of this theme revealed a high level of satisfaction, with 88% of respondents expressing positive views about the hospital's management. This represents a significant increase from Q1 and Q3, where satisfaction levels were reported at 58% and 50%, respectively. It also shows a slight increase from Q2, which had a satisfaction rate of 79%.

Overall, our findings suggest that most patients perceive the hospital as well-managed. Additionally, residents expressed satisfaction with the hospital's operations and encouraged the facility to continue its current practices.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between January and March.



Waiting Times (punctuality and queueing on arrival)

This quarter, waiting times emerged as the most frequently highlighted issue, receiving a total of 132 comments, with 51% of these being negative. This marks a slight decrease in negativity from last quarter, which saw 52% negative comments. However, it is an increase in negative feedback compared to previous quarters, with 49% in Q1 and 45% in Q2. The results suggest that patient experiences regarding delays have only minimally improved. Residents have reported long wait times, with some indicating they waited over an hour past their scheduled appointment



Communication between services

72% of the reviews concerning communication between services were negative. This marks a large increase from all previous quarters with 52% for Q3, 45% for Q2, and 49% for Q1. This has shown a negative trend in communication between services throughout the year. Inefficient communication between GP surgeries and hospitals continues to be a significant concern. Many patients experienced challenges in receiving updates about their treatment plans 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 January to March 2025.

Getting through on the telephone

This theme has received the third most negative comments with 72% of all comments being negative. This is a 1% increase from last quarter (71%). Despite the slight increase in negative reviews there is still an improvement from Q2 (86%) and Q1 (84%). Despite these fluctuations, a significant number of patients continue to express dissatisfaction with accessing the department through telephone. 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.
- 1. 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 456	(relating to 5 hospitals)
Positive 383	84%
Negative 14	3%
Neutral 59	13%



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?

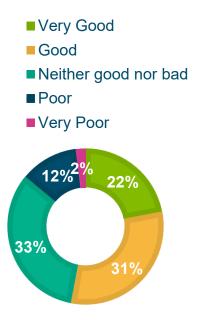
Participants were asked to choose between 1-5* (Very Poor – Very Good) for all questions.

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?

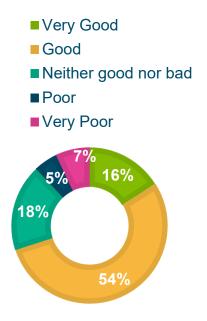


	Qī	Q2	Q3	Q4
Very Good	15%	17%	18%	22%
Good	43%	40%	41%	31%
Neither good nor bad	22%	28%	18%	33%
Poor	10%	12%	24%	12%
Very Poor	11%	3%	0%	2%

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

 Very Good Good Neither good nor bad Poor Very Poor 8% %1% 41% 		QI	Q2	Q3	Q4
	Very Good	21%	18%	22%	11%
	Good	39%	43%	22%	40%
	Neither good nor bad	22%	27%	11%	39%
	Poor	11%	7%	44%	8%
	Very Poor	7%	5%	0%	1%

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



	QI	Q2	Q3	Q4
Very Good	20%	21%	46%	16%
Good	46%	54%	23%	54%
Neither good nor bad	19%	17%	0%	18%
Poor	14%	4%	8%	5%
Very Poor	1%	4%	23%	7%

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



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

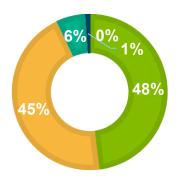


Good

■ Neither good nor bad

■ Poor

■ Very Poor



	QI	Q2	Q3	Q4
Very Good	56%	49%	44%	48%
Good	33%	42%	47%	45%
Neither good nor bad	8%	7%	6%	6%
Poor	1%	2%	3%	1%
Very Poor	1%	0%	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 January and March 2025 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
Waiting Times (punctuality and queueing on arrival)	42 (33%)	22 (17%)	64(50%)	128
Quality of Staff – health professionals	110(92%)	2(2%)	8(7%)	120
Staff Attitudes – health professionals	73 (94%)	3 (3%)	2 (2%)	88
Quality of treatment	55 (85%)	5 (8%)	5 (8%)	65
Booking appointments	29 (69%)	3 (7%)	10 (24%)	42
Communication with patients	35 (85%)	0 (0%)	6 (15%)	41
Communications (Referrals)	17 (65%)	3 (12%)	6 (23%)	26
Communication between services	5 (20%)	2 (8%)	18 (72%)	25
Getting through on the telephone	5 (21%)	2 (8%)	17 (71%)	24
Appointment availability	7 (32%)	3 (14%)	12 (55%)	22

