

Q4 Patient Experience Report

Healthwatch Tower Hamlets
January – March 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 January and March 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.

Q4 Snapshot

This section provides a summary of the experiences we collected between January and March, 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).



1,158 reviews

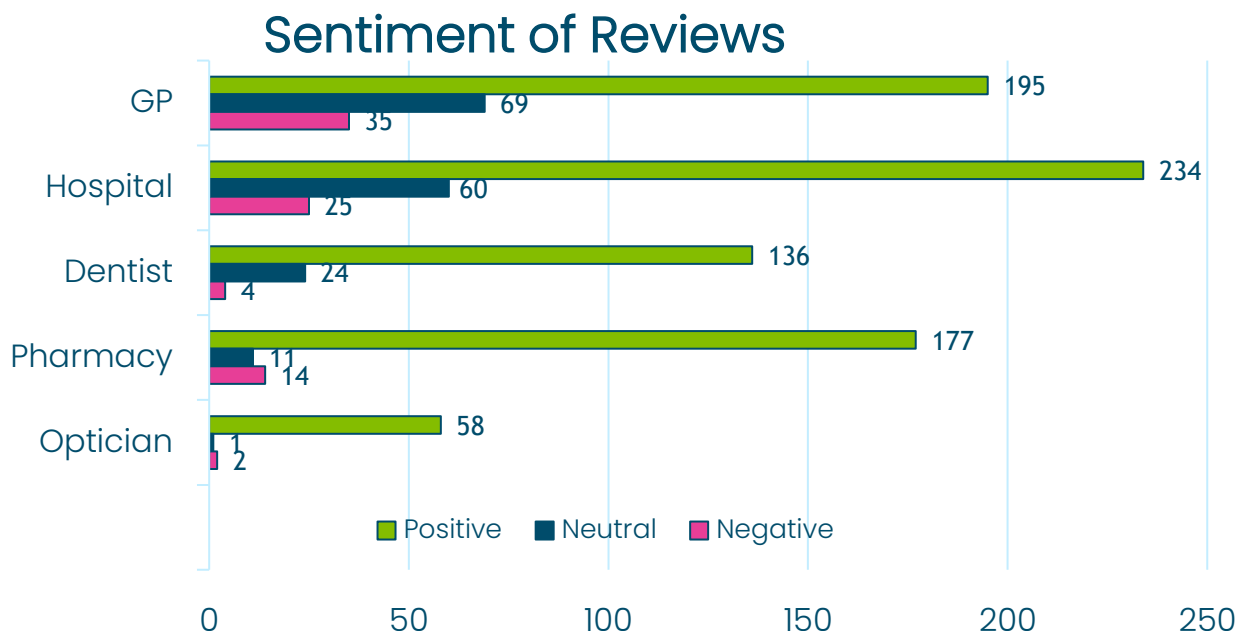
of health and care services were shared with us, helping to raise awareness of issues and improve care.

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	299	65%(195)
Hospital	319	73%(234)
Dentist	164	83%(136)
Pharmacy	202	88%(177)
Optician	61	95%(58)

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.

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%	65%
Hospital	62%	52%	64%	73%
Dentist	68%	84%	79%	83%
Pharmacy	92%	85%	91%	88%
Optician	85%	89%	90%	95%
NHS 11	70%	62%	63%	84%
Mental Health	22%	75%	83%	0%
Care Home	100%	80%	100%	100%

What does this tell us?

- Positive experiences for GP services showed a small decline of 5% from Q3 to Q4, indicating a slight drop in patient satisfaction.
- Hospital services saw an improvement of 9% in positive feedback compared to the previous quarter.
- Dentist services showed a small improvement, with positive feedback increasing by 4% from Q3 to Q4.
- Positive experiences for Pharmacy services remained similar to the previous quarter, with a 3% decline in positive feedback.
- Optician services also showed a small improvement, with positive feedback increasing by 5% from Q3 to Q4.

Experiences of GP Services



What people told us about GP Services

"Quick and easy to get online appointments and repeat prescriptions."

"Doctors are listening, appointments are quick. Telephone consultation is good"

"A busy surgery, but I am always heard, accommodated and supported."

"Monday to Friday, we have never had an issue with getting an appointment for our daughter. The people who we see have consistently been kind knowledgeable"

"Anytime an appointment is needed there is nothing available. Routine appointments are too far away. Online consultations close within 2 mins of opening. The process needs to be reviewed and patient need more time."

"The doctors don't pay much attention to previous history, keep repeating the same tests and issue is not resolved. They always seem to be in a rush to get out through the door. "

"Appointment is hard to add children names and not enough guidance in online sessions"

"Give patient an appointment when they need it not telling them to go A&E or call 111 specially with kids."



GP Services Summary Findings

What is working well?

Below is a list of the key positive aspects relating to GP practices between January–March 2026



Staff attitudes

70% of reviews highlighted positive staff attitudes. Staff members were widely praised for their kindness and patience. Respondents also emphasised the ability of staff to provide quick, efficient responses to patient needs.



Quality of Treatment

72% of relevant reviews were positive. Patients frequently commended the prompt, supportive care they received, specifically highlighting that medical explanations were both thorough and clear.



Professionalism

87% of reviews highlighted the high standard of professionalism among doctors and staff, praising their expertise, efficiency, and effective guidance. Furthermore, patients noted that even during busy surgical periods, they felt consistently heard, accommodated and well-supported.



Service Co-ordination

87% of reviews highlight positive feedback experiences with service coordination, driven by patient appreciation for highly organised, well-prepared, and smoothly run administrative and care pathways.



Appointment availability

A few patients reported that GP appointments are easier to secure and are more on time than previously. They also praised the streamlined online system, which makes it quick and convenient to book available appointments and request repeat prescriptions.

What could be improved?

Below is a list of the key areas for improvement relating to GP practices between January–March 2026



Appointment availability

Appointment availability remained a key concern, featuring in 64% of reviews. Patients described extended waiting times, unexpected cancellations, and difficulties navigating the digital booking system, which often made accessing appointments more time-consuming.



Getting through on the telephone

A significant 79% of reviews highlighted difficulties contacting the staff by phone, frequently citing busy lines. Furthermore, communication was often described as unclear, with patients noting a distinct lack of expected follow-up calls.



Waiting Times (punctuality and queueing on arrival)

Long waiting times after arrival were identified as a major concern in 96% of reviews. Patients expressed that these delays affected the prompt delivery of assessments and diagnostic tests, particularly in emergency situations.



Online consultation (app/form)

65% of reviews about online consultations were negative. Patients described the submission process as complicated, reported long waiting times to access services, and felt that poor guidance and difficult navigation created barriers for those with limited digital skills

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.

Streamline Appointment Booking

- Make it easier to book appointments: Send patients a direct booking link by text or email so they can book appointments quickly without needing to call the practice.

Strengthen Patient Communication

- Ensure timely follow-up: Introduce a system to make sure patients who need a call back are contacted within an agreed timeframe.
- Keep patients informed: Provide reception staff with training to give clear and consistent information about waiting times, appointments and available services.

Enhance Digital Services

- Provide live queue updates: Allow patients to view their place in the queue and estimated waiting times through the app or by text message.
- Simplify online services: Make online consultation forms and the practice website easier to use, with clear step-by-step guidance for patients who need extra support.
- Support family account access: Make it easier for parents and carers to link and manage family accounts by providing simple instructions and a straightforward registration process.
- Offer alternative ways to access services: Ensure patients who are unable or uncomfortable using digital systems can still book appointments and request repeat prescriptions by phone or in person, reducing barriers for those with limited digital skills.

