The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Waltham Forest, 27 April 2022

CommunityInsight

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 and community services in Waltham Forest.

Reporting Period: 1 January 2022 - 31 March 2022

healthwatch
Waltham Forest

Index and overview of findings

439

Data Source

This report is based on the experience of 439 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.

56%

Overall Satisfaction

Satisfaction has declined by 2% this quarter, standing at 56% positive, 43% negative and 1% 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.

67%

Information, Involvement and Support

Satisfaction has declined by 3% this quarter, standing at 67% positive, 32% negative and 1% neutral.

Complaints are up by 8% on user involvement, by 2% on support, and marginally by 1% on communication. More on page 5.

69%

Quality and Empathy

Satisfaction has declined by 5% this quarter, standing at 69% positive, 29% negative and 2% neutral.

Complaints about staff attitude and quality have increased by 4%, feedback suggests. *More on page 5.*

22%

Access to Services

Satisfaction has improved by 2 this quarter, standing at 22% positive, 77% negative and 1% neutral.

Complaints about booking and telephone access are down by 2%, while increasing by 5% on waiting times. 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.

"There was an error with my medication but the reception staff sorted it out straight away. I was very impressed."

201

GP Services

Satisfaction is at 31% positive, 68% negative and 1% neutral, according to feedback.

201 people comment on GP services. Comments suggest people would like greater levels of support, empathy, communication and involvement. Access related trends are clearly negative overall, this includes on booking processes, telephone access, administration and waiting lists. More on page 9.

193

Dentists

Comments suggest satisfaction is at 85% positive and 15% negative.

193 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.

45

Whipps Cross University Hospital

Satisfaction is 46% positive, 51% negative and 3% neutral, comments suggest.
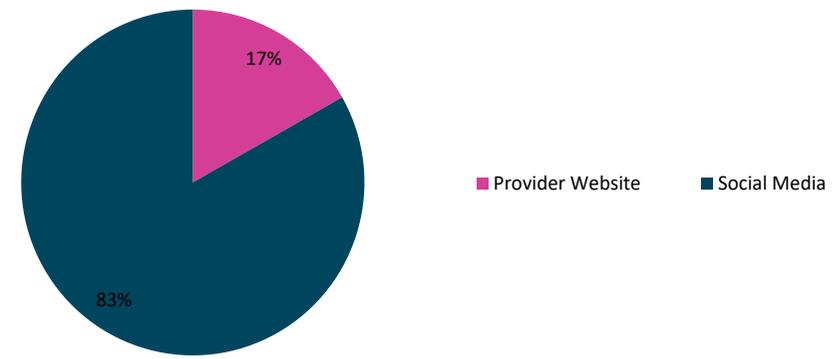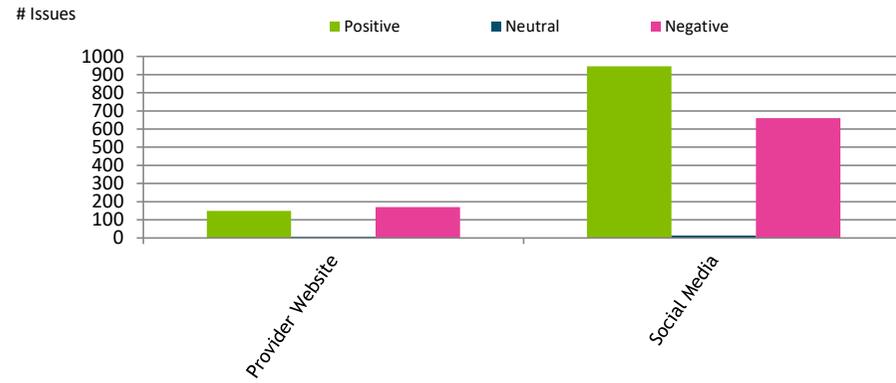
45 people comment this quarter. While levels of involvement are complimented, people would like greater levels of empathy, support and communication, plus shorter waiting times. More on page 11.

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.

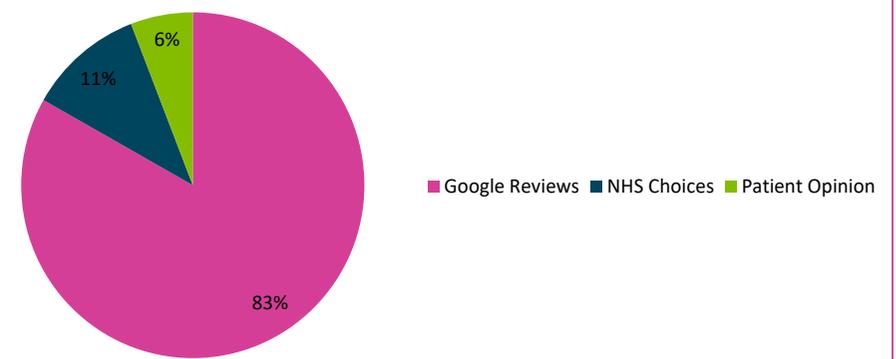# 1. Data Source: Where did we collect the feedback?

1.1 Source: 1946 issues from 439 people

Issues

Legend: Positive ■ Neutral ■ Negative

Sources providing the most comments overall

Pie chart legend: ■ Provider Website ■ Social Media

- 17%
- 83%

1.2 Origin

Issues

Legend: ■ Positive ■ Neutral ■ Negative
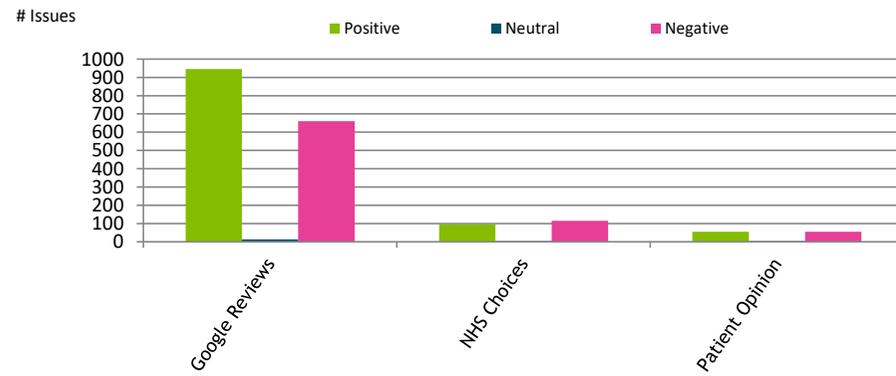
Origins providing the most comments overall

Pie chart legend: ■ Google Reviews ■ NHS Choices ■ Patient Opinion

- 6%
- 11%
- 83%

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

2.1 Top Trends: 1946 issues from 439 people

Issues

Legend: ■ Positive ■ Neutral ■ Negative

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

Pie chart legend: Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Booking, Medication, Support, Telephone, Timing, Waiting List, Quality, Staff Attitude

Pie percentages: 6%, 1%, 2%, 8%, 3%, 6%, 1%, 17%, 3%, 2%, 6%, 18%, 27%

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

2.2 Stated medical conditions

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart categories: Alzheimers, Children's Health, COVID-19 (General), Dentistry, Digital and Online, Ear Health/Hearing, Eye Health, General Health, Mental Health, Reproductive Health

