

Quarterly Feedback Report

August to October 2025

About us

We are the independent champion for people who use health and social care services in Royal Borough of Greenwich. We're here to make sure that those running services, put people at the heart of care.¹



What did we hear this quarter?

We heard from 560² people about their experiences of health and care services in Greenwich.



I was treated gently, and my health was taken care of. Doctors and nurses were approachable and informative.

Queen Elizabeth Hospital



Difficult to get appointments and my problems don't get solved on time.

GP Practice

¹ Image above taken from engagement at the Woolwich Community Centre in September 2025.

² Feedback collected through outreach, engagement, community group events and projects, emails, telephone calls, and webform contact.

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Accessibility of Services

- “ I was at Queen Elizabeth in the A&E department, and I waited from 12 to 4 am, and then had to wait for a whole day to find a bed in the ward. Very poor attitude from nurses, very dismissive and impolite.

Queen Elizabeth Hospital

- “ I had to wait 8 hours to be seen at A&E and then I had to come back the next day as the pharmacy was closed. Overall, very dissatisfied. The waiting times need to be reduced.

Queen Elizabeth Hospital

- “ Very happy with Queen Elizabeth Hospital, I came for a clinic appointment and the whole process was very swift. The only thing is parking; you have to wait around for a long time until you find a space.

Queen Elizabeth Hospital

- “ I came for blood tests and was seen in no time. Very good experience.

Queen Elizabeth Hospital

- “ Excellent service from A&E, in under half an hour and I received a consultation with x-rays.

Queen Elizabeth Hospital

- “ We had to wait in A&E for 27 hours before my mother was given a bed. The blood test was taken an hour after arrival with results given 4 hours later. There was a shortage of health personnel; only 1 doctor was on call the whole time.

Queen Elizabeth Hospital

Staff Communication and Support

- “ Some staff are friendly while some nurses are hostile and abrupt. I asked about my medical history and still haven't received any update. I still feel I don't have enough information. Also, the hospital has very poor ventilation in the summer, no fans, windows, extremely hot indoors. No hospitality from staff and the ambulance services were very bad, I had to wait for 3 hours.**

Queen Elizabeth Hospital

- “ I came in for outpatient treatment, and I am very satisfied with all services that I received.**

Queen Elizabeth Hospital

- “ The GP is good but there are issues with appointments because they sometimes delay it or cancel it.**

GP Practice

Provider Response: GP Practice

“We're glad to hear that you're happy with the GP service. We understand that appointment delays or cancellations can be frustrating, and we apologise for any inconvenience this has caused. Occasionally, delays or cancellations occur due to clinician sickness or unforeseen circumstances, but we do our best to minimise disruption. We appreciate your understanding and continued support.”

- “ I had an excellent experience at my GP, service was quick and the staff were co-operative.**

GP Practice

Provider Response: GP Practice

"Thank you so much for your kind feedback. We're delighted to hear that you had an excellent experience and found our service quick and our staff cooperative. Your positive comments are greatly appreciated and will be shared with the team."

“Everything in A&E was well explained and treatment from doctors and nurses was satisfactory. Overall, except for waiting time, very happy with the service received.

Queen Elizabeth Hospital

“Ward 24 is very good. Nurses really good but had a bad experience with CT scan. The scan was done withing 15 minutes but was told to wait for 20 minutes after the scan to be taken back to the ward by the porter. However, I ended up waiting for 2 hours for the porter and was in so much pain. The ward was contacted by the receptionist, but no one picked up. The receptionist offered to take me back to the ward. There are also no wheelchairs for me to go out with family if I need to.

Queen Elizabeth Hospital

“Paediatric ward at QE is amazing- doctors and nurses are all great.

Queen Elizabeth Hospital

“Happy with all doctors and nurses involved in my wife's dementia care, always seen on time and they explain what needs to happen.

Queen Elizabeth Hospital

Maternity Care

“My wife is pregnant and we come to QE very often, no problems, very happy overall.

Queen Elizabeth Hospital

“ I was an in-patient and was placed in isolation by a midwife when I came in but it wasn't communicated what the reason was. I was isolated from 8:30 am to 19:30 pm. I asked to speak to the midwife in charge and was told the midwife in charge was busy for over 5 hours. Nothing was communicated to me during that period.