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	299 (relating to 33 GP practices)
Positive	65% (195)
Negative	12% (35)
Neutral	23% (69)



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:

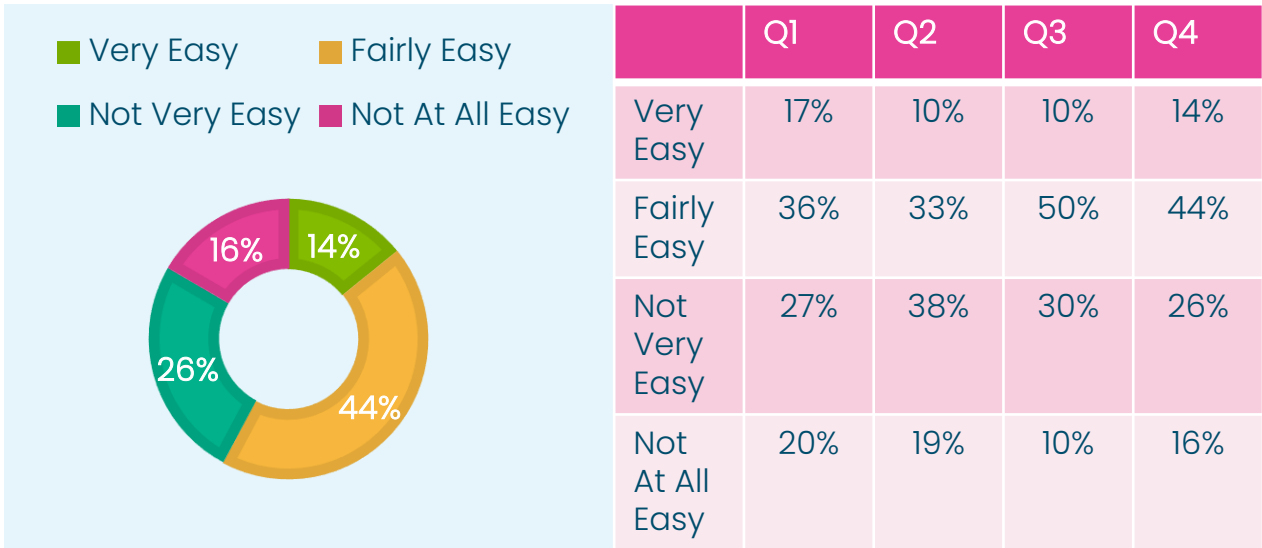
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the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

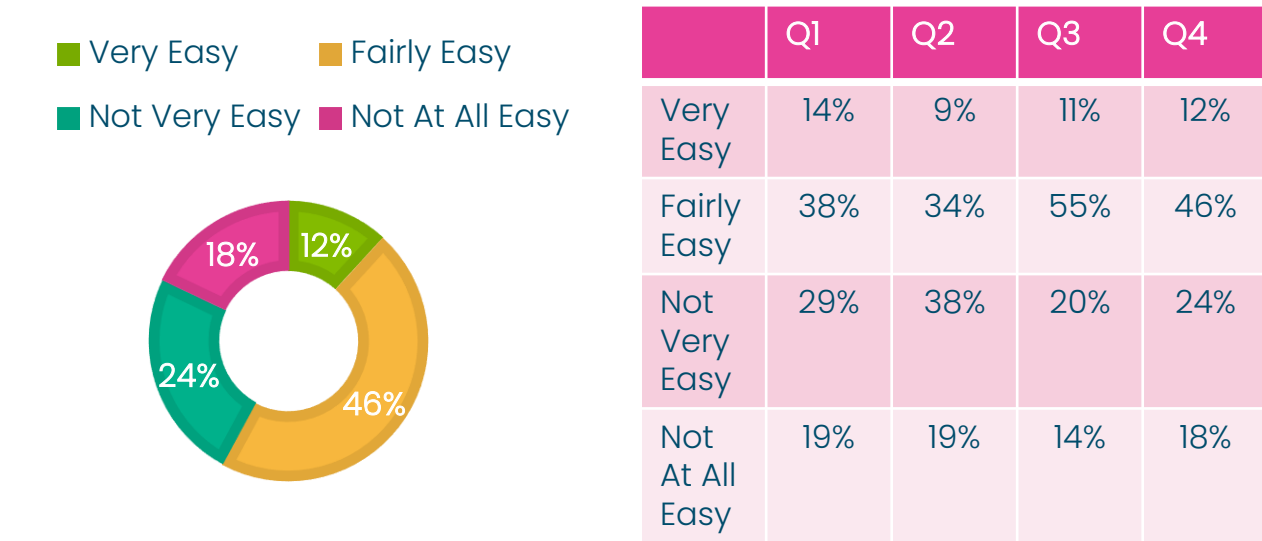
Participants were asked to choose between 1-5* (Very Poor – Very Good)

Access and Quality Questions

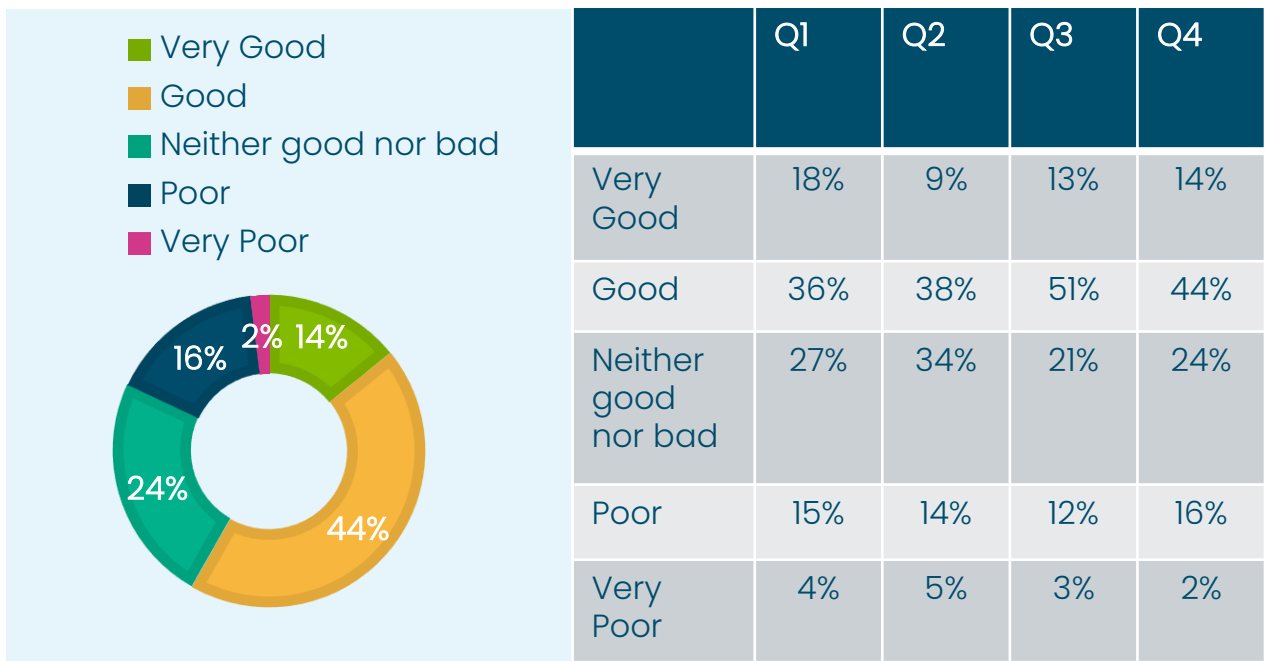
Q1) How do you find getting an appointment?



