



**PATIENT EXPERIENCE
REPORT 2020/2021
QUARTER 4
JANUARY - MARCH**

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Executive Summary

For this fourth quarter, January - March 2021, 839 patient experience reviews have been collected for service providers within the borough of Waltham Forest. Of these, 73% were positive with a rating of 4 - 5 stars. Neutral (3 stars) and negative (1 - 2 stars) reviews accounted for 6% and 21% of the reviews, respectively. This suggests that overall, patients and service users left positive feedback about their health and social care experience across these three months. Please visit pg. 4 for further information regarding Overall Star Ratings per month.

When taking a closer look at the data, it is evident that GP services received the highest number of total reviews (275), with 61% being positive. However, they also received the largest number of negative reviews (29%) compared to any other service. Examining GP services' applied sub themes, Management of Service received the highest proportion of positive reviews (53%). The negative reviews received were predominantly linked to Administration issues; Booking Appointments (65%) and Getting Through on The Phone (78%). The fourth most applied theme was Communication, which also received a larger amount of negative reviews (65%). This shows that the vast majority of service users found Administration and Communication poor at their GP practice.

Furthermore, GP services received a considerable number of positive reviews for the applied themes Treatment & Care (69%) and Staff (62%). Examining the sub-themes within Treatment & Care, Experience received the highest positive reviews (69%). Examining the sub-themes within Staff, Attitudes received the highest positive reviews (62%).

The COVID-19 pandemic has had a massive impact on the traditional GP experience, how these services are managed, and how both the provider and patient perceive these changes. Changes such as the reduction in available appointments and the shift to telephone and virtual consultations, which have been necessarily implemented to maximise everyone's safety, have been a polarising issue.

The next three service-types to receive the highest number of reviews are Dentist, Pharmacy and Whipps Cross Hospital. The top applied themes for these service types are Administration, Facilities & Surroundings, Treatment & Care, and Staff, and had positive sentiment. Due to the nature of Dentist and Pharmacy services, the consultation medium has not been as drastically impacted by the COVID -19 pandemic. Where appointments are available and service-users are being physically seen, the perception of staff attitudes and treatment quality is positive. Please visit pg. 5 for further information related to the distribution of positive, neutral & negative reviews per service category.

Notably, Treatment & Care was the highest applied theme for Dental services (171), followed closely by Staff (164). It's excellent to see that Facilities & Surroundings received 100% for Cleanliness (Environment and Infection Control). Due to the pandemic Infection Prevention measure perception has been heightened in the general population.

Executive Summary continued

Dental consultations are unique in this pandemic context in that their consultation medium cannot be changed and poses a high potential infection risk due to the dental work that occurs in the oral cavity. It is clear, looking at the reviews, that Waltham Forest dentists have prioritised maximising provider and patient safety by implementing high levels of infection prevention measures.

This Quarter, we have also added COVID - 19 Vaccination Centres to the 'Share Your Experiences' page of our website. We aimed to capture the general experience across the borough. The majority of reviews received have been largely positive (73%). The Administration sub-themes receiving the highest positive reviews were Appointment Availability (80%), Management of Service (92%) and Booking Appointments (100%). Most service users expressed their satisfaction regarding the vaccine treatment received in Waltham Forest.

Healthwatch Waltham Forest captures patient experience in a number of ways. Please visit pg.7 for further information about what we do and pg.8 on how we capture and analyse patient experience feedback. A large percentage of our reviews are collected online (sample of our online feedback form can be found on pg.10), therefore the demographic information is not available and left blank. However, our team of volunteers seek to improve the completion of monitoring data going forward through our direct telephone engagement. Please visit pg. 6 for demographic information collected this quarter; Age, Ethnicity, Gender & Religion. Further guidance is being provided to volunteers to support this.

The information presented within this report reflects individual patient experience of health and social care services, untainted and without agenda to ensure that the genuine observations and commentaries of the community are captured. Healthwatch Waltham Forest presents this as factual information to be considered and utilised to improve service provision and highlight areas of good practice. Please visit pg. 9 to read more about the Actions, Impact and Next Steps taken by our organization once we share this report with relevant stakeholders, local authority and integrated care boards and committees.

