

Q3 Patient Experience Report

Healthwatch Tower Hamlets
October-December 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 about which we receive the 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 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.

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

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

Between October and December 2024, we continued to develop our PEP by :

- Continuing to improve our engagement methods to increase the number of reviews collected each quarter.

Q3 Snapshot

This section provides a summary of the experiences we collected during October–December 2024 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).



1,205 reviews

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

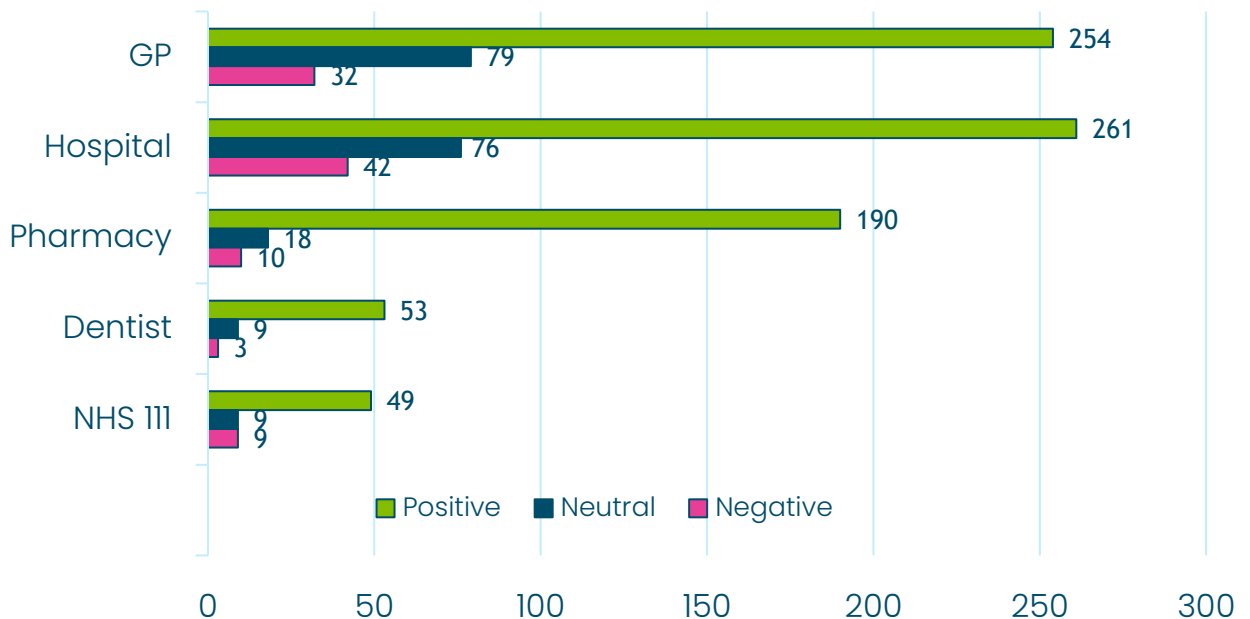
39 visits

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	365	70%
Hospital	379	69%
Pharmacy	218	87%
Dentist	65	82%
NHS 111	67	73%

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	Q1 (Apr-Jun 24)	Q2 (Jul-Sep 24)	Q3 (Oct-Dec 24)	Q4 (Jan-Mar 25)
GP	69% (271)	60% (184)	70% (254)	
Hospital	68% (259)	65% (296)	69% (261)	
Dentist	81% (22)	81% (51)	82% (53)	
Pharmacy	85% (71)	84% (179)	87% (190)	
NHS 111	88% (15)	64% (44)	73% (49)	
Ambulance	86% (12)	78% (38)	71% (24)	
Mental Health	0% (0)	50% (2)	78% (7)	
Community Health	100% (2)	62% (13)	94% (47)	
Optician	0% (0)	93% (14)	85% (11)	

What does this tell us?

- We have seen a significant increase in positive reviews for GP services compared to Q2.
- Hospital services have also seen a small increase of 4% in positive reviews compared to Q2.
- Experiences of Dental services continue to be positive with 82% of patients rating their experience as positive in Q3.
- Positive experiences of Pharmacy services have slightly increased from Q2.

Experiences of GP Practices



What people told us about GP Practices

"I've always received excellent care, from the booking process to consultations. Staff are friendly, and the quality of care is superb."

"Telephone appointments are always available. Their triage is also good. Appointments here are much easier to get than at other practices based on what I've heard from people. I think this GP has been the best post-COVID."

"I just come in and they can book me an appointment. They're concerned about me and treat me very warmly. I'm homeless so they also let me nap here without kicking me out sometimes. I've never had a bad experience with them."

"The GP was thorough and attentive. The eConsult works well; it is efficient and saves time."

"Last week, when my toddler was sick, I tried to make an appointment by phone call. They called us back two/three hours later and they told us to use eConsult instead. When I tried it, there was no appointment left."

"It was very difficult to get an appointment, and the phone lines were completely busy. When I finally got through, the staffs were polite but didn't seem to be very empathetic"

"They should look into patients' details more before the consultations; they also could better sync up with other healthcare services like hospitals."

"Asked to book online but appointments are fully booked. Online replies do not work well for non-English speaking people."

What has worked well?

Below is a list of the key positive aspects relating to GP practices between October and December 2024.



Staff attitudes

89% of reviews that commented on staff attitudes were positive.

Patients reported being happy with the staff at GP services with many commenting on how they found the staff friendly, helpful and trying their best to provide good care.



Quality of Staff – Health Professionals

84% of reviews relating to the quality of health professionals were positive.

Patients told us they found staff at GP services knowledgeable, skilled and professional.



Quality of Treatment

85% of reviews that talked about the quality of treatment were positive.

Patients expressed satisfaction with the treatment provided and used words like excellent, efficient and effective to describe their experience.

What could be improved?

Below is a list of the key areas for improvement relating to GP practices between October and December 2024.



Getting through on the telephone

83% of reviews that mentioned getting through on the telephone were negative.

Patients continue to report long wait times over the phone at their GP practice when they call at 8am to book an appointment.



Appointment availability

72% of reviews relating to appointment availability were negative.

Patients often found that when they called their GP practice in the morning to book an appointment, none were left. In addition, same-day appointments are difficult to get and wait times for appointments can be weeks.



Online consultation (app/form)

62% of reviews that commented on online consultations were negative.

Patients reported being directed to the online booking system when needing an appointment. However, many people reported it difficult to describe their symptoms using the online form and having to ask family members for assistance. Patients also mentioned that the online form is lengthy and open for only a few hours a day making it inconvenient.

