

**PATIENT EXPERIENCE  
REPORT 2020/2021  
QUARTER 1  
APRIL-JUNE**



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# Introduction & Executive Summary

Healthwatch was created by the health and social care reforms of 2012 with a powerful ambition of putting people at the centre of health and social care. To help realise this ambition Healthwatch has a number of duties around gathering and representing the views of patients and service users in the borough of Hammersmith & Fulham. In delivering these duties in Hammersmith & Fulham, we operate a comprehensive Patient Experience data collection programme. The successful and on-going implementation of the data collection programme and the Digital Feedback Centre will yield a minimum of 4,800 patient experiences per annum, all of which will be presented as they are received and considered as valid community opinion. Your Voice in Health and Social Care (YVHSC) took over the provision of Healthwatch Hammersmith & Fulham in April 2020. In April 2020, the Digital Feedback Centre was launched together with the Healthwatch Hammersmith & Fulham website. In May, a part-time Patient Experience Officer was recruited to manage the Patient Experience Programme.

This is the first Patient Experience Report for Healthwatch Hammersmith & Fulham, covering the period April-June 2020.

Normally, our Patient Experience Officer, supported by a team of volunteers, will visit health and social care services daily to talk to and hear from patients, service users, carers, and relatives about their experiences of local services. These patient experience comments and reviews are gathered using a standard form (see appendices). The form asks the patient for simple star ratings on their overall experience, likelihood to recommend a service, treatment, booking and a number of other areas. There is also a free text box where patients are asked to leave a review or feedback comments. We approach every patient, capture their experience in their own words and seek consent for their feedback to be published on the Healthwatch Hammersmith & Fulham website, through the Digital Feedback Centre. People can choose to leave their name or comment anonymously. At the end of each service visit, the Patient Experience Officer will relay any urgent matters requiring attention to the service Manager.

However, due to the COVID-19 social distancing measures put in place by the UK government, it was not possible to carry out our traditional face to face visits to engage with patients and collect patient experience feedback from across the borough during this quarter. Therefore, to adapt to these challenging new circumstances, we developed and introduced a new model for our Patient Experience Programme. This involved the collection of feedback via direct telephone engagement and collecting and collating existing online reviews from relevant platforms such as NHS.uk, Google reviews, and Care Opinion. This new approach has benefited residents through additional provision of information and signposting through our zoom engagement . As our service becomes further embedded across the borough, we expect greater awareness of this service and a subsequent increasing number of reviews made directly through our website or by calling the office to feedback.

Where patients relay concerns about their treatment we inform them of their rights and the feedback and complaints mechanisms available to them.

Whilst we aim to gather patient experience comments and reviews from a representative sample of Hammersmith & Fulham's population, we acknowledge that different people use different services at different times in their lives, and some not at all. Whilst all patients are asked for their monitoring information some do not wish to provide this. In support of our efforts to ensure feedback from all sections of the community, we recruit Patient Experience Volunteers who speak additional languages. The outreach element of our Patient Experience Programme is supplemented by our community engagement work and our website ([www.healthwatchhf.co.uk](http://www.healthwatchhf.co.uk)), which people may visit independently to provide service feedback and comments. Our questions are uniform across the Digital Feedback Centre as well as the physically collected forms.

This report covers the Quarter 1 period, April-June 2020. During this time, we collected 470 reviews. Due to the pandemic, any face to face collection of reviews in GPs and other health and social care services has been suspended, meaning we did not reach our quarterly target of 1200. Despite the challenges faced during this period, the Healthwatch Hammersmith & Fulham service was able to achieve the highest number of reviews during the period when compared to the 5 other Healthwatch services YVHSC provides across London.

Out of the total number of patients experiences received

- 379 (81%) were positive with a star rating of 4-5,
- 7 (1%) were neutral with a star rating of 3, and
- 84 (18%) were negative with a star rating 1-2 (this is based on the overall star rating provided by patients - see page 4 for further detail).

Alongside our Patient Experience work reported here, Healthwatch Hammersmith & Fulham carries out a number of different activities in order to hear from patients, carers and relatives and assess health and social care services from the patient's perspective. Additional reports and information can be found on our website: <https://healthwatchhf.co.uk/>.

Healthwatch Hammersmith & Fulham uses a Digital Feedback Centre (on our website) and Informatics system (software sitting behind the Digital Feedback Centre) to capture and analyse patient experience feedback.

The Informatics system is currently used by approximately 1/3 of the Healthwatch Network across England and it captures feedback in a number of ways:

1. It asks for an overall star rating of the service, (between 1-5)
2. It provides a free text box for comment
3. It asks for a star rating against specific domain areas, (between 1-5).

In terms of reporting, the above provides Healthwatch with several data sets.

Star ratings provide a simple snapshot average, both overall and against specific domain areas.

When it comes to the free text comment box, this is analysed in two different ways resulting in two different data sets:

- In the first instance, the Informatics system looks at the patient experience comment in its totality, using a sophisticated algorithm to analyse words and phrases in order to apply a sentiment score to the overall comment. The sentiment score is translated into an overall positive, negative or neutral sentiment. This is an automatic process.
- In the second instance, free text comments are broken down and analysed for themes and sub themes. Where relevant, up to 5 themes and sub themes can be applied to any one patient experience comment. Upon each application of a theme or sub theme, a positive, negative or neutral sentiment is also applied. This is a manual process undertaken by trained staff and specially trained volunteers. The process is overseen by the Patient Experience Officer and regularly audited in order to ensure consistency. Where themes and related sentiment are discussed in the report, it relates to this aspect of the process.

Each of the areas described above provides an independent set of results which can be viewed separately or in conjunction with one another in order to gain an insight into a service or service area. It is important to note that correlation between different data sets may not be apparent, for example, a service may have an overall star rating of 4/5 but much lower ratings against individual domain areas.

# Overall Star Ratings

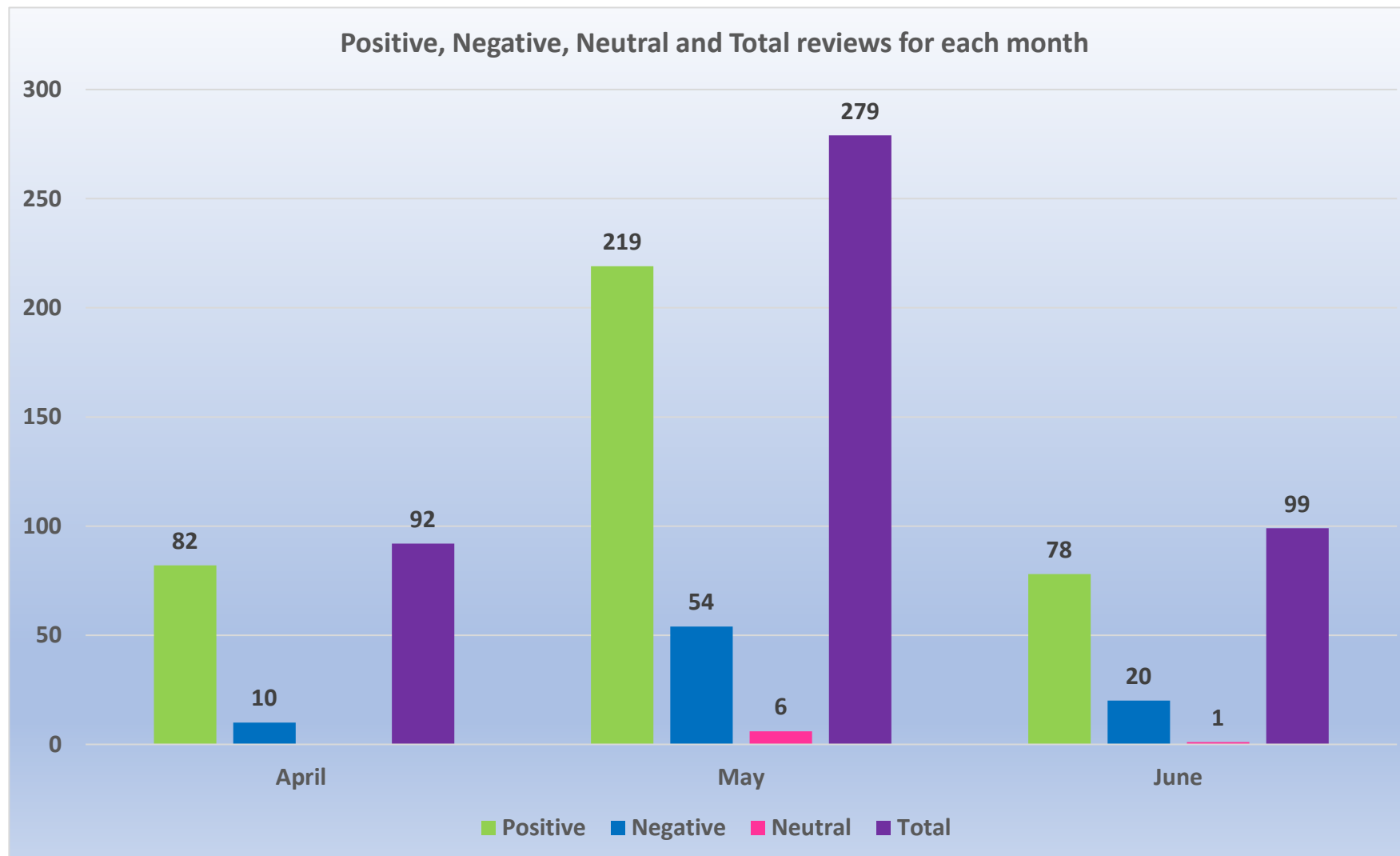
The table below shows a breakdown of the negative, neutral, and positive patient reviews (see the appendices for examples of our physical and online questionnaires).

Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings of 1 and 2 indicate a negative response, a star rating of 3 indicates a neutral response and star ratings of 4 and 5 indicate a positive response. It is important to note that our experience in other boroughs has shown that people are very reluctant to give a negative rating of their care provider. When the 3\* 'neutral' ratings are analysed in more detail we have traditionally found these to outline negative feedback. Therefore, where a significant number of 3\* ratings are found, our experience tells us these areas are worthy of further attention to help identify areas for improvement. This quarter 379 positive responses, 84 negative responses and 7 neutral responses have been recorded.

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
April	10	0	82
May	54	6	219
June	20	1	78
Total	84	7	379

# Overall Star Ratings

This chart provides a breakdown of negative, neutral, positive and total reviews for each month, based on the overall star rating provided.

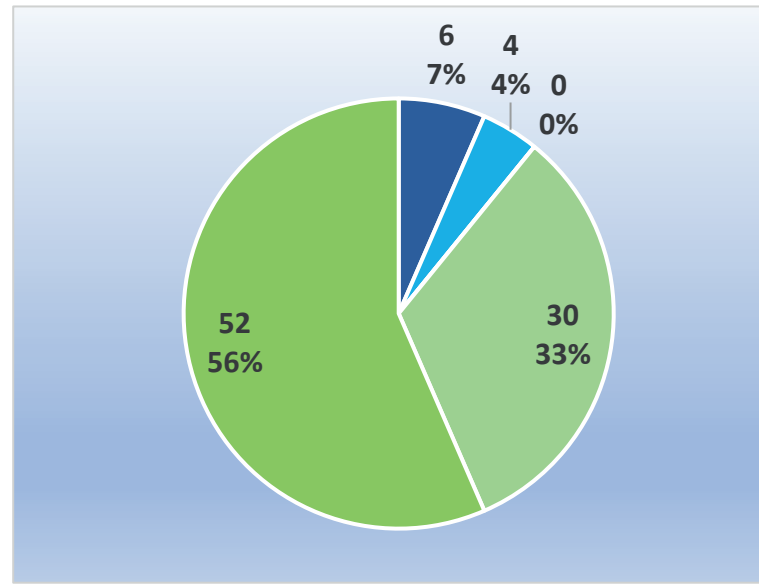


# Overall Star Ratings

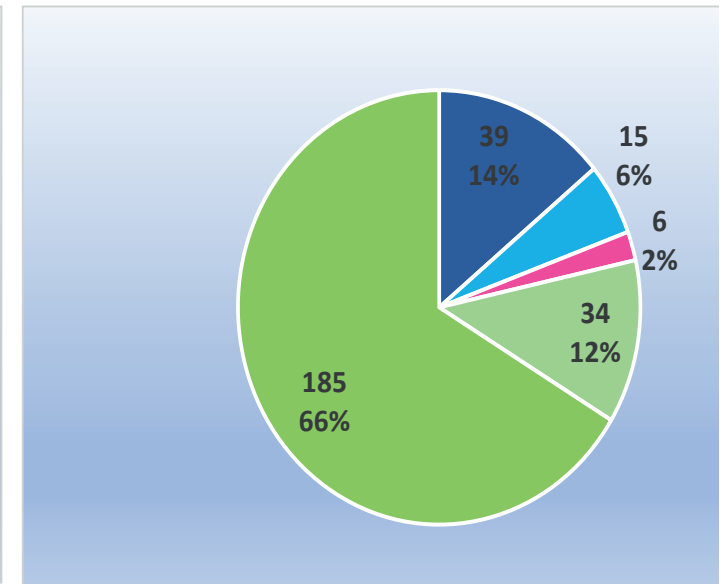
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

In each month, the 5-star rating received the highest proportion of reviews, followed by the 1-star rating, apart from April which was followed by the 4-star rating.

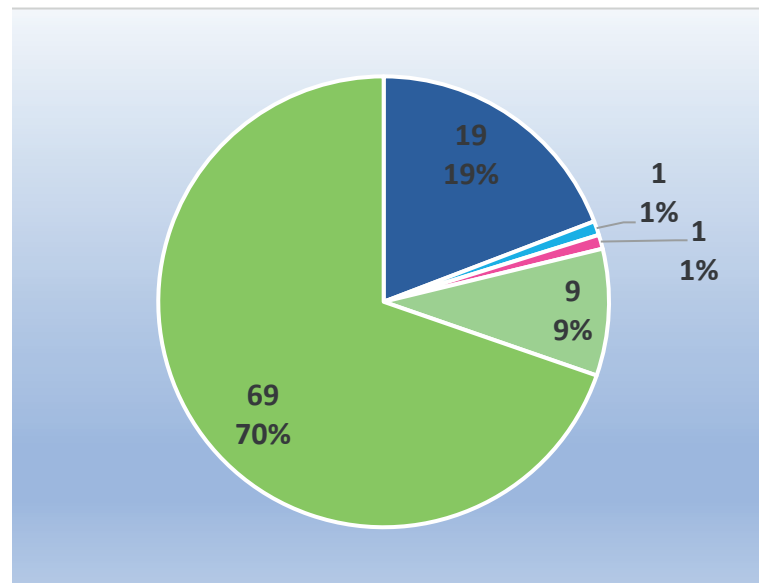
The overall star ratings for services tell us that people are very satisfied.



