The Experience of Health and Social Care Services

A trends analysis report by Healthwatch Waltham Forest

Community*Insight*

27 January 2020

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 health & social care services in Waltham Forest.

Reporting Period: 1 October 2019 - 31 December 2019

healthwatch
Waltham Forest

Index and overview of findings

Data Source (Page 3)

This report is based on the experience of 317 people. Feedback has been obtained from a variety of sources, including comments posted online (including the NHS, Care Opinion and social media).

Top Trends (Page 4)

Findings suggest the vast majority of people receive good quality, compassionate treatment and care. However, we hear accounts of poor appointment and telephone access. People would also like greater levels of communication.

Satisfaction Levels (Pages 5-6)

On the whole, feedback is 56% positive. Around two thirds of experiences (63%) reflect good levels of involvement and support, while sentiment on quality and empathy is broadly positive (70%). On service access, just under a third of comments (30%) are positive overall.

Services (Pages 7-11)

Experiences about GPs are marginally negative overall, with SMA Medical Centre and The Forest Surgery receiving a notable volume and ratio of negative feedback. On dentists, people are satisfied with most service aspects, with Abbey Dental Walthamstow receiving a notable volume and ratio of positive comments. Experiences at Whipps Cross Hospital reflect good quality, compassionate care, however people cite long waiting times and a lack of communication, involvement and support.
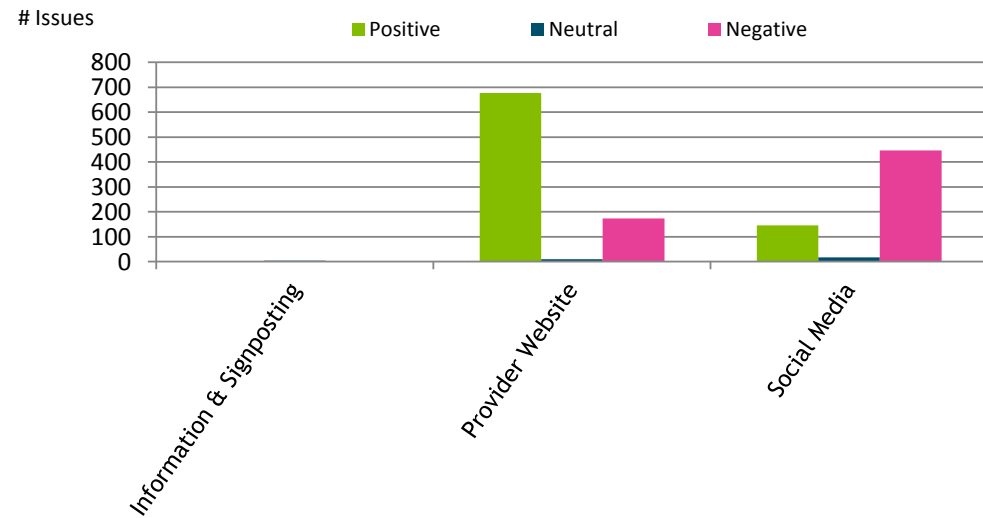
Care Pathway (Pages 12-19)

Feedback suggests experiences of clinical treatment and care are broadly positive overall. While most people find reception staff to be empathetic, many would like greater levels of support and better telephone access.

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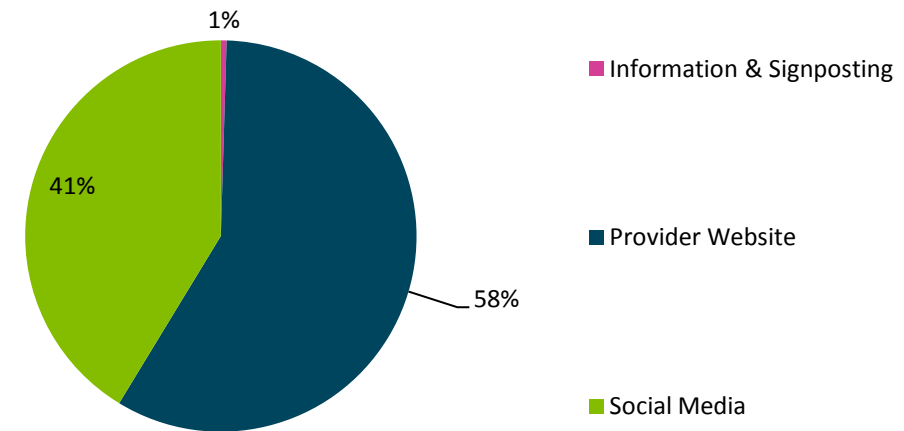
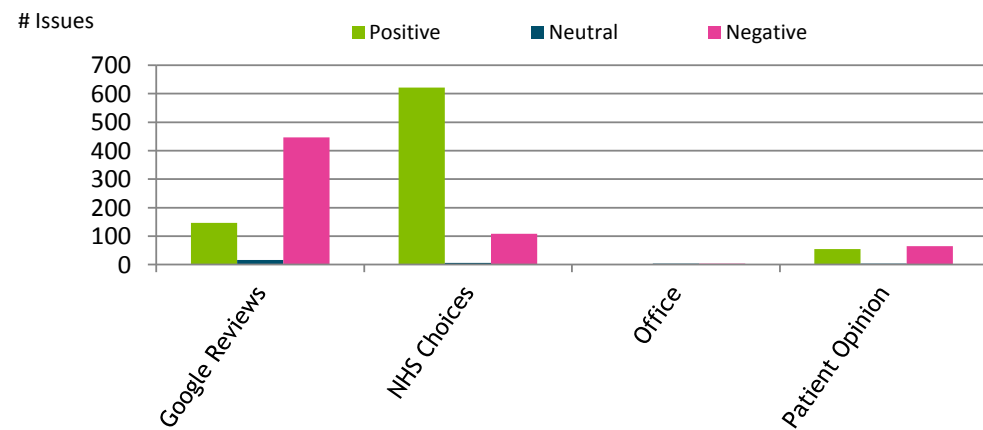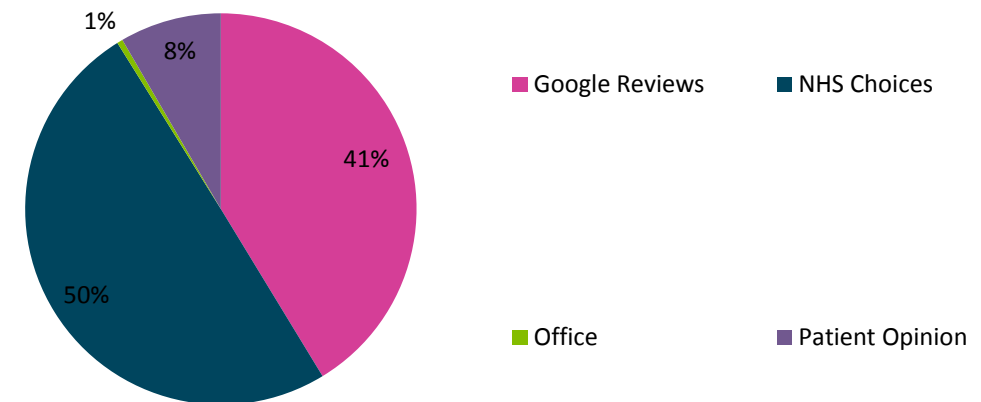# 1. Data Source: Where did we collect the feedback?

1.1 Source

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Information & Signposting, Provider Website, Social Media

Sources providing the most comments overall

Pie chart:
- Information & Signposting: 1%
- Provider Website: 58%
- Social Media: 41%

1.2 Origin

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Google Reviews, NHS Choices, Office, Patient Opinion

Origins providing the most comments overall

Pie chart:
- Google Reviews: 41%
- NHS Choices: 50%
- Office: 1%
- Patient Opinion: 8%

2.1 Service aspects: 1477 issues from 317 people

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, General Comment, User Involvement, Administration, Booking, Medication, Support, Telephone, Timing, Waiting List, Choice, Quality, Staff Attitude

Pie chart legend:
- Advice/Information — 6%
- General Comment — 3%
- User Involvement — 5%
- Administration — 4%
- Booking — 5%
- Medication — 1%
- Support — 17%
- Telephone — 2%
- Timing — 4%
- Waiting List — 3%
- Choice — 2%
- Quality — 21%
- Staff Attitude — 27%

Issues receiving the most comments overall. See pages 20-21 for issue descriptions.

2.2 Stated medical conditions

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Autism, Cancer, Children's Health, Dentistry, Maternity, Mental Health, Musculoskeletal Health, Older People's Health, Renal, Reproductive Health

Pie chart legend:
- Autism — 1%
- Cancer — 1%
- Children's Health — 10%
- Dentistry — 68%
- Maternity — 1%
- Mental Health — 8%
- Musculoskeletal Health — 3%
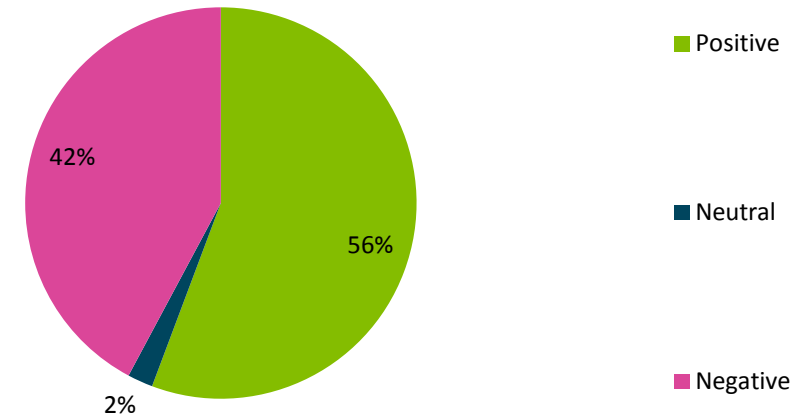- Older People's Health — 3%
- Renal — 2%
- Reproductive Health — 2%

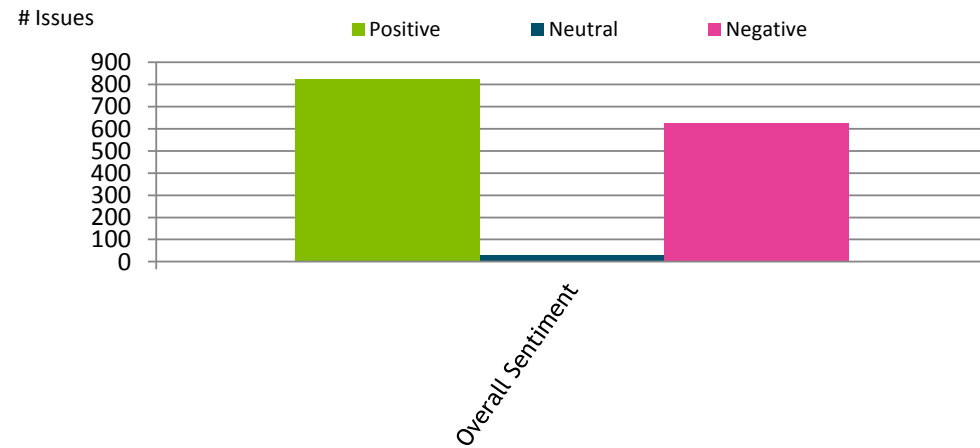*Medical conditions receiving the most comments overall*