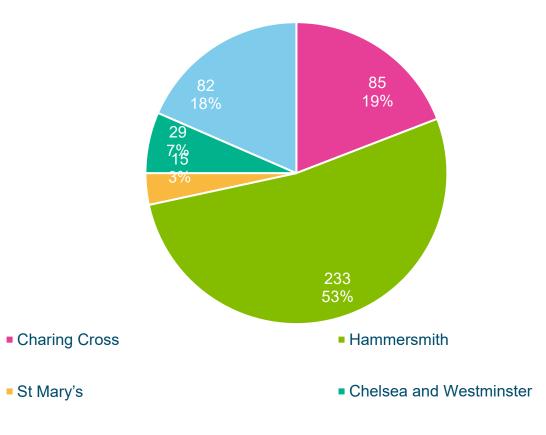
Hospital Trusts

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 January and March, the services which received the most reviews were Charing Cross Hospital and Hammersmith Hospital.

Total Reviews per Hospital



Queen Charlottes and Chelsea

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	AC	CCESS (out of !	5)	QU	JALITY (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: 85	4.2	3.5	3.7	3.9	4.3	4.3
Hammersmith No of reviews: 233	4.3	3.9	3.5	3.7	4.3	4.5
Chelsea and Westminster No of reviews: 29	4.3	3.7	3.8	3.8	4.2	4.3
Queen Charlottes and Chelsea Hospital No of reviews: 85	3.9	3.3	3.4	3.3	4.2	4.2
St Marys Hospital No of reviews: 15	2.0	3.5	3.1	4.3	4.4	4.4

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	 Communication between hospital and GP
Hospital	4.0	2. Quality of Staff - health professionals	2. Waiting times
No of reviews: 132		3. Staff Attitudes – health professionals	3. Getting through on the phone
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	l. Appointment availability
St Mary Hospital No of reviews: 25	4.2	2. Staff Attitudes – health professionals	Waiting Times (punctuality and queueing on arrival)
		3. Safety of Care/Treatment	3. Staffing levels(Staff)
Chelsea and		1. Quality of Treatment	1. Waiting Times for appointments/waiting lists
Westminster Hospital No of reviews: 31	4.3	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

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Quality of treatment

Appointment availability

Staff Attitudes – administrative staff

Booking appointments

Getting through on the telephone

Q2

Booking appointments

Quality of treatment

Continuity of Care

Management of service

Quality of Staff health professionals

Q3

Quality of treatment

Staff Attitudes – health professionals

Quality of Staff health professionals

Experience

Waiting Times (punctuality)

Q4

Quality of Staff – health professionals

Quality of Treatment

Staff Attitudes – health professionals

Waiting times (punctuality)

Communication n with patients

Negative issues

Q1

Appointment availability

Getting through on the telephone

Booking appointments

Online consultation (app/form)

Staff Attitudes – administrative staff

Q2

Booking appointments

Communication between services

Appointment availability

Waiting Times (punctuality and queuing on arrival)

Getting through on the telephone

Q3

Waiting Times

Appointment availability

Waiting Times for appointments/waiting lists

Getting through on the telephone

Staff Attitudes – health professionals

Q4

Waiting Times (punctuality)

Communication between services

Getting through on the telephone

Appointment availability

Booking appointments

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 93%, an improvement compared to the last two quarters (Q3 92%, Q2 91%). Women reported a positive sentiment of 78% which is lower than previous quarters which were 87% in Q3 and 85% in





Age

The highest percentage of positive experiences was reported by 65-74 year-olds at 94%. This was followed by 45-54 year-olds at 93%, 85+ at 88%, and 55-64 year-olds at 86%. The age group with the most negative reviews was the 85+ year-olds, who reported a negative experience rate of 13%.



Ethnicity

The largest groups of patients who reported positive experiences with hospitals were those of White British background, with an impressive 87% positive feedback. This was closely followed by patients of Indian background, who had a positive rating of 86%. Both percentages were the highest among all ethnic groups that received more than 15 reviews. On the other hand, the group that reported the most negative experiences was "Any Other White Background," which had only 24% negative feedback.



Long Term Conditions

In this quarter, 90% of patients with long-term health conditions reported a positive experience, up from 89% in the previous quarter. However, among patients who identified as having a disability, only 80% reported a positive experience, representing an 11% decrease from the 91% reported last quarter.

