

Royal London Hospital Patient Experience Report

Healthwatch Tower Hamlets
April 2023 – March 2024



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Layout of the report

This report is broken down into seven sections:

- **Overviews**
- **Access and Quality Questions**
- **Thematic Analysis**
- **Community Insights System Feedback**
- **What has worked well**
- **What could be improved**
- **Recommendations**
- **Equalities Snapshot**

The report starts by providing an overview of the feedback collected during the last 12 months before presenting a more detailed analysis of the quantitative and qualitative data collected as part of our Patient Experience Programme. The report then gives an overview of the feedback collected through the Community Insights System before summarising what has worked well, and what could be improved. The report ends by making recommendations and providing a snapshot of the feedback from different demographic groups.

This report functions as a standardised general overview of what Tower Hamlets residents have told us in the last 12 months. Additional deep dives relating to the different sections can be requested and are dependent on additional capacity and resource provision.

Rating Scale Change from October 2023

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

Questions using a different rating scale have remained the same.

Introduction

Patient Experience Programme

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

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

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

Methodology



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



Encouraging conversations on **social media** and gathering **online reviews**



Providing promotional materials and surveys in **accessible formats**



Training volunteers to support engagement across the borough allowing us to reach a wider range of people and communities

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

Experiences of Royal London Hospital



What people told us about the Royal London Hospital

"Treatment was fantastic after a really bad fracture. Medics were really good after my accident, they sent an air ambulance and treated me Amazing - staff were really helpful and kind, and nurses were brilliant too." **Man, - 65-74, White British**

"Toilets are always broken and have to walk a long way to find one working. No water available in A&E. Parking can be an issue." **Woman, 35-44, Asian/Asian British - Bangladeshi**

"I was referred promptly and seen within a few weeks. Consultant good, and staff in general helpful." **Man, 85+, Black/Black British - Caribbean**

"Waiting time on phone terrible. Sometimes you are cut off. Lack of staff. Staff are sometimes very abrupt and rude." **Woman, 18-24, Black/Black British - Caribbean**

"Doctors are professional, they know what they are doing unlike private. NHS was able to diagnose my son and was professional and experienced." **Woman, 35-44, Asian/Asian British - Bangladeshi**

"They don't have extensive services for disabled people; they missed fractures in my foot. At one point they told me there were none and there were actually several." **Woman, 25-34, White British**

"Treatment good for renal. Doctors and all the staff are good. Facilities good." **Woman, 55-64, Black/Black British - African**

"(I was) sent a lot of letters and couldn't keep track, communication is not good (and the app is also difficult to set up)." **Man, 35-44, Asian/Asian British**

Overview

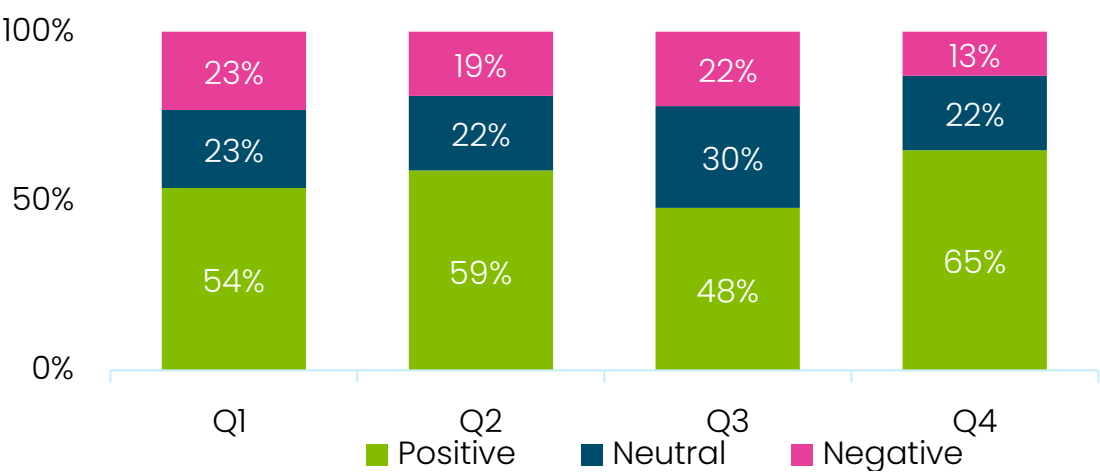
This section provides a summary of the number of experiences we collected between April 2023 and March 2024 as well as a breakdown of positive, negative and neutral reviews per quarter. We analysed residents rating of their overall experience to get this data (1* and 2* = negative, 3* = neutral, 4* and 5* = positive)

