

GREENWICH HEALTH

# 360 SURVEY REPORT

(EXTERNAL SERVICE TEAM VERSION)

**DECEMBER 2025**



# FOREWORD

The 360 survey is an opportunity to really understand all facets of the organisation from its patients, its staff operating its services to the central team and our shareholders.

Carried out once a year, it provides an important opportunity to listen to all the key stakeholders in what the organisation does.

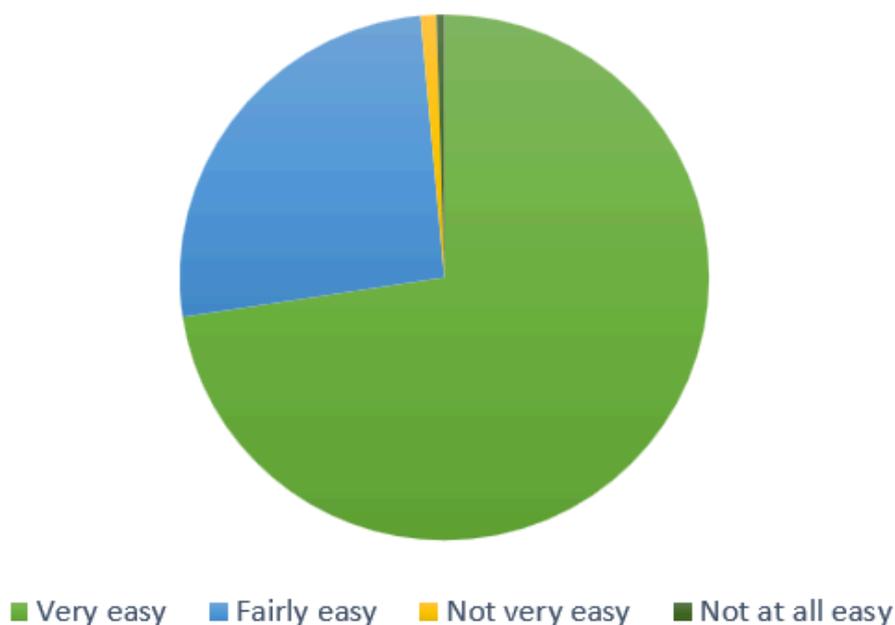
This report outlines the results from the surveys as well as explores the outcomes and action plans that have been created as a result of the insights gathered.

# PRIMARY CARE SERVICES

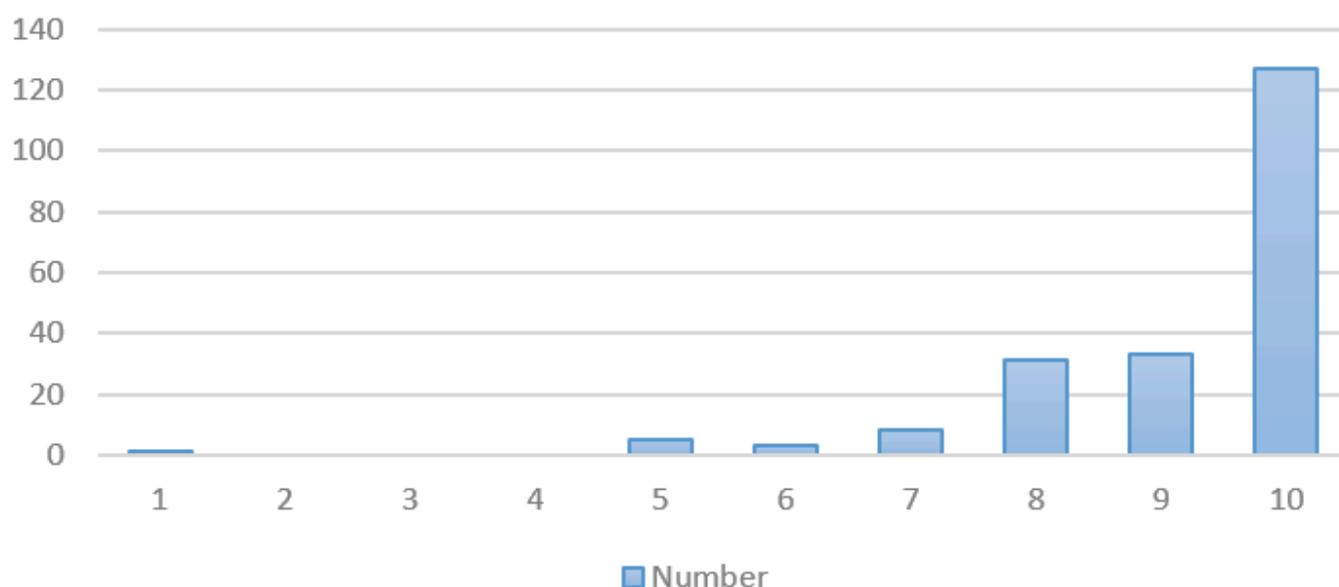


# PRIMARY CARE SERVICES - PCN ENHANCED ACCESS

## How easy was it to book an appointment?



On a scale of 1 to 10 (1 being poor and 10 being excellent) how would you rate the knowledge and experience of the clinician that you spoke to or saw



# PRIMARY CARE SERVICES - PCN ENHANCED ACCESS

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## ACTION PLAN:

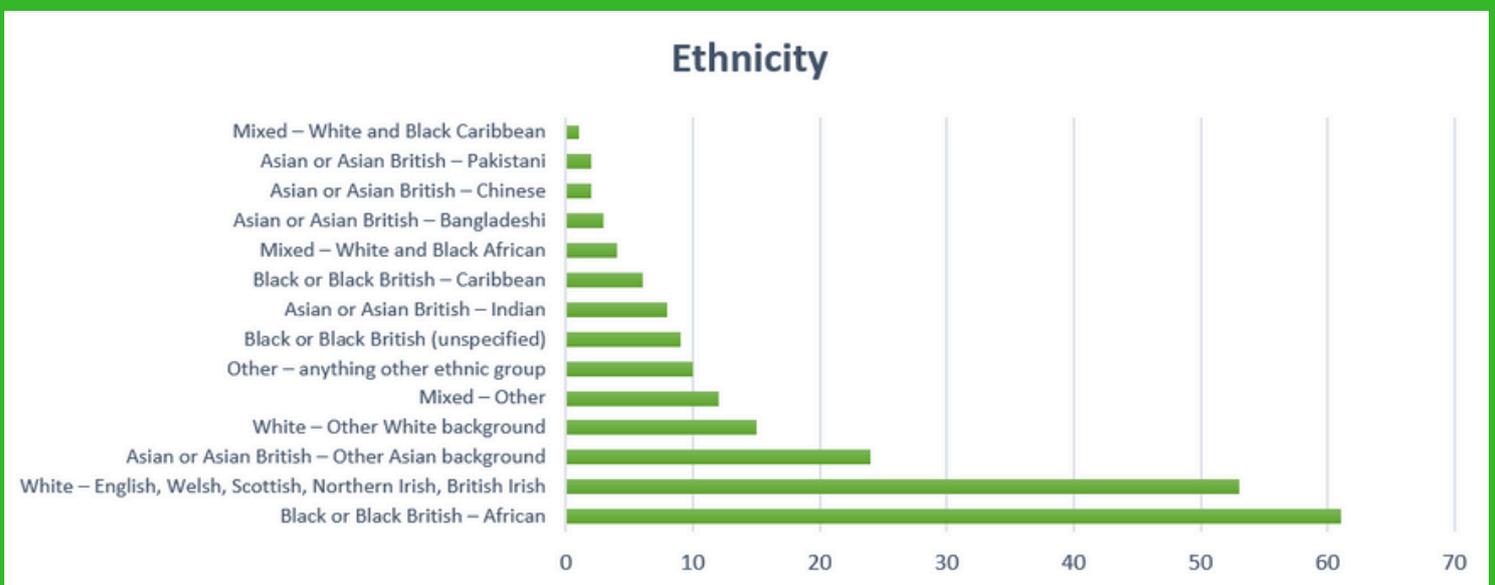
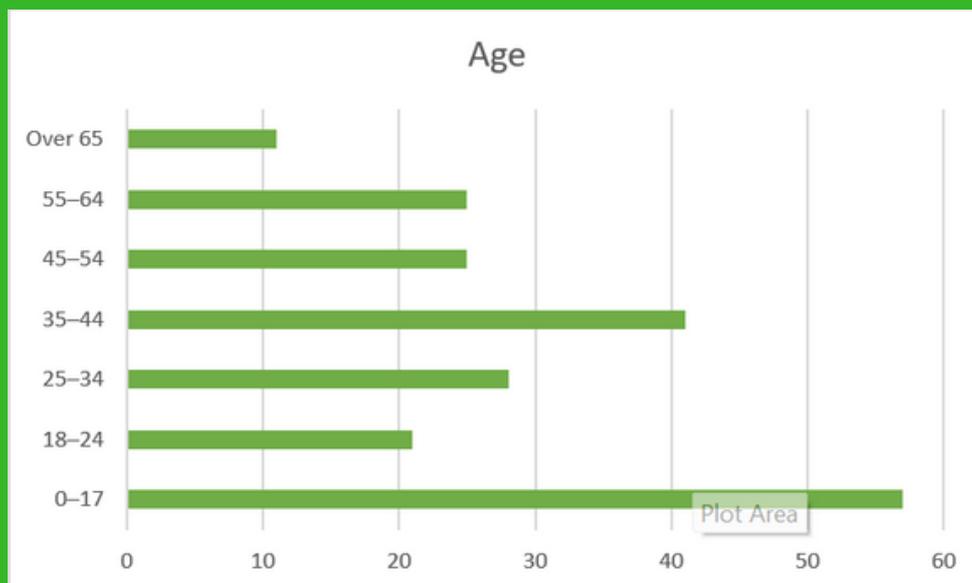
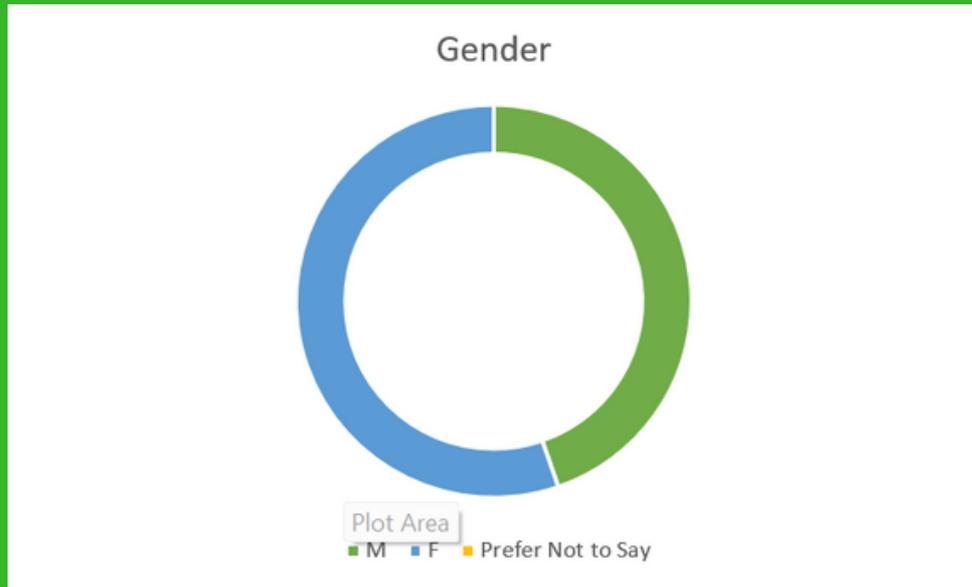
1.

