

Q2 Patient Experience Report

Healthwatch Tower Hamlets
July – September 2024



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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 residents/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 two services we receive the most feedback. Both sections highlight good practice, areas of improvement and recommendations, and compare feedback received through Healthwatch Tower Hamlets' face-to-face engagement with the online feedback collected by the Community Insights System (CIS).

Our local Healthwatch has representation across various meetings, Board and Committees across the borough where we share the findings of this report.

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.

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

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

Between July and September 2024, we continued to develop our PEP by :

- Continuing to improve our engagement methods to increase the number of reviews collected each quarter

Q2 Snapshot

This section provides a summary of the experiences we collected during July to September 2024 as well as a breakdown of 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)

1,198 reviews



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

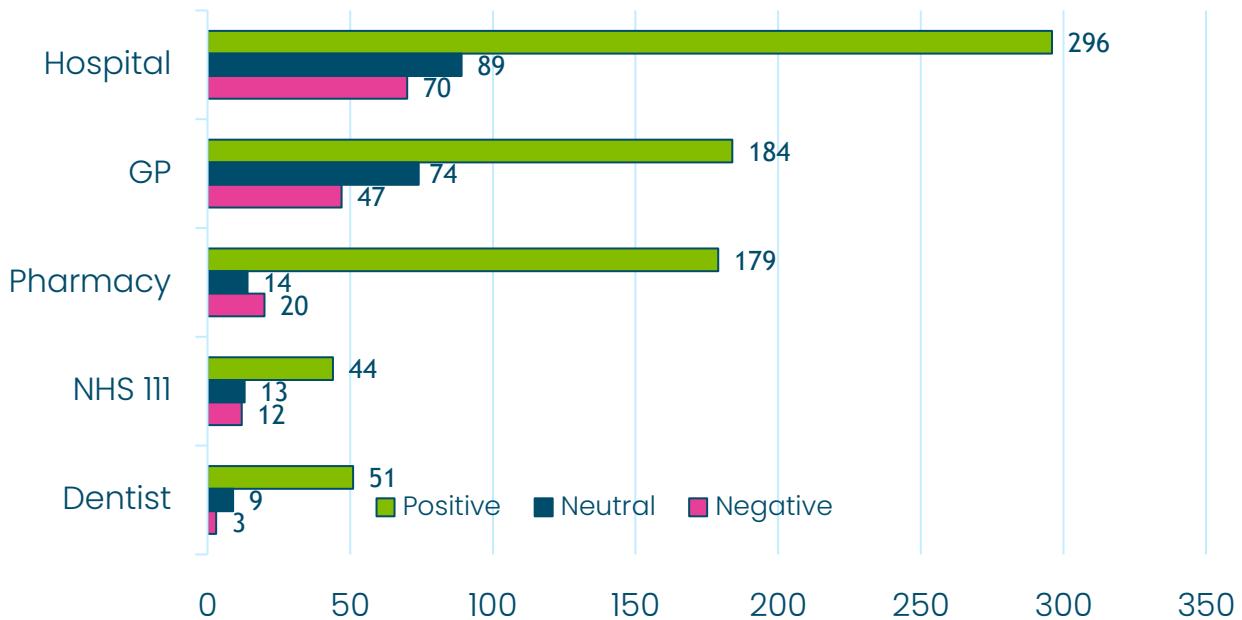
40 visits

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
Hospital	455	65%
GP	305	60%
Pharmacy	213	84%
NHS 111	69	64%
Dentist	63	81%

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

Sentiment of Reviews



Yearly Comparison

To judge whether experiences of health and care services are improving we compare our data throughout the year. The chart below highlights the percentage of positive feedback each service has received during 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 24)	Q2 (Jul-Sep 24)	Q3 (Oct-Dec 24)	Q4 (Jan -Mar 25)
GP	69% (271)	60% (184)		
Hospital	68% (259)	65% (296)		
Dentist	81% (22)	81% (51)		
Pharmacy	85% (71)	84% (179)		
NHS 111	88% (15)	64% (44)		
Ambulance	86% (12)	78% (38)		
Mental Health	0% (0)	50% (2)		
Community Health	100% (2)	62% (13)		
Optician	0% (0)	93% (14)		
Childrens' Health	-	100% (1)		
Social Care	-	100% (1)		

What does this tell us?

- We have seen a sizeable decrease in the percentage of people sharing positive feedback about GPs. In Q2, it decreased by 9%, although the total number of reviews for GP services has also significantly decreased.
- The proportion of positive reviews on hospital services saw a small decrease of 3% in Q2 while the total number of reviews for hospitals increased.
- Experiences of Dental services continue to be largely positive with 81% of respondents rating them positively.
- Positive experiences of pharmacy services have remained similar as the year has progressed.

Experiences of GP Services



What people told us about GP Services

"Doctors are professional, kind, and competent."

"They need quicker appointments. They need to listen more to patients to understand their problems."

"eConsult is easy to use for booking appointments."

"The old system of booking appointments is better. When you call them, you should be able to book an appointment straight away. With the new system, you need to go through the triage system, and I have been waiting for a month for the blood test."

"I can usually get an appointment fairly quickly. The doctors and nurses are very kind and helpful."

"Wife is pregnant but can't get appointments even though I'm facing issues. Interpretation services are not provided. Reception can be rude. Treatment no good."

"They always answer calls, and GP calls me back typically within the day."

"Appointments aren't available. They only give phone appointments and I can never see the doctor, only see the nurse."

What has worked well?

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



Quality of Staff – Health Professionals

91% of reviews that covered quality of health professionals were positive. Many patients appreciated the doctors' kindness, professionalism, and knowledge, with several specifically highlighting attentive consultations and clear explanations.



Quality of Treatment

82% of reviews that covered quality of treatment were positive. Residents were exceedingly pleased with the care they have received from their GP practices, with some patients noting improvement in care compared to previous years.



Staff Attitudes

65% of reviews that covered staff attitudes were positive. Patients were pleased with the friendly, polite, and accommodating demeanour of staff and doctors, who sometimes go beyond expectations.



