Hospital Services in North East London (NEL)

Trends Analysis Report

Community*Insight*

10 January 2023

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 hospital services in selected boroughs.

Reporting Period: 1 January - 31 December 2022

LOCAL VOICE *in North East London*

Report Index

Data Source (Page 3)

Identifies the origin of the data, by source and hospital.

Top Trends (Page 4-5)

Identifies the top service sectors, specialisms, medical conditions/topics and service related issues.

Satisfaction Levels (Pages 6-7)

Tracks satisfaction of service aspects over time, and by hospital.

Equalities (Page 8)

Monitors experience by demographic groupings.

Experiences by Borough (Pages 9-16)

Explores trends by individual hospital.

Data Table (Pages 17-18)
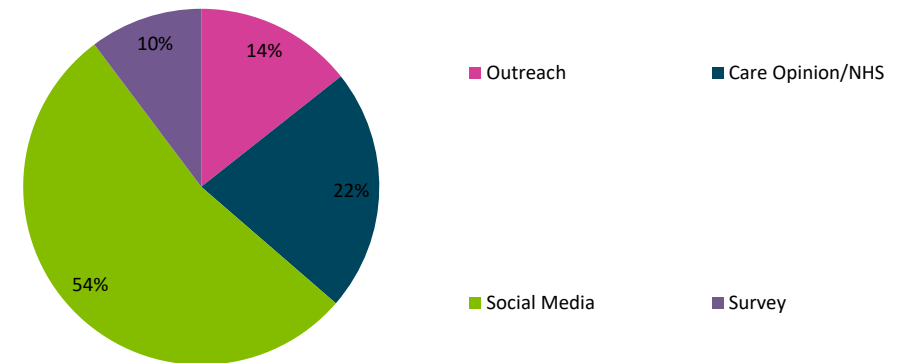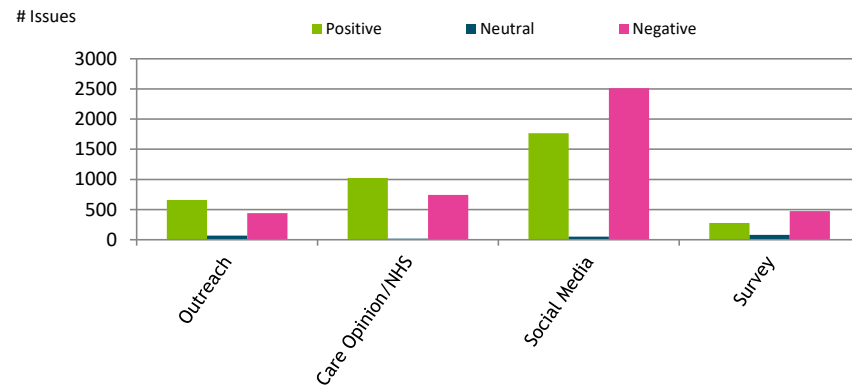
The numbers underpinning the trends.

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

1.1 Source: 8777 issues from 2127 people

Issues

Positive | Neutral | Negative

Sources providing the most comments overall

Outreach | Care Opinion/NHS
Social Media | Survey

1.2 Feedback by Hospital

Issues

Positive | Neutral | Negative

St Bartholomews | Homerton
Queen's | Newham
King Goerge | Royal London
Whipps Cross
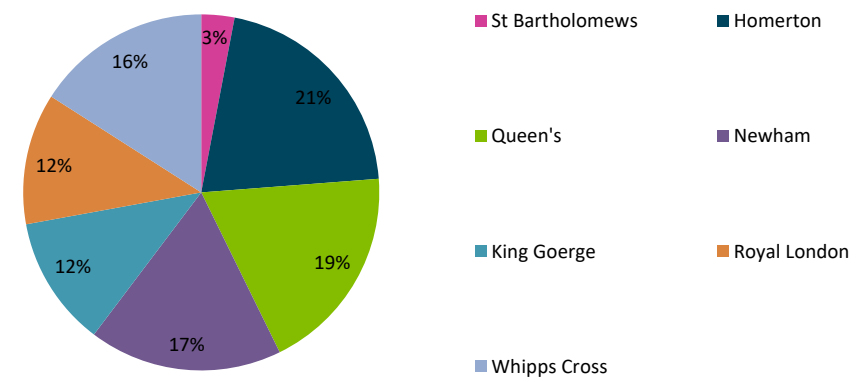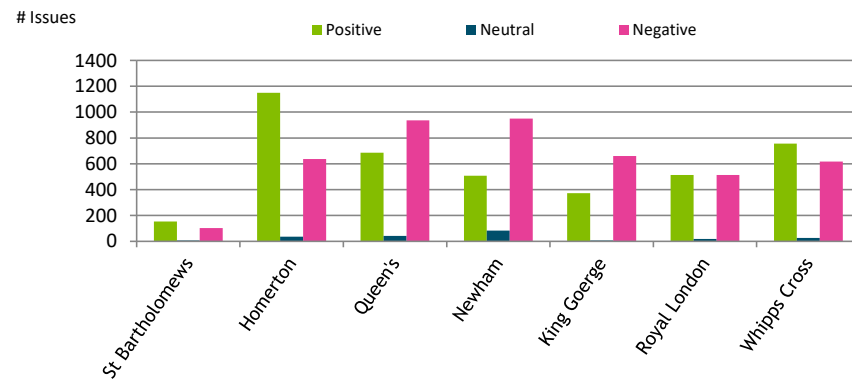
2. Which services are people most commenting on?

2.1 Service Sector

Issues

Legend: ■ Positive ■ Neutral ■ Negative
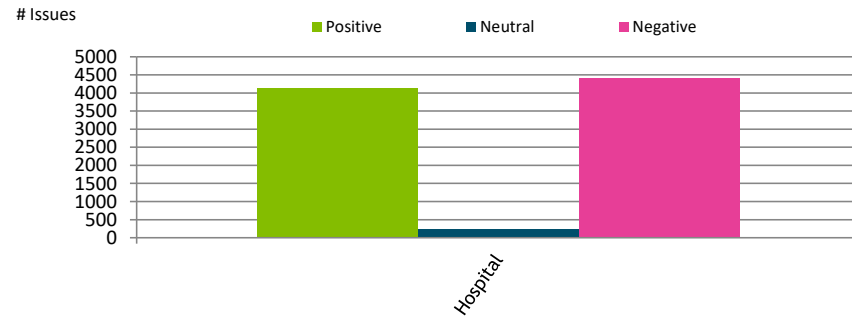
Service sectors receiving the most comments overall

2.2 Service Type

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Categories: A&E, Acute Care, Cardiology, Endoscopy, General Inpatients, General Outpatients, Maternity, Hospital (Unknown), Obstetrics and Gynaecology, Physiotherapy, Radiography, Surgical Clinic, Ultrasound, Urgent Care Centre

Service type receiving the most comments overall

Pie chart legend:
- A&E — 33%
- Acute Care — 1%
- Cardiology — 1%
- Endoscopy
- General Inpatients — 5%
- General Outpatients — 2%
- Maternity — 24%
- Hospital (Unknown) — 14%
- Obstetrics and Gynaecology — 2%
- Physiotherapy — 4%
- Radiography — 3%
- Surgical Clinic — 3%
- Ultrasound — 2%
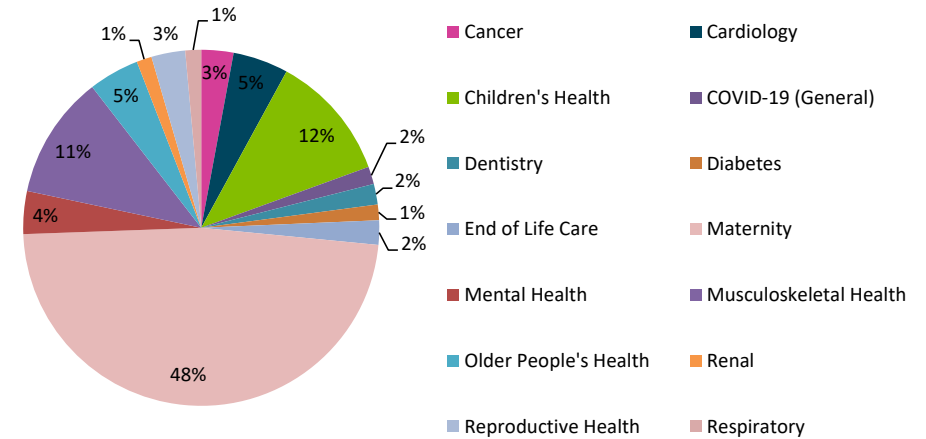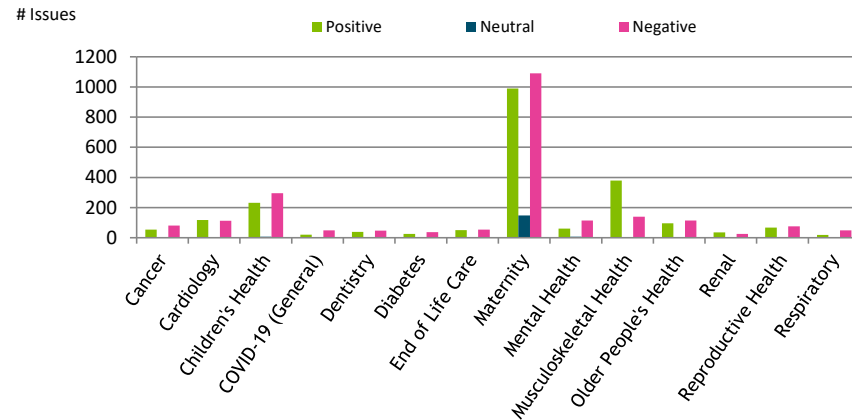- Urgent Care Centre — 3%

