The Experience of Homerton University Hospital

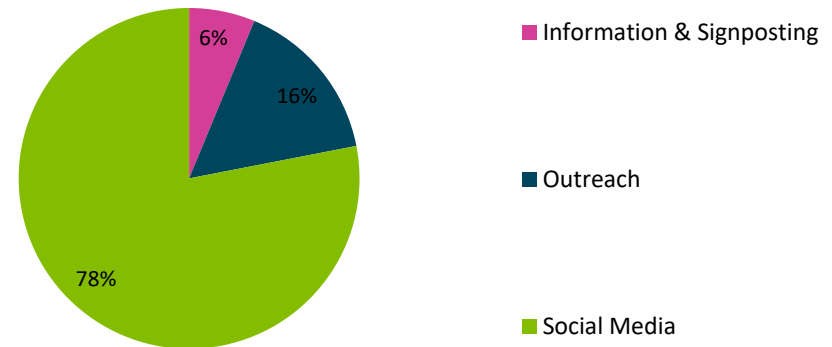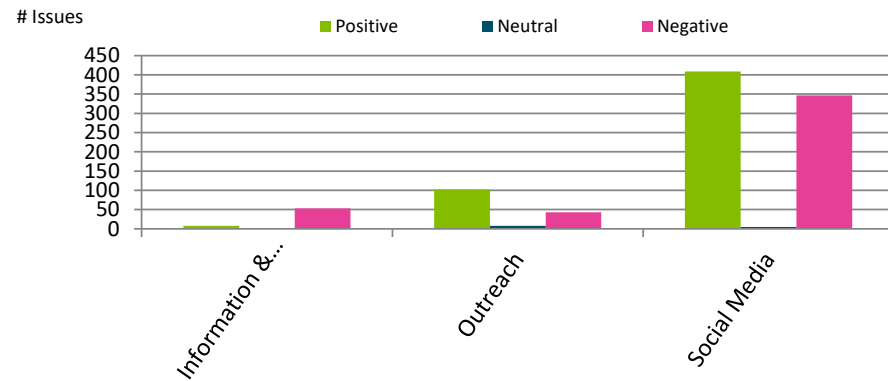A trends analysis report by Healthwatch Hackney

Community*Insight*

Healthwatch is your local independent health and social care champion.. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of local hospital services.

Qualitative Feedback, 1 October 2024 - 30 September 2025

healthwatch
Hackney

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

1.1 Source: 977 issues from 237 people

Issues

Legend: Positive | Neutral | Negative

Bar chart with y-axis (# Issues) from 0 to 450 in increments of 50.
Categories: Information &..., Outreach, Social Media

Pie chart:
- Information & Signposting: 6%
- Outreach: 16%
- Social Media: 78%

Sources providing the most comments overall

1.2 Origin

Issues

Legend: Positive | Neutral | Negative

Bar chart with y-axis (# Issues) from 0 to 400 in increments of 50.
Categories: Facebook, Google Reviews, Homerton University..., Office

Pie chart:
- Facebook: 9%
- Google Reviews: 71%
- Homerton University Hospital: 14%
- Office: 6%
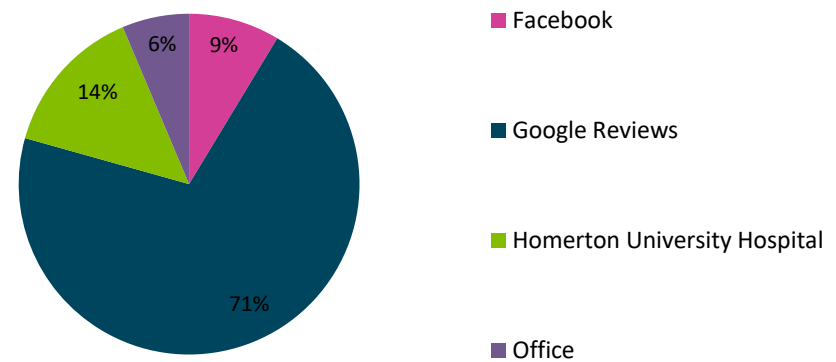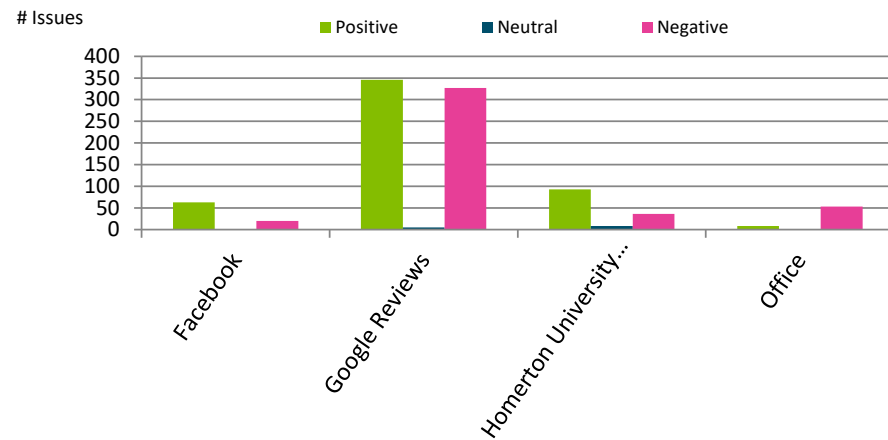
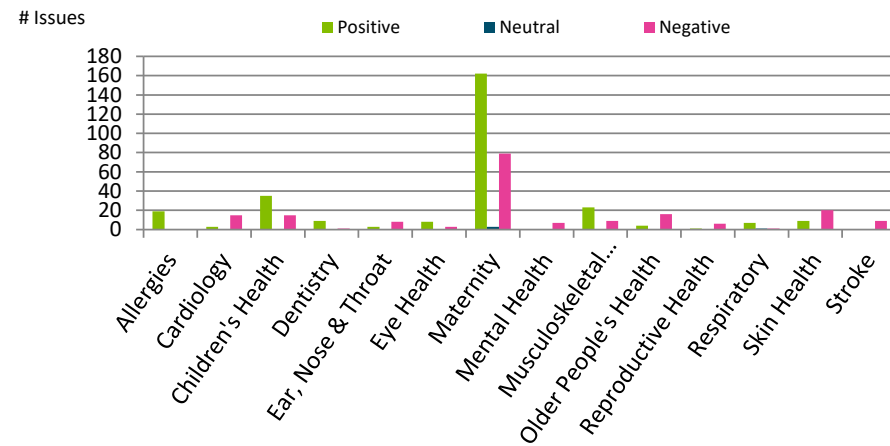*Origins providing the most comments overall*

