

Q1 Patient Experience Report

Healthwatch Tower Hamlets
April – June 2026



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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 Patients 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-June 2026, 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 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 between April and June, as well as a breakdown of positive, negative, and neutral reviews for each service. We analysed Patients ratings of their overall experience to generate this data (1–2 stars = negative, 3 stars = neutral, and 4–5 stars = positive).



1,170 reviews

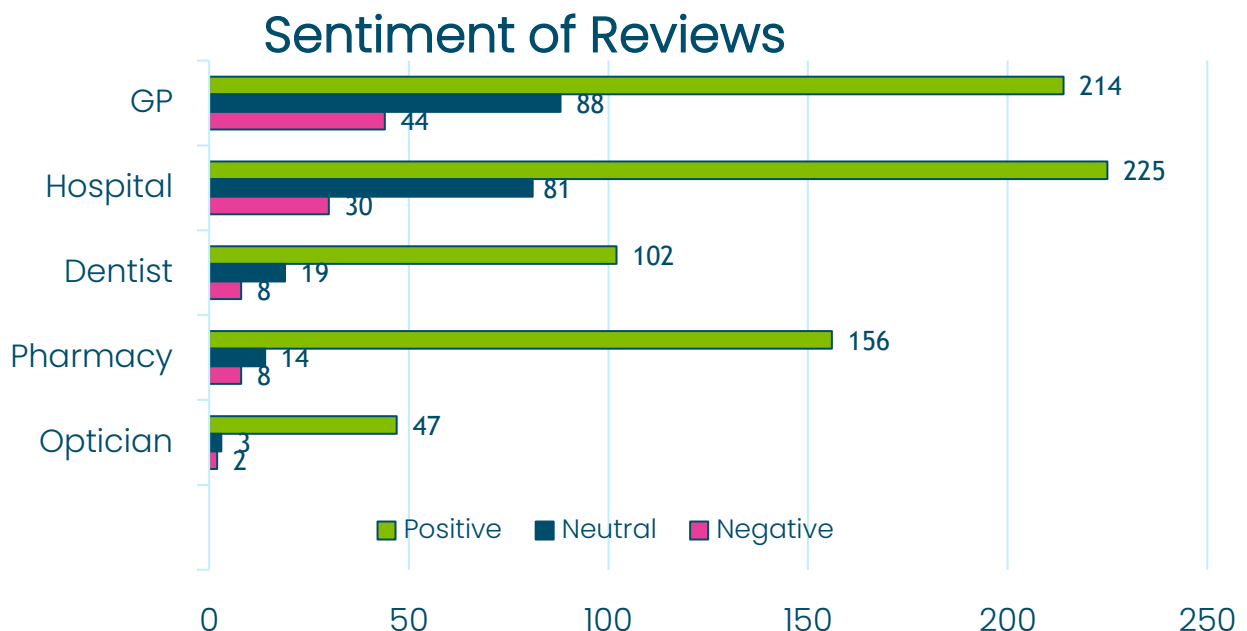
of health and care services were shared with us, helping to raise awareness of issues and improve care.

33 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	346	62%(214)
Hospital	336	67%(225)
Dentist	129	79%(102)
Pharmacy	178	88%(156)
Optician	52	90%(47)

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 April-June 2026.

Percentage of positive reviews for each service type

Service Type	Q1 (April-Jun 26)	Q2 (July-Sep 26)	Q3 (Oct-Dec 26)	Q4 (Jan-Mar 27)
GP	62%			
Hospital	67%			
Dentist	79%			
Pharmacy	88%			
Optician	90%			
NHS 11	80%			
Mental Health	33%			
Care Home	67%			

What does this tell us?

- **GP Services:** Satisfaction continued a minor downward trend, slipping 3% from 65% in Q4 to 62% in Q1.
- **Hospital Services:** Positive feedback dropped 6% from its Q4 peak of 73% down to 67% in Q1
- **Dentist Services:** Satisfaction increased by 68% to 79% in Q1 comparison to the Q4 2025.
- **Pharmacy Services:** Ratings remained consistently high and stable, holding steady at 88% from Q4 into Q1.
- **Optician Services:** Ratings adjusted by 5% down from an exceptional 95% in Q4 to a strong 90% in Q1.

Experiences of GP Services



What people told us about GP Services

"GPs are excellent. I consistently can speak to the same GP regarding mental health. I feel supported and given the best care possible.

"Triage is Working well - They offer telephone appointment first which is good because you don't waste your time going in if you don't need to. Very easy to order repeat contraceptive prescription as well.

"The online consultation is very good when I use the online service, I get a call from GP or nurse in a couple of hours. ."

"I like that they changed now. You're able to get an appointment. Before, you had to come in on the day and make it, but it was very inconvenient if you had WCHC or SCHCCI. Now you can make a routine appointment online or on call."

"They don't give appointment easily, and the receptionist is very rude. Sometimes online consultation is not very good. Phone consultation is also bad."

"There is no one to answer calls, everything is digital. there are hardly any appointment available"

"The appointment services. They should have slots available online to select by patient."

"Not same GP every time, GP appointment booking is very difficult. Calling me in a difficult time



GP Services Summary Findings

What is working well?

Below is a list of the key positive aspects relating to GP practices between April-June 2026



Staff attitudes

74% of relevant reviews were positive. Patients frequently praised the practice staff for being friendly, polite, and welcoming. Both clinical and administrative staff were described as helpful and supportive, which made patients feel cared for and respected during their visits.



Quality of Treatment

69% of reviews were positive. Patients commended the doctors and nurses for delivering high-quality, professional care. They highlighted that medical staff took the time to listen carefully, gave clear and thorough explanations of diagnoses, and offered strong support for ongoing conditions.



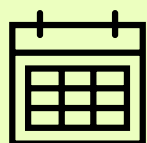
Appointment availability

57% of reviews were positive. Patients with favourable feedback noted that they received prompt care when needed. They highlighted good access to urgent same-day slots and reasonable wait times once arrived at the surgery.



Online consultation (app/form)

54% of relevant reviews were positive. Patients valued the convenience of using online forms and apps to contact the practice. Many noted that submitting requests digitally saved time and provided a smooth way to get quick advice, routine follow-ups, or prescription renewals.



Booking appointments

Patients who had success with booking appointments appreciated having straightforward options available. Those using digital channels or getting direct assistance from reception reported a hassle-free process for securing their required appointments.

What could be improved?

Below is a list of the key areas for improvement relating to GP practices between April-June 2026



Appointment availability

57% of reviews were negative. Patients expressed significant frustration over the lack of available slots, often having to wait several weeks for non-urgent appointments or struggling to secure urgent same-day care.



Getting through on the telephone

76% of relevant reviews were negative. Patients highlighted major difficulties reaching the practice by phone, citing long hold times, line disconnects, and the frustration of being unable to speak with someone during peak morning hours.



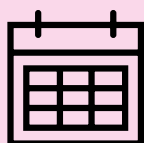
Waiting Times (punctuality and queueing on arrival)

77% of relevant reviews were negative. Patients reported noticeable delays after arriving for scheduled appointments, experiencing long waits in the reception area past their slot time, as well as queues at the front desk.



Staff Attitudes

32% of reviews were negative. While overall staff sentiment was positive, a minority of patients noted unwelcoming or cold encounters at reception, describing staff as occasionally abrupt or unhelpful during busy periods.



Booking appointments

60% of relevant reviews were negative. Patients pointed out difficulties with the booking process itself, particularly the strict requirement to call early in the morning, technical barriers with online portals, and limited options for those with language barriers.

Recommendations

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

Improve Accessibility & Non-Digital Pathways

- **Provide Multilingual & Non-Digital Support:** Multiple non-English speaking and older patients reported being unable to navigate online tools or telephone systems. Providing translated booking guides and dedicated non-digital access routes ensures equitable care.

Improve Telephone & Communication Pathways

- **Upgrade Phone Triage & Call Management:** 76% of telephone reviews were negative due to long hold times. Staggering call queues, providing automated callback options, and setting clear call-handling times can reduce congestion.

