



# Lambeth Pulse

NHS Waiting Lists

**healthwatch**  
Lambeth

# Table of Contents

Executive Summary.....	2
Introduction .....	2
Main Findings .....	2
Conclusions .....	4
Methods.....	5
Participant Profile.....	5
Survey Findings .....	7
Waiting Times .....	8
Information and Updates .....	12
Impact of Waiting .....	16
Other Comments.....	24
Appendix: Survey Questions .....	27

# Executive Summary

## Introduction

In March of 2024, Healthwatch Lambeth launched the Lambeth Pulse: a bimonthly survey exploring the views of the community on a variety of topics across health and social care. Each survey is designed to reach wider sections of the public and uncover potential lines of enquiry for future research.

In the past few years, record-high waiting times for NHS care have dominated the headlines. In July 2024, the national waitlist for elective care reached 7.6 million appointments. The waiting lists in our local hospitals reached 138,875 appointments in Guy's and St Thomas and 99,480 appointments for King's College Hospital. This includes people with multiple conditions waiting for more than one appointment.<sup>1</sup>

It is important to remember that real people with unique experiences of waiting exist behind these numbers. We often hear from residents in Lambeth with concerns about long waiting times, that have not been able to access care for months or even years. We also hear positive stories from people who have received prompt high-quality care.

Healthwatch England's 2023 Annual Report sought to "stand back from the headlines and look at care from the public's perspective."<sup>2</sup> This report aims to do the same and put people's feedback of the waiting period at the forefront. To keep the focus broad, we are asking about experiences of waiting for a wide range of treatments and appointments, beyond elective care.

We were interested in:

- What people were waiting for and for how long.
- The information and updates received during the waiting period.
- The impact of waiting on people's wellbeing.

## Main Findings

### Waiting times

- Respondents were waiting for a wide range of appointments and treatments, with one third (31%) of respondents waiting for surgical services. One in six respondents was on multiple waiting lists. Waiting times differed depending on what respondents were waiting for, with surgery having the highest waiting times on average.

---

<sup>1</sup> NHS England (2024) Consultant-led Referral to Treatment Waiting Times Data 2024-25. Accessed at:

<https://www.england.nhs.uk/statistics/statistical-work-areas/rtt-waiting-times/rtt-data-2024-25/>.

<sup>2</sup> Healthwatch England (2023) The public's perspective: The state of health and social care. Accessed at:

[https://nds.healthwatch.co.uk/sites/default/files/reports\\_library/HWE%20The%20public%27s%20perspective\\_0.pdf](https://nds.healthwatch.co.uk/sites/default/files/reports_library/HWE%20The%20public%27s%20perspective_0.pdf).

- Most respondents (84%) had waited for less than a year. Some respondents shared positive experiences of short waits, while others described much longer and tumultuous experiences.
- Nearly half (43%) of respondents were not given an estimated waiting time. Of those that **were** given an estimate, over a third (37%) had already waited for longer than their estimated waiting time.
- One in three respondents had their appointment or treatment delayed, and one in seven had their appointment or treatment cancelled. Of those respondents, two thirds (65%) were not given a reason for the delay or cancellation.

## Information and Updates

- Two thirds (65%) of respondents did not receive updates on the status of their appointment or treatment. Of those that **did** receive updates, nearly half (45%) rated them positively.
- Nearly two thirds (63%) of respondents felt they were not given any advice on how to manage their symptoms or condition while waiting.
- Nearly half (43%) of respondents mentioned wanting better communication and updates during the waiting period. Several respondents felt frustrated by having to search for updates themselves, while others spoke about how the lack of information affected their ability to plan and take decisions about their care.
- Respondents also spoke about communication issues between their GP and the hospital during the referral process, as well as concerns over delays during hospital administration and triage.

## Impact of Waiting

- Two thirds (66%) of respondents reported a decline in their health and wellbeing since joining the waiting list.
- Physical fitness was the most negatively affected, with over half (51%) of respondents stating their physical fitness had worsened since being on the waiting list.
- This was followed by participation in social activities, with 46% of respondents reporting a decline, then people's condition/symptoms (42%), ability to work and study (36%), and mental health (35%).
- Respondents that had spent **longer** on the waiting list were **more likely** to report a decline in their wellbeing. 50% of respondents whose treatment had been **delayed and/or cancelled** reported a decline in their mental health, compared to 16% of other respondents.
- Respondents that received **updates** were **less likely** to report a decline in their mental health.
- Respondents that received **advice on how to manage their condition/symptoms** were **just as likely** to report a decline in their

condition/symptoms as those that did not receive advice. However, only 10% of those that received advice reported a decline in their mental health, compared to 38% of those that did not.

- Respondents that had **more than enough money for necessities** were **less likely** to report a decline in their wellbeing since joining the waiting list.
- Respondents that self-described as having a **disability**, having a **long-term condition**, or being a **carer** were **more likely** to report a decline in their wellbeing since joining the waiting list.

## Conclusions

### Communication

Communication is crucial to the quality of people's experiences of waiting. The responses in our survey show that a lack of information can make people feel frustrated, worried, and unable to plan and make decisions. Many respondents found it difficult to obtain information on their own, not knowing who to contact for clarity. Similarly, several respondents did not know if their referrals had been processed, leaving them fearful that their referral had gotten lost between the GP and the hospital or during triage between hospital departments.

*"Any updates – however long the wait would be – would be good. The 'No information' is the worst."*

Respondents would benefit from regular updates on the status of their appointment or treatment, through the referral process to the day of treatment.

### Support

Most respondents reported that their health and wellbeing had worsened since being on the waiting list, with respondents' physical fitness, ability to socialise and condition or symptoms being the most affected. The longer respondents were on the waiting list, the more likely they were to report a decline in their health and wellbeing.

Most respondents did not receive advice on how to manage their condition or symptoms. While advice may not be enough to resolve respondents' health issues while they wait for treatment, respondents would benefit from more support during the waiting period. This could be done with help from the voluntary sector, by signposting people to relevant organisations (e.g. for mental health support). Respondents would also benefit from knowing who to contact for support if their condition worsens while waiting.

# Methods

The findings and analysis in this report are based on a quantitative survey. The survey was distributed in the following ways:

1. **Online**, via our newsletter and social media platforms
2. **Through our network of partners**, including the King's College Hospital and Guy's and St Thomas' Hospital newsletters
3. **At in-person outreach events across the borough**, including the Lambeth Volunteer Fair, the Lambeth Country Show, and the Black Communities Health and Wellbeing Day

In total, we reached over 100 people in person and 84 people online.

Of those people, **51 respondents** had been on a waiting list in the past two years. These included 42 online responses and 9 paper responses. There was no target population, as we wanted to hear the views of all members of the community.

## Participant Profile

We heard from 51 people that had been on a waiting list in the past two years. 47 lived in Lambeth and 4 lived in Southwark. Of those that chose to answer demographic questions:

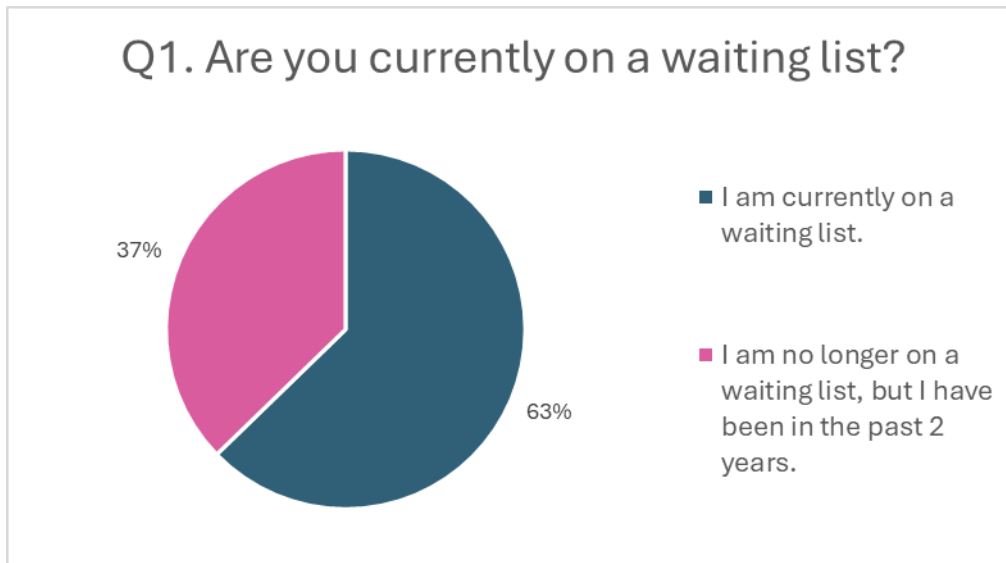
- **70% of respondents were women and 30% were men.** All that chose to answer stated that their gender identity was the same as their sex recorded at birth.
- **Over two thirds of respondents were over 50.** A third (32%) were 50-64 years old, 28% were 65-79 years old, and 8% were 80 and older. Just under a third (28%) were 25-49 years old and only 4% were 18-24.
- In terms of ethnic background:
  - **Nearly two thirds (68%) of those that chose to answer self-described as White**, with 51% being from White British backgrounds and 17% being from White Irish and other White backgrounds.
  - **17% self-described as Black/Black British**, from Black African, Black Caribbean and other Black backgrounds.
  - **14% were from other backgrounds**, including from Chinese, Pakistani, and Latin American backgrounds, as well as other Asian backgrounds and Mixed/multiple ethnic backgrounds.
- Regarding their current financial situation:
  - **Nearly half (42%) of those that chose to answer self-described as having more than enough for necessities**, with **a little** extra to save or spend.

