

Q4 Patient Experience Report

Healthwatch Hammersmith and Fulham
January – March 2023



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Layout of the report

This report is broken down into four key sections:

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

GPs and Hospitals Services have been given dedicated sections as we ask tailored questions about these services when carrying out engagement. These are the top 2 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 are dependent on additional capacity.

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

This report covers Q4 (January – March) of the 2022/2023 financial year, during which we collected 1217 reviews in total. These reviews were collected through GPs, Hospital outpatient departments, Mental Health services, Community services, Nextdoor website, WhatsApp groups and existing online reviews.

Introduction

Patient Experience Programme

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

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

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

Methodology



Carrying out engagement at **local community hotspots** such as GPs, hospitals, mental health and community services



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



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



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

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

This quarter, we continued to develop our PEP by :

- Requesting feedback on our newly designed PE quarterly report template from LA colleagues and Cllrs, NHS commissioner colleagues and Primary Care Leads, NHS Trusts and GP provider colleagues.

Q4 Snapshot

This section provides a summary of the number of feedback we collected during this quarter 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)

Engagement

1217 reviews

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

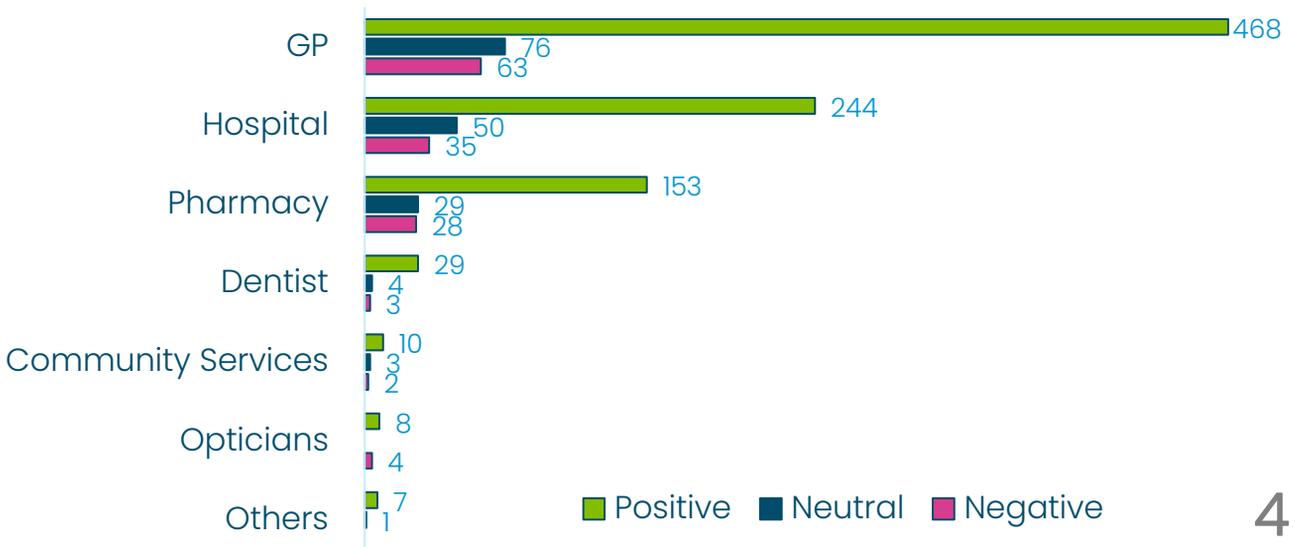


38 visits

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

Top 6 Service Types	No of Reviews	Percentage of total reviews
GP	607	50%
Hospital	329	27%
Pharmacy	210	17%
Dentist	36	3%
Community Services	15	1%
Opticians	12	1%
Others	8	1%

Service Type by Sentiment



Yearly Comparison

In order for us to understand whether experiences of health and care services are improving we compare our data throughout the year. The chart below highlights positive (green) and negative (blue) experiences. Neutral experiences have been omitted.

Service Type by sentiment

Top 5 Services	Q4 (Jan-Mar 23)		Q3 (Oct-Dec 22)		Q2 (Jul-Sep 22)		Q1 (Apr-Jun 22)	
GP	77%	10%	71%	12%	71%	16%	67%	20%
Hospital	74%	11%	63%	24%	72%	15%	67%	19%
Dentist	81%	8%	88%	9%	85%	9%	86%	5%
Pharmacy	73%	13%	83%	9%	81%	13%	76%	9%
Community	67%	13%	64%	36%	33%	44%	100%	

What does this tell us?

- We have seen an increase in the percentage of people sharing positive feedback about GPs over the year. This has been due to the introduction of better appointment booking systems and the return of more face-to-face appointments.
- Negative experiences of hospital services have decreased as our face to face engagement has increased on site and we have relied less on online reviews.
- Experiences of Dental services continue to be highly positive but a slight decrease in Q4 due to limited appointment availability (Jan-Mar 23).
- We can see a decrease in the number of positive and negative pharmacy service reviews over the year. This is due to a reduction in pharmacy reviews collected each quarter.

Experiences of GP Practices



DRAFT

These are some of the quotes that people told us about GP Practices.

"I like PATCH, is very good and quick to get to the staff. You are able to get a prescription and get advice from the doctor. Whenever I need something from the staff they are able to resolve it. The doctors are really good, very happy with the treatment I receive."

"It's very hard to get through, especially in the morning."

"The efficiency of the service, the attitude of the staff, and the quality of care. The easiness of getting an appointment."

"It's not easy to get an appointment, sometimes it's easy, and other times it's not, some of the receptionists are rude and some are nice. Doctors are very good and there is one lady doctor she is really good and nice."

"The staff attitude is good, quality of treatment and care received is good.."

"This morning I had a bad experience with the receptionist I have been trying to book an appointment and I was told to come in this morning when I came because I am not well I told the receptionist I will wait here until my time comes but the receptionist was so rude to me. She started to shout to me, I started crying."

