

Hospital Services in North East London (NEL)

Trends Analysis Report



11 April 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 April 2022 - 31 March 2023



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.

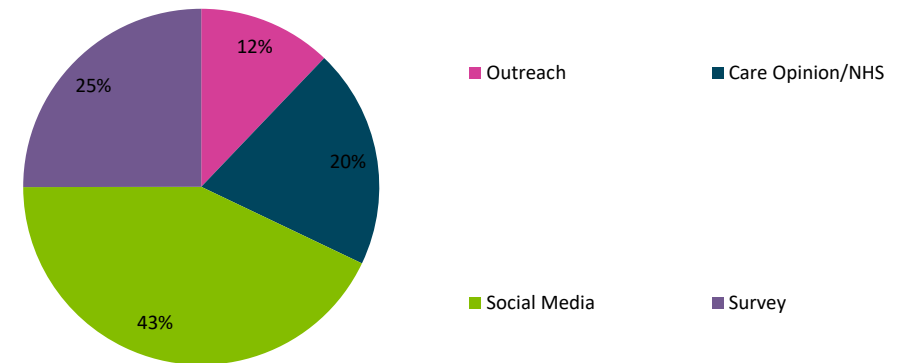
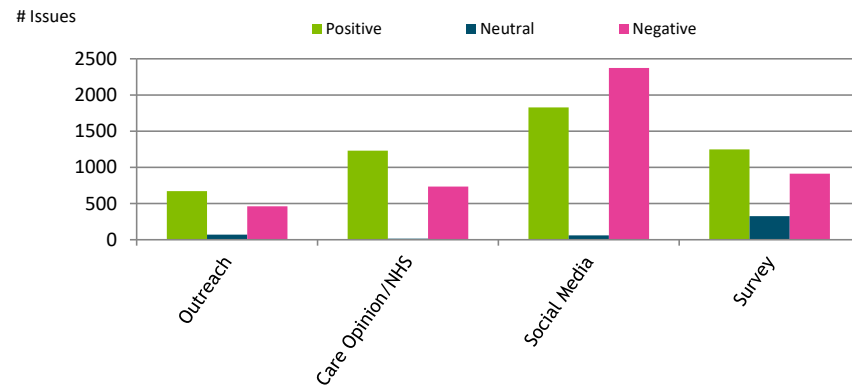


Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

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

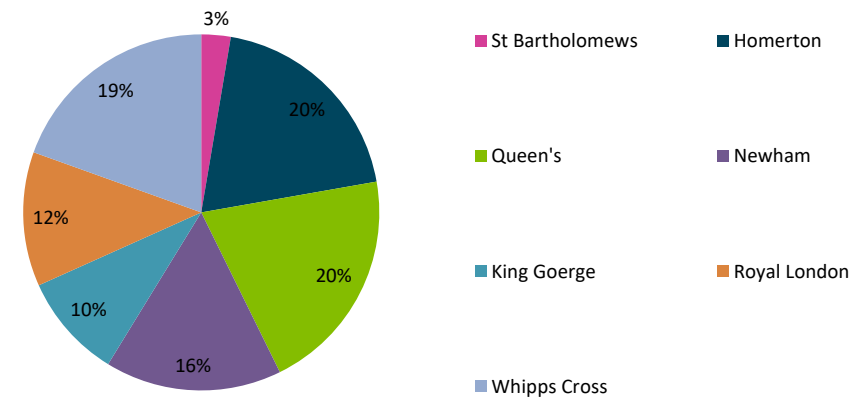
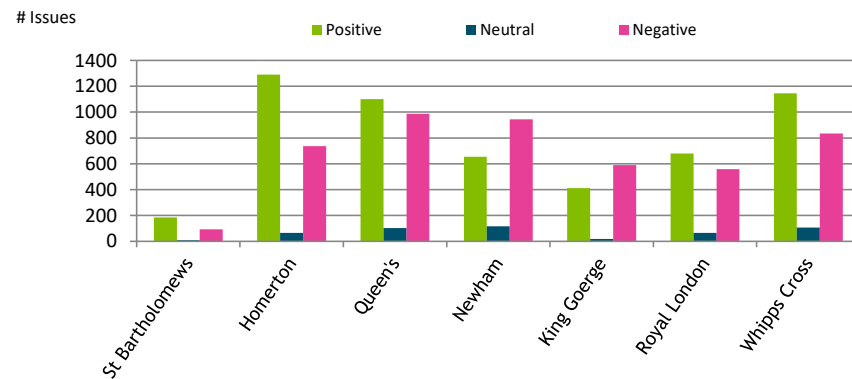