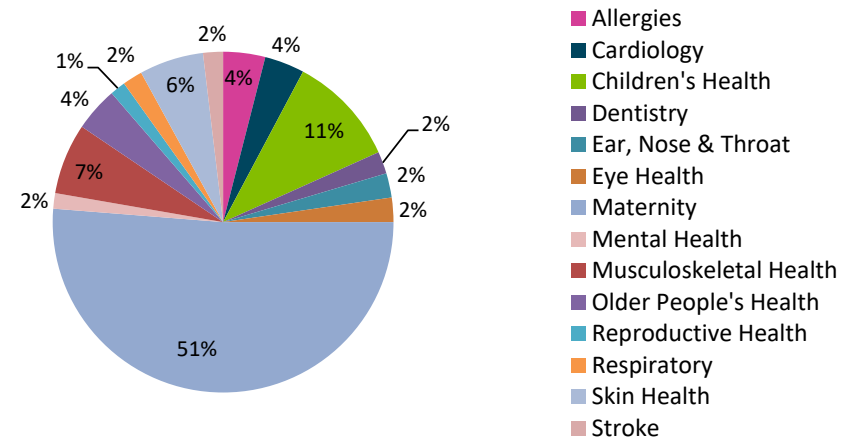### 2.1 Service aspects: 977 issues from 237 people
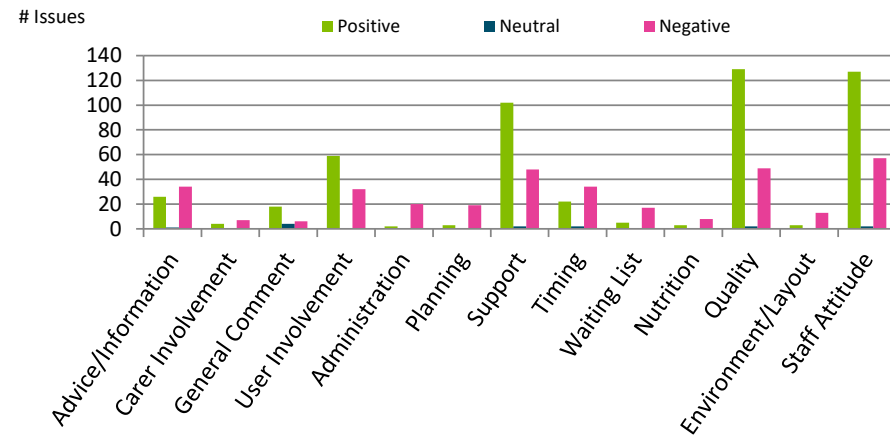
Issues receiving the most comments overall. See pages 19-20 for issue descriptions
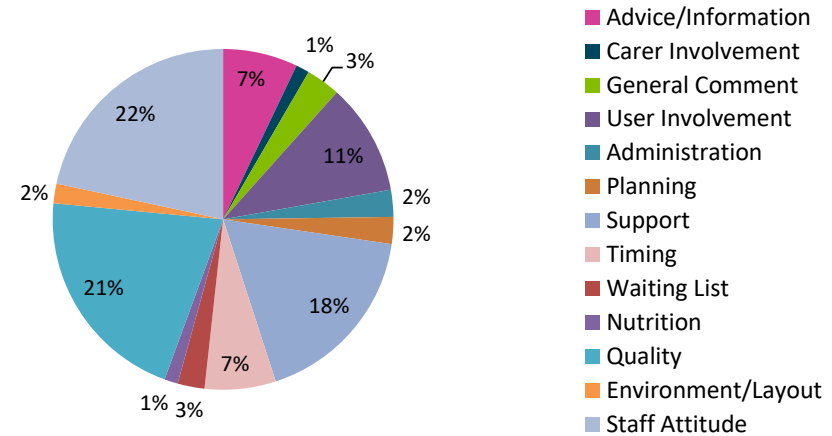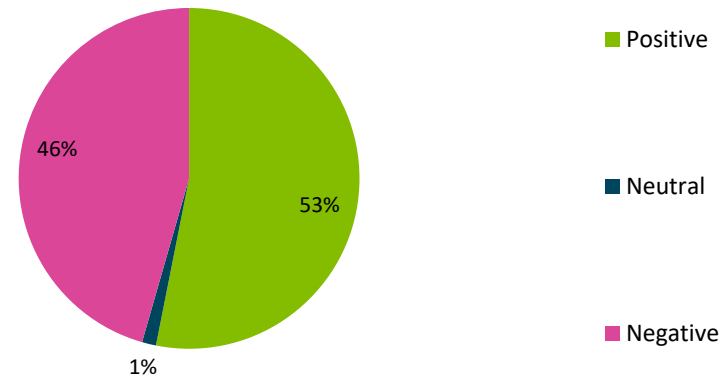
2.2 Stated medical conditions

Medical conditions receiving the most comments overall

3. Sentiment: How do people feel about the service?

3.1 How do people feel as a whole?

Issues

Positive Neutral Negative

Overall Sentiment

Positive

Neutral

Negative

46%

53%

1%
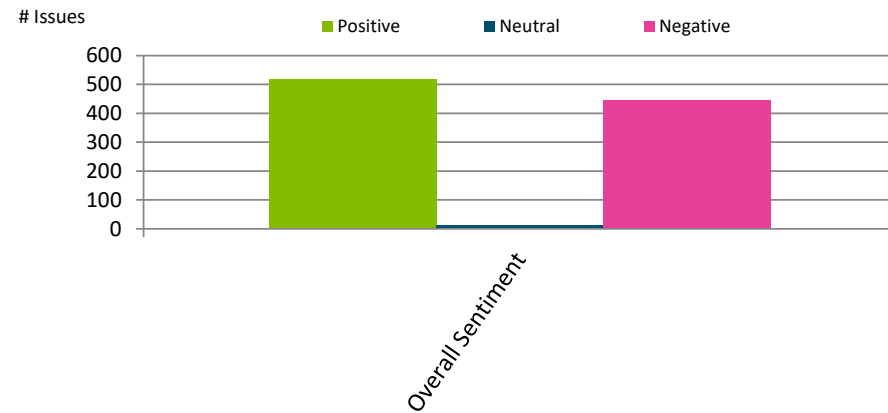
NEL Average is 45% positive, according to feedback

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

Issues

Positive Neutral Negative

Sentiment…

Positive

Neutral

Negative

38%

61%

1%
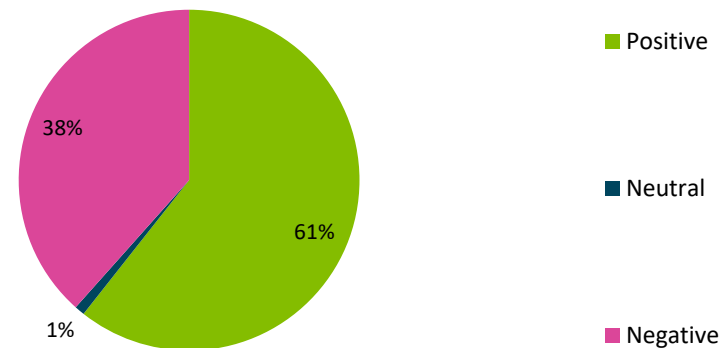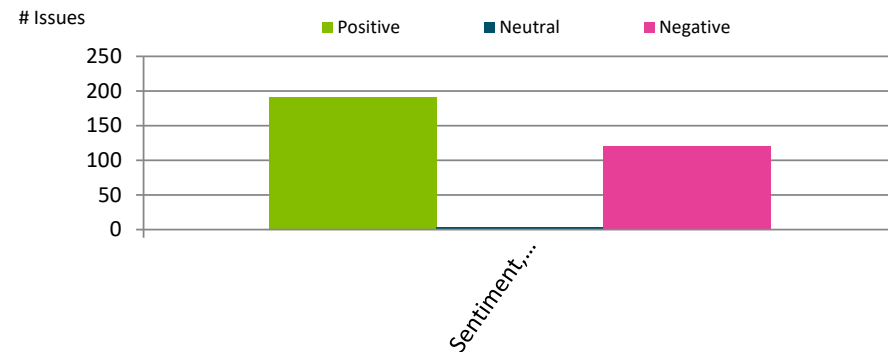
NEL Average is 51% positive, according to feedback

3. Sentiment: How do people feel about the service?

3.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Bar chart axis: 300, 250, 200, 150, 100, 50, 0

