

**PATIENT EXPERIENCE
REPORT 2021/2022
QUARTER 4
JANUARY - MARCH**

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Introduction & Executive Summary

Healthwatch was created by the health and social care reforms of 2012 with a powerful ambition of putting people at the centre of health and social care. Healthwatch Lewisham is the independent patient champion which helps influence the design and delivery of local health and social care services. It is a statutory requirement for Local Authorities to commission a local Healthwatch service under the Health and Social Care Act 2012.

In delivering these duties in Lewisham, we operate a comprehensive Patient Experience data collection programme. The successful and ongoing implementation of the data collection programme and the Digital Feedback Centre has the potential to yield a minimum of 4,800 patient experiences per annum. These will be presented as they are received and considered as valid community opinion. This Patient Experience Report for Healthwatch Lewisham covers the Q4 period for January to March 2022.

In quarter 4, our Patient Experience Officer, supported by a team of volunteers and Kickstart Assistants, continued developing our face-to-face programme of engagement. To achieve this, we have been visiting health care partners to hear from patients, carers and relatives about their experiences of local services. This has enabled us to reach more local residents and capture a wider range of feedback. Healthwatch Lewisham has also continued to gather feedback in the following ways:

- Telephone calls with Lewisham residents, which has continually enabled us to reach a broader demographic of older residents
- Online review collection
- Encouraging patient feedback directly through our Digital Feedback Centre using social media functions (Twitter, Facebook, Next Door etc.) and through the 'widget', a link that directs people from GP websites to our service.
- Patient Experience Survey

These patient experience comments and reviews are gathered using online and physical questionnaires (see appendixes, p.44-50). The form asks the patient for simple star ratings on their overall experience, access to appointments, ease of getting through on the telephone and several other areas. We engage with every patient, capture their experience in their words and seek consent for their feedback to be published on the Healthwatch Lewisham website, through the Digital Feedback Centre. People can leave their name or comment anonymously. The Patient Experience Officer will relay any urgent matters requiring attention to the operations manager.

Introduction & Executive Summary cont.

Where patients relay concerns about their treatment through our Feedback Centre or digital and face-to-face engagement, we inform them of their rights and the feedback and complaints mechanisms available to them. We also offer for a member of the staff team to call them to discuss the issue in more detail at a later date. If we observe, hear or read any safeguarding concerns these are immediately referred to the office and a safeguarding referral is made where appropriate.

Whilst we aim to gather patient experience comments and reviews from a representative sample of Lewisham's population, we acknowledge that different people use different services at different times in their lives, and some not at all. Whilst all patients are asked for their monitoring information, some do not wish to provide this. As well as residents choosing not to give this information, using online reviews can impact on the demographic information which can be collected.

The outreach element of our Patient Experience Programme is supplemented by our community engagement work and our website (www.healthwatchlewisham.co.uk), which people may visit independently to provide service feedback and comments. Our questions are uniform across the Digital Feedback Centre as well as the physically collected forms.

Alongside our Patient Experience work reported here, Healthwatch Lewisham carries out a number of different activities in order to hear from patients, carers and relatives and assess health and social care services from the patient's perspective. To see our other reports, please visit our website at www.healthwatchlewisham.co.uk

The information presented within this report reflects individual patient experiences of health and social care services, to ensure that the genuine observations and commentaries of the community are captured.

This report represents the voices of Lewisham residents during Q4 (January-March). During this period the Patient Experience Programme received 1,090 feedback comments. Of these comments, 61% (661) comments had a positive rating, 34% (375) were negative and 5% (54) were neutral. We received 1,090 reviews which is just below our 1200 target for this quarter. We hope to improve this number as we continue to build new partnerships and local services continue to open their doors to our visits.

Healthwatch Lewisham presents the information within this report as factual and to be considered and utilised to improve service provision and highlight areas of good practice.

Our data explained

Healthwatch Lewisham uses a Digital Feedback Centre (on our website) and Informatics system (software sitting behind the Digital Feedback Centre) to capture and analyse patient experience feedback. The Informatics system is currently used by approximately 1/3 of the Healthwatch Network across England and it captures feedback in a number of ways:

1. It asks for an overall star rating of the service, (between 1-5)
2. It provides a free text box for comment
3. It asks for a star rating against specific domain areas, (between 1-5).

In terms of reporting, the above provides Healthwatch with several data sets.

Star ratings provide a simple snapshot average, both overall and against specific domain areas.

When it comes to the free-text comment box, this is analysed in two different ways resulting in two different data sets:

In the first instance, the Informatics system looks at the patient experience comment in its totality, using a sophisticated algorithm to analyse words and phrases in order to apply a sentiment score to the overall comment. The sentiment score is translated into an overall positive, negative or neutral sentiment. This is an automatic process. Where overall sentiment is highlighted in the report, it relates to this aspect of the process.

Overall Star Ratings

The total number of patient reviews received this quarter is **1,090**. The table shows a breakdown of the positive, neutral and negative patient reviews (see the appendices for examples of our physical and online questionnaires).

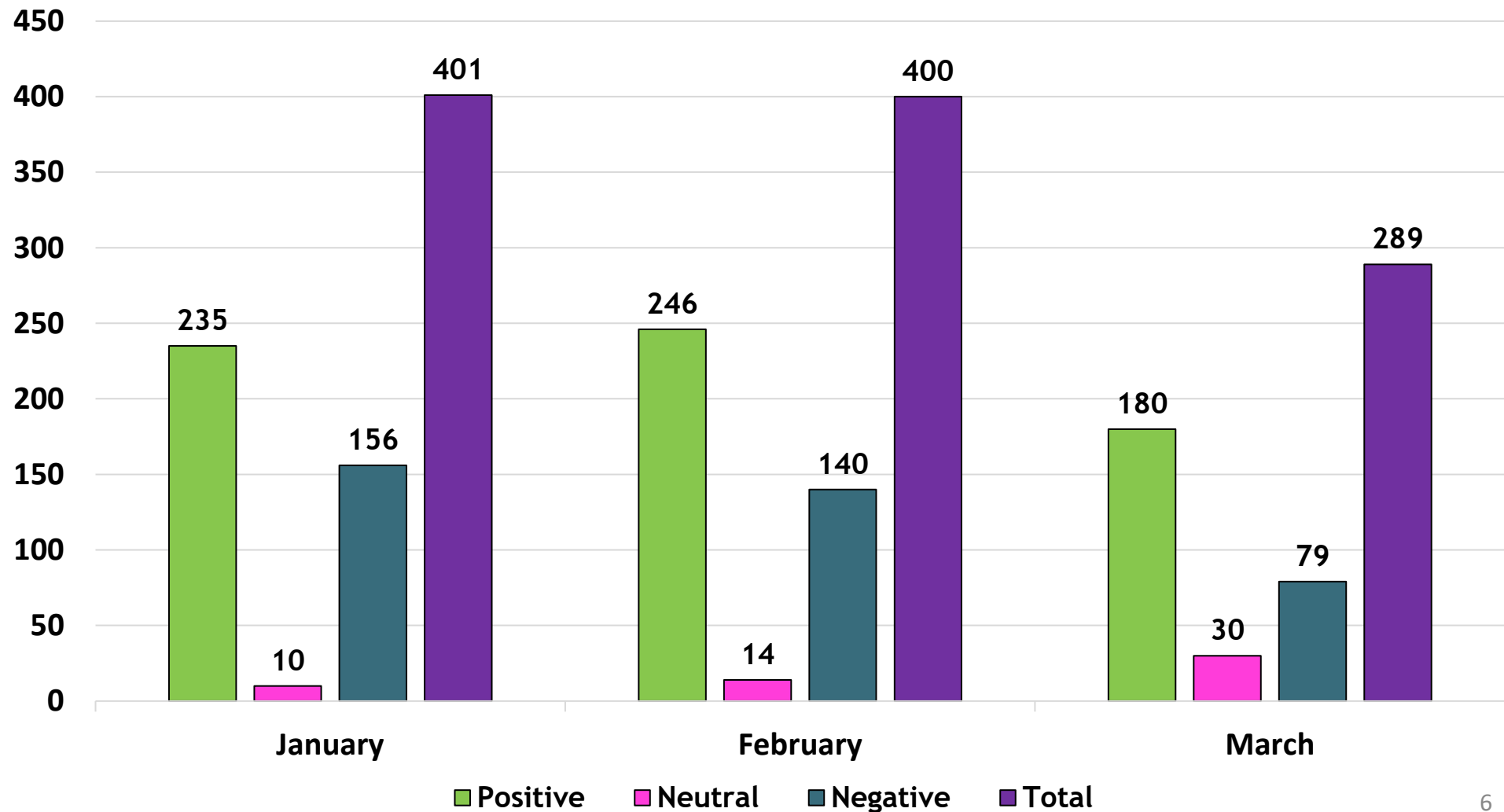
Each patient is asked to give an overall rating out of 5 stars for a service. Star ratings of 1 and 2 indicate a negative response, a star rating of 3 indicate a neutral response and star ratings of 4 and 5 indicate a positive response. This quarter we recorded a total of 661 positive responses, 375 negative responses and 54 neutral responses.

Month	1 - 2 Star Reviews (Negative) ★ ★ ★ ★ ★	3 Star Reviews (Neutral) ★ ★ ★ ★ ★	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
January	156	10	235
February	140	14	246
March	79	30	180
Total	375	54	661



Overall Star Ratings

This chart provides a breakdown of positive, neutral, negative and total reviews for each month, based on the overall star rating provided.

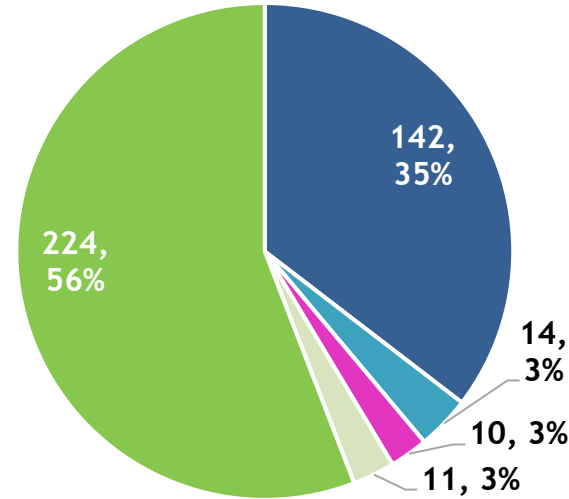


Overall Star Ratings

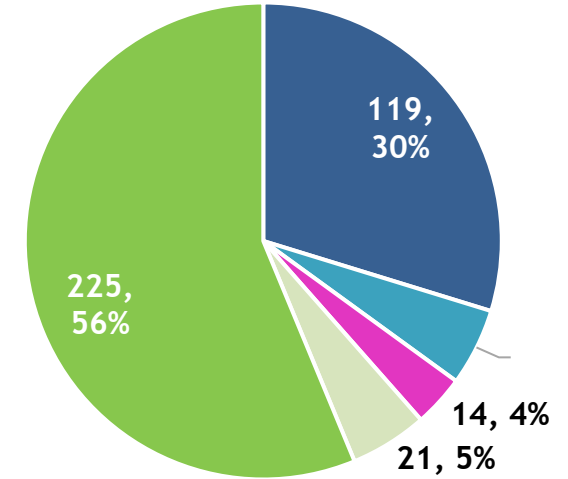
These pie charts show the breakdown of star ratings for each month and for the whole quarter.

Overall, residents had positive experiences of services each month with the 5-star ratings making up the highest proportion of reviews.

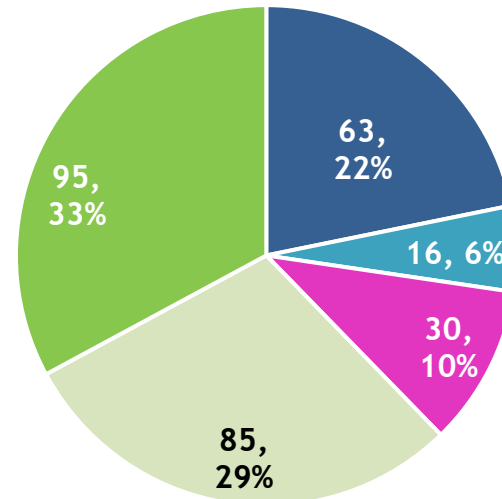
However, it should be noted that there were a substantial number of 1-star reviews which shows that there is a wide variance of experience when using health services within the borough.