1.1 Source: 10692 issues from 2482 people



Sources providing the most comments overall

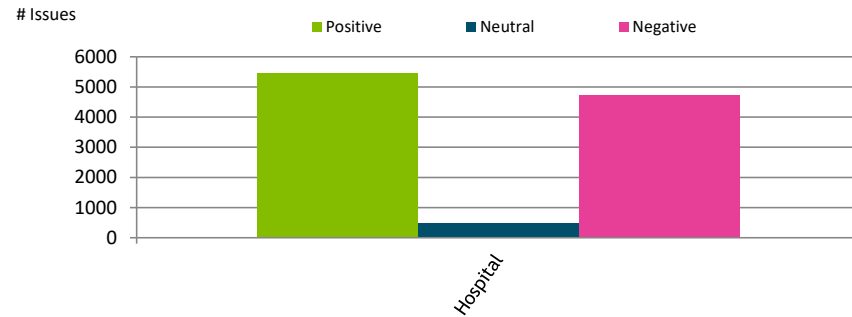
1.2 Feedback by Hospital



2. Which services are people most commenting on?

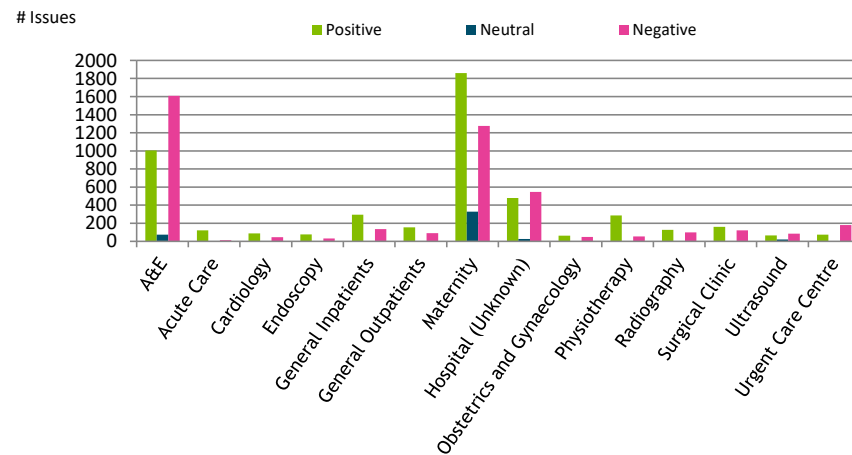


2.1 Service Sector

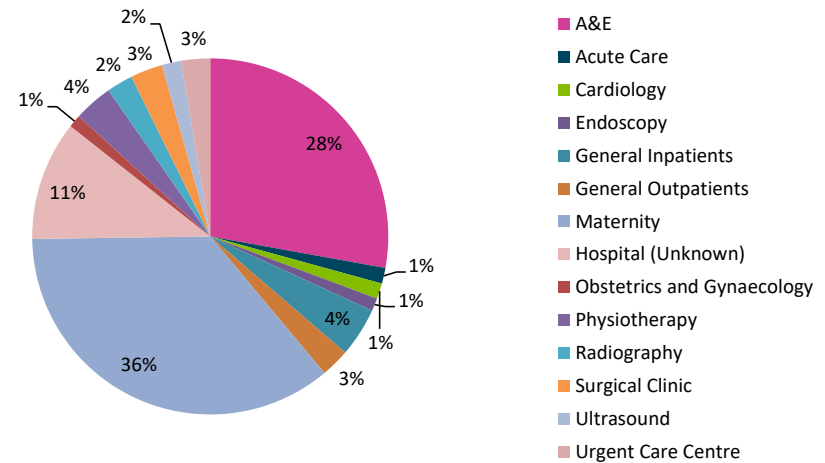


Service sectors receiving the most comments overall

2.2 Service Type



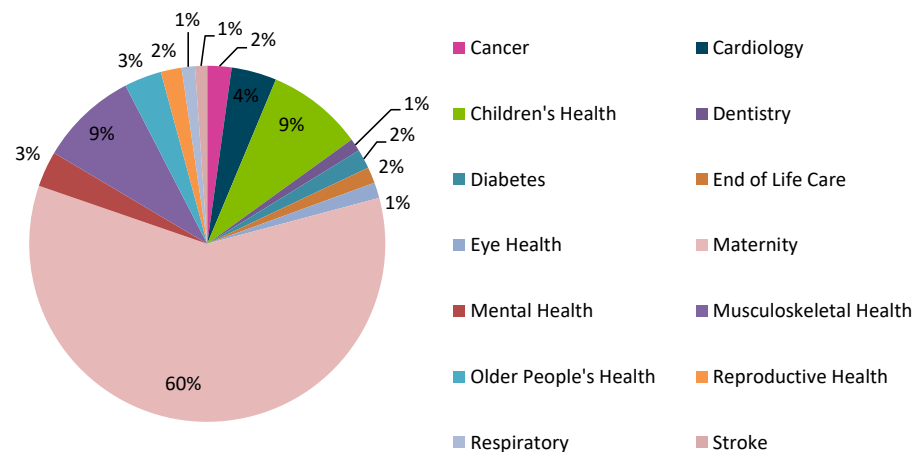
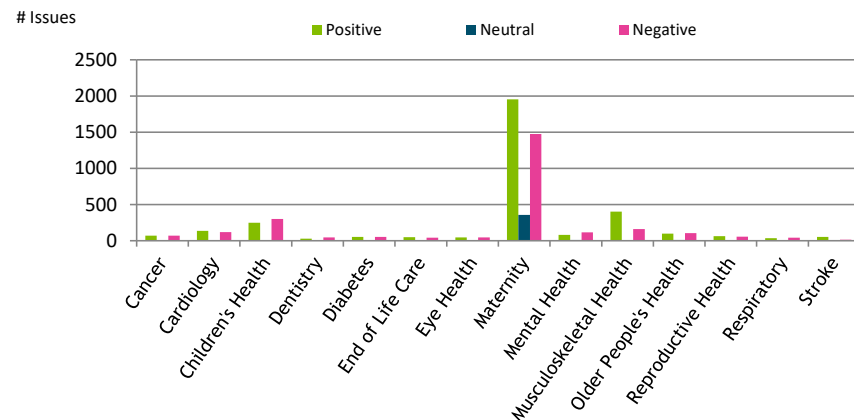
Service type receiving the most comments overall



3. Which service aspects are people most commenting on?

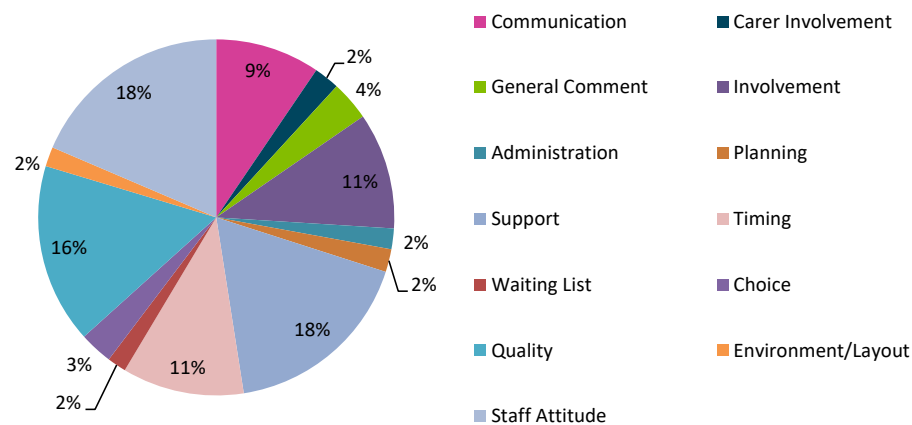
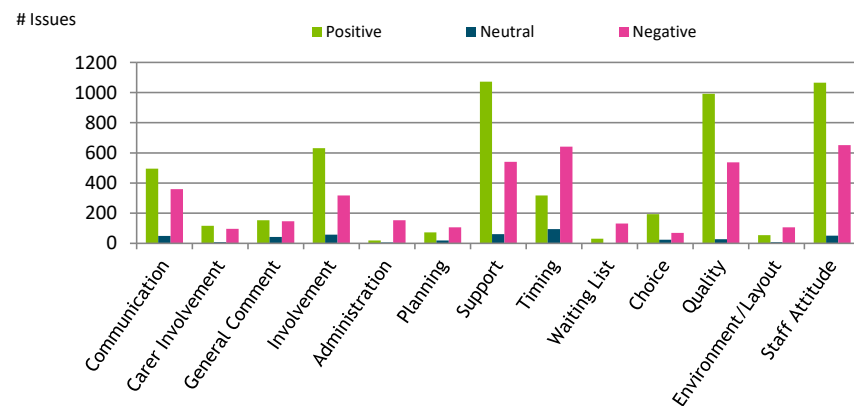


3.1 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

3.2 Top Trends: 10692 issues from 2482 people

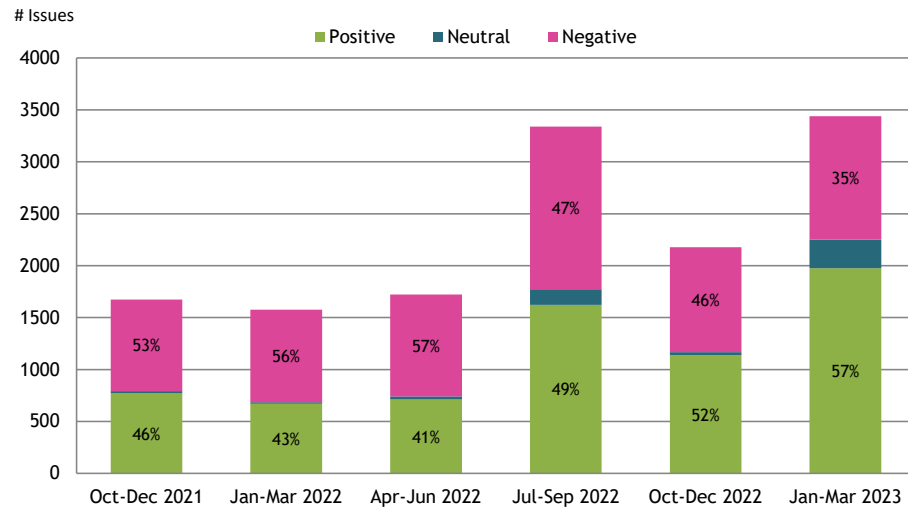


Issues receiving the most comments overall

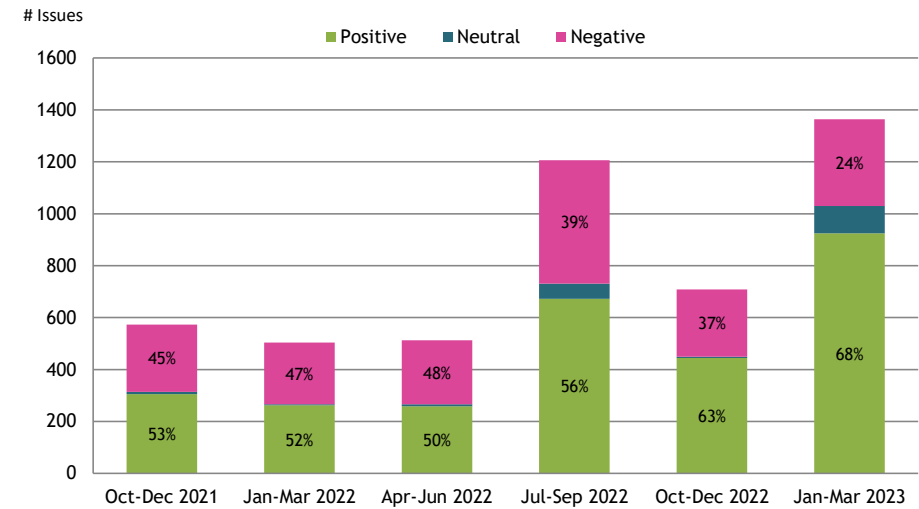
4. Timeline: On the whole, how do people feel about Health and Care services?



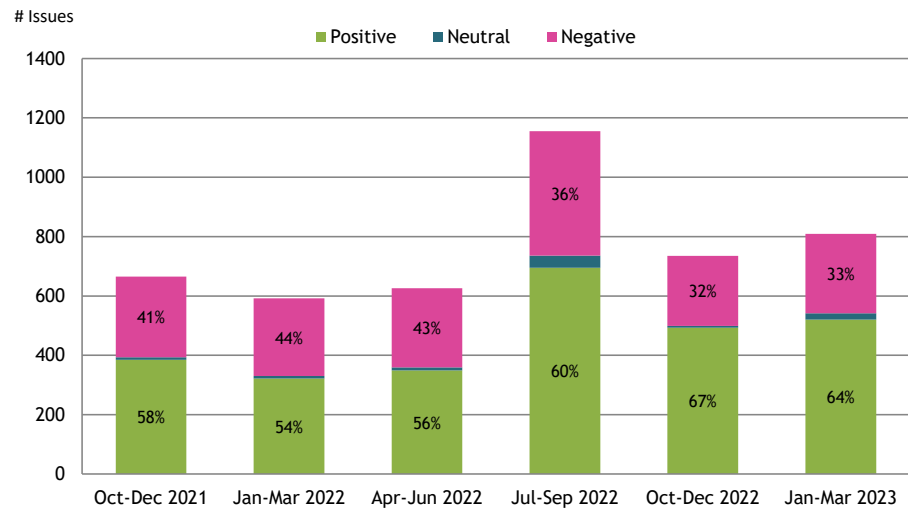
4.1 How do people feel about services overall?



