

Q3 Patient Experience Report

Healthwatch Tower Hamlets
October– December 2023



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Layout of the report

This report is broken down into five key sections:

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

GPs, Hospitals and Dental Services have been given dedicated sections as we ask tailored questions about these services when carrying out engagement. These are the top 3 services we receive the most feedback about. Each of these sections highlights good practice, areas of improvement and recommendations, and compares the feedback received through Healthwatch Tower Hamlets' face-to-face engagement with the online feedback collected by the Community Insights System (CIS).

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

Rating Scale Change from October 2023

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

Questions using a different rating scale have remained the same.

Introduction

Patient Experience Programme

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

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

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

Methodology



Carrying out engagement at **local community hotspots** such as GPs, hospitals and libraries



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.

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

- Finalising a patient experience report template following feedback from external partners

Q3 Snapshot

This section provides a summary of the number of experiences we collected during October - December 2023 as well as a breakdown of positive, negative and neutral reviews per service. We analysed residents rating of their overall experience to get this data (1* and 2* = negative, 3* = neutral, 4* and 5* = positive)



229 reviews

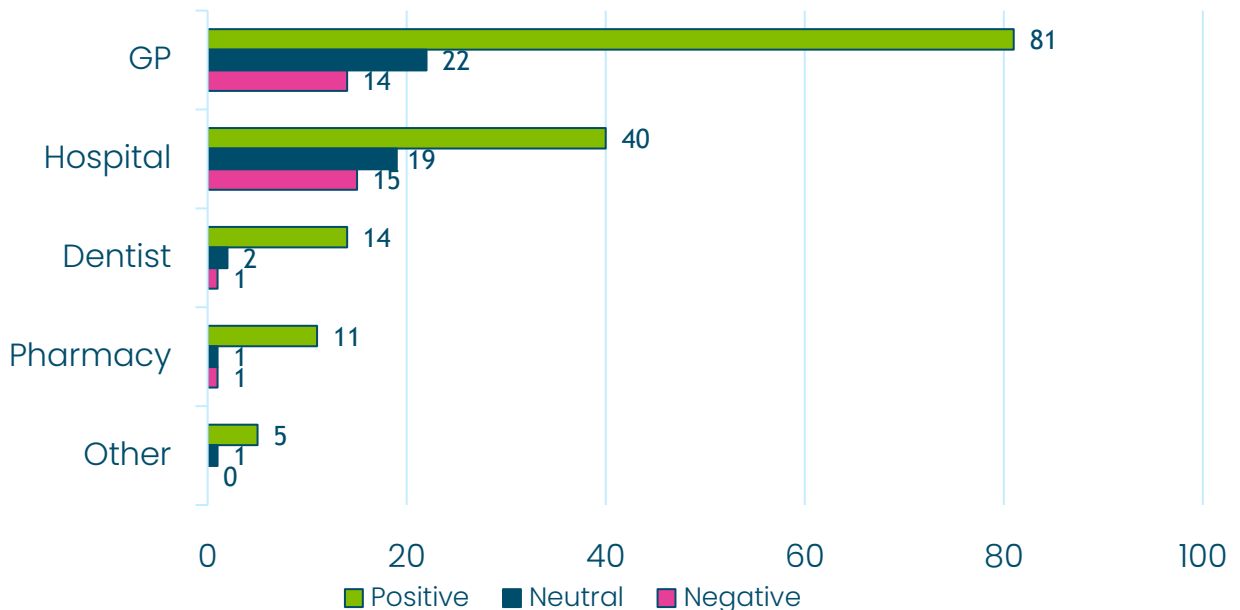
of health and care services were shared with us, helping to raise awareness of issues and improve care.

16 visits

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

Top 5 Service Types	No of Reviews	Percentage of positive reviews
GP	117	69%
Hospital	74	54%
Dentist	17	82%
Pharmacy	13	85%
Other	6	83%

Sentiment of Reviews



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 the percentage of positive feedback each service has received during 2023-24. The total number of positive reviews has been included next to the percentage.

Percentage of positive reviews for each service type

Service Type	Q1 (Apr-Jun 23)	Q2 (Jul-Sep 23)	Q3 (Oct-Dec 23)	Q4 (Jan-Mar 24)
GP	29% (28)	45% (20)	69% (117)	
Hospital	57% (14)	61% (31)	54% (74)	
Dentist	100% (2)	100% (2)	82% (17)	
Pharmacy	100% (1)	100% (3)	85% (13)	
Other	N/A	N/A	83% (6)	

What does this tell us?

- We have seen an increase in the percentage of people sharing positive feedback about GPs over the year. In the last three months, there has been a significant increase of 24% in positive reviews, although this could be partly due to the higher number of reviews we collected in Q3 compared to Q1 and Q2.
- Hospital services have seen a decrease in positive reviews with a reduction of 7% when comparing Q2 and Q3.

Experiences of GP Practices



What people told us about GP Practices

"Polite staff, the services are excellent because they give attention to each and every patient. GP is very polite and quickly responds to calls. It is very easy to get an appointment through the GP."

"Hard to get appointments on weekends, inconvenient when people have work, extending closing time unable to come until after work, inconvenient when the practice closes at 5."

"If no one is available on the phone, there is an option to book online which is easy"

"I'd like to see my own doctor regularly, not another one. Been waiting for over a month and a half to see her.!"

"Doctors are very kind and caring. When I was diagnosed with cancer, my GP called me outside business hours to tell me whatever I needed they'd be there for me."

"Really hard to be seen because I start work at 7:30 and they tell me to call at 8:30. Not easy for working people like me. Very hard to be seen online too because I have 4 children. It was hard when my doctor left."

"[I have] routine appointments every few months, but when I need to see them, they always fit me in the day of or the next morning."

"Have to wait over the phone for an hour. Then they'll tell you to try another day."

GP Services

No. of Reviews	117 (relating to 17 GP practices)
Positive	69%
Negative	12%
Neutral	19%



Questions we asked residents

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

The questions we asked were:

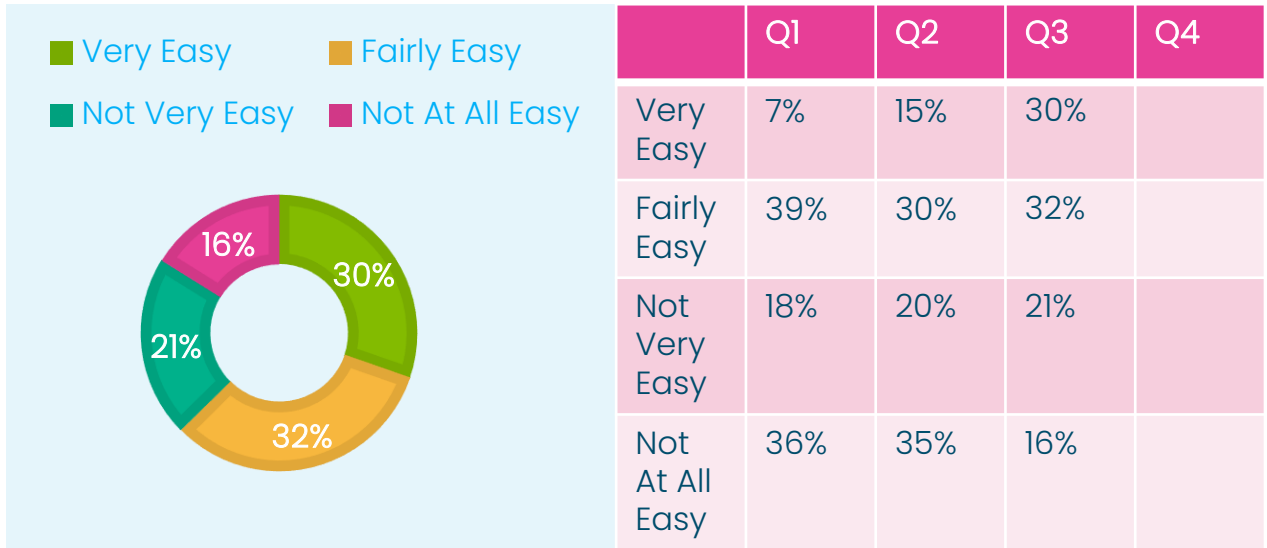
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the service?
- Q6) How would you rate the quality of treatment and care received?

