The Experience of Health and Social Care Services

A trends analysis report by Healthwatch Waltham Forest

Community*Insight*

6 April 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 January 2020 - 31 March 2020

healthwatch
Waltham Forest

Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 370 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 5)

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.

Q4 Trends...

The ability to book appointments is a continuing problem for many, and this quarter we receive 10 more (additional) complaints about telephone access. However, people are more positive about waiting times.

This quarter an additional 26 people are complimentary about user involvement - a notable increase.

Satisfaction Levels (Pages 6-7)

On the whole, feedback is 58% positive. Around two thirds of experiences (64%) reflect good levels of involvement and support, while sentiment on quality and empathy is broadly positive (71%). On service access, just a third of comments (34%) are positive overall.

Q4 Trends...

Overall sentiment has improved by 2% this quarter.

Setiment has also improved by 1% for information, involvement and support, plus general quality and empathy. On service access, sentiment has improved by a notable 4%.

Services (Pages 8-12)

Experiences about GPs are marginally negative overall, with Dr Dauod Shantir, St James Medical Practice and Grove Medical Centre receiving a notable volume and ratio of negative feedback. On dentists, people are satisfied with most service aspects, with Abbey Dental Walthamstow and Grove Dental Practice receiving a notable volume and ratio of positive comments. Experiences at Whipps Cross Hospital reflect good quality, compassionate treatment and care, with good levels of involvement. However people would like greater levels of communication generally.

Q4 Trends...

Feedback about dentists is an impressive 97% positive, with a 1% improvement in sentiment recorded.

Sentiment about GPs is unchanged, at a notable 41% positive overall, while comments suggest sentiment about Whipps Cross Hospital has improved by 17%.

Care Pathway (Pages 13-20)

Feedback suggests experiences of clinical treatment and care are broadly positive overall. On reception, people would like staff to be more supportive, informative and empathetic. Telephone access also remains an issue.

Q4 Trends...

According to comments, sentiment about reception services has declined by 2% this quarter. We received 9 more (additional) complaints about staff attitude.
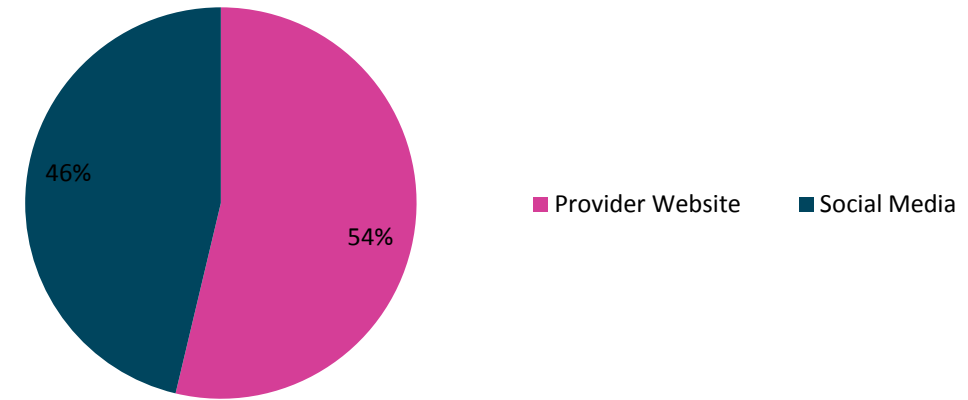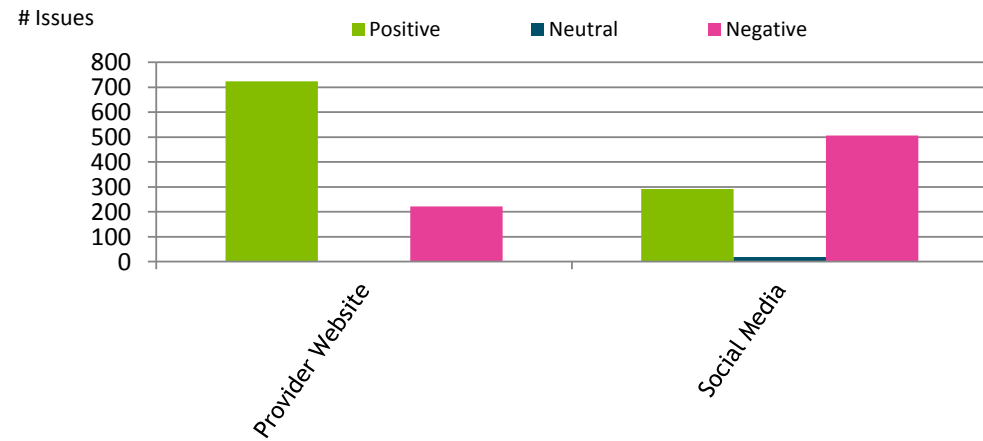
Feedback also suggests sentiment on clinical treatment has improved by 2%, with compliments received about most service aspects.

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

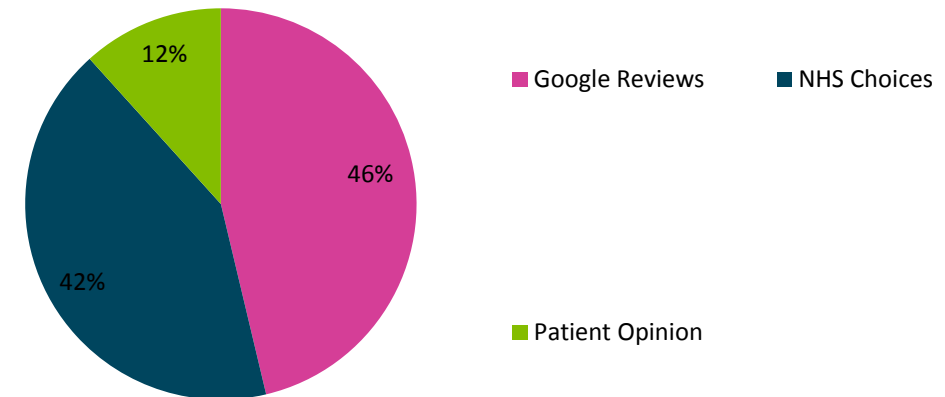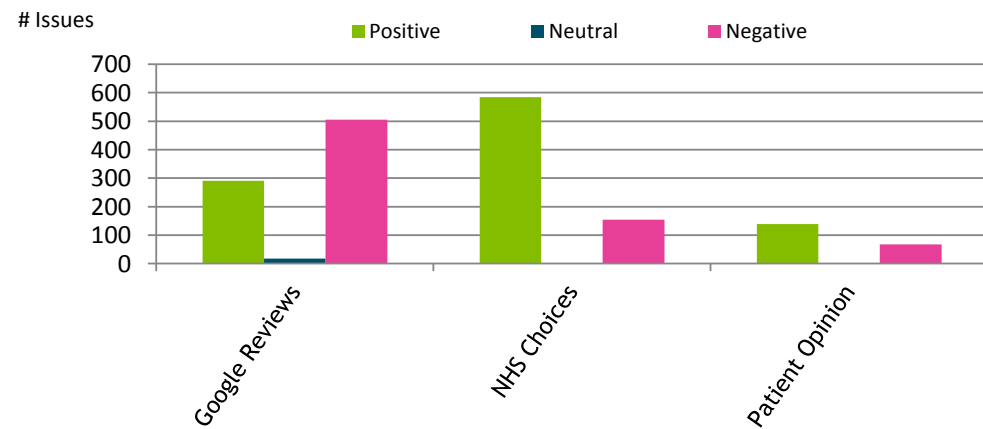# 1. Data Source: Where did we collect the feedback?

1.1 Source

Issues

Legend: Positive (green), Neutral (dark blue), Negative (pink)

Bar chart categories: Provider Website, Social Media

Pie chart: Provider Website 54%, Social Media 46%

Sources providing the most comments overall

1.2 Origin

Issues

Legend: Positive (green), Neutral (dark blue), Negative (pink)

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

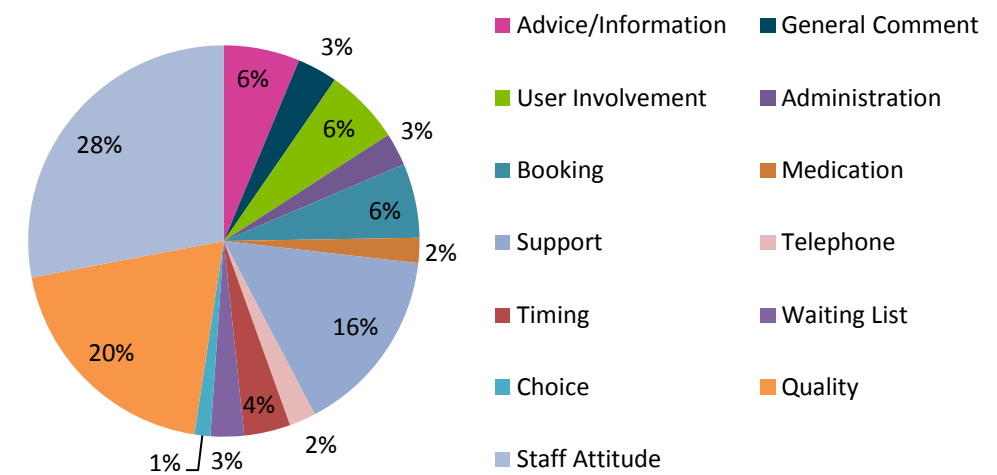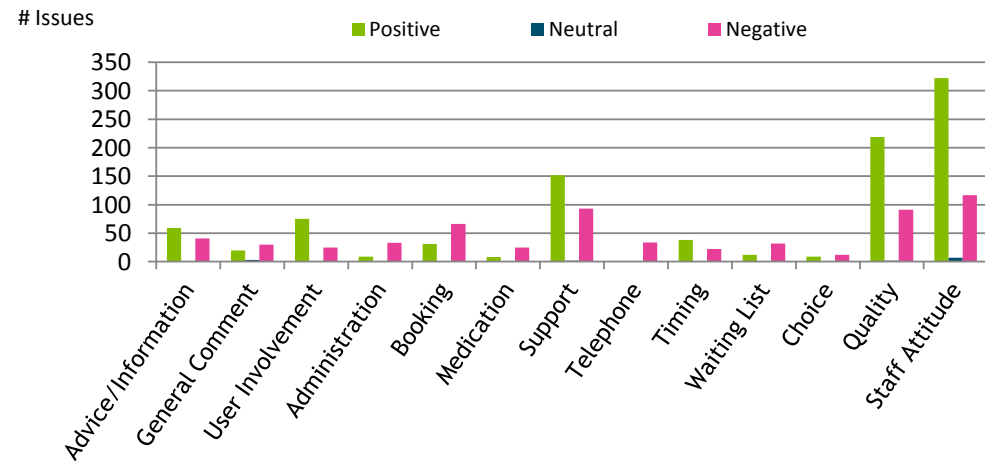Pie chart: Google Reviews 46%, NHS Choices 42%, Patient Opinion 12%

Origins providing the most comments overall

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

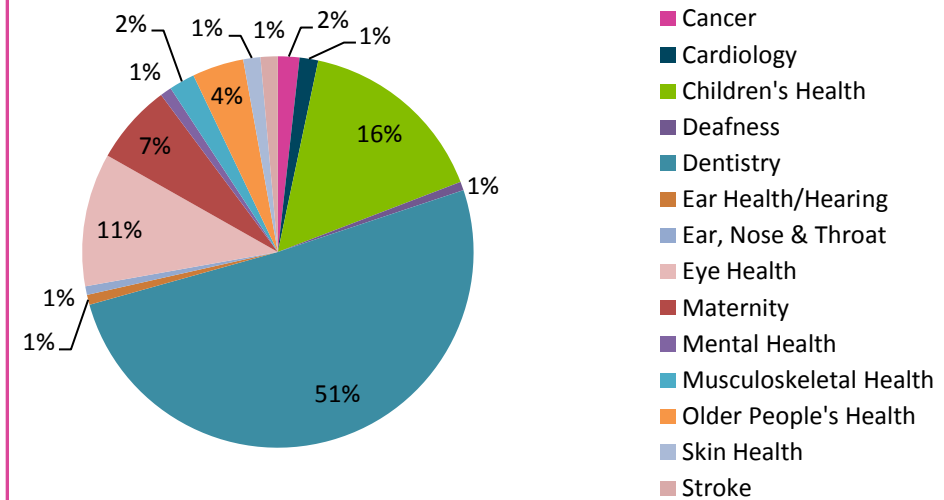## 2.1 Service aspects: 1761 issues from 370 people

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:
- Advice/Information 6%
- General Comment 3%
- User Involvement 6%
- Administration 3%
- Booking 6%
- Medication 2%
- Support 16%
- Telephone 2%
- Timing 4%
- Waiting List 3%
- Choice 1%
- Quality 20%
- Staff Attitude 28%

Issues receiving the most comments overall. See pages 21-22 for issue descriptions.

