The Experience of Queen's Hospital

A trends analysis report by Healthwatch Havering



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.

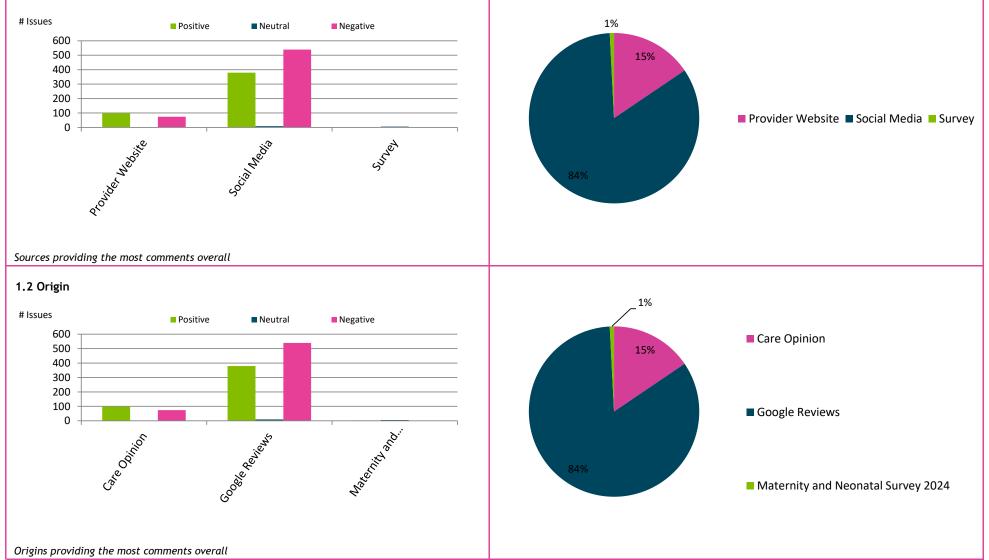
Qualitative Feedback, 1 July 2024 - 30 June 2025



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

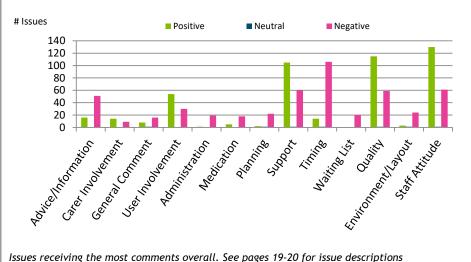
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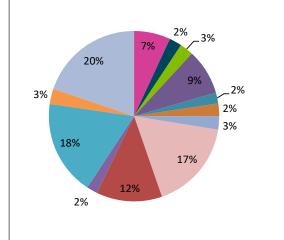
1.1 Source: 1108 issues from 282 people



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

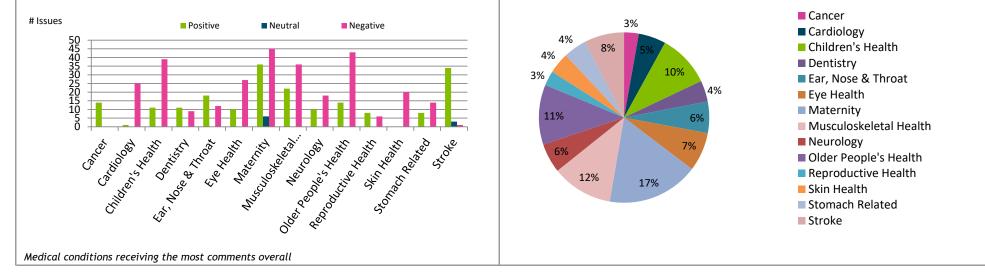
2.1 Service aspects: 1108 issues from 282 people





Advice/Information Carer Involvement General Comment User Involvement Administration Medication Planning Support Timing Waiting List Quality Environment/Layout Staff Attitude

