

Q3 Patient Experience Report

Healthwatch Hammersmith & Fulham
October – December 2023



Executive Summary

Introduction

Healthwatch Hammersmith & Fulham, as your local health and social care champion, operates the Patient Experience Programme (PEP) to capture and understand the perspectives of residents and service users. This report, produced every three months, serves as a vital tool to communicate patient experiences and advocate for improvements in local health services.

Methodology

Our engagement combines online interactions and face-to-face outreach at community locations, including GPs, hospitals, and libraries. Collaborative events, attendance at patient groups, accessible surveys, and volunteer training ensure a comprehensive approach to gathering diverse feedback. Our independence fosters trust, encouraging honest feedback from those who may not always share their experiences directly with local services.

This quarter, we carried out 42 visits to different healthcare venues within the borough of Hammersmith & Fulham and collected 1202 reviews.

GP services

Key Findings

- Elderly patients and those with English as a second language struggled to navigate PATCHS and Dr. IQ.
- Patient's experience regarding the phone waiting time seem to be improved noticeably, although some patients continued to express dissatisfaction with long phone waiting times in the morning.
- Some patients noticed stressed and pressured staff, especially at reception.
- Some patients expressed unrealistic expectations from their GP practices.

Recommendations

- Enhance the training available for PATCHS and Dr. IQ, providing guidance in multiple languages.
- Continue promoting online consultation and appointment booking systems to younger populations to further free up telephone lines and in-person appointment space for those who need them.
- PATCHS and Dr. IQ should not be the only first point of contact for patients who are seeking care through a GP service
- Implement a stress management system for staff and consider creating a "Wall of Recognition" display of patient compliments to boost morale.
- Engage continuously with patients through staff feedback, posters, and activities such as Patient Participation Group (PPG) meetings, to inform patients about the services and set realistic expectations.

Hospital services

Key Findings

- Many patients expressed a communication gap between the hospitals and patients regarding test results and appointment cancellations.
- Patients noted a communication gap between hospitals and GPs, and between different hospital services, sometimes leading to patients receiving conflicting advice.
- Some patients felt their concerns and anxious thoughts about their health were not taken seriously in A&E.
- Patients mentioned long waiting times, poor appointment availability, lack of coordination between healthcare services, and many observed a stretched staff capacity.

Recommendations

- Ensure timely and simplified communication with patients regarding their treatment plans, upcoming appointments, and test results.
- Optimise the timely use of electronic patient records and other communication channels to strengthen prompt communication between the healthcare services
- Acknowledge patients' concerns about their health and, if no serious medical attention is needed, provide clear explanations.
- Continue showing appreciation for the hard work of hospital staff and reward good and efficient practices.

Dental Services

Key Findings

- Many patients mentioned that their dental service did not explain the treatment bands and costs clearly to them before the treatment began.
- Many patients mentioned that the dental treatments are too expensive for them.

Recommendations

- Dental services should be proactive in explaining to patients about bands and costs, and their eligible healthcare discounts, including NHS Dental Recovery Plan
- Dental services should consider implementing instalment plans for dental treatments

Pharmacy

Key Findings

- A sizeable number of patients started to complain about the medicine management and communication between pharmacies and GPs.
- Some patients noticed staff being overworked at pharmacies

Recommendations

- Pharmacies should ensure frequent and regular communication with the GP services to ensure prescriptions are prepared correctly on time.
- Offer stress management and resilience training for pharmacy staff to support their well-being.

NHS 111

Key Findings

- Many patients expressed dissatisfaction with the long waiting time on the phone before getting through to NHS 111.

Recommendations

- Promote and optimise the use of 111 online services among patients.

Conclusion

In conclusion, the Patient Experience Programme (PEP) underscores several potential areas for improvement in Hammersmith & Fulham's healthcare landscape. Insights from diverse engagement with patients highlighted the need for improved communication, staff well-being, and streamlined services in different healthcare services.

Moving forward, we truly hope these recommendations serve as actionable steps for local health and social care providers to enhance services, improve communication, and prioritise patient well-being. Healthwatch Hammersmith & Fulham remains committed to championing the voices of the community and advocating for positive changes in the local healthcare landscape.

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Layout of the report

This report is broken down into five key sections:

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

GPs, Hospitals and Dental Services have been given dedicated sections as we ask tailored questions about these services when carrying out engagement. These are the top 3 services we 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.

Rating Scale Change from October 2023

In response to feedbacks we received during our review of the Patient Experience Programme we have chosen to change our 5-star rating system from 1* = Terrible – 5* = Excellent to 1* = Very Poor – 5* = Very Good. This aligns with the rating scale used by our national body, Healthwatch England.

Questions using a different rating scale have remained the same.

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 October and December 2023, we continued to develop our PEP by :

- Amended the rating scales from **1* = Terrible – 5* = Excellent** to **1* = Very Poor – 5* = Very Good** to align better with ratings used by our national body, Healthwatch England.

Q3 Snapshot

This section provides a summary of the number of experiences we collected during October – December 2023 as well as a breakdown of positive, negative and neutral 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)



1,202 reviews

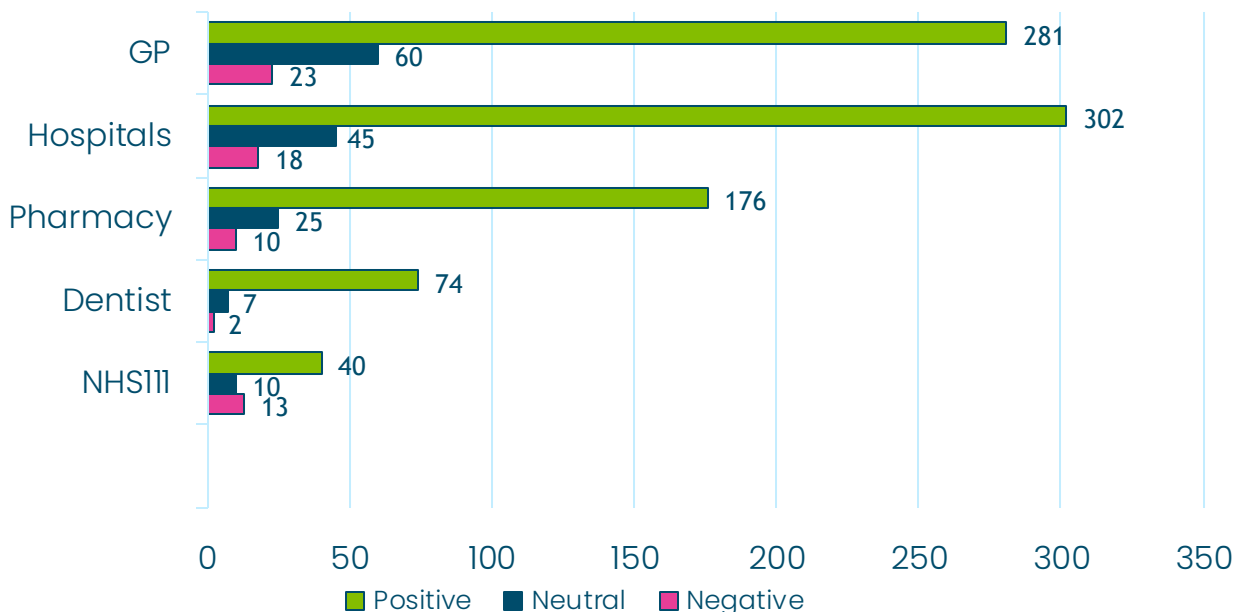
of health and care services were shared with us, helping to raise awareness of issues and improve care.

42 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	364	77%
Hospital	365	83%
Pharmacy	211	83%
Dentist	83	89%
NHS 111	63	63%

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)	77% (281)	
Hospital	78% (378)	75% (322)	83% (302)	
Pharmacy	77% (195)	88% (169)	83% (176)	
Dentist	84% (102)	86% (71)	89% (74)	
Community	86% (18)	80% (57)	78% (38)	
Optician	80% (43)	76% (32)	86% (30)	
NHS 111	71% (29)	67% (42)	63% (40)	
LAS ¹	100% (14)	64% (16)	77% (20)	
Mental Health		36% (4)	80% (4)	
COVID-19	100% (2)			
LBHF ²		50% (1)	0% (0)	
Residential		0% (0)		

What does this tell us?

- Positive reviews for GP services showed a sizeable improvement of 7% in the last three months, this may be related to increase in patient satisfaction regarding getting through telephone and appointment availability.
- The percentage of the positive reviews for the hospital services also show a sizeable improvement of 8%.
- Patient experience of dental services continues to be extremely positive with 89% of the patient expressing satisfaction. This is 3% increase from last quarter, and 5% increase from the quarter before.
- Pharmacy services have seen a small decrease of 5% in positive reviews. We observed a sudden surge in number of patients giving negative comments about medicine management and communication around prescriptions.

¹ London Ambulance Service

² London Borough of Hammersmith & Fulham

Experiences of GP Practices



What people told us about GP Practices

"They are texting and reminding all the time for flu and COVID injections which is really good"

Woman, 75-84, White British

"I need to wait a long time for an appointment. I should be able to see the same doctor because they are not very good at updating information and communicating between them."

Woman, 25-34, White British

"The GP was very helpful and very professional; he listens carefully and as well could spot my problem straight away and has done the test quick and has given me the best possible treatment."

Woman, 25-34, White British

"I should get a bit more frequent appointments instead of waiting for two weeks for them. I presented here with celiac allergy and was not taken seriously. The doctors should listen and show a bit more interest!"

