The Experience of Whipps Cross University Hospital

A trends analysis report by Healthwatch Waltham Forest

Community*Insight*

5 October 2022

Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of Whipps Cross University Hospital.

Reporting Period: 1 October 2021 - 30 September 2022

healthwatch
Waltham Forest

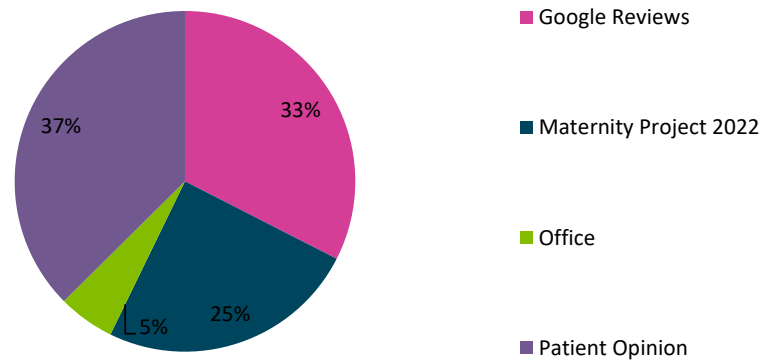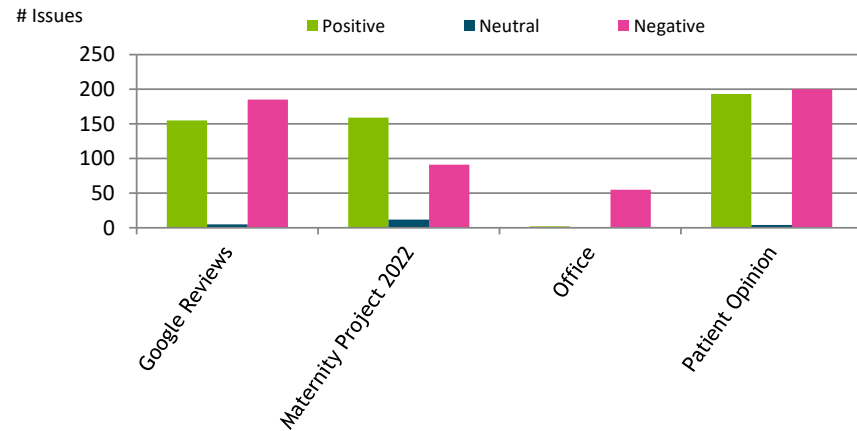# 1. Data Source: Where did we collect the feedback?

1.1 Source
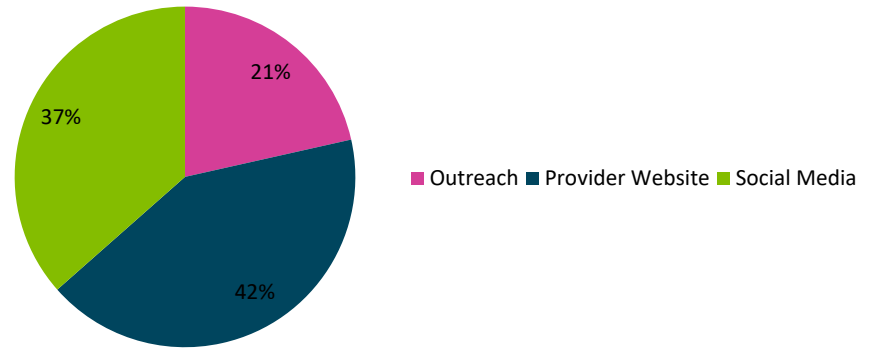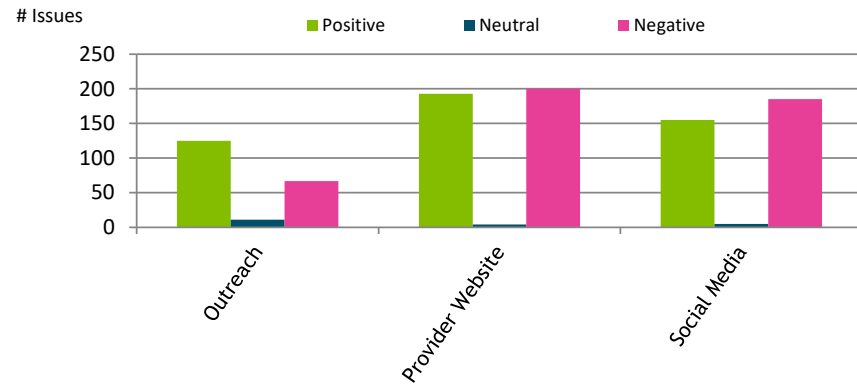
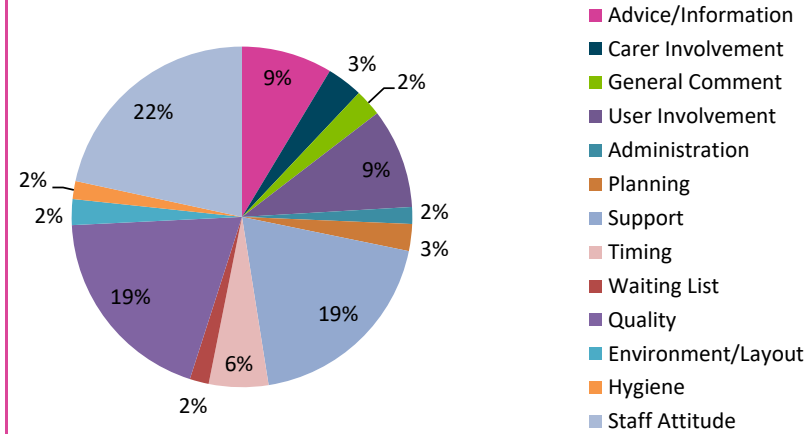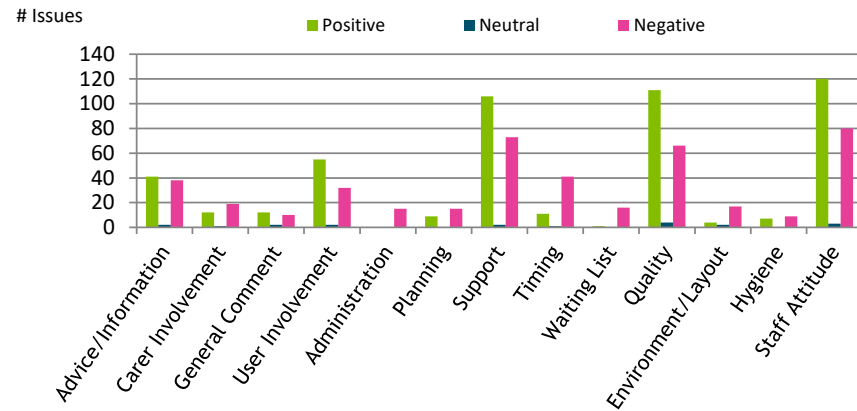*Sources providing the most comments overall*

1.2 Origin

Origins providing the most comments overall

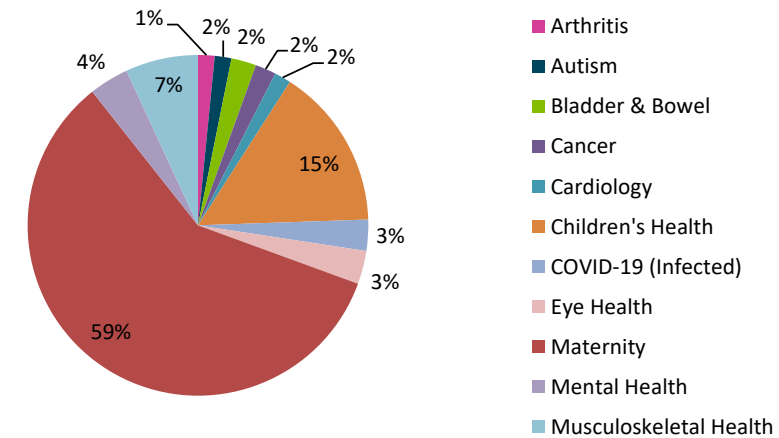## 2. Top Trends: Which service aspects are people most commenting on?

2.1 Service aspects: 1060 issues from 211 people

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Planning, Support, Timing, Waiting List, Quality, Environment/Layout, Hygiene, Staff Attitude

Issues receiving the most comments overall. See pages 18-19 for issue descriptions.

