The Experience of Newham University Hospital

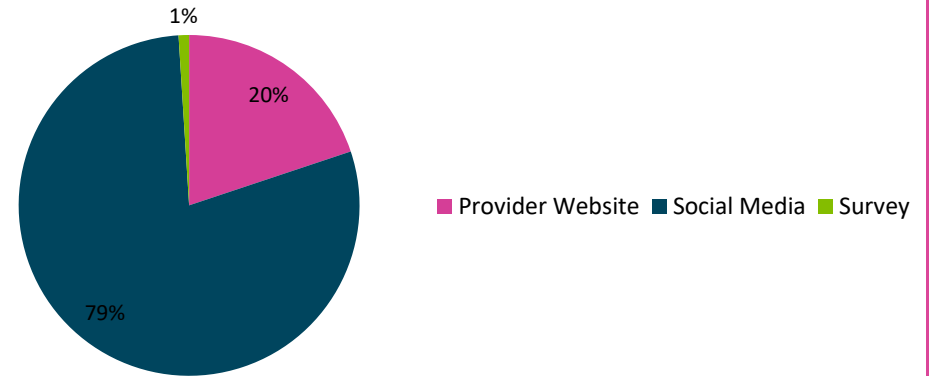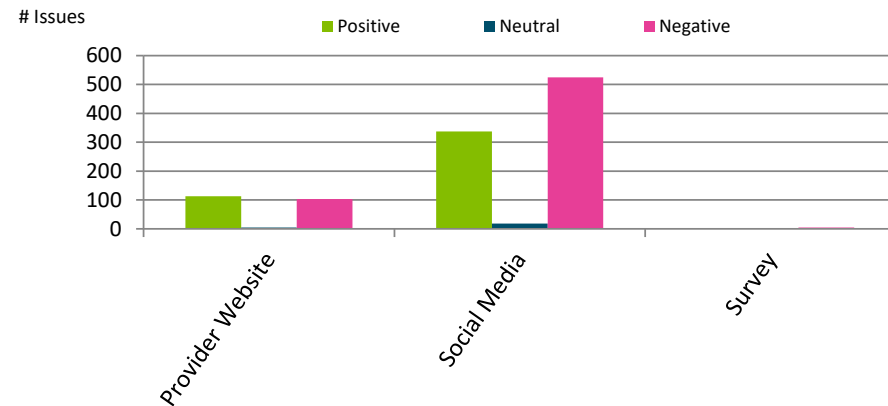A trends analysis report by Healthwatch Newham

Community*Insight*

Healthwatch is your local independent health and social care champion.. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of local hospital services.

Qualitative Feedback, 1 April 2024 - 31 March 2025

healthw**a**tch
Newham

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

1.1 Source: 1112 issues from 293 people

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Provider Website, Social Media, Survey
Y-axis: 0 to 600

Sources providing the most comments overall

Pie chart:
- 20% Provider Website
- 79% Social Media
- 1% Survey

Legend: Provider Website | Social Media | Survey

1.2 Origin

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Google Reviews, Maternity and..., Patient Opinion
Y-axis: 0 to 600
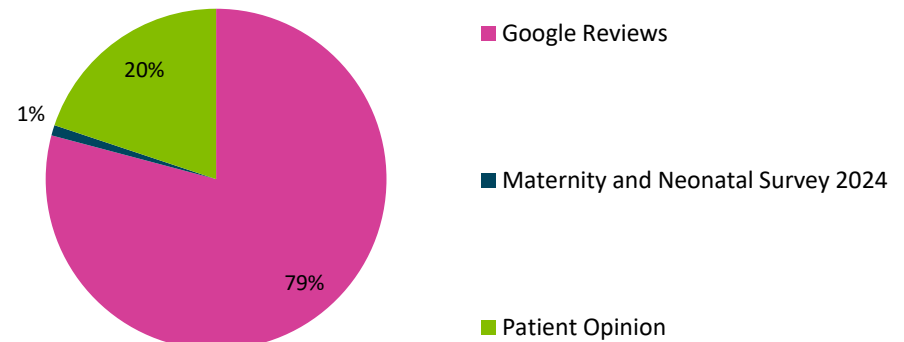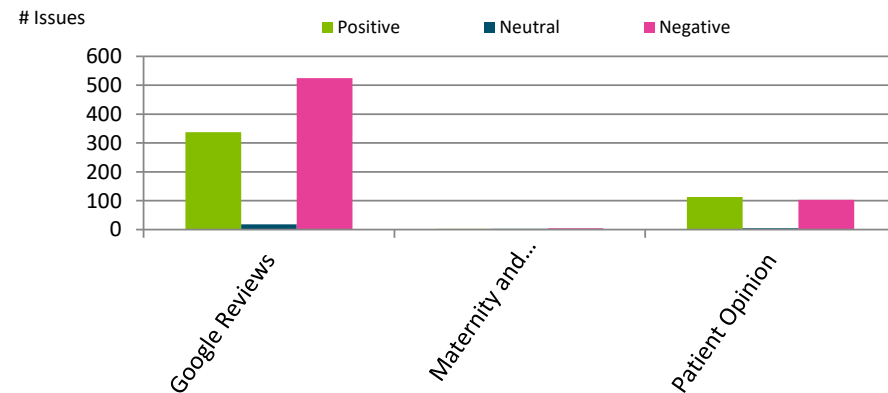
Origins providing the most comments overall

Pie chart:
- 79% Google Reviews
- 1% Maternity and Neonatal Survey 2024
- 20% Patient Opinion

Legend: Google Reviews | Maternity and Neonatal Survey 2024 | Patient Opinion
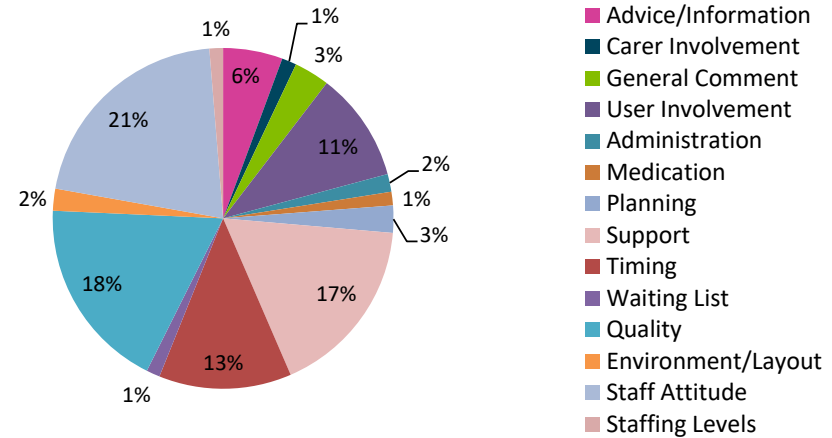
2. Top Trends: Which service aspects are people most commenting on?

2.1 Service aspects: 1112 issues from 293 people

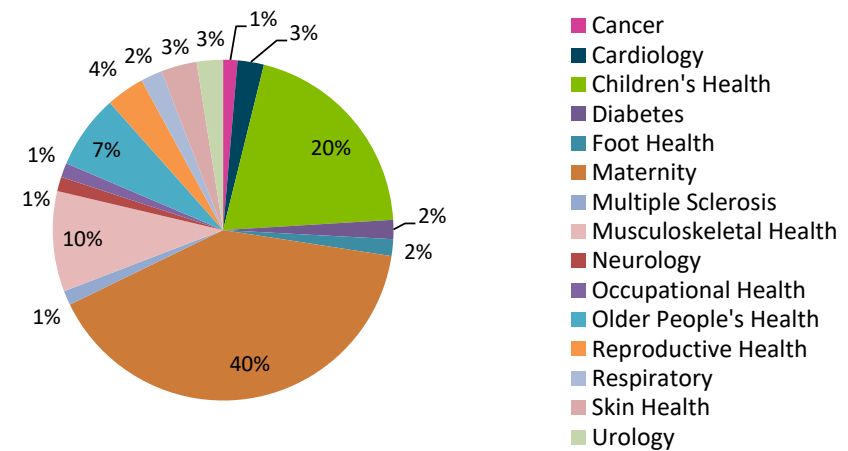Legend: Positive, Neutral, Negative
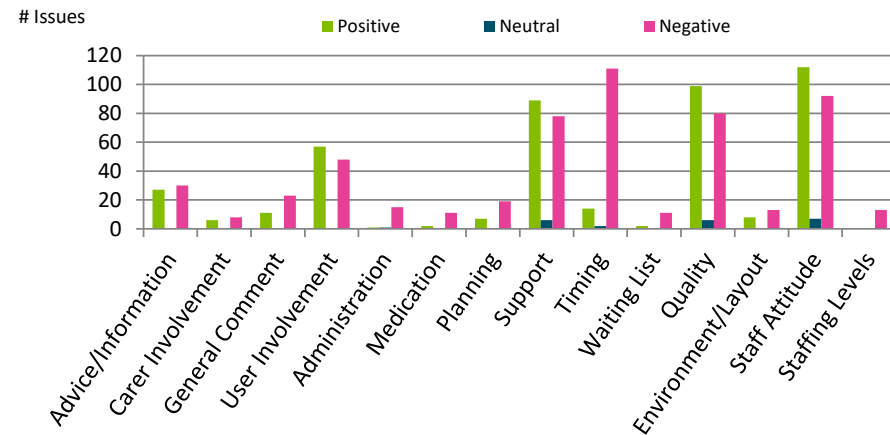
Issues receiving the most comments overall. See pages 19-20 for issue descriptions

