

Q3 Patient Experience Report

Healthwatch Lewisham
October – December 2024



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Layout of the report

This report is broken down into five key sections:

- Quarterly snapshot
- Experiences of GP Practices
- Experiences of Hospital Services
- Experiences of Dental Services
- Experiences of 'Other' Services

GPs, Hospitals and Dental Services have been given dedicated sections as we ask tailored questions about these services when carrying out engagement. These are the top 3 services we receive most feedback about. Each of these sections highlight good practice, areas of improvement and recommendations.

This report functions as a standardised general overview of what Lewisham 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.

Rating Scale Change from October 2024

In response to feedback we received during our review of the Patient Experience Programme we have chosen to change our 5-star rating system from 1* = Terrible – 5* = Excellent to 1* = Very Poor – 5* = Very Good. This aligns with the rating scale used by our national body, Healthwatch England.

Questions using a different rating scale have remained the same.

Introduction

Patient Experience Programme

Healthwatch Lewisham 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

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

Between October and December 2024, we continued to develop our PEP by :

- Finalised a patient experience report template following feedback from external partners

Q3 Snapshot

This section provides a summary of the number of experiences we collected during October – December 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)



550 reviews

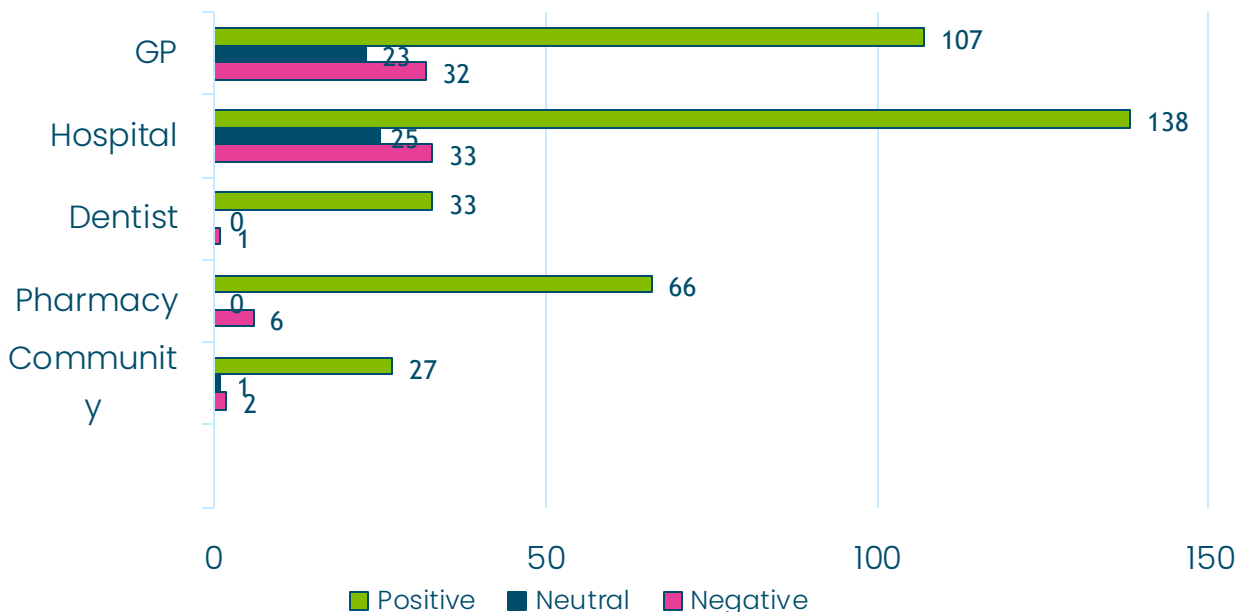
of health and care services were shared with us, helping to raise awareness of issues and improve care.

16 visits

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

Top 5 Service Types	No of Reviews	Percentage of positive reviews
GP	162	66%
Hospital	196	70%
Dentist	34	97%
Pharmacy	70	91%
Community Health	30	90%

Sentiment of Reviews



Yearly Comparison

In order for us to understand 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 23)	Q2 (Jul-Sep 23)	Q3 (Oct-Dec 23)	Q4 (Jan-Mar 24)
GP	59% (248)	56% (167)	66% (162)	
Hospital	41% (148)	66% (219)	70% (196)	
Dentist	84% (138)	88% (110)	97% (34)	
Pharmacy	81% (74)	85% (81)	91% (70)	
Optician	95% (18)	100% (14)	100% (8)	
Community	N/A	N/A	90%(30)	

What does this tell us?

- We have seen an increase in the percentage of people sharing positive feedback about GPs over the year. In the last three months, it has largely increased by 10%
- Hospital services have seen slight improvement in positive response with an increase of 4% when comparing Q2 and Q3.
- Experiences of Dental services continues to be extremely positive with them making 97% of the total reviews in Q3.
- Positive experiences of pharmacy services have slightly increased as the year has progressed by 6%.
- The percentage for positive feedback for Optician in Q1 to Q3 remained the same. However, the amount of feedback gathered slightly reduced from Q1 to Q3.

Experiences of GP Practices



What people told us about GP Practices

"My GP for over 25 years has recently retired. He was excellent, skilled, thoughtful and compassionate. The nurses at the practice are excellent."

"They ask too many questions on the phone; it's stressful for me. Consultations should not be done the phone, I would prefer to see one doctor all the time."

"I called my GP and I got phone appointment within half an hour, followed by face-to-face appointment with the same doctor."

"Phone calls soon. The reception team seem not to have customer service skills. In fact, some of the staff are very rude and should not have contact with the public."

"I have not had a lot of appointment with them; but it is easy to get one when I need one. The online prescription management is good"

"I have a hearing problem, so I might not hear them everytime they come out and shout my name; it would be better to have my name shown on the screen when it's my time to go in. They won't see you if you are 10 minutes late even if it is not your fault."

"I was in the hospital 18 months ago with liver failure. The surgery have been extremely helpful in my road to recovery. Well co-ordinated and proactive help.."

"I had my appointment here last Friday; I waited 30 minutes, and nobody came out to call my name. After 45 minutes waiting, they just told me to come back on Monday, for no solid reason. I am again today I have been waiting for over 30 minutes."

GP Services

No. of Reviews	162 (relating to 25 GP practices)
Positive	66%
Negative	14%
Neutral	20%



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:

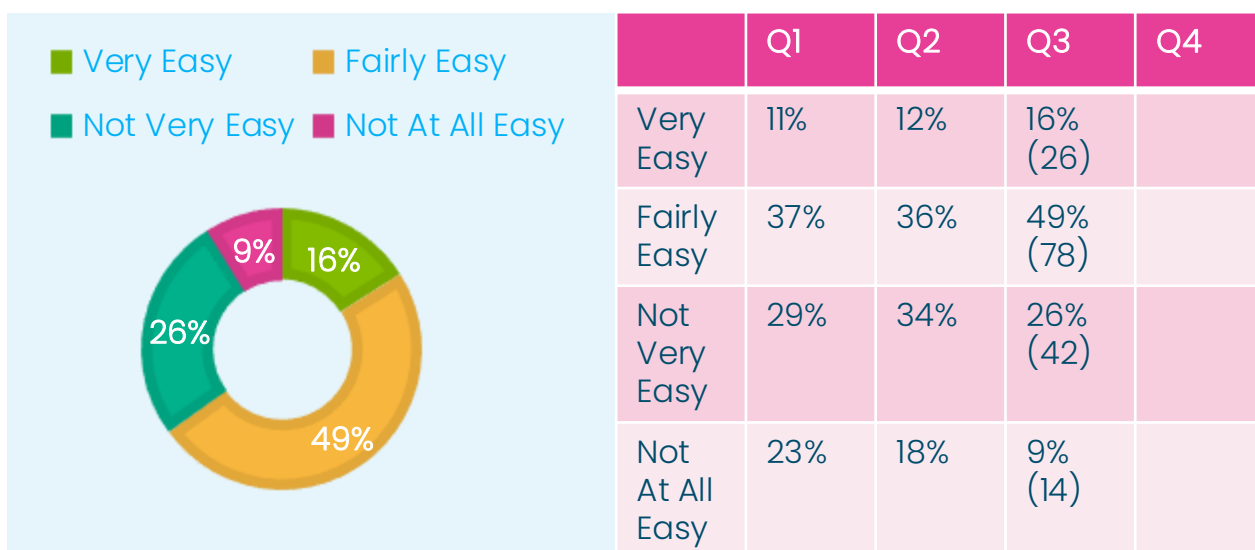
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the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

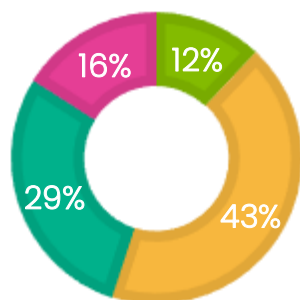
Access and Quality Questions

Q1) How do you find getting an appointment?



