

# Q1 Patient Experience Report

Healthwatch Tower Hamlets  
April – June 2024



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## Layout of the report

This report is broken down into three key sections:

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

The Quarterly snapshot highlights the number of reviews we have collected about local services in the last three months and how residents/patients rated their overall experiences.

GPs and Hospitals have dedicated sections as we ask specific questions about these services when carrying out engagement. They are the two services we receive the most feedback. Both sections highlight good practice, areas of improvement and recommendations, and compare feedback received through Healthwatch Tower Hamlets' face-to-face engagement with the online feedback collected by the Community Insights System (CIS).

Our local Healthwatch has representation across various meetings, Board and Committees across the borough where we share the findings of this report.

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.

# 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.

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## 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

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

**Between April and June 2024, we continued to develop our PEP by :**

- Updating our report design following feedback to further ensure its accessibility and ability to achieve impact

# Q1 Snapshot

This section provides a summary of the experiences we collected during April – June 2024 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)



## 926 reviews

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

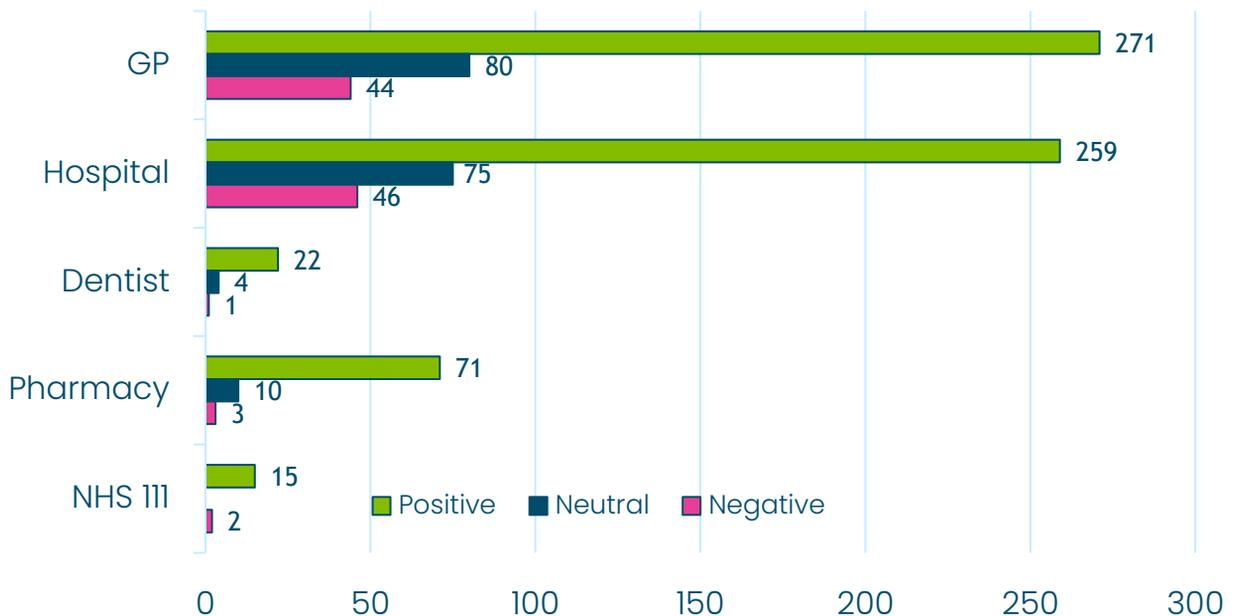
## 51 visits

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

Top 5 Service Types	No of Reviews	Percentage of positive reviews
GP	395	69%
Hospital	380	68%
Dentist	27	81%
Pharmacy	84	85%
NHS 111	17	88%

A full breakdown of totals for all services can be found in the appendix.

## Sentiment of Reviews



# Yearly Comparison

To judge 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 24)	Q2 (Jul-Sep 24)	Q3 (Oct-Dec 24)	Q4 (Jan-Mar 25)
GP	69% (271)			
Hospital	68% (259)			
Dentist	81% (22)			
Pharmacy	85% (71)			
NHS 111	88% (15)			
Ambulance	86% (12)			
Mental Health	0% (0)			
Community Health	100% (2)			
Optician	0% (0)			
Urgent Care	100% (1)			

### What does this tell us?

- Since Q4, there has been a small (5%) increase in the positive reviews for GP services.
- Hospital services have seen a 1% drop in positive reviews from last quarter.
- Although dental services have seen a significant (11%) increase in positive reviews, the number of reviews collected in Q1 was significantly less compared to Q4. (47 reviews collected in Q4.)
- Positive experiences of pharmacy services have slightly (4%) increased since Q4.

# Experiences of GP Practices



# What people told us about GP Practices

"Love my GP! Been here for 15 years and it's consistently good. Staff are always kind and effectively diagnose my issues"

"I spend at least an hour each week trying to get an appointment. But once I get through there is never any available. The practice shouldn't have merged."

"Everyone tells me they have issues with getting appointments. I must be lucky as that's not my experience. I can get an appointment within a week whenever I need to see a doctor."

"I think it's time to make a complaint. The receptionists are so rude and have so much power. Why do they get to decide whether I'm worthy of an appointment? Utterly ridiculous!"

"The new online consultation system is so much more convenient. I can now get an appointment during the day without having to take time off work."

"I thought the point of more appointments being available online meant that it would be easier to get appointments via this method. There's never any available within 2 weeks, so you end up having to call the practice anyway."

"I'm so pleased with my appointment today. Booked an appointment yesterday, only waited 5 minutes before being seen and now I have a prescription to pick up which hopefully addresses my pain."

"I used to be able to see the same doctor every time I went to my GP. I felt like they knew me and my situation. Now I have no choice but to see whichever GP is available at the time."

## Summary Findings – What has worked well?

Below is a list of the key positive aspects relating to GP practices between April and June 2024



### Quality of treatment

92% of reviews that covered quality of treatment were positive. Residents were happy with the treatment and care they received from their GP practice and some described it as thorough.



### Quality of Health Professionals

84% of reviews that covered the quality of health professionals were positive. Residents highlighted their happiness with the health professionals at their GP practice saying they are friendly and listen to patients.



### Staff attitudes

77% of reviews that covered staff attitudes were positive. Residents found staff at their GP practice friendly and helpful, and mentioned that 'staff do their best'.

## Summary Findings – What could be improved?

Below is a list of the key areas for improvement relating to GP practices between April and June 2024



### Getting through on the telephone

85% of reviews that covered getting through on the telephone were negative. Residents shared their frustrations at being with long wait times when trying to phone their GP practice.



### Appointment Availability

73% of reviews that covered appointment availability were negative. Residents reported having difficulties getting an appointment with their GP practice, in particular face-to-face appointments, and being told to contact their GP practice another day for an appointment because there are no appointments left.



### Online Consultation (App/Form)

61% of reviews that covered online consultations were negative. Residents were being asked to use e-consult to book an appointment, however, some people found it difficult to use and instead would have preferred to book in person or over the telephone.

## Summary Findings – Recommendations

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

### Improving access

Designing and organising patient education campaigns and sessions to improve awareness of other services that can be accessed locally to help with the 8am rush and free up appointments for those who need to be seen by a GP. These could include things like:

1. Creating awareness campaigns of other health services tailored to target local communities, in particular people who are more likely to phone in to book an appointment rather than use an e-consult. For example, getting help from a local pharmacy for minor illnesses.
2. Organising information sessions in different languages with patients at their local GP practices.
3. Organising training sessions on using the e-consult at local libraries and providing these sessions in different languages.
4. Partnering with community and voluntary organisations to co-deliver these sessions.

