

# The Experience of Barking, Havering and Redbridge University Hospitals NHS Trust

## Trends Analysis Report



CommunityInsight

Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of health and care services in selected boroughs.

*Qualitative Feedback, 1 April 2024 - 31 March 2025*



## Report Index

### Data Source (Page 3)

Identifies the origin of the data, by source and borough.



### Top Trends (Page 4-5)

Identifies the top service sectors, specialisms, medical conditions/topics and service related issues.



### Satisfaction Levels (Pages 6-7)

Tracks satisfaction of service aspects over time, and by hospital.



### Experiences by Hospital (Pages 8-9)

Explores trends by individual hospital.



### Data Table (Pages 10-11)

The numbers underpinning the trends.

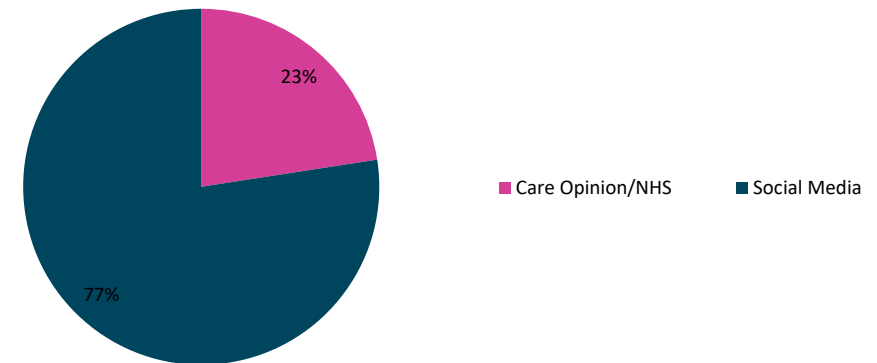
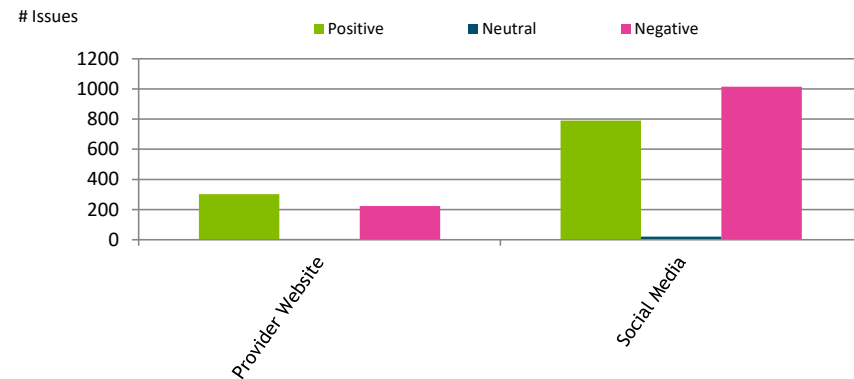


**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

## 1. Data Source: Where did we collect the feedback?

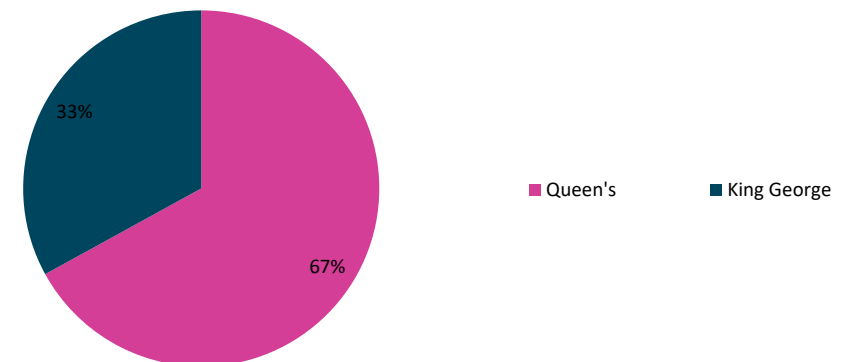
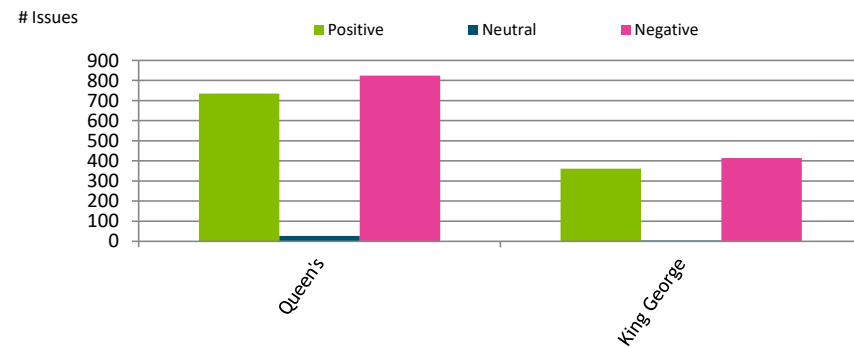


