

Q4 Patient Experience Report

January – March 2024

healthwatch
Lewisham



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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 Borough** 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 2023

In response to feed-back 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.

This quarter was our Patient Experience Officer's second in post.

During this period they continued to deliver the patient experience program and manage our team of volunteers that support us.

Q4 Snapshot

This section provides a summary of the number of experiences we collected during January – March 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)



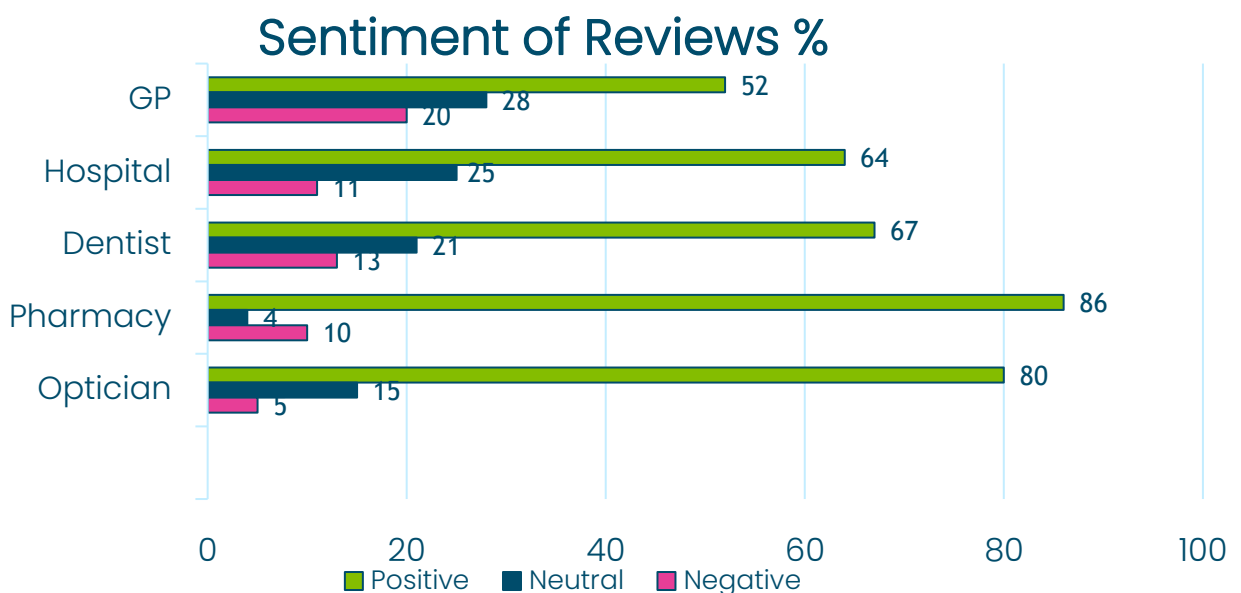
1014 reviews

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 as people as possible

Top 5 Service Types	No of Reviews	Percentage of positive reviews
GP	417	52 %
Hospital	319	64 %
Dentist	135	67%
Pharmacy	115	86%
Optician	20	80%



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	42% (187)	55% (75)	51%(202)	52%(417)
Hospital	57% (179)	67% (340)	66%(244)	64%(319)
Dentist	64% (84)	68% (112)	71%(81)	67%(135)
Pharmacy	66% (120)	66% (114)	78%(74)	86%(115)
Optician	70% (16)	75% (24)	63%(8)	80%(20)
Community Health	36%(4)	50%(8)	100%(3)	-

What does this tell us?

- We have seen an increase in the percentage of people sharing positive feedback about GPs in the Borough.
- In a similar trend, the feedback on hospital services is more positive at the end of the year than the start of the year.
- The experience of Dental services is also more positive at the end of the year, albeit dropping slightly from a high in Q3.
- Positive experiences of pharmacy services have increased significantly, by 20% over the course of the year, experiencing quarter upon quarter improvement.
- Although lower in number, Optician service feedback has increased to 80% positivity.

Experiences of GP Practices



What people told us about GP Practices

"I have stage 4 terminal lung cancer, so I get seen fairly quickly"

"I waited without any valid reason for delay. Some GP practitioner can see you within weeks which might take a year or more on the NHS"

"The few times I have visited, staff have been very polite and our doctor very professional and comforting."

"It is very difficult to get an appointment through the phone. sometimes it is complicated to do appointment with the app, a lot of information required every time I needed to book."

"The new call back service is a big change and a great help forgetting to speak with someone at the GP"

"I notice that specific Doctors are always booked up. The automated phone system doesn't work. When you call in the morning you are usually on hold for so long that APP are gone by the time you get through. Online booking app rarely shows the appointments. Not enough staff to answer phones. Not enough GPs to cover the local population."

"The quality of the service rendered by the staff. Staff attitude, care received are good. Reminding patients of the illness and getting app is preferable lot easier."

"Online form - a lot of the exact and same questions, very repetitive. It is not always answered or responded to incorrectly. Repeat prescription request takes far too long to be processed".

GP Services

No. of Reviews	417 (relating to 41 GP practices)
Positive	52%
Negative	20%
Neutral	28%



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:

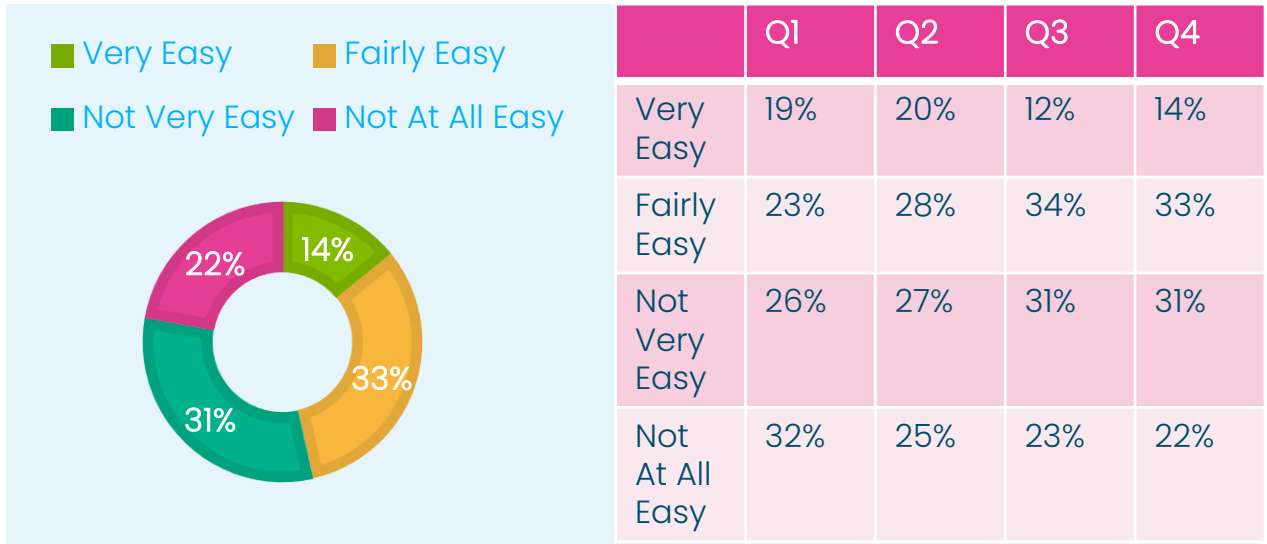
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the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

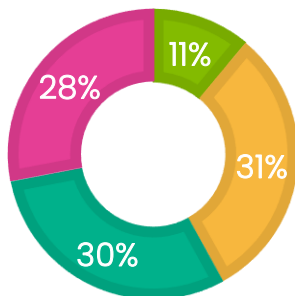
Access and Quality Questions

Q1) How do you find getting an appointment?



