

The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Waltham Forest



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 local health, social care and community services.

Reporting Period: 1 January - 31 March 2023

Index and overview of findings



1,222

Data Source

This report is based on the experience of 1,222 people. Feedback has been obtained from a variety of sources, including general engagement and comments posted online (including Care Opinion, NHS and social media). More on page 4.



68%

Overall Satisfaction

Satisfaction has improved by 3% this quarter, standing at 68% positive, 28% negative and 4% neutral.

Feedback suggests people receive good quality, compassionate treatment and care on the whole, with good levels of involvement and communication. Administration and service access remain as leading negative issues.



78%

Information, Involvement and Support

Satisfaction has improved by 6% this quarter, standing at 78% positive, 20% negative and 2% neutral.

Complaints are down by 15% on communication, and by 3% on support and user involvement. More on page 5.



81%

Quality and Empathy

Satisfaction has improved by 3% this quarter, at 81% positive and 19% negative.

Good levels of quality and empathy continue to be reported. More on page 5.



37%

Access to Services

Satisfaction has declined by 3% this quarter, standing at 37% positive, 55% negative and 8% neutral.

Complaints are down by 9% on telephone access, while increasing by 8% on booking processes and 7% on waiting lists. More on page 5.

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.

"After several attempts to get through, I was told to use the online system to book. The receptionist was polite, but I really need this appointment."



337

GP Services

Satisfaction is at 53% positive, 46% negative and 1% neutral, according to feedback.

337 people comment on GP services. The majority of patients receive good quality, compassionate treatment and care. Access related trends are clearly negative overall, this includes on booking processes, telephone access, administration and waiting lists. Patients would also like greater levels of communication. More on page 9.



204

Dentists

Comments suggest satisfaction is at 86% positive and 14% negative.

204 people comment on dentists, with accounts of excellent treatment, care and customer service recorded. Good levels of information and involvement are also reported. More on page 10.



172

Whipps Cross University Hospital

Satisfaction is 55% positive, 36% negative and 9% neutral, comments suggest.

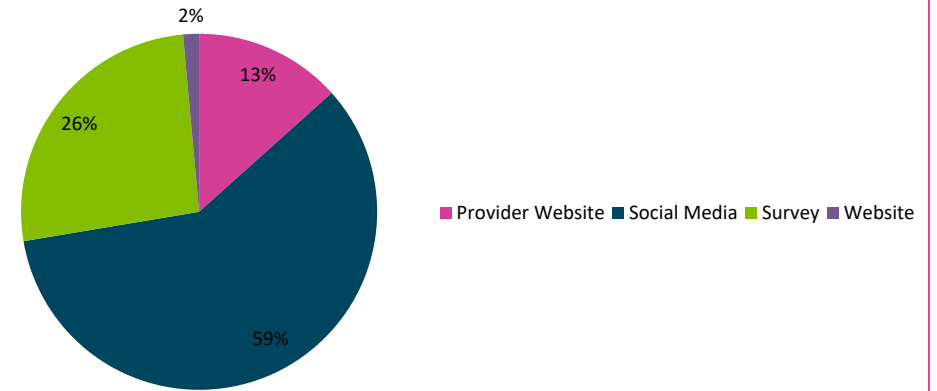
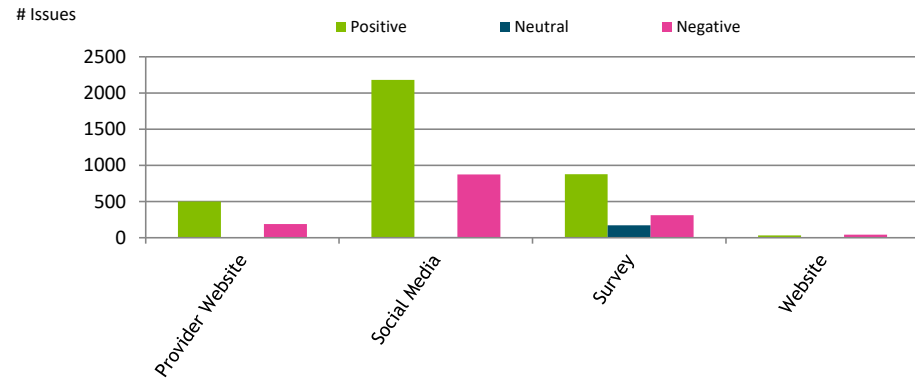
172 people comment this quarter. A majority of comments suggest good levels of communication, involvement and support overall. Feedback suggests patients would like shorter waiting times. More on page 11.

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?

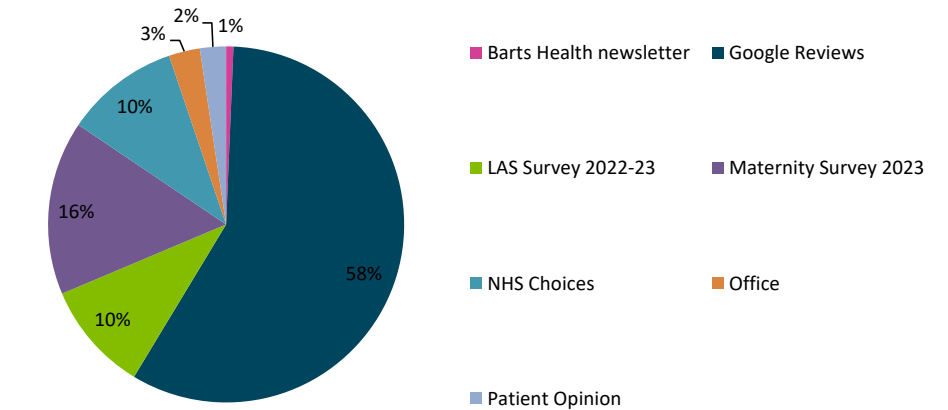
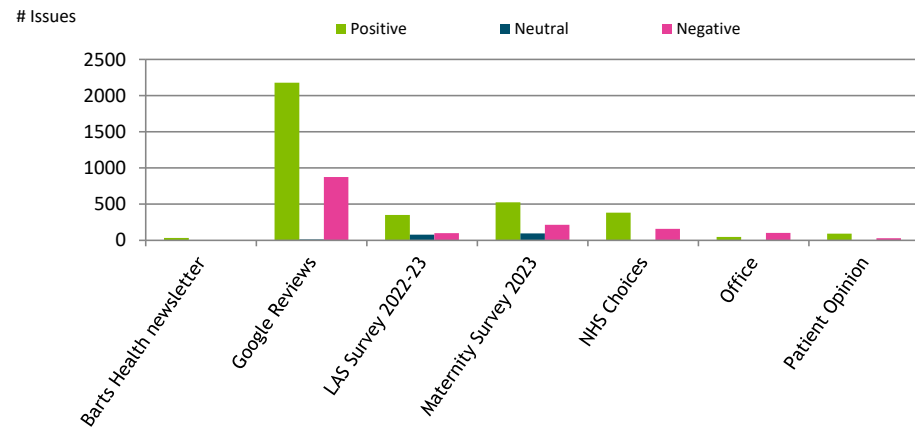


1.1 Source: 5289 issues from 1222 people



Sources providing the most comments overall

1.2 Origin

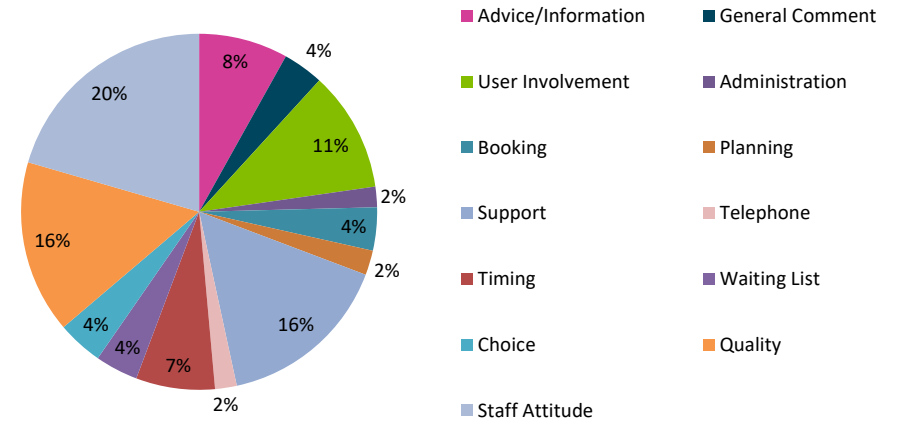
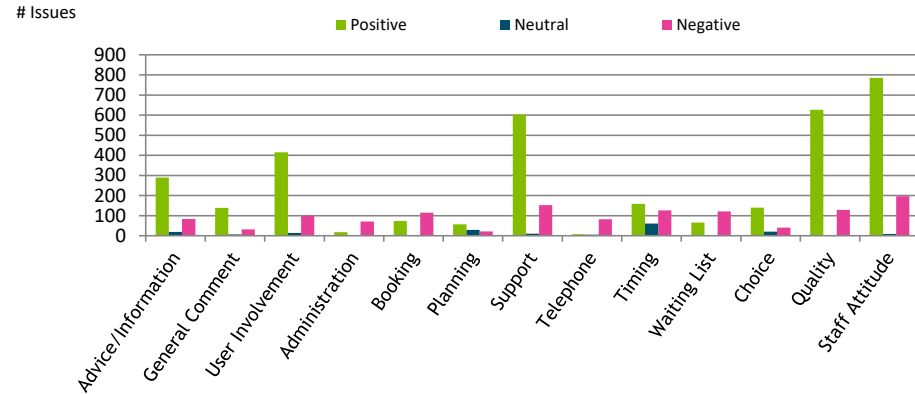