Additional pie values: 3%

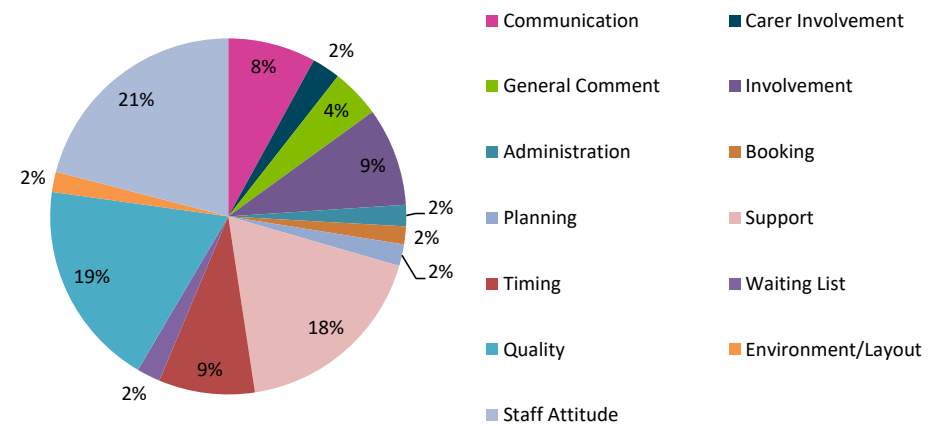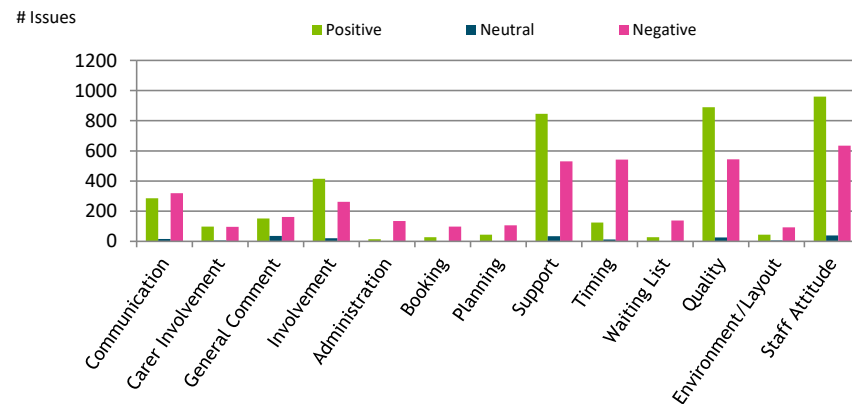# 3. Which service aspects are people most commenting on?

3.1 Stated medical conditions/topics

Medical conditions/topics receiving the most comments overall
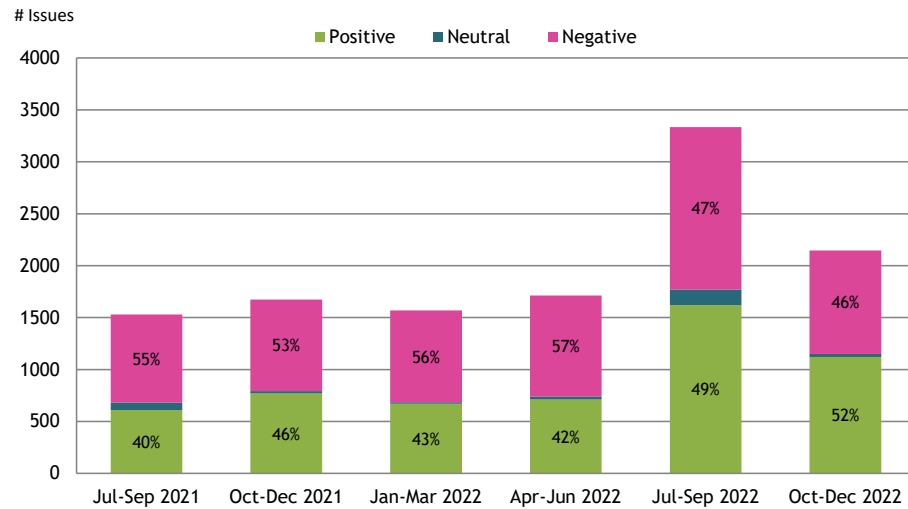
3.2 Top Trends: 8777 issues from 2127 people

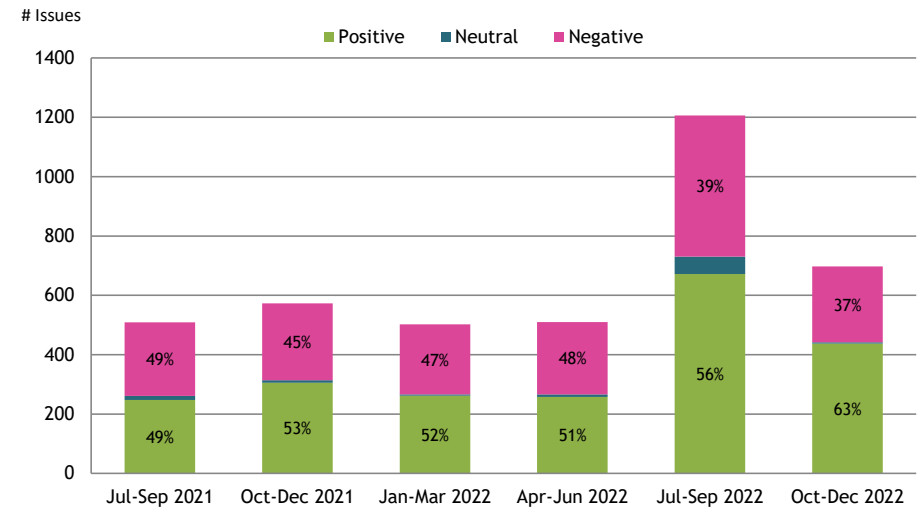*Issues receiving the most comments overall*