"Making an appointment is good, the availability of doctors is good, quality of care is excellent.."

"More available for appointments for babies or children would be great.."

GP Services

No. of Reviews	607
Positive	77%
Negative	10%
Neutral	13%



Questions we asked residents

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

The questions we asked were:

Q1) How do you find getting an appointment?

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

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

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

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

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

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

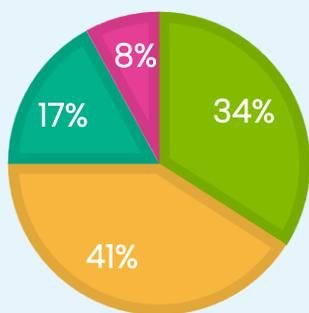
Participants were asked to choose between 1-5* (**Terrible – Excellent**)



Access and Quality Questions

Q1) How do you find getting an appointment?

- Very Easy
- Fairly Easy
- Not Very Easy
- Not At All Easy

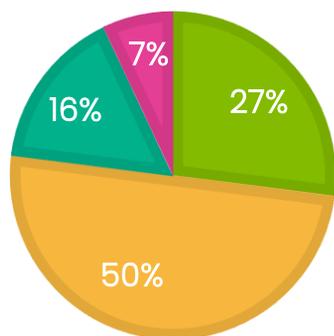


Rating	Q3	Q4 Current quarter	Q1
Very Easy	27%	34%	N/A
Fairly Easy	42%	41%	N/A
Not Very Easy	19%	17%	N/A
Not At All Easy	12%	8%	N/A

Many of the residents we spoke to during Q4 (Jan- Mar 23) told us that they found it either 'Fairly Easy' or 'Very Easy' to get an appointment from their GP Practice. Compared with Q3 (Oct-Dec 22) we can see a slight decrease in the number of people who found it either 'Not Very Easy' or 'Not At All Easy' in getting an appointment. NB: Q1 data is not available.

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

- Very Easy
- Fairly Easy
- Not Very Easy
- Not At All Easy



Rating	Q3	Q4 Current quarter	Q1
Very Easy	22%	27%	N/A
Fairly Easy	38%	50%	N/A
Not Very Easy	27%	16%	N/A
Not At All Easy	13%	7%	N/A

In terms of getting through to someone on the phone at their respective GP, 50% of the people we asked said that they found it 'Fairly Easy'. However, 23% of the residents we asked said busy phone lines at their GP surgery was a problem they had experienced. Comparing Q4 data to Q3, we noticed a decrease in the number of negative experiences and an increase in the number of positive experiences.

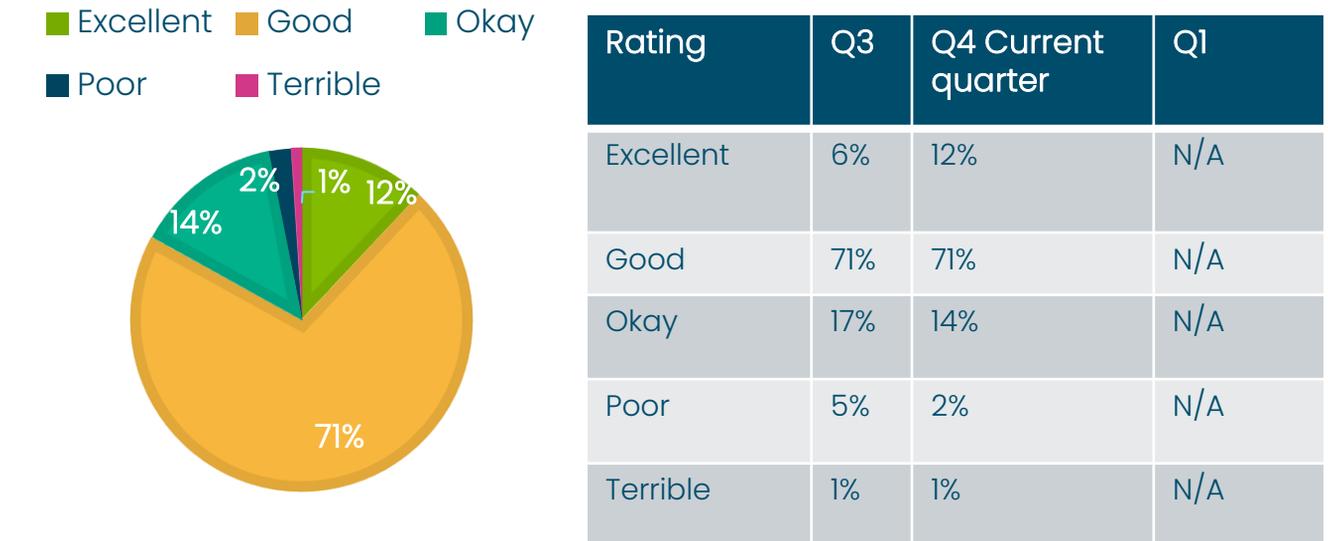
Access and Quality Questions

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



Over half of the residents we spoke to during Q4 rated online consultations as either 'Excellent' or 'Good'. It should be noted that 29% of the people we asked said that they have experienced a problem with online consultation. Some people told us that they prefer to speak to or see someone face to face. Compared with Q3 data, we see an increase in the number of positive experiences for people who prefer online consultation.

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



71% of people we engaged with considered their last telephone consultation to be 'Good'. Residents told us that they consider the quality of telephone consultations to be better than online consultations. Some people mentioned that in some circumstances face-to-face appointments should be prioritised. Compared to Q3 data, the proportion of positive experiences increased.

Access and Quality Questions

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



Most residents we spoke to over the last three months continued to praise the quality of GP staff. Most of the patients were satisfied with the professionalism provided by the administrative and clinical teams at their respective GP surgeries. Looking at Q3 data we can see a slight decrease in the number of people who found the attitude of staff at their respective GP surgery to be good.