- **28% only** had enough for necessities, while **19% did not** have enough for necessities, sometimes running out of money.
- **Only 11%** stated they had **more enough for necessities**, with **a lot** extra to spend or save.
- **Half of respondents** stated they had a **long-term health condition**, and **one quarter** of respondents stated that they had a **disability**.
- **16%** of respondents stated they were **carers**.

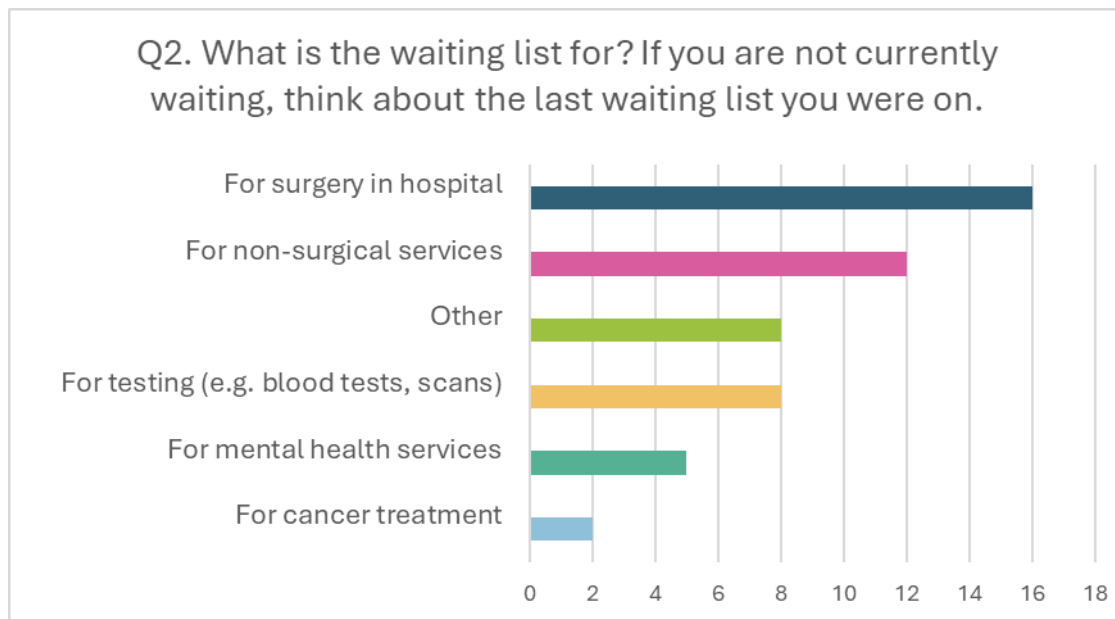
**Table 1. Participants' Profile**

Characteristics		Number of participants
Age range	80+	4
	65-79	14
	50-64	16
	18-49	14
	18-24	2
Gender	Woman	35
	Man	15
Gender identity same as sex recorded at birth	Yes	49
Ethnicity	Black/Black British	7
	White/White British	28
	Any other ethnic background	6
Current financial situation	I don't have enough money for necessities and sometimes run out of money	7
	I have just enough money for necessities and little else	10
	I have more than enough money for necessities, and a LITTLE spare to save or spend on extras	15
	I have more than enough money for necessities, and a LOT spare to save or spend on extras	4
Long-term condition	-	26
Disability	-	12
Carer	-	8

# Survey Findings



We limited responses to people who were currently on a waiting list or had been in the past 2 years. **Of those 51 respondents, 63% were currently on a waiting list and 37% had been on a waiting list in the past 12 months.**



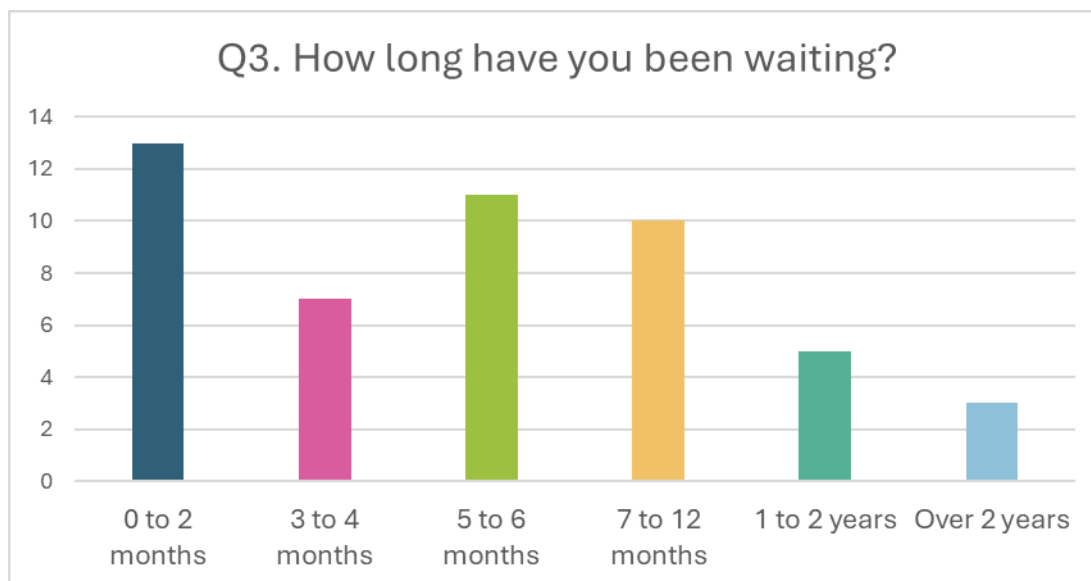
**One third of respondents (31%) were waiting for surgery in hospital.** A quarter (24%) were waiting for non-surgical services (e.g. physiotherapy, dermatology) and 16% were waiting for testing (e.g. blood tests, scans). 10% were waiting for mental health services and just 4% were waiting for cancer treatment.

**16% of respondents selected "Other."** Some of the things mentioned included gynaecology, neurology, podiatry, musculoskeletal health and ophthalmology.

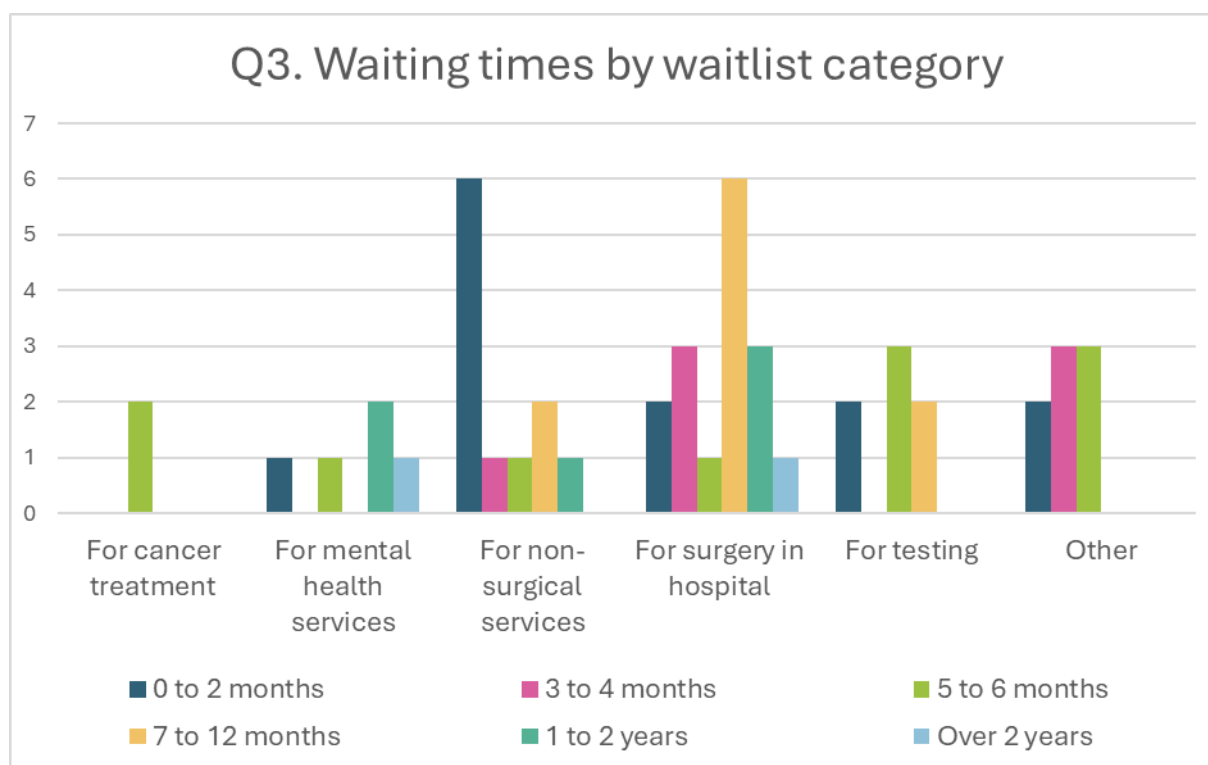
**One in six (16%) respondents was on multiple waiting lists.**



## Waiting Times



**Overall, a quarter (27%) of respondents had waited between zero to two months.** 22% had waited five to six months, followed by seven to twelve months (20%) and three to four months (14%). 10% had waited for one to two years, and only 6% waited for over two years – reporting waiting times of three, five and six years.



**Waiting times differed depending on what respondents were waiting for, with surgery having the highest waiting times on average.** However, there was still great variation within categories.

Both respondents waiting for cancer treatment had waited between five to six months – longer than the 2-month target set by the NHS.<sup>3</sup> However, we do not know what stage of the process they were in, so cannot draw conclusions on the speed they were diagnosed or referred.

