

Q1 Patient Experience Report

Healthwatch Lewisham
April – June 2024



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Layout of the report

This report is broken down into three key sections:

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

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

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

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

This report functions as a standardised general overview of what 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.

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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

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

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

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

Q1

Snapshot

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



1,065 reviews

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

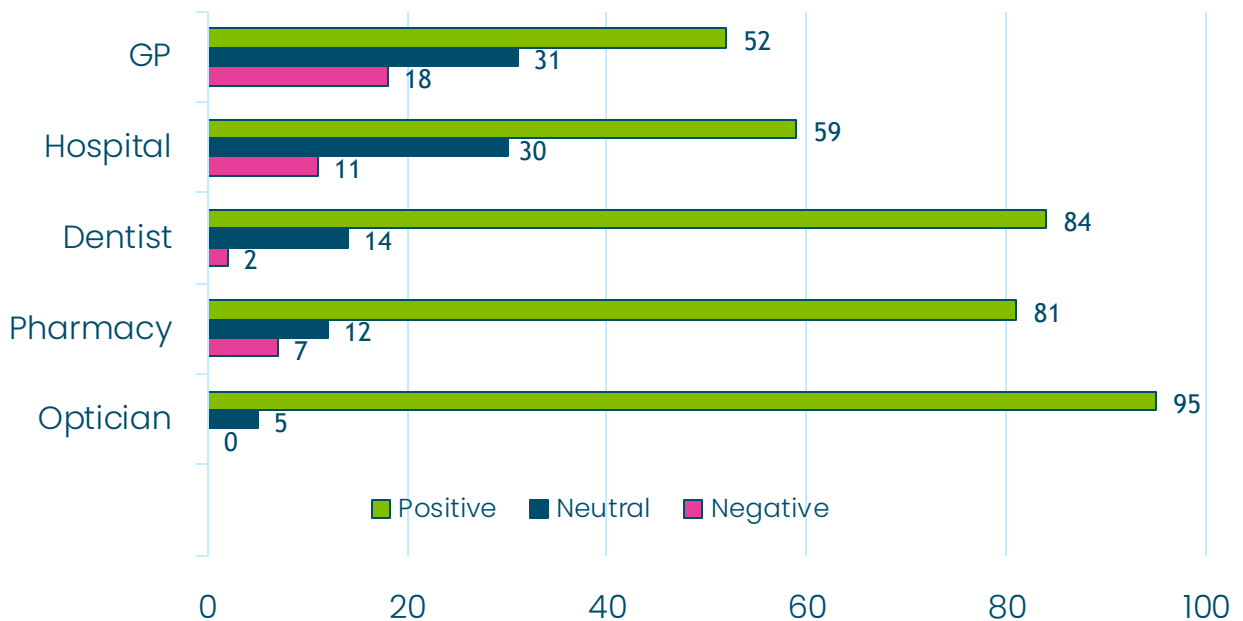
30 visits

to different local health care and public services across the borough to reach out to as many residents as possible in the quarter.

Top 5 Service Types	No of Reviews	Percentage of positive reviews
GP	360	52%
Hospital	421	59%
Dentist	165	84%
Pharmacy	91	81%
Optician	19	95%

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

Sentiment of Reviews



Experiences of GP Practices



What people told us about GP Practices

"The attitude of staff and quality of treatment and care I received is quite good."

"My current doctor has gone above and beyond the normal duty to make me feel liked, and my concerns are taken seriously. Also, I have seen the same doctor, and this has helped massively with communication."

"In my experience, the friendly characters and service have been good, and recently I have been impressed with the speed and the attention to details from my GP."

"I am new to the practice – overall, nice receptionist and nurse. They are responsive. Already, I have had routine checks in place."

"Appointments should be made more available, improved attitudes towards phone call. Some staff just hang up on the telephone when I pick up their call."

"Appointments or verbal consultation is important. I am sure there is an advert stating appointment will be easier. Assessment cannot be simply made through the emails or just speaking with the patients on telephone."

"Getting appointments is impossible. On the telephone consultations, when you eventually find the doctor, and they do not have your file in front of them. A couple of times, they tried to prescribed something I should not have – which is not in my file."

"It is extremely difficulty to make contact. The online service is not user friendly especially regarding how to make an appointment and repeat prescription. The service is only available between Monday to Friday,(8am -5pm). The platform links are different when using a smart phone or laptop.."

Summary Findings – What has worked well?

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



Staff attitudes

69% of reviews that covered staff attitudes were positive.

Several residents told us that some of the nurses at the GP services were responsive and friendly. They also commended some of the doctors who showed concern by making an extra effort to help meet their health needs.

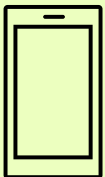
Some residents commended the welcoming attitude and help received from some of the staff at the GPs. They are specifically happy with those that showed empathy towards them.



Appointment availability

48% of reviews that covered appointment availability were positive.

Residents specifically pointed out “easy to get” appointments. Some residents said the online appointment is efficient and easy when the system works well.



Getting through on telephone

42% of reviews that covered getting through on telephone were positive.

Residents stated that waiting times in some of the GPs have improved by using a prompt call-back system.



Quality of appointment-telephone consultation

53% of reviews that covered quality of telephone consultations were positive.

Some residents identified the speed and attention paid to their conditions by the GPs as some of the key benefits of using the telephone consultation.



Quality of treatment

71% of reviews that covered quality of treatments were positive.

In the last three months, residents in the borough expressed that the treatment received is good. They generally commented that the doctors in the GPs are good when they can access them.

What could be improved?

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



Staff attitudes – administrative staff

50% of reviews that covered staff attitudes of administrative staff were negative.

One residents noted the reception being rude for denying her emergency appointment that eventually landed her in the hospital for three days.



Getting through on the telephone

56% of reviews that covered getting through on the telephone were negative.

Residents experienced frustration when trying to secure appointments on the telephone, dealing with long waits that would end with no answer.

Some service users also noted a perceived lack of staff willingness to help with bookings over the phone and that staff sometimes take longer to respond on the phone.



Appointment availability

50% of the reviews that covered appointment availability were negative.

Residents told us that a face-to-face appointment have been difficult to get. Some of them pointed out that they must queue for a long time to secure an appointment to see a doctor.



Online consultation

23% of the reviews that covered online consultation were negative.

Several older residents told us that the online consultation does not work for individuals who have less experience with technology.



Quality of appointment

17% of the reviews that covered quality of appointment were negative.

Some residents pointed out that the lack of privacy and confidentiality needs addressing. Some residents told us that the time it takes to diagnose and treat an ailment is too long.

Recommendations

Below is a list of recommendations for GP practices in Lewisham Borough based on the key issues residents/patients told us about over the last three months

Attitude of staff at the GP services

Based on the feedback we received from service users concerning staff attitude, we recommend the following:

1. We suggest that a regular evaluation of staff attitude with respect to care, empathy, friendliness and support be carried out by practices.
2. We also recommend daily briefings and feedback on what went well and what should be improved about staff and patient attitudes, prioritising patients' experiences at the GPs.

