



## Secondary Care Trends Analysis Report

Whipps Cross University Hospital

### ABOUT THIS REPORT

This report examines important aspects of the service.

#### **Service Categories**

Service categories analysed include 'Appointment Booking' (the ability to get appointments), 'Transport' (hospital transport services), 'Wait at Appointment' (waiting times and environment), 'Diagnosis' (including scans and blood tests), 'Clinical Treatment' (quality of clinical treatment), 'Nursing Care' (quality of nursing care), Discharge (discharge planning), 'Staff Attitude' (attitude of receptionists, clinicians & nurses), 'Administration' (back office /administrative functions) and 'Communication' (advice and information including language and sensory requirements).

#### **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.

#### **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.

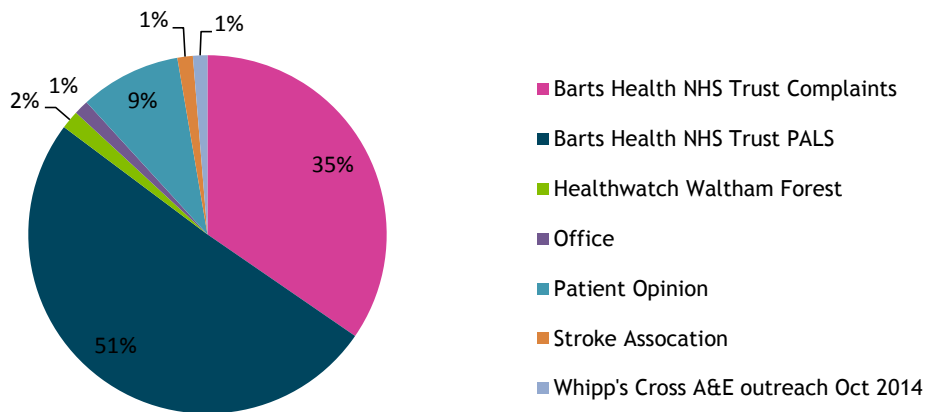
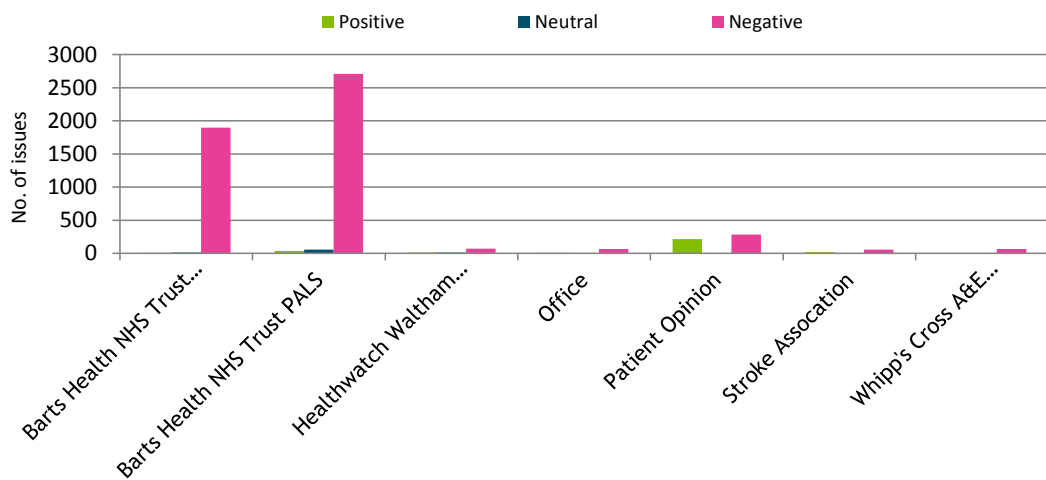
## SECTION 1: REPORT CONTENT

Healthwatch Waltham Forest has identified 6057 issues about services provided by Whipp's Cross University Hospital during the period below:

1.1: Reporting Period: From: 01/04/2014  
To: 31/03/2015

This report identifies the data origin (Section 1.2), the top trends (Section 2) and analyses each trend (Section 3).

### 1.2: Data Origin



### The Data in this Report

Around 85% of the service user comments originate from Barts Health PALS and complaints, with 15% from other sources.

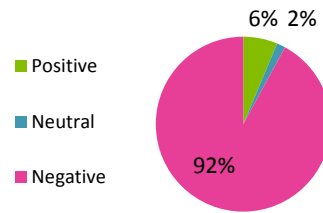
Please note that comments obtained from these sources may not be representative of all service users experiences or opinions.

