

Q3 Patient Experience Report

Healthwatch Lewisham
Oct – Dec 22



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Layout of the report

This report is broken down into five key sections:

- Quarterly snapshot
- Experiences of GP Practices
- Experiences of Hospital Services
- Experiences of Dental Services
- Experiences of 'Other' Services

GPs, Hospitals and Dental Services have been given dedicated sections as we ask tailored questions about these services when carrying out engagement. These are the top 3 services we usually receive most feedback about. Each of these sections highlight good practice, areas of improvement and recommendations.

This report functions as a standardised general overview of what Lewisham residents have told us within the last three months. Additional deep dives relating to the different sections are dependent on additional capacity.

Please note that this is a new report design which was developed as part of our review of the Patient Experience Programme. Therefore there will be gaps in data for Q1 and Q2 of the 2022/23 financial year.

Introduction

Patient Experience Programme

Healthwatch Lewisham is your local health and social care champion. Through our Patient Experience Programme, we hear the experiences of residents and people who have used health and care services in our borough.

They tell us what is working well and what could be improved allowing us to share local issues with decision makers who have the power to make changes.

Every three months we produce this report in order to raise awareness about patient experience and share recommendations on how services could be improved.

Methodology



Carrying out engagement at **local community hotspots** such as GPs, hospitals and libraries



Encouraging conversations on **social media** and gathering **online reviews**



Providing promotional materials and surveys in **accessible formats**



Training volunteers to support engagement across the borough allowing us to reach a wider range of people and communities

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

Between October and December 2022 we continued to develop our PEP by :

- Creating a new Patient Experience Form which included specific questions relating to GP, hospital and dental services – which are the three service types we collect most feedback about

Q3 Snapshot

This section provides a summary of the number of experiences we collected during October to December 2022 as well as breakdown of positive, negative reviews per service. We analysed residents rating of their overall experience to get this data (1* and 2* = negative, 3* = neutral, 4* and 5* = positive)

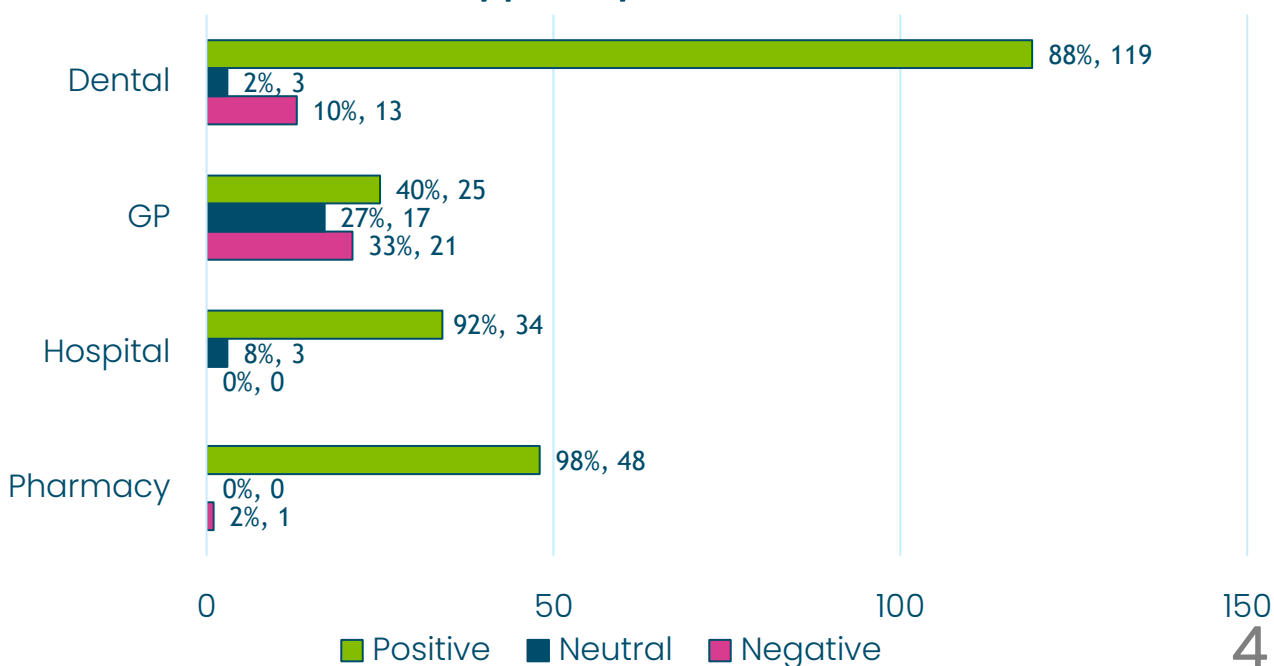


295 reviews

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

Top Service Types	No of Reviews	Percentage of total reviews
Dental	135	46%
GP	63	21%
Pharmacy	49	17%
Hospital	37	13%

Service Type by Sentiment



Experiences of GP Practices



What people told us about GP Practices

"The doctors are very good and professional and know exactly what they are doing. I do not get rushed off like some doctors do and they always listen to me. Booking my appointments via phone is not that difficult as they pick up quite quickly for me."

"I always get an appointment whenever I call via phone. The doctors are very efficient, professional and very knowledgeable and also always listen to me. The treatments I always get are very effective for my condition."

"Staff are very polite, the environment is clean and tidy. The doctors listen to my concerns or worries and I feel they never judge me for that."

"Doctors are good once you get through to them, and they always listen to me. I always get the best treatment, and the medications prescribed to me are always good and effective."

"I always book my appointments via phone and I was on the phone for 40 minutes and then told that the appointments are gone and that they only offer telephone appointments which is no excuse as they have now lifted restrictions. I will say that this surgery has gotten worse since they merged and not better."

"The e-consult online system for appointments asks so many annoying questions and it takes so long to fill out the forms. It is a waste of time as it steers you into the wrong different direction which leads to the wrong diagnosis."

"It takes forever to get through and when I eventually get through, there are no appointments and the online form is actually very frustrating as it doesn't do anything."

"No face to face appointments are available and also I do not like when I'm questioned on the reason why I am calling. I find it quite intrusive as the receptionists are not health care professionals."

GP Services

No. of Reviews	63
Positive	40%
Negative	27%
Neutral	33%



Questions we asked residents

As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

Q1) How do you find getting an appointment?