Booking Appointments

40% of the reviews that covered booking appointment are positive. The appointment booking systems such as eConsult and call-back service were well-received by those balancing work. Some patients noted the efficiency of eConsult, citing their experience of getting a response within 24 hours.



Appointment availability

39% of the reviews that covered appointment availability were positive. The patients who were offered same-day appointments or did not wait for more than 1 week for their appointment were generally happier with appointment availability. A few patients who had to wait longer seemed to be more satisfied with the appointment availability if they were expecting the wait.

What could be improved?

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



Waiting Times (punctuality and queuing on arrival)

70% of reviews that covered waiting time at the GP clinics were negative. Once at the clinic, some patients reported waiting 20 to 45 minutes past their scheduled appointment time. Several expressed frustration that staff did not communicate or show concern for delays, making the wait even more unpleasant.



Online Consultations (apps/forms)

65% of reviews that covered online consultation were negative. Many patients found the online system difficult to navigate; issues include lengthy forms, limited appointment types, and a lack of support for non-English speakers. Additionally, patients with disabilities, such as vision impairments, found the online form process challenging, and others noted it lacks a personalised touch.



Booking Appointments

60% of reviews covered booking appointments were negative. Many patients described needing to call at 8:00 a.m. to secure a slot, which quickly filled up, or having to submit the consult between certain times, e.g. 7:00 AM to 11:00 AM. If they missed this, they were often unable to book an appointment for the day, leaving them to try again the following day.



Appointment Availability

54% of reviews that covered appointment availability were negative. Patients mentioned waiting more than 4 weeks for an appointment in some GP practices. Some patients mentioned feeling anxious that their medical concerns might escalate into serious conditions while they were waiting for their appointment day.



Getting Through on the Telephone

43% of reviews that covered getting through on the telephone were negative. Many patients reported extended waiting times, sometimes more than 30 minutes on the phone, dropped calls, or the need to make multiple attempts before connecting. The call-back system was also inconsistent, and some patients have had calls missed without follow-up.

Recommendations

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

Access

1. Organising training sessions on using the e-consult at local libraries and community centres for patients who find it difficult to navigate the online systems and providing these sessions in different languages.
2. Enhancing the promotion of online consultation systems, especially to working-age patients as they are more likely to be happy with online consultations. If more working-age people use online consultations, it can free up telephone lines and face-to-face appointments for people who need or prefer them.
3. Monitoring response time for online services, as patients seemed happier if their inquiries and questions submitted via online channels, such as eConsult, were resolved within 24 hours.
4. The online booking system should not be the sole option for booking appointments, as it might introduce exclusions for some patients who find it difficult to use the system.

Getting through on the telephone

1. Finding ways to optimise telephone systems and reception staff allocation in the mornings to operate them.
2. Introducing a call-back system would enable patients to have someone call them back rather than waiting a long time on the phone for someone to answer their call.

Engagement and Outreach

1. Holding regular Patient Participation Group (PPG) meetings and patient coffee mornings to engage with patients about the most recent improvements or changes and to set clear and realistic patient expectations from the services.
2. Utilising posters, leaflets, and short videos to inform patients about what services are available at their GP practice so that patients know when and how to access the GP service to make the most out of their appointments.
3. Informing patients about alternative services to drop in or self-refer to, such as pharmacies, sexual health clinics, and the Tower Hamlet Talking Therapies to ensure that patients can receive timely care even when appointments at their GP practice are not immediately available.

GP Services

No. of Reviews	305 (relating to 31 GP practices)
Positive	60%
Negative	15%
Neutral	24%



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:

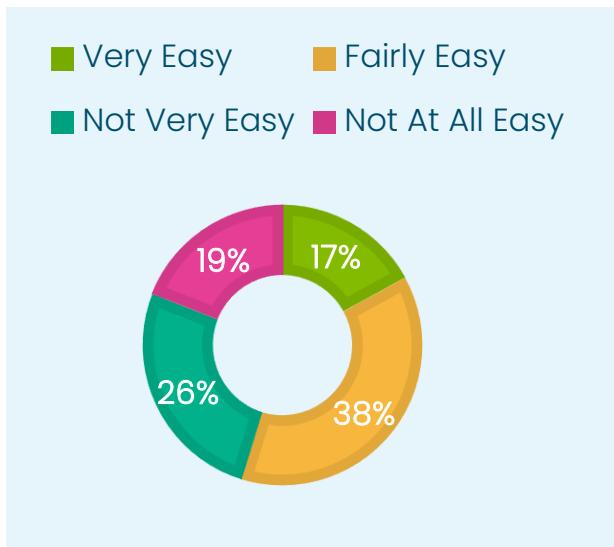
- Q1) How do you find getting an appointment?
- Q2) How do you find getting through to someone at your GP practice on the phone?
- Q3) How do you find the quality of online consultations?
- Q4) How do you find the quality of telephone consultations?
- Q5) How did you find the attitudes of staff at the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

For the rest of the questions, participants were asked to choose between 1-5* ([Very Poor – Very Good](#))

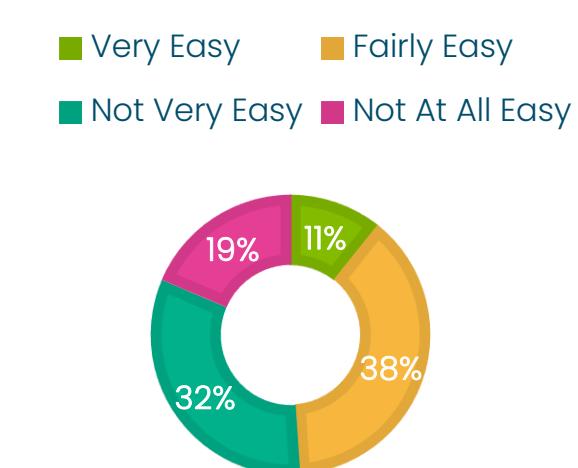
Access and Quality Questions

Q1) How do you find getting an appointment?