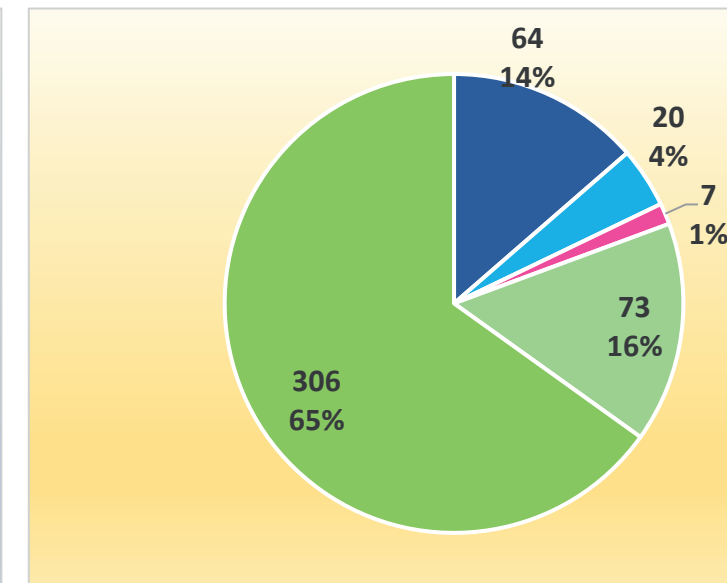
April



May



June



Total for Q1



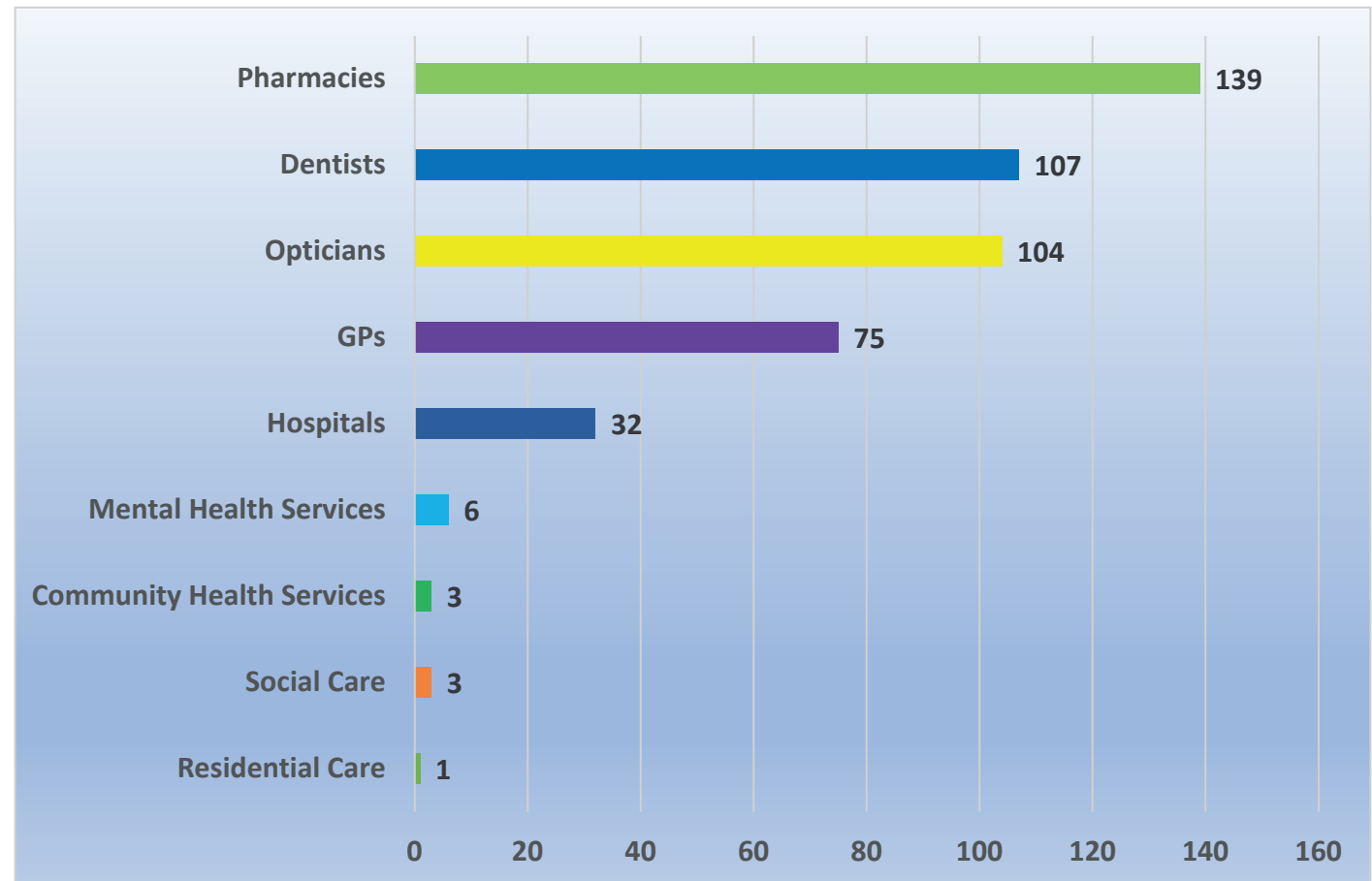
# Total Reviews per service category

The patient reviews recorded for this quarter cover 9 service type categories, as seen in this chart.

For this quarter, we received the highest number of reviews for pharmacies, dentist and opticians.

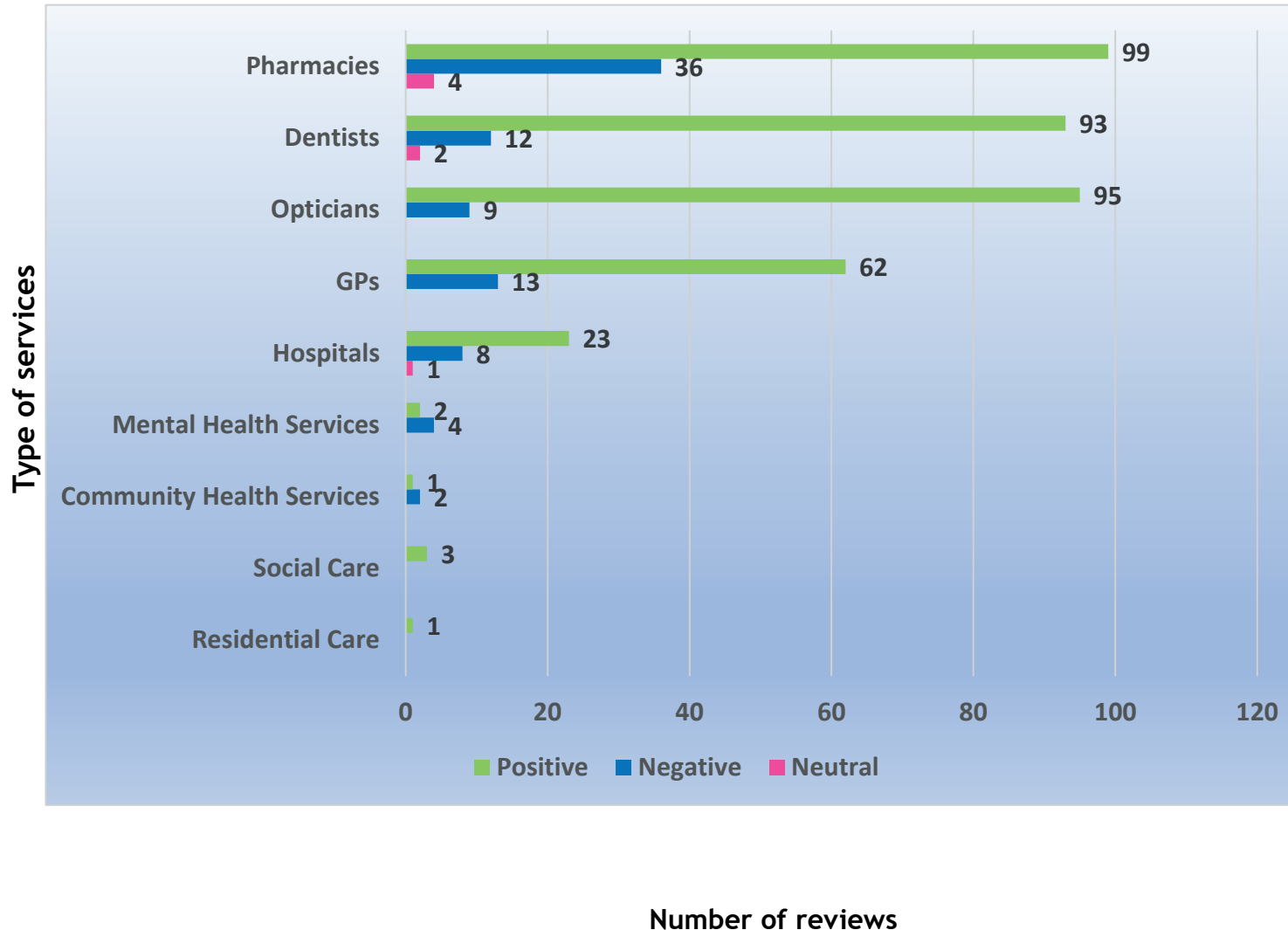
The category with the highest number of reviews recorded is the pharmacies' category (139), followed by dentists' (107), then Opticians (104). Due to the pandemic, people were using their GPs and visiting hospitals less.

Type of services



Number of reviews

# Distribution of Positive, Neutral & Negative



This bar chart compares the number of negative, neutral, and positive reviews for each category. This is based on the overall star rating.

- 30% of the reviews were about people's experiences of pharmacies.
- 23% of the reviews were about people's experiences of dentists.
- 22% of the reviews were about people's experiences of Opticians.
- 16% of the reviews were about people's experiences of GP services and
- 7% of the reviews were about people's experiences with Hospitals.
- Other comments were about Community Health Services, Mental Health, Residential Care and Social Care.

Of these services:

Opticians received the highest proportion of positive reviews at 91%, followed by Dentists with 87%, GPs with 83%, Hospitals with 72% and then Pharmacies with 71%. The categories that received the lowest proportion of positive reviews are Mental Health and Community Health Services with 33%.

After asking patients for an overall star rating of the service we ask them to "tell us more about your experience" - (see the appendices for examples of our physical and online questionnaires). Each comment is uploaded to our Online Feedback Centre where up to five themes and sub-themes may be applied to the comment (see appendix 3 p42-44 for a full list). For this reason, the total numbers of themes-counts will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative, or neutral 'sentiment' is given. The application of themes, sub-themes and sentiment is a manual process and differs from the star rating patients provide. This section shows a breakdown of the main themes and sub-themes for those service areas where we received a significant number of reviews.

In Q1 these areas are:

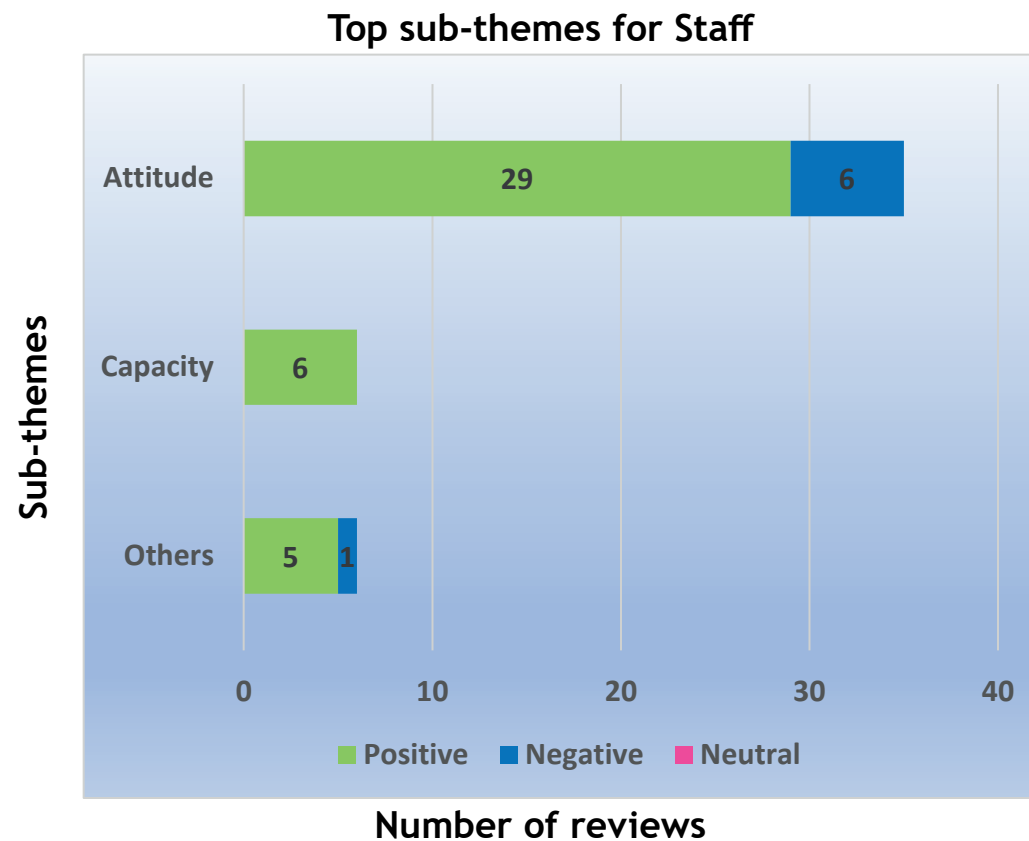
- GPs
- Hospital
- Pharmacies
- Dentists
- Opticians



# GP Themes and Sub-Themes

**Staff** was the most applied theme this quarter for GP services with 46 counts. 85% (n.39) being positive and 15% negative (n.7). It was applied 46 times with the majority of it being to do with the Sub-theme **Attitudes** which received 35 counts with 83% (n.29) being positive and 17% (n.6) negative.

The reviews were mainly positive, showing that patients were mainly satisfied with the way they were treated by staff members.



## Positive reviews

“All the doctors and nurses and reception staff are efficient and pleasant.”

*GP surgery*

“The doctors and nurses are wonderful, the reception staff are highly efficient and also very nice.”

*GP surgery*

## Negative reviews

“Bad news before you get to talk a doctor you need to go through reception. They are not empathetic, have no customer service skills, and seem to take great satisfaction with being unhelpful.”

*GP surgery*

“..... the receptionists have an attitude and quite unprofessional.”

