

# Patient Feedback Quarterly Report

## Q3 October 2025 to December 2025



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# Introduction

## Who we are

Healthwatch Kensington and Chelsea and Healthwatch Westminster are your local health and social care champions. We exist to ensure that the public are heard in the design, provision and delivery of health and social care services across the Bi borough. We do this by listening to the local community at drop-in sessions in health and public settings, and we take a closer look at specific local issues through focussed research projects.

We use this insight to inform commissioners and providers of health and social care about the views of people using their services, to support changes to improve access, quality and safety of services.

We also deliver an information, advice and guidance service, where we provide advice on a range of health and social care topics such as patient's rights, making a complaint, and how to access services.

## Patient Experience Programme

Our Patient Experience Programme is one of our engagement programmes delivered by our officers and trained volunteers and is currently implemented in hospitals across Kensington and Chelsea and Westminster.

We provide anonymous feedback about people's experience of using health services to NHS bodies to help improve future service provision. We update local people who have shared their thoughts and concerns as part of this programme through our new patient experience feedback report.

# Layout of the report

## Report structure

The report is broken down into the following sections:

- Methodology
- What people told us about secondary care services
- What has worked well summary
- What could be improved summary
- Data snapshot
- Secondary care full data and analysis
- Equalities snapshot
- Appendix: survey questions and demographics full data set

The [methodology](#) section describes how the feedback was collected and then analysed.

The [Secondary Care Feedback](#) section gives a snapshot of how people responded to the questions in the survey at the hospitals we visited and then includes a thematic analysis which highlights any key themes that are present in the feedback.

A patient experience visit was also carried out at [Dr Hickey Surgery](#), for which the results are included.

# Methodology

Our patient experience programme is delivered by Healthwatch officers and trained volunteers in secondary care health settings. The team attended monthly feedback sessions at the following locations:

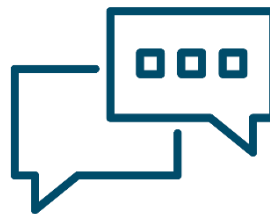
- Chelsea and Westminster Hospital
- St Mary's Hospital

A patient experience visit was also carried out at Dr Hickey Surgery in Westminster.

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Carrying out engagement at **local healthcare services** and providing advice & signposting resources.



Gathering insights about people's experiences through a **Patient Experience survey**.



**Training volunteers** to support engagement and enable us to capture the views of a wide range of patients.



**Findings** to be shared with health services to drive improvements to health care access.

# What people told us about Dr Hickey's Surgery

All respondents rated the 'practice as 'very good' overall.

One respondent noted that while the NHS has wider challenges, "this practice is doing well."

The practice provides "correct treatment."

Patients felt appointment timing was as expected, with some noting that urgent issues were prioritised appropriately.

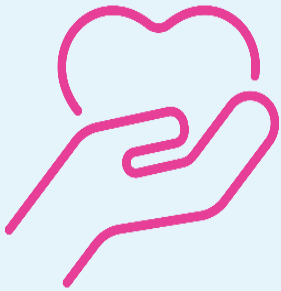
Doctors "explain everything here."

One respondent noted that while the NHS has wider challenges, "this practice is doing well."

# What has worked well?

Between October 2025 and December 2025, people have shared with us these key positive aspects of using their primary care service (The Doctor Hickey Surgery in Westminster).

## Easy access to appointments

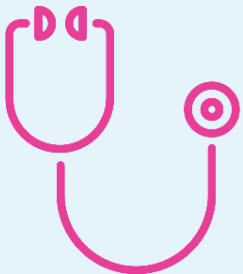


100% of patients reported that it is very easy to access the practice.

Flexible booking options, including walk-in and telephone appointments, make it convenient.

Most patients were able to get an appointment within one week, with urgent cases often seen the same day.

## High-quality, patient-centred care



100% of patients said their overall experience met their expectations or better. Patients commented that they received the correct treatment and that doctors explained things clearly. Urgent concerns were taken seriously and managed promptly.

## Friendly and supportive Practice team



100% of patients would recommend or continue using the practice. Patients described staff as helpful, approachable and supportive. Positive feedback included the practice's health promotion work, such as the nurse attending Westminster Safe Space.

# Areas for improvement and Recommendations

Below are key areas of improvement for The Doctor Hickey GP practice on Westminster, based on our findings between October and December 2025.

## Increase same-day appointment availability

75% of respondents waited up to one week for an appointment, while 25% reported receiving a same-day appointment or being seen within 48 hours. Although patients understood that same-day appointments are not always possible, increasing availability where feasible would further improve access.

## Improve awareness of booking options

Around 50% (4/8) specifically mentioned different ways of booking (walk-in, telephone or a combination), while the remaining responses did not comment on booking methods. Promoting all available appointment routes may help patients choose the quickest and most appropriate option.

# Data Snapshot

A total of **8** survey responses were collected in Q3 and Q4. surveys were positive overall, **0** included neutral or mixed sentiment, **0** shared negative feedback and **0** did not state a sentiment.

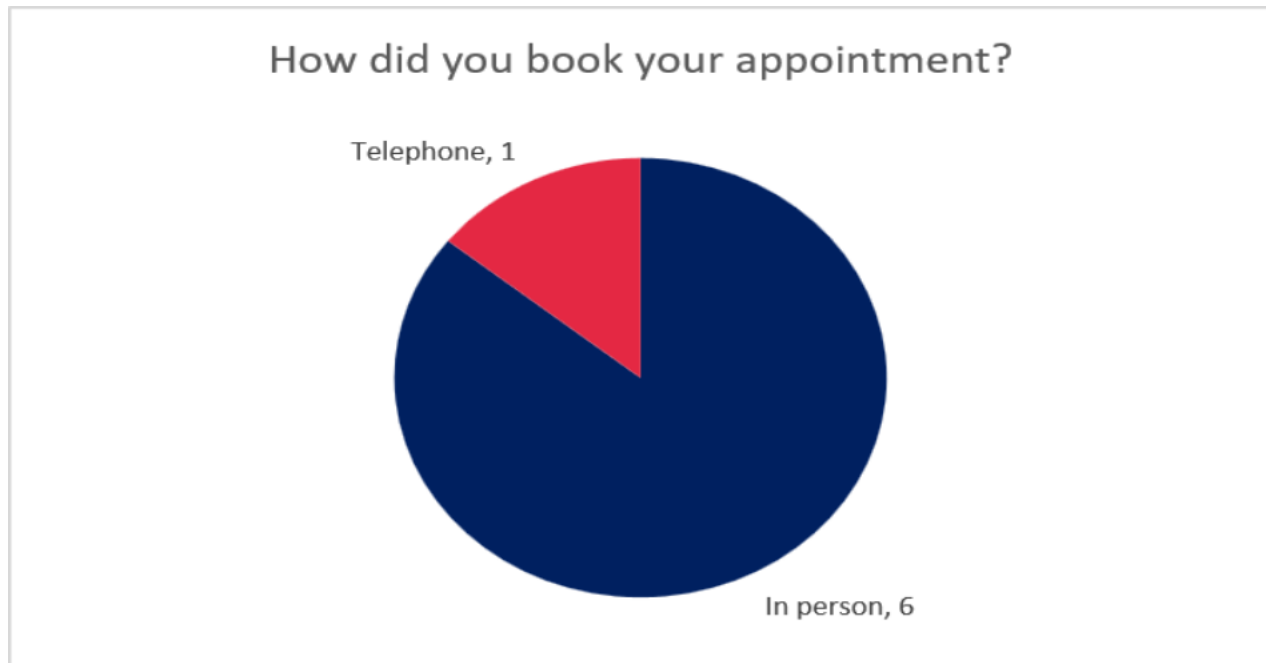
|                            |   |
|----------------------------|---|
| Number of reviews analysed | 0 |
| Positive                   | 8 |
| Neutral                    | 0 |
| Negative                   | 0 |
| Not stated                 | 0 |