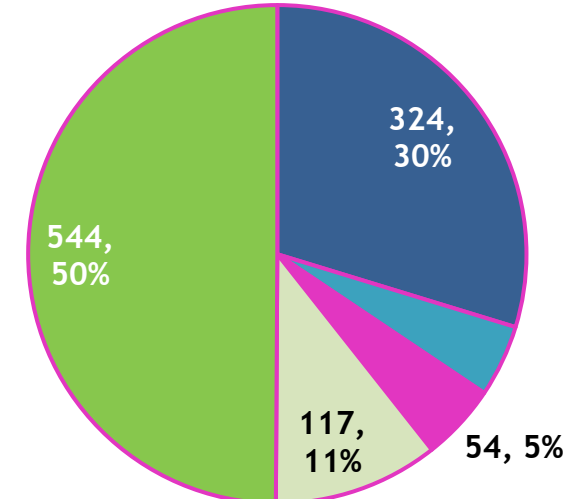
January



February



March



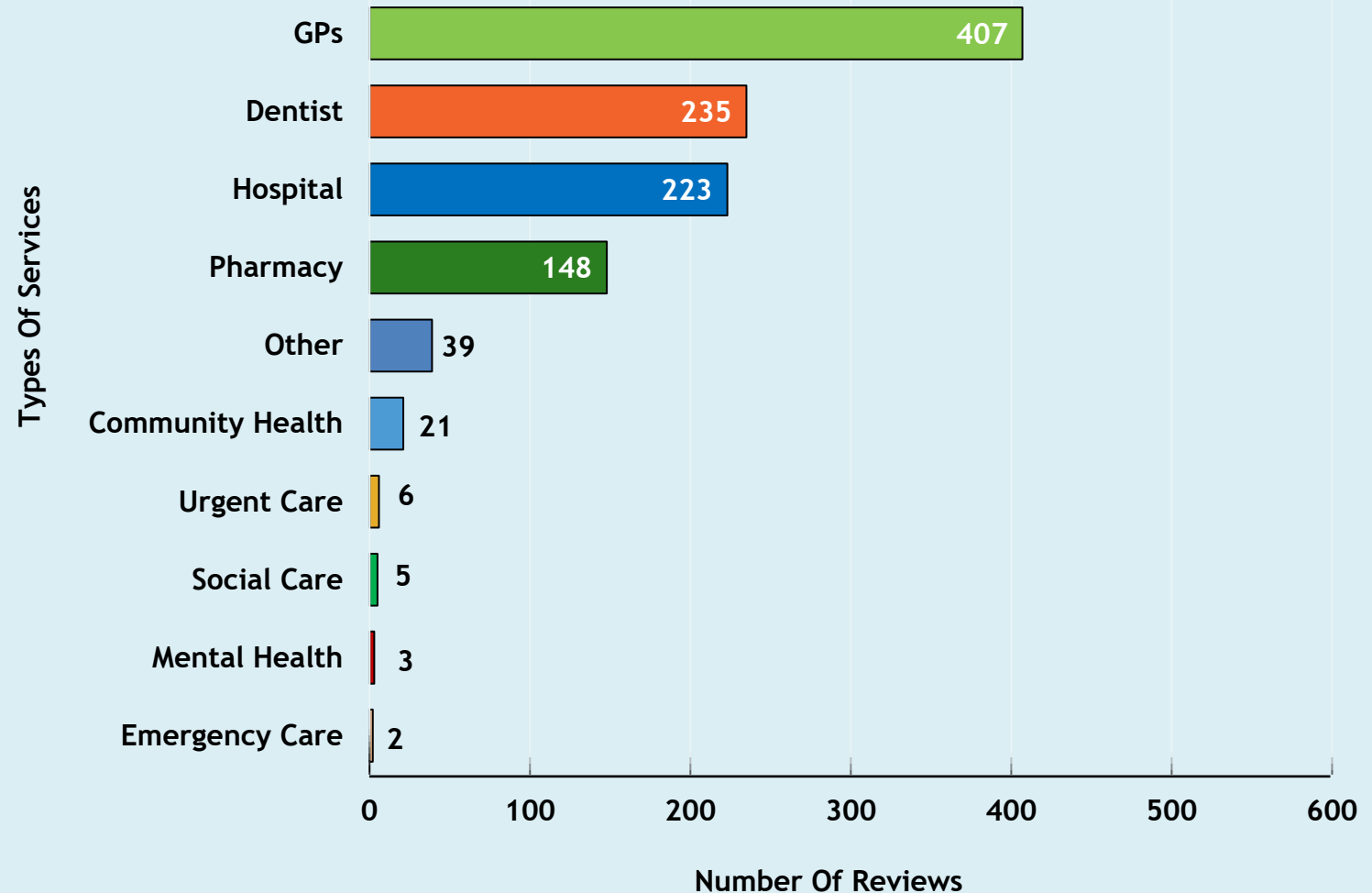
Total for Quarter 2

Total Reviews per Service Category

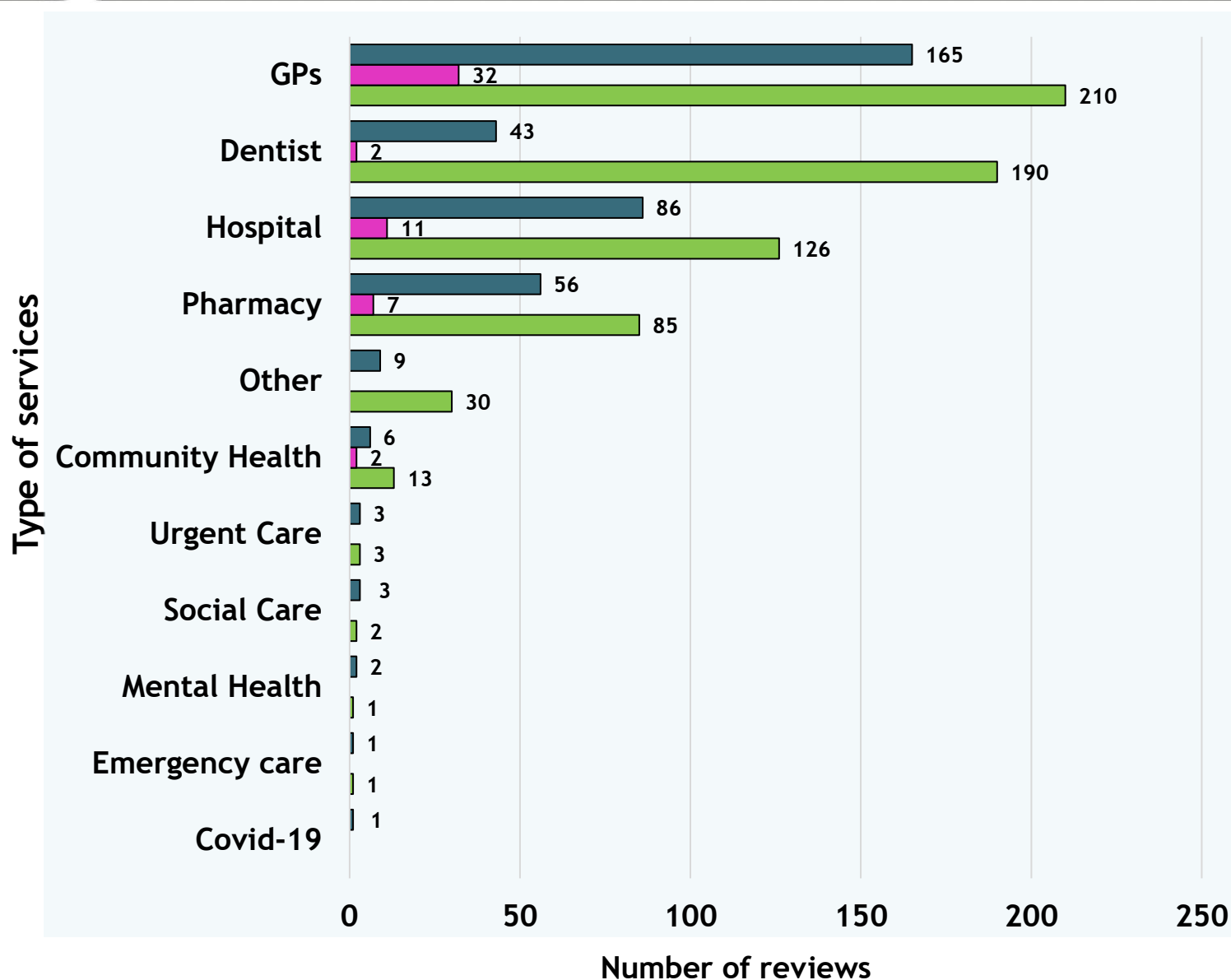
The patient reviews recorded for this quarter cover 10 service type categories, as seen in this chart.

The categories with the highest number of reviews during Q4 are GP surgeries (407), Dentist (235) and Hospital (223).

Service users also continued to comment on their experiences with Pharmacy (148), Other (39) and Community Health (21).



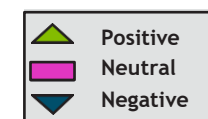
Distribution of Positive, Neutral & Negative



This bar chart compares the number of positive, neutral and negative reviews for each category. This is based on the overall star rating.

Of the services that have over 100 reviews; Dentists received the highest proportion of positive reviews with 81%, followed by Pharmacies with 57%, Hospitals with 57% and then GP services with 52%.

The categories which received the highest proportion of negative reviews are GP services with 41%; Hospitals with 39% and Pharmacies with 38%.



Themes and Sub-Themes

This section shows a breakdown of the main themes and sub-themes for those service areas where we received a significant number of reviews. In Q4 these areas are:

- GP surgeries
- Dentists
- Hospitals
- Pharmacies

After asking patients for an overall star rating of the service we ask them to "tell us more about your experience" - (see the appendices for examples of our physical and online questionnaires).

Each comment is uploaded to our online Feedback Centre where up to five themes and sub-themes may be applied to the comment (see appendixes p. 51-54 for a full list).

For this reason, the total numbers of times a theme is mentioned will differ from the total number of reviews for each service area. For each theme applied to a review, a positive, negative, or neutral 'sentiment' is given. The application of themes, sub-themes and sentiment is a manual process and differs from the star rating patients provide.

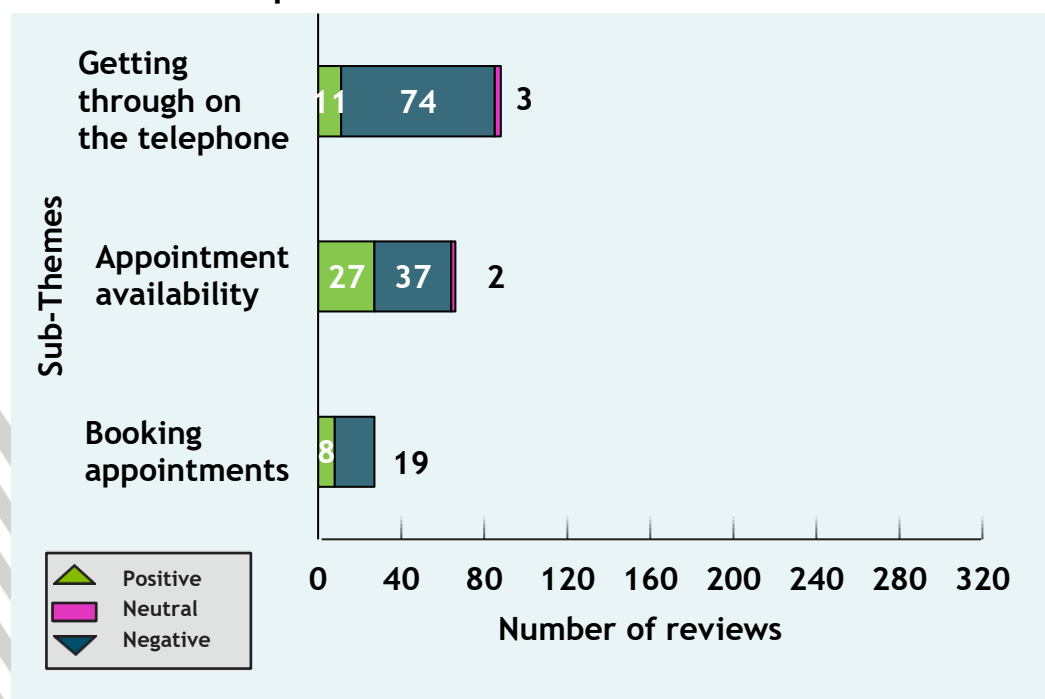
GP Themes and Sub-Themes

GPs were the most reviewed service type for this quarter with 407 reviews. **Administration** was the most applied theme for GPs with 225 counts and had the highest percentage of negative comments. 26% (58) were positive, 72% (162) negative and 2% (5) neutral. The chart below shows the top 3 sub-themes for **Administration**.

Getting through on the telephone was the most mentioned sub-theme amongst patients, of the 88 comments, 13% (11) were positive, 84% (74) negative and 3% (3) neutral. This was followed by **Appointment availability** with 66 comments, of which 41% (27) were positive, 56% (37) negative and 3% (2) neutral. Patients also commented on **Booking appointments** which was experienced mostly negatively (70%), with only 30% of patients with positive experiences.

The majority of Lewisham patients we spoke to had issues with administration within GPs, expressing difficulty with booking appointments via the phone. There were also concerns with the lack of appointment availability, but some patients did not find this to be an issue.

Top Sub-themes for Administration



Positive reviews

"I always get an appointment, always pick up the phone and have had no issues with the surgery."

GP surgery

"When you need an emergency appointment, it is always easy to get..."

GP surgery

Negative reviews

"Hard to get an appointment with the practice. Waited so many weeks to get an appointment..."

GP surgery

"When you call them, they don't always pick up and don't respond..."

GP surgery

"...I strongly feel that the appointment system is not practical..."

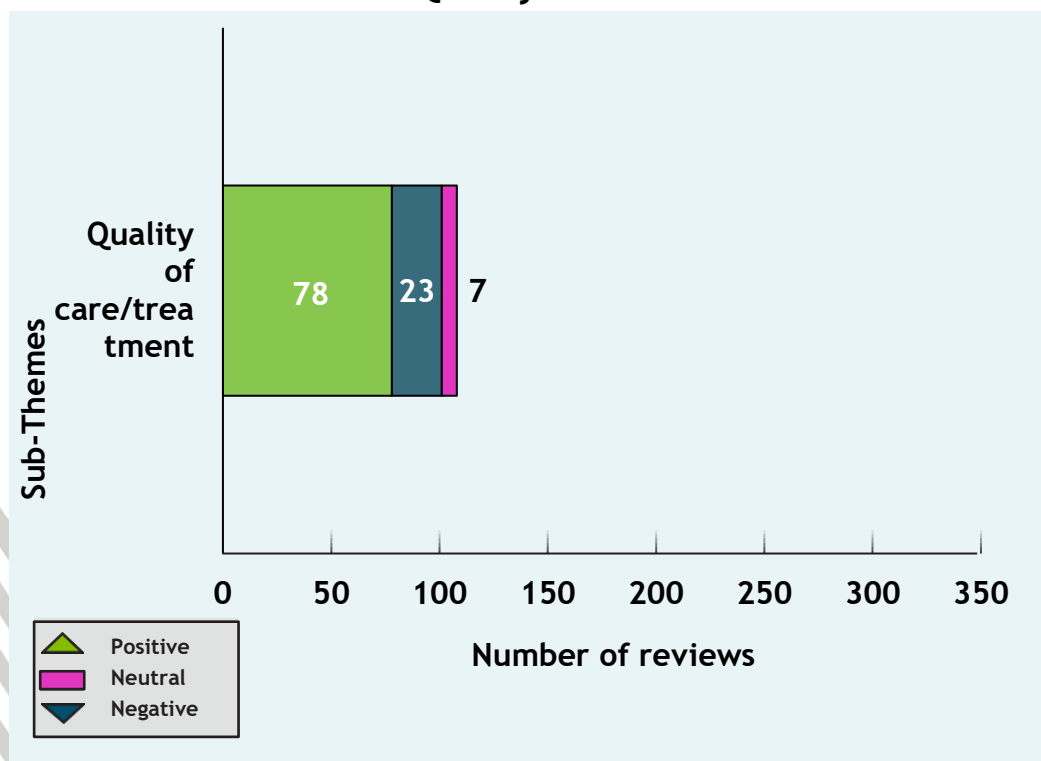
GP surgery

GP Themes and Sub-Themes

Quality of care/treatment was the second most applied theme, alongside **Staff**, for GP surgeries this quarter with 108 counts. Of these comments, 72% (78) were positive, 21% (23) negative and 6% (7) neutral.

The chart below shows a breakdown of feedback within the **Quality of care/treatment** theme (there were no subthemes recorded for this section). The feedback was split between patients who experienced their care and treatment positively, negatively and those who had a neutral experience. Overall, the patients were satisfied with the quality of care and treatment they received from their GP.

Themes for Quality of care/treatment



Positive reviews

“...Treatment is good here and they provide good advice about my condition.”

GP surgery

“It’s been really good here. I’ve been lucky to have the same doctor who makes me feel respected when I have any concerns...”

GP surgery

Negative reviews

“...I’m not satisfied with the treatment explanation. There’s no follow-up.”

GP surgery

“...He didn’t explain anything and he barely looked at her...Treatment and communication is just hit or miss.”

GP surgery

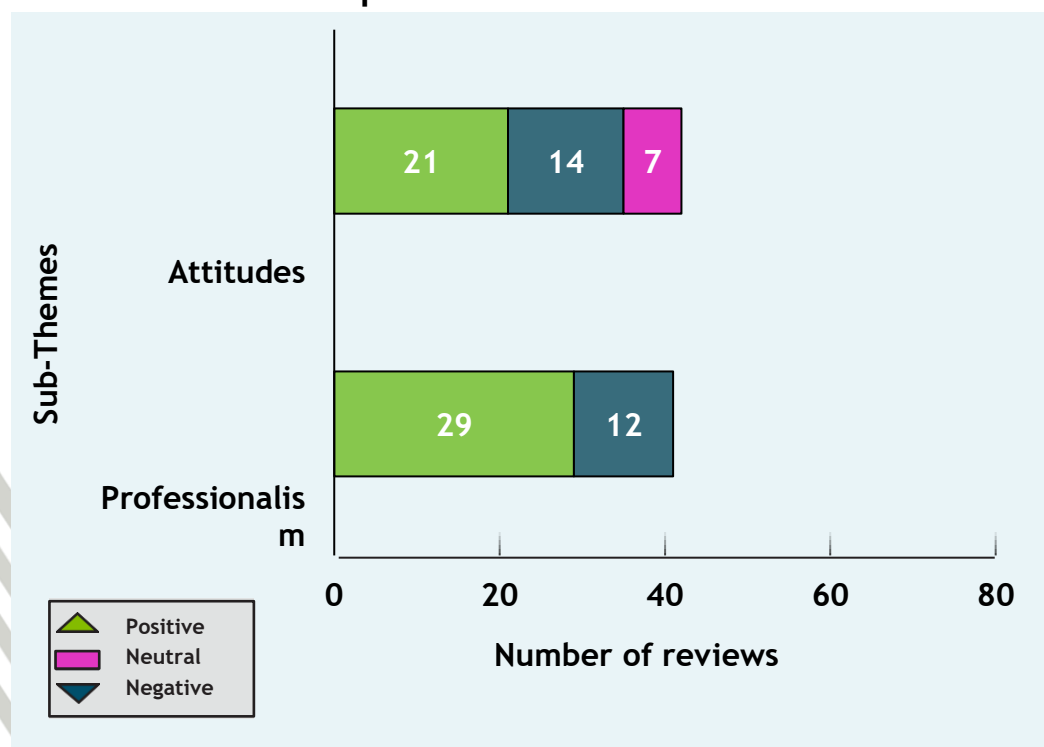
GP Themes and Sub-Themes

Staff was also the second most applied theme, alongside **Quality of care/treatment**, for GP surgeries with 108 counts. Of the comments, 62% (67) were positive, 31% negative (34) and 6% (7) neutral. The majority of comments were relating to **Attitudes** (42) and **Professionalism** (41). The chart below shows a breakdown of the top 2 sub-themes for **Staff**.