*GP surgery*

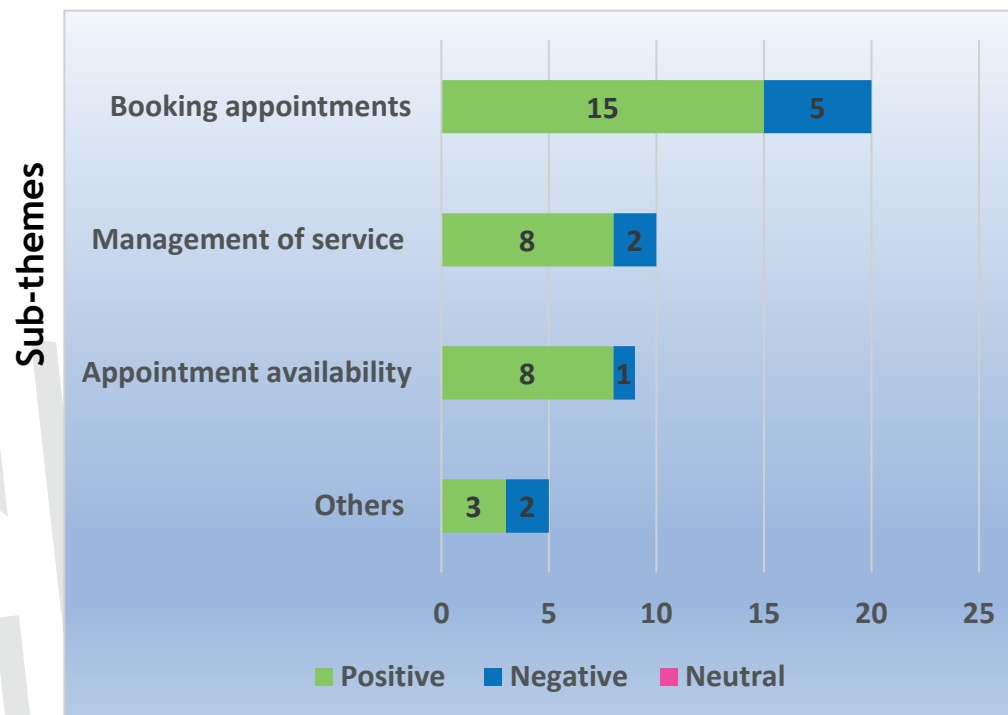
# GP Themes and Sub-Themes

**Administration** was the second most applied theme for GP surgery this quarter. There were 44 counts for this quarter with 77% (n.34) being positive, and 23% (n.10) being negative.

The chart below illustrates a breakdown of the top four sub-themes for **Administration**. **Booking an appointment** was most popular here, as this sub-theme attracted 20 responses of which 75% (n.15) were positive and 25% (n.5) were negatives. It seems that patients/service users were satisfied with the booking appointment system at their GP surgery.

This is followed by **Management of service** which received 10 counts of which 80% (n.8) were positive, and 20% (n.2) were negative. For the **Appointment availability** sub theme there were 9 counts. 89% (n.8) were positive, and 11% (n.1) were negative.

**Top sub-themes for Administration**



Number of reviews

## Positive reviews

"I can always get an appointment....,"  
GP Surgery

"You can book and visit the practice on the same day, very efficient. "  
GP Surgery

## Negative reviews

"Useless appointment booking system - can never get an appointment."  
GP surgery

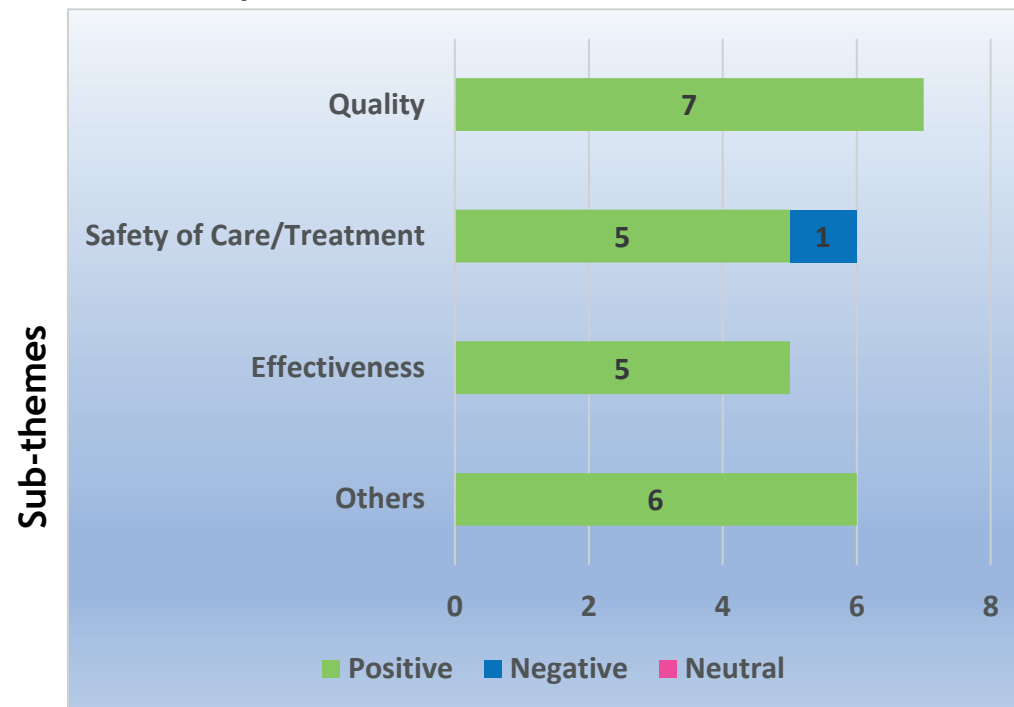
"...I waited an hour for someone to tell me I could no longer make an appointment and I need to wait until Monday."  
GP surgery

# GP Themes and Sub-Themes

**Treatment of Care** was the third most applied theme for GPs this quarter with 24 reviews. It also had the highest proportion of positive reviews out of all main themes discussing GP surgeries, 96% (n.23) being positive and 4% (n.1) negative. The chart below shows the top 4 sub-themes for the **Treatment and Care** theme for GPs.

Unlike when discussing other main themes, here there has been no leading sub-theme attracting the majority of patient attention. Namely, **Quality of Care** was relatively most popular. It was applied 7 times, 100% (n.7) being positive, but it was closely followed by **Safety of care and Effectiveness** (with 83% (n.6) being positive and 17% (n.1) negative, and 100% (n.5) being positive.

Top sub-themes for Treatment and Care



## Positive reviews

“Very happy with the treatment I get there. The staff could not be more professional or nicer.”

GP surgery

“..Knowing that I have such great care behind me gives me confidence in my health. In fact, a large part of my general well-being comes from knowing that excellent care is there if I need it. Thank you so much....”

GP surgery

## Negative reviews

“Commercial enterprise not a surgery ,how many customers(not patients) can a doctor see in an hour, quick turnaround., how much profit can be made from each locum doctor, if you are looking for a doctor you are in a wrong place. PLEASE register with a small practice. They put my life in danger twice, now legal action is to be followed.”

GP surgery

Number of reviews

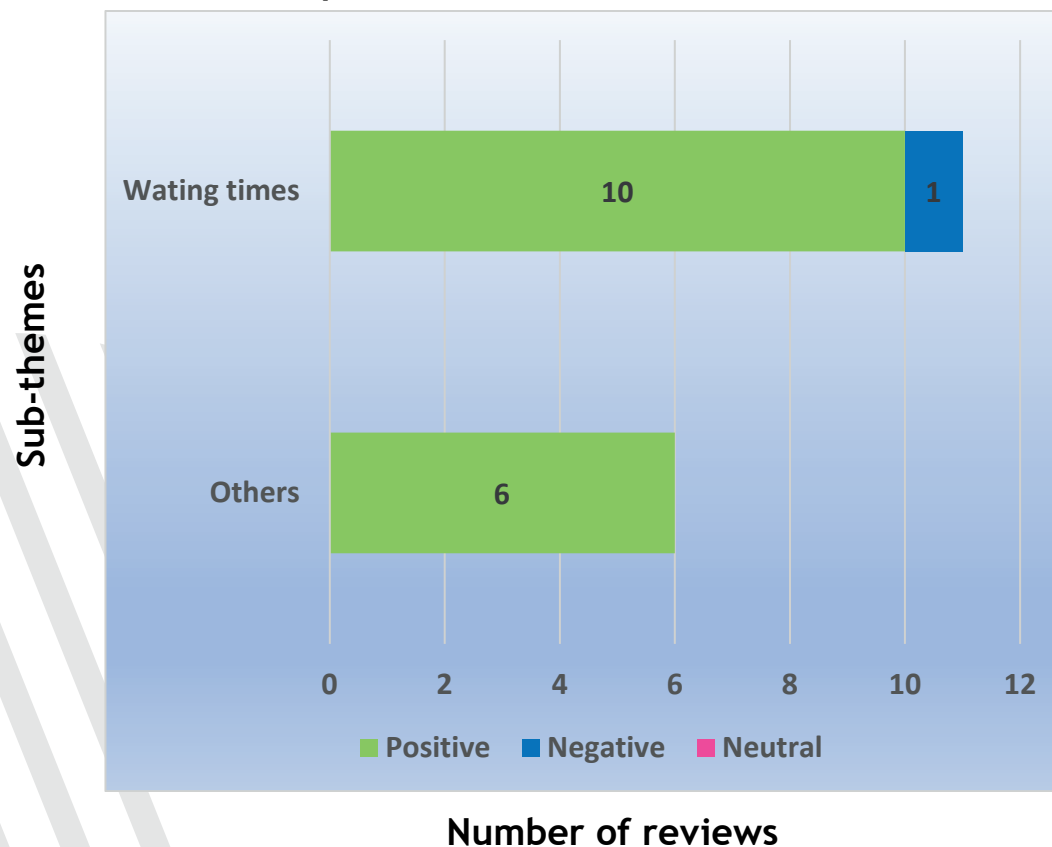


# GP Themes and Sub-Themes

**Access to Services** was the fourth most applied theme for this quarter. It was applied 17 times with the majority of it being to do with the **Waiting Times** which received 11 counts with 91% (n.10) being positive, and 9% (n.1) negative.

The reviews were mainly positive, this shows that patients did not have to wait for their appointment.

Top sub-themes for Access to services



## Positive reviews

“...but practice offer different type of appointments and also have good to the surgery. We are able to get same day appointments as well pre booked”

*GP surgery*

“Despite corona situation the practice has been very helpful in sorting aapointment for routine for maternity care for me.”

*GP surgery*

## Negative reviews

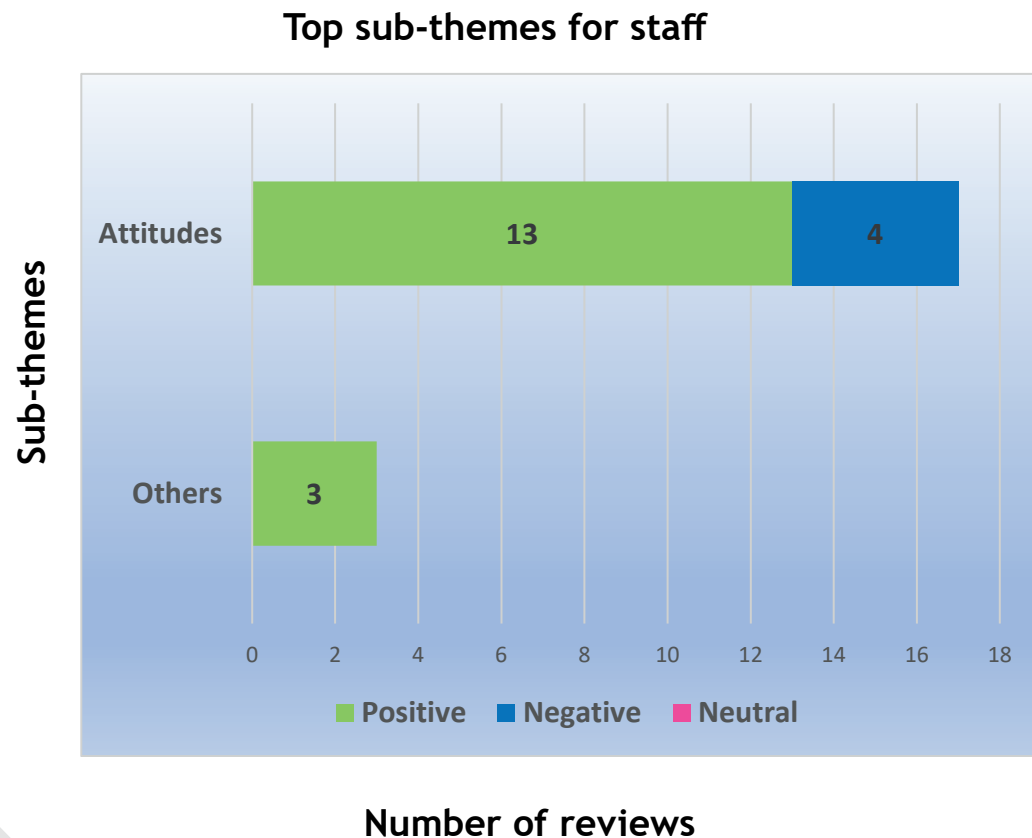
“...I've seen some changes and it can takes longer to see someone ...”

*GP surgery*

# Hospitals Themes and Sub-Themes

On this occasion, **Staff** was our most popular theme, with 20 patient reviews focusing on this area. Out of all the reviews within the Staff theme, 80% (n.16) were positive, and 20% (n.4) were negative.

The chart below presents a breakdown of the sub-themes for **Staff**. The sub-theme **Staff Attitude** received the highest proportion of reviews with a positive sentiment of 76% (n.13) and 24% (n.4), which indicates that patients were satisfied with the staff attitude at the hospital.



## Positive reviews

“The staff is very friendly, great service and had a great experience.”

*Outpatients*

“I visited my mate who has cancer, spent 3 hours with him and he was spoken to by staff many times asking how he was. My mate said the staff and care he was getting was excellent. ”

*Cancer department*

“I had a really good experience, nurses and doctors were extremely helpful. They took care of me.”

*ICU*

## Negative reviews

“I left early in tears before I could not get the x-ray result due to being screamed at by receptionist.”

*X Ray department*

“Staff are very rude and make you feel bad for coming to the emergency department.”

