

**PATIENT EXPERIENCE  
REPORT 2020/2021  
QUARTER 3  
October-December**



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

This is the third Patient Experience Report for Healthwatch Hammersmith & Fulham, covering the period October-December 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 websites, Imperial Healthcare NHS Trust 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 increase 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 the population of Hammersmith and Fulham, 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 3 period, October-December 2020. During this time, we collected 1165 reviews, slightly short of our quarterly target of 1200, due to Christmas holidays. However, 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

- 929 (80%) were positive with a star rating of 4-5,
- 75 (6%) were neutral with a star rating of 3, and
- 161 (14%) 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 sentiments 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

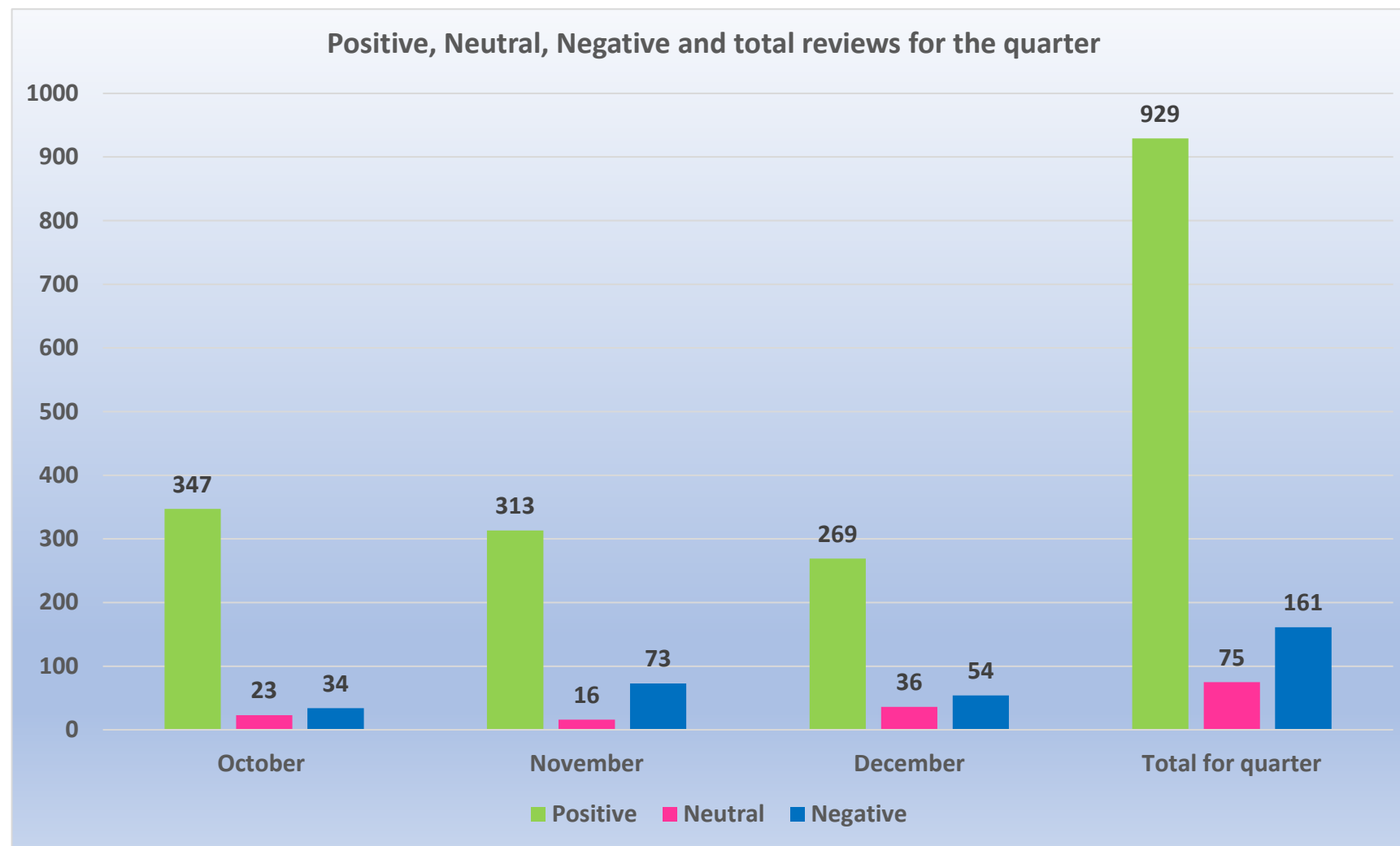
The table below shows a breakdown of the negative, neutral, and positive patient reviews (see the appendices for examples of our physical and online questionnaires).

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 929 positive responses, 161 negative responses and 75 neutral responses have been recorded.

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
October	34	23	347
November	73	16	313
December	54	36	269
Total	161	75	929

# 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.

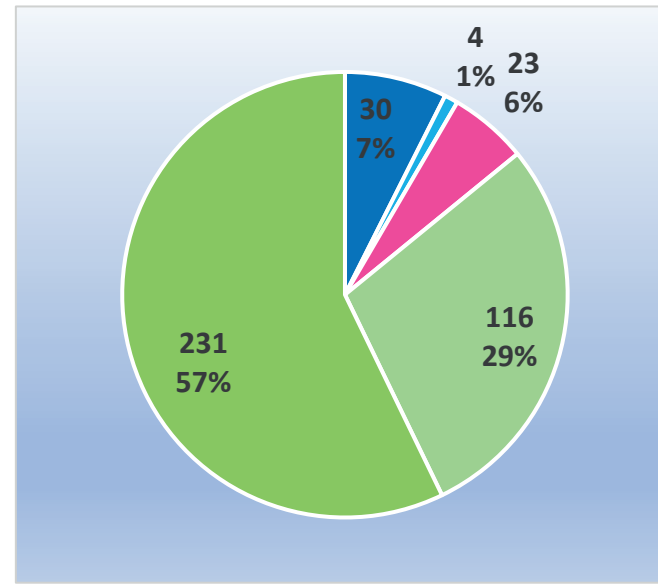


# Overall Star Ratings

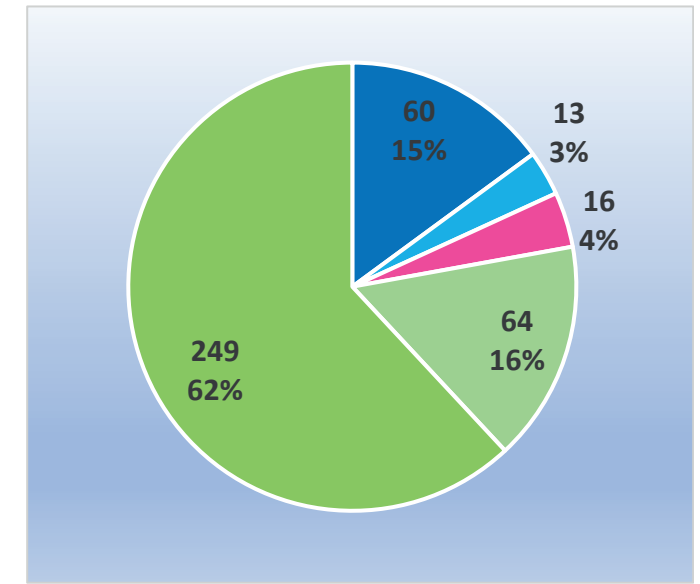
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

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

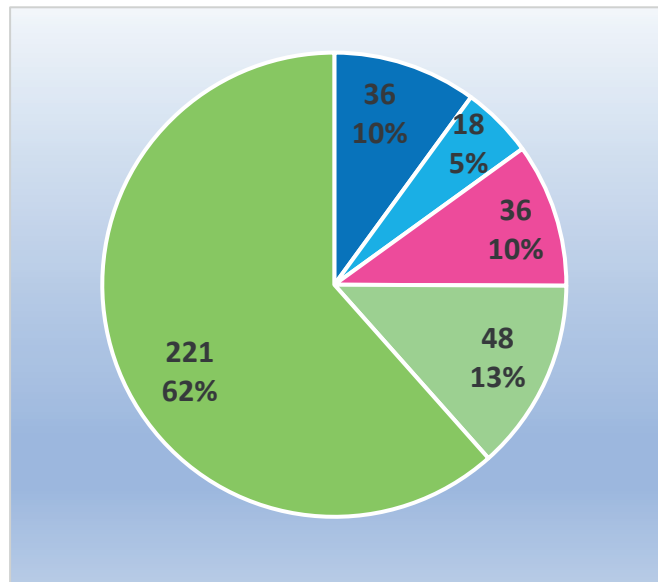
The overall star ratings for services tell us that people are very satisfied.



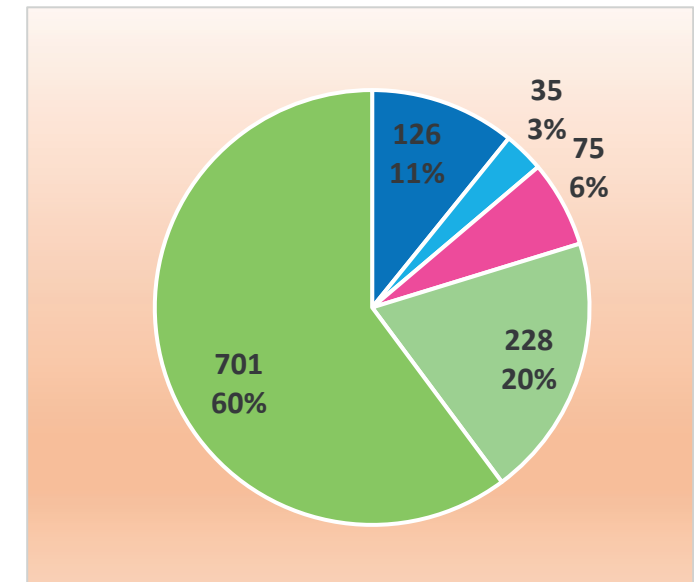
October



November



December



Total for Quarter 3



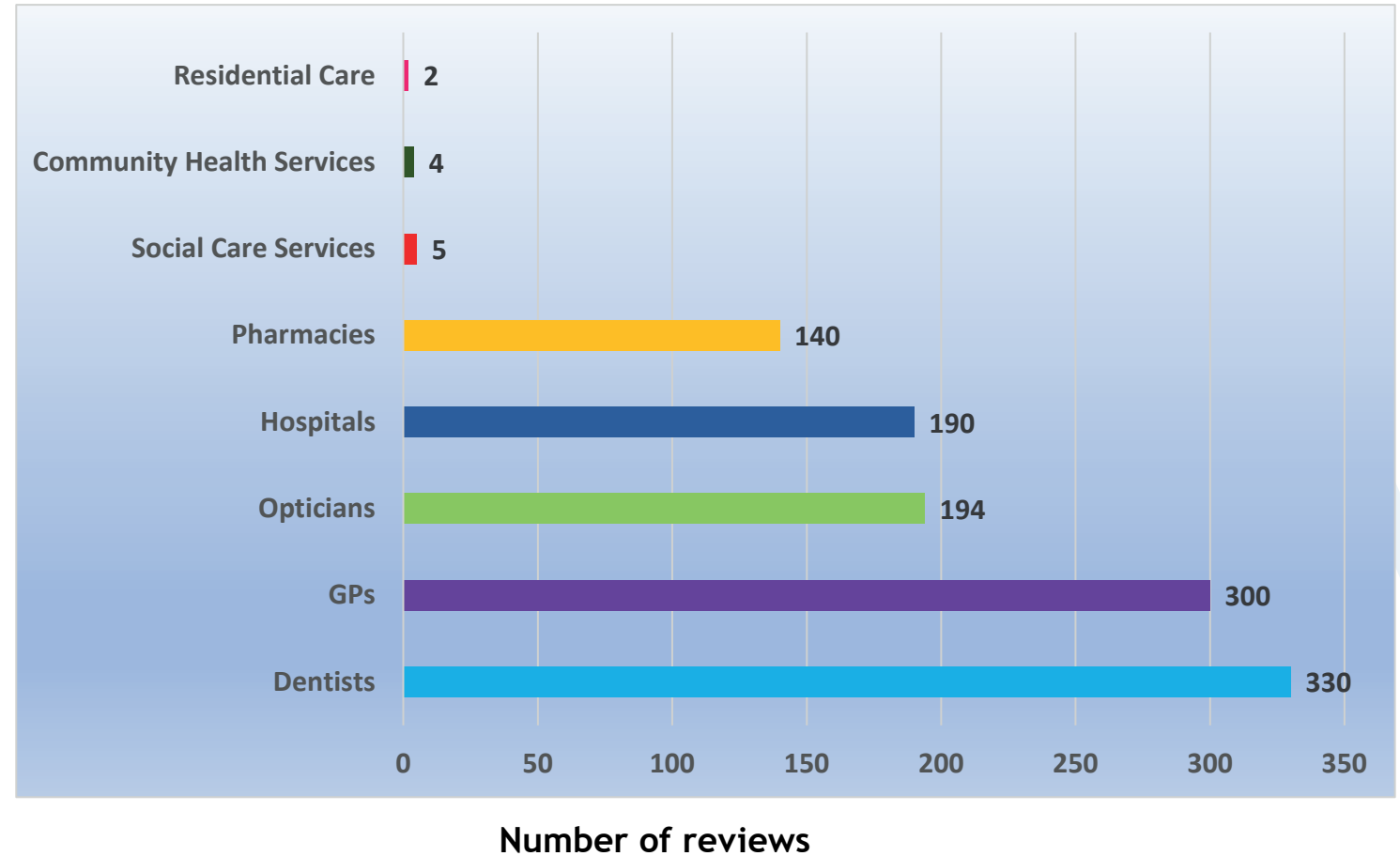
# Total Reviews per service category

The patient reviews recorded for this quarter cover 8 service type categories, as seen in this chart.

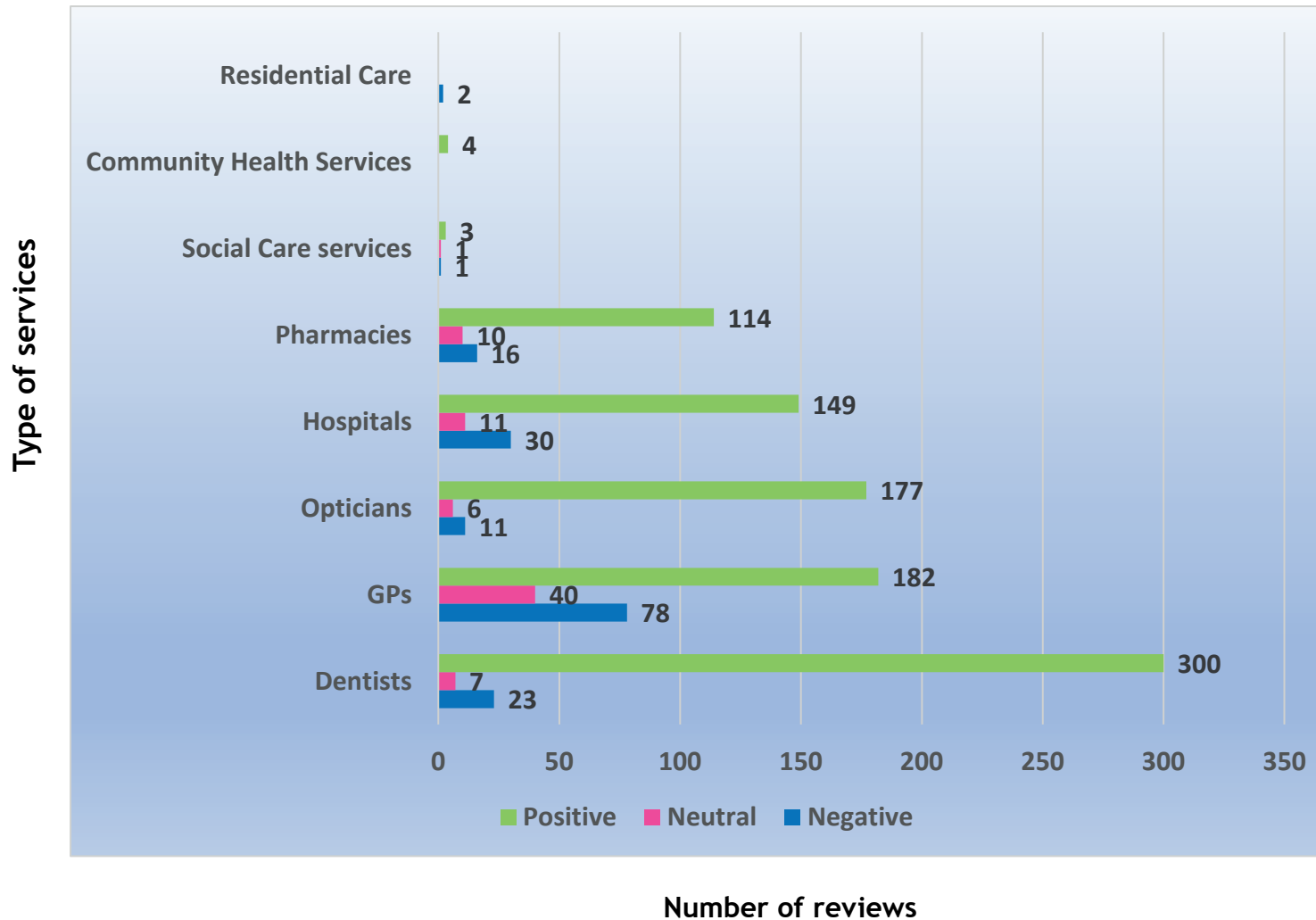
The category with the highest number of reviews recorded is the Dentists (330), followed by GPs category (300), then Opticians (194).