Annual Summary

No. of Reviews	445
Positive	62%
Negative	15%
Neutral	23%

Quarterly Breakdown

Quarter	No of Reviews	Percentage of positive reviews
Q1	13	54%
Q2	32	59%
Q3	64	48%
Q4	336	65%

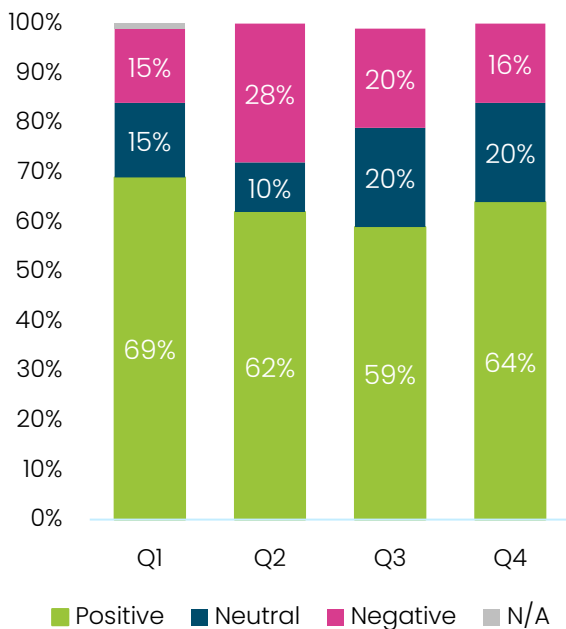


Access and Quality Questions

As part of our patient experience approach, we ask residents a series of questions which helps us better understand experiences of access and quality.

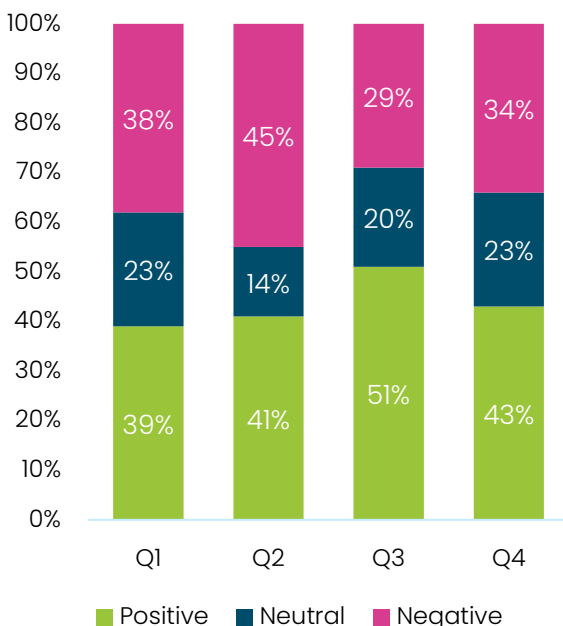
Participants are asked to choose between 1-5* (**Very Poor – Very Good**) for all questions.

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



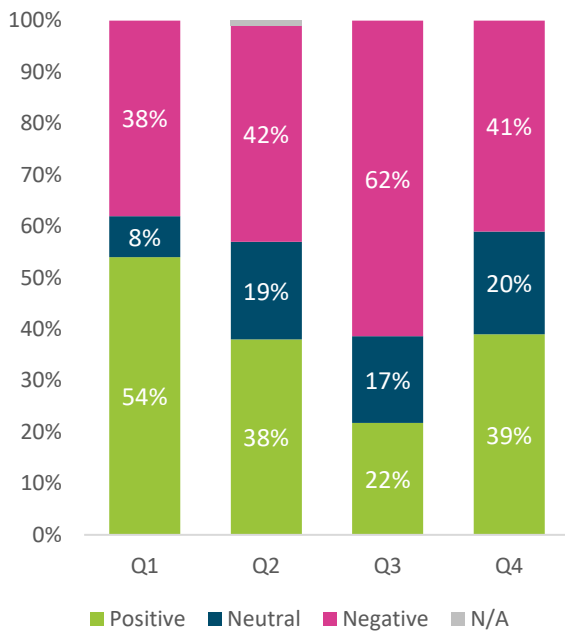
	Q1	Q2	Q3	Q4
Very Good	15%	24%	18%	29%
Good	54%	38%	41%	35%
Neither good nor bad	15%	10%	20%	20%
Poor	0%	21%	11%	8%
Very Poor	15%	7%	9%	8%

