

The Experience of Queen's Hospital

A trends analysis report by Healthwatch Havering



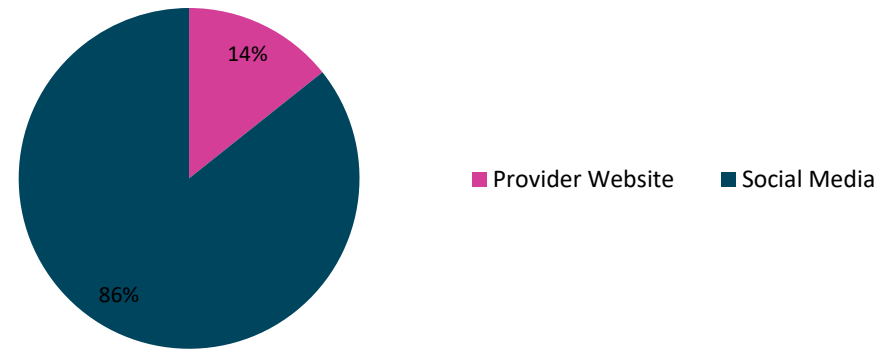
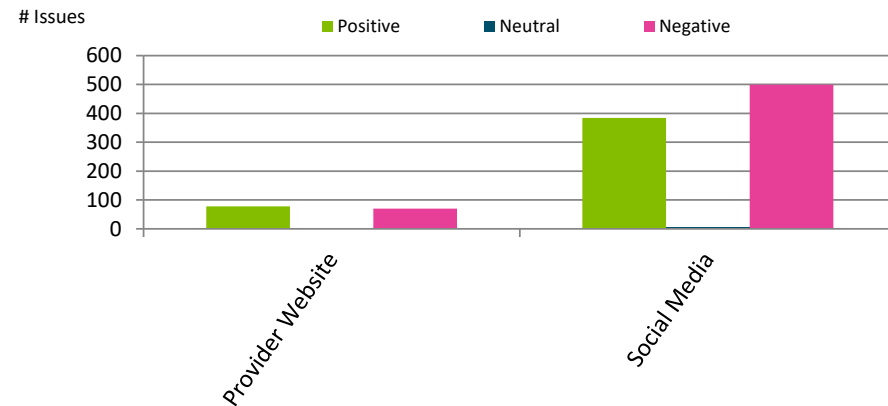
Healthwatch is your local independent health and social care champion.. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of local hospital services.

Qualitative Feedback, 1 October 2024 - 30 September 2025

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

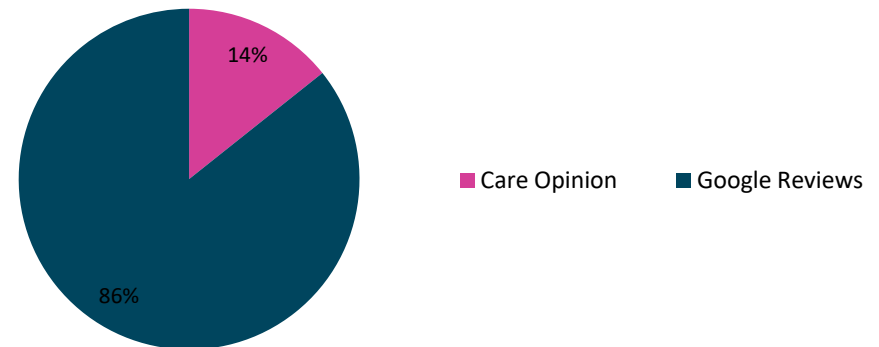
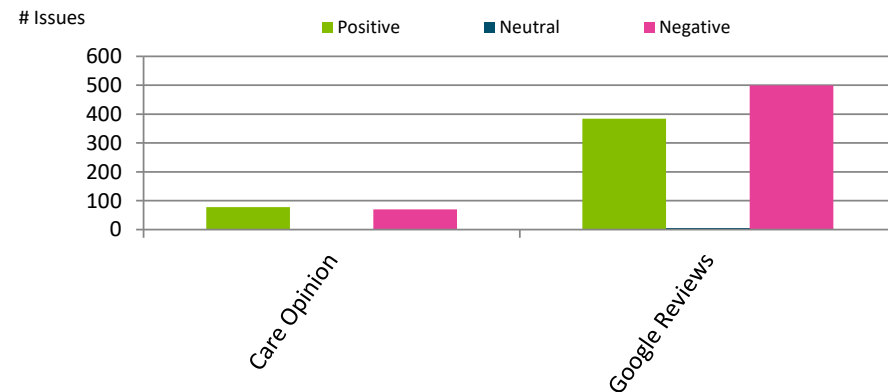


1.1 Source: 1035 issues from 259 people



Sources providing the most comments overall

1.2 Origin

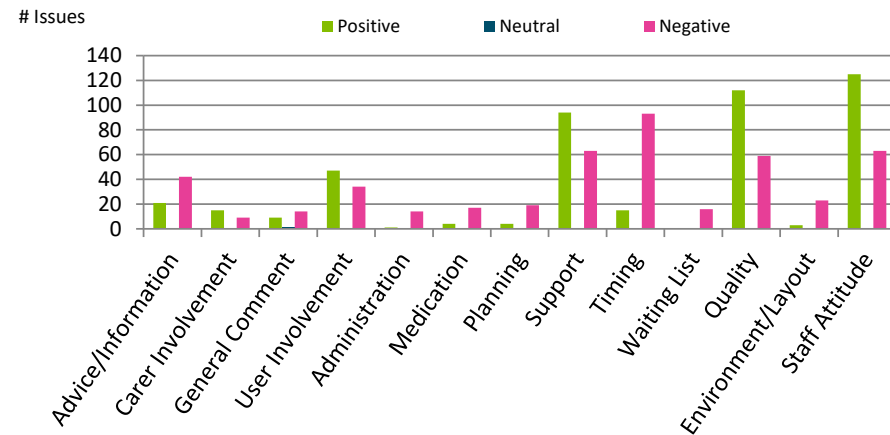


Origins providing the most comments overall

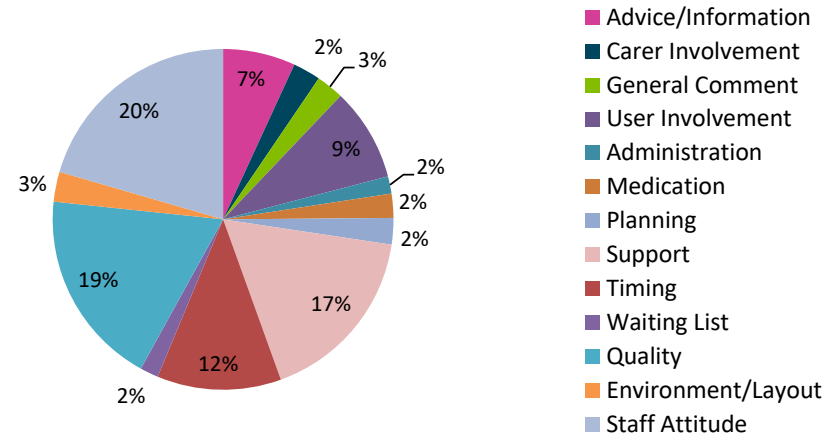
2. Top Trends: Which service aspects are people most commenting on?



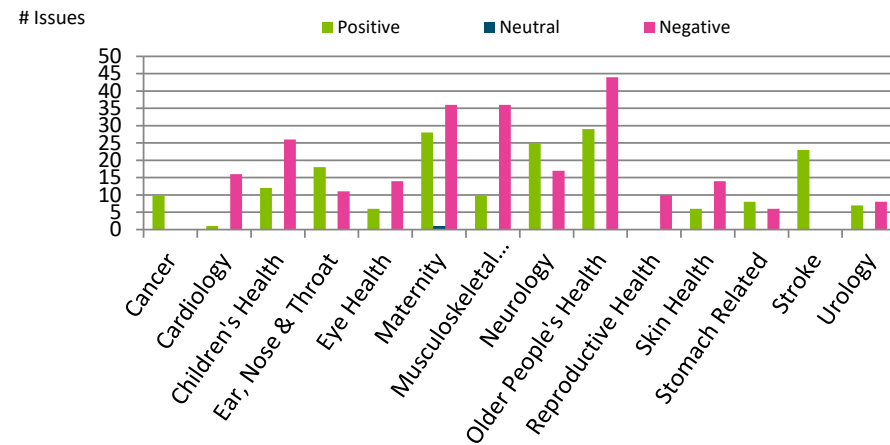
2.1 Service aspects: 1035 issues from 259 people



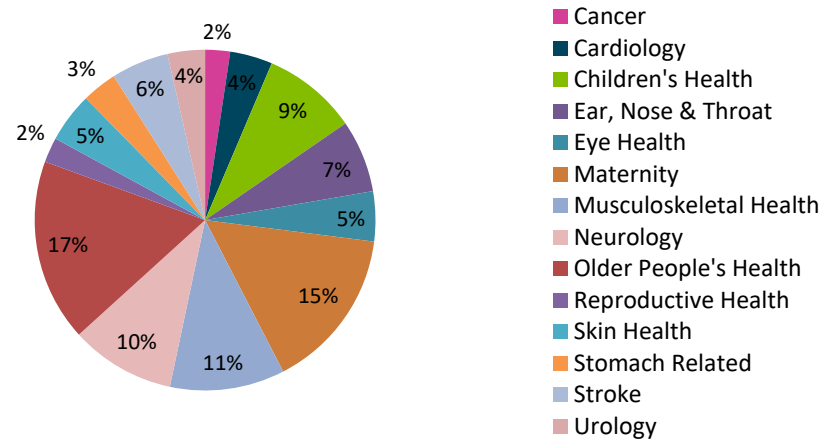
Issues receiving the most comments overall. See pages 19-20 for issue descriptions