Attitudes was the most common sub-theme, of the 42 comments 50% (21) were positive, 33% (14) were negative and 17% (7) were neutral. Patients often described positive encounters with staff, however, there were concerns relating to the attitudes of reception staff.

Professionalism was the next most common theme with 41 comments, 71% (29) positive and 29% (12) negative. These figures suggest that staff are showing capability and skill within their roles.

Top Sub-themes for Staff



Positive reviews

“...The receptionist was very kind on the phone, and took my concerns seriously...”

GP surgery

“...The staff are very professional...”

GP surgery

Negative reviews

“...Incredibly unhelpful and unprofessional reception staff.”

GP surgery

“...Staff were not great here...”

GP surgery

“Reception staff have very bad manners...”

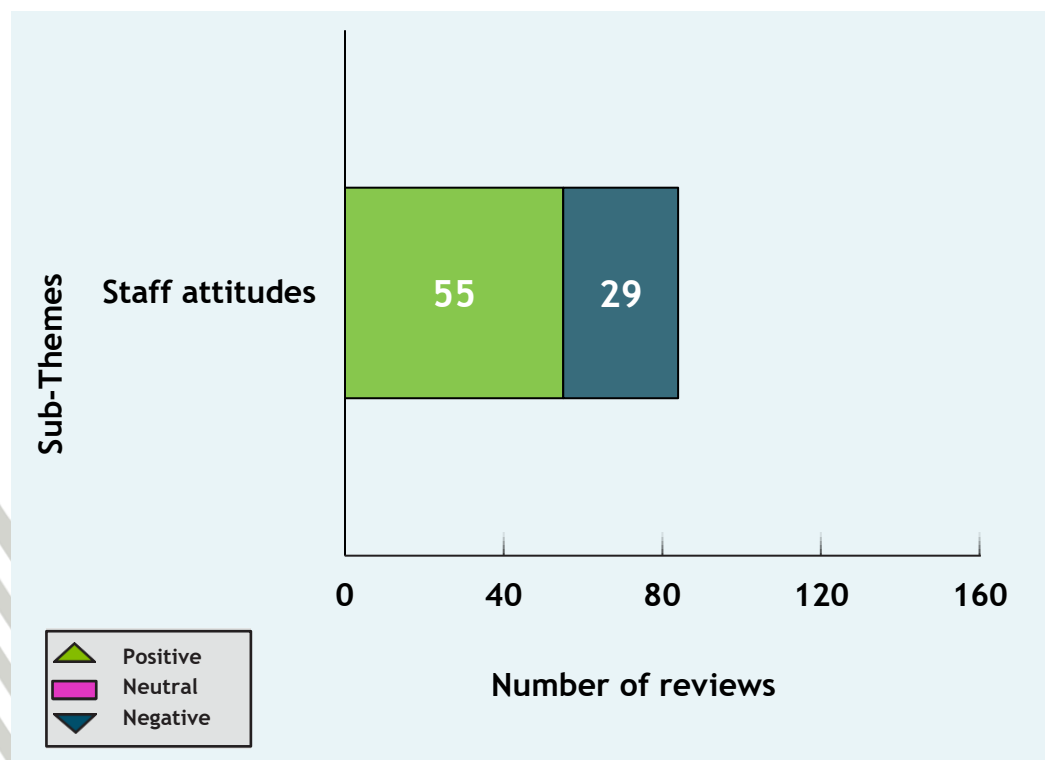
GP surgery

GP Themes and Sub-Themes

Staff attitudes was the third most mentioned theme for this quarter and was applied 84 times. Of these comments, 65% (55) were positive and 35% (29) were negative. The chart below shows a breakdown of the theme for **Staff attitudes**.

There are no sub-themes for **Staff attitudes**. It was split between patients who had positive and negative experiences with staff. This indicates that the patients generally experienced positive staff behaviours. There were some concerns with staff attitudes, however, feedback has suggested these negative attitudes are related to the reception staff, rather than the GPs.

Themes for Staff attitudes



Positive reviews

"My GP is great, friendly and caring..."

GP surgery

"The staff and receptionists are friendly and very good with babies..."

GP surgery

"...The staff were always friendly and helpful."

GP surgery

Negative reviews

"...Receptionists are very rude. Although Doctors are excellent..."

GP surgery

"Receptionists are super rude and have no empathy whatsoever..."

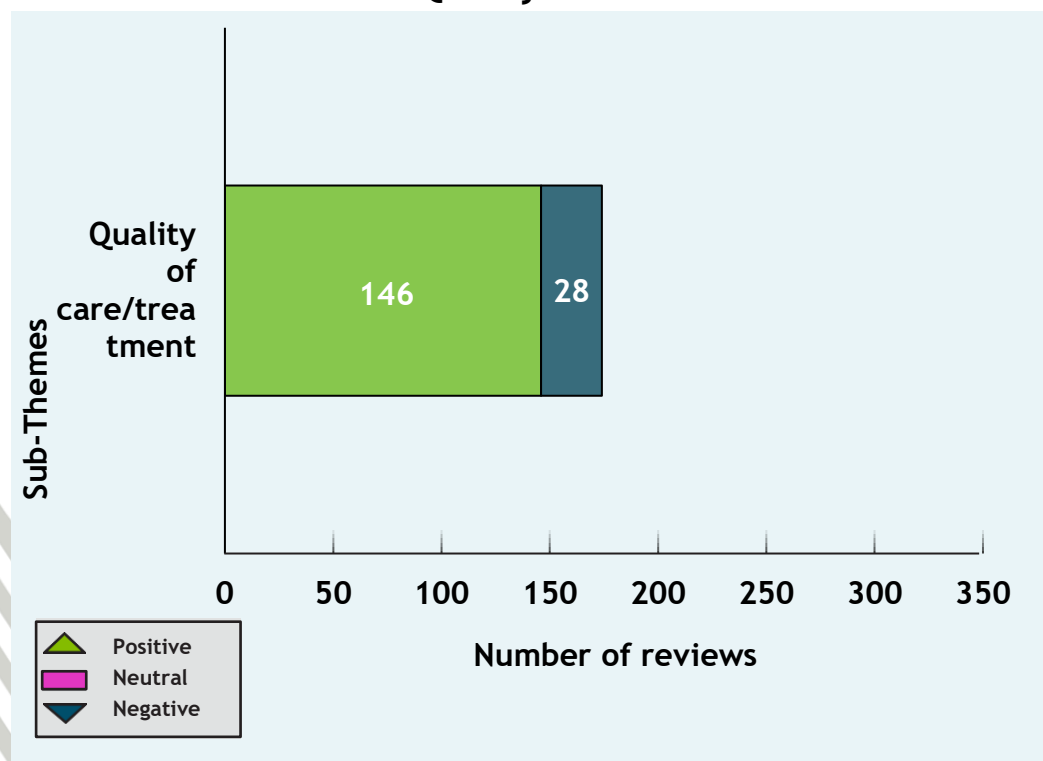
GP surgery

Dentist Themes and Sub-Themes

Dental services received 235 reviews in Q4. **Quality of care/treatment** was the leading theme for dental services, with 174 mentions. This theme was experienced positively by patients and breaks down into 84% (146) positive and 16% (28) negative. The chart below shows a breakdown for the theme of **Quality of care/treatment** this quarter for dentists.

There are no sub-themes for **Quality of care/treatment**. It was split between patients who experienced their care and treatment positively and negatively. The significant number of positive reviews shows that patients have received great care from Dentists and are generally happy with the results of their treatment.

Themes for Quality of care/treatment



Positive reviews

"...X has been excellent in the way she has treated me."

Dentist

"A quick, efficient and thorough examination..."

Dentist

"The treatment that I have received so far is of high quality"

Dentist

Negative reviews

"...The lack of care is shocking..."

Dentist

"...I'm having doubts about the Dentist's professional skills..."

Dentist

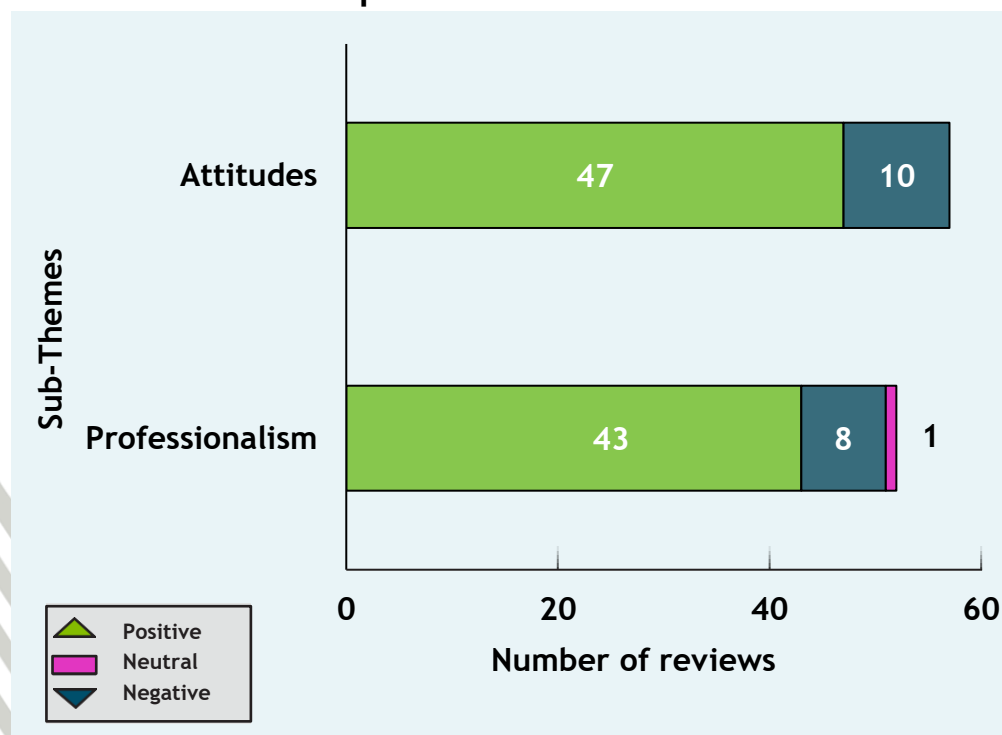
Dentist Themes and Sub-Themes

Analysis of the reviews shows that **Staff** was the second most commented on theme, with 120 patient reviews, 83% (99) were positive, 17% (20) were negative and 1% (1) neutral. The chart below presents a breakdown of the sub-themes for **Staff**.

The sub-theme **Attitudes** received the most comments, with 57 counts. Of these counts, 82% (47) were positive and 18% (10) were negative. This was closely followed by **Professionalism**, which was the second most common sub-theme with 52 counts, 83% (43) positive, 15% (8) negative and 2% (1) neutral.

These figures indicate that patients were satisfied with the behaviour of dental staff, as well as their ability to deal with situations in a professional manner, commonly describing the staff as 'friendly' and 'polite'.

Top Sub-themes for Staff



Positive reviews

"Always treated with respect..."

Dentist

"Excellent practice with a lovely polite and helpful team..."

Dentist

"Very professional and friendly. Great service."

Dentist

Negative reviews

"...Rude and disrespectful staff..."

Dentist

"They're very unfriendly, and somewhat disinterested and dismissive..."

Dentist

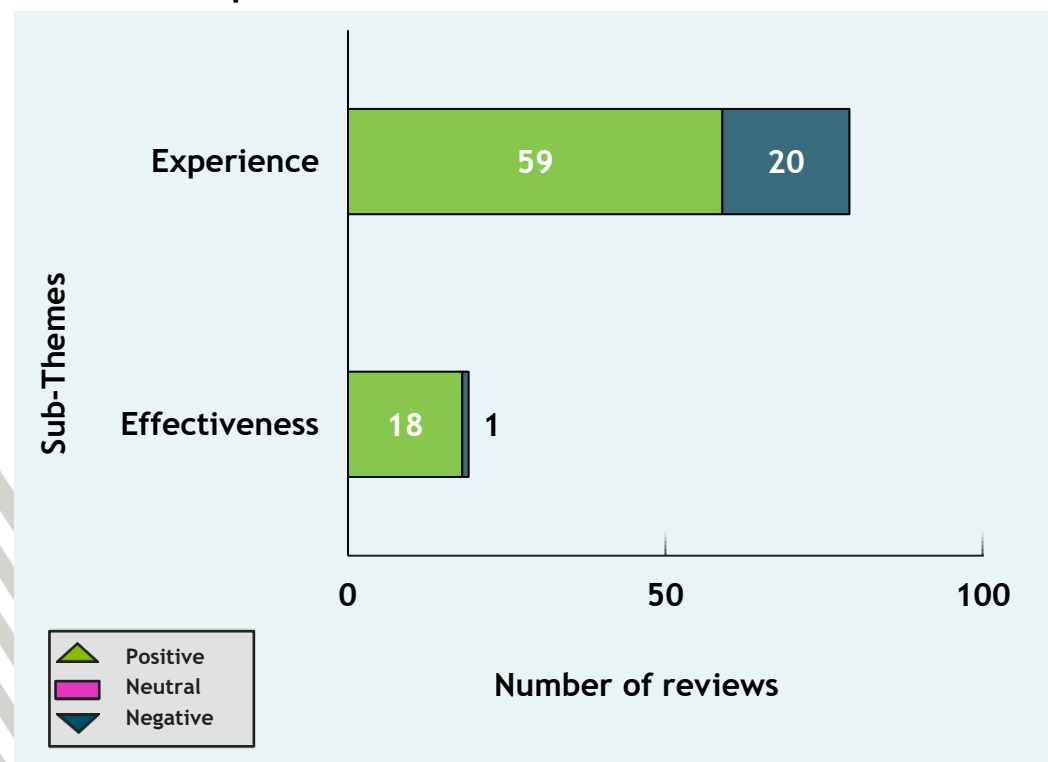
Dentist Themes and Sub-Themes

From the reviews relating to dental services, 102 were related to **Treatment and care**. 79% (81) of these comments were positive and 21% (21) negative. The graph below shows a breakdown of the top sub-themes for **Treatment and care**.

79 of these comments were related to the **Experience** sub-theme where 75% (59) were positive and 25% (20) were negative. These figures show patient satisfaction with the care they received from Dental services.

Effectiveness was the next most mentioned sub-theme where 95% of the comments were positive. The breakdown of this sub-theme illustrates that Dentists have been successful with their treatments; producing desired results for patients.

Top Sub-themes for Treatment and care



Positive reviews

"I have broken a tooth twice and X has performed a miracle to try to save it whilst being honest about the prospects of long-term success..."

Dentist

"...Took great care and provided a great service."

Dentist

"The hygienist service at this practice is consistently excellent..."

Dentist

Negative reviews

"...They will deny you treatments for every available reason..."

Dentist

"...Nothing gets explained. Worst experience I've ever had with dentists."