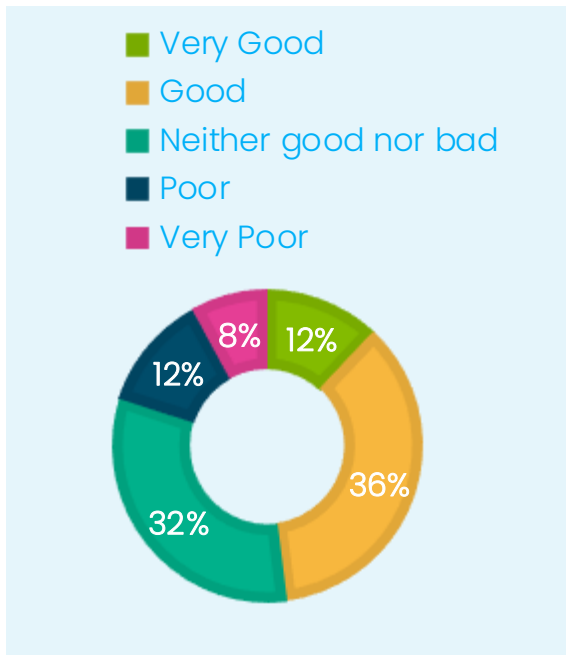
Q2) How do you find getting through to someone at your GP practice on the phone?

Legend: Very Easy (light green), Fairly Easy (orange), Not Very Easy (teal), Not At All Easy (pink)



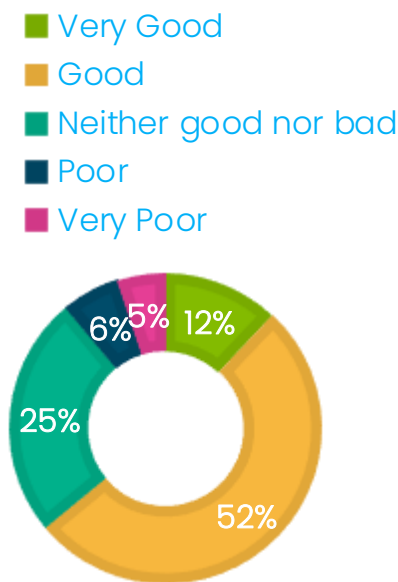
	Q1	Q2	Q3	Q4
Very Easy	9%	8%	12% (18)	
Fairly Easy	32%	35%	43% (62)	
Not Very Easy	32%	32%	29% (42)	
Not At All Easy	26%	25%	16% (23)	

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



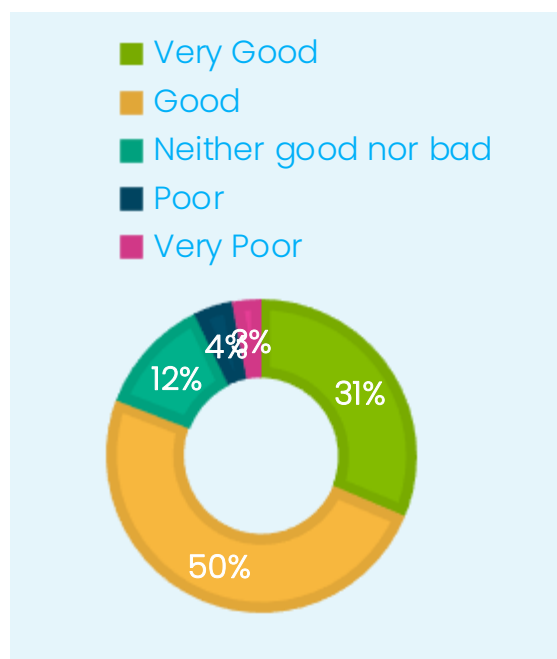
	Q1	Q2	Q3	Q4
Very Good	9%	10%	12% (13)	
Good	34%	36%	36% (40)	
Neither good nor bad	36%	34%	32% (35)	
Poor	12%	13%	12% (13)	
Very Poor	9%	7%	8% (9)	

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



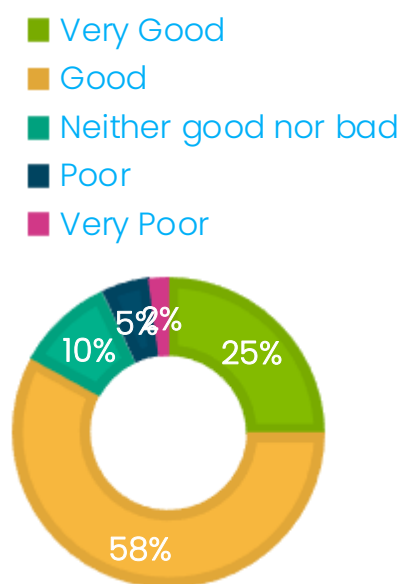
	Q1	Q2	Q3	Q4
Very Good	12%	12%	12% (1)	
Good	40%	46%	52% (68)	
Neither good nor bad	31%	29%	25% (32)	
Poor	11%	9%	6% (8)	
Very Poor	6%	4%	5% (7)	

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



	Q1	Q2	Q3	Q4
Very Good	22%	23%	31% (49)	
Good	44%	51%	50% (78)	
Neither good nor bad	22%	16%	12% (19)	
Poor	9%	8%	4% (7)	
Very Poor	3%	2%	3% (5)	

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



	Q1	Q2	Q3	Q4
Very Good	18%	17%	25% (39)	
Good	46%	54%	58% (90)	
Neither good nor bad	23%	19%	10% (15)	
Poor	8%	7%	5% (8)	
Very Poor	4%	3%	2% (3)	

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 tables below show the top 5 most positive and negative themes mentioned by patients between October and December 2024 based on the free text responses received. This tells us which areas of the service are most important to patients.

Top 5 Positive Themes	Total count and % of positive reviews
Appointment availability	29 (51%)
Staff attitudes	24 (96%)
Booking appointments	18 (62%)
Quality of Staff- Health Professionals	13 (93%)
Quality of appointment-face-to-appointment	12 (75%)

Top 5 Negative Themes	Total count and % of negative reviews
Appointment availability	28 (49%)
Getting through on the telephone	21 (84%)
Waiting Times (punctuality and queueing on arrival)	17 (89%)
Booking Appointments-Online	11 (100%)
Booking Appointments	11 (38%)