2.2 Stated medical conditions

Legend: Positive, Neutral, Negative

Bar chart categories: Cancer, Cardiology, Children's Health, Deafness, Dentistry, Ear Health/Hearing, Ear, Nose & Throat, Eye Health, Maternity, Mental Health, Musculoskeletal Health, Older People's Health, Skin Health, Stroke

Pie chart:
- Cancer 2%
- Cardiology 1%
- Children's Health 16%
- Deafness 1%
- Dentistry 51%
- Ear Health/Hearing 1%
- Ear, Nose & Throat 1%
- Eye Health 11%
- Maternity 7%
- Mental Health 1%
- Musculoskeletal Health 1%
- Older People's Health 4%
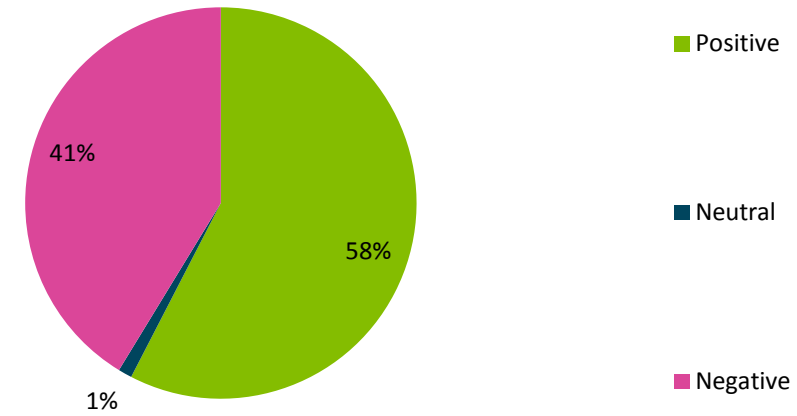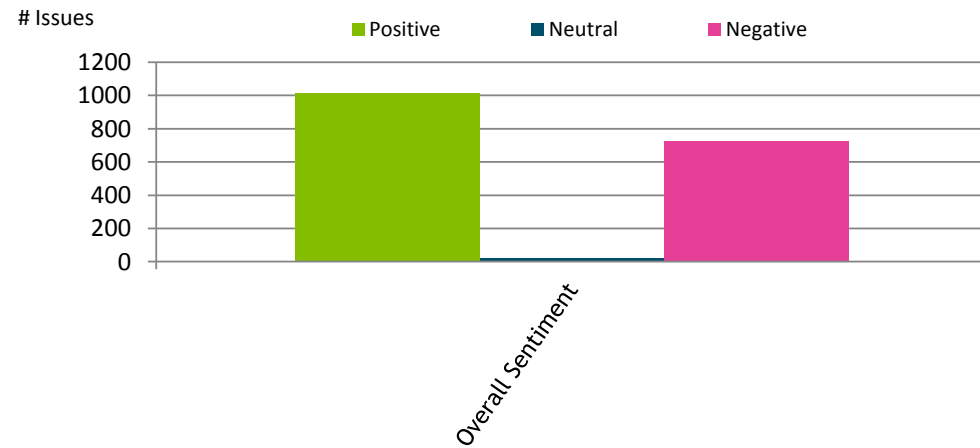- Skin Health 2%
- Stroke 1%

Medical conditions receiving the most comments overall

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

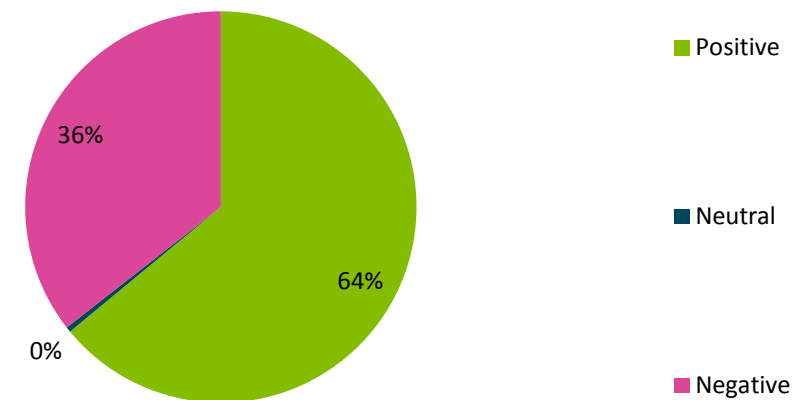## 3.1 How do people feel as a whole?
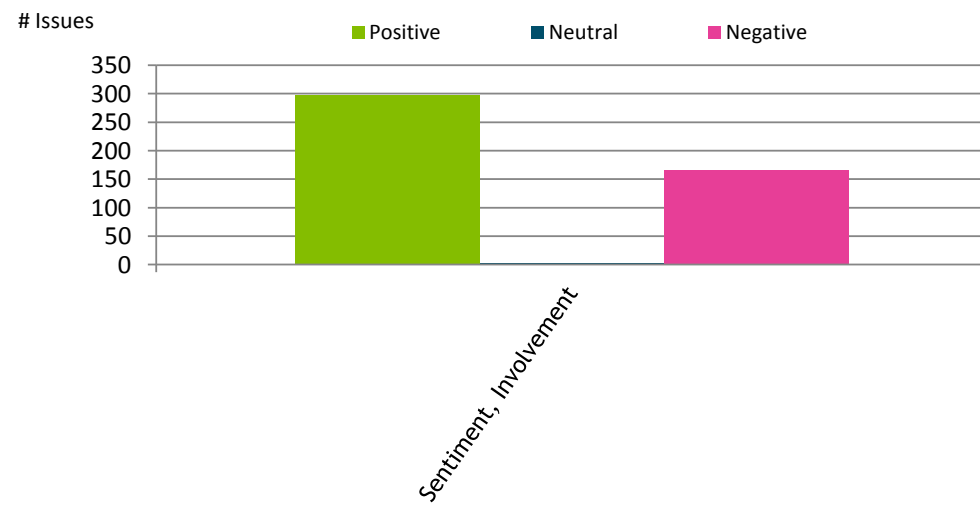
Issues

Legend: Positive, Neutral, Negative

Bar chart with y-axis # Issues (0 to 1200), x-axis: Overall Sentiment

Pie chart:
- Positive 58%
- Negative 41%
- Neutral 1%

Quarterly Benchmark: *2% improvement on the previous quarter*

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

Issues

Legend: Positive, Neutral, Negative

Bar chart with y-axis # Issues (0 to 350), x-axis: Sentiment, Involvement

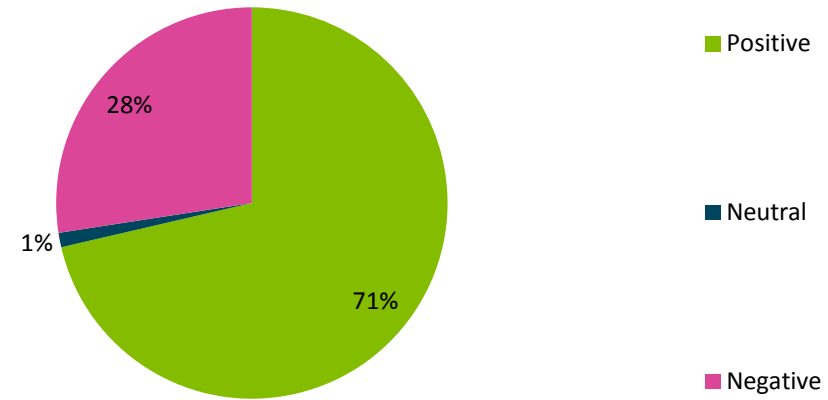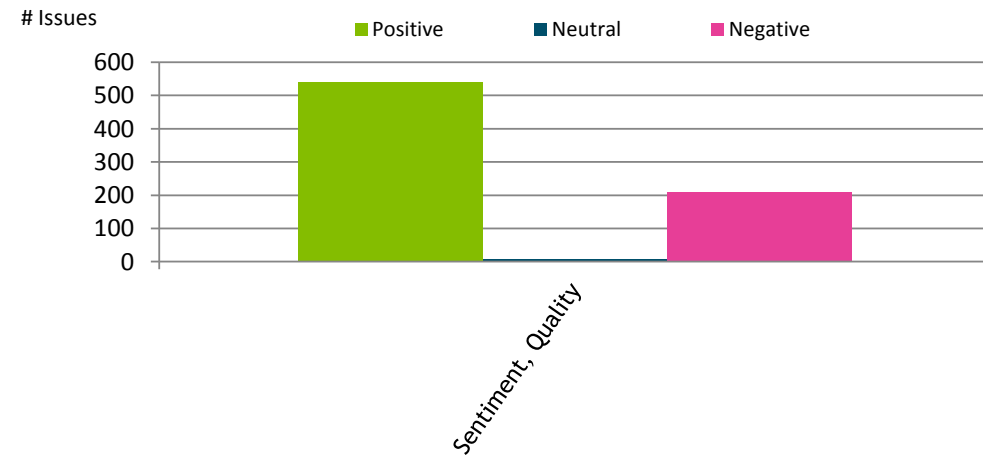Pie chart:
- Positive 64%
- Negative 36%
- Neutral 0%

Quarterly Benchmark: *1% improvement 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