Pie chart percentages: 9%, 3%, 2%, 9%, 2%, 3%, 19%, 6%, 2%, 19%, 2%, 2%, 22%

Legend:
- Advice/Information
- Carer Involvement
- General Comment
- User Involvement
- Administration
- Planning
- Support
- Timing
- Waiting List
- Quality
- Environment/Layout
- Hygiene
- Staff Attitude

2.2 Stated medical conditions

Issues

Legend: Positive, Neutral, Negative

Categories: Arthritis, Autism, Bladder & Bowel, Cancer, Cardiology, Children's Health, COVID-19 (Infected), Eye Health, Maternity, Mental Health, Musculoskeletal Health
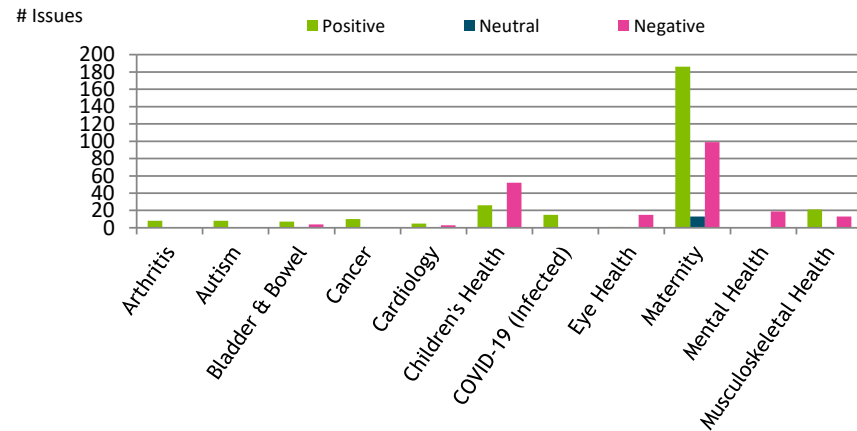
Medical conditions receiving the most comments overall

Pie chart percentages: 1%, 2%, 2%, 2%, 2%, 4%, 7%, 15%, 3%, 3%, 59%

Legend:
- Arthritis
- Autism
- Bladder & Bowel
- Cancer
- Cardiology
- Children's Health
- COVID-19 (Infected)
- Eye Health
- Maternity
- Mental Health
- Musculoskeletal Health

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

3.1 How do people feel as a whole?

Issues

Legend: Positive, Neutral, Negative

Bar chart — Overall Sentiment:
- Positive: ~510
- Neutral: ~20
- Negative: ~530

Pie chart:
- Positive: 48%
- Neutral: 2%
- Negative: 50%
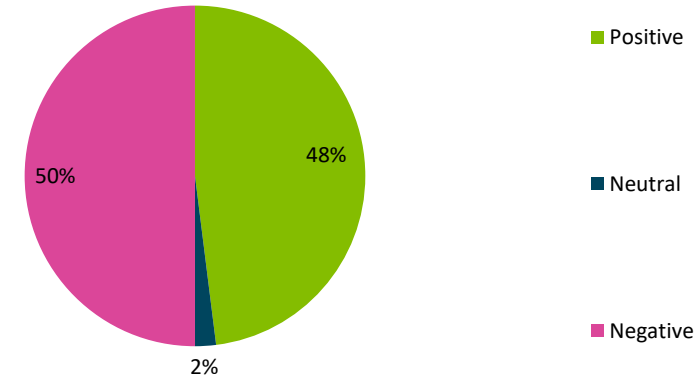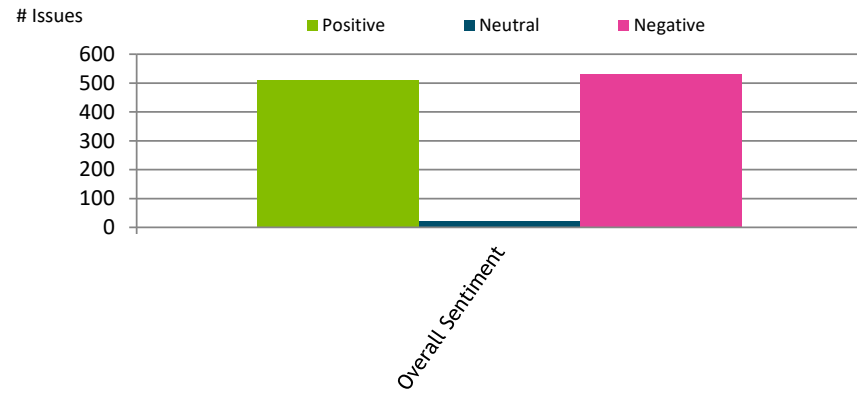
Barts Health Average: 42% Positive

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

Issues

Legend: Positive, Neutral, Negative

Bar chart — Sentiment, Involvement:
- Positive: ~215
- Neutral: ~10
- Negative: ~165

Pie chart:
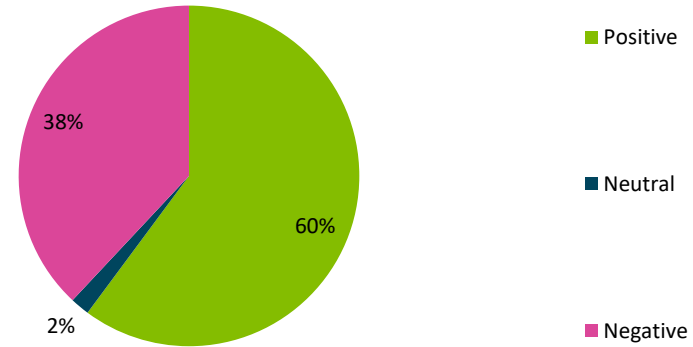- Positive: 56%
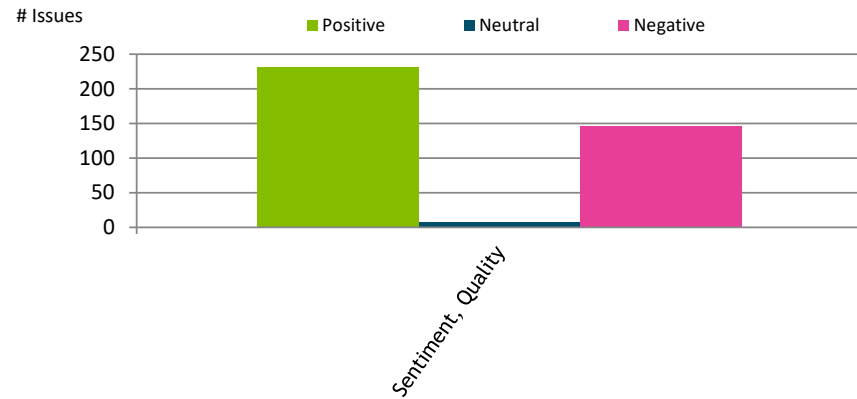- Neutral: 2%
- Negative: 42%
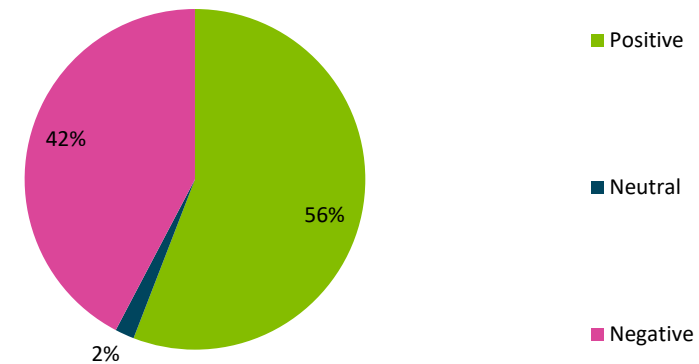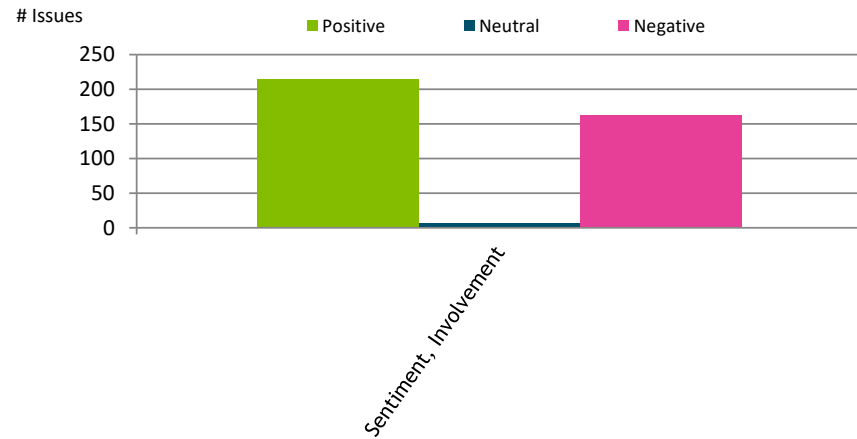
Barts Health Average: 48% Positive

