



## Trends Analysis Report

A&E  
Whipps Cross University Hospital

### ABOUT THIS REPORT

Healthwatch Waltham Forest has analysed the experience of A&E services at Whipps Cross University Hospital.

#### **The Coding**

Service user comments have been coded using a nationally recognised coding matrix, which applies issue, care pathway location, and (positive, neutral or negative) sentiment.

Quality assurance of coding is ensured through the Healthwatch Waltham Forest Patient Experience Panel.

#### **The Care Pathway**

Care Pathway locations are Transport (ability to get to-and-from services), Reception (reception services including back-office), Diagnosis/Testing (diagnosis of condition, including testing and scans), Clinical Treatment (treatment received by trained clinicians), Clinical Nursing (care received by trained nurses), Discharge (discharge from a service), Follow On (supplementary services following discharge, including care packages), Community (community based services, such as social care, district nursing and community mental health).

#### **Disclaimer**

The trends within this report are based on service user comments we have obtained from sources outlined in Section 1. Comments obtained from these sources may not be representative of all service users experiences or opinions.

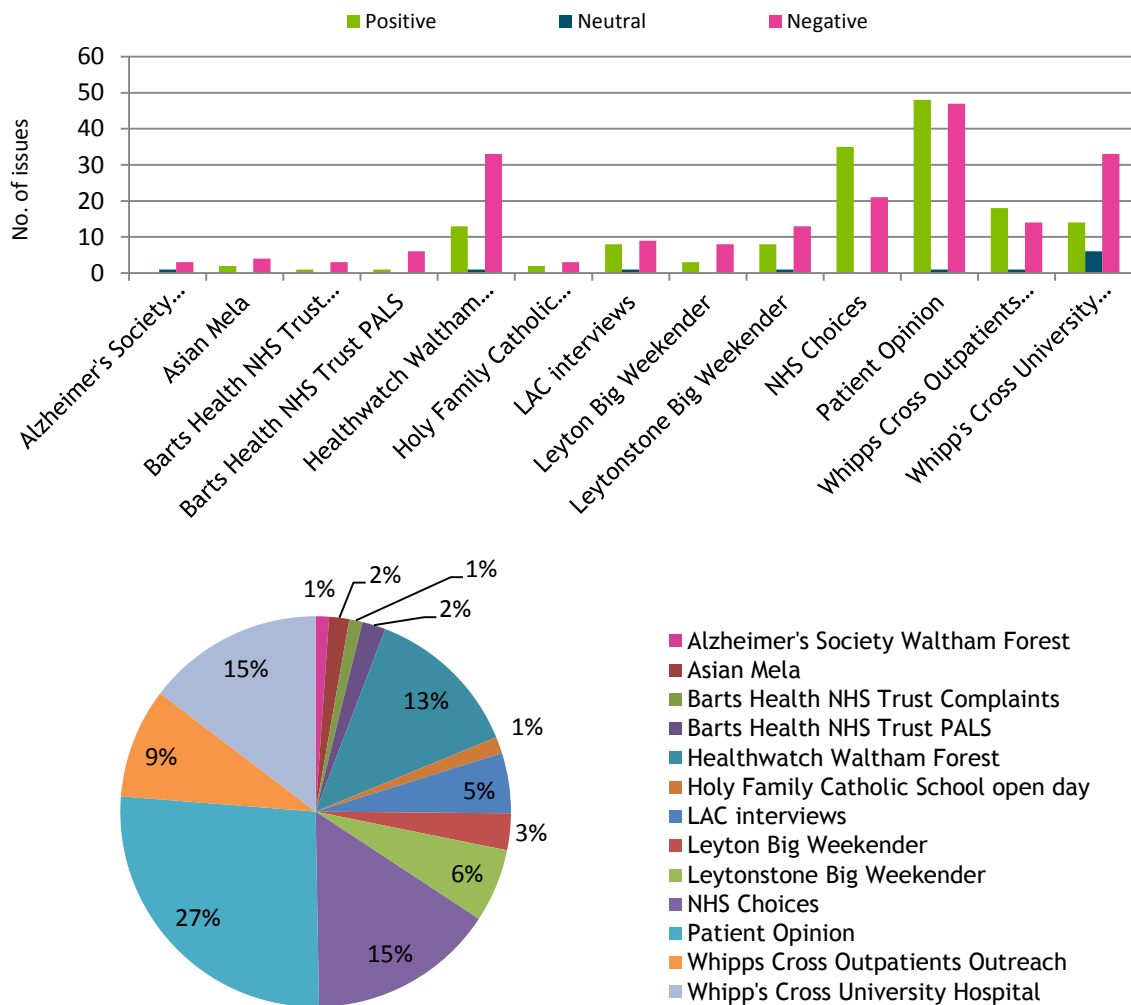
## SECTION 1: REPORT CONTENT

Healthwatch Waltham Forest has identified 369 issues during the period below:

**1.1: Reporting Period:** From: 01/07/2015  
To: 31/10/2016

This report identifies the data origin (Section 1.2), the top trends (Section 2) and analyses each stage of the Care Pathway (Section 3).

### 1.2: Data Origin



### The Data in this Report

Service user comments have been obtained from a wide variety of sources, including outreach at Whipps Cross University Hospital.

Please note that comments obtained from these sources may not be representative of all service users experiences or opinions.

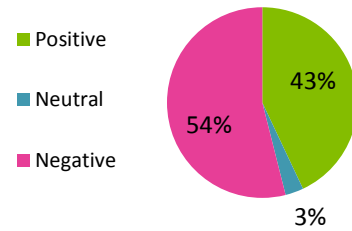
Report Date:

18/11/2016

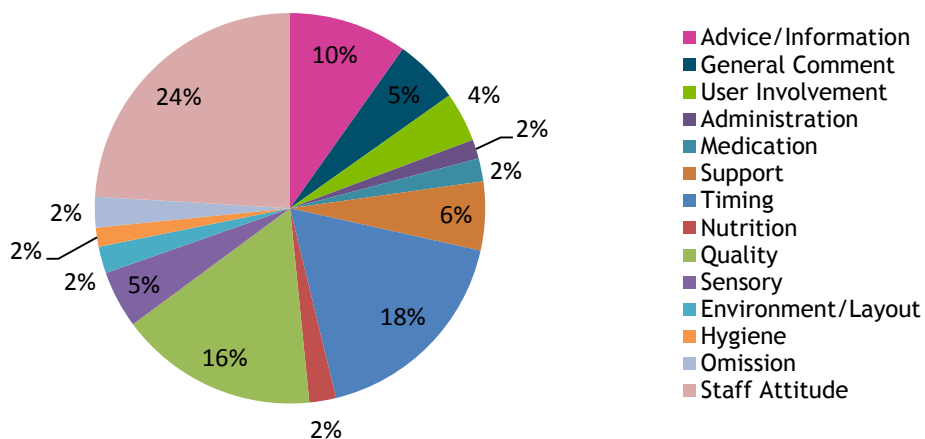
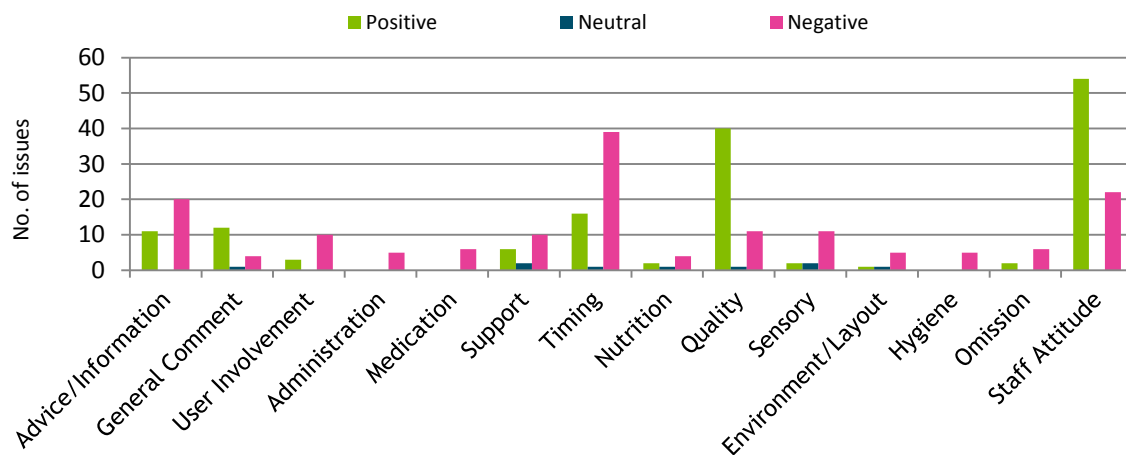
## SECTION 2.1: TOP OVERALL TRENDS

### 2.1.1 Sentiment:

According to the comments, the overall sentiment as a whole is 54% negative.