Report Date: 11/08/2015

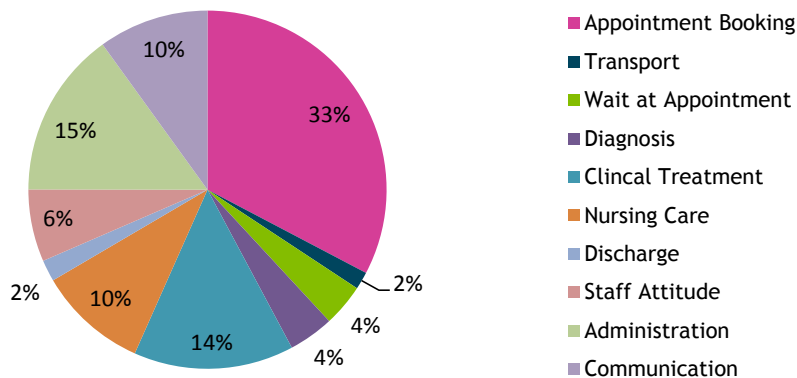
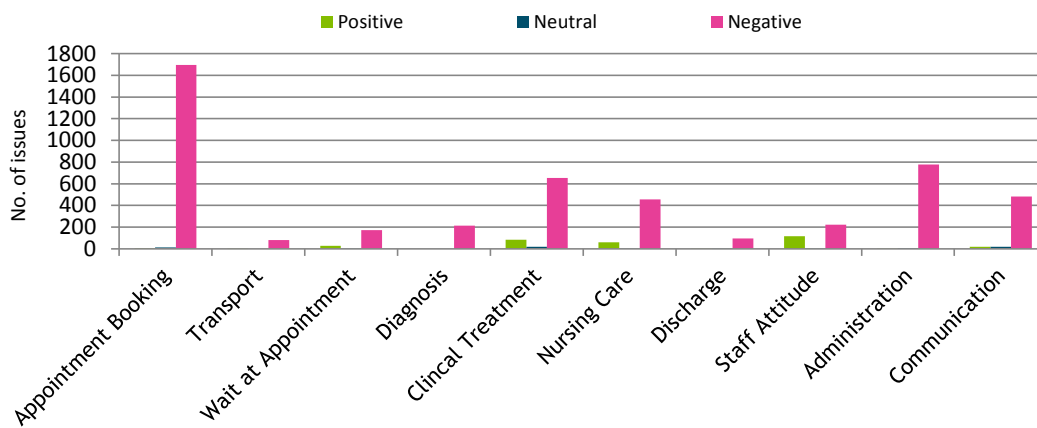
## SECTION 2: TOP OVERALL TRENDS

### 2.1. Sentiment:

According to the comments, the overall sentiment about the service as a whole is 92% negative, this may be largely attributed to data origin.



### 2.1. Most Reported Aspects of Service:



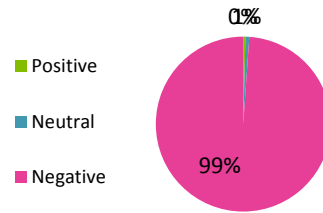
### Trends to Watch:

Appointment booking (the ability to get appointments, including waiting lists and cancellations) is by some margin is the largest trend (see Page 4). Clinical Treatment (Page 8), Nursing Care (Page 9), Administration (Page 12) and Communication (Page 13) also present clear negative trends.

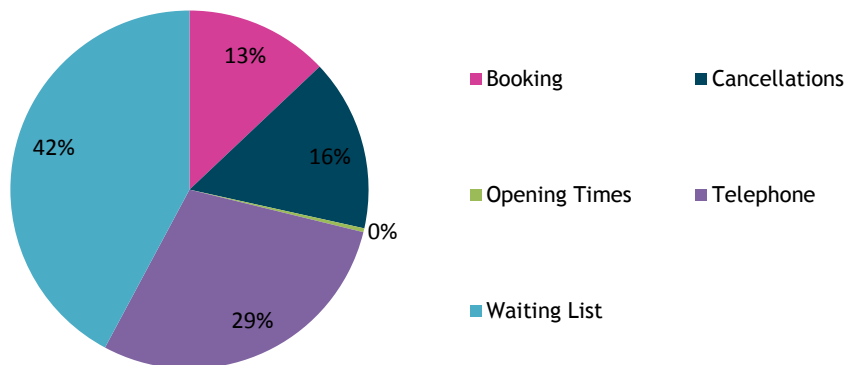
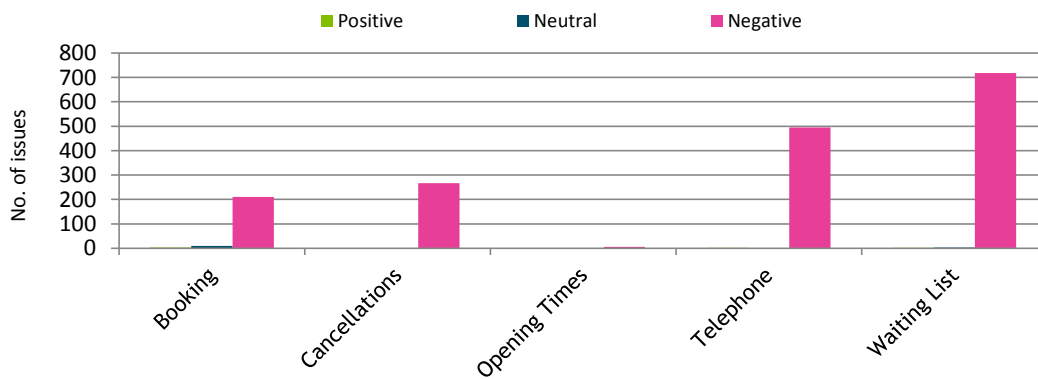
## SECTION 3.1: APPOINTMENT BOOKING

### 3.1.1. Sentiment:

Overall sentiment about Appointment Booking is 99% negative.



### 3.1.2. Most Reported Aspects of Appointment Booking:



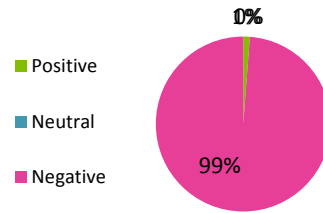
#### Trends to Watch:

Over 700 people express dissatisfaction with waiting lists for treatment (an increase of 150% on 2013/14), while almost 500 people comment negatively about telephone systems (an increase of almost 1,000%). Around 250 appointment cancellations are recorded (a 150% increase) and 200 comments cite issues around the ability to book or reschedule appointments (an increase of 400%).

