

The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Waltham Forest, 9 July 2022



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 local health, social care and community services.

Reporting Period: 1 April 2022 - 30 June 2022

Index and overview of findings



424

Data Source

This report is based on the experience of 424 people. Feedback has been obtained from a variety of sources, including general engagement and comments posted online (including Care Opinion, NHS and social media). More on page 4.



59%

Overall Satisfaction

Satisfaction has improved by 3% this quarter, standing at 59% positive, 40% negative and 1% neutral.

Feedback suggests people receive good quality, compassionate treatment and care on the whole, with good levels of involvement and communication. Administration and service access remain as leading negative issues.



73%

Information, Involvement and Support

Satisfaction has improved by 6% this quarter, standing at 73% positive, 26% negative and 1% neutral.

Complaints are down by 10% on user involvement and by 9% on support, while increasing by 5% on communication. More on page 5.



77%

Quality and Empathy

Satisfaction has improved by 8% this quarter, standing at 77% positive, 22% negative and 1% neutral.

Complaints about staff attitude and quality have decreased by 8%, feedback suggests. More on page 5.



27%

Access to Services

Satisfaction has improved by 5% this quarter, standing at 27% positive, 72% negative and 1% neutral.

Complaints about waiting lists are down by 6%, while decreasing marginally by 2% on booking and 1% on telephone access. More on page 5.

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

"There was an error with my medication but the reception staff sorted it out straight away. I was very impressed."



240

GP Services

Satisfaction is at 48% positive, 50% negative and 2% neutral, according to feedback.

240 people comment on GP services. The majority of patients receive good quality, compassionate treatment and care, with good levels of involvement. Access related trends are clearly negative overall, this includes on booking processes, telephone access, administration and waiting lists. More on page 9.



141

Dentists

Comments suggest satisfaction is at 83% positive and 17% negative.

141 people comment on dentists, with accounts of excellent treatment, care and customer service recorded. Good levels of information and involvement are also reported. More on page 10.



42

Whipps Cross University Hospital

Satisfaction is 38% positive, 60% negative and 2% neutral, comments suggest.

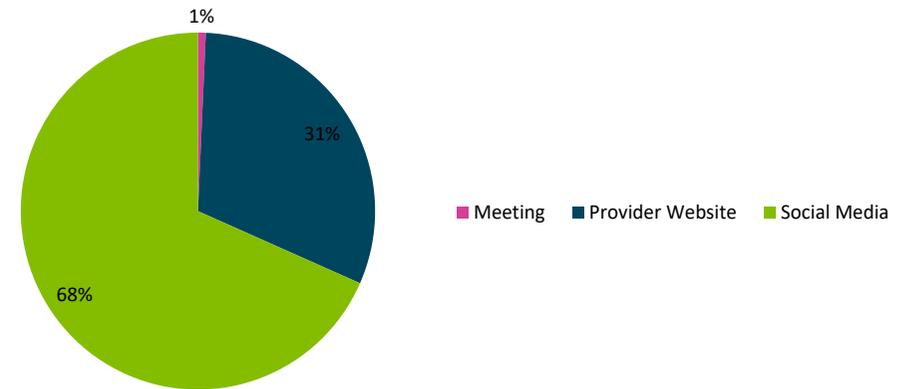
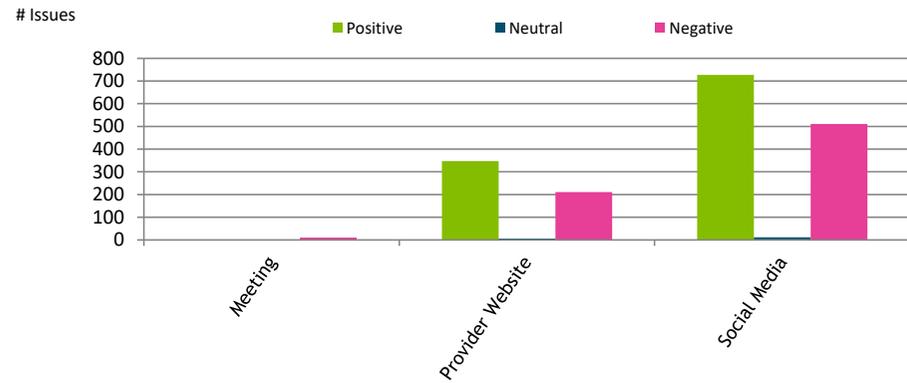
42 people comment this quarter. Feedback suggests patients would like greater levels of support, empathy, communication and involvement, and shorter waiting times. More on page 11.

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. 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?

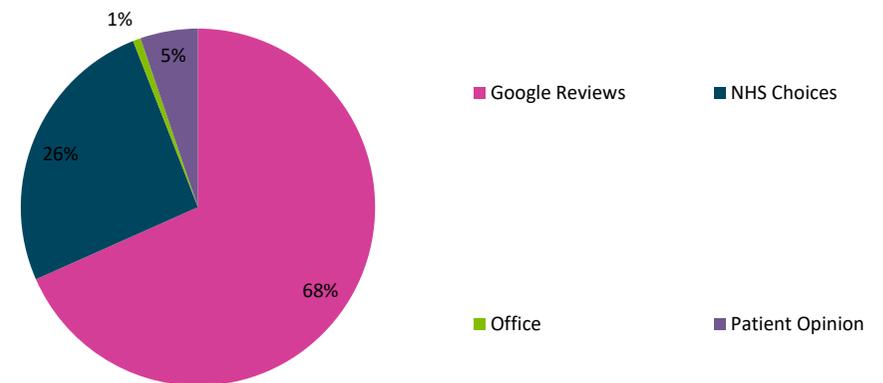
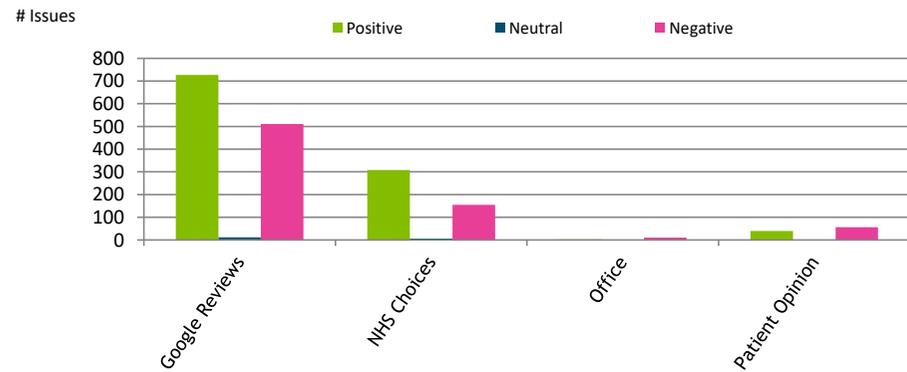


1.1 Source: 1828 issues from 424 people



Sources providing the most comments overall

1.2 Origin

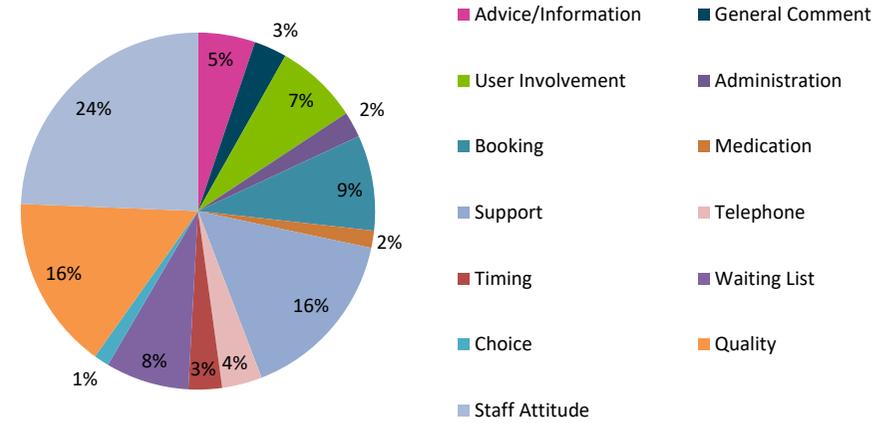
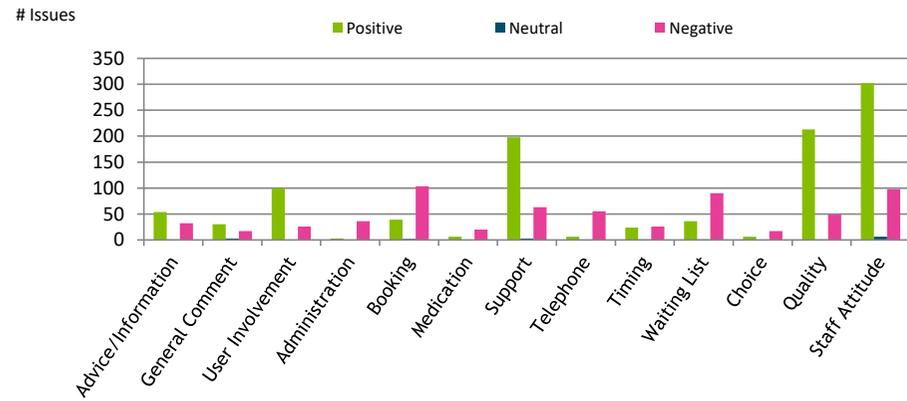


