

**PATIENT EXPERIENCE
REPORT 2020/2021
QUARTER 2
July-September**

Contents

Introduction & Executive Summary	2
Our data explained	4
Overall Star Ratings	5
Total Reviews per Service Category	8
Distribution of Positive, Neutral & Negative	9
Themes: GPs, Hospitals, Pharmacies, Dentists & Opticians	10
Other Positive Reviews	31
Other Negative & Neutral Reviews	34
Network Area Specific GP Reviews	36
Demographic Information (July - September)	43
Themes for Primary Care Network Area	45
Conclusion, Actions, impact and next step	51
Appendix	54

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 2020, a part-time Patient Experience Officer was recruited to manage the Patient Experience Programme.

This is the second Patient Experience Report for Healthwatch Hammersmith & Fulham, covering the period July-September 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 Operations 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 direct engagement over the telephone, the collection of feedback via our Zoom engagement sessions and collecting and collating existing online reviews from relevant platforms such as NHS.uk, Google reviews, and Care Opinion.co.uk. This new approach has benefited residents through additional provision of information and signposting and a level of befriending for many of those contacted over the telephone.

Introduction and Executive Summary cont.

In addition we have worked extensively to promote our new service across the borough, driving direct reviews to our website for those with the ability to access the internet and have distributed paper feedback forms and Freepost return envelopes via Foodbanks, pharmacies, GP surgeries and other groups and networks. We were able to have our widget on thirteen GP website and other community and voluntary sector organisation websites. As our service becomes further embedded across the borough, we expect greater awareness of our service and a subsequent increasing number of reviews made directly through our website or by calling the office to feedback.

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), 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 2 period, July-September 2020. During this time, we collected 1213 reviews, achieving our quarterly target of 1,200 (400 per month). 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 our total number of patients experiences received

- 990 (82%) were positive with a star rating of 4-5,
- 75 (6%) were neutral with a star rating of 3, and
- 148 (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.

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

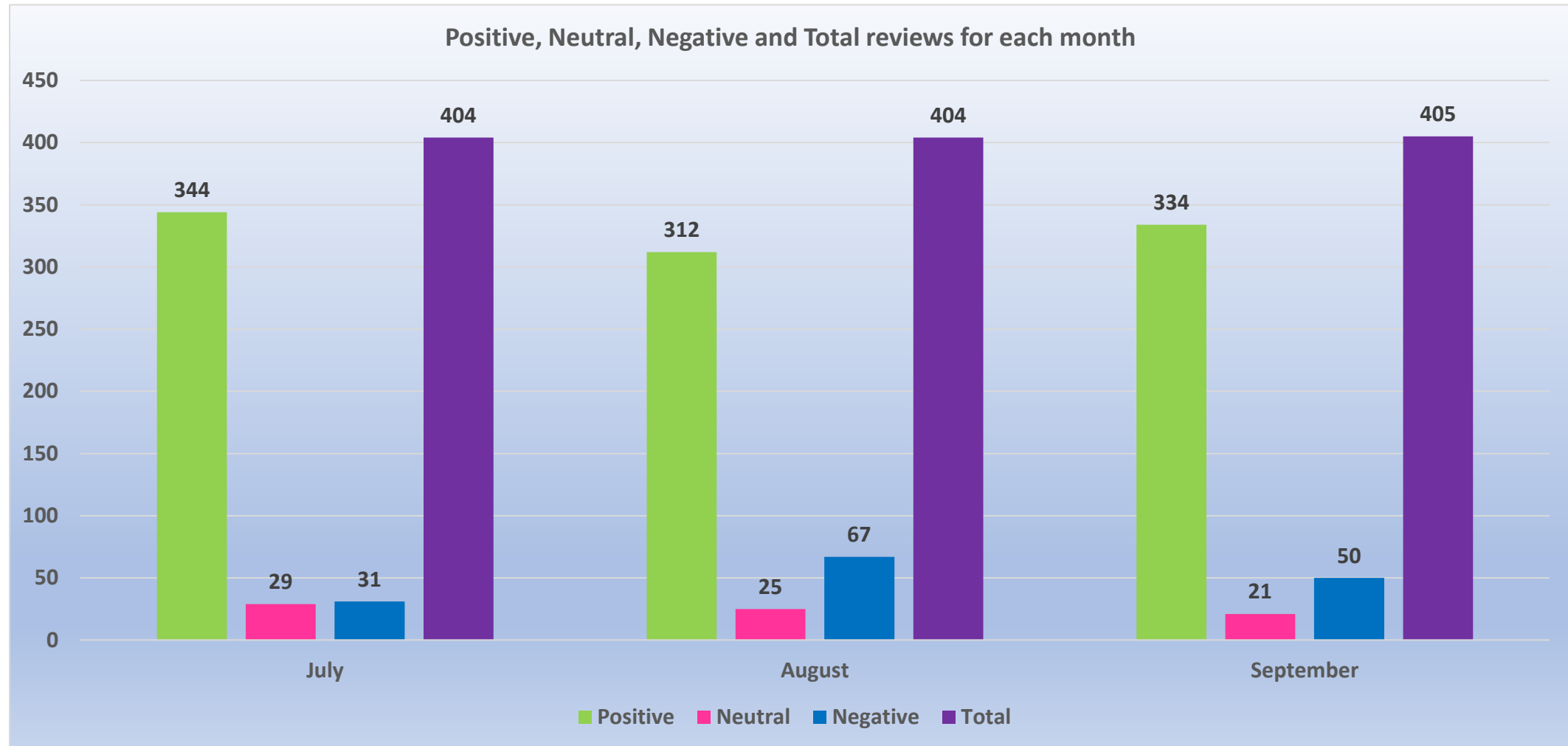
The table below shows a breakdown of the negative, neutral, and positive patient reviews (see the appendices for examples of our physical and online questionnaires).

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 990 positive responses, 148 negative responses and 75 neutral responses have been recorded.

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
July	31	29	344
August	67	25	312
September	50	21	334
Total	148	75	990

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.

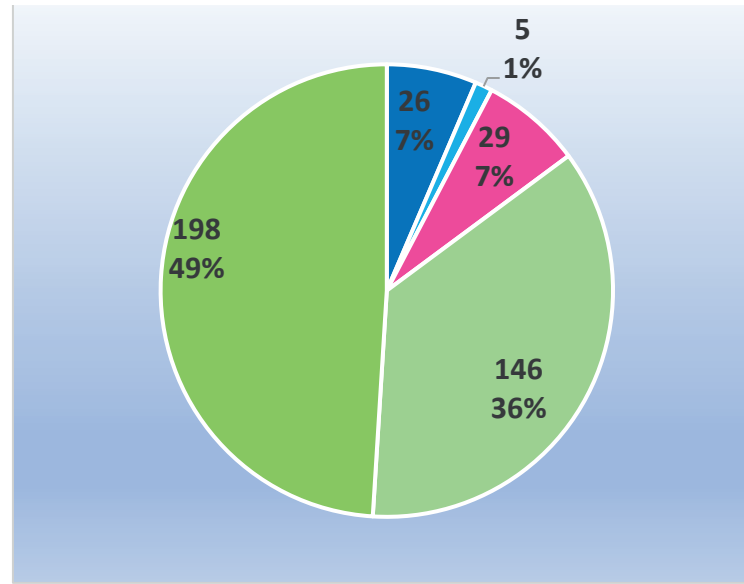


Overall Star Ratings

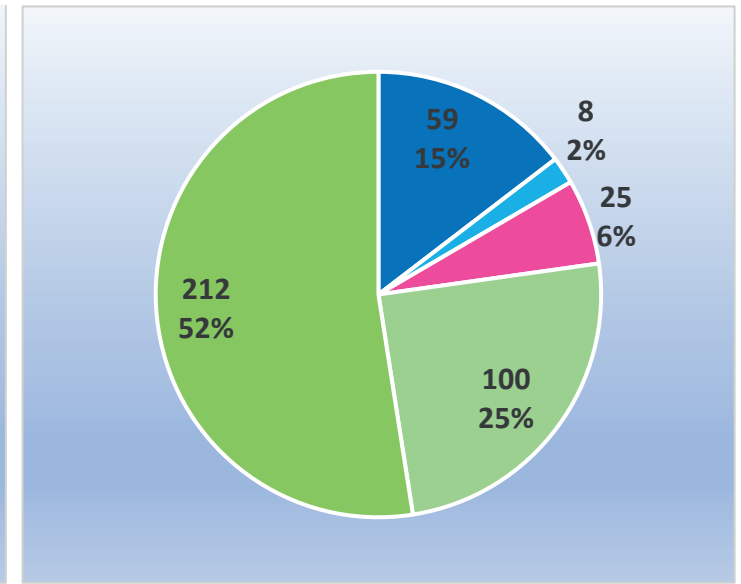
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

In each month the 5-star rating received the highest proportion of reviews, followed by the 4-star rating and 1-star rating. In September, the 5-star rating received almost 3/4 of the reviews.

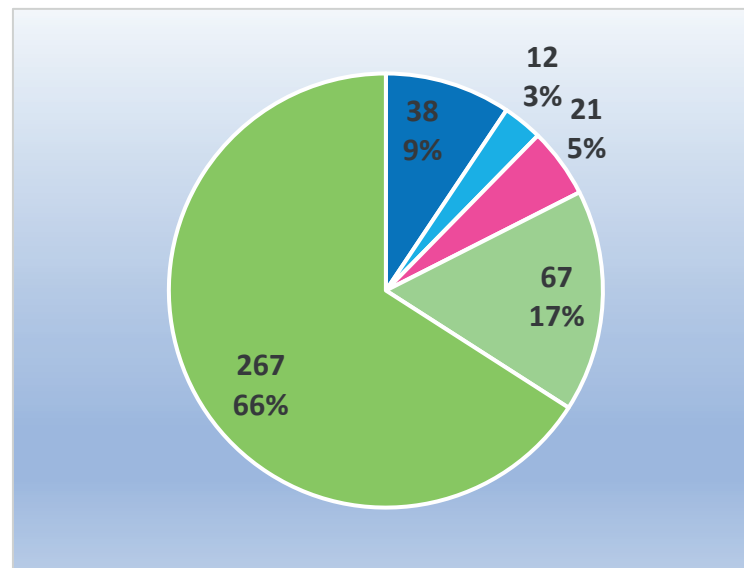
The overall star ratings for services tell us that people are very satisfied.



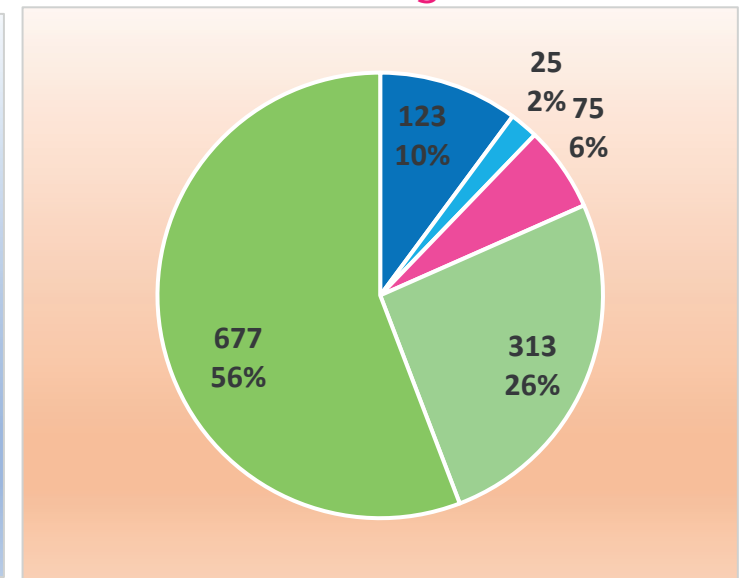
July



August



September



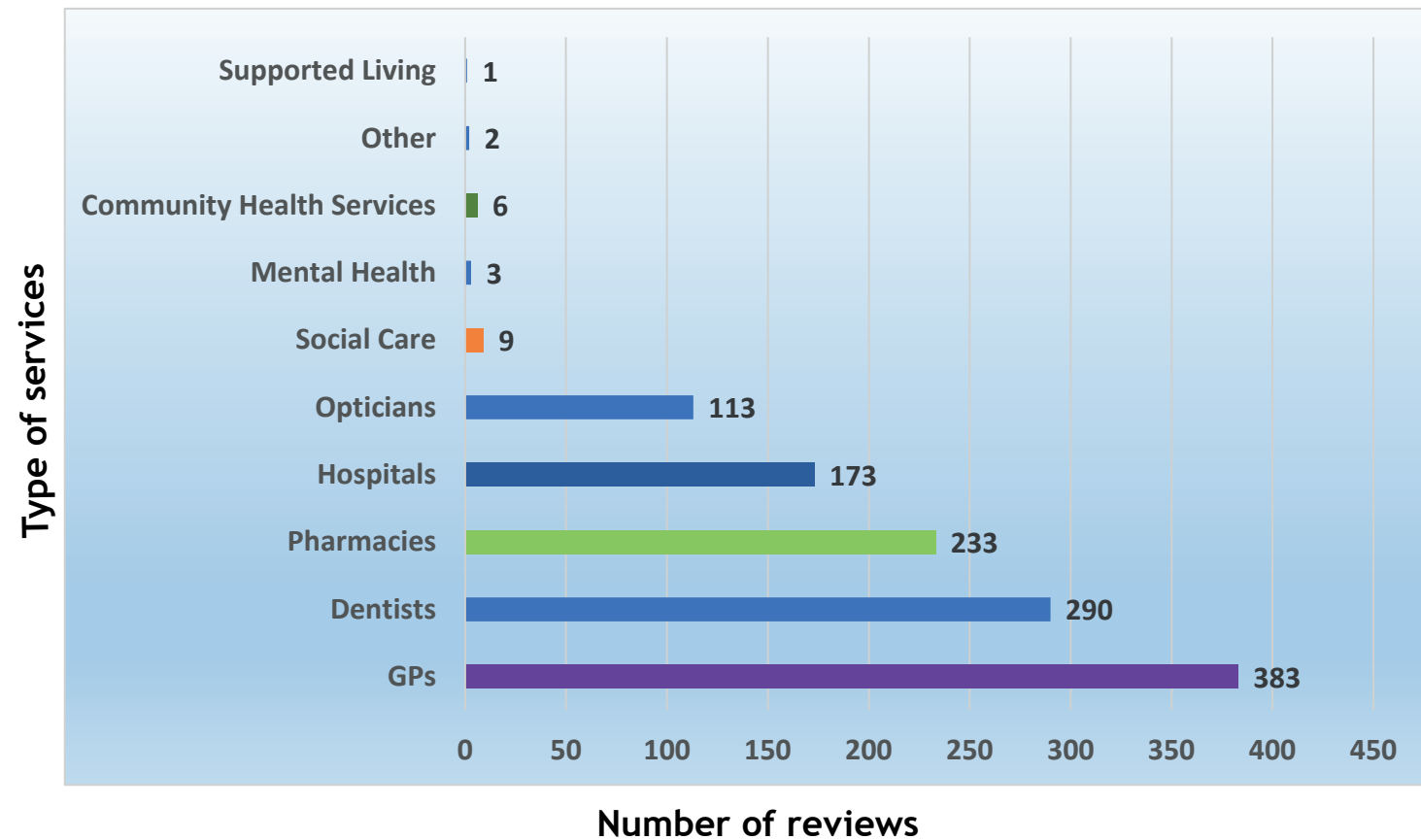
Total for Quarter 2

Total Reviews per service category

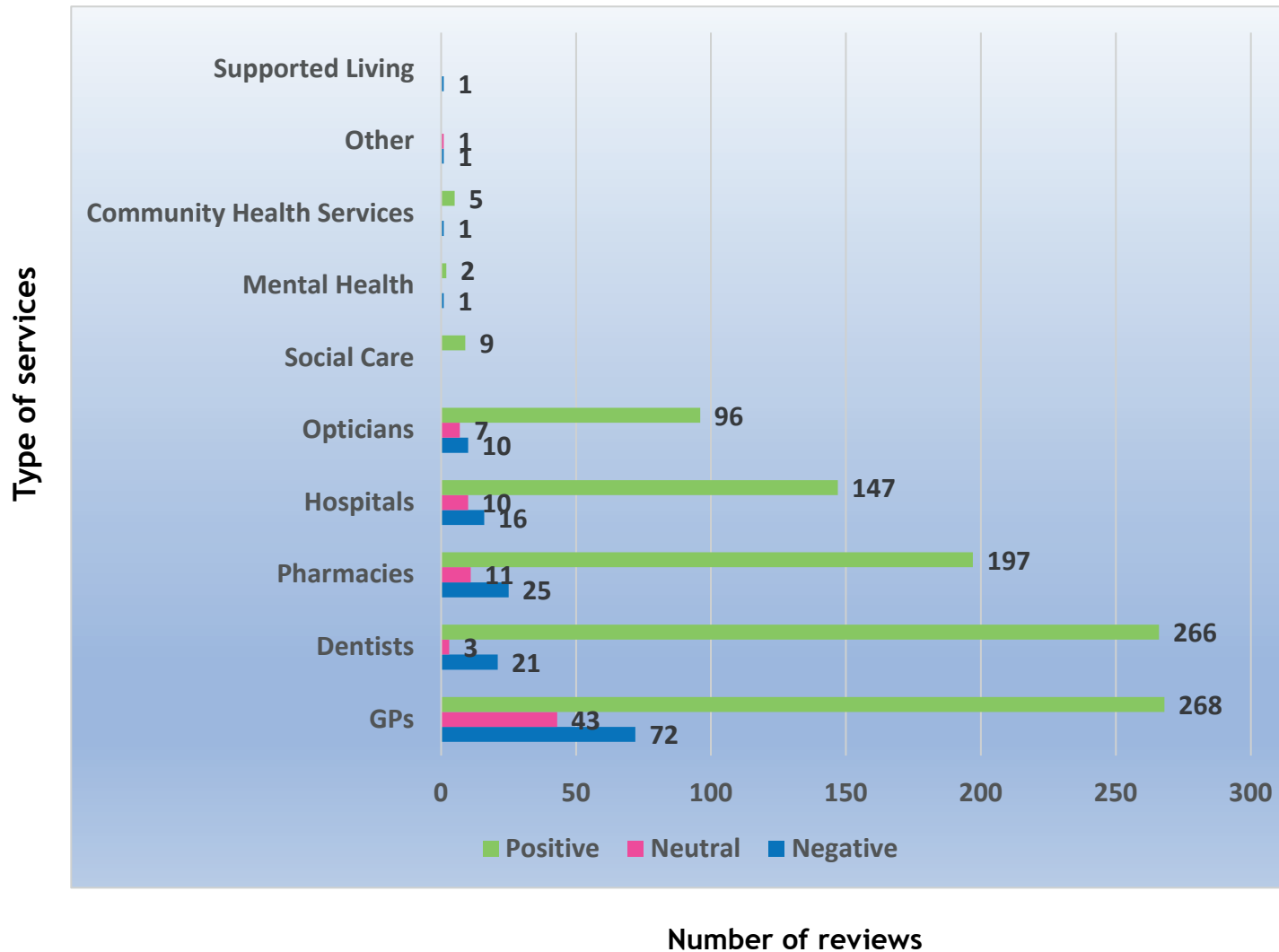
The patient reviews recorded for this quarter cover 10 service type categories, as seen in this chart.