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



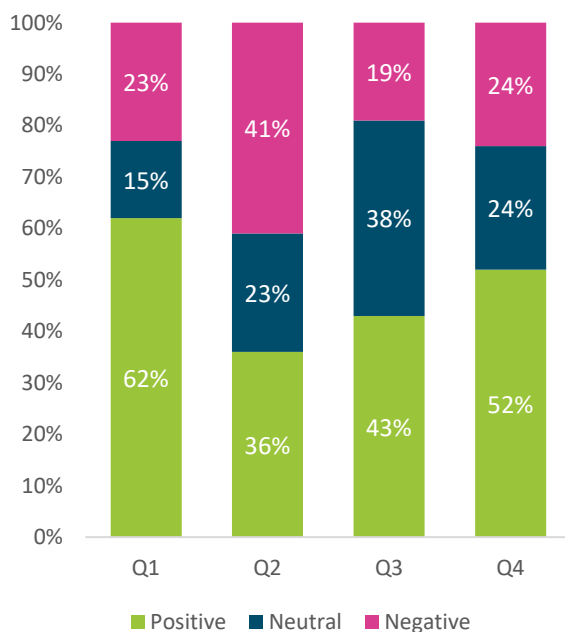
	Q1	Q2	Q3	Q4
Very Good	8%	23%	20%	18%
Good	31%	18%	31%	25%
Neither good nor bad	23%	14%	20%	23%
Poor	23%	27%	23%	18%
Very Poor	15%	18%	6%	16%

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



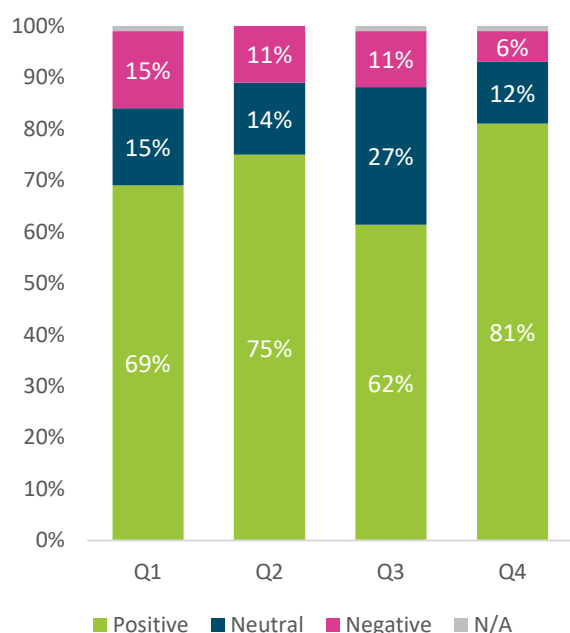
	Q1	Q2	Q3	Q4
Very Good	23%	15%	10%	10%
Good	31%	23%	12%	29%
Neither good nor bad	8%	19%	17%	20%
Poor	23%	15%	27%	17%
Very Poor	15%	27%	35%	24%

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



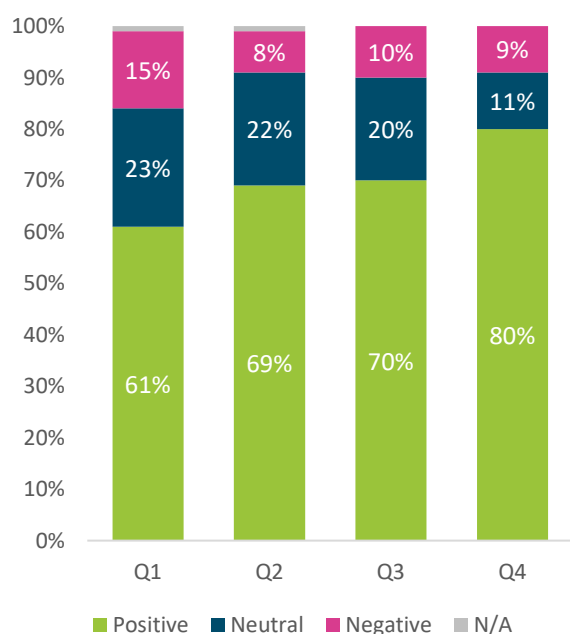
	Q1	Q2	Q3	Q4
Very Good	8%	27%	14%	16%
Good	54%	9%	29%	36%
Neither good nor bad	15%	23%	38%	24%
Poor	8%	23%	12%	13%
Very Poor	15%	18%	7%	11%