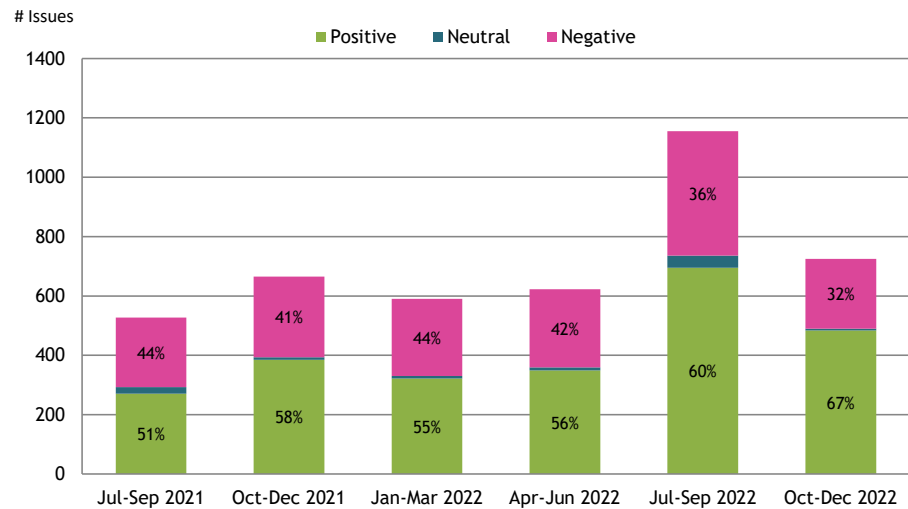# 4. Timeline: On the whole, how do people feel about Health and Care services?
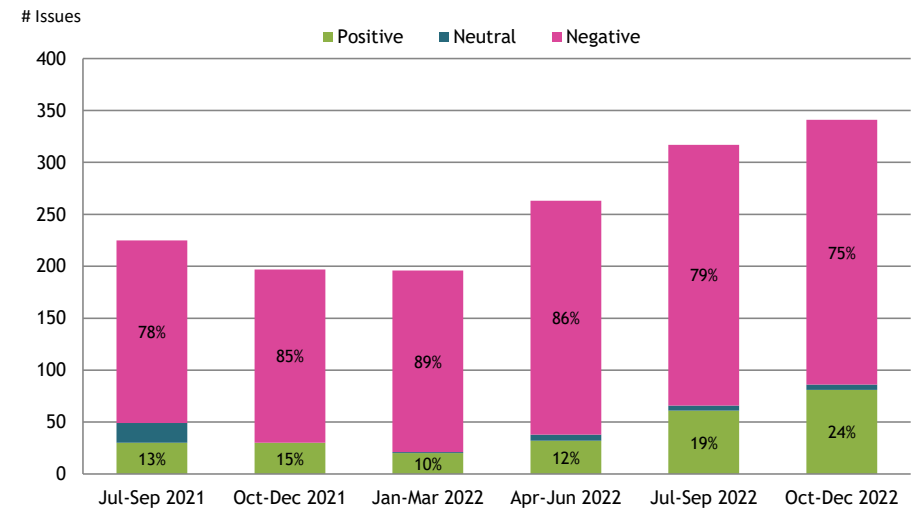
4.1 How do people feel about services overall?

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jul-Sep 2021	40%	55%
Oct-Dec 2021	46%	53%
Jan-Mar 2022	43%	56%
Apr-Jun 2022	42%	57%
Jul-Sep 2022	49%	47%
Oct-Dec 2022	52%	46%

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

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jul-Sep 2021	49%	49%
Oct-Dec 2021	53%	45%
Jan-Mar 2022	52%	47%
Apr-Jun 2022	51%	48%
Jul-Sep 2022	56%	39%
Oct-Dec 2022	63%	37%

4.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jul-Sep 2021	51%	44%
Oct-Dec 2021	58%	41%
Jan-Mar 2022	55%	44%
Apr-Jun 2022	56%	42%
Jul-Sep 2022	60%	36%
Oct-Dec 2022	67%	32%

4.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

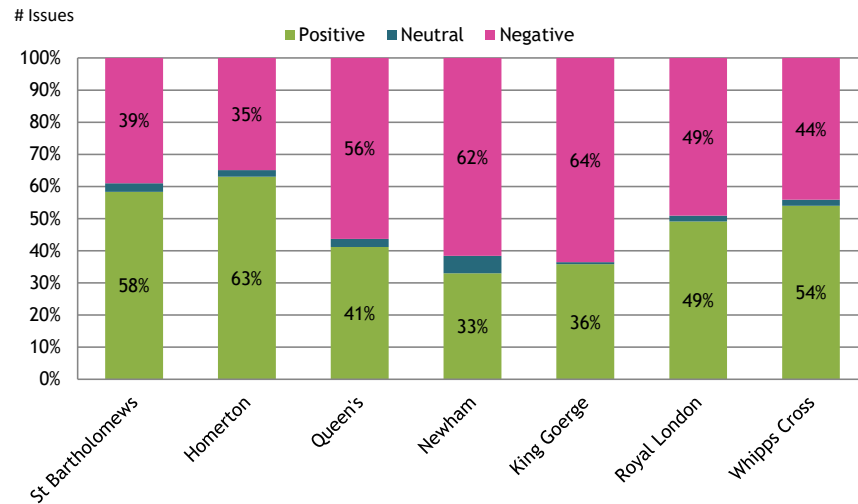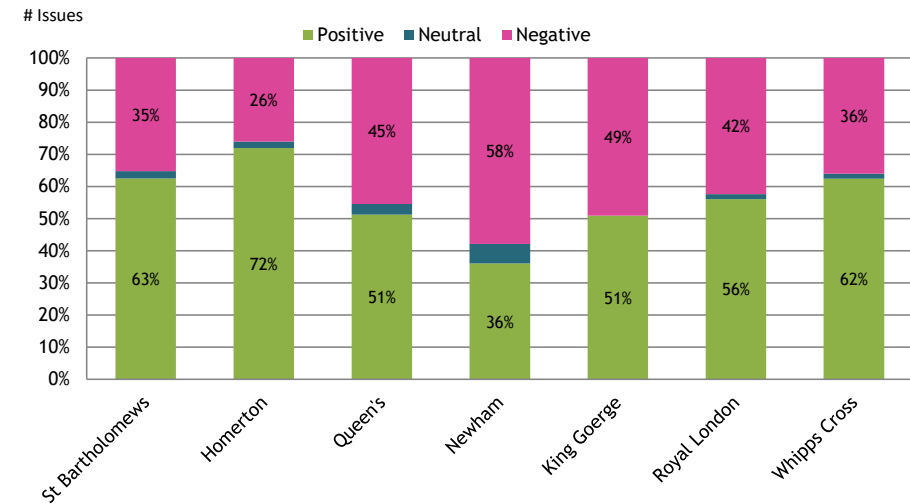| Period	Positive	Negative
Jul-Sep 2021	13%	78%
Oct-Dec 2021	15%	85%
Jan-Mar 2022	10%	89%
Apr-Jun 2022	12%	86%
Jul-Sep 2022	19%	79%
Oct-Dec 2022	24%	75%

5. By Hospital: On the whole, how do people feel about Health and Care services?

5.1 How do people feel about services overall?

Issues

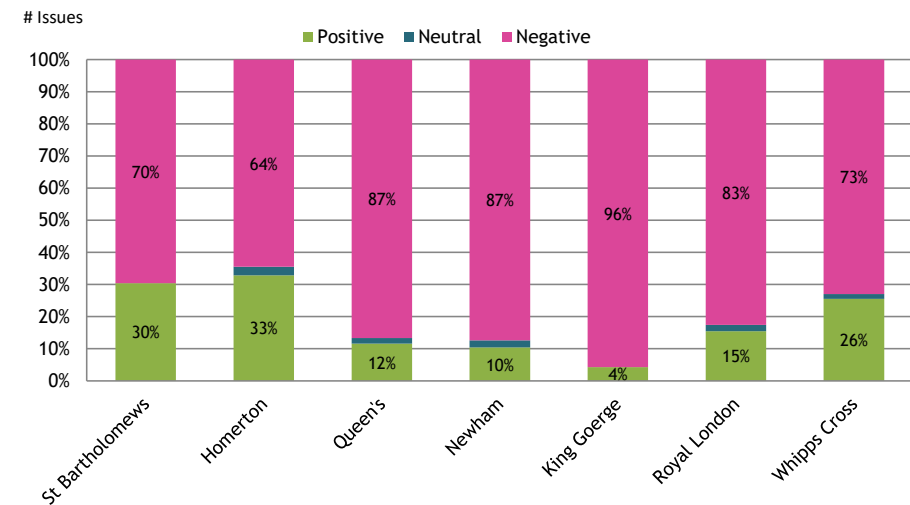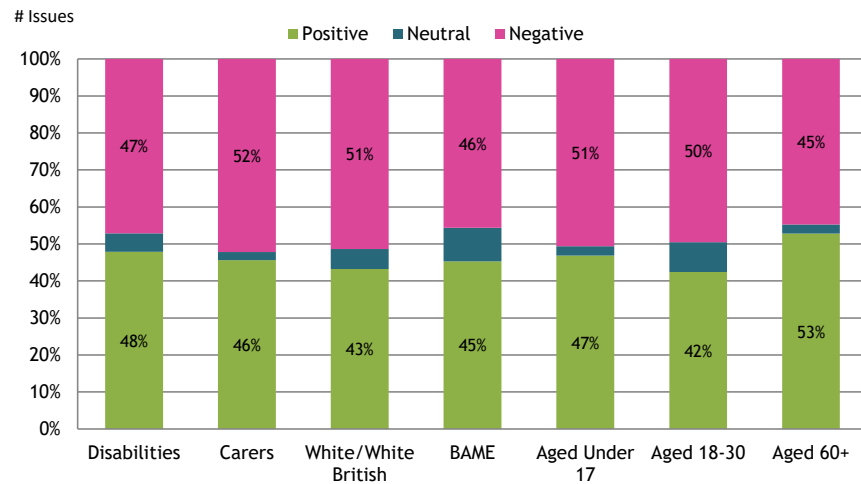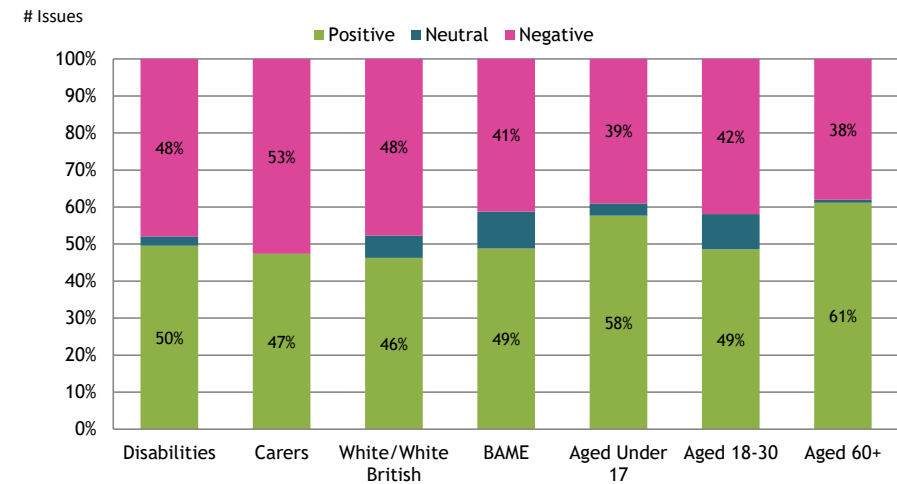Legend: Positive | Neutral | Negative