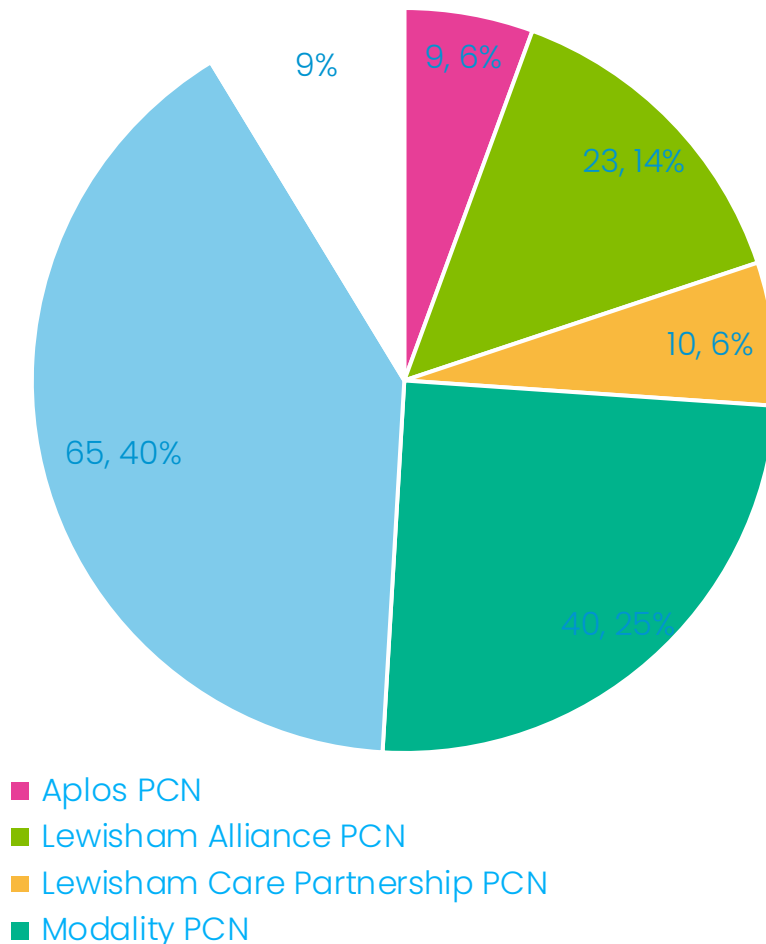
Primary Care Networks

Primary care networks (PCNs) are groups of GP practices within the same area which work together to support patients. Within Lewisham there are 6 PCN'S covering the borough. These are:

- Aplos PCN
- Lewisham Alliance
- Lewisham Care Partnership PCN
- Modality PCN
- North Lewisham PCN
- Seven fields PCN

Between October and December, the services which received the most reviews were North Lewisham PCN and Modality PCN. North Lewisham PCN received 40% (65) positive responses in Q3, compared to 19% (57) positive feedback in Q2. In Q3, Modality PCN recorded 25% (40) positive answers compared to 29% (85) in Q2.

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.

Positive ■ Neutral ■ Negative ■

PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	Getting an appointment	Getting through on the phone	Of Telephone consultations	Of Online consultation	Of Staff attitudes	Of Treatment and Care
Aplos PCN	2.9	2.1	2.9	3.3	4.0	4.1
Lewisham Alliance PCN	2.7	2.7	3.8	3.8	4.1	4.0
Lewisham Care Partnership PCN	2.2	2.1	2.8	3.1	3.4	3.7
MOLdality PCN	2.5	2.1	3.1	3.3	3.9	3.9
North Lewisham PCN	2.9	2.9	3.5	3.8	4.2	4.1
SevenFields PCN	2.7	2.4	3.2	3.7	3.7	3.6

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
Aplos PCN No of reviews:: 9	3.8	1. Staff attitudes – health professionals	1. Appointment availability
		2. Face-to-face appointment	2. Getting through on the telephone
		3. Quality of Care/Treatment	3. Waiting Times
Lewisham Alliance No of reviews:: 23	3.9	1. Management of Service	1. Getting through on the telephone
		2. Professionalism	2. Apointment availability
		3. Communication with patients	3. Tests/Results
Lewisham Care Partnership No of reviews:: 10	2.9	1. Staff Attitudes	1. Getting through on the telephone
		2. Quality of Care/ Treatment	2. Waiting Times
		3. Service Co-ordination	3. Appointment availabilioty
Modality No of reviews:: 40	3.3	1. Booking Appointments	1. Patient Chioce
		2. Quality of Staff-Health Professionals	2. Online Consultation (app/form)
		3. Quality of Treatment	3. Appointment availability
North Lewisham No of reviews:: 65	3.8	1. Appointment availability	1. Appointment availability
		2. Staff Attitude	2. Getting through on the phone
		3. Booking appointments	3. Waiting Times
Sevenfields No. of reviews	3.7	1. Staff Attitudes-Health Professionals	1. Waiting Times
		2. Appointment availability	2. Communication with patients
		3. Service Co-ordination	3. Getting through to someone on the phone.

What has worked well?

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

Staff attitudes



96% of reviews that covered staff attitudes were positive. Staff prioritised attentive listening and empathetic communication with patients which most residents were happy about.

The GP Health staff likely exhibited a warm and professional demeanor, which left a positive impression on patients

Regular training programs could have improved staff communication and interpersonal skills.

Quality of face-to-face treatment



75% of reviews that covered quality of face-to-face appointments were positive. Face-to-face consultations often allow for better rapport-building between Residents and GPs, making patients feel more heard and understood.

Residents appreciated the opportunity for thorough physical assessments, which are difficult or impossible during remote consultations.

Seeing a GP in person increased residents' confidence in the diagnosis and prescribed treatments

Booking appointment



62% of reviews that covered booking appointment were positive. Availability and usability of digital booking platforms made the process easier and more convenient for Residents.

Better communication and reminders for appointments, including SMS alerts or patient portals, may have contributed to smoother booking experiences.

Availability of early morning, evening, or weekend appointments improved residents access to GP services.

What could be improved?

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

Waiting Times (Punctuality and queueing on arrival)

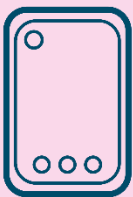


89% of reviews that covered waiting times (Punctuality and queueing on arrival) were negative.

Majority of residents expressed dissatisfaction on the amount of waiting times they had to endure before been seen by health professionals.

Also, most residents highlighted further frustration on not being updated on the waiting time until they eventually get called in. In few cases, their appointments gets rescheduled.

Getting through on the telephone



84% of reviews that covered getting through on the telephone were negative.

During Q3, many patients expressed frustration with the time it took to talk with a receptionist. They typically had to wait more than 30 minutes before their phone call was answered.

The long wait times on the line discouraged residents or prompted them to hang up, perceiving the service as poor.

Remote consultations (online and telephone)



71% of reviews that discussed telephone consultation were negative.

Many residents expressed dissatisfaction about the online and telephone consultation stating it does not allow for better diagnosis and communication.

Residents also stated difficulty in expressing themselves, understanding GPs, or describing symptoms without visual cues.

Recommendations

Below is a list of recommendations for GP practices in Lewisham based on the findings in this section

Waiting times (Punctuality and queueing on arrival)

1. GPs should optimize staff and operational resources by assigning a staff member to help patients navigate check-in procedures and answer queries on arrival.
2. Assign trained staff to assess the urgency of appointments and route patients to the appropriate care level.
3. Residents should be educated and encouraged to be punctual to appointments. Moreso, stating the consequences of lateness and how it affects flow of services. Residents should be notified early if there are any changes in appointment time/date.
4. Signage and Information Boards displaying estimated waiting times and clinic updates should be adopted at GP practices.

Getting through to someone on the phone

1. In Q3 long waiting times on the phone continue to be an issue for residents using GPs within Lewisham Borough. We recommend that all GP practices implement a call back system which guarantees residents can speak to someone when phone lines are busy.
2. GPs should actively promote NHS eConsult services for non-urgent queries to reduce phone traffic. Also, ensure prompt GP responses to maintain residents trust in online services.
3. GPs can expand call handling capacity by increasing the number of reception staff during peak hours to handle high call volumes.

Recommendations (Contd)

Below is a list of recommendations for GP practices in Lewisham based on the findings in this section

Remote Consultation (online and Phone)

1. Over the last quarter, residents have told us about their dissatisfaction with remote consultations and their preference for face-to-face appointments. We therefore, urge that GP services continue to increase the number of in-person appointments.
2. Before consultations, GPs should send clear instructions on how it will work (e.g., what to expect during a remote consultation) and what is required from the patient (e.g., staying in a quiet, private space)

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
Staff attitudes	Staff attitudes	Appointment availability	
Appointment availability	Quality of treatment	Staff attitudes	
Getting through on the phone	Appointment availability	Booking appointments	
Telephone Consultation	Online Consultation	Quality of Staff-Health Professionals	
Quality of treatment	Getting through on the phone	Face-to-face appointment	

Negative issues

Q1	Q2	Q3	Q4
Getting through on the telephone	Appointment availability	Appointment availability	
Appointment availability	Getting through on the phone	Getting through on the telephone	
Online Consultation	Online Consultation	Waiting Times	
Telephone Consultation	Booking appointment	Booking appointments-online	
Staff attitudes	Waiting Times (punctuality and queuing on arrival)	Booking appointment	

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, men had a better experience of GPs when compared with women. 68% of men rated their experiences 4* or higher compared to only 69% of women

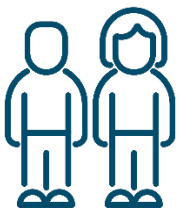


Age

We received the most feedback from 35-44 year olds and 45-54 year olds.