## Questions that we asked

- 1) How did you book your appointment?
- 2) How easy was it to get an appointment?
- 3) If you called your GP practice, how easy was it to speak to someone on the phone?
- 4) How long did you have to wait for an appointment?
- 5) Was this longer or shorter than you expected?
- 6) Were staff kind and respectful?
- 7) Were you given clear information about what will happen next?

\*The full survey can be found in Appendix A.

# The primary care analysis



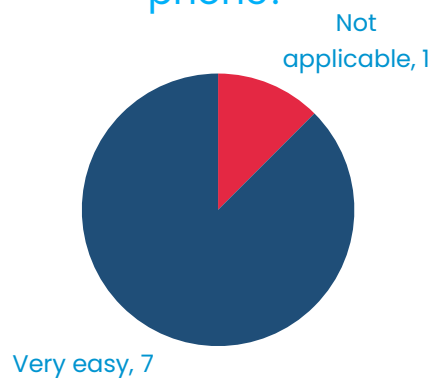
A total of 7 respondents answered this question. The majority of patients (85.7%, n=6) reported booking their appointment in person, while 14.3% (n=1) booked via telephone. This suggests that patients predominantly prefer face-to-face access to arrange appointments, although telephone booking continues to be used by a smaller proportion of patients. Maintaining multiple booking options will help ensure the practice remains accessible to patients with different preferences and needs.

### How easy was it to get an appointment?



A total of **7 respondents** answered this question. The majority (**85.7%, n=6**) reported that it was **very easy** to get an appointment, while **14.3% (n=1)** said it was **easy**. No respondents reported difficulties accessing appointments. These findings indicate that patients are highly satisfied with the accessibility of appointments and suggest that the practice is providing timely and convenient access to primary care services.

### If you called your GP practice, how easy was it to speak to someone on the phone?

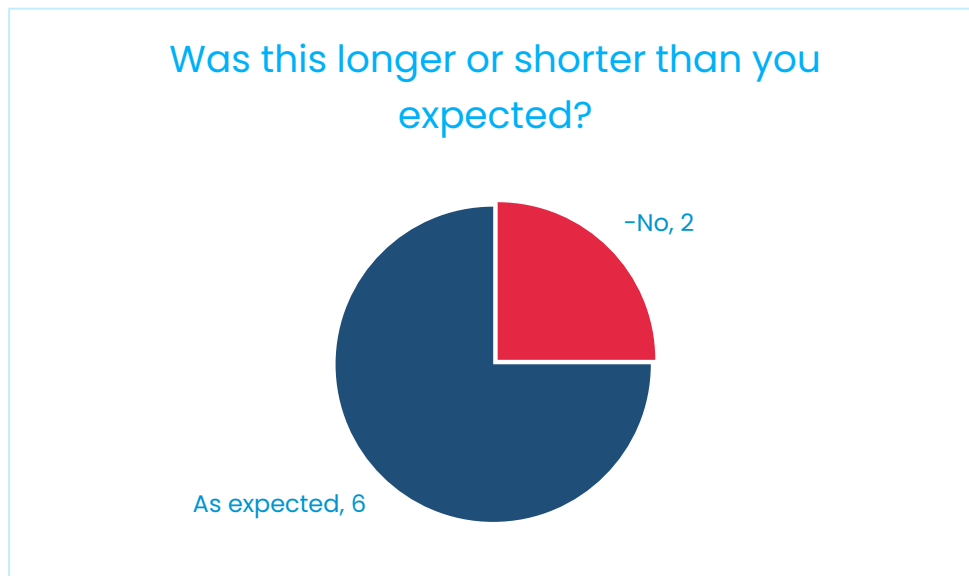


A total of 8 respondents answered this question. Of these, 87.5% (n=7) reported that it was very easy to speak to someone on the telephone when contacting the

practice. One respondent (12.5%, n=1) selected 'Not applicable', indicating they had not needed to contact the practice by phone. No respondents reported any difficulty speaking to a member of the practice team. These findings suggest that the practice provides excellent telephone access for patients who need to make contact.

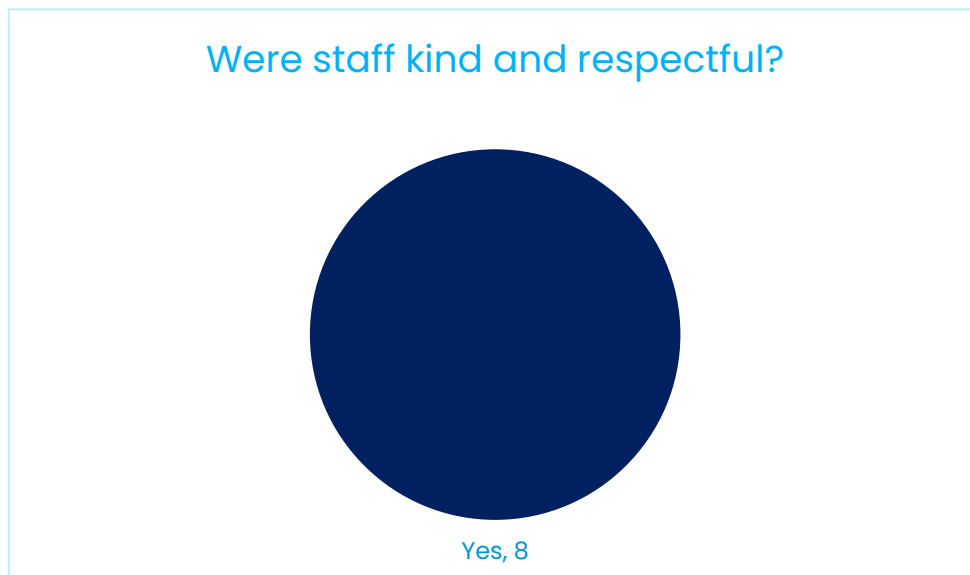


The chart shows that the vast majority of respondents received their appointment within a week. Out of seven responses, six participants (86%) reported waiting under one week for an appointment, while only one participant (14%) was able to secure an appointment on the same day.



