The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Waltham Forest, 5 October 2022

Community*Insight*

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 July 2022 - 30 September 2022

healthwatch
Waltham Forest

Index and overview of findings

887

Data Source

This report is based on the experience of 887 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.

63%

Overall Satisfaction

Satisfaction has improved by 4% this quarter, standing at 63% positive, 35% negative and 2% 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.

72%

Information, Involvement and Support

Satisfaction has declined by 1% this quarter, standing at 72% positive, 26% negative and 2% neutral.

Complaints are down by 14% on communication, while increasing by 5% on user involvement and marginally by 1% on support. More on page 5.

77%

Quality and Empathy

Satisfaction has not changed this quarter, remaining at 77% positive, 22% negative and 1% neutral.

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

31%

Access to Services

Satisfaction has improved by 4% this quarter, standing at 31% positive and 69% negative.

Complaints about waiting times are down by 5%, while increasing by 4% on telephones, 3% on waiting lists and marginally by 1% on ability to book appointments. 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.

"A lovely service at maternity, both myself and my partner were looked after well at all times. Would have liked a designated community midwife - continuity is important."

GP Services

287

Satisfaction is at 48% positive, 51% negative and 1% neutral, according to feedback.

287 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 involvement. More on page 9.

Dentists

138

Comments suggest satisfaction is at 80% positive and 20% negative.

138 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.

Whipps Cross University Hospital

85

Satisfaction is 54% positive, 43% negative and 3% neutral, comments suggest.
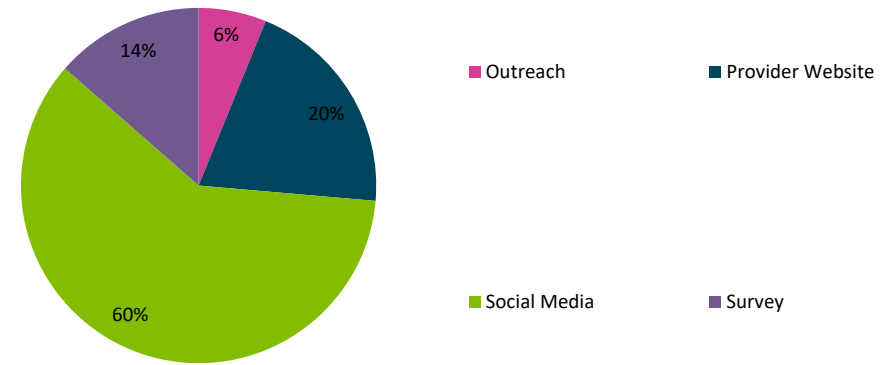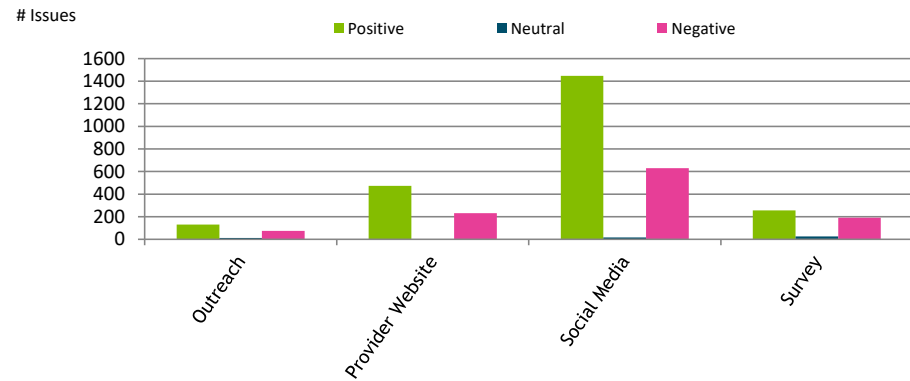
85 people comment this quarter. Feedback suggests patients would like greater levels of support, empathy, communication and involvement, and shorter waiting times. More on page 11.
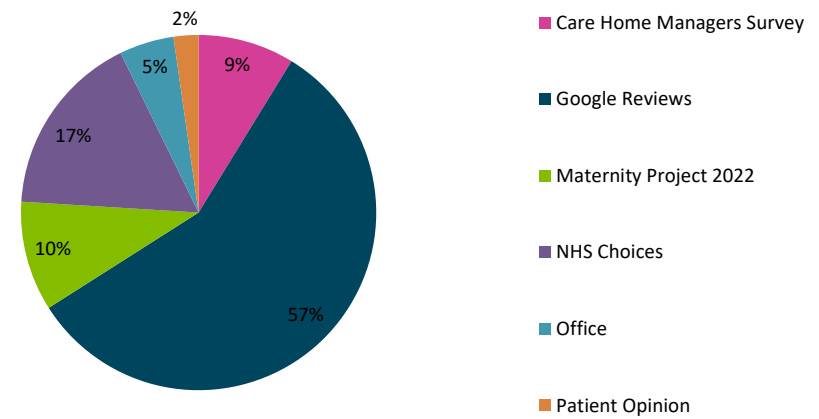
1.1 Source: 3672 issues from 887 people

Issues

Sources providing the most comments overall
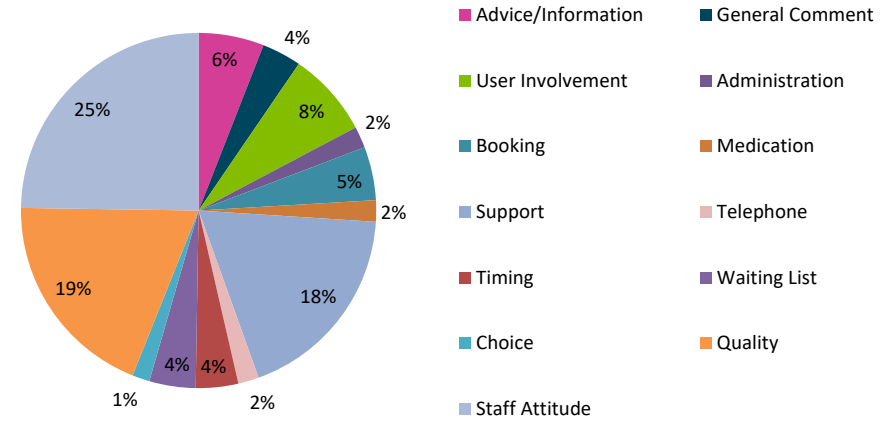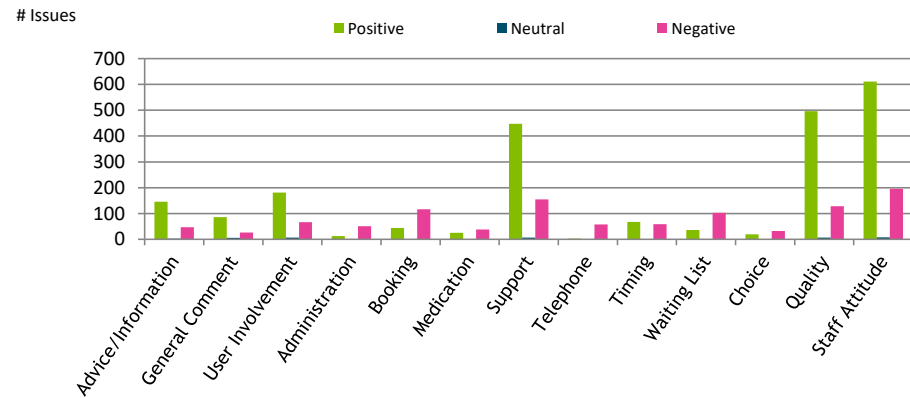
1.2 Origin
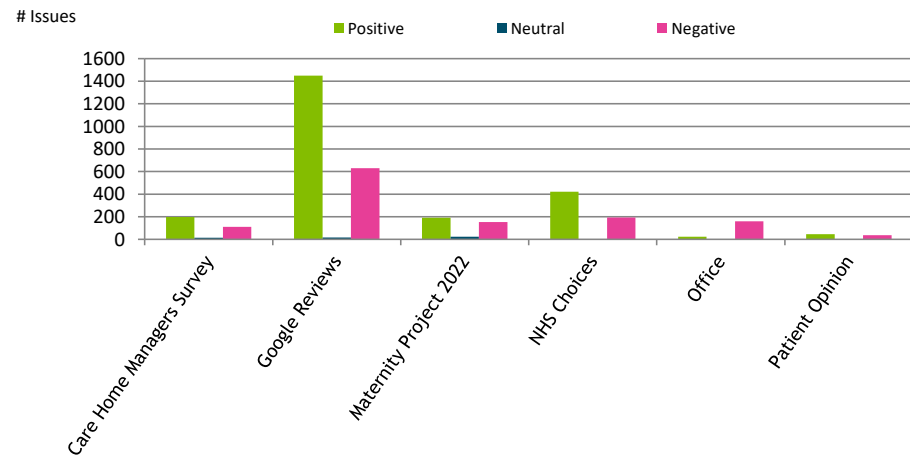
Issues