Woman, 25-34, Asian Other

"I rang them at 8:30 AM and they rang me back at 9:20 AM to book me in. They often ring me up to ask how am I whether I am taking medication."

Woman, 75-84, White British

"I need to wait for one hour on phone to get through, and You cannot walk in and book appointment, so it is difficult to book appointment."

Man, 45-54, White British

"The response times are good on the phone and PATCHS. I can receive my results from the online app."

Woman, 25-34, White Irish

"I came here to book an appointment, and they told me to go back home and book appointment over the phone. When I called up I they told me that I have to book from PATCHS. I had to face time my daughter in Richmond to book appointment."

Woman, 75-84, Asian Other

GP Services

No. of Reviews	364 (relating to 27 GP practices)
Positive	77%
Negative	6%
Neutral	16%



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:

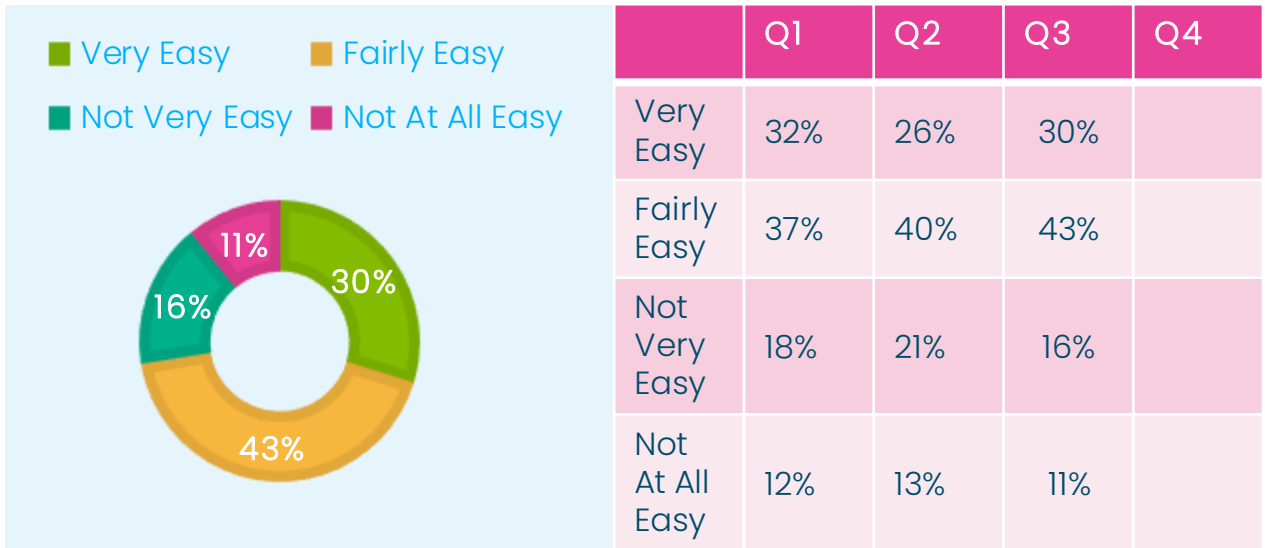
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the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

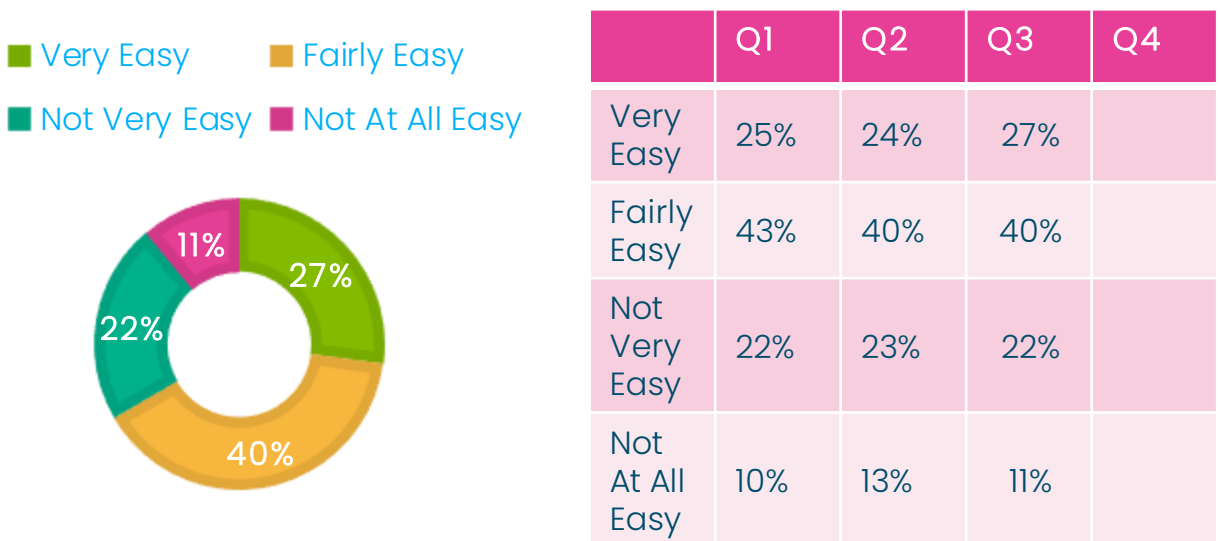
Participants were asked to choose between 1-5* (Very Poor – Very Good)

Access and Quality Questions

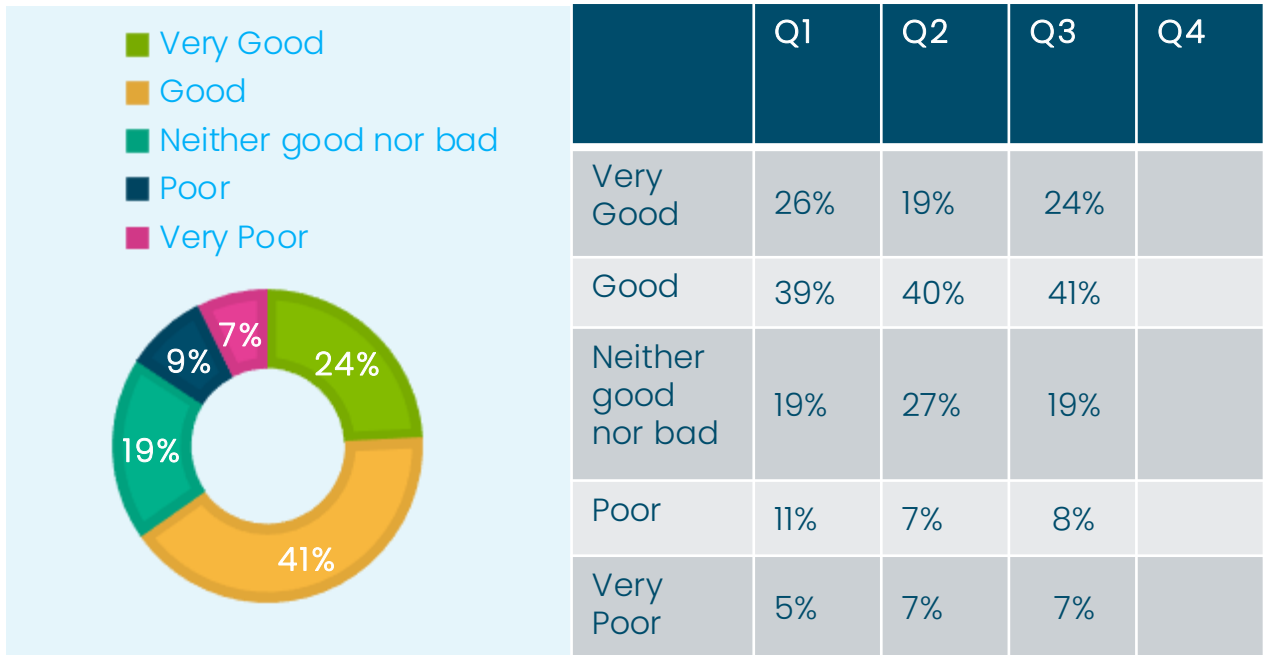
Q1) How do you find getting an appointment?