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

3.3 How do people feel about general quality and empathy?

Issues

Positive   Neutral   Negative

Sentiment, Quality

Positive

Neutral

Negative

38%

60%

2%

Barts Health Average: 53% Positive

3.4 How do people feel about general access to services?

Issues

Positive   Neutral   Negative

Sentiment, Service Access

Positive

Neutral

Negative

14%   1%

85%
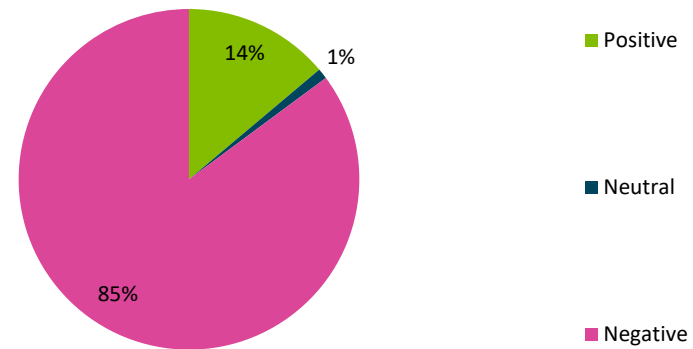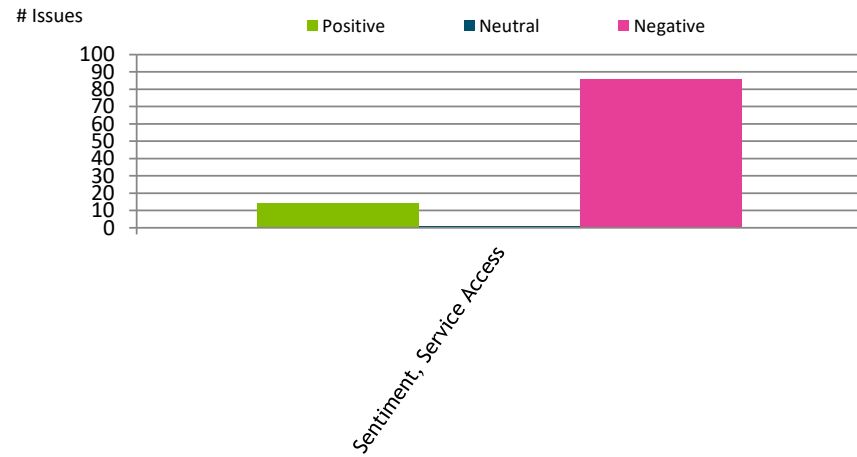
Barts Health Average: 13% Positive

4.1 Departments (1060 issues)

Issues

Legend: Positive | Neutral | Negative

Departments: Accident and Emergency, Acute Care, Endoscopy, General Inpatients, Maternity, Not Stated, Obstetrics and..., Ophthalmology, Radiography, Surgical Clinic, Urology

Pie chart legend:
- Accident and Emergency — 35%
- Acute Care — 3%
- Endoscopy — 3%
- General Inpatients — 7%
- Maternity — 28%
- Not Stated — 11%
- Obstetrics and Gynaecology — 3%
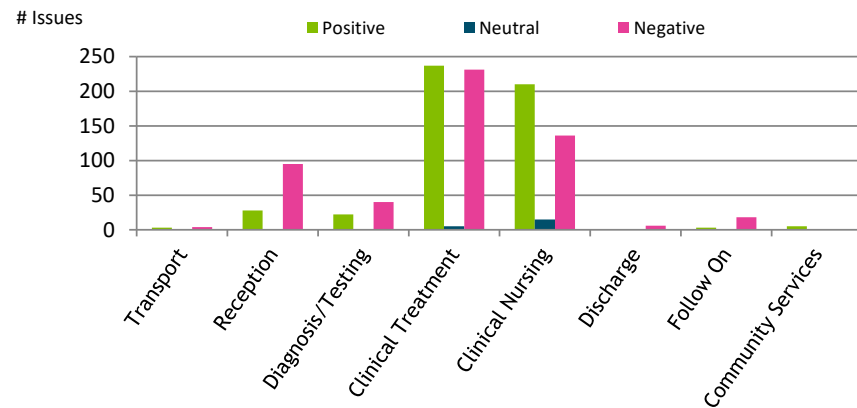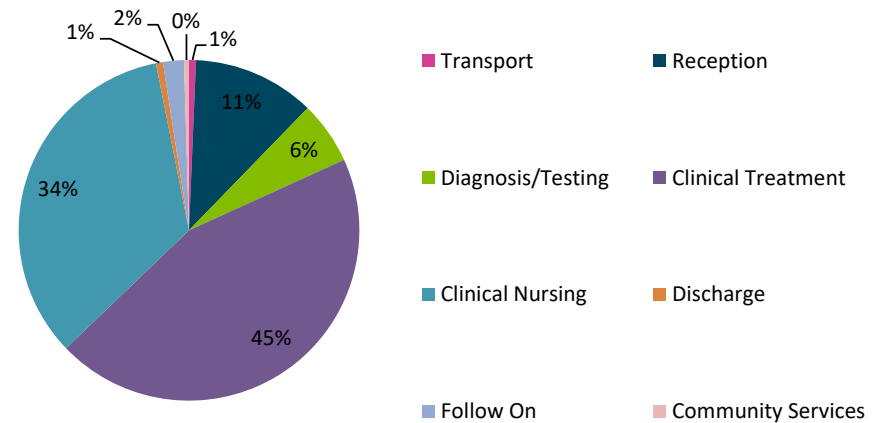- Ophthalmology — 2%
- Radiography — 2%
- Surgical Clinic — 4%
- Urology — 2%

Departments receiving the most comments overall
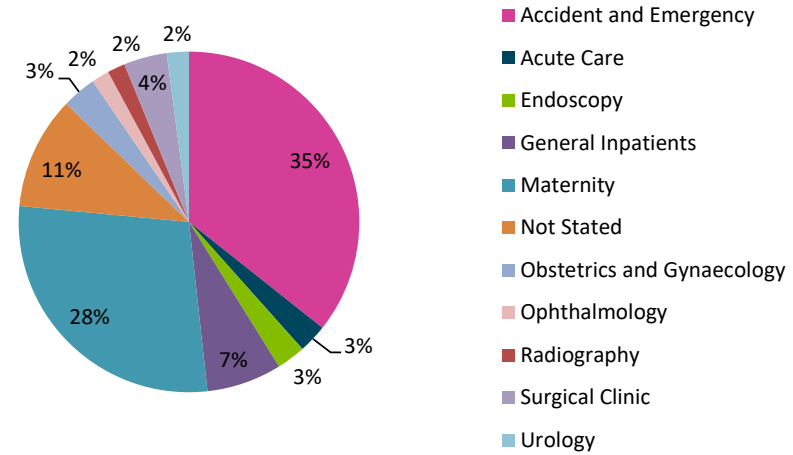
4.2 Breakdown of care pathway locations (more on pages 18-25)

Issues

Legend: Positive | Neutral | Negative

Care pathway locations: Transport, Reception, Diagnosis/Testing, Clinical Treatment, Clinical Nursing, Discharge, Follow On, Community Services

Pie chart legend:
- Transport
- Reception — 11%
- Diagnosis/Testing — 6%
- Clinical Treatment — 45%
- Clinical Nursing — 34%
- Discharge
- Follow On — 1%
- Community Services

Percentages: 1%, 2%, 0%, 1%

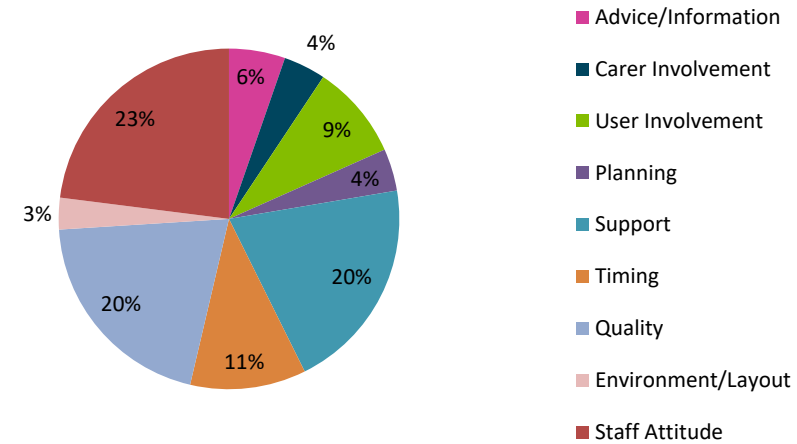*Care pathway locations*

6

5.1 Trends, A&E (340 issues from 65 people)
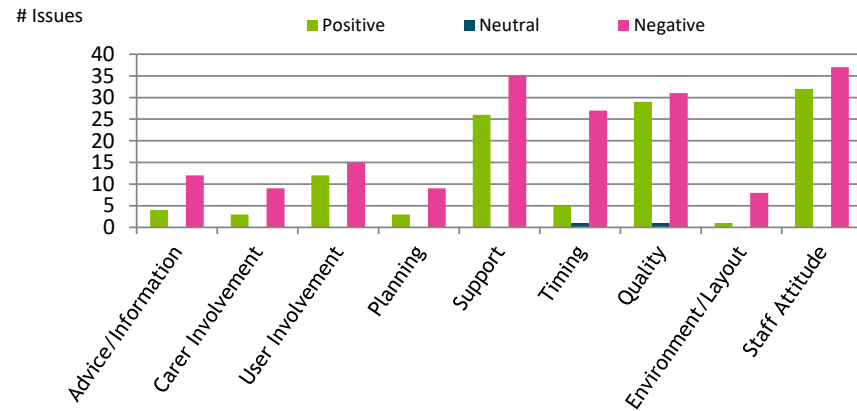
Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Carer Involvement, User Involvement, Planning, Support, Timing, Quality, Environment/Layout, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information — 6%
- Carer Involvement — 4%
- User Involvement — 9%
- Planning — 4%
- Support — 20%
- Timing — 11%
- Quality — 20%
- Environment/Layout — 3%
- Staff Attitude — 23%