	Q1	Q2	Q3	Q4
Very Easy	16%	17%		
Fairly Easy	31%	38%		
Not Very Easy	29%	26%		
Not At All Easy	23%	19%		

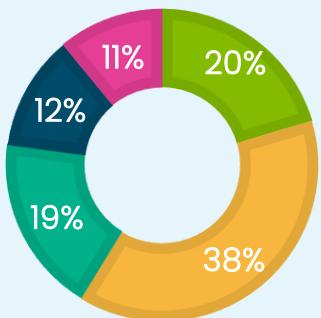
Q2) How do you find getting through to someone at your GP practice on the phone?



	Q1	Q2	Q3	Q4
Very Easy	10%	11%		
Fairly Easy	30%	38%		
Not Very Easy	33%	32%		
Not At All Easy	27%	19%		

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

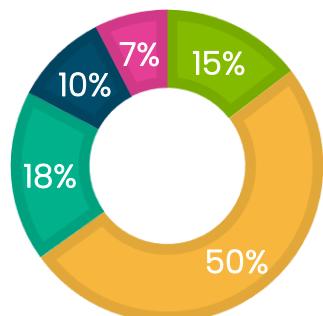
- Very Good
- Good
- Neither good nor bad
- Poor
- Very Poor



	Q1	Q2	Q3	Q4
Very Good	22%	20%		
Good	33%	38%		
Neither good nor bad	26%	19%		
Poor	13%	12%		
Very Poor	6%	11%		

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

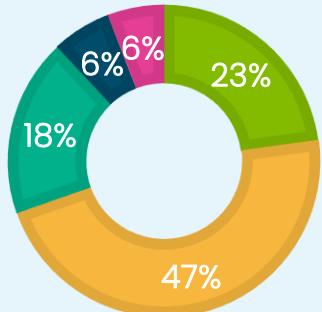
- Very Good
- Good
- Neither good nor bad
- Poor
- Very Poor



	Q1	Q2	Q3	Q4
Very Good	14%	15%		
Good	44%	50%		
Neither good nor bad	27%	18%		
Poor	8%	10%		
Very Poor	6%	7%		

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

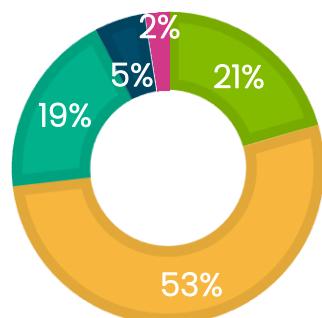
- █ Very Good
- █ Good
- █ Neither good nor bad
- █ Poor
- █ Very Poor



	Q1	Q2	Q3	Q4
Very Good	24%	23%		
Good	48%	47%		
Neither good nor bad	20%	18%		
Poor	5%	6%		
Very Poor	3%	6%		

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

- █ Very Good
- █ Good
- █ Neither good nor bad
- █ Poor
- █ Very Poor



	Q1	Q2	Q3	Q4
Very Good	25%	21%		
Good	55%	53%		
Neither good nor bad	15%	19%		
Poor	4%	5%		
Very Poor	2%	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 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 July and September 2024 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 Themes	Positive	Neutral	Negative	Total
Appointment availability	43 (39%)	7 (6%)	59 (54%)	109
Getting through on the phone	9 (17%)	1 (2%)	43 (43%)	53
Online consultation	12 (35%)	0 (0%)	22 (65%)	34
Quality of treatment	28 (82%)	0 (0%)	6 (18%)	34
Booking appointments	12 (40%)	0 (0%)	18 (60%)	30
Waiting times (punctuality and queueing on arrival)	7 (30%)	0 (0%)	16 (70%)	23
Staff attitudes	15 (65%)	2 (9%)	6 (26%)	23
Quality of staff – health professionals	20 (91%)	0 (0%)	2 (9%)	22
Staff attitudes – administrative staff	2 (11%)	2 (11%)	15 (79%)	19
Patient Choice	2 (13%)	0 (0%)	14 (88%)	16