### 1.1 Source: 2365 issues from 570 people



Sources providing the most comments overall

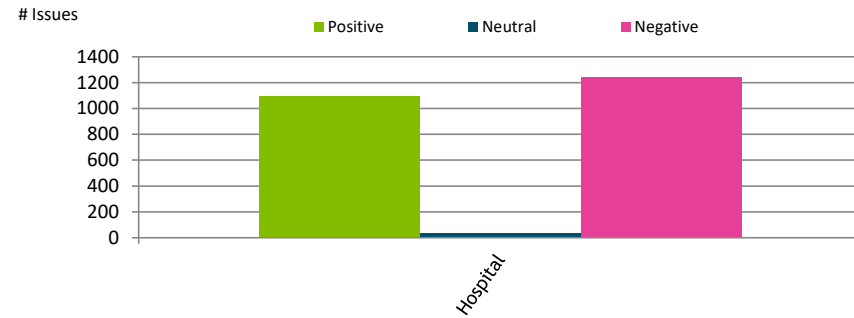
### 1.2 Feedback by Hospital



## 2. Which services are people most commenting on?

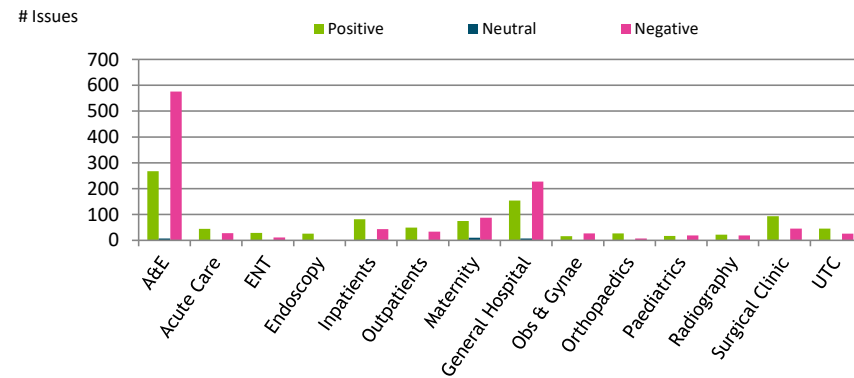


### 2.1 Service Sector

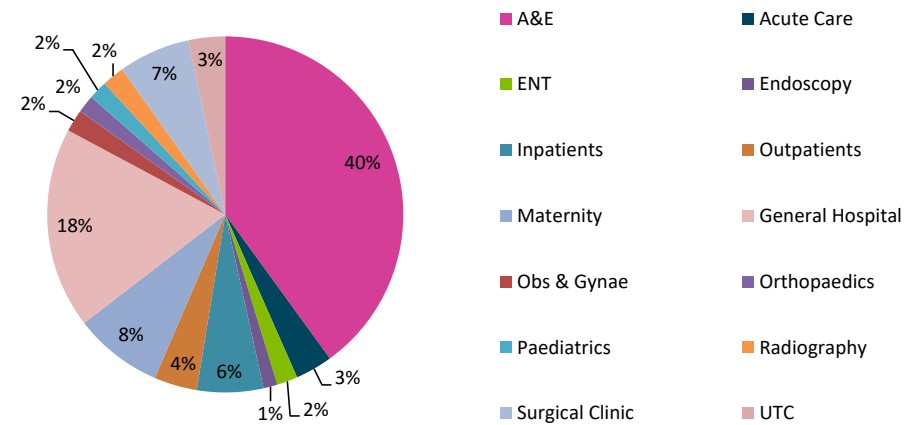


Service sectors receiving the most comments overall

### 2.2 Service Type



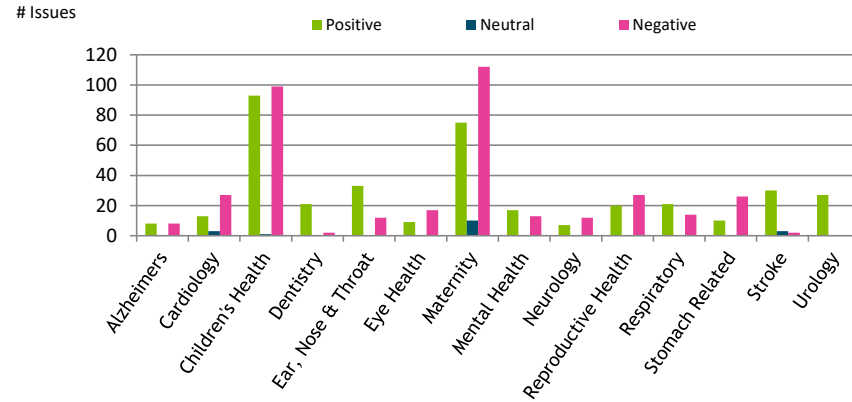
Service type receiving the most comments overall



