The Experience of King George Hospital

A trends analysis report by Healthwatch Redbridge



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.

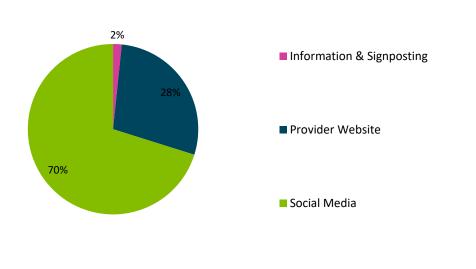
Qualitative Feedback, 1 April 2024 - 31 March 2025



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

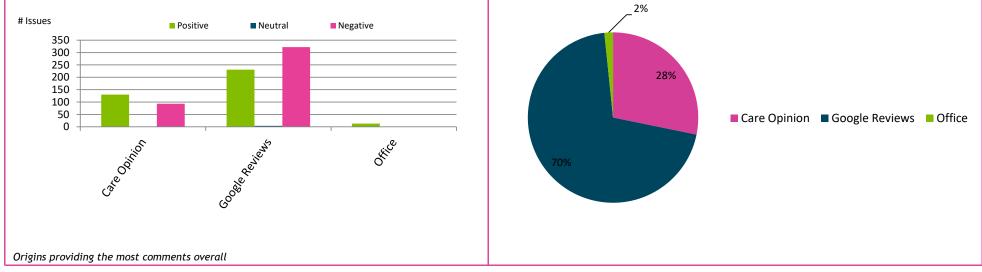
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1.1 Source: 794 issues from 193 people # Issues Positive Neutral Negative 350 300 250 200 150 100 50 0 hoon of the second o outoer weeking Societ Media



1.2 Origin

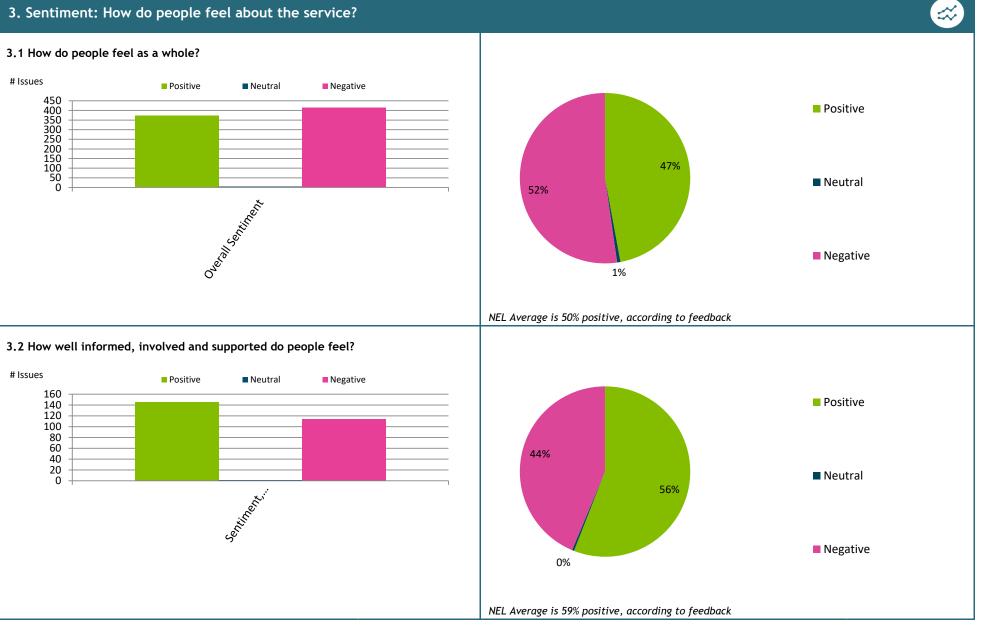
Sources providing the most comments overall