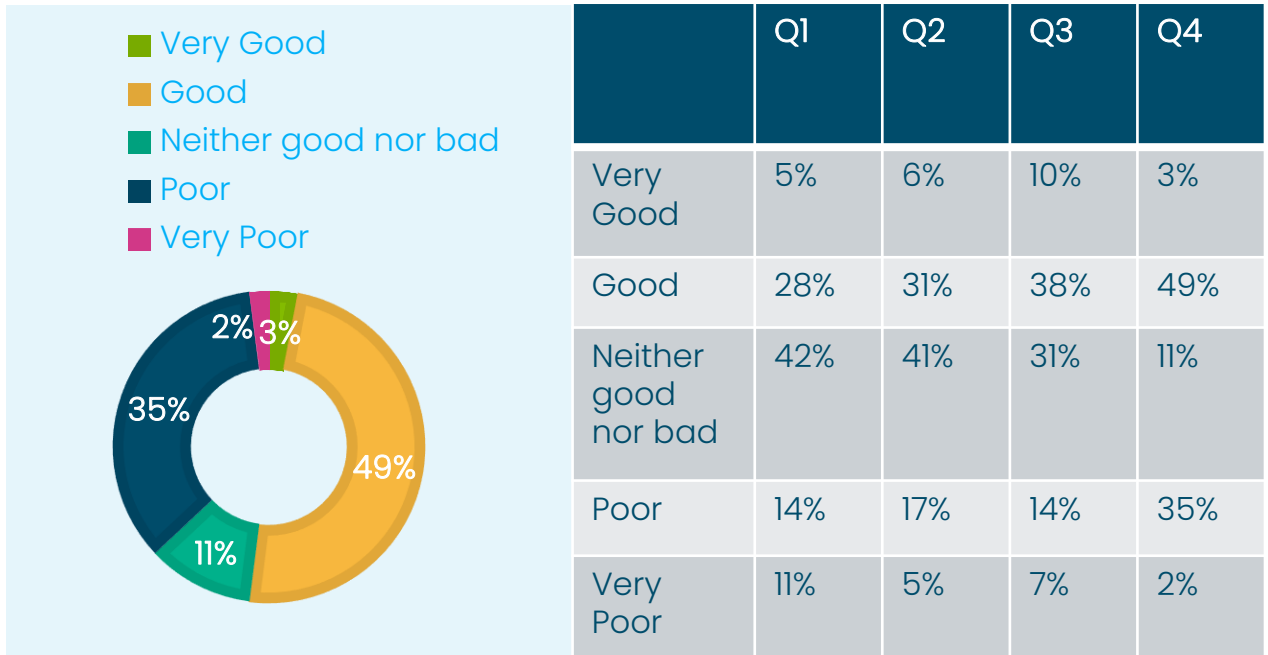
Q2) How do you find getting through to someone at your GP practice on the phone?

■ Very Easy ■ Fairly Easy
■ Not Very Easy ■ Not At All Easy

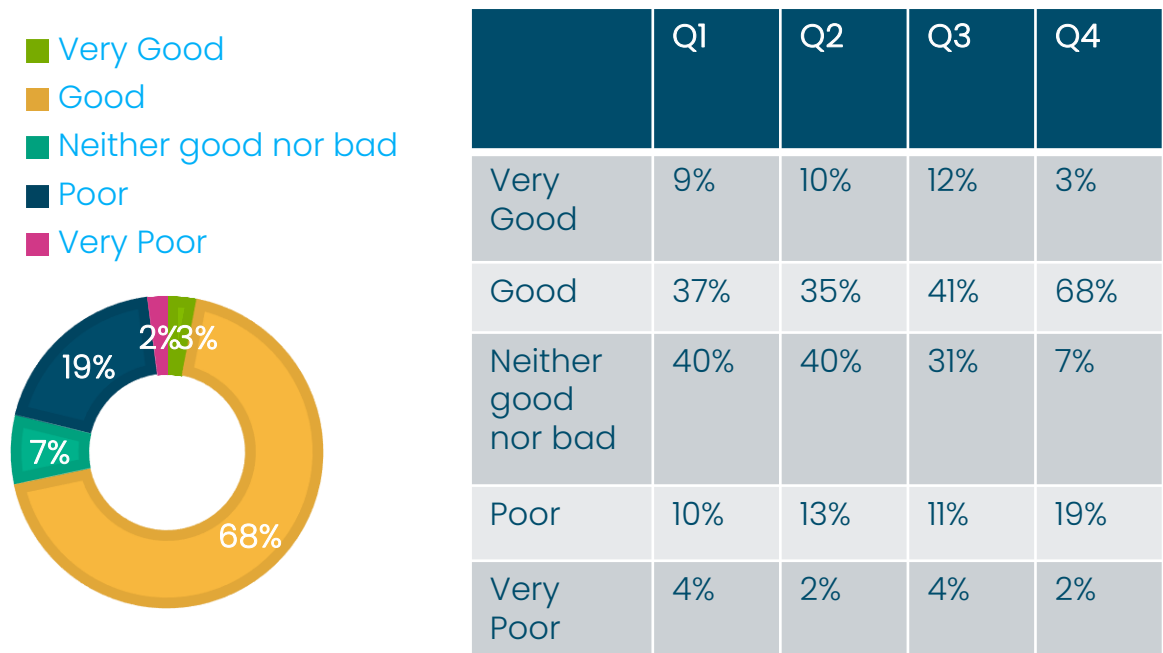


	Q1	Q2	Q3	Q4
Very Easy	12%	13%	9%	11%
Fairly Easy	26%	31%	33%	31%
Not Very Easy	28%	27%	28%	30%
Not At All Easy	33%	29%	30%	28%

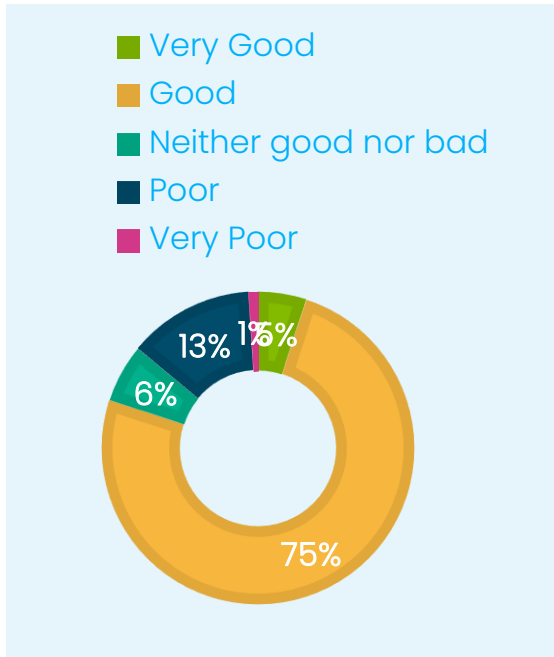
Q3) How do you find the quality of online consultations?



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

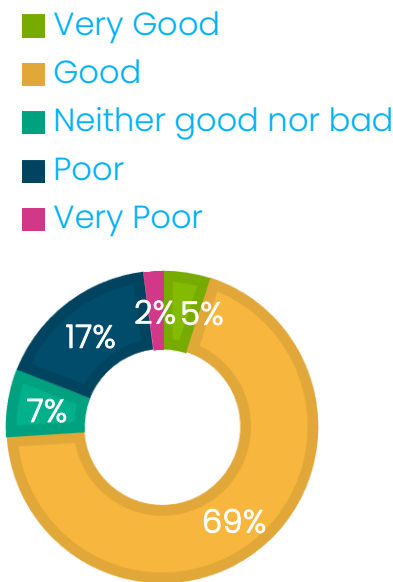


Q5) How did you find the attitudes of staff at the service?



	Q1	Q2	Q3	Q4
Very Good	27%	20%	23%	5%
Good	36%	46%	44%	75%
Neither good nor bad	30%	26%	26%	6%
Poor	6%	6%	6%	13%
Very Poor	2%	2%	1%	2%

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



	Q1	Q2	Q3	Q4
Very Good	23%	19%	21%	5%
Good	40%	52%	48%	69%
Neither good nor bad	29%	22%	21%	7%
Poor	5%	7%	8%	17%
Very Poor	2%	0%	2%	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 tables below show the top 5 most positive and negative themes mentioned by patients between January and March 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
Staff attitude	86(70%)
Quality of treatment	75(69%)
Appointment availability	66 (37%)
Communication with patients(treatment explanation, verbal advice).	36(59%)
Booking appointment	31(29%)

Top 5 Negative Themes	Total count and % of negative reviews
Appointment availability	105(58%)
Booking appointment	67(62%)
Getting through on the telephone	44(57%)
Quality of treatment	18(17%)
Waiting times(punctuality and queueing on arrival	17(89%)