Getting through on the telephone

1. We recommend that the telephone automated system should be complemented with in-person systems, with further clarification provided as necessary in response to patient questions.
2. We suggest GPs follow up on the telephone as needed, particularly with patients at risk of digital exclusion, to ensure patient bookings and consultation requests are met.

Availability of appointments

1. We continue to suggest that the platforms and systems through which patients used access appointments be regularly assessed to compare effectiveness and efficiency.
2. Accessibility to appointments should be made easier, and appointment follow-up wait times should consider a given patient's health condition and needed attention from the doctor.

Full findings – GP Services

No. of Reviews	360 (relating to 25 GP practices)
Positive	52%
Negative	18%
Neutral	30%



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:

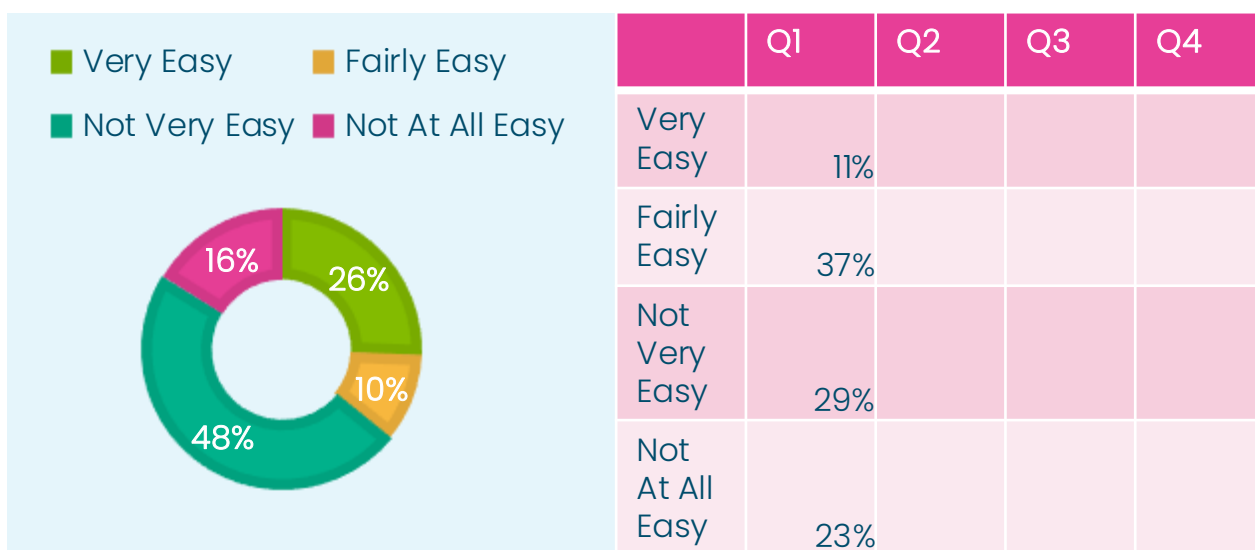
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the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

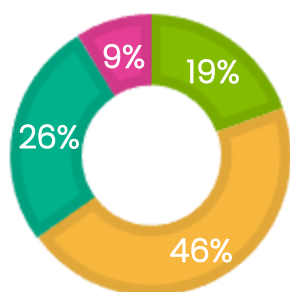
Access and Quality Questions

Q1) How do you find getting an appointment?



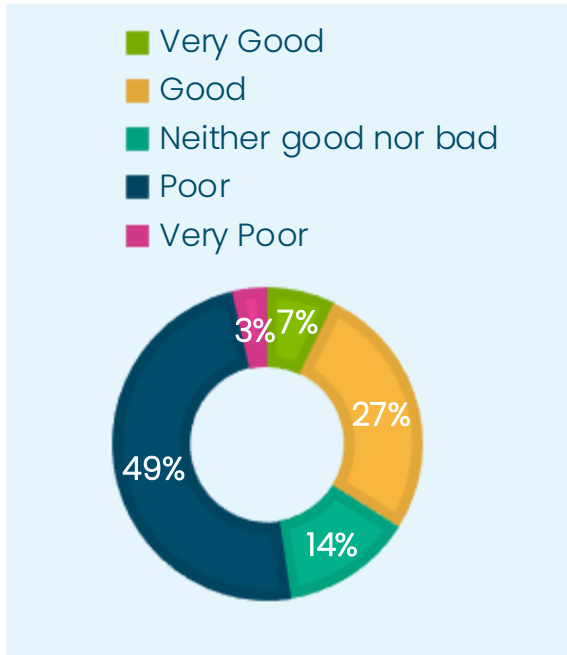
Q2) How do you find getting through to someone at your GP practice on the phone?

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



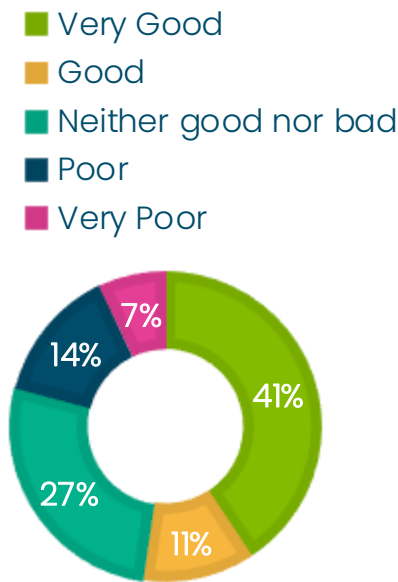
	Q1	Q2	Q3	Q4
Very Easy	9%			
Fairly Easy	32%			
Not Very Easy	32%			
Not At All Easy	26%			

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



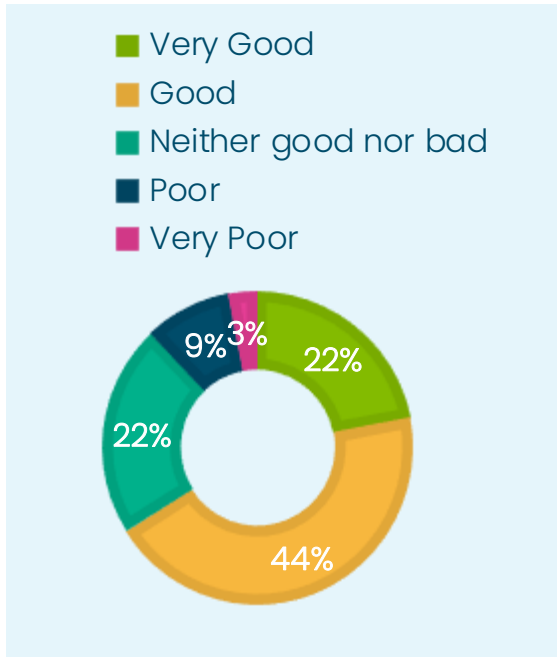
	Q1	Q2	Q3	Q4
Very Good	9%			
Good	34%			
Neither good nor bad	36%			
Poor	12%			
Very Poor	9%			

