

The Experience of Whipps Cross University Hospital

A trends analysis report by Healthwatch Waltham Forest



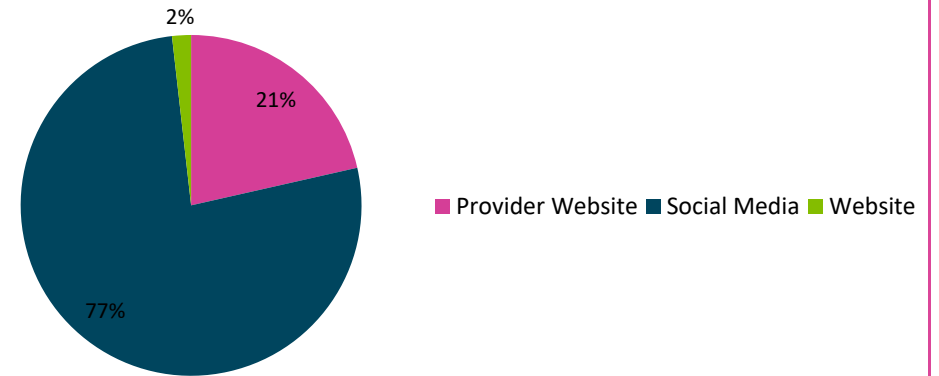
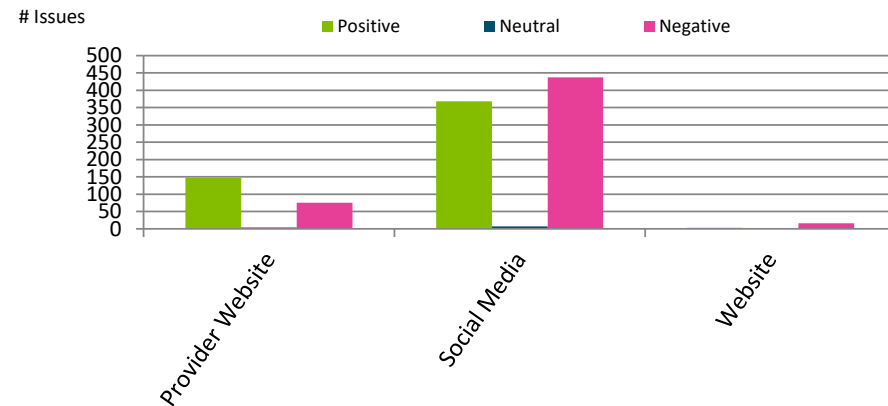
Healthwatch is your local independent health and social care champion.. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of local hospital services.

Qualitative Feedback, 1 July 2024 - 30 June 2025

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

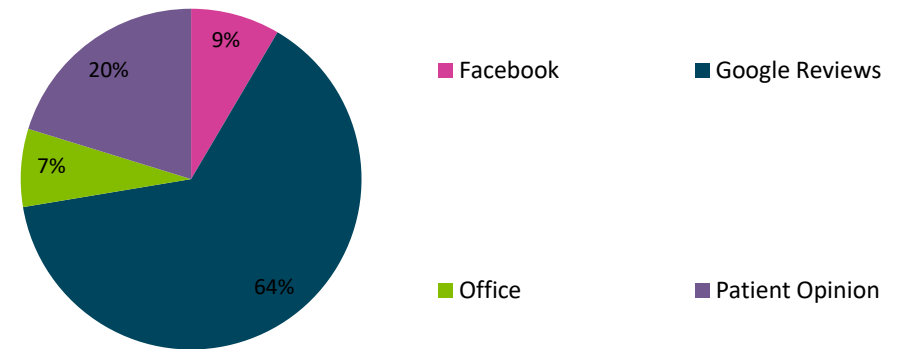
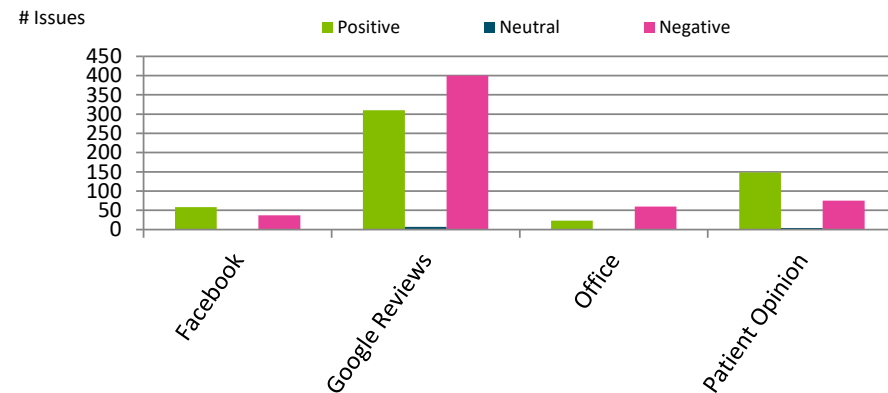


1.1 Source: 1147 issues from 338 people



Sources providing the most comments overall

1.2 Origin

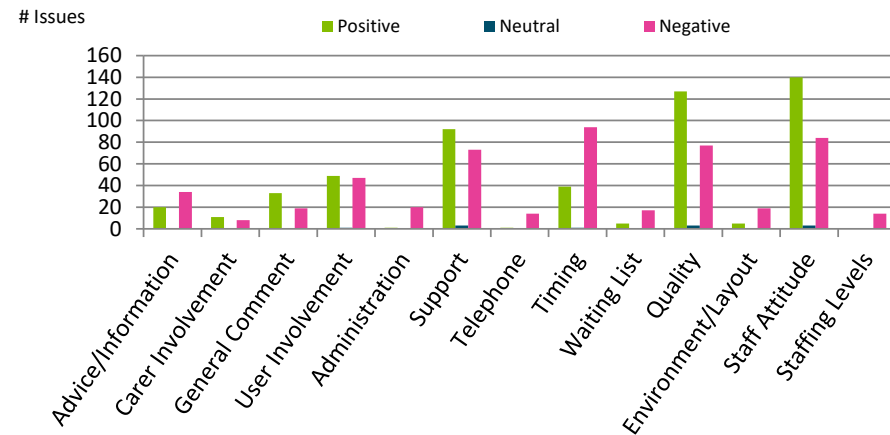


Origins providing the most comments overall

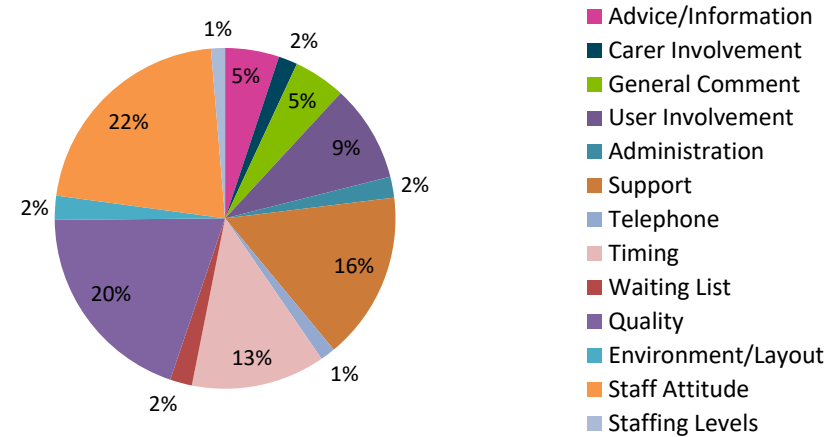
2. Top Trends: Which service aspects are people most commenting on?



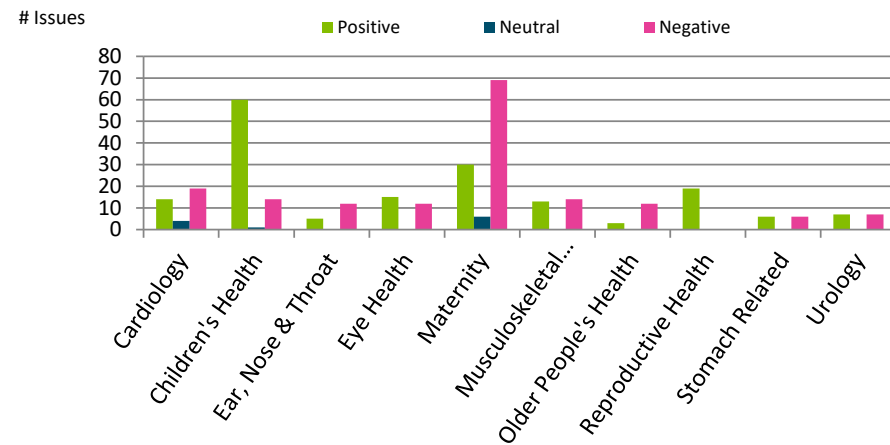
2.1 Service aspects: 1147 issues from 338 people



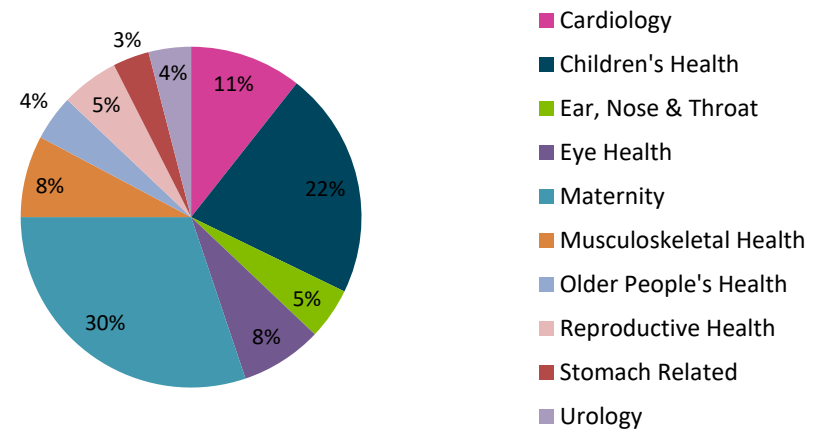
Issues receiving the most comments overall. See pages 19-20 for issue descriptions