Pie chart: Positive 71%, Neutral 1%, Negative 28%

Quarterly Benchmark: *1% improvement on the previous quarter*

3.4 How do people feel about general access to services?

Issues

Legend: Positive ■ Neutral ■ Negative

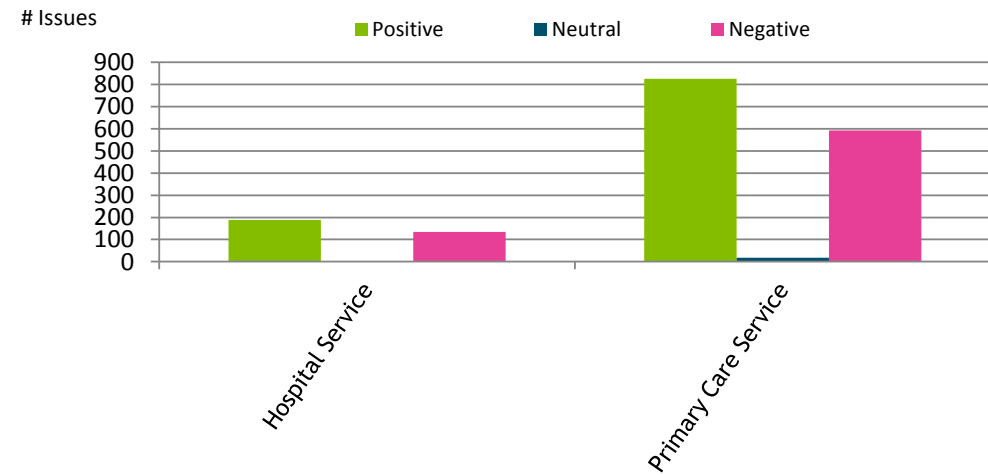Pie chart: Positive 34%, Neutral 1%, Negative 65%
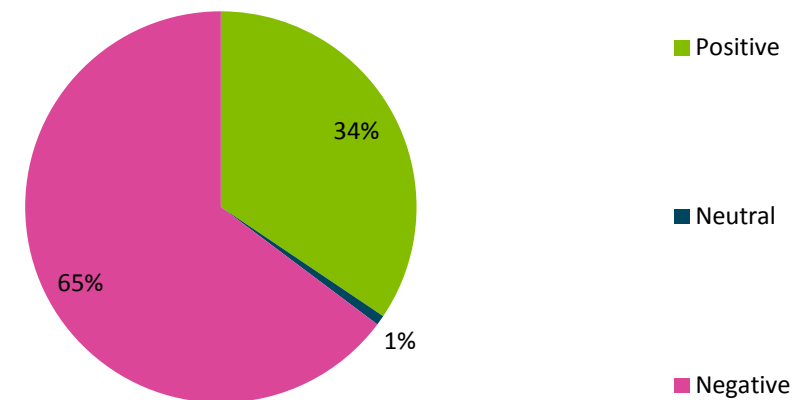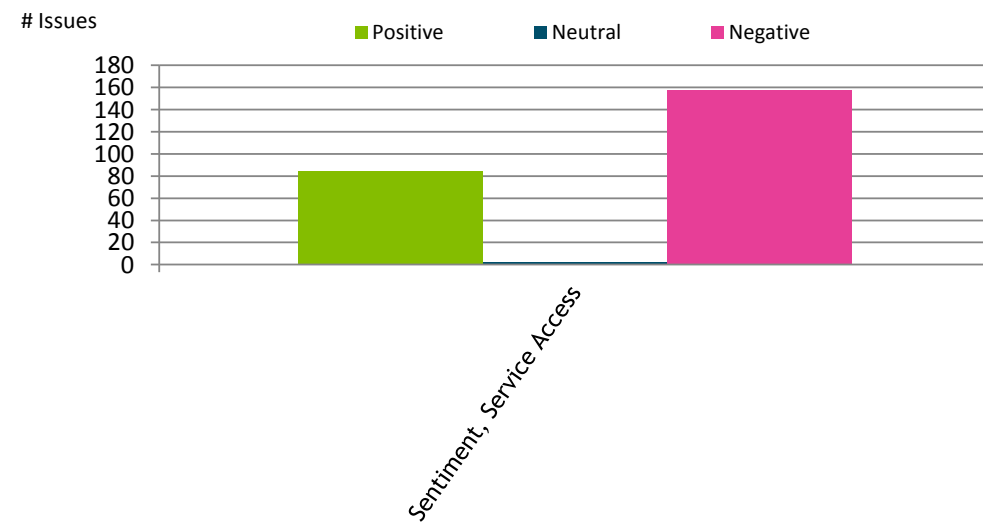
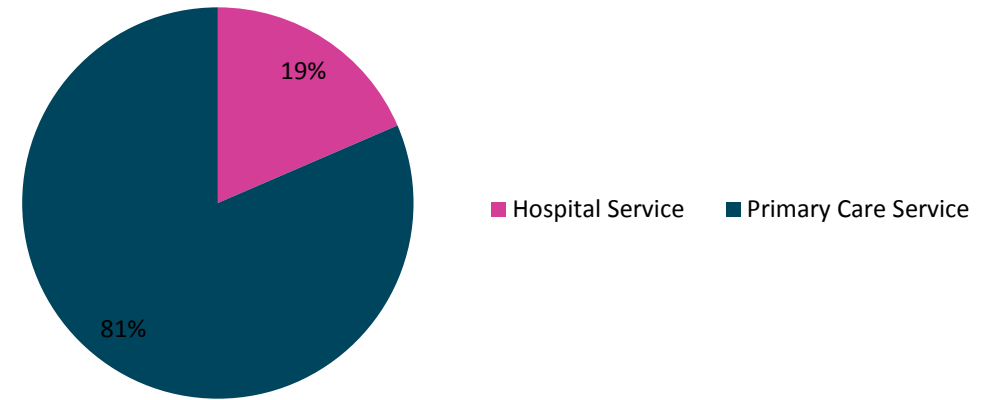Quarterly Benchmark: *4% improvement on the previous quarter*

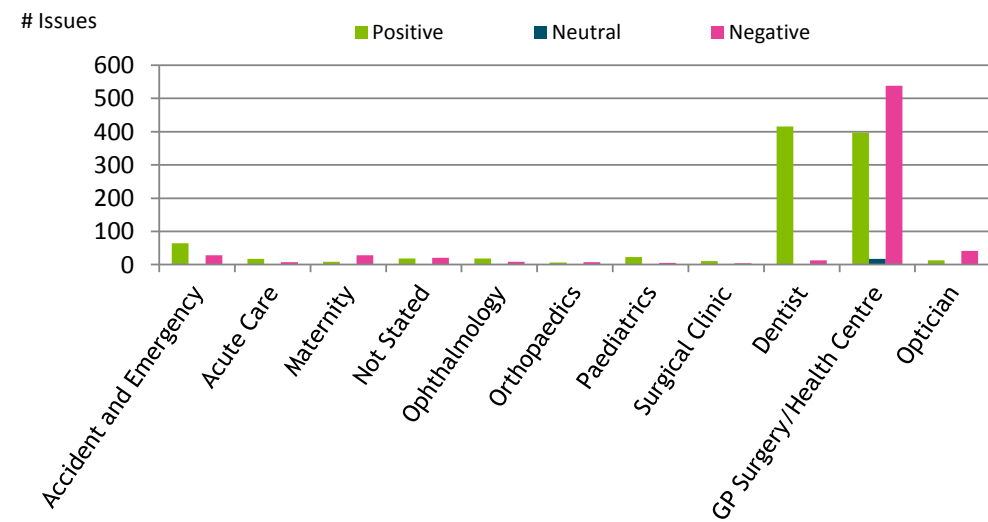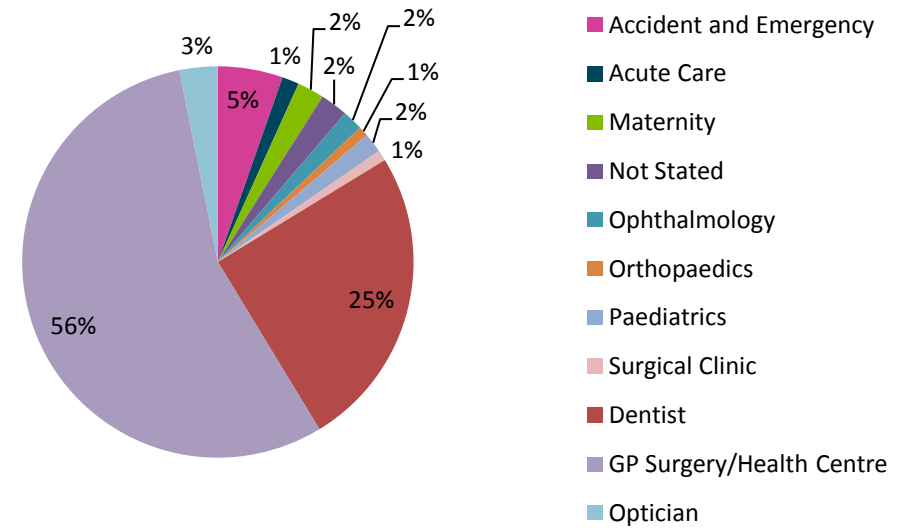## 4. Trends: Which services are people most commenting on?

4.1 Service Sector

Service sectors receiving the most comments overall
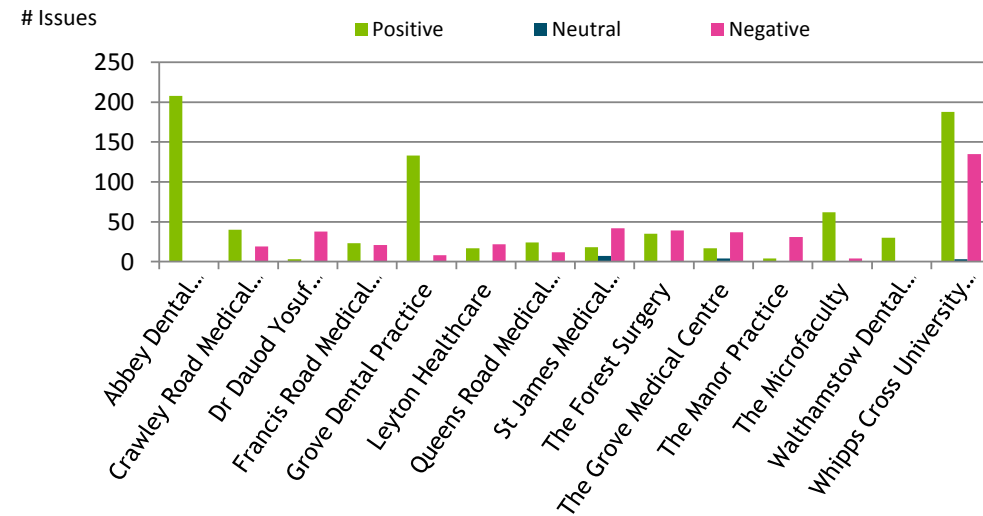
4.2 Service Type
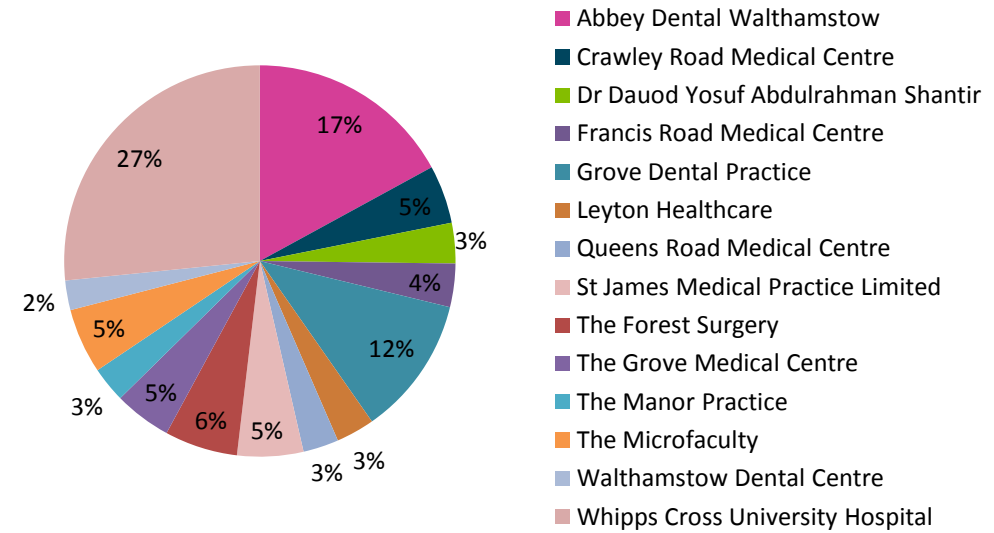

Service type receiving the most comments overall

4.3 Services

Issues

Legend: Positive | Neutral | Negative

Services receiving the most comments overall

Pie chart legend:
- Abbey Dental Walthamstow — 17%
- Crawley Road Medical Centre — 5%
- Dr Dauod Yosuf Abdulrahman Shantir — 3%
- Francis Road Medical Centre — 4%
- Grove Dental Practice — 12%
- Leyton Healthcare — 5%
- Queens Road Medical Centre — 3%
- St James Medical Practice Limited — 3%
- The Forest Surgery — 6%
- The Grove Medical Centre — 5%
- The Manor Practice — 3%
- The Microfaculty — 5%
- Walthamstow Dental Centre — 2%
- Whipps Cross University Hospital — 27%

4.4 Breakdown of care pathway locations (more on pages 13-20)

Issues

Legend: Positive | Neutral | Negative

Care pathway locations

Pie chart legend:
- Transport — 0%
- Reception — 23%
- Diagnosis/Testing — 4%
- Clinical Treatment — 62%
- Clinical Nursing — 10%
- Discharge — 0%
- Follow On — 1%
- Community Services — 0%

9
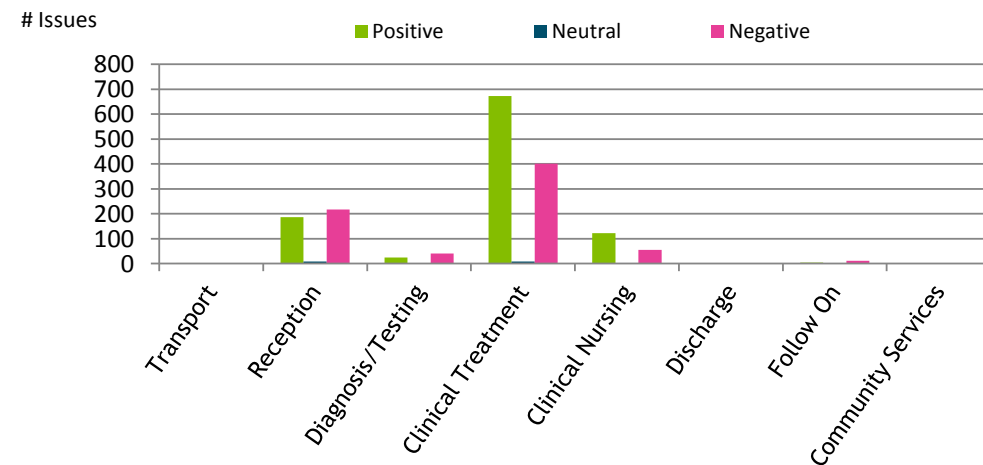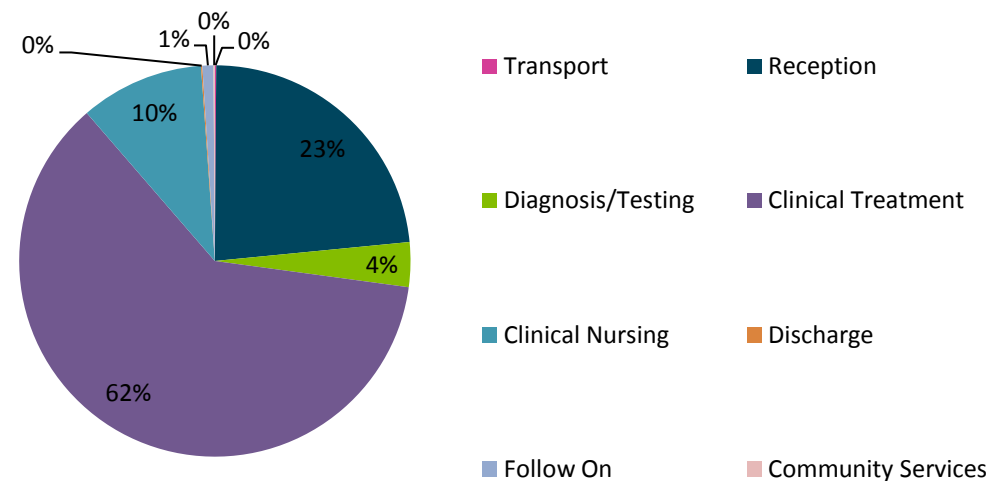
5.1 Trends, GP Services: 952 issues from 212 people