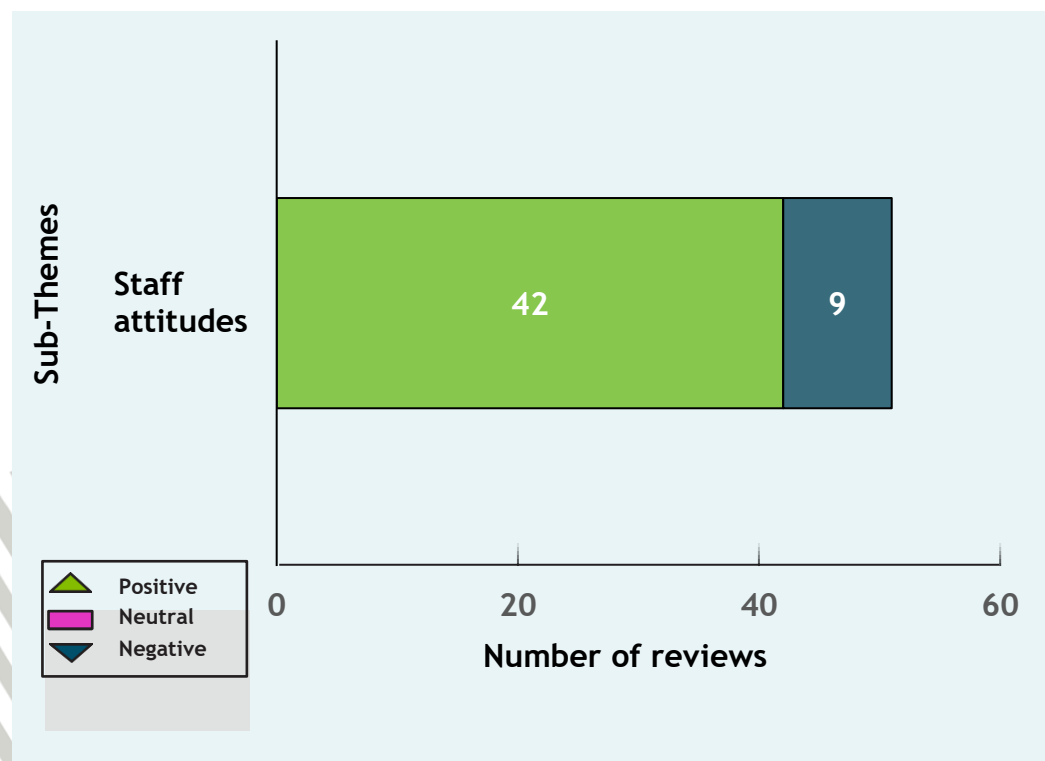
Dentist

Dentist Themes and Sub-Themes

Staff attitudes received 51 comments, 82% (42) of the comments were positive and 18% (9) were negative. The chart below shows the breakdown of this theme. There are no sub-themes for **Staff attitudes**, but the breakdown of positive and negative reviews shows that staff in Dental services are friendly towards their patients.

In addition, **Communication** was a theme showing a significant number of positive results for Dentists. Of the 44 comments, 80% (35) were positive and 20% (9) were negative. **Treatment explanation** was the most mentioned sub-theme. With 97% of these reviews being positive, it is clear that Dentists are providing adequate explanations of the treatments they are providing.

Themes for Staff attitudes



Positive reviews

"The team is friendly, patient and committed..."

Dentist

"...The receptionist, dentists and hygienist are all so kind, friendly and helpful..."

Dentist

"...Friendly approach by helpful staff..."

Dentist

Negative reviews

"...Unhelpful and ignorant staff..."

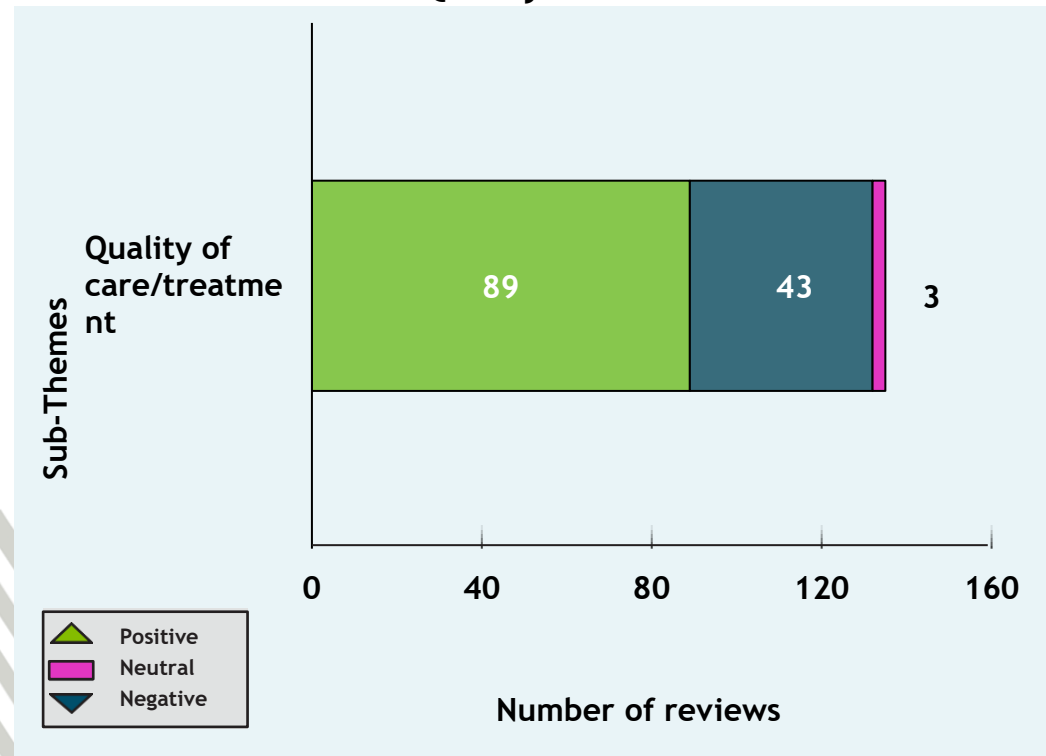
Dentist

Hospital Themes and Sub-Themes

Hospital services were the third most reviewed service type this quarter with 223 feedback comments. Of these comments, the **Quality of care/treatment** was the most common theme with 135 mentions. This breaks down into 66% (89) positive, 32% (43) negative and 2% (3) neutral.

There are no sub-themes for **Quality of care/treatment**. It was split between patients who experienced their care and treatment positively, negatively and those who had a neutral experience. Many patients were satisfied with the quality of care and treatment they received at hospitals, however, some patients mentioned a lower quality of care in certain areas, such as wards.

Themes for Quality of care/treatment



Positive reviews

“...they gave me great advice and information to treat my various illnesses...”

Hospital

“...she had her own bay, with water and fruit available, and had a lovely mid-wife coming in to check on baby and mum who were being monitored regularly.”

Hospital

Negative reviews

“...Poor quality care and treatment especially in wards...”

Hospital

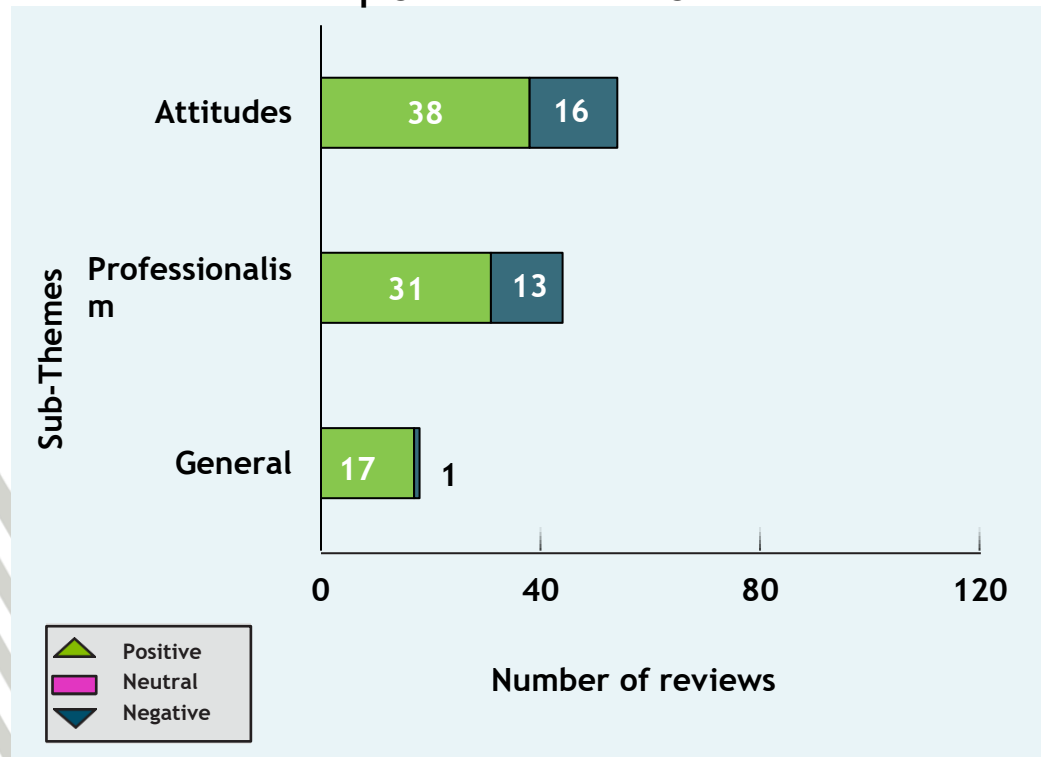
Hospital Themes and Sub-Themes

Staff was the second highest theme relating to hospitals in Q4 with 125 counts. This breaks down into 72% (90) positive and 28% (35) negative. The chart below shows a breakdown of the top three sub-themes for **Staff**.

Majority of the comments were about **Attitudes** and **Professionalism**. **Staff attitudes** received 54 mentions; 70% (38) were positive and 30% (16) were negative. The reviews show that patients were mostly happy when engaging with staff and described their behaviour positively.

Professionalism received 44 mentions; 70% (31) were positive and 30% (13) were negative. This shows that most staff members are showing capability and skill within their roles.

Top Sub-themes for Staff



Positive reviews

"...The hospital staff were very efficient, comforting, really helpful..."

Hospital

"...Chaps in the ambulance were very calming, thoughtful, nice, and made me feel comfortable given the situation..."

Hospital

"...Staff are nice, very polite and welcoming."

Hospital

Negative reviews

"...Even though they were fully staffed, it seemed like they needed more people..."

Hospital

"Irresponsible staff and unfriendly and unprofessional..."

Hospital

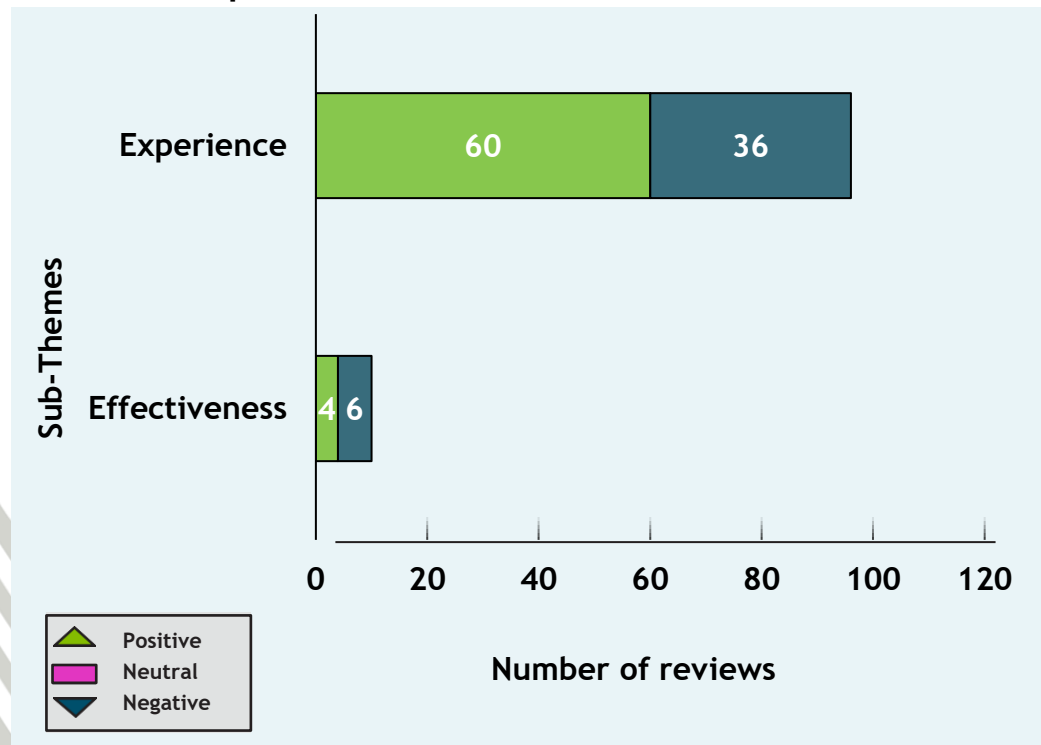
Hospital Themes and Sub-Themes

Treatment and care was the third most applied theme for hospital services this quarter and received 110 mentions, 60% (66) were positive, 39% (43) negative and 1% (1) neutral. The graph below shows a breakdown of the two main sub-themes for **Treatment and care**.

96 of these comments were related to the **Experience** sub-theme where 63% (60) were positive and 38% (36) were negative. Comments about **Effectiveness** were also mentioned where 40% (4) were positive and 60% (6) were negative.

This data shows that patients have received some good care at hospitals but not all were offered treatment they considered to be effective.

Top Sub-themes for Treatment and care



Positive reviews

"The hospital itself was fabulous and the care received also..."

Hospital

"Great care, dedicated staff..."

Hospital

"Medical treatment and staff could not be faulted..."

Hospital

Negative reviews

"He didn't give me any advice to ease the pain..."

Hospital

"I am furious about the poor communication..."

Hospital

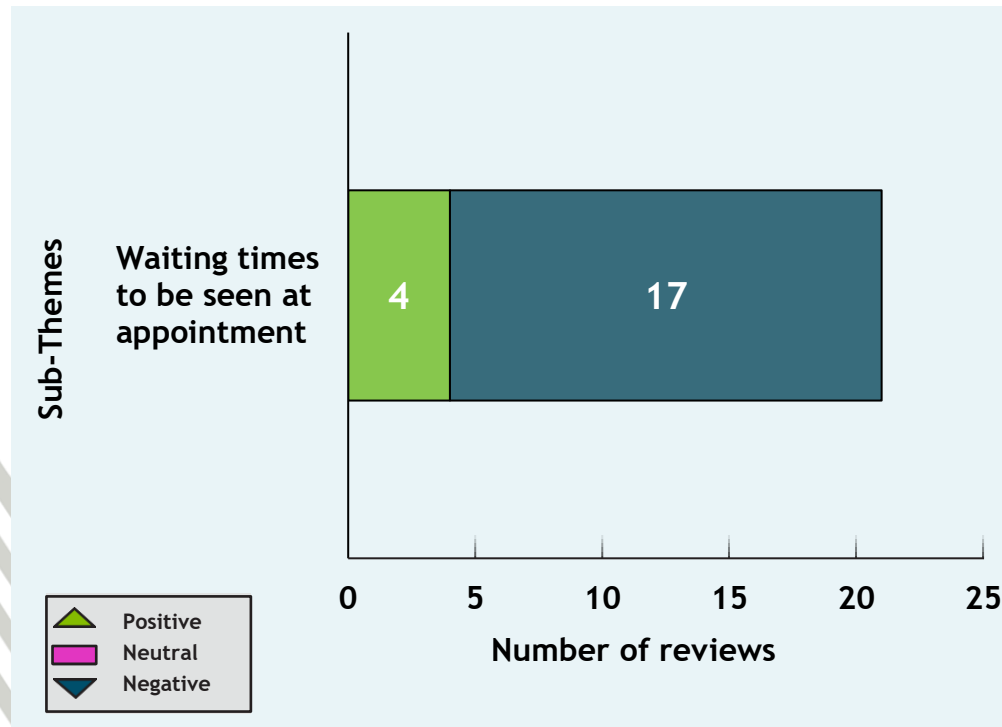
Hospital Themes and Sub-Themes

Waiting times was another common theme with 43 mentions of which 21% (9) were positive, 74% (32) negative and 5% (2) neutral. The chart below shows the breakdown of the **Waiting times** theme.