Origins providing the most comments overall

2. Health and Care Services: Which service aspects are people most commenting on?

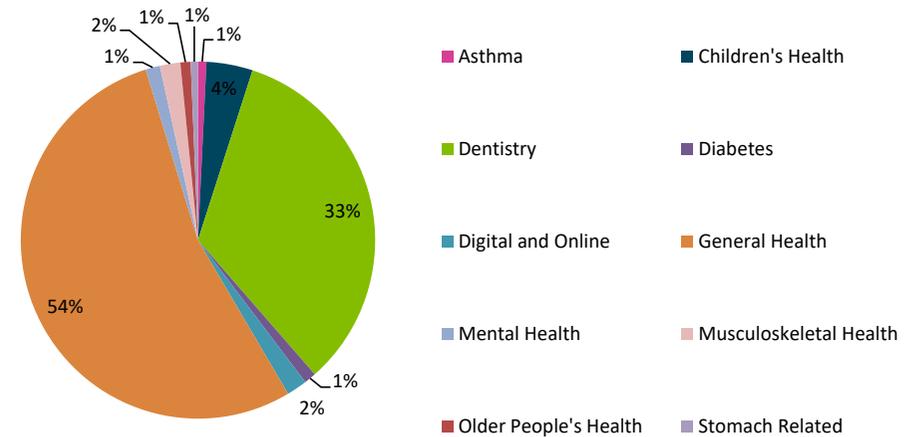
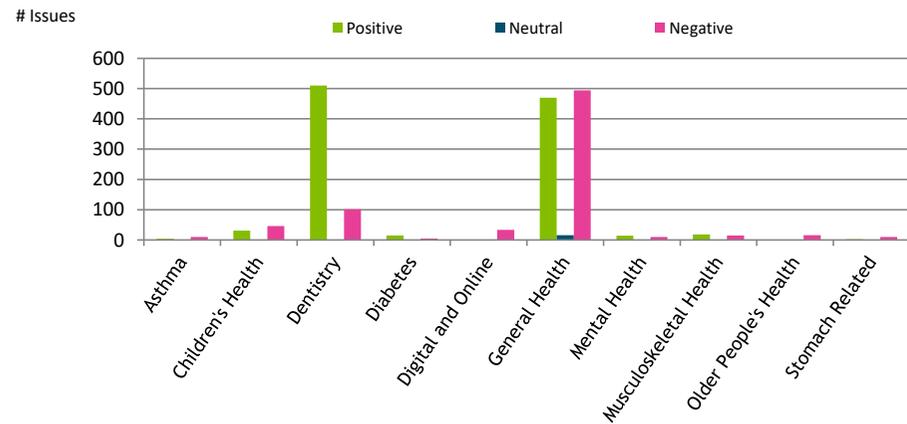


2.1 Top Trends: 1828 issues from 424 people



Issues receiving the most comments overall. See pages 19-20 for issue descriptions.

2.2 Stated medical conditions

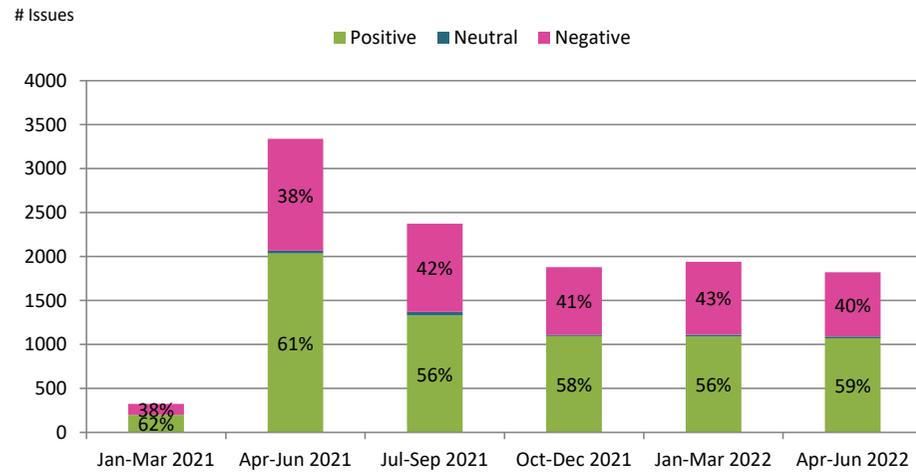


Medical conditions receiving the most comments overall

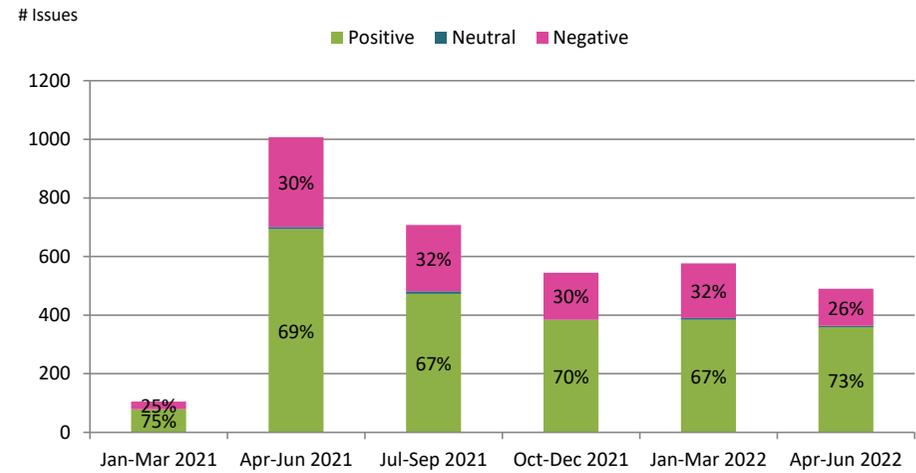
3. On the whole, how do people feel about Health and Care services?



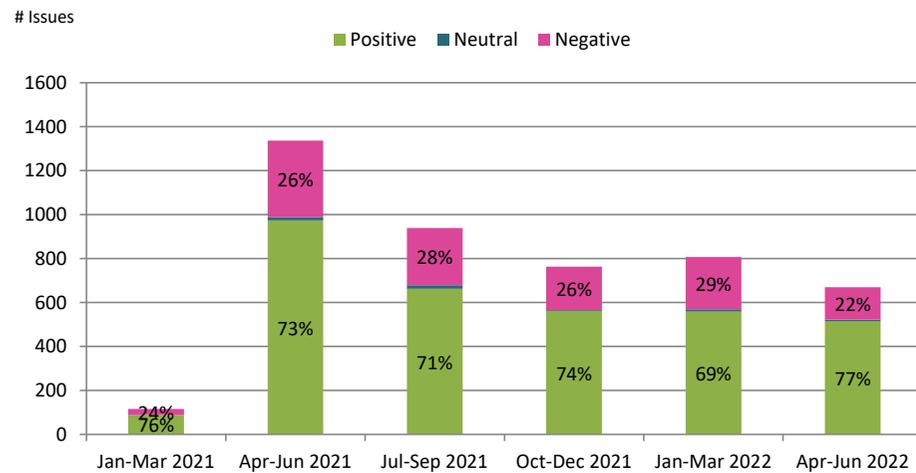
3.1 How do people feel about services overall?



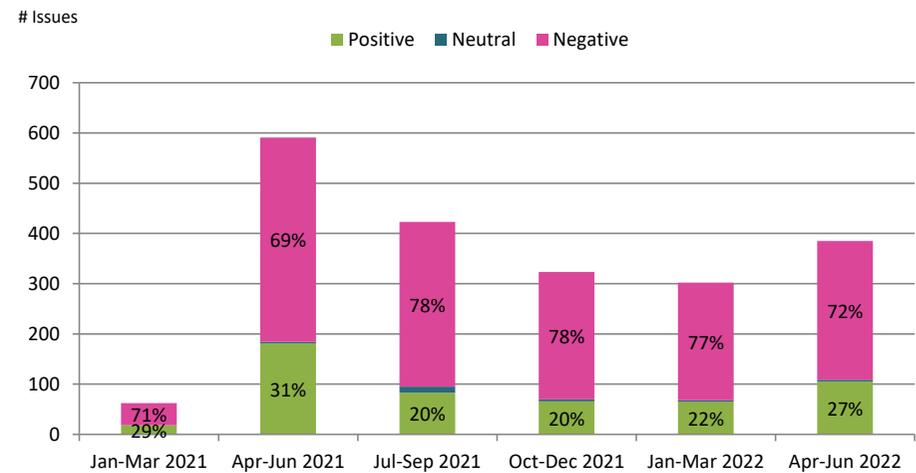
3.2 How well informed, involved and supported do people feel?



