

# Q1 Patient Experience Report



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# Layout of the report

This report is broken down into three key sections:

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

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

GPs and Hospitals have dedicated sections as we ask specific questions about these services when carrying out engagement. They are the two services about which we receive most feedback. Both sections highlight good practice, areas of improvement and recommendations.

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

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

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# Introduction

## Patient Experience Programme

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

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

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

# Methodology



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



Encouraging conversations on social media and gathering online reviews



Providing promotional materials and surveys in accessible formats



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

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

Between April and June 2024, we continued to develop our PEP by :

 Updating our report design following feedback to further ensure its accessibility and ability to achieve impact

# Q1 Snapshot

This section provides a summary of the experiences we collected during April – June 2024 as well as a breakdown of positive, negative and neutral reviews per service. We analysed residents rating of their overall experience to get this data (1\* and 2\* = negative, 3\* = neutral, 4\* and 5\* = positive)



# 1,216 reviews

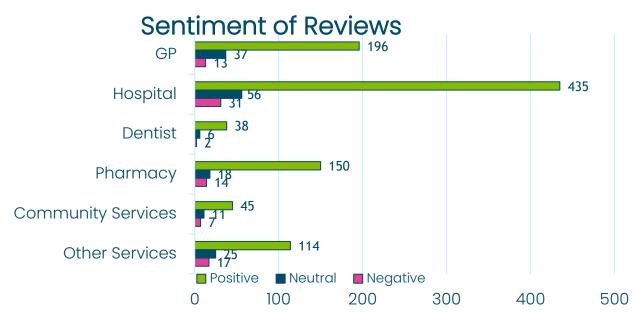
of health and care services were shared with us, helping to raise awareness of issues and improve care.

# 36 visits

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

Top 5 Service Types	No of Reviews	Percentage of positive reviews
GP	246	80%
Hospital	522	83%
Dentist	46	83%
Pharmacy	182	82%
Community services	63	71%
Other services	156	74%

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



# **Yearly Comparison**

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

# Percentage of positive reviews for each service type

Service Type	Ql (Apr-Jun 24)	Q2 (Jul-Sep 24)	Q3 (Oct-Dec 24)	Q4 (Jan -Mar 25)
GP	80% (196)			
Hospital	<b>83</b> % (435)			
Dentist	<b>83%</b> (38)			
Pharmacy	<b>82%</b> (150)			
Optician	<b>78%</b> (7)			
Mental Health	<b>75%</b> (3)			
Community services	<b>71%</b> (45)			
NHS 111	<b>62%</b> (48)			
LASI	<b>90%</b> (37)			

### What does this tell us?

- We have seen a slight 2% decrease in people sharing positive feedback about GPs in the last three months compared to Q4.
- This quarter has seen an increase in the number of reviews collected for hospital services compared to previous quarters. The percentage of positive reviews remains the same as in Q4.
- We can see a decrease of 10% in the positive reviews for dental services compared to Q4.
- Positive experiences of pharmacy services have increased by 6% compared to last quarter.

# **Experiences of GP Practices**



# What people told us about GP Practices

"I am extremely well caredfor. They are very responsive regarding my young kids. They go extra miles to follow-up with things via telephone after appointments"

"I need to wait one week to get appointment. This could be better."

"I called here this morning and was able to get appointment on the same day. They are very kind.." "It's virtually impossible to get appointment for my wife; it's just very hard to get through them from telephone."

"They explain things very well and are available to answer my questions, It is very easy to get appointment." "I don't believe there is enough staff to run the online service; so when I tried to book an appointment from online, it tells me to try again later. They need some more administration staff to organise the service better. In-person experience needs to be better; they prescribe too much pills rather than giving me a plan."

"I have been coming here for long time. The staffs are attentive; they listen, and they take things on board. They explain things without jargons."

"It is hard to get through them from telephone. I cannot long in to Dr. IQ. If I come here, I have to pay the parking..

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



#### Staff Attitudes – administrative staff

77% of the reviews that mentioned the administrative staff were positive. Residents expressed satisfaction with the administrative staff at their respective GP surgeries and felt that staff were 'kind' and caring when listening to their concerns



### Staff Attitudes – health professionals

88% of the patients we spoke to regarding the attitude of the health professionals at their GP surgery informed us that they felt safe and cared for. Residents were exceedingly pleased with the care they received from their GP practices and the results of the suggested treatment.



