

The main title of the report is positioned in the bottom right corner. It is contained within a semi-transparent white rectangular box. The text is arranged in four lines: "PATIENT EXPERIENCE" in pink, "REPORT 2022" in pink, "QUARTER 1" in blue, and "APRIL - JUNE" in blue. The background of the entire page is a teal-tinted photograph of a park with trees and a path, overlaid with a pattern of thin, parallel lines and larger, overlapping circular shapes in shades of green and pink.

**PATIENT EXPERIENCE  
REPORT 2022  
QUARTER 1  
APRIL - JUNE**

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# Introduction & Executive Summary

Healthwatch was created by the health and social care reforms of 2012 with a powerful ambition of putting people at the centre of health and social care. Healthwatch Lewisham is the independent patient champion which helps influence the design and delivery of local health and social care services. It is a statutory requirement for Local Authorities to commission a local Healthwatch service under the Health and Social Care Act 2012.

In delivering these duties in Lewisham, we operate a comprehensive Patient Experience data collection programme. The successful and ongoing implementation of the data collection programme has the potential to yield a minimum of 4,800 patient experiences per annum. These will be presented as they are received and considered as valid community opinion. This Patient Experience Report for Healthwatch Lewisham covers the Q1 period for April to June 2022.

In quarter 1, our Patient Experience Officer, supported by a team of volunteers and support staff, continued developing our face-to-face programme of engagement. To achieve this, we have been visiting health care partners to hear from patients, carers and relatives about their experiences of local services. This has enabled us to reach more local residents and capture a wider range of feedback. Healthwatch Lewisham has also continued to gather feedback in the following ways:

- Telephone calls with Lewisham residents, which has continually enabled us to reach a broader demographic of older residents
- Online review collection
- Encouraging patient feedback directly through our website and social media functions (Twitter, Facebook, Next Door etc.)
- Patient Experience Surveys promoted through our social media functions

These patient experience comments and reviews are gathered using online and physical questionnaires (see appendixes, p.43-50). The form asks the patient for simple star ratings on their overall experience, access to appointments, ease of getting through on the telephone and several other areas. People can leave their name or comment anonymously. The Patient Experience Officer will relay any urgent matters requiring attention to the operations manager.

# Introduction & Executive Summary cont.

Where patients relay concerns about their treatment we inform them of their rights and the feedback and complaints mechanisms available to them. We also offer for a member of the staff team to call them to discuss the issue in more detail at a later date. If we observe, hear or read any safeguarding concerns these are immediately referred to the office and a safeguarding referral is made where appropriate.

Whilst we aim to gather patient experience comments and reviews from a representative sample of Lewisham's population, we acknowledge that different people use different services at different times in their lives, and some not at all. Whilst all patients are asked for their monitoring information, some do not wish to provide this. As well as residents choosing not to give this information, using online reviews can impact on the demographic information which can be collected.

The outreach element of our Patient Experience Programme is supplemented by our community engagement work and our website ([www.healthwatchlewisham.co.uk](http://www.healthwatchlewisham.co.uk)), which people may visit independently to provide service feedback and comments. Our questions are uniform across our online and the physically collected forms.

Alongside our Patient Experience work reported here, Healthwatch Lewisham carries out a number of different activities in order to hear from patients, carers and relatives and assess health and social care services from the patient's perspective. To see our other reports, please visit our website at [www.healthwatchlewisham.co.uk](http://www.healthwatchlewisham.co.uk)

The information presented within this report reflects individual patient experiences of health and social care services, to ensure that the genuine observations and commentaries of the community are captured.

This report represents the voices of Lewisham residents during Q1 (April-June). During this period the Patient Experience Programme received 1200 feedback comments. Of these comments, 56% (675) comments had a positive rating (4-5 stars), 37% (445) were negative (1-2 stars) and 7% (80) were neutral (3 stars). We reached our 1200 target for this quarter. We hope to continue achieving this target as we build new partnerships and local services continue to open their doors to our visits.

Healthwatch Lewisham presents the information within this report as factual and to be considered and utilised to improve service provision and highlight areas of good practice.

# Overall Star Ratings

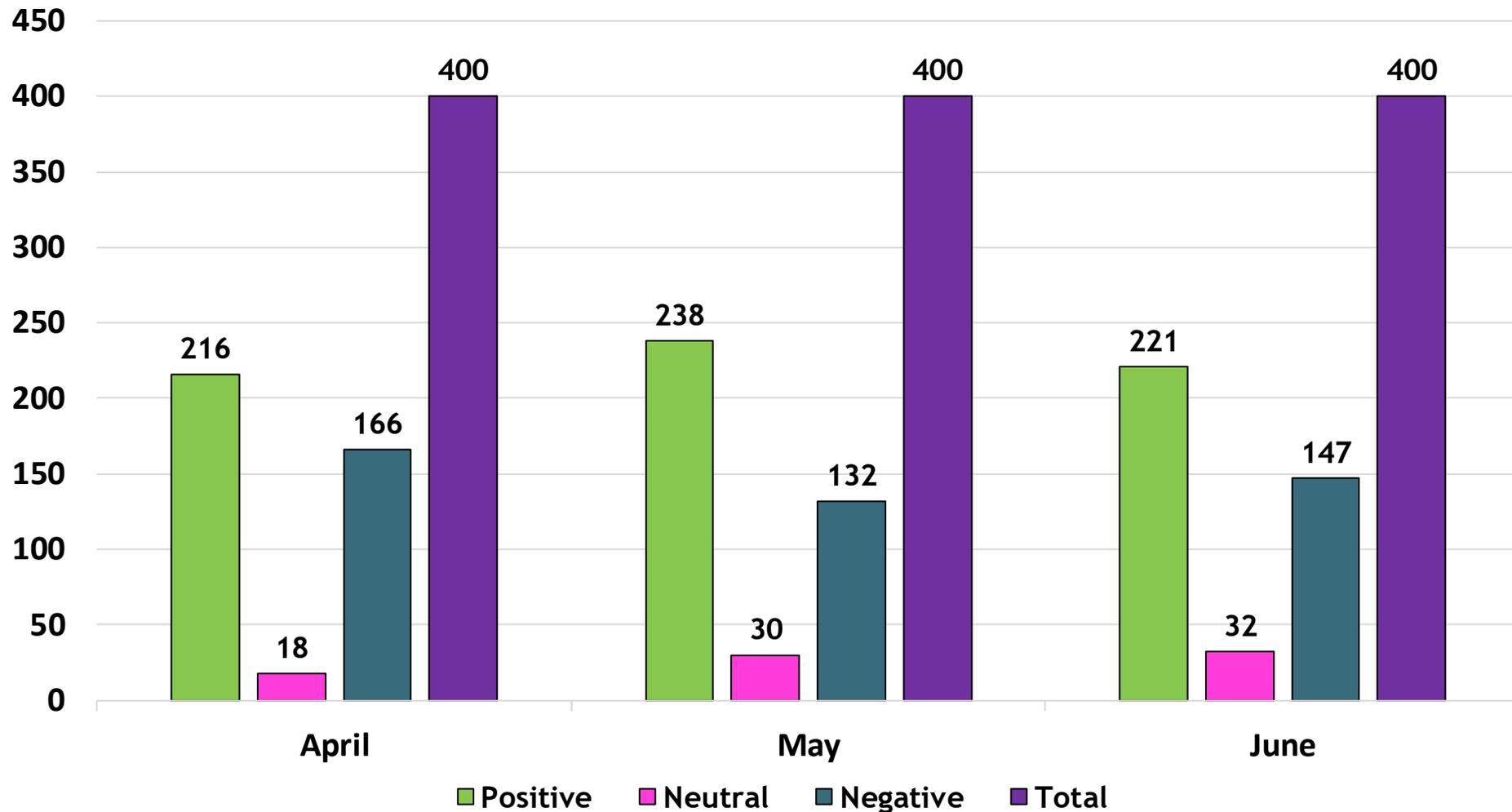
The total number of patient reviews received this quarter is **1,200**. The table shows a breakdown of the positive, neutral and negative patient reviews (see the appendices for examples of our physical and online questionnaires).

Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings of 1 and 2 indicate a negative response, a star rating of 3 indicate a neutral response and star ratings of 4 and 5 indicate a positive response. This quarter we recorded a total of 675 positive responses, 445 negative responses and 80 neutral responses.

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
April	166	18	216
May	132	30	238
June	147	32	221
<b>Total</b>	<b>445</b>	<b>80</b>	<b>675</b>

# Overall Star Ratings

This chart provides a breakdown of positive, neutral, negative and total reviews for each month, based on the overall star rating provided.

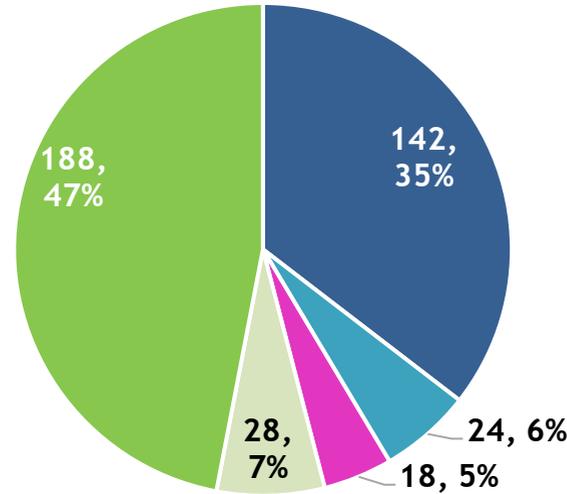


# Overall Star Ratings

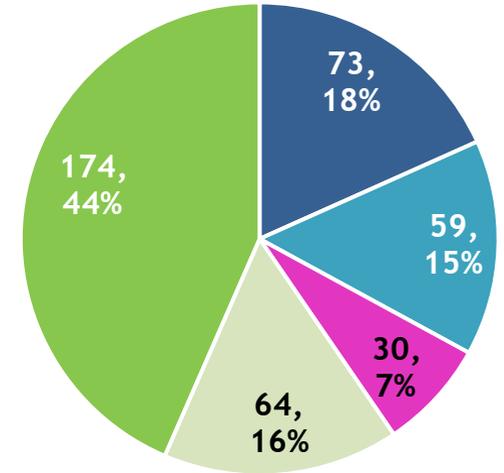
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

Overall, residents had positive experiences of services each month with the 5-star ratings making up the highest proportion of reviews.

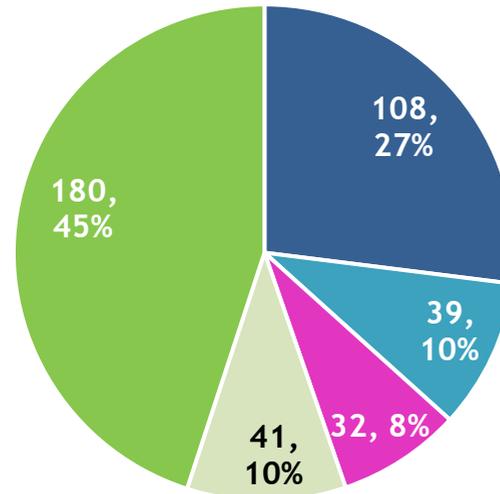
However, it should be noted that there were a substantial number of 1-star reviews which shows that there is a wide variance of experience when using health services within the borough.



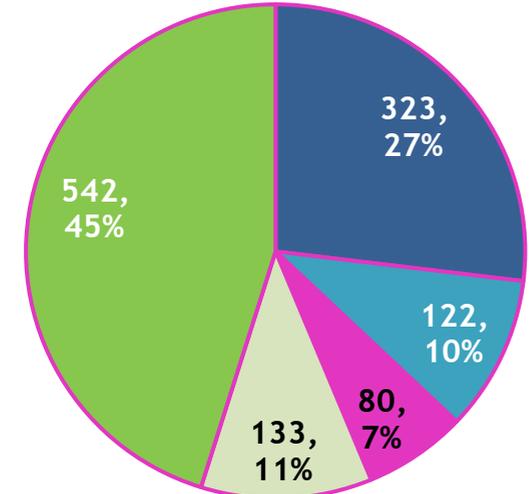
April



May



June



Total for Quarter 1

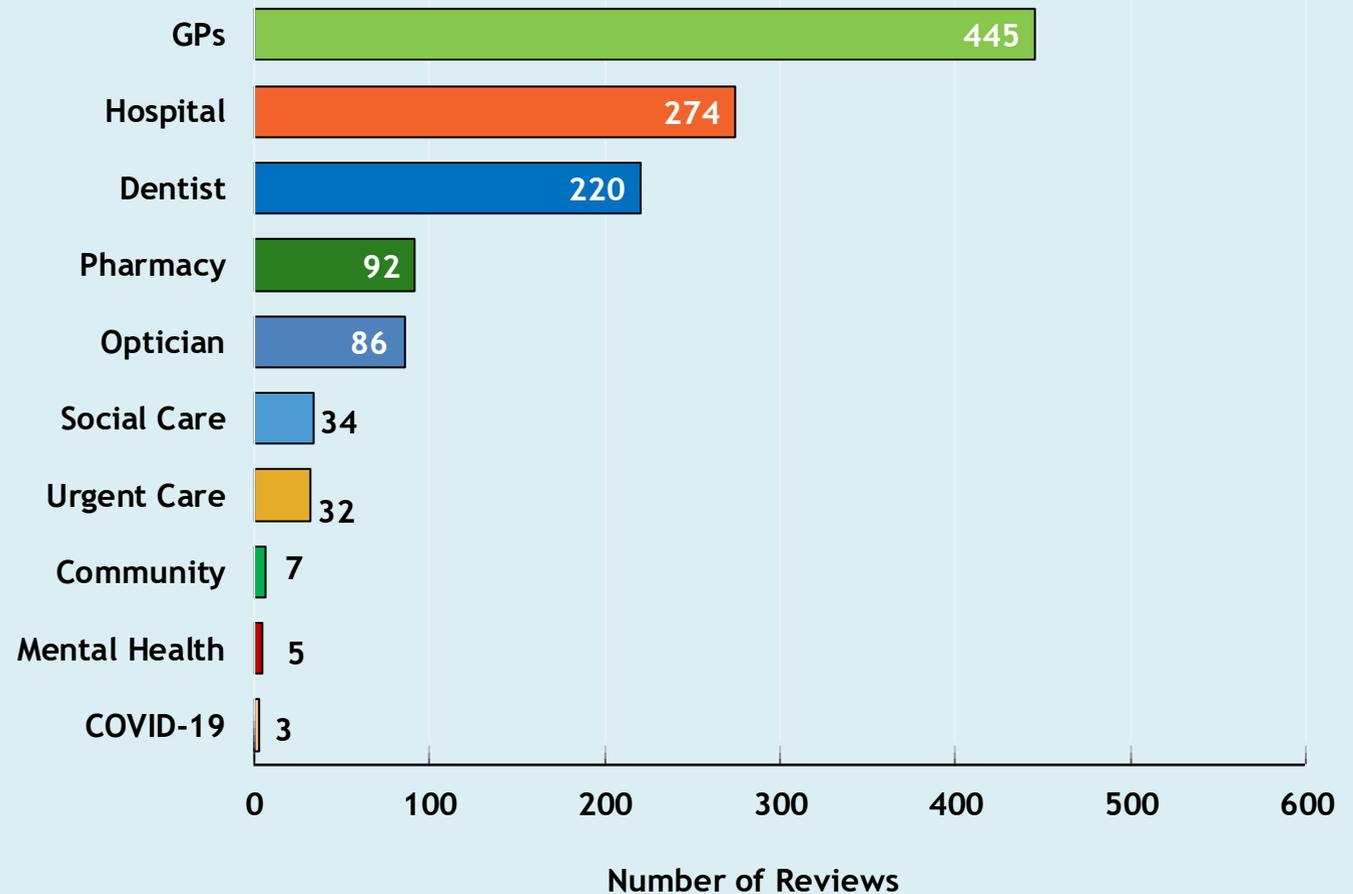
# Total Reviews per Service Category

The patient reviews recorded for this quarter cover 10 service type categories, as seen in this chart.