3.3 How do people feel about general quality and empathy?



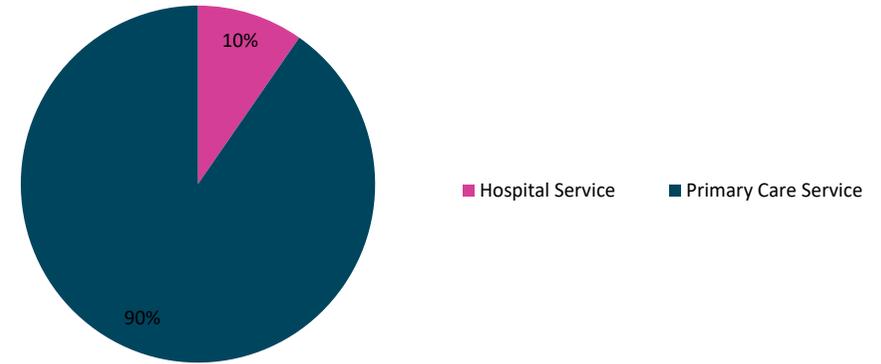
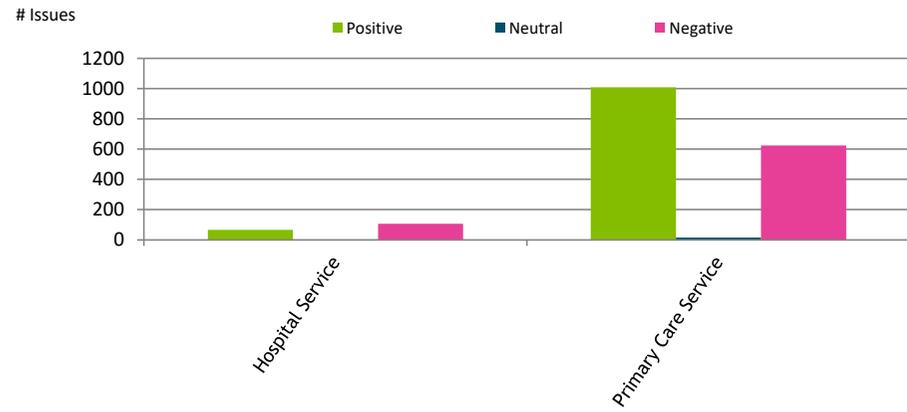
3.4 How do people feel about access to services?



4. Trends: Which services are people most commenting on?

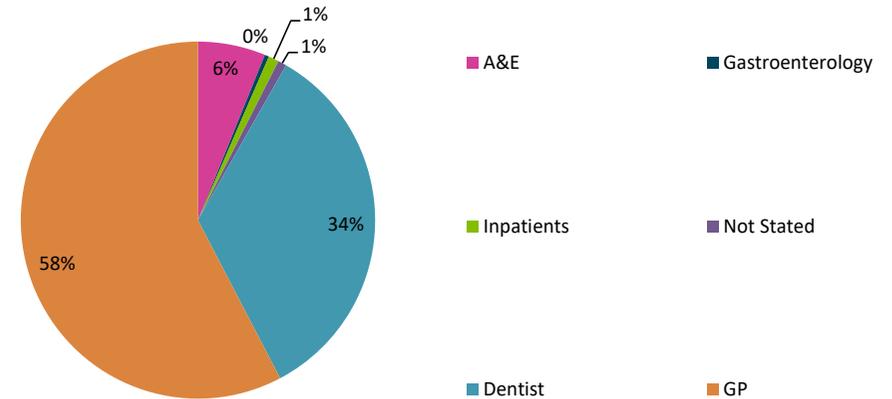
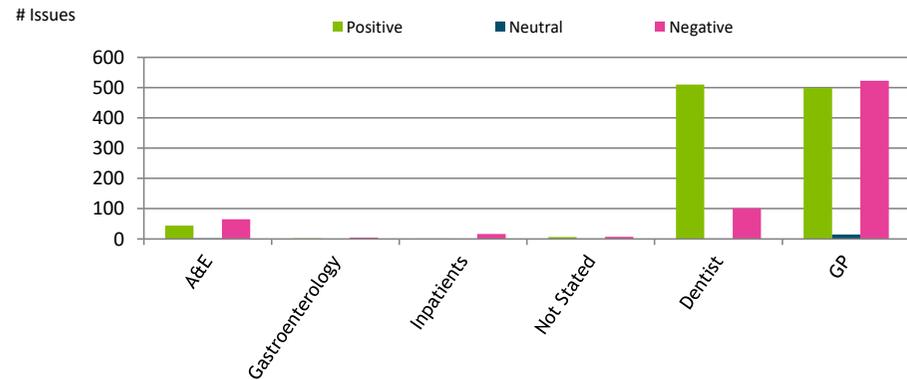


4.1 Service Sector



Service sectors receiving the most comments overall

4.2 Service Type

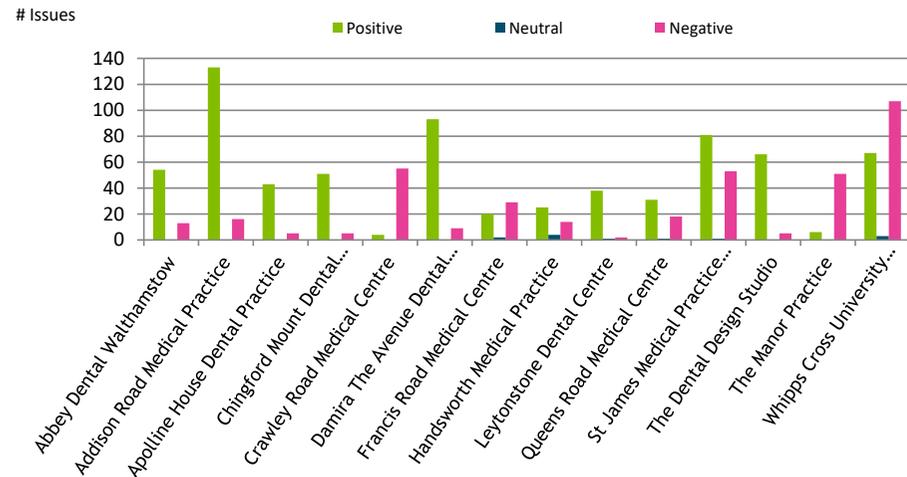


Service type receiving the most comments overall

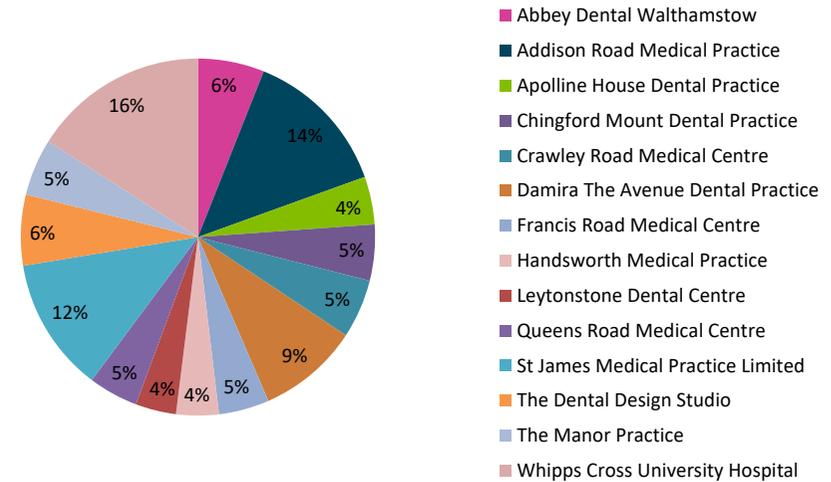
4. Trends: Which services are people most commenting on?



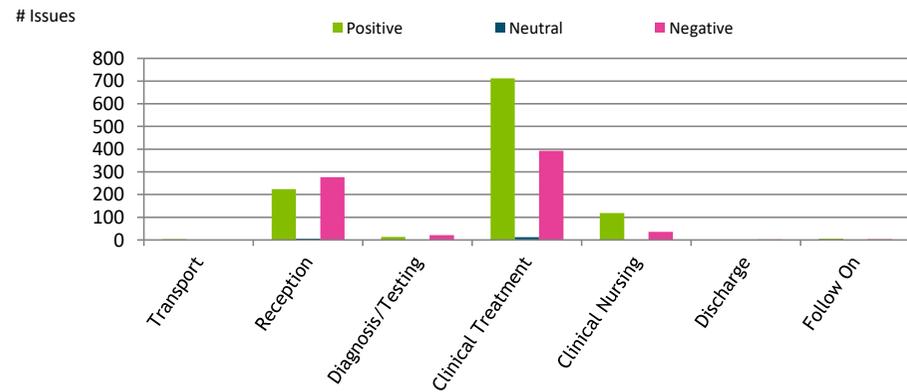
4.3 Services



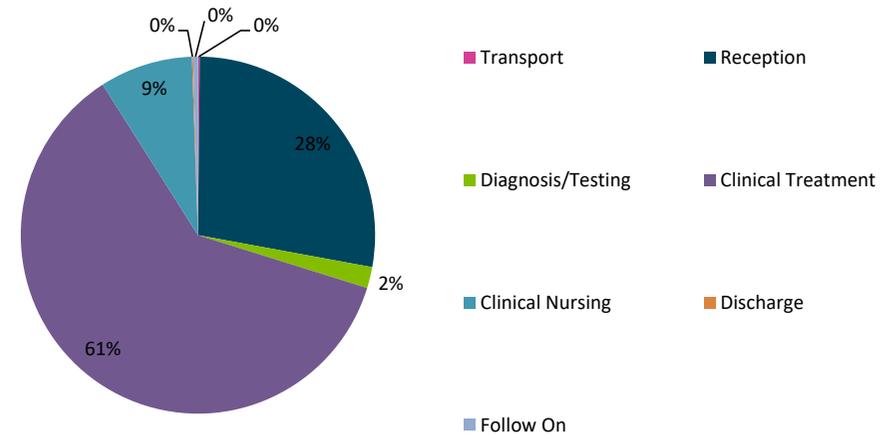
Services receiving the most comments overall