#### Quality of treatment

82% of the reviews that mentioned the quality of treatment were positive. Residents mentioned that the doctors at their GP practice cared for them and referred them to relevant services for further investigation when needed.



# Booking appointments – online

81% of reviews relating to booking appointments online were positive. Residents found booking appointments online straightforward. However, it should be noted that some residents highlighted a need for some improvements to the online services, such as providing training on the online consultation platforms and increasing the number of online appointments.



# Communication with patients (treatment explanation, verbal advice)

85% of the reviews that mentioned communication with patients were positive. Residents felt that the doctors would explain their treatment, listen to their concerns and give them advice.

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



### **Booking Appointment**

In relation to booking appointments, 36% of the reviews expressed a negative sentiment. This was mainly due to patients being unable to schedule face-to-face or same-day appointments. Some patients mentioned that they had to visit a walk-in centre or A&E to see a doctor.



### Getting through on the telephone

56% of the reviews that mentioned getting through on the phone were negative. Residents expressed their frustrations about not being able to reach a receptionist when calling to schedule an appointment at 8am. People reported being placed on hold for extended periods or getting disconnected frequently. In addition, people also mentioned that in some cases when you managed to get through there were no more appointments left.



## Online consultation (app/form)

43% of the reviews related to online consultations were negative in sentiment. People mentioned that they sometimes struggle to book an appointment online due to a lack of appointment availability or issues with using the app. They also mentioned needing some guidance with using the app.



### Appointment Availability

50% of the people who commented on appointment availability had a negative experience. These experiences were often related to not being able to secure a same-day appointment or an appointment within a week. Some people mentioned having to wait a month, by which time all their symptoms had disappeared or gotten worse.



### Waiting Times (punctuality and queueing on arrival)

47% of the reviews that mentioned waiting times were negative in sentiment. Many people expressed disappointment with long wait times at their GP surgery to receive care. Residents mentioned sometimes having to wait more than 30 minutes after their appointment time to see the doctor or nurse. Additionally, they also mentioned that the staff would not communicate the delay to them.

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

### **Booking Appointments Online**

- The online booking system should not be the sole option for booking appointments, as it can exclude patients who find it difficult to use the system. Alternative ways to book appointments should be made clear to patients.
- 2. The online system should have sufficient appointment availability allowing for advance bookings.

### Getting through on the telephone

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

#### Communication with Patients

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

# **GP Services**

No. of Reviews	246 (relating to 25 GP practices)
Positive	80%
Negative	5%
Neutral	15%



## Questions we asked residents

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

The questions we asked were:

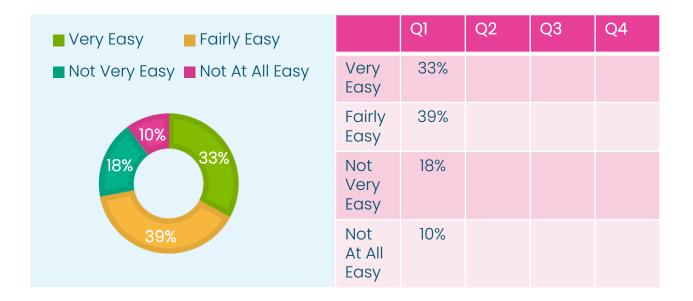
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the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

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

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

# **Access and Quality Questions**

# Q1) How do you find getting an appointment?

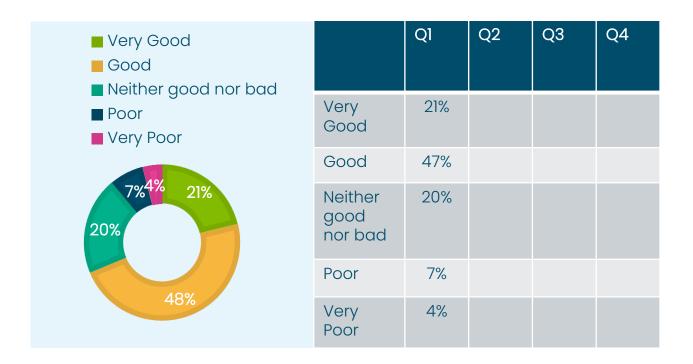


# Q2) How do you find getting through to someone at your GP practice on the phone?

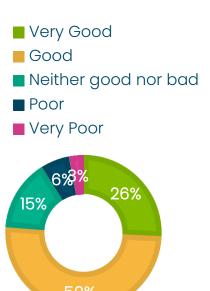


	Qī	Q2	Q3	Q4
Very Easy	29%			
Fairly Easy	42%			
Not Very Easy	20%			
Not At All Easy	9%			