Origins providing the most comments overall

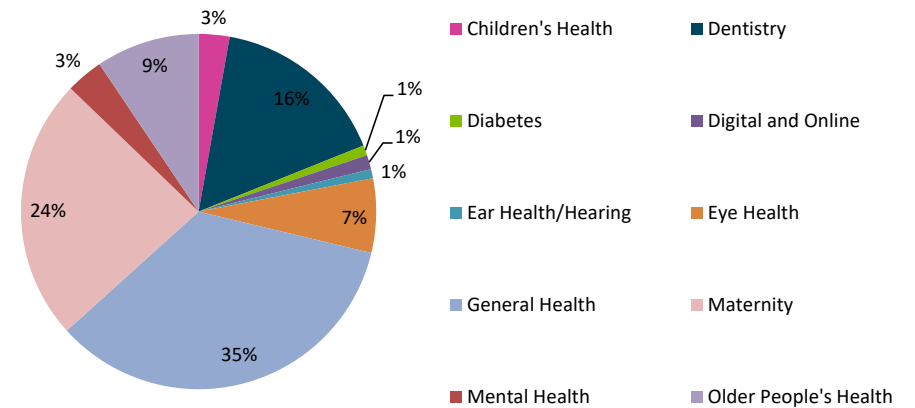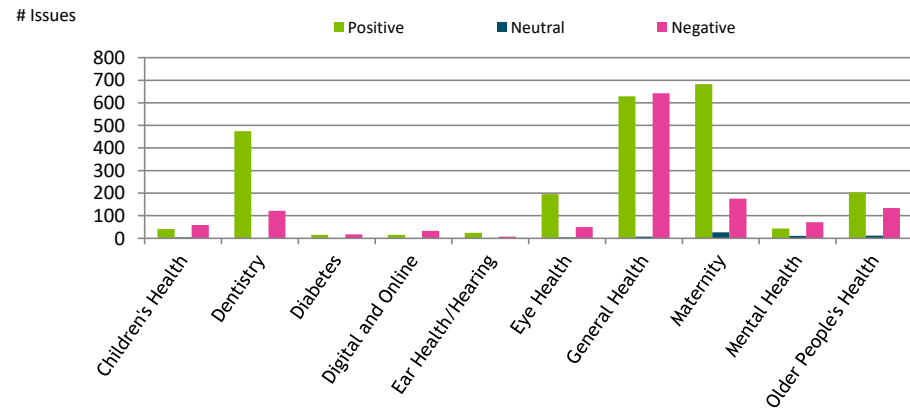# 2. Health and Care Services: Which service aspects are people most commenting on?

2.1 Top Trends: 3671 issues from 886 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:
- Advice/Information 6%
- General Comment 4%
- User Involvement 8%
- Administration 2%
- Booking 5%
- Medication 2%
- Support 18%
- Telephone 2%
- Timing 4%
- Waiting List 4%
- Choice 1%
- Quality 19%
- Staff Attitude 25%

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

2.2 Stated medical conditions

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Children's Health, Dentistry, Diabetes, Digital and Online, Ear Health/Hearing, Eye Health, General Health, Maternity, Mental Health, Older People's Health

Pie chart:
- Children's Health 3%
- Dentistry 16%
- Diabetes 1%
- Digital and Online 1%
- Ear Health/Hearing 1%
- Eye Health 7%
- General Health 35%
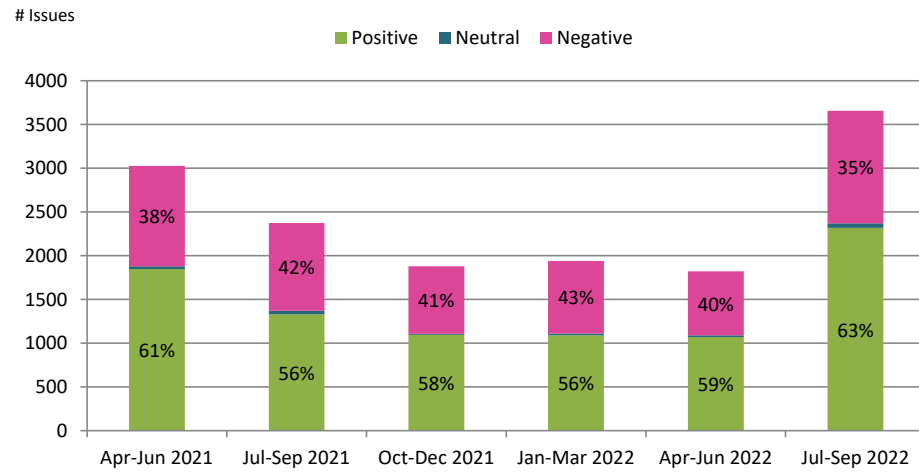- Maternity 24%
- Mental Health 3%
- Older People's Health 9%

Medical conditions receiving the most comments overall

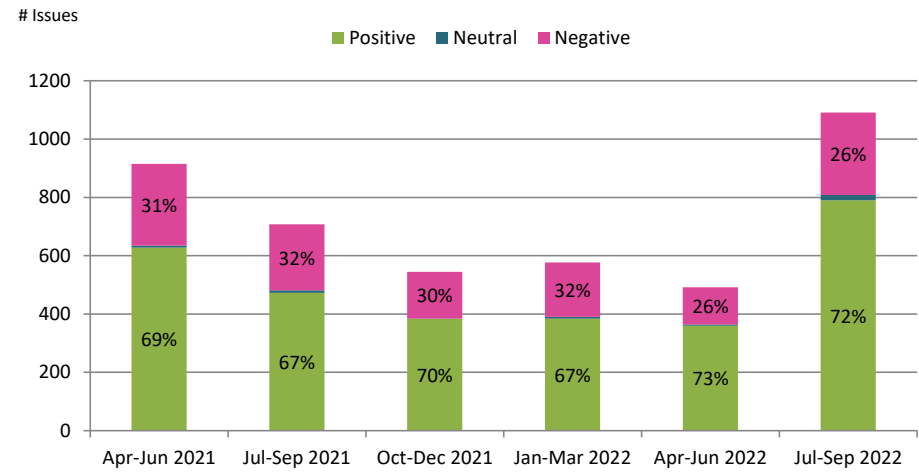## 3. On the whole, how do people feel about Health and Care services?

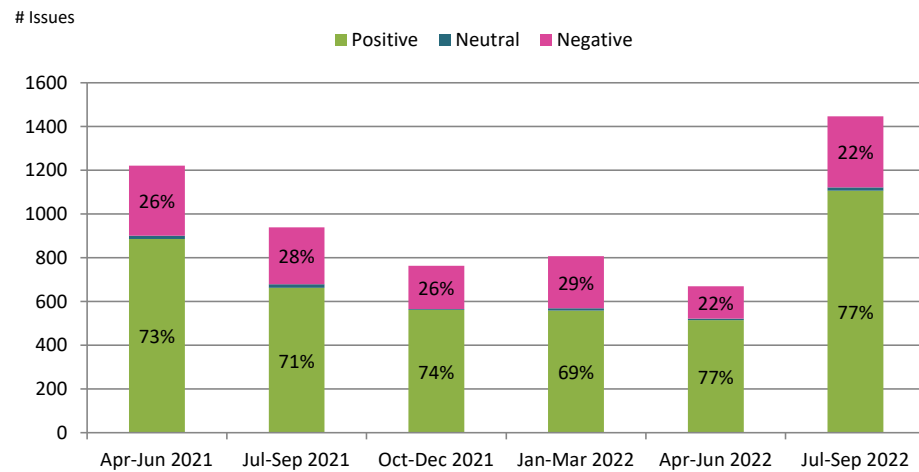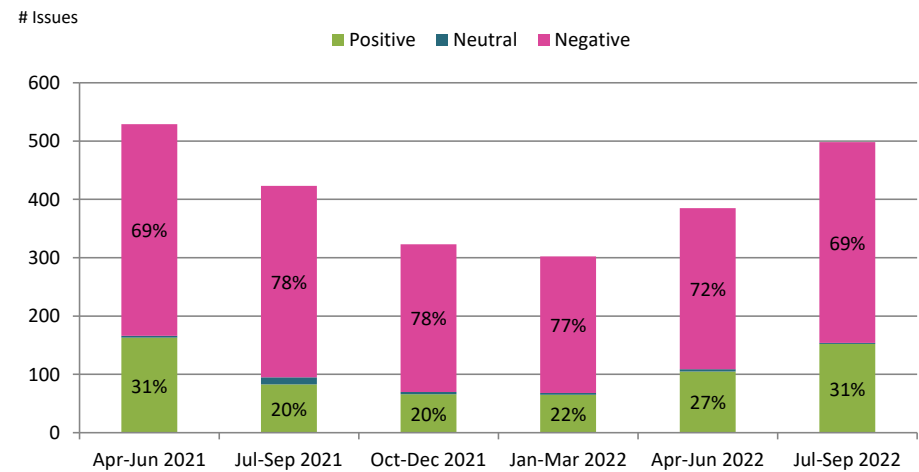### 3.1 How do people feel about services overall?

