

# Q2 Patient Experience Report



## **Contents**

Introduction	3
• Q2 Snapshot	4
Yearly Comparison	5
Experiences of GP Practices	6
GP Services Summary findings	8
GP Services Full data set	12
GP Services Equality Snapshot	22
Experiences of Hospital Services	22
<ul> <li>Hospital Services Summary findings</li> </ul>	25
<ul> <li>Hospital Services Full data set</li> </ul>	29
<ul> <li>Hospital Services Equality Snapshot</li> </ul>	38
Appendix	39

### 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 Jully and September 2024, we continued to develop our PEP by :

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

# Layout of the report

This report is broken down into three key sections:

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

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

GPs and Hospitals have dedicated sections as we ask specific questions about these services when carrying out engagement. They are the top two services about which we receive the most feedback.

The GP and Hospital chapters start with some example comments, giving a flavour of both the positive and negative feedback we hear from local people. The next section is summary findings, which includes good practice, areas of improvement and recommendations. This is then followed by a final section, capturing the full data set of quantitative and qualitative analysis, a further PCN/Trust breakdowns and an equality analysis page.

It is important to note that the summary findings are shaped by all data streams.

#### How we use our report

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

We ask local partners to respond to the findings and recommendations in our report and outline what actions they will take to improve health and care based off what people have told us.

#### **Additional Deep Dives**

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

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# **Q2 Snapshot**

This section provides a summary of the experiences we collected during July – September 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)



#### 1,071 reviews

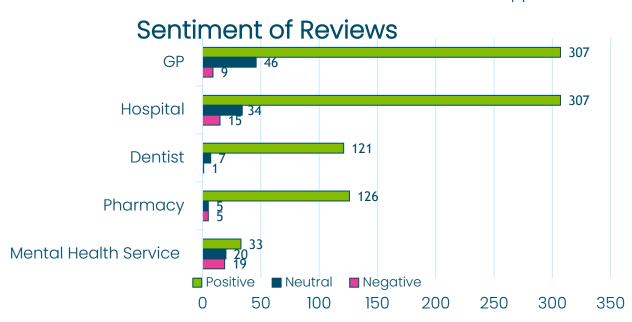
of health and care services were shared with us, helping to raise awareness of issues and improve care. We were unable to reach our quarterly target due to staff member returning from maternity leave.

#### 27 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	362	85%
Hospital	356	86%
Dentist	129	93%
Pharmacy	136	92%
Mental Health Services	72	46%

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	Q1 (Apr-Jun 24)	Q2 (Jul-Sep 24)	Q3 (Oct-Dec 24)	Q4 (Jan -Mar 25)
GP	80% (196)	<b>85%</b> (307)		
Hospital	<b>83</b> % (435)	<b>86%</b> (306)		
Dentist	<b>83%</b> (38)	93% (121)		
Pharmacy	<b>82%</b> (150)	<b>92%</b> (126)		
Optician	<b>78%</b> (7)	100% (2)		
Mental Health	<b>75%</b> (3)	<b>46%</b> (33)		
Community services	<b>71%</b> (45)	100% (4)		
NHS 111	<b>62%</b> (48)	100% (5)		
LASI	<b>90%</b> (37)	<b>60%</b> (3)		

#### What does this tell us?

- We have seen a slight 5% increase in people sharing positive feedback about GPs in the last three months compared to Q1.
- This quarter has seen a decrease in the number of reviews collected for hospital GP services compared to previous quarters.
- We can see an increase of 10% in the positive reviews for dental services compared to Q1.
- Positive experiences of pharmacy services have increased by 10% compared to last quarter.
- This quarter we have received less reviews from community services compared to last quarter.
- The numbers for community services have significantly decreased because we did not attend any community services this quarter. However, for the quarter 3, this number is expected to increase.

# **Experiences of GP Practices**



# What people told us about GP Practices

"They are perfect, the doctors are excellent, they explain well and refer you to the hospital." "The Main concern is the telephone consultations; there are too many of them."

"I called here this morning and was able to get appointment on the same day. They are very kind." "The APP is not working well, sometimes there is not appointment available so you have to call in.."