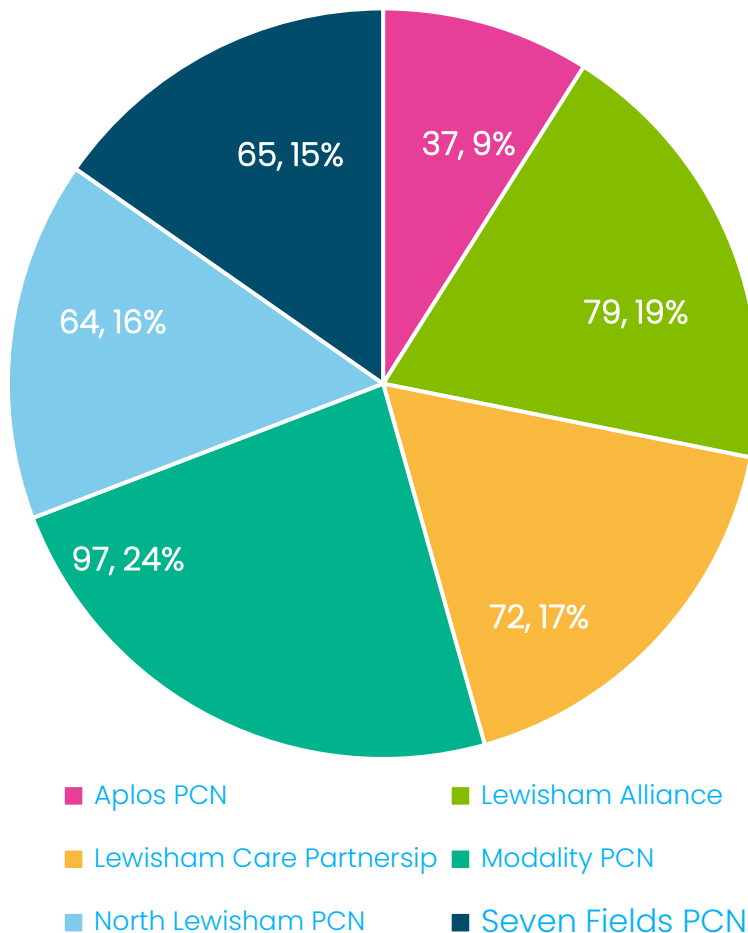
Primary Care Networks

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

- Aplos Primary Care Network
- Lewisham Alliance Primary Care Network
- Modality Primary Care Network
- Lewisham Care Partnership Network
- North Lewisham Primary Care Network
- Seven fields Primary Care Network

Between January and March, the services which received the most reviews were Modality PCN and Seven fields PCN.

Total Reviews per PCN (412, 100%)



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 coloured coded to indicate positive, (green) negative (pink) or neutral (blue) sentiment.

Positive  Neutral  Negative 

PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	To an appointment	Getting through on the phone	Of Telephone consultations	Of Online consultations	Of Staff attitudes	Of Treatment and Care
Aplos PCN	2.2	2.1	3.3	3.0	3.6	3.6
Lewisham Alliance PCN	2.4	2.4	3.3	3.0	3.7	3.6
Lewisham Care Partnership PCN	2.1	2.0	3.4	3.0	3.7	3.5
Modality PCN	2.3	2.0	3.4	3.2	3.7	3.8
North Lewisham PCN	2.6	2.7	3.4	3.3	3.8	3.6
Seven fields PCN	2.7	2.5	3.7	3.3	3.9	3.8

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
Modality PCN No of reviews: 97	3.4	1. Staff attitude	1. Booking appointment
		2. Quality of treatment	2. Appointment availability
		3. Appointment availability	3. Getting through on the telephone
Seven field PCN No of reviews: 63	3.7	1. Staff attitude	1. Appointment availability
		2. Communication with patients(treatment ,explanation, verbal advice)	2. Booking appointments
		3. Booking appointments	3. Getting through on the telephone
Lewisham Alliance PCN No of reviews: 79	3.3	1. Appointment availability	1. Appointment availability
		2. Staff attitude	2. Getting through on telephone
		3. Quality of treatment	3. Booking appointment
North Lewisham PCN No of reviews: 64	3.6	1. Appointment availability	1. Appointment availability
		2. . Staff attitude	2. Waiting times(punctuality)
		3. . Quality of treatment	3. Booking appointments
Aplos PCN No of reviews: 37	3.2	1. . Quality of treatment	1. Appointment availability
		2. Appointment availability	2. Getting through on telephone
		3. Staff attitude	3. Booking appointment
Lewisham Care Partner	3.2	1. Quality of treatment	Appointment availability
		2. Staff attitude	Booking appointments
		3. Appointment availability	Getting through on the telephone

What has worked well?

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



Staff attitudes

70% of reviews that covered staff attitudes were positive.

A significant number of Residents in the Borough told us they are happy with the GPs and the services they provide.

Most residents use the terms polite, patients, friendly, responsive, efficient, lovely and pleasant to describe their positive experience with staff attitude.

Some of the residents recognise that staff at the GP also face constraints and do try their best to attend to patient needs.



Appointment availability

37% of the reviews covering appointment availability were positive

Residents told us they are happy when appointments are available for them to book to see the GP. Whenever the appointments are available online, booking becomes easier

Face to face appointments to see GPs are considered better by residents. Some residents said telephone appointments are also helpful in assessing patient health problems/concerns.



Communication with the Patients (treatment explanation, verbal advice).

36% of the reviews that covered communication with the patients (treatment explanation and verbal advice) were positive

Residents told us that being able to see and speak to a GP is a positive development. In particular, the new call back service is a great help.

Residents said that once they are seen and treated by a Doctor, they feel satisfied.

What could be improved?

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

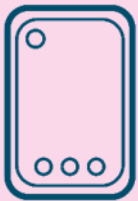


Appointment availability

58% of reviews that covered appointment availability are negative

Most residents in the Borough prefer the availability of face-to-face appointments, however, the concern is with the difficulty getting the appointment, especially when the need is considered an emergency by the patient.

Some residents stated that it was very difficult to have a same day appointment at the GP.

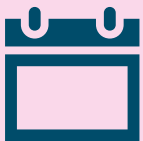


Booking appointment

62% of reviews that covered booking appointment are negative.

A significant number of residents told us that it is hard to successfully book an appointment and this was especially the case for those who were elderly because they were not able to use the technology.

Some residents report spending about one hour trying to book an appointment, experiencing several difficulties in the process.



Waiting time

89% of reviewed that covered waiting time were negative and could be improved

Again, Residents told us that the waiting time to access the GP is still a challenge. Some gave instances when you must wait for a week when you are ill. waiting for an average of 45 minutes and for at least 2 years to get operated is long

Some Residents say the long-time waiting relates to waiting to get through to the telephone to speak with the GP, to get an appointment, prescription or collect the prescribed drugs.

Recommendations

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

Appointment availability

1. Several residents have told us that they have difficulties with getting an appointment even when the need is urgent. The non availability of appointments continues to pose a great concern to patients. We continue to recommend that GP surgeries prioritise urgent appointments with and provide face-to-face appointments. They should work in synergy with other GPs on the availability of appointments and attend to patients on the same day through referrals.
2. We also recommend GP reviews its capacity and where possible, increase numbers of GPs and support staff to handle the volume of patients.

Booking appointments

1. Residents told us that the challenge with booking appointments is the time it takes to find/book an appointment. Some elderly residents complain that they were not taken into consideration when systems moved to booking online. We recommend in person booking remains in place to complement online processes. In addition, GPs should set aside specific times or designate a staff to assist with online booking processes.
2. GPs should provide information on how to book appointments. The receptionists and staff are to be patient and supportive, and assist patients in need of booking support.

Waiting times (punctuality and queueing on arrival)

1. We recommend improved patient communication in relation to waiting times.
2. We recommend spacing out and staggering appointments in accordance with the number of Patients to be attended to in a day. Patients should be informed of the real-time updates on wait times through text messages and through the app.
3. We recommend a review of the triage system to continuously evaluate patient's urgent needs and signpost to appropriate level of care.

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 (Apr – Jun)	Q2 (Jul–Sep)	Q3(Oct–Dec)	Q4(Jan–March)
Staff Attitudes	Staff attitudes	Staff attitudes	Staff attitude
Quality of Staff – health professionals	Booking appointments	Quality of treatment/care	Quality of treatments
Quality of treatment	Quality of Staff – health professionals	Medical records	Appointment availability
Booking appointments	Service co-ordination	Service organisation, delivery change and closure	Communication with patients (treatment explanation, verbal advice)
Staff Attitudes – health professionals	Appointment availability	Communication between service interpretation	Booking appointment

Negative issues

Q1 (Apr – Jun)	Q2 (Jul–Sep)	Q3(Oct – December)	Q4
Appointment availability	Appointment availability	Waiting Times to see a GP	Appointment availability
Getting through on the telephone	Getting through on the telephone	Staff Attitude – administrative	Booking appointment
Booking appointments	Booking appointments	Getting through on the telephone	Getting through on telephone
Waiting Times (punctuality and queueing on arrival)	Waiting Times (punctuality and queueing on arrival)	Appointment availability	Quality of treatments
Booking appointments – online	Booking appointments – online	Communication with the Patients	Waiting times (punctuality and queueing on arrival).

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 had a better experience of GPs when compared with men. 60% women rated their experiences 5* compared to only 37% of men

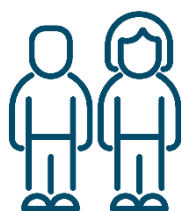


Age

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

Experiences amongst these age ranges were mixed with 59% of 35–44-year-olds having positive experiences.

While 48% of 45–54-year-olds also gave negative reviews.



Ethnicity

66(44%)of white 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 any other white backgrounds with 10(53%).