### Improving phone lines

1. Introducing a call-back system would enable patients to have someone call them back rather than having to wait a long time on the phone for someone to answer their call.

# GP Services – Full findings

No. of Reviews	395 (relating to 29 GP practices)
Positive	69%
Negative	11%
Neutral	20%



## 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:

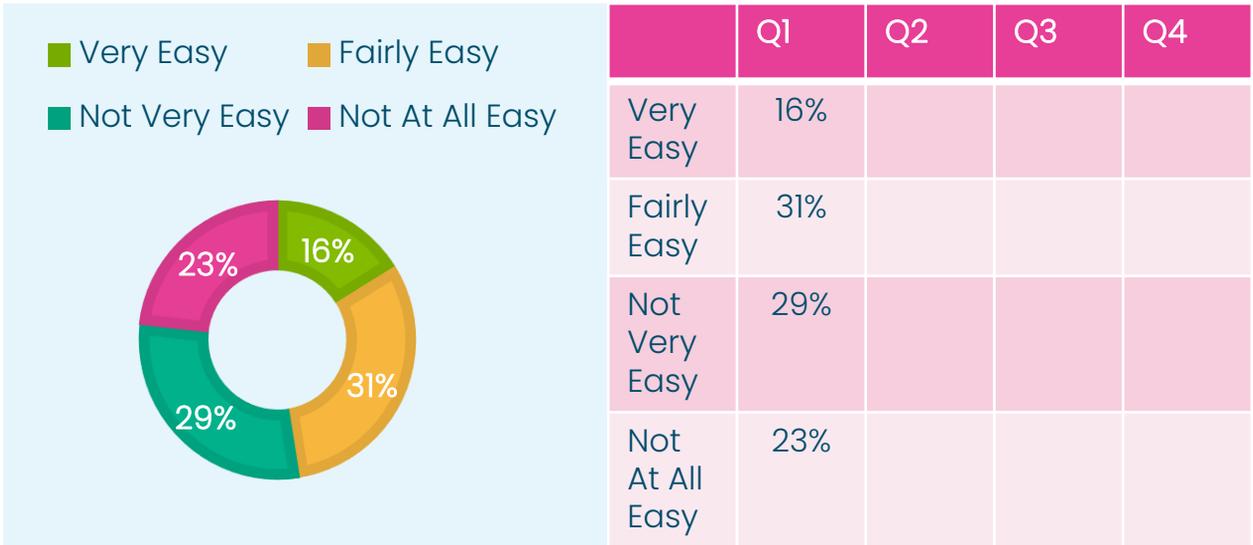
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the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

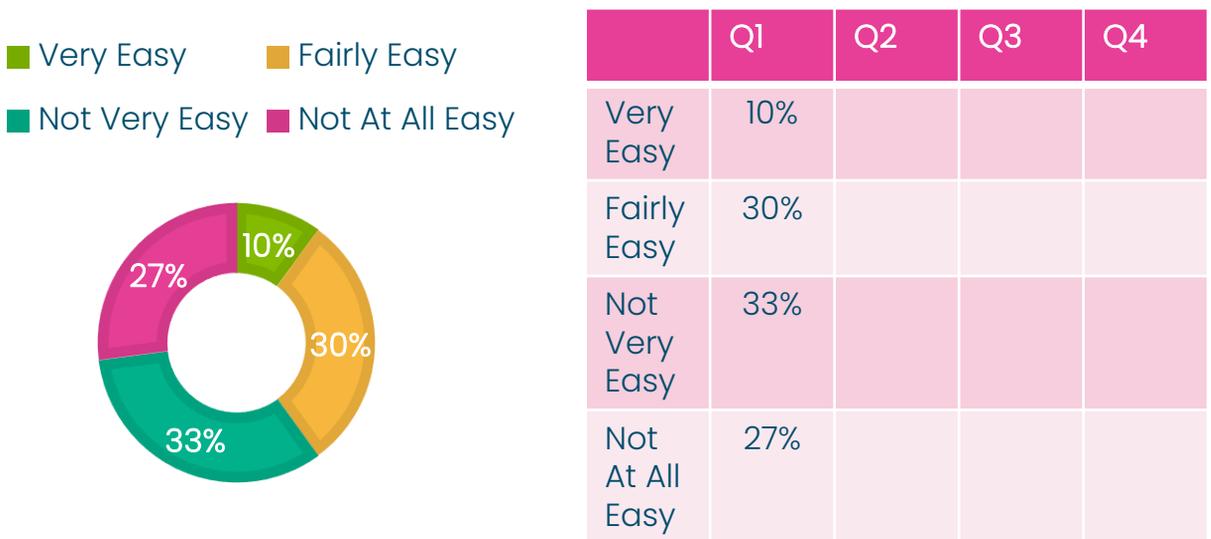
Participants were asked to choose between 1-5\* (Very Poor – Very Good)

# Access and Quality Questions

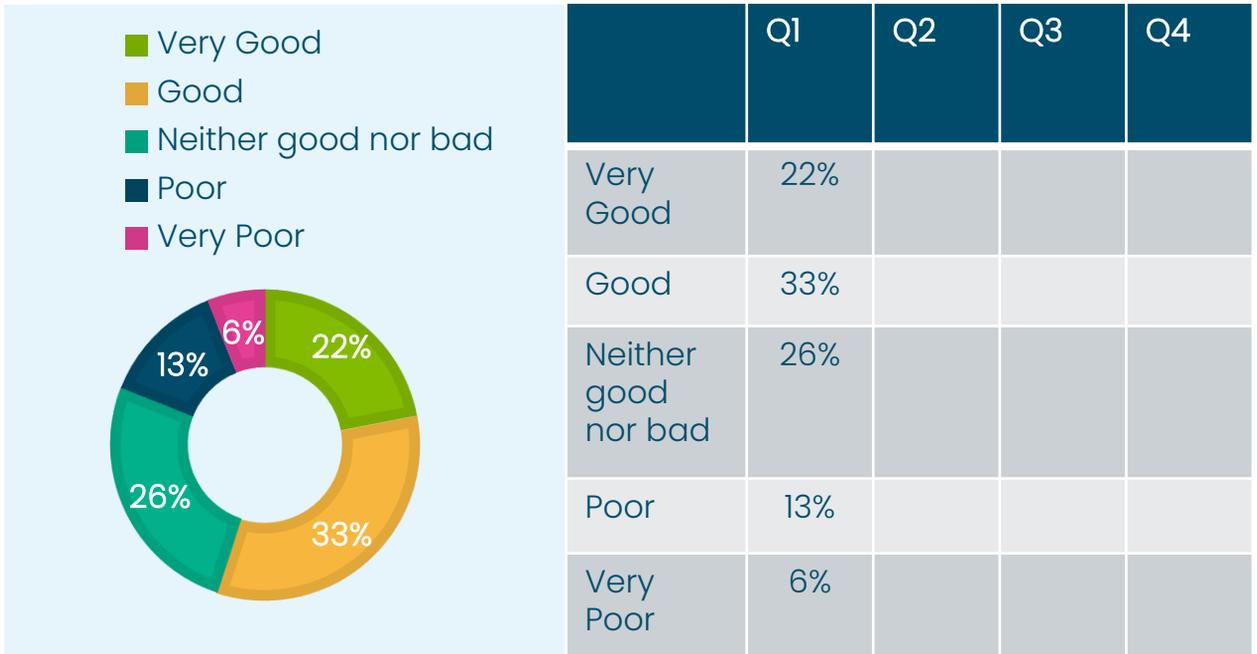
## Q1) How do you find getting an appointment?