The chart indicates that most respondents felt the waiting time for their appointment met their expectations. Of the eight responses received, six respondents (75%) stated that the waiting time was **as expected**, while two respondents (25%) felt that it was **not** what they expected.

These findings suggest that the appointment booking process generally aligns with patient expectations, with three-quarters of respondents reporting that the waiting period matched what they anticipated.



The chart shows that all respondents had a positive experience regarding how they were treated by staff. All eight respondents (100%) answered "Yes" when asked whether staff were kind and respectful, with no negative responses recorded.

# What people told us about Secondary care services

"I wish to be able to be treated for breast cancer like Princess of Wales but it is going to be difficult".

"Thanks to the staff and doctors, my experience has been good".

"Poor communication post operation. After care/discharge needs to be improved. It's really poor, awful".

"Metal chairs – people who have arthritis and other health conditions struggle with it. Other hospitals have padded chairs"

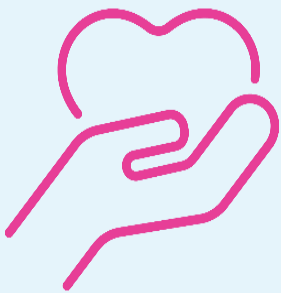
"Throughout outpatients, lots of signposting about staff flu but rarely any information about patient flu is very important".

"We don't know what happens after we give feedback. It would be nice to know what you implemented based on our feedback."

# What has worked well?

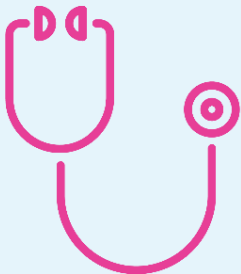
Between October 2025 and December 2025, people have shared with us these key positive aspects of using secondary care services across Kensington and Chelsea and Westminster.

## Compassionate and Respectful Staff



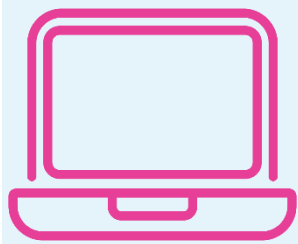
Feedback relating to staff was overwhelmingly positive, with 98.3% of respondents reporting that staff were kind and respectful. Respondents frequently described staff as helpful, caring, patient, and professional, with particular praise for nurses and clinical teams. Many patients felt listened to and supported throughout their care, highlighting staff behaviour as a key strength of the overall patient experience.

## Effective Communication Before Appointments



Patients reported high levels of satisfaction with communication before their appointments. Respondents valued the timely reminders received through text messages, emails, letters, and the NHS App, which helped them feel informed and prepared. Many comments described communication as good or very good, demonstrating that appointment reminder systems and pre-appointment information are working well for most patients.

## Positive Access and Navigation Experience



Most respondents found it easy to access services and navigate the hospital, with 84.5% reporting that it was easy or very easy to get to where they needed to go. Familiarity with the hospital, convenient transport links, and clear directions contributed to positive experiences. Many respondents reported that they were able to find their destination without difficulty, indicating that access and wayfinding arrangements are effective for the

majority of visitors

# Areas for improvement and Recommendations

Below are key areas of improvement for secondary care services in Kensington and Chelsea and Westminster between October 2025 and December 2025.

## Improve Communication Around Follow-Up Care and Next Steps

While most respondents (81.7%) felt they were given clear information about what would happen next, some comments highlighted inconsistencies in communication. Patients reported receiving limited discharge information following procedures, uncertainty about follow-up appointments, delayed communication of test results, and promised callbacks that did not occur. Strengthening discharge processes, ensuring clear written and verbal information is provided, and improving follow-up communication would help create a more consistent experience for patients and carers.

## Reduce Waiting Times and Improve Patient Flow

Although the majority of respondents rated waiting times as acceptable or better than expected, almost one in four described waits as long or very long. Feedback suggested that waiting times can vary significantly across departments, particularly in A&E and specialist clinics. Some respondents also felt that information already provided through NHS 111 was duplicated when they arrived at hospital. Focusing on reducing delays, improving patient flow, and minimising repeated assessments could enhance patient experience and increase confidence in services.

## **Enhance Accessibility and Support for Vulnerable Patients**

Comments identified opportunities to improve support for patients with mobility needs and learning disabilities. Respondents reported delays in accessing wheelchair assistance and concerns that some staff may not have sufficient training to fully support people with learning disabilities. Improving accessibility, increasing awareness of reasonable adjustments, and providing additional staff training on learning disability care would help ensure that all patients receive equitable, personalised support throughout their hospital journey

# Data Snapshot

A total of **60** survey responses were collected in Q3. **49** surveys were positive overall, **7** included neutral or mixed sentiment, **4** shared negative feedback and **29** did not state a sentiment.

|                            |    |
|----------------------------|----|
| Number of reviews analysed | 60 |
| Positive                   | 49 |
| Neutral                    | 7  |
| Negative                   | 4  |
| Not stated                 | 23 |

Questions that we asked

8) How easy was it to get a referral or appointment at the hospital?

9) Were your preferences taken into account about what hospital you wanted to be referred to?

10) How good was the communication from the hospital before your appointment?

11) How did you find getting where you wanted to go?

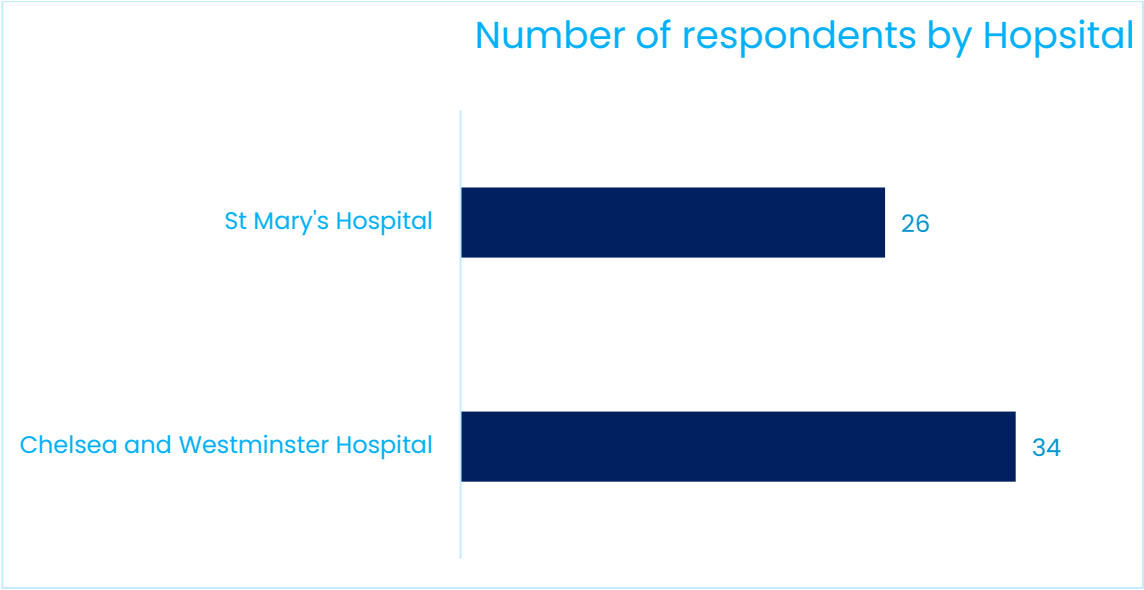
12) How were the waiting times at the hospital?

