

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 blue, "REPORT 2022" in blue, "QUARTER 2" in green, and "JULY - SEPTEMBER" in green. The background of the entire page is a photograph of a park with trees, overlaid with a pattern of diagonal lines and overlapping circles in shades of green and blue.

PATIENT EXPERIENCE
REPORT 2022
QUARTER 2
JULY - SEPTEMBER

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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 Q2 period for July to September 2022.

In quarter 2, 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), 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

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 Q2 (July-September). During this period the Patient Experience Programme received 1077 feedback comments. Of these comments, 67% (720) comments had a positive rating (4-5 stars), 26% (285) were negative (1-2 stars) and 7% (72) were neutral (3 stars). We received 1,077 reviews which is just below our 1200 target for this quarter. This is due to staff leave and sickness. We hope to improve this number as we continue to 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

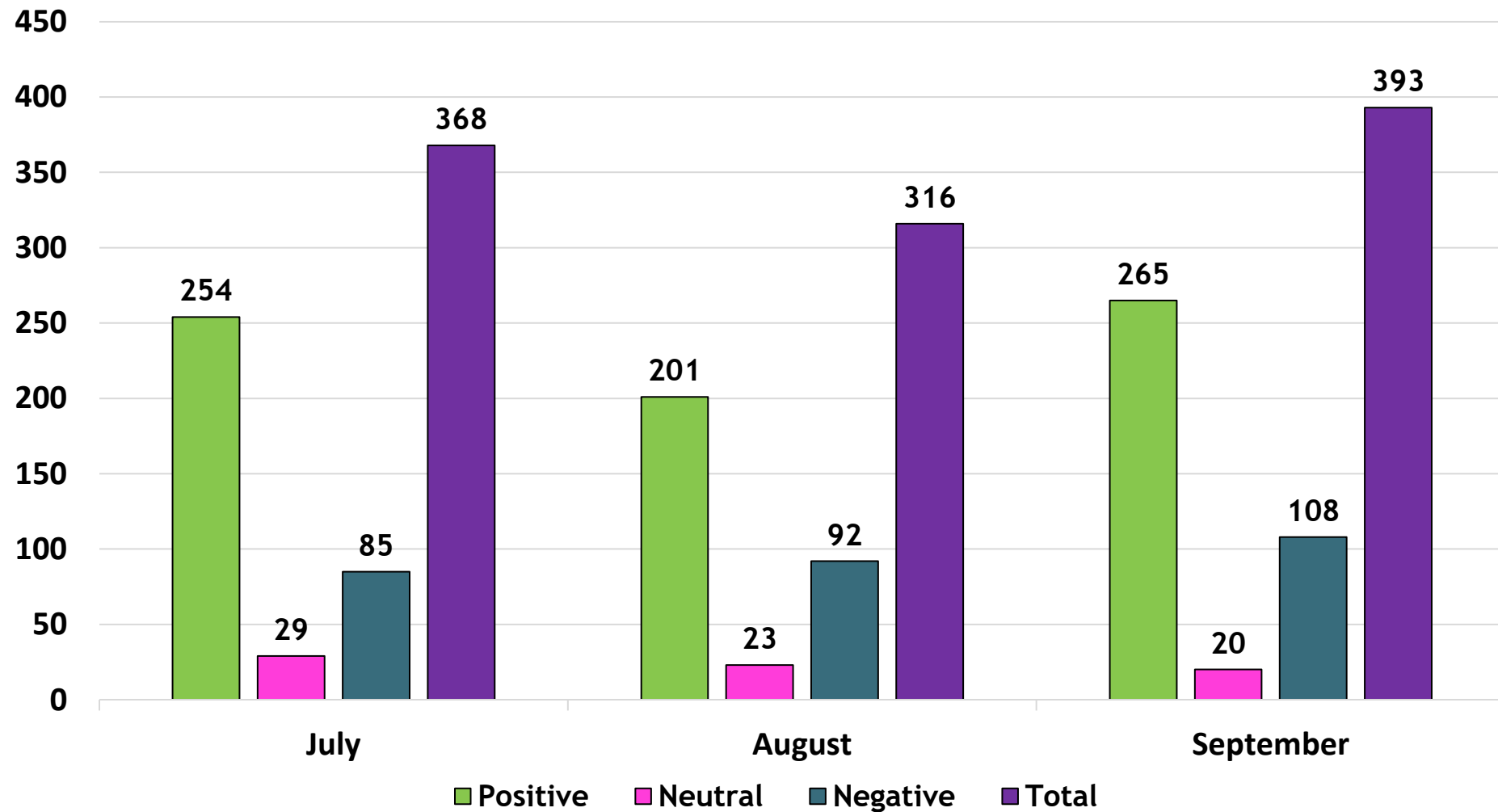
The total number of patient reviews received this quarter is **1,077**. The table shows a breakdown of the positive, neutral and negative patient reviews (see the appendices for examples of our physical and online questionnaires).

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 720 positive responses, 285 negative responses and 72 neutral responses.

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
July	85	29	254
August	92	23	201
September	108	20	265
Total	285	72	720

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.

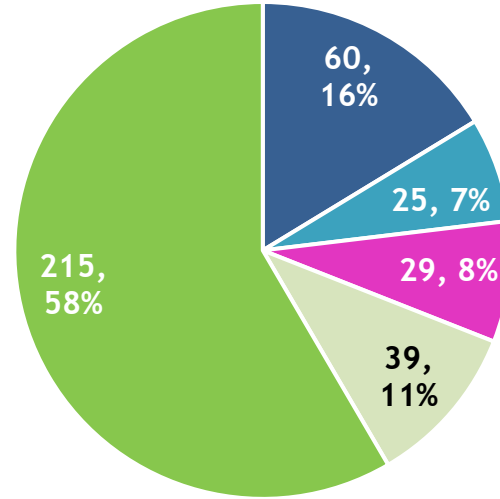


Overall Star Ratings

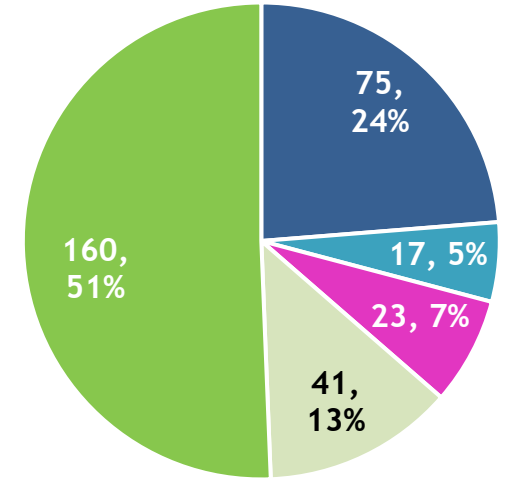
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

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

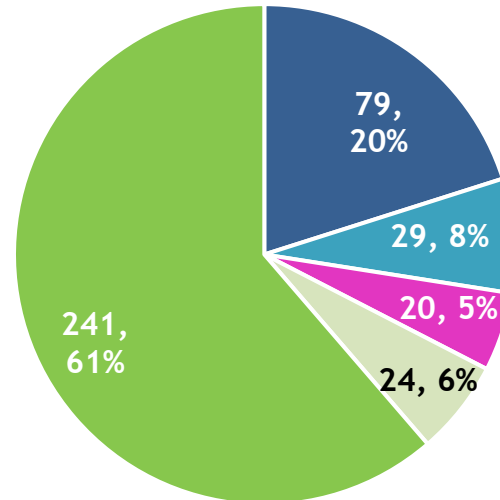
However, it should be noted that there were a substantial number of 1-star reviews which shows that there is a wide variance of experience when using health services within the borough.



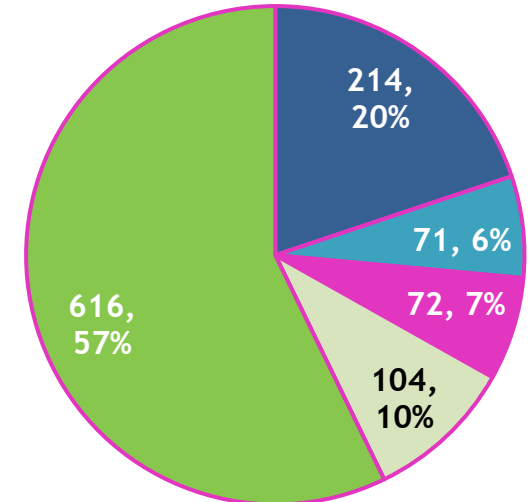
July



August



September



Total for Quarter 2

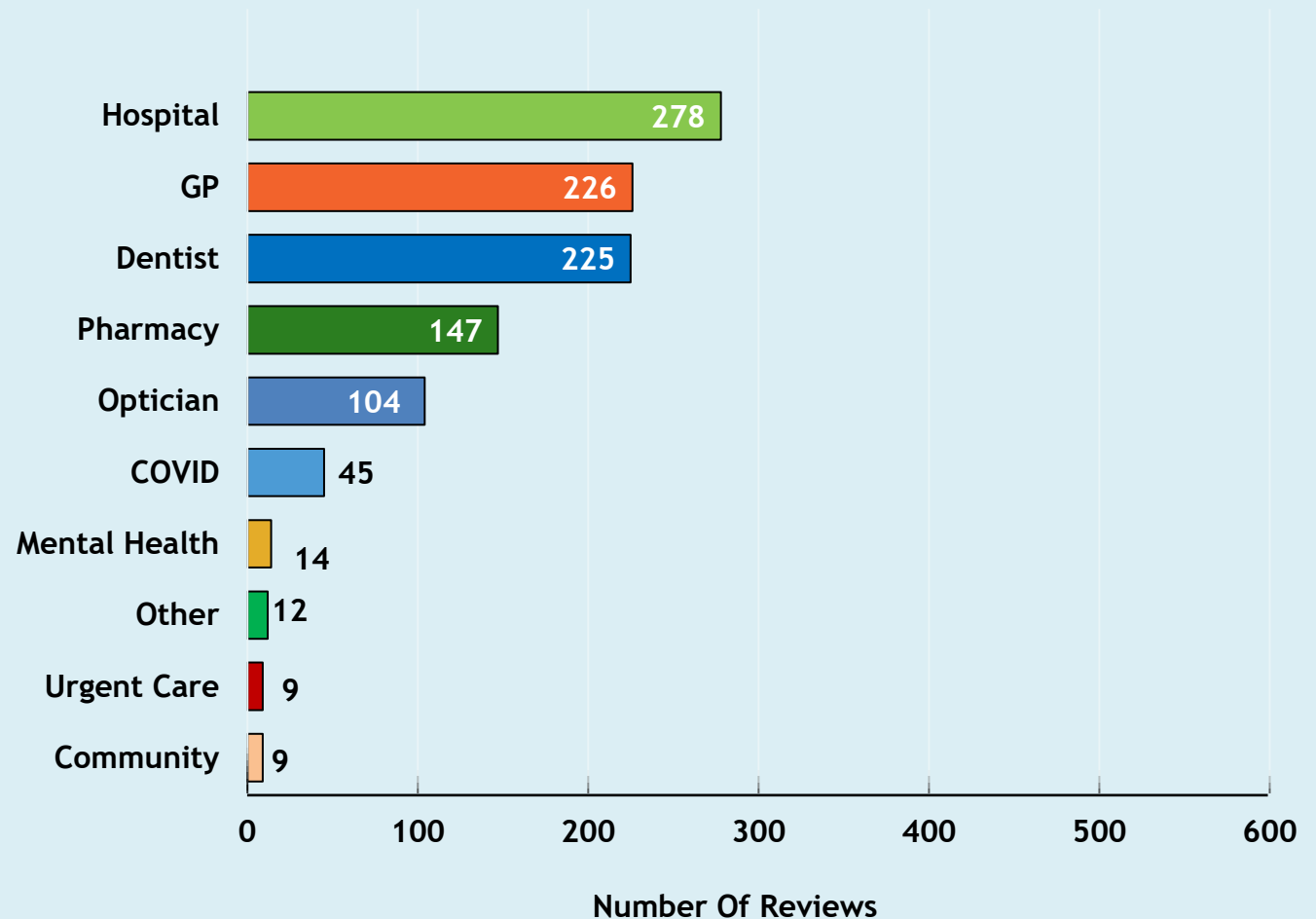
Total Reviews per Service Category

The patient reviews recorded for this quarter cover 11 service type categories, as seen in this chart.

The categories with the highest number of reviews during Q2 are Hospitals (278), GPs (226) and Dentists (225).

