

Q3 Patient Experience Report

Healthwatch Tower Hamlets
October – December 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 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 October and December 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 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.

Q3 Snapshot

This section provides a summary of the experiences we collected between October and December, 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).



1,150 reviews

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

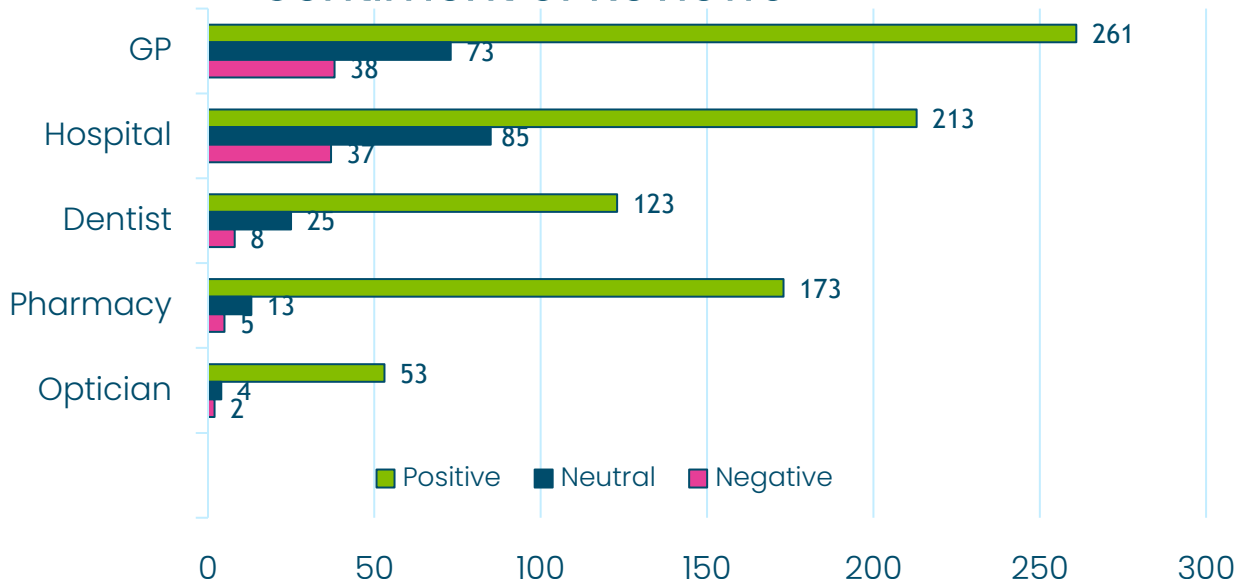
30 visits

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	372	70%(261)
Hospital	335	64%(213)
Dentist	156	79%(123)
Pharmacy	191	91%(173)
Optician	59	90%(53)

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

Sentiment of Reviews



Yearly Comparison

To judge whether experiences of health and care services are improving, we compare our data throughout the year. The chart below highlights the percentage of positive feedback each service has received during 2025–26. The total number of positive reviews is 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%	51%	70%	
Hospital	62%	52%	64%	
Dentist	68%	84%	79%	
Pharmacy	92%	85%	91%	
Optician	85%	89%	90%	
NHS 11	70%	62%	63%	
Mental Health	22%	75%	83%	
Care Home	100%	80%	100%	

What does this tell us?

- Positive experiences for GP services have increased significantly by 19% from Q2 to Q3, indicating a large improvement in patient satisfaction during this period.
- Mental Health services also saw a notable improvement of 8%, suggesting a positive shift in patient experience compared to the previous quarter.
- Care Home services improved by 20% between Q2 and Q3, representing one of the largest increases in positive feedback across all services.
- Dentist services showed a small decline of around 5% from Q2 and Q3, while most other services remained relatively similar with only minor changes.

Experiences of GP Services



What people told us about GP Services

“Easy online consultation which helps you get seen quicker and advice given on the same day.”

“Very easy to book an appointment. Everyone is very helpful. After consultation, if I need a referral, they do it right away.”

“The desk works well, some staff have been here years and know everyone. They are fantastic, efficient and kind.”

“The staff are very nice, and it feels like they are on my side and want me to get better. The medication is very good and sent straightaway.”

“Accuracy with appointments – I have had appointments where staff never rang or contacted me on completely different days, including ringing during a funeral-the day after my appointment slot. The online service is still not operational despite government requirements.”

“Regular doctors. I never see the same person twice. Very mixed levels of good and bad GPs, I’ve been refused for no reasons and given wild advice.”

“Receptionists need further training and need to talk to patients in a calm manner. A lot of times they seem unbothered and don’t follow patient’s requests. Some doctor’s decisions do not communicate well with the patients.”

“The experience I had for my appointment was bad. They called and I couldn’t pick up and had to wait until the following month to get an appointment – the waiting time is long.”



GP Services Summary Findings

What is working well?

Below is a list of the key positive aspects relating to GP practices between October-December 2025



Staff attitudes-Health Professionals

86% of reviews highlight positive staff attitudes, with patients describing health professionals as caring and attentive to their needs



Staff Attitudes- Overall Service

81% of reviews mentioned positive staff attitudes, with many patients praising staff for being friendly, respectful and helpful throughout their interactions with the service.



Quality of Treatment

74% of reviews addressed the quality of treatment were positive, patients praising the care they received, and the effectiveness of the treatments provided.



Service Co-ordination

69% of reviews highlight positive feedback experiences with service coordination, with patients noting that services worked well together to support their care.



Getting Through on the Telephone

50% of feedback was positive about contacting the practice by phone, with patients reporting that they were able to reach staff and receive assistance when needed.

What could be improved?

Below is a list of the key areas for improvement relating to GP practices between October–December 2025



Booking Appointments Online

61% of feedback relating to booking appointments online was negative, with patients reporting difficulties using online systems and challenges securing suitable appointment times.



Booking Appointment

57% of reviews about access and booking appointments were negative, with many patients describing challenges in arranging appointments when they need them.



Online Consultation App/Form

56% of feedback regarding online consultation forms or apps was negative, with patients highlighting difficulties navigating the system or delays in receiving responses.



Quality of Telephone Consultations

56% of feedback about telephone consultations was negative, with some patients feeling that remote consultations did not fully meet their needs or allow enough time to discuss concerns.



Appointment Availability

55% of reviews mentioned negative experiences with appointment availability, with patients reporting limited appointment slots and difficulties accessing timely care.

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 Online Appointment Booking Systems

- Simplify online booking platforms to make them more user-friendly and accessible.
- Address technical issues that prevent patients from completing bookings successfully.
- Provide clearer instructions and guidance on how to book appointments online.

Improve Appointment Access and Availability

- Increase the number of available appointments, particularly during peak demand periods.
- Review scheduling processes to better match patient demand with capacity.
- Introduce more flexible appointment options, including same-day or urgent slots.

Enhance Online Consultation Apps and Forms

- Simplify online consultation forms to make them easier to navigate and complete.
- Ensure systems are reliable and reduce delays in receiving responses.
- Provide clear guidance on how and when to use online consultation tools..