Pie chart legend: Alzheimers, Children's Health, COVID-19 (General), Dentistry, Digital and Online, Ear Health/Hearing, Eye Health, General Health, Mental Health, Reproductive Health

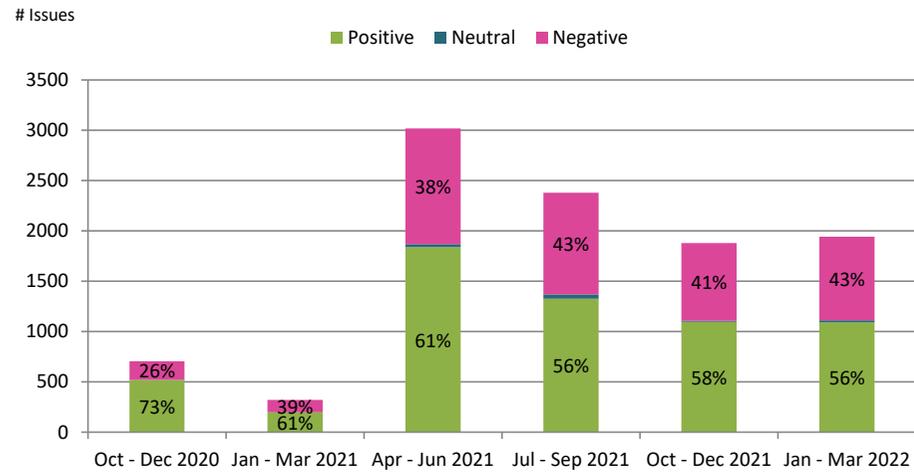Pie percentages: 1%, 1%, 1%, 1%, 3%, 44%, 44%, 2%, 1%, 2%
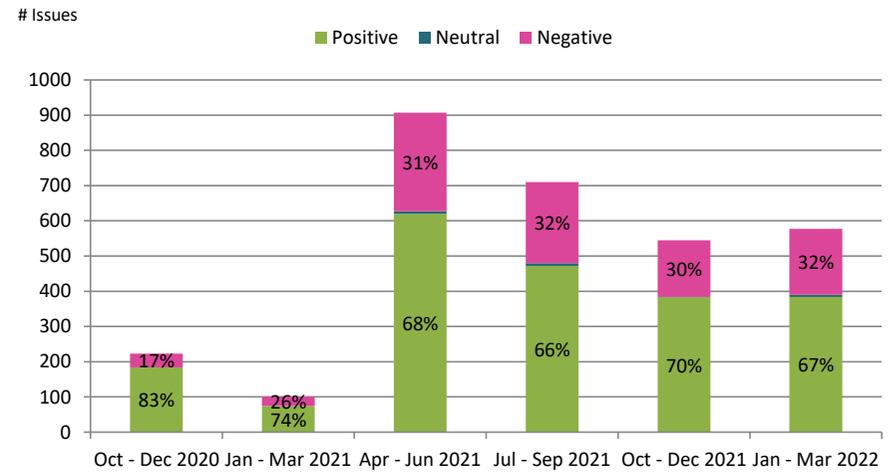
Medical conditions receiving the most comments overall

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

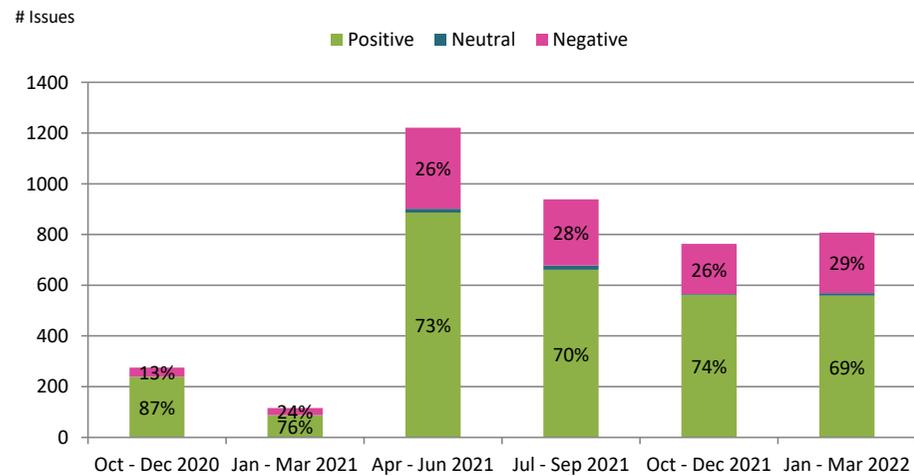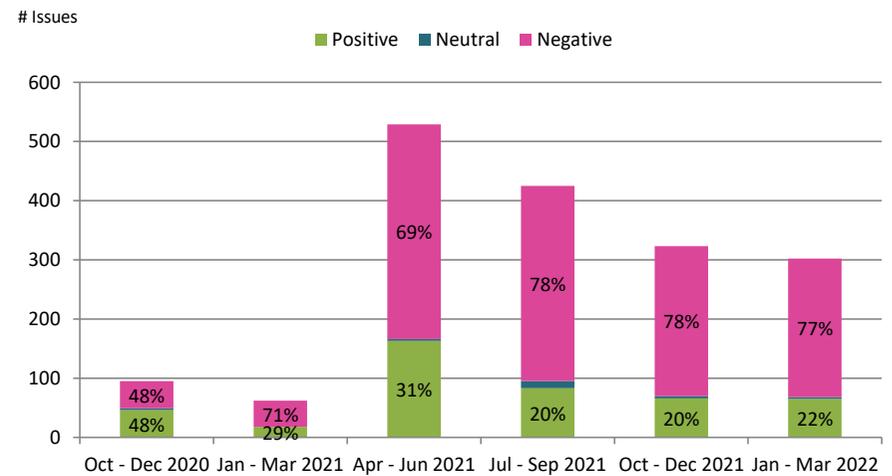### 3.1 How do people feel about services overall?

Issues

Legend: Positive ■ Neutral ■ Negative

	Oct - Dec 2020	Jan - Mar 2021	Apr - Jun 2021	Jul - Sep 2021	Oct - Dec 2021	Jan - Mar 2022
Negative	26%	39%	38%	43%	41%	43%
Positive	73%	61%	61%	56%	58%	56%

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

Issues

Legend: Positive ■ Neutral ■ Negative

	Oct - Dec 2020	Jan - Mar 2021	Apr - Jun 2021	Jul - Sep 2021	Oct - Dec 2021	Jan - Mar 2022
Negative	17%	26%	31%	32%	30%	32%
Positive	83%	74%	68%	66%	70%	67%

3.3 How do people feel about general quality and empathy?

Issues

Legend: Positive ■ Neutral ■ Negative

	Oct - Dec 2020	Jan - Mar 2021	Apr - Jun 2021	Jul - Sep 2021	Oct - Dec 2021	Jan - Mar 2022
Negative	13%	24%	26%	28%	26%	29%
Positive	87%	76%	73%	70%	74%	69%

3.4 How do people feel about access to services?

Issues

Legend: Positive ■ Neutral ■ Negative

	Oct - Dec 2020	Jan - Mar 2021	Apr - Jun 2021	Jul - Sep 2021	Oct - Dec 2021	Jan - Mar 2022
Negative	48%	71%	69%	78%	78%	77%
Positive	48%	29%	31%	20%	20%	22%