Recommendations

Below is a list of recommendations for GP practices in Tower Hamlet 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

1. 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	365 (relating to 34 GP practices)
Positive	70%
Negative	9%
Neutral	22%



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:

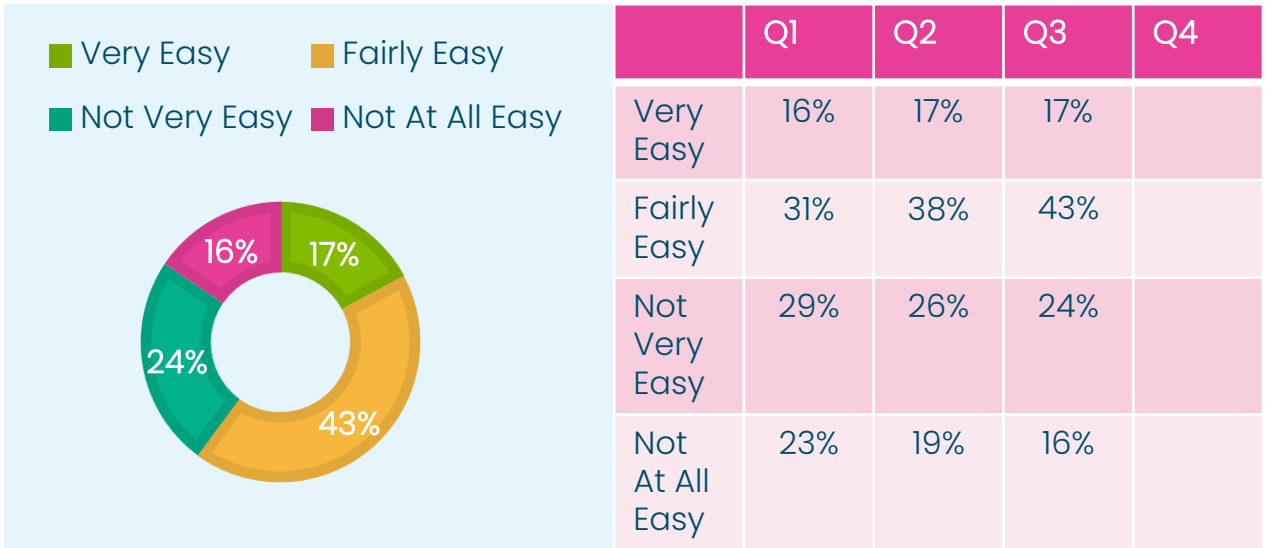
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the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

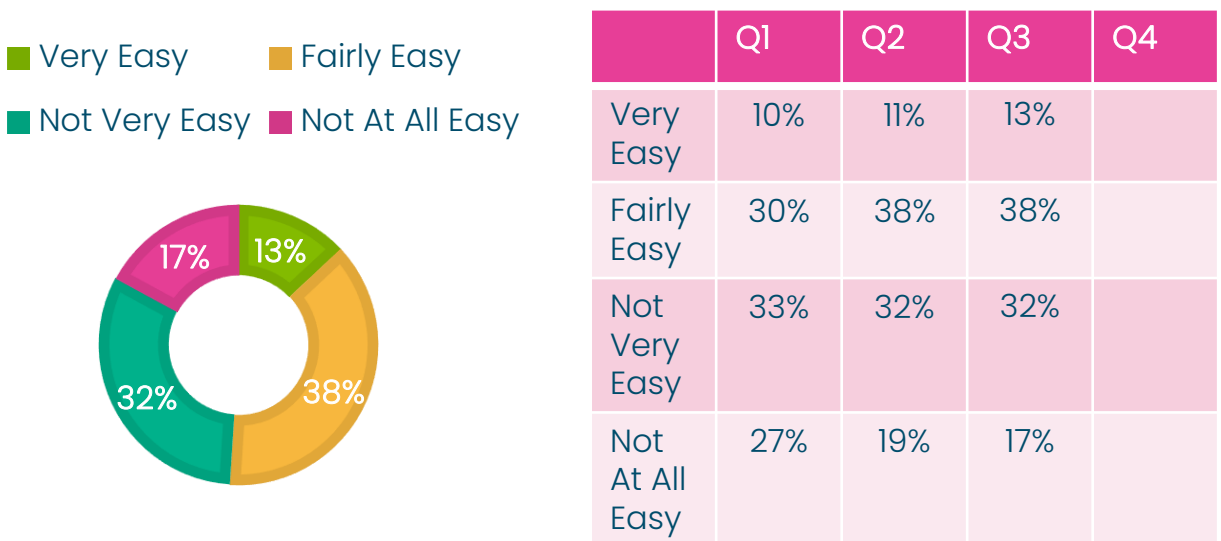
Participants were asked to choose between 1-5* (Very Poor – Very Good)

Access and Quality Questions

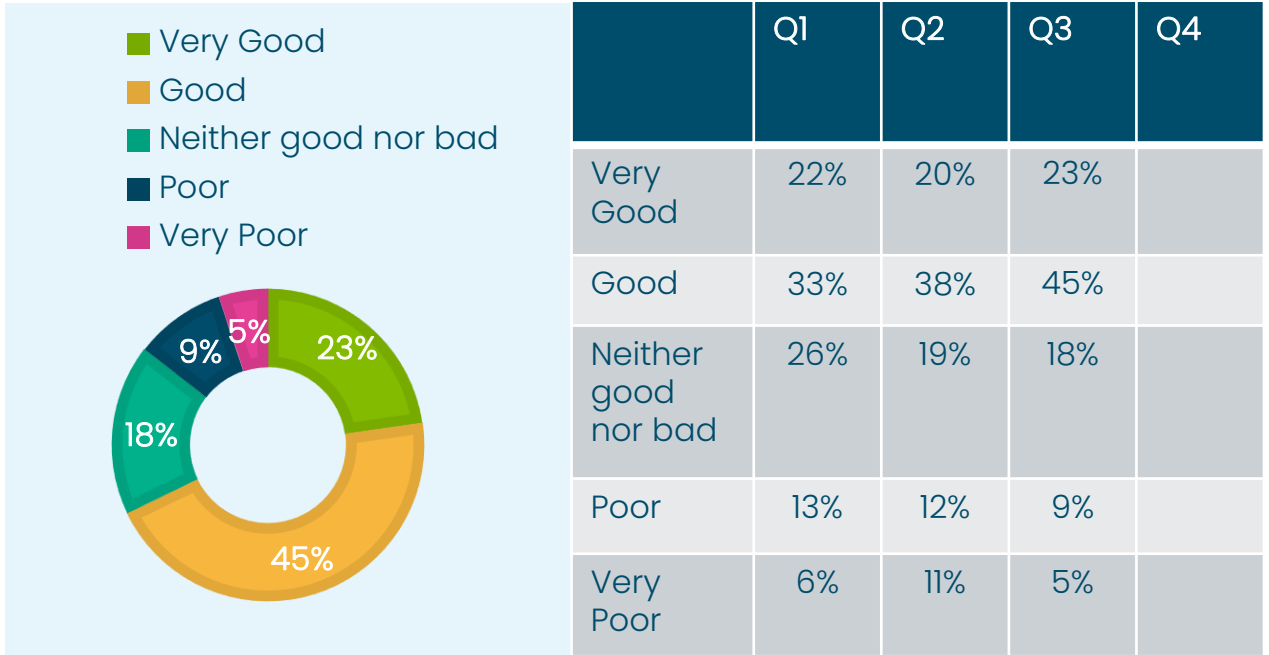
Q1) How do you find getting an appointment?