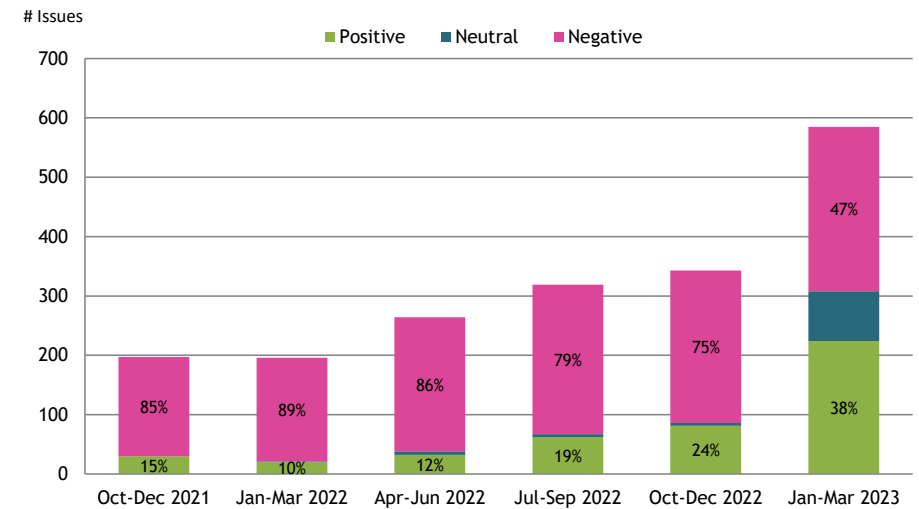
4.2 How well informed, involved and supported do people feel?



4.3 How do people feel about general quality and empathy?



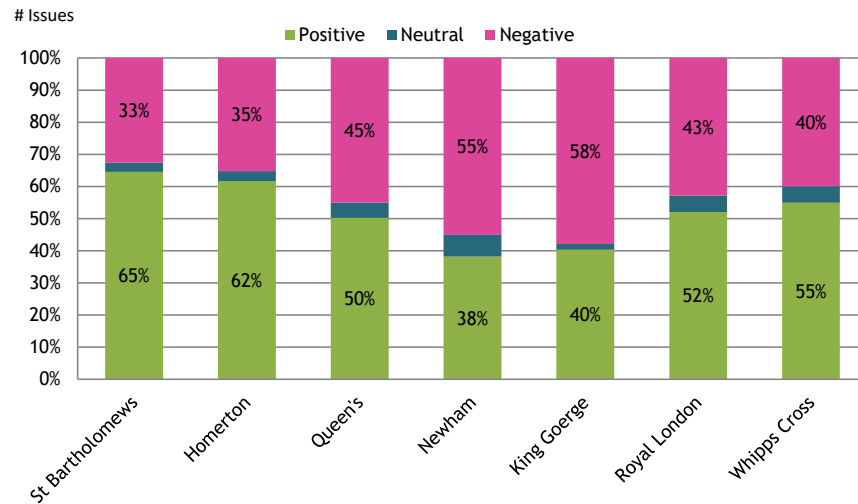
4.4 How do people feel about access to services?



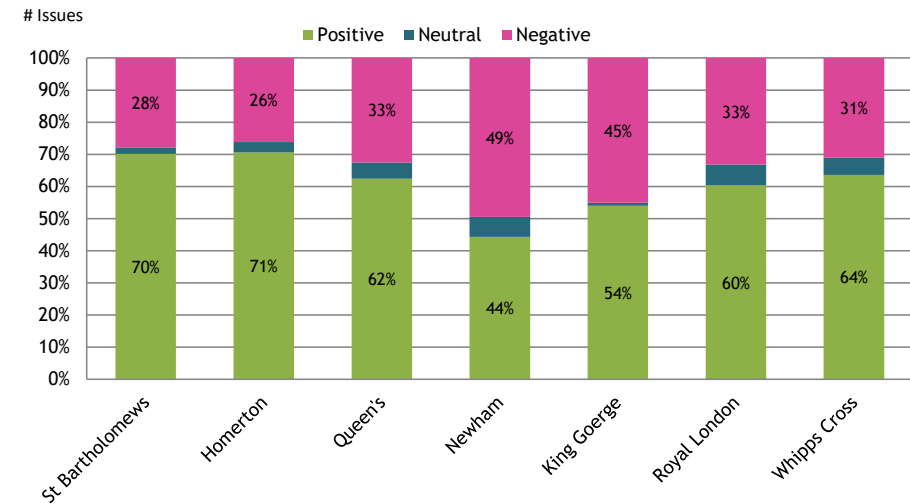
5. By Hospital: On the whole, how do people feel about Health and Care services?



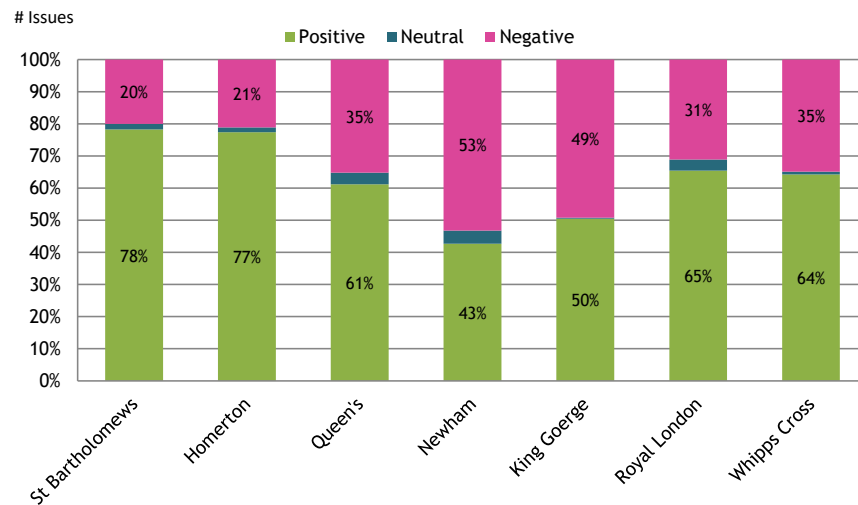
5.1 How do people feel about services overall?



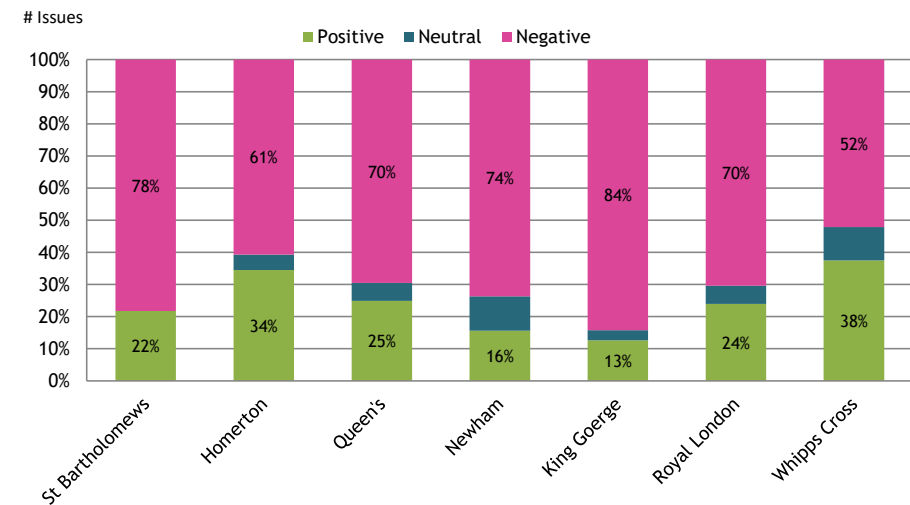
5.2 How well informed, involved and supported do people feel?