Queen Elizabeth Hospital

“ My wife was on the maternity ward, and the health personnel (i.e. receptionists, nurses and doctors) were friendly and forthcoming.

Queen Elizabeth Hospital

“ I received antenatal care from QE and became increasingly happy with each visit. The birth at the hospital was very satisfactory and doctors and nurses attended with precision and every procedure and medication administered was carefully explained and answered all questions post-delivery, everything was smooth.

Queen Elizabeth Hospital

Healthwatch Greenwich | Bill's story: "I haven't been able to leave the house for three days"

Bill's story: "I haven't been able to leave the house for three days"

When Bill's walker broke, everything came to a stop.

Bill, 37, lives with poor health and reduced mobility. He depends on his walker to get around his home and to get out, including to get to medical appointments, pick up prescriptions, do his shopping, or just get some air.

"I called NRS Healthcare straight away, hoping someone could help before the weekend," he said. "But the number I always used didn't work anymore. It was only giving me the number for other boroughs- Hackney, Barnes, all those boroughs, but not Greenwich. I was panicking, I didn't know what to do."

The recorded message on the NRS number sent him to the council website, but the website was confusing, and he couldn't find the right number. With no number and no way to order a replacement walker, Bill was stuck at home until he contacted Healthwatch Greenwich. His 75-year-old dad, who also has trouble getting around, had to help him with daily tasks.

"It's been a struggle. I haven't been able to leave the house for three days...but with my walker, I used to go out once a day for a little walk."

Bill didn't know that NRS Healthcare had closed and that the council was working with a new company to provide community equipment. No one had told Bill or sent him any information.

"They should've let people know. What about everyone else who doesn't know about it? They'll be in the same boat as me."

Healthwatch Greenwich put Bill in touch with Inspire, the new provider, so he could get a replacement walker. We also raised his experience with the council, showing how poor communication can leave people cut off and struggling. Additionally, we shared information on [our website where residents in Greenwich can find support](#) during changes to equipment providers.

Healthwatch Greenwich | Bill's story: "I haven't been able to leave the house for three days"

Provider Response: Royal Borough of Greenwich

"Thank you for raising this concern with us and the recommendations you've set out for learning from this case. We are sorry to hear about this case. We always work for the wellbeing of our residents, but we acknowledge that in this case we did not meet our standards for how residents should be supported. The transition to a new equipment provider happened at significant pace due to the change in circumstances with our previous provider and we are about to commence a review of the process.

Moving forward we agree that we need to review our communication strategies, including establishing better ways of communicating with our residents. We have ambitions to go further and enable co-production and resident voice into the way the service is delivered and have a closer relationship between the residents who have equipment and our new provider. We hope that by making improvements in this area, we can avoid any such instance happening in the future"

Neighbourhood working in action: Families' voices drive change in local SEND pathways

For the past two years, Healthwatch Greenwich has worked closely with families at Willow Dene School to build a clearer picture of how local SEND (special educational needs and disabilities) support works in practice. Through ongoing conversations, parents have shared what's working well and where services could improve. Their experiences are now helping to shape a more connected, equitable, and family-centred approach to SEND support across Greenwich, directly supporting neighbourhood development priorities to reduce health inequalities and improve access for all families.

Listening to Families

Neighbourhood working begins with local voice and understanding the realities of people's lives and how systems affect them. Families at Willow Dene spoke with appreciation for the support they receive from the school, describing it as a lifeline that offers stability and understanding. But beyond the school, experiences were uneven. Parents described long waits for autism assessments, referrals that weren't followed up, and little communication about what happens next. Even after a diagnosis, support could feel fragmented or short-lived, leaving parents to navigate complex systems alone.

These challenges were felt most sharply by families facing language, cultural, or digital barriers, who often struggled to find information or feel heard. Families told us that information isn't always accessible, translation support isn't always offered, and services sometimes fail to recognise cultural differences in how families understand and talk about their needs. For some, these barriers can mean the difference between getting help early and falling through the gaps altogether. The result is a system that, unintentionally, deepens existing inequalities and places extra pressure on those already facing disadvantage.