4.4 Breakdown of care pathway locations



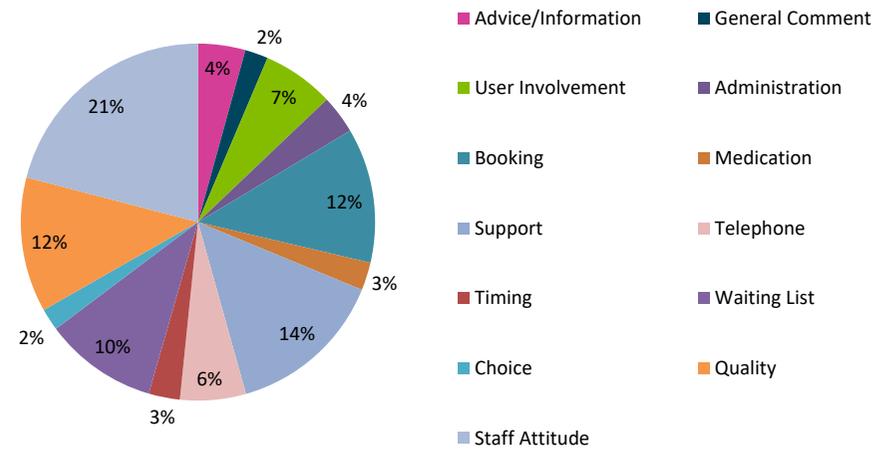
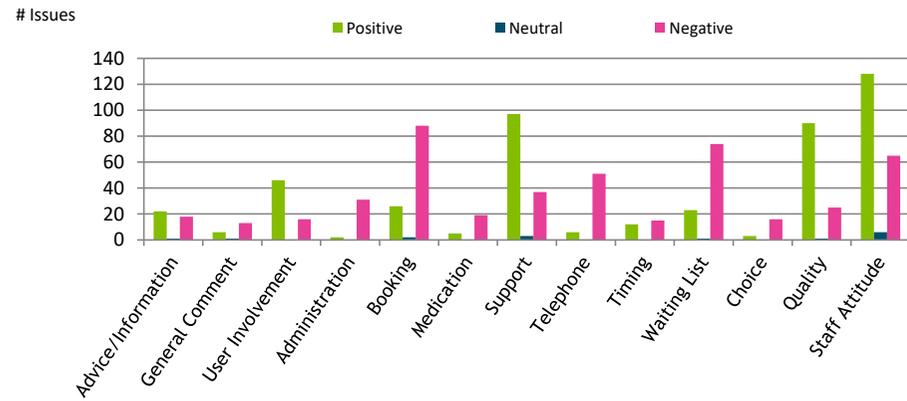
Care pathway locations



5. Trends: GP Services

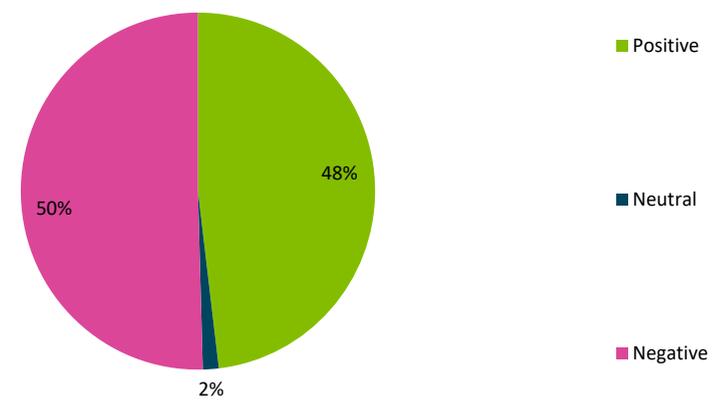
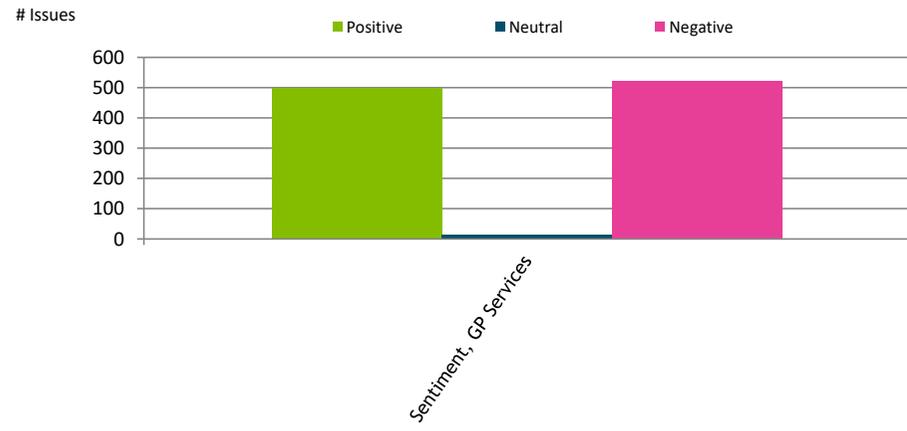


5.1 Trends, GP Services: 1037 issues from 240 people



Issues receiving the most comments overall

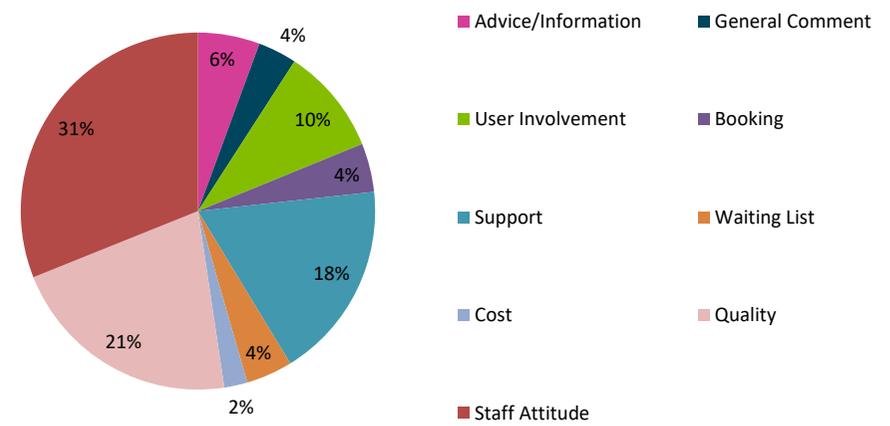
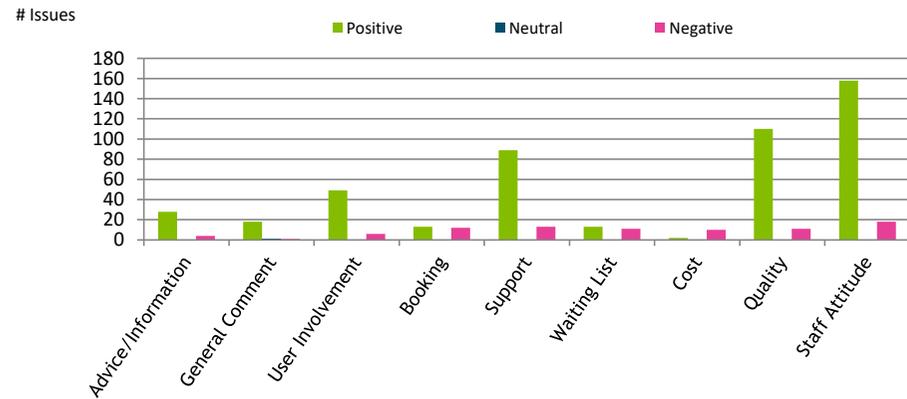
5.2 Sentiment, GP Services



5. Trends: Dentists

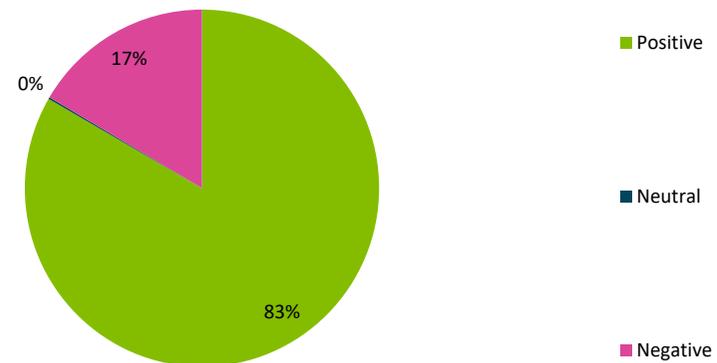
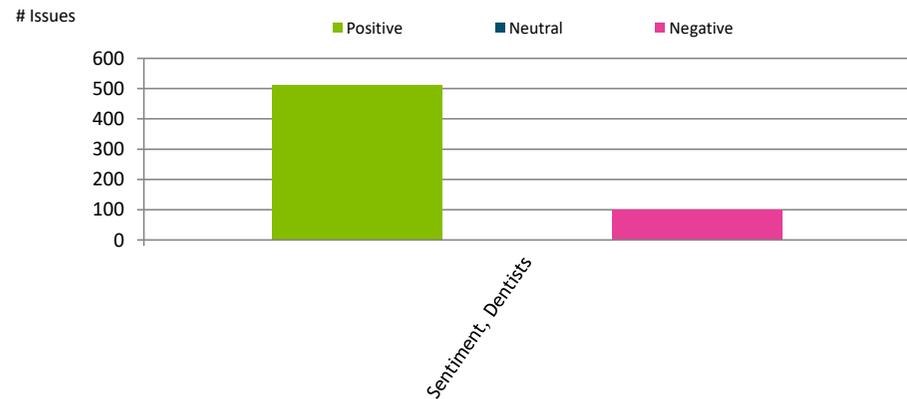