5.3 How do people feel about general quality and empathy?



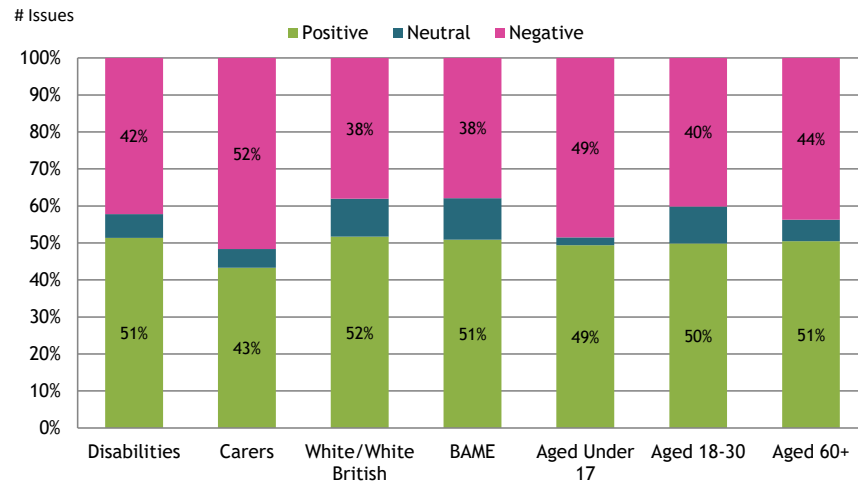
5.4 How do people feel about access to services?



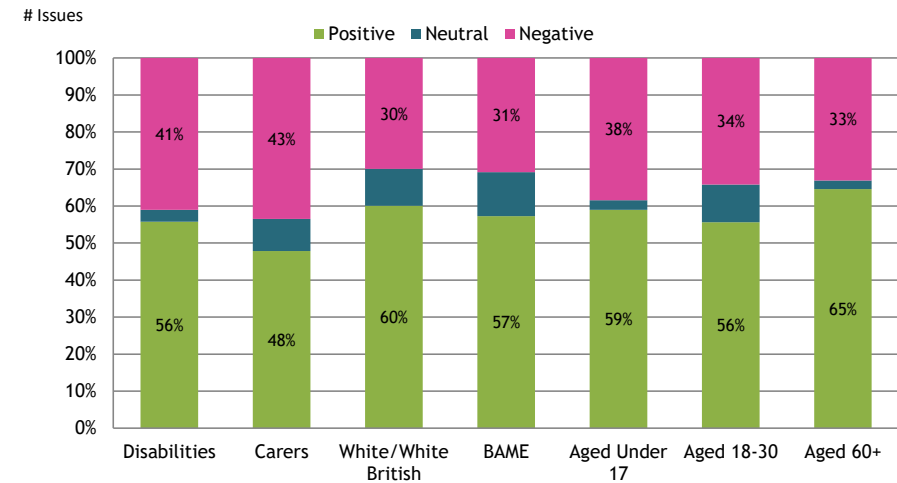
6. Equalities: On the whole, how do people feel about Health and Care services?



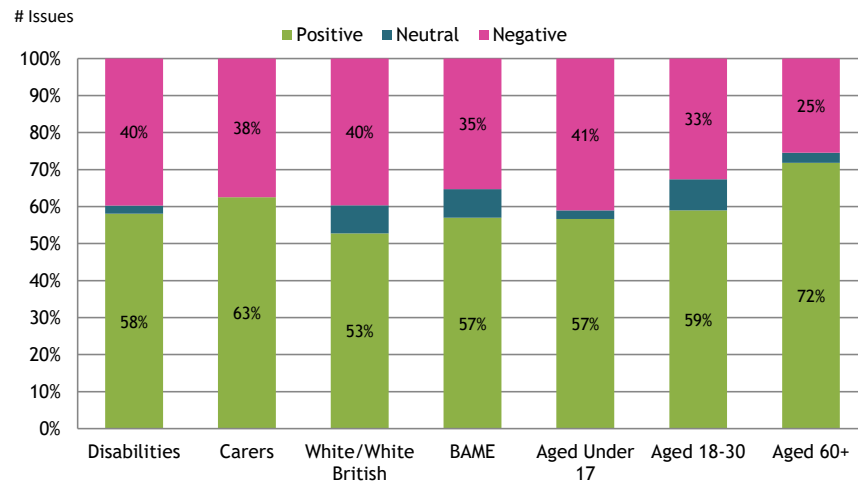
6.1 How do people feel about services overall?



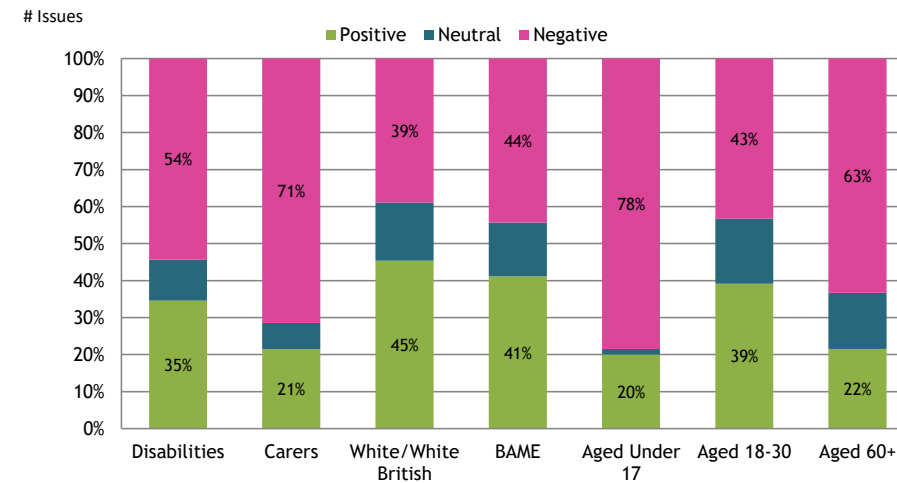
6.2 How well informed, involved and supported do people feel?



6.3 How do people feel about general quality and empathy?



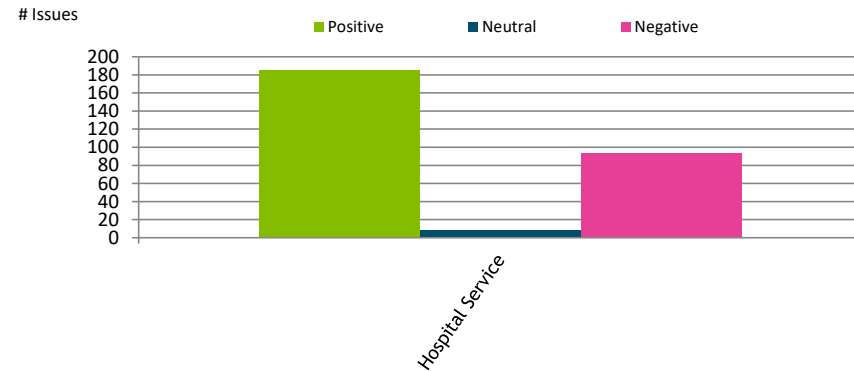
6.4 How do people feel about access to services?



7. Trends by Hospital: St Bartholomews Hospital

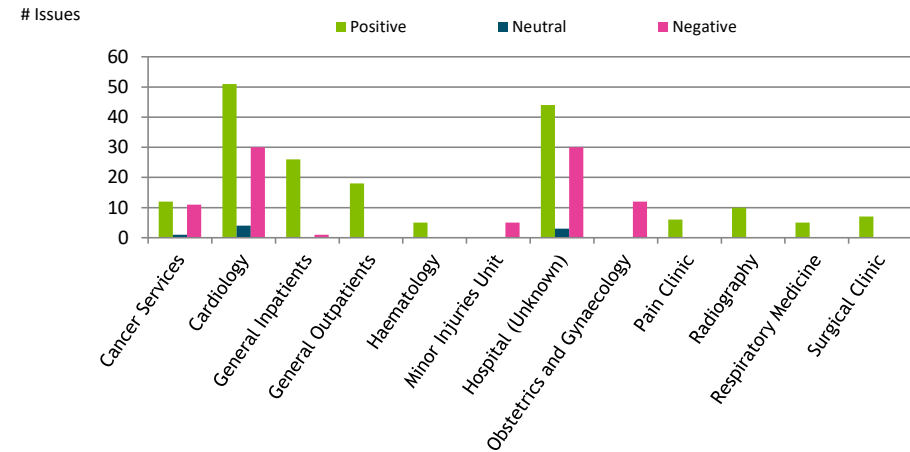


7.1 Service Sector



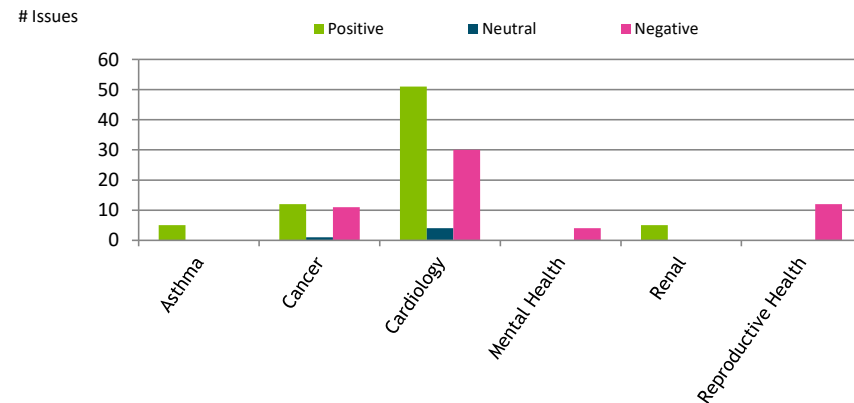
Service sectors receiving the most comments overall