The category with the highest number of reviews recorded is the GPs' category (383), followed by Dentists' (290), then Pharmacies (233).

For this quarter, the number of GP reviews have increased compared to Q1 - it is now the service category receiving the highest proportion of feedback. This is due to the incorporation of direct telephone engagement to our Patient Experience model. This feature involves staff and volunteers calling residents seeking feedback regarding any health and social care services they have used during the period. The process also enables us to provide a significant amount of signposting to residents with further needs.



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.

- 32% of the reviews were about people's experiences of GP services, an increase of 16% from last quarter. This quarter we focused more on collecting reviews from GP surgeries.
- 24% of the reviews were about people's experiences of dentists, an increase of 1%.
- 19% of the reviews were about people's experiences of pharmacies, a decrease of 11% from last quarter and
- 14% of the reviews were about people's experiences with Hospitals, an increase of 7% from last quarter.
- Other comments were about Opticians, Community Health Services, Mental Health, Residential Care and Social Care.

Of these services:

Dentists received the highest proportion of positive reviews at 91%, followed by Hospitals with 85%, Pharmacies with 85% and GPs with 68%. There was a decrease of over 20% in the proportion of positive reviews from GPs for this quarter.



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 p59-61 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 Q2 these areas are:

- GPs
- Hospitals
- Pharmacies
- Dentists and
- Opticians

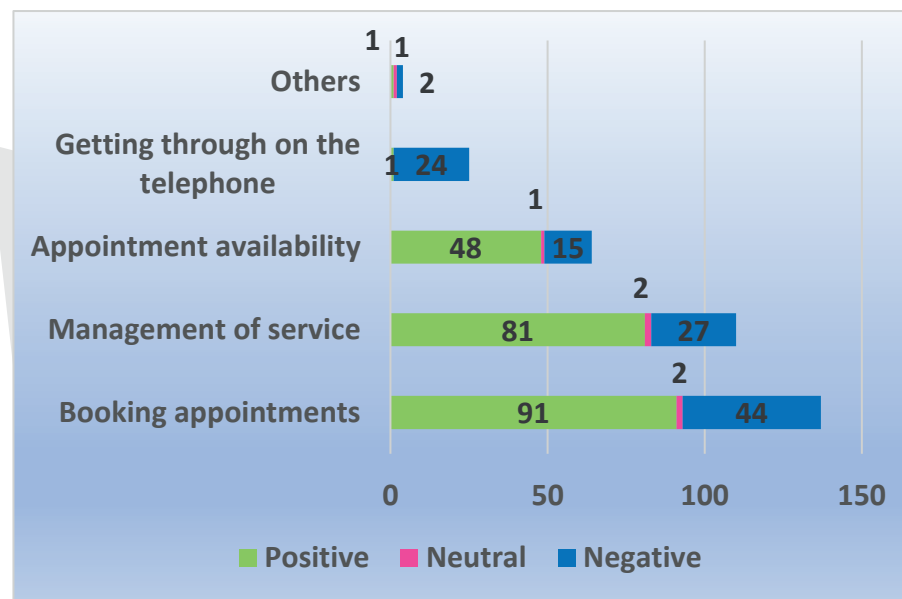
GP Themes and Sub-Themes

Administration was the highest reported theme for GPs this quarter, whereas in quarter one it was ranked second. The theme was applied on 340 counts, with 65% (n.221) of these being positive, 2% (n.7) being neutral and 33% (n.112) were negative.

Booking an Appointment was the most popular within this category as this sub-theme attracted 137 responses of which 66% (n.91) were positive, 1% (n.2) neutral and 32% (n.44) were negative, caused by patients being unable to book an appointment. The negative sentiment has increased this quarter compared to quarter one, where it was 25%. On a more encouraging note, 74% (n.81) of the 110 reviews which discussed **Management of Service**, mentioned it in a positive context.

For the **Appointment Availability** sub theme there were 64 counts, of which 75% (n.48) were positive, 2% (n.1) neutral and 23% (n.15) were negative. Over half of the reviews belonging to **Appointment Availability** had a positive sentiment. The majority of the reviews relating to the sub-theme **Getting through on the telephone** received a negative sentiment with 96% (n.24) being negative, caused by patient not being able to speak to receptionist on the phone when trying to book an appointment.

Top sub-themes for Administration



Number of reviews

Positive reviews

"I have been registered here for over 12 years, I am very happy with the service. I can always get an appointment when I need."
GP Surgery

"I had to book an appointment, on the same day I called the surgery and they asked me to come in, the nurse dealt with it immediately."
GP Surgery

Negative reviews

"During the pandemic it has not been easy to book an appointment, you can't call the surgery when you need an appointment so the only option is to go online"
GP surgery

"It's very difficult to book an appointment, every time you call they tell you it's all booked. I would not recommend."
GP surgery

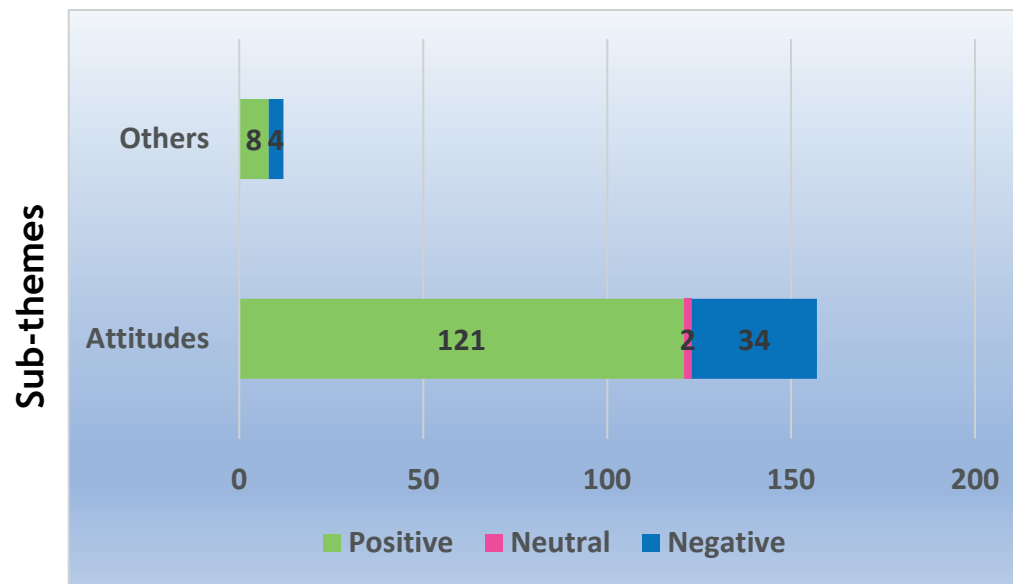
GP Themes and Sub-Themes

In this quarter, **Staff** was the second most applied theme for GPs. It received 157 reviews: 76% (129) were positive, 1% (2) were neutral and 22% (38) were negative.

The chart below presents a more detailed breakdown, featuring the top two sub-themes for **Staff**.

The majority of reviews focused on the sub-theme **Attitude**, with over 70% of the reviews being positive. This shows that the majority of patients are satisfied with the attitude they received from the receptionists and doctors at their GPs.

Top sub-themes for Staff



Number of reviews

Positive reviews

“This practice is the best in the area, the doctors are excellent, they explain everything thoroughly, the staff are very helpful and caring.”
GP surgery

“The receptionists are brilliant and caring. The manager and nurses are wonderful, thank you all for being patient with me.”
GP surgery

Negative reviews

“It's very hard to get an appointment, the service is not managed well and receptionists are quiet rude sometimes.”
GP surgery

“Worst place ever! Should be closed down, because people working there, have no idea how to behave, how to treat you and how to communicate. Receptionist is quiet unprofessional and I can't understand how people like her are hired in the system.”
GP surgery

GP Themes and Sub-Themes

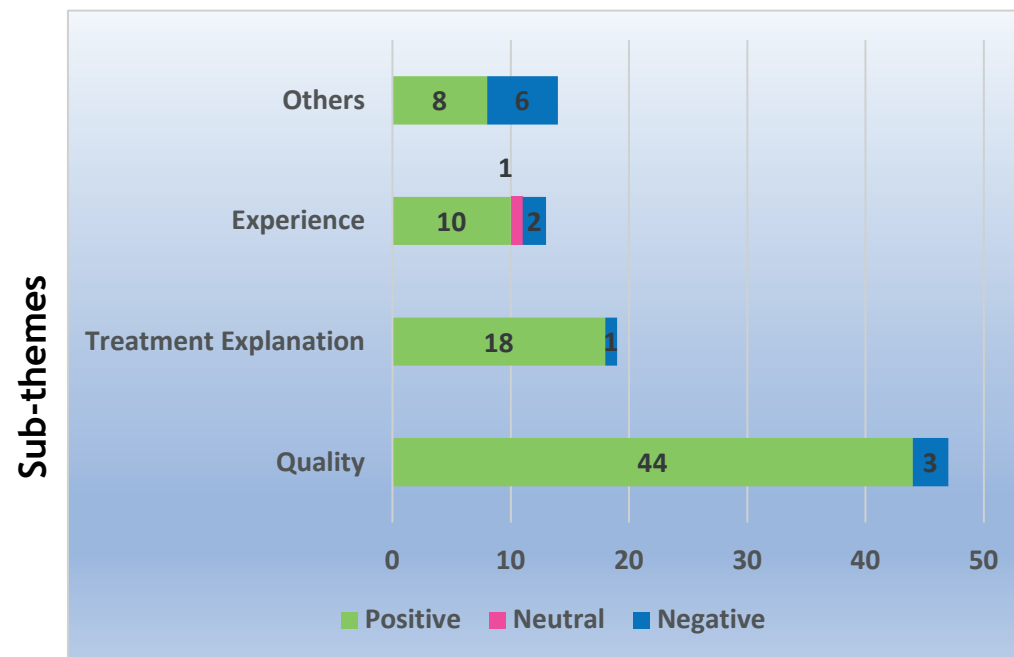
Treatment of Care was the third most applied theme for GPs this quarter. It received 93 reviews with 86% (n.80) being positive, 1% (n.1) neutral and 13% (n.12) being negative.

The chart below shows the top 4 sub-themes for the **Treatment and Care** theme for GPs.

The sub-theme **Quality of Care** received the highest proportion of feedback with a positive sentiment of 94% (n.44).

The second highest review of that category is **Treatment Explanation** sub-theme received 95% of positive reviews. This indicates that patients were satisfied with the **Quality of Care** at their GPs' alongside **Treatment Explanation** and the overall **Experience**.

Top sub-themes for Treatment and Care



Number of reviews

Positive reviews

“This practice is the best in the area, the doctors are excellent, they explain everything thoroughly, the staff are very helpful and caring.”
GP surgery

“The doctors and nurses are professional and sufficient. I feel like I have enough time to explain my issue without a feeling of being rushed. Undoubtedly, one of the best GPs in London.”
GP surgery

Negative reviews

“In the last year, this surgery & GP’s have made THREE serious errors in my care. - I am still suffering greatly as a result. ”
GP surgery

Negative reviews

“..doctors they pass you from one doctor to another which means seeing different doctors all the time only leads to confusion re - health and medication ... I've been left without my medication which is all controlled drugs”
GP surgery

GP Themes and Sub-Themes

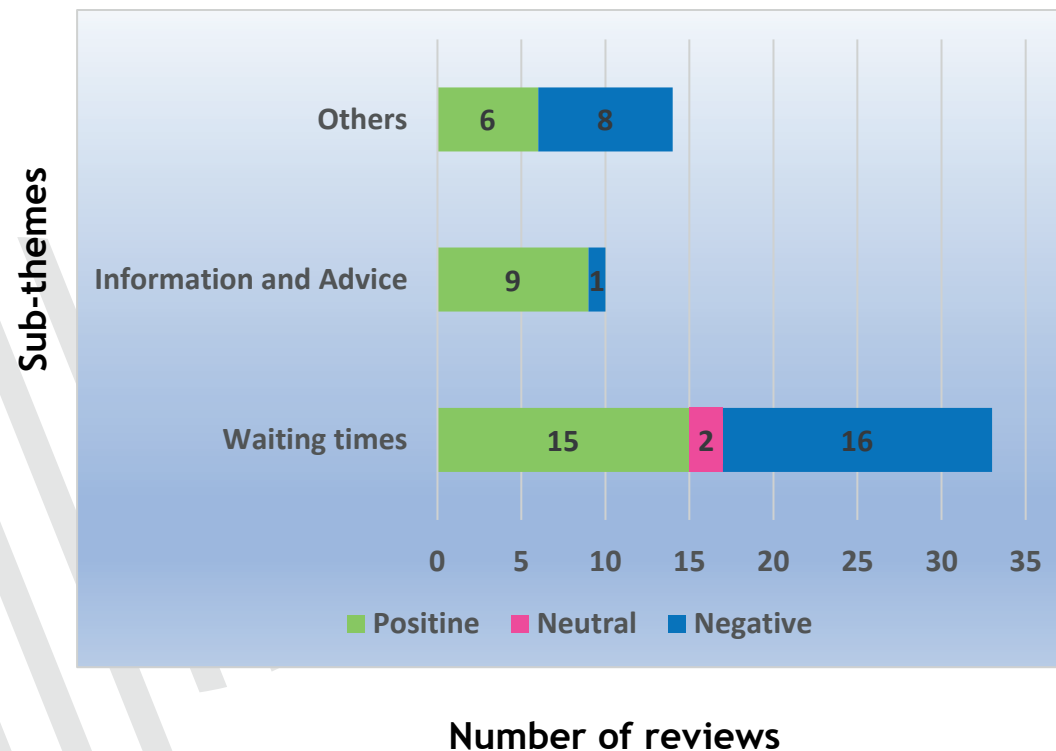
Access to Services was the fourth most applied theme for GPs this quarter. It was applied 57 times with the majority of it being to do with the **Waiting Times** which received 33 counts with 45% (n.10) being positive, 6%(n.2) neutral and 48% (n.16) negative.

Almost half of the reviews belonging to **Waiting Times** have a negative sentiment, this indicates that patients have to wait long time for the appointment.

On a positive note 45% of the reviews had a positive sentiment.

The next sub-theme is **Information and Advice**, with 10 counts. 90% (n.9) being positive and 10% (n.1) negative. This shows that patients were happy with the advice they received from the GPs.

Top sub-themes for Access to services



Positive reviews

“The doctor was very nice, did not wait to be seen.”

GP surgery

“Had a smear test and it was very quick and painless. The nurse was lovely and helpful. Thank you for making it a good experience.”

GP surgery

Negative reviews

“Can never get an answer waited half hour listening to voice saying your call is important to us would not recommend to anyone.”

GP surgery

Negative reviews

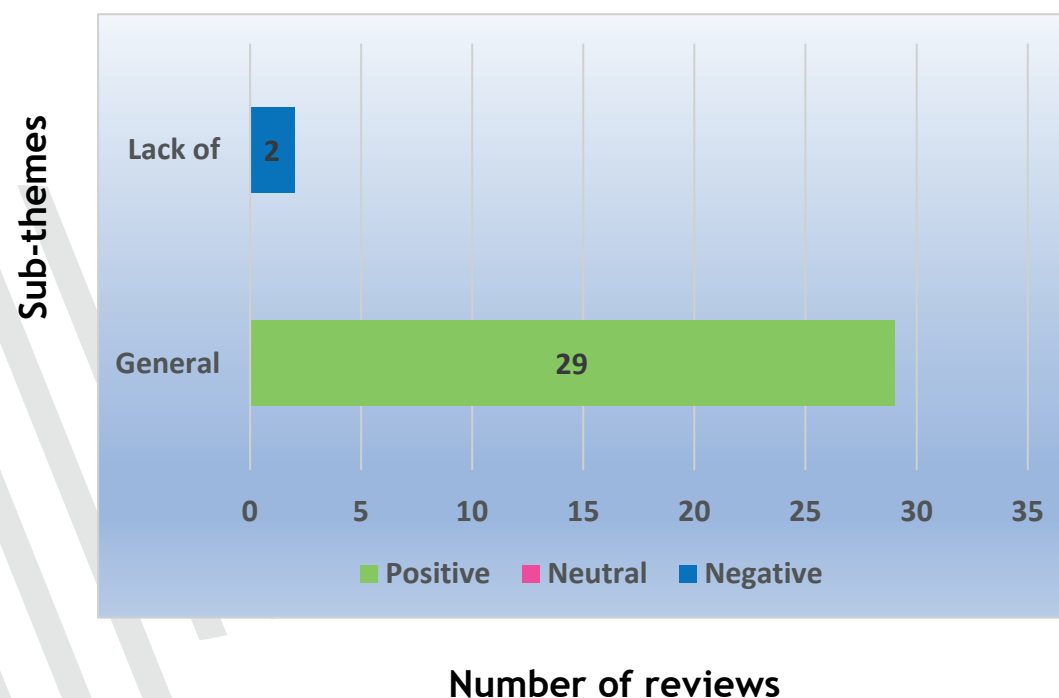
“They called me and I don't know why I have to wait a few days to see the doctor when I need to”

GP surgery

Communication was the fifth most applied theme for GPs this quarter with 31 reviews. It also had the highest proportion of positive reviews out of all main themes discussing GP surgeries, 94% (n.29) being positive, and 6% (n.2) being negative.

Most of reviews focused on the sub-theme **General**, with 100% (n.29) of the reviews being positive. This indicate that patients were happy with the communication they had with their GPs during the pandemic.

Top sub-themes for Communication



Positive reviews

“They telephoned me and asked me to come in for a blood test. When I got there I did the test but also they asked how I was doing and if I needed help with something.”

GP surgery

“Excellent doctor. I have been in communication with them since the lock-down. I was able to get my prescription sent to the pharmacy. ”

GP surgery

Negative reviews

“They are useless as they don't answer the phone and it's impossible to contact them when there is issue with the prescription. It's impossible to communicate with them. ”

GP surgery

Negative reviews

“Before I didn't have a problem because I could see my doctor but now I can't speak to him and I can't see him. It's very difficult for me. I have a lot of problems...”