Optimise Appointment Booking & Access

- **Expand Flexible Booking Options:** Many patients reported long wait times for appointments and difficulties using complex forms. Offering direct digital and phone booking options caters to non-digital users and reduces bottlenecks.

Enhance Clinic Management & Waiting Times

- **Introduce Live Queue & Delay Updates:** 77% of waiting time reviews were negative due to queueing upon arrival and clinic delays. Live text updates or digital board notices keep patients informed, reducing waiting room frustration.

The image features a dark teal background with a large, white, curved shape in the center, resembling a stylized 'C' or a protective shield. A thick, vibrant pink line follows the inner curve of this white shape, creating a frame for the text. The text is centered within this frame.

GP Services

Full data set

GP Services

No. of Reviews	346 (relating to 33 GP practices)
Positive	62% (214)
Negative	25% (88)
Neutral	13% (44)



Questions we asked to the Patients

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

The questions we asked were:

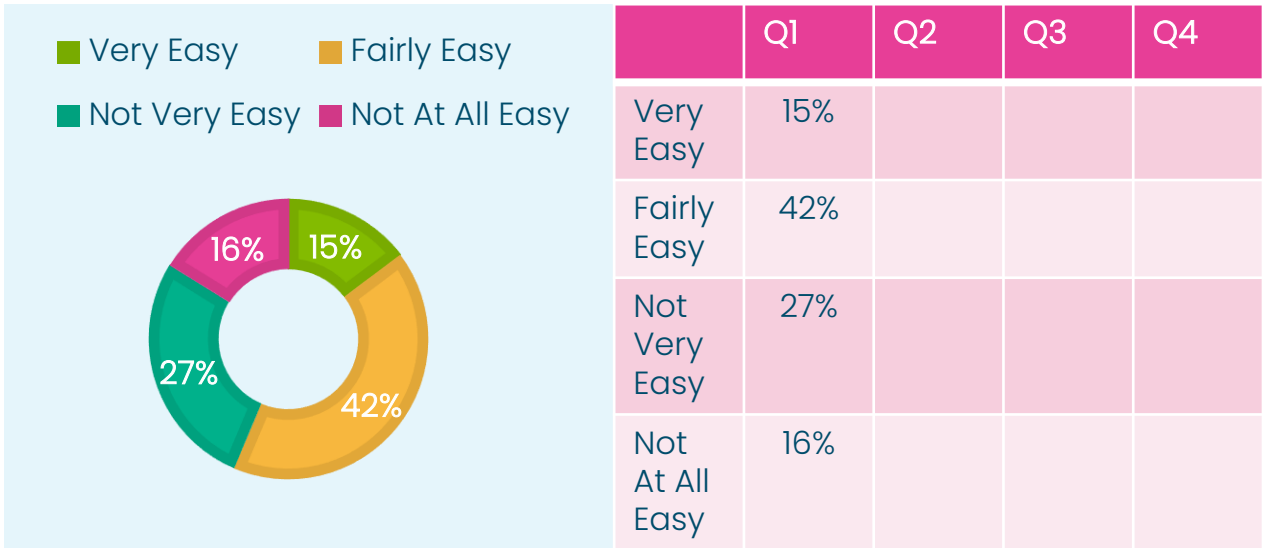
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the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

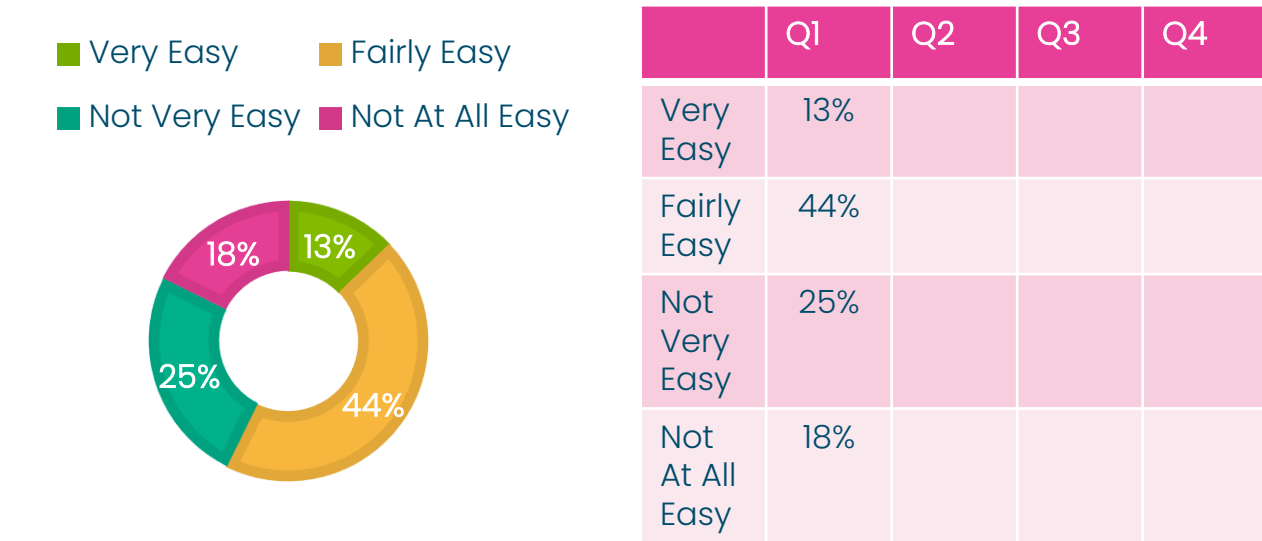
Participants were asked to choose between 1-5* (Very Poor – Very Good)

Access and Quality Questions

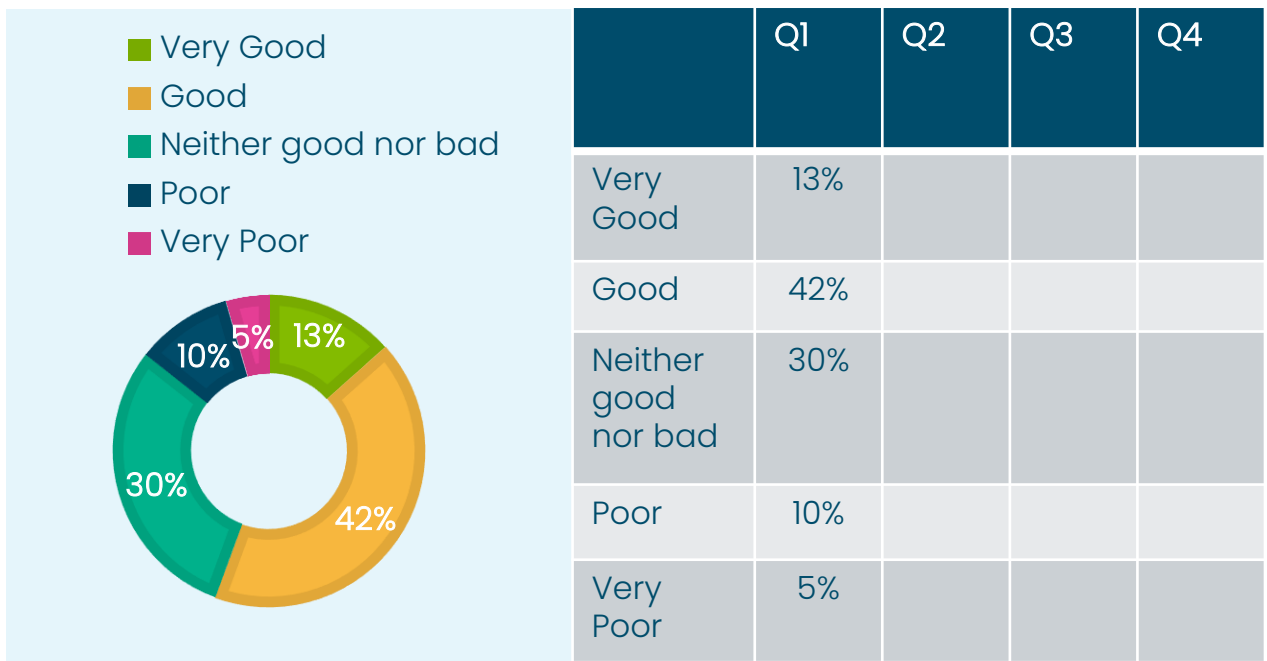
Q1) How do you find getting an appointment?