2.2 Stated medical conditions



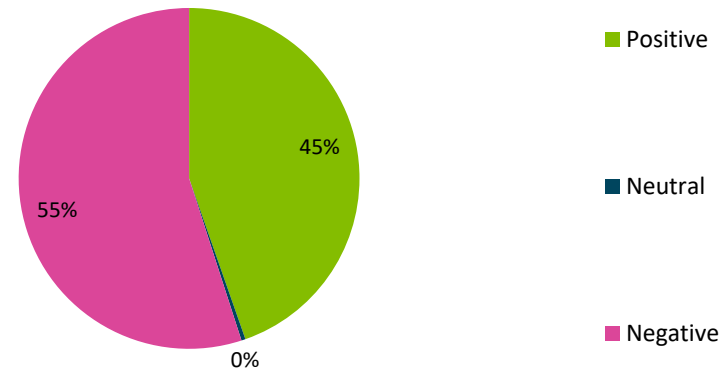
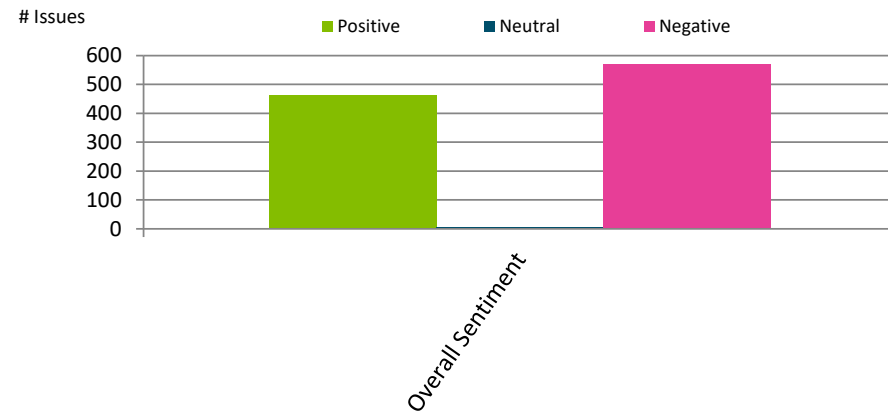
Medical conditions receiving the most comments overall



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

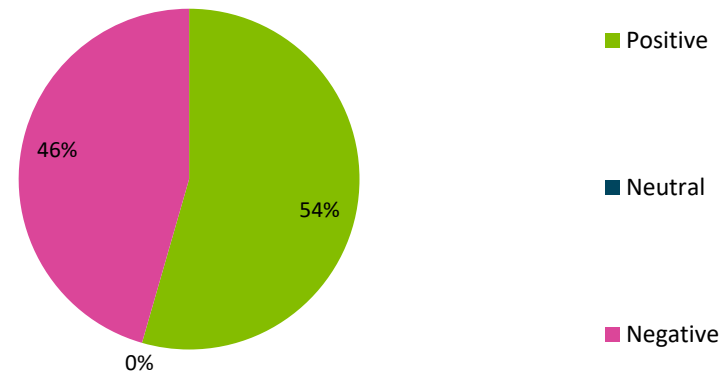
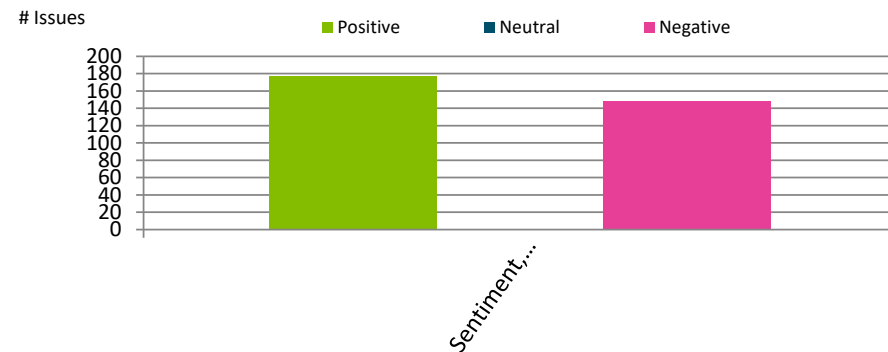


3.1 How do people feel as a whole?



NEL Average is 45% positive, according to feedback

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

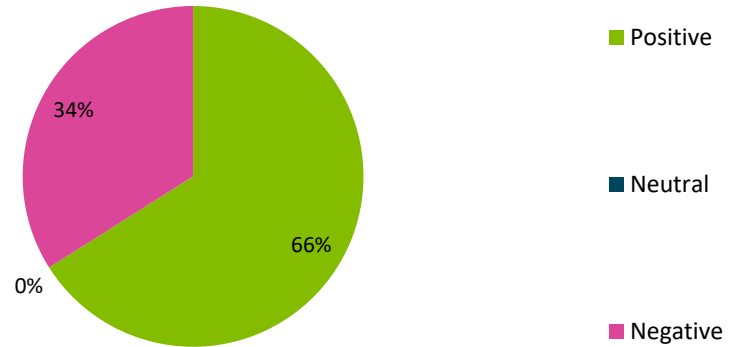
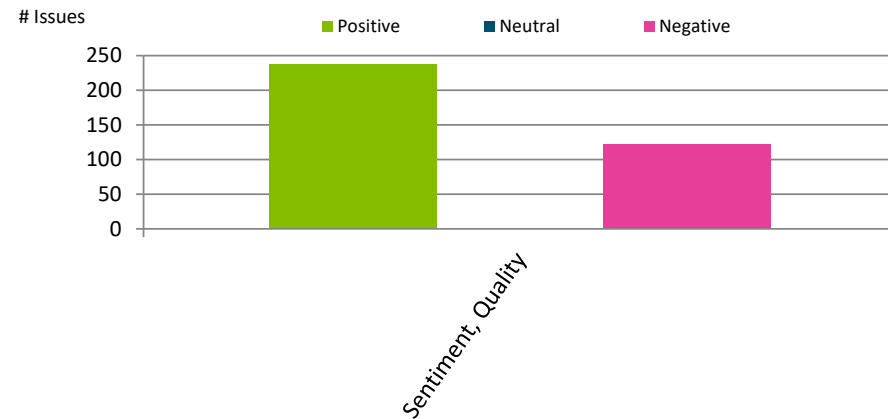


NEL Average is 51% positive, according to feedback

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

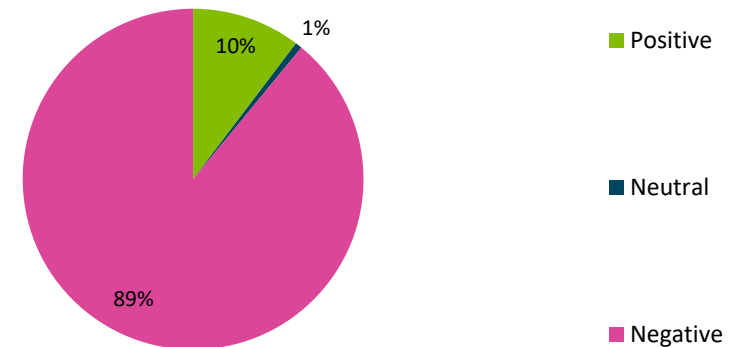
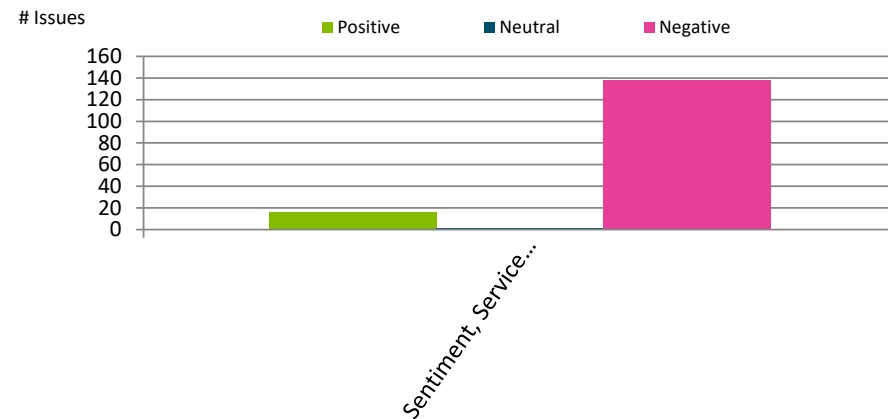


3.3 How do people feel about general quality and empathy?



NEL Average is 59% positive, according to feedback

3.4 How do people feel about general access to services?

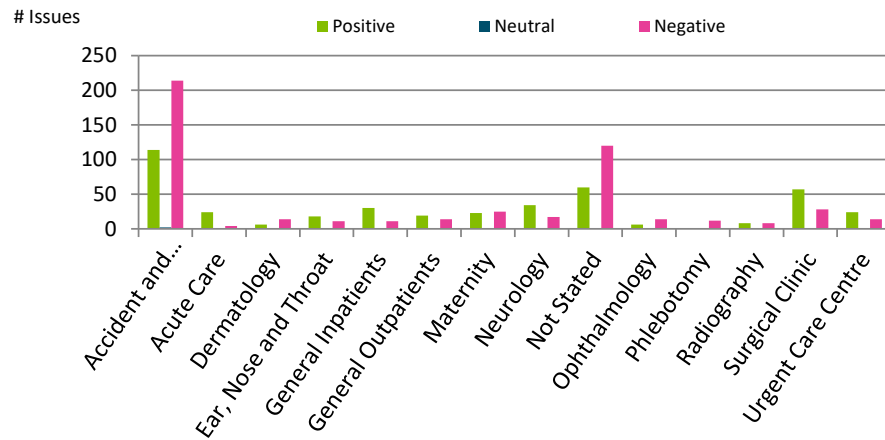


NEL Average is 18% positive, according to feedback

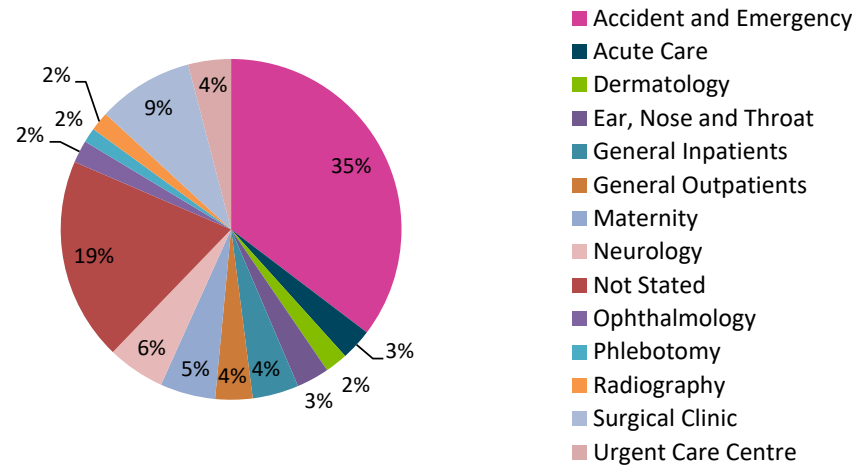
4. Trends: Which departments are people most commenting on?