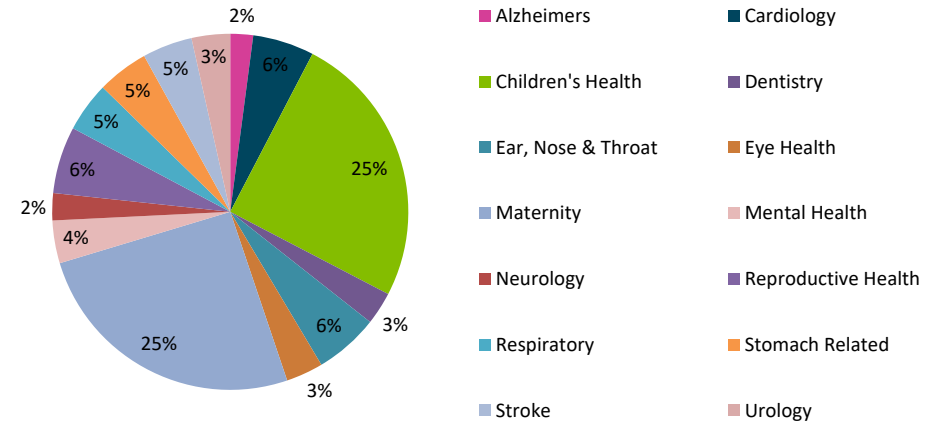
### 3. Which service aspects are people most commenting on?



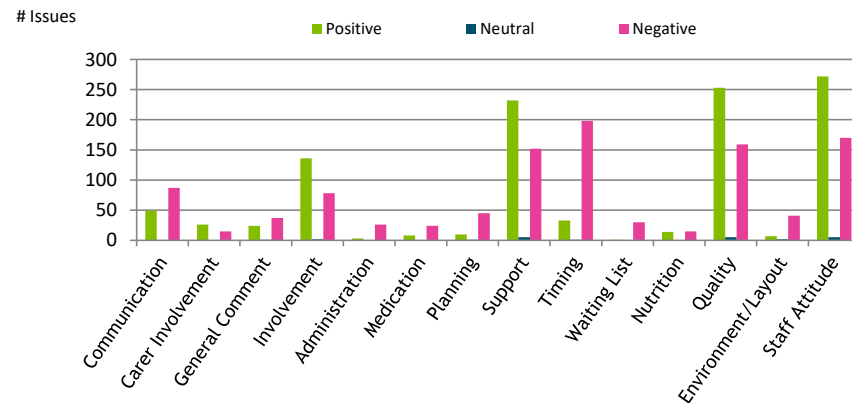
#### 3.1 Stated medical conditions/topics



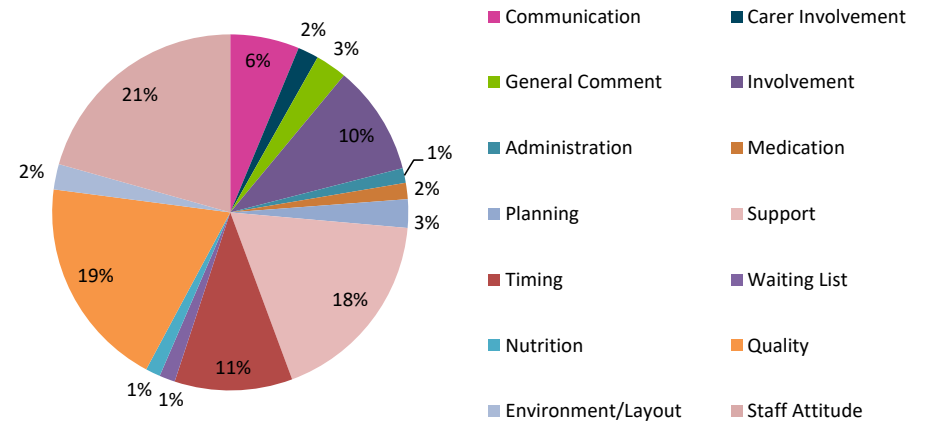
Medical conditions/topics receiving the most comments overall



#### 3.2 Top Trends: 2365 issues from 570 people



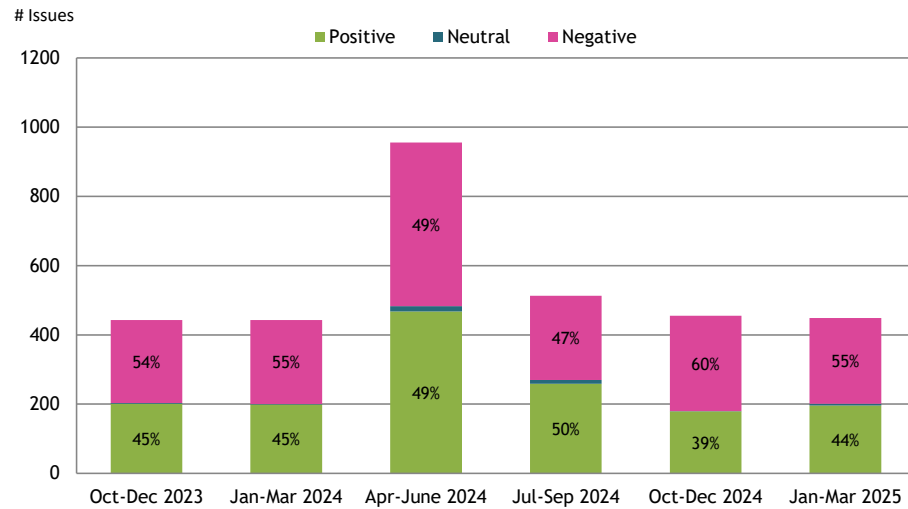
Issues receiving the most comments overall