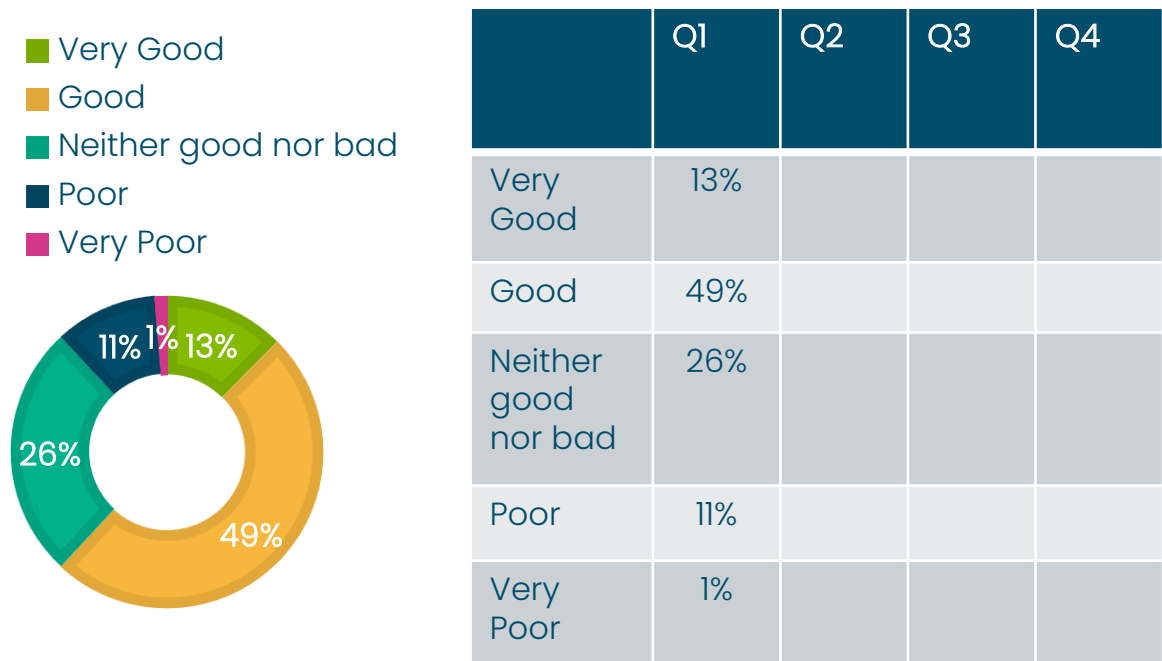
Q2) How do you find getting through to someone at your GP practice on the phone?



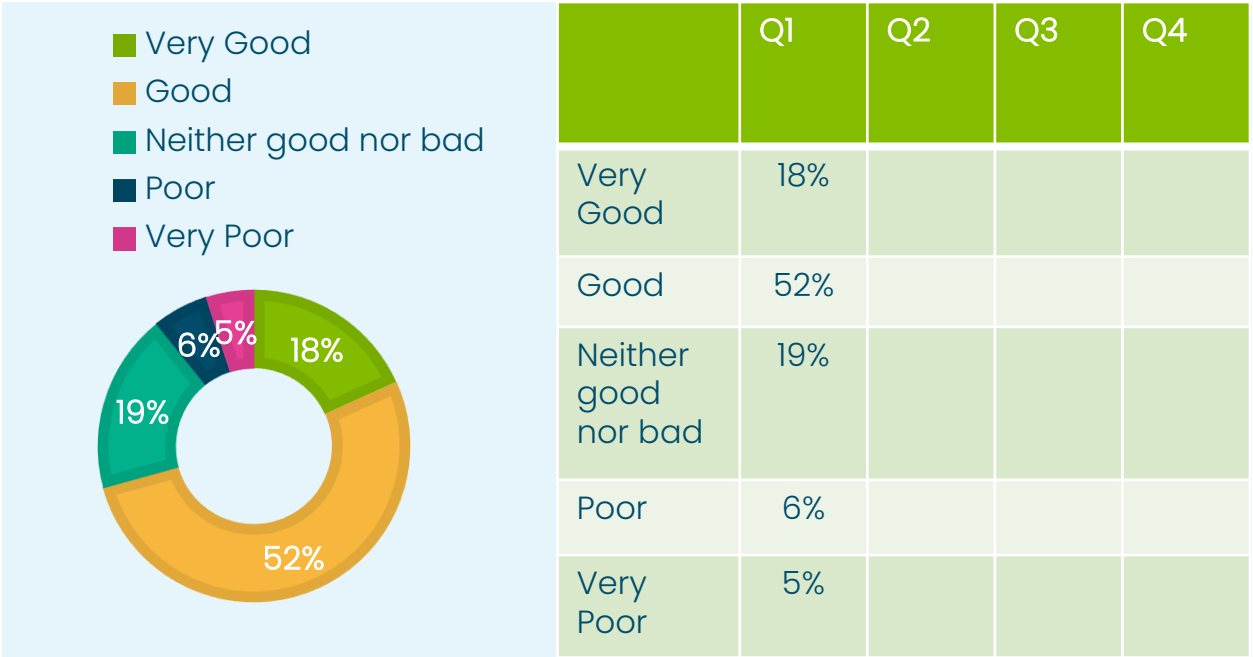
Q3) How do you find the quality of online consultations?



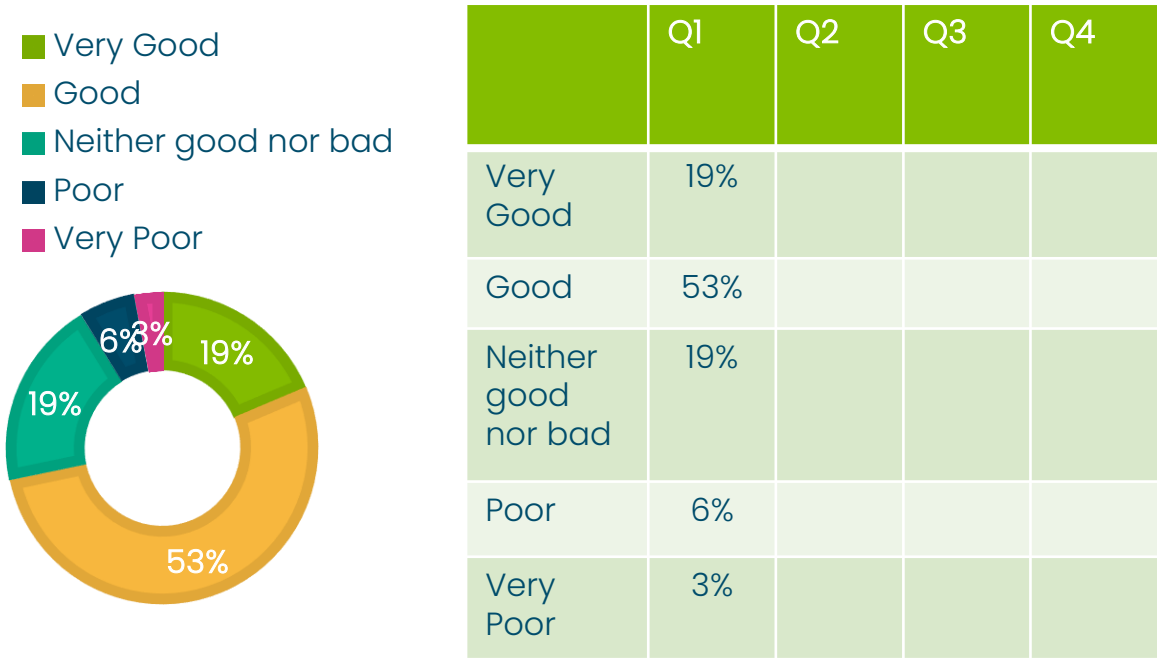
Q4) How do you find the quality of telephone consultations?