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



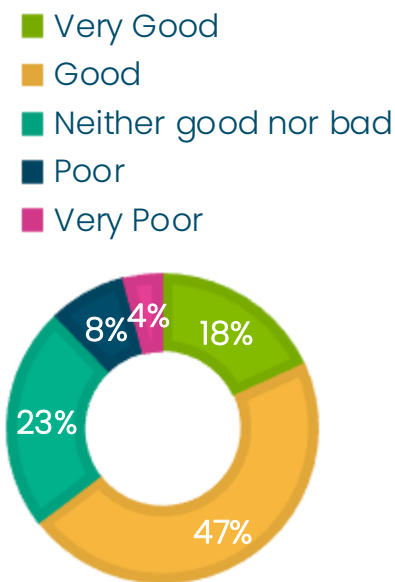
	Q1	Q2	Q3	Q4
Very Good	12%			
Good	40%			
Neither good nor bad	31%			
Poor	11%			
Very Poor	6%			

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



	Q1	Q2	Q3	Q4
Very Good	22%			
Good	44%			
Neither good nor bad	22%			
Poor	9%			
Very Poor	3%			

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



	Q1	Q2	Q3	Q4
Very Good	18%			
Good	46%			
Neither good nor bad	23%			
Poor	8%			
Very Poor	4%			

Thematic analysis

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

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

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

Top 10 Themes	Positive	Neutral	Negative	Total
Staff attitude	198 (69%)	57 (20%)	31 (11%)	286
Appointment availability	152 (48%)	5 (2%)	158 (50%)	315
Getting through on telephone	123 (42%)	8 (3%)	164 (56%)	295
Quality of appointment telephone consultation	122 (53%)	68 (30%)	40 (17%)	230
Quality of treatment	97 (71%)	13 (9%)	13 (20%)	137
Online consultation	74 (41%)	65 (36%)	41 (23%)	180
Booking appointment online	3 (25%)	3 (25%)	6 (50%)	12
Communication with patients (treatment explanation, verbal advise)	2 (17%)	2 (17%)	8 (67%)	12
Booking appointment	2 (22%)	3 (33%)	4 (44%)	9
Quality of staff health professionals	2 (67%)	1 (33%)	0 (0%)	3

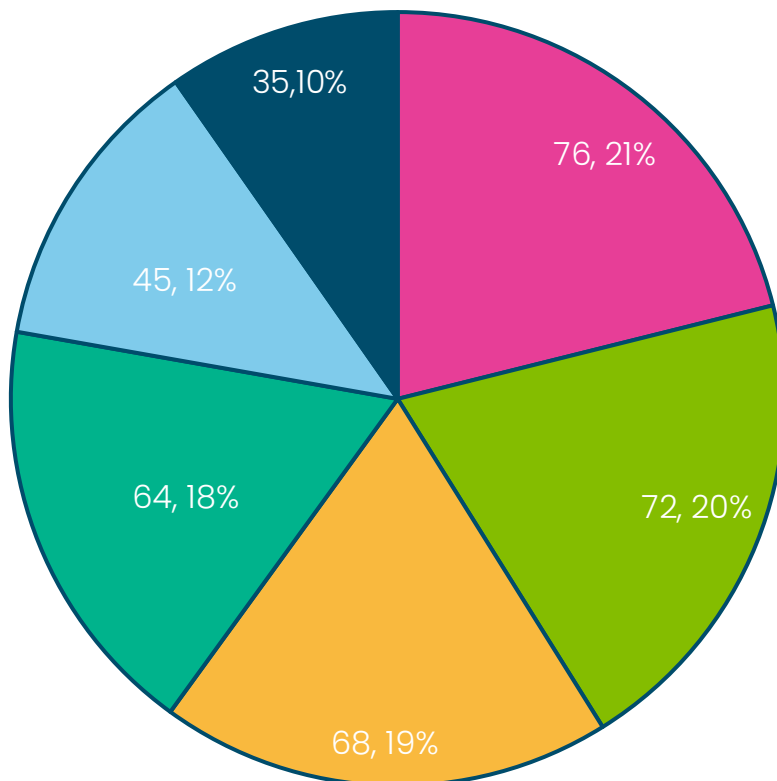
Primary Care Networks

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

- Modality PCN
- Lewisham Alliance PCN
- North Lewisham PCN
- Sevenfields PCN
- Lewisham Care Partnership
- Aplos PCN

Between April and June, the services which received the most reviews were Modality PCN and Lewisham Alliance Partnership

Total Reviews per PCN (number, %)



■ Modality PCN

■ Lewisham Alliance PCN

■ North Lewisham PCN

■ Seven fields PCN

■ Lewisham Care Partnershi

■ Aplos PCN

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 Online consultation	Of Telephone consultation	Of Staff attitudes	Of Treatment and Care
Modality No of reviews:	2.5	2.1	3.3	3.5	3.8	3.7
Lewisham Alliance No of reviews:	2.4	2.2	3.1	3.4	3.5	3.6
North Lewisham No of reviews:	2.3	2.4	3.3	3.4	3.9	3.7
Sevenfields No of reviews:	2.4	2.3	3.3	3.4	3.7	3.6
Lewisham care Partnership No of reviews:	2.0	1.9	3.0	3.1	3.7	3.5
Aplos No of reviews:	2.4	2.2	3.1	3.4	3.5	3.7

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 No of reviews:	3.1	1. Staff attitudes	1. Getting through on telephone
		2. Appointment availability	2. Appointment availability
		3. Quality of appointment-telephone consultation	3. Quality of appointment telephone consultation
Lewisham Alliance No of reviews:	3.2	1. Staff attitude	1. Appointment availability
		2. Getting through on telephone	2. Getting through on telephone
		3. Appointment availability	3. Online consultation-app/form
North Lewisham No of reviews:	3.1	1. Staff attitude	1. Appointment availability
		2. Appointment availability	2. Getting through on the telephone
		3. Getting through on telephone	3. Online consultation
Sevenfields No of reviews:	3.2	1. Staff attitude	1. Getting through on the telephone
		2. Appointment availability	2. Appointment availability
		3. Getting through on the telephone	3. Online consultation app/form
Lewisham care Partnership No of reviews:	3.1	1. Staff attitude	1. Getting through on the telephone
		2. Quality of appointment – telephone consultation	2. Appointment availability
		3. Appointment availability	3. Quality of appointment – telephone consultation
Aplos No of reviews:	3.2	Staff attitude	Getting through on the telephone
		Appointment availability	Appointment availability
		Quality of appointment – telephone consultation	Remote appointment-telephone consultation

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 with GPs when compared with men. 61% of women rated their experiences as positive compared to only 34% of men.