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

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

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

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

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

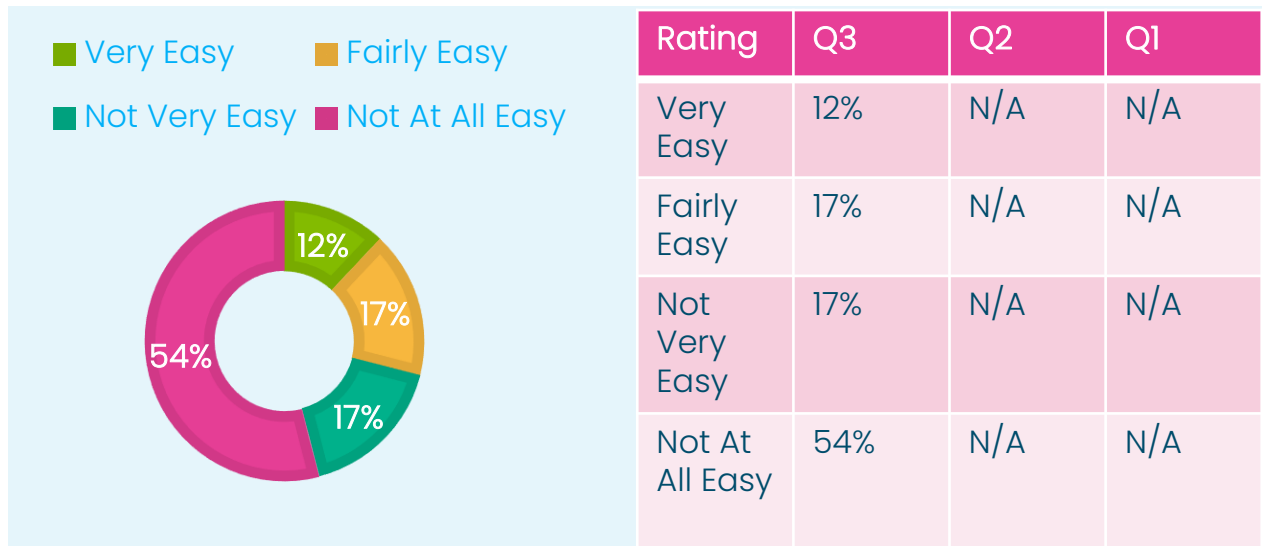
Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (Very Easy – Not at All Easy) to allow our data to be comparable with the NHS data.

Participants were asked to choose between 1-5* (Terrible – Excellent)



Access and Quality Questions

Q1) How do you find getting an appointment?

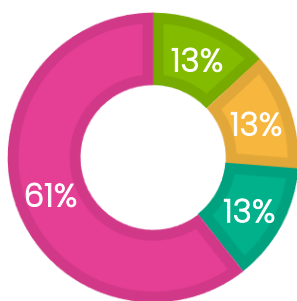


During October- December residents told us that they found it difficult to get an appointment from their GP practice with 71% choosing either 'Not At All Easy' (54%) or 'Not Very Easy' (17%)

Only 12% considered the process to be 'Very Easy'

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

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



Rating	Q3	Q2	Q1
Very Easy	13%	N/A	N/A
Fairly Easy	13%	N/A	N/A
Not Very Easy	13%	N/A	N/A
Not At All Easy	61%	N/A	N/A

Similarly, getting through on the telephone to speak to someone was a challenge with 61% of respondents describing the process as 'Not At All Easy'.

This shows that accessing GP services continues to be a key issue for Lewisham residents.

Access and Quality Questions

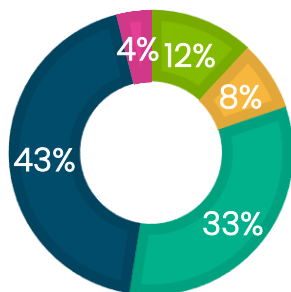
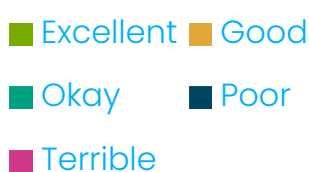
Q3) How do you find the quality of online consultations?



The majority of people we spoke to had issues with online consultations with 49% describing their experience as 'Poor.'

This is an area we will continue to monitor as the provision of online consultations remains prominent post-pandemic.

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



Rating	Q3	Q2	Q1
Excellent	12%	N/A	N/A
Good	8%	N/A	N/A
Okay	33%	N/A	N/A
Poor	43%	N/A	N/A
Terrible	4%	N/A	N/A

Patients were disappointed with telephone consultations as 43% rated their last consultation as 'Poor'.

The responses to these two questions shows that most people we spoke to were negative or indifferent towards remote appointments.

Access and Quality Questions

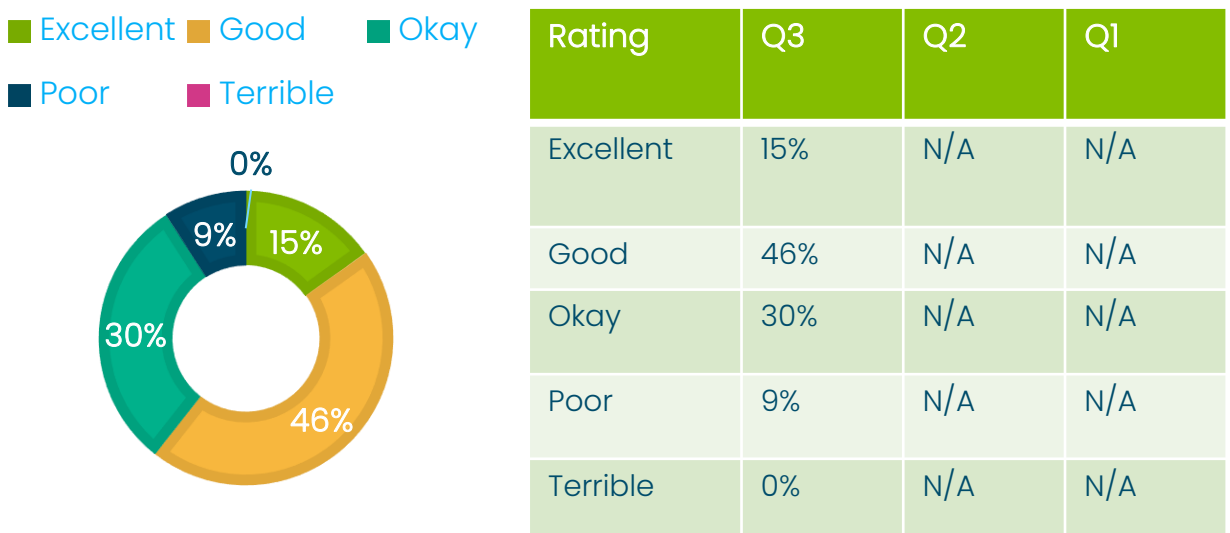
Q5) How did you find the attitudes of staff at the service?



Despite issues with the different types of consultation, this did not impact on people’s perspective of staff. Most residents we spoke to over the last three months continue to praise staff attitudes with 61% either considering them ‘Excellent or Good.’

Only 2% considered their experience ‘Terrible.’