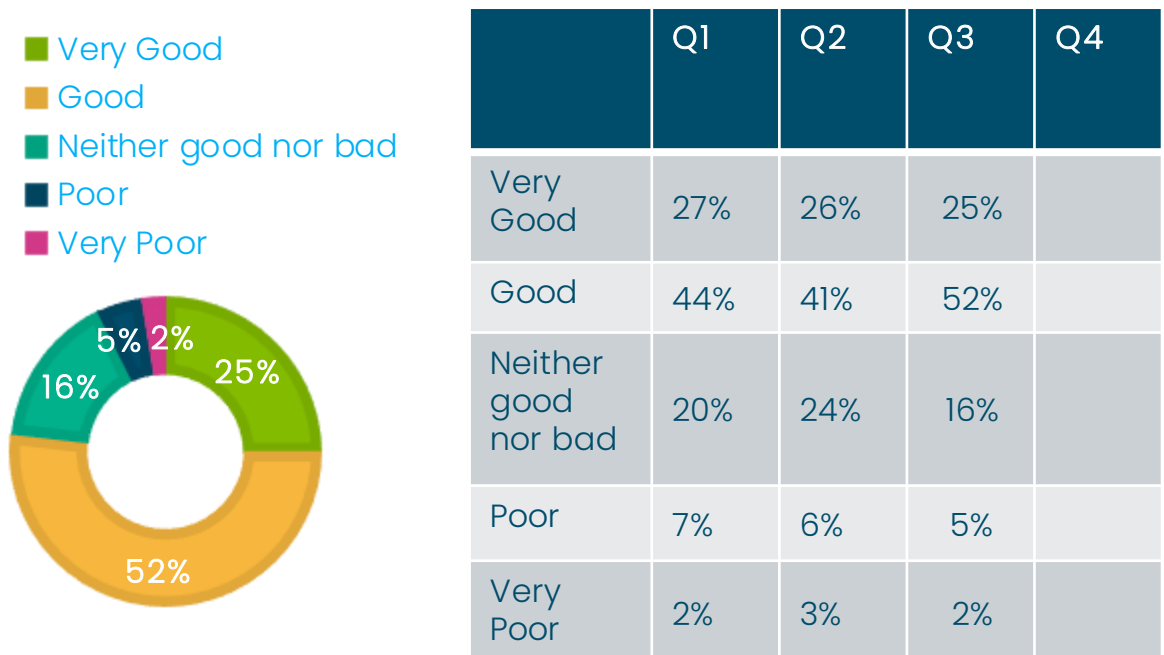
Q2) How do you find getting through to someone at your GP practice on the phone?



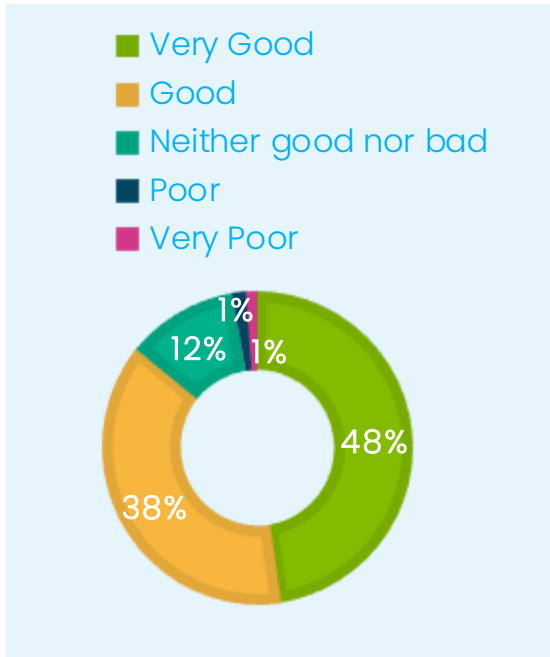
Q3) How do you find the quality of online consultations?



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

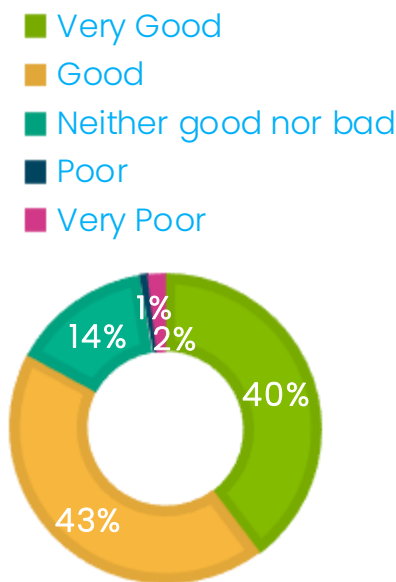


Q5) How did you find the attitudes of staff at the service?



	Q1	Q2	Q3	Q4
Very Good	45%	43%	48%	
Good	39%	36%	38%	
Neither good nor bad	10%	14%	12%	
Poor	3%	4%	1%	
Very Poor	3%	3%	1%	

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



	Q1	Q2	Q3	Q4
Very Good	41%	37%	40%	
Good	40%	41%	43%	
Neither good nor bad	14%	16%	14%	
Poor	4%	5%	1%	
Very Poor	2%	1%	2%	

Thematic analysis

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

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 5 most positive and negative themes mentioned by patients between October and December 2023 based on the free text responses received. This tells us which areas of the service are most important to patients.

Top 5 Positive Themes	Total count and % of positive reviews	Top 5 Negative Themes	Total count and % of negative reviews
Appointment availability	83 (55%)	Appointment availability	55 (36%)
Staff attitudes	66 (85%)	Getting through on the telephone	40 (53%)
Quality of treatment	41 (87%)	Online consultation (app/ form)	33 (55%)
Getting through on the telephone	32 (43%)	Booking appointments	18 (60%)
Quality of staff-healthcare professionals	32 (89%)	Quality of appointment – telephone consultation	14 (54%)

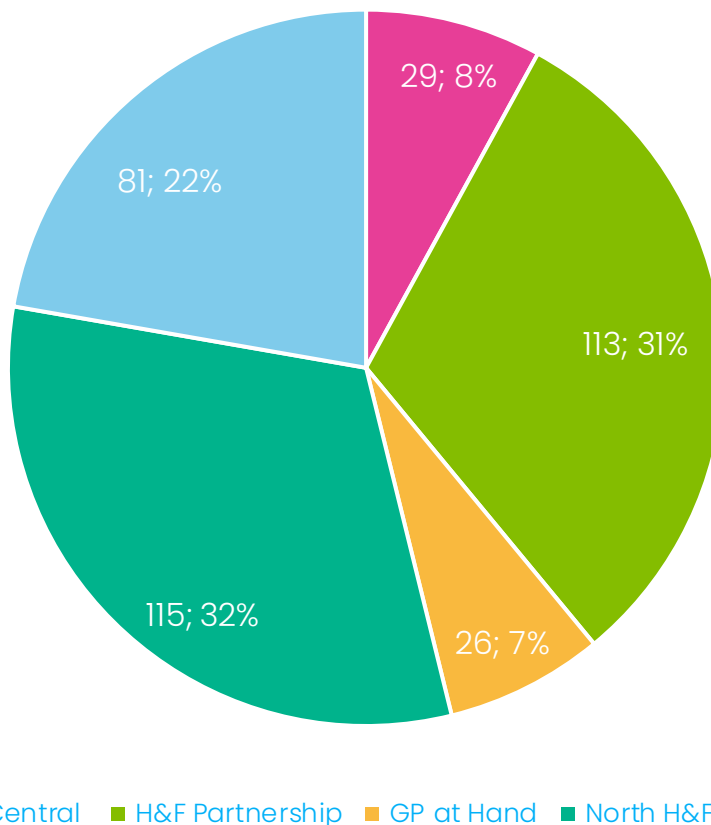
Primary Care Networks

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 Primary Care Network
- H&F Partnership
- GP at Hand
- North H&F Primary Care Network
- South Fulham Network

Between October and December 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 (July to September 2023) due to size and number of GPs they compose of.

Total Reviews per PCN (number, %)



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.

Please note that Access has been rated out of 4 (1 - Not at All Easy – 4 Very Easy) and Quality is out of 5 (1 – Very Poor, 5 – Very Good)

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

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 consultation	Of Staff attitudes	Of Treatment and Care
H&F Central	3.0	2.7	3.7	3.8	4.3	4.2
H&F Partnership	3.0	2.8	3.8	4.0	4.3	4.2
GP at Hand	2.4	2.1	2.6	3.4	3.8	3.7
North H&F	2.9	2.9	3.7	3.8	4.3	4.2
South Fulham	3.0	3.0	3.6	4.1	3.4	4.3

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 star rating (out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
H&F Central No of reviews: 29	4.0	1. Appointment availability	1. Online consultation (app/ form)
		2. Staff attitudes	2. Booking appointments
		3. Booking appointment - online	3. Appointment availability
H&F Partnership No of reviews: 113	4.1	1. Appointment availability	1. Getting through on the telephone
		2. Staff attitudes	2. Appointment availability
		3. Quality of treatment	3. Online consultation (app/ form)
GP at Hand No of reviews: 26	3.5	1. Quality of treatment	1. Appointment availability
		2. Staff attitudes	2. Getting through on the telephone
		3. Getting through on the telephone	3. Quality of appointment – telephone consultation
North H&F No of reviews: 115	3.9	1. Appointment availability	1. Appointment availability
		2. Getting through on the telephone	2. Getting through on the telephone
		3. Staff attitudes	3. Quality of appointment – telephone consultation
South Fulham No of reviews: 81	4.1	1. Staff attitudes	1. Appointment availability
		2. Appointment availability	2. Online consultation (app/ form)
		3. Quality of staff – health professionals	3. Getting through on the telephone

What has worked well?

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



Staff attitudes

85% of reviews that covered staff attitudes were positive. This is a small improvement from last quarter (80%) Patients mentioned that staff members were friendly, polite, professional, and approachable. A few patients noted that specific staff members were responsive to enquiries and showed understanding.



Appointment availability

55% of reviews that covered appointment availability were positive. This is a sizeable improvement from last quarter (46%). Similar to the last quarter, paediatrics and emergency appointments received the most praise from patients.



Quality of treatment and care

87% of reviews that covered medical records were positive. This is a clear improvement from last quarter's results (75%). Patients appreciated the thoroughness of the doctors and nurses in addressing their health concerns. Several patients appreciated positive experiences with aftercare, including receiving calls to check on their progress and receiving timely follow-up appointments when needed.



Quality of staff – healthcare professionals

Similar to last quarter, 89% 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 diagnosing and managing their health concerns.



