

Q1 Patient Experience Report

Healthwatch Tower hamlets
April – June 2025



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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 April and June 2025, we continued to develop our PEP by :

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

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 top two services about which we receive the most feedback.

The GP and Hospital chapters start with some example comments, giving a flavour of both the positive and negative feedback we hear from local people. The next section is summary findings, which includes good practice and areas of improvement. This is then followed by a final section, capturing the full data set of quantitative and qualitative analysis, a further PCN/Trust breakdowns and an equality analysis page.

It is important to note that the summary findings are shaped by all data streams.

How we use our report

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

Additional Deep Dives

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.

Q1 Snapshot

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



1,137 reviews

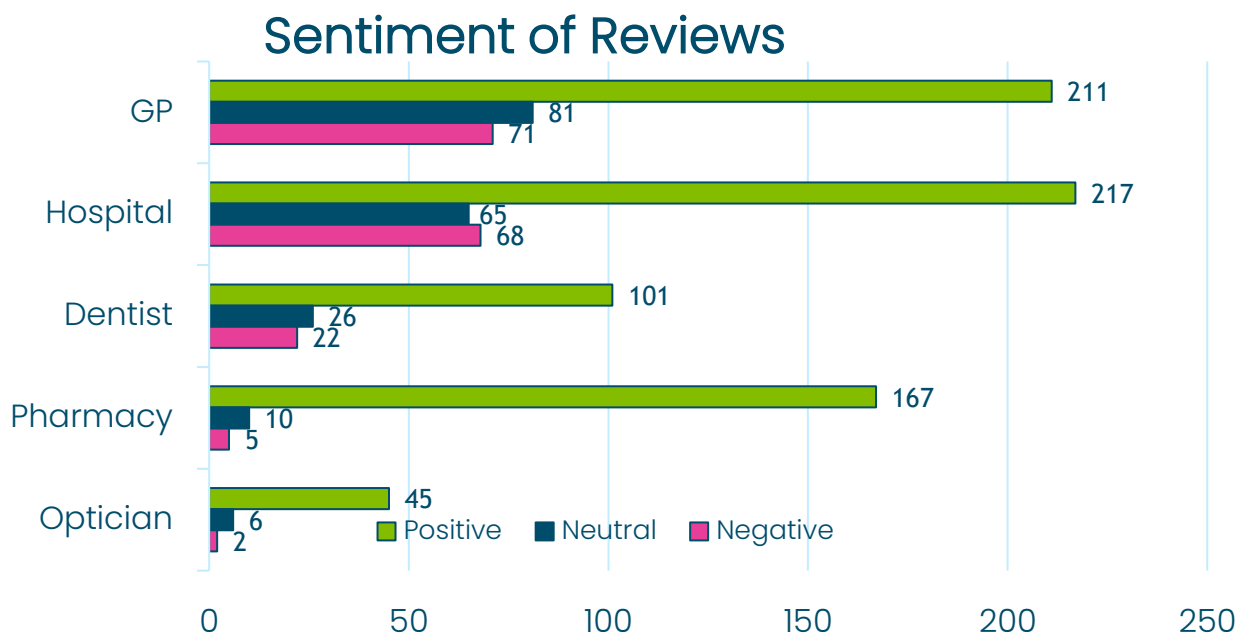
of health and care services were shared with us, helping to raise awareness of issues and improve care.

22 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	364	58%(212)
Hospital	350	62%(217)
Dentist	149	68%(101)
Pharmacy	182	92%(167)
Optician	53	85%(45)

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



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 2025-26. 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 25)	Q2 (Jul-Sep 25)	Q3 (Oct-Dec 25)	Q4 (Jan-Mar 26)
GP	58%			
Hospital	62%			
Dentist	68%			
Pharmacy	92%			
Optician	85%			
NHS 11	70%			
Mental Health	22%			
Day centre	100%			
Care Home	100%			

What does this tell us?

- There has been a clear shift in the percentage of people sharing positive feedback about GPs over the year, with the last three months showing a significant decrease of 11%
- Hospital services have experienced a slight decrease in positive feedback, showing a 6% reduction compared to Q4 2025
- Experiences of Dental services have decreased to 68% of the total reviews, marking a clear shift from 81% in Q4 2025
- Positive experiences of pharmacy services have increased by 7% as the year has progressed

Experiences of GP Services



What people told us about GP Services

"I don't have to wait for long time. Treatment explanation was very clear, and they explained everything."

"Just not easy to see the GP, even when you get the appointment. The service is very poor. GP does not have experience, just a waste of time."

"When you call the staff, they are very friendly. You never have to wait long for an appointment."

"Because of the shortage of staff is not easy to get through to someone over the phone. The attitude of the receptionist is not good sometimes!"

"When I get an appointment, the doctors do listen to my concerns and problems. Online consultation is good; they respond to my message and solve my problem."

"When I filled in the online consultation for my GP, they ignored me. I have been trying to book an appointment, but the GP Centre keeps sending me links to book an appointment which say there are no appointments available. When I call GP, nobody picks up. It has almost been a year now."

"Staff are very professional and friendly. I come for the blood test usually, and results are given back very quickly with follow-up appointments if needed."

"To get an appointment from my GP is not easy, and if I get an appointment, the doctors never give me enough time to consider my issue."



GP Services Summary Findings

What is working well?

Below is a list of the key positive aspects relating to GP practices between April and June 2025



Staff attitudes

75% of reviews that covered staff attitudes were positive. Residents found health professionals were 'kind' and caring when listening to their concerns.



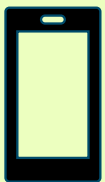
Quality of treatment

64% of reviews that covered quality of treatment were positive. Residents were satisfied with the care they had received from their GP practices and the results of the suggested treatment.



Quality of Appointment-Telephone Consultation

60% of reviews that addressed the quality of telephone consultations were positive, with residents praising the clear communication and prompt responses.



Quality of Online Consultation

55% of reviews that addressed the quality of online consultations were positive, with residents highlighting the seamless experience, clear guidance, and timely responses.



Treatment Explanation

75% of reviews that addressed the explanation of treatments were positive, with residents appreciating the clear, thorough, and easy-to-understand guidance provided by the staff.

What could be improved?

Below is a list of the key areas for improvement relating to GP practices between April and June 2025



Staff attitudes – administrative staff

56% of reviews that covered staff attitudes of administrative staff were negative. Residents felt that receptionists were not always sympathetic to their situations and came across as cold when trying to book an appointment



Getting through on the telephone

43% of reviews that covered getting through on the telephone were negative. Residents shared their frustrations at being unable to get through to a receptionist when trying to book an appointment at 8am. People were either left on hold for over 30 minutes or were routinely cut off.



Appointment availability

61% reviews highlighted that they face difficulty in getting an appointment on the same day or next day which makes the residents get frustrated and unhappy with the service.



Communication with Patients

67% of reviews covered that there was no proper explanation of treatment and advice. Residents shared that even after waiting for long hours they felt a gap in communication and received unclear information and advice about their concern.



Online consultation (app/form)

40% of reviews clearly stated that people are facing problems in accessing online consultation through apps and forms saying that app only work in working hours and older adults are unable to access the digital app.

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.

Improve Appointment accessibility

1. Introduce a simplified booking, system that works seamlessly online and by phone, reducing the need for multiple calls.
2. Extend appointment hours into evenings and weekends, making it easier for patients with work or family commitments to access care.

Reduce waiting times.

1. Optimise scheduling processes so that appointments run on time, reducing frustration for patients.
2. Implement a triage system to ensure urgent cases are seen quickly while routine cases are scheduled appropriately.

