

The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Waltham Forest



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 - 30 June 2023

Index and overview of findings



950

Data Source

This report is based on the experience of 950 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.



73%

Overall Satisfaction

Satisfaction has improved by 5% this quarter, standing at 73% positive, 26% negative and 1% neutral.

Feedback suggests people receive good quality, compassionate treatment and care on the whole, with good levels of involvement and communication. Service access remains as a leading negative topic.



79%

Information, Involvement and Support

Satisfaction has improved by 1% this quarter, standing at 79% positive, 20% negative and 1% neutral.

Complaints are down by 4% on user involvement, while up by 7% on communication and by 1% on support. More on page 5.



82%

Quality and Empathy

Satisfaction has improved by 1% this quarter, standing at 82% positive and 18% negative.

Good levels of quality and empathy continue to be reported. More on page 5.



40%

Access to Services

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

Complaints are down by 6% on waiting lists and by 2% on booking processes, while up by 10% 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.

"A smile at reception makes all the difference. I came in feeling anxious, but left feeling much better."



310

GP Services

Satisfaction is at 61% positive, 38% negative and 1% neutral, according to feedback.

310 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.



231

Dentists

Comments suggest satisfaction is at 87% positive and 13% negative.

231 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.



53

Whipps Cross University Hospital

Satisfaction is 58% positive, 41% negative and 1% neutral, comments suggest.

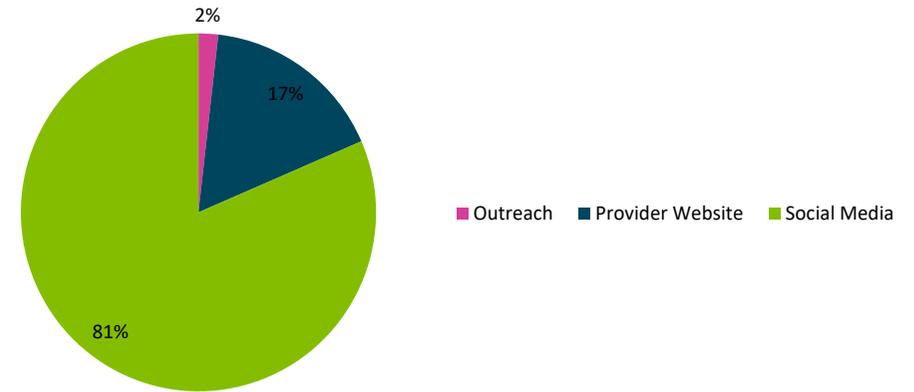
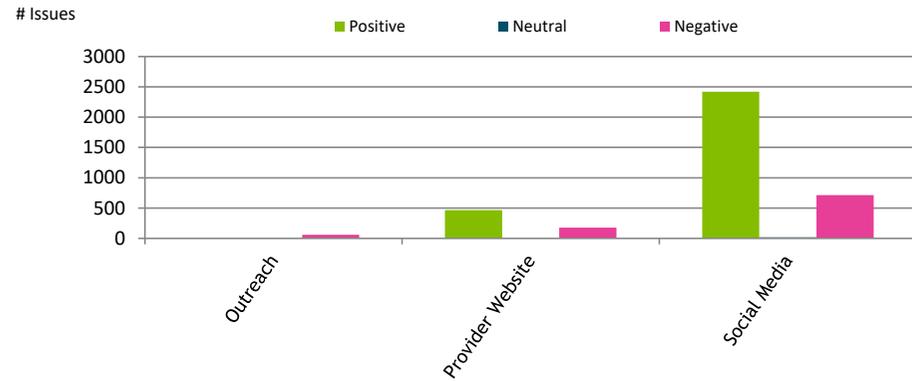
53 people comment this quarter. A majority of patients receive good quality, compassionate treatment and care, with good levels of involvement. Feedback suggests patients would like shorter waiting times, plus greater levels of communication. More on page 11.

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?

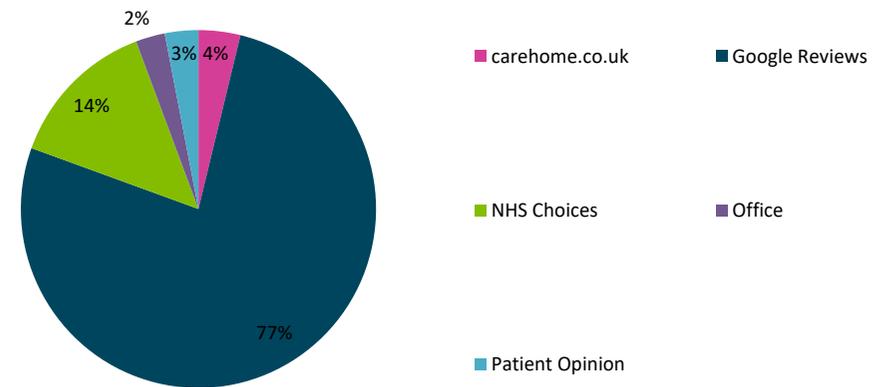
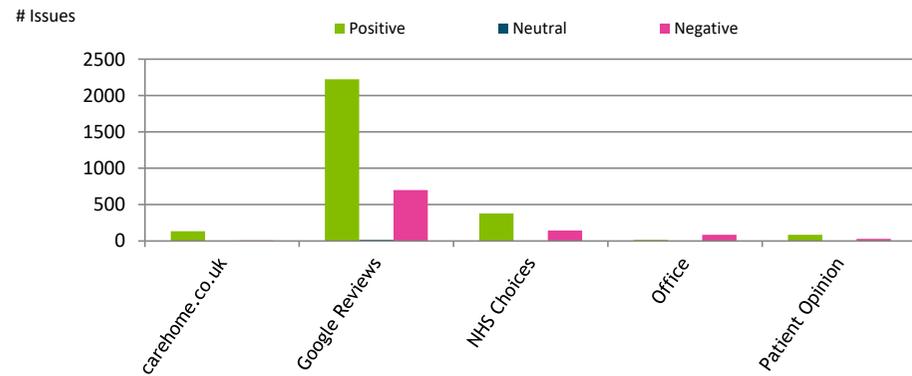


1.1 Source: 3973 issues from 950 people



Sources providing the most comments overall

1.2 Origin

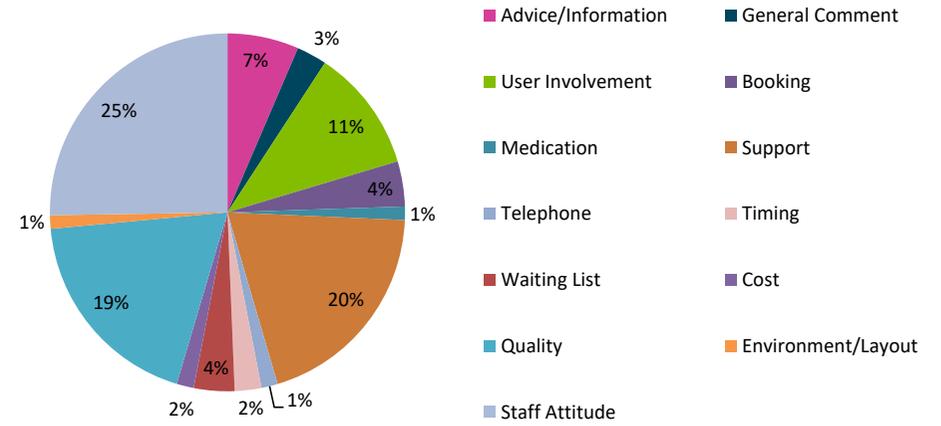
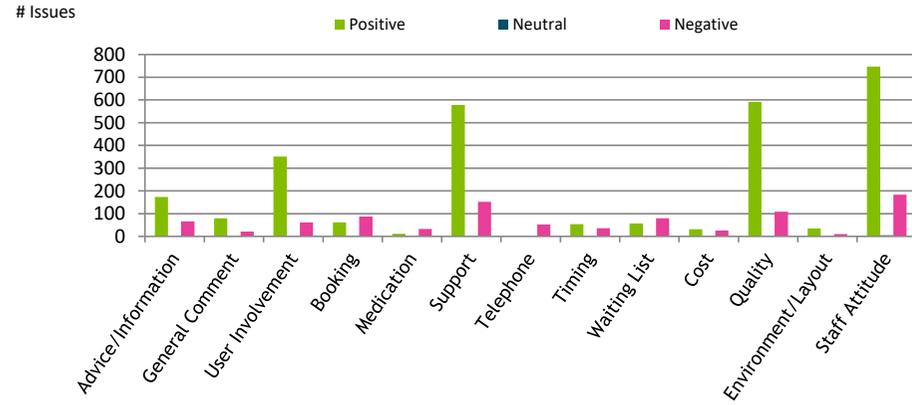


Origins providing the most comments overall

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

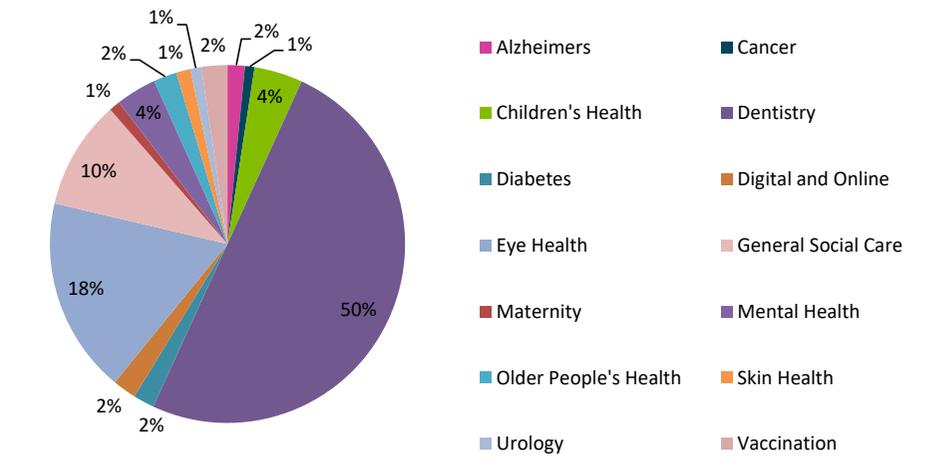
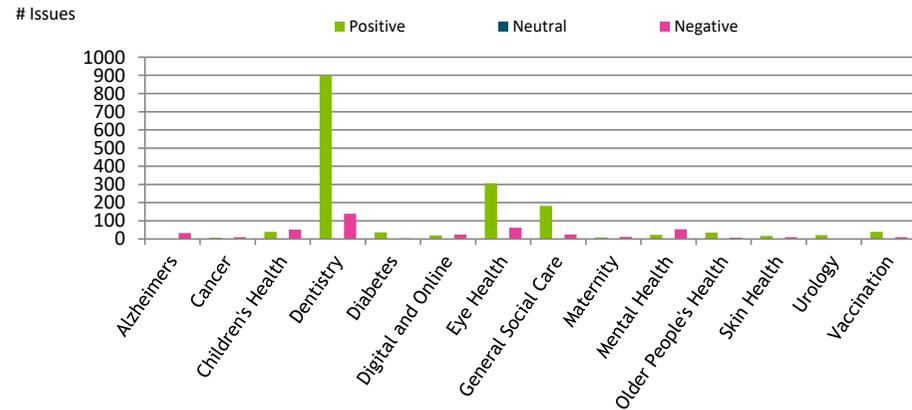