Issues

Legend: Positive, Neutral, Negative

	Apr-Jun 2021	Jul-Sep 2021	Oct-Dec 2021	Jan-Mar 2022	Apr-Jun 2022	Jul-Sep 2022
Negative	38%	42%	41%	43%	40%	35%
Positive	61%	56%	58%	56%	59%	63%

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

Issues

Legend: Positive, Neutral, Negative

	Apr-Jun 2021	Jul-Sep 2021	Oct-Dec 2021	Jan-Mar 2022	Apr-Jun 2022	Jul-Sep 2022
Negative	31%	32%	30%	32%	26%	26%
Positive	69%	67%	70%	67%	73%	72%

3.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

	Apr-Jun 2021	Jul-Sep 2021	Oct-Dec 2021	Jan-Mar 2022	Apr-Jun 2022	Jul-Sep 2022
Negative	26%	28%	26%	29%	22%	22%
Positive	73%	71%	74%	69%	77%	77%

3.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

	Apr-Jun 2021	Jul-Sep 2021	Oct-Dec 2021	Jan-Mar 2022	Apr-Jun 2022	Jul-Sep 2022
Negative	69%	78%	78%	77%	72%	69%
Positive	31%	20%	20%	22%	27%	31%

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

4.1 Service Sector

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Community Service, Hospital Service, Primary Care Service (y-axis 0 to 1800)

Pie chart:
- Community Service 15%
- Hospital Service 16%
- Primary Care Service 69%
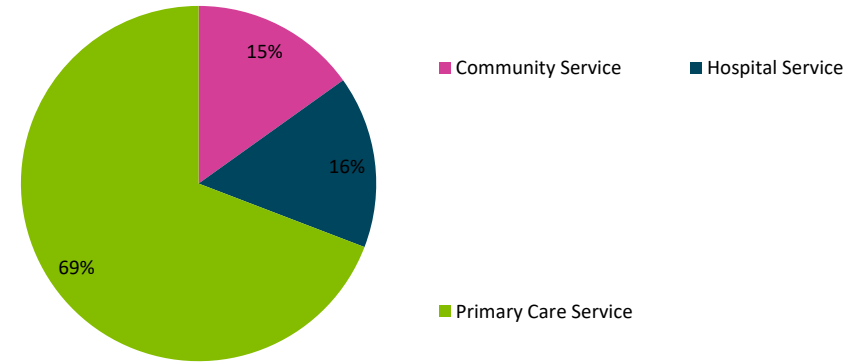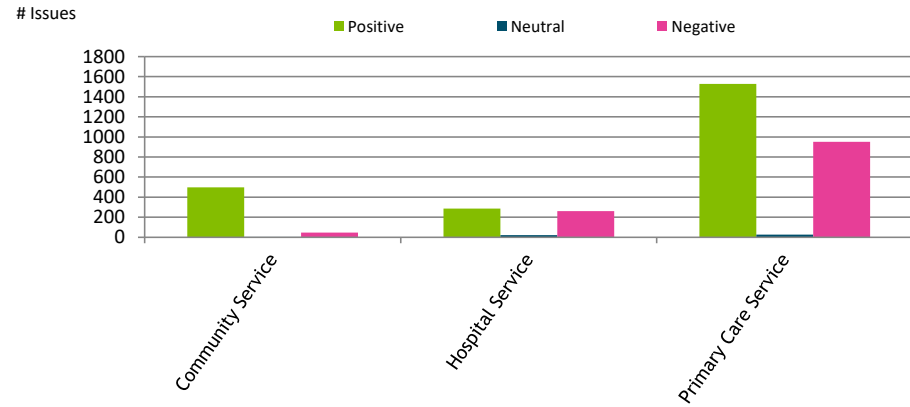
Service sectors receiving the most comments overall

4.2 Service Type

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Community Mental Health..., District Nurse/Health Visitor, Routine Screening, A&E, Acute Care, Care of the Elderly, Inpatients, Maternity, Not Stated, Obstetrics and Gynaecology, Radiography, Ultrasound, Dentist, GP (y-axis 0 to 800)

Pie chart:
- Community Mental Health Team (CMHT) 1%
- District Nurse/Health Visitor 1%
- Routine Screening 17%
- A&E 4%
- Acute Care 0%
- Care of the Elderly 0%
- Inpatients 1%
- Maternity 10%
- Not Stated 1%
- Obstetrics and Gynaecology 0%
- Radiography 0%
- Ultrasound 0%
- Dentist 20%
- GP 45%

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
- Addison Road Medical Practice
- Crawley Road Medical Centre
- Damira The Avenue Dental Practice
- Palmerston Dental Practice
- Specsavers (Walthamstow)
- St James Medical Practice Limited
- The Allum Medical Centre
- The Dental Design Studio
- The Manor Practice
- The Penrhyn Surgery
- Whipps Cross University Hospital
- Window to the Womb
- Wood Street Opticians

Pie chart values: 4%, 4%, 5%, 4%, 5%, 4%, 3%, 8%, 4%, 3%, 5%, 3%, 24%, 24%

4.4 Breakdown of care pathway locations

Issues

Legend: Positive | Neutral | Negative

Care pathway locations

Pie chart legend:
- Transport
- Reception
- Diagnosis/Testing
- Clinical Treatment
- Clinical Nursing
- Discharge
- Follow On

Pie chart values: 0%, 0%, 0%, 0%, 18%, 14%, 56%, 12%

5.1 Trends, GP Services: 1361 issues from 287 people

Issues

Positive | Neutral | Negative

Issues receiving the most comments overall

Advice/Information | Carer Involvement
User Involvement | Administration
Booking | Medication
Support | Telephone
Timing | Waiting List
Choice | Quality
Staff Attitude

5.2 Sentiment, GP Services

Issues

Positive | Neutral | Negative

Sentiment, GP Services

Positive
Neutral
Negative

9
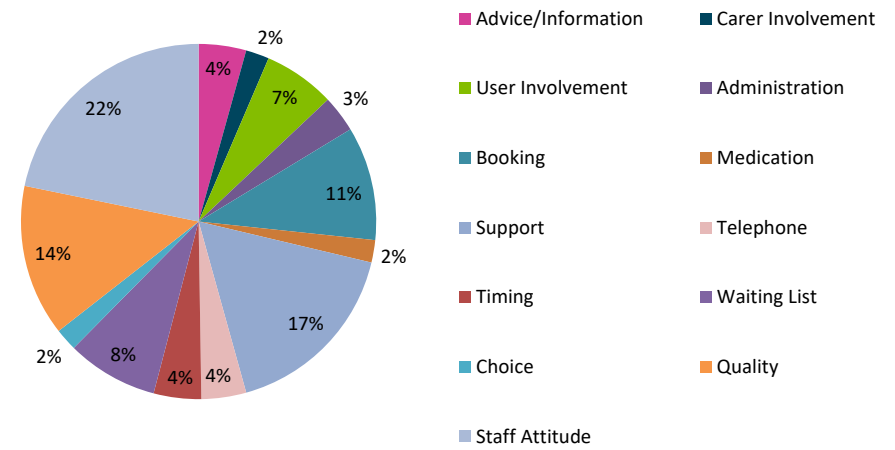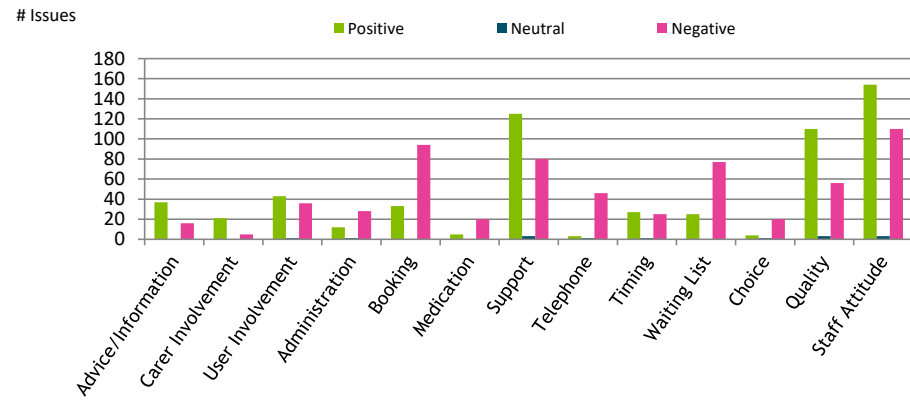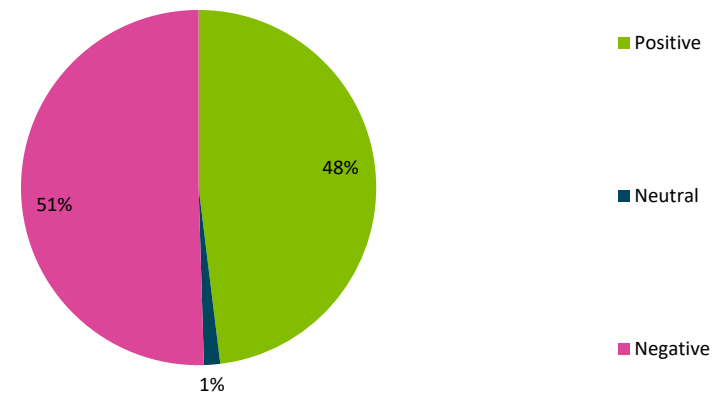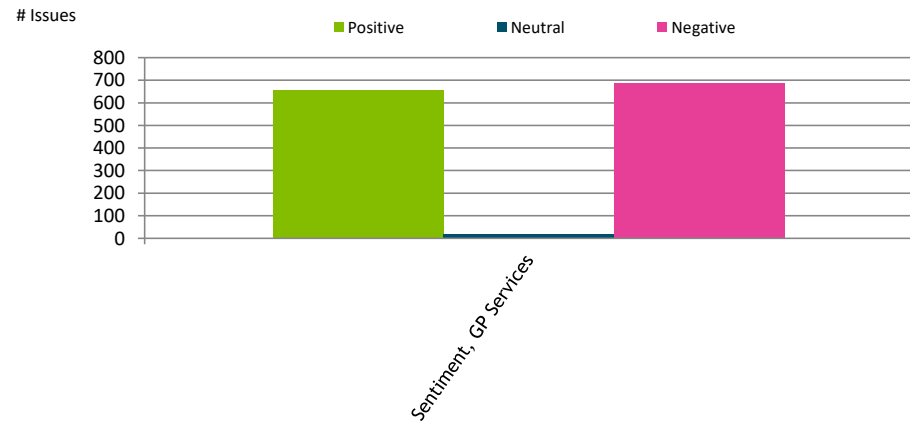
5.3 Trends, Dentists: 594 issues from 138 people

Issues

Positive   Neutral   Negative

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information — 7%
- General Comment — 3%
- User Involvement — 9%
- Booking — 4%
- Support — 19%
- Waiting List — 4%
- Cost — 3%
- Quality — 21%
- Staff Attitude — 30%