13) Were staff kind and helpful?

14) Were you given clear information about what will happen next?

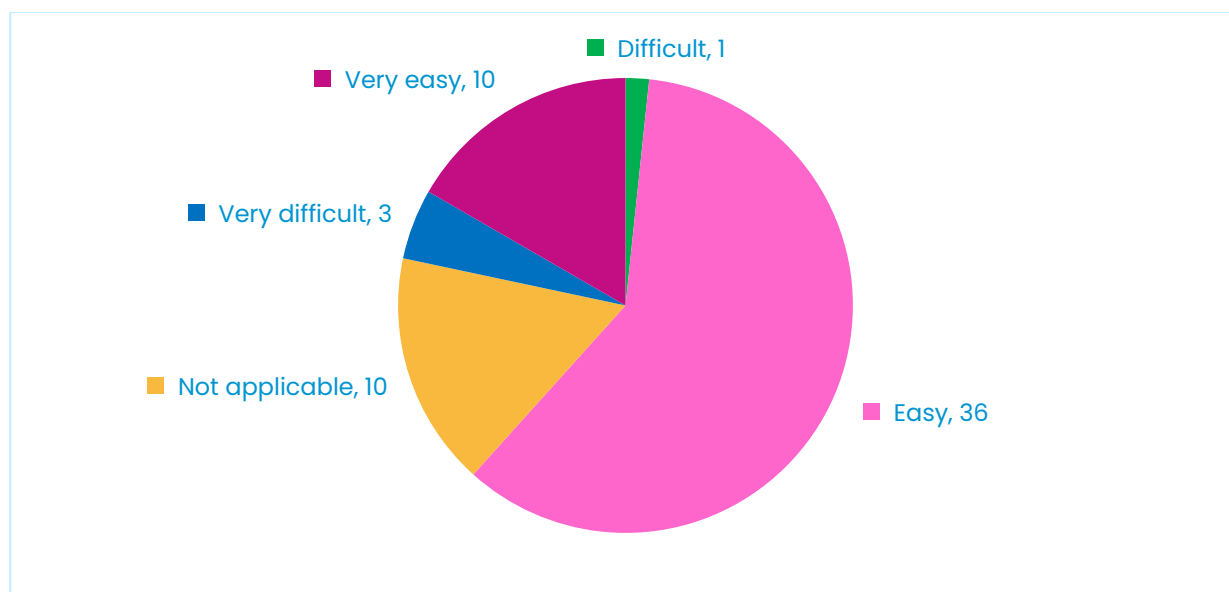
\*The full survey can be found in Appendix A.

# Survey responses



The respondents who participated in the Patient Experience Programme survey in Q3 were from St Mary’s and Chelsea and Westminster Hospital.

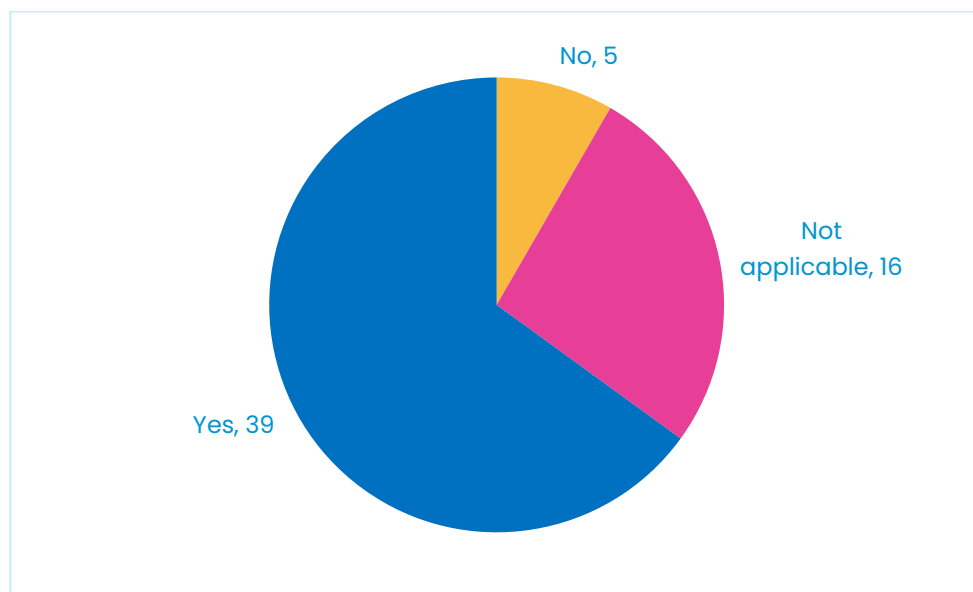
## Q1 How easy was it to get a referral/appointment at the hospital?



This question helps us to understand how accessible health and care services are. From the respondents, 76.7% reported that obtaining a referral or hospital appointment was easy or very easy, while only 6.7% experienced difficulty. A further 16.7% indicated that the question was not applicable to their circumstances.

Although majority of the respondents found the process to obtain an appointment easy. One person shared that they have experienced last minute cancellation because of lack of beds. Other respondents mentioned that the process could be made easier if doctors and GPs did not delay a referral into the hospital when patients needed it.

