

# 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 October - 31 December 2022**

## Index and overview of findings



975

### Data Source

This report is based on the experience of 975 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.



65%

### Overall Satisfaction

*Satisfaction has improved by 1% this quarter, standing at 65% positive, 34% 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.



72%

### Information, Involvement and Support

*Satisfaction has declined by 1% this quarter, standing at 72% positive, 26% negative and 2% neutral.*

Complaints are down by 4% on user involvement and by 2% on support, while increasing by a notable 12% on communication. More on page 5.



78%

### Quality and Empathy

*Satisfaction has improved by 1% this quarter, at 78% positive and 22% negative.*

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



40%

### Access to Services

*Satisfaction has improved by a notable 9% this quarter, standing at 40% positive and 60% negative.*

Complaints are down by 19% on ability to book appointments and by 17% on waiting lists, while increasing marginally by 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.

"The practice nurse could see I was nervous and instantly put me at ease. I came out feeling much better."



341

### GP Services

*Satisfaction is at 54% positive, 45% negative and 1% neutral, according to feedback.*

341 people comment on GP services. The majority of patients receive good quality, compassionate treatment and care. Access related trends are clearly negative overall, this includes on booking processes, telephone access, administration and waiting lists. Patients would also like greater levels of communication. More on page 9.



159

### Dentists

*Comments suggest satisfaction is at 82% positive and 18% negative.*

159 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.



110

### Whipps Cross University Hospital

*Satisfaction is 62% positive, 37% negative and 1% neutral, comments suggest.*

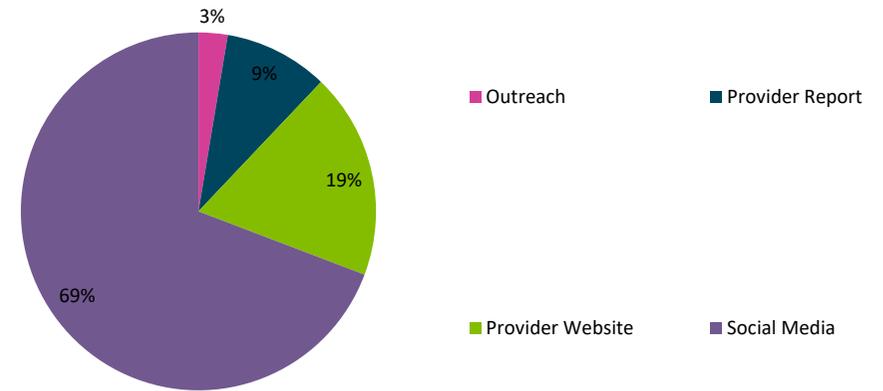
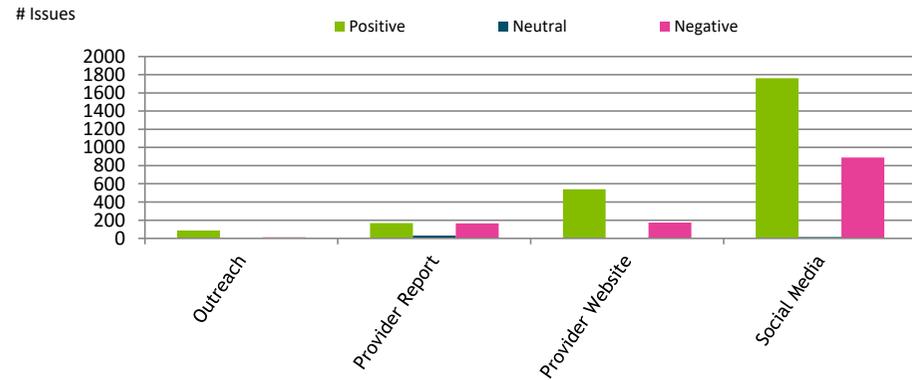
110 people comment this quarter. A clear majority of comments suggest good quality, supportive and compassionate treatment and care. Feedback suggests patients would like greater levels of communication and shorter waiting times. More on page 11.

**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?

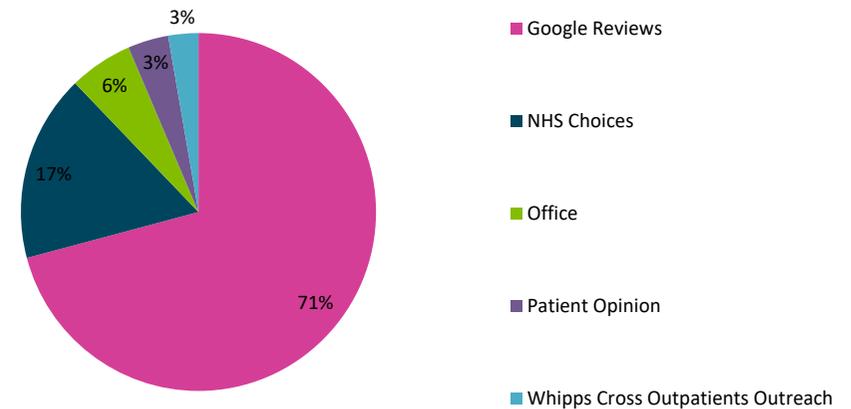
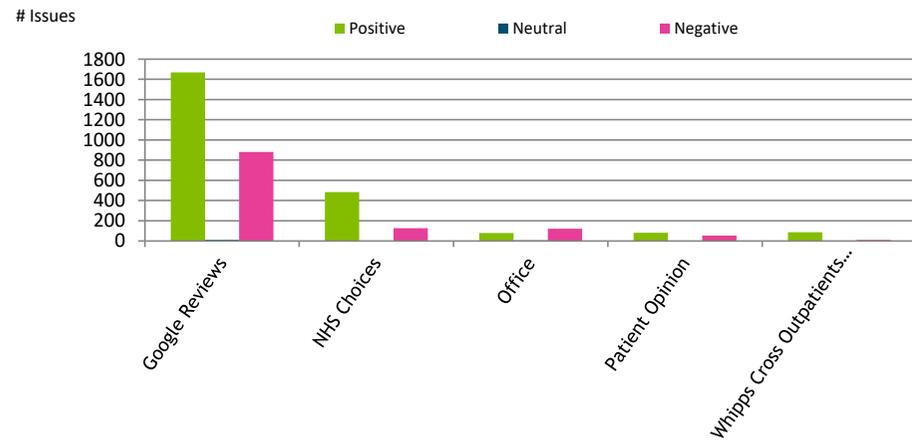


## 1.1 Source: 4049 issues from 975 people



Sources providing the most comments overall

## 1.2 Origin

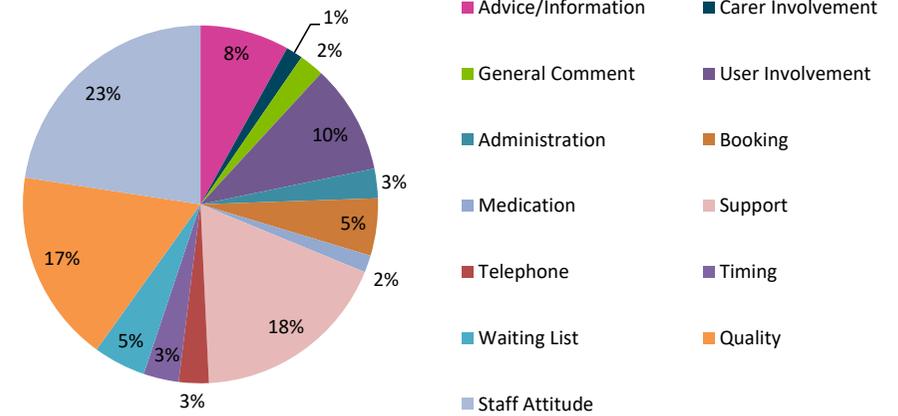
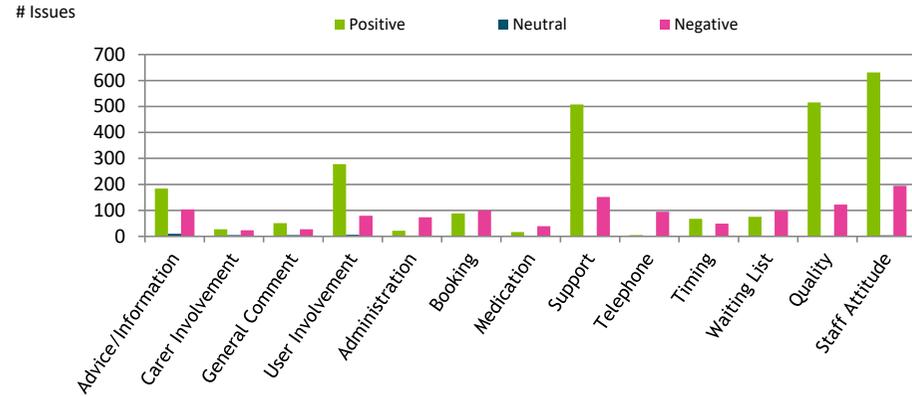


Origins providing the most comments overall

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

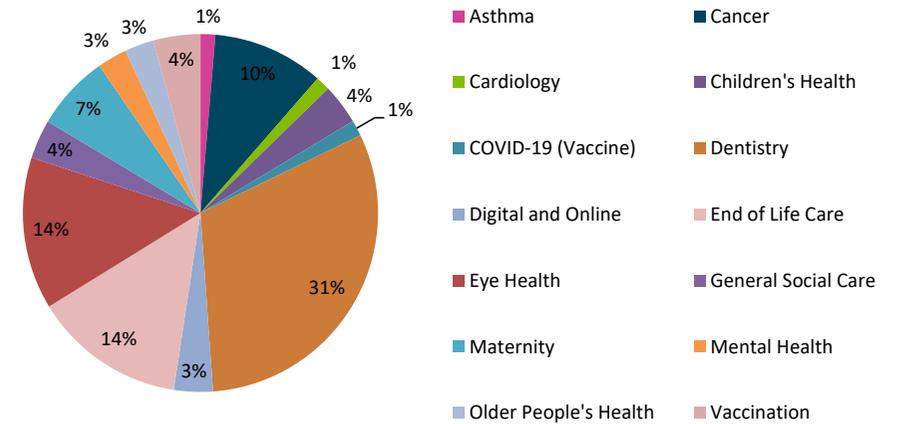
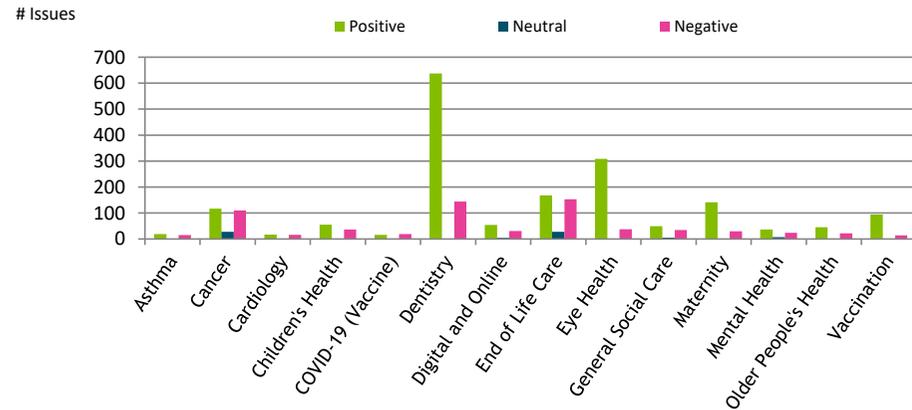