Waiting times to be seen at appointment was the only sub-theme with 21 mentions. A significant amount of these were negative (81%) with only 19% positive experiences. Most patients experienced long waiting times when at the hospitals' premises, despite having a scheduled appointment.

In addition, **Communication** was another theme with a high number of negative comments (65%). These comments indicate inadequate treatment explanation or lack of communication in general.

Top Sub-theme for Waiting Times



Positive reviews

"seen practically straight away..."

Hospital

"...Service was so efficient, in and out in 10-15 mins."

Hospital

Negative reviews

"...I got seen late and I got very tired because of the long waiting..."

Hospital

"...Took me 6 hours to see the doctor..."

Hospital

"Waiting times in A&E are incredibly long..."

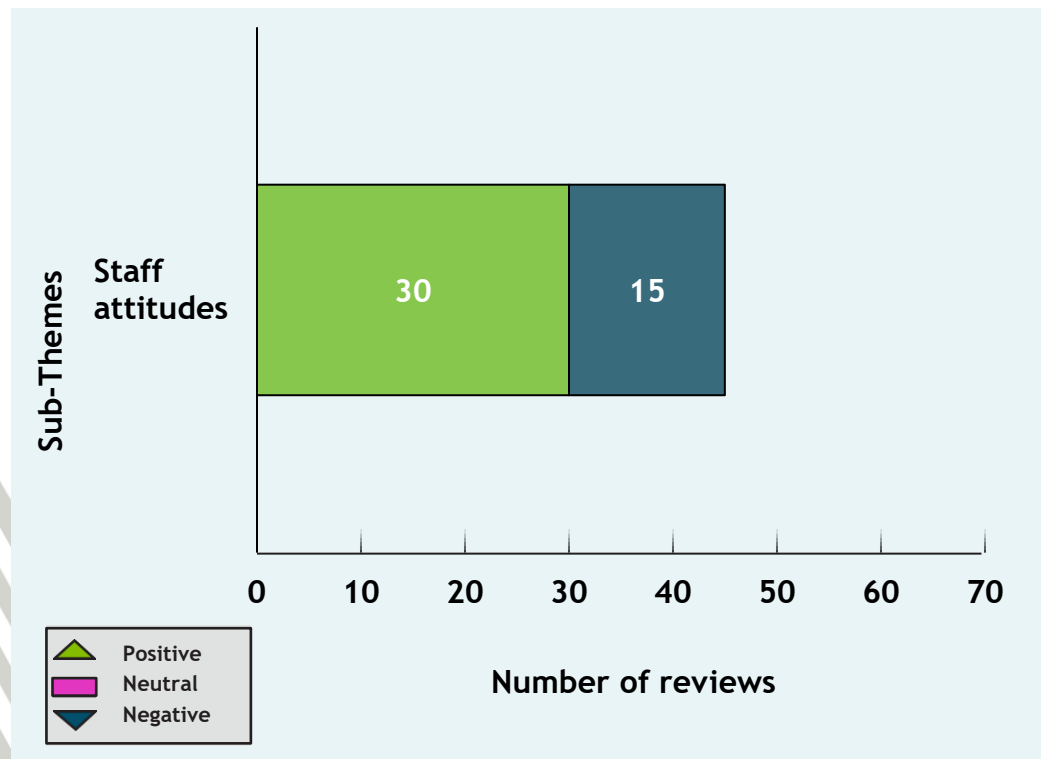
Hospital

Pharmacy Themes and Sub-Themes

Pharmacies were the fourth most commented on service this quarter with 148 feedback comments. Amongst these comments, **Staff attitudes** was the most applied theme with 45 mentions, which can be broken down into 67% (30) positive and 33% (15) negative.

There are no sub-themes for **Staff attitudes**. It was split between patients who experienced either positive or negative staff attitudes. Many patients were satisfied with the behaviour of pharmacy staff and mostly had positive encounters with them. Some concerns were raised about the manners of staff.

Themes for Staff attitudes



Positive reviews

"...Staff are friendly, helpful, happy and caring."

Pharmacy

"Always helpful and obliging."

Pharmacy

"...Always happy to give advice and extremely nice people."

Pharmacy

Negative reviews

"People are rude."

Pharmacy

"Rude and mean staff. They do not help customers..."

Pharmacy

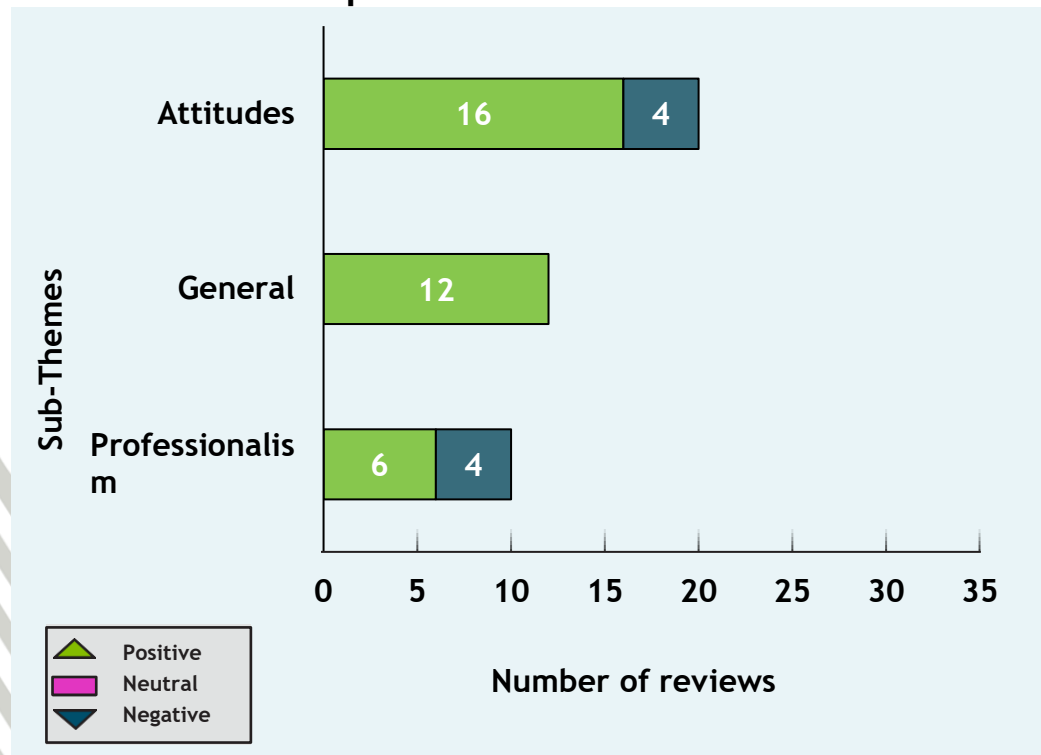
Pharmacy Themes and Sub-Themes

Staff was the second most applied theme with 41 counts. This breaks down into 83% (34) positive and 17% (7) negative. The chart below shows the top three sub-themes for the **Staff** theme for pharmacies.

The **Attitudes** sub-theme received the highest number of reviews with 20 counts, of which 80% (16) were positive and 20% (4) were negative. This was followed by the sub-theme **General** where we received 100% positive comments, suggesting that service users were pleased with staff's behaviour and service overall.

Professionalism was also mentioned with 60% (6) positive comments and 40% (4) negative comments. Although this had a higher proportion of positive comments, it also had negative comments related to the skills and competence of staff.

Top Sub-themes for Staff



Positive reviews

"Great staff and great pharmacist who sees that your needs are met and they even go to high extreme to make sure you are okay."

Pharmacy

"Pharmacist and staff very good, always take time to listen to their customers..."

Pharmacy

Negative reviews

"I think the people that work there are slow and don't do their job properly."

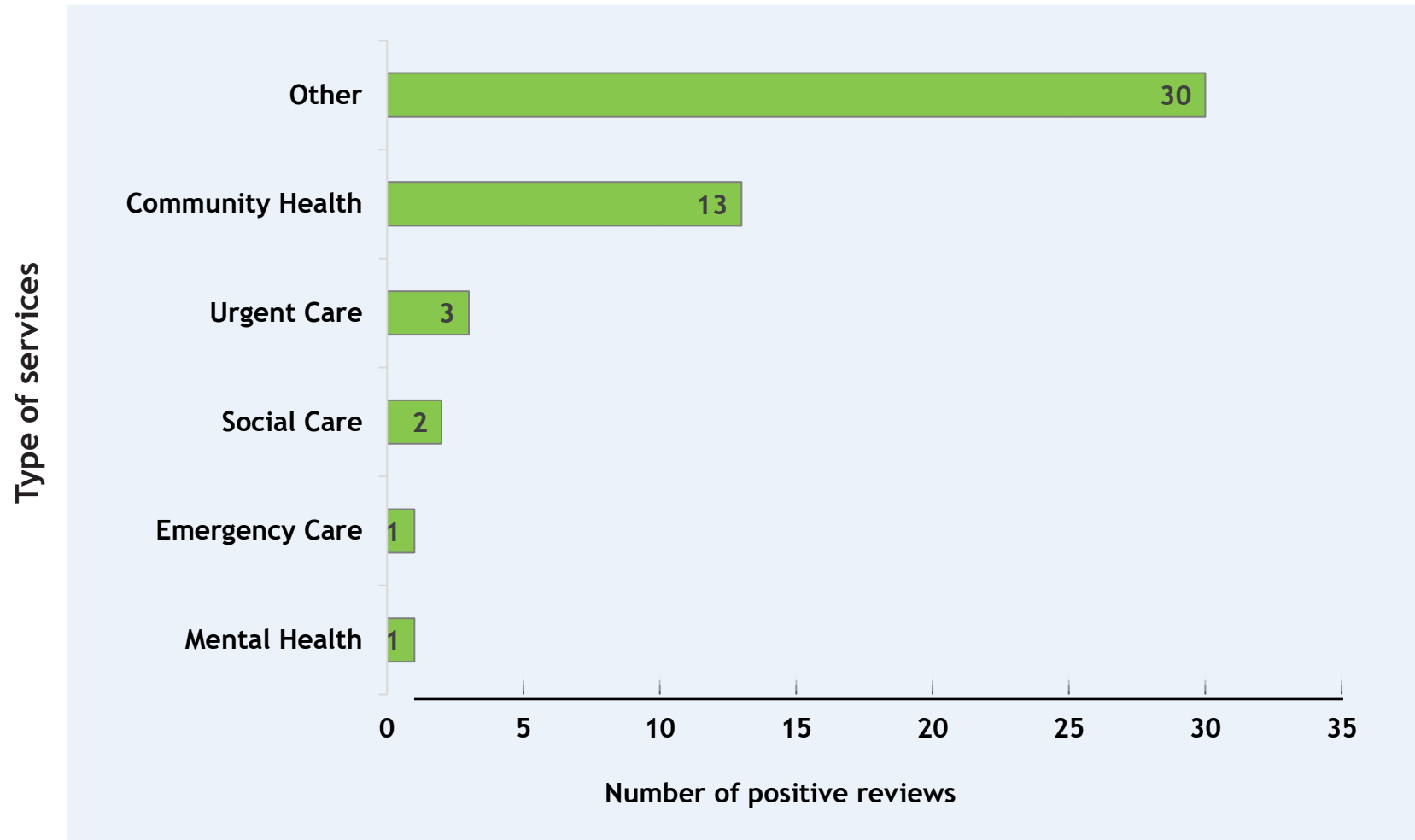
Pharmacy



Other Positive Reviews

Looking at the positive reviews we have received allows us to highlight areas where a service is doing well and deserving of praise. This section provides an overview of the number of positive reviews about services which have not been highlighted in this report.

January - February - March





Community Health Services

"I was made to feel so calm and safe during my appointment and the doctor really thoroughly did all the tests I needed and explained everything clearly."

Community Health

"Dr X made my appointment and procedure as friendly and calm as possible. I was quite nervous and apprehensive about the visit due to past experiences elsewhere, but left feeling very happy and confident."

Community Health



Other

"Staff professional and service to the highest standard."

Optician

"Quick, fast and friendly. Arrived 10 mins before my appointment and they pretty much saw me straight away."

Optician

"Well organised."

Optician



Social Care

“Very friendly and polite staff. Always clean and tidy.”

Care services



Urgent Care

“Staff were friendly and efficient.”

Urgent Care Centre

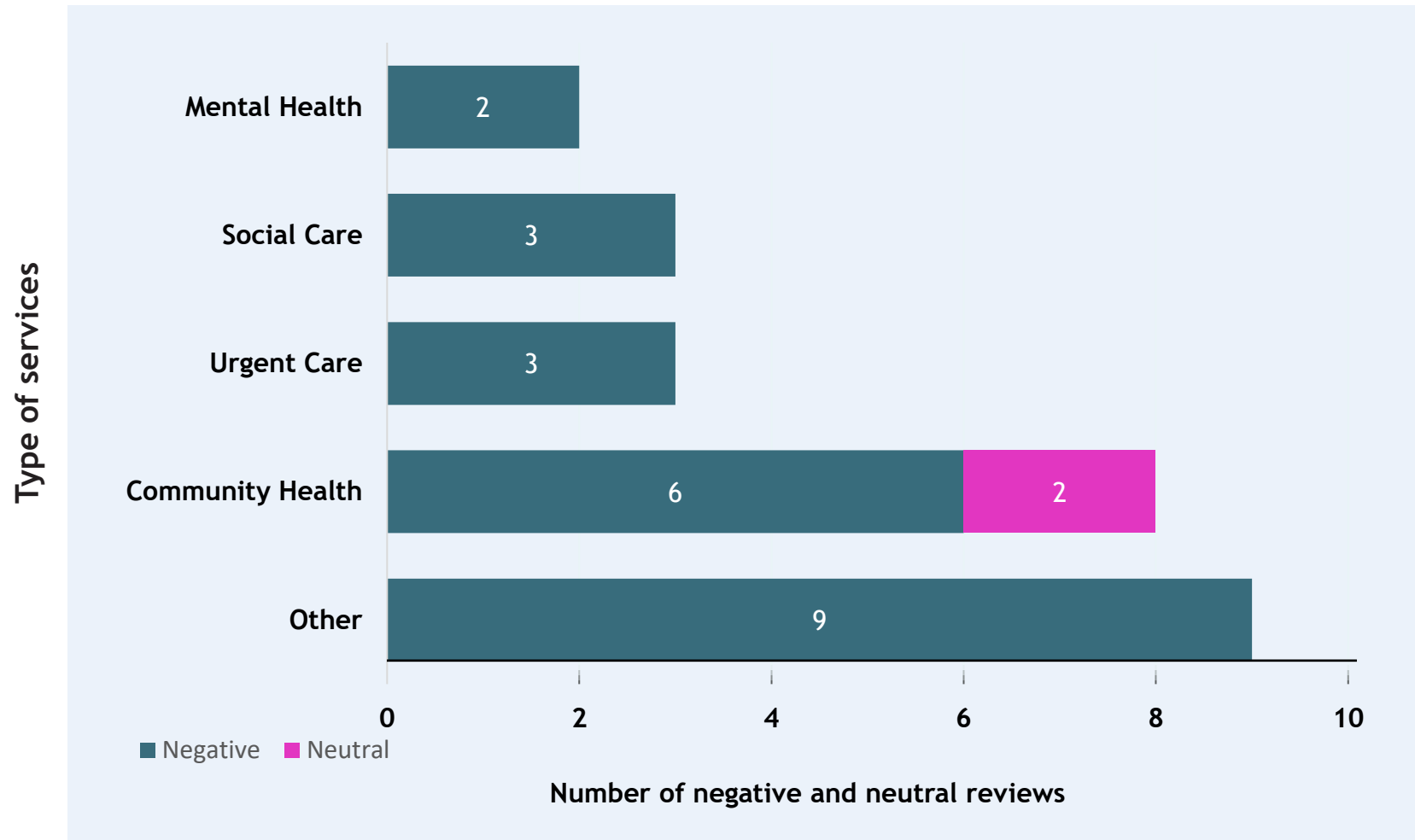
“Amazing staff! Very friendly, helpful and welcoming.”