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



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



	QI	Q2	Q3	Q4
Very Good	26%			
Good	51%			
Neither good nor bad	15%			
Poor	6%			
Very Poor	3%			

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



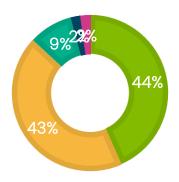
# Q6) How would you rate the quality of treatment and care received?



■ Neither good nor bad

Poor

Very Poor



	QI	Q2	Q3	Q4
Very Good	43%			
Good	43%			
Neither good nor bad	9%			
Poor	2%			
Very Poor	2%			

## Thematic analysis

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

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

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

Top 10 Themes	Positive	Neutral	Negative	Total
Appointment availability	41 (47%)	3 (3%)	44 (50%)	88
Getting through on the phone	20(38%)	3 (6%)	29(56%)	52
Quality of treatment	41(82%)	3(6%)	6(12%)	50
Booking appointment	27(61%)	1 (2%)	16(36%)	44
Staff Attitudes – administrative staff	30(77%)	0 (0%)	9(23%)	39
Staff Attitudes	27(87%)	1(3%)	3(10%)	31
Online consultation (app/form)	11(52%)	1(5%)	9(43%)	21
Communication with patients (treatment explanation, verbal advice)	18(85%)	0 (0%)	3(15%)	21
Staff Attitudes – health professionals	15(88%)	1(6%)	1(6%)	17
Booking appointments - online	13(81%)	0 (0%)	3(19%)	16

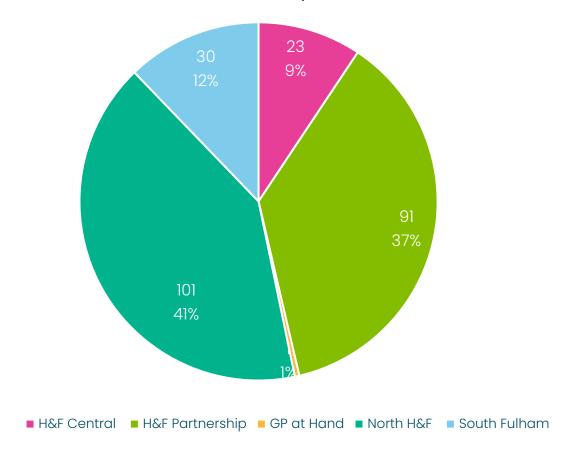
## **Primary Care Networks**

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

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

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

# Total Reviews per PCN (number, %)

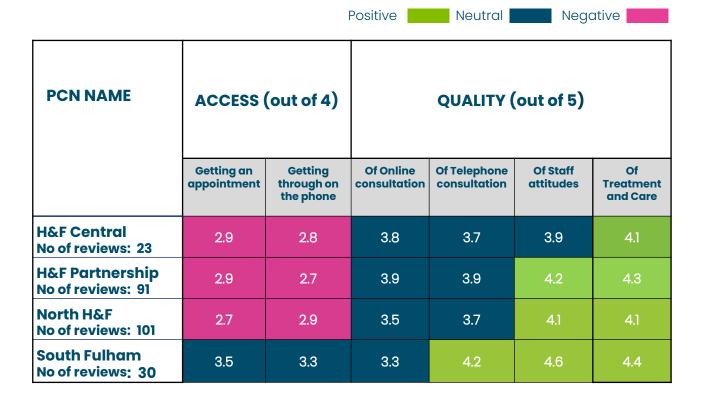


# **PCN Access and Quality Questions**

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

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

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



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

# **PCN Themes**

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

Primary Care Network	Overall star rating	Top 3 Positive Issues	Top 3 Negative Issues
		1. Appointment availability	1. Appointment availability
H&F Central  No of reviews: 23	4.1	2. Quality of Treatment	2. Getting through on the telephone
		3. Communication with patients	3. Staff Attitudes – administrative staff
		1. Quality of treatment	1. Getting through on the telephone
H&F Partnership No of reviews: 91	4.3	2. Staff Attitudes – administrative staff	2. Appointment availability
		3. Staff Attitudes	3. Booking appointments
		1. Quality of treatment	1. Appointment availability
North H&F No of reviews: 101	3.7	2. Appointment availability	2. Getting through on the telephone
		3. Booking appointments	3. Booking appointments
		1. Staff Attitudes	1. Appointment availability
South Fulham No of reviews: 30	4.1	2. Appointment availability	2. Waiting Times (punctuality and queueing on arrival)
		3. Booking appointments	3. Getting through on the telephone