### 2.1 Top Trends: 4031 issues from 967 people



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

### 2.2 Stated medical conditions

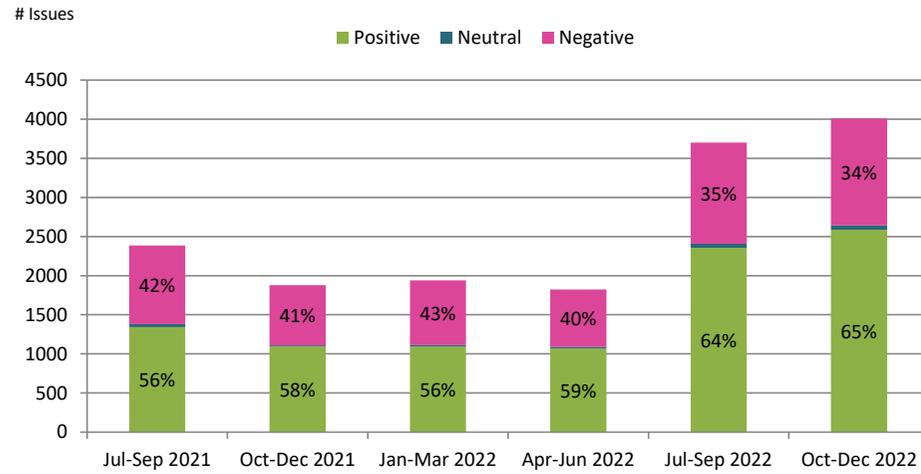


Medical conditions receiving the most comments overall

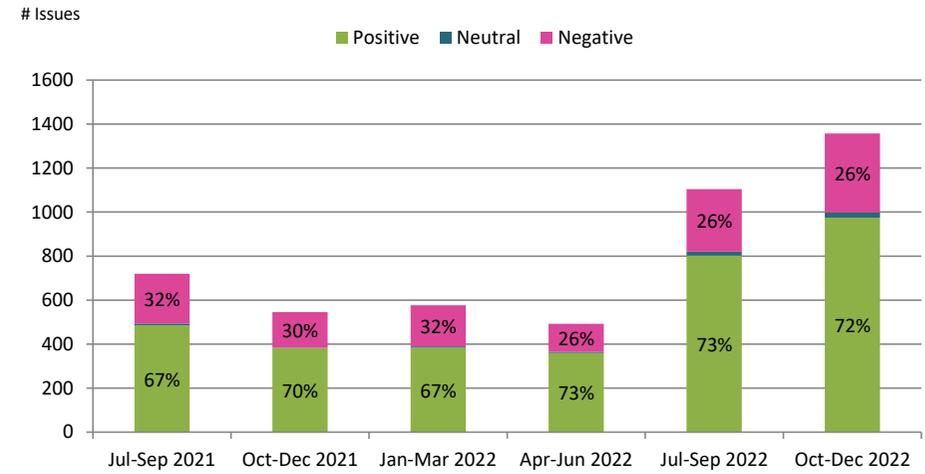
### 3. On the whole, how do people feel about Health and Care services?



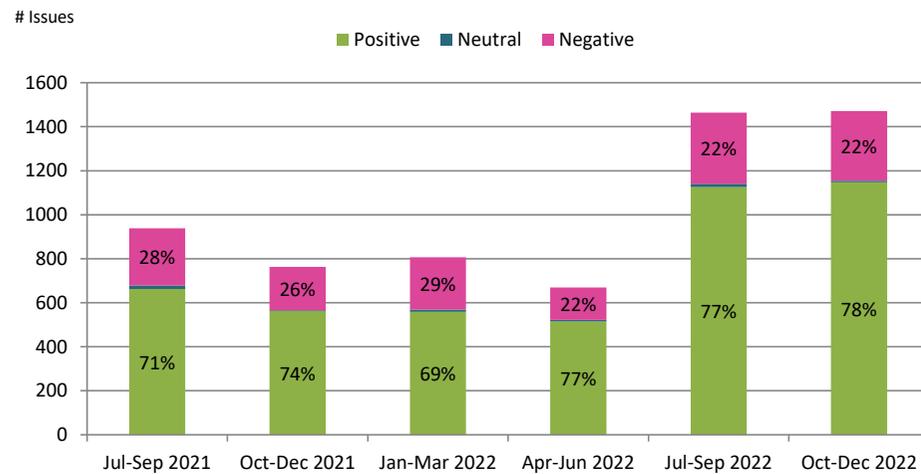
#### 3.1 How do people feel about services overall?



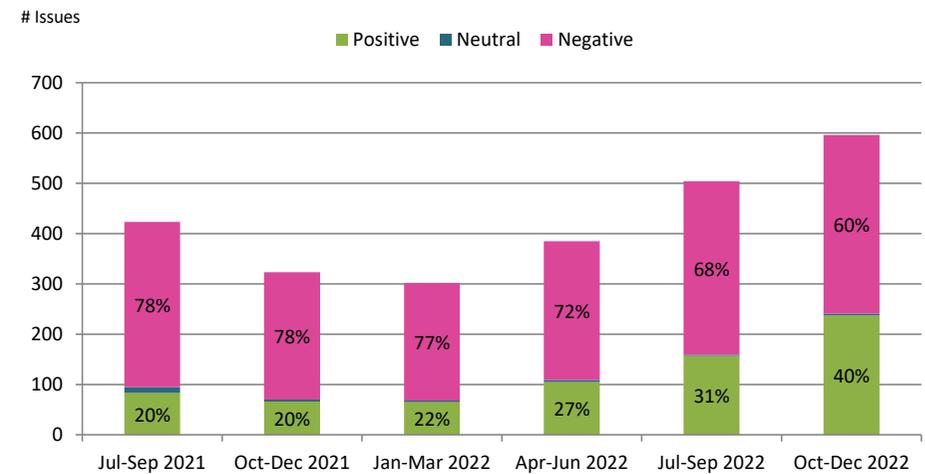
#### 3.2 How well informed, involved and supported do people feel?



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



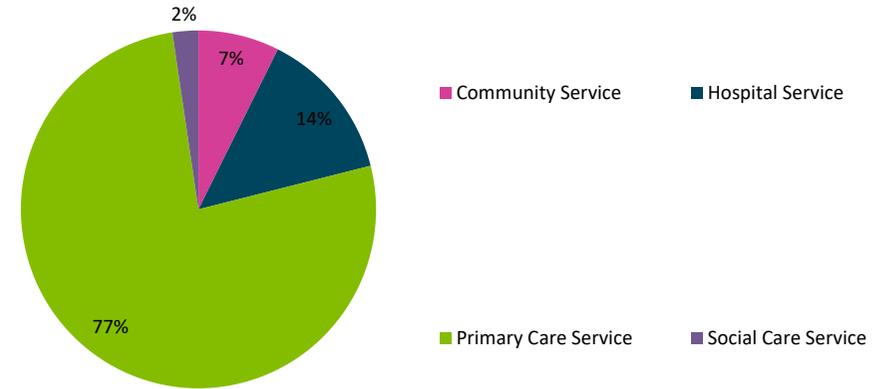
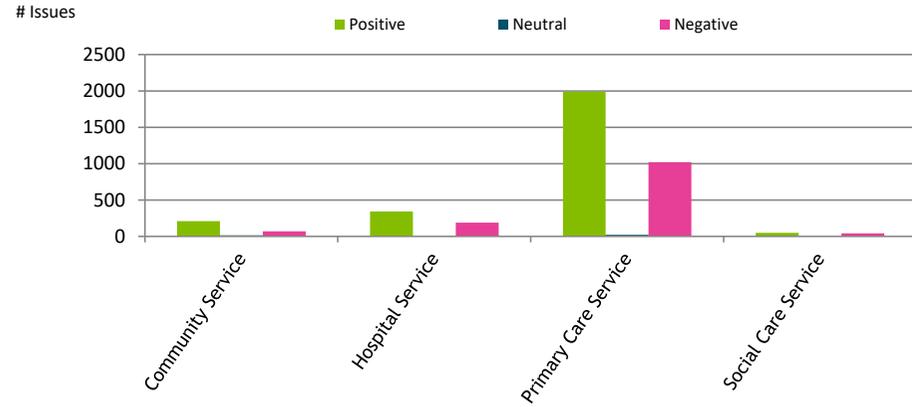
#### 3.4 How do people feel about access to services?