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

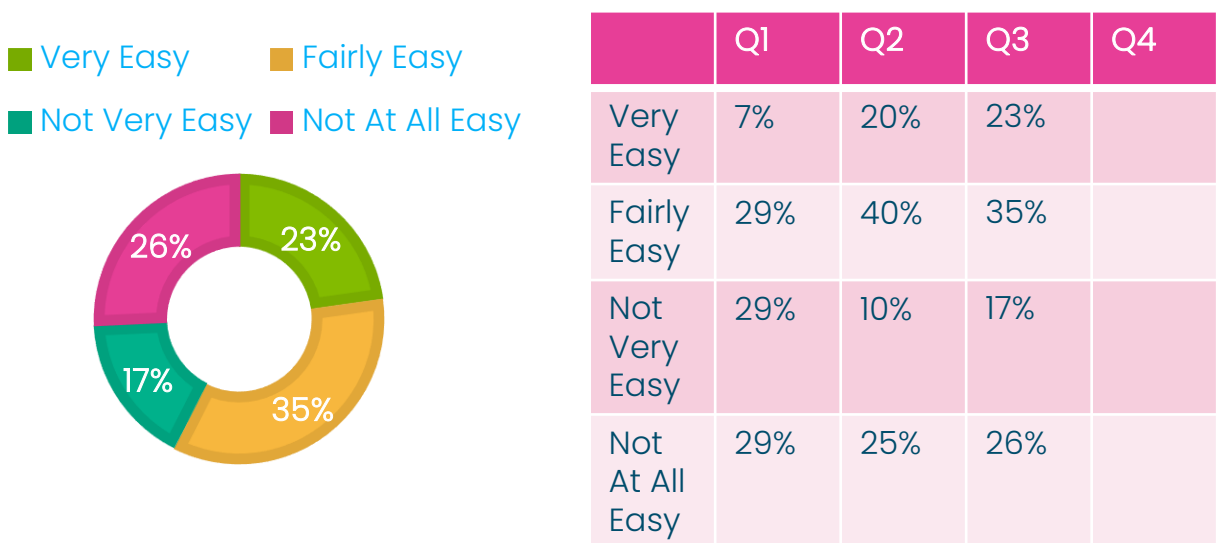
Participants were asked to choose between 1-5* (Very Poor – Very Good)

Access and Quality Questions

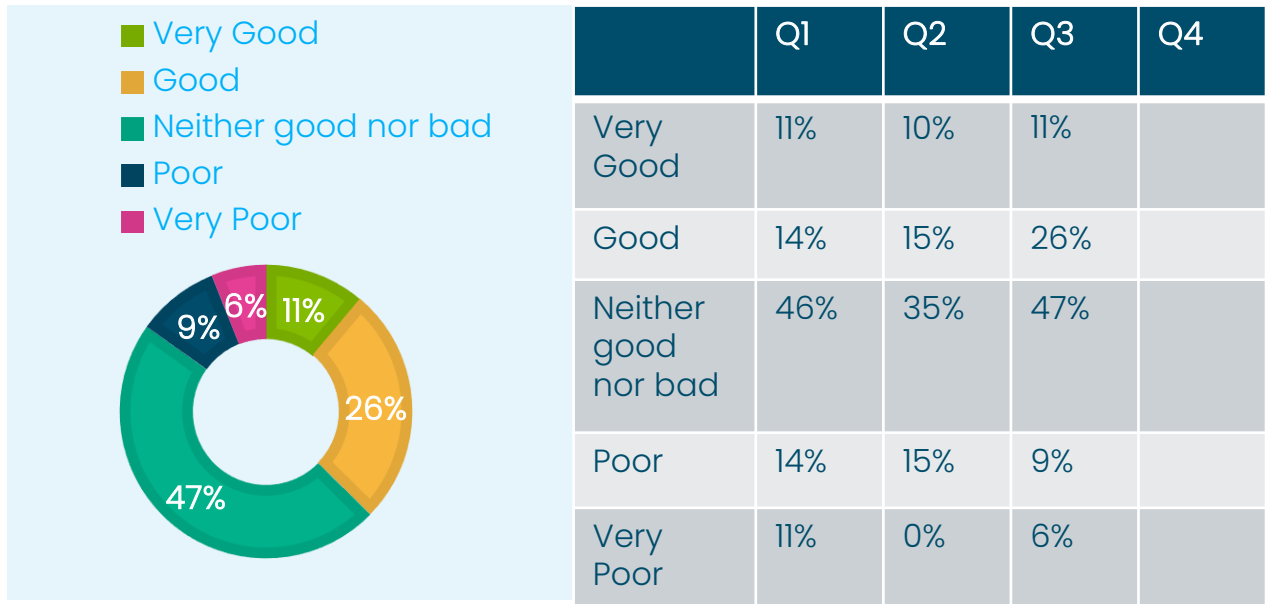
Q1) How do you find getting an appointment?



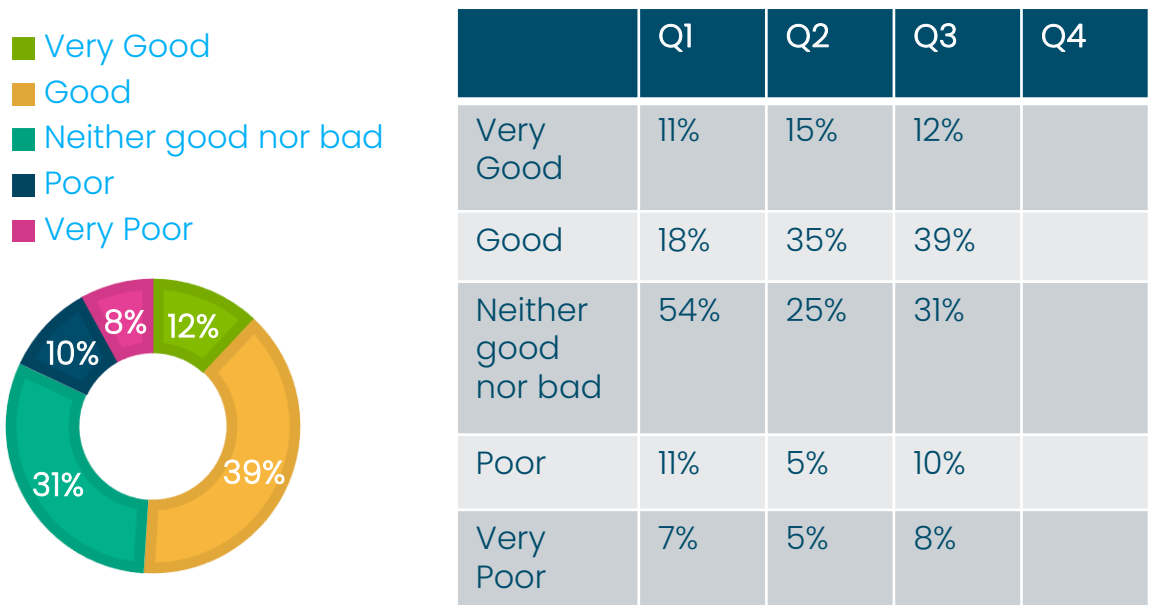
Q2) How do you find getting through to someone at your GP practice on the phone?



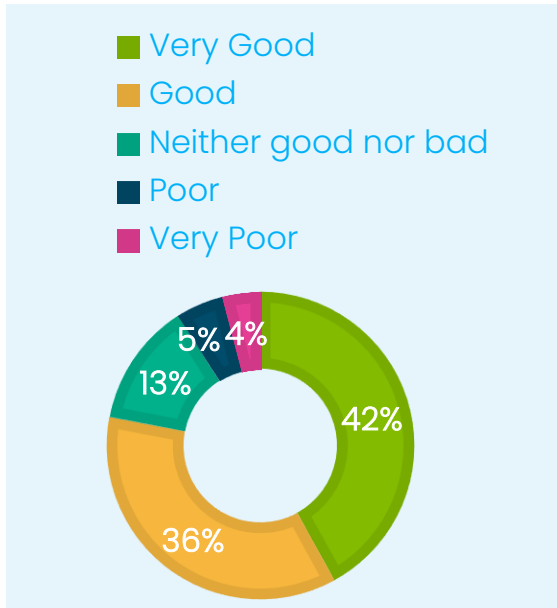
Q3) How do you find the quality of online consultations?