Several respondents reported having a short wait and a positive experience.

“St Thomas got me in quickly – I’m very grateful.”

“Two years ago, my lung partially collapsed on three separate occasions. After the second one I was out on a waiting list for surgery. The surgery took place 7 weeks later. I was super impressed with the short waiting time. I appreciate it was urgent but still. My husband was also diagnosed with prostate cancer and had to wait only 7 weeks. In addition, I had pneumonia last year which caused pleurisy, and I had a range of tests with no wait times. To summarise, I have been so impressed with my treatment and the speed of it at Guy’s and St Thomas’.”

Two respondents mentioned feeling “lucky” that they had had short waiting times.

“I have no complaints. All my waiting lists have been short. Perhaps I have been lucky, but I have never had to wait long to be seen.”

“I am lucky that I was given an appointment for physiotherapy quite quickly.”

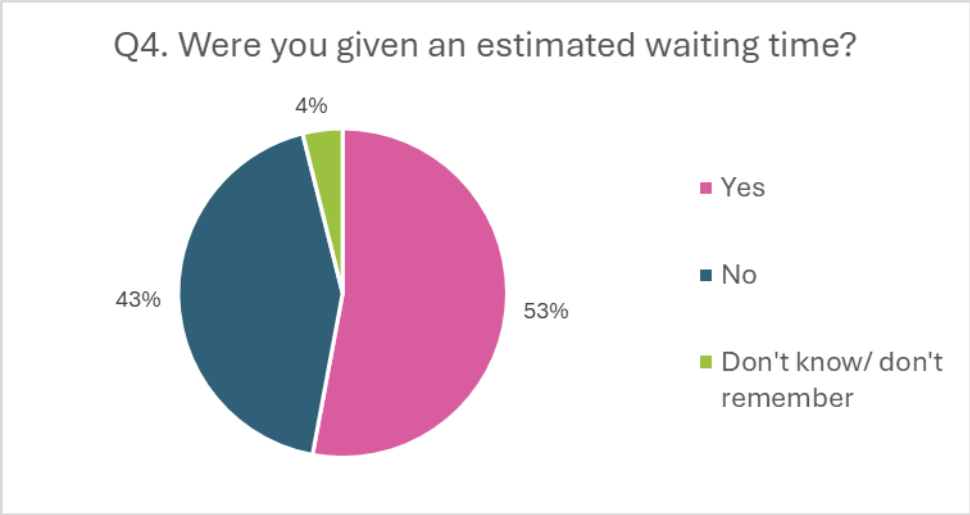
Others had much longer and tumultuous experiences.

“Really upset. It has taken 7 years to diagnose. I have been bounced around from specialist to specialist and now on a waiting list.”

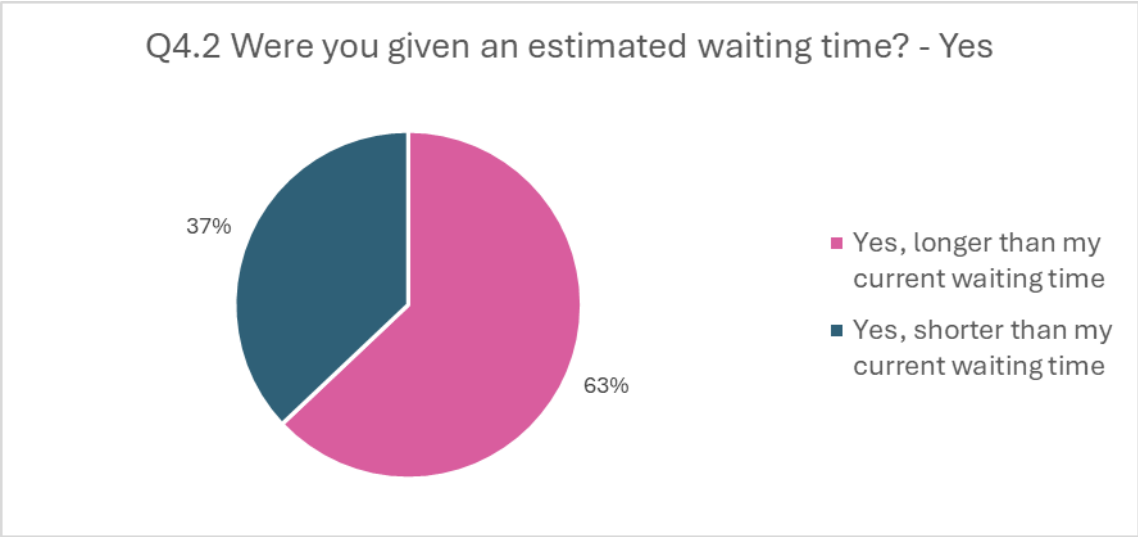
“My appointment was delayed from October first to Christmas and then again to April.”

---

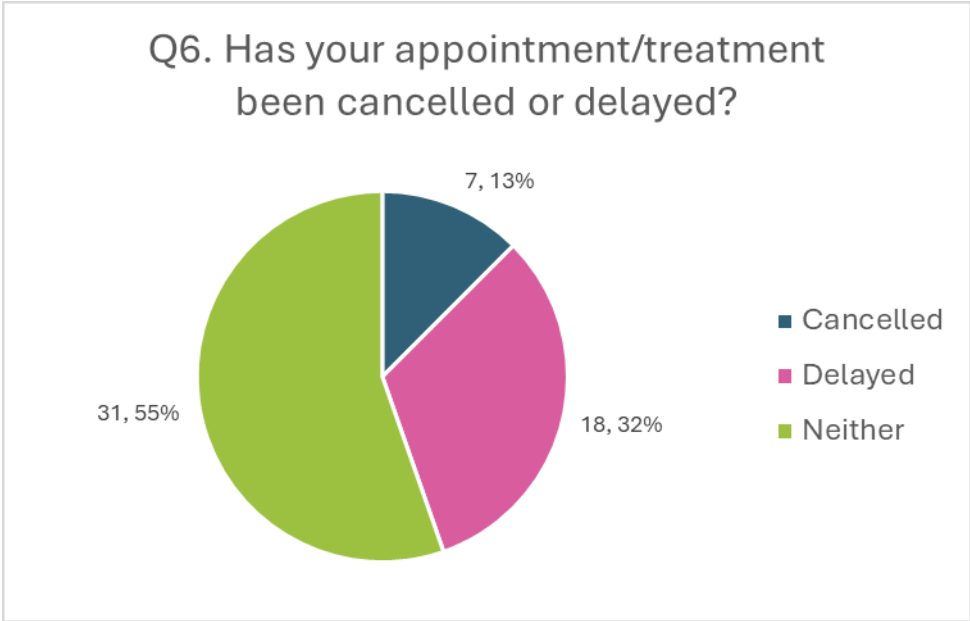
<sup>3</sup> <https://www.cancerresearchuk.org/about-cancer/worried-about-cancer/cancer-waiting-times>



Nearly half (43%) of respondents were not given an estimated waiting time.

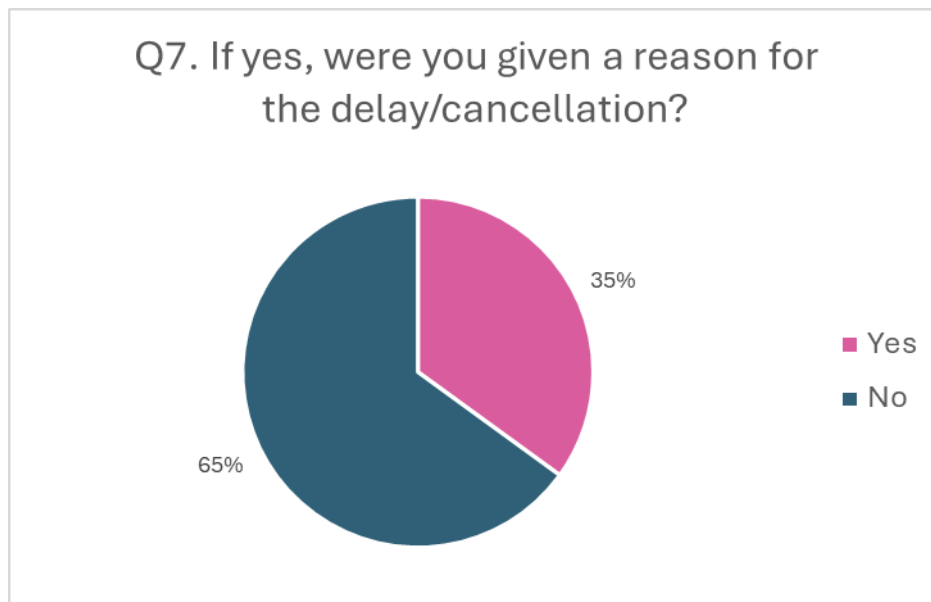


Of those that were given an estimate, 63% were still within their estimated waiting time. However, over a third (37%) had already waited for longer than expected.



**Nearly a third (32%) of respondents had their appointment or treatment delayed.** 13% of respondents had their appointment or treatment cancelled.

A tenth (10%) of respondents said their appointment or treatment had been **both delayed and cancelled.**



**Of those whose appointment had been delayed and/or cancelled, 35% were given a reason, while 65% were not.**

Some of the reasons for appointments being delayed or cancelled are included in Table 2.