# **Emerging or Ongoing Issues**

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

#### Positive Issues

Q1	Q2	Q3	Q4
Quality of Treatment			
Appointment availability			
Booking appointments			
Staff Attitudes			
Communication with patients			
Negative issues			

Ql	Q2	Q3	Q4
ppointment vailability			
etting through n the elephone			
ooking opointments			
Vaiting Times ounctuality Ind queueing In arrival)			
ests/results			

# **Equalities Snapshot**

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

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



#### Gender

During the last three months, women reported a slightly better experience with GP services than men with 82% rating their overall experience as positive compared to 80% of men.



#### Age

We received the most feedback from 25-34 year olds and 35-44 year olds.

Experiences amongst these age ranges were positive with 76% of 35-44 year olds and 78% of 24-34 year olds rating their overall experience as positive.



### Ethnicity

93% of 'White Other' residents who shared their feedback considered their last experience with a GP to be either 'Good' or 'Very Good'. This was the highest percentage of the ethnic groups that shared more than 10 reviews. The next highest group were those who identified as 'White British' with 90% rating their experience as positive.



### Disability and Long-term condition

13% of residents we spoke to who shared their equalities data considered themselves to be disabled and 68% reported having a long-term condition.

Interestingly 77% of the resident who considered themself to be disabled had a positive experience of their GP practice in comparison to 82% of those who did not have any disabilities.

# Experiences of Hospital Services



# What people told us about Hospitals

"I can get appointment for different medical checks easily. They performed multiple checks within 8 hours, and I was seen promptly for each of them. The doctor explained the results in terms that I can understand" "They messed up my appointment twice. There were miscommunication on the phone; the staff gave me false information that I need an 8-week appointment for my pregnancy."

"They are good professionals.
They are friendly and knows
what they are talking"

"Not able to get hold on the phone. No contact detail or urgent contact. When I need to double checking appt. 45 min wait now. I had to follow up with info flaw to Gp"

"This is my second visit. The care is good so far. The staffs are nice. They take care of you. They contacted me today for missing blood test, and they booked me in and did the test on the day."

"This is my second time here. I waited here for long last time.
They asked me to come 15 minutes before my appointment and they were 15 minutes late."

"My consultant is excellent; He is a good listener, and my kidney function improved thanks to him." "The waiting time for appointments can be improved; if you miss one, you have to wait for couples of months for another appointment rescheduled by the hospital.."

Below is a list of the key positive aspects relating to hospitals between April and June 2024



### Booking appointments

79% of the reviews that mentioned booking appointments were positive. This marks a significant increase from Quarter 4 with a 31% increase in positive reviews. Residents reported finding it relatively easy to get an appointment at the hospital and receiving their appointment letter by post or online.



# Communication with patients (treatment explanation, verbal advice)

Over 78% of the reviews that mentioned communication with patients were positive. Residents felt doctors explained their treatment, listened to their concerns, and gave them advice.



#### Staff Attitudes – administrative staff

90% of the people we spoke to over the last three months expressed their satisfaction with how they were treated by the administrative staff at the hospitals. They also described how the staff listened attentively to their concerns and tried their best to address their issues.



# Appointment availability

51% of the reviews covering appointment availability were positive. Patients mentioned being able to secure a hospital appointment within 2 weeks in urgent cases. However, it's important to note that some patients still face challenges securing urgent appointments within a month.



### Quality of treatment

94% of the comments regarding the quality of treatment and care were positive. Patients expressed satisfaction with the thoroughness of the check-ups and examinations. They also commended the doctors for their comprehensive care and attention to their health needs.

Below is a list of the key areas for improvement relating to hospitals between April and June 2024.



### Waiting Times (punctuality and queueing on arrival)

49% of the reviews that commented on waiting times were negative. Residents have reported long wait times and some mentioned waiting over 2 hours past their appointment time.



