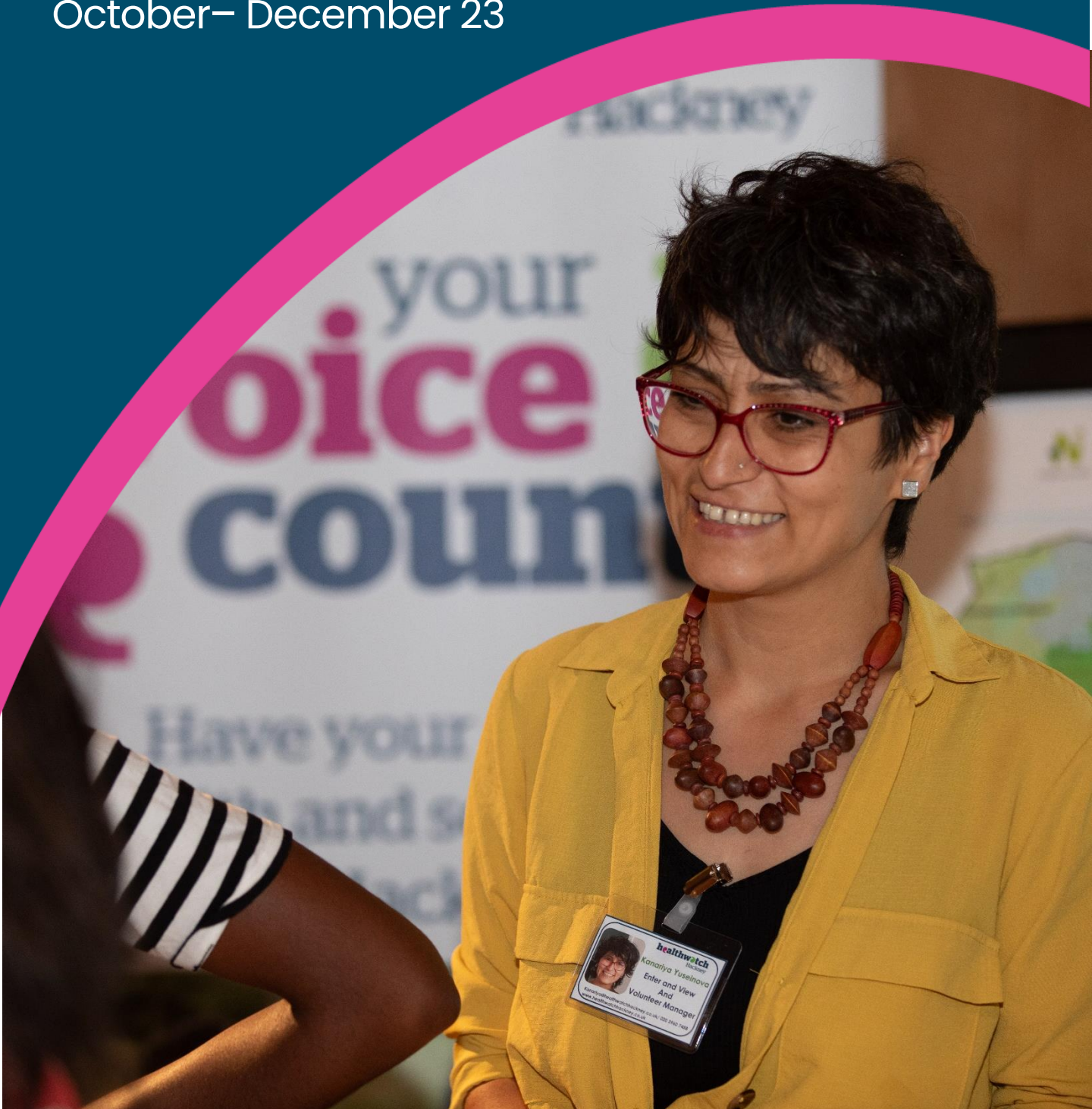


Q3 Patient Experience Report

Healthwatch Lewisham
October– December 23



Contents

Introduction	3
Q3 Snapshot	4
Yearly Comparison	5
Experiences of GP Practices	6
Experiences of Hospital Services	21
Experiences of Dental Services	35
Experiences of 'Other' Services	40
Appendix	45

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 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.

Between October and December 2023, we continued to develop our PEP by :

- Finalising 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 2023 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)



986 reviews

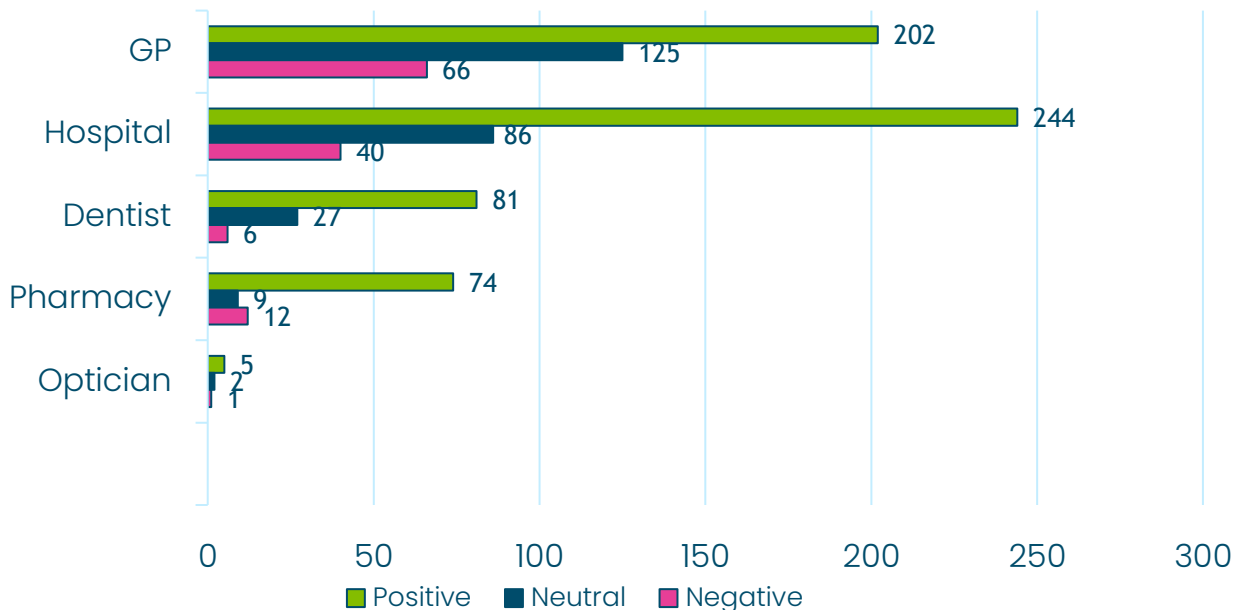
of health and care services were shared with us, helping to raise awareness of issues and improve care.

45 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	393	51%
Hospital	370	66%
Dentist	114	71%
Pharmacy	95	78%
Optician	8	63%

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

What does this tell us?

- In this quarter (q3), we have seen a small decline in the percentage of people sharing positive feedback about GPs compare to the second quarter. In the three months period it has been a small decline by 4%
- The reviews of Hospital services is positive and is the same as quarter2, with a small change of about 1%
- The Dental services continues to be significantly positive with 71%(81), of the patients providing feedback on Dental review
- The feedback on pharmacy have also increased significantly with increase of about 12% within the quarter
- There has been a significant change of 12% decline in the quarter three as compared to quarter two.

Experiences of GP Practices



What people told us about GP Practices

"The staff treat me with respect, kindness and patience. I am deaf but they are patient. I."

"I went to the GP for my heart pain. I consulted with one Doctor. They said they will refer me to Cardiac, but it been 2 months still no response. What are they waiting for?"

"Seems to be a well-resourced, well-staffed practice, I have been very impressed and pleased "

"It's not a standard approach. All staff independent of their position, should treat the patients fairly the same."

"Registration is quick, and communication is consistent with lots of reminders ."

". I was on a phone consultation and as the staff had a strong accent, there was some miscommunication so resulted in some stress of confusions after "

"online system for consultation works fairly well with getting same day appointment ."

"Sometimes using the online form can be difficult as the doctors can't see you face to face to see what type of pain you are experiencing."