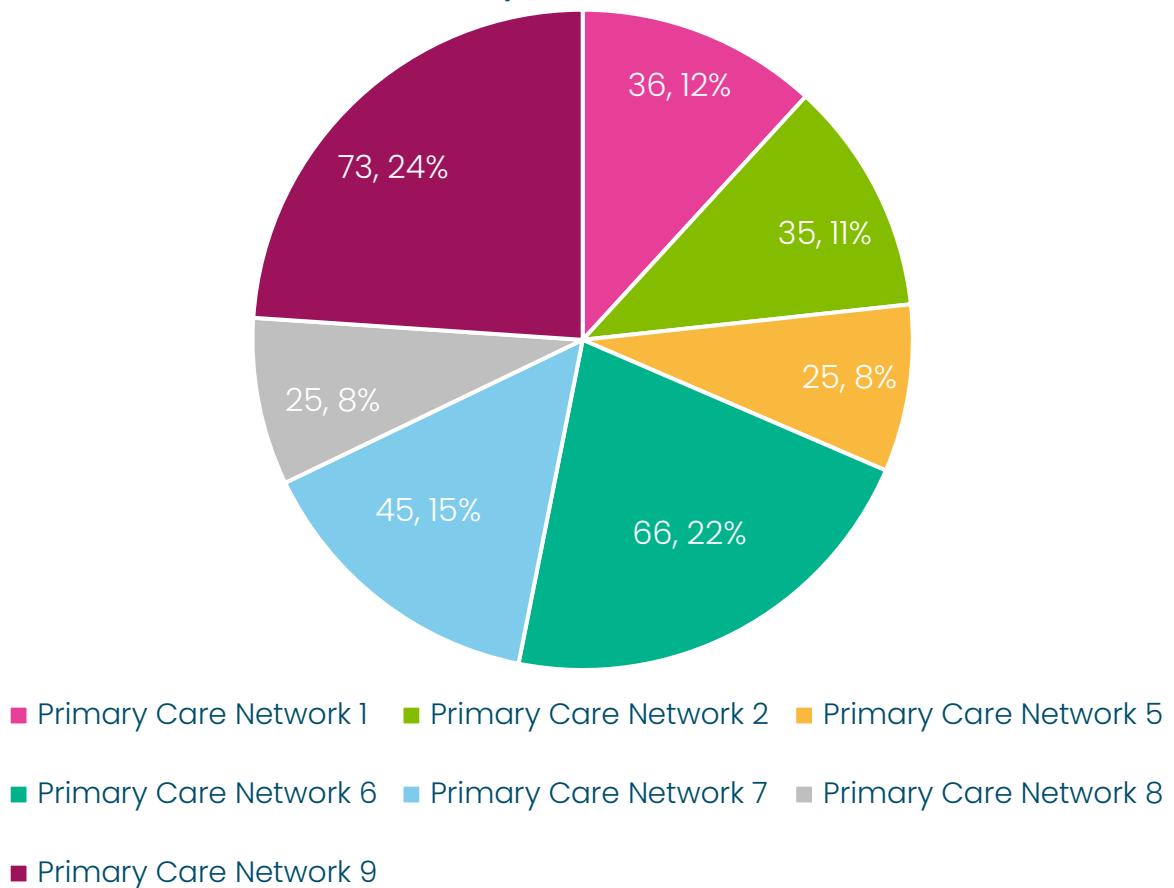
Primary Care Networks

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 PCN's 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 July and September, the services which received the most reviews were PCN 9 and PCN 6. Compared to last quarter, both PCN's received fewer reviews, likely because of an overall lower number of GP reviews received in Q2.

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: 36	2.4	2.1	3.1	3.4	3.8	3.8
PCN 2 No of reviews: 35	2.5	2.6	3.6	3.3	3.7	3.9
PCN 5 No of reviews: 25	3.0	2.5	3.6	3.6	3.8	4.0
PCN 6 No of reviews: 66	2.8	2.5	3.6	3.6	3.9	3.7
PCN 7 No of reviews: 45	2.5	2.6	3.6	3.7	3.7	3.9
PCN 8 No of reviews: 25	2.3	2.3	3.6	3.8	3.5	3.7
PCN 9 No of reviews: 73	2.4	2.3	3.2	3.4	3.7	3.9

PCN Themes

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

Primary Care Network	Overall star rating	Top 3 Positive Issues	Top 3 Negative Issues
PCN 1 No of reviews: 36	3.4	1. Appointment availability 2. Staff attitudes – health professionals 3. Quality of staff – health professionals	1. Getting through on the telephone 2. Booking appointments 3. Staff attitudes – administrative staff
PCN 2 No of reviews: 35	3.6	1. Appointment availability 2. Quality of staff – health professionals 3. Quality of treatment	1. Appointment availability 2. Waiting times (punctuality and queueing on arrival) 3. Booking appointments
PCN 5 No of reviews: 25	4.0	1. Appointment availability 2. Quality of treatment 3. Getting through on the telephone	1. Online consultation (app/form) 2. Patient choice 3. Appointment availability
PCN 6 No of reviews: 66	3.7	1. Online consultation (app/form) 2. Booking appointments - online 3. Quality of staff – health professionals	1. Getting through on the telephone 2. Appointment availability 3. Booking appointments
PCN 7 No of reviews: 45	3.6	1. Appointment availability 2. Booking appointments 3. Staff attitudes – health professional	1. Appointment availability 2. Getting through on the telephone 3. Booking appointments

PCN Themes

Primary Care Network	Overall star rating	Top 3 Positive Issues	Top 3 Negative Issues
PCN 8 No of reviews: 25	3.4	1. Appointment availability 2. Quality of treatment 3. Booking appointments - online	1. Appointment availability 2. Getting through on the telephone 3. Online consultation (app/form)
PCN 9 No of reviews: 73	3.4	1. Quality of treatment 2. Appointment availability 3. Quality of staff – health professionals	1. Appointment availability 2. Getting through on the telephone 3. Online consultation (app/form)

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	Appointment availability		
Staff attitudes	Quality of treatment		
Quality of appointment – telephone consultation	Quality of staff – health professionals		
Convenience/distance to travel	Staff attitudes		
Quality of staff – health professionals	Booking appointments		

Negative issues

Q1	Q2	Q3	Q4
Appointment availability	Appointment availability		
Getting through on the telephone	Getting through on the telephone		
Online consultation (app/form)	Online consultation (app/form)		
Booking appointments – online	Booking appointments		
Waiting times (punctuality and queueing on arrival)	Waiting times (punctuality and queueing on arrival)		

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, women had a slightly better experience on average at their GP surgeries. 63% of women rated their GPs positively compared to 58% of men who shared their feedback.



Age

We received the most feedback from people aged 25-34 and 35-44. In both age groups, similar percentages (58% and 57% respectively) of participants rated their GPs positively.

Almost a quarter of the participants in each age category rated their experience with GPs as neutral, while 35-44 year-olds had the highest percentage (21%) of negative ratings.



Ethnicity

58% of White British residents who shared reviews considered their last experience with a GP to be either 'Good' or 'Very Good'. This was compared to 54% of people from Bangladeshi backgrounds.



Long Term Condition

28% of residents we spoke to who shared their equalities data considered themselves to have a long-term condition (LTC).

A significantly lower proportion of those with an LTC had had a negative experience (8%) compared to those without a LTC (18%).

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 Q2. 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	407 (total of 1789 themes applied)
Positive	68% (of the total no. themes applied)
Negative	31% (of the total no. themes applied)
Neutral	1% (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. Quality of Treatment received the highest percentage of positive feedback while Booking and Waiting List were the themes with the highest percentage of negative feedback.

Top 5 Positive Themes	Total count and % of positive reviews	Top 5 Negative Themes	Total count and % of negative reviews
Staff Attitude	309 (78%)	Booking	94 (65%)
Support	251 (76%)	Waiting List	90 (66%)
Quality	240 (88%)	Staff Attitude	87 (22%)
User Involvement	139 (85%)	Support	80 (24%)
Advice/Information	76 (85%)	Quality	34 (12%)

Experiences of Hospital Services



What people told us about Hospitals

"The service is organised very well – scans and blood tests can be done in the same visit. The staff is also very professional."

"Waiting times can be improved. They also need to communicate more proactively, especially regarding test results. And they need to be clear about my care plan."

"The consultants are very attentive and helpful. All my information comes through on the phone. The staff are great, and appointments fit in with my work schedule."

"I was only informed about my appointment 5 days in advance. The last time I came, I had to wait for 6.5 hours. My GP usually has to chase up for my results."

