

Q2 Patient Experience Report

Healthwatch Hammersmith & Fulham
July – September 2023



Contents

Introduction	3
Q2 Snapshot	4
Yearly Comparison	5
Experiences of GP Practices	6
Experiences of Hospital Services	17
Experiences of Dental Services	26
Experiences of 'Other' Services	35
Appendix	40

Layout of the report

This report is broken down into five key sections:

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

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

This report functions as a standardised general overview of what Hammersmith & Fulham residents have told us within the last three months. Additional deep dives relating to the different sections can be requested and are dependent on additional capacity and resource provision.

Introduction

Patient Experience Programme

Healthwatch **Hammersmith & Fulham** is your local health and social care champion. Through our Patient Experience Programme (PEP), we hear the experiences of residents and people who have used health and care services in our borough.

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

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

Methodology



Engaging with people online and face-to-face at **local community hotspots** such as GPs, hospitals and libraries



Collaborating and co-hosting events with **local Trusts** and interacting with **patient participant groups**



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 July and September 2023, we continued to develop our PEP by :

- Training volunteers in additional data analysis skills and expanding the community groups we work with.

Q2 Snapshot

This section provides a summary of the number of experiences we collected during July – September 2023 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)



1,328 reviews

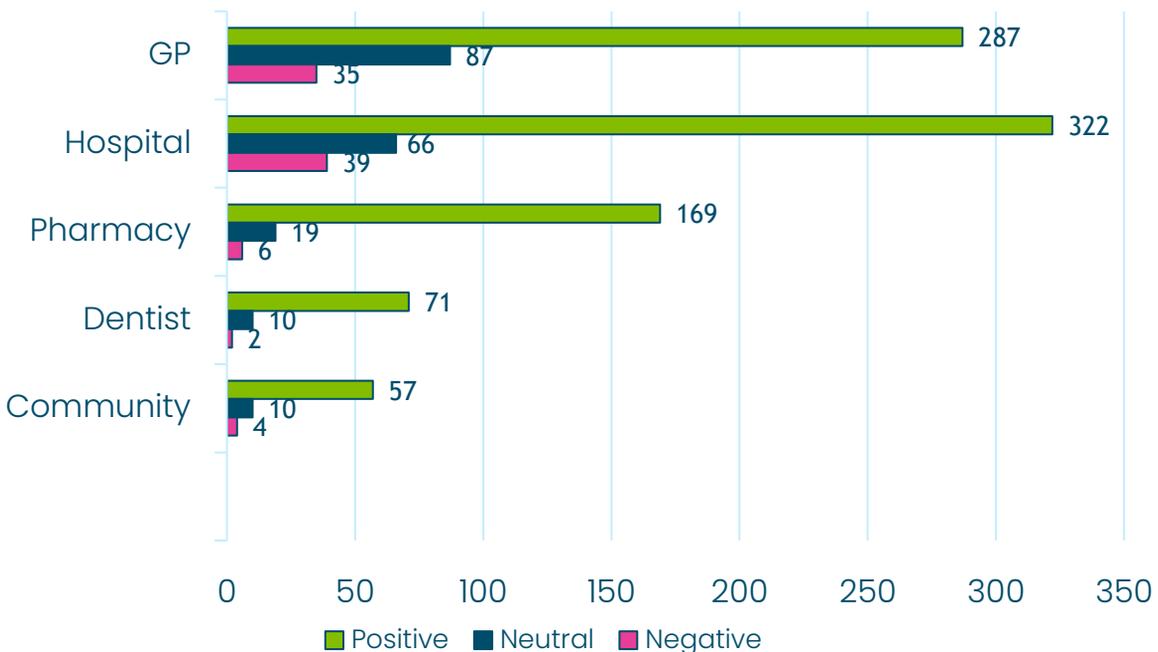
of health and care services were shared with us, helping to raise awareness of issues and improve care.

64 visits

were carried out to different local venues across the borough to reach as many as people as possible

Top 5 Service Types	No of Reviews	Percentage of positive reviews
GP	409	70%
Hospital	427	75%
Pharmacy	194	87%
Dentist	83	86%
Community	71	80%

Sentiment of Reviews



Yearly Comparison

To understand whether experiences of health and care services are improving, we compare our data throughout the year. The chart below highlights the percentage of positive feedback each service has received during 2023-24. The total number of positive reviews has been included next to the percentage.

Percentage of positive reviews for each service type

Service Type	Q1 (Apr-Jun 23)	Q2 (Jul-Sep 23)	Q3 (Oct-Dec 23)	Q4 (Jan-Mar 24)
GP	76% (368)	70% (287)		
Hospital	78% (378)	75% (322)		
Pharmacy	77% (195)	88% (169)		
Dentist	84% (102)	86% (71)		
Community	86% (18)	80% (57)		
Optician	80% (43)	76% (32)		
NHS 111	71% (29)	67% (42)		
LAS ¹	100% (14)	64% (16)		
Mental Health		36% (4)		
COVID-19	100% (2)			
LBHF ²		50% (1)		
Residential		0% (0)		

What does this tell us?

- Positive reviews for GP services showed a small decrease of 6% in the last three months, this may be due to increased demand caused by workforce strikes within hospital trusts and heatwaves/asthma, hayfever flare ups.
- The percentage of the positive reviews for the hospital services has a small decrease of 3%
- Patient experience of dental services continues to be extremely positive with 86% of the patient expressing satisfaction. This is 2% increase from last quarter
- Pharmacy services have seen a clear increase of 11% in positive reviews, the most noticeable among services with at least 100 reviews per quarter. Patients seem to be positive about increased roles and responsibilities of community pharmacies.

¹ London Ambulance Service

² London Borough of Hammersmith & Fulham

Experiences of GP Practices

Waiting Area 

 Lift
 GP Practices



What people told us about GP Practices

"I came here to book appointment, and I got it in the same day [...] They are friendly, professional, multicultural clinics [...] This practice is like my family, man. Everyone is treated equally."

Man, 45-54, Mixed

"... One time, I came here for my appointment. Then, I was told that it is a phone appointment after I got here. So, I thought I might as well have my telephone appointment in the practice [...] The receptionist shouted me, telling me to go home and pick my call at home"

PNS, PNS, PNS

"It was difficult to use PATCHS for the first time, but I have followed the instructions, and I could book appointment. The appointment availability is also quite good, I would say"

Man, Under 18, Black British

"The online forms are very complicated. They make me want to give up. I have to explain a lot in the forms"

Woman, 55-64, White Other

"The location is good for us; it is easy to travel. I am lucky enough to see the doctor in real life when I need."

Woman, 65-74, White British

"Getting appointment is an issue; the triage system, PATCHS, is not good. Once I had my collar bone broke, and I had requested appointment from PATCHS because of the pain. I got reply after 3-4 days let alone appointment."

Woman, 45-54, Asian British

"They can comfort me and address my concerns immediately. They are not 'paracetamol doctors'"

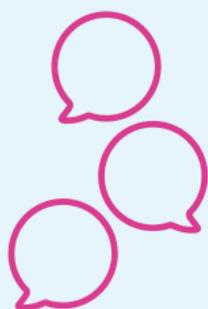
Woman, 35-44, Asian Other

"I was misdiagnosed. If the follow-ups are more prompt, they could have corrected my diagnosis and treatment earlier."

Woman, 45-54, Black Caribbean

GP Services

No. of Reviews	409 (relating to 26 GP practices)
Positive	70%
Negative	9%
Neutral	21%



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:

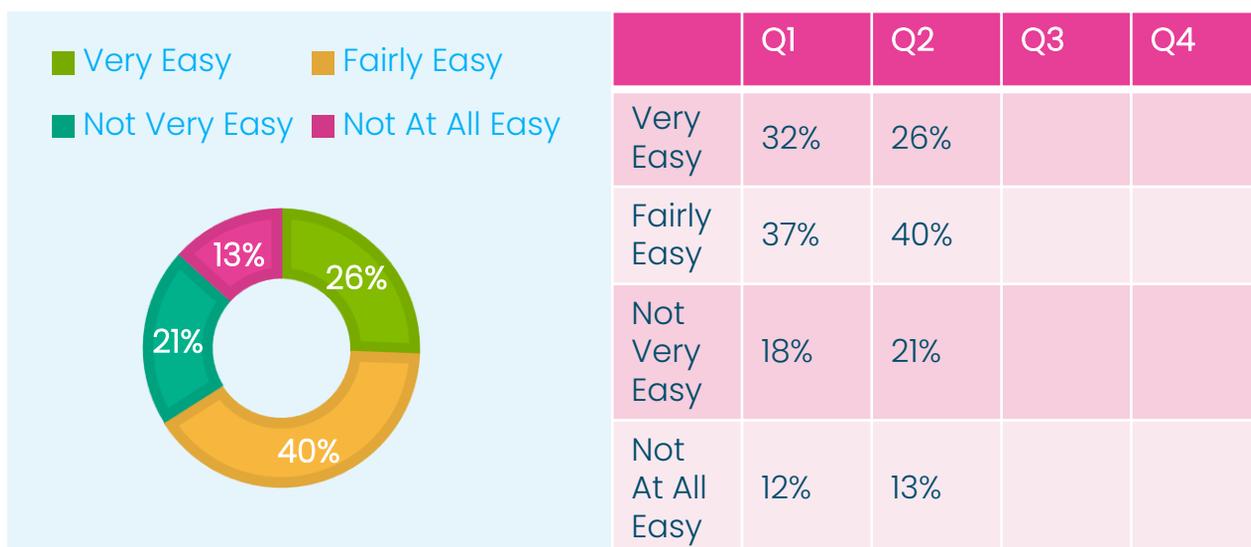
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the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