GP Services

No. of Reviews	393 (relating to = 42 GP practices)
Positive	51%
Negative	17%
Neutral	32%



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:

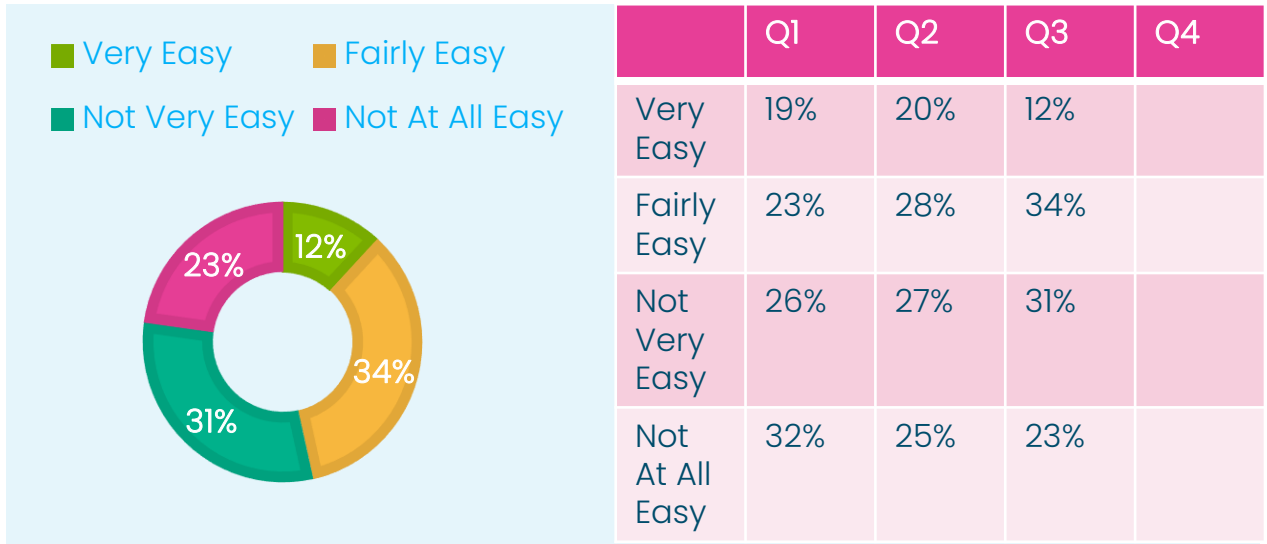
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the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

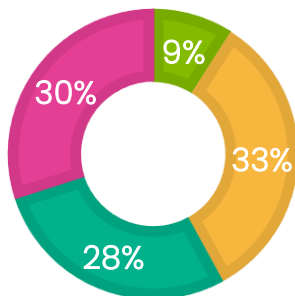
Access and Quality Questions

Q1) How do you find getting an appointment?



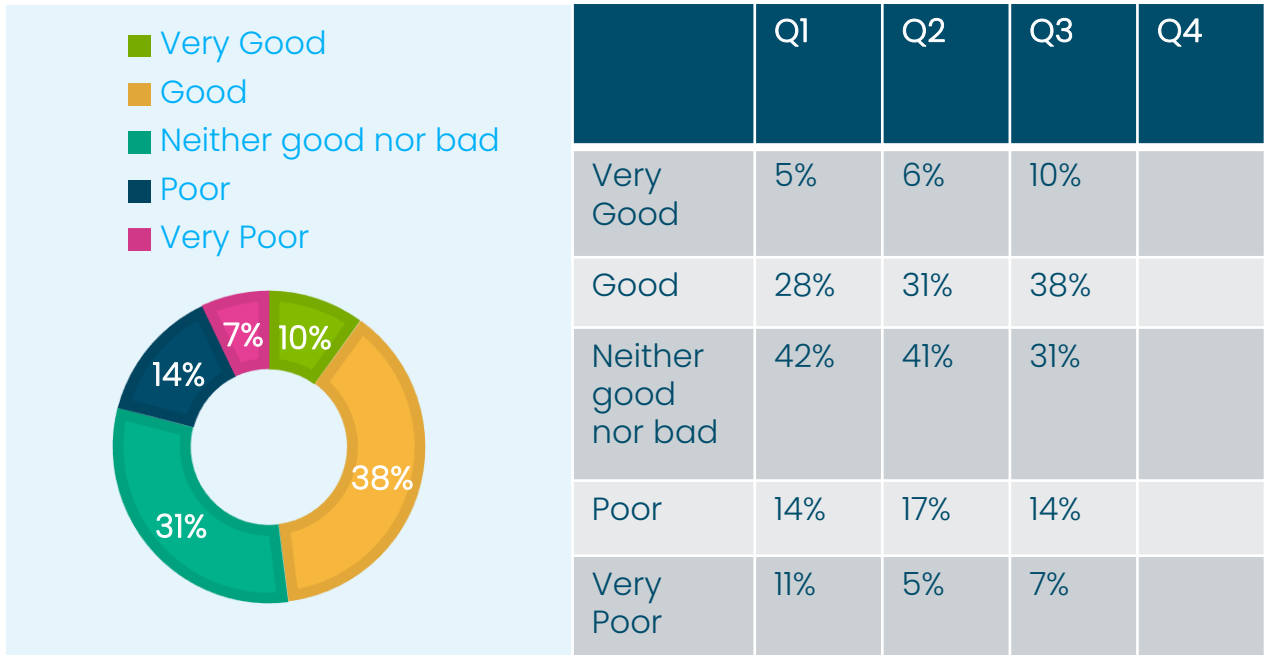
Q2) How do you find getting through to someone at your GP practice on the phone?

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

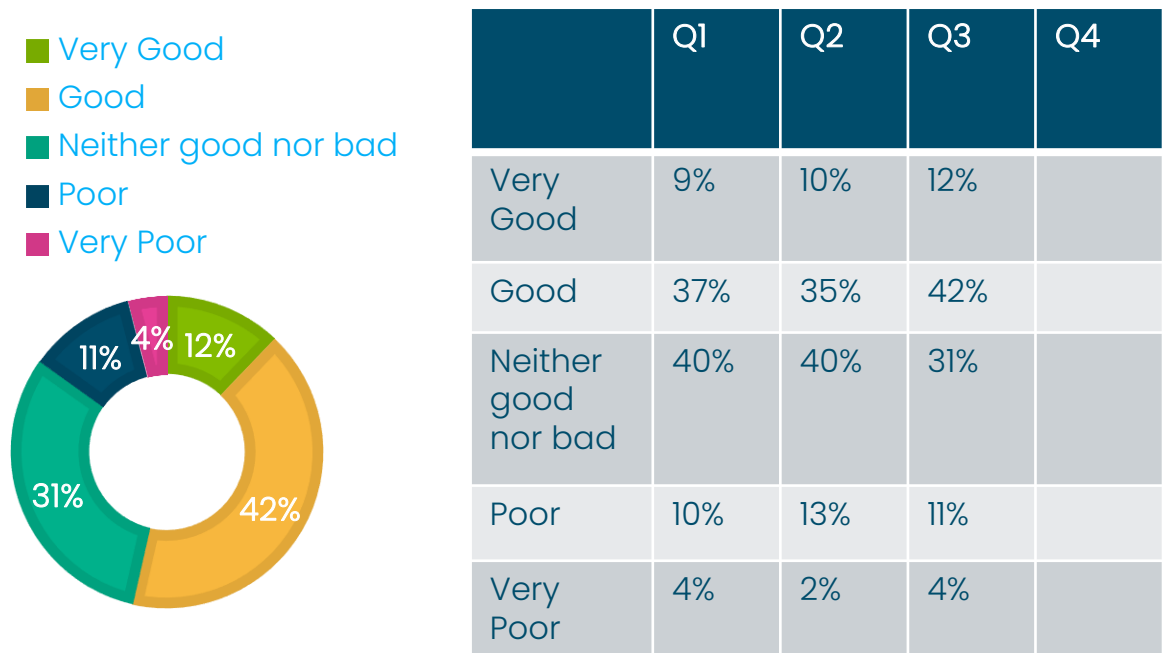


	Q1	Q2	Q3	Q4
Very Easy	12%	13%	9%	
Fairly Easy	26%	31%	33%	
Not Very Easy	28%	27%	28%	
Not At All Easy	33%	29%	30%	

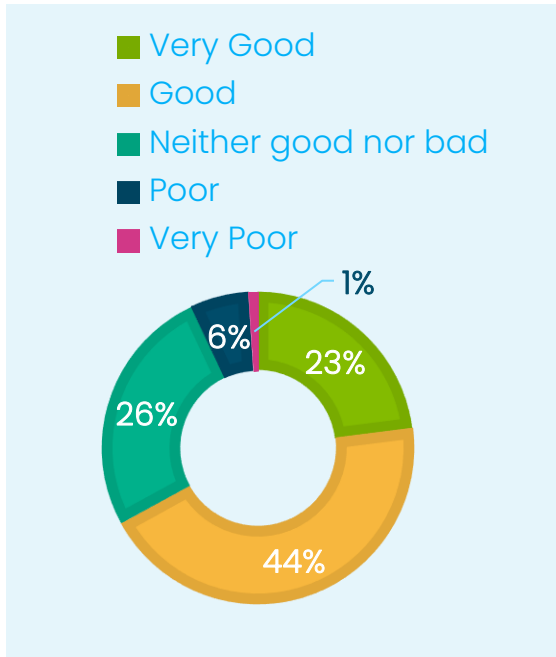
Q3) How do you find the quality of online consultations?