Experiences amongst these age ranges were mixed with 75% (21) of 35-44 year olds having positive experiences.

While 65% of 55-64 year olds also gave positive reviews with 26% stating negative reviews.



Ethnicity

75% (Irish) of White British residents who shared reviews considered their last experience of a GP to be either 'Good' or 'Very Good'. This was the highest percentage for an ethnicity that shared more than 10 reviews. The next best was people who identified as 'Caribbean' with 62%.



Disabilities and Long-Term Condition

50% of residents who had disabilities had positive GP experiences.

Interestingly 68% (34) of residents with long term conditions had a positive experience of their GP practice. While 14% had negative experiences with their GP practice, with 18% stating neutral experiences.

Experiences of Hospital Services



What people told us about Hospitals

"I like the location of the hospital, the staff are willing to listen and work well with the referral of the physio. Good time management with regards to physio treatment and follow up appointments "

"They are flexible with appointment booking; they booked me an open appointment with a 6-month window. The wait there was no more than 20 minutes. The staffs are polite"

"Quality of care is very good. Nurses and doctors take the time to explain every procedure and communicate well between them. Breastfeeding support is exceptional. Results of exams quickly updated on the app. Maternity helpline is easy to reach and provided lots of advice.."

"Health professionals have been empathetic and showed compassion. Clear communication of next steps and plan moving forward. Speed of the service was really fast. Surprised by how quick they are despite the high volumes of people in the ward.."

"When I was suffering from vertigo they didn't give me a bed in the hospital. They see me lying on a cold floor for hours. On the second Occasion they sent me home after the same treatment and I wasn't even decently dressed I had to take public transport back home.. At one occasion, I phoned but the questions they asked me was too much before they could bring an ambulance."

"Long time to get an appointment. Long waiting time to see someone. Long time at Accident and Emergency Unit (had to wait 7 hours to be attended to) Feel rushed sometimes because of too many patients."

"I've had my steroid injection and I don't find my condition to be improving; in fact, it seems to be getting worse, but the doctor says it can be because of the side effect of the injection and we shall wait and see."

"Waiting times are too long (Had to wait 12 hours with a broken arm in the Accident and Emergency Unit and had to wait 9 days before surgery, when the matter at hand was urgent.."

Hospital Services

No. of Reviews	196 (relating to 3 hospitals)
Positive	70%
Negative	13%
Neutral	17%

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?

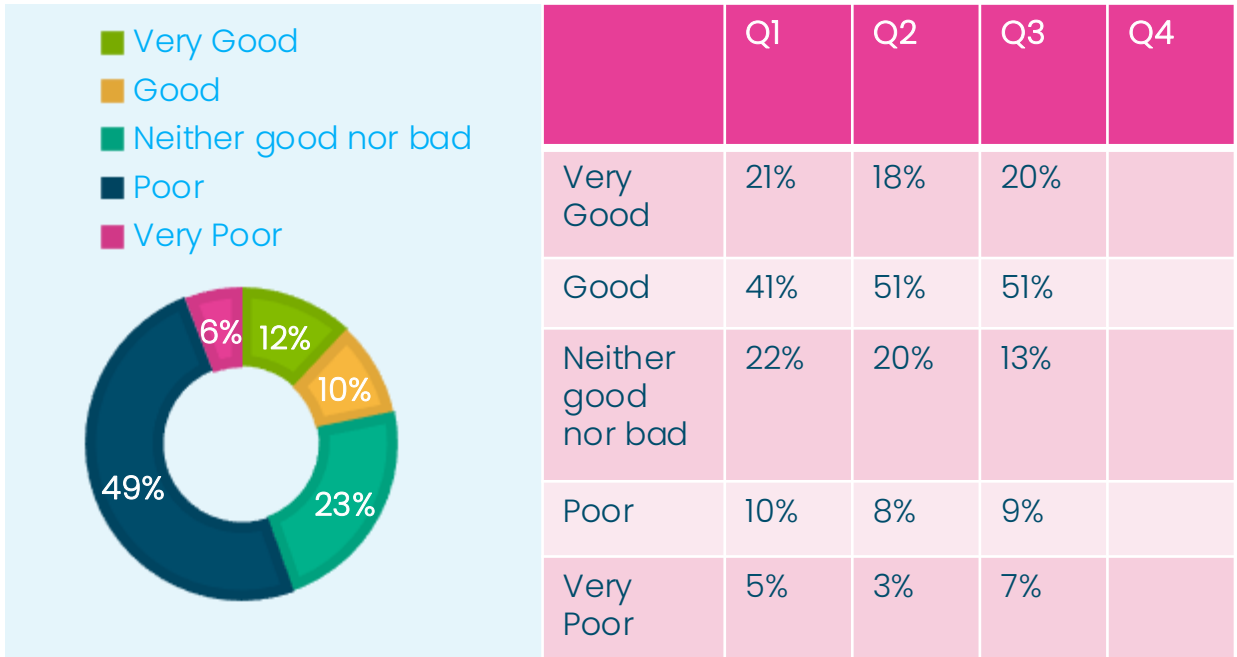
Q6) How would you rate the quality of treatment and care received?