5.4 Sentiment, Dentists

Issues

Positive   Neutral   Negative

Sentiment, Dentists

Pie chart:
- Positive — 80%
- Neutral — 0%
- Negative — 20%
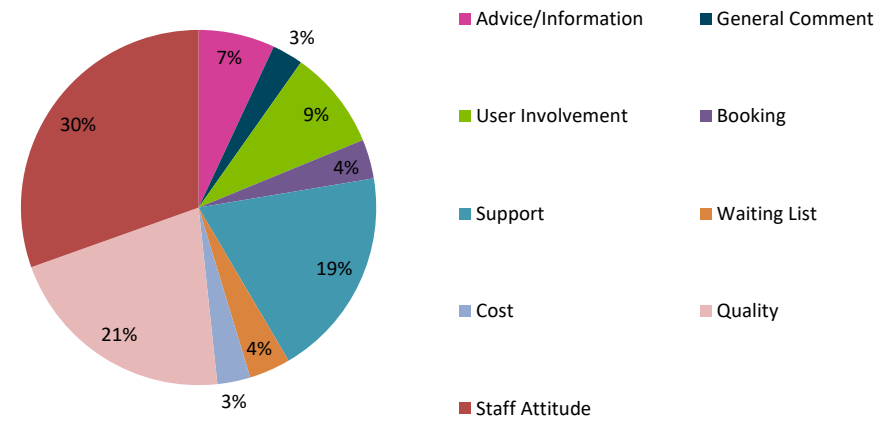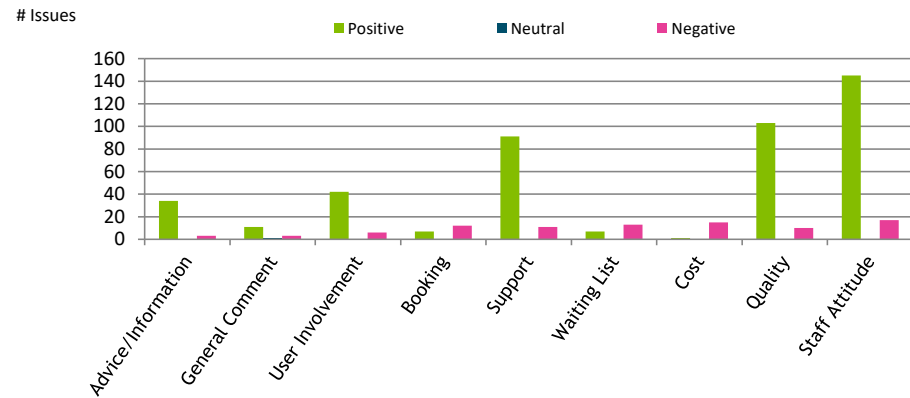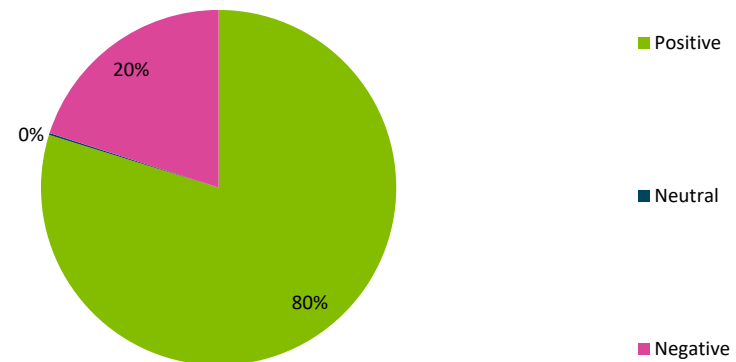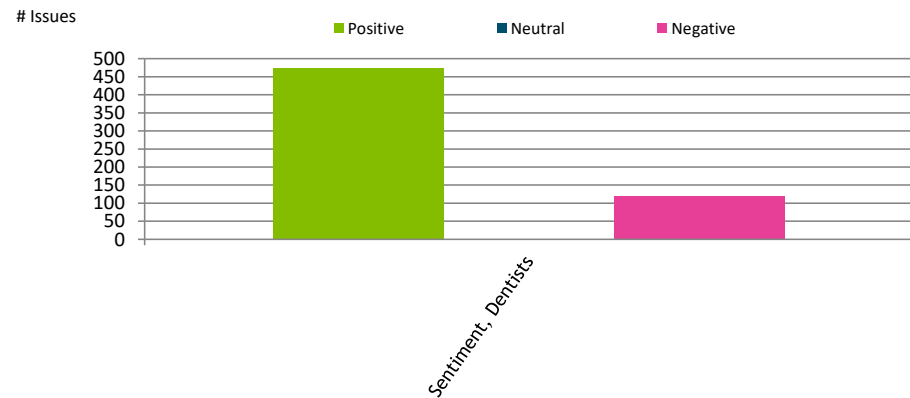
5.5 Trends, Whipps Cross University Hospital: 502 issues from 85 people

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Support, Timing, Choice, Quality, Environment/Layout, Staff Attitude

Pie chart values: 9%, 4%, 3%, 12%, 20%, 5%, 2%, 21%, 2%, 22%

Pie legend:
- Advice/Information
- Carer Involvement
- General Comment
- User Involvement
- Support
- Timing
- Choice
- Quality
- Environment/Layout
- Staff Attitude

Issues receiving the most comments overall

5.6 Sentiment, Whipps Cross University Hospital

Issues

Legend: Positive | Neutral | Negative

Sentiment, WXH

Pie chart values: 54% Positive, 3% Neutral, 43% Negative
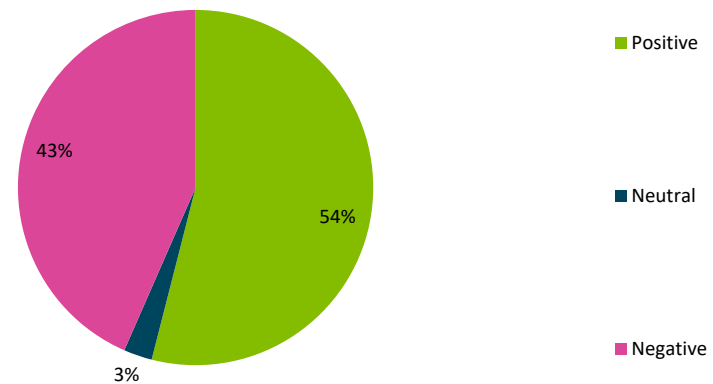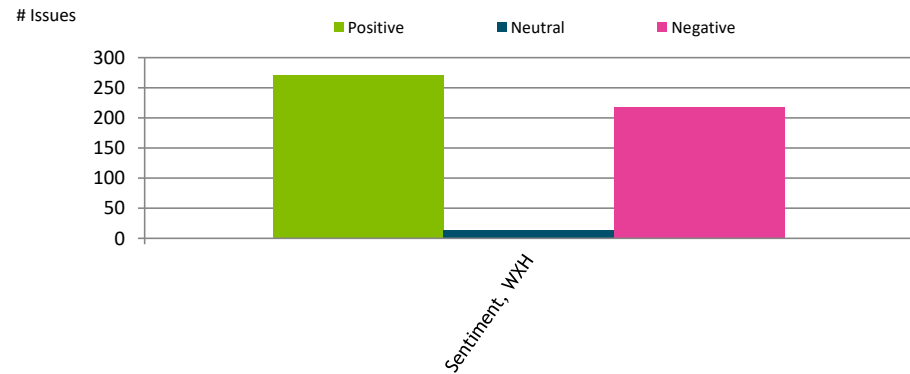
6. Care Pathway: Transport (ability to get to-and-from services)

### 6.1 Trends, Transport (5 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart showing Medication, Timing, Cost

Pie chart (Medication, Timing, Cost):
- 20% Medication
- 40% Timing
- 40% Cost
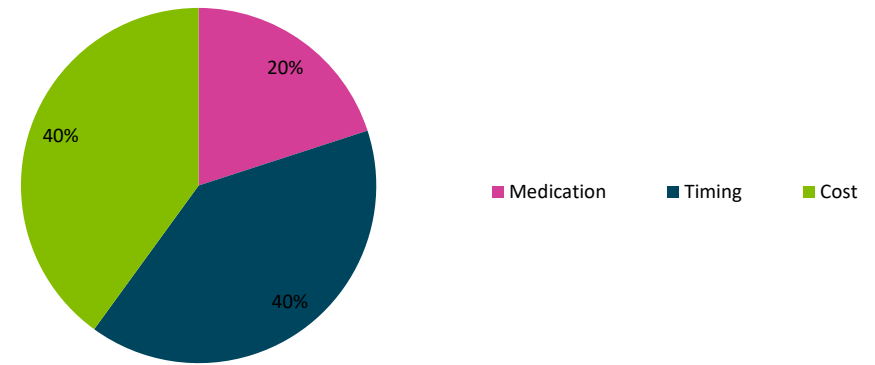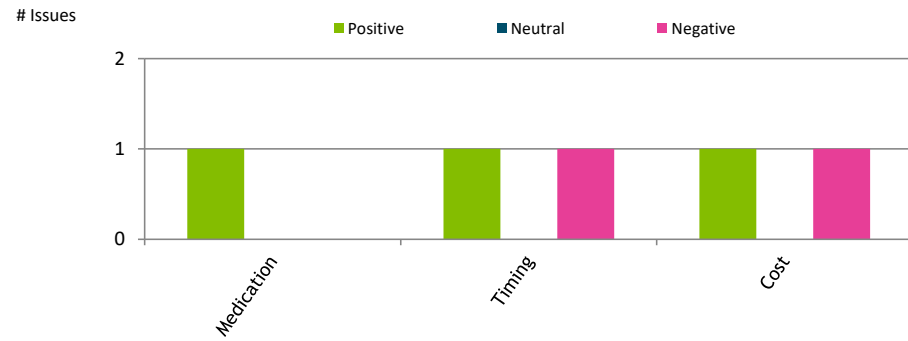
Issues receiving the most comments overall