2.2 Stated medical conditions



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

Positive

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

Positive

Neutral

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Neutral

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Negative

Negative

3.1 How do people feel as a whole?

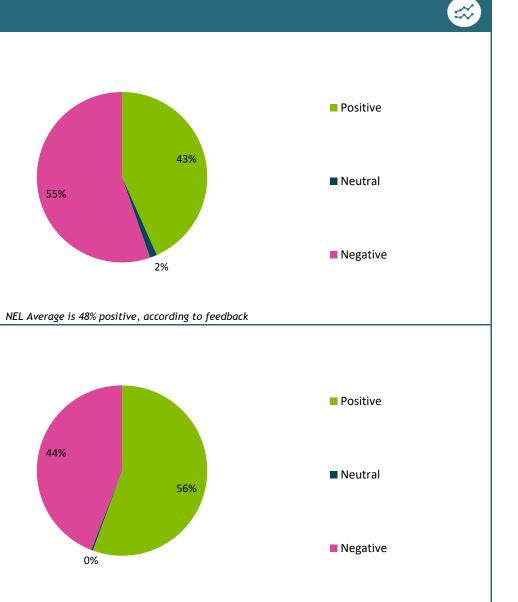
Issues

Issues

700

200 100

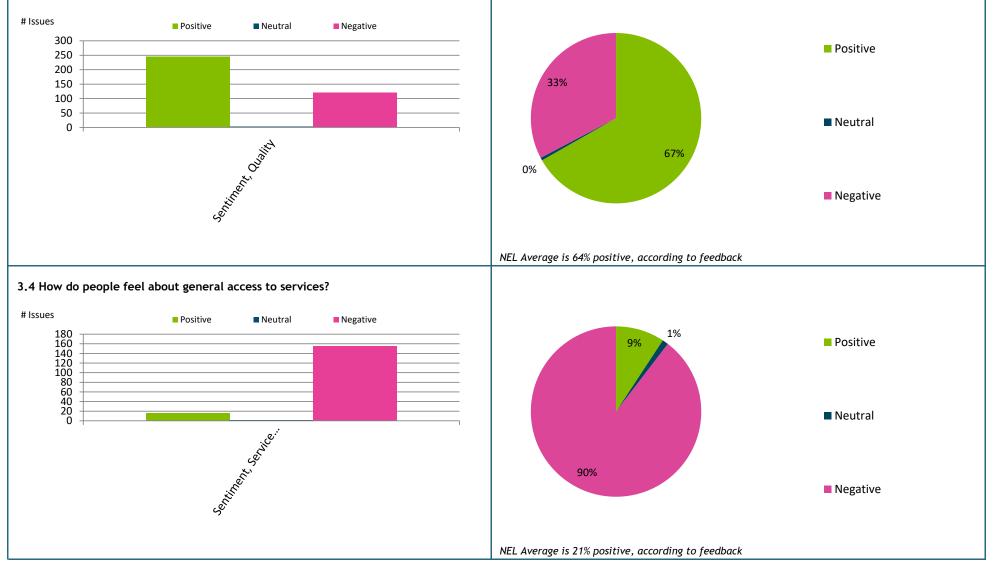
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NEL Average is 57% positive, according to feedback