Liaise with practices to ensure they advertise to patients that weekend appointments are usually available

by end of June  
2026

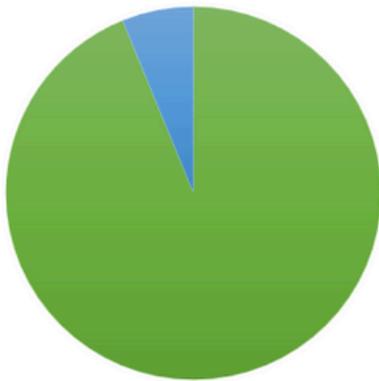
# PRIMARY CARE SERVICES - PCN ENHANCED ACCESS

## DEMOGRAPHICS OF SERVICE USERS SURVEYED:



## Primary Care Services - Dressing Clinic Patient Survey Result Summary

Overall, how would you rate your appointment with our dressing clinic service today?



Very satisfied Satisfied Unsatisfied Very Unsatisfied

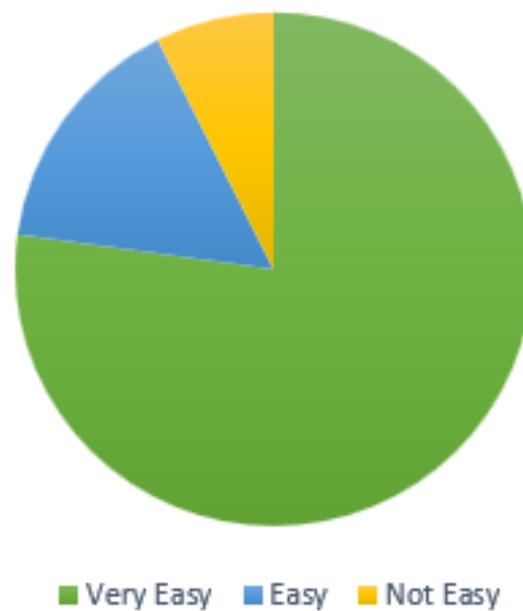
**100%**  
of patients would recommend the dressings clinic service to their family and friends

94% of patients said they were 'Very Satisfied' with the service provided with a further 6% saying they were satisfied. This means that 100% of people had a positive rating of their experience of the service. Sample size: 162 Patients

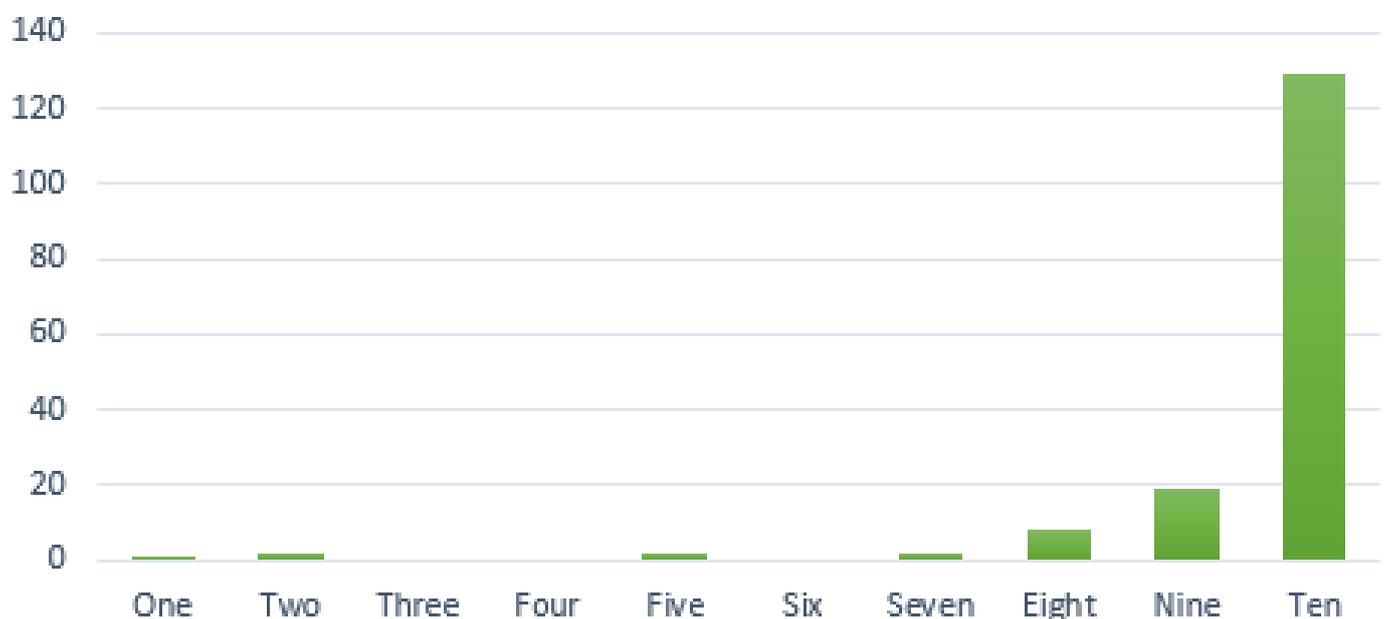
## Feedback Comments



## How easy was it to book an appointment?



## On a scale of 1 to 10 (1 being poor and 10 being excellent) how would you rate the knowledge and experience of the Nurse that you spoke to or saw today?