2. Top Trends: Which service aspects are people most commenting on?

2.1 Service aspects: 794 issues from 193 people Advice/Information # Issues ^{2%} 2% Positive Neutral Negative Carer Involvement 120 General Comment 100 User Involvement 80 24% 1% 60 Administration 40 2% Planning 20 1% Support 0 the state of the s South Contraction of the second Totion of the second second Ceneral Conners Certification of the series of WW WILL Core Inclusion Store State _ 2% Aquinitation of the second Planning Stood Stood in the second second Timing 19% Waiting List 22% Quality Environment/Layout 9% Security/Conduct 1% Staff Attitude Issues receiving the most comments overall. See pages 19-20 for issue descriptions 2.2 Stated medical conditions Arthritis # Issues 2% 3% Positive Neutral Negative 3% 3% Asthma 2% 45 40 35 30 25 20 15 10 5% Cancer Cardiology 8% Children's Health Eve Health 5% Maternity 5 Mental Health No colorest and the second sec Over Books Health A Standard Stonach Revea Child Street Street Menter Health Per production of the period or of of of the set the Health Wellerini Arthre Asthna Asthna Selection of the select J101000 27% Musculoskeletal Health 24% Older People's Health Reproductive Health 4%4% Respiratory Stomach Related 2% Urology Medical conditions receiving the most comments overall

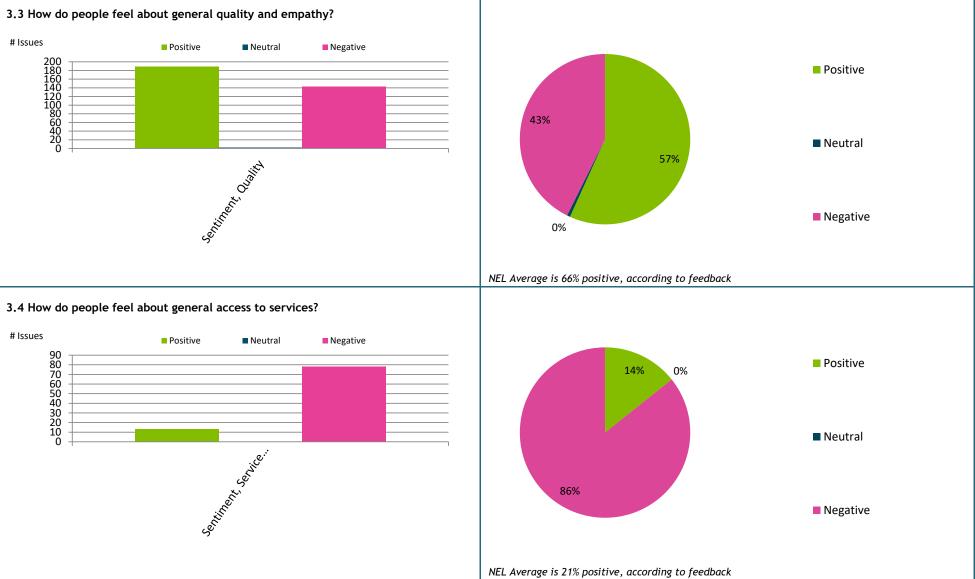
3. Sentiment: How do people feel about the service?



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Issues

Issues



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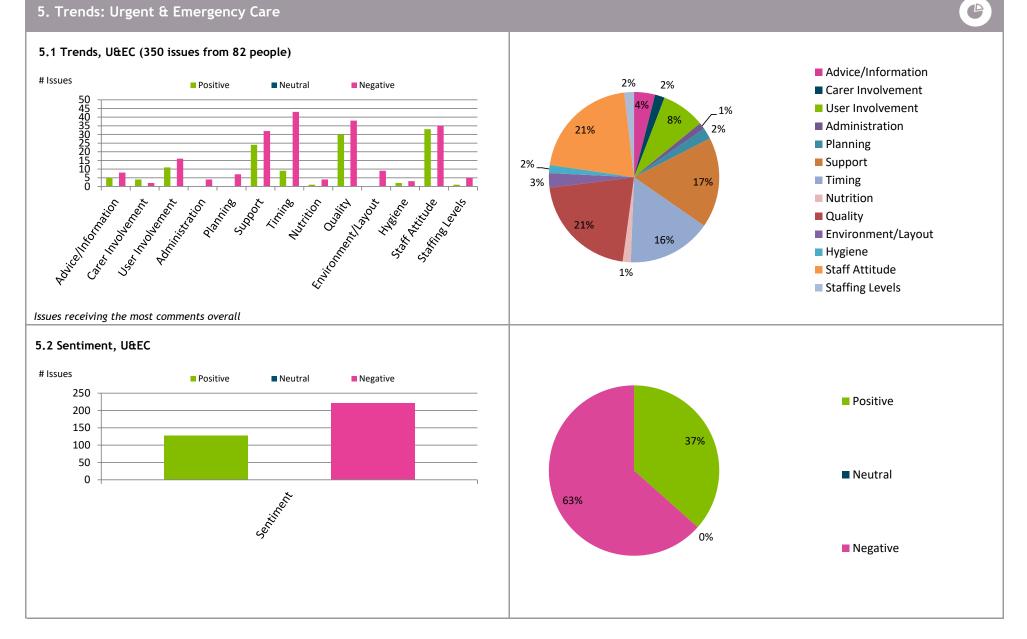
3.4 How do people feel about general access to services?