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

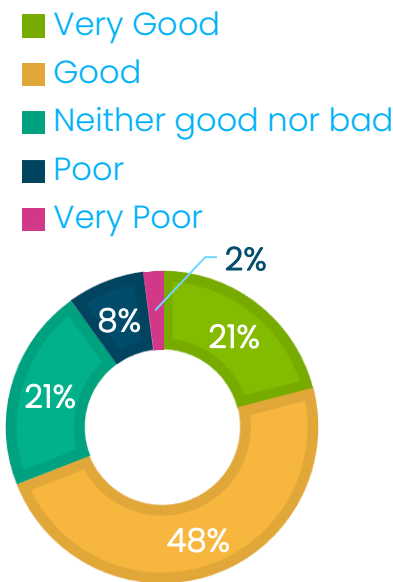


Q5) How did you find the attitudes of staff at the service?



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

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



	Q1	Q2	Q3	Q4
Very Good	23%	19%	21%	
Good	40%	52%	48%	
Neither good nor bad	29%	22%	21%	
Poor	5%	7%	8%	
Very Poor	2%	0%	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 October and December 2023 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	172(74%)
Quality of treatment	136(74%)
Appointment availability	105(42%)
Getting through on the telephone	105(42%)
Quality of appointment – telephone consultation	66(55%)

Top 5 Negative Themes	Total count and % of negative reviews
Appointment availability	129(52%)
Getting through on the telephone	129(52%)
Booking appointment online	31(40%)
Booking appointments	30(51%)
Quality of treatment	23(13%)

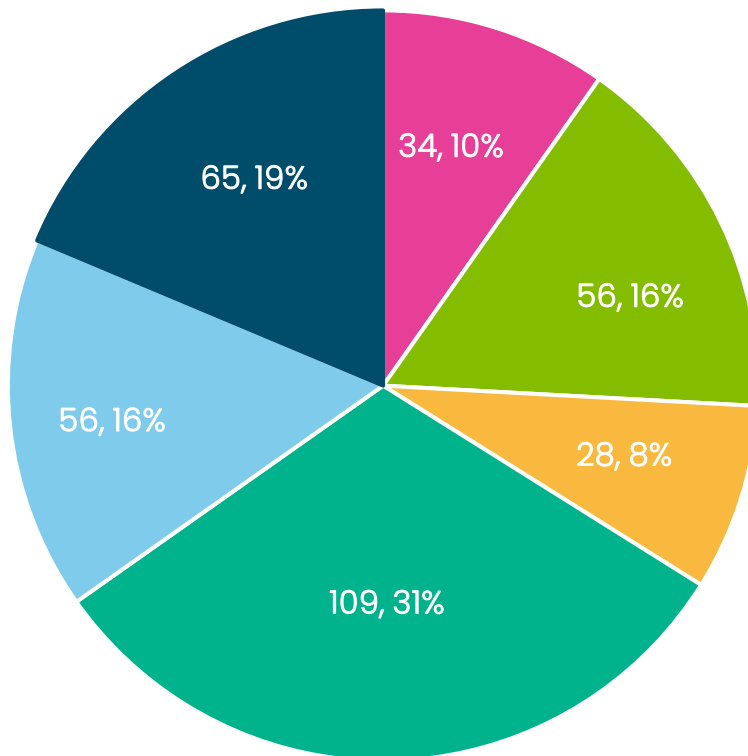
Primary Care Networks

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
- Sevenfields Primary Care Network

Between October and December, the services which received the most reviews were Modality PCN and Sevenfields PCN. The review showed a small increase of 2% compared to quarter 2.

Total Reviews per 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)			
	To an appointment	Getting through on the phone	Of Telephone consultations	Of Online consultations	Of Staff attitudes	Of Treatment and Care
Aplos PCN	2.1	2.1	3.6	3.1	3.7	3.6
Lewisham Alliance PCN	2.5	2.4	3.5	3.3	4.1	4.1
Lewisham Care Partnership PCN	2.4	2.3	3.7	3.3	3.8	3.6
Modality PCN	2.2	1.9	3.4	3.2	3.7	3.7
North Lewisham PCN	2.3	2.4	3.5	3.6	3.9	3.9
Seven fields PCN	2.6	2.4	3.5	3.4	4.0	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: 109	3.2	1.Appointment availability	1. Appointment availability
		2. Staff attitudes	2. Staff attitude - administrative
		3. Treatment and care	3. Staff levels
Sevenfield PCN No of reviews: 65	3.6	1. Quality of Care/Treatment	1. Booking appointments
		2. Information and Advice	2. Patient Choice
		3. Staffing Levels	3. Appointment availability
Lewisham Alliance PCN No of reviews: 56	3.6	1. Communication with patients	1. Getting through on the telephone
		2. Staff attitudes	2. Booking appointments
		3. Quality of Care/ Treatment	3. Online consultation
North Lewisham PCN No of reviews: 56	3.5	1. Quality of Care/Treatment	1. Staff attitudes – administrative staff
		2. Face-to-Face appointments	2. Appointment availability
		3. Access Information and Advice	3. Staffing Levels
Lewisham Care Partnership PCN No of reviews: 28	3,5	1. Appointment availability	1. Appointment availability
		2. Staff attitude	2. Getting through on the telephone
		3. Quality of treatment	3. Booking appointment
Aplos PCN No of reviews: 34	3.4	1. Patient Choice	1. Getting through on the telephone
		2. Service Co-ordination	2. Booking appointments
		3. Staff attitudes – health professionals	3. Staff attitudes – administrative staff

What has worked well?

Below is a list of the key positive aspects relating to GP practices between October and December 2023

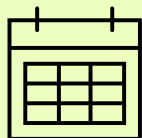


Staff attitudes

72% of reviews that covered staff attitudes were positive. The positive attitude is a consistent theme with the outcomes in the first and second of the year

Some residents found staff at the GP to be respectful, kind and patient despite their physical conditions. They appreciate staff responsiveness and their extra efforts committed to help them recover

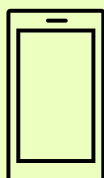
Residents were specifically satisfied with the Doctors they were able to meet physically at the GP.



Appointment availability

42% residents that were asked about the appointment availability, were positive

Patients believes GP quality of service depends on how easy and quicker they can access appointment and to be able to physically meet with the Doctors.



Getting through on telephone

42% of the resident asked about getting through telephone on were positive

Several residents that responded positively attributed the call back system on telephone as one better way of reducing the long wait and add that the treatment received when they eventually get through to the GPs is good.



Quality of appointment –telephone consultation

55% of the reviews that covered quality of treatment using telephone consultation were positive

Some of the residents in the Lewisham noted that been listen to by receptionists warmly at the GP during consultation is helpful and good

A patient who was unable to access the GP concluded that the telephone consultation works well.

What could be improved?

Below is a list of the key areas for improvement relating to GP practices between October and December 2023

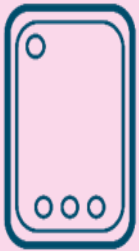


Appointment availability

52% of reviews that covered appointment availability were negative

Residents told us that securing available appointment to see Doctors at the GP is difficult and the development contributes to their rising anxieties

Some residents said the process of navigating to secure available appointment is difficult instead of a face-to-face appointment.



Getting through on the telephone

52% of the reviews that covered getting through on the telephone were negative

Several residents in the Borough are frustrated for been unable to get through to GPs because of the long wait on the que, and the ever-busy use of the telephone. Experiencing a wait for over thirty minutes with rejection at the end in some days and seven hours in a week in some instance was considered too long

Residents with hearing difficulties told us that the use of the telephone to get through to the GPs is not helpful to them.



Booking appointment online

40% of the reviews that covered getting through on the telephone were negative

Residents were concern with the longer hours it takes them to secure online booking and pointed out that it is not everyone that have access to the internet. Some said It is worrisome to wait too long to book appointment online when help is needed urgently

The online form is lengthy, hard to find and only open at certain times explain by some residents. How the questions are asked, takes a very long time complete.

Recommendations

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

Appointment availability.

A significant number of patients that provided feedback in the Lewisham complain of the lack of appointment in some of the GPs. We recommend the assessment of GPs capacities to attend to patients at any given time with support to complement each other within the Primary Care Network

Getting through on the telephone

Been unable to get through to speak with the GPs on the telephone continued to be a challenge to Lewisham residents. We recommend the use of SMS to complement telephone communication by the Patients and the GPs. Patients should in the first instance sent an SMS to request for appointment to speak with the GPs and to in turn help in their response to emergencies, appointment or consultation

Again, we recommend that GP services should always inform patients if they are likely to experience longer wait before getting through to them on the telephone.

Emerging or Ongoing Issues

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

Positive Issues

Q1 (Apr – Jun)	Q2 (Jul–Sep)	Q3(Oct–Dec)	Q4(Oct–Dec)
Staff Attitudes	Staff attitudes	Staff attitudes	
Quality of Staff – health professionals	Booking appointments	Quality of treatment	
Quality of treatment	Quality of Staff – health professionals	Appointment availability	
Booking appointments	Service co-ordination	Getting through on telephone	
Staff Attitudes – health professionals	Appointment availability	Quality of appointment-telephone consultation	

Negative issues

Q1 (Apr – Jun)	Q2 (Jul–Sep)	Q3(Oct – December)	Q4
Appointment availability	Appointment availability	Appointment availability	
Getting through on the telephone	Getting through on the telephone	Getting through on telephone	
Booking appointments	Booking appointments	Booking appointment online	
Waiting Times (punctuality and queueing on arrival)	Waiting Times (punctuality and queueing on arrival)	Booking appointment	
Booking appointments – online	Booking appointments – online	Quality of treatment	

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. 59% of men rated their experiences as positive compared to only 45% of women. This is a decrease for both genders compared to July – September, 2023.