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

4.1 Service Sector

Issues

Legend: Positive | Neutral | Negative
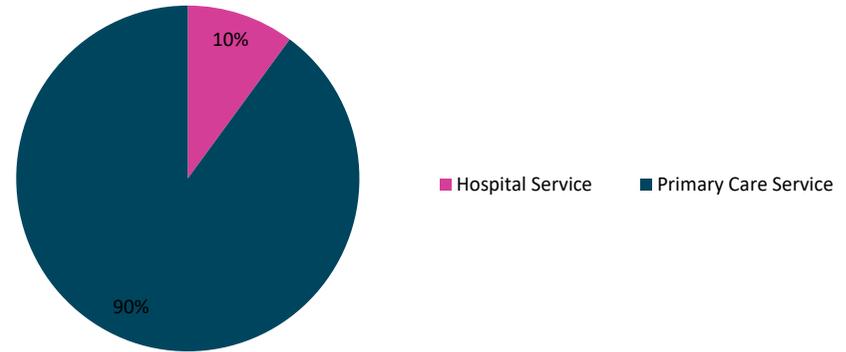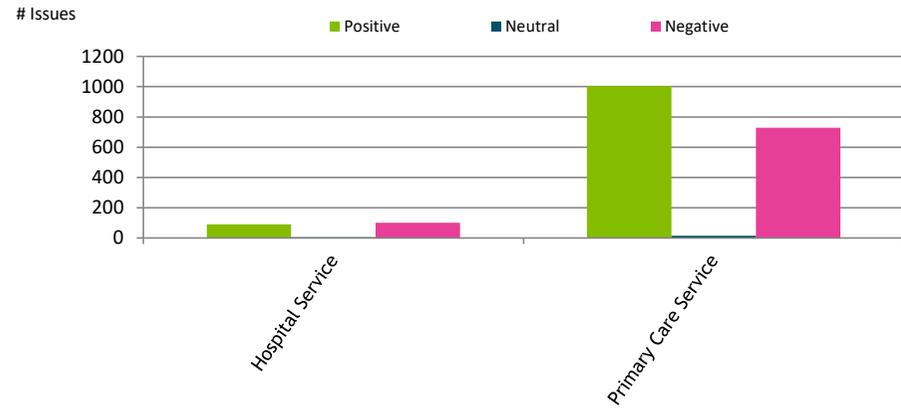
Service sectors receiving the most comments overall

Legend: Hospital Service | Primary Care Service

- 10% (Hospital Service)
- 90% (Primary Care Service)

4.2 Service Type

Issues

Legend: Positive | Neutral | Negative
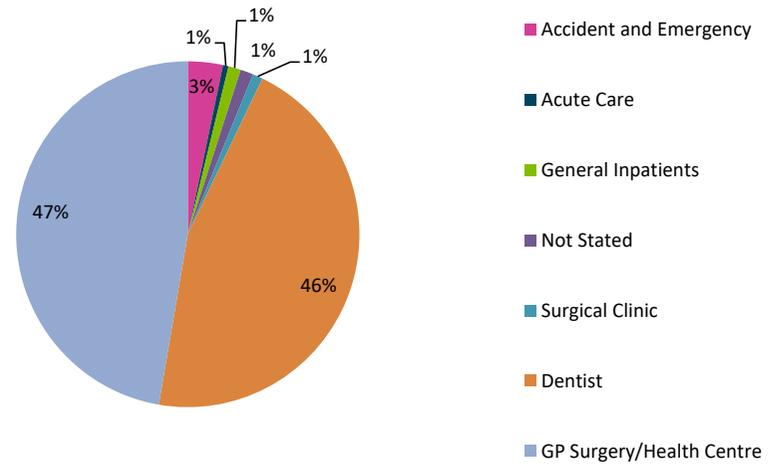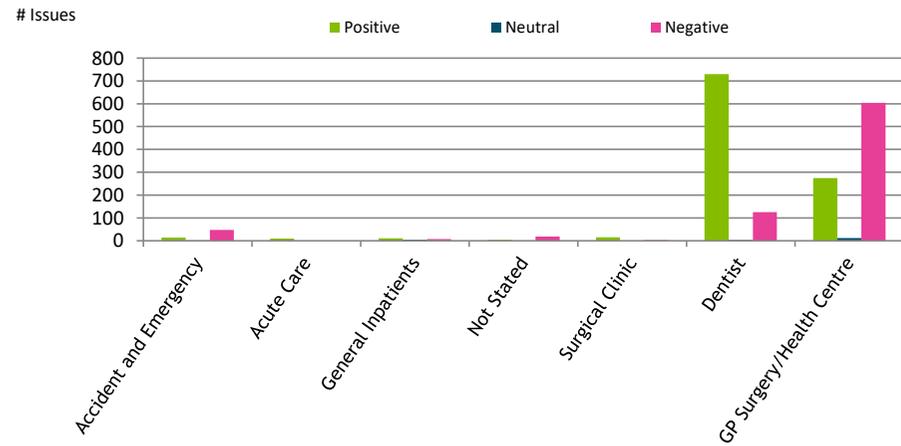
Service type receiving the most comments overall

Legend:
- Accident and Emergency
- Acute Care
- General Inpatients
- Not Stated
- Surgical Clinic
- Dentist
- GP Surgery/Health Centre

Pie values: 3%, 1%, 1%, 1%, 1%, 46%, 47%

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

4.3 Services

Issues

Legend: Positive | Neutral | Negative
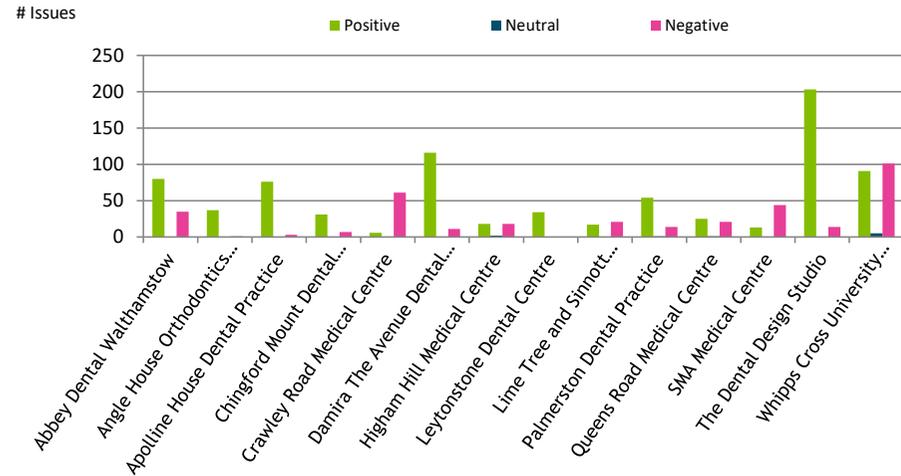
Services receiving the most comments overall

Pie chart legend:
- Abbey Dental Walthamstow
- Angle House Orthodontics Chingford
- Apolline House Dental Practice
- Chingford Mount Dental Practice
- Crawley Road Medical Centre
- Damira The Avenue Dental Practice
- Higham Hill Medical Centre
- Leytonstone Dental Centre
- Lime Tree and Sinnott Healthcare
- Palmerston Dental Practice
- Queens Road Medical Centre
- SMA Medical Centre
- The Dental Design Studio
- Whipps Cross University Hospital