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



Many of the people we spoke to over the last month said that the quality of treatment and care provided by GP practices is primarily considered 'Good'. In addition, comparing the Q3 data, we can see that the number of people who have had a positive experience has increased.

Primary Care Networks

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

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

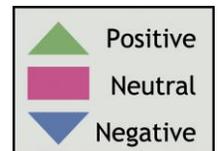
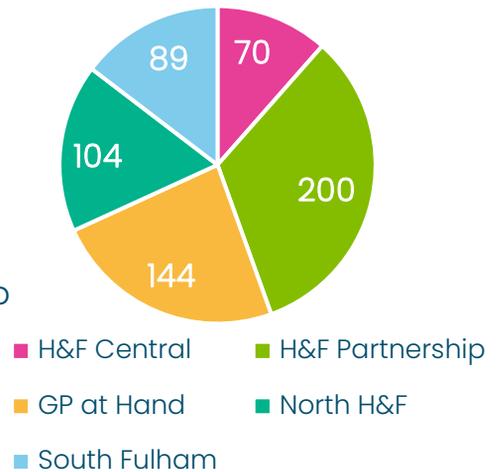
Between January to March the services which received the most reviews were H&F Partnership and GP at Hand.

In order to understand the variance of experience across the borough we have compared the PCNs by the ratings given for access and quality covered in the previous section.

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 – Terrible, 5 – Excellent)

Each **average rating** has been colour coded to indicate positive, negative or neutral sentiment.

Total Reviews per PCN



PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	To an appointment	Getting through on the phone	Quality of Telephone consultations	Quality of Online consultations	Quality of Staff attitudes	Quality of Treatment and Care
H&F Central	2.7	2.6	3.8	3.2	3.7	3.9
H&F Partnership	2.9	3	3.9	3.8	4	4
GP at Hand	3.7	3	4.6	4.6	4.7	4.7
North H&F	3	3	3.6	3.7	4.1	4
South Fulham	3.1	2.6	3.9	3.4	4	4

Thematic analysis

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

Each experience we collect is reviewed and up to five themes and subsidiary themes are applied. The charts below show the top 5 positive and negative issues received between January and March 2023.

We have also identified the top 3 positive and negative themes for each PCN. Trending issues have been highlighted. A list of the themes can be found on the Healthwatch Hammersmith & Fulham website.

Top 5 Positive Issues	Total count
Staff Attitudes – administrative staff	145
Quality of treatment	103
Booking appointments	80
Staff Attitudes – health professionals	73
Online consultation (app/form)	72

Top 5 Negative Issues	Total count
Booking appointments	78
Appointment availability	72
Getting through on the telephone	54
Staff Attitudes – administrative staff	53
Waiting Times (punctuality and queuing on arrival)	34

Primary Care Network	Overall Rating (out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
H&F Central (70)	3.8	1. Staff Attitudes – administrative staff	1. Booking appointments
		2. Staff Attitudes – health professionals	2. Appointment availability
		3. Booking appointments	3. Getting through on the telephone
H&F Partnership (200)	3.8	1. Quality of treatment	1. Appointment availability
		2. Booking appointments	2. Booking appointments
		3. Online consultation (app/form)	3. Staff Attitudes – administrative staff
GP at Hand (144)	4.6	1. Staff attitudes – administrative staff	1. Staff Attitudes – administrative staff
		2. Professionalism	2. Appointment availability
		3. Communication with patients (treatment explanation, verbal advice)	3. Booking appointments
North H&F (104)	4.6	1. Staff Attitudes – administrative staff	1. Getting through on the telephone
		2. Quality of treatment	2. Appointment availability
		3. Booking appointments	3. Staff Attitudes – administrative staff
South Fulham (89)	3.8	1. Staff Attitudes – administrative staff	1. Getting through on the telephone
		2. Quality of Staff – health professionals	2. Booking appointments
		3. Quality of treatment	3. Appointment Availability

What has worked well?

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



Staff Attitudes – administrative staff

Most of the residents we spoke to over the last three months said that they were happy with how they were treated by the administrative staff at their respective GP surgery. This would strongly suggest that the majority of patients were satisfied with the professionalism provided by the administrative staff at their respective GP surgeries.



Staff Attitudes – health professionals

Almost all the patients we spoke to regarding the attitude of the health professionals at their GP surgery informed us that they felt safe and cared for. This would strongly suggest that the majority of patients were satisfied with the professionalism and care provided by the health professionals at their respective GP surgeries.



Quality of treatment

89% of the reviews that mentioned **Quality of treatment** were positive. Residents were exceedingly pleased with the care and treatment they have received from their GP practice.



Online consultation

71% of reviews relating to **Online consultations** were positive. The majority of the residents found the online consultation to be easy and straightforward to use. However, it should be noted that some residents highlighted a need for some improvements to be carried out, such as providing training on using online consultation platforms and increasing the number of online appointments.



Booking Appointment

75% of the residents we spoke to found it easy to **Book an appointment** at their respective GP surgery. Residents said that they were able to book a face-to-face appointment or were able to get a telephone consultation.

What could be improved?

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



Getting through on the telephone

The sub-theme **Getting through on the telephone** received a significant amount of reviews with 54% of these reviews being negative in sentiment. This was due to unanswered calls, long waiting times and patients being unable to speak to the receptionist on the phone. In some cases, residents have shared their frustration at being on the phone for hours or days trying to get hold of someone.



Booking Appointment

49% of reviews relating to **Booking Appointments** were negative in sentiment. This was largely caused by patients being unable to obtain a face-to-face appointment or to secure a same-day appointment. Some of the residents mentioned that they have had to go to A&E due to not being able to secure a face-to-face appointment with their GP surgery. In addition, they also mentioned that in some circumstances receptionists have advised them to go to A&E.



