

# Royal London Hospital Patient Experience Report

Healthwatch Tower Hamlets  
April 2024 – March 2025



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## Layout of the report

This report is broken down into two key sections:

- **Annual Summary of Findings & Recommendations**
- **Full Findings**

The report starts by summarising the findings from the feedback collected between April 2024 and March 2025, including Annual Data Snapshot, what has worked well and what could be improved, followed by recommendations. The report then presents a more detailed analysis of the quantitative and qualitative data collected and ends by providing an analysis of the feedback received from different demographic groups. The full demographic data can be found in the Appendix.

This report functions as a standardised general overview of what Tower Hamlets residents have told us between April 2024 and March 2025. Additional deep dives relating to the different sections can be requested and are dependent on additional capacity and resource provision.

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# Introduction

## Patient Experience Programme

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

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

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

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## 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

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

# Annual Summary of Findings & Recommendations



# Overview

This section provides a summary of the number of experiences we collected between April 2024 and March 2025, as well as a breakdown of positive, negative and neutral reviews per quarter. We analysed residents’ ratings of their overall experience to get this data (1\* and 2\* = negative, 3\* = neutral, 4\* and 5\* = positive)

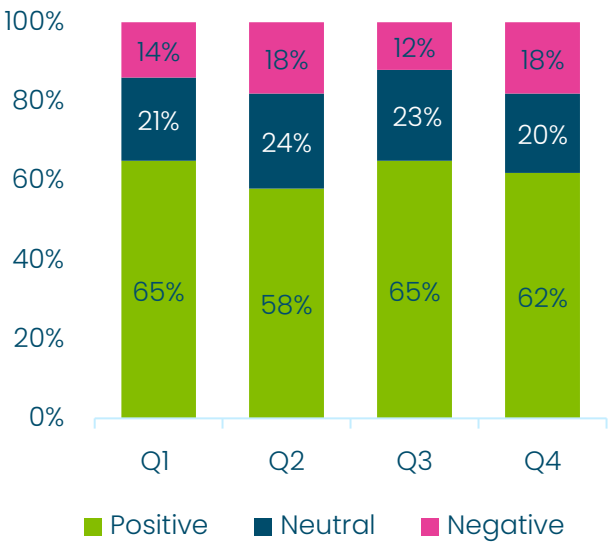
## Annual Summary

The number of reviews collected between April 2024 and March 2025 increased by more than 200% compared to the previous 12 months. The percentage of positive ratings for the Overall experience was the same (62%), while negative ratings increased by 1%.

No. of Reviews	1377
Positive	62%
Negative	16%
Neutral	22%

## Quarterly Breakdown

The percentage of positive ratings for the Overall experience remained above 60% throughout the year, except in Q2, when it decreased to 58%. Q2 and Q4 saw the highest percentage of negative ratings for the Overall experience.



Quarter	No of Reviews	Percentage of positive reviews
Q1	326	65%
Q2	331	58%
Q3	317	65%
Q4	403	62%



# What has worked well?

Below is a list of the key positive aspects related to the Royal London Hospital between April 2024 and March 2025.



## Staff Attitudes

On average, 79% of patients rated staff attitudes at the hospital positively. This was a 7% increase from the average rating for the previous year. This theme has also appeared in the Top Positive themes in each quarter, which shows that patients are consistently happy with the kindness and helpfulness of staff.



## Quality of Treatment and Care

On average, 78% of patients rated the quality of treatment and care positively. This was an 8% increase from the average rating for the previous year. This theme has appeared in the Top Positive themes in each quarter highlighting patient satisfaction with the treatment and care received at the hospital.



## Communication between hospital and GP

On average, 60% of patients rated the quality of treatment and care positively. This was a significant 12% increase from the average rating for the previous year. The comments regarding this theme have improved from quarter to quarter, and since Q3, this theme has not appeared in the top 5 negative themes.

# What could be improved?

Below is a list of the key areas for improvement related to the Royal London Hospital between April 2024 and March 2025.



## Waiting times (punctuality and queueing on arrival)

On average, 39% of patients rated waiting times at the hospital positively. This was a slight (1%) improvement from the average rating for the previous year. This theme has consistently been the top Negative theme throughout the year. Patients continued to highlight long wait times, in particular at the emergency department.