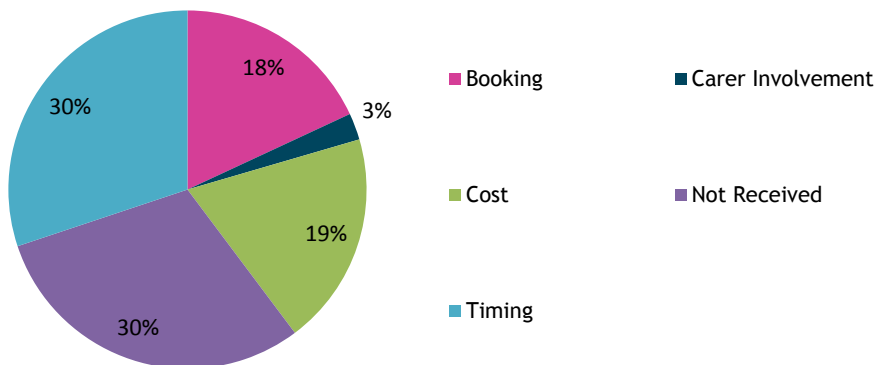
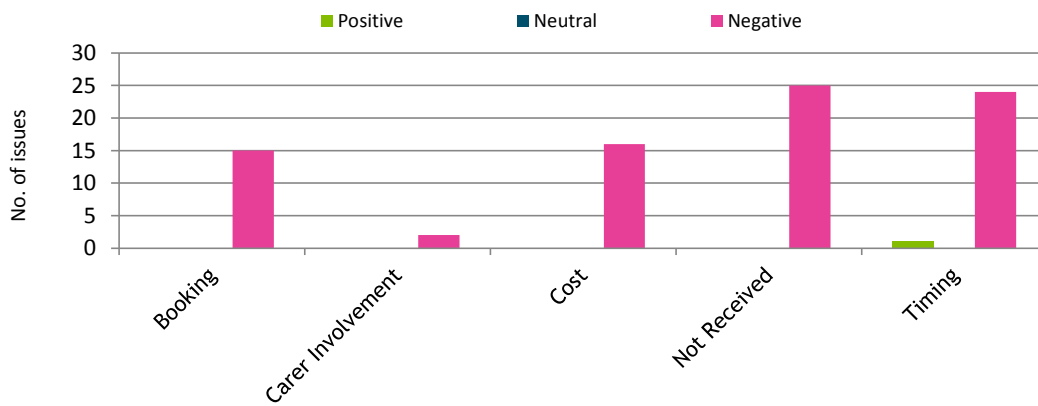
## SECTION 3.2: TRANSPORT

### 3.2.1. Sentiment:

Overall sentiment about Transport is 99% negative.



### 3.2.2. Most Reported Aspects of Transport:



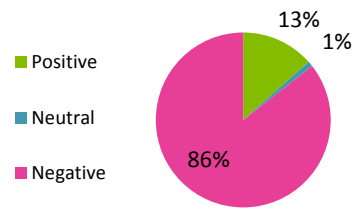
#### Trends to Watch:

In 2013/14, transport was not a noticeable topic, but during 2014/15 we have detected trends on transport arriving late or not at all, along with issues about the ability to book, and cost.

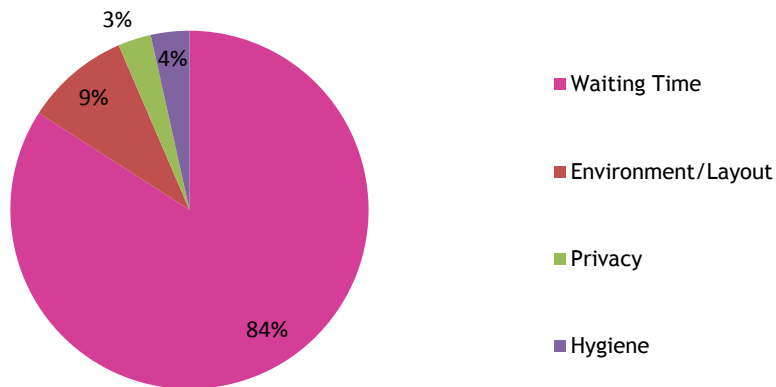
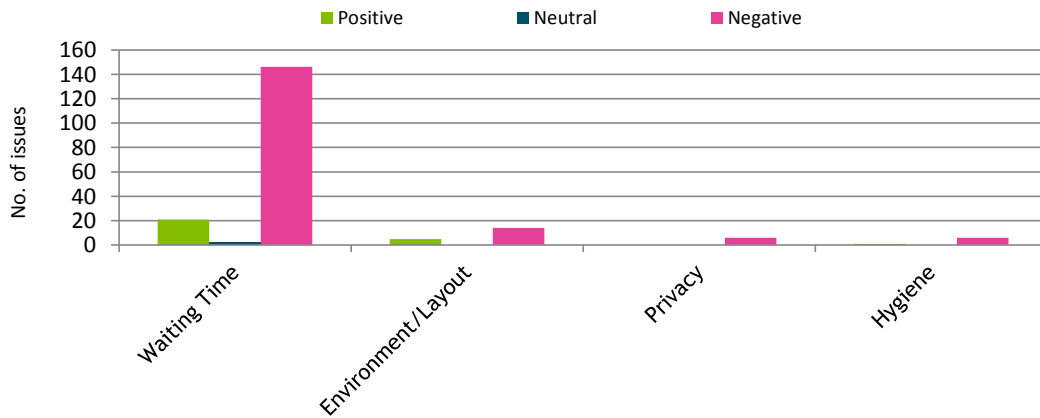
## SECTION 3.3: WAIT AT APPOINTMENT

### 3.3.1. Sentiment:

Overall sentiment about Wait at Appointment is 86% negative.