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-June 2026 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	57 (39%)	6 (4%)	85 (57%)	148
Staff Attitudes	104 (74%)	5 (4%)	32 (23%)	141
Quality of treatment	68 (69%)	6 (6%)	24 (24%)	98
Getting through on the telephone	17 (24%)	0 (0%)	53 (76%)	70
Waiting Times (punctuality and queueing on arrival)	14 (22%)	1 (2%)	49 (77%)	64
Booking appointments	19 (38%)	1 (2%)	30 (60%)	50
Online consultation (app/form)	22 (54%)	4 (10%)	15 (37%)	41
Booking appointments - online	16 (44%)	3 (8%)	17 (47%)	36
Professionalism	18 (58%)	2 (6%)	11 (35%)	31
Quality of appointment - telephone consultation	10 (43%)	4 (17%)	9 (39%)	23

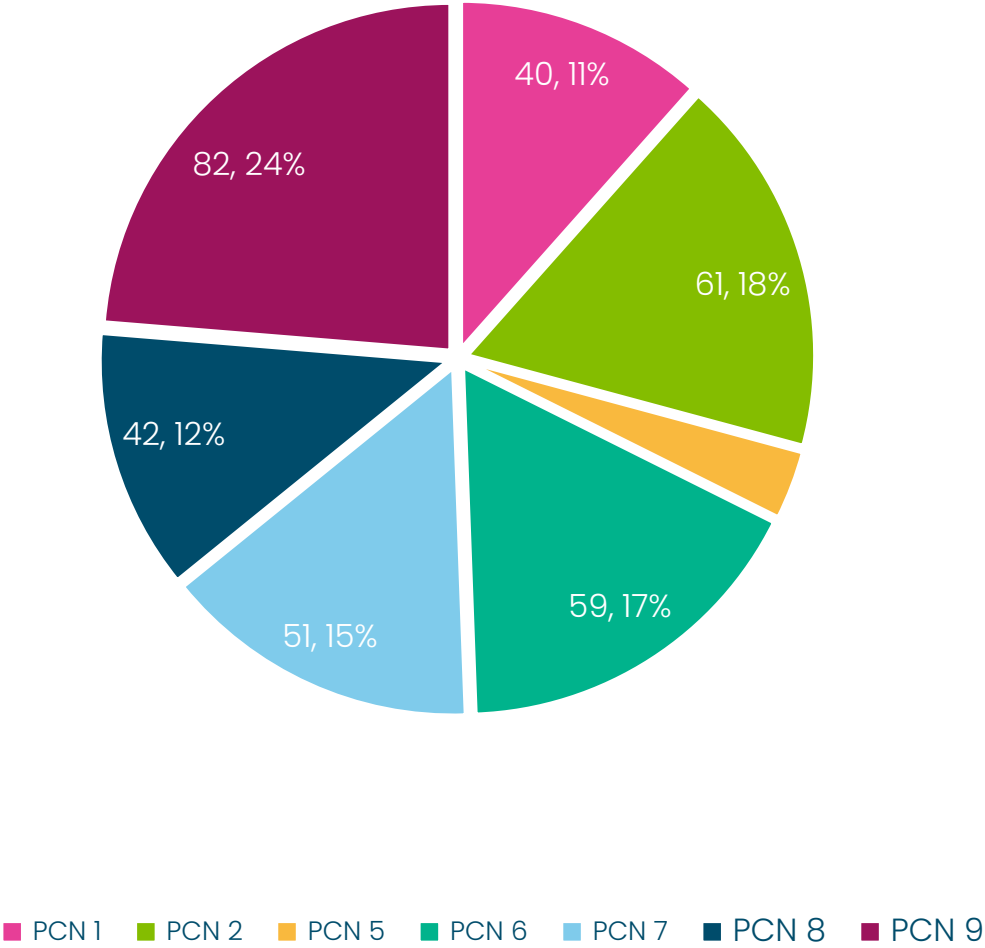
Primary Care Networks

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 (40 reviews total)
- Primary Care Network 2 (61 reviews total)
- Primary Care Network 5 (11 reviews total)
- Primary Care Network 6 (59 reviews total)
- Primary Care Network 7 (51 reviews total)
- Primary Care Network 8 (42 reviews total)
- Primary Care Network 9 (82 reviews total)

Between April and June, the services which received the most reviews were PCN 9, PCN 2 and PCN 6.

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: 40	2.7	2.3	3.2	3.5	3.7	3.6
PCN 2 No of reviews: 61	2.5	2.4	3.5	3.8	3.6	3.8
PCN 5 No of reviews: 11	2.5	3.0	4.0	3.8	3.8	4.0
PCN 6 No of reviews: 59	2.5	2.4	3.5	3.4	3.7	3.7
PCN 7 No of reviews: 51	2.6	2.8	3.7	3.6	3.8	3.9
PCN 8 No of reviews: 42	2.6	2.7	3.7	3.6	3.9	3.9
PCN 9 No of reviews: 82	2.6	2.5	3.4	3.7	3.8	3.7

PCN Themes

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

Primary Care Network	Overall star rating	Top 3 Positive Issues	Top 3 Negative Issues
PCN 1 No of reviews: 40	3.5	1. Staff Attitudes	1. Appointment availability
		2. Quality of treatment	2. Getting through on the telephone
		3. Appointment availability	3. Waiting Times (punctuality and queueing on arrival)
PCN 2 No of reviews: 61	3.5	1. Quality of treatment	1. Appointment availability
		2. Staff Attitudes	2. Getting through on the telephone
		3. Appointment availability	3. Staff Attitudes – administrative staff
PCN 5 No of reviews: 11	3.9	1. Appointment availability	1. Waiting Times (punctuality and queueing on arrival)
		2. Staff Attitudes	2. Staff Attitudes
		3. Booking appointments	3. Getting through on the telephone
PCN 6 No of reviews: 59	3.4	1. Staff Attitudes	1. Appointment availability
		2. Quality of treatment	2. Getting through on the telephone
		3. Appointment availability	3. Booking appointments
PCN 7 No of reviews: 51	3.8	1. Staff Attitudes	1. Waiting Times (punctuality and queueing on arrival)
		2. Appointment availability	2. Appointment availability
		3. Quality of treatment	3. Appointment availability

PCN Themes

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

Primary Care Network	Overall star rating	Top 3 Positive Issues	Top 3 Negative Issues
PCN 8 No of reviews: 42	3.8	1. Staff Attitudes	1. Getting through on the telephone
		2. Appointment availability	2. Appointment availability
		3. Quality of treatment	3. Booking appointments - online
PCN 9 No of reviews: 82	3.6	1. Staff Attitudes	1. Appointment availability
		2. Quality of treatment	2. Getting through on the telephone
		3. Appointment availability	3. Waiting Times (punctuality and queueing on arrival)

Emerging or Ongoing Issues

To 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 that have been repeated in at least last three quarters.

Positive Issues

Q1	Q2	Q3	Q4
Staff Attitudes			
Quality of treatment			
Appointment availability			
Online consultation (app/form)			
Booking appointments			

Negative issues

Q1	Q2	Q3	Q4
Appointment availability			
Getting through on the telephone			
Waiting Times (punctuality and queueing on arrival)			
Staff Attitudes			
Booking appointments			

Equalities Snapshot

During our engagement we also ask Patients 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.



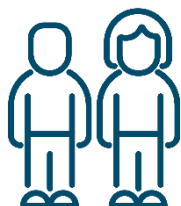
Gender

Women represented the majority of respondents (186 compared to 117 men) and gave the higher volume of positive feedback reporting a 62% positive rating compared to 57% for men. Negative feedback remained nearly identical across both groups (12% for women vs. 13% for men).



Age

Most respondents were aged 25 to 44 (172 total). The 25–34 age group gave the most positive feedback (67% positive). Positive responses were lower in the 35–54 age groups (56% for 35–44; 51% for 45–54), while negative feedback stayed low across these main groups, between 11% and 15%.