## Getting through on the telephone

On average, 46% of patients rated getting through to someone on the phone positively. This was a 4% improvement from the previous year. This theme appeared in the top 5 negative themes every quarter as patients reported struggling to get through to staff over the phone and long wait times.



## Experiences of people with disabilities

When comparing the feedback collected between April 2024 and March 2025, people with a disability were more likely to have had a negative experience than people with no disability (21% compared to 13%). When analysing the feedback, we found that patients with disabilities reported dismissive attitudes and poor communication by staff and accessibility issues such as access to wheelchairs and wait times for patient transport. Parents of children and young people with special educational needs and disabilities also reported struggling with the long wait times before being seen.

# Recommendations

Below is a list of recommendations for the Royal London Hospital based on the patient feedback collected between April 2024 and March 2025.

## Waiting times

1. Redirecting patients coming to the A&E to other services such as Pharmacies and GP Same Day Hubs, where appropriate, to reduce waiting times at the emergency department.
2. Clear and realistic information should be provided on waiting times at different departments, with regular updates regarding any delays.
3. Refreshments such as water dispensers and vending machines should be provided, and access to Wi-Fi and other entertainment, where possible, to make wait times more comfortable, especially for children and young people.

## Getting through on the telephone

1. Promoting Patient Knows Best and the NHS app to patients with digital skills and a device to access services online to clear phone lines for people who are digitally excluded.
2. Recruit and utilise volunteers to handle general patient queries over the phone and redirect calls to relevant departments.

## Experiences of people with disabilities

1. All staff should be trained in adapting to meet specific communication needs and treat all patients equally.
2. Ensure patients with disabilities are accommodated with reasonable adjustments when using hospital services.



# What people told us about the Royal London Hospital

"We are 30 minutes late, but they are very flexible. My daughter is disabled, and they liaised everything with her care coordinator via phone call. Ambulance staff helped me find the department." **Patient at the Dermatology Department**

"The doctors in A&E are good at communication and provide quick treatment. For emergency situations, they provide good care." **Patient at the Emergency Department**

"They call me typically and we also communicate via email, which is great. The people are kind and willing to answer your questions. It's an overall good experience with thoughtful people." **Patient at Maternity Services**

"Can't fault anything, staff are really nice and polite, make me comfortable and confident in caring, as I hate hospitals." **Patient at Orthopaedics and Fracture Clinic**

"No Physio, no scans here, I've had to go private, they cancelled my appointment without notice, and waiting times are very long. I got in touch with PALS but they never got back to me." **Patient at Orthopaedics and Fracture Clinic**

"I had a planned C-section, but they told me to leave the day after the procedure because they needed the bed. There is no parking nearby, so I always have to walk a bit to get here. After my C-section, the nurses weren't very attentive to my pain; they wouldn't really listen to me." **Patient at the Maternity Ward**

"40 min wait for blood test. The staff are quite negligent of my autistic children. Calling people by name would be nice." **Patient at the Phlebotomy Department**

"They didn't notify me about my appointment. Can't get in touch easily with my specialist. Everything is rushed by the doctors; also, they appear to be exhausted. One time, my records got mixed up with a different name, and it took a long time to fix it in the system." **Patient at Gastroenterology**

# Community Insights System

Below we have summarised the feedback relating to the Royal London Hospital collected through the Community Insights System (CIS) during April 2024 and March 2025. The Community Insights System mostly gathers feedback from online sources such as social media, service provider websites, NHS Choices, and Google Reviews.

No. of Reviews	232 (total of 955 themes applied)
Positive	44% (of the total no. themes applied)
Negative	55% (of the total no. themes applied)
Neutral	1% (of the total no. themes applied)

Overall, the feedback collected through the CIS was more negative in sentiment compared to the feedback collected through our face-to-face Patient Experience Programme.

The themes mentioned the most were Staff Attitudes and Quality, the same as in face-to-face feedback. However, themes around access (Appointment availability and Getting through on the telephone) were mentioned less frequently in the CIS data. This could be because patients leaving feedback online are more likely to access services digitally, such as through the NHS app, and therefore find it easier than digitally excluded patients.