The categories with the highest number of reviews during Q1 are GP surgeries (445), Hospitals (274) and Dentists (220).

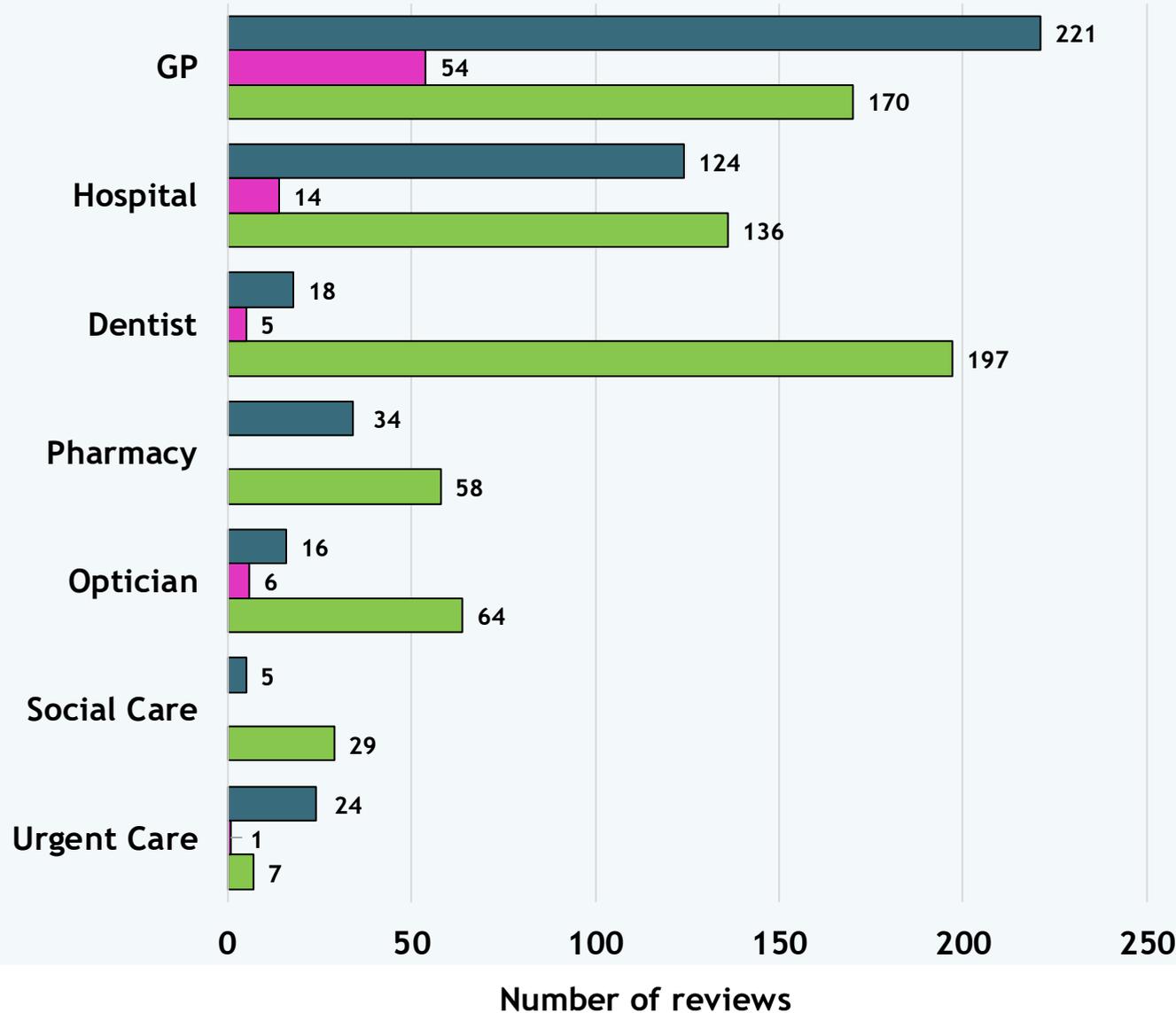
Service users also continued to comment on their experiences with Pharmacies (92), Opticians (86), Social Care (34) and Urgent Care (32).

Types of Services



# Distribution of Positive, Neutral & Negative

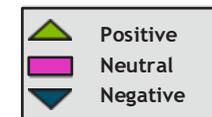
Type of services



This bar chart compares the number of positive, neutral and negative reviews for each category that had over 30 reviews collected. This is based on the overall star rating.

Of the services that have over 80 reviews; Dentists received the highest proportion of positive reviews with 90%, followed by Opticians with 74%, and then Pharmacies with 63%.

The categories which received the highest proportion of negative reviews are GP services with 50% and Hospitals with 45%.



# Themes and Sub-Themes

This section shows a breakdown of the main themes and sub-themes for those service areas where we received a significant number of reviews. In Q1 these areas are:

- GP surgeries
- Hospitals
- Dentists
- Pharmacies
- Opticians

After asking patients for an overall star rating of the service we ask them to "tell us more about your experience" (see the appendices for examples of our physical and online questionnaires).

Each comment is uploaded to our database where up to five themes and sub-themes may be applied to the comment (see appendixes p. 51-52 for a full list).

For this reason, the total number of times a theme is mentioned will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative, or neutral 'sentiment' is given. The application of themes, sub-themes and sentiment is a manual process and differs from the star rating patients provide.

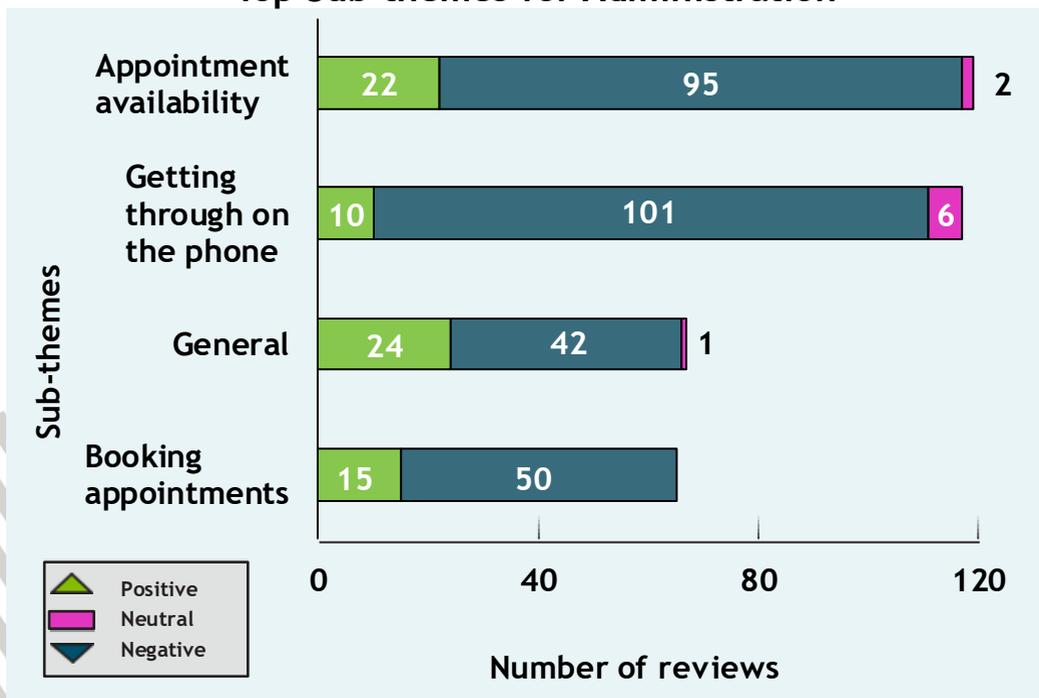
# GP Themes and Sub-Themes

GPs were the most reviewed service type for this quarter with 445 reviews. **Administration** was the most applied theme for GPs with 452 counts and had the highest percentage of negative comments. 23% (106) were positive, 74% (335) negative and 2% (11) neutral. The chart below shows the top four sub-themes for **Administration**.

**Appointment availability** was the most mentioned sub-theme amongst patients and of the 119 comments, 18% (22) were positive, 80% (95) negative and 2% (2) neutral. This was closely followed by **Getting through on the phone** with 117 comments, of which 9% (10) were positive, 86% (101) negative and 5% (6) neutral. Patients also commented on **General** administration and **Booking appointments** which were both experienced mostly negatively with 63% negative for **General** and 77% negative for **Booking appointments**.

Therefore, the majority of Lewisham patients we spoke to had issues with administration within GPs, having trouble with booking appointments via the phone and expressing concerns with the lack of appointment availability.

### Top Sub-themes for Administration



### Positive reviews

“I like this surgery because appointments are really good and convenient.”

*GP surgery*

“They always have appointments available.”

*GP surgery*

### Negative reviews

“Can't get through on the phone, waiting time is ridiculous. No appointments available.”

*GP surgery*

“Constantly difficult to get appointments, including for my child with special needs. Repeat prescriptions take up to 2 weeks to come through at times and general experience is terrible...”

*GP surgery*

“The appointment system and availabilities are very poor...”

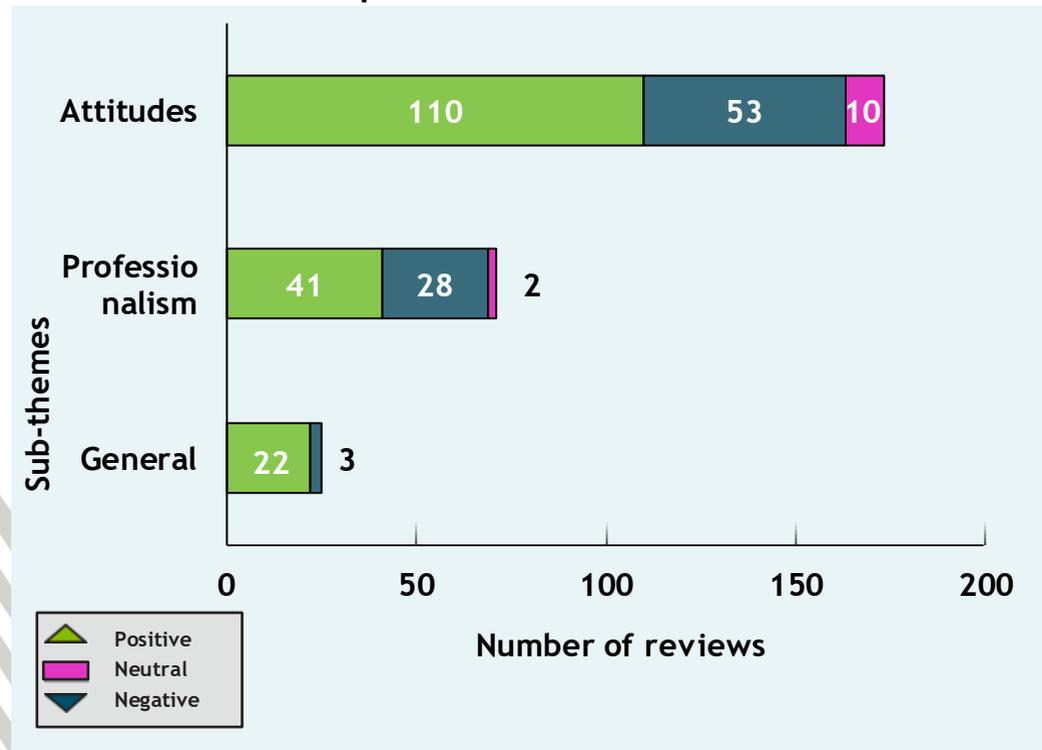
*GP surgery*

# GP Themes and Sub-Themes

**Staff** was the second most applied theme for GP surgeries this quarter with 281 counts. Of these comments, 62% (174) were positive, 33% (94) negative and 5% (13) neutral. The chart below shows a breakdown of the top three sub-themes for **Staff**.

Majority of the comments were about **Attitudes** and **Professionalism**. **Staff attitudes** received 173 mentions; 63% (110) were positive, 31% (53) were negative and 6% (10) were neutral. The reviews show that patients were mostly happy when engaging with staff and described their behaviour positively. **Professionalism** received 71 mentions; 58% (41) were positive, 39% (28) were negative and 3% (2) were neutral. This shows that most staff members are showing capability and skill within their roles.

Top Sub-themes for Staff



## Positive reviews

“The staff are always very polite and informative...”

*GP surgery*

“The reception staff are very polite and kind to me whenever I am here to see a Doctor. I always have a good experience with all the staff.”

*GP surgery*

“...I have seen kindness from Dr x and various Nurses and professionalism at reception.”

*GP surgery*

## Negative reviews

“They need to improve on their customer service as it is very unprofessional..”

*GP surgery*

“The attitude of the Receptionists is disgusting...”

*GP surgery*

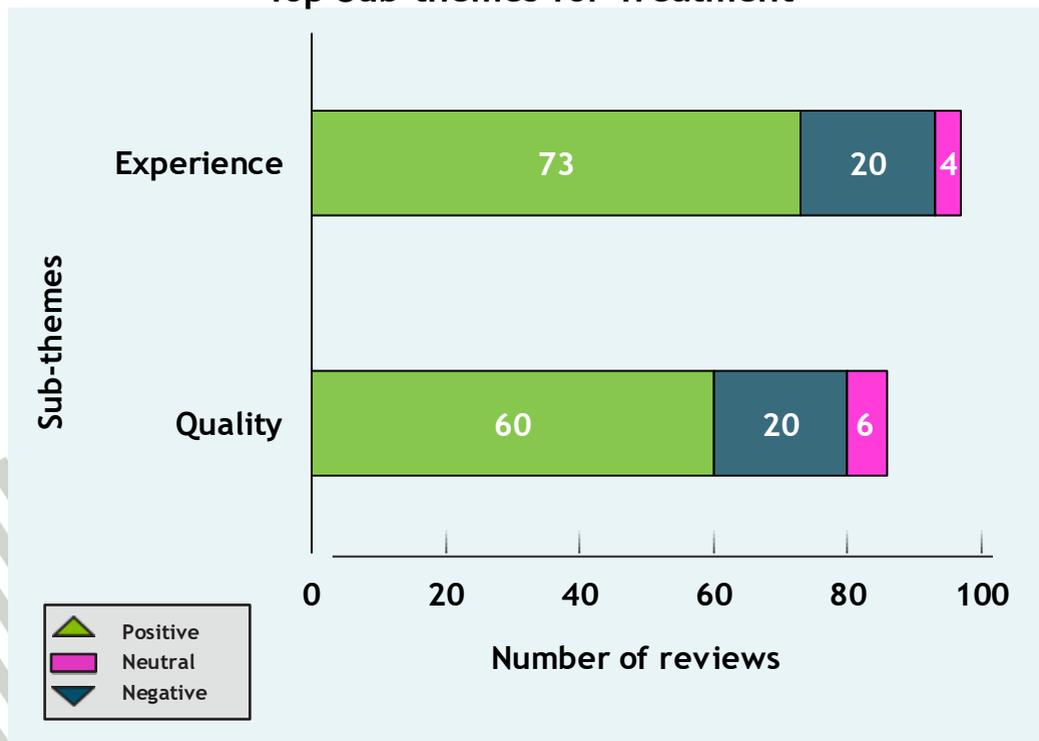
# GP Themes and Sub-Themes

**Treatment** was the third most applied theme for GP surgeries with 214 counts. Of the comments, 72% (155) were positive, 22% (48) negative and 5% (11) neutral. The majority of comments were relating to **Experience** (97) and **Quality** (86). The chart below shows a breakdown of the top two sub-themes for **Treatment**.