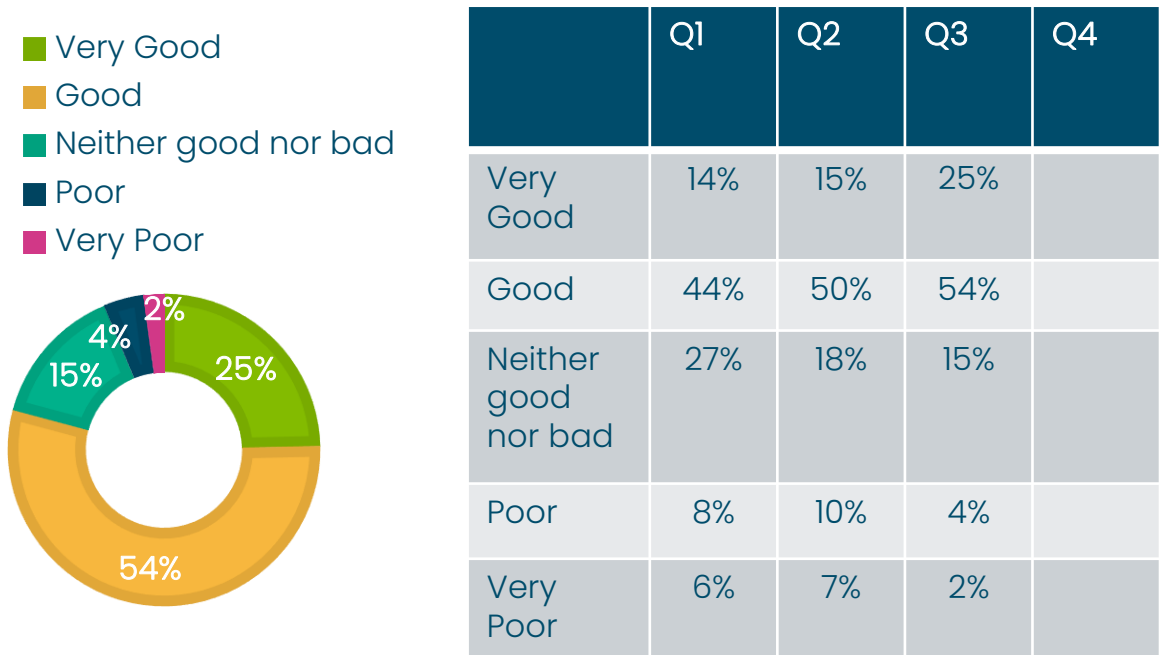
Q2) How do you find getting through to someone at your GP practice on the phone?



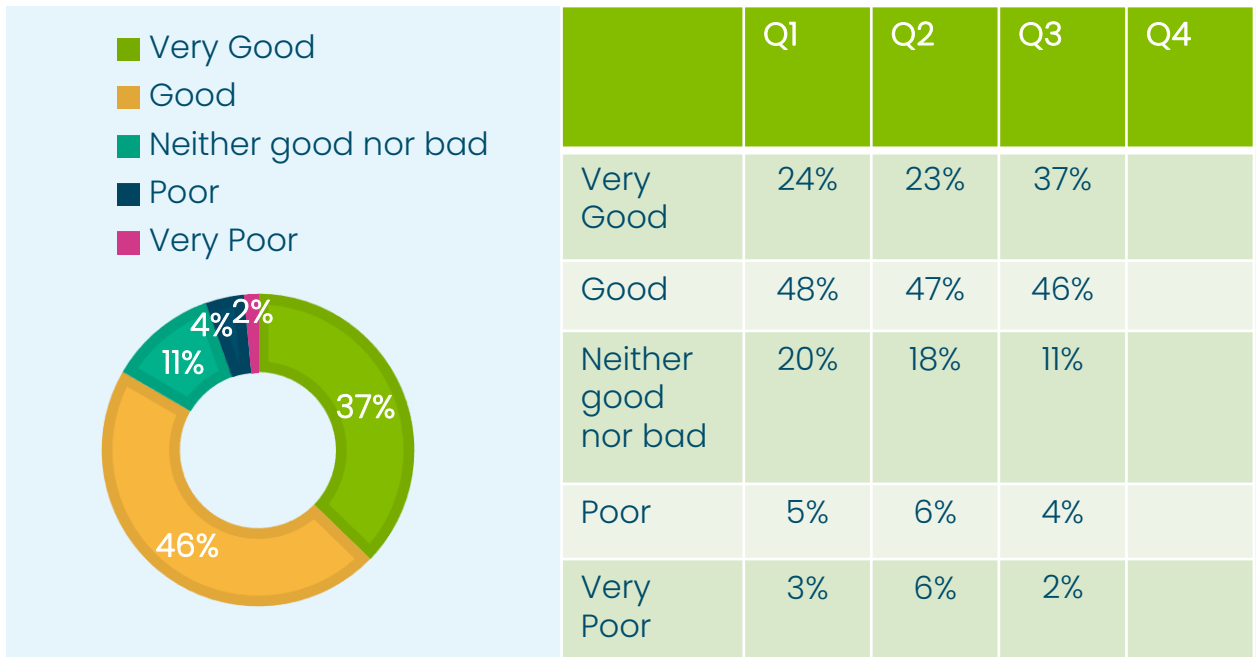
Q3) How do you find the quality of online consultations?



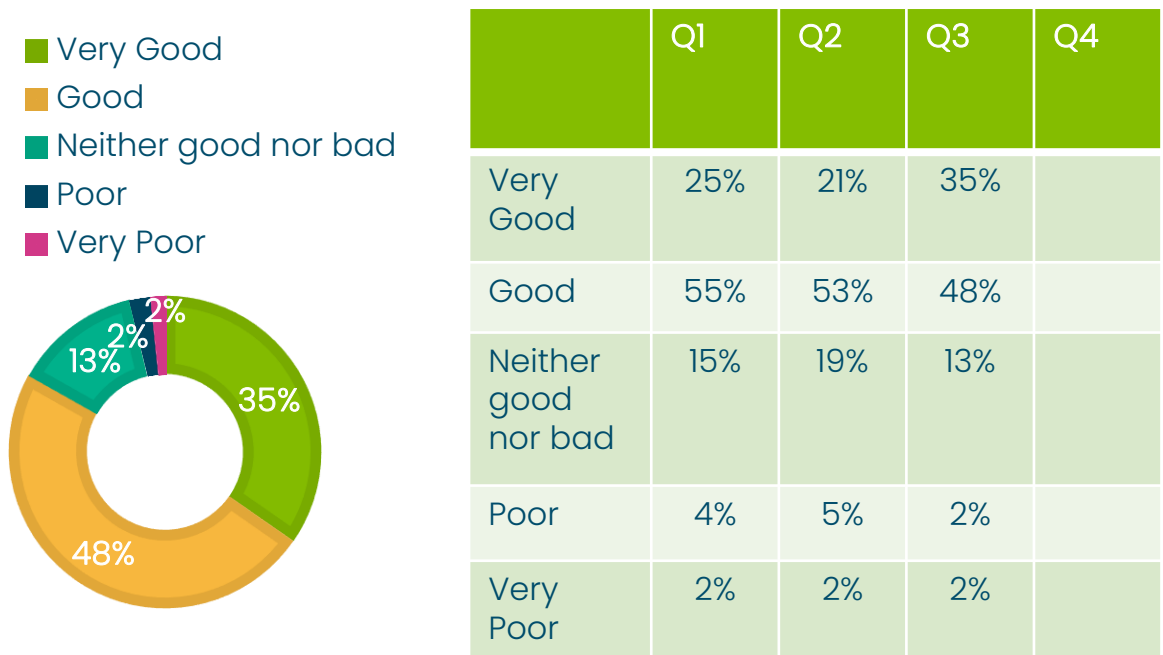
Q4) How do you find the quality of telephone consultations?