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



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



	Q1	Q2	Q3	Q4
Very Good	11%	25%	42%	
Good	25%	35%	36%	
Neither good nor bad	36%	20%	13%	
Poor	21%	15%	5%	
Very Poor	7%	0%	4%	

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



	Q1	Q2	Q3	Q4
Very Good	11%	25%	37%	
Good	18%	30%	37%	
Neither good nor bad	46%	30%	19%	
Poor	18%	5%	3%	
Very Poor	7%	0%	3%	

Thematic analysis

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

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

Top 5 Positive Themes	Total count and % of positive reviews
Staff attitudes	13 (76%)
Quality of Treatment	11 (79%)
Quality of Staff - health professionals	9 (90%)
Communication with patients (treatment explanation, verbal advice)	5 (71%)
Booking appointments - online	5 (56%)

Top 5 Negative Themes	Total count and % of negative reviews
Getting through on the telephone	21 (81%)
Appointment availability	20 (80%)
Waiting Times (punctuality and queueing on arrival)	17 (77%)
Booking appointments	15 (79%)
Quality of appointment – telephone consultation	10 (91%)

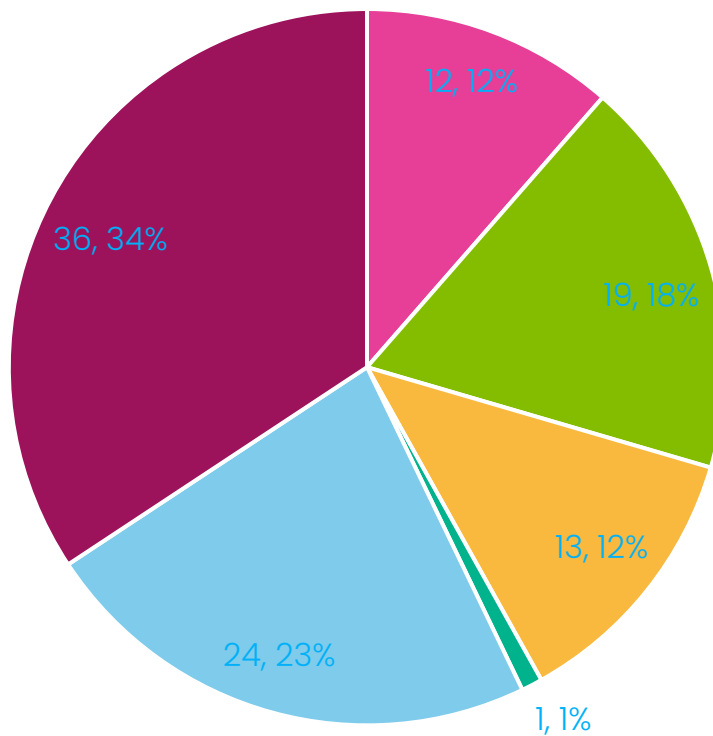
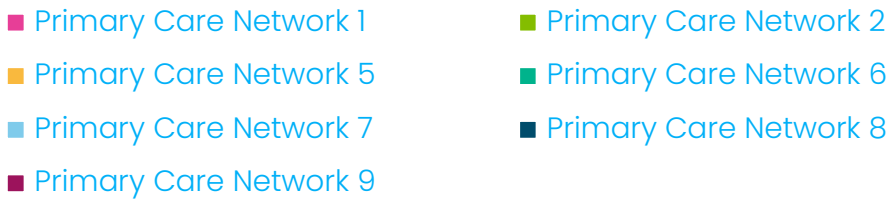
Primary Care Networks

Primary care networks (PCNs) are groups of GP practices within the same area which work together to support patients. Within Tower Hamlets there are 7 PCNs covering the borough. These are:

- Primary Care Network 1
- Primary Care Network 2
- Primary Care Network 5
- Primary Care Network 6
- Primary Care Network 7
- Primary Care Network 8
- Primary Care Network 9

Between October and December, the services which received the most reviews were Primary Care Networks 7 and 9. We did not collect any reviews for Primary Care Network 8.

Total Reviews per PCN (number, %)



PCN Access and Quality Questions

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

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

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

Positive ■ Neutral ■ Negative ■

PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	To an appointment	Getting through on the phone	Of Telephone consultations	Of Online consultations	Of Staff attitudes	Of Treatment and Care
Primary Care Network 1 (n.12)	3.2	2.8	3.2	3.4	4.1	3.7
Primary Care Network 2 (n.19)	2.6	2.2	3.3	3.3	3.6	3.8
Primary Care Network 5 (n.13)	2.8	2.6	3.6	3.8	4.5	4.0
Primary Care Network 6 (n.1)	2.0	2.0	4.0	4.0	5.0	4.0
Primary Care Network 7 (n.24)	2.6	2.4	2.9	3.2	3.7	3.8
Primary Care Network 8 (n.0)	N/A	N/A	N/A	N/A	N/A	N/A
Primary Care Network 9 (n.36)	3.0	2.8	3.4	3.4	4.5	4.5

PCN Themes

We have also identified the top 3 positive and negative themes for each PCN where we have received over 10 reviews.

Primary Care Network	Overall star rating	Top 3 Positive Issues	Top 3 Negative Issues
Primary Care Network 1 No of reviews: 12	3.7	1. Quality of treatment	1. Getting through on the telephone
		2. Staff Attitudes – health professionals	2. Appointment availability
		3. Staffing levels	3. Staff attitudes – administrative staff
Primary Care Network 2 No of reviews: 19	3.5	1. Quality of Staff – health professionals	1. Booking appointments
		2. Staff Attitudes	2. Patient Choice
		3. Quality of treatment	3. Appointment availability
Primary Care Network 5 No of reviews: 13	3.9	1. Staff Attitudes	1. Getting through on the telephone
		2. Management of service	2. Booking appointments
		3. Waiting Times (punctuality and queueing on arrival)	3. Appointment availability
Primary Care Network 7 No of reviews: 24	3.7	1. Quality of Staff – health professionals	1. Appointment availability
		2. Quality of treatment	2. Booking appointments
		3. Booking appointments – online / Communication with patients (treatment explanation, verbal advice)	3. Waiting Times (punctuality and queueing on arrival)
Primary Care Network 9 No of reviews: 36	4.1	1. Appointment availability	1. Waiting Times (punctuality and queueing on arrival)
		2. Staff Attitudes	2. Getting through on the telephone
		3. Waiting Times (punctuality and queueing on arrival)	3. Appointment availability / Booking appointments / Continuity of Care / Quality of appointment – telephone consultation

What has worked well?

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



Staff attitudes

78% of residents we spoke with rated the attitudes of staff as 'Good' or 'Very Good'. Residents found health professionals were kind and caring when listening to their concerns.



Quality of treatment

74% of reviews rated the quality of treatment as 'Good' or 'Very Good'. Residents were pleased with the care they received from their GP practices and the results of the suggested treatment.



Quality of Staff - health professionals

90% of reviews that mentioned the quality of health professionals were positive. Residents highlighted their happiness with the personal attention and support given to them by GPs.

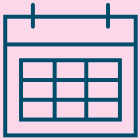
What could be improved?

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



Getting through on the telephone

43% of residents we spoke with rated getting through on the telephone as Not Easy. Residents shared their frustrations at being unable to get through to anyone at their GP practice or experiencing long wait times over the phone.



Appointment availability

80% of reviews that covered appointment availability were negative. Residents told us about a lack of face-to-face appointments and being told there are no more appointments available when calling their GP practice in the morning.



Waiting Times (punctuality and queueing on arrival)

77% of reviews that mentioned waiting times (punctuality and queueing on arrival) were negative. Residents reported having to wait for their appointment for more than 30 minutes.

Community Insights System – GP Practices

Below we have summarised the feedback of GP Practices in Tower Hamlets collected through the Community Insights System (CIS) in Q3. The Community Insights System mostly gathers feedback from online sources such as social media, service provider websites, NHS Choices, and Google Reviews.

No. of Reviews	288 (total of 1285 themes applied)
Positive	57% (of the total no. themes applied)
Negative	42% (of the total no. themes applied)
Neutral	1% (of the total no. themes applied)

Overall, the feedback collected through the CIS seems to support the findings from the feedback collected through our face-to-face Patient Experience Programme. Patients mostly commented positively on Staff Attitudes and the Quality of Treatment, while Booking and Waiting Times were the biggest issues that patients mentioned.

Top 5 Positive Themes	Total count and % of positive reviews	Top 5 Negative Themes	Total count and % of negative reviews
Staff Attitude	198 (67%)	Staff Attitude	94 (32%)
Support	149 (65%)	Support	79 (34%)
Quality	139 (74%)	Booking	61 (62%)
User Involvement	78 (74%)	Waiting List	51 (61%)
Booking	37 (37%)	Quality	48 (25%)

Recommendations

Below is a list of recommendations for GP practices in Tower Hamlets based on the findings in this section

Getting through on the telephone

1. As per the government plan, all GP practices are to move to a digital phone system by March 2024 to enable patients to be directed to receive the right care quicker avoiding long wait times over the phone.
2. Free phone numbers for GP practices mean that patients from low-income backgrounds can call their GP practices without being charged.

Appointment Availability

1. More patient education and raising awareness on community services and what services they offer. For example, assistance on minor ailments and access to repeat prescriptions for oral contraceptive. This will help to free up more appointments for those who need to be seen by a GP.