Pie chart legend:
- Advice/Information
- Carer Involvement
- General Comment
- User Involvement
- Administration
- Medication
- Planning
- Support
- Timing
- Waiting List
- Quality
- Environment/Layout
- Staff Attitude
- Staffing Levels

2.2 Stated medical conditions

Legend: Positive, Neutral, Negative
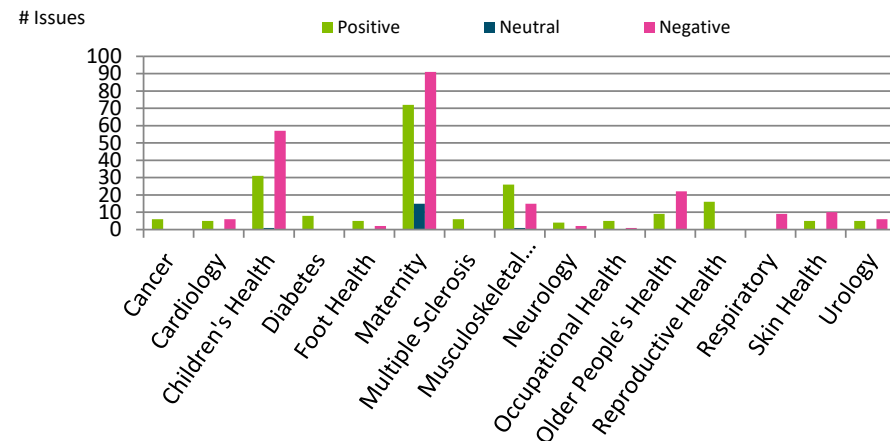
Medical conditions receiving the most comments overall

Pie chart legend:
- Cancer
- Cardiology
- Children's Health
- Diabetes
- Foot Health
- Maternity
- Multiple Sclerosis
- Musculoskeletal Health
- Neurology
- Occupational Health
- Older People's Health
- Reproductive Health
- Respiratory
- Skin Health
- Urology

3. Sentiment: How do people feel about the service?

3.1 How do people feel as a whole?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart (Overall Sentiment), Y-axis # Issues 0–700:
- Positive: ~450
- Neutral: ~30
- Negative: ~630

Pie chart:
- Positive: 41%
- Neutral: 2%
- Negative: 57%
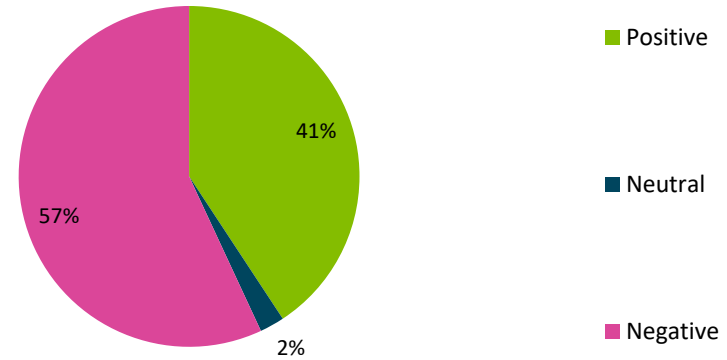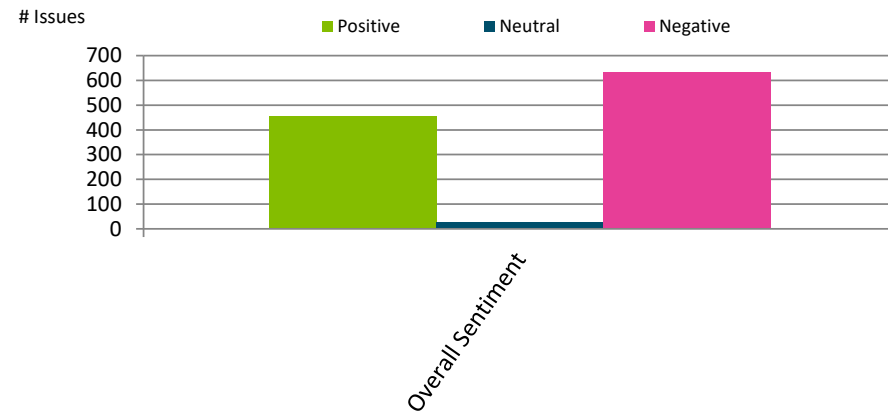
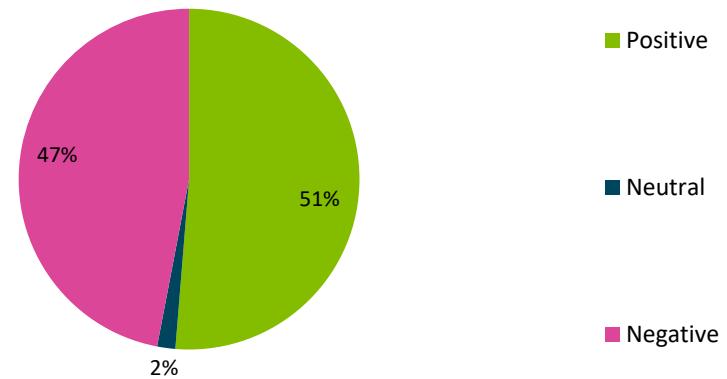*NEL Average is 50% positive, according to feedback*

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

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart (Sentiment...), Y-axis # Issues 0–200:
- Positive: ~180
- Neutral: ~10
- Negative: ~165
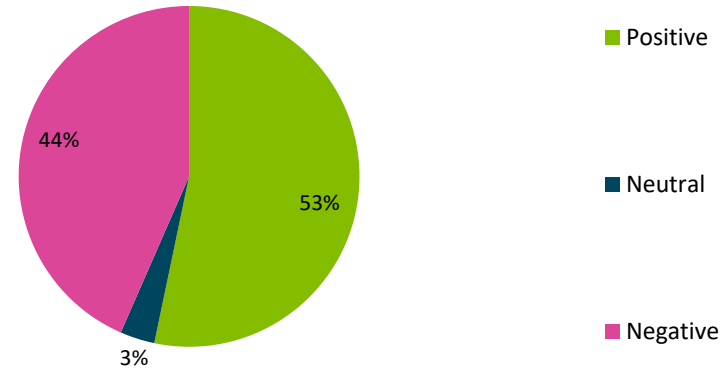
Pie chart:
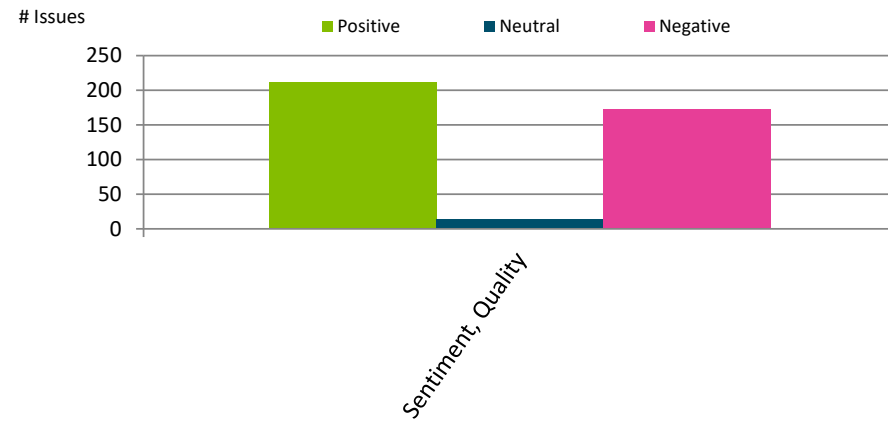- Positive: 51%
- Neutral: 2%
- Negative: 47%
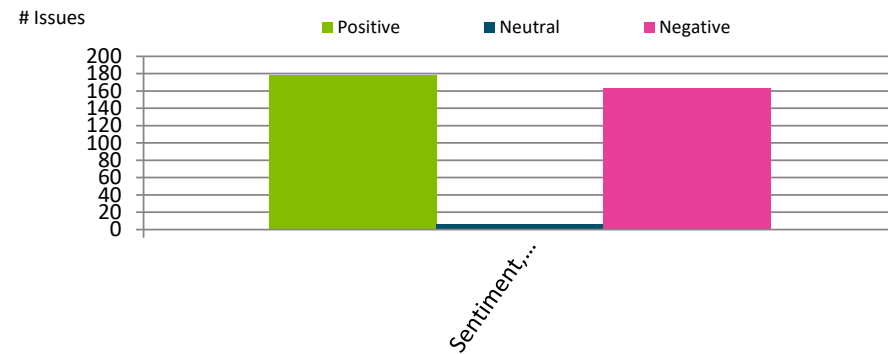
NEL Average is 59% positive, according to feedback