5.3 Trends, Dentists: 612 issues from 141 people



Issues receiving the most comments overall

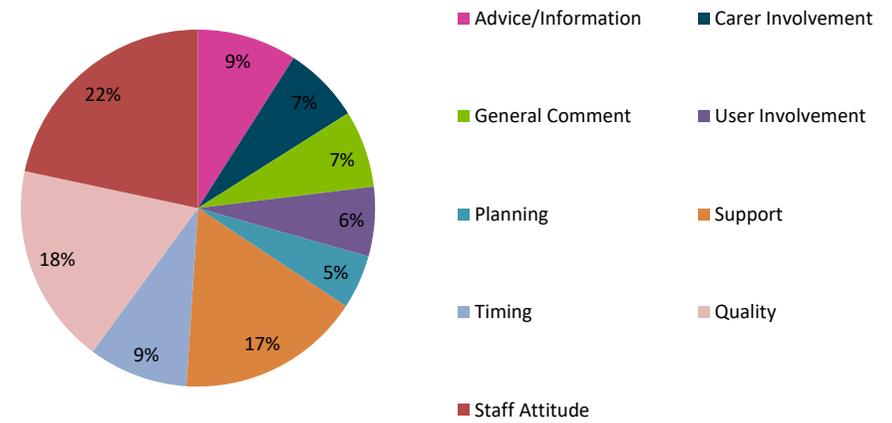
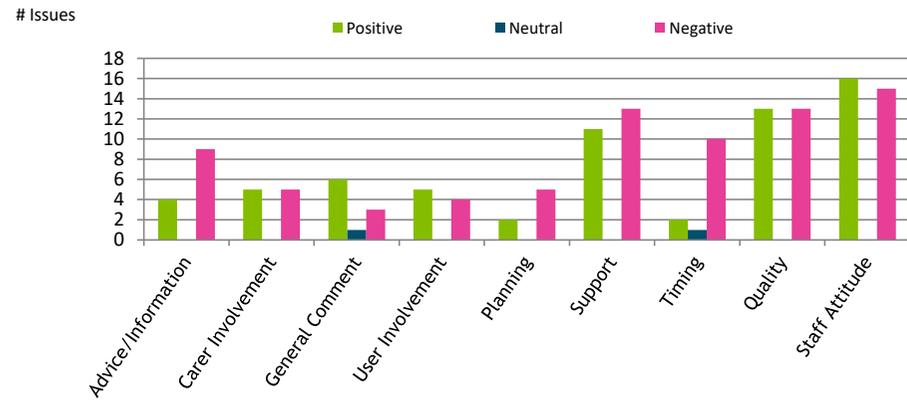
5.4 Sentiment, Dentists



5. Trends: Whipps Cross University Hospital

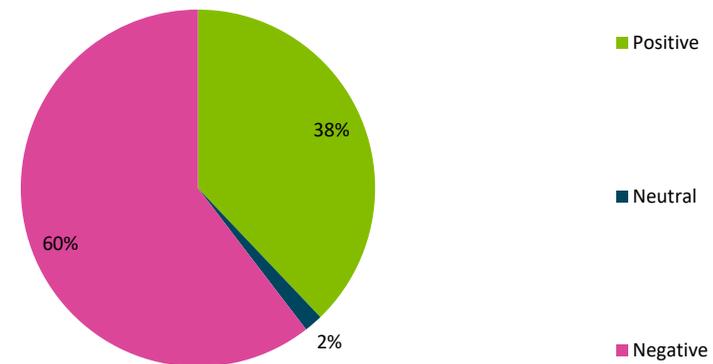
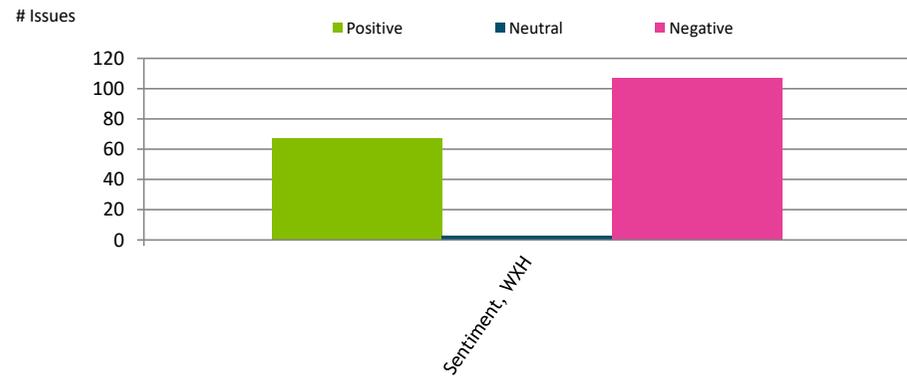


5.5 Trends, Whipps Cross University Hospital: 177 issues from 42 people



Issues receiving the most comments overall

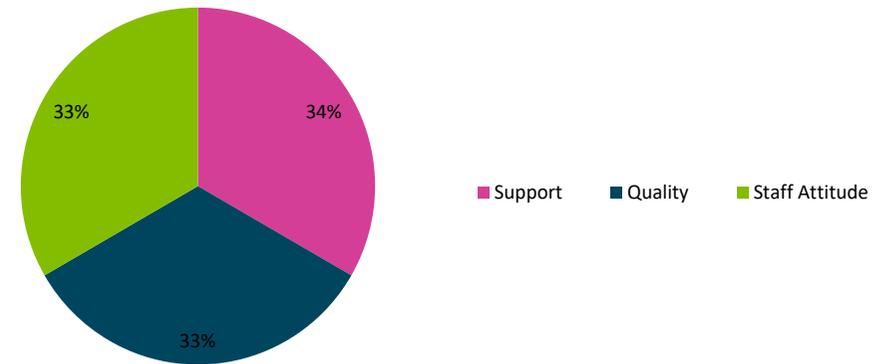
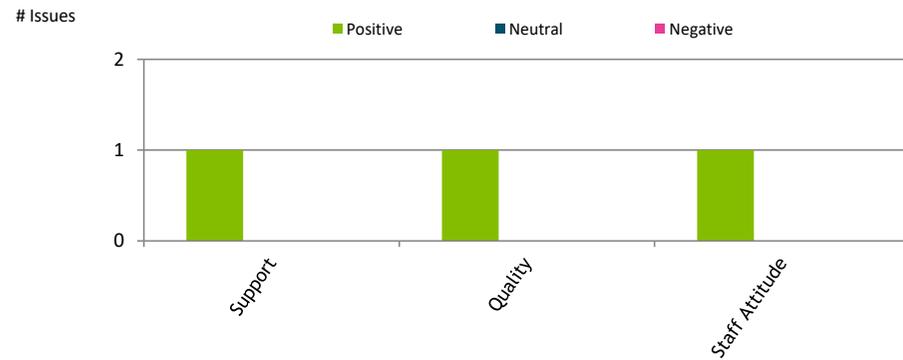
5.6 Sentiment, Whipps Cross University Hospital