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

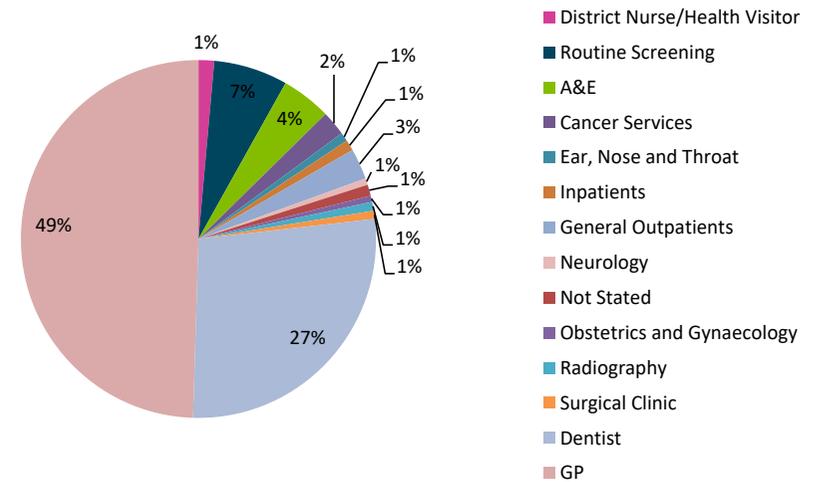
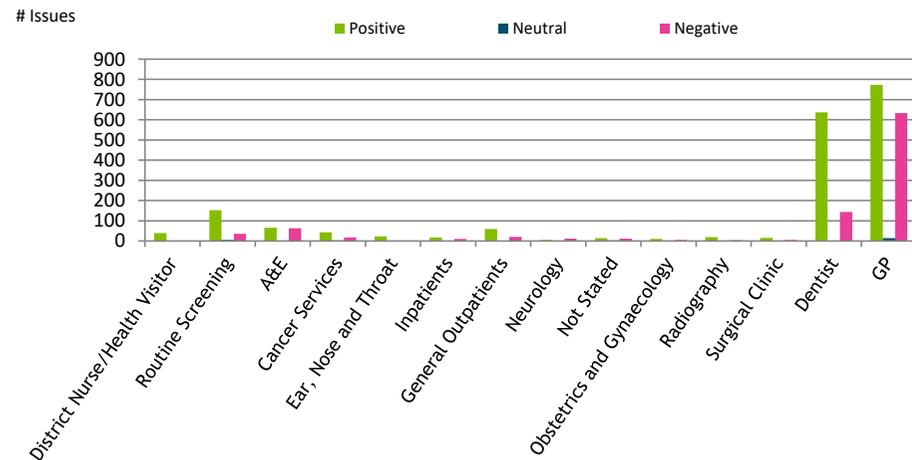


### 4.1 Service Sector



Service sectors receiving the most comments overall

### 4.2 Service Type

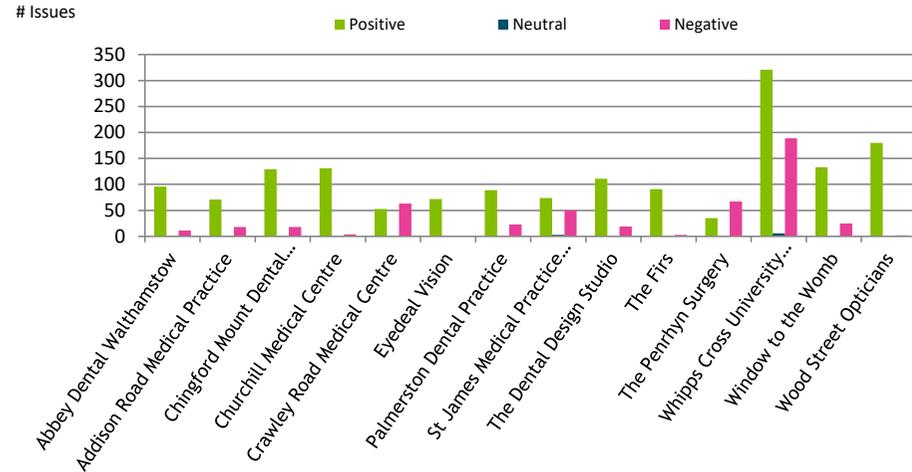


Service type receiving the most comments overall

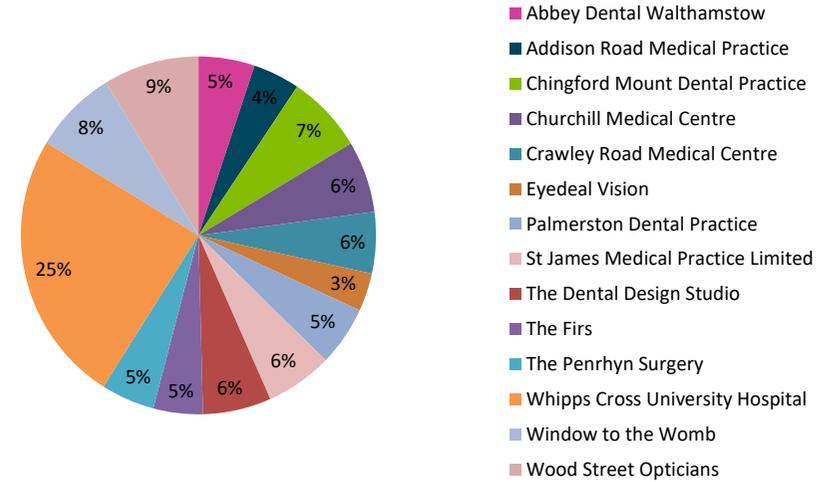
## 4. Trends: Which services are people most commenting on?



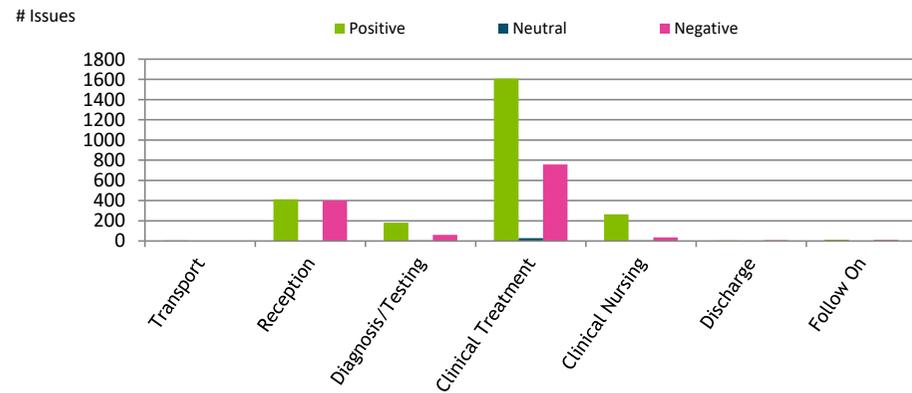
### 4.3 Services



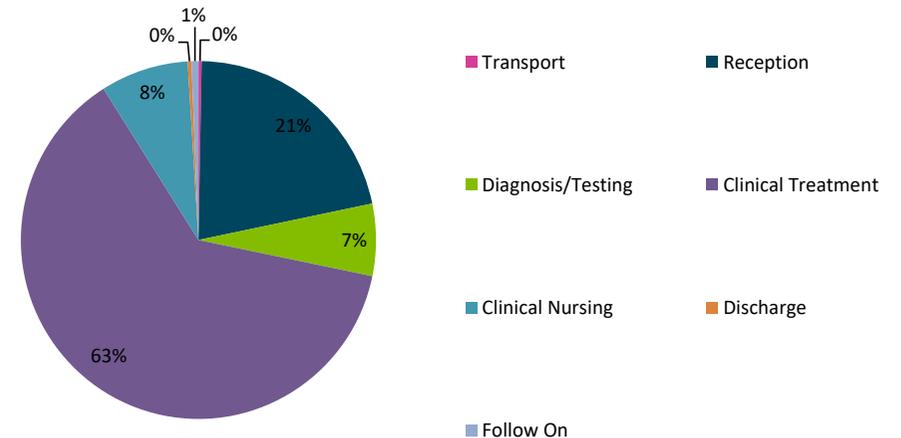
Services receiving the most comments overall



### 4.4 Breakdown of care pathway locations



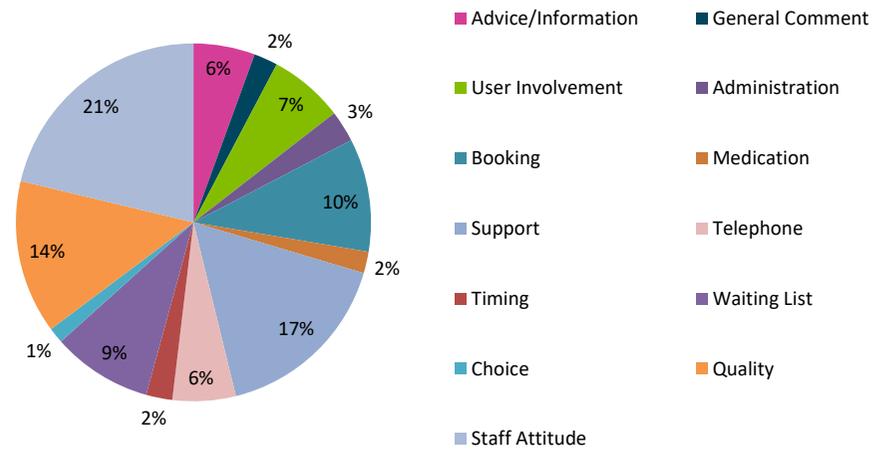
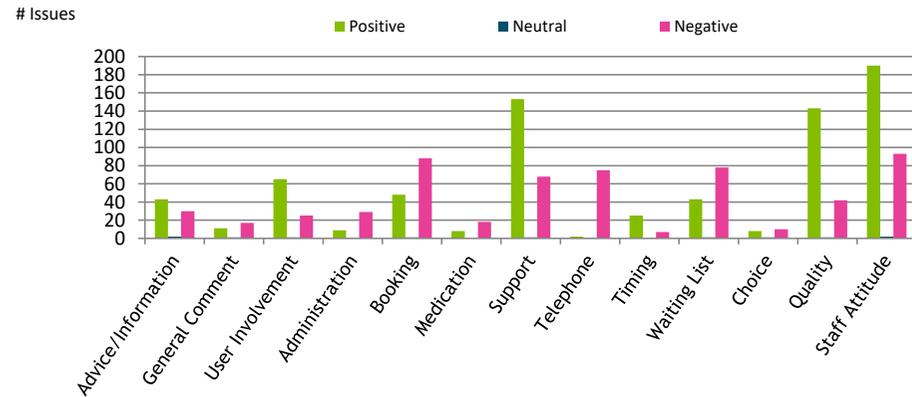
Care pathway locations