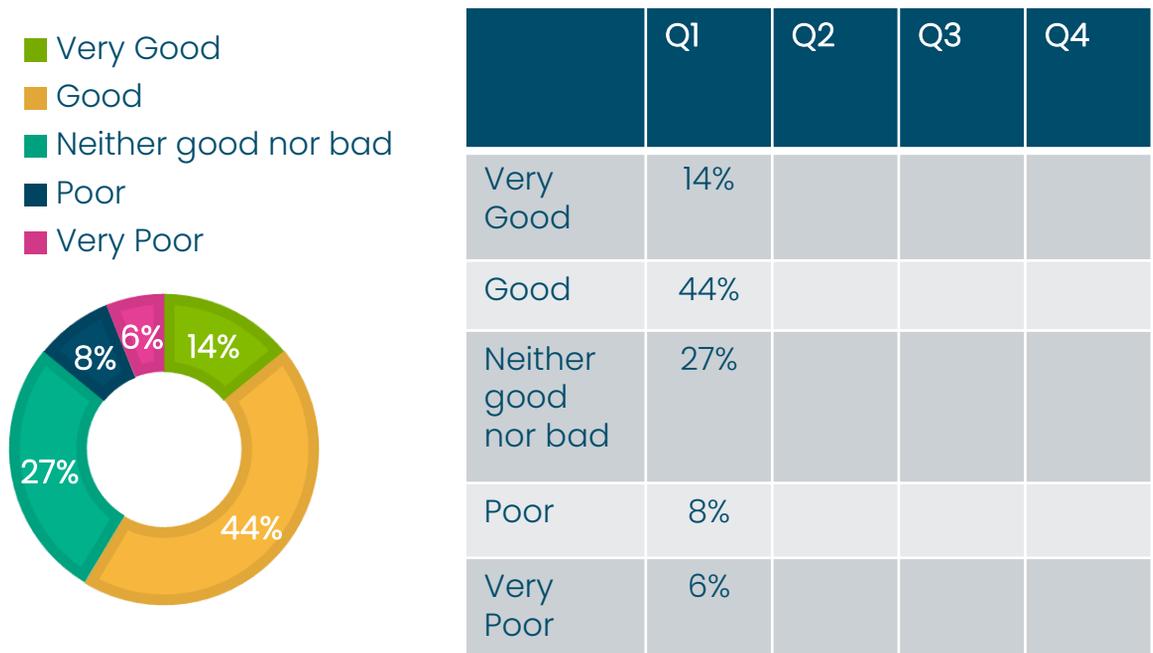
## Q2) How do you find getting through to someone at your GP practice on the phone?



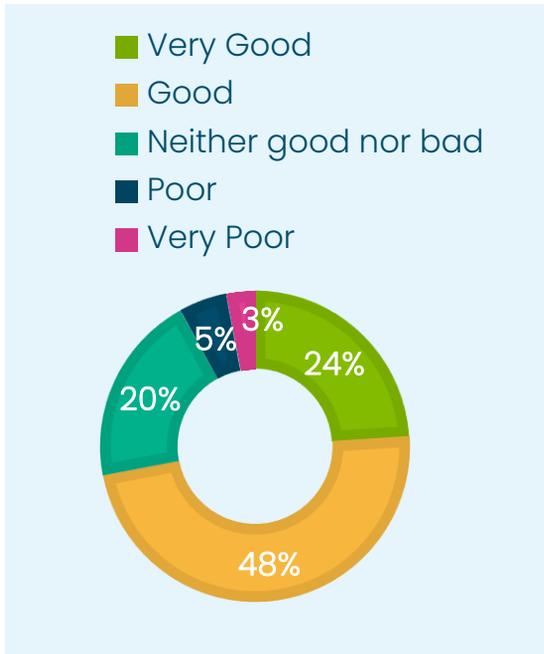
### Q3) How do you find the quality of online consultations?



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

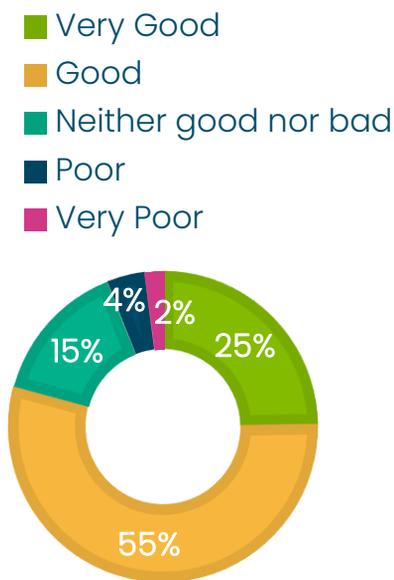


**Q5) How did you find the attitudes of staff at the service?**



	Q1	Q2	Q3	Q4
Very Good	24%			
Good	48%			
Neither good nor bad	20%			
Poor	5%			
Very Poor	3%			

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



	Q1	Q2	Q3	Q4
Very Good	25%			
Good	55%			
Neither good nor bad	15%			
Poor	4%			
Very Poor	2%			

## Thematic analysis

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

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. The table below shows the top 10 themes mentioned by patients between April and June 2024 based on the free text responses received. This tells us which areas of the service are most important to patients.

We have broken down each theme by positive, neutral and negative sentiment. Percentages have been included alongside the totals.

Top 10 Themes	Positive	Neutral	Negative	Total
Appointment Availability	30 (22%)	6 (4%)	99 (73%)	135
Getting through on the phone	13 (13%)	2 (2%)	83 (85%)	98
Quality of Treatment	87 (92%)	5 (5%)	3 (3%)	95
Quality of Telephone Consultation	45 (57%)	12 (15%)	22 (28%)	79
Staff Attitudes	60 (77%)	5 (6%)	13 (17%)	78
Booking Appointments Online	33 (56%)	2 (3%)	24 (41%)	59
Online Consultation (app/form)	17 (33%)	3 (6%)	32 (61%)	52
Quality of Health Professionals	41 (84%)	2 (4%)	6 (12%)	49
Convenience/Distance to Travel	44 (100%)	0	0	44
Experience of Treatment	19 (51%)	2 (5%)	16 (44%)	37