X-axis label: Sentiment, Quality

Pie chart: Positive 70%, Neutral 1%, Negative 29%
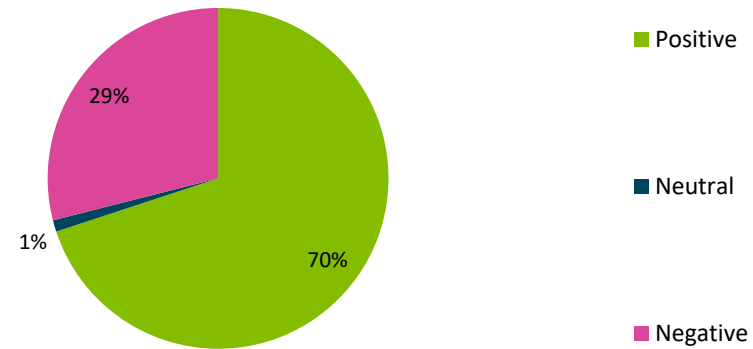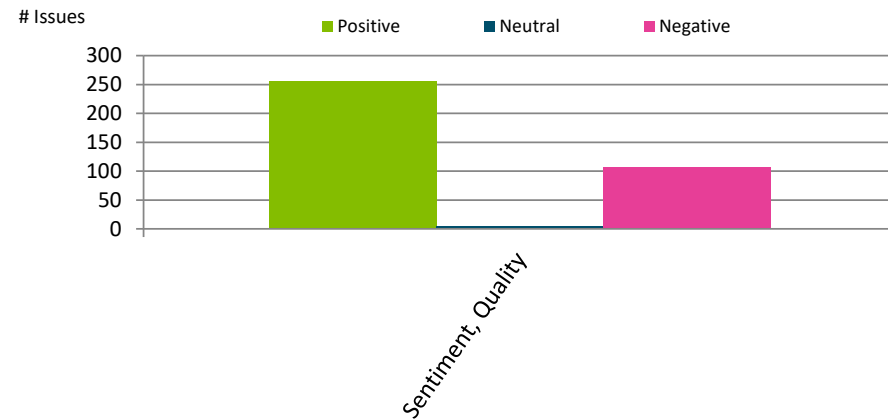
NEL Average is 59% positive, according to feedback

3.4 How do people feel about general access to services?

Issues

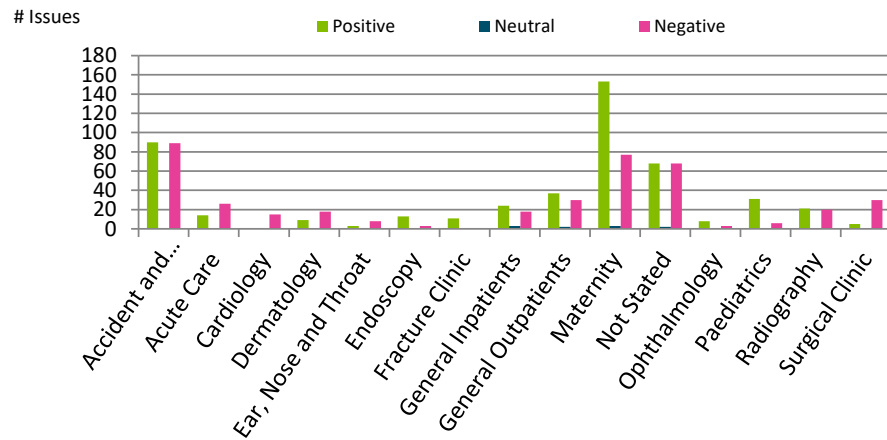
Legend: Positive, Neutral, Negative

Bar chart axis: 80, 70, 60, 50, 40, 30, 20, 10, 0

X-axis label: Sentiment, Service…

Pie chart: Positive 29%, Neutral 2%, Negative 69%
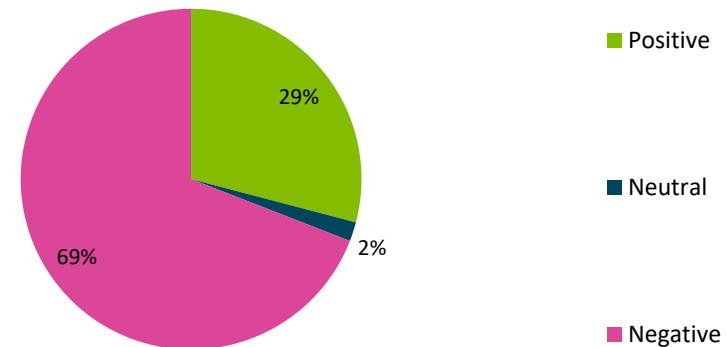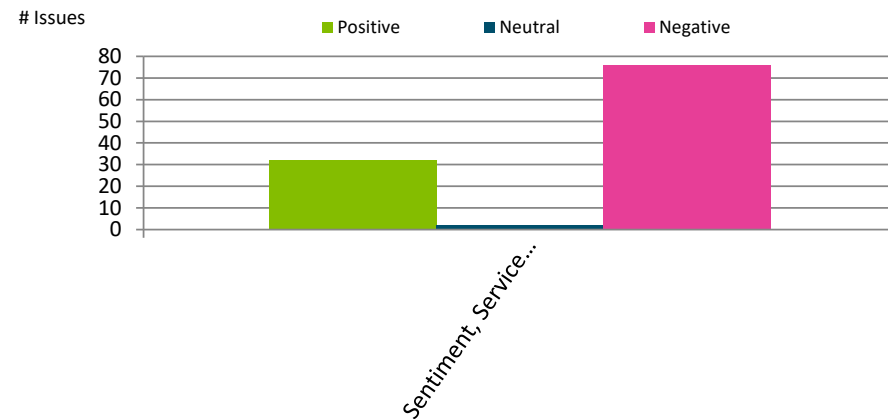
NEL Average is 18% positive, according to feedback

4.1 Departments (977 issues)

Issues

Legend: Positive, Neutral, Negative

Departments: Accident and..., Acute Care, Cardiology, Dermatology, Ear, Nose and Throat, Endoscopy, Fracture Clinic, General Inpatients, General Outpatients, Maternity, Not Stated, Ophthalmology, Paediatrics, Radiography, Surgical Clinic

Departments receiving the most comments overall

Pie chart legend:
- Accident and Emergency
- Acute Care
- Cardiology
- Dermatology
- Ear, Nose and Throat
- Endoscopy
- Fracture Clinic
- General Inpatients
- General Outpatients
- Maternity
- Not Stated
- Ophthalmology
- Paediatrics
- Radiography
- Surgical Clinic

Pie values: 20%, 4%, 2%, 3%, 1%, 2%, 1%, 5%, 8%, 26%, 15%, 1%, 4%, 4%, 4%
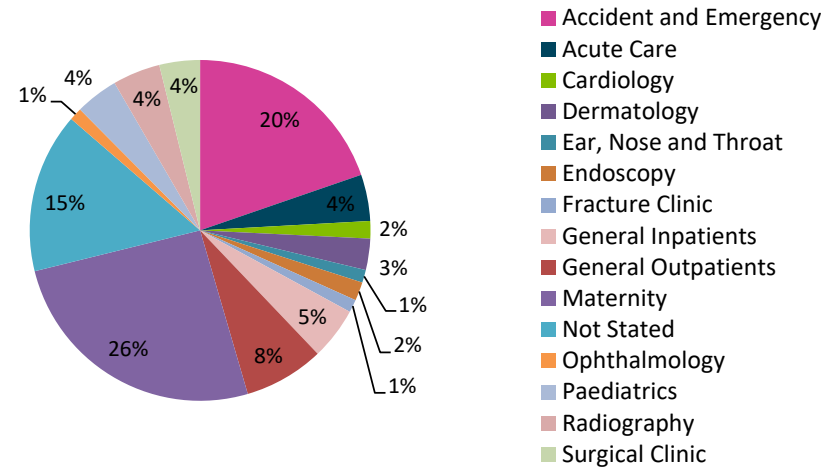
4.2 Breakdown of care pathway locations (more on pages 13-18)