6. Care Pathway: Transport (ability to get to-and-from services)

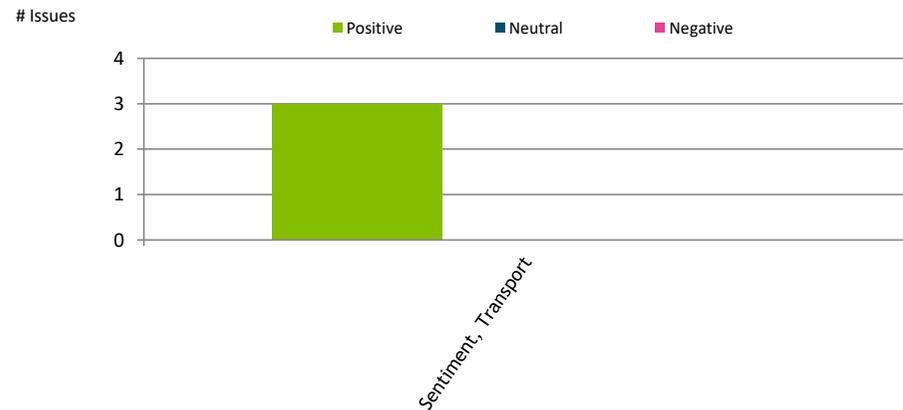


6.1 Trends, Transport (3 issues)



Issues receiving the most comments overall

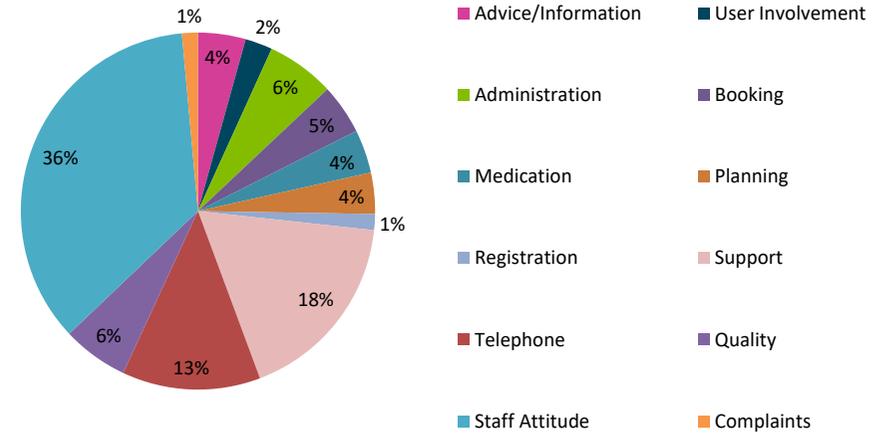
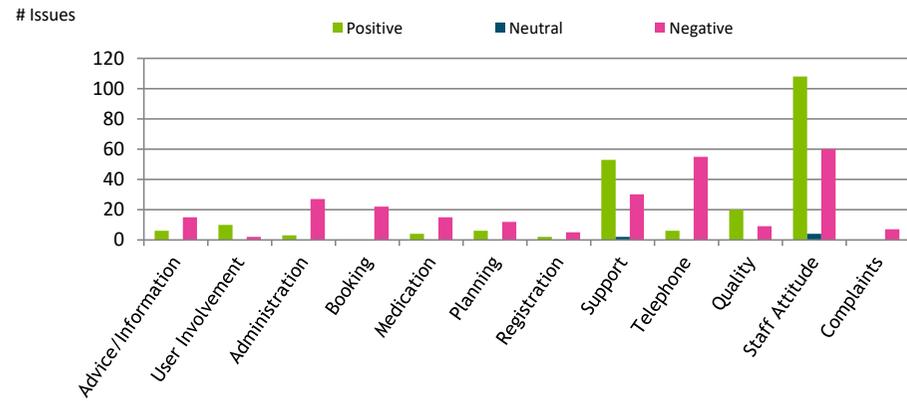
6.2 Sentiment, Transport



6. Care Pathway: Reception (reception services including back-office)

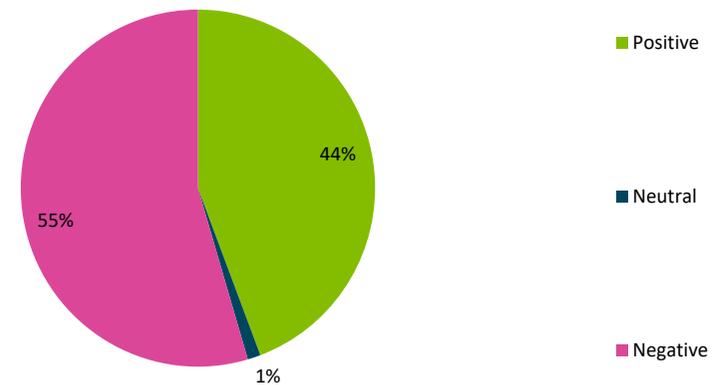
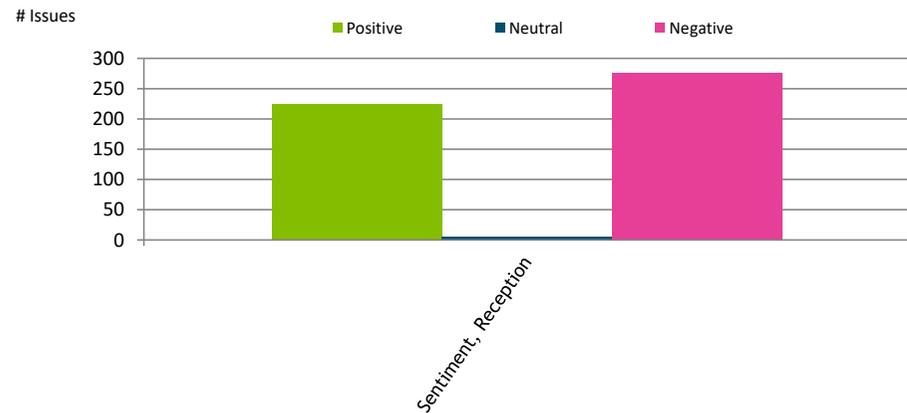


6.3 Trends, Reception (506 issues)



Issues receiving the most comments overall

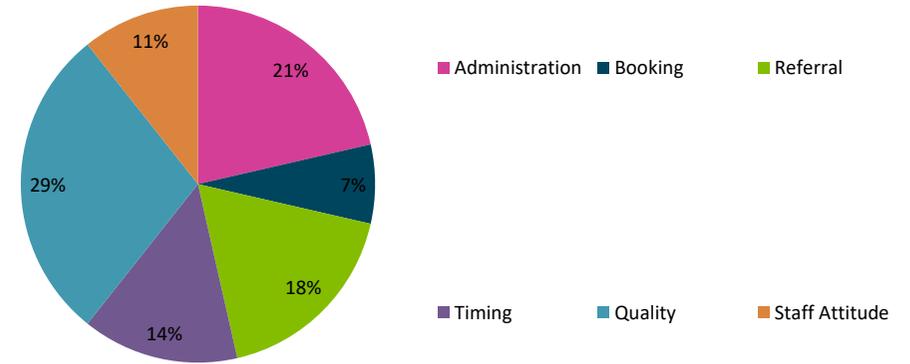
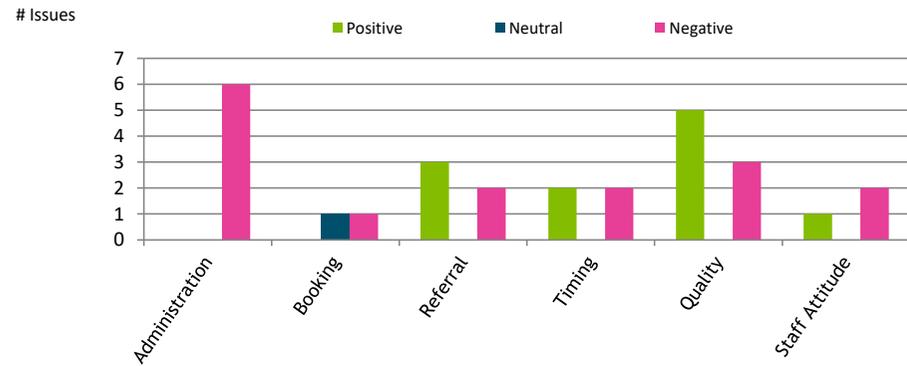
6.4 Sentiment, Reception



6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)

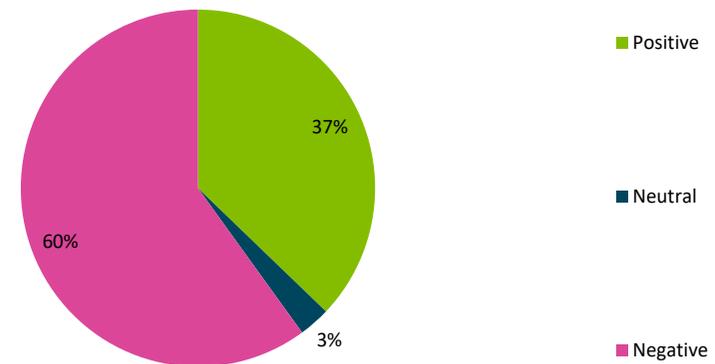
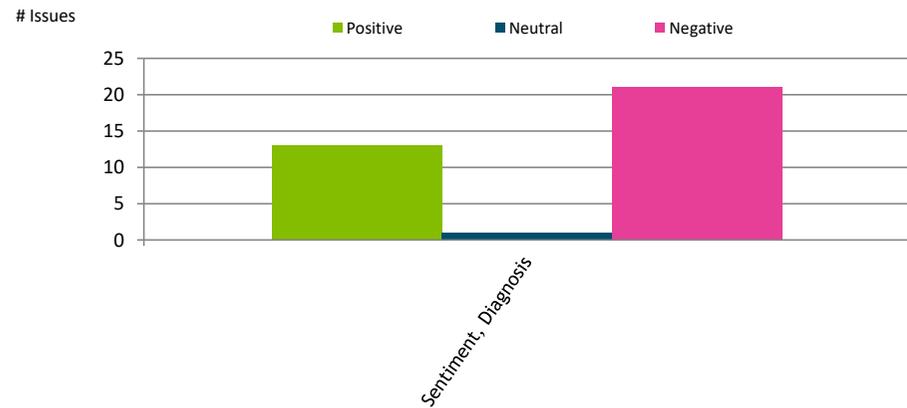