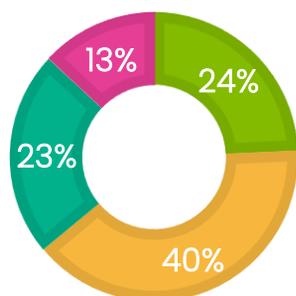
Access and Quality Questions

Q1) How do you find getting an appointment?



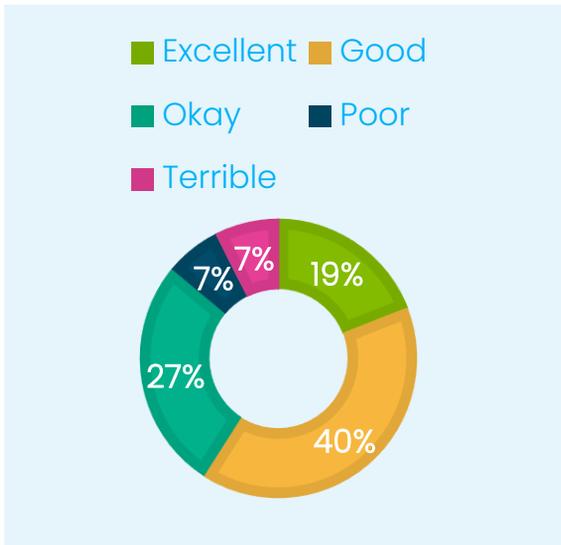
Q2) How do you find getting through to someone at your GP practice on the phone?

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



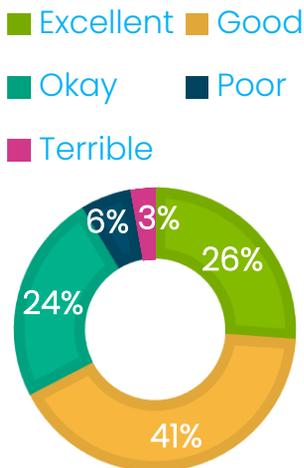
	Q1	Q2	Q3	Q4
Very Easy	25%	24%		
Fairly Easy	43%	40%		
Not Very Easy	22%	23%		
Not At All Easy	10%	13%		

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



	Q1	Q2	Q3	Q4
Excellent	26%	19%		
Good	39%	40%		
Okay	19%	27%		
Poor	11%	7%		
Terrible	5%	7%		

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



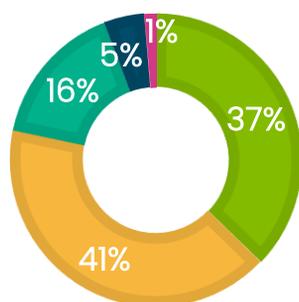
	Q1	Q2	Q3	Q4
Excellent	27%	26%		
Good	44%	41%		
Okay	20%	24%		
Poor	7%	6%		
Terrible	2%	3%		

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



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

■ Excellent ■ Good ■ Okay
■ Poor ■ Terrible



	Q1	Q2	Q3	Q4
Excellent	41%	37%		
Good	40%	41%		
Okay	14%	16%		
Poor	4%	4%		
Terrible	2%	1%		

Thematic analysis

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

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 5 positive and negative themes received between July and September 2023 based on the free text responses received.

Top 5 Positive Themes	Count and percentage of positive reviews	Top 5 Negative Themes	Count and percentage of negative reviews
Staff attitudes	74 (80%)	Appointment availability	68 (46%)
Appointment availability	68 (46%)	Getting through on the telephone	53 (68%)
Quality of treatment	52 (79%)	Online consultation (app/ form)	30 (56%)
Quality of staff – health professionals	45 (90%)	Booking appointments	28 (52%)
Communication with patients	26 (62%)	Continuity of care	17 (71%)

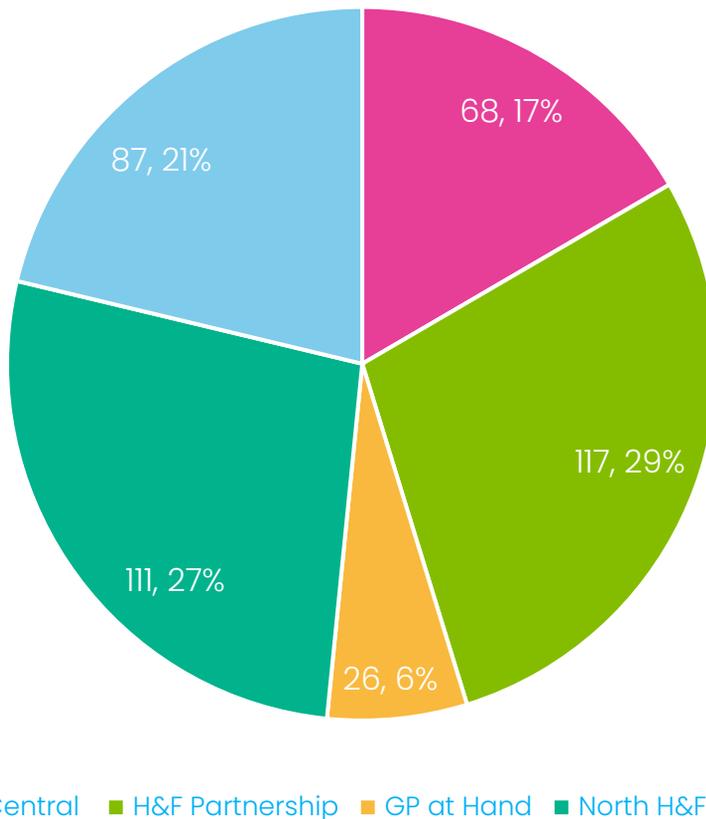
Primary Care Networks

Primary care networks (PCNs) are groups of GP practices within the same area which work together to support patients. Within Hammersmith & Fulham, there are 5 PCNs covering the borough. These are:

- H&F Central PCN
- H&F Partnership PCN
- GP at Hand PCN
- North H&F PCN
- South Fulham PCN

Between July and September 2023, the services which received the most reviews were North H&F and H&F Partnership. These are the same PCNs from which we received most reviews last quarter (April to June 2023) due to size and number of GPs they compose of.

Total Reviews per PCN



PCN Access and Quality Questions

In order to understand the variance of experience across the borough we have compared the PCNs by their access and quality ratings.

Each average rating has been colour-coded to indicate positive, (green) negative (pink) or neutral (dark teal) sentiment.

Access is rated out of 4 (1 – Not at all Easy, 4 – Very Easy). Average ratings of 3 or above are regarded positive, ratings of 2.9 or less are negative.

Quality is rated out of 5 (1 – Terrible, 5 – Excellent). Average ratings of 4 or above are regarded positive, ratings between 3 and 3.9 are neutral, and ratings of 2.9 or below are negative.

Positive ■ Neutral ■ Negative ■

PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	Getting an appointment	Getting through on the phone	Of Telephone consultations	Of Online consultations	Of Staff attitudes	Of Treatment and Care
H&F Central	2.8	2.8	3.2	3.7	4.2	4.2
H&F Partnership	2.8	2.7	3.7	3.9	4.1	4.1
GP at Hand	2.2	2.3	3.2	3.3	3.7	3.7
North H&F	2.9	2.9	3.8	4.0	4.3	4.2
South Fulham	2.7	2.8	3.4	3.8	3.9	4.0

PCN Themes

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

Primary Care Network	Overall rating (1-5*)	Top 3 Positive Issues	Top 3 Negative Issues
H&F Central No of reviews: 68	3.8	1. Appointment availability	1. Appointment availability
		2. Quality of staff- healthcare professionals	2. Online consultation
		3. Staff attitude	3. Booking appointments
H&F Partnership No of reviews: 117	3.9	1. Appointment availability	1. Appointment availability
		2. Staff attitudes	2. Getting through on the telephone
		3. Quality of treatment	3. Appointment availability
GP at Hand No of reviews: 26	3.3	1. Staff attitudes	1. Appointment availability
		2. Quality if staff- healthcare professionals	2. Staffing levels
		3. Quality of appointment – face-to-face consultation	3. Booking appointments
North H&F No of reviews: 111	4.0	1. Staff attitudes	1. Appointment availability
		2. Quality of appointments	2. Getting through on the telephone
		3. Appointment availability	3. Booking appointments
South Fulham No of reviews: 87	3.7	1. Staff attitudes	1. Getting through on the telephone
		2. Quality of staff – healthcare professionals	2. Appointment availability
		3. Appointment availability	3. Online consultations (app/ form)

What has worked well?