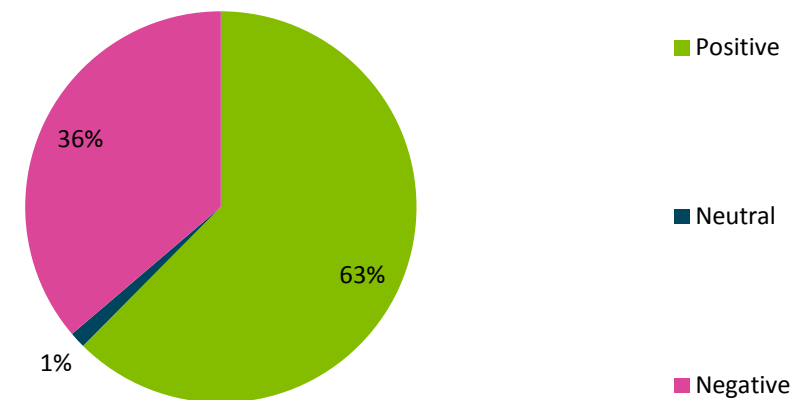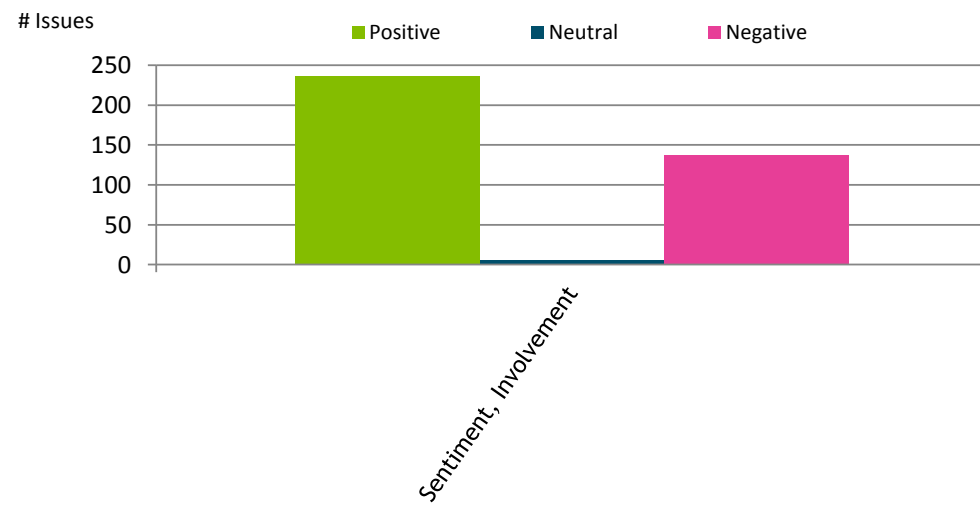# 3. Sentiment: On the whole, how do people feel about services?

3.1 How do people feel as a whole?

Issues

Legend: Positive | Neutral | Negative

Overall Sentiment

Positive 56%
Neutral 2%
Negative 42%

Quarterly Benchmark: *9% decline on the previous quarter*

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

Issues

Legend: Positive | Neutral | Negative

Sentiment, Involvement
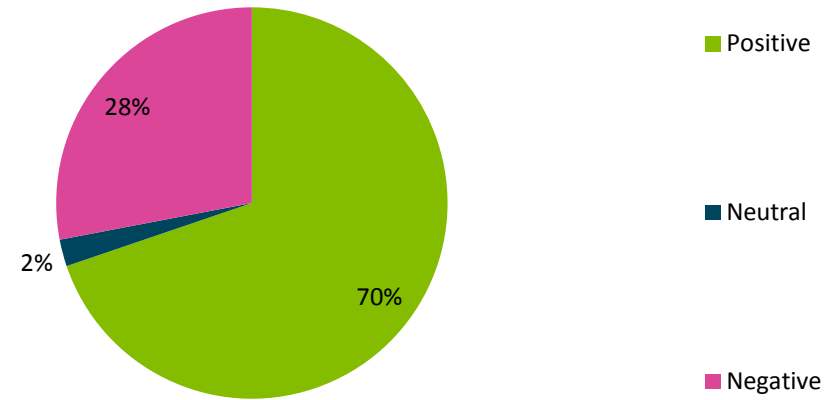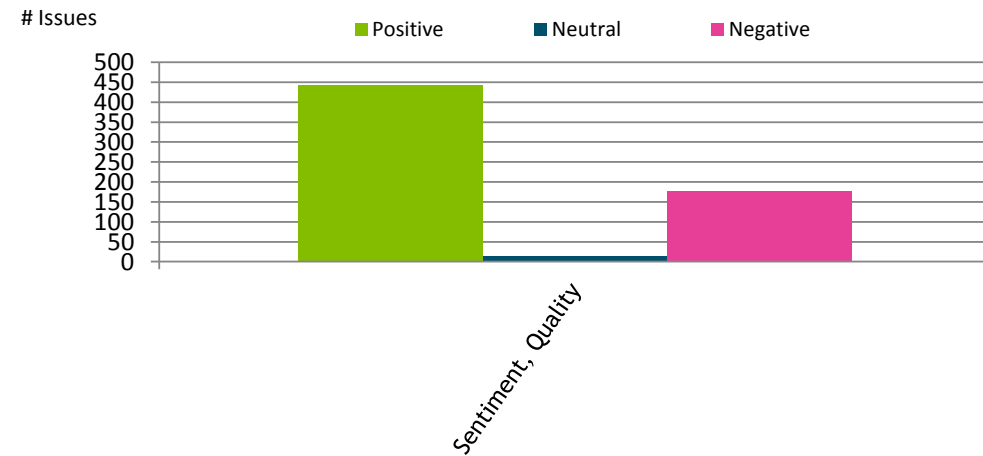

Positive 63%
Neutral 1%
Negative 36%

Quarterly Benchmark: *6% decline on the previous quarter*

3. Sentiment: On the whole, how do people feel about services?

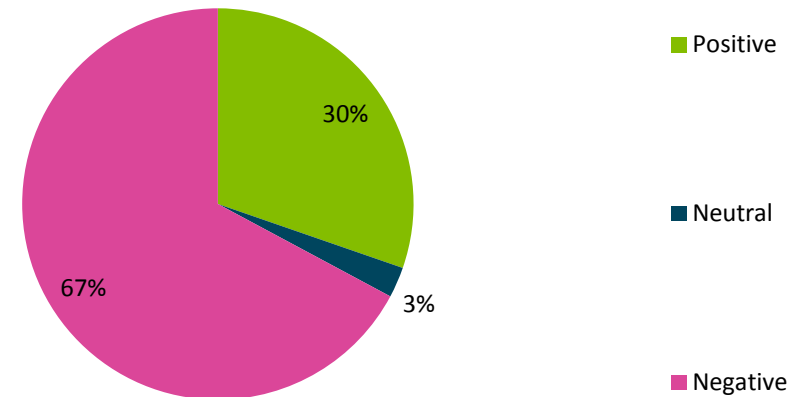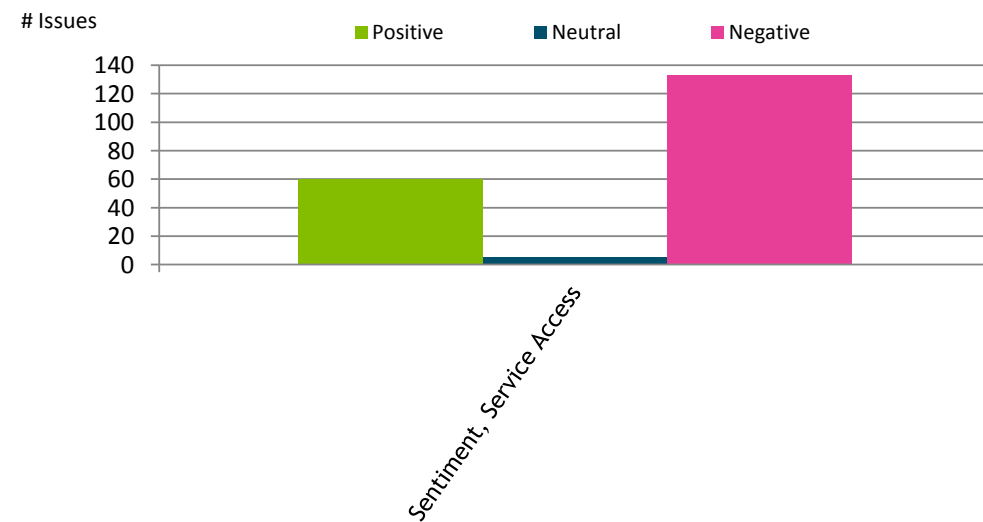## 3.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Quarterly Benchmark: *12% decline on the previous quarter*

Pie chart (Sentiment, Quality):
- Positive 70%
- Neutral 2%
- Negative 28%

3.4 How do people feel about general access to services?

Issues

Legend: Positive, Neutral, Negative

Quarterly Benchmark: *26% decline on the previous quarter*

Pie chart (Sentiment, Service Access):
- Positive 30%
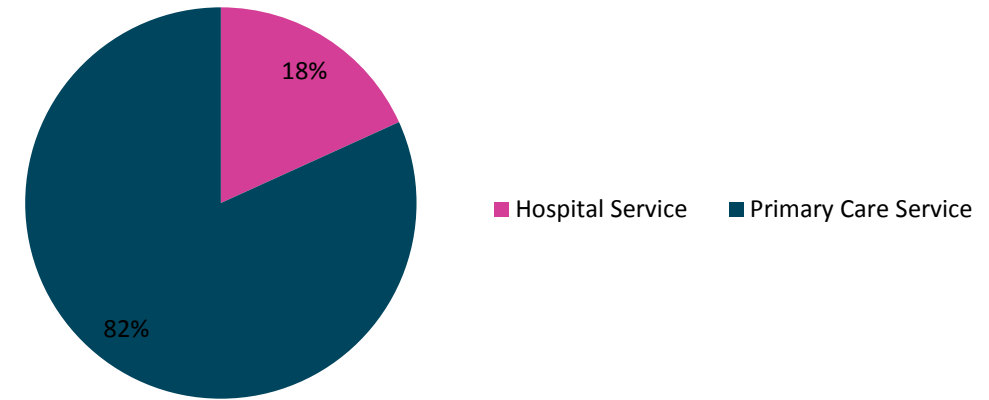- Neutral 3%
- Negative 67%

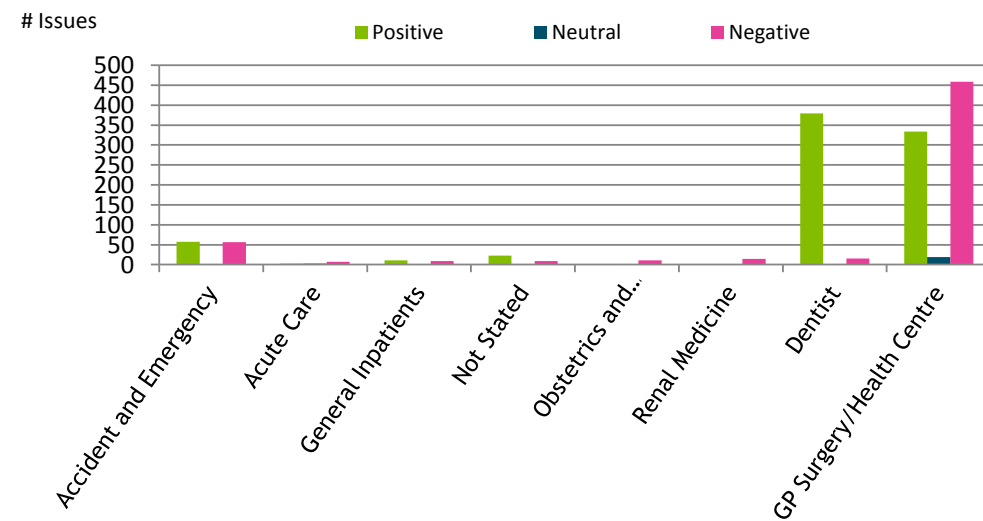## 4. Trends: Which services are people most commenting on?