Issues

Legend: Positive, Neutral, Negative

Locations: Transport, Reception, Diagnosis/Testing, Clinical Treatment, Clinical Nursing, Discharge, Follow On

Care pathway locations

Pie chart legend:
- Transport
- Reception
- Diagnosis/Testing
- Clinical Treatment
- Clinical Nursing
- Discharge
- Follow On

Pie values: 1%, 2%, 1%, 12%, 5%, 45%, 34%
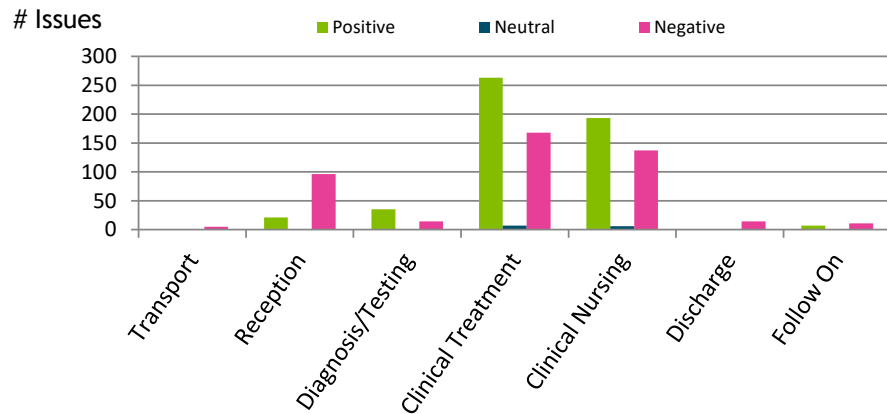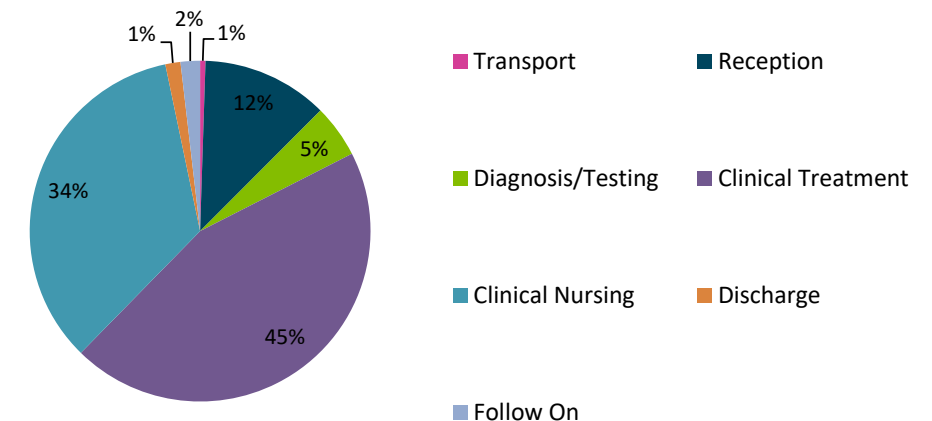
5.1 Trends, U&EC (184 issues from 45 people)

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Carer Involvement, User Involvement, Planning, Support, Timing, Waiting List, Nutrition, Quality, Environment/Layout, Hazard, Hygiene, Security/Conduct, Staff Attitude, Staffing Levels

Issues receiving the most comments overall

Pie chart values: 4%, 1%, 9%, 2%, 18%, 15%, 1%, 1%, 21%, 2%, 1%, 1%, 22%, 1%

Legend:
- Advice/Information
- Carer Involvement
- User Involvement
- Planning
- Support
- Timing
- Waiting List
- Nutrition
- Quality
- Environment/Layout
- Hazard
- Hygiene
- Security/Conduct
- Staff Attitude
- Staffing Levels

5.2 Sentiment, U&EC

Issues

Legend: Positive, Neutral, Negative

Sentiment

Pie chart: 52% Positive, 48% Negative, 0% Neutral

Legend:
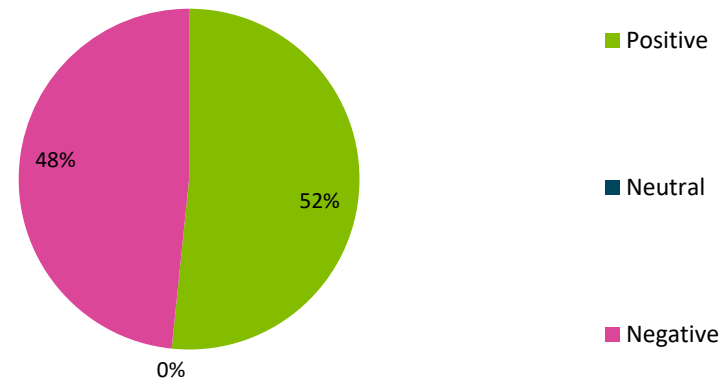- Positive
- Neutral
- Negative

7

5.3 Trends, Inpatients (52 issues from 10 people)
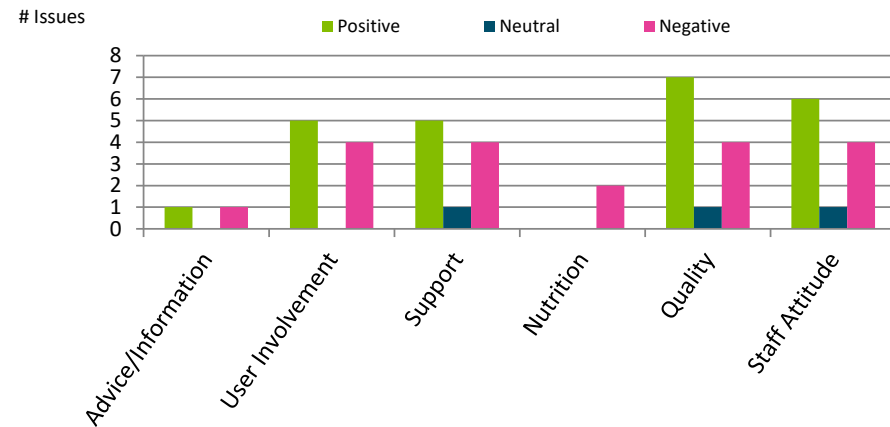
Issues receiving the most comments overall
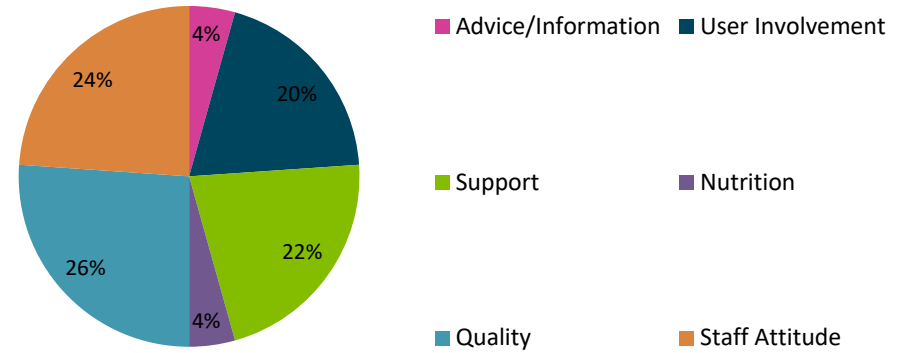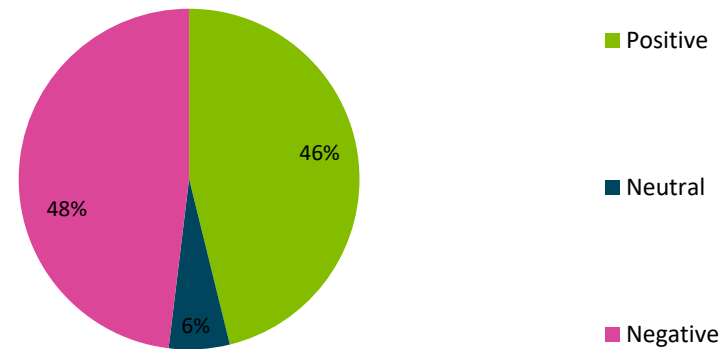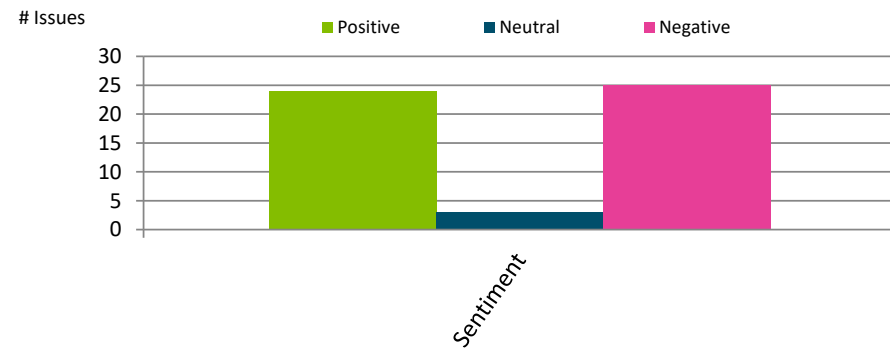