GP surgery

Themes and Sub-Themes for Imperial College

During this quarter we collected reviews covering a number of different hospitals:

This section shows a breakdown of the main themes and sub-themes for the hospitals under Imperial College. These hospitals are:

- Charing Cross Hospital: Total reviews for the quarter (n.56) of which (79% n.44) were positive, (9% n.5) neutral and (13% n.7) negative.
- Hammersmith Hospital: Total reviews for the quarter (n.34) of which (74% n.25) were positive, (6% n.2) neutral and (21% n.7) negative.
- St Mary's Hospital: Total reviews for the quarter (n.11) of which (27% n.3) were positive, (55% n.6) neutral and (18% n.2) negative.
- Queen Charlottes and Chelsea Hospital: Total reviews for the quarter (n.16) of which (75% n.12) were positive, (13% n.2) neutral and (13% n.2) negative.
- Western Eye Hospital No reviews collected for this quarter.

We have also looked at other Trusts and hospitals sites that many of our residents attend. This include Chelsea and Westminster Hospital NHS Foundation Trust, the Royal Marsden Hospital and the Royal Brompton Hospital.

- Chelsea & Westminster Hospital: Total reviews for the quarter (n.41) of which (80% n.33) were positive, (8% n.3) neutral and (12% n.5) negative.
- West Middlesex University Hospital No reviews collected for this quarter.

Other hospitals

- The Royal Marsden: Total reviews (n.5)
- Royal Brompton Hospital (n.7)

In the next pages we identify leading positive and negative themes at individual hospital sites and look in more detail at themes and sub themes for the main Trusts overall. For this quarter these are Imperial College Healthcare NHS Trust and Chelsea and Westminster Hospital NHS Foundation Trust.

Imperial College NHS Trust

Charing Cross Hospital:

The reviews for Charing Cross Hospital have been overwhelmingly positive, with most of the themes receiving 100% positive feedbacks. The feedback shows that patients/services users were satisfied with the **Treatment and Care** they received at the hospital. In addition, they were also happy with staff attitude. The **Access to Service** theme has a positive sentiment, however some issues around **Waiting Times** were identified indicating that patients may have had to wait longer for their appointment.

Hammersmith Hospital:

Treatment and Care and **Staff** have been by far the most popular positive themes identified in the reviews for Hammersmith Hospital. It indicates that patients/services users are happy with the quality of care they received at this hospital.

St Mary's Hospital:

The theme **Access to Service** had the highest proportion of feedback with a mixed balanced between positive and negative reviews. 50% of the reviews were positive, 33% were neutral and 17% negative. The main issues were related to **Waiting Times** and **Patients Choice**. The reviews related to **Staff** and **Treatment and Care** theme were mostly positive.

Queen Charlottes and Chelsea Hospital:

The reviews belonging to Queen Charlotte Hospital have been overwhelmingly positive. All the reviews belonging to the **Staff** theme were 100% positive, three quarters of the reviews belonging to **Treatment and Care** were positive. **Administration** theme received a mixed balanced between positive and negative reviews.

Chelsea and Westminster Foundation Trust

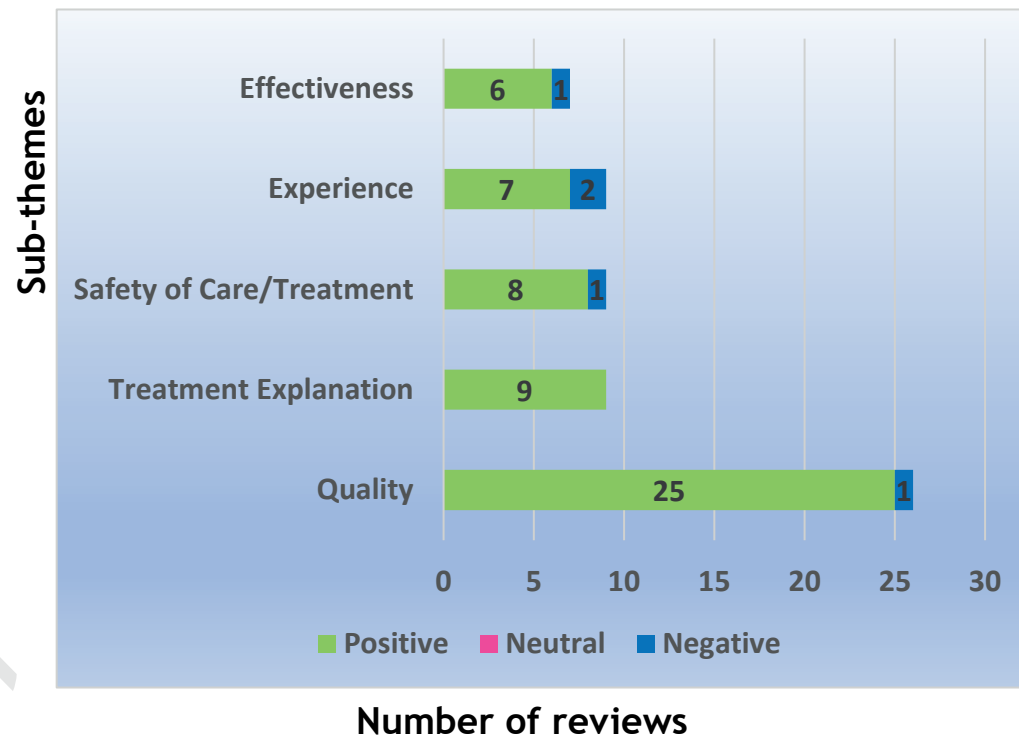
Chelsea and Westminster Hospital:

The reviews belonging to Chelsea and Westminster hospital have been overwhelmingly positive, with over 90% of the themes being positive. The reviews related to **Treatment and Care** theme were mainly positive as patients/service users were satisfied with the Quality of Care they received at the hospital.

Treatment and Care was one of the most leading themes for Imperial College NHS Trust this quarter, with 60 comments highlighting this area. These reviews have been largely positive, as 92% (n.55) of patients/service users expressed their satisfaction and 8% (n.5) were negative. It also had the highest proportion of positive reviews out of all main themes discussing hospitals services (92% or n.55),

The chart underneath presents a breakdown of the sub-themes for **Treatment and Care**. The sub-theme **Quality of Care** had the highest proportion of feedback with a positive sentiment of 96% (25). This indicates that patients/service users were satisfied with the care their received at the hospital. Among the other sub-themes within **Treatment and Care** most of the reviews are positive.

Top sub-themes for Treatment and Care



Positive reviews

“My mother was admitted to the hospital because she had a stroke, from the paramedic to the nurses at the hospital they all did a fantastic job.”

ICU

“I had my baby girl at this hospital. I would love to say thank you so much to all the staff. With the continuous COVID19, they are doing a great job. I'm surprised how much they were looking after us and showing respect for all.”

Maternity department

Negative reviews

“I had a heart attack earlier this year and had a pacemaker inserted. I was supposed to have a check-up in July, but the appointment was cancelled and then it was pushed back to January.”

Outpatient

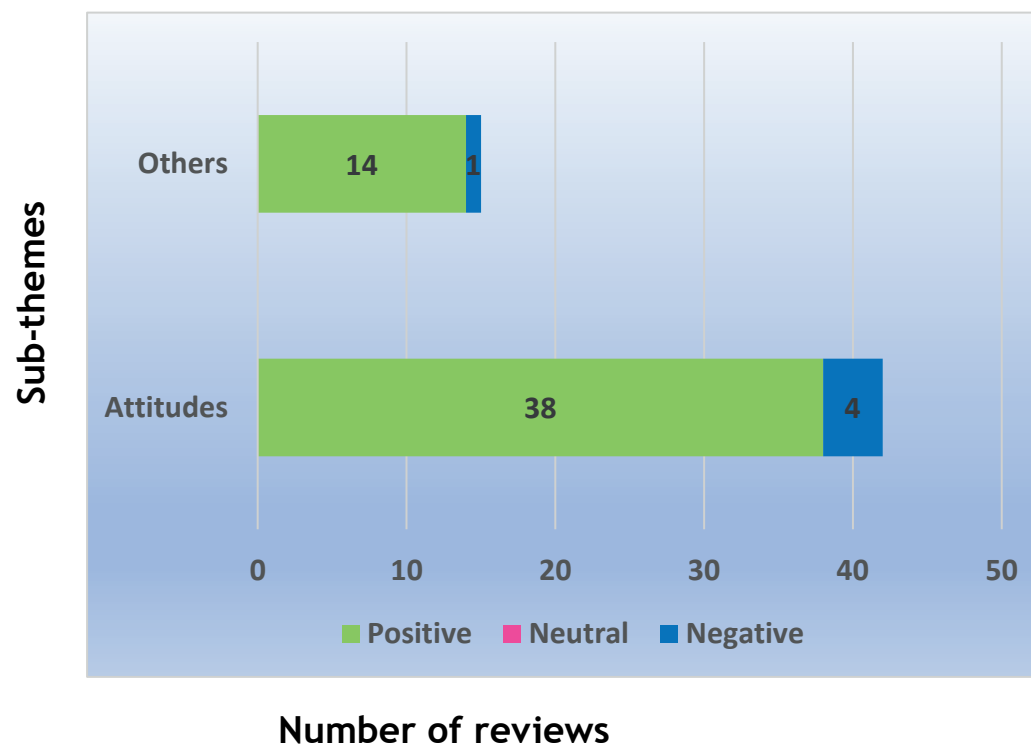
“Firstly Queen Charlotte failed to scan me after several bleeding episodes was told over the phone I was miscarrying and nothing could be done.”

Maternity department

Staff was our second most popular theme for Imperial College NHS Trust this quarter, and it attracted 57 patient reviews, with 91% (n.51) being positive and 9% (n.6) negative.

The chart below presents a breakdown of the top two sub-themes for Staff. **Staff Attitude** was by far the most frequently mentioned sub-theme, with almost two-thirds of the reviews 74% (n.42) within the **Staff** theme focusing on this area. Moreover, **Staff Attitude** received overwhelmingly positive comments, as 90% (n.38) out of 42 of all positive reviews within the **Staff** theme have been left by patients commenting attitude of the hospital staff.

Top sub-themes for Staff



Positive reviews

“A very well run hospital, especially in these times. lovely staff and food, clean, tidy and well organised, they literally saved my life. Thank you more than words can express.”

ICU

“I would like to thank the maternity services of this hospital. Especially the midwife who was with me throughout the day of my labor and then the midwife who delivered my daughter. I am very thankful for these amazing people.”

Maternity department

Negative reviews

“Called at 11:30 pm, the staff were so rude. They did not want to help and we were in need of help. Very bad.!”

Urgent Care

“Very unprofessional! Quickly disregarded and almost attacked in a passive-aggressive way.”

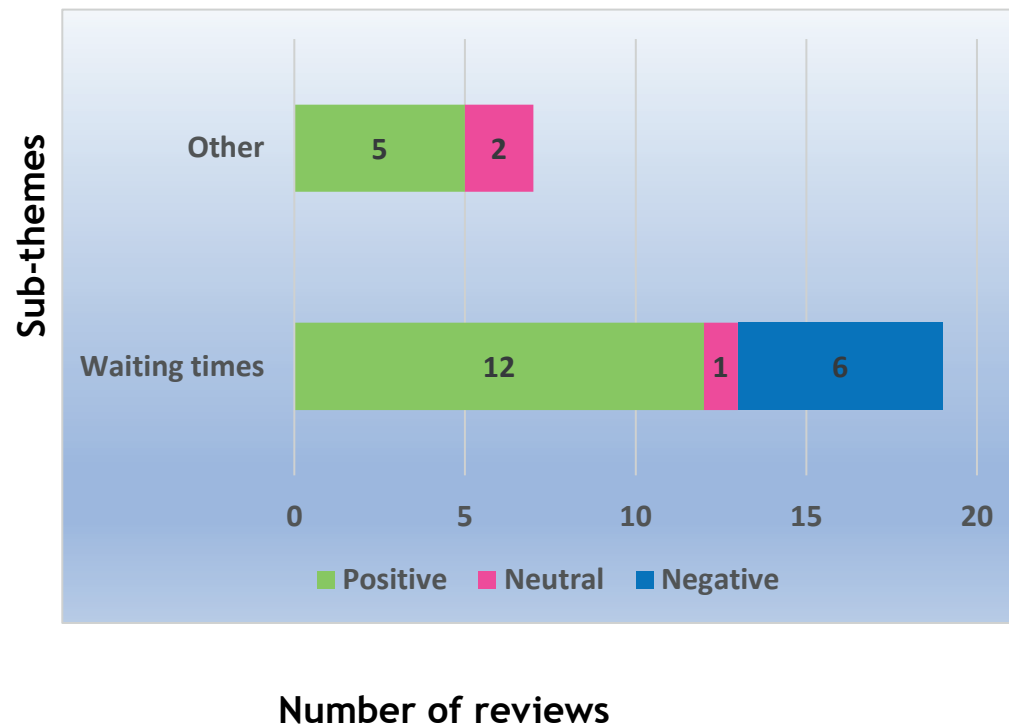
Urgent Care

On this occasion, **Access to Services** was our third most popular theme, with 26 patient reviews focusing on this area 65% (n.17) were positive, 12% (n.3) were neutral and 23% (n.6) were negative. Out of the main themes, it is also the one which attracted the relatively lowest proportion of positive reviews.

The chart below presents a more detailed breakdown of the top sub-themes for **Access to Services**. Unsurprisingly, a sub-theme related to **Waiting Times** was most frequently discussed in here, with over three-quarters (n.19) of all **Access to Services** issues focusing on this topic. In addition, **Waiting Times** contributed the highest number of reviews with positive sentiment, as 12 out of 26 instances of positive feedback within the **Access to Services** theme have been positive.

However, 6 patient reviews that discussed **Waiting Times** mentioned it in a negative context, which represented 23% of all negative reviews related to **Access to Services**.

Top sub-themes for Access to Service



Positive reviews

“Excellent service, you don't need to wait any longer, the staff were all very nice.”
Outpatient

“I went for a blood test, which was very quick, there was no queue so it was excellent.”
Blood test department

Negative reviews

“Pre COVID was fine, they are trying their best. The waiting time was more than four hours but at least keep you overnight if it is a serious problem.”
Urgent Care

“I had an appointment with them before the lockdown but they cancelled due to COVID-19.I am still waiting.”
Outpatient

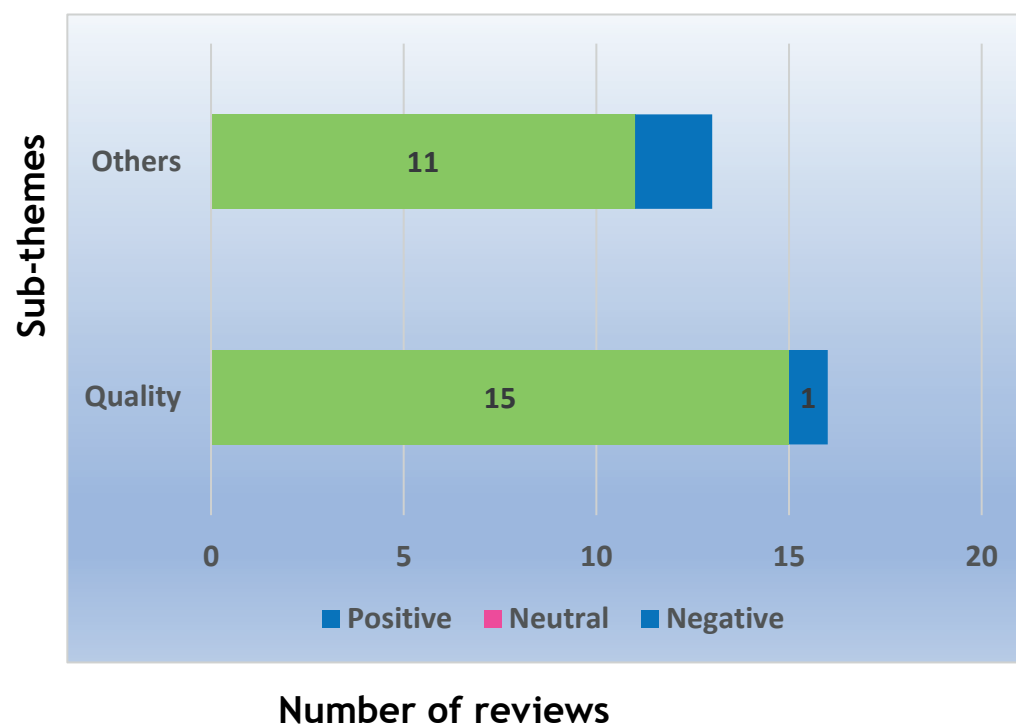
Themes and Sub-Themes for Chelsea and Westminster NHS Foundation Trust

Treatment and Care was one of the most leading themes for Chelsea and Westminster Foundation Trust this quarter, with 29 comments highlighting this area. These reviews have been largely positive, with 90% (n.26) of patients/service users expressed their satisfaction and 10% (n.4) were negative.

The chart underneath presents a breakdown of the sub-themes for **Treatment and Care**.

The sub-theme **Quality of Care** had the highest proportion of feedback with a positive sentiment of 94% (15). This indicate that patients/service users were satisfied with the care their received at the hospital.

Top sub-themes for Treatment and Care



Positive reviews

“Excellent treatment at the Dermatology Department. First class service. Very friendly and professional. Highly recommended. One of the best hospitals in London.”
Dermatology department

“I had to visit the Emergency Department to handle my small ear accident. I've been extremely impressed by the NHS staff and their effort.”
Urgent Care

Negative reviews

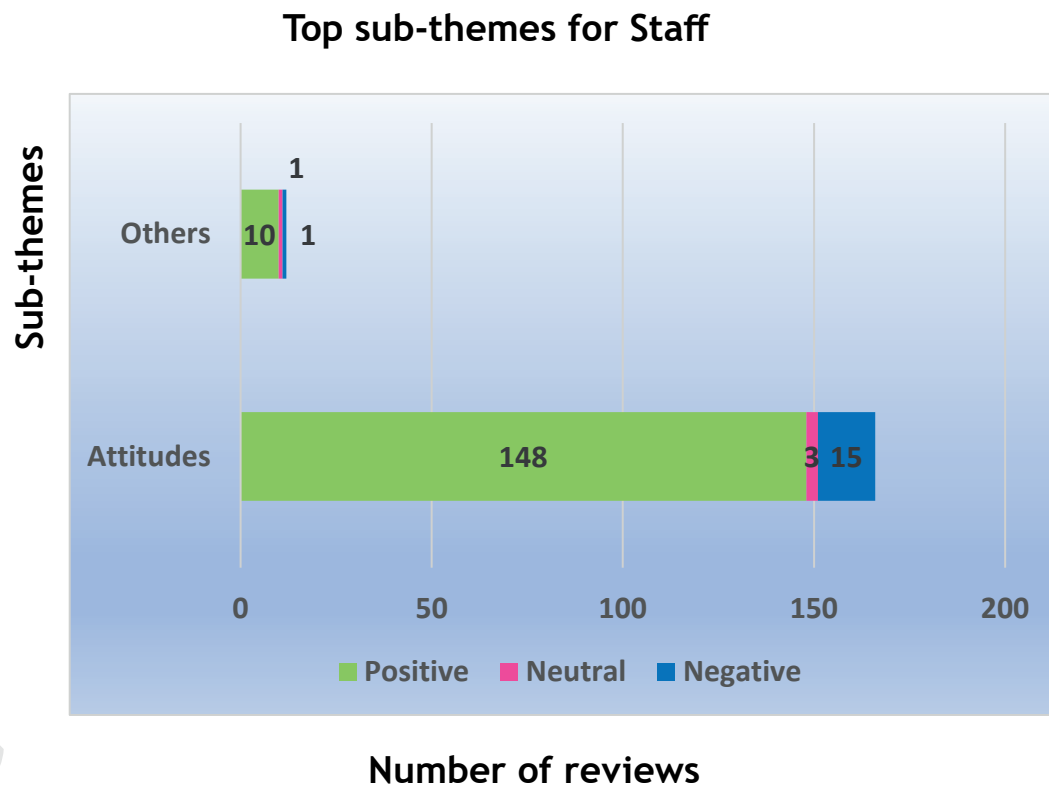
“Awful experience at the emergency department here. My father was feeling extremely unwell (swollen, red-eye, bad headaches)..We waited for hours (which isn't a huge problem given the circumstances) but to be told there's nothing serious to worry about and only given a cream.”
Urgent Care

“Had an endoscopy due to stomach pains could not find an issue, however, should have been warned of the dangers of alcohol from doctors at the outset!”
Endoscopy department

Pharmacy Themes and Sub-Themes

On this occasion **Staff** was the most popular theme with 178 reviews focusing on this area, with 89% (n.158) being positive, 2% (n.4) neutral and 9% (n.16) negative.