4.1 Service Sector
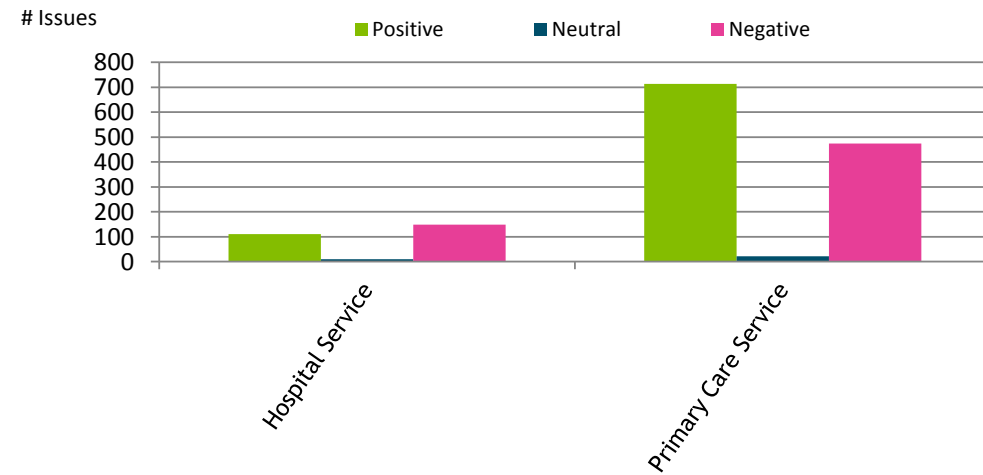
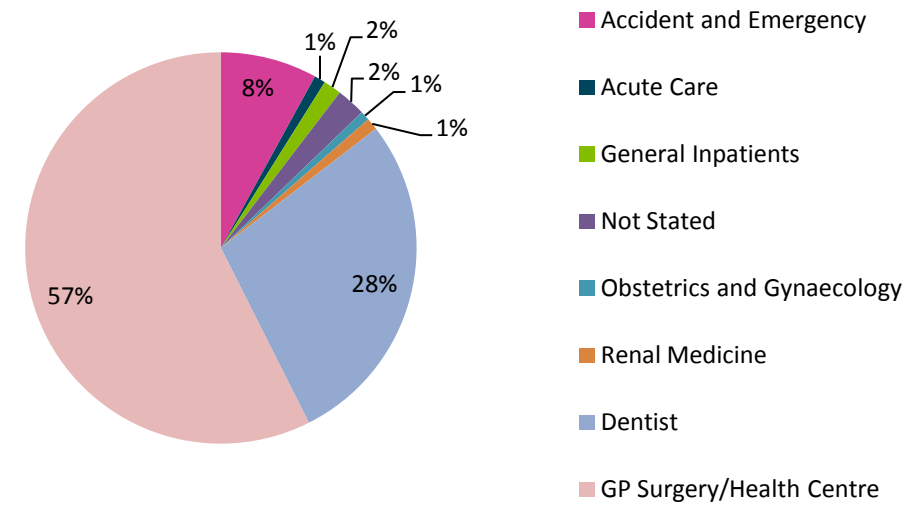*Service sectors receiving the most comments overall*
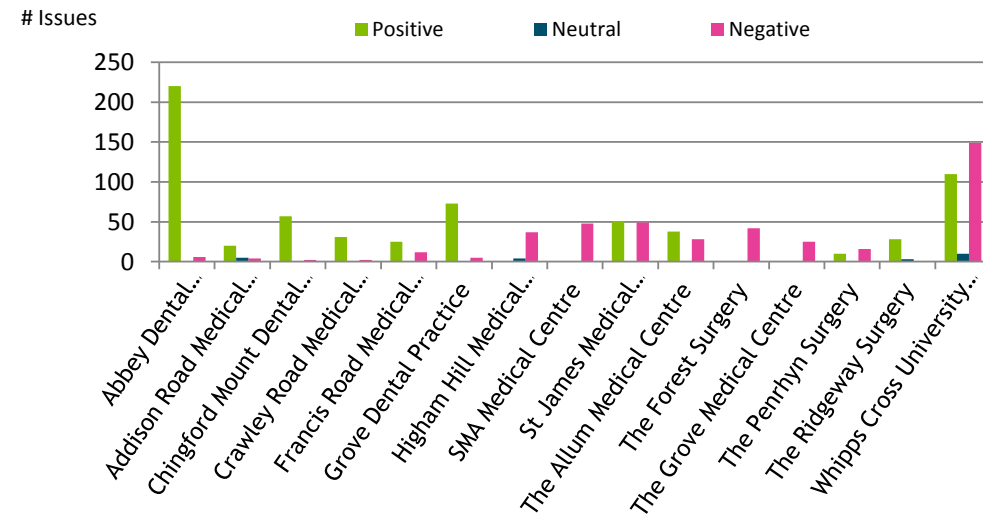
4.2 Service Type

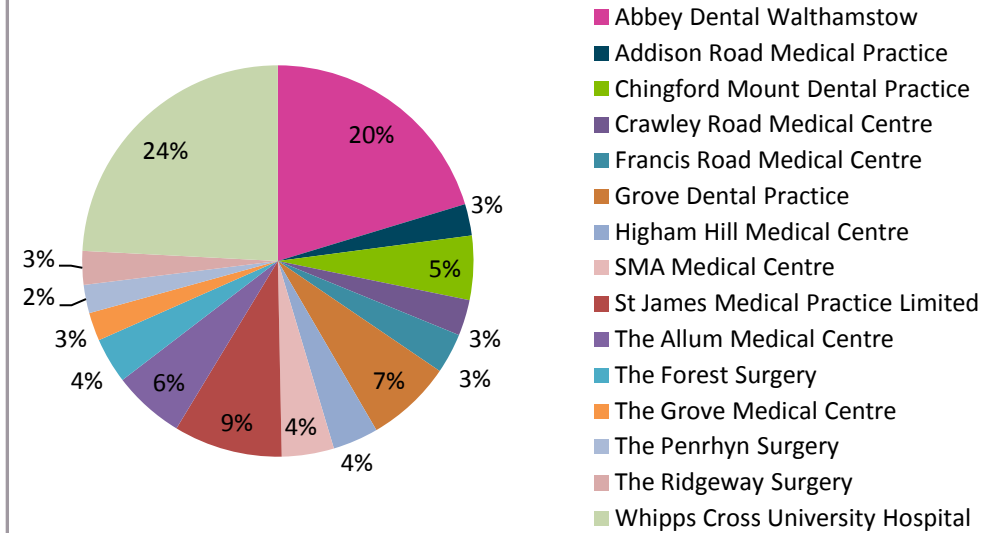*Service type receiving the most comments overall*

4.3 Services

Issues

Legend: Positive, Neutral, Negative

Services receiving the most comments overall

Pie chart legend:
- Abbey Dental Walthamstow — 20%
- Addison Road Medical Practice — 3%
- Chingford Mount Dental Practice — 5%
- Crawley Road Medical Centre — 3%
- Francis Road Medical Centre — 3%
- Grove Dental Practice — 7%
- Higham Hill Medical Centre — 4%
- SMA Medical Centre — 4%
- St James Medical Practice Limited — 9%
- The Allum Medical Centre — 6%
- The Forest Surgery — 4%
- The Grove Medical Centre — 3%
- The Penrhyn Surgery — 2%
- The Ridgeway Surgery — 3%
- Whipps Cross University Hospital — 24%

4.4 Breakdown of care pathway locations (more on pages 12-19)

Issues

Legend: Positive, Neutral, Negative

Care pathway locations

Pie chart legend:
- Transport — 1%
- Reception — 29%
- Diagnosis/Testing — 3%
- Clinical Treatment — 58%
- Clinical Nursing — 9%
- Discharge — 0%
- Follow On — 0%
- Community Services — 0%
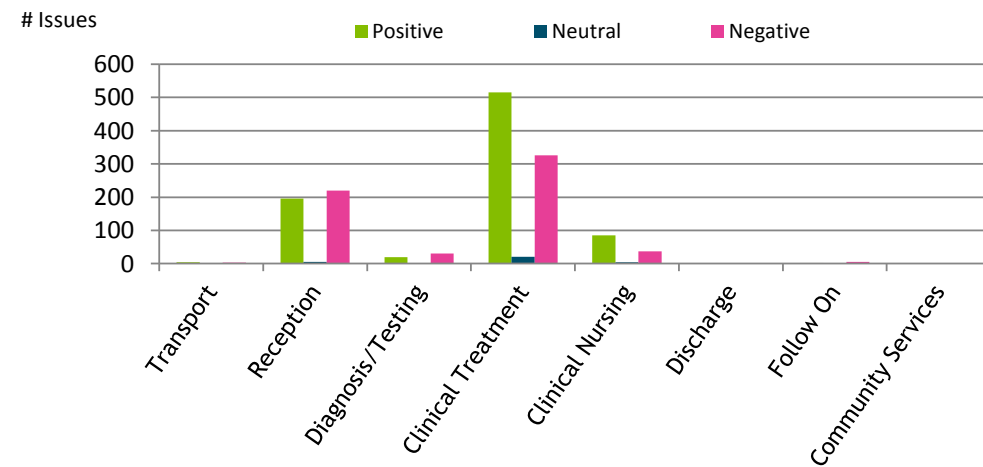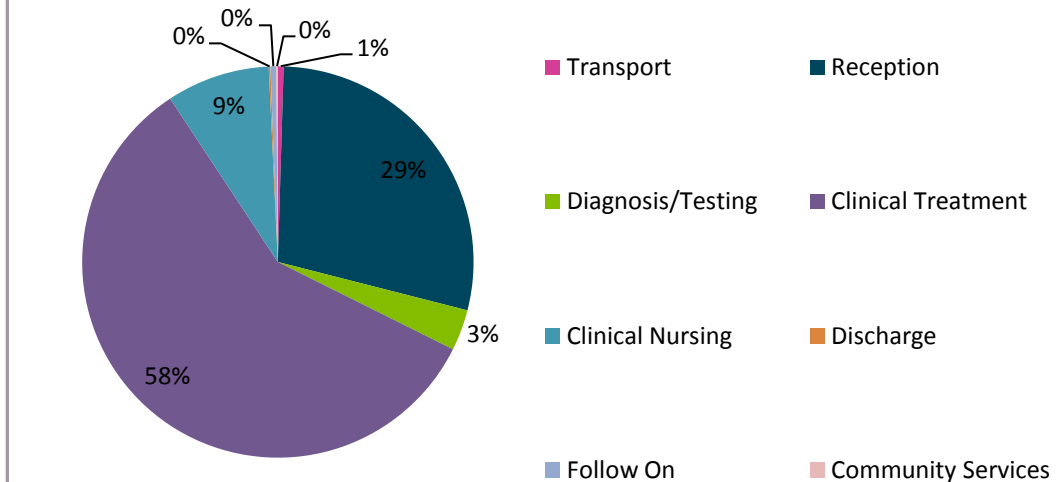
5.1 Trends, GP Services: 812 issues from 183 people