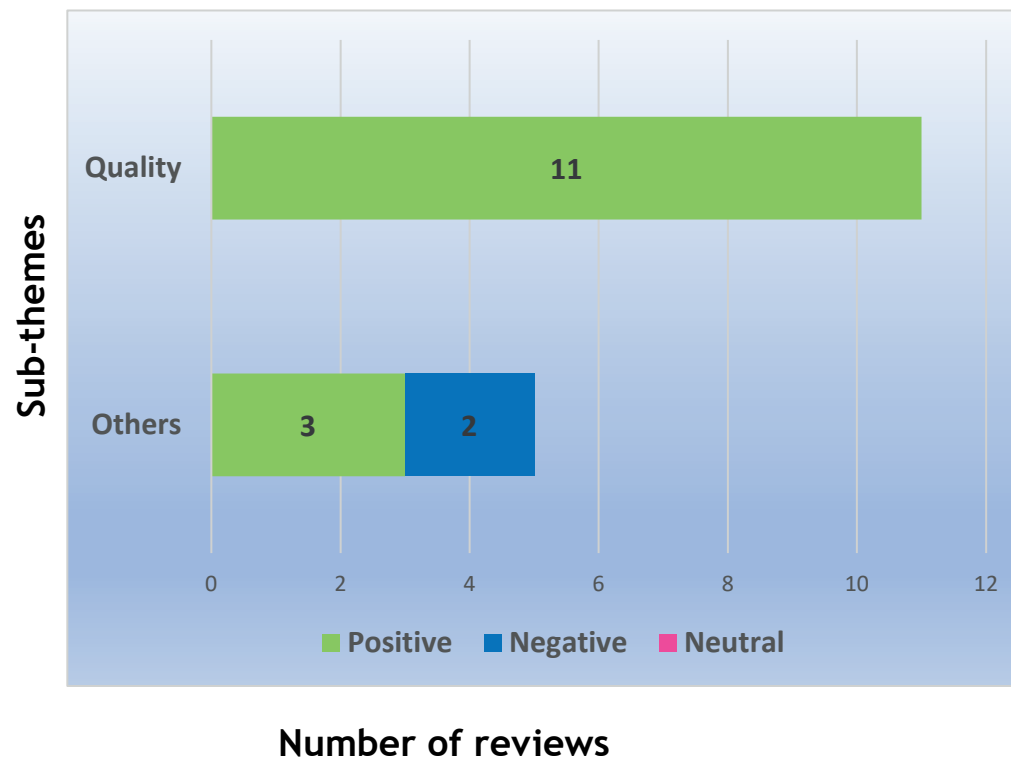
# Hospitals Themes and Sub-Themes

**Treatment and Care** was also one of the leading themes for the hospitals, with 16 comments highlighting this area. These reviews have been largely positive, with 88% (n.14) being positive and 13% (n.2) being negative.

The chart below shows the top 2 sub-themes for the **Treatment and Care** this quarter for hospitals.

The sub-theme **Quality of Care** was the most frequently mentioned with 11 counts. Of these, 100% (n.11) were positive. This shows that patients were satisfied with the care they received at the hospital.

Top sub-themes for Treatment of Care



## Positive reviews

“Superb treatment from a very brave team at the heart of the COVID crisis. Outstanding surgery with great humanity. ”

*ICU*

“The team on the ward I was on provided brilliant care over the 8 days I was a patient.”

*ICU*

## Negative reviews

“The 4 consultants stated there is nothing more I can do. I had a heart problem. As a doctor, they can't find a better cure for my heart problem.”

*Nuerology*

“...mother had a high temperature which was assumed to be dementia which daughter refuted...”

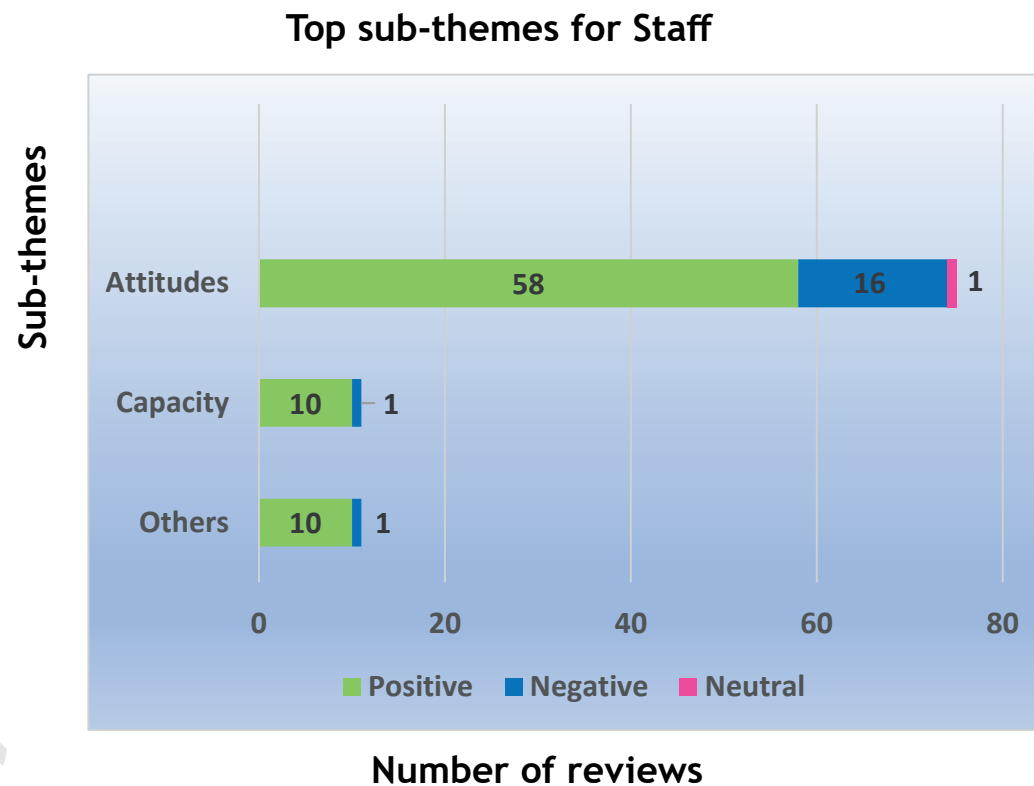
*Outpatients*



On this occasion **Staff** was the most popular theme with 97 reviews focusing on this area, with 80% (n.78) being positive, 1% (n.1) neutral and 19% (n.18) negative.

The reviews were mainly positive. The chart below presents a more detailed breakdown of the top three sub-themes for **Staff**. Unsurprisingly, a sub-theme related to **Attitudes** was most frequently discussed here, with 77% (n.75) being positive, 1% (n.1) neutral and 21% (n.16) negatives. Patients are generally happy with the staff attitude at individual pharmacies.

The next frequently mentioned sub-theme was **Capacity**. It was applied 11 times, 91% (n.10) being positive, and 9% (n.1) negative. A



## Positive reviews

“Friendly and reliable. Great local chemist if you’re in Fulham.”

Pharmacy

“Staff attitude is great”

Pharmacy

“and staff attitude were good and well, nothing to complain about.”

Pharmacy

## Negative / Neutral reviews

**Negative** “The pharmacist was super rude.”

Pharmacy

**Neutral** “They seem to be a bit under the cosh during this current C-19 epidemic and front counter rather abrupt to say the least.”

Pharmacy

# Pharmacy Themes and Sub-Themes

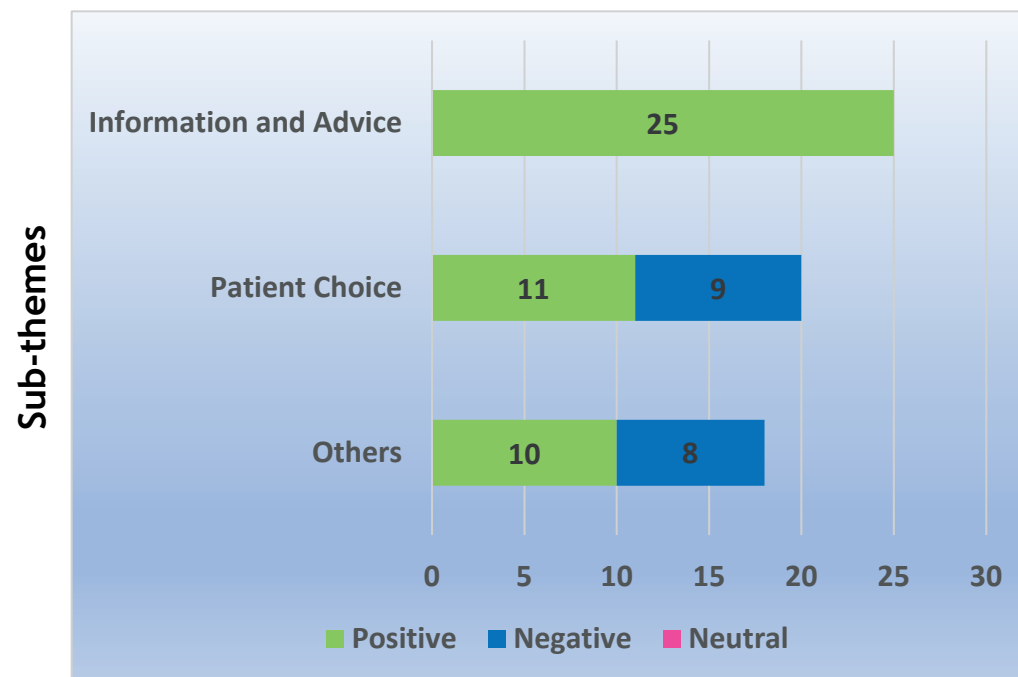
**Access to services** was also one of the frequently discussed themes, with 63 reviews mentioning this topic. Out of all the reviews within the Access to services theme, 73% (n.46) were positive, and 27% (n.17) were negative.

The chart below illustrates a breakdown of the top three sub-themes for **Access to Services**.

The sub-theme relating to **Information and Advice** was most frequently mentioned. It was applied 25 times, 100% (n.25) being positive, this shows that patients were satisfied regarding the advice they received at the pharmacy.

The next frequently mentioned themes was **Patient Choice**. It was applied 20 times, 55% (n.11) being positive, and 45% (n.9) negative.

Top sub-themes for Access to Services



## Positive reviews

"All the pharmacy staff are on too willing to help patients who need help and advice"

Pharmacy

"They have always been extremely helpful in filling my repeat prescriptions... The drugs I need are not always easily available and they go out of their way to track them down for me."

Pharmacy

## Negative reviews

"Boots has been really useless during the pandemic; the shop is empty and online nothing is available."

Pharmacy

"You go to the shop nothing is available, then everything on the website is 'Out of stock' or 'Coming soon' except it never does. Don't waste your time waiting. Just find what you need elsewhere!"

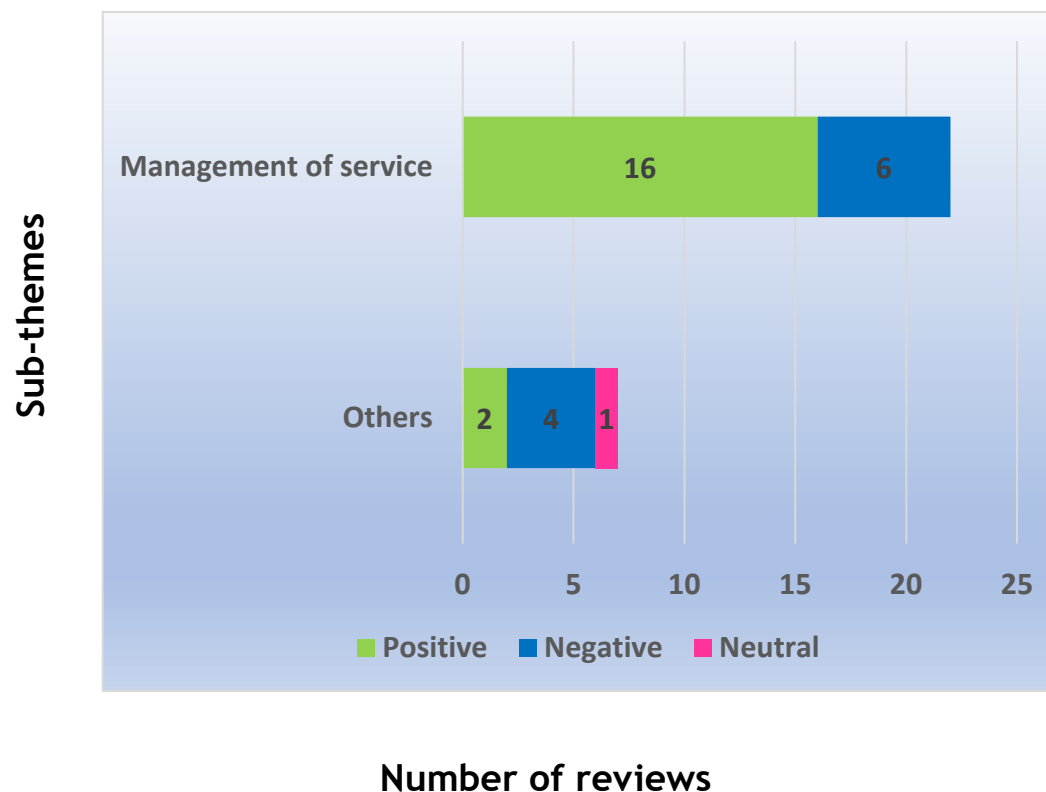
Pharmacy

# Pharmacy Themes and Sub-Themes

**Treatment and Care** was the highest theme applied this quarter for pharmacy with 42 counts, with 81% (n.34) being positive and 19% (n.8) negative. The chart shows that the main sub themes for **Treatment and Care** were **Effectiveness** and **Quality of Care**.

Unlike when discussing other main themes, here there has been no leading sub-theme attracting the majority of patient attention. Namely, **Effectiveness** was relatively most popular, 86% (n.12) being positive and 14% (n.2) negative, but it was closely followed by **Quality of Care** 100% (n.13) being positive. Within the two sub-theme areas, over 93% of the comments were positive, with **Quality of Care** being particularly appreciated.

Top sub-themes for Treatment and Care



## Positive reviews

"They contacted the surgery to make sure the prescriptions were correct and to chase up urgent meds. Always a warm welcome and good practical advice."

*Pharmacy*

"Every experience I've had in this pharmacy has been wonderful. They are consistent in efficiency and professionalism, and they really have the right balance of politeness and care."

*Pharmacy*

## Negative reviews

"I have vitamin D deficiency and my doctor advised 50000 units. She told me to take more tablets in one go instead of giving the advised D units. When I replied her considering the timeline advised It would not be applicable....."

*Pharmacy*

"Tried to sell me single use face masks during the Covid 19 crisis for £35 each which were probably worth around £1 each. Disgraceful and an abuse of a position of trust within the community."