Appointment Availability

55% of people who commented on **Appointment Availability**, had had a negative experience. These often related to not being able to secure an appointment within a week and in some cases, people mentioned having to wait a month by which time all symptoms had disappeared.



Waiting Times (punctuality and queueing on arrival)

68% of the reviews that mentioned **Waiting Times** were negative in sentiment. A lot of the people expressed their disappointment as they had to wait longer at the GP surgery to receive care. Residents mentioned that they sometimes had to wait more than 30 minutes after their appointment to see the doctor or nurse.

Recommendations

Below is a list of recommendations for GP practices in Hammersmith and Fulham based on the findings for quarter 4 (January - March)

Online consultation

- More training to be provided to patients/services users on using the new online consultation systems PATCHS and Dr. IQ.
- More appointment availability online.
- PATCHS poster to be available at front desk for patients to access it.

Getting through on the telephone

- Recruit more receptionists if possible.
- Introduce a new telephone system where patients do not have to wait on the phone. (In some surgeries, such as Park Medical Centre, they have introduced a new telephone system where patients can get a call back from the receptionist. Patients found this method efficient.)

Quality of appointment – telephone consultation

- Patients/service users should be given a choice between a face-to-face and a telephone consultation.
- More face-to-face appointments to be offered, especially for elderly and children.
- Telephone consultation should not be the default appointment method, this should be considered when necessary.

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 any issues which have repeated in three financial quarters.

Positive Issues

Q4 Current quarter	Q3	Q2	Q1
Quality of Treatment	Staff Attitudes – administrative staff	Staff attitudes	Quality of Treatment
Staff Attitudes – administrative staff	Quality of treatment	Quality of treatment	Staff attitudes
Staff Attitudes – health professionals	Staff Attitudes – health professionals	Management of service	Management of service
Online consultation (app/form)	Online consultation (app/form)	Booking appointments	Waiting Times (punctuality and queueing on arrival)
Booking appointments	Booking appointments	Staff Attitudes – health professionals	Staff professionalism

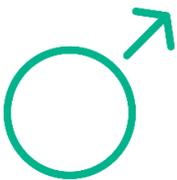
Negative issues

Q4 Current quarter	Q3	Q2	Q1
Waiting Times (punctuality and queuing on arrival)	Getting through on the telephone	Appointment availability	Booking appointments
Getting through on the telephone	Booking appointments	Booking appointments	Getting through on the telephone
Staff Attitudes – administrative staff	Appointment availability	Getting through on the telephone	Waiting Times (punctuality and queueing on arrival)
Booking appointments	Staff Attitudes – administrative staff	Waiting Times (punctuality and queueing on arrival)	Appointment availability
Appointment availability	Online consultation (app/form)	Patient Choice	Booking Appointment-online

Equalities snapshot

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

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



Gender

There were no identifiable differences in experience based on gender. 82% received from women (including trans women) and 83% of men (including trans men) rated their experiences 4* or higher.



Age

35-44 year olds had the highest percentage of positive experience (84%) while 75-84 year olds shared the lowest percentage of positive reviews (67%).



Ethnicity

80% of the Indian residents who shared their feedback considered their last experience with a GP service to be either 'Good' or 'Excellent'. 65% of African residents who shared their feedback considered their last experience with a GP as good or positive.. This was the lowest percentage of positive reviews out of all the ethnicities..



Employment Status

80% of residents we spoke to who work 16 or more hours a week considered their experience with a GP service to be either 'Good' or 'Excellent'. 67% of residents we spoke to who work less than 16 hours a week considered their experience with a GP service to be either 'Good' or 'Excellent'. This was the lowest percentage of positive reviews out of all the Employment status listed.

Experiences of Hospital Services



What people told us about Hospital Services

"We had to take our kids to the emergency because she has a high temperature. From the receptionist to the doctors, we were looked after. The nurses and doctors did a great job. I am so thankful that I have an NHS.."

"Not the hospital itself but following through with an appointment - just feel like I'm left in limbo. Waited for an appointment for 9/10 months. No one phoned."

"We have a monthly appointment which has worked for us, all appointments are booked by the doctor. When they see my mum they are thorough, do any checks necessary, and refer her to different services. Medication is provided by the doctor as well. The waiting depends sometimes they are running late and sometimes they are on time."

"Long waiting times
-Service is inefficient."

"Today's waiting has been quite good I was seen before my appointment time."

"I have got one of my appointment cancelled without my notice. One time, I had to follow up because the GP did not receive my patient letter."

"It's easy to get through telephone. The staff are amazing, and easy to get appointment."

"Difficult to find the parking area. Internal signposting is not the best as well."

Hospital Services

No. of Reviews	329
Positive	74%
Negative	11%
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.