**Experience** was the most common sub-theme, of the 97 comments 75% (73) were positive, 21% (20) were negative and 4% (4) were neutral. Analysis showed that patients' experiences during GP appointments were positive. They felt their concerns were listened to and addressed.

**Quality** was the next most common theme with 86 comments, 70% (60) were positive, 23% (20) were negative and 7% (6) were neutral. These figures suggest that patients are happy with the quality and results of the treatment from their GP.

Top Sub-themes for Treatment



## Positive reviews

"I am very petrified of needles and they actually made it very calming for me."

*GP surgery*

"...They are always keen to listen and explain my treatments..."

*GP surgery*

"My mother has always had excellent treatment at this centre..."

*GP surgery*

## Negative reviews

"...when you finally get a call, the GPs are very eager to rush you, which means they only hear half of the issue..."

*GP surgery*

"...so many conditions go unchecked and untreated and get worse over time..."

*GP surgery*

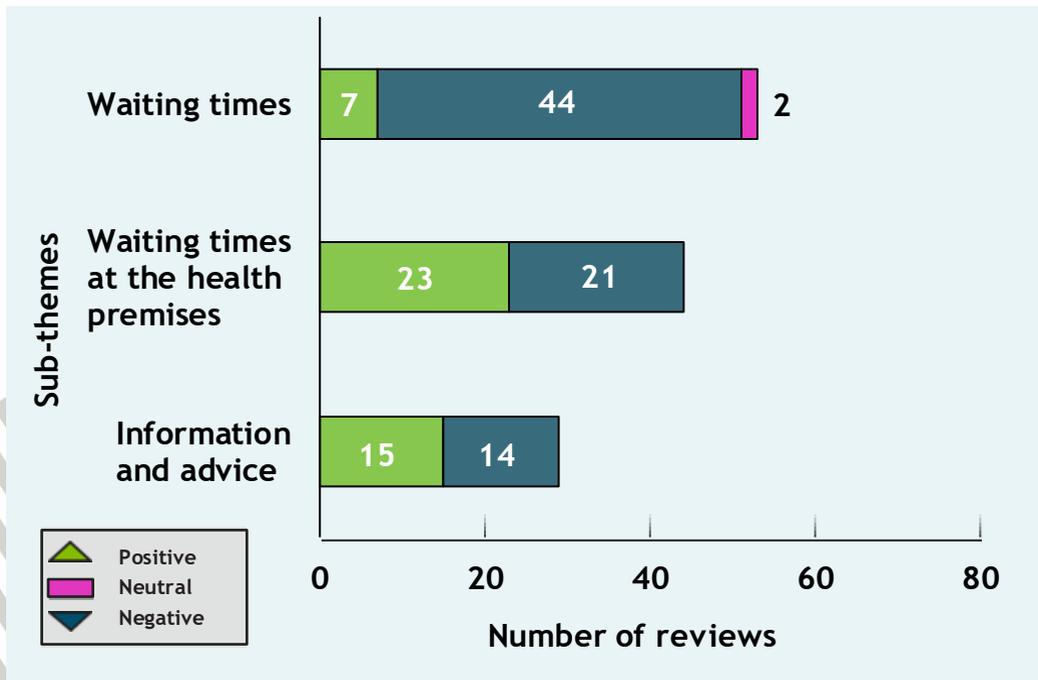
# GP Themes and Sub-Themes

**Access** was the fourth most mentioned theme for this quarter and was applied 139 times. Of these comments, 34% (47) were positive, 64% (89) were negative and 2% (3) were neutral. The chart below shows a breakdown of the top three sub-themes for **Access**.

**Waiting times** was the most mentioned sub-theme. Of the 53 comments, 13% (7) were positive, 83% (44) were negative and 4% (2) were neutral. Waiting times were experienced negatively by patients, indicating long wait times for procedures and face-to-face appointments.

This was closely followed by **Waiting times - At the Health Premises** which received 44 mentions; 52% (23) positive and 48% (21) negative. The mixed feedback highlights some long wait times when at the GP with an appointment, but many patients were seen promptly. **Information and advice** also had mixed reviews. Of the 29 comments, 52% (15) were positive and 48% (14) were negative. Patients received some good advice from their GP, but this information is not always easily accessible.

Top Sub-themes for Access



## Positive reviews

"I am always on time for my appointments and even at that I get seen to 10 mins before and the doctors are very professional and informative with good healthy advice."

*GP surgery*

"...I didn't wait long to be seen."

*GP surgery*

## Negative reviews

"It takes an hour and a half to get someone on the phone. They also rush you off the phone and the advice they give for the online consultation is quite confusing like very unhelpful and brief..."

*GP surgery*

"...The waiting time is ridiculous and no show of efficiency at all."

*GP surgery*

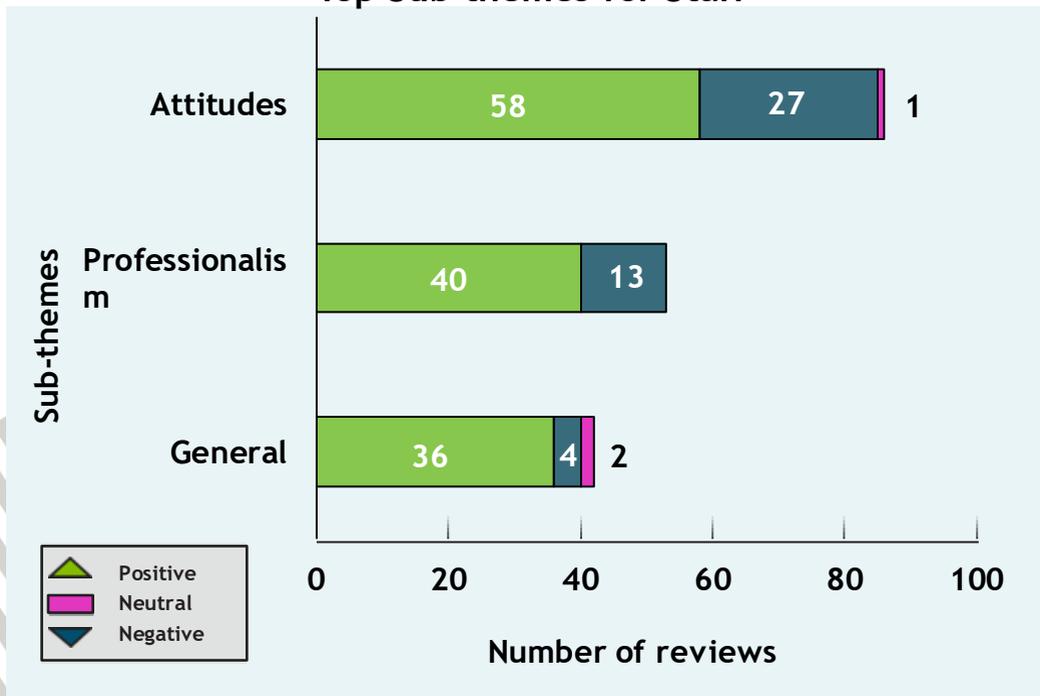
# Hospital Themes and Sub-Themes

**Hospital services** were the second most reviewed service type this quarter with 274 feedback comments. Of these comments, **Staff** was the most common theme with 215 mentions. This breaks down into 68% (146) positive, 31% (66) negative and 1% (3) neutral. The chart below shows a breakdown of the top three sub-themes for **Staff**.

Majority of the comments were about **Attitudes** with 86 mentions; 68% (58) were positive, 31% (27) were negative and 1% (1) were neutral. This shows that patients mostly had positive interactions with staff, however, there were some mentions of rude behaviour from receptionists.

**Professionalism** and **General** were also sub-themes that were experienced positively by patients. **Professionalism** received 75% positive feedback and **General** received 86% positive feedback. These figures indicate that patients were satisfied with staff in general, as well as their ability to deal with situations in a professional manner.

Top Sub-themes for Staff



## Positive reviews

“...treated kindly and with respect by staff, nurses and doctors.”

*Hospital*

“The staff are very lovely when I was seen at the A &E...”

*Hospital*

“...I can't praise him and his team enough for the patience, kindness and professionalism shown to me...”

*Hospital*

## Negative reviews

“...The staff are very unprofessional, rude and lack a lot of empathy for their patients...”

*Hospital*

”Rude staff that don't seem bothered...”

*Hospital*

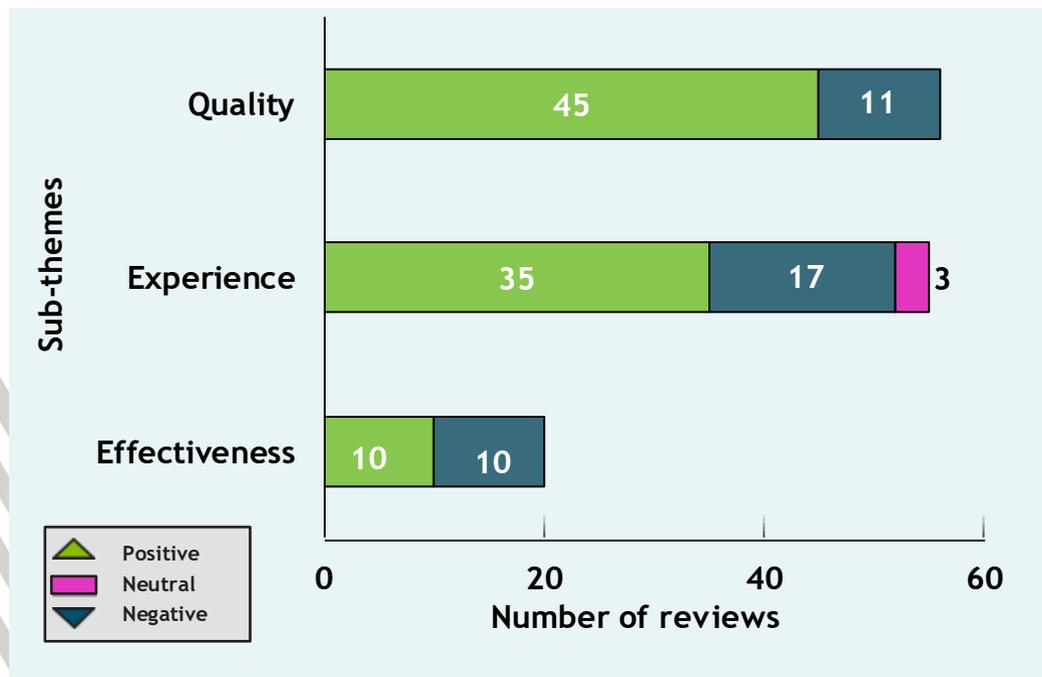
# Hospital Themes and Sub-Themes

**Treatment** was the second highest theme relating to hospitals, with 141 counts. This breaks down into 70% (98) positive, 28% (40) negative and 2% (3) neutral. The chart below shows a breakdown of the top three sub-themes for **Treatment**.

The sub-theme **Quality** received the most comments, with 56 counts. Of these counts, 80% (45) were positive and 20% (11) were negative, indicating patients received high quality treatment at hospitals. This was closely followed by **Experience**, which was the second most common sub-theme with 55 counts, 64% (35) positive, 31% (17) negative and 5% (3) neutral. Once patients were able to see a professional, they were helpful and provided adequate treatment.

**Effectiveness** was also mentioned and had mixed reviews, with 50% positive and 50% negative. Although some patients were happy with the results of their treatment, others were left dissatisfied, often due to a lack of follow-up care, medication and diagnosis.

Top Sub-themes for Treatment



## Positive reviews

“I was treated really well at this hospital after having surgery...”

*Hospital*

“The treatment here was very very good at X, and I wouldn't fault their service at all.”

*Hospital*

“Treatment was so good and helped me a lot...”

*Hospital*

## Negative reviews

“...the treatment here is appalling and disgraceful.”

*Hospital*

“Was treated and shown no empathy whatsoever and was given only antibiotics and was rushed off...”

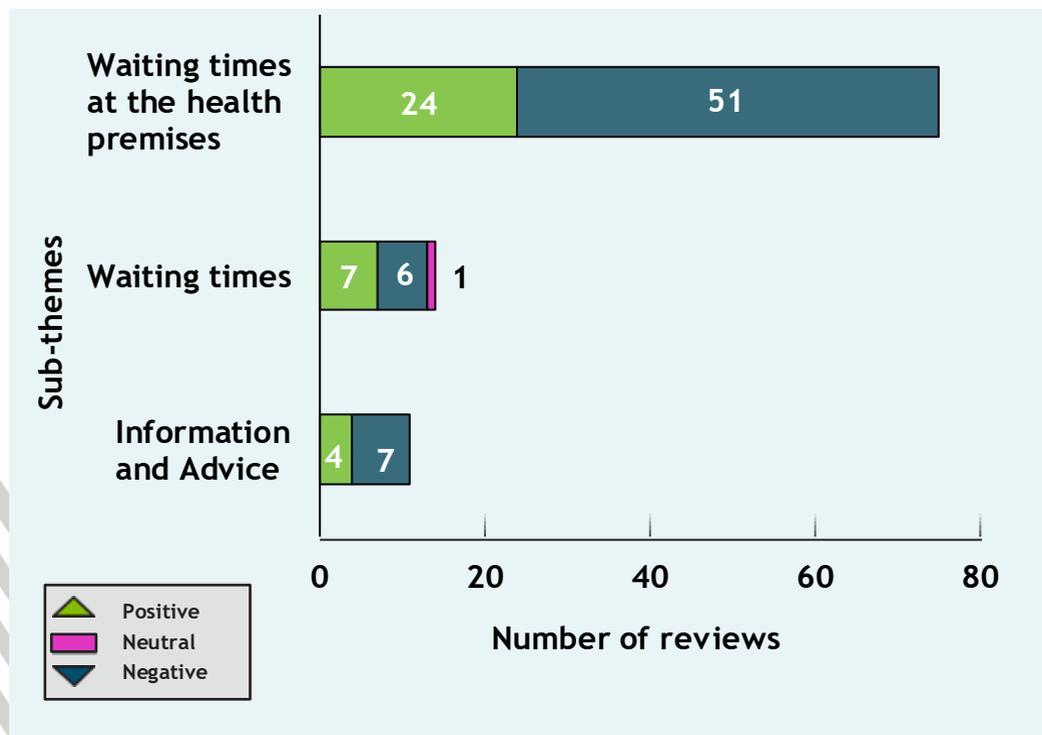
*Hospital*

# Hospital Themes and Sub-Themes

**Access** was the third most applied theme for hospital services this quarter and received 105 mentions, 34% (36) were positive, 65% (68) negative and 1% (1) neutral. The graph below shows a breakdown of the three main sub-themes for **Access**.

Majority of these comments were related to **Waiting times - At the Health Premises**, where 32% (24) were positive and 68% (51) were negative. Many of the negative comments were relating to long waits in the A & E department but some patients understood that the services are in high demand and expected longer waiting times.

Top Sub-themes for Access



## Positive reviews

"I was treated very well, no waiting time, quickly in and out..."

*Hospital*

"They were good and on time with my daughter's treatment."

*Hospital*

## Negative reviews

"Took my son to the A&E, had to wait for an assessment as he was not feeling well and we had to wait for a massive 8 hours just to see a Doctor."

*Hospital*

"There was a long 6 hour wait after going there to get my pain sorted out."

*Hospital*

"...I had a very long wait in A&E..."