Ethnicity

The largest number of responses came from Bangladeshi respondents (123 total), who reported 51% positive feedback and 13% negative feedback. British/English/Northern Irish/Scottish/Welsh respondents formed the second-largest group (74 total) with a higher positive rating of 66% (49 positive responses) and 9% negative feedback. African respondents (18 total) reported 67% positive feedback (12 positive responses) with 0% negative feedback..



Disability

Respondents who identified as disabled (22 total) reported a slightly higher positive rating (64%, 14 responses) compared to those without a disability (61%, 158 responses). Negative feedback was also lower for disabled respondents (9%) than for non-disabled respondents (13%).

Experiences of Hospital Services



What people told us about Hospitals

"I have consistently been seen by the same neuro consultant, who is excellent. The epilepsy nurses are extremely responsive by email if needed (sometimes same day)."

"Appointments are easy to make and getting seen by a doctors is very well times."

"Waiting room is special and quiet. Signing process was easy. People are friendly. Beautiful volunteers."

"I had a great experience while on the maternity ward even when attending the triage before birth. Good caring staff, not long waiting time."

"When I was experiencing an early miscarriage, I had to enable experience with the approach of doctors' maternity issues. I received no kindness, no words of empathy or validation and was made to feel like a nuisance as one of the worst days of my life."

"There isn't enough staff, every time I need to take my mum to the hospital, the waiting time is so long"

Tests are sometimes run with no follow up. I recently had tests which showed low iron and vit. D levels. I found this out online but have had no further follow up."

Treatment is always late, call backs and follow up always late and sometimes just non-existence. Public toilets in waiting areas are very unkempt and not usable more than not. The overall service is very poor frustrated to get answers



Hospital Services Summary Findings

What has worked well?

Below is a list of the key positive aspects relating to hospitals between April-June 2026



Staff attitudes

Sentiment surrounding staff attitudes were positive at 60%. This positive feedback reflected patients' appreciation of the team's empathetic communication, attentive listening, and prompt, professional approach to their care.



Quality of Treatment

74% of feedback on the quality of treatment was positive, with patients expressing satisfaction with the care provided and the overall standard of treatment they received.



Appointment Availability

A majority 64% of reviews regarding appointment availability were positive. Patients valued the accessibility and convenience of appointments, with many highlighting the availability of suitable time slots and the overall ease of arranging an appointment.



Booking Appointment

Booking appointments received a positive rating of 64%, with patients highlighting the straightforward and efficient process. Feedback indicated that patients generally found it easy to arrange appointments and appreciated the helpful and responsive approach of staff during the booking process.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between April-June 2026



Waiting Times (Punctuality and Queuing on Arrival)

Feedback on waiting times showed a 76% level of dissatisfaction, with patients frequently reporting prolonged waits and delays before being seen. Concerns also included queuing on arrival and delays in accessing diagnostic services, highlighting the need for improvements in timeliness and patient flow.



Waiting Time for Appointment

63% of feedback regarding waiting times for appointments was negative. Patients reported difficulties with securing timely appointments, with some experiencing extended delays before receiving an available slot. This feedback highlights the need to improve appointment capacity and reduce waiting periods for patients.



Appointment Availability

A substantial 33% of feedback raised concerns about appointment availability, with patients reporting difficulties in securing suitable appointments and uncertainty around available time slots. These experiences suggest a need for clearer information and improved access to appointments to support a smoother booking process.



Quality of Treatment

Quality of treatment received a 19% negative rating, with concerns primarily relating to inconsistencies in the care provided and patients' experiences of the treatment process. This feedback indicates opportunities to improve the consistency and overall quality of patient care.

Recommendations

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

Reduce Waiting Times and Improve Patient Flow

- Introduce a real-time patient flow system: Track patients from arrival through assessment and treatment to identify delays and improve movement through the hospital.
- Strengthen triage processes: Ensure urgent cases are identified quickly and prioritised appropriately, particularly where patients present with acute symptoms.

Improve Appointment Availability and Access

- Increase appointment capacity: Review appointment demand and provide additional slots during peak periods to reduce difficulties securing suitable appointments.
- Introduce flexible booking options: Offer online, telephone and in-person booking where appropriate, making appointments easier to access.

Improve Consistency and Quality of Treatment

- Strengthen staff training and support: Provide regular training to promote consistent clinical practice and improve patient interactions.
- Standardise care processes: Introduce clear guidelines and procedures to reduce variation in the quality and consistency of treatment.
- Use patient feedback for improvement: Regularly review feedback and complaints to identify recurring issues and implement targeted improvements.

Strengthen Patient Communication

- Improve communication during delays: Ensure patients receive timely explanations and updates when appointments or treatment are delayed.
- Make escalation processes clearer: Provide patients with clear information on who to contact when they have concerns about their care or waiting time.



Hospital Services

Full data set

Hospital Services

No. of Reviews	336(relating to 5 hospitals)
Positive	67% (225)
Negative	9% (30)
Neutral	24% (81)



Questions we asked to the Patients

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

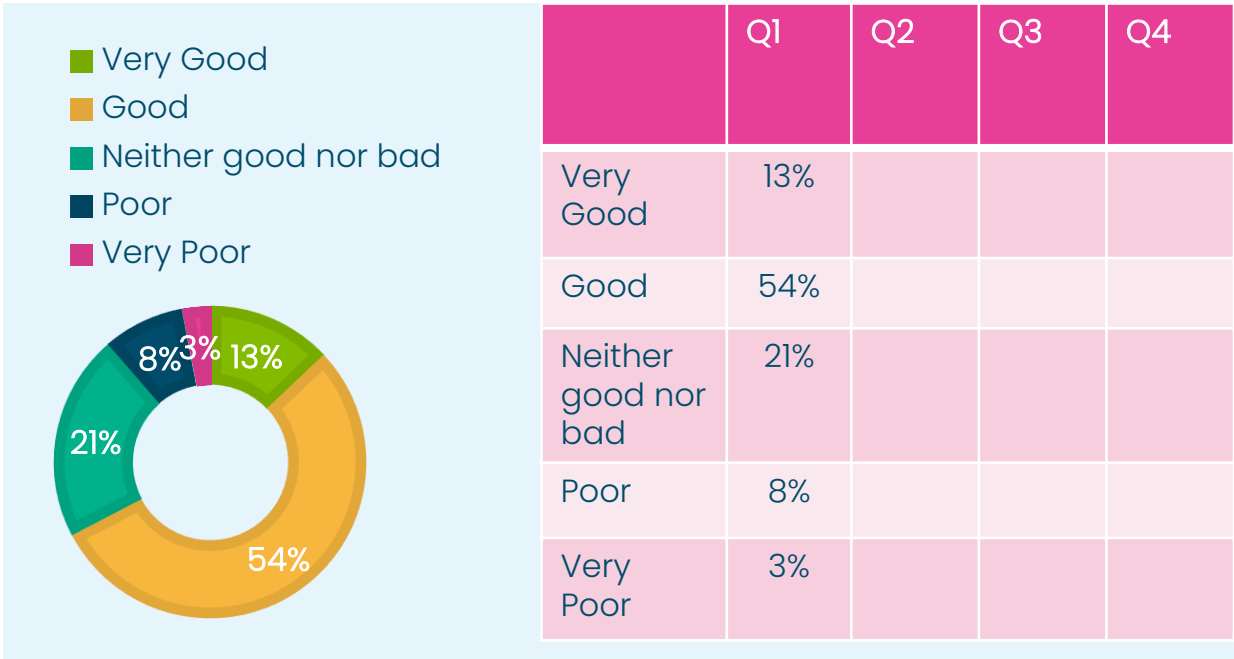
The questions we asked were:

- 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?