Issues

Legend: Positive | Neutral | Negative
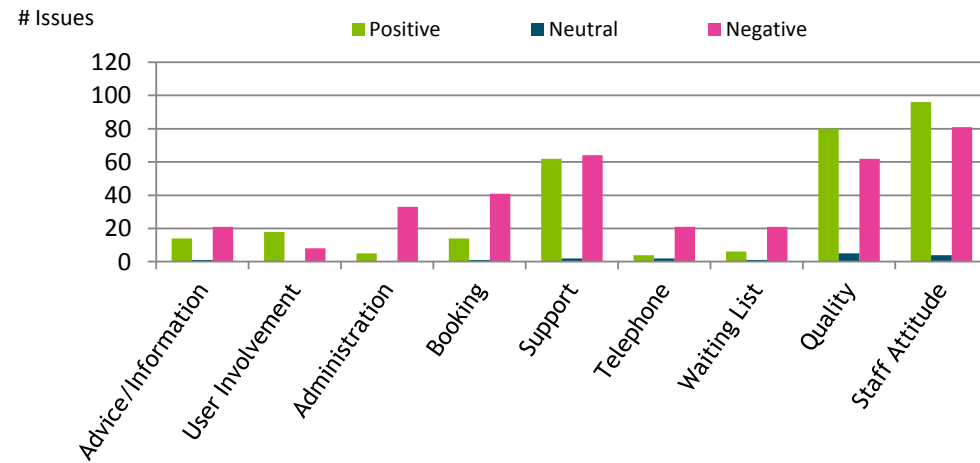

Bar chart categories: Advice/Information, User Involvement, Administration, Booking, Support, Telephone, Waiting List, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information — 6%
- User Involvement — 4%
- Administration — 6%
- Booking — 8%
- Support — 19%
- Telephone — 4%
- Waiting List — 4%
- Quality — 22%
- Staff Attitude — 27%

5.2 Sentiment, GP Services

Issues

Legend: Positive | Neutral | Negative

Sentiment, GP Services

Pie chart:
- Positive — 41%
- Neutral — 2%
- Negative — 57%

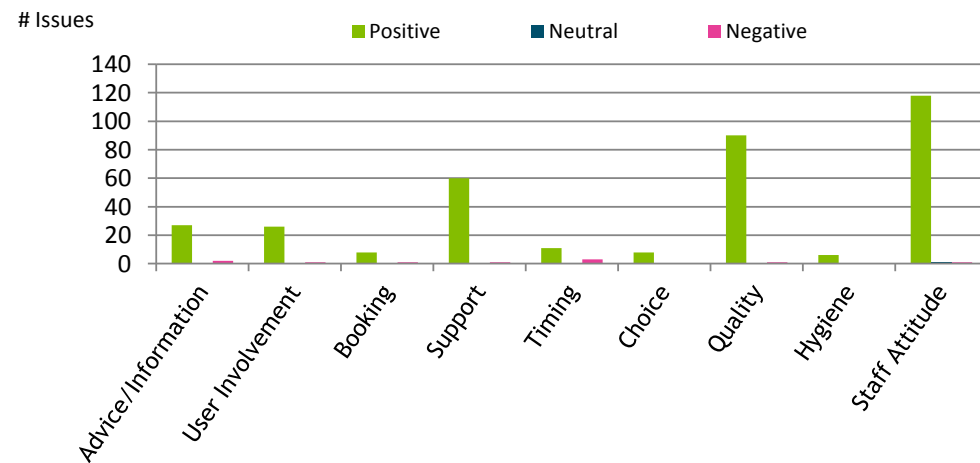Quarterly Benchmark: *33% decline on the previous quarter*
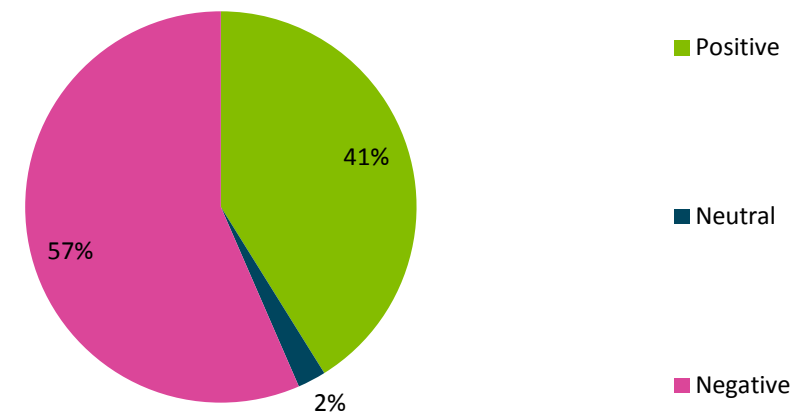
5.3 Trends, Dentists: 396 issues from 74 people

 # Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, User Involvement, Booking, Support, Timing, Choice, Quality, Hygiene, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 8%
- User Involvement: 7%
- Booking: 2%
- Support: 17%
- Timing: 4%
- Choice: 2%
- Quality: 25%
- Hygiene: 2%
- Staff Attitude: 33%

5.4 Sentiment, Dentists

 # Issues

Legend: Positive, Neutral, Negative
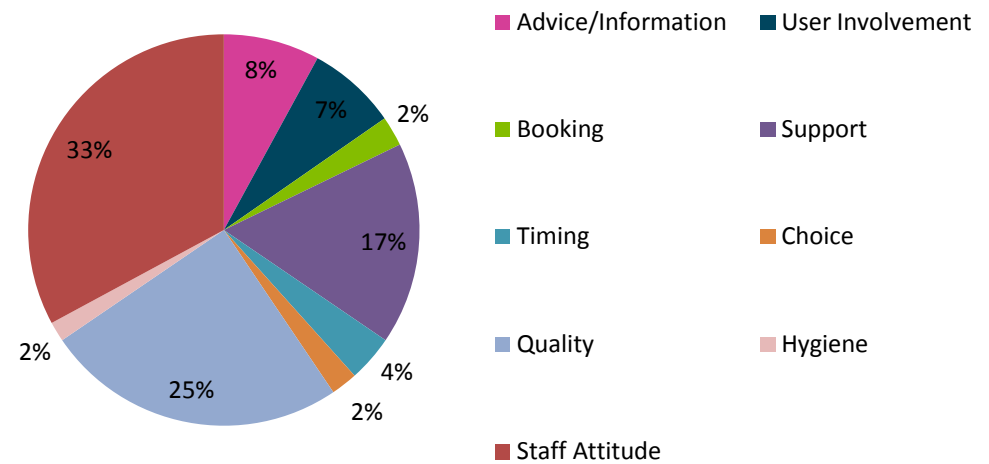
Sentiment, Dentists
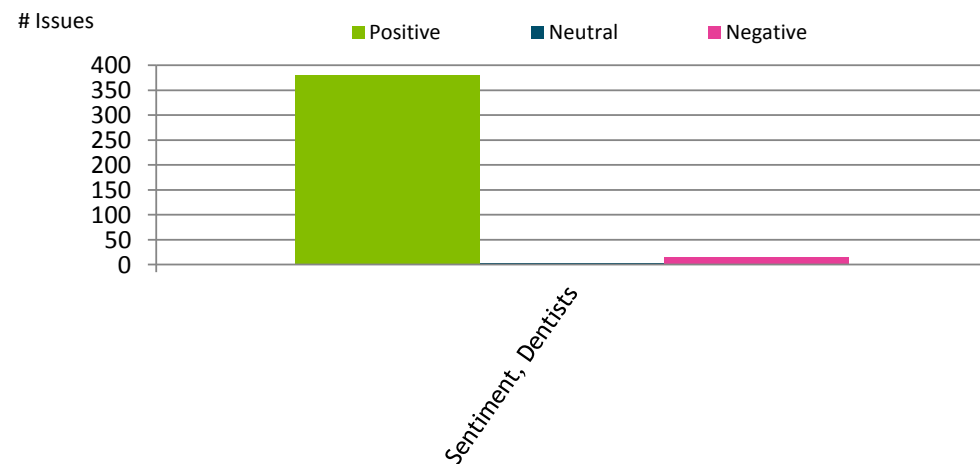
Quarterly Benchmark: *15% improvement on the previous quarter*

Pie chart:
- Positive: 96%
- Neutral: 0%
- Negative: 4%
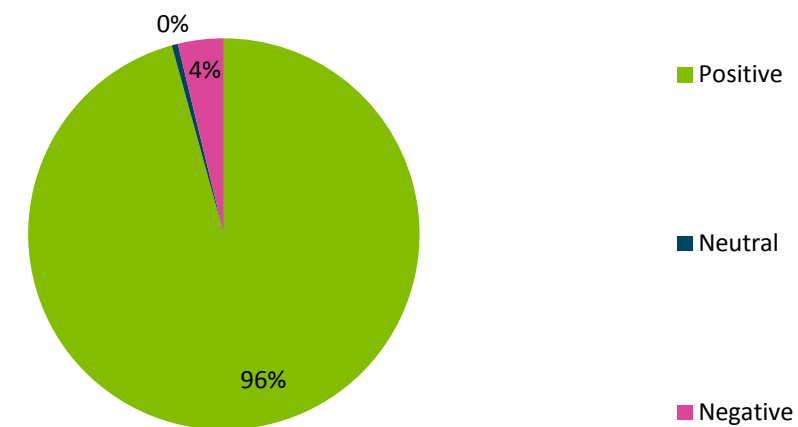
5.5 Trends, Whipps Cross University Hospital: 269 issues from 60 people

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Support, Timing, Waiting List, Nutrition, Quality, Hygiene, Staff Attitude, Staffing Levels

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information — 6%
- Carer Involvement — 3%
- General Comment — 6%
- User Involvement — 7%
- Administration — 3%
- Support — 13%
- Timing — 10%
- Waiting List — 3%
- Nutrition — 3%
- Quality — 19%
- Hygiene — 3%
- Staff Attitude — 21%
- Staffing Levels — 3%