Pie chart values: 10%, 3%, 7%, 3%, 6%, 11%, 3%, 3%, 3%, 6%, 4%, 5%, 19%, 17%

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%, 1%, 0%, 5%, 26%, 3%, 65%
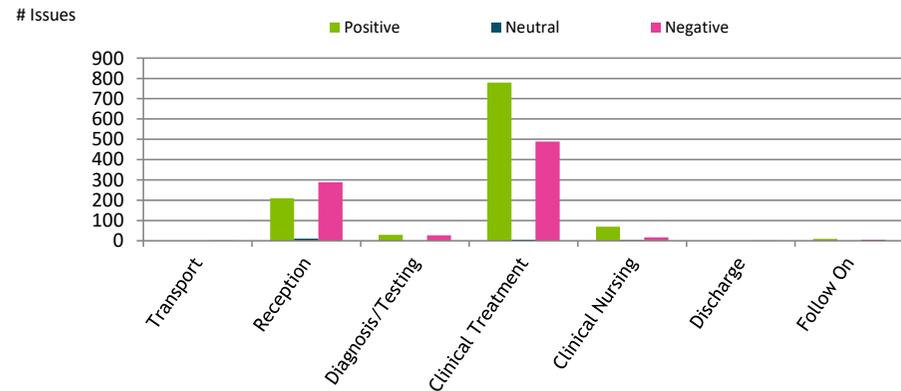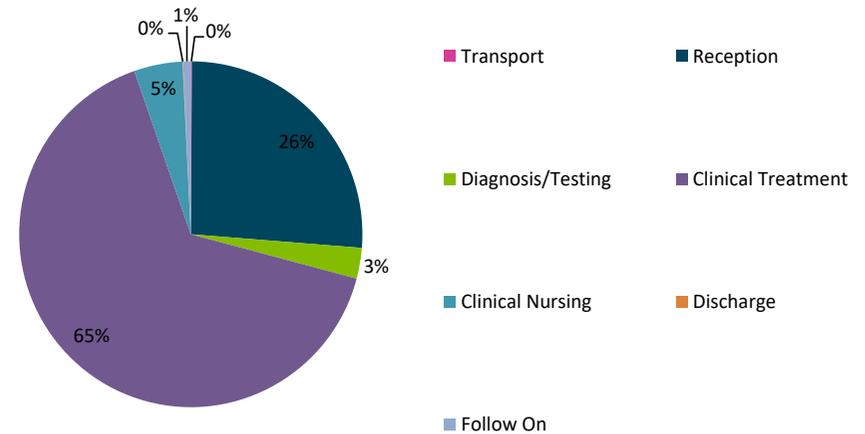
5.1 Trends, GP Services: 891 issues from 201 people

Issues

Legend: Positive, Neutral, Negative

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

Issues receiving the most comments overall

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

Pie values: 2%, 4%, 6%, 5%, 10%, 1%, 2%, 16%, 5%, 2%, 9%, 1%, 14%, 23%

5.2 Sentiment, GP Services

Issues

Sentiment, GP Services

Legend: Positive, Neutral, Negative

Pie values: Positive 31%, Neutral 1%, Negative 68%

5.3 Trends, Dentists: 858 issues from 193 people

Issues

Legend: Positive, Neutral, Negative

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

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

Pie chart:
- Advice/Information: 7%
- General Comment: 3%
- User Involvement: 10%
- Booking: 4%
- Support: 18%
- Waiting List: 4%
- Cost: 1%
- Quality: 22%
- Staff Attitude: 31%
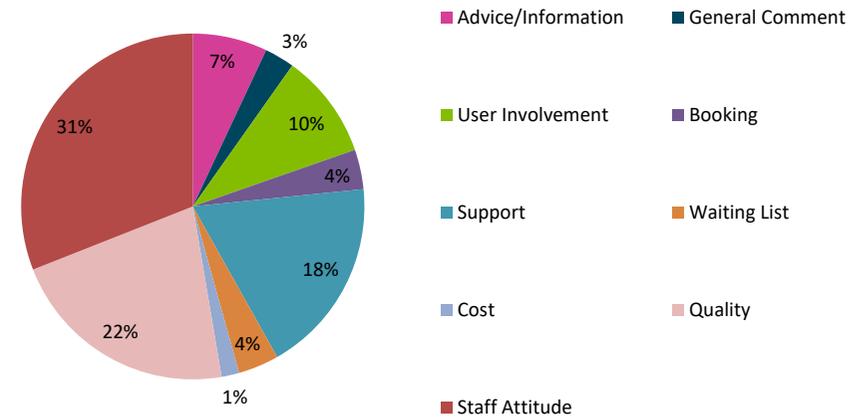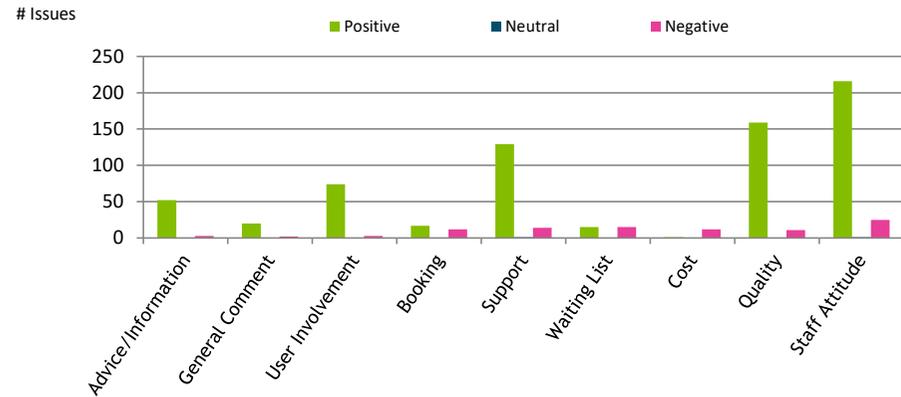
Issues receiving the most comments overall

5.4 Sentiment, Dentists

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Dentists
y-axis: 0, 100, 200, 300, 400, 500, 600, 700, 800

Pie chart:
- Positive: 85%
- Neutral: 0%
- Negative: 15%
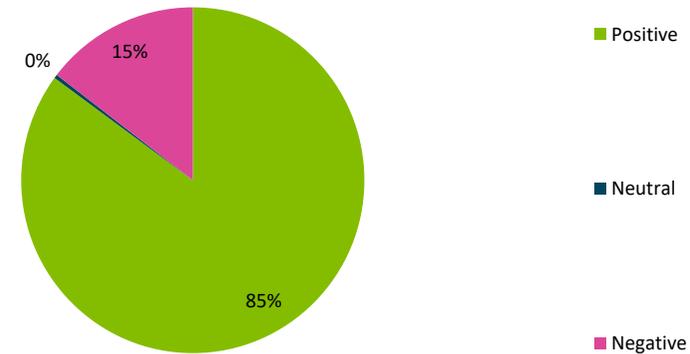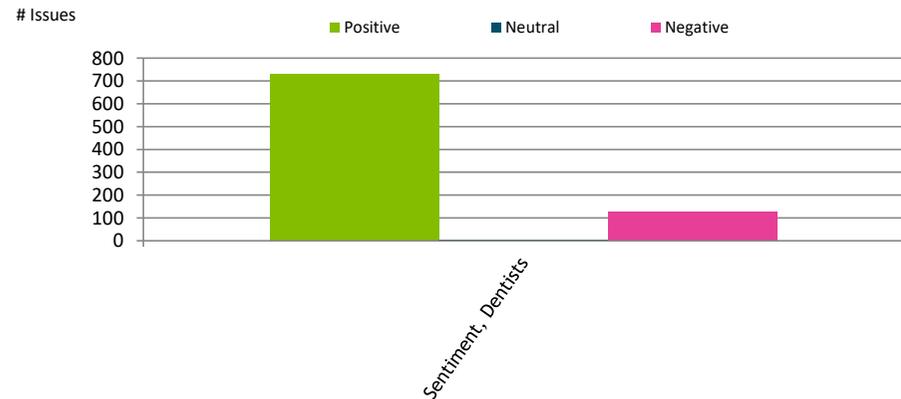
5.5 Trends, Whipps Cross University Hospital: 197 issues from 45 people