2.2 Stated medical conditions



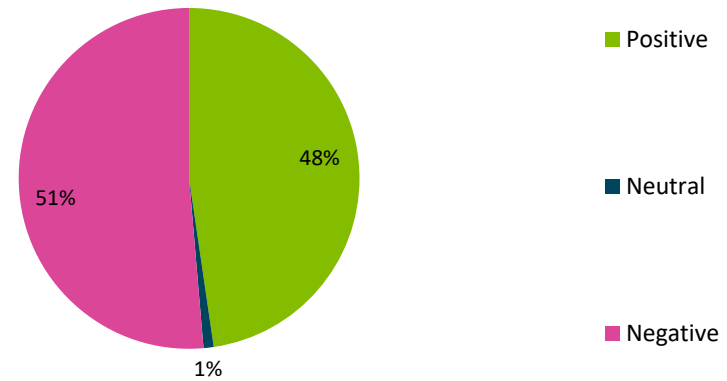
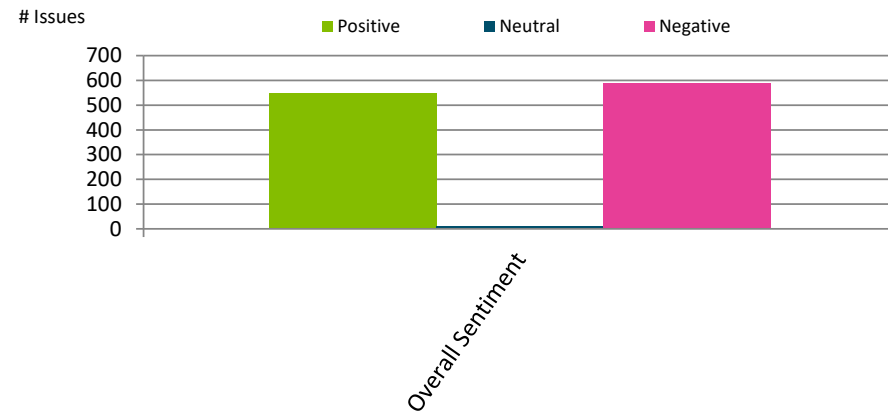
Medical conditions receiving the most comments overall



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

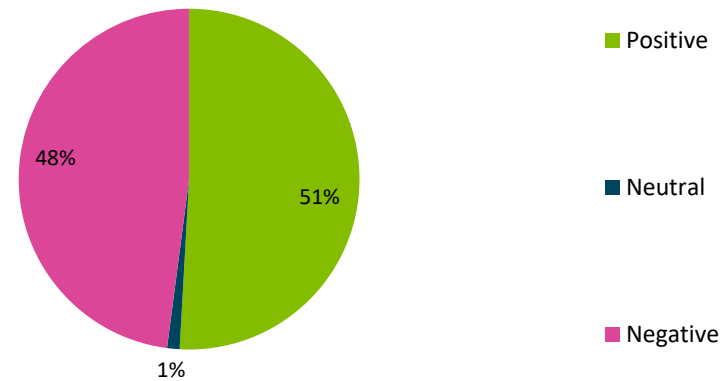
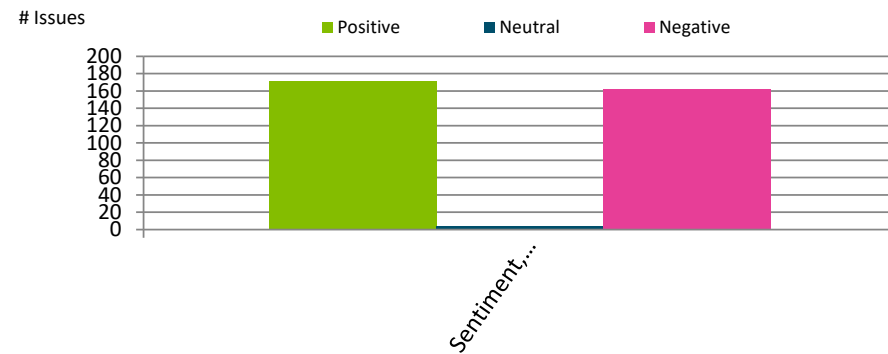


3.1 How do people feel as a whole?



NEL Average is 48% positive, according to feedback

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

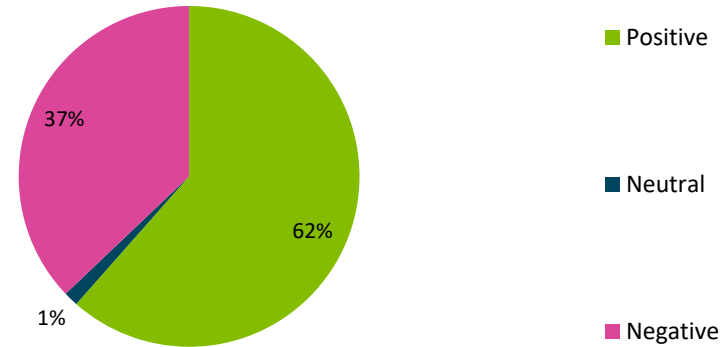
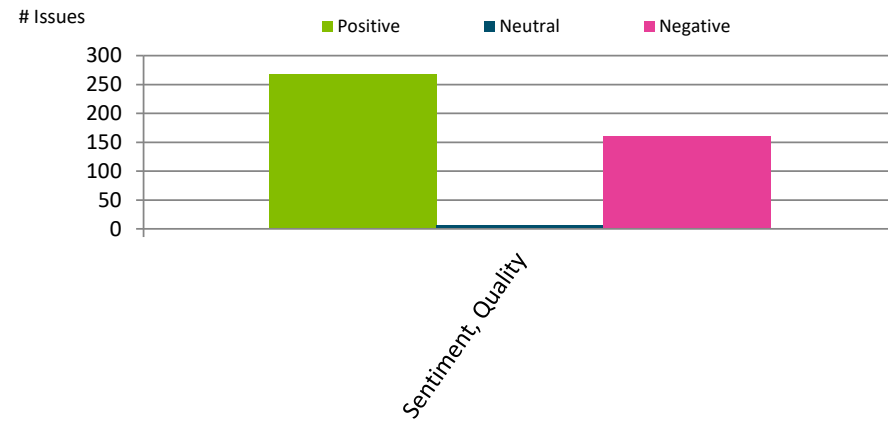


NEL Average is 57% positive, according to feedback

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

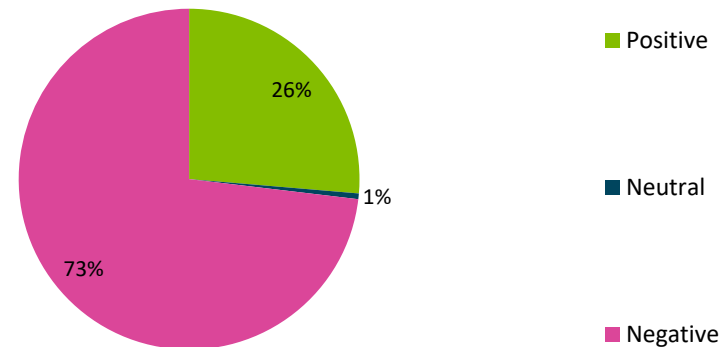
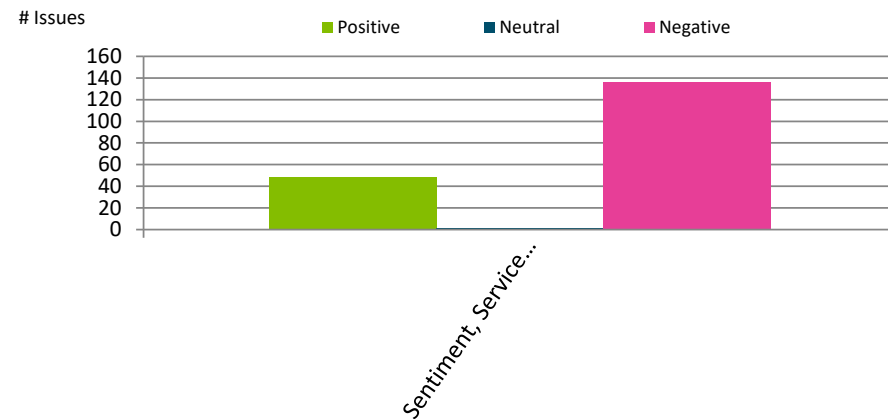


3.3 How do people feel about general quality and empathy?



NEL Average is 64% positive, according to feedback

3.4 How do people feel about general access to services?

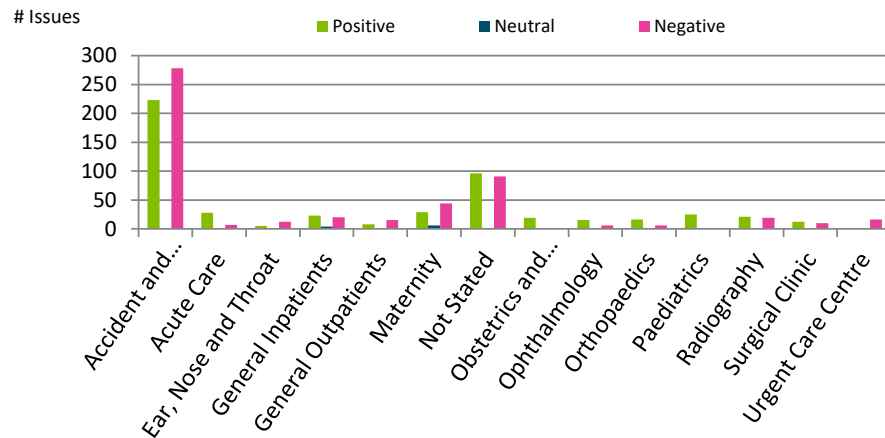


NEL Average is 21% positive, according to feedback

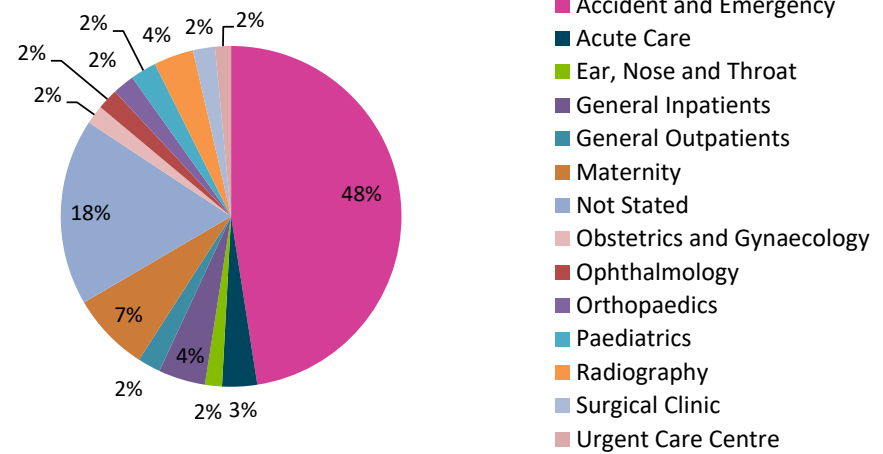
4. Trends: Which departments are people most commenting on?