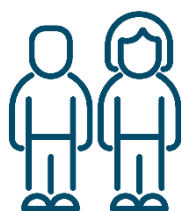


Age

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

Experiences amongst these age ranges were mixed with 52% of 35–44-year-olds having positive experiences.

While 20% of 45–54-year-olds also gave negative reviews.



Ethnicity

58% of African 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 British/English/Northern Irish/Scottish/Welsh with about 54%.



Long Term Condition

39% of residents we spoke to who shared their equalities data considered themselves to have long-term condition (LTC) of health.

Interestingly 58% 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

"Good service. Good condition. Nice staff. They are very helpful."

"Was told to wear a mask and wait outside even though my breathing was bad, and I was panicking."

"Staff are great, supportive, and caring. Easy to get to. Great signage. Lots of staff to support the kids.."

"Wait times. Waited one hour in A&E just to be triaged when my two-year old's tip of finger was hanging off, then waited three hours until discharged."

"When you get to see the main doctors who have an understanding of your history and is familiar with what's happening then things go well."

"The patient had a 14 months waiting time for a cardiology appointment."

"Quick waiting time, good communication, copied into communication with GP, good use of sms with appointment, info (time, date, location) and reminders."

"PALS never answer phones and only forward emails with no result. And answer machines don't correlate to the department, you hear different names from whom you are trying to contact. They're often full and hang up on you. ."

Hospital Services

No. of Reviews	370 (relating to 7 hospitals)
Positive	66%
Negative	11%
Neutral	23%

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?

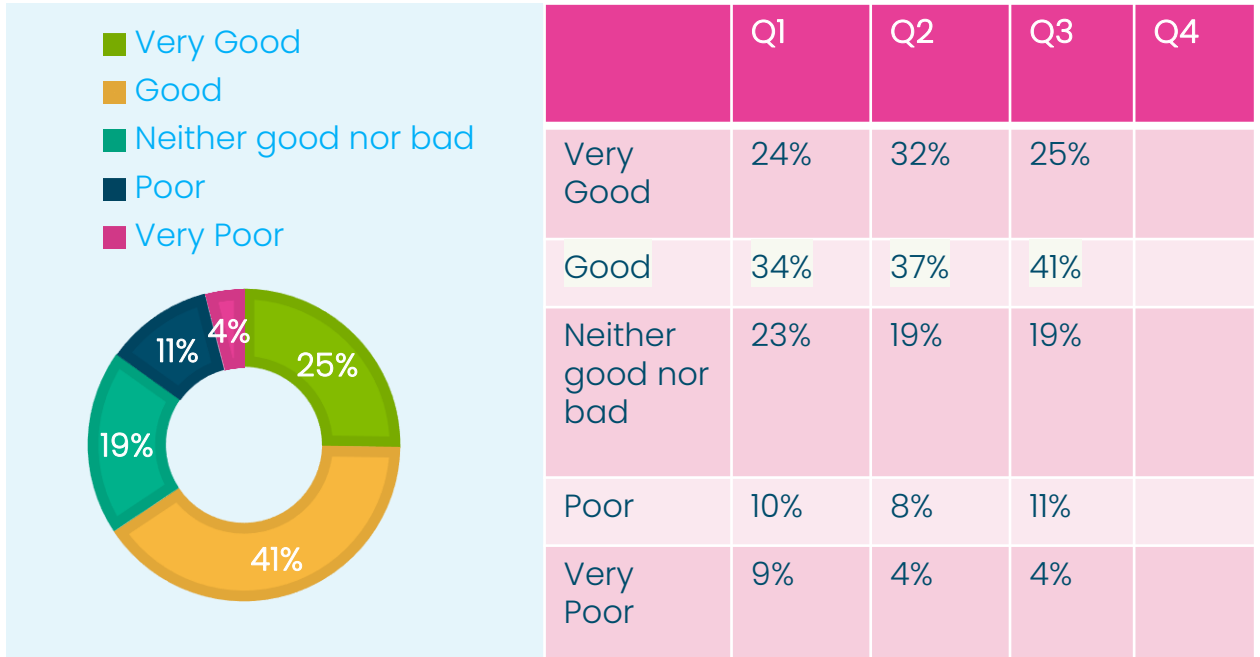
Q6) How would you rate the quality of treatment and care received?

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

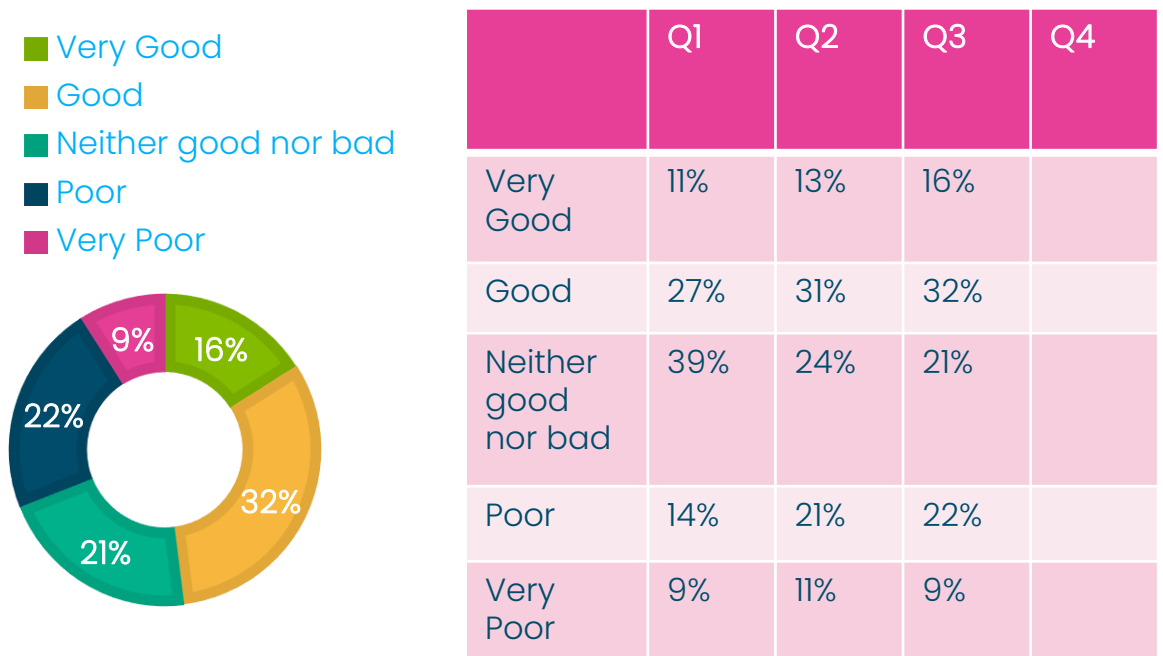


Access and Quality Questions

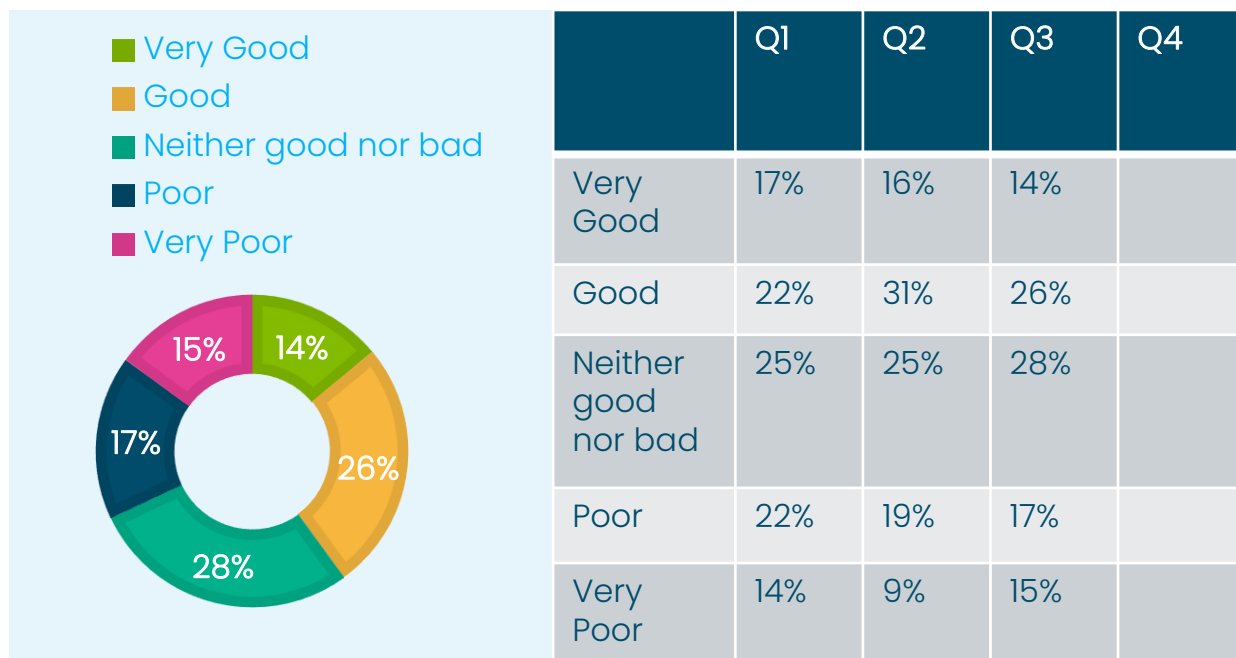
Q1) How did you find getting a referral/appointment at the hospital?