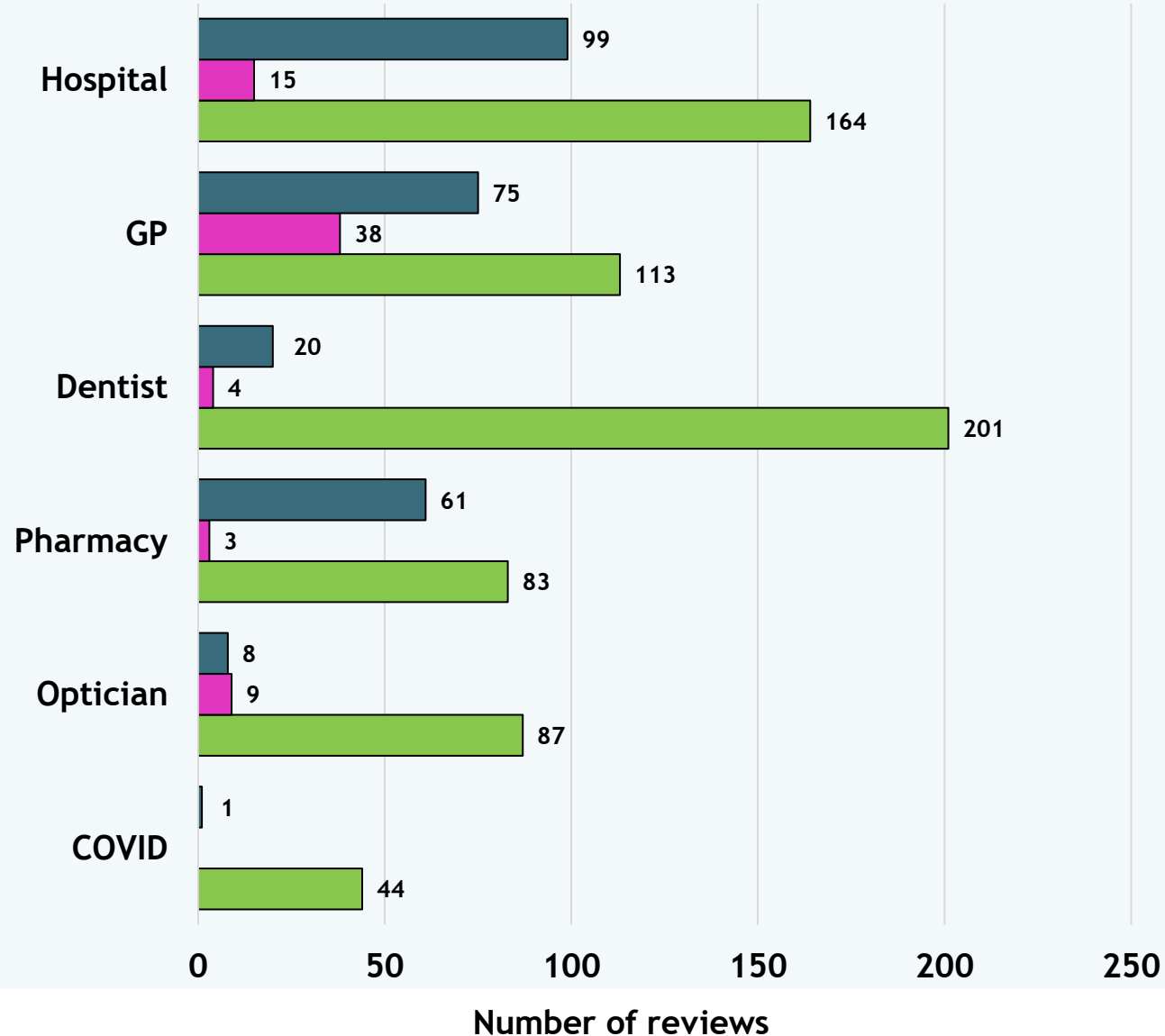
Service users also continued to comment on their experiences with Pharmacies (147), Opticians (104) and COVID (45).

Types Of Services



Distribution of Positive, Neutral & Negative

Type of services

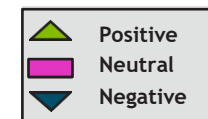


This bar chart compares the number of positive, neutral and negative reviews for each category that had over 40 reviews collected. This is based on the overall star rating.

Of the services that have over 100 reviews Dentists received the highest proportion of positive reviews with 89%, followed by Opticians with 84%.

The categories which received the highest proportion of negative reviews were Pharmacies with 41%, followed by Hospitals with 36% and GPs with 33%.

For Q2, all services that received over 100 reviews had a higher proportion of positive reviews than negative reviews.



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 Q2 these areas are:

- Hospitals
- GP surgeries
- 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.

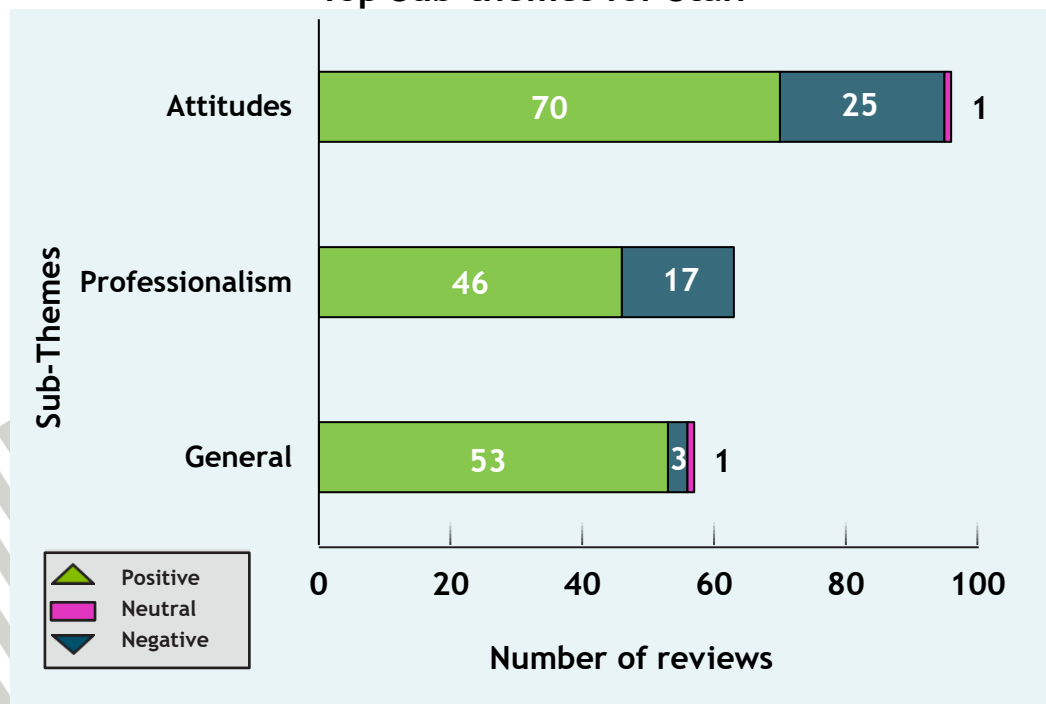
Hospital Themes and Sub-Themes

Hospital services were the most reviewed service type for this quarter with 278 reviews. Of these comments, **Staff** was the most common theme with 239 mentions. This breaks down into 75% (179) positive, 24% (58) negative and 1% (2) neutral. The chart below shows a breakdown of the top three sub-themes for **Staff**.

Majority of the comments were about **Attitudes** with 96 mentions; 73% (70) were positive, 26% (25) 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 73% positive feedback and **General** received 93% 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

“Supported at every step by the staff who were kind, professional and caring...”

Hospital

“Excellent staff team, every staff member I came into contact with was helpful, kind and extremely friendly.”

Hospital

“Very friendly and professional members of staff...”

Hospital

Negative reviews

“Receptionist was quite rude over the phone for no reason and gave me a wrong number to call...”

Hospital

” Very rude staff, unprofessional...”

Hospital

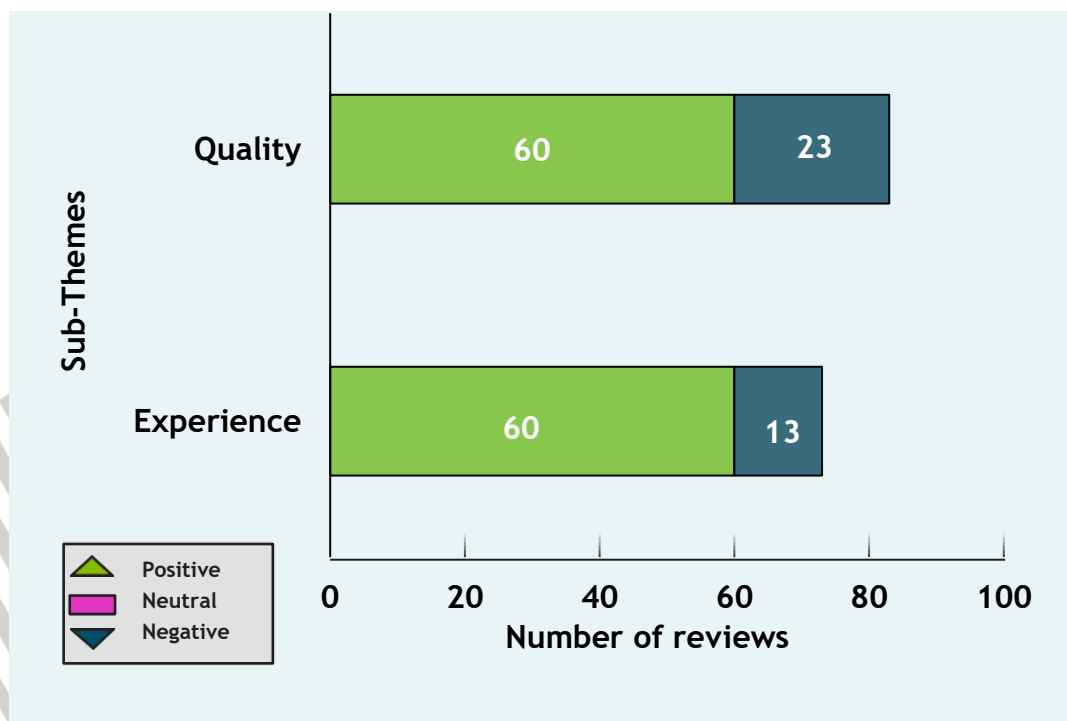
Hospital Themes and Sub-Themes

Treatment was the second highest theme relating to hospitals, with 188 counts. This breaks down into 77% (145) positive, and 23% (43) negative. The chart below shows a breakdown of the top two sub-themes for **Treatment**.

The sub-theme **Quality** received the most comments, with 83 counts. Of these counts, 72% (60) were positive and 28% (23) were negative, indicating that patients received high quality treatment at hospitals. This was closely followed by **Experience**, which was the second most common sub-theme with 73 counts, 82% (60) positive and 18% (13) negative.

Once patients were able to see a professional, they were helpful and provided adequate treatment. Patients had positive experiences of treatment at hospitals which was often due to doctors being informative, listening and answering questions.

Top Sub-themes for Treatment



Positive reviews

“...it was an excellent consultation, the doctor I saw was very nice and informative and addressed all my concerns.”

Hospital

“The doctor put me at ease, answered my questions and performed a thorough eye test...”

Hospital

“...The standard of care was excellent...”

Hospital

Negative reviews

“Appalling care, staff stretched so much that they are not able to look after patients.”

Hospital

“Lack of after care. My grandad was left hours without a doctor coming in to check on him as the doctor had left the site.” 11

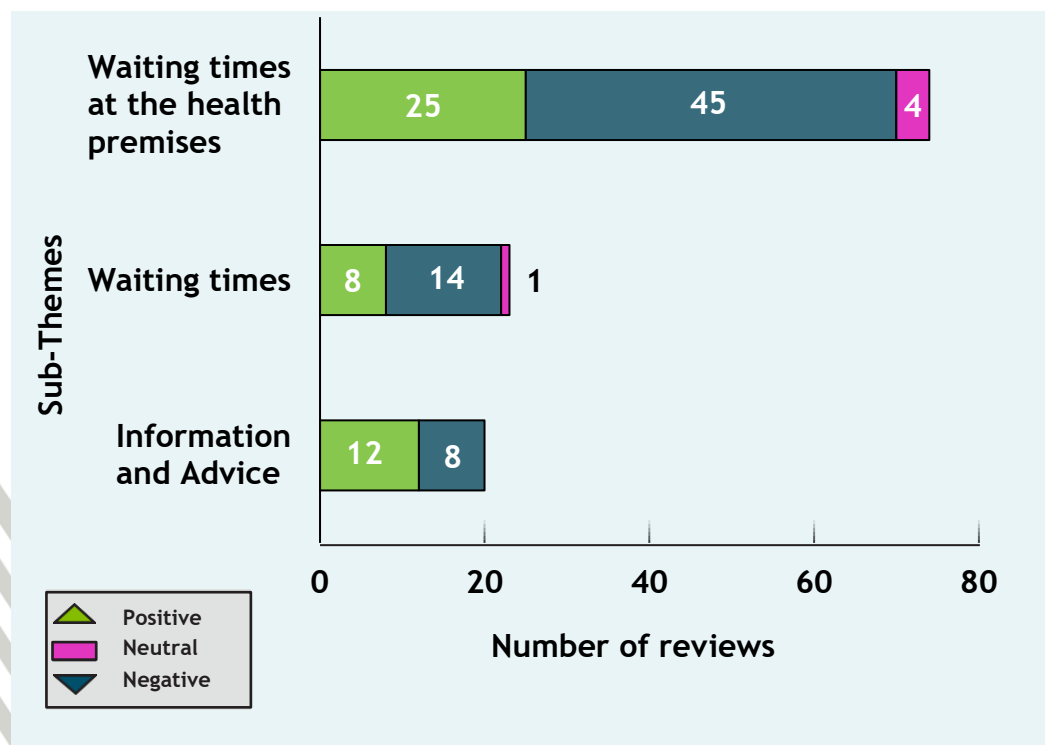
Hospital

Hospital Themes and Sub-Themes

Access was the third most applied theme for hospital services this quarter and received 127 mentions, 39% (49) were positive, 57% (73) negative and 4% (5) 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 34% (25) were positive, 61% (45) were negative and 5% (4) neutral. Many of the negative comments were relating to long waits in the A & E department. However, **Information and Advice** had many positive comments (60%) so despite long waits, many patients were able to access the information and advice they needed when visiting but this area needs improvement.

Top Sub-themes for Access



Positive reviews

“Wasn't waiting long to be seen. Gave me medication to help with pain and also gave me advice on where to go to get further help.”

Hospital

“...Keep you informed in the most positive and palatable manner...”

Hospital

Negative reviews

“Long wait. Overcrowded. You'll almost certainly leave before being seen by a doctor as 5+ hours waiting time.”

Hospital

“...Yesterday, it was 6hrs of waiting to get a doctor to see you...”

Hospital

“Do not visit this a&e - 11 hour wait overnight...”