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

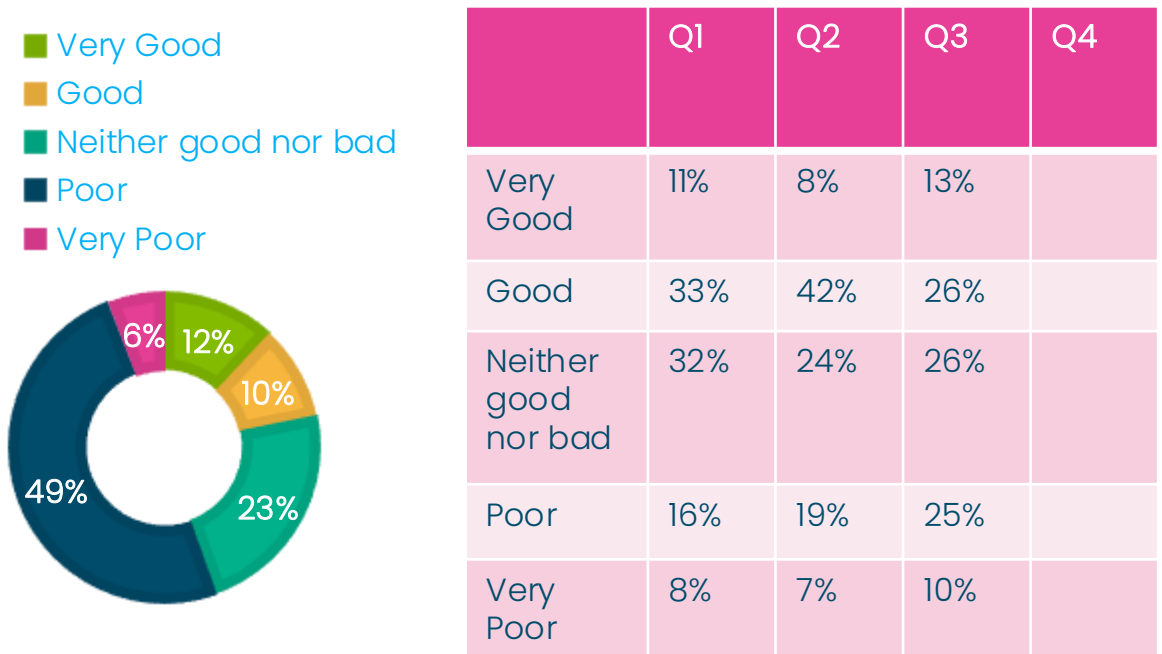


Access and Quality Questions

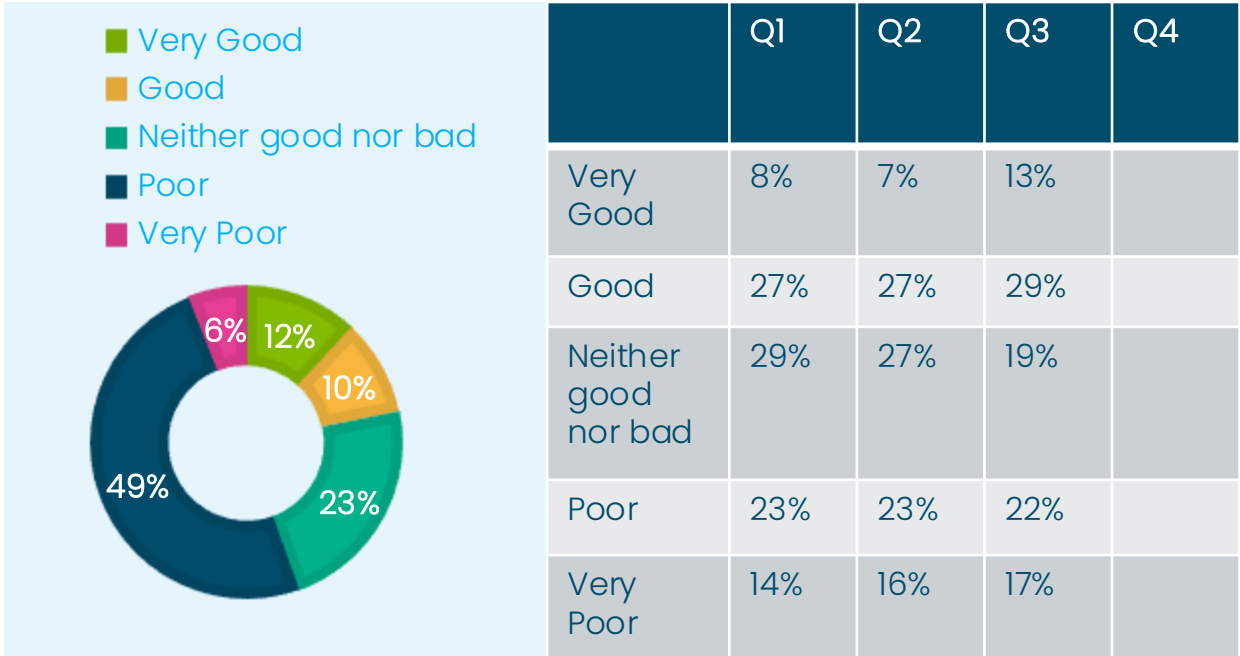
Q1) How did you find getting a referral/appointment at the hospital?



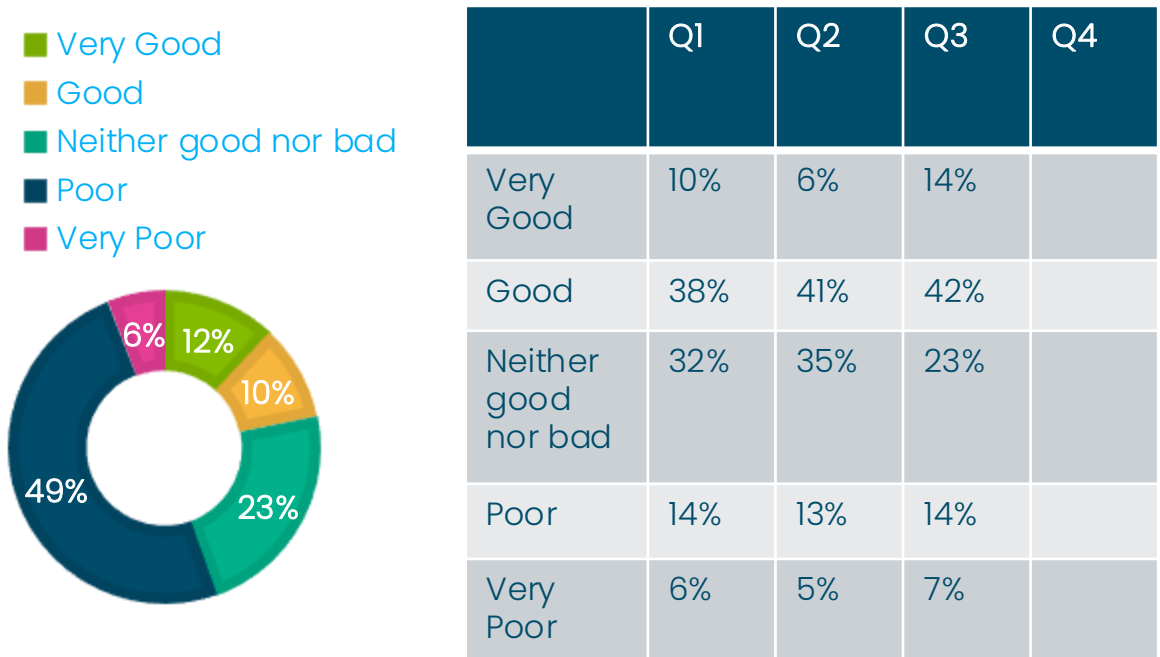
Q2) How do you find getting through to someone on the phone?



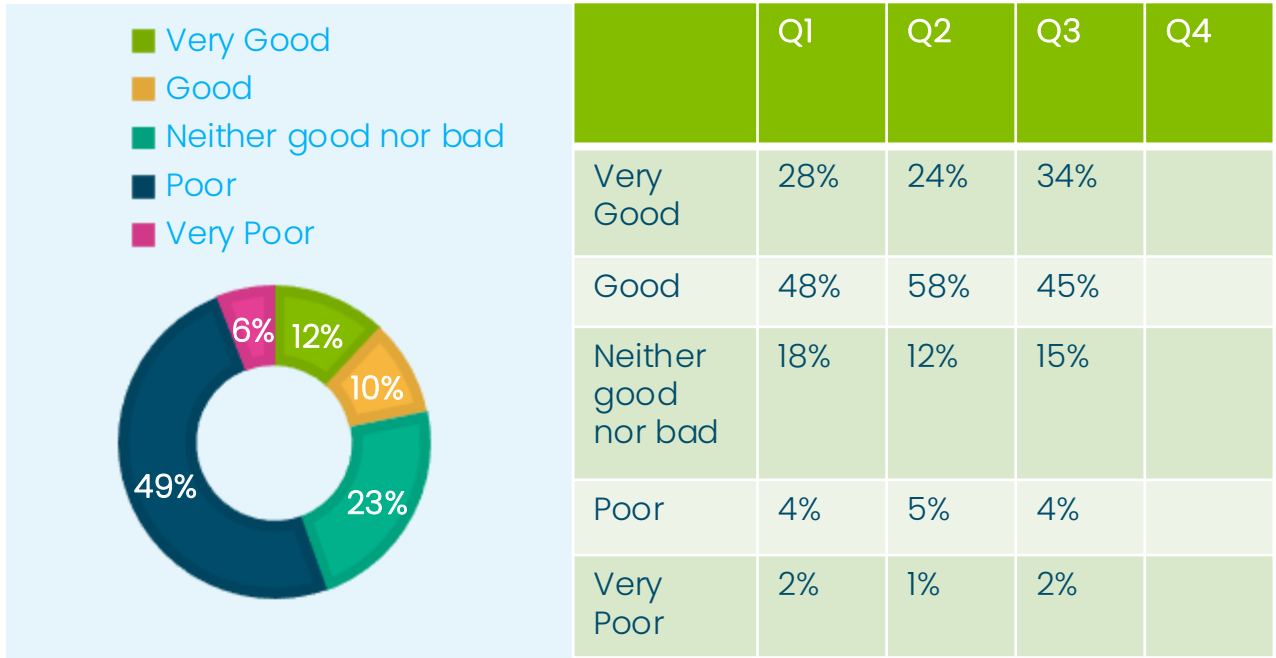
Q3) How do you find the waiting times at the hospital?