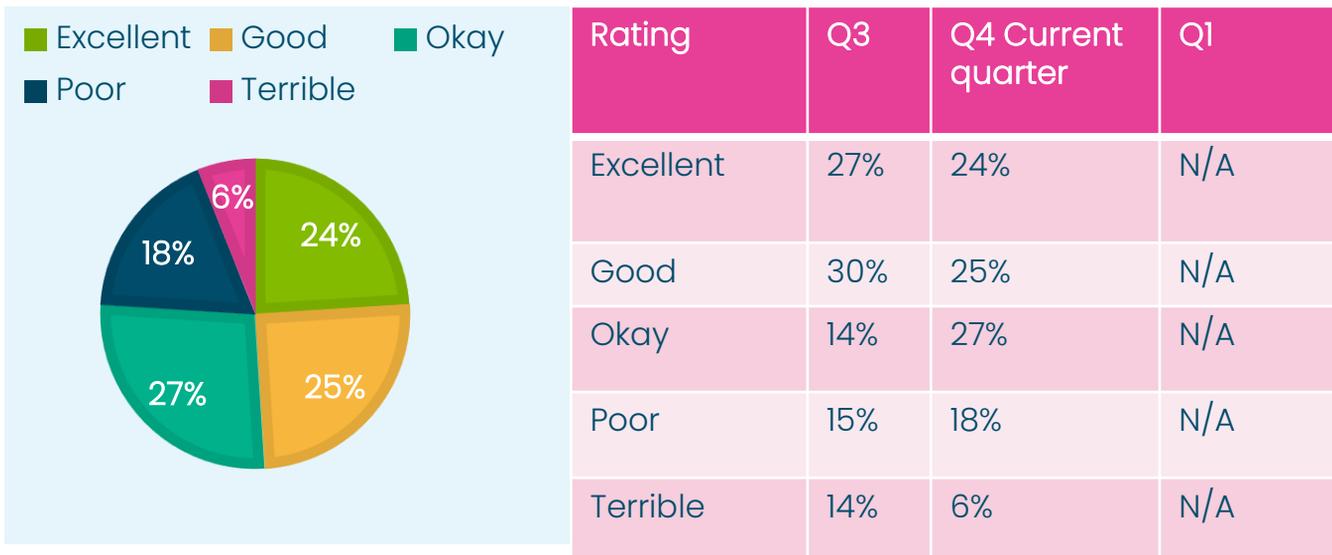
Access and Quality Questions

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



Most of the residents we spoke to between January and March 2023 found getting a referral or an appointment at a hospital either 'Good' or 'Excellent'. It should be noted that 20% of people rated their experience either as "Okay", "Poor" or 'Terrible'. Some mentioned having to wait over a year to receive their first appointment or their appointment was postponed a few times. However, we can see a decrease in the number of negative reviews.

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



51% of the people told us that they had experienced problems with busy phone lines at hospitals. People mentioned that it was hard to speak to a specific department when enquiring about their treatment, and some said it was impossible to speak to someone other than the operator. However, we should also note that over 40% of respondents had a good experience when contacting the hospital. Comparing the data with Q3, we can see a decrease in the number of negative reviews.

Access and Quality Questions

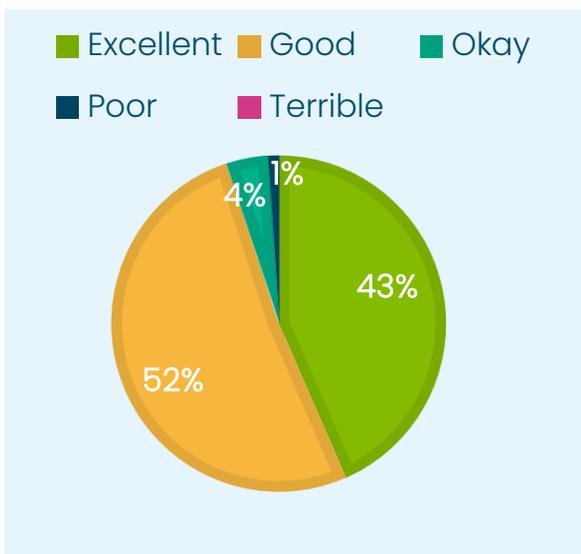
Q3) How do you find the waiting times at the hospital?



Rating	Q3	Q4 Current quarter	Q1
Excellent	13%	15%	N/A
Good	34%	42%	N/A
Okay	36%	27%	N/A
Poor	11%	12%	N/A
Terrible	6%	4%	N/A

Waiting times at hospitals is a reoccurring issue. 43% of the people we spoke to during this quarter rated their experience as either "Okay", "Poor" or "Terrible". People mentioned that on some occasions they had to wait over two hours after their allocated appointment time before seeing the doctor. In some cases, patients were informed of the delay but in others, they were not. On a positive note, 57% of the residents were happy with the waiting times. We should note that patients appreciate the efforts of hospital staff and therefore prefer not to give a negative review. Comparing Q4 data to previous quarters this is the first time that the positive reviews for Waiting Times at the hospital outweigh the negative reviews.

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

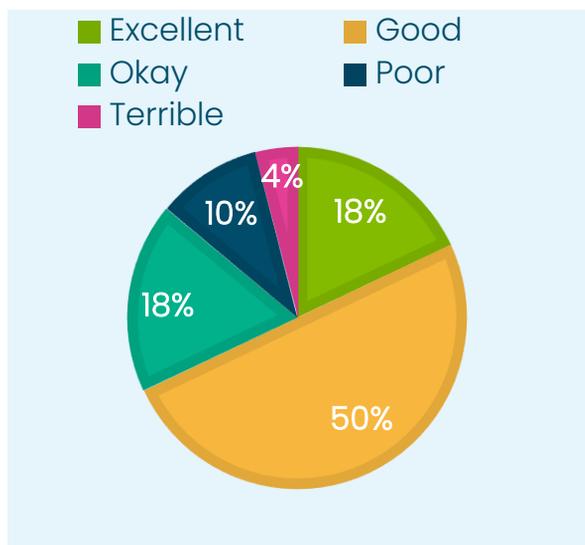


Rating	Q3	Q4 Current quarter	Q1
Excellent	31%	43%	N/A
Good	59%	52%	N/A
Okay	6%	4%	N/A
Poor	3%	1%	N/A
Terrible	1%	0%	N/A

95% of the residents we spoke to found the attitude of staff at hospitals either 'Excellent' or 'Good'. This strongly suggests that the majority of people were satisfied with the professionalism and bedside manners of the administrative and health professional teams at hospitals.

Access and Quality Questions

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



Rating	Q3	Q4 Current quarter	Q1
Excellent	15%	18%	N/A
Good	41%	50%	N/A
Okay	17%	18%	N/A
Poor	9%	10%	N/A
Terrible	18%	4%	N/A

68% of the people that we asked regarding the communication between their GPs and the hospital found it either 'Excellent' or 'Good'. However, over 30% of the residents found it either 'Okay', 'Poor' or 'Terrible'. Patients mentioned delays in receiving their results from the hospital and requesting referrals. In addition, people mentioned that when these are sent to GPs, patients are not informed which can sometimes cause delays in receiving treatment.