Improve Quality of Telephone Consultations

- Provide additional training for clinicians to deliver effective and patient-centred telephone consultations.
- Ensure patients are given sufficient time to fully discuss their concerns.
- Encourage active listening and clearer communication during remote consultations.



GP Services

Full data set

GP Services

No. of Reviews	372 (relating to 33 GP practices)
Positive	70% (261)
Negative	10% (38)
Neutral	20% (73)



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:

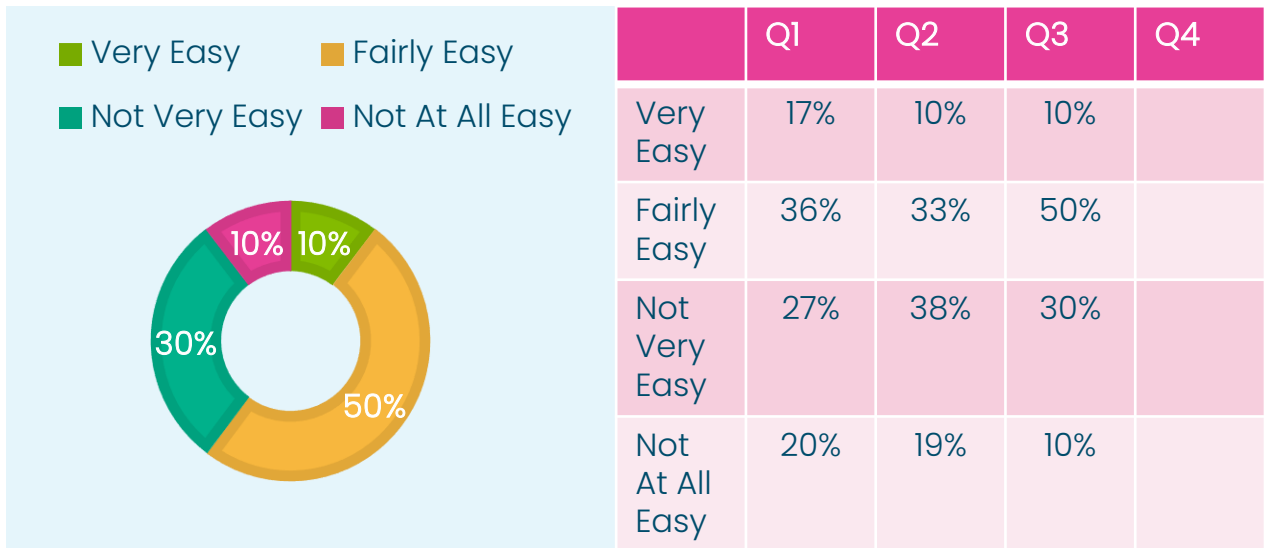
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the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

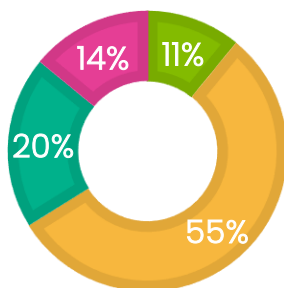
Access and Quality Questions

Q1) How do you find getting an appointment?



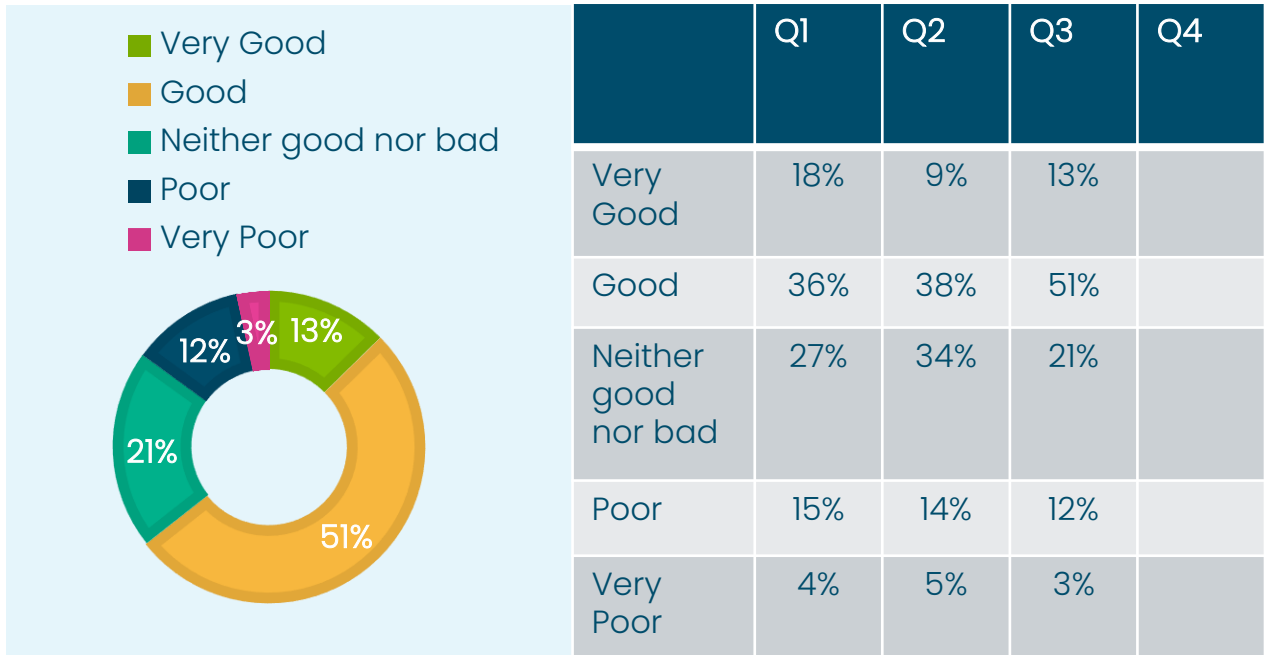
Q2) How do you find getting through to someone at your GP practice on the phone?