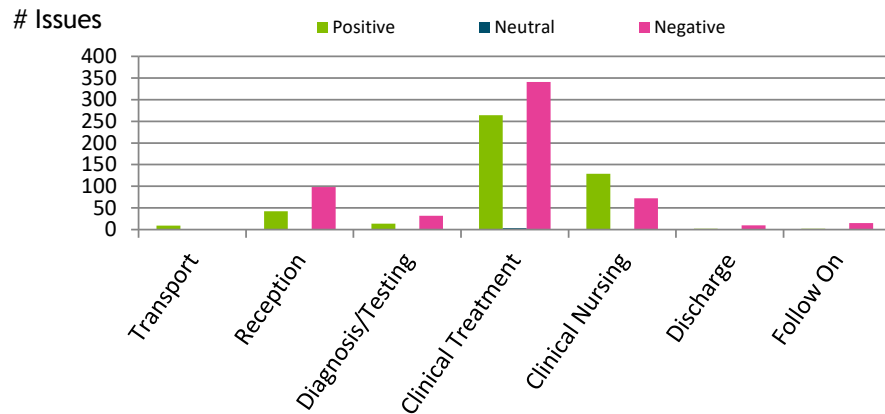
4.1 Departments (1035 issues)



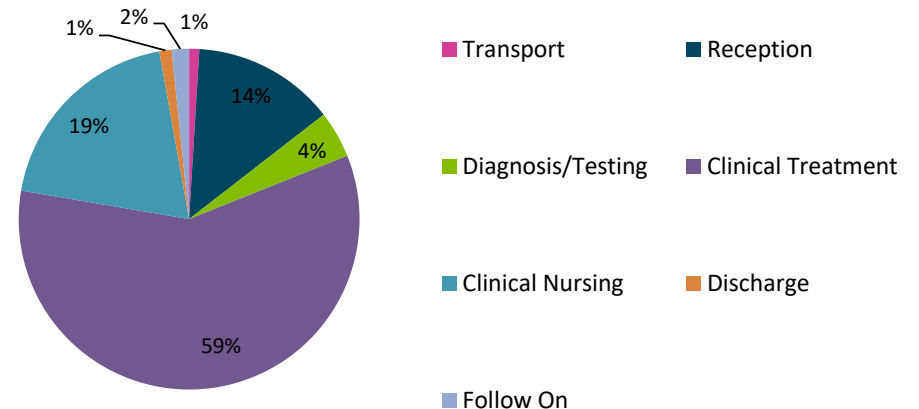
Departments receiving the most comments overall



4.2 Breakdown of care pathway locations (more on pages 13-18)



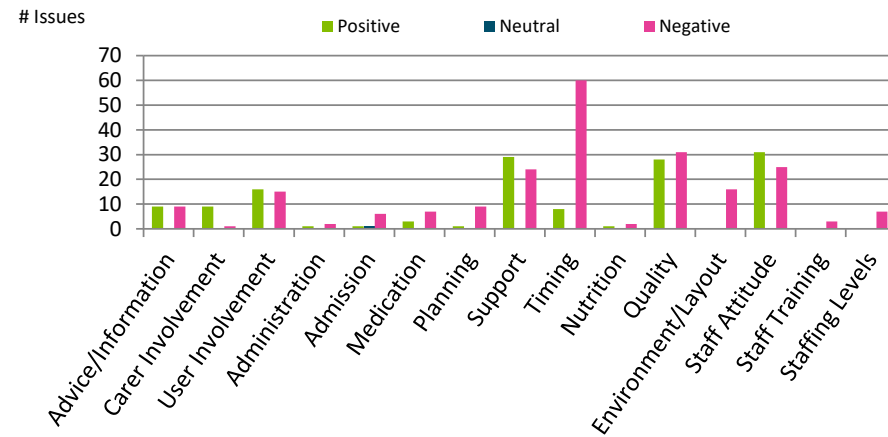
Care pathway locations



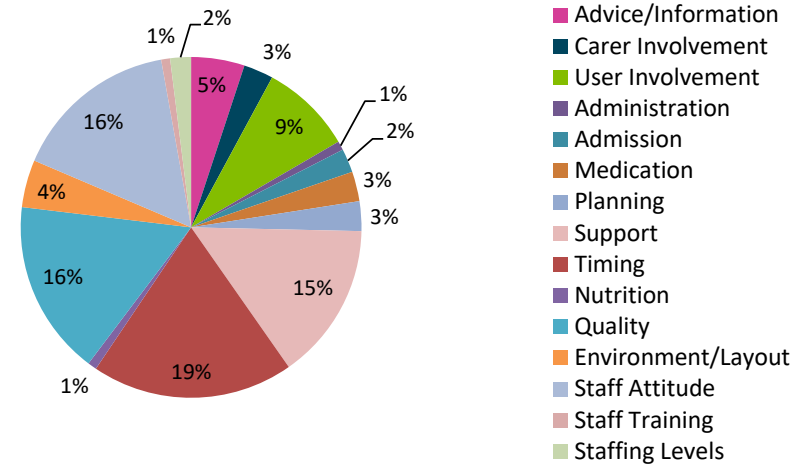
5. Trends: Urgent & Emergency Care



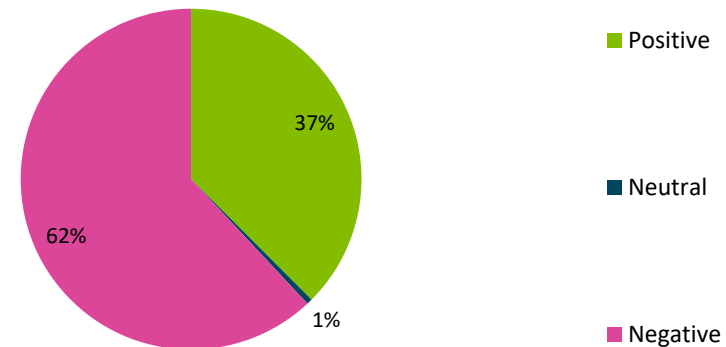
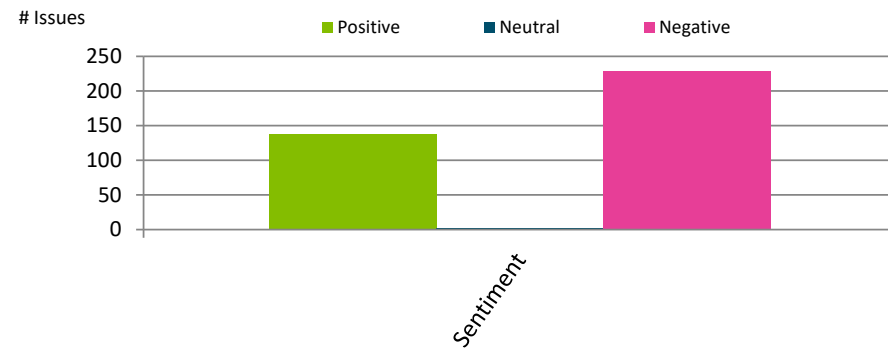
5.1 Trends, U&EC (368 issues from 84 people)