6.2 Sentiment, Transport

Issues

Legend: Positive, Neutral, Negative

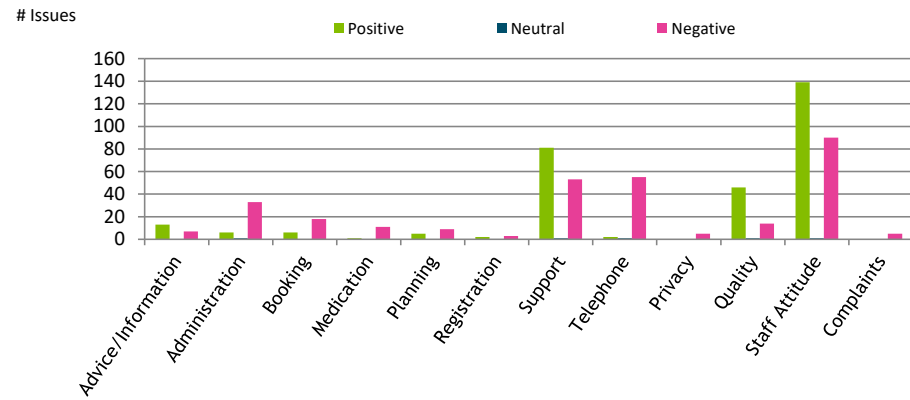Bar chart: Sentiment, Transport

Pie chart:
- 60% Positive
- 0% Neutral
- 40% Negative
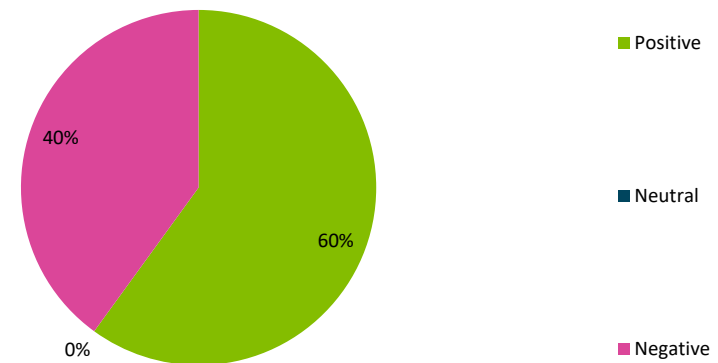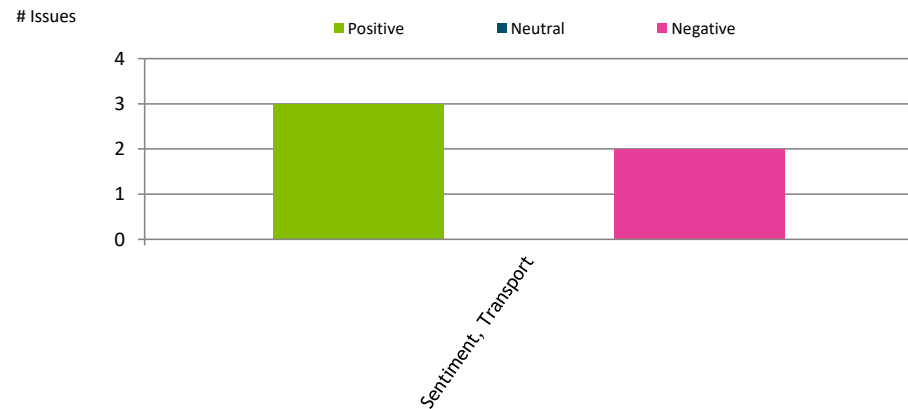
6. Care Pathway: Reception (reception services including back-office)
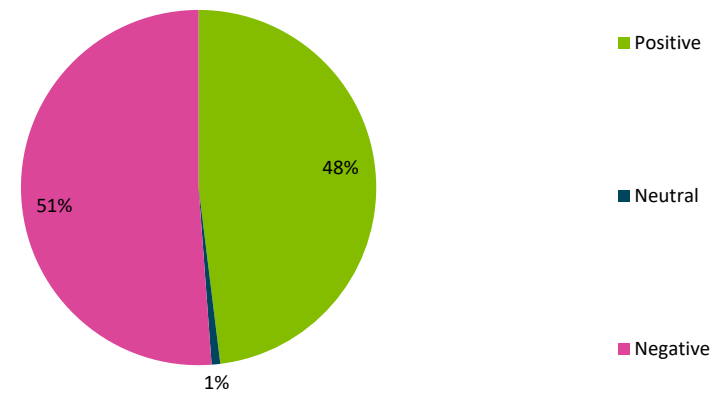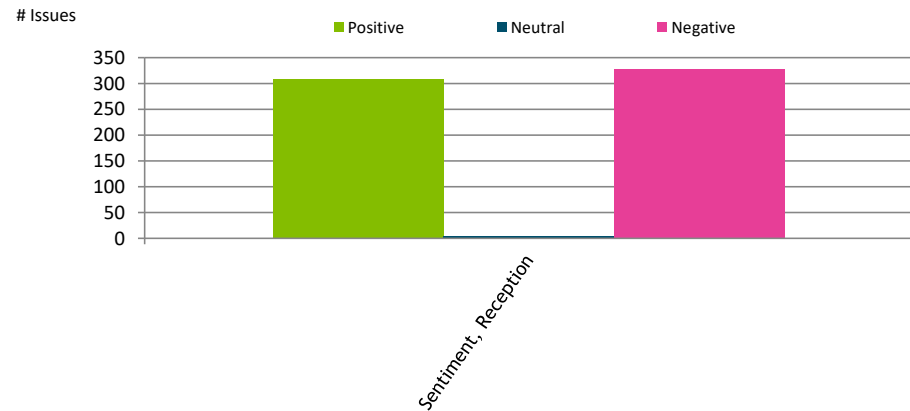
6.3 Trends, Reception (641 issues)
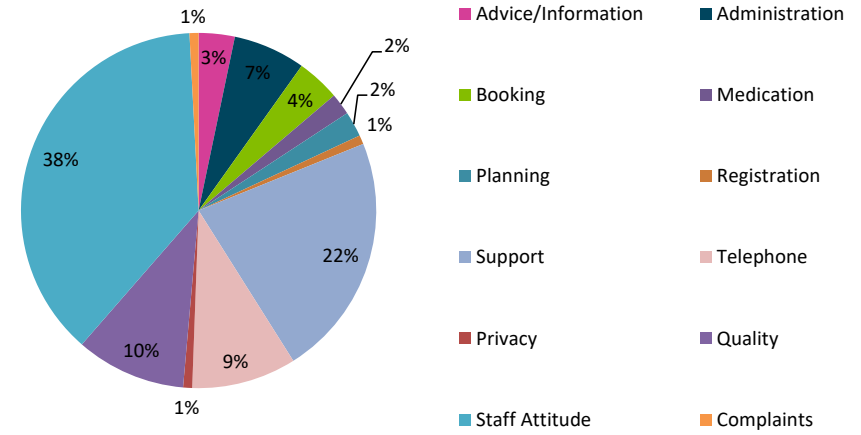
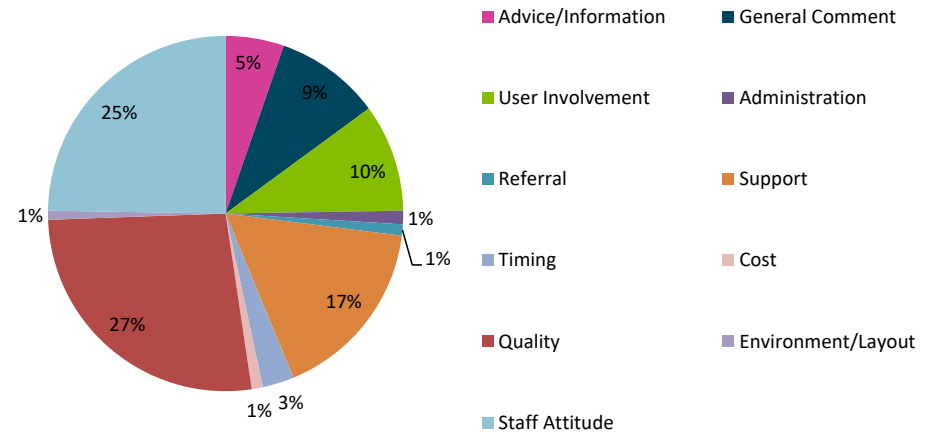*Issues receiving the most comments overall*

6.4 Sentiment, Reception

6.5 Trends, Diagnosis/Testing (509 issues)

Issues

Legend: Positive — Neutral — Negative

Bar chart categories (x-axis): Advice/Information, General Comment, User Involvement, Administration, Referral, Support, Timing, Cost, Quality, Environment/Layout, Staff Attitude

y-axis: 0, 20, 40, 60, 80, 100, 120, 140

Pie chart:
- Advice/Information
- General Comment — 9%
- User Involvement — 10%
- Administration — 1%
- Referral — 1%
- Support — 17%
- Timing
- Cost — 1%
- Quality — 27%
- Environment/Layout — 1%
- Staff Attitude — 25%
- 5%
- 3%
- 1%