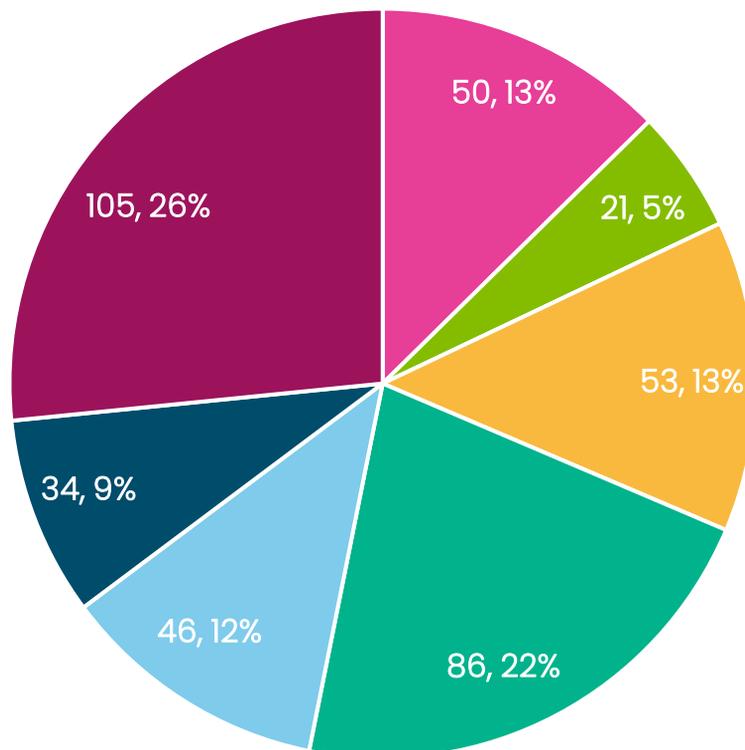
## Primary Care Networks

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 PCN'S 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 April and June 2024, the services which received the most reviews were PCN 6 and 9. Compared to last quarter, the number of reviews for PCN 9 increased significantly (from 59 reviews in Q4).

Total Reviews per PCN (number, %)



■ PCN 1 ■ PCN 2 ■ PCN 5 ■ PCN 6 ■ PCN 7 ■ PCN 8 ■ PCN 9

## PCN Access and Quality Questions

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

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

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

Positive ■ Neutral ■ Negative ■

PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	Getting an appointment	Getting through on the phone	Quality of Online Consultation	Quality of Telephone Consultation	Attitude of Staff	Quality of Treatment and Care
<b>PCN1</b> No of reviews: 50	1.9	1.7	3.8	3.9	3.7	4.0
<b>PCN 2</b> No of reviews: 21	2.3	2.1	3.3	3.5	3.7	4.1
<b>PCN 5</b> No of reviews: 53	2.3	2.2	3.3	3.1	3.6	3.8
<b>PCN 6</b> No of reviews: 86	2.6	2.3	3.7	3.5	4.0	3.9
<b>PCN 7</b> No of reviews: 46	2.6	2.6	3.5	3.5	3.6	3.8
<b>PCN 8</b> No of reviews: 34	2.7	2.4	3.2	3.5	4.1	4.0
<b>PCN 9</b> No of reviews: 105	2.4	2.2	3.5	3.6	4.0	4.1

## PCN Themes

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

Primary Care Network	Overall star rating	Top 3 Positive Issues	Top 3 Negative Issues
PCN 1 No of reviews: 50	3.7	1. Quality of Staff – health professionals	1. Appointment availability
		2. Staff Attitudes	2. Getting through on the telephone
		3. Staff attitudes – health professionals	3. Quality of Staff – health professionals
PCN 2 No of reviews: 21	3.6	1. Quality of Staff – health professionals / Quality of treatment	1. Appointment availability
		2. Staff Attitudes	2. Getting through on the telephone
		3. Appointment availability/Quality of appointment – telephone consultation	3. Staff Attitudes
PCN 5 No of reviews: 53	3.6	1. Quality of Staff – health professionals	1. Appointment availability
		2. Convenience/ Distance to travel	2. Getting through on the telephone
		3. Quality of treatment	3. Online consultation
PCN 6 No of reviews: 86	3.6	1. Quality of treatment	1. Getting through on the telephone
		2. Staff Attitudes	2. Lack of access
		3. Appointment availability	3. Communication with patients (treatment explanation, verbal advice)
PCN 7 No of reviews: 46	3.7	1. Convenience/ Distance to travel	1. Appointment availability
		2. Quality of treatment	2. Getting through on the telephone
		3. Quality of appointment – telephone consultation/ Professionalism	3. Patient Choice/ Remote appointments and digital services – Digital Skills

## PCN Themes

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

Primary Care Network	Overall star rating	Top 3 Positive Issues	Top 3 Negative Issues
PCN 8 No of reviews: 34	4.0	1. Convenience/ Distance to travel	1. Quality of appointment – telephone consultation
		2. Staff Attitudes/ Professionalism	2. Appointment availability
		3. Quality of treatment	3. Booking appointments – online
PCN 9 No of reviews: 105	3.9	1. Quality of treatment	1. Appointment availability
		2. Staff Attitudes	2. Getting through on the telephone
		3. Quality of appointment – telephone consultation	3. Online consultation

## 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.

### Positive Issues

Q1	Q2	Q3	Q4
Quality of treatment			
Staff Attitudes			
Quality of appointment – telephone consultation			
Convenience/Distance to travel			
Quality of Staff – health professionals			

### Negative issues

Q1	Q2	Q3	Q4
Appointment availability			
Getting through on the telephone			
Online consultation (app/form)			
Booking appointments – online			
Waiting Times (punctuality and queueing on arrival)			

## 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 reported a better experience of GP services compared to women. 76% of men rated their experiences 4\* or higher compared to 69% of women



### Age

Patients aged 18-24 were most likely to have had a positive experience with GP services with 79% rating their overall experience as 'Good' or 'Very Good'.

Patients aged 55-64 were most likely to rate their experience as negative with 16% rating their experience as 'Poor' or 'Very Poor'.



### Ethnicity

80% of White British residents who shared reviews considered their last experience with a GP to be either 'Good' or 'Very Good'.

In comparison, 68% of residents from Bangladeshi backgrounds rated their experience as 'Good' or 'Very Good'.



### Disability

72% of residents with a disability reported a positive experience with GP services compared to 70% of people with no disabilities.

However, residents with disabilities were more likely to have had a negative experience with 16% rating it as 'Poor' or 'Very Poor' compared to 8% of residents with no disabilities.

# Community Insights System – GP Practices

Below we have summarised the feedback of GP services in Tower Hamlets collected through the Community Insights System (CIS) in Q1. The Community Insights System mostly gathers feedback from online sources such as social media, service provider websites, NHS Choices, and Google Reviews.

<b>No. of Reviews</b>	<b>250</b> (total of 1097 themes applied)
Positive	43% (of the total no. themes applied)
Negative	55% (of the total no. themes applied)
Neutral	1% (of the total no. themes applied)

Overall, the feedback collected through the CIS supports the findings from the feedback collected through our face-to-face Patient Experience Programme. Patients mostly commented positively on User Involvement and Quality of Treatment, however, feedback on Staff Attitude was mixed. Booking and Waiting List were the themes that received the largest proportions of negative feedback.

Top 5 Positive Themes	Total count and % of positive reviews	Top 5 Negative Themes	Total count and % of negative reviews
Staff Attitude	119 (51%)	Staff Attitude	108 (47%)
Support	91 (49%)	Booking	89 (83%)
Quality	86 (67%)	Support	88 (48%)
User Involvement	50 (68%)	Waiting List	78 (81%)
Advice/Information	34 (54%)	Quality	37 (29%)

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# Experiences of Hospital Services



# What people told us about Hospitals

"Doctors are fantastic - the system is well-coordinated and they are very knowledgeable."

"The whole process was well run and appointments were easy and ran on time. Staff were very good throughout pregnancy. I cannot fault the treatment I received."

"I had open heart surgery and the treatment and care in ICU was excellent. The staff were wonderful and the surgeon brilliant."

"I have lots of health conditions and use three departments at the hospital and all are good. The care I receive is good as is treatment. It is near where I live and the staff are all friendly."