Enhance staff training and communication

1. Provide targeted training for administrative staff to improve efficiency, empathy and clarity when assisting patients.
2. Share timely updates with patients about changes in services, wait times, and booking procedures to build trust and transparency.

Expand online and remote consultations options.

1. Increase the use of secure video and phone consultations to make healthcare more accessible for patients who cannot attend in person.
2. Provide easy to follow guidance and technical support so patients can confidently use remote services without barriers.

The image is a cover for a data set. It features a dark teal background with a large white oval in the center. The oval is bordered by a thick pink line. The text 'GP Services' is written in a dark teal serif font, and 'Full data set' is written in a pink sans-serif font below it.

GP Services

Full data set

GP Services

No. of Reviews	364 (relating to 33 GP practices)
Positive	58%
Negative	20%
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:

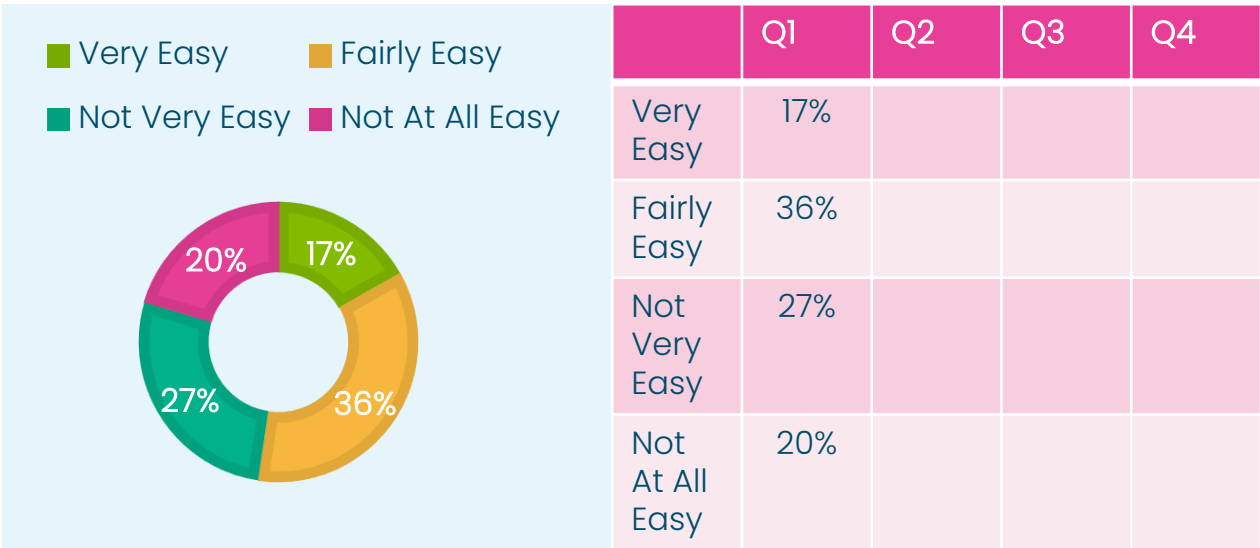
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the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

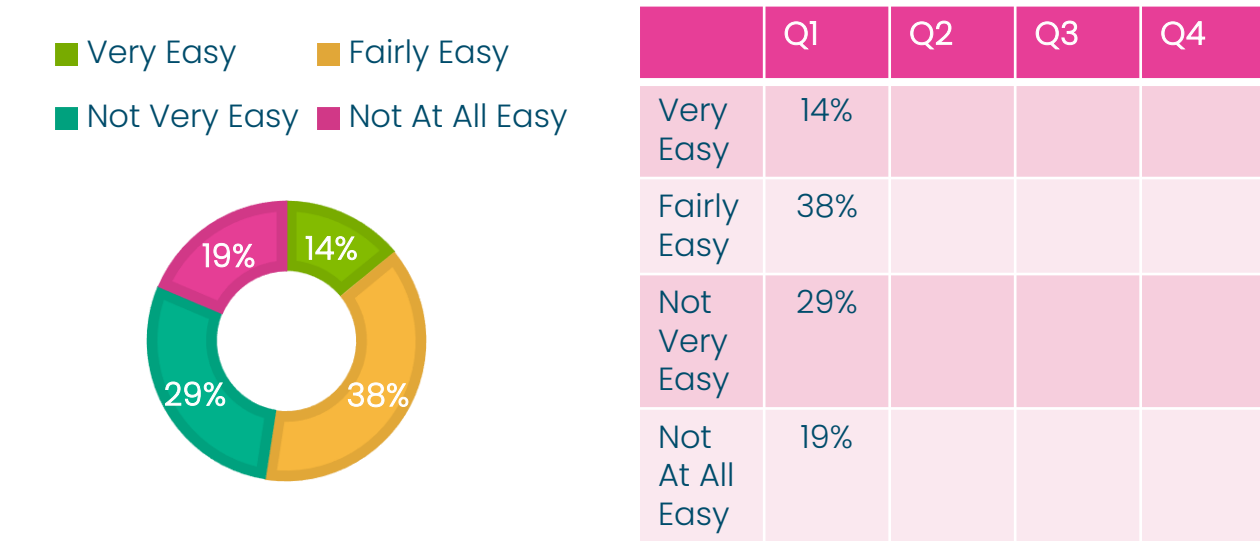
Participants were asked to choose between 1-5* (Very Poor – Very Good)

Access and Quality Questions

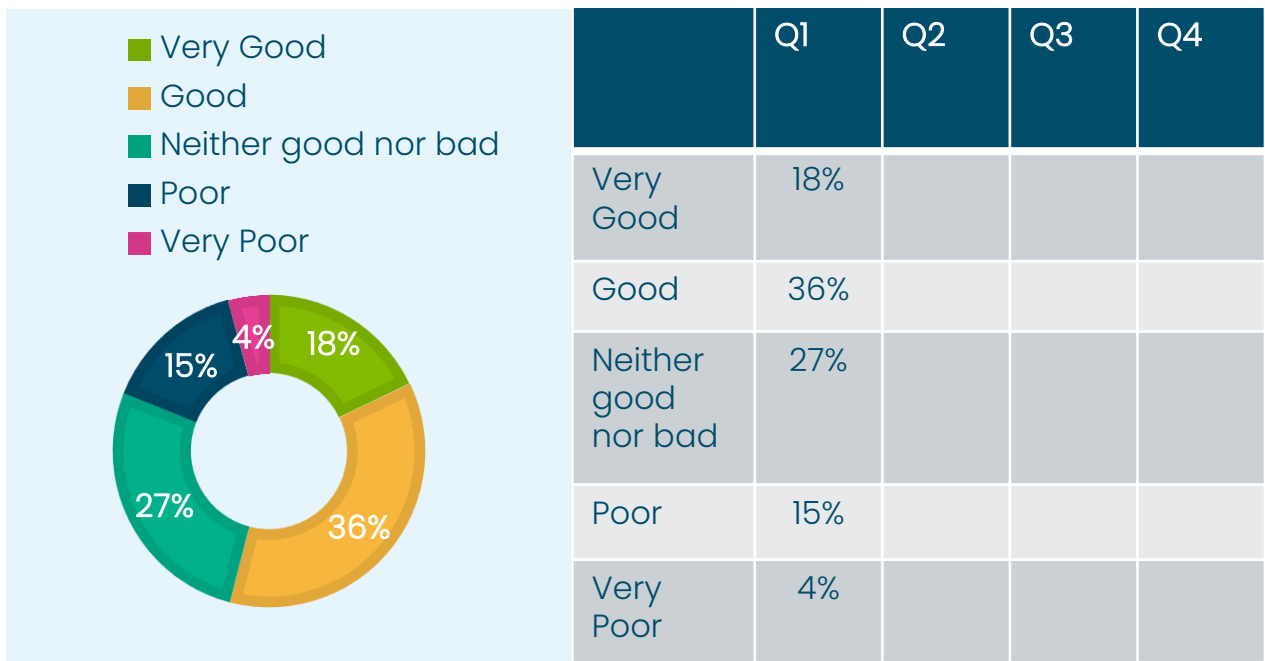
Q1) How do you find getting an appointment?