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

3.3 How do people feel about general quality and empathy?

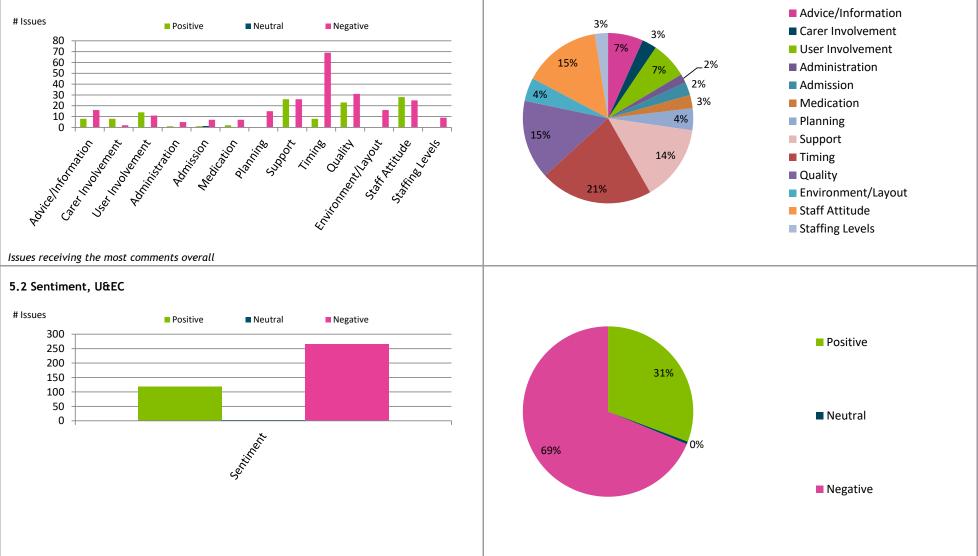


4. Trends: Which departments are people most commenting on?

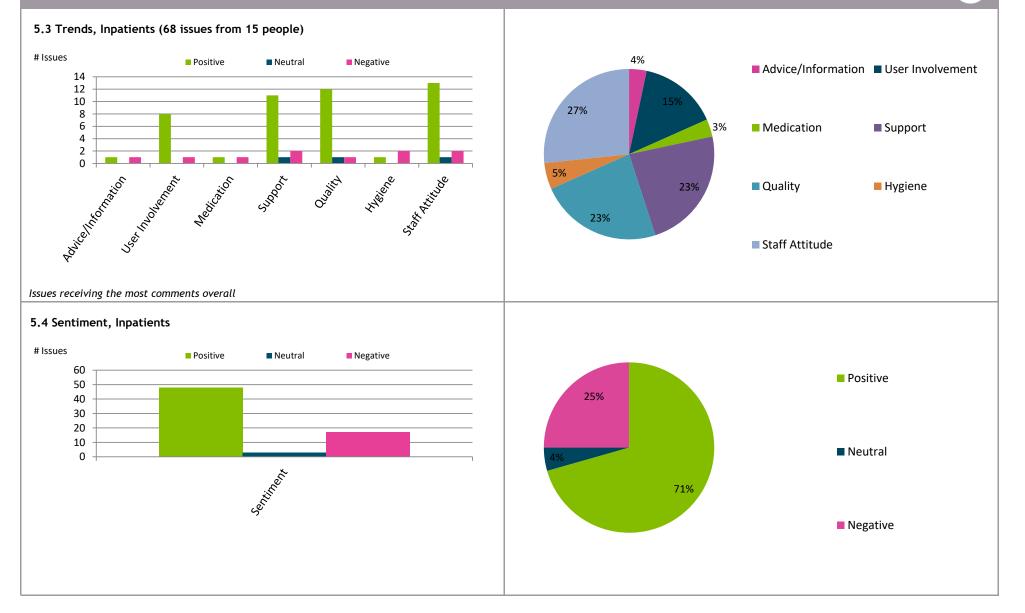
4.1 Departments (1108 issues) Accident and Emergency # Issues 3% Positive Neutral Negative Acute Care 3% ~ 2% 300 Cancer Services 5% 1% 250 Dentistry 200 Dermatology 150 Ear, Nose and Throat 35% 100 General Inpatients 50 General Outpatients 20% 0 Solution of the solution of th Maternity Accident and ta, Nose and Line . Cene and Charles and Cene and Seneral Indentication of the seneral s Works States Survey Col Child Land Contract Contract Ookshood and a strong of the s Poologe Pool Active Gree Services Services Contrine of the second Werenit W No of the second seco Neurology Not Stated Obstetrics and Gynaecology _3% 4% 8% Ophthalmology 1% 6% Radiography 2% 4% 1% Surgical Clinic 3% Urgent Care Centre Departments receiving the most comments overall 4.2 Breakdown of care pathway locations (more on pages 13-18) 1%_1/~1% # Issues Positive Neutral Negative Transport Reception 400 350 300 250 21% 200 Diagnosis/Testing Clinical Treatment 150 100 50 Õ Lesson decentration intrational cities and the compared to the Clinical Nursing Discharge 57% Follow On Care pathway locations