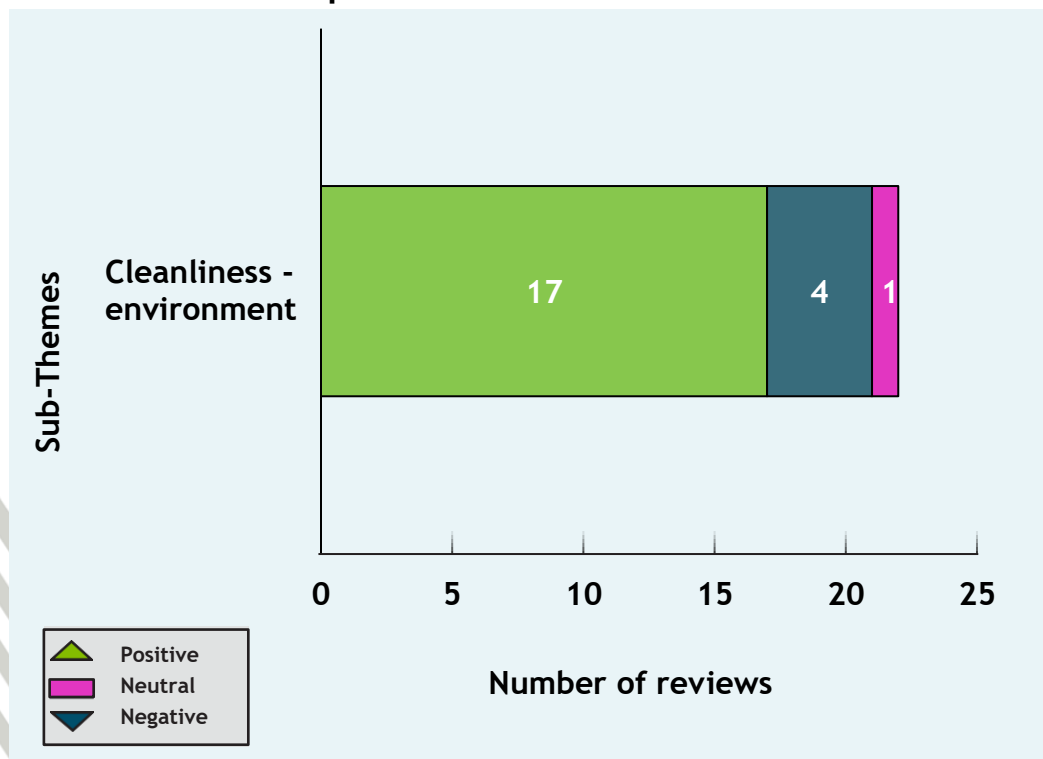
Hospital

Hospital Themes and Sub-Themes

Facilities was another common theme with 61 mentions; of which 64% (39) were positive, 34% (21) were negative and 2% (1) were neutral. The chart below shows a breakdown of the main sub-theme for **Facilities**.

Cleanliness - Environment was the only significant sub-theme with 22 comments. It had majority positive sentiment with 77% (17) positive comments, 18% (4) negative and 5% (1) neutral. Therefore, many patients felt that the facilities were well-cleaned which contributed to them having a positive experience when visiting.

Top Sub-theme for Facilities



Positive reviews

“Clean and well equipped...”

Hospital

”...Clean, comfortable room, nice food...”

Hospital

“Nice, clean, friendly hospital! ...”

Hospital

“...the environment is clean, the security is outstanding...”

Hospital

Negative reviews

“This is unacceptable, the condition that the room was in when I arrived was horrendous...”

Hospital

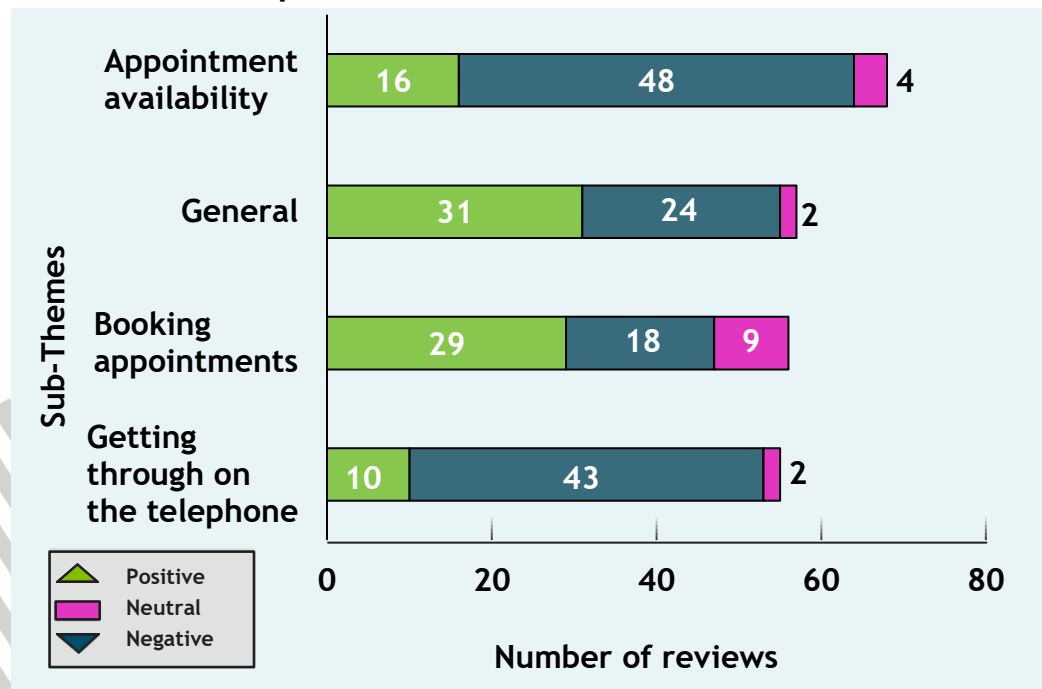
GP Themes and Sub-Themes

GPs were the second most reviewed service type this quarter with 226 feedback comments. **Administration** was the most applied theme for GPs with 270 counts; 34% (92) were positive, 59% (160) negative and 7% (18) neutral. The chart below shows the top four sub-themes for **Administration**.

Appointment availability was the most mentioned sub-theme and of the 68 comments, 23% (16) were positive, 71% (48) negative and 6% (4) neutral. **General** was the next most common sub-theme with 57 comments, of which 54% (31) were positive, 42% (24) negative and 4% (2) neutral. This was closely followed by **Booking appointments** which also had mixed reviews with 52% positive and 48% negative/neutral. The varied reviews suggest some areas of administration are satisfactory but there are some issues with the efficiency of booking systems.

Patients also commented on **Getting through on the telephone** which was experienced mostly negatively with 78% negative comments, indicating long phone queues.

Top Sub-themes for Administration



Positive reviews

"I booked my appointment online and it was easy and was offered an appointment within minutes..."

GP surgery

"It is quite easy to book appointments online through the econsult..."

GP surgery

Negative reviews

"Issues making appointment by phone, only have availability when ringing surgery in the morning..."

GP surgery

"Waited an hour over the phone to get hold of a receptionist, when I was told there was no appointments available..."

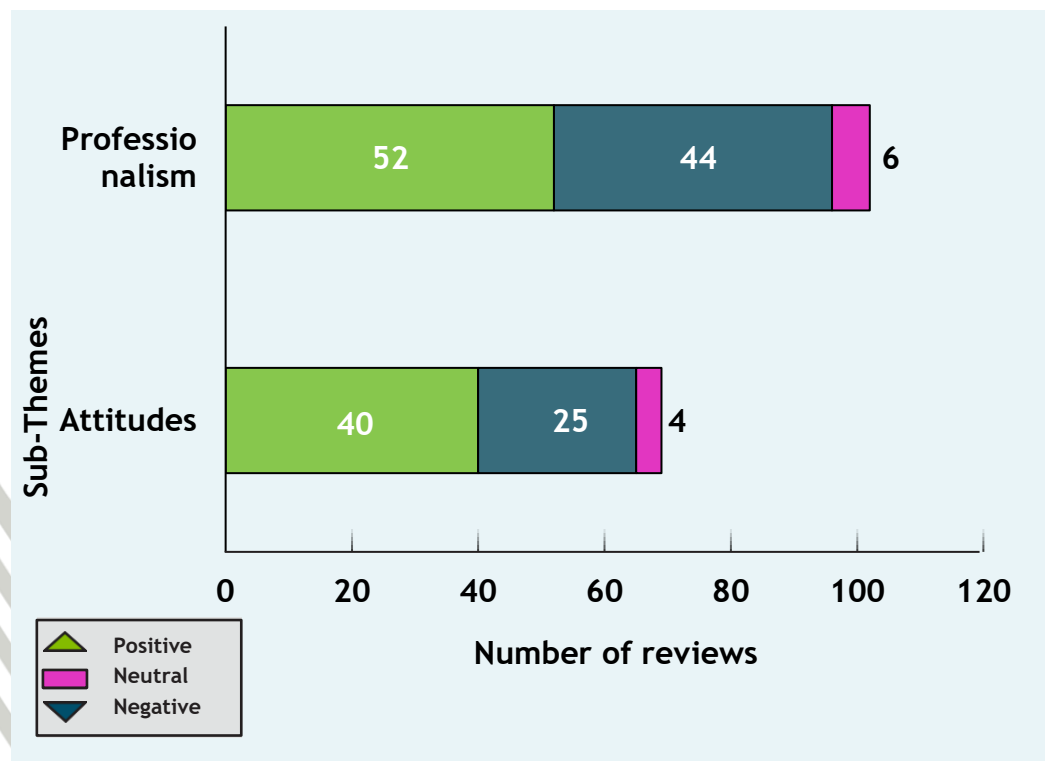
GP surgery

GP Themes and Sub-Themes

Staff was the second most applied theme for GP surgeries this quarter with 195 counts. Of these comments, 52% (101) were positive, 42% (83) negative and 6% (11) neutral. The chart below shows a breakdown of the top two sub-themes for **Staff**.

Majority of the comments were about **Professionalism** and **Attitudes**. **Professionalism** received 102 mentions; 51% (52) were positive, 43% (44) were negative and 6% (6) were neutral. **Attitudes** received 69 mentions; 58% (40) were positive, 36% (25) were negative and 6% (4) were neutral. Both sub-themes have a higher proportion of positive sentiment, however, there were also many negative and neutral comments. This indicates that many staff members are well-mannered and showing capability within their roles, but this is not the case across all services and all types of staff.

Top Sub-themes for Staff



Positive reviews

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

GP surgery

“Staff are very polite and professional. Nurses are very good...”

GP surgery

“...The doctors are kind and professional...”

GP surgery

Negative reviews

“This surgery is so poor in service, the staff are so rude and dismissive...”

GP surgery

“The receptionist on the phone are extremely rude and careless.”

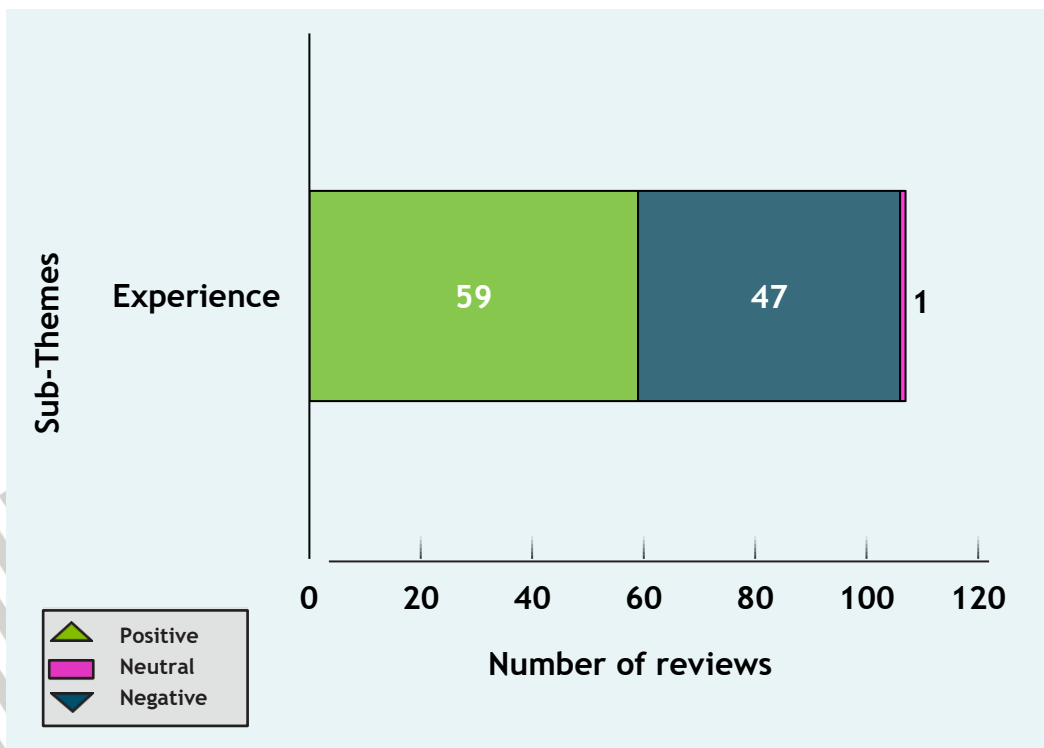
GP surgery

GP Themes and Sub-Themes

Treatment was the third most applied theme for GP surgeries with 141 counts. Of the comments, 56% (79) were positive, 43% (60) negative and 1% (2) neutral. The chart below shows a breakdown of the main sub-theme for **Treatment**.

Experience was the only significant sub-theme with 107 comments. It had mixed sentiment reviews with 55% (59) positive comments, 44% (47) negative comments and 1% (1) neutral comments. Analysis showed that many patients' experiences during GP appointments were positive; they felt listened to and their concerns were addressed. However, issues with treatments were raised and many patients felt that receiving good treatment is inconsistent.