Long Term Condition

62(55%)of residents we spoke to who shared their equalities data considered themselves to have long-term condition (LTC) of health.

While 122(56%) of them respond in a negative expressing that they do not have long term condition of health.

Experiences of Hospital Services



What people told us about Hospitals

"Staff are very friendly and there are lots of toys to keep children entertained."

"The waiting time is very long, and appointments are booked without patients consent. The environment are not suitable for children"

"I had a ministroke and went to A&E, they referred me to the neurology department very quickly. they referred me to the cardiology where more tests and heart monitoring were done within 24 hours"

"Appointments to get results can take quite a while like today, our Doctor got my partner an ECG test done straight away but said the appointment will be in a few months which seems a long time to wait."

The Doctor at the respiratory department knows what he is talking about and explains things well and gets appointments in other parts of the hospital done quickly.

"some signages are difficult to follow. sometimes the lights are not working and not familiar with the hospital "

"Consultations are quick once you get in to see doctor/nurse/radiologist - this last one was helpful, and I was let to see the x-ray quickly although they are busy."

"Referral and appointment needs to be improved as well as waiting time and communication between GP Practice and Hospital"

Hospital Services

No. of Reviews	319 (relating to 7 hospitals)
Positive	64%
Negative	11%
Neutral	25%

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?

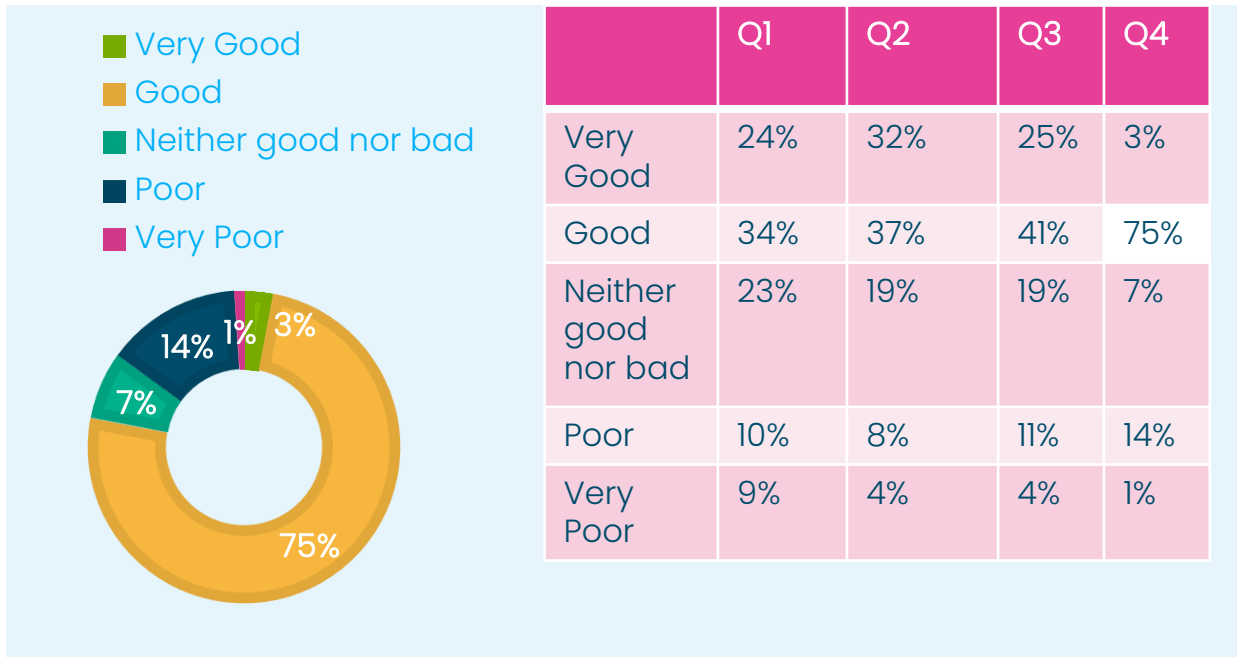
Q6) How would you rate the quality of treatment and care received?

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

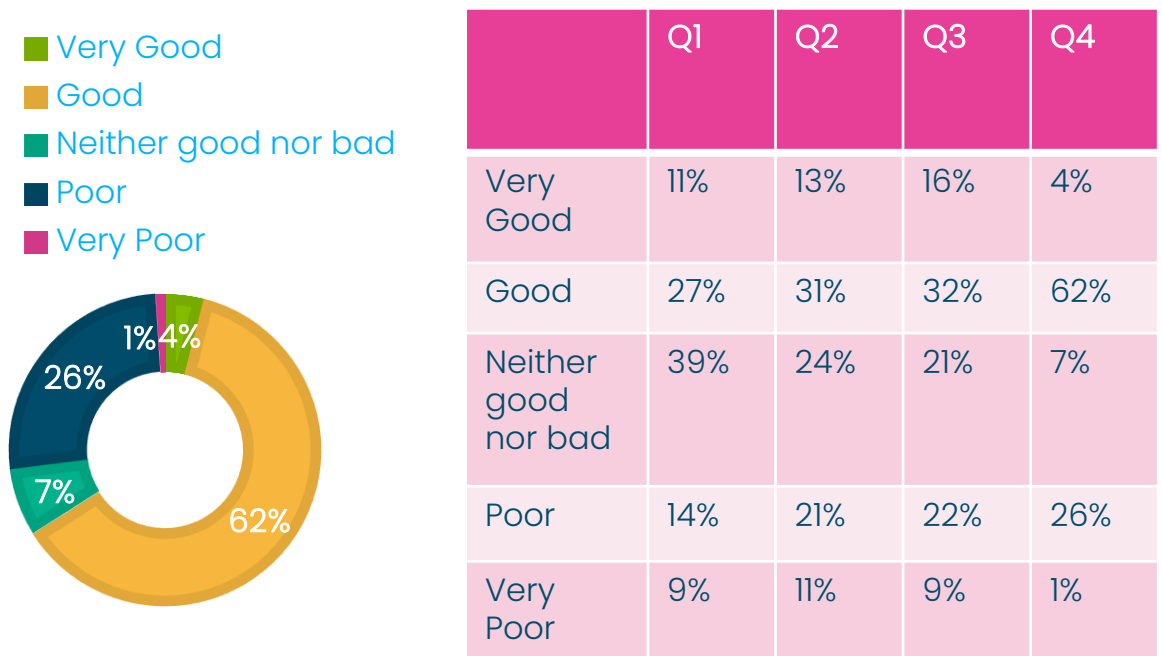


Access and Quality Questions

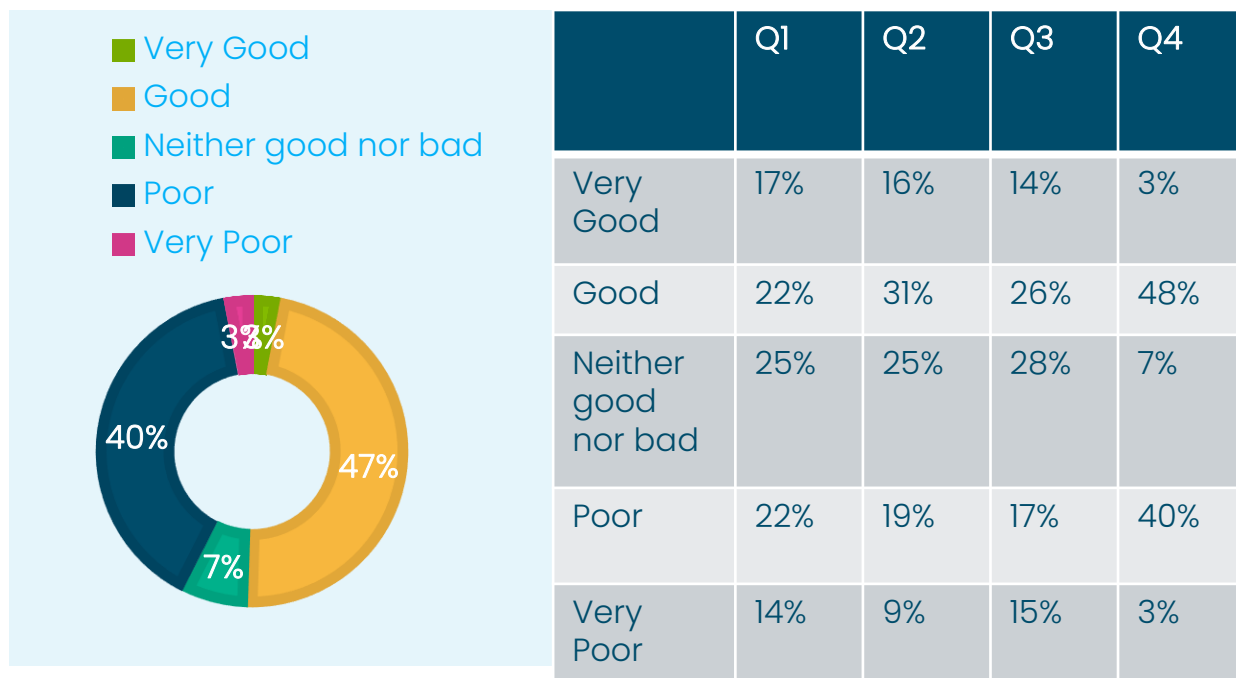
Q1) How do you find getting a referral/appointment at the hospital?