7.2 Service Type



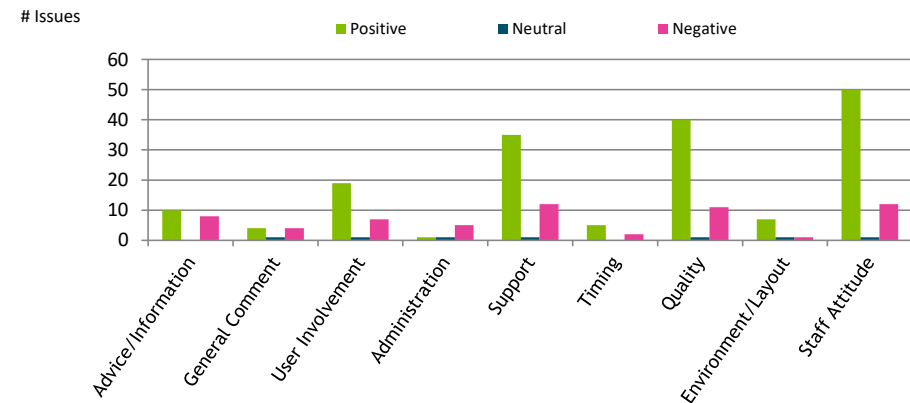
Service type receiving the most comments overall

7.3 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 285 issues from 65 people

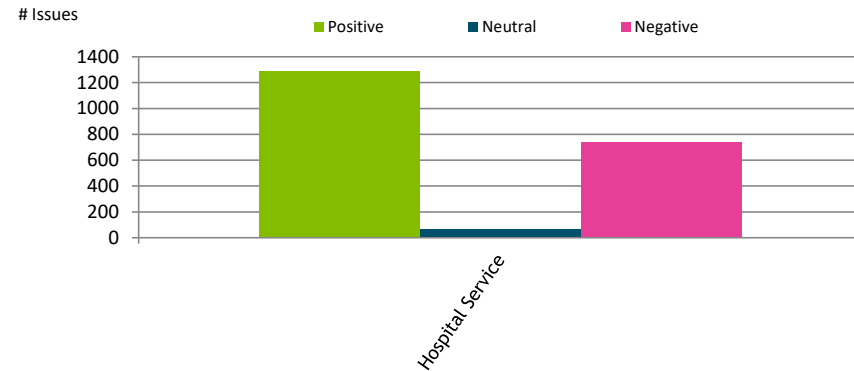


Issues receiving the most comments overall

7. Trends by Hospital: Homerton University Hospital

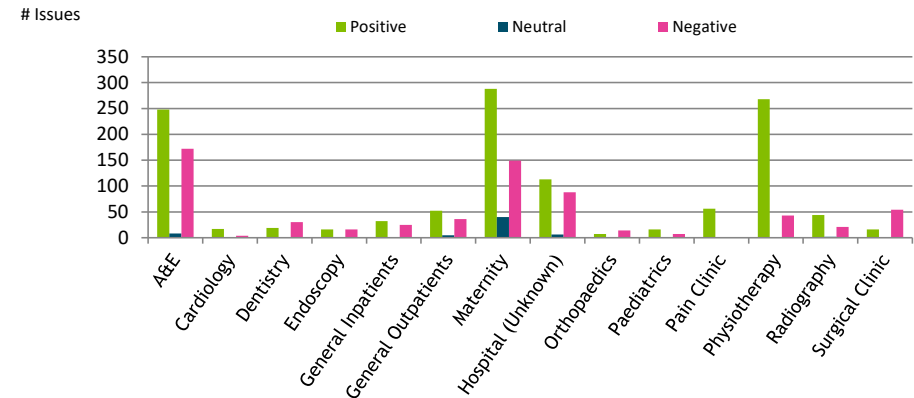


7.5 Service Sector



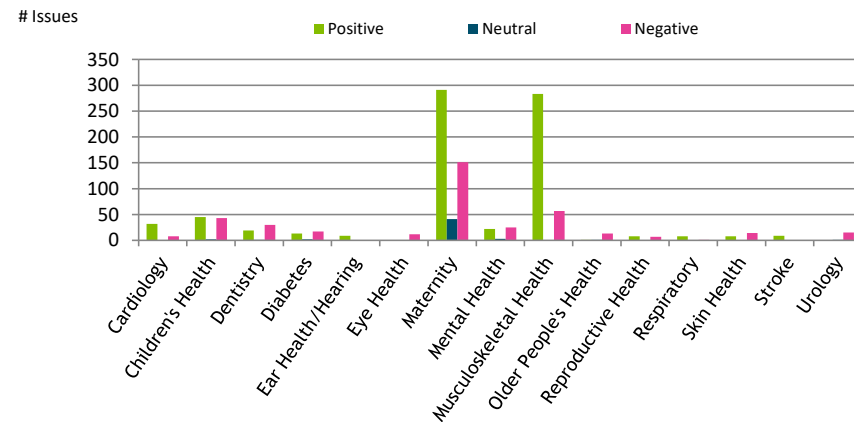
Service sectors receiving the most comments overall

7.6 Service Type



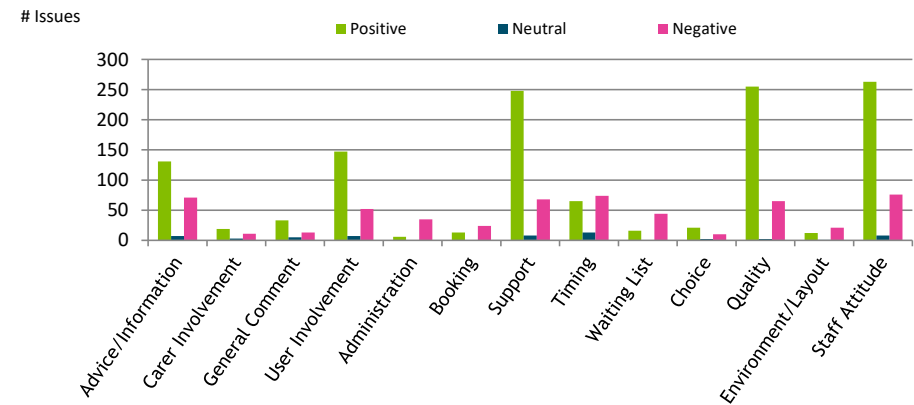
Service type receiving the most comments overall

7.7 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.8 Top Trends: 2092 issues from 434 people