Hospital	Positive	Negative
St Bartholomews	58%	39%
Homerton	63%	35%
Queen's	41%	56%
Newham	33%	62%
King Goerge	36%	64%
Royal London	49%	49%
Whipps Cross	54%	44%

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

Issues

Legend: Positive | Neutral | Negative

Hospital	Positive	Negative
St Bartholomews	63%	35%
Homerton	72%	26%
Queen's	51%	45%
Newham	36%	58%
King Goerge	51%	49%
Royal London	56%	42%
Whipps Cross	62%	36%

5.3 How do people feel about general quality and empathy?
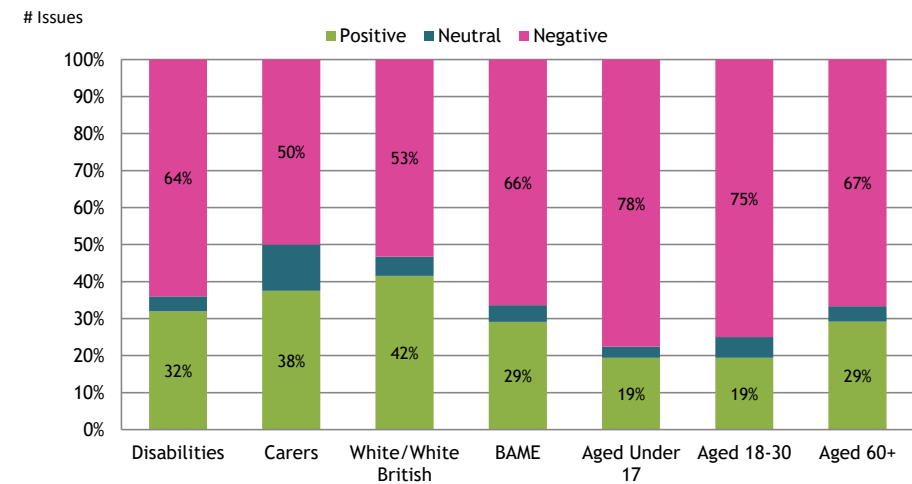
Issues

Legend: Positive | Neutral | Negative

Hospital	Positive	Negative
St Bartholomews	69%	29%
Homerton	78%	20%
Queen's	57%	41%
Newham	41%	55%
King Goerge	48%	52%
Royal London	64%	34%
Whipps Cross	64%	34%

5.4 How do people feel about access to services?

Issues

Legend: Positive | Neutral | Negative

Hospital	Positive	Negative
St Bartholomews	30%	70%
Homerton	33%	64%
Queen's	12%	87%
Newham	10%	87%
King Goerge	4%	96%
Royal London	15%	83%
Whipps Cross	26%	73%

6.1 How do people feel about services overall?

Issues

Legend: Positive / Neutral / Negative

Group	Positive	Negative
Disabilities	48%	47%
Carers	46%	52%
White/White British	43%	51%
BAME	45%	46%
Aged Under 17	47%	51%
Aged 18-30	42%	50%
Aged 60+	53%	45%

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

Issues

Legend: Positive / Neutral / Negative

Group	Positive	Negative
Disabilities	50%	48%
Carers	47%	53%
White/White British	46%	48%
BAME	49%	41%
Aged Under 17	58%	39%
Aged 18-30	49%	42%
Aged 60+	61%	38%

6.3 How do people feel about general quality and empathy?

Issues

Legend: Positive / Neutral / Negative

Group	Positive	Negative
Disabilities	56%	41%
Carers	53%	47%
White/White British	52%	43%
BAME	57%	35%
Aged Under 17	54%	43%
Aged 18-30	56%	35%
Aged 60+	70%	27%

6.4 How do people feel about access to services?

Issues

Legend: Positive / Neutral / Negative

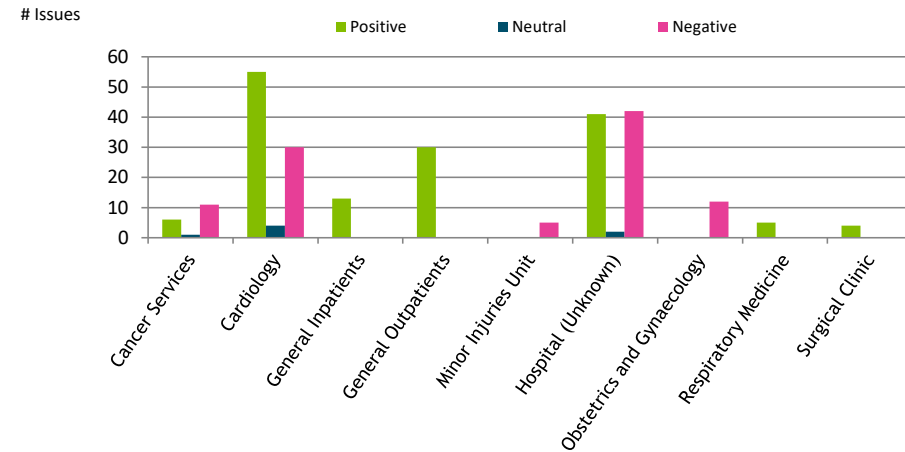| Group	Positive	Negative
Disabilities	32%	64%
Carers	38%	50%
White/White British	42%	53%
BAME	29%	66%
Aged Under 17	19%	78%
Aged 18-30	19%	75%
Aged 60+	29%	67%