Getting through on the telephone

43% of the responds regarding getting through on the telephone are positive. This aspect was often a top negative aspect, and has never been a top positive one, during previous quarters. This quarter, however, more patients mentioned that it is easy to get through to the GP, especially in the morning to book appointment. This could be because patients are adapting better to telephone systems of GP practices, and better reception staff allocation in mornings.

What could be improved?

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



Appointment availability

36% of the reviews that covered appointment availability were negative. This is a sizeable improvement from last quarter (46%). However, patients continued to express concerns regarding limited face-to-face appointment slots, especially for non-urgent matters.



Getting through on the telephone

53% of the reviews about getting through the telephone were negative. This is another large improvement compared to last quarter results (68%). However, some patients continued to express frustration over long waiting time on phone, especially around 15 to 20 minutes after the GP services started accepting booking calls in the morning.



Online consultation (app/ form)

55% of the comments mentioning online consultations bore a negative sentiment. This is similar percentage to last quarter (56%). The 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

60% of the comments about booking appointments were negative. This is a large increase of negative comments compared to last quarter (52%). Patients mentioned that the online triage system can be lengthy and complicated.



Quality of appointment – telephone consultation

54% of the comments featuring telephone consultations were negative. Some patients mentioned challenges such as feeling rushed during consultations, difficulty in fully expressing their concerns over the phone, and a preference for face-to-face interactions. Some patients also reported instances where they felt their issues were not adequately addressed or where communication with healthcare providers seemed impersonal.

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 the year. 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 continue to monitor the response time for online services, as some patients continued to mention delays in receiving responses to their inquiries or requests via online channels, such as PATCHS

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. GP services should continue to find ways to optimise telephone system and reception staff allocation in mornings to operate them. While there has been significant improvement in this aspect compared to previous quarters, addressing the concerns of patients who still face long waiting times remains a priority for ensuring equitable access to GP services.

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.

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	Appointment availability	
Quality of treatment	Quality of treatment	Staff attitudes	
Appointment availability	Appointment availability	Quality of treatment	
Quality of staff – healthcare professionals	Quality of staff – healthcare professionals	Getting through on the telephone	
Booking appointments	Communication with patients	Quality of staff–healthcare professionals	

Negative issues

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

Equalities Snapshot

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

This section pulls out interesting statistics we found when analysing overall experience ratings (1=Very Poor 5= Very Good). A full demographics breakdown can be found in the appendix.



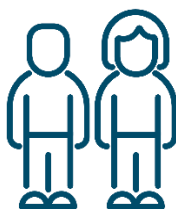
Gender

Our data suggests that men have had a better experience with their GP practice, with 83% of them rating good or very good compared to 75% among women. However, the experience of both gender improved sizeably compared to last quarter, where 75% of men and 69% of women rated good or very good for their experience.



Age

This quarter we found that 65–74-year-olds have the most positive experience with 86% of them rating their GP experience as good or very good. On the other hand, people over 75-year-old were found to be least happy with their GP practices, with only 73% of them rating good or very good.



Ethnicity

This quarter, we found that White and Asian people were the most satisfied with their GP, with 82% of respondents from each ethnicity rating their GP experience either good or very good. People from 'Other' ethnic background were found to be least happy, with only 63% of them rating their GP experience good or very good.



Long Term Condition

This quarter, 74% of the residents with long-term conditions rated their experience as either good or very good, compared to 80% of the patients without long term conditions. The patients with long-term conditions tend to be less happy regarding appointment availability (59% good or very good) than patient without one (78% good or very good). However, 84% of the patients with long-term condition found the GP care to be good or very good whereas 77% of those without a long-term condition expressed the same opinion.

Experiences of Hospital Services



What people told us about Hospitals

"It was urgent, so we were admitted straight away. Staff come to us frequently to check for help."

Man, 25-34, Asian Bangladeshi

"It is hard to get hold of them for initial appointment. I get appointment once every six months and the consultants are always in rush. They cannot do much."

Woman, 55-64, Asian Indian

"The oncology treatment is good. I have survived breast cancer and will survive this one too!"

Man, 65-74, White British

"I was given antibiotics and drip and sent home. I was in so much pain and I begged them not to discharge me. Just as I thought, my situation was worst the next day [after] they discharged me."

PNS, PNS, PNS

"The doctors are very good. I can get appointments regularly. They are up to date with all my medical information."

Woman, 35-44, Asian Indian

"They are slow with the result. I needed to wait for six months for the result because of the misplace of results, whereas I was told I will get my results in two weeks."

Man, Under 18, Mixed

"The reception desk let you choose the time of the appointment; they book it and send you notification from the NHS app. The staff are polite. The follow-up care is great."

Woman, 35-44, Black African

"It is hard to get appointment for scan. I have seen 4 midwives during 6 different appointments. It would be good if I can see the same midwife every time."

Woman, 35-44, Mixed

Hospital Services

No. of Reviews	365 (relating to 7 hospitals)
Positive	83%
Negative	5%
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 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?

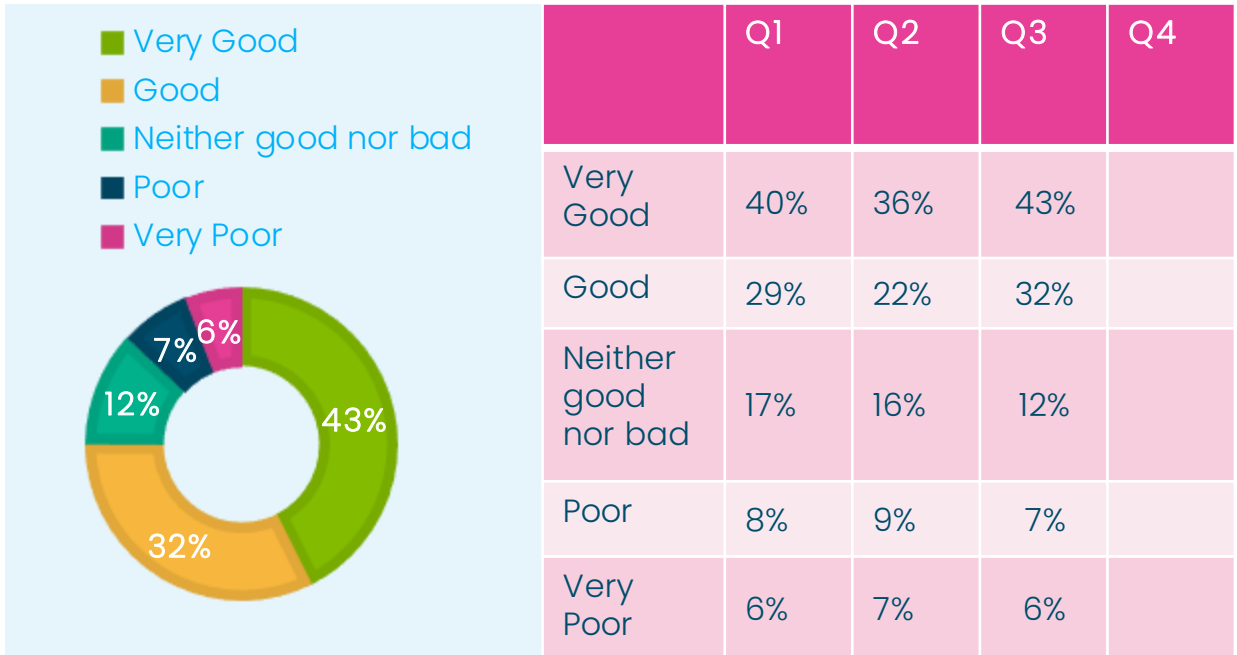
Q6) How would you rate the quality of treatment and care received?

Participants were asked to choose between 1-5* (Very Poor – Very Good) for all questions.