Issues

Legend: Positive, Neutral, Negative

Issues receiving the most comments overall

Pie chart legend: Advice/Information, Carer Involvement, User Involvement, Planning, Support, Timing, Waiting List, Quality, Staff Attitude

Pie chart values: 8%, 3%, 11%, 4%, 21%, 6%, 2%, 22%, 23%
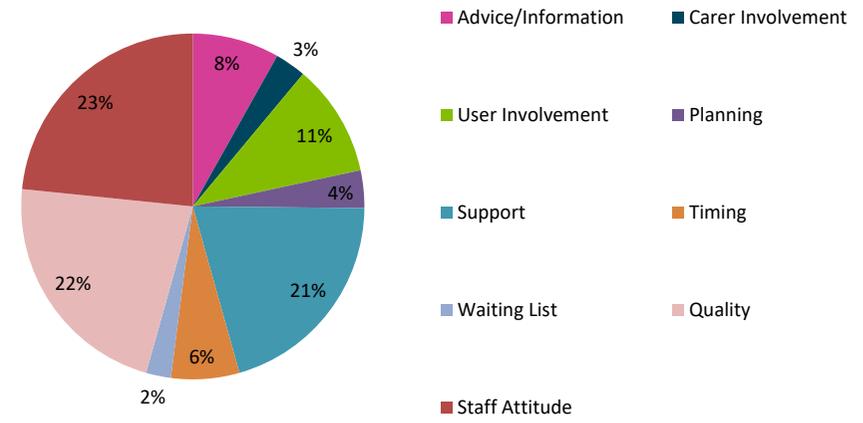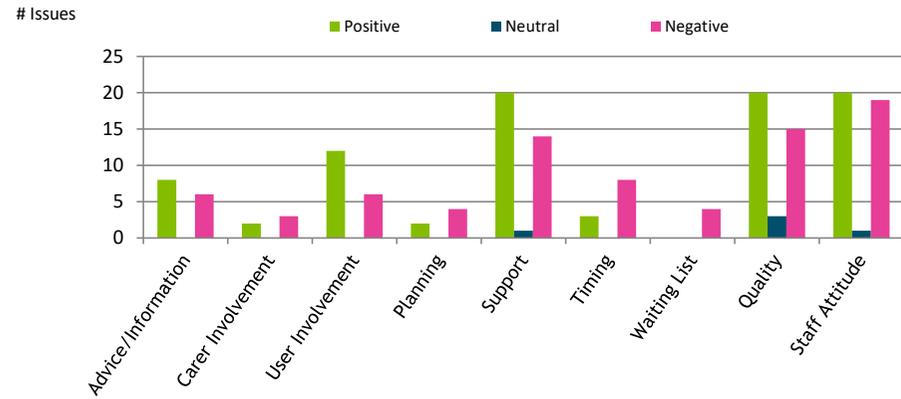
5.6 Sentiment, Whipps Cross University Hospital

Issues

Legend: Positive, Neutral, Negative

Sentiment, NPH

Pie chart legend: Positive, Neutral, Negative

Pie chart values: 46%, 3%, 51%
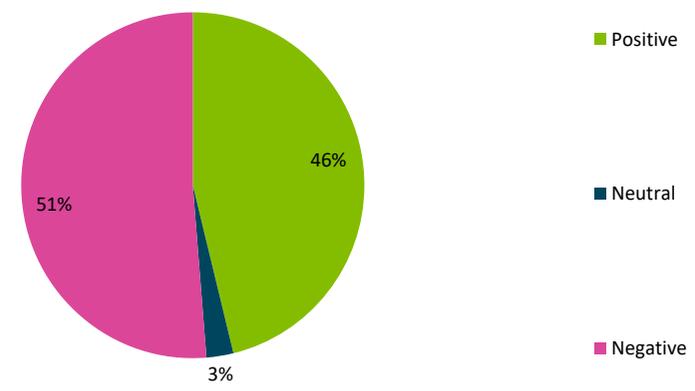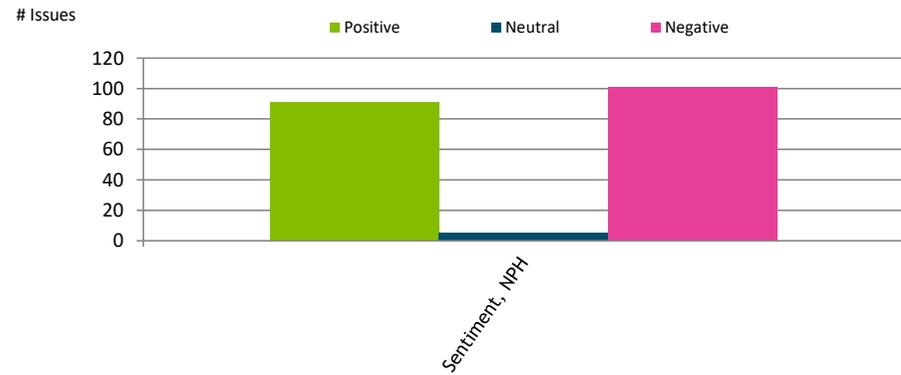
6. Care Pathway: Transport (ability to get to-and-from services)