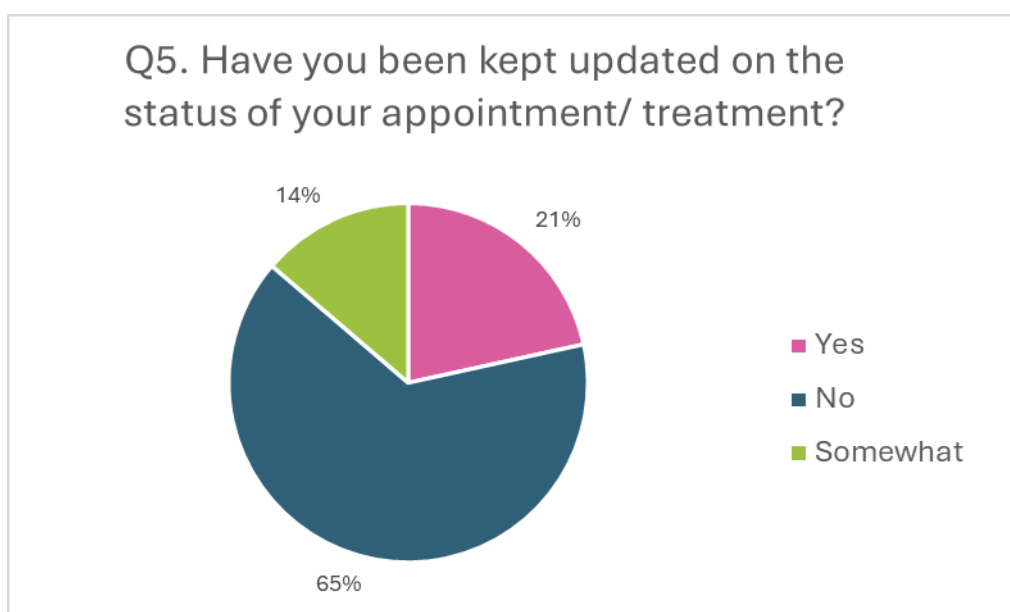
**Table 2. Reasons for Delays or Cancellations**

<b>Lack of funding &amp; staff</b>	<i>"I was told that there were bureaucratic reasons for the delay, such as not enough consultants and government cuts."</i>
<b>Personal circumstances</b>	<i>"Specsavers told me at the end of Sept 23 I needed an operation. I delayed the June date as I had a cold. Now my operation is in July."</i>
<b>The Synnovis cyberattack</b>	<i>"The Synnovis cyberattack was the reason. I have been told to contact them in a month, but I'm not sure when I will get the test."</i> <i>"The cyberattack has delayed my blood test but I don't have information about why the delay is for the other things I am waiting for."</i>

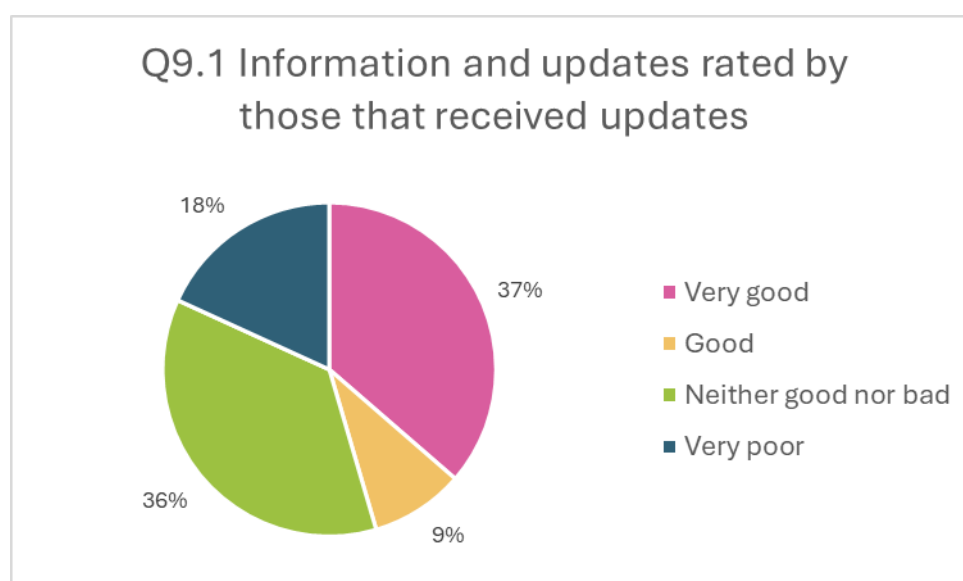
One respondent expressed some frustration after losing their appointment for administrative reasons.

"I was initially lost to follow up. Then I was re-referred. Then they sent a letter telling me to book an appointment within 10 days of the letter being sent. It arrived about 7 days after that date, and I was away for a few days, so I wasn't able to respond in the correct timeline. Then I was referred again for a 3rd time. Now I am waiting and expecting this to hopefully be dealt with in about 4-5 months' time. Ironically, I am a doctor who works in the local trust!!! I have NO idea how patients cope if they don't understand the system. It is a complete joke."

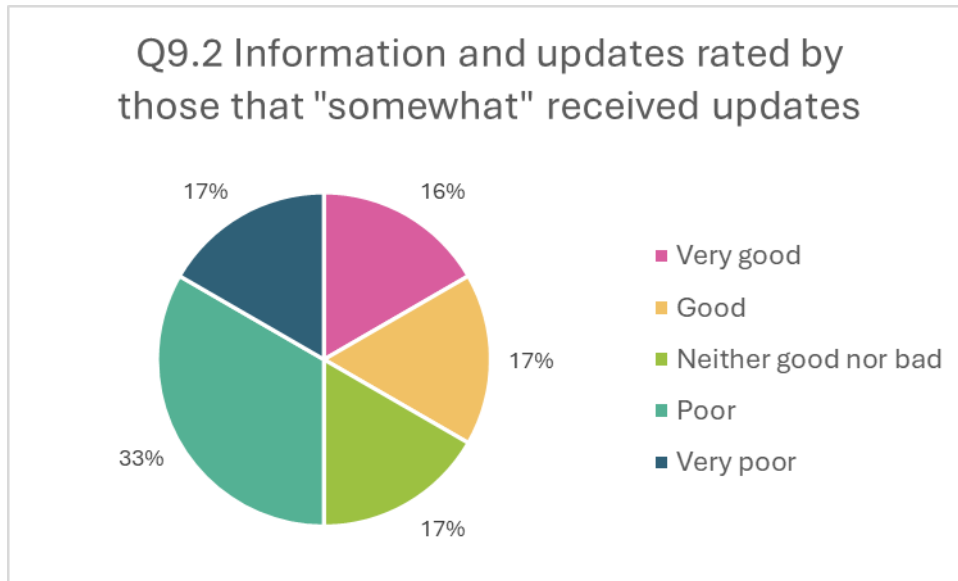
## Information and Updates



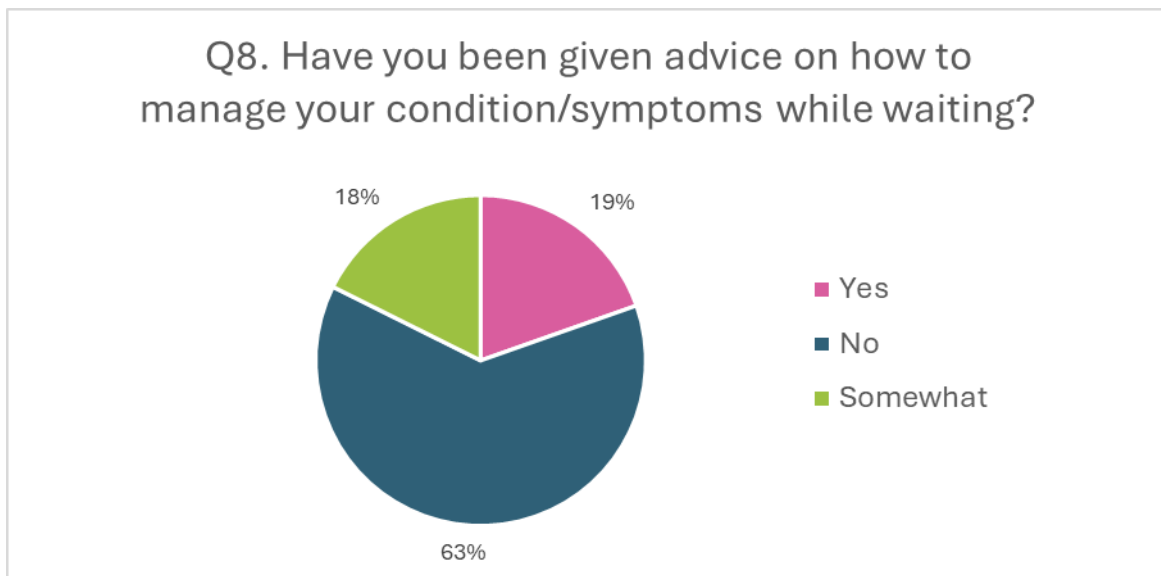
**Only a fifth (21%) of respondents were kept updated on the status of their appointment/treatment.** 14% stated they had received some updates, while two thirds (65%) did not receive any updates at all.



Of those that received updates, nearly half (45%) rated them as either “Very good” or “Good.” 36% rated them as “Neither good nor bad,” and 18% as “Very poor.”



Of those that “Somewhat” received updates, half (50%) rated them as “Poor” or “Very poor.” One third (33%) rated them as “Very good” or “Good” and 17% as “Neither good nor bad.”



Nearly two thirds (63%) of respondents felt they were not given any advice on how to manage their symptoms or condition while waiting. Of the other third, 19% felt they had been given advice, while 18% “somewhat” agreed.

One person stated:

“The GP gave me information to manage my symptoms, but it didn’t fix the issue.”

## Communication During the Waiting Period

When asked about the information and updates they'd like to receive during the wait, a few people already felt satisfied.