Origins providing the most comments overall

2. Health and Care Services: Which service aspects are people most commenting on?

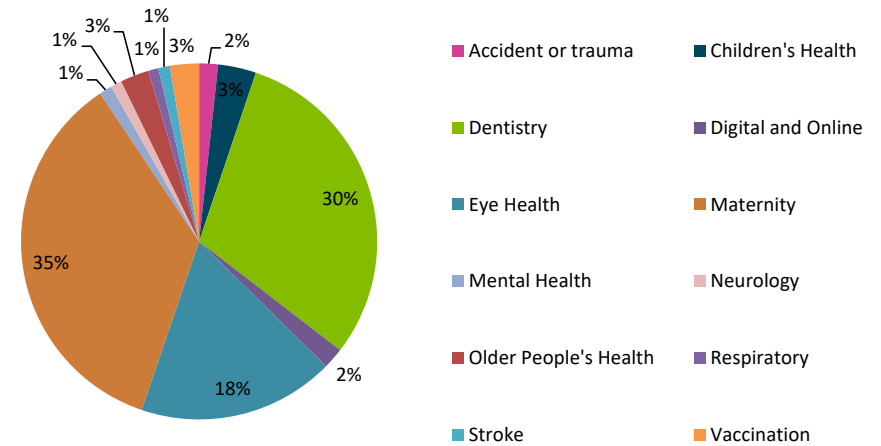
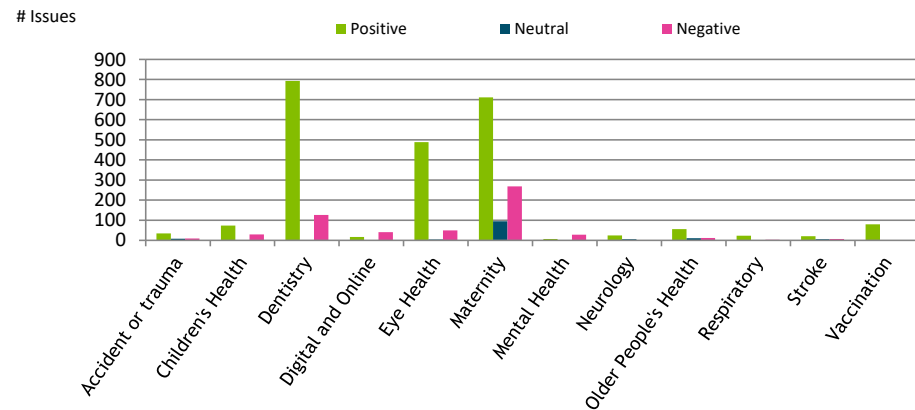


2.1 Top Trends: 5285 issues from 1221 people



Issues receiving the most comments overall. See pages 19-20 for issue descriptions.

2.2 Stated medical conditions

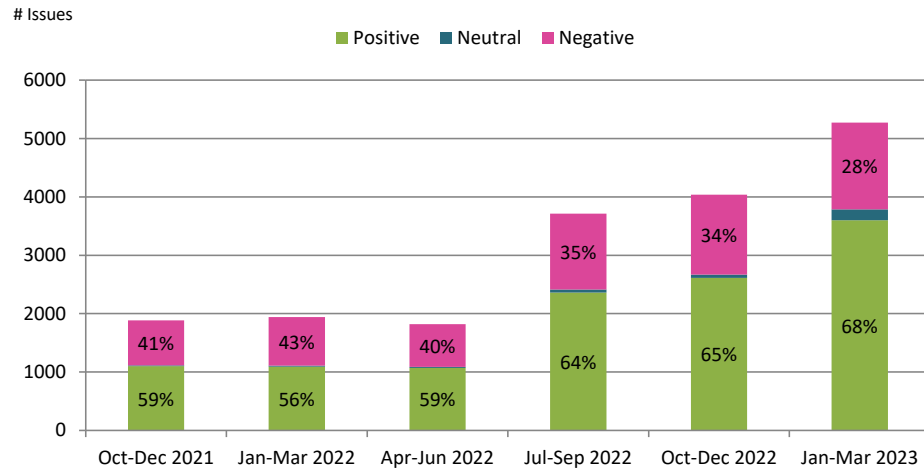


Medical conditions receiving the most comments overall

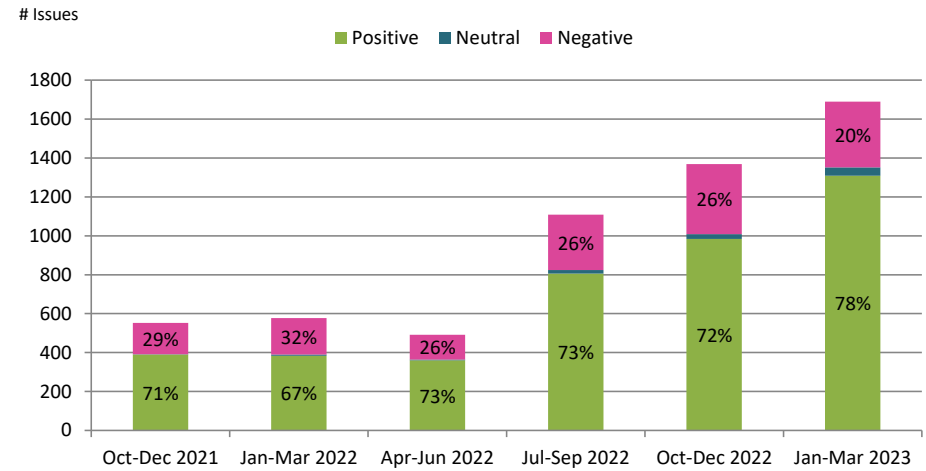
3. On the whole, how do people feel about Health and Care services?



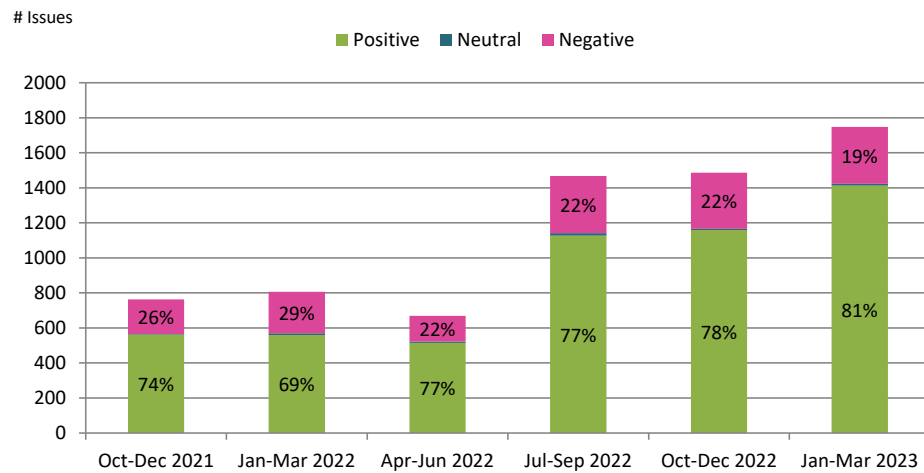
3.1 How do people feel about services overall?



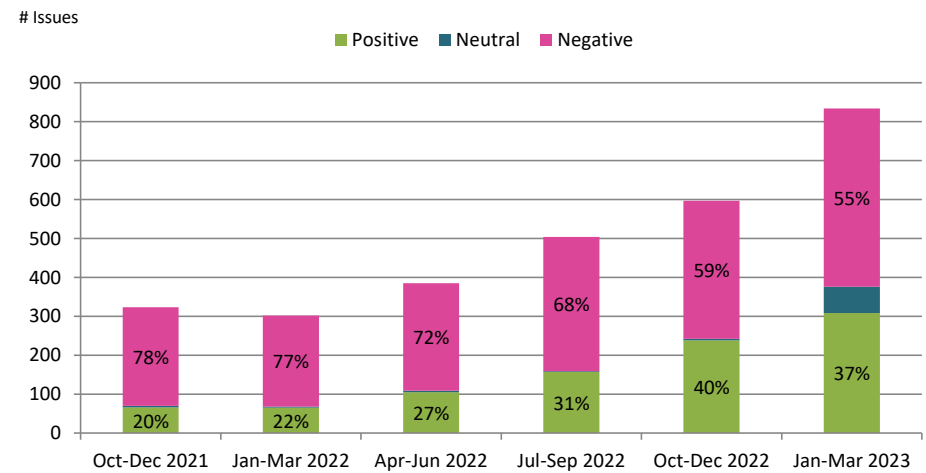
3.2 How well informed, involved and supported do people feel?



3.3 How do people feel about general quality and empathy?



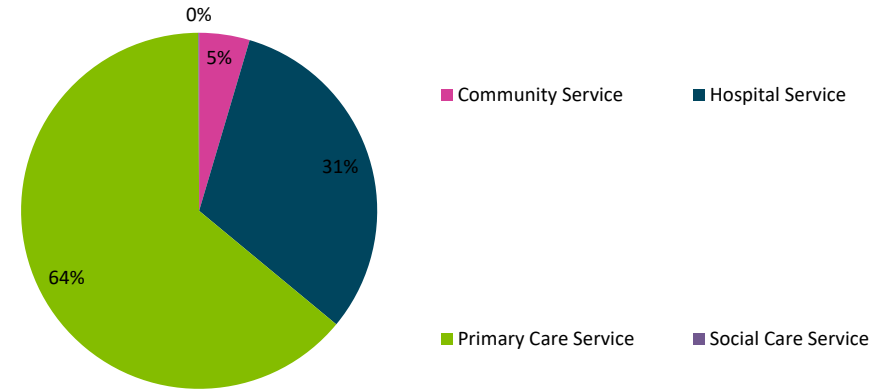
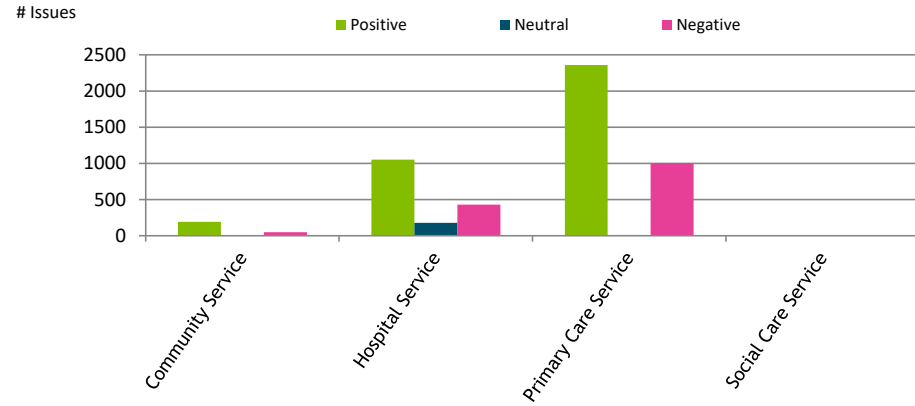
3.4 How do people feel about access to services?