"It took a long time for referral. I am still waiting for medication for seizures prescribed in May. There is a distinct lack of communication between departments and services. My appointment was rescheduled four times due to cancellation. It was very stressful."

"Waiting facilities for injured/ Special needs aren't present. Coordination between services could be better."

"Some services don't communicate with one another. Explanation about the procedure hasn't been great."

"There were some new mothers who struggled with language and this led to confusion as they did not understand what they were being asked. Access to interpreter would be useful."

## Summary findings - What has worked well?

Below is a list of the key positive aspects relating to hospitals between April and June 2024



### Staff Attitudes

84% of reviews that covered staff attitudes were positive. Residents found that the staff were friendly and helpful, made them feel comfortable, and explained things to them clearly.



### Quality of Treatment

87% of reviews that mentioned the quality of treatment were positive. Residents reported that their treatment was good and appropriate for their condition.



### Quality of Staff - health professionals

97% of reviews that covered the quality of health professionals were positive. Residents reported that medical staff including midwives, consultants, and physiotherapists were excellent, kind and caring.

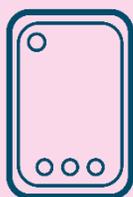
## Summary Findings - What could be improved?

Below is a list of the key areas for improvement relating to hospitals between April and June 2024.



### Waiting times

84% of reviews that covered waiting times for appointments/waiting lists were negative. Residents found that the referral times and waiting times at the hospital were too long and should be reduced.



### Appointment Availability

89% of reviews that mentioned appointment availability were negative. Residents reported experiencing cancellations and waiting for their appointment for more than a year.



### Communication between services

91% of reviews that mentioned communication between services were negative in sentiment. Residents commented that the communication between the hospital and the GP should be improved with direct communication between these services.

## Summary Findings – Recommendations

Below is a list of recommendations for hospitals in Tower Hamlets based on the key issues residents/patients told us about over the last three months

### **Waiting times**

1. Clear and realistic information should be provided on waiting times at different departments, with regular updates regarding delays to help inform patients.
2. Refreshments such as water dispensers and vending machines should be provided and access to Wi-Fi where possible.

### **Appointment Availability**

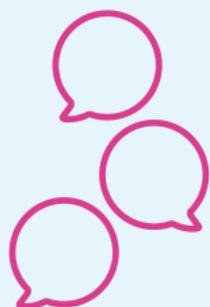
1. Cancellation of appointments should be minimised by reviewing and planning the capacity of each department to ensure that appointments are not booked over the capacity.

### **Communication between Services**

1. Investigate the main causes of issues with communication between hospitals and GPs and implement solutions such as training and improvements in processes to avoid patients being affected by this.

# Hospital Services – Full Findings

No. of Reviews	380 (relating to 7 hospitals)
Positive	68%
Negative	11%
Neutral	20%



## 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?

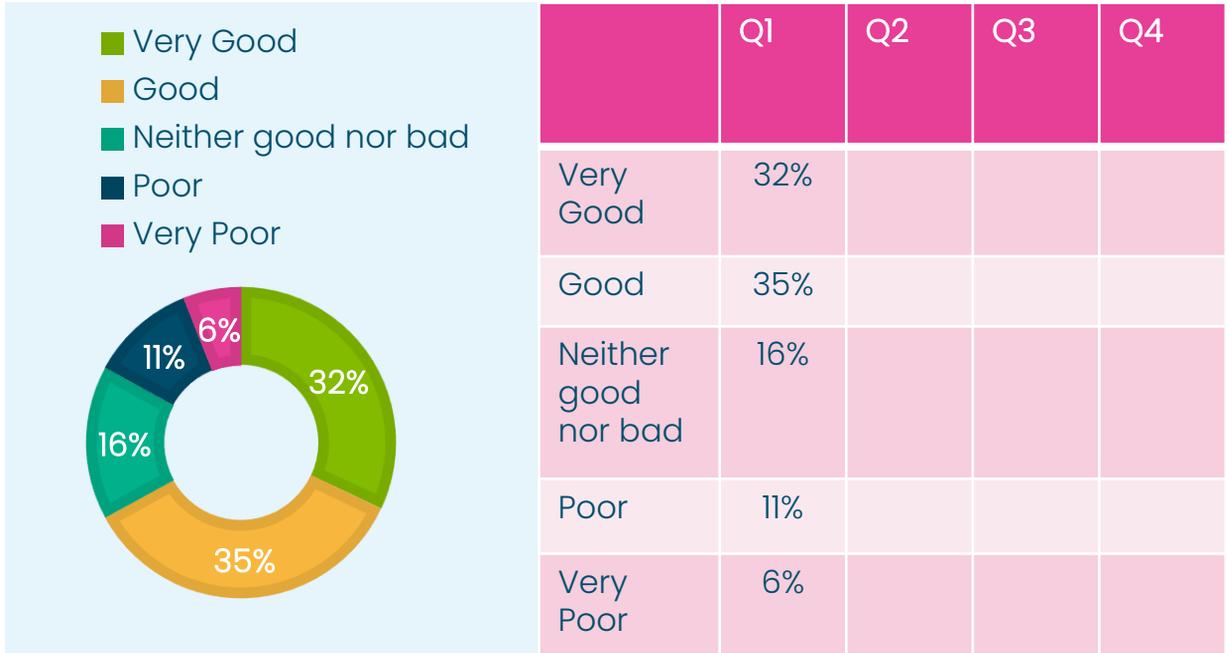
Q5) How do you think the communication is between your hospital and GP practice?

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

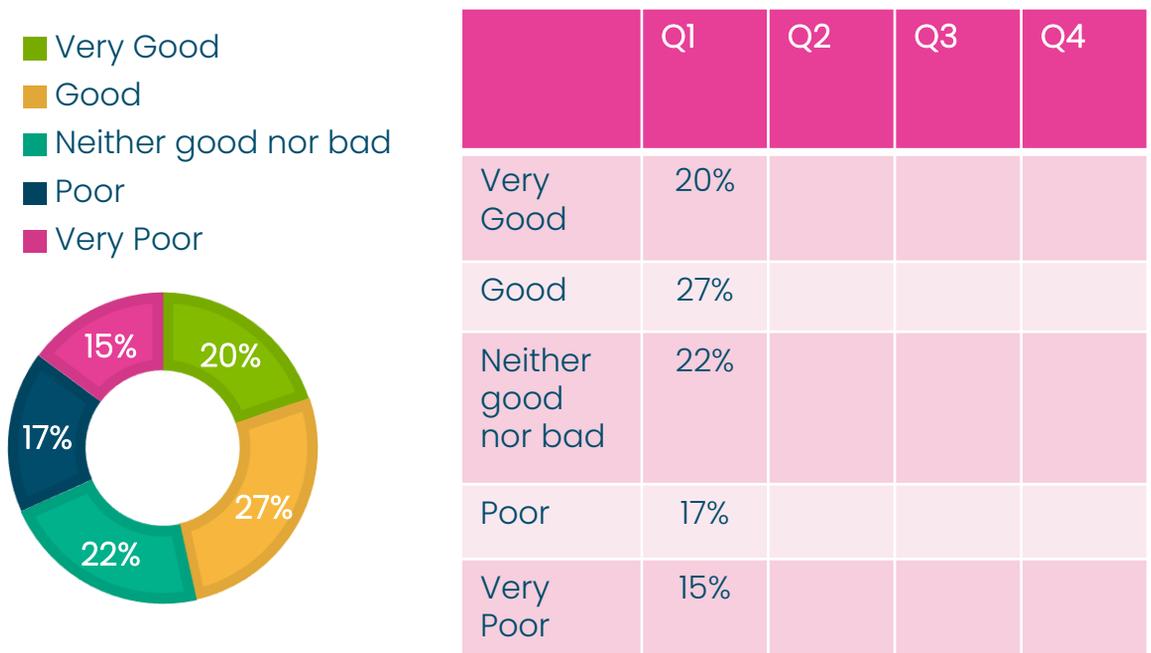
Participants were asked to choose between 1-5\* (Very Poor – Very Good) for all questions.