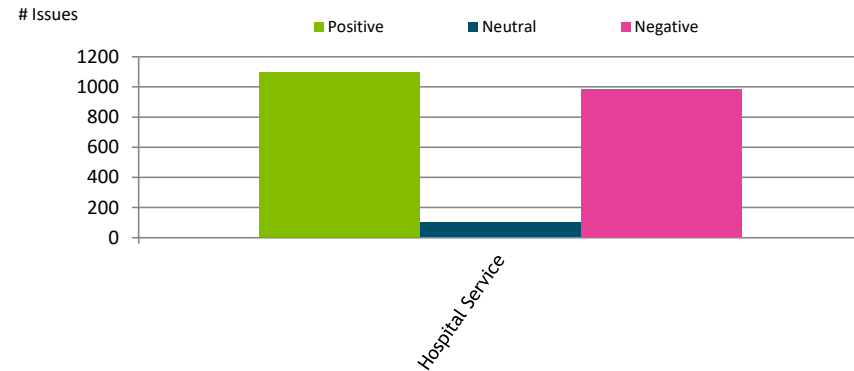


Issues receiving the most comments overall

7. Trends by Hospital: Queen's Hospital

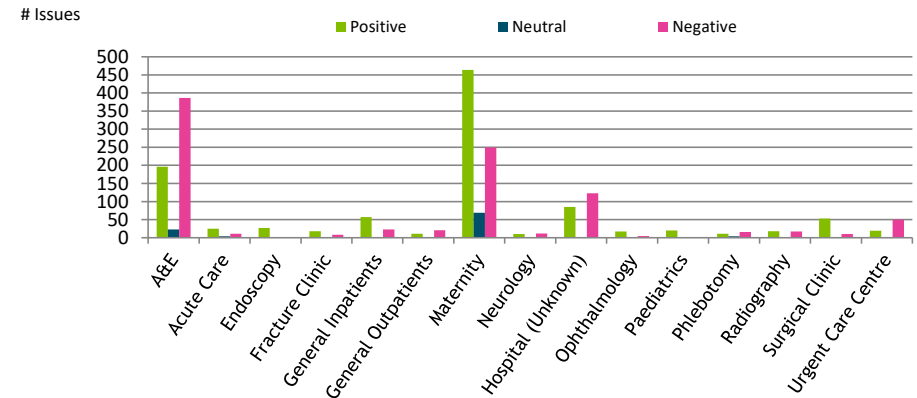


7.9 Service Sector



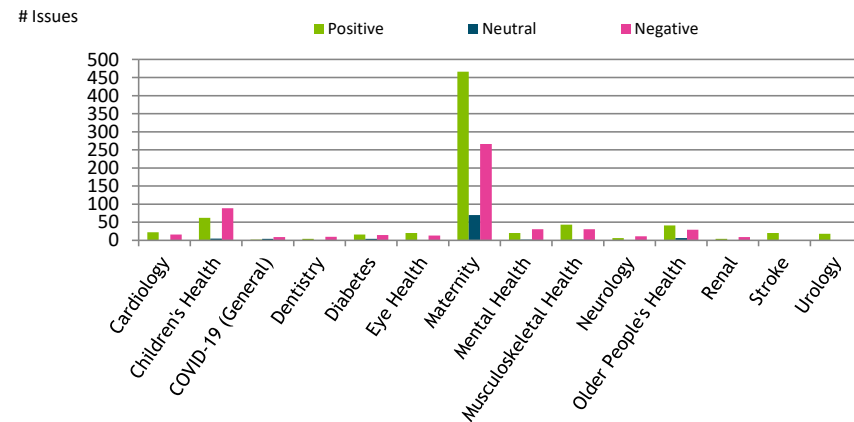
Service sectors receiving the most comments overall

7.10 Service Type



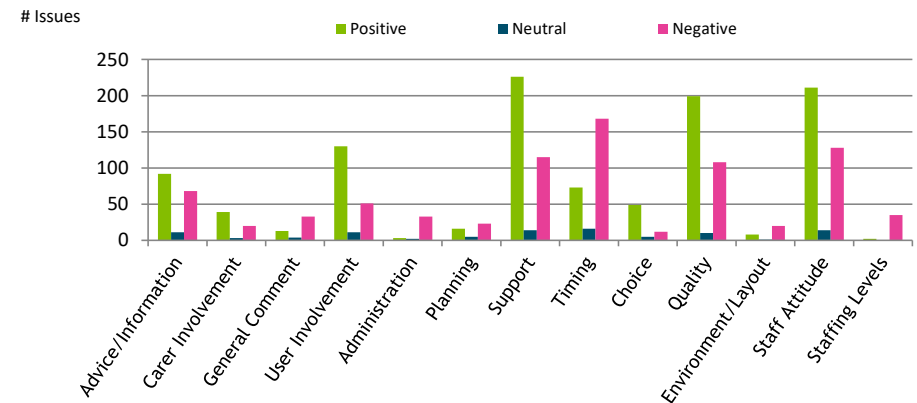
Service type receiving the most comments overall

7.11 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.12 Top Trends: 2191 issues from 491 people

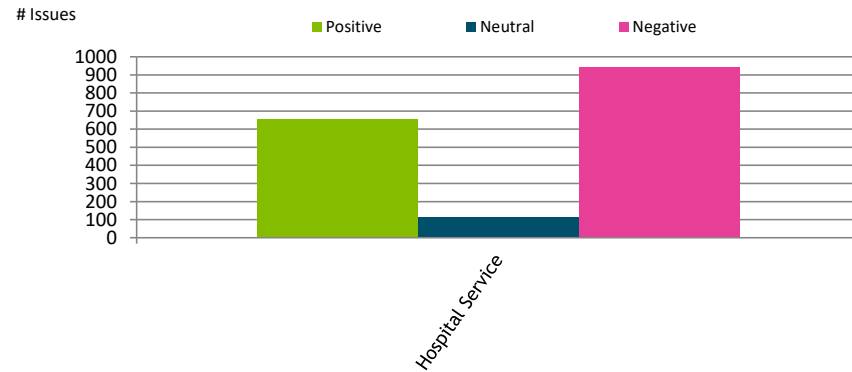


Issues receiving the most comments overall

7. Trends by Hospital: Newham University Hospital

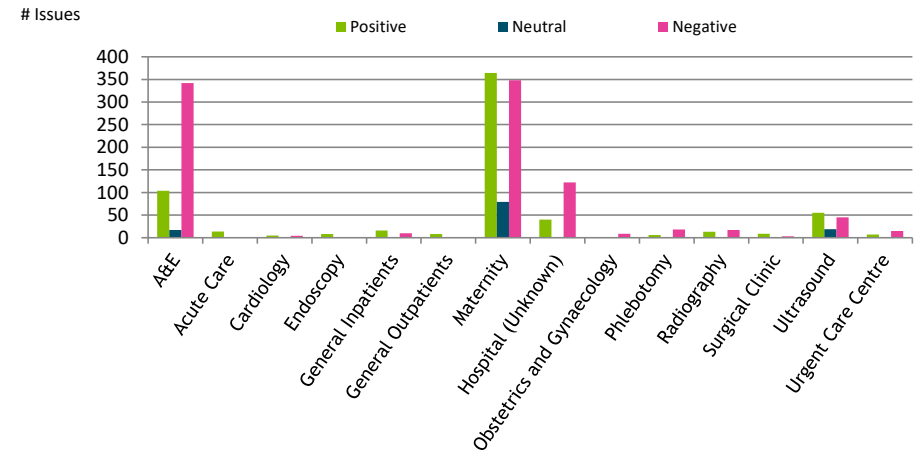


7.13 Service Sector



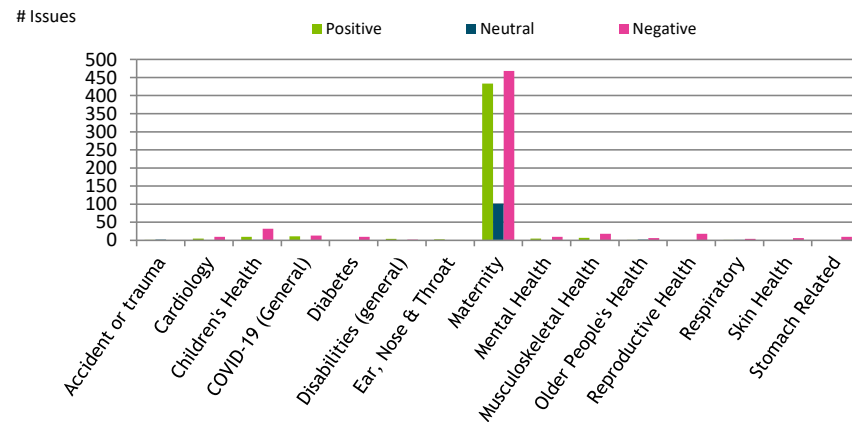
Service sectors receiving the most comments overall

7.14 Service Type



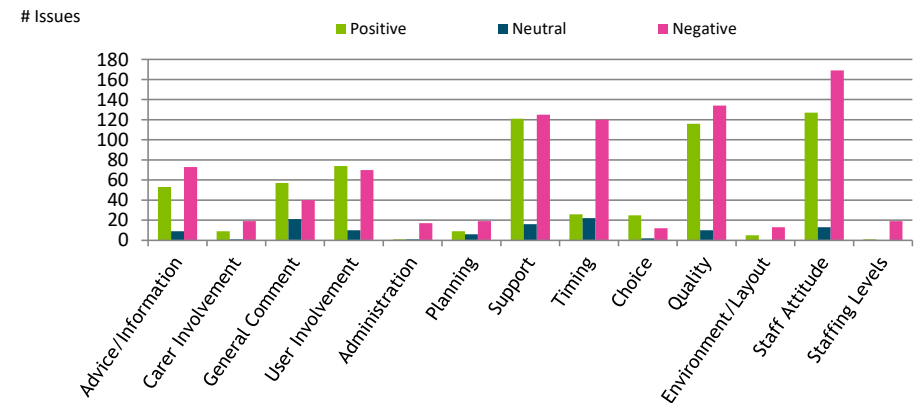
Service type receiving the most comments overall

7.15 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.16 Top Trends: 1715 issues from 509 people