2.1 Top Trends: 3971 issues from 950 people



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

2.2 Stated medical conditions

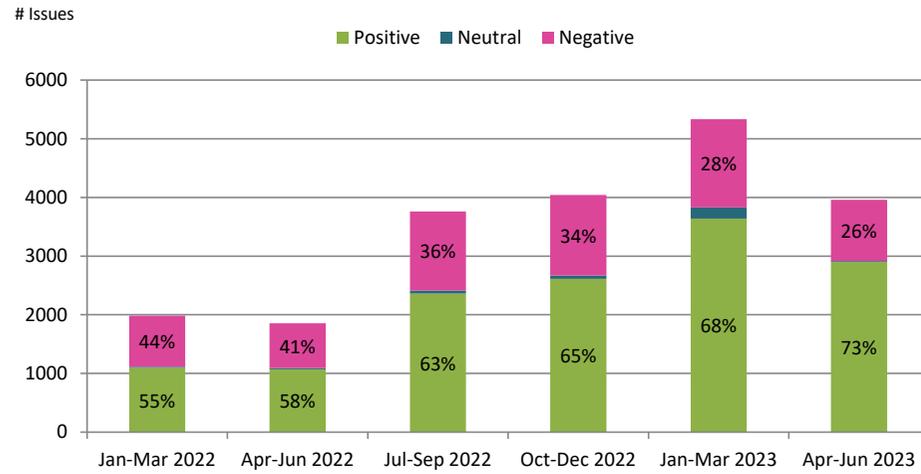


Medical conditions receiving the most comments overall

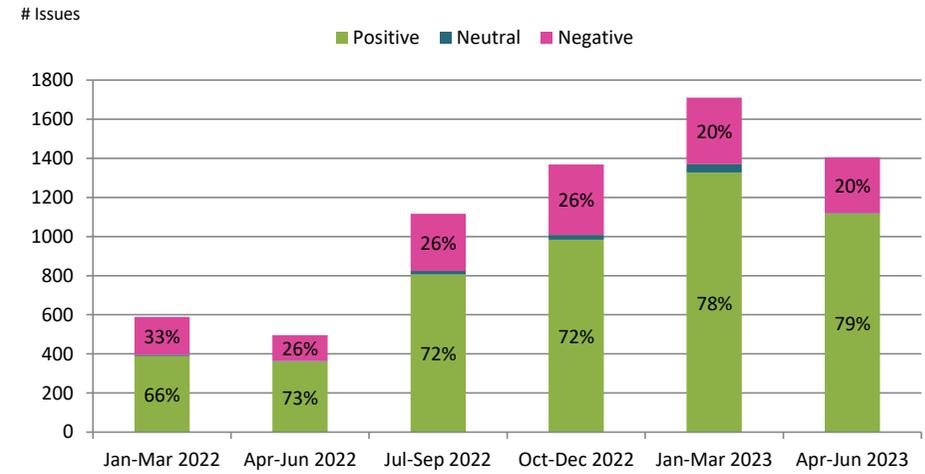
3. On the whole, how do people feel about Health and Care services?



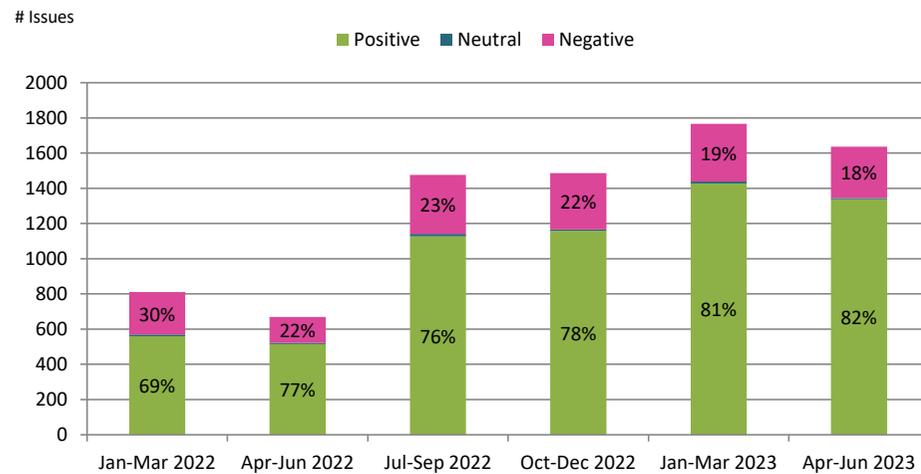
3.1 How do people feel about services overall?



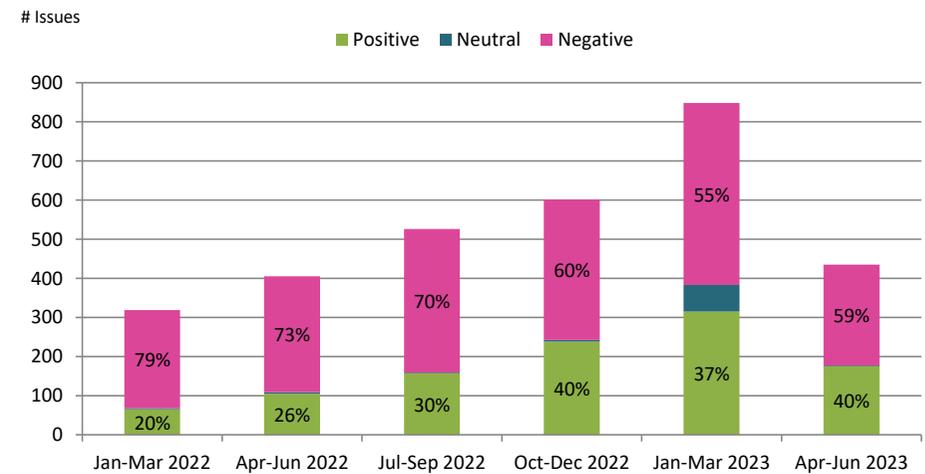
3.2 How well informed, involved and supported do people feel?



3.3 How do people feel about general quality and empathy?



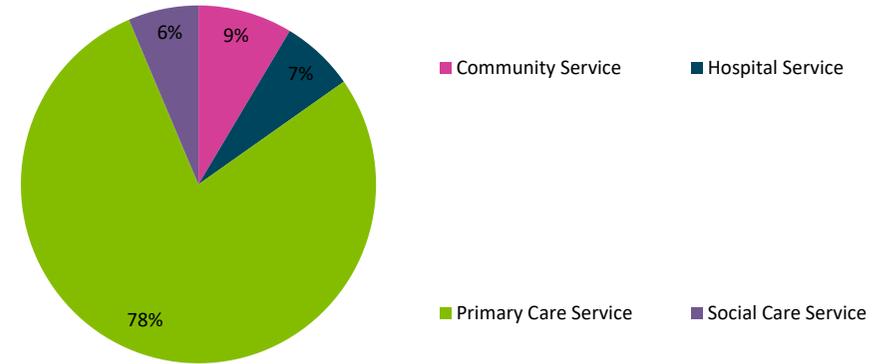
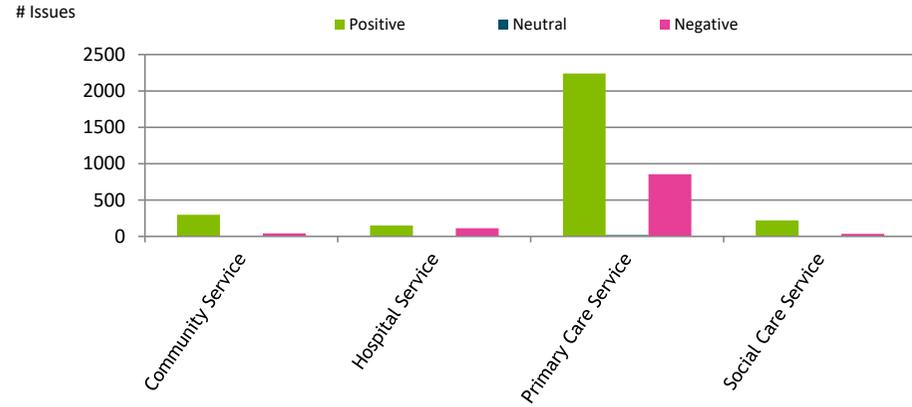
3.4 How do people feel about access to services?