### Getting through on the telephone

84% of the reviews regarding getting through on the telephone were negative. Many patients reported difficulties in reaching a member of staff at the hospital. Additionally, they mentioned often encountering busy lines and not being able to speak to anyone in a specific department.



#### Communication between services

52% of the reviews regarding communication between services were negative. Many patients faced difficulties obtaining updates about their treatment plans when transitioning between different services. Some patients also reported instances of missed or delayed follow-up appointments, indicating a lack of coordination between services.



### Appointment availability

49% of the feedback regarding appointment availability was negative. Many patients complained about long waiting times to secure appointments, sometimes waiting for several months. Some patients mentioned a significant gap between their follow-up appointments, which can cause complications. They suggested having follow-up appointments every 3 months would be much better than every 6 months.

#### Recommendations

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

#### Communication between Services

1. Hospital services should continue their communication with GP services and strengthen communication with other hospitals from different NHS Trusts.

### Waiting Time for Test Results

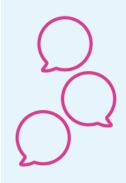
1. Patients should have access to real-time information regarding the expected timeline for the delivery of their test results, from dispatch to the eventual release of the results to alleviate anxiety and empower them with a greater sense of autonomy over their healthcare journey.

### Appointment availability

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

# **Hospital Services**

No. of Reviews	522 (relating to 6 hospitals)
Positive 435	83%
Negative 31	6%
Neutral 56	11%



# Questions we asked residents

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

The questions we asked were:

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

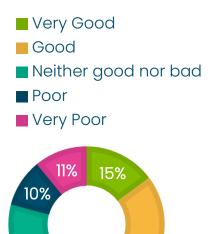
Participants were asked to choose between 1-5\* (Very Poor – Very Good) for all questions.

# **Access and Quality Questions**

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



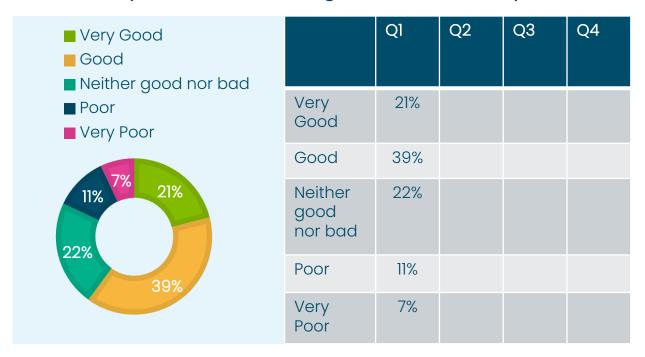
# Q2) How do you find getting through to someone on the phone?



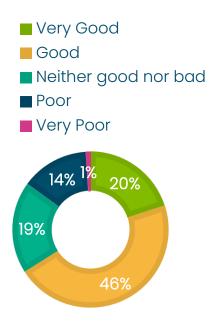
22%

	Ql	Q2	Q3	Q4
Very Good	15%			
Good	43%			
Neither good nor bad	22%			
Poor	10%			
Very Poor	11%			

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



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

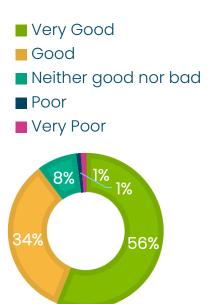


	QI	Q2	Q3	Q4
Very Good	20%			
Good	46%			
Neither good nor bad	19%			
Poor	14%			
Very Poor	1%			

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



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



	QI	Q2	Q3	Q4
Very Good	56%			
Good	33%			
Neither good nor bad	8%			
Poor	1%			
Very Poor	1%			

## Thematic analysis

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

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

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

Top 10 Themes	Positive	Neutral	Negative	Total
Waiting Times (punctuality and queueing on arrival)	96 (49%)	4 (2%)	98(49%)	198
Quality of treatment	118(94%)	1 (1%)	6 (5%)	125
Staff Attitudes – health professionals	71 (88%)	0 (0%)	10 (12%)	81
Appointment availability	33(51%)	1 (2%)	31(48%)	65
Staff Attitudes – administrative staff	53(90%)	0 (0%)	6(10%)	59
Quality of Staff - health professionals	44 (92%)	0 (0%)	4(8%)	48
Booking appointments	27 (79%)	0 (0%)	7(21%)	34
Communication with patients (treatment explanation, verbal advice)	21 (78%)	0 (0%)	6 (22%)	27
Getting through on the telephone	4 (16%)	0 (0%)	21(84%)	25
Communication between services	11 (48%)	0 (0%)	12(52%)	23