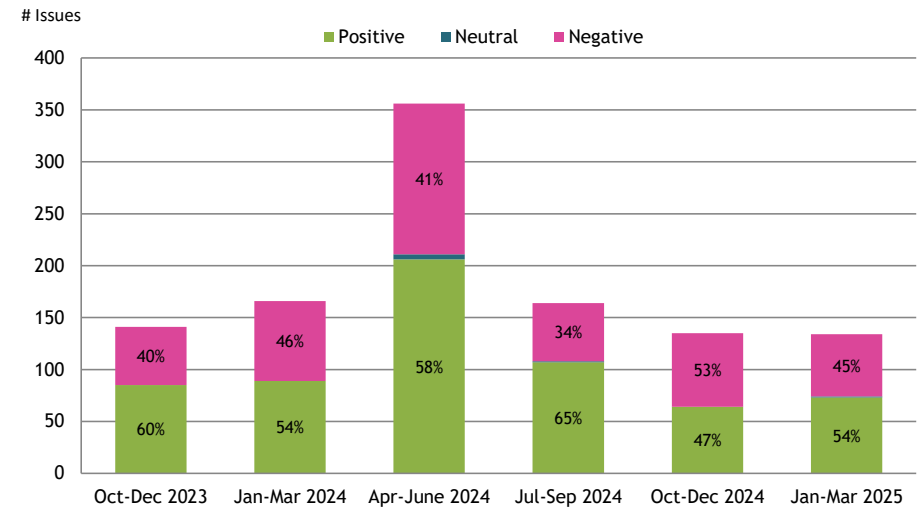
#### 4. Timeline: On the whole, how do people feel about Health and Care services?



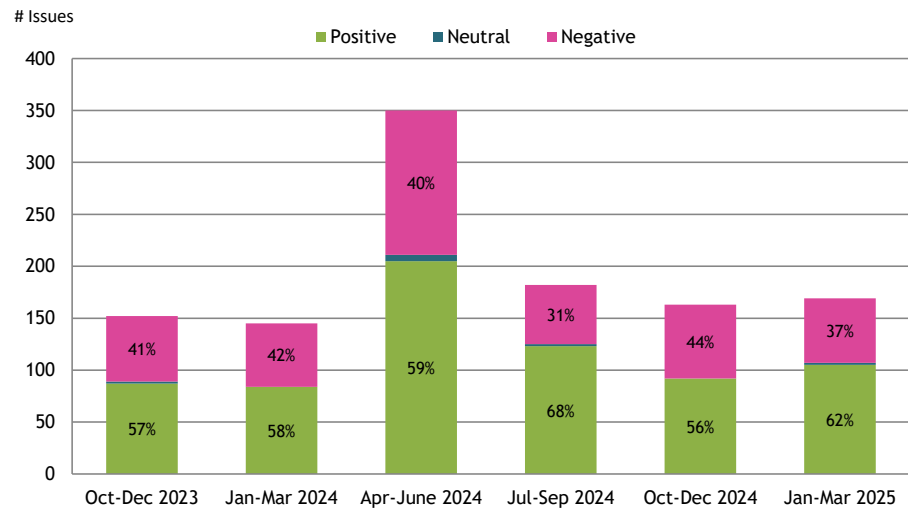
##### 4.1 How do people feel about services overall?



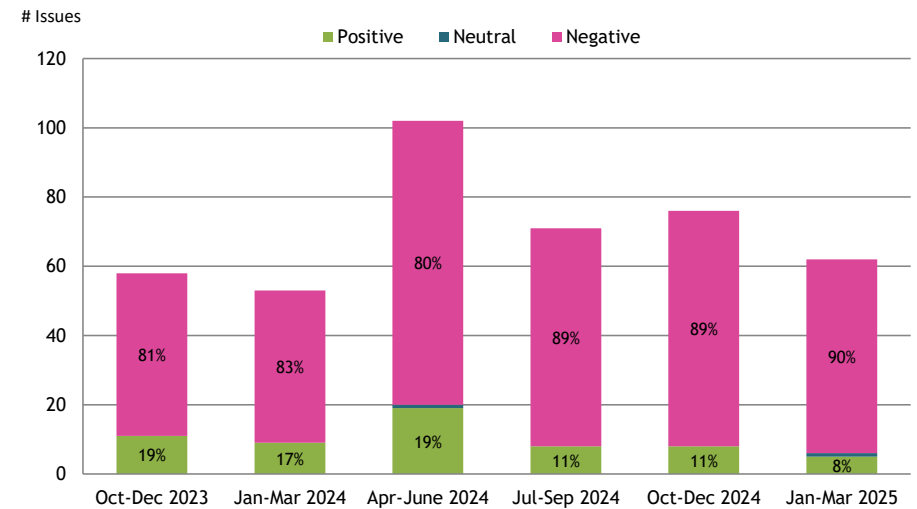
##### 4.2 How well informed, involved and supported do people feel?