"I already receive enough."

**However, 43% of respondents mentioned wanting better communication and updates during the waiting period.**

The information respondents wanted to know can be found in Table 3.

Many respondents felt frustrated by **having to search for updates themselves.**

"No one takes responsibility to help me out in finding out updates. Instead, they tell me to contact other places where I don't even get through to speak to anyone"

"Any updates would be good, via text, email or on the app. I had to ask at my GPs what was happening."

"The onus is on me to contact them, rather than the other way around."

"No updates, no information, no help."

"There doesn't seem to be any follow-up."

"Be more responsive and communicate with descriptive information more."

Others mentioned how the lack of information **affected their ability to plan and take decisions.**

"The lack of information is unsettling and makes planning difficult."

"I would like an estimate of when I will be seen. The issue is worrying and affecting my job. I need to know if I should go private if the NHS wait is going to be even longer."

**Table 3. Information and updates respondents would like to receive while waiting**

<b>The date for their appointment</b>	<i>"Date for my next appointment."</i>
	<i>"No date given yet and I am told I will have to wait for 6 months."</i>
<b>Their position on the waiting list or their estimated wait time</b>	<i>"The waiting list for my procedure is 2 years. I'd like to know where I am on the list and how long my estimated wait is."</i>
	<i>"I'd like to be given a rough timescale of how long it might take between receiving my GP referral and the procedure, please"</i>
	<i>"I would like more transparency, e.g. if the waitlist time has increased by a year."</i>
	<i>"I think they should be an option to let you know if you can bring forward your appointment e.g. if someone cancels."</i>
	<i>"Approximate position on the waiting list or approximate time to wait."</i>
<b>Updates on their wait</b>	<i>"Updates."</i>
	<i>"Any updates – however long the wait would be – would be good. The "No information" is the worst."</i>
	<i>"I would like to be kept up to date by text message or by email."</i>
	<i>"I was not updated on the wait time – now three years."</i>
	<i>"Updates would help- I eventually got a letter offering an appointment but was unsure if this was for the x-ray or physio and it had been so long, I couldn't remember what it was for."</i>
	<i>"Keep the patient informed."</i>
<b>Advice and support</b>	<i>"I'd like to know where I am on the waiting list, how long will I be waiting for, what support I could get whilst waiting, and who to talk to about ongoing concerns, worry and mental health issues caused by long waiting."</i>
	<i>"Some interim advice would be useful, e.g. help to manage symptoms"</i>
<b>A designated contact</b>	<i>"I would like it to be easier to contact departments. The general phone number often just cannot get me through. A specific email address for each department would be much better."</i>



## Impact of Waiting

Participants were asked if their health and wellbeing had changed since joining the waiting list across five categories:

- Their condition/symptoms
- Mental health
- Physical fitness (e.g. mobility)
- Ability to work and/or study
- Ability to participate in social activities.

**Two thirds (66%) of respondents reported a decline in at least one category since joining the waiting list.**

A quarter of respondents (27%) reported that the waiting period had **no effect on their health and wellbeing**. Only 6% reported improvements in their health and wellbeing during the waiting period in at least one category.

“It hasn’t affected my health and wellbeing.”

“Not at the moment.”

Some mentioned feeling **“lucky”** that their wellbeing had not worsened.

“It hasn’t. I’m lucky.”

**Table 4. Has your health and wellbeing changed since you first joined the waiting list?**

	Worse since joining the waiting list	About the same since joining the waiting list	Better since joining the waiting list
Physical fitness	51%	47%	2%
Ability to participate in social activities	46%	52%	2%
Condition/ symptoms	42%	52%	6%
Ability to work and/or study	36%	62%	2%
Mental health	35%	61%	4%

## Condition/Symptoms

Nearly half (42%) of respondents said **their condition/symptoms had worsened** since being on the waiting list.

For **half (52%)** of respondents, it had remained **about the same as before**. Only 6% reported improvements in their condition.

Respondents said the following about how the wait affected their condition:

"It's prolonged the pain and fatigue."

"I don't expect, nor really need, an urgent appointment. But my eyesight is cloudier and is deteriorating now. Obviously, I'd love to have the 'laser clean' before long."

"The wait is making things worse."

## Mental Health

The majority (61%) of respondents felt **no change in their mental health** since being on the waiting list.

However, **over a third (35%)** of respondents reported that their mental health had **worsened**. Several respondents spoke about feeling anxious, worried, and frustrated during the waiting period.

"It really affected my mental health as I am worried about my heart condition."

"The uncertainty made me build more anxiety and stress."

"I've been okay, but it's been immensely frustrating."

"I am anxious waiting to find out what I am impacted by."

"It's affected me negatively, physically, mentally and psychologically."

One person struggling with their mental health found the volunteer listening service helpful but wished that there was more support available.

"I have had MS for 20 years plus trauma from childhood bereavement has impacted my mental health. I have managed to contact doctors and navigate the system but many struggle. MS impacts mental health. I have used the volunteer listening place for support, which is good, but they are limited in what they can do."

Only 4% of respondents felt that their mental health had improved, with one stating:

"Once I knew I had to have an operation, I felt relieved as at least there was a plan."

## Physical Fitness

Physical fitness was the most negatively affected, with **over half (51%) of respondents stating their physical fitness had worsened** since being on the waiting list. 47% felt it was about the same, while 2% reported improvement.

Some of the comments we received regarding physical fitness and mobility include:

"I can't drive and feel miserable."

"I couldn't do any sports whilst on the waiting list. I had to cancel tennis, dance, etc."

"As a person with a long-term medical condition, I need to be able to keep fit to help my condition stay stable, which I am not able to do due to restrictions in my mobility."

"My knee is really affecting my ability to walk. I am now limping as I can't straighten my leg, this is causing me to have problems with my back."

One respondent's mobility was affected by a lack of adequate equipment.

"I cannot go out when the ground is wet because I don't have the right equipment. The crutches are not suitable anymore. I urge the physiotherapist to come and re-assess me so that I will not make the same mistakes of buying wrong mobility walking equipment."

## Ability to Work and Study

Two thirds of respondents (62%) felt no change in their ability to work and study. However, over a third (36%) of respondents reported a decline. Only 2% felt improvement.

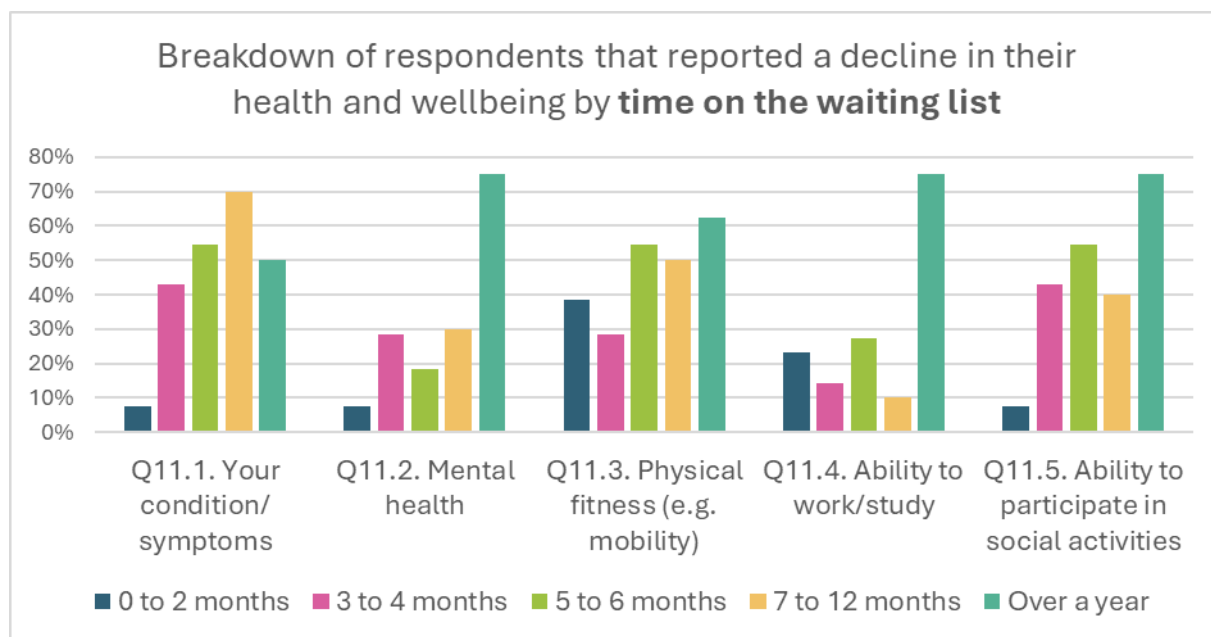
## Ability to Participate in Social Activities

Participation in social activities had the second highest decline, with nearly half (46%) of respondents reporting their ability to socialise had worsened since being on the waiting list. The other 52% felt no change, with only 2% feeling better than before.

One person spoke about how the decline in their physical wellbeing had affected their ability to socialise.