5.2 Sentiment, A&E

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, A&E

Pie chart:
- Positive — 35%
- Neutral — 1%
- Negative — 64%
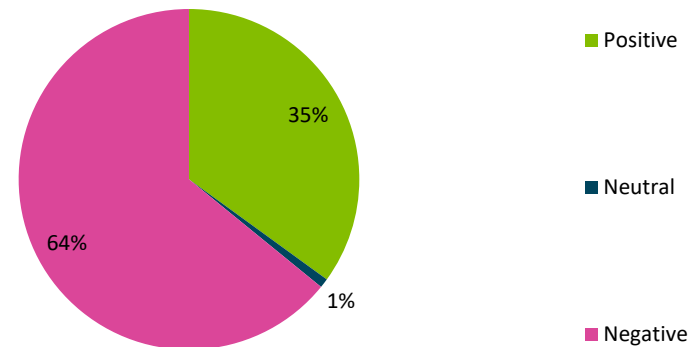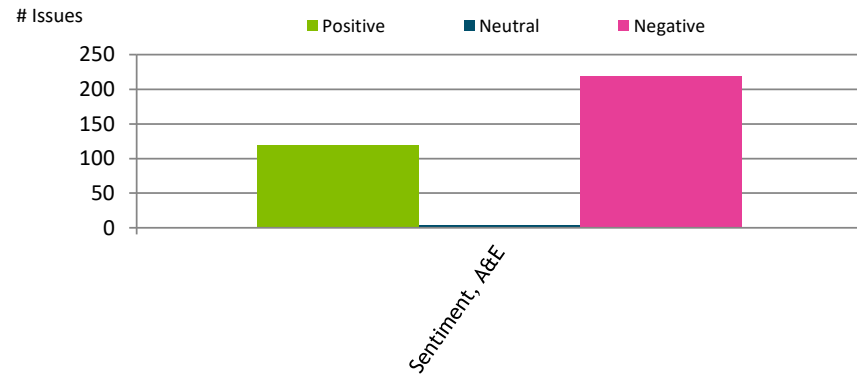
5.3 Trends, General Inpatients (68 issues from 13 people)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart categories:
- Advice/Information
- Carer Involvement
- User Involvement
- Planning
- Support
- Quality
- Staff Attitude

Pie chart legend:
- ■ Advice/Information — 7%
- ■ Carer Involvement — 9%
- ■ User Involvement — 6%
- ■ Planning — 9%
- ■ Support — 23%
- ■ Quality — 23%
- ■ Staff Attitude — 23%
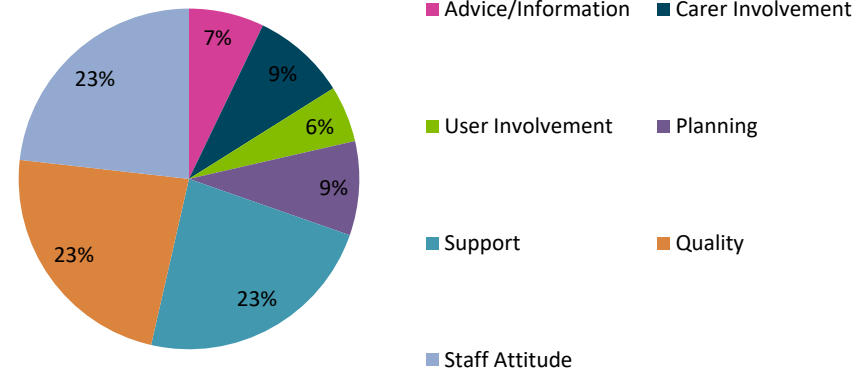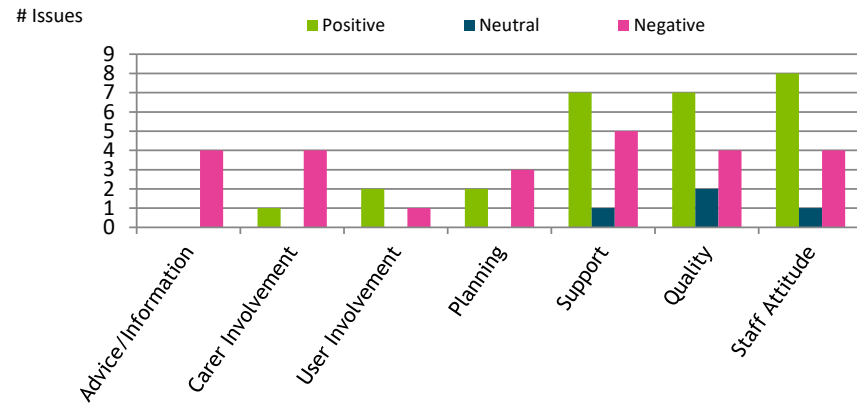
Issues receiving the most comments overall

5.4 Sentiment, General Inpatients

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart: Sentiment, Inpatients

Pie chart legend:
- ■ Positive — 46%
- ■ Neutral — 6%
- ■ Negative — 48%

8
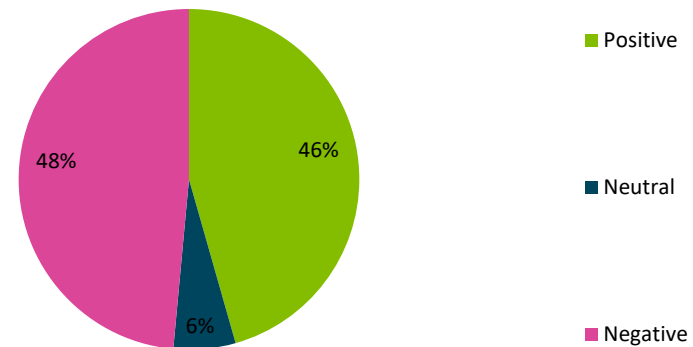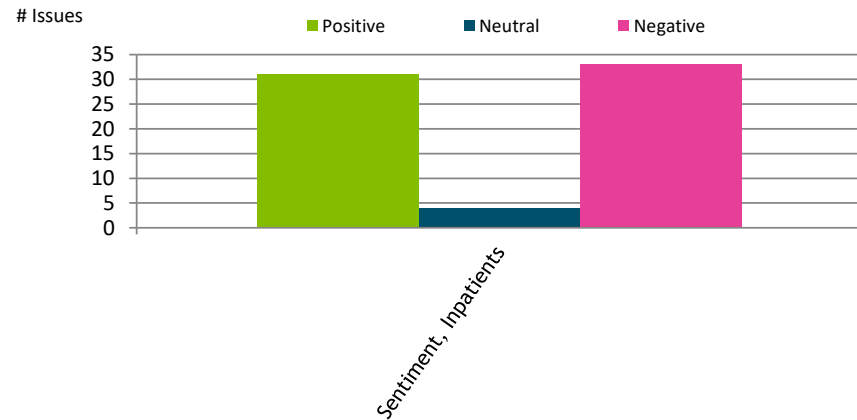
5.5 Trends, Maternity (268 issues from 36 people)

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Carer Involvement, User Involvement, Support, Timing, Choice, Privacy, Quality, Environment/Layout, Staff Attitude, Staffing Levels

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 13%
- Carer Involvement: 5%
- User Involvement: 12%
- Support: 19%
- Timing: 2%
- Choice: 4%
- Privacy: 2%
- Quality: 18%
- Environment/Layout: 4%
- Staff Attitude: 19%
- Staffing Levels: 2%

5.6 Sentiment, Maternity

Issues

Legend: Positive, Neutral, Negative

Sentiment, Maternity

Pie chart:
- Positive: 64%
- Neutral: 4%
- Negative: 32%

9

5.7 Trends, General Surgery (39 issues from 6 people)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart categories: Advice/Information, User Involvement, Support, Waiting List, Quality, Staff Attitude