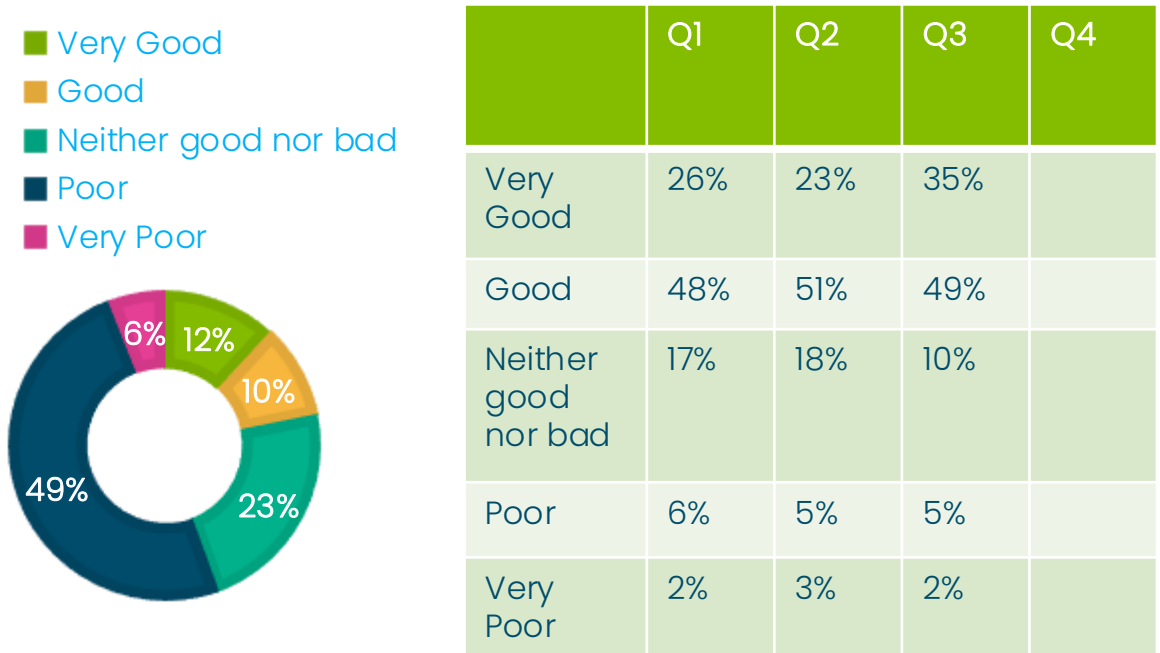
Q4) How do you think the communication is between your hospital and GP practice?



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



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



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 5 most positive and negative themes mentioned by patients between October and December 2024 based on the free text responses received. This tells us which areas of the service are most important to patients.

Top 5 Positive Issues	Total count and % of positive reviews
Staff Attitudes	65 (89%)
Quality of Care/Treatment	42 (91%)
Communication with patients	39 (72%)
Appointment availability	33 (72%)
Waiting Times	31 (95%)

Top 5 Negative Issues	Total count and % of negative reviews
Waiting times for appointments/ waiting lists	56 (63%)
Getting through on the telephone	15 (45%)
Communication with patients	13 (24%)
Appointment availability	12 (26%)
Communication between Services	9 (58%)

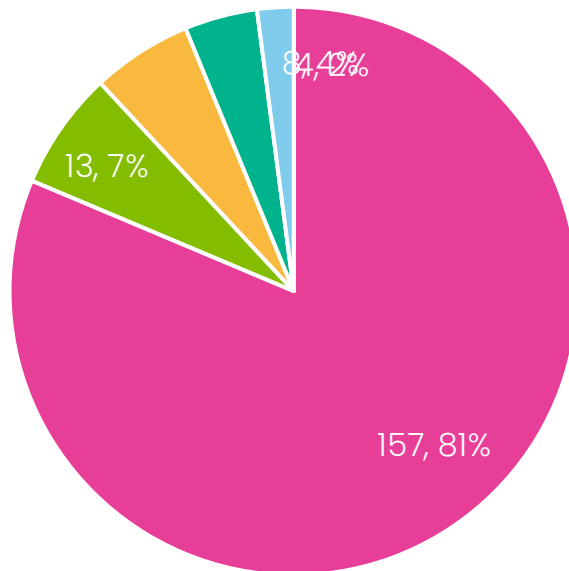
Hospital Trusts

Lewisham 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:

- University Hospital Lewisham
- Guy's Hospital
- Queen Elizabeth Hospital
- King's College Hospital
- Princess Royal University

Between October and December, the services which received the most reviews were University Hospital Lewisham.

Total Reviews per Hospital



■ University Hospital Lewisham

■ Guy's Hospital

■ Queen Elizabeth Hospital

■ King's College Hospital

■ Princess Royal University

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 Communication between GP and Hospital	Of Staff attitudes	Of Treatment and Care
University Hospital Lewisham No of reviews: 157	3.7	3.1	2.9	3.5	4.1	4.1
Guy's Hospital No of reviews: 13	4.4	3.4	3.6	4.1	4.4	4.5
Queen Elizabeth Hospital No of reviews: 11	4.2	3.3	3.1	4.2	4	4.1
King's College Hospital No of reviews: 8	4.3	2.6	3.6	3.7	4.4	4.3
Princess Royal University No of reviews: 4	3.7	2.6	2.8	4.2	3.5	4.2

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

Hospitals	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
University Hospital Lewisham No of reviews: 157	3.7	1. Staff attitudes	1. Booking appointments
		2. Quality of Treatment	2. Getting through on the telephone
		3. Appointment availability	3. Communication with Patients
Guy's Hospital No of reviews: 13	4.0	1. Quality of Care/Treatment	1. Booking appointments
		2. Information and Advice	2. Patient Choice
		3. Staffing Levels	3. Appointment availability
Queen Elizabeth Hospital No of reviews: 11	4.2	1. Communication with patients	1. Getting through on the telephone
		2. Staff attitudes	2. Booking appointments
		3. Quality of Care/ Treatment	3. Online consultation

What has worked well?

Below is a list of the key positive aspects relating to hospitals between October and December 2024



Quality of Treatment and Care

91% of reviews on the quality of experience/care were positive.

Residents singled out the Orthopedics and Emergency Departments for providing comprehensive treatment. The residents reported high-quality care across all departments.



Staff attitudes

89% of reviews specifically agreed that the attitudes of Staff were positive.

On several occasions, residents described staff as being 'kind' 'caring' and 'friendly.' The professionalism shown by health professionals was appreciated by Residents.



Appointment availability

According to 72% of reviewers, making appointments to hospitals was easy.

The hospital's follow-up appointments were well received by the residents, who also mentioned how beneficial it is for patients to have the option to modify their appointments following consultation.



Communication with patients

50% of the reviews that covered communication between Hospital staff and residents were positive.

Residents appreciated that the staff would calmly explain their treatment while listening to their concerns. Residents also reported feeling reassured by the staff's communication style.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between October to December 2024.



Waiting times for appointments/waiting lists

63% of reviews that covered waiting times for appointments and waiting lists were negative.

The vast majority expressed dissatisfied with the waiting times at the Accident & Emergency Department; while residents expressed satisfaction upon being seen, many were frustrated by the length of the queue to register and the duration of time spent in the waiting area.



Communication between services

Reviews that addressed communication between services were negative with 58%.

The lack of communication between the GP and hospitals was mentioned in more than half of the feedback from residents. Residents also stated that this caused delays in receiving their test results, prescriptions, and timely referrals.



Getting through on the telephone

45% of the reviews that covered getting through to someone on the phone for hospitals were negative.

The residents expressed that the inability to contact a health professional in an emergency or when experiencing new symptoms was a source of concern for the residents.

Recommendations

Below is a list of recommendations for hospitals in Lewisham based on the findings in this section

Waiting Times (for appointments/waiting list)

To eliminate bottlenecks, the NHS should employ more clinical and administrative staff to handle high patient numbers, as well as use locum staff during peak periods.

Collaborate with general practitioners and urgent care centres to address non-urgent situations and improve referral mechanisms to prevent hospital visits.

Also, residents will appreciate regular updates to better understand how long they will have to wait.

Communication between Services

Provide a centralised, safe electronic health record (EHR) system that is available to all health care providers.

Make sure that hospitals, clinics, and community health providers can readily and securely share patient information.

Establish direct channels of contact (hotlines or chat platforms) so that healthcare providers can communicate in real time.