## Q2 Were your preferences taken into account about what hospital you wanted to be referred to?



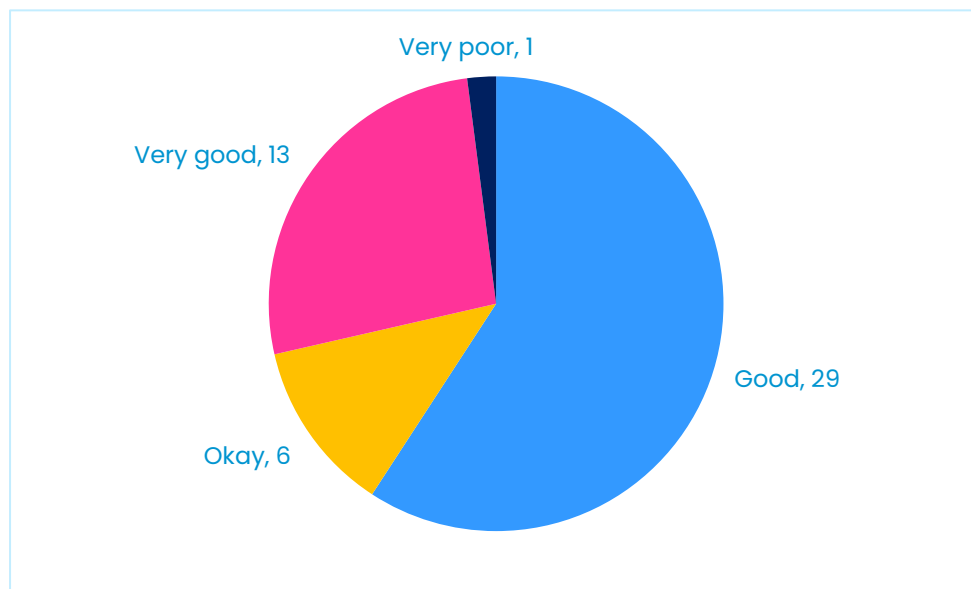
This question is about quality and helps us to understand whether care is person centred and whether a person's right to choose where they access care is upheld. 65.0% reported that their preferences regarding the hospital to which they were referred were taken into account. A further 26.7% indicated that the question was not applicable, while 8.3% stated that their preferences were not considered.

Reasons given for the question not being applicable included A&E attendance, the procedure or service they needed was not available elsewhere.

Among those that said their preferences were taken into account, the top theme in comments was how easy and convenient it was to access the hospital, particularly due to its proximity to their home or the service.

The second most common theme within responses was that choice may be constrained because specialist care is delivered at limited locations.

### Q3 How good was the communication from the hospital before your appointment?



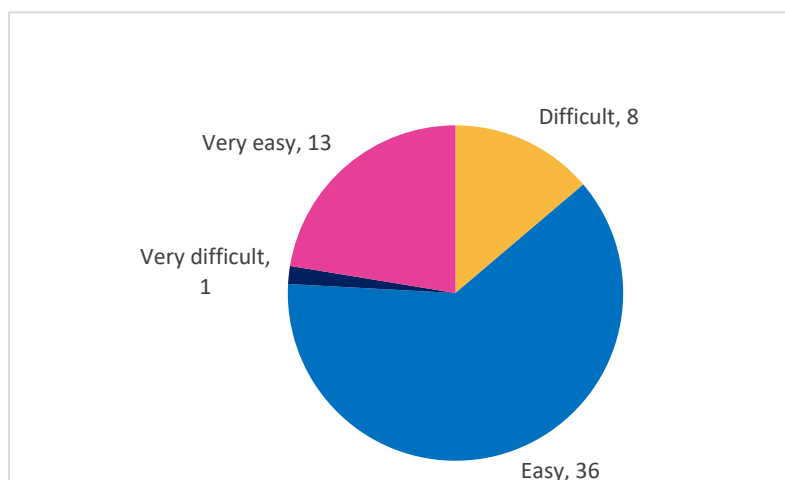
This question relates to the quality of services and asks about communication. Hospital communication before appointments was rated very positively by most respondents. 45.6% (31 respondents) rated the communication as Very good, while 35.3% (24 respondents) rated it as Good. Together, this means that 80.9% of respondents felt the communication from the hospital was good or very good.

A smaller proportion, 16.2% (11 respondents), described the communication as Okay, and only 2.9% (2 respondents) selected Not applicable.

The comments suggest that communication before appointments was generally viewed very positively. Most respondents praised the **timely reminders** received through **text messages, the NHS App, emails, and letters**, which helped keep them informed about their appointments. Several comments specifically highlighted the reliability of reminder systems and the speed with which appointments were arranged.

A small number of issues were identified, including one report of a **cancelled appointment not being communicated before arrival**, indicating an isolated communication failure. One respondent also commented that the survey questions were unclear rather than commenting on the communication itself.

## Q4 How did you find getting where you wanted to go?



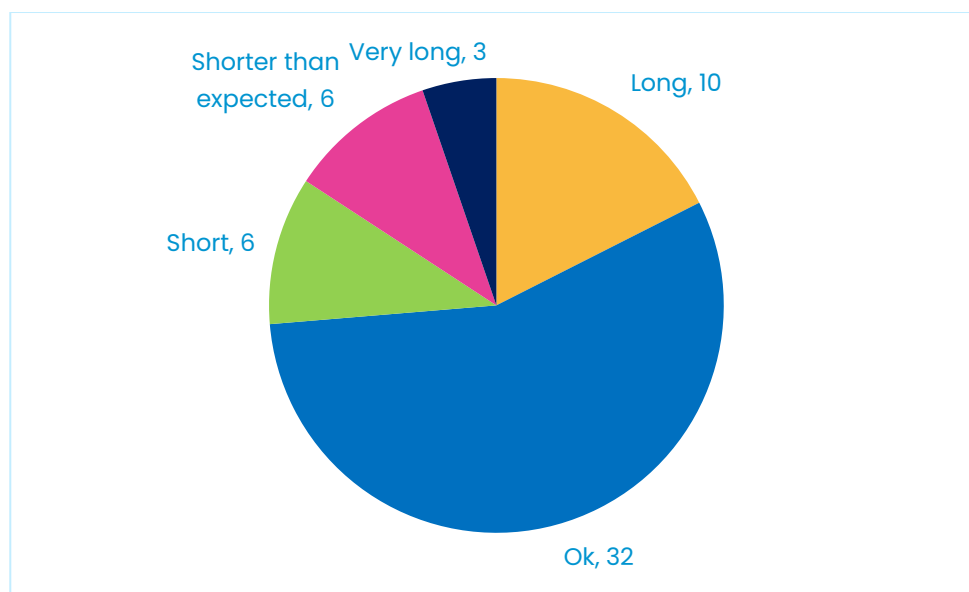
This question is about service accessibility. Overall, respondents reported a positive experience in getting to where they wanted to go. Of the **58 responses** received, **62.1% (36 respondents)** found it **Easy** and **22.4% (13 respondents)** found it **Very easy**, meaning that **84.5%** had a positive experience.

Some of the respondents experienced difficulties, with **13.8% (8 respondents)** finding it **Difficult** and **1.7% (1 respondent)** finding it **Very difficult**.