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

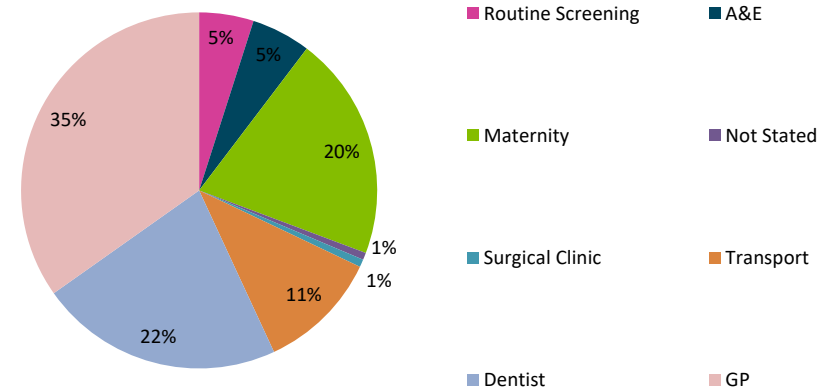
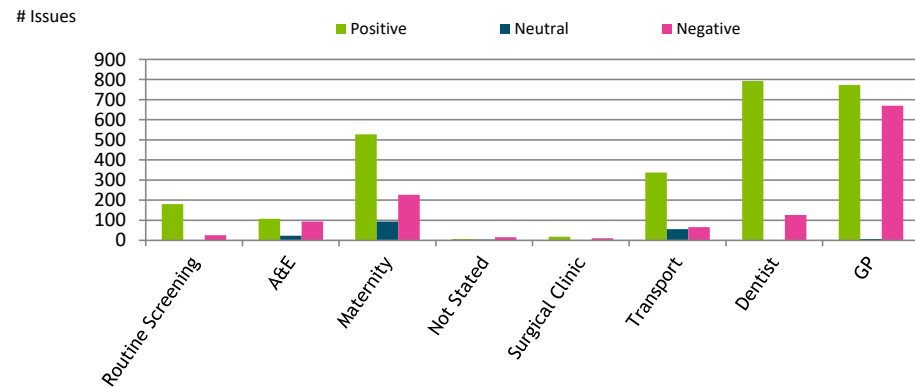


4.1 Service Sector



Service sectors receiving the most comments overall

4.2 Service Type

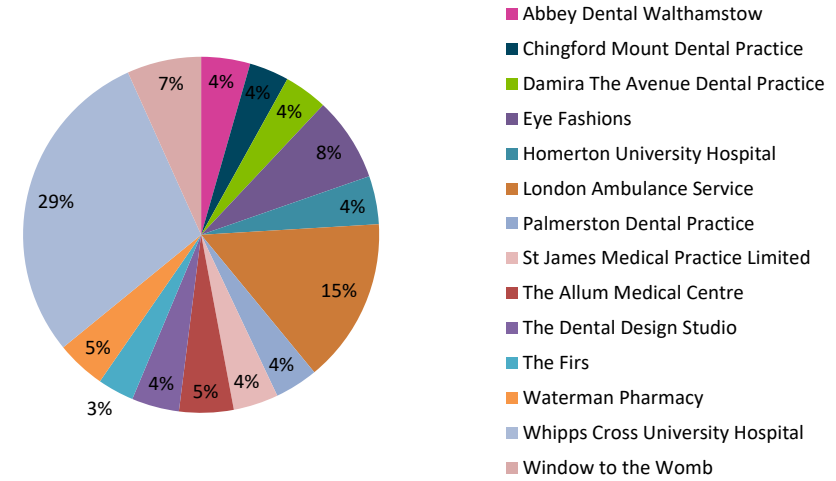
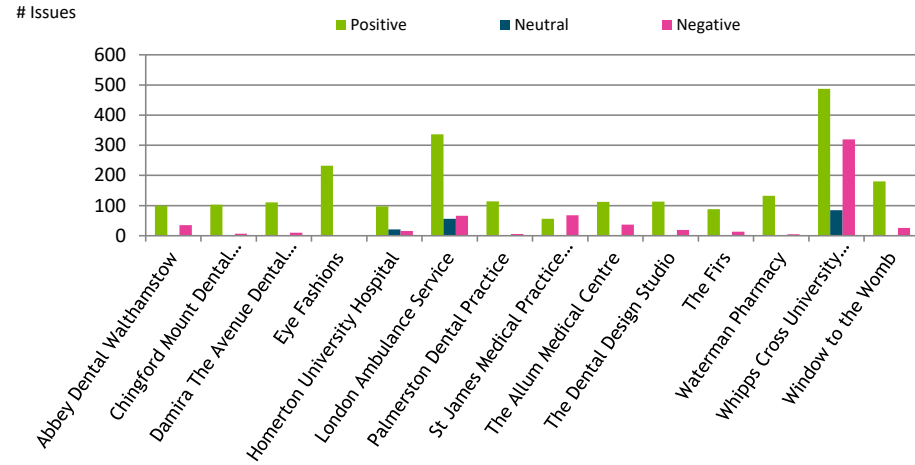


Service type receiving the most comments overall

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

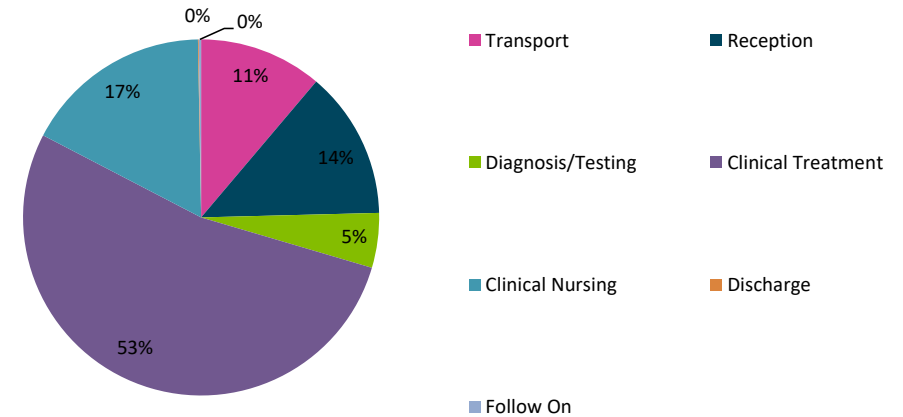
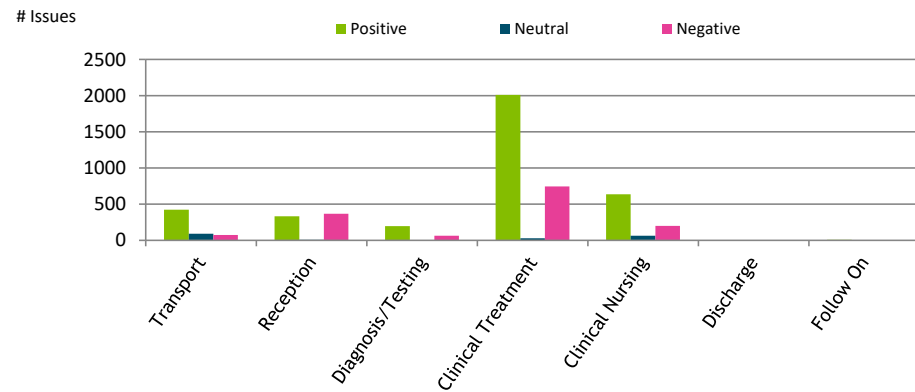


4.3 Services



Services receiving the most comments overall

4.4 Breakdown of care pathway locations

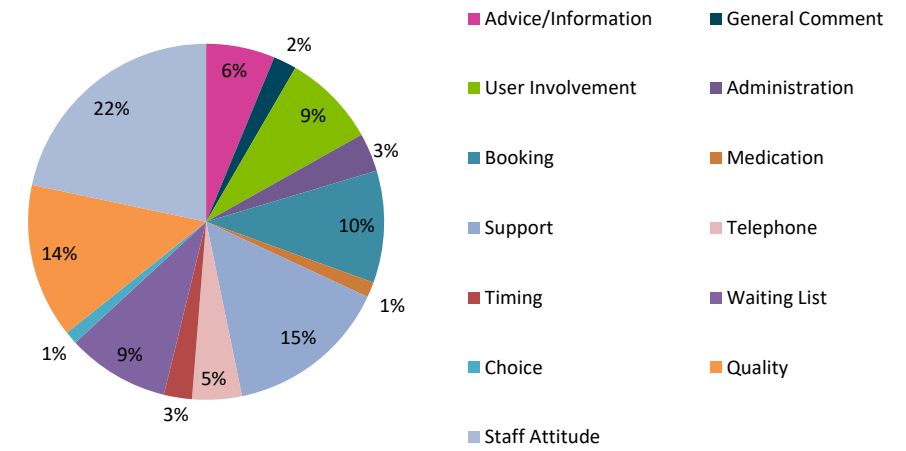
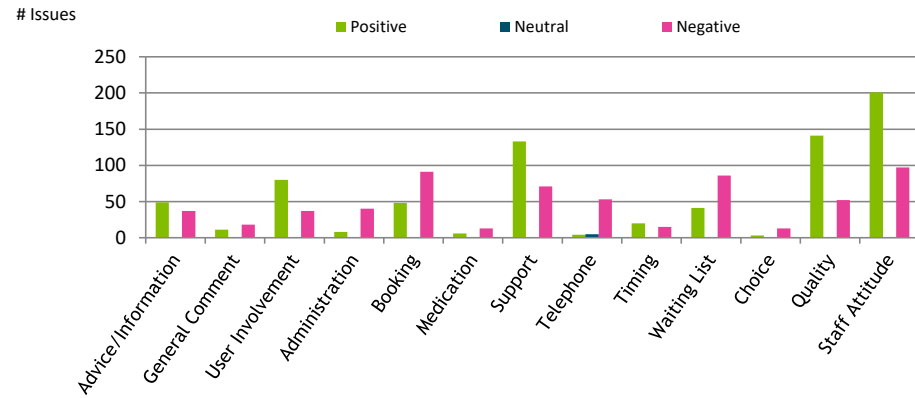