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



	Q1	Q2	Q3	Q4
Very Good	23%	54%	35%	34%
Good	46%	21%	26%	47%
Neither good nor bad	15%	14%	27%	12%
Poor	0%	4%	5%	4%
Very Poor	15%	7%	6%	2%

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



	Q1	Q2	Q3	Q4
Very Good	38%	39%	34%	32%
Good	23%	30%	36%	48%
Neither good nor bad	23%	22%	20%	11%
Poor	0%	4%	5%	7%
Very Poor	15%	4%	5%	2%

Average Ratings

In the table below, we have compared the average ratings given for access and quality per quarter and colour-coded the ratings using Green for Positive (4 or above), Dark Blue for Neutral (3–3.9), and Pink for Negative (2.9 or below) ratings.

Positive Neutral Negative

	Overall Star Rating (out of 5)	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
Q1 No of reviews: 13	3.3	3.5	2.9	3.2	3.3	3.6	3.7
Q2 No of reviews: 32	3.5	3.5	3.0	2.8	3.0	4.1	4.0
Q3 No of reviews: 64	3.4	3.5	3.4	2.4	3.3	3.8	3.9
Q4 No of reviews: 335	3.7	3.7	3.1	2.8	3.3	4.1	4.0

Thematic analysis

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

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 5 most positive and negative themes mentioned by patients between April 2023 and March 2024 based on the free text responses received. This tells us which areas of the service are most important to patients.

Top 5 Positive Issues	Total count and % of positive reviews
Staff Attitudes	67 (81%)
Quality of Treatment & Care	62 (82%)
Experience of Treatment & Care	58 (76%)
Staff Attitudes – health professionals)	39 (76%)
Waiting Times (punctuality and queueing on arrival)	32 (24%)

Top 5 Negative Issues	Total count and % of negative reviews
Waiting Times (punctuality and queueing on arrival)	136 (75%)
Getting through on the telephone	27 (88%)
Appointment availability	26 (71%)
Communication with patients (treatment explanation, verbal advice)	22 (65%)
Communication between services	21 (84%)

Quarterly Breakdown of Top Positive Themes

In the table below, we have included the Top Positive Themes for each quarter with the number and the percentage of positive reviews.

We have also highlighted in bright green any themes repeated in at least three financial quarters.

Positive Issues

Q1	Q2	Q3	Q4
Quality of Treatment n.5 (100%)	Staff attitudes n.4 (80%)	Communication with patients (treatment explanation, verbal advice) n.5 (56%)	Staff Attitudes n.58 (87%)
Staff attitudes n.3 (60%)	Quality of treatment n.4 (80%)		Quality of Treatment & Care n.55 (87%)
			Experience of Treatment & Care n.53 (77%)
		Quality of treatment n.5 (56%)	Staff Attitudes – health professionals) n.37 (84%)
		Staff Attitudes n.3 (33%)	Staff Professionalism n.29 (94%)

Quarterly Breakdown of Top Negative Themes

In the table below, we have included the Top Negative Themes for each quarter with the number and the percentage of negative reviews.

We have also highlighted in dark pink any themes repeated in at least three financial quarters.