5.6 Sentiment, Whipps Cross University Hospital

Issues

Legend: Positive, Neutral, Negative

Sentiment, Whipps Cross
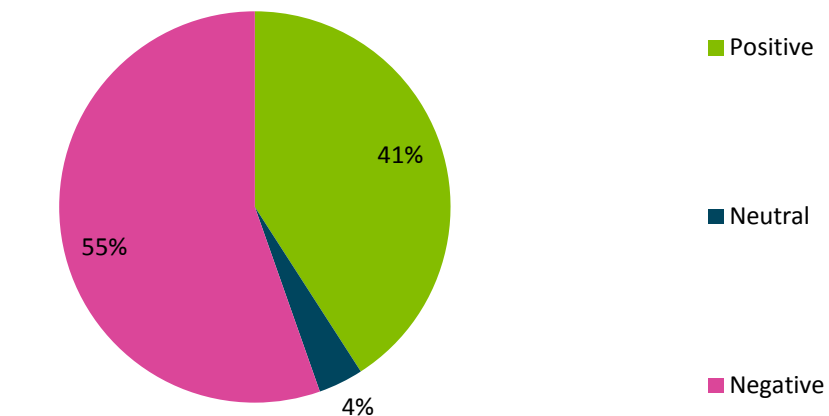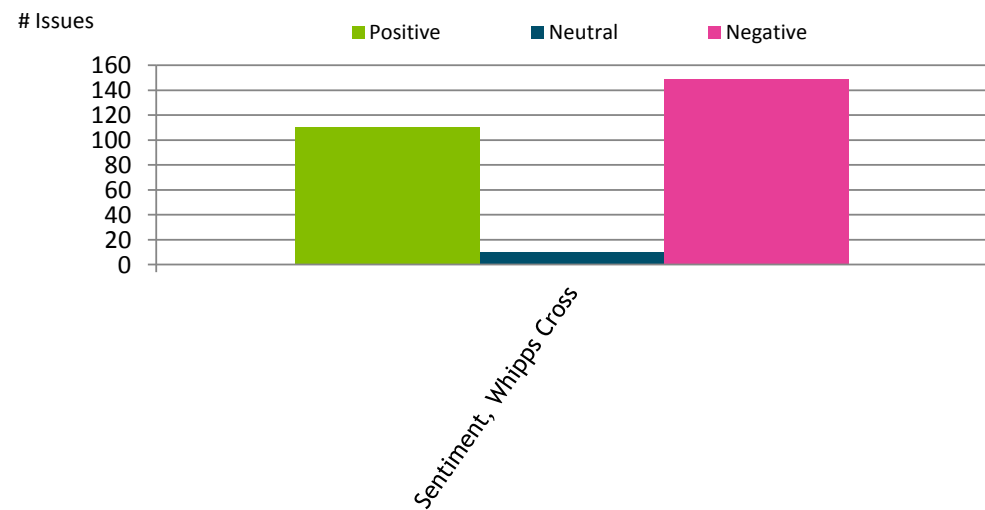
Quarterly Benchmark: *19% decline on the previous quarter*

Pie chart:
- Positive — 41%
- Neutral — 4%
- Negative — 55%

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

6.1 Trends, Transport (7 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: General Comment, Support, Timing, Cost, Quality, Staff Attitude
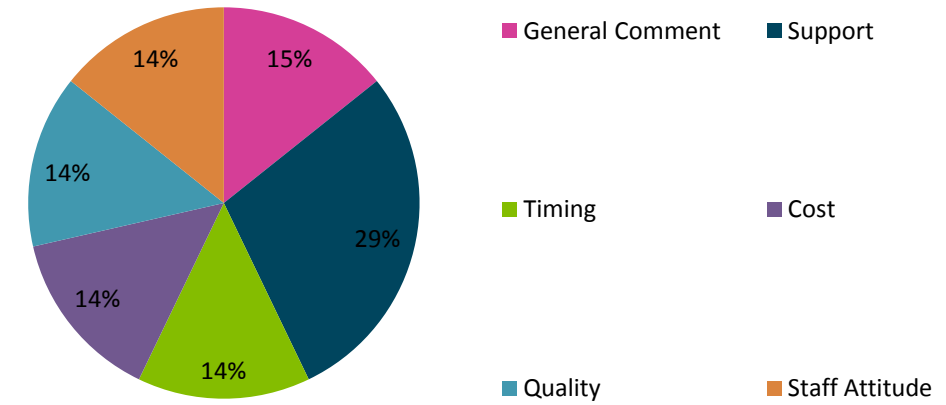
Pie chart:
- General Comment 15%
- Support 29%
- Timing 14%
- Cost 14%
- Quality 14%
- Staff Attitude 14%
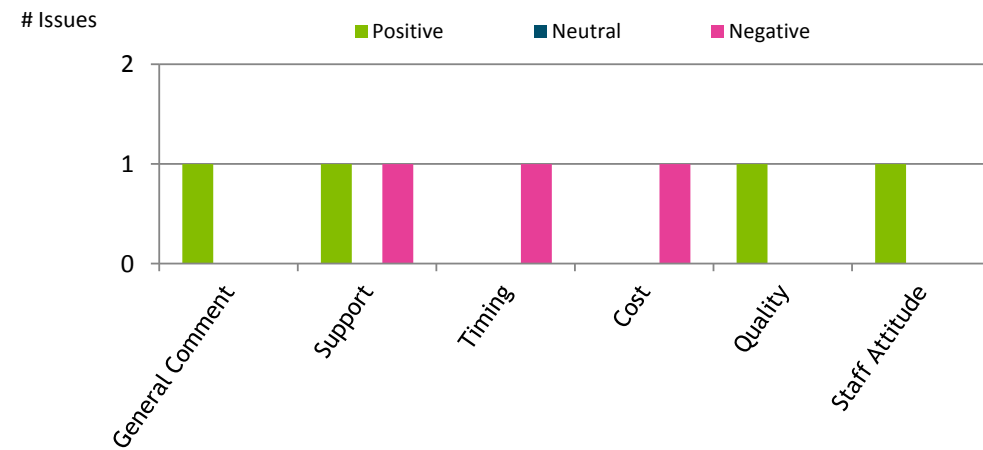
Issues receiving the most comments overall

6.2 Sentiment, Transport
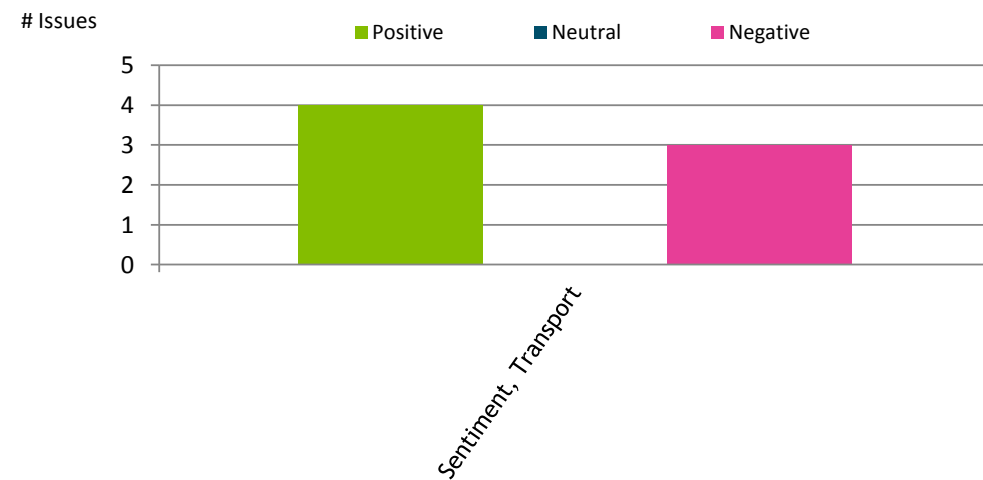
Issues

Legend: Positive, Neutral, Negative

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

Pie chart:
- Positive 57%
- Neutral 0%
- Negative 43%
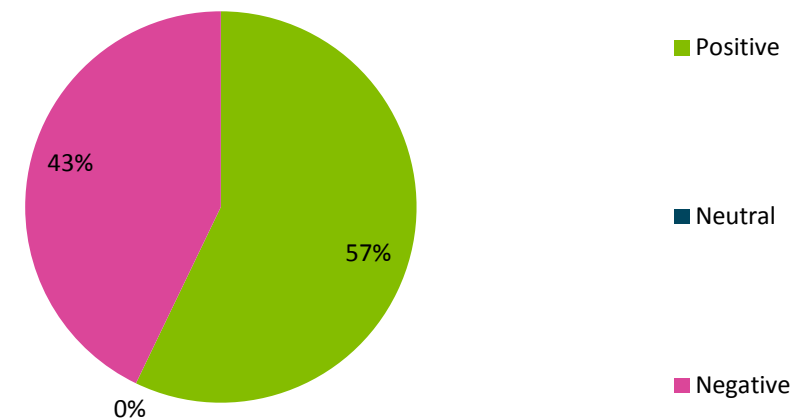
Quarterly Benchmark: *N/A*

6.3 Trends, Reception (421 issues)

Issues

Legend: Positive — Neutral — Negative

Bar chart categories: Advice/Information, Administration, Planning, Registration, Support, Telephone, Quality, Staff Attitude, Staff Training

Issues receiving the most comments overall

Pie chart:
- Advice/Information 5%
- Administration 8%
- Planning 3%
- Registration 2%
- Support 21%
- Telephone 7%
- Quality 14%
- Staff Attitude 37%
- Staff Training 3%

Pie legend: Advice/Information, Administration, Planning, Registration, Support, Telephone, Quality, Staff Attitude, Staff Training