Care pathway locations

5. Trends: GP Services

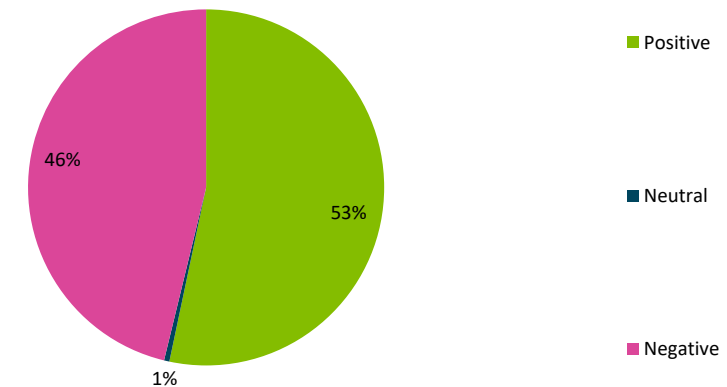
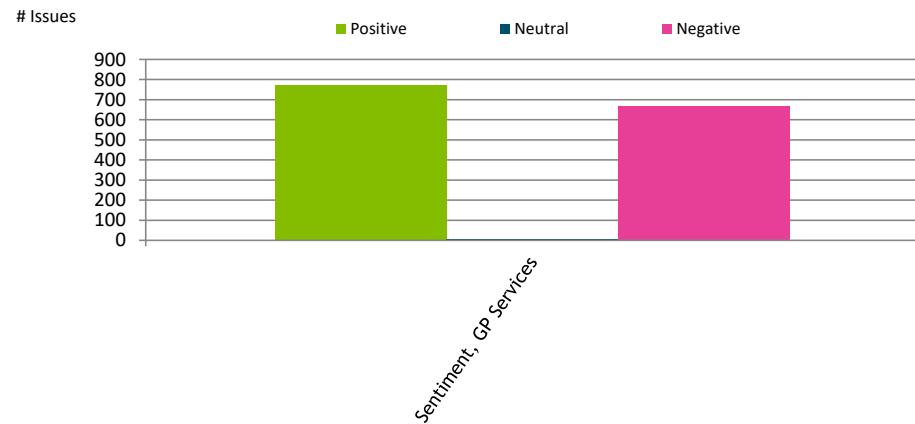


5.1 Trends, GP Services: 1448 issues from 337 people



Issues receiving the most comments overall

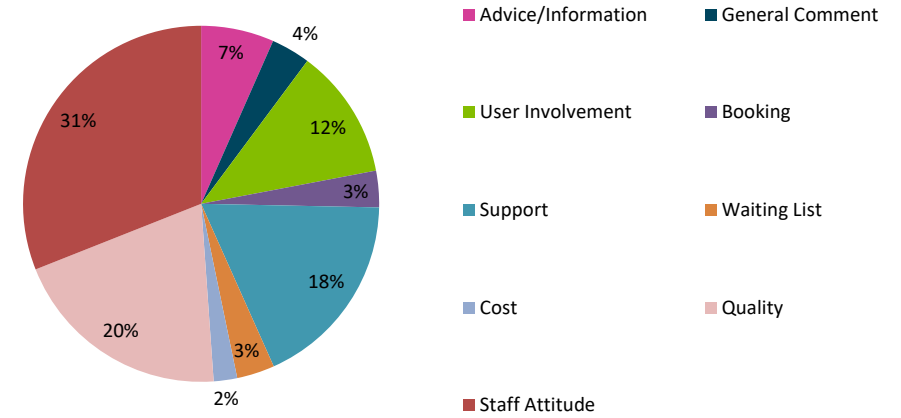
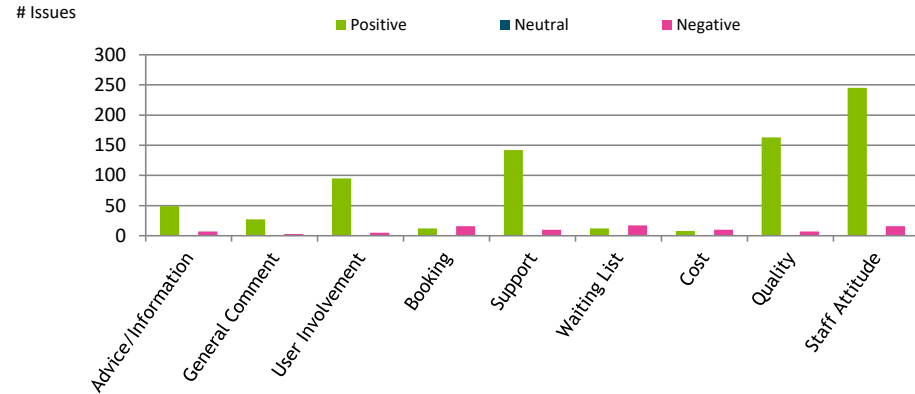
5.2 Sentiment, GP Services



5. Trends: Dentists

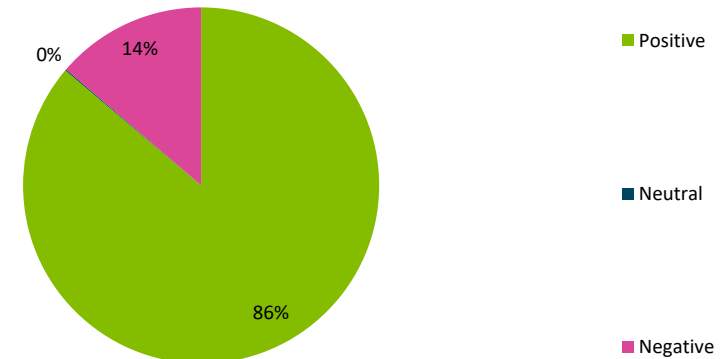
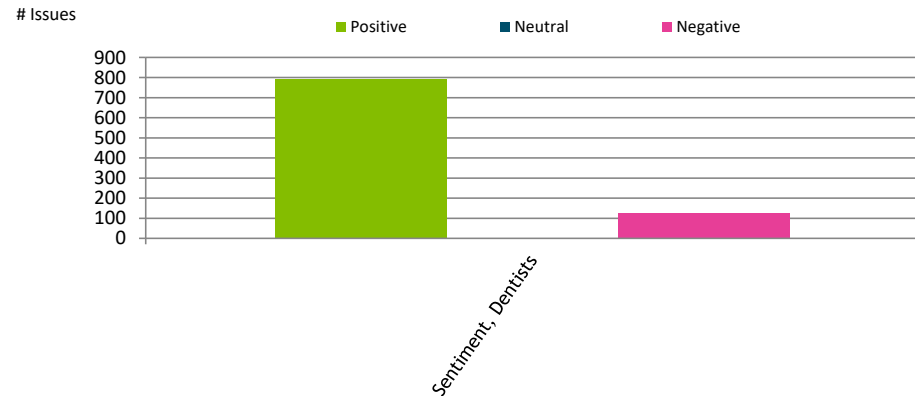


5.3 Trends, Dentists: 920 issues from 204 people



Issues receiving the most comments overall

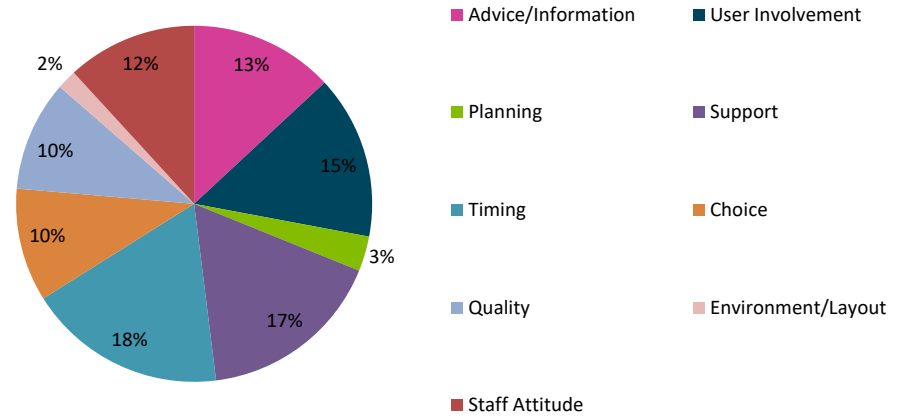
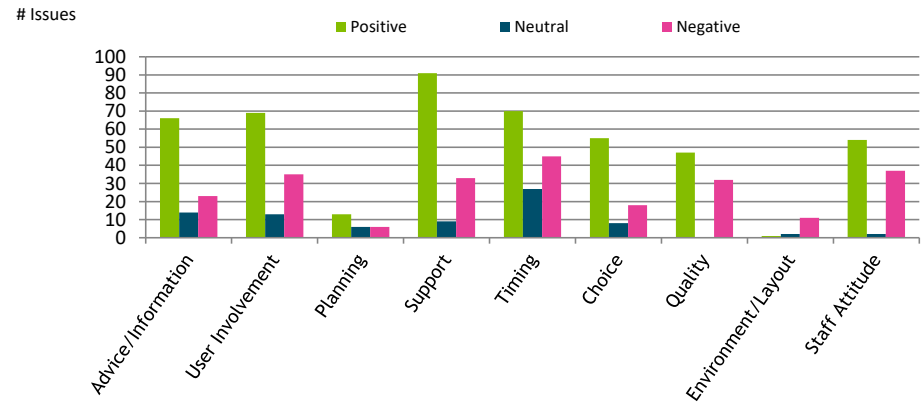
5.4 Sentiment, Dentists