Top 5 Positive Themes	Total count and % of positive reviews	Top 5 Negative Themes	Total count and % of negative reviews
Staff Attitudes	109 (57%)	Staff Attitudes	79 (41%)
Quality	106 (58%)	Quality	75 (41%)
Support	80 (54%)	Support	66 (44%)
User Involvement	48 (52%)	Timing	57 (85%)
Advice/Information	16 (30%)	User Involvement	44 (48%)

# Full Findings

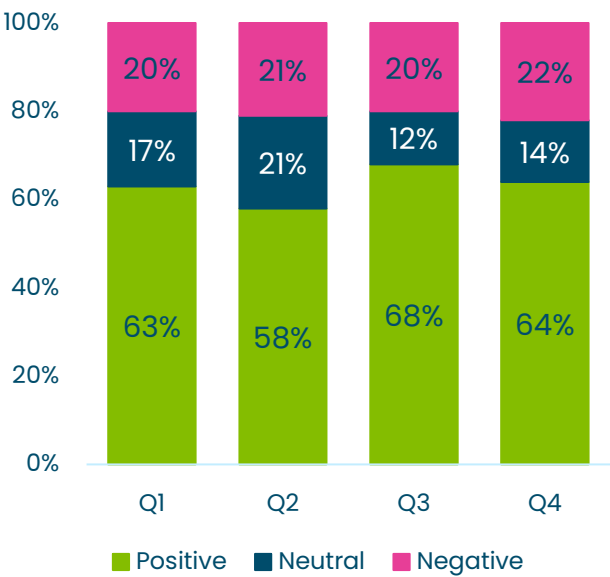


# Access and Quality Questions

As part of our patient experience approach, we ask residents a series of questions which helps us better understand experiences of access and quality. Participants are asked to choose between 1-5\* (Very Poor – Very Good) for all questions.

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

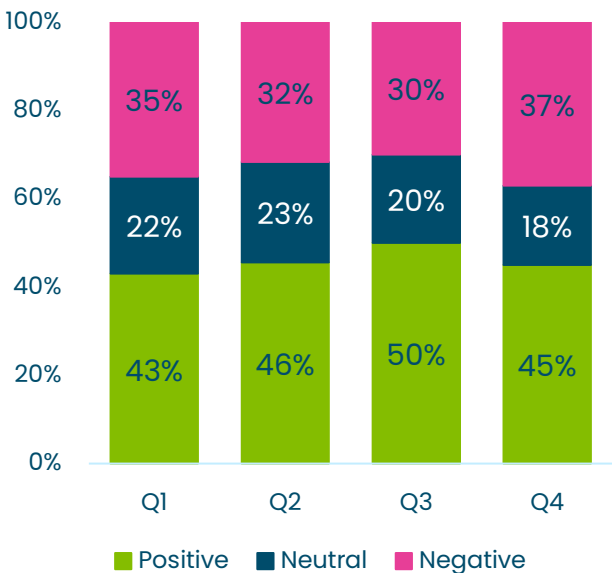
On average, 63% of patients rated getting a referral/appointment at the hospital positively. This was the same as in the previous year.



	Q1	Q2	Q3	Q4
Very Good	29%	23%	27%	27%
Good	34%	35%	41%	37%
Neither good nor bad	17%	21%	12%	15%
Poor	13%	9%	13%	11%
Very Poor	8%	11%	7%	11%