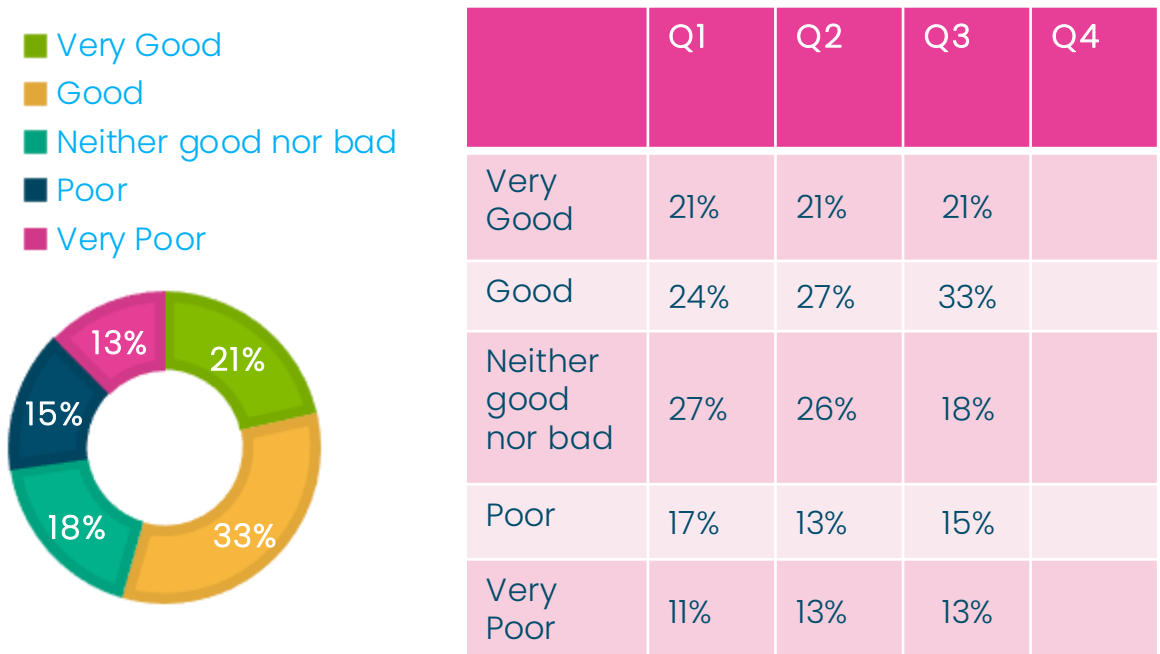


Access and Quality Questions

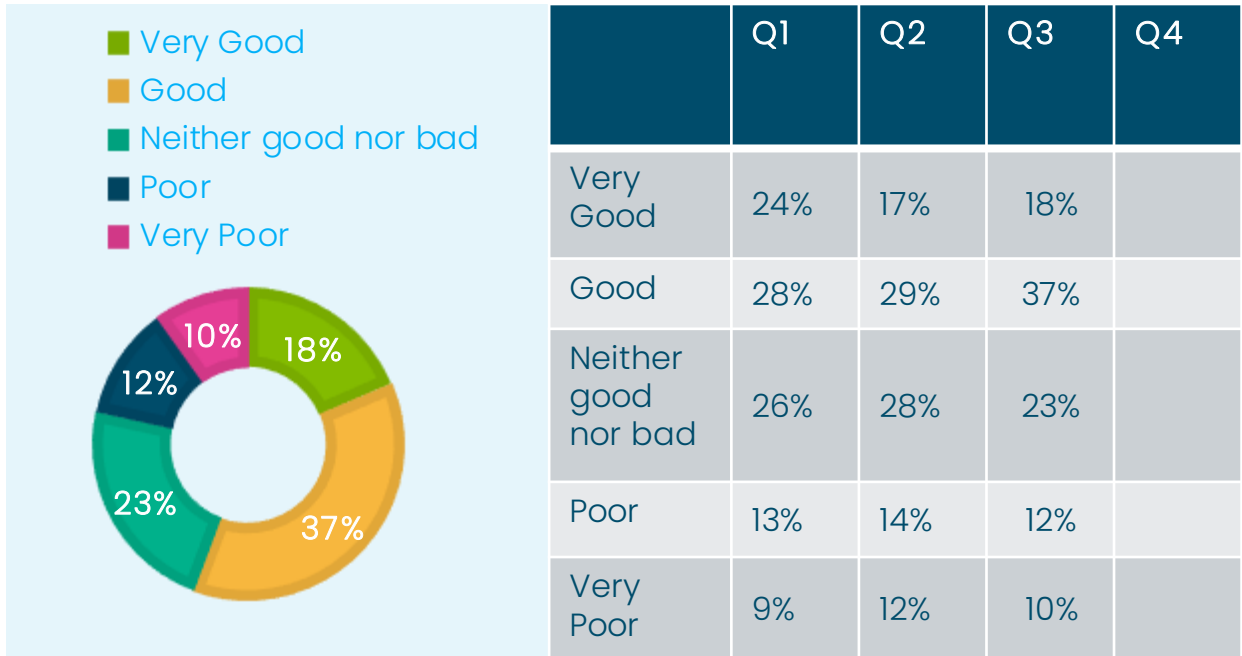
Q1) How did you find getting a referral/appointment at the hospital?



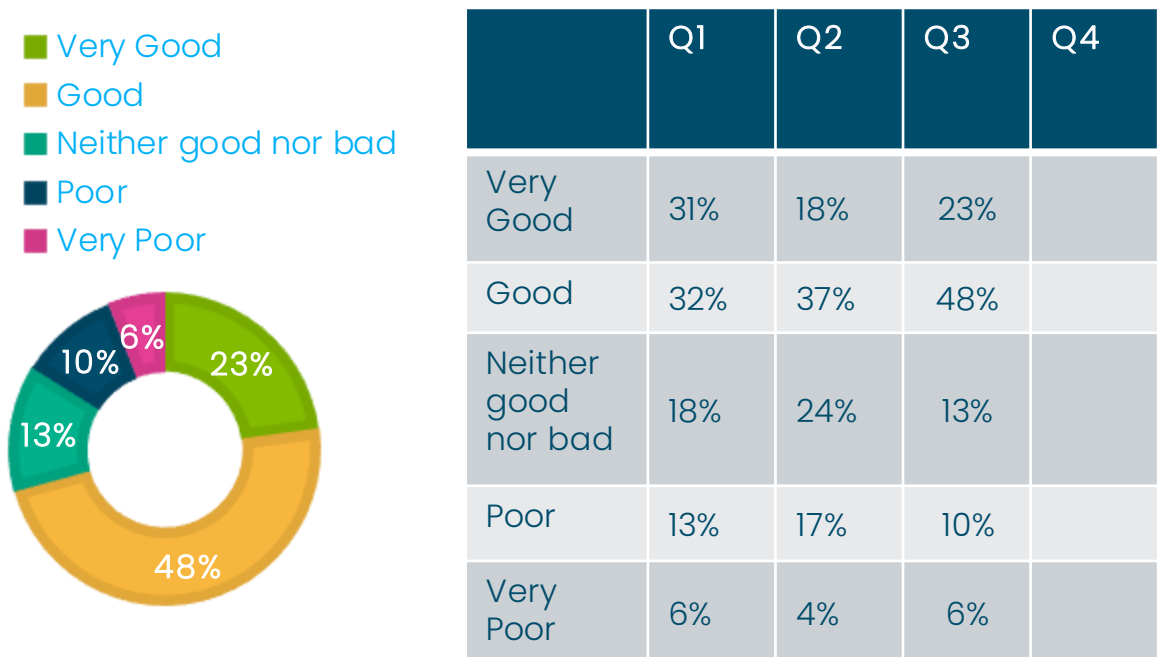
Q2) How do you find getting through to someone on the phone?



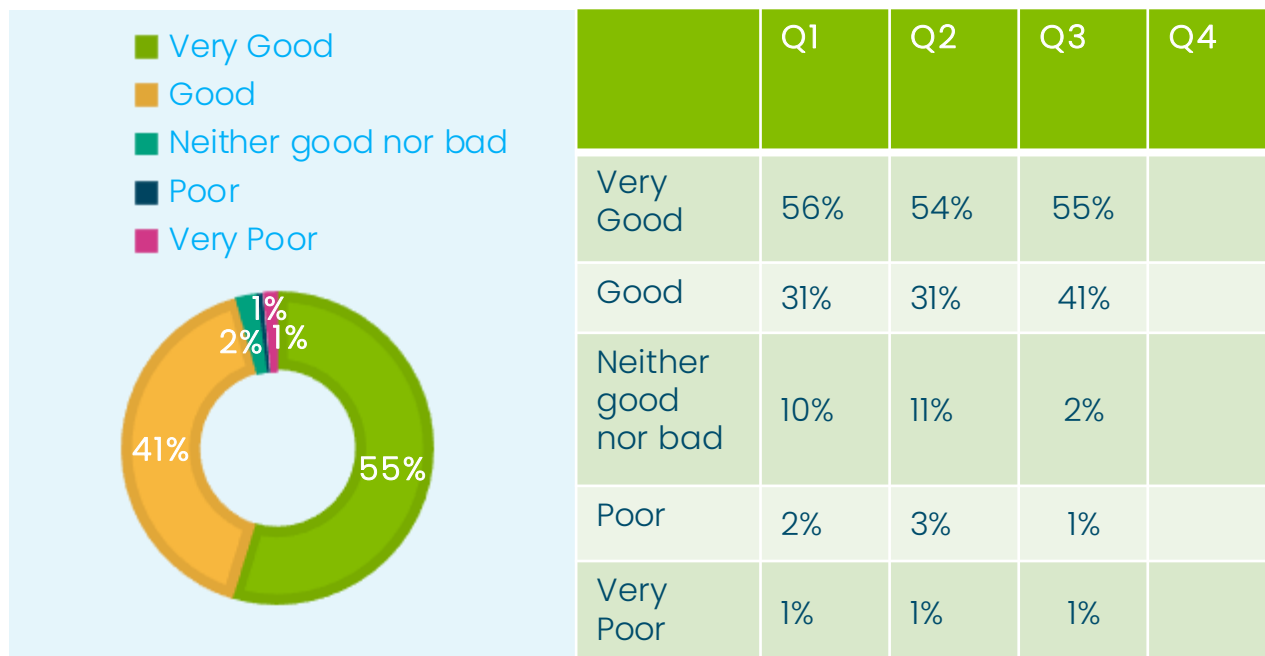
Q3) How do you find the waiting times at the hospital?