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



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 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 October and December 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	33 (27%)	1 (1%)	89 (72%)	123
Staff attitudes	67 (89%)	2 (3%)	6 (8%)	75
Getting through on the phone	11 (15%)	1 (1%)	59 (83%)	71
Online consultation (app/form)	26 (38%)	0 (0%)	42 (62%)	68
Quality of Staff - health professionals	36 (84%)	2 (5%)	5 (12%)	43
Booking appointments	13 (45%)	0 (0%)	16 (55%)	29
Quality of appointment - telephone consultation	17 (63%)	0 (0%)	10 (37%)	27
Experience of treatment and care	22 (85%)	0 (0%)	4 (15%)	26
Quality of treatment and care	22 (85%)	1 (4%)	3 (12%)	26
Staff Attitudes - administrative staff	11 (48%)	1 (4%)	11 (48%)	23

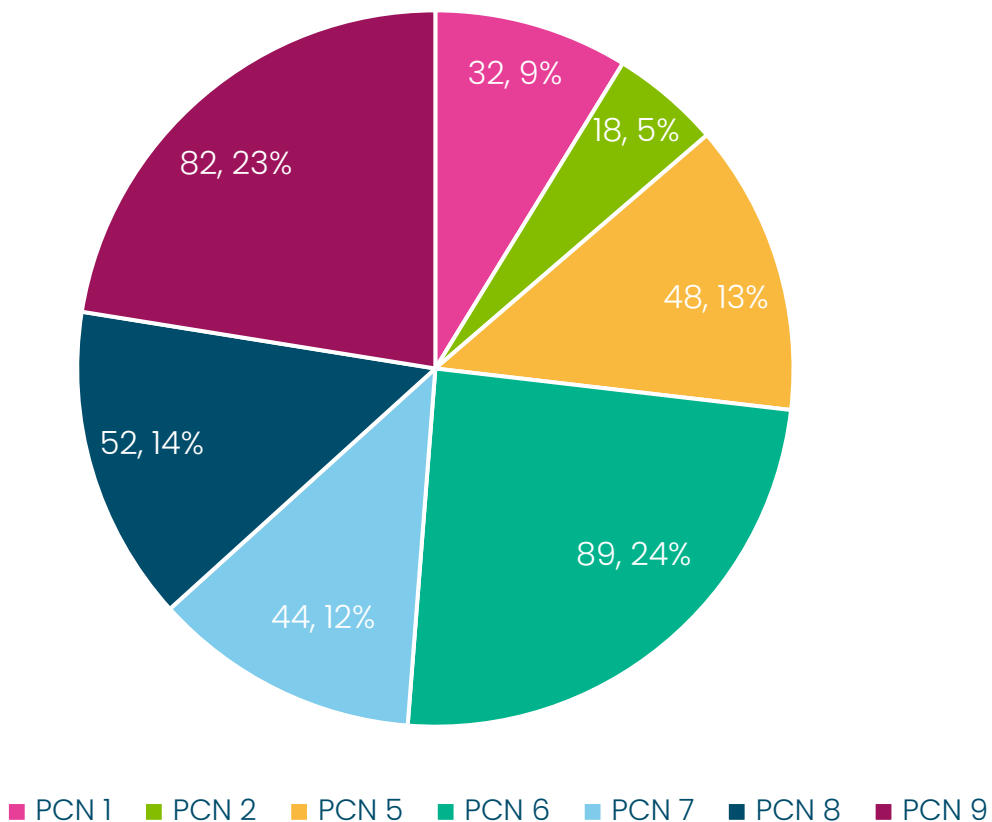
Primary Care Networks

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 2024, the services which received the most reviews were PCN 6 and PCN 9. This is the same as in Q2.

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)			
	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: 32	2.5	2.4	3.9	4.3	4.2	4.2
PCN 2 No of reviews: 18	3.1	2.6	4.0	4.2	4.6	4.3
PCN 5 No of reviews: 48	2.8	2.4	3.7	4.0	4.4	4.1
PCN 6 No of reviews: 89	2.5	2.4	3.7	3.8	4.0	4.1
PCN 7 No of reviews: 44	2.5	2.5	3.6	3.7	3.7	3.8
PCN 8 No of reviews: 52	2.6	2.5	3.4	3.8	4.3	4.1
PCN 9 No of reviews: 82	2.6	2.5	3.9	4.1	4.2	4.3

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: 32	3.8	1. Staff attitudes	1. Appointment availability
		2. Quality of staff – health professionals	2. Getting through on the telephone
		3. Appointment availability	3. Online consultation (app/form)
PCN 2 No of reviews: 18	4.3	1. Staff attitudes	1. Appointment availability
		2. Appointment availability	2. Getting through on the telephone
		3. Online consultations (app/form)	3. Online consultations (app/form)
PCN 5 No of reviews: 48	3.8	1. Staff attitudes	1. Getting through on the telephone
		2. Appointment availability	2. Online consultation (app/form)
		3. Quality of staff – health professionals	3. Appointment availability
PCN 6 No of reviews: 89	3.7	1. Staff attitudes	1. Appointment availability
		2. Online consultations (app/form)	2. Getting through on the telephone
		3. Experience	3. Online consultations (app/form)
PCN 7 No of reviews: 44	3.5	1. Quality of staff – health professionals	1. Appointment availability
		2. Online consultations (app/form)	2. Getting through on the telephone
		3. Staff attitudes	3. Staff attitudes – administrative staff

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: 52	3.8	1. Quality of Staff – health professionals	1. Appointment availability
		2. Communication with patients	2. Getting through on the telephone
		3. Online consultation (app/form)	3. Online consultation (app/form)
PCN 9 No of reviews: 82	3.9	1. Staff attitudes	1. Appointment availability
		2. Appointment availability	2. Online consultation (app/form)
		3. Quality of staff – health professionals	3. Getting through on the telephone

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	Appointment availability	Staff attitudes	
Staff attitudes	Quality of treatment	Quality of staff – health professionals	
Quality of appointment – telephone consultation	Quality of staff – health professionals	Appointment availability	
Convenience/distance to travel	Staff attitudes	Online consultation (app/form)	
Quality of staff – health professionals	Booking appointments	Quality of treatment	

Negative issues

Q1	Q2	Q3	Q4
Appointment availability	Appointment availability	Appointment availability	
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 (app/form)	
Booking appointments – online	Booking appointments	Booking appointments	
Waiting times (punctuality and queueing on arrival)	Waiting times (punctuality and queueing on arrival)	Staff attitudes – administrative staff	

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

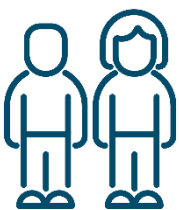
During the last three months, women had a slightly better experience of GP services compared to men. 73% of women rated their experiences 4* or higher compared to 72% of men.