For this quarter, the number of GPs reviews have decreased by 83 compared to Q2. This is due to the Christmas holidays where we were unable to undertake the direct telephone engagement in the last two weeks of December.

Type of services



# Distribution of Positive, Neutral & Negative



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

- 28% of the reviews were about people's experiences of Dentists, an increase of 4% from last quarter.
- 26% of the reviews were about people's experiences of GP services, a decrease of 6% from last quarter.
- 17% of the reviews were about people's experiences of Opticians, an increase of 8% from last quarter.
- 16% of the reviews were about people's experiences with Hospitals, an increase of 2% from last quarter.
- Other comments were about Pharmacies, Community Health Services, Residential Care and Social Care.

Of these services:

Dentists and Opticians received the highest proportion of positive reviews at 91%, followed by Pharmacies with 81%, Hospitals with 78% and GPs with 61%. There was a decrease of 7% 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 theme-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 sentiments 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 Q3 these areas are:

- GPs
- Hospitals and
- Pharmacies



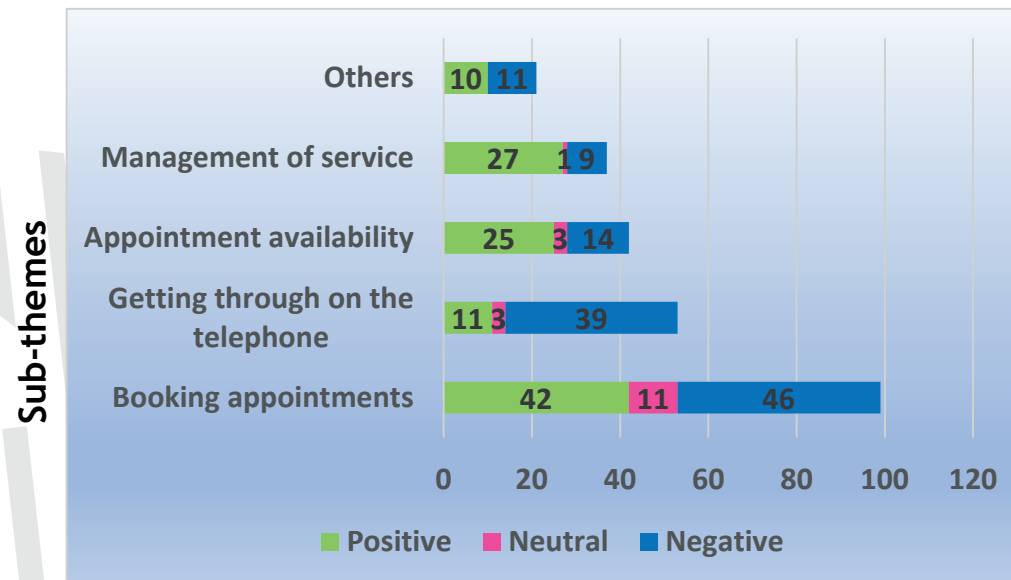
# GP Themes and Sub-Themes

**Administration** remains one of most applied themes for GPs this quarter. The theme was applied on 252 counts, with 46% (n.116) of these being positive, 7% (n.18) being neutral and 47% (n.118) were negative.

**Booking an Appointment** was the most popular within this category as this sub-theme attracted 99 responses of which 42% (n.42) were positive, 11% (n.11) neutral and 46% (n.46) were negative, caused by patients being unable to book an appointment. The negative sentiment has increased this quarter compared to quarter two, where it was 32%. Patients/services users continue to have issue accessing their GPs due to the current situation. The negative sentiment keeps increasing from quarter to quarter. On a more encouraging note, 73% (n.27) of the 37 reviews which discussed **Management of Service**, mentioned it in a positive context.

For the **Appointment Availability** sub theme there were 42 counts, of which 60% (n.25) were positive, 7% (n.3) neutral and 33% (n.14) 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 74% (n.39) being negative, caused by patients not being able to speak to the receptionist on the phone when trying to book an appointment or ask for advice.

## Top sub-themes for Administration



Number of reviews

### Positive reviews

"They are very good with me. I have been able to book an appointment over the phone and I had a face to face appointment."

GP Surgery

"Great service, very easy to book an appointment, the staff are very nice and very helpful. If it's an emergency they will find you an appointment."

GP Surgery

### Negative/Neutral reviews

"It is very difficult to book an appointment, every time I've called there has been an automated message telling me there is no availability."

GP surgery

### Neutral reviews

"Some days you can get through to the doctors other days it is harder. It is not as easy as before prior to COVID."

GP surgery

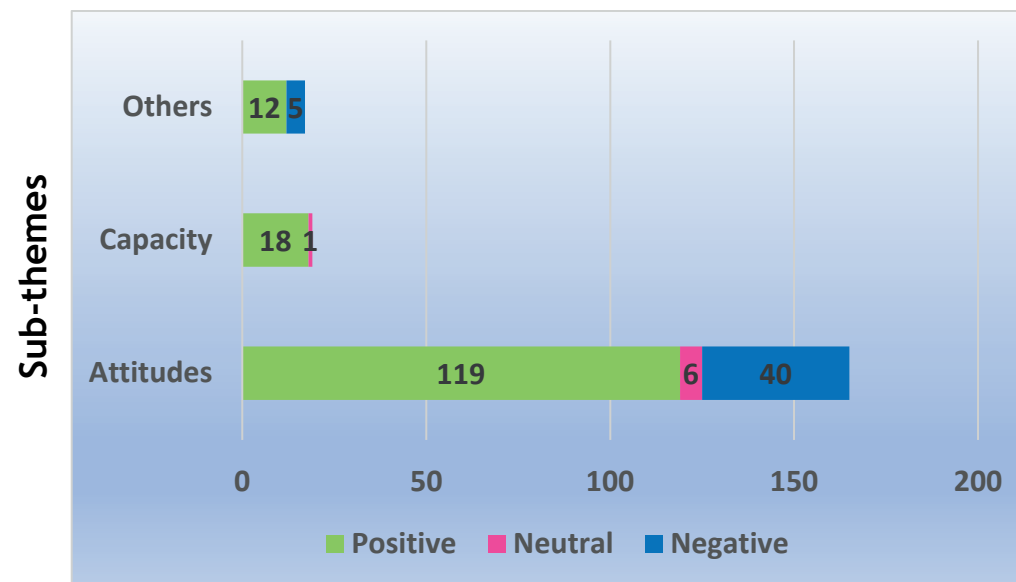
# GP Themes and Sub-Themes

In this quarter, **Staff** was the second most applied theme for GPs. It received 202 reviews: 74% (150) were positive, 4% (8) were neutral and 22% (44) 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

"They have been very helpful, great communication with them."

GP surgery

"Staff excellent, they know my name. I have been with the practice for 40 years even though I moved to Shepherds Bush, I am still with the same surgery."

GP surgery

## Negative reviews

"Disgraceful. What exactly are the receptionists there for? Not much clearly as they seem unable to make appointments or do anything really apart from be rude, unhelpful and incompetent."

GP surgery

"The receptionist is so rude, unfriendly, no help whatsoever, gets everything wrong & unwilling to help out. I don't know how she can have a job there."

GP surgery

## Neutral reviews

"They have been okay. Some of the receptionists are not nice, a bit rude."

GP surgery

# GP Themes and Sub-Themes

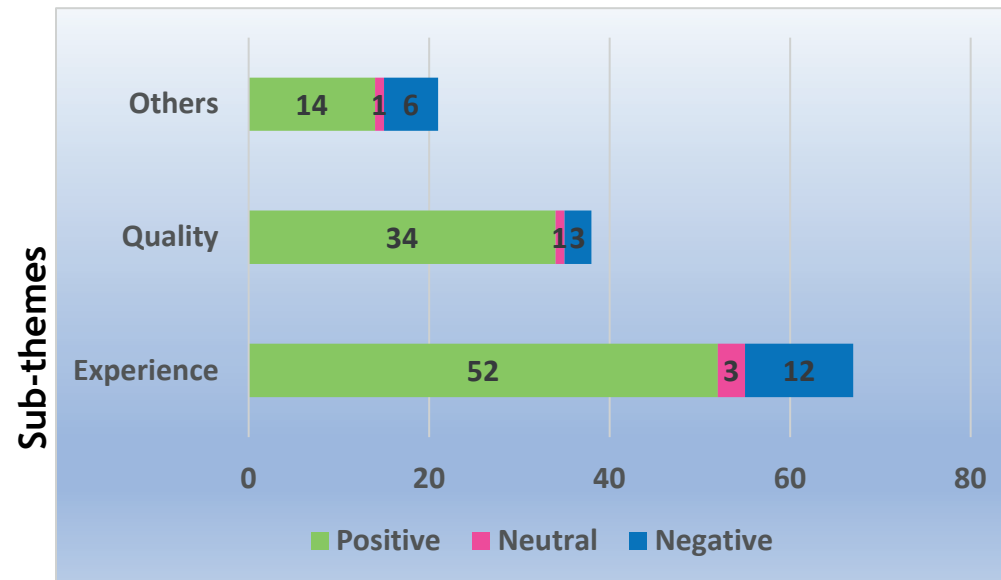
**Treatment of Care** was the third most applied theme for GPs this quarter. It received 126 reviews with 79% (n.100) being positive, 4% (n.5) neutral and 17% (n.21) being negative.

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

The sub-theme **Experience** received the highest proportion of feedback with a positive sentiment of 78% (n.52).

The second highest review of that category is the **Quality of Care** sub-theme, which received 89% of positive reviews. This indicates that patients were satisfied with the **Quality of Care** at their GPs'.

## Top sub-themes for Treatment and Care



### Positive reviews

"The treatment is very good. They do explain well, and refer you to the hospital or do blood test. I am very happy with that."

*GP surgery*

"The whole experience was very efficient and easy. All staff were extremely professional, helpful and friendly."

*GP surgery*

### Negative review

"I've been with this surgery for years, every time I call up with medical issues it's never resolved. It's been 6 months since I spoke to the doctor about a hearing issue and still to this day I'm struggling to even get a proper response."

*GP surgery*

### Neutral review

"It's okay, the staff are okay, treatment is okay and getting an appointment is okay."

*GP surgery*

Number of reviews



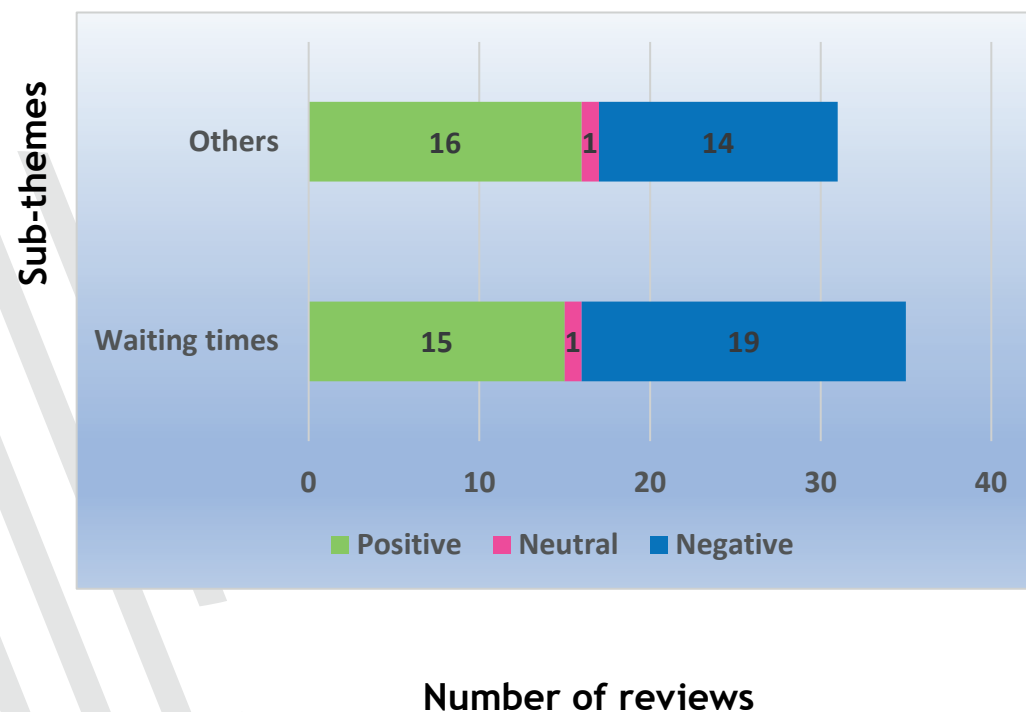
# GP Themes and Sub-Themes

**Access to Services** was the fourth most applied theme for GPs this quarter. It was applied 66 times with the majority of reviews being to do with the sub-theme **Waiting Times** which received 35 counts with 43% (n.15) being positive, 3% (n.1) neutral and 54% (n.19) negative. This shows an increase of 6% from quarter 2.

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

On a positive note, 43% of the reviews had a positive sentiment.

## Top sub-themes for Access to Services



### Positive reviews

“Great surgery, really lovely staff. Have tried Dr IQ and have found it extremely useful. A good way to get help from a doctor without having to wait days for an appointment.”

*GP surgery*

“It’s been a year and a half that I am using the service. The ability to talk to a medical professional often the same day, has changed my view of the NHS in general.”

*GP surgery*

### Negative reviews

“They say not to call the surgery to book an appointment but I am not good with technology. I have been having headache for 3 days now and I have been taking paracetamol and still not well. I cannot get through to them on the phone.”

*GP surgery*

“ You have to call in the morning if you want to speak to a doctor and sometimes it is impossible to get through as many people are trying to book an appointment.”

*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.67) of which (72% n.48) were positive, (21% n.14) neutral and (7% n.5) negative.
- Hammersmith Hospital: Total reviews for the quarter (n.30) of which (80% n.24) were positive, (10% n.3) neutral and (10% n.3) negative.
- St Mary's Hospital: Total reviews for the quarter (n.15) of which (73% n.11) were positive, (7% n.1) neutral and (20% n.3) negative.
- Queen Charlottes and Chelsea Hospital: Total reviews for the quarter (n.14) of which (50% n.7) were positive, (21% n.3) neutral and (29% n.4) negative.
- Western Eye Hospital: Total reviews for the quarter (n.22) of which (59% n.13) were positive, (14% n.3) neutral and (27% n.6) negative.

We have also looked at surrounding hospitals that most our residents attend which are Chelsea and Westminster Hospital NHS Foundation Trust. These hospitals are:

- Chelsea & Westminster Hospital: Total reviews for the quarter (n.30) of which (63% n.19) were positive, (4% n.1) neutral and (33% n.10) negative.
- West Middlesex University Hospital No reviews collected for this quarter.

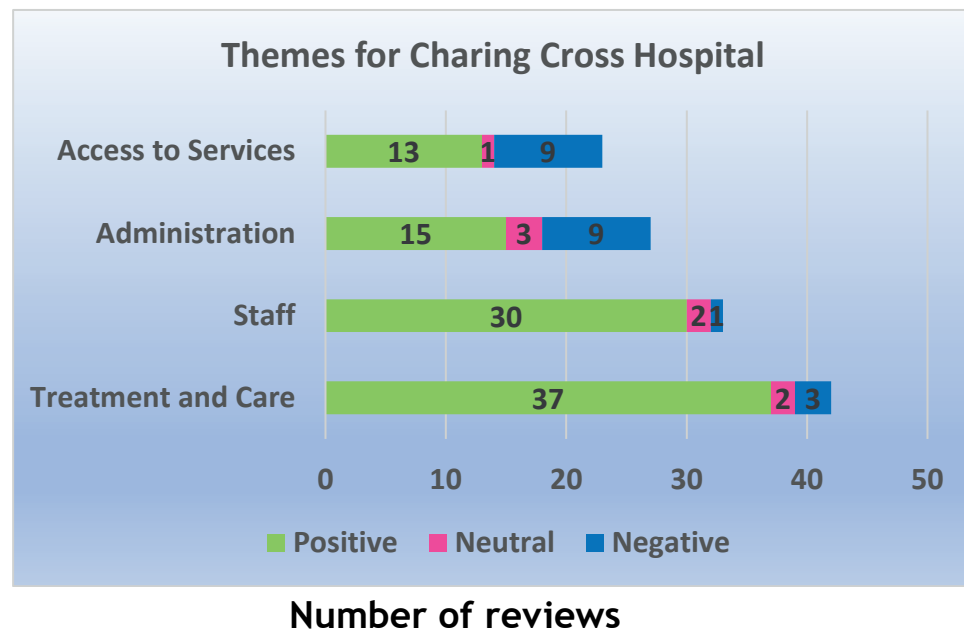
Other hospitals

- The Royal Marsden: Total reviews (n.1)
- 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.