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

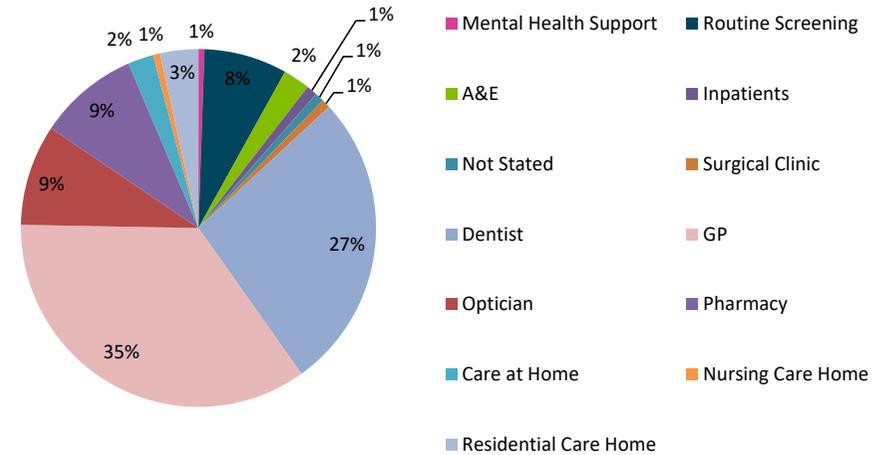
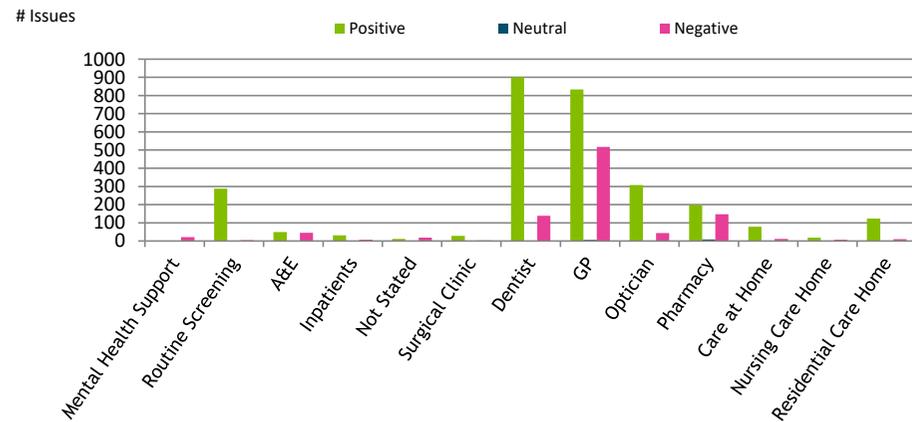


4.1 Service Sector



Service sectors receiving the most comments overall

4.2 Service Type

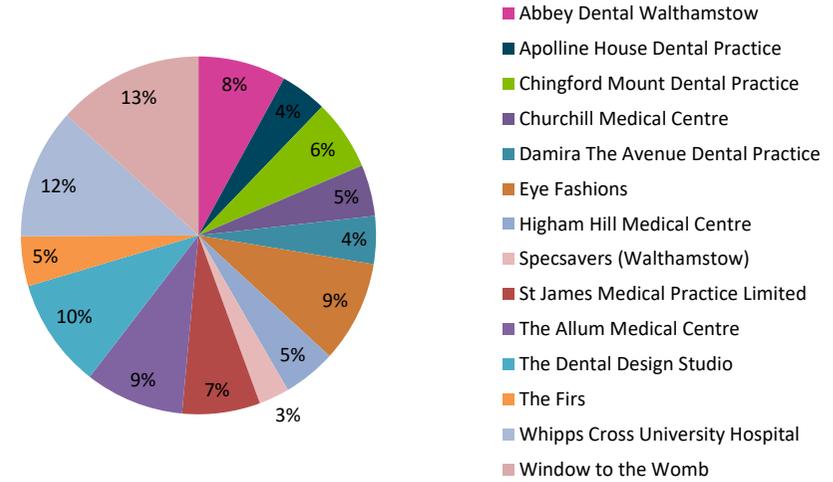
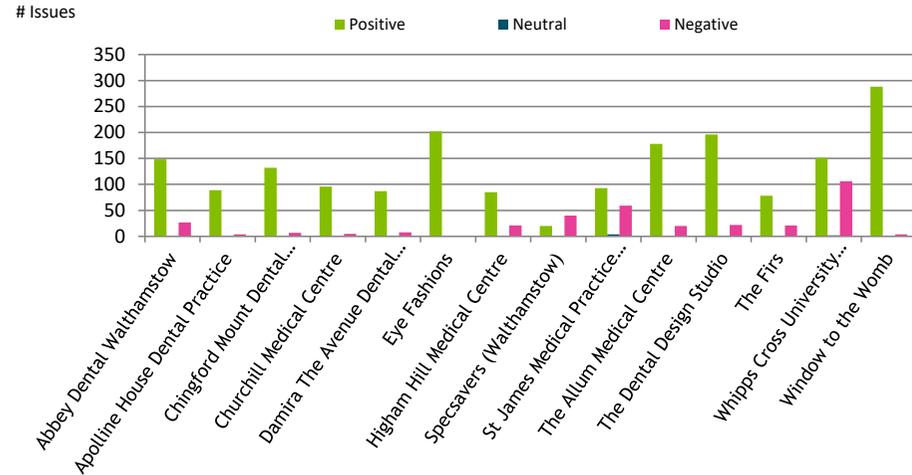


Service type receiving the most comments overall

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

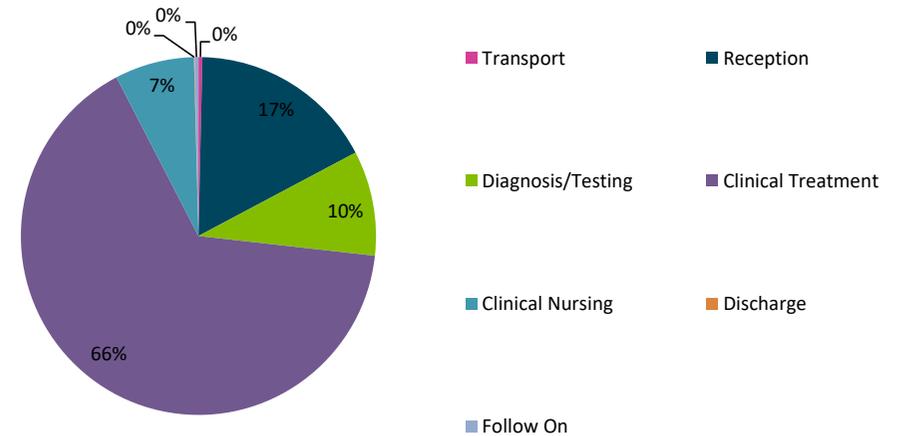
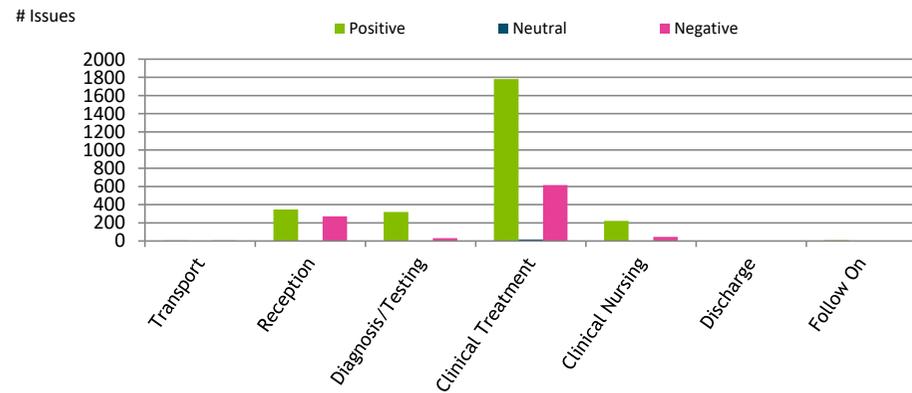


4.3 Services



Services receiving the most comments overall

4.4 Breakdown of care pathway locations

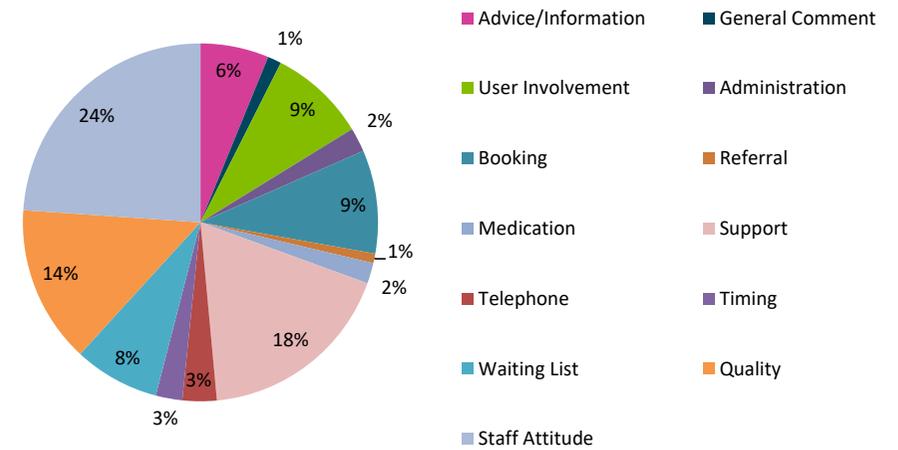
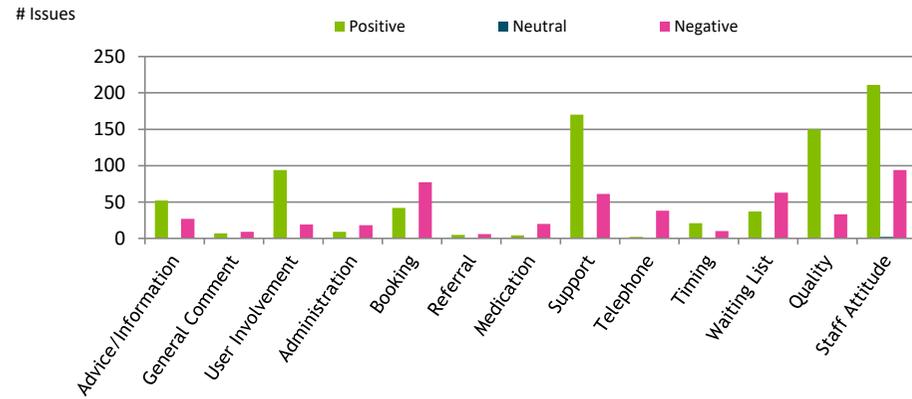