"The consultant was very helpful. They explained everything and booked a follow up appointment in a timely manner."

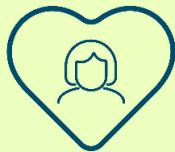
"I needed to wait a long time for each appointment; usually 6-12 months. And they are already more than 30 minutes late today."

"They care about you and look after you. They are respectful, mindful, and understand the situation. They can keep you calm during your treatment."

"I had an MRI done, but they took 4 month for a follow up afterwards, so I had to get a new MRI. They don't reply to my emails and don't answer phone calls."

What has worked well?

Below is a list of the key positive aspects relating to hospitals between July and September 2024.



Staff attitudes

76% of the reviews about staff attitude were positive. Most of these reviews mentioned friendly and polite staff with good communication skills. Staff attitudes have consistently received mostly positive remarks in the past 3 quarters.



Quality of treatment

73% of reviews that mentioned treatment were positive. Many of these comments mentioned health care professionals at hospitals provide adequate time and explanation.



Quality of staff – health professionals

89% of reviews about the quality of health professionals were positive. Staff providing helpful explanations during treatment was frequently mentioned in patient feedback.



Staff professionalism

83% of reviews that mentioned staff professionalism were positive. This positive feedback further highlights the dedication of hospital staff in providing high-quality patient care and how much patients appreciate this.

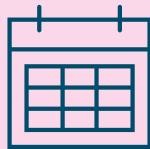
What could be improved?

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



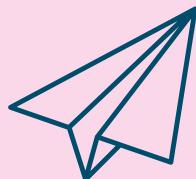
Waiting times (punctuality and queuing up on arrival)

59% of reviews that covered waiting times were negative. Respondents reported waiting anywhere between 2 and 8 hours. Many of these comments were related to the Accident and Emergency departments at hospitals.



Appointment availability

55% of the comments about appointment availability were negative. Many participants reported having to wait for months to get an appointment, with some waiting over a year.



Communication between services

57% of all reviews mentioning communication between services were negative. Many of these comments were related to updates regarding patient care and test results not being shared with their GPs.



Getting through on the telephone

79% of comments about getting through to the service on the telephone were negative. Many participants stated they were not able to get through at all.

Recommendations

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

Waiting times

1. Clear and realistic information and regular updates regarding delays should be provided to help inform patients, particularly in the A&E department.
2. Refreshments such as water dispensers and vending machines should be provided and access to Wi-Fi where possible. This will help patients to be more comfortable during long waiting times.

Communication between services

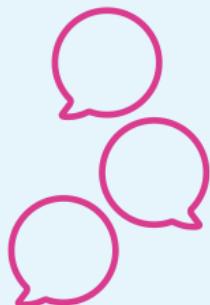
1. Investigate the main causes of issues with communication between hospitals and GPs and implement solutions such as training and improvements in processes to avoid patients and their treatment and care being affected by this.

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. Enhanced promotion of the Patient Knows Best online system, particularly to patients with digital skills and access to help free up telephone lines and enable easier access to the test results and appointment letters.

Hospital Services

No. of Reviews	455 (relating to 13 hospitals)
Positive	65%
Negative	15%
Neutral	20%



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:

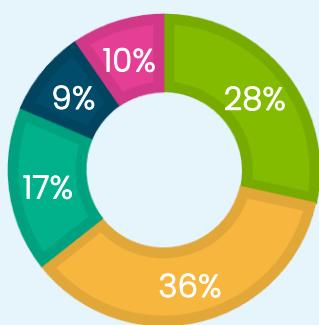
- Q1) How did you find getting a referral/appointment at the hospital?
- Q2) How do you find getting through to someone on the phone?
- Q3) How do you find the waiting times at the hospital?
- Q4) How do you find the attitudes of staff at the service?
- Q5) How do you think the communication is between 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?

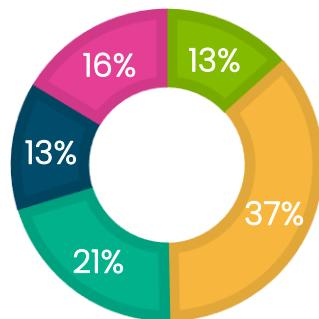
- Very Good
- Good
- Neither good nor bad
- Poor
- Very Poor



	Q1	Q2	Q3	Q4
Very Good	32%	28%		
Good	35%	36%		
Neither good nor bad	16%	17%		
Poor	11%	9%		
Very Poor	6%	10%		

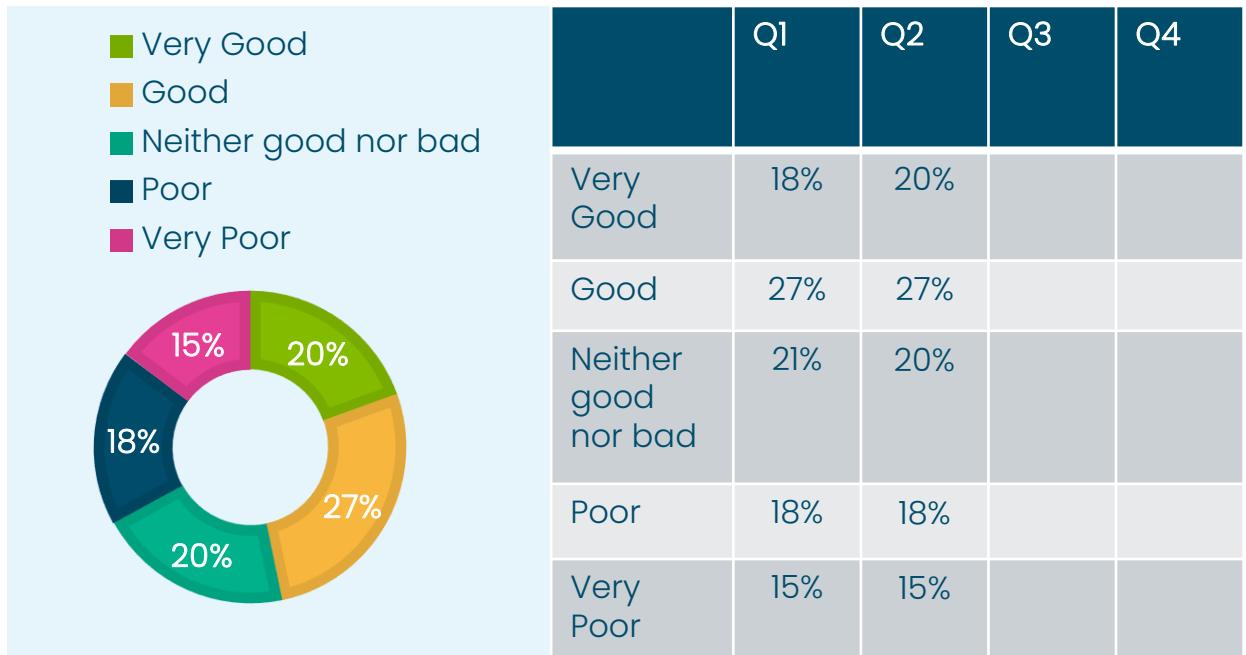
Q2) How do you find getting through to someone on the phone?