Issues
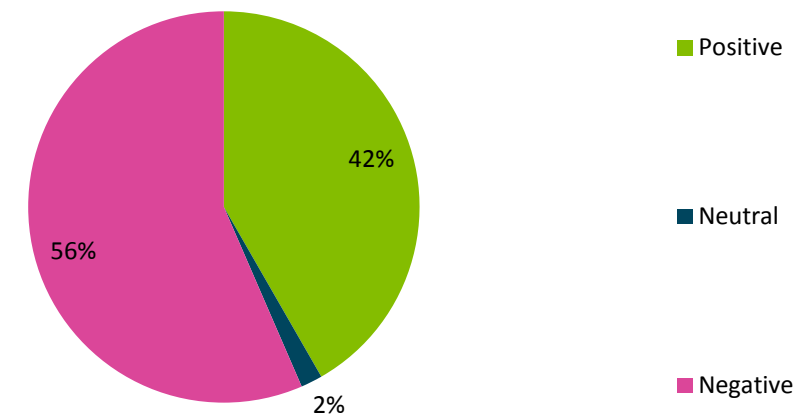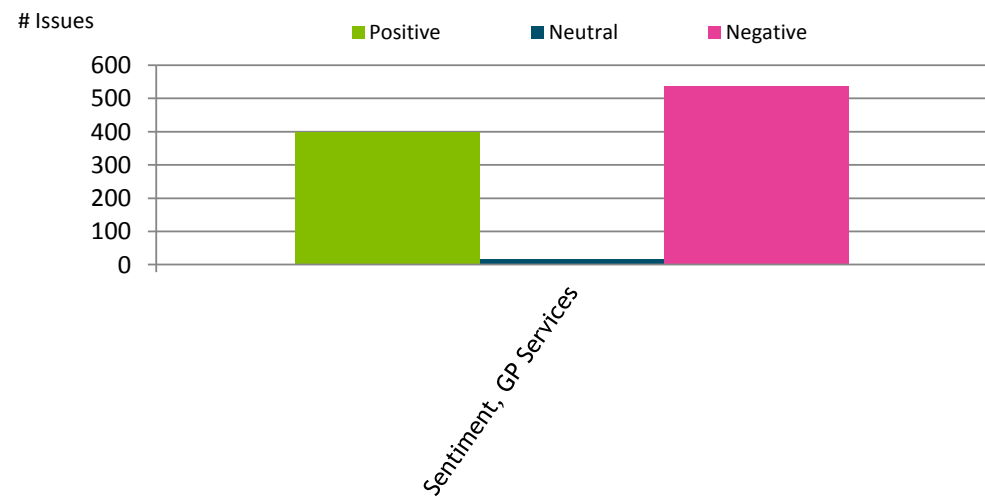
Legend: Positive, Neutral, Negative

Categories: Advice/Information, General Comment, User Involvement, Administration, Booking, Support, Telephone, Waiting List, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information — 4%
- General Comment — 5%
- User Involvement — 5%
- Administration — 4%
- Booking — 10%
- Support — 16%
- Telephone — 4%
- Waiting List — 4%
- Quality — 19%
- Staff Attitude — 29%

5.2 Sentiment, GP Services

Issues

Legend: Positive, Neutral, Negative

Sentiment, GP Services

Quarterly Benchmark: *No change on the previous quarter*

Pie chart:
- Positive — 42%
- Neutral — 2%
- Negative — 56%

5.3 Trends, Dentists: 429 issues from 86 people

Issues

Legend: Positive | Neutral | Negative

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

Pie chart:
- Advice/Information 9%
- User Involvement 10%
- Booking 3%
- Support 15%
- Timing 4%
- Quality 22%
- Environment/Layout 1%
- Hygiene 2%
- Staff Attitude 34%
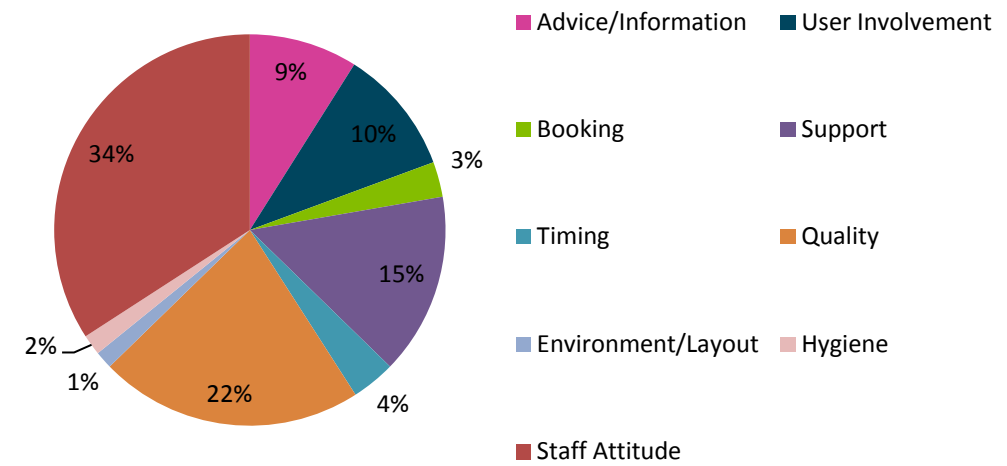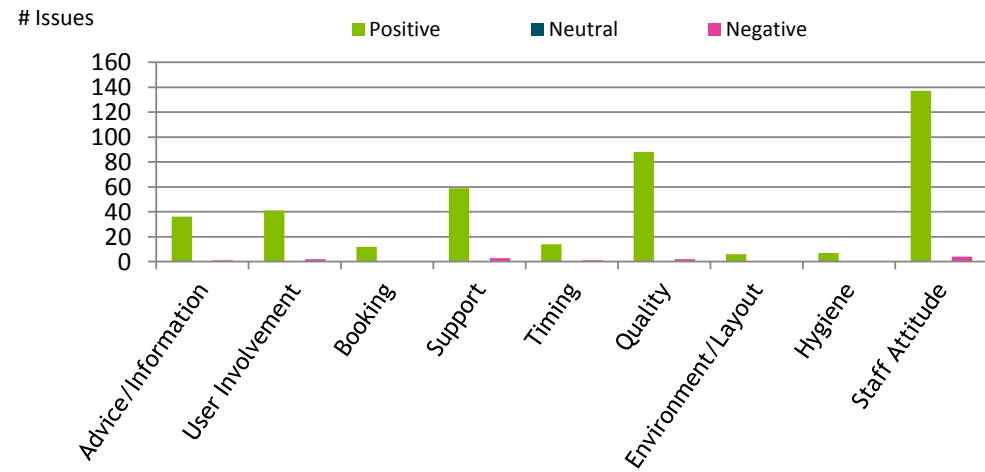
Issues receiving the most comments overall

5.4 Sentiment, Dentists

Issues

Legend: Positive | Neutral | Negative

Bar chart: Sentiment, Dentists

Pie chart:
- Positive 97%
- Neutral 0%
- Negative 3%
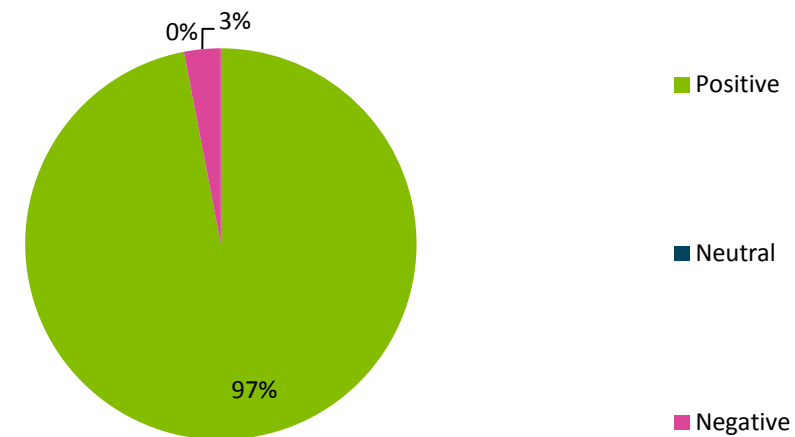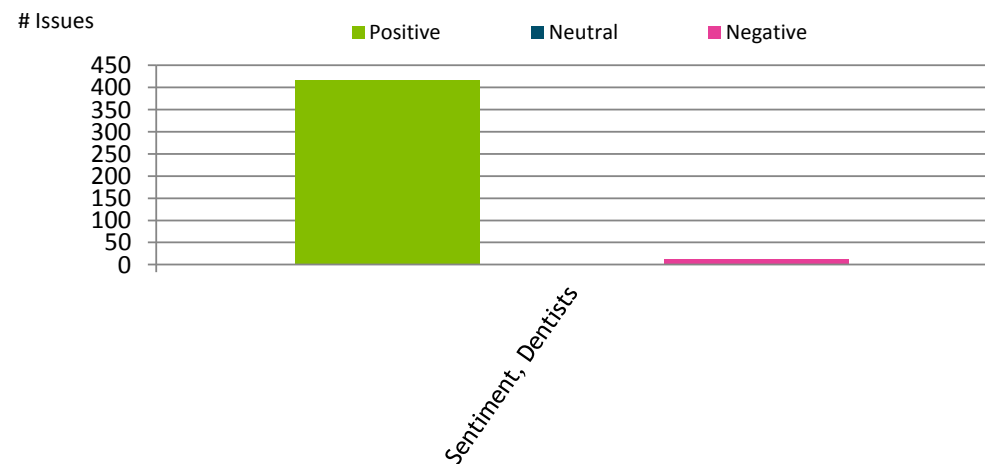
Quarterly Benchmark: *1% improvement on the previous quarter*
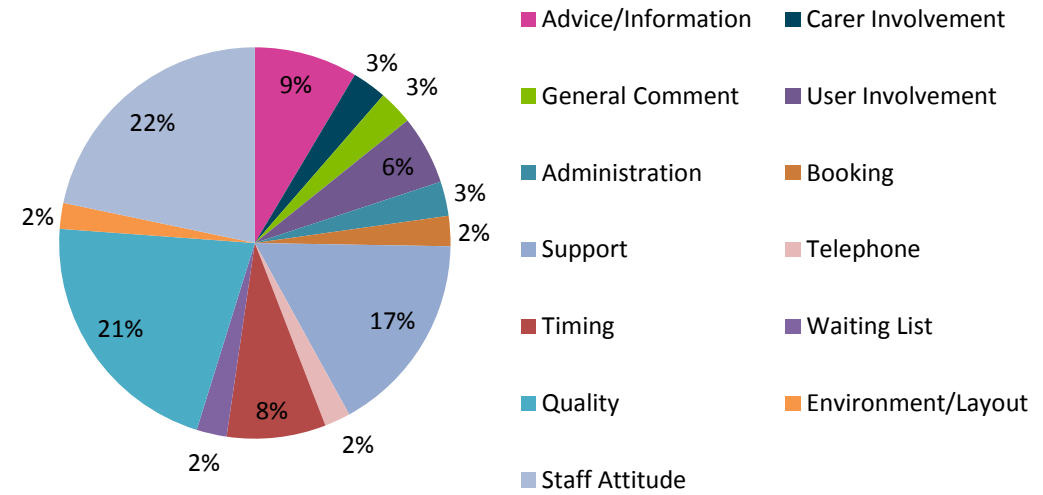
5.5 Trends, Whipps Cross University Hospital: 326 issues from 58 people