5. Trends: Whipps Cross University Hospital

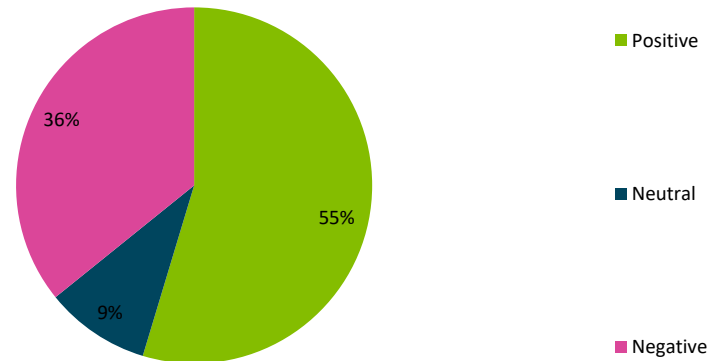
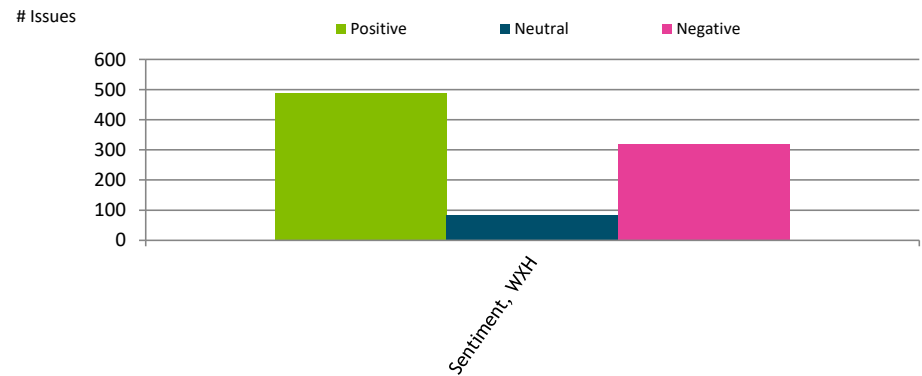


5.5 Trends, Whipps Cross University Hospital: 891 issues from 172 people



Issues receiving the most comments overall

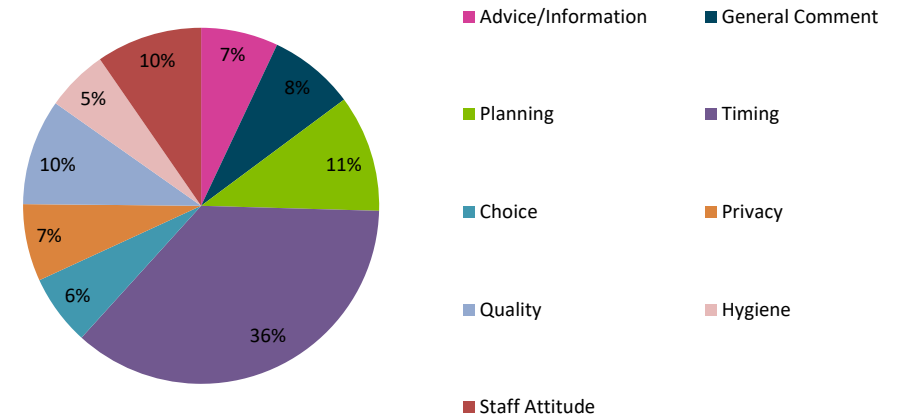
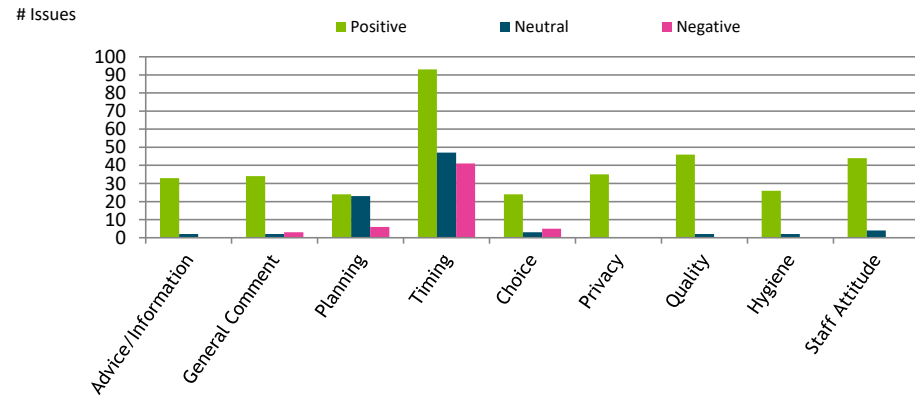
5.6 Sentiment, Whipps Cross University Hospital



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

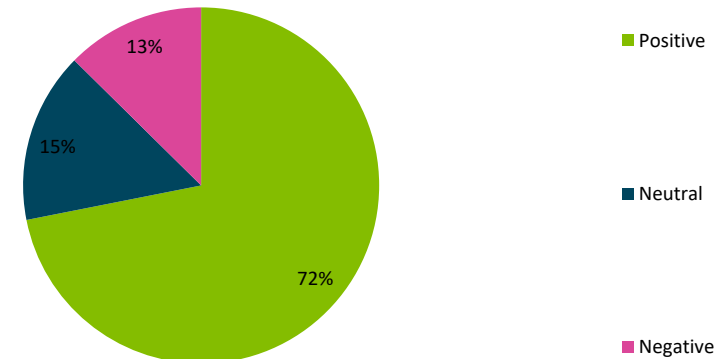
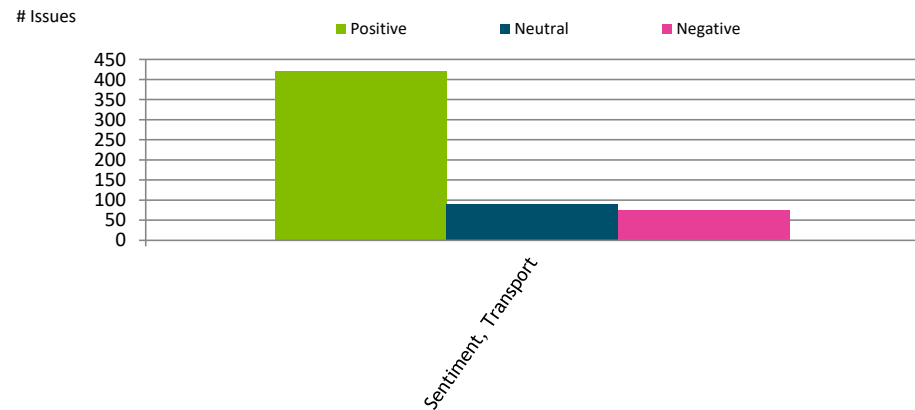


6.1 Trends, Transport (587 issues)



Issues receiving the most comments overall

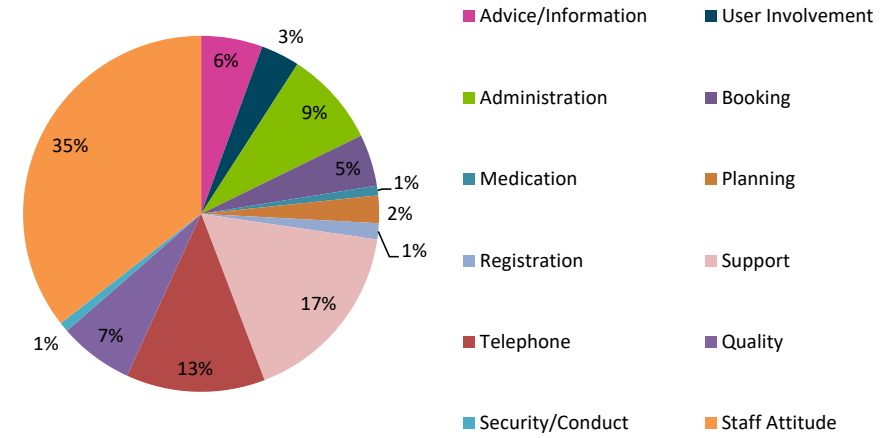
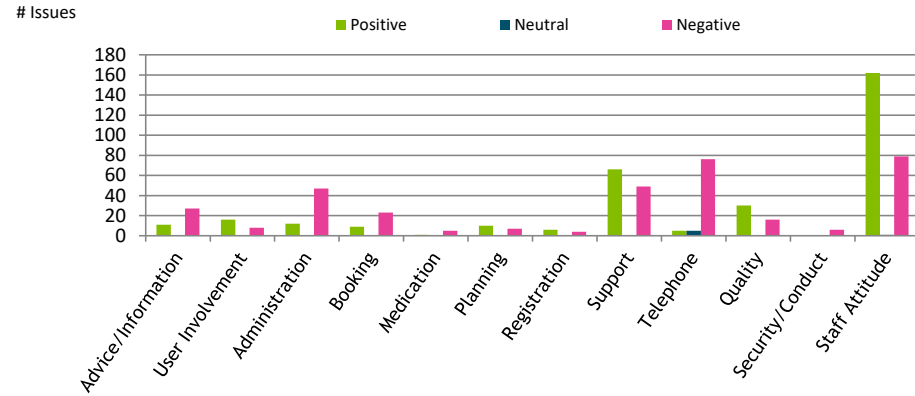
6.2 Sentiment, Transport



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

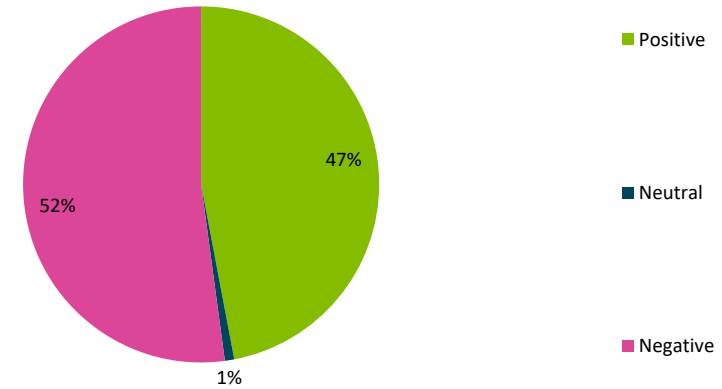
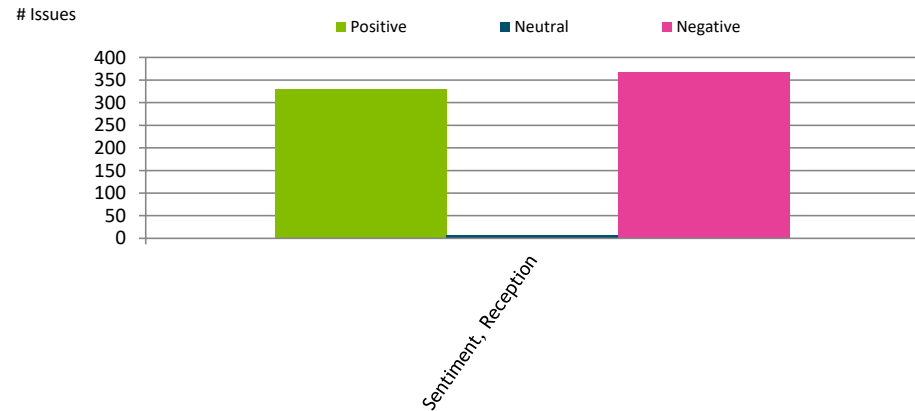