Issues receiving the most comments overall



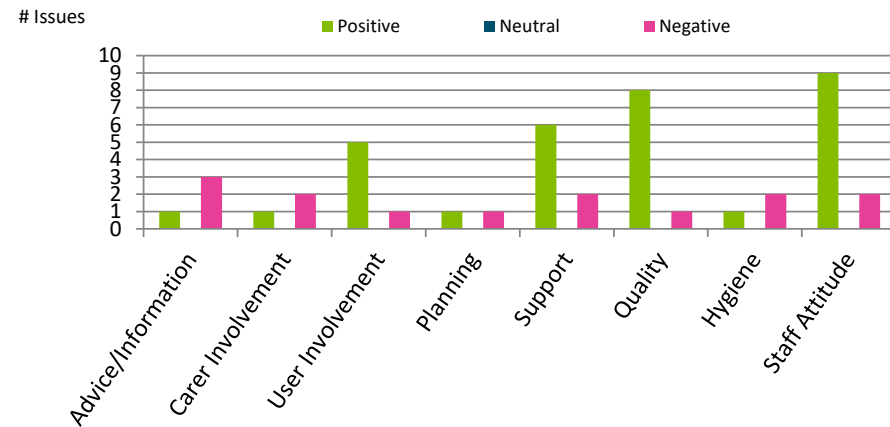
5.2 Sentiment, U&EC



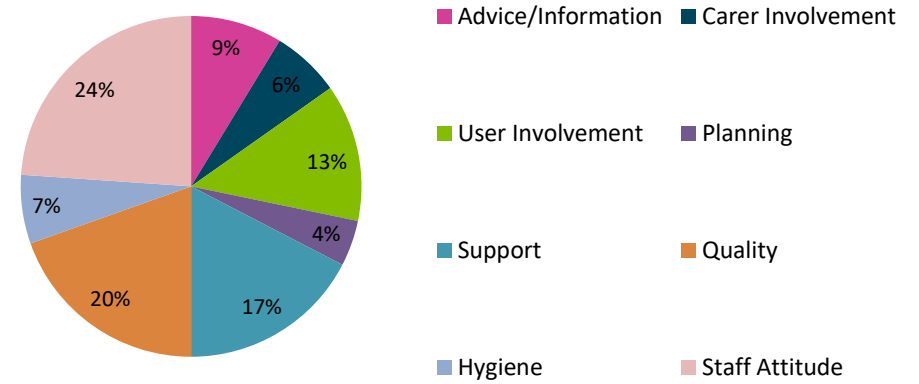
5. Trends: Inpatients



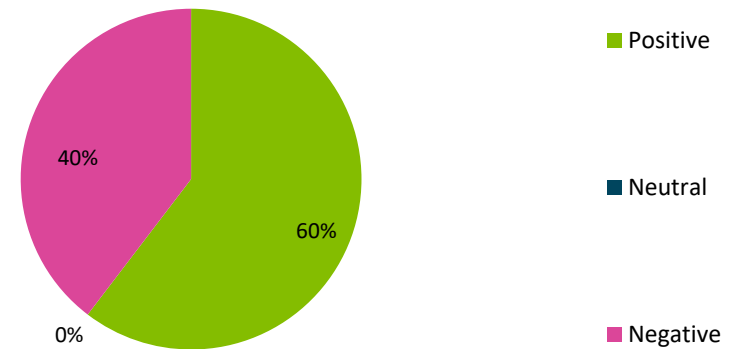
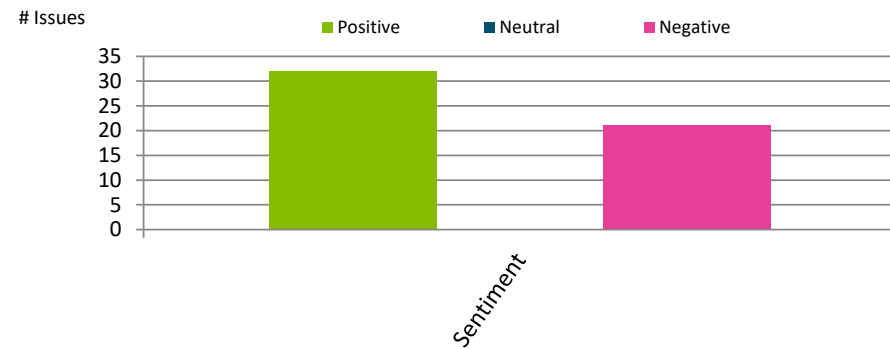
5.3 Trends, Inpatients (53 issues from 14 people)



Issues receiving the most comments overall



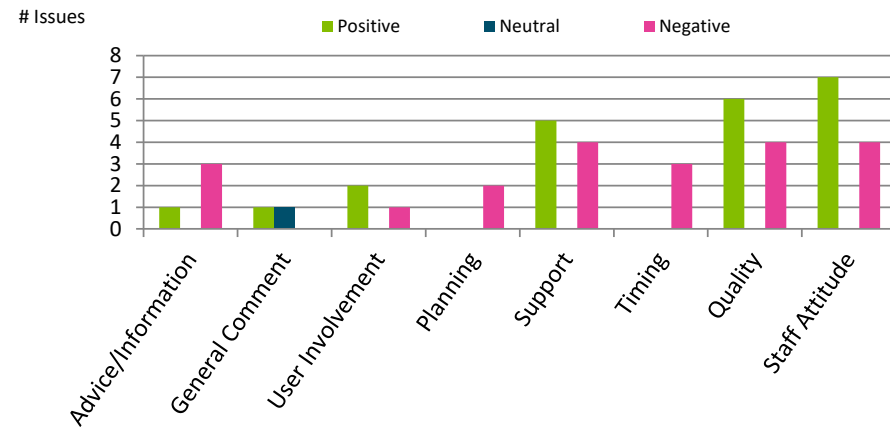
5.4 Sentiment, Inpatients



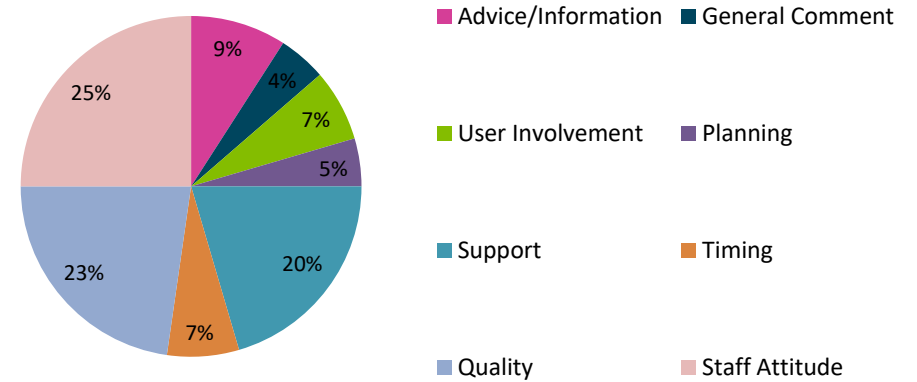
5. Trends: Maternity



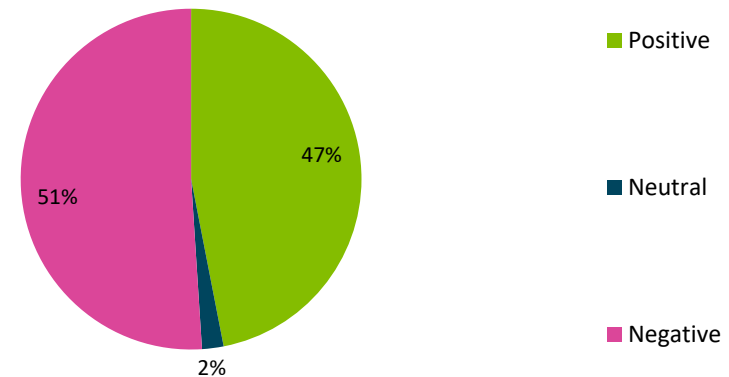
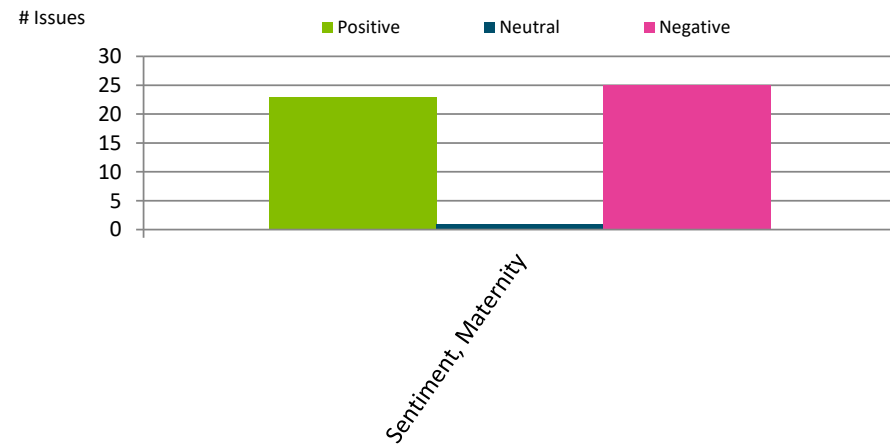
5.5 Trends, Maternity (49 issues from 14 people)



Issues receiving the most comments overall



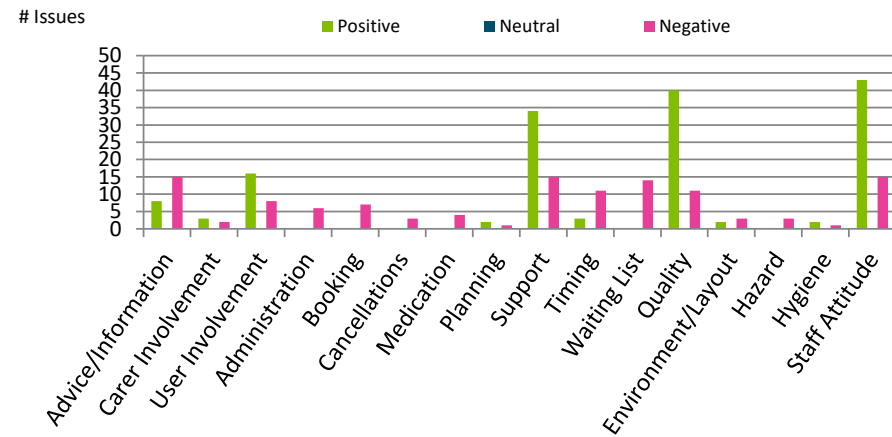
5.6 Sentiment, Maternity



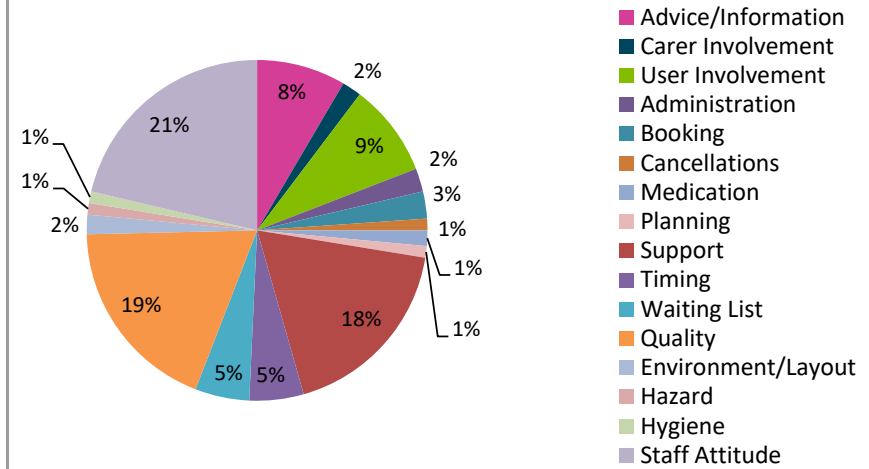
5. Trends: Outpatients



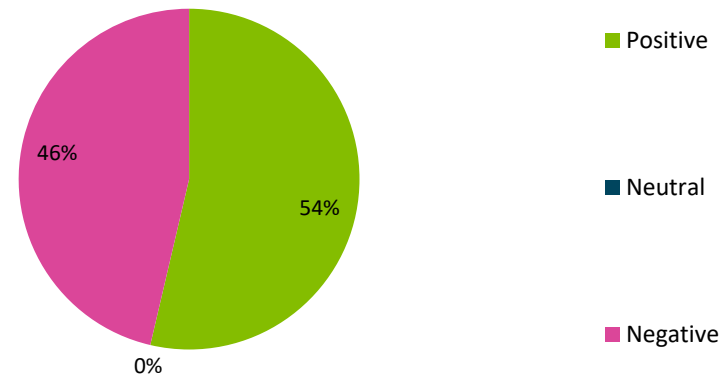
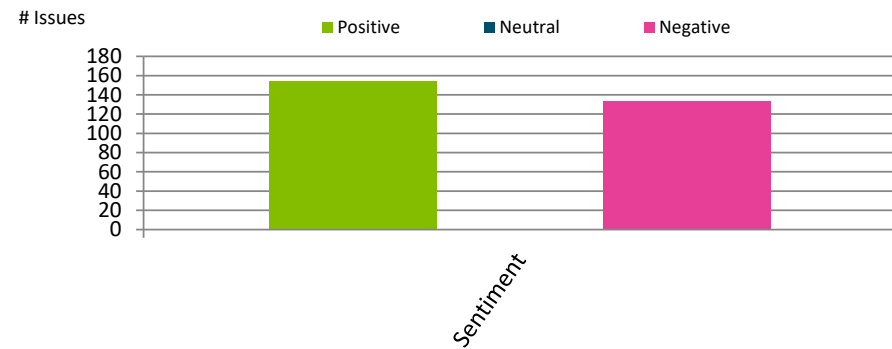
5.7 Trends, Outpatients (287 issues from 56 people)



