

Q4 Patient Experience Report

Healthwatch Tower Hamlets
January–March 2024



Contents

Introduction	3
Q4 Snapshot	4
Yearly Comparison	5
Experiences of GP Practices	6
Experiences of Hospital Services	22
Experiences of Dental Services	37
Experiences of 'Other' Services	43
Appendix	46

Layout of the report

This report is broken down into five key sections:

- Quarterly snapshot
- Experiences of GP Practices
- Experiences of Hospital Services
- Experiences of Dental Services
- Experiences of 'Other' Services

GPs, Hospitals and Dental Services have been given dedicated sections as we ask tailored questions about these services when carrying out engagement. These are the top 3 services we receive the most feedback about. Each section highlights good practice, areas of improvement and recommendations, and compares the feedback received through Healthwatch Tower Hamlets' face-to-face engagement with the online feedback collected by the Community Insights System (CIS).

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.

Rating Scale Change from October 2023

In response to feedback we received during our review of the Patient Experience Programme, we have chosen to change our 5-star rating system from 1* = Terrible – 5* = Excellent to 1* = Very Poor – 5* = Very Good. This aligns with the rating scale used by our national body, Healthwatch England.

Questions using a different rating scale have remained the same.

Introduction

Patient Experience Programme

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

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

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

Methodology



Carrying out engagement at **local community hotspots** such as GPs, hospitals and libraries



Encouraging conversations on **social media** and gathering **online reviews**



Providing promotional materials and surveys in **accessible formats**



Training volunteers to support engagement across the borough allowing us to reach a wider range of people and communities

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

Between January and March 2024, we continued to develop our PEP by :

- Increasing the number of visits to services to collect a larger quantity of reviews.

Q4 Snapshot

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



984 reviews

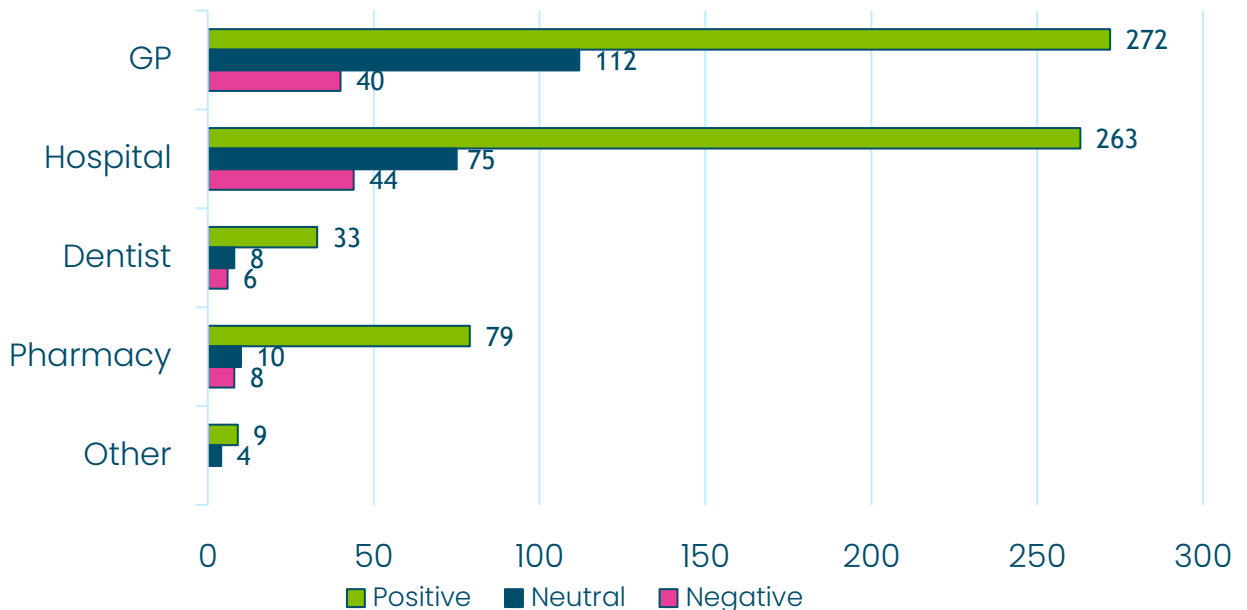
of health and care services were shared with us, helping to raise awareness of issues and improve care.

62 visits

were carried out to different local venues across the borough to reach as many people as possible.

Top 5 Service Types	No of Reviews	Percentage of positive reviews
GP	424	64%
Hospital	382	69%
Dentist	47	70%
Pharmacy	97	81%
Other	13	69%

Sentiment of Reviews



Yearly Comparison

In order for us to understand 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 2023-24. The total number of positive reviews has been included next to the percentage.

Percentage of positive reviews for each service type

Service Type	Q1 (Apr-Jun 23)	Q2 (Jul-Sep 23)	Q3 (Oct-Dec 23)	Q4 (Jan-Mar 24)
GP	29% (28)	45% (20)	69% (117)	64% (424)
Hospital	57% (14)	61% (31)	54% (74)	69% (382)
Dentist	100% (2)	100% (2)	82% (17)	70% (47)
Pharmacy	100% (1)	100% (3)	85% (13)	81% (97)
Other	N/A	N/A	83% (6)	69% (13)

What does this tell us?

- There has been a significant increase in the number of reviews collected this quarter.
- We have seen a small decline in positive reviews on GP services with a reduction of 5% from Q3.
- On the contrary, there has been a significant increase in positive reviews on Hospital services with a 15% improvement.
- Dental services have also seen a significant decline in positive reviews, although the sample size remains low.
- Pharmacy services are continuing to see a large proportion of positive reviews with 81%, although there has been a 4% decline from Q3.

Experiences of GP Practices



What people told us about GP Practices

"They improved the e-consultations to make it quicker (and) the staff are lovely and understanding. (I) can get appointments quickly."

"I couldn't get an appointment for a month despite trying 7-8 times. You have to wait 30 minutes to an hour on the phone. They're also closed on weekends which makes it difficult for working people."

"Close to get to and can walk in 5 mins. Best GP in the area. I have changed several times and find this one the best. Staff want to help and (it is) easy to get an appointment."

"It's impossible to reach them by phone. They could have better signposting on their website on how to fill the form for online consultation - you can only fill it at 9AM and I only learned this very late from someone on the phone."

"Telephone consultations work well for me. The staff are helpful. They care about the patient. We have the NSH app that my daughter accesses as I cannot use it."

"(Better) appointment availability, English is first spoken language, an interpreter should be provided or suggested by services, GP should have a poster that communicates they have language interpreters."

"Effective treatment and (they) took the time to address all my concerns and identify which problems needed the most attention."

"They just tell you to do the e-consult which is difficult for me. I have to have my children help me. Emergency appointments should be available."

GP Services

No. of Reviews	424 (relating to 33 GP practices)
Positive	64%
Negative	9%
Neutral	26%



Questions we asked residents

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

The questions we asked were:

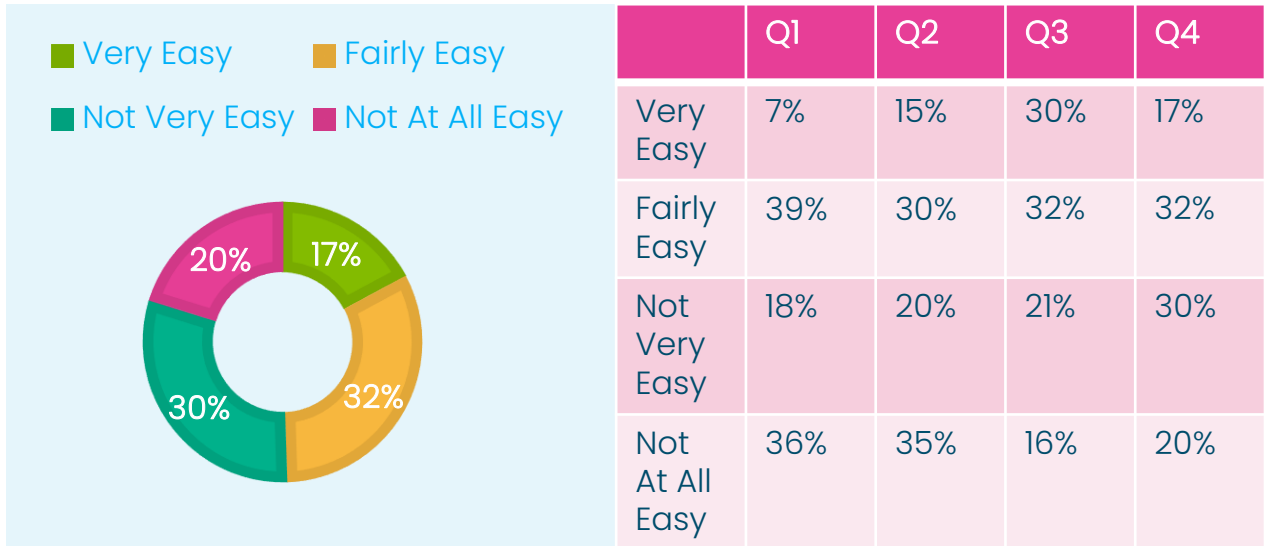
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the service?
- Q6) How would you rate the quality of treatment and care received?