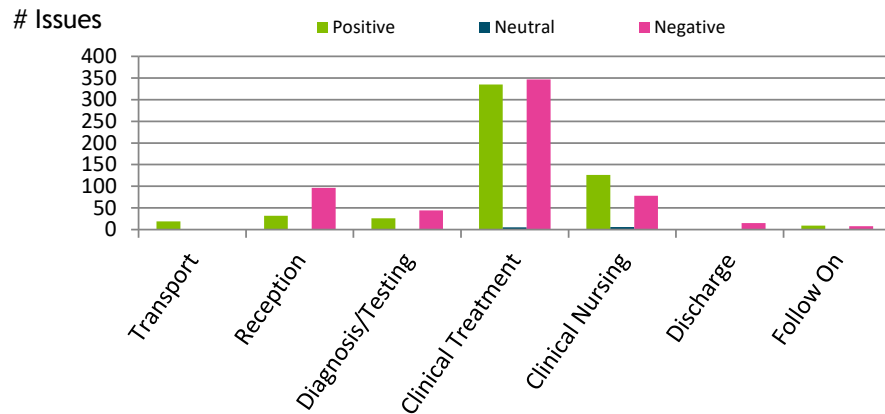
4.1 Departments (1147 issues)



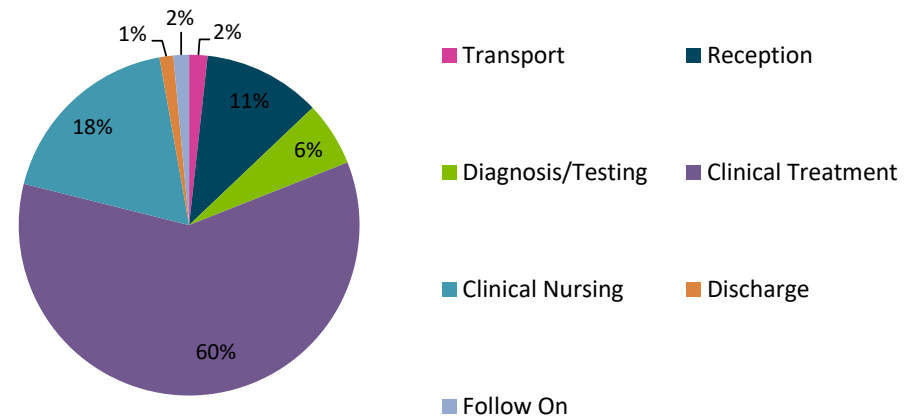
Departments receiving the most comments overall



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



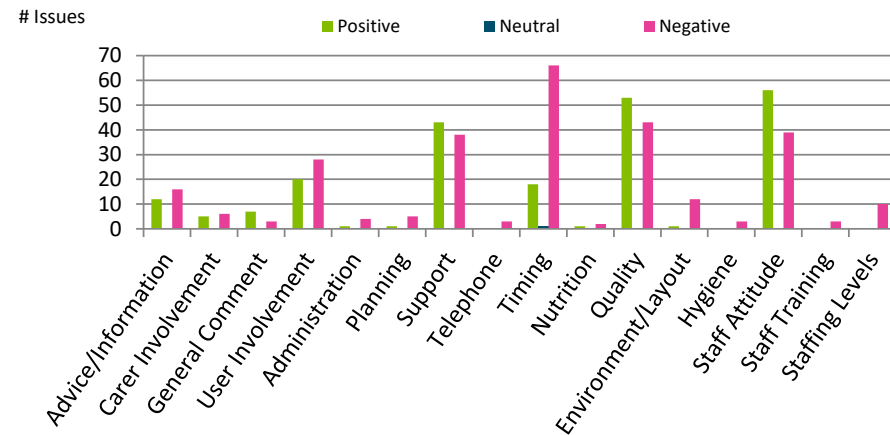
Care pathway locations



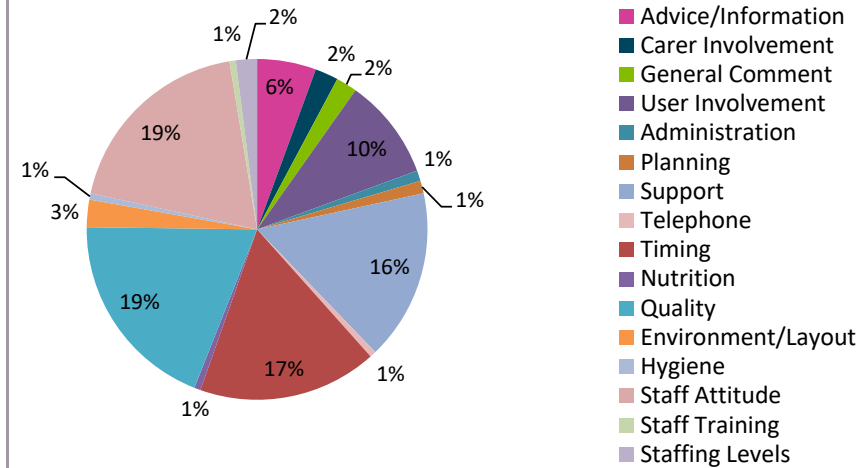
5. Trends: Urgent & Emergency Care



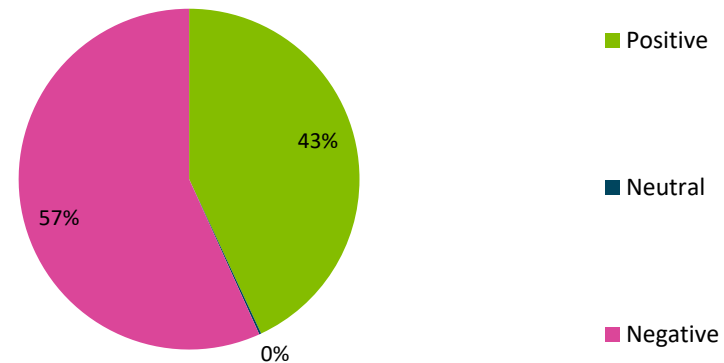
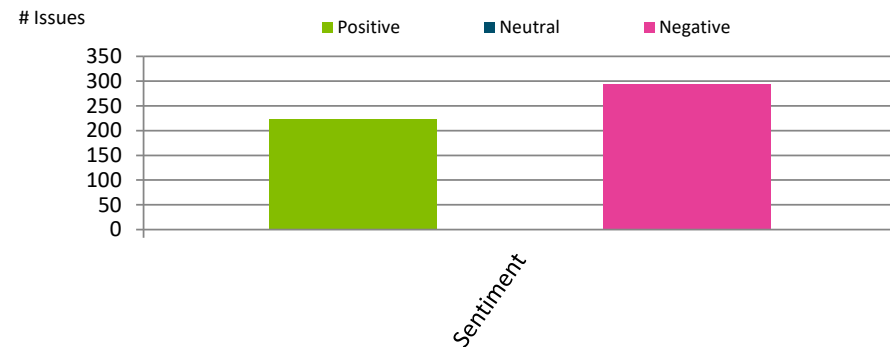
5.1 Trends, U&EC (518 issues from 134 people)