Top Sub-theme for Treatment



Positive reviews

"...he listened to my concerns and was on it immediately..."

GP surgery

"...The doctors are very keen to help in whatever ways they can possibly can..."

GP surgery

"...The doctors listen to me with my concerns and offer advice and information."

GP surgery

Negative reviews

"Patient sees different doctors, not the same doctor and each of them explain different things every time."

GP surgery

"Awful experience with doctor. His communication was awful and he seemed totally unsure what to do..."

GP surgery

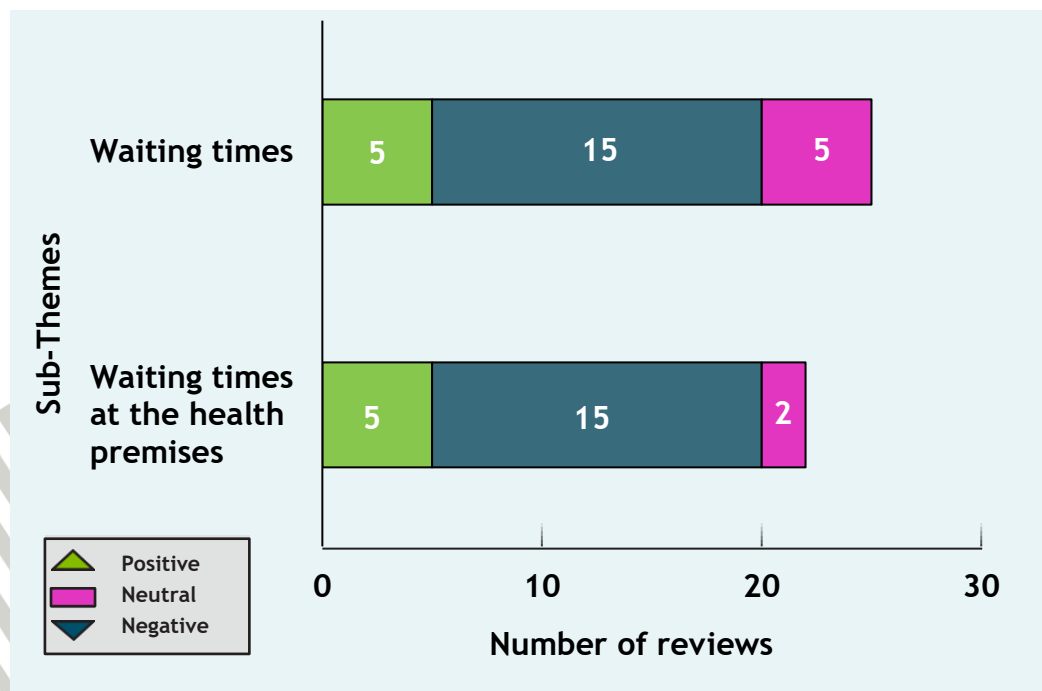
GP Themes and Sub-Themes

Access was the fourth most mentioned theme for this quarter and was applied 86 times. Of these comments, 40% (34) were positive, 51% (44) were negative and 9% (8) were neutral. The chart below shows a breakdown of the top two sub-themes for **Access**.

Waiting times was the most mentioned sub-theme. Of the 25 comments, 20% (5) were positive, 60% (15) were negative and 20% (5) 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 22 mentions; 23% (5) positive, 68% (15) negative and 9% (2). This sub-theme also had majority negative sentiment which highlights some long wait times when at the GP with an appointment.

Top Sub-themes for Access



Positive reviews

“I don’t have to wait long either to see a doctor.”

GP surgery

“...I never have to wait too long to see the doctor...”

GP surgery

Negative reviews

“...I’m here in the premises, 20 mins delayed waiting to see the nurse.”

GP surgery

“The waiting time here is ridiculous sometimes...”

GP surgery

“Waiting time is about an hour to see a doctor.”

GP surgery

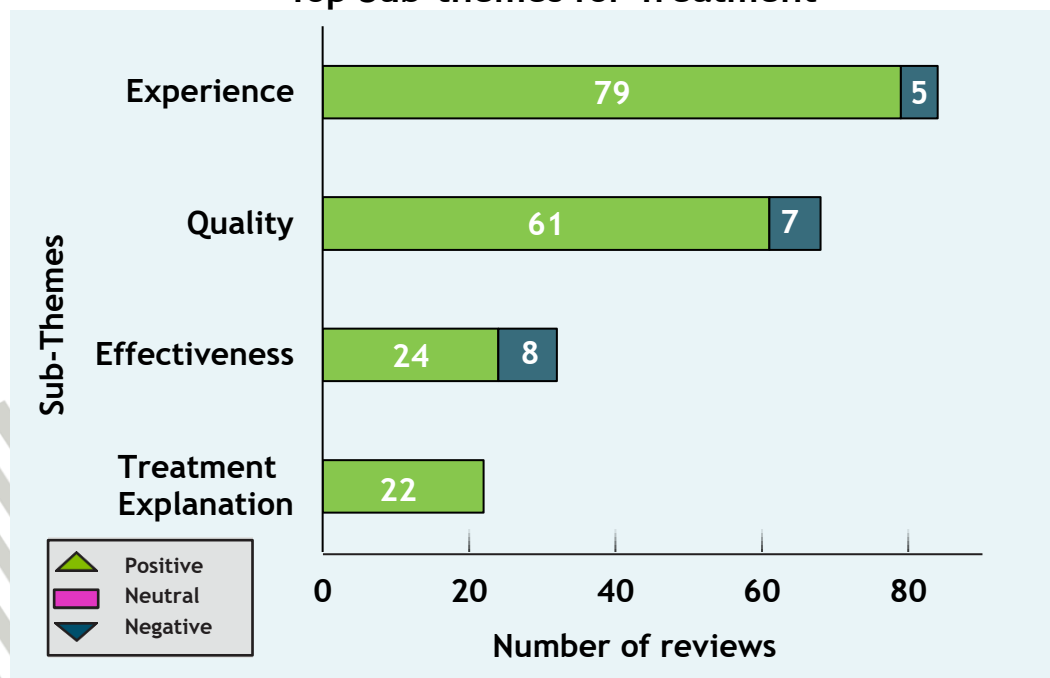
Dentist Themes and Sub-Themes

Dentists were the third most commented on service with 225 reviews. **Treatment** was the leading theme for dental services, with 206 mentions. This theme was experienced positively by patients and breaks down into 90% (186) positive and 10% (20) negative. The chart below shows a breakdown of the four main sub-themes for **Treatment** this quarter.

Experience was the most mentioned sub-theme with 84 comments, where 94% (79) were positive and 6% (5) were negative. The majority positive sentiment shows that patients' experiences of treatment were described positively, often highlighting a feeling of ease during dental procedures. This was followed by **Quality** with 68 comments, of which 90% (61) were positive and 10% (7) were negative which indicates that high quality treatment is being offered to patients.

In addition, the significant number of positive reviews relating to **Treatment Explanation** (100%) and **Effectiveness** (75%) 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 have a slight dental phobia and was very anxious but was made to feel very much at ease and painless treatment."

Dentist

"The dentist was very informative, pleasant and really nice. He made me feel at ease and explained everything in detail I am very happy with my treatment so far."

Dentist

"My teeth feel and look so much better instantly."

Dentist

Negative reviews

"...There were occasions where I felt that I was not being advised correctly, especially when it came to an ongoing problem concerning my gum health..."

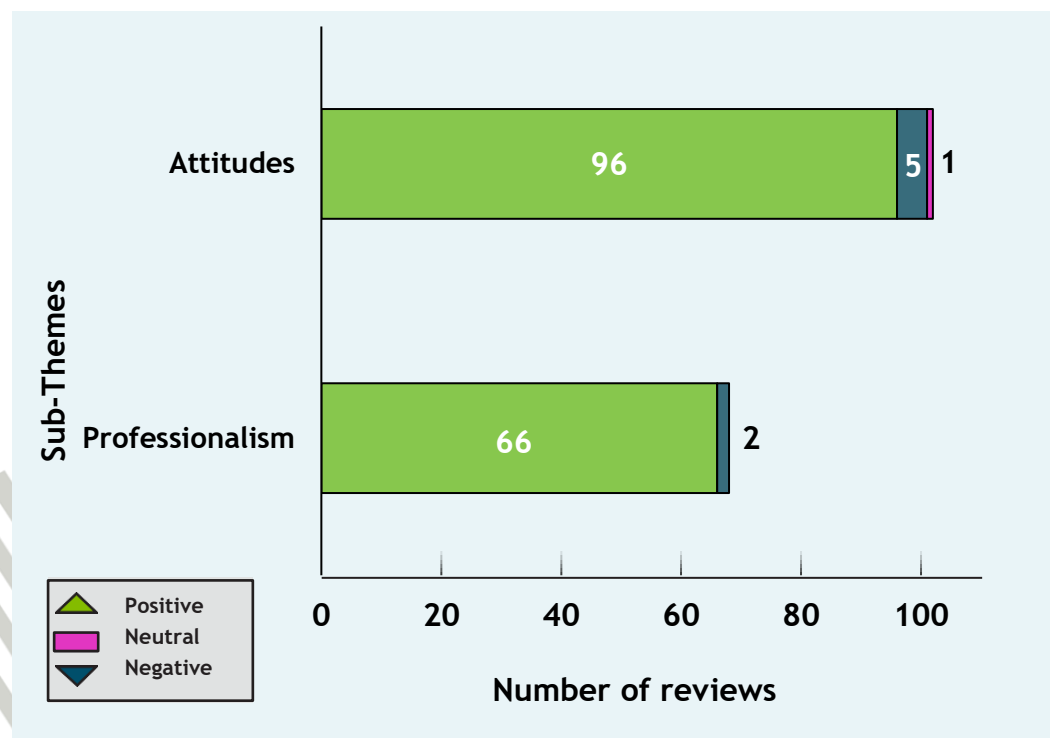
Dentist

Dentist Themes and Sub-Themes

Staff was the second most commented on theme for Dentists, with 190 patient reviews and was also experienced positively by patients. 94% (180) were positive, 5% (9) were negative and 1% (1) neutral. The chart below presents a breakdown of the two main sub-themes for **Staff**.

The sub-theme **Attitudes** received the most comments with 102 counts. Of these counts, 94% (96) were positive, 5% (5) were negative and 1% (1) were neutral. This was followed by **Professionalism**, which was the second most common sub-theme with 68 counts; 97% (66) positive and 3% (2) negative. The significant proportion of positive reviews for both of these sub-themes tells us that staff at dental services are polite and skilled.

Top Sub-themes for Staff



Positive reviews

“Great customer service. Dentists and Hygienists have all been professional, friendly and helpful!”

Dentist

“Great staff, very efficient -always have a positive experience...”

Dentist

“Fantastic receptionist’s who are always helpful and courteous.”

Dentist

“Staff are always polite, friendly and welcoming.”

Dentist

Negative reviews

“Receptionist was extremely rude to me over the when I asked for a emergency appointment...”

Dentist

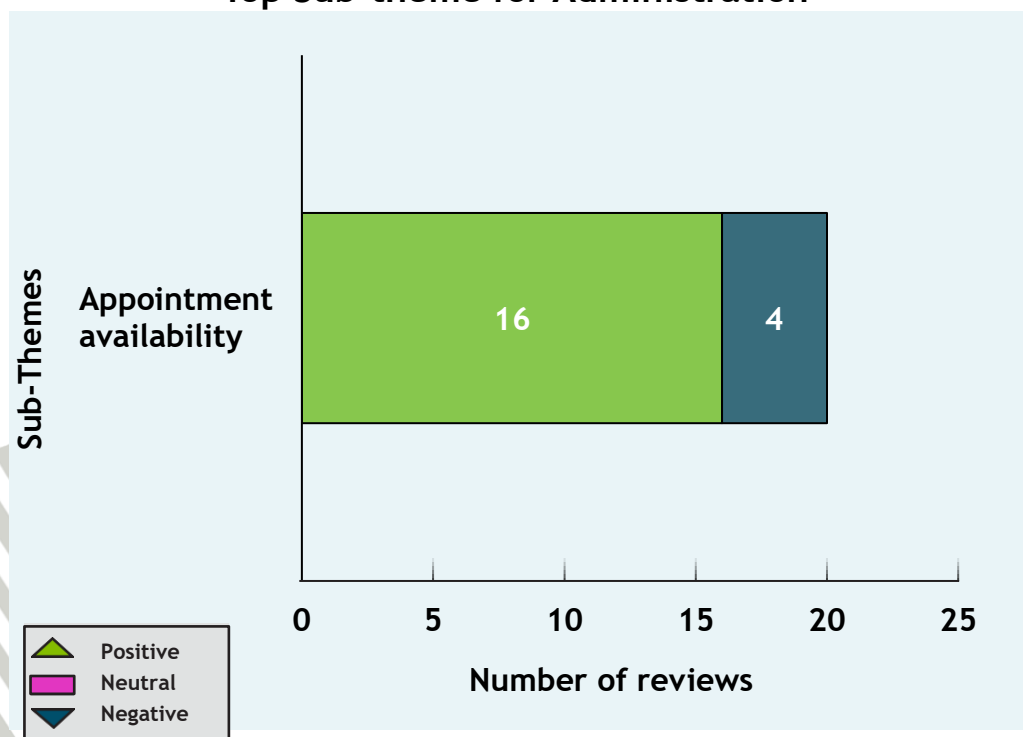
Dentist Themes and Sub-Themes

Administration was the third most applied theme for Dentists with 72 counts. Of the comments, 83% (60) were positive and 17% (12) were negative. The chart below shows a breakdown of the main sub-theme for **Administration**.

Appointment availability was the only significant sub-theme with 20 comments. 80% (16) of the comments were positive and 20% (4) of the comments were negative. These figures show that patients could access convenient appointment times and had flexibility when changing or cancelling an appointment.