# Access and Quality Questions

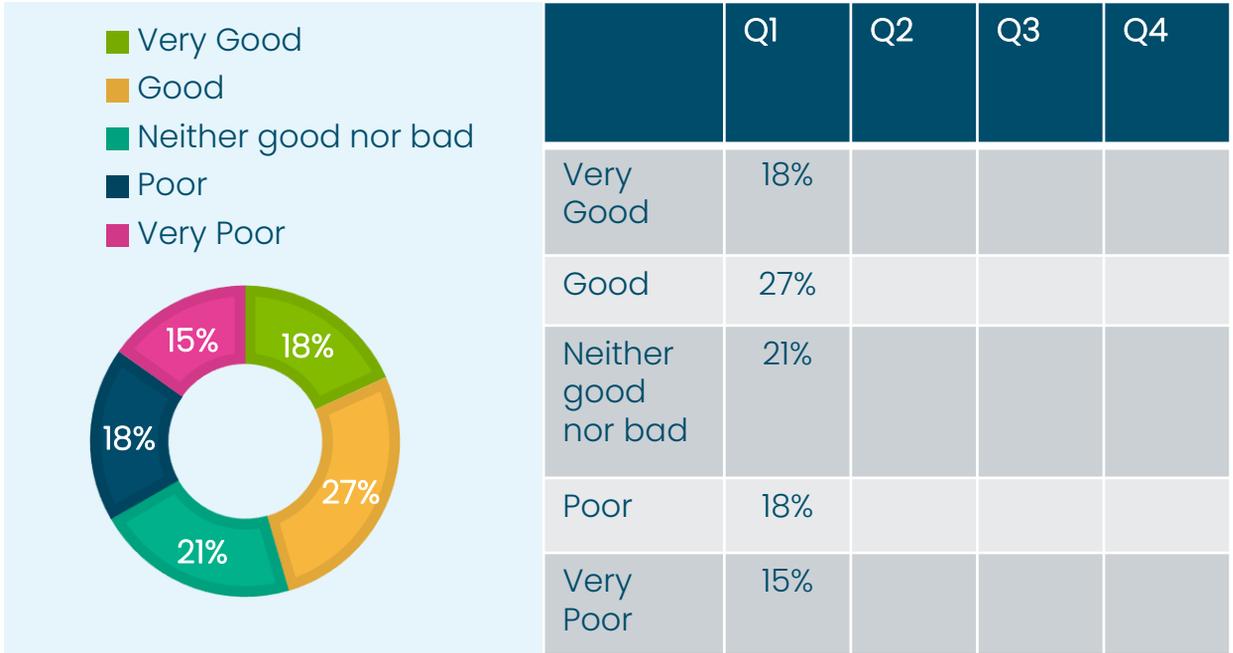
Q1) How did you find getting a referral/appointment at the hospital?



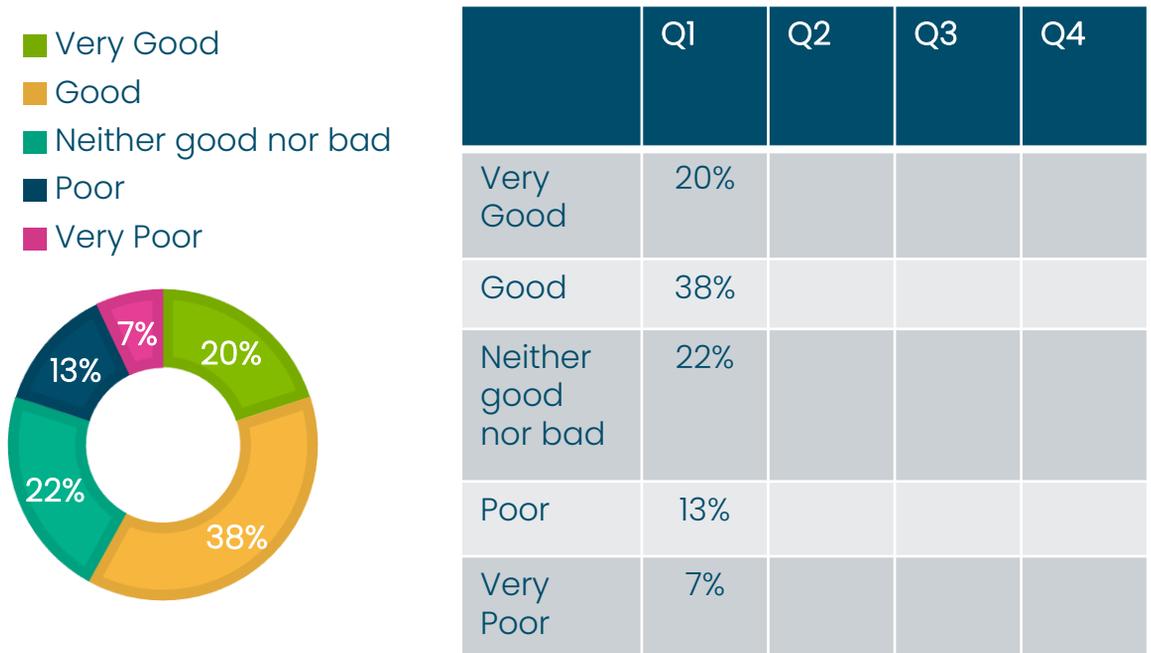
Q2) How do you find getting through to someone on the phone?



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



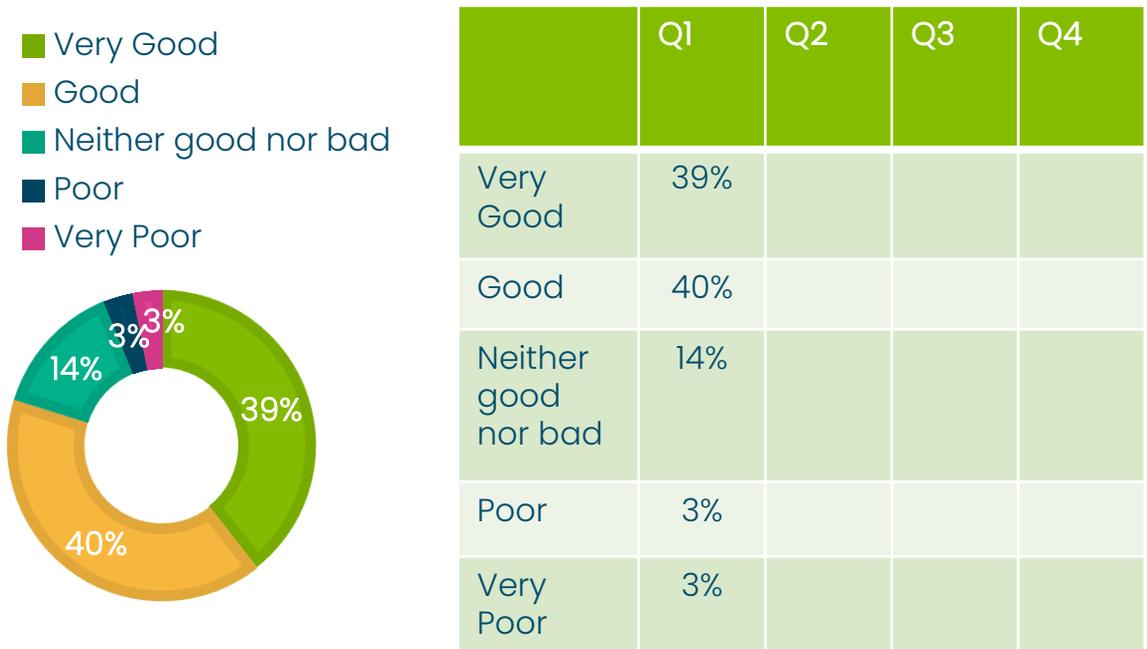
### Q4) How do you think the communication is between your hospital and GP practice?