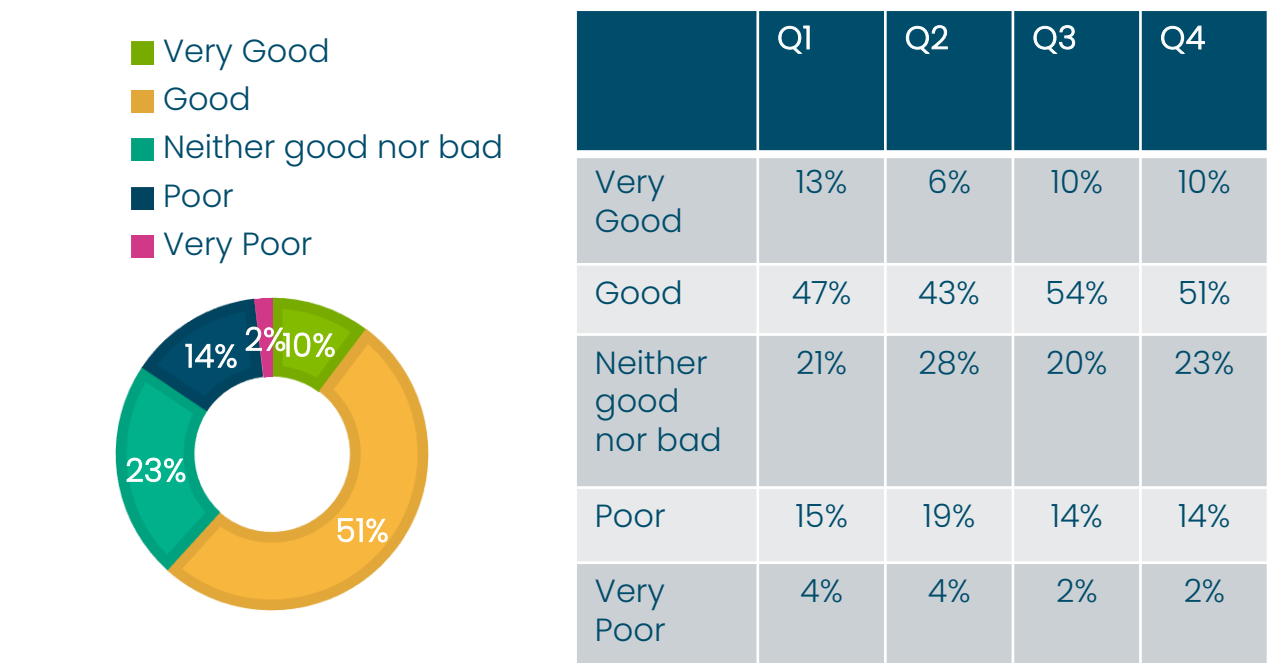
Q2) How do you find getting through to someone at your GP practice on the phone?



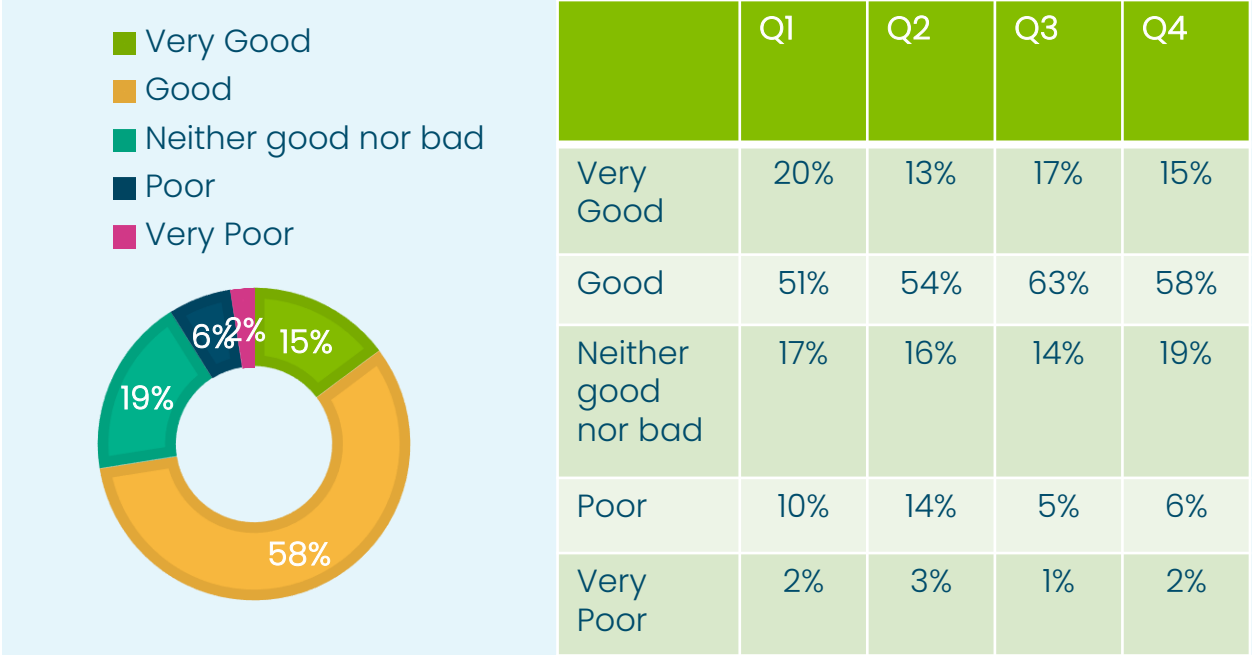
Q3) How do you find the quality of online consultations?



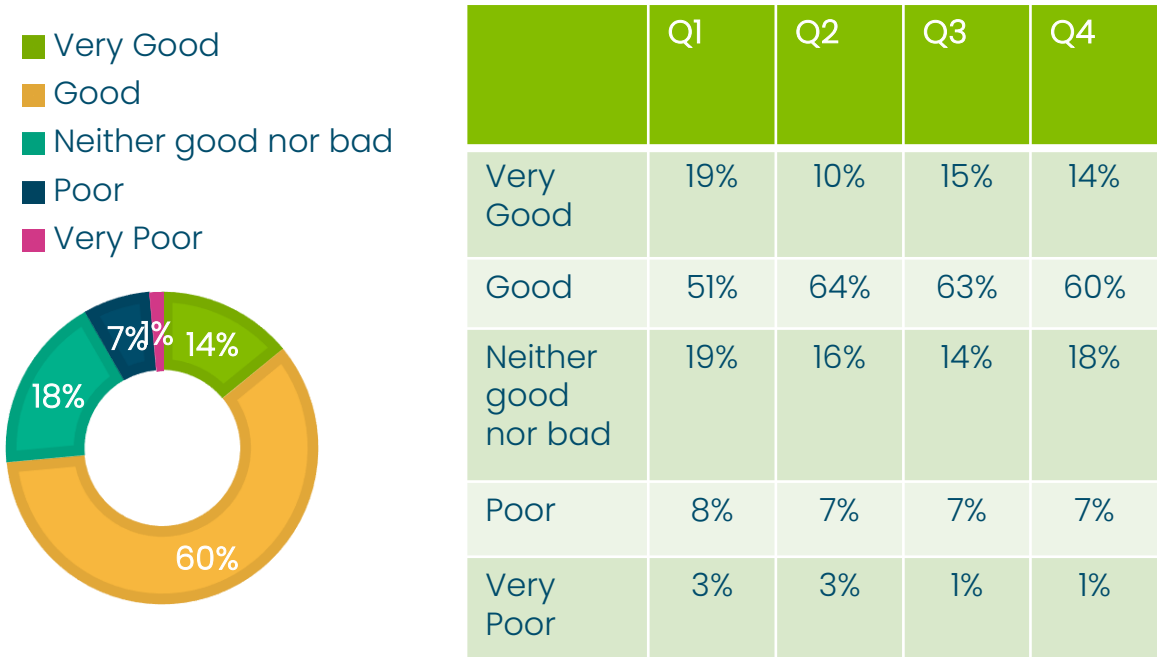
Q4) How do you find the quality of telephone consultations?