Pie chart:
- Advice/Information 16%
- User Involvement 19%
- Support 19%
- Waiting List 5%
- Quality 22%
- Staff Attitude 19%
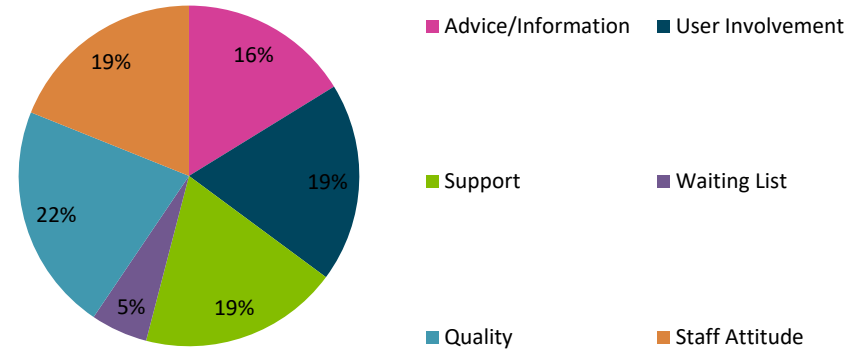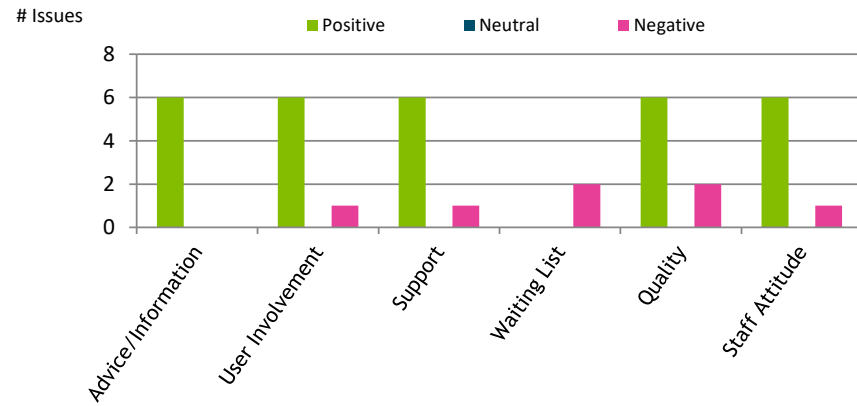
Issues receiving the most comments overall

5.8 Sentiment, General Surgery

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart: Sentiment, Surgery

Pie chart:
- Positive 79%
- Neutral 0%
- Negative 21%
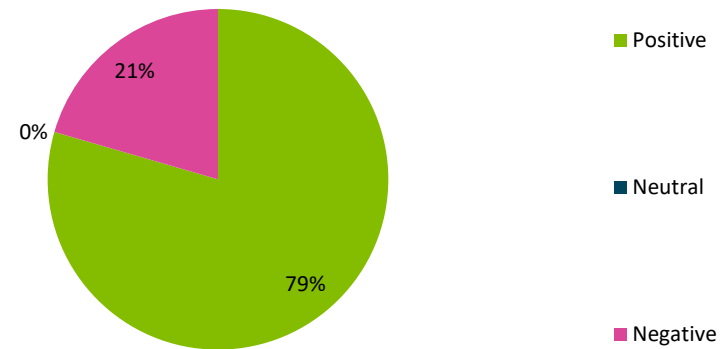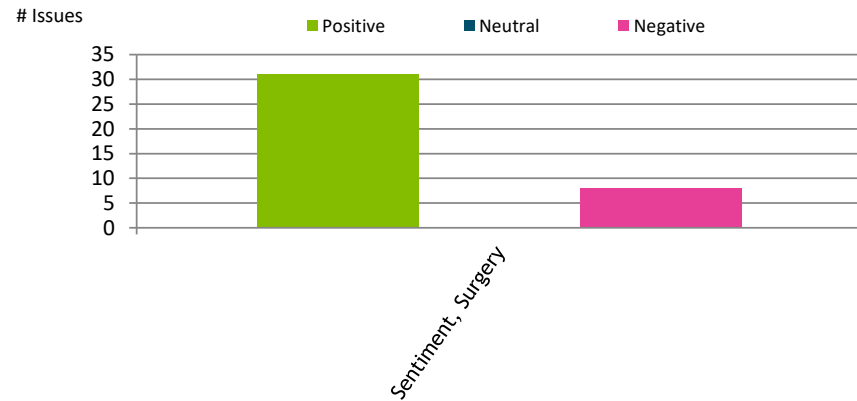
6. Care Pathway: Transport (ability to get to-and-from services)

6.1 Trends, Transport (7 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart values:
- Planning: 1 (Negative)
- Support: 1 (Positive)
- Timing: 1 (Negative)
- Cost: 2 (Negative)
- Quality: 1 (Positive)
- Staff Attitude: 1 (Positive)

Pie chart:
- Planning: 15%
- Support: 14%
- Timing: 14%
- Cost: 29%
- Quality: 14%
- Staff Attitude: 14%
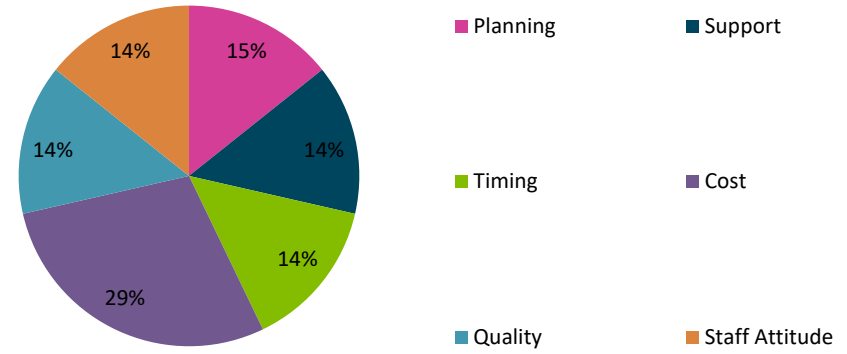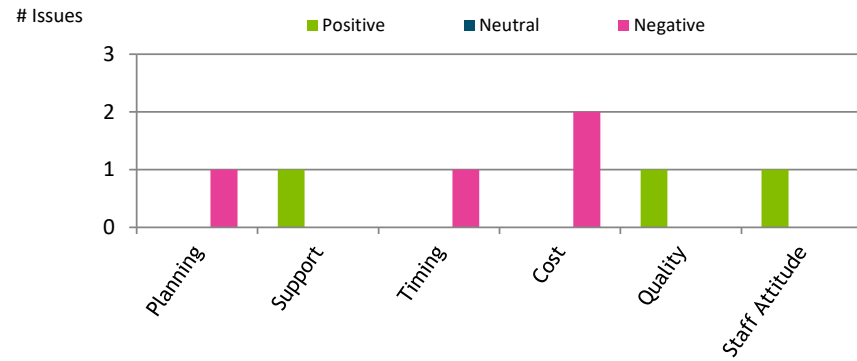
Issues receiving the most comments overall

6.2 Sentiment, Transport

Issues

Legend: Positive, Neutral, Negative

Bar chart (Sentiment, Transport):
- Positive: 3
- Negative: 4

Pie chart:
- Positive: 43%
- Neutral: 0%
- Negative: 57%
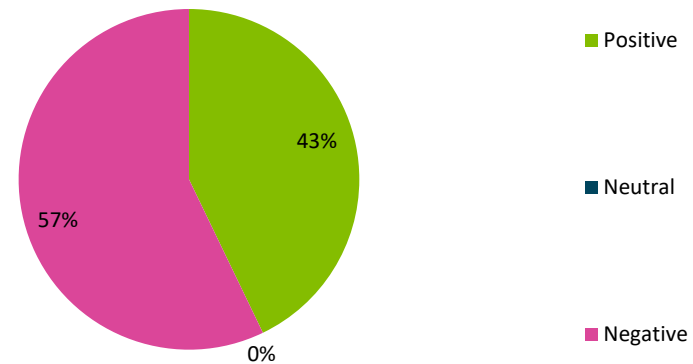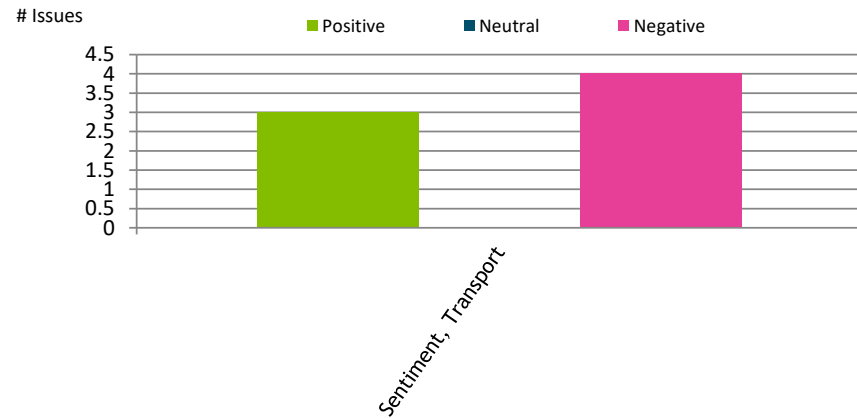
6. Care Pathway: Reception (reception services including back-office)