Please note that for Question 1 and 2 the options we provided matched those of the national GP Patient Survey (Very Easy – Not at All Easy) to allow our data to be comparable with the NHS data.

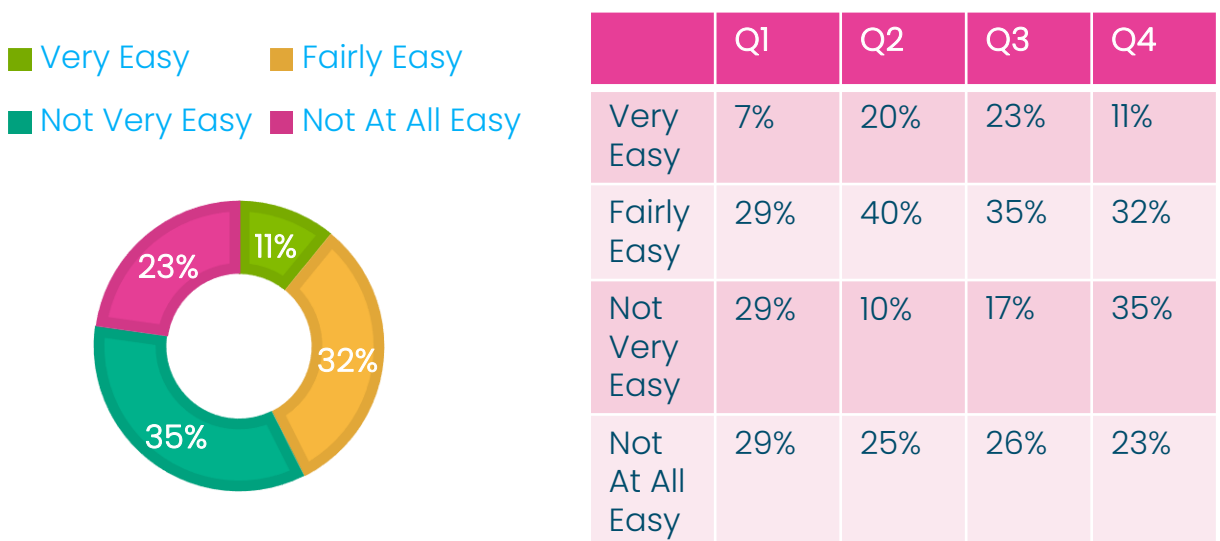
Participants were asked to choose between 1-5* (Very Poor – Very Good)

Access and Quality Questions

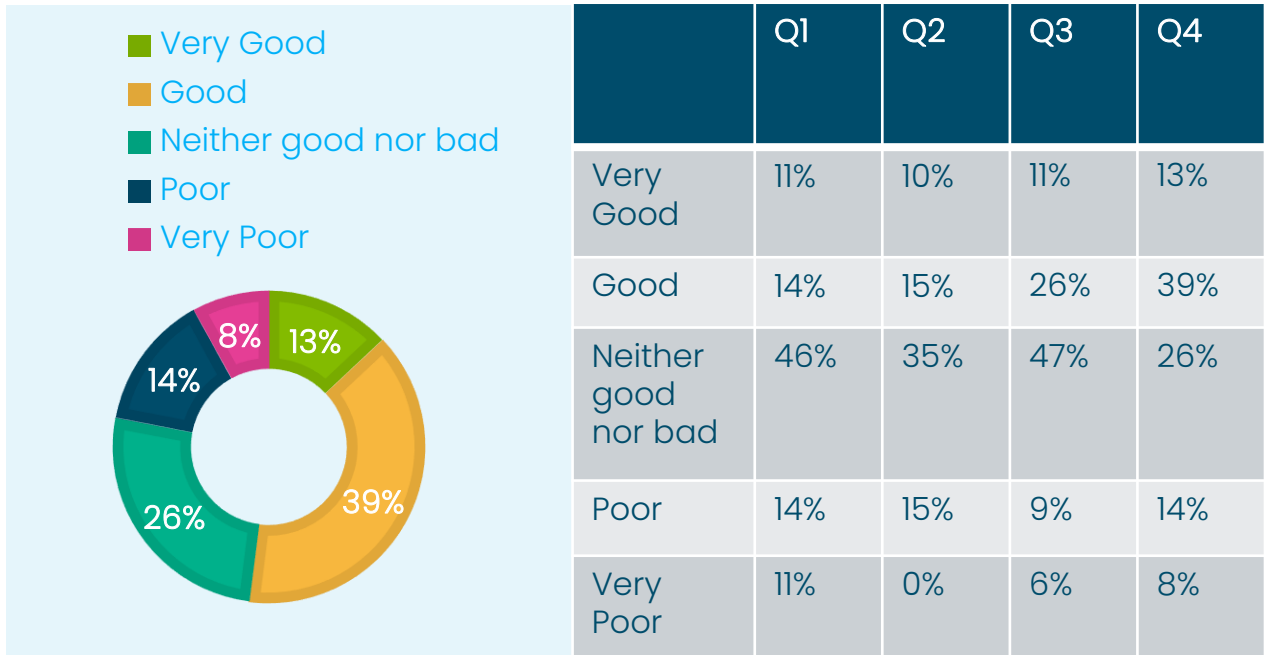
Q1) How do you find getting an appointment?



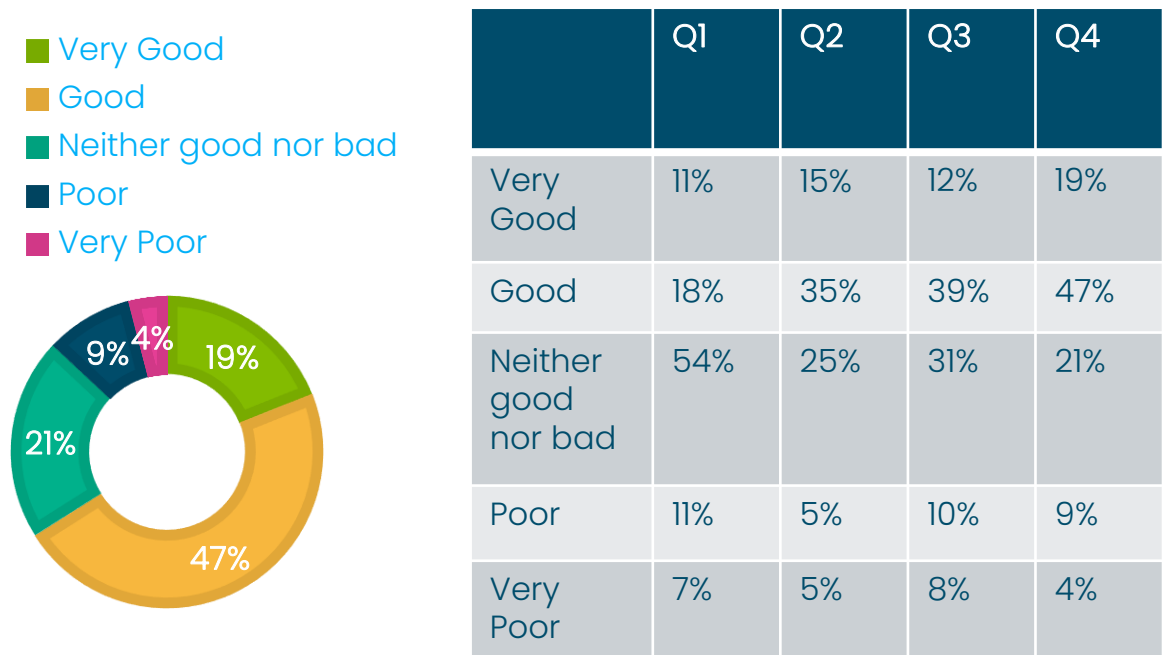
Q2) How do you find getting through to someone at your GP practice on the phone?



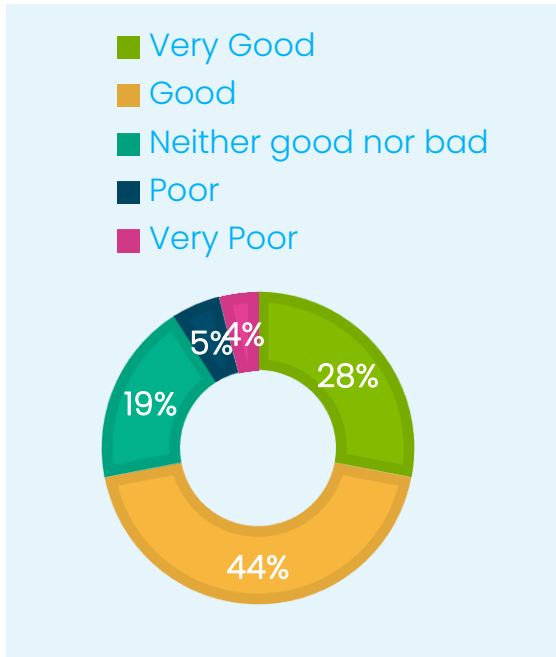
Q3) How do you find the quality of online consultations?