##### 4.3 How do people feel about general quality and empathy?



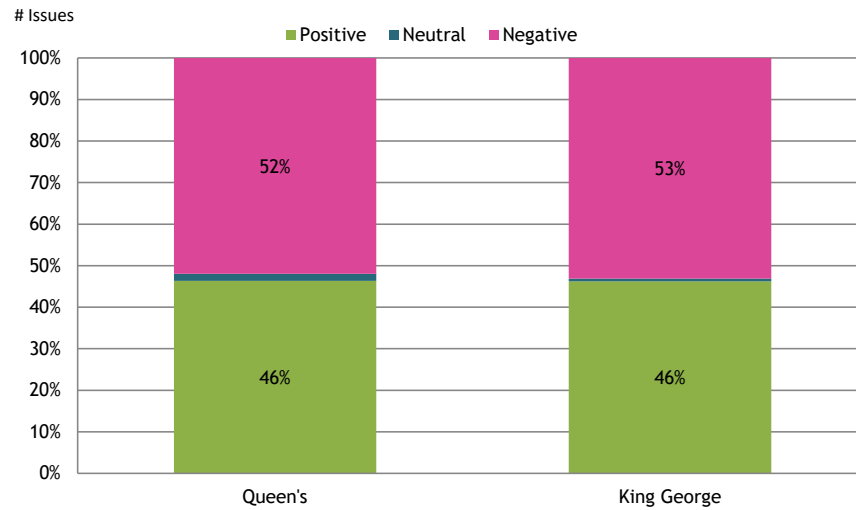
##### 4.4 How do people feel about access to services?



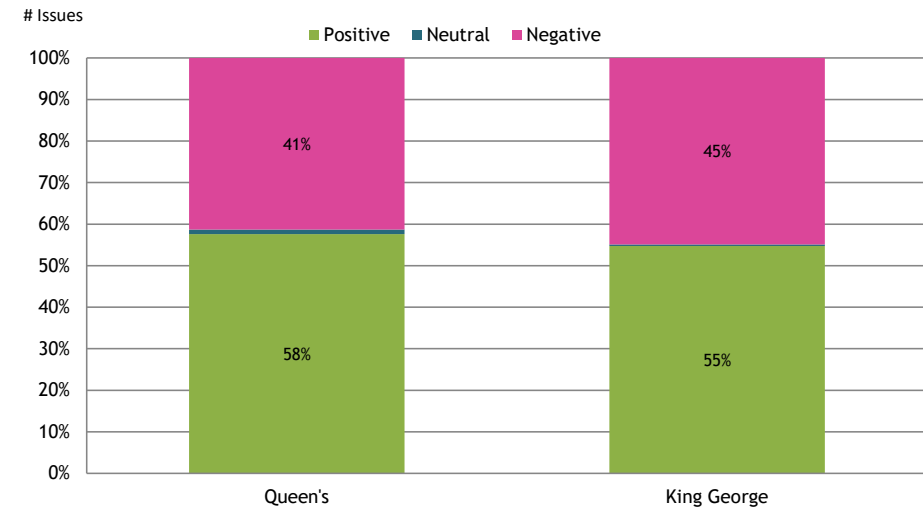
## 5. By Hospital: On the whole, how do people feel about Health and Care services?



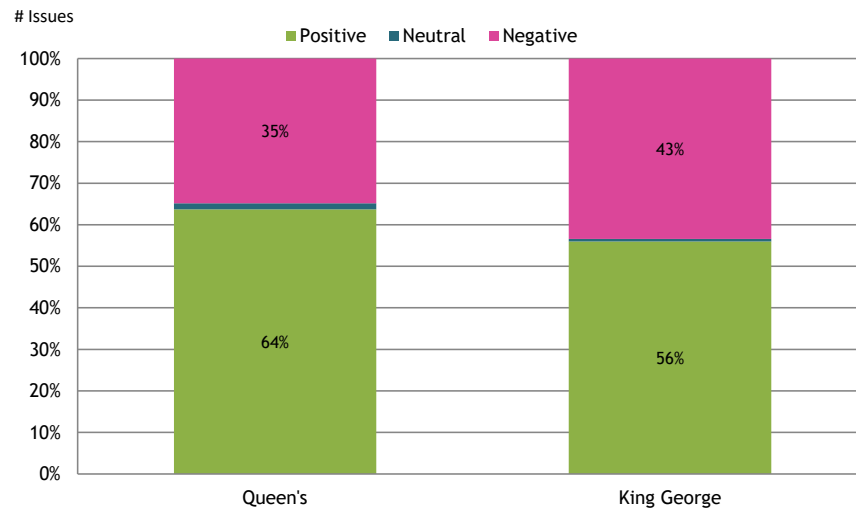
### 5.1 How do people feel about services overall?