The comments suggest that most respondents found it easy to reach the hospital, largely due to **familiarity with the site**, its **local location**, and **good transport links**. Several respondents noted that they had visited or worked at the hospital previously, making navigation straightforward. One respondent highlighted the convenience of the hospital being only a five-minute walk from the station.

Where difficulties were reported, these were mainly related to **external factors** such as **roadworks, road closures, and construction**, rather than issues with the hospital itself. Some respondents also identified **mobility challenges**, including the need for wheelchair support and delays in accessing assistance.

## Q5 How were the waiting times at the hospital?



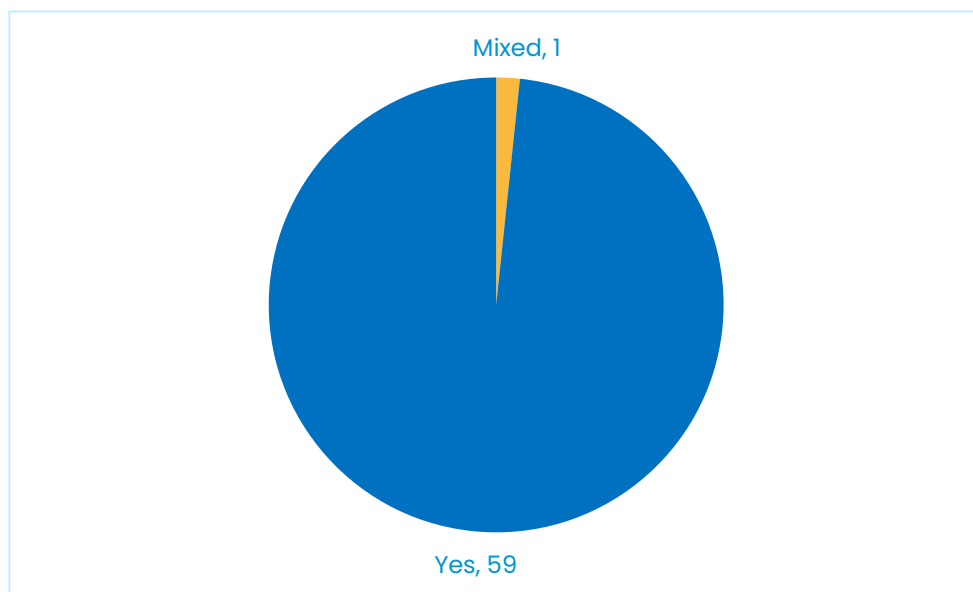
This question is about the accessibility of the service and asks how long the person had to wait for their appointment. Most respondents were satisfied with the waiting times at the hospital. Over half (56.1%) described the waiting time as 'Ok', while a further 21.0% felt that waits were short or shorter than expected. However, just under a quarter (22.8%) reported that waiting times were long or very long. These findings suggest that although waiting times are satisfactory for most patients, there remains scope to improve the experience for those who continue to encounter longer delays.

The comments indicate that experiences of waiting times were **mixed**, with many respondents acknowledging that waits can vary depending on the service, time of day, and demand. Several respondents felt waiting times were reasonable, describing them as "not bad" or noting that they were seen quickly and taken straight into consultation.

A recurring theme was recognition that the hospital is often **very busy**, with respondents generally appreciating staff efforts despite pressures on the service. Some respondents reported longer waits, including waits of up to **three hours** and delays in specialist clinics such as general surgery and gynaecology.

Feedback relating to **A&E and urgent care** was more varied. While some respondents were satisfied with the speed of assessment, others felt processes could be streamlined, particularly where patients had already provided information through NHS 111 and were required to repeat details on arrival.

## Q6 Were staff kind and helpful?



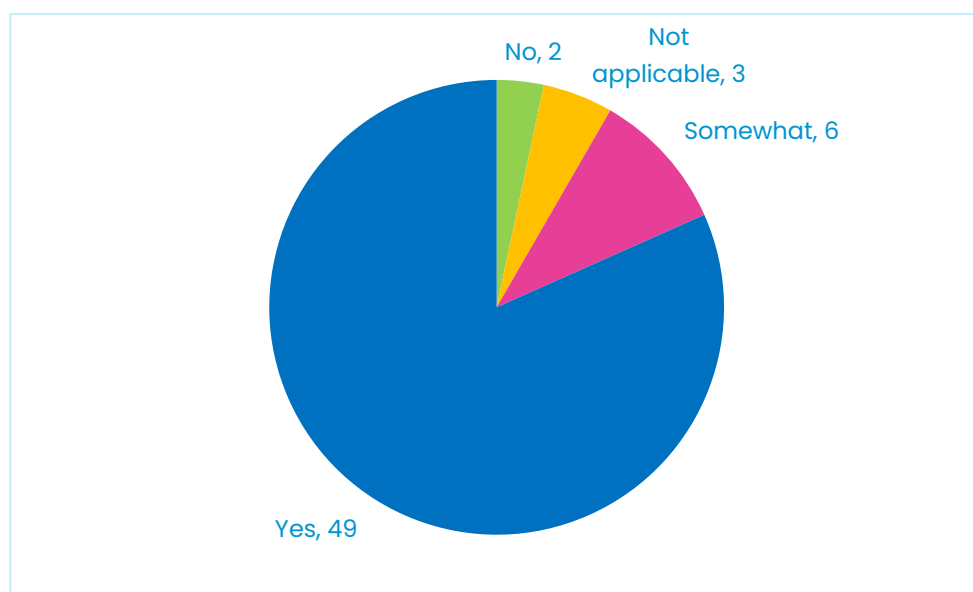
This question relates to the quality of the service and asks respondents to share whether they thought staff were kind and helpful. Feedback regarding staff kindness and respect was overwhelmingly positive. Almost all respondents (98.3%) reported that staff were kind and respectful, with only one respondent (1.7%) providing a mixed response.

The comments strongly reinforce the quantitative findings, with respondents consistently describing staff as **kind, respectful, helpful, and caring**. Many patients expressed appreciation for staff attitudes, highlighting positive interactions and the compassion shown during their care. Particular praise was given to nurses for their patience and support, especially when caring for children.

Several comments reflected exceptional experiences, with respondents describing staff as "amazing" and recalling the concern and attentiveness shown during serious health situations.

One area for improvement related to the care of patients with **learning disabilities**. While the respondent viewed the hospital positively overall, they felt that some staff lacked sufficient training and experience to fully meet the needs of individuals requiring additional learning disability support.

## Q7 Were you given clear information about what will happen next?



This question relates to both service accessibility and quality. Most respondents felt they were given clear information about what would happen next in their care. Over four-fifths (81.7%) answered 'Yes', while a further 10.0% felt they were only somewhat informed. A small minority (3.3%) reported that they were not given clear information, and 5.0% indicated that the question was not applicable.