### 2.1.2 Top Trends



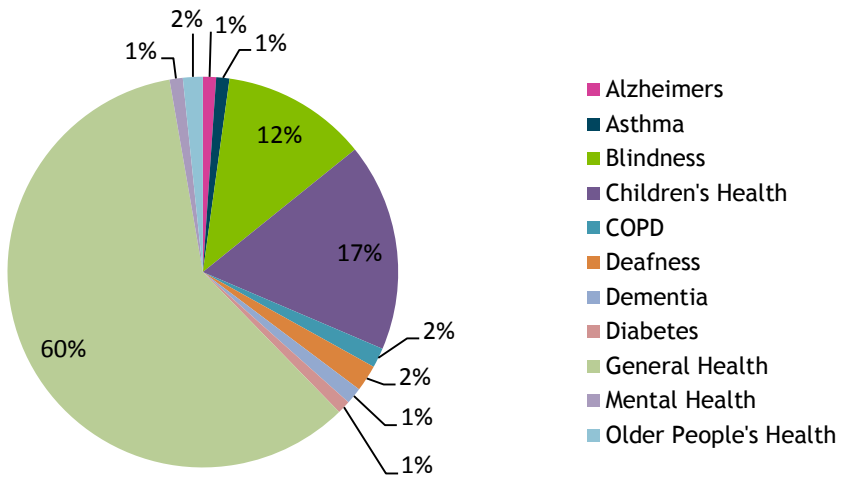
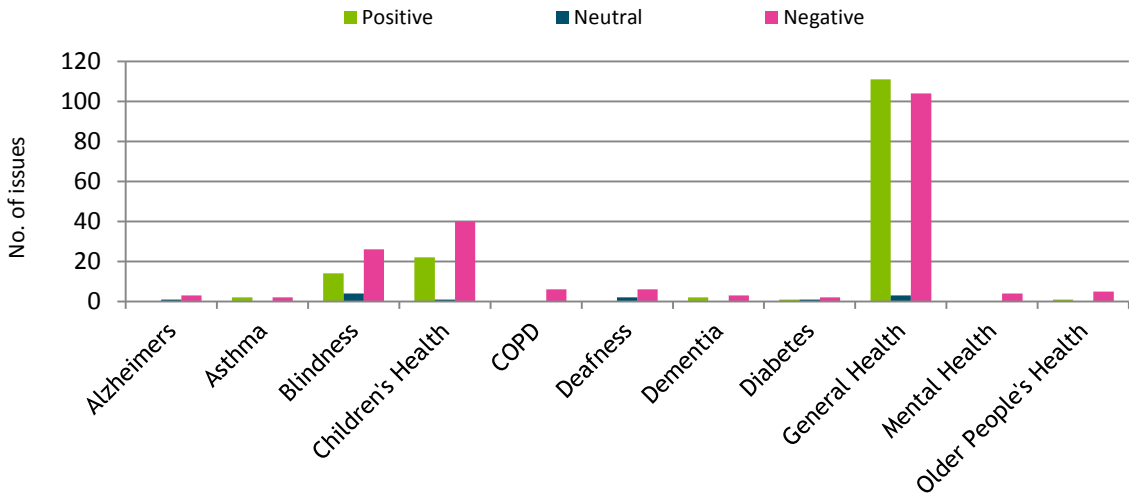
#### Trends to Watch:

Comments suggest patients are clearly satisfied with the customer service provided (staff attitude and quality).

Sentiment on waiting times is clearly negative, and broadly so on advice/information, according to comments.

# SECTION 2.4: TOP OVERALL TOPICS

## 2.4.1 Top Topics



### Trends to Watch:

Children's Health receives a notable volume and ratio of negativity, while blind patients are also broadly dissatisfied, according to comments.