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

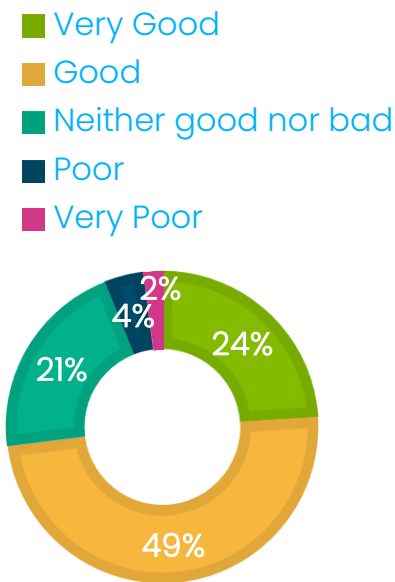


Q5) How did you find the attitudes of staff at the service?



	Q1	Q2	Q3	Q4
Very Good	11%	25%	42%	28%
Good	25%	35%	36%	44%
Neither good nor bad	36%	20%	13%	19%
Poor	21%	15%	5%	5%
Very Poor	7%	0%	4%	4%

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



	Q1	Q2	Q3	Q4
Very Good	11%	25%	37%	24%
Good	18%	30%	37%	49%
Neither good nor bad	46%	30%	19%	21%
Poor	18%	5%	3%	4%
Very Poor	7%	0%	3%	2%

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 of GP practices.

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 January and March 2024 based on the free text responses received. This tells us which areas of the service are most important to patients.

Top 5 Positive Themes	Total count and % of positive reviews
Staff Attitudes	53 (85%)
Online consultation (app/form)	40 (41%)
Appointment availability	40 (27%)
Convenience/Distance to travel	38 (100%)
Quality of treatment	29 (78%)

Top 5 Negative Themes	Total count and % of negative reviews
Appointment availability	107 (71%)
Getting through on the telephone	94 (93%)
Online consultation (app/form)	58 (59%)
Booking appointments	39 (78%)
Quality of appointment – telephone consultation	24 (55%)

Primary Care Networks

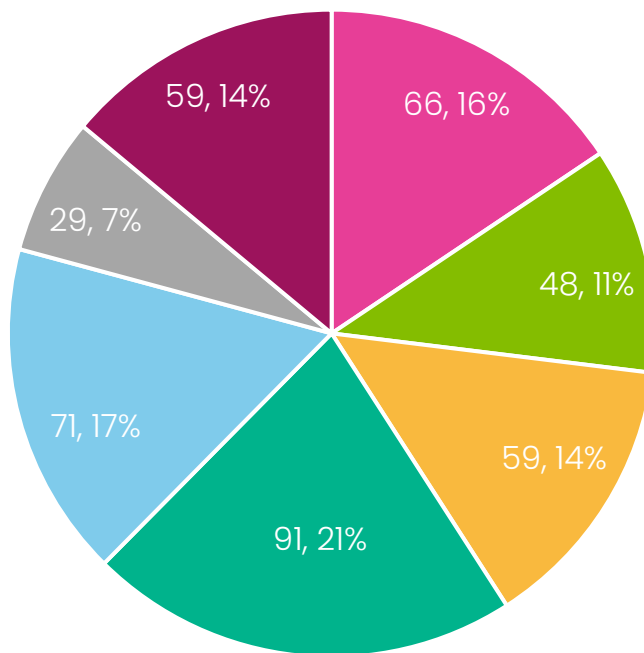
Primary care networks (PCNs) are groups of GP practices within the same area which work together to support patients. Within Tower Hamlets there are 7 PCNs covering the borough. These are:

- Primary Care Network 1
- Primary Care Network 2
- Primary Care Network 5
- Primary Care Network 6
- Primary Care Network 7
- Primary Care Network 8
- Primary Care Network 9

Between January and March, we collected reviews for all PCNs which is an improvement from the last quarter when we collected only one review for PCN 6 and no reviews for PCN 8.

The services which received the most reviews in Q4 were PCN 6 and 7.

Total Reviews per PCN (number, %)



■ Primary Care Network 1

■ Primary Care Network 2

■ Primary Care Network 5

■ Primary Care Network 6

■ Primary Care Network 7

■ Primary Care Network 8

■ Primary Care Network 9

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)			
	To an appointment	Getting through on the phone	Of Online consultations	Of Telephone consultations	Of Staff attitudes	Of Treatment and Care
PCN 1 Reviews: 66	2.6	2.3	3.6	3.9	4.1	4.1
PCN2 Reviews: 48	2.4	2.4	3.6	3.7	3.8	4.0
PCN5 Reviews: 59	2.2	2.1	3.2	3.5	3.7	3.7
PCN6 Reviews: 91	2.4	2.1	3.3	3.6	3.8	3.7
PCN7 Reviews: 71	2.4	2.4	3.1	3.6	3.8	3.9
PCN8 Reviews: 29	2.9	2.6	3.5	3.7	3.7	4.0
PCN9 Reviews: 59	2.4	2.4	3.3	3.7	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.

PCN	Overall star rating	Top 3 Positive Issues	Top 3 Negative Issues
PCN1 No of reviews: 66	3.8	1. Staff Attitudes	1. Getting through on the telephone
		2. Convenience/Distance to travel	2. Appointment availability
		3. Service co-ordination	3. Online consultation (app/form)
PCN2 No of reviews: 48	3.9	1. Convenience/Distance to travel	1. Appointment availability
		2. Appointment availability	2. Booking appointments
		3. Quality of Staff - health professionals	3. Online consultation (app/form)
PCN5 No of reviews: 59	3.3	1. Appointment availability	1. Getting through on the telephone
		2. Staff attitudes	2. Appointment availability
		3. Online consultation (app/form)	3. Staff Attitudes – administrative staff
PCN6 No of reviews: 91	3.7	1. Staff Attitudes	1. Appointment availability
		2. Appointment availability	2. Getting through on the telephone
		3. Staff Attitudes – administrative staff	3. Booking appointments
PCN7 No of reviews: 71	3.8	1. Staff Attitudes	1. Getting through on the telephone
		2. Appointment availability	2. Appointment availability
		3. Convenience/Distance to travel	3. Booking appointments
PCN8 No of reviews: 29	3.8	1. Staff Attitudes – health professionals	1. Getting through on the telephone
		2. Experience of Treatment/Care	2. Staff Attitudes – administrative staff
		3. Quality of treatment	3. Booking appointments
PCN9 No of reviews: 59	3.7	1. Convenience/Distance to travel	1. Appointment availability
		2. Staff Attitudes	2. Online consultation (app/form)
		3. Online consultation (app/form)	3. Getting through on the telephone

What has worked well?

Below is a list of the key positive aspects relating to GP practices between January and March 2024.



Staff attitudes

85% of reviews that covered staff attitudes were positive. Residents found the staff at their GP practice listened to their concerns and were friendly and helpful.



Quality of treatment

78% of reviews that covered quality of treatment were positive. Residents mentioned they were happy with the treatment provided to them and felt looked after.



Online Consultation (app/form)

41% of reviews that covered online consultation were positive in sentiment. People mentioned that it was quick and easy to use and some commented how the e-consult form has been improved to make it easier to use.

What could be improved?

Below is a list of the key areas for improvement relating to GP practices between January and March 2024



Getting through on the telephone

93% of people who mentioned getting through to someone at their GP practice over the telephone commented on it negatively. Residents reported waiting times of up to an hour to get through to someone.



Appointment Availability

71% of reviews that mentioned Appointment Availability were negative in sentiment. Residents mentioned being told to call at 8am only to find out no more appointments were left. Long waits for appointments were also reported.



Online consultation (app/form)

59% of people who mentioned online booking commented on it negatively. Residents were being asked to use e-consult to book an appointment, however, people found that it is open for only a limited number of hours per day.

Community Insights System – GP Practices

Below we have summarised the feedback of GP services in Tower Hamlets collected through the Community Insights System (CIS) in Q4. 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	260 (total of 1076 themes applied)
Positive	48% (of the total no. themes applied)
Negative	50% (of the total no. themes applied)
Neutral	2% (of the total no. themes applied)

Overall, the feedback collected through the CIS supports the findings from the feedback collected through our face-to-face Patient Experience Programme. Patients mostly commented positively on Staff Attitudes and the Quality of Treatment, while Booking, Waiting List, and Telephone were the themes that received the largest proportions of negative feedback.

Top 5 Positive Themes	Total count and % of positive reviews	Top 3 Negative Themes	Total count and % of negative reviews
Staff Attitude	137 (61%)	Staff Attitude	81 (36%)
Quality	97 (72%)	Booking	81 (73%)
Support	91 (58%)	Waiting List	74 (73%)
User Involvement	48 (68%)	Support	63 (40%)
Advice/Information	35 (59%)	Telephone	36 (92%)

Recommendations

Below is a list of recommendations for GP practices in Tower Hamlets based on the findings in this section

Improving access

Designing and organising patient education campaigns and sessions to improve awareness of other services that can be accessed locally to help with the 8am rush and free up appointments for those who need to be seen by a GP. These could include things like:

1. Creating awareness campaigns of other health services tailored to target local communities, in particular people who are more likely to phone in to book an appointment rather than use an e-consult. For example, getting help from a local pharmacy for minor illnesses.
2. Organising information sessions in different languages with patients at their local GP practices.
3. Organising training sessions on using the e-consult at local libraries and providing these sessions in different languages.
4. Partnering with community and voluntary organisations to co-deliver these sessions.

