

# Q4 Patient Experience Report

Healthwatch Tower Hamlets January – March 2025

# Contents

Introduction	3
Q4 Snapshot	4
Yearly Comparison	5
Experiences of GP Practices	6
Experiences of Hospital Services	21
Appendix	36

### 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 2 services about which we receive most feedback. Both sections highlight good practice, areas of improvement and recommendations.

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

This report functions as a standardised general overview of what X 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.



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

Between January and March 2025, we continued to develop our PEP by :

• Diversify the types of services we collect feedback on, including community health services.

# Q4 Snapshot

This section provides a summary of the experiences we collected during January – March 2025, as well as a breakdown of positive, negative and neutral reviews per service. We analysed residents' ratings of their overall experience to get this data ( $1^*$  and  $2^*$  = negative,  $3^*$  = neutral,  $4^*$  and  $5^*$  = positive)



### 896 reviews

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

### 24 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	239	62%
Hospital	518	67%
Dentist	52	77%
Pharmacy	47	72%
NHS 111	18	56%

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 2024-25. The total number of positive reviews has been included next to the percentage

### Percentage of positive reviews for each service type

Service Type	Ql (Apr-Jun 24)	O2 (Jul-Sep 24)	O3 (Oct-Dec 24)	Q4 (Jan -Mar 25)
GP	<b>69%</b> (271)	<b>60%</b> (184)	<b>70%</b> (254)	<b>62%</b> (149)
Hospital	<b>68%</b> (259)	<b>65%</b> (296)	<b>69%</b> (261)	<b>67%</b> (346)
Dentist	<b>81%</b> (22)	<b>81%</b> (51)	<b>82%</b> (53)	<b>77%</b> (40)
Pharmacy	85% (71)	<b>84%</b> (179)	<b>87%</b> (190)	<b>72%</b> (34)
NHS 111	<b>88%</b> (15)	<b>64%</b> (44)	<b>73%</b> (49)	<b>56%</b> (10)
Ambulance	<b>86%</b> (12)	<b>78%</b> (38)	<b>71%</b> (24)	<b>70%</b> (7)
Mental Health	0% (0)	<b>50%</b> (2)	<b>78%</b> (7)	-
Community Health	100% (2)	<b>62%</b> (13)	<b>94%</b> (47)	100% (9)
Optician	<b>0%</b> (0)	93% (14)	85% (11)	<b>50%</b> (2)

#### What does this tell us?

- We have seen a 8% decrease in positive reviews for GP services compared to the previous quarter. However, it should be noted that there was also a sizeable decrease in the number of reviews collected in Q4.
- Hospital services have seen a slight decrease in positive reviews, with a reduction of 2% when comparing Q3 and Q4.
- Positive experiences of Dental services have also decreased for the first time, with a drop of 5%.
- Positive experiences of pharmacy services have significantly decreased (15%) compared to previous quarters, although the number of reviews collected in Q4 has also declined to the lowest number in all quarters.

# **Experiences of GP Practices**



# What people told us about GP Practices

"Reception staff are helpful. The nurse is excellent. GPs are caring, and I received good treatment." "I struggled to get through to book an appointment and had to wait over two weeks to have one."

"I have a lot of medical issues and my mental health is not good. My GP has been fantastic and very understanding. I have been given lots of information."

"I came here for help with logging into my eConsultant, and the staff explained how to use it to me." and unhelpful. You have to wait a long time before getting an appointment. Telephone appointments aren't easy; they give you a very long window during which they'll call, and you have to be very careful with your phone and where you go. Sometimes, they'll text to say I've missed a call when I haven't received a call from them!"

"The reception can be rude

"Some staff are really rude on the phone, especially when I struggle with English."

"During the consultations, I don't feel rushed, and I feel like I am being listened to by the doctor."

"Everything is online now; it's so complicated, especially for me because I don't speak good English."

#### What has worked well?

Below is a list of the key positive aspects relating to GP practices between January and March 2025.



#### Quality of Staff - Health Professionals

97% of reviews that covered the quality of health professionals were positive. Residents found that health professionals at their GP practice were attentive, thorough in their examinations and listened to their concerns.