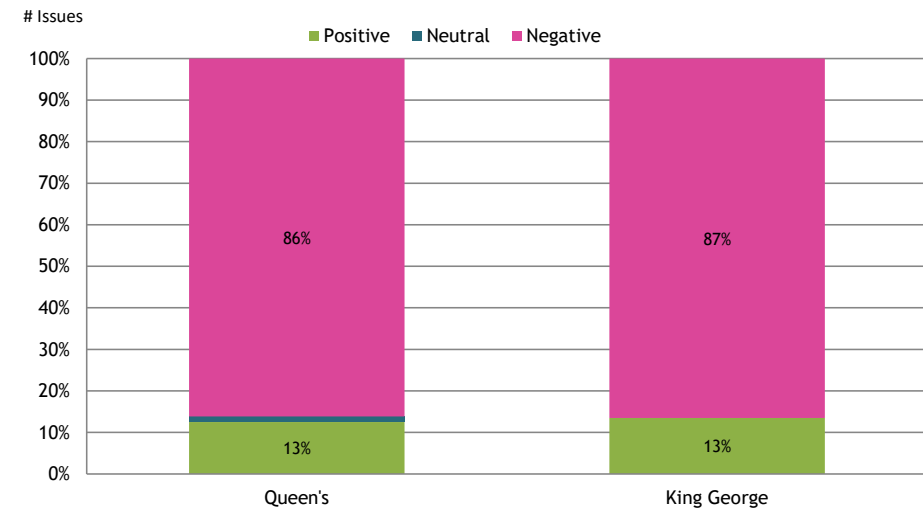
### 5.2 How well informed, involved and supported do people feel?



### 5.3 How do people feel about general quality and empathy?



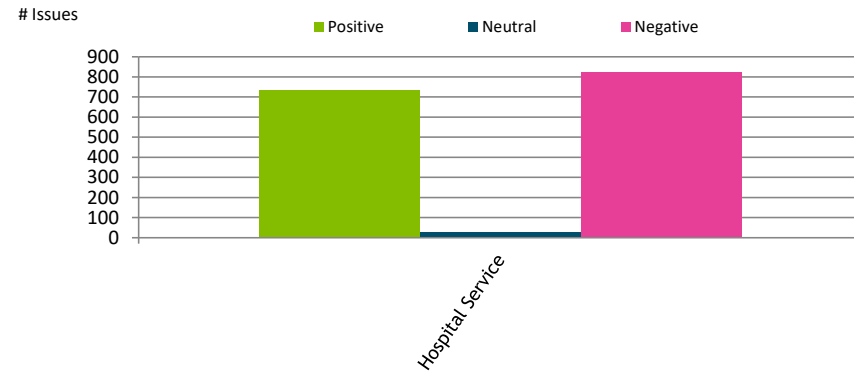
### 5.4 How do people feel about access to services?