## 5. Trends: GP Services

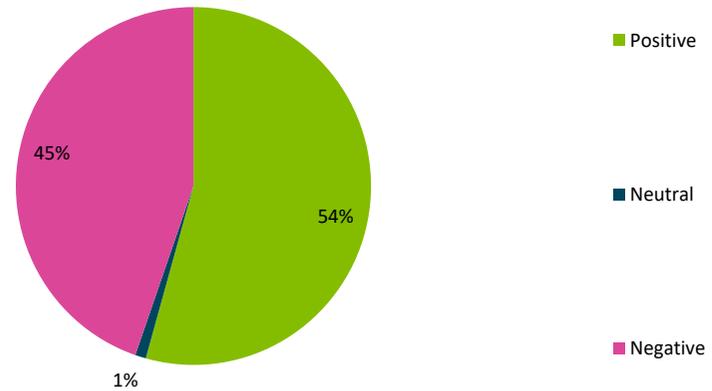
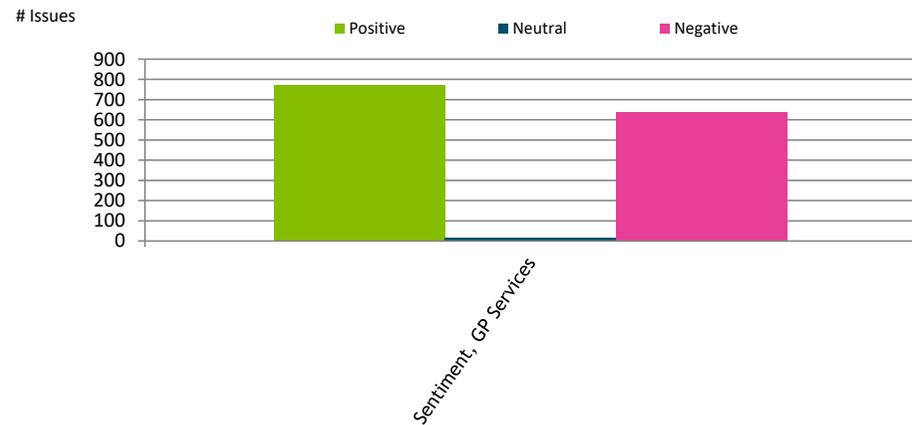


### 5.1 Trends, GP Services: 1421 issues from 341 people



Issues receiving the most comments overall

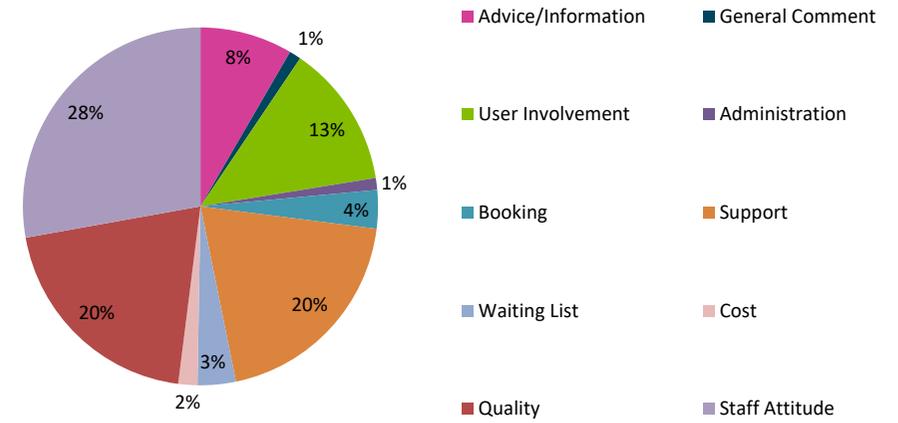
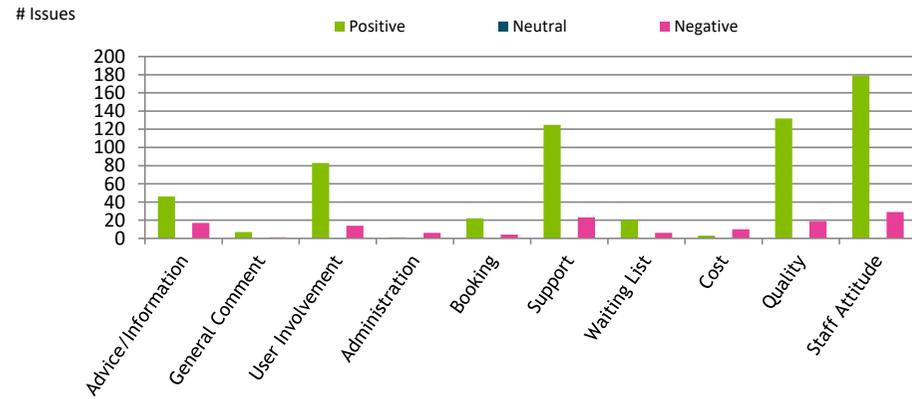
### 5.2 Sentiment, GP Services



## 5. Trends: Dentists

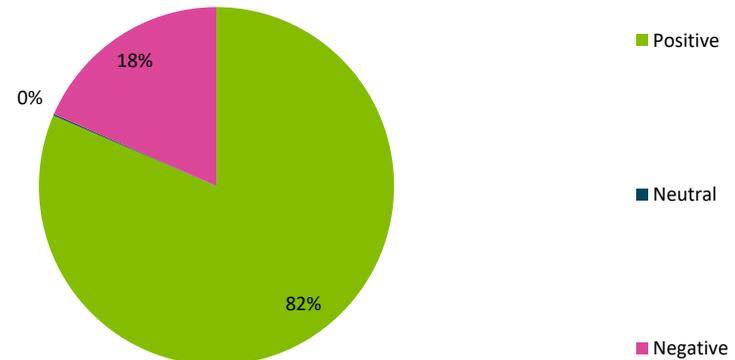
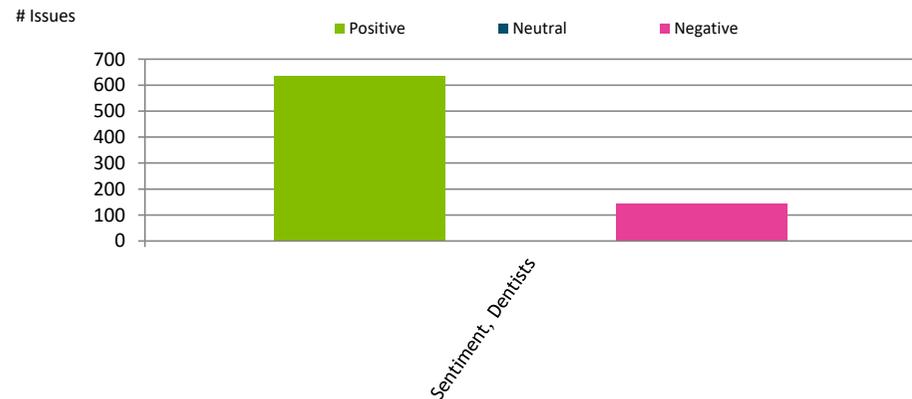


### 5.3 Trends, Dentists: 782 issues from 159 people



Issues receiving the most comments overall

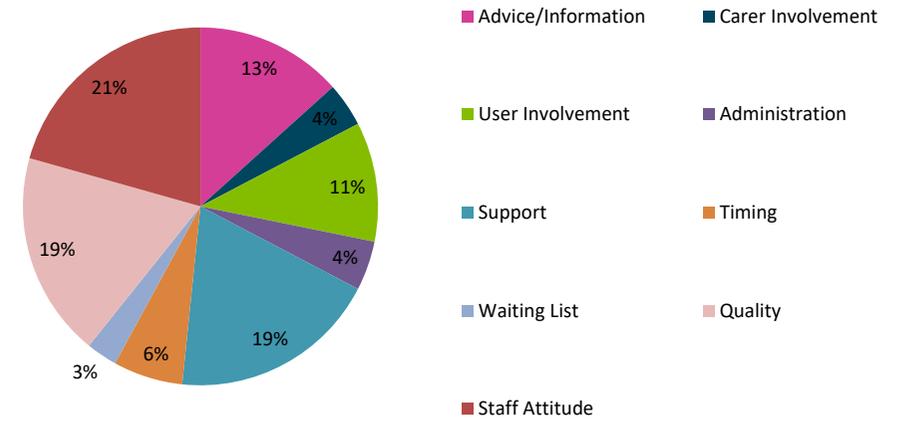
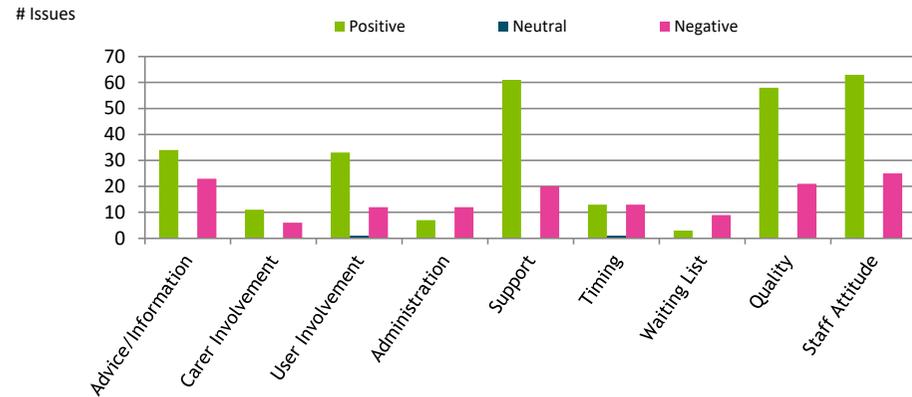
### 5.4 Sentiment, Dentists