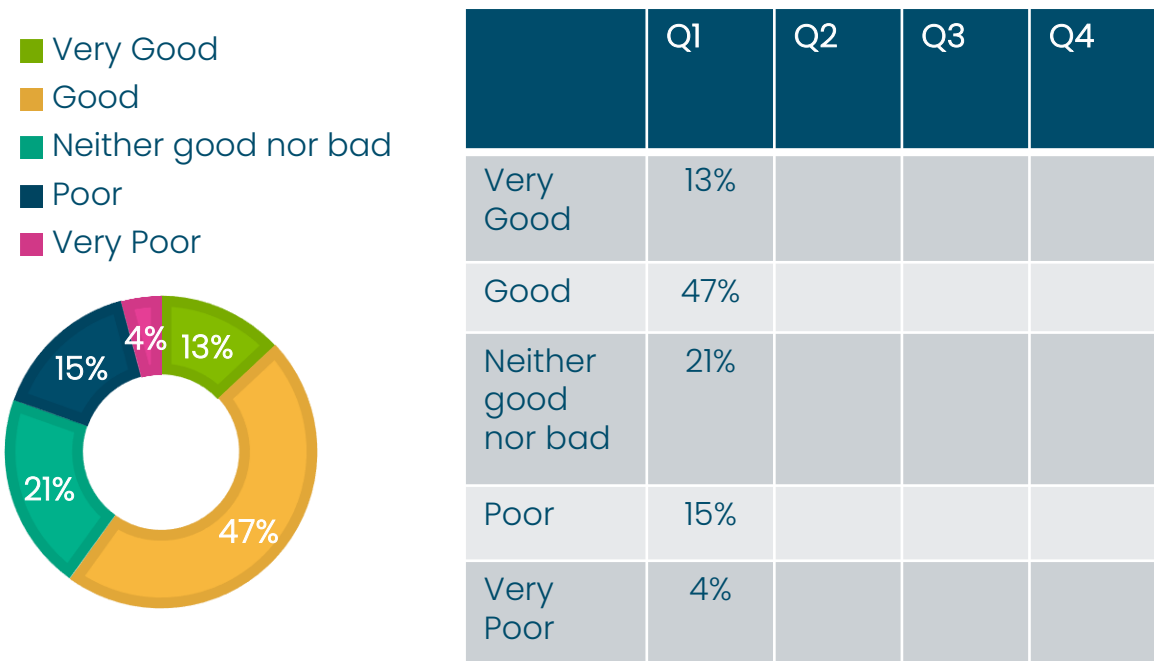
Q2) How do you find getting through to someone at your GP practice on the phone?



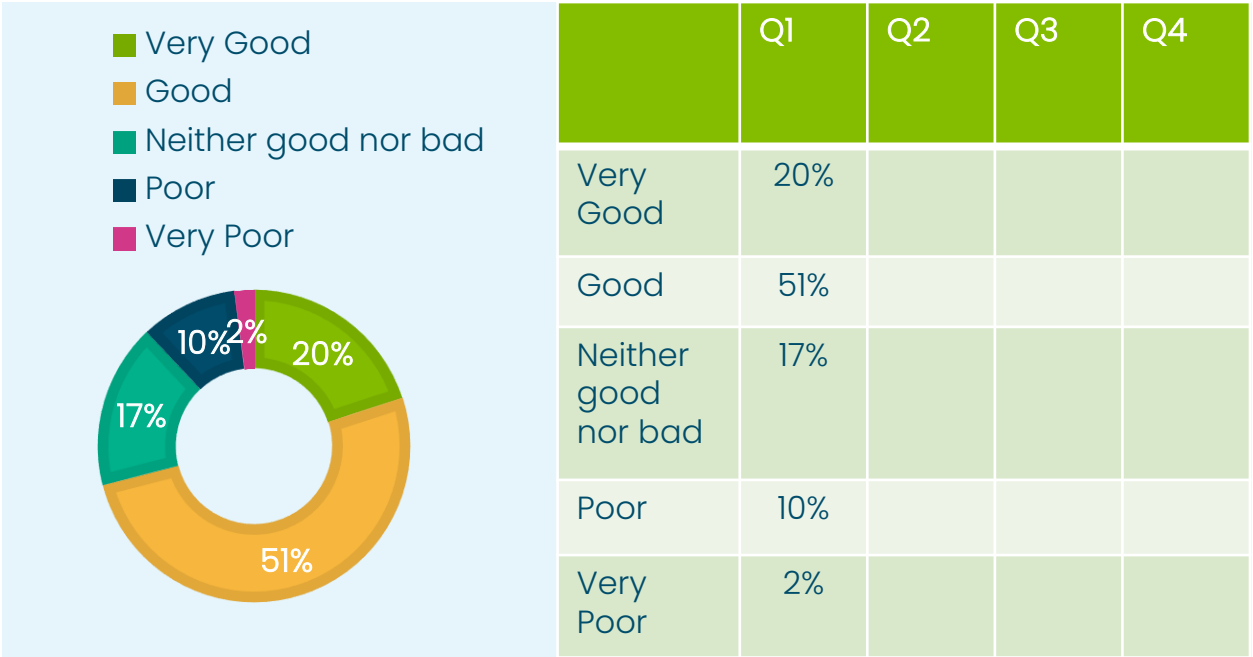
Q3) How do you find the quality of online consultations?



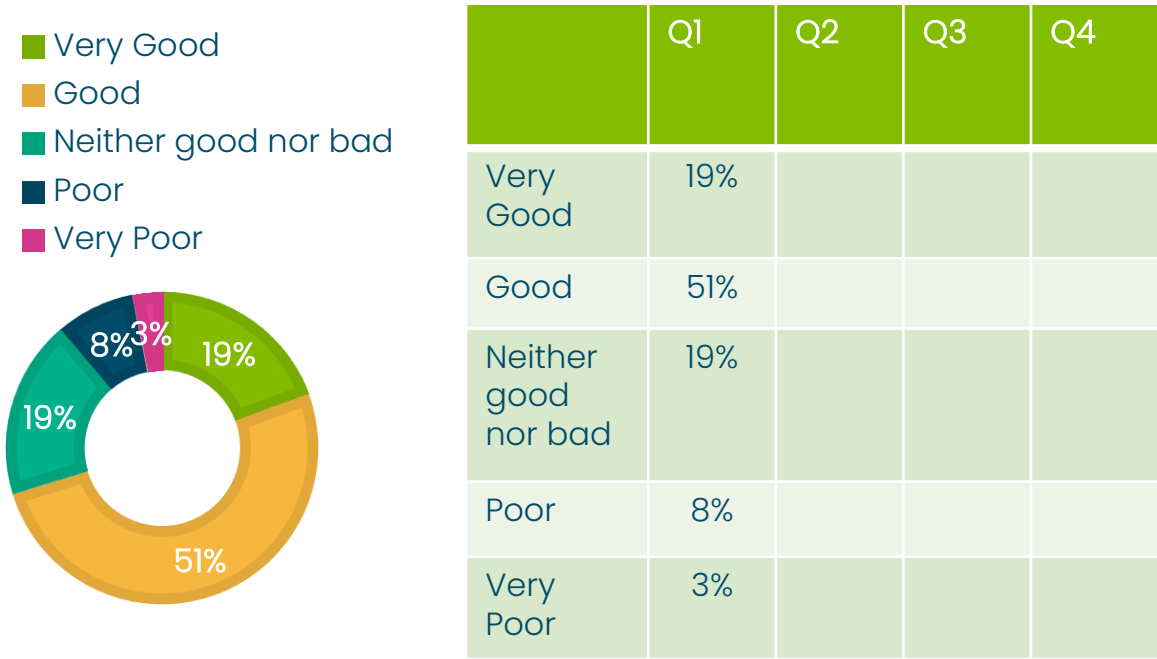
Q4) How do you find the quality of telephone consultations?