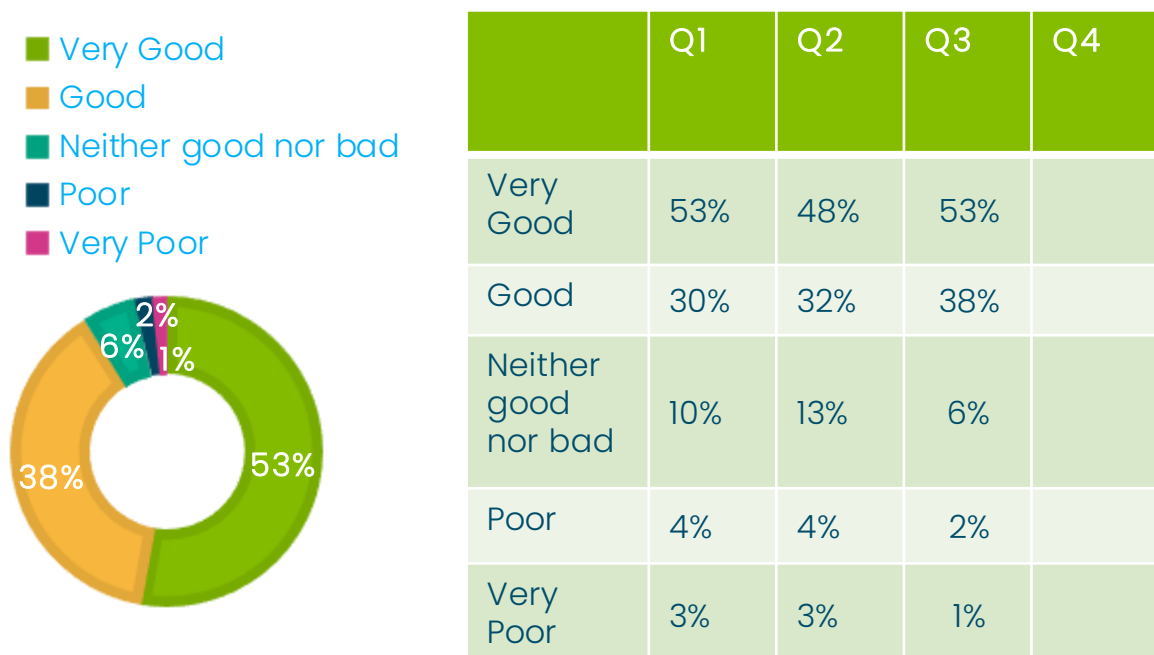
Q4) How do you think the communication is between your hospital and GP practice?



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



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



Thematic analysis

In addition to the access and quality questions highlighted on previous pages, we also ask two further free text questions (**What is working well? and What could be improved?**), gathering qualitative feedback to help get a more detailed picture about hospital services.

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 5 most positive and negative themes mentioned by patients between October and December 2023 based on the free text responses received. This tells us which areas of the service are most important to patients.

Top 5 Positive Issues	Total count and % of positive reviews	Top 5 Negative Issues	Total count and % of negative reviews
Staff attitudes	85 (96%)	Waiting Times at the premises	59 (45%)
Quality of treatment and care	81 (91%)	Appointment availability	31 (46%)
Waiting times at the premises	59 (40%)	Communication between services	32 (31%)
Communication between services	32 (65%)	Diagnostic tests/Results	10 (52%)
Appointment availability	31 (49%)	Getting through on the telephone	9 (50%)

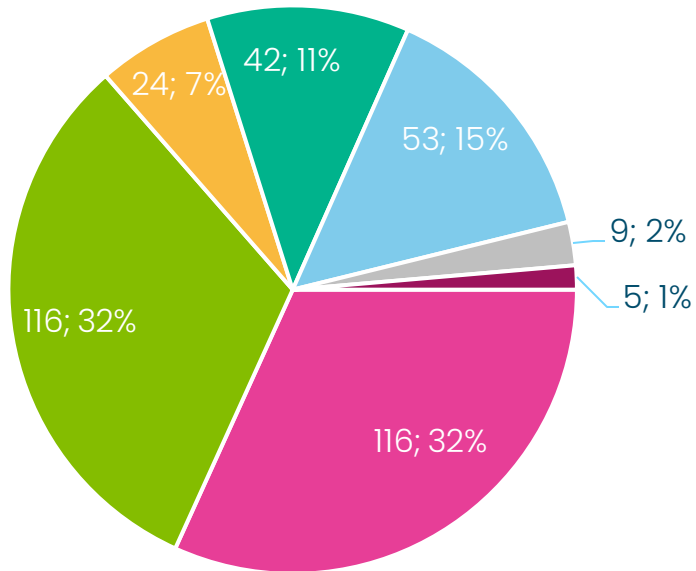
Hospital Trusts

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

Between October and December 2024, 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



- Charing Cross
- Hammersmith
- St Mary's
- Chelsea and Westminster
- Queen Charlottes and Chelsea
- Western Eye Hospital
- West Middlesex 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: 116	4.0	3.5	3.4	3.9	4.5	4.5
Hammersmith Hospital No of reviews: 116	4.1	2.9	3.4	3.6	4.6	4.5
St Mary's Hospital No of reviews: 24	3.3	3.0	3.6	3.6	4.2	4.0
Queen Charlottes and Chelsea Hospital No of reviews: 53	4.2	3.7	3.5	3.4	4.5	4.3
Chelsea and Westminster Hospital No of reviews: 42	4.1	3.9	3.4	3.8	4.3	4.4

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: 116	4.2	1. Staff attitudes	1. Waiting time at the premises
		2. Waiting time at the premises	2. Appointment availability
		3. Quality of treatment	3. Communication between services
Hammersmith Hospital No of reviews: 116	4.2	1. Staff attitudes	1. Waiting times at the premises
		2. Quality of treatment	2. Communication between services
		3. Waiting time at the premises	3. Appointment availability
Queen Charlotte & Chelsea Hospital No of reviews: 53	4.3	1. Staff attitudes	1. Waiting time at the premises
		2. Quality of treatment	2. Getting through on the telephone
		3. Appointment availability	3. Appointment availability
St. Mary's Hospital No of reviews: 24	3.9	1. Staff attitudes	1. Appointment availability
		2. Communication around referrals	2. Diagnostic test/ results
		3. Communication between services	3. Quality of treatment
Chelsea and Westminster Hospital No of reviews: 42	4.1	1. Quality of treatment	1. Waiting time at the premises
		2. Staff attitudes	2. Communication between services
		3. Waiting time at the premises	3. Appointment availability

What has worked well?

Below is a list of the key positive aspects relating to hospitals between October and December 2023



Staff Attitudes

96% of reviews that covered staff attitudes were positive. This is a small improvement from last quarter where 90% of the patients positively commented about staff. Patients found that the hospital staff were friendly, kind, and willing to help.



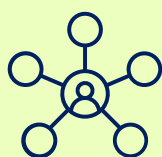
Quality of treatment and care

91% of the comments regarding quality of treatment and care are positive, which is a sizeable improvement compared to last quarter. Patients acknowledged the hospital's efforts in providing thorough checks and examinations, ensuring comprehensive care and attention to their health needs.



Waiting time at the premises

40% of the comments regarding the waiting time at healthcare premises were positive. This was a sizeable improvement compared to last quarter (34% positive). Patients appreciated short waiting times for diagnostic tests and imaging procedures, such as X-rays and scans.



Communication between services

65% of the comments about communicating between the services are positive. Patients mentioned that their healthcare providers communicated well with each other and with GPs, ensuring continuity of care. They appreciated receiving timely updates on their medical conditions, test results, and treatment plans.



Appointment availability

49% of the reviews about the appointment availability were positive. Although this is a sizeable decline from last quarter (59%), some commented on appointment availability for imaging and blood tests, which can be booked from the NHS app.

What could be improved?

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



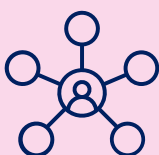
Waiting times at the premises

45% of reviews that covered waiting times at the hospital premises were negative. This is a sizeable improvement from last quarter (52% negative). Patients mentioned waiting up to 2-3 hours in outpatient departments. We encountered some patients who had waited in A&E for over 8 hours before being seen.



Appointment availability

46% of the comments about appointment availability were negative. This is a sizeable decline from last quarter (38% negative). Many patients reported long waiting times to secure appointments, sometimes waiting for several months before getting an appointment. Certain individuals highlighted challenges in rescheduling appointments or experiencing cancellations, leading to frustration and inconvenience.



Communication between services

31% of patient reviews concerning communication between services are negative. This is a sizeable improvement from last quarter (39% negative). Many patients expressed frustration with poor communication between different services within and between the hospital Trusts, citing delays in sharing information and lack of coordination.



Diagnostic tests/ results

52% of the comments about the diagnostic tests/ results were negative. Many patients reported delays in receiving their test results, which caused anxiety, confusion, and delayed treatment. There were complaints about instances where diagnostic tests needed to be repeated due to errors or mishandling of samples, resulting in inconvenience and additional stress for patients.



Getting through on the telephone

50% of the comments about getting through telephone are negative. Although this is a clear improvement from last quarter (71% negative), many patients continued to report difficulties in reaching the hospital or healthcare provider via telephone, stating that the lines were often busy or that they experienced long wait times before getting connected.

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

Negative issues

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

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 statistics when we analysed overall experience ratings (1= Very Poor 5= Very Good) A full demographics breakdown can be found in the appendix.



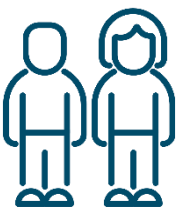
Gender

During the last three months, 82% of men and 83% of women patients rated their experience either good or very good. This indicates a better patient experience and better equality compared to last quarter where 78% of men and 75% of women patients rated their experiences good or very good.



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 over 75, with 91% good or very good rating. The patients aged between 18 and 35 years were the least satisfied with their hospitals, with 78% of them rating their hospital experience good or very good.