6.3 Trends, Reception (123 issues)

Issues

Legend: Positive, Neutral, Negative

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

Issues receiving the most comments overall

Pie chart:
- Advice/Information — 4%
- User Involvement — 5%
- Administration — 5%
- Planning — 9%
- Support — 22%
- Telephone — 8%
- Quality — 12%
- Environment/Layout — 3%
- Staff Attitude — 32%

6.4 Sentiment, Reception

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Reception

Pie chart:
- Positive — 23%
- Neutral — 0%
- Negative — 77%

6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)
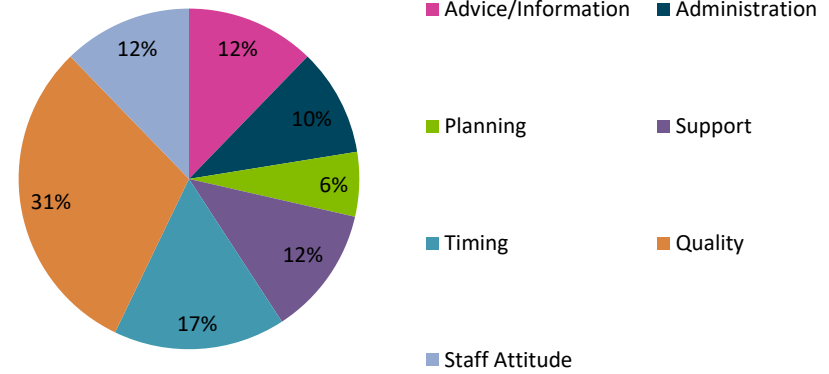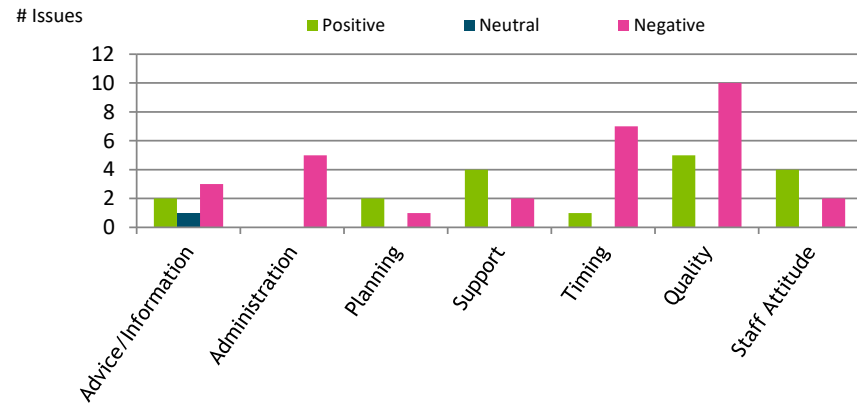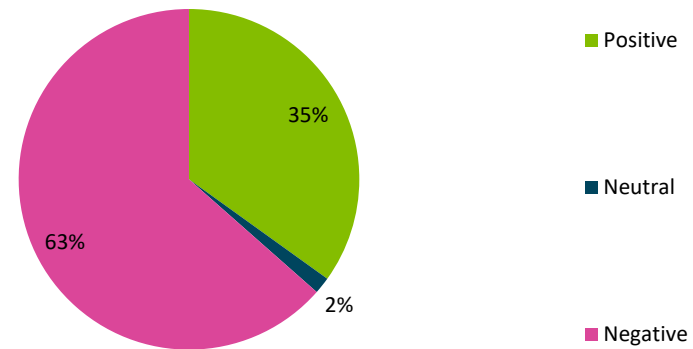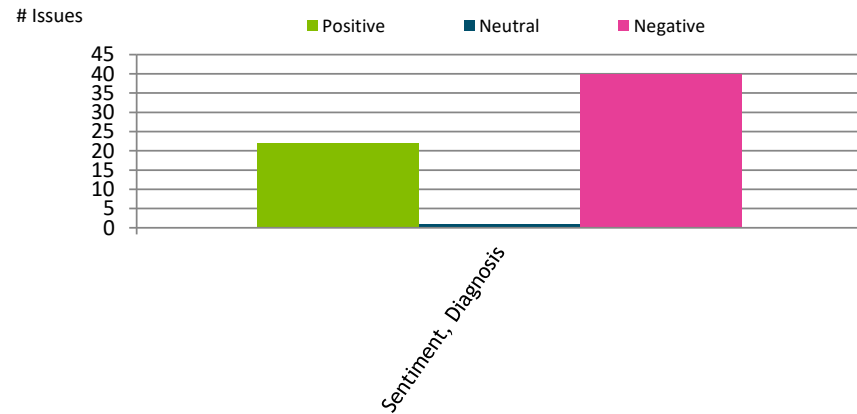
6.5 Trends, Diagnosis/Testing (63 issues)

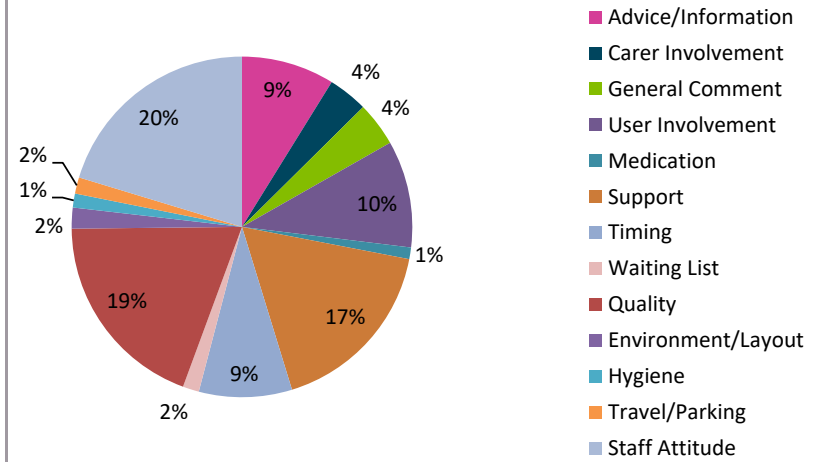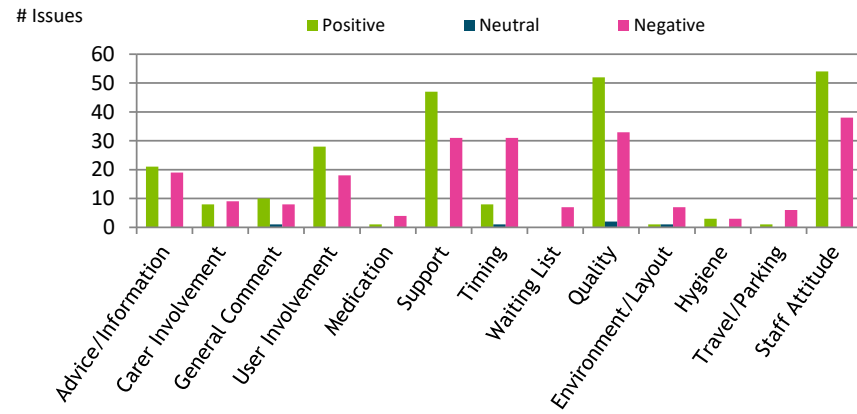*Issues receiving the most comments overall*

6.6 Sentiment, Diagnosis/Testing

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

6.7 Trends, Clinical Treatment (473 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Medication, Support, Timing, Waiting List, Quality, Environment/Layout, Hygiene, Travel/Parking, Staff Attitude

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information
- Carer Involvement
- General Comment
- User Involvement
- Medication
- Support
- Timing
- Waiting List
- Quality
- Environment/Layout
- Hygiene
- Travel/Parking
- Staff Attitude