Issues receiving the most comments overall



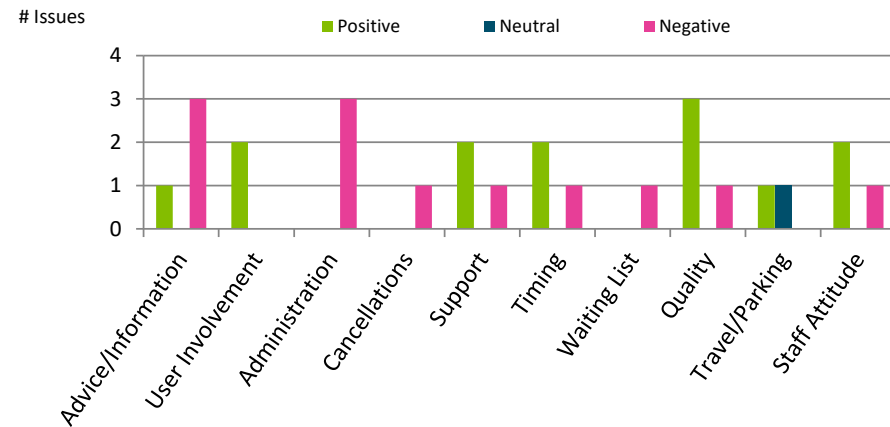
5.8 Sentiment, Outpatients



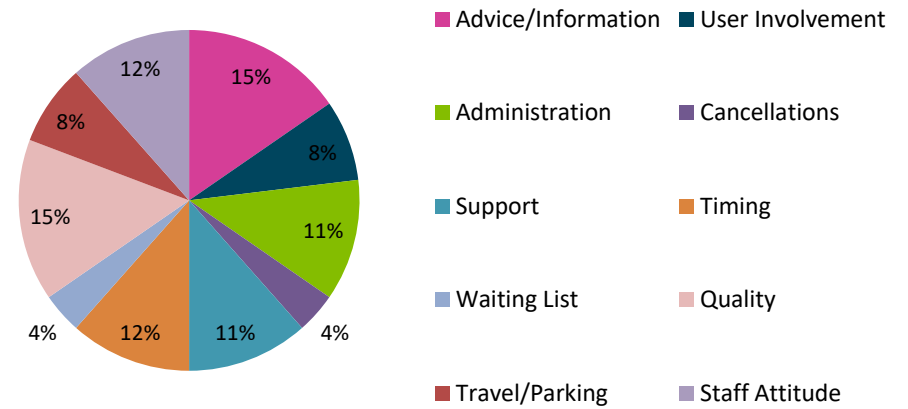
5. Trends: Diagnostics



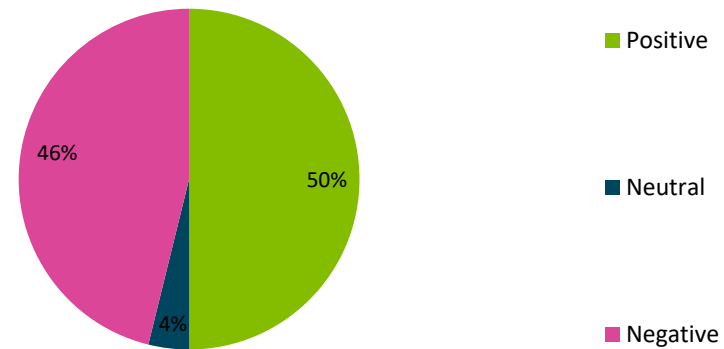
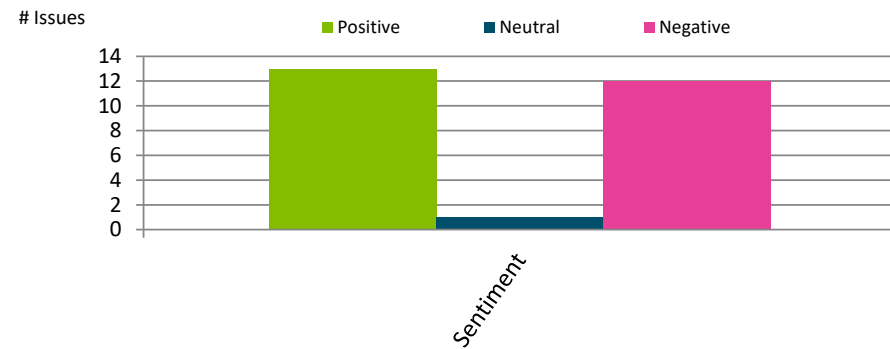
5.9 Trends, Diagnostics (26 issues from 7 people)



Issues receiving the most comments overall



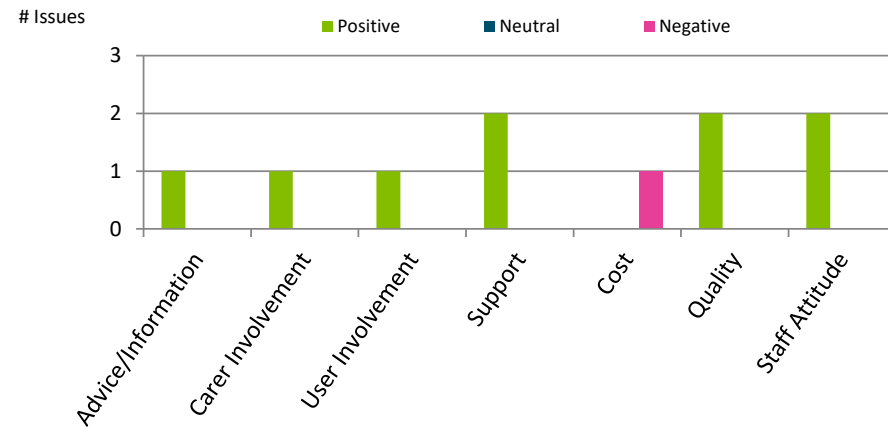
5.14 Sentiment, Diagnostics



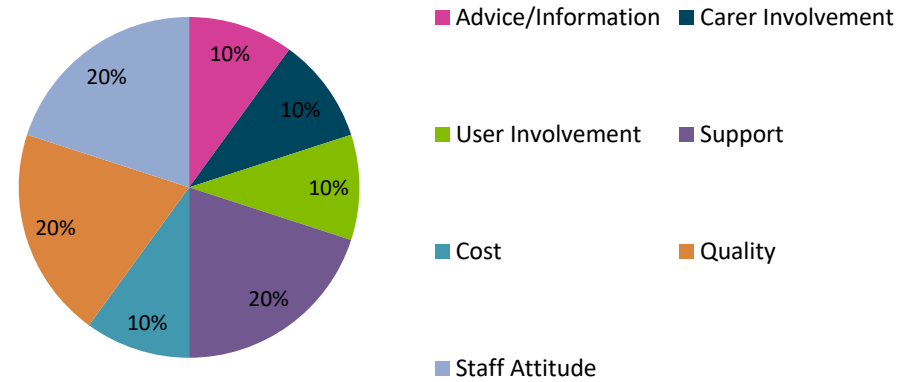
6. Care Pathway: Transport (ability to get to-and-from services)



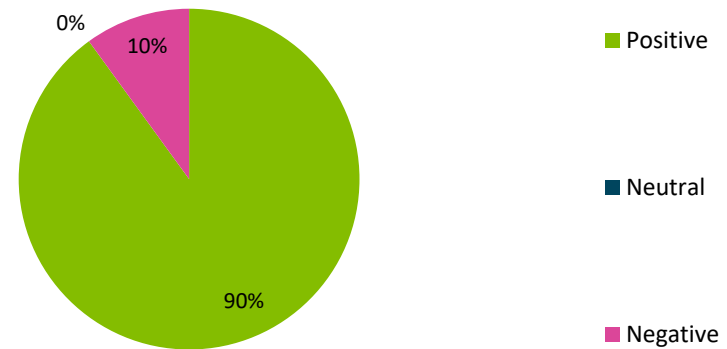
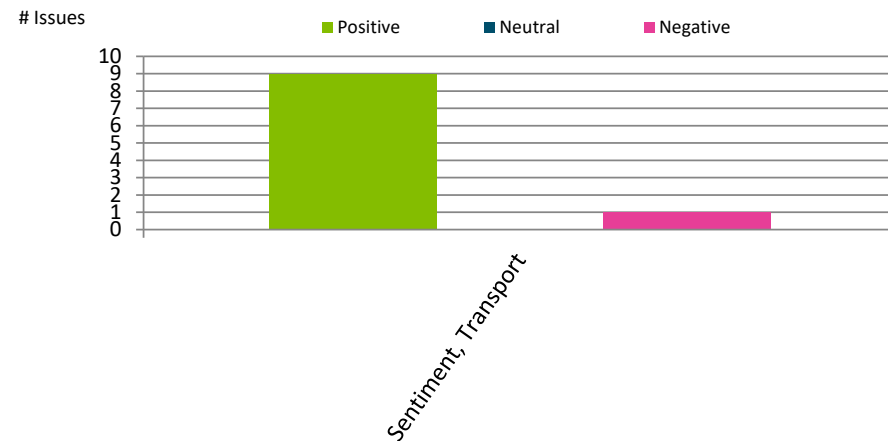
6.1 Trends, Transport (10 issues)