## 5. Trends: Whipps Cross University Hospital

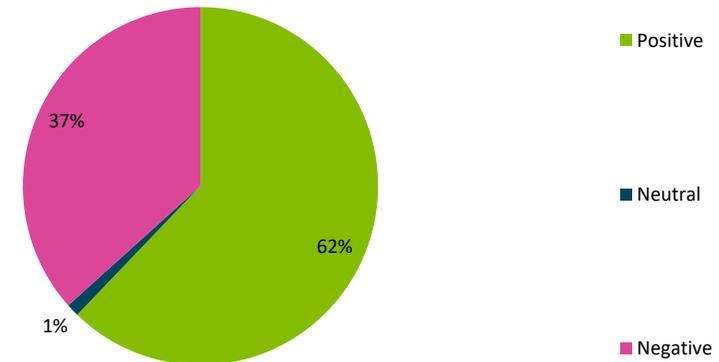
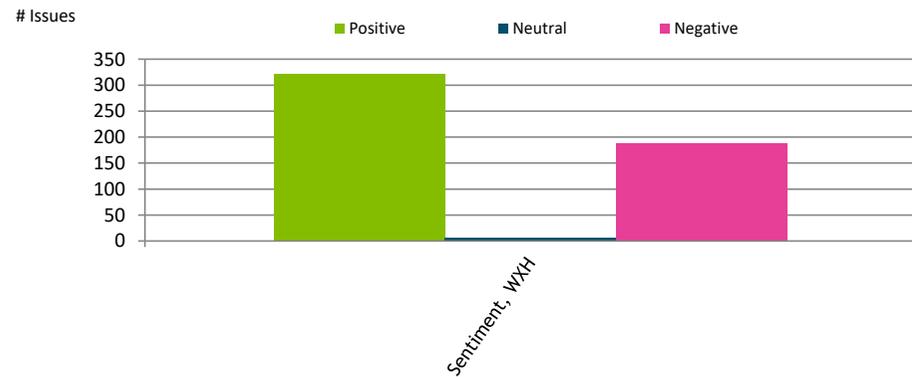


### 5.5 Trends, Whipps Cross University Hospital: 516 issues from 110 people



Issues receiving the most comments overall

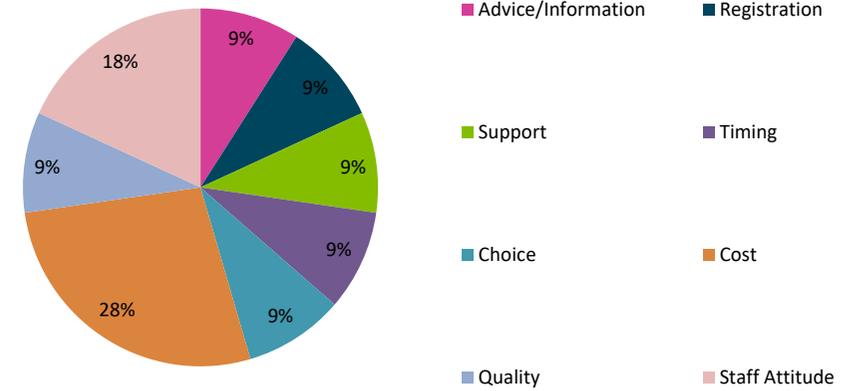
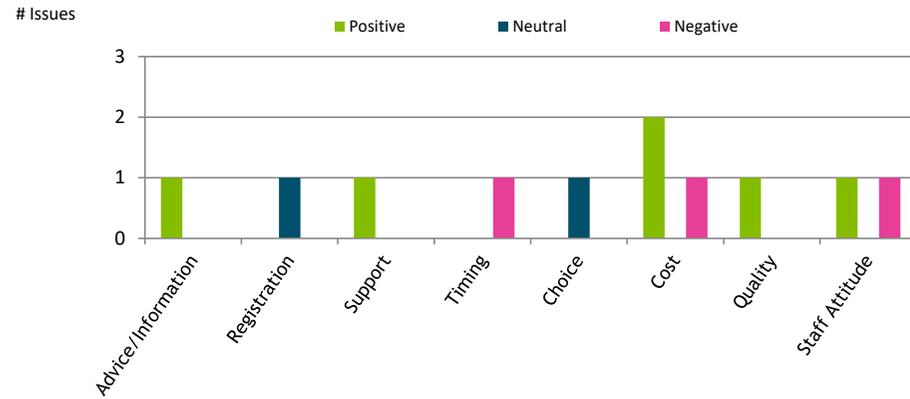
### 5.6 Sentiment, Whipps Cross University Hospital



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

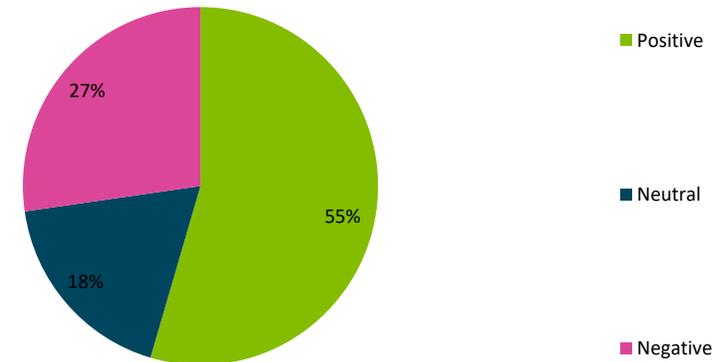
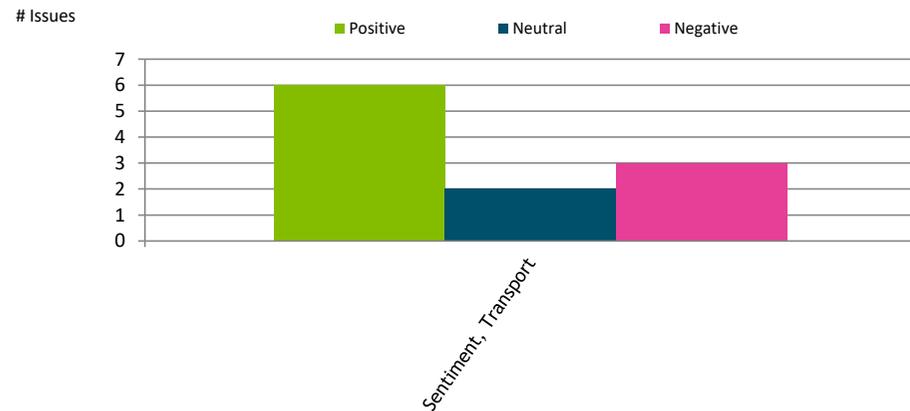


### 6.1 Trends, Transport (11 issues)



Issues receiving the most comments overall

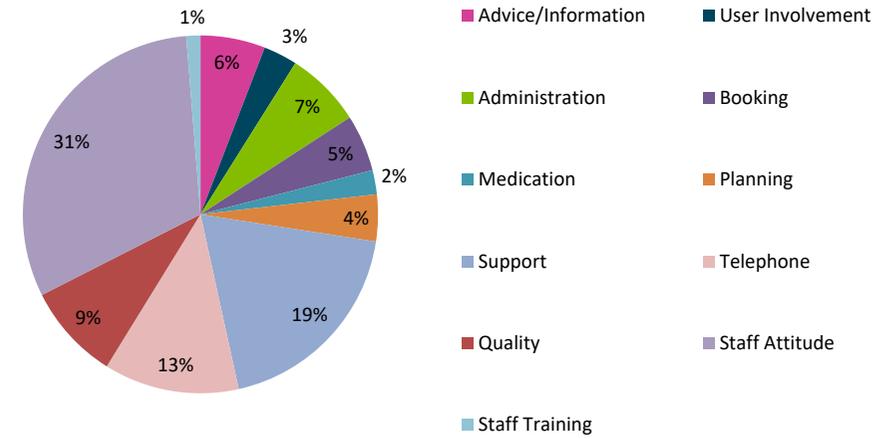
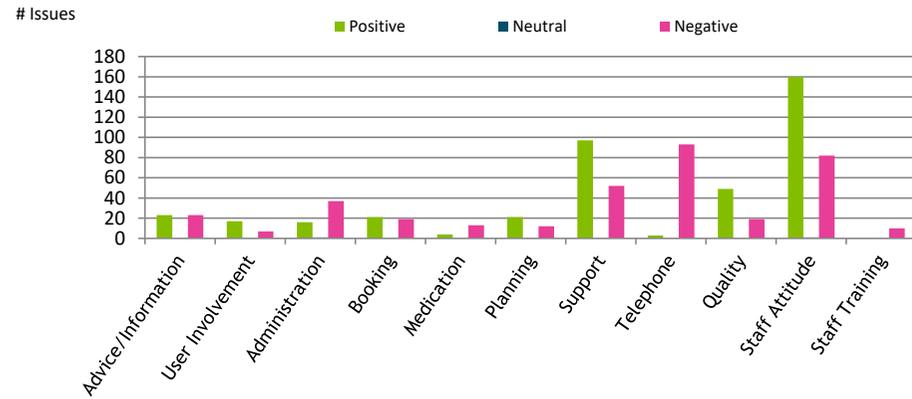
### 6.2 Sentiment, Transport



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

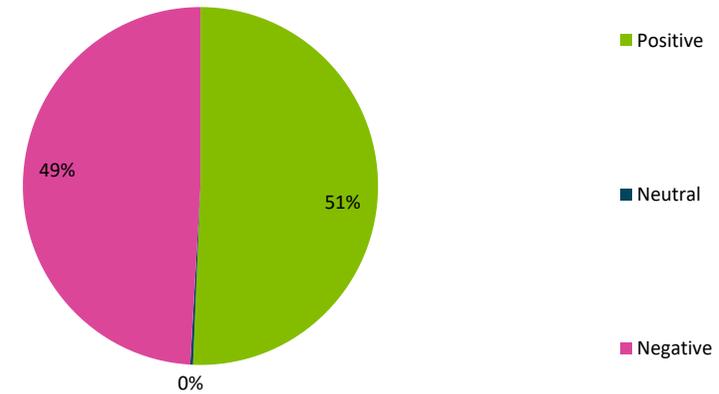
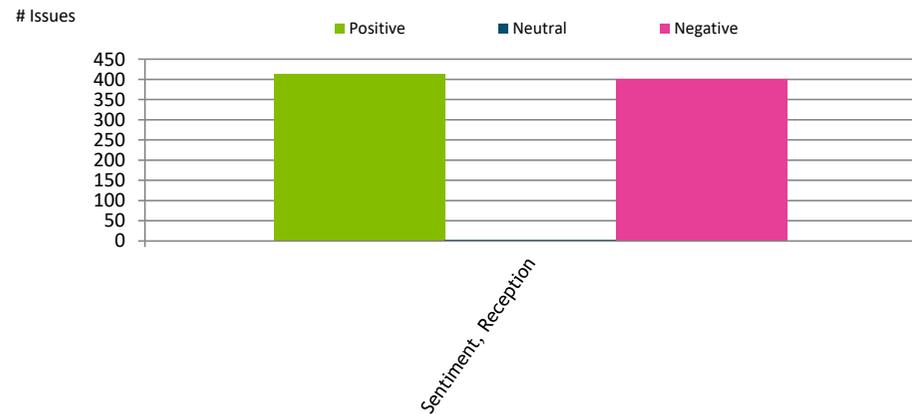