Waiting times (punctuality and queuing on arrival)

1. Keeping patients informed of waiting times and any potential delays on arrival.

Emerging or Ongoing Issues

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

It should be noted that due to the lower number of reviews in Q1 and Q2, only two positive and negative issues emerged from the feedback. However, from Q3 onwards, we will highlight the top 5 positive and negative issues.

Positive Issues

Q1	Q2	Q3	Q4
Staff attitudes	Staff attitudes	Staff attitudes	
Quality of Treatment	Quality of treatment	Quality of treatment	
		Quality of staff-healthcare professionals	
		Communication with patients (treatment explanation, verbal advice)	
		Booking appointments - online	

Negative issues

Q1	Q2	Q3	Q4
Booking appointments - online	Appointment availability	Getting through on the telephone	
Appointment availability	Getting through on the telephone	Appointment availability	
		Waiting Times (punctuality and queueing on arrival)	
		Booking appointments	
		Quality of appointment - telephone consultation	

Equalities Snapshot

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

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



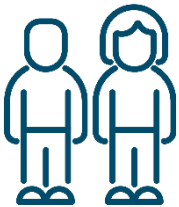
Gender

During the last three months, men had a better experience of GPs when compared with women. 73% of men rated their experiences 4* or higher compared to only 67% of women.



Age

Residents aged 65-74 were most likely to have rated their overall experience as positive (82%) while residents aged 55-64 were least likely to rate their experience as positive (63%)



Ethnicity

We received most reviews from people from White British and Bangladeshi backgrounds.

71% of White British respondents reported a positive experience with GPs compared to 74% of Bangladeshi respondents.



Disability

17% of residents we spoke to who shared their equalities data considered themselves to be disabled.

47% of them had a positive experience with their GP practice in comparison to 76% of those who did not consider themselves disabled.

Experiences of Hospital Services



What people told us about Hospitals

"The doctors are really considerate and concerned about patient health."

"Wait times are too long, feels like nobody cares, and getting through to someone on the phone is impossible."

"Wonderful service, good treatment, I know exactly what's wrong with me."

"Receptionists could be a bit more hospitable. Estimated wait times would be nice."

"GP set up the appointment for me and there was no wait."

"Attitude of the staff at the A&E department. I couldn't walk, I asked for a stick because of my swollen leg but the lady was not helpful at all."

"Very responsive and quick. Very surprising."

"Very disorganized. Lack of beds for my wife who was pregnant and didn't have a bed.."

Hospital Services

No. of Reviews	74 (relating to 5 hospitals)
Positive	54%
Negative	20%
Neutral	26%

Questions we asked residents



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

The questions we asked were:

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

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

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

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

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

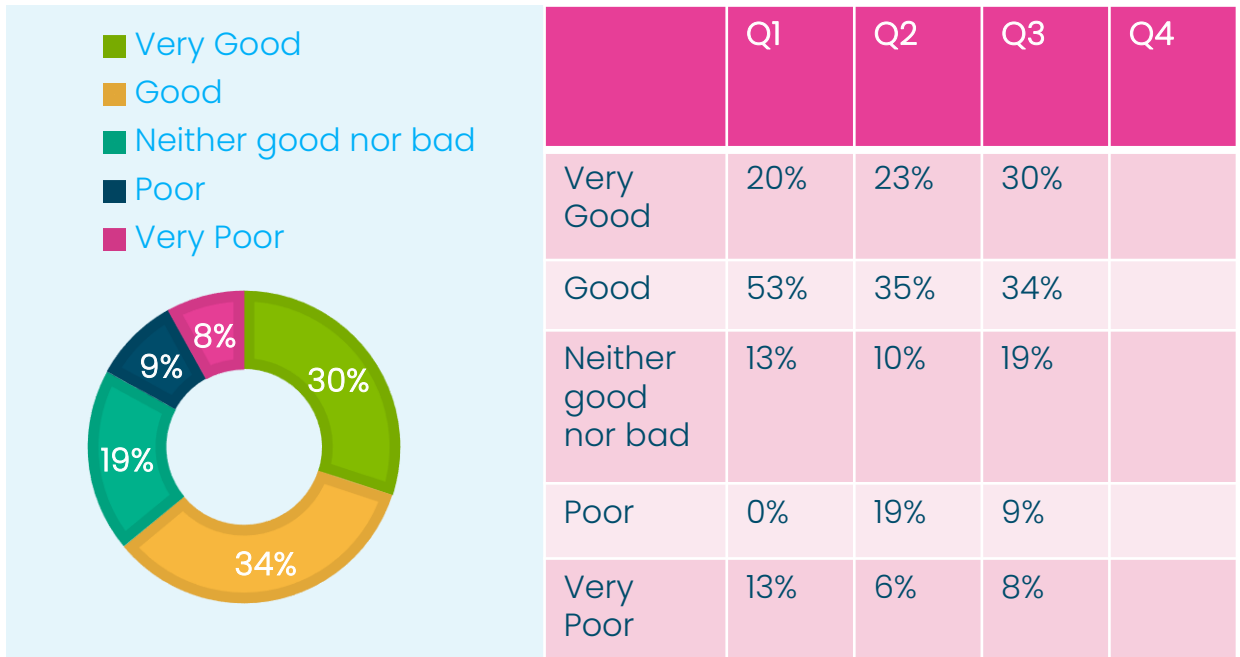
Q6) How would you rate the quality of treatment and care received?