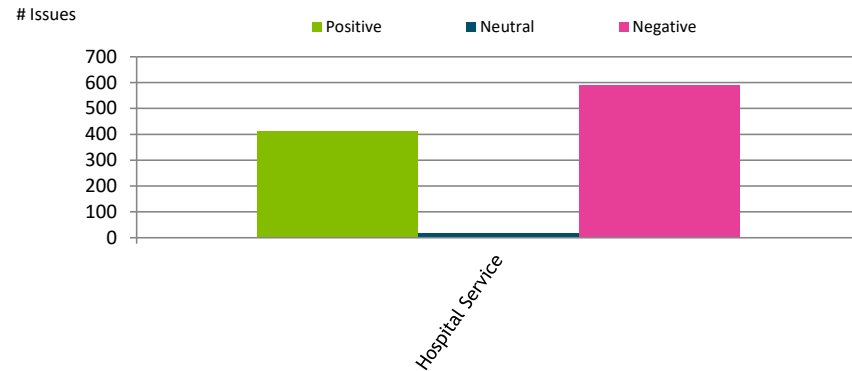


Issues receiving the most comments overall

7. Trends by Hospital: King George Hospital

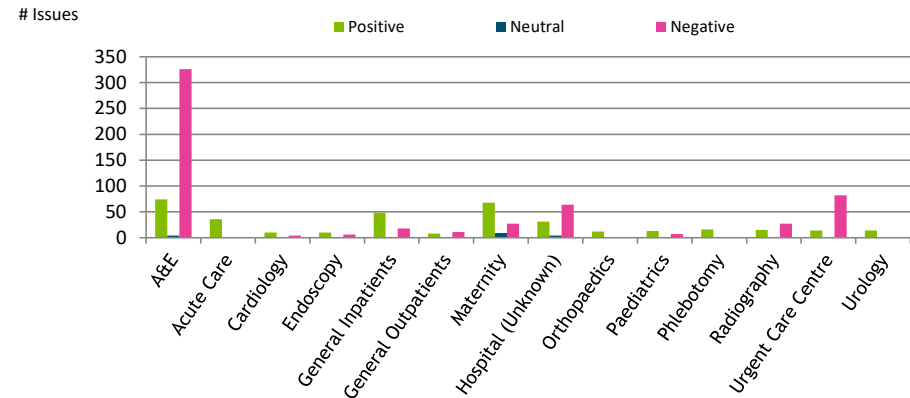


7.17 Service Sector



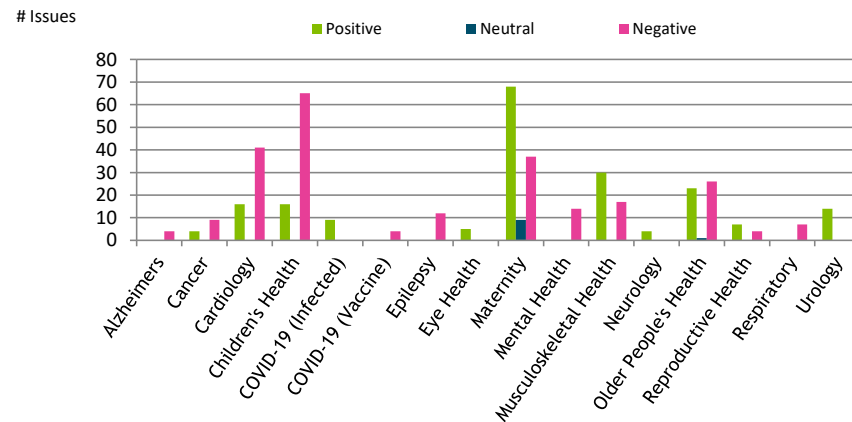
Service sectors receiving the most comments overall

7.18 Service Type



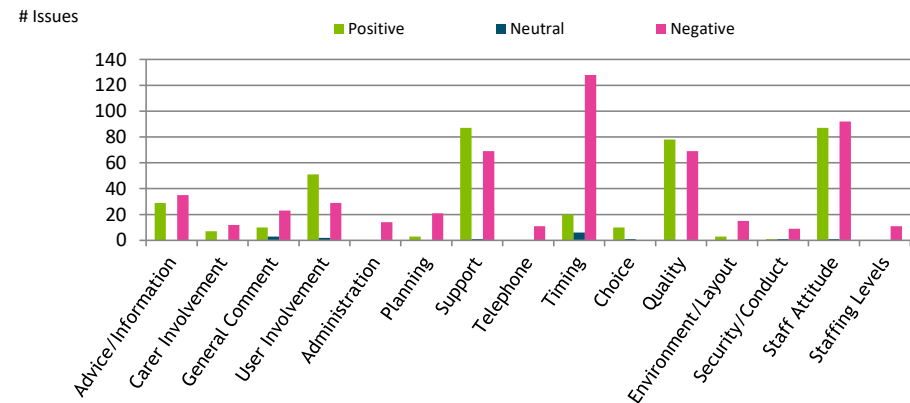
Service type receiving the most comments overall

7.19 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.20 Top Trends: 1019 issues from 282 people

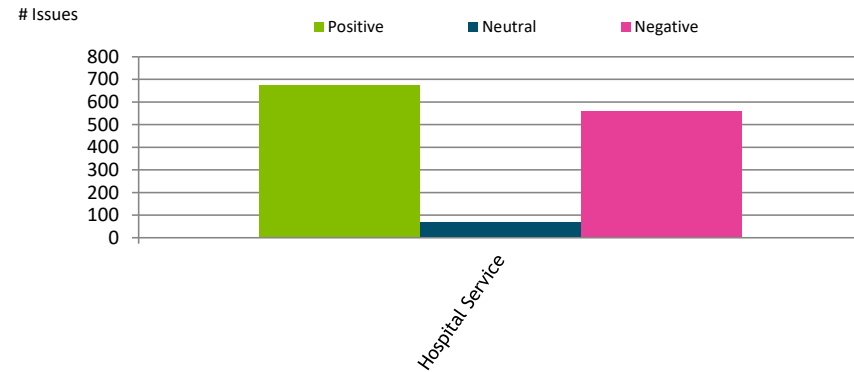


Issues receiving the most comments overall

7. Trends by Hospital: Royal London Hospital

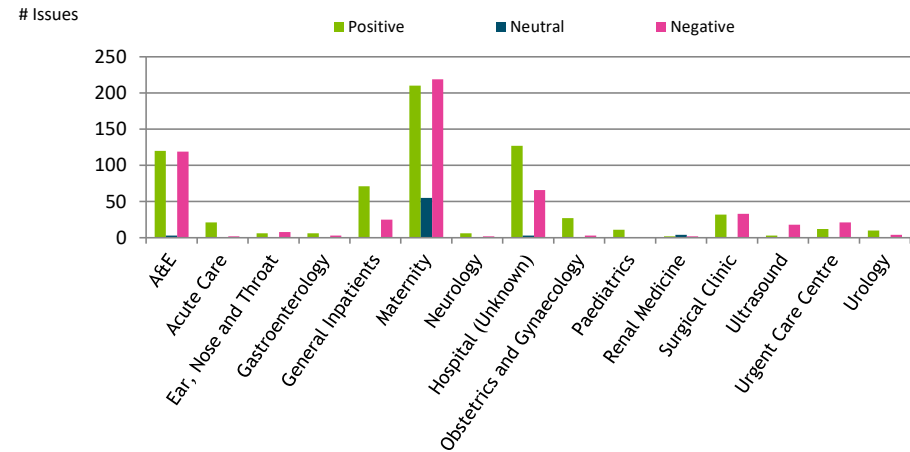


7.21 Service Sector



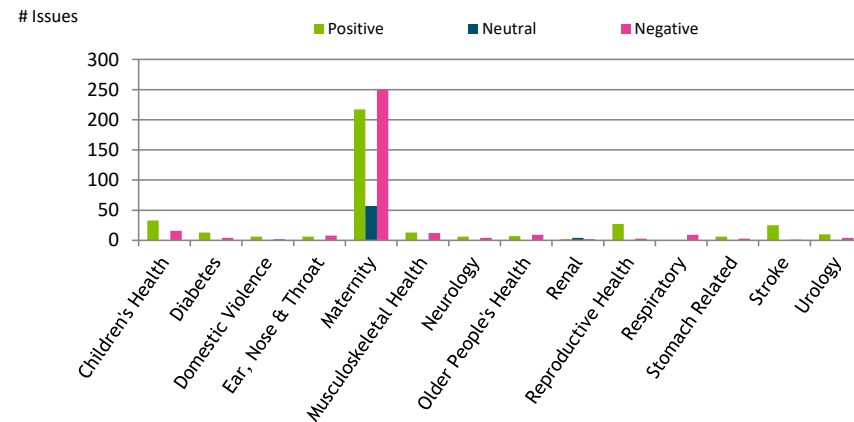
Service sectors receiving the most comments overall