"Personally my experience has been great, the expertise of doctors is the best, and the quality of treatment is very easy to book appointments, i usually walk in ." "I tried to use PATCH, but it was not working, so I walked in to book it and waited for two weeks. I have been here for a very long time, and even though I moved, I did not leave them.."

"The flexibility of booking an appointment I can walk in or call they will offer me one, the doctors are efficient" "More appointments for weekend and Evening as I work 9-17 and it's not easy to come in "

# GP Services Summary Findings

## What has worked well?

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



#### Staff Attitudes – administrative staff

88% 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.



#### Quality of Staff - health professionals

98% of the patients we spoke to about the attitudes of health professionals at their GP surgery reported that they felt safe and cared for. Residents expressed great satisfaction with the care they received from their GP practices and the outcomes of the recommended treatments.



#### Quality of treatment

87% of the reviews that mentioned the quality of treatment were positive. Residents indicated that the doctors at their GP practice showed genuine care and referred them to appropriate services for further investigation when necessary. They also conveyed a sense of safety when discussing their health issues with their doctors.



#### Booking appointments

60% of reviews about appointment booking were positive. Residents found the process straightforward but noted delays in seeing a doctor. Many mentioned that booking an appointment has become easier due to various options now available, including walk-ins, phone calls, and a the app, compared to the past. Additionally, some residents highlighted the need for improvements in online services, such as providing training on online consultation platforms and increasing the number of available online appointments.



#### Management of service

81% of reviews mentioning service management were positive. Residents expressed satisfaction with the operation of the service and encouraged the surgery to continue its current practices.

# What could be improved?

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



#### Booking Appointment

Regarding appointment bookings, 35% of the reviews reflected a negative sentiment. This was primarily due to patients being unable to schedule face-to-face or same-day appointments. Some patients reported having to visit a walk-in center or the A&E department to see a doctor. Additionally, they noted that there were insufficient appointments available in the online system.

#### Getting through on the telephone



70% of the reviews that mentioned getting through on the phone were negative. Residents expressed frustration over not being able to contact a receptionist when calling to schedule an appointment at 8 AM. Many individuals reported being placed on hold for long periods or frequently getting disconnected. Additionally, some people also mentioned that even when they did manage to get through, there were often no appointments available.



#### Booking appointments - online

41% of the reviews related to booking appointment – online were negative. People reported struggling to book appointments due to limited availability and issues with the app. They also experienced delays in receiving responses to their messages. Additionally, many users expressed a need for guidance on how to use the app effectively.



#### Appointment Availability

56% 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)

69% 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 45 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.

### Recommendation

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

#### **Booking Appointments Online**

- 1. The online system should provide adequate appointment availability to allow for advance booking.
- 2. Patients should be informed about which app to use for booking appointments, as there are too many NHS apps available.
- 3. Some patients require guidance or training on how to use the app for booking appointments and sending messages.
- 4. Patients need clear communication regarding how long they should expect to wait for a call back from the surgery.

#### Getting through on the telephone

- 1. Optimisation of the telephone system to reduce waiting times for patients should be considered. Implementing features like call-back options can help reduce waiting times on the phone.
- 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.

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

The patient should be informed of any delays if the clinic is running late.
 This communication will help them understand how long they may need to stay at the surgery and allow them to notify their manager at work or manage personal issues accordingly.

# GP Services Full data set

## **GP Services**

No. of Reviews 362	(relating to 18 GP practices)
Positive 307	85%
Negative 9	2%
Neutral 46	13%



#### Questions we asked residents

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

The questions we asked were:

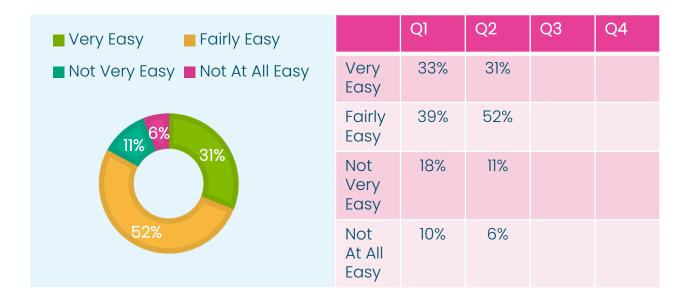
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the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