5.4 Sentiment, Inpatients

5.5 Trends, Maternity (233 issues from 46 people)

Issues

Legend: Positive ■ Neutral ■ Negative

Bar chart categories: Advice/Information, General Comment, User Involvement, Admission, Planning, Support, Timing, Nutrition, Privacy, Quality, Environment/Layout, Staff Attitude, Staff Training

Issues receiving the most comments overall

Pie chart percentages: 2%, 2%, 7%, 12%, 1%, 5%, 19%, 2%, 1%, 1%, 23%, 3%, 22%, 2%

Legend:
- ■ Advice/Information
- ■ General Comment
- ■ User Involvement
- ■ Admission
- ■ Planning
- ■ Support
- ■ Timing
- ■ Nutrition
- ■ Privacy
- ■ Quality
- ■ Environment/Layout
- ■ Staff Attitude
- ■ Staff Training

5.6 Sentiment, Maternity

Issues

Legend: Positive ■ Neutral ■ Negative

Bar chart category: Sentiment, Maternity

Pie chart percentages: 33%, 1%, 66%

Legend:
- ■ Positive
- ■ Neutral
- ■ Negative

5.7 Trends, Oupatients (202 issues from 45 people)

Issues

Legend: Positive | Neutral | Negative

Categories (bar chart): Advice/Information, General Comment, User Involvement, Administration, Booking, Cancellations, Planning, Support, Timing, Waiting List, Privacy, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart legend and values:
- Advice/Information — 11%
- General Comment — 3%
- User Involvement — 10%
- Administration — 6%
- Booking — 2%
- Cancellations — 2%
- Planning — 3%
- Support — 12%
- Timing — 7%
- Waiting List — 8%
- Privacy — 2%
- Quality — 18%
- Staff Attitude — 16%

5.8 Sentiment, Outpatients

Issues

Legend: Positive | Neutral | Negative

Sentiment

Pie chart:
- Positive — 38%
- Neutral — 2%
- Negative — 60%
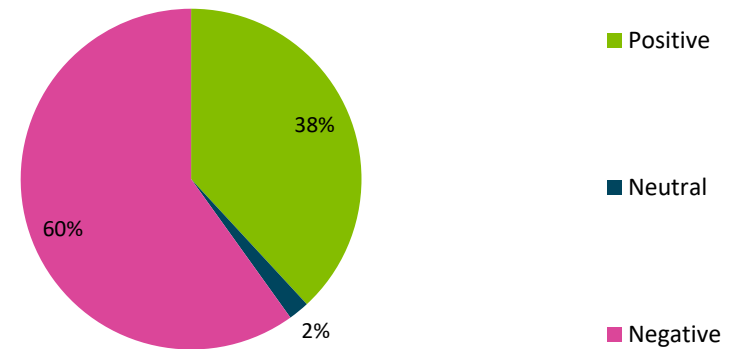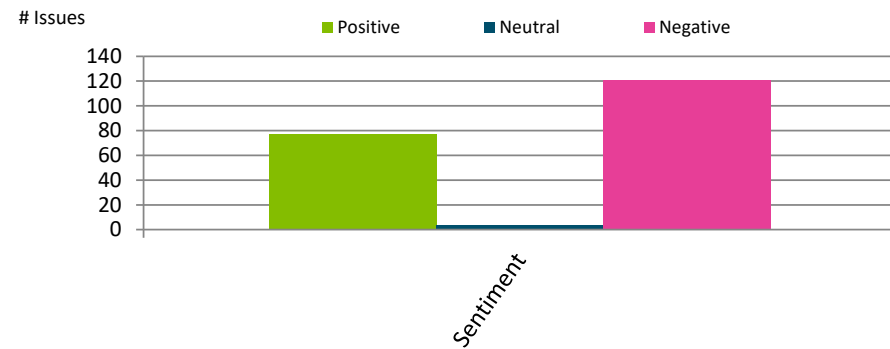
5.9 Trends, Diagnostics (47 issues from 11 people)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart categories: Advice/Information, User Involvement, Administration, Support, Telephone, Timing, Quality, Staff Attitude

Pie chart:
- Advice/Information 11%
- User Involvement 8%
- Administration 8%
- Support 16%
- Telephone 5%
- Timing 16%
- Quality 18%
- Staff Attitude 18%

Legend: ■ Advice/Information ■ User Involvement ■ Administration ■ Support ■ Telephone ■ Timing ■ Quality ■ Staff Attitude

Issues receiving the most comments overall

5.14 Sentiment, Diagnostics

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart: Sentiment

Pie chart:
- Positive 55%
- Negative 45%
- Neutral 0%

Legend: ■ Positive ■ Neutral ■ Negative
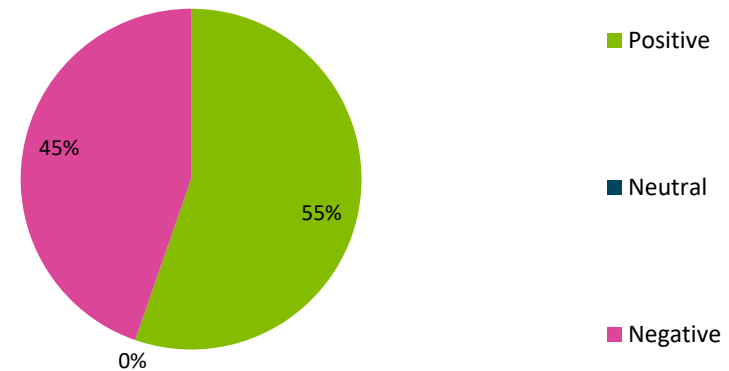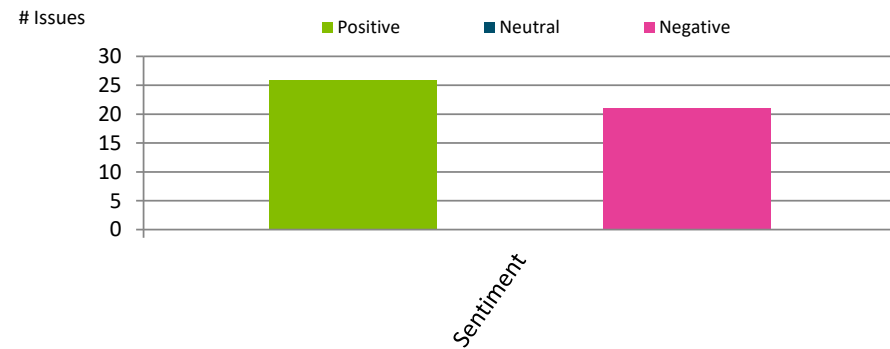
6. Care Pathway: Transport (ability to get to-and-from services)