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 January–March 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	19 (32%)	2 (3%)	38 (64%)	59
Booking appointments	17 (43%)	2 (5%)	21 (53%)	40
Getting through on the telephone	6 (16%)	2 (5%)	30 (79%)	38
Staff Attitudes	26 (70%)	4 (11%)	7 (19%)	37
Online consultation (app/form)	8 (26%)	3 (10%)	20 (65%)	31
Quality of treatment	21 (72%)	1 (3%)	7 (24%)	29
Waiting Times (punctuality and queueing on arrival)	0 (0%)	1 (4%)	25 (96%)	26
Service co-ordination	20 (87%)	0 (0%)	3 (13%)	23
Professionalism	20 (87%)	1 (4%)	2 (9%)	23
Booking appointments - online	3 (20%)	0 (0%)	12 (80%)	15

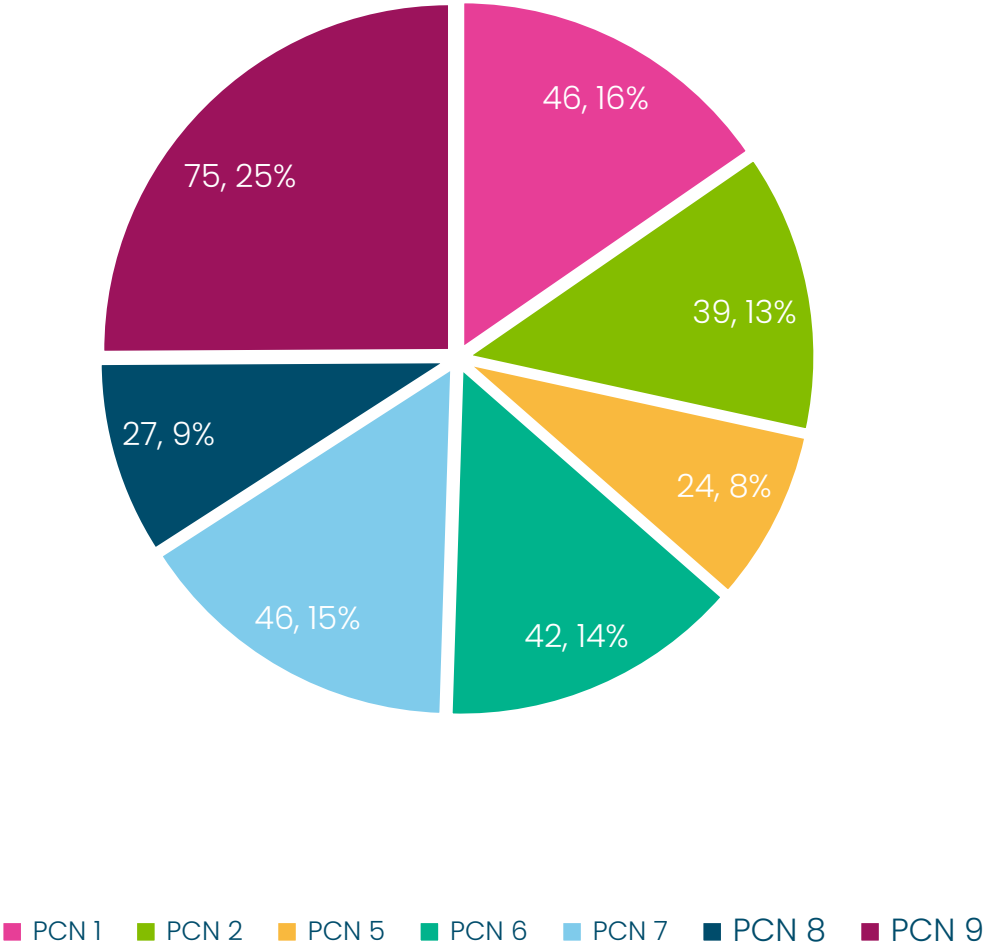
Primary Care Networks

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 (46 reviews total)
- Primary Care Network 2 (39 reviews total)
- Primary Care Network 5 (24 reviews total)
- Primary Care Network 6 (42 reviews total)
- Primary Care Network 7 (46 reviews total)
- Primary Care Network 8 (27 reviews total)
- Primary Care Network 9 (75 reviews total)

Between January and March, the services which received the most reviews were PCN 9, PCN 1 and PCN 7.

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: 46	2.6	2.4	3.4	3.4	3.8	3.6
PCN 2 No of reviews: 39	2.5	2.4	4.1	3.6	3.6	3.8
PCN 5 No of reviews: 24	2.6	2.4	3.3	3.4	3.6	3.8
PCN 6 No of reviews: 42	2.7	2.8	3.5	3.6	3.7	3.7
PCN 7 No of reviews: 46	2.8	2.8	3.6	3.8	4.0	3.8
PCN 8 No of reviews: 27	2.3	2.5	3.3	3.1	3.5	3.5
PCN 9 No of reviews: 75	2.3	2.3	3.5	3.6	3.8	4.0

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: 46	3.5	1. Access- Appointment Availability	1. Appointment availability
		2. Staff Attitudes- Health Professionals	2. Waiting Times (punctuality and queueing on arrival)
		3. Access-getting through on the telephone and Service co-ordination	3. Remote appointments and digital services
PCN 2 No of reviews: 39	3.5	1. Appointment availability	1. Booking appointments
		2. Staff Attitudes	2. Appointment availability
		3. Quality of treatment	3. Communication with patients (treatment explanation, verbal advice)
PCN 5 No of reviews: 24	3.7	1. Service co-ordination	1. Getting through on th
		2. Staff Attitudes	2. Staff Attitudes
		3. Quality of treatment	3. Booking appointments - online
PCN 6 No of reviews: 42	3.7	1. Booking appointments	1. Waiting Times (punctuality and queueing on arrival)
		2. Staff Attitudes – health professionals	2. Getting through on the telephone
		3. Professionalism	3. Appointment availability
PCN 7 No of reviews: 46	3.7	1. Professionalism	1. Waiting Times (punctuality and queueing on arrival)
		2. Booking appointments	2. Getting through on the telephone
		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 over 20 reviews.

Primary Care Network	Overall star rating	Top 3 Positive Issues	Top 3 Negative Issues
PCN 8 No of reviews: 27	3.5	1. Professionalism	1. Appointment availability
		2. Quality of treatment	2. Online consultation (app/form)
		3. Access-Information and Advice	3. Booking Appointments
PCN 9 No of reviews: 75	3.6	1. Staff Attitudes	1. Appointment availability
		2. Booking appointments	2. Getting through on the telephone
		3. Professionalism	3. Online consultation (app/form)

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

Negative issues

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

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.



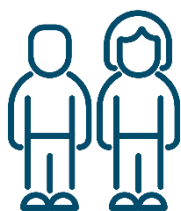
Gender

Satisfaction levels remained comparable across genders, with men reporting a 67% positive rating compared to 64% for women. Negative response showed a minor variance, with men at 14% and women at 10%.



Age

Most feedback came from patients aged 25–54. Positive experiences increased slightly with age, from 63% among those aged 25–34 to 69% among patients aged 45–54. Across these age groups, negative feedback remained consistently low, ranging from 9% to 10%.