# Themes summary for each hospitals

Themes

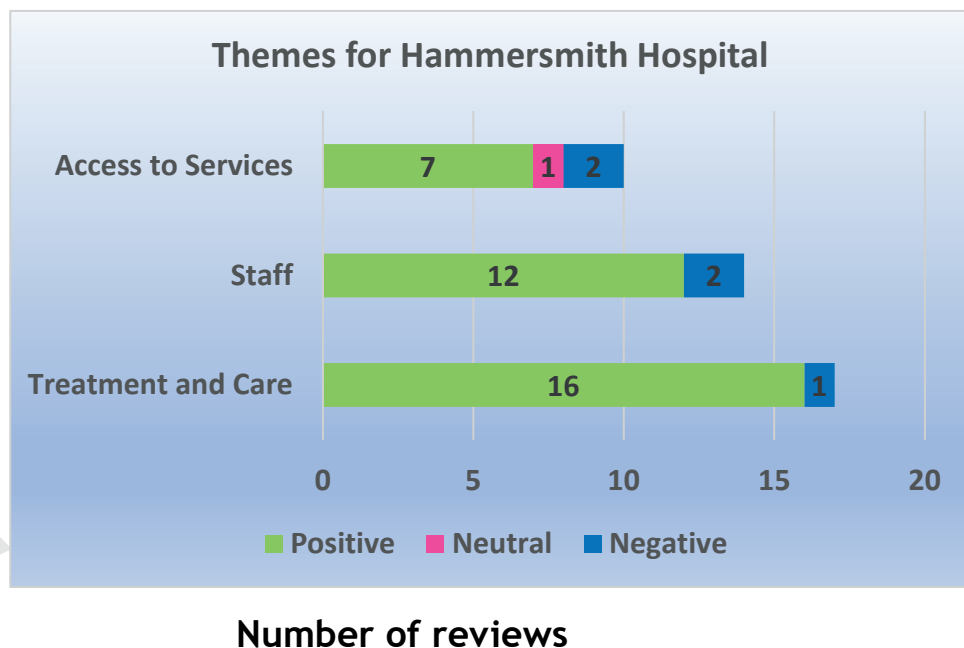


## Charing Cross Hospital:

The reviews for Charing Cross Hospital have been overwhelmingly positive. 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.

**Administration** and **Access to Service** received more balanced feedback, with just over half of the reviews being in support of current practices, however some issues around **Booking Appointment** and **Waiting Times** were identified indicating that patients had to wait longer for their appointment or as a result of their appointment being cancelled or postponed.

Themes



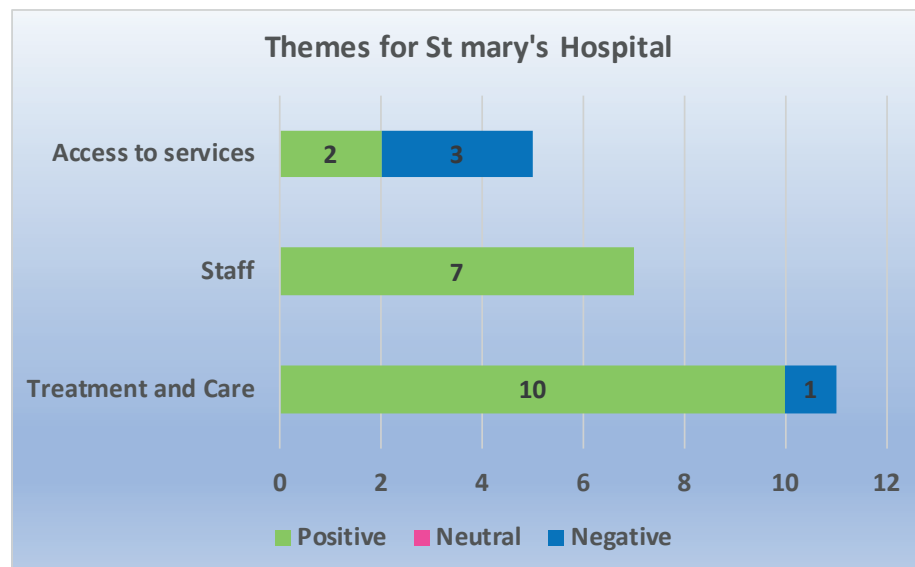
## Hammersmith Hospital:

Similarly, to last quarter **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. Three quarter of the reviews belonging to **Access to Services** have been positive, a slight increase in the positive reviews from quarter 2.



# Summary data for hospitals sites

Themes

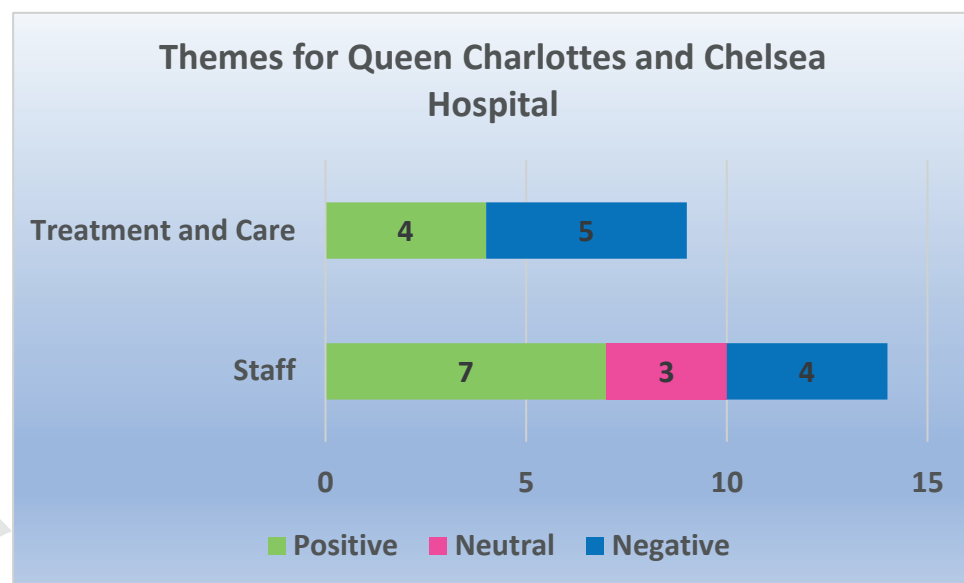


Number of reviews

## St Mary's Hospital:

The reviews belonging to St Mary's Hospital have been overwhelmingly positive this quarter. The theme **Treatment and Care** had the highest proportion of feedback with a positive sentiment. However, almost three quarter of reviews belonging to **Access to Services** theme were negative. The main issue remains around the sub-theme **Waiting Times**. The reviews related to the **Staff** theme were mostly positive.

Themes

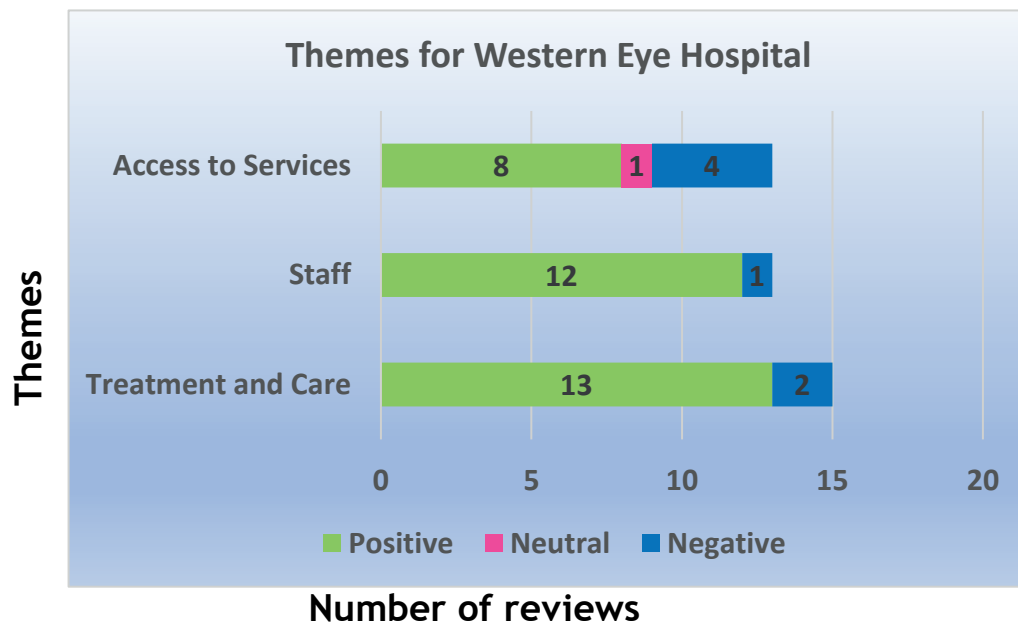


Number of reviews

## Queen Charlottes and Chelsea Hospital:

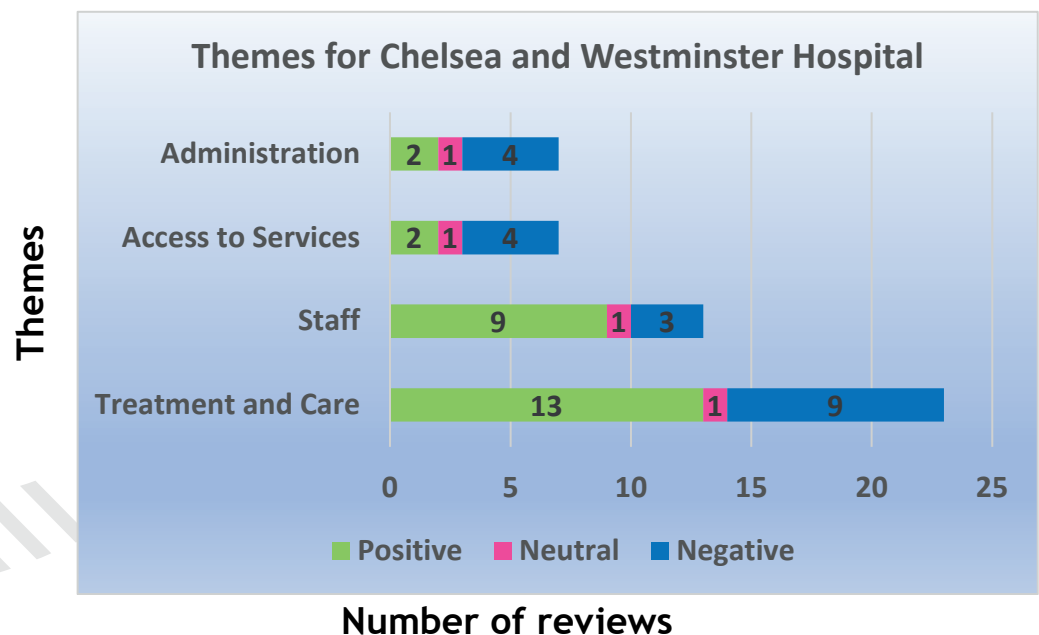
The reviews belonging to Queen Charlottes Hospital have a more balanced outlook between positive and negatives reviews. Almost three quarter of the reviews belonging to the **Staff** theme were positive and over 50% of the reviews belonging to **Treatment and Care** were negative.

# Summary data for hospitals sites



## Western Eye Hospital:

The reviews belonging to Western Eye Hospital have been overwhelmingly positive this quarter. The theme **Treatment and Care** had the highest proportion of feedback with a positive sentiment, followed by the **Staff** theme which also received overwhelmingly positive reviews. However, over 30% of the reviews belonging to **Access to Services** theme were negative. The main issue is around the sub-theme **Waiting Times**. On a positive note, over 50% of the reviews were positive.



## Chelsea and Westminster Hospital:

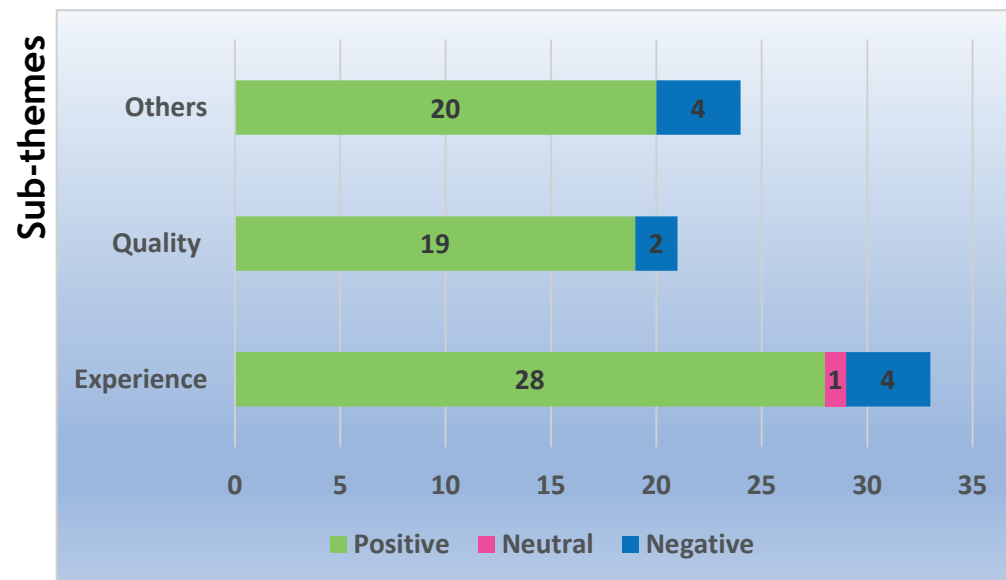
The reviews belonging to Chelsea and Westminster Hospital have been positive, however compared to last quarter the numbers of positive reviews has dropped massively. Over 50% of the reviews belonging to **Administration** theme received a negative sentiment, which was caused by patients/services users unable to obtain an appointment. Over 50% of the reviews related to **Treatment and Care** theme were positive as patients/services users were satisfied with the quality of care they received at the hospital. However, over 30% of the reviews were negative. The reviews belonging to the **Staff** theme were positive.

**Treatment and Care** was one of the most leading themes for Imperial College NHS Trust this quarter, with 79 comments highlighting this area. These reviews have been largely positive, as 85% (n.67) of patients/service users expressed their satisfaction and 13% (n.10) were negative.

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

The sub-theme **Experience** had the highest proportion of feedback with a positive sentiment of 85% (28). In addition, the reviews belonging to the sub-theme **Quality of Care** have been overwhelmingly positive with 86% (n.19) being positive.

## Top sub-themes for Treatment and Care



Number of reviews

### Positive reviews

“...I felt safe in the hospital. They explained the treatment well prior to attending the appointment.”

*Colonoscopy department*

“I fell and broke my arm, so went to the A&E and they did an excellent job. Within a week I had surgery and treatment. They were very efficient, they said I was in high risk, so they wanted to make sure I received all the care necessary.”

*A&E department*

### Negative reviews

“My daughter and I got sepsis, had an emergency C-section, stayed at the hospital for 2 weeks and got C-section. Midwives at the Labour ward were extremely bad. Didn't care for me, let my baby stay hungry for hours.”