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



Over the last few years, most residents have praised the quality of treatment they have received at GP practices across this borough. This continued to be true between October and December with 61% of reviews being ‘Excellent or Good.’

Interestingly, no-one considered the treatment and care to be ‘Terrible’.

Thematic analysis

In addition to the specifically tailored questions we ask about GP practices we also ask two further questions (**What is working well?** and **What could be improved?**) to help get a more detailed picture.

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The charts below show the top 5 positive and negative issues received between October and December 2022.

A list of the themes can be found on the Healthwatch Lewisham website

Top 5 Positive Issues	Total count
Treatment and Care – Quality of Experience	30
Staff attitudes	20
Appointment availability	16
Staff attitudes – health professionals	13
Communication with patients	10

Top 5 Negative Issues	Total count
Getting through on the telephone	21
Appointment availability	20
Booking appointments	9
Staff attitudes – administrative staff	8
Waiting Times (punctuality and queueing on arrival)	6

Primary Care Networks

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

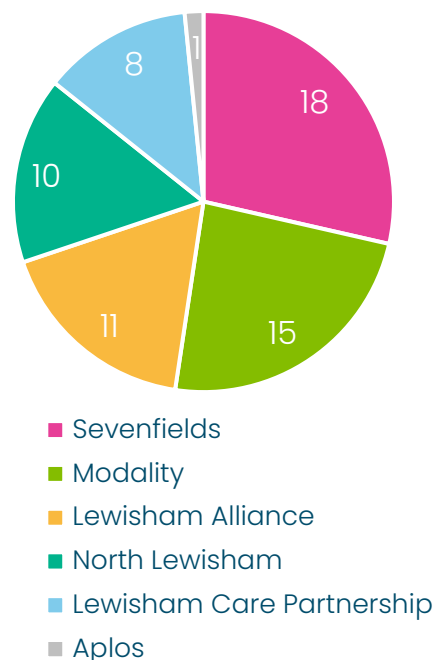
- Aplos
- Lewisham Alliance
- Lewisham Care Partnership
- North Lewisham
- Modality
- Sevenfields

Between October and December 2022 the PCN's which received the most reviews were Sevenfields and Modality.

In future versions of this report we will compare the PCN's by the average ratings given for the access/quality questions and overall experience. This will help us to understand the variance of experience across the borough.

We will also compare the top positive and negative themes.

Total Reviews per PCN



What has worked well?

Below is a list of the key positive aspects relating to GP practices between October and December 2022

Treatment and Care - Experience

91% of reviews that covered quality of experience were positive.



Patients highlighted the professionalism of staff and the effectiveness of treatment and advice given at their GP practices.

A significant number of people were pleased that their GP maintained a clean environment and felt this added to their experience.

Staff Attitudes

83% of reviews that discussed the staff attitudes theme were positive.



Since 2020, we have found that residents often would have challenges with access but would praise staff and quality of care when they managed to see a health professional.

This remained the case between October and December 2022, with patients describing staff, in particular, health professionals as 'polite' and 'supportive.'

Appointment availability

40% of reviews that mentioned appointment availability were positive.

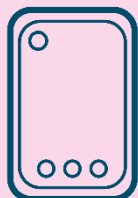


Although we heard more negative experiences than positive experiences. It's evident that there is more of a mixed picture in the borough.

Patients who shared positive experiences explained that the last time they had contacted their GP practice by phone they were able to get an appointment straight away. Several people valued the call back option provided by their practice when phone lines were busy.

What could be improved?

Below is a list of the key areas for improvement relating to GP practices between October and December 2022



Getting through on the telephone

84% of reviews that mentioned patients trying to get through on the telephone to their practice were negative.

During Q3, a substantial number of patients were frustrated at the length of time it would take them to speak to a receptionist. They were having to often wait over 30 minutes before their phone call was picked up.



Appointment availability and booking appointments

50% of reviews that discussed appointment availability were negative.

This finding combined with people telling us in Question 1 that they found it difficult to get an appointment from their GP practice shows that access remains an issue for residents.

Those who shared negative experiences told us that when they are eventually able to speak to a receptionist they find that there are no longer any appointments available.

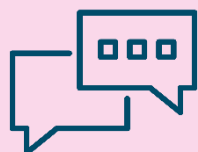
Some people also felt that online booking systems were too difficult to navigate.



Staff attitudes – administrative staff

62% of reviews that directly referenced the attitudes of administrative staff were negative.

Some patients were unhappy with the behaviour of receptionists who they considered to be rude and inflexible when attempting to get an appointment.



Accessing face-to-face appointments

Earlier in this section we identified that most people we spoke to were negative or indifferent towards remote appointments.

When asking patients what could be improved, several people wanted to be given the option to see a health professional inside the GP practice and for waiting times to get a face-to-face appointment to be reduced.

Recommendations

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

Getting through on the telephone

1. Long waiting times on the phone continue to be an issue for patients. We recommend that all GP practices implement a call back system which guarantees patients can speak to someone when phone lines are busy.

Booking appointments online

1. Several patients told us that online systems were too difficult to navigate. We recommend that GP practices review systems such as E-consult to identify ways of making them more accessible.
2. Practices should look to engage and support patients who are encountering difficulties with online booking and triage systems with appropriate training or guidance.

Availability of face-to-face appointments

1. Over the last three months, people have told us about their indifference or criticism of remote consultations and their preference for face-to-face appointments. We recommend that GP services continue to expand the number of in-person appointments post pandemic.

Equalities Snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience based on personal characteristics.

This section pulls out interesting statistics when we analysed overall experience ratings. A full demographics breakdown can be found in the appendix.



Gender

During the last three months, men had a better experience of GPs when compared with women. 58% of men rated their experiences 4* or higher compared to only 41% of women

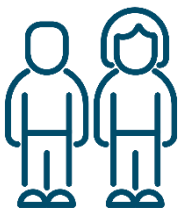


Age

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

Experiences amongst these age ranges were mixed with 50% of 35-44 year olds having positive experiences.

While 50% of 45-54 year olds also gave negative reviews.



Ethnicity

59% of White British residents who shared reviews considered their last experience of a GP to be either 'Good' or 'Excellent'. This was the highest percentage for an ethnicity that shared more than 10 reviews.



Long Term Condition

28% of residents we spoke to who shared their equalities data considered themselves to have a long-term condition (LTC).

Interestingly 67% of them had a positive experience of their GP practice in comparison to 43% of those who did not have a LTC.

Experiences of Hospital Services



What people told us about Hospital Services

"I had an emergency and was treated very well throughout having the operation. I burst my bowels and the doctors and nurses saved my life.

"I walked in to get treatment and the staff and doctors were absolutely fantastic when I went there.

I was seen within 2 weeks and the problem was sorted out very quickly. Staff and doctors were professional and the treatment and care given to me was amazing."