Age

We received the most feedback from 25 – 34-year-olds and 45–54 age group.

Experience amongst these age groups were both rated positively at 26%.



Ethnicity

49% 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 highest was people who identified as 'any other Black/Black British,' with 10%.



Long Term Condition

37% of residents we spoke to who shared their equalities data considered themselves to have a long-term condition (LTC).

Interestingly 17% of them had a positive experience with their GP practice in comparison to 21% of those who did not have a LTC.

Experiences of Hospital Services



What people told us about Hospitals

"I feel confident when walking away from hospital that I have been thoroughly checked and have been listened to. I always feel helped and leave feeling happy."

"The appointment is prompt and is on time. Good service, and the hospital area was clean."

"The staff explained every step of what was going to happen, and they also made it pleasant and comfortable for my 6-year-old daughter who was scared for her operation."

"All staff have been lovely and on board with my little girl since she fractured her femur. They have made sure she is comfortable and that she takes her medication on time and is happy."

"The nurses are slow. I had to remind them about the medication time. Moreover, they don't introduce themselves to patients, and I had to keep looking for the nurse. My baby's cut was not that clean!"

"The waiting time after a referral has been raised ridiculously. I had to wait for about 12 months for a referral."

"Not all the staff were at the same level of compassion and understanding. There is no continuity of care, which means a lack of information flow."

"There is a very long waiting time. We are getting scared to come to the emergency unit because of the long waiting line."

What has worked well?

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



Staff Attitude

79% of reviews that covered staff attitude were positive.

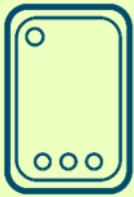
Residents told us that they were pleased with staff communication and explanation of their health condition. Some added that the step-by-step explanation makes them feel more comfortable.



Appointment availability

67% of the reviews that covered appointment availability were positive.

Residents were happy with the follow-up appointments provided by the hospital, and they added that the opportunity given for patients to change their appointment after consultation is helpful.



Getting through on the telephone

47% of the reviews that covered getting through on the telephone were positive. Several residents were appreciative of the pre-visit call to further confirm their availability.



Communication between services

50% of the reviews that covered communication between services were positive. Residents are happy with communication between the services, stating the communications help to quicken the referral process. Some residents were happy with the thorough and professional communication between the services.



Waiting times (punctuality and queuing on arrival)

35% of the reviews that covered waiting times (punctuality and queuing on arrival) were positive.

Some residents noted that waiting times in the hospital had improved since the COVID era, and some residents went on to say the service is excellent and efficient.

What could be improved?

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

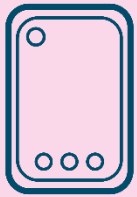


Waiting times (punctuality and queueing on arrival)

39% of reviews that covered waiting times for appointments and waiting lists were negative.

Several residents told us that the long wait was because of the limited number of doctors who attend to large numbers of patients.

Some residents reported a waiting time of over two hours, which they considered as too long. Some noted the long waiting periods as contributing to existing anxiety and/or depression among certain patients.



Getting through on the telephone

24% of the reviews that covered getting through on the telephone were negative.

Residents expressed concern with the inability to get through to speak with their doctors on the telephone when they noticed new symptoms. Some described it as "impossible" and "worrisome."



Appointment availability

16% of the reviews that covered appointment availability were negative.

Residents were concerned by the long wait to secure appointment to see the doctors, with waiting times ranging from a month or two to over a year. Several residents also expressed worry over the repeated cancellation or rescheduling of appointments.



Communication between services

19% of the reviews that covered communication between services were negative.

A few residents had issues with the lack of communication between hospital and the GP. For example, one resident was concerned when their test results were not received by the other service.

Recommendations

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

Waiting time (punctuality and queueing on arrival)

1. We again suggest that the number of doctors needed to attend to the patients at any given time be assessed and that doctors be assigned based on the accepted appointments to reduce lengthy waits in the queue.
2. We recommend that the GPs provide additional doctors during emergencies to help reduce long queueing on arrival.

Getting through on telephone

1. We recommend that GPs follow up on calls that patients receive through the automated telephone system.
2. GPs should continue to triage patients so that those experiencing new symptoms are responded to effectively and efficiently.

Communication between services

1. The need for effective and efficient communication between services is vital to the services and to the patients. We suggest that the Hospital and the GPs continue to provide feedback among themselves and the patients to save time and avoid going back and forth on treatment and test results.

Hospital Services

No. of Reviews	421 (relating to 7 hospitals)
Positive	59%
Negative	11%
Neutral	30%



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?

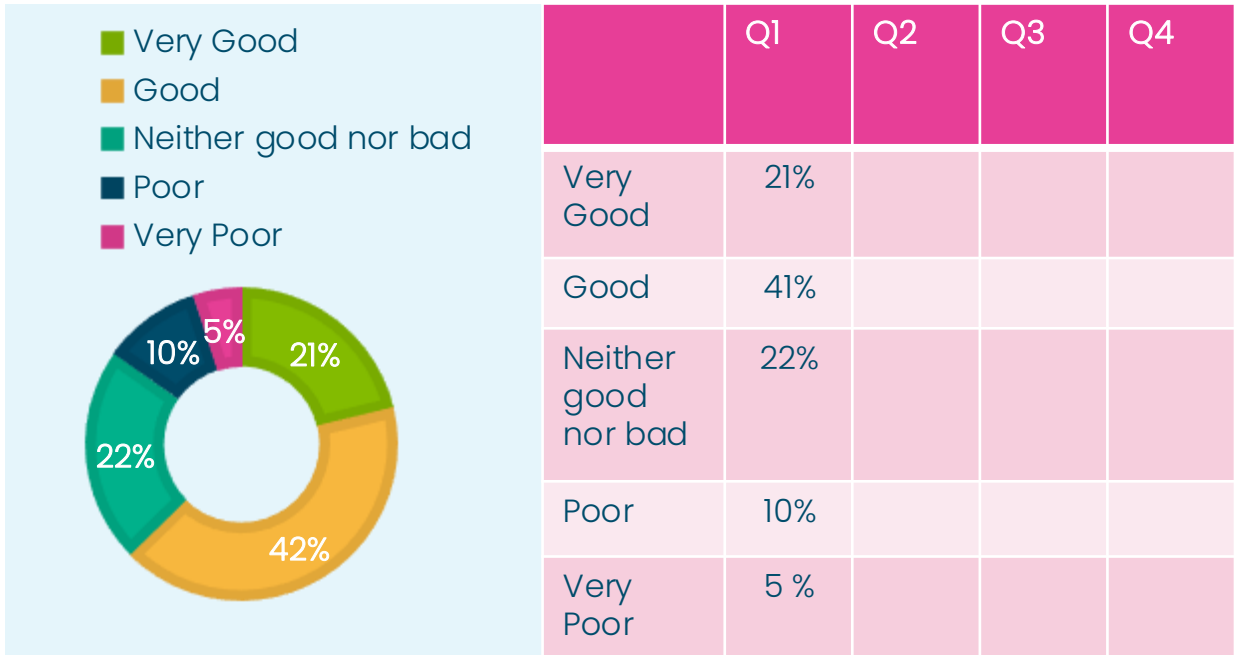
Q5) How do you think the communication is between your hospital and GP practice?