# PRIMARY CARE SERVICES - DRESSINGS CLINIC

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## ACTION PLAN:

1.

Trained nurses in appointment bookings to speed up booking of repeat follow ups.

by End of  
December 2025

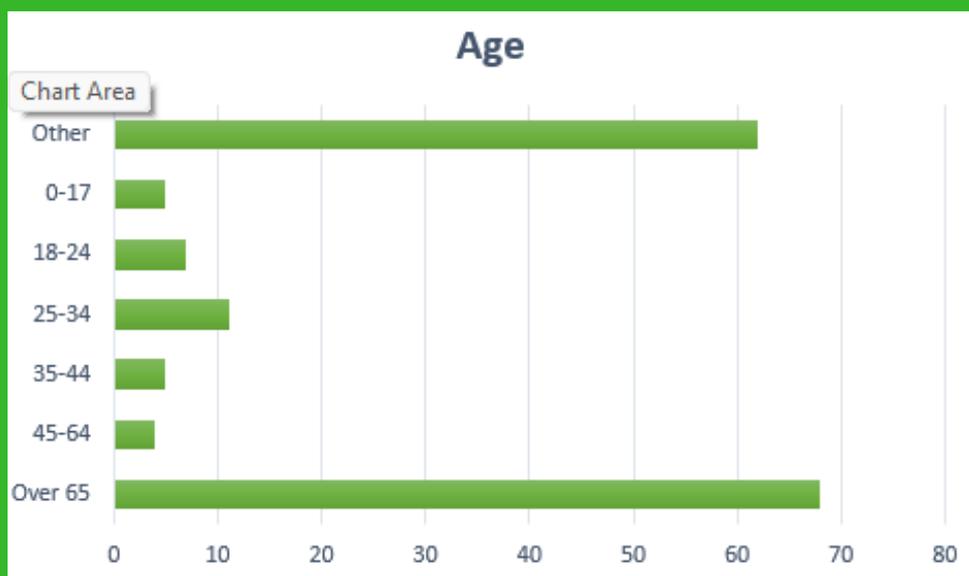
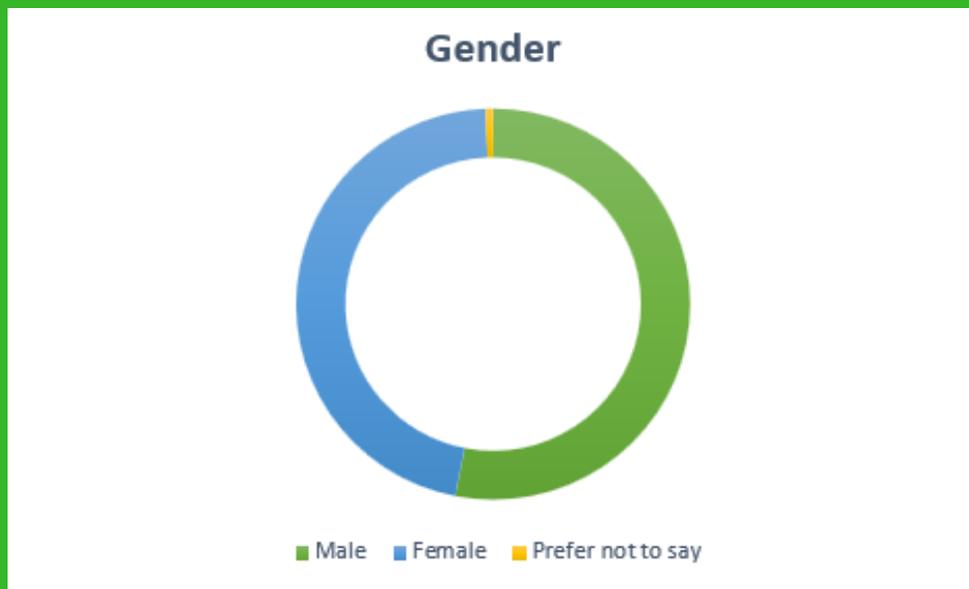
2.