Age

We received the most feedback from 25–34-year-olds and 35–44-year-olds.

82% of patients aged 25–34 reported an overall positive experience with GP services compared to 67% of people aged 35–44.



Ethnicity

70% of White British residents considered their last experience with GP services positive compared to 68% of residents from Bangladeshi backgrounds.

82% of residents from Black African backgrounds rated their experience as positive while this was true for 72% of residents from White Other backgrounds.



Disability

Only 59% of residents who reported having a disability rated their overall experience with GP services as positive while this was true for 74% 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 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	336 (total of 1445 themes applied)
Positive	57% (of the total no. themes applied)
Negative	43% (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 of Treatment received the highest percentage of positive feedback while Booking, Waiting List and Telephone were the themes with the highest percentage 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	220 (72%)	Booking	91 (69%)
Quality	163 (81%)	Staff Attitudes	86 (28%)
Support	157 (68%)	Waiting List	83 (70%)
User Involvement	84 (76%)	Support	73 (32%)
Advice/Information	41 (59%)	Telephone	46 (94%)

Experiences of Hospital Services



What people told us about Hospitals

"They call me typically, and we also communicate by email, which is great. The people are kind and willing to answer your questions. It's an overall good experience with thoughtful people."

"Staff need to be more sensitive and empathetic. They rush up the appointment. It is hard to use the lift, at times, it takes more than 15-30 min to use the lift and I end up getting late for an appointment."

"The doctors in A&E are good at communication and provide quick treatment. For emergency situations, they provide good care."

"I waited for 6 months, and they just discharged me after a scan and medication. I have not seen the specialist. I feel dismissed."

"I never wait more than 15 minutes to get called. Everyone is very professional and gave me good information."

"The staff I met after the delivery are not nice to me. They did not have a room available for labour, so I had to wait in a random room for a day during contraction."

"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."

"Communication - waited for a letter that did not arrive and it was impossible to get through on the phone. Had to go to the clinic to check when appt was."

What has worked well?

Below is a list of the key positive aspects relating to hospitals between October and December 2024.



Staff professionalism

97% of reviews that covered staff professionalism were positive.

The high proportion of positive feedback highlights the dedication of hospital staff to providing high-quality patient care and how much patients appreciate this.



Quality of treatment

89% of reviews that mentioned the quality of treatment were positive.

Patients reported receiving excellent care and advice, and that staff took time to explain the treatment plan to them. One patient described the treatment they received as “top-notch”.



Staff attitudes

77% of reviews that commented on staff attitudes were positive.

Patients used words such as empathetic, helpful and kind to describe their experience with staff at hospital services.

What could be improved?

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



Waiting times for appointments/waiting lists

84% of reviews that mentioned waiting times for appointments after a referral were negative.

Patients reported referrals taking a long time, in some cases years, due to appointments being cancelled and rescheduled.



Waiting Times (punctuality and queueing on arrival)

59% of reviews that commented on waiting times at the hospital were negative.

Patients found the wait times at the hospital long. This was mostly true at the A&E department, but patients also reported having to wait for more than an hour to, for example, have their blood test done.



Appointment availability

58% of reviews that covered appointment availability were negative.

Patients who have regular appointments with hospital services reported these being delayed. For example, one patient reported a two-week delay in their antenatal check-up.

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	379 (relating to 13 hospitals)
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 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?

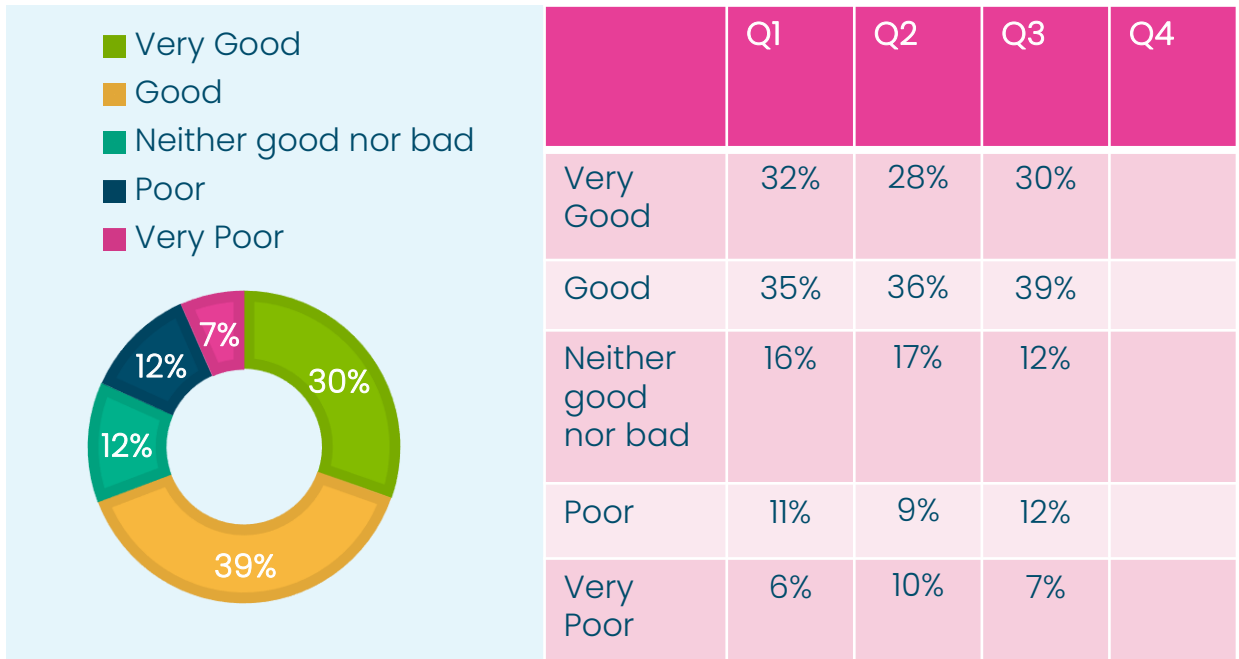
Q5) How do you think the communication is between your hospital and GP practice?