■ Very Easy ■ Fairly Easy
■ Not Very Easy ■ Not At All Easy

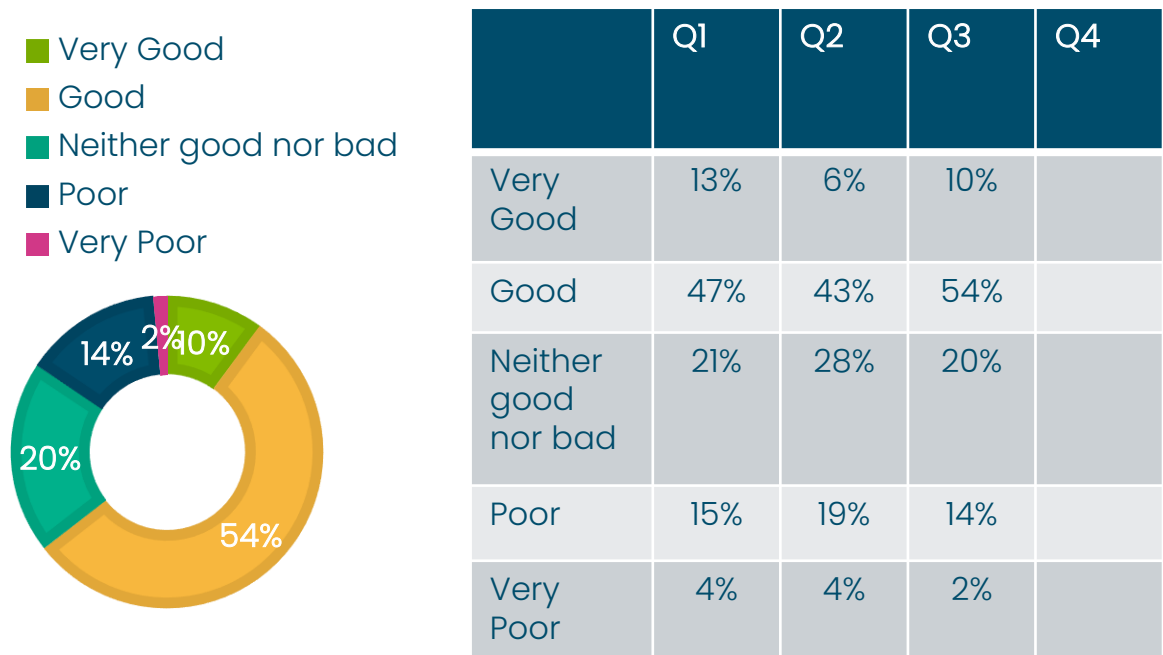


	Q1	Q2	Q3	Q4
Very Easy	14%	9%	11%	
Fairly Easy	38%	34%	55%	
Not Very Easy	29%	38%	20%	
Not At All Easy	19%	19%	14%	

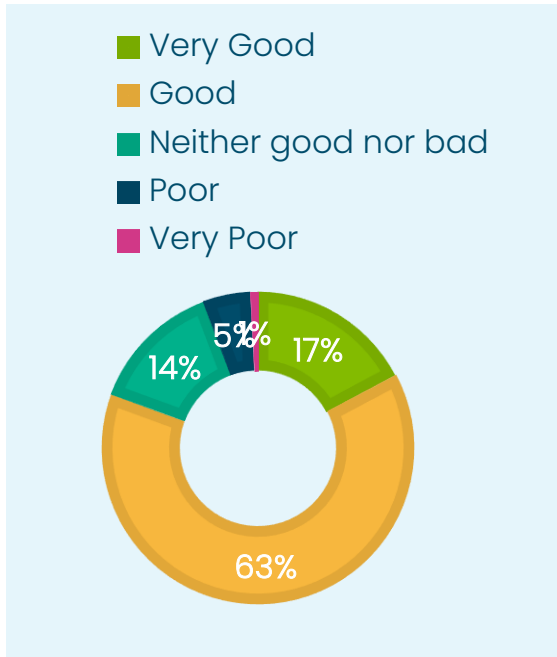
Q3) How do you find the quality of online consultations?



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

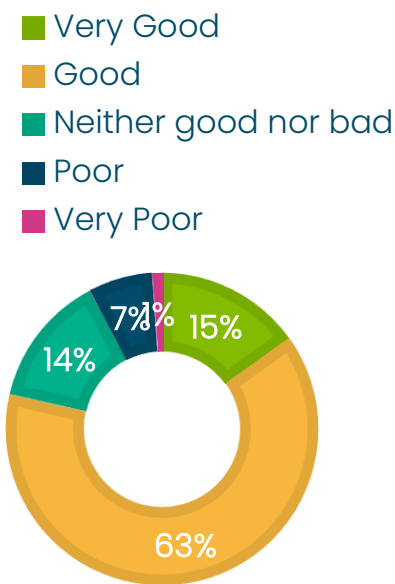


Q5) How did you find the attitudes of staff at the service?



	Q1	Q2	Q3	Q4
Very Good	20%	13%	17%	
Good	51%	54%	63%	
Neither good nor bad	17%	16%	14%	
Poor	10%	14%	5%	
Very Poor	2%	3%	1%	

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



	Q1	Q2	Q3	Q4
Very Good	19%	10%	15%	
Good	51%	64%	63%	
Neither good nor bad	19%	16%	14%	
Poor	8%	7%	7%	
Very Poor	3%	3%	1%	

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 October–December 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	53 (42%)	3 (2%)	69 (55%)	125
Staff Attitudes	74 (81%)	7 (8%)	10 (11%)	91
Quality of Treatment	42 (74%)	6 (11%)	9 (16%)	57
Booking Appointments	16 (36%)	3 (7%)	25 (57%)	44
Getting through on the telephone	20 (50%)	3 (8%)	17 (43%)	40
Online Consultation (app/form)	14 (36%)	3 (8%)	22 (56%)	39
Staff Attitudes- Health Professionals	32 (86%)	1 (3%)	4 (11%)	37
Appointment – Quality of telephone consultation	14 (39%)	2 (6%)	20 (56%)	36
Service Co-Ordination	24 (69%)	1 (3%)	10 (29%)	35
Booking Appointments Online	12 (36%)	1 (3%)	20 (61%)	33

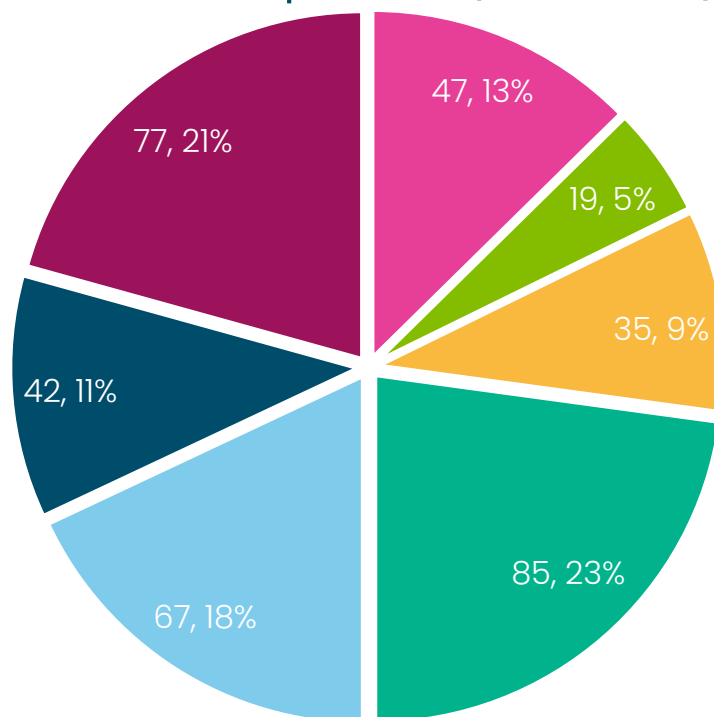
Primary Care Networks

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 (47 reviews total)
- Primary Care Network 2 (19 reviews total)
- Primary Care Network 5 (35 reviews total)
- Primary Care Network 6 (85 reviews total)
- Primary Care Network 7 (67 reviews total)
- Primary Care Network 8 (42 reviews total)
- Primary Care Network 9 (77 reviews total)