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

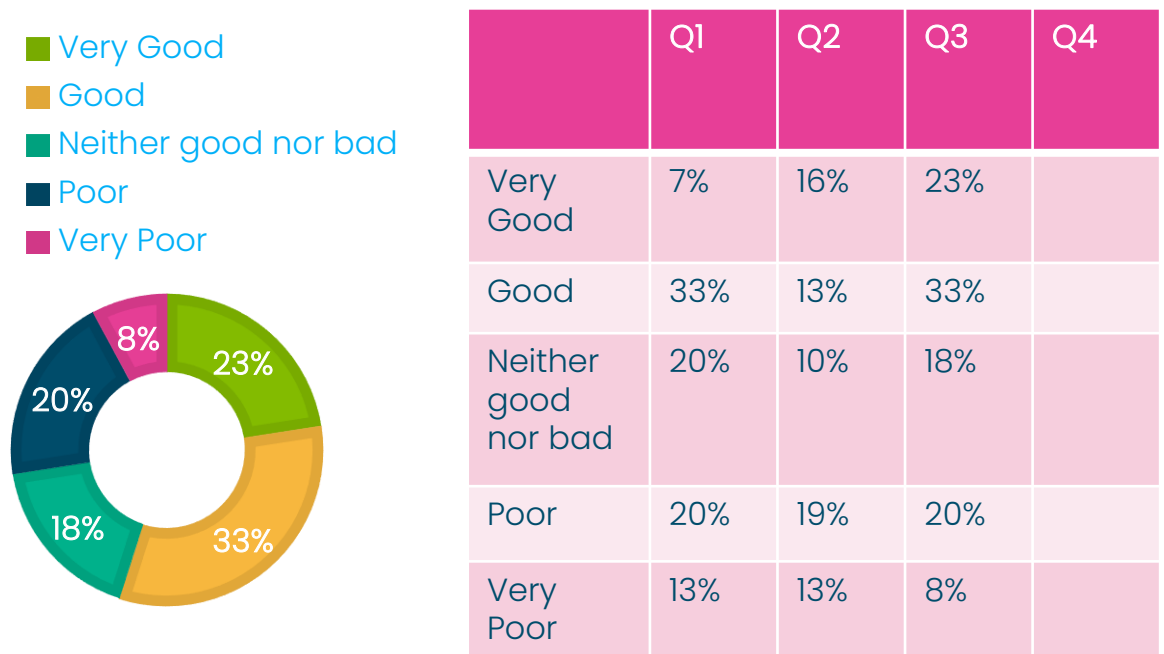


Access and Quality Questions

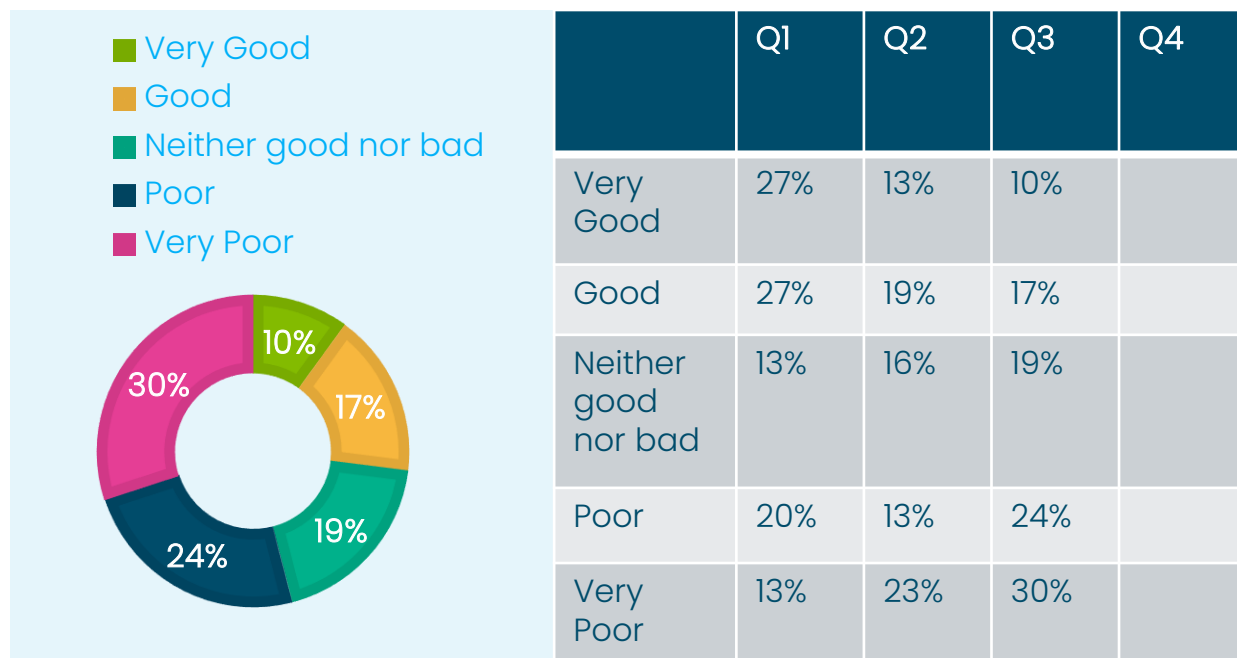
Q1) How did you find getting a referral/appointment at the hospital?



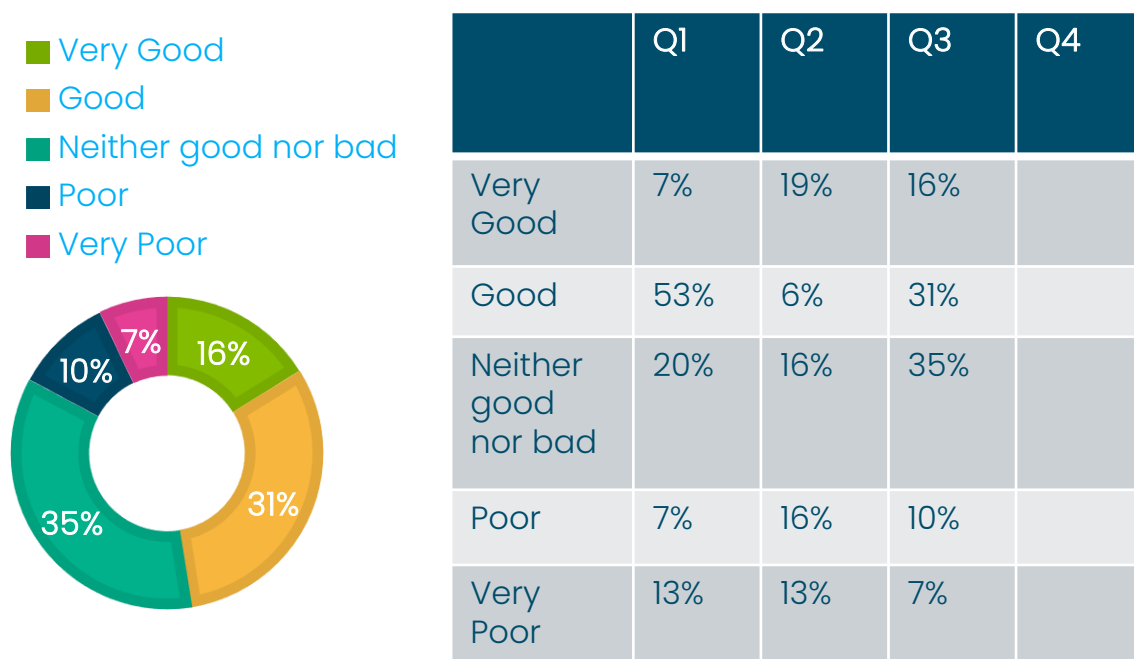
Q2) How do you find getting through to someone on the phone?



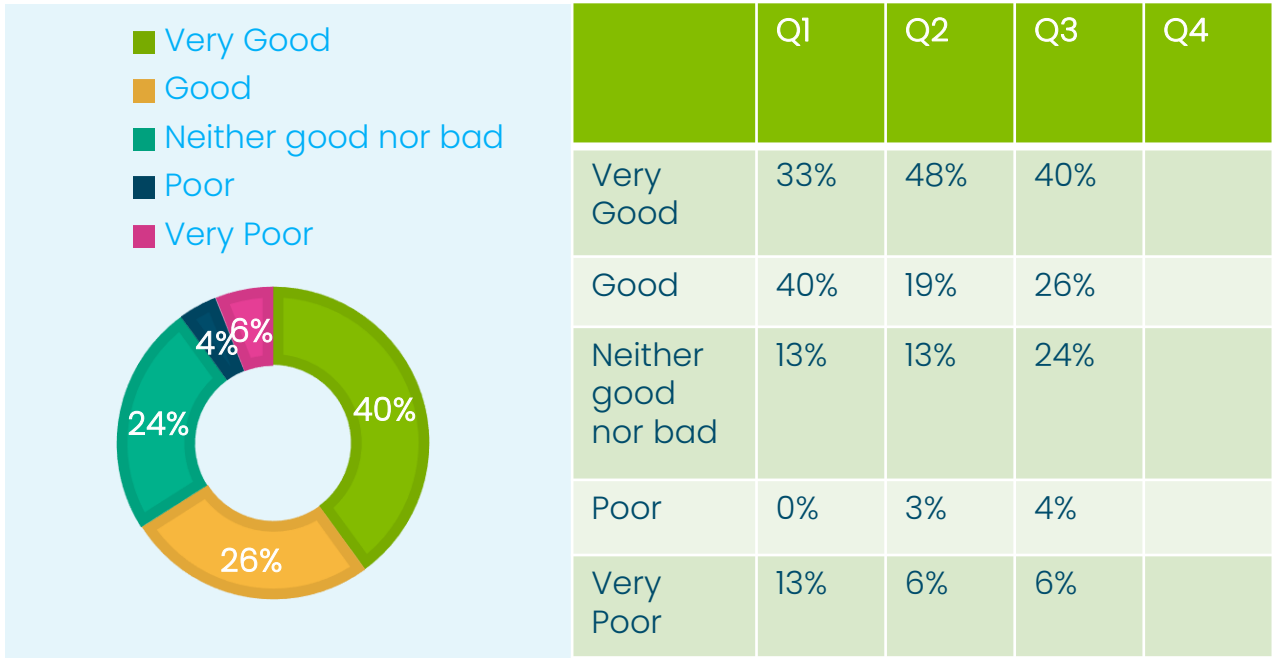
Q3) How do you find the waiting times at the hospital?



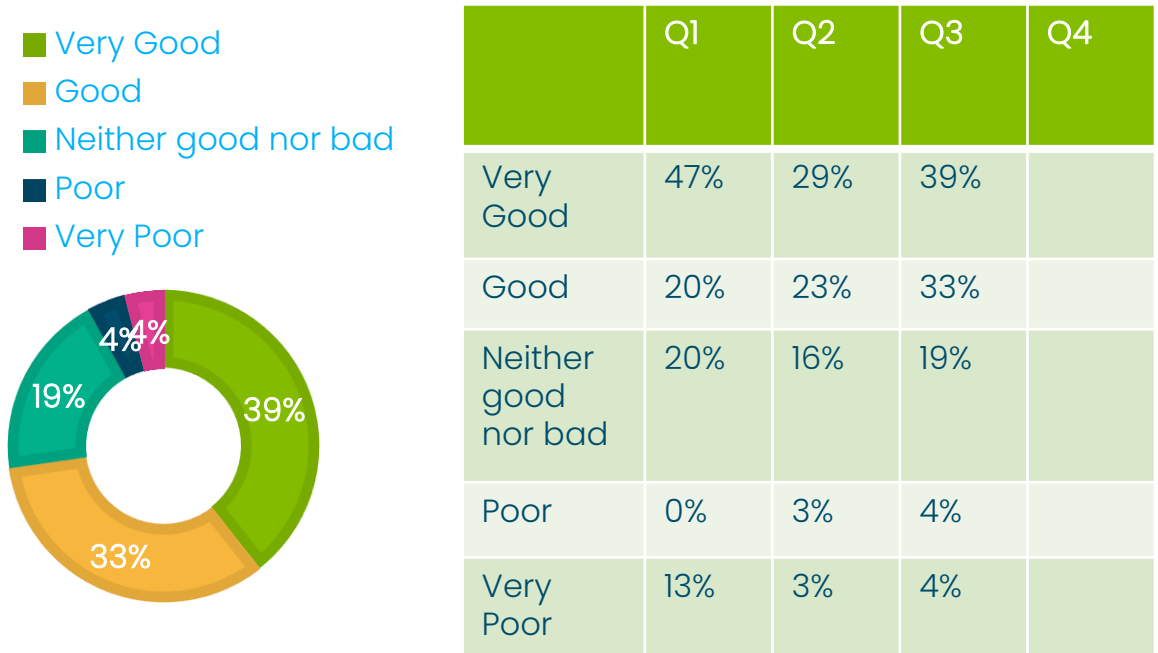
Q4) How do you think the communication is between your hospital and GP practice?