6.3 Trends, Reception (704 issues)



Issues receiving the most comments overall

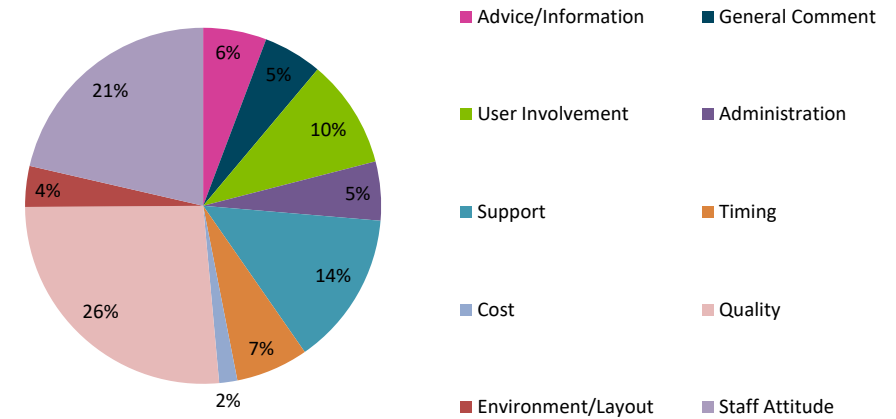
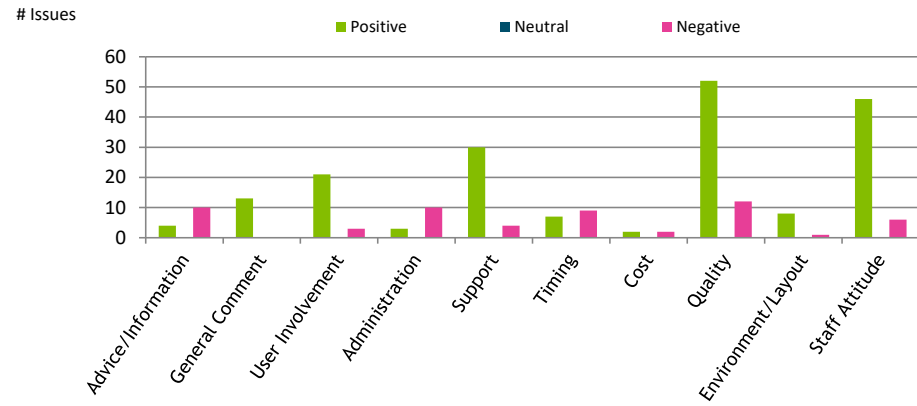
6.4 Sentiment, Reception



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

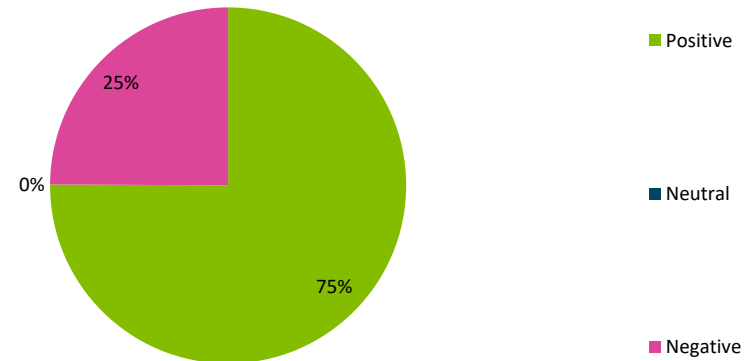
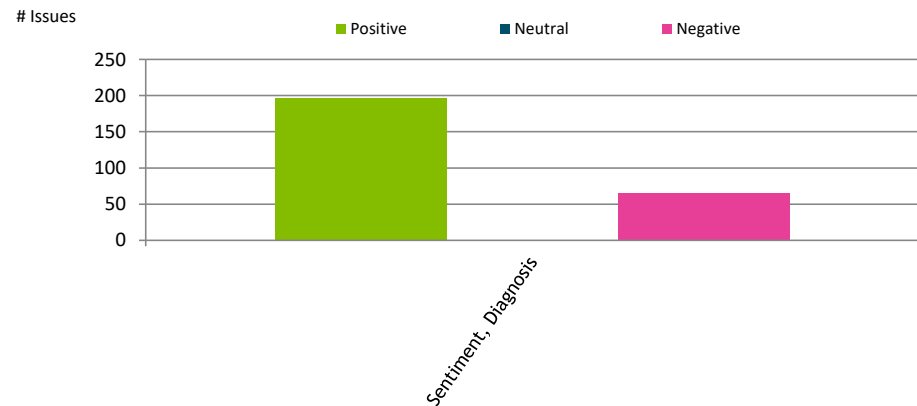


6.5 Trends, Diagnosis/Testing (261 issues)



Issues receiving the most comments overall

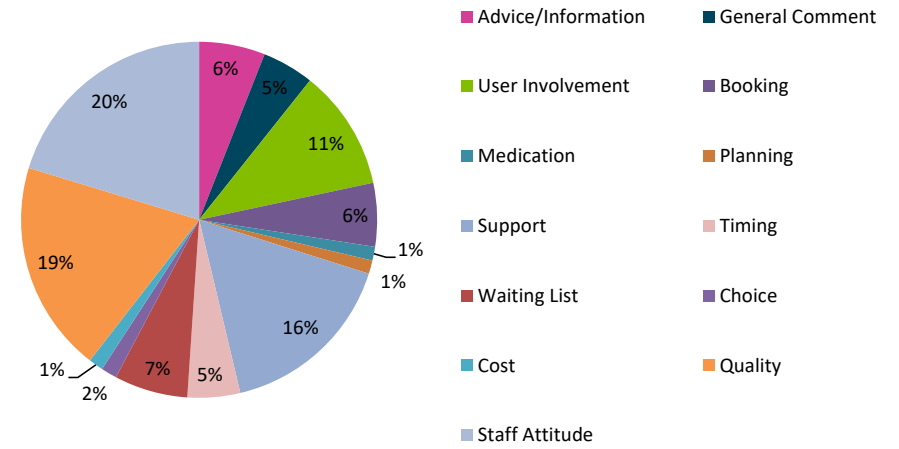
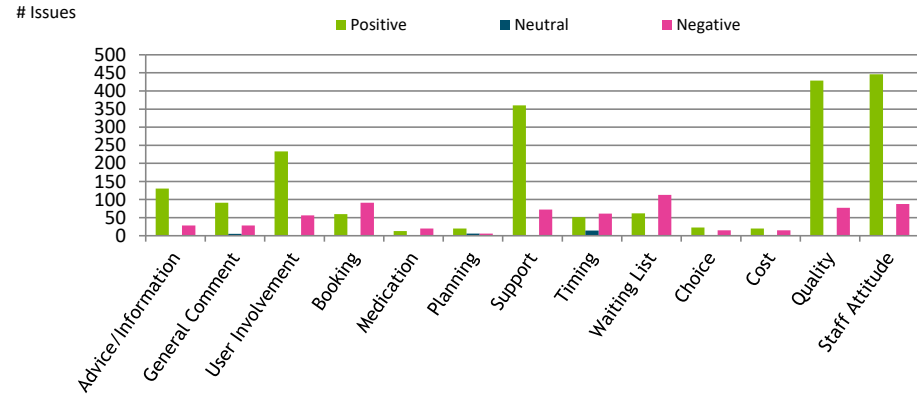
6.6 Sentiment, Diagnosis/Testing



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

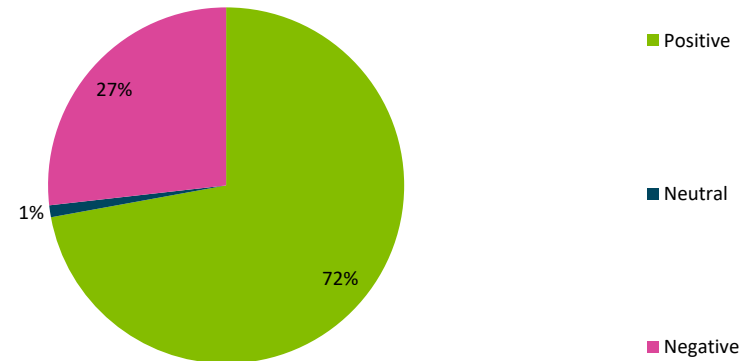
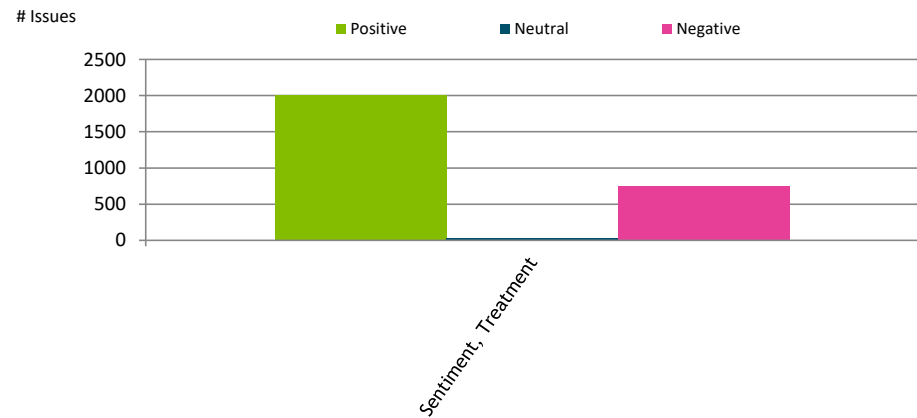