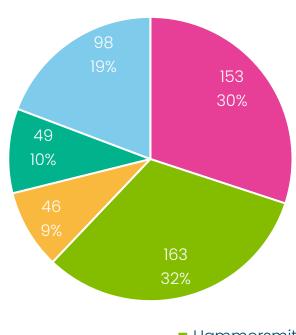
### **Hospital Trusts**

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

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

Between April and June, the services which received the most reviews were Charing Cross Hospital and Hammersmith Hospital.

# **Total Reviews per Hospital**



Charing Cross

Hammersmith

St Mary's

Chelsea and Westminster

Queen Charlottes and Chelsea

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

Positive Neutral Negative

Name of Hospital	A	CCESS (out of	5)	QUALITY (out of 5)		
	To a referral/ appointment	Getting through on the phone	Waiting Times	Of Communica tion between GP and Hospital	Of Staff attitudes	Of Treatment and Care
Charing Cross No of reviews: 153	3.9	3.4	3.6	3.8	4.4	4.4
Hammersmith No of reviews: 163	4.1	3.3	3.5	3.7	4.6	4.7
St Mary's No of reviews: 46	4.3	3.3	4.0	3.4	4.4	4.4
Chelsea and Westminster No of reviews: 49	3.8	3.5	3.6	3.6	4.4	4.2
Queen Charlottes and Chelsea No of reviews: 98	4.4	3.5	3.4	3.8	4.3	4.3

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

Primary Care Network	Overall star rating	Top 3 Positive Issues	Top 3 Negative Issues
		1. Waiting Times	1. Waiting Times
Charing Cross Hospital No of reviews: 153	4.1	2. Quality of treatment	2. Appointment availability
no di Tonono. Ida		3. Appointment availability	3. Communication between services
		1. Quality of treatment	1. Waiting Times
Hammersmith Hospital	4.3	2. Waiting Times	2. Appointment availability
No of reviews: 163		3. Staff Attitudes – health professionals	3. Appointment availability
		1. Quality of treatment	1. Waiting Times
Queen Charlottes and Chelsea Hospital	4.2	2. Waiting Times (punctuality and queueing on arrival)	2. Appointment availability
No of reviews: 98		3. Staff Attitudes – health professionals	3. Getting through on the telephone
		1. Quality of Care/Treatment	1. Staff attitudes – administrative staff
St Mary's No of reviews: 46	4.8	2. Face-to-Face appointments	2. Appointment availability
		3. Access Information and Advice	3. Staffing Levels
		1. Patient Choice	1. Getting through on the telephone
Chelsea and Westminster No of reviews: 49	3.5	2. Service Co- ordination	2. Booking appointments
No of reviews. 45		3. Staff attitudes – health professionals	3. Staff attitudes – administrative staff

# **Equalities Snapshot**

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

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



#### Gender

During the last three months, 87% of men we spoke to had a positive experience with hospital services compared to 83% of women who rated their overall hospital experience as 'Good' or 'Very Good'.



#### Age

During this quarter the most satisfied patient group were people aged 18-24, with 92% rating their overall experience as positive. This was followed by people aged 65-74 with 89% rating their experience as positive The patients aged 55-64 were the least satisfied with 10% rating their experience as negative



### Ethnicity

The patients from the 'White Other' ethnicity were most satisfied with their hospital experience, with 98% rating their experience as 'Good' or 'Very Good'. Patients identifying as Black Caribbean were the least satisfied with 70% rating their experience as positive. The White 'Roma' group seemed to have particularly poor experience (50% positive), although the sample size collected was too small to be conclusive.



### Long Term Conditions

Interestingly, during the last three months, we found that the patients with long-term conditions were slightly more satisfied with hospital services with 86% rating it as 'Good' or 'Very Good' compared to 83% of those without long-term conditions.