Ethnicity

The largest volume of feedback came from Bangladeshi patients (140 responses), with 61% reporting a positive experience. White British patients made up the second-largest group (46 responses), with 76% reporting a positive experience. Although based on a smaller sample (11 responses), African patients reported the highest level of positive feedback, with 91% describing a positive experience.



Disability

Patients who identified as disabled were slightly more positive about their GP experience (79%) compared to those without a disability (64%).

Experiences of Hospital Services



What people told us about Hospitals

"The staff were friendly and welcoming. They listened to concerns, explained everything clearly, and made feel comfortable throughout appointment."

"The waiting time was much longer than expected. There were delays throughout my visit, and no one explained why I was waiting."

"My referral was well organised and easy to follow. Everyone knew what they were doing, and I didn't feel lost during my visit."

"Different members of staff gave me different information, which left me feeling confused about my treatment and what would happen next."

I felt confident in the treatment I received. The healthcare team treated me with kindness, respect, and professionalism at every stage.

"Some staff appeared rushed and didn't communicate clearly. I didn't feel my concerns were fully listened to during my appointment."

"From the reception staff to the clinicians, everyone was approachable and supportive. I left feeling reassured and well looked after."

"My treatment was delayed, and I was worried because I didn't know when I would be seen or receive my results."



Hospital Services Summary Findings

What has worked well?

Below is a list of the key positive aspects relating to hospitals between January–March 2026



Staff attitudes

Feedback about staff attitudes was very positive, with 78% of patients sharing good experiences. Patients praised staff for being kind, caring, listening carefully, and communicating clearly throughout their visit.



Service co-ordination

74% of patients gave positive feedback about service co-ordination. Many said the referral process was quick, well organised, and easy to follow.



Quality of treatment

56% of feedback about the quality of treatment was positive. Patients said they felt safe, were treated with care, and had confidence in the treatment they received.



Professionalism

Professionalism received an 88% positive rating. Patients highlighted the friendly approach of staff, clear explanations, and the professional care they received throughout their treatment.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between January–March 2026



Waiting Times (Punctuality and Queuing on Arrival)

78% of negative feedback was about waiting times. Patients reported long waits, overcrowded waiting areas, delays for tests, and slow responses for urgent cases.



Staff Attitudes

76% of negative feedback about staff attitudes described poor experiences. Some patients felt staff were impatient, unfriendly, or did not communicate respectfully.



Communication between services

73% of feedback highlighted problems with communication. Patients reported receiving different information from staff, unclear instructions, and feeling rushed during appointments.



Service co-ordination

Service co-ordination received 23% negative feedback. Patients reported delays, poor organisation, and problems moving between different parts of the service.



Quality of treatment

25% of feedback about treatment quality was negative. Patients raised concerns about incorrect diagnoses, medication errors, and delays in receiving the treatment or prescriptions they needed.

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

- Review the triage process: Identify ways to assess patients more quickly, particularly those with urgent medical needs.
- Keep patients updated: Provide regular updates on waiting times through display screens or by staff, so patients know what to expect while waiting.

Strengthen Staff Support and Communication

- Support frontline staff: Ensure staff have the time and resources they need to provide compassionate and effective care, particularly during busy periods.
- Communicate clearly with patients: Keep patients informed about delays, treatment plans and any changes to their care throughout their visit.

Improve Information and Signage

- Make hospital signage clearer: Improve signs to help patients find departments, waiting areas and facilities more easily.
- Provide clear guidance: Display simple information explaining waiting times, the triage process and who patients can speak to if they have concerns.

Strengthen Communication Between Departments

- Share information more effectively: Ensure clinical teams communicate clearly when patients are referred between departments to reduce delays and avoid patients having to repeat their information.
- Coordinate patient care: Encourage departments to work closely together so patients experience a smoother journey through the hospital



Hospital Services

Full data set

Hospital Services

No. of Reviews	319 (relating to 5 hospitals)
Positive	73% (234)
Negative	8% (25)
Neutral	19% (60)



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.

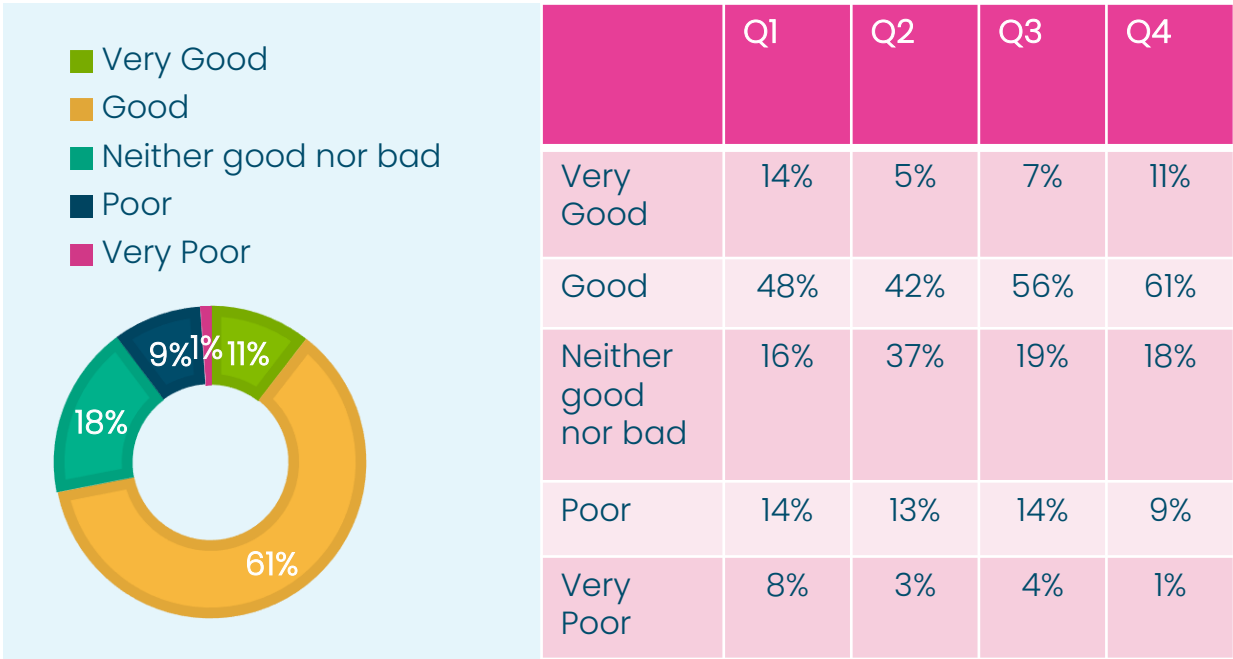
The questions we asked were:

- 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?