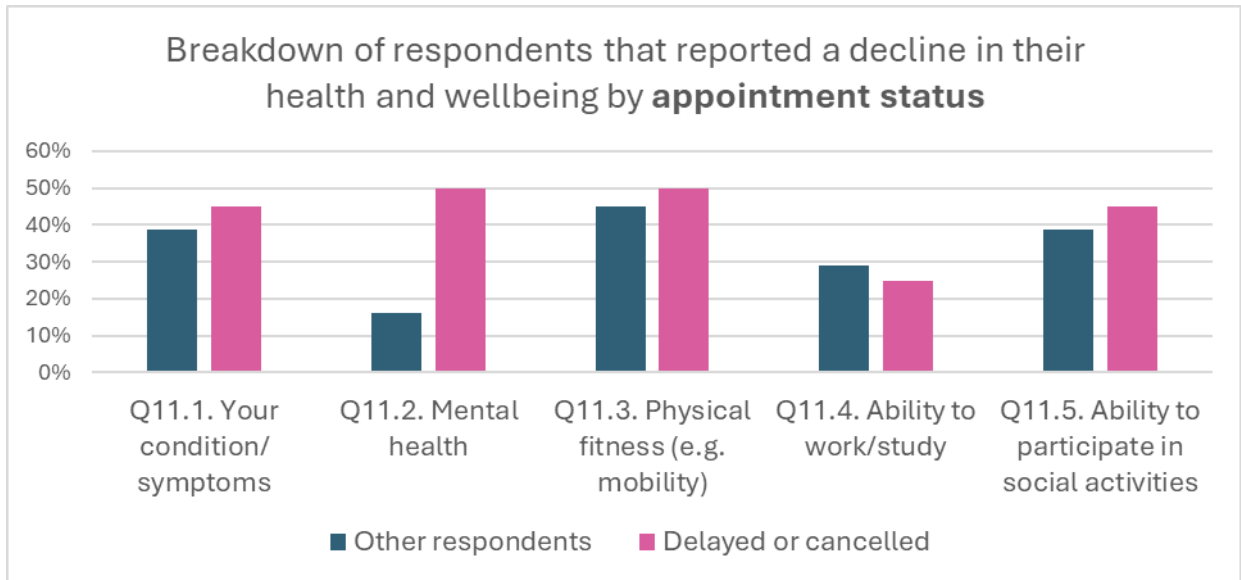
“I feel unwell more often, so I’ve cancelled appointments and social events. It’s also affected my eating.”

## Impact by Time on the Waiting List



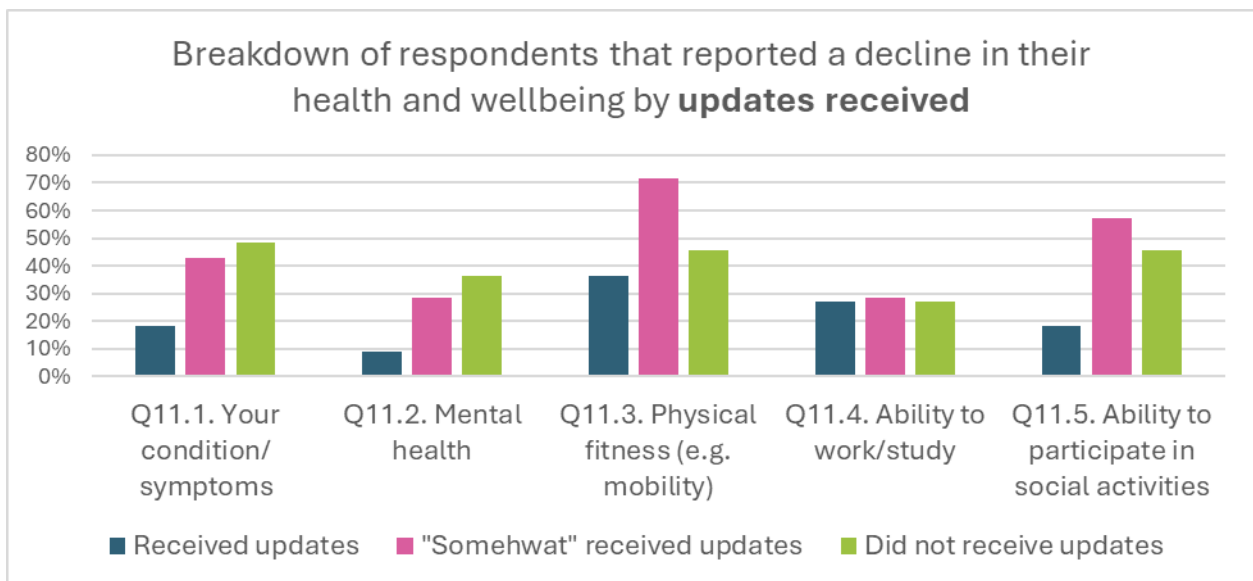
Respondents that had spent longer on the waiting list were more likely to report a decline in their wellbeing.

75% of respondents that had waited for over a year reported a decline in their mental health and ability to participate in social activities compared to only 8% of those that had waited 0 to 2 months.

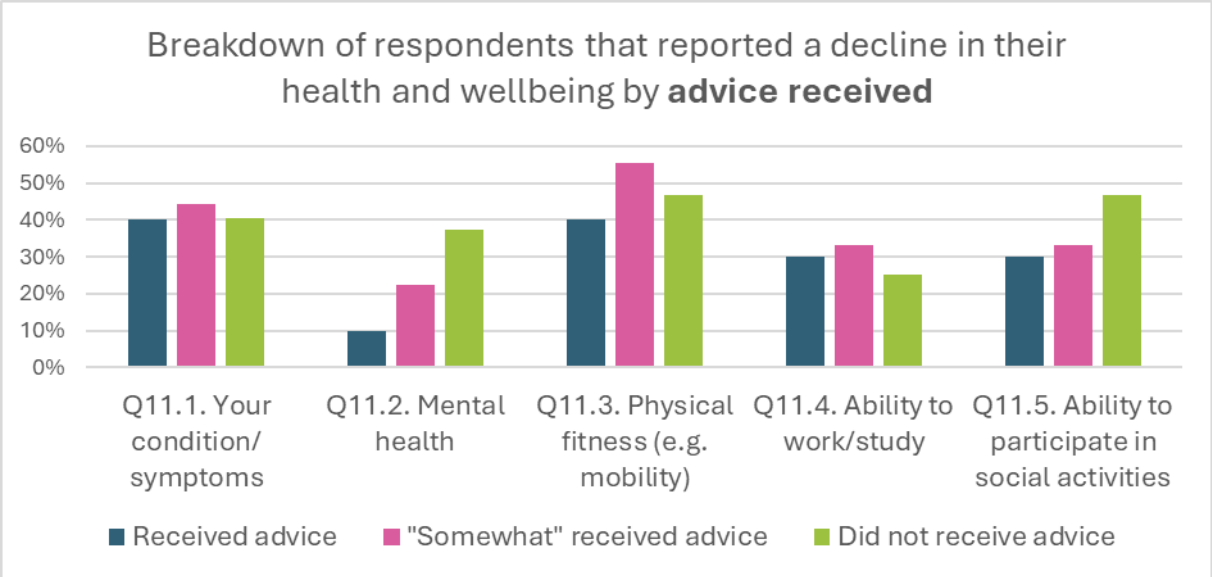


**50% of respondents** whose **treatment had been delayed and/or cancelled** reported **a decline in their mental health**, compared to **16%** of other respondents.

### Impact by Updates and Advice Received



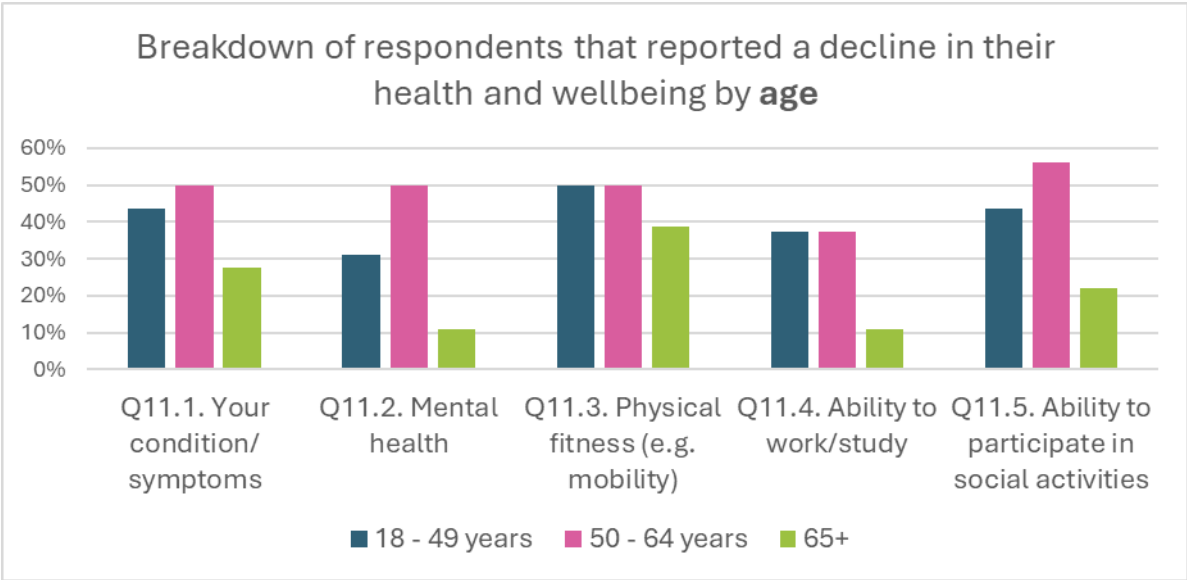
Respondents that **received updates** were **less likely to report a decline in four of five wellbeing categories**. Only 9% of those that received updates reported a decline in their mental health, compared to 36% of those that did not receive updates.