## 6. Trends by Hospital: Queen's Hospital

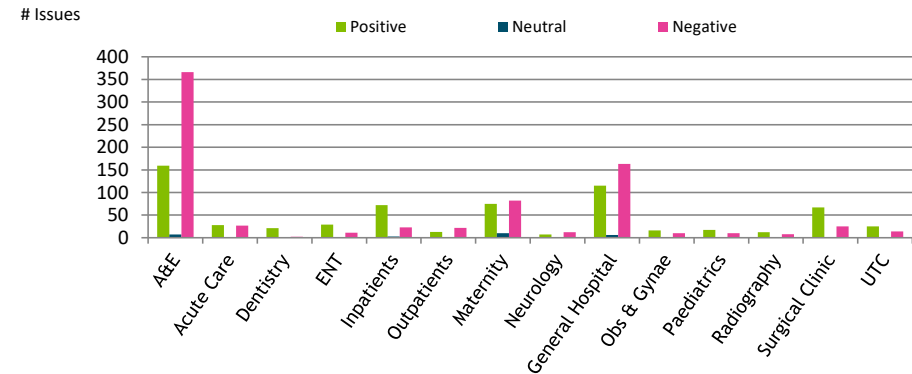


### 6.1 Service Sector



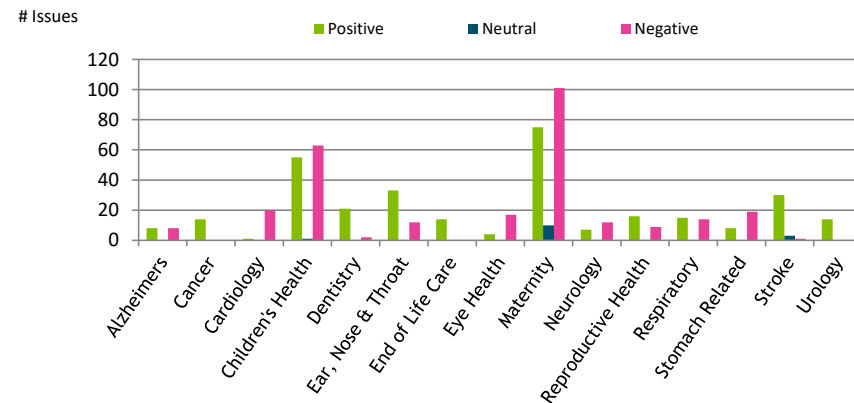
Service sectors receiving the most comments overall

### 6.2 Service Type



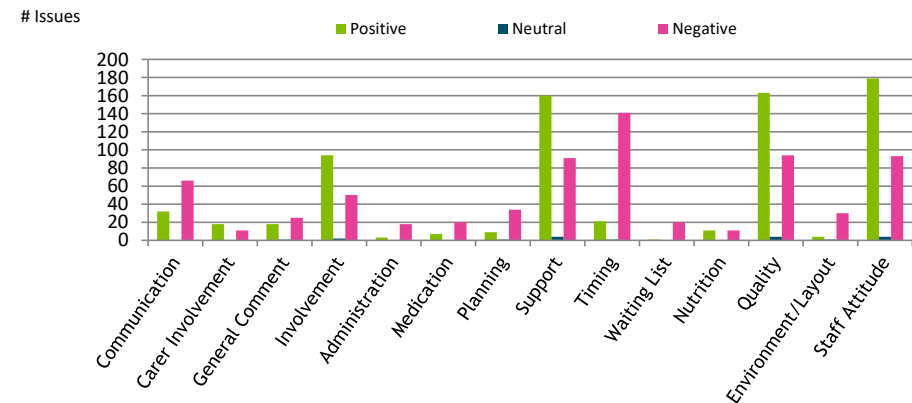
Service type receiving the most comments overall

### 6.3 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 6.4 Top Trends: 1586 issues from 380 people



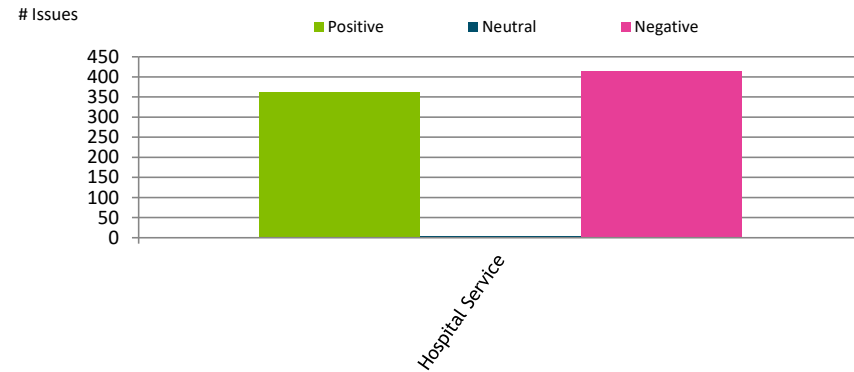
Issues receiving the most comments overall