7.22 Service Type



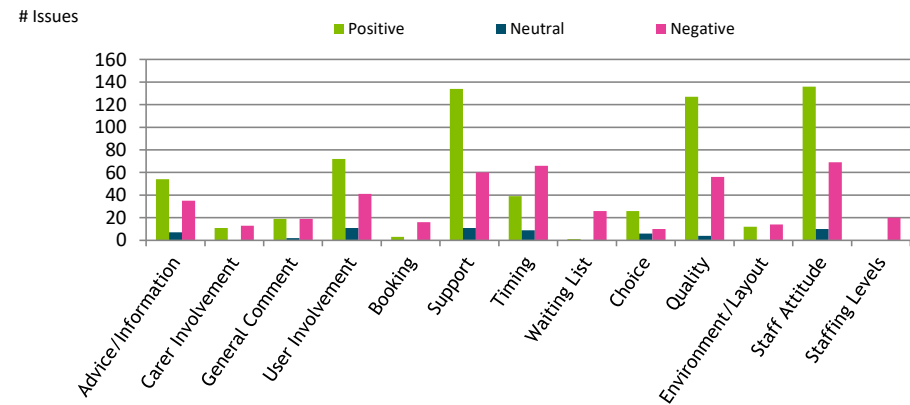
Service type receiving the most comments overall

7.23 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.24 Top Trends: 1304 issues from 292 people

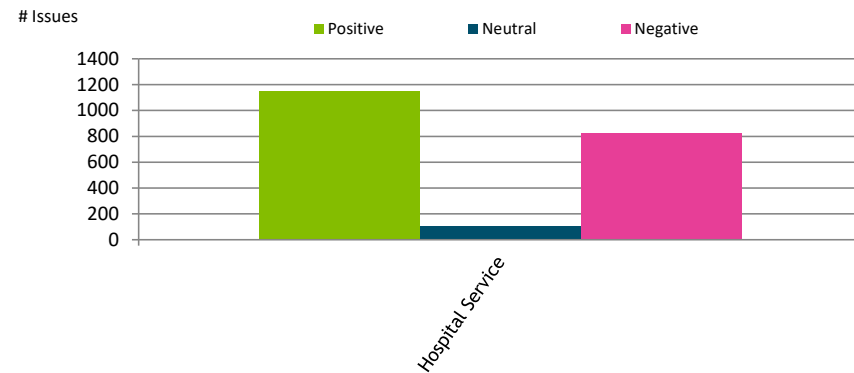


Issues receiving the most comments overall

7. Trends by Hospital: Whipps Cross University Hospital

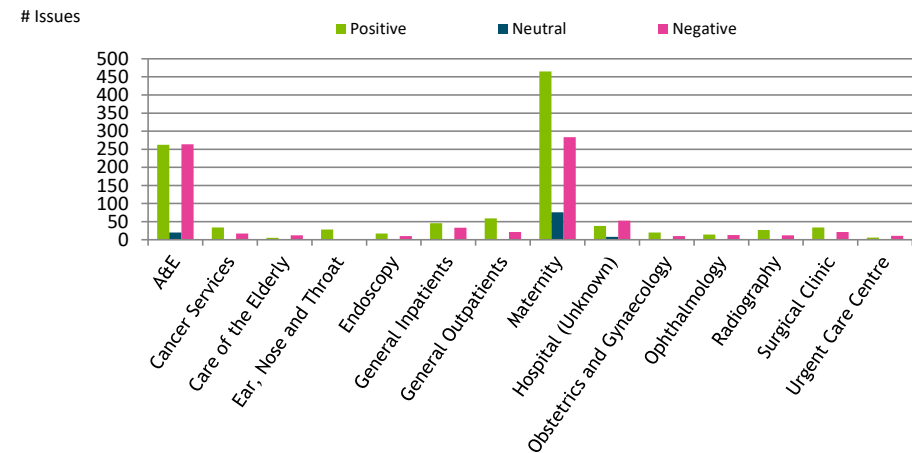


7.25 Service Sector



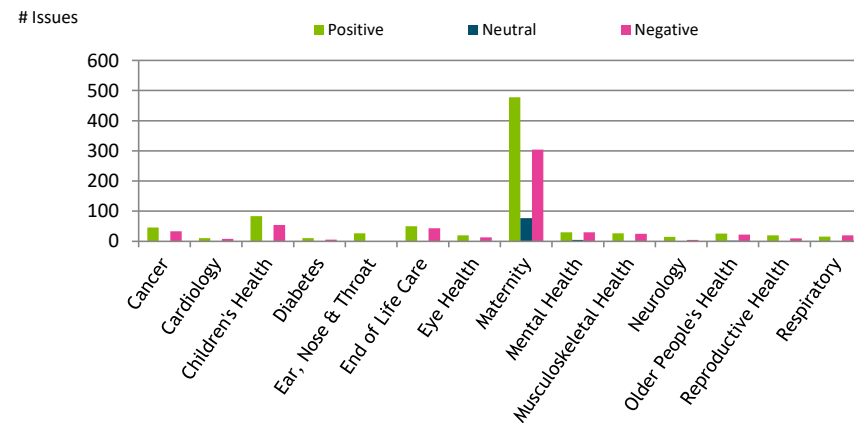
Service sectors receiving the most comments overall

7.26 Service Type



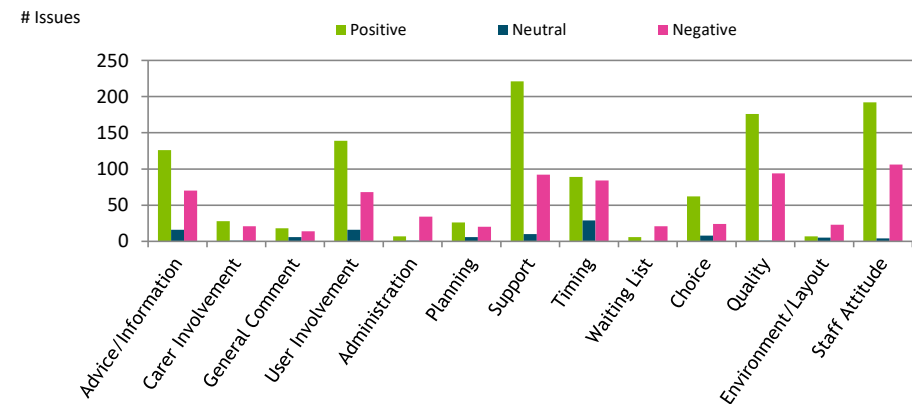
Service type receiving the most comments overall

7.27 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.28 Top Trends: 2087 issues from 409 people



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.	495	50	360	905
	Carer Involvement	Involvement or influence of carers and family members.	117	8	96	221
	Peer Involvement	Involvement or Influence of friends.	4	0	2	6
	General Comment	A generalised statement (ie; "The doctor was good.")	154	42	146	342
	User Involvement	Involvement or influence of the service user.	632	58	318	1008
Systems	Administration	Administrative processes and delivery.	19	6	154	179
	Admission	Physical admission to a hospital ward, or other service.	12	1	40	53
	Booking	Ability to book, reschedule or cancel appointments.	34	1	92	127
	Cancellations	Cancellation of appointment by the service provider.	0	0	27	27
	Data Protection	General data protection (including GDPR).	0	0	5	5
	Referral	Referral to a service.	16	2	24	42
	Medical Records	Management of medical records.	1	0	22	23
	Medication	Prescription and management of medicines.	16	1	60	77
	Opening Times	Opening times of a service.	3	0	3	6
	Planning	Leadership and general organisation.	73	19	106	198
	Registration	Ability to register for a service.	1	3	21	25
	Support	Levels of support provided.	1072	61	541	1674
	Telephone	Ability to contact a service by telephone.	6	1	79	86
	Timing	Physical timing (ie; length of wait at appointments).	317	95	642	1054
	Waiting List	Length of wait while on a list.	30	2	132	164
Values	Choice	General choice.	194	24	69	287
	Cost	General cost.	6	1	15	22
	Language	Language, including terminology.	10	4	25	39
	Nutrition	Provision of sustenance.	31	2	31	64
	Privacy	Privacy, personal space and property.	9	3	32	44
	Quality	General quality of a service, or staff.	991	28	537	1556
	Sensory	Deaf/blind or other sensory issues.	0	0	5	5
	Stimulation	General stimulation, including access to activities.	15	1	7	23

8. 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>	5	1	11	17
	Environment/Layout	<i>Physical environment of a service.</i>	54	8	107	169
	Equipment	<i>General equipment issues.</i>	3	1	24	28
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	4	0	21	25
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	44	2	40	86
	Mobility	<i>Physical mobility to, from and within services.</i>	5	0	19	24
	Travel/Parking	<i>Ability to travel or park.</i>	11	2	29	42
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	1	0	22	23
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	5	2	37	44
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	1066	51	652	1769
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	1	20	21
	Staff Training	<i>Training of staff.</i>	5	2	54	61
	Staffing Levels	<i>General availability of staff.</i>	3	0	118	121
Total:			5464	483	4745	10692