Between October and December, the services which received the most reviews were 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: 47	2.6	2.6	3.6	3.6	3.9	4.0
PCN 2 No of reviews: 19	2.6	2.8	3.6	3.6	3.8	3.9
PCN 5 No of reviews: 35	2.5	2.5	3.4	3.4	3.8	3.5
PCN 6 No of reviews: 85	2.6	2.7	3.7	3.6	3.9	3.8
PCN 7 No of reviews: 67	2.7	2.7	3.6	3.6	3.9	3.9
PCN 8 No of reviews: 42	2.6	2.4	3.6	3.6	3.9	3.9
PCN 9 No of reviews: 77	2.6	2.6	3.5	3.6	4.1	3.9

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: 47	3.5	1. Access- Appointment Availability	1. Waiting Times (punctuality and queuing on arrival)
		2. Staff Attitudes- Health Professionals	2. Online Consultation (app/form)
		3. Access- Booking Appointments Online	3. Communication with patients (treatment explanation/verbal advice)
PCN 2 No of reviews: 20	3.8	1. Quality of Treatment	1. Appointment Availability
		2. Quality of Staff- Health Professionals	2. Accessibility and Reasonable Adjustments
		3. Booking Appointments	3. Online Consultation (app/form)
PCN 5 No of reviews: 35	3.5	1. Staff Attitudes	1. Appointment Availability
		2. Quality of Treatment	2. Waiting Times (punctuality and queuing on arrival)
		3. Getting Through on the Telephone	3. Lack of Communication
PCN 6 No of reviews: 85	3.6	1. Staff Attitudes	1. Appointment Availability
		2. Online Consultation (app/form)	2. Booking Appointments- Online
		3. Cleanliness, Hygiene, and Infection Control	3. Triage and Admissions
PCN 7 No of reviews: 67	3.7	1. Appointment Availability	1. Appointment Availability
		2. Quality of Treatment	2. Booking Appointments
		3. Professionalism	3. Online Consultation (app/form)

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: 42	3.8	1. Staff Attitudes	1. Appointment Availability
		2. Appointment Availability	2. Getting Through on the Telephone
		3. Quality of Treatment	3. Booking Appointments
PCN 9 No of reviews: 77	3.7	1. Staff Attitudes	1. Appointment Availability
		2. Quality of Staff- Health Professionals	2. Waiting Times (punctuality and queuing times)
		3. Appointment Availability	3.Booking Appointments- Online

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	Staff Attitudes	Staff Attitudes	
Appointment Availability	Quality of Treatment	Appointment Availability	
Quality of Treatment	Professionalism	Quality of Treatment	
Getting through on the telephone	Appointment Availability	Staff Attitudes-Health Professionals	
Online Consultation (app/Form)	Booking Appointments - online	Quality of Staff-Health Professionals	

Negative issues

Q1	Q2	Q3	Q4
Appointment Availability	Appointment Availability	Appointment Availability	
Waiting Times (punctuality and queuing on arrival)	Waiting Times (punctuality and queuing on arrival)	Booking Appointments	
Getting through on the telephone	Staff Attitudes – administrative staff	Waiting Times (punctuality and queuing on arrival)	
Online Consultation (app/Form)	Booking Appointments	Online Consultation (app/form)	
Quality of Treatment	Waiting Times for Appointments/Waiting Lists	Quality of Appointment (telephone consultation)	

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.



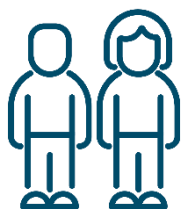
Gender

Positive experience levels were broadly consistent across men and women, with both groups reporting 70% positive ratings. Women gave slightly more negative ratings (10%) than men (9%), though this difference is small.



Age

We received the most feedback from 25–34-, 35–44, and 45–54-year-olds. Among these groups, 45–54-year-olds were the most likely to report a positive experience (73%).



Ethnicity

Respondents from White British and Any Other White backgrounds reported broadly positive experiences, with 72% and 69% respectively rating their care as “Good” or “Very Good.

Bangladeshi patients reported a similar level of positive experience (70%).

In contrast, patients from African backgrounds were less positive overall, with just over half (52%) giving a positive rating.



Disability

Patients who identified as disabled were slightly more positive about their GP experience (74%) compared to those without a disability (71%). Disabled respondents were also more likely to report a negative experience.

Experiences of Hospital Services



What people told us about Hospitals

"The first point of contact is good. They attend to you within 30 minutes."

"Waiting times are appalling. No communication with the process until called and long waits between each procedure."

"Professionals are willing to offer support and ensure that patients questions are answered. They are always making sure that you understand your health processes and are always reassuring patients through every step."

Long appointment waiting times. Bad communication between GP and Hospital. Poor quality of care, treatment, they wait so long to give treatment. Poor communication to me. Some doctors' attitudes are not good."

"I have been really happy with my experience of the team so far. The midwife allocated has paid close attention to my mental health throughout which has made me feel supported and well cared for."

"Disgusting! They need training on patient care because they clearly do not know how to look after patients. They need to give reassurance to their patients and provide pain relief when required."

"I liked how the reception and all other staff treat patients. They are very polite and good at what they do."

"They are very slow and their service is not good. Sometimes the staff at the reception are very rude."



Hospital
Services
Summary
Findings

What has worked well?

Below is a list of the key positive aspects relating to hospitals between October-December 2025



Staff attitudes

86% of patients were satisfied with staff attitudes, highlighting approachable behaviour and positive interactions that contributed to a welcoming and supportive hospital environment.



Quality of treatment

82% of patients report positive experiences with the treatment provided, demonstrating strong clinical performance and consistent delivery of quality care.



Professionalism

79% of patients described professional and respectful conduct from staff, noting that clear communication and appropriate behaviour enhanced their confidence in the care provided.



Service co-ordination

58% of reviews highlighted effective coordination across hospital departments, with patients noting that teams worked together efficiently to support their overall care pathway.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between October-December 2025



Waiting Times (Punctuality and Queuing on Arrival)

80% of feedback raised concerns about delays during appointment approval, check-in, and queue management, indicating a need for smoother front-of-house processes and improved operational flow.



Waiting times for appointments/waiting lists

63% of feedback on appointment waiting times was negative, with patients reporting waits of 3–6 months for hospital consultations and expressing concern that prolonged delays contributed to continued discomfort or unmanaged symptoms.



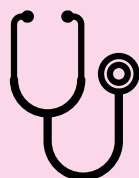
Appointment Availability

41% of feedback reported problems with appointment availability, citing delays and inefficiencies in approval, check-in, and queue management.



Service co-ordination

39% of patients reported negative experiences with coordination between hospital departments, citing poor communication and fragmented processes that created challenges throughout their hospital journey.