3. Sentiment: How do people feel about the service?

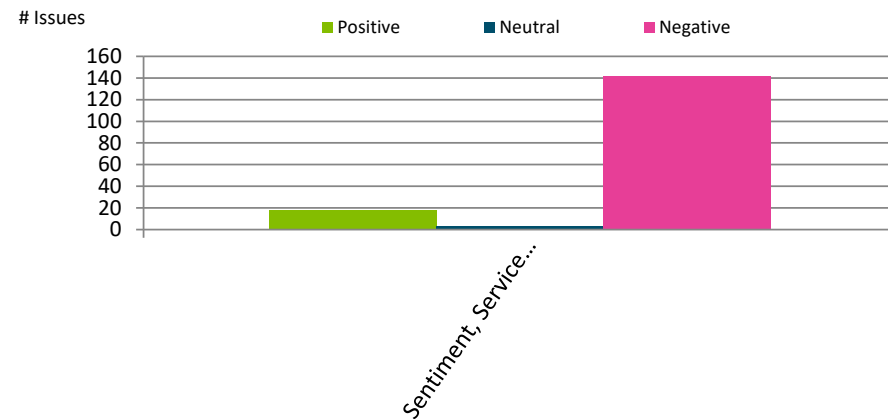## 3.3 How do people feel about general quality and empathy?

Issues

Legend: Positive | Neutral | Negative

Bar chart axis: 250, 200, 150, 100, 50, 0

X-axis label: Sentiment, Quality

Pie chart: 53% Positive, 3% Neutral, 44% Negative

Legend: Positive, Neutral, Negative

NEL Average is 66% positive, according to feedback

3.4 How do people feel about general access to services?

Issues

Legend: Positive | Neutral | Negative

Bar chart axis: 160, 140, 120, 100, 80, 60, 40, 20, 0

X-axis label: Sentiment, Service...

Pie chart: 11% Positive, 2% Neutral, 87% Negative

Legend: Positive, Neutral, Negative
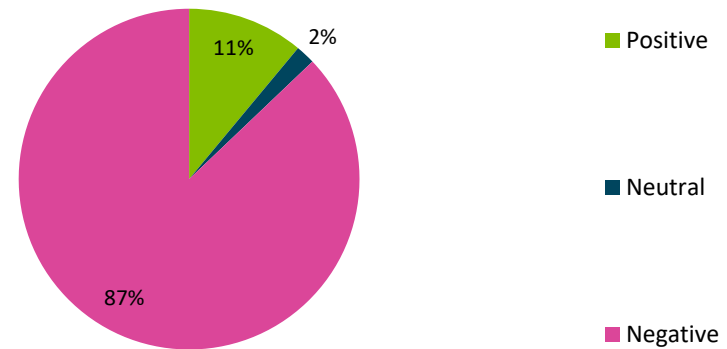
NEL Average is 21% positive, according to feedback

4.1 Departments (1112 issues)

Issues

Positive   Neutral   Negative
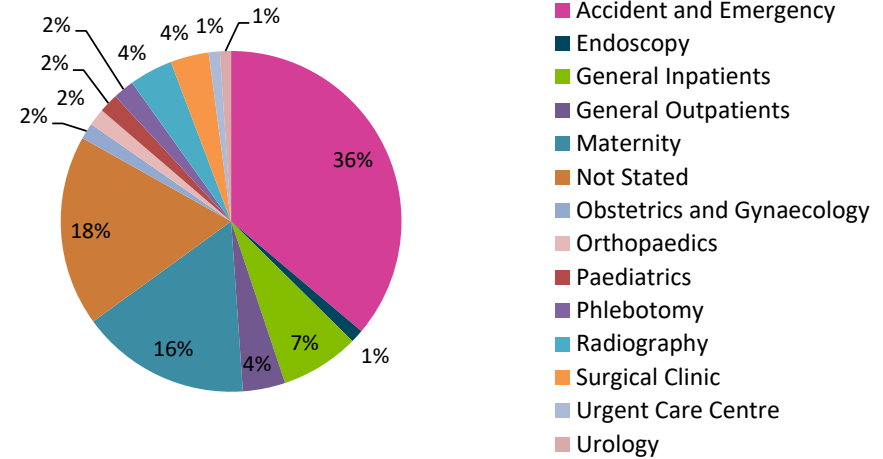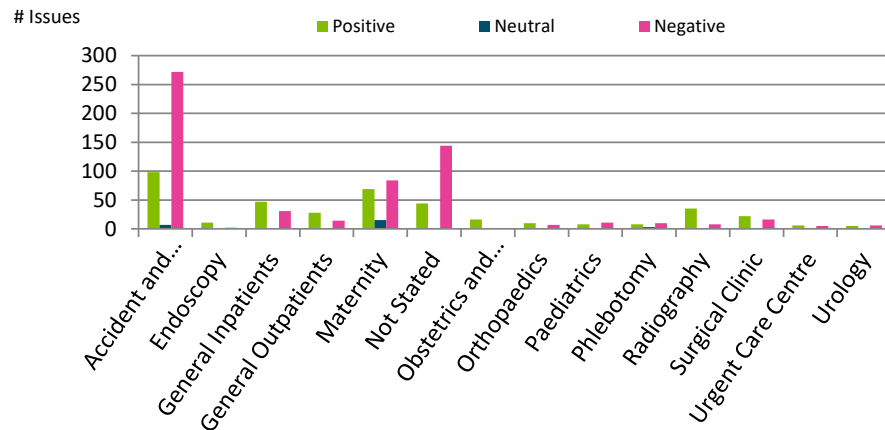
Departments receiving the most comments overall

Pie chart legend:
- Accident and Emergency — 36%
- Endoscopy — 1%
- General Inpatients — 7%
- General Outpatients — 4%
- Maternity — 16%
- Not Stated — 18%
- Obstetrics and Gynaecology — 2%
- Orthopaedics — 2%
- Paediatrics — 2%
- Phlebotomy — 2%
- Radiography — 4%
- Surgical Clinic — 4%
- Urgent Care Centre — 1%
- Urology — 1%

4.2 Breakdown of care pathway locations (more on pages 13-18)

Issues

Positive   Neutral   Negative

Care pathway locations

Pie chart legend:
- Transport — 0%
- Reception — 13%
- Diagnosis/Testing — 8%
- Clinical Treatment — 48%
- Clinical Nursing — 30%
- Discharge — 0%
- Follow On — 1%
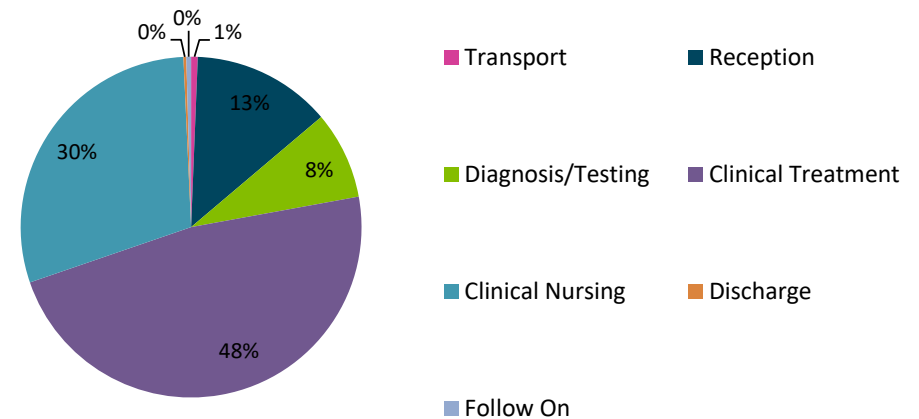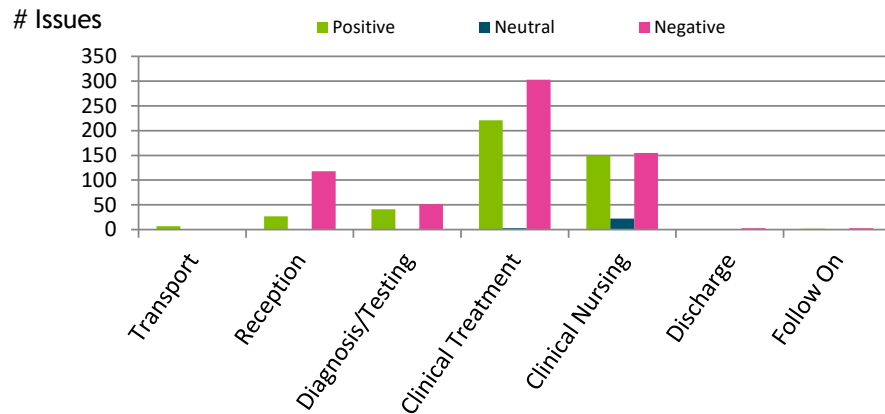
5.1 Trends, U&EC (388 issues from 106 people)