Urgent Care Centre

Other Negative & Neutral Reviews

By looking at the negative and neutral reviews we received from Lewisham residents each month, we can better understand where a service can make improvements to enable a better experience for service users. This section provides an overview of the number of negative and neutral reviews by service area and provides examples of comments received.

January - February - March





Urgent Care

“...Sent home with no pain management and no further care...”

Urgent Care Centre

“...Found it a pretty poor experience. Took 50 minutes on the phone to then be told to book an appointment with a GP...”

Urgent Care Centre



Social Care

“Respite care was poor. Inadequate care of someone with communication difficulties. No follow up regarding concerns expressed.”

Care home

“...Negligence of management and staff...”

Care home



Community Health Services

“They never pick up the phone! And now their booking system doesn’t work either!”

Community Health

“Never pick up the phone.”

Community Health



Other

“Bad experience. Always late with appointments.”

Optician

“Picked up two glasses from the store, very expensive. They put the wrong tint on my glasses...”

Optician

Themes for Primary Care Networks

During Q4, we were able to capture reviews across all 6 Primary Care Networks (PCN) areas. The following pages show the top themes for each PCN area, based on analysis of qualitative comments received and application of themes. Where the theme counts are below 15, they are too low to draw any firm conclusions at this stage. Themes and sentiments will be monitored over the coming quarters to identify any emerging trends. We can only show the main themes for each Primary Care Network (PCN) Area where we received a significant number of reviews.

When engaging with the public, we ask them to expand on their star ratings and tell us more about their experiences. Each comment is uploaded to our Feedback Centre where up to five positive, negative or neutral themes and sub-themes are manually applied to the comment.

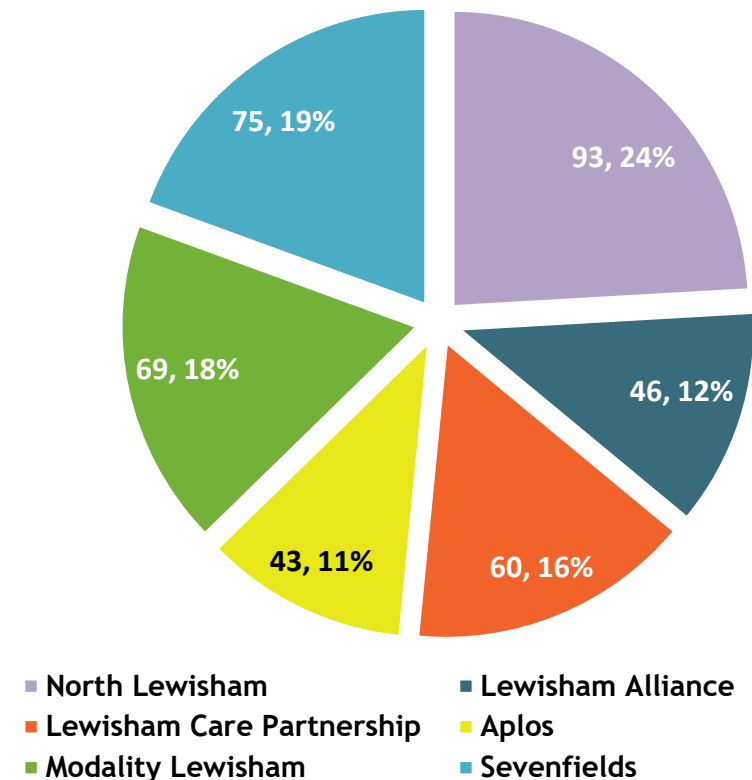
The London Borough of Lewisham is divided into six PCN Network areas:

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

The pie chart on the right shows the number of reviews received in each network area. The highest number of reviews received was in the **North Lewisham PCN** (93) followed by **Sevenfields PCN** (75).

Aplos PCN (43) received the lowest number of reviews followed by **Lewisham Alliance PCN** (46).

The following slides show the prominent themes for the reviews received from the public between January and March 2022 broken down by PCN.

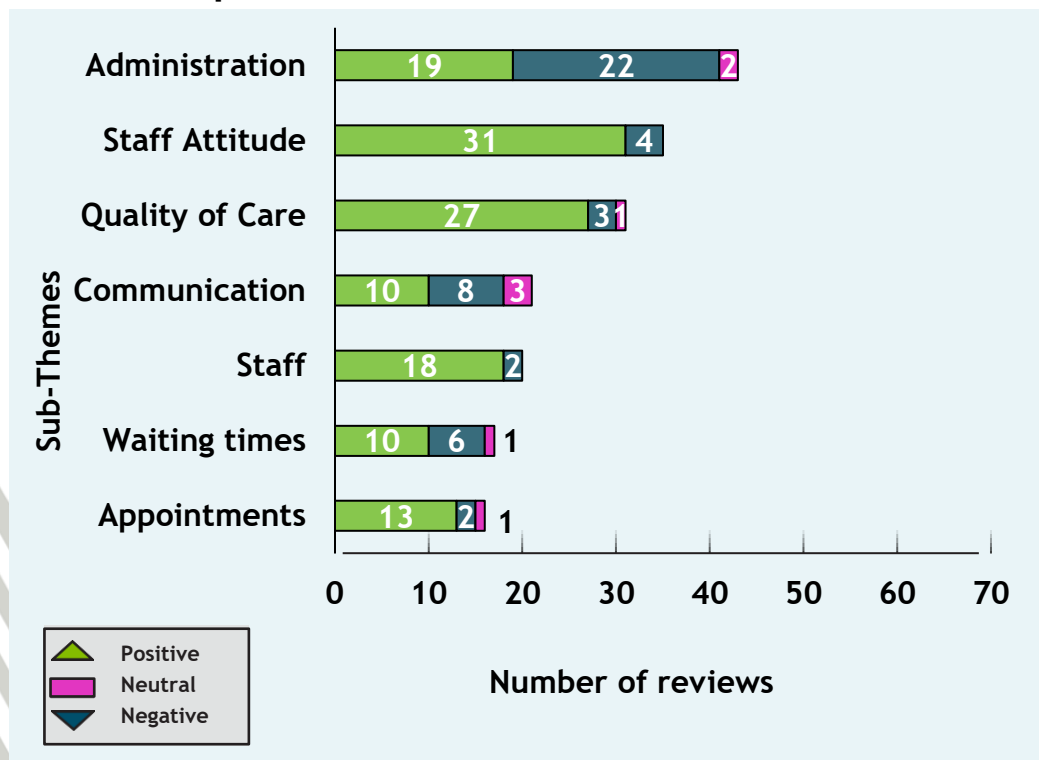


Themes for North Lewisham

The chart below shows the themes from the 93 reviews we collected in North Lewisham PCN. **Administration** (43 comments) and **Staff Attitude** (35 comments) were the most frequently identified themes.

From these themes below, **Staff Attitude** (89% positive), **Quality of Care** (87% positive) and **Appointments** (81% positive) had majority positive sentiments. However, **Administration** (51% negative) and **Communication** (38% negative) had the highest percentage of negative sentiment reviews. This illustrates that the patients are mostly pleased with the staff and care within this network but highlights administration and communication as areas for improvement.

Top themes for North Lewisham PCN



Positive reviews

“Fantastic GP surgery. Receptionist staff are always really polite and the Dr’s so far have been faultless. I’m so grateful for their support.”

GP surgery

“Have been treated with lots of patience and kindness at my visits. So far, my GP has been very understanding and responsive to my concerns!”

GP surgery

Negative reviews

“Impossible to speak with anyone at the practice. Line is constantly busy. I had to go there twice to ask a basic question. Very disappointing.”

GP surgery

“I call the surgery from 8am to try and get an appointment, and hardly ever successful. When I get through they say no appointments call back another day, same thing...”

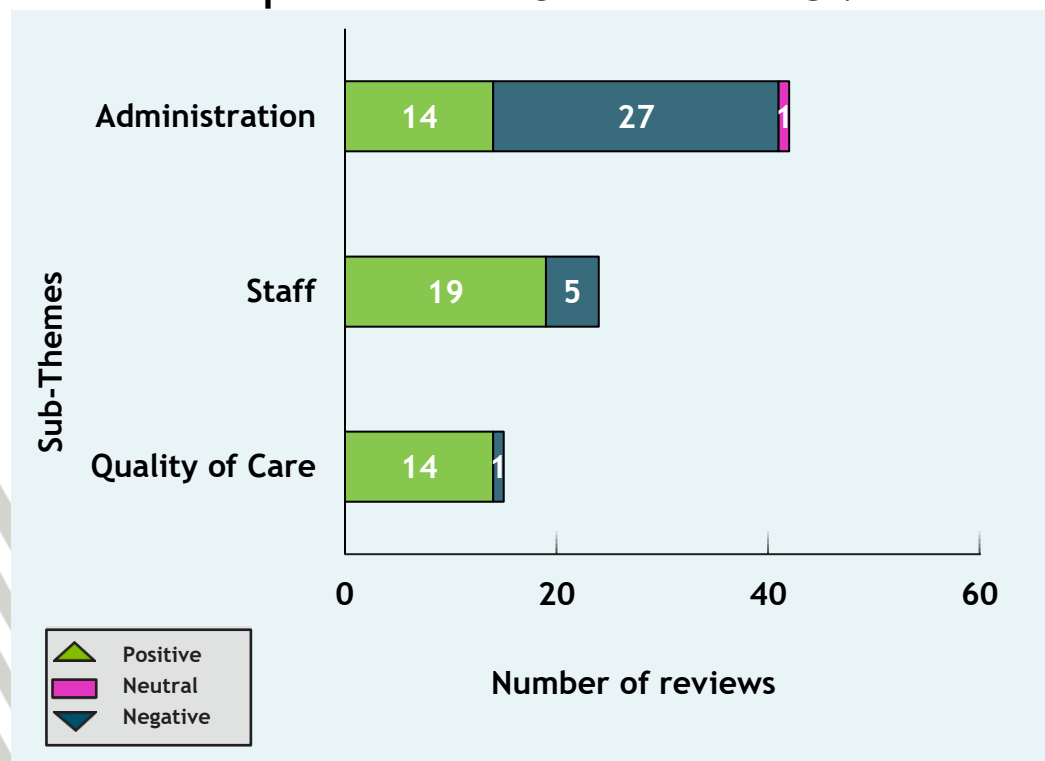
GP surgery

Themes for Sevenfields

Administration (42 comments) and **Staff** (24 comments) were the most frequent themes identified in the 75 reviews for Sevenfields PCN, the chart below shows a breakdown on the themes.

Of the main themes highlighted below, **Administration** was the only theme where the negative sentiment (64%) was higher than the positive sentiment (33%). Whereas patients had more positive experiences with **Quality of Care** (93% positive) and **Staff** (79% positive). This shows that patients are happy about the services provided by GPs except for their administration, specifically; getting through on the phone and the availability of appointments.

Top themes for Sevenfields PCN



Positive reviews

"I have found the staff at X surgery very professional, they respond very promptly to any concerns that I have and the GP is always happy to advise in a very considerate way..."

GP surgery

"X Surgery staff are amazing and very helpful and supportive."

GP surgery

Negative reviews

"Very hard to get an appointment. I always see a new doctor, so no continuity. Can't get through on the phone. They need more people at reception and to answer calls."

GP surgery

"...You have to ask for an appointment the same day you want one. I had to sit on the phone for a long time to speak with someone about coming in. Waiting times can also be long, sometimes over 30 minutes."

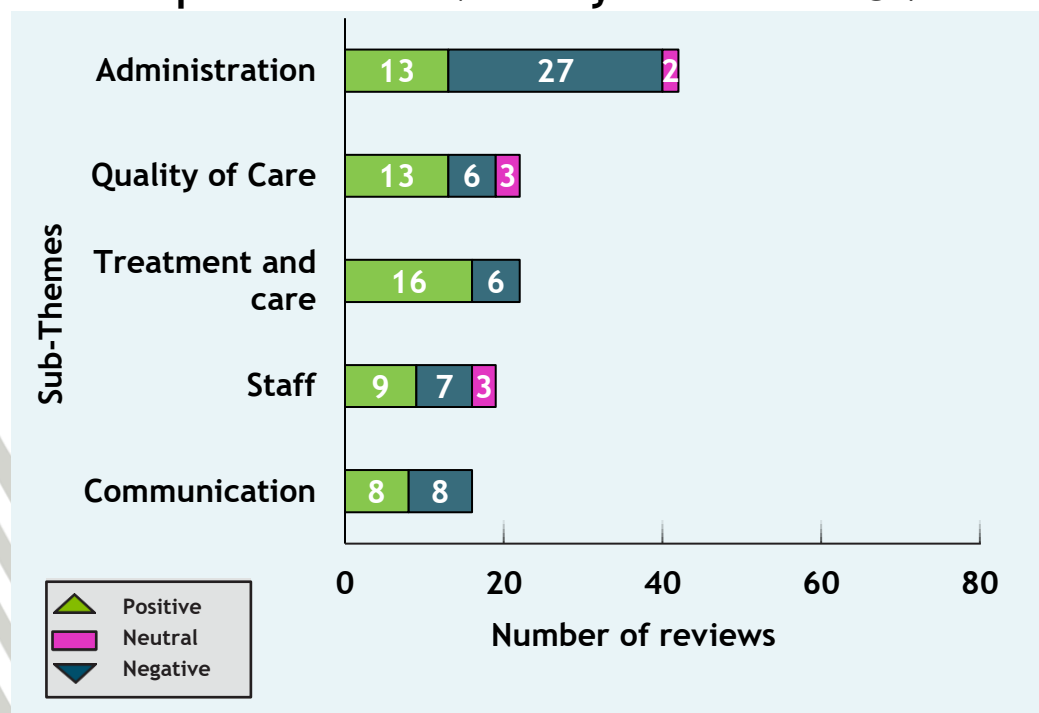
GP surgery

Themes for Modality Lewisham

In Modality Lewisham PCN we collected 69 reviews, from these, **Administration** (42 comments), **Quality of Care** (22 comments) and **Treatment and care** (22 comments) were the most frequent themes identified in the reviews, the chart below shows a breakdown on the top 5 themes.

Of the main themes highlighted below, **Administration** was the only theme with majority negative sentiment (64%). Patients generally had more positive experiences with **Treatment and Care** (73% positive) and **Quality of Care** (59% positive) and had mixed experiences of **Staff** (47% positive, 37% negative) and **Communication** (50% positive, 50% negative). This shows patients are generally satisfied about the care provided by their local services but are having issues with appointment availability and getting through to services over the phone.

Top themes for Modality Lewisham PCN



Positive reviews

"...While surgeries are hard-pressed everywhere I feel X is quite determined to give the best care they can."

GP surgery

"The receptionist clearly explained what I should expect when I arrived."

GP surgery

Negative reviews

"Doctors are doing what they can, but the system (website, reception, phone) is letting them down. Constantly waiting for appointments, only for them to be moved, with the only appointments available being phone consults which seem ineffective..."

GP surgery

"Can't rely on getting through to the service so would need to call an emergency number."