Overall Star Ratings

The number of patient reviews received for this quarter was 839. The table below shows the distribution of the negative, neutral and positive patient reviews by each month and for the quarter as a whole. Please see the appendices for examples of both our physical and online questionnaires.

Each patient was asked to give an overall rating out of 5 stars for the service(s) they attended.

Month	1 - 2 Star Reviews (Negative) ★ ★ ☆ ☆ ☆	3 Star Reviews (Neutral) ★ ★ ★ ☆ ☆	4 - 5 Star Reviews (Positive) ★ ★ ★ ★ ★
January	39	19	196
February	71	17	202
March	69	13	213
Total	179	49	611

Distribution of Positive, Neutral & Negative per service category

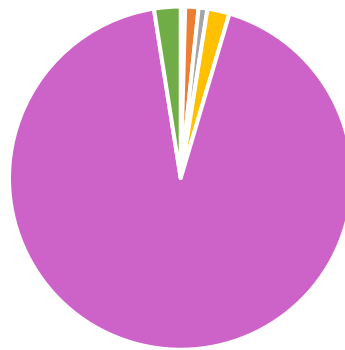
Provider	Positive		Neutral		Negative		Total
	Number	Percentage	Number	Percentage	Number	Percentage	Number
GPs	168	61%	27	10%	80	29%	275
Dentist	184	92%	2	1%	15	7%	201
Pharmacy	74	69%	10	9%	23	21%	107
Hospital	41	54%	5	7%	30	39%	76
COVID-19	54	92%	1	2%	4	7%	59
All Other ¹	90	74%	4	3%	27	22%	121
Total	611	73%	49	6%	179	21%	839

¹ All Other includes Community Health, Mental Health, Optician. Social Care and Other categories.

Demographic Information

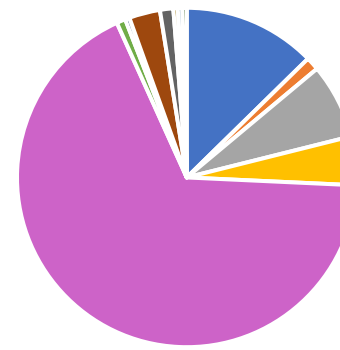
The pie charts below show the number of reviews received this quarter from demographic information called via direct engagement calls. A large percentage of our reviews are collected online, therefore the demographic information is not available and left blank. Further monitoring of ethnicity data will take place to help direct targeted engagement work in the future. We will seek to improve the completion of monitoring data going forward through our direct telephone engagement. Further guidance is being provided to volunteers to support this.

Ethnicity



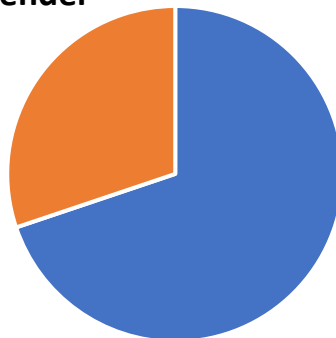
- Asian
- Black, African
- Black, Carribean
- Prefer not to say
- White - English/Welsh/Scottish/Northern Irish/British
- White, European

Religion



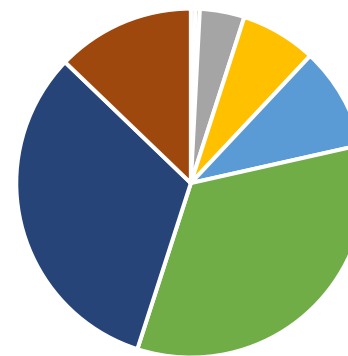
- Prefer not to say
- Agnostic
- Atheist
- Catholic
- Christian
- Greek Orthodox
- Jehovah's Witness
- Jewish