Issues

Legend: Positive — Neutral — Negative

Categories: Advice/Information, Carer Involvement, User Involvement, Administration, Planning, Support, Timing, Nutrition, Quality, Environment/Layout, Hygiene, Staff Attitude, Staffing Levels

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information
- Carer Involvement
- User Involvement
- Administration
- Planning
- Support
- Timing
- Nutrition
- Quality
- Environment/Layout
- Hygiene
- Staff Attitude
- Staffing Levels

Pie chart values: 2%, 2%, 6%, 8%, 3%, 3%, 15%, 23%, 1%, 1%, 16%, 2%, 18%

5.2 Sentiment, U&EC

Issues

Legend: Positive — Neutral — Negative

Sentiment

Pie chart: Positive 27%, Neutral 2%, Negative 71%

7

5.3 Trends, Inpatients (87 issues from 12 people)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart categories: Advice/Information, Carer Involvement, User Involvement, Support, Quality, Environment/Layout, Hazard, Hygiene, Staff Attitude, Staffing Levels

Y-axis: 0, 2, 4, 6, 8, 10, 12, 14

Issues receiving the most comments overall

Pie chart values: 2%, 5%, 6%, 17%, 21%, 22%, 2%, 2%, 2%, 21%

Pie legend:
- ■ Advice/Information
- ■ Carer Involvement
- ■ User Involvement
- ■ Support
- ■ Quality
- ■ Environment/Layout
- ■ Hazard
- ■ Hygiene
- ■ Staff Attitude
- ■ Staffing Levels

5.4 Sentiment, Inpatients

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Y-axis: 0, 10, 20, 30, 40, 50, 60

X-axis: Sentiment

Pie chart values: 64%, 0%, 36%

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

8
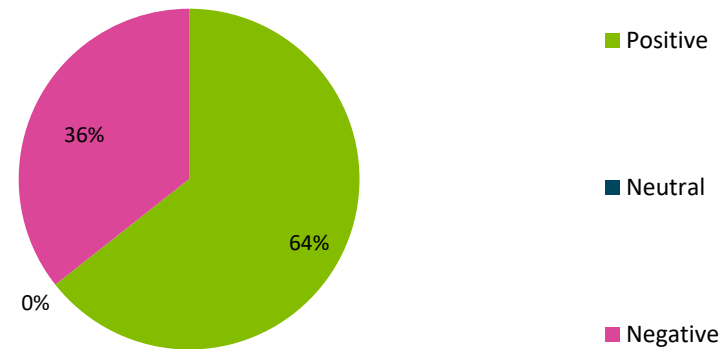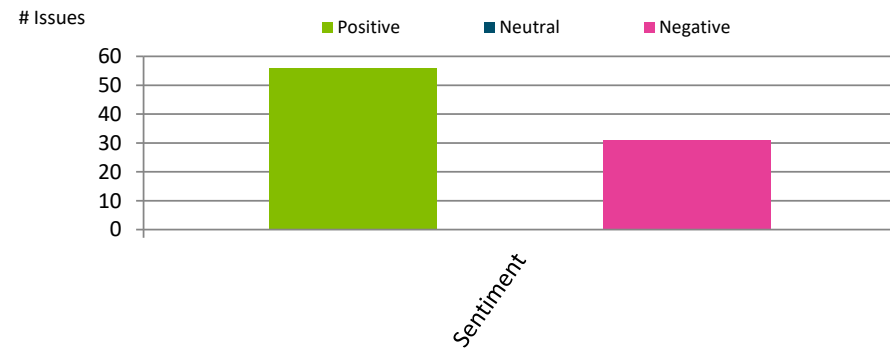
5. Trends: Maternity

5.5 Trends, Maternity (168 issues from 35 people)

Issues

Legend: Positive ■ Neutral ■ Negative

Categories (x-axis): Advice/Information, General Comment, User Involvement, Administration, Admission, Medication, Planning, Support, Timing, Choice, Quality, Environment/Layout, Security/Conduct, Staff Attitude

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information
- General Comment
- User Involvement
- Administration
- Admission
- Medication
- Planning
- Support
- Timing
- Choice
- Quality
- Environment/Layout
- Security/Conduct
- Staff Attitude

Pie chart percentages: 1%, 5%, 15%, 1%, 3%, 4%, 2%, 20%, 3%, 2%, 21%, 1%, 1%, 21%

5.6 Sentiment, Maternity

Issues

Legend: Positive ■ Neutral ■ Negative

x-axis: Sentiment, Maternity

Pie chart:
- Positive 41%
- Neutral 9%
- Negative 50%

5.7 Trends, Oupatients (132 issues from 27 people)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, User Involvement, Administration, Booking, Cancellations, Medication, Opening Times, Planning, Support, Timing, Waiting List, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information — 10%
- User Involvement — 10%
- Administration — 2%
- Booking — 2%
- Cancellations — 2%
- Medication — 2%
- Opening Times — 21%
- Planning — 4%
- Support — 16%
- Timing — 6%
- Waiting List — 6%
- Quality — 17%
- Staff Attitude

5.8 Sentiment, Outpatients

Issues

Legend: Positive, Neutral, Negative

Sentiment

Pie chart:
- Positive — 70%
- Neutral — 0%
- Negative — 30%
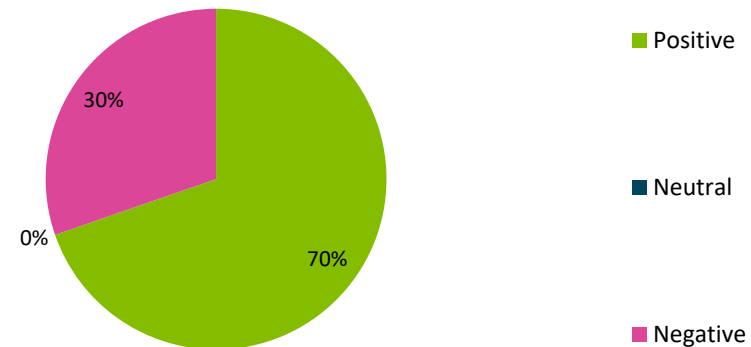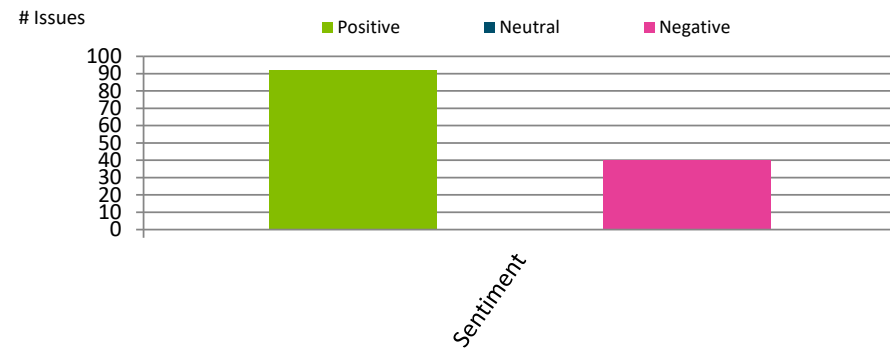
5.9 Trends, Diagnostics (43 issues from 10 people)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Legend:
- ■ Advice/Information
- ■ User Involvement
- ■ Support
- ■ Timing
- ■ Quality
- ■ Staff Attitude