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

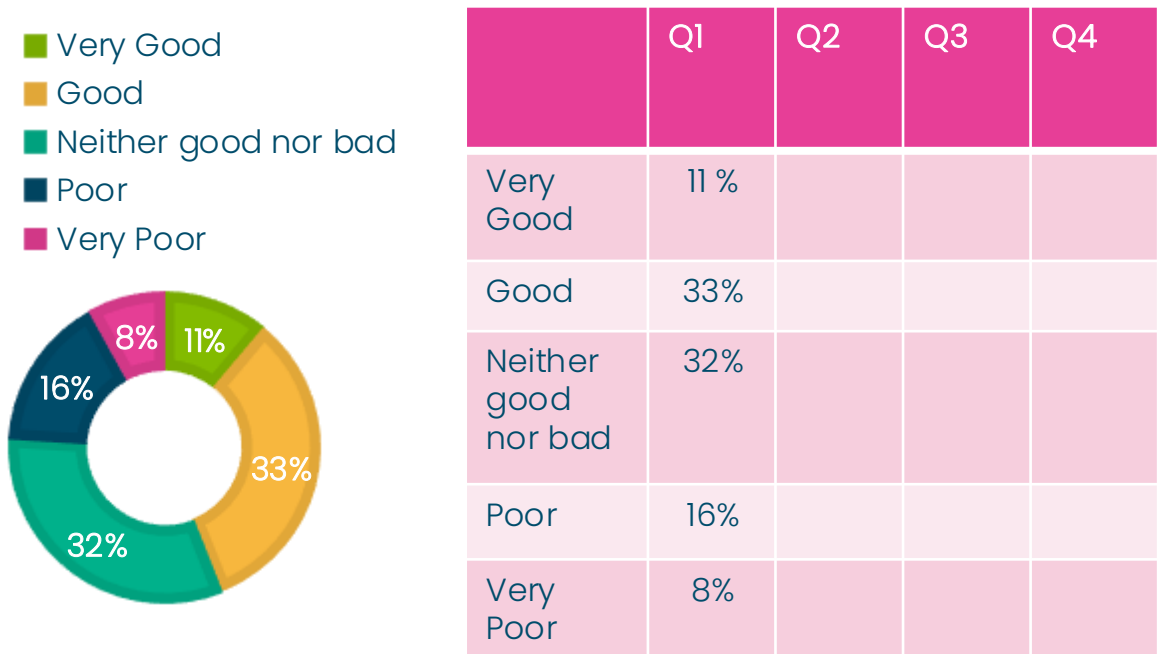
Participants were asked to choose between 1-5* (Very Poor – Very Good) for all questions.

Access and Quality Questions

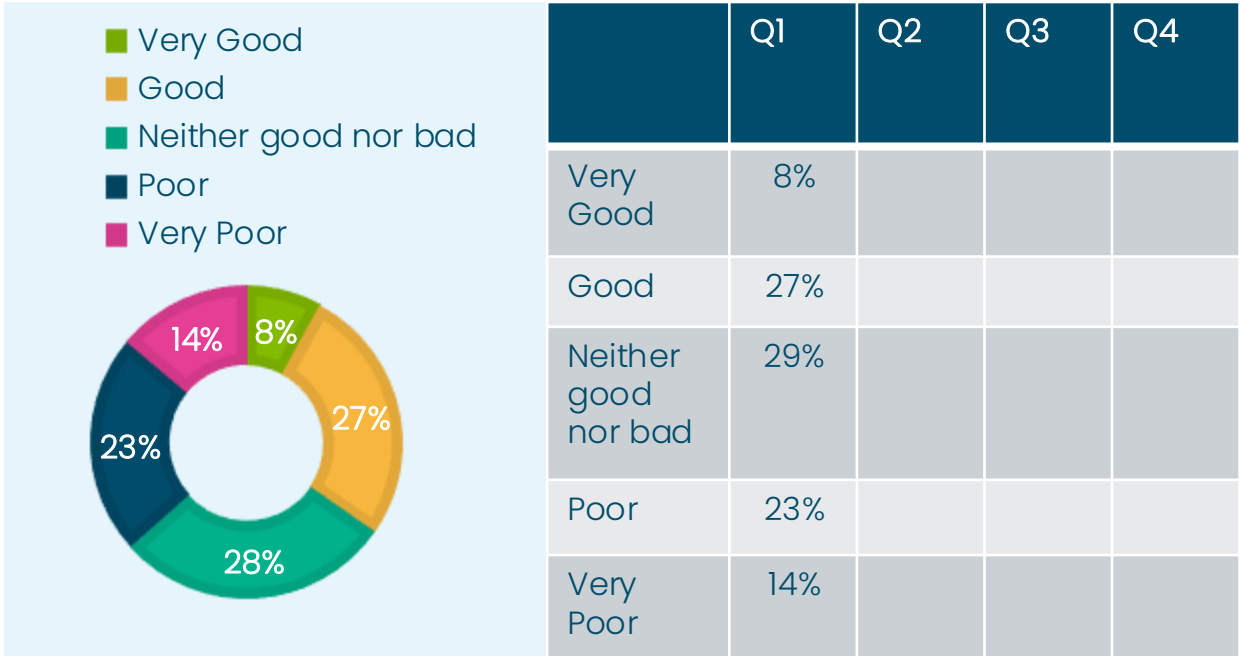
Q1) How did you find getting a referral/appointment at the hospital?