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 about GP practices.

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. The table below shows the top 10 themes mentioned by patients between April and June 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	48 (32%)	10 (7%)	90 (61%)	148
Staff Attitudes	51 (75%)	5 (7%)	12 (18%)	68
Quality of Treatment	38 (64%)	3 (5%)	18 (31%)	59
Getting through on the phone	28 (55%)	1 (2%)	22 (43%)	51
Online Consultation (app/form)	26 (55%)	2 (4%)	19 (40%)	47
Staff Attitudes – Health Professional	26 (74%)	3 (9%)	6 (17%)	35
Waiting Times (punctuality and queuing on arrival)	3 (10%)	1 (3%)	25 (86%)	29
Quality of Telephone Consultation	15 (60%)	0 (0%)	10 (40%)	25
Quality of Face-to-Face Appointments	4 (19%)	0 (0%)	17 (81%)	21
Booking Appointments	3 (15%)	1 (5%)	16 (80%)	20

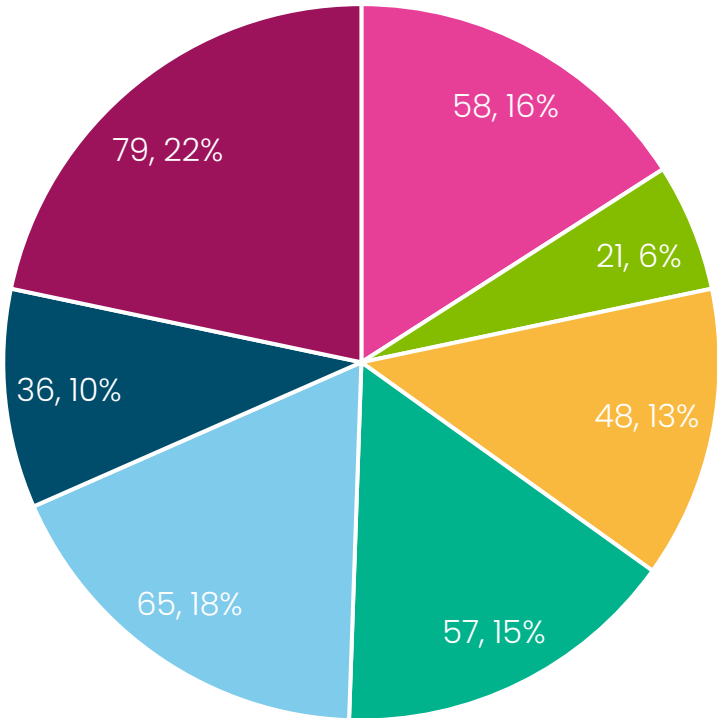
Primary Care Networks

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 April and June, the services which received the most reviews were PCN 7 and PCN 9. In Q4, the most reviews were collected from PCN 6 and PCN 9

Total Reviews per PCN (number, %)



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

PCN Access and Quality Questions

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

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

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

Positive Neutral Negative

PCN NAME	ACCESS (out of 4)		QUALITY (out of 5)			
	Getting an appointment	Getting through on the phone	Quality of online consultations	Quality of telephone consultations	Staff attitudes	Quality of treatment
PCN 1 No of reviews: 58	2.6	2.6	3.3	3.3	3.8	3.9
PCN 2 No of reviews: 21	2.5	2.5	3.3	3.5	3.6	3.6
PCN 5 No of reviews: 48	2.6	2.7	3.7	3.7	3.9	4.0
PCN 6 No of reviews: 57	2.5	2.4	3.6	3.5	3.7	3.6
PCN 7 No of reviews: 65	2.7	2.8	3.7	3.8	4.0	3.8
PCN 8 No of reviews: 36	2.1	2.0	3.3	3.2	3.7	3.7
PCN 9 No of reviews: 79	2.3	2.3	3.4	3.4	3.7	3.7

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: 58	3.4	1. Staff attitudes	1. Appointment availability
		2. Appointment Availability	2. Waiting Times
		3. Staff Attitudes- Health Professional	3. Getting through the Phone
PCN 2 No of reviews: 21	3.3	1. Quality of Treatment	1. Appointment availability
		2. Appointment Availability	2. Staff attitudes
		3. Getting through the phone	3. Quality of telephone Consultation
PCN 5 No of reviews: 48	3.7	1. Staff Attitudes	1. Appointment Availability
		2. Quality of Treatment	2. Getting through the phone
		3. Appointment Availability	3. Waiting Times
PCN 6 No of reviews: 57	3.4	1. Staff attitudes	1. Appointment availability
		2. Appointment Availability/Online consultation	2. Getting through on the telephone/Online consultation
		3. Getting through on the phone	3. Staff attitudes-administration
PCN 7 No of reviews: 65	3.8	1. Appointment Availability	1. Appointment availability
		2. Getting through the phone/Staff Attitudes	2. Quality of treatment
		3. Online Consultation(App/Forms)	3. Booking appointments

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: 36	3.3	1. Quality of Treatment	1. Appointment availability
		2. Staff Attitudes - health professional	2. Waiting times / Online consultation (app/form)
		3. Appointment availability	3. Getting through on the telephone
PCN 9 No of reviews: 79	3.4	1. Staff attitudes/Staff attitudes -Health professional	1. Appointment availability
		2. Appointment availability	2. Quality of treatment/Quality of face-to-face appointments/Waiting times
		3. Getting through on the telephone/Quality of telephone consultations	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
Staff attitudes			
Appointment Availability			
Quality of Treatment			
Getting through on the telephone			
Online Consultation (app/Form)			

Negative issues

Q1	Q2	Q3	Q4
Appointment Availability			
Waiting Times (punctuality and queuing on arrival)			
Getting through on the telephone			
Online Consultation (app/Form)			
Quality of Treatment			

Equalities Snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience 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 better experience of GPs when compared with men. 61% of women rated their experiences 4* or higher compared to only 54% of men.

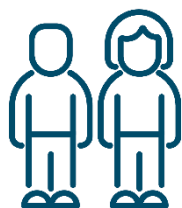


Age

We received the most feedback from 25-34, 35-44 and 45-54 year olds.

Out of these age groups, 25-34-year-olds were most likely to report a positive experience with GP services. 66% rated their experience Very Good or Good.

45-54 year olds were most likely to have had a negative experience (26%).



Ethnicity

67% of patients from White British and Any Other White backgrounds rated their experience with GP services either 'Good' or 'Very Good'. This was compared to 56% of patients from Bangladeshi and 47% from Black African backgrounds.



Disability

44% of residents who reported having a disability rated their experience with GP services positively. This was significantly lower compared to 64% of patients with no disabilities.

Experiences of Hospital Services



What people told us about Hospitals

"The doctors and consultants we have seen in the children's A&E department in the last 2 weeks have been extremely helpful and caring."

"It is a waste of time. There is not much care or advice given. Feels like the appointments are tick box experiences."

"The communication between me and the doctors/nurses was efficient and very helpful."

"Waiting times are too long. It needs to be improved. Bed spaces need to be improved."

"The hospital was prompt in booking my future appointments which helped me pre-plan my visit."