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

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

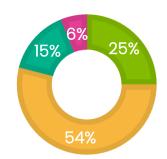
# **Access and Quality Questions**

#### Q1) How do you find getting an appointment?



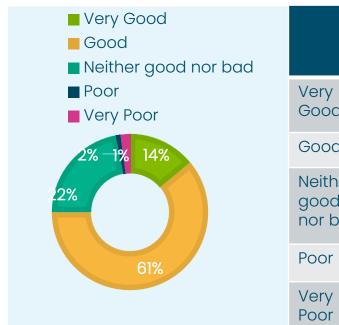
# Q2) How do you find getting through to someone at your GP practice on the phone?





	Q1	Q2	Q3	Q4
Very Easy	29%	25%		
Fairly Easy	42%	54%		
Not Very Easy	20%	15%		
Not At All Easy	9%	6%		

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



	QI	Q2	Q3	Q4
Very Good	21%	14%		
Good	47%	61%		
Neither good nor bad	20%	22%		
Poor	7%	1%		
Very Poor	4%	2%		

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

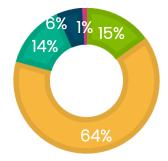


Good

■ Neither good nor bad

Poor

Very Poor



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

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



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

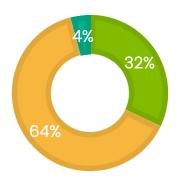


Good

■ Neither good nor bad

Poor

■ Very Poor



	Qī	Q2	Q3	Q4
Very Good	43%	32%		
Good	43%	64%		
Neither good nor bad	9%	4%		
Poor	2%	0%		
Very Poor	2%	0%		

#### Thematic analysis

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

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. The table below shows the top 10 themes mentioned by patients between July and September 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
Booking appointment	91 (60%)	8 (5%)	53 (35%)	152
Quality of Staff - health professionals	95(93%)	2(7%)		96
Staff Attitudes – administrative staff	72(86%)	3(1%)	11(13%)	84
Appointment availability	35(44%)		44(56%)	79
Getting through the telephone	20(27%)	2 (3%)	51(70%)	73
Staff Attitudes – health professionals	61(94%)	1(2%)	3(5%)	65
Management of service	34(81%)	1(17%)	7(2%)	42
Booking appointments - online	22(56%)	1(3%)	16(41%)	39
Waiting Times (punctuality and queueing on arrival)	9(26%)	2(6%)	24(69%)	35
Quality of staff – administrative staff	26(93%)	2 (7%)		28

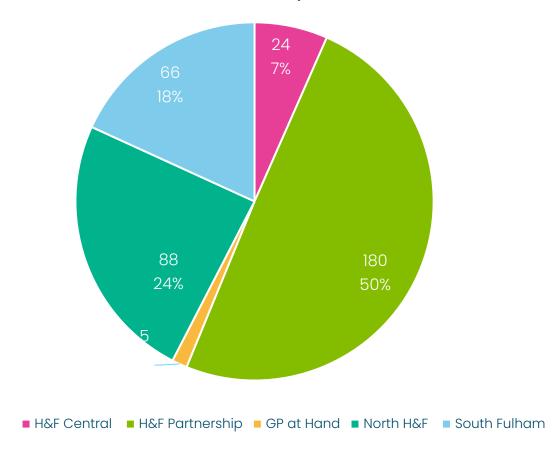
#### **Primary Care Networks**

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, %)