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



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



Thematic analysis

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

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

Top 5 Positive Issues	Total count and % of positive reviews	Top 5 Negative Issues	Total count and % of negative reviews
Quality of Treatment	8 (67%)	Waiting Times (punctuality and queueing on arrival)	31 (86%)
Communication with patients (treatment explanation, verbal advice)	5 (56%)	Staff Attitudes	6 (67%)
Quality of Staff - health professionals	4 (57%)	Getting through on the telephone	4 (100%)
Waiting Times (punctuality and queueing on arrival)	4 (11%)	Communication with patients (treatment explanation, verbal advice)	4 (44%)
Staff Attitudes	3 (33%)	Quality of treatment	4 (33%)

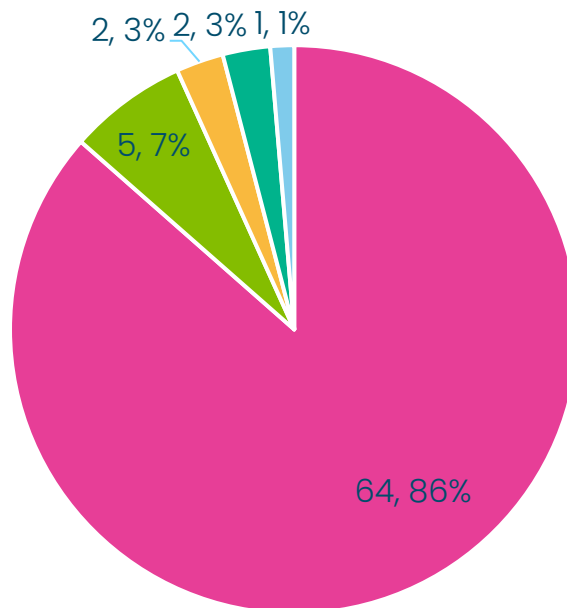
Hospital Trusts

Tower Hamlets 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:

- Royal London Hospital
- St Bartholomew's Hospital
- The London Independent Hospital
- Homerton University Hospital
- Mile End Hospital

Between October and December, we received the most reviews for the Royal London Hospital.

Total Reviews per Hospital



■ Royal London Hospital

■ St Bartholomew's Hospital

■ The London Independent Hospital

■ Homerton University Hospital

■ Mile End Hospital

We have mostly received feedback about Royal London Hospital and have included a breakdown of the access and quality average ratings and the top three positive and negative themes. Please note that each question has been rated out of 5 (1 – Very Poor 5 –Very Good)

Positive ■ Neutral ■ Negative ■

Name of Hospital	ACCESS (out of 5)			QUALITY (out of 5)		
	To a referral/ appointment	Getting through on the phone	Waiting Times	Of Communicatio n between GP and Hospital	Of Staff attitudes	Of Treatment and Care
Royal London Hospital No of reviews: 64	3.5	3.4	2.4	3.3	3.7	3.6

Hospitals	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Royal London Hospital No of reviews: 64	3.4	1. Communication with patients (treatment explanation, verbal advice) 2. Quality of Care/Treatment 3. Staff attitudes	1. Waiting Times (punctuality and queueing on arrival) 2. Staff Attitudes 3. Communication with patients (treatment explanation, verbal advice)

What has worked well?

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



Quality of Treatment

72% of residents we spoke with rated the quality of treatment as 'Good' or 'Very Good'. Residents mentioned the quality of treatment they received at hospital services was excellent.



Staff Attitudes

66% of residents we spoke with rated the attitudes of staff at hospital services as 'Good' or 'Very Good'. Residents mentioned that the staff were nice and dedicated to their treatment and care.

What could be improved?

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



Waiting Times (punctuality and queueing on arrival)

54% of residents we spoke with rated the waiting times at hospital services as 'Poor' or 'Very Poor'. Residents reported very long wait times, especially at the A&E and Urgent Care Centre.



Staff Attitudes

67% of reviews that commented on staff attitudes were negative. Residents told us that they had had negative experiences with staff at the A&E department.

Community Insights System - Hospital Services

Below we have summarised the feedback of Hospital services in Tower Hamlets collected through the Community Insights System (CIS) in Q3. The Community Insights System mostly gathers feedback from online sources such as social media, service provider websites, NHS Choices, and Google Reviews.

No. of Reviews	104 (total of 381 themes applied)
Positive	57% (of the total no. themes applied)
Negative	41% (of the total no. themes applied)
Neutral	2% (of the total no. themes applied)

Overall, the feedback collected through the CIS seems to support the findings from the feedback collected through our face-to-face Patient Experience Programme. Patients mostly commented positively on Staff Attitudes and the Quality of Treatment, while Waiting Times were the biggest issue that patients mentioned.

Top 5 Positive Themes	Total count and % of positive reviews	Top 5 Negative Themes	Total count and % of negative reviews
Staff Attitude	51 (72%)	Staff Attitude	19 (27%)
Quality	45 (73%)	Timing	19 (73%)
Support	45 (73%)	Quality	15 (24%)
User Involvement	26 (81%)	Support	15 (24%)
General Comments	11 (46%)	General Comments	14 (46%)

Recommendations

Below is a list of recommendations for hospitals in Tower Hamlets based on the findings in this section

Waiting times at the hospital

1. Manage patient expectations by being upfront about the current waiting times at the A&E and Urgent Care Centre.
2. Keeping patients informed of waiting times and any potential delays on arrival.

Staff Attitude

1. Provide additional customer service training for staff members at the A&E department to enhance patients' experiences of staff attitudes.

Communication with patients

1. Promote the Patients Know Best (PKB) as a new way to access their health records and help them better manage information on appointments and communication with their healthcare teams. This could also help to alleviate the pressure on hospital phone lines.

Emerging or Ongoing Issues

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

It should be noted that due to the lower number of reviews in Q1 and Q2, only two positive and negative issues emerged from the feedback. However, from Q3 onwards, we will highlight the top 5 positive and negative issues.

Positive Issues

Q1	Q2	Q3	Q4
Quality of Treatment	Staff attitudes	Quality of Treatment	
Staff attitudes	Quality of treatment	Communication with patients (treatment explanation, verbal advice)	
		Quality of Staff - health professionals	
		Waiting Times (punctuality and queueing on arrival)	
		Staff Attitudes	

Negative issues

Q1	Q2	Q3	Q4
Waiting Times (punctuality and queuing on arrival)	Waiting Times (punctuality and queuing on arrival)	Waiting Times (punctuality and queuing on arrival)	
Getting through on the telephone	Getting through on the telephone	Staff Attitudes	
		Getting through on the telephone	
		Communication with patients (treatment explanation, verbal advice)	
		Quality of treatment	

Equalities Snapshot

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

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



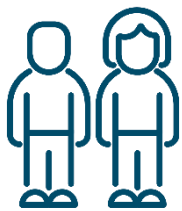
Gender

During the last three months, women reported a slightly better experience of GPs when compared with men. 54% of women rated their experiences 4* or higher compared to 52% of men.



Age

We received most reviews (11 per each age group) from people aged 25-34; 35-44; and 55-64. Out of these three categories, 55-64-year-olds were most likely to have had a positive experience with hospital services. 64% rated their overall experience as 4* or above compared to 45% of people aged 25-34, and 45% of people aged 35-44.



Ethnicity

71% of the White British residents who shared reviews considered their last hospital experience to be positive.

This is compared to 42% of Bangladeshi residents who rated their experience as positive.