*Maternity department*

“I had two children here; number of issues with clinical care first time round and clinical oversight and substandard care second time that led to me having an early C-section. They missed a preventable illness, despite me presenting with risk factors. ”

*Maternity department*

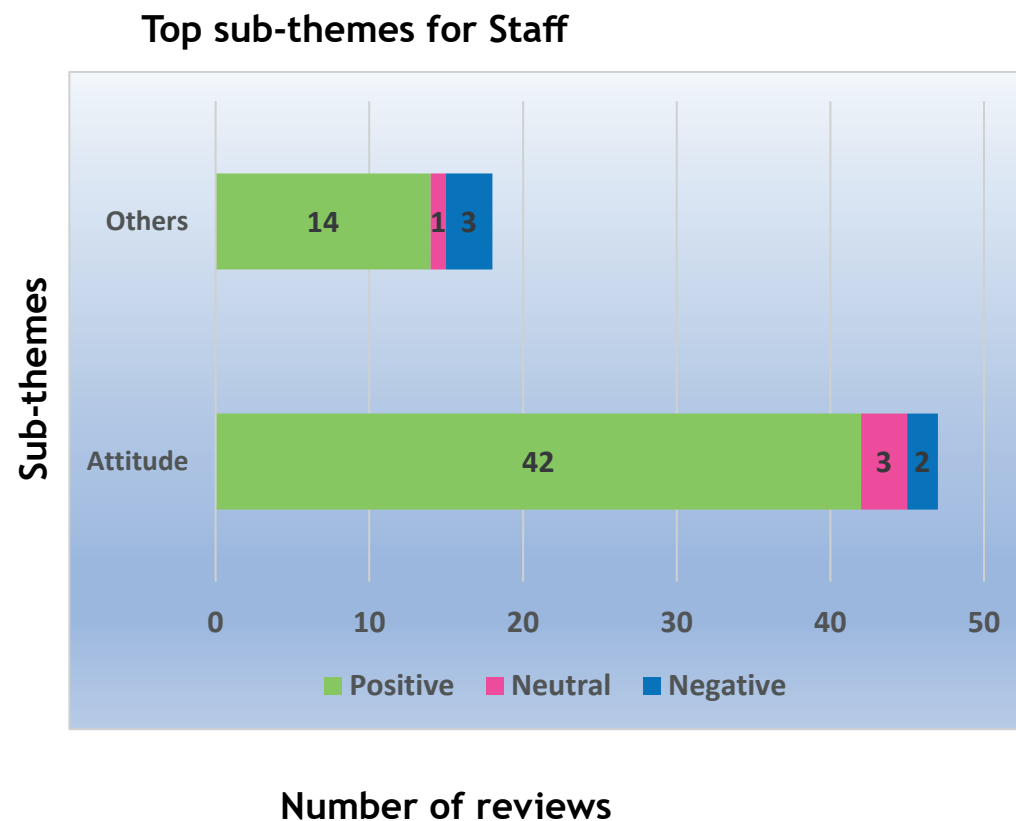


# Themes and Sub-Themes for Imperial College NHS Trust

**healthwatch**  
Hammersmith &  
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Q3 | 2020

**Staff** was our second most popular theme for Imperial College NHS Trust this quarter, and it attracted 65 patient reviews, with 86% (n.56) being positive, 6% (n.4) were neutral and 8% (n.5) negative. It also had the highest proportion of positive reviews out of all main themes discussing hospitals services.

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 two-thirds of the reviews 89% (n.42) within the **Staff** theme focusing on this area. Moreover, **Staff Attitude** received overwhelmingly positive comments, as 42 out of 47 of reviews have been left by patients commenting attitude of the hospital staff.



## Positive reviews

“Excellent experience, staff were amazing . Stayed few days and the night nurses were very nice.”

*ICU*

“I was taken by ambulance after I fainted and the staff looked after me very well. The treatment was great, I am home now and feel much better.”

*A&E department*

## Negative reviews

“Our son 22 yrs old was transferred from West Middlesex Hospital after having a stroke and we couldn't even see him or leave for him personal essentials. The A&E female receptionist didn't even show any understanding or compassion.”

*Urgent Care*

“Rude people. I would be treated better in the prison next door”

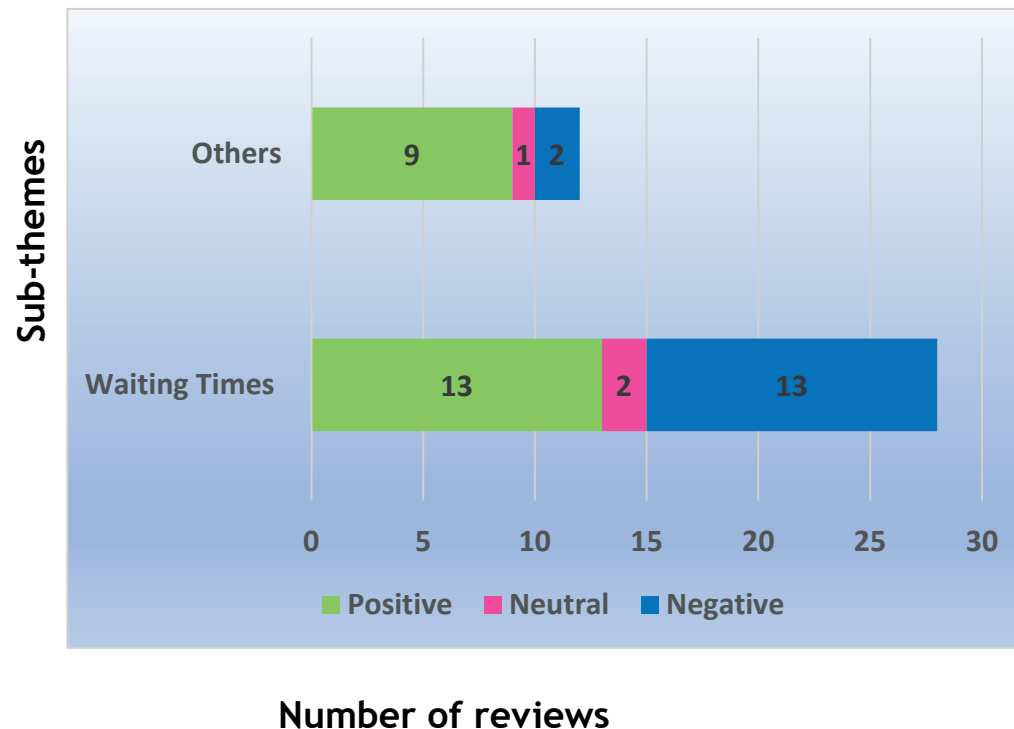
*Outpatient*

# Themes and Sub-Themes for Imperial College NHS Trust

On this occasion, **Access to Services** was our third most popular theme, with 40 patient reviews focusing on this area, 55% (n.23) were positive, 8% (n.3) were neutral and 38% (n.15) 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 almost three-quarters (n.28) of all **Access to Services** issues focusing on this topic. In addition, **Waiting Times** contributed the highest number of reviews with a more balanced outlook between positive and negatives reviews, suggesting that patients/service users are having difficulty booking an outpatient appointment.

Top sub-themes for Access to Service



## Positive reviews

"Attended the x ray department and it was very quick - in and out. I did not have to sit, as the moment I got there I was seen and left."

*X ray department*

"...The waiting time was not longer than 5 minutes. Dr P was very knowledgeable and very kind. Brilliant experience."

*Blood test department*

## Negative reviews

"I was seen by the Neurology department and had to wait a long time for my appointment. Two appointments were cancelled then had another one that was postponed and we are still waiting."

*Neurology department*

"Very disorganised, missing the element of care, patients are only a number, looking understaffed but a lot of people working but not working, that what we call staff on the payroll only, three hours and still waiting for treatment for an eye accident that is extremely painful."

*A&E department*

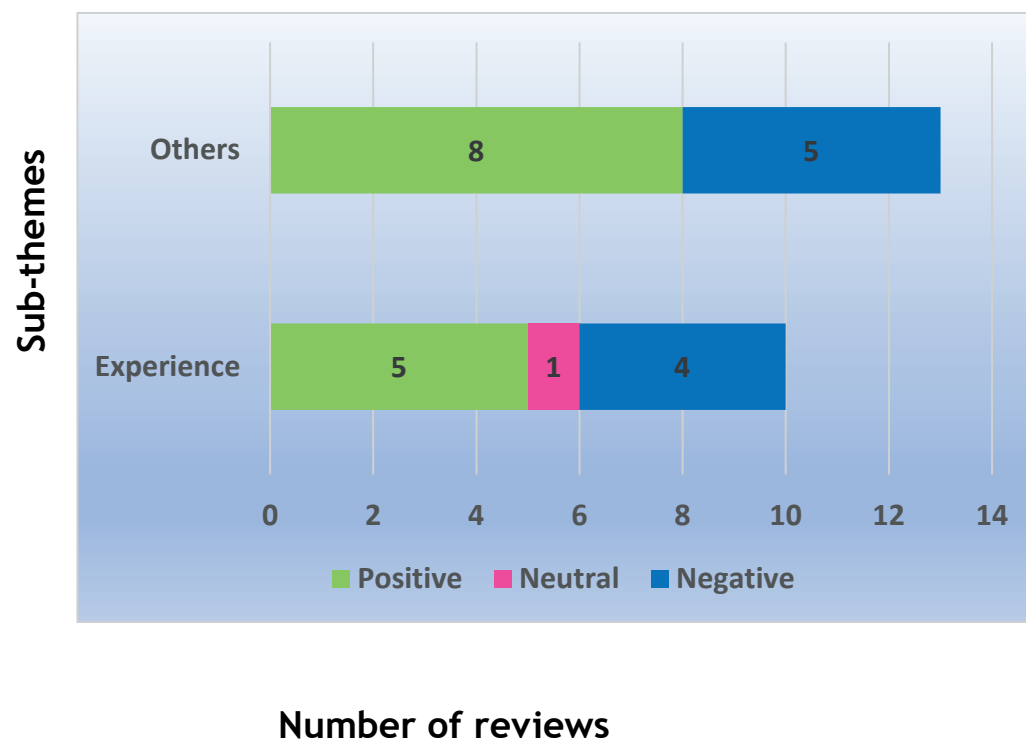
# Themes and Sub-Themes for Chelsea and Westminster NHS Foundation Trust

**Treatment and Care** was one of the most leading themes for Chelsea and Westminster Foundation Trust this quarter, with 23 comments highlighting this area. Over half of the reviews belonging to the **Treatment and Care** theme have been positive, with 57% (n.13) of patients/ service users expressed their satisfaction and 39% (n.9) were negative.

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

The sub-theme **Experience of Care** had the highest proportion of feedback with a more balanced outlook between positive and negatives reviews.

Top sub-themes for Treatment and Care



## Positive reviews

"I had a open myomectomy last week in this hospital. I cannot thank the amazing staff enough. They took good care of me. It was a difficult surgery but my team of surgeons did a fantastic job. All I can say is NHS at it finest!"

*Myomectomy department*

"Exceptional treatment by the staff at this hospital, from the Urgent Care receptionists to the X ray team. Great bedside manner and genuine politeness from a doctor P. A true testament to the NHS."

*Urgent Care*

## Negative reviews

"I had a bad experience when I was giving birth, I went to the hospital a few time and the midwives keep telling me is not time."

*Maternity department*

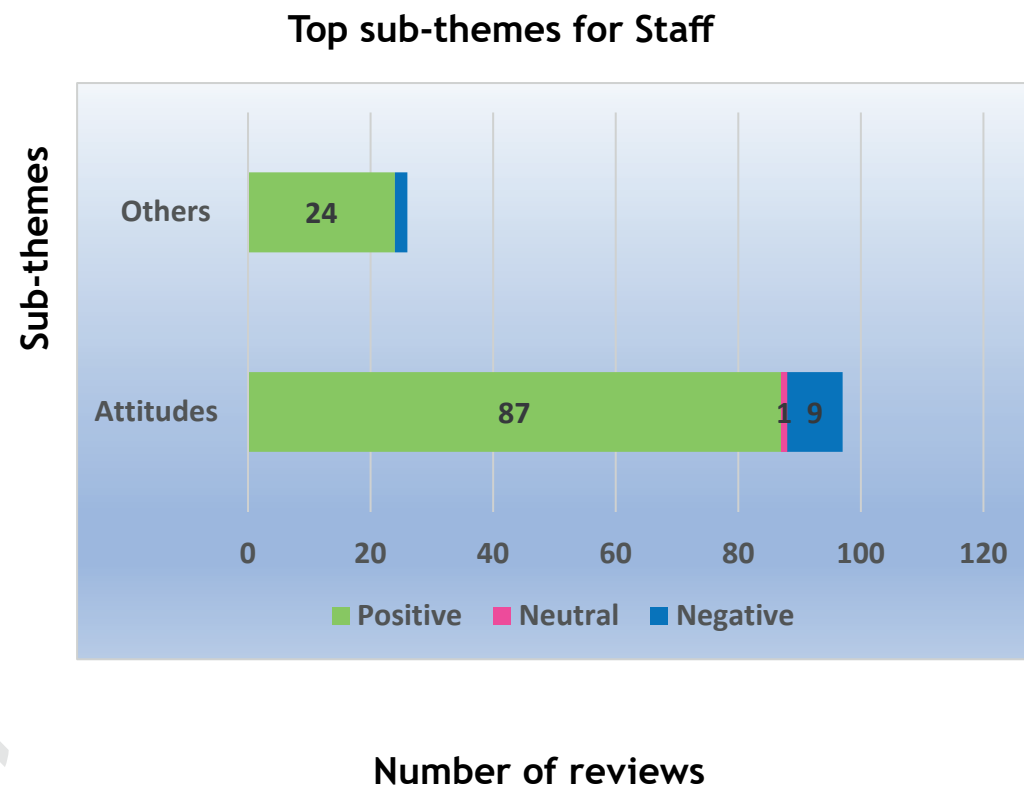
"Visited Urgent Care twice in August 2020. The waiting time was reasonable however the professionalism leaves much to be desired. I was misdiagnosed twice, given no appropriate pain relief."

*Urgent Care department*

# Pharmacy Themes and Sub-Themes

On this occasion **Staff** was the most popular theme with 123 reviews focusing on this area, with 90% (n.110) being positive 1% (n.2) neutral and 9% (n.11) 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 90% (n.87) being positive, 1% (n.1) neutral and 9% (n.9) negative. Patients are generally happy with the staff attitude at individual pharmacies.



## Positive reviews

"The pharmacist is very nice. The doctor sent my prescription to them and they delivered it to me. Occasionally, if I don't have my prescription the pharmacist helps me."

Pharmacy

"Very nice staff, manage my prescription very well and also deliver for me."

Pharmacy

## Negative / Neutral reviews

"Rude staff with hostile attitude shocking behaviour. Very bad experience."

Pharmacy

"Very rude people. Worst customer service I've ever experienced."

Pharmacy

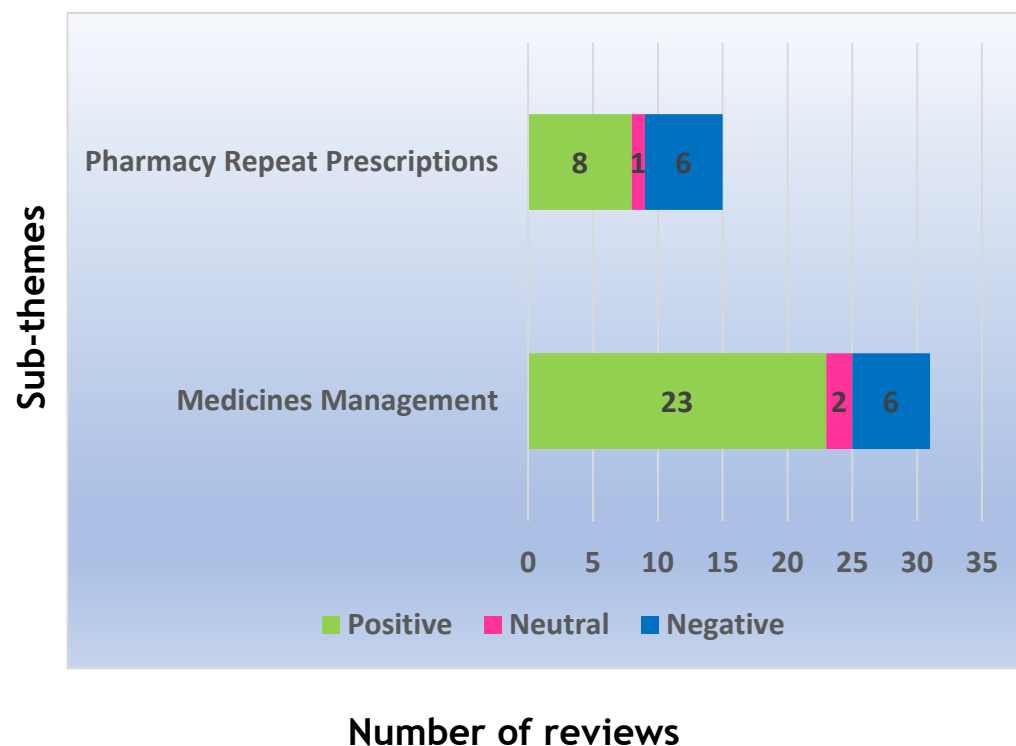


# Pharmacy Themes and Sub-Themes

**Medication** is the second highest theme applied this quarter with 46 counts. Overall, 67% (n.31) being positive, 7% (n.3) neutral and 26% (n.12) negative.

**The Medicines Management** sub theme dominated in terms of which sub-themes were selected, receiving 31 counts. 74% (n.23) were positive, 7% (n.2) neutral and 19% (n.6) were negative. **Pharmacy Repeat Prescription** sub-theme also received a positive sentiment.

Top sub-themes for Medication



## Positive reviews

"Nice staff, always happy with the service, they managed my prescription well."

Pharmacy

"They have been good, they were delivering my medication for me during the lockdown."