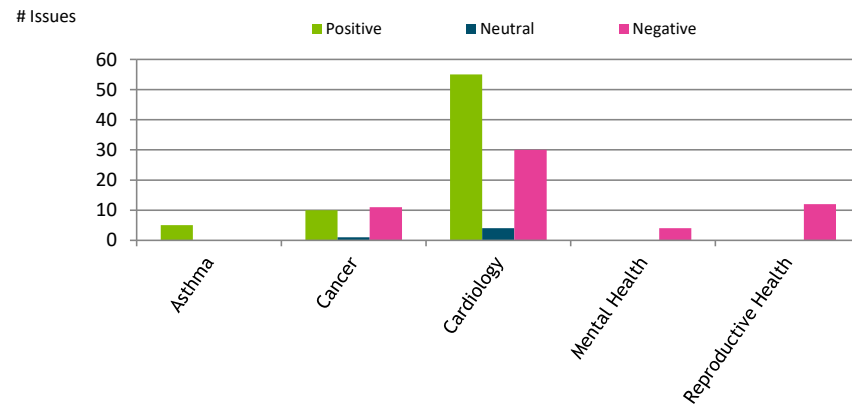## 7.1 Service Sector

Issues

Service sectors receiving the most comments overall

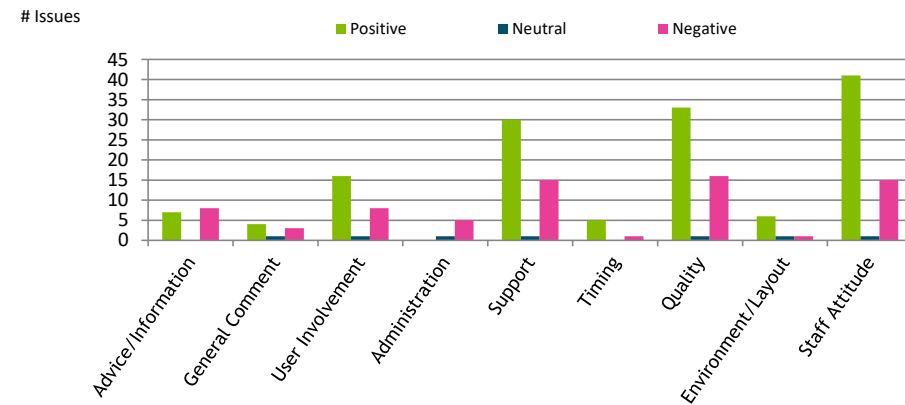## 7.2 Service Type

Issues

Service type receiving the most comments overall

7.3 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
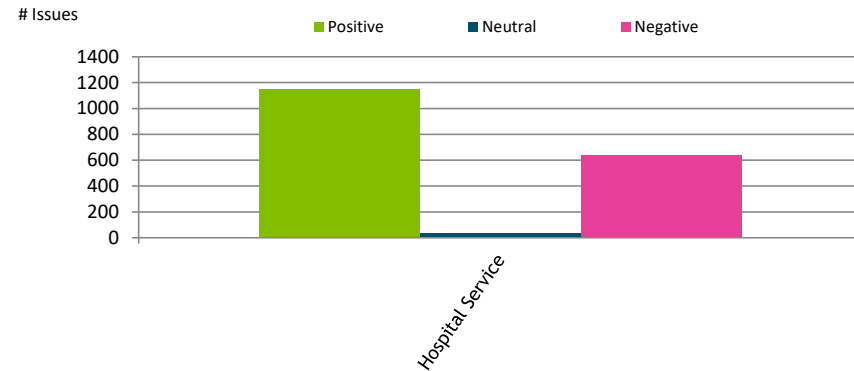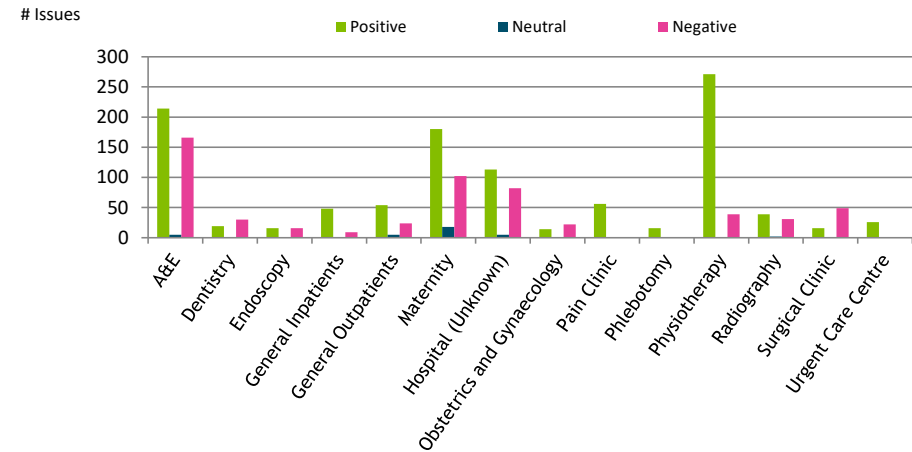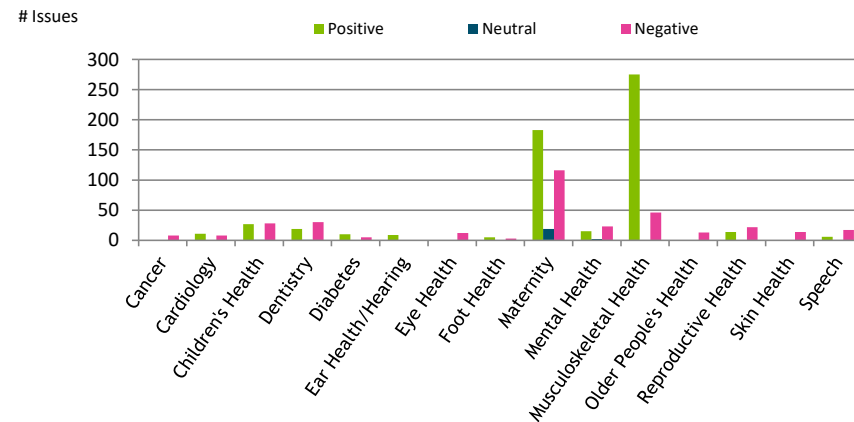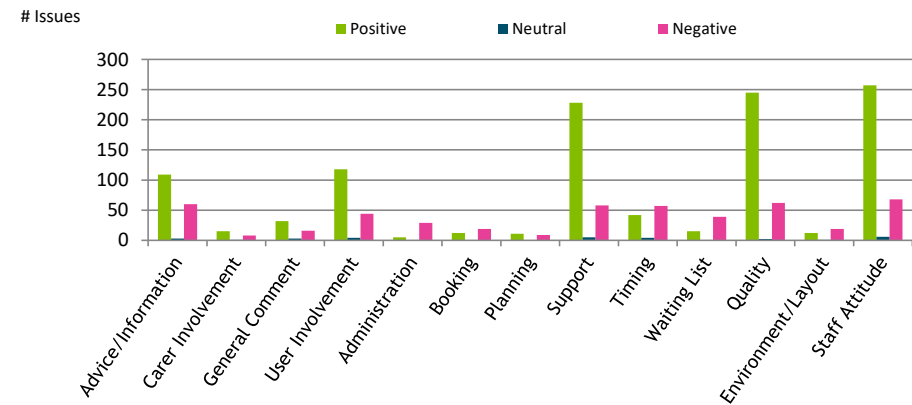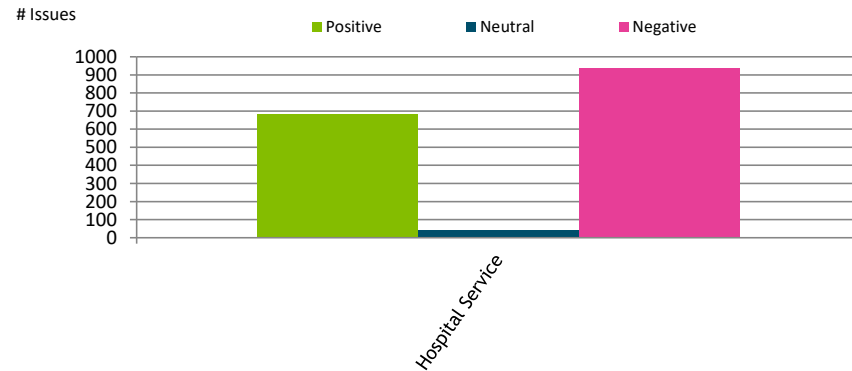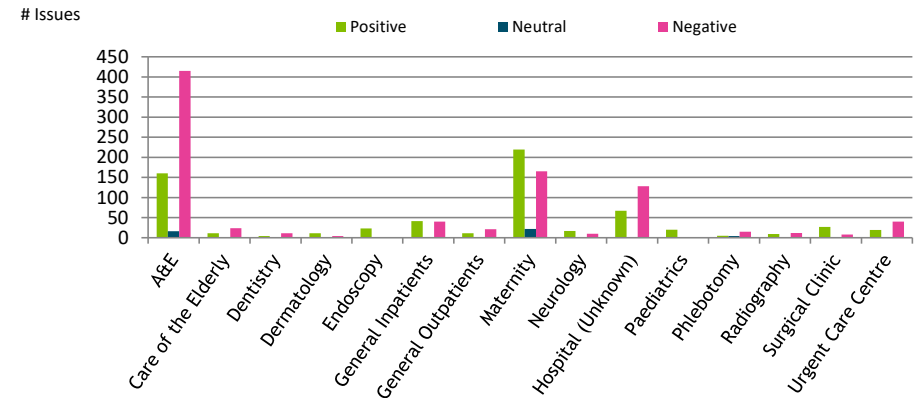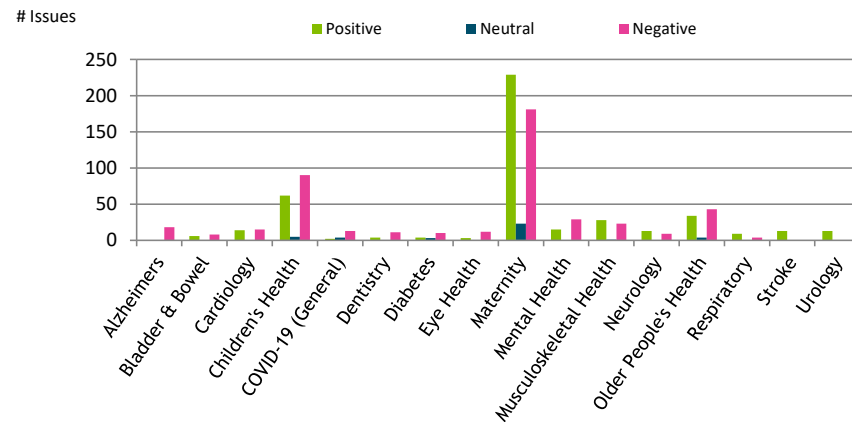
7.4 Top Trends: 264 issues from 60 people