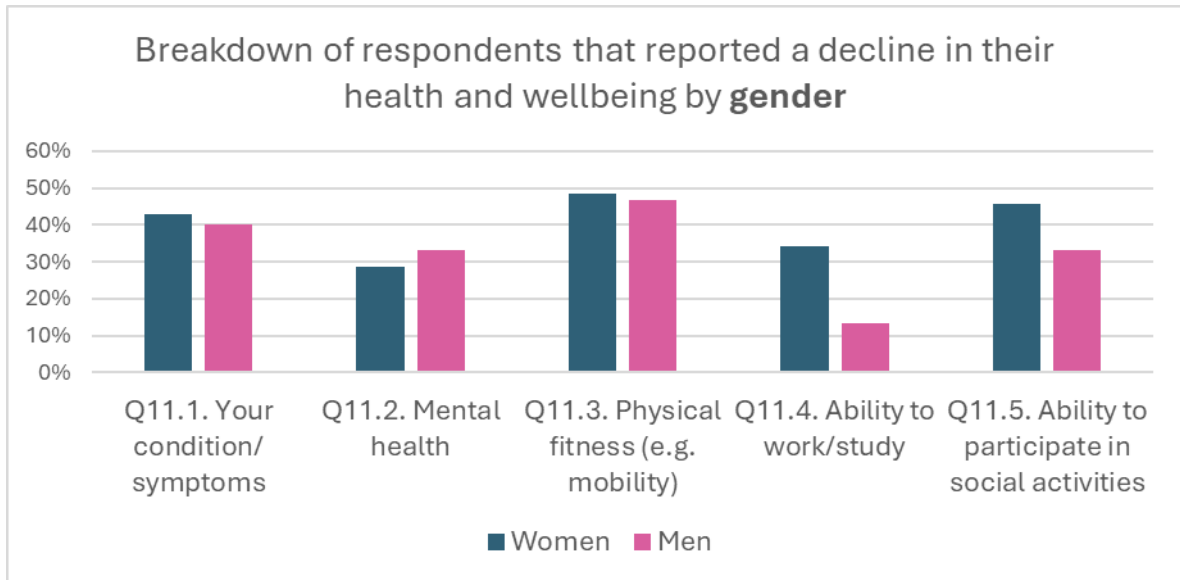
Respondents that **received advice** on how to manage their condition/symptoms were **less likely to report a decline in three of five wellbeing categories**.

Interestingly, respondents that received advice were **just as likely** to report a decline in their **conditions/symptoms** as those that did not. However, only 10% of those that received advice reported a decline in their mental health, compared to 38% of those that did not receive advice.

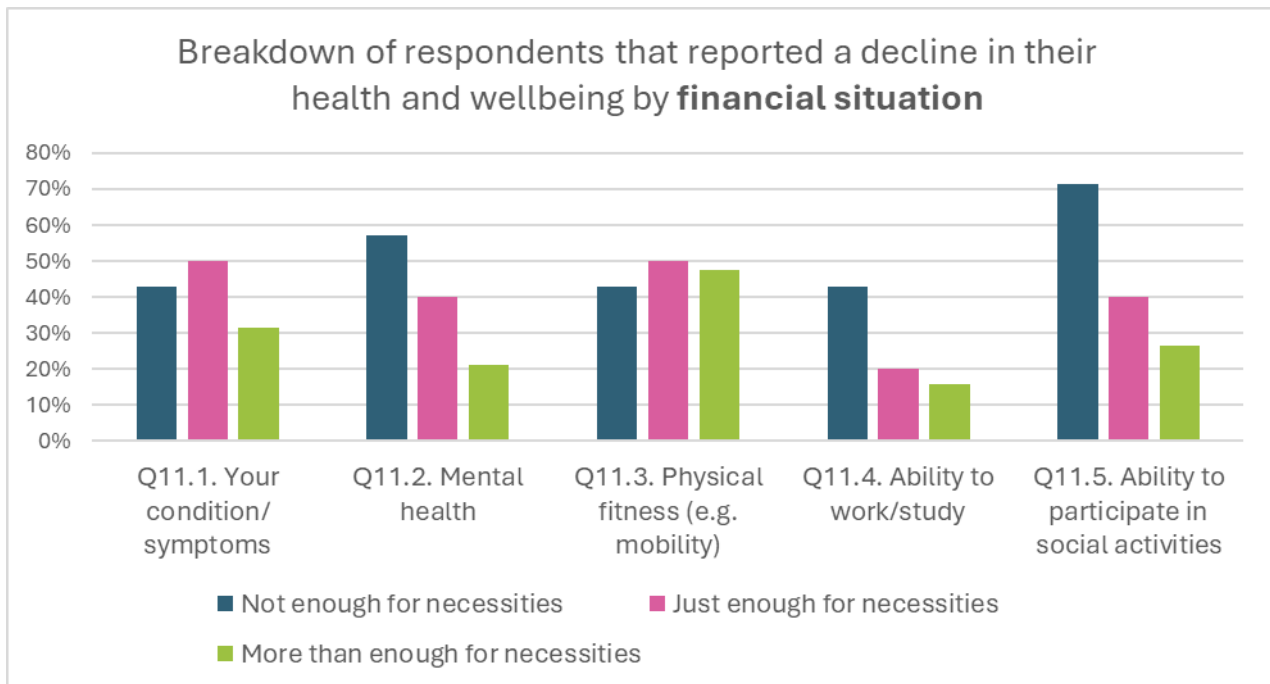
### Impact by Demographic Background



Compared to other age groups, **respondents aged 65+ were less likely to report a decline in their wellbeing** since joining the waiting list. Only 11% of respondents aged 65+ reported a decline in their mental health and their ability to work and study.

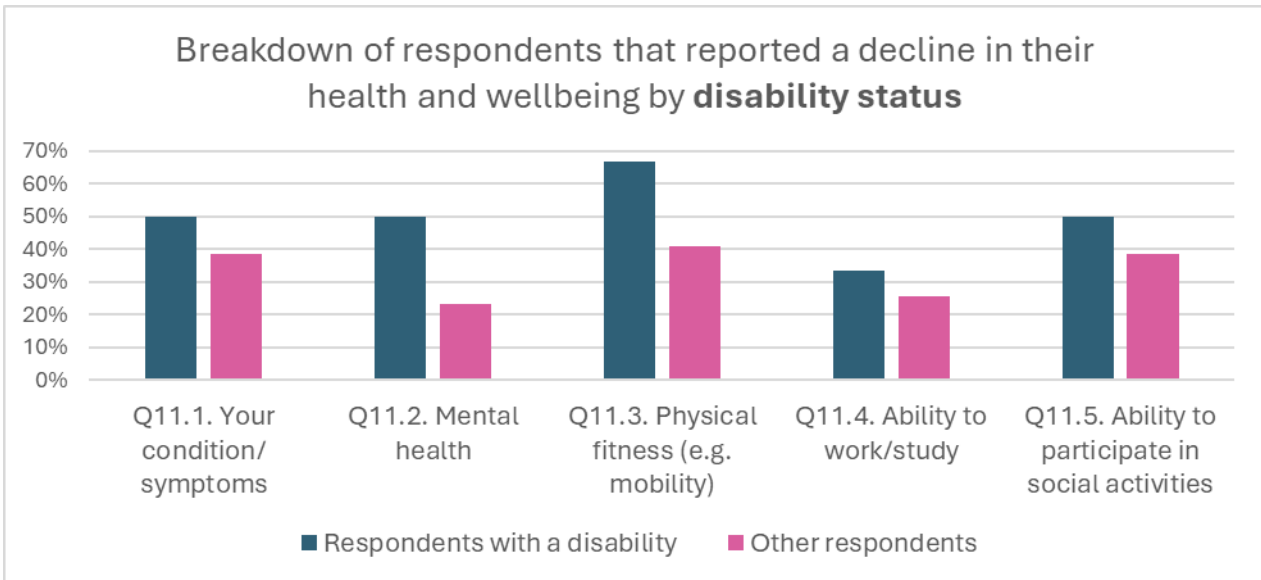


**A bigger percentage of women than men reported a decline in their ability to work and study (34% vs. 13%) and participate in social activities (46% vs. 36%) since joining the waiting list.** In the other three categories, a similar percentage of men and women reported a decline.

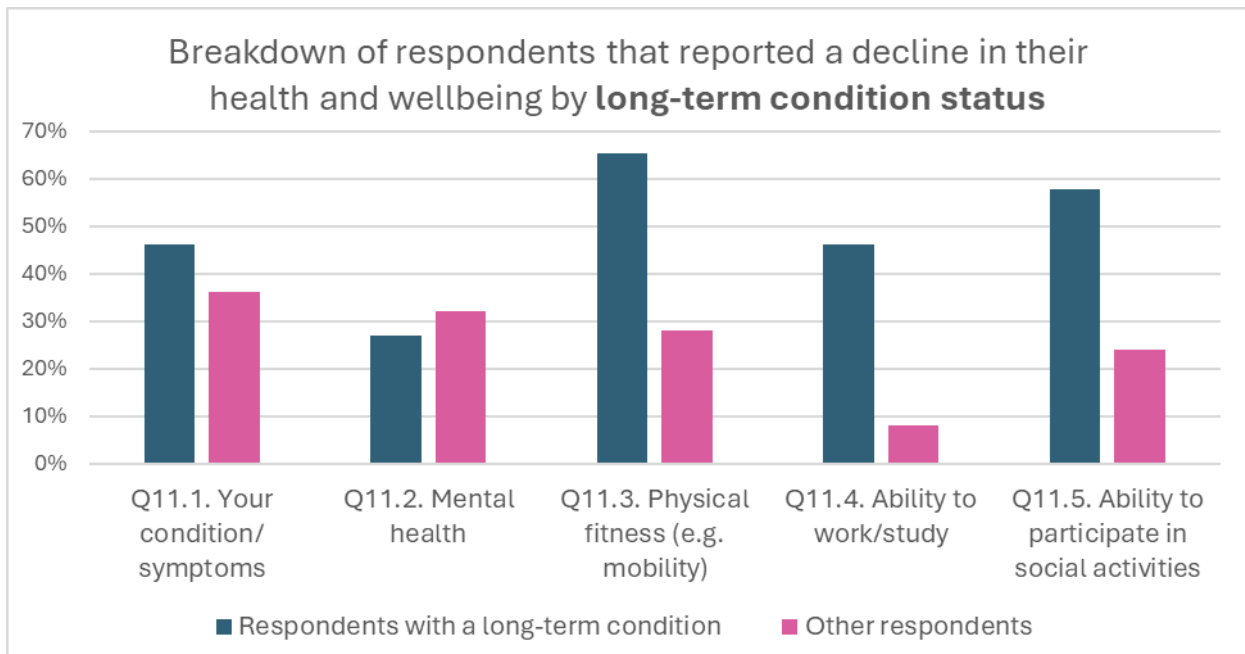


Compared to other financial situations, **respondents that had more than enough for necessities were less likely to report a decline in their wellbeing** since joining the waiting list. Physical fitness was the only exception, with a similar percentage of respondents from each financial situation reporting a decline.