6.4 Sentiment, Reception

Issues

Legend: Positive — Neutral — Negative

Bar chart: Sentiment, Reception

Pie chart:
- Positive 47%
- Neutral 1%
- Negative 52%

Pie legend: Positive, Neutral, Negative

Quarterly Benchmark: *12% decline on the previous quarter*

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

6.5 Trends, Diagnosis/Testing (50 issues)
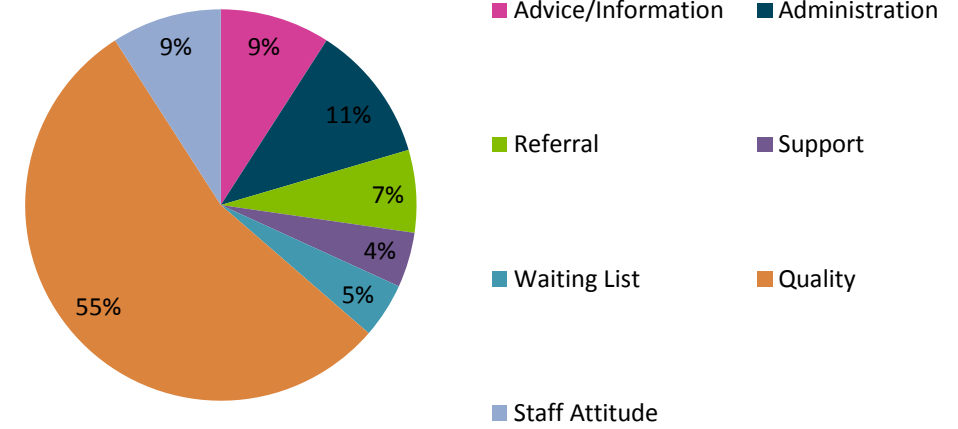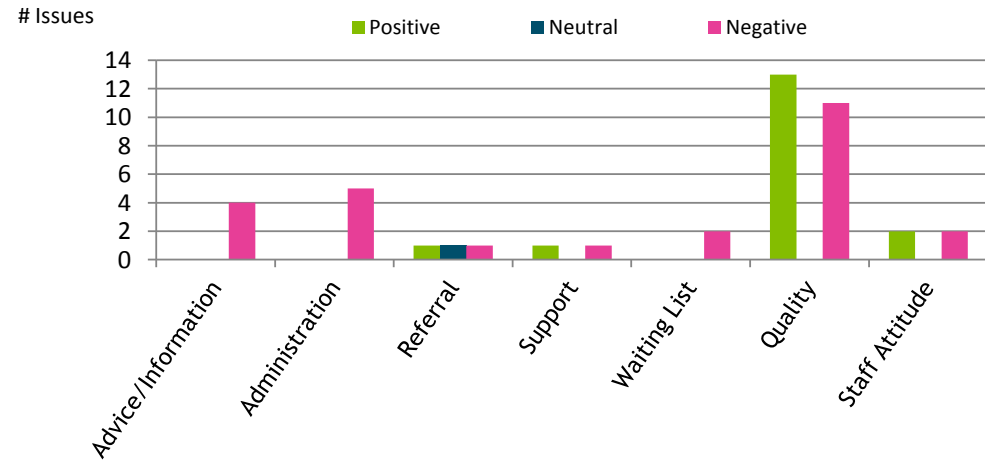
Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Administration, Referral, Support, Waiting List, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information 9%
- Administration 11%
- Referral 7%
- Support 4%
- Waiting List 5%
- Quality 55%
- Staff Attitude 9%

6.6 Sentiment, Diagnosis/Testing

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Diagnosis

Pie chart:
- Positive 38%
- Neutral 2%
- Negative 60%
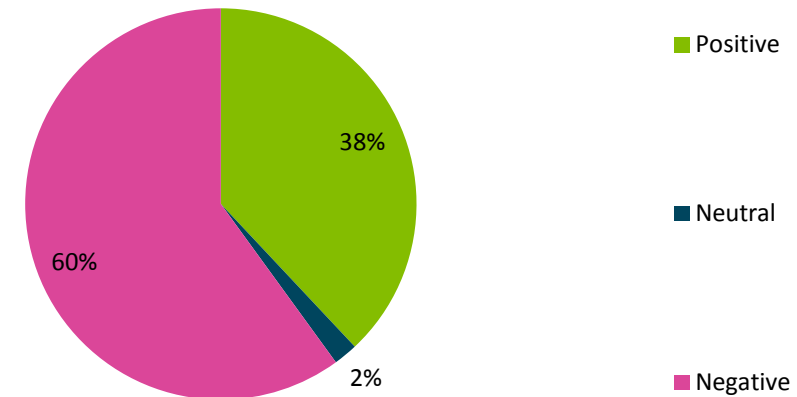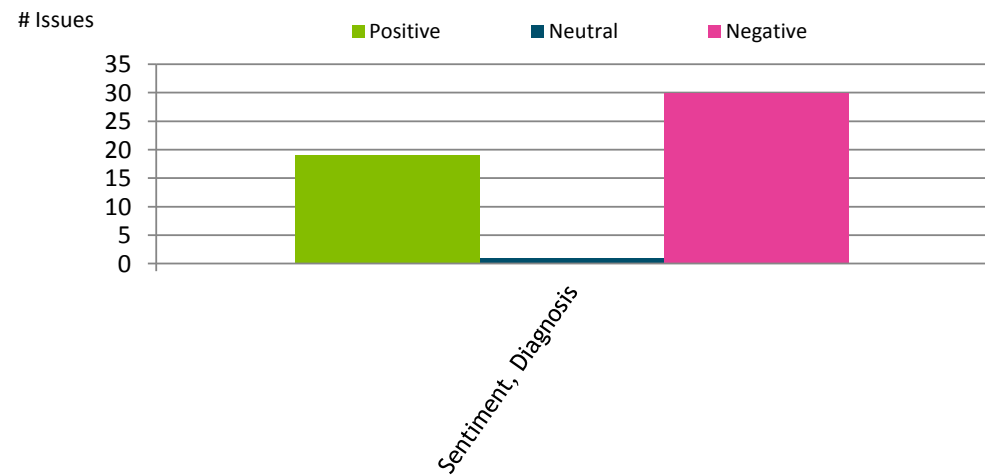
Quarterly Benchmark: *14% decline on the previous quarter*

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

6.7 Trends, Clinical Treatment (862 issues)

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, General Comment, User Involvement, Administration, Booking, Referral, Medication, Support, Timing, Waiting List, Choice, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information — 7%
- General Comment — 4%
- User Involvement — 7%
- Administration — 1%
- Booking — 7%
- Referral — 1%
- Medication — 2%
- Support — 14%
- Timing — 6%
- Waiting List — 5%
- Choice — 2%
- Quality — 22%
- Staff Attitude — 22%

6.8 Sentiment, Clinical Treatment

Issues

Legend: Positive, Neutral, Negative

Sentiment, Treatment

Pie chart:
- Positive — 60%
- Neutral — 2%
- Negative — 38%
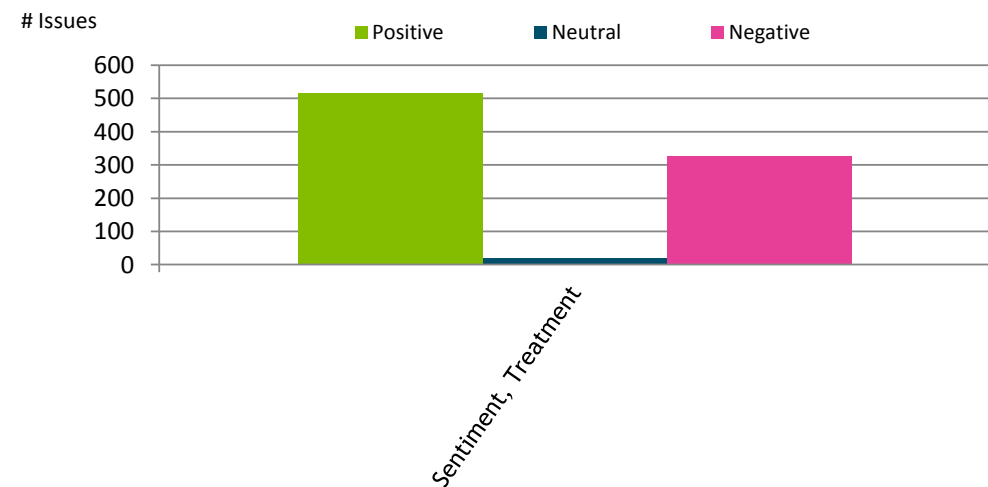
Quarterly Benchmark: *13% decline on the previous quarter*
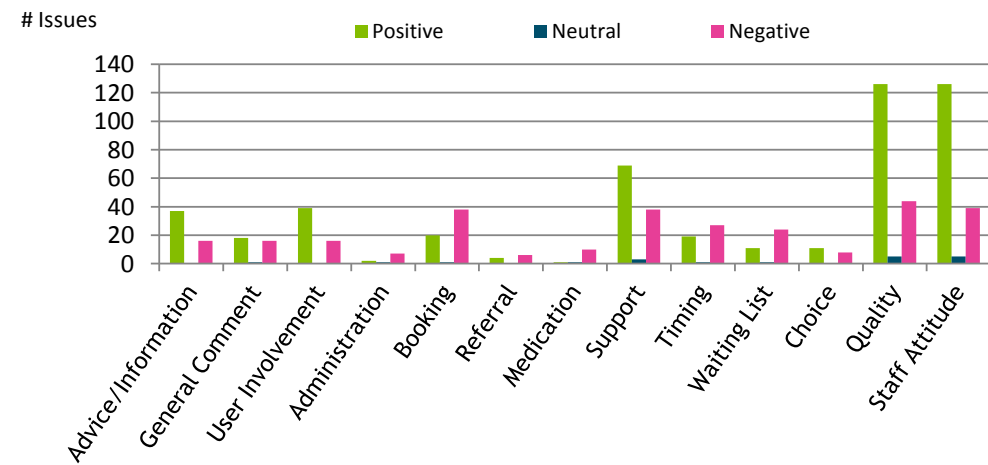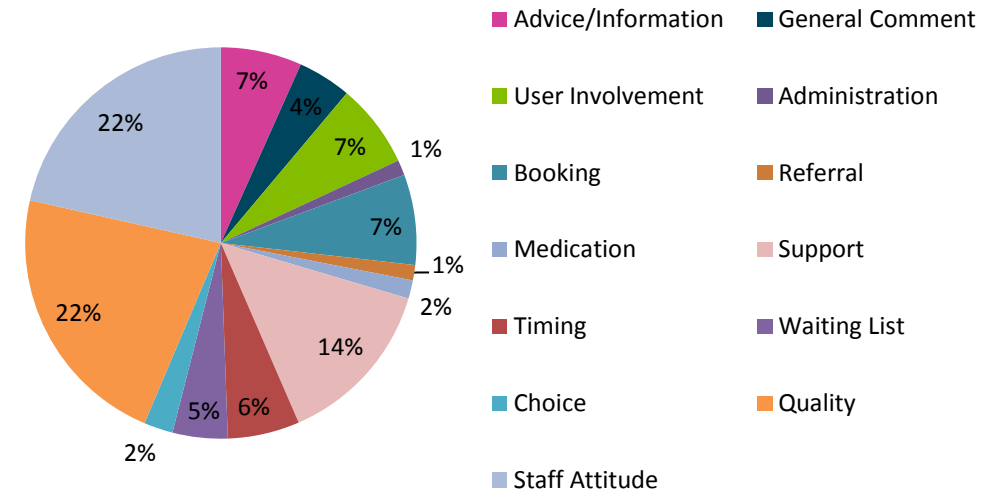
15
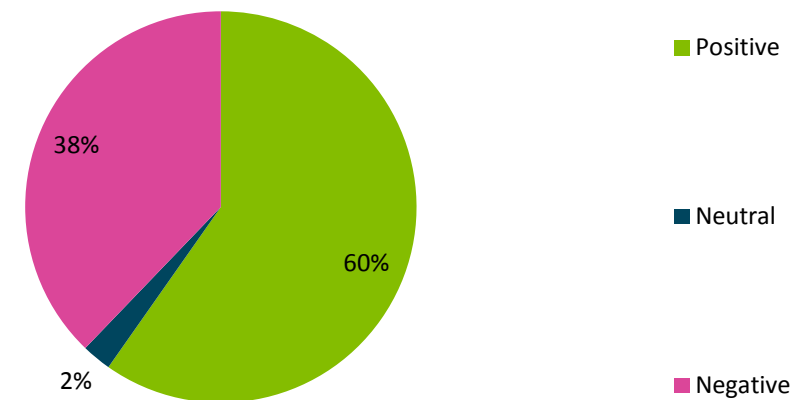
6. Care Pathway: Clinical Nursing (care provided by trained nurses)