Issues

Issues receiving the most comments overall

7.5 Service Sector

Issues

Positive ■ Neutral ■ Negative

Service sectors receiving the most comments overall

7.6 Service Type

Issues

Positive ■ Neutral ■ Negative

Service type receiving the most comments overall

7.7 Stated medical conditions/topics

Issues

Positive ■ Neutral ■ Negative

Medical conditions/topics receiving the most comments overall

7.8 Top Trends: 1823 issues from 376 people

Issues

Positive ■ Neutral ■ Negative

Issues receiving the most comments overall

7.9 Service Sector

Issues

Service sectors receiving the most comments overall

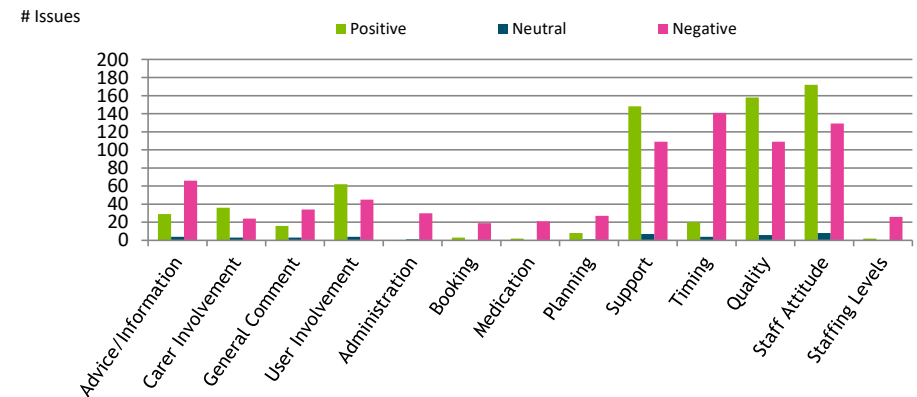**7.10 Service Type**

Issues

Service type receiving the most comments overall

7.11 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
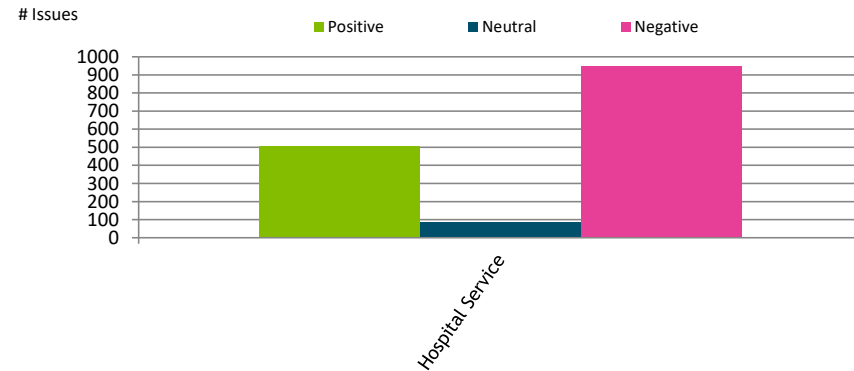
7.12 Top Trends: 1664 issues from 397 people

Issues

Issues receiving the most comments overall

7.13 Service Sector

Issues

Legend: Positive, Neutral, Negative

Service sectors receiving the most comments overall

7.14 Service Type

Issues

Legend: Positive, Neutral, Negative
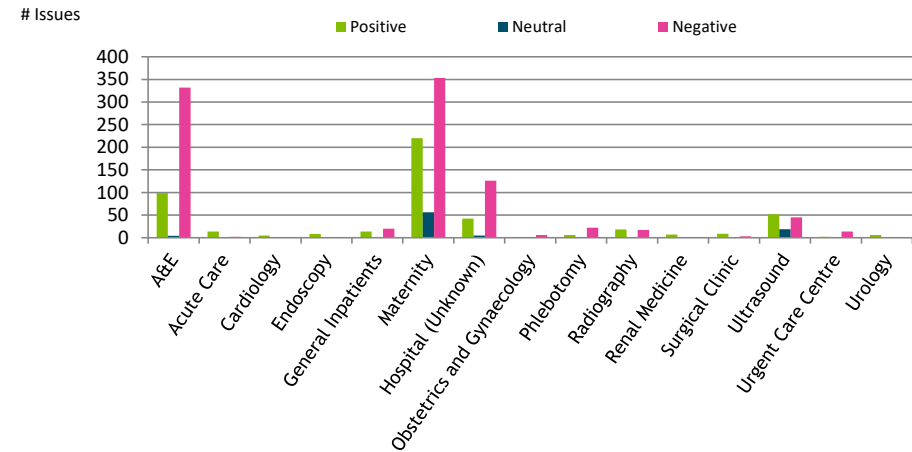
Service type receiving the most comments overall

7.15 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative
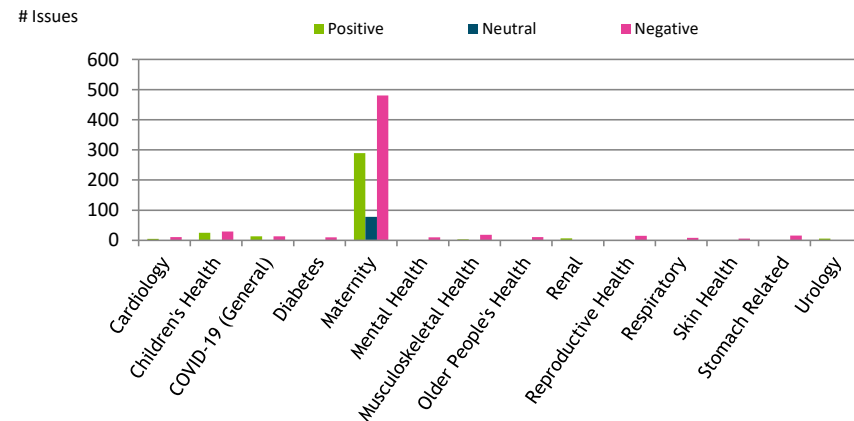
Medical conditions/topics receiving the most comments overall

7.16 Top Trends: 1541 issues from 476 people

Issues

Legend: Positive, Neutral, Negative

Issues receiving the most comments overall

7.17 Service Sector

Issues

Service sectors receiving the most comments overall

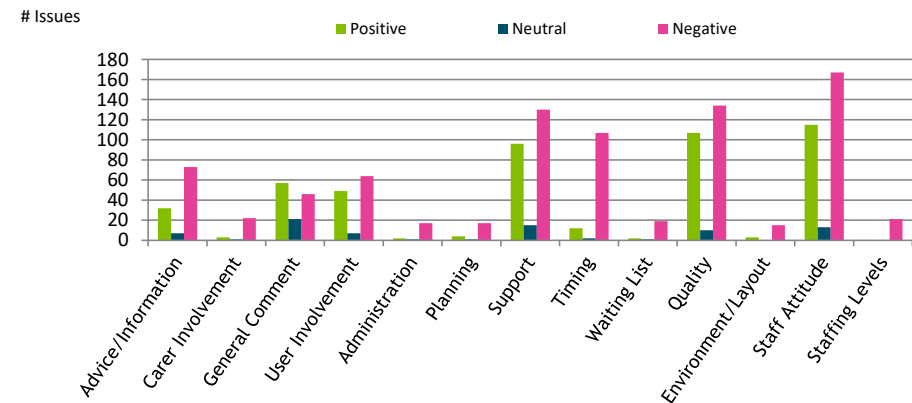**7.18 Service Type**

Issues
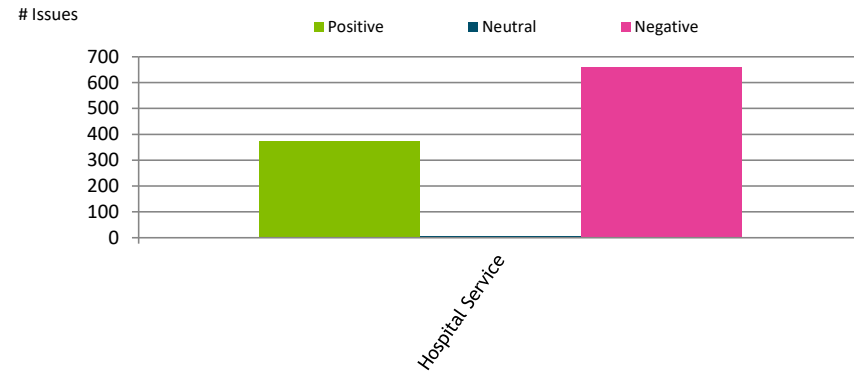
Service type receiving the most comments overall