Issues receiving the most comments overall



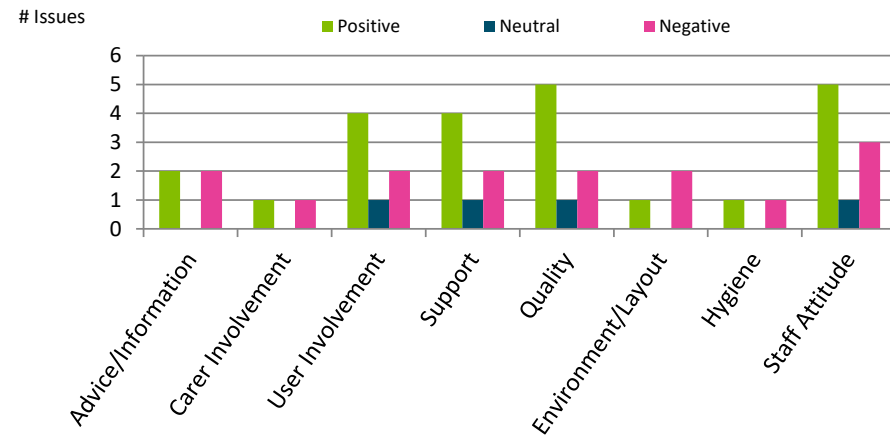
5.2 Sentiment, U&EC



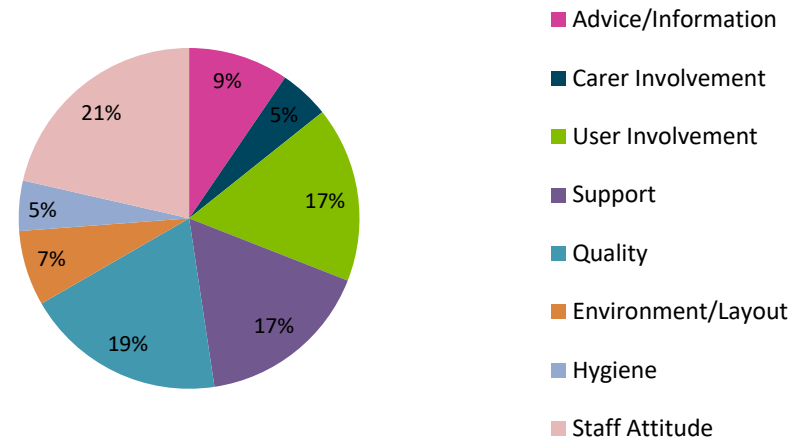
5. Trends: Inpatients



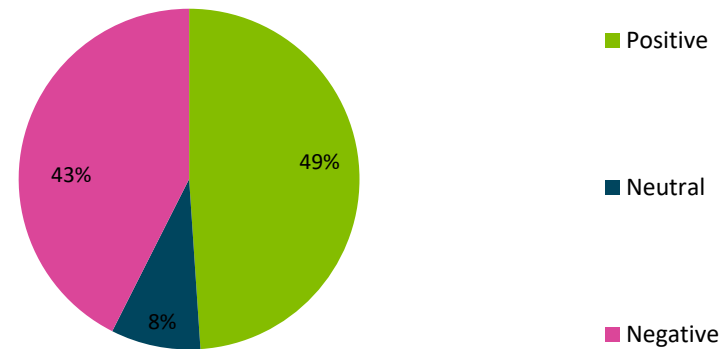
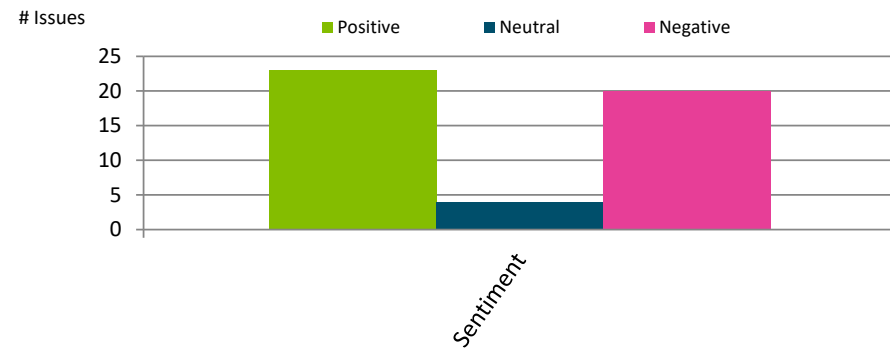
5.3 Trends, Inpatients (47 issues from 10 people)



Issues receiving the most comments overall



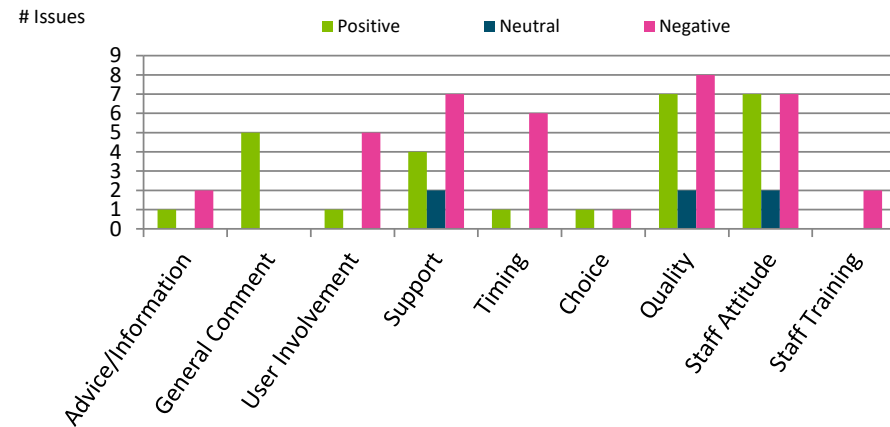
5.4 Sentiment, Inpatients



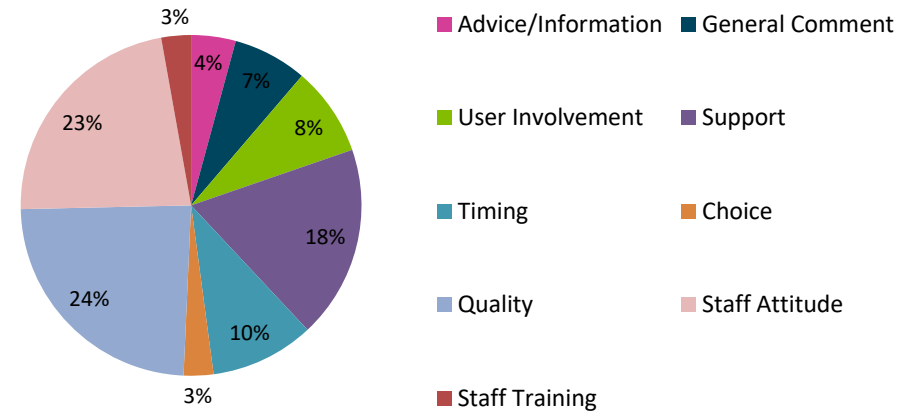
5. Trends: Maternity



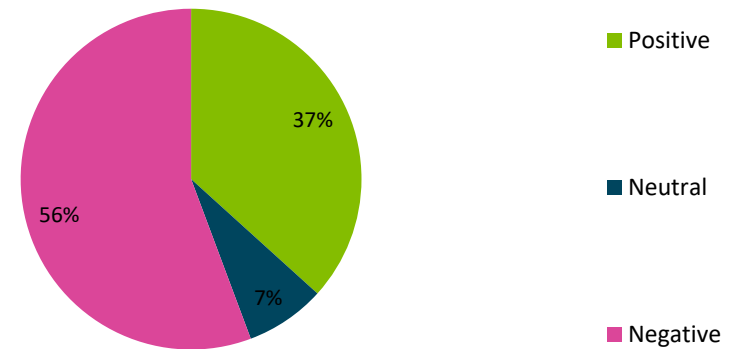
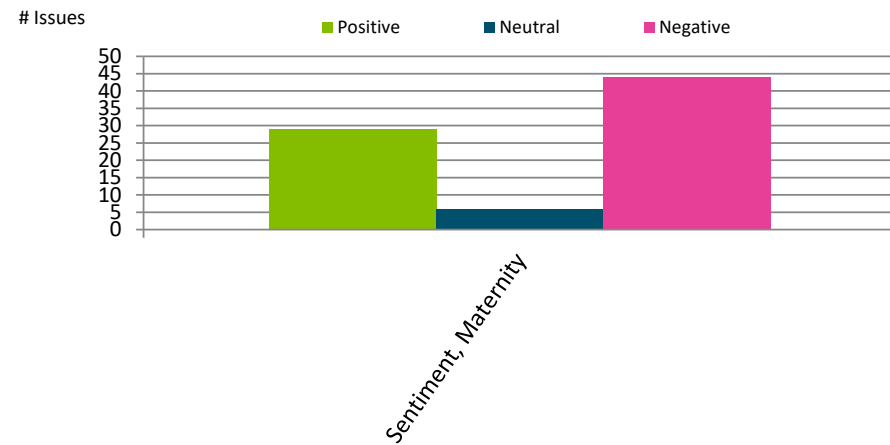
5.5 Trends, Maternity (79 issues from 23 people)



Issues receiving the most comments overall



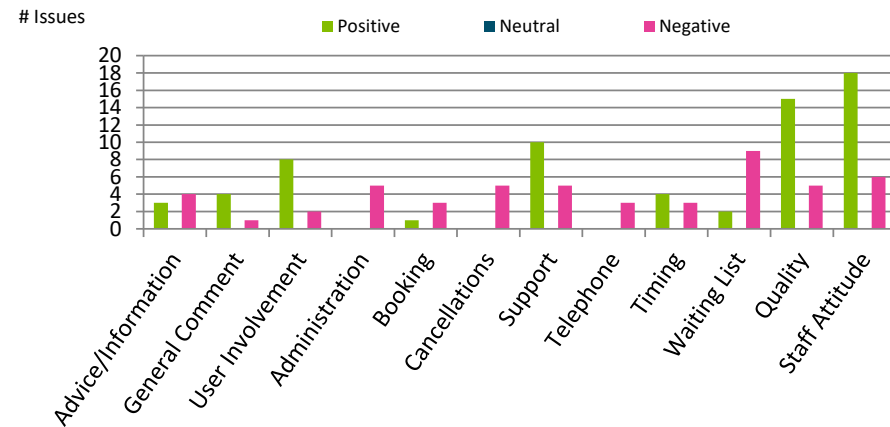
5.6 Sentiment, Maternity



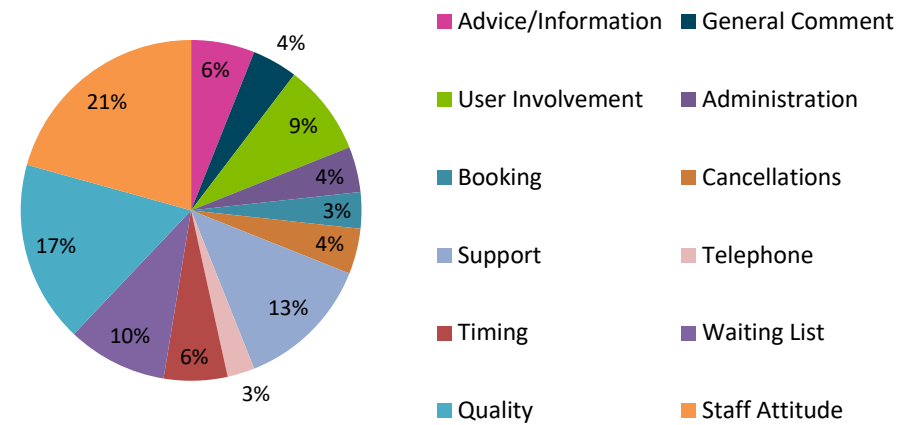
5. Trends: Outpatients



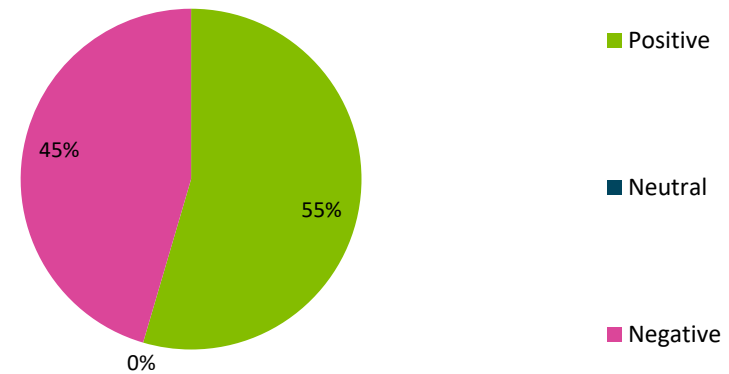
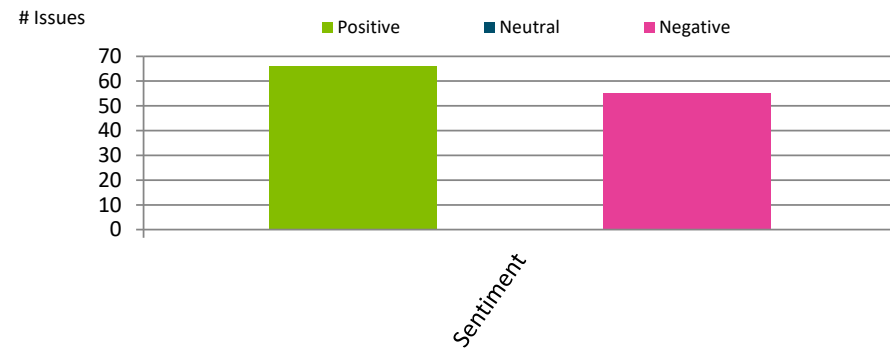
5.7 Trends, Outpatients (121 issues from 35 people)



