



# 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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