### 6.3 Trends, Reception (817 issues)



Issues receiving the most comments overall

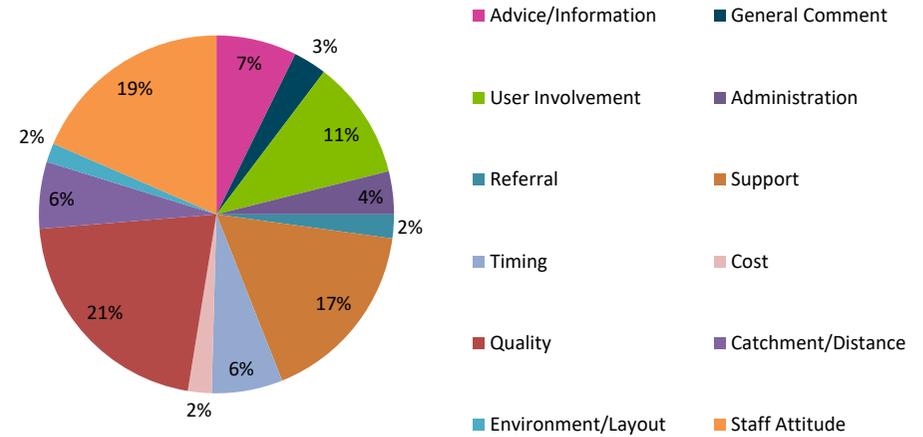
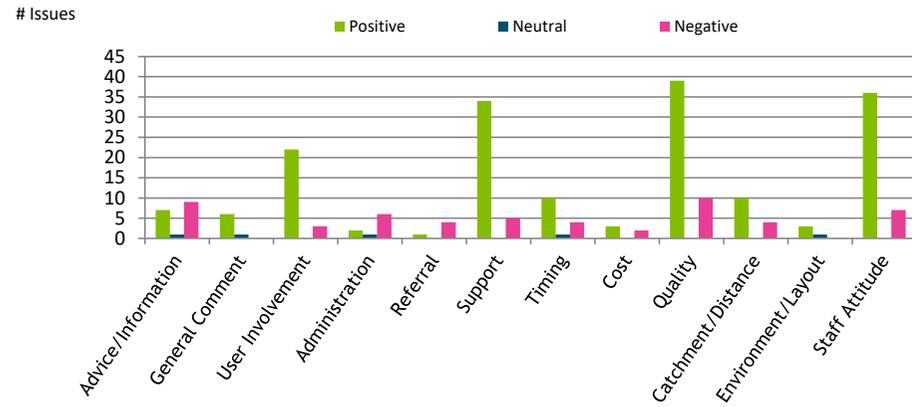
### 6.4 Sentiment, Reception



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

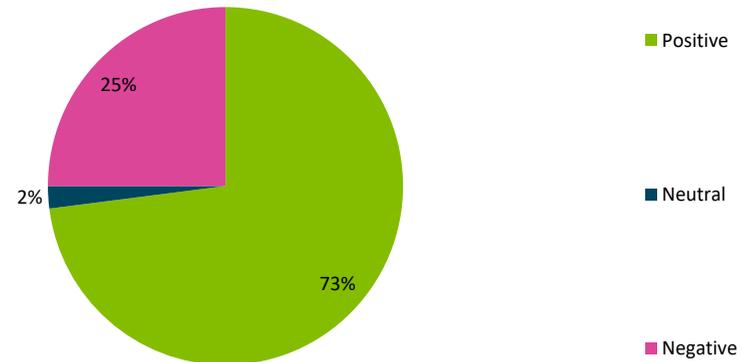
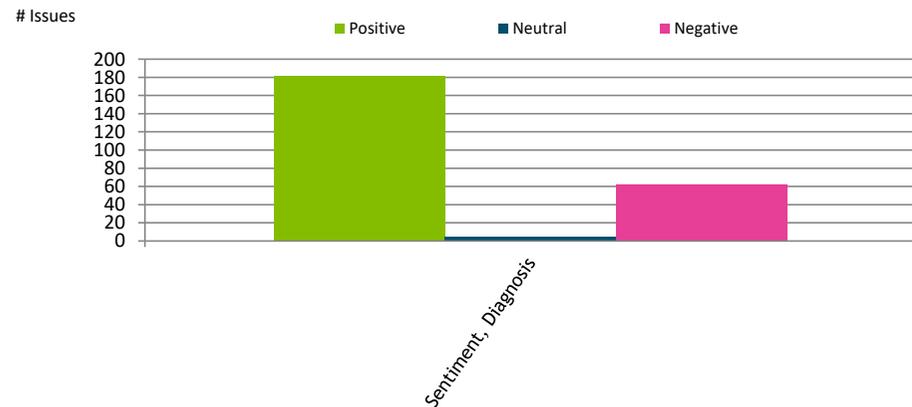


### 6.5 Trends, Diagnosis/Testing (248 issues)



Issues receiving the most comments overall

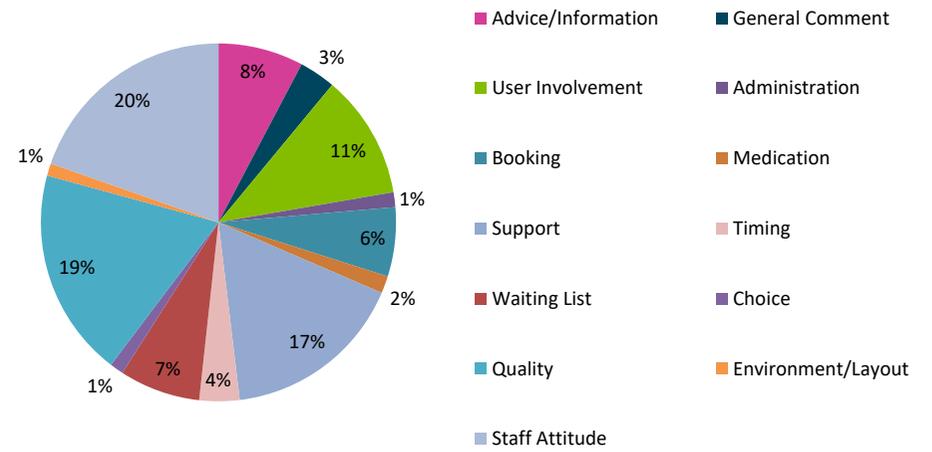
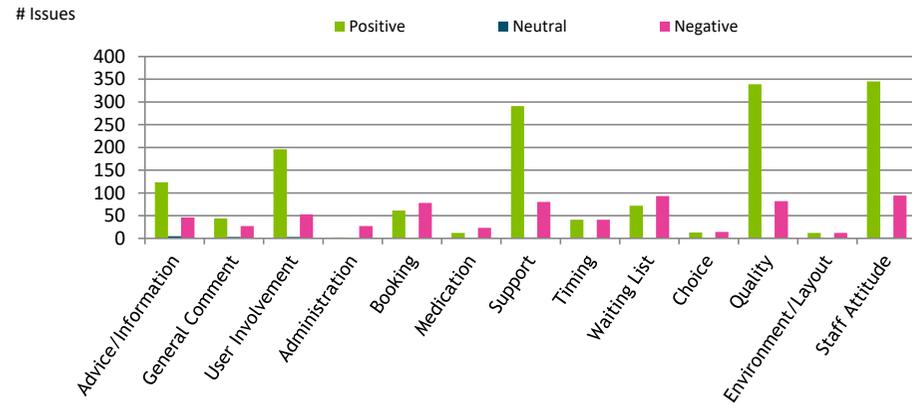
### 6.6 Sentiment, Diagnosis/Testing



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

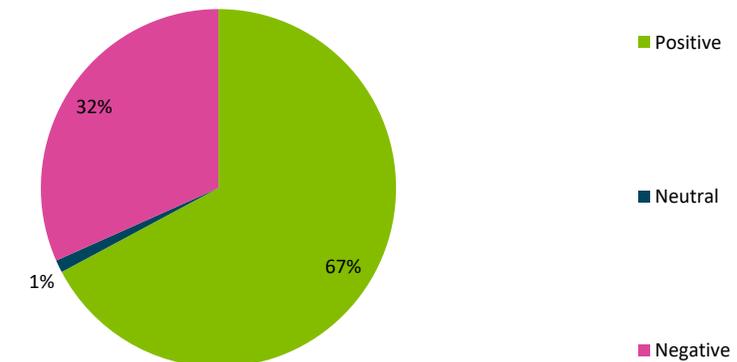
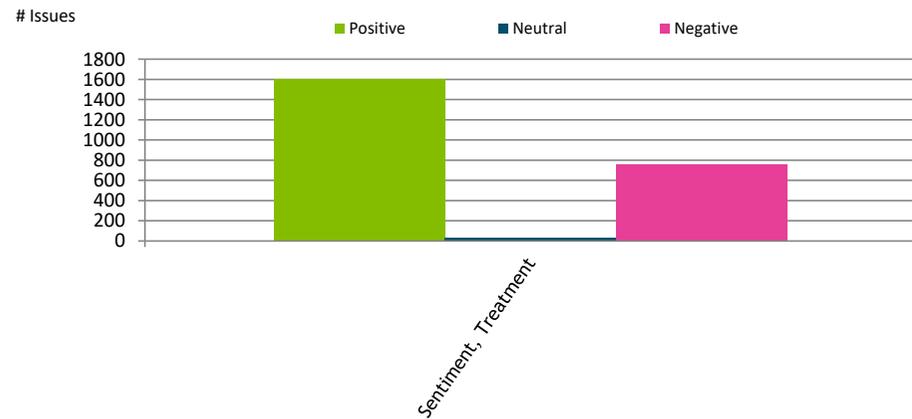