# Appendix



# No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	196 (80%)	37 (15%)	13 (5%)	246
Hospital	435 (83%)	56 (11%)	31 (6%)	522
Dentist	38 (83%)	6 (13%)	2 (4%)	46
Pharmacy	150 (82%)	18 (10%)	14 (8%)	182
Optician	7 (78%)	1 (11%)	1 (11%)	9
Mental Health	3 (75%)	1 (25%)	0 (0%)	4
Community Health	45 (71%)	11 (17%)	7 (11%)	63
Other	105 (73%)	23 (16%)	16 (11%)	144
Overall Total	979	153	84	1216

# **Demographics**

Gender	Percentage %	No of Reviews
Man(including trans man)	28%	344
Woman (including trans woman	57%	690
Non- binary	0%	1
Other	0%	1
Prefer not to say	1%	11
Not provided	14%	169
Total	100%	1216

Ethnicity	Percentage %	No of Reviews
White British	32%	392
Irish	2%	24
Roma	1%	9
Any other White	9%	110
Black African	7%	90
Black Caribbean	6%	76
Bangladeshi	1%	18
Indian	6%	74
Pakistani	1%	18
Any other Asian background	7%	81
Asian and White	1%	8
Mixed Black and African and White	1%	8
Mixed Black Caribbean and White	1%	11
Other Mixed/ethnic group	2%	19
Any other ethnic group	1%	14
Arab	1%	9
Prefer not to say	2%	30
Not provided	19%	225
Total	100%	1216

Age	Percentage %	No of Reviews
Under 18		
18-24	4%	42
25-34	17%	208
35-44	16%	197
45-54	12%	151
55-64	15%	180
65-74	11%	139
75-84	7%	82
85+	3%	34
Prefer not to say	1%	11
Not provided	14%	172
Total	100%	1216

Disability	Percentage %	No of Reviews
Yes	18%	214
No	66%	800
Prefer not to say	1%	18
Not provided	15%	184
Total	100%	1216

# Demographics

Long-term condition	Percentage %	No of Reviews
Yes	43%	520
No	41%	496
Prefer not to say	1%	16
Not provided	15%	184
Total	100%	1216

Sexual Orientation	Percentage %	No of Reviews
Asexual		
Bisexual	1%	12
Gay Man	1%	13
Heterosexual/ Straight	79%	964
Lesbian / Gay woman	1%	6
Pansexual	0%	6
Prefer not to say	2%	25
Not provided	16%	190
Total	100%	1216

Religion	Percentage %	No of Reviews
Buddhist	1%	9
Christian	39%	476
Hindu	4%	49
Jewish	0%	2
Muslim	13%	161
Sikh	1%	7
Spiritualism	1%	9
Agnostic	2%	31
Nor religion	20%	242
Other religion	1%	7
Prefer not to say	3%	35
Not provided	15%	188
Total	100%	1216

Pregnancy	Percentage %	No of Reviews
Currently pregnant	6%	75
Currently breastfeeding	1%	14
Given birth in the last 26 weeks	8%	95
Gave birth (not breastfeeding)	2%	18
Not known	12%	151
Not relevant	54%	657
Pregnancy loss	0%	4
Prefer not to say	1%	12
Not provided	16%	190
Total	100%	1216

# **Demographics**

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	0%	1
Not in employment & Unable to work	6%	73
Not in Employment/ not actively seeking work - retired	18%	218
Not in Employment (seeking work)	2%	19
Not in Employment (not seeking work)	4%	55
Not in Employment (Student)	2%	20
Paid: 16 or more hours/week	37%	455
Paid: Less than 16 hours/week	4%	51
On maternity leave	9%	106
Prefer not to say	2%	19
Not provided	16%	199
Total	100%	1216

Unpaid Carer	Percentage %	No of Reviews
Yes	11%	133
No	70%	858
Prefer not to say	2%	22
Not provided	17%	203
Total	100%	1216

Area of the borough	Percentage %	No of Reviews
Addison Word	107	
Addison Ward	1%	9
Avonmore Ward	1%	12
Brook Green Ward	2%	24
College Park Ward	4%	47
Conningham Ward	1%	12
Fulham Town	1%	12
Fulham Town ward	0%	2
Hammersmith Broadway Ward	2%	30
Munster Ward	2%	26
Palace and Hurlingham ward	1%	9
Ravenscourt Ward	1%	18
Sands End Ward	1%	16
Shepherds bush Ward	13%	154
Walham Green Ward	2%	21
Wendell Park ward	1%	14
West Kensington Ward	3%	39
White City Ward	7%	88
Wormholt Ward	2%	27
Out of Borough	33%	405
Prefer not to say	1%	13
Not provided	20%	238
Total	100%	1216

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