Ethnicity

This quarter, we found that the patient experience of the hospital services were very equally distributed among ethnicities, with most satisfied ethnicity being Black ethnic backgrounds (85% good or very good) and least satisfied ethnicity being Mixed and 'Other' ethnicities (80% good or very good ratings each).



Long Term Conditions

This quarter, 82% of the patients with long-term conditions and 84% of those without a long-term condition rated their experience either good or very good. This indicated an improvement in experience, especially for those without a long-term condition, compared to last quarter, where 79% of patients with long-term conditions and 72% of those without one rated their experience good or very good.

Experiences of Dental Services



Dental Services

No. of Reviews	83 (relating to 29 dentists)
Positive	89%
Negative	2%
Neutral	8%



Questions we asked residents

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

The questions we asked were:

- Q1) How did you find 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?

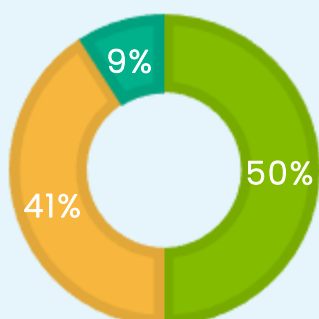
Please note that for Question 3 and 4, the options we provided matched those of the Standard Dental National Survey to allow our data to be comparable with it.

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

Access and Quality Questions

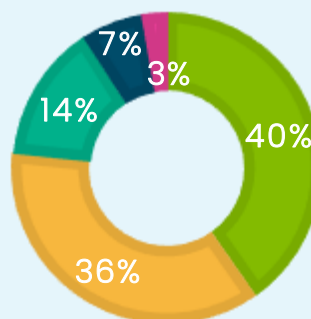
Q1) How did you find it registering with an NHS dentist? (within the last 12 months)

■ Excellent ■ Good ■ Okay
■ Poor ■ Terrible



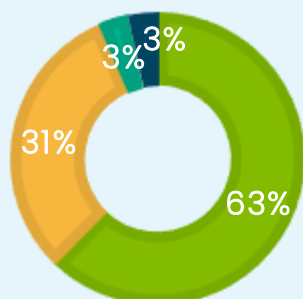
Q2) How do you find getting NHS appointments?

■ Excellent ■ Good ■ Okay
■ Poor ■ Terrible



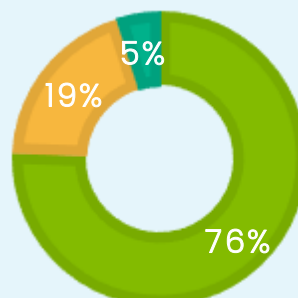
Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

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

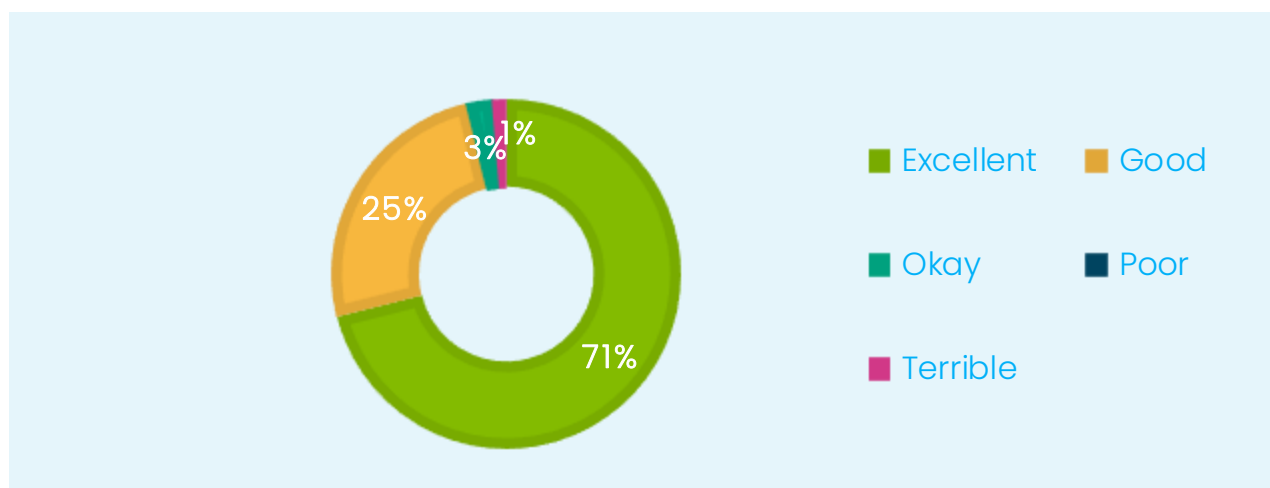


Q4) How helpful are staff in explaining your dental treatment?

■ 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 October and December 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	22 (100%)	Appointment availability	8 (29%)
Appointment availability	20 (71%)	Affordability	7 (100%)
Quality of treatment and care	15 (94%)	Clarity about service cost	5 (63%)
Communication with patients	10 (83%)	Treatment Explanation	2 (17%)
Quality of Staff - healthcare professionals	8 (89%)	Staff attitudes	2 (33%)

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

What has worked well?



Staff attitudes

Same as the last quarter, all of the reviews on staff attitude were positive this quarter. The patients praised the politeness and professionalism of the staff.



Quality of treatment and care

94% of the patients' comments about the quality of dental care are positive. Dentists were praised for promptly addressing issues and providing appropriate care.

What could be improved?



Affordability

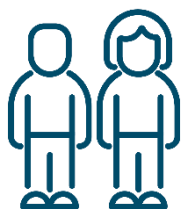
All of the reviews that covered affordability were negative. This mirrors last quarter, where 7 out of 10 patients complained about affordability. Patients found that the dental fees are too expensive for them.



Appointment availability

8 of 28 reviews about appointment availability are negative. This is very similar to last quarter, where 7 out of 26 patients expressed similar concerns. Patients complained that they cannot get appointment when they need.

Equality Snapshot



Ethnicity

49% of dental service users we engaged this quarter are 'White', mirroring the trends observed in GP (49%) and hospital (43%), and other services (53%). However, it remains crucial to monitor access to dental services, alongside other healthcare provisions, to ensure equity and accessibility across all ethnic communities in Hammersmith & Fulham.

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 and new patients who are eligible for discount under NHS Dental Recovery Plan)

Experiences of 'Other' services



OUR SERVICES

TRAVEL CLINIC &
VACCINATION SERVICE

FLU VACCINATIONS

MEDICINE USE REVIEW

BP MONITORING

MINOR AILMENTS

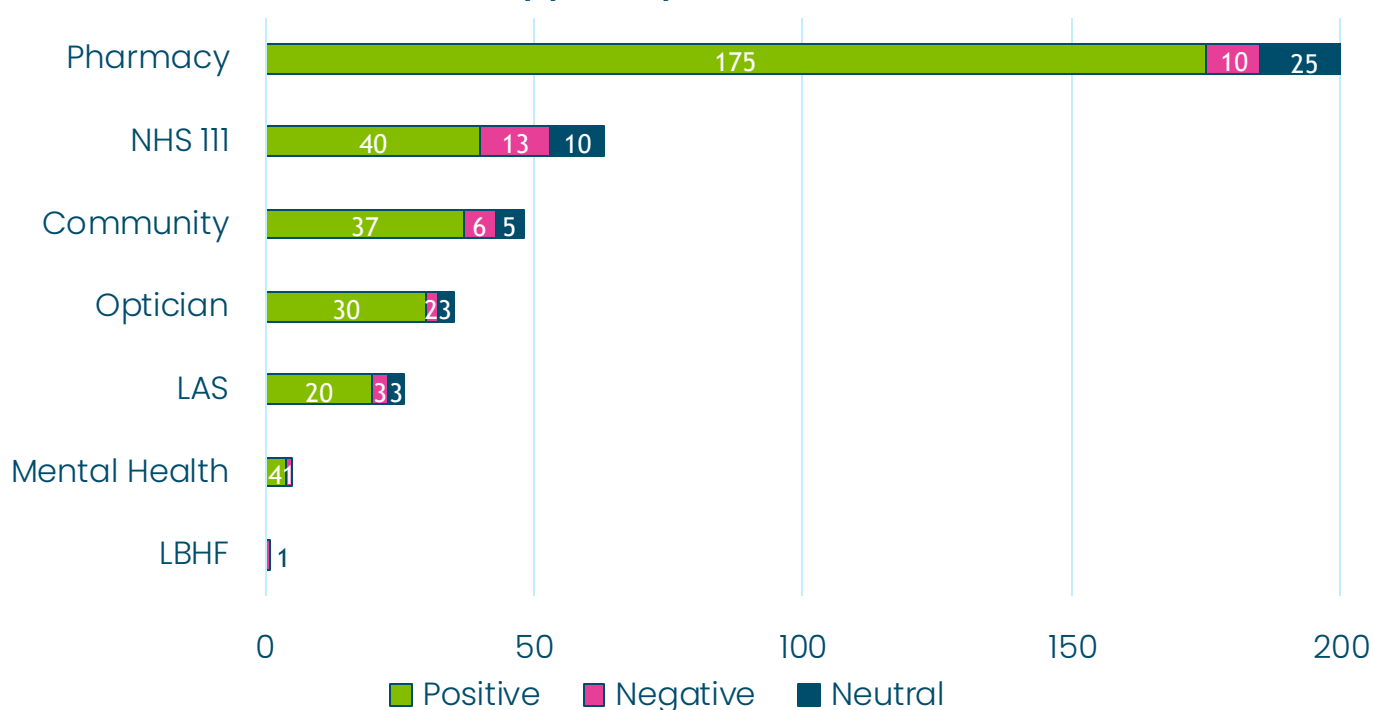
Experiences of 'Other' services

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	210	83%
NHS 111	63	63%
Community Services	48	77%
Optician	35	86%
999 London Ambulance service	26	77%
Menta Health	5	80%
London Borough of Hammersmith & Fulham	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 October and December 2023



Pharmacy – Medicine Management

66% of reviews that covered medicine management at pharmacies were positive. Although this is a clear decline from last quarter (94% positive), a large majority of the patients were happy that their pharmacies almost always prepare their medications ready to be collected on time.