Issues receiving the most comments overall



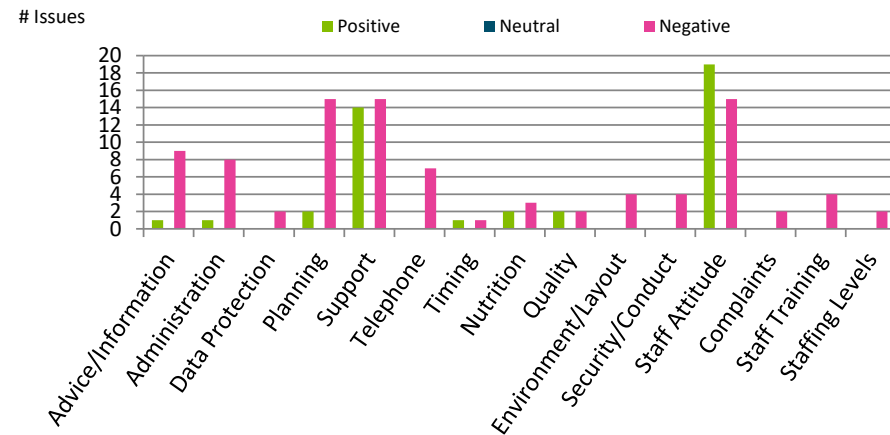
6.2 Sentiment, Transport



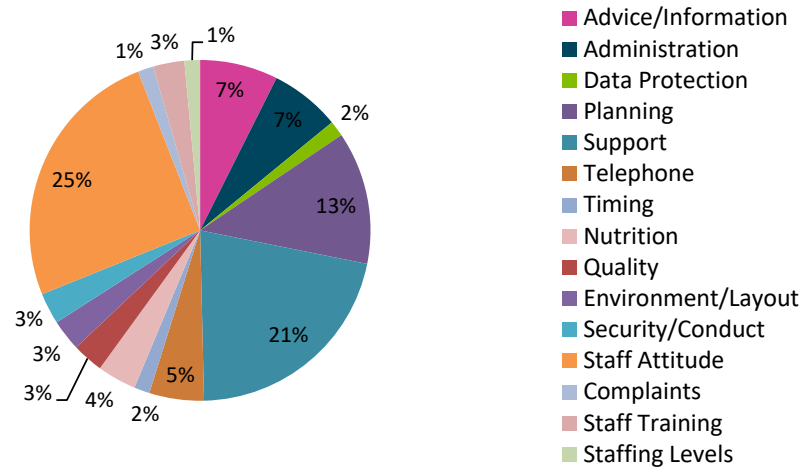
6. Care Pathway: Reception (reception services including back-office)



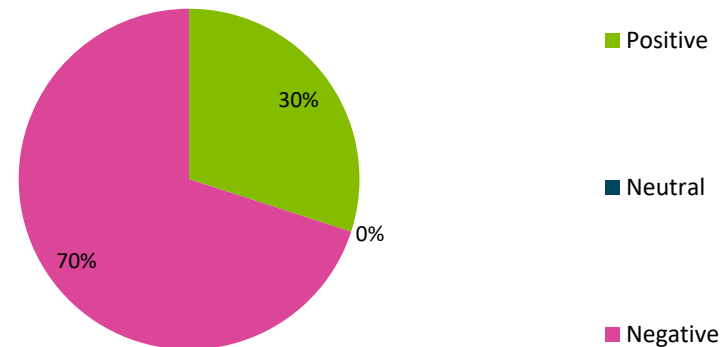
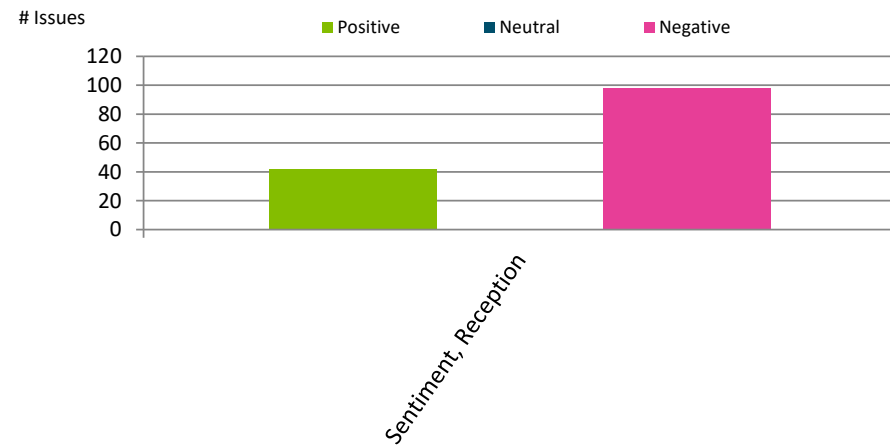
6.3 Trends, Reception (140 issues)



Issues receiving the most comments overall



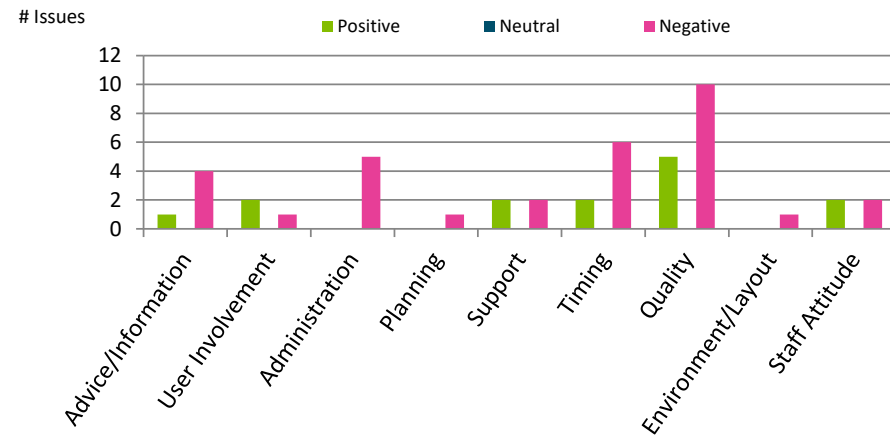
6.4 Sentiment, Reception



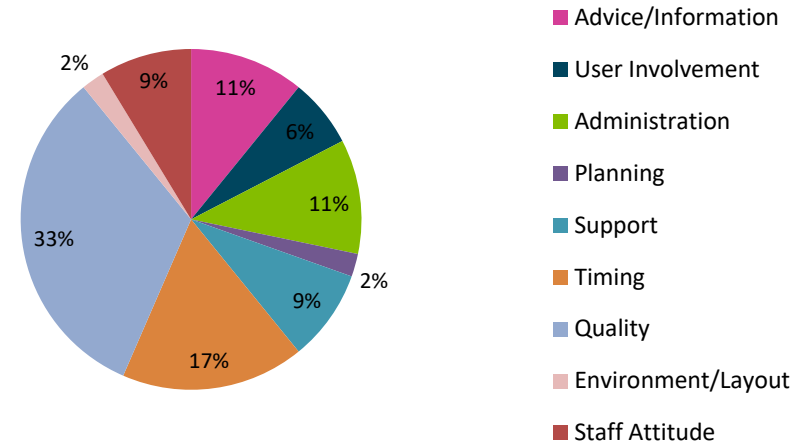
6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)



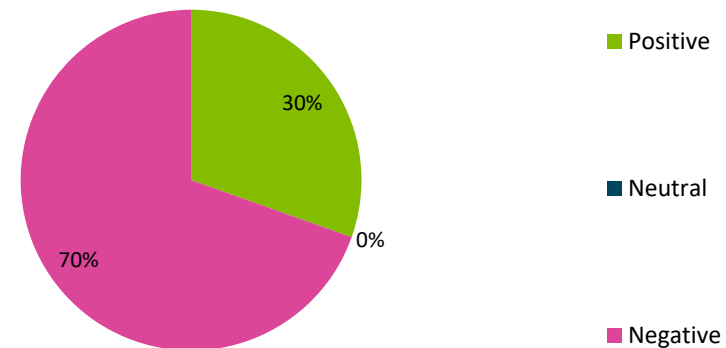
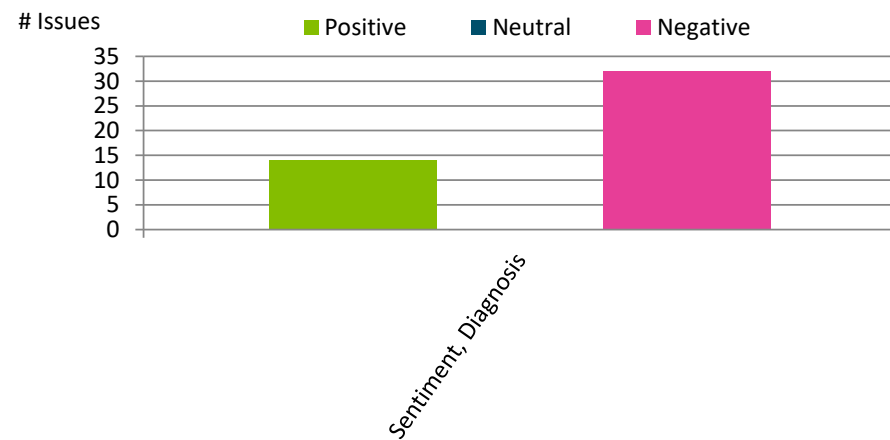
6.5 Trends, Diagnosis/Testing (46 issues)