#### Staff Attitudes – Health Professionals

88% of reviews that covered the attitudes of health professionals were positive. Residents reported that the health professionals at their GP practice were kind, caring, and went above and beyond to help patients.



#### Quality of Treatment

83% of reviews that covered the quality of treatment were positive. Residents highlighted their happiness with the treatment provided by their GP practice and described it as effective and thorough.

#### What could be improved?

Below is a list of the key areas for improvement relating to GP practices between January and March 2025.



#### Getting through on the telephone

77% of reviews that mentioned getting through to someone at their GP practice on the telephone were negative. Patients continue to report long wait times over the phone or not being able to get through at all.



#### Appointment availability

69% of reviews that covered appointment availability were negative. Similar to previous quarters, patients continue to highlight a lack of appointments and long wait times in particularly for face-to-face appointments.

#### Online consultation (app/form)



44% of reviews that covered online consultations were negative.

Older patients continue to report difficulties using eConsult due to a lack of digital skills. In addition, patients whose English is not their first language report finding it difficult to describe their symptoms using the online form and others report delays in response to their eConsultation.

#### Recommendations

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

#### Access

- 1. Organising training sessions on using the e-consult at local libraries and community centres for patients who find it difficult to navigate the online systems and providing these sessions in different languages.
- 2. Enhancing the promotion of online consultation systems, especially to working-age patients as they are more likely to be happy with online consultations. If more working-age people use online consultations, it can free up telephone lines and face-to-face appointments for people who need or prefer them.

#### Getting through on the telephone

- 1. Finding ways to optimise telephone systems and reception staff allocation in the mornings to operate them.
- 2. Introducing a call-back system would enable patients to have someone call them back rather than waiting a long time on the phone for someone to answer their call.

#### **Engagement and Outreach**

 Informing patients about alternative services to drop in or self-refer to, such as Pharmacy First services, sexual health clinics, and the Tower Hamlet Talking Therapies to ensure that patients can receive timely care even when appointments at their GP practice are not immediately available.

# **GP Services**

No. of Reviews	239 (relating to 33 GP practices)
Positive	62%
Negative	13%
Neutral	24%



#### **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?

Very Easy Fairly Easy		QI	Q2	Q3	Q4
■ Not Very Easy ■ Not At All Easy	Very Easy	16%	17%	17%	14%
	Fairly Easy	31%	38%	43%	33%
	Not Very Easy	29%	26%	24%	27%
27%	Not At All Easy	23%	19%	16%	26%

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



	Ql	Q2	Q3	Q4
Very Easy	10%	11%	13%	7%
Fairly Easy	30%	38%	38%	38%
Not Very Easy	33%	32%	32%	29%
Not At All Easy	27%	19%	17%	26%

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

<ul> <li>Very Good</li> <li>Good</li> <li>Neither good nor bad</li> <li>Poor</li> <li>Very Poor</li> </ul>		Ql	Q2	Q3	Q4
	Very Good	22%	20%	23%	21%
	Good	33%	38%	45%	36%
7%         21%           14%         22%           36%	Neither good nor bad	26%	19%	18%	22%
	Poor	13%	12%	9%	14%
	Very Poor	6%	11%	5%	7%

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



	Ql	Q2	Q3	Q4
Very Good	14%	15%	25%	18%
Good	44%	50%	54%	46%
Neither good nor bad	27%	18%	15%	23%
Poor	8%	10%	4%	8%
Very Poor	6%	7%	2%	4%