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



Staff attitudes

80% of reviews that covered staff attitudes were positive. Patients mentioned that staff members were friendly, kind, professional, and helpful. A few patients noted that specific staff members were responsive to enquiries and showed understanding.



Appointment availability

46% of reviews that covered appointment availability were positive. Similar to the last quarter, paediatrics and emergency department appointments received the most praise from patients.



Quality of treatment and care

75% of reviews that covered medical records were positive. Patients mentioned that they were happy with the care provided by doctors and nurses. Some also noted that they felt well-looked-after and that the treatment they received was excellent.



Quality of staff – healthcare professionals

90% of the comments mentioning the quality of healthcare professionals were positive. Patients often mentioned that these professionals were attentive, caring, and provide quality care. They appreciated their thoroughness and competence in managing their health concerns.



Communication with patients

Patient communication became one of the top 5 positive themes this quarter, with 62% of comments featuring this theme being positive. Patients felt satisfied when healthcare professionals communicate well with them, listen to their concerns and explained their treatment plan clearly. They appreciated the time and attention given to them during consultations.

What could be improved?

Below is a list of the key areas for improvement relating to GP practices between July and September 2023.



Appointment availability

46% of the reviews that covered appointment availability were negative. Patients mentioned that they found it difficult to get non-emergency appointments at the time they needed, especially if they had preference for healthcare professional they wanted to see. This is consistent with last quarter's data.



Getting through on the telephone

68% of the reviews about getting through the telephone were negative. The patients expressed frustration over the difficulty of getting through on telephone, especially at the peak hours in the morning where the patients can call to book appointment.



Online consultation (app/ form)

56% of the comments mentioning online consultations bore a negative sentiment. Lack of feeling of personal connection and difficulty navigating the online system was the main problem for patients. A few patients also expressed dissatisfaction with the response times and difficulty in conveying the message online in words.



Booking appointments

52% of the comments about booking appointments were negative. Several patients felt that it was very hard to get through to the GP practice to book appointment in the morning due to volume of callers. Patients also mentioned that the online triage system can be lengthy and complicated.



Continuity of care

71% of the comments featuring continuity of care were negative. Patients felt that it was difficult to establish a good doctor-patient relationship because they had been seeing different GPs. A few patients mentioned the frequent turnover of staff or presence of new medical professionals, which may have had a negative impact on continuity of care.

Recommendations

Below is a list of recommendations for GP practices in Hammersmith & Fulham based on the findings in this section.

Remote Appointments

1. Enhanced training to patients about online healthcare systems (e.g., PATCHS or Dr. IQ) should be provided, as there was a significant number of patients who find it difficult navigating the online apps – observed through Q3, Q4, Q1, and Q2. Patients whose first language is not English should be notified that they can change language settings in their online consultation app.
2. GP practices should enhance promotion of the online consultation systems, especially to working age patients as they are more likely to be happy with online consultations. If more people use online consultations, it can free up telephone lines and face-to-face appointments for people who need them or who strongly prefer them.
3. GP practices should be mindful that remote appointments are not for all patients. Remote appointments such as online or telephone consultations should be used to free up face-to-face appointment slots for patients who need them most, and not necessarily as a first point of accessing GP service for all patients. Patients should be able to opt into face-to-face appointments with a healthcare professional if this is their preference.
4. GP practices should monitor the response time for online services, as a few patients mentioned waiting up to 4 days for them to attain a response for their requests and queries.

Booking Appointments - Online

1. The online booking system should not be the sole option for booking appointments, as it might introduce exclusions for some patients who find it difficult to use the system. Alternative ways to book appointments should be made clear to patients.

Getting through on the telephone

1. Optimisation of the telephone system to reduce waiting times for patients should be considered. Implementing features like call-back options can help reduce waiting times on the phone. Patients who are happy to use online booking systems should get the advice, training, and support they need to reduce the reliance on phone lines for some cohorts.

Recommendations

Communication with Patients

1. Patients should be informed clearly about timing, location, and format (remote or face-to-face) of their appointment or referral well in advance. Patients also should be informed whether their appointment will be with a doctor, nurse, clinical pharmacist, or other healthcare professional, especially for remote appointments. This way patients will know better what to expect from their appointments.
2. Reception staff can receive additional customer service training to facilitate a more welcoming and patient-centred environment at reception. This training can be done PCN-wide with some additional input from VCSEs and patient groups to minimise the cost, and a regular peer monitoring system could be implemented to maximise the learning.
3. The receptions should have a more meaningful and stress-free experience working at GP services, as stress to them can be reflected on the customer service sector of GP services. One method to achieve aim could be to create a “Recognition Wall”, displaying the patient’s compliments to each reception staff so that they can look at it when they are feeling low.
4. Patients should be actively encouraged to ask questions to the receptionist. This will strengthen the relationship between the GP practice and patients and foster a realistic expectations of GP services among patients.

Engagement and Outreach

1. The GP services should hold a regular Patient Participation Group (PPG) meetings to engage with patients about what are the most recent improvements or changes, and what can patients expect from the services. Canberra Old Oak Surgery, for instance, have held two PPG meetings successfully between July and October 2023.

Emerging or Ongoing Issues

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

The ongoing positive issues are highlighted in light green, and ongoing negative issues, in pink.

Positive Issues

Q1	Q2	Q3	Q4
Staff attitudes	Staff attitudes		
Quality of treatment	Quality of treatment		
Appointment availability	Appointment availability		
Quality of staff – healthcare professionals	Quality of staff – healthcare professionals		
Booking appointments	Communication with patients		

Negative issues

Q1	Q2	Q3	Q4
Appointment availability	Appointment availability		
Getting through on the telephone	Getting through on the telephone		
Booking appointments	Online consultation (app/ form)		
Online consultation (app/ form)	Booking appointments		
Patient choice	Continuity of care		

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 trends we found when analysing patient experience data. Full demographics breakdown can be found in the appendix.



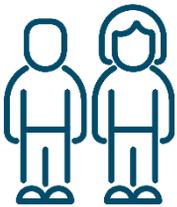
Gender

Our data suggests that men have had a better experience with their GP practice, with 75% of them rating good or excellent compared to 69% among women.



Age

Consistent to last quarter, we found that the patients who were most satisfied with their GP services were patients aged 16-24 (76% good or excellent). However, contrasting to last quarters' results, the second most satisfied group were over 75s (75% good or excellent), and the patients with least satisfaction with their GPs were patients aged 25-35 (64% good or excellent).



Ethnicity

81% of Asian patients rated their GP services as either good or excellent. This was a 2% increase from last quarter, and they were the second most satisfied ethnic group. Interestingly, we found that White and Black ethnic groups were least satisfied with their GP services this quarter, with 69% of them rating good or excellent.



Long Term Condition

This quarter, 71% of patients without a long-term condition rated their overall experience with GP services as good or excellent. However, we found that the patients with long term conditions continued to find it more difficult to get an appointment with their GPs (64% good or excellent).

Experiences of Hospital Services



What people told us about Hospitals

"I went there for a photography to examine my skin condition. I called there, and they picked up very quick. I explained my condition. They spoke with me, and they gave me appointment to there. It was a perfect experience."

Woman, 45-54, White Other

"I got my appointment a year after my referral, as opposed to three months which was recommended by my doctor. The waiting in the hospital is long and the parking is crazy. The amount charged for parking is extreme"

Man, 55-64, White British

"They provide good assessment and good attention to detail in preventative treatments. They make themselves available when I need them..."

Woman, 45-54, White British

"...They don't know you and they don't know the results. [...] The two hospitals I go to, use different systems to communicate with my GP. My notes for this hospital are not updated while those from other hospital are up to date"

Woman, 55-64, White British

"There are so many positive things that I could say about this hospital, but there is the best that stands out; doctor and staff are very nice.."

Man, 75-84, Other

"To get through the phone system take time; there are too many options to choose from. The auto message speak very quickly so I cannot understand..."