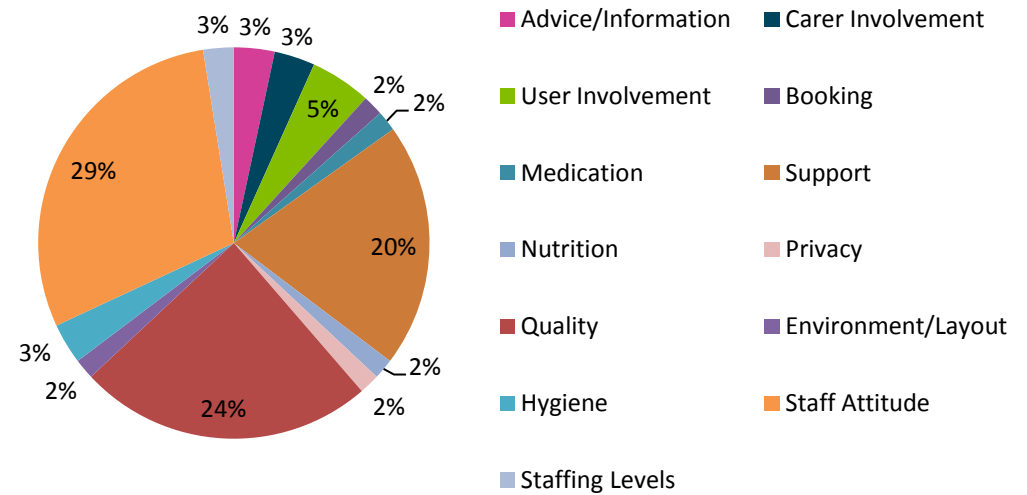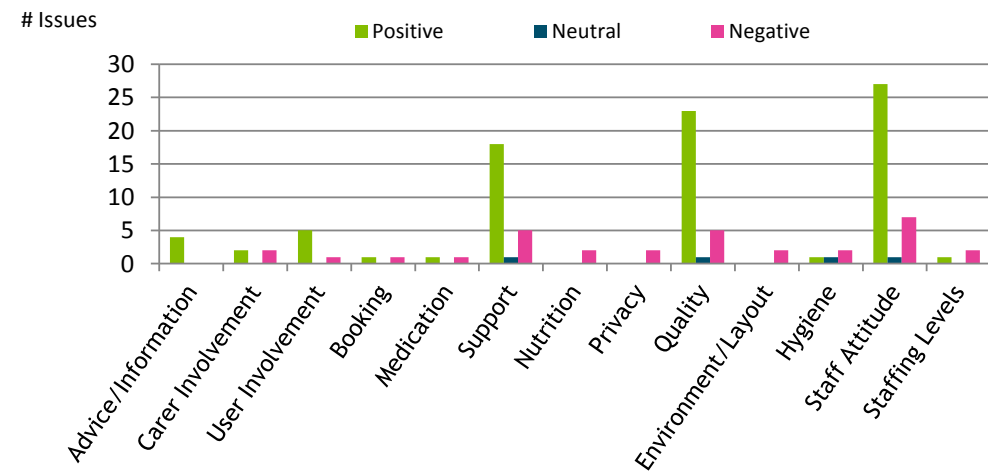### 6.9 Trends, Clinical Nursing (126 issues)

Legend: Positive, Neutral, Negative

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information
- Carer Involvement
- User Involvement
- Booking
- Medication
- Support
- Nutrition
- Privacy
- Quality
- Environment/Layout
- Hygiene
- Staff Attitude
- Staffing Levels

Pie chart values: 3%, 3%, 3%, 5%, 2%, 2%, 20%, 2%, 24%, 2%, 3%, 2%, 29%

6.10 Sentiment, Clinical Nursing

Legend: Positive, Neutral, Negative

Sentiment, Nursing Care
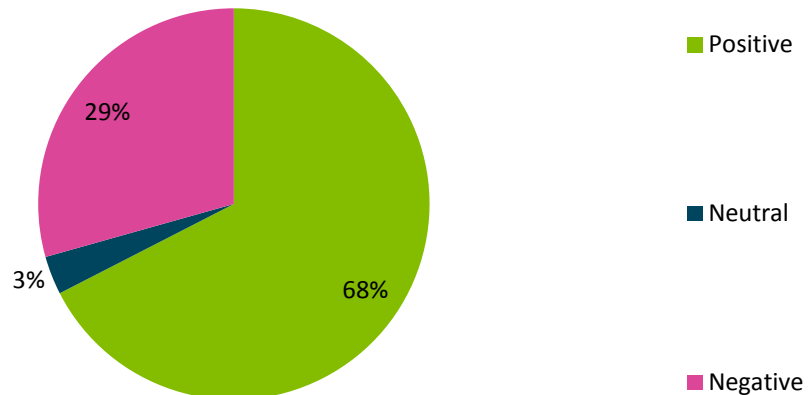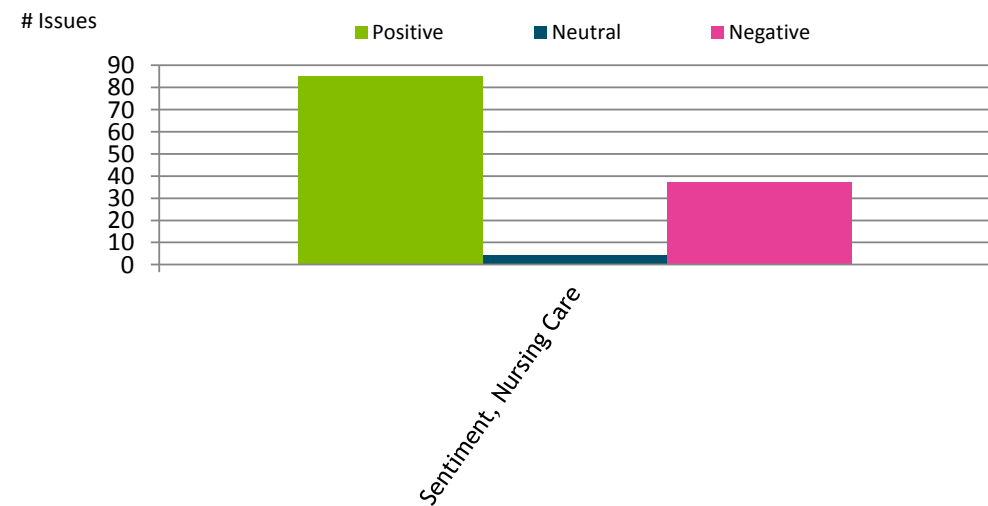
Quarterly Benchmark: *2% decline on the previous quarter*

Pie chart: Positive 68%, Neutral 3%, Negative 29%

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

6.11 Trends, Discharge (2 issues)

Issues

Legend: Positive, Neutral, Negative

Advice/Information — Timing

Pie chart: 50% Timing, 50% Advice/Information

Advice/Information — Timing
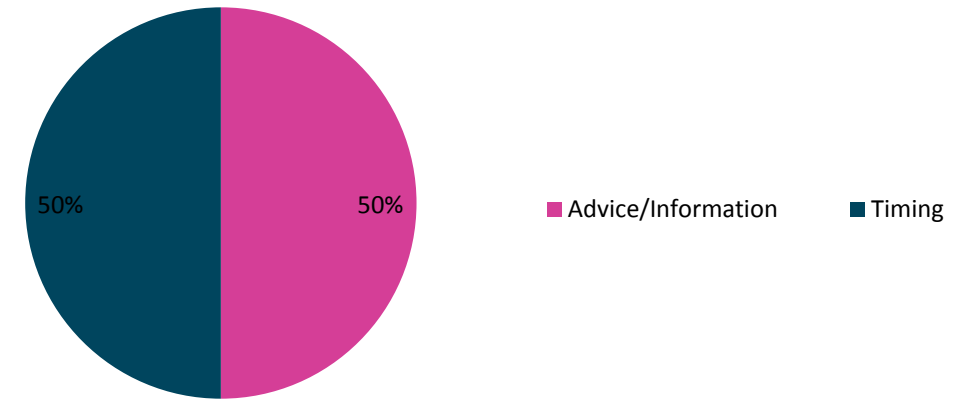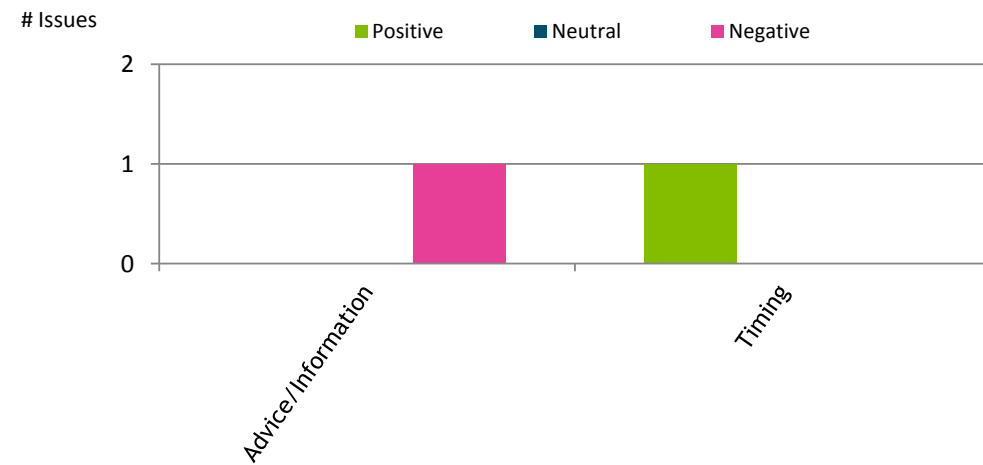
Issues receiving the most comments overall