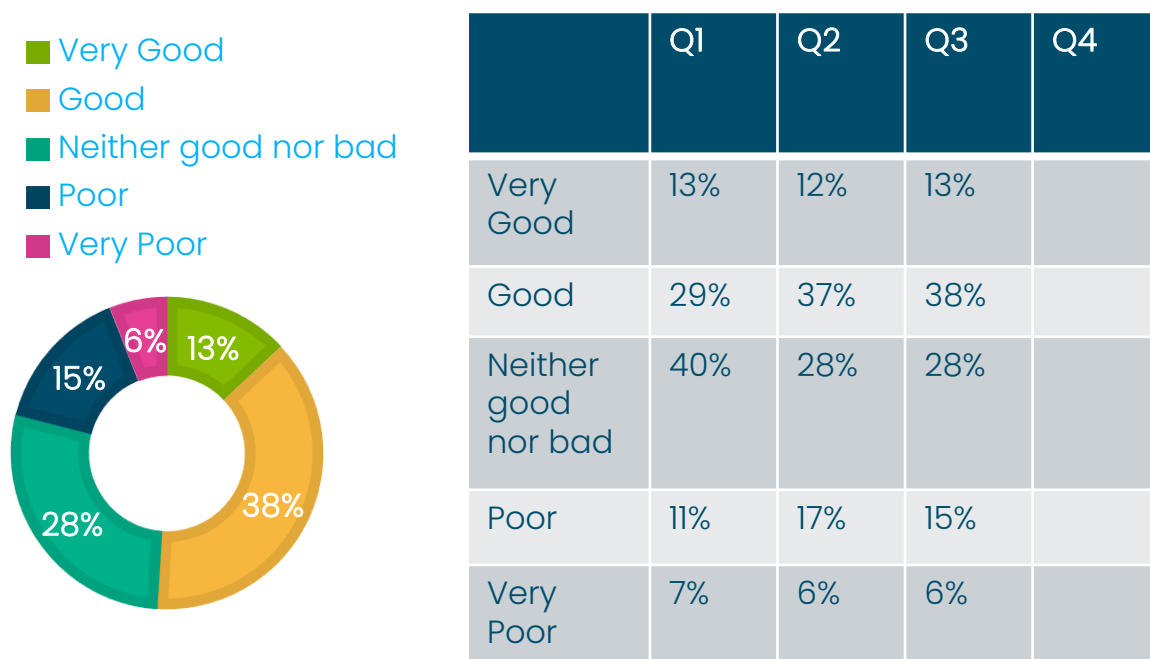
Q2) How do you find getting through to someone on the phone?



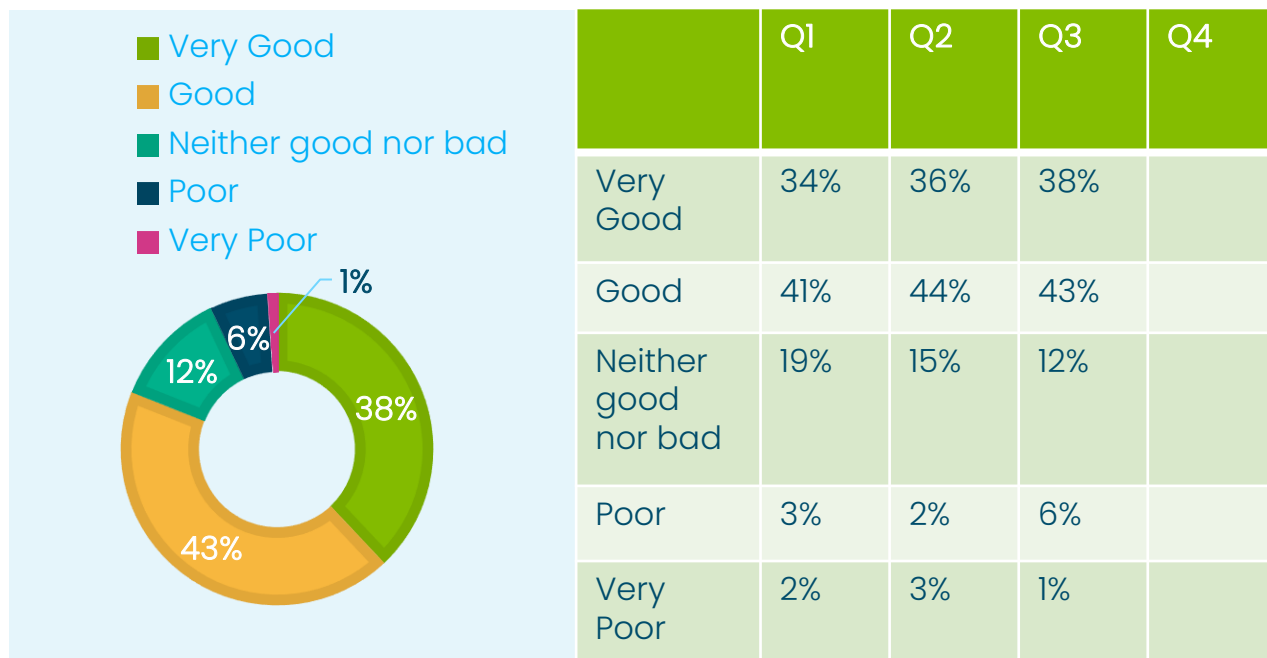
Q3) How do you find the waiting times at the hospital?



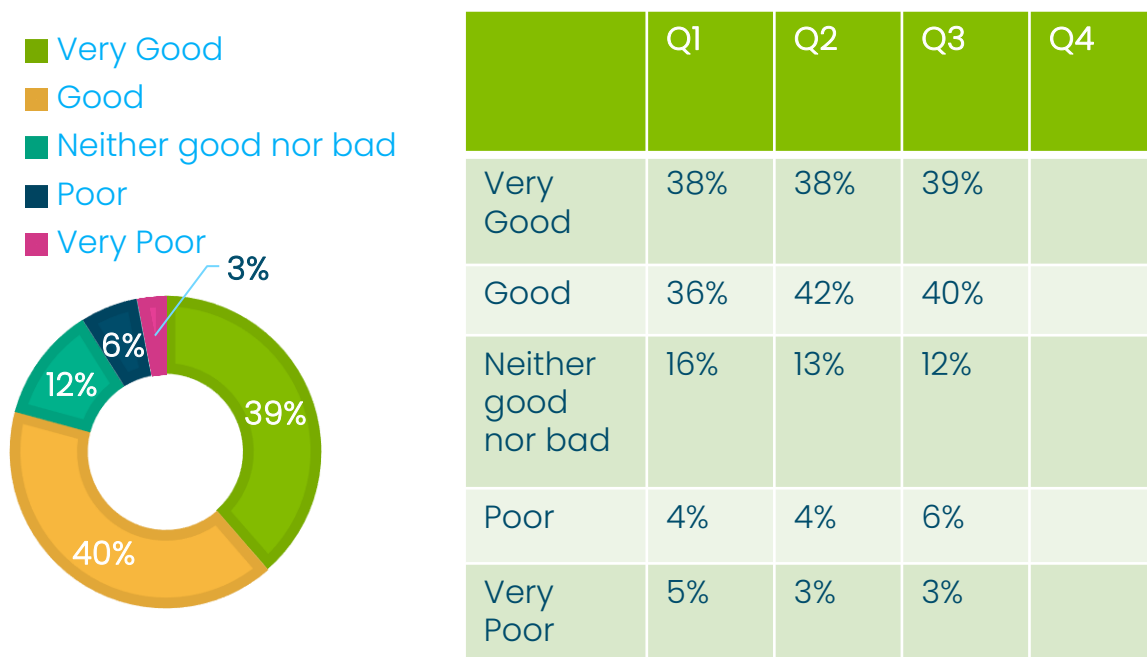
Q4) How do you think the communication is between your hospital and GP practice?