Man, 85+, Asian British

"They care my autistic child very well. I came here with a diplomatic visa. The standard of care in UK is very good."

Woman, 45-54, Black Carribbean

"It is nightmare to change appointment. The communication is pretty difficult . This clinics, in particular, is usually long wait. It is also hard to get any information. The administration is the problem."

Woman, 65-74, Asian Indian

Hospital Services

No. of Reviews	427 (relating to 7 hospitals)
Positive	75%
Negative	9%
Neutral	15%

Questions we asked residents



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

The questions we asked were:

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

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

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

Q4) How do you find the attitudes of staff at the service?

Q5) How do you think the communication is between your hospital and GP practice?

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

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

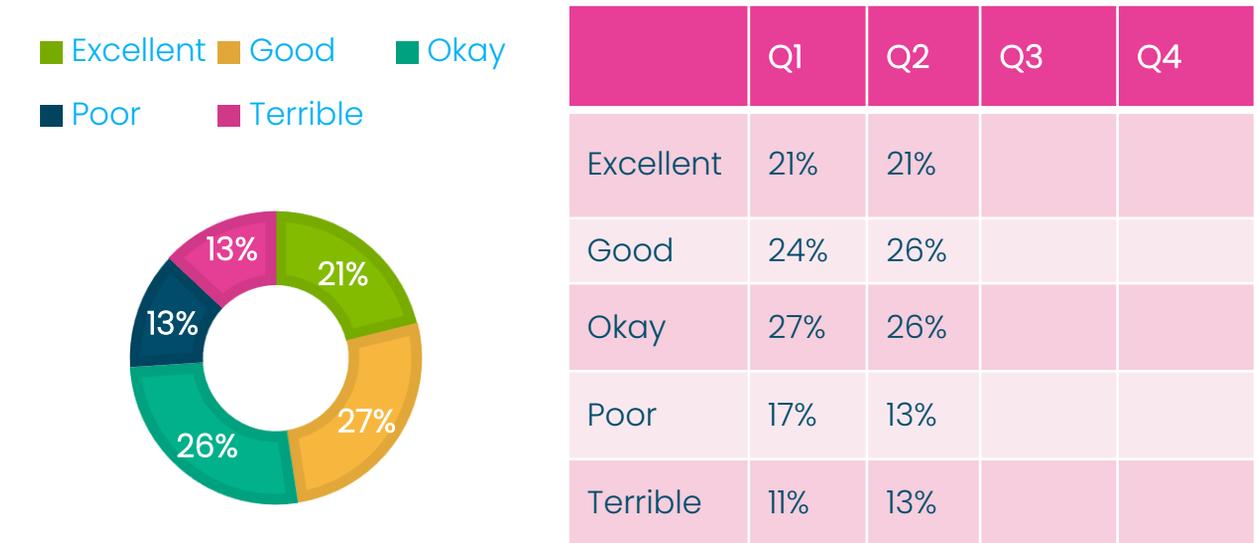


Access and Quality Questions

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



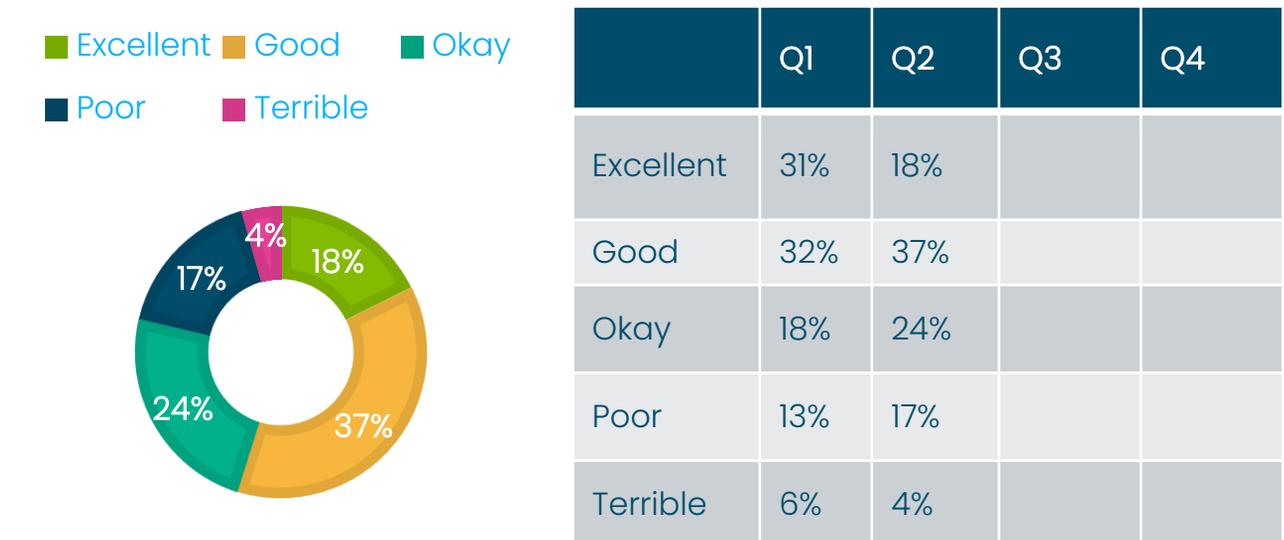
Q2) How do you find getting through to someone on the phone?



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



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



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



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



Thematic analysis

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

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 themes received between July and September 2023 based on the free text responses received.

Top 5 Positive Issues	Percentage of positive reviews and count
Staff attitudes	91 (90%)
Quality of treatment	78 (81%)
Waiting time at the premises	48 (34%)
Appointment availability	37 (59%)
Quality of staff – healthcare professionals	30 (86%)

Top 5 Negative Issues	Percentage of negative reviews and count
Waiting time at the premises	75 (52%)
Communication between services	26 (39%)
Getting through on the telephone	25 (71%)
Appointment availability	24 (38%)
Communication with patients	15 (45%)

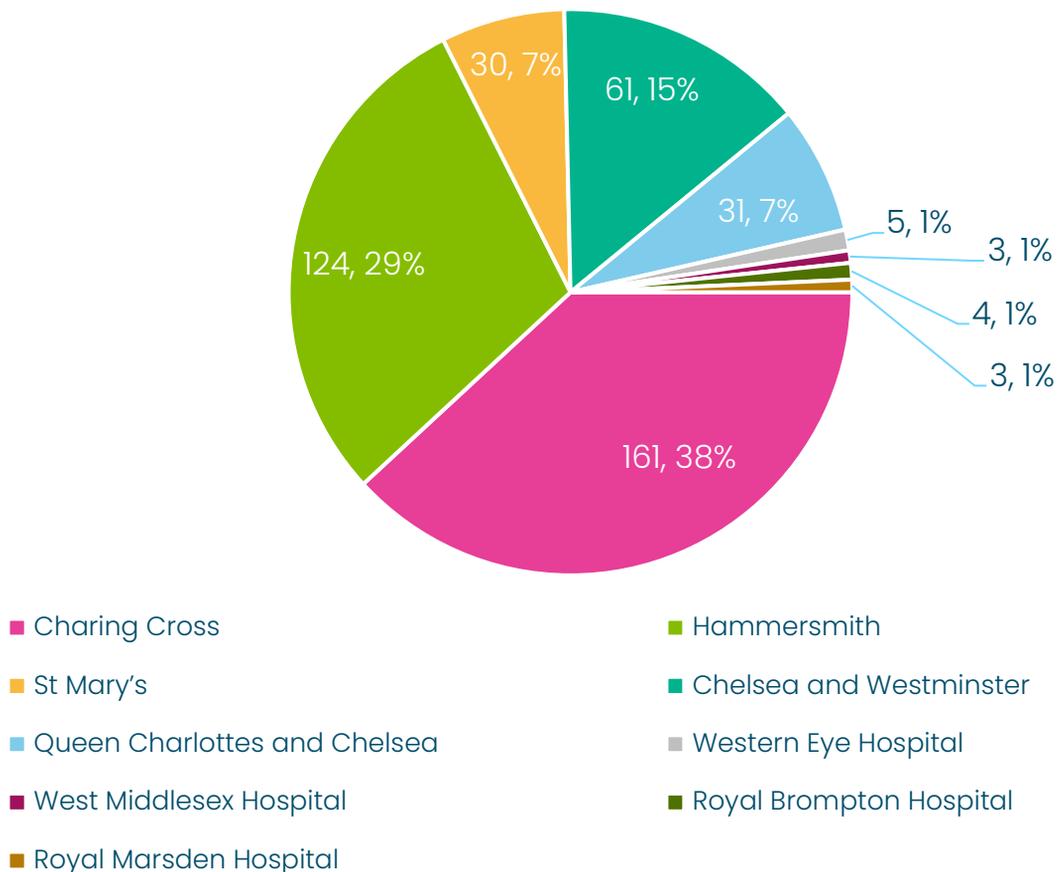
Hospital Trusts

Hammersmith & Fulham 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:

- Charing Cross Hospital
- Hammersmith Hospital
- Queen Charlotte & Chelsea Hospital
- St Mary’s Hospital
- Western Eye Hospital
- Chelsea and Westminster Hospital
- West Middlesex Hospital
- Royal Marsden Hospital
- Royal Brompton Hospital

Between July and September, the services which received the most reviews were Charing Cross Hospital and Hammersmith Hospital. This is the same as last quarter, as these two hospitals are the main providers of secondary care in Hammersmith & Fulham.