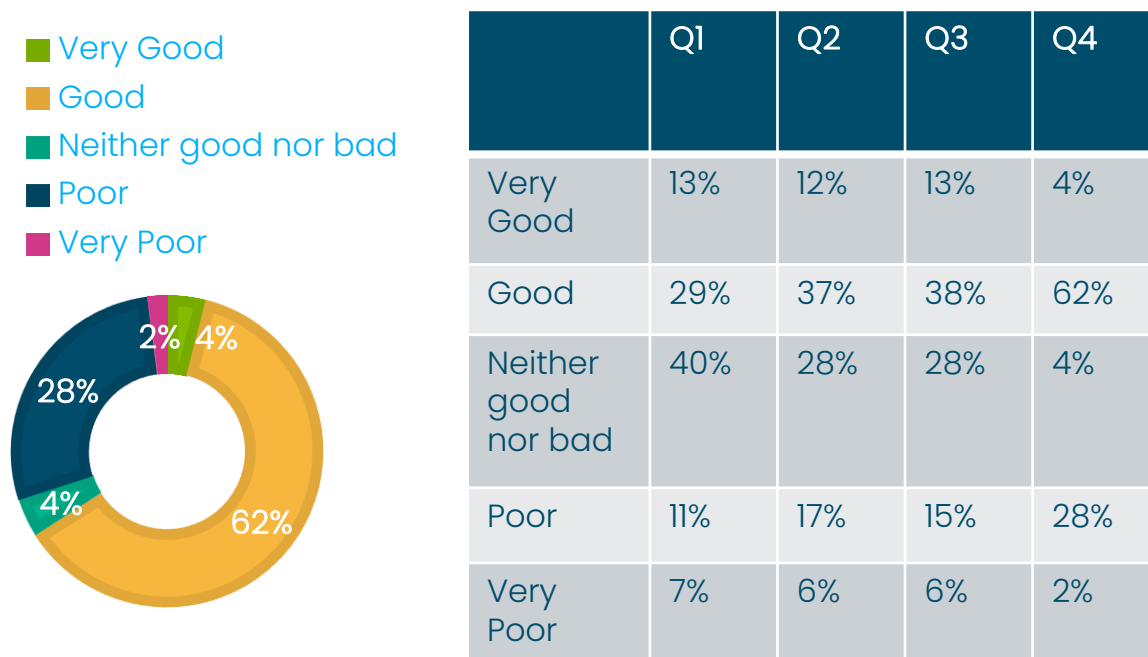
Q2) How do you find getting through to someone on the phone?



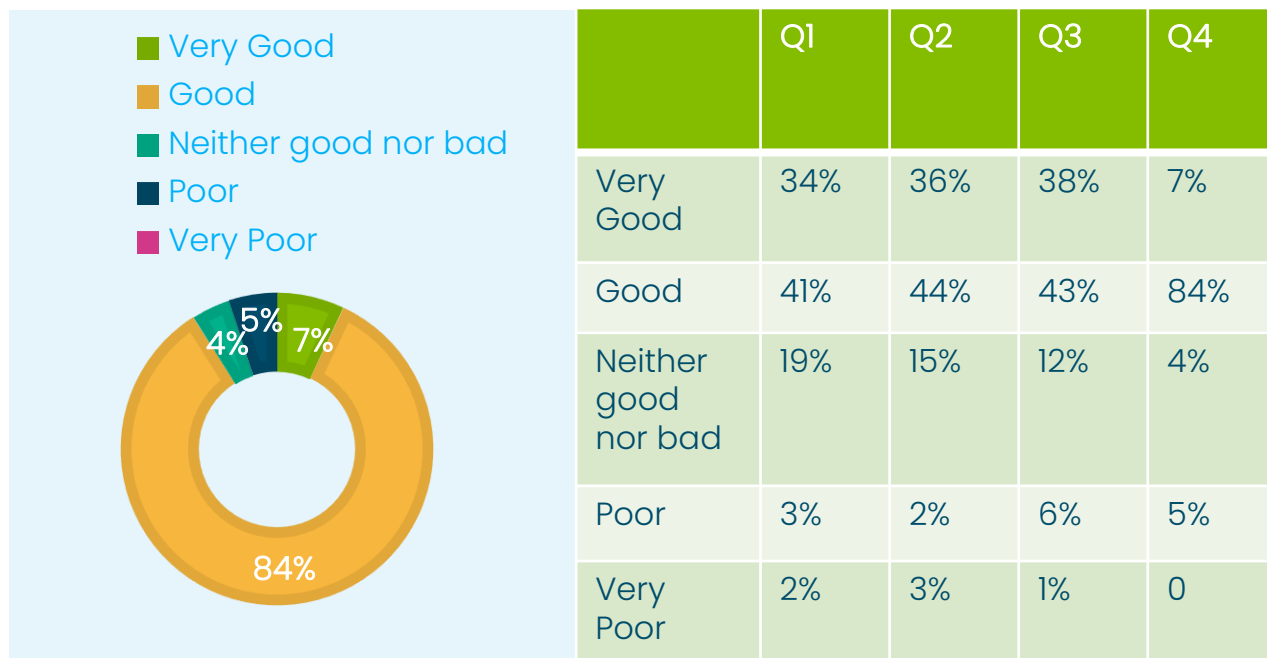
Q3) How do you find the waiting times at the hospital?



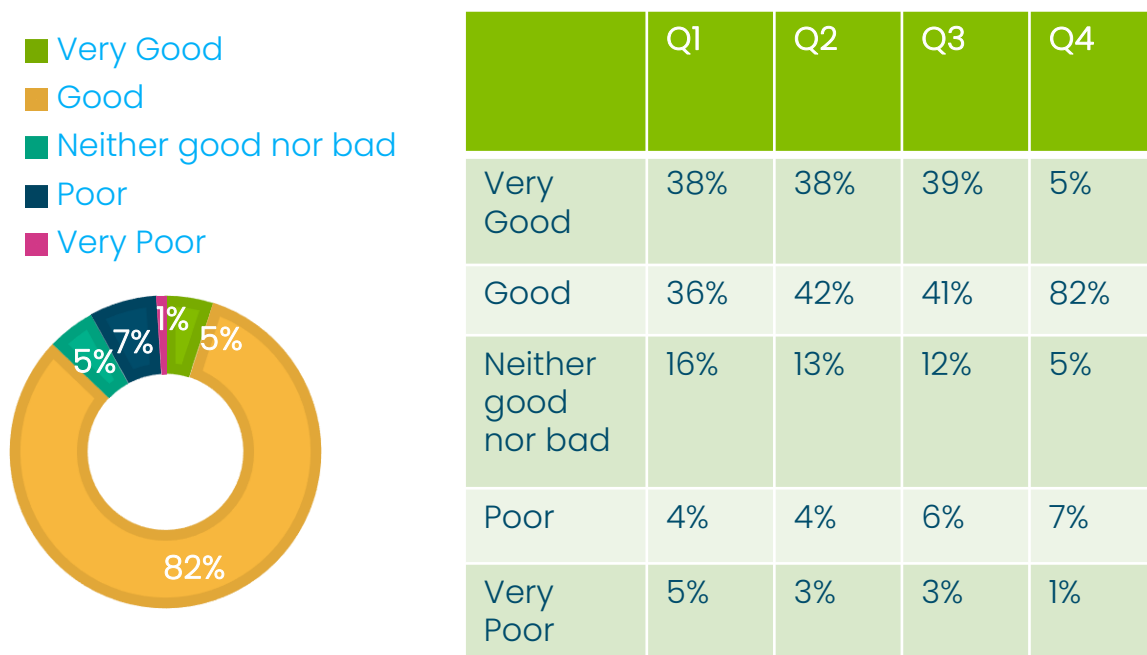
Q4) How do you think the communication is between your hospital and GP practice?