Pie chart values: 6%, 14%, 22%, 22%, 17%, 19%
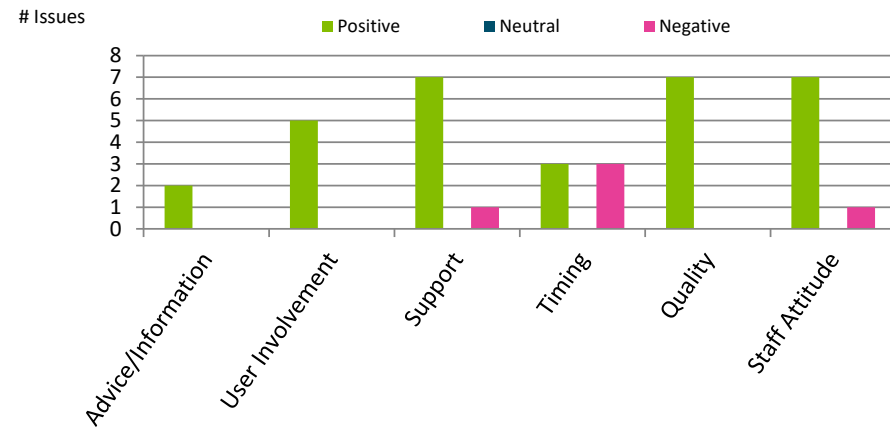
Issues receiving the most comments overall
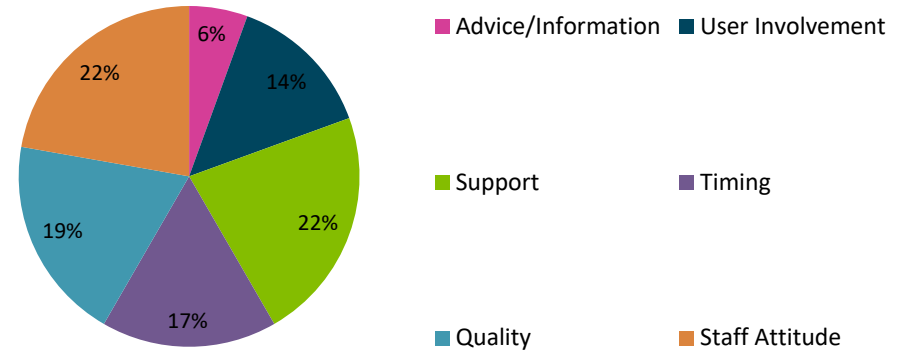
5.14 Sentiment, Diagnostics

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Legend:
- ■ Positive
- ■ Neutral
- ■ Negative

Pie chart values: 19%, 0%, 81%
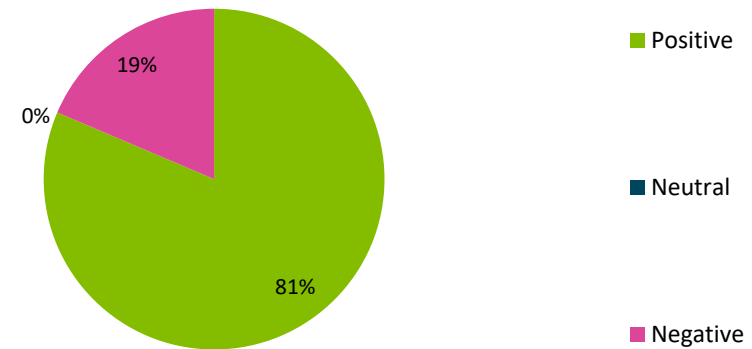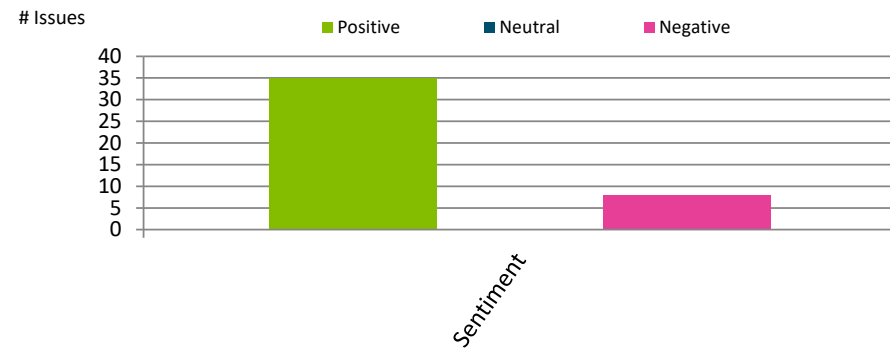
6. Care Pathway: Transport (ability to get to-and-from services)

6.1 Trends, Transport (7 issues)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Chart categories: Advice/Information, Support, Timing, Choice, Cost, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information 15%
- Support 15%
- Timing 14%
- Choice 14%
- Cost 14%
- Quality 14%
- Staff Attitude 14%

6.2 Sentiment, Transport

Issues

Legend: ■ Positive ■ Neutral ■ Negative
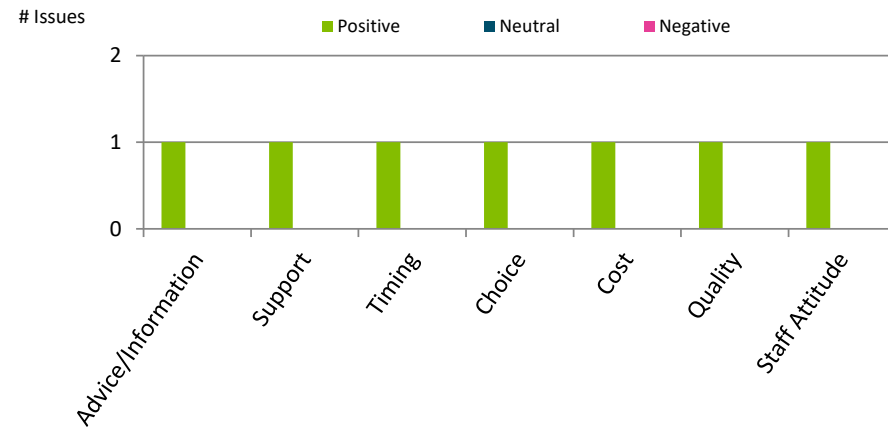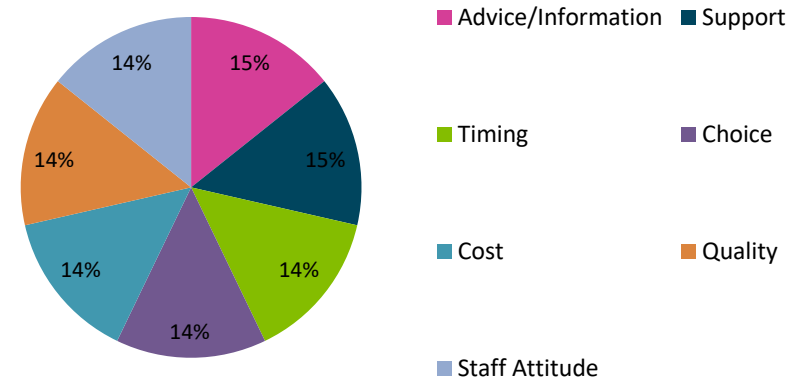
Sentiment, Transport
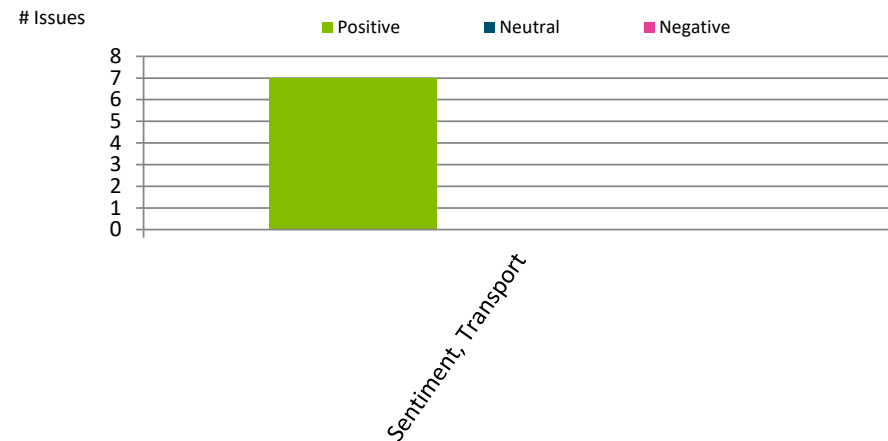
6. Care Pathway: Reception (reception services including back-office)

6.3 Trends, Reception (146 issues)

Issues receiving the most comments overall

Legend:
- Advice/Information
- User Involvement
- Administration
- Data Protection
- Planning
- Support
- Telephone
- Nutrition
- Privacy
- Quality
- Environment/Layout
- Hygiene
- Staff Attitude
- Complaints