*Hospital*

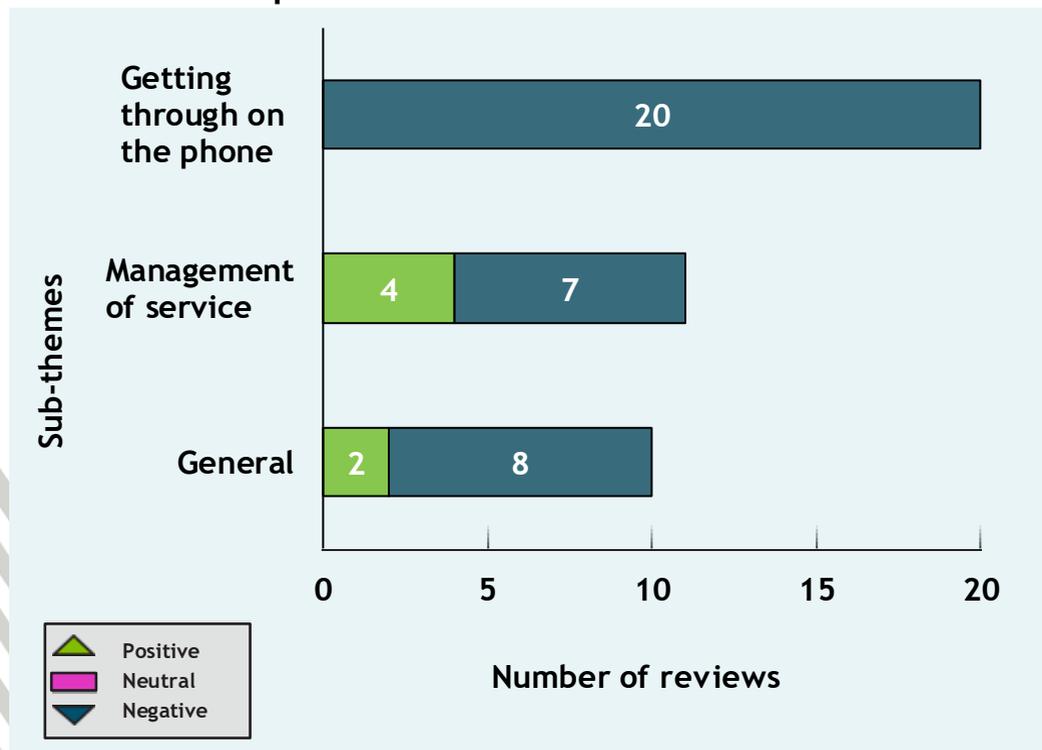
# Hospital Themes and Sub-Themes

**Administration** was another common theme with 55 mentions; of which 18% (10) were positive and 82% (45) were negative. The chart below shows the breakdown of the three main sub-themes for **Administration**.

**Getting through on the telephone** was the most mentioned sub-theme with 20 comments. 100% of these comments were negative which shows an overall struggle to get through to hospitals over the phone, with many patients being left on hold for a long amount of time.

In addition, **Management of service** and **General** were also commented on and experienced negatively by patients. Concerns were raised about the general organisation of services, resulting in poor administration, although some patients thought the systems worked well.

Top Sub-themes for Administration



## Positive reviews

“Well organised...”

*Hospital*

”...organised and the system they have in place is very orderly...”

*Hospital*

## Negative reviews

“I called this hospital 39 times and they eventually answered only to tell me that they can not do anything...”

*Hospital*

“...if you phone this hospital to try to change an appointment no one answers; I held for 25 minutes and gave up. I do not know why they don't use the NHS online appointment service...”

*Hospital*

“They don't pick up the phones...”

*Hospital*

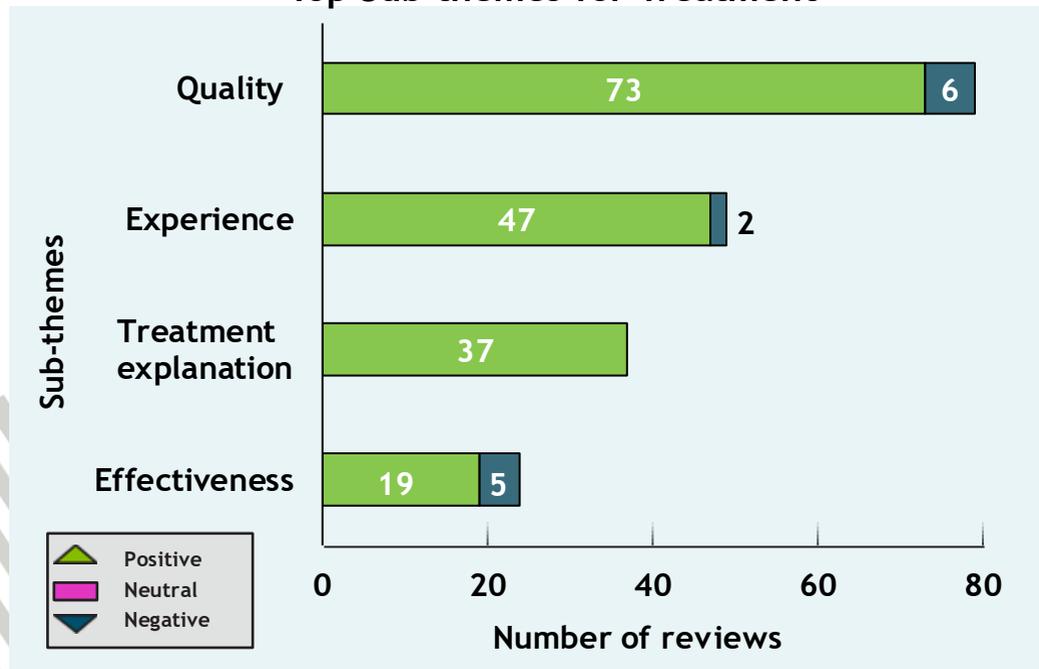
# Dentist Themes and Sub-Themes

Dentists were the third most commented on service with 220 reviews. **Treatment** was the leading theme for dental services, with 195 mentions. This theme was experienced positively by patients and breaks down into 93% (181) positive, 6% (13) negative and 1% (1) neutral. The chart below shows a breakdown of the four main sub-themes for **Treatment** this quarter.

**Quality** was the most mentioned sub-theme with 79 comments, where 92% (73) were positive and 8% (6) were negative. The majority positive sentiment shows that Dentists are offering high quality treatment to their patients. This was followed by **Experience** with 49 comments, of which 96% (47) were positive and 4% (2) were negative. Patients' experience of treatment was also described positively, often highlighting a feeling of comfort and ease during dental procedures.

In addition, the significant number of positive reviews relating to **Treatment Explanation** (100%) and **Effectiveness** (79%) indicate that Dentists are taking time to explain treatments thoroughly and patients are generally happy with the results of their treatment.

Top Sub-themes for Treatment



## Positive reviews

"I went there for Invisalign and the treatment was top notch..."

*Dentist*

"...Whenever I come here to get my teeth checked, I always feel at ease because I know I am in good hands..."

*Dentist*

"Brilliant treatment, delivered with absolute care and without pain."

*Dentist*

## Negative reviews

"I had a cavity treated and it was so shabbily done and it had become worse..."

*Dentist*

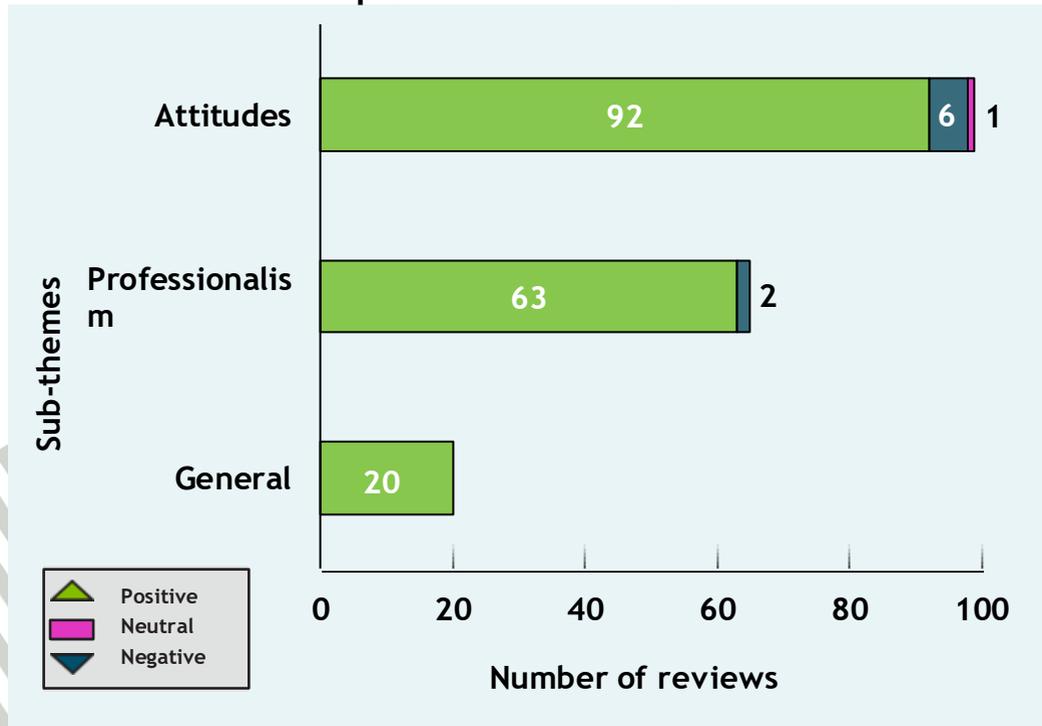
# Dentist Themes and Sub-Themes

**Staff** was the second most commented on theme for Dentists, with 185 patient reviews, 94% (175) were positive, 5% (9) were negative and 1% (1) neutral. The chart below presents a breakdown of the three main sub-themes for **Staff**.

The sub-theme **Attitudes** received the most comments with 99 counts. Of these counts, 93% (92) were positive, 6% (6) were negative and 1% (1) were neutral. This was followed by **Professionalism**, which was the second most common sub-theme with 65 counts; 97% (63) positive and 3% (2) negative. The significant proportion of positive reviews tells us that staff at dental services are polite and skilled.

The sub-theme **General** was also mentioned and received an 100% positive sentiment. Patients are therefore satisfied with staff across dental services, including the Receptionists, Dentists, Hygienists and Nurses.

Top Sub-themes for Staff



## Positive reviews

“Their customer service is very good. The staff are amazing and the Dentists are amazing...”

*Dentist*

“The Dentists here are very good and professional. The staff too are very nice...”

*Dentist*

“They are always busy but when they get to you, they are very welcoming with kids, always kind and polite.”

*Dentist*

## Negative reviews

“...the attitude of some staff are very bad. Especially when you are an NHS patient.”

*Dentist*

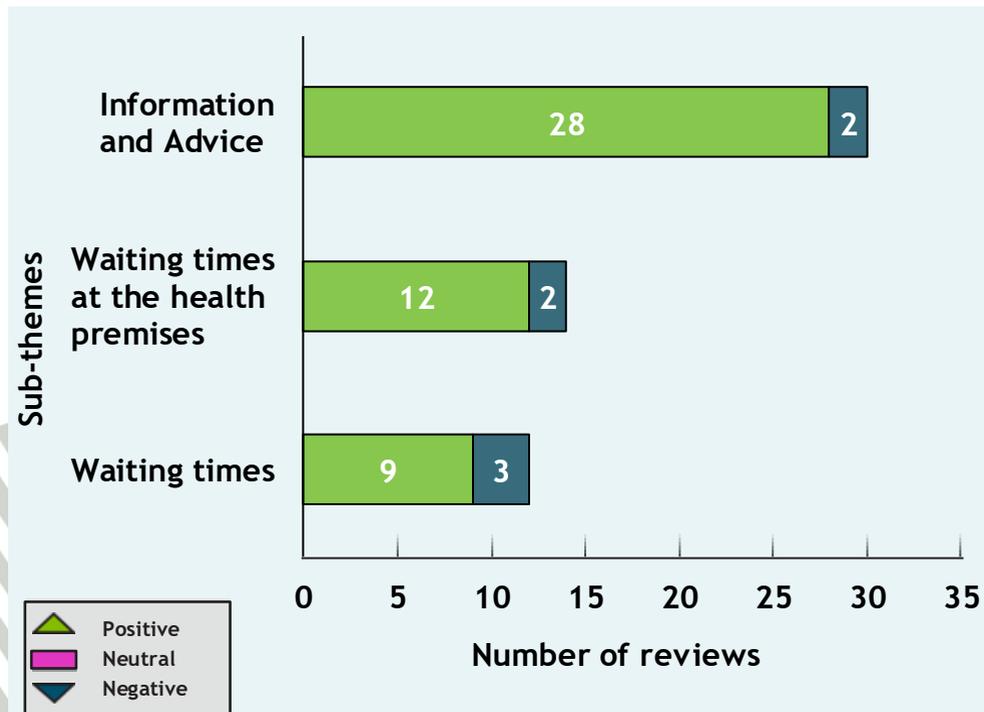
# Dentist Themes and Sub-Themes

From the reviews relating to dental services, 57 were related to **Access**. 88% (50) of these comments were positive and 12% (7) were negative. The graph below shows a breakdown of the top three sub-themes for **Access**.

30 of these comments were related to the **Information and Advice** sub-theme where 93% (28) were positive and 7% (2) were negative. These figures show that patients could access information quickly and Dentists often provided dental care advice for patients to implement at home.

**Waiting times - At the Health Premises** was the next most mentioned sub-theme where 86% (12) of the comments were positive and 14% (2) were negative. This was closely followed by **Waiting times** where 75% (9) were positive and 25% (3) were negative. Both sub-themes were experienced positively, indicating that dental services are efficient, especially when seeing patients with appointments.

Top Sub-themes for Access



## Positive reviews

“...the Dentists are very well versed both with information and treatment...”

*Dentist*

“...I didn’t have to wait long, maximum 5mins...”

*Dentist*

“No waiting times, quick service...”

*Dentist*

“...the Dentist is really nice with advice and information...”

*Dentist*

## Negative reviews

“...I feel sad because they sometimes don’t have information for the patient...”

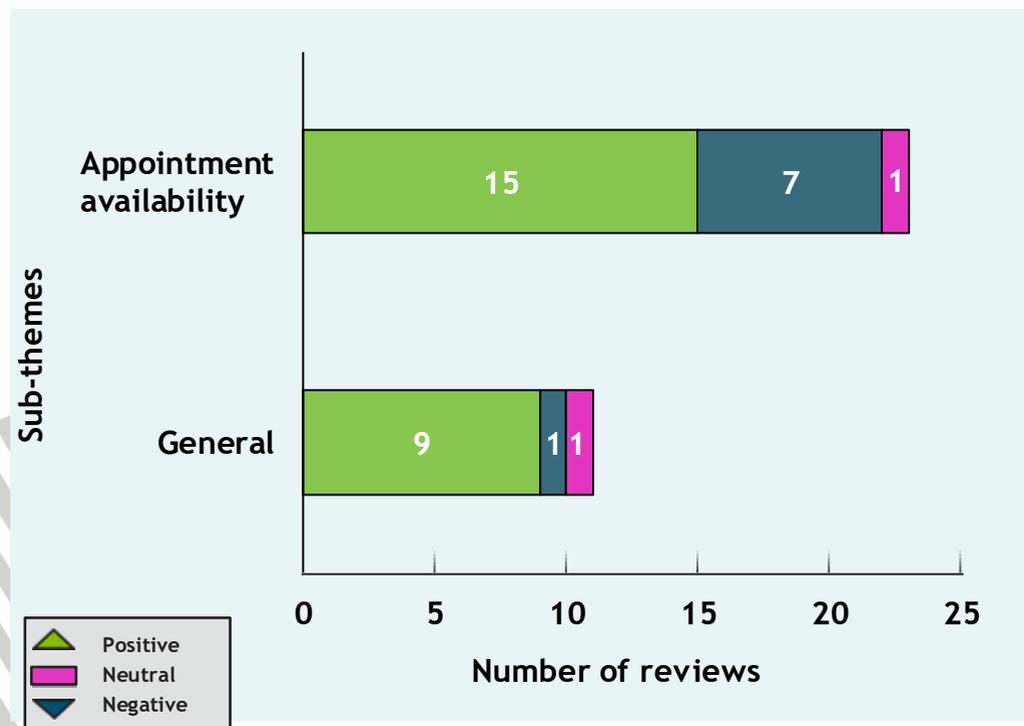
*Dentist*

# Dentist Themes and Sub-Themes

**Administration** received 55 comments, 76% (42) of the comments were positive 20% (11) were negative and 4% (2) were neutral. The chart below shows a breakdown of the top two sub-themes for **Administration**.