Emerging or Ongoing Issues

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

Positive Issues

Q1	Q2	Q3	Q4
Staff attitudes	Staff attitudes	Staff attitudes	Staff Attitudes
Quality of Treatment	Quality of treatment	Quality of treatment	Appointment availability
		Quality of staff-healthcare professionals	Online consultation (app/form)
		Communication with patients (treatment explanation, verbal advice)	Convenience/Distance to travel
		Booking appointments - online	Quality of treatment

Negative issues

Q1	Q2	Q3	Q4
Booking appointments - online	Appointment availability	Getting through on the telephone	Appointment availability
Appointment availability	Getting through on the telephone	Appointment availability	Getting through on the telephone
		Waiting Times (punctuality and queueing on arrival)	Online consultation (app/form)
		Booking appointments	Booking appointments
		Quality of appointment - telephone consultation	Quality of appointment - telephone consultation

Equalities Snapshot

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

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



Gender

During the last three months, men had a slightly better experience of GPs when compared with women. 67% of men rated their experiences 4* or higher compared to 64% of women.



Age

Residents aged 35-44 were most likely to report having had a negative experience with their GP practice with 16% rating their overall experience as Poor or Very Poor.



Long-term Conditions

59% of people with a long-term condition rated their experience with GP services as positive compared to 68% of residents who reported having no long-term conditions.



Disability

51% of residents who reported having a disability rated their experience with GP services as positive compared to 67% of those who reported no disabilities.

Experiences of Hospital Services



What people told us about Hospitals

"Neurology staff have very good bedside manners, (and) they seem to care."

"Easy to speak to staff and get an appointment, they listen to you and are attentive. For example, I didn't want surgery initially, (but) the surgeon was helpful and understanding and explained everything nicely."

"I got an appointment quickly and got a text notification which included directions to get here."

"Triage works well. (I) did not have to wait long to be seen today. Treatment (is) good."

"There was no follow-up after my appointment, and I never got my results (the appointment was about a year ago). I recently got a text from the hospital about being put on a waiting list, but I have no idea which list this is and why I've been put on it."

"Waiting time on the phone is terrible. Sometimes you are cut off. (There is) a lack of staff. Staff (are) sometimes very abrupt and rude."

"Toilets are always broken and (you) have to walk a long way to find one working. No water available in A&E. Parking can be an issue."

"(They) sent a lot of letters and (I) couldn't keep track. The communication is not good (and) the app is also difficult to set up."

Hospital Services

No. of Reviews	382 (relating to 7 hospitals)
Positive	69%
Negative	12%
Neutral	19%



Questions we asked residents

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

The questions we asked were:

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

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

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

Q4) How do you find the attitudes of staff at the service?

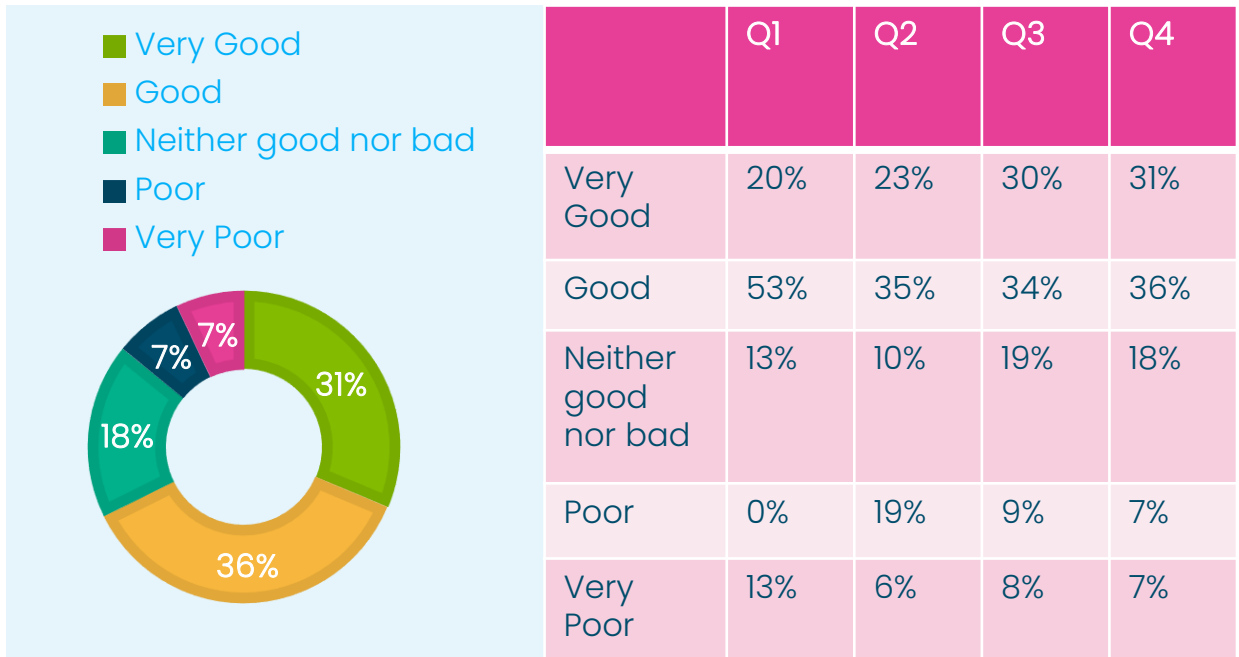
Q5) How do you think the communication is between your hospital and GP practice?

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

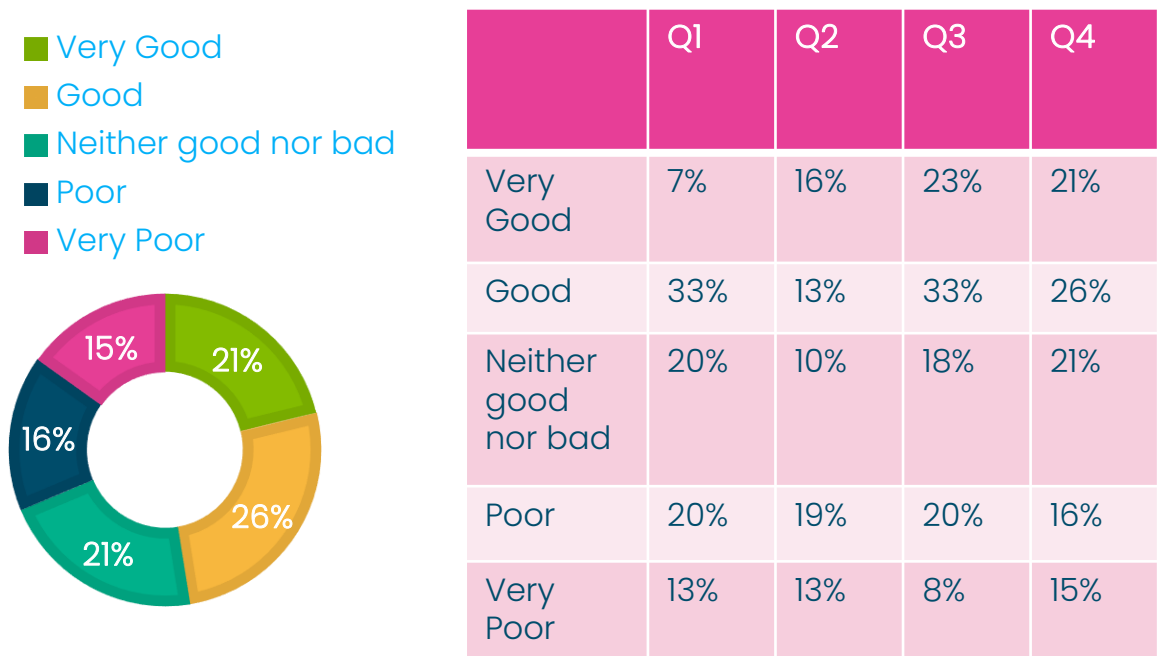
Participants were asked to choose between 1-5* (Very Poor – Very Good) for all questions.