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



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



	Ql	Q2	Q3	Q4
Very Good	25%	21%	35%	31%
Good	55%	53%	48%	44%
Neither good nor bad	15%	19%	13%	17%
Poor	4%	5%	2%	5%
Very Poor	2%	2%	2%	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 of 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 January and March 2025 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	20 (29%)	2 (3%)	48 (69%)	70
Staff attitudes	50 (79%)	0 (5%)	13 (21%)	63
Quality of staff – health professionals	38 (97%)	0 (0%)	1 (3%)	39
Online consultation (app/form)	18 (56%)	0 (0%)	14 (44%)	32
Getting through on the telephone	7 (23%)	0 (0%)	24 (77%)	31
Quality of treatment	24 (83%)	0 (0%)	5 (17%)	29
Staff attitudes – administrative staff	16 (57%)	0 (0%)	12 (43%)	28
Staff professionalism	19 (100%)	0 (0%)	0 (0%)	19
Staff attitudes – health professionals	15 (88%)	0 (0%)	2 (12%)	17
Quality of staff – administrative staff	10 (71%)	1 (7%)	3 (21%)	14

#### **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 January and March 2025, the services which received the most reviews were PCN 6 and PCN 9. This is the same as in Q3.



### 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	Nego	ative
PCN NAME	ACCESS (	out of 4)		QUALITY (c	out of 5)	
	Getting an appointment	Getting through on the phone	Quality of online consultations	Quality of telephone consultations	Staff attitudes	Quality of treatment
PCN 1 No of reviews: 34	2.1	2.0	3.6	4.3	4.0	4.2
PCN 2 No of reviews: 26	2.3	2.2	3.4	3.4	3.7	3.9
PCN 5 No of reviews: 36	2.5	2.5	3.7	3.5	4.1	4.1
PCN 6 No of reviews: 45	2.2	2.2	3.6	3.3	3.6	3.7
PCN 7 No of reviews: 30	2.4	2.4	3.6	3.6	3.6	3.8
PCN 8 No of reviews: 24	2.6	2.3	3.1	3.7	4.0	3.9
PCN 9 No of reviews: 44	2.5	2.3	3.4	3.8	4.0	4.2

#### **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
		1. Staff attitudes	1. Appointment availability
PCN 1 No of reviews: 34	3.9	2. Quality of staff – health professionals	2. Getting through on the telephone
		3. Professionalism	3. Staff attitudes – administrative staff
		1. Staff attitudes	1. Appointment availability
PCN 2		2. Quality of staff – health professionals	2. Staff attitudes
No of reviews: 26		3. Appointment availability	3. Booking appointments / Patient choice
		1. Appointment availability	1. Getting through on the telephone
PCN 5 No of reviews: 35	3.7	2. Staff attitudes	2. Online consultation (app/form)
		3. Quality of staff – health professionals	3. Appointment availability
		1. Staff attitudes	1. Appointment availability
PCN 6 No of reviews: 45	3.4	2. Online consultation (app/form) / Staff	2. Getting through on the telephone
NO OF REVIEWS: 45		attitudes – admin / Professionalism / Quality of Treatment	3. Staff attitudes
		1. Quality of staff – health professionals	1. Appointment availability
PCN 7 No of reviews: 30	3.3	2. Quality of treatment	2. Staff attitudes - admin
	0.0	3. Staff attitudes	3. Getting through on the telephone / Comms with patients / Quality of treatment

#### **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
		1. Staff attitudes	1. Appointment availability
PCN 8 No of reviews: 24	2. Appointment availability / Quality of	2. Getting through on the telephone	
		treatment	3. Patient choice / Management of service
PCN 9		1. Quality of staff – health professionals	1. Appointment availability
No of reviews: 44	3.7	2. Staff attitudes	2. Waiting times /
		3. Staff attitudes - admin	Online consultation (app/form)

### **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**

Ql	Q2	Q3	Q4
Quality of Treatment	Appointment availability	Staff attitudes	Staff attitudes
Staff attitudes	Quality of	Quality of staff – health	Quality of staff – health
Quality of	treatment	professionals	professionals
appointment – telephone consultation	Quality of staff – health professionals	Appointment availability	Quality of treatment
Convenience/di stance to travel	Staff attitudes	Online consultation (app/form)	Appointment availability
Quality of staff – health professionals	Booking appointments	Quality of treatment	Staff professionalism
Negative issues			
Ql	Q2	Q3	Q4
Appointment availability	Appointment availability	Appointment availability	Appointment availability
Getting through on the telephone	Getting through on the telephone	Getting through on the telephone	Getting through on the telephone
Online consultation (app/form)	Online consultation (app/form)	Online consultation	Online consultation
Booking appointments - online	Booking appointments	(app/form) Booking	(app/form) Staff attitudes
Waiting times (punctuality	Waiting times (punctuality	appointments Staff attitudes –	Staff attitudes

administrative

staff

(punctuality and queueing on arrival)