- Very Good
- Good
- Neither good nor bad
- Poor
- Very Poor

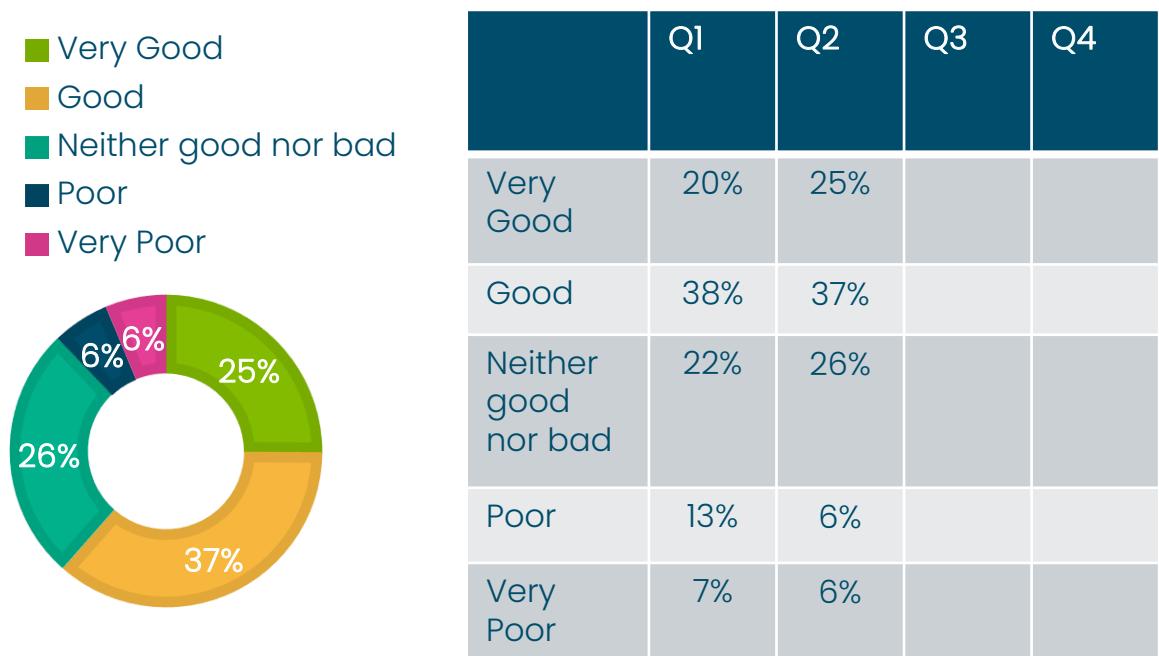


	Q1	Q2	Q3	Q4
Very Good	20%	13%		
Good	27%	37%		
Neither good nor bad	22%	21%		
Poor	17%	13%		
Very Poor	15%	16%		

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

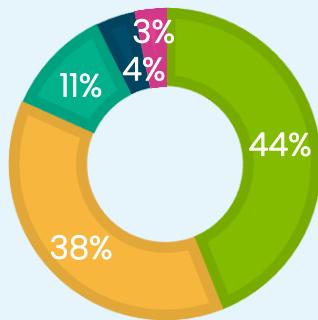


Q4) How do you think the communication is between your hospital and GP practice?



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

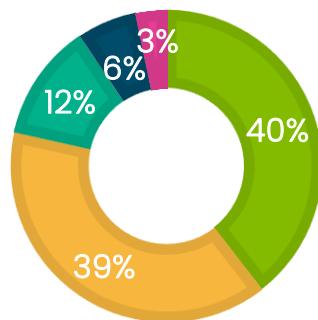
- █ Very Good
- █ Good
- █ Neither good nor bad
- █ Poor
- █ Very Poor



	Q1	Q2	Q3	Q4
Very Good	36%	44%		
Good	43%	38%		
Neither good nor bad	13%	11%		
Poor	5%	4%		
Very Poor	2%	3%		

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

- █ Very Good
- █ Good
- █ Neither good nor bad
- █ Poor
- █ Very Poor



	Q1	Q2	Q3	Q4
Very Good	39%	40%		
Good	40%	39%		
Neither good nor bad	14%	12%		
Poor	3%	6%		
Very Poor	3%	3%		

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 July and September 2024 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.