Care pathway locations

5. Trends: GP Services

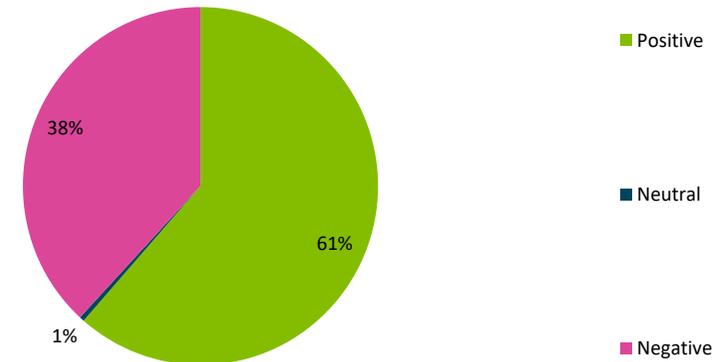
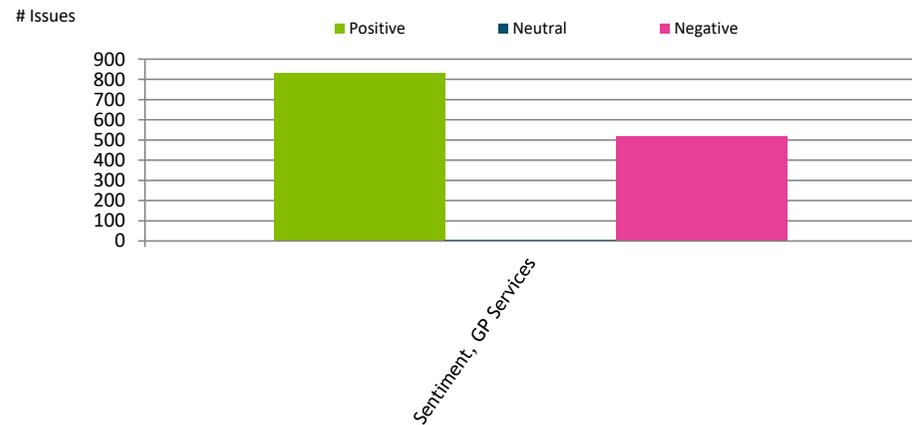


5.1 Trends, GP Services: 1356 issues from 310 people



Issues receiving the most comments overall

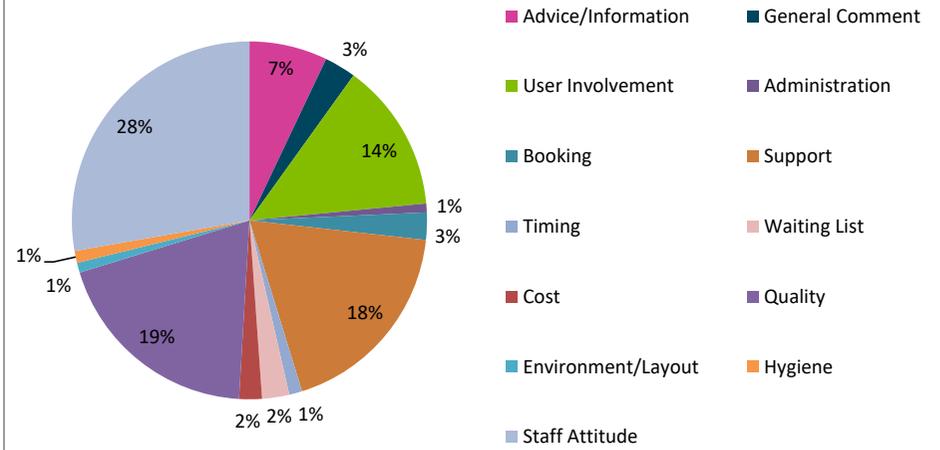
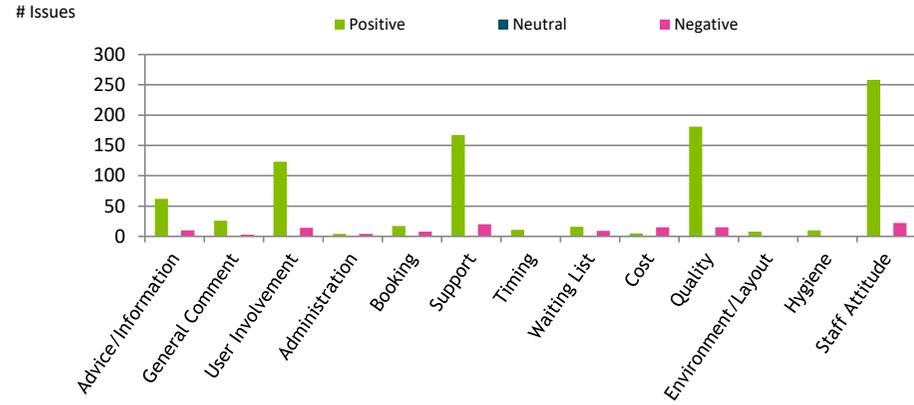
5.2 Sentiment, GP Services



5. Trends: Dentists

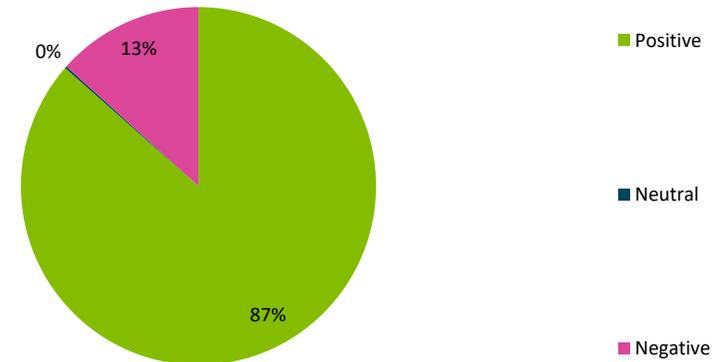
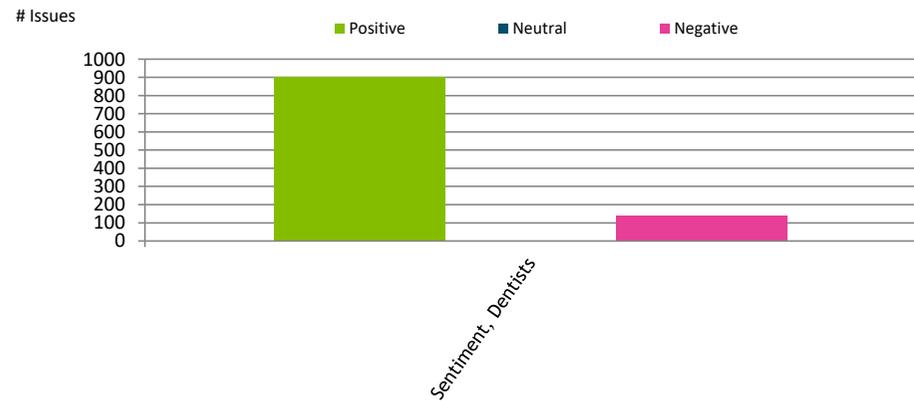


5.3 Trends, Dentists: 1042 issues from 231 people



Issues receiving the most comments overall

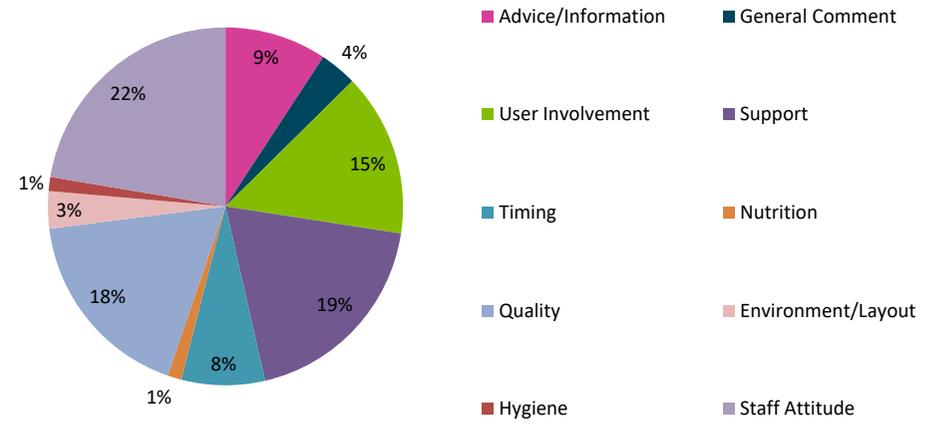
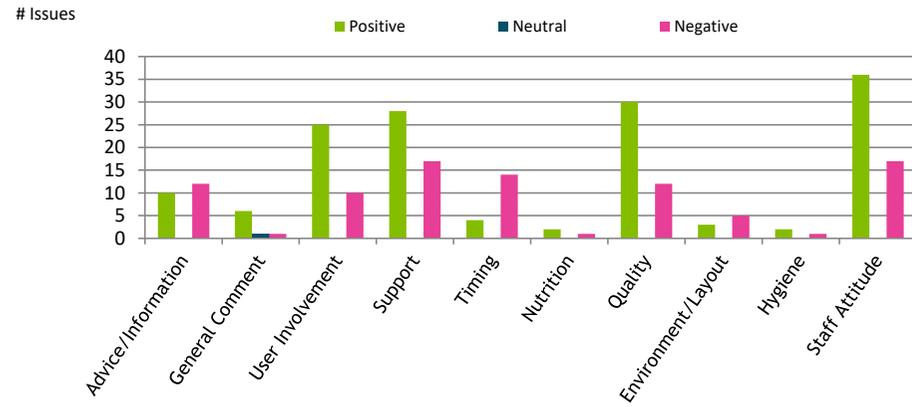
5.4 Sentiment, Dentists



5. Trends: Whipps Cross University Hospital

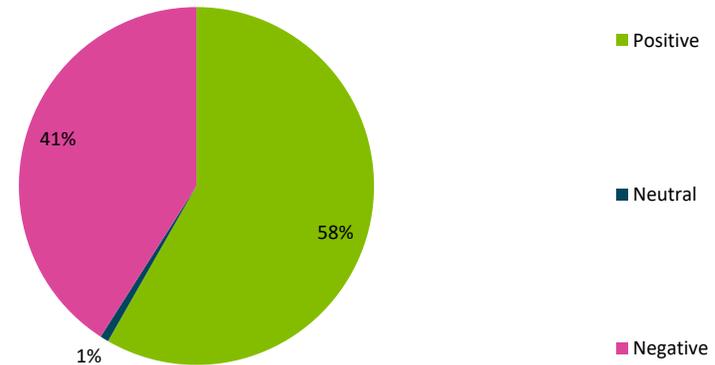
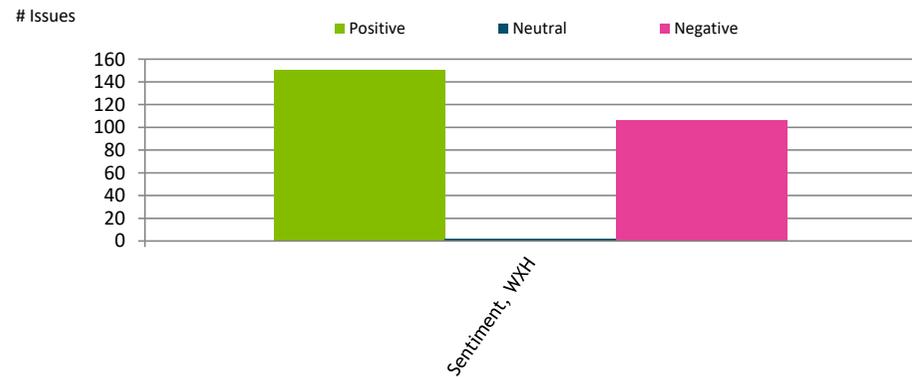