Pie chart values: 9%, 4%, 6%, 2%, 13%, 19%, 5%, 1%, 2%, 5%, 5%, 2%, 26%, 1%

6.4 Sentiment, Reception

Sentiment pie chart: Positive 18%, Neutral 1%, Negative 81%
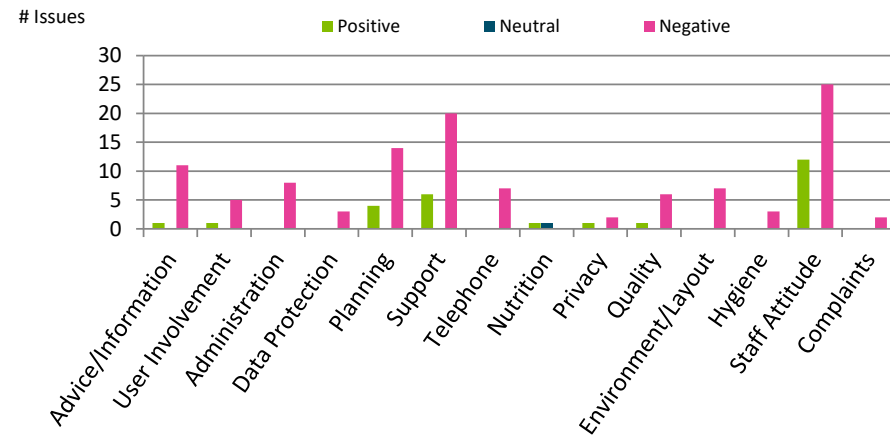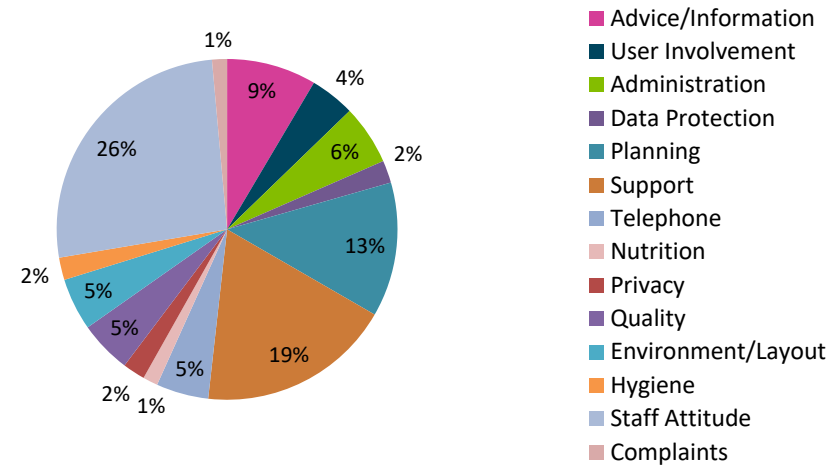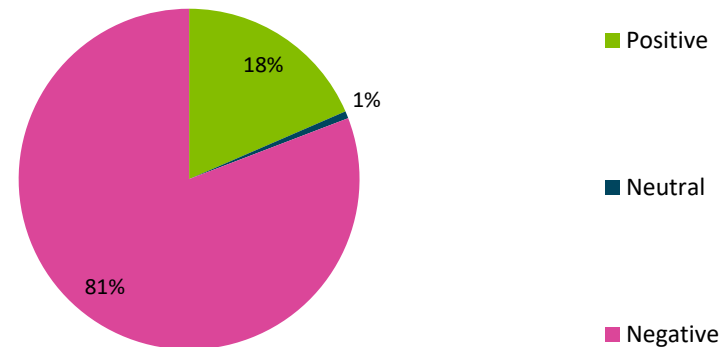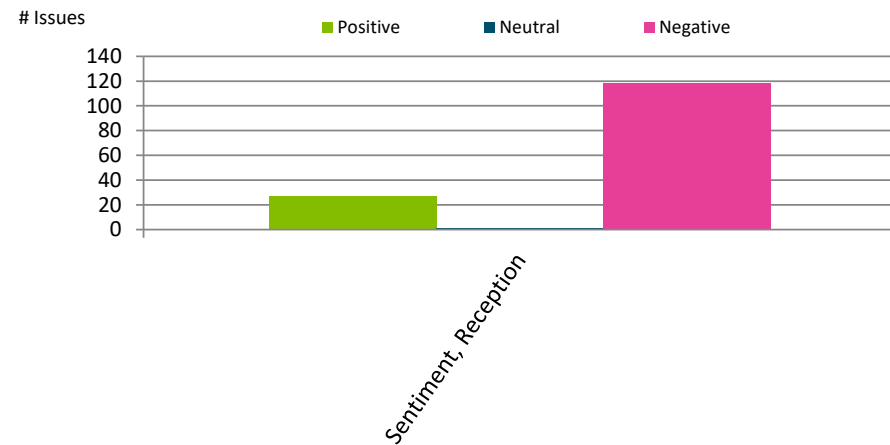
6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)

6.5 Trends, Diagnosis/Testing (92 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories (x-axis): Advice/Information, User Involvement, Administration, Planning, Support, Timing, Quality, Omission, Staff Attitude, Staff Training, Staffing Levels

Issues receiving the most comments overall

Pie chart percentages:
- Advice/Information: 5%
- User Involvement: 10%
- Administration: 4%
- Planning: 2%
- Support: 13%
- Timing: 14%
- Quality: 32%
- Omission: 2%
- Staff Attitude: 14%
- Staff Training: 2%
- Staffing Levels: 2%

Pie chart legend:
- Advice/Information
- User Involvement
- Administration
- Planning
- Support
- Timing
- Quality
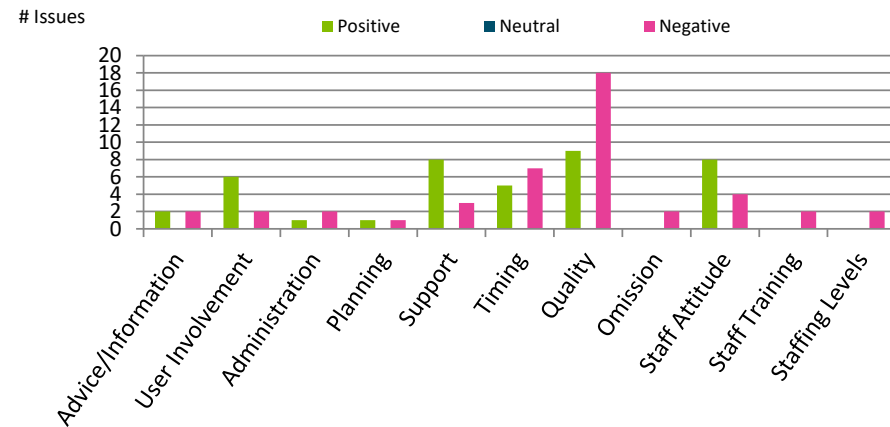- Omission
- Staff Attitude
- Staff Training
- Staffing Levels

6.6 Sentiment, Diagnosis/Testing

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Diagnosis

Pie chart percentages:
- Positive: 45%
- Neutral: 0%
- Negative: 55%

Pie chart legend:
- Positive
- Neutral
- Negative

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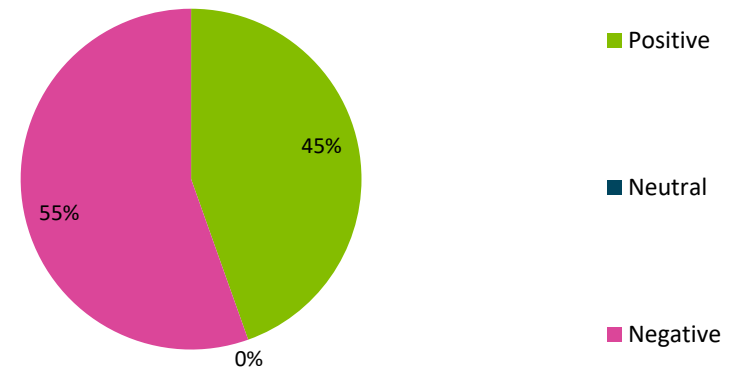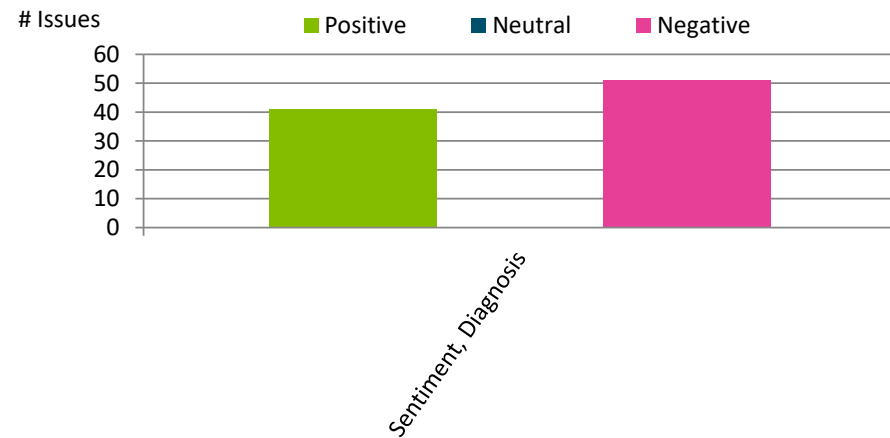
6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

6.7 Trends, Clinical Treatment (527 issues)

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Booking, Cancellations, Medication, Support, Timing, Waiting List, Nutrition, Quality, Environment/Layout, Staff Attitude, Staffing Levels