(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

In Q4, women had a slightly better experience of GP services than men, with 65% of women rating their experiences 4\* or higher compared to 63% of men. However, women were also more likely to have reported a negative experience, with 15% rating their experience as Poor or Very poor compared to 5% of men.



#### Age

We received the most reviews from people from the following age groups: 25-34, 35-44, 45-54, and 55-64.

Those aged 35-44 were most likely to have had a positive experience with GP services (70%), while people aged 55-64 were the least likely (59%) out of the above age groups.

#### Ethnicity



We received the most feedback from people from Bangladeshi and White British backgrounds. We received more than 10 reviews from people from Any Other White (n.19) and Black African backgrounds (n.11).

69% of people from White British backgrounds reported a positive experience compared to 57% from Bangladeshi backgrounds.

58% of people from Any Other White and 91% from Black African backgrounds had a positive experience with GP services.



#### Disability

12% of patients who provided demographic information reported having a disability.

23% of them reported a negative experience with GP services compared to 10% of those 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 Q4. 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	<b>302</b> (total of 1319 themes applied)
Positive	54% (of the total no. themes applied)
Negative	46% (of the total no. themes applied)
Neutral	0% (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. Quality received the largest proportion of positive feedback, while Booking and Waiting List were the Service Elements with 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 Attitudes	179 (66%)	Staff Attitudes	88 (33%)
Quality	129 (75%)	Booking	85 (75%)
Support	113 (58%)	Support	79 (41%)
User Involvement	58 (67%)	Waiting List	71 (75%)
Advice/Information	38 (56%)	Quality	39 (23%)

# Experiences of Hospital Services



### What people told us about Hospitals

"I did not have to wait once I had an appointment. I was seen promptly, and the staff were good and the treatment effective."

"The doctor was rushing for me to make a decision without complete information."

"I had a surgery, and the treatment and care were excellent. The staff were wonderful." "I was discharged too early and they did not give me information on what to do after discharge."

"The doctors answer all the questions, queries and doubts since I am so worried for my son." "They don't give GP my medical updates, so I needed to chase up with them."

"I got referred to here through my GP, and I did not wait that long for my appointment." "During my appointment, they told me that I needed an MRI, but they took 4 months to follow up, I ended up needing another scan."

#### What has worked well?

Below is a list of the key positive aspects relating to hospitals between January and March 2025.



#### Staff Professionalism

97% of reviews that covered staff professionalism were positive. Residents appreciated the professionalism and politeness of the staff at the hospital services and felt that their concerns and needs were taken seriously.



#### Quality of Treatment

85% of reviews that covered the quality of treatment were positive. Many patients told us that they were very happy with the treatment they had received at the hospital services and that it helped to improve or resolve their condition..

#### **Communication with Patients**

( ) ) ) )

85% of reviews that covered the communication with patients at hospital services were positive. Patients told us that health professionals took their time to explain the condition and the treatment options to them which helped patients to understand what they were going through.

#### What could be improved?

Below is a list of the key areas for improvement relating to hospitals between January and March 2025.

#### Waiting times for appointments/waiting lists



69% of reviews that covered waiting times for appointments/waiting lists were negative. Residents reported waiting for their hospital appointment for several months, on occasion even several years which can cause patients to worry about the worsening of their condition.



### Waiting times (punctuality and queueing on arrival)

49% of reviews that covered waiting times at the hospital were negative. Patients often mentioned waiting for several hours to be seen at the A&E, but they also reported long wait times at other departments such as the Fracture Clinic and Imaging.



#### Appointment availability

34% of reviews that mentioned appointment availability were negative. Patients told us that more appointments should be available at Maternity services, for example.