Booking appointments and **General** were also briefly mentioned within comments and experienced positively which indicates admin staff are providing a good service and the booking process is effective for patients.

Top Sub-theme for Administration



Positive reviews

“Great dentist- really accomodating and flexible to fit around your schedule.”

Dentist

“Always able to get an appointment in a short amount of time...”

Dentist

“I normally call via phone and always get appointments straight away.”

Dentist

“Great service and choice of appointments.”

Dentist

Negative reviews

“Getting appointment is really hard here as there seems to be none whatsoever...”

Dentist

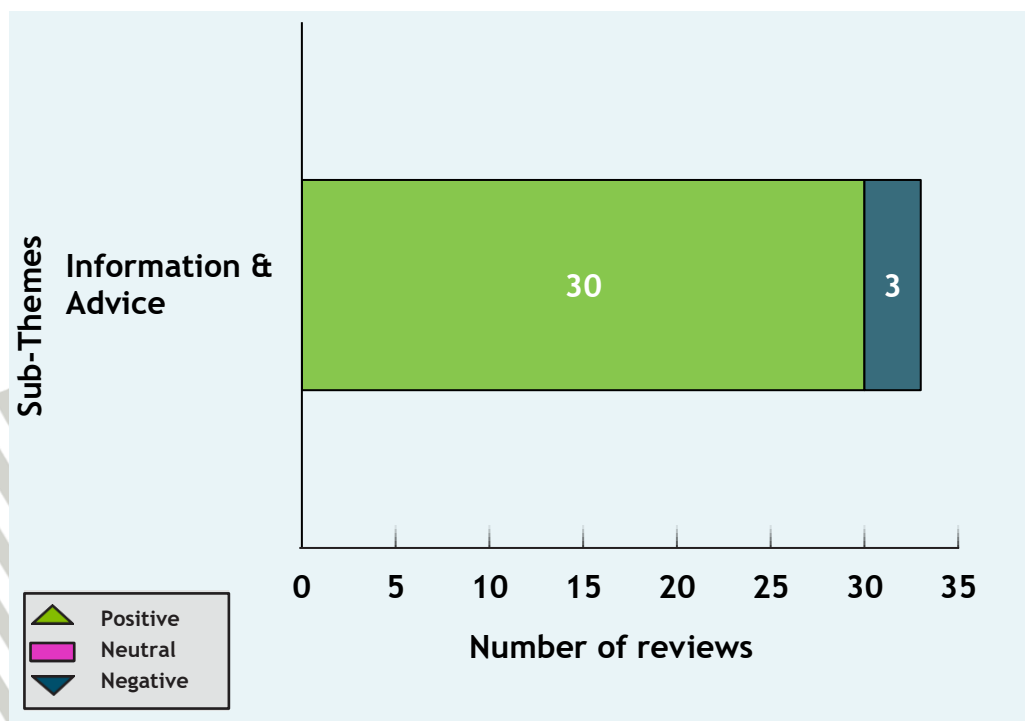
Dentist Themes and Sub-Themes

Access received 62 comments, 92% (57) of the comments were positive and 8% (5) were negative. The chart below shows a breakdown of the main sub-theme for **Access**.

Information & Advice was the only significant sub-theme with 33 comments. 91% (30) of the comments were positive and 9% (3) of the comments 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 and **Waiting times at the health premises** were also briefly mentioned within comments and experienced positively which indicates Dentists are providing an efficient service and see patients on time.

Top Sub-theme for Access



Positive reviews

“Wonderful service and the best advice. Really trust them...”

Dentist

“Plenty of advice re options and no pressure.”

Dentist

“They also give very good advice on all round dental care.”

Dentist

“I was given lovely tips to look after my teeth.”

Dentist

Negative reviews

“She did not know what treatment to carry out. Kept asking me what I thought she should do.”

Dentist

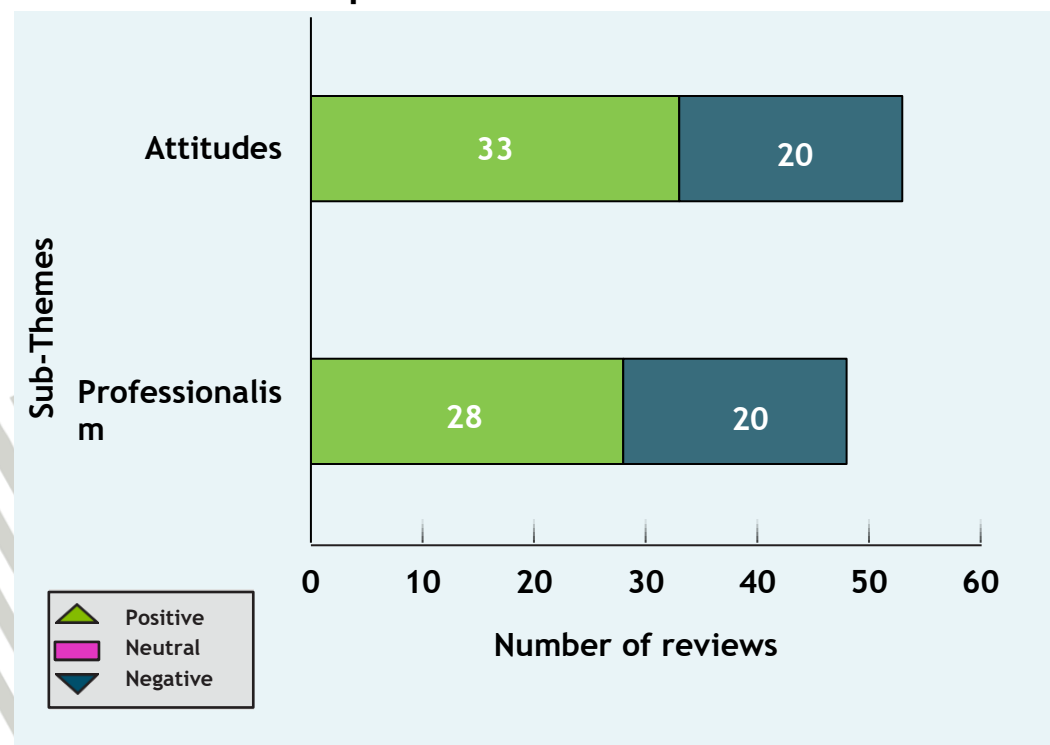
Pharmacy Themes and Sub-Themes

Pharmacies were the fourth most commented on service this quarter with 147 feedback comments. Amongst these comments, **Staff** was the most applied theme with 116 mentions, which can be broken down into 61% (71) positive and 39% (45) negative.

The most common sub-theme was **Attitudes** which received 53 mentions; 62% (33) were positive and 38% (20) 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.

This was closely followed by **Professionalism** which received 48 mentioned; 58% (28) were positive and 42% (20) were negative. Staff across pharmacies are providing a good service to their patients but some staff are being described as unprofessional.

Top Sub-themes for Staff



Positive reviews

“Great staff team, always friendly and helpful.”

Pharmacy

“Helpful pharmacists very willing to help and answer questions.”

Pharmacy

“The members of staff are very professional and have a kind manner when dealing with each and everyone that comes into the pharmacy.”

Pharmacy

Negative reviews

“Staff are so rude, very disrespectful and useless, the way that I was spoken to was completely unacceptable...”

Pharmacy

“Horrible customer service.”

Pharmacy

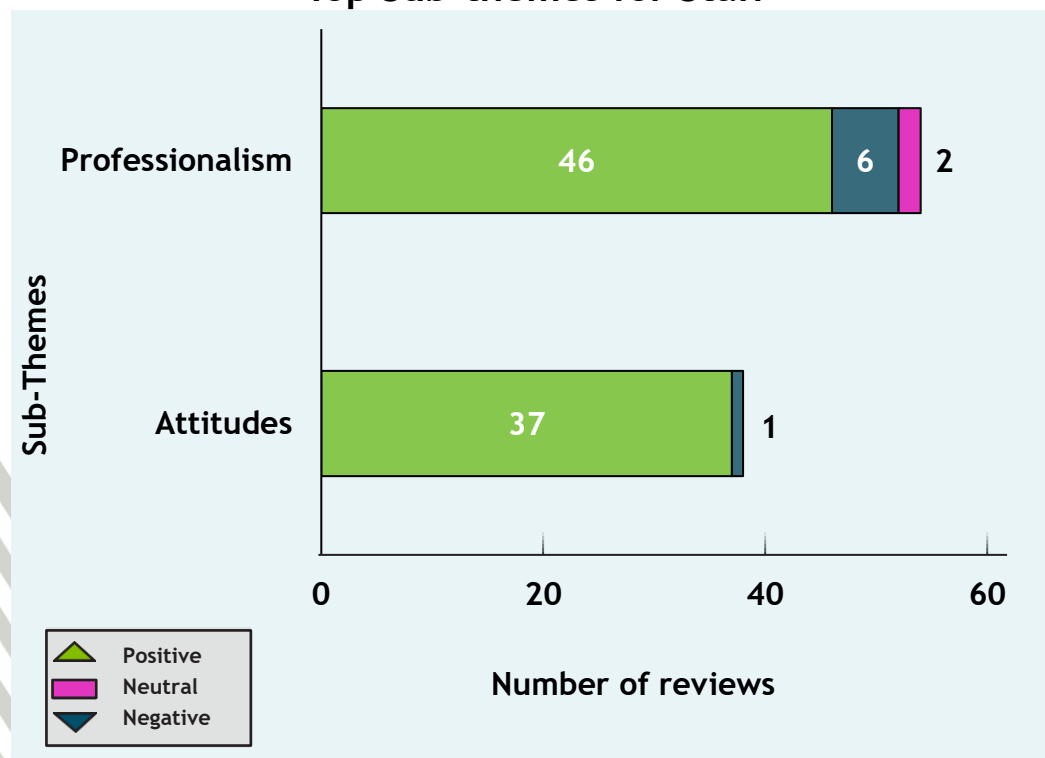
Opticians Themes and Sub-Themes

Opticians were the fifth most commented on service this quarter with 104 feedback comments. Amongst these comments, **Staff** was the most applied theme with 97 mentions, which can be broken down into 90% (87) positive, 8% (8) negative and 2% (2) neutral.

Professionalism was the most applied sub-theme with 54 counts, which was experienced mostly positively by patients with 85% (46) positive comments, 11% (6) negative and 4% (2) neutral. This indicates that staff across opticians are providing a professional and skilled service to their patients.

Attitudes was another mentioned sub-theme with 38 comments and was also experienced positively with 97% (37) positive feedback and 3% (1) negative feedback. The reviews show that nearly all patients were satisfied with the behaviour of optician staff and found them to be well-mannered.

Top Sub-themes for Staff



Positive reviews

“Super helpful, and very efficient, friendly service...”

Optician

“The team are friendly, helpful, and patient. My experience was really great.”

Optician

“...The staff were so professional, knowledgeable and friendly...”

Optician

“Staff led by very pleasant manager...”

Optician

Negative reviews

“Manager was very rude. Interrupted my talk with another staff.”

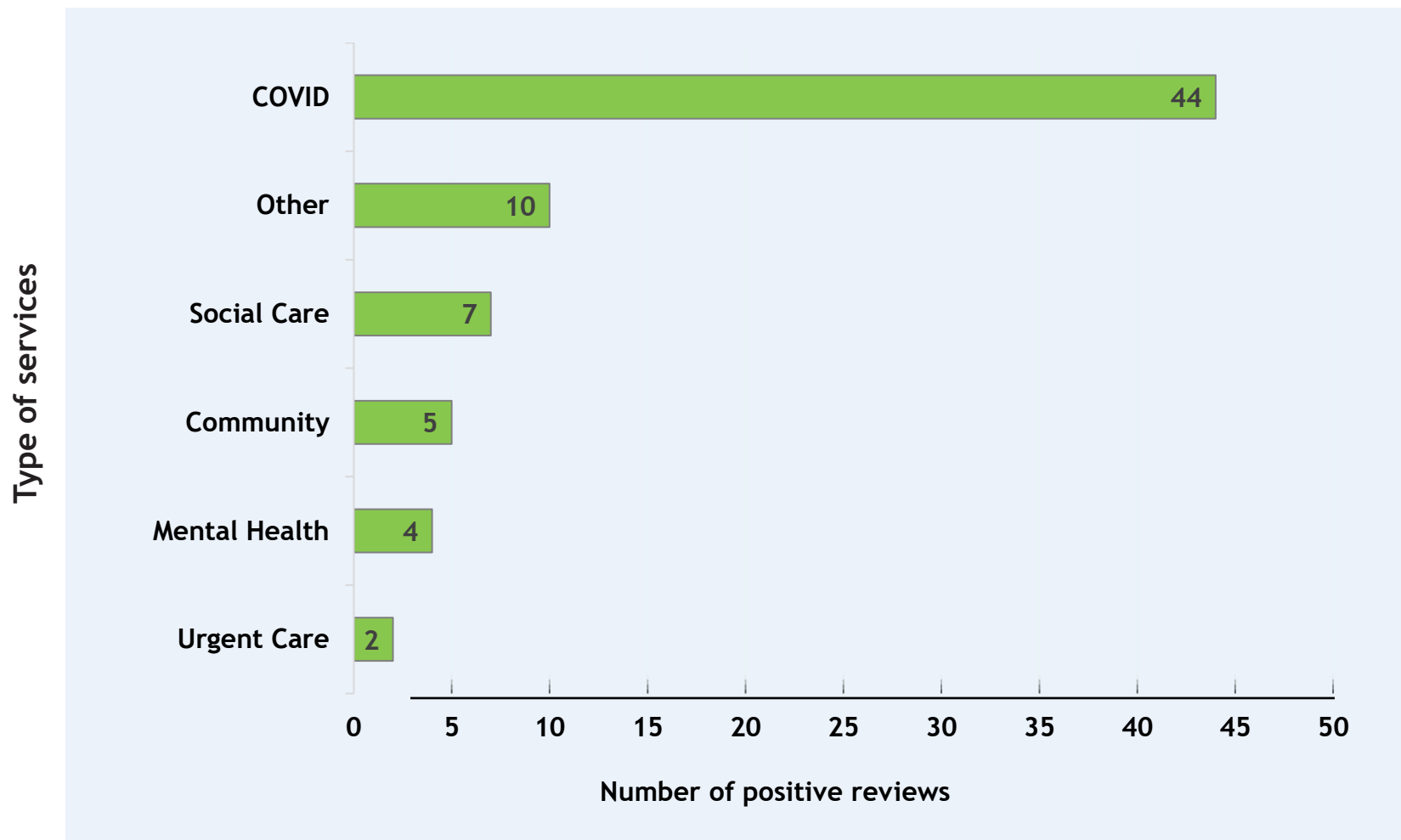
Optician



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.