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** "It's a nightmare, the medicine is never on time, there is always a problem and I have to wait there for an hour for my medication. The management is poor, staff are not sure what they are doing. It's a total nightmare."

Pharmacy

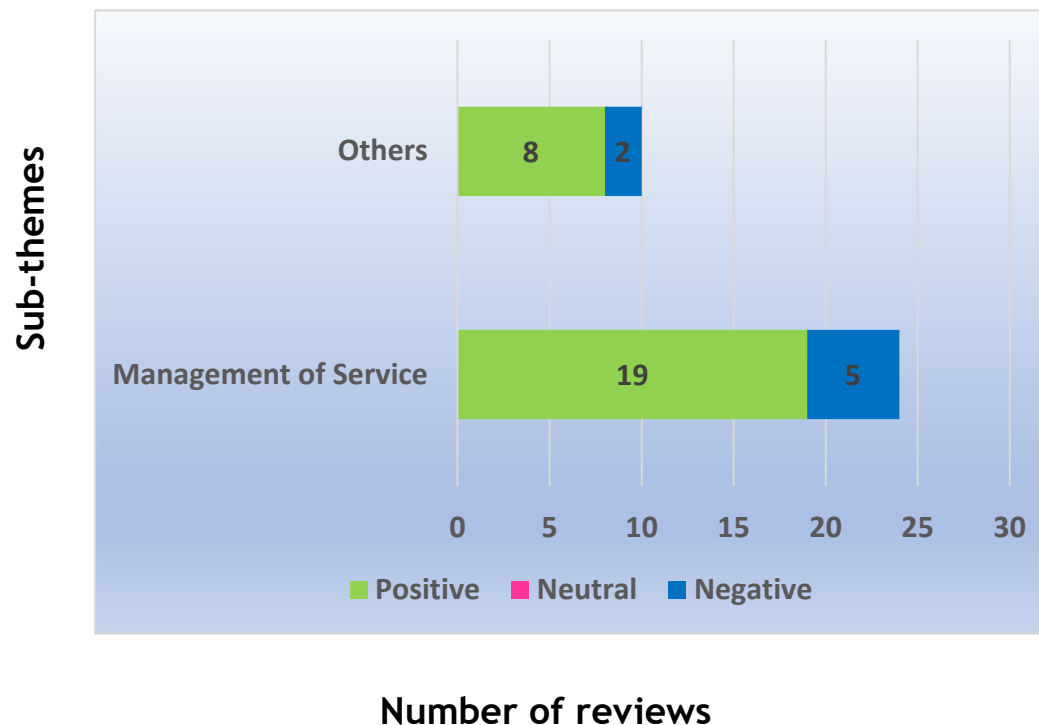
**Neutral** "Very good, but the last few weeks I went to get my prescription and they could not find my name so I had to wait long, they seem to have changed."

Pharmacy

**Administration** was one of the highest themes applied for pharmacy services this quarter with 34 counts, with 79% (n.27) being positive, 3% (n.1) neutral and 18% (n.6) 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 24 reviews with, 79% (n.19) being positive and 21% (n.5) negative. The majority of the reviews belonging to **Management of Service** has been positive, which indicate that patients service users are happy with the way that pharmacy services are managed.

Top sub-themes for Administration



## Positive reviews

“Very nice staff, always have my prescription ready. Very helpful”  
Pharmacy

“Good service. staff are nice and very helpful.”  
Pharmacy

“ Once they had received my prescription they will inform me when its ready. I have always been happy with the service.”  
Pharmacy

## Negative reviews

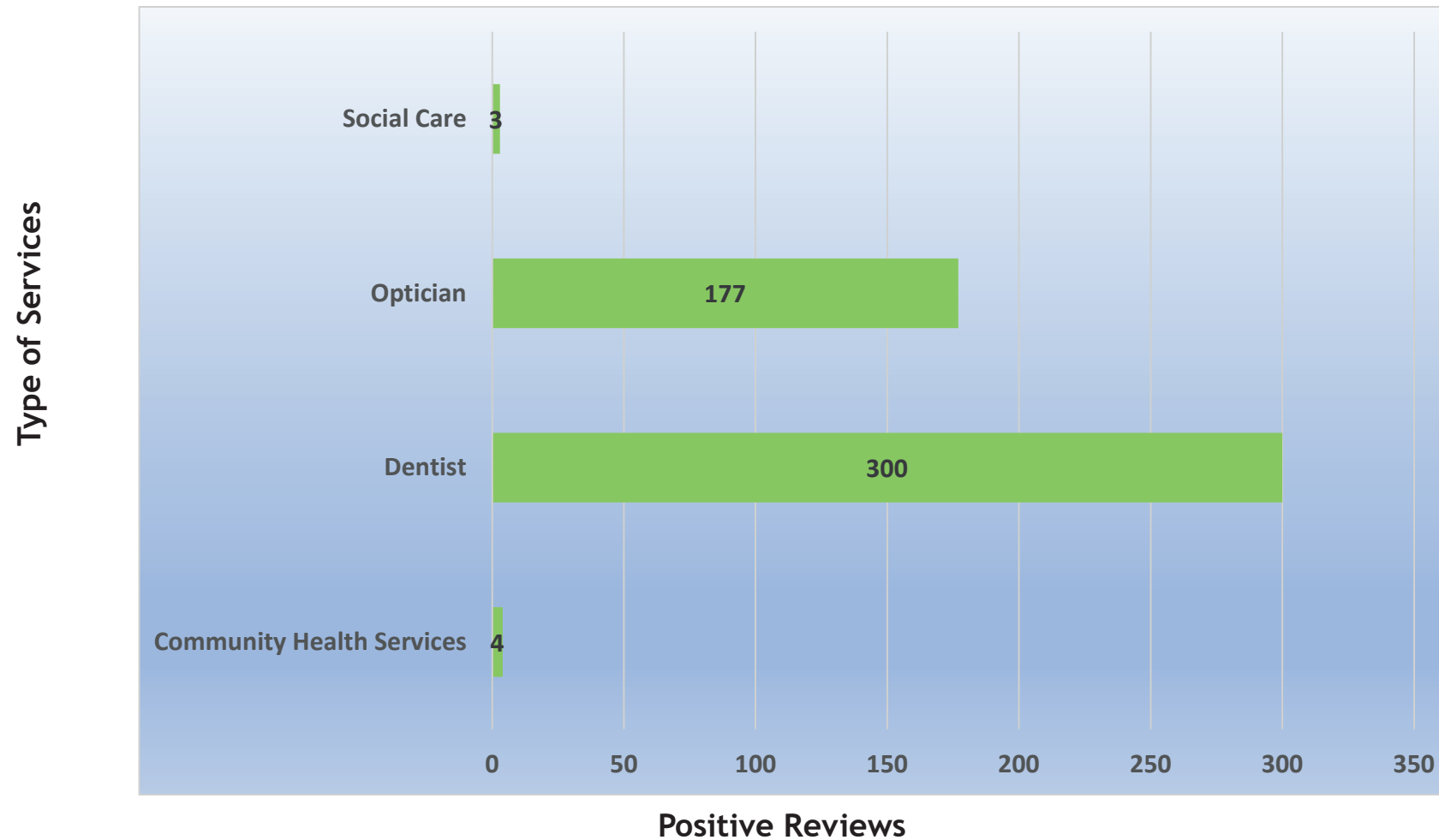
“I would have given them 3 stars if they actually used some technology to notify me that my repeat prescriptions were ready to pick up.”  
Pharmacy

“Never answer their phones and when they do they speak in a rude manner. Their pharmacy never have their phones on and it's meant to have a delivery service but it doesn't.”  
Pharmacy

# 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 comments received.

October-November-December





## Social Care.

"I have a carer that comes here twice a week to help me and she is very nice."

*Hammersmith and Fulham Social Services*

"The carer she is really good, very nice and helpful she looks after me well."

*Hammersmith and Fulham Social Services*

"Gets extra support from this centre through the pandemic such as pharmacy drop off, Zoom classes offering citizens advice information and bring shopping every week. They have been very helpful."

*Hammersmith and Fulham Social Services*



## Dentists

"I have had an appointment very happy with the treatment, staff are always happy. They have all the safety measures in place so you feel safe."

*Dentist*

"I broke my teeth and so needed an emergency appointment. Once the dentist opened, I booked an appointment and within a week I was seen and treated. I am very happy with the treatment. I feel much better now."

*Dentist*

"They are very good, great experience - got my appointment and it was good."

*Dentist*



## 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*



## Opticians Services

“I have never had better service from any other opticians in my many years of needing spectacles. The range of frames is extensive and beautiful, the staff talented in finding the right ones to suit both face and pocket. I could not recommend Leightons more highly in all that they do.”

*Optician*

“The service Mrs P provides is of very high quality. He takes time to make a thorough examination, he clearly explains each step and he is always friendly and welcoming. I highly recommend them.”

*Optician*

“Had a very positive experience. Found exactly what I was looking for and service was exceptional.”

*Optician*

“I had a fantastic experience buying glasses from this family run business. Miss P was extremely meticulous and attentive in performing the eye exam and the selection of frames is focused on excellent quality and design.”

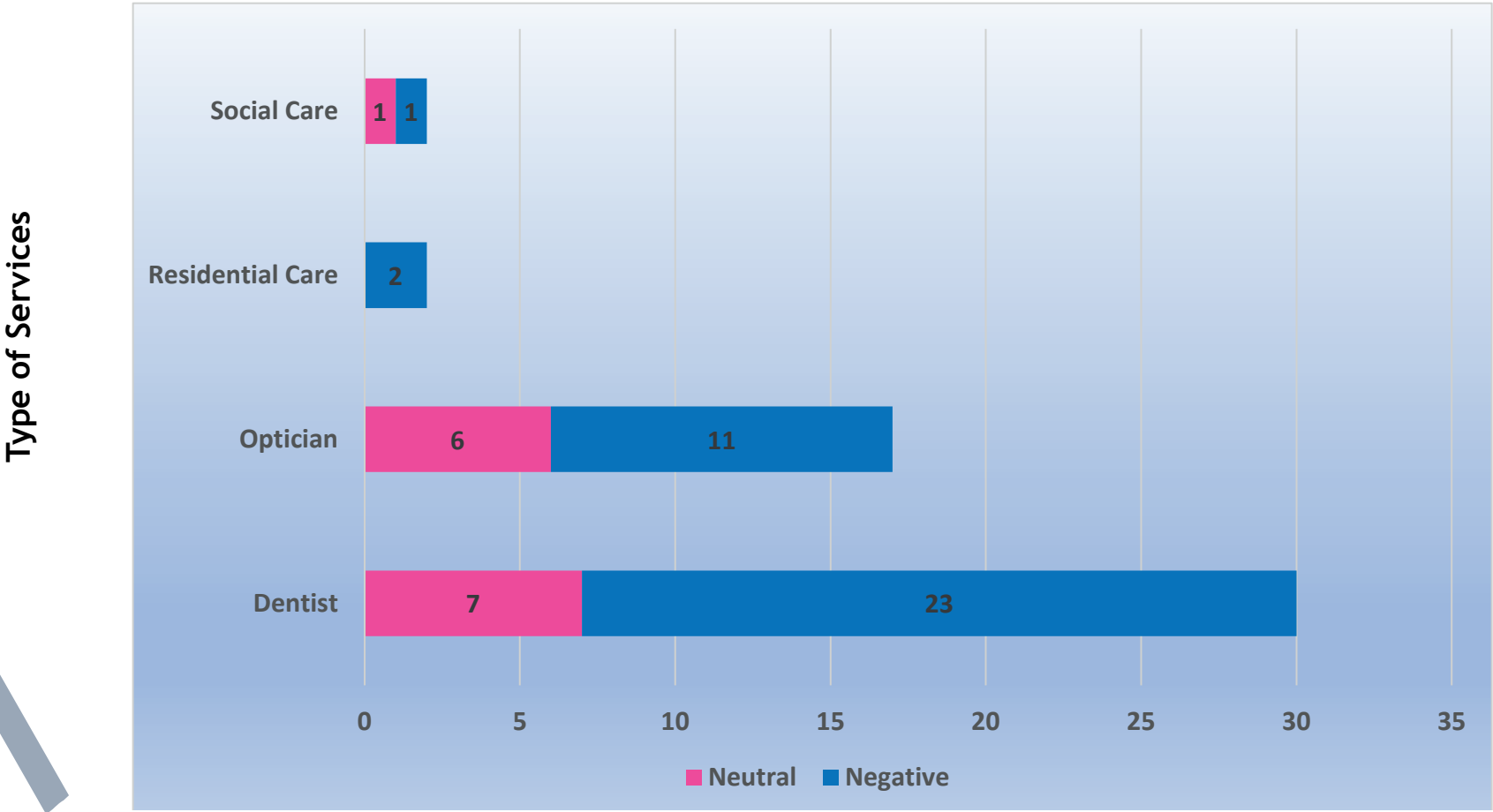
*Optician*



# Other Negative & Neutral Reviews

By looking at the negative and neutral reviews we have received 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.

October-November-December





## Social Care

“ Property was in disrepair and signed off as repairs completed when they weren't. I have been harassed by neighbours at 11.30pm people ringing my door , my Apartment broken in 6 times since I moved in, my laptop stolen.”

*Hammersmith and Fulham Social Services*

“ The carer comes to give me a body wash, shaves and dresses me. It isn't a bespoke service as in I have not chosen what is they do. They can arrive anytime from 8am to 12pm and so I am waiting around until then which does not feel very good but do not want to change this.”

*Hammersmith and Fulham Social Services*



## Dentists

“I was recommended this practice as I usually go to another but this was an emergency. Horrible service. No referral for dental emergency and dentist asked to look on Google. Do not recommend.”

*Dentist*

“Incredibly unprofessional rude manager!! Best advice I can give anyone in need of braces is to avoid this clinic at all costs!!!”

*Dentist*

“5 stars for the doctors but zero star for the receptionist. They are the worst. They don't care about patients. They meet the patients' pain and worries with carelessness. It's a shame!!”

*Dentist*



## Opticians Services

“ Serious Concerns. I was referred to this opticians by Southampton Eye Hospital Emergency Department (who are excellent). Leightons are supposedly helping them out, by providing a triage type service for emergencies. They refused to see me because I am not a regular customer. Surely, if they are doing triage work for the NHS they should be doing this on the basis of need.”

*Optician*

“I have had a terrible experience with optical express. They display 20 20 vision or your money back. I underwent surgery over 8 months ago and have still been fobbed off. Keep your money and find a good company that will look after you. I will have a court battle to get my money back. Don't let these people near your sight it's too precious.”

*Optician*

“Told to be there 10 minutes before my appointment, I was there in plenty of time and left to sit there for 20 minutes. When I asked how long the wait was for my test to start I was told at least 15 minutes. No one bothered to tell me they were running late, and the staff were not helpful. Walked out, not paying for a poor service, plenty of other opticians around.”

*Optician*



## Residential Care

“My Mother was hit by a 'carer' in this home, the nursing home undermined the Police Investigation and as a result a prosecution was not viable. The 'carer' was dismissed but was still allowed to access the home after the assault.”

*Residential Care*

“Please do not place your loved one in this care home.”

*Residential Care*

# 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.

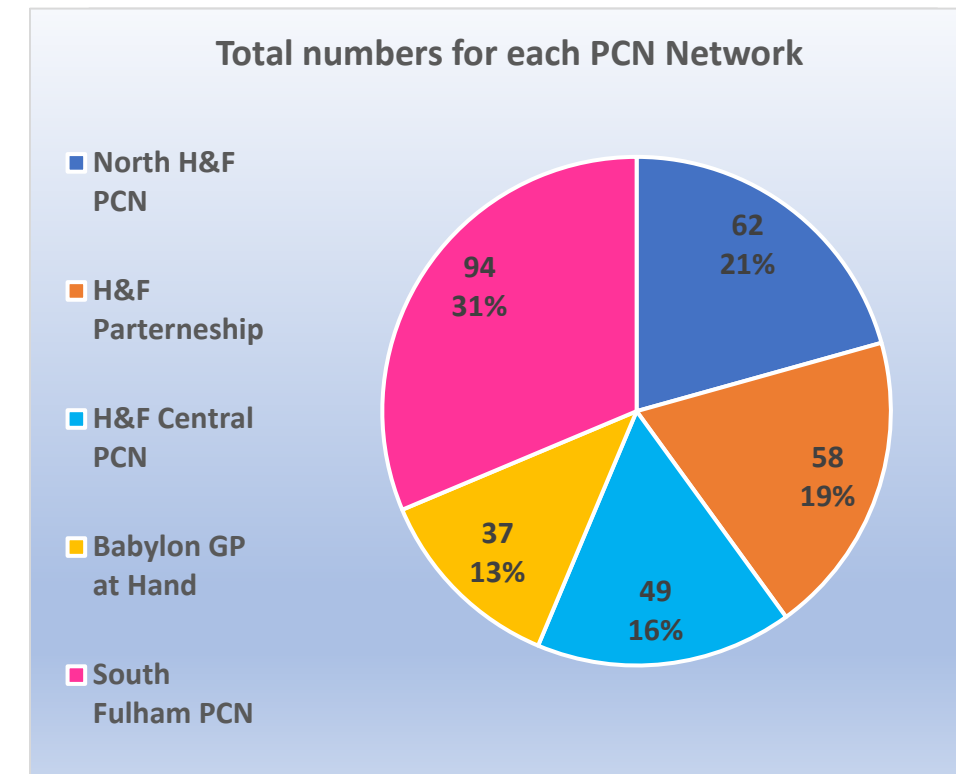
These two data sets are shown together to give an overview for each GP surgery. The London Borough of Hammersmith & Fulham is divided into five GP Network areas:

- 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.