### 3.3.2. Most Reported Aspects of Wait at Appointment:



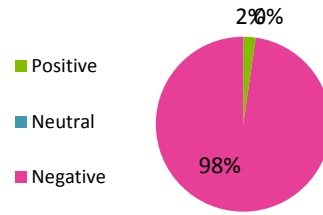
#### Trends to Watch:

We received around 140 negative comments on waiting times at appointments, however sentiment overall has improved by 6% year-on-year.

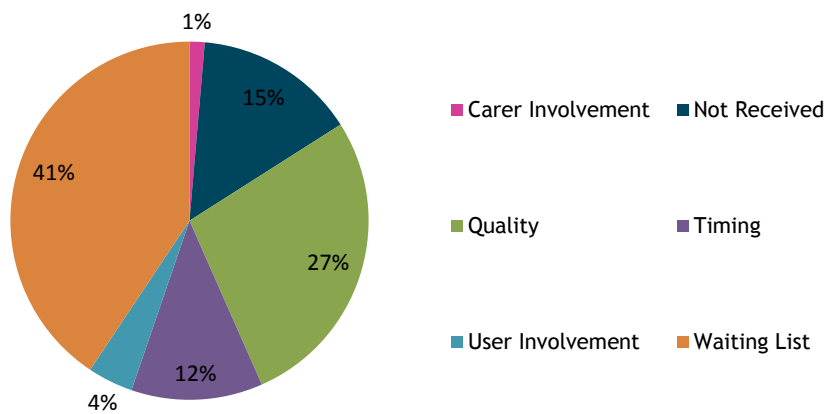
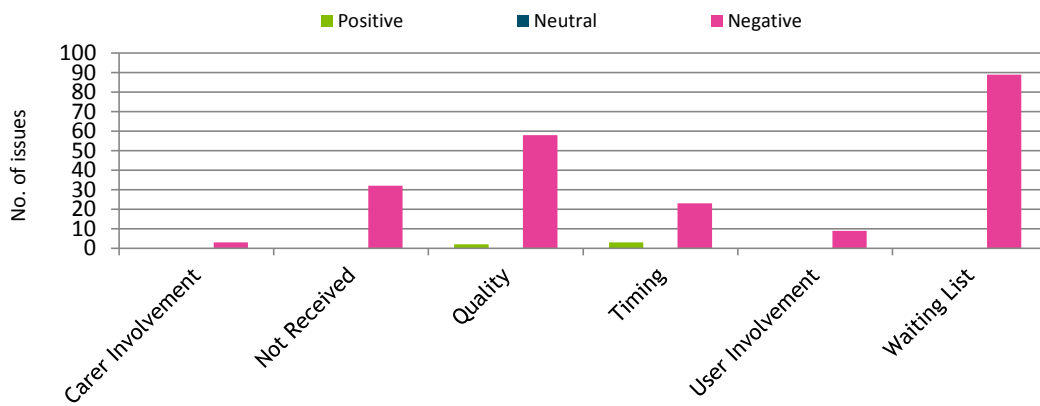
## SECTION 3.4: DIAGNOSIS

### 3.4.1. Sentiment:

Overall sentiment about Diagnosis is 98% negative.



### 3.4.2. Most Reported Aspects of Diagnosis:



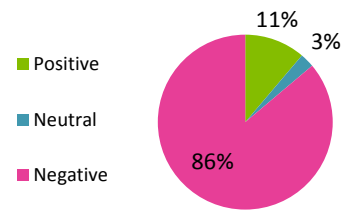
#### Trends to Watch:

Negative comments about waiting lists for scans have increased 100% by volume on 2013/14, while issues about quality (including none/mis-diagnosis) show a modest increase in volumes.

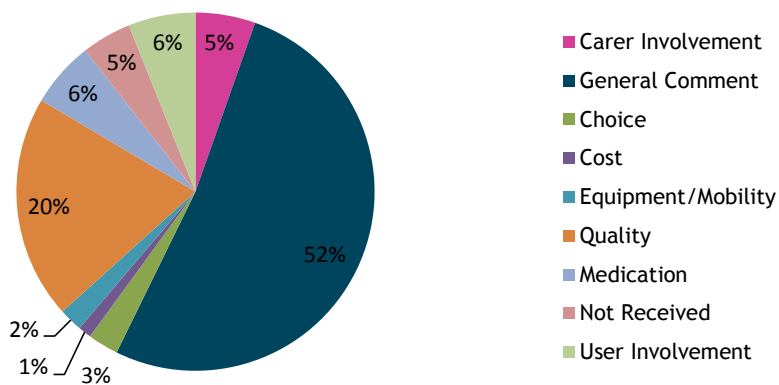
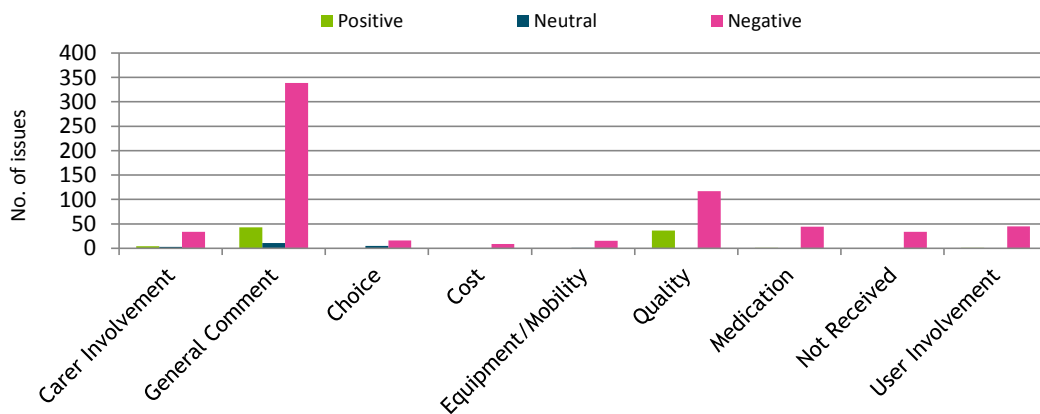
## SECTION 3.5: CLINICAL TREATMENT

### 3.5.1. Sentiment:

Overall sentiment about Clinical Treatment is 86% negative.