The reviews were mainly positive. The chart below presents a more detailed breakdown of the top two sub-themes for **Staff**. Unsurprisingly, a sub-theme related to **Attitudes** was most frequently discussed here, with 89% (n.148) being positive, 2% (n.3) neutral and 9% (n.15) negative. Patients are generally happy with the staff attitude at individual pharmacies.



Positive reviews

“This pharmacy is run by a friendly, professional team, they are very attentive, very knowledgeable. They take their time to explain to each patient.”

Pharmacy

“Very nice staff, very helpful and it's very convenient. It's close to our house.”

Pharmacy

Negative / Neutral reviews

Negative “Rude, incredibly unfriendly and inconsiderate staff.”

Pharmacy

Neutral “Staff are disengaged and disinterested.”

Pharmacy

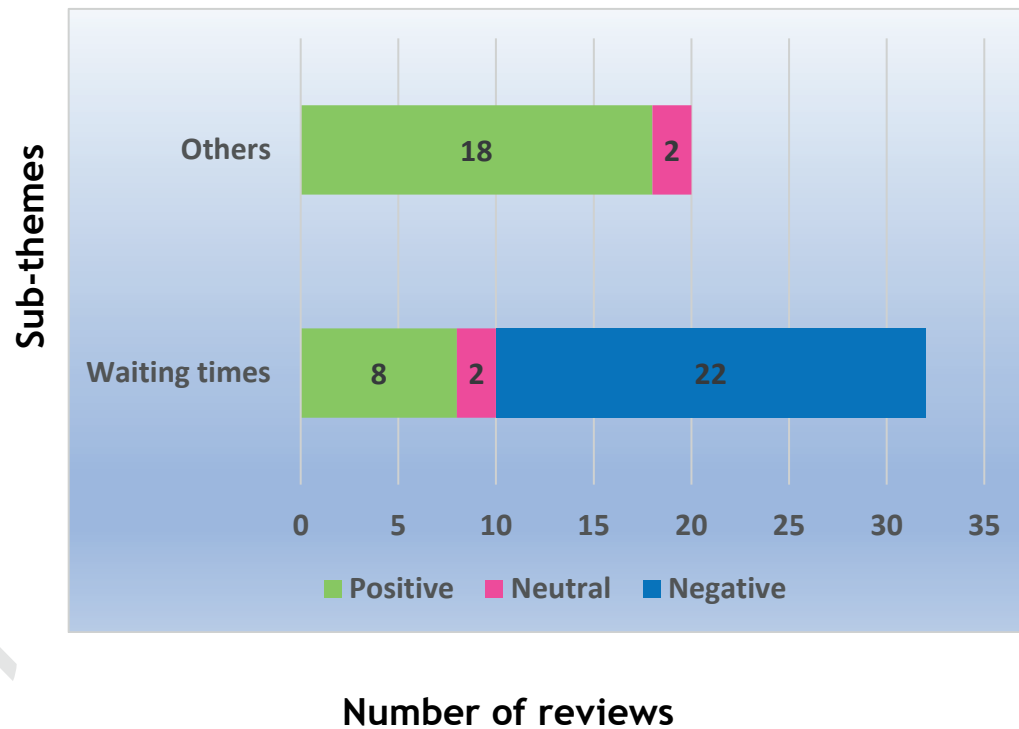
Pharmacy Themes and Sub-Themes

Access to services was also one of the frequently discussed themes, with 52 reviews mentioning this topic. Out of all the reviews within the **Access to services** theme, 50% (n.26) were positive, 8% (n.4) neutral and 42% (n.22) were negative.

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

The sub-theme relating to **Waiting Times** was most frequently mentioned. It was applied 32 times, 25% (n.8) being positive, 6% (n.2) neutral and 69% (n.22) negative. The majority of the reviews belonging to **Waiting Time** have a negative sentiment, this shows that patients have to wait longer for their prescription.

Top sub-themes for Access to Services



Positive reviews

"Quick at answering the phone and having prescriptions ready to pick up."

Pharmacy

"I went to get some stuff and did not have to wait. Was seen and got what I wanted."

Pharmacy

Negative/ Neutral reviews

Negative "Waited over an hour in the shop for my mother's prescription."

Pharmacy

Negative "The staff are very nice but the queue is quite long so I wait a bit."

Pharmacy

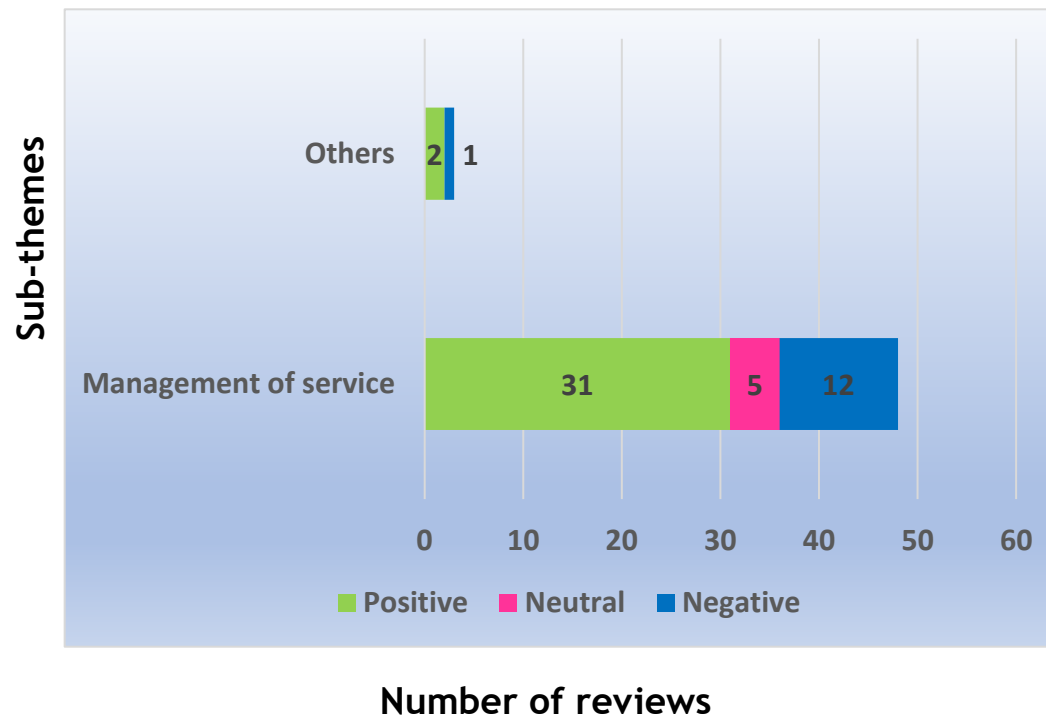
Neutral "The pharmacist is very nice, they waiting varies, sometimes there is no wait and sometimes it's busy."

Pharmacy

Administration was one of the highest themes applied for pharmacy services this quarter with 51 counts, with 65% (n.33) being positive, 10% (n.5) neutral and 25% (n.13) negative. This shows the overall sentiment towards the **Administration** is positive.

The chart shows that the main sub themes for **Administration** theme is **Management of the Service**. It received 48 reviews with, 65% (n.31) being positive, 10% (n.5) neutral and 25% (n.12) negative. The majority of the reviews belonging to **Management of Service** has been positive, which indicate that patients are happy with the way that pharmacy services are managed.

Top sub-themes for Administration



Positive reviews

"Have been using this pharmacy regularly for several years. I find the service they provide excellent."

Pharmacy

"Excellent service, very professional staff and well stocked."

Pharmacy

"Pharmacy is organised and provide high-quality service."

Pharmacy

Negative/ Neutral reviews

Negative "Appalling service, the most basic of drugs such as antibiotics they have to order in, taking over a day each time."

Pharmacy

Negative "Bad service, rude staff."

Pharmacy

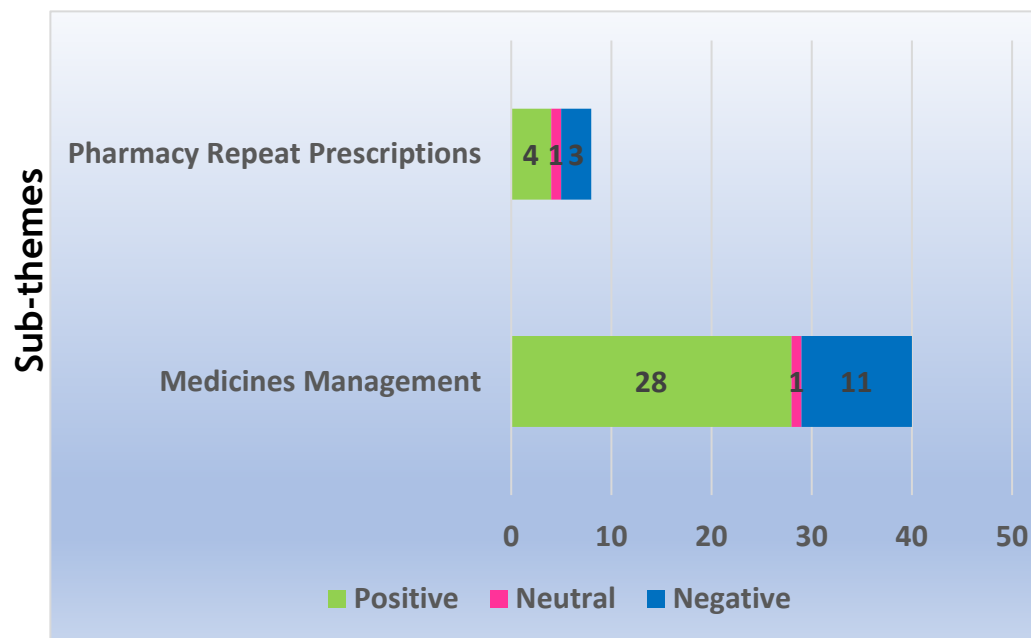
Neutral "The staff okay and the service it's okay. Need some improvement."

Pharmacy

Medication is the fourth highest theme applied this quarter with 48 counts. Overall, 67% (n.32) being positive, 4% (n.2) neutral and 29% (n.14) negative.

The **Medicines Management** sub theme dominated in terms of which sub-themes were selected, receiving 40 counts. 70% (n.28) were positive, 2% (n.1) neutral and 28% (n.11) were negative. The sentiment toward the sub-theme **Medicines Management** was more positive than negative.

Top sub-themes for Medication



Number of reviews

Positive reviews

"Excellent service, the staff are nice, manage my prescription well."
Pharmacy

"They are always great, my prescription is pre-order every 4 weeks. In the beginning, I was not mobile so they were delivered for me."
Pharmacy

Negative/ Neutral reviews

Negative "just to be told they've no stock/prescription. One has to regularly re-order repeat prescriptions a day in advance."
Pharmacy

Negative "Feels that the pharmacy has declined in quality since the change in management. She has medication delivered and it usually takes a minimum, if not longer, than 1 week."
Pharmacy

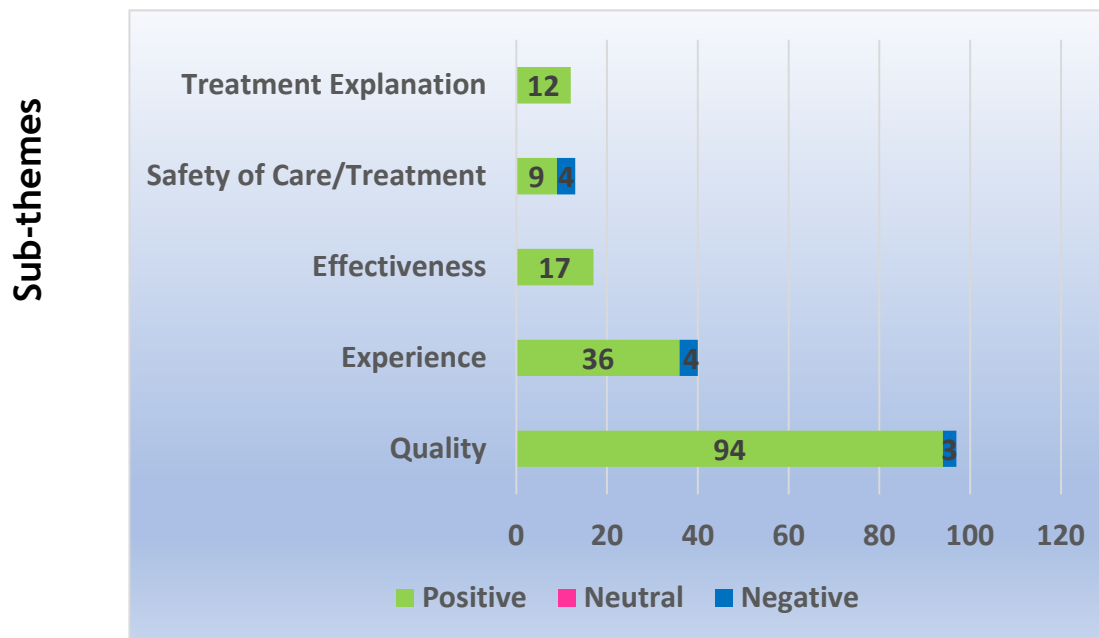
Neutral "They are okay, get our prescription from them."
Pharmacy

On this occasion, **Treatment and Care** was our most popular theme, with 179 patient reviews focusing on this area. Out of all the reviews within the **Treatment and Care** theme, 94 % (n.168) were positive and 6% (n.11) were negative.

The chart below presents a more detailed breakdown of the top five sub-themes for **Treatment and Care**. Unsurprisingly, a sub-theme related to **Quality of Care** was most frequently discussed here, with over half (n.94) of all **Treatment and Care** comments focusing on this topic. The sentiment related to the sub-theme **Quality of Care** is positive with, 97% (n.94) being positive. This shows that patients are happy with the care their received at their dentist.

The sub-theme relating to **Experience** was most frequently mentioned. It was applied 40 times, 90% (n.36) being positive and 10% (n.4) negative this indicates that patients had a good experience at their dentist. This is followed by the sub-theme **Effectiveness** and **Treatment Explanation**, with all the reviews being positive 100% (n.17) and 100% (n.12) respectively.

Top sub-themes for Treatment and Care



Number of reviews

Positive reviews

" Dr I is very good, very professional and the quality of treatment is excellent. I have been with them for a while and they make me feel at ease."

Dentist

"It's the best practice, the staff and Dr Beck are all caring, very professional. I had several teeth being fixed there and it was a success. I am very happy with the treatment. I will always recommend this service"

Dentist

Negative reviews

"They closed down and left me with braces in my mouth terrible service."

Dentist

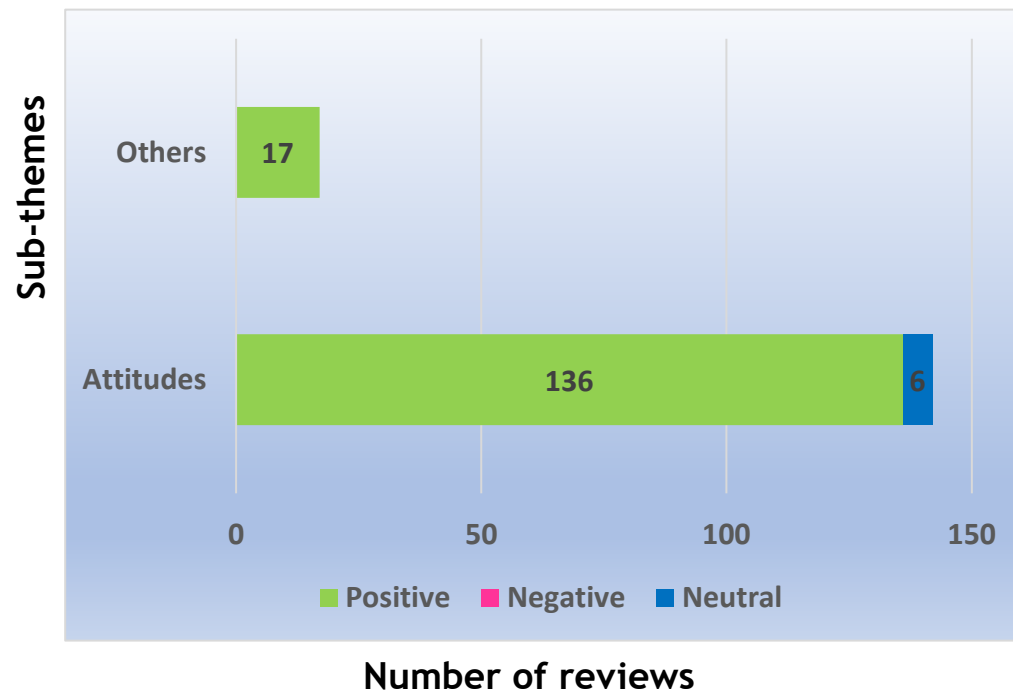
"I had to do veneers, all are broken now, and they didn't finish the work even.... my teeth are all broken and horrible."

Dentist

Staff was the second most applied theme for dentists this quarter. It was applied 159 times, with 96% (n.152) being positive and 4% (n.7) negative. The majority of reviews concerned the sub-theme of **Attitudes** which received 142 counts with 96% (n.136) being positive, and 4% (n.6) negative.

The sentiment related to the sub-theme **Attitude** is positive. This shows that patients are mainly satisfied with the way they are treated by staff members.