The most mentioned sub-theme was **Appointment Availability** with 65% (15) positive comments, 31% (7) negative and 4% (1) neutral. **General** administration also had majority positive comments with 82% (9) positive, 9% (1) negative and 9% (1) neutral. The breakdown of the sub-themes illustrates that the administration process is effective for patients and the appointment availability is adequate. However, there could be more flexibility for patients when choosing their appointments times.

Top Sub-themes for Administration



## Positive reviews

“...Appointment booking by telephone is very easy and quick as there is always someone there to pick up the phone.”

*Dentist*

“when asked for an appointment to see the Dentist, I was given one straight away with no waiting...”

*Dentist*

“...There are always appointments available.”

*Dentist*

## Negative reviews

“...waited 2 weeks for an appointment- turned up and then got shown the door.”

*Dentist*

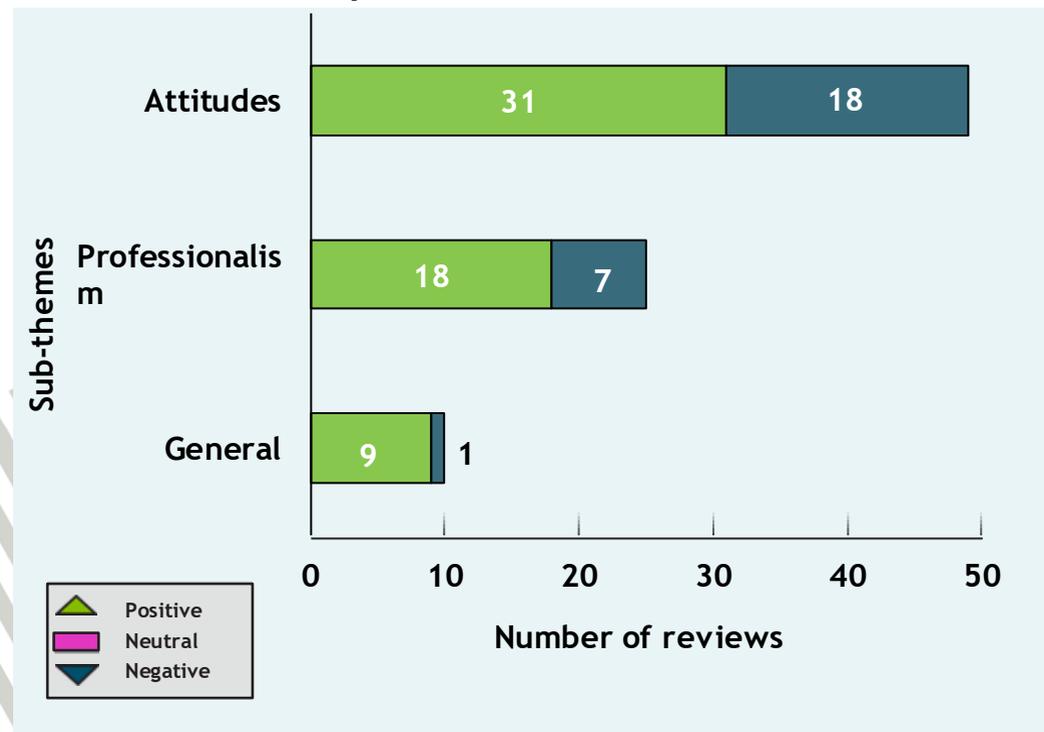
# Pharmacy Themes and Sub-Themes

Pharmacies were the fourth most commented on service this quarter with 92 feedback comments. Amongst these comments, **Staff** was the most applied theme with 79 mentions, which can be broken down into 75% (59) positive and 25% (20) negative.

Majority of the comments were about **Attitudes** which received 49 mentions; 63% (31) were positive, 37% (18) were negative. The reviews show that many patients were satisfied with the behaviour of pharmacy staff and mostly had positive encounters with them. Some concerns were raised about the manners of staff.

**Professionalism** and **General** were also mentioned and experienced positively with 72% positive feedback for **Professionalism** and 90% positive feedback for **General** indicating that staff across pharmacies are providing a good service to their patients.

## Top Sub-themes for Staff



### Positive reviews

“The staff are very polite, and so professional...”

*Pharmacy*

“Very helpful staff and most knowledgeable. Friendly and courteous.”

*Pharmacy*

“Great pharmacy. Really helpful, polite, professional, friendly, knowledgeable- exactly what you'd want...”

*Pharmacy*

### Negative reviews

“Witnessed the staff being rude to other patients. They were also rude to me for no reason...”

*Pharmacy*

“Always feel very unwelcome in this pharmacy...”

*Pharmacy*

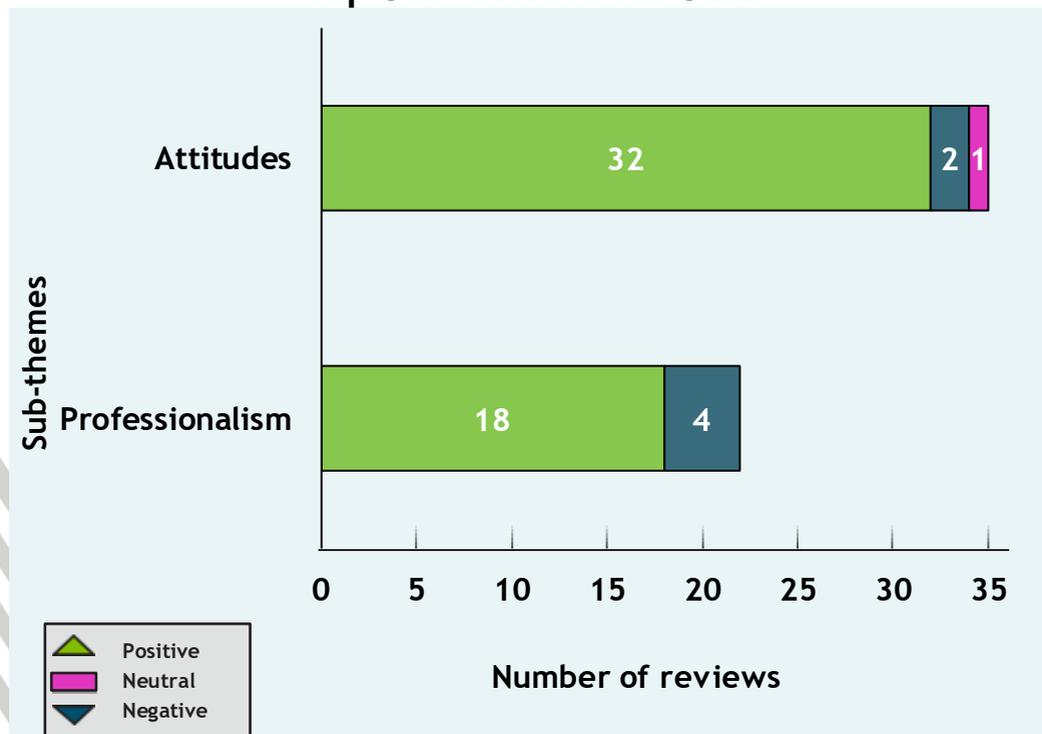
# Opticians Themes and Sub-Themes

Opticians were the fifth most commented on service this quarter with 86 feedback comments. Amongst these comments, **Staff** was the most applied theme with 67 mentions, which can be broken down into 84% (56) positive, 15% (10) negative and 1% (1) neutral.

**Attitudes** was the most applied sub-theme with 35 counts, which was experienced positively by patients with 91% (32) positive comments, 6% (2) negative and 3% (1) neutral. The reviews show that many patients were satisfied with the behaviour of optician staff and found them to be well-mannered.

**Professionalism** was another mentioned sub-theme with 22 comments and also experienced positively with 82% (18) positive feedback and 18% (4) negative feedback indicating that staff across opticians are providing a professional service to their patients.

## Top Sub-themes for Staff



### Positive reviews

“Staff are always so helpful and knowledgeable. Very professional.”

*Optician*

“A welcoming, comfortable and professional atmosphere due to all staff members...”

*Optician*

“...Lovely staff. Particularly good with children, very patient and very welcoming...”

*Optician*

### Negative reviews

“Awful and unprofessional customer service.”

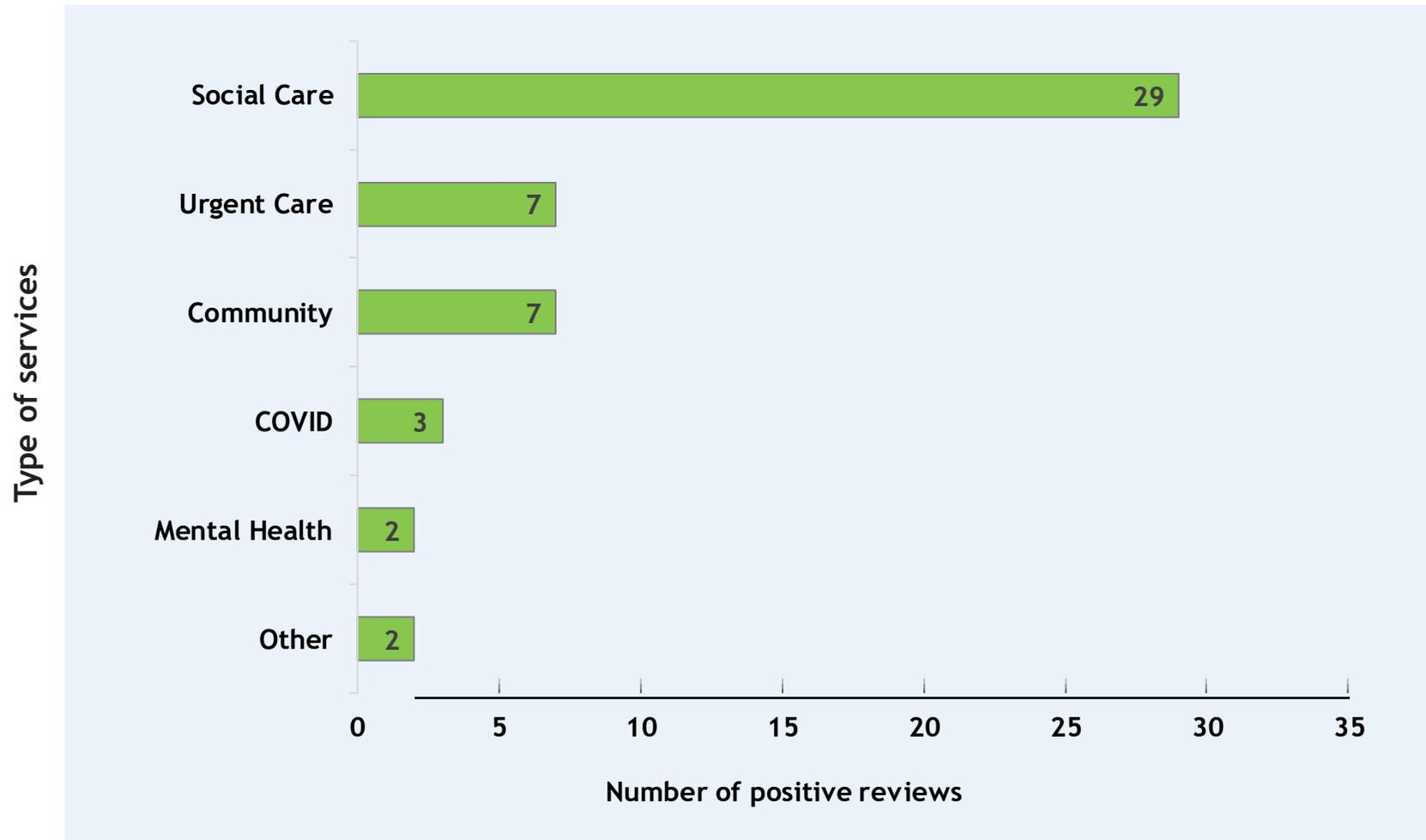
*Optician*



# Other Positive Reviews

Looking at the positive reviews we have received allows us to highlight areas where a service is doing well and deserving of praise. This section provides an overview of the number of positive reviews about services which have not been highlighted in this report.

April - May - June





## Social Care

“The carers are very caring, wholesome and treat my mum with so much attention and love. My mum has been with them for almost 2 years and she has never for once complained...”

*Care home*

“We are happy with the staff and management. If you have a problem, it gets sorted out straight away.”

*Care home*

“All Staff really care for the residents, they are polite and welcoming. The activities are always fun and well organised, food is good, home is well cleaned and tidy and the care overall is fantastic, there is great communication between the team in all departments...”

*Care home*

“Very impressed with the home and services. Very helpful and friendly staff.”

*Care home*



## Urgent Care

“Lucky to have this walk-in centre just down the road. Probably the quickest I’ve ever been in and out of an urgent care clinic.”

*Urgent Care Centre*

“Fantastic service at X by all staff...”

*Urgent Care Centre*



## Community Health Services

“Very professional and friendly staff, was able to get an appointment by booking online within 2 days.”  
*Sexual Health service*

“X provided a wonderful service, took time to answer my questions and was so attentive, as well as patient. I haven’t received a service like that in the NHS in a long time!”  
*Sexual Health service*

---



## Covid-19

“My vaccination went very smoothly at the vaccination site. The staff were very polite and very professional.”  
*COVID-19 vaccination*

“Had to book my vaccine here and it was so easy. The staff were so efficient, timely and polite.”  
*COVID-19 vaccination*

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## Mental Health Services

“They always do a fantastic job and with a nice smile as well to go with it.”  
*Mental Health Service*

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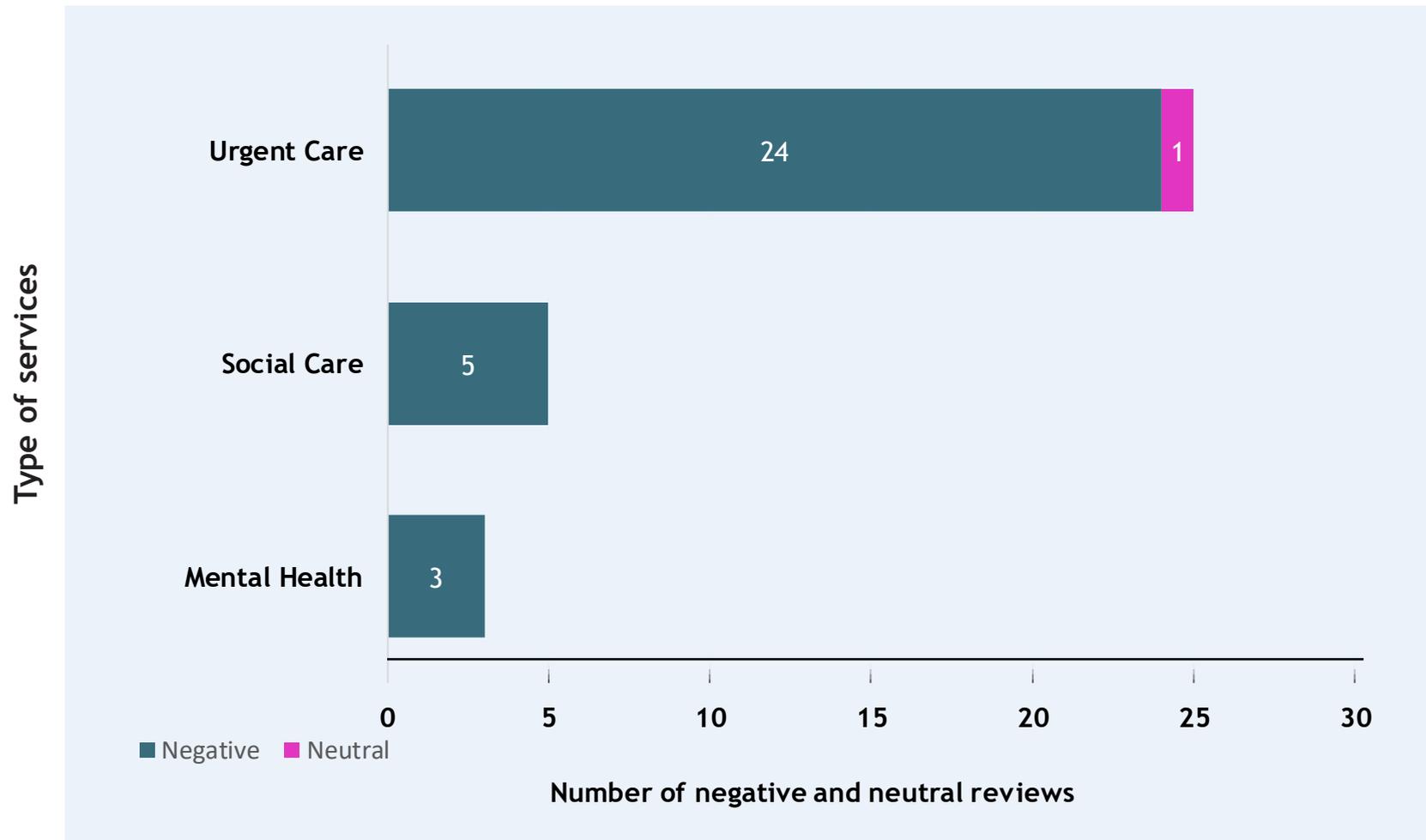
## Other

“The whole place looked quite good and clean and systems were working on time.”  
*Library services*

# Other Negative & Neutral Reviews

By looking at the negative and neutral reviews we received from Lewisham residents each month, we can better understand where a service can make improvements to enable a better experience for service users. This section provides an overview of the number of negative and neutral reviews by service area and provides examples of comments received.