Issues

Legend: Positive | Neutral | Negative

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

Issues receiving the most comments overall

Pie chart values: 9%, 3%, 3%, 6%, 3%, 2%, 17%, 2%, 8%, 2%, 21%, 2%, 22%

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

5.6 Sentiment, Whipps Cross University Hospital

Issues

Legend: Positive | Neutral | Negative

Sentiment, Whipps Cross
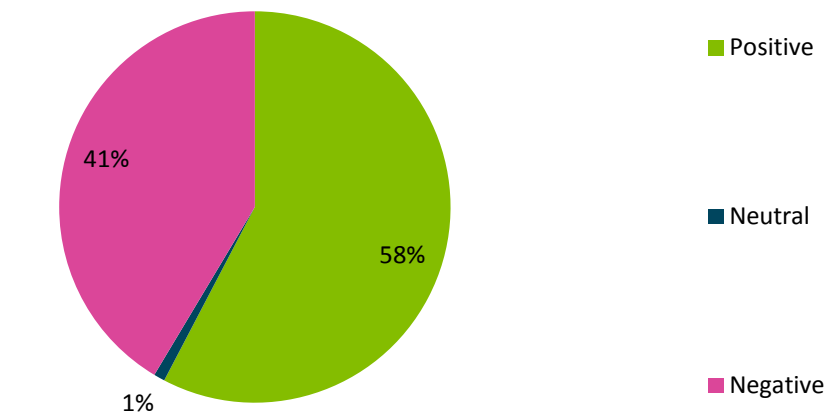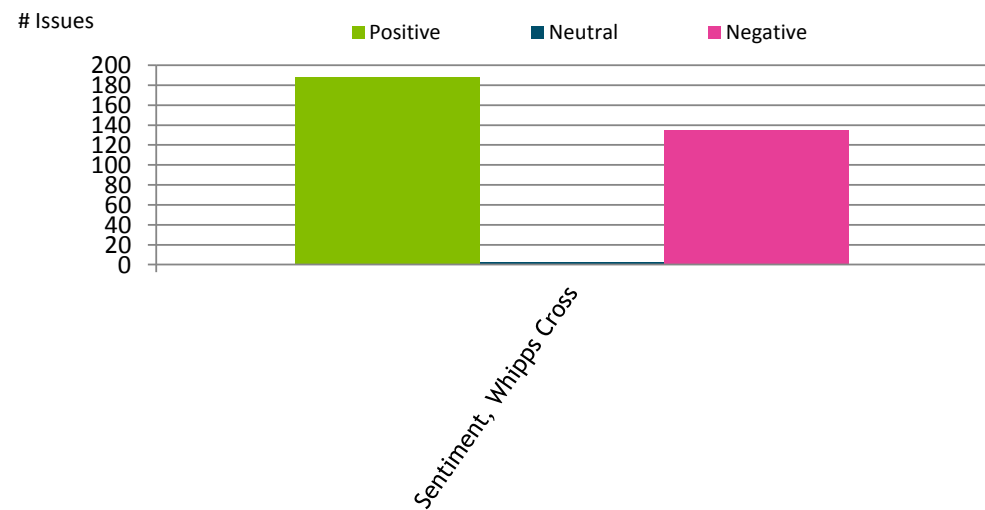
Quarterly Benchmark: *17% improvement on the previous quarter*

Pie chart values: 58% Positive, 1% Neutral, 41% Negative

Legend:
- Positive
- Neutral
- Negative

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

6.1 Trends, Transport (2 issues)

Issues

■ Positive   ■ Neutral   ■ Negative

■ Timing   ■ Staff Attitude
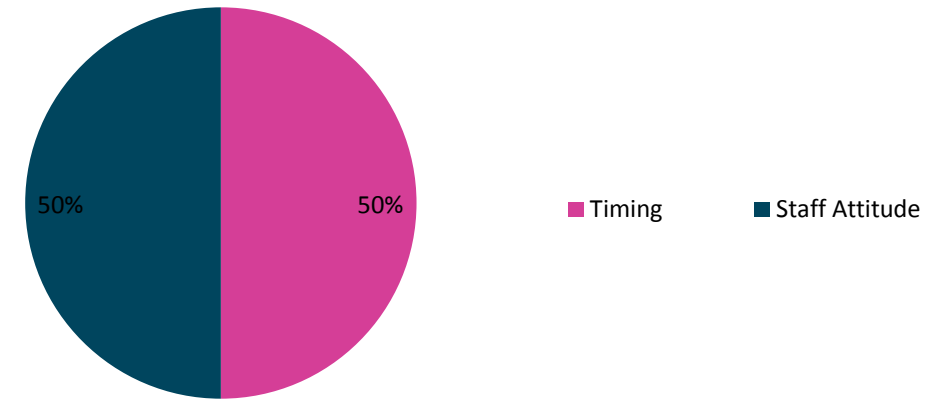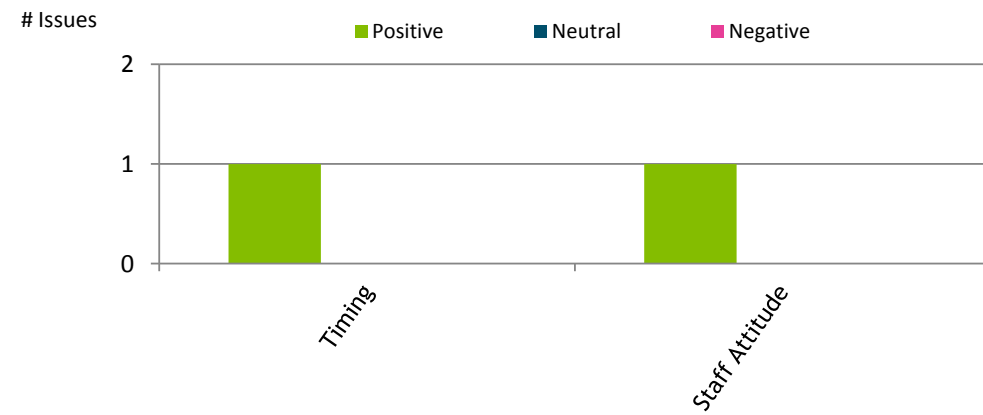
Issues receiving the most comments overall

6.2 Sentiment, Transport

Issues

■ Positive   ■ Neutral   ■ Negative

■ Positive

■ Neutral

■ Negative
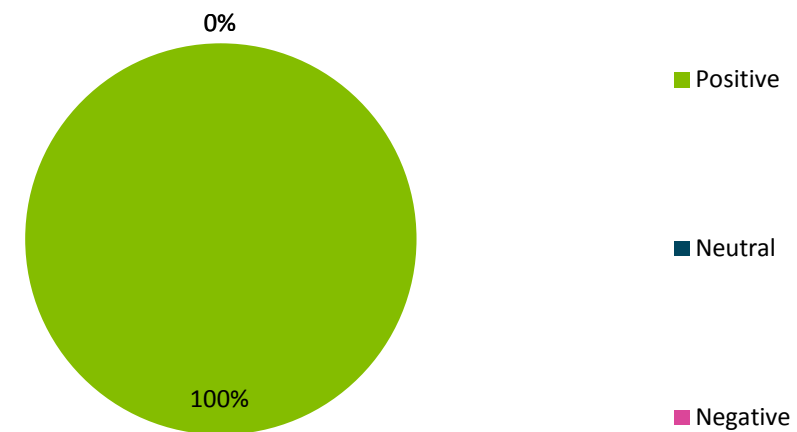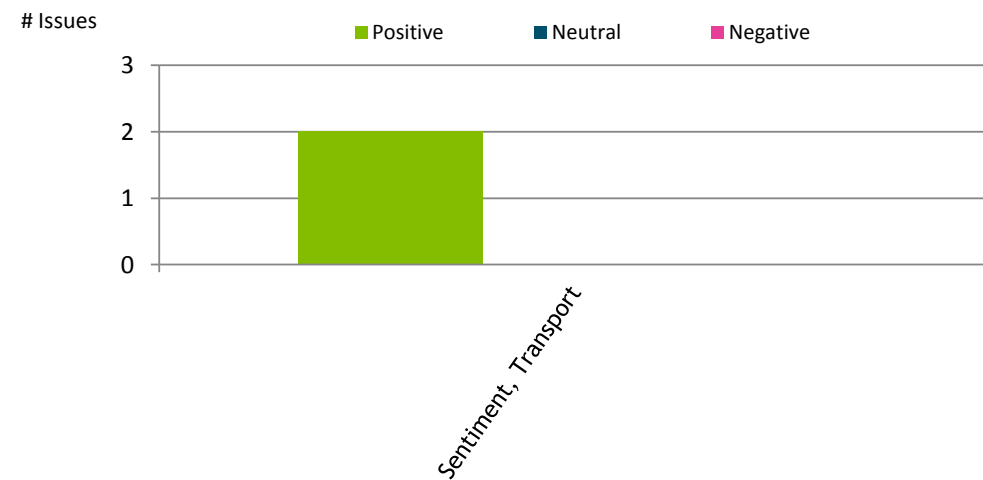
Quarterly Benchmark: *N/A*

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

6.3 Trends, Reception (411 issues)

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Advice/Information, Administration, Booking, Medication, Registration, Support, Telephone, Quality, Staff Attitude

Y-axis: 0, 20, 40, 60, 80, 100, 120

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 4%
- Administration: 8%
- Booking: 3%
- Medication: 3%
- Registration: 3%
- Support: 20%
- Telephone: 9%
- Quality: 4%
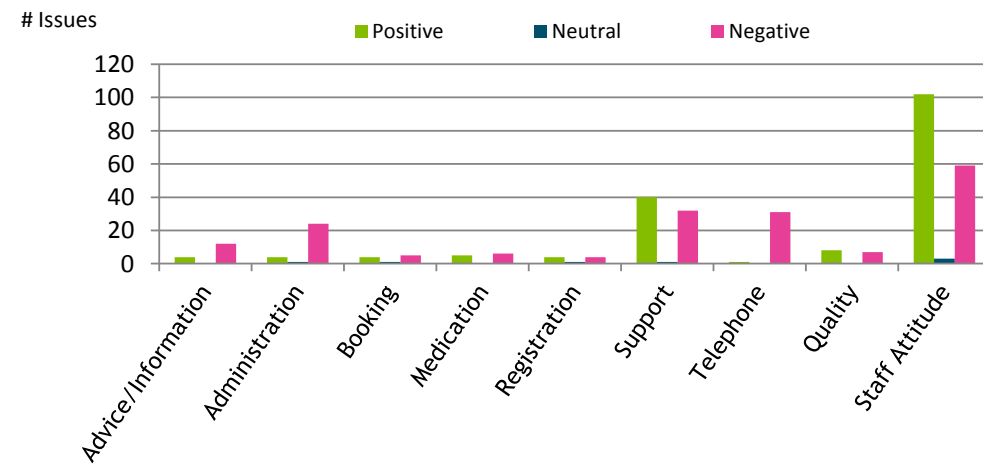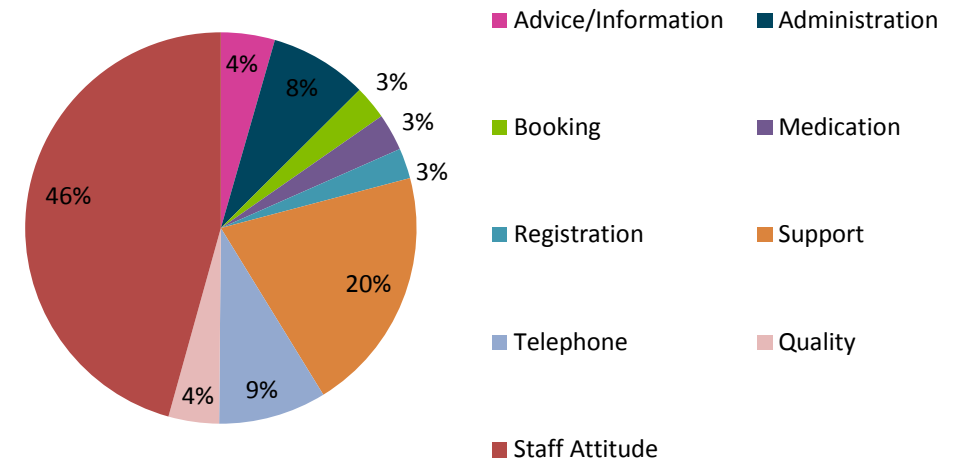- Staff Attitude: 46%