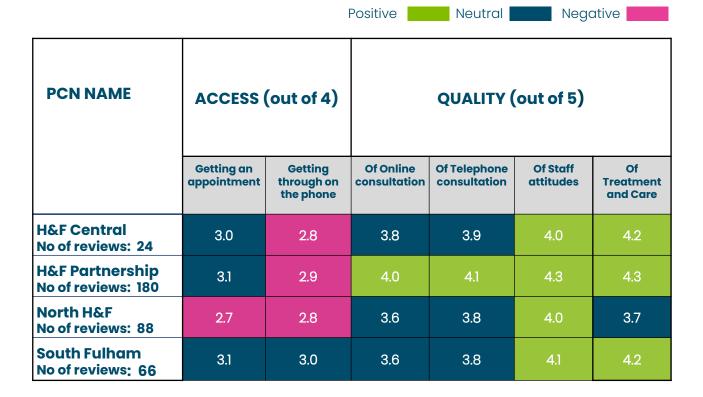


#### **PCN Access and Quality Questions**

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 PCN was not included in the table above because there weren't enough reviews. The staff couldn't visit the surgery within this Primary Care Network (PCN) due to the low number of reviews collected during their visit. Only 5 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. Booking appointment	1. Appointment availability
H&F Central  No of reviews: 24	3.6	2. Quality of Staff - health professionals	2. Booking appointment
		3. Staff Attitudes – administrative staff	3. Getting through on the telephone
		1. Booking appointments	1. Getting through on the telephone
H&F Partnership No of reviews: 180	3.7	2. Quality of staff – administrative staff	2. Booking appointment
		3. Staff Attitudes – administrative staff	3. Appointment availability
	3.4	1. Staff Attitudes – administrative staff	1. Appointment availability
North H&F No of reviews: 88		2. Booking appointment	2. Getting through on the telephone
		3. Quality of Staff - health professionals	3. Booking appointment
		1. Quality of Staff - health professionals	1. Booking appointment - online
South Fulham  No of reviews: 66	3.6	2. Staff Attitudes – administrative staff	2. Appointment availability
		3. Booking appointments	3. Booking appointment

**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
Quality of Treatment	Quality of Staff - health professionals	
Appointment availability	Booking appointments	
Booking appointments	Staff Attitudes – administrative staff	
Staff Attitudes	Staff Attitudes – health professionals	
Communication with patients	Appointment availability	

#### Negative issues

Q1	Q2	Q3	Q4
Appointment availability	Booking appointments		
Getting through on the telephone	Getting through on the telephone		
Booking appointments	Appointment availability		
Waiting Times (punctuality and queueing on arrival)	Waiting Times (punctuality and queueing on arrival)		
Tests/results	Booking appointments - online		

#### **Equalities Snapshot**

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

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



#### Gender

During the last three months, women reported a slightly better experience with GP services than men with 88% rating their overall experience as positive compared to 82% 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 85% of 35-44 year olds and 91% of 24-34 year olds rating their overall experience as positive.



#### Ethnicity

88% of 'White British' 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 'Other White' with 84% rating their experience as positive.



#### Disability and Long-term condition

9% of residents we spoke to who shared their equalities data considered themselves to be disabled and 31% reported having a long-term condition.

Interestingly 71% of the resident who considered themself to be disabled had a positive experience of their GP practice in comparison to 87% of those who did not have any disabilities.

# Experiences of Hospital Services



# What people told us about Hospitals

"I was looked after well after an accident I came here and the treatment was really good." "My daughter died at this hospital at the age of 34 with a brain tumor. The doctor here made a mistake, they did check and gave her radiotherapy which affected her health."

'I am happy with the treatment so far, my health has improved."

"Very long delay and the continuity of care is not good."

"Doctors are great they explain treatment, they listen, very professional."

'The communication needs to be improved. I have been recommended to have surgery but they didn't explain me clearly why should I have surgery."

"The quality of care is great, they care about you explain your treatment plan to you, and work with you." "My daughter suffers from some kind of rare cancer and we have been fighting to get treatment where we were but were not found. We have been coming to this hospital for a year now. It's a constant fight with the doctor to make sure she receives the appropriate treatment."

# Hospital Services Summary Findings

## What has worked well?

Below is a list of the key positive aspects relating to hospitals between July and September 2024



#### Continuity of Care

91% of the reviews mentioning continuity of care were positive. Patients expressed their satisfaction with the care they received at the hospital, stating that they were pleased with the care plan put in place by their doctor. They also arranged a follow-up appointment and received a referral to a specialist for further investigation.



#### Quality of Staff - health professionals

90% of the reviews that mentioned staff quality were positive. Residents expressed that doctors took the time to explain their treatments, listened to their concerns, and offered helpful advice. They felt that the staff genuinely cared about their well-being and provided appropriate guidance.