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



Rating	Q3	Q4 Current quarter	Q1
Excellent	46%	51%	N/A
Good	38%	42%	N/A
Okay	13%	5%	N/A
Poor	1%	2%	N/A
Terrible	2%	0%	N/A

Over 90% of the people who shared their experience about the quality of treatment they received at a hospital found it either 'Excellent' or 'Good'. Overall, these findings indicate that patients are happy with the quality of care being received, however, there remains room for improvement to ensure that patients' overall experience of care in hospitals is positive in nature.

Individual hospitals

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:

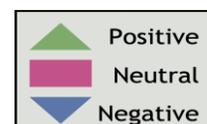
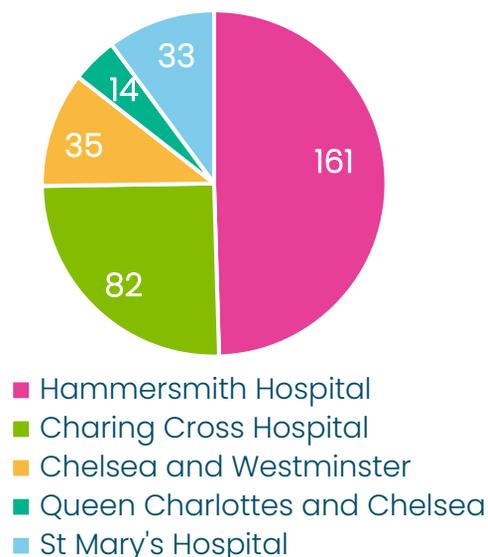
- Charing Cross Hospital
- Hammersmith Hospital
- St Mary's Hospital
- Chelsea and Westminster Hospital
- Queen Charlotte's

Between January and March, the services which received the most reviews were Hammersmith and Charing Cross Hospitals due to face-to-face engagement at the outpatients' departments.

In order to understand the variance of experiences 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 being Terrible and 5 Excellent).

Total Reviews per Hospital



Name of Hospital	ACCESS (out of 5)			QUALITY (out of 5)		
	To a referral/ appointment	Getting through on the phone	Waiting Times	Of Communication between GP and Hospital	Of Staff attitudes	Of Treatment and Care
Charing Cross No of reviews: 82	3.9	4.1	3.4	3.7	4.3	4.4
Hammersmith No of reviews: 161	4	3.3	3.6	3.7	4.4	4.4
St Mary's No of reviews: 33	3.6	2.6	3.8	3.1	4.8	4.7
Chelsea and Westminster No of reviews: 35	3.6	2.7	3.3	3.6	4.2	4.6

Thematic analysis

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

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The charts below show the top 5 positive and negative themes received between January and March 2023.

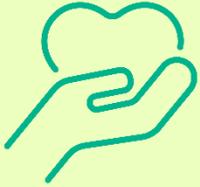
We have also identified the top 3 positive and negative issues for each hospital that have received over 20 reviews.

Top 5 Positive Issues	Total count	Top 5 Negative Issues	Total count
Quality of treatment	75	Waiting Times	75
Staff Attitudes – health professionals	62	Appointment availability	30
Waiting Times	47	Communication between services	19
Staff Attitudes – administrative staff	38	Management of service	14
Quality of Staff – health professionals	36	Getting through on the telephone	9

Hospitals	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Hammersmith Hospital (161 reviews)	4	<ol style="list-style-type: none"> Quality of treatment Waiting Times Staff Attitudes – health professionals 	<ol style="list-style-type: none"> Waiting Times Appointment availability Communication between services
Charing Cross Hospital (82 reviews)	4	<ol style="list-style-type: none"> Quality of treatment Staff Attitudes – health professionals Waiting Times 	<ol style="list-style-type: none"> Waiting Times Appointment availability Appointment letters
Chelsea and Westminster Hospital (33 reviews)	3.9	<ol style="list-style-type: none"> Staff Attitudes – health professionals Quality of treatment Staff Attitudes – administrative staff 	<ol style="list-style-type: none"> Waiting Times Appointment availability Quality of treatment
St Marys Hospital (Imperial College Healthcare NHS Trust) (33 reviews)	3.3	<ol style="list-style-type: none"> Staff Attitudes – health professionals Quality of Staff – health professionals Staff Attitudes – administrative staff 	<ol style="list-style-type: none"> Communication between services Appointment availability Waiting Times

What has worked well?

Below is a list of the key positive aspects relating to hospitals between January and March 2023



Quality of Treatment

93% of reviews that mentioned **quality of treatment** were positive. These findings indicate that residents are satisfied with the care they receive at hospitals. Significant praise was given to the Renal, ENT, and Endocrinology departments. Some people told us they have to travel far to come to Hammersmith or Charing Cross hospitals because of the quality of doctors. In addition, they also told us that they do not mind waiting for hours before seeing the doctor.



Staff Attitudes – health professionals

Most reviews (89%) relating to **staff attitudes of health professional** were positive in sentiment. This suggests that patients are satisfied with the professionalism provided by clinical teams at hospitals. In addition, patients also praised the attitude and manner of care they have received from the nurses and doctors.



Staff Attitudes – administrative staff

83% of the reviews that mentioned **staff attitudes – administrative staff** were positive. People found that receptionists were very helpful in directing them to the right department or helping them book their next appointment. They found them professional, compassionate and caring.



Waiting Times

57% of reviews that covered **waiting times** were positive in sentiment. People told us that they did not mind the waiting times at the hospital or did not have to wait long before seeing the doctor.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between January and March 2023



Appointment availability

Appointment availability at hospitals is a reoccurring issue. 48% of the people who shared their experience about **appointment availability** had a negative experience. People have shared their frustration in getting a suitable appointment at the hospital. Moreover, residents found that following the pandemic they would have to wait on average at least 3-6 months to a year for a hospital appointment.