July - August - September





COVID

“Good work so far, nice staff, clean environment with a lot of Covid-19 information. I booked online for my booster and was given an appointment today.”

COVID vaccination

“No problems at all with all three vaccines and had to book online for my vaccinations. There was enough information and advice on the vaccines I’m having. It was a good experience.”

COVID vaccination

“I will say the service was fine and it went smoothly. I booked it online and it was easy.”

COVID vaccination

“This is my 4th booster, I was contacted to have it and walked right in and it was an amazing experience, the staff were very polite and kind.”

COVID vaccination



Other

“Wonderful library with range of facilities like a printer and friendly staff.”

Library services

“Lewisham Library is a great library and have all the resources one needs.”

Library services

“Wonderful space to focus and read great books. Very nice staff.”

Library services



Social Care

“Beautiful home with good management and caring staff. Clean, cheerful staff, quality care provided.”

Care home

“Great friendly team, always willing to help. The care home looks clean. There is always some activity going on when I visit.”

Care home



Community Health Services

“I would like to say a big thank you to Dr. X for her amazing and professional service given this morning. What an amazing Doctor”

Sexual Health service

“...The staff are so lovely and know what they are doing. I did not feel judged once. Highly recommend.”

Sexual Health service



Mental Health Services

“My stepson spent some time here and had lots of support by friendly staff. Despite some difficult times they stuck by him and made sure he was well cared for.”

Mental Health Service



Urgent Care

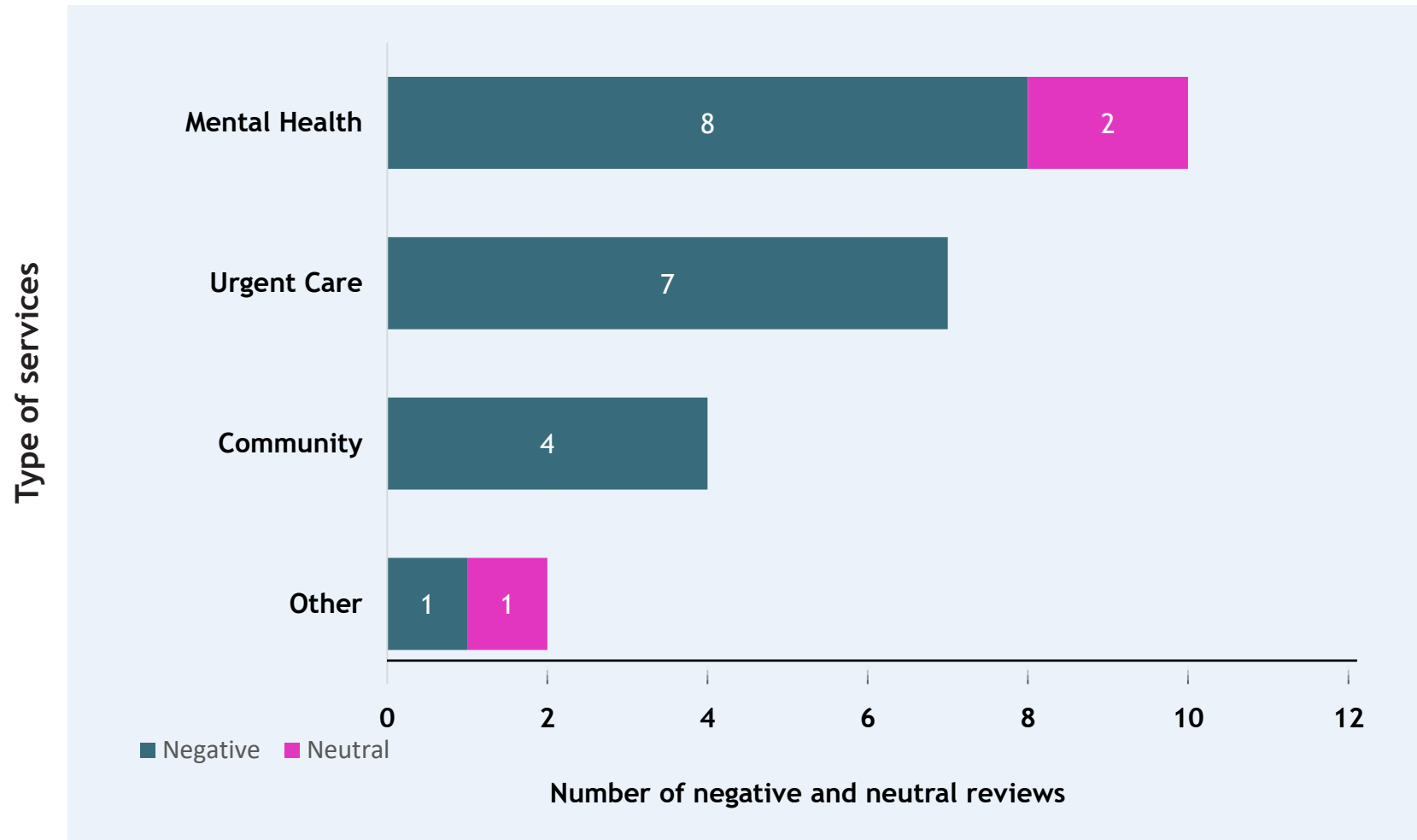
“Wonderful service. Triaged and seen by the Dr within the hour. Can't fault the caring attitudes and medical care.”

Urgent Care Centre

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.

July - August - September





Mental Health Services

“Placed on a 2 year waiting list with no communication. When finally contacted by someone she was rude and aggressive, shouting on the phone call!...”

Mental Health Service

“There are obviously very experienced and knowledgeable people working here but sadly the waiting times for treatment, especially for eating disorder treatment are just outrageously too long causing serious damage to people's lives...”

Mental Health Services

“The doctor didn't listen or engage properly with any of my issues as they have no understanding of ADHD...”

Mental Health Services



Urgent Care

“Convenient but not fit for purpose. Brisk staff, with poor attitudes...”

Urgent Care Centre

“...Wouldn't book me in or tell me when I could be seen. So much for urgent care.”

Urgent Care Centre

“The woman who reviewed me seemed angry and the doctor was rude, clipped and spoke to me like I was wasting her time.”

Urgent Care Centre



Community Health Services

“Such a rubbish phone system they have, 5 min max waiting time and then lose your position by hanging up and calling again, so silly! Not happy at all about this...”

Advice service

“third day of attempting to book an appointment cause there is none available online!! I get a secretary who doesn't listen to me and say book online. I tell her none is available. Bad service online and on phone.”

Sexual Health service



Other

“It's nice to have a new facility and Catford desperately needs its own library. However - there are some drawbacks. 1. It's really doesn't seem big enough to serve the local community 2. There is only one loo 3. Said loo doesn't have baby changing.”

Library services

“I went to the library today with my twins and sadly found the staff to be so incredibly rude...”

Library services

Themes for Primary Care Networks

During Q2, 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.

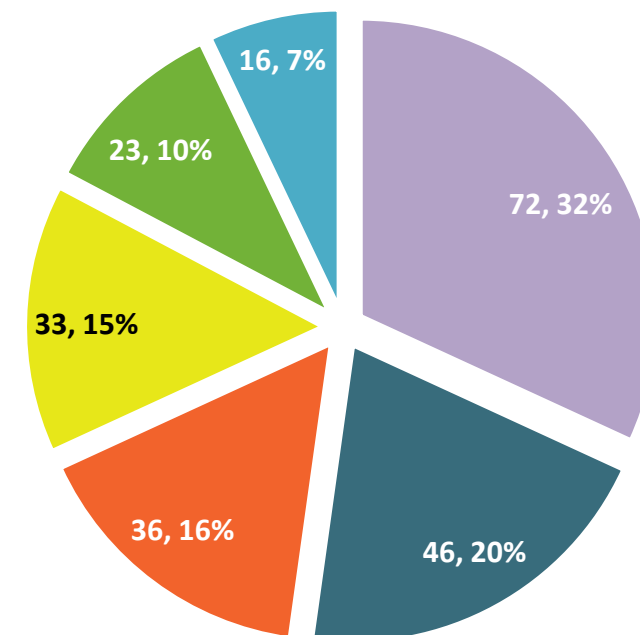
The London Borough of Lewisham is divided into six PCN Network areas:

- 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 (72)** followed by **Lewisham Alliance PCN (46)**, **Lewisham Care Partnership PCN (36)** and **Sevenfields PCN (33)**.

Aplos PCN (16) received the lowest number of reviews followed by **Modality PCN (23)**.

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



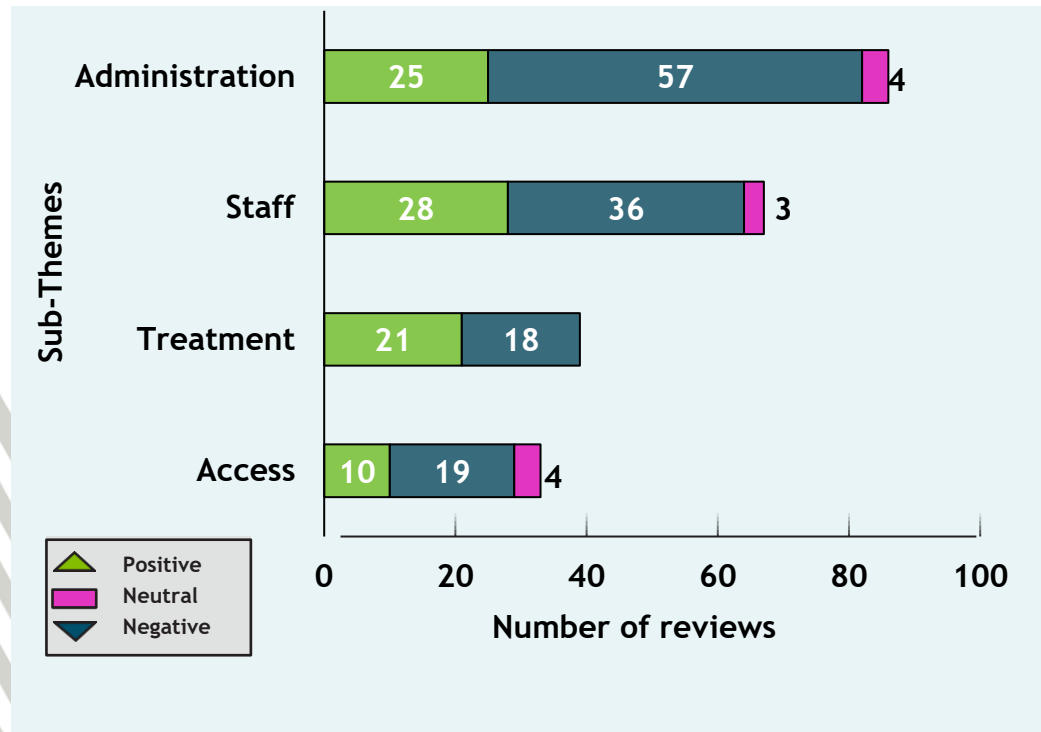
Themes for North Lewisham

The chart below shows the themes from the 72 reviews we collected in North Lewisham PCN. **Administration** (86 comments) and **Staff** (67 comments) were the most frequently identified themes.

From these themes below, **Administration** (66% negative) and **Access** (58% negative) had the highest proportion of negative sentiment. However, **Staff** (42% positive, 54% negative) had more mixed reviews. This illustrates that the patients often experienced issues with general admin and wait times within this area and had varied experiences with staff; some interactions are positive but many reception staff are described as rude and unhelpful.

Treatment also had mixed reviews; patients are receiving some good treatment at the GP, but it could be improved.

Top themes for North Lewisham PCN



Positive reviews

“...the doctors always listen to me and explain my treatments and medication.”

GP surgery

“Great service and friendly staff. Would highly recommend this practice to anyone.”

GP surgery

Negative reviews

“There are never any appointments available and when you call, it takes centuries for a staff member to pick up...”

GP surgery

“...the receptionists are rude and unhelpful...”

GP surgery

“The waiting time is very very long. To get an appointment it takes about 2-3weeks to a month...”