Access and Quality Questions

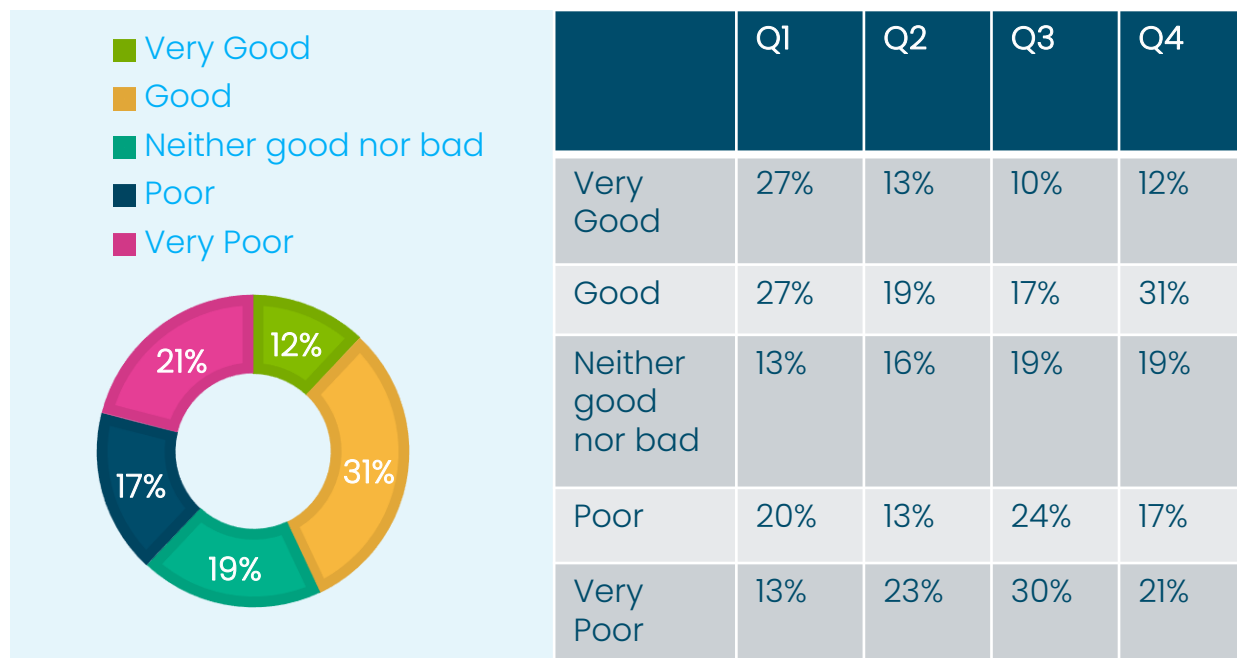
Q1) How did you find getting a referral/appointment at the hospital?



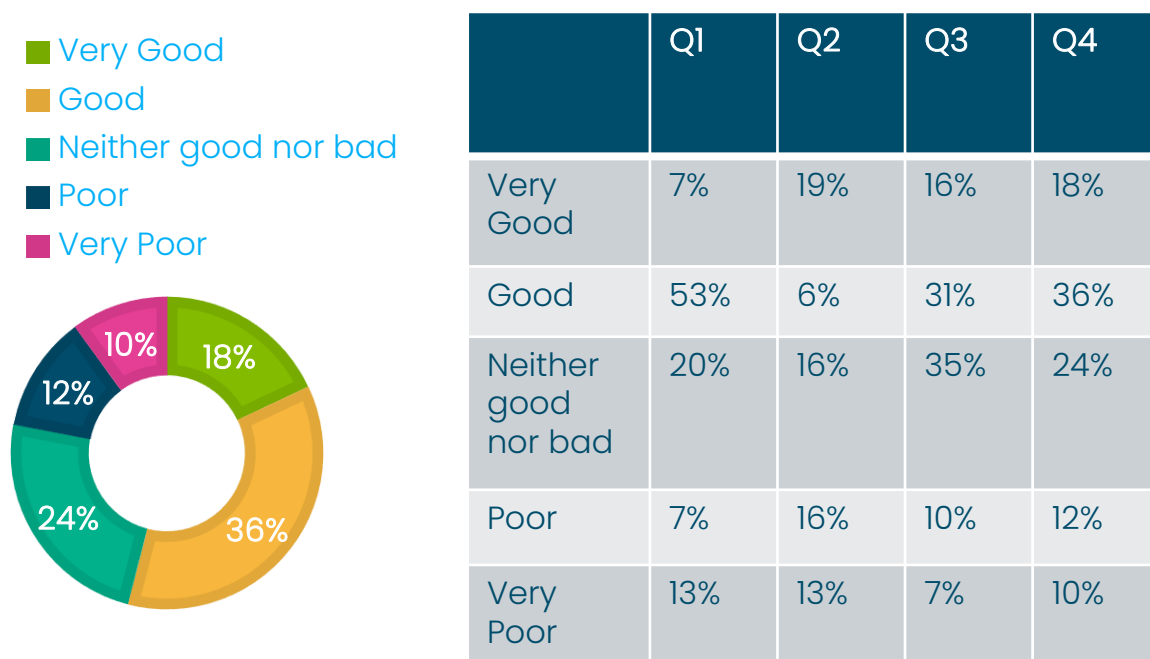
Q2) How do you find getting through to someone on the phone?



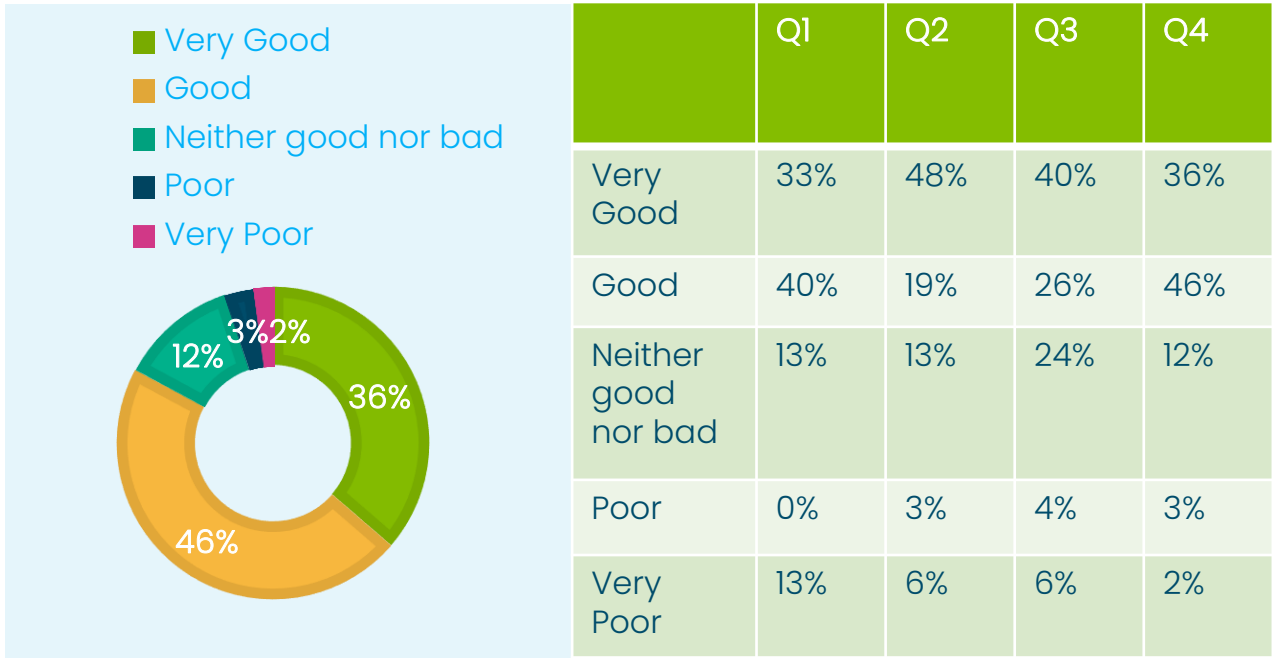
Q3) How do you find the waiting times at the hospital?



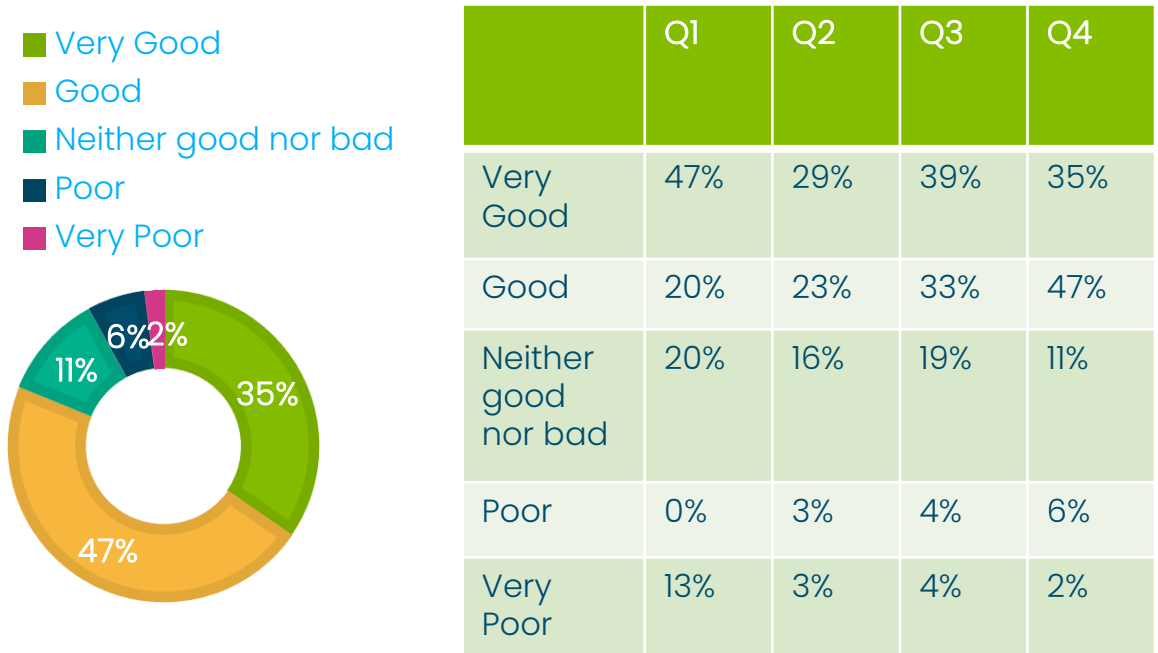
Q4) How do you think the communication is between your hospital and GP practice?