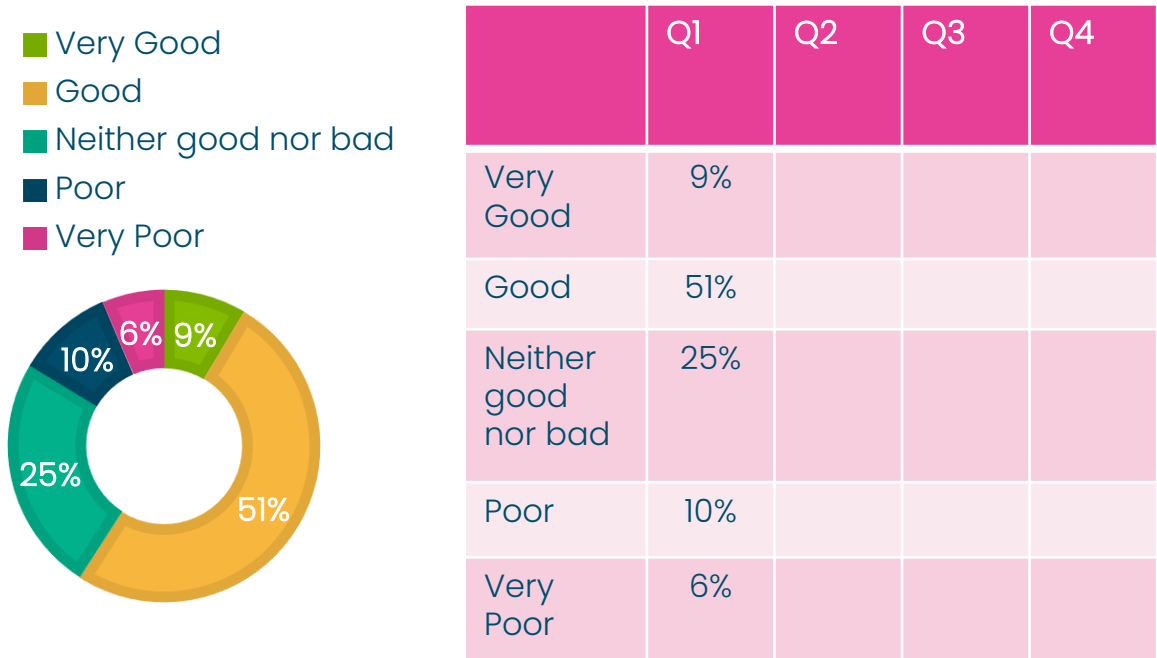
Participants were asked to choose between 1-5* (Very Poor – Very Good) for all questions.

Access and Quality Questions

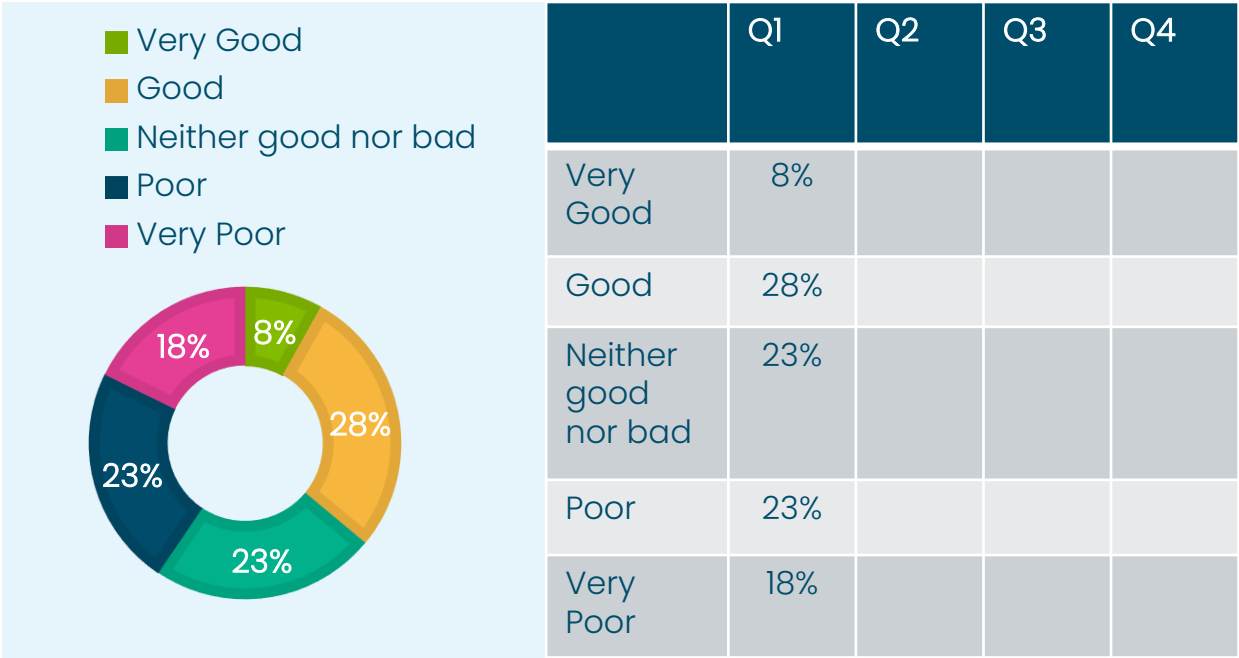
Q1) How did you find getting a referral/appointment at the hospital?



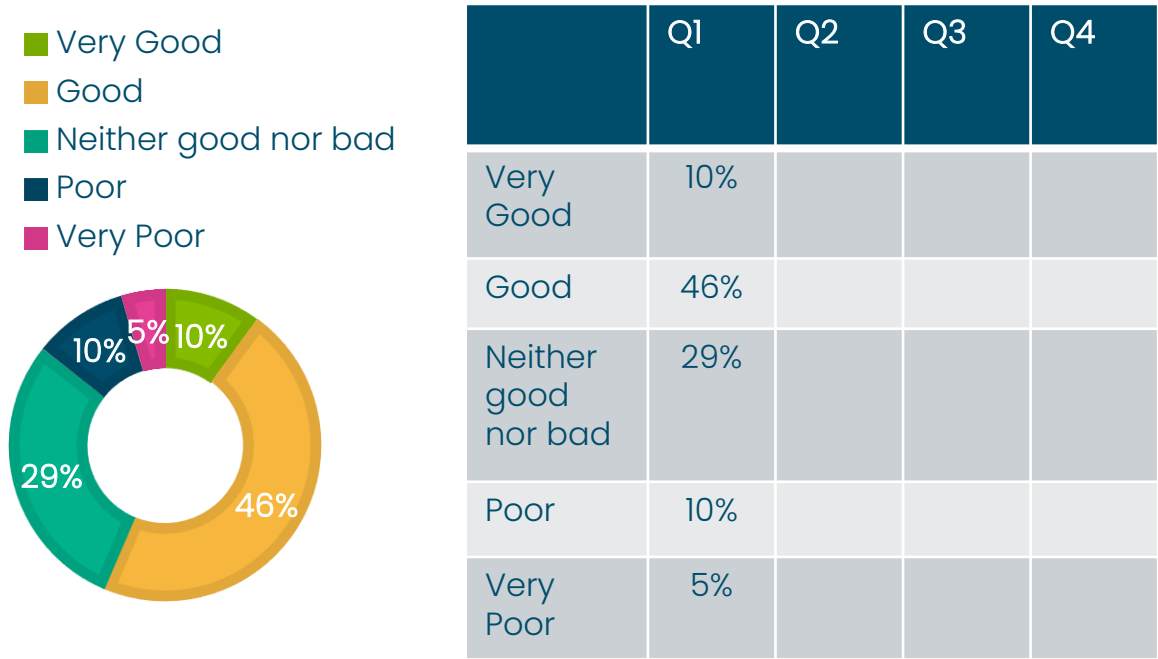
Q2) How do you find getting through to someone on the phone?