7.19 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall

7.20 Top Trends: 1039 issues from 284 people
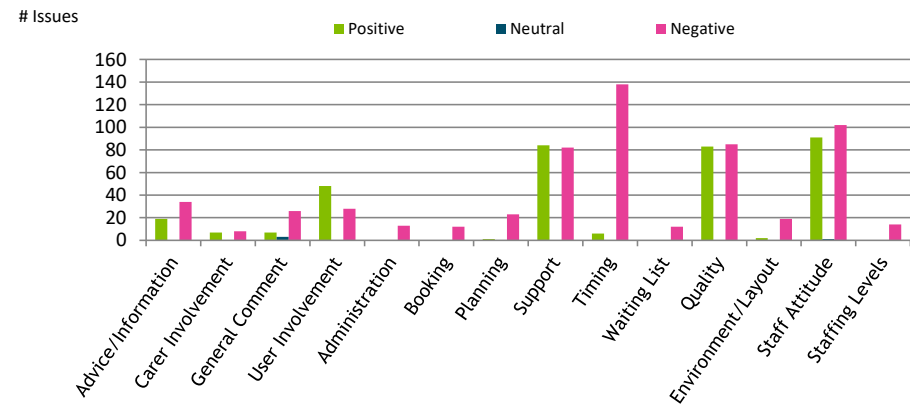
Issues

Issues receiving the most comments overall

13

7.21 Service Sector

Issues
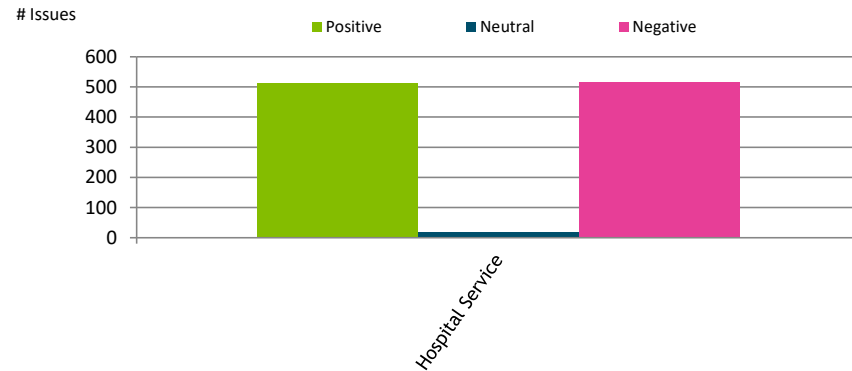
Service sectors receiving the most comments overall
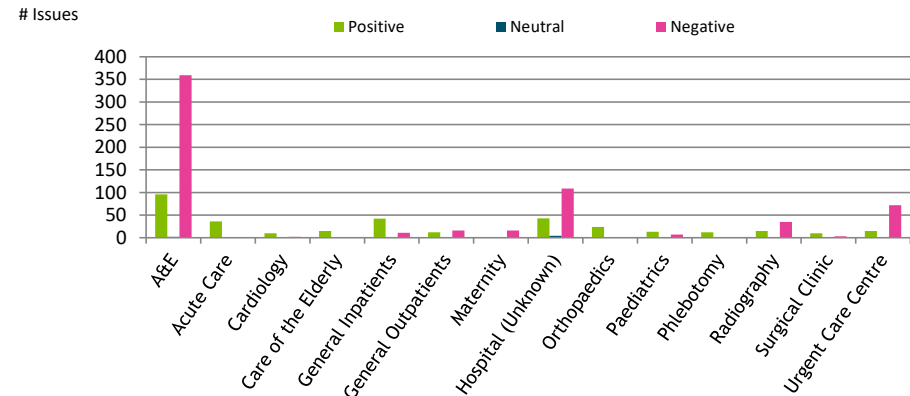
7.22 Service Type

Issues

Service type receiving the most comments overall

7.23 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall

7.24 Top Trends: 1046 issues from 249 people

Issues

Issues receiving the most comments overall

7.25 Service Sector

Issues

Service sectors receiving the most comments overall

7.26 Service Type

Issues

Service type receiving the most comments overall

7.27 Stated medical conditions/topics
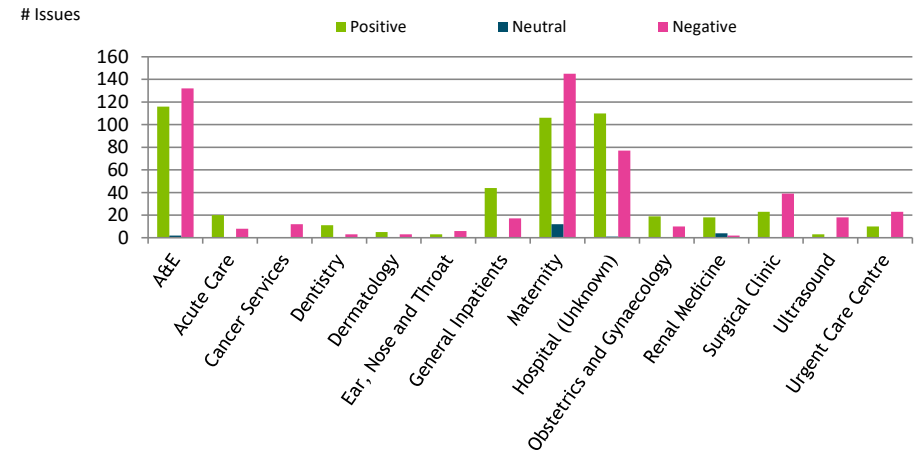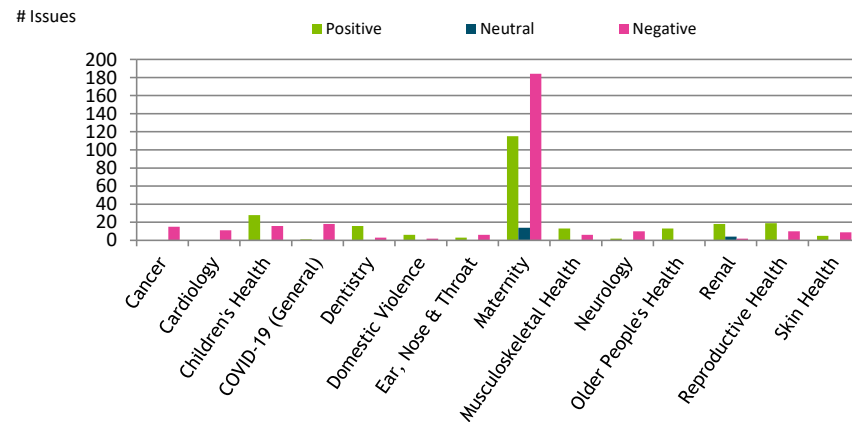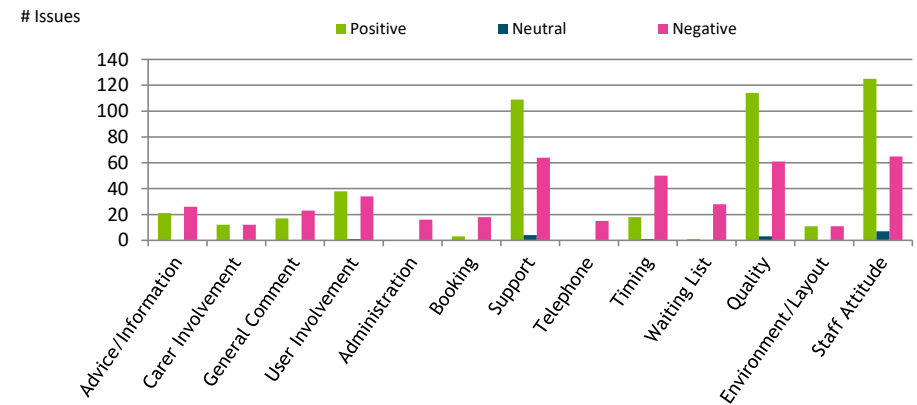
Issues