#### Staff Attitudes – health professional

93% of the people we spoke to over the last three months expressed their satisfaction with how they were treated by doctors and nurse the hospitals. They also described how the staff listened attentively to their concerns and tried their best to address their issues.



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

42% of the reviews regarding waiting time were positive. Patients expressed satisfaction with their waiting experience at the hospital while receiving care. However, it's important to note that some individuals still felt the waiting times were too long, with some reporting waits of over an hour for their appointment.



#### Quality of treatment

90% 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.

## What could be improved?

Below is a list of the key areas for improvement relating to hospitals between July to September



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

45% of the reviews that commented on waiting times were negative. Residents have reported long wait times and some mentioned waiting over 1 hours past their appointment time.



#### Getting through on the telephone

86% 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

50% 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

- Hospital services should maintain ongoing communication with GP services and enhance collaboration with other hospitals from different NHS Trusts.
- 2. Communication between departments needs to be improved, as insufficient communication can delay treatment for patients.

#### Waiting Time for Test Results

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

#### Appointment availability

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

# Hospital Services Full data set

# **Hospital Services**

No. of Reviews 356	(relating to 5 hospitals)
Positive 307	86%
Negative 15	4%
Neutral 34	9%



#### 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?

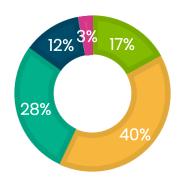


Good

Neither good nor bad

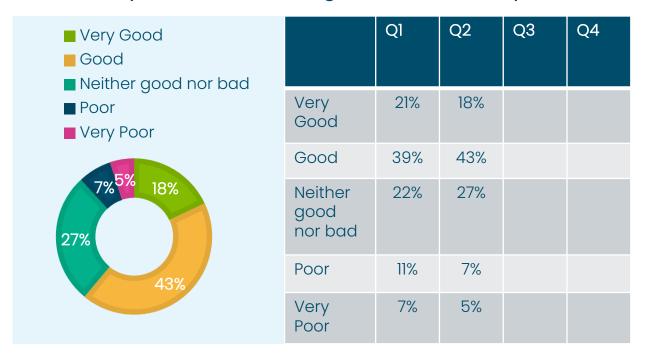
Poor

■ Very Poor

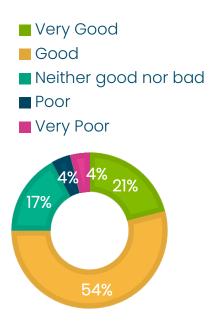


	Ql	Q2	Q3	Q4
Very Good	15%	17%		
Good	43%	40%		
Neither good nor bad	22%	28%		
Poor	10%	12%		
Very Poor	11%	3%		

#### 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?

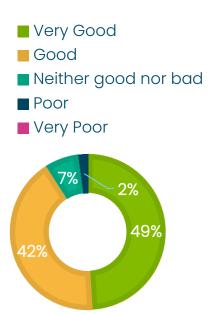


	QI	Q2	Q3	Q4
Very Good	20%	21%		
Good	46%	54%		
Neither good nor bad	19%	17%		
Poor	14%	4%		
Very Poor	1%	4%		

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



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



	Ql	Q2	Q3	Q4
Very Good	56%	49%		
Good	33%	42%		
Neither good nor bad	8%	7%		
Poor	1%	2%		
Very Poor	1%	0%		

#### Thematic analysis

In addition to the access and quality questions highlighted on previous pages, we also ask two further free text questions (What is working well? and What could be improved?), gathering qualitative feedback to help get a more detailed picture about 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)	66 (42%)	20 (13%)	71(45%)	157
Quality of treatment	90(90%)	3 (3%)	7 (7%)	100
Staff Attitudes – health professionals	77 (93%)	0 (0%)	6 (7%)	83
Quality of Staff - health professionals	66(90%)	4 (5%)	3(4%)	73
Staff Attitudes – administrative staff	61(98%)	0 (0%)	1(2%)	62
Appointment availability	23(46%)	2 (4%)	25(50%)	50
Booking appointments	43 (88%)	3 (6%)	3(61%)	49
Continuity of care	32(91%)	1(3%)	2 (6%)	35
Management of service	26 (76%)	1 (6%)	2(18%)	34
Treatment Explanation	20 (83%)	0 (0%)	4(17%)	24

