The Experience of Whipps Cross University Hospital

A trends analysis report by Healthwatch Waltham Forest


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 Whipps Cross University Hospital.

Reporting Period: 1 January - 31 December 2024

healthwatch
Waltham Forest

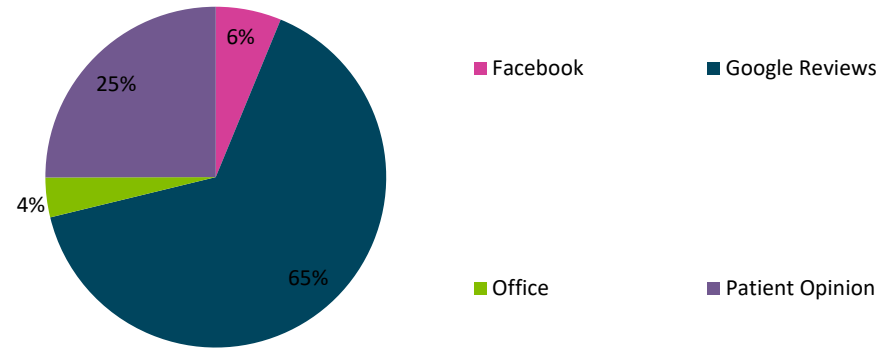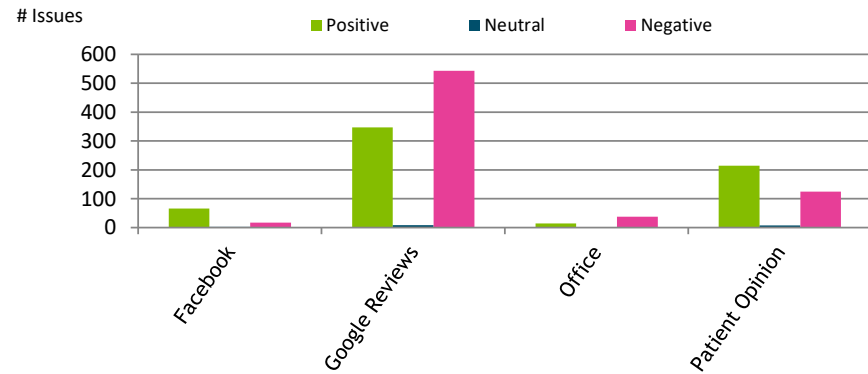## 1. Data Source: Where did we collect the feedback?

1.1 Source
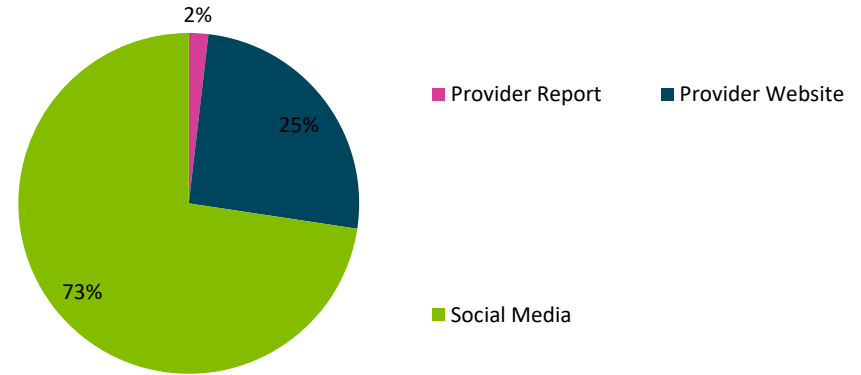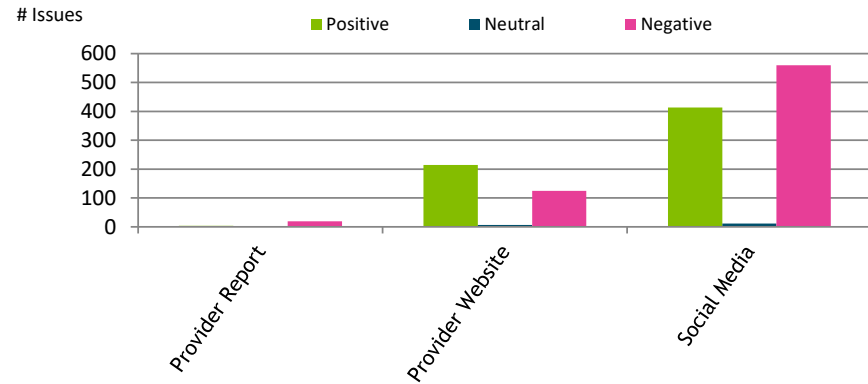
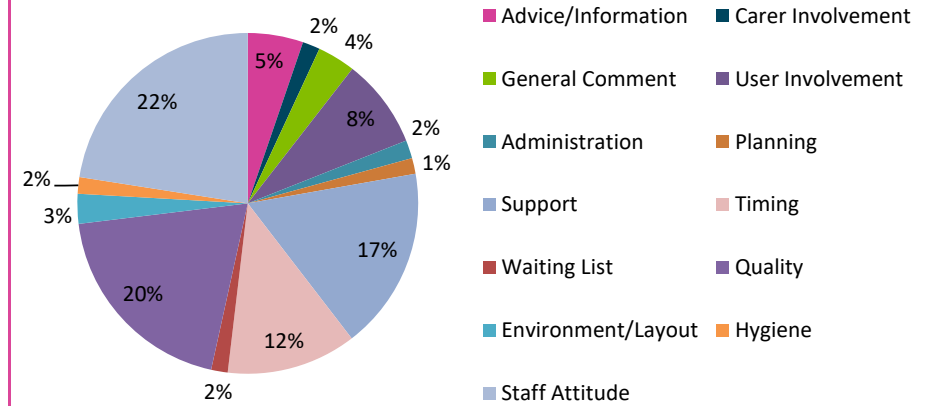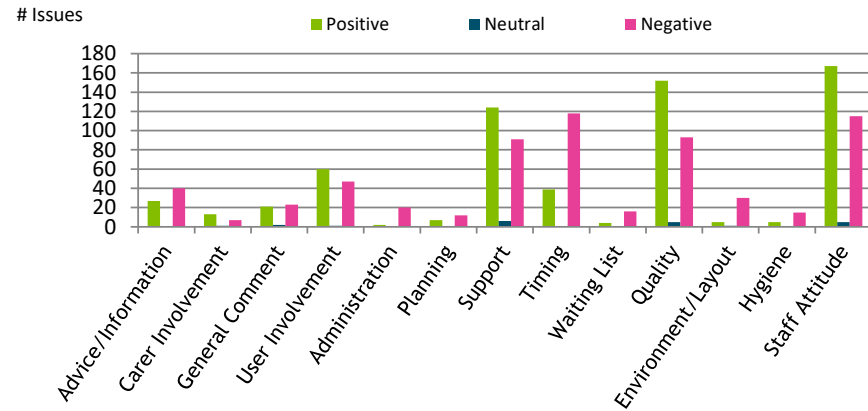*Sources providing the most comments overall*