### 3.5.2. Most Reported Aspects of Clinical Treatment:



#### Trends to Watch:

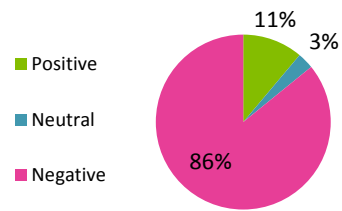
Comments suggest sentiment about treatment received has declined by 4% year-on-year, with 100% more comments received about quality in particular. This does raise questions about the ability to uphold and maintain standards.



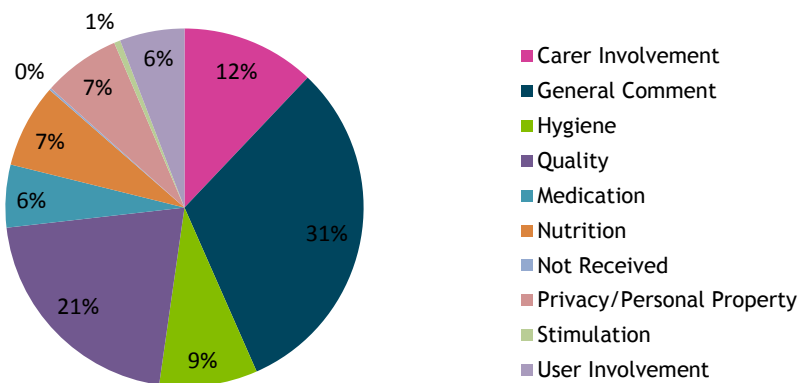
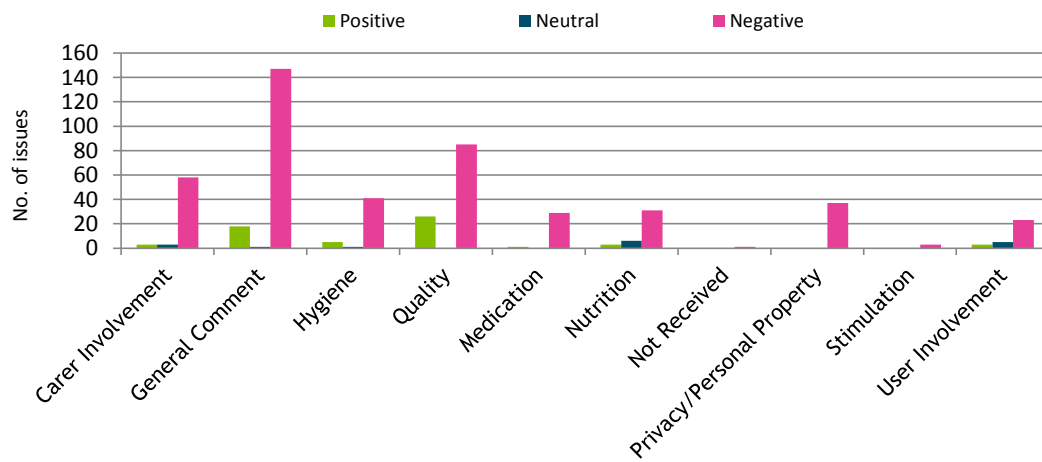
## SECTION 3.6: NURSING CARE

### 3.6.1. Sentiment:

Overall sentiment about Nursing Care is 70% negative.



### 3.6.2. Most Reported Aspects of Nursing Care:



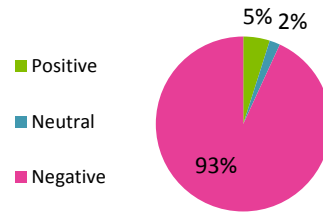
#### Trends to Watch:

According to comments sentiment about nursing care has declined by 3% year-on-year, again with 100% more comments received about quality in particular. Again, this does raise questions about the ability to uphold and maintain standards.

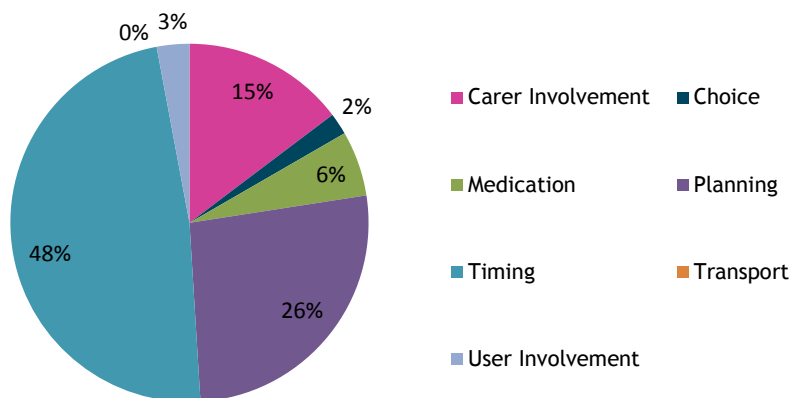
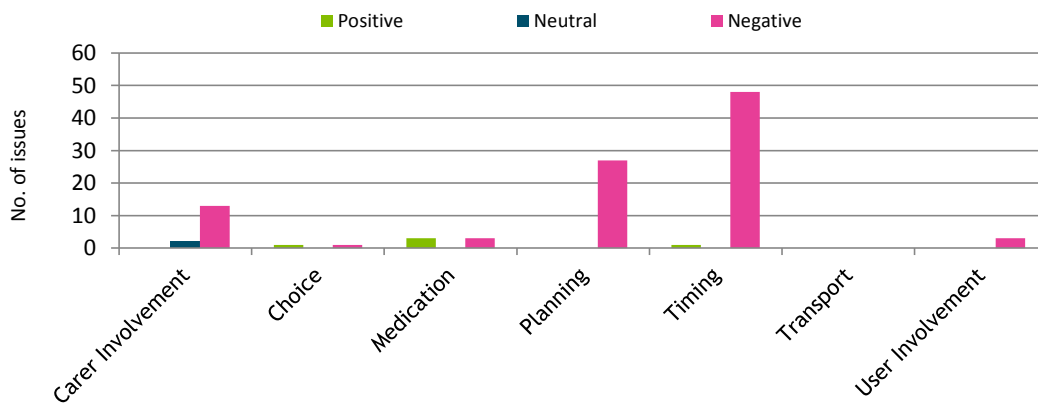
## SECTION 3.7: DISCHARGE