Total Reviews per Hospital



Access and Quality Questions

In order to understand the variance of experience across the hospitals we have compared the ratings given for access and quality covered in the previous section. Please note that each question has been rated out of 5 (1 – Terrible 5 -Excellent)

Average ratings of 4 or above are regarded as positive ratings, between 3 and 3.9 are neutral, and ratings of 2.9 and below as negative.

Positive ■ Neutral ■ Negative ■

Name of Hospital	ACCESS (out of 5)			QUALITY (out of 5)		
	To a referral/ appointment	Getting through on the phone	Waiting Times	Of Communica- tion between GP and Hospital	Of Staff attitudes	Of Treatment and Care
Charing Cross Hospital No of reviews: 193	3.7	3.0	3.1	3.4	4.2	4.1
Hammersmith Hospital No of reviews: 123	3.8	3.4	3.4	3.4	4.4	4.3
St Mary's Hospital No of reviews: 30	4.1	3.9	3.5	4.2	4.6	4.2
Queen Charlottes and Chelsea Hospital No of reviews: 31	4.4	3.6	3.4	3.2	4.5	4.5
Chelsea and Westminster Hospital No of reviews: 61	3.6	3.1	2.9	3.3	4.3	4.0

Hospital Themes

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

Hospitals	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Charing Cross Hospital No of reviews: 193	3.9	1. Staff attitudes	1. Waiting time at the premises
		2. Waiting time at the premises	2. Getting through on the telephone
		3. Quality of treatment	3. Quality of treatment
Hammersmith Hospital No of reviews: 123	4.1	1. Quality of treatment	1. Waiting times at the premises
		2. Staff Attitudes	2. Communication between services
		3. Quality of Staff - health professionals	3. Getting through on the telephone
Queen Charlotte & Chelsea Hospital No of reviews: 31	4.3	1. Appointment availability	1. Communication with patients
		2. Staff attitudes	2. Information and Advice
		3. Midwives	3. Tests/Results
St. Mary's Hospital No of reviews: 30	4.0	1. Quality of care/ treatment	1. Waiting times at the premises
		2. Staff attitudes	2. Buildings, Décor and facilities
		3. Communication between services	3. Crowding/ Seating/ Space
Chelsea and Westminster Hospital No of reviews: 61	4.0	1. Quality of treatment	1. Waiting time at the premises
		2. Staff attitudes	2. Appointment availability
		3. Waiting time at the premises	3. Quality of treatment

What has worked well?

Below is a list of the key positive aspects relating to hospitals between July and September 2023.



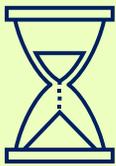
Staff attitudes

Consistent with the last quarter, 90% of reviews that covered staff attitudes were positive. Patients found that the hospital staff were friendly, kind, and willing to help.



Quality of care and treatment

81% of the comments regarding the quality of care were positive. Many patients commended the overall quality of care, treatment, and follow-ups, stating that they received excellent care, and that they were provided with resources to look after themselves. Specific departments, such as cardiology, maternity, urology, and oncology, received positive mentions regarding the quality of treatment.



Waiting times at the premises

34% of the comments regarding the waiting time at healthcare premises were positive. Although this was a sizeable decline compared to last quarter (41% positive), there is still significant praise from patients for promptness of imaging departments.



Appointment availability

59% of the reviews about the appointment availability were positive. The patients were happy especially with appointment availability for imaging and blood tests, which can be booked from the NHS app.



Quality of staff – healthcare professionals

86% of reviews that covered the quality of healthcare professionals were positive. Patients often commended healthcare professionals for their professionalism, competence, and caring attitudes. Many mentioned positive interactions with healthcare teams, emphasising their knowledge, support, and excellent patient care.

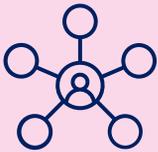
What could be improved?

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



Waiting times at the premises

52% of the reviews covering the waiting times at the hospitals were negative. Patients mentioned waiting up to 2 hours in outpatient departments. Several A&E patients we have talked to mentioned waiting between 5 to 8 hours before being seen.



Communication between services

39% of the comments about communication between the hospitals and other services were negative. Patients frequently raised concerns about the lack of cooperation between hospitals, GPs, and other healthcare services, especially regarding delays in sharing updates and medical information. This fragmented communication led to patients feeling uninformed about their health status.



Getting through on the telephone

71% of patient reviews concerning telephone accessibility were negative. Patients reported difficulties navigating the telephone system, which consolidates multiple hospitals and departments under a single phone line.



Appointment availability

38% of comments about appointment availability at the hospitals were negative. Patients found the waiting lists for their initial appointments are long, with several patients mentioning they waited 8 months or longer for their appointment. It seemed especially difficult for patients if their appointments were cancelled, or they needed to postpone their appointment.



Communication with patients

45% of the comments about the communication with the patients were negative. Many patients reported issues with communication, specifically about waiting times, results delivery, and appointment scheduling.

Recommendations

Below is a list of recommendations for hospitals that provide care for Hammersmith & Fulham residents based on the findings in this section

Communication with Patients

1. Patients should be clearly communicated with about the timing and location of their appointments, well in advance. Equally they should be informed about any change or cancellation of the appointments as clearly and as soon as it is possible.
2. Patients should be able to attain a good level of involvement and power over their care. Hospital services must continue to inform patients about their condition(s) and treatment options. Patients should receive patient letters in a timely manner and should be notified that they can opt-in to receive their patient letter by email if this option is possible for them, as this will save time and money for NHS Trusts as well.
3. Hospital staff should acknowledge the anxiousness patients display and feel about their own health. If the patient is deemed not to need any serious medical attention, this should be explained clearly so that the patient does not feel dismissed.

Communication between Services

1. Hospital services should continue to strengthen communication with other hospitals from different NHS Trusts.

Communication between Staff

1. Staff members should continue to ensure good communication within and in between different departments. Any health concerns raised by patients themselves or by a staff member on behalf of the patient should be shared among the appropriate teams promptly.

Waiting Time for Test Results

1. Patients should have access to real-time information regarding the expected timeline for the delivery of their test results, from dispatch to the eventual release of the results to alleviate anxiety and empower them with a greater sense of autonomy over their healthcare journey.

Recommendations

Staff Capacity

1. Long waiting times at the hospital, lack of availability of appointments, and poor communication with patients indicate that hospital staff capacity is being pushed to its maximum. Department managers and senior staff should continue motivating staff, showing appreciation to hard work, and rewarding good and effective practices.

Emerging or Ongoing Issues

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

The ongoing positive issues are highlighted in light green, and ongoing negative issues, in pink.

Positive Issues

Q1	Q2	Q3	Q4
Staff attitudes	Staff attitudes		
Quality of care/ treatment	Quality of care/ treatment		
Waiting times at the premises	Waiting times at the premises		
Quality of staff – healthcare professionals	Appointment availability		
Communication between services	Quality of staff – healthcare professionals		

Negative issues

Q1	Q2	Q3	Q4
Waiting time at the premises	Waiting time at the premises		
Getting through on the telephone	Communication between services		
Waiting time for appointment/ referrals	Getting through on the telephone		
Appointment availability	Appointment availability		
Communication with the patients	Communication with patients		

Equalities Snapshot

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

This section pulls out interesting trends we found when analysing patient experience data. Full demographics breakdown can be found in the appendix.



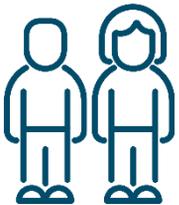
Gender

During the last three months, we have observed a small difference between the experience of male patients (78% good or excellent) and female patients (75% good or excellent).



Age

Consistent with the last quarter, we found that older population tend to be more satisfied with their hospital care. The most satisfied patient group was those who aged 65-74, with 89% good or excellent rating. The patients aged between 18 and 35 years were the least satisfied with their hospitals.