### 6.7 Trends, Clinical Treatment (2392 issues)



Issues receiving the most comments overall

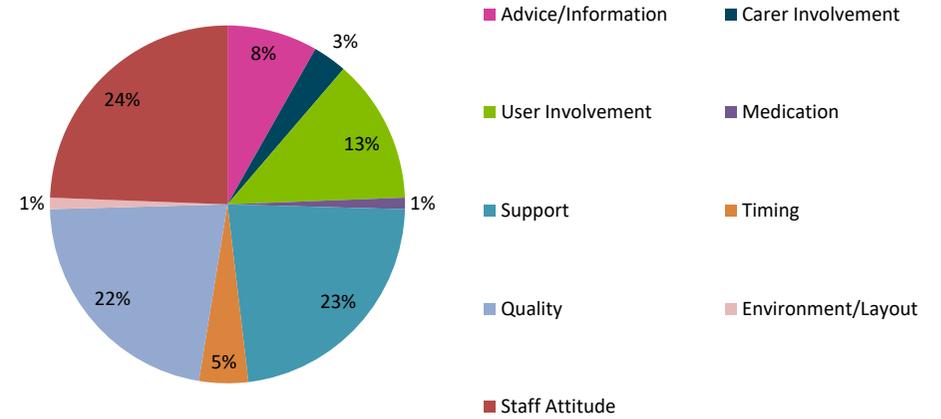
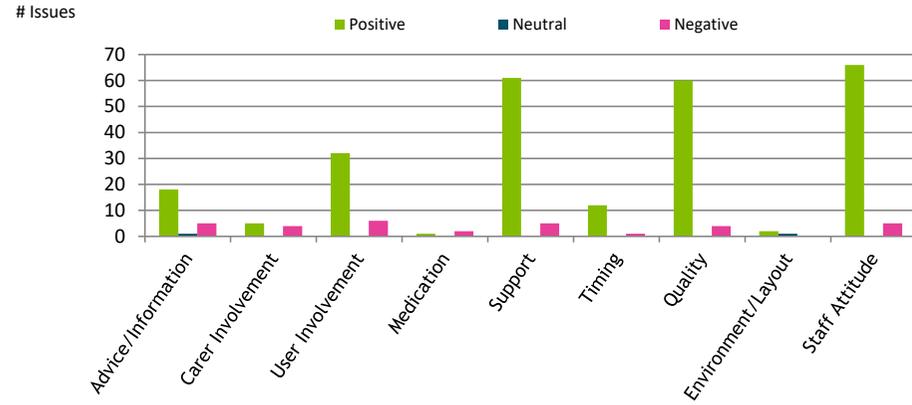
### 6.8 Sentiment, Clinical Treatment



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

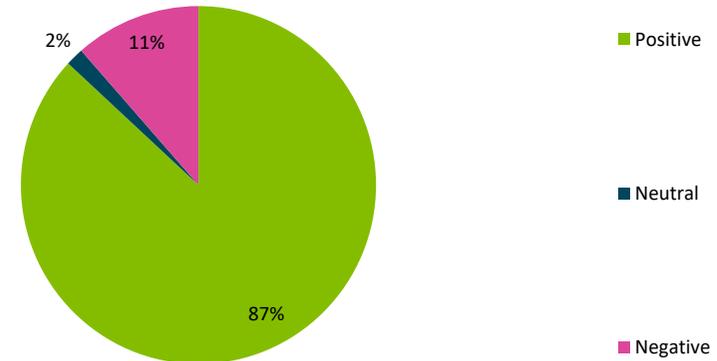
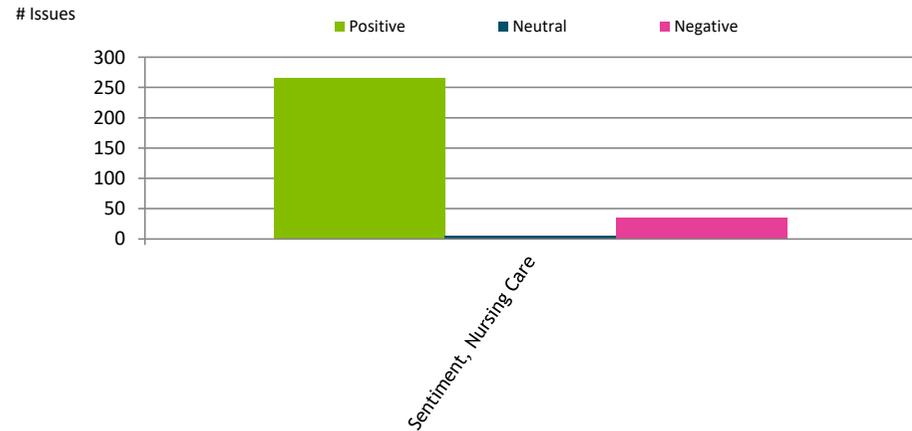


### 6.9 Trends, Clinical Nursing (305 issues)



Issues receiving the most comments overall

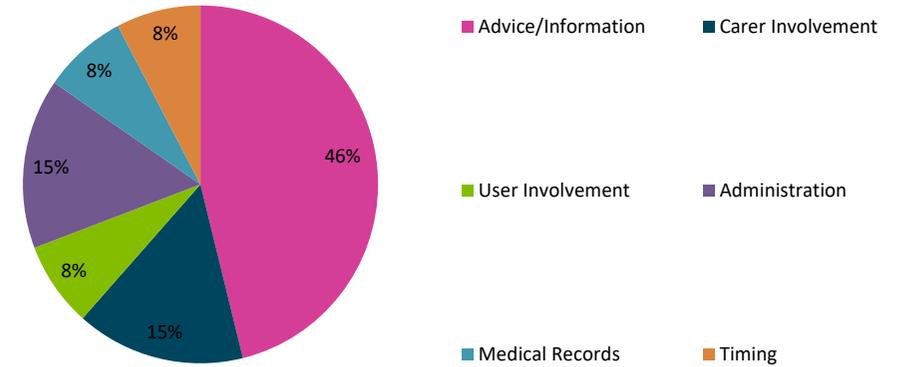
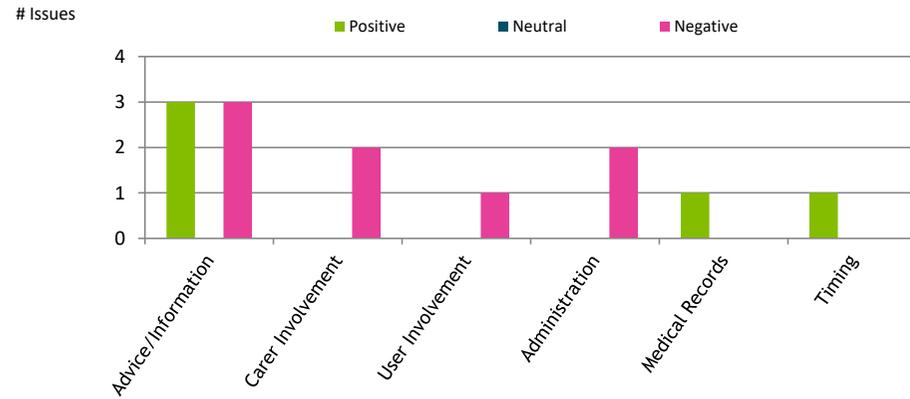
### 6.10 Sentiment, Clinical Nursing



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

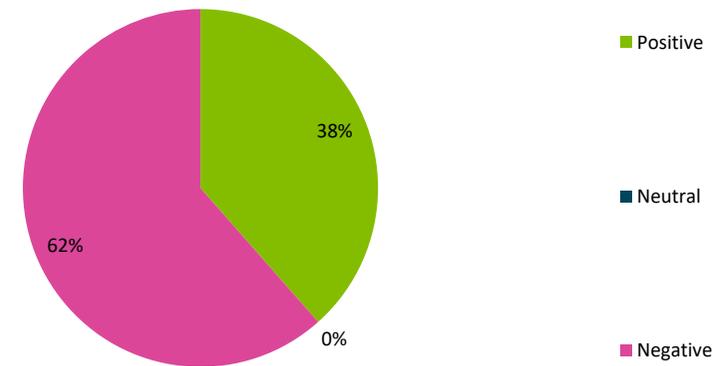
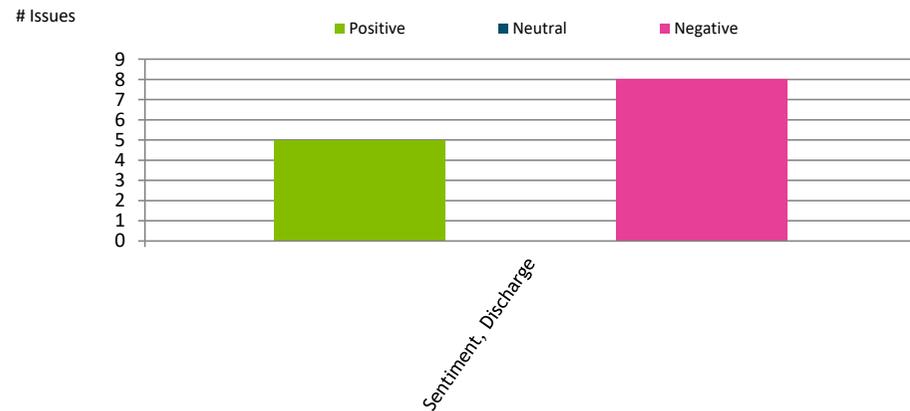