Top sub-themes for Staff



Positive reviews

"They are excellent. The receptionists are kind and very helpful even in the current situation. They seem calm and ensuring everybody safety."
Dentist

"Friendly reception staff, all staff wearing PPE..."
Dentist

"The reception was absolutely amazing! Friendly and kind. The dentist is a lifesaver thank you so much for your service."
Dentist

Negative reviews

"The dentist was extremely rude and therefore we left before treatment could take place."
Dentist

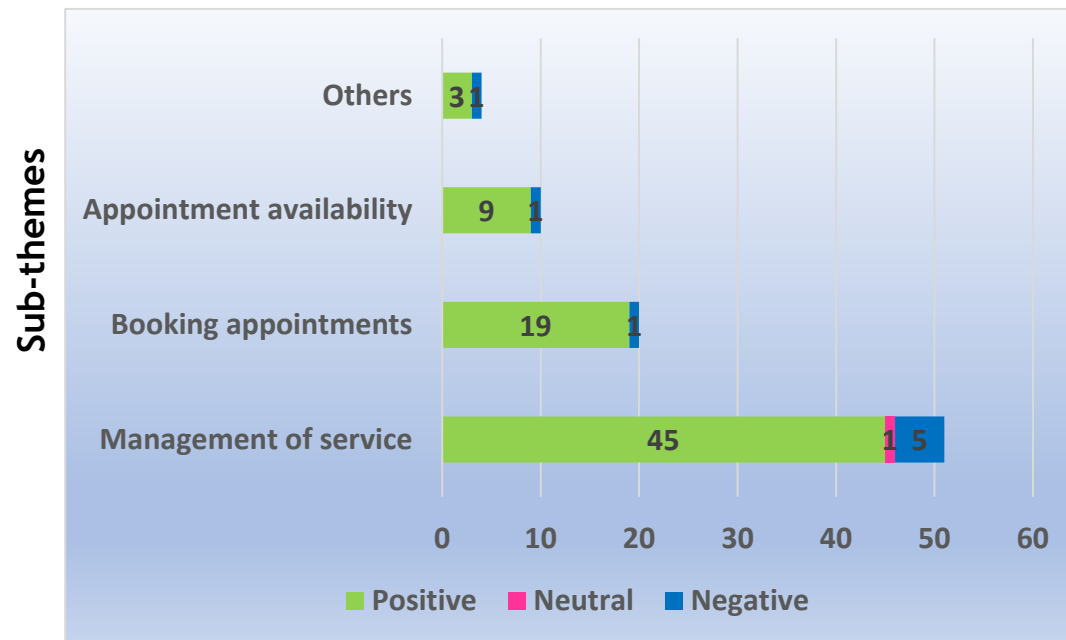
"The practice manager is very rude at times. Appalling service unpleasant not a great experience."
Dentist

Administration was the third most applied theme for dentists this quarter. The theme was applied on 85 counts to reviews, with 89% (n.76) of these reviews being positive, 2% (n.1) neutral and 9% (n.8) being negative.

The chart below shows the top four sub-themes for the **Administration** theme for dentists. The sub-theme relating to **Management of Service** was most frequently mentioned. It was applied 51 times, with 88% (n.45) being positive and 2% (n.1) neutral and 10% (n.5) negative. This shows that patients are satisfied with the way the service is run.

This is followed by the sub-theme **Booking Appointment**, with the majority of the reviews being positive. It received 20 counts, with 95% (n.19) being positive and 5% (n.1) negative.

Top sub-themes for Administration



Number of reviews

Positive reviews

"They are very considerate, whenever I want to reschedule an appointment they do it without a problem."

Dentist

"The staff are very helpful, they listen and it is very easy to book an appointment."

Dentist

Negative reviews

"This company is now in administration and has permanently closed."

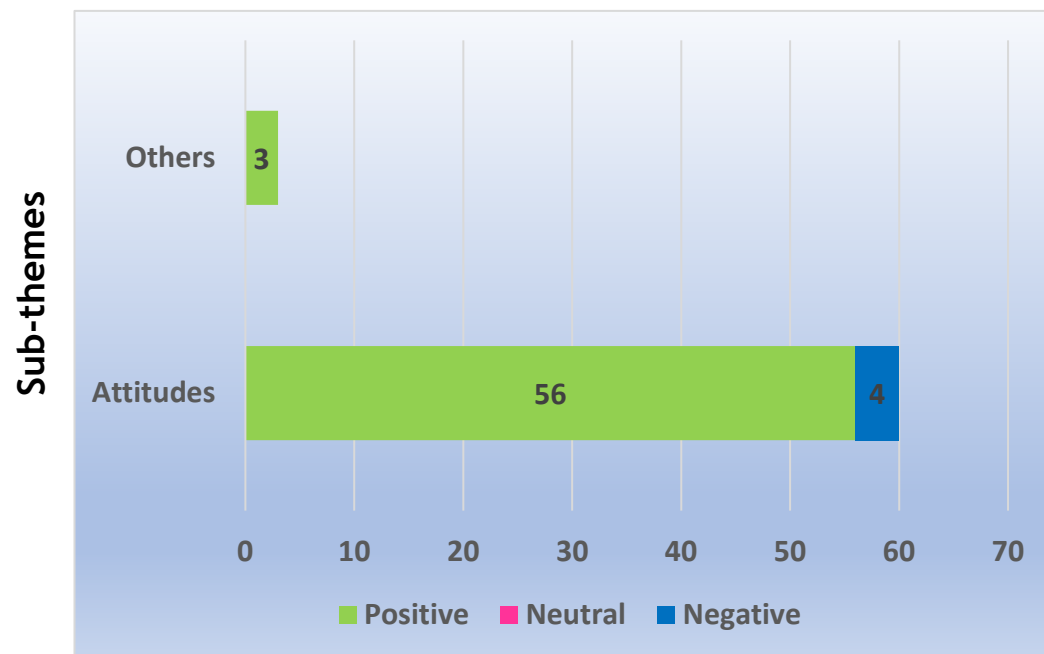
Dentist

"On one occasion my appointment was cancelled because my usual dentist went on holiday... More recently, I made an appointment when the practice reopened after the lockdown. I waited two months for the appointment."

Dentist

Staff was the most applied theme for opticians this quarter. It was applied 63 times with the majority being to do with the **Attitudes** which received 60 counts with 93% (n.56) being positive, and 7% (n.4) negative.

Top sub-themes for Staff



Number of reviews

Positive reviews

"Very helpful and polite over the phone..."

Optician

"The staff are nice and it was very easy to get my prescription."

Optician

"What lovely, kind and super-efficient service yet again when I had a glasses emergency! Always a pleasure and thank you."

Optician

Negative reviews

"The staff are not professional and they are very rude. "

Optician

"Too small and the staff were too lazy."

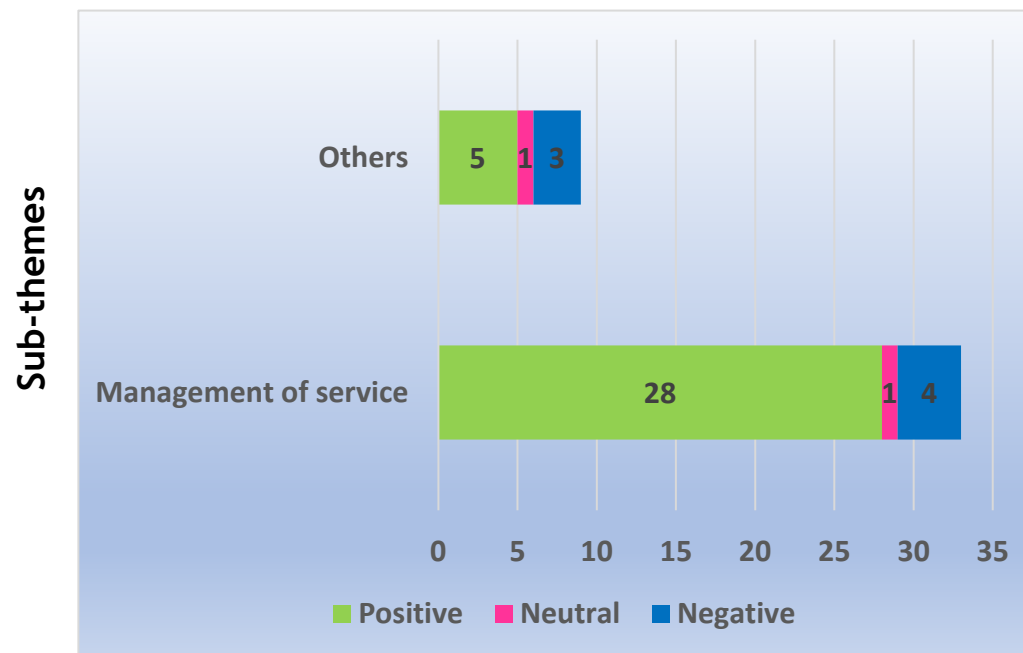
Optician

Administration was the second most applied theme this quarter for opticians with 42 counts. 79% (n.33) being positive, 4% (n.2) neutral and 17% (n.7) being negative.

The chart below shows the top two sub-themes for **Administration**, with the majority of reviews focusing on **Management of Service**.

Management of Service was most popular here, as this sub-theme attracted 33 reviews, of which 85% (n.28) being positive, 3% (n.1) neutral and 12% (n.4) negative.

Top sub-themes for Administration



Positive reviews

" The process of booking and attending during lockdown was smooth and painless. Service was excellent, particularly when it came to selecting new frames that suited my face shape and style."
Optician

"They are very nice, they are very helpful, easy and convenient appointment."
Optician

Negative/Neutral reviews

Negative "I was late for my appointment by five minutes and was told that I would have to re-book. When I came back for my second appointment I was made to wait 20 minutes. so I left and will not return."
Optician

Neutral

Number of reviews

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.

July-August-September





Social Care.

“Since I got ill, I can’t do anything and they have been there for me, they help me with everything in the house. I am very thankful to them. Claire, she is very nice, she helps me a lot.”

Hammersmith and Fulham Social Services

“I have a carer that come to help me with house work, they are lovely the girls. I have a list of things that need to be done and when they come they do everything. lovely girls.”

Hammersmith and Fulham Social Services

“I have a carer that spend 45 minutes at home she does everything for me. She helps me a lot. She deal with my medication, she helps with my food, very happy.”

Hammersmith and Fulham Social Services



Mental Health Services

“They looked after me very well, the overall service was good, the staff were very lovely and helpful.”

Mental Health Services

“Great place and staff!.”

Mental Health Services



Community Health Services

“2 weeks ago I had an appointment for my nail to be cut, because I am diabetic so they help me with that. They called to tell me that they were open and booked an appointment for me.”

Community Health Services

“I had an operation done and it was very good. I waited long for the appointment but in the end, it was done. The staff were very helpful.”

Community Health Services

“My grandad is diabetic so he has an appointment there for his check-up, and it always been great, they are very nice with him.”

Community Health Services

“I am diabetic so I was having my toes done there but due to the current situation, I have not been able to go.”

Community Health Services

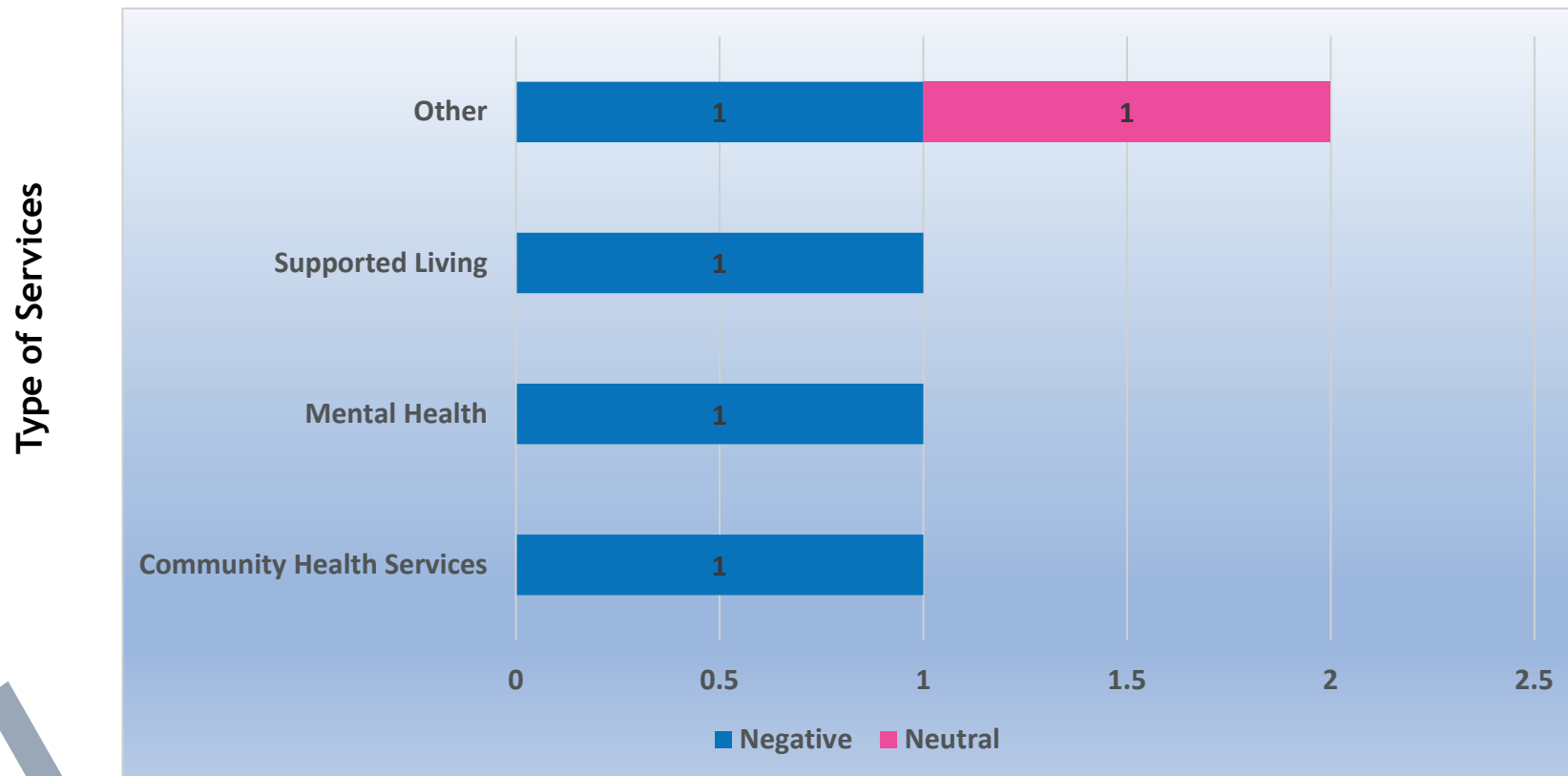
“I have my eye check that needs to be done because I am diabetic. Normally when I go there it's good, it's very quick and the appointment is sent in advance so can make any changes if you wish to.”

Community Health Services

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 improvement could be made.

July-August-September



Negative & Neutral Reviews



Community Health services

“Their most successful and famous doctor couldn't diagnose my mother with the swine flu. One of the doctors here told me that my deviated septum was just a dust allergy, in that case it shouldn't be exactly the same after swimming in the sea for a couple hours should it?? A doctor here has also diagnosed me using an online questionnaire? Are these people sure they are legit??? The receptionists are rude and good luck trying to book an appointment in the same year that you call them.”

Community Health Services



Mental Health service

“Sadly, the administration and communication skills of this organisation have deteriorated beyond belief in my experience of being a client.”

Mental Health Services



Supported Living

“Not the greatest homes someone can put their mum in”

Supported Living



Other

“I did call them during the lockdown but there was a long waiting and when I spoke with them they asked me to call my GP.”

Other

“To be honest, they are not good at all, I feel like is the same answer they give you no matter what the issue. I have not used them for a while because I felt it was useless.”

Other

Network Area Specific GP Reviews

The following pages show the number of positive, negative and neutral reviews for each surgery based on an overall star rating. The bar charts on the left reflect the overall star ratings for each service this quarter. 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. The data on the right-hand side reflects the average star rating out of 5* given by patients to assess a number of additional specific areas, such as ease of gaining an appointment, waiting times and other service indicators.