Issues receiving the most comments overall



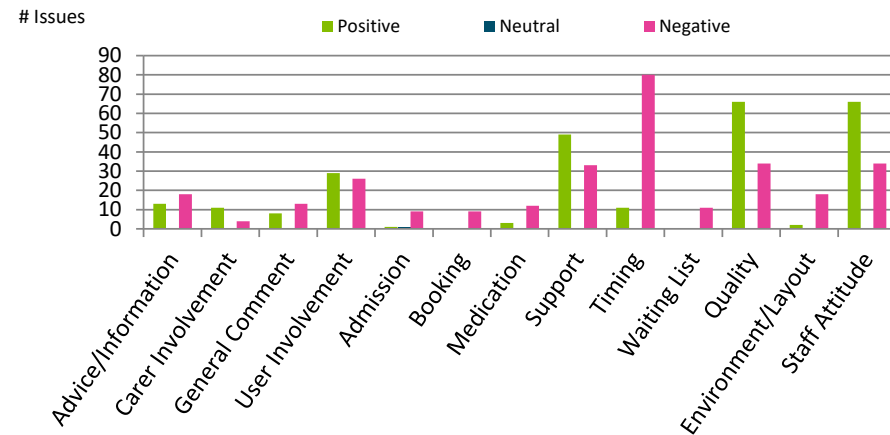
6.6 Sentiment, Diagnosis/Testing



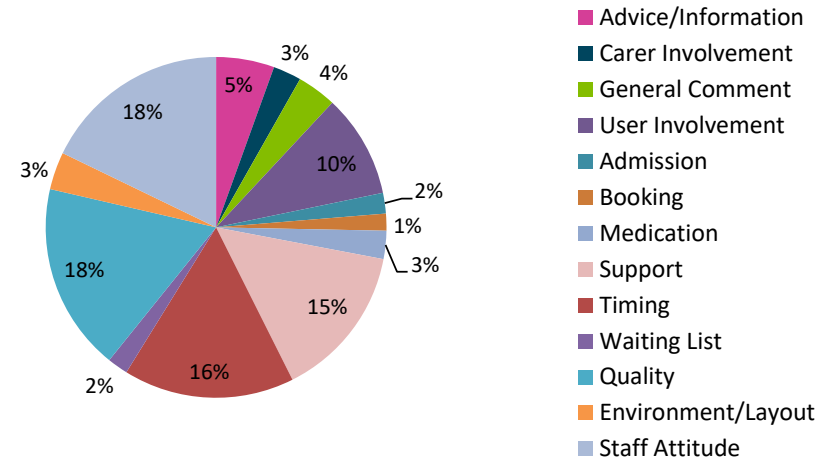
6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)



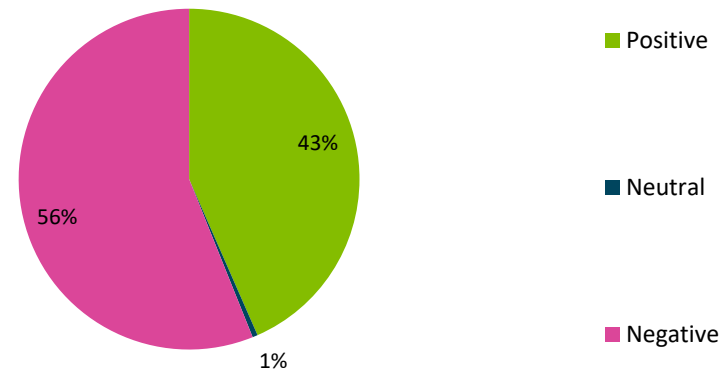
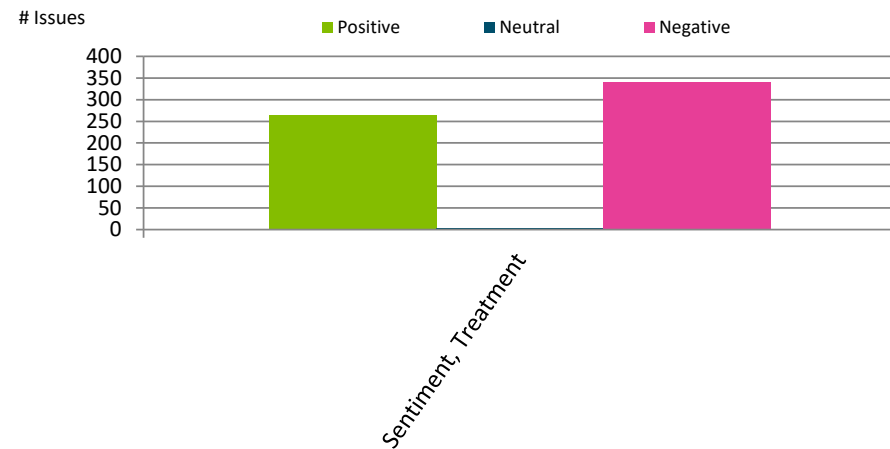
6.7 Trends, Clinical Treatment (608 issues)



Issues receiving the most comments overall



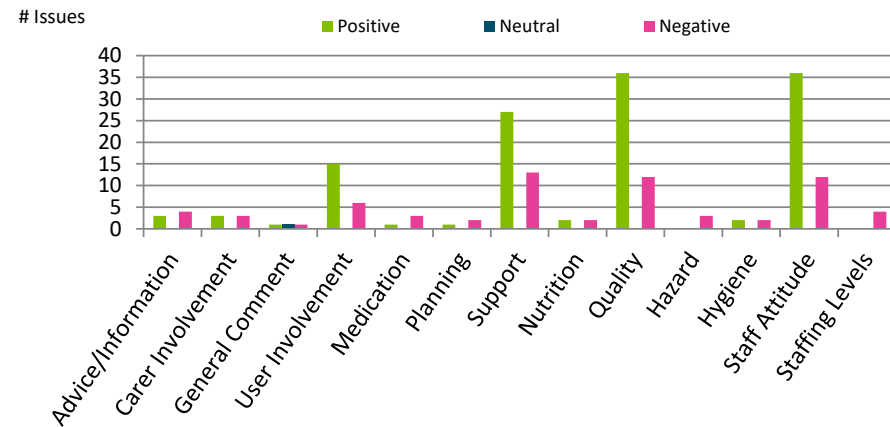
6.8 Sentiment, Clinical Treatment



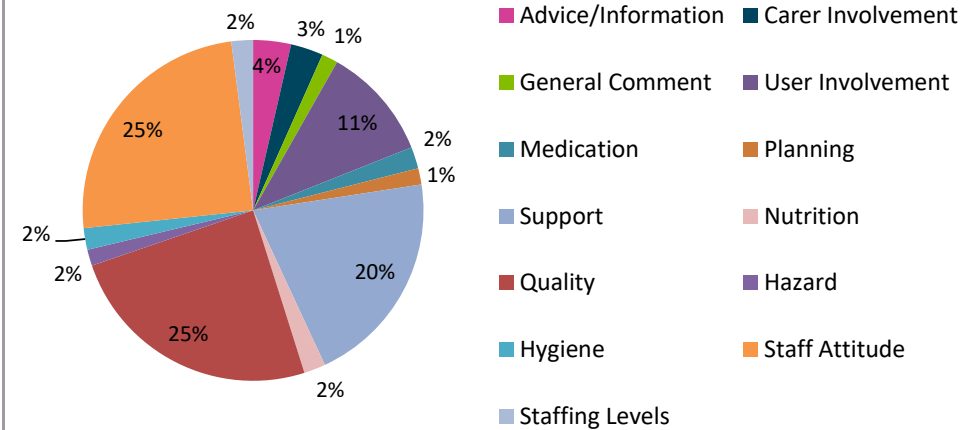
6. Care Pathway: Clinical Nursing (care provided by trained nurses)



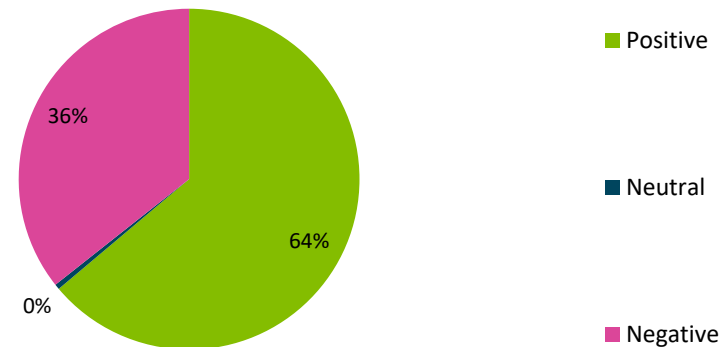
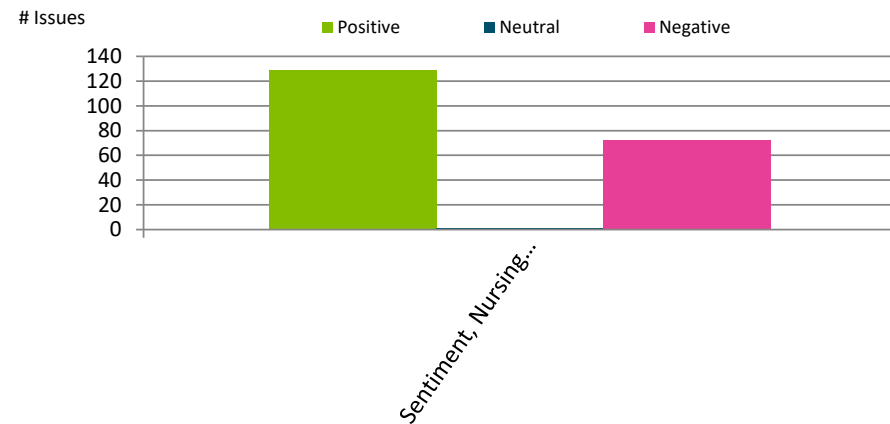
6.9 Trends, Clinical Nursing (202 issues)