### 3.7.1. Sentiment:

Overall sentiment about Discharge is 93% negative.



### 3.7.2. Most Reported Aspects of Discharge:



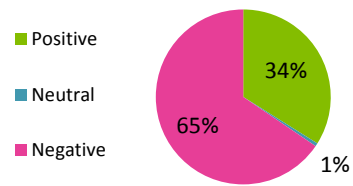
#### Trends to Watch:

Comments suggest sentiment has improved by 3% year-on-year, however timing and planning of discharge remain clear issues.

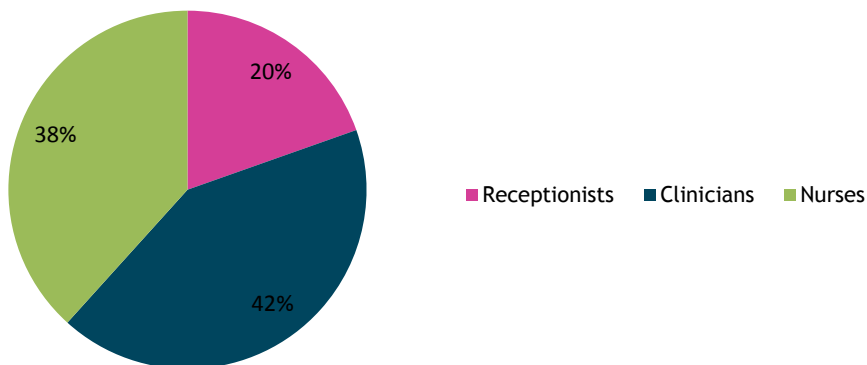
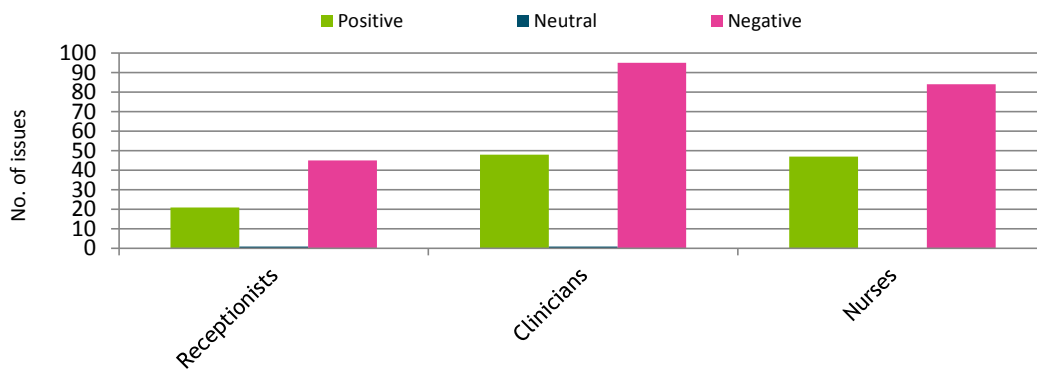
## SECTION 3.8: STAFF ATTITUDE

### 3.8.1. Sentiment:

Overall sentiment about Staff Attitude is 65% negative.



### 3.8.2. Most Reported Aspects of Staff Attitude:



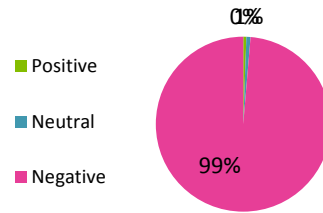
#### Trends to Watch:

Sentiment has improved by 5% year-on-year according to comments. With around the same volumes of comments received for both years, it could be deduced that staff attitude has become less of an issue overall.