Issues receiving the most comments overall



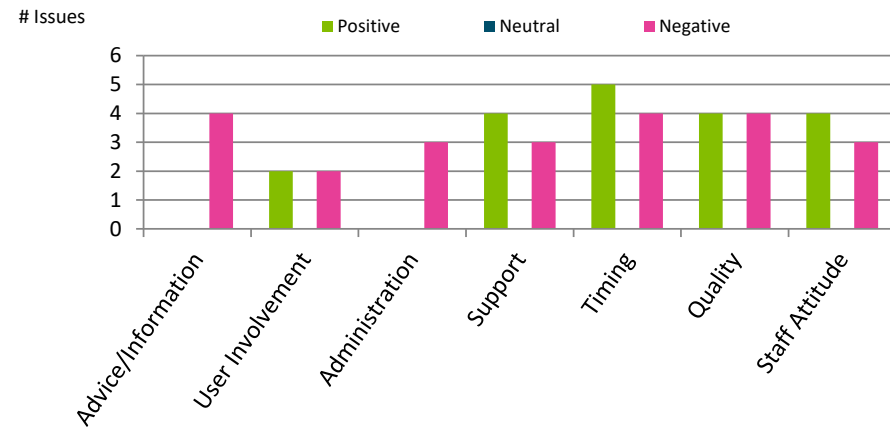
5.8 Sentiment, Outpatients



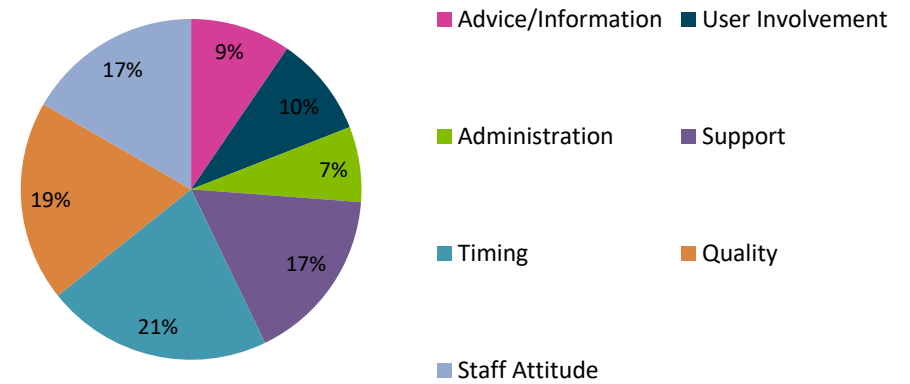
5. Trends: Diagnostics



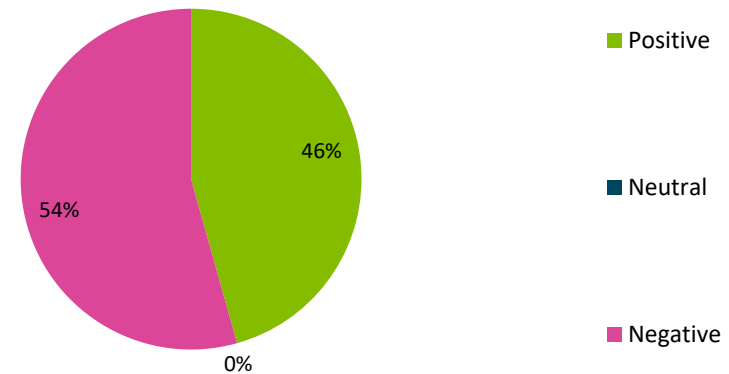
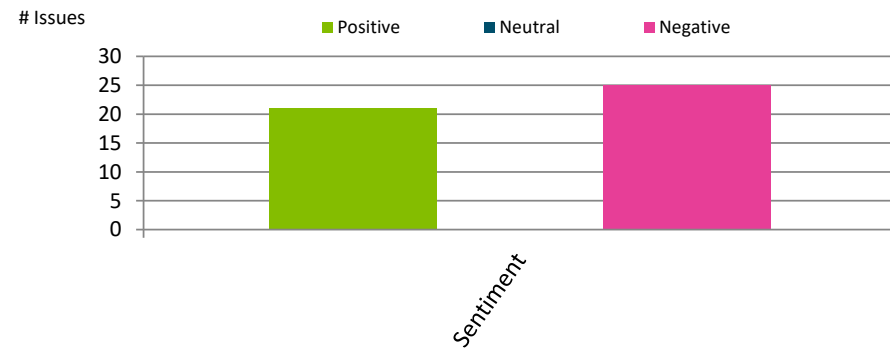
5.9 Trends, Diagnostics (46 issues from 14 people)



Issues receiving the most comments overall



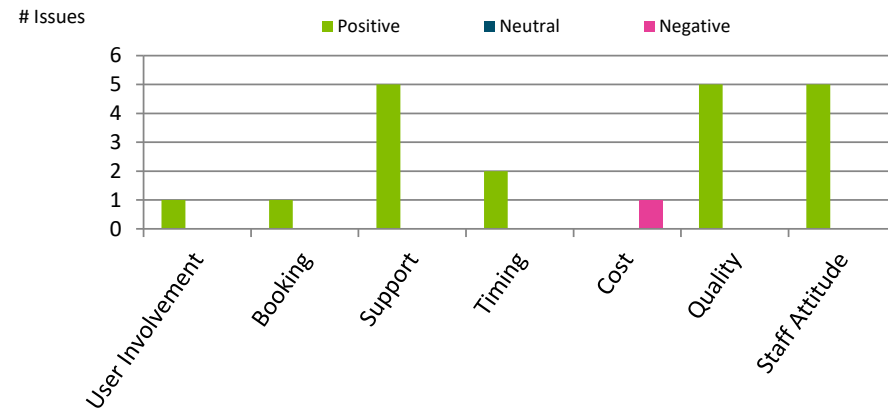
5.14 Sentiment, Diagnostics



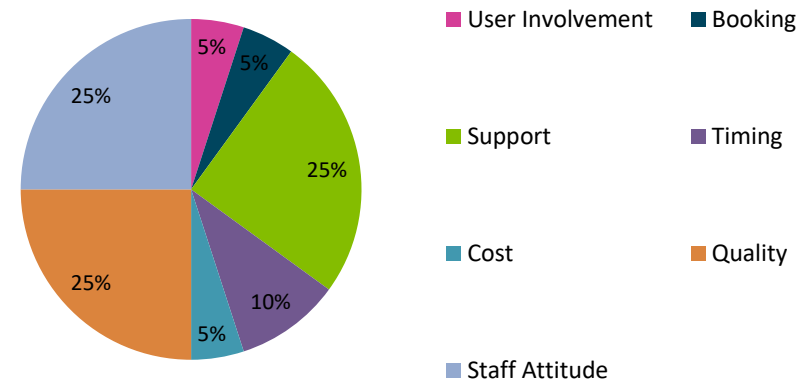
6. Care Pathway: Transport (ability to get to-and-from services)



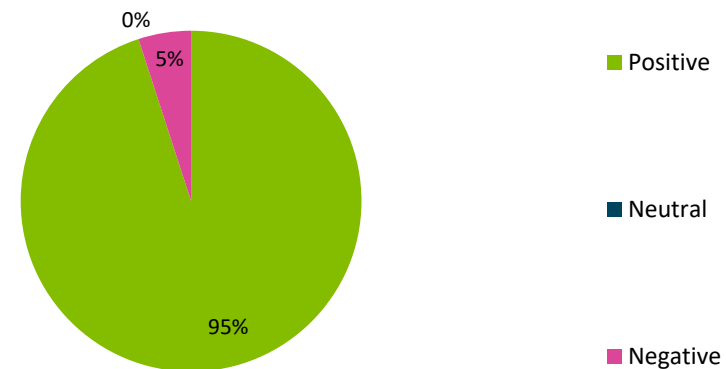
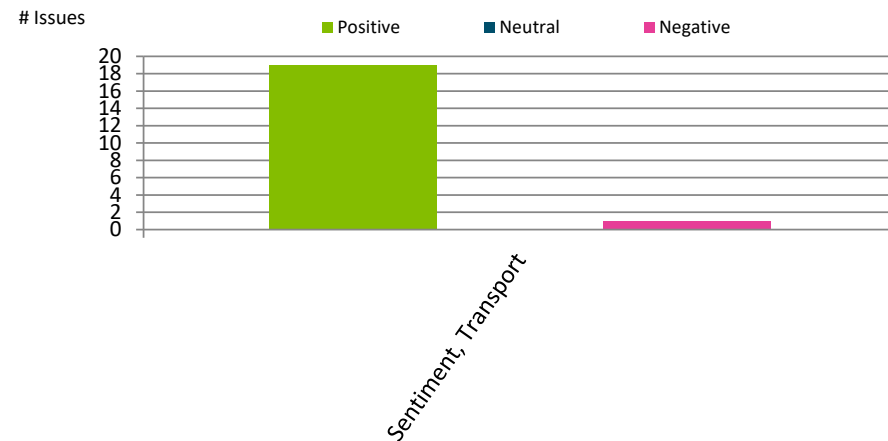
6.1 Trends, Transport (20 issues)