Issues receiving the most comments overall

6.6 Sentiment, Diagnosis/Testing

Issues

Legend: Positive — Neutral — Negative

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

y-axis: 0, 50, 100, 150, 200, 250, 300, 350, 400, 450, 500

Pie chart:
- Positive — 91%
- Neutral — 1%
- Negative — 8%

14
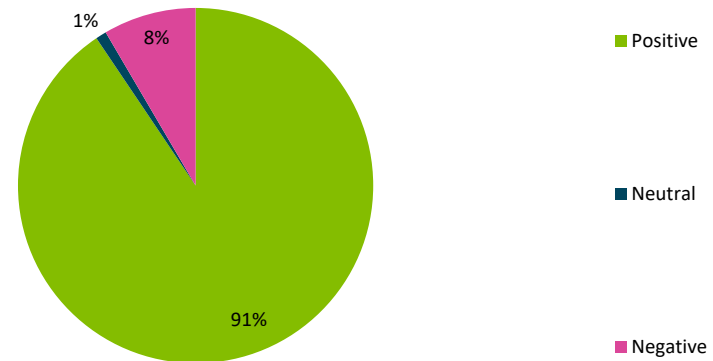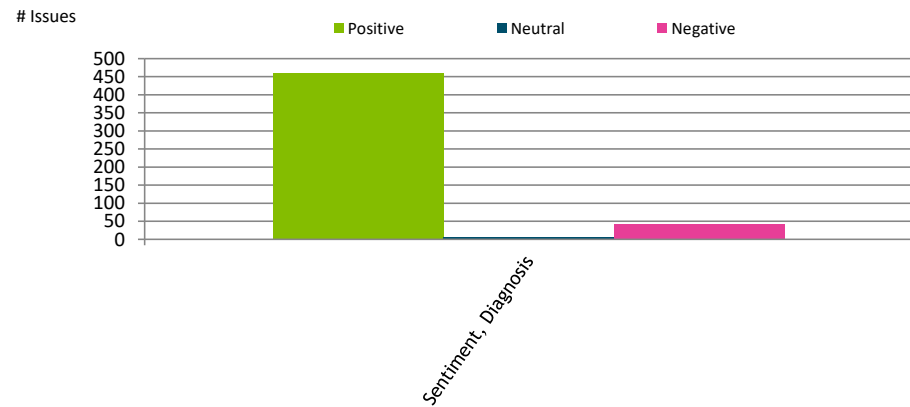
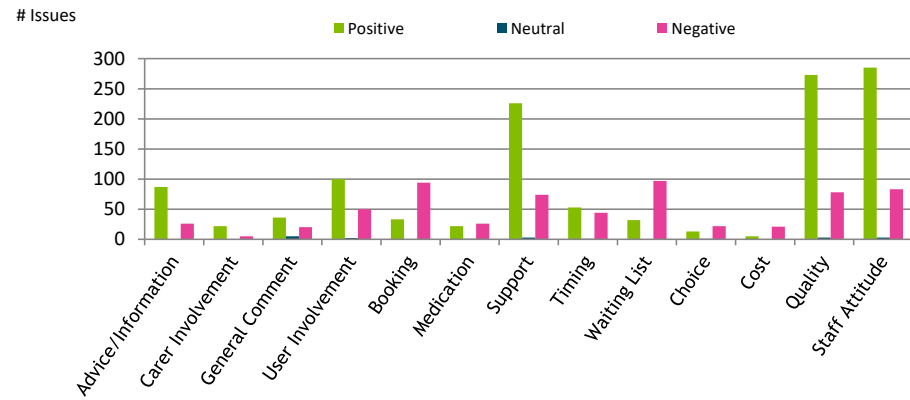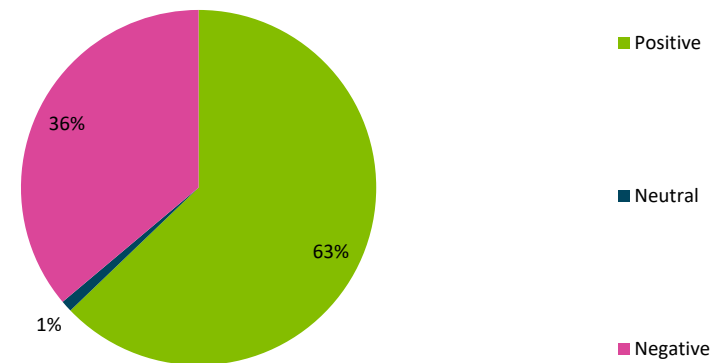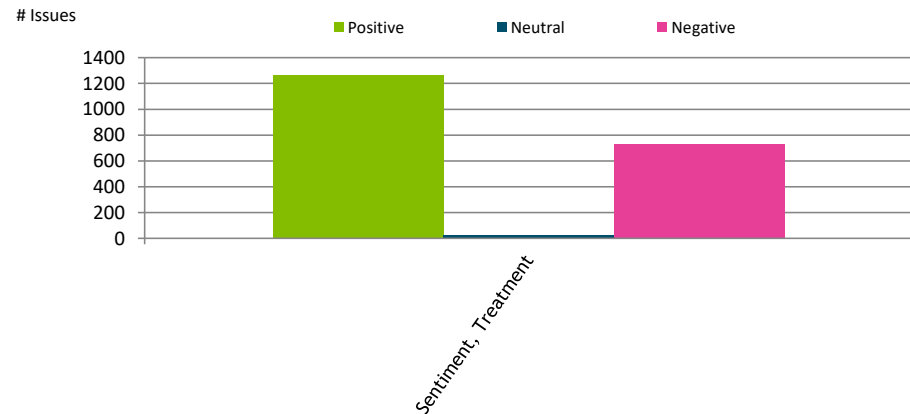## 6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

6.7 Trends, Clinical Treatment (2018 issues)
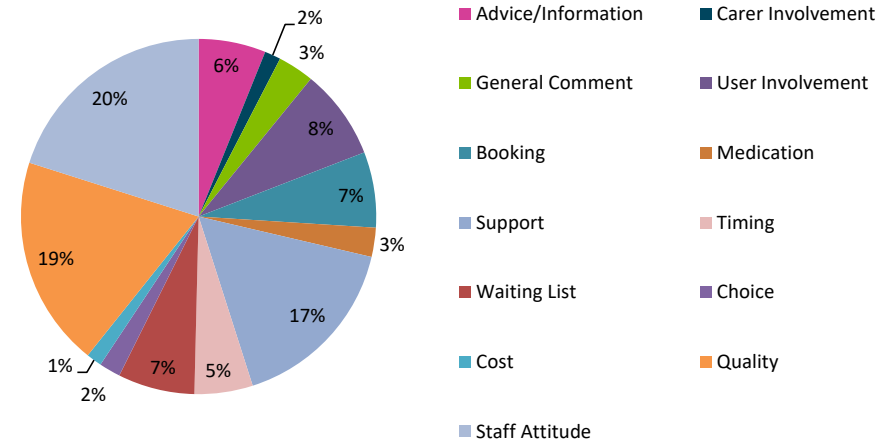
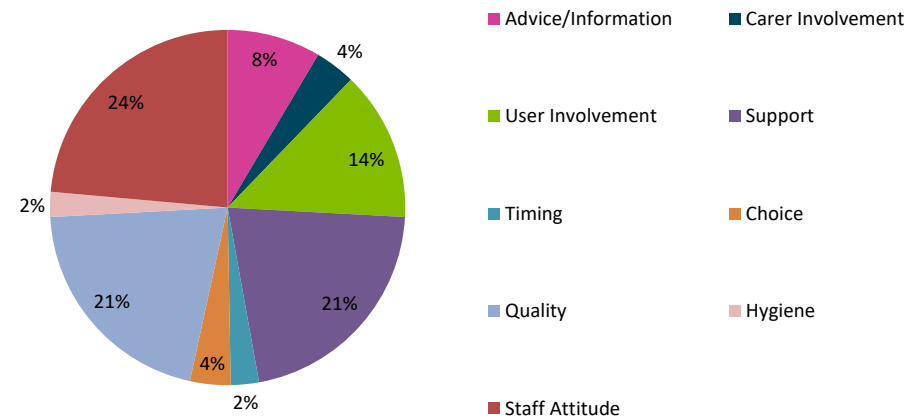*Issues receiving the most comments overall*

6.8 Sentiment, Clinical Treatment

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

6.9 Trends, Clinical Nursing (417 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Carer Involvement, User Involvement, Support, Timing, Choice, Quality, Hygiene, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 8%
- Carer Involvement: 4%
- User Involvement: 14%
- Support: 21%
- Timing: 2%
- Choice: 4%
- Quality: 21%
- Hygiene: 2%
- Staff Attitude: 24%
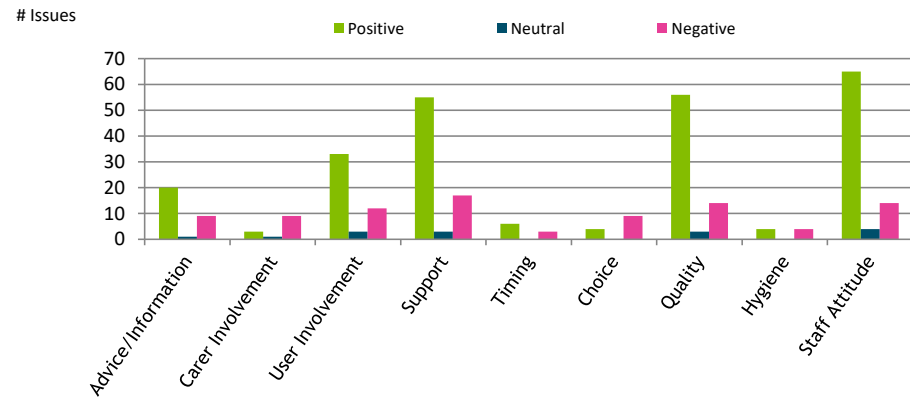
6.10 Sentiment, Clinical Nursing