5.5 Trends, Whipps Cross University Hospital: 259 issues from 53 people



Issues receiving the most comments overall

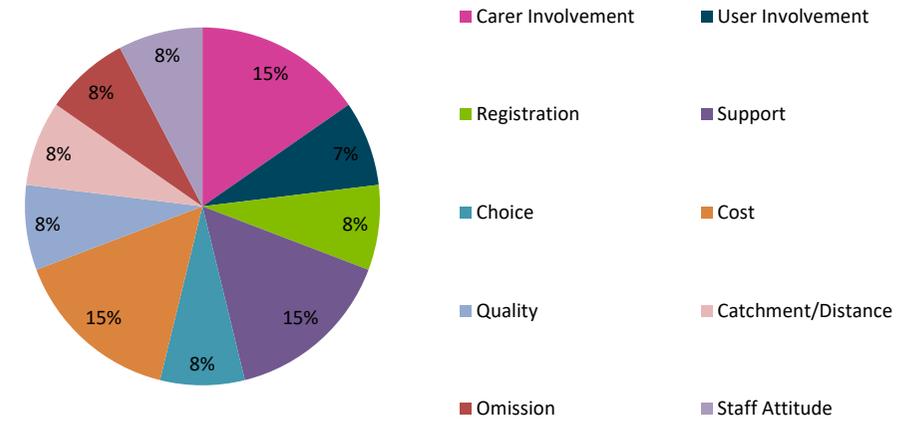
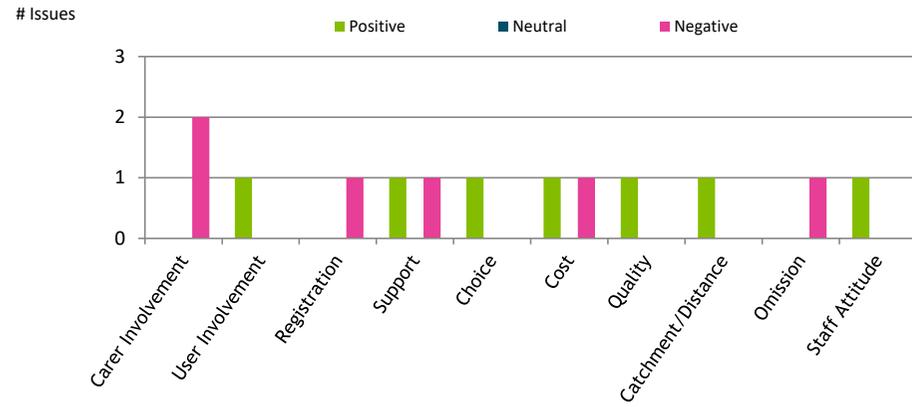
5.6 Sentiment, Whipps Cross University Hospital



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

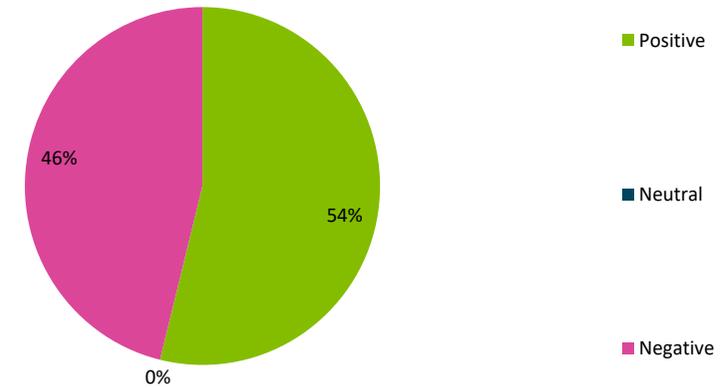
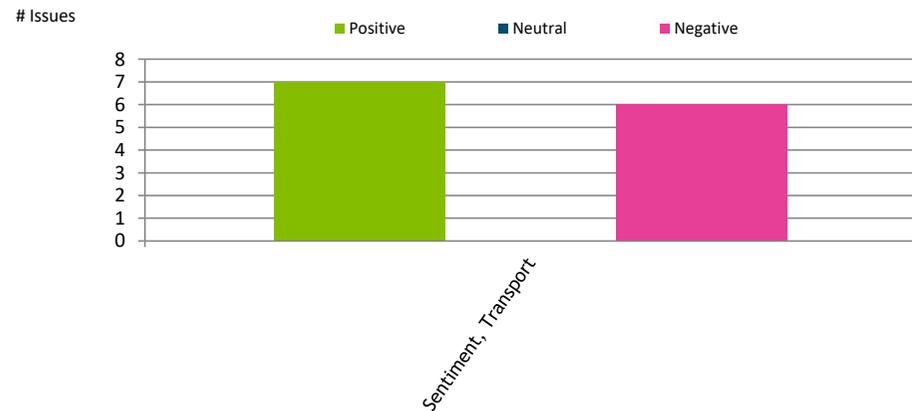


6.1 Trends, Transport (13 issues)



Issues receiving the most comments overall

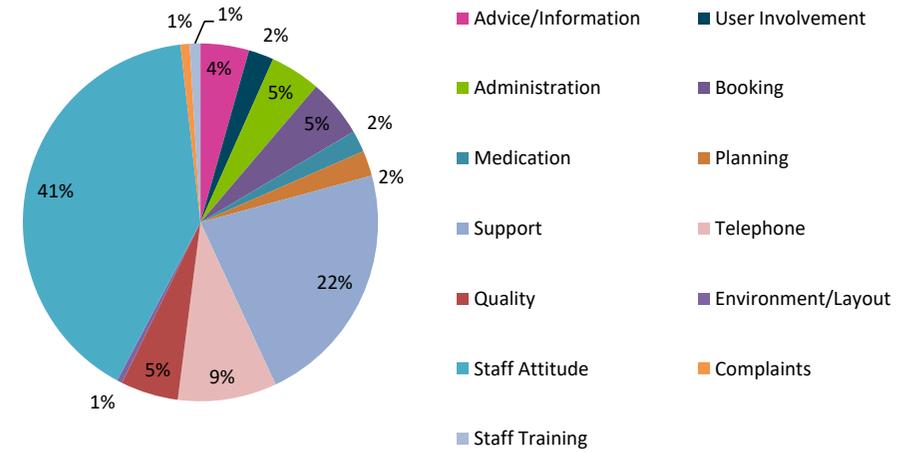
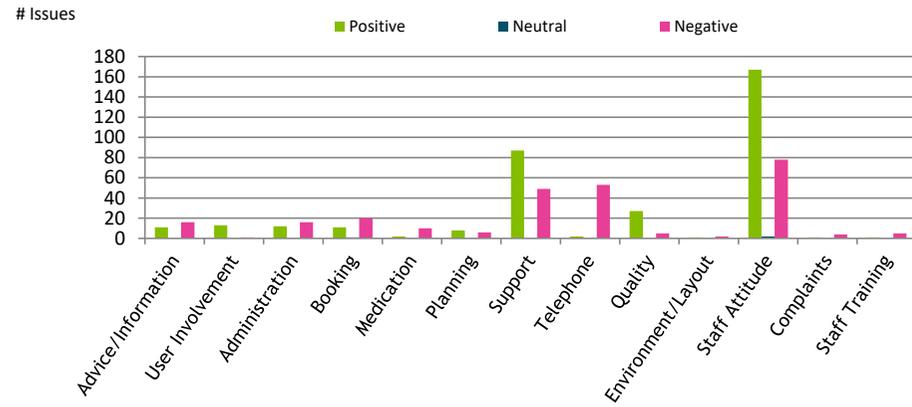
6.2 Sentiment, Transport



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

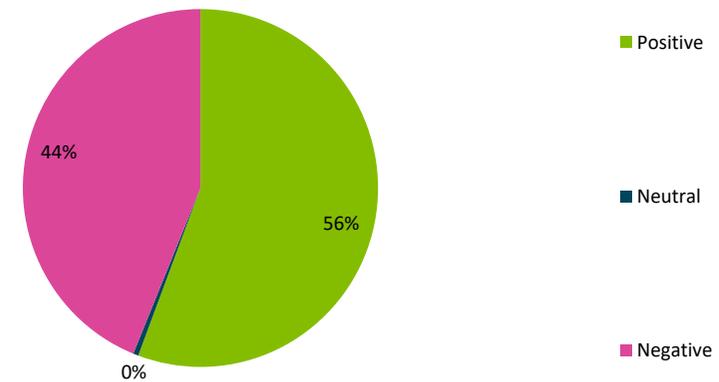
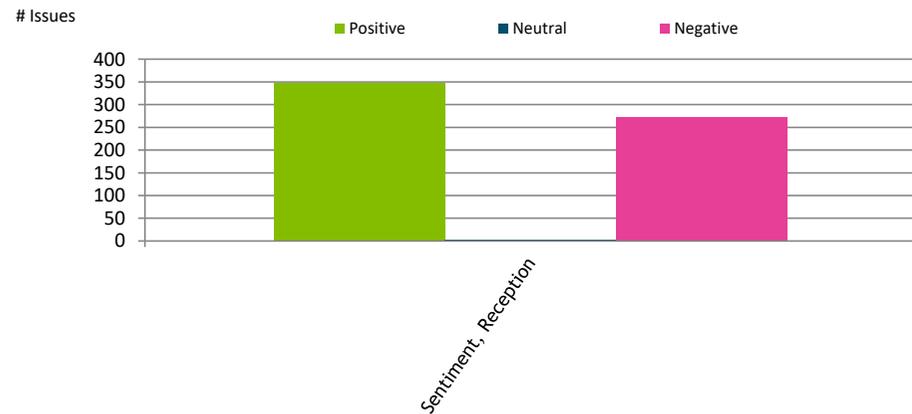