5. Trends: Urgent & Emergency Care

5.1 Trends, U&EC (387 issues from 93 people)



5. Trends: Inpatients



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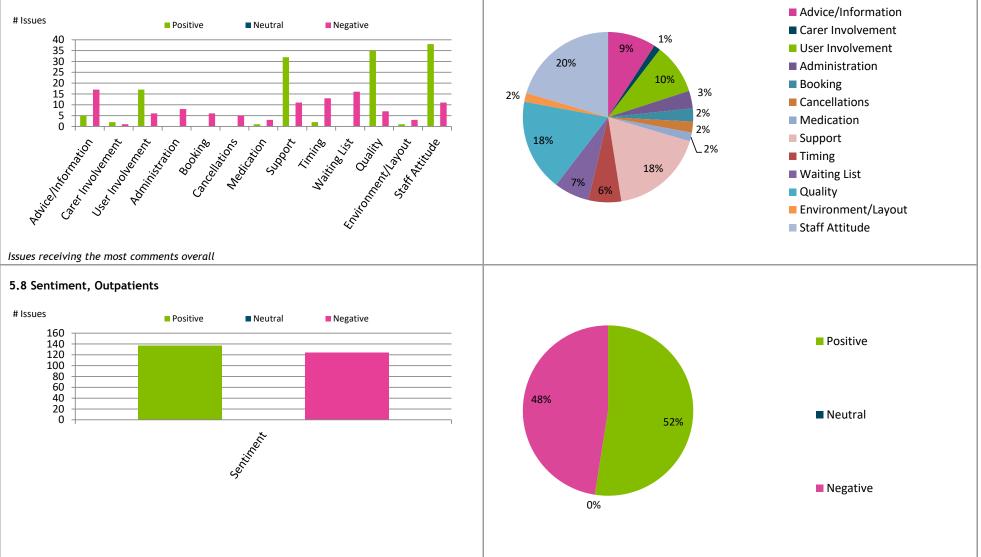
5. Trends: Maternity

5.5 Trends, Maternity (79 issues from 20 people) # Issues Positive Neutral Negative Advice/Information General Comment 3% 109876543210 6% 7% User Involvement Medication 10% 20% 3% the second state of the se 5% Support Schulder Meine Station Statistics Calific Statistics St Planning 21% 20% Timing Quality 5% Staff Attitude Staffing Levels Issues receiving the most comments overall 5.6 Sentiment, Maternity # Issues Positive Neutral Negative 40 35 30 25 20 15 10 5 0 Positive 45% 47% Neutral Sentimory Marine Negative

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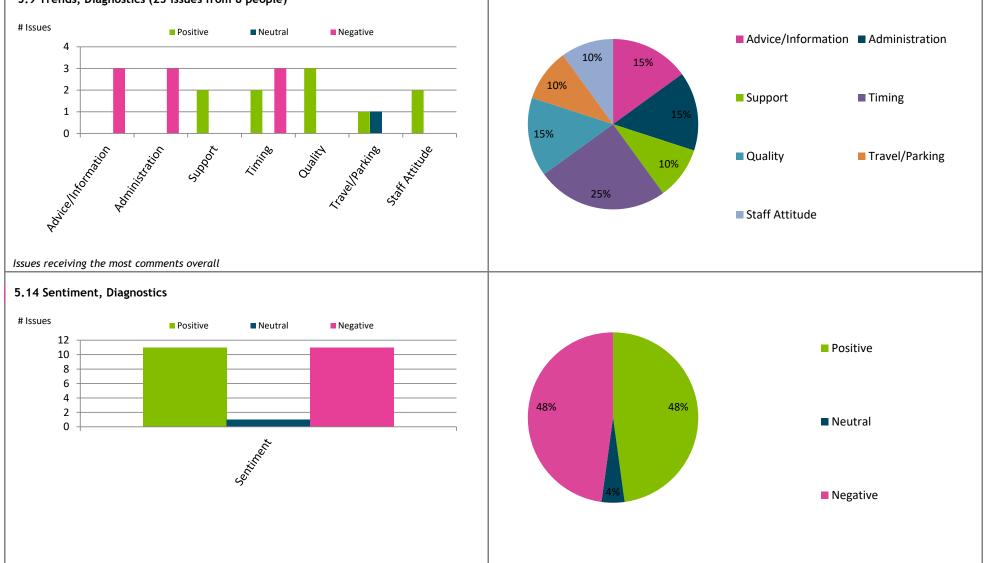
5. Trends: Outpatients