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

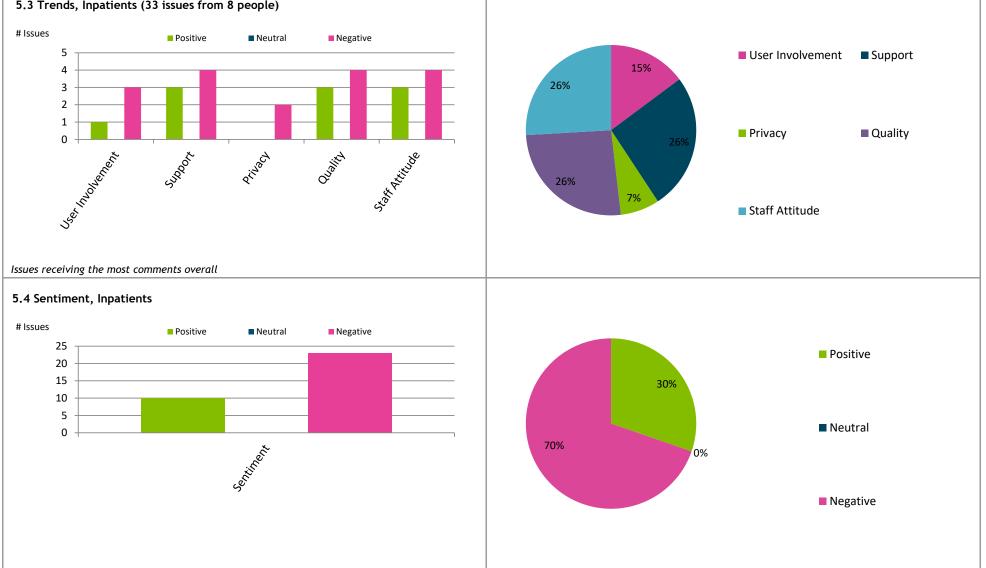
4.1 Departments (794 issues) Accident and Emergency # Issues 2% Positive Neutral Negative 2% Acute Care 250 Cardiology 4% 200 Endoscopy 3% 6% 2% General Inpatients 150 General Outpatients 100 3% 43% Not Stated 50 2% Obstetrics and Gynaecology 0 Accient and I Ceneral Cultories Ostanics and Ceneral Indenties Acute Gre Surgical Child Cordio Cordio Sep Works Stated 400 000 000 000 000 00 00 00 00 Orthopaedics J10000 14% Phlebotomy Radiography 7% Surgical Clinic Ultrasound 2% ^{2%} Urgent Care Centre Urology Departments receiving the most comments overall 4.2 Breakdown of care pathway locations (more on pages 13-18) 1%_^{1%} .0% # Issues Positive Neutral Negative Transport Reception 250 200 20% 150 Diagnosis/Testing Clinical Treatment 100 9% 50 0 Liebook eeeis besister in the state of the s Clinical Nursing Discharge 55% Follow On Care pathway locations