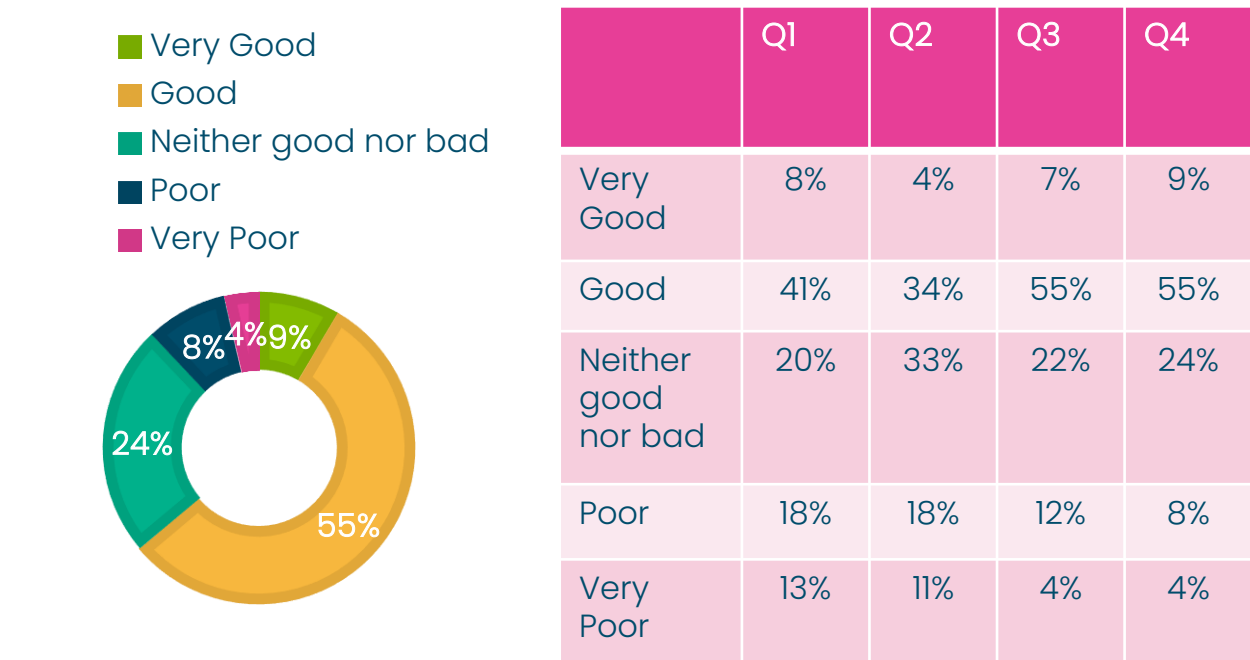
Participants were asked to choose between 1-5* (Very Poor – Very Good) for all questions.

Access and Quality Questions

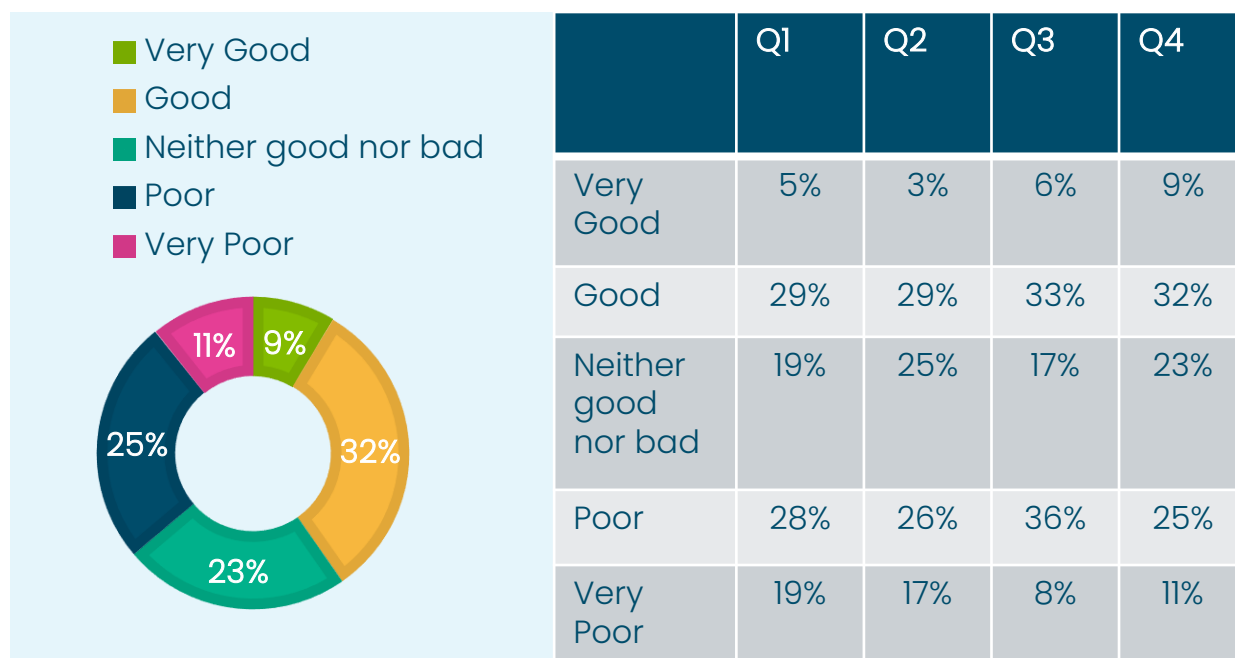
Q1) How did you find getting a referral/appointment at the hospital?



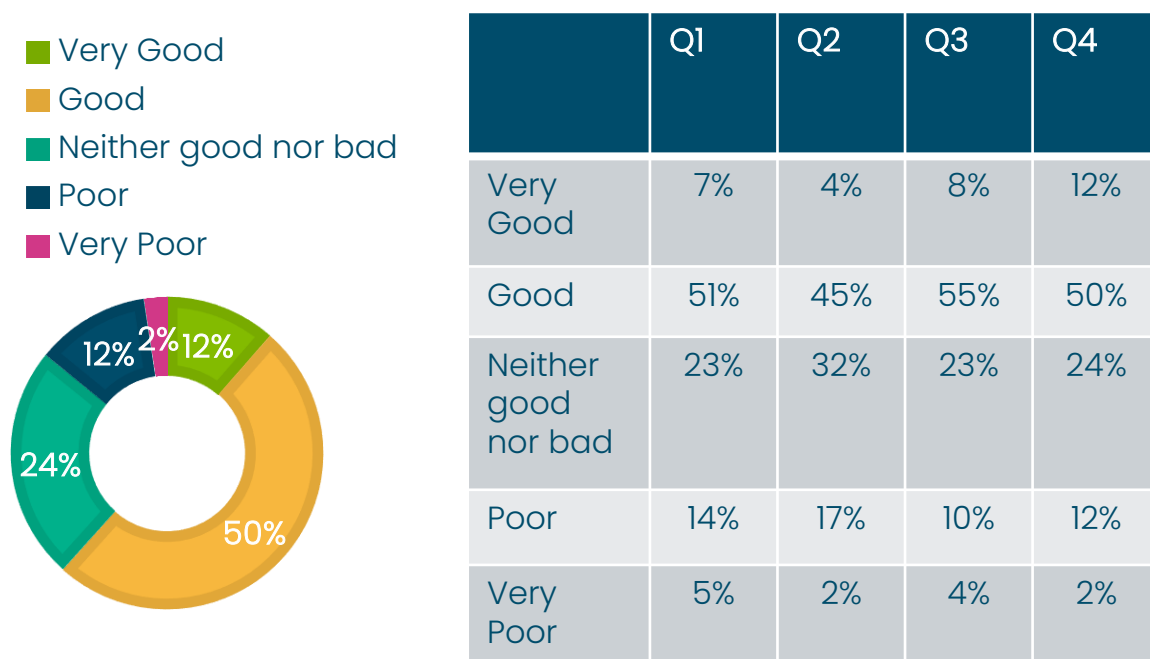
Q2) How do you find getting through to someone on the phone?