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 January and March 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
Quality of treatment and care	74(88%)
Appointment availability	66(69%)
Staff attitude	60(80%)
Communication with patient(treatment explanation, verbal advise)	26(63%)
Getting through on telephone	18(42%)

Top 5 Negative Issues	Total count and % of negative reviews
Waiting times (Punctuality and queueing on arrival)	56(68%)
Appointment availability	21(22%)
Getting through to telephone	18(42%)
Communication between services	11(42%)
Waiting times for appointment/waiting lists	10(36%)

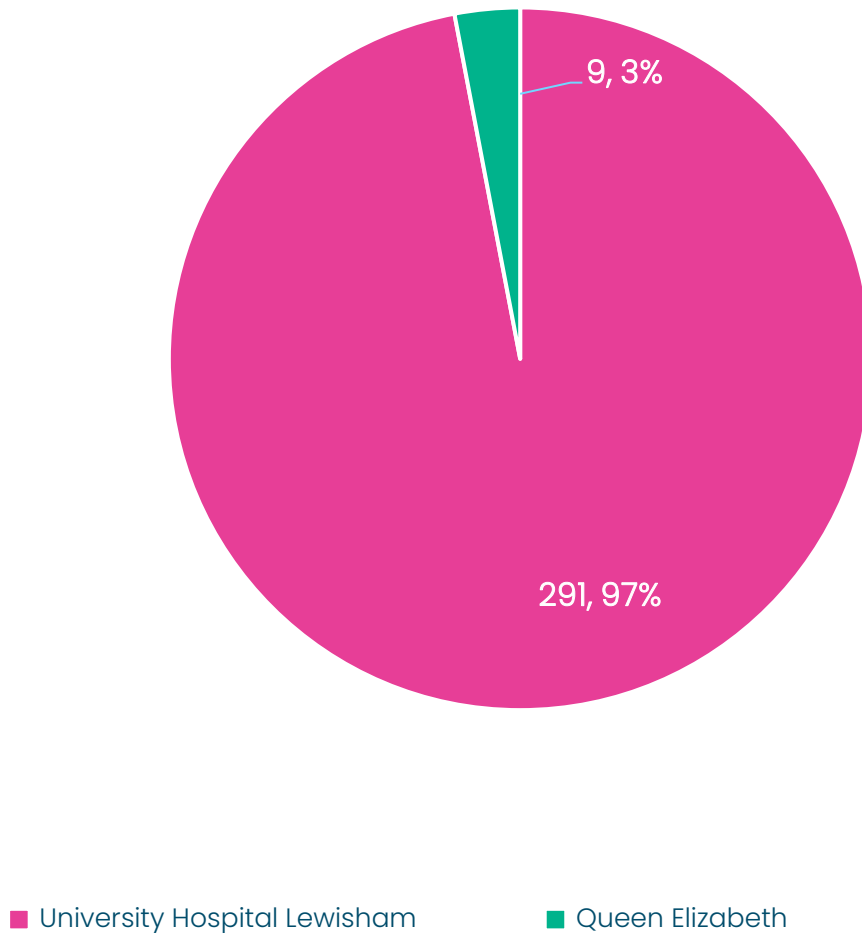
Hospital Trusts

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
- Queen Elizabeth

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

Total Reviews per Hospital



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 Communicati on between GP and Hospital	Of Staff attitudes	Of Treatment and Care
University Hospital Lewisham No of reviews: 291	3.6	3.3	3.0	3.4	4.1	4.0
Queen Elizabeth Hospital No of reviews: 9	3.3	2.9	3.1	2.9	3.7	3.7

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

We have chosen to omit the top themes related Queen Elizabeth Hospital because the sample size was too small to distinguish specific issues.

Hospital	Overall rating	Top 3 Positive Issues	Top 3 Negative Issues
University Hospital Lewisham No of reviews: 291	3.4	1. Quality treatment and care	1. Waiting times (punctuality and queueing on arrival)
		2. Appointment availability	2. Appointment availability
		3. Staff attitude	3. Getting through to telephone

What has worked well?

Below is a list of the key positive aspects relating to hospitals between January and March 2024

Quality of Treatment and Care

88% of reviews that covered quality of treatment and care were positive.



A significant number of residents continued to appreciate the quality of treatment and care received. They were particularly pleased with the use of technology to register their arrival and the efficiency of diagnostic tests carried.

We were told that consultations were quick once you get in some patients were particularly pleased with the transport ready and waiting for them afterwards.

Staff attitudes



80% of the residents who provided feedback were happy with staff attitude.

Patients told us that staff were doing their best to help under severe constraints and their efforts were applauded by patients.

Several good qualities attributed to staff by patients included being helpful, friendly, providing a great experience, being very professional, talking through treatment, being polite and keen to provide assistance.

Appointment availability

69% of the reviews covered appointment availability.



A recurrent challenging area for patients within GP, the picture is more positive at hospitals with most patients being able to get easy access to appointments.

Some patients reported receiving prompt responses to appointment requests, helpful appointment reminders, and positive communication around scheduling follow up on the appointments.

Communication with patients (treatment explanation, verbal advice)

63% of the reviews covered communication with patients.



Residents mentioned that the reminder messages received around future appointment/treatment were good and that staff who had read/knew their history were able to communicate confidently and provide good advice.

What could be improved?

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

Waiting times (Punctuality and queueing on arrival)

68% Residents told us that the waiting times for appointments was still a challenge



Patients reported long waits for over an hour or more to be seen by a Doctors and that Doctors were distracted when seeing patients, due to running behind schedule.

Patients also told us that they thought the high number of patients was sometimes the cause for a long queues and the extended waiting times once at the hospital.

Communication between services

42% of reviews covering communication between services were negative.

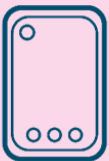


Some residents said communication between the Hospital and GPs on referrals and appointments needed to be improved.

They reported a lack of communication between different departments and before a pre-assessment check-up.. MRI and Gynaecology were cited as two services that were not communicating with an impact on appointments and waiting times for the patient.

Getting through on the telephone

42% of reviews covering this area were negative.



Residents were concerned about the long waits on telephone and the effort required to get through to speak with the relevant hospital department.

Waiting times for appointments/waiting lists

36% of reviews that covered waiting times for appointments/waiting list were negative.



Residents shared different views on waiting times for appointments and told us that this was a challenging area of their experience. Some had waited for two years, and others had experienced instances of rescheduling with poor communication.

Recommendations

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

1. Waiting Times (punctuality and queueing on arrival)

We recommend that University Hospital Lewisham evaluates number of appointments per day and the capacity available for clinicians to effectively and efficiently attend to the patients and avoid long waits.

We also recommend continued education campaigns to inform patients of the importance of arriving on time and what to expect during visits to help improve punctuality and overall smooth running of departments.

2. Communication between services

Patients recognise the importance of communication between services as essential to improving care and reducing mistakes.

We recommend the continued use of the integrated electronic health records accessible by all departments in the Hospital and GPs to communicate, and update in real time.

3. Getting through on the telephone

Telephone access to the Hospital is a vital aspect of the service, and for patient satisfaction.

We recommend that the Hospital increase staffing during peak hours to manage the high call volumes more effectively.

We recommend enhancing the call system by ensuring that calls are directed to appropriate departments. The use of interactive voice response should provide options for Patients to successfully book appointments, consultations and reschedule appointment without a long wait.

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	Staff attitudes	Staff attitudes	Quality of treatment
Staff attitudes	Quality of treatment	Quality of treatment	Staff attitudes
Communication with patients	Cultural Respect	Getting a referral/appointment at the hospital	Appointment availability
Waiting Times (punctuality and queueing on arrival)	Information and Advice	Communication between services	Communication with patients (treatment explanation, verbal advice)
Tests/results	Patient Choice	Appointment availability	Getting through to telephone

Negative issues

Q1	Q2	Q3	Q4
Waiting Times (punctuality and queuing on arrival)	Staff attitudes – administrative staff	Waiting time (punctuality and queueing on arrival)	Waiting time (punctuality and queueing on arrival)
Getting through on the telephone	Booking appointments	Getting through on the telephone	Appointment availability
Communication with patients	Appointment availability	Availability of Appointment	Getting through on the telephone
Booking appointments	Waiting Times (punctuality and queuing on arrival)	Communication between services	Communication between services
Tests/results	Patient Choice	Staff attitude	Waiting times (punctuality and queueing on arrival)

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

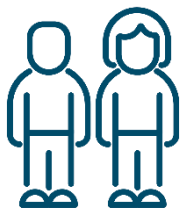
During the last three months, 109(58%) of the women we spoke to had a positive experience of University Hospital Lewisham. By comparison, 73%(70) of men rated their last hospital visit as positive.



Age

35–44-year-olds shared the highest number of positive experiences about hospitals. 63% of all comments praised their services.

The second highest number of positive reviews came from 55–64-year-olds, (37) where 73% of the feedback was positive.



Ethnicity

86% of the White British residents (85) who shared reviews considered their last hospital experience to be 'Good' or better.

The next highest was Black African (22) who gave 100% positive reviews.



Disability and Long-Term Conditions

Patients who considered themselves to be disabled or have a long term condition gave 72% positive ratings about their hospital care.