6.1 Trends, Transport (5 issues)

Issues

Legend: Positive ■ Neutral ■ Negative ■

Issues receiving the most comments overall

Legend:
- ■ Registration
- ■ Cost
- ■ Environment/Layout
- ■ Mobility

Pie chart: Registration 20%, Cost 20%, Environment/Layout 40%, Mobility 20%

6.2 Sentiment, Transport

Issues

Legend: Positive ■ Neutral ■ Negative ■
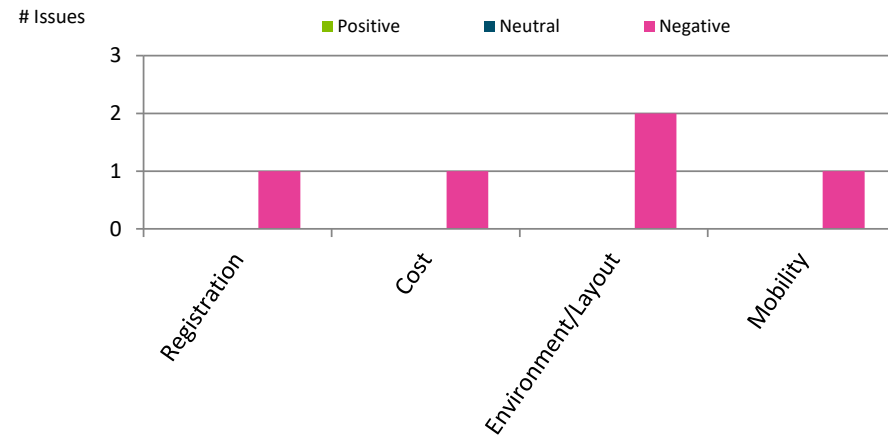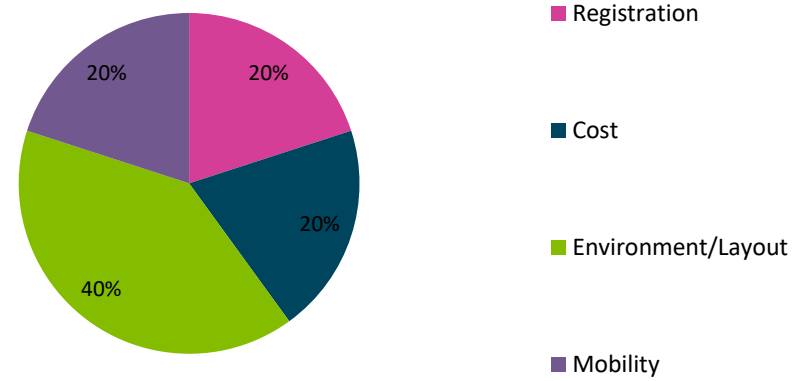
Sentiment, Transport
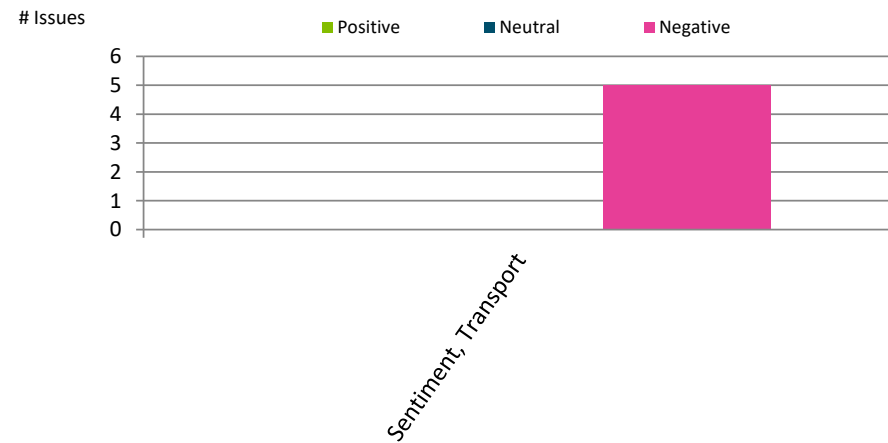
6. Care Pathway: Reception (reception services including back-office)

6.3 Trends, Reception (117 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart categories (x-axis): Advice/Information, Administration, Planning, Registration, Support, Telephone, Timing, Quality, Environment/Layout, Security/Conduct, Staff Attitude, Complaints, Staff Training, Staffing Levels

Issues receiving the most comments overall

Pie chart percentages:
- Advice/Information — 15%
- Administration — 17%
- Planning — 11%
- Registration — 2%
- Support — 13%
- Telephone — 6%
- Timing — 3%
- Quality — 3%
- Environment/Layout — 4%
- Security/Conduct — 3%
- Staff Attitude — 15%
- Complaints — 4%
- Staff Training — 2%
- Staffing Levels — 2%