*Pharmacy*



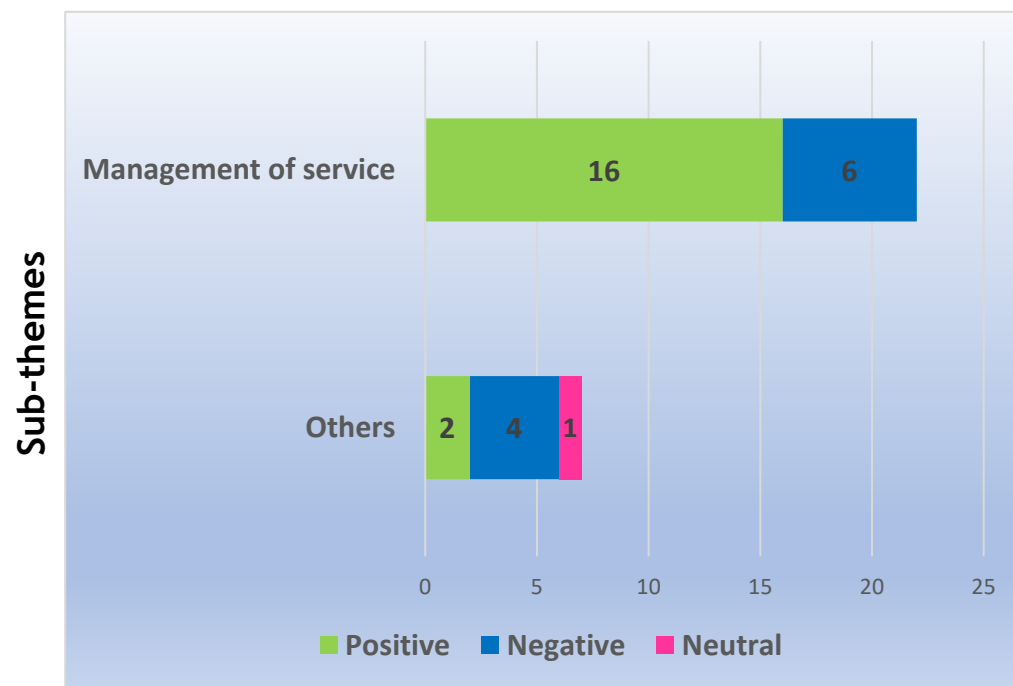
# Pharmacy Themes and Sub-Themes

**Administration** was the fourth highest theme applied this quarter with 29 counts.

Overall, 62% (n.18) were positive, 3% (n.1) neutral and 34% (n.10) were negative. This shows the overall sentiment towards Administration was positive.

The **Management of Service** sub theme dominated in terms of which sub-themes were selected, receiving 22 counts. 73% (n.16) were positive, and 27% (n.6) were negative.

Top sub-themes for Administration



## Positive reviews

"Great Pharmacy on Goldhawk Road and Shepherds Bush area. Highly recommend their services and management."  
*Pharmacy*

"In the current circumstances their standards of customer service has not dropped they do everything they can to keep everyone safe I cannot recommend highly enough, this is always my go to chemist."  
*Pharmacy*

## Negative reviews

"They seem to be a bit under the cosh during this current C-19 epidemic and front counter rather abrupt to say the least. Not what I have been used to over the past 5 years."  
*Pharmacy*

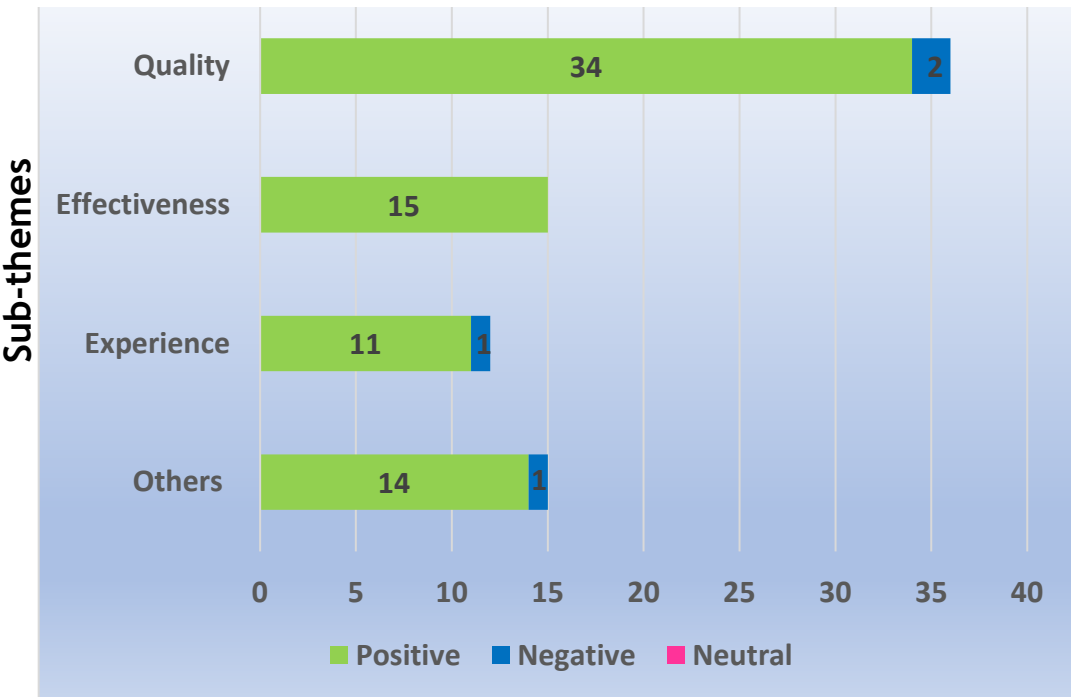
"Worst pharmacy in London"  
*Pharmacy*

On this occasion, **Treatment and Care** was our most popular theme, with 78 patient reviews focusing on this area. Out of all the reviews within the **Treatment and Care** theme, 96 % (n.75) were positive and 4% (n.4) were negative. Out of the main themes, it is also the one which attracted the relatively highest proportion of positive reviews.

The chart below presents a more detailed breakdown of the top four sub-themes for **Treatment and Care**. Unsurprisingly, a sub-theme related to **Quality of Care** was most frequently discussed here, with one third (n.36) of all **Treatment and Care** comments focusing on this topic.

The sub-theme relating to **Effectiveness** was most frequently mentioned. It was applied 15 times, 100% (n.15) being positive, this indicates that patients were happy with the care they received at the dentist. This is followed by **Experience** which received 12 counts which 92% (n.11) of them were positive and 8% (n.1) were negative.

Top sub-themes for Treatment and Care



Number of reviews

Positive reviews

"Painless, no discomfort, explained everything, a magician! And a real expert. I am hoping the final outcome and check-in three months' time will be as successful as this easy procedure."

Dentist

"Dr. Chaw Su Kyi has now successfully straightened the teeth of all three of our children."

Dentist

Negative reviews

"...I'm stuck with my braces with no solution... so sad. I was so happy with the treatment at first, but now, I don't know what to do with my braces..."

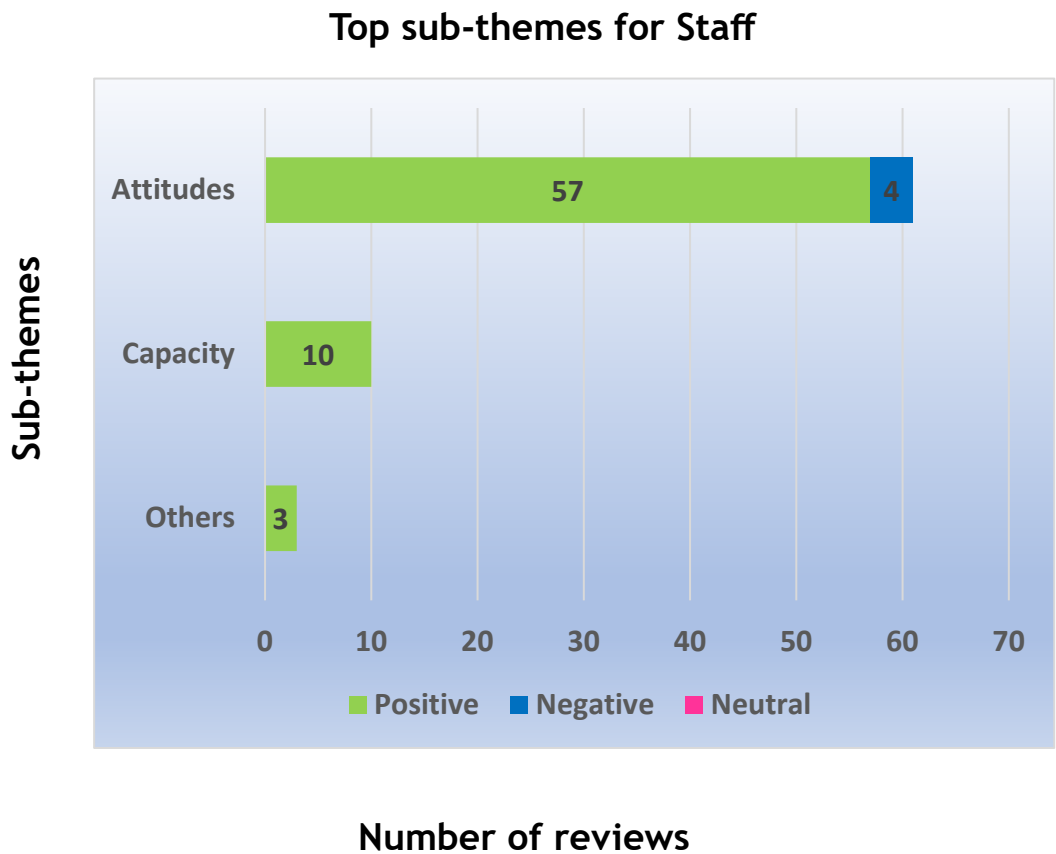
Dentist

"They use very cheap products. I got my tooth filling done there and it broke off within a few weeks."

Dentist

**Staff** was the second most applied theme for this quarter. It was applied 74 times with the majority concerning the sub theme of **Attitudes** which received 61 counts with 93% (n.57) being positive, and 7% (n.4) negative.

This shows that patients were mainly satisfied with the way they were treated by staff members.



**Positive reviews**

" Friendly staff and highly recommend"  
*Dentist*

"Good services and very helpful staff and I will recommend to everyone who needs dental treatment."  
*Dentist*

"...She and her lovely team are highly expert and always incredibly welcoming and interested. "  
*Dentist*

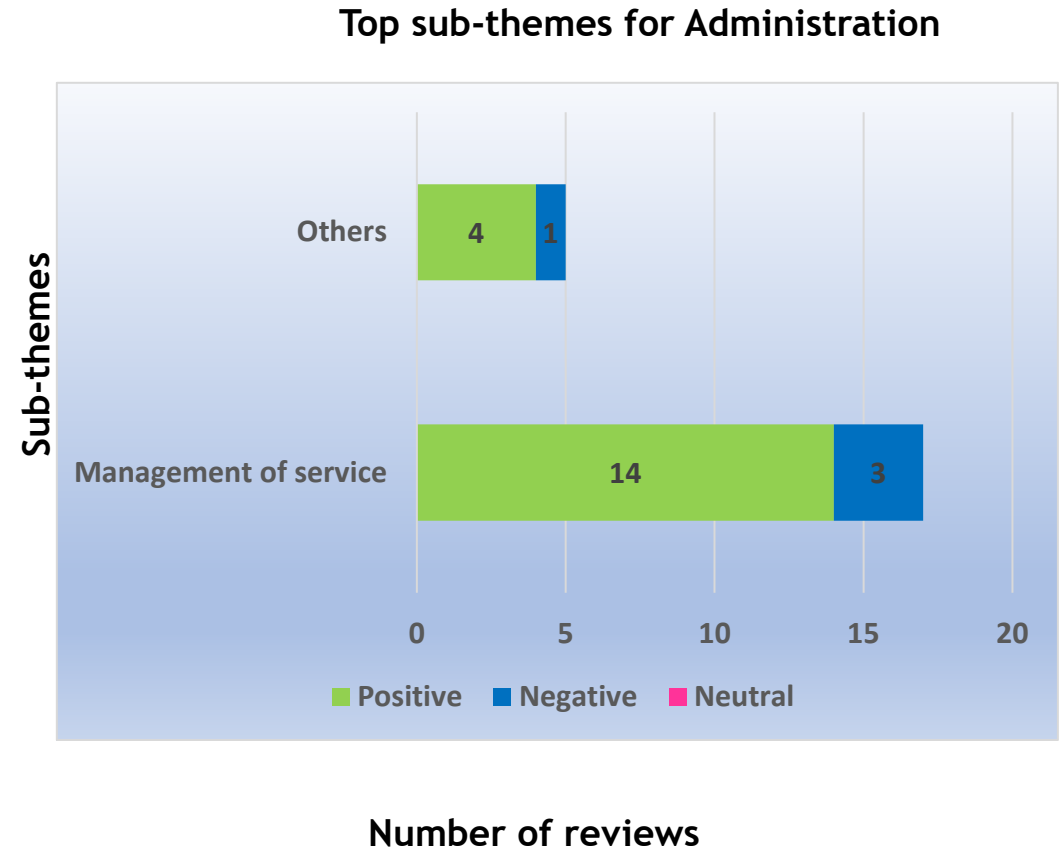
**Negative reviews**

"Worst ever service especially two receptionists (one's black haired girl) I asked an enquiry about filing. I feel she lazy to answer my questions and just gave sticky notes to write down my name and phone number."  
*Dentist*

"I had a really unpleasant experience with the practitioner here. It was very strange. He was really intimidating and since then..."  
*Dentist*

**Administration** was the third most applied theme for Dentist service this quarter. The theme was applied on 22 counts to reviews, with 82% (n.18) of these reviews being positive, and 18% (n.4) being negative.

The chart below shows the top two sub-themes for the **Administration** theme for Dentist service. The sub-theme relating to **Management of Service** was most frequently mentioned. It was applied 17 times, 82% (n.14) being positive and 18% (n.2) negative.



**Positive reviews**

" ...I purchased a voucher and everything was included at no extra cost... amazing service, thank you!"

*Dentist*

"Amazing service. Doctors and personnel are always helpful and friendly."

*Dentist*

" have been attending the practice for many years and I am very happy with the service. I would highly recommend this clinic. "

*Dentist*

**Negative reviews**

"Very poor service in terms of the booking system and reception. "

*Dentist*

"Absolutely horrendous service would definitely not recommend what's so ever."