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

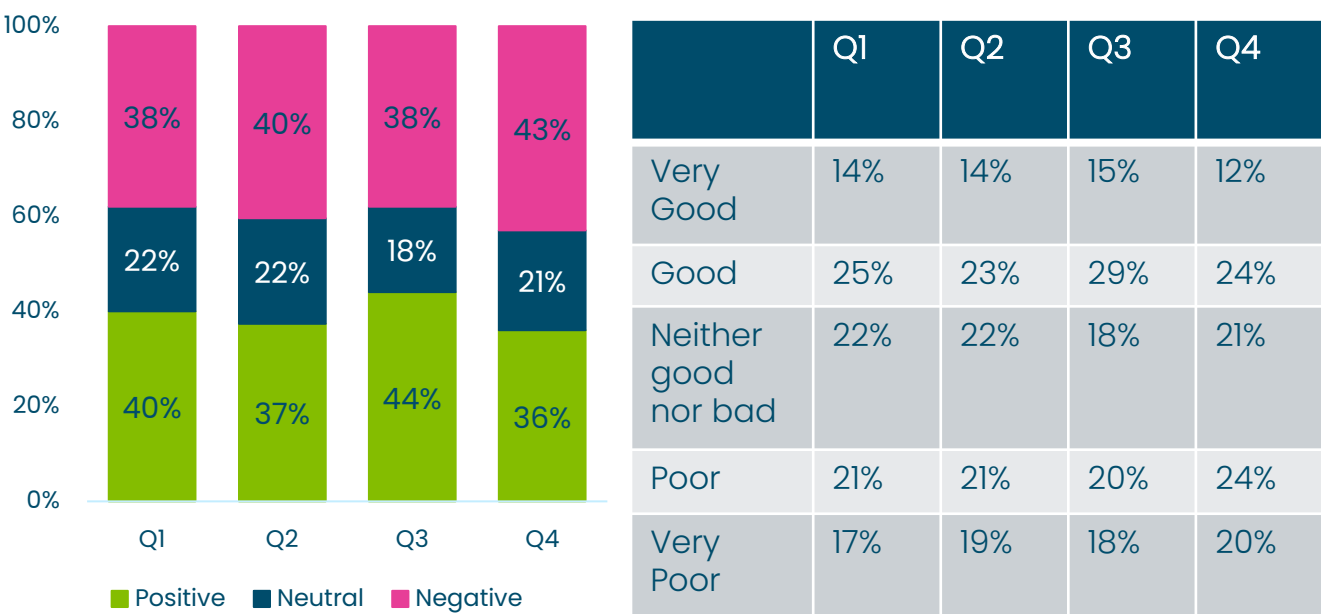
On average, 46% of patients rated getting through to someone on the phone positively. This was a slight improvement from the previous year, when the average percentage of positive ratings was 44%.



	Q1	Q2	Q3	Q4
Very Good	16%	11%	10%	12%
Good	27%	35%	40%	33%
Neither good nor bad	22%	23%	20%	18%
Poor	19%	14%	19%	23%
Very Poor	17%	18%	12%	14%

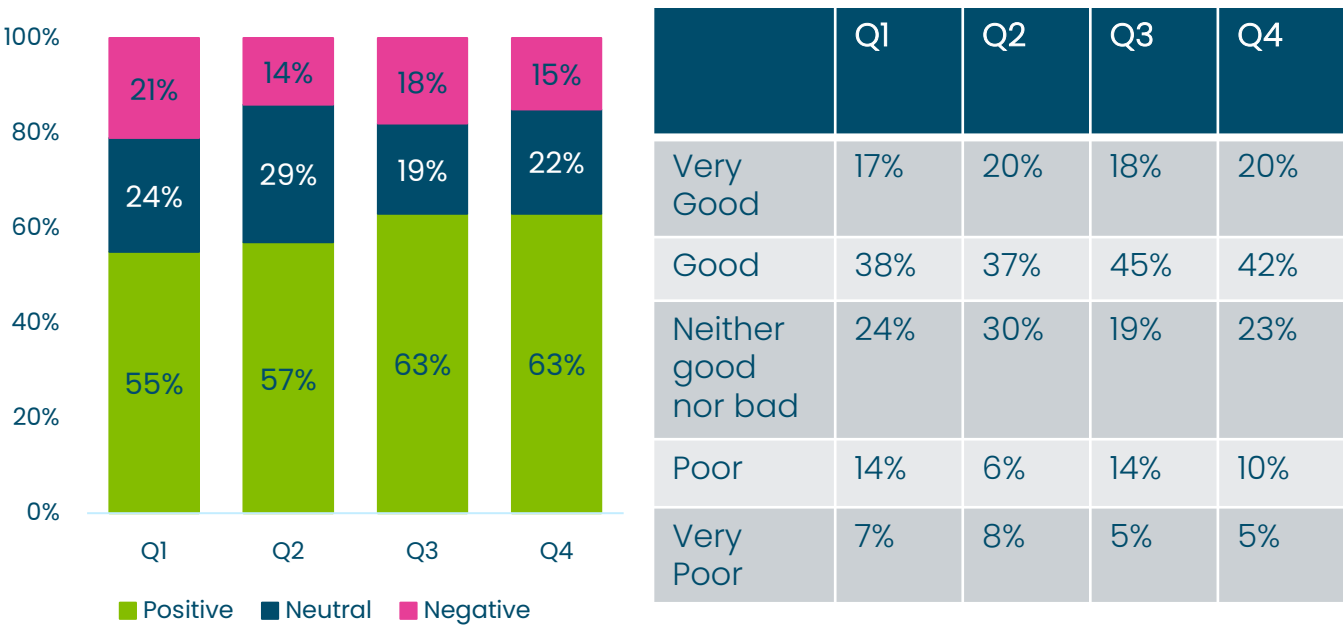
Q3) How do you find the waiting times at the hospital?