#### 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 and regular updates regarding delays should be provided to keep patients informed of the wait times and/or delays to their appointment.
- 2. Patients who are experiencing long wait times and/or delays to their appointment should be provided reassurance and information on how to manage their condition during the wait time and who to contact for support if needed.
- 3. Refreshments such as water dispensers and vending machines should be provided in waiting areas at different departments and access to Wi-Fi where possible. This will help patients to be more comfortable during long wait times.

# **Hospital Services**

No. of Reviews	518 (relating to 13 hospitals)		
Positive	67%		
Negative	15%		
Neutral	18%		



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?

<ul> <li>Very Good</li> <li>Good</li> <li>Neither good nor bad</li> </ul>		Ql	Q2	Q3	Q4
<ul> <li>Poor</li> <li>Very Poor</li> </ul>	Very Good	32%	28%	30%	30%
	Good	35%	36%	39%	37%
10% 10% 30%	Neither good nor bad	16%	17%	12%	13%
	Poor	11%	9%	12%	10%
37%	Very Poor	6%	10%	7%	10%

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



	Ql	Q2	Q3	Q4
Very Good	20%	13%	13%	15%
Good	27%	37%	37%	34%
Neither good nor bad	22%	21%	20%	17%
Poor	17%	13%	17%	21%
Very Poor	15%	16%	13%	13%

### 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?



	Ql	Q2	Q3	Q4
Very Good	20%	25%	19%	25%
Good	38%	37%	45%	41%
Neither good nor bad	22%	26%	18%	21%
Poor	13%	6%	14%	9%
Very Poor	7%	6%	4%	4%

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



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



	Ql	Q2	Q3	Q4
Very Good	39%	40%	38%	38%
Good	40%	39%	44%	43%
Neither good nor bad	14%	12%	11%	8%
Poor	3%	6%	4%	8%
Very Poor	3%	3%	2%	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 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 January and March 2025 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)	103 (49%)	5 (2%)	104 (49%)	212
Staff Attitudes	97 (82%)	0 (0%)	22 (18%)	119
Quality of treatment	70 (85%)	2 (2%)	10 (12%)	82
Experience	40 (77%)	1 (2%)	11 (21%)	52
Appointment availability	33 (66%)	0 (0%)	17 (34%)	50
Quality of staff – health professionals	39 (100%)	0 (0%)	0 (0%)	39
Staff professionalism	34 (97%)	0 (0%)	1 (3%)	35
Waiting times for appointments/waitin g lists	7 (24%)	2 (7%)	20 (69%)	29
Communication with patients	23 (85%)	0 (0%)	4 (15%)	27
Communication between services	16 (80%)	0 (0%)	4 (20%)	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 (please note we have only included the hospitals that received more than 10 reviews):

- Royal London Hospital
- Mile End Hospital
- St Bartholomew's Hospital

Between January and March 2025, the services which received the most reviews were Royal London Hospital and Mile End Hospital. These are the most commonly visited hospitals by patients we spoke to across all services.



### 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)		
	Ease of referral or appointment	Getting through on the phone	Waiting Times	Communica tion between hospital and GP	Staff attitudes	Quality of treatment
Royal London No of reviews: 403	3.6	3.1	2.9	3.6	4.0	3.9
Mile End No of reviews: 57	4.2	4.4	4.0	4.1	4.5	4.6

We have also identified the top 3 positive and negative themes for the Royal London Hospital where we have received more than 20 reviews.

Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Doval London Lloonital		1. Staff attitudes	1. Waiting times (punctuality and queueing on arrival)
Royal London Hospital No of reviews: 403	0.0	2. Waiting Times (punctuality and queueing on arrival)	2. Staff attitudes
		3. Quality of treatment	3. Getting through on the telephone
Mile End Hospital		1. Waiting Times (punctuality and queueing on arrival)	1. Waiting Times (punctuality and queueing on arrival)
No of reviews: 57	4.2	2. Appointment availability	2. Appointment availability
		3. Staff attitudes	3. Communication with patients