B

5. Trends: Urgent & Emergency Care



5. Trends: Inpatients

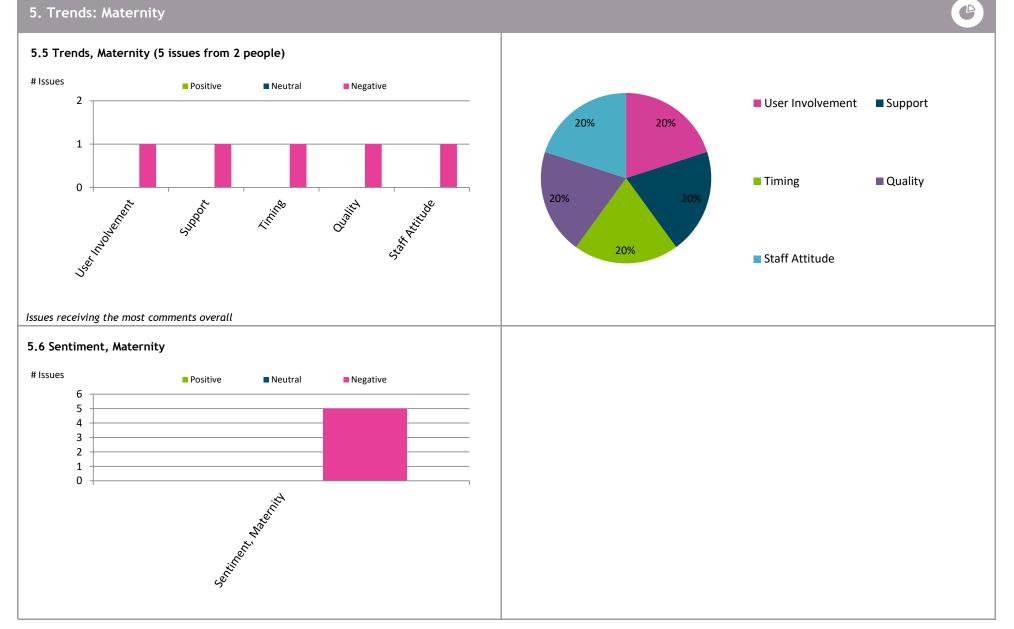


5.3 Trends, Inpatients (33 issues from 8 people)

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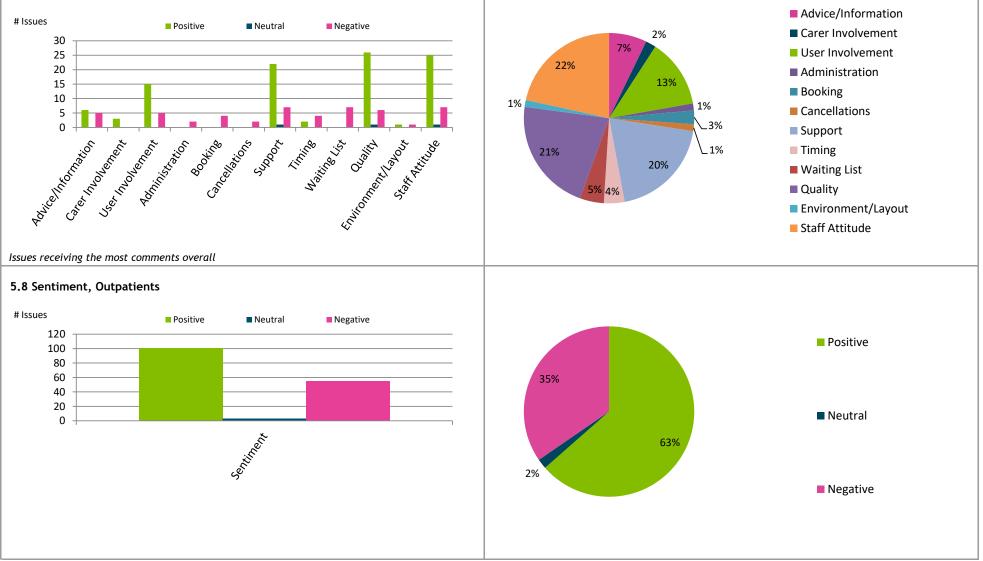
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5. Trends: Maternity