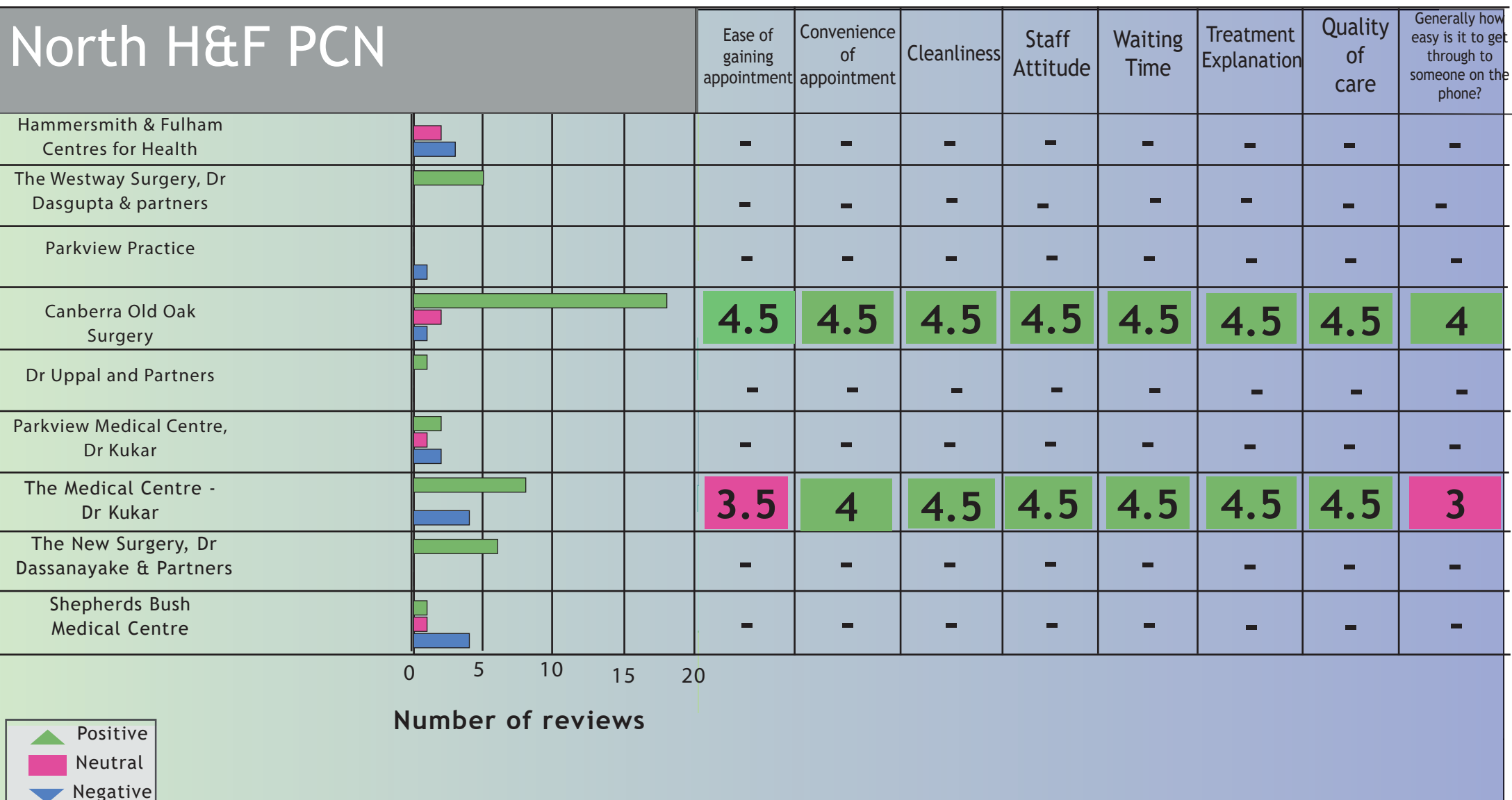
We will attempt to increase feedback from those GP surgeries through targeted patient engagement work. Please note that whilst we are committed to only reporting averages (right-hand-side data) where a minimum of 10 reviews has been received - as shown in the left-hand-side bar charts data - there may 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 needed to make an appointment and therefore not feel able to leave a star rating in relation to treatment as they have not yet not 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 (31% n.94) followed by the North H&F PCN (21% n.62).



# Network Area GP Reviews

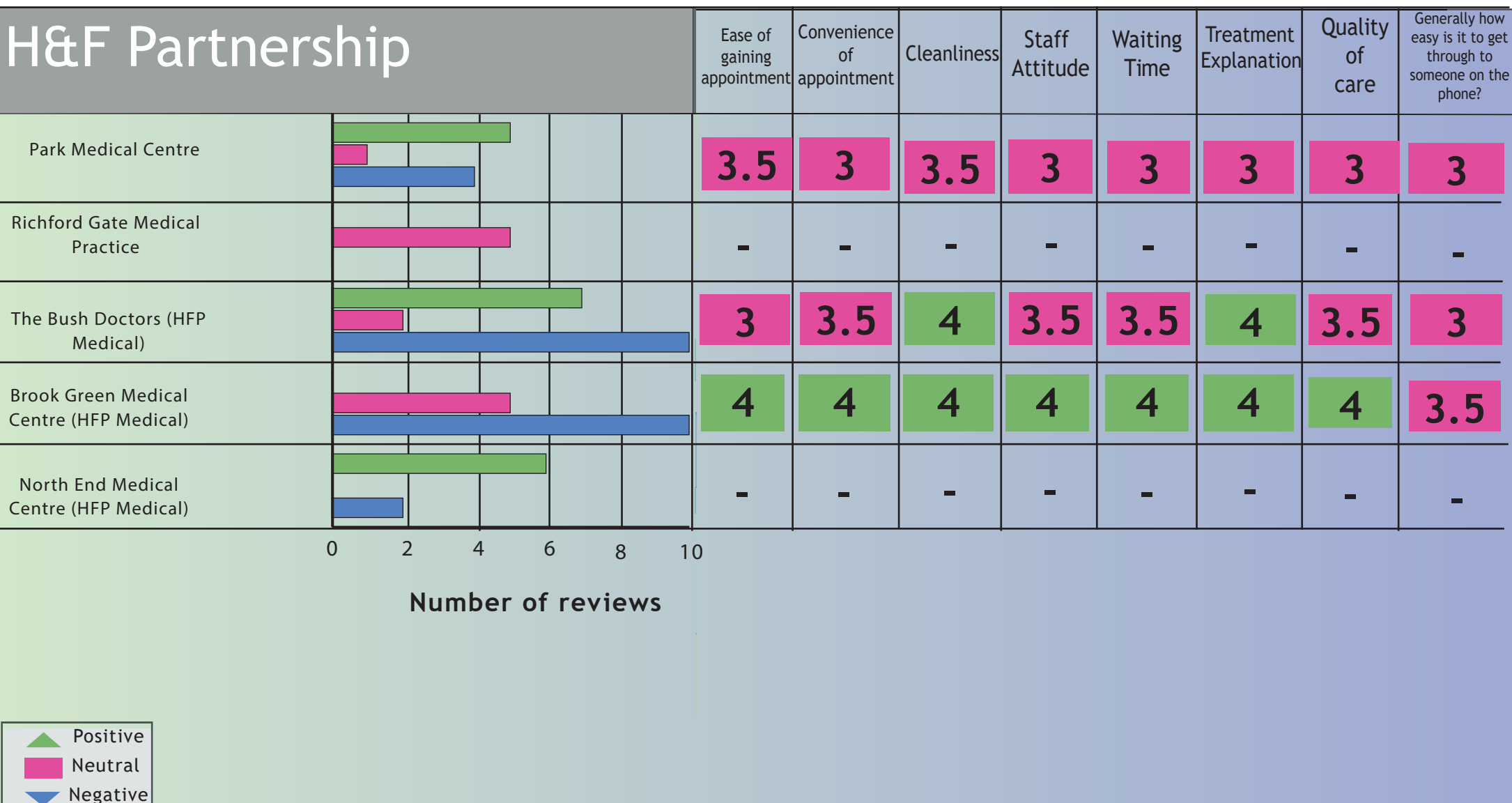
## North H&F PCN





# Network Area GP Reviews

## H&F Partnership



# Network Area GP Reviews

## H&F Central PCN

The Ashchurch Medical  
Centre

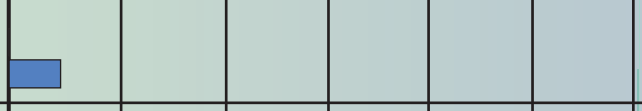


Ease of gaining appointment	Convenience of appointment	Cleanliness	Staff Attitude	Waiting Time	Treatment Explanation	Quality of care	Generally how easy is it to get through to someone on the phone?
3	3.5	3.5	3.5	3.5	3.5	4	2
3.5	4	4	4	4	4	4	3.5
-	-	-	-	-	-	-	-
3.5	4	4	3.5	3.5	3	3.5	3.5
-	-	-	-	-	-	-	-

Sterndale Surgery



Brook Green Surgery



Hammersmith Surgery

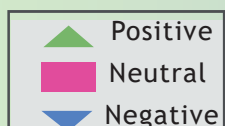


North Fulham Surgery



0 2 4 6 8 10 12

Number of reviews



# Network Area GP Reviews

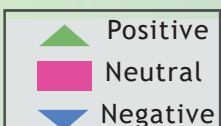
## Babylon GP at Hand

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

Babylon GP at Hand, Dr. S  
Jefferies and partners

0 5 10 15 20

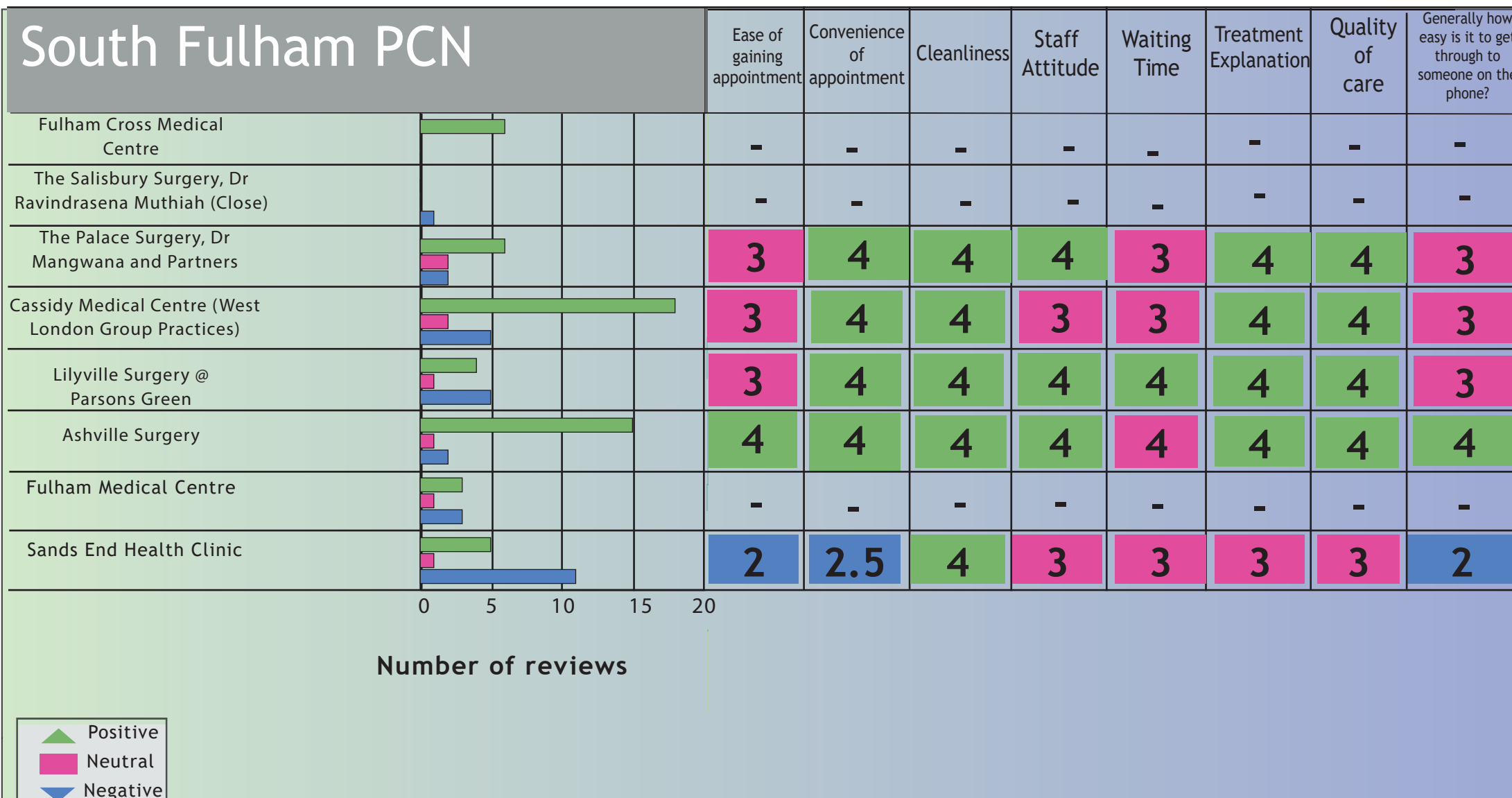
Number of reviews



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?
-	-	-	-	-	-	-	-
2	2.5	4	3	2.5	2.5	2.5	3

# Network Area GP Reviews

## South Fulham PCN



# Themes for Primary Care Network Area

During Q3 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 sentiments 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 Q3 the PCN Network that received a significant number of reviews 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

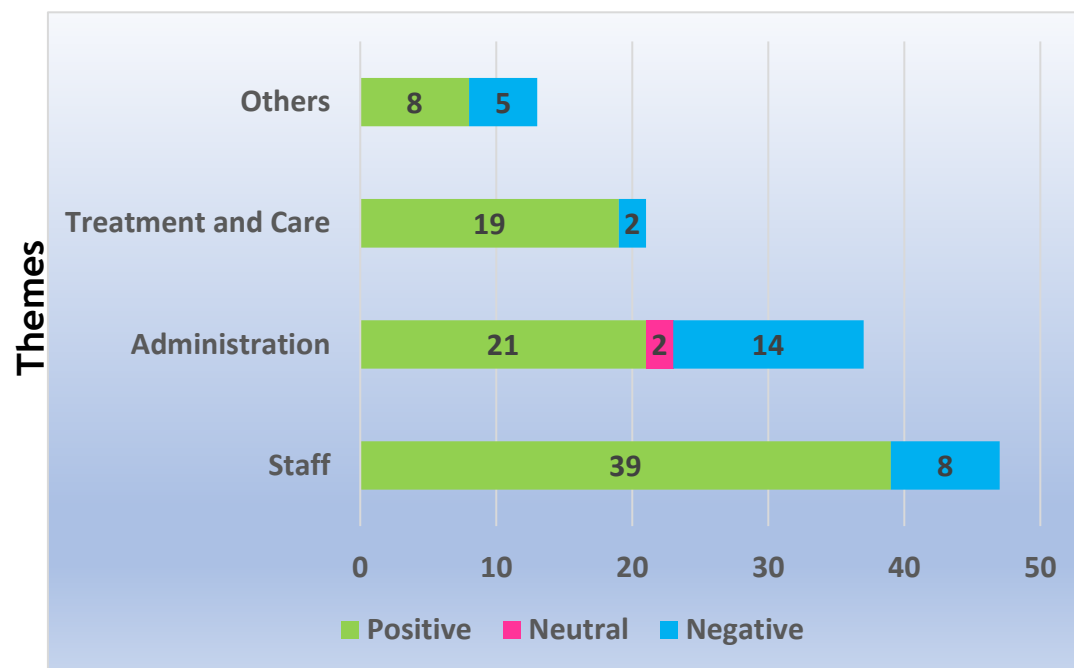
# Themes for North H&F PCN Network

This quarter we collected 57 reviews for **North H&F PCN**, of which 65% (n.37) were positive, 11% (n.6) being neutral and 25% (n.14) were negative. The chart below shows the top three 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** theme were very positive with 39 out of 47 being positive. In addition, the **Treatment and Care** theme received overwhelmingly positive reviews. 38% of the comments related to **Administration** theme receive a negative sentiment. On a positive note, 57% of the patients comments related to **Administration** theme have been positive.