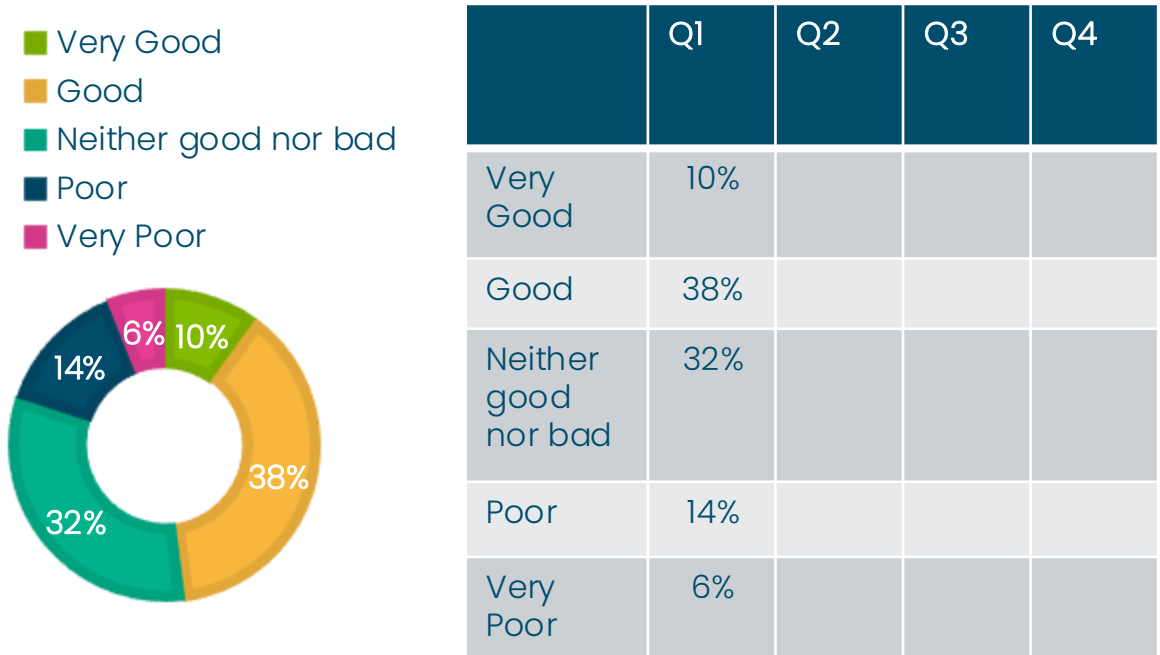
Q2) How do you find getting through to someone on the phone?



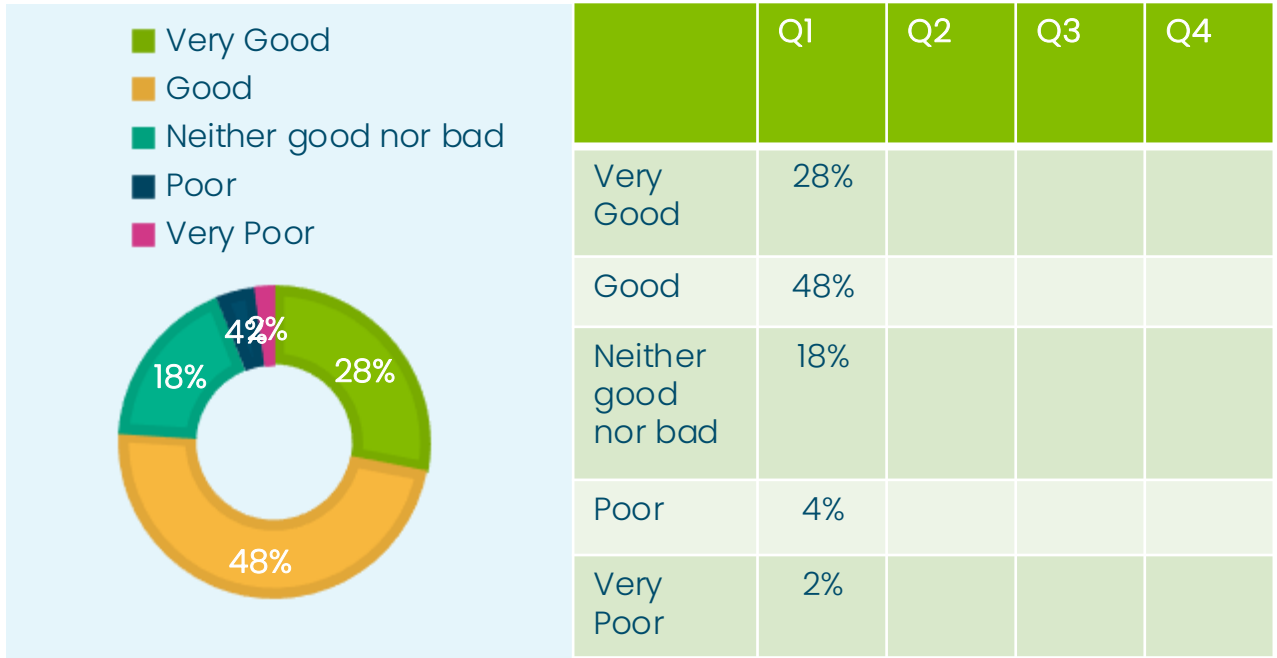
Q3) How do you find the waiting times at the hospital?



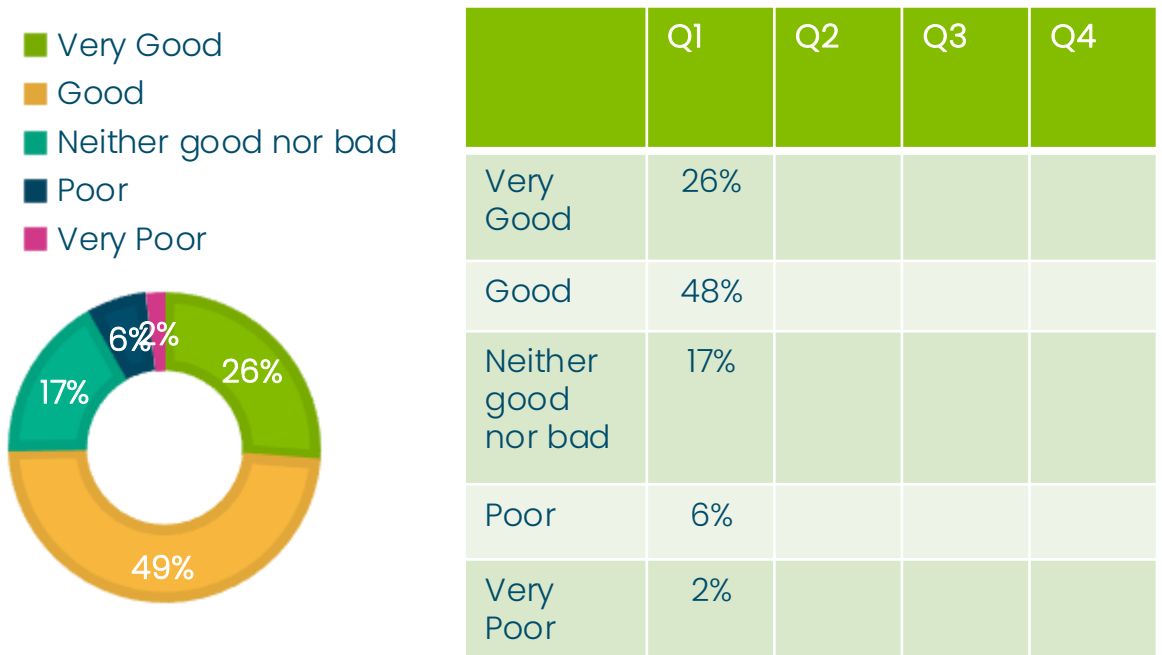
Q4) How do you think the communication is between your hospital and GP practice?