The same could be said for people without a long-term condition where 65% of them gave positive reviews.

Experiences of Dental Services



Dental Services

No. of Reviews	135 (relating to 61 dentists)
Positive	67%
Negative	13%
Neutral	21%

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?

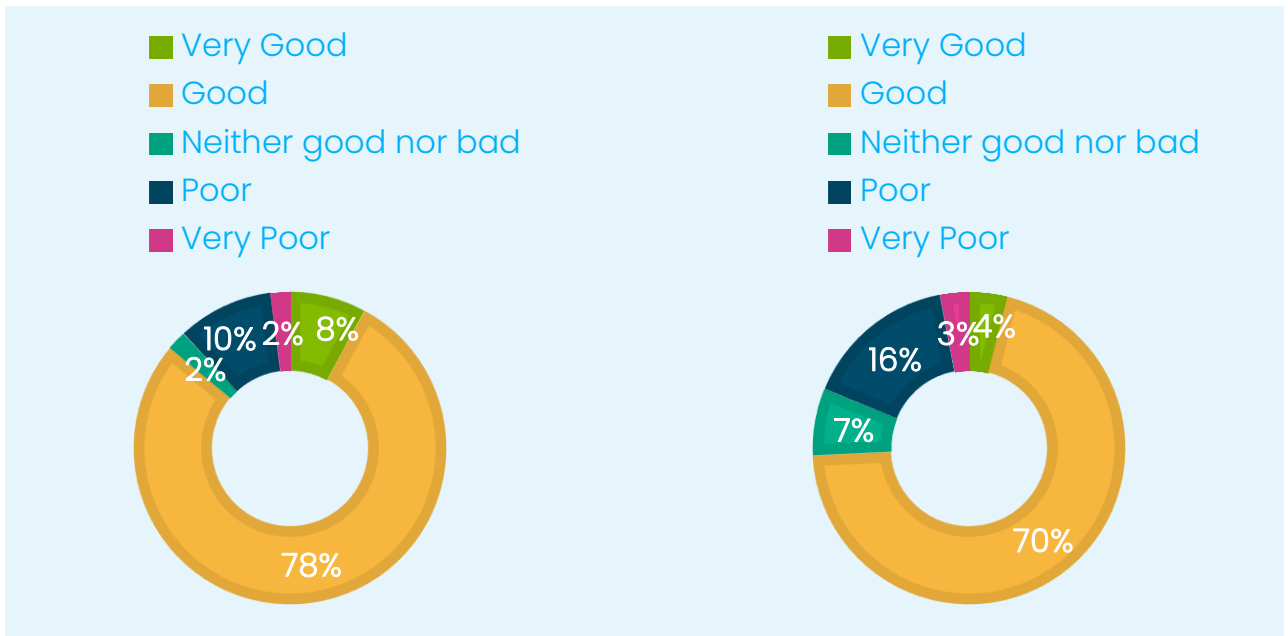
Q5) How do you find the attitudes of staff at the service?



Access and Quality Questions

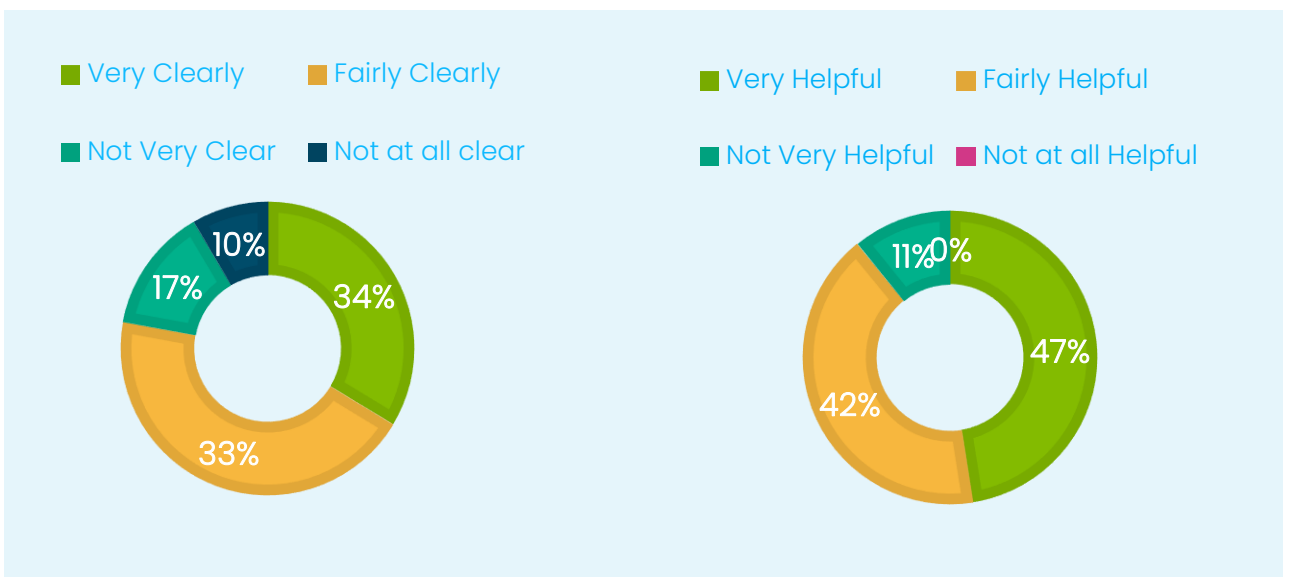
Q1) How did you find it registering with an NHS dentist? (within the last 12 months)

Q2) How do you find getting NHS appointments?

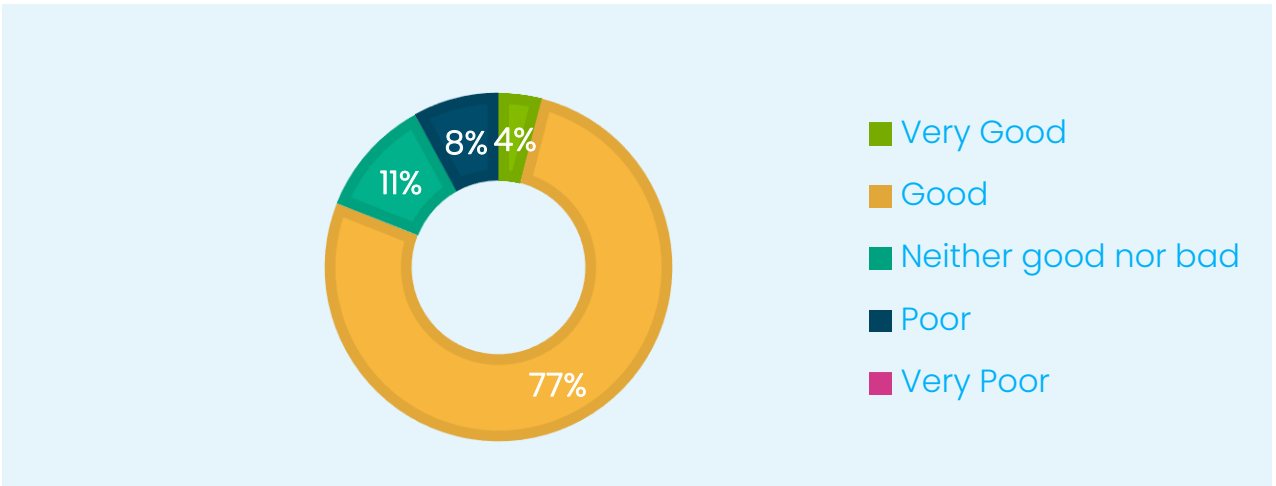


Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

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 January and March 2024 based on the free text responses received.

Top 5 Positive Issues	Total count and % of positive reviews
Appointment availability	47 (64%)
Staff attitude	29 (76%)
Communication with patients (treatment explanation, verbal advice)	17 (71%)
Quality of treatment	17 (81%)
Registration service	8 (73%)

Top 5 Negative Issues	Total count and % of negative reviews
Appointment availability	20 (27%)
Affordability/clarity about service costs	3 (62%)
Communication with patients(treatment explanation, verbal advice)	4 (17%)
Booking appointments	3 (33%)
Staff attitude	3 (8%)

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

What has worked well?



Appointment availability

64% of the reviews attributed to the availability of appointments were positive.

Residents generally reported that it was easy to get appointments with the Dental service. The prebooking months ahead, with follow up reminders, works very well.

Residents largely told us they were happy with the appointment availability at the NHS Dental clinics in the Borough and the treatment they received.

What could be improved?



Appointment availability

However, 27% of the reviews also raised concerns about appointment availability.

Residents express concern with the priority given to private patients instead of having more NHS services appointment and treatment available.

Some residents told us that getting an appointment was an area for improvement.