### 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 10 themes mentioned by patients between April and June 2024 based on the free text responses received. This tells us which areas of the service are most important to patients.

We have broken down each theme by positive, neutral and negative sentiment. Percentages have been included alongside the totals.

Top 10 Themes	Positive	Neutral	Negative	Total
Waiting Times (punctuality and queueing on arrival)	15 (13%)	3 (3%)	95 (84%)	113
Staff Attitudes	57 (84%)	3 (4%)	8 (12%)	68
Appointment availability	5 (11%)	0 (0%)	42 (89%)	47
Quality of treatment	33 (87%)	3 (8%)	2 (5%)	38
Quality of Staff - health professionals	34 (97%)	0 (0%)	1 (3%)	35
Experience of Treatment	20 (59%)	2 (6%)	12 (35%)	34
Professionalism	29 (88%)	1 (3%)	3 (9%)	33
Cleanliness, Hygiene and Infection control	24 (83%)	1 (3%)	4 (14%)	29
Communication between services	2 (9%)	0 (0%)	21 (91%)	23
Communication with patients (treatment explanation, verbal advice)	8 (40%)	0 (0%)	12 (60%)	20

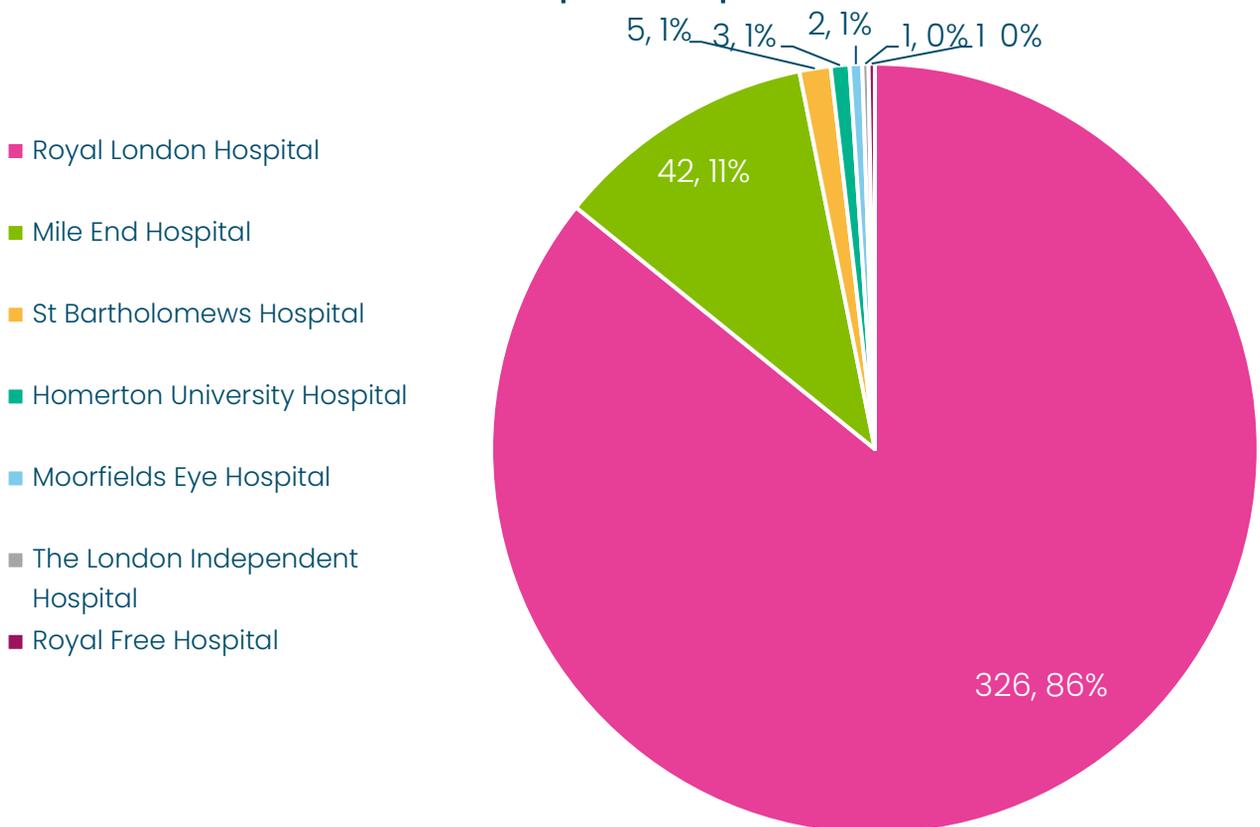
## Hospital Trusts

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:

Hospital	Hospital Trust
Royal London Hospital	Barts Health NHS Trust
Mile End Hospital	
St. Bartholomew's Hospital	
Homerton University Hospital	Homerton Healthcare NHS Foundation Trust
Moorfields Eye Hospital	Moorfields Eye Hospital NHS Foundation Trust
The London Independent Hospital	Circle Health Group Ltd
Royal Free Hospital	Royal Free London NHS Foundation Trust

Between April and June, the services which received the most reviews were the Royal London Hospital and Mile End Hospital. These are the two hospitals we receive the most reviews each quarter.

### Total Reviews per Hospital



In order to understand the variance of experience across the hospitals we have compared the ratings given for access and quality covered in the previous section. Please note that each question has been rated out of 5 (1 – 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 Communica- tion between GP and Hospital	Of Staff attitudes	Of Treatment and Care
<b>Royal London Hospital</b> No of reviews: 326	3.6	3.1	3.0	3.4	4.0	4.1
<b>Mile End Hospital</b> No of reviews: 42	4.3	4.1	4.1	3.8	4.4	4.4

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

Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
<b>Royal London Hospital</b> No of reviews: 326	3.7	1. Staff attitudes	1. Waiting Times (punctuality and queueing on arrival)
		2. Quality of Staff – health professionals	2. Appointment availability
		3. Quality of Care/Treatment	3. Communication between services
<b>Mile End Hospital</b> No of reviews: 42	4.2	1. Staff Attitudes	1. Appointment availability
		2. Service co-ordination	2. Booking appointments – online
		3. Quality of Treatment and Care – Experience	3. Waiting Times (punctuality and queueing 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.