6.7 Trends, Clinical Treatment (2785 issues)



Issues receiving the most comments overall

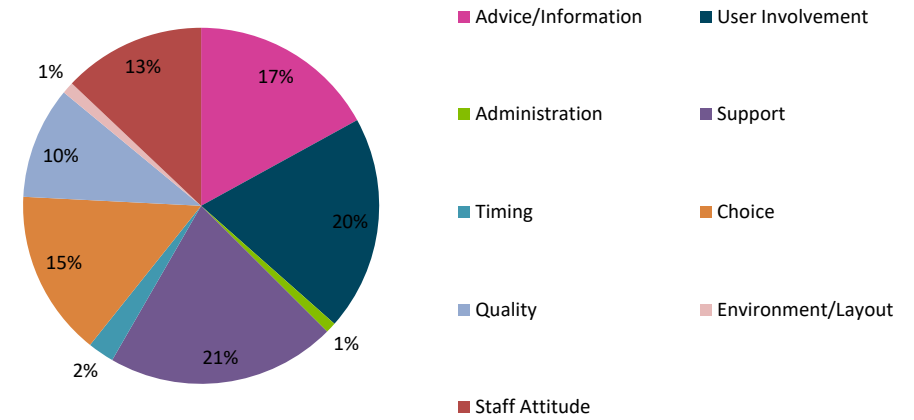
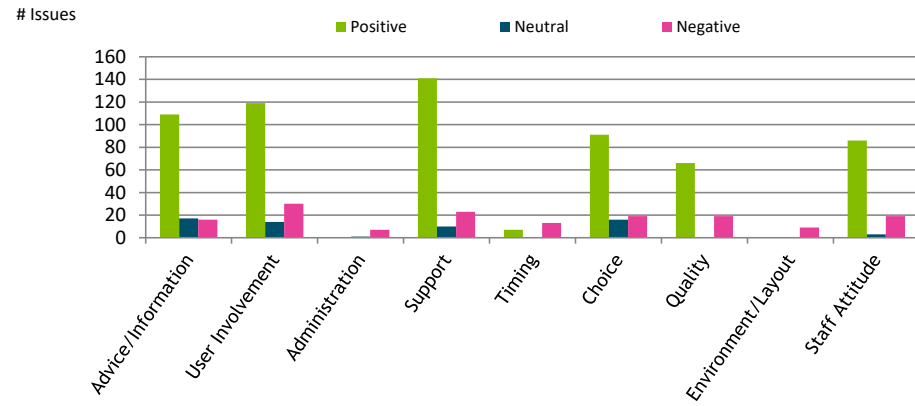
6.8 Sentiment, Clinical Treatment



6. Care Pathway: Clinical Nursing (care provided by trained nurses)

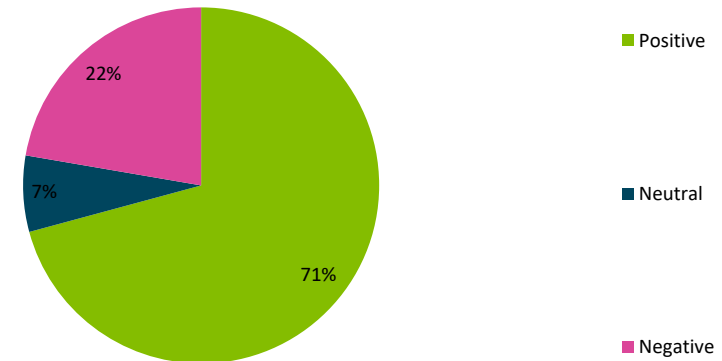
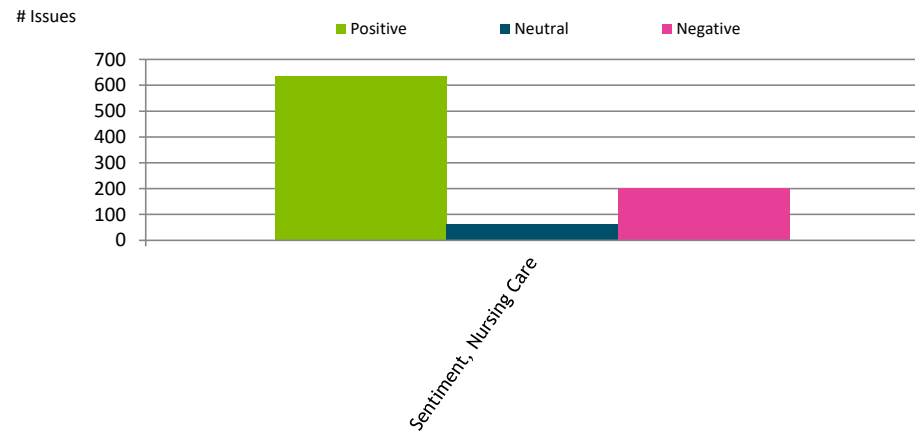


6.9 Trends, Clinical Nursing (897 issues)



Issues receiving the most comments overall

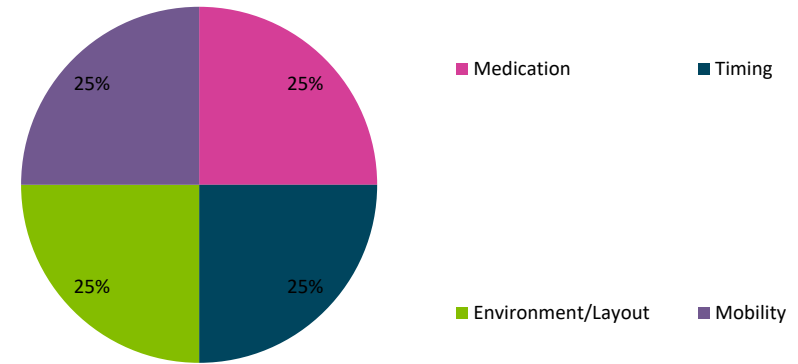
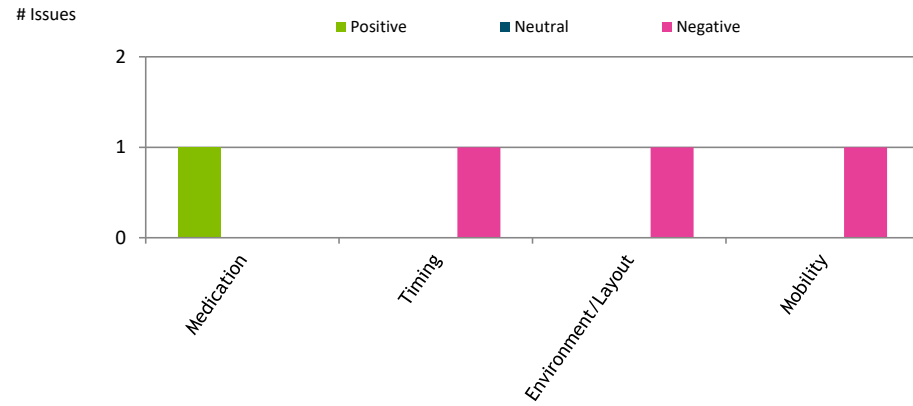
6.10 Sentiment, Clinical Nursing



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

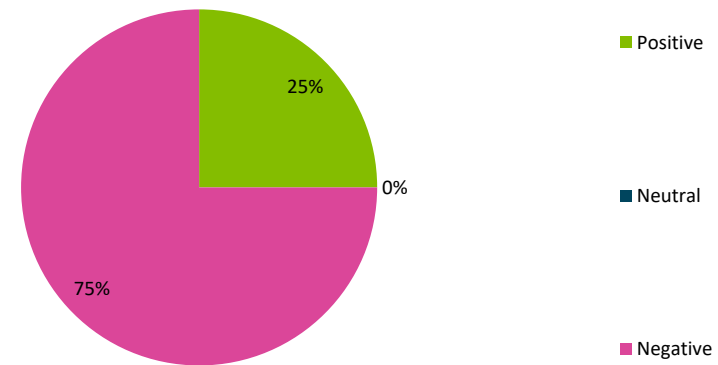
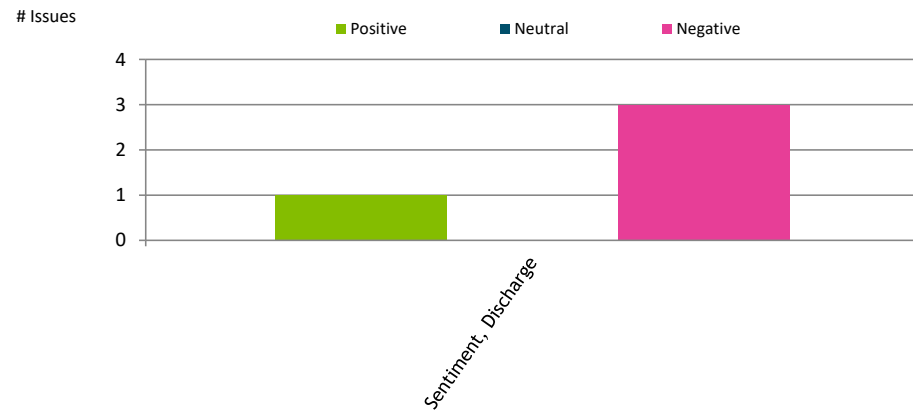