On average, 39% of patients rated waiting times at the hospital positively. This was a slight improvement from the previous year, when the average percentage of positive ratings was 38%.



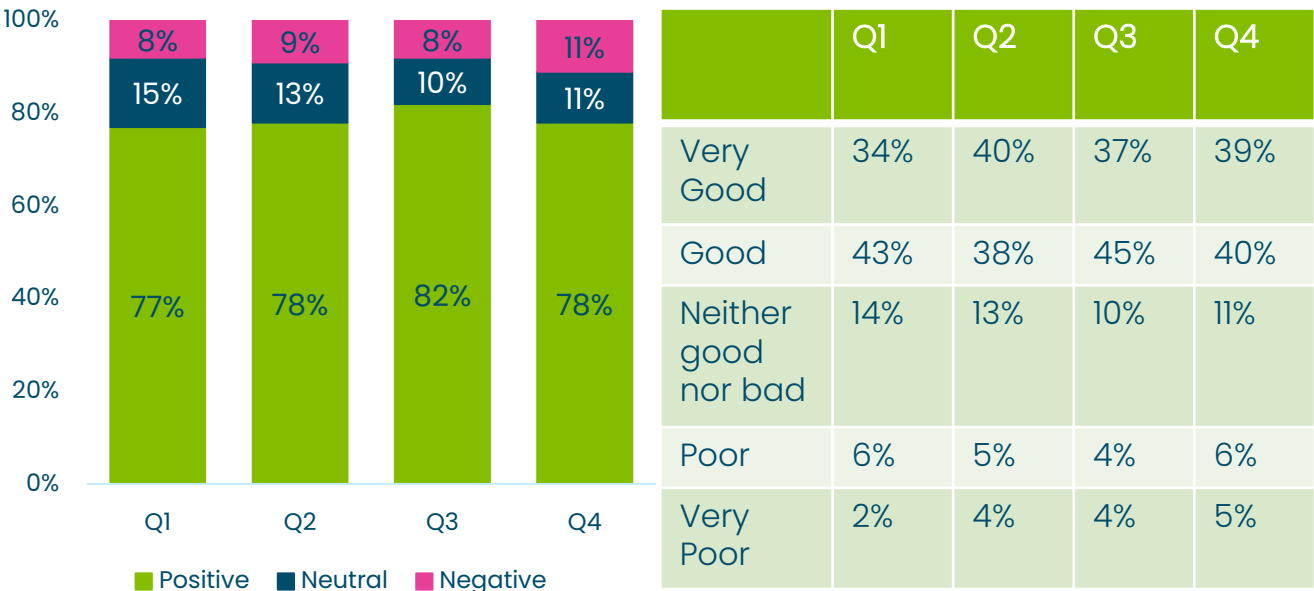
Q4) How do you think the communication is between your hospital and GP practice?

On average, 60% of patients rated communication between the hospital and GP practice positively. This was a significant improvement from the previous year, when the average percentage of positive ratings was 48%.