Issues receiving the most comments overall



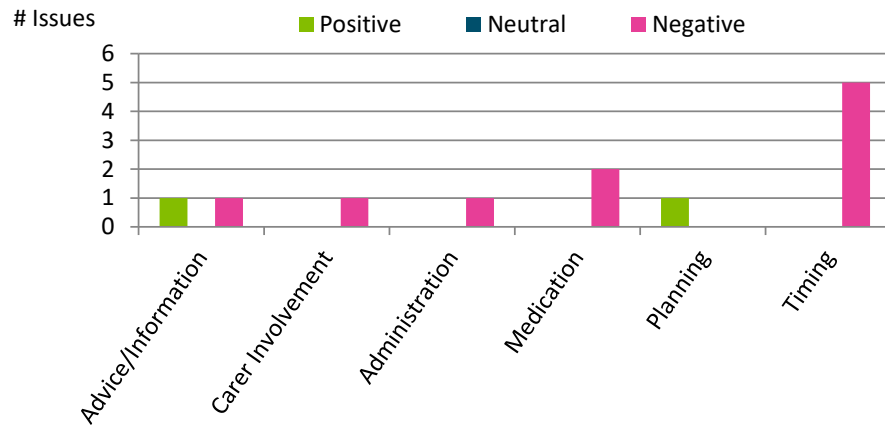
6.10 Sentiment, Clinical Nursing



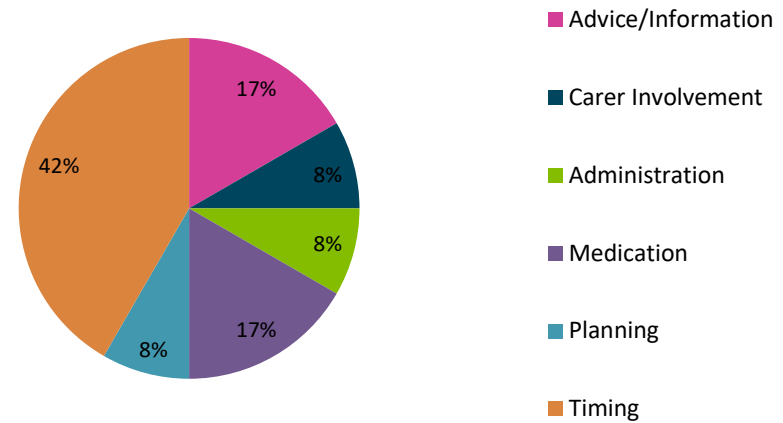
6. Care Pathway: Discharge (discharge from a service)



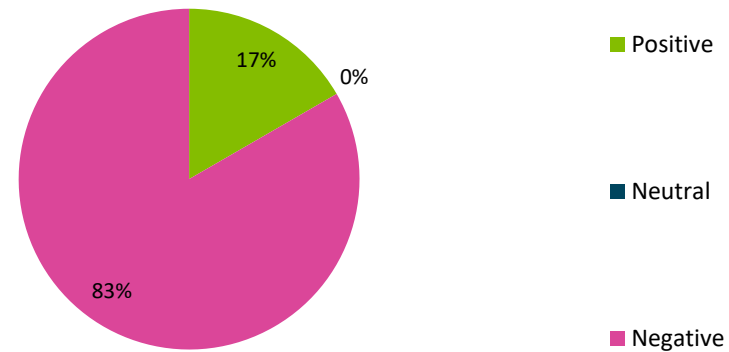
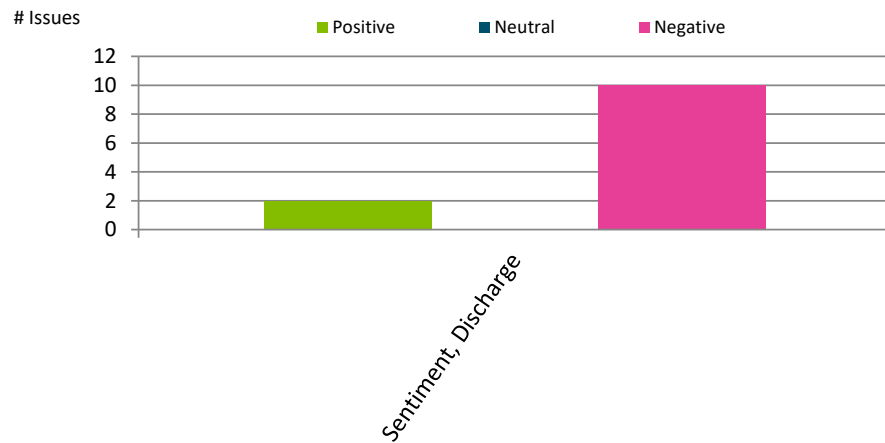
6.11 Trends, Discharge (12 issues)



Issues receiving the most comments overall



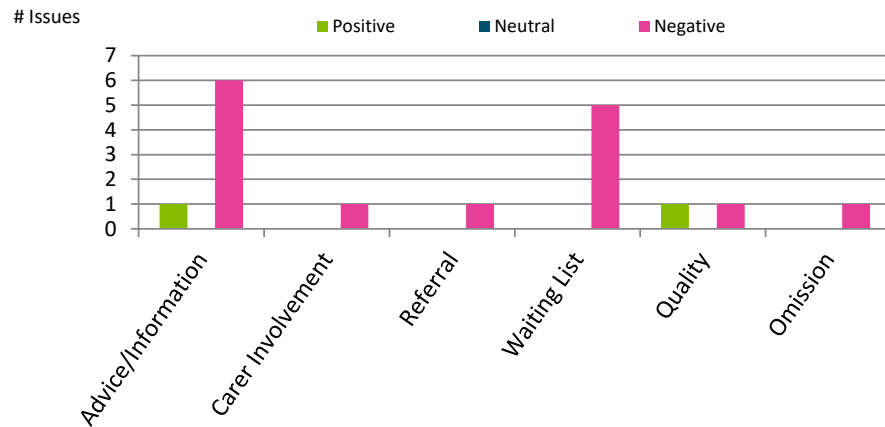
6.12 Sentiment, Discharge



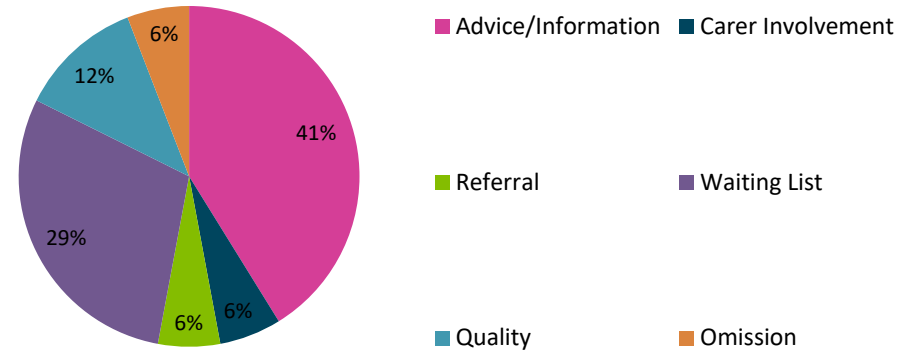
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)



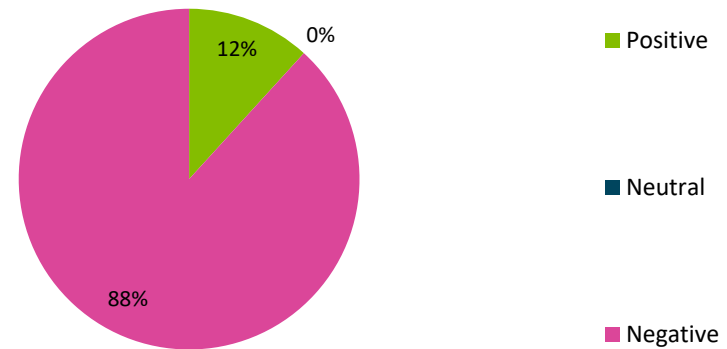
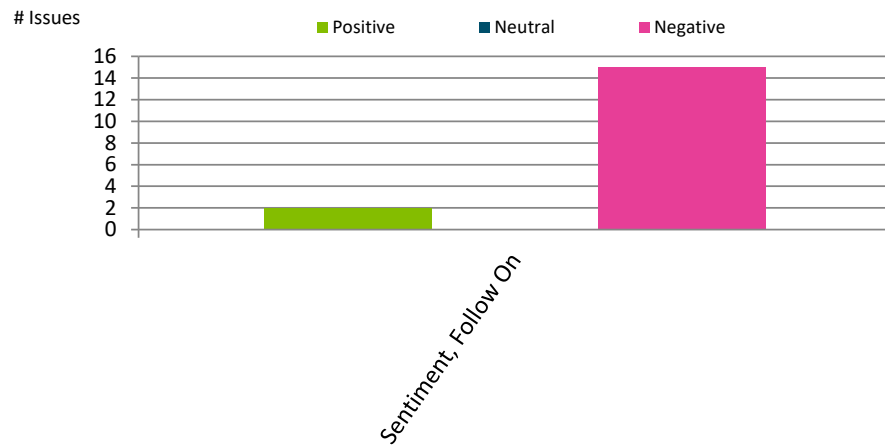
6.13 Trends, Follow On (17 issues)



Issues receiving the most comments overall



6.14 Sentiment, Follow On



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.	21	0	42	63
	Carer Involvement	Involvement of carers, friends or family members.	15	0	9	24
	General Comment	A generalised statement (ie; "The doctor was good.")	9	1	14	24
	User Involvement	Involvement of the service user.	47	0	34	81
Systems	Administration	Administrative processes and delivery.	1	0	14	15
	Admission	Physical admission to a hospital ward, or other service.	1	1	10	12
	Booking	Ability to book, reschedule or cancel appointments.	0	0	9	9
	Cancellations	Cancellation of appointment by the service provider.	0	0	4	4
	Data Protection	General data protection (including GDPR).	0	0	2	2
	Referral	Referral to a service.	0	0	2	2
	Medical Records	Management of medical records.	0	0	1	1
	Medication	Prescription and management of medicines.	4	0	17	21
	Opening Times	Opening times of a service.	1	0	0	1
	Planning	Leadership and general organisation.	4	0	19	23
	Registration	Ability to register for a service.	0	0	0	0
	Support	Levels of support provided.	94	0	63	157
	Telephone	Ability to contact a service by telephone.	0	0	8	8
	Timing	Physical timing (ie; length of wait at appointments).	15	0	93	108
	Waiting List	Length of wait while on a list.	0	0	16	16
Values	Choice	General choice.	0	0	0	0
	Cost	General cost.	0	0	1	1
	Language	Language, including terminology.	0	0	2	2
	Nutrition	Provision of sustenance.	4	0	6	10
	Privacy	Privacy, personal space and property.	0	0	2	2
	Quality	General quality of a service, or staff.	112	0	59	171
	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



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	0	0	0	0
	Environment/Layout	<i>Physical environment of a service.</i>	3	0	23	26
	Equipment	<i>General equipment issues.</i>	0	0	0	0
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	8	8
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	5	0	6	11
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	2	2
	Travel/Parking	<i>Ability to travel or park.</i>	1	2	3	6
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	2	2
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	7	7
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	125	0	63	188
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	2	2
	Staff Training	<i>Training of staff.</i>	0	0	12	12
	Staffing Levels	<i>General availability of staff.</i>	0	0	12	12
Total:			462	4	569	1035