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



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



Thematic analysis

In addition to the access and quality questions highlighted on previous pages, we also ask two further free-text questions (**What is working well? and What could be improved?**), gathering qualitative feedback to help get a more detailed picture 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 January and March 2024 based on the free text responses received. This tells us which areas of the service are most important to patients.

Top 5 Positive Issues	Total count and % of positive reviews	Top 5 Negative Issues	Total count and % of negative reviews
Staff Attitudes	66 (88%)	Waiting Times (punctuality and queueing on arrival)	104 (75%)
Treatment & Care Experience	57 (76%)	Appointment availability	25 (71%)
Quality of Treatment & Care	56 (85%)	Getting through on the telephone	23 (88%)
Staff Attitudes – health professionals)	39 (83%)	Communication between services	20 (91%)
Waiting Times (punctuality and queueing on arrival)	33 (24%)	Communication with patients (treatment explanation, verbal advice)	16 (62%)

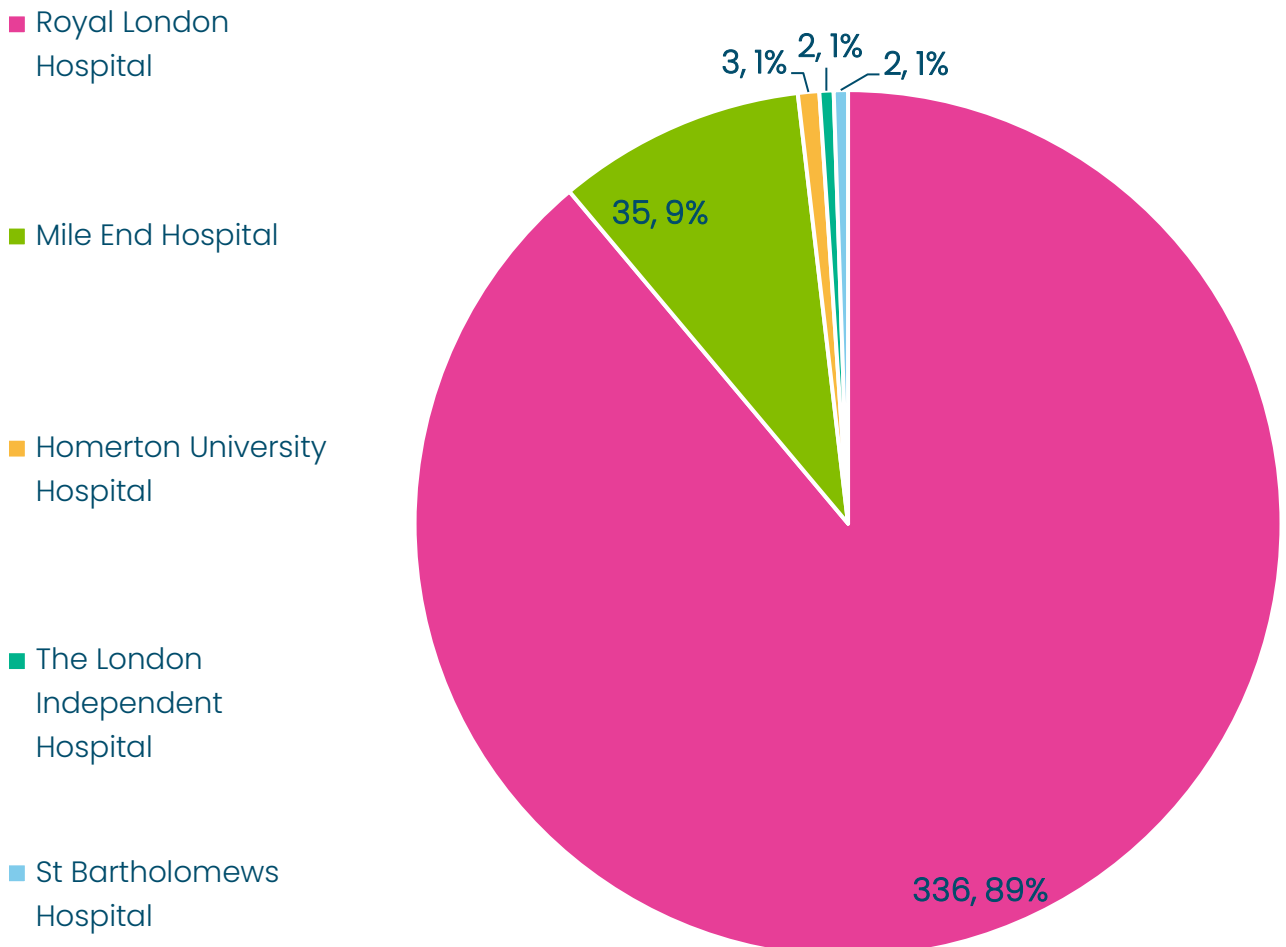
Hospital Trusts

Tower Hamlets residents access a variety of different hospitals depending on factors such as choice, locality and specialist requirements. During the last three months, we heard experiences in the following hospitals:

- Royal London Hospital
- Mile End Hospital
- St Bartholomew's Hospital
- Homerton University Hospital
- The London Independent Hospital

Between January and March, Royal London Hospital received the majority of the reviews, but we also collected some feedback relating to Mile End Hospital.

Total Reviews per Hospital



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)		
	To a referral/ appointment	Getting through on the phone	Waiting Times	Of Communication between GP and Hospital	Of Staff attitudes	Of Treatment and Care
Royal London No of reviews: 336	3.7	3.1	2.8	3.3	4.1	4.0
Mile End No of reviews: 35	4.2	4.3	3.9	3.9	4.5	4.5

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

Hospitals	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Royal London Hospital No of reviews: 336	3.7	1. Staff Attitudes 2. Quality of Care/Treatment 3. Experience of Care/Treatment	1. Waiting Times (punctuality and queueing on arrival) 2. Appointment availability 3. Getting through on the telephone
Mile End Hospital No of reviews: 35	4.3	1. Waiting Times (punctuality and queueing on arrival) 2. Staff Attitudes 3. Management of service	1. Waiting Times (punctuality and queueing on arrival) 2. Communication between services 3. Speed of discharge

What has worked well?

Below is a list of the key positive aspects relating to hospitals between January and March 2024



Staff Attitudes

88% of reviews that covered staff attitudes were positive. Residents described the staff as supportive, kind and professional.



Quality of Treatment and Care

85% of reviews that mentioned quality of treatment and care were positive. Patients told us that once they were seen at the hospital, they were happy with the quality of treatment and care provided.



Experience of Treatment and Care

76% of reviews that described the experience of receiving treatment and care were positive with patients describing their experience as efficient and excellent.

What could be improved?

Below is a list of the key areas for improvement relating to hospitals between January and March 2024.



Waiting times (punctuality and queueing on arrival)

75% of reviews that covered waiting times at hospitals were negative. This was also the theme that was mentioned most often. Wait times of up to 15 hours were reported at the A&E department, and patients also experienced long wait times at other departments such as the imaging and phlebotomy departments.



Getting through on the telephone

88% of reviews that mentioned getting through on the phone were negative. Many people reported not getting through to anyone or lines being cut off when waiting to get through to someone.



Communication between services

91% of reviews that covered communication between services were negative. Patients reported miscommunication between hospitals and GPs that had affected their treatment and care. They also reported that communication was often slow.

Community Insights System – Hospital Services

Below we have summarised the feedback of Hospital services in Tower Hamlets collected through the Community Insights System (CIS) in Q4. 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	58 (total of 241 themes applied)
Positive	39% (of the total no. themes applied)
Negative	58% (of the total no. themes applied)
Neutral	2% (of the total no. themes applied)

Overall, the feedback collected through the CIS supports the findings from the feedback collected through our face-to-face Patient Experience Programme. Patients mostly commented positively on Staff Attitudes, Support, and Quality, while Timing received the largest proportion of negative feedback.

Top 5 Positive Themes	Total count and % of positive reviews	Top 3 Negative Themes	Total count and % of negative reviews
Staff Attitude	23 (59%)	Quality	16 (43%)
Quality	20 (54%)	Staff Attitude	15 (38%)
Support	20 (59%)	Timing	14 (88%)
User Involvement	13 (57%)	Support	12 (35%)
Advice/Information	7 (39%)	Advice/Information	11 (61%)

Recommendations

Below is a list of recommendations for hospitals in Tower Hamlets based on the findings in this section

Waiting times

1. Clear and realistic information should be provided on waiting times at different departments, with regular updates regarding delays.
2. Refreshments such as water dispensers and vending machines should be provided and access to Wi-Fi where possible.