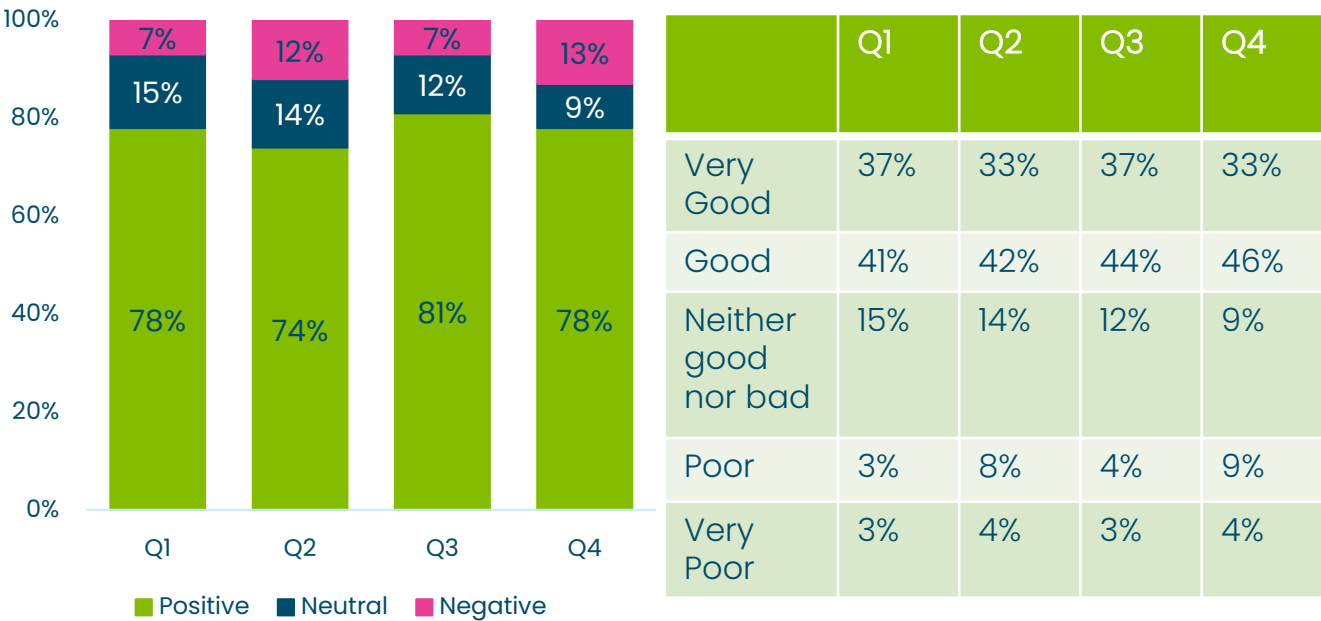
Q5) How do you find the attitudes of staff at the service?

On average, 79% of patients rated staff attitudes at the hospital positively. This was a large improvement from the previous year, when the average percentage of positive ratings was 72%.



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

On average, 78% of patients rated the quality of treatment and care positively. This was a sizeable improvement from the previous year, when the average percentage of positive ratings was 70%.





# Thematic analysis

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

Each response we collect is reviewed, and up to 5 themes and sub-themes are applied. The tables below show the top 5 most positive and negative themes mentioned by patients between April 2024 and March 2025 based on the free text responses received. This tells us which areas of the service are most important to patients.

The top 5 Positive and Negative themes are largely the same compared to the previous year. Staff Attitudes was the top positive theme the previous year, and Waiting Times was the top Negative theme.

The only difference between the Top themes this year and the previous year is the changes in the Negative themes. ‘Communication With Patients’ and ‘Communication Between Services’ are no longer in the Top 5 Negative themes and have been replaced by Staff Attitudes and Experience.

Top 5 Positive Issues	Total count and % of positive reviews	Top 5 Negative Issues	Total count and % of negative reviews
Staff Attitudes	178 (77%)	Waiting Times (punctuality and queueing on arrival)	360 (70%)
Waiting Times (punctuality and queueing on arrival)	139 (27%)	Appointment Availability	75 (64%)
Quality of Treatment and Care	125 (83%)	Getting through on the telephone	55 (93%)
Staff Professionalism	90 (91%)	Staff Attitudes	48 (21%)
Quality of Staff – health professionals	89 (87%)	Experience	38 (32%)

## Quarterly Breakdown of Top Positive Themes

In the table below, we have included the Top Positive Themes for each quarter, with the number and the percentage of positive reviews. We have also highlighted in bright green any themes repeated in at least three financial quarters.

As is evident in the tables below, the top positive themes have remained largely the same throughout the year.