6.1 Trends, Transport (2 issues)

Issues

■ Positive ■ Neutral ■ Negative

Issues receiving the most comments overall

■ Planning ■ Cost

6.2 Sentiment, Transport

Issues

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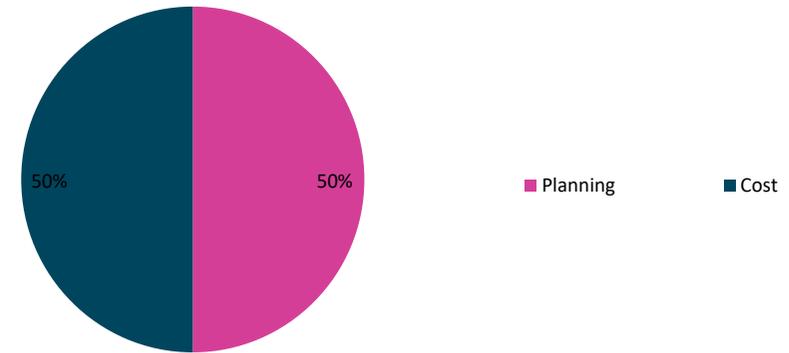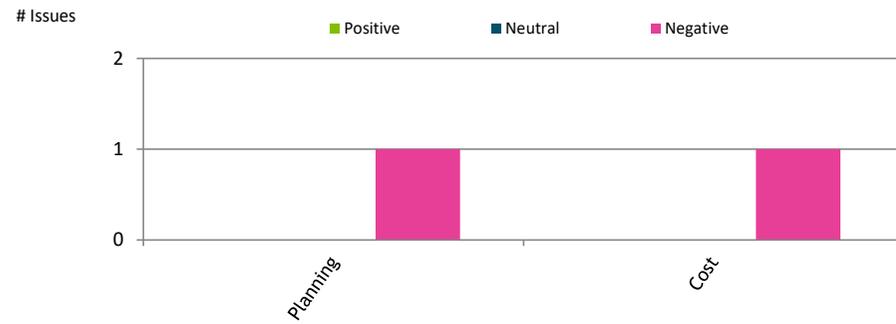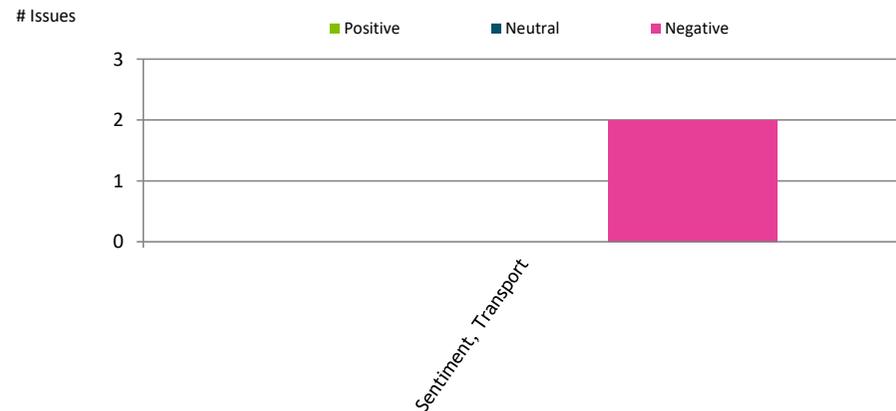
6. Care Pathway: Reception (reception services including back-office)

6.3 Trends, Reception (509 issues)

Issues

Legend: Positive, Neutral, Negative

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

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information
- User Involvement
- Administration
- Booking
- Medication
- Planning
- Support
- Telephone
- Quality
- Staff Attitude

Pie chart values: 2%, 4%, 8%, 3%, 2%, 2%, 21%, 9%, 9%, 40%

6.4 Sentiment, Reception

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Reception

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

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

6.5 Trends, Diagnosis/Testing (56 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, User Involvement, Administration, Referral, Planning, Support, Timing, Quality, Staff Attitude

Pie chart:
- Advice/Information 7%
- User Involvement 2%
- Administration 11%
- Referral 3%
- Planning 2%
- Support 11%
- Timing 5%
- Quality 48%
- Staff Attitude 11%
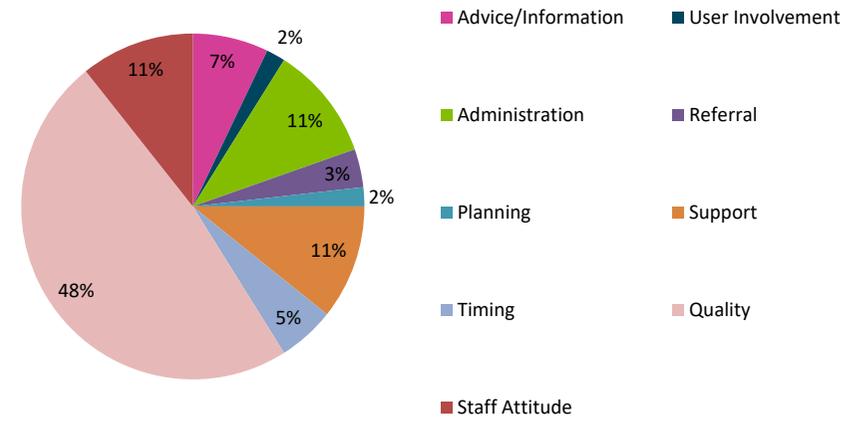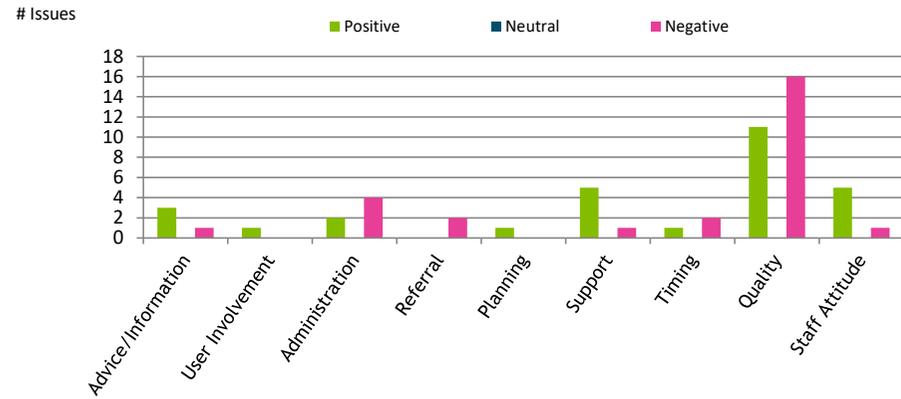
Issues receiving the most comments overall

6.6 Sentiment, Diagnosis/Testing

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Diagnosis

Pie chart:
- Positive 52%
- Neutral 0%
- Negative 48%
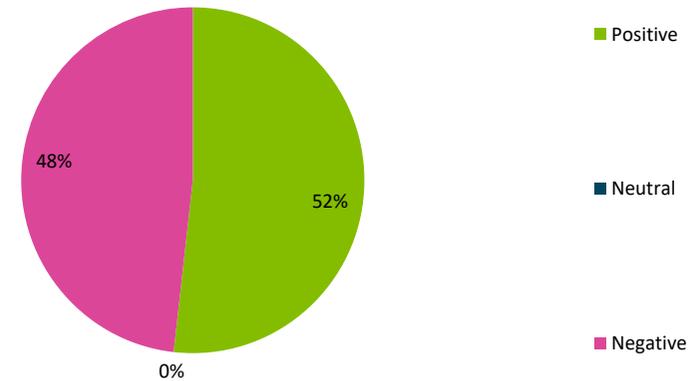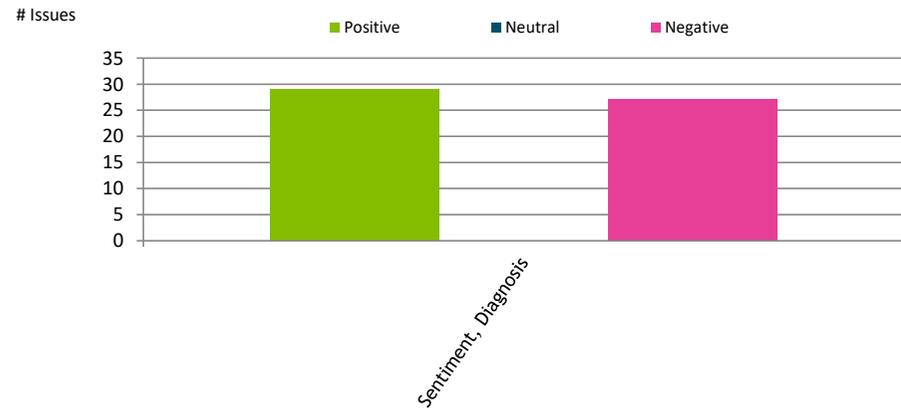
6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