The comments show that experiences of communication about next steps were **mixed**. Several respondents reported being kept well informed about their care, treatment plans, and follow-up actions. Positive feedback highlighted staff explaining required care, involving patients in decision-making, and providing clear instructions about what to do if symptoms did not improve.

However, a number of respondents identified gaps in communication. Concerns included a lack of discharge information following surgery, uncertainty about follow-up arrangements, and delays in receiving test results or updates about health conditions. Some respondents also reported difficulties accessing senior staff, obtaining detailed explanations, or receiving promised follow-up contact.

# Equalities snapshot

We also asked respondents to share information about themselves on a voluntary basis. This information includes protected characteristics such as gender, age and ethnicity (and others), and allows us to understand whether there are differences of experiences for people with different personal characteristics.

This section includes information from people who shared demographic information. A full breakdown of the demographic data collected can be viewed in the Appendix B.

## Gender

Of the respondents, 46 (55.4%) were female, 29 (34.9%) were male and 8 (9.6%) preferred not to share their gender.

## Age

The survey received responses from a broad range of age groups, with the largest proportion of respondents aged **50 to 64 years (27.7%)**. This was followed by those aged **65 to 79 years (19.3%)** and **25 to 49 years (18.1%)**. A notable proportion of respondents (**16.9%**) preferred not to disclose their age.

Older adults aged 65 years and over accounted for 27.7% of respondents, while children and young people aged **0 to 24 years** represented **9.6%** of responses.

## Ethnicity

The survey attracted responses from a diverse range of ethnic backgrounds. The largest identified ethnic group was **White (33.7%)**, followed by **Black / Black British respondents (12.0%)**, **Asian / Asian British respondents (8.4%)**, and those from **Mixed ethnic backgrounds (7.2%)**. A further **8.4%** identified with other ethnic groups. Notably, **30.1% of respondents preferred not to disclose their ethnicity**, which represents a significant proportion of the sample.

## Disability

A majority of respondents (61.4%) chose not to disclose whether they considered themselves to have a disability. Among those who did provide an answer, 31.3% reported having a disability, while 7.2% reported that they did not.

# Appendix

## Appendix A – Primary care survey questions

Patients were asked to specify the name of GP surgery they attended. The survey questions were as follows:

1. How did you book your appointment?  
Online, App, Telephone, In person
2. How easy was it to get an appointment?  
Very Easy, Easy, Somewhat Easy, Difficult, very difficult
3. If you called your GP practice, how easy was it to speak to someone on the phone?  
Very Easy, Easy, Somewhat Easy, Difficult, very difficult, Not Applicable
4. How long did you have to wait for an appointment?  
Same day, Under 1 week, 1-2 weeks, 2 weeks or more
5. Was this longer or shorter than you expected?  
Longer, As expected, Shorter
6. Were staff kind and respectful at your GP practice?  
Yes, No, Mixed
7. Were you given clear information on what will happen next?  
Yes, No, Somewhat, Not applicable
8. How would you rate the overall quality of treatment and care received?  
Very good, Good, neither good nor bad, Poor, Very poor, I had a mixed experience.

The rest of the survey questions were about the demographics of respondents. See Appendix C.

## Secondary care survey questions

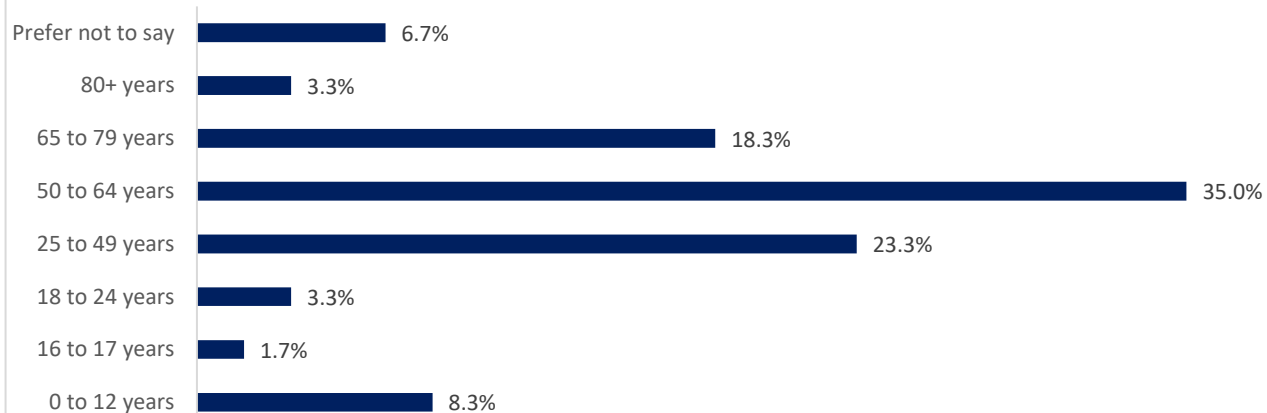
Patients were asked to specify name of hospital and the service they used that day. The survey questions were as follows:

1. How easy was it to get a referral/appointment at the hospital?  
*Very Easy, Easy, Somewhat Easy, Difficult, Very difficult, Not Applicable*
2. Were your preferences taken into account about which hospital you wanted to be referred to?  
*Yes, No, Not applicable*
3. How good was the communication from the hospital before your appointment?  
*Very Good, Good, Okay, Poor, Very poor, Not Applicable*
4. How did you find getting where you wanted to go?  
*Very Easy, Easy, Difficult, Very difficult, Not Applicable*
5. How were the waiting times at the hospital?  
*Very Long, Long, Ok, Short, Shorter than expected, Not Applicable*
6. Were staff kind and respectful?  
*Yes, No, Mixed*
7. Were you given clear information on what will happen next?  
*Yes, No, Somewhat, Not applicable*

Patients were invited to share additional details for each question. The rest of the survey questions were about the demographics of respondents. See Appendix B.