6.3 Trends, Reception (623 issues)



Issues receiving the most comments overall

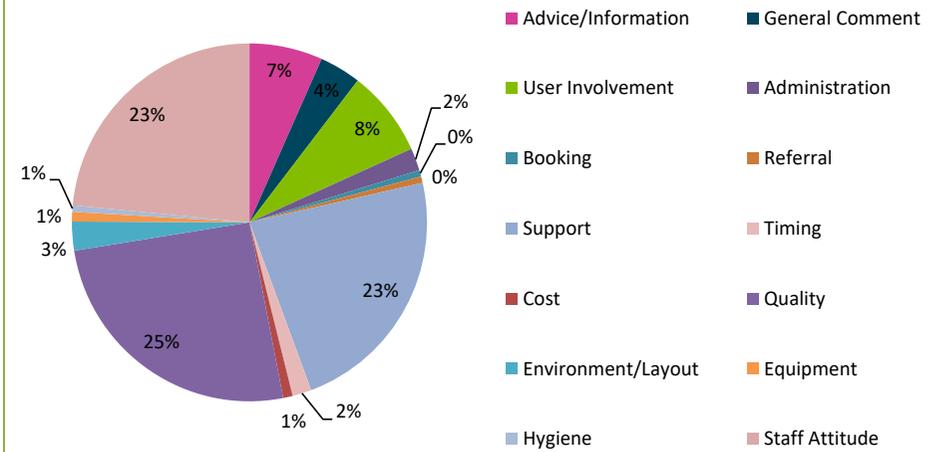
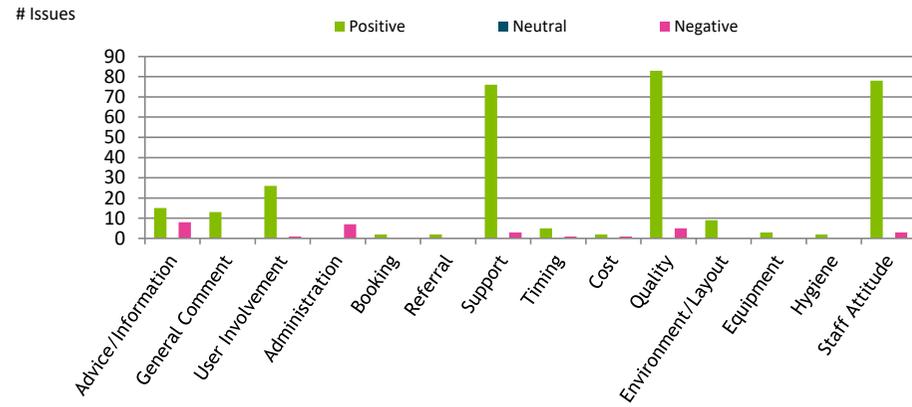
6.4 Sentiment, Reception



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

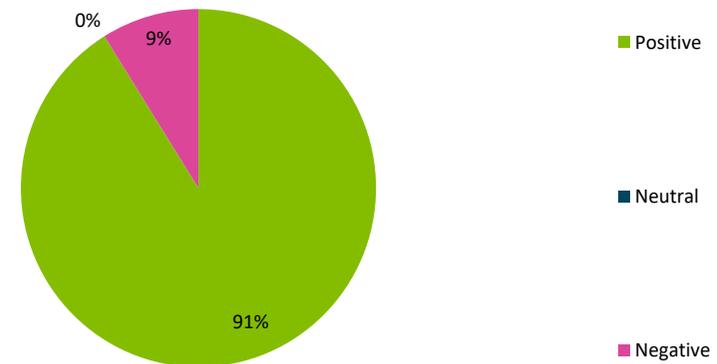
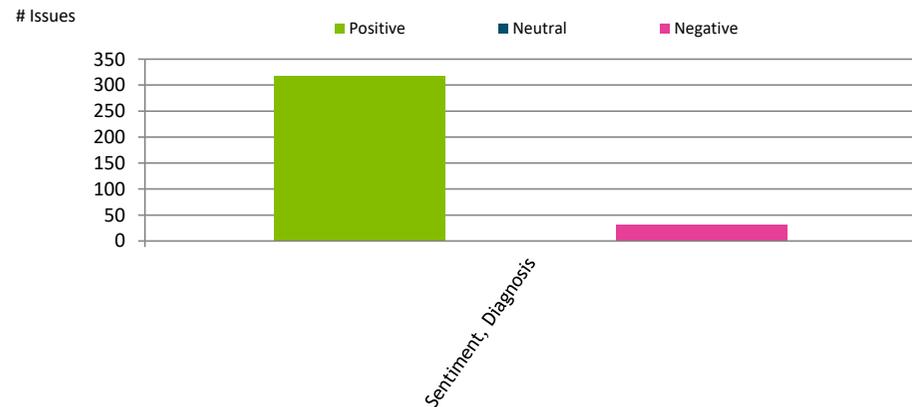


6.5 Trends, Diagnosis/Testing (349 issues)



Issues receiving the most comments overall

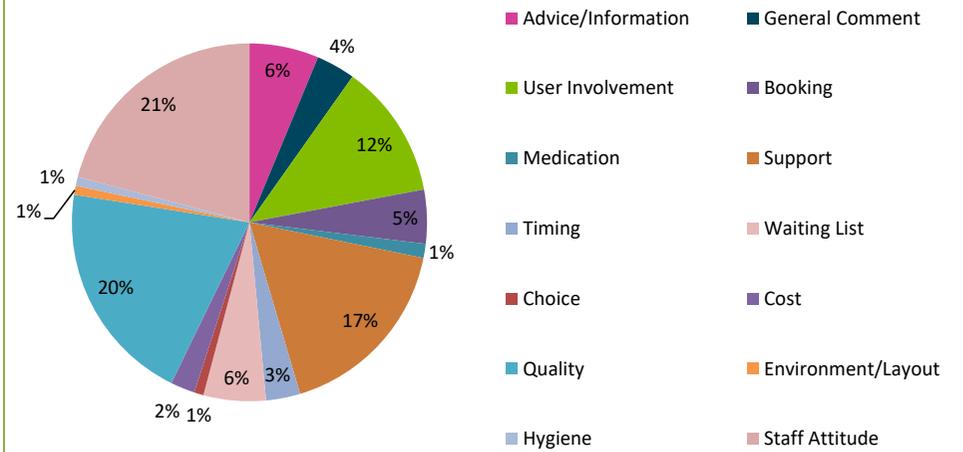
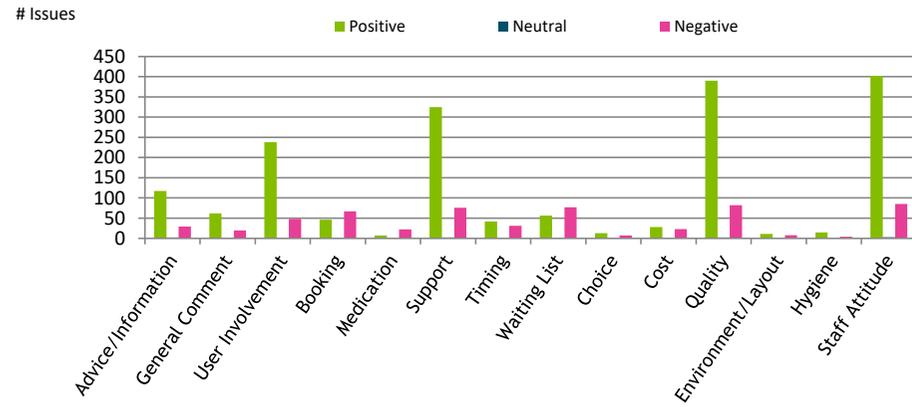
6.6 Sentiment, Diagnosis/Testing



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

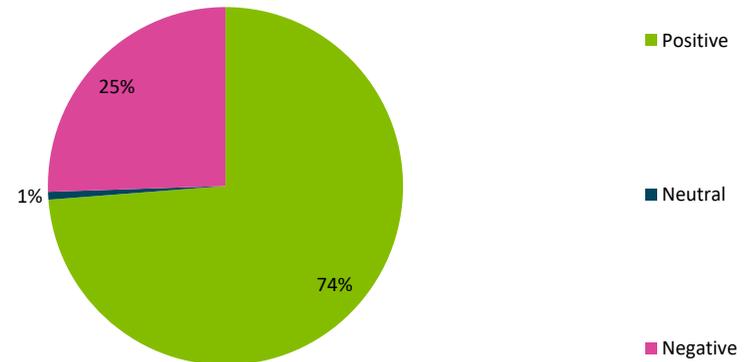
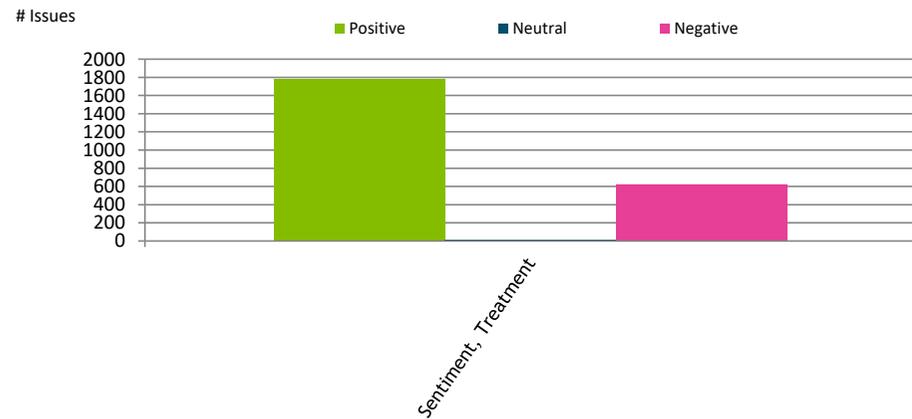