The biggest contrast was in ability to participate in social activities, where 71% of those with not enough money for necessities reported a decline compared to 26% of those with more than enough money.

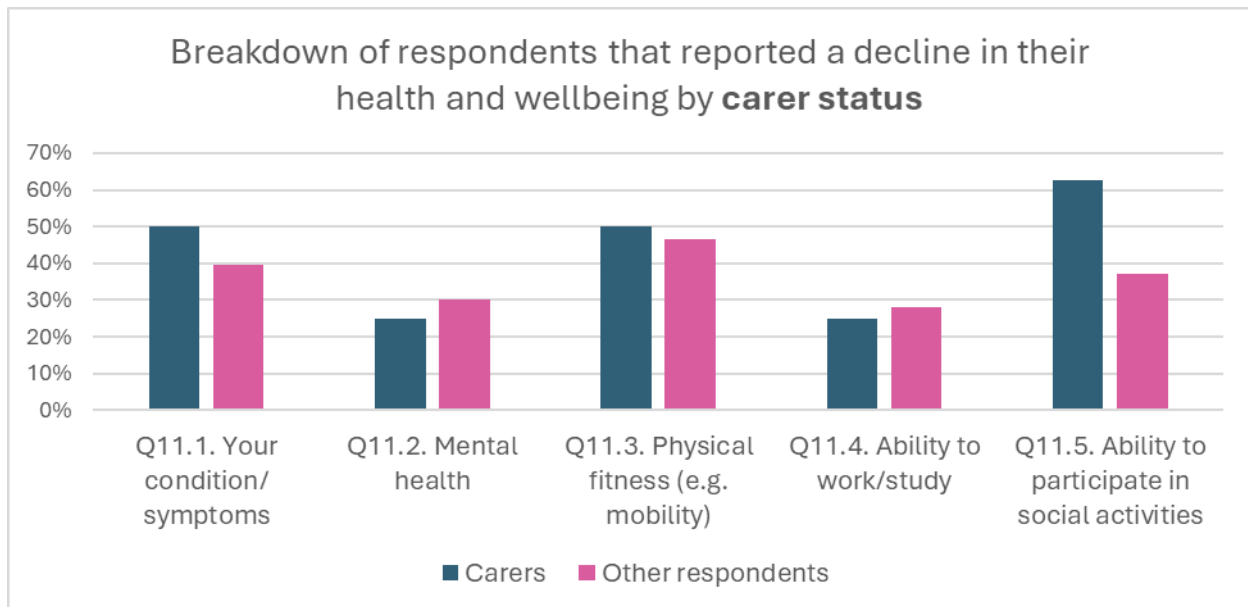


**Respondents that self-described as having a disability were more likely to report a decline in each of the five categories** since joining the waiting list. The biggest differences were in physical fitness (67% vs. 41%) and in mental health (50% vs. 23%).



**Respondents that self-described as having a long-term condition were more likely to report a decline in four of five categories** since joining the waiting list. The biggest differences were in physical fitness (65% vs. 28%) and in ability to work and study (46% vs. 8%).





**Respondents that self-described as carers were more likely to report a decline in three of the five categories since joining the waiting list.** The biggest difference was in ability to participate in social activities (63% vs. 37%).

## Other Comments

### Communication Between Hospitals and GPs

Several respondents brought up **communication issues between their GP and the hospital** during the referral process.

“GPs do the best they can, but there is confusion about who is talking to who (GPs and hospital.)”

“I would really appreciate knowing that my GP referral has been safely received by the secretary and will be in the processing stage. I’ve no idea as to what’s happening.”

Some respondents spoke about **delays in their GP’s referral reaching the hospital**, leading to a longer wait.

“I had to chase up for my appointment. The hospital said that they didn’t get a referral from the GP, so I had to be sent back to the GP to be re-referred. I question who was at fault re the referral. Did the GP really do the referral? The hospital said they hadn’t received it. The admin staff at the GP surgery said the GP forgot to press send when doing the referral!”

“My condition should have been monitored annually by King’s College Hospital, but it wasn’t. I asked my GP to refer me to UCLH as I had no faith in King’s. The referral to UCLH was seven months away, and the GP surgery gave them little and wrong information. Seven months is too long, and my GP made no effort to pass on the information to the hospital. Hopeless. Less money should be spent on the gatekeepers and more on actual medical intervention.”

## Hospital Administration and Triage

Some felt like **poor administration** in the hospital was responsible for delays.

“The admin teams at GSTT are awful. From my experience working as a local GP, cardiology services (e.g. ECHO), GI surgery, and urology are the worst offenders in terms of just being terrible at administration of appointments, etc.”

Others spoke about issues they faced during **triage between hospital departments**.

“My ultrasound referral by podiatry was refused by radiology. I later found out they thought it would be too painful to do, without any reference to me as the patient. In the end, I paid to progress treatment privately. Absolutely poor triage of scan request.”

“I get to the top of the waiting list only to be pushed back down because they don't triage me properly or unable to provide support.”

## Quality of Care

Some respondents shared concerns about the quality of care. One expressed:

“It is clear that the elderly are NOT a priority for the health service anymore. Vulnerable people are at risk in health care settings as there is no masking and inadequate ventilation.”

A few people mentioned issues with hospital staff.

“Admin and nurse staff often do not speak English (urology STH).”

"I would like a more personalised approach, using trained & experienced health professionals, not volunteers & inexperienced students."

## Online Services

One respondent wished to see improvements in the NHS App.

"I feel overall, the system works well but the NHS App does not fully utilise all of its features, which I believe there are a few things missing like appointments, cancellations etc."

Another felt worried about data and privacy within online services.

"Can you confirm these details won't be hacked or leaked?"

# Appendix: Survey Questions

1. Do you live in Lambeth?
  - a. Yes
  - b. No
2. In the past 12 months, have you been on a waiting list for healthcare?
  - a. I am currently on a waiting list.
  - b. I am no longer on a waiting list, but I have been in the past 12 months.
  - c. I have not been on a waiting list in the past 12 months. [Using skip logic: if No, they are directed to the end of the survey]
3. What is the waiting list for? If you are not currently waiting, think about the last waiting list you were on.
  - a. For testing (e.g. blood tests, scans)
  - b. For cancer treatment
  - c. For surgery in hospital (e.g. hip replacement, knee surgery)
  - d. For non-surgical services (e.g. physiotherapy, dermatology)
  - e. For mental health services
  - f. Other [fill in the blank]
  - g. More than one of these [fill in the blank]
4. How long have you been waiting? Enter a number as appropriate:
  - a. [Fill in the blank] Weeks
  - b. [Fill in the blank] Months
  - c. [Fill in the blank] Years
5. Were you given an estimated waiting time?
  - a. Yes, longer than my current waiting time
  - b. Yes, shorter than my current waiting time
  - c. No
  - d. Don't know/ don't remember
6. Have you been kept updated on the status of your appointment/treatment?
  - a. Yes
  - b. Somewhat

- c. No
7. Has your appointment/treatment been cancelled or delayed?
- a. Delayed
  - b. Cancelled
  - c. Both
  - d. Neither
8. If yes, were you given a reason for the delay/cancellation?
- a. Yes
  - b. No
9. Have you been given advice on how to manage your condition/symptoms while waiting?
- a. Yes
  - b. Somewhat
  - c. No
10. How would you rate the information and updates received while waiting?
- a. Very poor
  - b. Poor
  - c. Neither good nor bad
  - d. Good
  - e. Very good
11. If you'd like, please tell us more about the information and updates you would like to receive while waiting.
- a. [Open response]
12. Has your health and wellbeing changed since you first joined the waiting list?
- a. Your condition/symptoms
    - i. Much better than before
    - ii. Better than before
    - iii. About the same as before
    - iv. Worse than before
    - v. Much worse than before
    - vi. N/A

- b. Mental health
- c. Physical fitness (e.g. mobility)
- d. Ability to work/study
- e. Ability to participate in social activities

13. If you'd like, please tell us more about how your experience in the waiting list has impacted your health and wellbeing.

- a. [Open response]



14. Finally, if you have any comments about how the waiting process could be improved, please write them in here.

- a. [Open response]



# healthwatch Lambeth

Healthwatch Lambeth  
Tripod, LB of Lambeth, PO Box 80771  
London, SW2 9QQ  
[healthwatchlambeth.org.uk](http://healthwatchlambeth.org.uk)  
t: 020 7274 8522

 [instagram.com/HWLambeth](https://www.instagram.com/HWLambeth)  
 [x.com/HWLambeth](https://x.com/HWLambeth)  
 [facebook.com/HWLambeth](https://facebook.com/HWLambeth)