April - May - June





## Urgent Care

“Was told I’d receive a call back for my 16-month-old within 2 hours because of his symptoms. Never received a call back at all.”

***Urgent Care***

“Called yesterday at 10:30am and was told I would receive a call back. 24hrs later and still nothing. As an NHS worker myself I think this is shocking, whilst I understand it’s busy waiting over 24hrs for a call back is unacceptable...”

***Urgent Care***

“...The GP gave me no onward care options or advice just a prescription...”

***Urgent Care***

“I waited 17 minutes to get through to someone and they hung up on me before even speaking to me! Terrible.”

***Urgent Care***

“Tried two days in a row to get medical advice and treatment at the centre and at both cases was sent home due to low capacity. They didn't even examine me...”

***Urgent Care***

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## Social Care

“There are many good and professional carers working for this agency. However, these are let down by a small but important number of irregular and inexperienced carers. This is particularly noticeable at weekends, when there appears to be a shortage of staff. Carers failing to turn up and providing an inadequate level of service has become an increasingly frequent occurrence, creating anxiety and stress at home.”

*Care home*

“Unprofessional and rude that’s all I have to say.”

*Care home*

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## Mental Health Services

“Diagnosis reached based on 10min talk once a week by video link where you are spoken at and told what your symptoms are...”

*Mental Health Service*

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# Themes for Primary Care Networks

During Q1, we were able to capture reviews across all 6 Primary Care Networks (PCN) areas. The following pages show the top themes for each PCN area, based on analysis of qualitative comments received and application of themes. Where the theme counts are below 15, they are too low to draw any firm conclusions at this stage. Themes and sentiments will be monitored over the coming quarters to identify any emerging trends. We can only show the main themes for each Primary Care Network (PCN) area where we received a significant number of reviews.

When engaging with the public, we ask them to expand on their star ratings and tell us more about their experiences. Each comment is uploaded to our database where up to five positive, negative or neutral themes and sub-themes are manually applied to the comment.

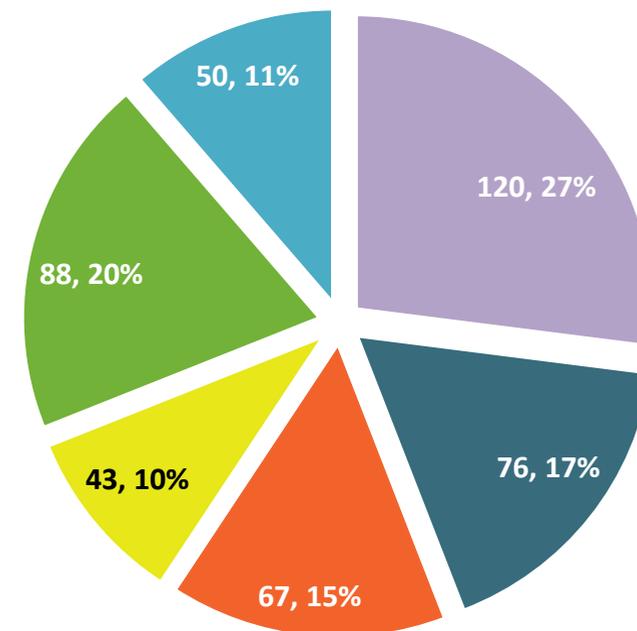
The London Borough of Lewisham is divided into six PCN Network areas:

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

The pie chart on the right shows the number of reviews received in each network area. The highest number of reviews received was in the **North Lewisham PCN** (120) followed by **Modality PCN** (88), **Lewisham Alliance PCN** (76) and **Lewisham Care Partnership PCN** (67).

**Aplos PCN** (43) received the lowest number of reviews followed by **Sevenfields PCN** (50).

The following slides show the prominent themes for the reviews received from the public between April and June 2022 broken down by PCN.

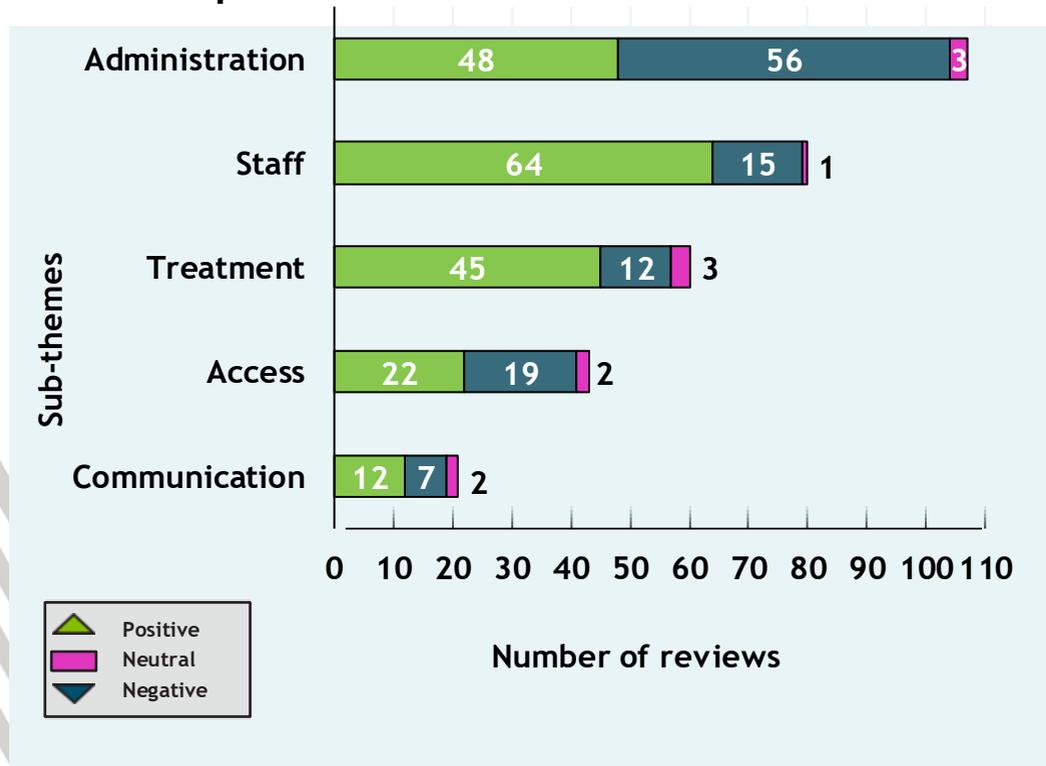


# Themes for North Lewisham

The chart below shows the themes from the 120 reviews we collected in North Lewisham PCN. **Administration** (107 comments) and **Staff** (80 comments) were the most frequently identified themes.

From these themes below, **Staff** (80% positive) and **Treatment** (75% positive) had majority positive sentiments. However, **Administration** (52% negative) had the highest percentage of negative sentiment reviews. This illustrates that the patients are mostly pleased with the staff and treatment within this area but highlights general administration issues. **Access** and **Communication** had more mixed reviews; patients are receiving some good communication and short wait times at the GP, but they could be improved.

## Top themes for North Lewisham PCN



### Positive reviews

“The reception staff are very polite and kind to me whenever I am here to see a Doctor. I always have a good experience with all the staff.”

*GP surgery*

“The Doctors at this surgery are very communicative, they actually really want to help ease whatever pain or stress I am going through.”

*GP surgery*

### Negative reviews

“I am so disappointed in this surgery as they never seem to have any appointments available. I book my appointments through the telephone and the waiting time is so so long for any staff to pick up.”

*GP surgery*

“...whenever I call to book an appointment, they never answer the telephone and when they eventually do, they tell you to call back another week for an appointment.”

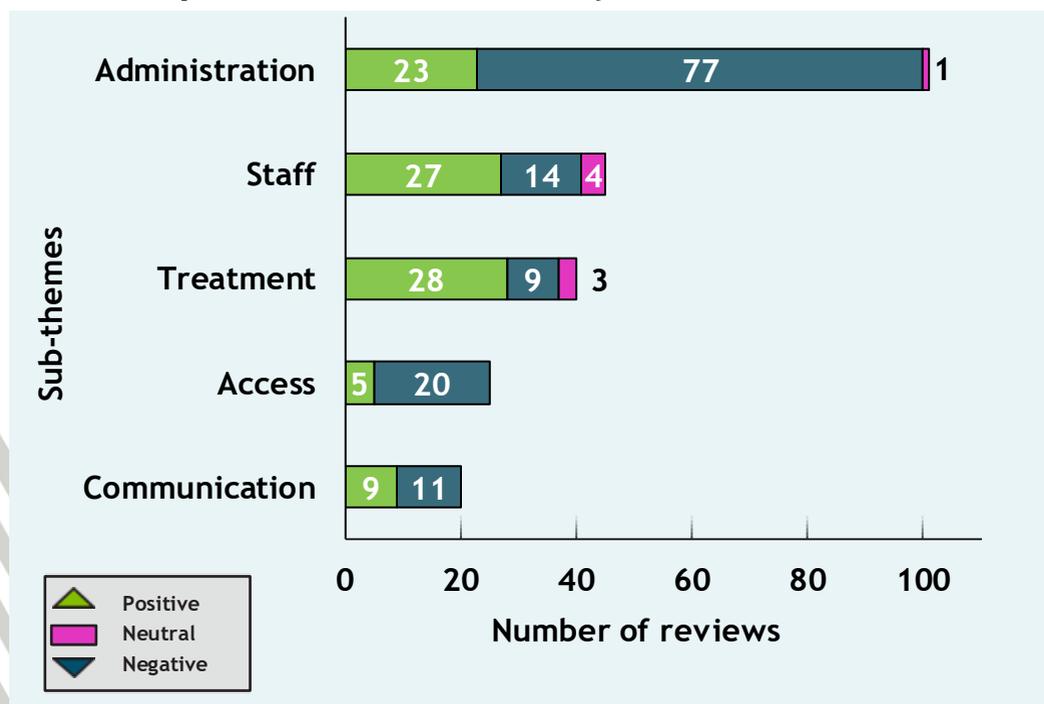
*GP surgery*

# Themes for Modality Lewisham

In Modality Lewisham PCN we collected 88 reviews, from these, **Administration** (101 comments), **Staff** (45 comments) and **Treatment** (40 comments) were the most frequent themes identified in the reviews, the chart below shows a breakdown of the top 5 themes.

Of the main themes highlighted below, **Administration** (76% negative) and **Access** (80% negative) were themes with a significant amount of negative sentiment. Patients generally had more positive experiences with **Treatment** (70% positive) and **Staff** (60% positive) and had mixed experiences of **Communication** (45% positive, 55% negative). This shows patients are generally satisfied with the treatment provided by their GP and the staff within the services but are having issues with booking appointments and often experience long wait times.

## Top themes for Modality Lewisham PCN



### Positive reviews

“Always good and fair treatment from all staff members, especially the Doctors. They are always keen to listen and explain my treatments very clear.”

*GP surgery*

“Fabulous team and good service from all the staff.”

*GP surgery*

### Negative reviews

“Difficult getting an appointment. New 5 hour slot to be called on the phone for an appointment is not good especially for working patients.”

*GP surgery*

“No ability to book appointments in advance for managing ongoing health conditions.”

*GP surgery*

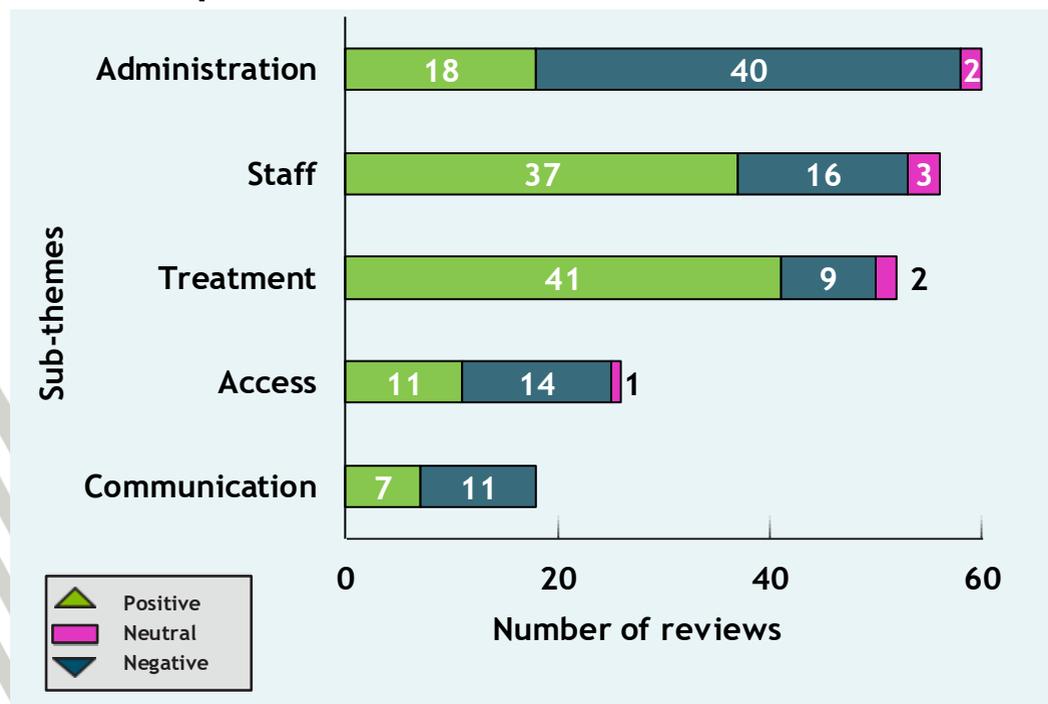
# Themes for Lewisham Alliance

For the Lewisham Alliance PCN we received 76 reviews and the main theme patients commented on was **Administration** which received 60 comments. This was closely followed by **Staff** with 56 and **Treatment** with 52. The chart below shows a breakdown of the top 5 themes.