Quality of treatment

14% of patients reported negative experiences with the treatment provided, indicating concerns about the standard and reliability of the care provided.

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.

Shorten Patient Delays Across the Care Pathway

- Expand service capacity through extended clinic hours, weekend availability, and temporary staffing solutions.
- Introduce prioritisation systems to fast-track urgent cases and improve referral efficiency.
- Keep patients informed with regular updates on expected waiting times and queue progress.

Increase Access to Timely Appointments

- Reassess appointment distribution to better align with patient demand.
- Offer flexible booking options, including rapid-access or same-day appointments where possible.
- Simplify administrative processes to reduce delays in approvals and check-ins.

Ensure Seamless Patient Journeys Between Departments

- Strengthen communication systems to support better coordination across services.
- Introduce dedicated roles to guide patients through complex or multi-step care pathways.
- Standardise processes to reduce inconsistencies and fragmentation in care delivery.

Enhance Standards and Consistency of Care Delivery

- Implement regular monitoring and review of clinical performance and patient outcomes.
- Provide continuous training to maintain high-quality, patient-centred care.
- Actively use patient feedback to identify gaps and drive improvements in treatment quality.

Hospital Services

Full data set

Hospital Services

No. of Reviews	335 (relating to 5 hospitals)
Positive	64% (213)
Negative	11% (37)
Neutral	25% (85)



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?

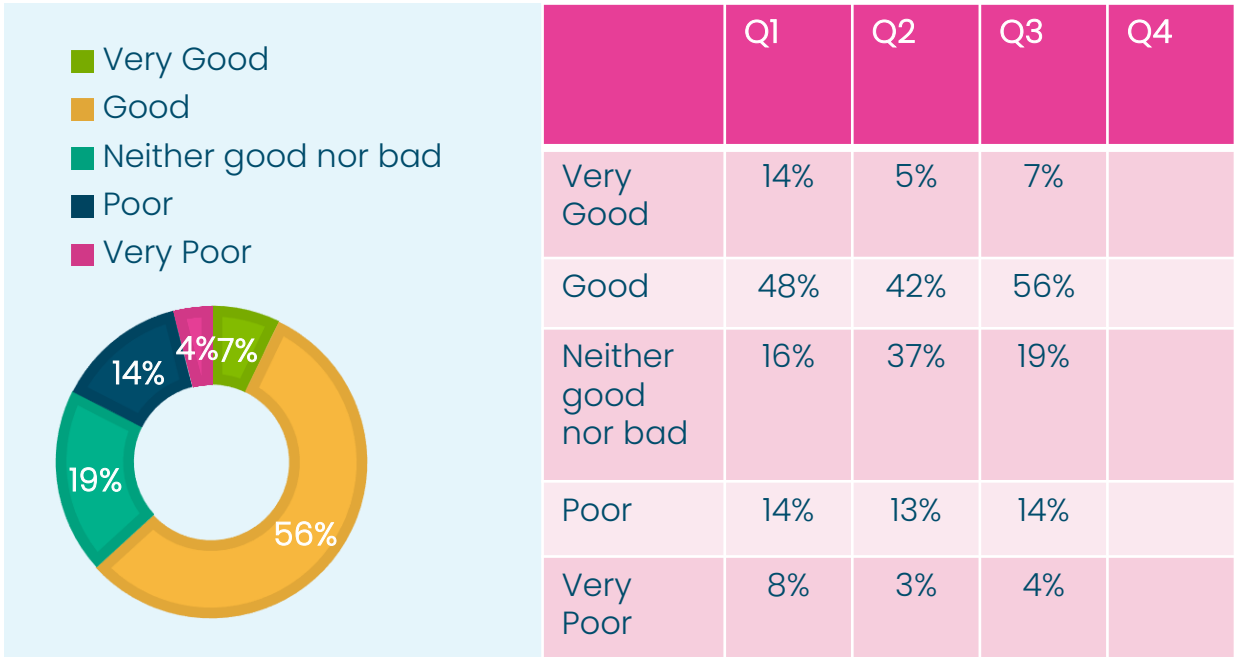
Q5) How do you think the communication is between your hospital and GP practice?

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

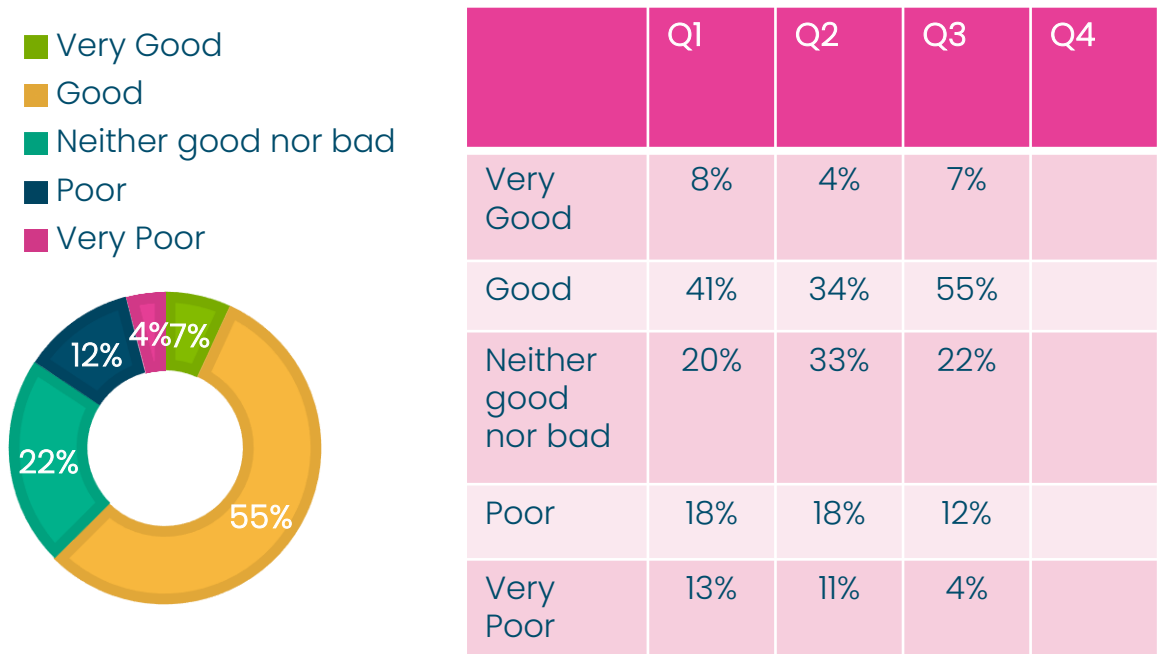
Participants were asked to choose between 1-5* (Very Poor – Very Good) for all questions.