Live Well Advisor at UTC trained to book appointments for UTC patients

by End of  
December 2025

# PRIMARY CARE SERVICES - DRESSINGS CLINIC

## DEMOGRAPHICS OF SERVICE USERS SURVEYED:



# LIVE WELL SERVICES



## Live Well - NHS Health Checks Patient Survey Result Summary



## ACTION PLAN:

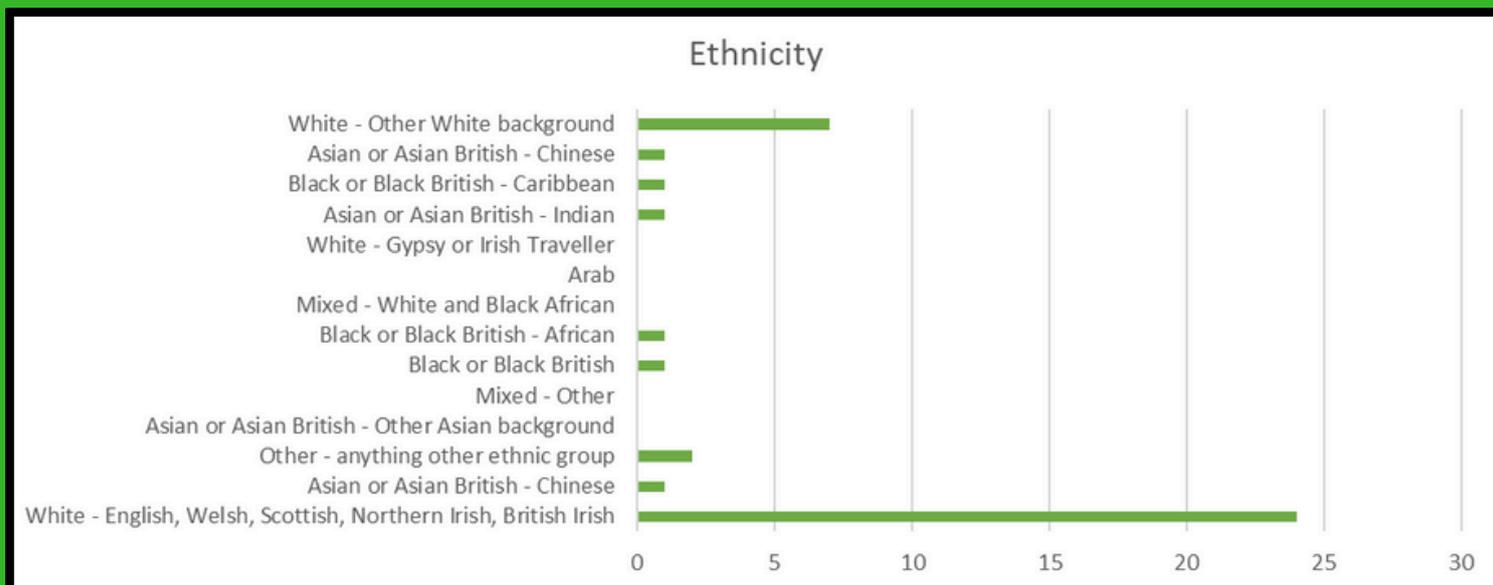
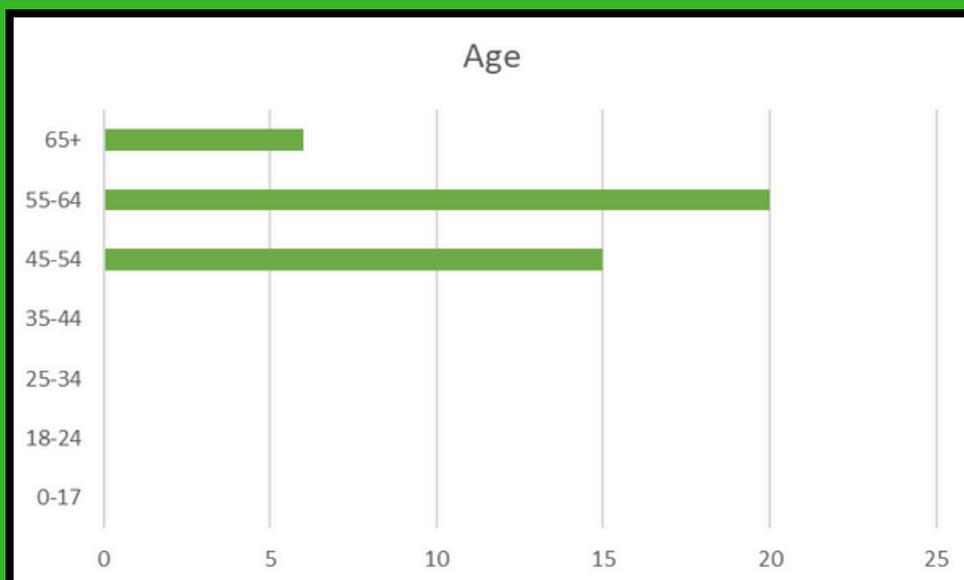
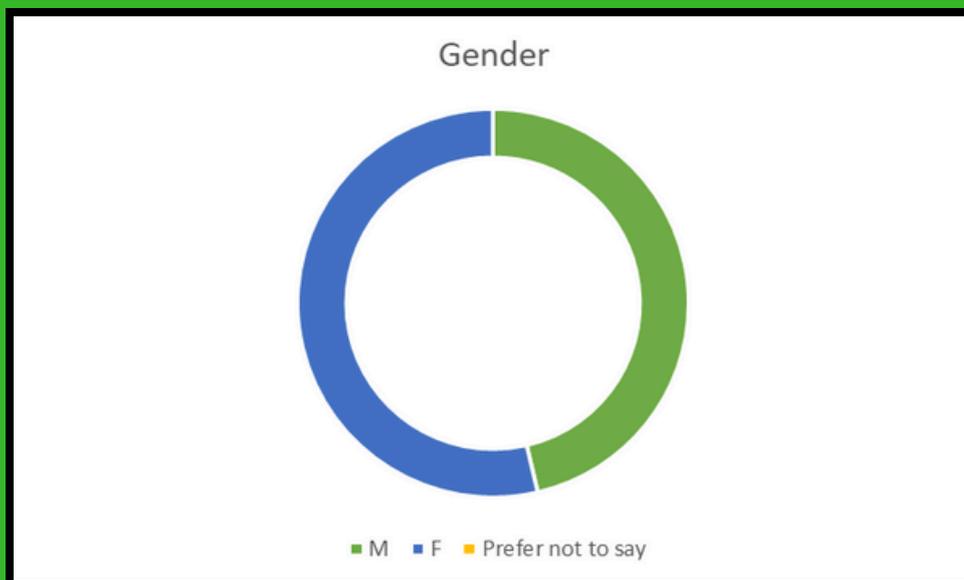
1.