Top themes for North H&F PCN



Number of reviews

## Positive reviews

"Great service, very easy to book an appointment, the staff are very nice and very helpful. If it's an emergency they will find you an appointment."  
*GP Surgery*

"They are very good, I recently saw the doctor and everything was fine. They were helpful and understanding. I rang them to book my appointment but also for my prescription."  
*GP Surgery*

## Negative reviews

"Worst service ever! I called to book an appointment for a certificate I need for work, and the first available phone appointment is 10 days from now. This is preposterous! I get that it's not an emergency, but 10 days??? Come on, really!"  
*GP Surgery*

"I've been with this surgery for years, every time I call up with medical issues it's never resolved. When I eventually manage to get an appointment which is usually impossible I'm told they'll refer me to different places then never hear back."  
*GP Surgery*



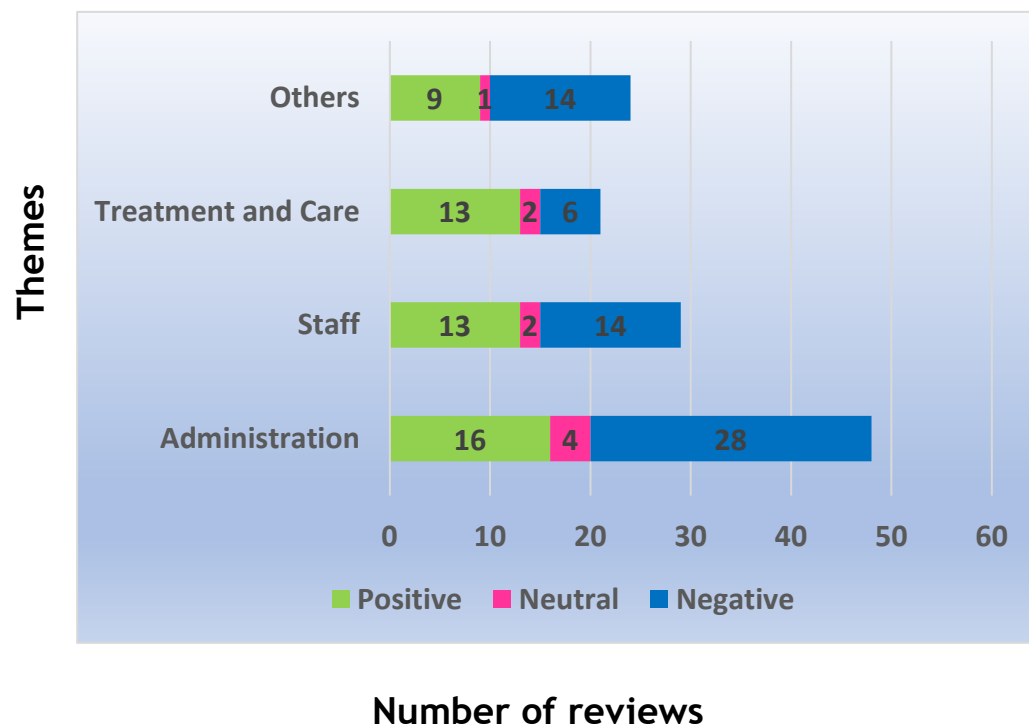
# Themes for H&F Partnership Network

This quarter we collected 47 reviews for **H&F Partnership** of which 40% (n.19) were positive, 21% (n.10) being neutral and 38% (n.18) were negative. This chart shows the top three themes for **H&F Partnership**. The reviews belonging to **H&F Partnership** have been mainly negative.

**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 13 out of 21 being positive, whereas the reviews belonging to **Administration** theme received a negative sentiment, this has been caused by patients/services users being unable to get an appointment. A more balanced picture is seen for the **Staff** theme, with almost half the reviews in support of current practices (13 out of 29 reviews).

Top themes for H&F Partnership PCN



## Positive reviews

"The surgery is excellent, the doctors are very attentive, they helped me so much with my health as I have many health problem and my doctors has been helpful. The receptionist staff are very nice and helpful."

GP Surgery

"They are very good with me. I have been able to book an appointment over the phone, had a face to face appointments and very happy with the treatment I received."

GP Surgery

## Negative reviews

"I can understand the pressure under the current Covid situation, but it shouldn't stop staff to answer in adequate manner over the phone. I have a shoulder pain for over 2 months, I have called 111 for nausea and balance loss a couple of weeks ago. As I have still these symptoms, they refused to give to me an appointment at the practice."

GP Surgery

"Sadly the main reception staff have lost any compassion for the people that come to them for help."

GP Surgery

# Themes for H&F Central PCN Network

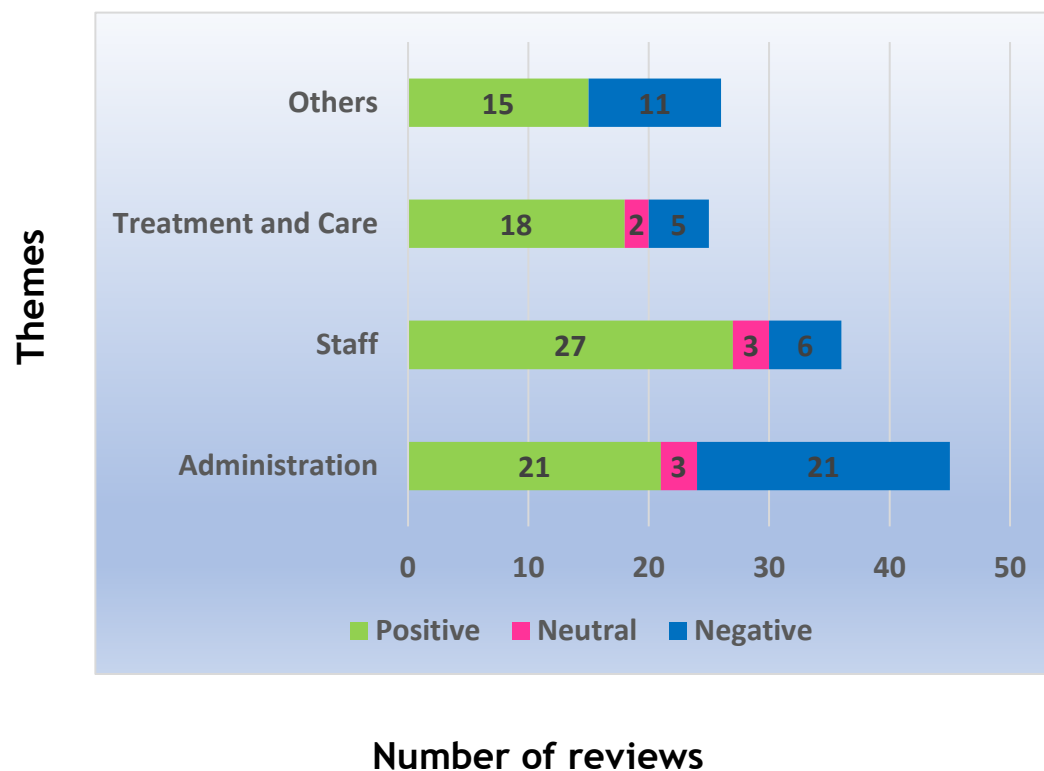
This quarter we collected 49 reviews for **H&F Central PCN** of which 46% (n.31) were positive, 13% (n.6) being neutral and 24% (n.12) were negative. The chart below shows the top three themes for **H&F Central PCN**.

**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 27 out of 36 reviews being positive in sentiment, whereas **Administration** received more balanced feedback between positive and negative sentiment.

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

## Top themes for H&F Central PCN



### Positive reviews

“They have been very helpful, great communication with them. Had my flu jab, very easy to book appointment.”

*GP Surgery*

“They have been very helpful, great communication with them. Had my flu jab, very easy to book appointment.”

*GP Surgery*

### Negative reviews

“The staff (reception, and doctors) at this surgery are abrasive, aggressive, and persistent in placing practice policy above patient care. Very disappointed.”

*GP Surgery*

“The receptionist who I spoke to when needing to book an appointment for my baby was so, so rude and unhelpful. She was also very patronising regarding my confusion on how to book an appointment, and she had an awful attitude considering the circumstances.”

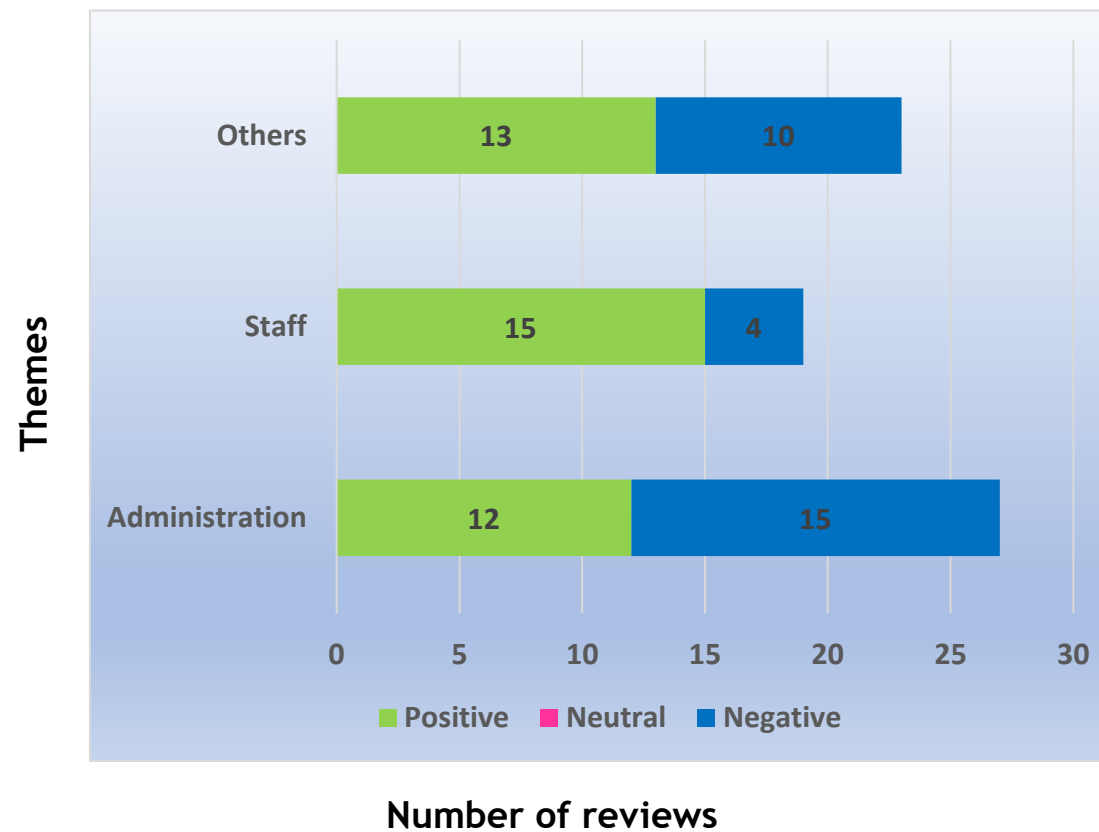
*GP Surgery*

# Themes for Babylon GP at Hand

This quarter we collected 37 reviews for **Babylon GP at Hand** of which 65% (n.24) were positive, 16% (n.6) being neutral and 19% (n.7) were negative. This chart shows the top two themes for Babylon GP at Hand.

**Administration** has been by far the most popular theme identified in the reviews with 15 out of 27 reviews being negative in sentiment. **Staff** theme has been overwhelmingly positive where 15 out of 19 reviews are positive.

Top themes for Babylon GP at Hand



## Positive reviews

"Outstanding appointment and brilliant service - Babylon has massively simplified a hugely important area of our lives in the UK, thank you."  
GP Surgery

"The only positive thing about this practice are the ladies who work on the front desk and behind the scene. Thank you for going the extra mile. There always willing to solve your issue without attitude and judgement. They are a credit to the surgery."  
GP Surgery

## Negative reviews

"They failed to refer me to physio and the orthopaedic departments after I repeatedly called and had several GP appointments- they are unable to answer why, I have just waited day in day out with an acute injury and no help."  
GP Surgery

"Everytime I book an appointment they make mistake and never apologise, and when you call to change or to book an appointment you have to wait more than 40 minutes!!!"  
GP Surgery

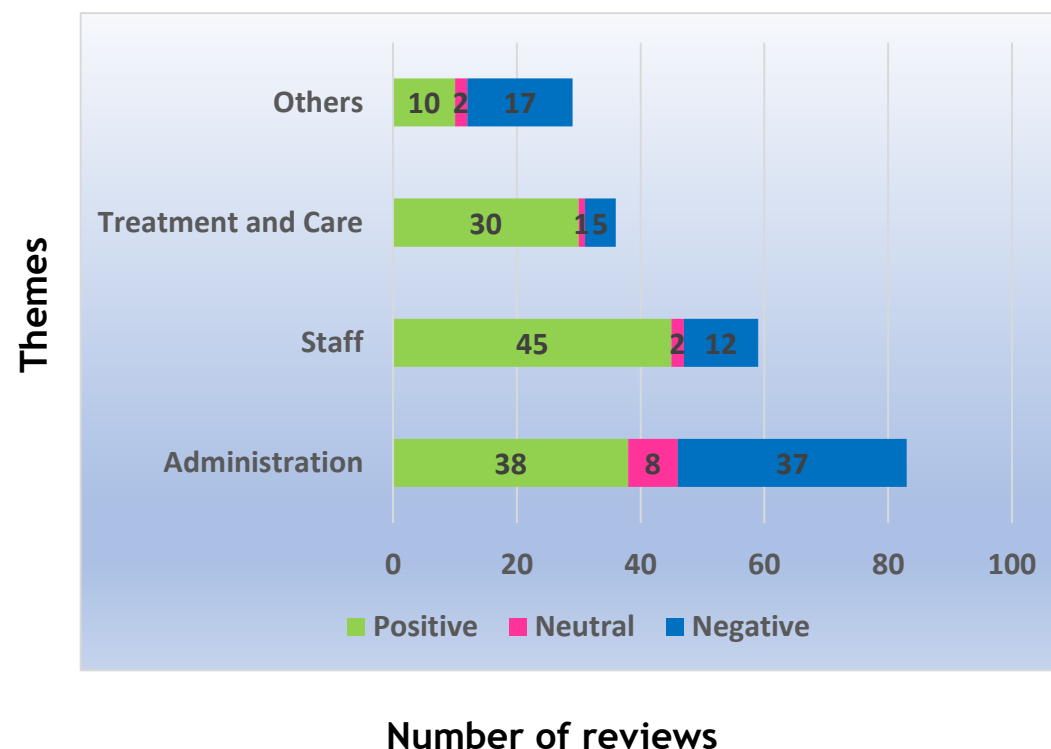
# Themes for South Fulham PCN

This quarter we collected 93 reviews for **South Fulham PCN** of which 58% (n.54) were positive, 9% (n.8) being neutral and 33% (n.31) were negative. The chart below shows the top three 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 (45 out of 59), whereas **Administration** received a more balanced feedback between positive and negative. **Treatment and Care** has received less attention than the two leading themes, but the reviews are overwhelmingly positive (30 out of 36).

Top themes for South Fulham PCN



## Positive reviews

"Great surgery, really lovely staff. Have tried Dr IQ and have found it extremely useful. A good way to get help from a doctor without having to wait days for an appointment."

GP Surgery

"The phone contact is excellent and GP contact via email works. Booking appointments is unchanged from my experience. Staff are helpful and the treatment is good."

GP Surgery

## Negative reviews

"Disgraceful. What exactly are the receptionists there for? Not much clearly as they seem unable to make appointments or do anything really apart from be rude, unhelpful and incompetent. Given the Covid-19 pandemic, there clearly is a much wider, more qualified group of people ready to take any such job."