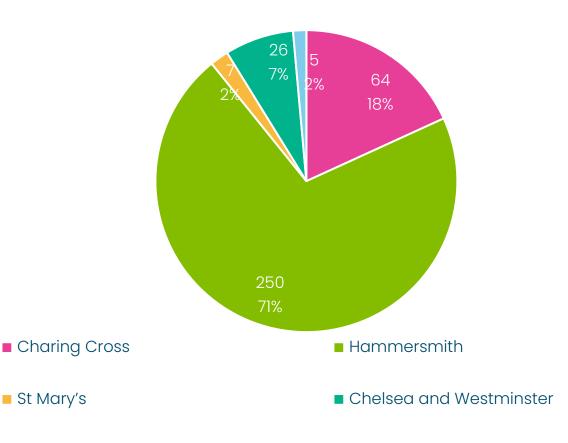
#### **Hospital Trusts**

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



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	ACCESS (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: 64	4.3	3.8	3.7	3.7	4.3	4.4
Hammersmith No of reviews: 249	4.1	3.5	3.5	3.9	4.4	4.4
Chelsea and Westminster No of reviews: 24	4.5	3.2	4.1	4.1	4.3	4.4

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. Quality of treatment	1. Waiting Times
Charing Cross Hospital  No of reviews: 64	4.0	2. Quality of Staff - health professionals	2. Appointment availability
NO OFFICENCE OF		3. Appointment availability	3. Communication between services
		1. Quality of treatment	1. Waiting Times
Hammersmith Hospital	3.9	2. Booking appointments	2. Appointment availability
No of reviews: 249		3. Quality of Staff – administrative staff	3 Getting through on the telephone
		1. Quality of treatment	1. Waiting Times
Chelsea and Westminster	4.1	2. Waiting Times (punctuality and queueing on arrival)	2. Appointment availability
No of reviews: 24		3. Staff Attitudes – health professionals	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**

QI	Q2	Q3	Q4
Quality of treatment	Booking appointments		
Appointment availability	Quality of treatment		
Staff Attitudes – administrative staff	Continuity of Care		
Booking appointments	Management of service		
Getting through on the telephone	Quality of Staff - health professionals		
Negative issues			
Ql	Q2	Q3	Q4
Appointment availability	Q2 Booking appointments	Q3	Q4
Appointment	Booking	Q3	Q4
Appointment availability  Getting through on the telephone  Booking	Booking appointments  Communicatio n between	Q3	Q4
Appointment availability  Getting through on the telephone	Booking appointments  Communication between services  Appointment availability  Waiting Times	Q3	Q4
Appointment availability  Getting through on the telephone  Booking appointments	Booking appointments  Communication between services  Appointment availability	Q3	Q4

#### **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, 91% of men we spoke to had a positive experience with hospital services compared to 85% 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 75-84, with 97% rating their overall experience as positive. This was followed by people aged 25-34 with 88% rating their experience as positive. The patients aged 65-74 were the least satisfied with 9% rating their experience as negative.



#### Ethnicity

The patients from the 'White Other' ethnicity were most satisfied with their hospital experience, with 92% rating their experience as 'Good' or 'Very Good'. This is followed by the "White British" group with 88%. Patients identifying as Chinese were the least satisfied with 63% rating their experience as positive. The White 'Asian British' 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 88% rating it as 'Good' or 'Very Good' compared to 87% of those without long-term conditions.

# Appendix



# No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	307 (85%)	46(13%)	9 (2%)	362
Hospital	307 (85%)	34 (10%)	15 (5%)	356
Dentist	121 (94%)	7 (5%)	1 (1%)	129
Pharmacy	126 (92%)	5 (4%)	5 (4%)	136
Optician	2 (100%)			2
Mental Health	33(46%)	20 (28%)	19 (26%)	72
Community Health	4 (100%)			4
Other	8 (88%)		2 (22%)	10
Overall Total	908	112	51	1071

# **Demographics**

Gender	Percentage %	No of Reviews
Man(including trans man)	35%	374
Woman (including trans woman	60%	638
Non- binary	0%	0
Other	0%	0
Prefer not to say	2%	21
Not provided	3%	35
Total	100%	1071