6.4 Sentiment, Reception

Issues

Legend: Positive | Neutral | Negative

Bar chart: Sentiment, Reception

Pie chart:
- Positive — 18%
- Neutral — 0%
- Negative — 82%

13

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

6.5 Trends, Diagnosis/Testing (49 issues)

Issues receiving the most comments overall

6.6 Sentiment, Diagnosis/Testing

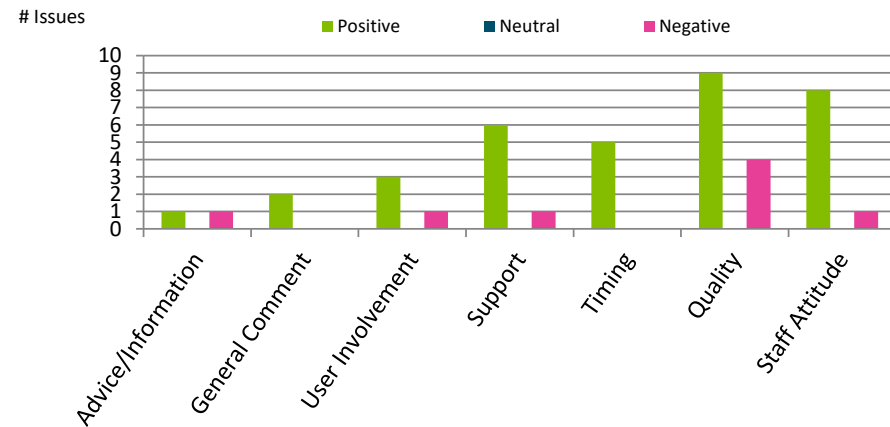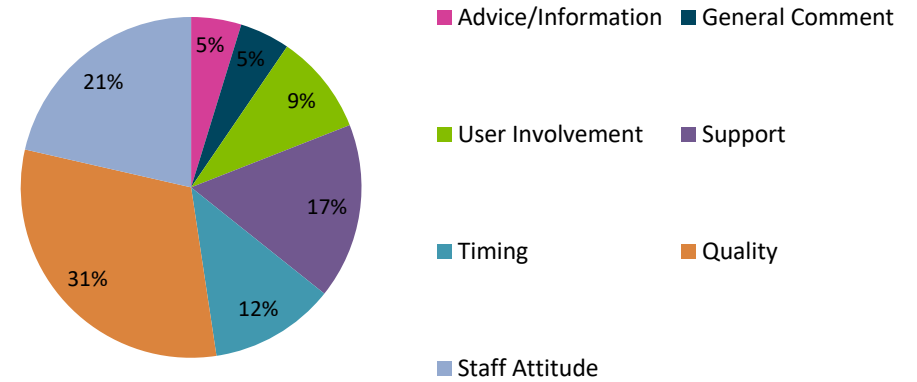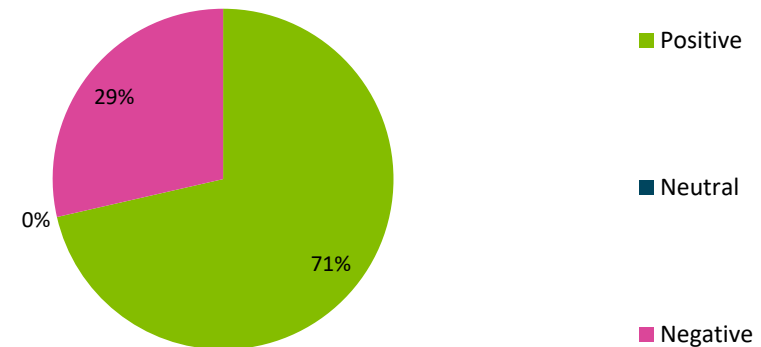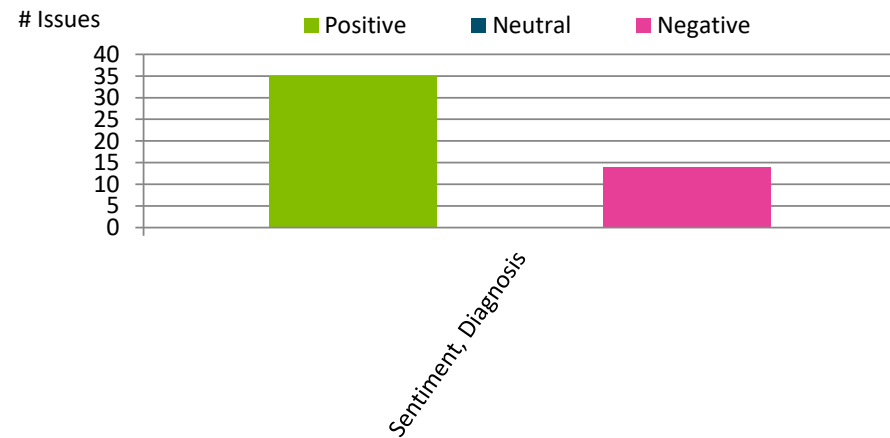## 6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

6.7 Trends, Clinical Treatment (438 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart categories (x-axis): Advice/Information, Carer Involvement, General Comment, User Involvement, Booking, Cancellations, Support, Timing, Waiting List, Quality, Hygiene, Travel/Parking, Staff Attitude

Issues receiving the most comments overall

Pie chart percentages:
- Advice/Information — 5%
- Carer Involvement — 2%
- General Comment — 5%
- User Involvement — 10%
- Booking — 2%
- Cancellations — 2%
- Support — 16%
- Timing — 11%
- Waiting List — 4%
- Quality — 20%
- Hygiene — 1%
- Travel/Parking — 2%
- Staff Attitude — 20%

Legend:
- Advice/Information
- Carer Involvement
- General Comment
- User Involvement
- Booking
- Cancellations
- Support
- Timing
- Waiting List
- Quality
- Hygiene
- Travel/Parking
- Staff Attitude

6.8 Sentiment, Clinical Treatment

Issues

Legend: Positive | Neutral | Negative

Bar chart: Sentiment, Treatment

Pie chart:
- Positive — 60%
- Neutral — 2%
- Negative — 38%

Legend:
- Positive
- Neutral
- Negative

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

6.9 Trends, Clinical Nursing (336 issues)
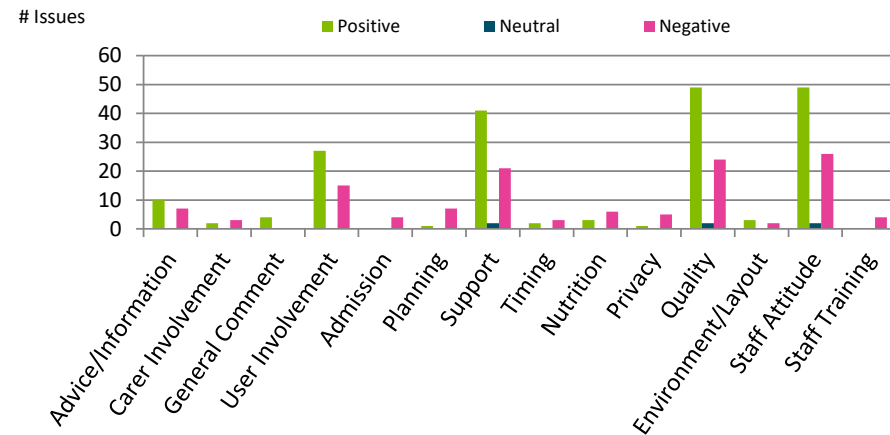
Issues receiving the most comments overall
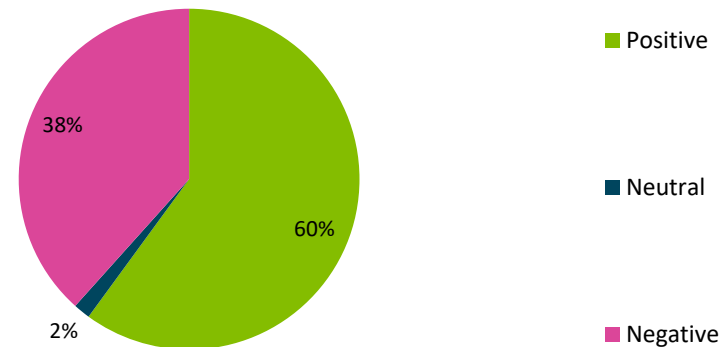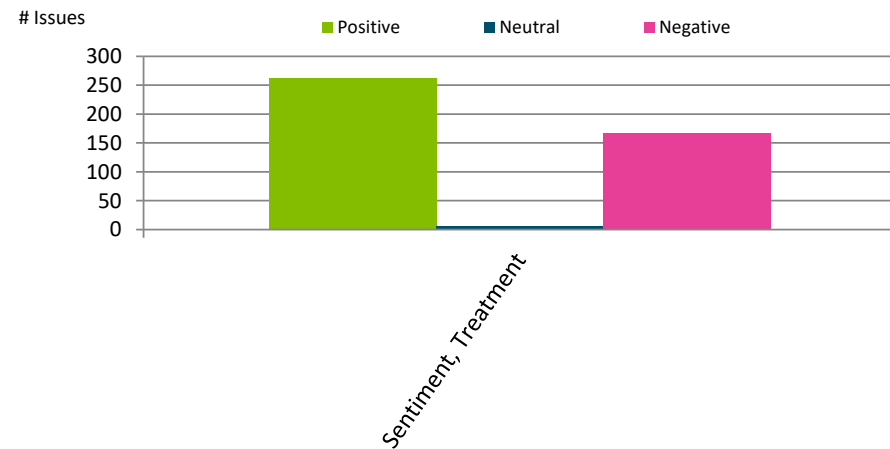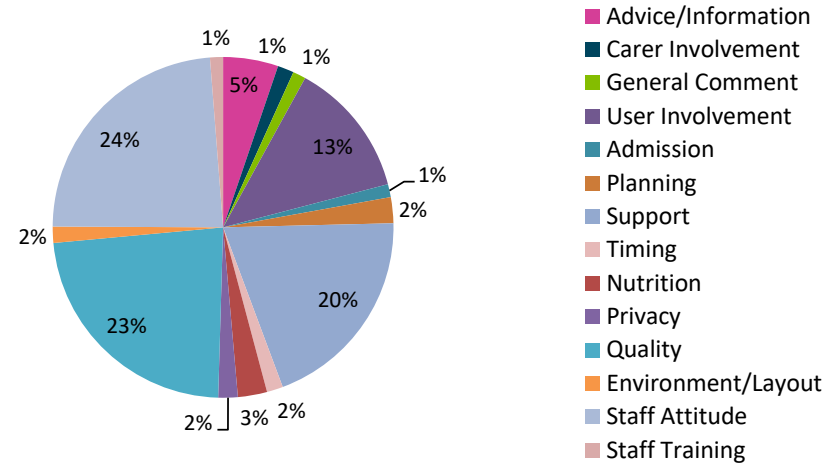
6.10 Sentiment, Clinical Nursing
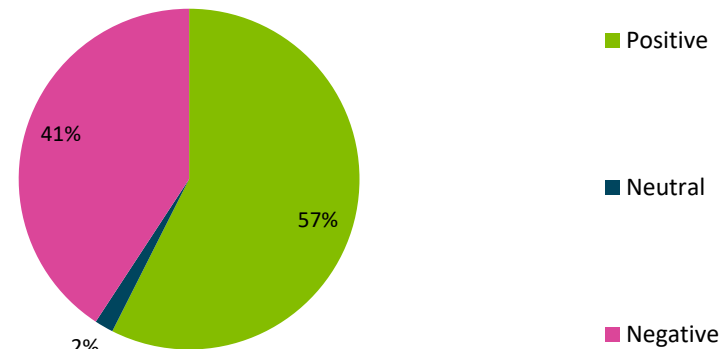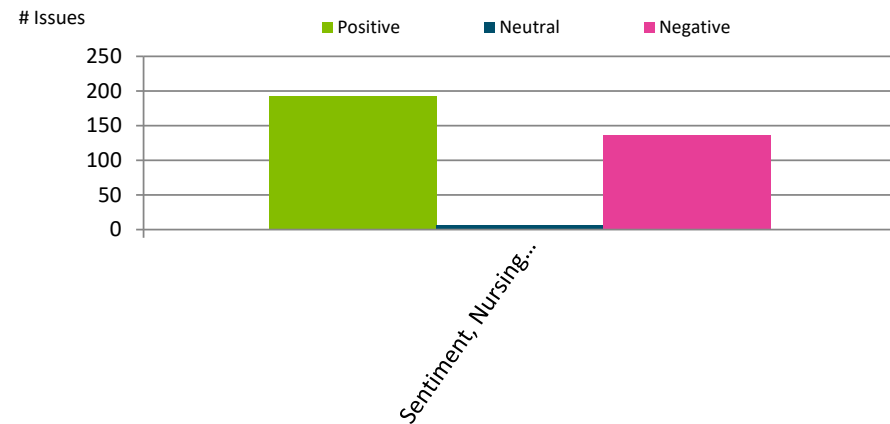
6. Care Pathway: Discharge (discharge from a service)