### Positive Issues

Q1	Q2	Q3	Q4
Staff Attitudes			
Quality of Staff - health professionals			
Quality of treatment			
Professionalism			
Cleanliness, Hygiene and Infection control			

### Negative issues

Q1	Q2	Q3	Q4
Waiting Times (punctuality and queueing on arrival)			
Appointment availability			
Communication between services			
Getting through on the telephone			
Experience 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.



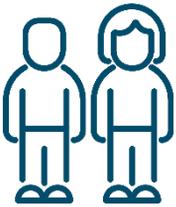
### Gender

During the last three months, men reported a better experience with hospital services with 71% rating their experience as positive compared to 68% of women.



### Age

Patients aged 65–74 were most likely to rate their experience as positive while patients aged 18–24 and 75–84 were most likely to rate their experience as negative.



### Ethnicity

74% of patients from White British backgrounds rated their overall experience with hospital services as positive compared to 63% of patients from Bangladeshi backgrounds.



### Disability and Long-Term Conditions

Patients with no disabilities were more likely to rate their overall experience as positive than patients with disabilities (70% compared to 66%).

Patients with no long-term conditions were more likely to rate their experience as positive than patients with long-term conditions (72% compared to 66%).

# 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 Q1. The Community Insights System mostly gathers feedback from online sources such as social media, service provider websites, NHS Choices, and Google Reviews.

<b>No. of Reviews</b>	<b>68</b> (total of 304 themes applied)
Positive	48% (of the total no. themes applied)
Negative	52% (of the total no. themes applied)
Neutral	1% (of the total no. themes applied)

The feedback collected through the CIS slightly differs from the feedback collected through our face-to-face Patient Experience Programme. Patients mostly commented positively on Staff Attitudes, Support, and Quality. However, Advice/Information, User Involvement, and Quality received the largest proportions of negative feedback, while Waiting Times was not in the Top 5 themes.

Top 5 Positive Themes	Total count and % of positive reviews	Top 5 Negative Themes	Total count and % of negative reviews
Staff Attitude	32 (63%)	Quality	21 (40%)
Quality	31 (60%)	Staff Attitude	19 (37%)
Support	30 (64%)	Support	17 (36%)
User Involvement	18 (56%)	Advice/Information	16 (67%)
Advice/Information	8 (33%)	User Involvement	14 (44%)

# Appendix



## No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	271 (69%)	80 (20%)	44 (11%)	395
Hospital	259 (67%)	75 (21%)	46 (12%)	380
Pharmacy	71 (83%)	10 (13%)	3 (4%)	84
Dentist	22 (82%)	4 (14%)	1 (5%)	27
NHS 111	15 (88%)	0 (0%)	2 (12%)	17
Ambulance	12 (85%)	0 (0%)	2 (15%)	14
Mental Health	0 (0%)	1 (25%)	3 (75%)	4
Community Health	2 (100%)	0 (0%)	0 (0%)	2
Optician	0 (0%)	0 (0%)	1 (100%)	1
Urgent Care	1 (100%)	0 (0%)	0 (0%)	1
<b>Overall Total</b>	<b>654</b>	<b>170</b>	<b>102</b>	<b>926</b>

# Demographics

Gender	Percentage %	No of Reviews
Man(including trans man)	23%	217
Woman (including trans woman)	64%	595
Non- binary	0%	4
Other	0%	3
Prefer not to say		
Not provided	12%	107
<b>Total</b>	<b>100%</b>	<b>926</b>

	Percentage %	No of Reviews
White British	25%	233
Irish	2%	14
Gypsy or Irish Traveller		
Roma	0%	3
Any other White background	4%	39
Bangladeshi	33%	302
Chinese	1%	8
Indian	2%	22
Pakistani	2%	14
Any other Asian/ Asian British Background	7%	65
African	2%	16
Caribbean	0%	3
Any other Black / Black British background	2%	15
Asian and White	1%	5
Black African and White	0%	1
Black Caribbean and White		
Any other Mixed / Multiple ethnic backgrounds	1%	8
Arab	0%	3
Any other ethnic group	1%	10
Not provided	18%	165
<b>Total</b>	<b>100%</b>	<b>926</b>

Age	Percentage %	No of Reviews
Under 18	1%	7
18-24	5%	47
25-34	18%	163
35-44	18%	167
45-54	16%	152
55-64	14%	134
65-74	8%	77
75-84	7%	61
85+	1%	10
Prefer not to say	0%	1
Not provided	12%	107
<b>Total</b>	<b>100%</b>	<b>926</b>

Disability	Percentage %	No of Reviews
Yes	18%	164
No	69%	636
Prefer not to say	1%	6
Not provided	13%	120
<b>Total</b>	<b>100%</b>	<b>926</b>

# Demographics

Long-term condition	Percentage %	No of Reviews
Yes	41%	383
No	44%	405
Prefer not to say	1%	10
Not provided	14%	128
<b>Total</b>	<b>100%</b>	<b>926</b>

Religion	Percentage %	No of Reviews
Buddhist	0%	4
Christian	22%	204
Hindu	2%	14
Jewish	0%	2
Muslim	43%	394
Sikh	1%	8
Spiritualism	1%	9
Other religion		
No religion	17%	153
Prefer not to say	2%	23
Not provided	12%	115
<b>Total</b>	<b>100%</b>	<b>926</b>

Sexual Orientation	Percentage %	No of Reviews
Asexual		
Bisexual	1%	12
Gay Man		
Heterosexual/ Straight	83%	768
Lesbian / Gay woman	0%	3
Pansexual	0%	1
Prefer not to say	2%	20
Not provided	13%	122
<b>Total</b>	<b>100%</b>	<b>926</b>

Pregnancy	Percentage %	No of Reviews
Currently pregnant	4%	34
Currently breastfeeding	1%	9
Given birth in the last 26 weeks	2%	17
No	45%	418
Prefer not to say		
Not relevant	30%	281
Not provided	18%	167
<b>Total</b>	<b>100%</b>	<b>926</b>

# Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	1%	5
Not in employment & Unable to work	15%	140
Not in Employment/ not actively seeking work - retired	22%	207
Not in Employment (seeking work)	3%	32
Not in Employment (Student)	2%	14
Paid: 16 or more hours/week	33%	303
Paid: Less than 16 hours/week	4%	41
On maternity leave	2%	17
Prefer not to say	2%	22
Not provided	16%	145
<b>Total</b>	<b>100%</b>	<b>926</b>

Unpaid Carer	Percentage %	No of Reviews
Yes	10%	97
No	72%	665
Prefer not to say	1%	9
Not provided	17%	155
<b>Total</b>	<b>100%</b>	<b>926</b>

Area of the borough	Percentage %	No of Reviews
Bethnal Green ward	9%	83
Blackwall and Cubitt Town ward	0%	3
Bow East ward	14%	128
Bow West ward	2%	15
Bromley North ward	0%	3
Bromley South ward	1%	7
Canary Wharf ward	4%	37
Island Gardens ward	3%	26
Lansbury ward	0%	4
Limehouse ward	4%	39
Mile End ward	5%	44
Poplar ward	8%	76
Shadwell ward	6%	56
Spitalfields and Banglatown ward	1%	11
St Dunstan's ward	1%	8
St Katharine's and Wapping ward	0%	1
St Peter's ward	0%	0
Stepney Green ward	4%	33
Weavers ward		
Whitechapel ward	11%	99
Out of the Borough	13%	119
Not provided	14%	134
<b>Total</b>	<b>100%</b>	<b>926</b>



# healthwatch

Tower Hamlets

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