Gender



- Female
- Male

Age



- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85+

What we do

Healthwatch was created by the health and social care reforms of 2012 with a powerful ambition of putting people at the centre of health and social care. To help realise this ambition Healthwatch has a number of duties around gathering and representing the views of patients and service users in the borough of Waltham Forest. In delivering these duties, Healthwatch Waltham Forest captures patient experience in numerous ways, including running the Patient Participation Group (PPG) Forum, and engaging with residents online, particularly in resident Facebook groups and through our website (www.healthwatchwalthamforest.co.uk), which people may visit independently to provide service feedback and comments. Our questions are uniform across the Digital Feedback Centre as well as the forms used during our review collections over the phone. Alongside our Patient Experience work reported here, Healthwatch Waltham Forest carries out a number of different activities in order to hear from patients, carers and relatives and assess health and social care services from the patient's perspective. To see our other reports, including Enter & View and research reports please visit our website at <https://www.healthwatchwalthamforest.co.uk/our-work/our-reports-new/>.

On our Feedback Centre, patients are able to relay concerns about their treatment. If they have opted to, we also offer for a member of Healthwatch Waltham Forest staff to call them and discuss the issue in more detail. If they wish to pursue a complaint, we explain the procedure to them and pass them onto our NHS Advocacy Officer.

Due to the COVID-19 pandemic and social distancing measures, nearly all health and social care services restricted their services. This has affected how we collect reviews. We have adapted to new ways of collecting Patient Experience including engaging with health and social care service users through direct contact calling and acquiring reviews left online. The Patient Experience Officer along with a group of Patient Experience Volunteers collected reviews for health and social care services from the following online sources: Google Reviews, NHS Choices, Careopinion, homecare.co.uk, carehome.co.uk, and Yellow Pages. Reviews were also obtained directly from the Healthwatch Waltham Forest website where patients and service users have the ability to share their experience.

Our data explained

Healthwatch Waltham Forest use a Digital Feedback Centre (on our website) and Informatics system (software sitting behind the Digital Feedback Centre) to capture and analyse patient experience feedback. The Informatics system is currently used by approximately 1/3 of the Healthwatch Network across England and it captures feedback in a number of ways:

1. It asks for an overall star rating of the service, (between 1-5)
2. It provides a free text box for comment
3. Its asks for a star rating against specific domain areas, (between 1-5)

In terms of reporting, the above provides Healthwatch with several data sets.

Star ratings provide a simple snapshot average, both overall and against specific domain areas.

When it comes to the free text comment box, this is analysed in two different ways resulting in two different data sets:

- In the first instance, the Informatics system looks at the patient experience comment in its totality, using a sophisticated algorithm to analyse words and phrases in order to apply a sentiment score to the overall comment. The sentiment score is translated into an overall positive, negative or neutral sentiment. This is an automatic process. Where overall sentiment is highlighted in the report, it relates to this aspect of the process.
- In the second instance, free text comments are broken down and analysed for themes and sub themes. Where relevant, up to 5 themes and sub themes can be applied to any one patient experience comment. Upon each application of a theme or sub theme, a positive, negative or neutral sentiment is also applied. This is a manual process undertaken by trained staff and specially trained volunteers. The process is overseen by the Patient Experience Officer and regularly audited in order to ensure consistency. Where themes and related sentiment are discussed in the report, it relates to this aspect of the process.

Each of the areas described above provides an independent set of results which can be viewed separately or in conjunction with one another in order to gain an insight into a service or service area. It is important to note that correlation between different data sets may not be apparent, for example, a service may have an overall star rating of 4/5 but much lower ratings against individual domain areas.

Actions, impact and next steps

Healthwatch Waltham Forest will share this report with relevant stakeholders, including commissioning, local authority and integrated care boards and committees. In Waltham Forest these include:

- Integrated Care Board
- WEL CCG Governing Body
- WEL CCG Primary Care Committee in Common
- Waltham Forest Health and Wellbeing Board
- Waltham Forest Health Scrutiny Committee
- Waltham Forest Safeguarding Adults (joint) Board
- Waltham Forest Social Care Scrutiny Committee.