5.7 Trends, Oupatients (261 issues from 53 people)



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5. Trends: Diagnostics



5.9 Trends, Diagnostics (23 issues from 8 people)

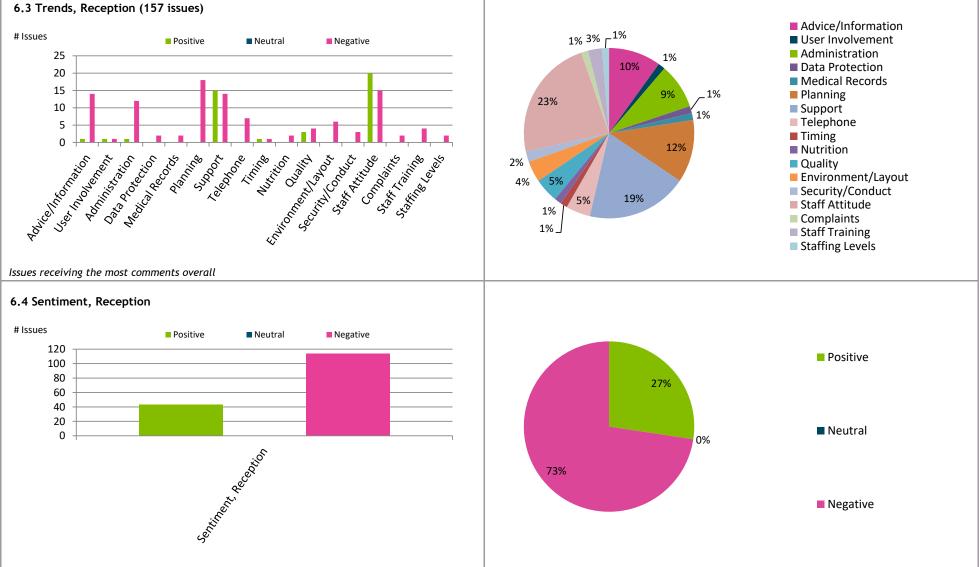
6. Care Pathway: Transport (ability to get to-and-from services)



6.1 Trends, Transport (8 issues)



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



6.3 Trands Bacantian (157 issues)

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



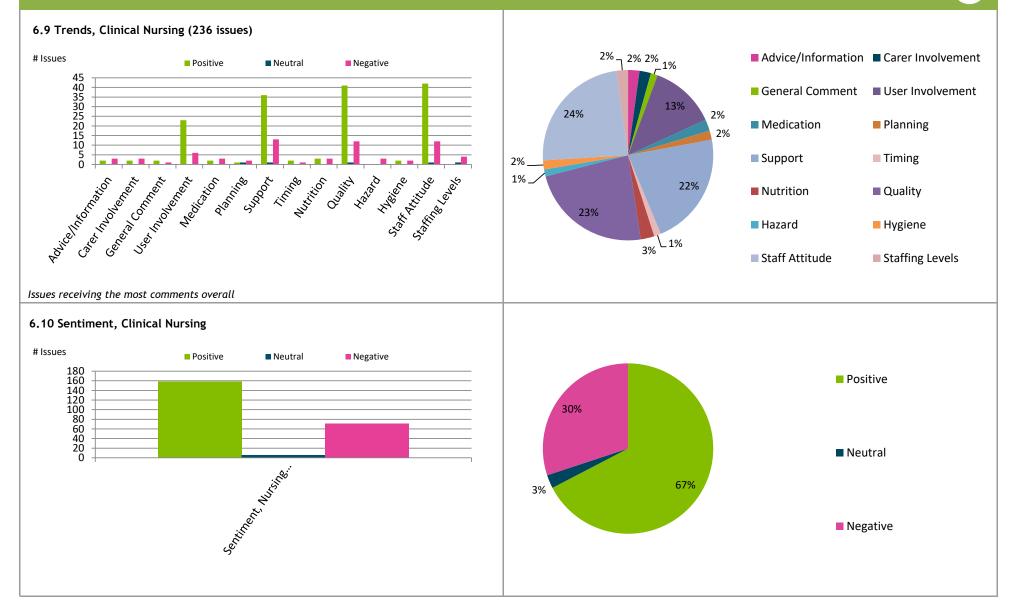
6.5 Trends, Diagnosis/Testing (52 issues) Advice/Information # Issues Positive Neutral Negative 2% 2% Carer Involvement 987654321 8% 11% 4% User Involvement 4% Administration Lining and a state the state of Support 11% 29% 0 4 de la contraction de la cont Certification of the second Core in the second second Timing 400 Instantion X OQUS ill in the second second Quality 8% Environment/Layout 21% Omission Staff Attitude Issues receiving the most comments overall 6.6 Sentiment, Diagnosis/Testing # Issues Positive Negative Neutral 35 Positive 30 25 20 15 10 5 42% Neutral 0 Sentiment of Senti 58% Negative 0%