*Dentist*



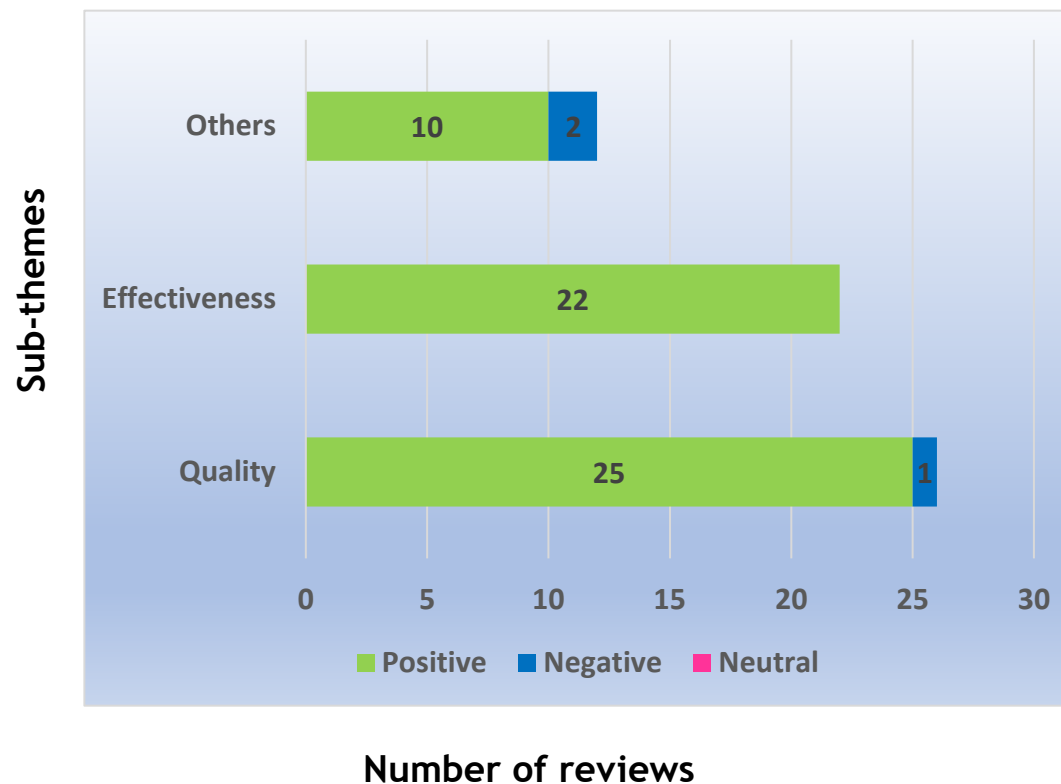
# Optician Themes and Sub-Themes

**Treatment and Care** was the most applied theme this quarter for Opticians with 60 counts, 95% (n.57) being positive, and 5% (n.3) being negative. These reviews have been largely positive, with patients expressing their satisfaction regarding the treatment they received.

**Quality** was most popular here, as this sub-theme attracted 26 reviews, of which 96% (n.25) being positive and 4% (n.1) negative.

This is followed by **Effectiveness** which received 22 counts of which 100% (n.22) were positive. The sentiment being positive shows that patients were happy with the care they received at the optician.

## Top sub-themes for Treatment and Care



### Positive reviews

"I used Specsavers for the first time last week after an unfortunate accident involving my previous pair of glasses - the team (especially Jai) were very accommodating, making sure that I had a new pair in as little time as possible, and were courteous throughout."  
*Optician*

"Excellent eye sight test with very caring and highly qualified staff..  
*Optician*

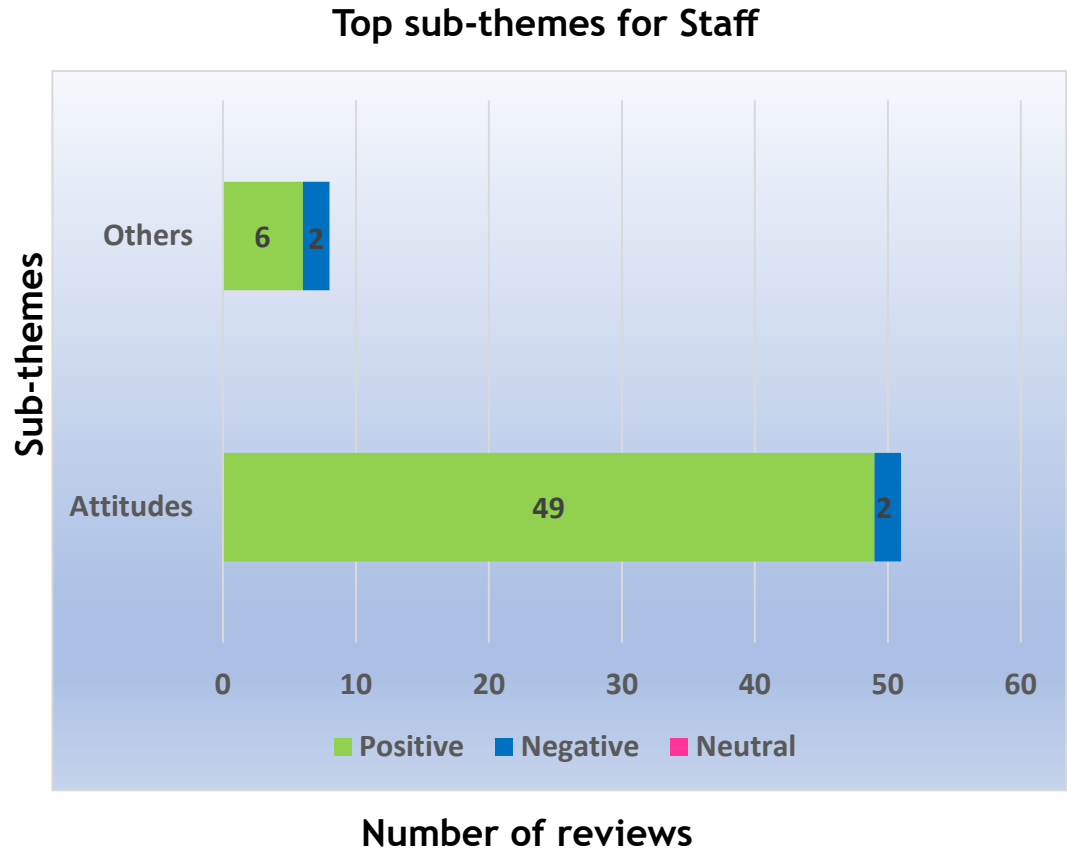
### Negative reviews

"..must be one of the worst opticians I have ever been too!! they do not really care about your eyes and rush the eye test! "  
*Optician*

"I did not know that it's not possible to use same lens after 1 year from last test. Also, not possible to fix frame even if the frame was bought there. Also, very bad customer services."  
*Optician*

**Staff** was the second most applied theme for this quarter. It was applied 59 times with the majority of this being to do with the **Attitudes** which received 51 counts with 96% (n.49) being positive, and 4% (n.2) negative.

This shows that patients were mainly satisfied with the way they were treated by staff members.



**Positive reviews**

" I was always met with a smile and professional and helpful advice. Highly recommended."  
*Optician*

"Aiysha has been very helpful in all aspects of finding a new pair of glasses. Thank you."  
*Optician*

"Highly professional, utmost expertise, always extremely helpful, obliging and knowledgeable. "  
*Optician*

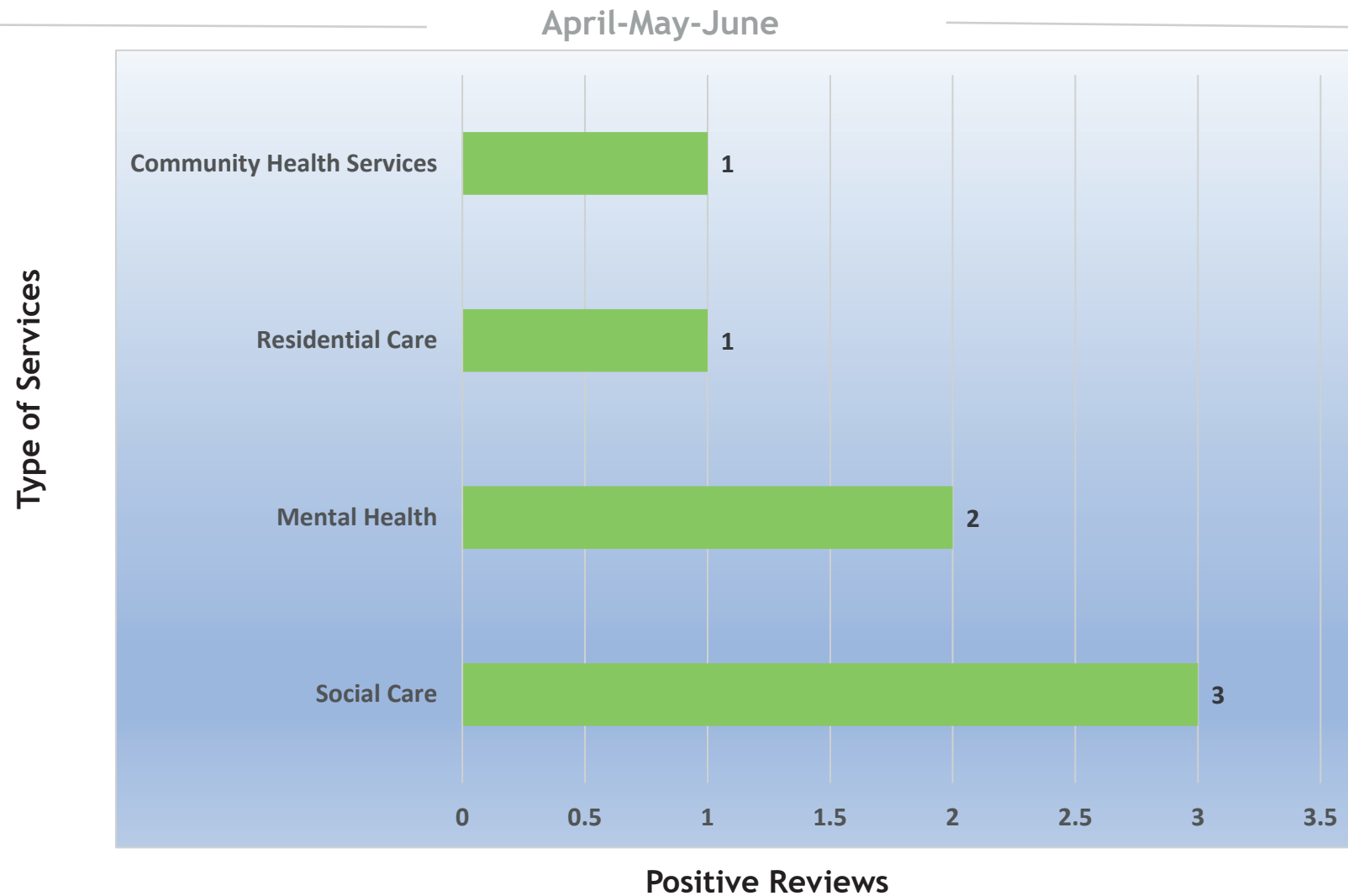
**Negative reviews**

"...They are so pushy it is uncomfortable."  
*Optician*

"Appalling service, bad communication and they got me a prescription with super high diopter without me even needing one."  
*Optician*

# Other Positive Reviews

Looking at the positive reviews we have received allows us to highlight areas where a service is doing well and deserving of praise. This section provides an overview of the number of positive reviews by service area and goes on to give some examples of comment received.





## Social Care.

**"HAPPY SMILING FACES"**

*Hammersmith and Fulham Social Services*

**"Massive thank you to Mr M, who directed us to another organisation who could provide a fridge at short notice for an elderly and vulnerable neighbour at this difficult time"**

*Hammersmith and Fulham Social Services*

**"They took very good care of my mother in her last few days, making sure she was comfortable, clean and at peace."**

*Hammersmith and Fulham Social Services*



## Mental Health Services

**"I would highly recommend this service. It was the best service you could possibly ask for."**

*Mental Health Services*



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## Community Health Services

“Outstanding service, friendly reception staff and professional nurses”

*Community Health Services*

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## Residential Care

“Brilliant friendly supported housing that helps vulnerable and unstable people learn the key skills to live a normal and prosperous lifestyle.”

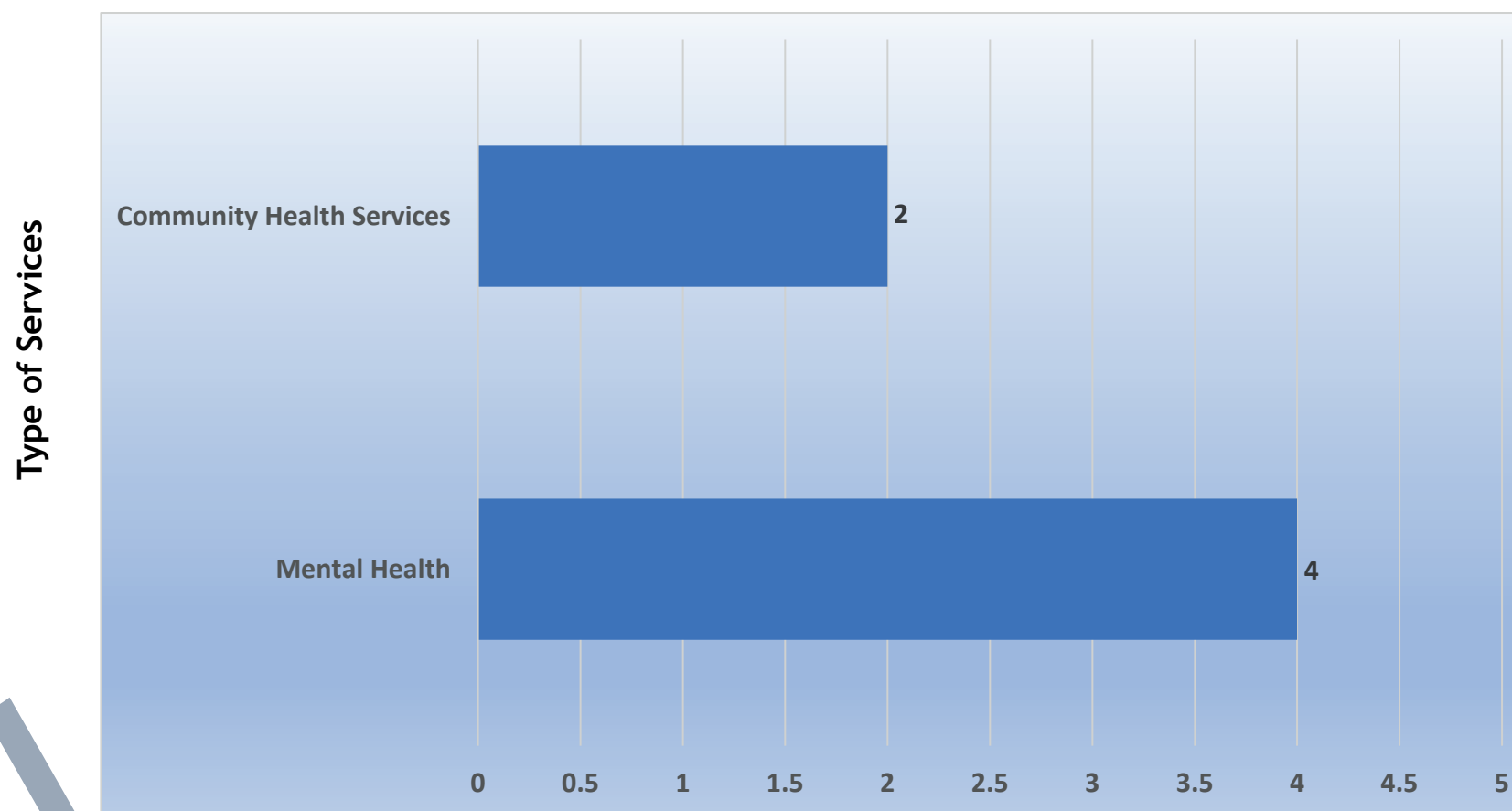
*Residential care*

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# Other Negative & Neutral Reviews

By looking at the negative and neutral reviews we receive from patients/services users of Hammersmith and Fulham each month, we can better understand where a service needs to improve in order to provide an all-round positive experience. This section provides an overview of the number of negative and neutral reviews by service area and goes on to give some example of comments received. We include those reviews where we have classified the comment as being of "neutral" sentiment as experience tell us that these can generally highlight where improvements could be made.