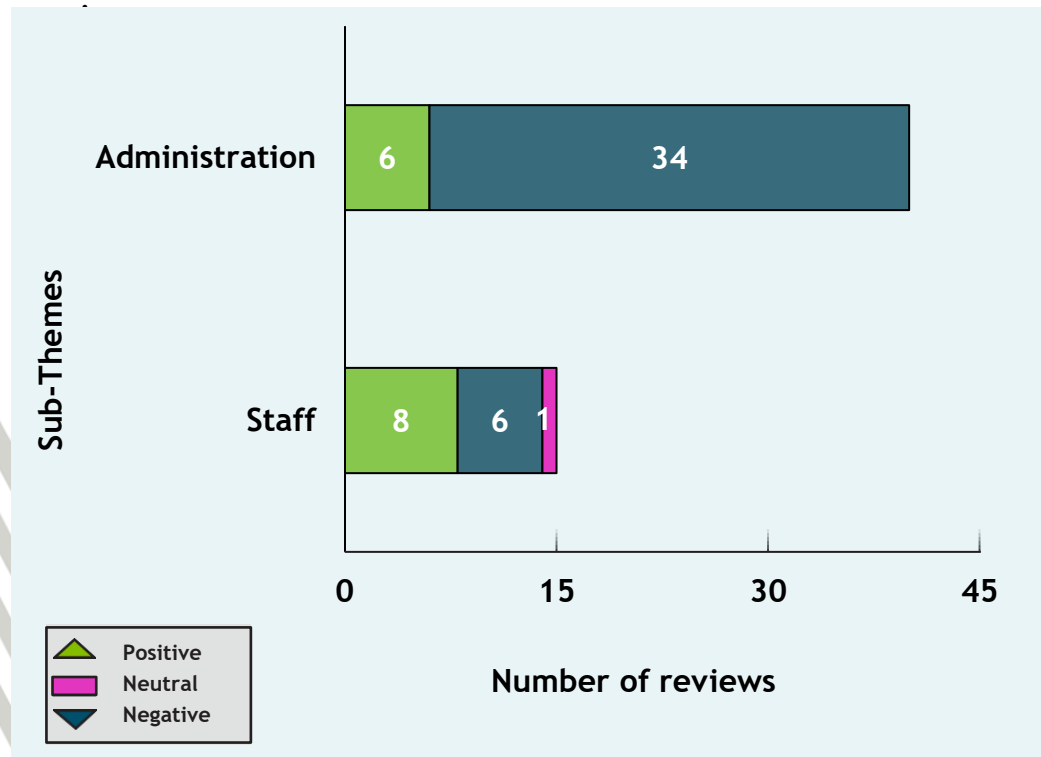
GP surgery

Themes for Lewisham Care Partnership

The chart below shows the top themes for Lewisham Care Partnership PCN, we collected 60 reviews in this area. **Administration** (40 comments) and **Staff** (15 comments) were the most frequently applied themes.

Administration received a significant proportion of negative comments (85%), where as **Staff** reviews were more balanced with 53% positive and 47% negative/neutral. This figures show that patients were pleased with the professionalism of staff, with some concerns raised about their attitudes. Additionally, administration could be improved across the network's services, focusing on the efficiency of the phone system and increasing appointment availability.

Top themes for Lewisham Care Partnership PCN



Positive reviews

"All the staff I've had interactions with at the practice are super friendly and helpful. I had an appointment with two nurses (one student) and they were so caring, helpful and clear."

GP surgery

Negative reviews

"They suggest emailing but emails are not read. Phoning is impossible, with waiting of over an hour with your place in the queue never moving up. And on the website if you have a complaint, they direct you to email them, but if you have a compliment, they direct you to this review page. Some of the doctors are good but admin is failing."

GP surgery

"Absolutely very poor administration."

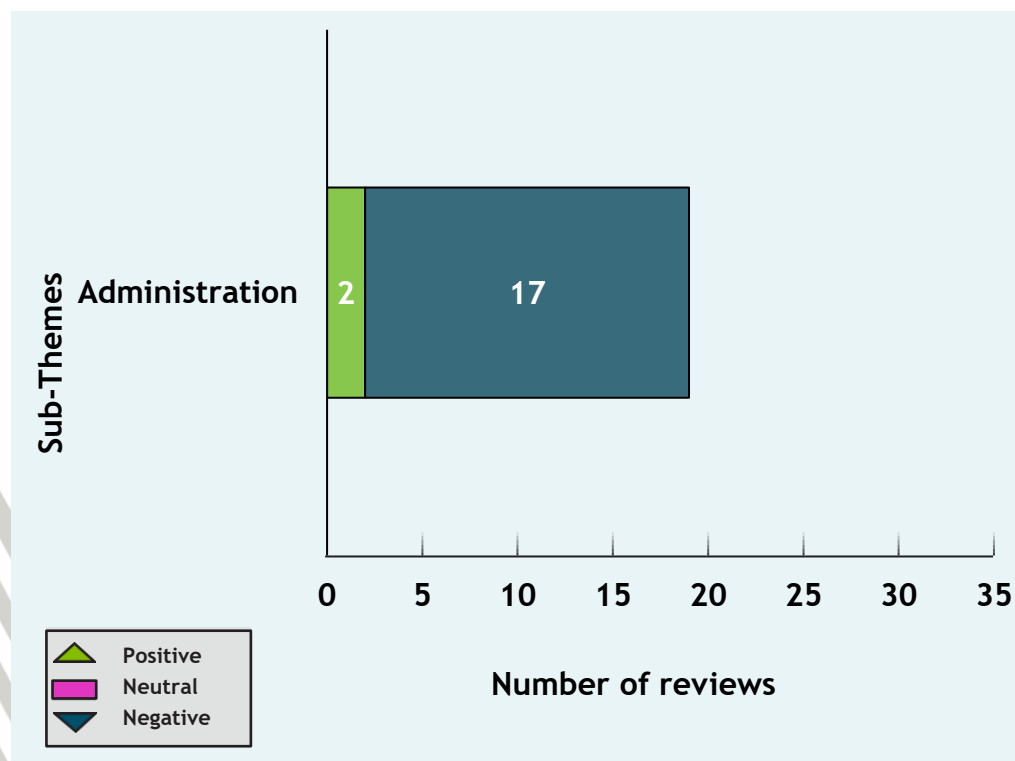
GP surgery

Themes for Lewisham Alliance

For the Lewisham Alliance PCN we received 46 reviews and the main theme patients commented on was **Administration** which received 19 comments. The chart below shows a breakdown of this theme as it was the only significant theme within this network.

Administration received a high proportion of negative reviews with 89% negative and 11% positive. From these reviews, appointment availability and getting through over the phone were the most commented on concerns. This suggests that administration requires improvement across all GP services within this network.

Top theme for Lewisham Alliance PCN



Positive reviews

“Everyone I have had contact with has been really helpful, kind and efficient...”

GP surgery

“The receptionists and doctors are amazing! They really go out their way to help...”

GP surgery

Negative reviews

“Terrible trying to see a doctor, can easily spend an hour waiting to get through to book an appointment only to be told there are none and try again the next day where you have to go through the whole procedure again.”

GP surgery

“Not great at answering phones.”

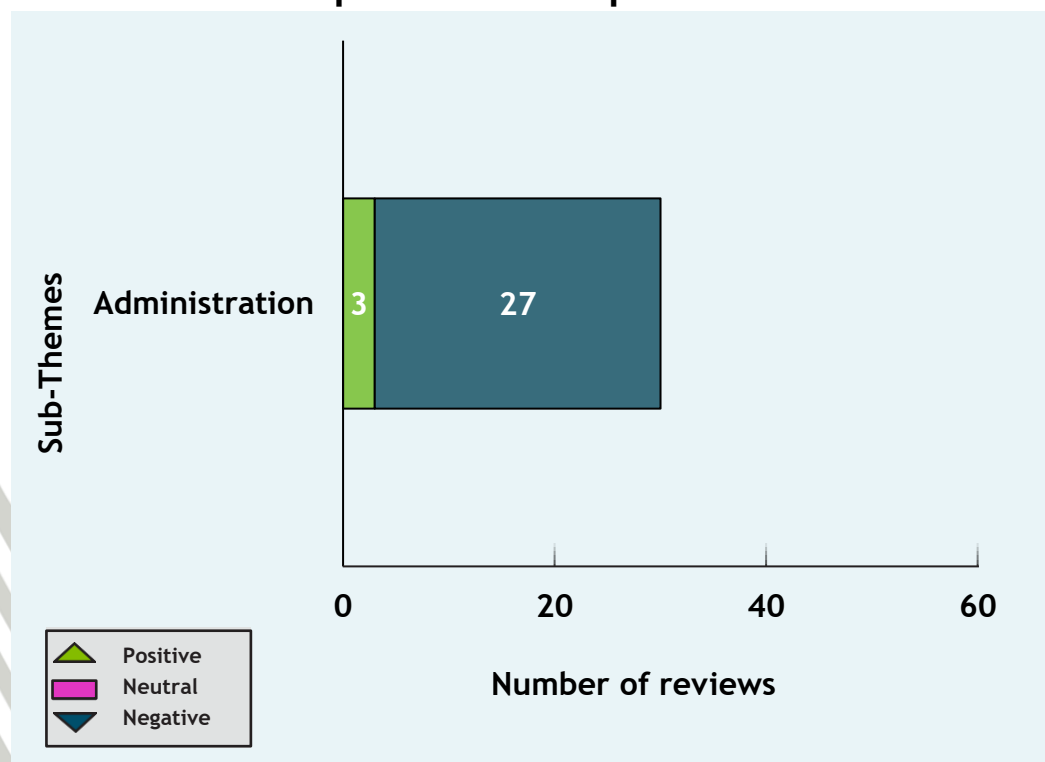
GP surgery

Themes for Aplos

For Aplos PCN we received 43 reviews. From these reviews **Administration** (30 comments) was the most frequent theme identified. The chart below shows a breakdown of this theme as it was the only significant theme within this network.

Administration received majority negative sentiment (90%). From analysing the comments we understand that patients had issues with booking appointments through the phone, booking appointments online and appointment availability. Therefore, the current booking systems are not working for patients and improvements need to be made to make them more efficient.

Top theme for Aplos PCN



Positive reviews

"I am very satisfied with the service that I received from my GP recently. He showed great care and professionalism for which I am very grateful."

GP surgery

Negative reviews

"Terrible experience with requesting a callback from a doctor, called early as advised on your website, had to be on hold for an hour and a half, only to be told all the callback appointments were fully booked since the first half an hour by a very rude receptionist."

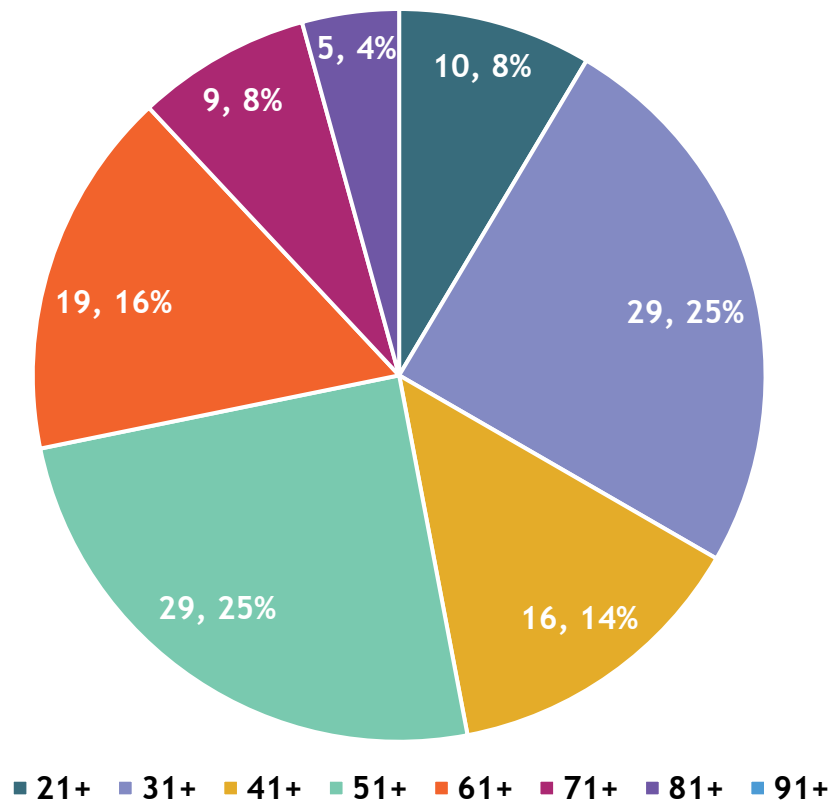
GP surgery

"Long waiting time. They will promise to text about appointment but won't receive it."

GP surgery

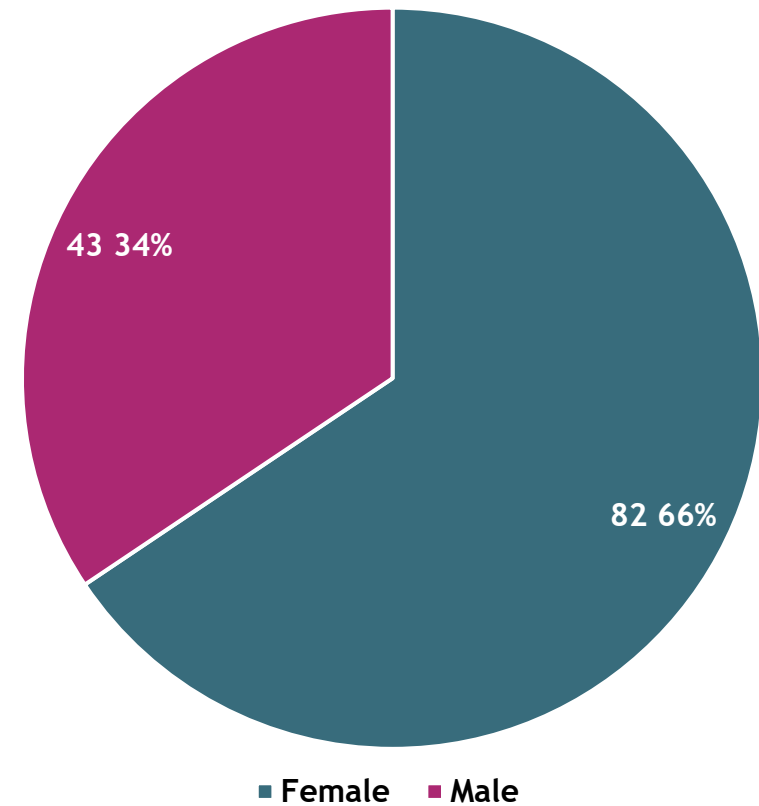
Demographic information

Below is a breakdown, by age group, of the patients who chose to disclose their age with us. The most common age groups that we heard from was 31-40 (25%) and 51-60 (25%), followed by 61-70 (16%).



Age

The pie chart below shows a breakdown by gender. From the patients who chose to disclose their gender, we heard from a higher proportion of residents who considered themselves Female (66%) rather than Male (34%).