Ethnicity

Patients from 'White' ethnic groups were most satisfied with their hospital experience, with 80% of them rating their experience good or excellent. Patients from 'Mixed' and 'Any Other' ethnic backgrounds were least satisfied with 78% good or excellent rating. The 'Any Other' ethnic group seemed to have a particularly poor experience (56% good or excellent), although the sample size we have collected was very small (n=18) to be conclusive.



Long Term Conditions

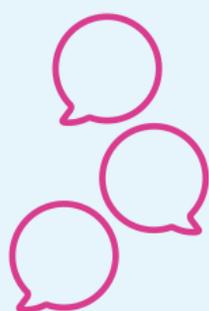
Contrast to the last quarter, we found that the patients with long-term conditions were more satisfied with their hospital services, with 79% of them rating good or excellent, whereas only 72% of those without long term condition did so. This was due to a clear shift in the experience of the patient with long-term condition compared to last quarter, where only 64% of the patients with long term condition rated their hospital experiences good or excellent.

Experiences of Dental Services



Dental Services

No. of Reviews	83 (relating to 26 dentists)
Positive	86%
Negative	2%
Neutral	12%



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?

Please note that for Question 3 and 4, the options we provided matched those of the Standard Dental National Survey to allow our data to be comparable with it.

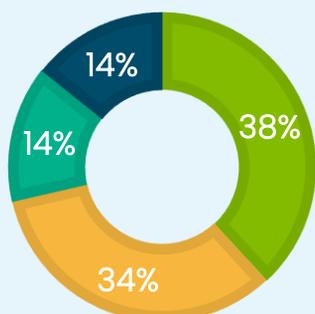
Participants were asked to choose between 1-5* (Terrible – Excellent) for the rest of the questions.

Access and Quality Questions

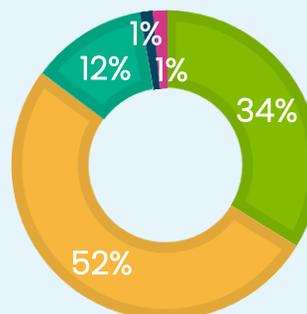
Q1) How did you find it registering with an NHS dentist? (within the last 12 months)

Q2) How do you find getting NHS appointments?

■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible



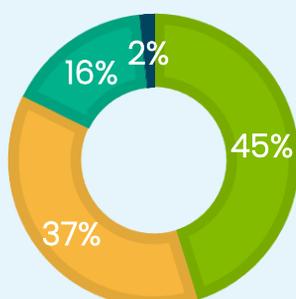
■ Excellent
 ■ Good
 ■ Okay
 ■ Poor
 ■ Terrible



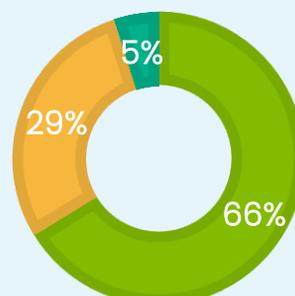
Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

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

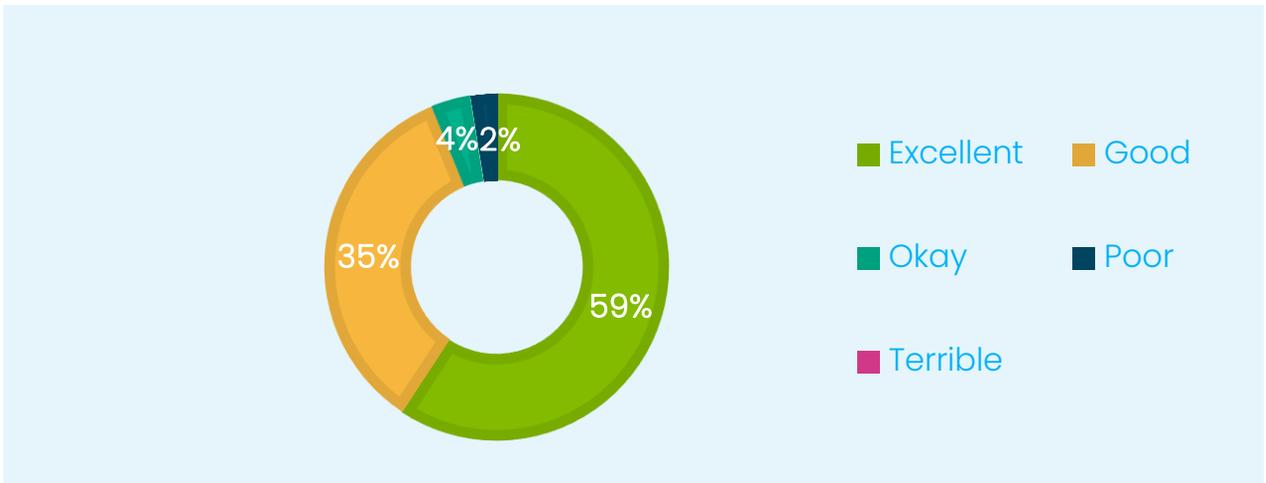
■ Very Clearly
 ■ Fairly Clearly
 ■ Not Very Clear
 ■ Not at all Clear



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



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



Thematic analysis

In addition to the access and quality questions we also ask two further free text questions (*What is working well?* and *What could be improved?*) to help get a more detailed picture of Dental services.

Each experience we collect is reviewed and up to 5 themes and sub-themes themes are applied. The charts below show the top 5 positive and negative issues received between July and September 2023 based on the free text responses received.

Top 5 Positive Issues	Count and percentage of positive reviews	Top 5 Negative Issues	Count and percentage of negative reviews
Staff attitudes	31 (100%)	Affordability	7 (70%)
Appointment availability	19 (73%)	Appointment availability	7 (26%)
Quality of treatment	17 (85%)	Quality of treatment	3 (15%)
Quality of Staff - health professionals	18 (89%)	Treatment Explanation	3 (38%)
Treatment Experience	5 (100%)	Clarity about service cost	4 (60%)

We've produced a list of good practice, areas of improvement and recommendations relating to dentists between July to September 2023

What has worked well?



Staff attitudes

This quarter, all of the reviews on staff attitude were positive. The patients praised the politeness and professionalism of the staff.



Quality of Staff - health professionals

89% of the patients' comments about the quality of dental care professionals are positive. The patients were satisfied with the skill of the dentists and hygienists, and the painless experience of the treatment they received. Several patients felt that their dental professionals helped them combat their fear of dentists.

What could be improved?



Affordability

7 of 10 reviews that covered affordability were negative. Patients found that the dental fees are too expensive for them



Appointment availability

7 of 26 reviews about appointment availability are negative. Patients complained that they cannot get appointment when they need. Two patients mentioned that they had to go private because of lack of appointment.

Equality Snapshot



Ethnicity

48% of dental service users we engaged this quarter are 'White'. This is similar to what we observed in GP and hospital services, each of which having 47% 'White' service users. It would be interesting to keep monitoring whether Black, Asian and Minority Ethnic communities in Hammersmith & Fulham are experiencing any inequality of access.

Recommendations

Affordability

1. Dental services should find a way to provide an instalment plan for dental treatments for patients who cannot afford up front for expensive dental procedures.

Recommendations

Clarity of Service Costs

1. Dental services should make sure that treatment costs are explained to every patient clearly before the treatment.
2. Dental services can be more proactive in partnering with voluntary and community organisations to raise public awareness of the discounts and benefits available to some of the patients (e.g., those on universal credit).

Affordability

1. Dental services should find a way to provide an instalment plan for dental treatments for patients who cannot afford up front for expensive dental procedures.