Organise seminars on teamwork and effective communication techniques. Educate individuals on how to use health information systems and communication technology.

Getting through to someone on the phone

Increase the number of trained call handlers on duty during peak hours. Install a cutting-edge call management system with capabilities including callback choices, predicted wait times, and call queuing.

Allow residents to request a callback to prevent being on hold for too long.

Train employees to handle calls in an efficient and compassionate manner. To guarantee high-quality service delivery, conduct assessments on a regular basis.

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
Appointment availability	Staff attitudes	Staff attitudes	
Staff attitudes	Quality of treatment	Quality of treatment	
Getting through on the phone	Appointment availability	Communication with Patients	
Communication between services	Waiting times (punctuality and queueing on arrival)	Appointment Availability	
Waiting Times (punctuality and queueing on arrival)	Communication between services	Waiting Times	

Q1	Q2	Q3	Q4
Waiting Times (punctuality and queueing on arrival)	Waiting times (punctuality and queueing on arrival)	Waiting Times	
Getting through on the telephone	Getting through on the telephone	Getting through on the phone	
Appointment availability	Appointment availability	Communication with Patients	
Communication between services	Communication between services	Appointment Availability	
Staff attitudes	Cancellations	Communication with Services	

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 provided to people based on their personal characteristics.

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



Gender

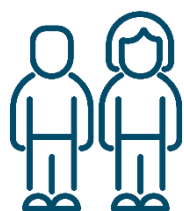
During the last three months, 70% (50) of the men we spoke to had a positive experience at the hospitals in Lewisham. By comparison, 69% of women (69) rated their last hospital visit as 'Good' or 'Very Good.'



Age

35-44 year olds shared the highest amount (37) of positive experiences about hospitals. 51% of all comments praised their services.

The second highest amount of positive reviews came from 55-64 year olds, (29) 76% of this feedback was positive.



Ethnicity

77% of the White British residents (53) who shared reviews considered their last hospital experience to be 'Good' or better.

The next highest was Black British 65%(13) who all gave positive reviews.



Disability and Long-Term Conditions

70% (21) and 76% (53) patients who considered themselves to be disabled or have a long term condition respectively gave positive ratings about their hospital care.

The same could not be said for people without a long-term condition where only 66% (63) of them gave positive reviews.

Experiences of Dental Services



Dental Services

No. of Reviews	34 (relating to 24 dentists)
Positive	97%
Negative	0%
Neutral	3%

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 it registering with an NHS dentist? (within the last 12 months)

Q2) How do you find getting NHS appointments?

Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

Q4) How helpful are staff in explaining your dental treatment?

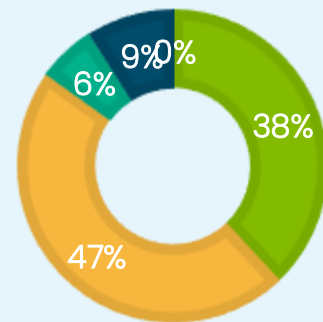
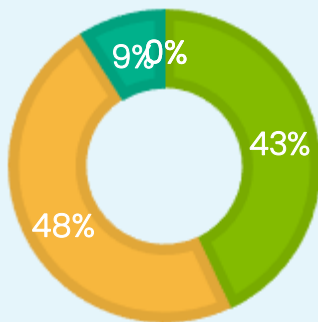
Q5) How do you find the attitudes of staff at the service?



Access and Quality Questions

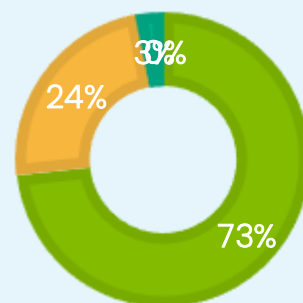
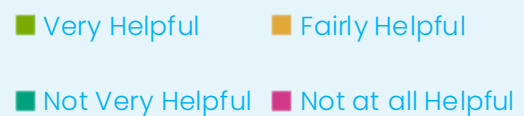
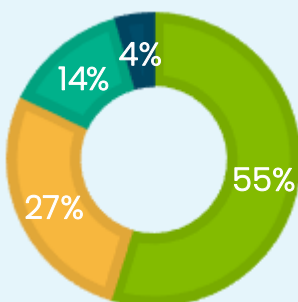
Q1) How did you find it registering with an NHS dentist? (within the last 12 months)

Q2) How do you find getting NHS appointments?

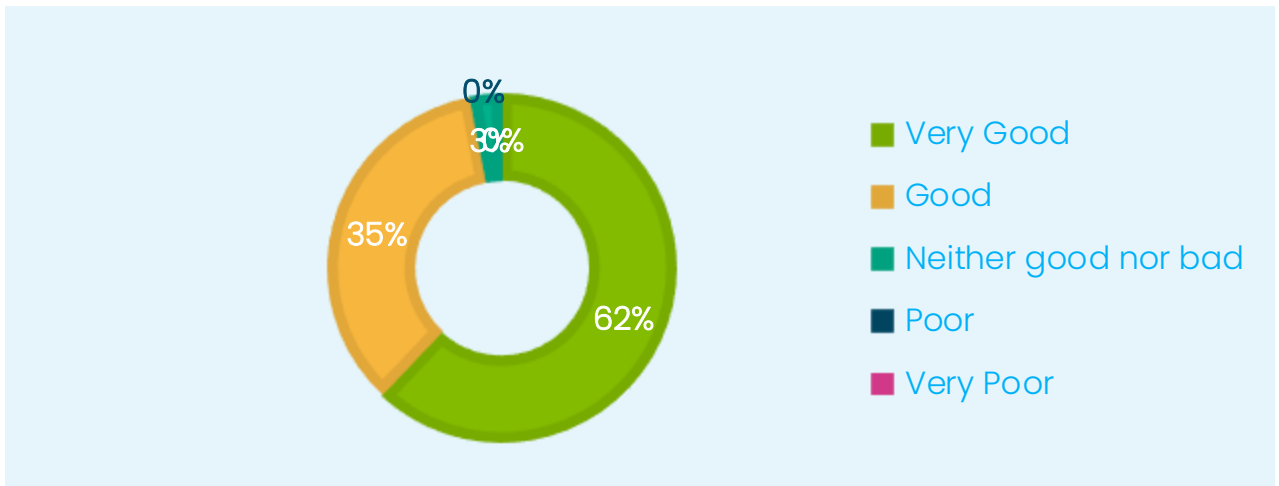


Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

Q4) How helpful are staff in explaining your dental treatment?



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



Thematic analysis

In addition to the access and quality questions we also ask two further free text questions (*What is working well?* and *What could be improved?*) to help get a more detailed picture of Dental services.

Each experience we collect is reviewed and up to 5 themes and sub-themes themes are applied. The charts below show the top 5 positive and negative issues received between October and December 2024 based on the free text responses received.

Top 5 Positive Issues	Total count and % of positive reviews	Top 5 Negative Issues	Total count and % of negative reviews
Appointment Availability	14 (78%)	Appointment availability	3 (17%)
Staff attitudes	13 (100%)	Clarity about cost	3 (125%)
Registration	12 (92%)	Affordability	1 (33%)
Treatment Explanation	10 (100%)	Communication with Patients	1 (17%)
Clarity about service cost	9 (75%)	Waiting Time	1 (50%)

We've produced a list of good practice, areas of improvement and recommendations relating to dentists between October and December 2024.

What has worked well?



Staff attitudes

All of the reviews that covered staff attitude were positive.

We found that residents appreciated the staff attitude stating they were professionals and dedicated to patient satisfaction.



Appointment availability

78% of reviews that covered appointment availability were positive.

Residents within Lewisham were satisfied with the Dental services, especially on the aspect of appointment availability and the booking process.

What could be improved?

Affordability/Clarity about Service Cost



75% of reviews that covered clarity about service cost were negative.

Residents found that the cost of band 3 treatments were extremely expensive and meant they were reluctant to get the treatment they needed.

Recommendations

Affordability

To promote transparency and patient awareness, we advise dentists to always make sure to enquire if patients are aware of the costs involved with the operation prior to beginning any treatment.