### **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**

Ql	Q2	Q3	Q4
Staff Attitudes	Waiting times (punctuality	Staff attitudes	Waiting Times (punctuality
Quality of staff – health	and queueing on arrival)	Waiting Times (punctuality	and queueing on arrival)
professionals	Staff attitudes	and queueing on arrival)	Staff attitudes
Quality of treatment	Appointment availability	Quality of treatment	Quality of treatment
Professionalism	Quality of treatment	Experience	Experience
Cleanliness, hygiene and infection control	Quality of staff – health professionals	Staff professionalism	Quality of staff - health professionals
Negative issues			
Ql	Q2	Q3	Q4
Waiting Times (punctuality and queuing	Waiting times (punctuality and queueing	Waiting Times (punctuality and queueing	Waiting Times (punctuality and queueing

on arrival)

Experience

Staff attitudes

Waiting Times

appointments/

Communicatio

waiting lists

n between

services

for

and queuing on arrival)

Appointment availability

Communicatio n between services

Getting through on the telephone

Experience

ana queueing on arrival)

Appointment availability

Getting through on the telephone

Communicatio n between services

Staff attitudes

### on arrival) Staff attitudes Waiting Times

for appointments/ waiting lists

Appointment availability

Getting through on the telephone

### **Equalities Snapshot**

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

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



#### Gender

During the last three months, 68% of both men and women rated their experience with Hospital services as 'Good' or 'Very Good.'

However, 19% of men rated their experience as negative compared to 14% of women.

#### Age



We received a good number of reviews from each age group, apart from those under 18 and over 85.

Patients aged 55-64 were most likely to rate their experience positive (79%), while those aged 35-44 were most likely to rate their experience as negative (24%)



#### Ethnicity

We received the most reviews from people from White British and Bangladeshi backgrounds, followed by patients from Any Other White (n.23), Black African (n.22), Black Caribbean (n.18) and Indian (n.19) backgrounds

Out of these ethnicities, patients from White British backgrounds were most likely to have had a positive experience with hospital services (72%), while patients from Black African backgrounds were least likely (55%).



#### Disability and Long-Term Conditions

24% of patients who shared demographic information reported having a disability.

63% of people with a disability reported a positive experience compared to 70% of people with no disabilities.

# Community Insights System – Hospital Services

Below we have summarised the feedback on the services in the Royal London and Mile End Hospitals collected through the Community Insights System (CIS) in Q4. 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	58 (total of 208 themes applied)
Positive	34% (of the total no. themes applied)
Negative	64% (of the total no. themes applied)
Neutral	2% (of the total no. themes applied)

The feedback collected through the CIS is similar to the feedback collected through our face-to-face Patient Experience Programme. User Involvement, Staff Attitudes and Quality received the largest proportions of positive feedback. However, more than half of the comments relating to Quality and Staff Attitudes were negative, while Timing received the largest proportion of negative comments out of all Service Elements.

Top 5 Positive Themes	Total count and % of positive reviews	Top 5 Negative Themes	Total count and % of negative reviews
Staff Attitudes	17 (40%)	Staff Attitudes	24 (57%)
Quality	14 (38%)	Quality	22 (59%)
Support	12 (35%)	Support	21 (62%)
User Involvement	9 (47%)	Timing	12 (86%)
Advice/Information	4 (31%)	User Involvement	10 (53%)

# Appendix



### No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	149	58	32	239
Hospital	346	93	79	518
Dentist	40	10	2	52
Pharmacy	34	6	7	47
NHS 111	10	7	1	18
Ambulance	7	1	2	10
Community	9	0	0	9
Optician	1	1	0	2
Social care	1	0	0	1
Overall Total	597	176	123	896

### Demographics

Ethnicity	Percentage %	No of Reviews
British / English /		
Northern Irish /	22%	198
Scottish / Welsh		
Irish	0%	4
Gypsy or Irish Traveller		
Roma		
Any other White	407	22
background	4%	33
Bangladeshi	24%	214
Chinese	1%	7
Indian	2%	21
Pakistani	0%	3
Any other Asian		
background/Asian	1%	13
British Background		
African	3%	28
Caribbean	2%	20
Any other Black / Black	1%	0
British background	170	8
Asian and White	0%	3
Black African and		
White		
Black Caribbean and	1%	6
White		
Any other Mixed /		
Multiple ethnic groups	0%	3
background Arab	0.04	C C
	0%	3
Any other ethnic	3%	26
group		
Not provided	34%	306
Total	100%	896