Issues receiving the most comments overall

Pie chart values: 6%, 2%, 6%, 8%, 1%, 1%, 1%, 14%, 22%, 2%, 1%, 16%, 2%, 17%, 1%
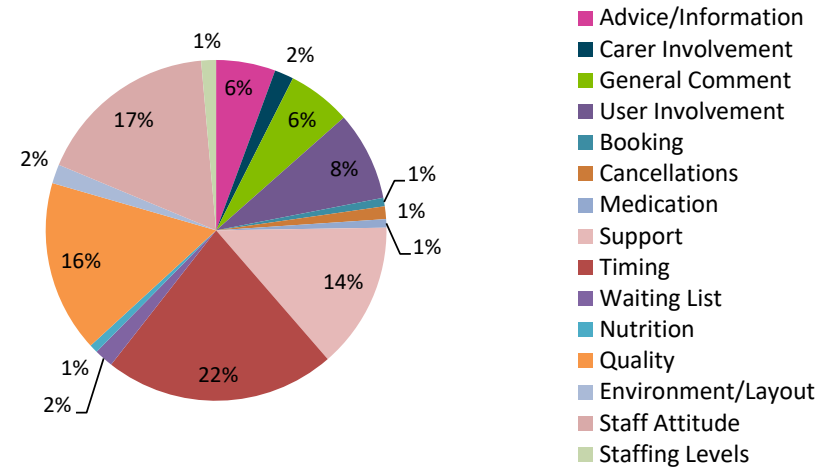
Legend:
- Advice/Information
- Carer Involvement
- General Comment
- User Involvement
- Booking
- Cancellations
- Medication
- Support
- Timing
- Waiting List
- Nutrition
- Quality
- Environment/Layout
- Staff Attitude
- Staffing Levels

6.8 Sentiment, Clinical Treatment

Issues

Legend: Positive, Neutral, Negative

Sentiment, Treatment

Pie chart: 42% Positive, 1% Neutral, 57% Negative

Legend:
- Positive
- Neutral
- Negative

15
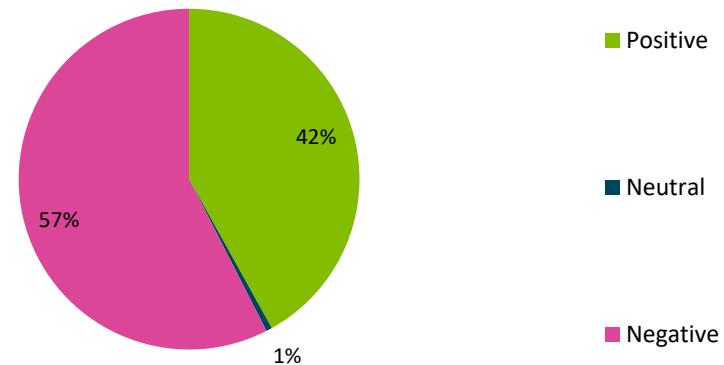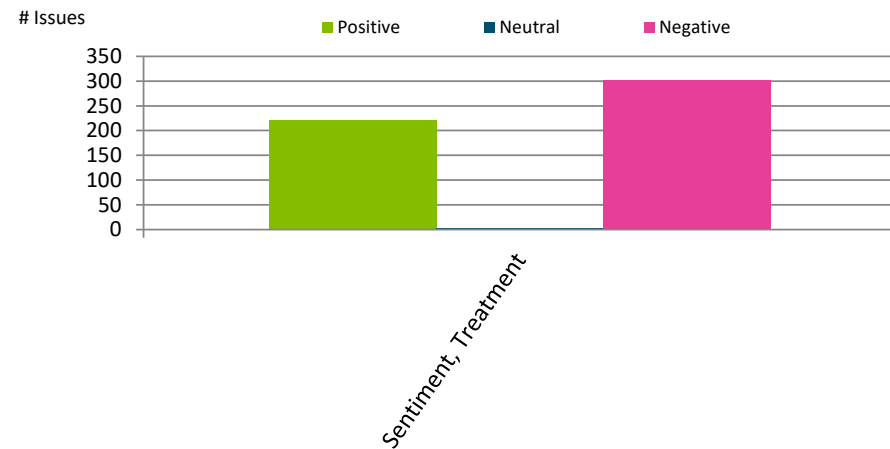
6. Care Pathway: Clinical Nursing (care provided by trained nurses)

6.9 Trends, Clinical Nursing (327 issues)

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Carer Involvement, User Involvement, Admission, Medication, Planning, Support, Timing, Nutrition, Quality, Environment/Layout, Staff Attitude, Staffing Levels

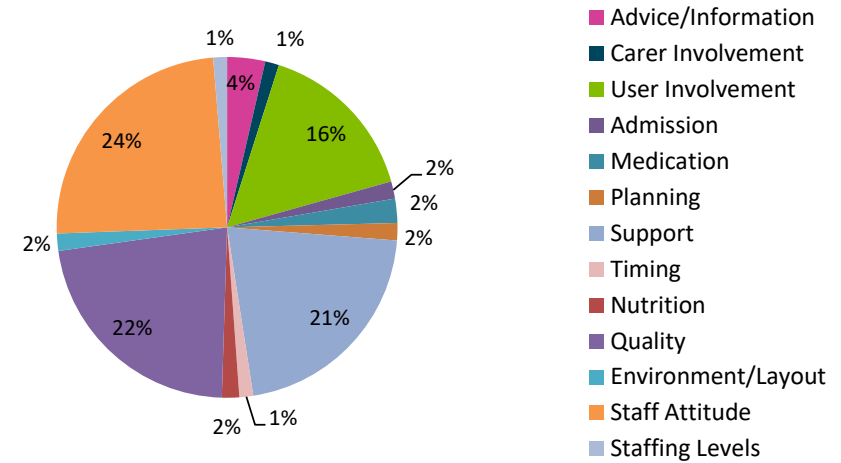*Issues receiving the most comments overall*

Pie chart:
- Advice/Information — 4%
- Carer Involvement — 1%
- User Involvement — 16%
- Admission — 22%
- Medication — 2%
- Planning — 2%
- Support — 21%
- Timing — 1%
- Nutrition — 2%
- Quality — 2%
- Environment/Layout — 2%
- Staff Attitude — 24%
- Staffing Levels — 1%

6.10 Sentiment, Clinical Nursing

Issues

Legend: Positive, Neutral, Negative

Sentiment, Nursing...

Pie chart:
- Positive — 46%
- Neutral — 7%
- Negative — 47%

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

6.11 Trends, Discharge (3 issues)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

- Medication: 1 (Negative)
- Planning: 1 (Negative)
- Timing: 1 (Negative)

Issues receiving the most comments overall

Pie chart:
- Medication 34%
- Planning 33%
- Timing 33%

Legend: ■ Medication ■ Planning ■ Timing

6.12 Sentiment, Discharge

Issues

Legend: ■ Positive ■ Neutral ■ Negative
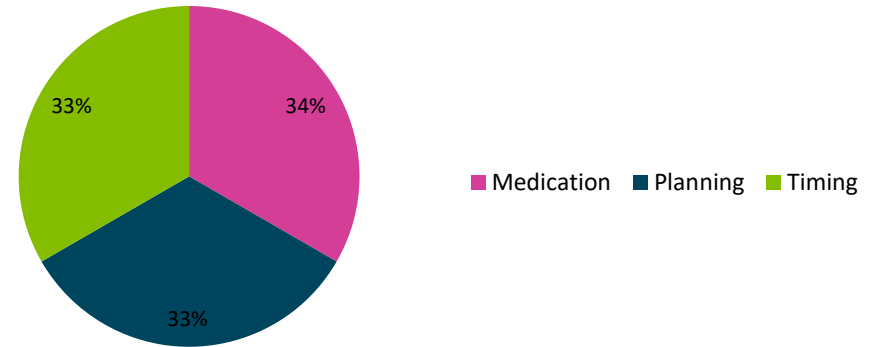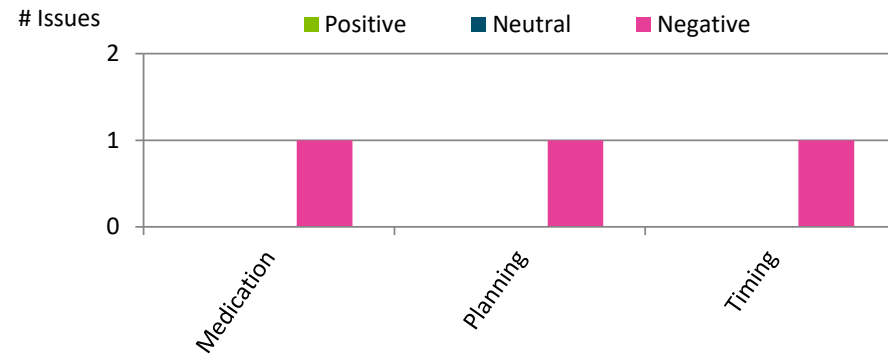
- Sentiment, Discharge: 3 (Negative)
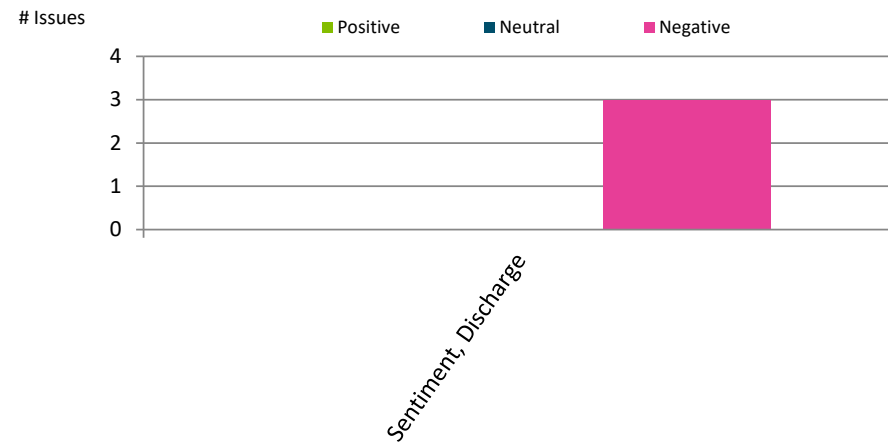
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