By gathering and analysing these experiences, Healthwatch Greenwich has helped services see the wider equity picture, including where families feel included and where barriers persist. This insight helps local partners target improvement work where it will make the most difference in tackling inequality.

Turning Insight into Action

Neighbourhood working aims to join up health and care around shared outcomes for residents. Our collaboration with Willow Dene School and Oxleas Children's Services shows this in action. We created space for open dialogue between parents and professionals, helping services reflect on communication, trust, and how support reaches those most at risk of being overlooked. A key outcome has been a new referral route for autism assessments: SENCos can now make direct referrals, removing the need for families to go through their GP. This small but significant change helps reduce waiting times, simplify access, and narrow inequalities in who gets timely assessments and support.

Continuing the Conversation

Sustained improvement depends on ongoing listening, collaboration, and trust. Healthwatch Greenwich will continue to work with families and partners to track whether these changes are improving access and experience – particularly for groups who face the greatest barriers.

This project shows neighbourhood working in action: insight-led, collaborative, and equity-focused, with communities and services designing solutions together to improve outcomes for children and families in Greenwich.

Health access beyond schools: What young people told us

Schools are one of the key spaces where young people learn about health, from vaccination teams and school nurses to PSHE lessons and assemblies. For many, this is where early conversations about wellbeing and practical access to support begin. But for those educated outside of schools, these touchpoints can look very different.

Our project exploring young people's perceptions and experiences of the HPV vaccine, commissioned by the south east London Cancer Alliance (SELCA) has offered insight into how home-educated young people access essential health information and support, and what could help make that experience feel clearer and more relevant.

In Greenwich, 891 children were registered as homeschooled during 2023–24, including 298 new registrations. This marks Greenwich as having the fourth-highest increase in homeschooling uptake among London local authorities.

As more families choose to educate their children at home, it becomes increasingly important to understand how these young people access the same health information and support that schools routinely provide. Young people we spoke to in Greenwich shared that, outside of school-based health programmes, access to health education and information often felt limited and inconsistent. Many said they relied on social media, family or friends for advice, but few felt confident that what they were hearing was accurate or trusted. Others described limited contact with health professionals. For some, GP appointments were rare, and when they did seek support, the experience often felt rushed or not youth-friendly. Many said they wished they had more time to ask questions or access a trusted space where they could discuss concerns that felt unclear or confusing.

For those who were home educated, these challenges were even more pronounced. Without the additional touchpoints that schools provide, topics like HPV were unfamiliar, and the vaccination process itself felt daunting. They told us that access to classes or online platforms designed for the homeschooling community could make a significant difference, offering a way to learn about sexual health and wider wellbeing in a space that felt relevant and approachable.

While the Greenwich Immunisation Service offers [catch-up programmes at community clinics throughout Greenwich](#), including for home-educated children, and shares information and broader support through their website and the boroughs Education Department channels, our discussions with young people suggest that these opportunities may not always reach them effectively.

When asked what would make a difference, young people spoke about trust and relatability. They wanted to hear from people who understood their experiences, such as youth-friendly health professionals, youth workers or peers who had received the HPV vaccine themselves. They said information should be shared in open, informal spaces where questions are welcomed and answered honestly, rather than in rushed or overly clinical settings. Digital content, too, was valued when it felt genuine, engaging and visible on the platforms they already use. Above all, they wanted clearer guidance about how to access vaccinations and health advice outside of school, presented in a way that feels relevant to their age and experience.

As home education becomes an increasing part of Greenwich's education landscape, there is a growing opportunity, and responsibility, to rethink how health systems connect with families and young people beyond school settings. Addressing this means ensuring that communication and engagement around the HPV vaccine, and wider health support, are visible, accessible and designed with home-educated young people in mind. This calls for clearer signposting, more tailored information, and approaches developed with families, not just for them.

Next steps

We follow up on all concerns or issues raised.

We work with commissioners, providers, regulators, and service users to understand where services are working well and where there needs to be further development.

Contact us

For more information on our feedback report, or to request it in large print or easy read format, contact:

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