Gender	Percentage %	No of Reviews
Man(including trans man)	21%	188
Woman (including trans woman	46%	408
Non- binary	0%	2
Other		
Prefer not to say		
Not provided	33%	298
Total	100%	896

Age	Percentage %	No of Reviews
Under 18	0%	4
18-24	6%	50
25-34	12%	107
35-44	19%	171
45-54	11%	96
55-64	7%	67
65-74	6%	57
75-84	4%	37
85+	0%	1
Prefer not to say	1%	6
Not provided	33%	300
Total	100%	896

Disability	Percentage %	No of Reviews
Yes	15%	134
No	49%	440
Prefer not to say	2%	16
Not provided	34%	306
Total	100%	896

### Demographics

Long-term condition	Percentage %	No of Reviews
Yes	28%	251
No	38%	336
Prefer not to say	0%	4
Not provided	34%	305
Total	100%	896

Sexual Orientation	Percentage %	No of Reviews
Asexual	0%	2
Bisexual	0%	1
Gay Man	0%	1
Heterosexual/ Straight	63%	567
Lesbian / Gay woman	0%	3
Pansexual	0%	3
Prefer not to say	1%	7
Not provided	35%	312
Total	100%	896

Religion	Percentage %	No of Reviews
Buddhist		
Christian	20%	181
Hindu	1%	13
Jewish	0%	4
Muslim	27%	246
Sikh	1%	11
Spiritualism	0%	4
Agnostic	0%	4
Other religion	12%	107
No religion	2%	16
Prefer not to say	2%	16
Not provided	35%	310
Total	100%	896

Pregnancy	Percentage %	No of Reviews
Currently pregnant	5%	42
Currently breastfeeding	1%	6
Given birth in the last 26 weeks	3%	27
Prefer not to say		
Not relevant	328	37%
No	17%	148
Not known	39%	345
Total	100%	896

### Demographics

Area of the borough	Percentage %	No of Reviews
Bethnal Green ward	7%	63
Blackwall and Cubitt Town ward		
Bow East ward	5%	47
Bow West ward	2%	15
Bromley North ward	1%	6
Bromley South ward		
Canary Wharf ward	2%	16
Island Gardens ward	0%	3
Lansbury ward	0%	4
Limehouse ward	7%	65
Mile End ward	3%	25
Poplar ward	2%	22
Shadwell ward	3%	26
Spitalfields and Banglatown ward	0%	3
St Dunstan's ward	0%	1
St Katharine's and Wapping ward St Peter's ward	0%	3
Stepney Green ward	7%	61
Weavers ward	0%	2
Whitechapel ward	1%	8
Out of the Borough	24%	215
Not provided	35%	311
Total	100%	896

Unpaid Carer	Percentage %	No of Reviews
Yes	11%	97
No	52%	470
Prefer not to say	1%	7
Not provided	36%	322
Total	100%	896

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	0%	1
Not in employment & Unable to work	9%	78
Not in Employment/ not actively seeking work - retired	18%	163
Not in Employment (seeking work)	2%	21
Not in Employment (Student)	1%	6
Paid: 16 or more hours/week	27%	242
Paid: Less than 16 hours/week	3%	26
On maternity leave	3%	26
Prefer not to say	2%	14
Not provided	36%	319
Total	100%	896



Healthwatch Hammersmith & Fulham 141-143 King Street, Hammersmith W6 9JG

www.healthwatchhf.co.uk

t: 0203 886 0386

e: info@healthwatchhf.co.uk

- 1 @HealthwatchHF
- Facebook.com/HealthwatchHF
- **O** HealthwatchHF
- ំ healthwatch-hammersmith-and-fulham