Communication between services

32% of the reviews that mentioned **communication between services** were negative in sentiment. Patients explained that there is a lack of communication between services regarding treatment and information about recent test results. This can result in patients' treatment to be delayed.



Getting through on the telephone

51% of the reviews regarding **getting through on the telephone at the hospital** were negative in sentiment. People found it very hard to speak to someone in a specific department. In addition, patients explained that it is nearly impossible to speak to someone other than the operator.



Management of services

48% of the reviews that mentioned **Management of services** were negative in sentiment. Patients/service users have expressed their disappointment on how services are managed at the hospital.



Waiting Times

43% of the reviews regarding **waiting times** at hospitals were negative in sentiment. This is an issue that keeps reoccurring every quarter. Patients/services users have to wait from 30 minutes to over an hour after their appointment.

Recommendations

Below is a list of recommendations for hospitals used by residents in the London Borough of Hammersmith and Fulham based on the findings in this section.

Patient communication

- Providing patients of updates to their test results, treatment plan and the reasons why. This should include changes to their current/future medication, projected recovery time and procedures. If these are to be provided by another health professional, the patient should be made aware of this and how they can organise this.

Waiting times

- Continuing to keep patients informed of any delays.
- Introducing a system that allows patients not to pay extra for parking when their appointment is delayed.
- Where possible cancellations should include new appointment times to reduce anxiety for patients.

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 any issues which have repeated in three financial quarters.

Positive Issues

Q4	Q3	Q2	Q1
Quality of Treatment	Staff Attitudes – administrative staff	Staff attitudes	Staff attitudes
Staff Attitudes – health professionals	Quality of treatment	Quality of treatment	Staff professionalism
Waiting Times	Staff Attitudes – health professionals	Staff professionalism	Management of service
Staff Attitudes – administrative staff	Booking appointments	Booking appointments	Booking appointments
Quality of Staff – health professionals	Online consultation	Management of services	

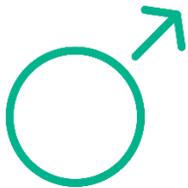
Negative issues

Q4	Q3	Q2	Q1
Waiting Times	Getting through on the telephone	Booking appointments	Booking appointments
Appointment availability	Booking appointments	Waiting Times	Waiting Times – At Health Premises
Communication with patients	Appointment availability	Waiting Times – At Health Premises	Waiting Times
Management of service	Staff Attitudes – administrative staff	Management of service	Management of service
Getting through on the telephone	Online consultation		Staff professionalism

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. A full demographics breakdown can be found in the appendix.



Gender

During the last three months, men had a better experience of GPs when compared with women. 84% of men rated their experiences 4* or higher compared to only 73% of women.



Age

55-64 year olds had the highest proportion of positive experiences (96%) while 35-44 year olds shared the highest proportion of negative reviews (33%).



Ethnicity

86 % of the White British residents who shared their feedback considered their last experience of a hospital to be either 'Good' or 'Excellent, whereas 39% of any other White background residents considered this to be either "Okay", "Poor" or "Terrible".



Long term condition

50% of residents we spoke to considered themselves to have a long-term condition. Interestingly, only 84% of them had a positive experience of a hospital.

Experiences of 'Other' services



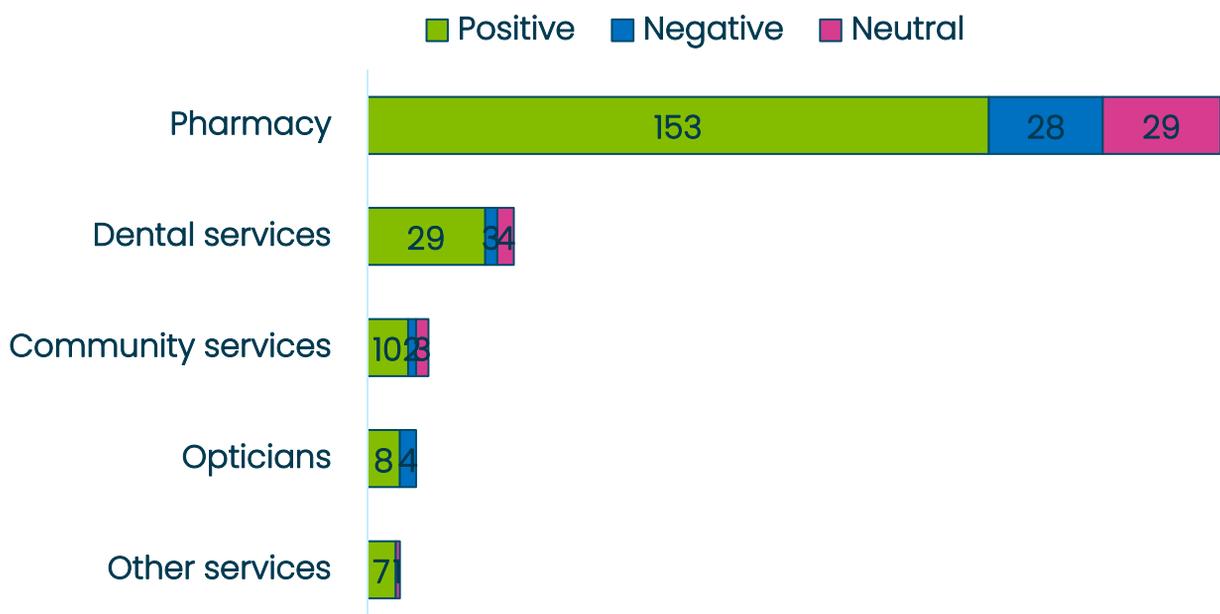
Experiences of 'Other' services

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.

We analysed residents rating of their overall experience to get this data.