## Appendix B – Combined demographics

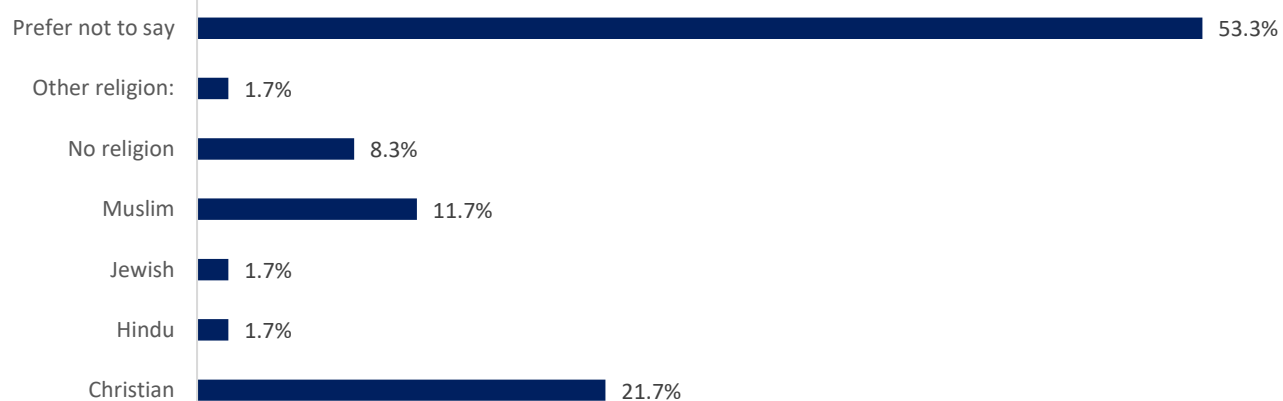
### Age



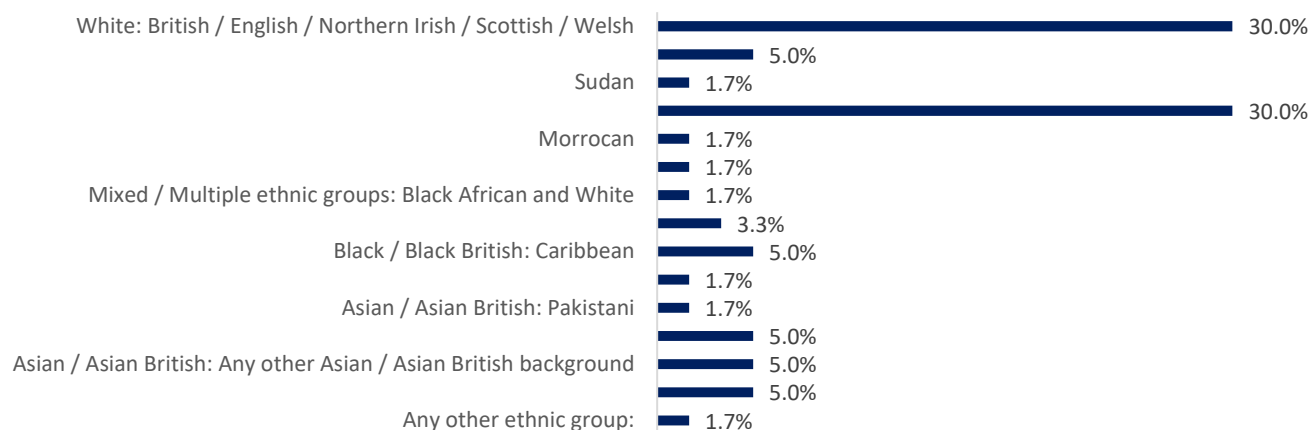
### Gender



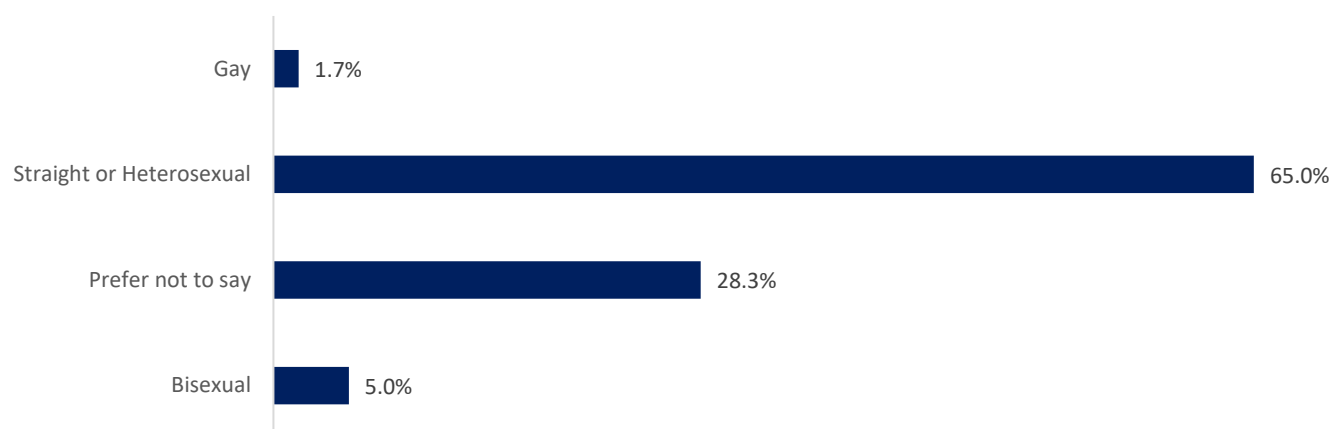
### Religion



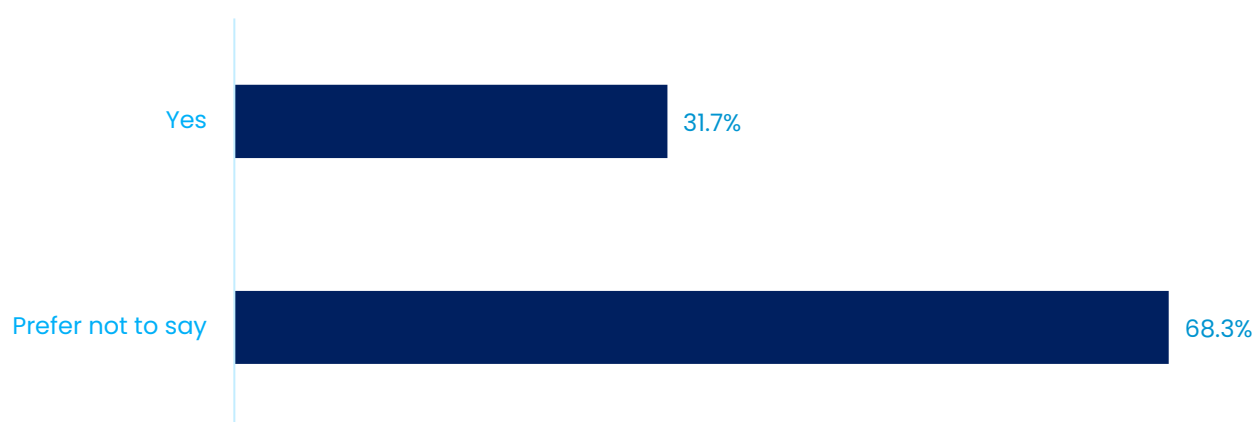
## Ethnicity



## Sexual orientation



## Disability



The Stowe Centre  
258 Harrow Road  
London  
W

**Healthwatch Westminster**

[www.healthwatchwestminster.org.uk](http://www.healthwatchwestminster.org.uk)

t: 0208 106 1480

e: [info@healthwatchwestminster.org.uk](mailto:info@healthwatchwestminster.org.uk)

@hw\_westminster

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