Legend: Advice/Information, Administration, Booking, Medication, Registration, Support, Telephone, Quality, Staff Attitude

6.4 Sentiment, Reception

Issues

Legend: Positive, Neutral, Negative

Bar chart (Sentiment, Reception): Positive ~185, Neutral ~10, Negative ~215

Y-axis: 0, 50, 100, 150, 200, 250

Pie chart:
- Positive: 45%
- Neutral: 2%
- Negative: 53%

Legend: Positive, Neutral, Negative

Quarterly Benchmark: *2% decline on the previous quarter*

14
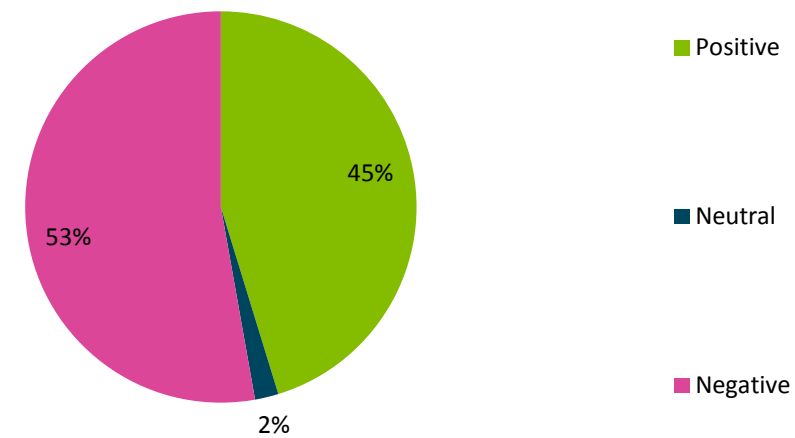
6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)

6.5 Trends, Diagnosis/Testing (65 issues)

Issues

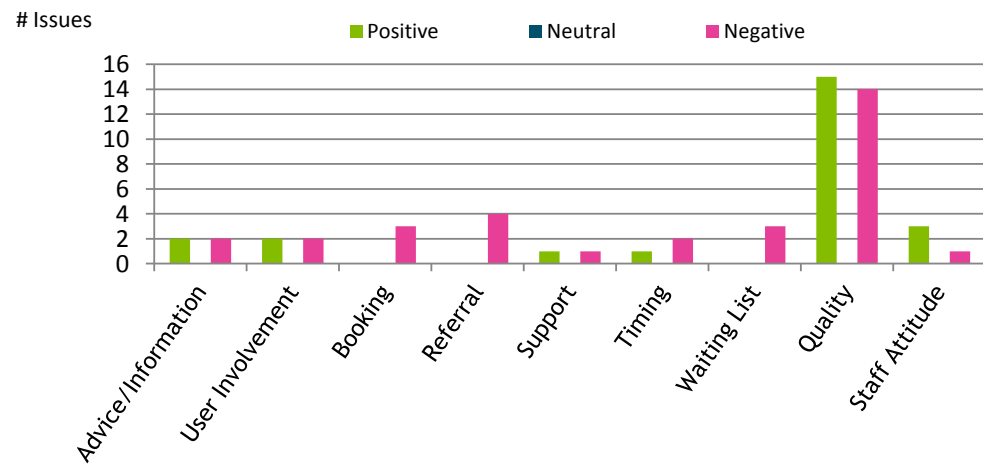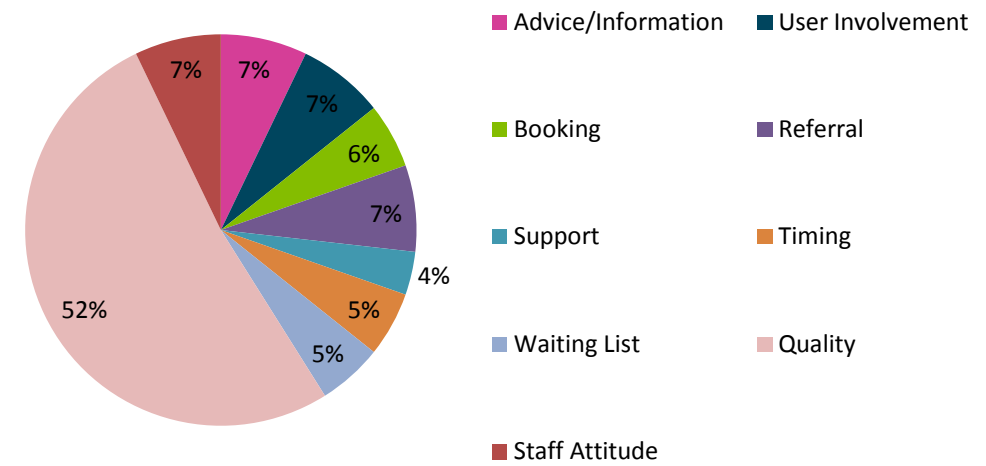Legend: Positive, Neutral, Negative

Bar chart categories (x-axis): Advice/Information, User Involvement, Booking, Referral, Support, Timing, Waiting List, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information 7%
- User Involvement 7%
- Booking 6%
- Referral 7%
- Support 4%
- Timing 5%
- Waiting List 5%
- Quality 52%
- Staff Attitude 7%

6.6 Sentiment, Diagnosis/Testing

Issues

Legend: Positive, Neutral, Negative

Bar chart category (x-axis): Sentiment, Diagnosis

Pie chart:
- Positive 37%
- Neutral 0%
- Negative 63%
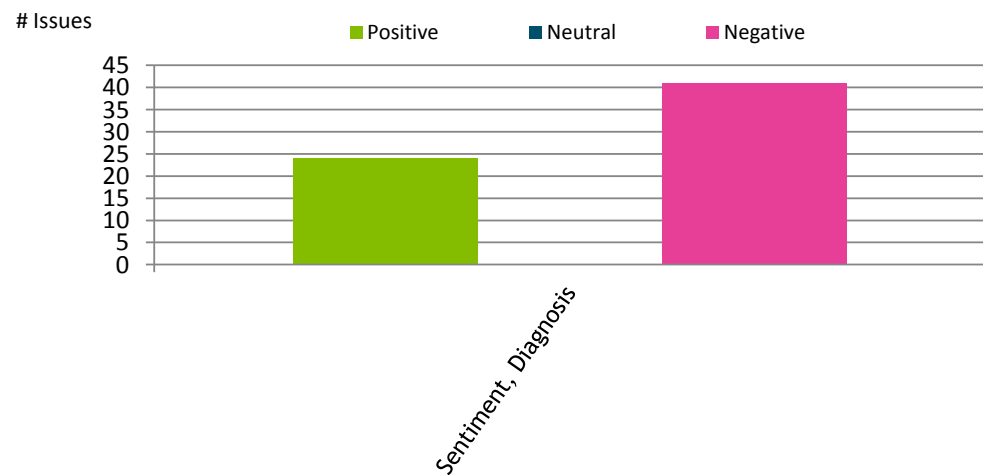
Quarterly Benchmark: *1% decline on the previous quarter*

15
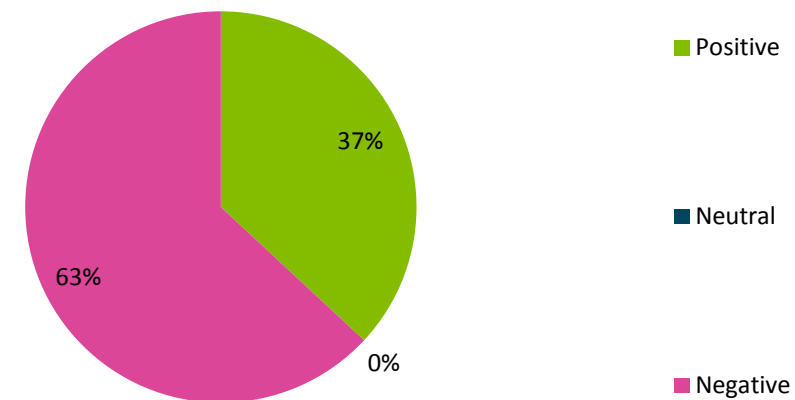
6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

6.7 Trends, Clinical Treatment (1083 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart categories (x-axis): Advice/Information, General Comment, User Involvement, Booking, Medication, Support, Timing, Waiting List, Choice, Quality, Hygiene, Staff Attitude

Issues receiving the most comments overall

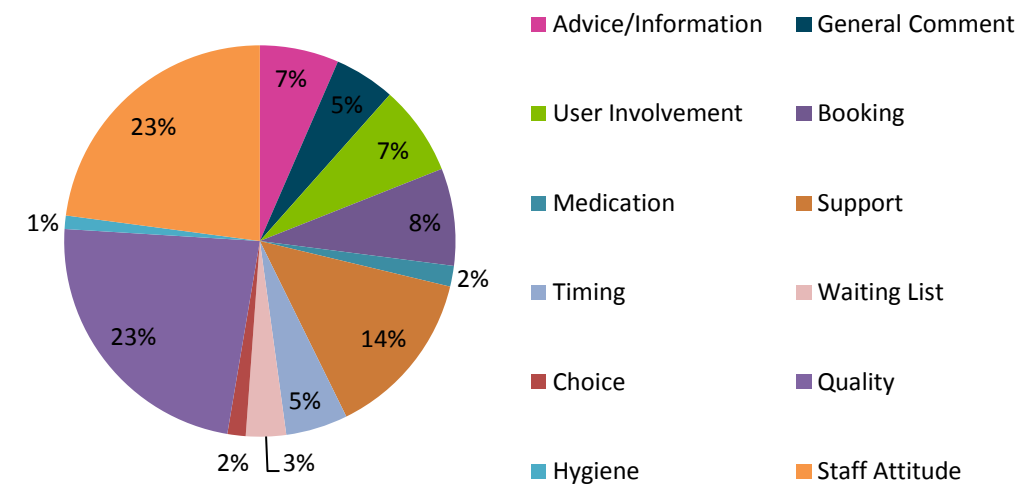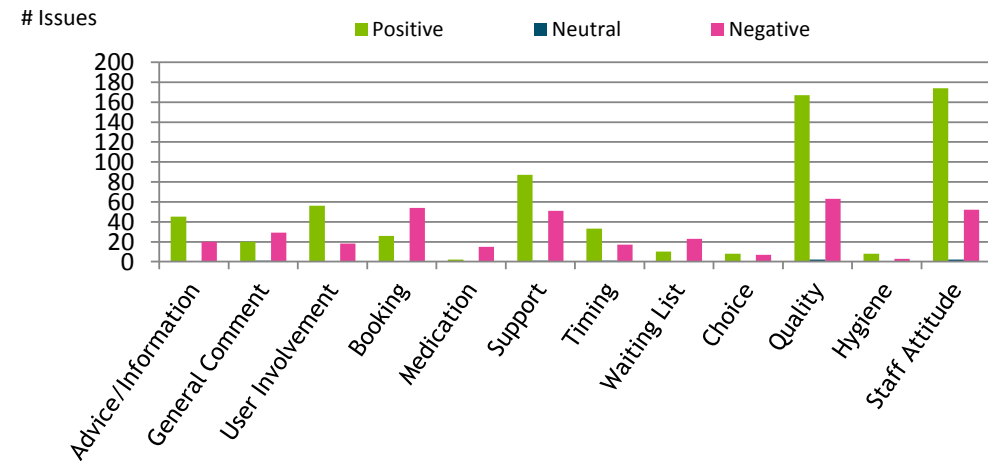Pie chart:
- Advice/Information — 7%
- General Comment — 5%
- User Involvement — 7%
- Booking — 8%
- Medication — 2%
- Support — 14%
- Timing — 5%
- Waiting List — 3%
- Choice — 2%
- Quality — 23%
- Hygiene — 1%
- Staff Attitude — 23%