Use the information gathered regarding appointment booking to inform future discussions with commissioners around communications

Ongoing

# LIVE WELL - NHS HEALTH CHECKS

## DEMOGRAPHICS OF SERVICE USERS SURVEYED:



## Live Well - Long-Acting Reversible Contraception Patient Survey Result Summary

Overall, how would you rate your experience today at our Live Well Contraception Clinic service?



■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied

# 100%

of patients would recommend the LARC service to their family and friends

100% of patients said they were Very Satisfied with the service provided.  
Sample size: 30 Patients

# 100%

of patients felt the staff supported and met their needs at their appointment

# 90%

of patients gave our clinicians 10/10 in terms of knowledge and experience

## Booking Feedback

How satisfied are you with your experience of booking your appointment with our service?



■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied

# 50%

of patients had heard about our LARC service before their appointment

# LIVE WELL - LONG-ACTING REVERSIBLE CONTRACEPTION

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## **ACTION PLAN:**

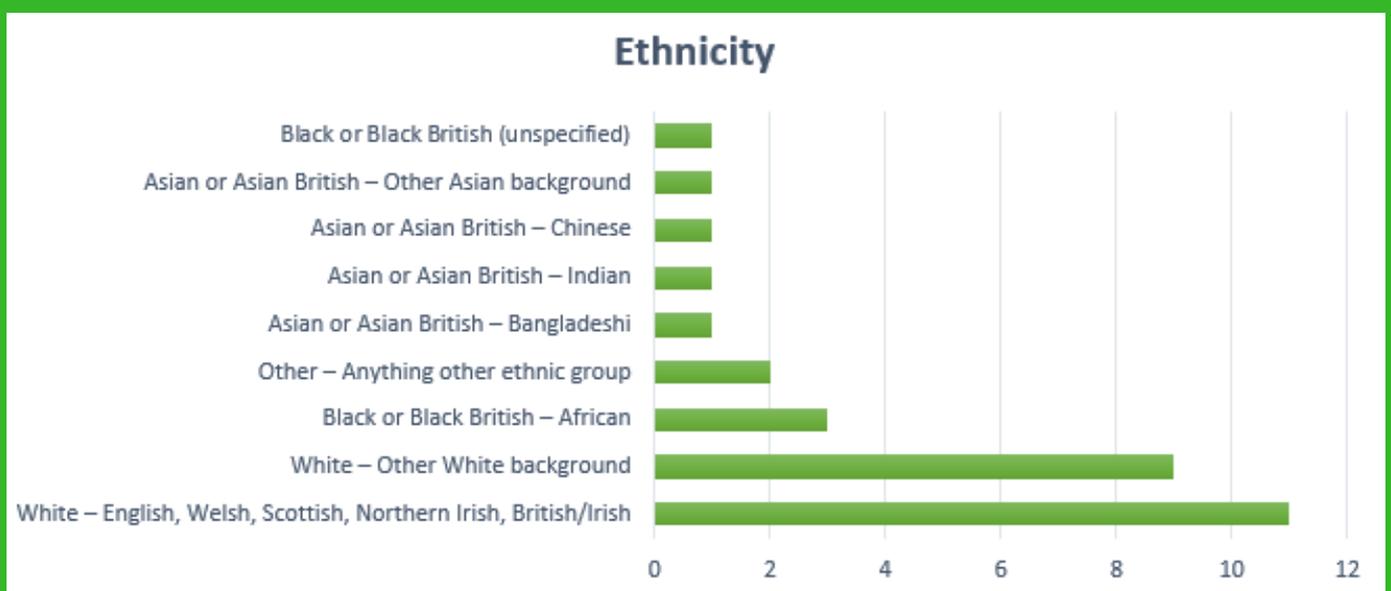
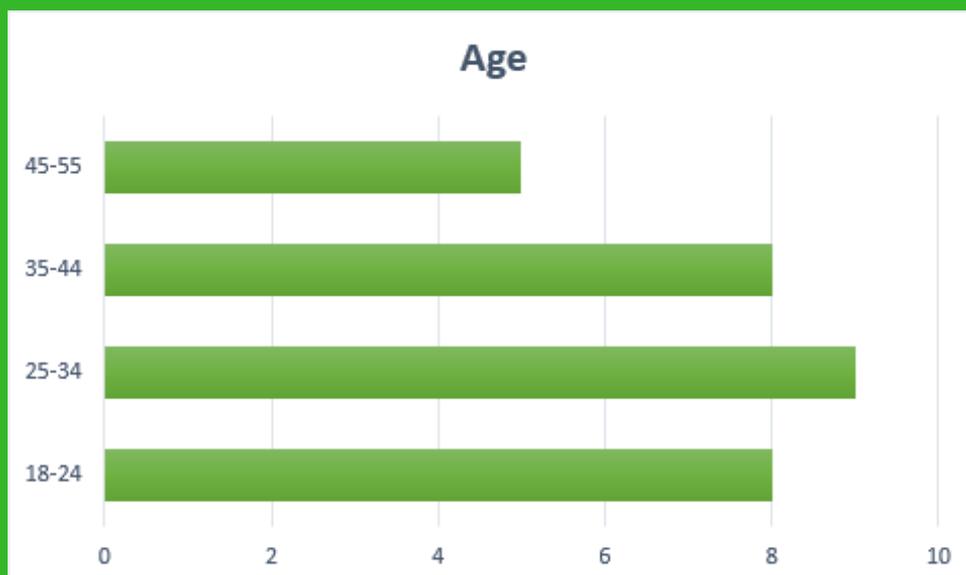
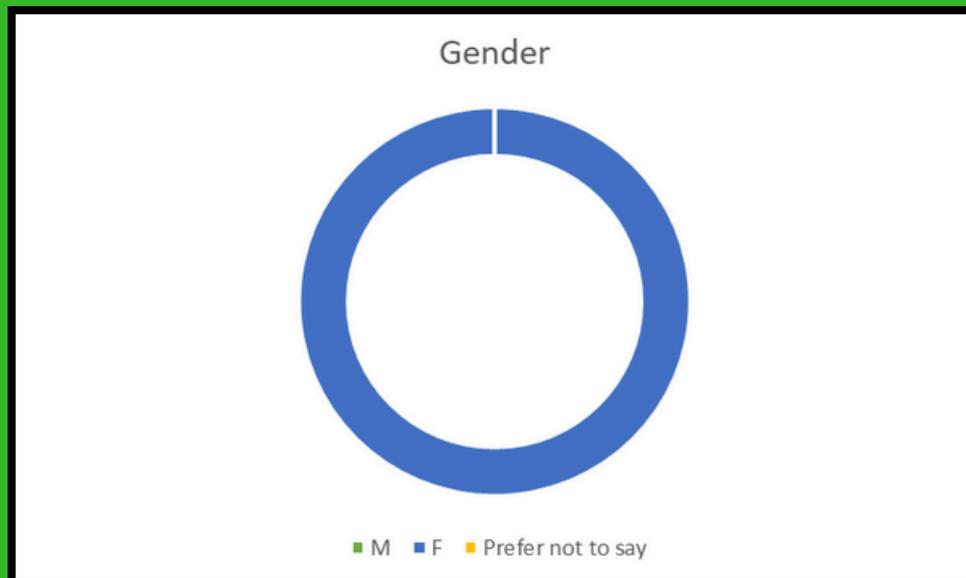
**1.**