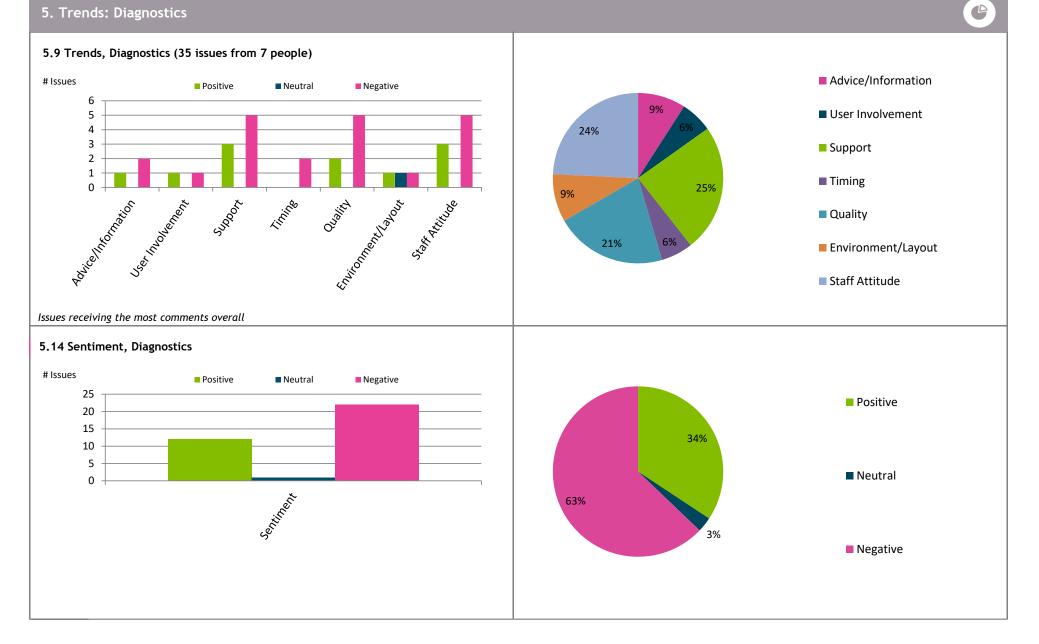
5. Trends: Outpatients

5.7 Trends, Oupatients (159 issues from 31 people)



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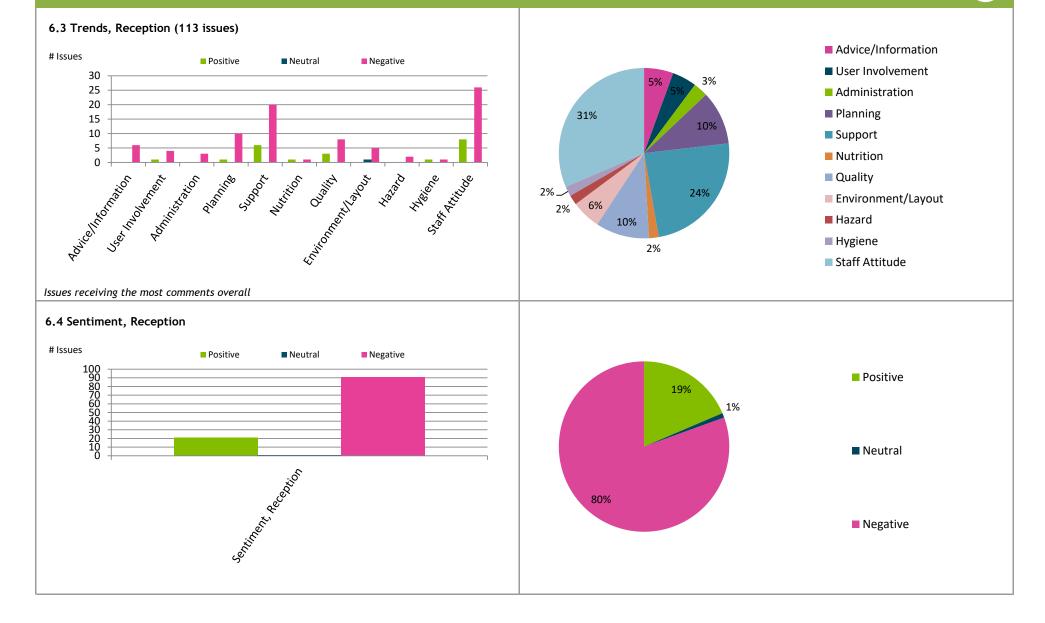
5. Trends: Diagnostics



