



SEL Insights

July – October 2025

healthwatch
Lambeth

Common themes

1. Compassionate, Professional and Person-Centred Care
2. Communication and Information Sharing
3. Access, Waiting Times and Coordination
4. Inclusion and Cultural Understanding

Positive feedback

- ❖ **Kind and compassionate staff:** Residents at *Queen Elizabeth Hospital (Greenwich)*, *University Hospital Lewisham* and *Princess Royal University Hospital (Bromley)* consistently described nurses and doctors as “caring, respectful and professional.”
- ❖ **High-quality treatment and teamwork:** 88 % of hospital patients in *Bromley* and 81 % in *Lewisham* rated treatment quality as good or very good, highlighting strong teamwork and clinical skill.
- ❖ **Clean, calm and welcoming environments:** Enter & View visits to *Elmstead Care Home* and *Queen Elizabeth Hospital* wards found well-maintained spaces where people felt comfortable and safe. “It feels calm and friendly – you can relax here.”
- ❖ **Joined-up, person-centred care:** Residents praised *Eltham Community Hospital* and *Oxleas Frailty Clinic* for coordinated support between therapy, GP and community teams. “Everyone knew my case – it felt like one team.”
- ❖ **Listening and inclusion:** Families and carers valued when staff took time to explain, involve them in decisions and show empathy – from *Ward 5 Children’s Unit (Greenwich)* to *Bromley Well Young Carers* sessions.

Compassionate, Professional and Person-Centred Care

- Families on **Ward 19, Queen Elizabeth Hospital** described staff doing their best but feeling rushed, which affected dignity and comfort. “My mum was changed in the hallway – exposed to everyone.”
- **University Hospital Lewisham** – patients reported rushed consultations and limited empathy during busy clinics: “It felt like a conveyor belt – you don’t get time to talk.”
- In **Bromley GP practices**, some residents described impersonal care on the phone. “You can’t explain everything properly over the phone.”
- Carers in **Lambeth**, supporting relatives under **South London and Maudsley NHS Foundation Trust** services – including **Lambeth Hospital** and local **community mental health teams** – said they were often left out of care planning and not kept informed about treatment or progress.

Communication and Information Sharing

- **Lewisham Hospital** – 74 % rated staff communication as good, yet some said test results and referrals were lost between hospital and GP.
- **Residents in Lambeth** waiting for specialist eye care said they received no updates on waiting times or who to contact.
- **Queen Elizabeth Hospital (Greenwich)** – families on **Wards 14 and 19** said they often had to request updates.
- **Enter & view – Ward 5 (Queen Elizabeth Hospital)** – Some reported delays in test results and discharge information.
- **Enter & view – Sloane Nursing Home (Bromley)** – Families said they were generally kept informed but wanted clearer communication on emergency procedures and daily updates.
- **Elmstead Care Home** – families praised openness but wanted more proactive updates when medication changed.
- **In Lewisham**, nearly half (49%) said communication between GPs and hospitals could be better, especially around test results and referrals.

Access, Waiting Times and Coordination

- **GP appointments** were the most common concern across all boroughs. GP access remains the most common concern. In **Lewisham**: 68 % struggled to book; 73 % couldn't reach surgeries by phone. In **Bromley**: 49 % said lines were busy or unanswered. In **Bexley**: residents said call-back systems often failed.
- Hospital delays were widely reported across boroughs — for example, a patient at **Guy's and St Thomas' Hospital (Lambeth)** said they had been waiting 42 weeks for knee surgery, while others at **Queen Elizabeth Hospital (Greenwich)** described 27-hour waits in A&E, and patients at **University Hospital Lewisham** reported months-long delays for follow-up appointments.
- Black African and Black Caribbean men living with Severe Mental Illness (SMI) in Lambeth described wanting better coordination between mental health, housing, and employment teams within Lambeth's Integrated Neighbourhoods.
- **Bexley** residents reported waiting over a year for NHS dental treatment.
- In **Lambeth**, some residents described very long waits for mental-health support through **South London and Maudsley NHS Foundation Trust**, with one person waiting 19 months to begin counselling after becoming suicidal.

Inclusion and Cultural Understanding

- Many men with Severe Mental Illness (SMI) praised kind staff in community settings like Mosaic Clubhouse and Certitude Supported Living, but described less positive experiences on **Luther King Ward, Lambeth Hospital**. Men wanted care that recognised trauma and culture, not just medication.
- **Carers in Lambeth** reported that Black men were often over-medicated or seen as threatening, rather than offered talking therapies.
- In **Lambeth Hospital** there were reports of Black patients being restrained and sedated quickly because they were seen as big and strong. Several men linked this to a lack of cultural understanding and empathy in crisis care.
- **At the Sloane Nursing Home (Bromley)**, personalised activities such as Memory Day and faith-friendly mealtime flexibility demonstrated understanding of residents' backgrounds and traditions.
- On **Ward 17 at Queen Elizabeth Hospital**, some patients said hospital food did not reflect cultural preferences or dietary needs. Across **Wards 16–20**, information about translation, hearing, and interpretation services was not clearly displayed. Staff confirmed these were available but not promoted, limiting awareness among patients with language or communication needs.

Reports

Healthwatch Bexley – Patient Experience Report Q1 2025–26

Healthwatch Lewisham – Q1 2025 Patient Experience Report
(April–June 2025)

Healthwatch Lewisham – Patient Experience Report Q4 2024–25 (January–March 2025)

Healthwatch Lambeth – Feedback Reports (January–June 2025)
(Quarterly patient and public feedback summary)

Healthwatch Lambeth – Eye Care Report
(August–October 2024)

Healthwatch Lambeth – A Fulfilling Life: What Matters to Me
(Experiences of Black men with Severe Mental Illness, 2024–25)

Healthwatch Lambeth – Time for Our Ethnic Voices
(Experiences of unpaid carers of Black men with a Serious Mental Illness, 2025)

Reports

Healthwatch Greenwich – Monthly Feedback Report (July 2025)

Healthwatch Greenwich – Quarterly Feedback Report (August–October 2025)

Healthwatch Greenwich – Enter & View Reports (July – October 2025):

Ward 14 (Adult Inpatient), Queen Elizabeth Hospital

Ward 16 (Trauma & Orthopaedics), Queen Elizabeth Hospital

Ward 17 (Surgery & Gastroenterology), Queen Elizabeth Hospital

Ward 19 (Elderly & Medical Rehabilitation), Queen Elizabeth Hospital

Ward 20 (Orthopaedics), Queen Elizabeth Hospital

Ward 5 (children's Inpatient), Queen Elizabeth Hospital

Healthwatch Bromley – Enter & View: The Sloane Nursing Home (Beckenham)
(July 2025)

Reports

Healthwatch Bromley – Patient Experience Report Q1 2025–26 (April–June 2025)

Healthwatch Bromley – Elmstead Care Home Enter & View Report 2025



Healthwatch Bromley – Young Carers Report 2025

Healthwatch Bexley – Patient Experience Report Q1 2025–26

For more information

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