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 10 themes mentioned by patients between April and June 2024 based on the free text responses received. This tells us which areas of the service are most important to patients.

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

Top 10 Themes	Positive	Neutral	Negative	Total
Staff attitude	250 (79%)	50 (16%)	18 (6%)	318
Appointment availability	234 (67%)	60 (17%)	57 (16%)	351
Getting through on the telephone	133 (47%)	82 (29%)	69 (24%)	284
Communication between service	132 (50%)	83 (31%)	51 (19%)	266
Waiting times(punctuality and queuing)	120 (35%)	88 (26%)	133 (39%)	341
Quality of treatment	111 (77%)	19 (13%)	15 (10%)	145
Communication between staff	24 (56%)	11 (26%)	8 (19%)	43
Accessibility and reasonable adjustment	5 (71%)	0 (0%)	2 (29%)	7
Communication with patients(treatment, explanation, verbal advice)	4 (57%)	10 (14%)	2 (29%)	16
Waiting times for appointments/waiting lists	2 (40%)	0 (0%)	3 (60%)	5

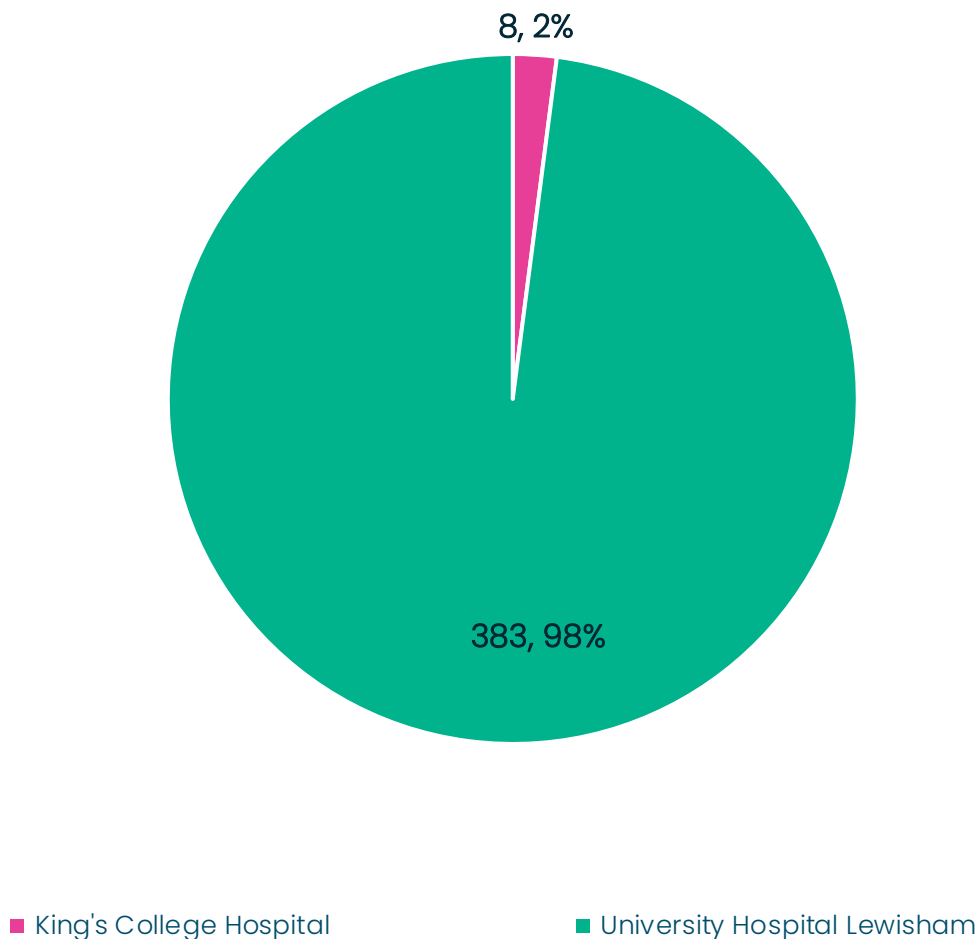
Hospital Trusts

Lewisham Borough 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:

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

Between April and June, the services which received the most reviews were University Hospital Lewisham and King's College Hospital. University Hospital Lewisham with the most review showed an increase from the previous quarter

Total Reviews per Hospital



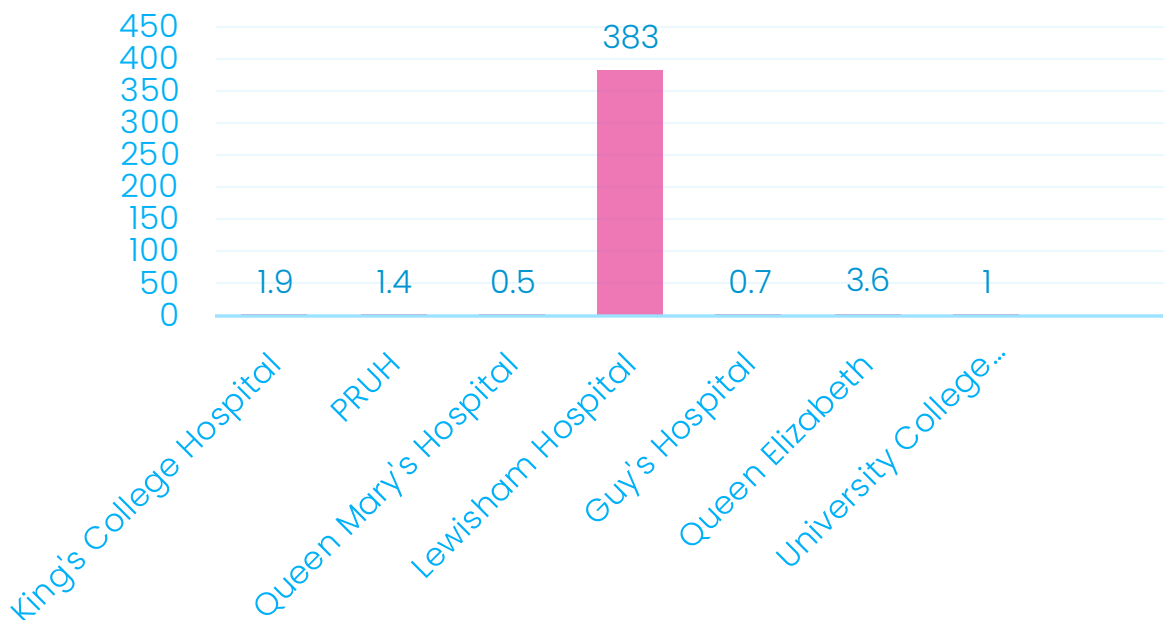
Reviewed Hospitals

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 about experiences at the following hospitals:

Hospital	Provider
University Hospital Lewisham	Lewisham and Greenwich NHS Foundation Trust
Princess Royal University Hospital (PRUH)	Sussex Partnership NHS Foundation Trust
King's College Hospital	King's College Hospital NHS Foundation
Queen Mary's Hospital	
Guy's Hospital	Guy's and St Thomas' NHS Foundation Trust
Queen Elizabeth Hospital	Lewisham and Greenwich NHS Foundation Trust
University College Hospital	University College London Hospitals NHS Foundation Trust

Between April – June, the hospitals which received the most reviews were University Hospital Lewisham. Lewisham Healthwatch visits University Hospital Lewisham weekly. Additional patient experiences were collected by the Patient Experience Officer and volunteers, through face-to-face engagements..