### Positive Issues

Q1	Q2	Q3	Q4
Staff Attitudes n.40 (78%)	Waiting Times (punctuality and queuing on arrival) n.51 (30%)	Staff Attitudes n.60 (76%)	Staff Attitudes n. 43 (83%)
Quality of Staff – Health Professionals n.27 (87%)	Staff Attitudes n.35 (71%)	Waiting Times (punctuality and queuing on arrival) n.48 (33%)	Quality of Treatment n.42 (86%)
Staff Professionalism n.25 (93%)	Quality of Treatment n.26 (74%)	Quality of Treatment n.35 (88%)	Waiting Times (punctuality and queuing on arrival) n.27 (29%)
Cleanliness, Hygiene and Infection Control n.24 (83%)	Appointment Availability n.21 (38%)	Experience n.30 (64%)	Quality of Staff – health professionals) n.23 (100%)
Quality of Treatment n.22 (81%)	Quality of Staff – health professionals n.19 (90%)	Staff Professionalism n.28 (97%)	Staff Professionalism n.22 (96%)

## Quarterly Breakdown of Top Negative Themes

In the table below, we have included the Top Negative Themes for each quarter, with the number and the percentage of negative reviews. We have also highlighted in dark pink any themes repeated in at least three financial quarters.

The top negative themes have remained largely the same throughout the year. ‘Waiting Times’, ‘Staff Attitudes’, and ‘Getting Through on the Telephone’ were in the top 5 negative themes in every quarter.

### Negative issues

Q1	Q2	Q3	Q4
Waiting Times (punctuality and queuing on arrival) n.93 (86%)	Waiting Times (punctuality and queuing on arrival) n.114 (68%)	Waiting Times (punctuality and queueing on arrival) n.92 (63%)	Waiting Times (punctuality and queueing on arrival) n.61 (66%)
Appointment Availability n.31 (89%)	Appointment Availability n.33 (60%)	Staff Attitudes n.17 (22%)	Getting through on the telephone n.13 (93%)
Communication between services n.14 (82%)	Getting through on the telephone n.17 (89%)	Experience n.16 (34%)	Staff Attitudes n.9 (17%)
Getting through on the telephone n.12 (92%)	Communication between services n.14 (58%)	Waiting Times for Appointments/Waiting Lists n.14 (88%)	Waiting Times for appointments/Waiting Lists n.8 (89%)
Staff Attitudes/Experience n.9 (18%)	Staff Attitudes n.13 (27%)	Getting through on the telephone n.13 (100%)	Quality of Treatment n.7 (14%)

# Equalities Snapshot

During our engagement we also ask residents to voluntarily share with us information about themselves such as gender, age, ethnicity etc. This allows us to understand whether there are differences in experience provided to people based on their personal characteristics.

This section pulls out interesting statistics when we analysed overall experience ratings (1= Very Poor 5= Very Good) A full demographics breakdown can be found in the appendix.



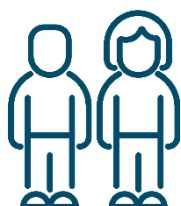
## Gender

In the last 12 months, men reported more negative experiences with hospital services, with 17% rating their experience as negative compared to 14% of women. However, the percentage of positive experience was similar (63% men reported positive experience, compared to 64% women). We did not collect enough data to compare the experiences of non-binary people.



## Age

We collected the most reviews from people aged 35-44 (n.217). They were least likely to rate their overall experience as Positive (59%) out of all age groups. Patients aged 75-84 were most likely to rate their experience negatively, with 25% rating their experience as Poor or Very Poor. However, we only received 48 responses from this age group.



## Ethnicity

Out of all ethnic groups that received more than 20 reviews, patients from Any other ethnic groups were most likely to rate their experience as negative (27%). This was followed by patients from Any other Asian backgrounds (24%) and Black African backgrounds (21%).

Patients from Indian backgrounds had the highest percentage of positive ratings (70%) followed by patients from White British (66%) and Bangladeshi backgrounds (64%).



## Disability

14% of people we spoke with reported having a disability. People with disabilities were less likely to have had a positive experience with hospital services. 60% rated their overall experience positively compared to 65% of people with no disabilities. They were also more likely to have had a negative experience. (21% compared to 13%).