6.5 Trends, Diagnosis/Testing (35 issues)



Issues receiving the most comments overall

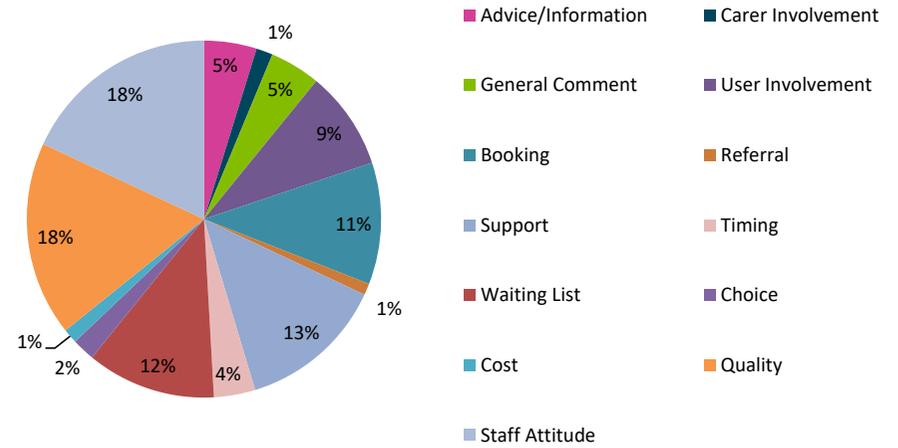
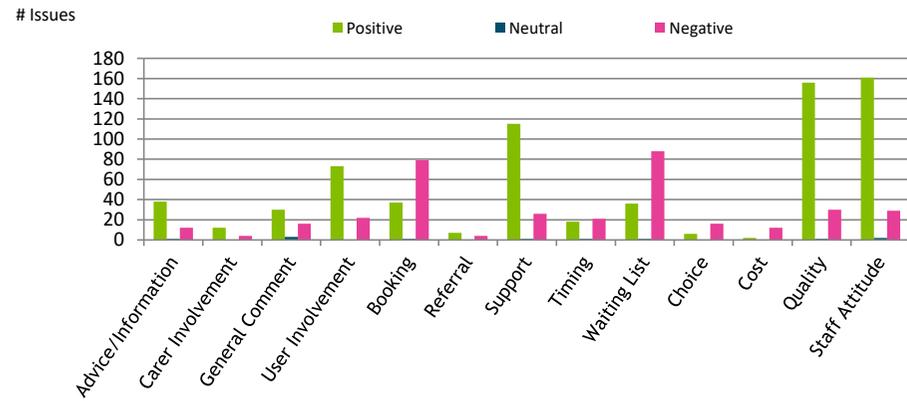
6.6 Sentiment, Diagnosis/Testing



6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

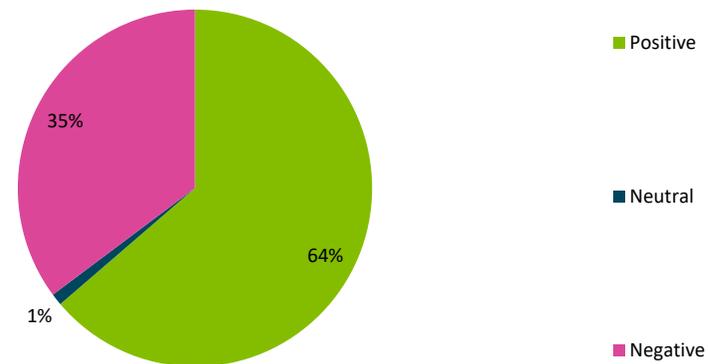
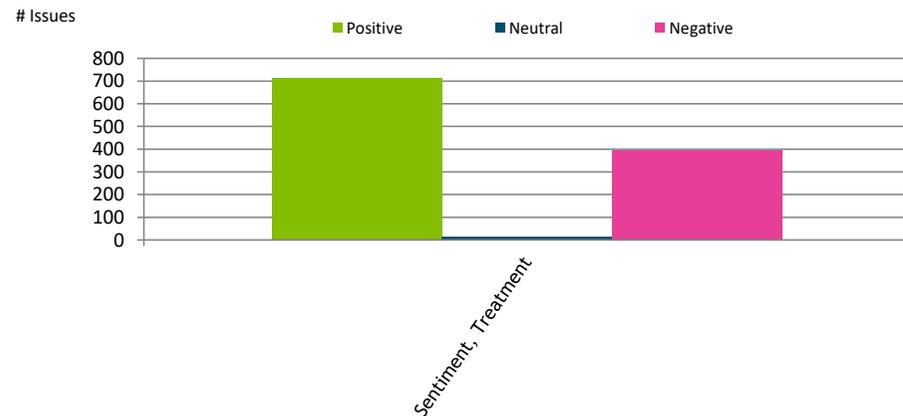


6.7 Trends, Clinical Treatment (1117 issues)



Issues receiving the most comments overall

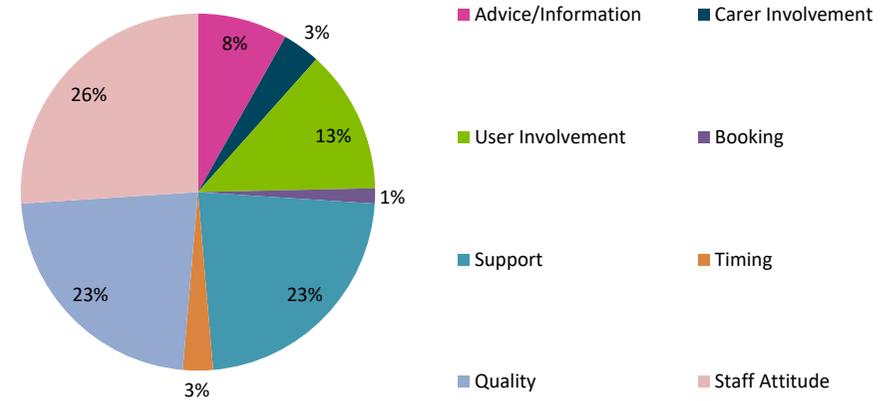
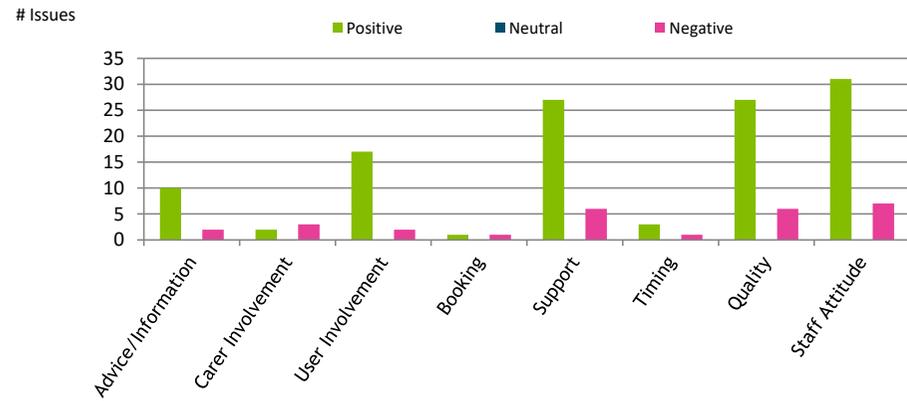
6.8 Sentiment, Clinical Treatment



6. Care Pathway: Clinical Nursing (care provided by trained nurses)

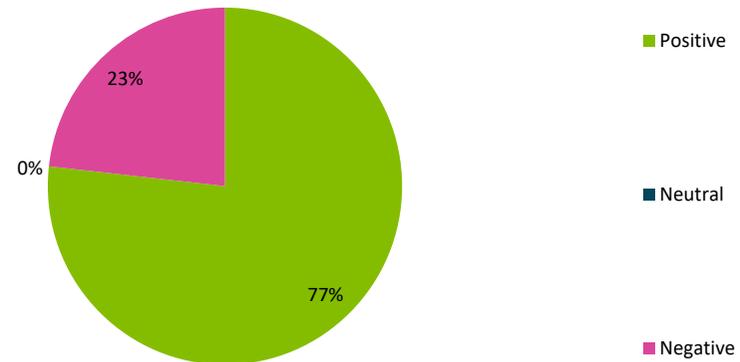
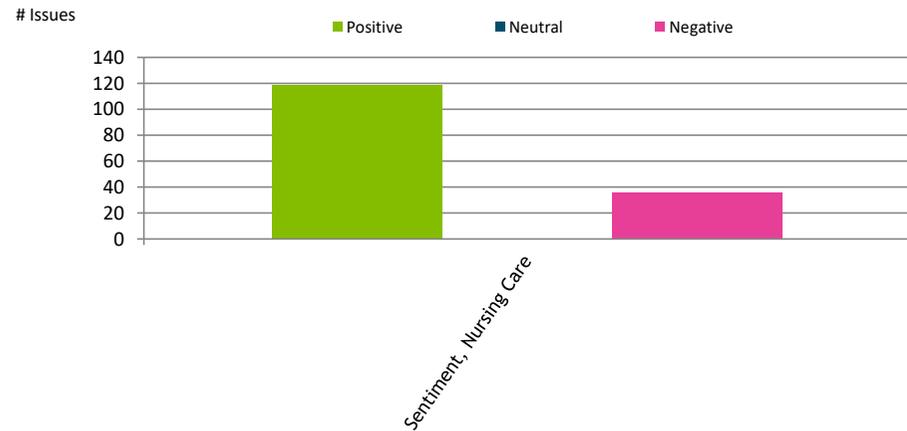