**Administration** received a high proportion of negative reviews with 67% (40) negative and 30% (18) positive, as well as **Communication** with 61% (11) negative and 39% (7) positive. From these reviews, appointment availability was the most commented on concern. This suggests that administration requires improvement across all GP services within this network and there is a need for more regular communication.

However, patients had positive experiences with **Treatment** (79% positive) and **Staff** (66% positive), indicating high quality treatment from GPs and good customer service from staff members across services.

## Top themes for Lewisham Alliance PCN



### Positive reviews

“They are very good Doctors and very professional...”

*GP surgery*

“I got treated very well, good Doctors and staff...”

*GP surgery*

### Negative reviews

“There’s a standard 40 min wait to get through to the receptionist on the phone. Appointments used to take two weeks, now we’re up to a four-week waiting list.”

*GP surgery*

“GP will call at any random time, reception even say if you miss it, you may not get call back as busy.”

*GP surgery*

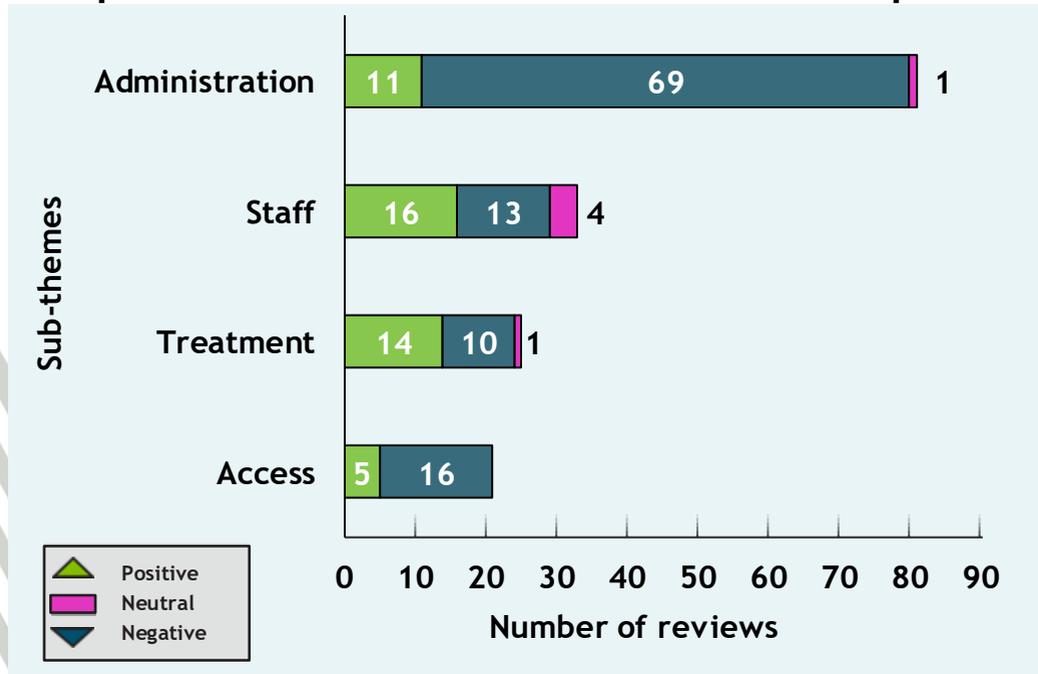
# Themes for Lewisham Care Partnership

For Lewisham Care Partnership PCN we received 67 reviews and the main theme patients commented on was **Administration** which received 81 comments. The chart below shows a breakdown of the top 4 themes.

**Administration** received a significant proportion of negative comments (85%), where as **Staff**, the second most applied theme, had more balanced reviews with 49% positive and 51% negative/neutral. This shows that patients were pleased with the manners of staff, with some concerns raised about their professionalism. Additionally, administration could be improved across the network’s services, focusing on the efficiency of the phone system and increasing appointment availability.

**Treatment** had varied reviews with 56% positive and 44% negative/neutral and **Access** was experienced negatively with 76% negative reviews. Patients had good experiences when receiving treatment, but quality could be better and waiting times could be improved across services.

## Top themes for Lewisham Care Partnership PCN



### Positive reviews

“The doctors are very kind and listen to me and treat me with respect.”

*GP surgery*

“...The staff are very polite and always offer to help.”

*GP surgery*

### Negative reviews

“Their service here is very very poor. I always book my appointments online or through the telephone which takes ages for someone to pick up. When you eventually get an appointment, you are only given a telephone appointment without actually seeing a Doctor...”

*GP surgery*

“...Administrative staff extremely poor. Practice poorly managed.”

*GP surgery*

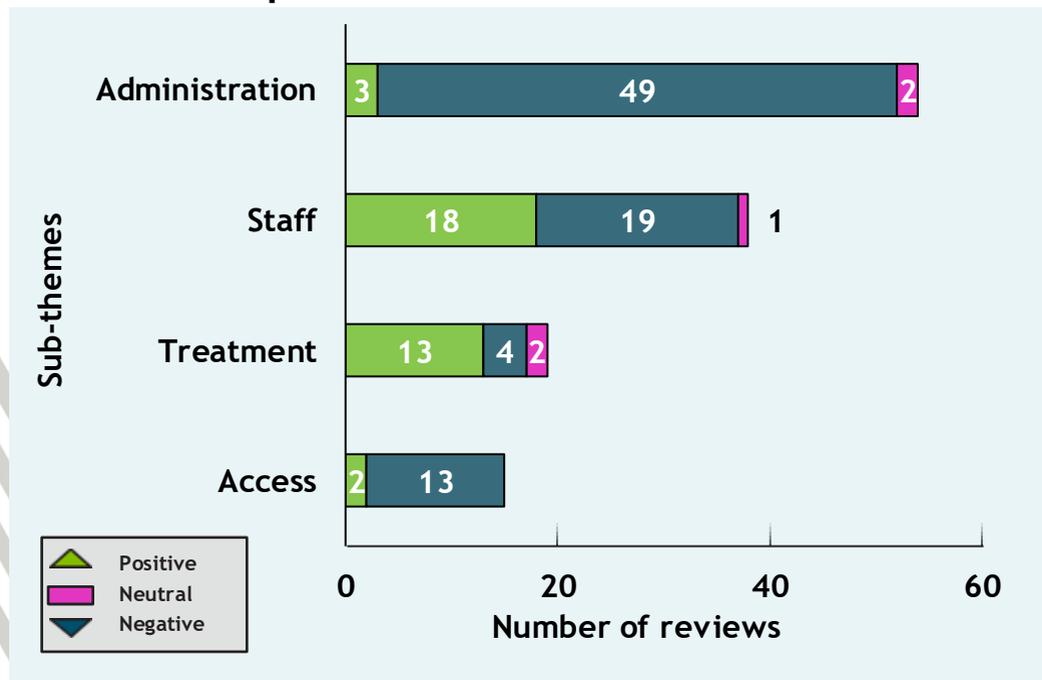
# Themes for Sevenfields

For the Sevenfields PCN we received 50 reviews and the main theme patients commented on was **Administration** which received 54 comments, followed by **Staff** with 38 comments. The chart below shows a breakdown of the top 4 themes.

Of the main themes highlighted below, **Treatment** was the only theme where the positive sentiment (68%) was higher than the negative sentiment (21%). Whereas patients had more negative experiences with **Administration** (91% negative) and **Access** (87% negative). This shows that patients are happy with the treatment provided by GPs but administration and access across services could be improved, specifically; getting through on the phone, the availability of appointments and waiting times.

Additionally, patients had mixed experiences with **staff** (47% positive, 50% negative). Comments related to poor attitude were often referring to receptionists, where as, the GPs themselves are generally polite and friendly.

## Top themes for Sevenfields PCN



### Positive reviews

“Very thorough, professional and personable. Excellent service.”

*GP surgery*

### Negative reviews

“Poor service in either trying to secure an appointment on the booking app or telephone appointments. Waiting, on experience, up to 45mins +...”

*GP surgery*

“When I eventually get through, there are no appointments left! The reception staff are very rude and unwelcoming...”

*GP surgery*

“Can never book appointments.”

*GP surgery*

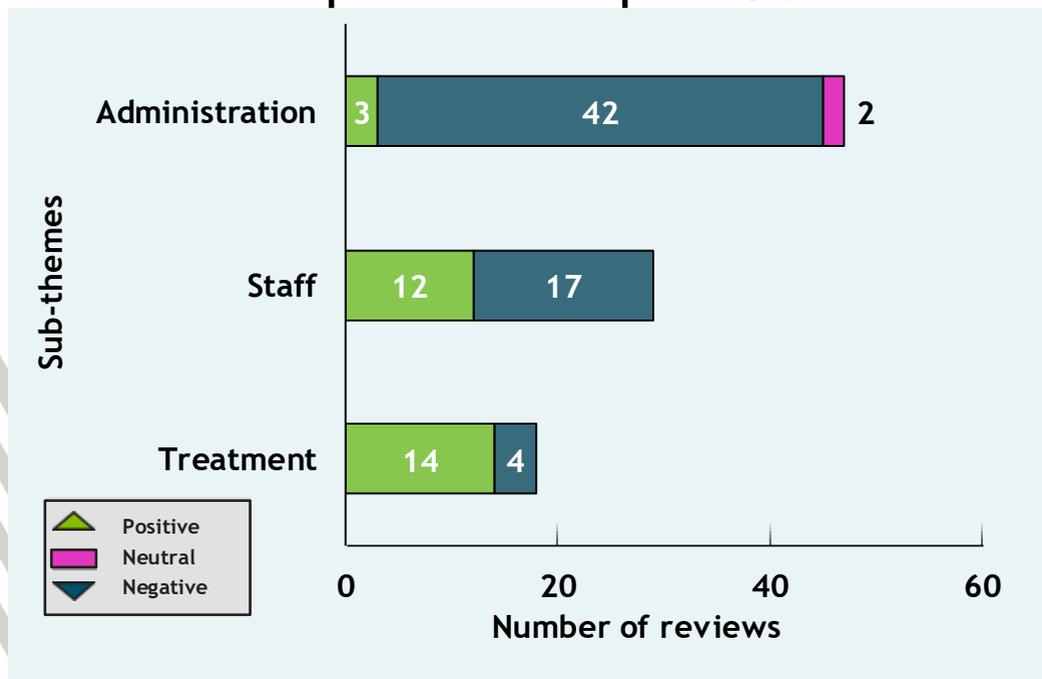
# Themes for Aplos

For Aplos PCN we received 43 reviews and the main theme patients commented on was **Administration** which received 47 comments. The chart below shows a breakdown of the top 3 themes.

**Administration** received majority negative sentiment (89%). From analysing the comments we understand that patients had issues with booking appointments through the phone and appointment availability. Therefore, the current booking systems are not working for patients and improvements need to be made to make them more efficient and accessible.

**Treatment** was experienced positively by patients with 78% positive sentiment. More specifically, GPs in this network are offering high quality treatment to patients. **Staff** had mixed reviews, with 41% positive and 59% negative which revealed some good attitudes and professionalism from staff but concerns were raised so it is still an area for improvement.

## Top themes for Aplos PCN



### Positive reviews

“...caring and explanations are really good and I don't feel rushed...”

*GP surgery*

”The GPs are lovely...”

*GP surgery*

### Negative reviews

“When you finally get in the queue, you're on the phone for over an hour only to be told that there are no appointments left....”

*GP surgery*

“Receptionist are rude and its impossible to get an appointment...”

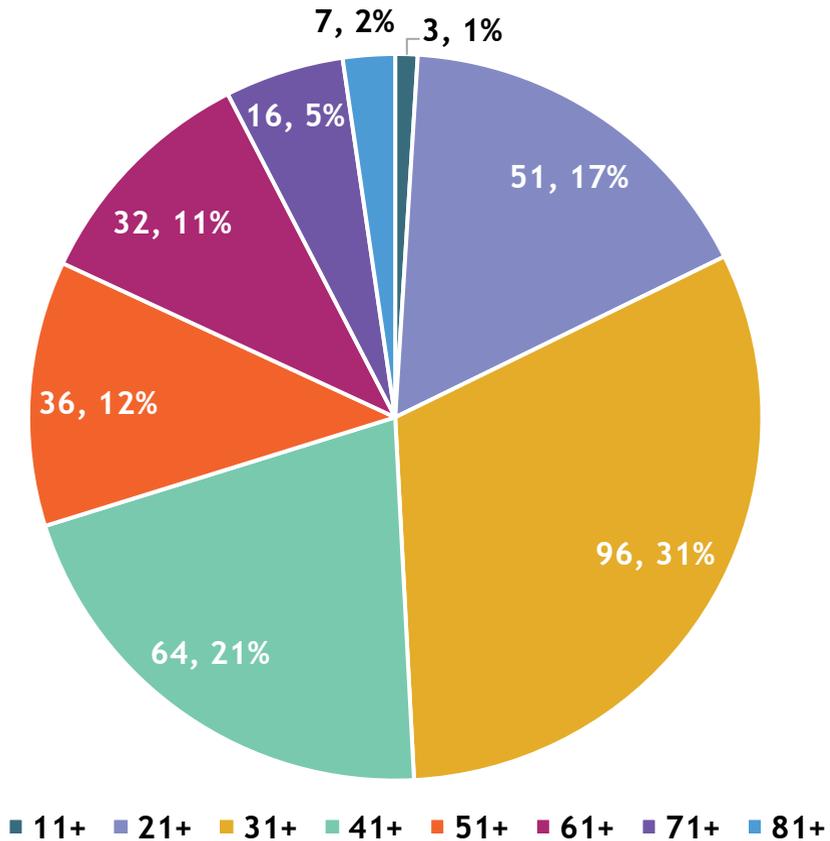
*GP surgery*

Something needs to be done to make the appointment booking process more patient friendly

*GP surgery*

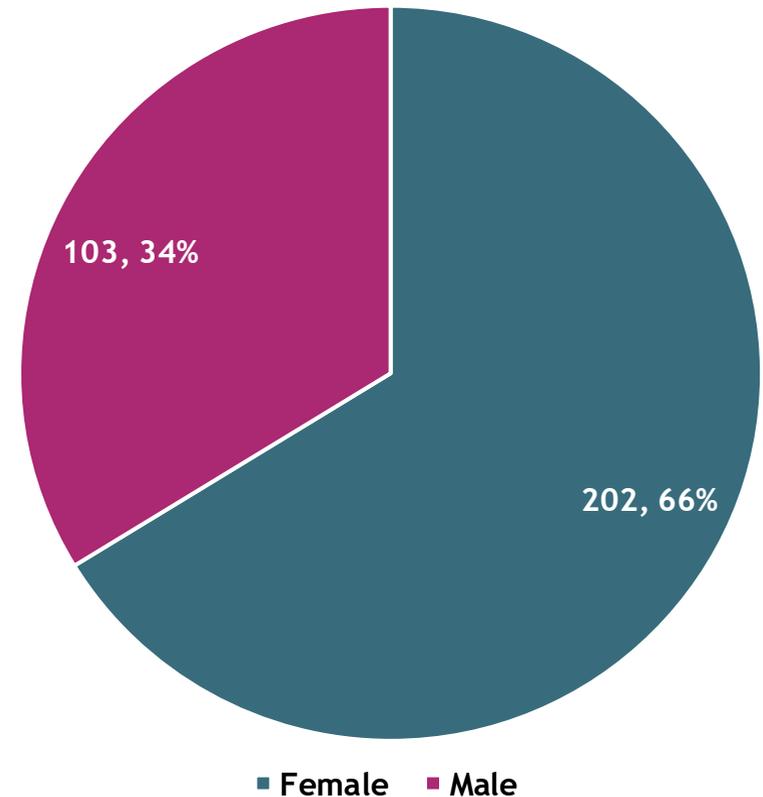
# Demographic information

Below is a breakdown, by age group, of the 305 patients who chose to disclose their age with us. The most common age groups that we heard from was 31-40 (31%) and 41-50 (21%), followed by 21-30 (17%).