Experiences of 'Other' services



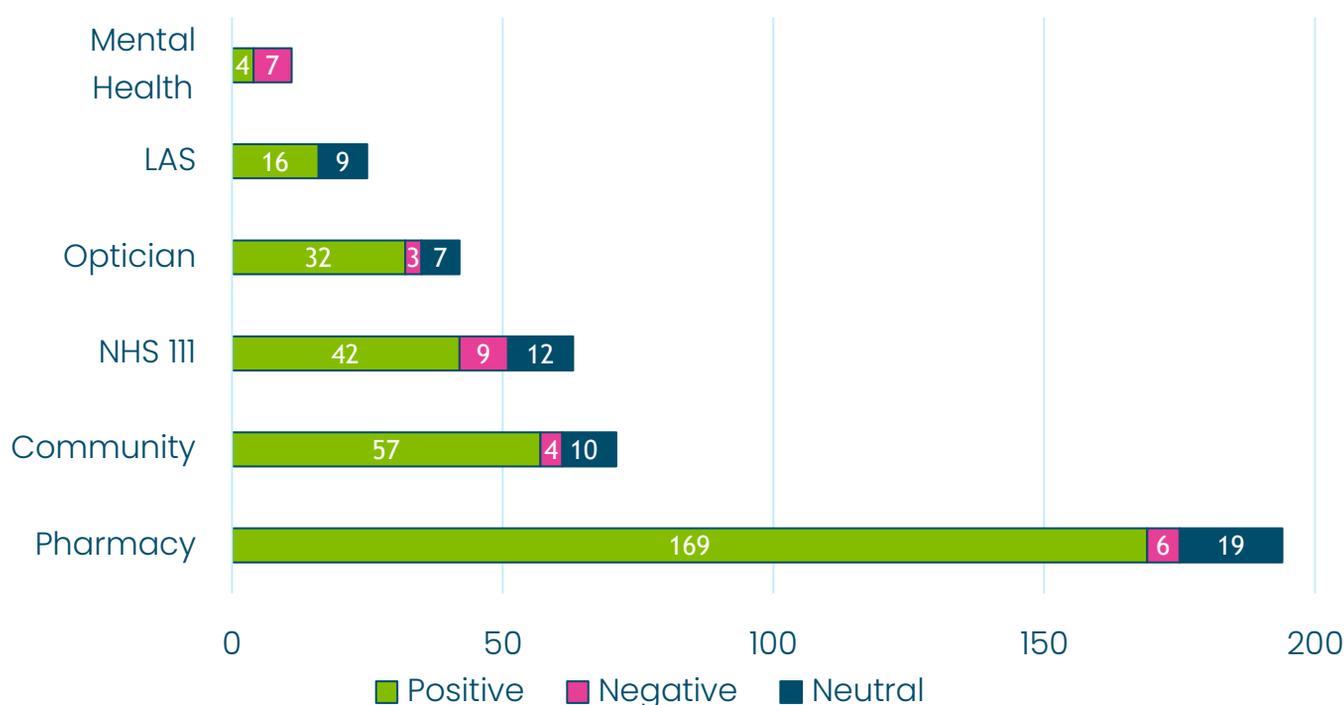
Experiences of 'Other' services

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 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 positive reviews
Pharmacy	194	88%
Community Services	71	80%
NHS 111	63	67%
Optician	42	76%
999 London Ambulance service	25	64%
Menta Health	11	36%
London Borough of Hammersmith & Fulham	2	50%
Residential Care	1	0%

Service Type by Sentiment



What has worked well?

Below is a list of the key positive aspects relating to 'Other' services in Hammersmith & Fulham between July and September 2023.



Pharmacy – Medicine Management

94% of reviews that covered medicine management at pharmacies were positive. The patients were happy that their pharmacies almost always prepare their medications ready to be collected on time.



Pharmacy – Communication with Patients

81% of reviews about the communication of pharmacies with the patients were positive. The patients were satisfied that they can get advice and information regarding their medication and minor conditions from their pharmacies. The patients also showed appreciation that the pharmacies contact them whenever the medication are ready. A few patients mentioned that their pharmacies communicate with them if the necessary medications for prescription was out of stock and needed to be ordered.



Pharmacy – Staff Attitudes

95% of reviews that covered communication with patients were positive. Residents told us how they appreciated receiving a letter from their GP informing them about walk-in vaccination clinics.



Community Services – Quality of Treatment

82% of the patients' comments about the quality of treatment from community healthcare services are positive. Patients praised the treatment and care they received especially from physiotherapy services provided by Connect Health, and community podiatry and diabetics services provided by CLCH³.



NHS 111 – Communication with Patients

82% of reviews regarding the communication between patients and NHS 111 were positive. Many patients found the advice provided to be helpful in addressing their medical concerns. Some patients praised the service for asking thorough questions, indicating a comprehensive approach to assessing their health concerns.

What could be improved?

Below is a list of the key areas of improvement relating to 'Other' services in Hammersmith & Fulham between July and September 2023.



Pharmacy – Waiting Times at the Premises

59% of reviews that covered the waiting time at the pharmacies were negative. Although we have observed clear decrease in percentage of negative reviews than last quarter (72% negative reviews) regarding pharmacy waiting times, a significant number of patients still complained waiting in the queue to be served.



NHS 111 – Getting Through on the Telephone

57% of reviews that covered getting through to NHS 111 from telephone were negative. Patients mentioned long wait times to get through to the service, both on the phone and for callbacks. A few patients expressed frustration that the service did not always understand the urgency of their situations, causing delays in response and care.



Community Services – Appointment Availability

4 out of 9 (44%) of reviews that covered appointment availability of community healthcare services were negative. 2 of these reviews covered lack of appointment availability of MSK service near the patient's address, and the other 2 covered lack of appointment availability of MINT⁴ and Claybrook Centre when patients are available.



Community services – Waiting Times at the Premises

5 out of 17 (29%) of reviews that covered waiting times at the community healthcare services are negative. 3 of these reviews were for CLCH Community Diabetes Services at Parkview Medical Centre, and 2 for Parsons Green Walk-in Centre

Recommendations

Below is a list of recommendations about 'Other' services in Hammersmith & Fulham based on the findings in this section

Pharmacy – Communication with Patients

1. More pharmacies should have a system where they notify the patients through text or phone call when the prescriptions are ready. Many pharmacies in Hammersmith & Fulham already have such system, and patients are happy about it.
2. The pharmacies should continue nurturing a good rapport they have with the patients. Many patients complimented that they were able to build a good personal relationship with their pharmacy staff and that they can get clear, informative advice regarding their medications and minor medical conditions.

Pharmacy – Waiting Times at the Premises

1. The pharmacy services can invest and optimise the online system, where patients can order their prescriptions online and receive medication via delivery so that they do not need to queue in a pharmacy.

Pharmacy – Staffing Levels

1. There should be a greater discussion around staffing levels at community pharmacies. With community pharmacies becoming convenient healthcare outlets for patient to get consultation and advice for their minor conditions, there should also be enough retail pharmacists and dispensers to meet the increasing demand.

Pharmacy – Staff Capacity

1. With the increasing demand, there is a growing risk of burnout for staff working in community pharmacies. The individual pharmacies should proactively provide necessary attention to emotional wellbeing and resilience of the pharmacy staff.

NHS 111 – Getting Through on the Telephone

1. NHS 111 could tackle the problem of getting through on the telephone by promoting and optimising the use of 111 online service among patients to reduce pressure on the telephone services.

Appendix



Demographics

Gender	Percentage (%)	No of Reviews
Man(including trans man)	28%	371
Woman (including trans woman)	62%	817
Non- binary	0%	1
Other	0%	0
Prefer not to say	2%	27
Not provided	8%	112
Total	100%	1328

Ethnicity	Percentage (%)	No of Reviews
White British	36%	475
White Irish	2%	33
Gypsy or Irish Traveler	0%	0
Roma	0%	2
White Other	10%	132
Black British	5%	73
Black African	6%	75
Black Caribbean	4%	52
Black Other	1%	13
Asian British	4%	53
Bangladeshi	1%	14
Chinese	0%	2
Indian	4%	50
Pakistani	1%	14
Asian Other	3%	42
Mixed (Asian and White)	0%	6
Mixed (African and White)	1%	8
Mixed (Caribbean and White)	1%	17
Mixed Other	2%	22
Arab	3%	39
Other	2%	30
Prefer not to say	3%	43
Not provided	10%	133
Total	100%	1328

Age	Percentage (%)	No of Reviews
Under 18	0%	5
18-24	4%	59
25-34	14%	185
35-44	17%	220
45-54	15%	197
55-64	16%	215
65-74	11%	147
75-84	9%	113
85+	3%	42
Prefer not to say	2%	24
Not provided	9%	121
Total	100%	1328

Disability	Percentage (%)	No of Reviews
Yes	18%	245
No	68%	903
Prefer not to say	3%	42
Not known	0%	3
Not provided	10%	135
Total	100%	1328

Long-term condition	Percentage (%)	No of Reviews
Yes	41%	540
No	46%	614
Prefer not to say	2%	28
Not known	1%	10
Not provided	10%	136
Total	100%	1328

Unpaid Carer	Percentage (%)	No of Reviews
Yes	12%	160
No	75%	991
Prefer not to say	2%	28
Not provided	11%	149
Total	100%	1328

Demographics

Pregnancy	Percentage (%)	No of Reviews
Currently pregnant	2%	33
Currently breastfeeding	1%	8
Given birth in the last 26 weeks	2%	29
Prefer not to say	2%	23
Not known	20%	263
Not relevant	62%	829
Not provided	11%	143
Total	100%	1328

Employment status	Percentage (%)	No of Reviews
In unpaid voluntary work only	1%	15
Not in employment & unable to work	8%	101
Not in employment (not actively seeking work)	26%	344
Not in employment (seeking work)	2%	27
Not in Employment (Student)	3%	41
On parental leave	3%	39
Paid: 16 or more hours/week	38%	498
Paid: Less than 16 hours/week	5%	65
Prefer not to say	4%	54
Not provided	11%	144
Total	100%	1328