6.7 Trends, Clinical Treatment (1275 issues)

Issues

Legend: Positive, Neutral, Negative

Issues receiving the most comments overall

Legend:
- Advice/Information
- Carer Involvement
- General Comment
- User Involvement
- Booking
- Medication
- Support
- Timing
- Waiting List
- Choice
- Cost
- Quality
- Staff Attitude

Pie chart values: 7%, 1%, 3%, 11%, 8%, 1%, 16%, 2%, 8%, 1%, 1%, 20%, 21%
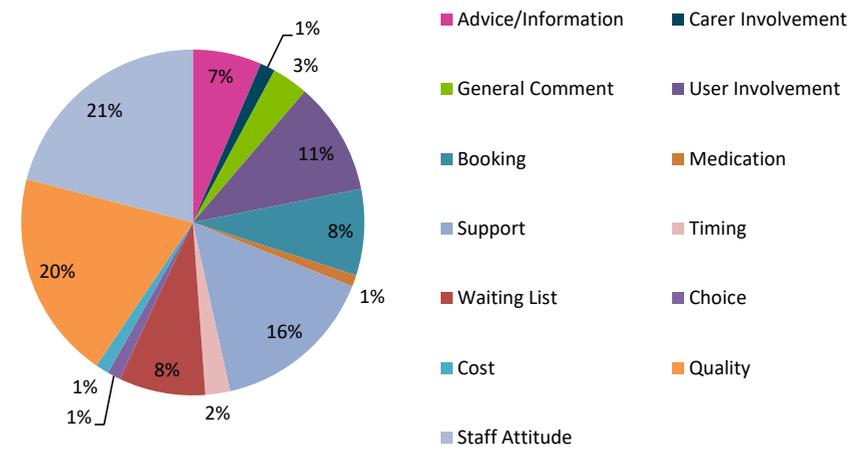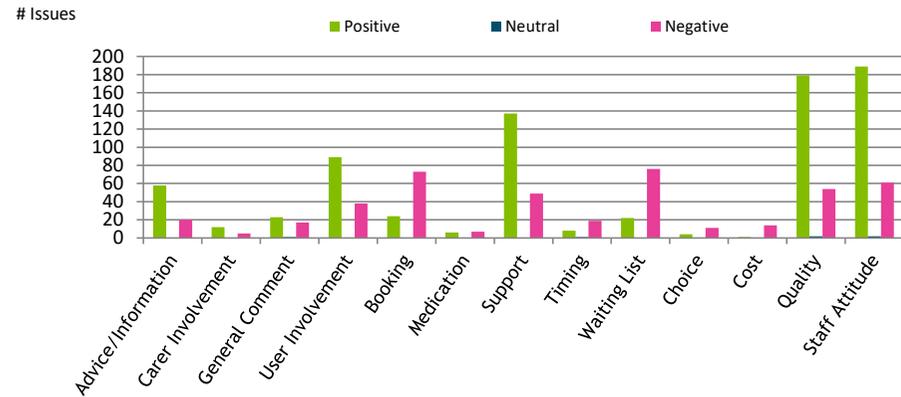
6.8 Sentiment, Clinical Treatment

Issues

Legend: Positive, Neutral, Negative

Legend: Positive, Neutral, Negative

Pie chart values: 61%, 1%, 38%

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

6.9 Trends, Clinical Nursing (89 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, User Involvement, Cancellations, Planning, Support, Waiting List, Nutrition, Privacy, Quality, Hygiene, Staff Attitude, Staffing Levels

Issues receiving the most comments overall

Pie chart values:
- Advice/Information — 1%
- User Involvement — 8%
- Cancellations — 1%
- Planning — 1%
- Support — 23%
- Waiting List — 1%
- Nutrition — 1%
- Privacy — 1%
- Quality — 24%
- Hygiene — 1%
- Staff Attitude — 35%
- Staffing Levels — 3%
- 1%

Legend: Advice/Information, User Involvement, Cancellations, Planning, Support, Waiting List, Nutrition, Privacy, Quality, Hygiene, Staff Attitude, Staffing Levels

6.10 Sentiment, Clinical Nursing

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Nursing Care

Pie chart values:
- Positive — 78%
- Neutral — 3%
- Negative — 19%

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

6.11 Trends, Discharge (1 issues)

Issues

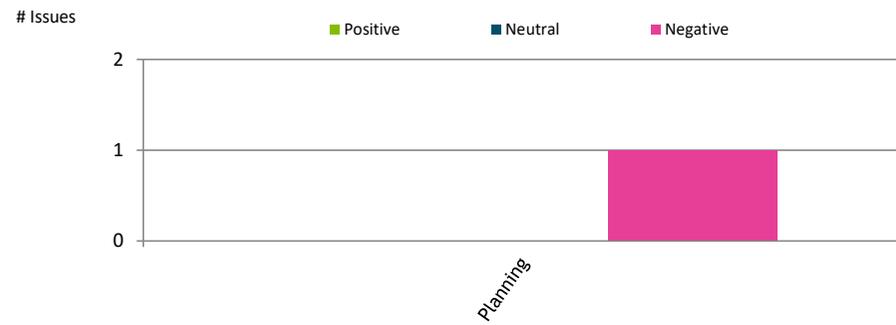■ Positive　■ Neutral　■ Negative

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2

1                           ┌─────────┐
                            │         │
0                           └─────────┘
                            Planning
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Issues receiving the most comments overall