6.11 Trends, Discharge (4 issues)



Issues receiving the most comments overall

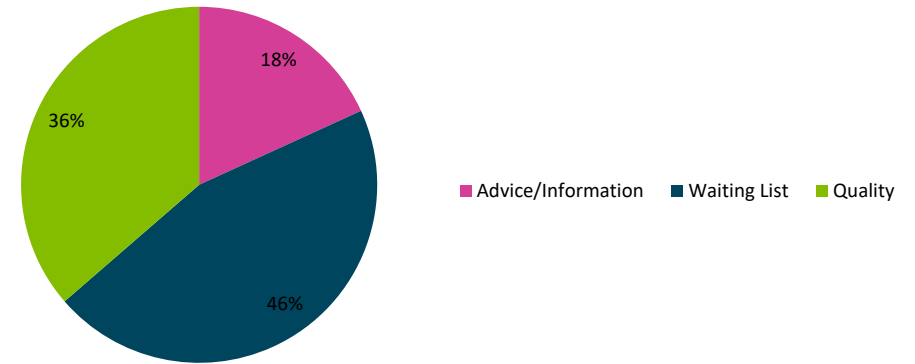
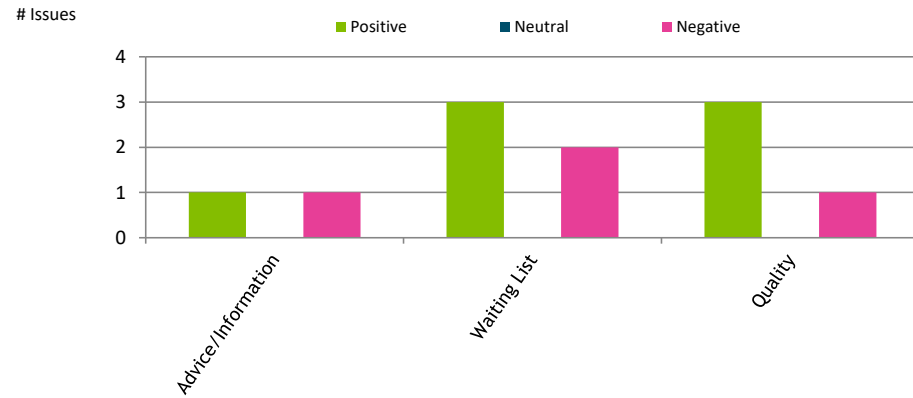
6.12 Sentiment, Discharge



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

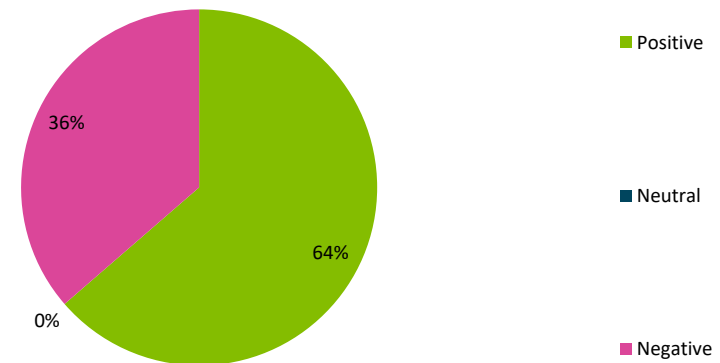
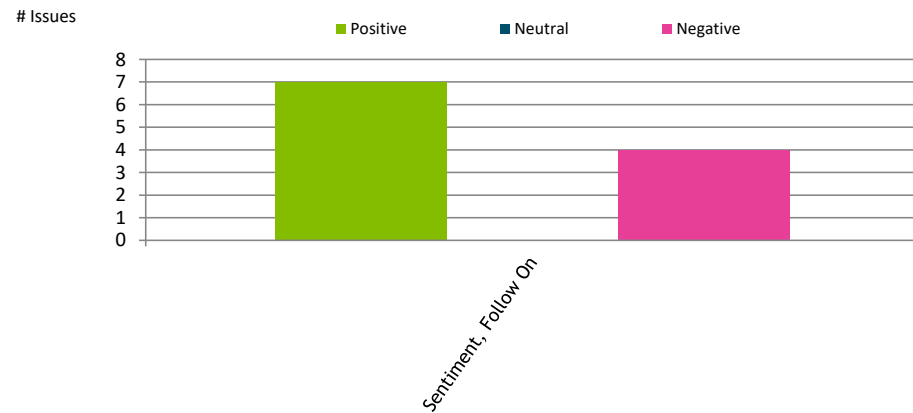


6.13 Trends, Follow On (11 issues)



Issues receiving the most comments overall

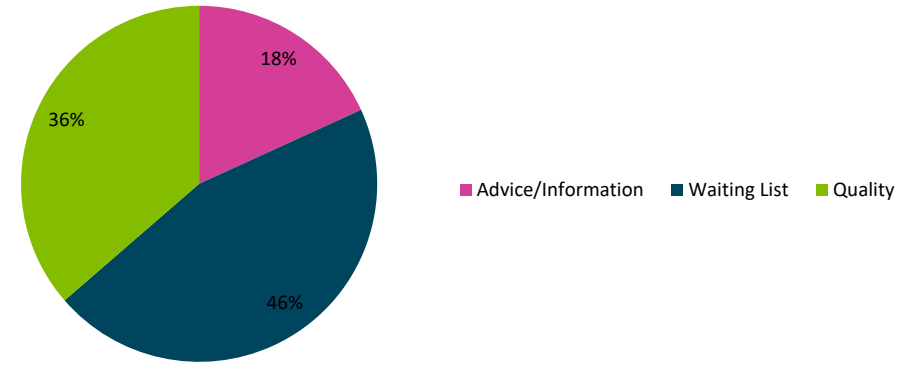
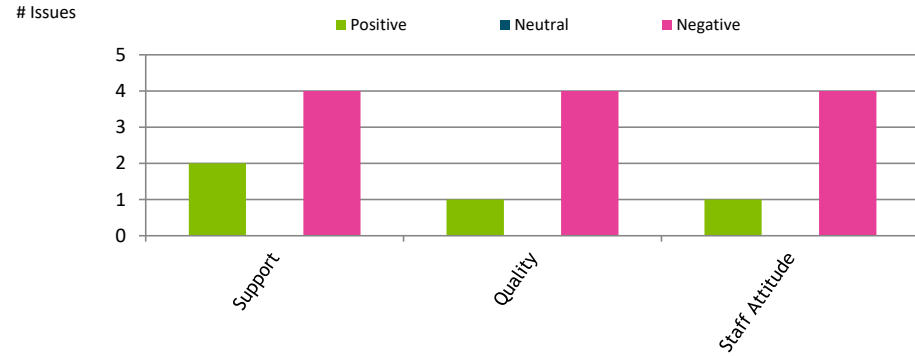
6.14 Sentiment, Follow On



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

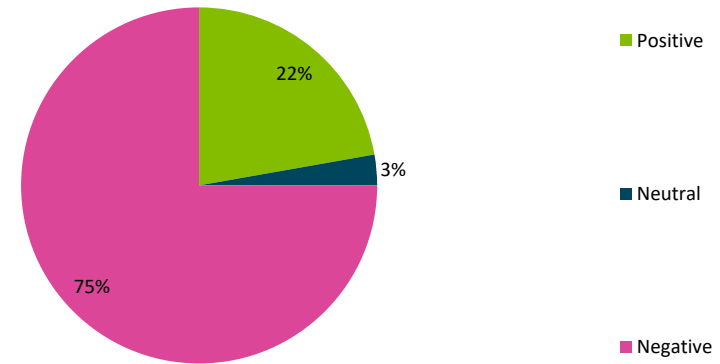
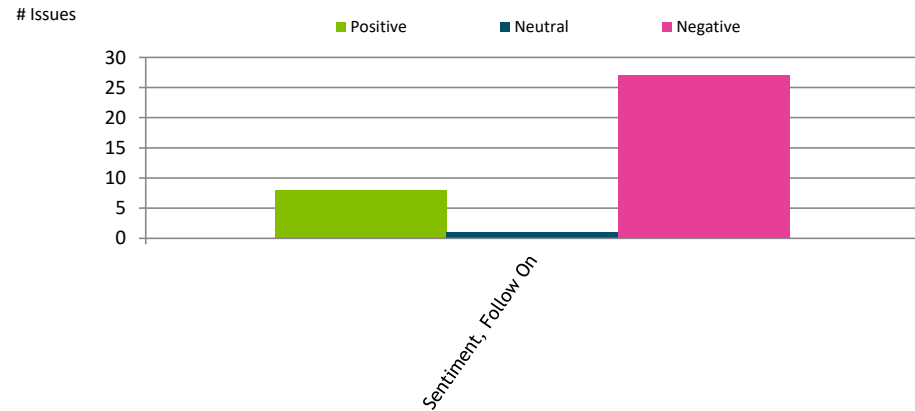


6.15 Trends, Community (36 issues)



Issues receiving the most comments overall

6.16 Sentiment, Community



7. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	<i>Communication, including access to advice and information.</i>	290	19	83	392
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	13	0	3	16
	Peer Involvement	<i>Involvement or Influence of friends.</i>	0	0	0	0
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	139	7	32	178
	User Involvement	<i>Involvement or influence of the service user.</i>	415	14	99	528
Systems	Administration	<i>Administrative processes and delivery.</i>	18	1	71	90
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	2	0	5	7
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	73	1	115	189
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	9	9
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	6	6
	Referral	<i>Referral to a service.</i>	6	0	5	11
	Medical Records	<i>Management of medical records.</i>	1	0	3	4
	Medication	<i>Prescription and management of medicines.</i>	25	1	29	55
	Opening Times	<i>Opening times of a service.</i>	4	0	13	17
	Planning	<i>Leadership and general organisation.</i>	57	29	22	108
	Registration	<i>Ability to register for a service.</i>	7	1	14	22
	Support	<i>Levels of support provided.</i>	604	10	152	766
	Telephone	<i>Ability to contact a service by telephone.</i>	8	5	82	95
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	159	61	126	346
	Waiting List	<i>Length of wait while on a list.</i>	66	1	121	188
Values	Choice	<i>General choice.</i>	140	20	40	200
	Cost	<i>General cost.</i>	22	0	20	42
	Language	<i>Language, including terminology.</i>	1	1	1	3
	Nutrition	<i>Provision of sustenance.</i>	4	0	2	6
	Privacy	<i>Privacy, personal space and property.</i>	35	0	6	41
	Quality	<i>General quality of a service, or staff.</i>	628	2	129	759
	Sensory	<i>Deaf/blind or other sensory issues.</i>	1	0	0	1
	Stimulation	<i>General stimulation, including access to activities.</i>	2	0	3	5

7. 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>	1	0	5	6
	Environment/Layout	<i>Physical environment of a service.</i>	47	6	21	74
	Equipment	<i>General equipment issues.</i>	7	0	6	13
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	2	0	3	5
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	46	2	4	52
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	2	2
Staff	Travel/Parking	<i>Ability to travel or park.</i>	4	0	7	11
	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	7	7
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	8	8
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	786	9	196	991
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	3	3
	Staff Training	<i>Training of staff.</i>	0	0	15	15
	Staffing Levels	<i>General availability of staff.</i>	0	0	18	18
	Total:			3613	190	1486