Pie chart values: 9%, 4%, 4%, 10%, 1%, 17%, 9%, 2%, 19%, 2%, 1%, 2%, 20%

6.8 Sentiment, Clinical Treatment

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Treatment

Pie chart: Positive 50%, Neutral 1%, Negative 49%
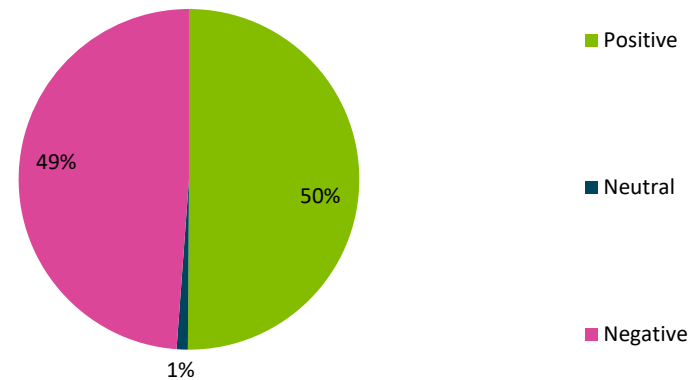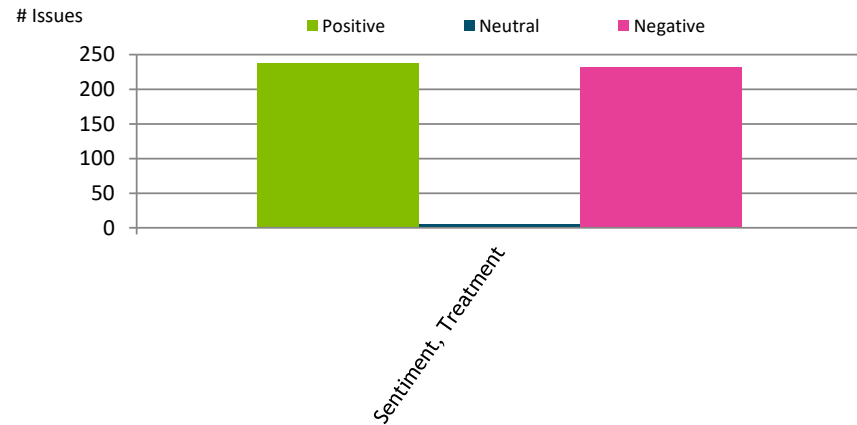
6. Care Pathway: Clinical Nursing (care provided by trained nurses)

6.9 Trends, Clinical Nursing (361 issues)

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Carer Involvement, User Involvement, Support, Choice, Nutrition, Quality, Environment/Layout, Hygiene, Staff Attitude

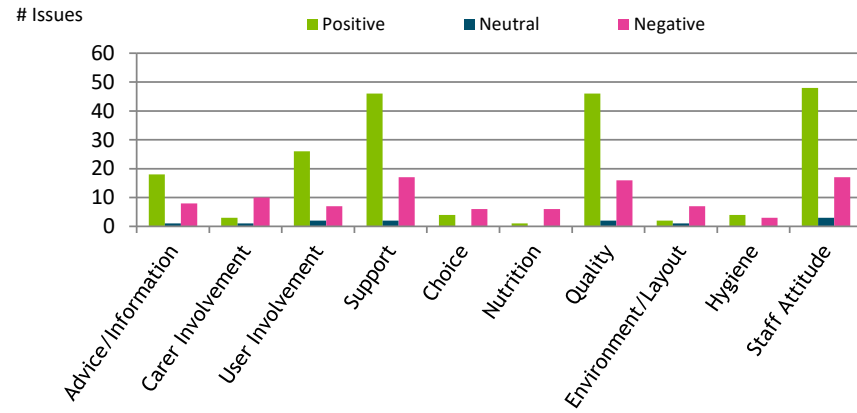*Issues receiving the most comments overall*

Pie chart:
- Advice/Information: 9%
- Carer Involvement: 5%
- User Involvement: 12%
- Support: 21%
- Choice: 3%
- Nutrition: 2%
- Quality: 21%
- Environment/Layout: 3%
- Hygiene: 2%
- Staff Attitude: 22%
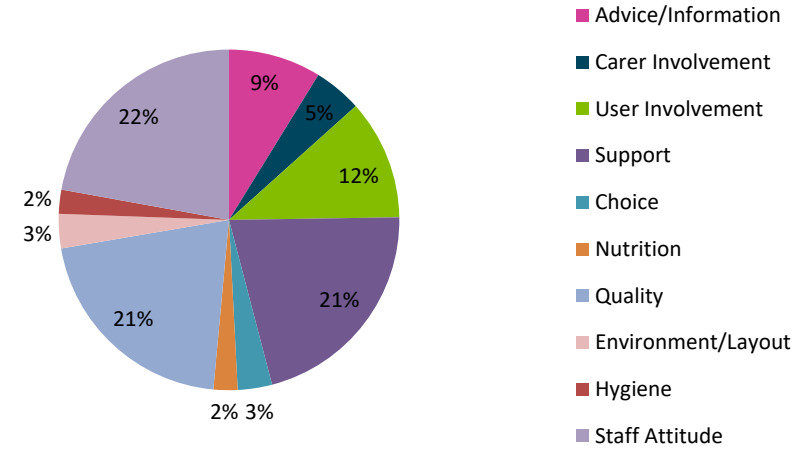
6.10 Sentiment, Clinical Nursing

Issues

Legend: Positive, Neutral, Negative

Sentiment, Nursing Care

Pie chart:
- Positive: 58%
- Neutral: 4%
- Negative: 38%
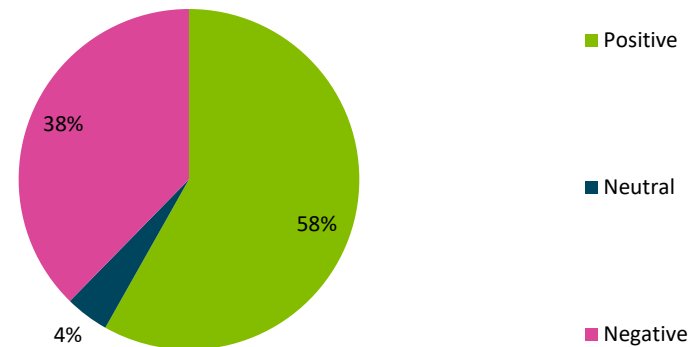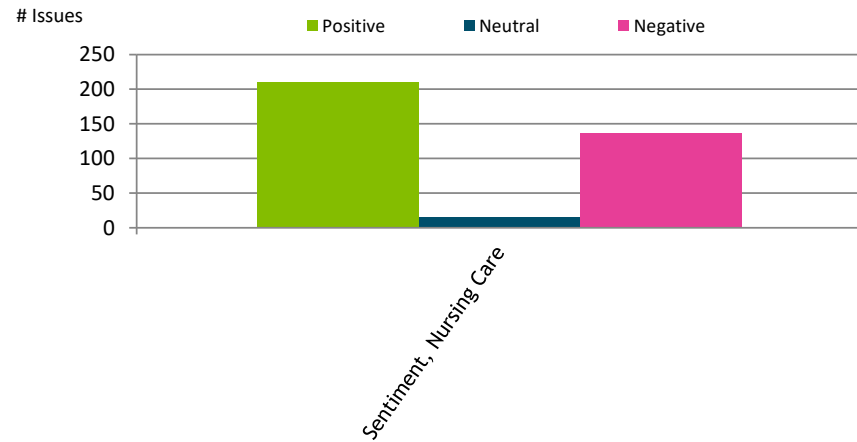
6. Care Pathway: Discharge (discharge from a service)

6.11 Trends, Discharge (7 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: General Comment, Administration, Medical Records, Planning, Equipment

Pie chart:
- General Comment 15%
- Administration 14%
- Medical Records 14%
- Planning 43%
- Equipment 14%
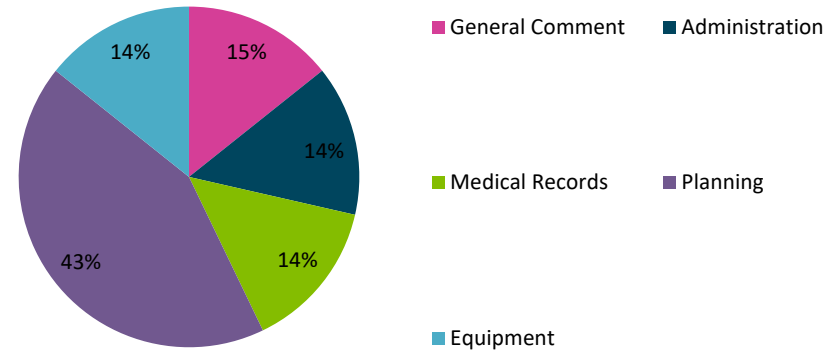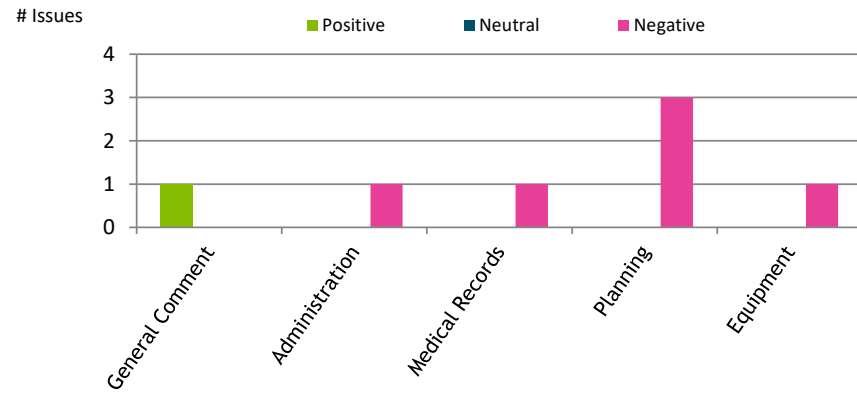
Issues receiving the most comments overall