Medical conditions/topics receiving the most comments overall

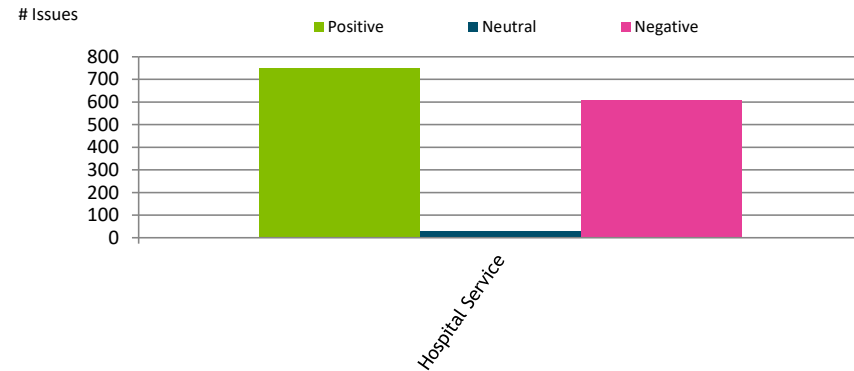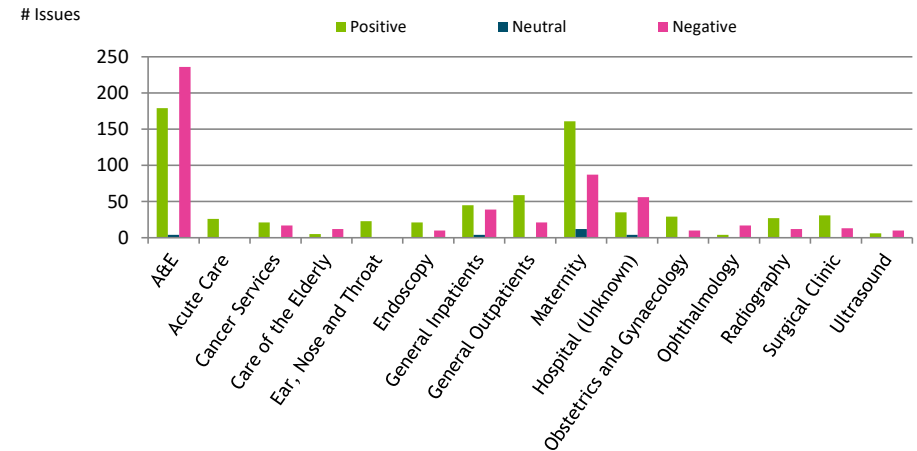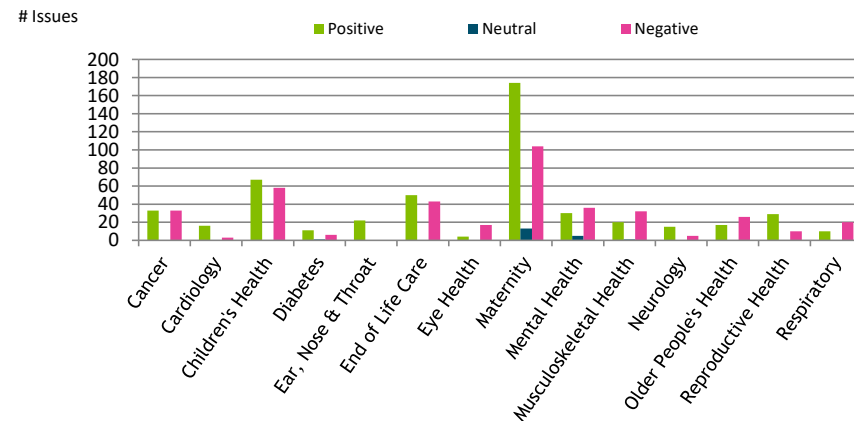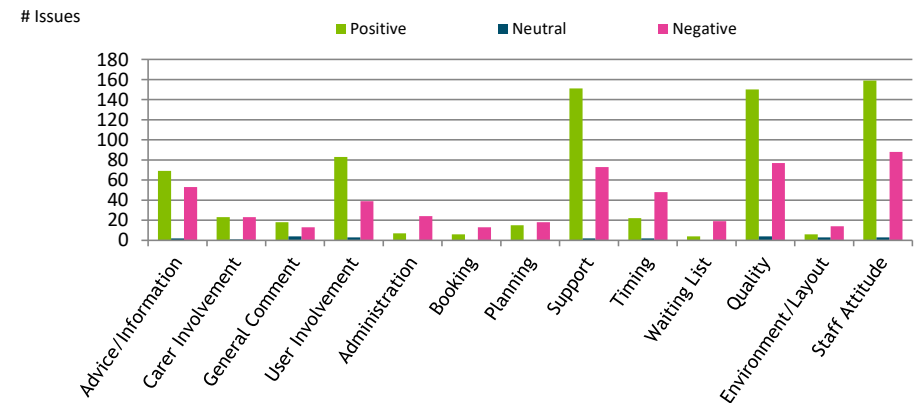## 7.28 Top Trends: 1400 issues from 285 people

Issues

Issues receiving the most comments overall

8. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	286	16	320	622
	Carer Involvement	*Involvement or influence of carers and family members.*	98	6	97	201
	Peer Involvement	*Involvement or Influence of friends.*	4	0	2	6
	General Comment	*A generalised statement (ie; "The doctor was good.")*	151	35	161	347
	User Involvement	*Involvement or influence of the service user.*	414	20	262	696
Systems	Administration	*Administrative processes and delivery.*	14	3	134	151
	Admission	*Physical admission to a hospital ward, or other service.*	10	1	26	37
	Booking	*Ability to book, reschedule or cancel appointments.*	28	1	98	127
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	30	30
	Data Protection	*General data protection (including GDPR).*	0	0	3	3
	Referral	*Referral to a service.*	15	0	19	34
	Medical Records	*Management of medical records.*	1	0	22	23
	Medication	*Prescription and management of medicines.*	9	1	58	68
	Opening Times	*Opening times of a service.*	2	0	4	6
	Planning	*Leadership and general organisation.*	44	2	107	153
	Registration	*Ability to register for a service.*	1	2	23	26
	Support	*Levels of support provided.*	846	34	531	1411
	Telephone	*Ability to contact a service by telephone.*	4	1	72	77
	Timing	*Physical timing (ie; length of wait at appointments).*	125	13	542	680
	Waiting List	*Length of wait while on a list.*	27	1	138	166
Values	Choice	*General choice.*	23	0	41	64
	Cost	*General cost.*	5	2	16	23
	Language	*Language, including terminology.*	9	4	28	41
	Nutrition	*Provision of sustainance.*	29	1	24	54
	Privacy	*Privacy, personal space and property.*	8	0	27	35
	Quality	*General quality of a service, or staff.*	890	26	544	1460
	Sensory	*Deaf/blind or other sensory issues.*	1	0	4	5
	Stimulation	*General stimulation, including access to activities.*	14	0	4	18

8. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	3	1	11	15
	Environment/Layout	*Physical environment of a service.*	45	5	93	143
	Equipment	*General equipment issues.*	4	1	21	26
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	5	0	17	22
	Hygiene	*Levels of hygiene and general cleanliness.*	38	1	37	76
	Mobility	*Physical mobility to, from and within services.*	5	0	25	30
	Travel/Parking	*Ability to travel or park.*	10	2	22	34
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	25	25
	Security/Conduct	*General security of a service, including conduct of staff.*	5	3	39	47
	Staff Attitude	*Attitude, compassion and empathy of staff.*	960	39	634	1633
	Complaints	*Ability to log and resolve a complaint.*	0	0	20	20
	Staff Training	*Training of staff.*	4	2	39	45
	Staffing Levels	*General availability of staff.*	2	0	95	97
	Total:		**4139**	**223**	**4415**	**8777**

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