Access and Quality Questions

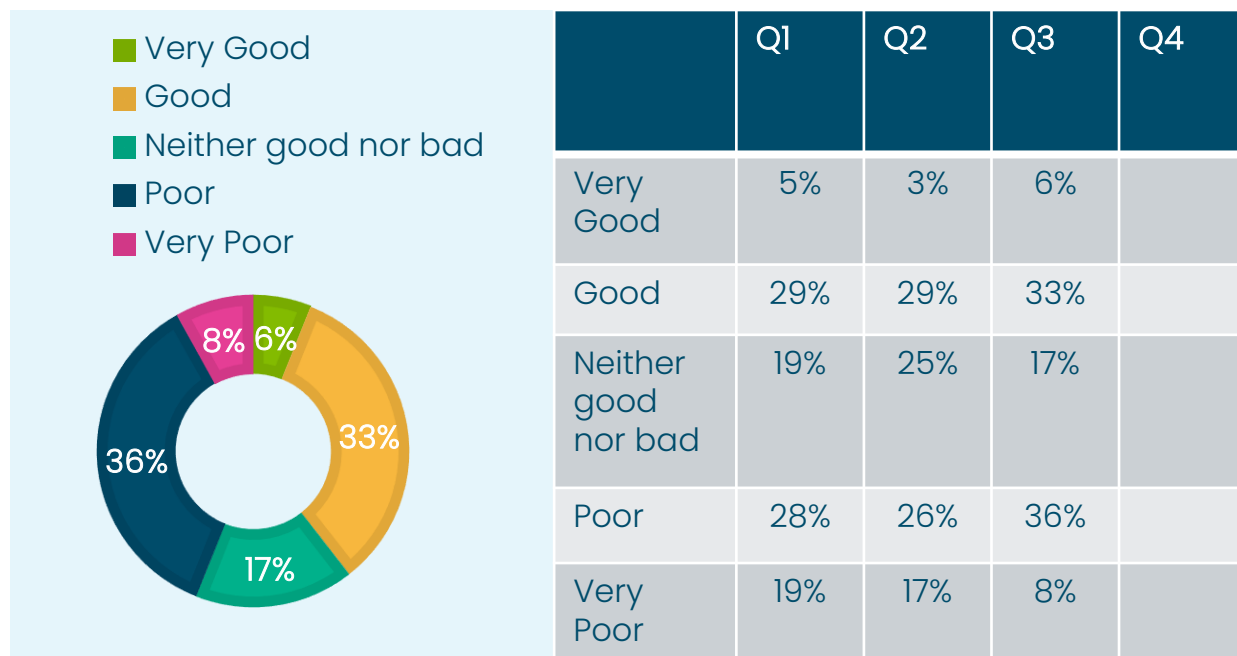
Q1) How did you find getting a referral/appointment at the hospital?



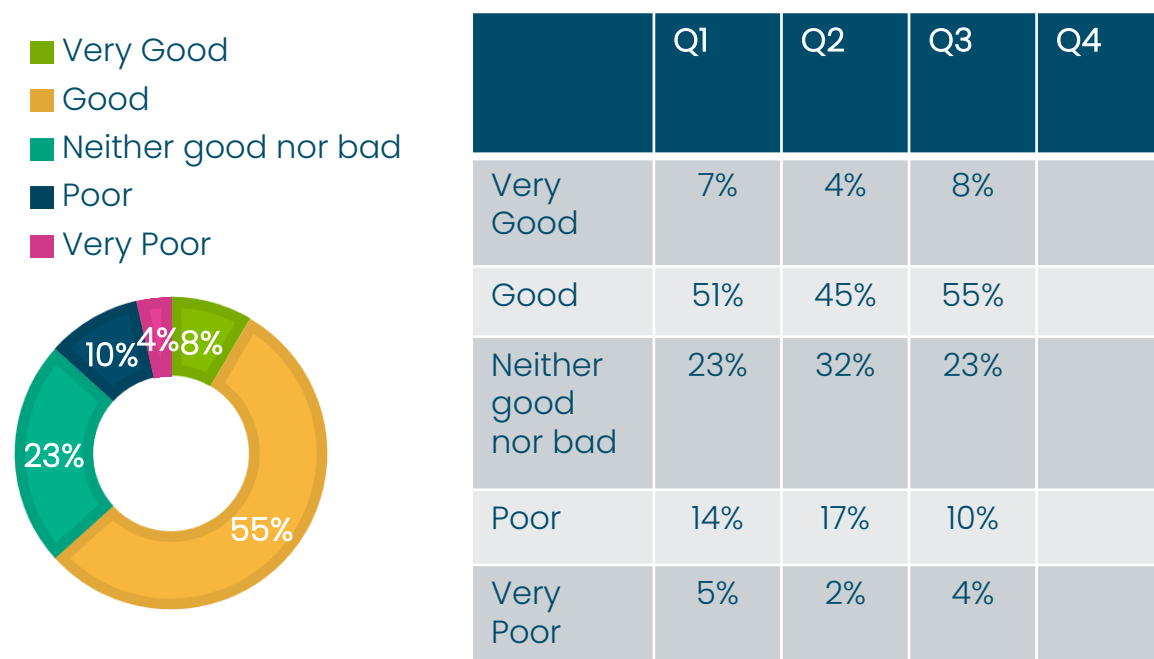
Q2) How do you find getting through to someone on the phone?



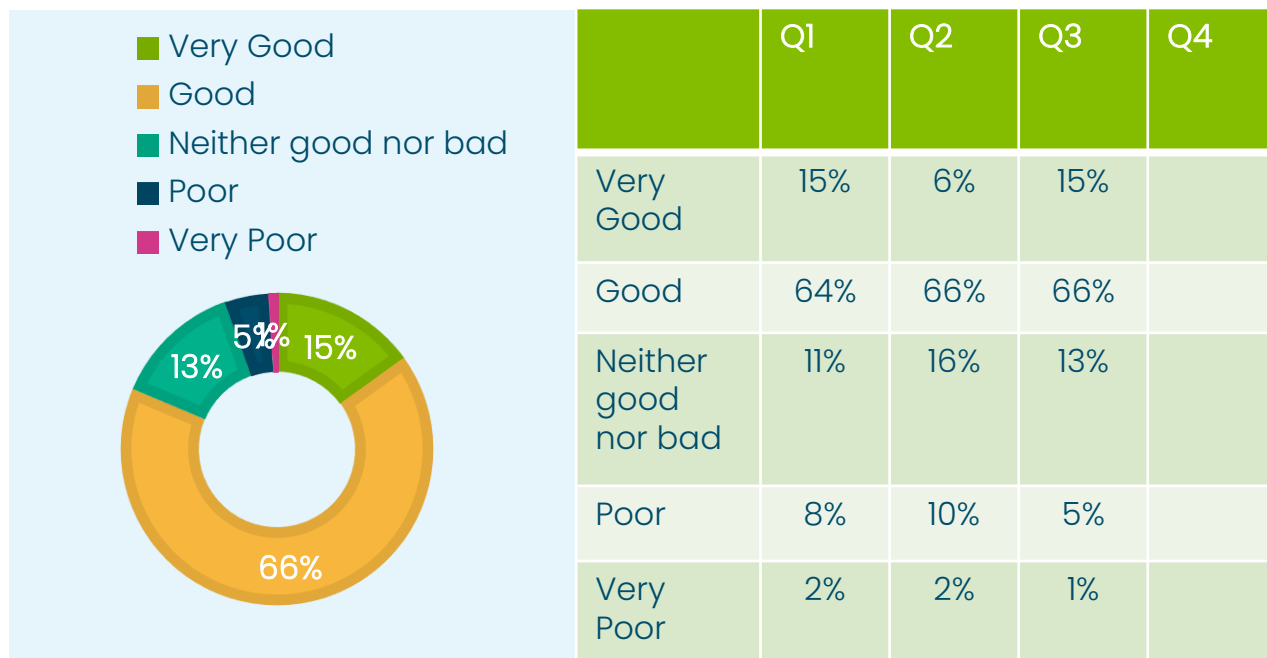
Q3) How do you find the waiting times at the hospital?