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 2023 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 attitude	175 (88%)
Quality of treatment	133(82%)
Getting through on phone	78(49%)
Waiting times(punctuality and queueing on arrival)	75(38%)
Communication between services	75(55%)

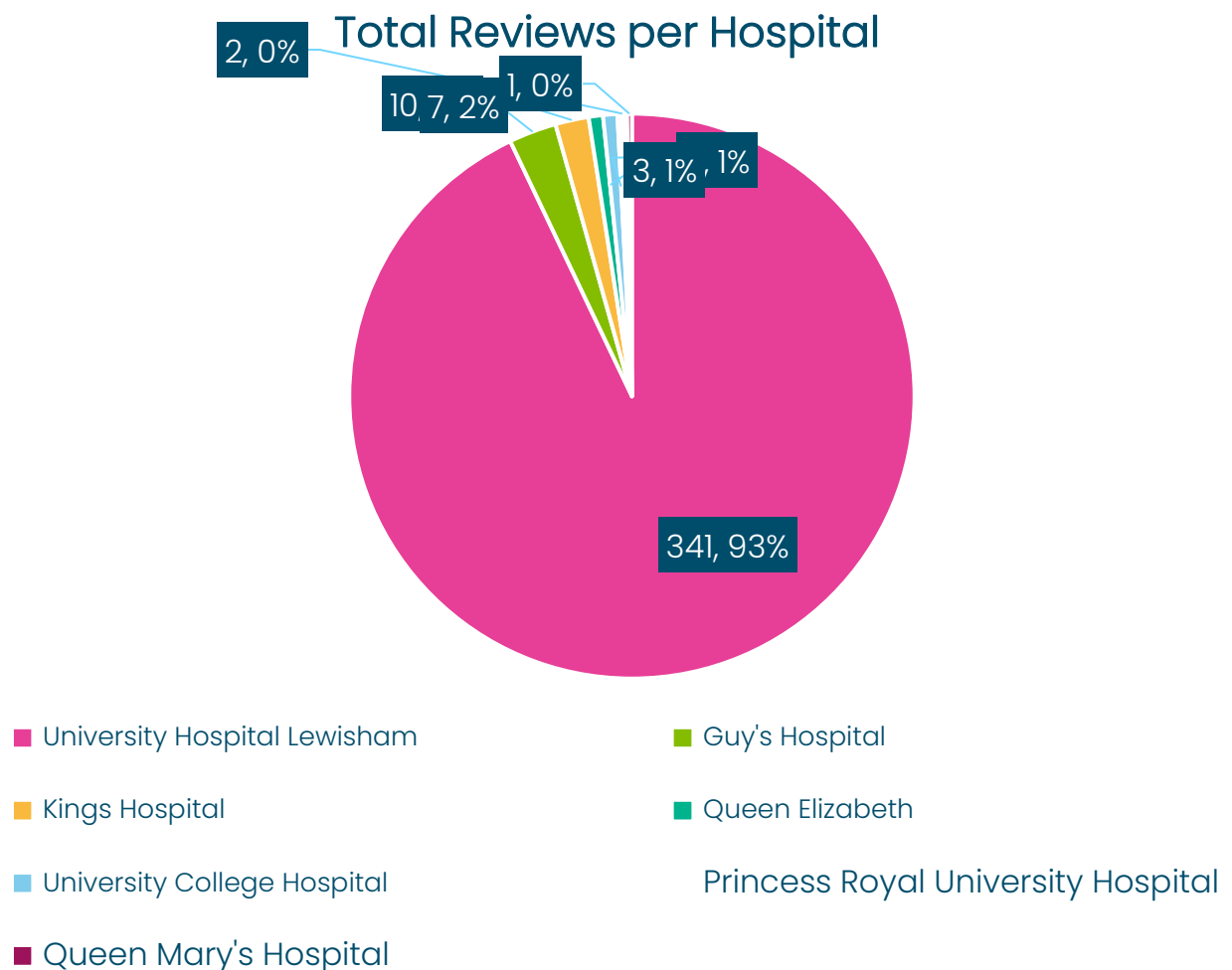
Top 5 Negative Issues	Total count and % of negative reviews
Waiting time(Punctuality and queueing on arrival)	89(46%)
Getting through on telephone	52(33%)
Appointment availability	39(31%)
Communication between services	31(23%)
Quality of treatments	15(9%)

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
- Kings Hospital
- Queen Elizabeth
- University College Hospital
- Princess Royal University Hospital
- Queen Mary's Hospital

Between October and December, the services which received the most reviews were University Hospital Lewisham and Guy's Hospital. This is similar as compared to previous review. This is a common trend as these are the two nearest hospitals for Lewisham residents.



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:341	3.7	3.7	3.0	3.3	4.1	4.1

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

We have chosen to omit the top themes related to King's College 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: 341	3.7	1. Staff attitudes	1. Waiting times(punctuality and queueing on arrival)
		2. Treatment and care	2. Getting though on the telephone
		3. Communication between Services	3. Appointment availability

What has worked well?

Below is a list of the key positive aspects relating to hospitals between October and December 2023

Staff attitudes



88% of the feedback that covered staff attitude were positive.

Residents told us that staff at the hospital were great, supportive and caring. They appreciated Doctors friendliness and especially when they work very hard to see each patient.

Residents pleased with services that go well and believe it was because the Doctors understand their medical history.

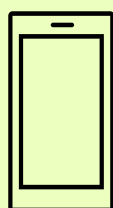


Quality of Treatment

82% of reviews that covered quality of treatment and care were positive.

The Feedback about availability of ambulance, the use of automatic check in system in the hospital and what some of the residents identify as community of care approach in attending to their treatment was very good

Residents summarise good service they received to mean attendance to them efficiently, responsive, providing explanation about the treatment plan and the hospitality received in the hospital



Getting through on the telephone

49% of the reviews covered getting through on the telephone and were positive.

Patients told us they were particularly pleased with the approach of a phone call from the Hospital.

Text messages received as reminders in addition to a follow up call is consider as excellent by the Residents



Waiting times(Punctuality and queueing on arrival)

38% of the feedback on waiting time in relation to punctuality and queueing on arrival as positive.

Residents told us that a quick attention and faster treatment is an improvement.

Been seen in less time in the Hospital and the waiting time in one of the department was described as brilliant by a resident.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between October and December 2023.



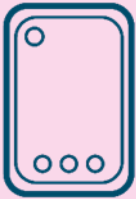
Waiting times

46% of the review received was negative.

Residents told us that waiting times for appointments is still a challenge.

A significant number of the residents specifically said that they waited longer to see a doctor during strike period.

Residents told us that they wait for hours during emergency and for as long as a year and half to get an appointment.



Getting through on the telephone

33% of reviews that covered getting through on telephone were also negative.

Residents expressed concern in an effort of trying to get through on the phone, with the automated system not clear.

Some Residents told us that Getting through takes several attempts and sometimes without success.



Appointment availability

31% of the reviews that covered appointment availability is negative.

Some Residents told us that it takes them several attempts and waiting for hours or weeks before getting treatment.



Communication between services

23% reviews covered communication between services and is negative.

Residents told us that that changes that are made to treatment are not communicated well to other services and are termed bad

Residents said when transferring patients to another Hospital, communication should be made clear and collaboratively.



Staff attitude

9% of the reviewed of staff attitude is negative.

Residents expect staff to be a bit more sympathetic towards anxious parents.

Residents believe some staff at the hospital make assumptions about patients' knowledge and mannered

Recommendations

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

Recommendation heading

Waiting Times (Punctuality and queueing on arrival)

Residents told us that the times they have been waiting to be attended to ranges from all day, 8-7 hours, and 4-1 hours with lots of sitting and is of concern to them. Reference was also made to A&E, the Outpatient and Pharmacy. We recommend that hospital review its capacities in these Departments in relation to the number of patients they can treat at a particular time..

Appointment availability

We recommend that the long-time taken to get an appointment be reviewed against capacities and the frequencies of cancellation, and changes be made with consideration for emergencies treatments

Communication between services

Communication with some of the patients not really clear in telling them what is going on between Hospital and the GPs. We recommend that Patients be made aware of the progress and what they are expected to do.

Attitude of staff

Patients experience borders on how some of the staff talked to themselves and showed no empathy on their condition with self-effort of a lot of prompting to get attention. We recommend that the duty of care and empathy be showed to the Patients.

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	
Staff attitudes	Quality of treatment	Quality of treatment	
Communication with patients	Cultural Respect	Getting through on telephone	
Waiting Times (punctuality and queueing on arrival)	Information and Advice	Waiting times (punctuality and queueing)	
Tests/results	Patient Choice	Communication between services	

Negative issues

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

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

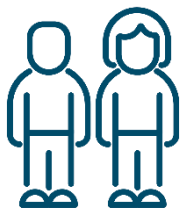
During the last three months, 74% of the men (91) we spoke to had a positive experience of University Hospital Lewisham. By comparison, 62% of women (134) rated their last hospital visit as 'Good' or 'Very Good.'



Age

35–44-year-olds shared the highest amount (45) of positive experiences about hospitals. 60% of all comments praised their services.

The second highest number of positive reviews came from 55–64-year-olds, (38)72% of this feedback was positive.



Ethnicity

72% of the White British residents (107) who shared reviews considered their last hospital experience to be 'Good' or better.