"They made us less anxious with everything, the nurses and doctors were very patient, very child friendly, very communicative and listened to me."

"Staff were amazing when I visited. My operation on my knee went amazingly great.

The discharge preparation was done very efficiently and very organised, my safety was considered and I was very happy with everything."

"The A&E wait should be made less frequent as it was a long wait. The Children's section should be more equipped with resources. Also, the receptionist at the desk on the day of our visit should be re-trained as she possessed no customer skills or people's skills whatsoever."

"The queue to get registered in A&E was long. The waiting time is out of this world, so so long, this needs to be improved dramatically."

"The waiting times at the hospital was forever and that is the only issue."

"I had to wait for 5-6 hours before I was seen. The Nurse I had contact with was a devil in disguise as she was so rude and very dismissive."

Hospital Services

No. of Reviews	37
Positive	92%
Negative	0%
Neutral	8%



Questions we asked residents

As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

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

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

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

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

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

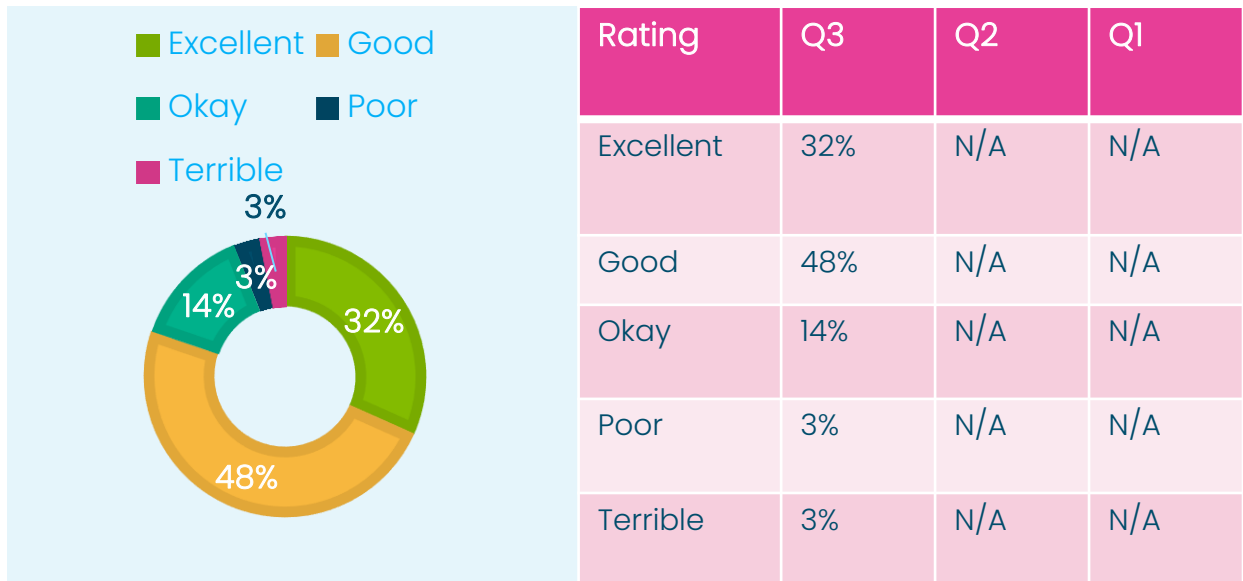
Q6) How would you rate the quality of treatment and care received?

Participants were asked to choose between 1-5*
(Terrible – Excellent) for all questions.



Access and Quality Questions

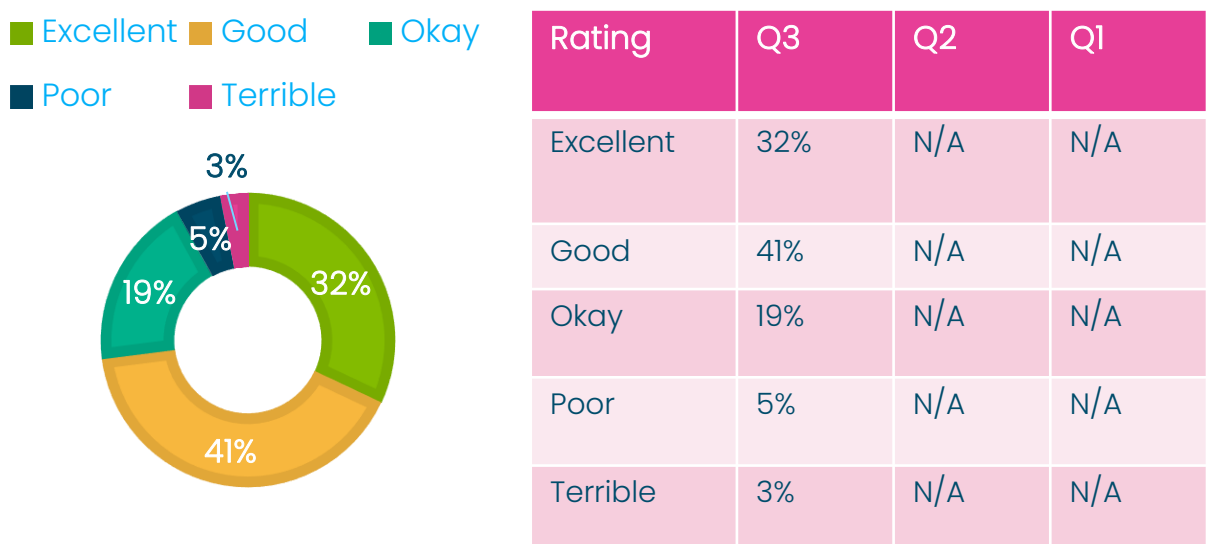
Q1) How did you find getting a referral/appointment at the hospital?



During October- December, we found that residents were pleased with their experience of getting an appointment with 80% either rating it as 'Excellent' (32%) or 'Good' (48%).

Only 6% of people we spoke to rated it 2* or less.