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

Service Type	No of Reviews	Percentage of total reviews
Pharmacy	210	17%
Dental services	36	3%
Community Services	15	1%
Opticians	12	1%
Others services	8	1%



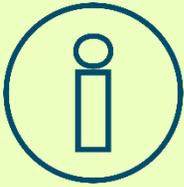
What has worked well?

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



Pharmacy – Staff Attitudes – health professionals

90% of the reviews relating to staff attitudes – health professionals at pharmacies were positive in sentiment. Residents found that pharmacists were very knowledgeable, helpful and nice.



Pharmacy – Information and Advice

Residents found that the information given to them about their medication or health issues was excellent as it saved them time by not having to see a GP.



Dental services – Staff Attitudes – health professionals

100% of patients/service users we spoke to regarding dental services had a great experience with health professionals. They told us they valued the kindness of doctors.



Dental services – Quality of treatment

72% of patients/service users we spoke to regarding dental services were happy with the treatment they received from their dentist.

What could be improved?

Below is a list of the key areas of improvement relating to 'Other' for Hammersmith and Fulham between January and March 2023.



Pharmacy – Waiting times at the premises

70% of the patients/service users who reviewed a pharmacy service considered waiting times to be too long. This was due to medication not being ready or the pharmacy currently not having the correct medication in stock.



Dental services– Booking appointments

47% of the reviews relating to dental services – booking appointments were negative in sentiment. Patients/service users found it hard to obtain a reasonable appointment at their dentist.



Dental services– Appointment availability

50% of the reviews relating to dental services – appointment availability were negative in sentiment. Patients/service users told us they had to wait long to get an appointment .

Recommendations

Below is a list of recommendations about services in Hammersmith & Fulham based on the findings for quarter 4 (January– March).



Pharmacy – Waiting times at the premises

Consider ways to improve waiting time communication methods between patients and pharmacies. Text messages or other forms of communication should be used to inform patients when prescriptions are ready.

Appendix



Demographics

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

Gender	Percentage %	No of reviews
Man (including trans man)	28%	219
Woman (including trans woman)	71%	549
Non-binary		1
Other		
Prefer not to say		1
Not provided		0
Total		770

Age	Percentage %	No of reviews
Under 18	0%	
18-24	4%	27
25-34	17%	128
35-44	24%	185
45-54	16%	121
55-64	16%	125
65-74	12%	92
75-84	10%	75
85+	1%	11
Prefer not to say	0%	1
Not provided		
Total		765

Disability	Percentage %	No of reviews
Yes	11%	85
No	88%	657
Prefer not to say	0%	1
Not known	1%	6
Not provided		
Total		749

Long term condition	Percentage %	No of reviews
Yes	34%	257
No	64%	483
Prefer not to say	1%	7
Not known	0%	2
Not provided	0%	
Total		749

Ethnicity	Percentage %	No of reviews
British / English / Northern Irish / Scottish / Welsh	45%	329
Any other White background	15%	150
Asian British	4%	31
Chinese	2%	13
Indian	3%	23
Any other Asian background/Asian		
British Background	9%	64
Black British	1%	10
African	8%	60
Caribbean	4%	28
Pakistani	1%	10
Black African and White	0%	2
Black Caribbean and White	0%	2
Any other Mixed / Multiple ethnic groups background	1%	9
Arab	4%	31
Any other ethnic group	2%	18
Prefer not to say	0%	
Total		745

Religion	Percentage %	No of reviews
Buddhist	1%	10
Christian	43%	320
Hindu	4%	27
Jewish	0%	1
Muslim	12%	89
Sikh	2%	17
Spiritualism	0%	2
Other religion	1%	5
No religion	35%	264
Prefer not to say	1%	11
Not known		
Not provided		
Total		746

Sexual Orientation	Percentage %	No of reviews
Asexual	0%	1
Bisexual	2%	16
Gay man	3%	19
Heterosexual / Straight	93%	697
Lesbian / Gay woman	0%	3
Pansexual	0%	0
Prefer not to say	2%	15
Not known	0%	
Not provided		
Total		751

Pregnancy	Percentage %	No of reviews
Currently pregnant	0%	2
Currently breastfeeding	0%	2
Given birth in the last 26 weeks	2%	18
Prefer not to say	0%	0
Not known	19%	140
Not relevant	78%	586
Not provided	0%	
Total		748

Employment Status	Percentage %	No of reviews
In unpaid voluntary work only	1%	10
Not in Employment & Unable to Work	12%	89
Not in Employment / not actively seeking work – retired	22%	155
Not in Employment (seeking work)	1%	5
Not in Employment (student)	1%	9
Paid: 16 or more hours/week	51%	365
Paid: Less than 16 hours/week	8%	54
Prefer not to say	0%	2
On maternity leave	4%	28
Not provided		
Total		717

Unpaid Carer	Percentage %	No of reviews
Yes	7%	54
No	92%	689
Prefer not to say	0%	2
Not provided		
Total		690

Area of the borough	Percentage %	No of reviews
Addison Ward	1%	7
Avonmore Ward	0%	0
Brook Green Ward	4%	24
College Park and Old Oak Ward	1%	4
Coningham Ward	0%	2
Fulham Reach Ward	7%	46
Fulham Town Ward	5%	31
Grove Ward	2%	11
Hammersmith Broadway Ward	6%	37
Lillie Ward	4%	30
Munster Ward	0%	0
Palace and Hurlingham Ward	1%	8
Parsons Green and Sandford Ward	3%	17
Ravenscourt Ward	8%	54
Sands End Ward	1%	9
Shepherds Bush Ward	6%	40
Walham Green Ward	0%	
Wendell Park Ward	4%	30
West Kensington Ward	14%	95
White City Ward	5%	31
Wormholt Ward	0%	3
Out of Borough	29%	191
Prefer not to say	0%	0
Total		670