Issues receiving the most comments overall



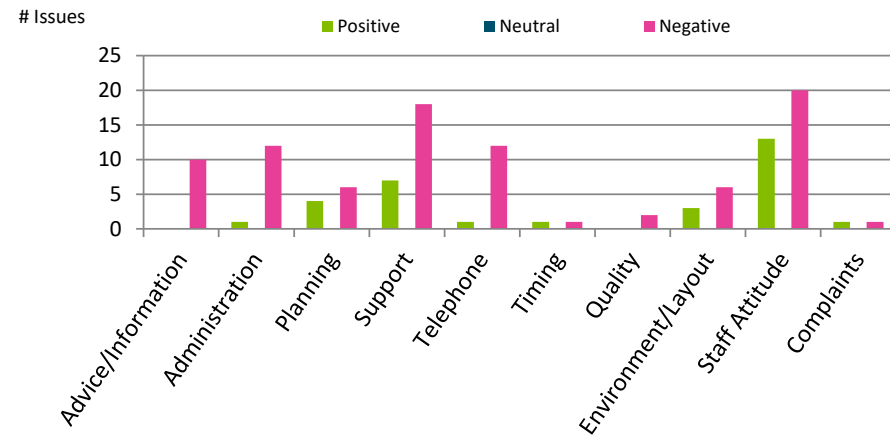
6.2 Sentiment, Transport



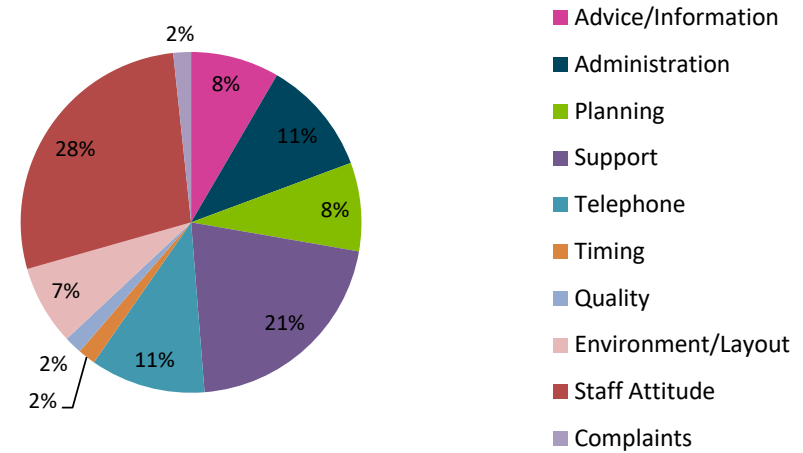
6. Care Pathway: Reception (reception services including back-office)



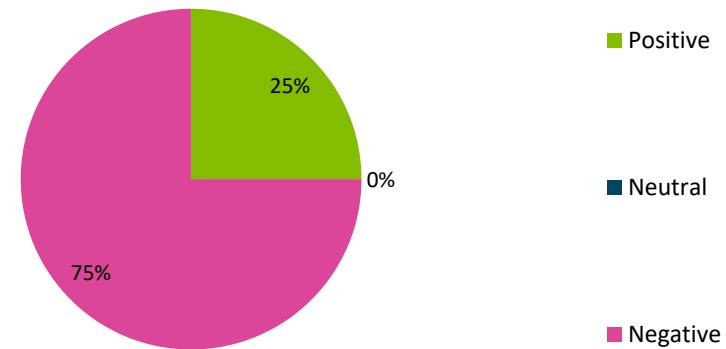
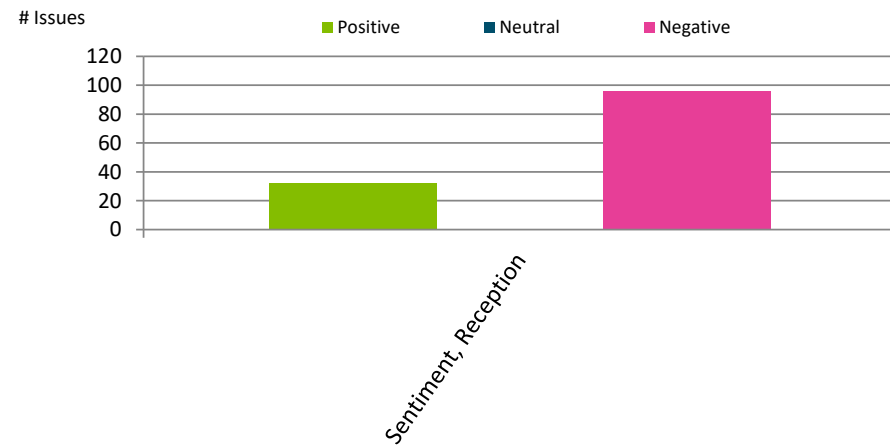
6.3 Trends, Reception (128 issues)



Issues receiving the most comments overall



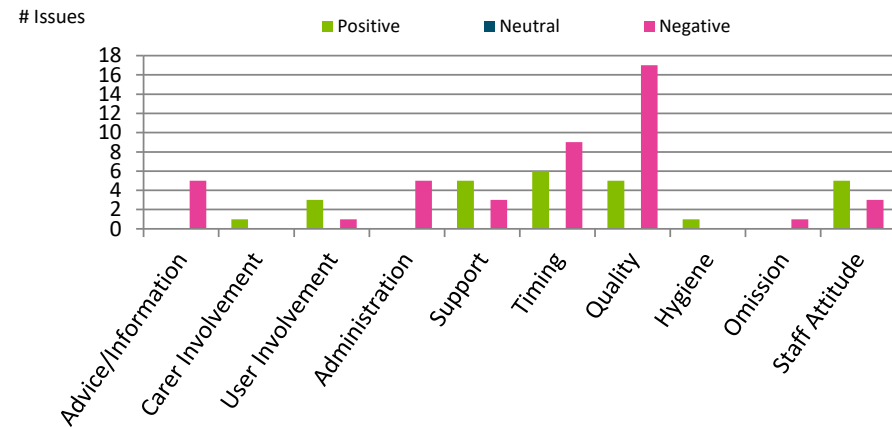
6.4 Sentiment, Reception



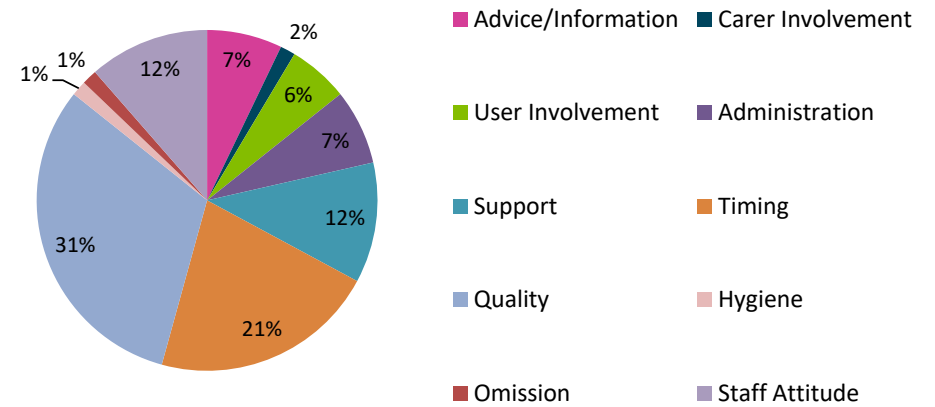
6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)



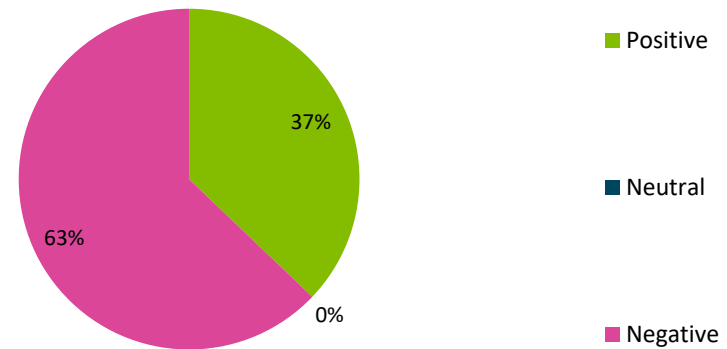
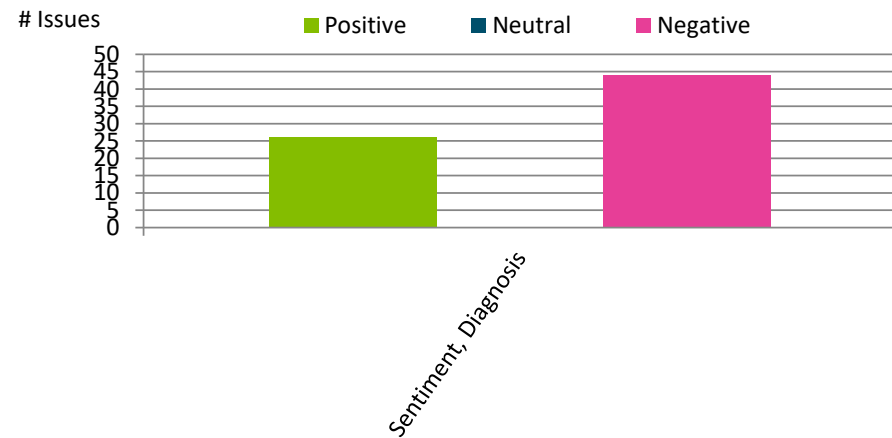
6.5 Trends, Diagnosis/Testing (70 issues)