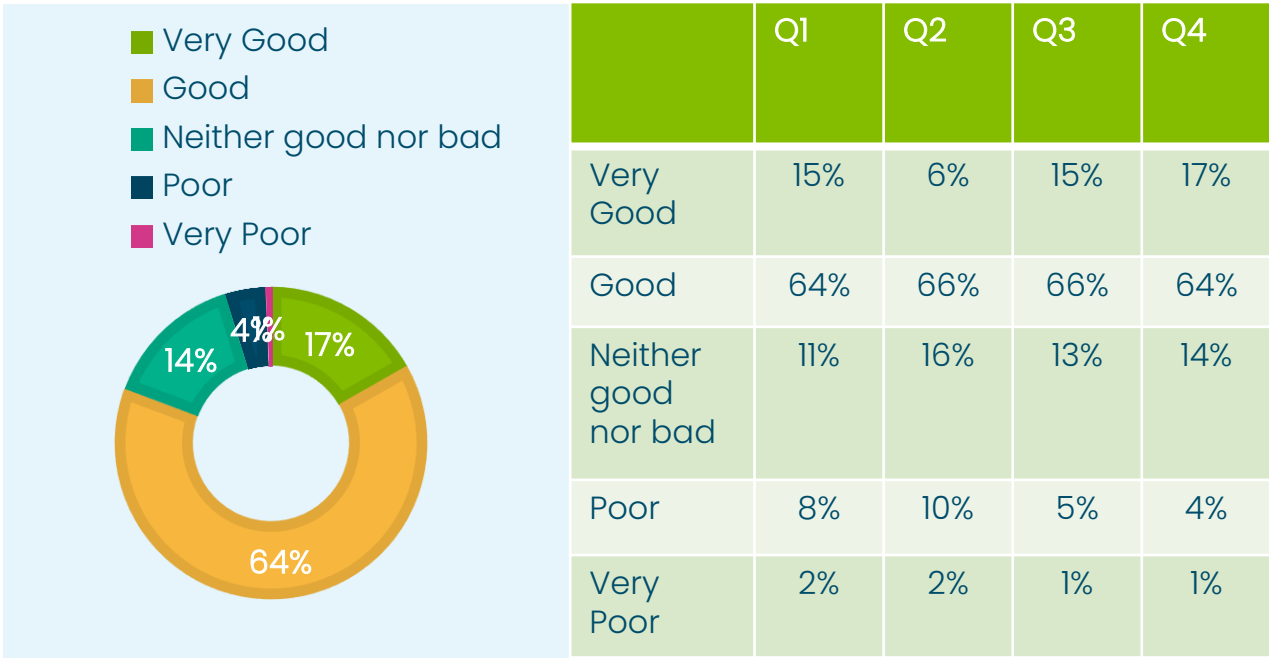
Q3) How do you find the waiting times at the hospital?



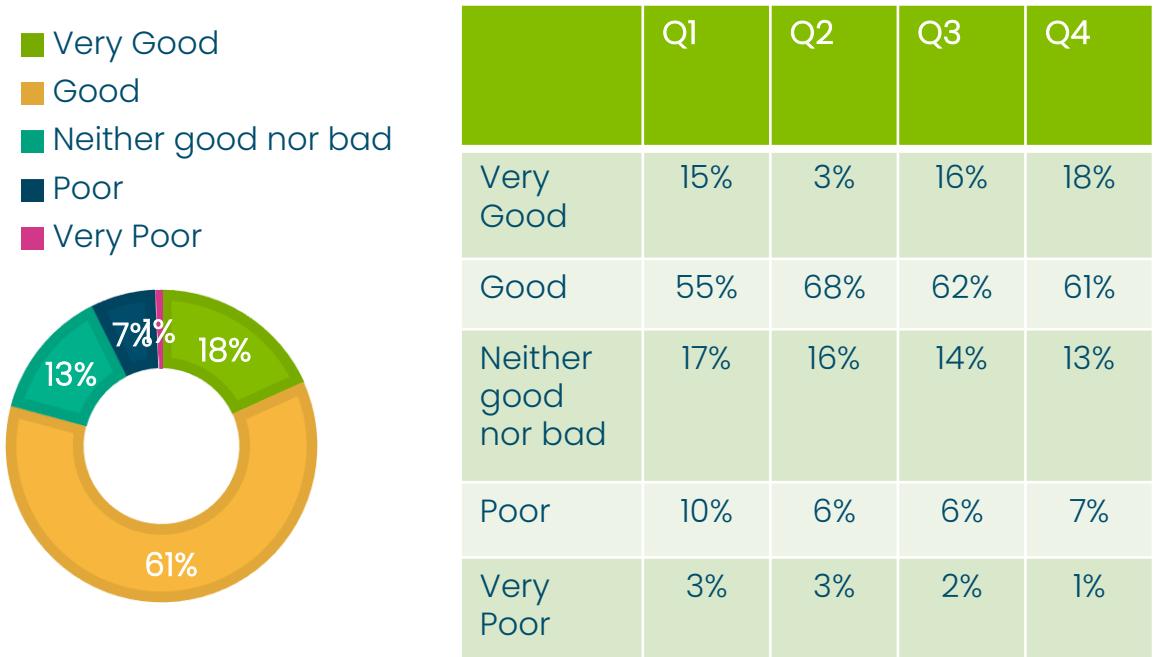
Q4) How do you think the communication is between your hospital and GP practice?



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 January–March 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
Waiting Times (punctuality and queueing on arrival)	17 (13%)	12 (9%)	103 (78%)	132
Staff Attitudes	43 (78%)	3 (5%)	9 (16%)	55
Service co-ordination	26 (74%)	1 (3%)	8 (23%)	35
Quality of treatment	18 (56%)	6 (19%)	8 (25%)	32
Professionalism	20 (88%)	0 (0%)	8 (12%)	28
Booking appointments	19(50%)	2 (13%)	5 (38%)	26
Appointment availability	10(46%)	0 (0%)	13 (54%)	23
Getting through on the telephone	8(18%)	3 (27%)	12 (55%)	23
Information and Advice	18(73%)	0 (0%)	3 (27%)	21
Communication between services	5 (27%)	0 (0%)	15 (73%)	20

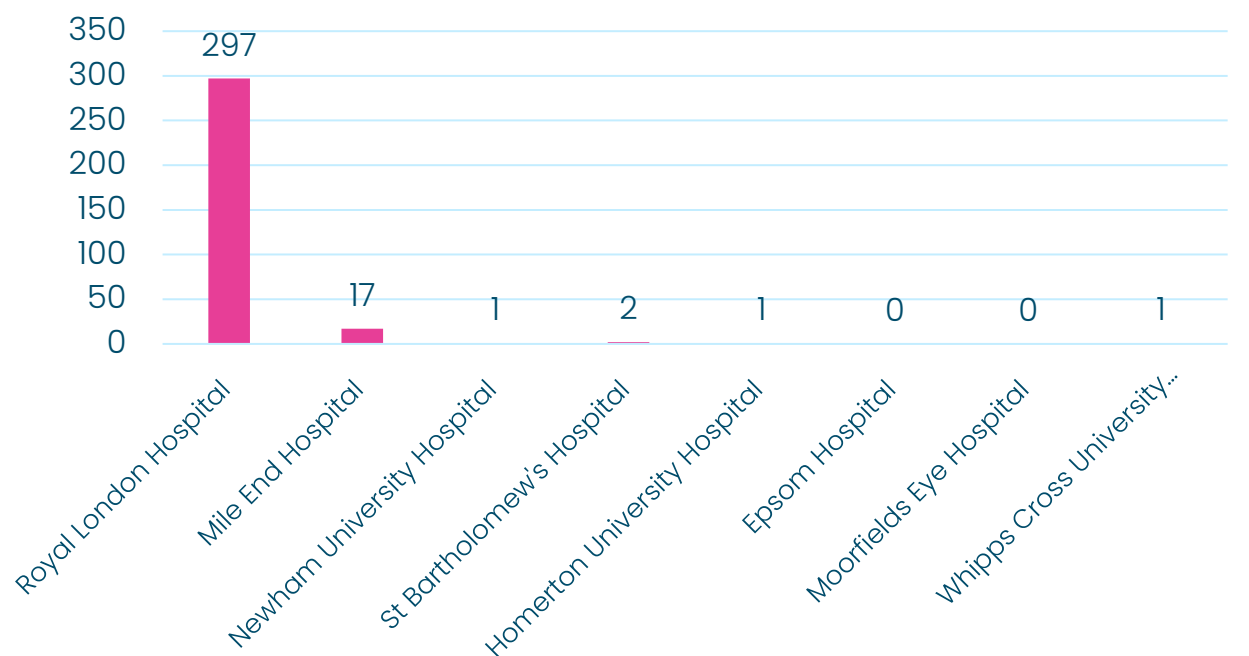
Reviewed Hospitals

Tower Hamlets patients can 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 January and March 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: 297	3.7	3.6	3.0	3.5	3.9	3.9
Mile End No of reviews: 17	3.9	3.6	3.5	3.9	4.2	4.1

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: 297	3.7	1. Staff Attitudes	1. Waiting times (punctuality and queueing on arrival)
		2. Service co-ordination	2. Staff Attitudes
		3. Quality of treatment	3. Quality of treatment

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

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

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.