# Appendix



# Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	20%	281
Woman (including trans woman)	42%	572
Non- binary	0%	2
Other	0%	1
Prefer not to say		
Not provided	38%	521
Total	100%	1377

Age	Percentage %	No of Reviews
Under 18	0%	6
18-24	5%	70
25-34	13%	175
35-44	16%	217
45-54	9%	129
55-64	9%	118
65-74	6%	80
75-84	3%	48
85+	1%	8
Prefer not to say	1%	7
Not provided	38%	519
Total	100%	1377

Disability	Percentage %	No of Reviews
Yes	14%	196
No	46%	638
Prefer not to say	1%	11
Not provided	39%	532
Total	100%	1377

Ethnicity	Percent age %	No of Review ws
Asian/Asian British - Bangladeshi	21%	289
Asian/Asian British - Chinese	1%	12
Asian/Asian British - Indian	3%	37
Asian/Asian British - Pakistani	1%	10
Asian/Asian British - Any other Asian background/Asian British Background	2%	34
Black/Black British - African	3%	39
Black/Black British - Caribbean	1%	19
Black/Black British - Any other Black / Black British background	1%	16
Mixed/Multiple - Asian and White	0%	4
Mixed/Multiple - Black African and White	0%	1
Mixed/Multiple - Black Caribbean and White	1%	8
Mixed/Multiple - Any other Mixed / Multiple ethnic groups background	1%	11
Other ethnicity - Arab	1%	7
Other ethnicity - Any other ethnic group	2%	26
White - British / English / Northern Irish / Scottish / Welsh	18%	245
White - Irish	1%	12
White - Roma	0%	3
White - Any other White background	4%	58
Not provided	40%	546
Total	100%	1377



# Demographics

Long-term condition	Percentage %	No of Reviews
Yes	27%	372
No	34%	465
Prefer not to say	0%	5
Not provided	39%	535
<b>Total</b>	<b>100%</b>	<b>1377</b>

Sexual Orientation	Percentage %	No of Reviews
Asexual	0%	1
Bisexual	0%	6
Gay Man	0%	5
Heterosexual/ Straight	57%	791
Lesbian / Gay woman	0%	3
Pansexual	0%	2
Prefer not to say	1%	19
Not provided	40%	550
<b>Total</b>	<b>100%</b>	<b>1377</b>

Religion	Percentage %	No of Reviews
Buddhist	0%	5
Christian	18%	244
Hindu	2%	29
Jewish	1%	12
Muslim	25%	349
Sikh	0%	5
Spiritualism	0%	3
No religion	13%	174
Prefer not to say	1%	20
Other religion	0%	4
Not provided	39%	532
<b>Total</b>	<b>100%</b>	<b>1377</b>

Pregnancy	Percentage %	No of Reviews
Currently pregnant	4%	54
Currently breastfeeding	1%	14
Given birth in the last 26 weeks	4%	49
Prefer not to say	0%	1
No	20%	282
Not relevant	28%	282
Not provided	43%	588
<b>Total</b>	<b>100%</b>	<b>1377</b>

# Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	0%	3
Not in employment & Unable to work	9%	122
Not in Employment/ not actively seeking work - retired	14%	197
Not in Employment (seeking work)	2%	31
Not in Employment (Student)	1%	12
On maternity leave	4%	50
Paid: 16 or more hours/week	26%	354
Paid: Less than 16 hours/week	3%	44
Prefer not to say	1%	17
Not provided	40%	547
<b>Total</b>	<b>100%</b>	<b>1377</b>

Unpaid Carer	Percentage %	No of Reviews
Yes	8%	106
No	51%	700
Prefer not to say	1%	9
Not provided	41%	562
<b>Total</b>	<b>100%</b>	<b>1377</b>

Area of the borough	Percent age %	No of Reviews
Bethnal Green ward	6%	78
Blackwall and Cubitt Town ward	0%	1
Bow East ward	6%	83
Bow West ward	1%	20
Bromley North ward	0%	5
Bromley South ward	0%	1
Canary Wharf ward	3%	36
Island Gardens ward	1%	11
Lansbury ward	0%	6
Limehouse ward	5%	62
Mile End ward	4%	52
Poplar ward	3%	42
Shadwell ward	3%	44
Spitalfields and Banglatown ward	1%	12
St. Dunstan's	0%	4
St Katharine's and Wapping ward	1%	14
St Peter's ward		
Stepney Green ward	4%	52
Weavers ward	0%	2
Whitechapel ward	5%	63
Out of Borough	18%	248
Not provided	39%	541
<b>Total</b>	<b>100%</b>	<b>1377</b>



# healthwatch

Tower Hamlets

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

[www.healthwatchtowerhamlets.co.uk](http://www.healthwatchtowerhamlets.co.uk)

t: 0800 145 5343

e: [info@healthwatchtowerhamlets.co.uk](mailto:info@healthwatchtowerhamlets.co.uk)

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

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