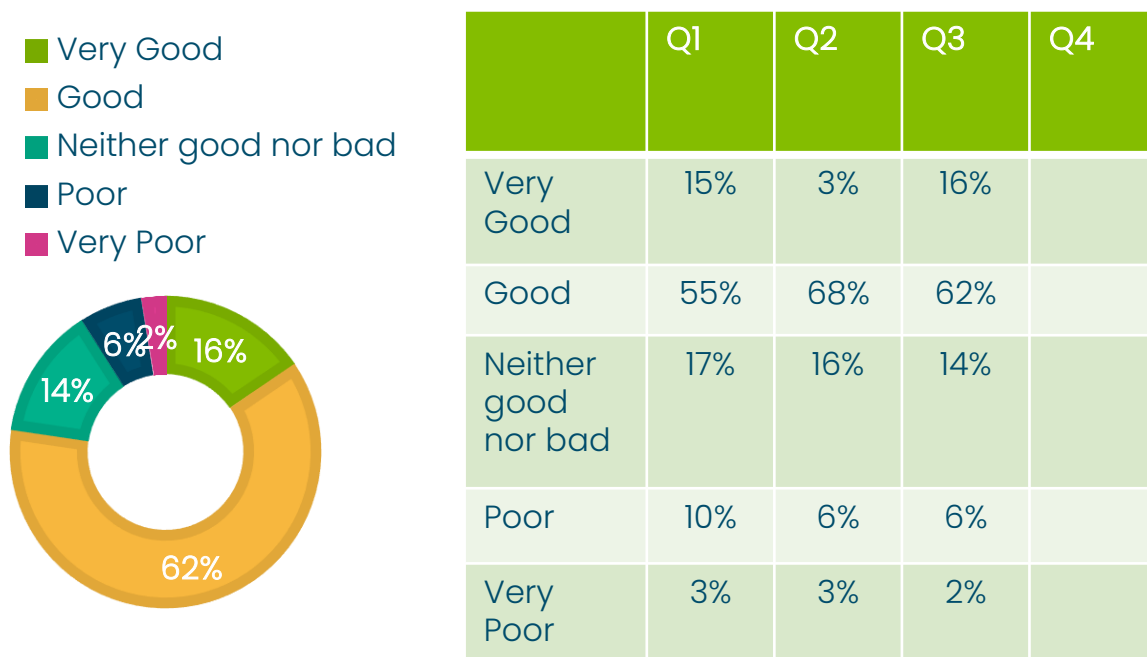
Q4) How do you think the communication is between your hospital and GP practice?



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 October–December 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)	22 (17%)	4 (3%)	106 (80%)	132
Staff Attitudes	72 (86%)	3 (4%)	8 (10%)	83
Quality of treatment	65 (82%)	3 (4%)	11 (14%)	79
Service co-ordination	18 (58%)	1 (3%)	12 (39%)	31
Waiting Times for appointments/waiting lists	11 (37%)	0 (0%)	19 (63%)	30
Appointment availability	16 (55%)	1 (3%)	12 (41%)	29
Professionalism	19 (79%)	1 (4%)	4 (17%)	24
Staff Attitudes – health professionals	17 (80%)	2 (10%)	2 (10%)	21
Communication with patients (treatment explanation, verbal advice)	17 (65%)	0 (0%)	3 (35%)	20
Getting through on the telephone	5 (29%)	2 (12%)	10 (59%)	17

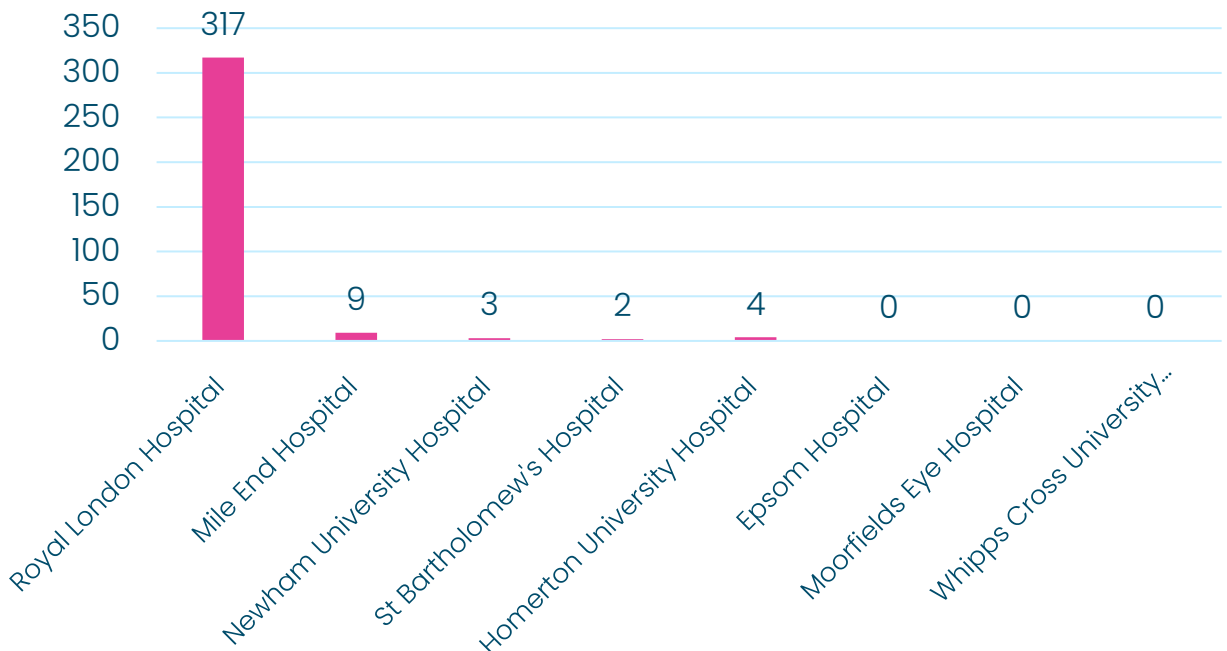
Reviewed Hospitals

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

Between October and December 2025, 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	Communication between hospital and GP	Staff attitudes	Quality of treatment
Royal London No of reviews: 317	3.5	3.5	2.9	3.5	3.9	3.8
Mile End No of reviews: 9	4.0	3.6	3.6	3.7	4.2	4.6