Disability and Long Term Conditions

39% of residents who shared their demographic information reported having a long-term condition. 63% of them rated their experience of hospital services as positive compared to 47% of residents with no long-term conditions.

Experiences of Dental Services



Dental Services

No. of Reviews	17 (relating to 12 dentists)
Positive	82%
Negative	6%
Neutral	12%

Questions we asked residents



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

The questions we asked were:

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

Q2) How do you find getting NHS appointments?

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

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

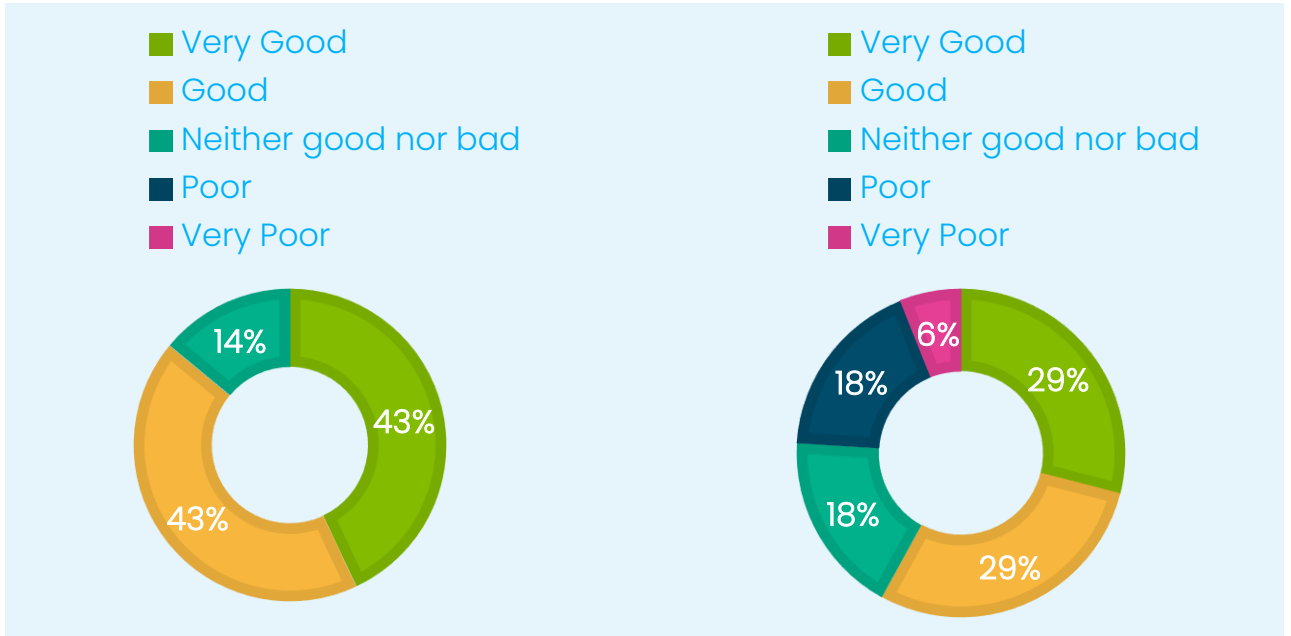
Q5) How do you find the attitudes of staff at the service?



Access and Quality Questions

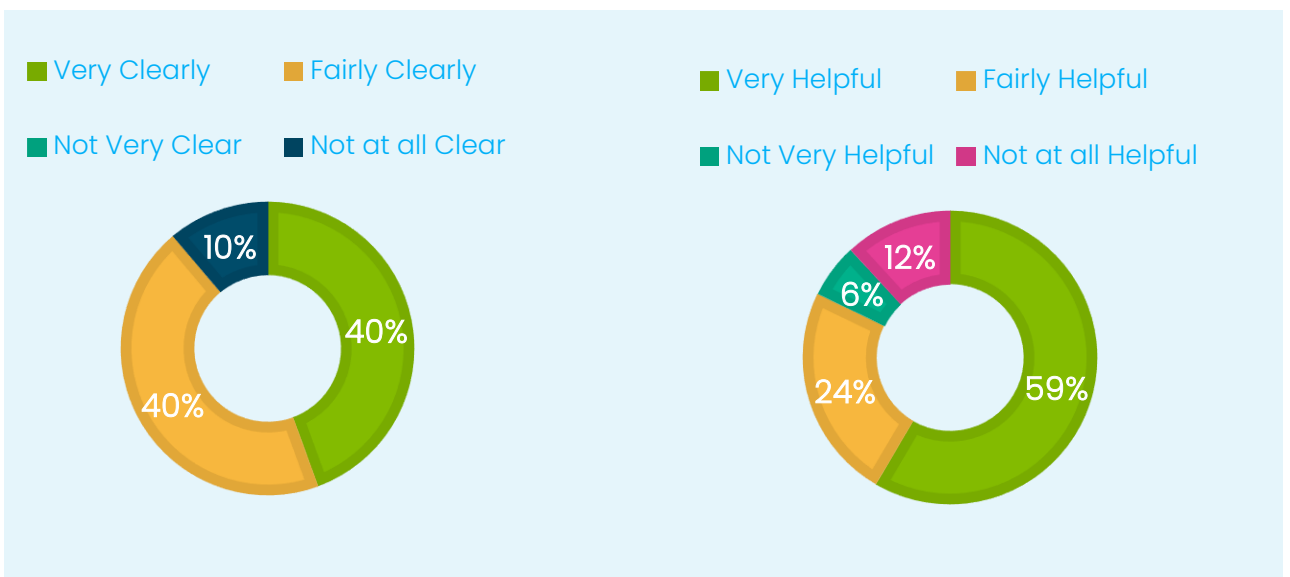
Q1) How did you find it registering with an NHS dentist? (within the last 12 months)

Q2) How do you find getting NHS appointments?

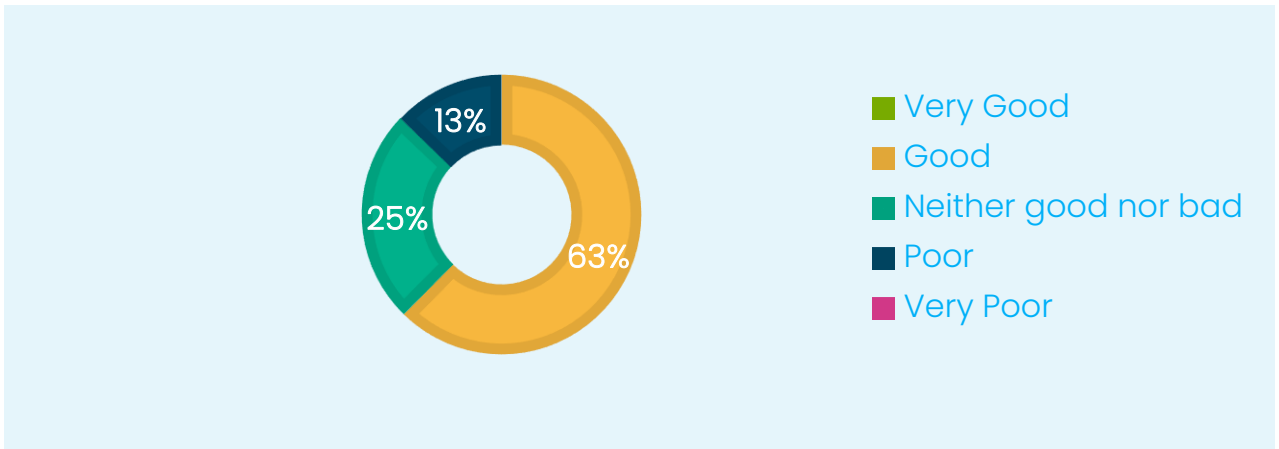


Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

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



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



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

What has worked well?



Registering with an NHS dentist

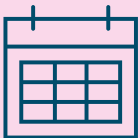
86% of reviews rated registering with an NHS dentist in the last 12 months as 'Good' or 'Very Good'.



Explanation of Treatment

83% of reviews rated the helpfulness of staff in explaining treatment as 'Fairly Helpful' or 'Very Helpful'.

What could be improved?



Getting an NHS appointment

24% of reviews rated the ability to get an NHS appointment with a dentist as 'Poor' or 'Very Poor'. Residents shared their frustration with the difficulty of getting a dental appointment and the long wait times for routine checkups.

Community Insights System – Dental Services

Below we have summarised the feedback of Dental services in Tower Hamlets collected through the Community Insights System (CIS) in Q3. The Community Insights System mostly gathers feedback from online sources such as social media, service provider websites, NHS Choices, and Google Reviews.