Religion	Percentage (%)	No of Reviews
Buddhist	1%	8
Christian	46%	607
Hindu	4%	50
Jewish	0%	2
Muslim	12%	162
Sikh	0%	3
Spiritualism	1%	18
No religion	18%	243
Other religion	0%	6
Prefer not to say	6%	77
Not provided	10%	139
Total	100%	1328

Sexual Orientation	Percentage (%)	No of Reviews
Asexual	1%	11
Bisexual	1%	17
Gay Man	2%	33
Heterosexual/ Straight	77%	1026
Lesbian / Gay woman	1%	15
Pansexual	1%	9
Prefer not to say	6%	76
Not known	0%	0
Not provided	11%	141
Total	100%	1328

Area of the borough	Percentage (%)	No of Reviews
Addison Ward	0%	6
Avonmore Ward	2%	23
Brook Green Ward	3%	40
College Park and Old Oak Ward	2%	28
Conningham Ward	5%	66
Fulham Reach Ward	3%	39
Fulham Town Ward	4%	59
Grove Ward	2%	22
Hammersmith Broadway Ward	2%	26
Lillie Ward	1%	14
Munster Ward	5%	66
Palace and Hurlingham Ward	3%	38
Parsons Green and Sandford Ward	2%	23
Ravenscourt Ward	3%	35
Sands End Ward	1%	11
Shephards Bush Ward	9%	122
Walham Green Ward	2%	28
Wendell Park Ward	2%	31
West Kensington Ward	5%	71
White City Ward	5%	66
Wormholt Ward	4%	47
Out of borough	20%	272
Prefer not to say	2%	28
Not Provided	13%	167
Total	100%	1328

Acronyms and Terms

CLCH (Central London Community Healthcare NHS Trust) _ This is an NHS healthcare provider delivering community-based services in certain areas of London, focusing on promoting well-being and providing care across various specialties, from diabetes services to infant feeding.

MINT (Mental Health Integrated Network Team) _ This is a service which integrates various mental health services, providers, and resources to improve accessibility and support for individuals seeking mental health care.

LAS (London Ambulance Service NHS Trust) _ This is the primary provider of emergency and urgent healthcare services in Greater London, responding to medical emergencies and delivering critical care to the community.

LBHF (London Borough of Hammersmith & Fulham) _ This is the local authority of Hammersmith & Fulham, responsible for governing the borough and providing various public services. When we mention LBHF in this report, we are referring to adult social care services provided by Hammersmith & Fulham council.

Long-term Condition _ This is a disease or condition that usually cannot be cured and need to be managed with a prolonged medication or other treatments

'Any Other' Ethnicity _ We categorise the ethnic groups in Hammersmith & Fulham into Asian, Black, Mixed, White, and Other ethnic groups. When we mention 'Other' ethnicity in this report, we are referring to any ethnic groups which are categorised neither as Asian, Black, Mixed, nor White.

PCN (Primary Care Network) _ A PCN is a group of GPs working together to support patients better.

PEP (Patient Experience Programme) _ This is a project run by Healthwatch Hammersmith & Fulham to continuously look out for emerging issue in healthcare system of Hammersmith & Fulham and to provide ideas on how to tackle them

PNS (Prefer not to Say) _ This is a term used to represent that the patient chose not to answer one or more of our survey questions.

Q1 (Quarter-1) _ Quarter 1 of a financial year start from 1st of April and end on 30th of June. This is the quarter that this report emphasizes on. When we mention Q1 or quarter-1 in this report, we are referring to a time period between 01/04/2023 and 30/06/2023

Q2 (Quarter-2) _ Quarter 2 of a financial year start from 1st of July and ends on 30th of September. When we mention Q2 or quarter-2 in this report, we are referring to a time period between 01/07/2023 and 30/09/2023

Q3 (Quarter-3) _ Quarter 3 of a financial year start from 1st of October and ends on 31st of December. When we mention Q2 or quarter-2 in this report, we are referring to a time period between 01/07/2022 and 31/12/2022

Q4 (Quarter-4) _ Quarter 4 of a financial year start from 1st of January and ends on 31st of March. When we mention Q2 or quarter-2 in this report, we are referring to a time period between 01/01/2023 and 31/03/2023

GP Visits

During July–September 2023 (Quarter-2), we paid 47 visits to 27 GP Practices in Hammersmith & Fulham to collect 409 reviews. The table below summarises the number of GP visits carried out by Healthwatch Hammersmith & Fulham, and number of reviews we collected from each GP

Table 1: Number of GP Visits we Performed and Number of Reviews we Collected during July – September 2023

PCN	GP Services	No: of Visits	Number of Reviews		
			Positive	Negative	Neutral
North H&F	Canberra Old Oak Surgery	5	14	1	5
	Dr Uppal and Partners, Parkview Centre for Health and Wellbeing		7	0	0
	Parkview Medical Centre, Dr Kukar		10	2	5
	Parkview Practice		5	0	2
	Hammersmith and Fulham Centres for Health, Charing Cross Hospital	1	6	0	0
	Hammersmith and Fulham Centres for Health, Hammersmith Hospital	1	5	1	0
	Shepherds Bush Medical Centre	1	5	1	1
	The Medical Centre, Dr Kukar	1	6	1	2
	The New Surgery, Dr Dassanayake & Partners	2	16	0	1
	The Westway Surgery, Dr, Dasgupta & Partners	2	6	0	5

GP Visits

PCN	GP Services	No: of Visits	Number of Reviews		
			Positive	Negative	Neutral
H&F Partnership	Brook Green Medical Centre	2	15	0	5
	North End Medical Centre	3	17	5	9
	Park Medical Centre	2	22	1	1
	Richford Gate Medical Centre	1	13	1	4
	The Bush Doctors	2	18	3	3
H&F Central	Sterndale Surgery	3	11	0	1
	West Kensington Surgery		13	1	3
	Hammersmith Surgery	0	0	0	1
	North Fulham Surgery	3	18	1	4
	The Ashchurch Medical Centre	2	8	2	5
Babylon GP at Hand	Babylon GP at Hand, The Medical Centre, Dr S Jefferies and Partners	3	9	3	11
	Babylon GP at Hand, Dr S Jefferies and Partners	0	0	0	3

GP Visits

PCN	GP Services	No: of Visits	Number of Reviews		
			Positive	Neutral	Negative
South Fulham	Ashville Surgery	2	5	0	1
	Cassidy Medical Centre	1	5	0	4
	Fulham Cross Medical Centre	2	4	1	3
	Fulham Medical Centre	2	22	3	1
	Lilyville Surgery	2	17	6	8
	Sand Ends Health Clinic	2	3	0	1
	The Palace Surgery, Dr Mangwana and Partners	1	3	0	0

Hospital Visits

During July - September 2023 (Quarter-2), we paid 6 visits each to Charing Cross Hospital (outpatient) and Queen Charlotte and Chelsea Hospital (antenatal), and 5 visits to Hammersmith Hospital (outpatient) to collect 347 reviews. Additional 80 reviews about certain hospitals outside of the borough are also collected from Hammersmith & Fulham residents.

The table below summarises the number of hospital visits carried out by Healthwatch Hammersmith & Fulham, and number of reviews we collected from each hospital

Table 2: Number of Hospital Visits we Performed and Number of Reviews we Collected during July - September 2023

Hospital Services	No: of Visits	Number of Reviews		
		Positive	Negative	Neutral
Imperial College Healthcare NHS Trust				
Charing Cross Hospital	6	112	19	30
Hammersmith Hospital	5	95	9	20
Queen Charlotte & Chelsea Hospital	6	30	0	1
St. Mary's Hospital	0	24	4	2
Western Eye Hospital	0	4	1	0
Chelsea & Westminster Hospital NHS Foundation Trust				
Chelsea & Westminster Hospital	0	45	5	11
West Middlesex University Hospital	0	1	1	1
Guy's and St. Thomas' NHS Foundation Trust				
Royal Brompton Hospital	0	4	0	0
The Royal Marsden NHS Foundation Trust				
The Royal Marsden Hospital	0	3	0	0
Central London Community Healthcare NHS Trust				
Pembridge Hospice and Palliative Care	0	0	0	0



healthwatch
Hammersmith
and Fulham

Healthwatch Hammersmith & Fulham
141-143 King Street,
Hammersmith
W6 9JG

www.healthwatchhf.co.uk

t: 0203 886 0386

e: info@healthwatchhf.co.uk

 @HealthwatchHF

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

 HealthwatchHF

 [healthwatch-hammersmith-and-fulham](https://www.linkedin.com/company/healthwatch-hammersmith-and-fulham)