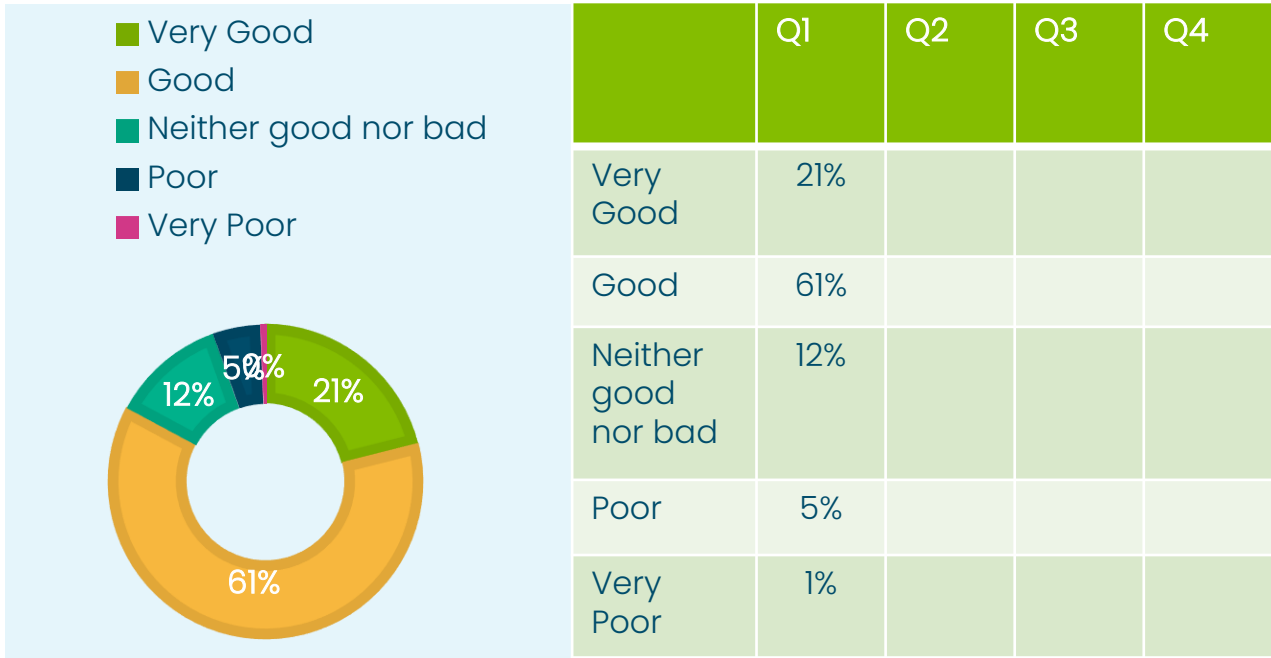
Q3) How do you find the waiting times at the hospital?



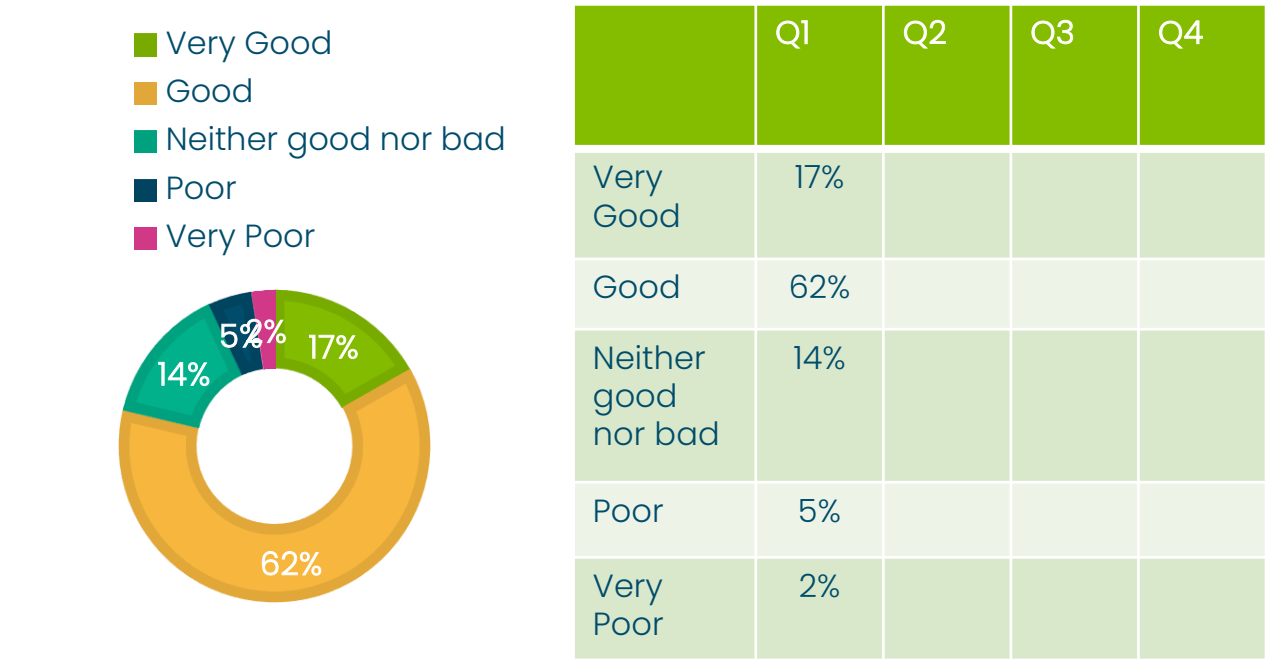
Q4) How do you think the communication is between your hospital and GP practice?



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-June 2026 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	Negative	Neutral	Total
Waiting Times (punctuality and queueing on arrival)	35 (19%)	140 (76%)	9 (5%)	184
Staff Attitudes	120 (83%)	22 (15%)	2 (1%)	144
Quality of Treatment	91(74%)	23(19%)	9(7%)	123
Appointment availability	49(64%)	25(33%)	2(3%)	76
Waiting for Appointment	10(29%)	22 (63%)	3(9%)	35
Professionalism	15 (48%)	14 (45%)	2(6%)	31
Communication between Services	12 (40%)	14 (47%)	4 (13%)	30
Communication Between Patients	8 (35%)	14 (61%)	1 (4%)	23
Staff Attitudes-Health Professional	18(78%)	4 (17%)	1 (4%)	23
Information and Advice	3(15%)	17 (85%)	0(0%)	20