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: 317	3.5	1. Staff Attitudes	1. Waiting times (punctuality and queueing on arrival)
		2. Quality of Treatment	2. Waiting Times for appointments/waiting lists
		3. Waiting Times (punctuality and queueing on arrival)	3. Appointment availability

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	Staff Attitudes	
Quality of Treatment	Staff Attitudes	Quality of treatment	
Appointment Availability	Staff Attitudes – Health professionals	Waiting Times (punctuality and queueing on arrival)	
Getting through on the telephone	Appointment Availability	Professionalism	
Waiting Times (punctuality and queueing on arrival)	Communication between services	Service co-ordination	

Negative issues

Q1	Q2	Q3	Q4
Waiting Times (punctuality and queueing on arrival)	Waiting times for Appointments/Waiting Lists	Waiting Times (punctuality and queueing on arrival)	
Appointment Availability	Waiting Times (punctuality and queueing on arrival)	Waiting Times for appointments/waiting lists	
Quality of Treatment	Professionalism	Appointment availability	
Waiting times for Appointments/Waiting Lists	Communication with patients	Service co-ordination	
Communication with Patients	Communication between services	Quality of treatment	

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 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

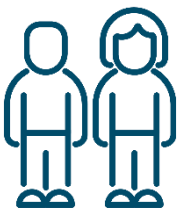
Over the past three months, 65% of the men we spoke to reported a positive experience. In comparison, 62% of women rated their most recent hospital visit as “Good” or “Very Good,” representing an increase compared to Q2



Age

65-74-years old shared the highest number of positive experiences about hospitals.

The second highest number of positive reviews came from 35 -44-year-olds.



Ethnicity

Among patients identifying as British, English, Northern Irish, Scottish, or Welsh who shared reviews, 60% rated their most recent hospital experience as “Good” or better.

A slightly higher proportion was reported among patients of Bangladeshi background, with 61% giving a positive rating.



Disability and Long-Term Conditions

In this quarter, 66% of people who identified as having a disability gave positive ratings for their hospital care. Similarly, 67% of those with long-term health conditions reported positive experiences with the care they received.

Appendix



No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	261 (70%)	73 (20%)	38 (10%)	372
Hospital	213 (64%)	85 (25%)	37 (11%)	335
Pharmacy	173 (91%)	13 (7%)	5 (3%)	191
Dentist	123 (79%)	25 (16%)	8 (5%)	156
Optician	53 (90%)	4 (7%)	2 (3%)	59
NHS III	10 (63%)	3 (19%)	3 (19%)	16
Mental Health	5 (83%)	0 (0%)	1 (17%)	6
Day Centre	0 (0%)	0 (0%)	0 (0%)	0
Care Home	3(100%)	0 (0%)	0 (0%)	3
Ambulance	11 (92%)	0 (0%)	1 (8%)	12
Overall Total	850	203	95	1150

Demographics

	Percentage %	No of Reviews
British / English / Northern Irish / Scottish / Welsh	15%	174
Irish	1%	8
Gypsy or Irish Traveller	0%	0
Roma	0%	0
Any other White background	3%	38
Bangladeshi	48%	555
Chinese	2%	21
Indian	2%	20
Pakistani	1%	15
Any other Asian background/Asian		
British Background	2%	20
African	6%	73
Caribbean	1%	7
Any other Black / Black		
British background	1%	10
Asian and White	0%	3
Black African and White Background	0%	4
Black Caribbean and White	0%	0
Any other Mixed / Multiple ethnic groups background	0%	2
Arab	1%	8
Any other ethnic group	1%	6
Not Provided	16%	186
Total	100%	1150

Gender	Percentage %	No of Reviews
Man (including trans man)	40%	460
Woman (including trans woman)	53%	604
Non- binary	0%	2
Other	0%	4
Prefer not to say	2%	19
Not provided	5%	61
Total	100%	1150

Age	Percentage %	No of Reviews
Under 18	1%	8
18-24	6%	71
25-34	20%	227
35-44	27%	305
45-54	19%	217
55-64	8%	87
65-74	7%	81
75-84	4%	45
85+	3%	30
Prefer not to say	2%	20
Not provided	5%	59
Total	100%	1150

Disability	Percentage %	No of Reviews
Yes	16%	186
No	76%	872
Prefer not to say	2%	24
Not provided	6%	68
Total	100%	1150

Demographics

Long-term condition	Percentage %	No of Reviews
Yes	33%	384
No	58%	671
Prefer not to say	2%	19
Not provided	7%	76
Total	100%	1150

Religion	Percentage %	No of Reviews
Buddhist	1%	15
Christian	17%	192
Hindu	2%	27
Jewish	0%	3
Muslim	55%	631
Sikh	0%	2
Spiritualism	1%	8
Other religion	1%	10
No religion	12%	134
Prefer not to say	3%	34
Not provided	8%	94
Total	100%	1150

Sexual Orientation	Percentage %	No of Reviews
Asexual	1%	12
Bisexual	3%	30
Gay Man	1%	12
Heterosexual/ Straight	79%	909
Lesbian / Gay woman	1%	8
Pansexual	0%	3
Prefer not to say	7%	75
Not provided	9%	101
Total	100%	1150

Pregnancy	Percentage %	No of Reviews
Currently pregnant	2%	27
Currently breastfeeding	1%	14
Given birth in the last 26 weeks	1%	14
Prefer not to say	7%	75
Not Known	1%	4
Not Relevant	17%	192
No	62%	716
Not Provided	9%	108
Total	100%	1150

Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	1%	13
Not in employment & Unable to work	17%	200
Not in Employment/ not actively seeking work - retired	15%	168
Not in Employment (seeking work)	5%	54
Not in Employment (Student)	2%	21
Paid: 16 or more hours/week	31%	361
Paid: Less than 16 hours/week	9%	100
On maternity leave	9%	104
Prefer not to say	1%	13
Not provided	10%	116
Total	100%	1150

Unpaid Carer	Percentage %	No of Reviews
Yes	6%	69
No	75%	860
Prefer not to say	5%	63
Not provided	14%	158
Total	100%	1150

Area of the borough	Percentage %	No of Reviews
Bethnal Green ward	11%	130
Blackwall and Cubitt Town ward	1%	6
Bow East ward	11%	124
Bow West ward	1%	9
Bromley North ward	1%	9
Bromley South ward	2%	21
Canary Wharf ward	6%	73
Island Gardens ward	4%	47
Lansbury Ward	0%	0
Limehouse Ward	3%	36
Mile End Ward	6%	69
Poplar ward	19%	224
Shadwell Ward	4%	41
Spitalfields and Banglatown ward	0%	2
St Dustan Ward	1%	6
St Katharine's and Wapping ward	1%	13
St Peter Ward	0%	0
Stephney Green Ward	7%	75
Weavers Ward	0%	3
Whitechapel Ward	6%	70
Out of Borough	4%	49
Not Provided	12%	143
Total	100%	1150



healthwatch

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