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

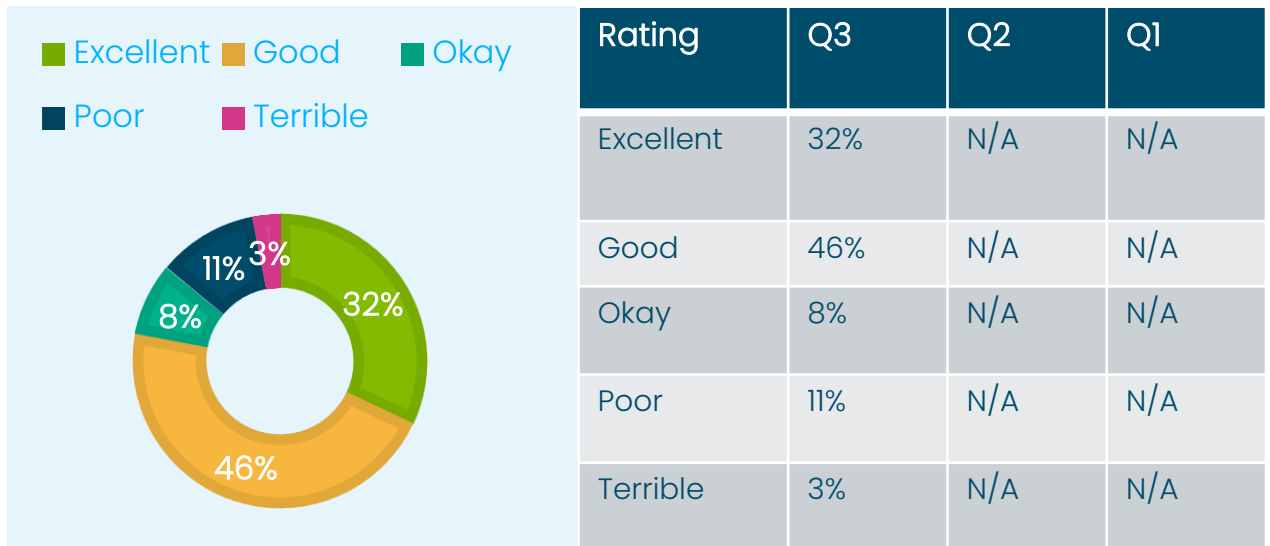


Similarly, 32% found their experience of getting through to someone on the phone as 'Excellent' which is an improvement when compared to experiences we have received over the last 12 months.

Only 8% found this aspect to be 'Poor' (5%) or 'Terrible'

Access and Quality Questions

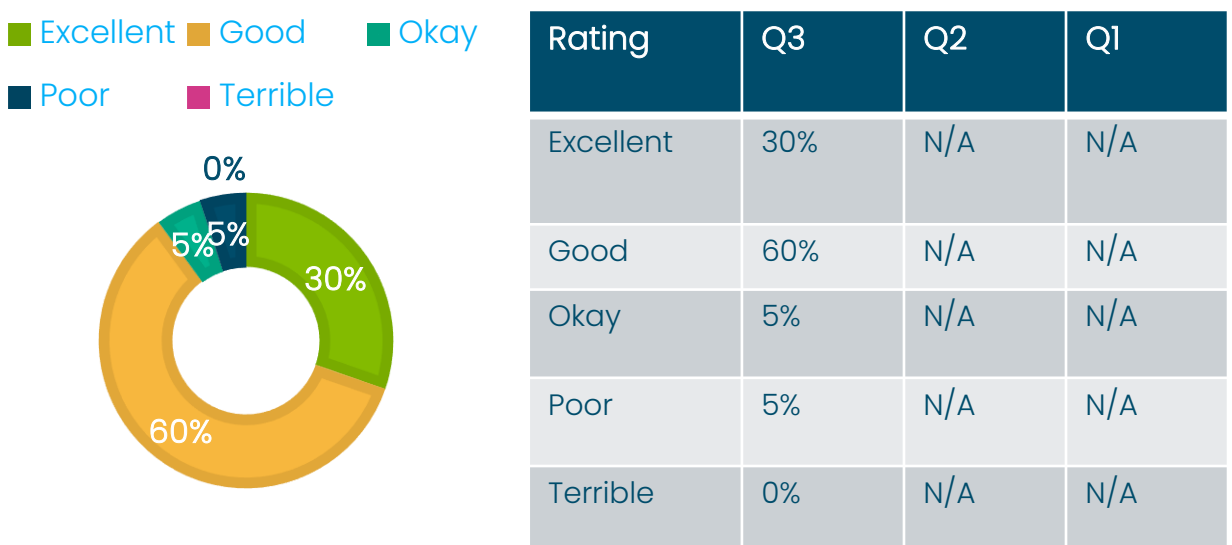
Q3) How do you find the waiting times at the hospital?



78% of the patients we spoke to considered waiting times at the hospital to be 'Excellent' or 'Good'.

It should be noted that there was significant difference in people's view of waiting times in outpatients compared to A&E, with us receiving more concerns about the emergency department.

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

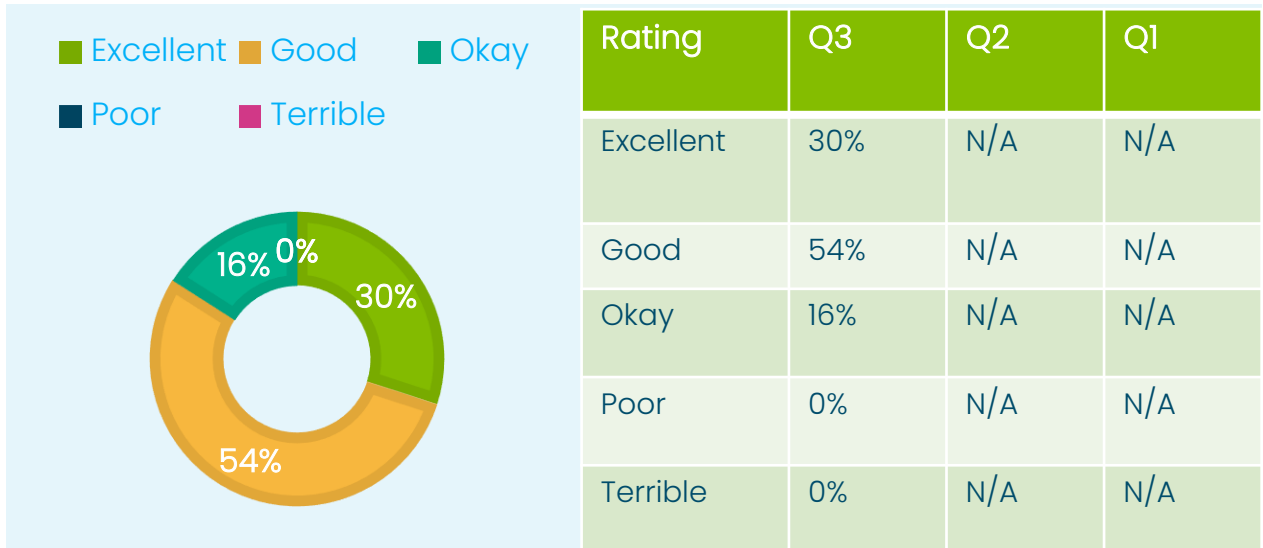


Most patients who spoke to us between October and December felt the communication between their GP and hospital was 'Good'.

Interestingly and unusually, 0% of people gave a 1* rating to this aspect.