**Work to increase the sample size  
from 30 at next 360 survey  
review**

**by end of  
December 2026**

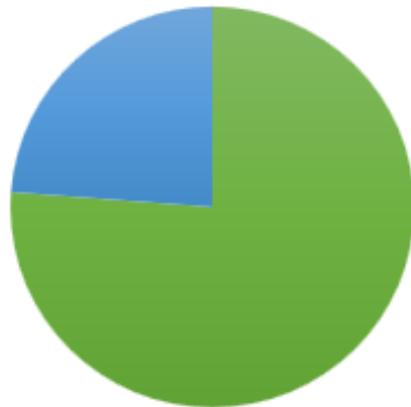
# LIVE WELL - LONG-ACTING REVERSIBLE CONTRACEPTION

## DEMOGRAPHICS OF SERVICE USERS SURVEYED:



## Live Well - Smoking Cessation Patient Survey Result Summary

How satisfied are you with the experience of your Smoking Cessation telephone appointment?



■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied

# 100%

of patients would recommend the Smoking Cessation service to their family and friends

76% of patients said they were Very Satisfied with the service provided with a further 24% saying they were satisfied. This means that 100% of people had a positive rating of their experience of the service. Sample size: 21 Patients

## Feedback Comments

- Highly positive feedback about the stop-smoking service.
- Many describe the team as kind, polite, professional, knowledgeable, supportive, and helpful.
- Several people say the service helped them quit smoking successfully, often stating they could not have done it without the support.

### Service Aspects Appreciated:

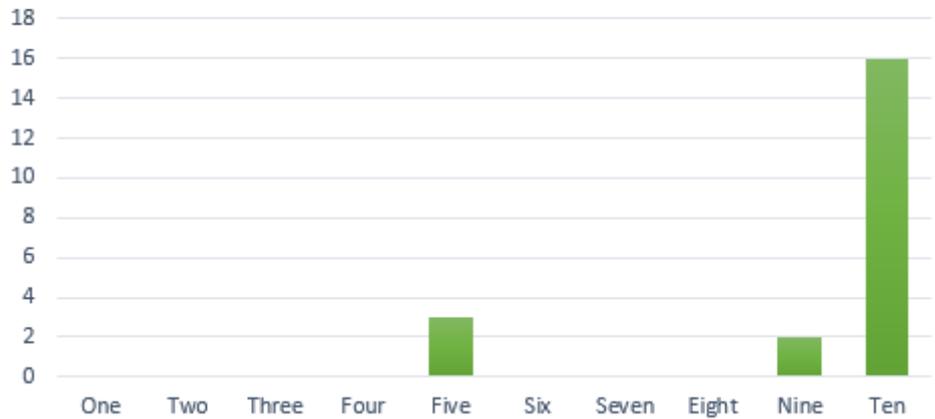
- Receiving patches and vape products promptly.
- Advisors being well prepared, helpful over the phone, and offering ongoing support.
- Many express gratitude for the service.