"Diagnosis not taken seriously and it is surprising because my condition is pressing. It took a long time to reply to my emails to confirm the appointment."

"Staff work very hard given the pressure of being overwhelmed."

"The wait for the Gestational Diabetes appointment took ages and as a pregnant woman with GD, it was not easy."



Hospital Services Summary Findings

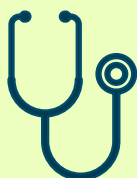
What has worked well?

Below is a list of the key positive aspects relating to hospitals between April and June 2025



Staff attitudes

84% of reviews are satisfied with staff attitudes. Patients describe staff as kind, caring, and compassionate.



Quality of treatment

64% of reviews are happy with the treatment they received, highlighting good care and accurate diagnosis.



Appointment availability

63% of reviews are happy with appointment availability. Many residents said it is easy to get an appointment on the same day or the next day



Getting through on the telephone

59% of reviews say it is easy to reach someone by telephone to book an appointment. This is especially helpful for people who find the online app difficult to use.



Accessibility and reasonable adjustments

73% of reviews are satisfied with the accessibility adjustments made by the hospital, especially for disabled people. Reviewers noted that staff take time to understand and meet their needs.

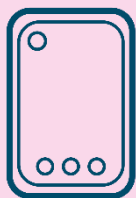
What could be improved?

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



Waiting times for appointments/waiting lists

48% of reviews about waiting times for appointments or waiting lists were negative. Residents reported waiting an average of 3–6 months for a hospital appointment, and expressed concern that people were left in constant pain while waiting.



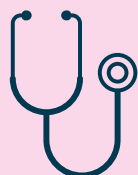
Getting through on the telephone

34% of reviews highlighted that residents find it difficult to reach someone by telephone due to busy lines and long waiting times



Diagnosis

80% of reviews are not satisfied with the diagnosis as patients had to wait very long to get an appointment for scans and blood test results.



Quality of Treatment

27% of reviews stated that patients were unhappy with the quality of care they received, pointing to unclear explanations and advice regarding their concerns



Facilities

88% of reviews highlighted concerns about infrastructure, including unclear signage, insufficient seating in waiting areas, and ongoing accessibility issues for disabled residents

Recommendations

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

Increase Staffing and Funding

1. Hire more experienced doctors and nursing staff to reduce patient waiting times and provide timely care
2. Adequate funding will allow the hospital to recruit and retain qualified staff, improving service delivery and reducing burnout among healthcare workers

Enhance Communications and Appointment Systems.

1. Train administrative staff to ensure accurate appointments and provide timely updates will reduce errors and confusion this leads in proper scheduling and smooth patient interactions.
2. Regularly review and upgrade processes related to appointment bookings, patient updates, and feedback, to ensure surgeries and consultations are timely and service standards are consistently high.

Upgrade Hospital Facilities and Accessibility.

1. Enhancing hospital facilities and accessibility such as providing more wheelchairs and mobility aids supports to patients with special needs and improves their comfort and safety while moving around the hospital.
2. Improving the quality and nutritional value of hospital food further will support patient wellbeing and recovery. Well-maintained and properly equipped facilities contribute to a better overall patient experience

Improve Overall Service Quality

1. Prompt surgeries and consultations reduce health risks associated with delays and demonstrate respect for patient's time and wellbeing.
2. Consistent high standards across departments build trust and improve patient satisfaction.



Hospital Services

Full data set

Hospital Services

No. of Reviews	333 (relating to 2 hospitals)
Positive	62%
Negative	19%
Neutral	19%



Questions we asked residents

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

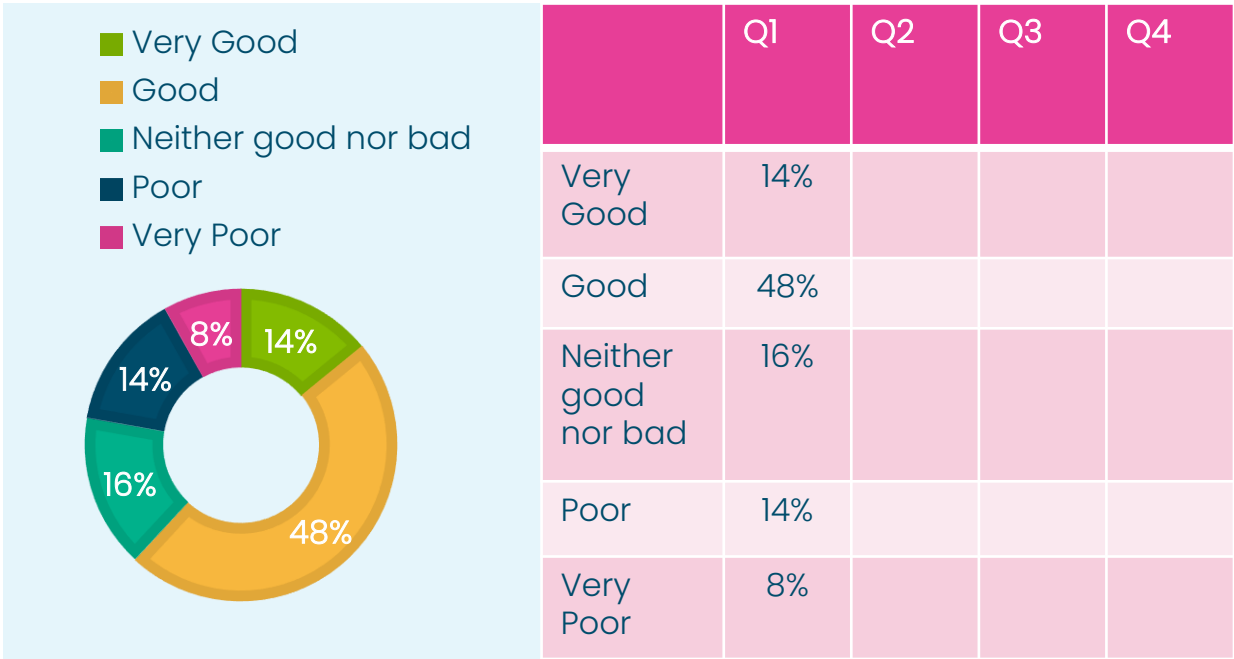
The questions we asked were:

- Q1) How did you find getting a referral/appointment at the hospital?
- Q2) How do you find getting through to someone on the phone?
- Q3) How do you find the waiting times at the hospital?
- Q4) How do you find the attitudes of staff at the service?
- Q5) How do you think the communication is between your hospital and GP practice?
- Q6) How would you rate the quality of treatment and care received?