No. of Reviews	299 (total of 1342 themes applied)
Positive	94% (of the total no. themes applied)
Negative	6% (of the total no. themes applied)
Neutral	0% (of the total no. themes applied)

Overall, the feedback collected through the CIS seems to support the findings from the feedback collected through our face-to-face Patient Experience Programme. Patients mostly commented positively on different aspects of dental services with Waiting Lists and Administration being the biggest issues that patients mentioned.

Top 5 Positive Themes	Total count and % of positive reviews	Top 5 Negative Themes	Total count and % of negative reviews
Staff Attitude	385 (96%)	Staff Attitude	14 (4%)
Quality	257 (98%)	Support	8 (3%)
Support	225 (96%)	Waiting List	8 (29%)
User Involvement	155 (99%)	Advice & Information	6 (6%)
General Comments	40 (89%)	Administration	6 (60%)

Recommendations

Getting an NHS appointment

1. This is an issue experienced by people across England and therefore needs to be resolved on a national level. However, going forward we will continue to collect patient feedback on dental services in Tower Hamlets to monitor any local issues highlighted to us.

Experiences of 'Other' services



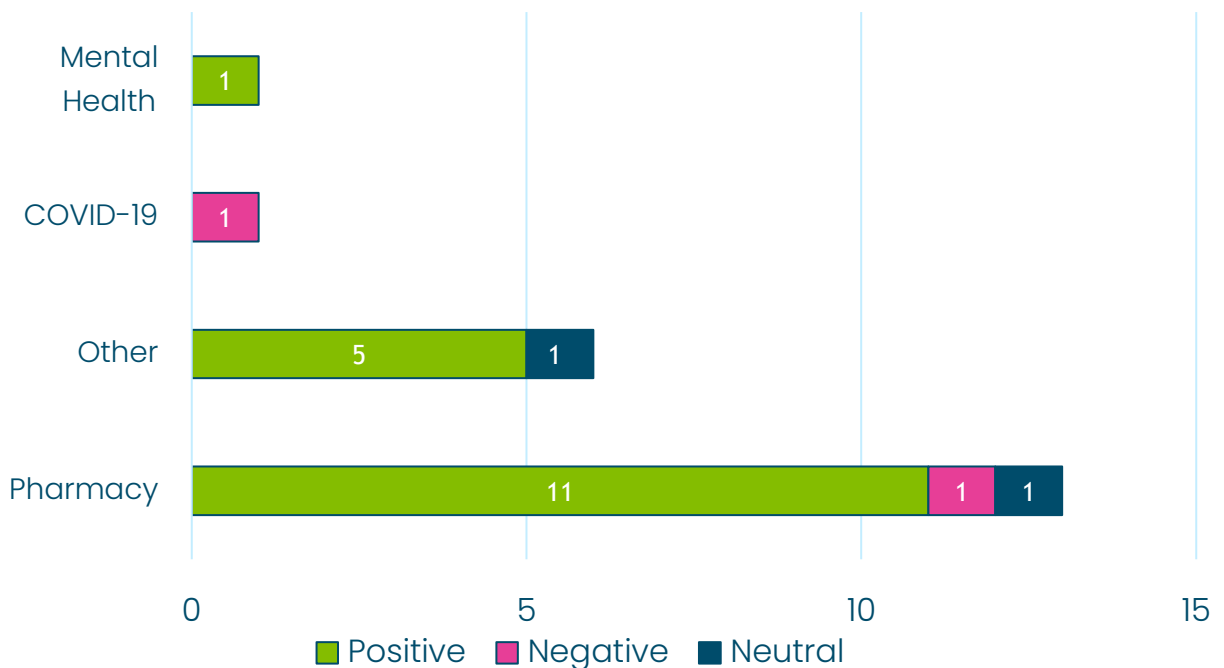
Experiences of 'Other' services

In addition to asking specifically about GPs, Hospitals and Dentists we also give the opportunity for people to share experiences about any other public health or care service asking them what is working well and what could be improved.

This section provides 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)

Service Type	No of Reviews	Percentage of positive reviews
Pharmacy	13	85%
Other	6	83%
Covid-19	1	0%
Mental Health	1	100%

Service Type by Sentiment



What has worked well?

Below is a list of the key positive aspects relating to 'Other' Tower Hamlets services between October and December 2023.



Pharmacy – Staff

80% of reviews that mentioned staff were positive. Residents found that pharmacists were helpful and efficient.



Pharmacy – Access

67% of reviews that mentioned access to pharmacy services were positive. Residents were pleased that they were able to easily access medication and other services at pharmacies.

What could be improved?

Below is a list of the key areas of improvement relating to 'Other' Tower Hamlets services between October and December 2023.



Pharmacy – Wait times

33% of reviews that related to access to pharmacy services were negative. Residents reported long wait times for medication.

Recommendations

Below is a list of recommendations about services in Tower Hamlets based on the findings in this section

Pharmacy – Wait Times

1. Inform patients when their medication is ready to be collected so they do not have to wait at the pharmacy.
2. Keep patients informed of any delays to their medication.

Appendix



Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	37%	85
Woman (including trans woman)	57%	130
Non- binary		
Other		
Prefer not to say		
Not provided	6%	14
Total	100%	229

Age	Percentage %	No of Reviews
Under 18	1%	2
18-24	8%	19
25-34	17%	38
35-44	15%	35
45-54	14%	33
55-64	14%	33
65-74	9%	21
75-84	4%	9
85+	4%	10
Prefer not to say		
Not provided	13%	29
Total	100%	229

Disability	Percentage %	No of Reviews
Yes	16%	36
No	69%	158
Prefer not to say	1%	2
Not provided	14%	33
Total	100%	229

Ethnicity	Percentage %	No of Reviews
Asian - Asian British	8%	18
Asian - Bangladeshi	21%	49
Asian - Chinese	1%	3
Asian - Indian	2%	4
Asian - Pakistani	0%	1
Asian - Any other Asian background	0%	1
Black - African	2%	5
Black - Black British	2%	4
Black - Caribbean	1%	2
Mixed - Asian and White	1%	2
Mixed - Black African and White	1%	3
Mixed - Black Caribbean and White	2%	4
Other - Arab	4%	9
Other - Any other ethnic group	0%	1
White - British	32%	74
White - Any other White background	4%	9
Prefer not to say		
Not provided	17%	40
Total	100%	229

Demographics

Long-term condition	Percentage %	No of Reviews
Yes	37%	84
No	47%	107
Prefer not to say	1%	3
Not provided	15%	35
Total	100%	229

Sexual Orientation	Percentage %	No of Reviews
Asexual		
Bisexual	2%	5
Gay Man	1%	2
Heterosexual/ Straight	73%	167
Lesbian / Gay woman		
Pansexual		
Prefer not to say	6%	13
Not provided	18%	42
Total	100%	229

Religion	Percentage %	No of Reviews
Buddhist	0%	1
Christian	27%	62
Hindu		
Jewish		
Muslim	37%	85
Sikh	0%	1
Spiritualism	0%	1
Agnostic		
No religion	14%	31
Prefer not to say	1%	3
Other religion	3%	7
Not provided	17%	38
Total	100%	229

Pregnancy	Percentage %	No of Reviews
Currently pregnant	3%	6
Currently breastfeeding		
Given birth in the last 26 weeks	1%	3
Prefer not to say	0%	1
Not relevant	74%	170
Not provided	19%	44
Total	100%	229

Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	0%	1
Not in employment & Unable to work	9%	21
Not in Employment/ not actively seeking work - retired	20%	45
Not in Employment (seeking work)	4%	10
Not in Employment (Student)	3%	6
On maternity leave	1%	2
Paid: 16 or more hours/week	40%	92
Paid: Less than 16 hours/week		
Prefer not to say	1%	3
Not provided	21%	49
Total	100%	229

Unpaid Carer	Percentage %	No of Reviews
Yes	7%	15
No	70%	161
Prefer not to say	1%	3
Not provided	22%	50
Total	100%	229

Area of the borough	Percentage %	No of Reviews
Bethnal Green ward	15%	34
Blackwall and Cubitt Town ward		
Bow East ward	9%	20
Bow West ward	0%	1
Bromley North ward		
Bromley South ward		
Canary Wharf ward	2%	4
Island Gardens ward		
Lansbury ward		
Limehouse ward	3%	6
Mile End ward	5%	11
Poplar ward	15%	35
Shadwell ward	3%	6
Spitalfields and Banglatown ward	1%	3
St Dunstan's ward		
St Katharine's and Wapping ward	7%	17
St Peter's ward		
Stepney Green ward	6%	13
Weavers ward		
Whitechapel ward	8%	18
Out of the Borough	2%	5
Not provided	24%	56
Total	100%	229



healthwatch

Tower Hamlets

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