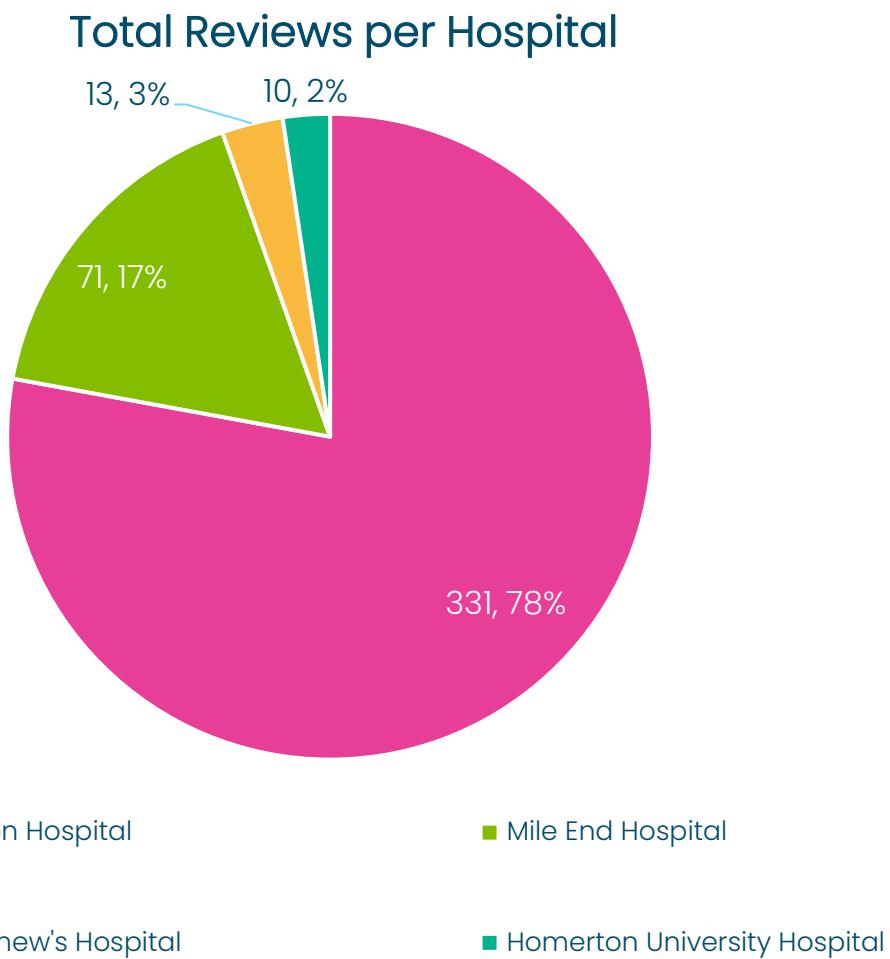
Top 9 themes	Positive	Neutral	Negative	Total
Waiting times (punctuality and queueing on arrival)	88 (40%)	3 (1%)	129 (59%)	220
Appointment availability	32 (43%)	1 (2%)	41 (55%)	74
Staff attitudes	47 (76%)	1 (2%)	14 (22%)	62
Quality of treatment	32 (73%)	3 (7%)	9 (20%)	44
Treatment experience	24 (73%)	1 (3%)	8 (24%)	33
Communication between services	13 (43%)	0 (0%)	17 (57%)	30
Staff professionalism	24 (83%)	0 (0%)	5 (17%)	29
Quality of staff – health professionals	25 (89%)	0 (0%)	3 (11%)	28
Getting through on the telephone	5 (21%)	0 (0%)	19 (79%)	24
Communication with patients (treatment explanation, verbal advice)	13 (76%)	0 (0%)	4 (24%)	17
Effectiveness of treatment	10 (59%)	0 (0%)	7 (41%)	17

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 about the following hospitals (please note we have only included the hospitals that received more than 10 reviews):

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

Between July and September, the services which received the most reviews were Royal London Hospital and Mile End Hospital. These are the most commonly visited hospitals by patients we spoke to across all services.



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 for each hospital that received more than 20 reviews. Please note that each question has been rated out of 5.

(1 – Very Poor 5 –Very Good)

Positive  Neutral  Negative 

Name of Hospital	ACCESS (out of 5)			QUALITY (out of 5)		
	Ease of referral or appointment	Getting through on the phone	Waiting Times	Communication between hospital and GP	Staff attitudes	Quality of treatment
Royal London No of reviews: 331	3.5	3.1	2.9	3.6	4.0	3.9
Mile End No of reviews: 71	4.1	3.7	4.0	4.1	4.4	4.5

We have also identified the top 3 positive and negative themes for each of the above hospitals.

Hospital	Overall Rating (Out of 5)	Top 3 Positive Issues	Top 3 Negative Issues
Royal London Hospital No of reviews: 331	3.5	1. Waiting times (punctuality and queueing on arrival) 2. Staff attitudes 3. Quality of treatment	1. Waiting times (punctuality and queueing on arrival) 2. Appointment availability 3. Getting through on the telephone
Mile End Hospital No of reviews: 71	4.2	1. Waiting times (punctuality and queueing on arrival) 2. Appointment availability 3. Staff attitudes	1. Waiting times (punctuality and queueing on arrival) 2. Appointment availability 3. Getting through on the telephone

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	Waiting times (punctuality and queueing on arrival)		
Quality of staff – health professionals	Staff attitudes		
Quality of treatment	Appointment availability		
Professionalism	Quality of treatment		
Cleanliness, hygiene and infection control	Quality of staff – health professionals		

Negative issues

Q1	Q2	Q3	Q4
Waiting Times (punctuality and queuing on arrival)	Waiting times (punctuality and queueing on arrival)		
Appointment availability	Appointment availability		
Communication between services	Getting through on the telephone		
Getting through on the telephone	Communication between services		
Experience of treatment	Staff attitudes		

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

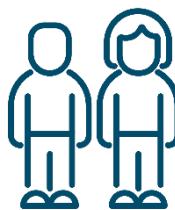
During the last three months, men and women had similar experiences at hospitals, with 66% of men and 67% of women rating their hospital experiences positively. However, men were slightly more likely to rate their experience negatively (17% compared to 14% of women)



Age

We received the most feedback from people aged 25-34 and 35-44. 25-34-year-olds were the most likely to have had a negative experience, with 26% sharing negative ratings, compared to 18% for the 35-44 age group.

65-74-year-olds had the highest proportion of positive reviews (81%).



Ethnicity

We receive the most feedback from people from White British and Bangladeshi backgrounds. 73% of the White British participants rated their hospital experiences positively, compared to 63% of Bangladeshi respondents. This is similar to findings from the last quarter.



Disability and Long-Term Conditions

Patients with disabilities were as likely to have a positive hospital experience as respondents without disabilities (67 and 68% respectively). The same could be said for patients with and without long-term conditions.