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

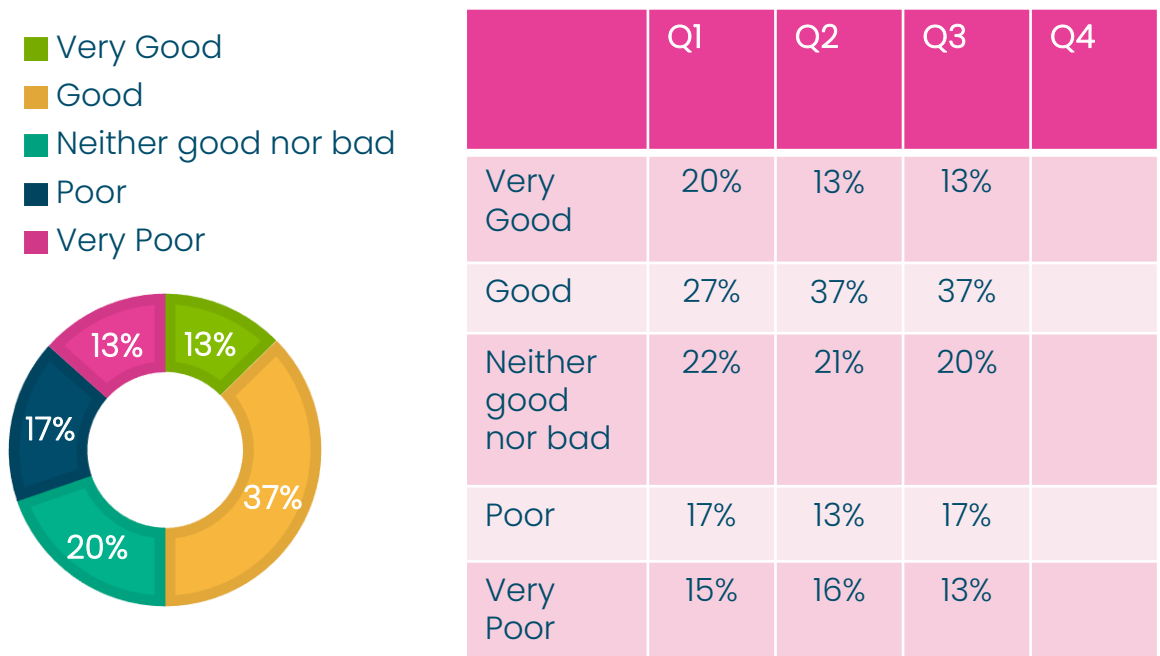
Participants were asked to choose between 1-5* (Very Poor – Very Good) for all questions.

Access and Quality Questions

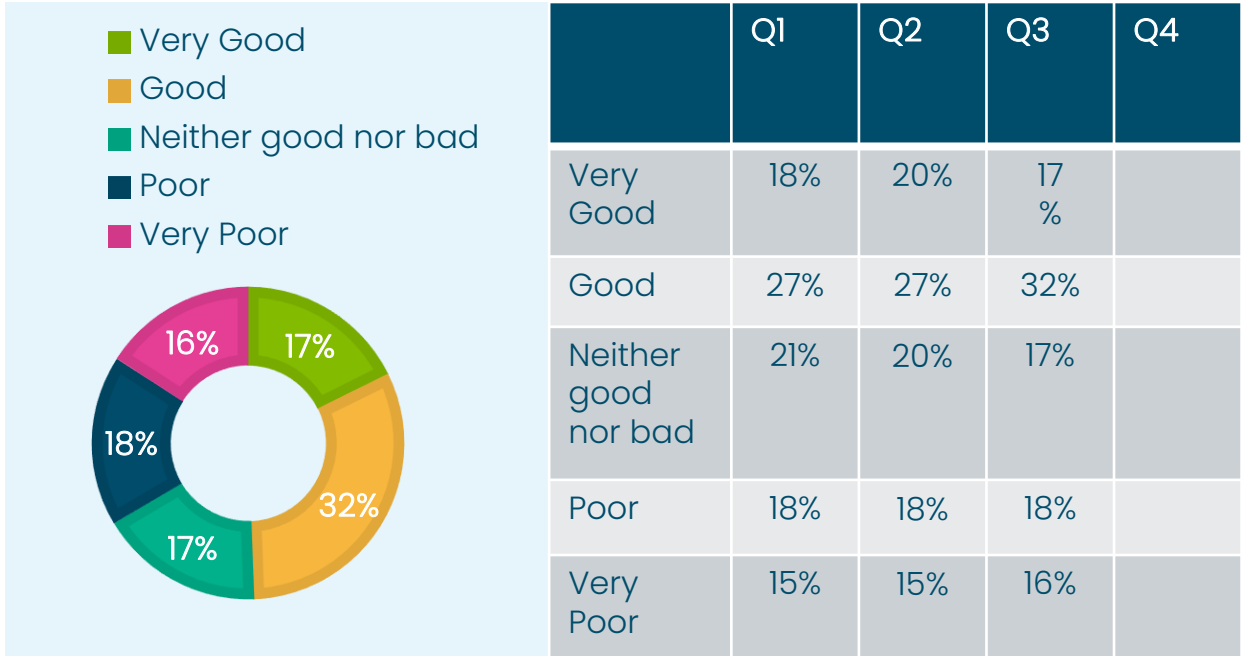
Q1) How did you find getting a referral/appointment at the hospital?



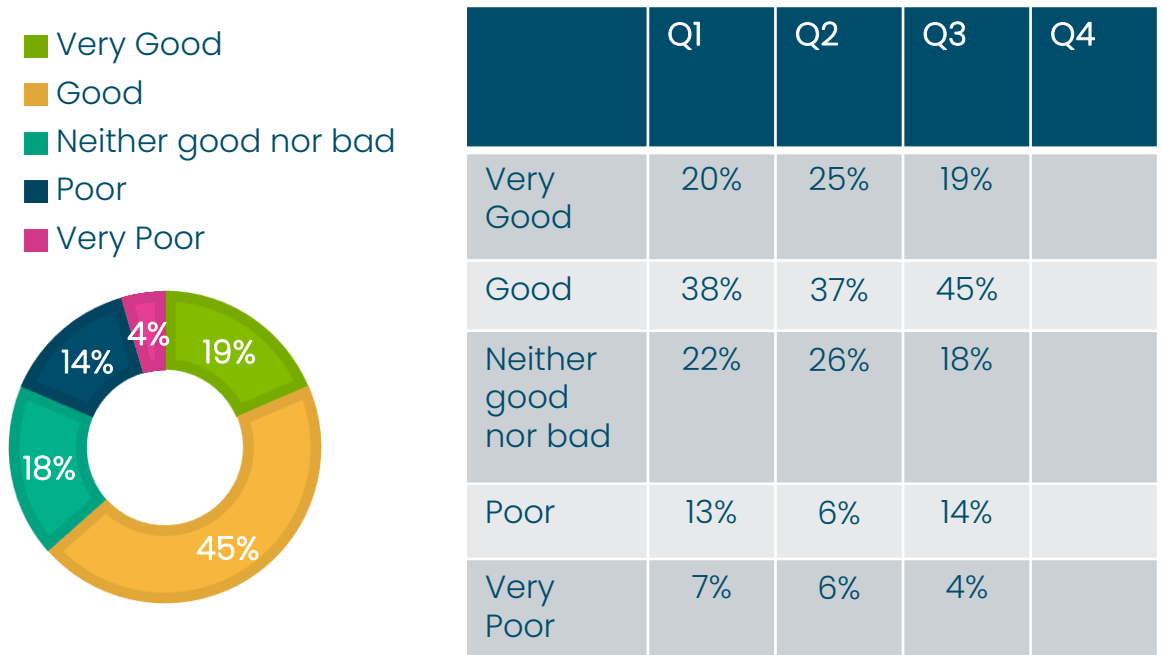
Q2) How do you find getting through to someone on the phone?