In addition to formal board meetings we have regular meetings with officers responsible for service delivery and or patient experience. Therefore, we will share our patient experience reports with patient experience leads, partners and providers working to improve patient and service user experience in the borough.

In Quarter 1 (Q1) , for 2021/2022, we will continue to focus on the services and service areas that we expect to play a critical role in the health and social care response to the Covid 19 pandemic.

The key areas that we will focus on in Quarter 1 (April, May, June) are:

- Information, Guidance and Signposting
- Whipps Cross Hospital
- Mental Health & Social Care
- Covid - 19 Centre

Healthwatch Waltham Forest is part of the North East London STP/CCG that have funded a Community Insight Research project to investigate patient service user experience in more detail. This project will run for 6 months and will produce regional, system and local patient experience reports. This will allow Healthwatch Waltham Forest to investigate key themes in health and social care.

Themes & Sub-Themes

Theme

Access to services
Access to services
Access to services
Access to services
Access to services
Access to services
Access to services
Access to services
Access to services
Access to services
Access to services
Access to services

Sub-themes

Convenience/Distance to travel
Inequality
Information and Advice
Lack of
General
Patient choice
Service Delivery/Opening Times
Suitability of Provider (Individual or Partner)
Suitability of Provider (Organisation)
Waiting times

Administration
Administration
Administration
Administration
Administration
Administration
Administration
Administration
Administration
Administration

Admission Procedure
Appointment availability
Booking appointments
Commissioning and provision
General
Incident Reporting
Management of service
Medical records
Quality/Risk management

Care Home Management
Care Home Management
Care Home Management
Development
Care Home Management
Care Home Management

Registered Manager - Absence
Registered Manager - Suitability
Registered Manager - Training &
Staffing levels
Suitability of Staff

Theme

Communication
Communication
Communication
Communication
Communication

Continuity and integration of care

Diagnosis/assessment
Diagnosis/assessment
Diagnosis/assessment
Diagnosis/assessment
Diagnosis/assessment

Dignity and Respect
Dignity and Respect
Dignity and Respect
Dignity and Respect

Dignity and Respect
Dignity and Respect

Discharge
Discharge
Discharge
Discharge
Discharge

Sub-themes

General
Interpretation Services
Lack of
Community engagement and involvement
Response times

General
Lack of
Late
Mis-diagnosis
Tests/Results

Confidentiality/Privacy
Consent
Death of a Service User
Death of a Service User (Mental Health Services)
Equality & Inclusion
Involvement & Engagement

Coordination of services
General
Preparation
Safety
Speed

Themes & Sub-Themes

Theme	Sub-themes	Theme	Sub-themes
Facilities and surroundings	Buildings and Infrastructure	Referrals	Waiting times
Facilities and surroundings	Car parking		
Facilities and surroundings	Cleanliness (Environment)	Safety/Safeguarding/Abuse	
Facilities and surroundings	Cleanliness (Staff)		
Facilities and surroundings	Disability Access	Staff	Ambulance Staff/Paramedics
Facilities and surroundings	Equipment	Staff	Attitudes
Facilities and surroundings	Food & Hydration	Staff	Capacity
Facilities and surroundings	General	Staff	District Nurses/Health Visitors
		Staff	General
Finance	Financial Viability	Staff	Midwives
Finance	Transparency of Fees	Staff	Staffing levels/Lack of
Finance	Lack of funding	Staff	Suitability
		Staff	Training and development
Home support	Care		
Home support	Co-ordination of Services	Treatment and care	Effectiveness
Home support	Equipment	Treatment and care	Experience
		Treatment and care	Quality
Making a complaint	Complaints Management	Treatment and care	Safety of Care/Treatment
Making a complaint	General	Treatment and care	Treatment Explanation
Making a complaint	PALS/PACT	Treatment and care	Lack of support
Medication	Pharmacy Repeat Prescriptions		
Medication	Medicines Management		
Transport	Patient Transport Service (non NHS)		
Transport	Ambulance (Emergency)		
Transport	Ambulance (Routine)		
Referrals	General		
Referrals	Timeliness		