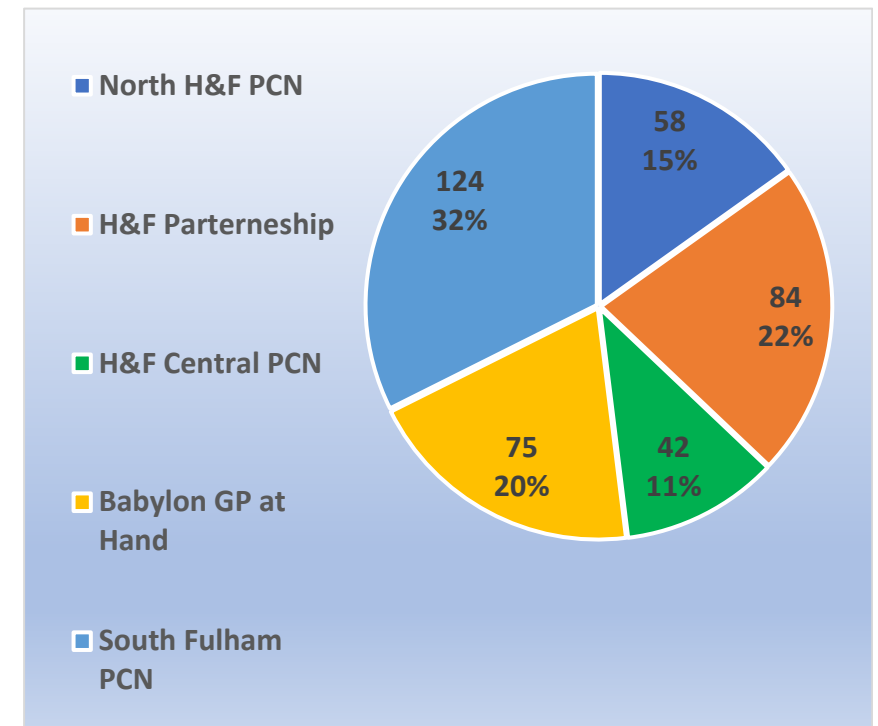
These two data sets are shown together to give an overview for each GP surgery. The London Borough of Hammersmith & Fulham is divided into five GP Network areas:

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

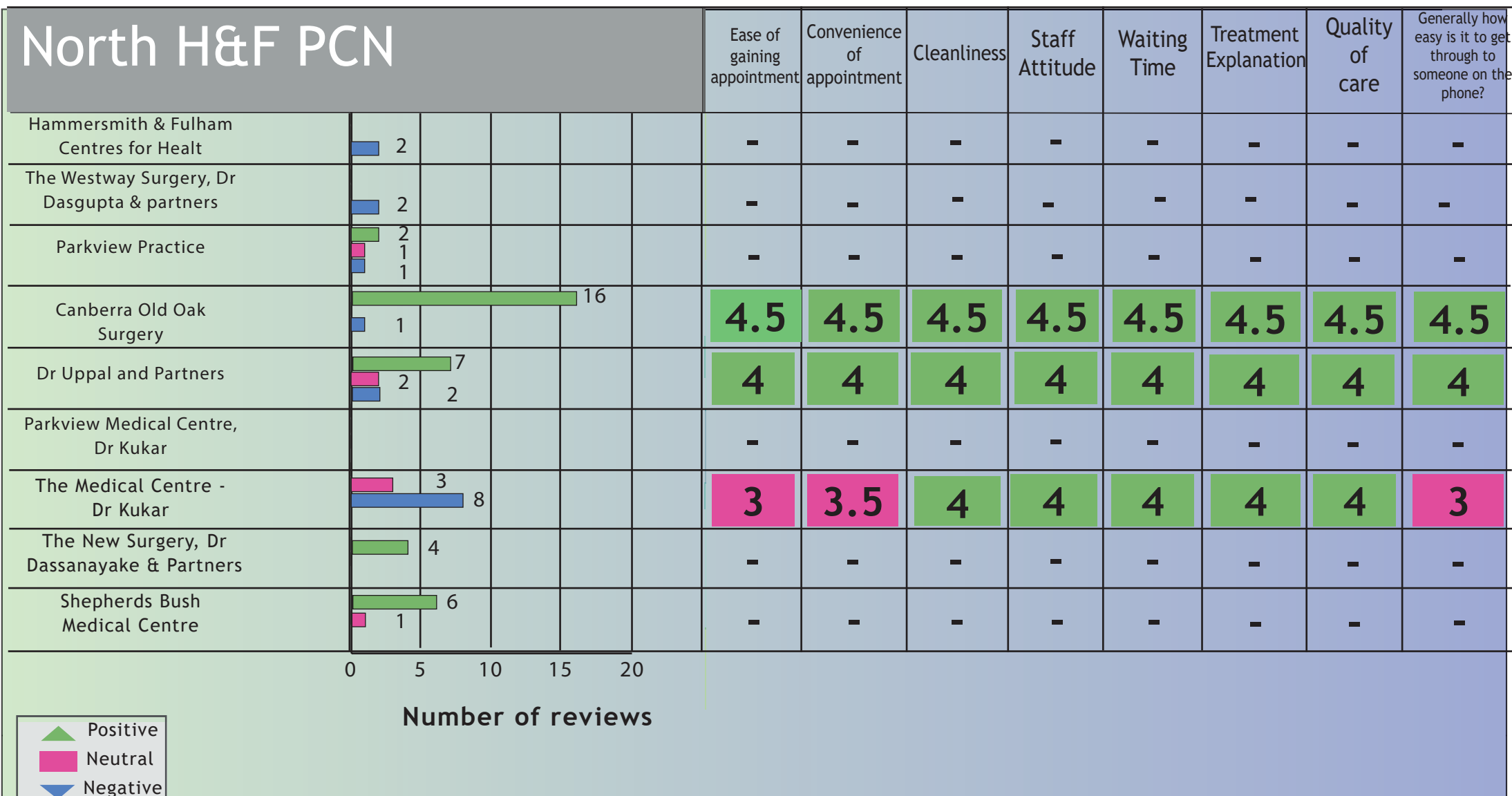
The following pages show services within these Network areas. GP surgeries that recorded less than 10 reviews for this quarter are not included in the averages, due to the sample size being small and therefore unrepresentative overall.

We will attempt to increase feedback from those GP surgeries through targeted patient engagement work. Please note that whilst we are committed to only reporting averages (right-hand-side data) where a minimum of 10 reviews has been received - as shown in the left-hand-side bar charts data - there may be occasions where the averages reflect less than 10 reviews. This may occur when not all reviewers provide a star rating for each of the eight areas. For example, when calling patients, they may only need to make an appointment and therefore not feel able to leave a star rating in relation to treatment as they have not yet attended the surgery or received treatment. It is an interesting feature to note that significant negative overall star ratings do not necessarily translate into individual negative star ratings for specific domain areas.

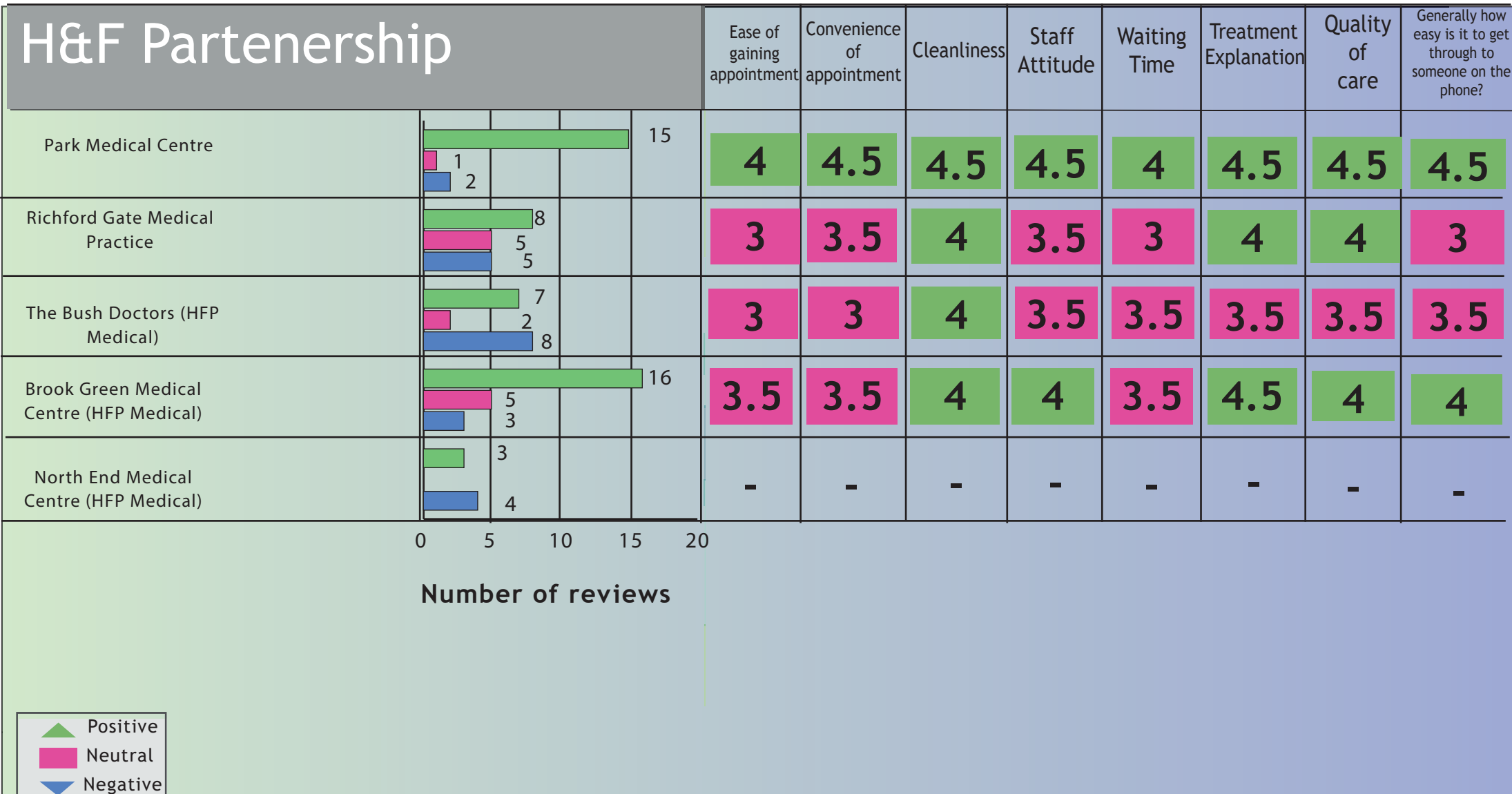
The bar chart below shows the number of reviews received in each network area. The highest number of reviews received was in South Fulham PCN (32% n.124) followed by the H&F Partnership.



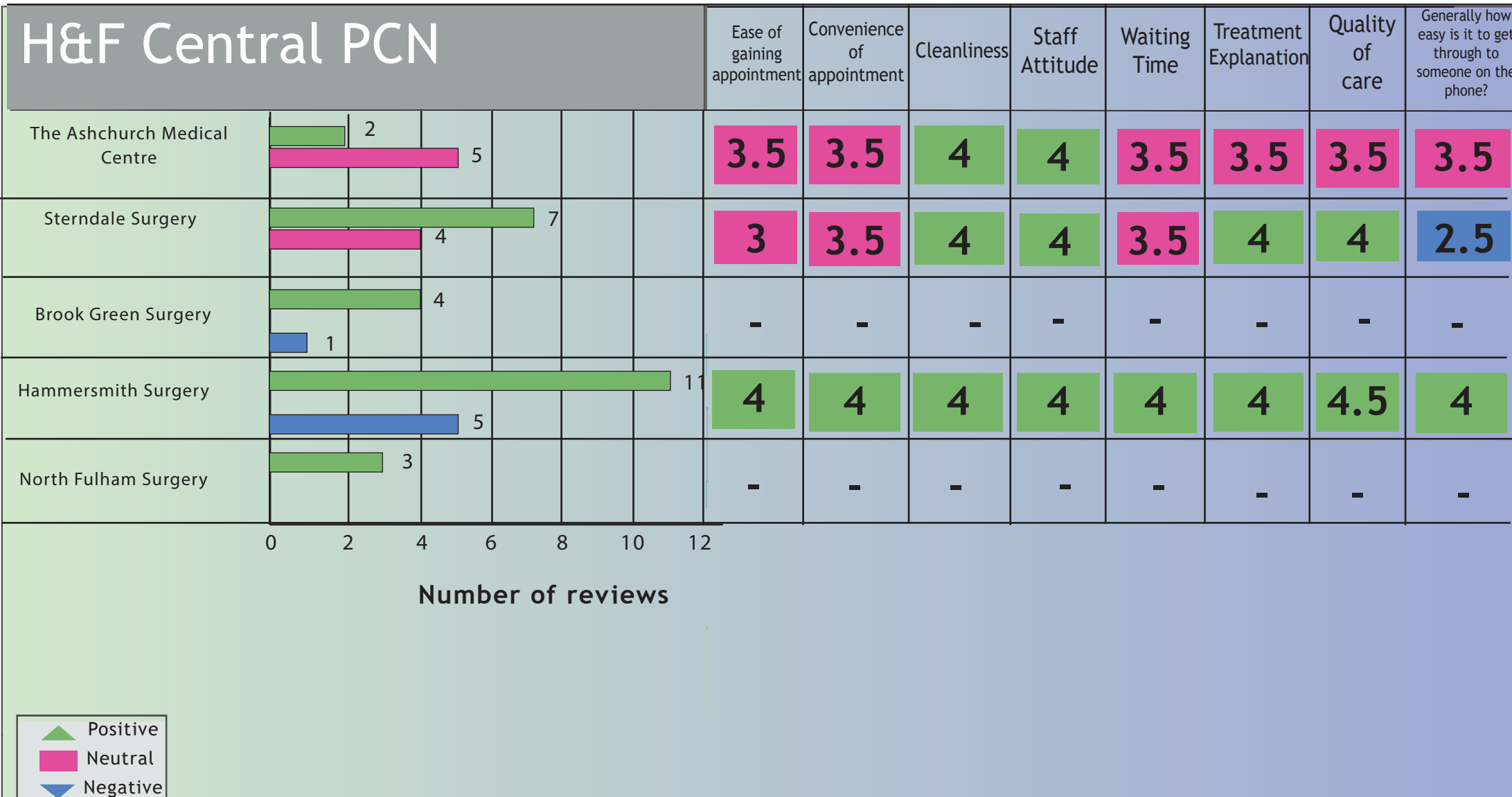
Network Area GP Reviews



Network Area GP Reviews



Network Area GP Reviews



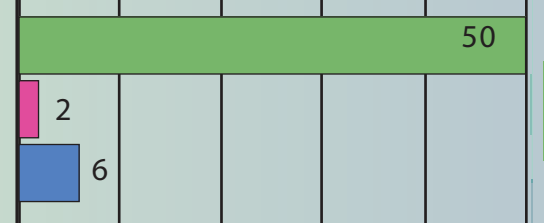
Network Area GP Reviews

Babylon GP at Hand

Babylon GP at Hand, The Medical Centre, Dr. S Jefferies and partners

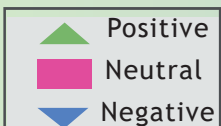


Babylon GP at Hand, Dr. S Jefferies and partners



0 10 20 30 40 50

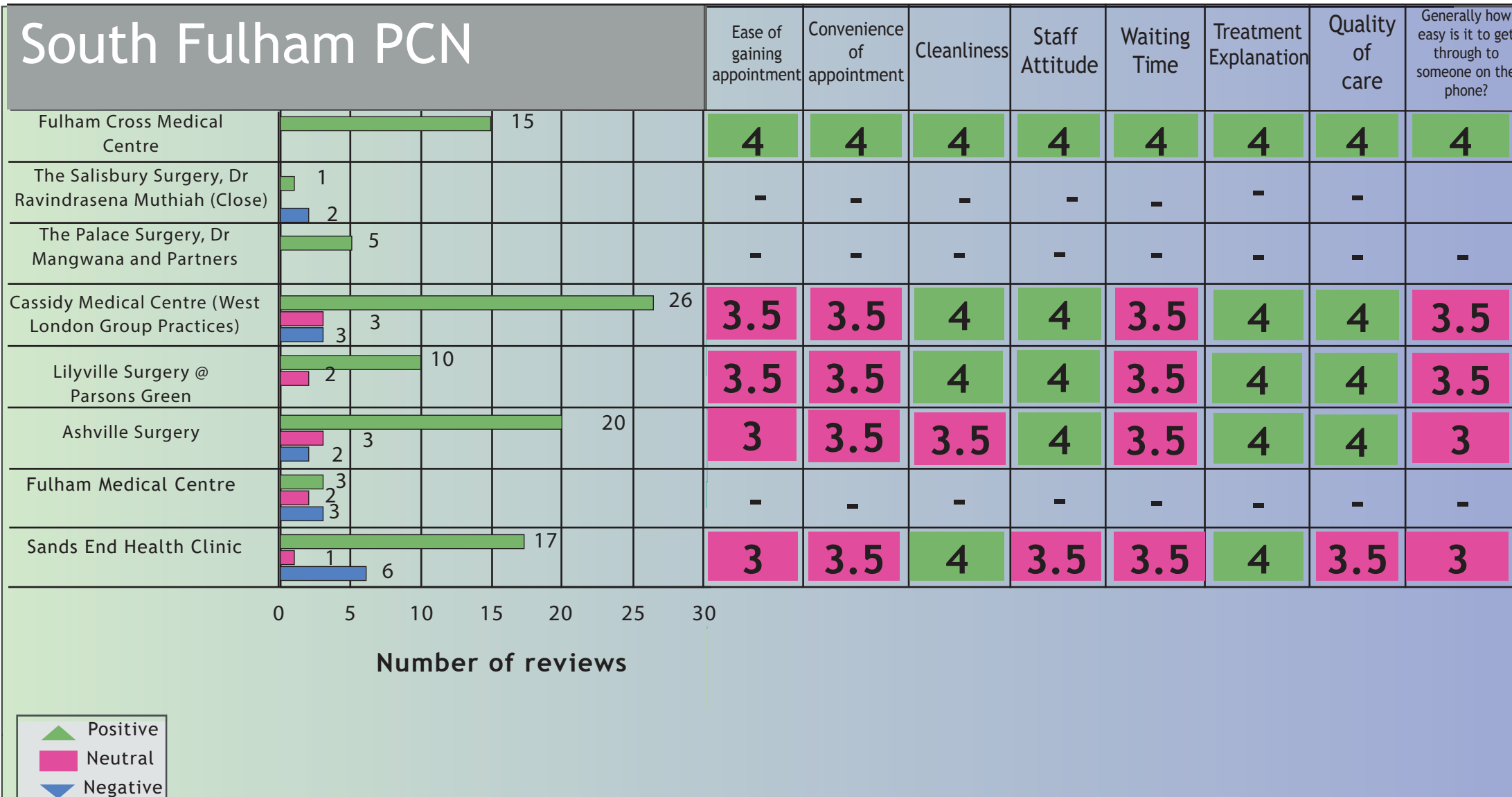
Number of reviews



	Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
Babylon GP at Hand, The Medical Centre, Dr. S Jefferies and partners	4	4	4	4	4	4	4	4
Babylon GP at Hand, Dr. S Jefferies and partners	4	4	4	4	4	4.5	4.5	4

Network Area GP Reviews

South Fulham PCN



Themes for Primary Care Network Area

During Q2 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 Area:

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

In Q2 the PCN Network that received a significant number where we will be able to show the themes are: North H&F PCN, H&F Partnership H&F Central PCN, Babylon GP at Hand and South Fulham PCN. After having the 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 p59-61 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.

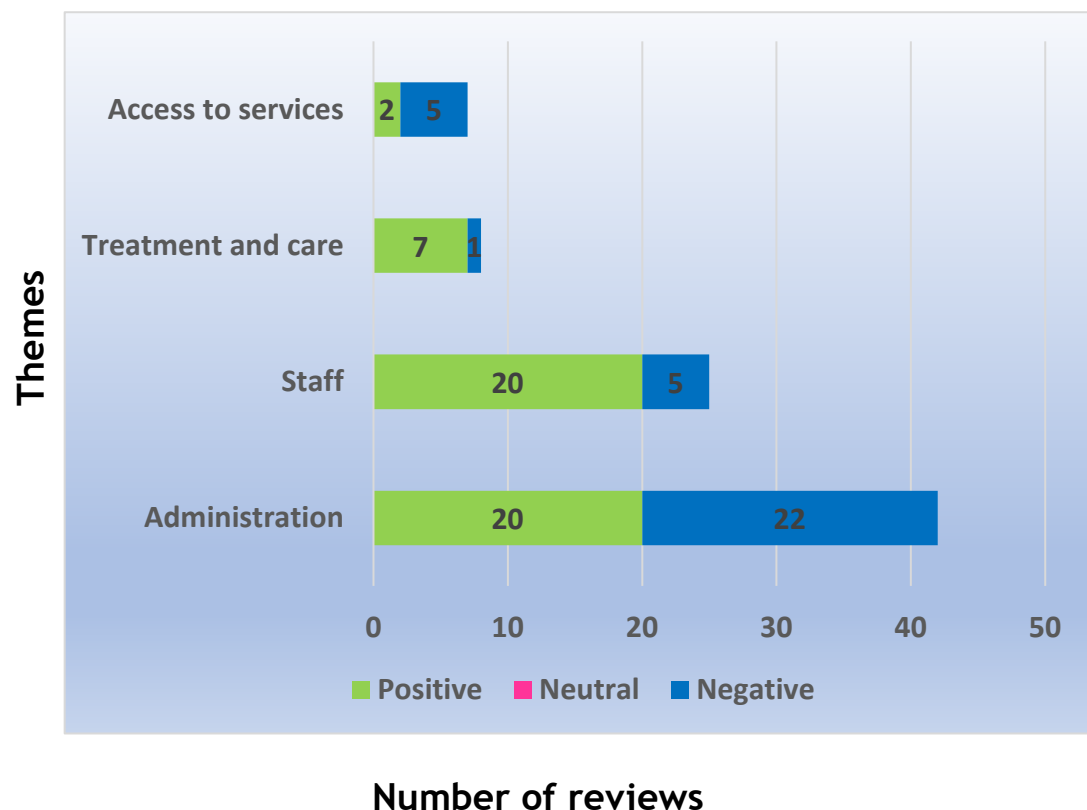
The chart below shows the top four themes for North H&F PCN.