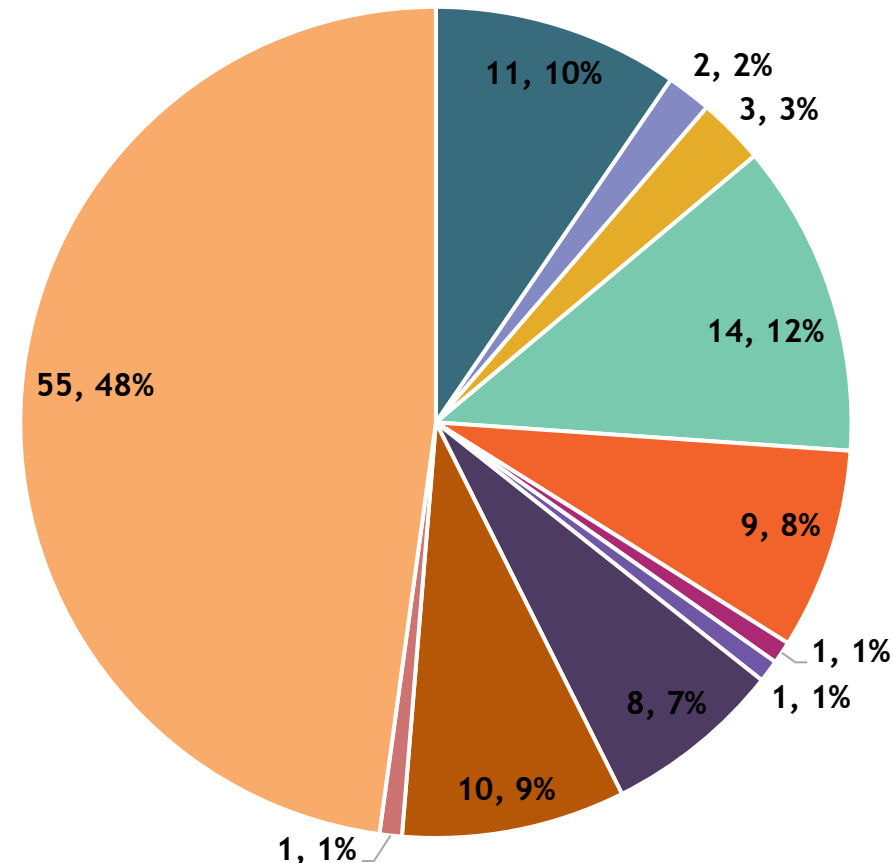


Gender

Demographic information

The pie chart below provides a breakdown of the patients who chose to disclose their ethnicity with us. From these reviews, the majority of residents we heard from were of a White British background (48%), followed by Any Other Mixed/Multiple Ethnic Background (12%), African (10%), Caribbean (9%), Any Other White Background (8%), Black British (7%), Any Other Black Background (3%) and Any Other Asian Background (2%).

- African
- Any Other Asian Background
- Any Other Black Background
- Any Other Mixed/ Multiple Ethnic Background
- Any Other White Background
- Arab
- Asian British
- Asian Bangladeshi
- Black African
- Black British
- Black Caribbean
- Caribbean
- Chinese
- Indian
- Mixed Background
- Other White Background
- Pakistani
- White British



Through our Patient Experience Programme, Healthwatch Lewisham was able to capture **1,090** patient experiences about local health and social care services between January - March 2022. The highest proportion of reviews left in our Feedback Centre related to GP services which is a regular trend as they provide the first point of care within the healthcare system.

Summary of findings:

GPs

- Most patients received good quality treatment from their GP practice. Appreciation was shown for the advice given by GPs and patients felt their concerns were listened to.
- Patients had positive experiences with staff, with mentions of respectful and professional behaviour. However, there were some concerns with the attitudes of staff. These negative attitudes were related to the receptionists rather than the GPs.
- Administration had a significant number of negative comments with patients' expressing frustration with booking appointments. Many of these issues were related to long queues on the telephone or a lack of appointment availability.

Dentists

- Overall, Dental services are providing a great quality of care and treatment. Patients were satisfied with the care provided and were generally happy with the results of their treatment.
- All staff at Dental practices are providing a friendly and helpful service. Their attitudes and professionalism were experienced positively by patients, with a low count of feedback suggesting otherwise.
- Dentists have been praised for good communication, particularly their provision of adequate treatment explanation.



Hospital services

- Patients were generally happy with staff encounters and believed they showed capability within their roles.
- Hospitals are providing good treatment and care with only some concerns related to the treatment's effectiveness.
- Waiting times had a significant proportion of negative comments. Patients experienced long waiting times at hospitals when due to be seen for a scheduled appointment.
- Patients also mentioned inadequate treatment explanation and lack of communication.

Pharmacy

- Staff across Pharmacy services were described mostly positively by patients. They showed competence within their roles and provided a helpful and friendly service. The small proportion of concerns related to inefficiency and rudeness of staff members.

Actions, impact and next steps

Healthwatch Lewisham continues to share the findings contained within this report at various commissioning, provider and local authority led boards and committees. These include:

- Lewisham Borough Based Board
- Lewisham Primary Care Operational Group
- Lewisham Health and Wellbeing Board

As well as these formal meetings, we organise a number of informal meetings with partners in order to discuss the issues of concern and identify actions to take forward. We continue to identify opportunities to share our findings within the Lewisham health and care system.

All of our findings are communicated with the SEL HW Director who ensures that the voice and concerns of Lewisham residents are heard at a regional level.

To ensure we capture a broad and representative sample of patient feedback, and listen to the seldom heard communities, we will continue to develop and grow the Patient Experience Programme and explore ways to remotely engage with service users under the continuing COVID-19 measures.

We will continue to hear the experiences of residents through our mix model of data collection including face to face, telephone engagement and online reviews. Additional methods of engagement will include the promotion of feedback through our social media channels and attendance at community forums.

In 2022/23 we will work closely with health and care partners to continue to expand the delivery and reach of our face-to-face engagement as part of a hybrid engagement approach.

Actions, impact and next steps

As a result of the findings in this report as well as other recent engagement, we identified the following recommendations:

Primary Care

- We would like to encourage our partners at the Lewisham Alliance and Aplos PCNs to help us increase our engagement visits and collection of feedback within their practices. This will help us to capture a larger volume and variety of feedback to help recognise good practice and identify areas for improvement.
- GP services to encourage a review of their administration process in order to provide a more efficient telephony system for patients when booking appointments.
- Improving availability of GP appointments would improve patient experience with primary care.
- Primary care services to review existing support, customer care and communication training for front line (reception) staff at their practices.

Secondary Care

- Revising waiting times at hospitals when due to be seen for a scheduled appointment would improve the overall patient experience.
- Improving treatment explanation and overall communication would benefit patients using local hospital services.

Appendix - Online Questionnaire

Leave feedback

How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?

- ☐ Extremely likely
- ☐ Likely
- ☐ Neither likely nor unlikely
- ☐ Unlikely
- ☐ Extremely unlikely
- ☐ Don't know

How do you rate your overall experience of this service?*



Summary of your experience* (max 45 characters)

Give a brief description of your experience, or highlight a key observation

Tell us more about your experience*

Expand on your experience here. Why was your experience a good / bad one? List any reasons or specific detail that might help explain

Where do you live? (town/city)

Forest Hill, Lewisham...

Your ratings (select if applicable)

Access to Appointments



Generally how easy is it to get through to someone on the phone?



Cleanliness



Staff Attitude



Waiting Time



Treatment explanation



Communication



Quality of care/treatment



Quality of food



Appendix - Online Questionnaire

In relation to your comments are you a:

Select one

When did this happen?

Where did you hear about us?

Select one

Would you like information about other local services? *

☒ No ☐ Yes

Do you want to know more about how to make an official complaint?*

☒ No ☐ Yes

About you

Name

☐ Leave feedback anonymously?

Email* (Your email will be kept private and you will not be sent any marketing material)

☐ I accept the [Terms and conditions](#)

I consent to being contacted regarding my feedback by Healthwatch*

☐ Yes ☐ No

I confirm I am over the age of 16*

☐ Yes ☐ No

☐ Subscribe to the newsletter?

If you are willing to provide us with some monitoring information please [click here](#).

Please note: Monitoring information helps us identify trends and gaps in our information gathering, enabling us to provide more detailed evidence to service providers and commissioners about your health and social care services.

[Submit feedback >](#)

Only your overall rating, comment and name (if disclosed) will be visible online.



Appendix - Physical Questionnaire

How would you rate your health and care services?

Healthwatch Lewisham wants to hear what you think about local health and social care services. Your experiences are important and allow local services what is working and what needs to be improved.

Whether it is a compliment, concern or complaint, it is easy to tell us about your experience by completing and submitting this form or contacting us on **020 3886 0196** or email **info@healthwatchlewisham.co.uk**

Name of Service:

How likely are you to recommend this anyone who needs similar care or treatment?
(Please circle)

5 = Extremely likely 4 = Likely 3 = Neither likely nor unlikely 2 = Unlikely
1 = Extremely unlikely () Don't know

How do you rate your overall experience?

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Summary of your experience

.....

Tell us more about your experience

.....

.....

.....

Where do you live? (town/city)

.....

Appendix - Physical Questionnaire

Your ratings (select if applicable)

Access to Appointment

5 = Excellent

4 = Good

3 = Okay

2 = Poor

1 = Terrible

Generally how easy is it to get through to someone on the phone?

5 = Excellent

4 = Good

3 = Okay

2 = Poor

1 = Terrible

Cleanliness

5 = Excellent

4 = Good

3 = Okay

2 = Poor

1 = Terrible

Staff Attitude

5 = Excellent 4 = Good 3 = Okay 2 = Poor 1 = Terrible

Waiting Time

5 = Excellent

4 = Good

3 = Okay

2 = Poor

1 = Terrible

Treatment explanation

5 = Excellent

4 = Good

3 = Okay

2 = Poor

1 = Terrible

Communication

5 = Excellent

4 = Good

3 = Okay

2 = Poor

1 = Terrible

Quality of care/treatment

5 = Excellent

4 = Good

3 = Okay

2 = Poor

1 = Terrible

Quality of food

5 = Excellent

4 = Good

3 = Okay

2 = Poor

1 = Terrible

Appendix - Physical Questionnaire

In relation to your comments are you a:

- ☐ Patient ☐ Carer ☐ Relative ☐ Carer and Relative
☐ Service Provider ☐ Visitor ☐ Professional

When did this happen?
.....

Do you know the name of the ward / department? (if applicable)

- Would you like information about other local services?** ☐ No ☐ Yes
Do you want to know more about how to make an official complaint? ☐ No ☐ Yes
I consent to being contacted regarding my feedback by Healthwatch ☐ No ☐ Yes

About you

Name.....

Email..... ☐ Leave feedback anonymously

Monitoring Information

What gender do you identify yourself as:

- ☐ Female ☐ Male
☐ Other.....
☐ Prefer not to say

What is your sexual orientation?

- ☐ Heterosexual ☐ Gay ☐ Bisexual ☐ Lesbian ☐ Prefer not to say ☐ Other

Which age group are you in?

- | | | | | |
|--------------------------------|--|--------------------------------|--------------------------------|--------------------------------|
| <input type="checkbox"/> 0-10 | <input type="checkbox"/> 11-20 | <input type="checkbox"/> 21-30 | <input type="checkbox"/> 31-40 | <input type="checkbox"/> 41-50 |
| <input type="checkbox"/> 51-60 | <input type="checkbox"/> 61-70 | <input type="checkbox"/> 71-80 | <input type="checkbox"/> 81-90 | <input type="checkbox"/> 91-99 |
| <input type="checkbox"/> 100+ | <input type="checkbox"/> Prefer not to say | | | |

Appendix - Physical Questionnaire

Do you consider yourself to have any of the following?

- ☐ Learning disability or difficulty ☐ Long standing illness ☐ Mental Health condition ☐ Physical disability
☐ Sensory disability ☐ None ☐ Prefer not to say ☐ Other

What is your religion?

- ☐ Buddhist ☐ Christian ☐ Hindu ☐ Jewish
☐ Muslim ☐ Sikh ☐ Other religion ☐ None
☐ Prefer not to say

What is your marital status?

- ☐ Civil partnership ☐ Cohabiting ☐ Divorced ☐ Widowed ☐ Prefer not to say ☐ Married Single

What is your ethnicity?

White

- ☐ English / Welsh / Scottish / Northern Irish / British ☐ Gypsy or Irish Traveller
☐ Any other white background.....

Asian / Asian British

- ☐ Bangladeshi ☐ Chinese ☐ Indian
☐ Pakistani
☐ Any other Asian background.....

Black, African, Caribbean, Black British

- ☐ African
☐ Caribbean
☐ Any other Black, African, Caribbean background.....

Mixed, Multiple

- ☐ White and Asian
☐ White and Black African
☐ White and Black Caribbean
☐ Any other mixed / multiple background.....



Appendix - Physical Questionnaire

Other Ethnic Group

() Arab

() Any other ethnic group.....

Thank you for sharing your experience

Personal data will be kept in accordance with the General Data Protection Regulation. Your data will only be used so you can receive a response from service providers to your feedback; and to help improve the quality and safety of health and social care services. It will not be used for any other purpose or passed on to any organisation without your consent.

Appendix – Themes and Sub-Themes

Admission

Appointment

(Booking Appointments, Length Of Appointments, Quality Of Appointments)

Care Parking

(Care Parking Access, Care Parking Changes)

Choice

Cleanliness, Hygiene And Infection Control

Complaints Procedure

Communication

(Health Promotion, Internal Communication, Lack Of Communication, Treatment Explanation, General, Interpretation Service, Lack Of, Consent To Treatment, Complaints Procedure, Access To Patient Record)

Confidentiality

Consent To Care And Treatment

Consultation

Diagnosis

Discharge

(Coordination Of Services, General, Preparation, Safety, Speed)

Equality

(Stigma)

Cost Of Services

Monitoring & Accountability

Appendix - Themes and Trends

Food/Nutrition

Opening Hours

Patient Transport

Privacy

Procurement / Commissioning

Quality Of Care/Treatment

Patient Records

Referrals

(General, Timeliness, Waiting Times)

Health And Safety

Service Co-Ordination

Service Monitoring

Staff Attitudes

Staff Levels

Suitability Of Provider / Staff

Support

Waiting Times

(Waiting Lists For Treatment, Waiting Times To Be Seen At Appointments)

Appendix - Themes and Trends

Other

Access To Services

(Convenience/ Distance To Travel, Inequality, Information And Advice, Lack Of, General, Patient Choice, Service Deliver / Opening Times, Suitability Of Provider (Individual Or Partner), Suitability Of Provider (Organisation), Waiting Times, Waiting Times At Health Premises, Telephone Consultation)

Administration

(Admission Procedure, Incident Reporting, Appointment Availability, Management Of Service, Booking Appointments, Booking Appointments Online, Booking Appointments Getting Through On The Phone, Medical Records, Commissioning And Provision, Quality/Risk Management, General)

Cancellation

(Appointment, Operation / Procedure)

Buildings/Facilities

Décor

Interpreters

(Access To Interpreters, Quality Of Interpreters)

Medication

(Pharmacy Repeat Prescriptions, Medicines Management)

Prevention

Safeguarding

Service Closure

Staff Training

Care Home Management

(Staffing Levels, Suitability Of Staff, Registered Manager Absence, Registered Manager Suitability, Registered Manager Training And Development)

Appendix - Themes and Trends

Continuity And Integration Of Care

Diagnosis/Assessment

(General, Lack Of, Late, Misdiagnosis, Tests/ Results)

Dignity And Respect

(Confidentiality/ Privacy, Consent, Death Of A Service User, Death Of A Service User (Mental Health), Equality & Inclusion, Involvement & Engagement)

Facilities And Surroundings

(Buildings And Infrastructure, Disability Access, Car Parking, Equipment, Cleanliness (Infection Control), Food & Hydration, Cleanliness (Environment), General, Cleanliness (Staff), Lack Of Seating Area)

Finance

(Financial Viability, Transparency Of Fees)

Home Support

(Care, Equipment, Co-Ordination Of Services)

Making A Complaint

(Complaints Management, Pals/Pact, General)

Transport

(Patient Transport Service (Non-Nhs), Ambulance (Routine), Ambulance (Emergency))

Safety/Safeguarding/Abuse

Staff

(Ambulance Staff/Paramedics, Midwives, Attitudes, Staffing Levels, Capacity, Suitability, District Nurses/Health Visitors, Training And Development, General, Professionalism)

Treatment And Care

(Effectiveness, Experience, Quality, Safety Of Care/Treatment, Treatment Explanation)

Cancellation