Pharmacy – Communication around Prescriptions

60% of reviews about the communication of pharmacies with the patients were positive. Most patients noted that pharmacies often reach out to them via text or phone to inform them when their medications are ready. Many patients expressed satisfaction with the communication between pharmacy staff and GP services regarding their medications. They appreciate the efficiency in processing their prescriptions.



Pharmacy – Staff Attitudes

All of the reviews that covered staff attitudes were positive. Residents told us they find the pharmacy staff to be polite and friendly.



NHS 111 – Referrals

69% of the comments about referrals made by NHS 111 services are positive. The patients were happy with the bookings made by NHS 111 service. They said they can attain appropriate appointments with emergency dentists, GPs and other services through NHS 111.



NHS 111 – Communication with Patients

58% 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 October and December 2023.



Pharmacy – Medicine Management

29% of reviews that covered communication about prescriptions were negative. We observed a surge in patient's comments regarding the full prescriptions not being available on time, and occasionally, wrong or mixed-up medications.



Pharmacy – Communication around Prescriptions

40% of reviews that covered communication around prescriptions were negative. Residents were told us that there were increasing number of delays in communication between GPs and pharmacies regarding prescriptions.



NHS 111 – Getting through on the telephone

6 out of 13 (46%) 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.



Community Services – Appointment Availability

3 out of 10 (30%) of reviews that covered appointment availability of community healthcare services were negative. Two of those comments are for Connect Health MSK³ Physiotherapy services, with one patient complained two-month wait for their appointment. One comment is for CLCH Community Diabetes Team at Parkview Centre for Health and Wellbeing.

³ Musculoskeletal = system comprising of muscles and skeleton that supports movement

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 – Medicine Management

1. The pharmacy services should make sure they are maintaining a regular communication with the GP services to ensure patient's prescriptions are processed accurately and on time.

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)	31%	378
Woman (including trans woman)	61%	734
Non-binary	0%	0
Other	0%	0
Prefer not to say	1%	15
Not provided	6%	75
Total	100%	1202

Ethnicity	Percentage (%)	No of Reviews
White British	33%	395
White Irish	4%	54
Gypsy or Irish Traveler	0%	0
Roma	0%	1
White Other	11%	134
Black British	4%	43
Black African	7%	88
Black Caribbean	4%	48
Black Other	0%	6
Asian British	3%	42
Bangladeshi	1%	7
Chinese	2%	21
Indian	3%	37
Pakistani	2%	25
Asian Other	5%	60
Mixed (Asian and White)	2%	26
Mixed (African and White)	1%	8
Mixed (Caribbean and White)	1%	18
Mixed Other	2%	28
Arab	2%	26
Other	3%	40
Prefer not to say	1%	14
Not provided	7%	81
Total	100%	1202

Age	Percentage (%)	No of Reviews
Under 18	1%	7
18-24	3%	35
25-34	18%	212
35-44	15%	180
45-54	18%	215
55-64	16%	193
65-74	13%	161
75-84	7%	83
85+	2%	26
Prefer not to say	1%	15
Not provided	6%	75
Total	100%	1202

Disability	Percentage (%)	No of Reviews
Yes	20%	243
No	70%	847
Prefer not to say	2%	26
Not known	0%	4
Not provided	7%	82
Total	100%	1202

Long-term condition	Percentage (%)	No of Reviews
Yes	41%	491
No	50%	600
Prefer not to say	2%	25
Not known	0%	4
Not provided	7%	82
Total	100%	1202

Unpaid Carer	Percentage (%)	No of Reviews
Yes	13%	156
No	77%	927
Prefer not to say	2%	23
Not provided	8%	96
Total	100%	1202

Demographics

Pregnancy	Percentage (%)	No of Reviews
Currently pregnant	5%	57
Currently breastfeeding	0%	5
Given birth in the last 26 weeks	3%	35
Prefer not to say	2%	29
Not known	24%	283
Not relevant	58%	701
Not provided	8%	92
Total	100%	1202

Employment status	Percentage (%)	No of Reviews
In unpaid voluntary work only	0%	2
Not in employment & unable to work	4%	49
Not in employment (not actively seeking work)	28%	332
Not in employment (seeking work)	3%	31
Not in Employment (Student)	2%	29
On parental leave	4%	43
Paid: 16 or more hours/week	43%	516
Paid: Less than 16 hours/week	5%	63
Prefer not to say	4%	44
Not provided	8%	93
Total	100%	1328

Religion	Percentage (%)	No of Reviews
Buddhist	0%	6
Christian	38%	462
Hindu	2%	28
Jewish	1%	9
Muslim	19%	228
Sikh	1%	10
Spiritualism	2%	22
No religion	24%	297
Other religion	1%	8
Prefer not to say	4%	49
Not provided	7%	83
Total	100%	1202

Sexual Orientation	Percentage (%)	No of Reviews
Asexual	0%	3
Bisexual	1%	12
Gay Man	2%	23
Heterosexual/ Straight	86%	1028
Lesbian / Gay woman	1%	7
Pansexual	0%	1
Prefer not to say	4%	43
Not known	0%	0
Not provided	7%	85
Total	100%	1202

Area of the borough	Percentage (%)	No of Reviews
Addison Ward	2%	24
Avonmore Ward	1%	12
Brook Green Ward	1%	17
College Park and Old Oak Ward	5%	61
Conningham Ward	4%	48
Fulham Reach Ward	4%	47
Fulham Town Ward	3%	38
Grove Ward	2%	22
Hammersmith Broadway Ward	2%	20
Lillie Ward	0%	3
Munster Ward	2%	29
Palace and Hurlingham Ward	4%	44
Parsons Green and Sandford Ward	4%	51
Ravenscourt Ward	2%	22
Sands End Ward	1%	18
Shephards Bush Ward	10%	120
Walham Green Ward	2%	25
Wendell Park Ward	3%	37
West Kensington Ward	2%	29
White City Ward	4%	48
Wormholt Ward	8%	94
Out of borough	23%	272
Prefer not to say	1%	18
Not Provided	9%	103
Total	100%	1202

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 October - December 2023 (Quarter-3), we paid 25 visits to 26 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	3	13	4	8
	Dr Uppal and Partners, Parkview Centre for Health and Wellbeing		5	0	2
	Parkview Medical Centre, Dr Kukar		6	1	0
	Parkview Practice		11	4	3
	Hammersmith and Fulham Centres for Health, Charing Cross Hospital	1	5	0	0
	Hammersmith and Fulham Centres for Health, Hammersmith Hospital	1	3	0	0
	Shepherds Bush Medical Centre	1	7	0	1
	The Medical Centre, Dr Kukar	1	8	2	1
	The New Surgery, Dr Dassanayake & Partners	2	14	0	1
	The Westway Surgery, Dr, Dasgupta & Partners	2	14	0	2

GP Visits

PCN	GP Services	No: of Visits	Number of Reviews		
			Positive	Negative	Neutral
H&F Partnership	Brook Green Medical Centre	0	0	0	0
	North End Medical Centre	1	13	2	4
	Park Medical Centre	3	26	0	4
	Richford Gate Medical Centre	1	20	3	0
	The Bush Doctors	3	34	1	6
H&F Central	Sterndale Surgery	1	2	0	0
	West Kensington Surgery		3	0	1
	Hammersmith Surgery	0	2	0	0
	North Fulham Surgery	1	8	2	1
	The Ashchurch Medical Centre	1	8	1	1
Babylon GP at Hand	Babylon GP at Hand, The Medical Centre, Dr S Jefferies and Partners	3	14	1	4
	Babylon GP at Hand, Dr S Jefferies and Partners	0	1	2	4

GP Visits

PCN	GP Services	No: of Visits	Number of Reviews		
			Positive	Neutral	Negative
South Fulham	Ashville Surgery	1	10	1	2
	Cassidy Medical Centre	1	5	0	0
	Fulham Cross Medical Centre	1	11	0	2
	Fulham Medical Centre	1	4	0	0
	Lilyville Surgery	3	18	0	0
	Sand Ends Health Clinic	1	11	0	7
	The Palace Surgery, Dr Mangwana and Partners	1	5	0	0

Hospital Visits

During October - December 2023 (Quarter-3), we paid 4 visits each to Charing Cross Hospital (outpatient) and Hammersmith Hospital (outpatient), and 2 visits to Queen Charlotte and Chelsea Hospital (antenatal) to collect 285 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	4	94	6	16
Hammersmith Hospital	4	98	4	14
Queen Charlotte & Chelsea Hospital	2	48	1	4
St. Mary's Hospital	0	16	2	6
Western Eye Hospital	0	7	0	2
Chelsea & Westminster Hospital NHS Foundation Trust				
Chelsea & Westminster Hospital	0	36	2	4
West Middlesex University Hospital	0	3	1	1



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



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