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



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

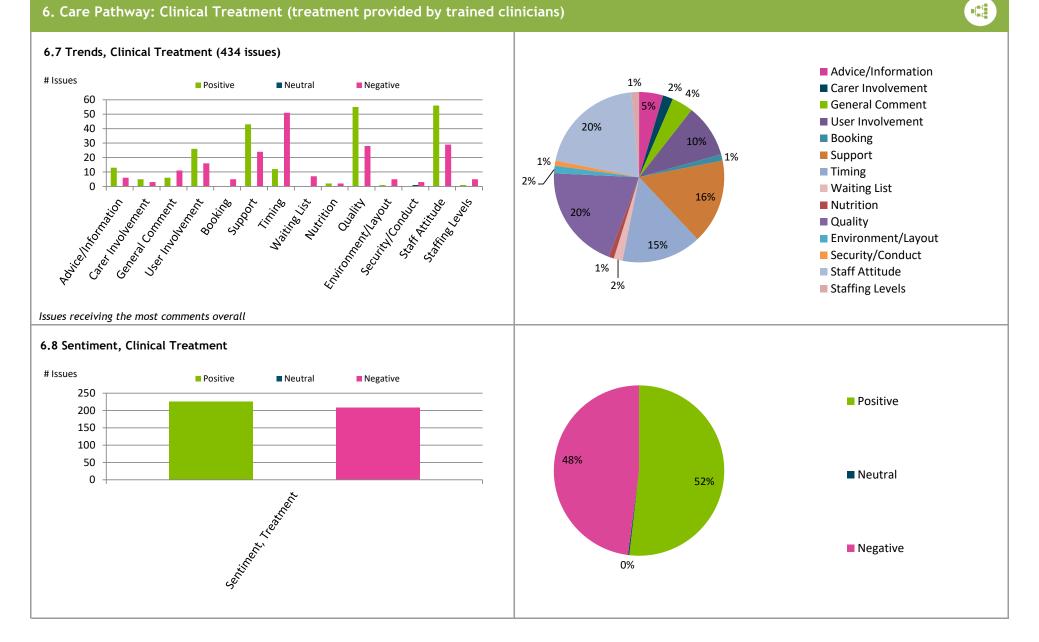


6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)



6.5 Trends, Diagnosis/Testing (72 issues) Advice/Information # Issues Positive Neutral Negative 16 14 User Involvement 12% 16% 12 10 Administration 8 5% 4 2 0 Support 6% in the set of the set Apirelin Set Inderect Apiritation Timing Scooly Lini, Sullin, Sullin, 15% Quality 34% 5% Environment/Layout Staff Attitude Issues receiving the most comments overall 6.6 Sentiment, Diagnosis/Testing # Issues Positive Negative Neutral 45 40 30 20 10 50 Positive 42% Neutral Sentition of the sentitic sent 58% Negative 0%

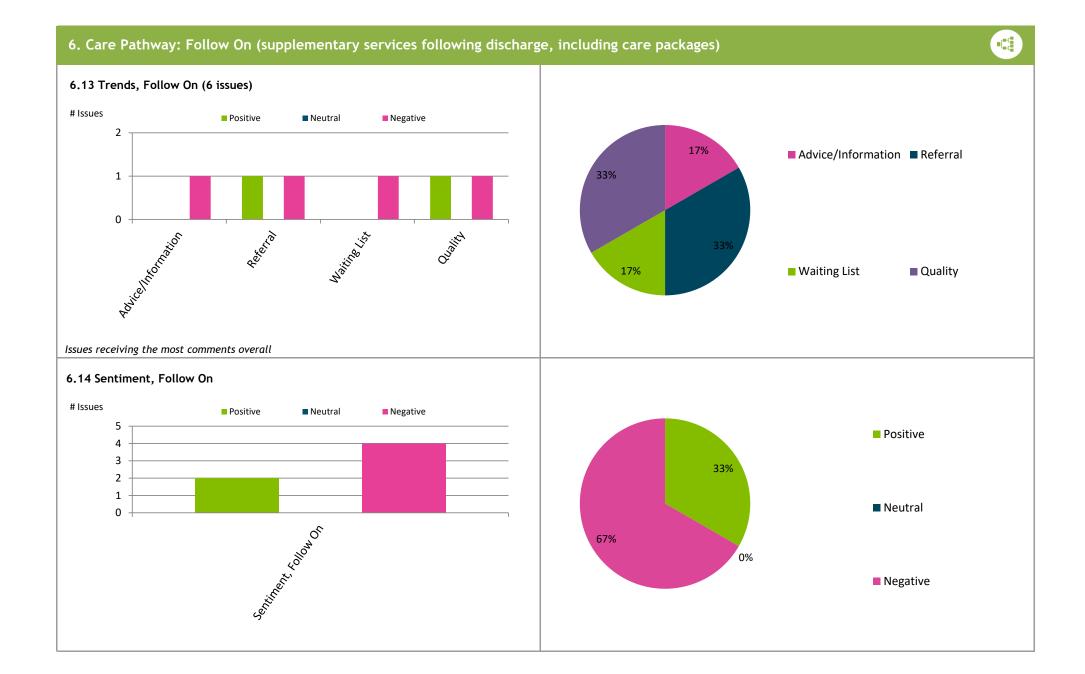
6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)