Negative issues

Q1	Q2	Q3	Q4
Waiting Times (punctuality and queuing on arrival) n.6 (75%)	Waiting Times (punctuality and queuing on arrival) n.7 (100%)	Waiting Times (punctuality and queueing on arrival) n.30 (88%)	Waiting Times (punctuality and queueing on arrival) n.97 (78%)
Staff Attitudes n.2 (40%)	Getting through on the telephone n.2 (100%)	Staff Attitudes n.6 (67%)	Appointment availability n.25 (76%)
		Communication with patients (treatment explanation, verbal advice) n.4 (44%)	Getting through on the telephone n.22 (92%)
			Communication between services n.18 (90%)
			Communication with patients (treatment explanation, verbal advice) n.16 (70%)

Community Insights System Feedback

Below we have summarised the feedback of the Royal London Hospital collected through the Community Insights System (CIS) between April 2023 and March 2024. 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	631 (total of 2441 themes applied)
Positive	52% (of the total no. themes applied)
Negative	46% (of the total no. themes applied)
Neutral	2% (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 Staff Attitudes and the Quality of Treatment, while Timing was the theme that received by far the largest proportion of negative feedback.

Top 5 Positive Themes	Total count and % of positive reviews	Top 3 Negative Themes	Total count and % of negative reviews
Staff Attitude	325 (71%)	Timing	214 (81%)
Quality	402 (70%)	Staff attitude	122 (27%)
Support	216 (64%)	Quality	113 (28%)
User Involvement	126 (65%)	Support	111 (33%)
Advice/Information	57 (40%)	Advice/Information	83 (58%)

What has worked well?

Below is a list of the key positive aspects related to the Royal London Hospital between April 2023 and March 2024.



Staff Attitudes

81% of reviews that covered staff attitudes were positive. This theme has also appeared in the Top Positive themes in each quarter which shows that patients are consistently happy with the kindness and helpfulness of staff.



Quality of Treatment and Care

82% of reviews that mentioned quality of treatment and care were positive. Similar to Staff Attitudes, this theme has appeared in the Top Positive themes in each quarter highlighting patient satisfaction with the treatment and care received at the hospital.

In addition, the ratings for this service aspect have been increasingly positive from Q1 to Q4.

What could be improved?

Below is a list of the key areas for improvement related to the Royal London Hospital between April 2023 and March 2024.



Waiting times (punctuality and queueing on arrival)

75% of reviews that covered waiting times were negative. This theme has also consistently been the Top Negative theme throughout the year. Wait times of up to 15 hours were reported at the A&E department, but also in other departments such as the imaging and phlebotomy departments



Getting through on the telephone

88% of reviews that mentioned getting through on the telephone were negative. This service aspect has seen a large proportion of negative ratings throughout the year. Many people have reported not getting through to anyone over the telephone and long wait times.

Recommendations

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

Waiting times

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

Getting through on the telephone

1. Investigate what are the main queries that are coming through on the telephone and whether these could be addressed by making improvements to other areas, such as better information provided on the appointment letters. This could help to reduce the number of calls received.
3. Investigate what is the reason phone lines get cut off while patients are waiting on the line and implement a solution to this to avoid patient queries being missed.
2. Offering a text messaging/phone/online system where patients confirm attendance and cancellations. This system could also be used to inform patients of cancellations and how to reschedule an appointment.

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

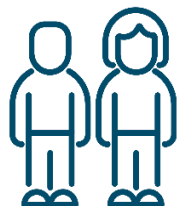
In the last 12 months, men reported better experiences with hospital services with 68% rating their experience as positive compared to 60% of women although it should be noted that we collected more reviews from women (n.244) than men (n.152).



Age

We collected the most reviews from people aged 25–34 (n.92). They were most likely to rate their overall experience as Negative with 18% rating their experience as Poor or Very Poor. The same proportion of people aged 55–64 also rated their experience as negative although we collected fewer reviews from this age group (n.44).

People aged 75–84 were most likely to rate their experience as positive with 79% rating their overall experience as Good or Very Good.



Ethnicity

We collected 129 reviews from people from White British backgrounds. They had the highest proportion of positive ratings for overall experience with 72% rating it as Good or Very Good. In comparison, 60% out of 107 reviews collected from people from Bangladeshi backgrounds rated their experience as positive.

We collected 29 reviews from people from Black or Black British backgrounds out of which 69% rated their experience positive.



Disability

66% of people who reported having a disability (n.65) rated their experience of hospital services as positive. This was a slightly larger proportion compared to people with no reported disabilities (62%). However, 18% of people with a disability rated their experience as negative compared to 13% of people with no disability.