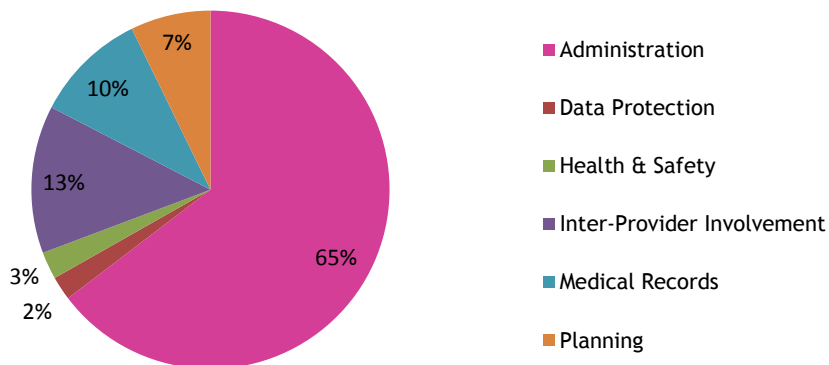
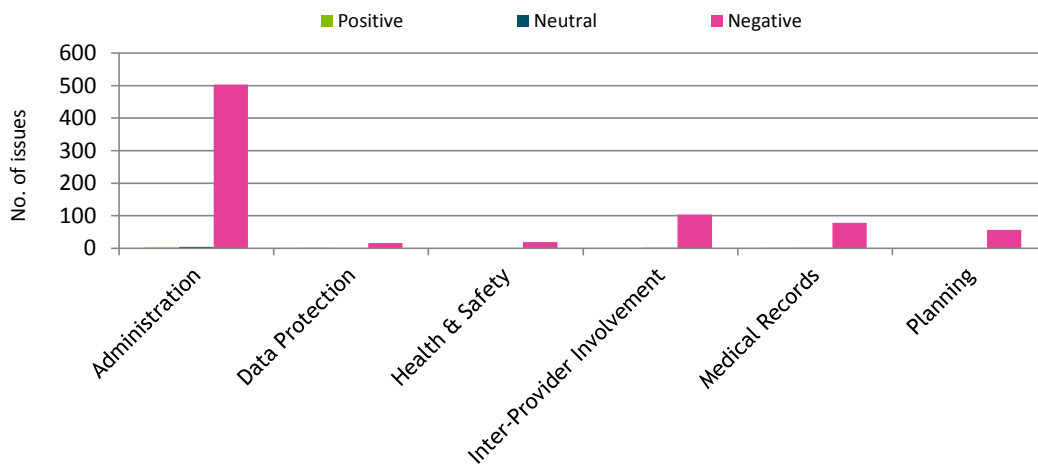
## SECTION 3.9: ADMINISTRATION

### 3.9.1. Sentiment:

Overall sentiment about Administration is 99% negative.



### 3.9.2. Most Reported Aspects of Administration:



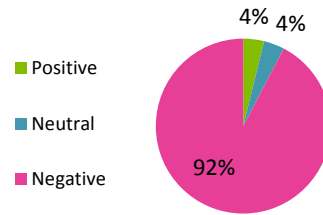
#### Trends to Watch:

It is very noticeable that 500 people have commented negatively on administration (a 250% increase over 2013/14). Sentiment has declined by 7% year-on-year, and we hear commonly of patients receiving contradictory letters, attending appointments and later receiving did-not-attend notification and discharged, and various other administrative related problems.

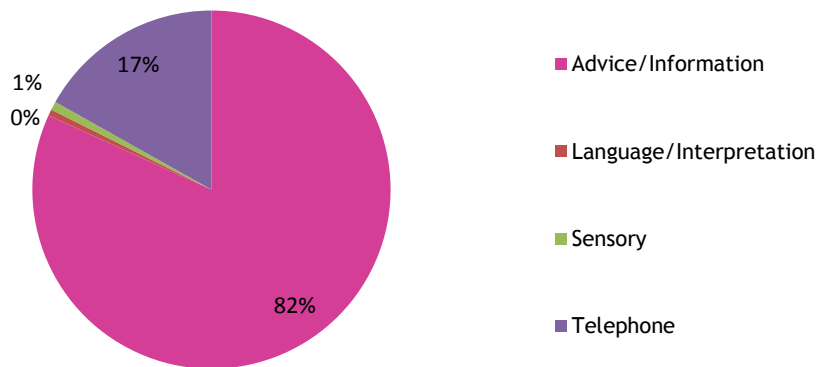
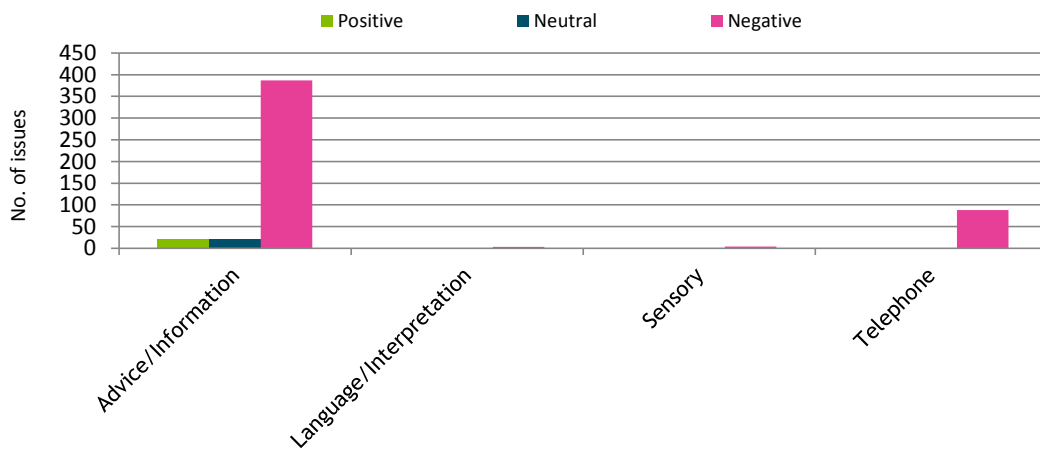
## SECTION 3.10: COMMUNICATION

### 3.10.1. Sentiment:

Overall sentiment about Communication is 92% negative.