April-May-June



Negative & Neutral Reviews





### Community Health services

“Not turning for appointments and no communication.”

*Community Health Services*

“11 days and still no replacement wheelchair leaving my friend in bed all this time. There is possibly one coming Thursday after many phone calls and help from the doctor. Totally disinterested.”

*Community Health Services*



### Mental health service

“If you want a loved one to recover from a mental breakdown, this place will make them worse..”

*Mental Health Services*

“Stay away from here, dirty place, disrespectful staff and thief's. Avoid at all costs, all they care about is money.”

*Mental Health Services*

“Don't come here or recommend anyone. Worst I've seen in my life.”

*Mental Health Services*

“Absolutely dreadful, inhuman place.”

*Mental Health Services*

# Themes for Primary Care Network Area (PCN)

During Q1 we were able to capture reviews across all 5 PCN areas. The following pages show the top themes for each PCN area, based on analysis of qualitative comments received and application of themes thereof. Where the theme counts are below 20, they are too low to draw any firm conclusions at this stage. Themes and sentiment will be monitored over the coming quarters to identify any emerging trends. We can only show the main themes for each Primary Care Network (PCN) Area where we received a significant number of reviews.

The London Borough of Hammersmith & Fulham is divided into five PCN Areas:

- North H&F PCN
- H&F Partnership
- H&F Central PCN
- Babylon GP at Hand
- South Fulham PCN.

In Q1 the PCN Networks that received a significant number of reviews where we are able to show the themes are:

- H&F Central PCN,
- Babylon GP at Hand
- South Fulham PCN.

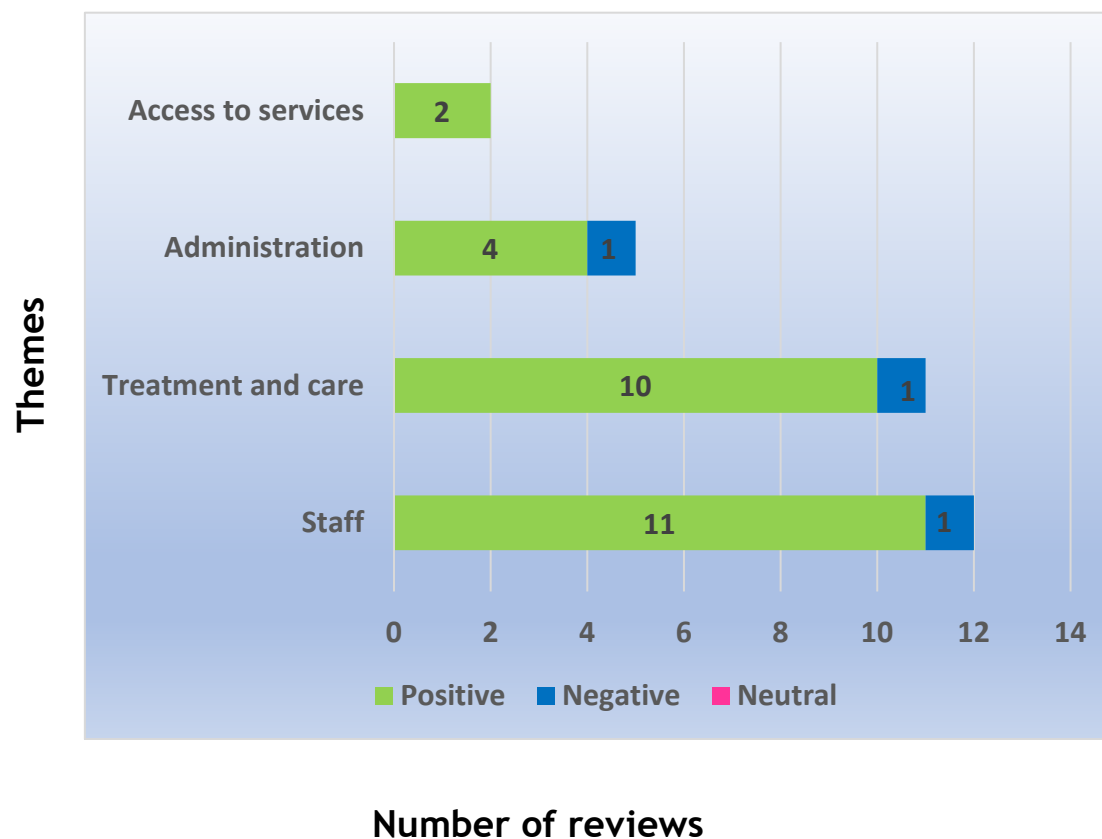
After asking for an overall star rating of the service, there is a section where it says "tell us more about your experience" Each comment is uploaded to our Online Feedback Centre where up to five themes and sub-themes may be applied to the comment (see appendix 3 p43- 45'; for a full list). For this reason, the total numbers of themes-counts will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative, or neutral 'sentiment' is given. The application of themes, sub-themes and sentiment is a manual process and differs from the star rating patients provide. Our Patient Experience Report format is traditionally able to present a greater degree of analysis in relation to PCN areas and individual practices. During this period, the programme and therefore the data set, has shifted in some areas. We will continue to monitor the report format and may make changes, as appropriate, to the PCN section in future reports.

# Themes for H&F Central PCN Network

This chart shows the top four themes for H&F Central PCN. **Treatment and care** and **Staff** have been by far the most popular themes identified in the reviews for H&F Central PCN .

The patient feedback related to **Staff** and **Treatment of Care** were very positive (nearly 9 out of 10). Access to services as well as **Administration** have received less attention than two leading themes, but in both cases the reviews have been overwhelmingly positive.

Top themes for H&F Central PCN



## Positive reviews

" I have been with this practice for a long time, with over 50 years of satisfactory treatment. Recently I have had a couple of issues - high blood pressure and a wounded left arm. I just wanted to record how promptly and professionally both these problems had been addressed."  
*GP Surgery*

"You can book and visit the practice on the same day, very efficient. I highly recommend this."  
*GP Surgery*

## Negative reviews

"“Commercial enterprise not a surgery ,how many customers(not patients) can a doctor see in an hour, quick turnaround., how much profit can be made from each locom doctor, if you are looking for a doctor you are in a wrong place.”  
*GP Surgery*

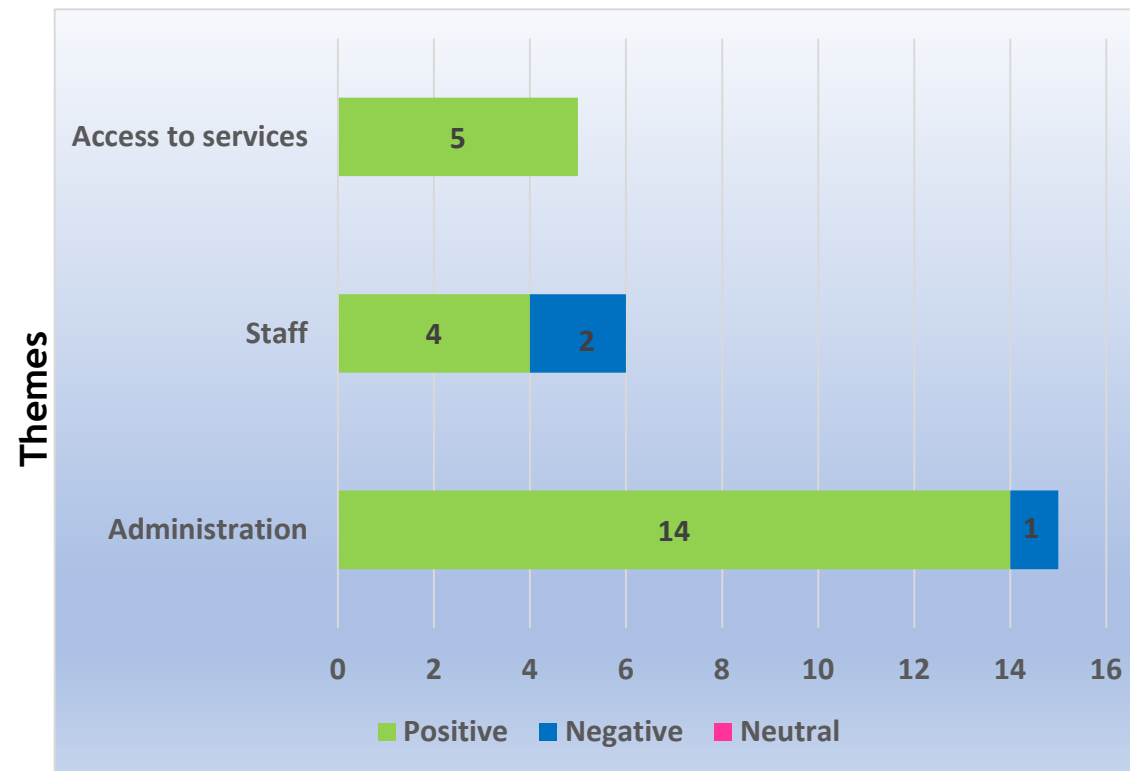
"The doctors are great but the receptionists have an attitude and quite unprofessional. It's not difficult to put a smile on the face - even if it's to say no for something."  
*GP Surgery*

# Themes for Babylon GP at Hand

The chart below shows the top three themes for Babylon GP at Hand.

**Administration** has been by far the most popular theme identified in the reviews for Babylon GP at Hand. The patient feedback related to **Administration** was very positive with 14 out of 15 being positive, whereas **Staff** received a more balanced feedback with just over half the reviews being in support of current practices. Access to services has received less attention than two leading themes, but the reviews has been overwhelmingly positive.

Top themes for Babylon GP at Hand



## Positive reviews

"Excellent GP service, wish I had changed to them years ago."  
GP Surgery

"Easy to use the service, can get to talk to a GP quickly and at a convenient time."  
GP Surgery

"From the first time I booked the appointment till the end of the call, my GP took the time to listen and asked in the correct way..."  
GP Surgery

## Negative reviews

"Completely incompetent admin staff. My life insurance provider requested a report from them 3 months ago and they have still not provided."

GP Surgery

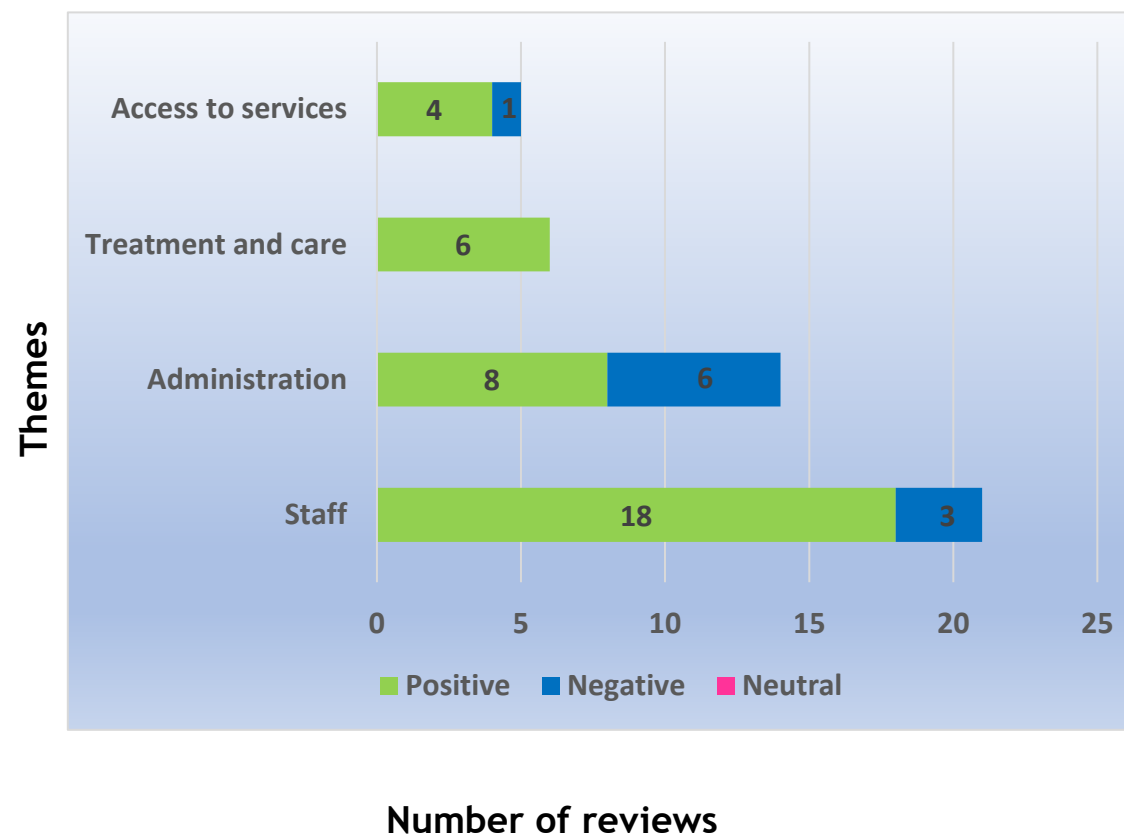
"Only used once. It was a quick video/phone call, but when I needed to go on a face to face consultation, the nearest available dates is 2 weeks away."  
GP Surgery

# Themes for South Fulham PCN

The chart below shows the top four themes for South Fulham PCN.

**Staff and Administration** have been by far most popular themes identified in the reviews for South Fulham PCN. The patient feedback related to **Staff** was very positive (nearly 9 out of 10), whereas **Administration** received more balanced feedback with just over half the reviews being in support of current practices. **Access to services** as well as **Treatment and Care** have received less attention than two leading themes, but in both cases the reviews have been overwhelmingly positive.

Top themes for South Fulham PCN



## Positive reviews

"Knowledgable and empathetic medical staff. Administrative staff also professional and accommodating."

GP Surgery

"Respect, kindness, and understanding from my GP have been exceptional. They have gone above and beyond their duties to ensure a pleasant and supportive experience."

GP Surgery

"Very happy with the treatment I get there. The staff could not be more professional or nicer."

GP Surgery

## Negative reviews

"Good news, the doctors are nice and professional. Bad news before you get to a doctor you need to go through reception. They are not empathetic, have no customer service skills."

GP Surgery

"It's difficult to imagine how the online service could be more useless. It's virtually impossible to book an appointment and the only other option is going there in person at 8.30 am."