Age

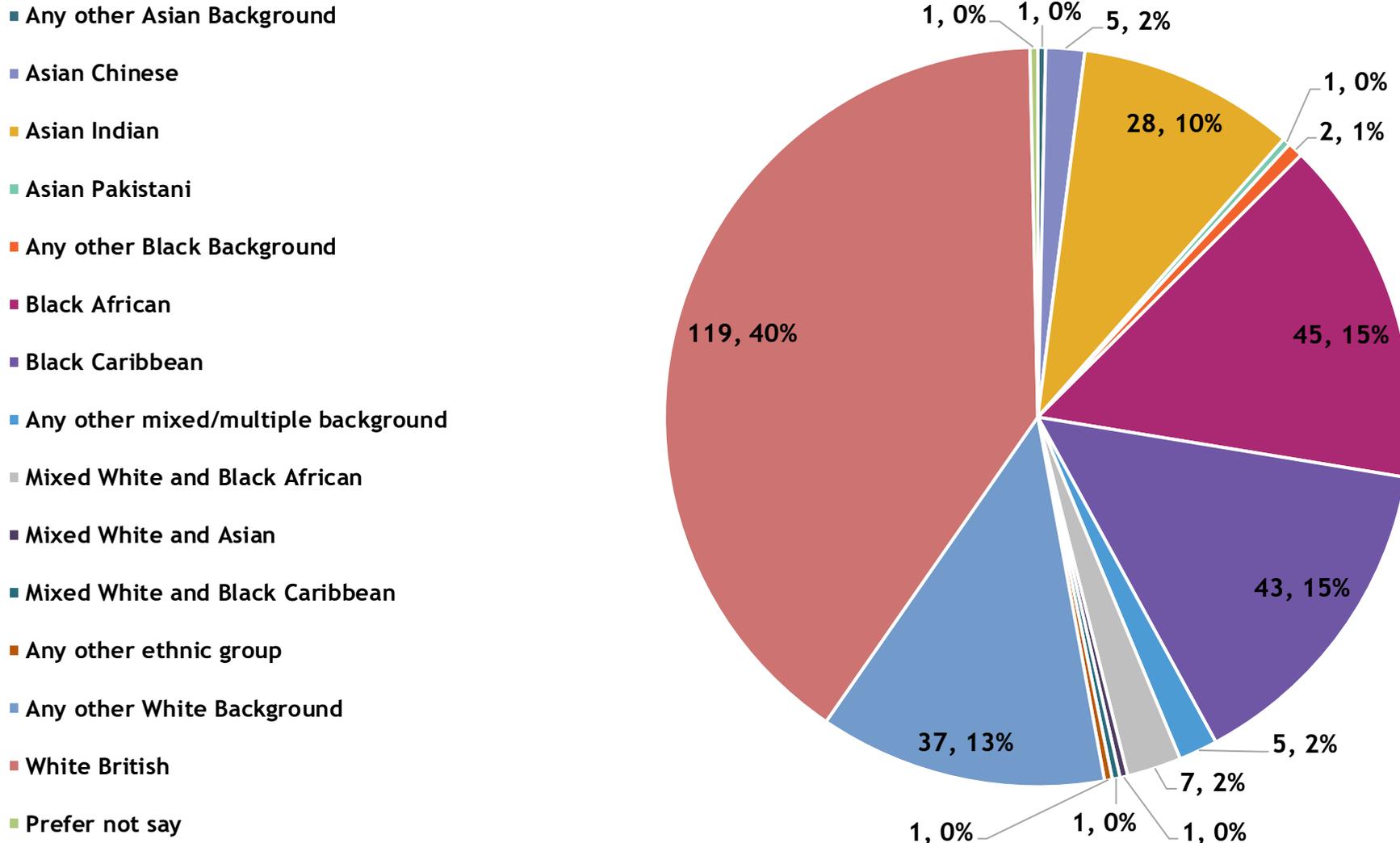
The pie chart below shows a breakdown by gender. From the 308 patients who chose to disclose their gender, we heard from a higher proportion of residents who considered themselves Female (66%) rather than Male (34%).



Gender

# Demographic information

The pie chart below provides a breakdown of the 297 patients who chose to disclose their ethnicity with us. From these reviews, the majority of residents we heard from were of a White British background (40%), followed by Black African (15%), Black Caribbean (15%), Any Other White Background (13%) and Asian Indian (10%).



Through our Patient Experience Programme, Healthwatch Lewisham was able to capture **1,200** patient experiences about local health and social care services between April - June 2022. The highest proportion of reviews left in our Feedback Database related to GP services which is a regular trend as they provide the first point of care within the healthcare system.

## Summary of findings:

### GPs

- Most patients received good treatment from their GP practice. Both the quality and experience of treatment was positive as a result of the doctors and nurses showing an ability to listen to concerns and put patients at ease.
- Patients had positive experiences with staff, with mentions of polite and professional behaviour. However, there were some concerns with the attitudes of staff. These negative attitudes were related to the receptionists rather than the GPs.
- Administration across GP services has a significant number of negative comments; with patients' expressing frustration with booking appointments. Many of these issues were related to long queues on the telephone or a lack of appointment availability.

### Hospital services

- Patients were generally happy with staff encounters and believed they showed capability within their roles.
- Hospitals are providing good quality treatment with only some concerns related to the experience of treatment, for example, feeling rushed during an appointment.
- Waiting times had a significant proportion of negative comments. Patients experienced long waiting times at hospitals, especially in A & E departments.
- Concerns were expressed about the administration within hospitals, which highlighted a difficulty to get through to staff over the telephone.

## Dentists

- Overall, Dental services are providing high quality treatment. Patients were generally happy with the results of their treatment and found the experience to be painless and comfortable.
- All staff at Dental practices are providing a friendly and helpful service. Their attitudes and professionalism were experienced positively by patients, with a low count of feedback suggesting otherwise.
- Dentists have also been praised for their short waiting times, their easily accessible information and advice, and their thorough treatment explanation.

## Pharmacy

- Staff across Pharmacy services were described mostly positively by patients. They showed competence within their roles and provided a helpful and friendly service. The small proportion of negative comments related to staff attitudes with patients flagging 'rudeness' as their concern.

## Optician

- Staff across optician services are providing a great customer service to their patients. Very little concerns were raised about staff members, and they were often described to be well-mannered, helpful and knowledgeable.

# Actions, impact and next steps

Healthwatch Lewisham continues to share the findings contained within this report at various commissioning, provider and local authority led boards and committees. These include:

- Lewisham Borough Based Board
- Lewisham Primary Care Operational Group
- Lewisham Health and Wellbeing Board

As well as these formal meetings, we organise a number of informal meetings with partners in order to discuss the issues of concern and identify actions to take forward. We continue to identify opportunities to share our findings within the Lewisham health and social care system.

All of our findings are communicated with the SEL HW Director who ensures that the voices and concerns of Lewisham residents are heard at a regional level.

To ensure we capture a broad and representative sample of patient feedback, and listen to the seldom heard communities, we will continue to develop and grow the Patient Experience Programme and explore ways to enable seldom heard communities to share their feedback.

We will continue to hear the experiences of residents through our mix model of data collection including face-to-face, telephone engagement and online reviews. Additional methods of engagement will include the promotion of feedback through our social media channels and attendance at community forums.

During July - September we will work closely with health and social care partners to continue to expand the delivery and reach of our face-to-face engagement as part of a hybrid engagement approach.

# Actions, impact and next steps

As a result of the findings in this report as well as other recent engagement, we identified the following recommendations:

- We would like to encourage our partners at the Sevenfields and Aplos PCNs to help us increase our engagement visits and collection of feedback within their practices. This will help us to capture a larger volume and variety of feedback to help recognise good practice and identify areas for improvement.
- We will share the findings with local partners including Primary Care Commissioners, GP services and hospital services to encourage a review of their administration process in order to provide a more efficient system for patients when booking appointments.
- We will share the findings with local GP partners to encourage them to reflect on the attitudes of reception staff, as this has been flagged throughout the report as an area that could be improved.

# Appendix - Online Questionnaire

## Complete the survey

### 1. Choose the area of care you would like to tell us about?\*

- |  |  |
|--|--|
| <input type="checkbox"/> GP services                                     | <input type="checkbox"/> Social care eg care homes, and home care  |
| <input type="checkbox"/> Dentist   | <input type="checkbox"/> Accident and emergency/minor injury units   |
| <input type="checkbox"/> Pharmacies                                      | <input type="checkbox"/> Ambulances and paramedics   |
| <input type="checkbox"/> Hospital inpatient (day treatment or overnight) | <input type="checkbox"/> NHS 111   |
| <input type="checkbox"/> Hospital outpatients' appointments              | <input type="checkbox"/> Other issue/service (if other, please tell us which issue/service you are referring to) |
| <input type="checkbox"/> Mental health support                           |  |

Please select the options that you'd like to talk to us about.  
You can pick more than one.

### 2. Please tell us about you experience

What went well? What could have been better?

### 3. Does your feedback apply to a specific service? If so, please tell us which ones(s).

eg. the GP surgery name or hospital department

# Appendix - Online Questionnaire

## 4. How easy was it to access the help and support you needed?\*

- Very good
- Good
- Neither good nor bad
- Poor
- Very poor
- N/A

## 5. How would you describe your experience of care?\*

- Good
- Neither good nor bad
- Poor
- I had a mixed experience
- Don't know/not sure
- Not applicable

## 6. In relation to this experience please select what best describes you\*

- I'm the person who received the care
- I'm providing this feedback on behalf of a friend or relative, or because I'm their carer
- Other

# Appendix - Online Questionnaire

## Tell us a bit about you

It would really help to know a little more about you so that we can better understand how people's experiences may differ. These questions are completely voluntary.

### 7. Please tell us your age

- None -



### 8. Please tell us your gender

- None -



### 9. Is your gender different to the sex you were assigned at birth?

- None -



### 10. Please tell us which sexual orientation you identify with

- None -



### 11. Please select your ethnicity

- None -



### 12. Please select any of the following that apply to you

- None -



### 13. Which of the following best describes your financial status?

- None -



# Appendix - Physical Questionnaire

## How would you rate your health and care services?

Healthwatch Lewisham wants to hear what you think about local health and social care services. Your experiences are important and allow local services what is working and what needs to be improved.

Whether it is a compliment, concern or complaint, it is easy to tell us about your experience by completing and submitting this form or contacting us on **020 3886 0196** or email [info@healthwatchlewisham.co.uk](mailto:info@healthwatchlewisham.co.uk)

Name of Service: .....

How likely are you to recommend this anyone who needs similar care or treatment?  
(Please circle)

5 = Extremely likely    4 = Likely    3 = Neither likely nor unlikely    2 = Unlikely  
1 = Extremely unlikely    ( ) Don't know

How do you rate your overall experience?

5 = Excellent    4 = Good    3 = Okay    2 = Poor    1 = Terrible

Summary of your experience

.....

Tell us more about your experience

.....

.....

.....

Where do you live? (town/city)

.....

# Appendix - Physical Questionnaire

Your ratings (select if applicable)

## Access to Appointment

5 = Excellent

4 = Good

3 = Okay

2 = Poor

1 = Terrible

Generally how easy is it to get through to someone on the phone?

5 = Excellent

4 = Good

3 = Okay

2 = Poor

1 = Terrible

## Cleanliness

5 = Excellent

4 = Good

3 = Okay

2 = Poor

1 = Terrible

## Staff Attitude

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

## Waiting Time

5 = Excellent

4 = Good

3 = Okay

2 = Poor

1 = Terrible

## Treatment explanation

5 = Excellent

4 = Good

3 = Okay

2 = Poor

1 = Terrible

## Communication

5 = Excellent

4 = Good

3 = Okay

2 = Poor

1 = Terrible

## Quality of care/treatment

5 = Excellent

4 = Good

3 = Okay

2 = Poor

1 = Terrible

## Quality of food

5 = Excellent

4 = Good

3 = Okay

2 = Poor

1 = Terrible



# Appendix - Physical Questionnaire

**Do you consider yourself to have any of the following?**

- Learning disability or difficulty
- Long standing illness
- Mental Health condition
- Physical disability
- Sensory disability
- None
- Prefer not to say
- Other

**What is your religion?**

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Other religion
- None
- Prefer not to say

**What is your marital status?**

- Civil partnership
- Cohabiting
- Divorced
- Widowed
- Prefer not to say
- Married
- Single

**What is your ethnicity?**

**White**

- English / Welsh / Scottish / Northern Irish / British
- Gypsy or Irish Traveller
- Any other white background.....

**Asian / Asian British**

- Bangladeshi
- Chinese
- Indian
- Pakistani
- Any other Asian background.....

**Black, African, Caribbean, Black British**

- African
- Caribbean
- Any other Black, African, Caribbean background.....

**Mixed, Multiple**

- White and Asian
- White and Black African
- White and Black Caribbean
- Any other mixed / multiple background.....



# Appendix - Physical Questionnaire

**Other Ethnic Group**

( ) Arab

( ) Any other ethnic group.....

## Thank you for sharing your experience

Personal data will be kept in accordance with the General Data Protection Regulation. Your data will only be used so you can receive a response from service providers to your feedback; and to help improve the quality and safety of health and social care services. It will not be used for any other purpose or passed on to any organisation without your consent.

# Appendix - Themes and Sub-Themes

Access	<i>(Convenience/Distance to travel, General, Inequality, Information and Advice, Lack of, Patient choice, Service Delivery/Opening Times, Suitability of Provider - Individual or Partner, Suitability of Provider - Organisation, Waiting Times, Waiting Times - At the Health Premises)</i>
Administration	<i>(Admission Procedure, Appointment availability, Booking appointment - Online, Booking appointments, Commissioning and provision, General, Getting through on the telephone, Incident Reporting, Management of service, Medical records, Quality/Risk management)</i>
Cancellation	<i>(Appointment, Operation/procedure)</i>
CareHome	<i>(Registered Manager - Absence, Registered Manager - Suitability, Registered Manager - Training &amp; Development, Staffing levels, Suitability of Staff)</i>
Communication	<i>(Access to patient record, Complaints procedure, Consent to treatment, General, Interpretation Services, Lack of)</i>
Continuity	
Diagnosis	<i>(General, Lack of, Late, Mis-diagnosis, Tests/Results)</i>
Dignity	<i>(Confidentiality/Privacy, Consent, Death of a Service User, Death of a Service User - Mental Health, Equality &amp; Inclusion, Involvement &amp; Engagement)</i>
Discharge	<i>(Coordination Of Services, General, Preparation, Safety, Speed)</i>
Facilities	<i>(Buildings and Infrastructure, Car parking, Cleanliness - Environment, Cleanliness - Infection Control, Cleanliness - Staff, Disability Access, Equipment, Food &amp; Hydration, General)</i>
Finance	<i>(Financial Viability, Transparency of Fees)</i>

# Appendix - Themes and Sub-Themes

Home Support	(Care, Co-ordination of Services, Equipment)
Making Complaint	(Complaints Management, General, PALS/PACT)
Medication	(Medicines Management, Pharmacy Repeat Prescriptions)
Referrals	(General, Timeliness, Waiting times)
Safety/Safeguarding/Abuse	
Staff	<i>(Ambulance Staff/Paramedics, Attitudes, Capacity, District Nurses/Health Visitors, General, Midwives, Professionalism, Staffing Levels, Suitability, Training &amp; Development)</i>
Transport	(Ambulance - Emergency, Ambulance - Routine, Patient Transport Service - non NHS)
Treatment	<i>(Effectiveness, Experience, Quality, Safety of Care/Treatment, Treatment Explanation)</i>