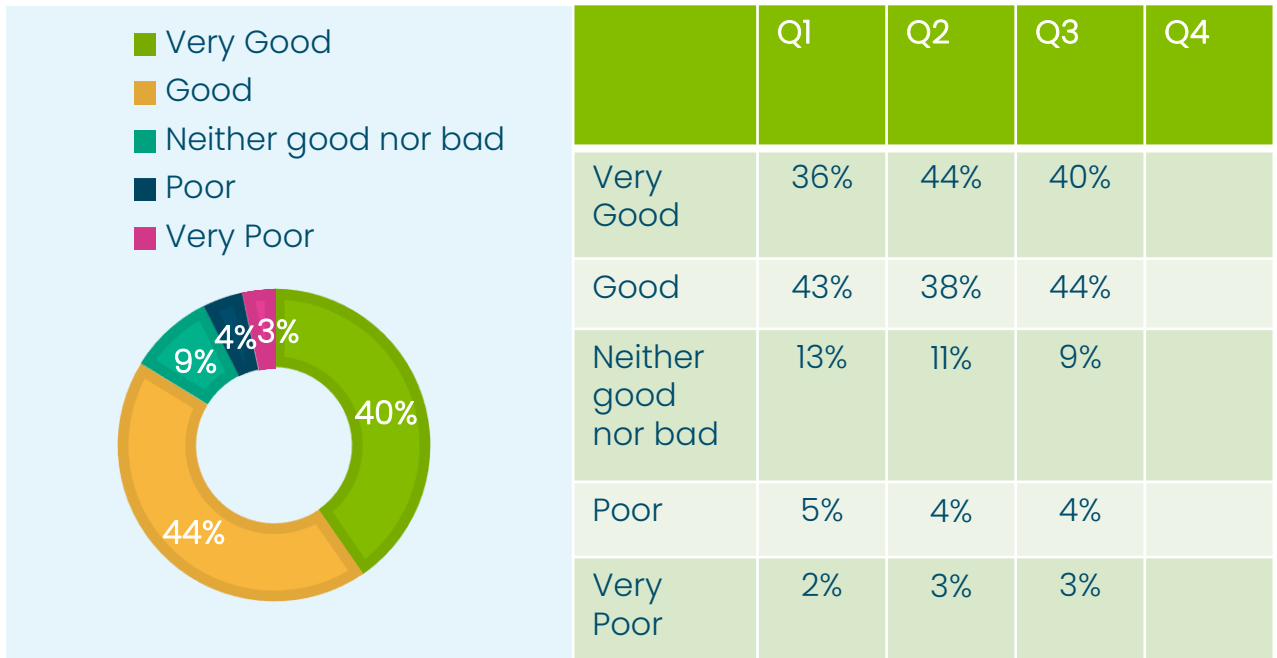
Q3) How do you find the waiting times at the hospital?



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 October and December 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)	61 (37%)	6 (4%)	97 (59%)	164
Staff Attitudes	69 (77%)	2 (2%)	19 (21%)	90
Experience	33 (60%)	2 (4%)	20 (36%)	55
Quality of treatment	40 (89%)	1 (2%)	4 (9%)	45
Staff professionalism	32 (97%)	0 (0%)	1 (3%)	33
Quality of Staff - health professionals	22 (76%)	1 (3%)	6 (21%)	29
Communication with patients (treatment explanation, verbal advice)	19 (73%)	0 (0%)	7 (27%)	26
Communication between services	10 (42%)	1 (4%)	13 (54%)	24
Waiting Times for appointments/waiting lists	3 (16%)	0 (0%)	16 (84%)	19
Appointment availability	8 (42%)	0 (0%)	11 (58%)	19

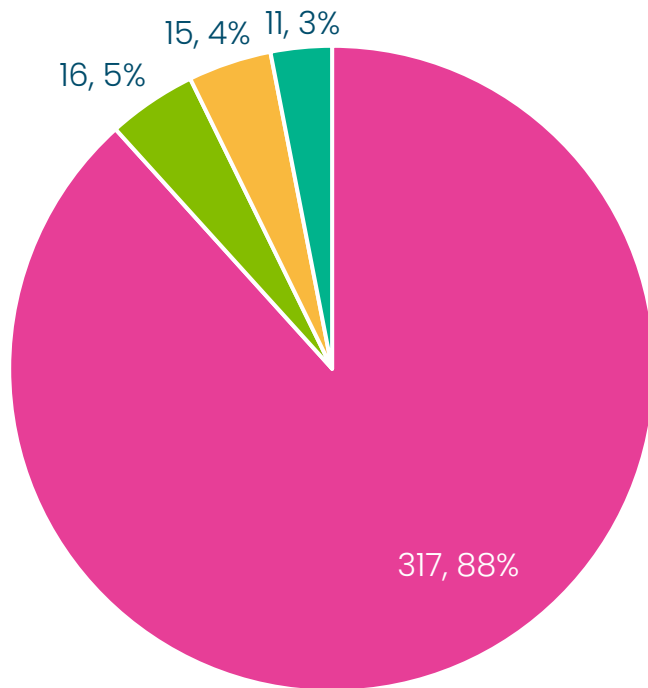
Hospital Trusts

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
- Homerton University Hospital

Between October and December 2024, 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



■ Royal London Hospital

■ Mile End Hospital

■ St Bartholomew's Hospital

■ Homerton University 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	Communication between hospital and GP	Staff attitudes	Quality of treatment
Royal London No of reviews: 317	3.7	3.2	3.0	3.6	4.1	4.1
Mile End No of reviews: 16	4.1	4.2	4.0	3.7	4.4	4.1

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
Royal London Hospital No of reviews: 317	3.7	1. Staff attitudes	1. Waiting times (punctuality and queueing on arrival)
		2. Waiting Times (punctuality and queueing on arrival)	2. Staff attitudes
		3. Quality of treatment	3. Experience

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	Waiting times (punctuality and queueing on arrival)	Staff attitudes	
Quality of staff – health professionals	Staff attitudes	Waiting Times (punctuality and queueing on arrival)	
Quality of treatment	Appointment availability	Quality of treatment	
Professionalism	Quality of treatment	Experience	
Cleanliness, hygiene and infection control	Quality of staff – health professionals	Staff professionalism	

Negative issues

Q1	Q2	Q3	Q4
Waiting Times (punctuality and queueing on arrival)	Waiting times (punctuality and queueing on arrival)	Waiting Times (punctuality and queueing on arrival)	
Appointment availability	Appointment availability	Experience	
Communication between services	Getting through on the telephone	Staff attitudes	
Getting through on the telephone	Communication between services	Waiting Times for appointments/ waiting lists	
Experience	Staff attitudes	Communication between services	

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

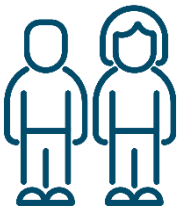
During the last three months, men had a better experience of hospital services than women. 74% of men rated their overall experience as positive compared to 69% of women.