Issues

Legend: Positive, Neutral, Negative

Sentiment, Nursing Care

Pie chart:
- Positive: 62%
- Neutral: 5%
- Negative: 33%
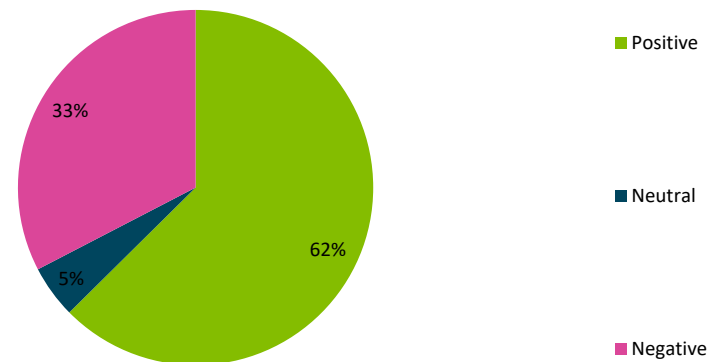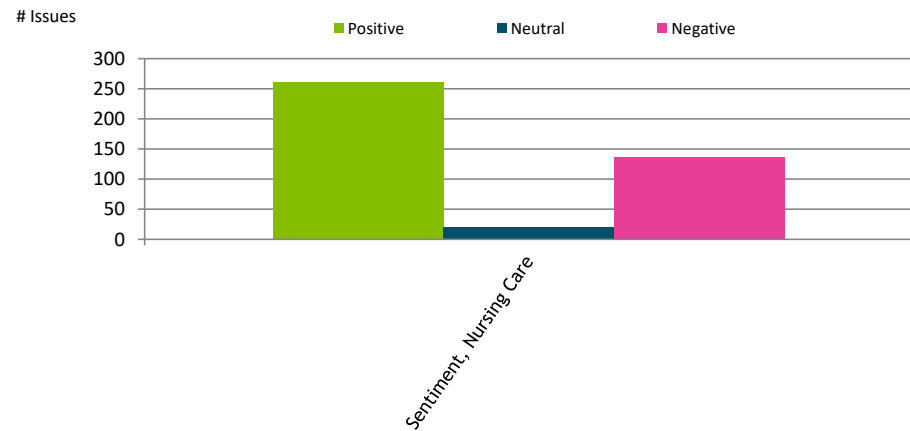
6. Care Pathway: Discharge (discharge from a service)

6.11 Trends, Discharge (4 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: General Comment, Administration, Medical Records, Planning

Pie chart:
- General Comment 25%
- Administration 25%
- Medical Records 25%
- Planning 25%

Legend: General Comment, Administration, Medical Records, Planning
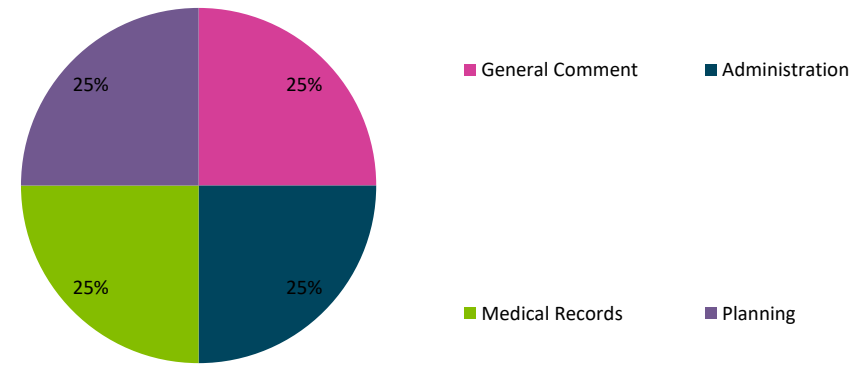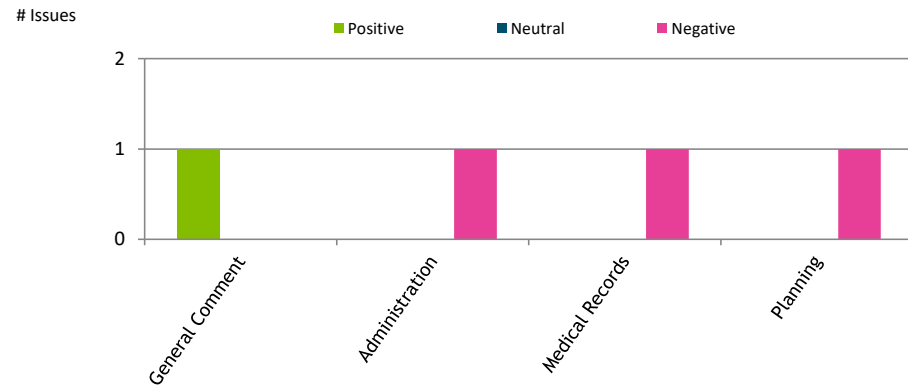
Issues receiving the most comments overall

6.12 Sentiment, Discharge
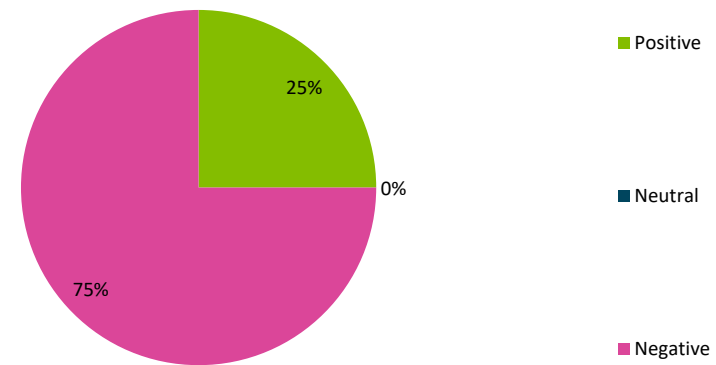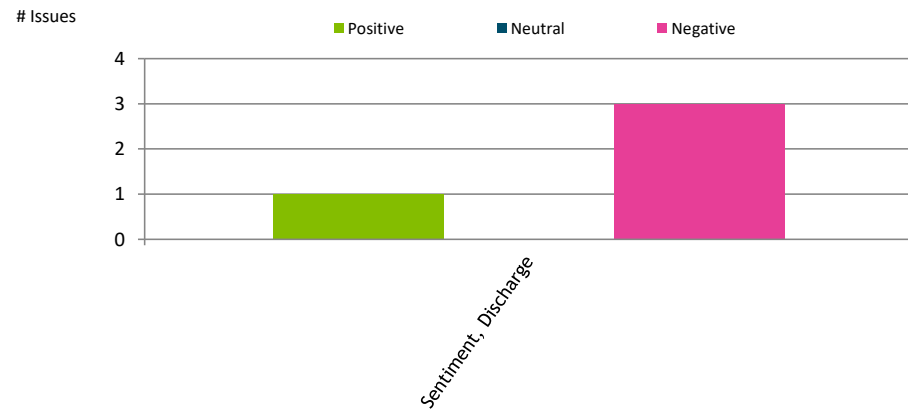
Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Discharge

Pie chart:
- Positive 25%
- Neutral 0%
- Negative 75%

Legend: Positive, Neutral, Negative

17

6.13 Trends, Follow On (14 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Booking, Referral, Planning, Support, Waiting List, Quality

Pie chart:
- Advice/Information 29%
- Booking 7%
- Referral 14%
- Planning 7%
- Support 7%
- Waiting List 22%
- Quality 14%
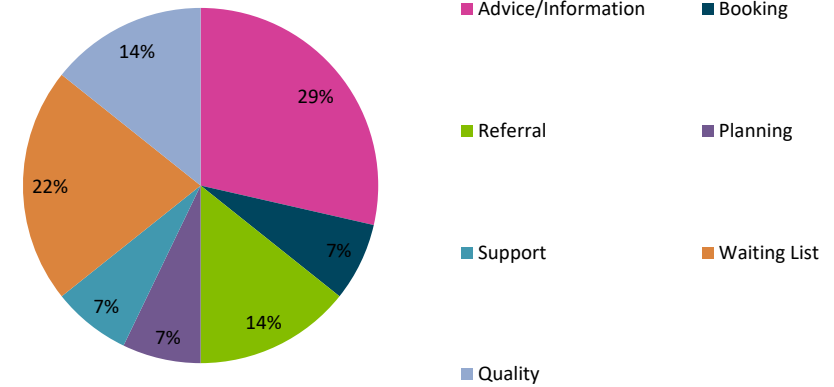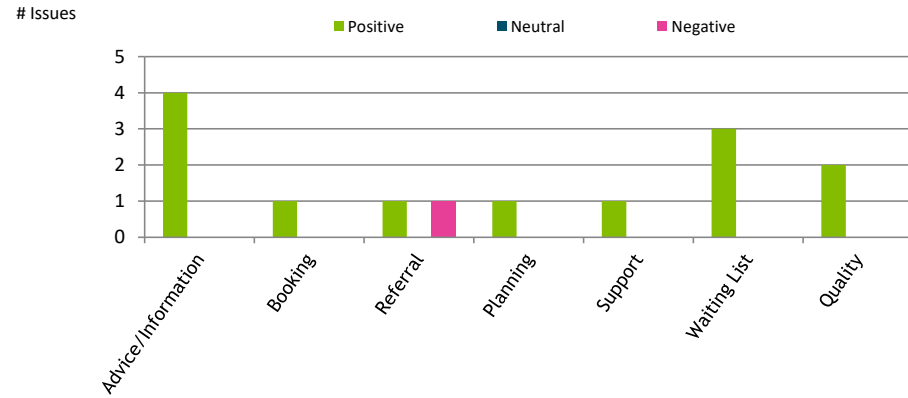
Issues receiving the most comments overall