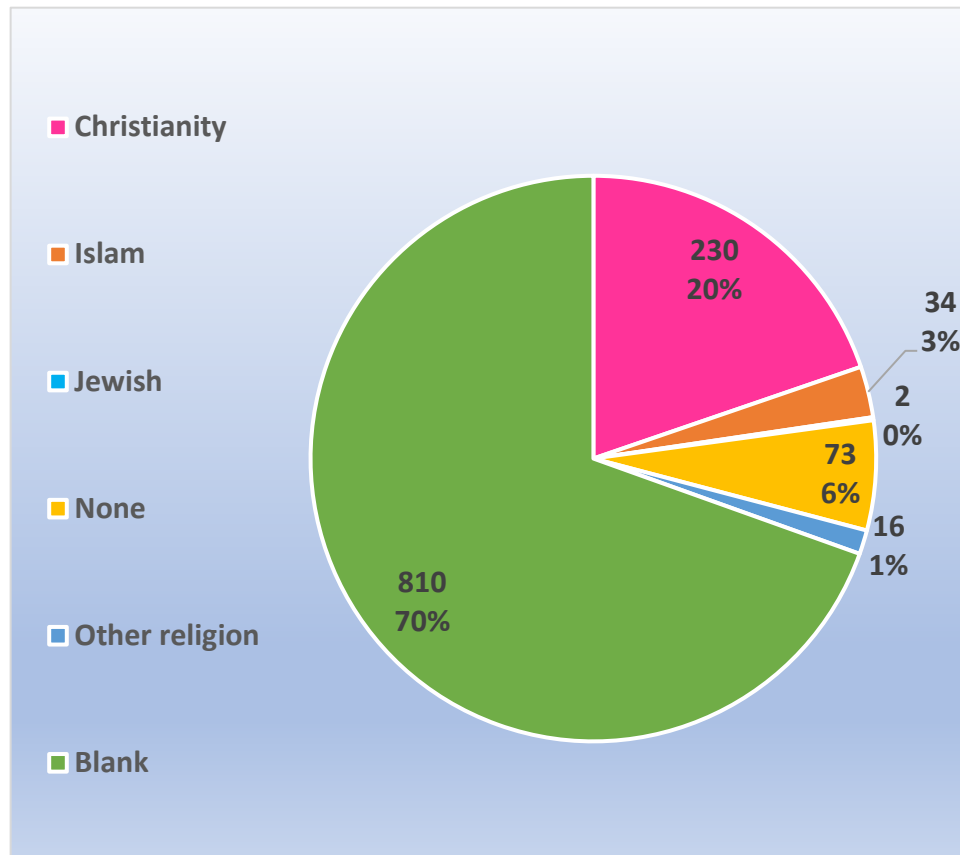
GP Surgery

"In practice hours the phone constantly reverts to a voicemail account, Where you cannot leave a message as the voicemail box is full. This is an appalling & abysmal method of communication for the practice, it has taken me 3-4 days to speak to someone in the past."

GP Surgery

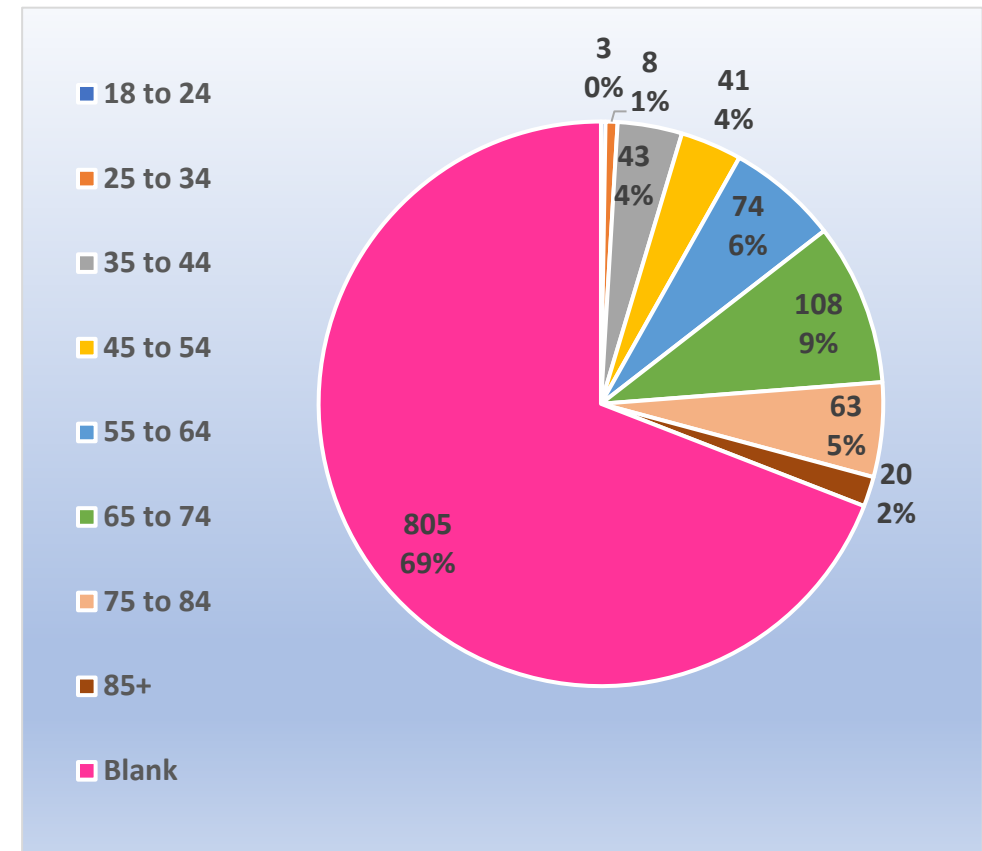
## Demographic Information (October - December)

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, 20% identified as being Christian and 3% Muslim. 6% 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

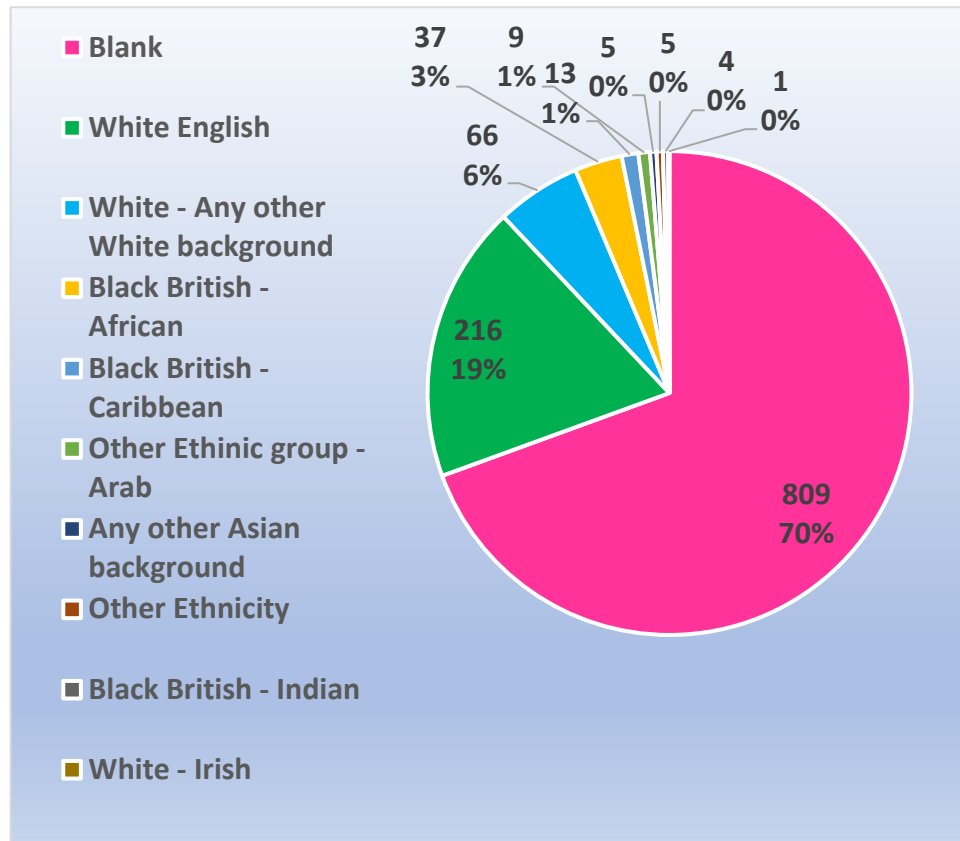
The pie chart shows the number of reviews received this quarter from different age groups. A large proportion of people leave blank or chose not to identify their age. For those that do provide this information, the majority of the feedback received was from the 65-74 age group with 9% (n.108), followed by 55-64 age group with 6% (n.74), and the 75-84 age group with 5% (63). 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

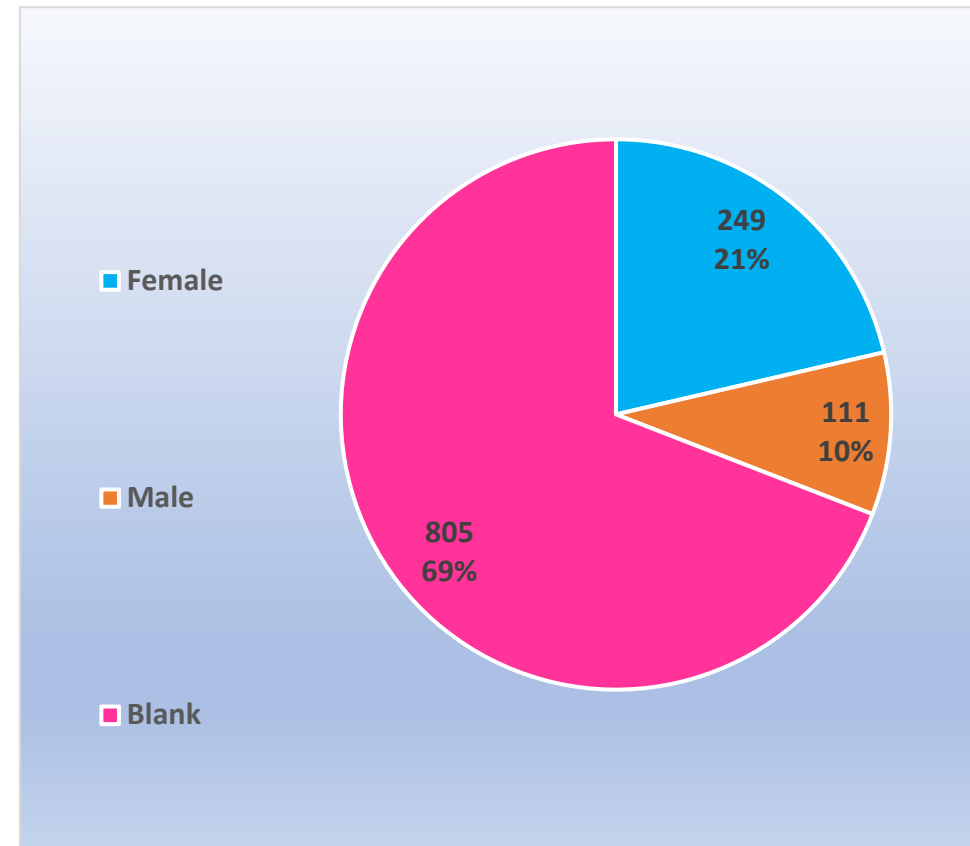
## Demographic Information (October - December)

In terms of ethnicity, excluding the 70% (n.809) who did not complete this section, the largest proportion of feedback received this quarter was from people who identified as 'White British', 19% (n.216), a decrease of 6% from last quarter. The next highest category was from people who identify as 'Other White background' 6% (n.66), followed by 'Black British African' 3% (n.37). 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 October to December 2020. Excluding the 69% (805) that was left blank, the majority of the reviews received this quarter are from females 21% (n.249) a decrease of 5% compare to last quarter, followed by male 10% (n.111) a decrease of 5%. 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 (October - December)

During our direct telephone engagement, we have managed to speak to people living in 17 different areas across the borough of Hammersmith & Fulham. The highest number of the reviews was received from residents in Ravenscourt Park Ward 6% (n.54) followed by Addison Ward 4% (n.49), Workholt and White City Ward 3% (n.40). The least number of reviews were received from Avonmore and Brook Green ward 0% (n.1), Parsons Green and Walham Ward 0% (n.3), College Park and Old Oak Ward 1% (n.6) and Shepherds Bush Green 1% (n.6). Compare to last quarter we have seen an increase of reviews in some areas where as others there was a decrease. In quarter 4 we will continue to try and reach more people in the areas where we have received less reviews.

Patient's area of residence	Number of reviews	Percentage
Blank	819	70%
Revenscourt Park Ward	54	5%
Addison Ward	49	4%
Wormholt and White City	40	3%
Hammersmith Broadway Ward	33	3%
Town ward	32	3%
Avonmore & Brook Green Ward	21	2%
Out of borough	23	2%
Sands End Ward	15	1%
Palace Riverside Ward	14	1%
North End ward	14	1%
Munster Ward	10	1%
Fulham Reach	10	1%
Fulham Broadway Ward	8	1%
Askew Ward	7	1%
Shepherds Bush Green	6	1%
College Park and Old Oak Ward	6	1%
Parsons Green and Walham Ward	3	0%
Avonmore and Brook Green ward	1	0%

Patient's area of residence

Our Patient Experience model developed substantially from Q1 to Q3 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 1165 reviews. There were 929 (80%) positive reviews with star rating 4-5, 75 (6%) neutral reviews with a star rating 3 and 161 (14%) negative reviews with star rating 1-2. As we saw in Q2, the positive experiences far outweigh the negative experiences overall. Similarly, to Q2, the 1-star rating in Q3 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.

In addition to the the star rating, we have noticed an increased number of negative reviews in regard to the themes and sub-themes compared to quarter 2. The reason for this could be related to lockdown 2.0, which started during this quarter, and it's impact on waiting times, cancellations of appointment and less face-to-face appointment being offered. Patients/service users have reported to us a feeling that GPs and hospitals use the pandemic as an excuse to refuse a face-to-face appointment and only provide telephone consultation.

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 (79%) and Staff theme (74%), as well as associated sub themes (Quality of Treatment, Experience and Staff Attitude). The Access to Services received a negative feedback (50% negative), as did Waiting Times, which was slightly more negative (54% negative). The Administration theme demonstrated a more balance between positive and negative feedback (46% positive and 47% negative). The main issues were with the sub-themes Booking Appointment and Getting through the telephone.

## **Hospital Services (Imperial College NHS Trust)**

In terms of hospital services for Imperial NHS Trust, the predominant areas of concern is around 'Waiting Times (46% positive, 46% negative, 8% neutral), Areas of good practice can be found across the following themes and sub themes: Treatment and care - Experience (85% positive); 'Quality of Care' (86% positive); 'Staff attitude' (89% positive).

## **Hospital Services (Chelsea and Westminster NHS Foundation Trust)**

In terms of hospital services for Chelsea and Westminster NHS Foundation Trust, for this quarter we were able to only discuss the Treatment and Care theme. Only 57% of the reviews belonging to this theme were positive, compare to quarter 2 which shows that the reviews belonging to the theme Treatment Care were overwhelmingly positive with 90%. This shows that there is a decrease of 33% in the positive reviews.

## **Pharmacy Services**

Overall, patients/service users are satisfied with the Staff Attitude at their respective pharmacy and the way the pharmacy is run.

## **PCN specific Network**

If we look at the individual PCN Network Areas on pages 38-43, we see that for the majority of PCN's there is an issue around Administration, Booking Appointment, Getting through the telephone, Appointment Availability and Waiting Times. The Treatment and Care and Staff themes were all generally positive. The areas that had the most negative ratings were the H&F Central PCN, H&F Partnership, Babylon GP at Hand and South Fulham PCN. This quarter we can see that the numbers of negative reviews have increased, and this is due to Patients/services users struggling to get through the telephone to book an appointment or unable to speak to receptionist as some of the GPs do not allow appointments to be booked on the phone. This has been an issue since quarter 2.

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
- Hammersmith and Fulham Safeguarding Adults Board

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:

- Promoting our service through Health and Social Care services
- Collecting feedback by direct telephone engagement
- Using Social Media platforms, such as twitter, Next Door, and Facebook to raise awareness of our service
- 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 GPs, foodbanks and pharmacies
- We will be working with volunteers to support the programme.
- Attending community forums to promote the service.
- Signpost residents and promote our services.
- Organising Patient Experience session specifically to collect patient's feedback,

This quarter we have relied less on external online review platforms and we will continue to do so as we collect feedback from residents over the telephone and through our social media. We have created a Patient Experience survey and shared through our social Media platforms which shows an increase in the number of reviews. The widget we have created and added to the GPs website shows an increased number of residents visiting our website.

# Actions, impact and next steps

The following actions and next steps have been identified or are being considered further:

We will continue to identify opportunities for sharing our findings at different forum and settings within the Borough to inform our priorities and our Research Studies for Q4 and 2020/21. These include the POPS Forum and the CCG Patient Reference Group.

More research on mental health services as we receive very low levels of patient experience feedback from Mental Health Services in the Borough.  
Develop a plan for a Youth Healthwatch for Hammersmith and Fulham as we receive very little patient feedback from young people.

Carry out a series of joint webinars with colleagues in Healthwatch Ealing and Hounslow to engage with local residents on their experience of COVID - 19.

Work with the Youth Council and the extended Inclusive Youth Voice Network and other local organisations such as MIND, Young Hammersmith & Fulham and The Shepherds Bush Family Project, to undertake a research study to understand the issues and challenges faced by young people in the borough today.

# 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
- ☐ 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
- ☐ 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

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