The next highest was Black British 77% (23) who all gave positive reviews.



Disability and Long-Term Conditions

86(67%)Patients 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 136(68%) of them gave positive reviews.

Experiences of Dental Services



Dental Services

No. of Reviews	114 (relating to 29 dentists)
Positive	71%
Negative	5%
Neutral	24%

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?

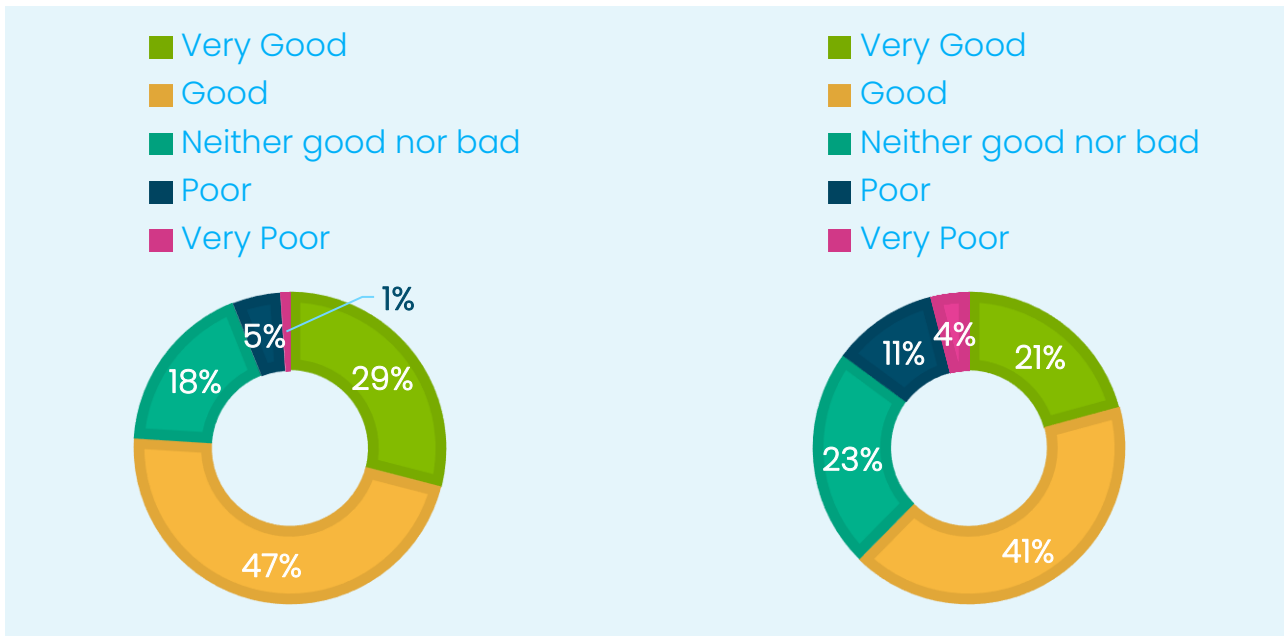
Q5) How do you find the attitudes of staff at the service?



Access and Quality Questions

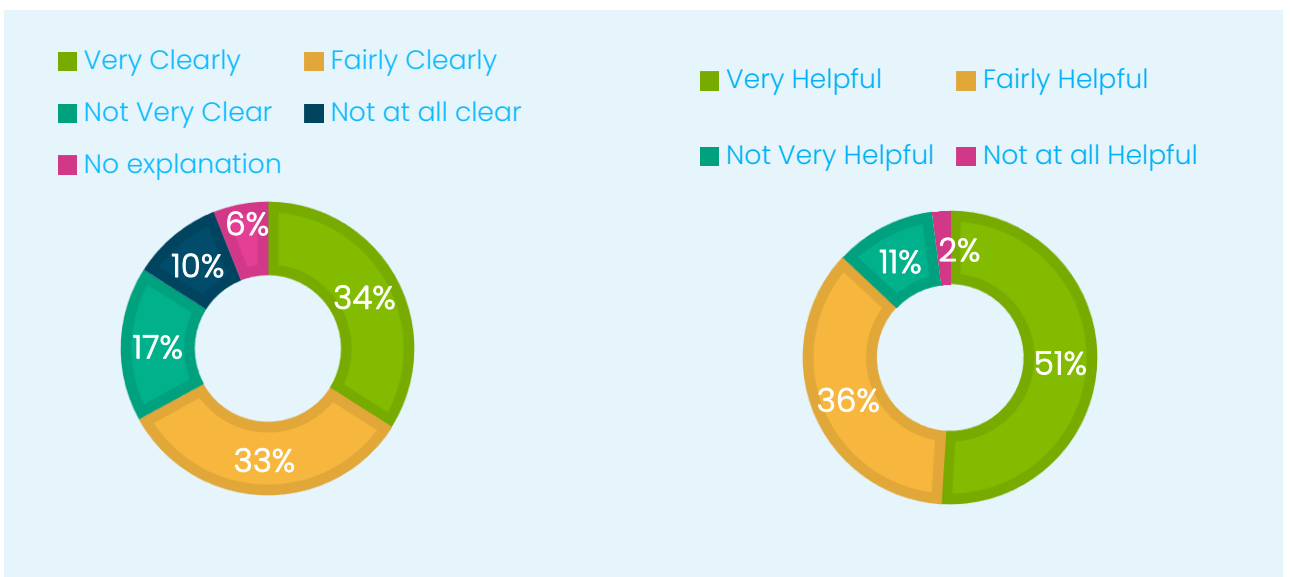
Q1) How did you find it registering with an NHS dentist? (within the last 12 months)

Q2) How do you find getting NHS appointments?

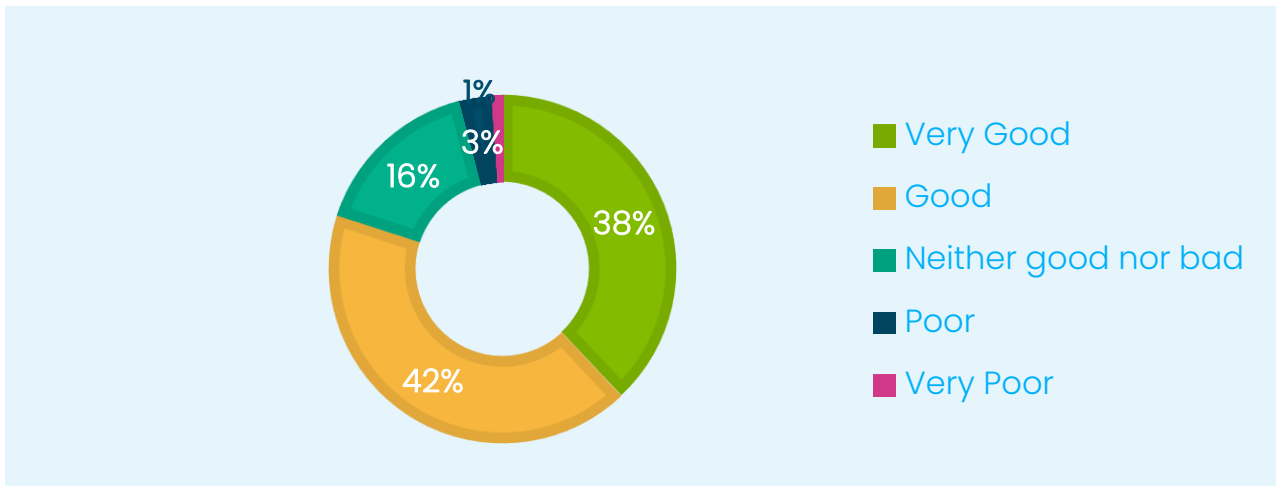


Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

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 2023 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	45 (60%)	Appointment availability	15 (20%)
Staff attitude	43 (81%)	Affordability clarity about service cost	8(31%)
Registration service	35 (66%)	Experience Quality treatment	6 (30%)
Communication with patients (treatment explanation, verbal advice)	15(88%)	Staff attitude	4 (8%)
Affordability Clarity about service cost	15(58%)	Treatment explanation	3(23%)

We've produced a list of good practice, areas of improvement and recommendations relating to dentists between October and December 2023.

What has worked well?



Staff attitude

81% of reviews that covered communication with patients (treatment explanation, verbal advice).

Residents were pleased with the Dental services they received and attributed it to staff friendliness, patient, gentle and respect.



Appointment availability

60% of reviewed appointment availability. Regular, frequent checkups when I was under 18.

Residents told us that all treatments and visits were arranged quickly and easily. I am on their list to make regular checkup appointment and I booked my dentist appointment

Residents also told us that appointments is not only available but also on time, regular and with a repeat follow up by the Dental service.

What could be improved?



Appointment availability

20% of reviews covered access and are in relation to appointment availability is negative.

Residents in the Borough again, complain of continued followed up for appointment with many calls

Residents told us that the appointment in some cases are slow couple with a long wait on availability.

Recommendations

Most residents positively commend services they received from the dentist in the Barough, however;

We recommend for more and timely NHS appointments instead of resulting to private dental service and a time limit should be set up to access treatment

We further recommend that Residents should have easy access to the register with NHS dentist in their area and the cost band should be made known to them.