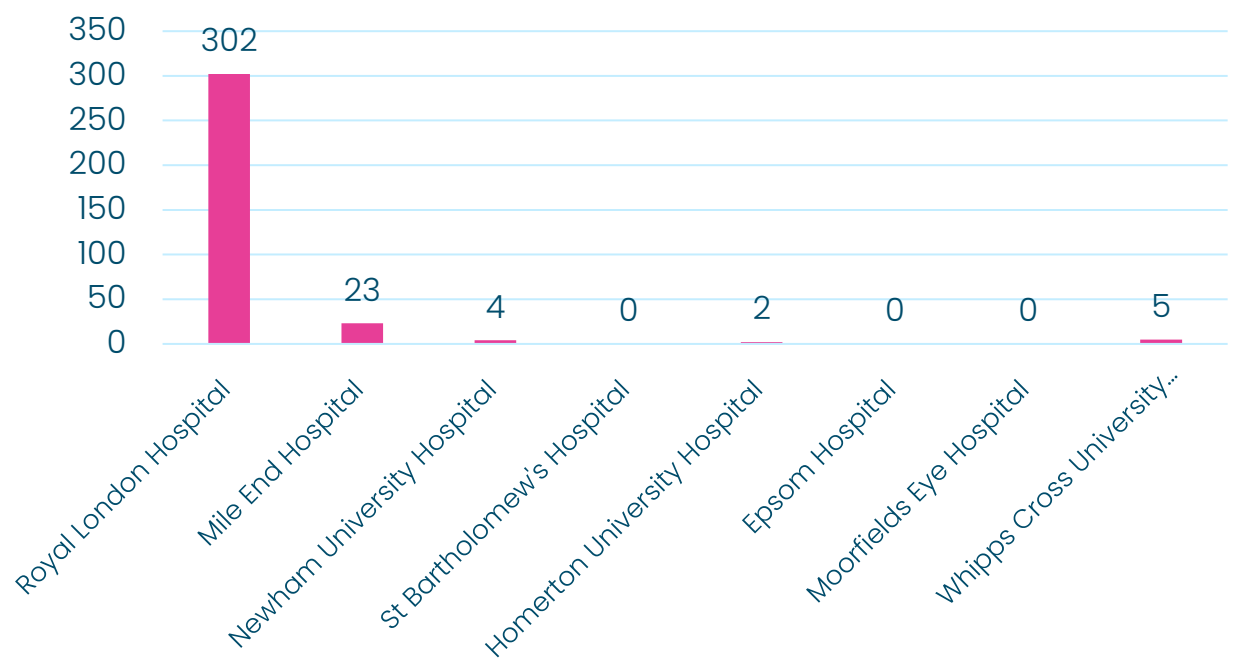
Reviewed Hospitals

Tower Hamlets patients 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 and June 2026, the hospital that received the highest number of reviews was the Royal London Hospital. Healthwatch Tower Hamlets visited the hospital weekly during this period. Additional patient experiences were collected by the Patient Experience Officer and volunteers through face-to-face engagement 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: 302	3.6	3.4	2.8	3.5	3.9	3.9
Mile End No of reviews: 23	3.8	3.7	3.9	4.0	4.1	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: 302	3.6	1. Staff Attitudes	1. Waiting times (punctuality and queueing on arrival)
		2. Quality of Treatment	2. Appointment Availability
		3. Appointment Availability	3. Waiting times for Appointment
Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Mile End Hospital No of reviews: 23	3.9	1. Staff Attitudes	1. Waiting times (punctuality and queueing on arrival)
		2. Quality of Treatment	2. Appointment Availability
		3. Appointment Availability	3. Communication Between Services

Emerging or Ongoing Issues

To 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 that have been repeated in at least last three quarters.

Positive Issues

Q1	Q2	Q3	Q4
Staff attitudes			
Quality of Treatment			
Appointment Availability			
Waiting Times (punctuality and queuing on arrival)			
Staff Attitudes-Health Professional			

Negative issues

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

Equalities Snapshot



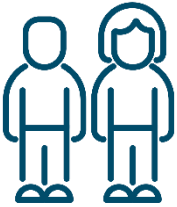
Gender

Satisfaction remained relatively high across both gender groups, although there was a clear shift in the results for men, with positive ratings declining from 74% in Q4 2025–26 to 63% in Q1 2026–27, an 11 percentage-point decrease. Among women, positive ratings declined from 73% to 69%, representing a small decrease of 4% percent.



Age

Positive satisfaction was highest among respondents aged 55–64, at 77%, followed by 35–44-year-olds, at 66%. In contrast, 40% of respondents aged 75–84 reported a negative experience, representing the highest level of dissatisfaction across the age groups. This highlights a notable difference in experience between the age groups, particularly for older respondents.



Ethnicity

Positive satisfaction remained strong across several ethnic groups, with the highest ratings among Roma, Chinese and Pakistani respondents (100%), followed by Any other Asian/Asian British (82%) and Indian respondents (80%). Among the larger groups, 68% of White British respondents and 65% of Bangladeshi respondents reported a positive experience. Negative feedback was generally low, although it was higher among Irish (40%) and Arab (50%) respondents.



Disability and Long-Term Conditions

52% of disabled patients reported a positive experience, compared with 69% of non-disabled patients. Negative experiences were reported by 10% of disabled patients and 7% of non-disabled patients. Overall, disabled patients reported lower satisfaction than non-disabled patients..

Appendix



No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	214 (62%)	88 (25%)	44 (13%)	346
Hospital	225 (67%)	81 (24%)	30 (9%)	336
Pharmacy	156 (88%)	14 (8%)	8 (4%)	178
Dentist	102 (79%)	19 (15%)	8 (6%)	129
Optician	47 (90%)	3 (6%)	2 (4%)	52
NHS 111	78 (80%)	8 (8%)	11 (11%)	97
Mental Health	2 (33%)	2 (33%)	2 (33%)	6
Day Centre	0 (0%)	0 (0%)	0 (0%)	0
Care Home	2 (67%)	0 (0%)	2 (33%)	4
Ambulance	19 (86%)	1 (5%)	2 (9%)	22
Overall Total	845	216	109	1170

Demographics

Gender	Percentage %	No of Reviews
Man(including trans man)	34%	398
Woman (including trans woman	54%	633
Non- binary	0%	0
Other	0%	5
Prefer not to say	5%	54
Not provided	7%	80
Total	100%	1170

Age	Percentage %	No of Reviews
Under 18	1%	6
18-24	7%	81
25-34	26%	305
35-44	25%	289
45-54	12%	136
55-64	9%	111
65-74	6%	71
75-84	1%	17
85+	1%	7
Prefer not to say	5%	55
Not provided	8%	92
Total	100%	1170

Disability	Percentage %	No of Reviews
Yes	6%	70
No	77%	898
Prefer not to say	7%	79
Not provided	11%	123
Total	100%	1170

	Percentage %	No of Reviews
British / English / Northern Irish / Scottish / Welsh	19%	225
Irish	2%	19
Gypsy or Irish Traveller	0%	0
Roma	0%	3
Any other White background	6%	65
Bangladeshi	37%	430
Chinese	1%	13
Indian	4%	52
Pakistani	2%	20
Any other Asian background/Asian		
British Background	4%	46
African	5%	57
Caribbean	1%	12
Any other Black / Black British background	1%	14
Asian and White	2%	19
Black African and White Background	2%	26
Black Caribbean and White	0%	0
Any other Mixed / Multiple ethnic groups background	0%	0
Arab	0%	5
Any other ethnic group	1%	9
Not Provided	13%	155
Total	100%	1170

Demographics

Long-term condition	Percentage %	No of Reviews
Yes	23%	268
No	56%	659
Prefer not to say	6%	75
Not provided	14%	168
Total	100%	1170

Religion	Percentage %	No of Reviews
Buddhist	1%	12
Christian	19%	228
Hindu	3%	37
Jewish	0%	3
Muslim	49%	568
Sikh	0%	2
Spiritualism	0%	3
Other religion	1%	8
No religion	9%	105
Prefer not to say	9%	103
Not provided	9%	101
Total	100%	1170

Sexual Orientation	Percentage %	No of Reviews
Asexual	0%	2
Bisexual	2%	18
Gay Man	2%	21
Heterosexual/ Straight	80%	938
Lesbian / Gay woman	0%	0
Pansexual	0%	5
Prefer not to say	7%	79
Not provided	9%	107
Total	100%	1170

Pregnancy	Percentage %	No of Reviews
Currently pregnant	3%	34
Currently breastfeeding	2%	20
Given birth in the last 26 weeks	1%	16
Prefer not to say	5%	55
Not Known	0%	0
Not Relevant	11%	125
No	68%	798
Not Provided	10%	122
Total	100%	1170

Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	0%	3
Not in employment & Unable to work	16%	192
Not in Employment/ not actively seeking work - retired	9%	111
Not in Employment (seeking work)	3%	34
Not in Employment (Student)	4%	49
Paid: 16 or more hours/week	38%	450
Paid: Less than 16 hours/week	2%	28
On maternity leave	1%	13
Prefer not to say	13%	153
Not provided	12%	137
Total	100%	1170

Unpaid Carer	Percentage %	No of Reviews
Yes	7%	78
No	71%	829
Prefer not to say	10%	112
Not provided	13%	151
Total	100%	1170

Area of the borough	Percentage %	No of Reviews
Bethnal Green ward	14%	162
Blackwall and Cubitt Town ward	1%	12
Bow East ward	6%	68
Bow West ward	1%	7
Bromley North ward	1%	7
Bromley South ward	2%	24
Canary Wharf ward	9%	105
Island Gardens ward	3%	31
Lansbury Ward	1%	6
Limehouse Ward	3%	40
Mile End Ward	6%	72
Poplar ward	11%	133
Shadwell Ward	2%	28
Spitalfields and Banglatown ward	3%	37
St Dustan Ward	1%	8
St Katharine's and Wapping ward	2%	23
St Peter Ward	0%	0
Stephney Green Ward	4%	49
Weavers Ward	0%	0
Whitechapel Ward	17%	197
Out of Borough	4%	44
Not Provided	10%	117
Total	100%	1170
		1170



healthwatch

Tower Hamlets

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