Administration and **Staff** themes have, by far, been the most popular themes identified in the reviews for North H&F PCN.

The patient feedback related to Staff was very positive with 20 out of 25 being positive, whereas **Administration** received more balanced feedback with just under half of the reviews being positive.

Treatment and Care has received less attention than the two leading themes, but the reviews have been overwhelmingly positive.

Top themes for North H&F PCN



Positive reviews

"The reception staff were absolutely amazing, they had the patience to help me out and were very polite and helpful. I am very grateful to be a part of the surgery."

GP Surgery

"It has been our family surgery for a long time, I always had a good experience, I was always able to get an appointment, did not have a problem and the doctors were very caring."

GP Surgery

Negative reviews

"Very terrible place. They say call at 9am to get an appointment but there's an automated service that cuts you off. Finally got through to receptionist who said I will get a call from the doctor which did not happen."

GP Surgery

"They don't care as much. They don't pick up the phone at all and you cannot book an appointment face to face, I don't suggest this surgery to nobody."

GP Surgery

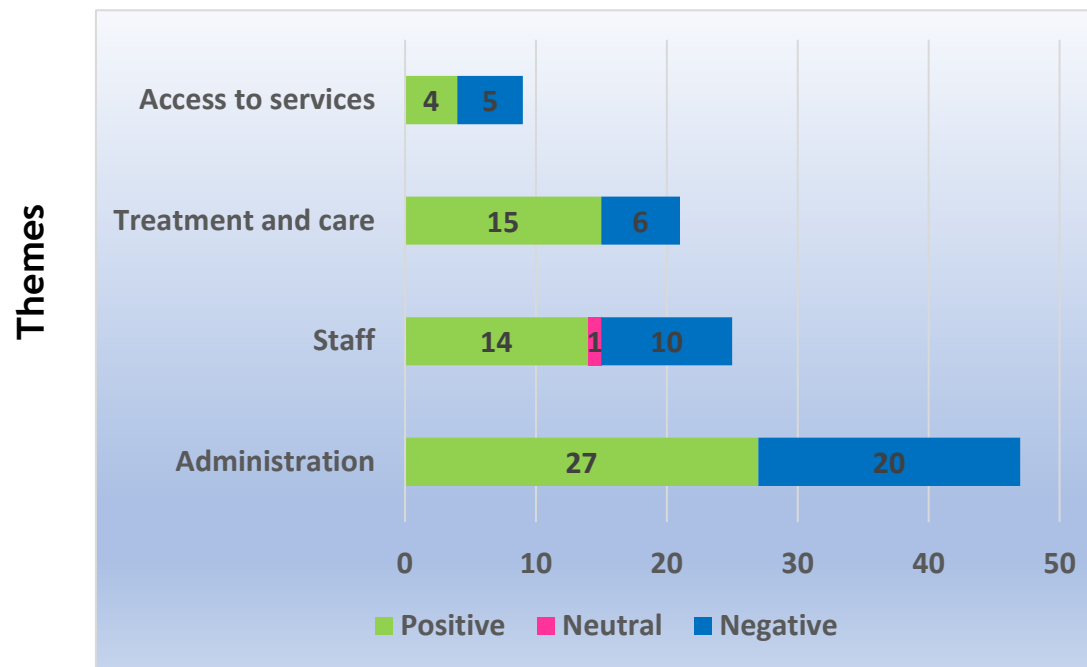
This chart shows the top four themes for H&F Partnership.

Administration, Treatment and Care and **Staff** have been by far the most popular themes identified this quarter.

The patient feedback related to **Treatment and Care** was very positive with 15 out of 21 being positive, whereas **Administration** received more balanced feedback, with just over half of the reviews being in support of current practices.

A more balanced picture is also seen for the **Staff** theme, with just over half of the reviews belonging to the staff theme (14 out of 25 reviews).

Top themes for H&F Partnership PCN



Number of reviews

Positive reviews

"I would just like to say that phone consultations are the way to go! Fast, less time consuming and very convenient for GP advice and opinions."
GP Surgery

"I came to an appointment for a blood test and BP reading. The reception staff helped me through the process with professionalism from the entrance through appointment to exit."
GP Surgery

Negative reviews

"While you can book ahead for routine appointments, getting one for the week when you're ill is almost impossible."
GP Surgery

"I fear falling ill, not because of the illness itself, but the thought of having to deal with this clinic again."
GP Surgery

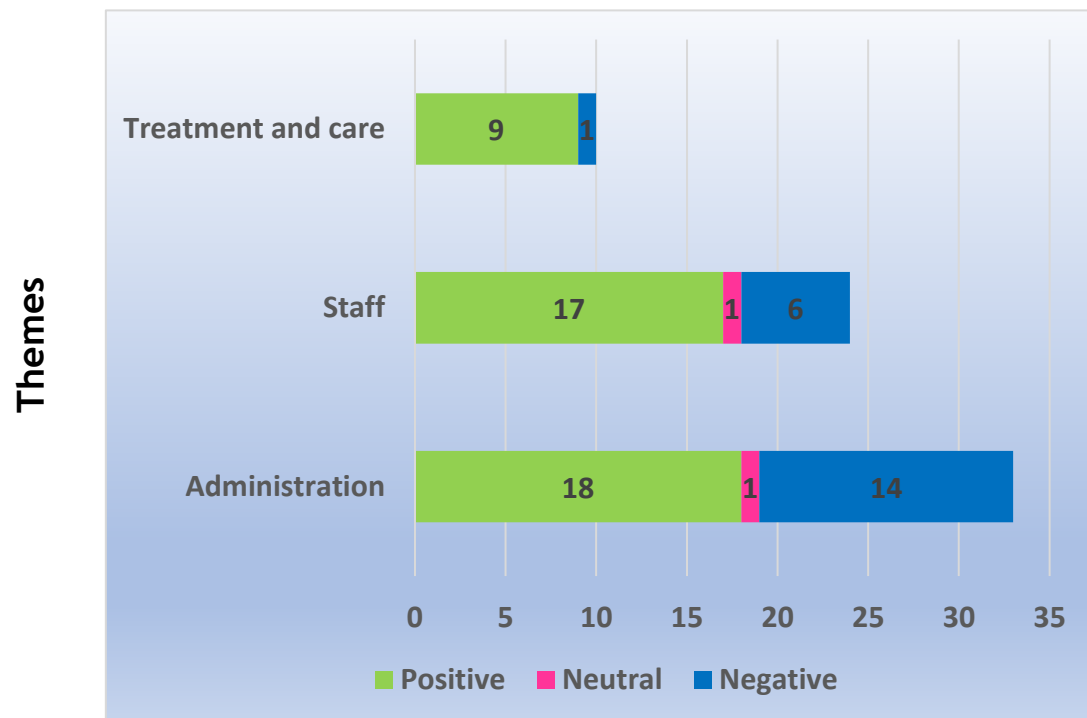
The chart below shows the top three themes for **H&F Central PCN**.

Administration 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** was majority positive, with 17 out of 24 reviews being positive in sentiment, whereas **Administration** received more balanced feedback with just over half of the reviews being in support of current practices (18 positive vs 14 negative).

Treatment and Care has received less attention than two leading themes, but the reviews have been overwhelmingly positive.

Top themes for H&F Central PCN



Positive reviews

“We are very happy with our doctor, we don't have problem getting an appointment. Every time we need an appointment we call them and book us in. We had a call from the doctor he wanted check in.”
GP Surgery

“I am very happy with them, they have been in touch with me, they sendt me text . I had a lot of communication with them during the lockdown.”
GP Surgery

Negative reviews

“Doctors are different some are good, some are not. The reception service is typically unprofessional. They are rude as they lose appointments and cannot help in unusual cases.”
GP Surgery

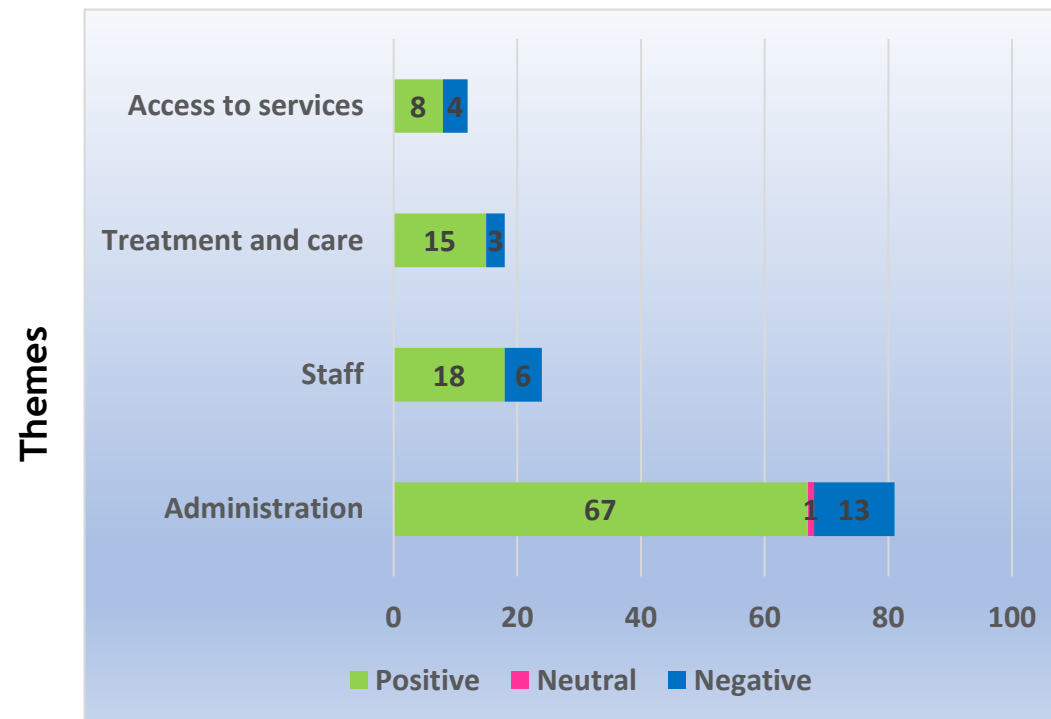
“They fail on all levels from reception to doctors. Prescriptions are not issued and no follow-up checks are done. If you are really ill then you're in trouble.”
GP Surgery

This chart shows the top four themes for **Babylon GP at Hand**.

Administration has been by far the most popular theme identified in the reviews and is very positive with 67 out of 81 reviews being positive in sentiment.

This is followed by the **Staff** theme where 18 out of 24 reviews are positive, and the **Treatment and Care** theme where 15 out of 18 reviews are positive.

Top themes for Babylon GP at Hand



Positive reviews

"The service is million times better than any of my old GPs, and this is still on NHS! Been using it for about 3 years now. Very happy with everything."
GP Surgery

"Great service. Fantastic staff. You can get an appointment whenever you want seven days a week. Prescriptions issued electronically without a problem."
GP Surgery

Negative reviews

"I used to be registered at this surgery but it was very hard to get an appointment, every time I have to see a doctor I had to wait long so I decided to move and I am very happy where I am now."
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

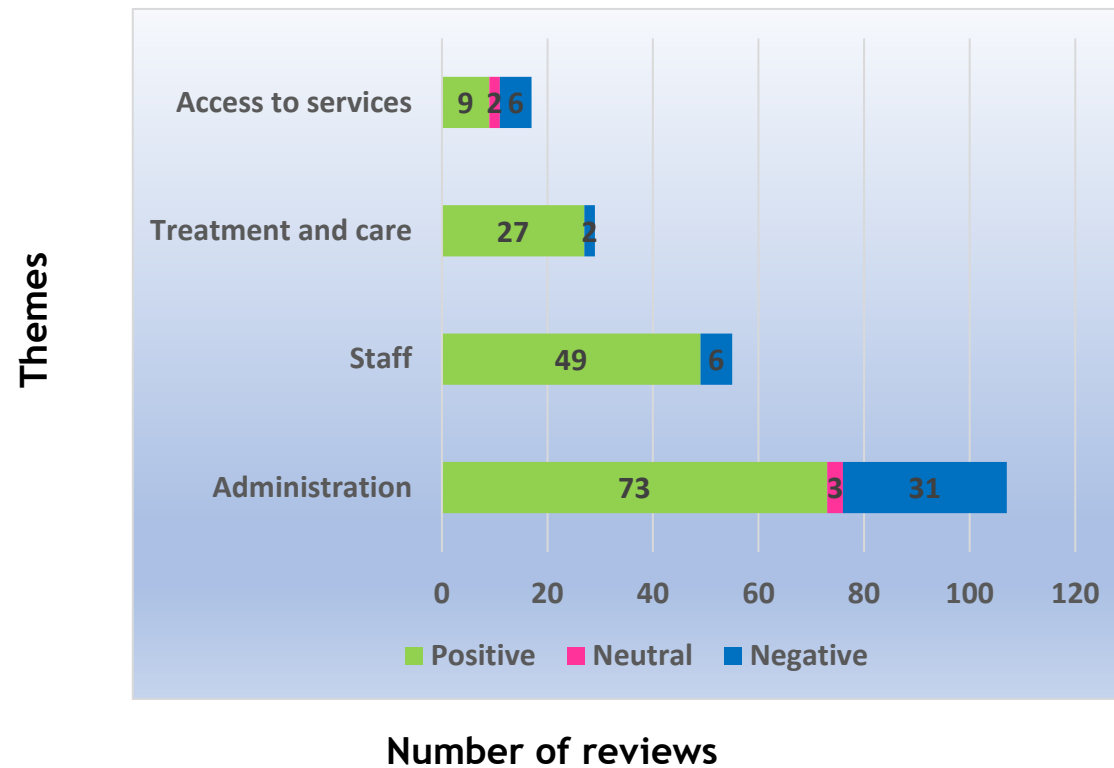
The chart below shows the top four themes for **South Fulham PCN**.

Staff and **Administration** have been by far most popular themes identified.

The patient feedback related to **Staff** was very positive (49 out of 55). In addition, over half of the patient's reviews belonging to **Administration** (68% n.73) have been positive. **Treatment and Care** has received less attention than the two leading themes, but the reviews are overwhelmingly positive (27 out of 29).

The **Access to Service** theme received more balanced feedback overall.

Top themes for South Fulham PCN



Positive reviews

"They called me because I am old, and they asked me to come in to do some check up. I had blood test done, blood pressure taken. It was done the next day when they called. I have recently moved to this practice and I am very happy."

GP Surgery

"Excellent doctor. I have been in communication with them since the lock-down. I was able to get my prescription sent to the pharmacy. Very happy with the service."

GP Surgery

Negative reviews

"Worst place ever! Should be closed down, because people working there, have no idea how to behave, how to treat you and how to communicate. Receptionist is quiet unprofessional."

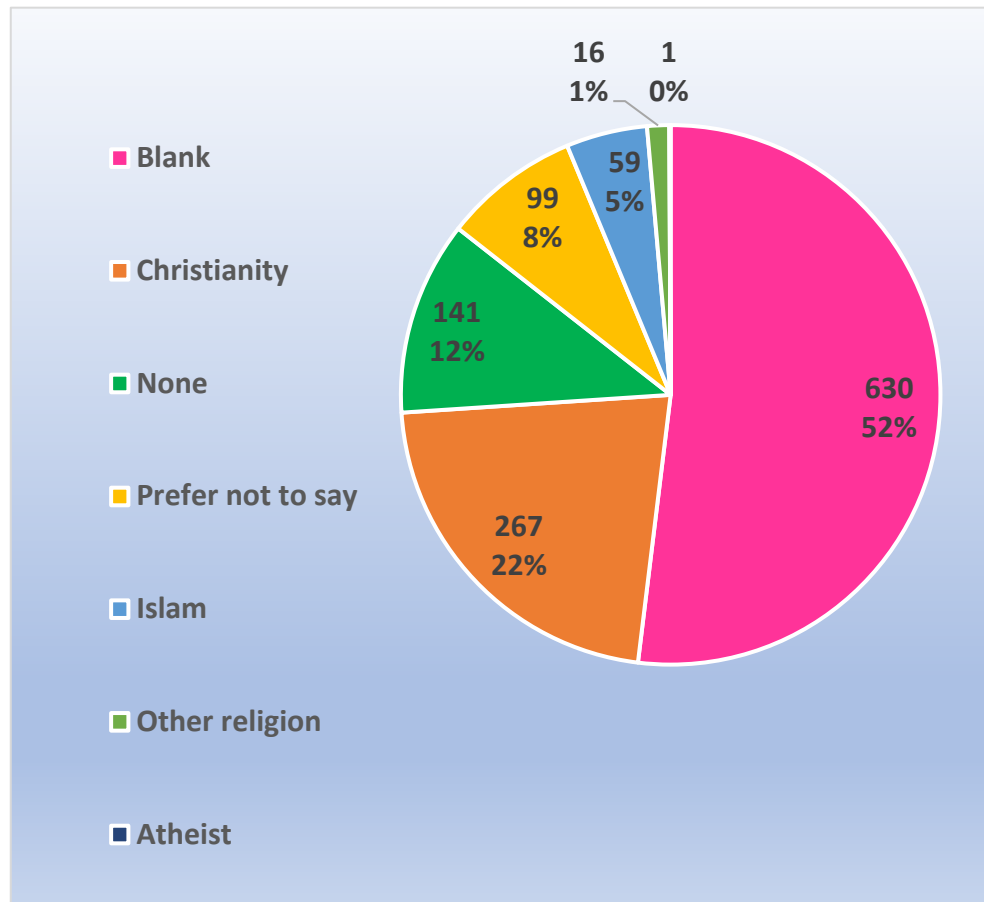
GP Surgery

"During the pandemic it has not been easy to book an appointment, you can't call them when you need an appointment you have to go online and a sort of survey and choose the symptom then if they see that it something serious they will call you"