Experiences of 'Other' services



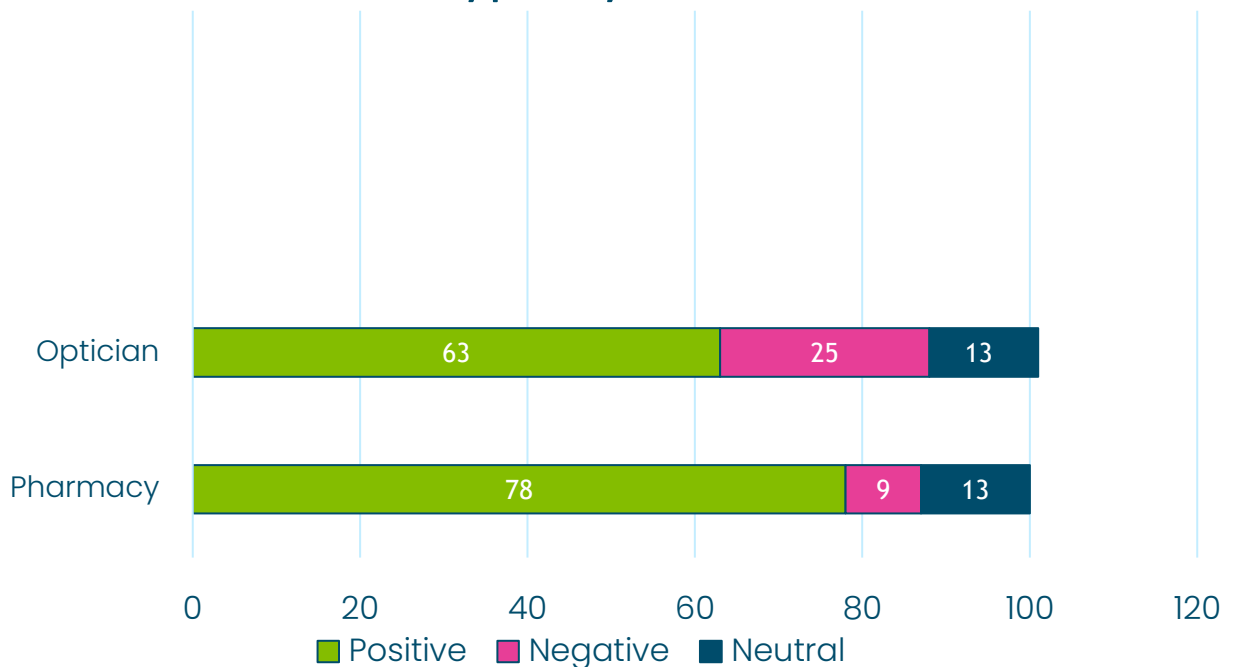
Experiences of 'Other' services

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	95	78%
Optician	8	63%

Service Type by Sentiment



What has worked well?

Below is a list of the key positive aspects relating to 'Other' services in Lewisham between October and December 2023



Pharmacy – Staff attitudes

78% of reviews that covered staff attitudes were positive.

Residents told us that the staff were very knowledgeable and provided helpful advice on medication.

A significant number of Residents in the borough ascribed to staff as good, friendly, caring, understanding and professional and good in ranges of medicines.



Communication with patients around prescription

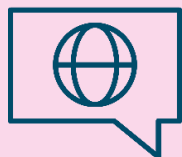
75% of reviews that covered communication with patients were positive.

Residents told us communication with prescription is good. Some receive either email or post when due for appointment and it has been consistent.

A resident specifically sighted consistency in preparing medication without failing, giving a call for someone to collect the medicine when unwell.

What could be improved?

Below is a list of the key areas of improvement relating to 'Other' services in Lewisham between October and December 2023



Pharmacy – Communication about prescriptions

25% of reviews that covered communication about prescriptions were negative.

Prescribing medication and leaving residents without calls on the relapse could be improved

In an instance, a resident faced difficulties to contact a pharmacy through telephone to put in a repeat prescription

Residents also identify the lengthy time it takes longer to communicate and access medication that are available and not available.



Pharmacy-Waiting times(punctuality and queueing on arrival)

77% of reviews that covered waiting times at the premises were negative

Residents told us that waiting time in hours for medication to be issued is lengthy.

A significant number of residents in the borough said waiting time is too long and sighted getting medication, and decision to advise to look elsewhere for condition such as the mental health.

Recommendations

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

Pharmacy communication about prescription

On communication about prescription:

We recommend for a prompt, efficient and sustained communication with patients on prescribed medications and the efficacy through telephone

We also recommend that the pharmacy improve their communication with the Patients promptly on the availability and non-availability of medication. The availability should be issued promptly and signpost on those that are not available.

Pharmacy wating time

A long waiting in ques was attributed to lack of availability of medication and lack of decision on signposting

We recommend communication with pharmacies that are closer to the Patients on availability and signpost them to those nearby pharmacies to help resolved long queueing and waiting

We recommend a standard waiting time settings of not more that 20 minutes of either wait or be signpost to access medication.

Appendix



Demographics

Gender	Percentage %	No of Reviews
Man(including trans man)	34	305
Woman (including trans woman)	65	586
Non- binary	0	2
Other	0.66	6
Prefer not to say	0.88	8
Total	100	907

Age	Percentage %	No of Reviews
Under 18	2	22
18-24	7	66
25-34	16	146
35-44	22	198
45-54	15	137
55-64	15	136
65-74	11	104
75-84	8	70
85+	2	15
Prefer not to say	2	14
Total	100	908

Ethnicity	Percentage %	No of Reviews
White British	44	380
Irish	3	28
Any other White background	6	51
Asian British	2	18
Bangladeshi	0	2
Chinese	1	10
Indian	2	21
Pakistani	1	7
Any other Asian background/Asian British Background	3	25
Black British	9	82
African	9	80
Caribbean	9	74
Any other Black / Black British background	1	11
Asian and White	0	3
Black African/ Caribbeans and White	3	20
Any other mixed	2	16
Arab	1	8
Any other ethnic Group	4	33
Total	100	869

Disability	Percentage %	No of Reviews
Yes	17	158
No	79	720
Prefer not to say	3	25
Not provided	1	11
Total	100	914

Demographics

Long-term condition	Percentage %	No of Reviews
Yes	35	316
No	60	545
Prefer not to say	3	30
Not provided	2	17
Total	100	908

Religion	Percentage %	No of Reviews
Buddhist	1	8
Christian	47	425
Hindu	3	30
Jewish	1	5
Muslim	7	66
Sikh	1	8
Spiritualism	1	5
Agnostic	-	-
No religion	29	259
Prefer not to say	7	66
Other religion	4	32
Total	100	904

Sexual Orientation	Percentage %	No of Reviews
Asexual	1	5
Bisexual	3	23
Gay Man	1	10
Heterosexual/ Straight	86	751
Lesbian / Gay woman	1	5
Pansexual	0	0
Prefer not to say	9	81
Not provided	0	1
Total	876	100

Pregnancy	Percentage %	No of Reviews
Currently pregnant	4	35
Currently breastfeeding	4	31
Given birth in the last 26 weeks	2	18
Prefer not to say	3	20
Not relevant	82	653
Total	100	797

Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	1	5
Not in employment & Unable to work	10	85
Not in Employment/ not actively seeking work - retired	18	157
Not in Employment (seeking work)	6	49
Not in Employment (Student)	3	30
On maternity leave	6	49
Paid: 16 or more hours/week	44	384
Paid: Less than 16 hours/week	4	36
Prefer not to say	9	78
Not provided	-	-
Total	100	873

Unpaid Carer	Percentage %	No of Reviews
Yes	6	52
No	91	756
Prefer not to say	3	23
Not provided	-	-
Total	100	831

Area of the borough	Percentage %	No of Reviews
Bellingham Ward	7%	62
Blackheath Ward	3%	27
Brockley Ward	3%	24
Catford South Ward	16%	136
Crofton Park Ward	1%	7
Deptford Ward	6%	51
Downham Ward	9%	78
Evelyn Ward	1%	11
Forest Hill Ward	3%	27
Grove Park Ward	3%	24
Hither Green Ward	5%	44
Ladywell Ward	0%	4
Lee Green Ward	3%	23
Lewisham Central Ward	14%	123
New Cross Gate Ward	2%	16
Perry Vale Ward	1%	6
Rushey Green Ward	2%	16
Sydenham Ward	5%	42
Telegraph Hill Ward	0%	1
Out of Borough	16%	140
Total	100	862



healthwatch Lewisham

Healthwatch Lewisham
Waldram Place,
London
SE23 2LB

www.healthwatchlewisham.co.uk

t: 020 3886 0196

e: info@healthwatchlewisham.co.uk

 @HWLewisham

 [Facebook.com/HWLewisham](https://www.facebook.com/HWLewisham)

 Healthwatch_lewisham

 [healthwatchlewisham](https://www.linkedin.com/company/healthwatchlewisham)