Recommendations

Appointment availability

To improve Dental services within the Borough we recommend the expansion of NHS dental services to improve access to affordable dental care. This will help the attendance of patients who are unable to afford private dental care and contribute positively towards reducing inequalities in healthcare provision.

We recommend a reduction of bureaucratic hurdles and collaboration with other NHS Dental services in the Borough could assist in this.

Experiences of 'Other' services



healthwatch
Katarina Yuselova
Enter and View
And
Volunteer Manager
020 7462 1000

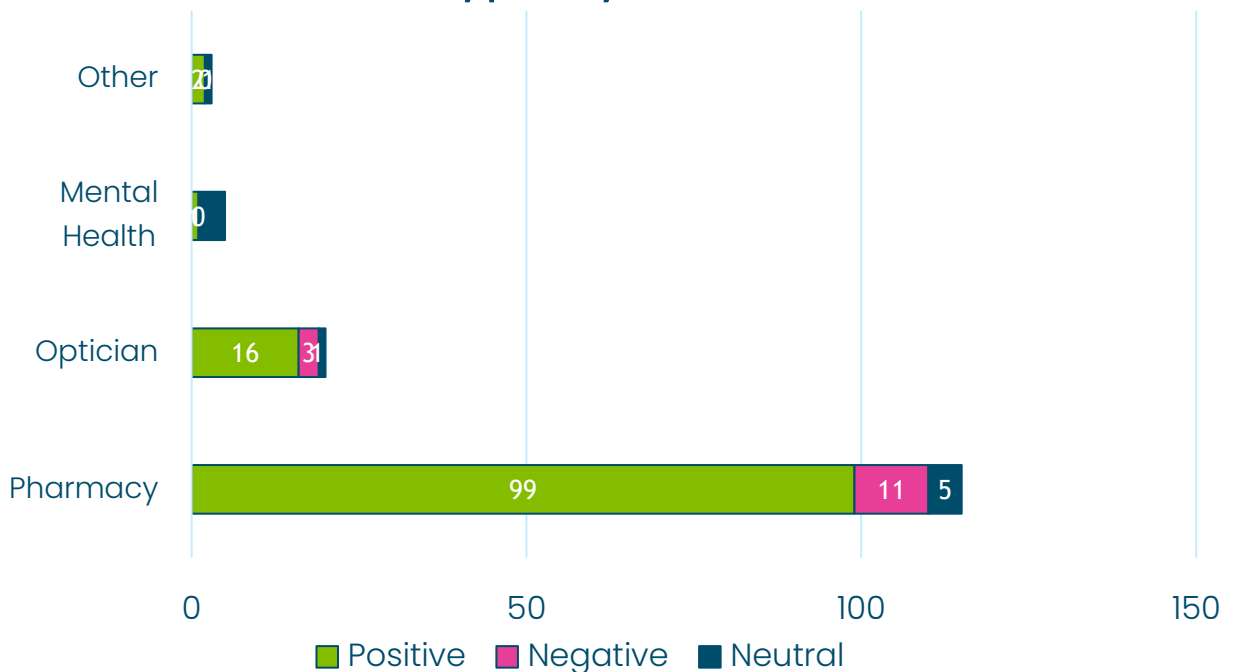
Experiences of 'Other' services

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	115	86%
Optician	20	80%
Mental Health	5	20%
other	3	67%

Service Type by Sentiment



What has worked well?

Below is a list of the key positive aspects relating to 'Other' services in Lewisham between January - March 2024



Pharmacy – Communication around prescriptions

85% of reviews relating to communication around prescriptions were positive.

Several Patients expressed satisfaction with advice received about prescriptions such as the timing of taking medication, the treatment plan and future drugs replenishment.

In one instance a patient told us that the pharmacy was linked to the GP Surgery, was efficient, that the order for a repeat medicine could be done online, and the Pharmacy communicate effectively around collection of their medication. This was the gold standard as far as the patient was concerned.



Pharmacy – Staff attitude

94% of reviews relating to staff attitude were positive.

Most patients told us that staff at the Pharmacy were efficient stating that they were amazing, good, polite, helpful, kind and friendly.

We noted that the good relationship between the patient and the Pharmacy contributed to the efficient and effective service.



Communication with Patients (treatment explanation, verbal advise)

88% of reviews relating to communication with patients were positive.

Patients told us that communication with Pharmacies in the Borough was good. Several Patients benefited from a detailed explanation of the prescription and how to take the medication.

Several others told us that Pharmacies were excellent and very helpful in prescribing the right drugs.

What could be improved?

Below is a list of the key areas of improvement relating to 'Other' Lewisham between January and March 2024.



Waiting times

64% reviews on waiting times relating to queuing on arrival at the pharmacy were negative

Several Patients stated that the wait was too long. Some were unhappy with lack of notice around queueing and, having to wait to receive the prescribed drugs.

Some of patients specifically mentioned the unavailability of medication at times and having to wait for a week in some instances. Such interruptions in treatment was a big concern for patients.

Recommendations

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

Pharmacy communication about waiting time

We recommend consideration of an appointment procedure that could allow patients to book specific time slots for medication collection. This could help stagger the flow of patients and reduce peak time congestion.

Equally, online prescription services where Patients can order their medications online and choose specific pick-up time could further assist.

Appendix



Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	33	131
Woman (including trans woman)	63	224
Non- binary	1	3
Other	0	0
Prefer not to say	3	9
Total	100	367

Ethnicity	Percent age %	No of Reviews
White British	46%	399
Irish	2%	21
Gypsy or Irish Traveler	0%	2
Roma	0%	0
Irish	7%	57
Any other White background	7%	38
Asian British	4%	16
Bangladeshi	2%	6
Chinese	1%	3
Indian	0%	0
Pakistani	0%	3
Any other Asian background/Asian British Background	0%	74
Black British	9%	105
African	12%	66
Caribbean	8%	10
Any other Black / Black British background	1%	6
Asian and White	1%	7
Black African/ Carib- beans and White	2%	14
Any other mixed	1%	5
Arab	1%	7
Any other ethnic Group	2%	21
Total	100%	860

Age	Percentage %	No of Reviews
Under 18	2%	14
18-24	4%	36
25-34	14%	129
35-44	22%	208
45-54	22%	203
55-64	18%	165
65-74	10%	96
75-84	7%	61
85+	1%	7
Prefer not to say	1%	10
Total	100%	928

Disability	Percentage %	No of Reviews
Yes	19%	175
No	75%	696
Prefer not to say	4%	40
Not provided	1%	13
Total	100%	924

Demographics

Long-term condition	Percentage %	No of Reviews
Yes	35%	317
No	56%	517
Prefer not to say	7%	67
Not provided	2%	15
Total	100%	916

Sexual Orientation	Percentage %	No of Reviews
Asexual	2%	17
Bisexual	2%	22
Gay Man	1%	6
Heterosexual/ Straight	84%	748
Lesbian / Gay woman	0%	3
Pansexual	0%	4
Prefer not to say	10%	88
Not provided	0%	1
Total	100%	889

Religion	Percentage %	No of Reviews
Buddhist	1%	5
Christian	51%	465
Hindu	2%	18
Jewish	0%	1
Muslim	9%	78
Sikh	0%	2
Spiritualism	1%	6
No religion	5%	216
Prefer not to say	24%	70
Other religion	8%	50
Total	100%	911

Pregnancy	Percentage %	No of Reviews
Currently pregnant	2%	17
Currently breastfeeding	2%	16
Given birth in the last 26 weeks	0%	4
Prefer not to say	3%	29
Not Known	3%	26
Not relevant	89%	755
Total	100%	847

Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	1%	13
Not in employment & Unable to work	14%	119
Not in Employment/ not actively seeking work - retired	16%	138
Not in Employment (seeking work)	6%	54
Not in Employment (Student)	3%	28
On maternity leave	2%	15
Paid: 16 or more hours/week	42%	368
Paid: Less than 16 hours/week	10%	51
Prefer not to say	2%	89
Total	100%	875

Area of the borough	Percentage %	No of Reviews
Bellingham Ward	62	7%
Blackheath Ward	25	3%
Brockley Ward	19	2%
Catford South Ward	114	13%
Crofton Park Ward	21	2%
Deptford Ward	61	7%
Downham Ward	45	5%
Evelyn Ward	7	1%
Forest Hill Ward	52	6%
Grove Park Ward	35	4%
Hither Green Ward	12	1%
Ladywell Ward	13	2%
Lee Green Ward	36	4%
Lewisham Central Ward	141	16%
New Cross Gate Ward	29	3%
Perry Vale Ward	8	1%
Rushey Green Ward	6	1%
Sydenham Ward	30	4%
Telegraph Hill Ward	5	1%
Out of Borough	136	16%
Total	857	100%

Unpaid Carer	Percentage %	No of Reviews
Yes	6	103
No	91	709
Prefer not to say	3	39
Total	100	851



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