6.8 Sentiment, Clinical Treatment

Issues

Legend: Positive | Neutral | Negative

Bar chart category: Sentiment, Treatment

Quarterly Benchmark: *2% imrpovement on the previous quarter*

Pie chart:
- Positive — 62%
- Neutral — 1%
- Negative — 37%
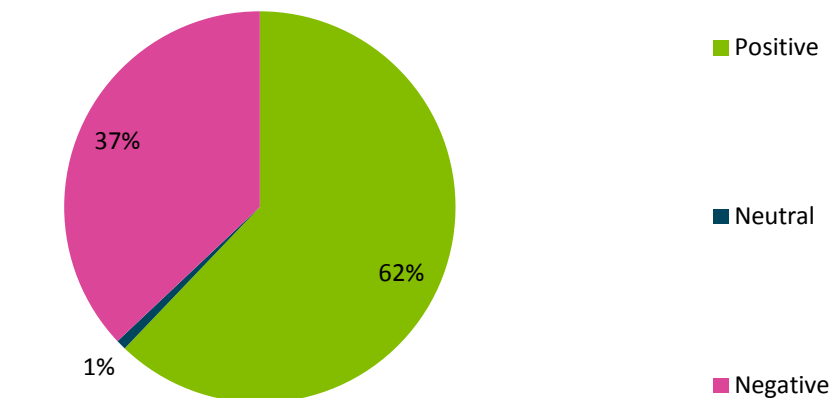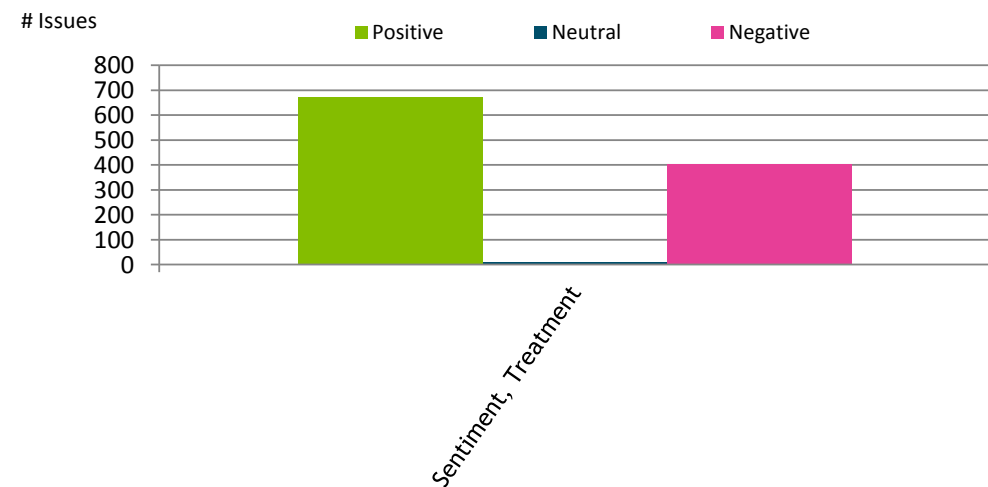
6. Care Pathway: Clinical Nursing (care provided by trained nurses)

6.9 Trends, Clinical Nursing (180 issues)

Issues

Legend: Positive / Neutral / Negative

Bar chart categories (x-axis): Advice/Information, Carer Involvement, User Involvement, Booking, Medication, Support, Timing, Waiting List, Quality, Staff Attitude
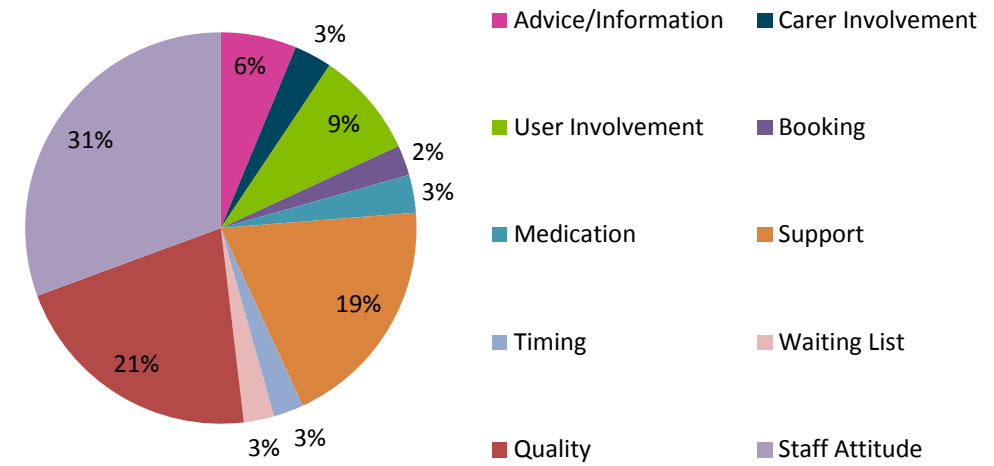
Pie chart:
- Advice/Information 6%
- Carer Involvement 3%
- User Involvement 9%
- Booking 2%
- Medication 3%
- Support 19%
- Timing 3%
- Waiting List 3%
- Quality 21%
- Staff Attitude 31%
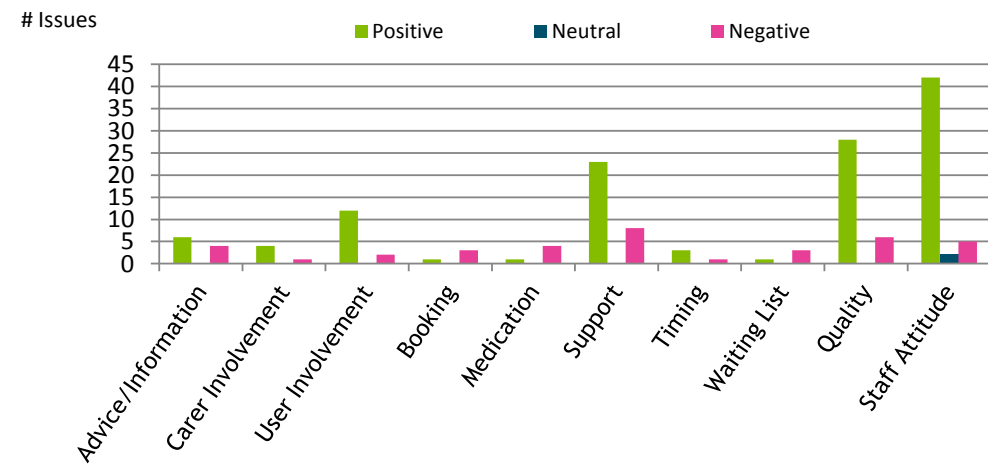
Issues receiving the most comments overall

6.10 Sentiment, Clinical Nursing

Issues

Legend: Positive / Neutral / Negative

Bar chart category: Sentiment, Nursing Care

Pie chart:
- Positive 68%
- Neutral 1%
- Negative 31%

Quarterly Benchmark: *No change on the previous quarter*

17
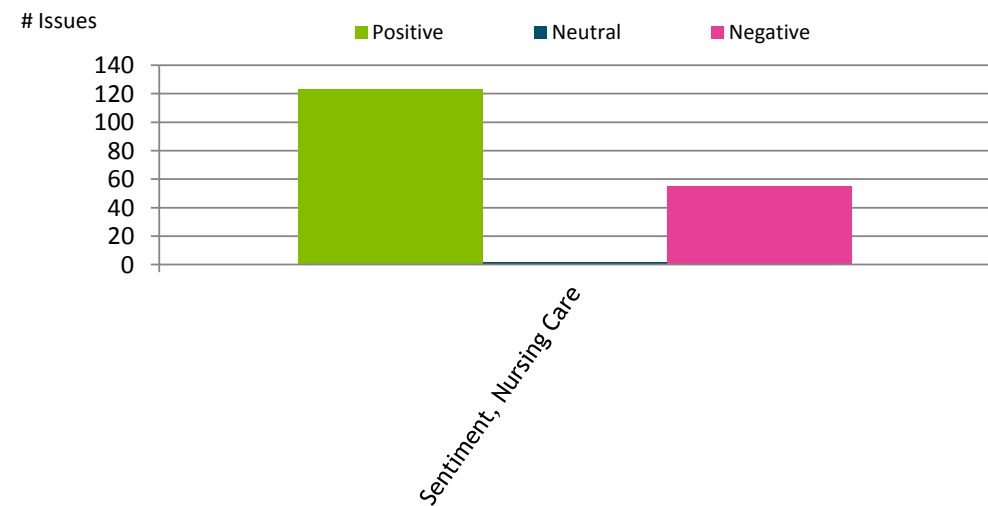
6. Care Pathway: Discharge (discharge from a service)

6.11 Trends, Discharge (2 issues)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart:
- Advice/Information: Positive = 1, Negative = 1
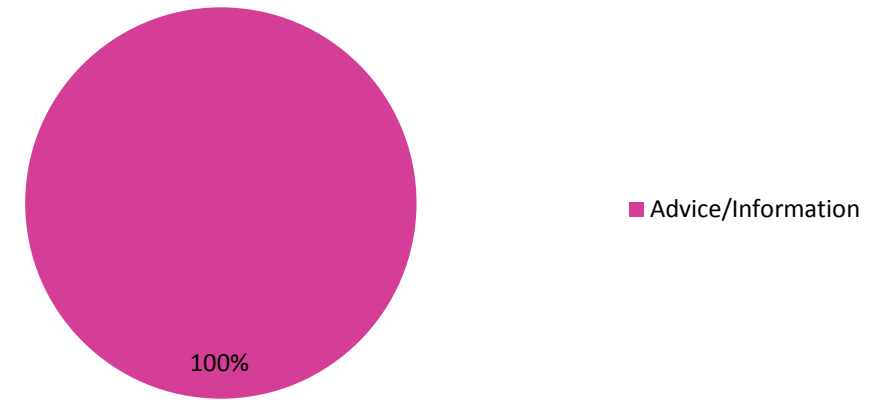
Pie chart:
- Advice/Information: 100%
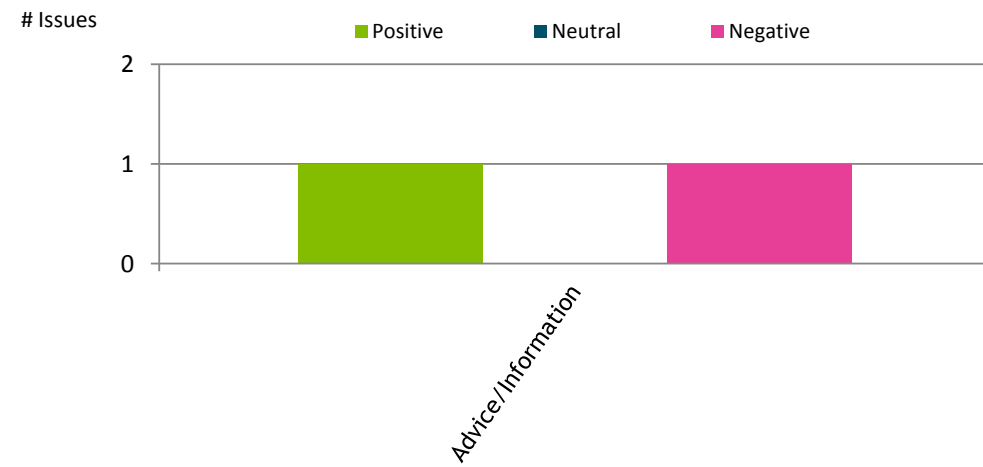
Issues receiving the most comments overall

6.12 Sentiment, Discharge

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart:
- Sentiment, Discharge: Positive = 1, Negative = 1