6.12 Sentiment, Discharge

Issues

Legend: Positive, Neutral, Negative

Sentiment, Discharge

Pie chart: 50% Negative, 50% Positive, 0%

Positive

Neutral

Negative
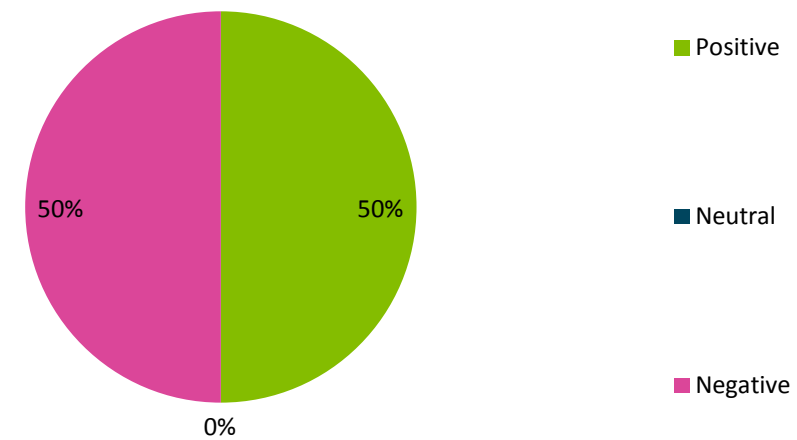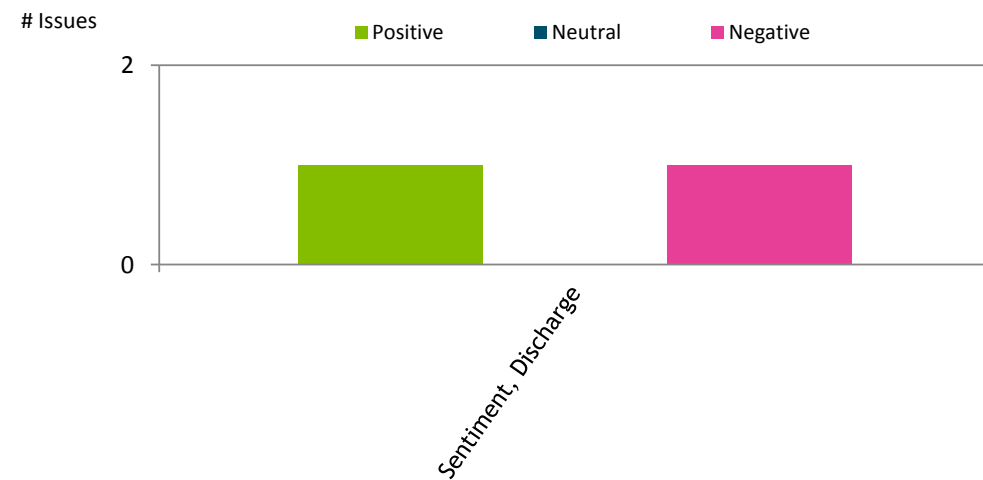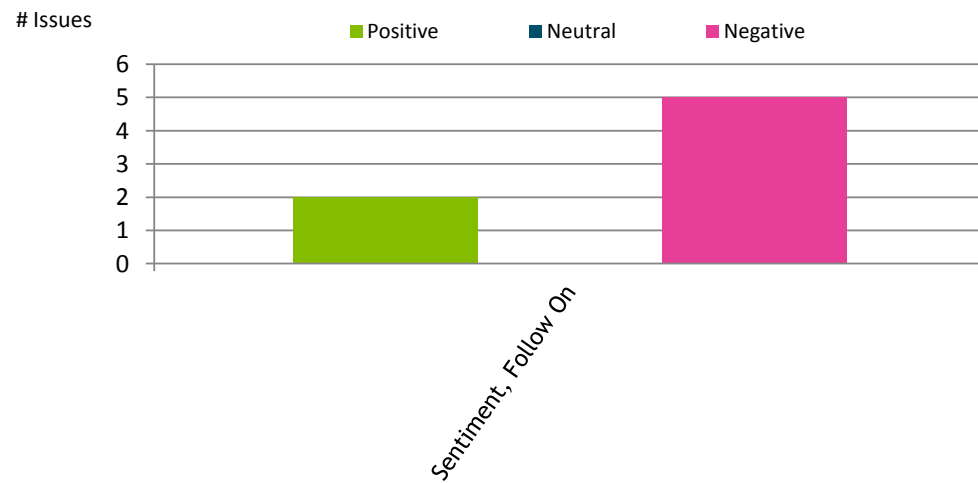
Quarterly Benchmark: *N/A*

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

6.13 Trends, Follow On (7 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart:
- Advice/Information: 1 (Negative)
- Carer Involvement: 1 (Negative)
- Booking: 1 (Negative)
- Telephone: 1 (Negative)
- Waiting List: 1 (Negative)
- Quality: 2 (Positive)

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 15%
- Carer Involvement: 14%
- Booking: 14%
- Telephone: 14%
- Waiting List: 14%
- Quality: 29%

6.14 Sentiment, Follow On

Issues

Legend: Positive, Neutral, Negative

Bar chart (Sentiment, Follow On):
- Positive: 2
- Negative: 5

Pie chart:
- Positive: 29%
- Neutral: 0%
- Negative: 71%

Quarterly Benchmark: *N/A*

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6. Care Pathway: Community (community based health services and social care)

6.15 Trends, Community (2 issues)

Issues

Legend: Positive | Neutral | Negative

Issues receiving the most comments overall

Pie chart legend: Advice/Information | Carer Involvement | Booking | Telephone | Waiting List | Quality

- 15% Advice/Information
- 14% Carer Involvement
- 14% Booking
- 14% Telephone
- 14% Waiting List
- 29% Quality
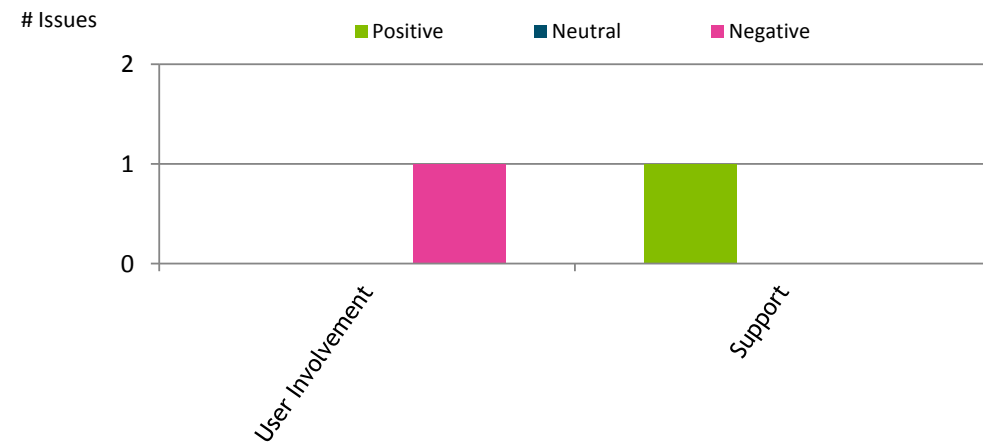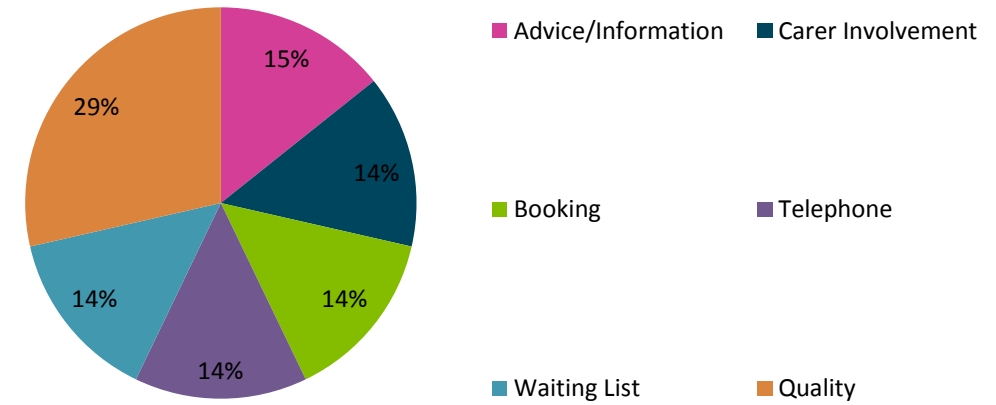
6.16 Sentiment, Community
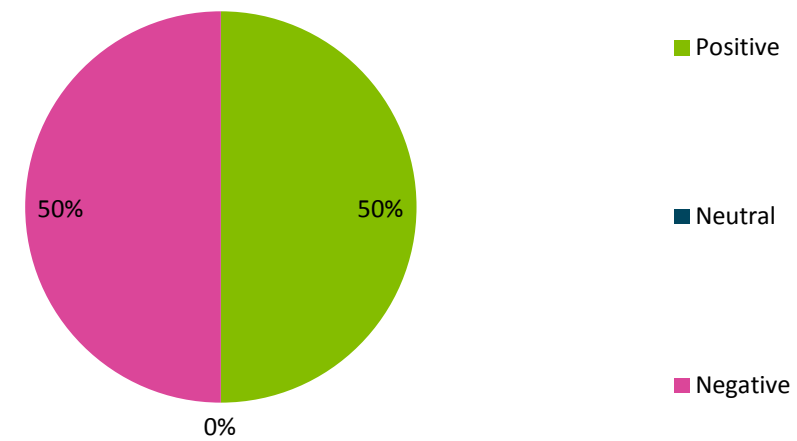
Issues

Legend: Positive | Neutral | Negative

Pie chart legend: Positive | Neutral | Negative

- 50% Positive
- 50% Negative
- 0%

Quarterly Benchmark: *N/A*

8. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
			# Issues			
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	47	1	32	80
	Carer Involvement	*Involvement of carers, friends or family members.*	5	0	6	11
	General Comment	*A generalised statement (ie; "The doctor was good.")*	20	1	20	41
	User Involvement	*Involvement of the service user.*	49	0	20	69
Systems	Administration	*Administrative processes and delivery.*	6	1	39	46
	Admission	*Physical admission to a hospital ward, or other service.*	0	0	2	2
	Booking	*Ability to book, reschedule or cancel appointments.*	22	1	46	69
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	2	2
	Data Protection	*General data protection (including GDPR).*	0	0	0	0
	Referral	*Referral to a service.*	6	1	7	14
	Medical Records	*Management of medical records.*	0	1	2	3
	Medication	*Prescription and management of medicines.*	2	1	14	17
	Opening Times	*Opening times of a service.*	1	0	1	2
	Planning	*Leadership and general organisation.*	3	0	10	13
	Registration	*Ability to register for a service.*	2	0	7	9
	Support	*Levels of support provided.*	135	4	79	218
	Telephone	*Ability to contact a service by telephone.*	4	2	24	30
	Timing	*Physical timing (ie; length of wait at appointments).*	23	1	31	55
	Waiting List	*Length of wait while on a list.*	11	1	28	40
Values	Choice	*General choice.*	11	0	8	19
	Cost	*General cost.*	2	0	7	9
	Language	*Language, including terminology.*	1	0	4	5
	Nutrition	*Provision of sustainance.*	3	0	4	7
	Privacy	*Privacy, personal space and property.*	1	0	7	8
	Quality	*General quality of a service, or staff.*	197	7	78	282
	Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
	Stimulation	*General stimulation, including access to activities.*	0	0	0	0

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8. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
			# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	2	1	0	3
	Environment/Layout	*Physical environment of a service.*	8	0	6	14
	Equipment	*General equipment issues.*	0	0	2	2
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	1	1
	Hygiene	*Levels of hygiene and general cleanliness.*	9	1	6	16
	Mobility	*Physical mobility to, from and within services.*	2	0	0	2
	Travel/Parking	*Ability to travel or park.*	1	0	2	3
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	2	2
	Security/Conduct	*General security of a service, including conduct of staff.*	1	0	3	4
	Staff Attitude	*Attitude, compassion and empathy of staff.*	244	7	99	350
	Complaints	*Ability to log and resolve a complaint.*	1	0	1	2
	Staff Training	*Training of staff.*	3	0	12	15
	Staffing Levels	*General availability of staff.*	1	0	11	12
	Total:		**823**	**31**	**623**	**1477**

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