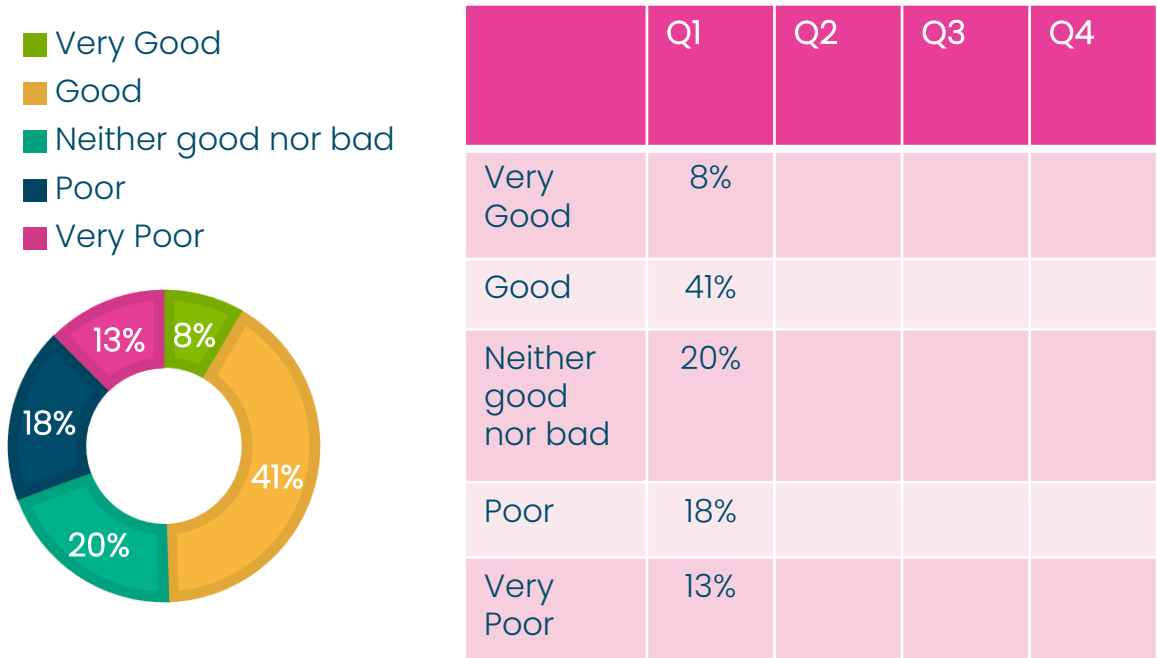
Participants were asked to choose between 1-5* (Very Poor – Very Good) for all questions.

Access and Quality Questions

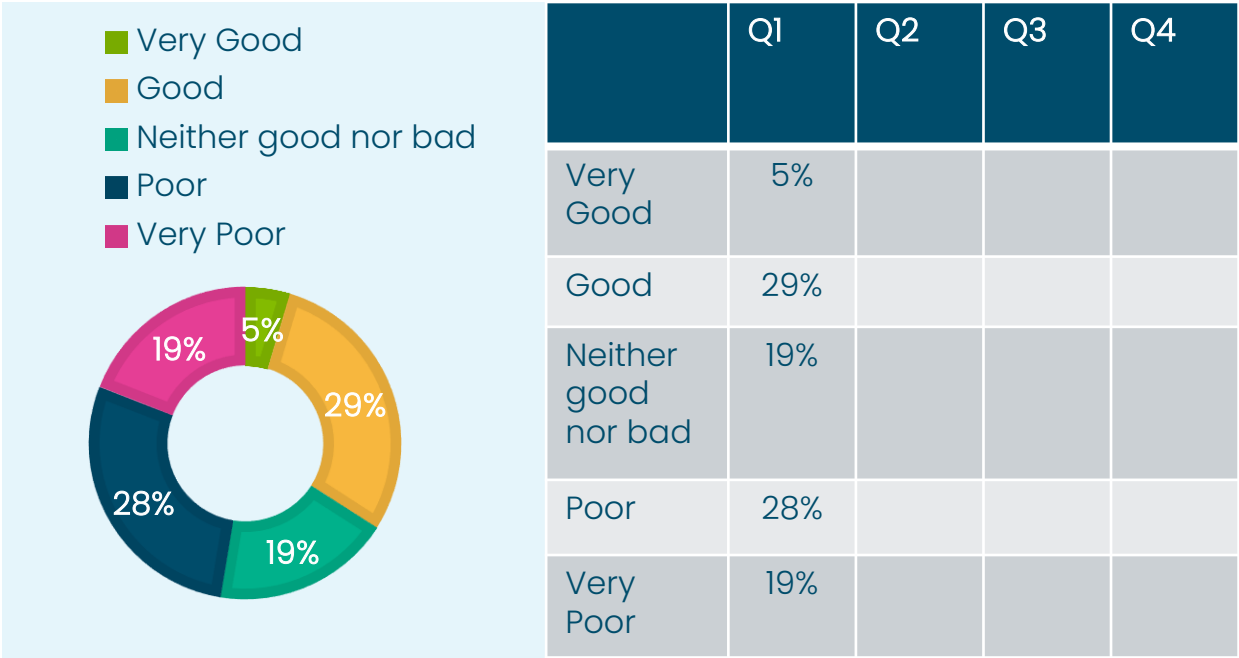
Q1) How did you find getting a referral/appointment at the hospital?



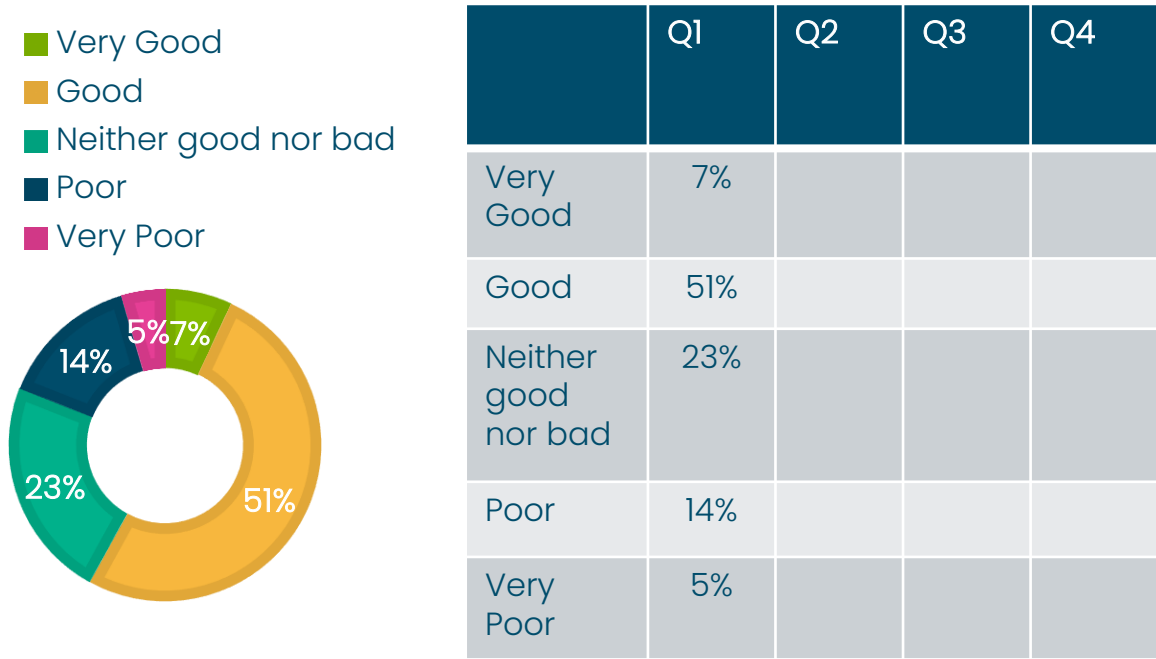
Q2) How do you find getting through to someone on the phone?