## Live Well - Smoking Cessation Patient Survey Result Summary

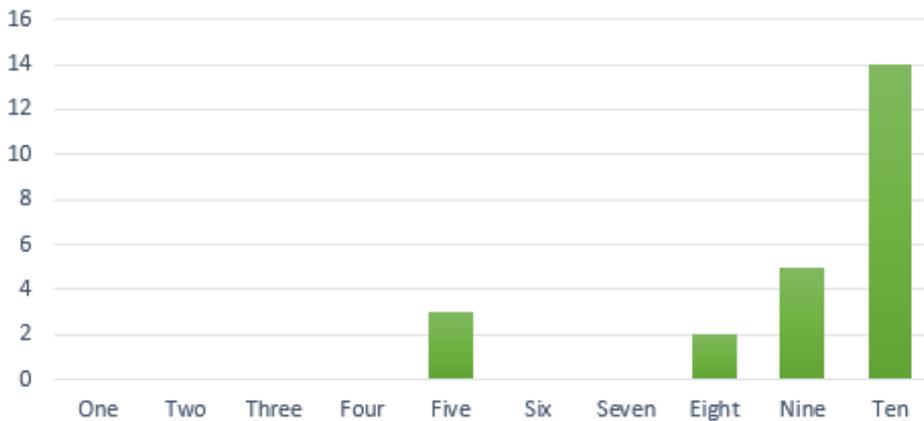
# 71%

of patients would prefer a telephone consultation for smoking cessation rather than a face to face or virtual consultation

On a scale of 1 to 10 (1 being poor and 10 being excellent) how would you rate the knowledge and experience of the advisor that you spoke to or saw



On a scale of 1 to 10 (1 being poor and 10 being excellent) how confident do you feel now to make positive changes and quit smoking?



# 62%

of patients has not heard of the GH Smoking Cessation service before their appointment

# LIVE WELL - SMOKING CESSATION

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## ACTION PLAN:

1.

Work to increase the sample size from 21 at next 360 survey review

by end of  
December 2026

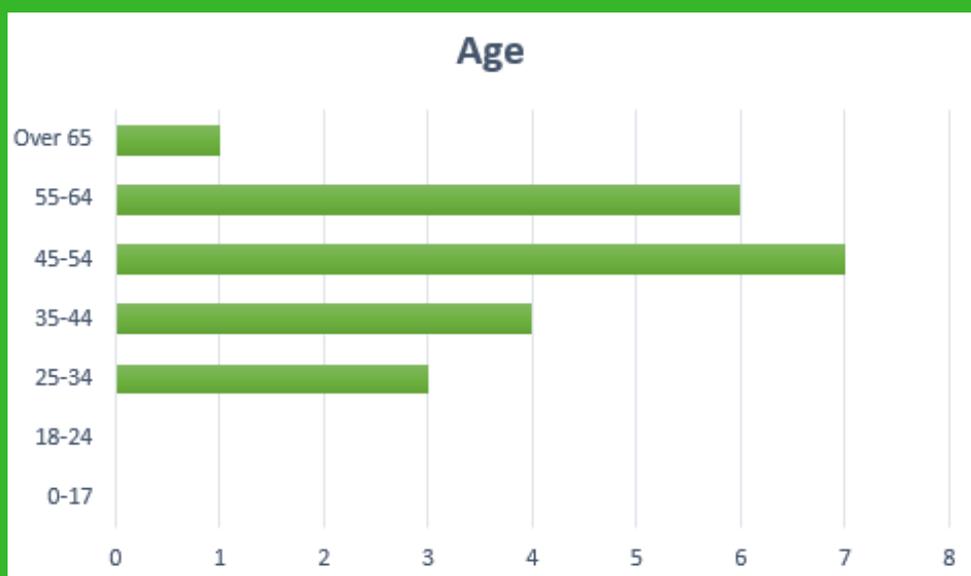
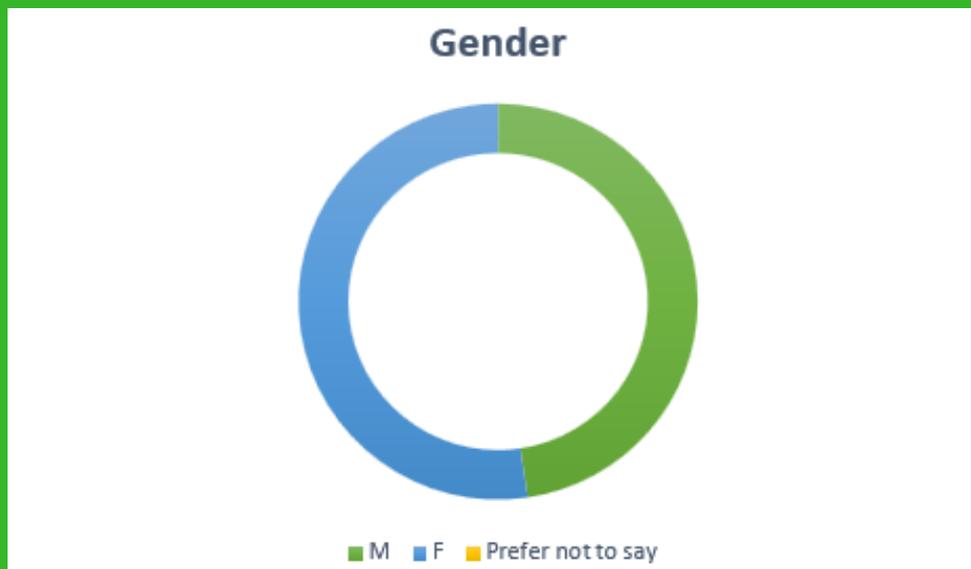
2.

Work with system partners to raise awareness and increase understanding/knowledge in the population

Ongoing

# LIVE WELL - SMOKING CESSATION

## DEMOGRAPHICS OF SERVICE USERS SURVEYED:



# URGENT TREATMENT CENTRE



## **ACTION PLAN:**

**1.**

**Utilise patient feedback in version 2 of the UTC development plan**

**by end of March 2026**