Getting through on the telephone

1. Investigate whether some of the enquiries coming through over the telephone could be addressed by improving other service aspects, such as information provided on the appointment letters. This could help to reduce the number of calls received.
2. Investigate why phone lines get cut off when patients are waiting and implement a solution to avoid patients being left without an answer to their enquiry.
3. Consider offering an automated text messaging/phone/online system where patients confirm attendance. This system could also be used to inform patients of cancellations and how to reschedule an appointment.

Communication between Services

1. Investigate the main causes of issues with communication between hospitals and GPs and implement solutions such as training and improvements in processes to avoid patients being affected by this.

Emerging or Ongoing Issues

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

Positive Issues

Q1	Q2	Q3	Q4
Quality of Treatment	Staff attitudes	Quality of treatment	Staff Attitudes
Staff attitudes	Quality of treatment	Communication with patients (treatment explanation, verbal advice)	Treatment & Care Experience
		Quality of Staff - health professionals	Quality of Treatment & Care
		Waiting Times (punctuality and queueing on arrival)	Staff Attitudes - health professionals)
		Staff Attitudes	Waiting Times (punctuality and queueing on arrival)

Negative issues

Q1	Q2	Q3	Q4
Waiting Times (punctuality and queuing on arrival)	Waiting Times (punctuality and queuing on arrival)	Waiting Times (punctuality and queueing on arrival)	Waiting Times (punctuality and queueing on arrival)
Getting through on the telephone	Getting through on the telephone	Staff Attitudes	Appointment availability
		Getting through on the telephone	Getting through on the telephone
		Communication with patients (treatment explanation, verbal advice)	Communication between services
		Quality of treatment	Communication with patients (treatment explanation, verbal advice)

Equalities Snapshot

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

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



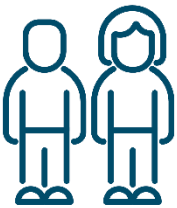
Gender

During the last three months, men reported better experiences with hospital services with 76% rating their experience as positive compared to 66% of women.



Age

Patients aged 25-34 were most likely to have had a negative experience with hospital services. 19% of reviews from this age group rated their experience as negative.



Ethnicity

People from White British backgrounds were most likely to have had a positive experience with hospital services with 77% rating their experience as positive. This was true for 65% of people from Bangladeshi backgrounds.



Long-term conditions

Residents with long-term conditions were more likely to have had a positive experience with hospital services with 74% rating their experience as positive compared to 67% of people who reported having no long-term conditions.

Experiences of Dental Services



Dental Services

No. of Reviews	47 (relating to 28 dentists)
Positive	70%
Negative	13%
Neutral	17%



Questions we asked residents

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

The questions we asked were:

Q1) How did you find it registering with an NHS dentist? (within the last 12 months)

Q2) How do you find getting NHS appointments?

Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

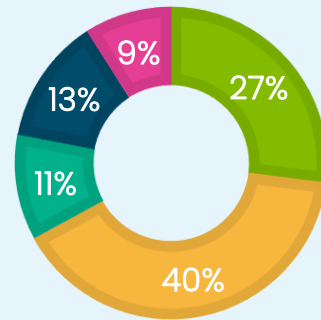
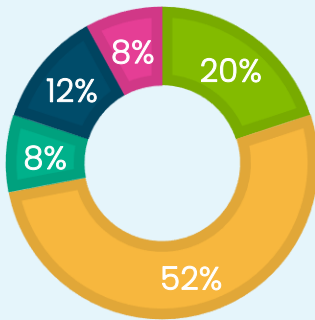
Q4) How helpful are staff in explaining your dental treatment?

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

Access and Quality Questions

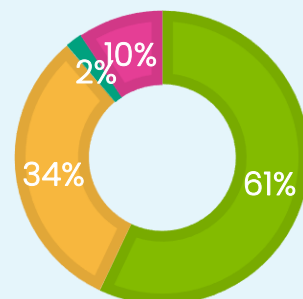
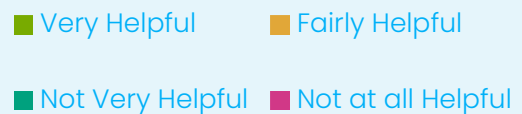
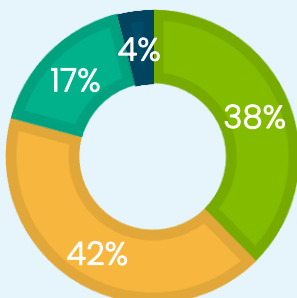
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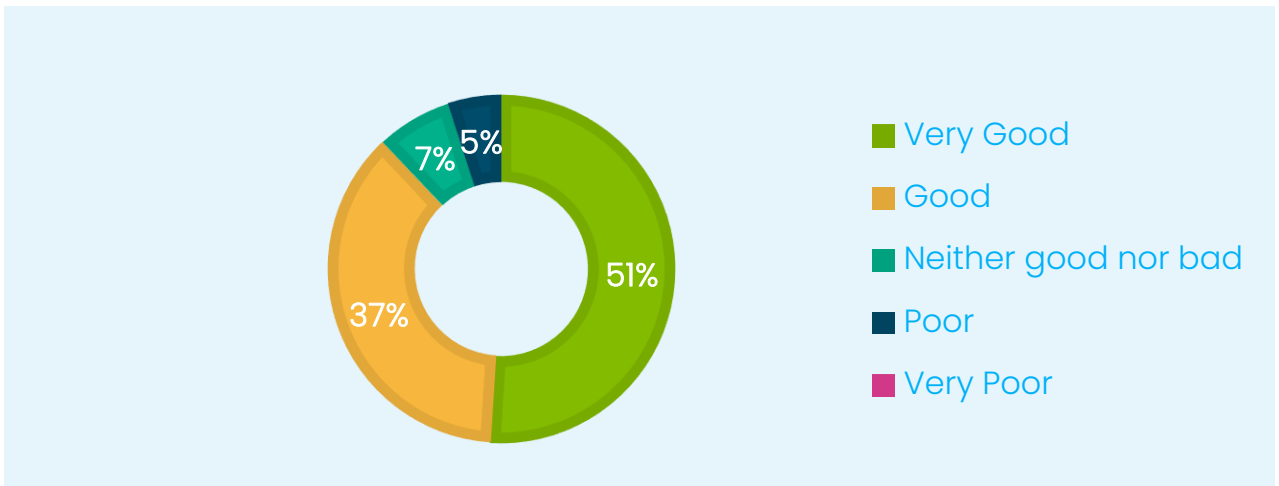


Q3) If you have been asked to pay for NHS dental treatment, how clearly do you feel the bands/costs were explained to you?

Q4) How helpful are staff in explaining your dental treatment?



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



Thematic analysis

In addition to the access and quality questions we also ask two further free-text questions (*What is working well?* and *What could be improved?*) to help get a more detailed picture of Dental services.

Each experience we collect is reviewed and up to 5 themes and sub-themes are applied. The charts below show the top 5 positive and negative issues received between January and March 2024 based on the free text responses received.

Top 3 Positive Issues	Total count and % of positive reviews	Top 3 Negative Issues	Total count and % of negative reviews
Staff Attitudes	9 (90%)	Appointment availability	8 (67%)
Effectiveness of Treatment and Care	5 (71%)	Lack of access	6 (100%)
Quality of Staff - health professionals	4 (57%)	Quality of Staff - health professionals	3 (43%)

We've produced a list of good practice, areas of improvement and recommendations relating to dentists between January and March 2024.

What has worked well?



Staff Attitudes

90% of reviews that covered staff attitudes were positive. Residents described finding staff friendly and happy to explain the treatment process to them.



Effectiveness of Treatment and Care

71% of reviews that covered the effectiveness of treatment and care were positive. Patients reported being happy with the treatment and advice given to them by dental professionals.

What could be improved?



Lack of Access

20% of people we spoke with rated registering with an NHS dentist as Poor or Very poor and several people reported having difficulties finding a dentist that accepts NHS patients.



Appointment Availability

67% of reviews that covered appointment availability were negative. People reported waiting for their appointments for up to 6 months.

Recommendations

Lack of Access

1. We would recommend creating a local directory of dental services that are currently accepting NHS patients. This directory should be regularly updated and shared through multiple channels, such as social media, community and voluntary organisations etc. to reach as many people as possible.

Community Insights System – Dental Services

Below we have summarised the feedback of Dental services in Tower Hamlets collected through the Community Insights System (CIS) in Q4. 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	356 (total of 1595 themes applied)
Positive	92% (of the total no. themes applied)
Negative	8% (of the total no. themes applied)
Neutral	0% (of the total no. themes applied)

Overall, the feedback collected through the CIS regarding dental services is largely positive. While this partly supports the feedback received through our Patient Experience Programme, it does not appear to highlight the difficulties in accessing NHS dental services experienced by some residents. This could be because the CIS feedback is mainly based on ratings of dental services.