However, participants with disabilities were slightly more likely to have a negative experience (19%) than patients without disabilities (13%).

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 Q1. 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	60 (total of 297 themes applied)
Positive	52% (of the total no. themes applied)
Negative	46% (of the total no. themes applied)
Neutral	2% (of the total no. themes applied)

The feedback collected through the CIS slightly differs from the feedback collected through our face-to-face Patient Experience Programme. Patients mostly commented positively on Quality and Staff Attitudes while Timing received the highest percentage of negative feedback.

Top 5 Positive Themes	Total count and % of positive reviews	Top 5 Negative Themes	Total count and % of negative reviews
Quality	40 (73%)	Staff Attitude	18 (33%)
Staff Attitude	37 (67%)	Support	18 (36%)
Support	32 (64%)	Timing	16 (94%)
User Involvement	21 (66%)	Quality	15 (27%)
Advice/Information	5 (42%)	User Involvement	11 (34%)

Appendix



No of reviews for each service type

Service Type	Positive	Neutral	Negative	Total
Hospital	296 (65%)	89 (20%)	70 (15%)	455
GP	184 (60%)	74 (15%)	47 (24%)	305
Pharmacy	179 (84%)	14 (7%)	20 (9%)	213
NHS 111	44 (64%)	13 (19%)	12 (17%)	69
Dentist	51 (81%)	9 (14%)	3 (5%)	63
Ambulance	38 (78%)	7 (14%)	4 (8%)	50
Community Health	13 (62%)	0 (0%)	8 (38%)	21
Optician	14 (93%)	1 (7%)	0 (0%)	15
Mental Health	2 (50%)	0 (0%)	2 (50%)	4
Social Care	1 (100%)	0 (0%)	0 (0%)	1
Children's Health	1 (100%)	0 (0%)	0 (0%)	1
Other	0 (0%)	0 (0%)	1 (100%)	1
Overall Total	823 (69%)	207 (17%)	167 (14%)	1198

Demographics

Ethnicity	Percentage %	No of Reviews
British / English / Northern Irish / Scottish / Welsh	23%	279
Irish	2%	22
Gypsy or Irish Traveller	0%	0
Roma	0%	4
Any other White background	5%	65
Bangladeshi	32%	385
Chinese	1%	8
Indian	3%	36
Pakistani	1%	11
Any other Asian background/Asian British Background	2%	18
African	3%	35
Caribbean	3%	34
Any other Black / Black British background	0%	5
Asian and White	0%	4
Black African and White	0%	0
Black Caribbean and White	1%	8
Any other Mixed / Multiple ethnic groups background	0%	5
Arab	0%	2
Any other ethnic group	2%	29
Not provided	21%	248
Total	100%	1198

Gender	Percentage %	No of Reviews
Man(including trans man)	28%	331
Woman (including trans woman)	53%	637
Non- binary	0%	0
Other	0%	3
Prefer not to say	0%	0
Not provided	19%	227
Total	100%	1198

Age	Percentage %	No of Reviews
Under 18	1%	14
18-24	7%	89
25-34	16%	197
35-44	22%	261
45-54	10%	117
55-64	10%	124
65-74	8%	99
75-84	4%	52
85+	0%	2
Prefer not to say	1%	13
Not provided	19%	230
Total	100%	1198

Disability	Percentage %	No of Reviews
Yes	17%	208
No	61%	726
Prefer not to say	2%	23
Not known	0%	5
Not provided	20%	236
Total	100%	1198

Demographics

Long-term condition	Percentage %	No of Reviews	Religion	Percentage %	No of Reviews
Yes	32%	386	Buddhist	0	0
No	47%	567	Christian	21%	254
Prefer not to say	0%	3	Hindu	2%	23
Not known	0%	4	Jewish	1%	7
Not provided	20%	238	Muslim	37%	447
Total	100%	1198	Sikh	1%	14
			Spiritualism	1%	6
			Other religion	1%	8
			No religion	14%	172
			Prefer not to say	2%	21
			Not provided	21%	246
			Total	100%	1198
Sexual Orientation	Percentage %	No of Reviews	Pregnancy	Percentage %	No of Reviews
Asexual	0%	0	Currently pregnant	5%	58
Bisexual	1%	7	Currently breastfeeding	2%	28
Gay Man	2%	20	Given birth in the last 26 weeks	1%	11
Heterosexual/ Straight	71%	848	Prefer not to say	0%	0
Lesbian / Gay woman	0%	5	Not pregnant	23%	275
Pansexual	0%	4	Not relevant	41%	486
Prefer not to say	2%	23	Not provided	29%	340
Not provided	24%	291	Total	100%	1198
Total	100%	1198			

Demographics

	Percentage %	No of Reviews	Unpaid Carer	Percentage %	No of Reviews
Bethnal Green ward	11%	134	Yes	14%	168
Blackwall and Cubitt Town ward	0%	0	No	62%	743
Bow East ward	9%	112	Prefer not to say	0%	3
Bow West ward	3%	33	Not provided	24%	284
Bromley North ward	0%	1	Total	100%	1198
Bromley South ward	0%	0			
Canary Wharf ward	3%	40			
Island Gardens ward	0%	2			
Lansbury ward	1%	17	Employment status	Percentage %	No of Reviews
Limehouse ward	9%	103	In unpaid voluntary work only	0%	5
Mile End ward	4%	43	Not in employment & Unable to work	9%	110
Poplar ward	4%	50	Not in Employment/not actively seeking work - retired	19%	233
Shadwell ward	4%	47	Not in Employment (seeking work)	4%	47
Spitalfields and Banglatown ward	1%	7	Not in Employment (Student)	2%	21
St Dunstan's ward	0%	1	Paid: 16 or more hours/week	34%	404
St Katharine's and Wapping ward	1%	9	Paid: Less than 16 hours/week	6%	76
St Peter's ward	0%	0	On maternity leave	2%	25
Stepney Green ward	7%	88	Prefer not to say	1%	10
Weavers ward	0%	5	Not provided	22%	267
Whitechapel ward	4%	52	Total	100%	1198
Out of the Borough	17%	199			
Not provided	21%	255			
Total	100%	1198			

healthwatch

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