6.7 Trends, Clinical Treatment (2414 issues)



Issues receiving the most comments overall

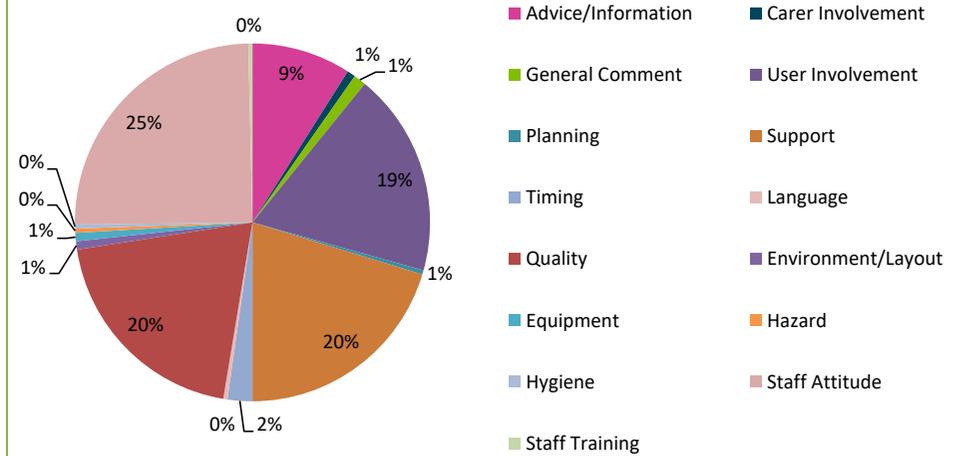
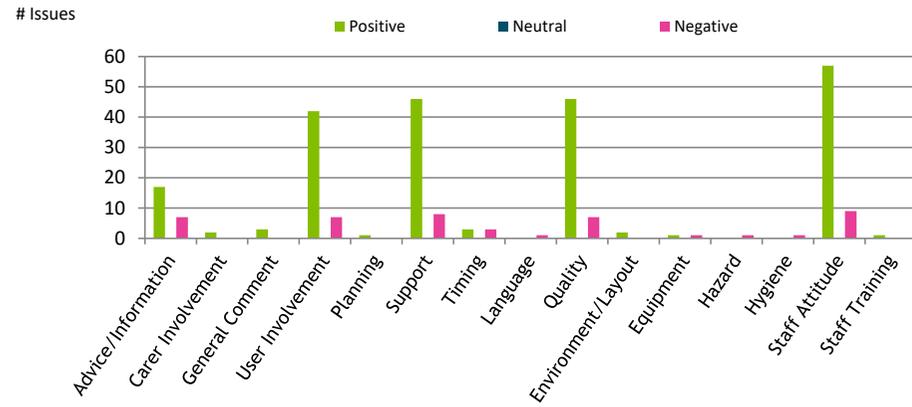
6.8 Sentiment, Clinical Treatment



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

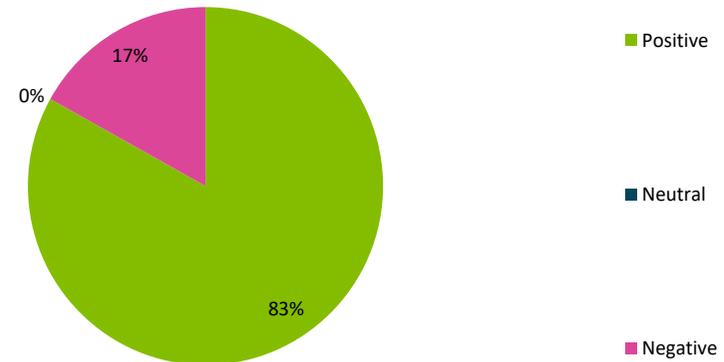
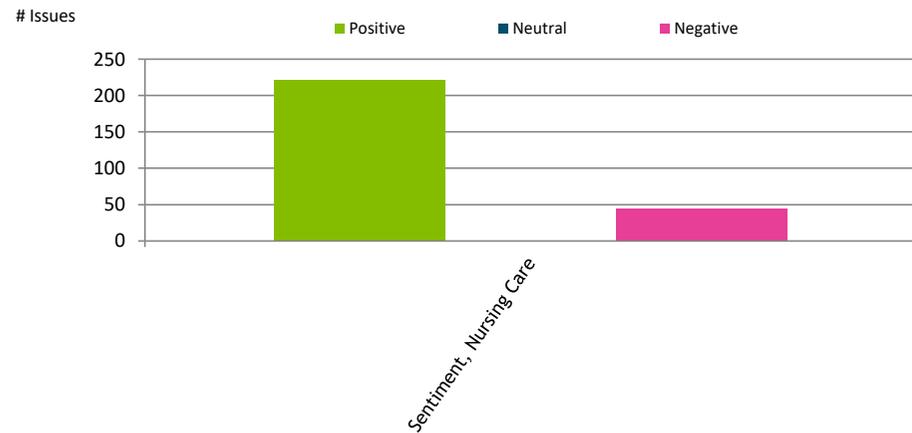


6.9 Trends, Clinical Nursing (266 issues)



Issues receiving the most comments overall

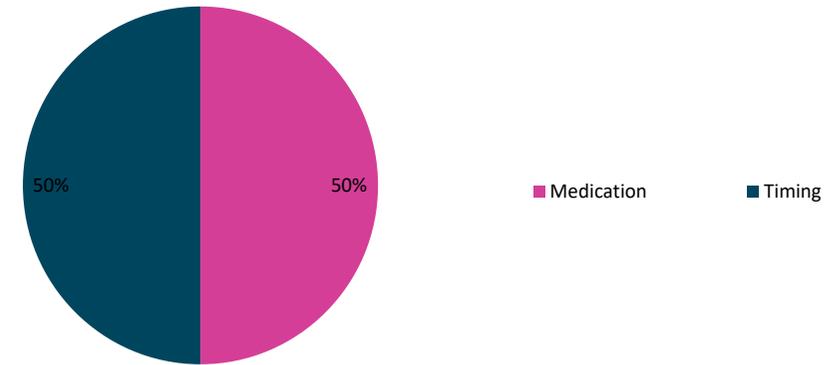
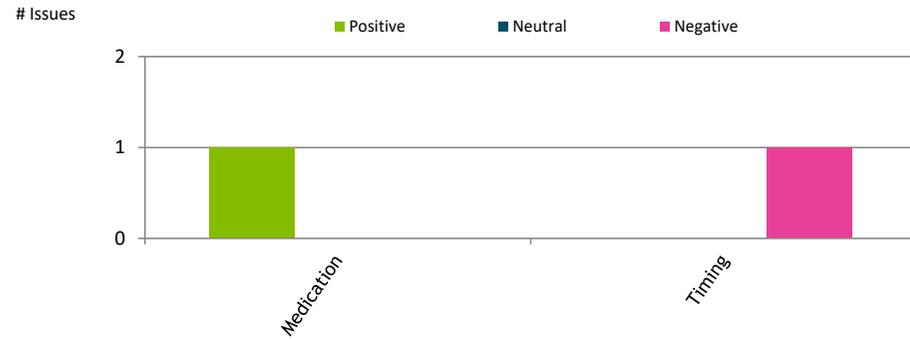
6.10 Sentiment, Clinical Nursing



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

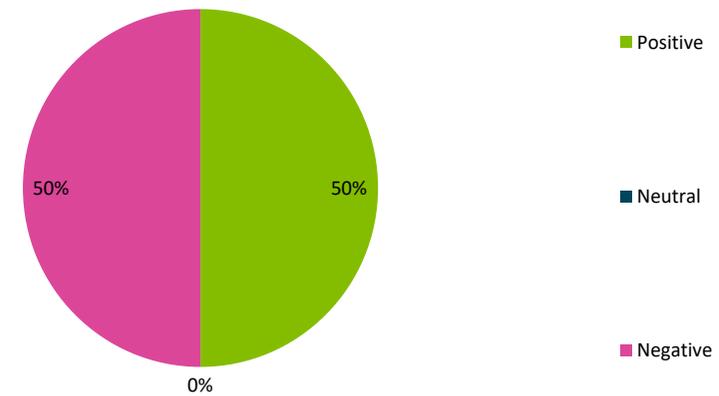
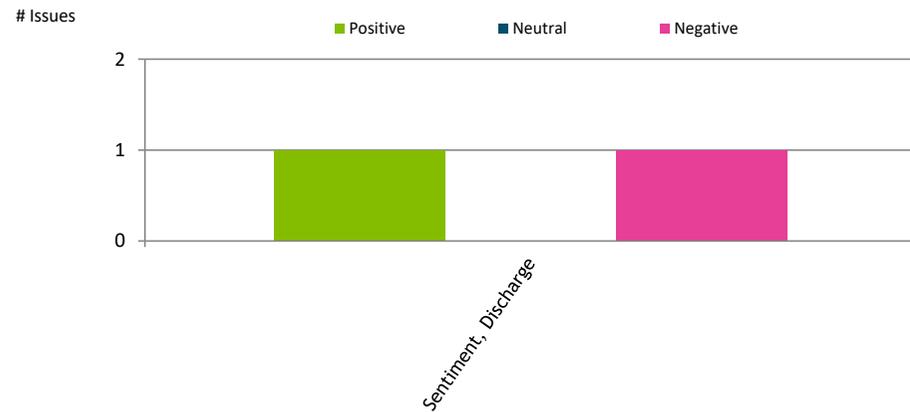