Issues receiving the most comments overall



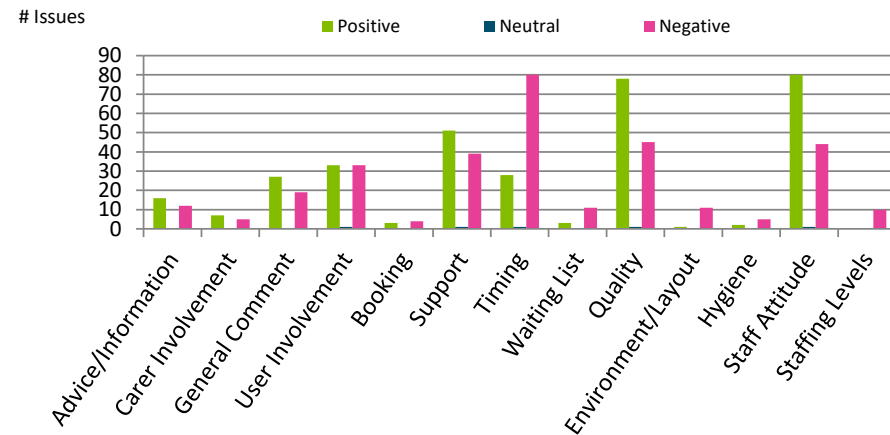
6.6 Sentiment, Diagnosis/Testing



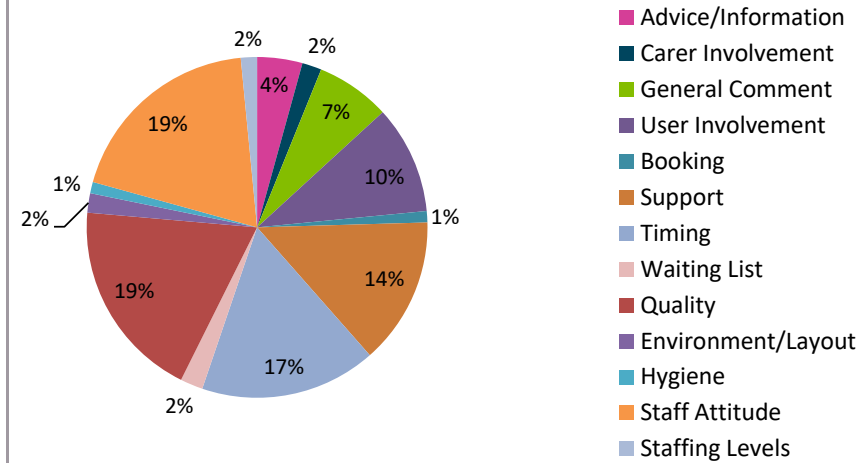
6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)



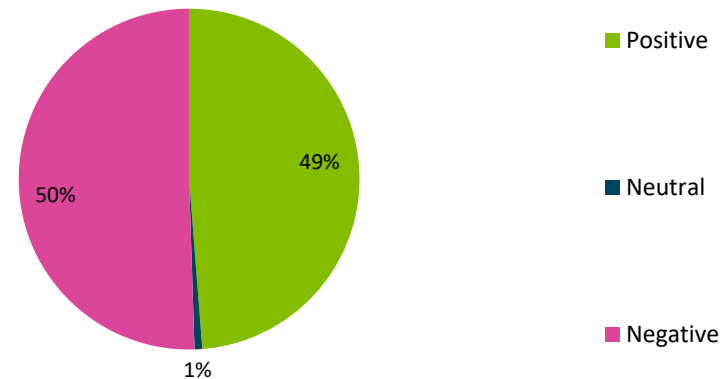
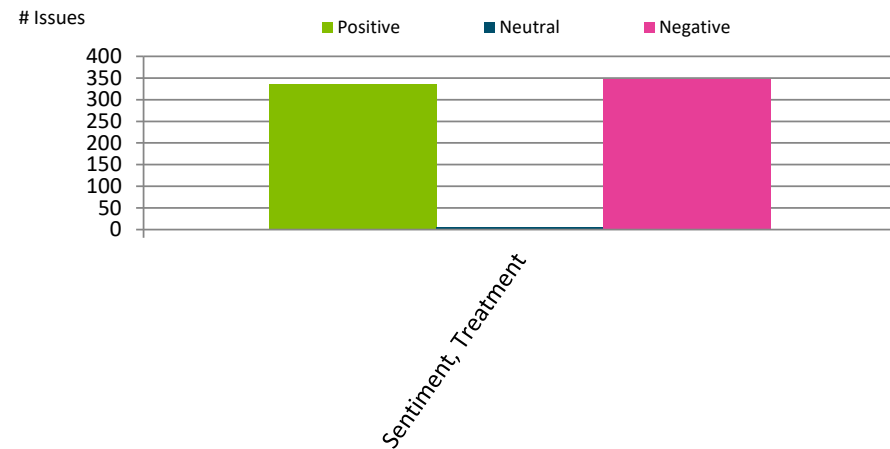
6.7 Trends, Clinical Treatment (687 issues)



Issues receiving the most comments overall



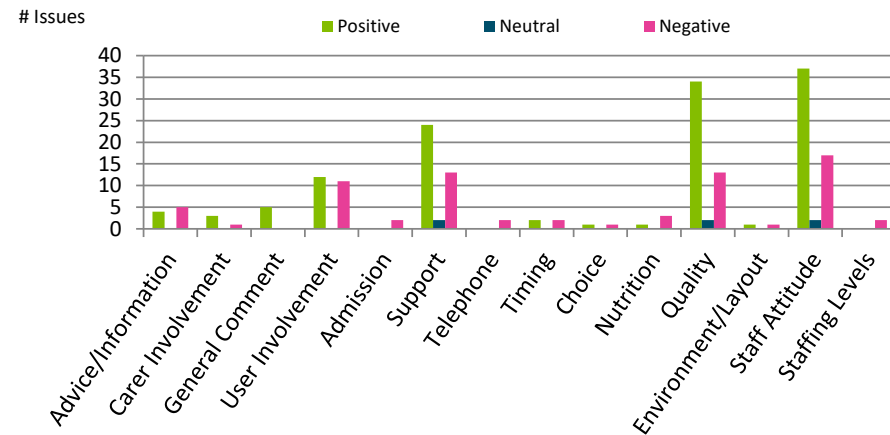
6.8 Sentiment, Clinical Treatment



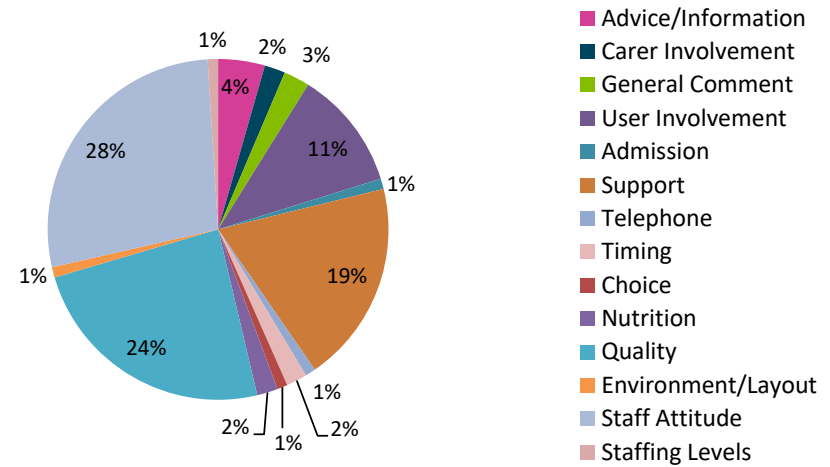
6. Care Pathway: Clinical Nursing (care provided by trained nurses)



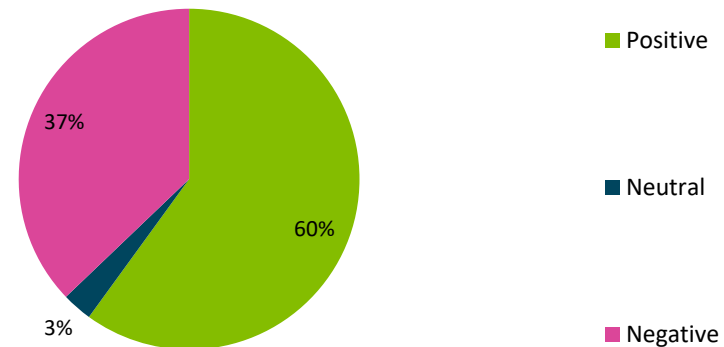
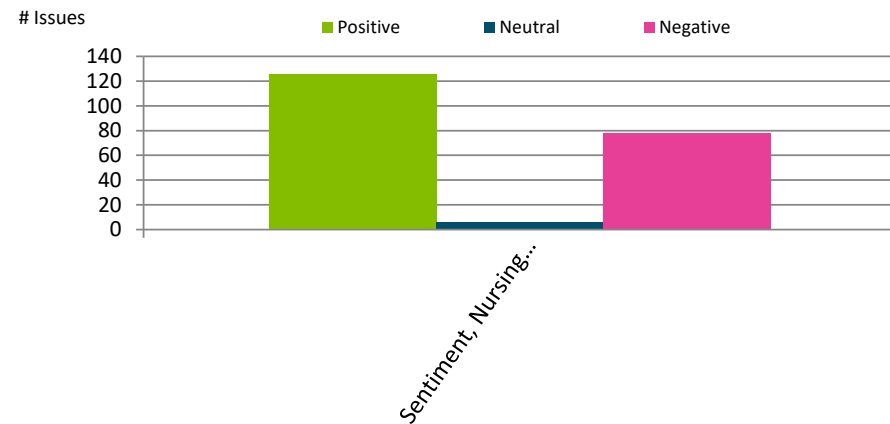
6.9 Trends, Clinical Nursing (210 issues)



Issues receiving the most comments overall



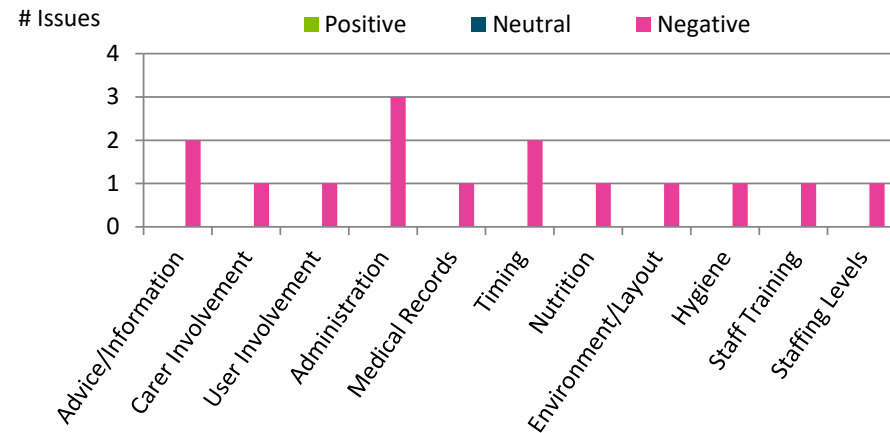
6.10 Sentiment, Clinical Nursing



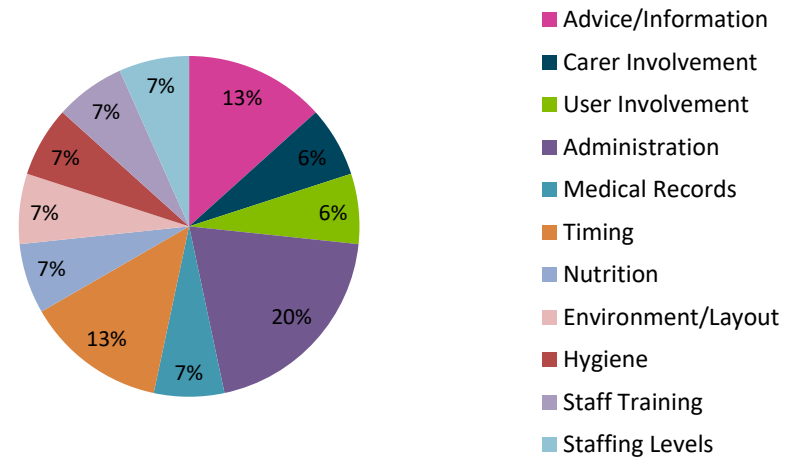
6. Care Pathway: Discharge (discharge from a service)