6.12 Sentiment, Discharge

Issues

■ Positive　■ Neutral　■ Negative

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2

1                           ┌─────────┐
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                       Sentiment, Discharge
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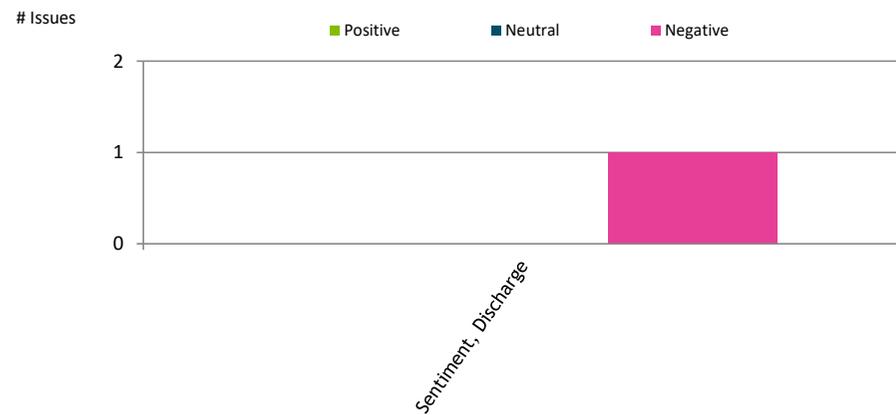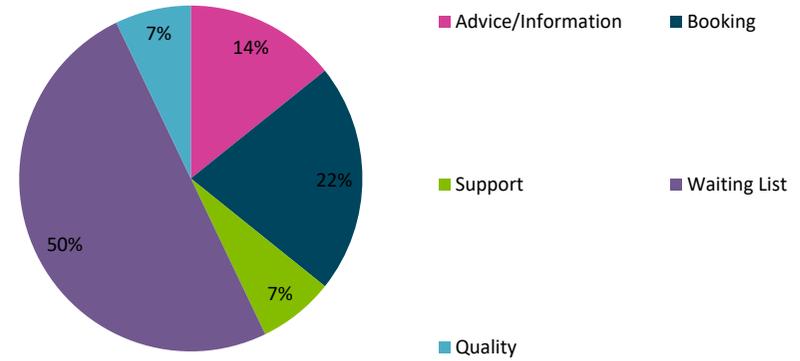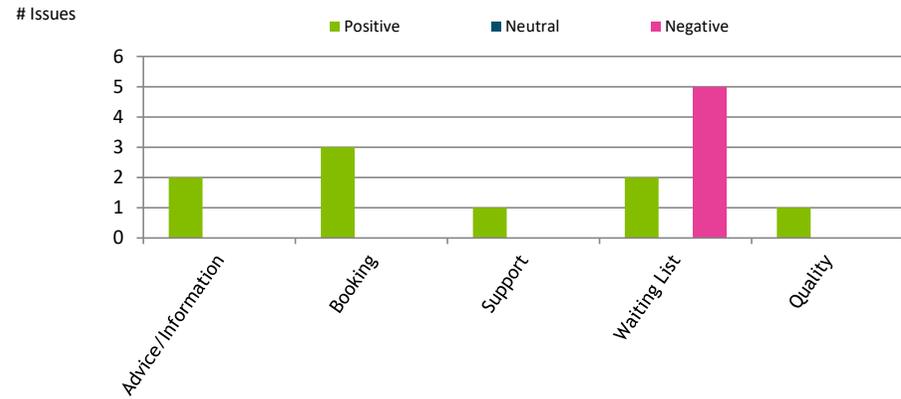
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

6.13 Trends, Follow On (14 issues)

Issues

Legend: Positive ■ Neutral ■ Negative

Issue	Value
Advice/Information	2 (Positive)
Booking	3 (Positive)
Support	1 (Positive)
Waiting List	2 (Positive), 5 (Negative)
Quality	1 (Positive)

Pie chart:
- Advice/Information 14%
- Booking 22%
- Support 7%
- Waiting List 50%
- Quality 7%

Issues receiving the most comments overall

6.14 Sentiment, Follow On

Issues

Legend: Positive ■ Neutral ■ Negative

Sentiment, Follow On	Value
Positive	9
Negative	5

Pie chart:
- Positive 64%
- Neutral 0%
- Negative 36%
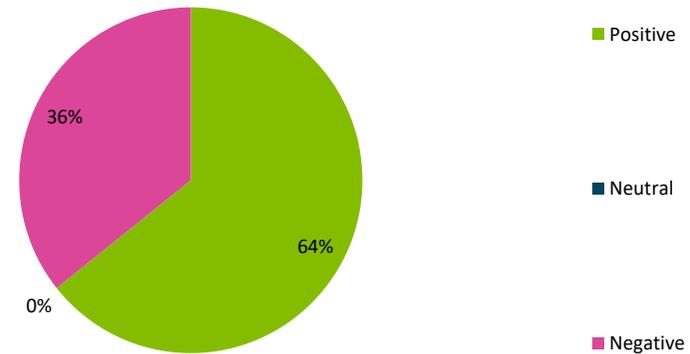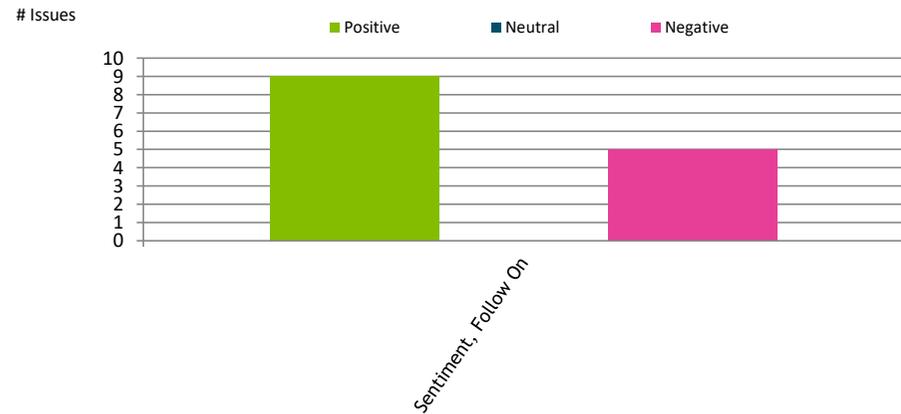
7. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	71	1	35	107
	Carer Involvement	*Involvement or influence of carers and family members.*	13	0	6	19
	Peer Involvement	*Involvement or Influence of friends.*	0	0	0	0
	General Comment	*A generalised statement (ie; "The doctor was good.")*	23	1	18	42
	User Involvement	*Involvement or influence of the service user.*	99	0	44	143
Systems	Administration	*Administrative processes and delivery.*	6	0	42	48
	Admission	*Physical admission to a hospital ward, or other service.*	0	0	0	0
	Booking	*Ability to book, reschedule or cancel appointments.*	29	0	83	112
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	7	7
	Data Protection	*General data protection (including GDPR).*	0	0	1	1
	Referral	*Referral to a service.*	4	0	8	12
	Medical Records	*Management of medical records.*	0	0	0	0
	Medication	*Prescription and management of medicines.*	7	0	14	21
	Opening Times	*Opening times of a service.*	1	0	3	4
	Planning	*Leadership and general organisation.*	7	0	9	16
	Registration	*Ability to register for a service.*	3	0	6	9
	Support	*Levels of support provided.*	206	5	102	313
	Telephone	*Ability to contact a service by telephone.*	2	2	41	45
	Timing	*Physical timing (ie; length of wait at appointments).*	10	1	21	32
	Waiting List	*Length of wait while on a list.*	24	0	82	106
Values	Choice	*General choice.*	4	0	11	15
	Cost	*General cost.*	1	0	15	16
	Language	*Language, including terminology.*	0	0	0	0
	Nutrition	*Provision of sustainance.*	1	0	2	3
	Privacy	*Privacy, personal space and property.*	0	0	3	3
	Quality	*General quality of a service, or staff.*	238	3	87	328
	Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
	Stimulation	*General stimulation, including access to activities.*	1	0	3	4

7. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	2	0	1	3
	Environment/Layout	*Physical environment of a service.*	6	0	3	9
	Equipment	*General equipment issues.*	3	0	2	5
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	4	0	1	5
	Hygiene	*Levels of hygiene and general cleanliness.*	8	0	2	10
	Mobility	*Physical mobility to, from and within services.*	0	0	2	2
	Travel/Parking	*Ability to travel or park.*	1	0	3	4
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	5	5
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	2	2
	Staff Attitude	*Attitude, compassion and empathy of staff.*	321	7	151	479
	Complaints	*Ability to log and resolve a complaint.*	1	0	6	7
	Staff Training	*Training of staff.*	0	0	4	4
	Staffing Levels	*General availability of staff.*	0	0	5	5
	Total:		**1096**	**20**	**830**	**1946**

Community*Insight* CRM