## 6. Trends by Hospital: King George Hospital

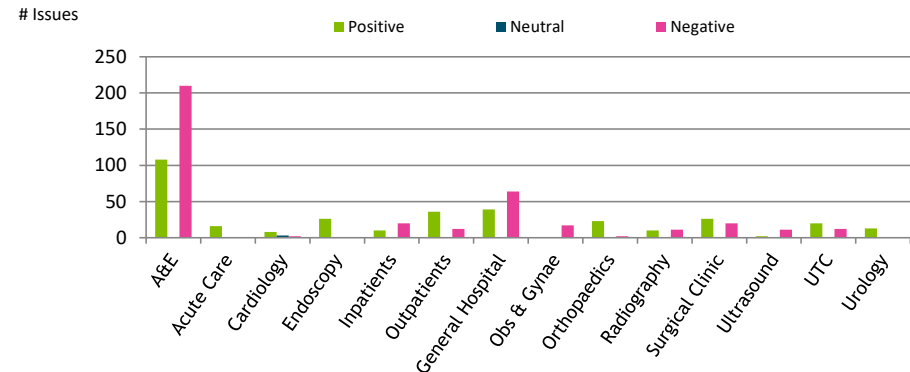


### 6.5 Service Sector



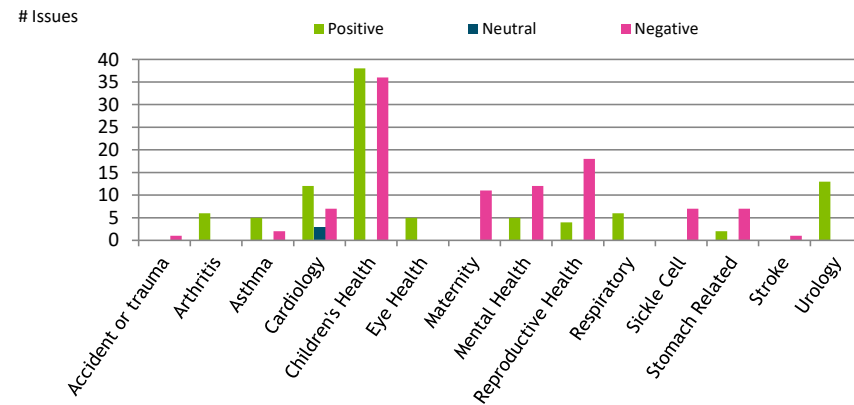
Service sectors receiving the most comments overall

### 6.6 Service Type



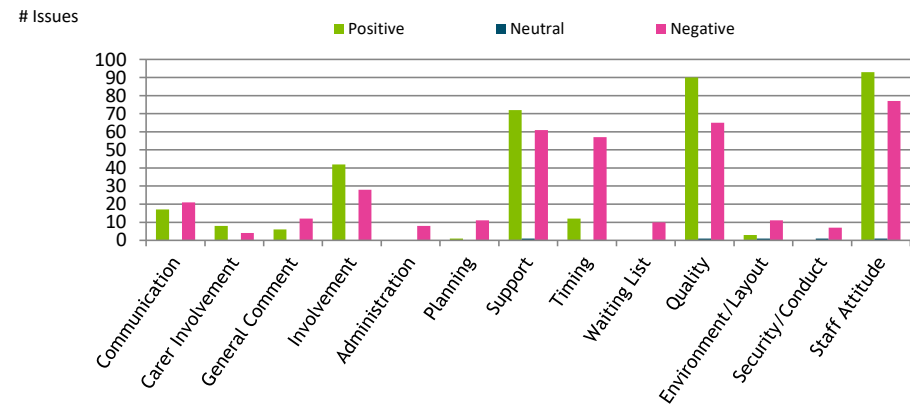
Service type receiving the most comments overall

### 6.7 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 6.8 Top Trends: 781 issues from 190 people



Issues receiving the most comments overall

## 7. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	Communication, including access to advice and information.	49	0	87	136
	Carer Involvement	Involvement or influence of carers and family members.	26	0	15	41
	Peer Involvement	Involvement or Influence of friends.	0	0	0	0
	General Comment	A generalised statement (ie; "The doctor was good.")	24	1	37	62
	User Involvement	Involvement or influence of the service user.	136	2	78	216
Systems	Administration	Administrative processes and delivery.	3	0	26	29
	Admission	Physical admission to a hospital ward, or other service.	4	1	13	18
	Booking	Ability to book, reschedule or cancel appointments.	2	0	11	13
	Cancellations	Cancellation of appointment by the service provider.	0	0	9	9
	Data Protection	General data protection (including GDPR).	0	0	1	1
	Referral	Referral to a service.	1	1	4	6
	Medical Records	Management of medical records.	0	0	4	4
	Medication	Prescription and management of medicines.	8	0	24	32
	Opening Times	Opening times of a service.	1	1	0	2
	Planning	Leadership and general organisation.	10	1	45	56
	Registration	Ability to register for a service.	0	1	1	2
	Support	Levels of support provided.	232	5	152	389
	Telephone	Ability to contact a service by telephone.	0	0	8	8
	Timing	Physical timing (ie; length of wait at appointments).	33	1	198	232
	Waiting List	Length of wait while on a list.	1	0	30	31
Values	Choice	General choice.	0	0	2	2
	Cost	General cost.	0	0	5	5
	Language	Language, including terminology.	0	0	1	1
	Nutrition	Provision of sustenance.	14	0	15	29
	Privacy	Privacy, personal space and property.	0	0	6	6
	Quality	General quality of a service, or staff.	253	5	159	417
	Sensory	Deaf/blind or other sensory issues.	0	0	0	0
	Stimulation	General stimulation, including access to activities.	6	0	1	7

## 7. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	0	0	0	0
	Environment/Layout	<i>Physical environment of a service.</i>	7	2	41	50
	Equipment	<i>General equipment issues.</i>	1	0	4	5
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	7	7
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	6	0	9	15
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	4	4
	Travel/Parking	<i>Ability to travel or park.</i>	3	2	10	15
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	11	11
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	1	16	17
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	272	5	170	447
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	1	1
	Staff Training	<i>Training of staff.</i>	1	0	15	16
	Staffing Levels	<i>General availability of staff.</i>	1	3	19	23
Total:			1094	32	1239	2365