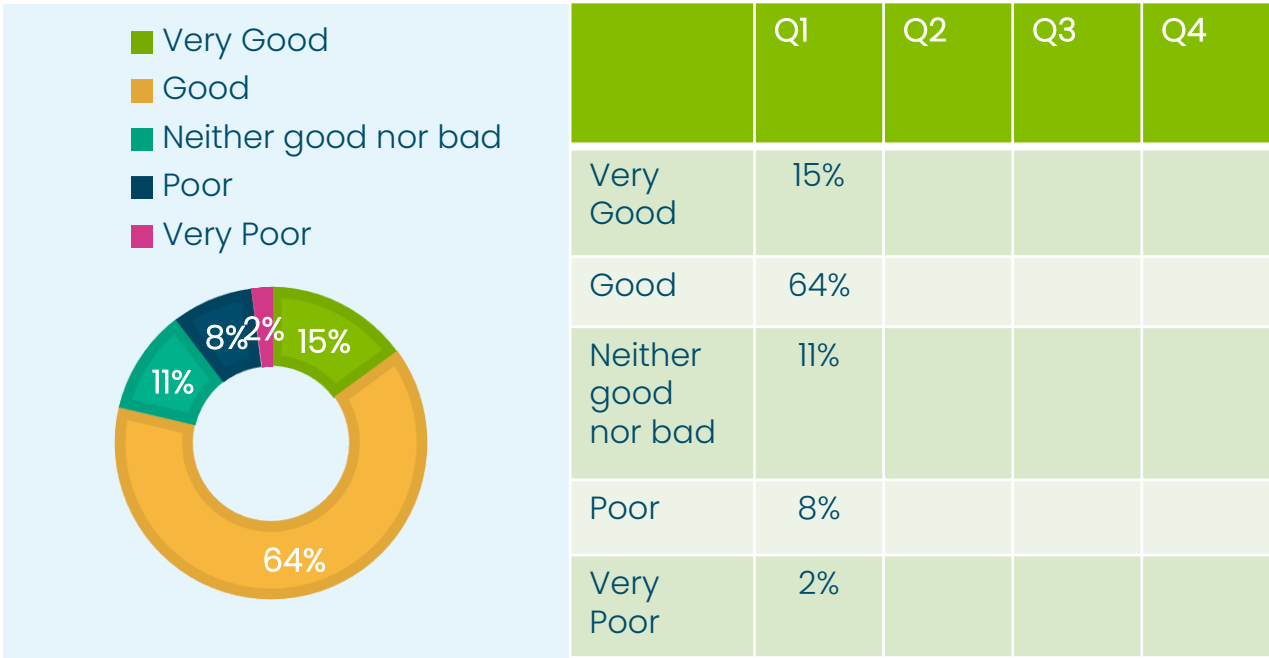
Q3) How do you find the waiting times at the hospital?



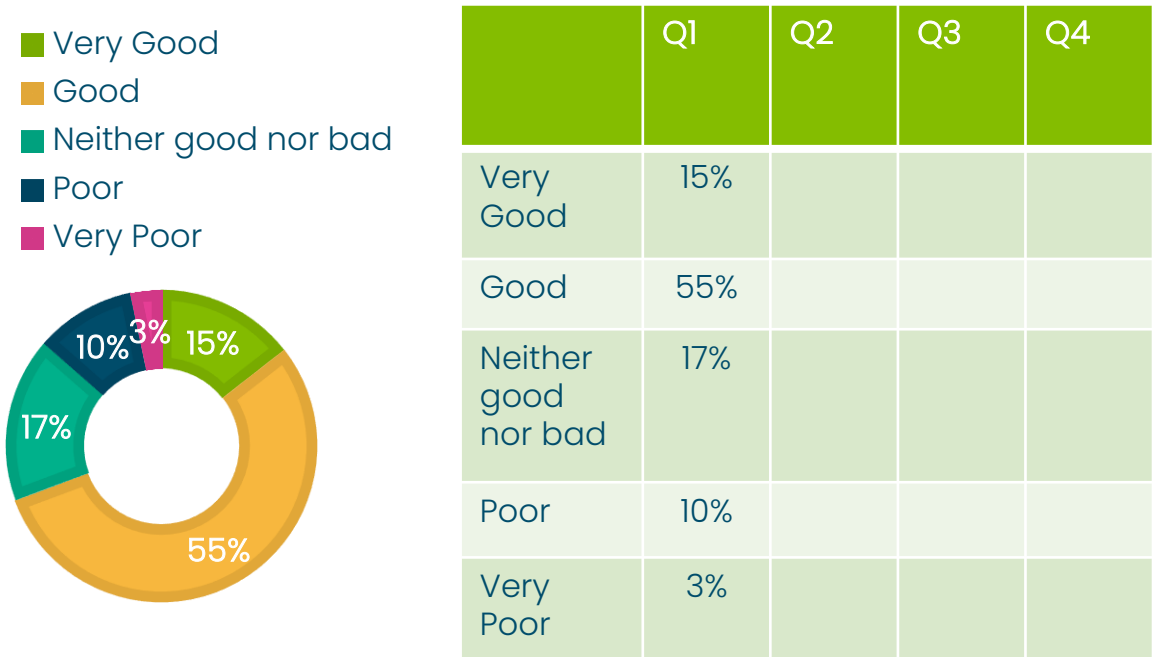
Q4) How do you think the communication is between your hospital and GP practice?



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



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



Thematic analysis

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

Each response we collect is reviewed and up to 5 themes and sub-themes are applied. The tables below show the top 10 themes mentioned by patients between April and June 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)	16 (12%)	18 (14%)	96 (74%)	130
Staff Attitudes	65 (84%)	2 (3%)	10 (13%)	77
Quality of Treatment	41 (64%)	6 (9%)	17 (27%)	64
Appointment Availability	36 (63%)	4 (7%)	17 (30%)	57
Getting through on the telephone	17 (59%)	2 (7%)	10 (34%)	29
Communication with patients (treatment explanation, verbal advice)	16 (56%)	3 (10%)	10 (34%)	29
Waiting Times for appointments/waiting lists	9 (33%)	5 (19%)	13 (48%)	27
Communication between services	13 (52%)	3 (12%)	9 (36%)	25
Management of Service	10 (48%)	1 (4%)	10 (48%)	21
Staff Attitudes – health professionals	11 (69%)	0 (0%)	5 (31%)	16

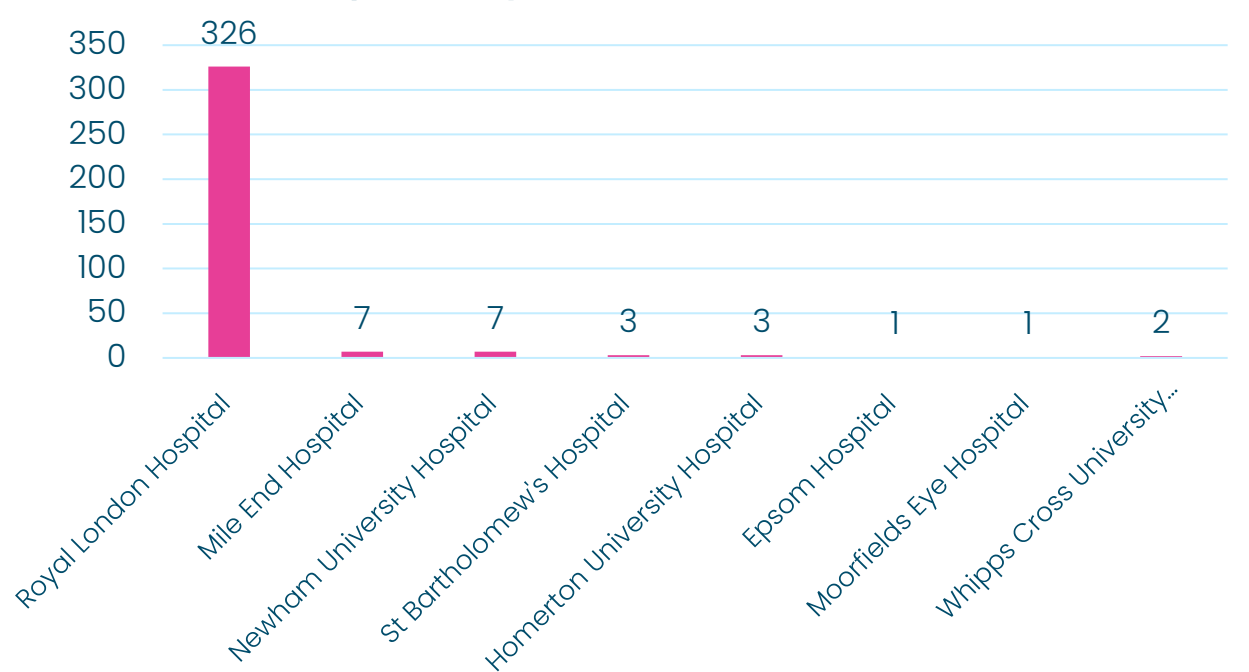
Reviewed Hospitals

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 about experiences at the following hospitals:

Hospital	Provider
Royal London Hospital	Barts Health NHS Trust
Mile End Hospital	
Newham University Hospital	
St Bartholomew’s Hospital	
Homerton University Hospital	Homerton Healthcare NHS Foundation Trust
Epsom Hospital	Epsom and St Helier University Hospital NHS Trust
Moorfields Eye hospital	Moorfields Eye Hospital NHS Foundation Trust
Whipps Cross University Hospital	Barts Health NHS Trust

Between April – June, the hospital which received the most reviews was the Royal London Hospital. Healthwatch Tower Hamlets visits the hospital weekly. Additional patient experiences were collected by the Patient Experience Officer and volunteers through face-to-face engagements and online reviews.

Hospital by number of reviews



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: 326	3.5	3.2	2.7	3.4	3.8	3.7
Mile End No of reviews: 7	3.9	4.0	4.1	4.0	4.0	4.0

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

Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Royal London Hospital No of reviews: 326	3.5	1. Staff attitudes	1. Waiting times (punctuality and queueing on arrival)
		2. Quality of Treatment	2. Appointment Availability
		3. Appointment Availability	3. Quality of Treatment

Emerging or Ongoing Issues

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

Positive Issues

Q1	Q2	Q3	Q4
Staff attitudes			
Quality of Treatment			
Appointment Availability			
Getting through on the telephone			
Waiting Times (punctuality and queuing on arrival)			

Negative issues

Q1	Q2	Q3	Q4
Waiting Times (punctuality and queuing on arrival)			
Appointment Availability			
Quality of Treatment			
Waiting times for Appointments/Waiting Lists			
Communication with Patients			

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

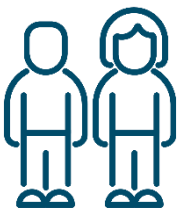
During the last three months, 64% of the men (22) we spoke to had a positive experience. By comparison, 65% of women (19) rated their last hospital visit as 'Good' or 'Very Good.'



Age

75-84-year-olds shared the highest amount (19) of positive experiences about hospitals.

The second highest number of positive reviews came from 85+ year olds.



Ethnicity

68% of the Bangladeshi residents (83) who shared reviews considered their last hospital experience to be 'Good' or better.

The next highest was White British (42) who all gave positive reviews.



Disability and Long-Term Conditions

48% of people who identify as having a disability gave positive ratings for their hospital care. Among those with long-term health conditions, 54% of people reported positive experiences with the care they received.

Appendix



No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	212 (58%)	81 (22%)	71 (20%)	364
Hospital	217 (62%)	65 (19%)	68 (19%)	350
Pharmacy	167 (92%)	10 (5%)	5 (3%)	182
Dentist	101 (68%)	26 (17%)	22 (15%)	149
Optician	45 (85%)	6 (11%)	2 (4%)	53
NHS 111	19 (70%)	4 (15%)	4 (15%)	27
Mental Health	2 (22%)	3 (33%)	4 (44%)	9
Day Centre	1 (100%)	0 (0%)	0 (0%)	1
Care Home	1 (100%)	0 (0%)	0 (0%)	1
Social Care	0 (0%)	0 (0%)	1 (100%)	1
Overall Total	765	195	177	1137

Demographics

Ethnicity	Percentage %	No of Reviews
British / English / Northern Irish / Scottish / Welsh	18%	202
Irish	1%	15
Gypsy or Irish Traveller	0%	0
Roma	0%	0
Any other White background	5%	52
Bangladeshi	46%	532
Chinese	1%	8
Indian	3%	37
Pakistani	2%	22
Any other Asian background/Asian		
British Background	3%	31
African	4%	45
Caribbean	1%	17
Any other Black / Black		
British background	0%	5
Asian and White	1%	10
Black African and White	0%	0
Black Caribbean and White	1%	6
Any other Mixed / Multiple ethnic groups background	0%	2
Arab	0%	2
Any other ethnic group	1%	6
Not Provided	13%	145
Total	100%	1137

Gender	Percentage %	No of Reviews
Man(including trans man)	41%	470
Woman (including trans woman	49%	553
Non- binary	0%	1
Other	0%	0
Prefer not to say	2%	22
Not provided	8%	91
Total	100%	1137

Age	Percentage %	No of Reviews
Under 18	1%	15
18-24	7%	82
25-34	20%	232
35-44	26%	292
45-54	14%	162
55-64	10%	117
65-74	9%	78
75-84	3%	34
85+	1%	17
Prefer not to say	1%	15
Not provided	8%	92
Total	100%	1137

Disability	Percentage %	No of Reviews
Yes	13%	143
No	74%	844
Prefer not to say	3%	36
Not provided	10%	114
Total	100%	1137

Demographics

Long-term condition	Percentage %	No of Reviews
Yes	25%	286
No	57%	645
Prefer not to say	5%	61
Not provided	13%	145
Total	100%	1137

Religion	Percentage %	No of Reviews
Buddhist	1%	11
Christian	16%	184
Hindu	3%	35
Jewish	1%	8
Muslim	55%	626
Sikh	0%	0
Spiritualism	1%	7
Other religion	1%	15
No religion	8%	94
Prefer not to say	4%	40
Not provided	10%	117
Total	100%	1137

Sexual Orientation	Percentage %	No of Reviews
Asexual	1%	8
Bisexual	2%	22
Gay Man	1%	7
Heterosexual/ Straight	77%	870
Lesbian / Gay woman	0%	3
Pansexual	0%	1
Prefer not to say	7%	79
Not provided	13%	147
Total	100%	1137

Pregnancy	Percentage %	No of Reviews
Currently pregnant	1%	17
Currently breastfeeding	1%	8
Given birth in the last 26 weeks	1%	15
Prefer not to say	4%	40
Not relevant	17%	192
No	59%	674
Not provided	17%	191
Total	100%	1137

Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	1%	14
Not in employment & Unable to work	13%	152
Not in Employment/ not actively seeking work - retired	12%	140
Not in Employment (seeking work)	6%	63
Not in Employment (Student)	4%	43
Paid: 16 or more hours/week	33%	374
Paid: Less than 16 hours/week	4%	47
On maternity leave	10%	110
Prefer not to say	3%	32
Not provided	14%	162
Total	100%	1137

Unpaid Carer	Percentage %	No of Reviews
Yes	13%	153
No	64%	727
Prefer not to say	6%	65
Not provided	17%	192
Total	100%	1137

Area of the borough	Percentage %	No of Reviews
Bethnal Green ward	13%	149
Blackwall and Cubitt Town ward	1%	13
Bow East ward	13%	135
Bow West ward	2%	14
Bromley North ward	0%	4
Bromley South ward	0%	4
Canary Wharf ward	3%	37
Island Gardens ward	2%	21
Lansbury ward	0%	3
Limehouse ward	5%	61
Mile End ward	3%	39
Poplar ward	18%	205
Shadwell ward	5%	55
St Dunstan's ward	0%	0
St Katharine's and Wapping ward	1%	10
Stepney Green ward	6%	68
Weavers ward	0%	2
Whitechapel ward	9%	97
Out of the Borough	6%	72
Not Provided	13%	148
Total	100%	1137



healthwatch

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