Hospital by number of reviews



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
King's College Hospital No of reviews:	4.1	3.4	3.6	3.4	4.1	4.4
University Hospital Lewisham No of reviews:	3.6	3.2	2.9	3.3	4.0	3.9

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

Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
University Hospital Lewisham No of reviews:	3.6	Attitude of staff at the Hospital	Waiting time at the Hospital
		Quality of treatment and care received	Getting through to someone on the telephone
		Getting referral/appointment at the Hospital	Getting referral/appointment at the Hospital
King's College Hospital No of reviews:	3.9	Quality of treatment and care received	Getting through to someone in the Hospital on the telephone
		Attitude of staff at the Hospital	Communication between Hospital and the GP
		Getting a referral/appointment at the Hospital.	Waiting time at the Hospital.

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

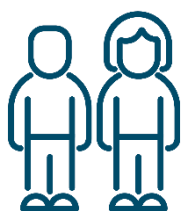
During the last three months, 60% of the women (150) we spoke to had a positive experience of Hospital Services. By comparison, 58% of men (82) rated their last hospital visit as 'Good' or 'Very Good.'



Age

45–54-year-olds shared the highest amount (55) of positive experiences about hospitals. 69% of all comments praised their services.

The second highest number of positive reviews came from 35–44-year-olds, (48)57% of this feedback was positive.



Ethnicity

61% of the White British residents (134) who shared reviews considered their last hospital experience to be 'Good' or better.

The next highest was Any other white background (21) who all gave positive reviews.



Disability and Long-Term Conditions

All patients (61) who considered themselves to be disabled or have a long-term condition gave positive ratings about their hospital care.

The same could not be said for people without a long-term condition where only 62% of them gave positive reviews.

Appendix



No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	73 (52%)	263 (31%)	24 (18%)	360 (100%)
Hospital	248 (59%)	125 (30%)	48 (11%)	421 (100%)
Dentist	138 (84%)	23 (14%)	4 (2%)	165 (100%)
Pharmacy	74 (81%)	11 (12%)	6 (7%)	91 (100%)
Overall Total	533	422	82	1037

Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	33%	337
Woman (including trans woman)	63%	652
Non- binary	1%	7
Other	0%	5
Prefer not to say	3%	33
Not provided	-	-
Total	100%	1,034

Age	Percentage %	No of Reviews
Under 18	2%	16
18-24	7%	76
25-34	18%	183
35-44	20%	210
45-54	20%	207
55-64	16%	169
65-74	7%	72
75-84	6%	66
85+	1%	14
Prefer not to say	2%	19
Not provided	2%	-
Total	100%	1,032

Ethnicity	Percentage %	No of Reviews
British / English / Northern Irish / Scottish / Welsh	54%	547
Irish	1%	14
Gypsy or Irish Traveller	0%	2
Roma	0%	0
Any other White background	7%	75
Bangladeshi	1%	7
Chinese	0%	2
Indian	3%	30
Pakistani	1%	6
Any other Asian background/Asian British Background	3%	34
African	3%	33
Caribbean	7%	72
Any other Black / Black British background	12%	122
Asian and White	1%	7
Black African and White	1%	10
Black Caribbean and White	1%	14
Any other Mixed / Multiple ethnic groups background	2%	19
Arab	0%	3
Any other ethnic group	1%	11
Total	100%	1008

Disability	Percentage %	No of Reviews
Yes	17%	178
No	78%	798
Prefer not to say	4%	39
Not provided	0%	3
Total	100%	1018

Demographics

Long-term condition	Percentage %	No of Reviews
Yes	38%	384
No	57%	577
Prefer not to say	4%	42
Not provided	1%	10
Total	100%	1013

Religion	Percentage %	No of Reviews
Buddhist	1%	7
Christian	48%	487
Hindu	1%	15
Jewish	0%	1
Muslim	7%	66
Sikh	1%	8
Spiritualism	2%	21
Agnostic	4%	38
Other religion	28%	280
No religion	9%	89
Prefer not to say	1%	15
Total	100%	1012

Sexual Orientation	Percentage %	No of Reviews
Asexual	1%	9
Bisexual	2%	15
Gay Man	2%	15
Heterosexual/ Straight	85%	848
Lesbian / Gay woman	1%	6
Pansexual	0%	1
Prefer not to say	11%	106
Not provided	0%	0
Total	100%	1000

Pregnancy	Percentage %	No of Reviews
Currently pregnant	1%	11
Currently breastfeeding	1%	10
Given birth in the last 26 weeks	1%	11
Prefer not to say	3%	31
Not relevant	3%	24
Total	100%	935

Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	1%	8
Not in employment & Unable to work	14%	135
Not in Employment/ not actively seeking work - retired	15%	144
Not in Employment (seeking work)	5%	50
Not in Employment (Student)	2%	22
Paid: 16 or more hours/week	44%	420
Paid: Less than 16 hours/week	6%	56
On maternity leave	1%	9
Prefer not to say	12%	116
Not provided	1%	8
Total	100%	960

Area of the borough	Percentage %	No of Reviews
Bellingham Ward	6%	55
Blackheath Ward	4%	43
Brockley Ward	3%	25
Catford South Ward	9%	88
Crofton Park Ward	3%	26
Deptford Ward	7%	64
Downham Ward	5%	52
Evelyn Ward	0%	0
Forest Hill Ward	7%	67
Grove Park Ward	4%	36
Hither Green Ward	4%	42
Ladywell Ward	1%	13
Lee Green Ward	4%	37
Lewisham Central Ward	16%	152
New Cross Gate Ward	4%	40
Perry Vale Ward	2%	21
Rushey Green Ward	2%	22
Sydenham Ward	5%	47
Telegraph Hill Ward	1%	9
Out of Borough	13%	121
Total	100%	960

Unpaid Carer	Percentage %	No of Reviews
Yes	8%	74
No	84%	779
Prefer not to say	8%	74
Not provided	-	-
Total	100%	927



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