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



6.7 Trends, Clinical Treatment (626 issues) Advice/Information # Issues Positive Neutral Negative Carer Involvement 3% 100 90 80 70 60 50 40 30 20 10 0 4% 6% General Comment 17% User Involvement 2% Admission 3% _2% Medication 3% Support the second states and second s 400 Contraction of the second the server of the server serve Control of the series of the s W Nilling Stress Le and Le Medication Stoff Athing Adri, solo S COOOL Timing 17% 14% Waiting List Quality 18% Environment/Layout 2% Travel/Parking Staff Attitude Issues receiving the most comments overall 6.8 Sentiment, Clinical Treatment # Issues Positive Negative Neutral 400 Positive 350 300 250 200 150 41% 100 50 0 Neutral Sentiment 1 test 58% Negative 1%

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



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

6.11 Trends, Discharge (12 issues) # Issues Advice/Information Negative Positive Neutral 6 8% 5 17% User Involvement 4 3 2 Medication 1 Noticital Distinger incides 0 4 de light de l Control of the state of the sta 8% Planning 42% Colin I and 17% Timing Quality Issues receiving the most comments overall 6.12 Sentiment, Discharge # Issues Positive Neutral Negative 12 Positive 10 17% 0% 8 6 4 2 Neutral 0 Sentiment of the second 83% Negative

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



Waiting List

6.13 Trends, Follow On (16 issues) # Issues Positive Neutral Negative 87654321 Advice/Information Carer Involvement 6% 31% Referral 0 400 Alice Al A HANNA A HANN ONICO SSI 44% 13% Omission Issues receiving the most comments overall 6.14 Sentiment, Follow On # Issues Positive Neutral Negative 18 16 14 12 10 8 6 4 2 0 South States

7. Data Table: Number of issues

	Issue Name	Descriptor		# Issues				
~			Р	ositive	Neutral	Negative	Total	
Patients/Carers	Advice/Information	Communication, including access to advice and information.		16	0	51	67	
	Carer Involvement	Involvement of carers, friends or family members.		14	0	9	23	
	General Comment	A generalised statement (ie; "The doctor was good.")		8	1	16	25	
	User Involvement	Involvement of the service user.		54	0	30	84	
Systems	Administration	Administrative processes and delivery.		1	0	19	20	
	Admission	Physical admission to a hospital ward, or other service.		1	1	9	11	
	Booking	Ability to book, reschedule or cancel appointments.		1	0	9	10	
	Cancellations	Cancellation of appointment by the service provider.		0	0	6	6	
	Data Protection	General data protection (including GDPR).		0	0	2	2	
	Referral	Referral to a service.		0	1	3	4	
	Medical Records	Management of medical records.		0	0	2	2	
	Medication	Prescription and management of medicines.		5	0	18	23	
	Opening Times	Opening times of a service.		1	0	0	1	
	Planning	Leadership and general organisation.		2	1	22	25	
	Registration	Ability to register for a service.		0	1	1	2	
	Support	Levels of support provided.		105	1	60	166	
	Telephone	Ability to contact a service by telephone.		0	0	8	8	
	Timing	Physical timing (ie; length of wait at appointments).		14	1	106	121	
	Waiting List	Length of wait while on a list.		0	0	20	20	
Values	Choice	General choice.		0	0	0	о	
	Cost	General cost.		0	0	2	2	
	Language	Language, including terminology.		0	0	2	2	
	Nutrition	Provision of sustainance.		5	0	6	11	
	Privacy	Privacy, personal space and property.		0	0	3	3	
	Quality	General quality of a service, or staff.		115	1	59	175	
	Sensory	Deaf/blind or other sensory issues.		0	0	1	1	
	Stimulation	General stimulation, including access to activities.		0	0	1	1	

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	24	28	
Equipment	General equipment issues.		0	0	2	2	
Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	6	6	
Hygiene	Levels of hygiene and general cleanliness.		3	0	6	9	
Mobility	Physical mobility to, from and within services.		0	0	3	3	
Travel/Parking	Ability to travel or park.		2	2	6	10	
Omission	General omission (ie; transport did not arrive).		0	0	8	8	
Security/Conduct	General security of a service, including conduct of staff.		0	0	6	6	
Staff Attitude	Attitude, compassion and empathy of staff.		130	1	61	192	
Complaints	Ability to log and resolve a complaint.		0	0	2	2	
Staff Training	Training of staff.		0	0	10	10	
Staffing Levels	General availability of staff.		0	3	14	17	
		Total:	480	15	613	1108	

CommunityInsight CRM