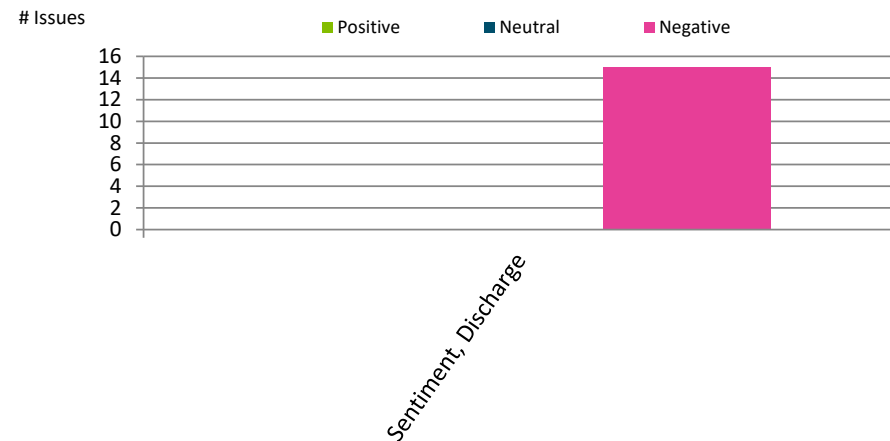
6.11 Trends, Discharge (15 issues)



Issues receiving the most comments overall



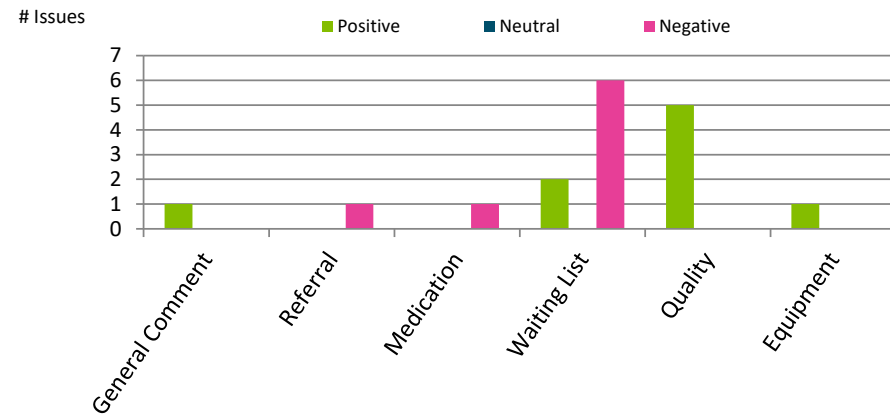
6.12 Sentiment, Discharge



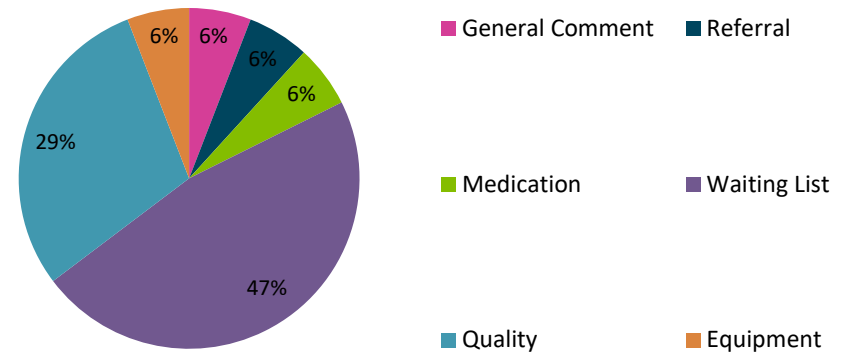
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)



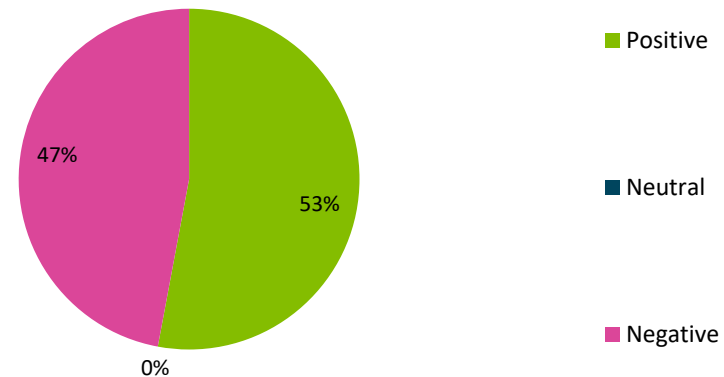
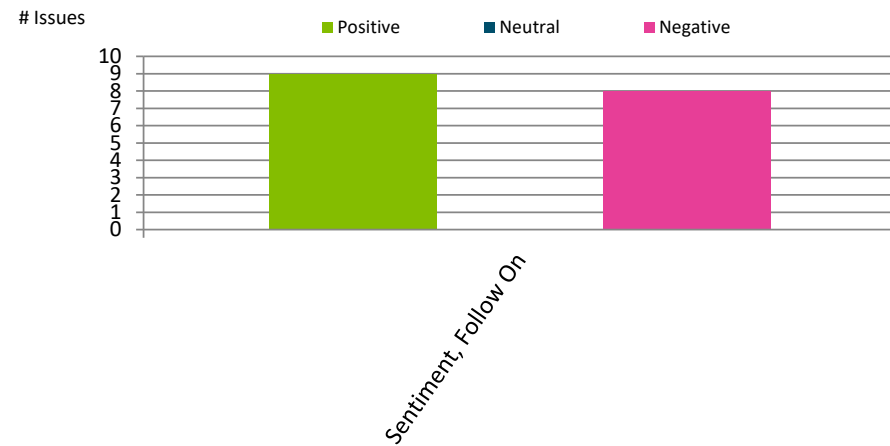
6.13 Trends, Follow On (17 issues)



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. | 20 | 0 | 34 | 54 |
| | Carer Involvement | Involvement of carers, friends or family members. | 11 | 0 | 8 | 19 |
| | General Comment | A generalised statement (ie; "The doctor was good.") | 33 | 0 | 19 | 52 |
| | User Involvement | Involvement of the service user. | 49 | 1 | 47 | 97 |
| Systems | Administration | Administrative processes and delivery. | 1 | 0 | 20 | 21 |
| | Admission | Physical admission to a hospital ward, or other service. | 0 | 0 | 4 | 4 |
| | Booking | Ability to book, reschedule or cancel appointments. | 4 | 0 | 4 | 8 |
| | 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. | 0 | 0 | 1 | 1 |
| | Medical Records | Management of medical records. | 0 | 0 | 3 | 3 |
| | Medication | Prescription and management of medicines. | 1 | 0 | 4 | 5 |
| | Opening Times | Opening times of a service. | 1 | 0 | 0 | 1 |
| | Planning | Leadership and general organisation. | 4 | 0 | 7 | 11 |
| | Registration | Ability to register for a service. | 0 | 0 | 2 | 2 |
| | Support | Levels of support provided. | 92 | 3 | 73 | 168 |
| | Telephone | Ability to contact a service by telephone. | 1 | 0 | 14 | 15 |
| | Timing | Physical timing (ie; length of wait at appointments). | 39 | 1 | 94 | 134 |
| | Waiting List | Length of wait while on a list. | 5 | 0 | 17 | 22 |
| Values | Choice | General choice. | 1 | 0 | 3 | 4 |
| | Cost | General cost. | 0 | 0 | 2 | 2 |
| | Language | Language, including terminology. | 0 | 0 | 2 | 2 |
| | Nutrition | Provision of sustenance. | 2 | 0 | 5 | 7 |
| | Privacy | Privacy, personal space and property. | 2 | 0 | 3 | 5 |
| | Quality | General quality of a service, or staff. | 127 | 3 | 77 | 207 |
| | Sensory | Deaf/blind or other sensory issues. | 0 | 0 | 0 | 0 |
| | Stimulation | General stimulation, including access to activities. | 1 | 0 | 1 | 2 |

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> | 1 | 0 | 0 | 1 |
| | Environment/Layout | <i>Physical environment of a service.</i> | 5 | 0 | 19 | 24 |
| | Equipment | <i>General equipment issues.</i> | 1 | 0 | 0 | 1 |
| | Hazard | <i>General hazard to safety (ie; a hospital wide infection).</i> | 0 | 0 | 1 | 1 |
| | Hygiene | <i>Levels of hygiene and general cleanliness.</i> | 4 | 0 | 6 | 10 |
| | Mobility | <i>Physical mobility to, from and within services.</i> | 0 | 0 | 1 | 1 |
| | Travel/Parking | <i>Ability to travel or park.</i> | 1 | 0 | 2 | 3 |
| Staff | Omission | <i>General omission (ie; transport did not arrive).</i> | 0 | 0 | 1 | 1 |
| | Security/Conduct | <i>General security of a service, including conduct of staff.</i> | 0 | 0 | 3 | 3 |
| | Staff Attitude | <i>Attitude, compassion and empathy of staff.</i> | 140 | 3 | 84 | 227 |
| | Complaints | <i>Ability to log and resolve a complaint.</i> | 1 | 0 | 1 | 2 |
| | Staff Training | <i>Training of staff.</i> | 0 | 0 | 6 | 6 |
| | Staffing Levels | <i>General availability of staff.</i> | 0 | 0 | 14 | 14 |
| Total: | | | 547 | 11 | 589 | 1147 |