6.12 Sentiment, Discharge

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Discharge

Pie chart:
- Positive 14%
- Neutral 0%
- Negative 86%
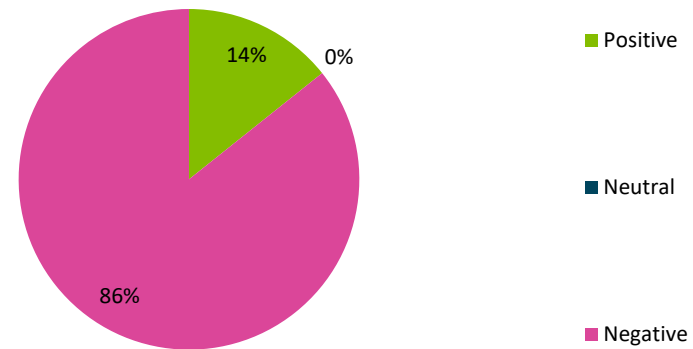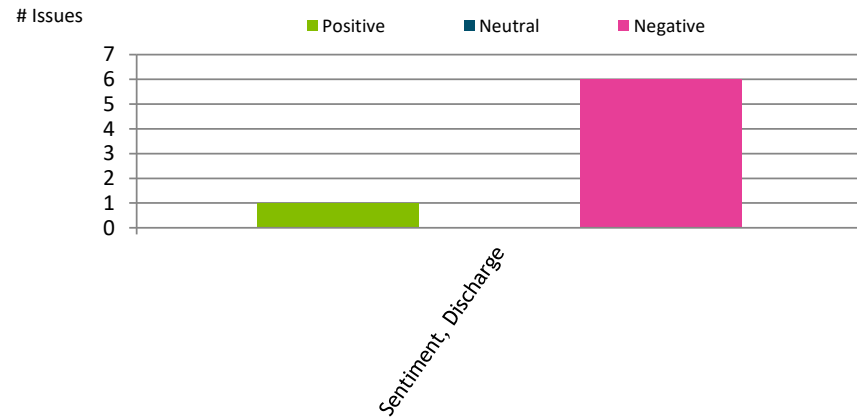
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

6.13 Trends, Follow On (21 issues)

Issues

Issues receiving the most comments overall

6.14 Sentiment, Follow On
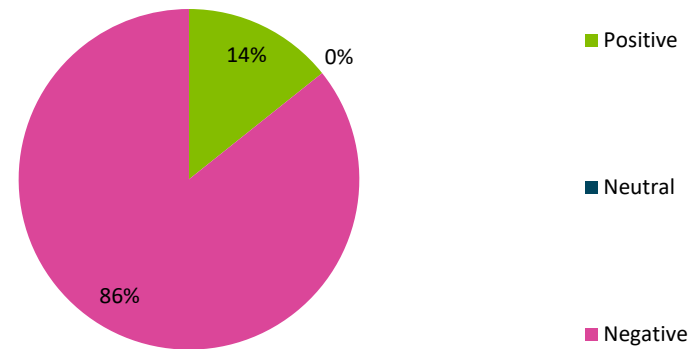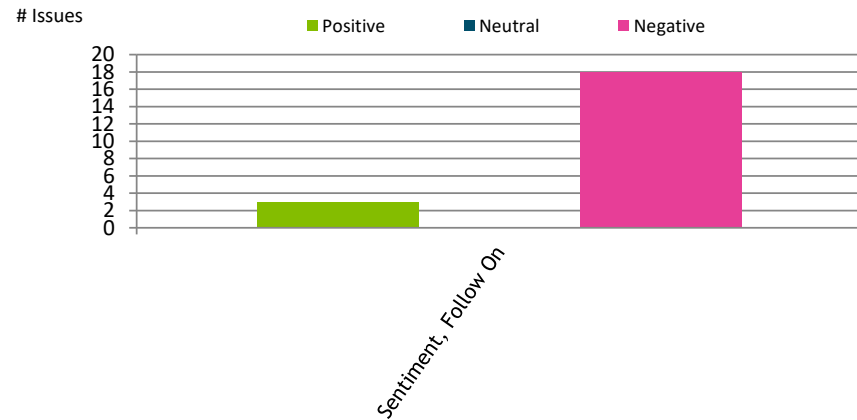
Issues

7. Data Table: Number of issues

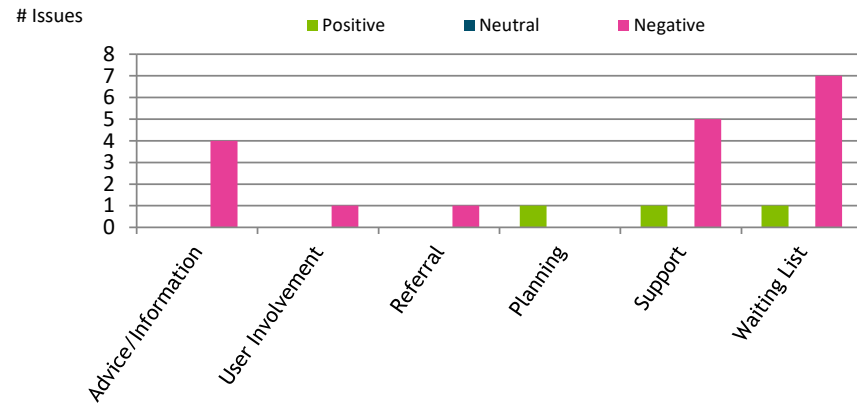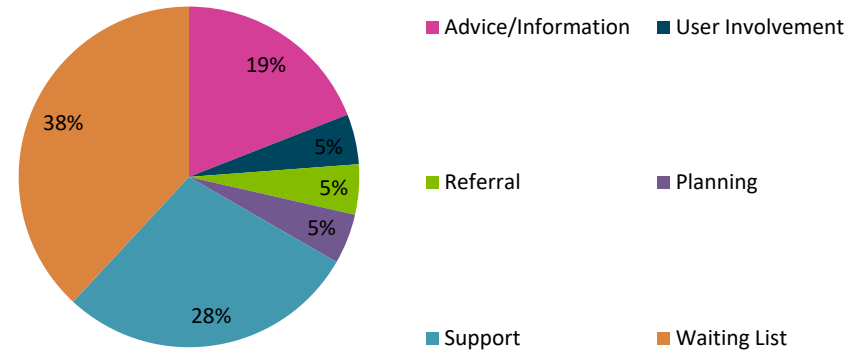|	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	41	2	38	81
	Carer Involvement	*Involvement of carers, friends or family members.*	12	1	19	32
	General Comment	*A generalised statement (ie; "The doctor was good.")*	12	2	10	24
	User Involvement	*Involvement of the service user.*	55	2	32	89
Systems	Administration	*Administrative processes and delivery.*	0	0	15	15
	Admission	*Physical admission to a hospital ward, or other service.*	2	0	3	5
	Booking	*Ability to book, reschedule or cancel appointments.*	0	0	9	9
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	1	1
	Data Protection	*General data protection (including GDPR).*	0	0	1	1
	Referral	*Referral to a service.*	2	0	4	6
	Medical Records	*Management of medical records.*	0	0	7	7
	Medication	*Prescription and management of medicines.*	2	0	6	8
	Opening Times	*Opening times of a service.*	0	0	0	0
	Planning	*Leadership and general organisation.*	9	0	15	24
	Registration	*Ability to register for a service.*	0	0	1	1
	Support	*Levels of support provided.*	106	2	73	181
	Telephone	*Ability to contact a service by telephone.*	0	0	10	10
	Timing	*Physical timing (ie; length of wait at appointments).*	11	1	41	53
	Waiting List	*Length of wait while on a list.*	1	0	16	17
Values	Choice	*General choice.*	5	0	6	11
	Cost	*General cost.*	0	0	2	2
	Language	*Language, including terminology.*	2	1	1	4
	Nutrition	*Provision of sustainance.*	3	0	7	10
	Privacy	*Privacy, personal space and property.*	0	0	7	7
	Quality	*General quality of a service, or staff.*	111	4	66	181
	Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
	Stimulation	*General stimulation, including access to activities.*	2	0	2	4

	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.*	4	2	17	23
	Equipment	*General equipment issues.*	1	1	4	6
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	3	3
	Hygiene	*Levels of hygiene and general cleanliness.*	7	0	9	16
	Mobility	*Physical mobility to, from and within services.*	0	0	3	3
	Travel/Parking	*Ability to travel or park.*	1	0	6	7
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	2	2
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	5	5
	Staff Attitude	*Attitude, compassion and empathy of staff.*	120	3	80	203
	Complaints	*Ability to log and resolve a complaint.*	0	0	2	2
	Staff Training	*Training of staff.*	0	0	1	1
	Staffing Levels	*General availability of staff.*	0	0	6	6
	Total:		**509**	**21**	**530**	**1060**

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