Access and Quality Questions

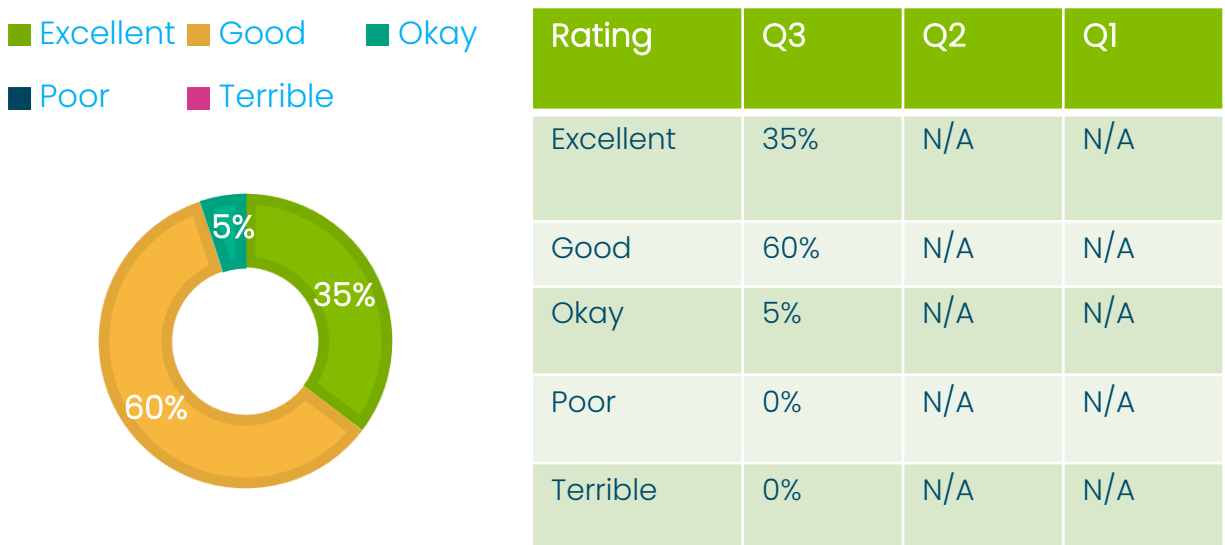
Q5) How do you find the attitudes of staff at the service?



Patients were extremely positive about their hospital experiences with 84% praising staff attitudes. This is something that has been regularly highlighted by residents over the last few years.

It should be noted that some patients did share criticisms about individual staff. However, when they were asked to consider staff as a collective they gave high ratings as can be seen in the above chart.

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



Since we began our Patient Experience Programme in 2020, residents have highlighted the quality of treatment they have received at the hands of local hospitals.

This continued in Q3 with 95% of people considering their treatment 'Excellent' (35%) or 'Good' (60%).

Individual hospitals

Lewisham residents access a variety of different hospitals depending on factors such as choice, locality and specialist requirements. During the last three months we heard experiences about the following hospitals:

- University Hospital Lewisham
- King's College Hospital
- Princess Royal University Hospital

95% of all hospital reviews we received between October and December 2022 related to University Hospital Lewisham (UHL).

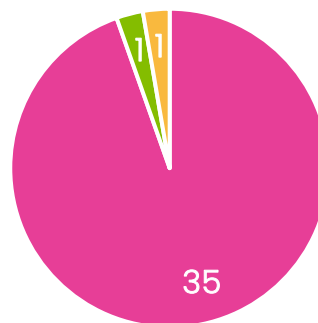
We would normally compare local hospitals in order to understand the variance of experience. However, on this occasion we can only analyse the experiences of UHL.

Below is a table which combines the ratings given for access and quality covered in the previous section.

An overall experience rating has also been included.

Please note that each question has been rated out of 5 (1 – Terrible – 5 Excellent) Each **average rating** has been colour coded to indicate positive, negative or neutral sentiment.

Total Reviews per Hospital



- University Hospital Lewisham
- King's College Hospital
- Princess Royal University Hospital

Name of Hospital	ACCESS (out of 5)			QUALITY (out of 5)			Overall Experience
	To a referral/ appointment	Getting through on the phone	Waiting Times	Of Communication between GP and Hospital	Of Staff attitudes	Of Treatment and Care	
University Hospital Lewisham	4.1	3.9	3.9	4.1	4.1	4.3	4.3
No of reviews:	35						

Thematic analysis

In addition to the specifically tailored questions we ask about Hospital services we also ask two further questions (**What is working well?** and **What could be improved?**) to help get a more detailed picture.

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. Our taxonomy was developed using Healthwatch England guidance and organisational expertise about patient experience.

The charts below show the top positive and negative issues relating to University Hospital Lewisham between October and December 2022.

Due to the service not receiving any negative reviews we can only include 1 issue which was highlighted by patients.

Top 5 Positive Issues	Total count
Treatment and care – Experience	22
Staff attitudes – health professionals	18
Staff attitudes	12
Communication with patients	10
Appointment availability	8

Top Negative Issues	Total count
Waiting Times (punctuality and queueing on arrival)	8

Further insight about the issues raised in the tables are included in the next few pages of the report.

The Q4 (January–March 2023) edition of the Patient Experience Report will have an additional section which compares the top positive and negative themes captured each financial quarter in order to identify any ongoing or emerging issues relating to hospital services.

What has worked well?

Below is a list of the key positive aspects about University Hospital Lewisham between October and December 2022.



Treatment and Care - Experience

All reviews that covered quality of experience at UHL were positive.

Patients singled out the Accident and Emergency department for being extremely thorough in their provision of treatment. Throughout the different departments, patients felt they received a high level of care.



Staff attitudes – health professionals

100% of reviews specifically mentioning the attitudes of doctors and nurses were positive.

This is a regular finding that we have discovered since starting our engagement in the borough in 2020. On this occasion, staff were described as being 'kind' 'caring' and 'nice.'

The professionalism shown by health professionals was appreciated by patients.



Communication with patients

100% of reviews that mentioned communication with patients were positive.

Patients really valued that staff would listen to their concerns while explaining their treatment. Several patients mentioned how this helped them feel reassured.



Appointment availability

100% of reviews that referenced appointment availability were positive.

This is supported by the findings of question 1 in this section where 80% of people responded that they found the process of getting an appointment/referral as 'Good' or 'Excellent'

People who shared their views with us did not have difficulties with accessing appointments at UHL.

What could be improved?

Although we received no official negative reviews about University Hospital Lewisham, patients did highlight a couple of issues which they felt could have been better.

Below is a list of the areas for improvement relating UHL between October and December 2022.



Waiting Times (punctuality and queueing on arrival)

53% of reviews relating to waiting times at University Hospital Lewisham were negative.

The vast majority specifically related to waiting times at the Accident and Emergency Department. Although patients were happy when they got seen they were frustrated by the length of the queue to get registered as well as the amount of time in the waiting area.