6.9 Trends, Clinical Nursing (155 issues)



Issues receiving the most comments overall

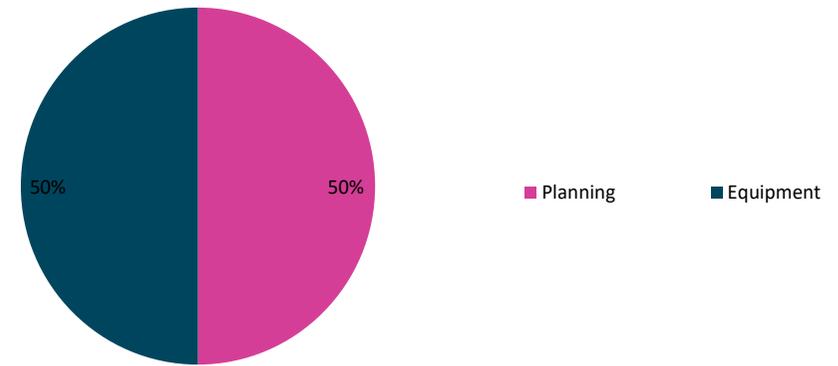
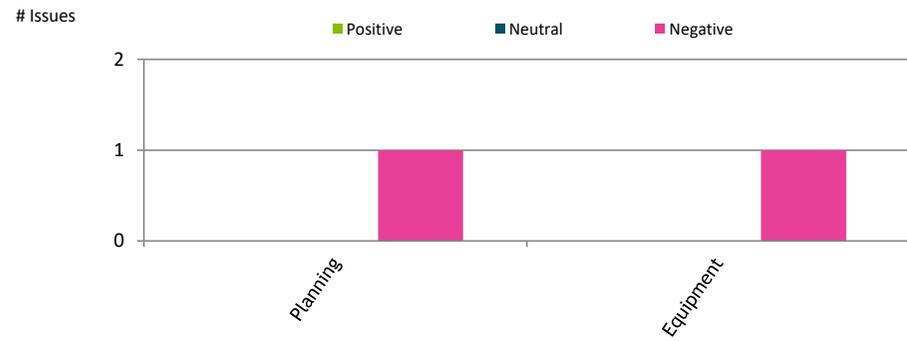
6.10 Sentiment, Clinical Nursing



6. Care Pathway: Discharge (discharge from a service)

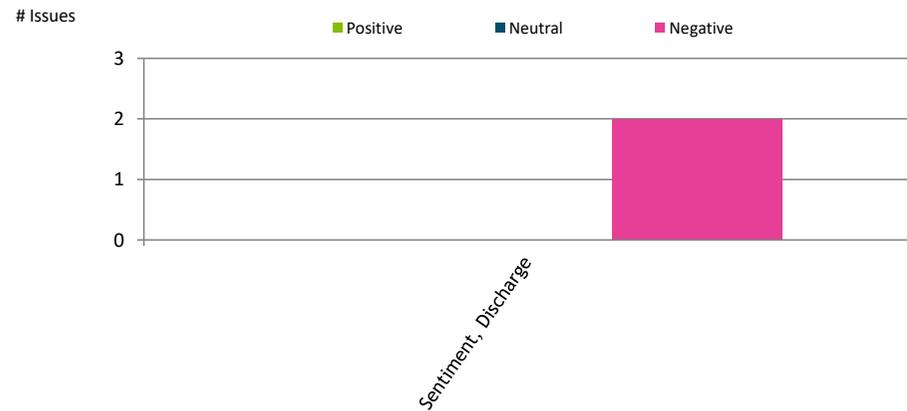


6.11 Trends, Discharge (2 issues)



Issues receiving the most comments overall

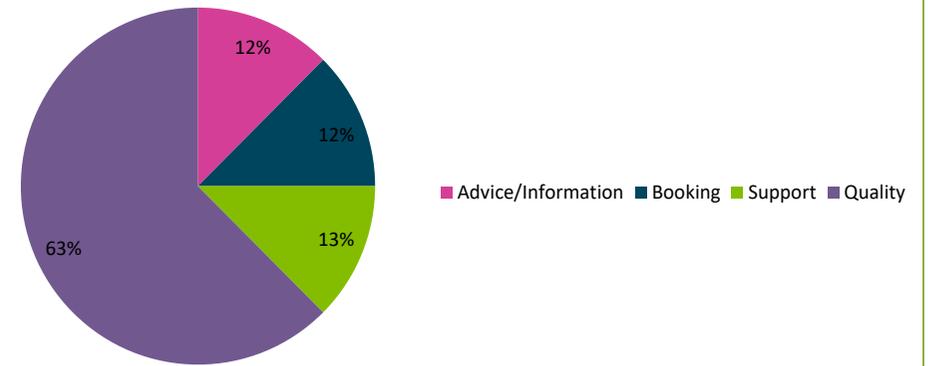
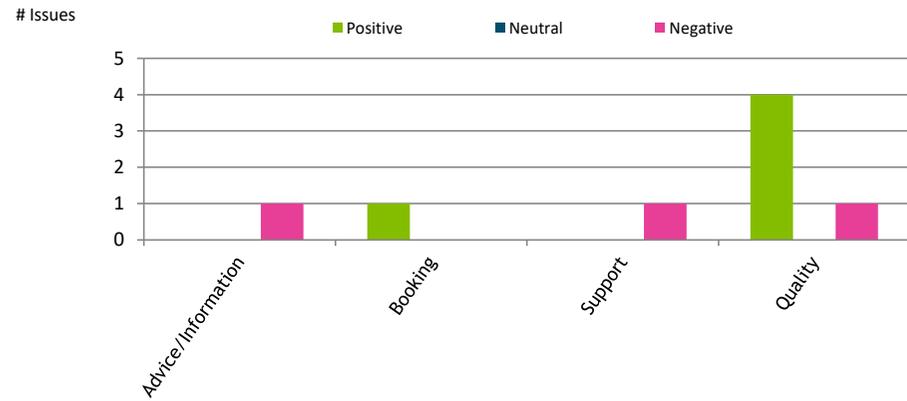
6.12 Sentiment, Discharge



6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

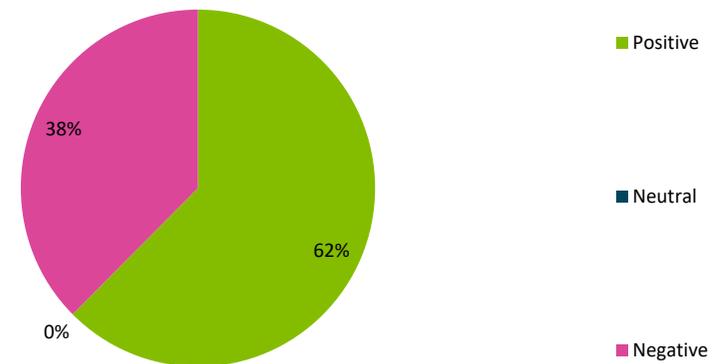
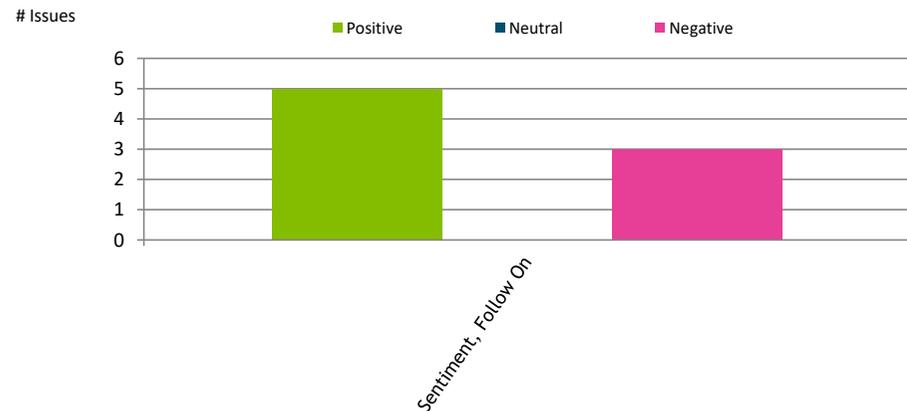


6.13 Trends, Follow On (8 issues)



Issues receiving the most comments overall

6.14 Sentiment, Follow On



7. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	<i>Communication, including access to advice and information.</i>	54	1	32	87
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	14	0	7	21
	Peer Involvement	<i>Involvement or Influence of friends.</i>	0	0	0	0
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	30	3	17	50
	User Involvement	<i>Involvement or influence of the service user.</i>	100	0	26	126
Systems	Administration	<i>Administrative processes and delivery.</i>	3	0	36	39
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	0	0	0	0
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	39	2	103	144
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	2	2
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	2	2
	Referral	<i>Referral to a service.</i>	10	0	6	16
	Medical Records	<i>Management of medical records.</i>	0	0	2	2
	Medication	<i>Prescription and management of medicines.</i>	6	0	20	26
	Opening Times	<i>Opening times of a service.</i>	1	0	1	2
	Planning	<i>Leadership and general organisation.</i>	7	0	13	20
	Registration	<i>Ability to register for a service.</i>	2	0	10	12
	Support	<i>Levels of support provided.</i>	198	3	63	264
	Telephone	<i>Ability to contact a service by telephone.</i>	6	0	55	61
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	24	1	26	51
	Waiting List	<i>Length of wait while on a list.</i>	36	1	90	127
Values	Choice	<i>General choice.</i>	6	0	17	23
	Cost	<i>General cost.</i>	2	0	12	14
	Language	<i>Language, including terminology.</i>	4	0	2	6
	Nutrition	<i>Provision of sustenance.</i>	0	0	1	1
	Privacy	<i>Privacy, personal space and property.</i>	0	0	2	2
	Quality	<i>General quality of a service, or staff.</i>	213	1	49	263
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	0	0
	Stimulation	<i>General stimulation, including access to activities.</i>	1	0	0	1

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>	6	1	6	13
	Equipment	<i>General equipment issues.</i>	0	0	3	3
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	5	0	0	5
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	8	0	2	10
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	0	0
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	4	4
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	8	8
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	3	3
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	302	6	98	406
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	7	7
	Staff Training	<i>Training of staff.</i>	0	0	5	5
	Staffing Levels	<i>General availability of staff.</i>	0	0	2	2
Total:			1077	19	732	1828