### 3.10.2. Most Reported Aspects of Communication:

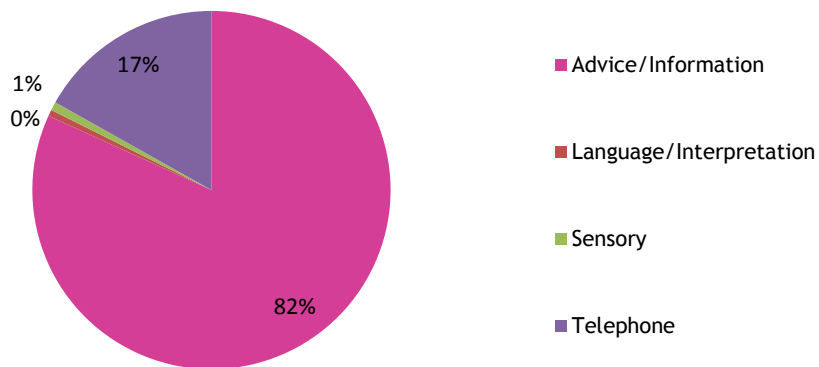
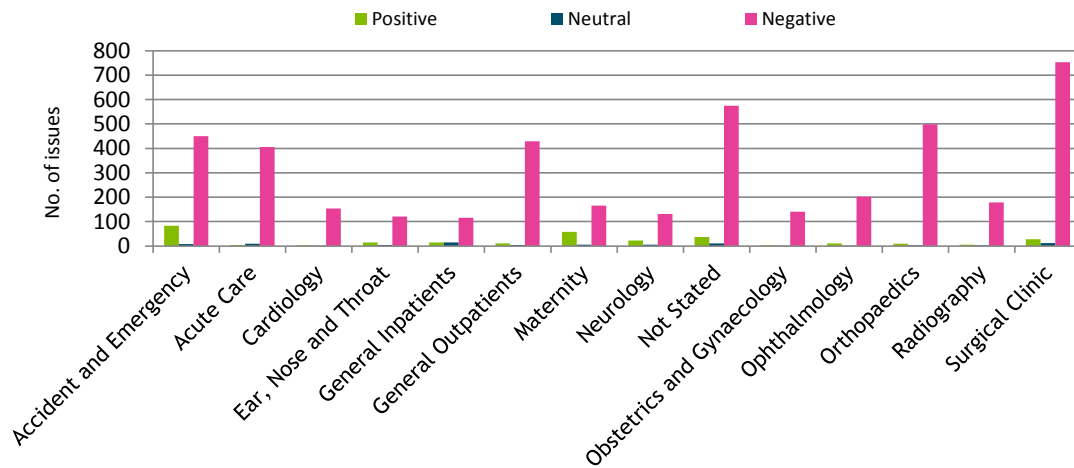


#### Trends to Watch:

With 100% more comments received than in 2013/14, and an 11% decline in sentiment, it is clear that communication has become a rising negative issue. Among a common complaint is patients not being informed of appointment cancellations.

## SECTION 3.11: DEPARTMENTS

### 3.11.1. Most Reported Departments:

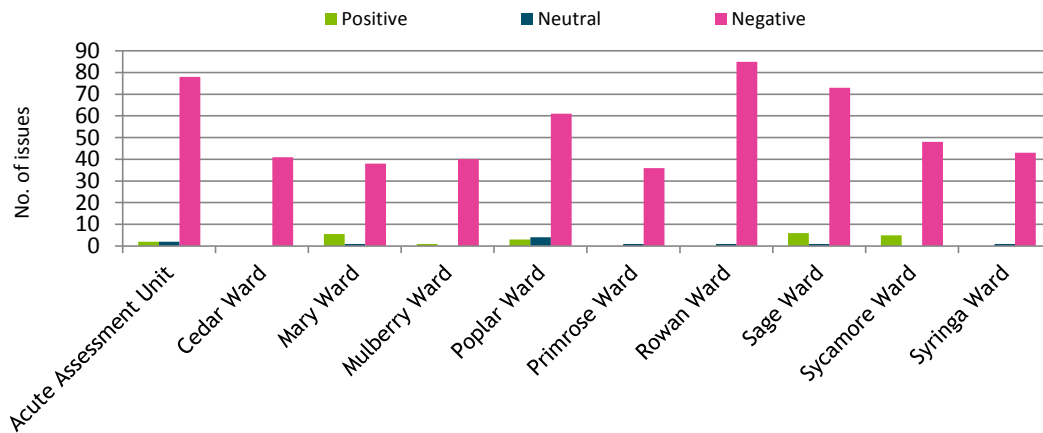


#### Trends to Watch:

Orthopaedics and Ophthalmology receive notably more comments than in 2013/14, indicating a decline in service, while Maternity receives notably fewer, suggesting an improvement.

## SECTION 3.12: WARDS

### 3.12.1. Most Reported Wards



### 3.12.2. All Wards

	Positive	Neutral	Negative	Total
Acacia	0	0	17	17
Acorn Unit	7	0	27	34
Acute Assessment Unit	2	2	78	82
Birch	1	0	10	11
Blackthorn	4	0	24	28
Bracken	0	0	6	6
Cedar	0	0	41	41
Chestnut	0	0	13	13
Conifer	0	0	12	12
Curie	0	1	32	33
Elizabeth	1	0	20	21
Faraday	0	0	6	6
Hope	0	0	36	36
Magnolia	0	0	4	4
Margaret Centre	0	0	23	23
Mary	6	1	38	45
Mulberry	1	0	40	41
Nightingale	4	0	5	9
Peace	0	0	20	20
Poplar	3	4	61	68
Primrose	0	1	36	37
Rowan	0	1	85	86
Sage	6	1	73	80
Sycamore	5	0	48	53
Syringa	0	1	43	44
Victory	0	0	15	15
Wavell	1	1	14	16

#### Trends to Watch:

Many Wards receive a volume of negative comments, however it is noticed that Conifer Ward receives far fewer comments than in 2013/14, indicating a possible improvement.