6.13 Trends, Follow On (5 issues)
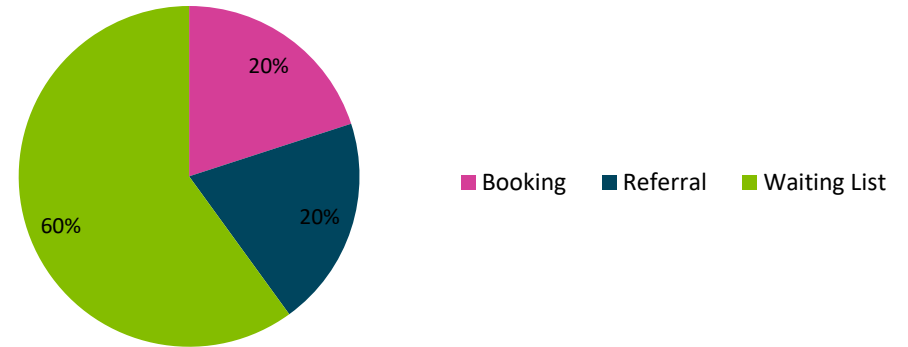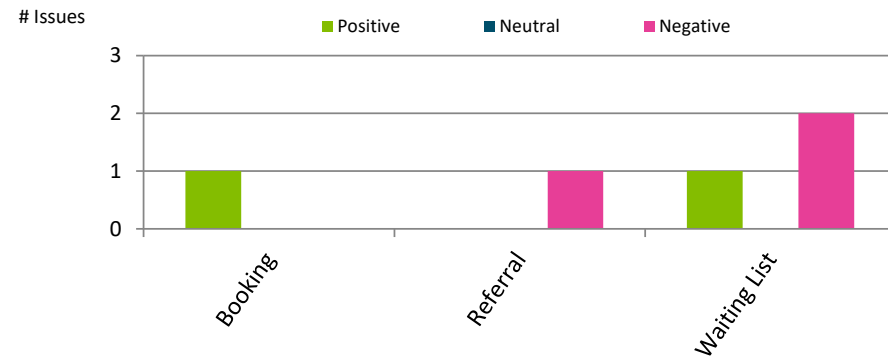
Issues
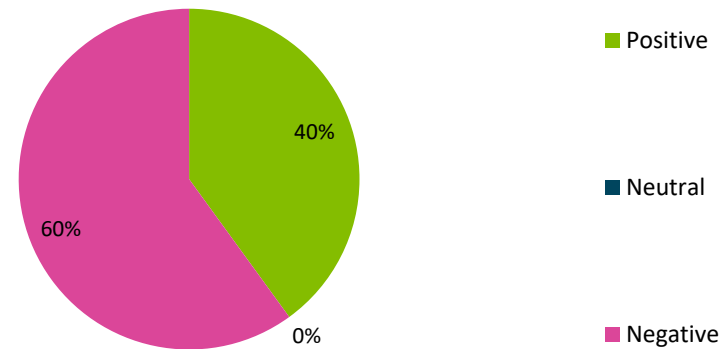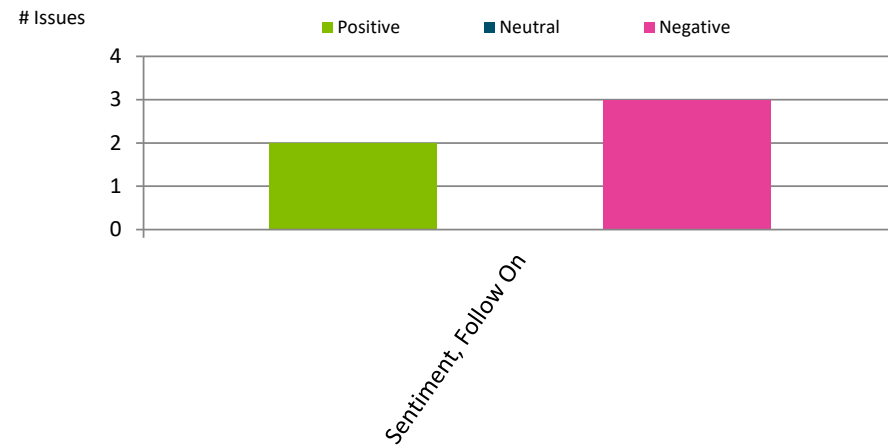
Legend: Positive, Neutral, Negative

Category	# Issues
Booking	1 (Positive)
Referral	1 (Negative)
Waiting List	1 (Positive), 2 (Negative)

Issues receiving the most comments overall

Pie chart:
- Booking: 20%
- Referral: 20%
- Waiting List: 60%

6.14 Sentiment, Follow On

Issues

Legend: Positive, Neutral, Negative

	# Issues
Positive	2
Negative	3

Pie chart (Sentiment, Follow On):
- Positive: 40%
- Neutral: 0%
- Negative: 60%

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7. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
			# Issues			
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	27	0	30	57
	Carer Involvement	*Involvement of carers, friends or family members.*	6	0	8	14
	General Comment	*A generalised statement (ie; "The doctor was good.")*	11	0	23	34
	User Involvement	*Involvement of the service user.*	57	0	48	105
Systems	Administration	*Administrative processes and delivery.*	1	1	15	17
	Admission	*Physical admission to a hospital ward, or other service.*	0	1	6	7
	Booking	*Ability to book, reschedule or cancel appointments.*	2	0	3	5
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	6	6
	Data Protection	*General data protection (including GDPR).*	0	0	3	3
	Referral	*Referral to a service.*	0	0	2	2
	Medical Records	*Management of medical records.*	0	1	1	2
	Medication	*Prescription and management of medicines.*	2	0	11	13
	Opening Times	*Opening times of a service.*	2	0	0	2
	Planning	*Leadership and general organisation.*	7	0	19	26
	Registration	*Ability to register for a service.*	0	0	2	2
	Support	*Levels of support provided.*	89	6	78	173
	Telephone	*Ability to contact a service by telephone.*	0	0	8	8
	Timing	*Physical timing (ie; length of wait at appointments).*	14	2	111	127
	Waiting List	*Length of wait while on a list.*	2	0	11	13
Values	Choice	*General choice.*	1	1	3	5
	Cost	*General cost.*	1	0	2	3
	Language	*Language, including terminology.*	0	0	0	0
	Nutrition	*Provision of sustainance.*	4	1	6	11
	Privacy	*Privacy, personal space and property.*	1	0	3	4
	Quality	*General quality of a service, or staff.*	99	6	80	185
	Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
	Stimulation	*General stimulation, including access to activities.*	0	0	1	1

7. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
			# Issues			
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	0	0	1	1
	Environment/Layout	*Physical environment of a service.*	8	0	13	21
	Equipment	*General equipment issues.*	1	0	1	2
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	6	6
	Hygiene	*Levels of hygiene and general cleanliness.*	3	0	5	8
	Mobility	*Physical mobility to, from and within services.*	0	0	1	1
	Travel/Parking	*Ability to travel or park.*	2	0	1	3
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	5	5
	Security/Conduct	*General security of a service, including conduct of staff.*	1	0	6	7
	Staff Attitude	*Attitude, compassion and empathy of staff.*	112	7	92	211
	Complaints	*Ability to log and resolve a complaint.*	0	0	2	2
	Staff Training	*Training of staff.*	0	0	7	7
	Staffing Levels	*General availability of staff.*	0	0	13	13
	Total:		**453**	**26**	**633**	**1112**

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