GP Surgery

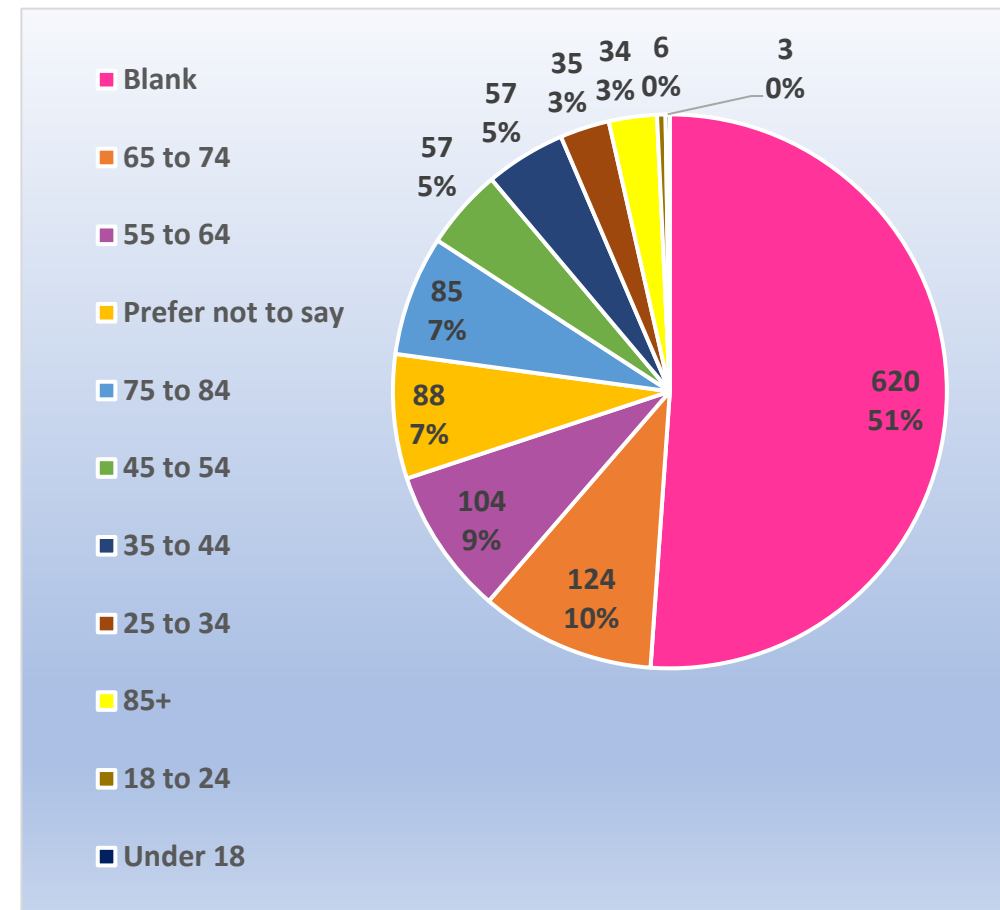
Demographic Information (July - September)

The pie chart shows the number of reviews received this quarter from different religious groups. A large proportion of people leave blank or chose not to identify their religion. For those that did, 22% identified as being Christian and 5% Muslim. 12% identify as having no religion. We will seek to improve the completion of monitoring data going forward through our direct telephone engagement. Further guidance is being provided to volunteers to support this.



Religion of Patients

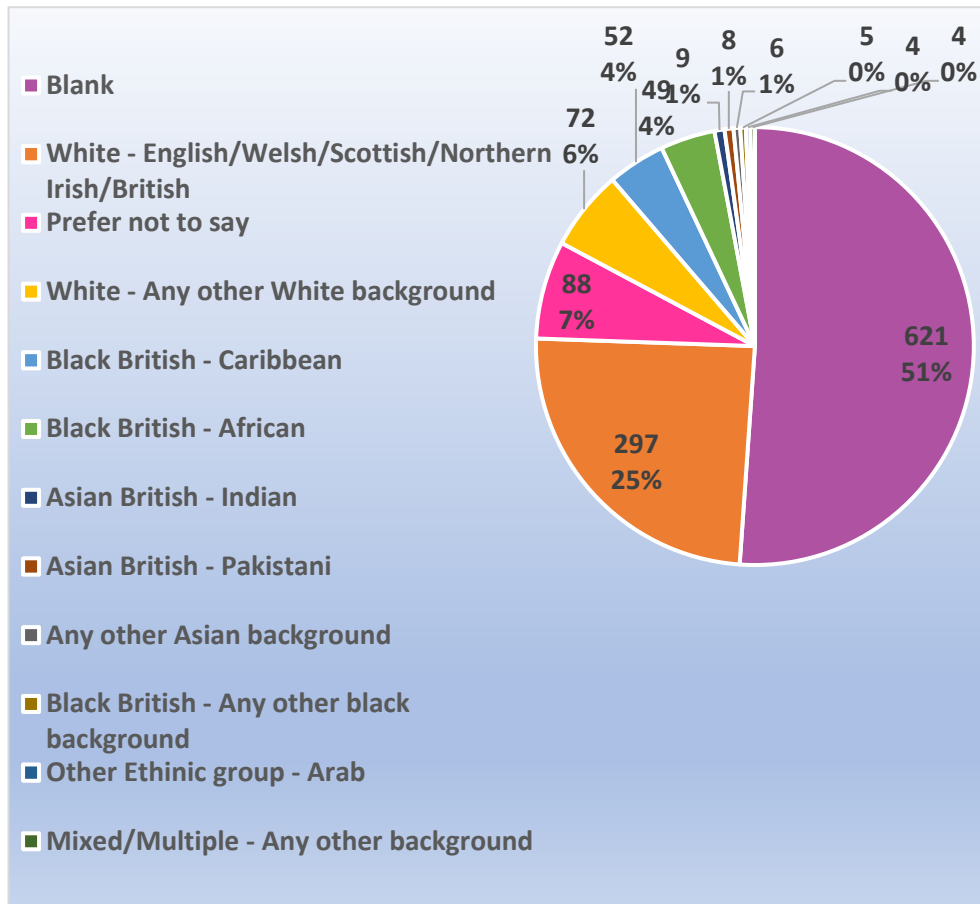
The pie chart shows the number of reviews received this quarter from different age groups. A large proportion of people leave blank or chose not to identify their age. For those that do provide this information, the majority of the feedback received was from the 65-74 age group with 10% (n.124), followed by 55-64 age group with 9% (n.104), and the 75-84 age group with 7% (85). Although there is representation in the lower age groups, given the boroughs profile, further work will be done to increase feedback from these groups in future quarters.



Age of Patients

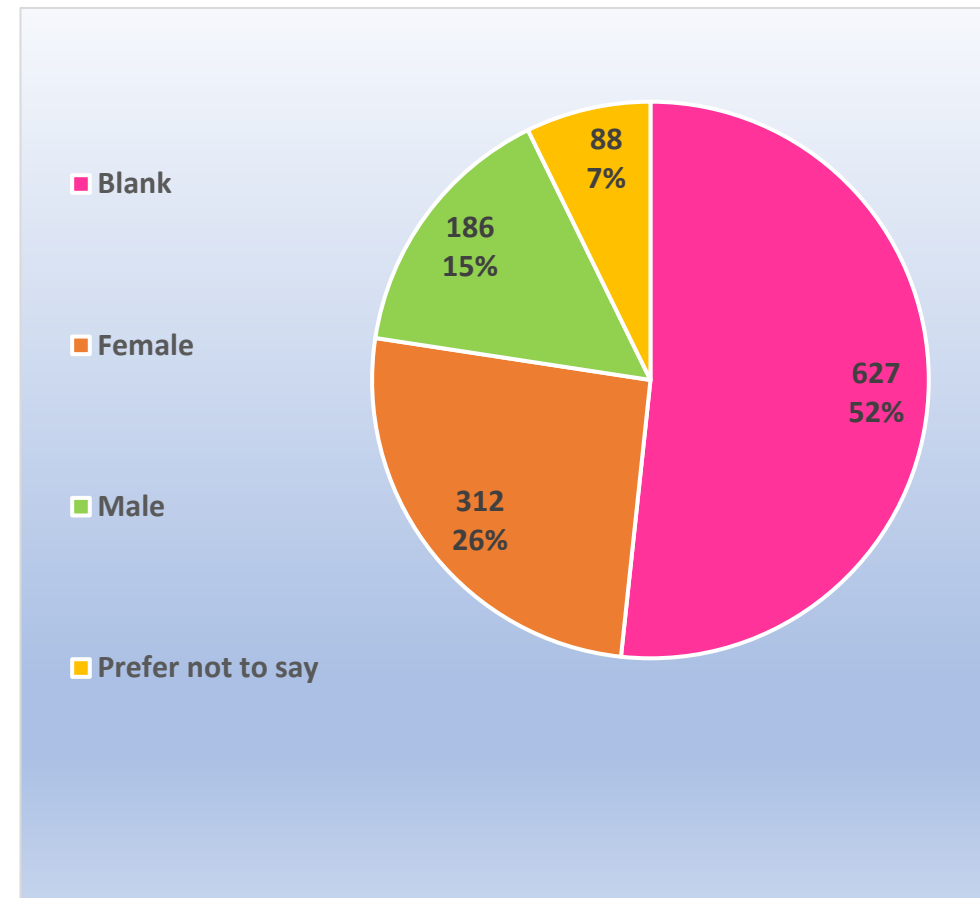
Demographic Information (July - September)

In terms of ethnicity, excluding the 51% (n.621) who did not complete this section, the largest proportion of feedback received this quarter was from people who identified as 'White British', 25% (n.297). The next highest category was from people who identify as 'Other White background' 6% (n.72), followed by 'Black British Caribbean' 4% (n.52) and 'Black British African' 4% (n.49). Further monitoring of ethnicity data will take place to help direct targeted engagement work in the future.



Ethnicity of Patients

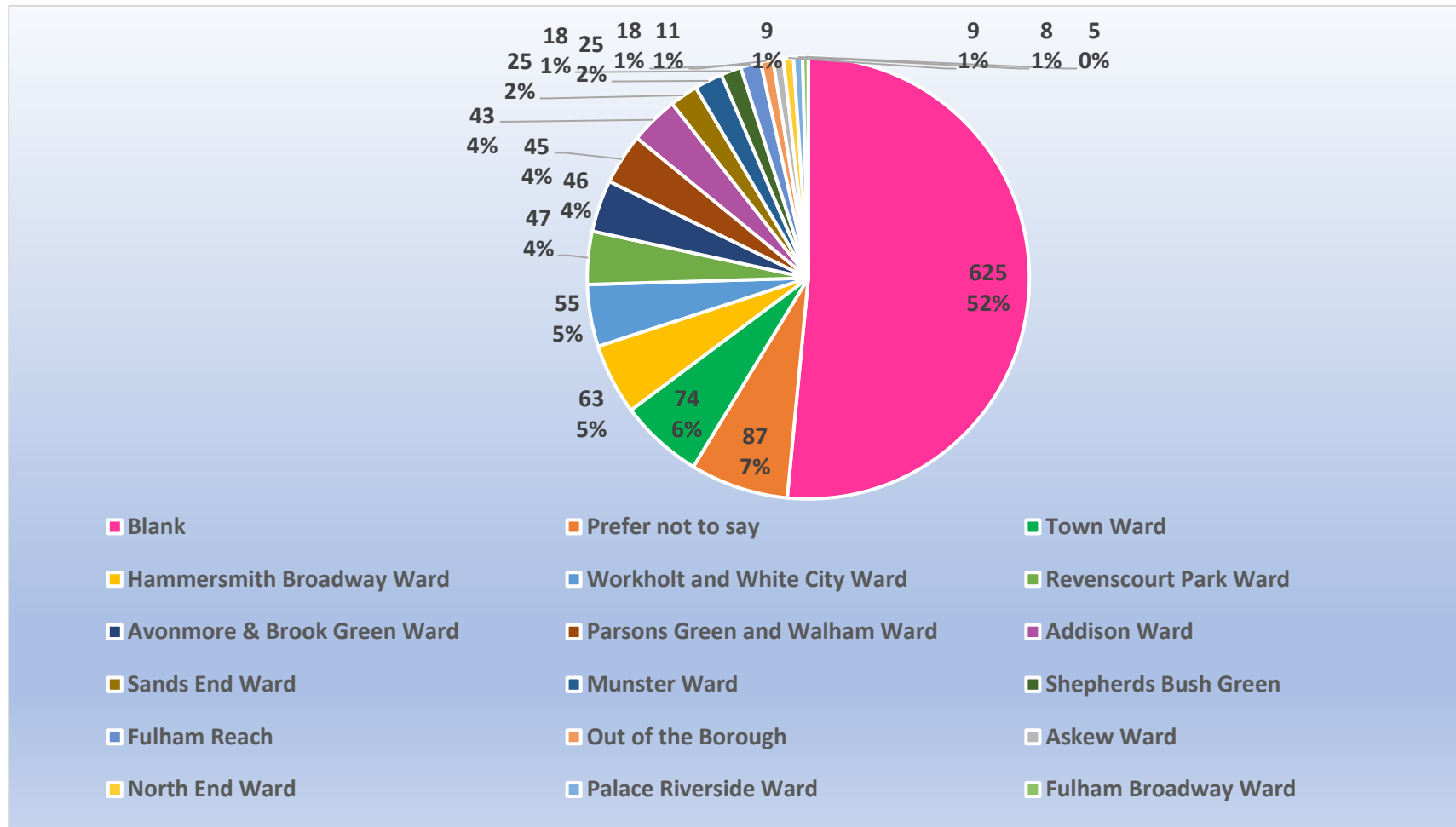
The pie chart below shows the number of reviews received by gender from July to September 2020. Excluding the 52% (627) that was left blank, the majority of the reviews received this quarter are from females 26% (n.312) followed by male 15% (n.186). During our Direct Telephone Engagement work we have noticed that women are more willing to share their experiences. Further work will be undertaken to better appeal to men in the future.



Gender of Patients

Demographic Information (July - September)

During our direct telephone engagement, we have managed to speak to people living in 15 different areas across the borough of Hammersmith & Fulham. The highest number of the reviews was received from residents in Town Ward 6% (n.74) followed by Hammersmith Broadway Ward 5% (n.63), Workholt and White City Ward 5% (n.55). The least number of reviews were received from Fulham Broadway Ward 0% (n.5), Palace Riverside Ward 1% (n.9) and Askew Ward 1% (n.9). In quarter 3 we will continue to try and reach more people in the areas where we have received less reviews.



Patient's area of residence

During the Q2 period we were able to substantially increase our number of patient experience reviews to over 1200. This improvement represents a return to our usual target figure, delivered in what continues to be a challenging time for engagement work. Our Patient Experience model developed substantially from Q1 to Q2 and now incorporates a significant degree of Direct Telephone Engagement, allowing us to speak with individuals to gather feedback and rely less on online reviews as a predominant feature of feedback. The former provides a more balanced overview of experiences akin to our outreach, face-to-face model. This new approach has also benefited residents through additional provision of information and signposting and a level of befriending for many of those contacted over the telephone. Through our calls we have signposted many to Age UK, CAN, Foodbanks and Mutual Aid Groups. People have also expressed great gratitude in being contacted, having someone to talk to and sadly, reported a great deal of isolation temporarily reduced by our calls.

For this quarter we collected 1213 reviews. There were 990 (82%) positive reviews with star rating 4-5, 75 (6%) neutral reviews with a star rating 3 and 148 (18%) negative reviews with star rating 1-2. As we saw in Q1, the positive experiences far outweigh the negative experiences overall. Similarly, to Q1, the 1-star rating in Q2 received a higher proportion of reviews than we are perhaps used to seeing - when compared with previous patient experience data from our other boroughs the 1-star rating is usually very low. This may be due in part to the continuing impact of the pandemic on experiences and may also be down to online reviews still being a feature of our data. The percentage of 1-star ratings will continue to be monitored in future quarters.

If we look beyond this overall picture and at specific service areas, findings indicate the following:

GP services

Positive feedback remains high around the Treatment and Care theme (86%) and Staff theme (76%), as well as associated sub themes (Quality of Treatment, Explanation of Treatment and Care, Staff Attitude). The Access to Services theme received mixed feedback overall (53% positive), as did Waiting Times, which was slightly more negative (only 45% positive). The Administration theme received more positive feedback than negative (65% positive), with very similar figures for the sub-theme Booking appointment.

Hospital Services

In terms of hospital services, the predominant areas of concern are around 'Waiting Times (68% positive, 27% negative, 5% neutral), 'Appointment Availability and Booking Appointment ', (75% positive, 25% negative respectively). Areas of good practice can be found across the following themes and sub themes: Treatment and care - Quality of Care (95% positive); 'Treatment explanation' (91% positive); 'Staff attitude' (90% positive).

Pharmacy Services

Overall, patients/service users are satisfied with the Staff Attitude at their respective pharmacy and the way the pharmacy is run. 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 Quality of Care their receive from their dentist and the staff attitude.

Optician Services

Overall, patients/service users are satisfied with the Staff Attitude at their respective optician.

PCN - Specific Network Areas

If we look at the individual PC Network Areas on pages 42-47, we see that for the majority of PCN's there is an issue around Administration, Booking Appointment, Getting through the telephone and Appointment Availability. The Treatment and Care and Staff themes were all generally positive. The areas that had the most negative ratings were the North H&F PCN, H&F Partnership and South Fulham PCN.

Healthwatch Hammersmith and Fulham will share the findings contained within this report at various commissioning, provider and local authority led boards and committees.

These include:

- Hammersmith and Fulham Health and WellBeing Board
- Hammersmith and Fulham Scrutiny Committee Health Inclusion and Social Care Policy and Inclusion Committee
- Hammersmith and Fulham Clinical Commissioning Group - Patient Reference Group

As well as these formal meetings, we attend and co-ordinate a number of meetings with partners in order to share the findings of the report highlighting areas of concern and interest.

In December 2020, the eight Clinical Commissioning Groups in North West London moved to a single staffing structure in January 2021 ahead of the planned CCG Merger in April 2021, which has changed local decision-making structures.

We at Healthwatch Hammersmith and Fulham will identify opportunities to share our findings within this new arrangement landscape. We will continue to develop and grow the Patient Experience Programme and explore ways to remotely engage with service users under the continuing COVID-19 measures including promote feedback through our social media channels and attending community forums.

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)

- 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
- Shepherds 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
- Other religion.....
- Jewish

What is your sexual orientation?

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

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

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

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

Ambulance Staff/Paramedics

Staff

Attitudes

Staff

Capacity

Staff

District Nurses/Health Visitors

Staff

General

Staff

Midwives

Staff

Staffing levels/Lack of

Staff

Suitability

Staff

Training and development

Treatment and care

Effectiveness

Treatment and care

Experience

Treatment and care

Quality

Treatment and care

Safety of Care/Treatment

Treatment and care

Treatment Explanation

Treatment and care

Lack of support