6.11 Trends, Discharge (14 issues)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart with categories:
- Advice/Information: 1
- User Involvement: 1
- Administration: 2
- Medical Records: 1
- Medication: 2
- Planning: 1
- Support: 1
- Timing: 2
- Privacy: 1
- Quality: 1
- Security/Conduct: 1

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 7%
- User Involvement: 7%
- Administration: 15%
- Medical Records: 7%
- Medication: 15%
- Planning: 7%
- Support: 7%
- Timing: 14%
- Privacy: 7%
- Quality: 7%
- Security/Conduct: 7%

Legend:
- ■ Advice/Information
- ■ User Involvement
- ■ Administration
- ■ Medical Records
- ■ Medication
- ■ Planning
- ■ Support
- ■ Timing
- ■ Privacy
- ■ Quality
- ■ Security/Conduct

6.12 Sentiment, Discharge

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart:
- Sentiment, Discharge (Negative): 14

17

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

6.13 Trends, Follow On (18 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart values:
- Advice/Information: Positive 1, Negative 2
- User Involvement: Positive 1
- Referral: Negative 1
- Waiting List: Negative 4
- Quality: Positive 5
- Omission: Negative 2

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 17%
- User Involvement: 5%
- Referral: 6%
- Waiting List: 22%
- Quality: 39%
- Omission: 11%

6.14 Sentiment, Follow On

Issues

Legend: Positive | Neutral | Negative

Bar chart values (Sentiment, Follow On):
- Positive: 7
- Negative: 11

Pie chart:
- Positive: 39%
- Neutral: 0%
- Negative: 61%

7. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	26	1	34	61
	Carer Involvement	*Involvement of carers, friends or family members.*	4	0	7	11
	General Comment	*A generalised statement (ie; "The doctor was good.")*	18	4	6	28
	User Involvement	*Involvement of the service user.*	59	0	32	91
Systems	Administration	*Administrative processes and delivery.*	2	0	20	22
	Admission	*Physical admission to a hospital ward, or other service.*	0	0	4	4
	Booking	*Ability to book, reschedule or cancel appointments.*	4	0	6	10
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	7	7
	Data Protection	*General data protection (including GDPR).*	0	0	0	0
	Referral	*Referral to a service.*	1	0	2	3
	Medical Records	*Management of medical records.*	0	0	4	4
	Medication	*Prescription and management of medicines.*	1	0	5	6
	Opening Times	*Opening times of a service.*	0	0	0	0
	Planning	*Leadership and general organisation.*	3	0	19	22
	Registration	*Ability to register for a service.*	0	0	4	4
	Support	*Levels of support provided.*	102	2	48	152
	Telephone	*Ability to contact a service by telephone.*	1	0	6	7
	Timing	*Physical timing (ie; length of wait at appointments).*	22	2	34	58
	Waiting List	*Length of wait while on a list.*	5	0	17	22
Values	Choice	*General choice.*	0	0	1	1
	Cost	*General cost.*	0	0	2	2
	Language	*Language, including terminology.*	2	0	0	2
	Nutrition	*Provision of sustainance.*	3	0	8	11
	Privacy	*Privacy, personal space and property.*	1	0	9	10
	Quality	*General quality of a service, or staff.*	129	2	49	180
	Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
	Stimulation	*General stimulation, including access to activities.*	1	0	0	1

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligibility).*	0	0	0	0
	Environment/Layout	*Physical environment of a service.*	3	0	13	16
	Equipment	*General equipment issues.*	0	0	1	1
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	4	4
	Hygiene	*Levels of hygiene and general cleanliness.*	2	0	7	9
	Mobility	*Physical mobility to, from and within services.*	1	0	2	3
	Travel/Parking	*Ability to travel or park.*	0	0	7	7
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	3	3
	Security/Conduct	*General security of a service, including conduct of staff.*	1	0	6	7
	Staff Attitude	*Attitude, compassion and empathy of staff.*	127	2	57	186
	Complaints	*Ability to log and resolve a complaint.*	0	0	6	6
	Staff Training	*Training of staff.*	1	0	7	8
	Staffing Levels	*General availability of staff.*	0	0	8	8
	Total:		**519**	**13**	**445**	**977**

CommunityInsight CRM