6.14 Sentiment, Follow On

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Follow On

Pie chart:
- Positive 93%
- Neutral 0%
- Negative 7%
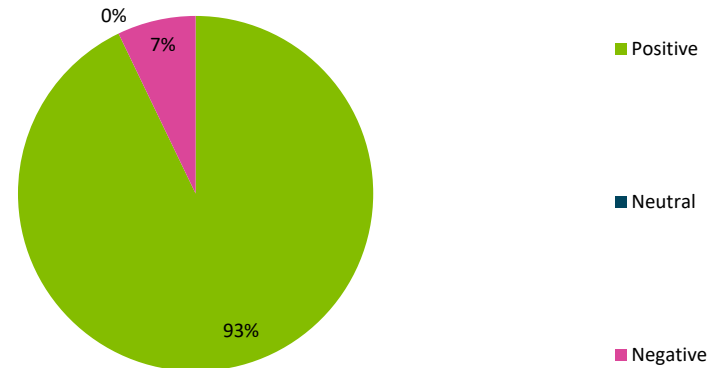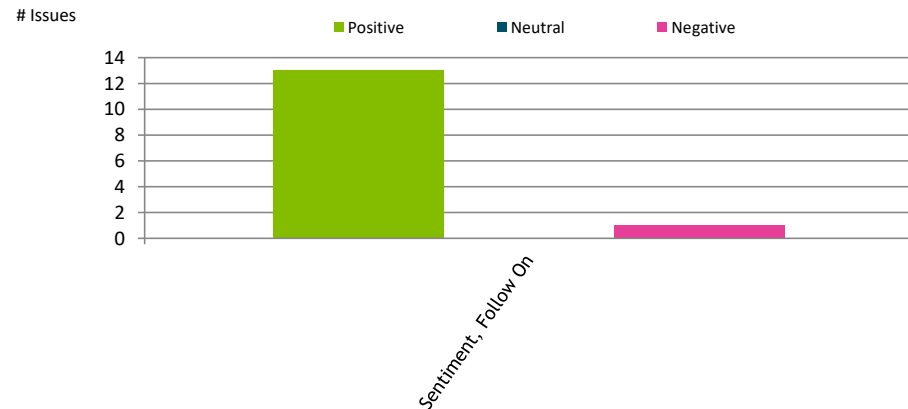
6. Care Pathway: Community (community health services and social care)

6.15 Trends, Community (63 issues)

Issues

Legend: Positive, Neutral, Negative

Categories (bar chart): Support, Waiting List, Quality, Staff Attitude

Pie chart legend: Advice/Information, Booking, Referral, Planning, Support, Waiting List, Quality

Pie chart values: 29%, 7%, 14%, 7%, 7%, 22%, 14%
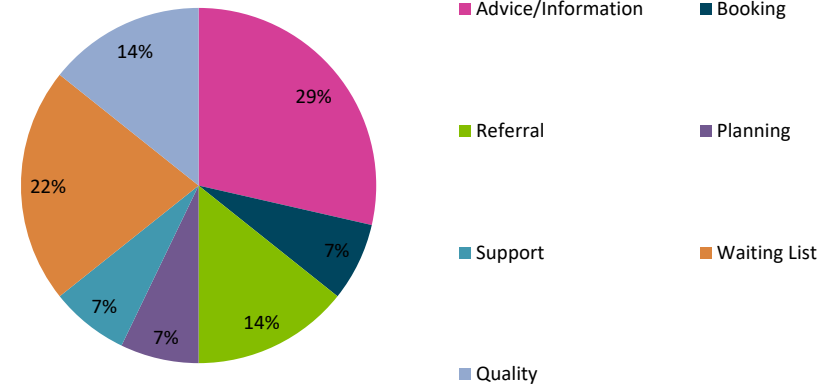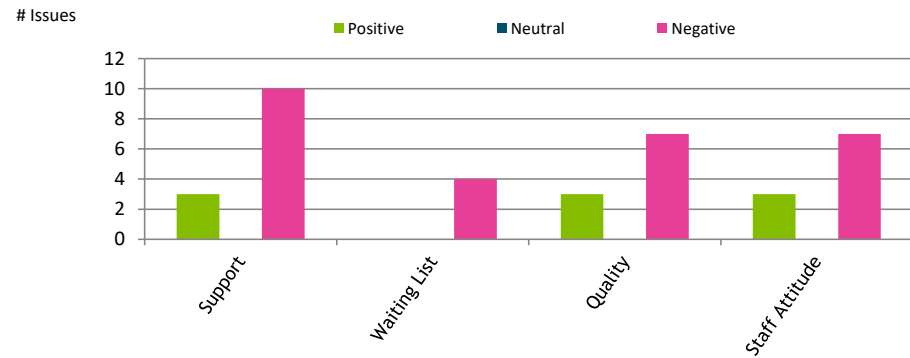
Issues receiving the most comments overall

6.16 Sentiment, Community

Issues

Legend: Positive, Neutral, Negative

Category (bar chart): Sentiment, Follow On

Pie chart legend: Positive, Neutral, Negative

Pie chart values: 25%, 3%, 72%
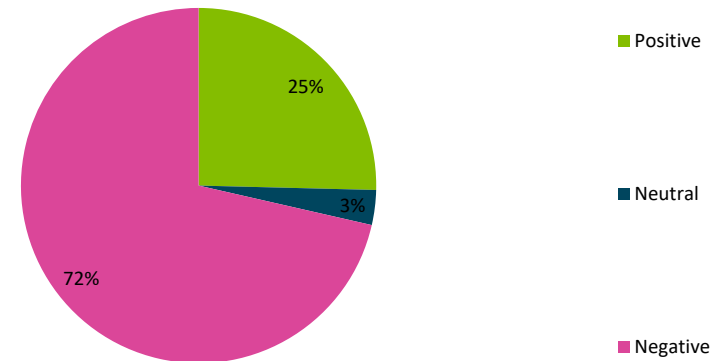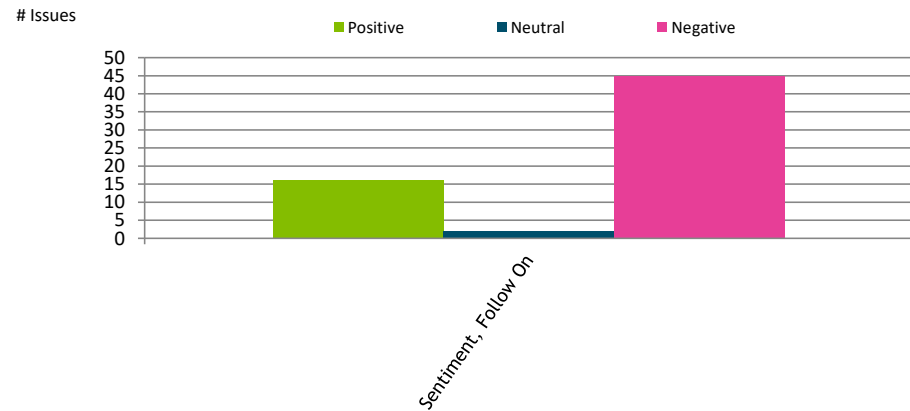
7. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	146	3	47	196
	Carer Involvement	*Involvement or influence of carers and family members.*	29	1	15	45
	Peer Involvement	*Involvement or Influence of friends.*	0	0	1	1
	General Comment	*A generalised statement (ie; "The doctor was good.")*	86	6	26	118
	User Involvement	*Involvement or influence of the service user.*	181	7	66	254
Systems	Administration	*Administrative processes and delivery.*	12	1	51	64
	Admission	*Physical admission to a hospital ward, or other service.*	2	0	2	4
	Booking	*Ability to book, reschedule or cancel appointments.*	44	0	116	160
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	6	6
	Data Protection	*General data protection (including GDPR).*	0	0	2	2
	Referral	*Referral to a service.*	11	1	7	19
	Medical Records	*Management of medical records.*	11	0	9	20
	Medication	*Prescription and management of medicines.*	25	1	38	64
	Opening Times	*Opening times of a service.*	1	2	11	14
	Planning	*Leadership and general organisation.*	12	0	14	26
	Registration	*Ability to register for a service.*	4	1	14	19
	Support	*Levels of support provided.*	447	7	155	609
	Telephone	*Ability to contact a service by telephone.*	3	1	58	62
	Timing	*Physical timing (ie; length of wait at appointments).*	67	1	59	127
	Waiting List	*Length of wait while on a list.*	36	0	103	139
Values	Choice	*General choice.*	19	1	32	52
	Cost	*General cost.*	10	0	26	36
	Language	*Language, including terminology.*	1	2	1	4
	Nutrition	*Provision of sustainance.*	2	0	6	8
	Privacy	*Privacy, personal space and property.*	0	0	11	11
	Quality	*General quality of a service, or staff.*	496	7	128	631
	Sensory	*Deaf/blind or other sensory issues.*	0	0	1	1
	Stimulation	*General stimulation, including access to activities.*	5	0	1	6

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	5	0	2	7
	Environment/Layout	*Physical environment of a service.*	20	1	19	40
	Equipment	*General equipment issues.*	5	1	6	12
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	1	0	3	4
	Hygiene	*Levels of hygiene and general cleanliness.*	18	0	5	23
	Mobility	*Physical mobility to, from and within services.*	1	0	5	6
	Travel/Parking	*Ability to travel or park.*	2	0	1	3
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	17	17
	Security/Conduct	*General security of a service, including conduct of staff.*	15	1	2	18
	Staff Attitude	*Attitude, compassion and empathy of staff.*	611	8	196	815
	Complaints	*Ability to log and resolve a complaint.*	0	0	7	7
	Staff Training	*Training of staff.*	3	0	5	8
	Staffing Levels	*General availability of staff.*	1	0	13	14
	Total:		**2332**	**53**	**1287**	**3672**

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