Children's resources in the A&E department

Due to the long waiting times in the A&E department, some parents felt there needed to be more toys, books and resources available in the waiting area for their children.

Recommendations

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

Waiting Times (punctuality and queueing on arrival)

1. University Hospital Lewisham should continue to review their internal processes within the A&E department to see how they could reduce the length of waiting time which has increased since the COVID-19 lockdowns were ended.

Children's resources in the A&E department

1. Several parents suggested that a wider range of resources or activities for children in A&E would help both the parents and children when experiencing long waits to be seen by a health professional.

We would support this suggestion as long as it can be achieved while abiding to infection control guidance.

Equalities Snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience provided to people based on their personal characteristics.

Not everyone chooses to share their personal information when giving a response. The snapshot does not include 'prefer not to say' responses.

This section pulls out interesting statistics when we analysed overall experience ratings. A full demographics breakdown can be found in the appendix.



Gender

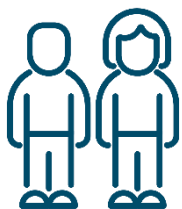
During the last three months, 100% of the men (9) we spoke to had a positive experience of University Hospital Lewisham. By comparison, 95% of women (19) rated their last hospital visit as 'Good' or 'Excellent.'



Age

35-44 year olds shared the highest amount (13) of positive experiences about hospitals. 92% of all feedback praised their services.

The second highest amount of positive reviews came from 45-54 year olds, (8) 100% of this feedback was positive.



Ethnicity

95% of the White British residents (20) who shared reviews considered their last hospital experience to be 'Good' or better.

The next highest was Black British (8) who all gave positive reviews.



Disability and Long Term Conditions

All patients (14) who considered themselves to be disabled or have a long term condition gave positive ratings about their hospital care.

Experiences of Dental Services



Dental Services

No. of Reviews	135
Positive	88%
Negative	10%
Neutral	2%

Questions we asked residents



As part of our new patient experience approach, we asked residents a series of questions which would help us better understand experiences of access and quality.

The questions we asked were:

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

Q2) How do you find getting NHS appointments?

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

Q4) How helpful are staff in explaining your dental treatment?

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

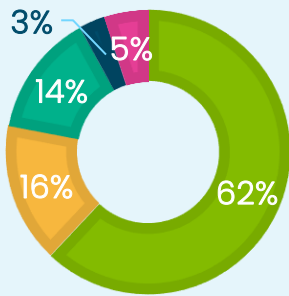


Access and Quality Questions

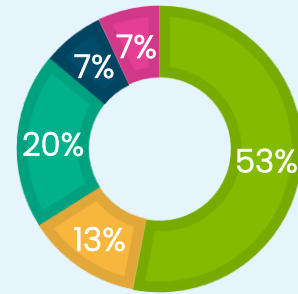
Q1) How did you find it registering with an NHS dentist? (within the last 12 months)

Q2) How do you find getting NHS appointments?

■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible



■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible

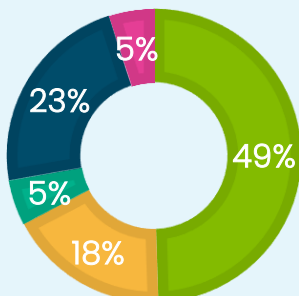


During October- December, we found that residents had positive experiences when trying to register with a NHS dentist with 78% of responses being 'Excellent' or Good'. Similarly, when it came to getting an appointment, 66% gave a rating of 4* or above.

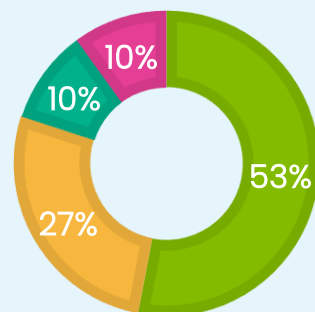
Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

Q4) How helpful are staff in explaining your dental treatment?

■ Very Clearly
 ■ Fairly Clearly
 ■ Not Very Clear
 ■ Not at all Clear
 ■ No explanation provided



■ Very Helpful
 ■ Fairly Helpful
 ■ Not Very Helpful
 ■ Not at all Helpful

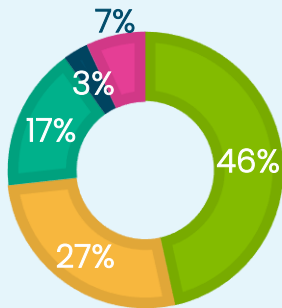


The majority of people who shared reviews found dental staff were very clear and very helpful when explaining dental cost (49%) and dental treatment (53%) Although it's important to recognise that a significant percentage (28%) did not find explanations about NHS dental treatment easy to understand.

Access and Quality Questions

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

■ Excellent ■ Good
■ Okay ■ Poor
■ Terrible



Most people who gave reviews about dentists praised staff attitudes with a combined 73% of them choosing 'Excellent' (46%) or 'Good'

This is a regular finding when it comes to dentists in the borough.

Only 7% felt the attitudes of staff were 'Terrible'.

Thematic analysis

In addition to the specifically tailored questions we ask about Dental services we also ask two further questions (**What is working well?** and **What could be improved?**) to help get a more detailed picture.

Each experience we collect is reviewed and up to 5 themes and sub-themes themes are applied. The charts below show the top 5 positive and negative issues received between October and December 2022.

Top 5 Positive Issues	Total reviews
Treatment and Care – Experience	95
Staff attitudes-health professionals	53
Professionalism	44
Staff attitudes	42
Communication with patients (treatment explanation, verbal advice)	34

Top 5 Negative Issues	Total reviews
Appointment availability	5
Quality of Treatment	5
Communication with patients (treatment explanation, verbal advice)	4
Management of service	4
Service Co-ordination	4

We've produced a list of good practice, areas of improvement and recommendations relating to dentists between October and December 2022.

What has worked well?



Treatment and Care – Experience

92% of reviews that discussed the issue of treatment were positive.

Residents praised a variety of different dental services for providing an extremely professional service. Nearly everyone who gave a review highlighted a high level of treatment and care which made them feel reassured due to the thoroughness of the procedures.



Staff attitudes – health professionals

96% of reviews that covered the attitudes of health professionals were positive.

Patients regularly described staff as being friendly which helped them to settle their nerves and feel comfortable and relaxed. Similarly, dentists were often praised for being very understanding of their patient's concerns.

What could be improved?



Communication with patients

11% of reviews that covered communication with patients were negative. Of these reviews, the general consensus was that patients would value more information about the costs of treatment as sometimes they are already expected to know by the dentist.

This finding links in with the earlier finding that 28% of patients did not necessarily feel that dentists were clear in explaining the different costs of treatment.

Recommendations

Explaining the cost of treatment

1. We recommend that dentists always make sure to ask patients prior to every treatment whether they are aware of the costs associated with the procedure to ensure transparency and patient understanding.