Ethnicity	Percentage %	No of Reviews
White British	35%	377
Irish	4%	46
Roma	0%	5
Any other White	9%	94
Black African	9%	101
Black Caribbean	6%	63
Any black British	1%	7
Bangladeshi	1%	8
Indian	4%	45
Chinese	3%	35
Pakistani	0%	1
Any other Asian background	6%	67
Asian and White	0%	3
Mixed Black and African and White	1%	8
Mixed Black Caribbean and White	0%	5
Other Mixed/ethnic group	2%	22
Any other ethnic group	1%	16
Arab	4%	45
Prefer not to say	3%	32
Not provided	8%	91
Total	100%	1071

Age	Percentage %	No of Reviews
Under 18	0%	0
18-24	3%	31
25-34	14%	157
35-44	18%	192
45-54	15%	158
55-64	16%	171
65-74	14%	151
75-84	7%	75
85+	2%	21
Prefer not to say	2%	25
Not provided	9%	90
Total	100%	1071

Disability	Percentage %	No of Reviews
Yes	13%	135
No	78%	841
Not known	1%	6
Prefer not to say	3%	31
Not provided	15%	58
Total	100%	1071

# Demographics

Long-term condition	Percentage %	No of Reviews
Yes	39%	422
No	53%	562
Not known	0%	0
Prefer not to say	3%	31
Not provided	5%	56
Total	100%	1071

Sexual Orientation	Percentage %	No of Reviews
Asexual	0%	0
Bisexual	2%	22
Gay Man	1%	13
Heterosexual/ Straight	80%	854
Lesbian / Gay woman	1%	16
Pansexual	0%	0
Prefer not to say	4%	38
Not provided	12%	128
Total	100%	1071

Religion	Percentage %	No of Reviews
Dualdhiat	2%	10
Buddhist	2%	19
Christian	47%	503
Hindu	4%	42
Jewish	0%	0
Muslim	11%	120
Sikh	1%	10
Spiritualism	0%	7
Agnostic	0%	7
Nor religion	21%	225
Other religion	5%	50
Prefer not to say	3%	37
Not provided	5%	51
Total	100%	1071

Pregnancy	Percentage %	No of Reviews
Currently pregnant	1%	13
Currently breastfeeding	1%	13
Given birth in the last 26 weeks	2%	25
Gave birth (not breastfeeding)	1%	11
Not known	14%	143
Not relevant	70%	751
Pregnancy loss	0%	2
Prefer not to say	2%	15
Not provided	9%	98
Total	100%	1071

# **Demographics**

Employment status	Percentage %	No of Reviews
In unpaid voluntary		
work only	1%	7
Not in employment & Unable to work	12%	126
Not in Employment/ not actively seeking work - retired	19%	205
Not in Employment (seeking work)	3%	32
Not in Employment (not seeking work)	4%	38
Not in Employment (Student)	1%	15
Paid: 16 or more hours/week	41%	438
Paid: Less than 16 hours/week	5%	55
On maternity leave	2%	18
Prefer not to say	2%	27
Not provided	10%	110
Total	100%	1071

Unpaid Carer	Percentage %	No of Reviews
Yes	3%	30
No	89%	948
Prefer not to say	2%	25
Not provided	6%	68
Total	100%	1071

Area of the borough	Percentage %	No of Reviews
Addison Ward	4%	47
Avonmore Ward		
Brook Green Ward	5%	52
College Park Ward	1%	12
Conningham Ward	0%	2
Fulham Town	2%	23
Fulham Town ward	4%	46
Hammersmith Broadway Ward	7%	71
Lillie Ward	4	48
Munster Ward	4%	48
Palace and Hurlingham ward	0%	1
Parsons Green and S	1%	12
Ravenscourt Ward	1%	8
Sands End Ward	1%	11
Shepherds bush Ward	7%	74
Walham Green Ward	0%	2
Wendell Park ward	3%	28
West Kensington Ward	8%	83
White City Ward	8%	86
Wormholt Ward		
Out of Borough	27%	288
Prefer not to say	1%	15
Not provided	8%	83

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