Appendix



Demographics

Gender	Percentage %	No of Reviews
Man(including trans man)	34%	152
Woman (including trans woman	55%	244
Non- binary	0%	2
Other	0%	1
Prefer not to say	0%	1
Not provided	10%	45
Total	100%	445

Age	Percentage %	No of Reviews
Under 18	2%	7
18-24	9%	42
25-34	21%	92
35-44	18%	82
45-54	14%	63
55-64	10%	44
65-74	8%	34
75-84	4%	19
85+	2%	8
Prefer not to say	0%	2
Not provided	12%	52
Total	100%	445

Disability	Percentage %	No of Reviews
Yes	15%	65
No	72%	320
Prefer not to say		
Not provided	13%	60
Total	100%	445

Ethnicity	Percentage %	No of Reviews
Asian/Asian British - Any other Asian background/Asian British Background	1%	4
Asian/Asian British - Asian British	7%	30
Asian/Asian British - Bangladeshi	24%	107
Asian/Asian British - Chinese	1%	5
Asian/Asian British - Indian	3%	12
Asian/Asian British - Pakistani	1%	4
Black/Black British - African	2%	11
Black/Black British - Any other Black / Black British background	1%	3
Black/Black British - Black British	2%	9
Black/Black British - Caribbean	1%	6
Mixed/Multiple - Any other Mixed / Multiple ethnic groups background	1%	3
Mixed/Multiple - Asian and White	0%	2
Mixed/Multiple - Black Caribbean and White	0%	1
Other ethnicity - Any other ethnic group	2%	10
Other ethnicity - Arab	2%	9
White - British / English / Northern Irish / Scottish / Welsh	29%	129
White - Irish	1%	4
White - Roma		
White - Any other White background	5%	24
Not provided	16%	72
Total	100%	445

Demographics

Long-term condition	Percentage %	No of Reviews
Yes	33%	147
No	51%	229
Prefer not to say	1%	3
Not provided	15%	66
Total	100%	445

Sexual Orientation	Percentage %	No of Reviews
Asexual		
Bisexual	2%	7
Gay Man	1%	3
Heterosexual/ Straight	77%	341
Lesbian / Gay woman	0%	1
Pansexual	0%	2
Prefer not to say	5%	22
Not provided	15%	69
Total	100%	445

Religion	Percentage %	No of Reviews
Buddhist	1%	4
Christian	24%	106
Hindu	1%	5
Jewish	0%	2
Muslim	36%	160
Sikh	0%	1
Spiritualism	1%	5
No religion	18%	81
Prefer not to say	2%	11
Other religion	2%	9
Not provided	14%	61
Total	100%	445

Pregnancy	Percentage %	No of Reviews
Currently pregnant	5%	21
Currently breastfeeding	2%	7
Given birth in the last 26 weeks	1%	3
Prefer not to say	0%	2
No	32%	141
Not relevant	43%	191
Not provided	16%	72
Total	100%	445

Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	0%	2
Not in employment & Unable to work	10%	45
Not in Employment/ not actively seeking work - retired	16%	73
Not in Employment (seeking work)	4%	18
Not in Employment (Student)	4%	20
On maternity leave	2%	7
Paid: 16 or more hours/week	38%	169
Paid: Less than 16 hours/week	5%	22
Prefer not to say	4%	16
Not provided	16%	73
Total	100%	445

Unpaid Carer	Percentage %	No of Reviews
Yes	9%	40
No	71%	315
Prefer not to say	2%	9
Not provided	18%	81
Total	100%	445

Area of the borough	Percentage %	No of Reviews
Bethnal Green ward	13%	59
Blackwall and Cubitt Town ward	0%	1
Bow East ward	9%	41
Bow West ward	4%	17
Bromley North ward	0%	1
Bromley South ward	0%	0
Canary Wharf ward	3%	12
Island Gardens ward	1%	5
Lansbury ward	0%	1
Limehouse ward	3%	13
Mile End ward	4%	19
Poplar ward	8%	35
Shadwell ward	4%	17
Spitalfields and Banglatown ward	1%	3
St. Dunstan's	0%	1
St Katharine's and Wapping ward	2%	9
St Peter's ward	0%	1
Stepney Green ward	6%	25
Weavers ward	0%	1
Whitechapel ward	7%	30
Out of Borough	18%	81
Not provided	16%	73
Total	100%	445



healthwatch

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