Age

We received the most feedback from people aged 25-34 and 35-44.

Patients aged 35-44 were most likely to have had a negative experience with hospital services with 16% rating their overall experience as Poor or Very Poor.



Ethnicity

We receive the most feedback from people from White British and Bangladeshi backgrounds. 72% of people from Bangladeshi backgrounds rated their overall experience as positive compared to 68% of people from White British backgrounds.

72% of people from Black African backgrounds rated their experience as positive.



Disability and Long-Term Conditions

Patients with disabilities were more likely to have had a positive experience with hospital services compared to respondents without disabilities (72 and 70% respectively).

However, participants with disabilities were slightly more likely to have had a negative experience (14%) than patients without disabilities (10%).

Community Insights System – Hospital Services

Below we have summarised the feedback of the services in the Royal London and Mile End Hospitals 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	64 (total of 230 themes applied)
Positive	60% (of the total no. themes applied)
Negative	39% (of the total no. themes applied)
Neutral	1% (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. Patients mostly commented positively on Quality and Staff Attitudes while Timing received the highest percentage 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	31 (54%)	Staff Attitudes	25 (44%)
Quality	28 (57%)	Quality	20 (41%)
Support	12 (40%)	Support	17 (57%)
User Involvement	5 (29%)	Timing	16 (89%)
General	3 (38%)	User Involvement	12 (71%)

Appendix



No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	254 (70%)	79 (22%)	32 (9%)	365
Hospital	261 (69%)	76 (20%)	42 (11%)	379
Dentist	53 (82%)	9 (14%)	3 (5%)	65
Pharmacy	190 (87%)	18 (8%)	10 (5%)	218
Optician	11 (85%)	1 (8%)	1 (8%)	13
Mental Health	7 (78%)	2 (22%)	0 (0%)	9
Community Health	47 (94%)	1 (2%)	2 (4%)	50
Ambulance	24 (71%)	3 (9%)	7 (21%)	34
NHS 111	49 (73%)	9 (13%)	9 (13%)	67
Sexual Health	2 (100%)	0 (0%)	0 (0%)	2
Social Care	2 (100%)	0 (0%)	0 (0%)	2
Other	1 (100%)	0 (0%)	0 (0%)	1
Overall Total	901	198	106	1205

Demographics

Ethnicity	Percentage %	No of Reviews
British / English / Northern Irish / Scottish / Welsh	21%	255
Irish	1%	13
Gypsy or Irish Traveller		
Roma	0%	1
Any other White background	9%	112
Bangladeshi	31%	370
Chinese	2%	22
Indian	3%	37
Pakistani	0%	4
Any other Asian background/Asian British Background	0%	6
African	5%	61
Caribbean	2%	21
Any other Black / Black British background	1%	12
Asian and White	1%	9
Black African and White		
Black Caribbean and White	1%	10
Any other Mixed / Multiple ethnic groups background	1%	11
Arab	0%	6
Any other ethnic group	0%	5
Not provided	21%	250
Total	100%	1205

Gender	Percentage %	No of Reviews
Man (including trans man)	26%	318
Woman (including trans woman)	54%	651
Non- binary	1%	10
Other		
Prefer not to say	0%	2
Not provided	19%	224
Total	100%	1205

Age	Percentage %	No of Reviews
Under 18	0%	4
18-24	6%	68
25-34	21%	251
35-44	20%	246
45-54	13%	152
55-64	11%	128
65-74	6%	67
75-84	2%	29
85+	1%	7
Prefer not to say	0%	5
Not provided	21%	248
Total	100%	1205

Disability	Percentage %	No of Reviews
Yes	12%	145
No	68%	815
Prefer not to say	1%	7
Not known		
Not provided	20%	238
Total	100%	1205

Demographics

Long-term condition	Percentage %	No of Reviews
Yes	32%	385
No	48%	577
Prefer not to say	0%	6
Not known		
Not provided	20%	237
Total	100%	1205

Religion	Percentage %	No of Reviews
Buddhist	1%	11
Christian	21%	255
Hindu	2%	20
Jewish	1%	17
Muslim	33%	397
Sikh		
Spiritualism	0%	2
Other religion	0%	4
No religion	20%	236
Prefer not to say	1%	17
Not provided	20%	246
Total	100%	1205

Sexual Orientation	Percentage %	No of Reviews
Asexual	0%	1
Bisexual	1%	11
Gay Man	0%	6
Heterosexual/ Straight	74%	895
Lesbian / Gay woman	0%	1
Pansexual		
Prefer not to say	2%	26
Not provided	22%	265
Total	100%	1205

Pregnancy	Percentage %	No of Reviews
Currently pregnant	5%	55
Currently breastfeeding	1%	11
Given birth in the last 26 weeks	9%	110
Prefer not to say	0%	5
No	19%	230
Not relevant	41%	499
Not provided	21%	259
Total	100%	1205

Demographics

	Percentage %	No of Reviews
Bethnal Green ward	8%	101
Blackwall and Cubitt Town ward	0%	4
Bow East ward	11%	127
Bow West ward	4%	43
Bromley North ward	1%	18
Bromley South ward		
Canary Wharf ward	7%	81
Island Gardens ward	2%	22
Lansbury ward		
Limehouse ward	8%	95
Mile End ward	6%	75
Poplar ward	4%	44
Shadwell ward	3%	42
Spitalfields and Banglatown ward	2%	27
St Dunstan's ward	0%	4
St Katharine's and Wapping ward	4%	45
St Peter's ward		
Stepney Green ward	5%	62
Weavers ward		
Whitechapel ward	6%	68
Out of the Borough	7%	84
Not provided	22%	263
Total	100%	1205

Unpaid Carer	Percentage %	No of Reviews
Yes	11%	130
No	66%	792
Prefer not to say	1%	17
Not provided	22%	266
Total	100%	1205

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	0%	1
Not in employment & Unable to work	9%	110
Not in Employment/ not actively seeking work - retired	15%	184
Not in Employment (seeking work)	1%	16
Not in Employment (Student)	2%	25
Paid: 16 or more hours/week	36%	433
Paid: Less than 16 hours/week	5%	58
On maternity leave	9%	107
Prefer not to say	2%	20
Not provided	21%	251
Total	100%	1205

healthwatch

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