### 6.11 Trends, Discharge (13 issues)



Issues receiving the most comments overall

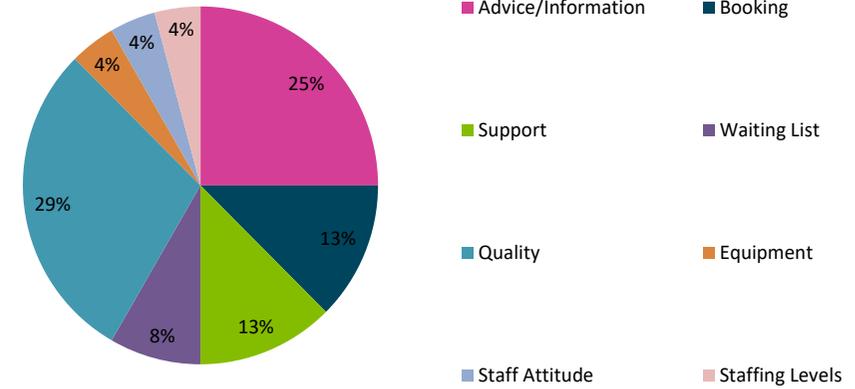
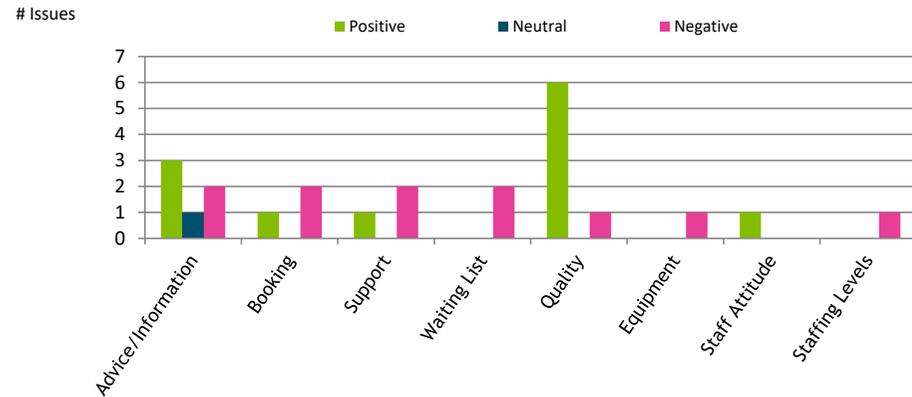
### 6.12 Sentiment, Discharge



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

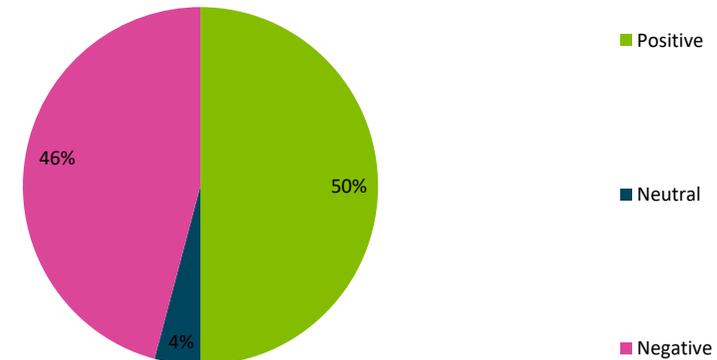
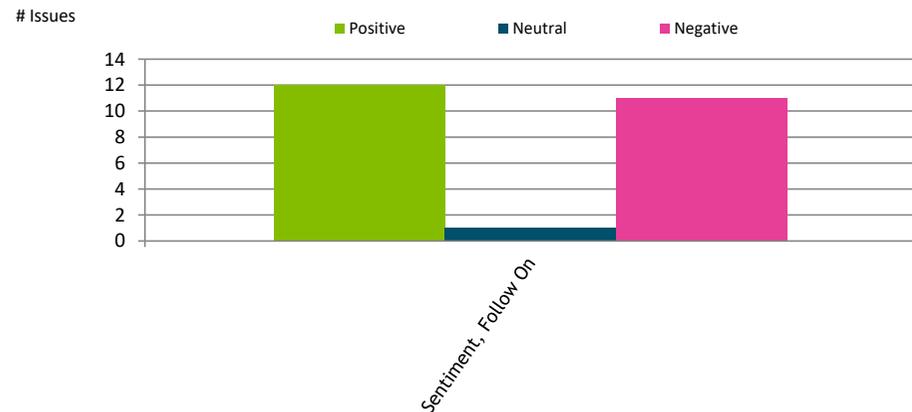


### 6.13 Trends, Follow On (24 issues)



Issues receiving the most comments overall

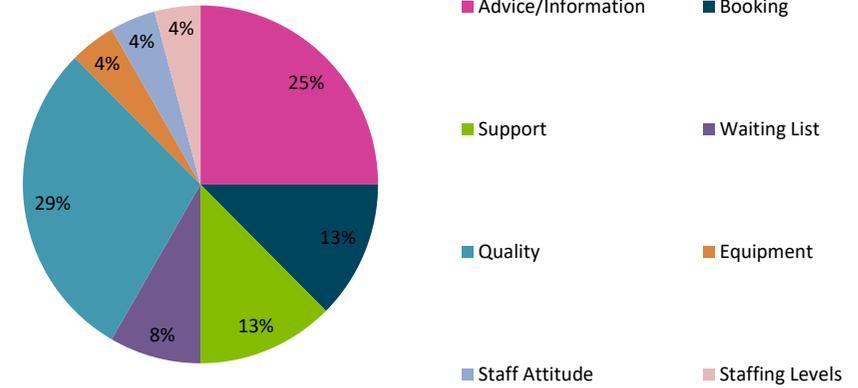
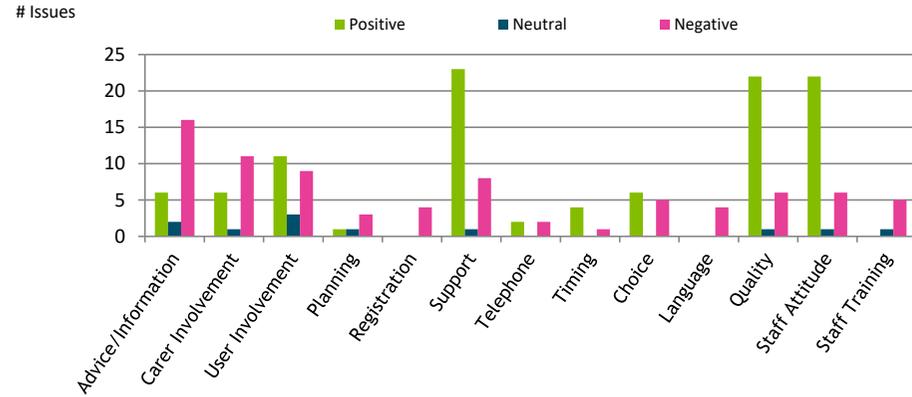
### 6.14 Sentiment, Follow On



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

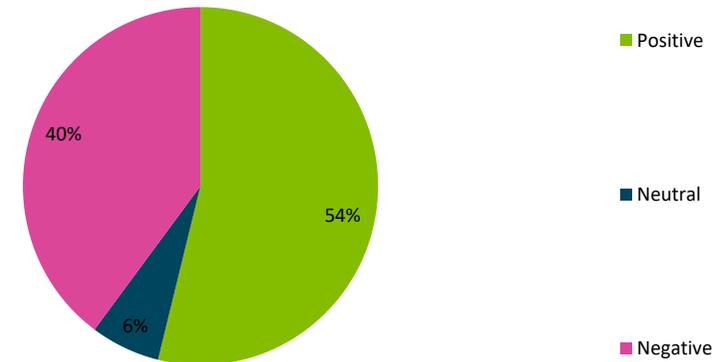
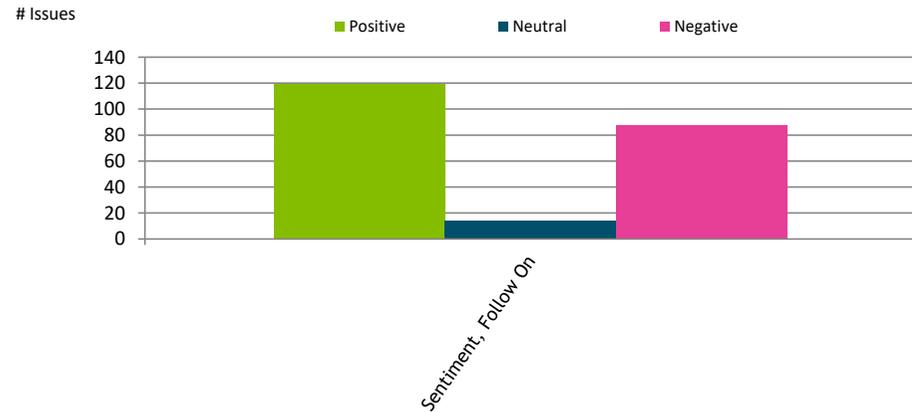


### 6.15 Trends, Community (221 issues)



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>	184	11	105	300
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	27	6	27	60
	Peer Involvement	<i>Involvement or Influence of friends.</i>	2	0	0	2
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	51	5	27	83
	User Involvement	<i>Involvement or influence of the service user.</i>	278	6	79	363
Systems	Administration	<i>Administrative processes and delivery.</i>	22	3	74	99
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	1	0	0	1
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	88	2	100	190
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	12	12
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	2	2
	Referral	<i>Referral to a service.</i>	7	1	13	21
	Medical Records	<i>Management of medical records.</i>	1	0	4	5
	Medication	<i>Prescription and management of medicines.</i>	17	1	39	57
	Opening Times	<i>Opening times of a service.</i>	3	0	16	19
	Planning	<i>Leadership and general organisation.</i>	26	1	17	44
	Registration	<i>Ability to register for a service.</i>	1	2	13	16
	Support	<i>Levels of support provided.</i>	508	3	155	666
	Telephone	<i>Ability to contact a service by telephone.</i>	5	0	95	100
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	68	1	49	118
	Waiting List	<i>Length of wait while on a list.</i>	75	1	99	175
Values	Choice	<i>General choice.</i>	20	2	21	43
	Cost	<i>General cost.</i>	13	1	20	34
	Language	<i>Language, including terminology.</i>	1	0	7	8
	Nutrition	<i>Provision of sustenance.</i>	3	0	0	3
	Privacy	<i>Privacy, personal space and property.</i>	0	1	2	3
	Quality	<i>General quality of a service, or staff.</i>	516	3	122	641
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	2	2
	Stimulation	<i>General stimulation, including access to activities.</i>	6	0	0	6

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>	11	0	6	17
	Environment/Layout	<i>Physical environment of a service.</i>	19	3	13	35
	Equipment	<i>General equipment issues.</i>	8	1	9	18
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	2	2
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	15	0	3	18
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	3	3
	Travel/Parking	<i>Ability to travel or park.</i>	3	1	2	6
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	5	5
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	2	2
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	631	4	195	830
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	8	8
	Staff Training	<i>Training of staff.</i>	0	1	20	21
	Staffing Levels	<i>General availability of staff.</i>	0	0	11	11
	<b>Total:</b>			<b>2610</b>	<b>60</b>	<b>1379</b>