Pie chart:
- Positive: 50%
- Negative: 50%
- Neutral: 0%
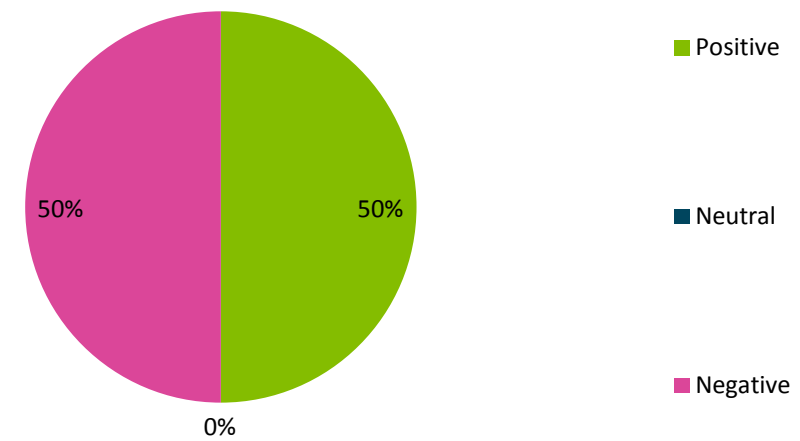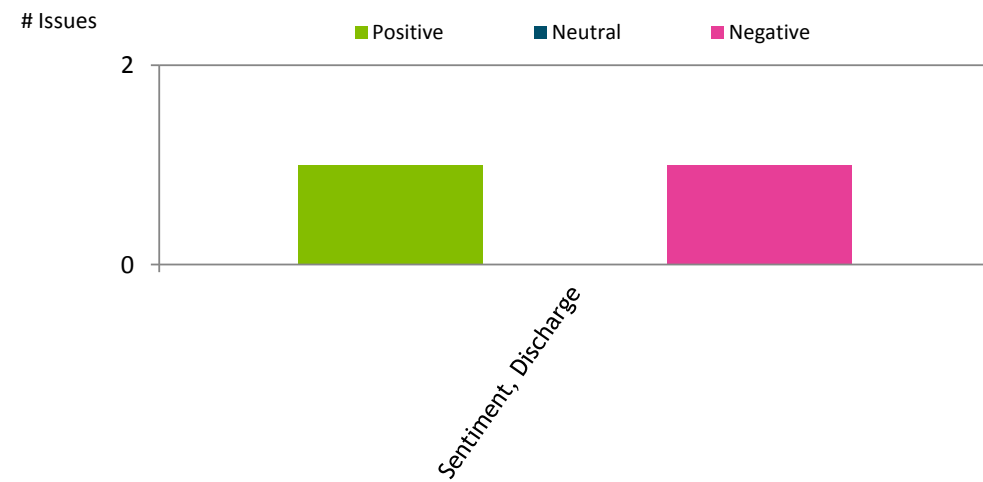
Quarterly Benchmark: *N/A*

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

6.13 Trends, Follow On (16 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, General Comment, Administration, Booking, Cancellations, Support, Telephone, Waiting List, Nutrition, Quality

Issues receiving the most comments overall

Pie chart:
- Advice/Information 19%
- General Comment 6%
- Administration 6%
- Booking 6%
- Cancellations 6%
- Support 13%
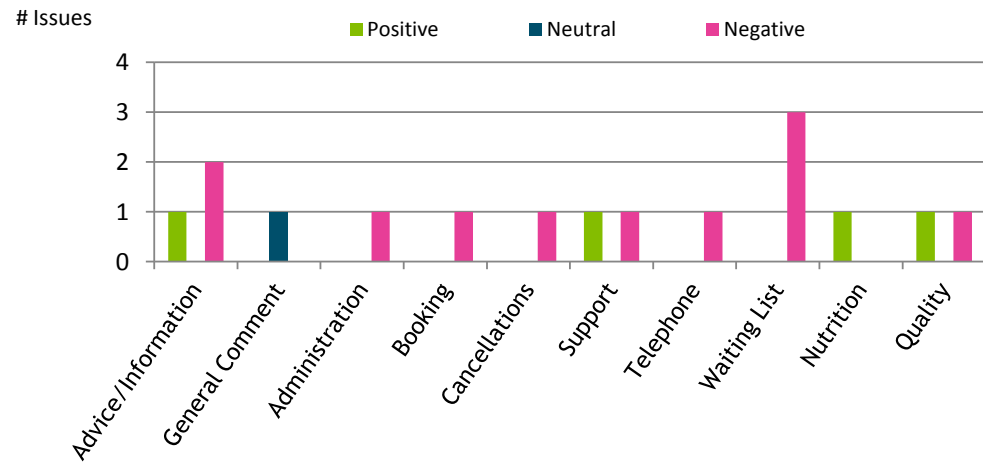- Telephone 6%
- Waiting List 19%
- Nutrition 6%
- Quality 13%

6.14 Sentiment, Follow On

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Follow On

Pie chart:
- Positive 25%
- Neutral 6%
- Negative 69%

Quarterly Benchmark: *N/A*

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
- ■ General Comment
- ■ Administration
- ■ Booking
- ■ Cancellations
- ■ Support
- ■ Telephone
- ■ Waiting List
- ■ Nutrition
- ■ Quality

Pie chart values: 19%, 6%, 6%, 6%, 6%, 13%, 6%, 19%, 6%, 13%
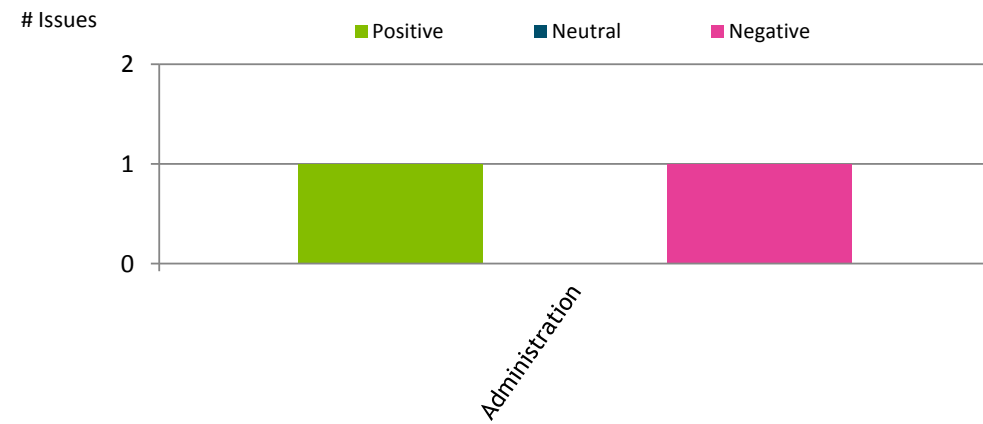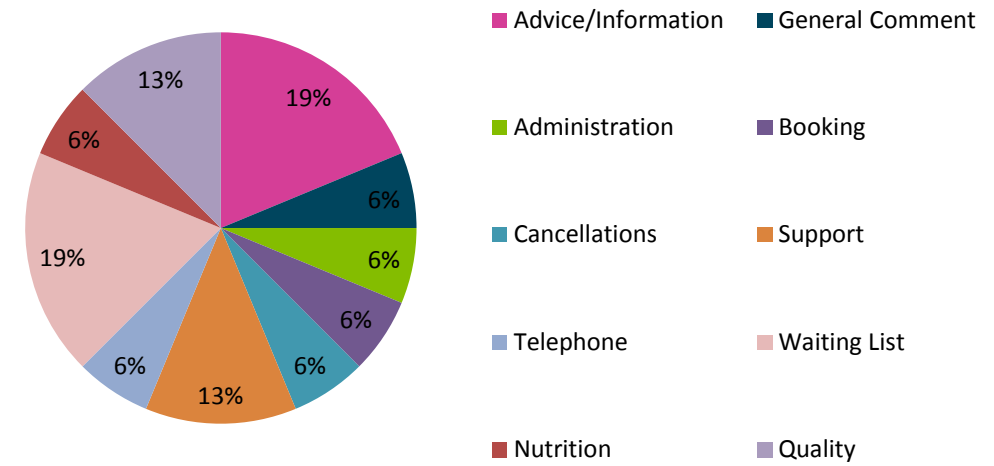
6.16 Sentiment, Community
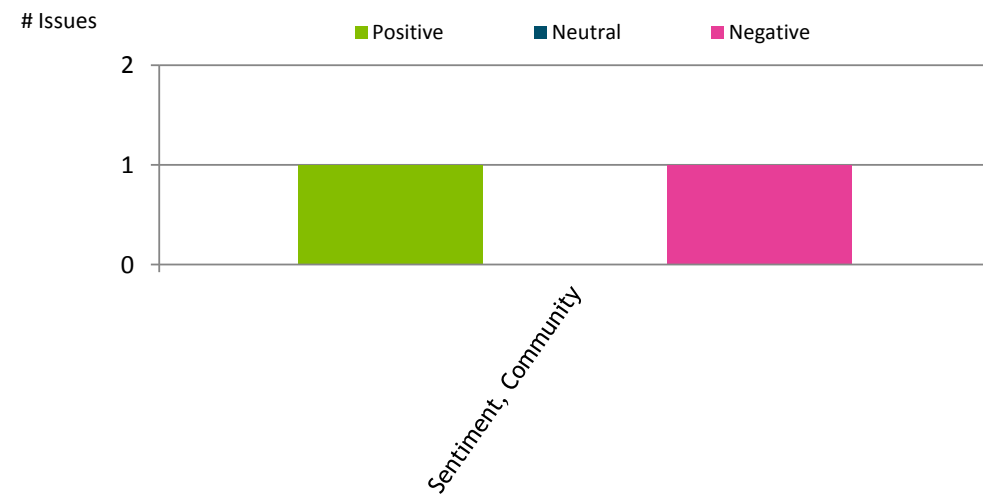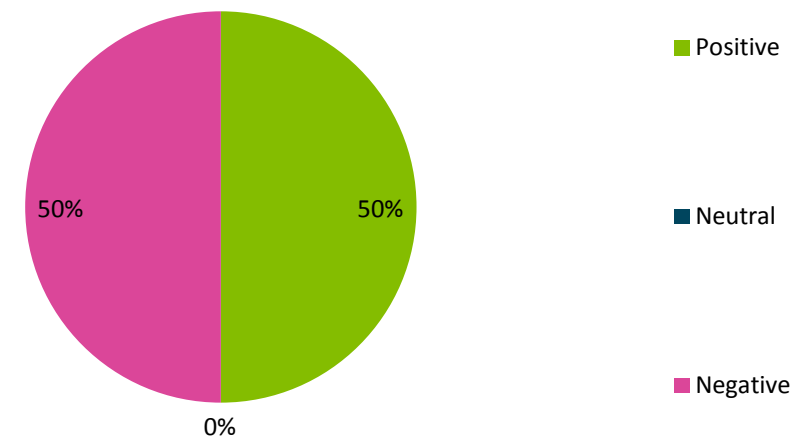
Issues

Legend: ■ Positive ■ Neutral ■ Negative

Quarterly Benchmark: *N/A*

Pie chart legend:
- ■ Positive
- ■ Neutral
- ■ Negative

Pie chart values: 50%, 50%, 0%

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.*	59	0	41	100
	Carer Involvement	*Involvement of carers, friends or family members.*	11	0	6	17
	General Comment	*A generalised statement (ie; "The doctor was good.")*	20	3	30	53
	User Involvement	*Involvement of the service user.*	75	0	25	100
Systems	Administration	*Administrative processes and delivery.*	9	1	33	43
	Admission	*Physical admission to a hospital ward, or other service.*	1	0	1	2
	Booking	*Ability to book, reschedule or cancel appointments.*	31	1	66	98
	Cancellations	*Cancellation of appointment by the service provider.*	1	0	3	4
	Data Protection	*General data protection (including GDPR).*	0	0	2	2
	Referral	*Referral to a service.*	4	0	10	14
	Medical Records	*Management of medical records.*	0	0	3	3
	Medication	*Prescription and management of medicines.*	8	0	25	33
	Opening Times	*Opening times of a service.*	4	0	2	6
	Planning	*Leadership and general organisation.*	3	0	11	14
	Registration	*Ability to register for a service.*	4	1	5	10
	Support	*Levels of support provided.*	152	2	93	247
	Telephone	*Ability to contact a service by telephone.*	1	0	34	35
	Timing	*Physical timing (ie; length of wait at appointments).*	38	1	22	61
	Waiting List	*Length of wait while on a list.*	12	0	32	44
Values	Choice	*General choice.*	9	0	12	21
	Cost	*General cost.*	0	0	5	5
	Language	*Language, including terminology.*	0	1	3	4
	Nutrition	*Provision of sustainance.*	2	0	2	4
	Privacy	*Privacy, personal space and property.*	0	0	4	4
	Quality	*General quality of a service, or staff.*	219	2	91	312
	Sensory	*Deaf/blind or other sensory issues.*	0	0	2	2
	Stimulation	*General stimulation, including access to activities.*	3	0	1	4

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).*	0	0	5	5
	Environment/Layout	*Physical environment of a service.*	8	0	7	15
	Equipment	*General equipment issues.*	1	0	0	1
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	2	2
	Hygiene	*Levels of hygiene and general cleanliness.*	8	0	3	11
	Mobility	*Physical mobility to, from and within services.*	2	1	3	6
	Travel/Parking	*Ability to travel or park.*	2	0	4	6
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	2	2
	Security/Conduct	*General security of a service, including conduct of staff.*	2	0	0	2
	Staff Attitude	*Attitude, compassion and empathy of staff.*	322	7	117	446
	Complaints	*Ability to log and resolve a complaint.*	2	0	5	7
	Staff Training	*Training of staff.*	1	0	7	8
	Staffing Levels	*General availability of staff.*	0	0	8	8
	Total:		**1014**	**20**	**727**	**1761**

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