Top 5 Positive Themes	Total count and % of positive reviews	Top 3 Negative Themes	Total count and % of negative reviews
Staff Attitude	466 (95%)	Staff Attitude	25 (5%)
Quality	291 (94%)	Support	19 (7%)
Support	254 (93%)	Quality	18 (6%)
User Involvement	155 (93%)	User Involvement	11 (7%)
Advice/Information	107 (92%)	Advice/Information	9 (8%)

Experiences of 'Other' services



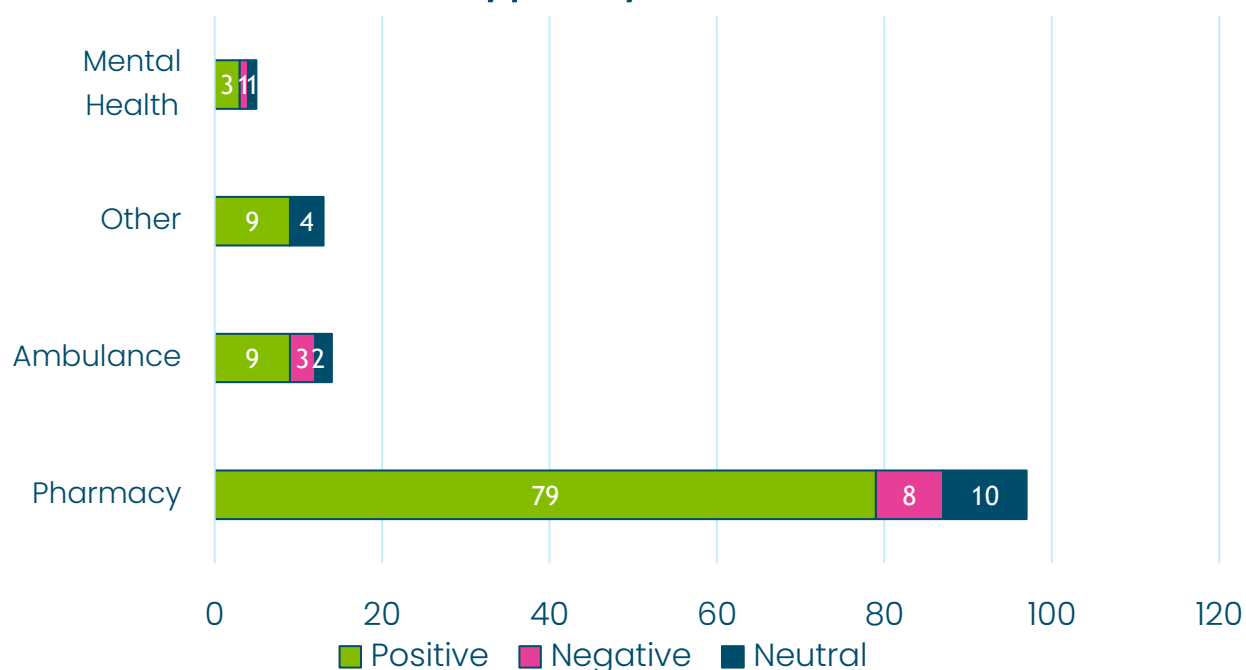
Experiences of 'Other' services

In addition to asking specifically about GPs, Hospitals and Dentists we also give the opportunity for people to share experiences about any other public health or care service asking them what is working well and what could be improved.

This section provides positive, negative and neutral reviews per service. We analysed residents rating of their overall experience to get this data (1* and 2* = negative, 3* = neutral, 4* and 5* = positive)

Service Type	No of Reviews	Percentage of positive reviews
Pharmacy	97	81%
Ambulance	14	64%
Other	13	69%
Mental Health	5	60%

Service Type by Sentiment



What has worked well?

Below is a list of the key positive aspects relating to 'Other' Tower Hamlets services between January and March 2024.



Pharmacy – Medicine Management

67% of reviews that covered medicine management were positive. Residents reported that pharmacy services are quick to prepare their prescription medication and even deliver medication to patients' homes.



Pharmacy – Treatment and Care

60% of reviews that covered the experience of treatment and care were positive. People found the treatment and care they received from pharmacy services was excellent and personalised.

What could be improved?

Below is a list of the key areas of improvement relating to 'Other' Tower Hamlets services between January and March 2024.



Pharmacy – Staff attitudes

60% of reviews that covered staff attitudes were negative. Residents told us that on some occasions they had found staff at their local pharmacy rude and unprofessional.

Recommendations

Below is a list of recommendations about services in Tower Hamlets based on the findings in this section.

Pharmacy – Staff attitudes

1. While the number of reported incidences of staff rudeness was low, we would recommend that pharmacy services implement customer service training as part of new staff induction and ensure that refresher training is provided on a regular basis.

Appendix



Demographics

Gender	Percentage %	No of Reviews
Man (including trans man)	32%	314
Woman (including trans woman)	56%	548
Non- binary	1%	6
Other	0%	3
Prefer not to say	0%	2
Not provided	11%	111
Total	100%	984

Age	Percentage %	No of Reviews
Under 18	1%	10
18-24	8%	80
25-34	22%	219
35-44	20%	198
45-54	16%	155
55-64	9%	92
65-74	6%	57
75-84	5%	49
85+	1%	10
Prefer not to say	1%	5
Not provided	11%	109
Total	100%	984

Ethnicity	Percentage %	No of Reviews
Asian/Asian British - Any other Asian background/Asian British Background	1%	6
Asian/Asian British - Asian British	6%	63
Asian/Asian British - Bangladeshi	32%	313
Asian/Asian British - Chinese	1%	13
Asian/Asian British - Indian	2%	20
Asian/Asian British - Pakistani	1%	7
Black/Black British - African	2%	23
Black/Black British - Any other Black / Black British background	1%	6
Black/Black British - Black British	2%	23
Black/Black British - Caribbean	1%	7
Mixed/Multiple - Any other Mixed / Multiple ethnic groups background	1%	9
Mixed/Multiple - Asian and White	0%	1
Other ethnicity - Any other ethnic group	3%	34
Other ethnicity - Arab	1%	5
White - Any other White background	6%	59
White - British / English / Northern Irish / Scottish / Welsh	26%	258
White - Irish	1%	7
White - Roma	0%	1
Not provided	13%	129
Total	100%	984

Disability	Percentage %	No of Reviews
Yes	13%	130
No	74%	726
Prefer not to say	1%	6
Not provided	12%	122
Total	100%	984

Demographics

Long-term condition	Percentage %	No of Reviews
Yes	34%	330
No	52%	516
Prefer not to say	1%	5
Not provided	14%	133
Total	100%	984

Sexual Orientation	Percentage %	No of Reviews
Asexual	0%	1
Bisexual	2%	16
Gay Man	1%	5
Heterosexual/ Straight	80%	787
Lesbian / Gay woman	0%	4
Pansexual	0%	4
Prefer not to say	4%	40
Not provided	13%	127
Total	100%	984

Religion	Percentage %	No of Reviews
Buddhist	1%	11
Christian	20%	197
Hindu	1%	12
Jewish	1%	6
Muslim	42%	411
Sikh	0%	1
Spiritualism	1%	6
No religion	19%	189
Prefer not to say	2%	23
Other religion	1%	13
Not provided	12%	115
Total	100%	984

Pregnancy	Percentage %	No of Reviews
Currently pregnant	3%	31
Currently breastfeeding	1%	14
Given birth in the last 26 weeks	1%	9
Prefer not to say	0%	4
No	42%	416
Not relevant	38%	372
Not provided	14%	138
Total	100%	984

Demographics

Employment status	Percentage %	No of Reviews
In unpaid voluntary work only	1%	7
Not in employment & Unable to work	10%	102
Not in Employment/ not actively seeking work - retired	16%	161
Not in Employment (seeking work)	6%	58
Not in Employment (Student)	3%	33
On maternity leave	1%	14
Paid: 16 or more hours/week	40%	398
Paid: Less than 16 hours/week	5%	50
Prefer not to say	3%	31
Not provided	13%	130
Total	100%	984

Unpaid Carer	Percentage %	No of Reviews
Yes	13%	124
No	71%	697
Prefer not to say	2%	19
Not provided	15%	144
Total	100%	984

Area of the borough	Percentage %	No of Reviews
Bethnal Green ward	15%	149
Blackwall and Cubitt Town ward	1%	8
Bow East ward	13%	123
Bow West ward	5%	47
Bromley North ward	1%	5
Bromley South ward	0%	1
Canary Wharf ward	3%	31
Island Gardens ward	2%	15
Lansbury ward	0%	3
Limehouse ward	3%	34
Mile End ward	5%	48
Poplar ward	10%	101
Shadwell ward	4%	39
Spitalfields and Banglatown ward	1%	5
St Katharine's and Wapping ward	1%	12
St Peter's ward	0%	1
Stepney Green ward	7%	67
Weavers ward	0%	1
Whitechapel ward	7%	71
Out of Borough	9%	92
Not provided	13%	131
Total	100%	984



healthwatch

Tower Hamlets

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