Experiences of 'Other' services



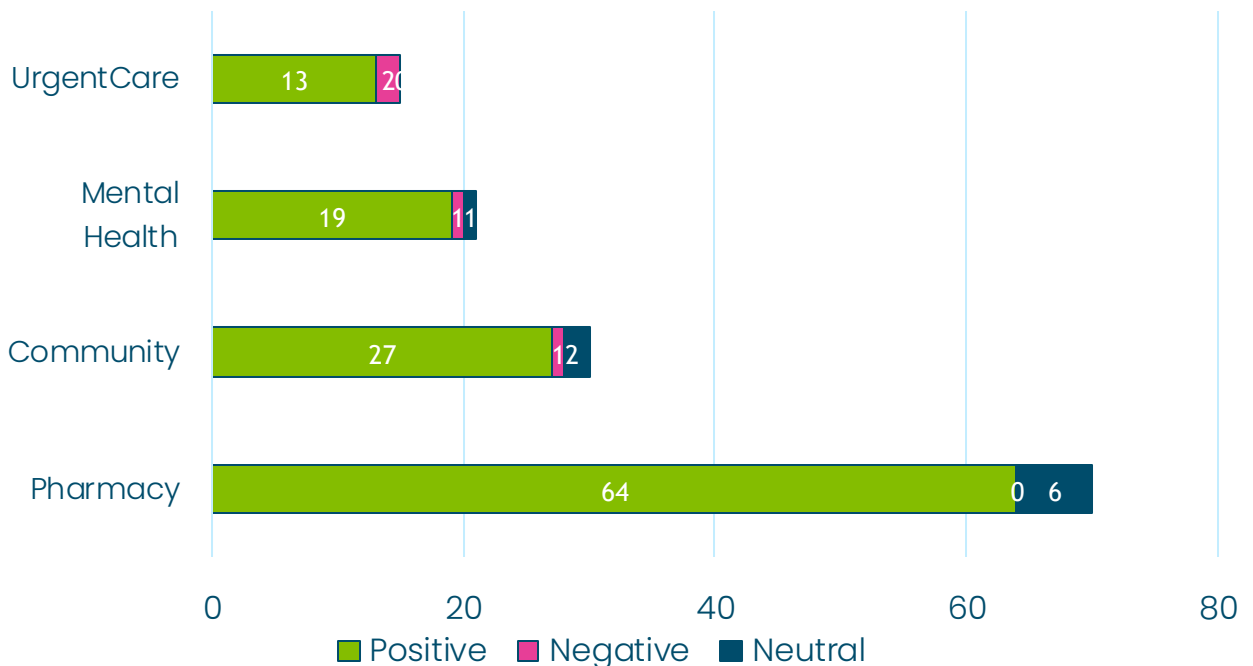
Experiences of 'Other' services

In addition to asking specifically about GPs, Hospitals and Dentists we also give the opportunity for people to share experiences about any other public health or care service asking them what is working well and what could be improved.

This section provides 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)

Service Type	No of Reviews	Percentage of positive reviews
Pharmacy	70	91%
Community	30	90%
Mental Health	21	90%
Urgent Care	15	87%

Service Type by Sentiment



What has worked well?

Below is a list of the key positive aspects relating to 'Other' Lewisham services between October and December 2024



Pharmacy – Staff attitudes

100% of all reviews that covered staff attitudes were positive.

Residents found that pharmacists were very knowledgeable and the advice meant they did not need to book a GP appointment.



Pharmacy – Medicine Management

85% of reviews that covered medicine management were positive.

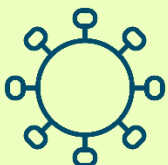
Residents were exceedingly pleased with NHS Pharmacy services regarding their medicine management.



Mental Health – Communication with patients

100% of the reviews that covered communication with patients were positive.

Residents told us they valued the kindness of doctors and other staff whose calm and clear communication helped them feel more relaxed in what can be an overwhelming situation.



Community Services – Communication with patients

100% of the reviews that covered communication with patients were positive.

Residents told us they appreciated receiving a letter from their community health services informing them about walk-in vaccination clinics.

What could be improved?

Below is a list of the key areas of improvement relating to 'Other' Lewisham services between October and December 2024



Pharmacy – Waiting times at the premises

60% of reviews that covered waiting times at the premises were negative.

Residents were unhappy at having to stand in queues for over 30 minutes outside to receive their medications.



Pharmacy– Communication between services

33% of reviews that covered communication between services were negative.

Residents said that they felt GPs and pharmacies should have improved communications to avoid issues with getting their medications on time.



Mental Health– Waiting times for appointments/lists

100% of all the reviews that covered waiting times on a treatment list were negative.

Residents told us that they had to wait up to six months on a waiting list before being able to access IAPT services.



Community Health – Waiting time

40% of reviews that covered waiting time were negative.

Residents told us that they were not happy with the amount of time they had to wait before being attended to staff.

Recommendations

Below is a list of recommendations about services in Lewisham based on the findings in this section

Pharmacy (Waiting Times)

Wait times can be significantly reduced by optimising processes and making sure there is enough staff during peak periods.

Pharmacy (Communication with other services)

Establish a safe online platform that allows real-time sharing of patient prescriptions, medication updates, and care plans amongst pharmacies, general practitioners, hospitals, and social services.

Mental Health (Waiting times for appointments/lists)

Recruit more mental health experts, such as therapists, nurses, and support workers.

In addition, trained volunteers and peer support workers can be used. This can help manage non-critical cases and provide temporary assistance.

Community Health (Waiting times)

Provide staff training to improve efficiency during consultation times.

Appendix



Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	37	181
Woman (including trans woman)	62	299
Non- binary	0	1
Other	0	0
Prefer not to say	1	2
Not provided		67
Total	100	550

Ethnicity	Percentage %	No of Reviews
White British	38	184
Caribbean	11	52
Any other Black/ Black British	11	51
African	9	44
Any other White background	6	30
Any other Asian/ Asian British	5	22
Indian	3	15
Bangladeshi	2	12
Irish	2	10
Arab	2	9
Black African and White	2	8
Total		

Age	Percentage %	No of Reviews
Under 18	0	1
18-24	4	18
25-34	17	83
35-44	21	103
45-54	15	73
55-64	19	93
65-74	13	65
75-84	9	43
85+	0	2
Prefer not to say	1	3
Not provided		66
Total	100	550

Disability	Percentage %	No of Reviews
Yes	16	78
No	82	397
Prefer not to say	1	4
Not provided		
Total		

Demographics

Long-term condition	Percentage %	No of Reviews
Yes	43	206
No	54	257
Prefer not to say	1	7
Not provided	2	10
Total		

Sexual Orientation	Percentage %	No of Reviews
Asexual	2	8
Bisexual	1	4
Gay Man	2	10
Heterosexual/ Straight	91	437
Lesbian / Gay woman	0	1
Pansexual	0	0
Prefer not to say	4	21
Not provided		
Total	100	

Religion	Percentage %	No of Reviews
Buddhist	2	9
Christian	49	234
Hindu	4	20
Jewish	0	2
Muslim	9	45
Sikh	0	0
Spiritualism	0	2
No religion	28	136
Prefer not to say	3	15
Other religion	4	19
Total		

Pregnancy	Percentage %	No of Reviews
Currently pregnant	2	9
Currently breastfeeding	2	10
Given birth in the last 26 weeks	5	25
Prefer not to say	1	6
Not Known	12	55
Not relevant	78	365
Total		

Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only		
Not in employment & Unable to work	11	51
Not in Employment/ not actively seeking work - retired	27	128
Not in Employment (seeking work)	8	37
Not in Employment (Student)	2	11
On maternity leave	7	34
Paid: 16 or more hours/week	36	172
Paid: Less than 16 hours/week	1	7
Prefer not to say	30	6
Not provided		
Total		

Unpaid Carer	Percentage %	No of Reviews
Yes	11	51
No	87	414
Prefer not to say	2	11
Not provided		
Total		

Area of the borough	Percentage %	No of Reviews
New Cross Gate	11	51
Lewisham Central	10	47
Sydenham	7	34
Deptford	24	111
Catford South	9	40
Bellingham	7	32
Brockley	4	20
Lee Green	4	18
Downham	3	16
Forest Hill	2	9
Total		



healthwatch

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