GP Surgery

Unfortunately, due to COVID-19, we have been unable to carry out our traditional face to face visits in order to engage with patients and collect patient experience information from across the borough. In adapting to these challenging new circumstances we developed and introduced a new model for our Patient Experience Programme, involving the collection of feedback via our Zoom engagement sessions and collating existing online reviews from relevant platforms, such as NHS.uk, Google reviews and Care Opinion. For this quarter we were unable to collect representative demographic information such as gender, age, ethnicity, and religion. Healthwatch Hammersmith and Fulham place great importance on understanding the needs of the communities in Hammersmith and Fulham and ensuring all groups are heard within our organisation. This will be addressed through programme changes being implemented in Q2.

For this quarter we collected 470 reviews. There were 379 (80%) positive reviews with star rating 4-5, 7 (1%) neutral reviews with a star rating 3 and 84 (18%) negative reviews with star rating 1-2. It is interesting to note that high 1-star rating is a feature of this report. When compared with several years' worth of similar patient experience data in our other boroughs the 1-star rating is usually very low. This feature, present in our first report for the borough of Hammersmith & Fulham, may be due in part to the impact of the pandemic on experiences, and may also be down to a majority of online reviews, which are typically more stark, being collated for this quarterly report - our usual model is outreach led and typically provides a more balanced picture of services through going to people to collect reviews rather than waiting for them to come to us. The percentage of 1-star ratings will continue to be monitored in future quarters.

Notwithstanding the point above, for this quarter overall, positive patient experiences far outweigh negative patient experiences. However, if we look beyond this overall picture and at specific service areas, findings indicate the following:

## **GP services Issues:**

Apply mainly to the 'Administration' theme. The negative reviews (23%, n.10) were mainly about the 'Booking Appointment' and 'Management of Service'. While in this section, the positive outweighs the negative, this is the area that has the most amount of negative reviews when it comes to GP services which is a point of concern.

Areas of good practice, where comments were largely very positive, were 'Treatment and Care' (96% positive), Staff (85% positive), and 'Access to Services' (91%, n.10).

## **Hospital Services:**

In terms of hospital services, the predominant area of concern this quarter is around the 'Staff' theme and one of its sub-themes; 'Attitudes' with a negative sentiment. Areas of good practise however can be found in 'Treatment and Care - Quality' (100% n.11).



**Pharmacy services:**

Overall, patients/service users are satisfied with the staff attitude at their respective pharmacy and the support they received. However, there is little concern regarding waiting times which is mainly caused by the current situation.

**Dentist services:**

Overall, patients/service users are happy with the treatment and care they receive from their dentist and the staff attitude.

**Optician services:**

Overall, patients/service users are satisfied with the treatment and care they received from their respective optician.

If we look at the individual PCN Network Areas on pages 32-34, we see that the majority of sentiment around Staff, Administration, Treatment and Care and Access to Services were all more positive than negative. The area that had the most negative ratings was the 'South Fulham' PCN.

Healthwatch Hammersmith & Fulham will present the findings contained within this report at various commissioning and local authority led Boards and Committees. These include:

- Hammersmith & Fulham Health, Inclusion and Social Care Policy & Accountability
- Hammersmith and Fulham CCG Patient Reference Group
- Hammersmith & Fulham CCG Primary Care Commissioning Committee (PCCC)
- NWL Collaboration of CCGs
- London Borough of Hammersmith & Fulham Report to: Policy & Accountability Committee

As well as these formal meetings a number of informal meetings take place with partners in order to discuss the issues of concern and identify actions to take these forwards. In terms of next steps for Healthwatch Hammersmith and Fulham Patient Experience programme, we will continue to engage in innovative ways during the COVID-19 social distancing measures in order to obtain patient feedback and experience of health and social care service.

We will continue to collect reviews and promote our service via the following platforms, methods and approaches.

- External online review platforms such as NHS, Care Opinion, Google reviews and other platforms
- Using Social Media platforms, such as twitter, Next Door, and Facebook to raise awareness of our service
- Promoting our service through Health and Social Care services
- Seeking feedback from local patients and service users.
- Working with key partners such as Local Authority, CCG, voluntary and community sector.
- We will continue to distribute our patient experience form and our leaflet through foodbanks and pharmacies
- We will be working with volunteers to support the programme.
- A focus on capturing patient experience feedback by using the direct calling system which will take place for Q2, this allows us to signpost vulnerable people to some of the services in the borough.

Following our next Q2 report we will be in a better position to begin to identify any ongoing themes and trends from this Patient Experience data set. We aim to work with our commissioning and provider partners accordingly, to recognise and act on any issues identified.

# Online Feedback Form

## Leave feedback

How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?

- ☐ Extremely likely
- ☐ Likely
- ☐ Neither likely nor unlikely
- ☐ Unlikely
- ☐ Extremely unlikely
- ☐ Don't know

How do you rate your overall experience of this service?\*



Summary of your experience\* (max 45 characters)

Give a brief description of your experience, or highlight a key observation

Tell us more about your experience\*

Expand on your experience here. Why was your experience a good / bad one? List any reasons or specific detail that might help explain

Where do you live? (town/city)

Acton, Ealing, Greenford, Hanwell, ...

## Your ratings (select if applicable)

Ease of gaining appointment



Convenience of appointment



Cleanliness



Staff Attitude



Waiting Time



Treatment explanation



Quality of care



Quality of food



Generally how easy is it to get through to someone on the phone?



In relation to your comments are you a:

Select one ▼

When did this happen

Do you know the name of the ward / department? (if applicable)

If applicable, describe your overall experience of making an appointment

Have you shared your experience with any of the following?

- ☐ Informally with the Service Provider (those who run the service)
- ☐ Formally with the Service Provider (via an official complaint)
- ☐ Patient Liason and Advice Service (PALS)
- ☐ Ealing Clinical Commissioning Group
- ☐ Ealing Council Social Services (including safeguarding)
- ☐ Care Quality Commission (CQC)
- ☐ Other

If other, please specify

Where did you hear about us?

Select one ▼

Do you want to know more about how to make an official complaint?\*

- ☒ No ☐ Yes

Would you like to speak to Healthwatch directly?\*

- ☒ No ☐ Yes

## About you

Name

- ☐ Leave feedback anonymously?

**Email\*** (So you can be notified of provider responses and we can prevent spam, an email is required. Your email will be kept private and you will not be sent any marketing material. If you do not wish to add your email, please use [info@healthwatchealing.org.uk](mailto:info@healthwatchealing.org.uk))

- ☐ I accept the [Terms and conditions](#)

- ☐ Subscribe to the newsletter?

If you are willing to provide us with some monitoring information please [click here](#).

Please note: Monitoring information helps us identify trends and gaps in our information gathering, enabling us to provide more detailed evidence to service providers and commissioners about your health and social care services.

**Submit feedback >**

Only your overall rating, comment and name (if disclosed) will be visible online.

# Physical Feedback Form

## Share Your Experience with Us

Healthwatch Hammersmith and Fulham gives you the chance to say what you think about how local health and social care services are run. Your experiences are important and can help to inform the commissioners and service providers. Whether it is a compliment, concern or complaint, it is easy to tell us about your experience by completing and submitting this form or contacting us, our details are at the bottom of this form.

Name of Service: .....

Month/Year: .....

**1. How likely are you to recommend this anyone who needs similar care or treatment?**

5 = Extremely likely      4 = Likely      3 = Neither likely nor unlikely      2 = Unlikely  
1 = Extremely unlikely      ( ) Don't know

**2. How do you rate your overall experience?**

5 = Excellent      4 = Good      3 = Okay      2 = Poor      1 = Terrible

**3. Summary of your experience**

.....  
.....

**4. Tell us more about your experience**

.....  
.....  
.....  
.....  
.....

**5. Where do you live? (town/city)**

.....

**6. Your ratings (select if applicable)**

**Ease of gaining appointment**

5 = Excellent      4 = Good      3 = Okay      2 = Poor      1 = Terrible

**Convenience of appointment**

5 = Excellent      4 = Good      3 = Okay      2 = Poor      1 = Terrible

**Cleanliness**

5 = Excellent      4 = Good      3 = Okay      2 = Poor      1 = Terrible

**Staff Attitude**

5 = Excellent      4 = Good      3 = Okay      2 = Poor      1 = Terrible

**Waiting Time**

5 = Excellent      4 = Good      3 = Okay      2 = Poor      1 = Terrible

**Treatment explanation**

5 = Excellent      4 = Good      3 = Okay      2 = Poor      1 = Terrible

**In relation to your comments are you a:**

- ☐ Patient                      ☐ Carer                      ☐ Relative                      ☐ Carer and Relative  
☐ Service Provider   ☐ Visitor                      ☐ Professional

**When did this happen**

.....

**Do you know the name of the ward / department? (if applicable)**

.....

**If applicable, describe your overall experience of making an appointment**

.....

**Have you shared your experience with any of the following? (Please tick)**

- ☐ Informally with the Service Provider (those who run the service)  
☐ Formally with the Service Provider (via an official complaint)  
☐ Patient Liaison and Advice Service (PALS)  
☐ Ealing Clinical Commissioning Group  
☐ Ealing Council Social Services (including safeguarding)  
☐ Care quality Commission (CQC)  
☐ Other

If "other", please specify .....

**Where did you hear about us? (Select one)**

- ☐ Event                      ☐ Newspaper / Magazine                      ☐ TV  
☐ Radio                      ☐ Internet / Website                      ☐ Word of mouth  
☐ Healthcare setting                      ☐ Other                      ☐ Social media (Twitter/Facebook)

**Do you want to know more about how to make an official complaint?**

- ☐ No                      ☐ Yes

**Would you like to speak to Healthwatch directly?**

- ☐ No                      ☐ Yes

## About you

Name.....

Email.....

☐ Leave feedback anonymously

## Monitoring Information

**What gender do you identify yourself as:**

- ☐ Female                      ☐ Male                      ☐ Other.....  
☐ Prefer not to say

**Which age group are you in?**

- ☐ Under 18                      ☐ 18 to 24                      ☐ 25 to 34                      ☐ 35 to 44                      ☐ 45 to 54                      ☐ 55 to 64  
☐ 65 to 74                      ☐ 85+                      ☐ Prefer not to say



## What is your ethnicity?

### White

- ☐ English / Welsh / Scottish / Northern Irish / British
- ☐ Gypsy or Irish Traveller
- ☐ Any other white background.....

- ☐ White and Black African
- ☐ White and Black Caribbean
- ☐ Any other mixed / multiple background.....

### Other Ethnic Group

- ☐ Arab
- ☐ Any other ethnic group.....

## Which area of the borough do you live in?

- ☐ Hammersmith
- ☐ Fulham
- ☐ Shepherd's Bush
- ☐ White City
- ☐ West Kensington
- ☐ Other
- ☐ Out of the Borough
- ☐ Prefer not to say

## Do you consider yourself to be disabled?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

## Do you consider yourself to have a long-term condition or health and social care need?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

## Are you a carer?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

## What is your religion?

- ☐ Buddhist
- ☐ Muslim
- ☐ Prefer not to say
- ☐ Christian
- ☐ Sikh
- ☐ Hindu
- ☐ Jewish
- ☐ Other religion.....

## What is your sexual orientation?

- ☐ Bisexual
- ☐ Gay man
- ☐ Lesbian
- ☐ Straight / Heterosexual
- ☐ Prefer not to say

## Which of these categories best describes your employment status?

- ☐ In unpaid voluntary work only
- ☐ Not in Employment & Unable to Work
- ☐ Not in Employment / not actively seeking work..... retired
- ☐ Not in Employment (seeking work)
- ☐ Not in Employment (student)
- ☐ Paid: 16 or more hours/week
- ☐ Paid: Less than 16 hours/week

# Themes and Sub-themes

## Theme

## Subthemes

Access to services  
Access to services  
Access to services  
Access to services  
Access to services  
Access to services  
Access to services  
Access to services  
Access to services  
Access to services

Convenience/Distance to travel  
Inequality  
Information and Advice  
Lack of  
General  
Patient choice  
Service Delivery/Opening Times  
Suitability of Provider (Individual or Partner)  
Suitability of Provider (Organisation)  
Waiting times

Administration  
Administration  
Administration  
Administration  
Administration  
Administration  
Administration  
Administration  
Administration

Admission Procedure  
Appointment availability  
Booking appointments  
Commissioning and provision  
General  
Incident Reporting  
Management of service  
Medical records  
Quality/Risk management

Care Home Management  
Care Home Management  
Care Home Management  
Care Home Management  
Care Home Management

Registered Manager - Absence  
Registered Manager - Suitability  
Registered Manager - Training & Development  
Staffing levels  
Suitability of Staff

Communication  
Communication  
Communication  
Communication  
Communication

General  
Interpretation Services  
Lack of  
Community engagement and involvement  
Response times

Continuity and integration of care

Diagnosis/assessment  
Diagnosis/assessment  
Diagnosis/assessment  
Diagnosis/assessment  
Diagnosis/assessment

General  
Lack of  
Late  
Mis-diagnosis  
Tests/Results

Dignity and Respect  
Dignity and Respect  
Dignity and Respect

Confidentiality/Privacy  
Consent  
Death of a Service User

Dignity and Respect	Consent
Dignity and Respect	Death of a Service User
Dignity and Respect	Death of a Service User (Mental Health Services)
Dignity and Respect	Equality & Inclusion
Dignity and Respect	Involvement & Engagement
Discharge	Coordination of services
Discharge	General
Discharge	Preparation
Discharge	Safety
Discharge	Speed
Facilities and surroundings	Buildings and Infrastructure
Facilities and surroundings	Car parking
Facilities and surroundings	Cleanliness (Infection Control)
Facilities and surroundings	Cleanliness (Environment)
Facilities and surroundings	Cleanliness (Staff)
Facilities and surroundings	Disability Access
Facilities and surroundings	Equipment
Facilities and surroundings	Food & Hydration
Facilities and surroundings	General
Finance	Financial Viability
Finance	Transparency of Fees
Finance	Lack of funding
Home support	Care
Home support	Co-ordination of Services
Home support	Equipment
Making a complaint	Complaints Management
Making a complaint	General
Making a complaint	PALS/PACT
Medication	Pharmacy Repeat Prescriptions
Medication	Medicines Management
Transport	Patient Transport Service (non NHS)
Transport	Ambulance (Emergency)
Transport	Ambulance (Routine)
Referrals	General

Referrals

Waiting times

Safety/Safeguarding/Abuse

Staff  
Staff  
Staff  
Staff  
Staff  
Staff  
Staff  
Staff  
Staff

Ambulance Staff/Paramedics  
Attitudes  
Capacity  
District Nurses/Health Visitors  
General  
Midwives  
Staffing levels/Lack of  
Suitability  
Training and development

Treatment and care  
Treatment and care  
Treatment and care  
Treatment and care  
Treatment and care  
Treatment and care

Effectiveness  
Experience  
Quality  
Safety of Care/Treatment  
Treatment Explanation  
Lack of support