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

6.9 Trends, Clinical Nursing (160 issues) 2% 3% 2% # Issues ■ Advice/Information ■ Carer Involvement Positive Neutral Negative 30 25 User Involvement Medication 20 13% 1% 28% 15 10 Support Timing 5 0 4 de la contraction de la cont Control of the series of the s the state of the s We di contration Subor in second 22% Privacy Quality 1% Security/Conduct Staff Attitude 26% 1% 1% Staff Training Issues receiving the most comments overall 6.10 Sentiment, Clinical Nursing # Issues Positive Negative Neutral 100 90 70 60 50 40 30 20 10 Positive 39% Neutral NHI ISS STATES 59% Negative 2%

6. Care Pathway: Discharge (discharge from a service) 6.11 Trends, Discharge (5 issues) # Issues Negative Positive Neutral User Involvement 2 20% 20% Administration 1 Medical Records 0 Control of the service of the servic Medical Contraction of the second Srinulation 20% Timing 20% Stimulation Issues receiving the most comments overall 6.12 Sentiment, Discharge # Issues Positive Neutral Negative 3.5 Positive 3 2.5 2 1.5 40% 1 0.5 Neutral 0 Sentiment of Seven of Seven se 60% 0% Negative



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.	[18	0	21	39	
	Carer Involvement	Involvement of carers, friends or family members.		8	0	4	12	
	General Comment	A generalised statement (ie; "The doctor was good.")		6	0	12	18	
	User Involvement	Involvement of the service user.		45	0	28	73	
Systems	Administration	Administrative processes and delivery.		0	0	8	8	
	Admission	Physical admission to a hospital ward, or other service.		0	0	2	2	
	Booking	Ability to book, reschedule or cancel appointments.		0	0	5	5	
	Cancellations	Cancellation of appointment by the service provider.		0	0	2	2	
	Data Protection	General data protection (including GDPR).		0	0	0	0	
	Referral	Referral to a service.		1	0	1	2	
	Medical Records	Management of medical records.		0	0	1	1	
	Medication	Prescription and management of medicines.		1	0	4	5	
	Opening Times	Opening times of a service.		0	0	0	0	
	Planning	Leadership and general organisation.		1	0	11	12	
	Registration	Ability to register for a service.		0	0	0	0	
	Support	Levels of support provided.		75	1	61	137	
	Telephone	Ability to contact a service by telephone.		0	0	1	1	
	Timing	Physical timing (ie; length of wait at appointments).		13	0	57	70	
	Waiting List	Length of wait while on a list.		0	0	10	10	
Values	Choice	General choice.		0	0	1	1	
	Cost	General cost.		0	0	1	1	
	Language	Language, including terminology.		0	0	0	0	
	Nutrition	Provision of sustainance.		3	0	4	7	
	Privacy	Privacy, personal space and property.		0	0	3	3	
	Quality	General quality of a service, or staff.		93	1	65	159	
	Sensory	Deaf/blind or other sensory issues.		0	0	0	0	
	Stimulation	General stimulation, including access to activities.	l	4	0	0	4	

7. Data Table: Number of issues

Environment

Staff

Issue Name	Descriptor		# Issues				
			Positive	Neutral	Negative	Total	
Catchment/Distance	Distance to a service (and catchment area for eligability).		0	0	0	0	
Environment/Layout	Physical environment of a service.		3	1	11	15	
Equipment	General equipment issues.		1	0	0	1	
Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	2	2	
Hygiene	Levels of hygiene and general cleanliness.		3	0	4	7	
Mobility	Physical mobility to, from and within services.		0	0	0	0	
Travel/Parking	Ability to travel or park.		1	0	1	2	
Omission	General omission (ie; transport did not arrive).		0	0	1	1	
Security/Conduct	General security of a service, including conduct of staff.		0	1	7	8	
Staff Attitude	Attitude, compassion and empathy of staff.		96	1	77	174	
Complaints	Ability to log and resolve a complaint.		0	0	0	0	
Staff Training	Training of staff.		1	0	5	6	
Staffing Levels	General availability of staff.		1	0	5	6	
		Total:	374	5	415	794	

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