Appendix



No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	280 (79%)	67(19%)	3 (%)	356
Hospital	383 (84%)	59(13%)	14 (3%)	456
Dentist	64 (94%)	2 (3%)	2 (3%)	68
Pharmacy	205 (88%)	20 (9%)	9 (4%)	234
Optician	10(77%)	3(23%)	0(0%)	13
Mental Health	11(65%)	2(12%)	4(24%)	17
Community Health	55(93%)	4 (7%)	0 (0%)	59
Other	11 (69%)	3 (19%)	2 (13%)	16
Overall Total	1019	160	40	1219

Demographics

Gender	Percentage %	No of Reviews
Man(including trans man)	30%	363
Woman (including trans woman	60%	736
Non- binary	0%	2
Other	0%	0
Prefer not to say	2%	25
Not provided	8%	93
Total	100%	1219

Ethnicity	Percentage %	No of Reviews
White British	34%	417
Irish	3%	39
Roma	0%	0
Any other White	15%	179
Black African		
	5%	64
Black Caribbean	2%	26
Any black British	1%	8
Bangladeshi	1%	16
Indian	6%	78
Chinese	1%	18
Pakistani	1%	18
Any other Asian background	9%	110
Asian and White	1%	13
Mixed Black and African and White	1%	15
Mixed Black Caribbean and White	1%	10
Other Mixed/ethnic group	1%	18
Any other ethnic group	2%	30
Arab	1%	16
Prefer not to say	2%	29
Not provided	9%	113
Total	100%	1219

Age	Percentage %	No of Reviews
Under 18	0%	4
18-24	3%	35
25-34	18%	216
35-44	19%	235
45-54	13%	163
55-64	14%	165
65-74	14%	168
75-84	7%	85
85+	1%	18
Prefer not to say	2%	23
Not provided	9%	107
Total	100%	1219

Disability	Percentage %	No of Reviews
Yes	10%	115
No	77%	905
Not known	1%	9
Prefer not to say	2%	30
Not provided	10%	116
Total	100%	1219

Demographics

Long-term condition	Percentage %	No of Reviews
Yes	411%	502
No	46%	566
Not known	1%	6
Prefer not to say	2%	28
Not provided	10%	119
Total	100%	1219

Sexual Orientation	Percentage %	No of Reviews
Asexual	0%	4
Bisexual	1%	30
Gay Man	1%	3
Heterosexual/ Straight	87%	964
Lesbian / Gay woman	0%	0
Pansexual	0%	1
Prefer not to say	3%	70
Not provided	8%	148
Total	100%	1219

Religion 1	Percentage %	No of Reviews
Buddhist	0%	9
Christian	43%	393
Hindu	3%	60
Jewish	0%	5
Muslim	11%	128
Sikh	11%	12
Spiritualism	0%	19
Agnostic	0%	2
Nor religion	32%	419
Other religion	1%	15
Prefer not to say	2%	35
Not provided	7%	123
Total	100%	1219

Pregnancy	Percentage %	No of Reviews
Currently pregnant	7%	77
Currently breastfeeding	4%	90
Given birth in the last 26 weeks	3%	19
Gave birth (not breastfeeding)	2%	11
Not known	9%	80
Not relevant	67%	752
Pregnancy loss	0%	0
Prefer not to say	0%	25
Not provided	8%	166
Total	100%	1219

Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	0%	4
Not in employment & Unable to work	13%	114
Not in Employment/ not actively seeking work - retired	1%	22
Not in Employment (seeking work)	24%	171
Not in Employment (not seeking work)	2%	36
Not in Employment (Student)	0%	7
Paid: 16 or more hours/week	36%	452
Paid: Less than 16 hours/week	7%	73
On maternity leave	7%	118
Prefer not to say	1%	38
Not provided	9%	183
Total	100%	1219

Unpaid Carer	Percentage %	No of Reviews
Yes	5%	57
No	82%	1000
Prefer not to say	3%	34
Not provided	10%	128
Total	100%	1219

Area of the borough	Percentage %	No of Reviews
Addison Ward	3%	35
Avonmore Ward	0%	0
Brook Green Ward	3%	34
College Park Ward	1%	13
Conningham Ward	0%	0
Fulham Town	1%	18
Fulham Town ward	1%	8
Hammersmith Broadway Ward	7%	87
Lillie Ward	1%	17
Munster Ward	0%	7
Palace and Hurlingham ward	0%	4
Parsons Green and S	4%	47
Ravenscourt Ward	1%	7
Sands End Ward	2%	25
Shepherds bush Ward	12%	148
Walham Green Ward	0%	2
Wendell Park ward	3%	39
West Kensington Ward	6%	70
White City Ward	11%	130
Wormholt Ward	0%	4
Out of Borough	31%	374
Prefer not to say	2%	23
Not provided	10%	126
Total	100%	1219

healthwatch Hammersmith and Fulham

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