Experiences of 'Other' services



Experiences of 'Other' services

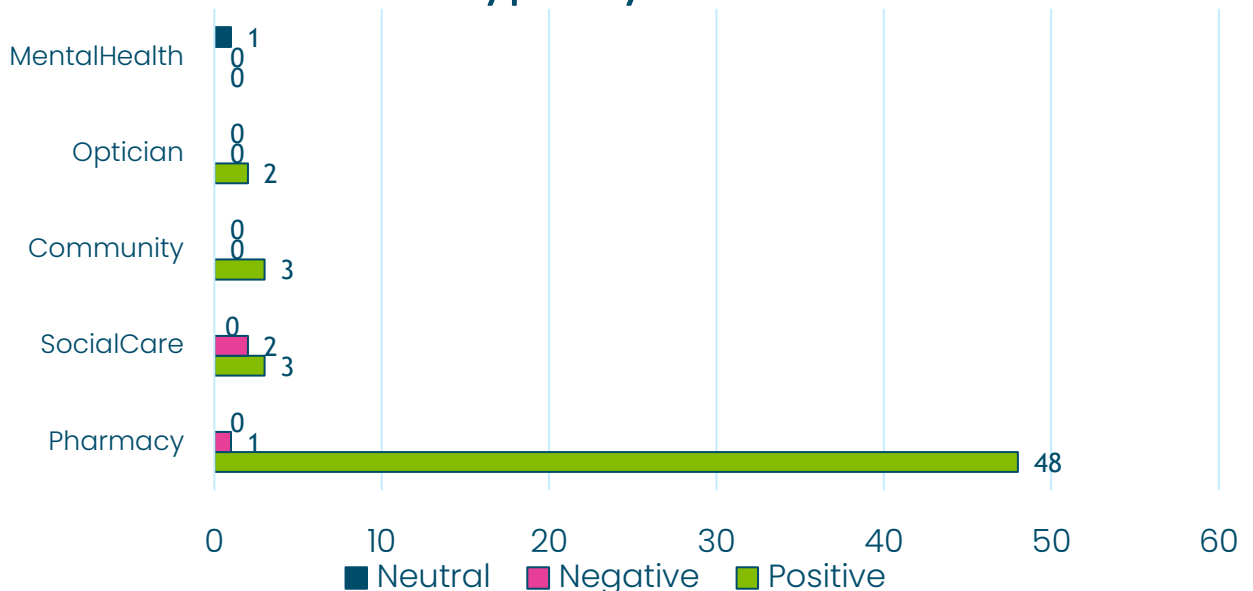
In addition to asking specifically about GPs, Hospitals and Dentists we also give the opportunity for people to share experiences about any other public health or care service asking them what is working well and what could be improved.

This section provides the number of positive, negative reviews per service. We analysed residents rating of their overall experience to get this data

(1* and 2* = negative, 3* = neutral, 4* and 5* = positive)

Service Type	No of Reviews	Percentage of total reviews
Pharmacy	49	17%
Social Care	5	2%
Community Services	3	1%
Optician	2	1%
Mental Health	1	0%

Service Type by Sentiment



What has worked well?

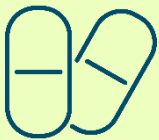
Below is a list of the key positive aspects relating to 'Other' services in between October and December 2022



Pharmacy – Treatment and Care – Experience

93% of reviews about the quality of experience that residents had at pharmacies were positive.

Residents mostly found the process of picking up medication to be extremely efficient and stress free. They valued the co-ordinated approach of the services which saw high levels of stock and short waiting times..



Pharmacy – Communication around prescriptions

96% of reviews about communication around prescriptions were positive.

Linked with the above finding, patients valued the clear communication around when to expect prescriptions. An often repeated phrase in the reviews was 'my prescriptions are always on time.'



Pharmacy – Staff attitudes

84% of reviews about staff attitudes were positive.

People praised the customer service they received from their pharmacy. Staff were described as polite and helpful when supporting residents.

What could be improved?

98% of reviews we received between October and December relating to pharmacies were positive.

As a result, we are unable to identify any significant concerns or provide any recommendations other than that services should continue to maintain their current standards of delivery.

We also did not receive enough comments about other services such as opticians, social care and community services in order for findings to be identified.

Appendix



Demographics

When engaging with residents we ask them to voluntarily share equalities information. This means the data for this section is less than the overall number of reviews. Below is a breakdown of responses for each demographic question.

Gender	Percentage %	No of reviews
Man (including trans man)	27%	39
Woman (including trans woman)	51%	74
Other	22%	31
Total		144

Disability	Percentage %	No of reviews
Yes	10%	14
No	89%	127
Not known	1%	2
Total		143

Long term condition	Percentage %	No of reviews
Yes	27%	39
No	69%	99
Prefer not to say	1%	1
Not known	3%	4
Total		143

Age	Percentage %	No of reviews
18-24	1%	2
25-34	9%	13
35-44	34%	48
45-54	24%	35
55-64	3%	5
65-74	15%	21
75-84	2%	3
85+	8%	12
Prefer not to say	3%	4
Total		143

Religion	Percentage %	No of reviews
Buddhist	1	1
Christian	70%	100
Hindu	3%	5
Muslim	3%	4
Other religion	2%	3
No religion	18%	26
Prefer not to say	3%	4
Total		143

Sexual Orientation	Percentage %	No of reviews
Heterosexual / Straight	97%	139
Prefer not to say	2%	3
Not known	1%	1
Total		143

Pregnancy	Percentage %	No of reviews
Currently breastfeeding	8%	12
Not known	7%	10
Not relevant	85%	121
Total		143

Employment Status	Percentage %	No of reviews
Not in Employment & Unable to Work	11%	15
Not in Employment / not actively seeking work – retired	36%	51
Not in Employment (seeking work)	6%	9
Paid: 16 or more hours/week	30%	43
Paid: Less than 16 hours/week	4%	5
Prefer not to say	4%	5
On maternity leave	9%	13
Total		141

Unpaid Carer	Percentage %	No of reviews
Yes	1%	2
No	98%	140
Prefer not to say	1%	1
Total		143

Area of the borough	Percentage %	No of reviews
Bellingham Ward	4%	6
Catford South Ward	29%	42
Downham Ward	20%	29
Ladywell Ward	8%	11
Lee Green Ward	5%	7
Lewisham Central Ward	22%	31
New Cross Gate Ward	13%	18
Total		144

Ethnicity	Percentage %	No of reviews
British / English / Northern Irish / Scottish / Welsh	56%	78
Irish	4%	5
Any other White background	10%	14
Chinese	1%	2
Indian	4%	5
Black British	14%	19
African	1%	2
Caribbean	6%	9
Asian and White	3%	4
Black African and White	1%	1
Total		139