6.11 Trends, Discharge (2 issues)



Issues receiving the most comments overall

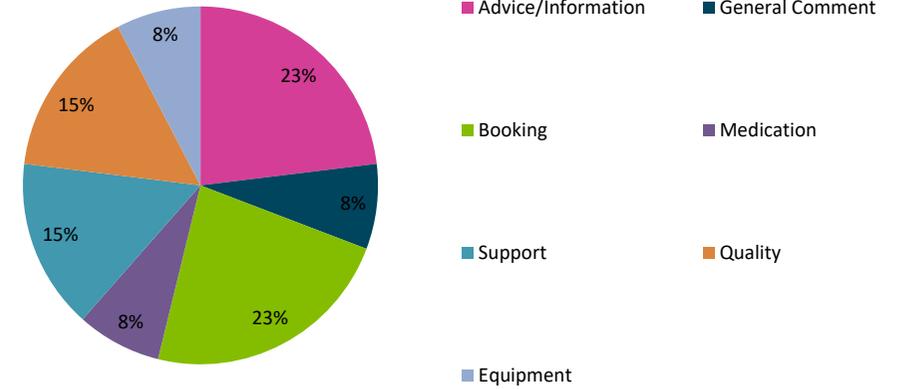
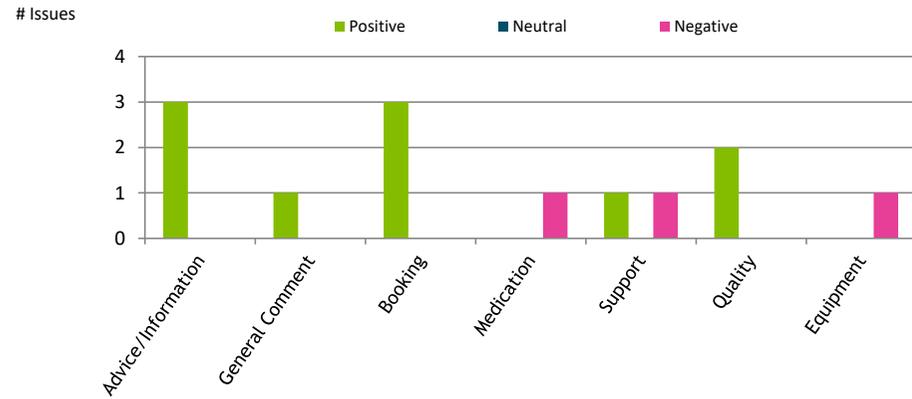
6.12 Sentiment, Discharge



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

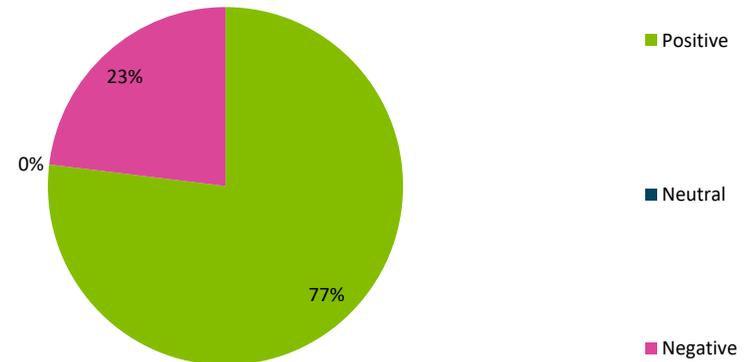
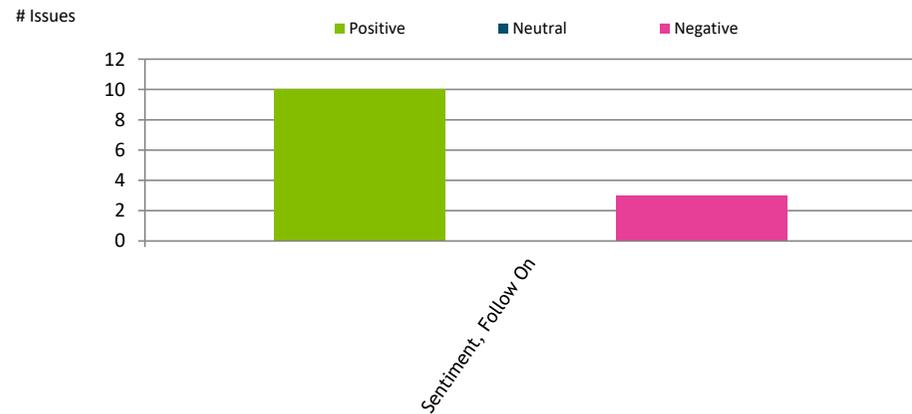


6.13 Trends, Follow On (13 issues)



Issues receiving the most comments overall

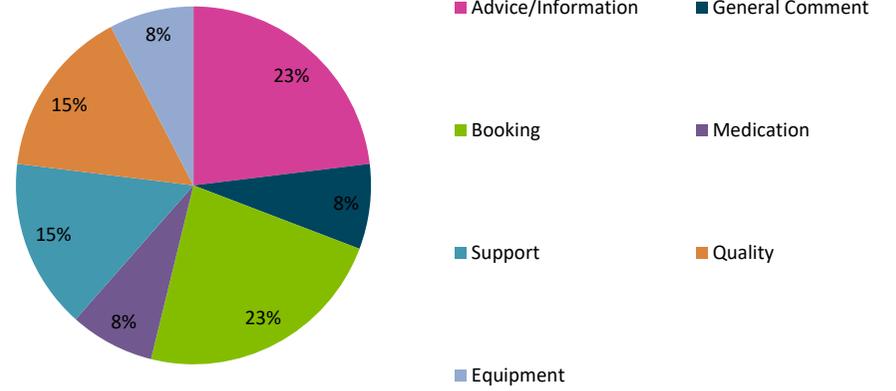
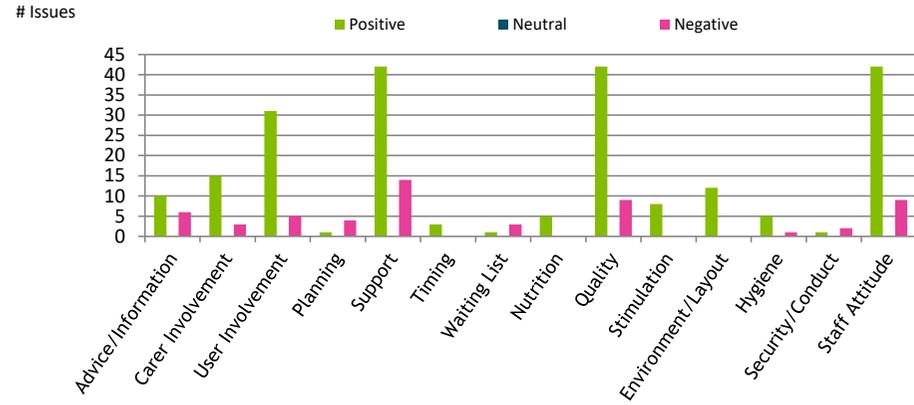
6.14 Sentiment, Follow On



6. Care Pathway: Community (community health services and social care)

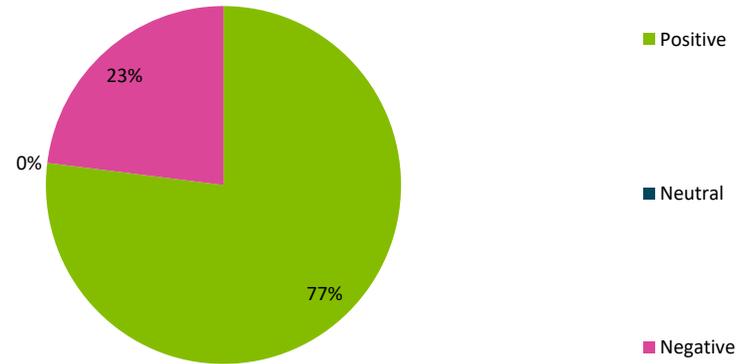
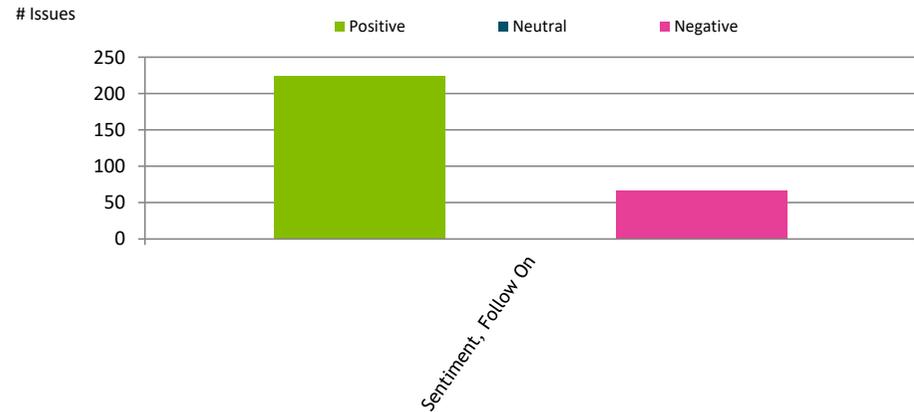


6.15 Trends, Community (291 issues)



Issues receiving the most comments overall

6.16 Sentiment, Community



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>	173	2	66	241
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	25	0	5	30
	Peer Involvement	<i>Involvement or Influence of friends.</i>	1	0	0	1
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	80	1	21	102
	User Involvement	<i>Involvement or influence of the service user.</i>	351	0	62	413
Systems	Administration	<i>Administrative processes and delivery.</i>	13	1	26	40
	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>	62	2	87	151
	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	4	4
	Referral	<i>Referral to a service.</i>	7	0	6	13
	Medical Records	<i>Management of medical records.</i>	0	0	1	1
	Medication	<i>Prescription and management of medicines.</i>	11	1	33	45
	Opening Times	<i>Opening times of a service.</i>	1	1	3	5
	Planning	<i>Leadership and general organisation.</i>	11	0	10	21
	Registration	<i>Ability to register for a service.</i>	1	0	9	10
	Support	<i>Levels of support provided.</i>	578	2	153	733
	Telephone	<i>Ability to contact a service by telephone.</i>	2	0	53	55
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	54	0	36	90
	Waiting List	<i>Length of wait while on a list.</i>	57	0	81	138
Values	Choice	<i>General choice.</i>	14	0	9	23
	Cost	<i>General cost.</i>	31	1	26	58
	Language	<i>Language, including terminology.</i>	1	0	2	3
	Nutrition	<i>Provision of sustenance.</i>	7	0	2	9
	Privacy	<i>Privacy, personal space and property.</i>	1	0	2	3
	Quality	<i>General quality of a service, or staff.</i>	591	2	108	701
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	0	0
	Stimulation	<i>General stimulation, including access to activities.</i>	11	1	0	12

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>	2	0	2	4
	Environment/Layout	<i>Physical environment of a service.</i>	35	0	10	45
	Equipment	<i>General equipment issues.</i>	10	0	6	16
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	1	0	3	4
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	23	0	6	29
	Mobility	<i>Physical mobility to, from and within services.</i>	1	0	0	1
	Travel/Parking	<i>Ability to travel or park.</i>	1	1	3	5
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>	1	0	4	5
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	747	5	184	936
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	4	5
	Staff Training	<i>Training of staff.</i>	4	0	6	10
	Staffing Levels	<i>General availability of staff.</i>	0	0	1	1
	Total:			2909	20	1044