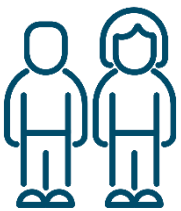
Gender

Both men and women reported high levels of satisfaction. 74% of men and 73% of women rated their experience as "Good" or "Very Good." Overall, satisfaction remained consistent across both groups, with only small differences between them.



Age

Most feedback came from patients aged 18–64. Positive experiences were consistently high across all age groups, ranging from 77% to 79%. Patients aged 25–34 reported the lowest level of negative feedback, at 11%.



Ethnicity

The highest number of responses came from Bangladeshi patients (138 responses), with 69% reporting a positive experience. White British patients reported the highest level of positive feedback at 84%, with only 4% reporting a negative experience. Positive experiences among African, Caribbean and Pakistani patients ranged between 70% and 78%. Findings for these groups should be interpreted with caution because they were based on smaller numbers of responses.



Disability and Long-Term Conditions

Among patients with long-term conditions, 73% reported a positive experience. Disabled patients reported a similar level of satisfaction at 78%. Negative experiences were slightly higher among patients with long-term conditions (10%) than among disabled patients (6%)

Appendix



No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
GP	195 (65%)	69 (23%)	35 (12 %)	299
Hospital	234 (73%)	60 (19%)	25 (8%)	319
Pharmacy	177 (88%)	11 (5%)	14 (7%)	202
Dentist	136 (83%)	24 (15%)	4 (2%)	164
Optician	58 (95%)	1 (2%)	2 (3%)	61
NHS 111	87 (84%)	10 (10%)	7 (7%)	104
Mental Health	0 (0%)	1 (100%)	0 (0%)	1
Day Centre	0 (0%)	0 (0%)	0 (0%)	0
Care Home	1 (100%)	0 (0%)	0 (0%)	0
Ambulance	6 (86%)	0 (0%)	2 (14%)	7
Overall Total	894	176	88	1158

Demographics

	Percentage %	No of Reviews
British / English / Northern Irish / Scottish / Welsh	15%	177
Irish	1%	17
Gypsy or Irish Traveller	0%	0
Roma	0%	2
Any other White background	4%	52
Bangladeshi	49%	569
Chinese	1 %	13
Indian	3%	30
Pakistani	3%	36
Any other Asian background/Asian		
British Background	3%	33
African	3%	30
Caribbean	2%	26
Any other Black / Black		
British background	0%	5
Asian and White	1%	6
Black African and White Background	1%	9
Black Caribbean and White	0%	0
Any other Mixed / Multiple ethnic groups background	0%	5
Arab	0 %	5
Any other ethnic group	1 %	12
Not Provided	11 %	129
Total	100%	1158

Gender	Percentage %	No of Reviews
Man (including trans man)	28%	329
Woman (including trans woman)	65%	757
Non- binary	0 %	0
Other	0%	0
Prefer not to say	0%	0
Not provided	6 %	72
Total	100%	1158

Age	Percentage %	No of Reviews
Under 18	1%	14
18-24	9%	110
25-34	23%	227
35-44	26%	297
45-54	15%	173
55-64	11%	132
65-74	5%	49
75-84	2%	20
85+	0%	0
Prefer not to say	1%	15
Not provided	7%	78
Total	100%	1158

Disability	Percentage %	No of Reviews
Yes	5%	60
No	87%	1004
Prefer not to say	2%	18
Not provided	7%	76
Total	100%	1158

Demographics

Long-term condition	Percentage %	No of Reviews
Yes	25%	291
No	67%	775
Prefer not to say	1%	18
Not provided	7%	84
Total	100%	1158

Religion	Percentage %	No of Reviews
Buddhist	0%	4
Christian	18%	203
Hindu	3%	32
Jewish	0%	0
Muslim	57%	660
Sikh	0%	0
Spiritualism	1%	8
Other religion	2%	20
No religion	9%	105
Prefer not to say	4%	47
Not provided	7%	79
Total	100%	1158

Sexual Orientation	Percentage %	No of Reviews
Asexual	0%	0
Bisexual	1%	12
Gay Man	0%	2
Heterosexual/ Straight	88%	1016
Lesbian / Gay woman	0%	3
Pansexual	0%	0
Prefer not to say	4%	40
Not provided	7%	85
Total	100%	1158

Pregnancy	Percentage %	No of Reviews
Currently pregnant	4%	45
Currently breastfeeding	2%	19
Given birth in the last 26 weeks	2%	18
Prefer not to say	3%	36
Not Known	1%	11
Not Relevant	5%	60
No	73%	850
Not Provided	10%	119
Total	100%	1158

Demographics

Unpaid Carer	Percentage %	No of Reviews
Yes	11%	128
No	68%	783
Prefer not to say	7%	84
Not provided	14%	163
Total	100%	1158

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	1%	12
Not in employment & Unable to work	14%	162
Not in Employment/ not actively seeking work - retired	14%	164
Not in Employment (seeking work)	5%	57
Not in Employment (Student)	7%	76
Paid: 16 or more hours/week	36%	415
Paid: Less than 16 hours/week	5%	54
On maternity leave	2%	23
Prefer not to say	8%	96
Not provided	9%	99
Total	100%	1158

Area of the borough	Percentage %	No of Reviews
Bethnal Green ward	15%	174
Blackwall and Cubitt Town ward	2%	18
Bow East ward	6%	66
Bow West ward	2%	19
Bromley North ward	0%	3
Bromley South ward	1%	17
Canary Wharf ward	6%	69
Island Gardens ward	2%	23
Lansbury Ward	0%	0
Limehouse Ward	3%	29
Mile End Ward	8%	94
Poplar ward	14%	161
Shadwell Ward	4%	43
Spitalfields and Banglatown ward	0%	4
St Dustan Ward	0%	5
St Katharine's and Wapping ward	2%	19
St Peter Ward	0%	0
Stephney Green Ward	5%	56
Weavers Ward	0%	4
Whitechapel Ward	12%	144
Out of Borough	3%	38
Not Provided	15%	172
Total	100%	1158



healthwatch

Tower Hamlets

Healthwatch Tower Hamlets
Unit 104, The Pill Box
115 Coventry Road
Bethnal Green
E2 6GG

www.healthwatchtowerhamlets.co.uk

0800 145 5343

e: info@healthwatchtowerhamlets.co.uk

 [@HWTowerHamlets](https://twitter.com/HWTowerHamlets)

 Facebook.com/HWTowerHamlets

 [Healthwatch_towerhamlets](https://www.instagram.com/Healthwatch_towerhamlets)

 [healthwatch-tower-hamlets](https://www.linkedin.com/company/healthwatch-tower-hamlets)