GP surgery

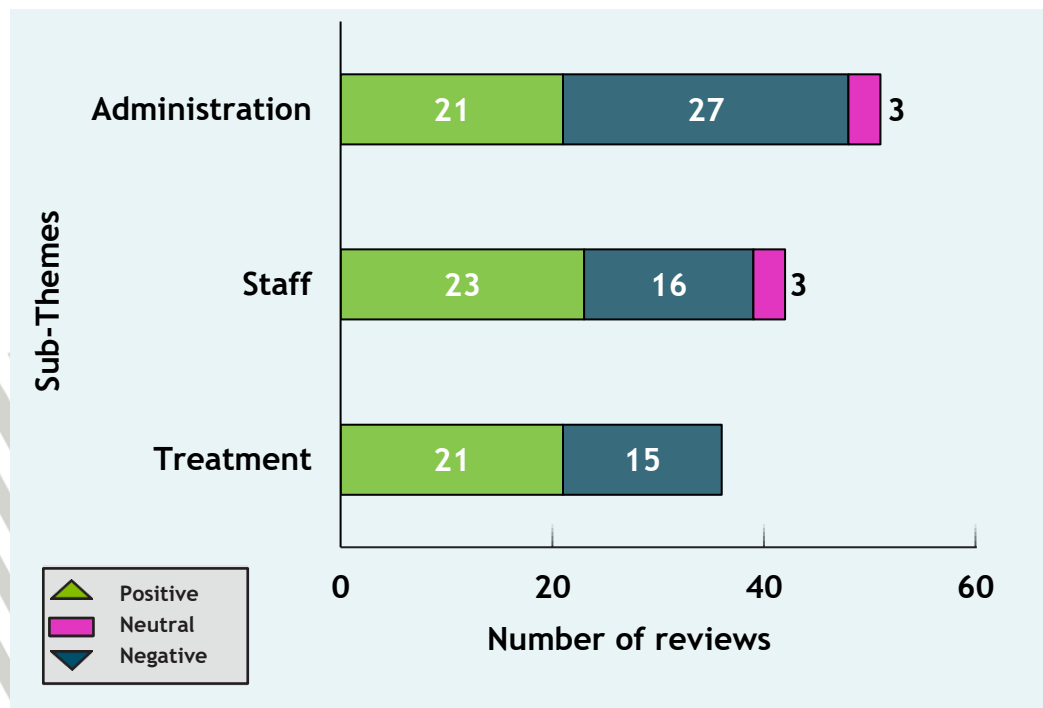
Themes for Lewisham Alliance

For the Lewisham Alliance PCN we received 46 reviews and the main theme patients commented on was **Administration** which received 51 comments. This was followed by **Staff** with 42 and **Treatment** with 36. The chart below shows a breakdown of these themes.

Administration received 41% (21) positive comments, 53% (27) negative and 6% (3) neutral. From these reviews general admin was the most commented on concern. Although some services have efficient admin processes, these figures suggest that administration requires improvement across all GP services within this network.

Staff (55% positive) and **Treatment** (58% positive) had a slightly higher proportion of positive sentiment compared to negative. Patients are receiving some good treatment and are experiencing polite and professional staff, but this cannot be applied to all GP services.

Top themes for Lewisham Alliance PCN



Positive reviews

“...The doctor was eager to listen to my concerns and answer my questions were appropriate and was very calm as well. Overall, I am very pleased with this service.”

GP surgery

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

GP surgery

Negative reviews

“It is a bit hard to get an appointment especially for adults, which they tell you to go to A&E for treatments...”

GP surgery

“Awful booking system! Receptionists are also not very helpful...”

GP surgery

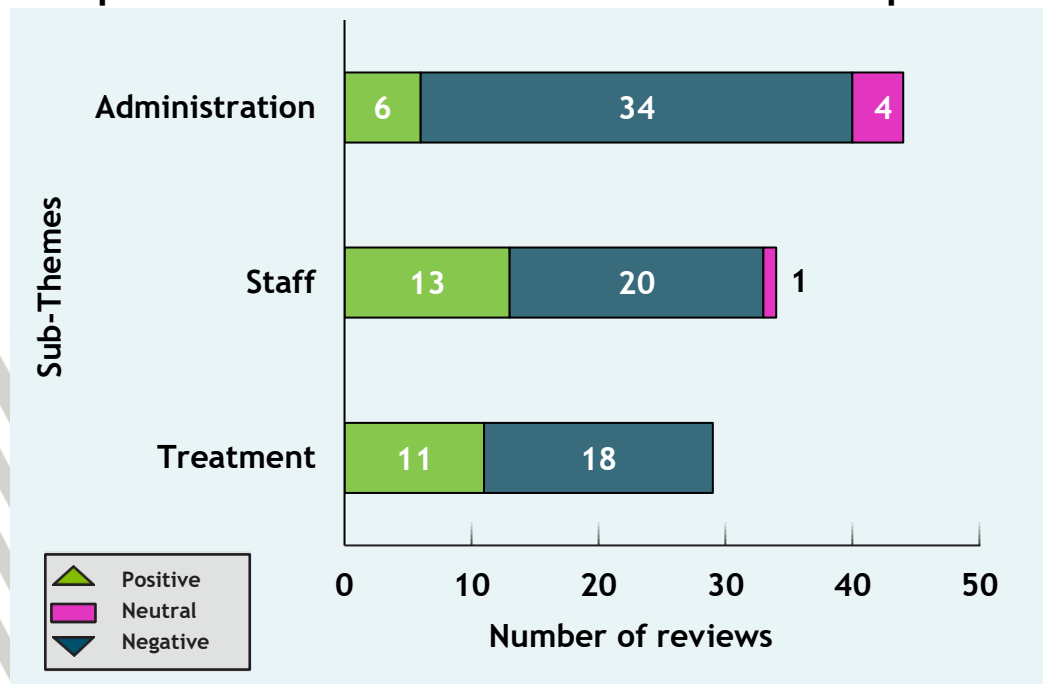
Themes for Lewisham Care Partnership

For Lewisham Care Partnership PCN we received 36 reviews and the main theme patients commented on was **Administration** which received 44 mentions. The chart below shows a breakdown of the top 3 themes.

Administration received a significant proportion of negative comments (77% negative). **Staff**, the second most applied theme, had more balanced reviews with a slightly higher negative proportion (38% positive, 59% negative and 3% neutral). This shows that some concerns were raised about the professionalism and attitudes of staff. Additionally, administration could be improved across the network's services, focusing on increasing appointment availability.

Treatment (62% negative) also had a higher proportion of negative reviews. Although some patients had good experiences when receiving treatment, it lacks consistency across services.

Top themes for Lewisham Care Partnership PCN



Positive reviews

"The staff are very polite and the doctors really listen to my concerns and even offer advice."

GP surgery

"...The staff, Doctors and midwives were very good with me..."

GP surgery

Negative reviews

"It takes forever for the staff to answer the phone, some of the staff are quite rude and condescending, there are never any appointments available."

GP surgery

"Difficult to get appointments, admin staff can be rude, don't expect to be called back when they say they will, doctors fail to send referrals, doctors dismissive and don't take time to listen to you..."

GP surgery

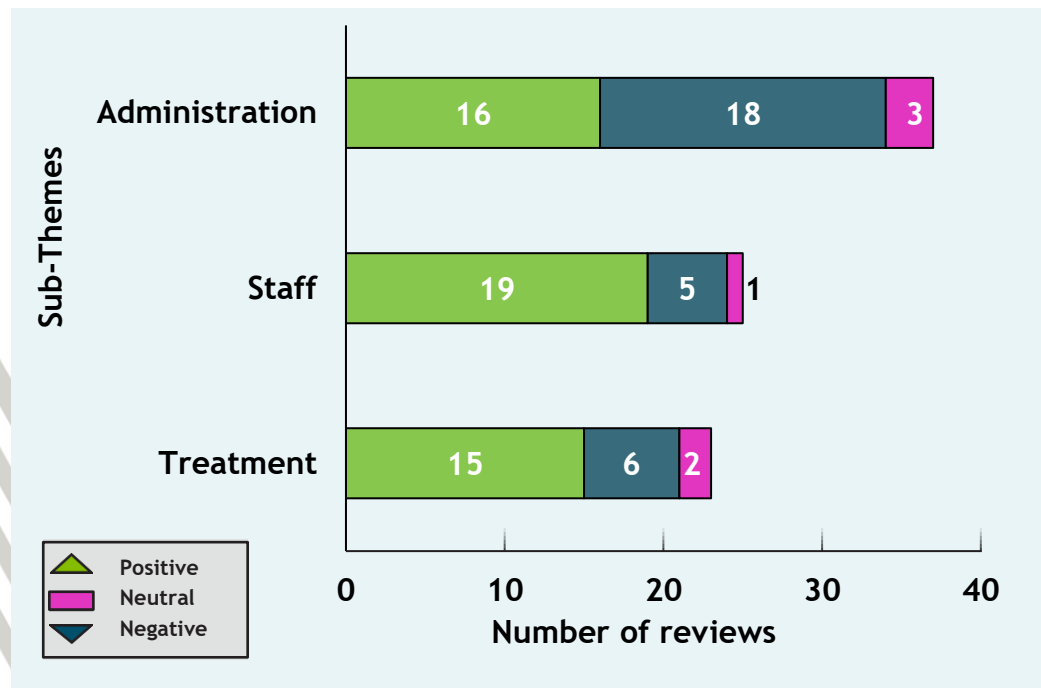
Themes for Sevenfields

For the Sevenfields PCN we received 33 reviews and the main theme patients commented on was **Administration** which received 37 comments. The chart below shows a breakdown of the top 3 themes.

Of the main themes highlighted below, **Staff** (76% positive) had a significant amount of positive mentions. Patients also had positive experiences with **Treatment** (65% positive). This shows that patients are happy with the treatment provided by GPs and found staff to be helpful overall.

Where as, patients had mixed experiences with **Administration** (43% positive, 49% negative, 8% neutral). Comments related to administration often mentioned getting through on the phone and appointment availability as areas to be improved.

Top themes for Sevenfields PCN



Positive reviews

“I just saw the doctor and she was very good at listening to my concerns even prescribing medication for my symptoms.”

GP surgery

“Thank you to Dr x for being extremely kind, professional and always listening...”

GP surgery

Negative reviews

“it is very hard to get someone to pick up the phone and book an appointment...”

GP surgery

“...most times there are no appointments and that is the only issue I have with them.”

GP surgery

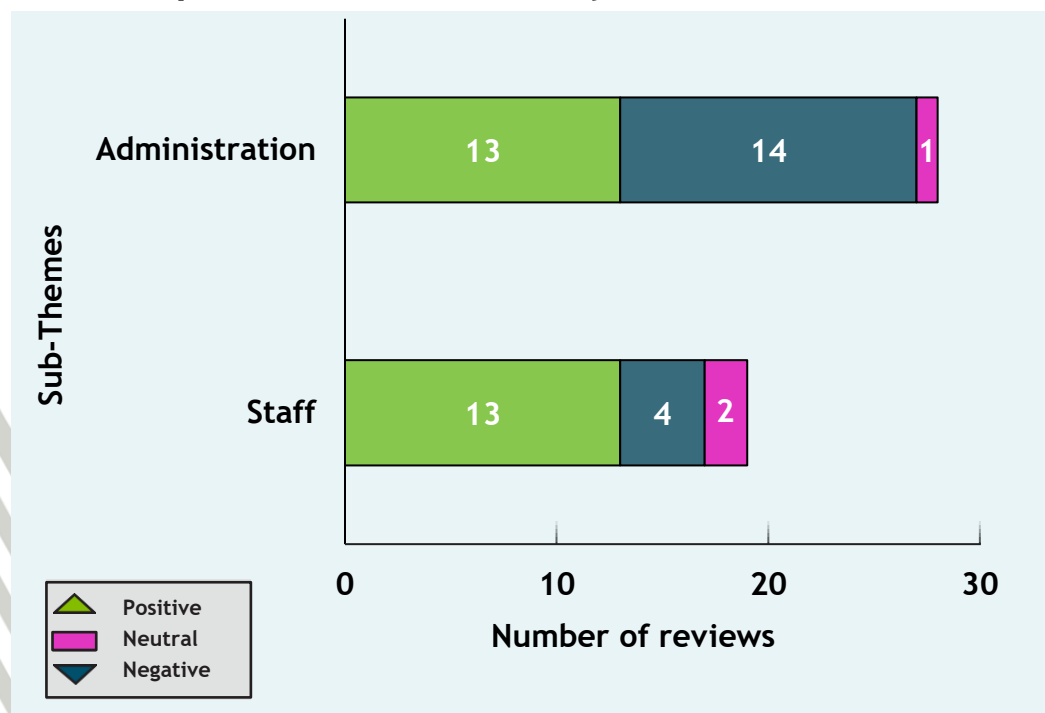
Themes for Modality Lewisham

In Modality Lewisham PCN we collected 23 reviews, from these, **Administration** (28 comments) was the most frequent theme identified in the reviews. The chart below shows a breakdown of the top 2 themes.

Administration had varied reviews with 46% positive, 50% negative and 4% neutral. Although patients were able to book appointments, they expressed a difficulty in doing so, therefore the efficiency of the booking systems could be improved across services.

Staff (68% positive, 32% negative/neutral) was the second more common theme and was experienced mostly positively by patients. Many of the positive comments were related to professionalism, indicating that GP staff within this network are skilful and show ability within their roles.

Top themes for Modality Lewisham PCN



Positive reviews

"I booked my appointments via phone and get appointments during the week and they are very good and efficient. The phlebotomists are always very pleasant and kind..."

GP surgery

"They are very good and nice to me..."

GP surgery

Negative reviews

"I have a lot of complaints as there never seem to be any appointments, it takes long for a staff member to pick up the phone, a very long wait to see the doctor..."

GP surgery

"...To call for an appointment, i had to wait for 45mins for someone to pick up the phone..."

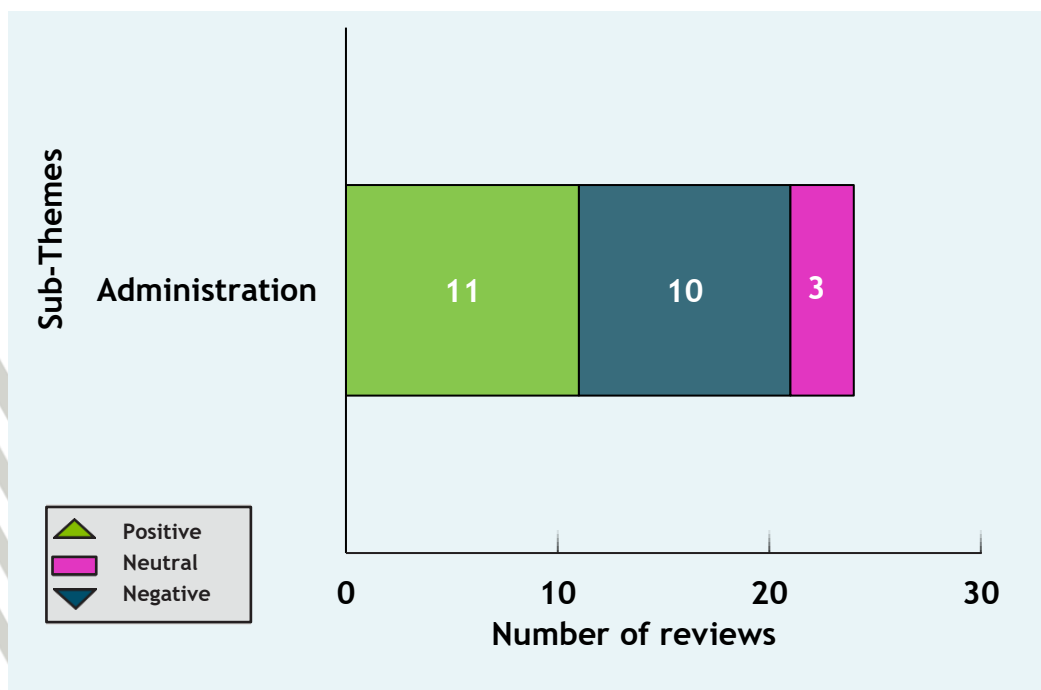
GP surgery

Themes for Aplos

For Aplos PCN we received 16 reviews and the main theme patients commented on was **Administration** which received 24 comments. The chart below shows a breakdown of this theme as it was the only significant theme for this PCN.

Administration had balanced reviews with 46% (11) positive, 42% (10) negative and 12% (3) neutral. From analysing the comments we understand that patients were able to book appointments, but the inefficiency of the phone system made this process time consuming. Therefore, GPs in this network could focus on improving their booking system.

Top theme for Aplos PCN



Positive reviews

“Made an appointment the day before and was able to come in the next day.”

GP surgery

”...Email is the easiest way to make appointments and is able to fit within schedule...”

GP surgery

Negative reviews

“The surgery could be better if they have more appointments availabilities, more professional efficient staff, etc.”

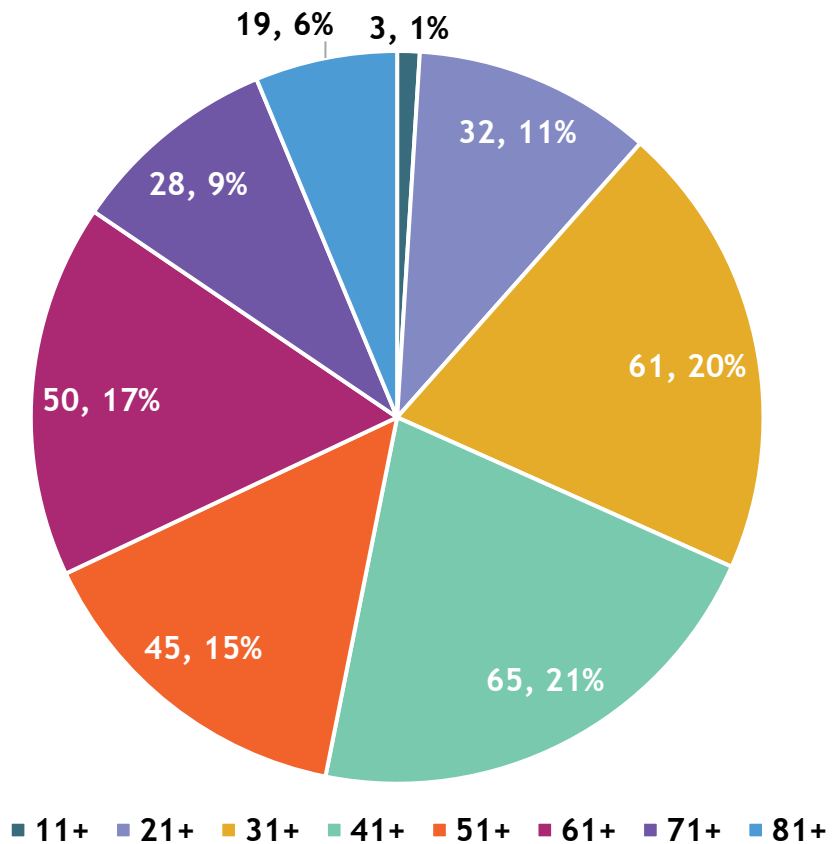
GP surgery

“Only problem is through booking. Email works better for responses and appointments. Phones are hard to get to the receptionists.”

GP surgery

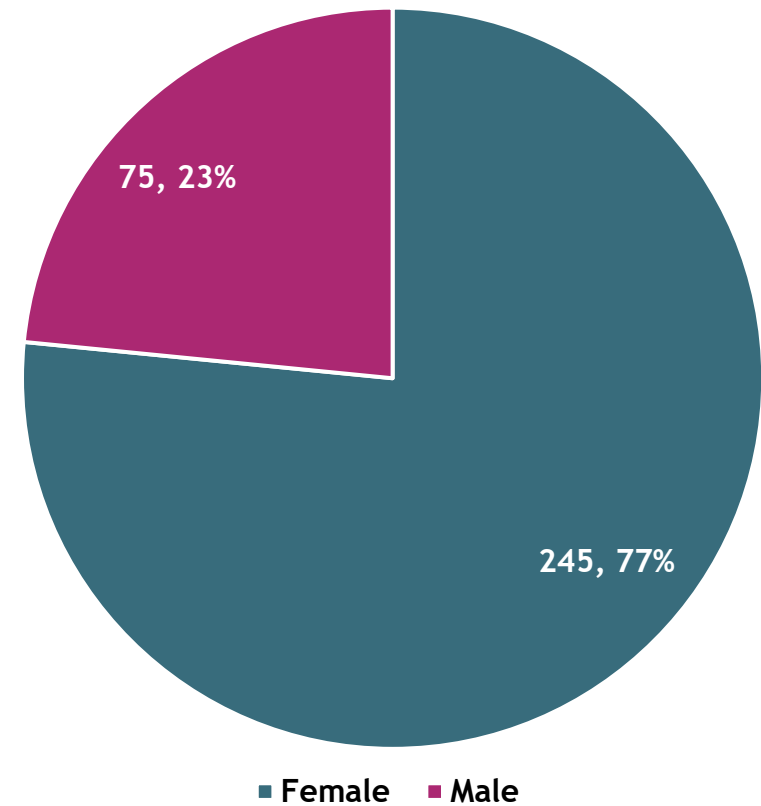
Demographic information

Below is a breakdown, by age group, of the 303 patients who chose to disclose their age with us. The most common age groups that we heard from was 41-50 (21%), closely followed by 31-40 (20%).



Age

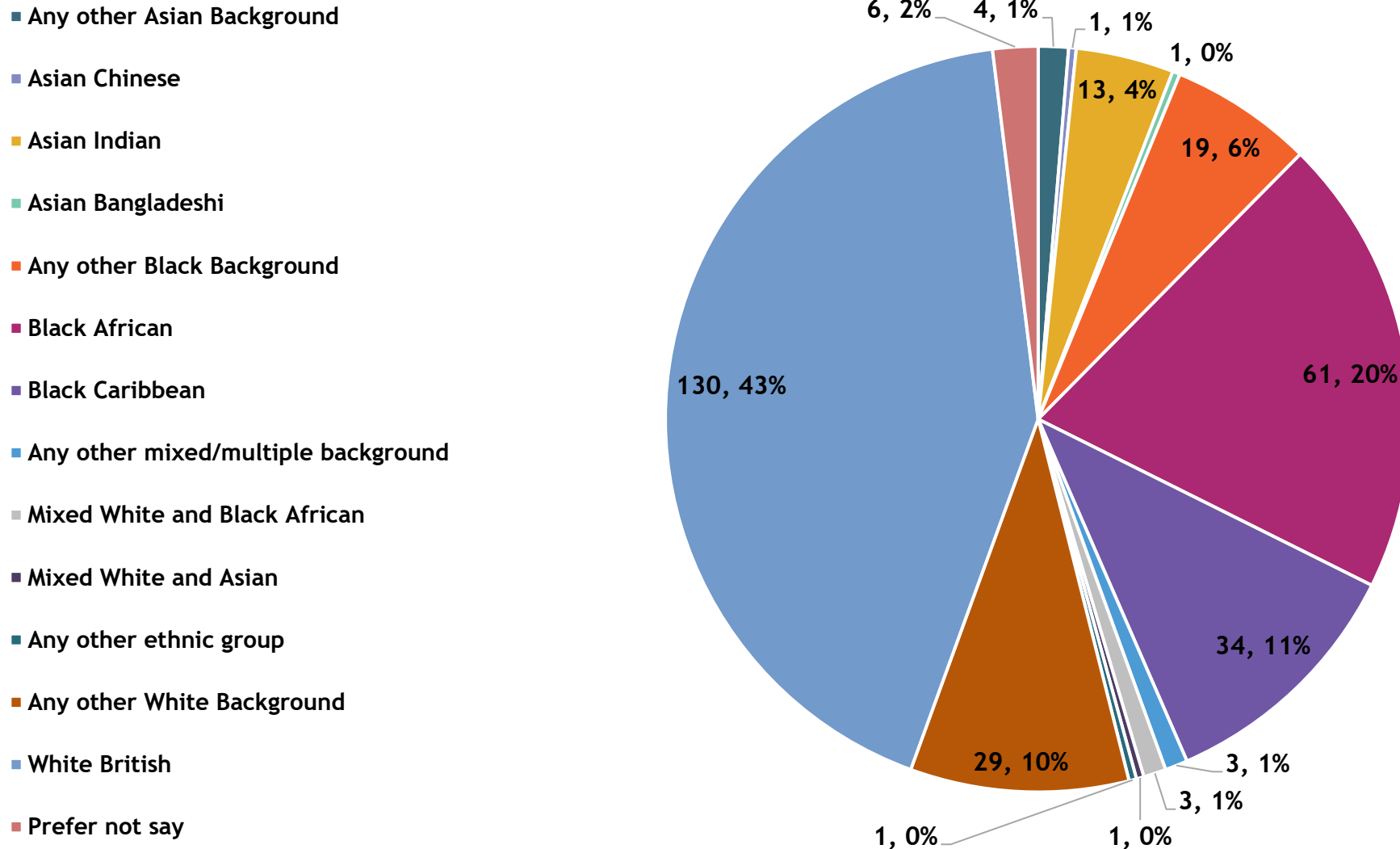
The pie chart below shows a breakdown by gender. From the 320 patients who chose to disclose their gender, we heard from a higher proportion of residents who considered themselves Female (77%) rather than Male (23%).



Gender

Demographic information

The pie chart below provides a breakdown of the 306 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 (43%), followed by Black African (20%), Black Caribbean (11%), Any Other White Background (10%) and Any Other Black Background (6%).



Through our Patient Experience Programme, Healthwatch Lewisham was able to capture **1,077** patient experiences about local health and social care services between July - September 2022.

Summary of findings:

Hospitals

- Staff are providing a good service within hospitals. Their attitudes, professionalism and overall helpfulness have mostly been experienced positively by patients, with only some mentions of rude manners from staff.
- Patients are having positive experiences with treatment at hospitals; they feel like their concerns are addressed. Treatment quality is good but could be improved to ensure consistency.
- There are issues with waiting times in hospitals, more specifically, long waits in A & E departments. This is often resulting in patients waiting overnight or being unable to see a professional at all when visiting.
- Hospitals are doing well to keep their facilities clean and presentable.

GPs

- Administration requires improvement across all GP services. Although many patients were able to eventually book appointments, the process is time consuming due to the inefficiency of the phone system and a lack of appointment availability.
- The service from staff varies across GP practices. There are many mentions of positive attitudes and professional behaviour from staff but also a lack of professionalism in some cases. This depends on which staff members are being described; doctors are often described positively, where as, concerns are raised regarding reception staff.
- Experiences with treatment vary across GP services. Many patients felt they were listened to, and their concerns were addressed. However, this was not always the case so this area could be improved.
- There are long waiting times at GPs. This includes long waits for procedures, results and face-to-face appointments, as well as long waits when at the GP with an appointment.

Dentists

- Overall, Dental services are providing excellent treatment. The quality is high, and patients are having positive experiences during treatment. For example, they feel put at ease and comfortable during dental procedures.
- Staff at Dental practices are well-mannered, helpful, knowledgeable and deal with situations professionally.
- Administration is adequate across Dental services. Patients can see a dentist quickly and have a choice over appointment times.
- Many patients can access information and advice at Dentists. Staff offer detailed information regarding different treatments and provide dental advice for patients to implement at home.

Pharmacy

- Many staff across Pharmacies have good attitudes and deal with their patients professionally. However, concerns were still raised so this area could be improved to ensure all Pharmacy staff are being polite and helpful to their patients.

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 Local Care Partnership Strategic 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 care system.

All of our findings are communicated with the SEL HW Director who ensures that the voice 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 October - December we will work closely with health and 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 Aplos PCNs and Modality 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 and GP 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 Hospitals to encourage them to review the waiting times within A & E departments, as this has been flagged in the report as an area for concern.
- We will share the findings with Dental services to praise them on their excellent service, staff and treatment.

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**

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 & 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 & Inclusion, Involvement & 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 & 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 & Development)</i>
Transport	(Ambulance - Emergency, Ambulance - Routine, Patient Transport Service - non NHS)
Treatment	<i>(Effectiveness, Experience, Quality, Safety of Care/Treatment, Treatment Explanation)</i>