1.2 Origin

Origins providing the most comments overall

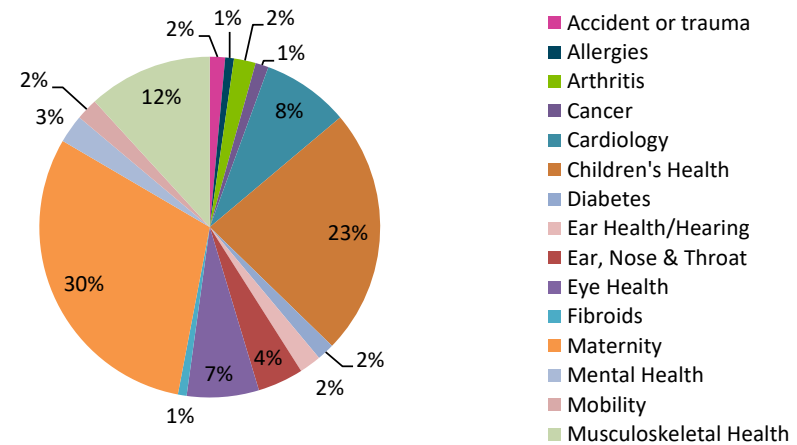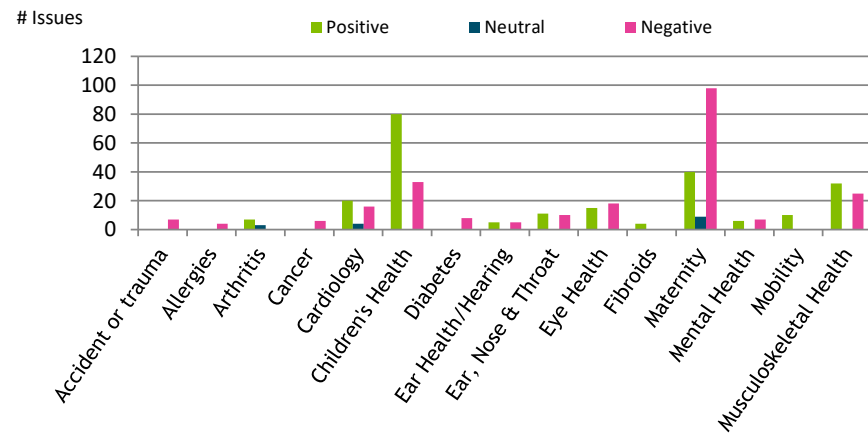# 2. Top Trends: Which service aspects are people most commenting on?

2.1 Service aspects: 1414 issues from 385 people

Issues receiving the most comments overall. See pages 18-19 for issue descriptions.

2.2 Stated medical conditions

Medical conditions receiving the most comments overall

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 0–800:
- Positive: ~640
- Neutral: ~20
- Negative: ~740

Pie chart:
- Positive: 46%
- Neutral: 1%
- Negative: 53%
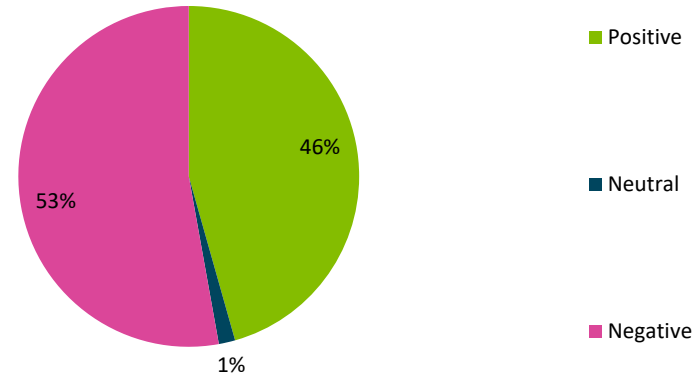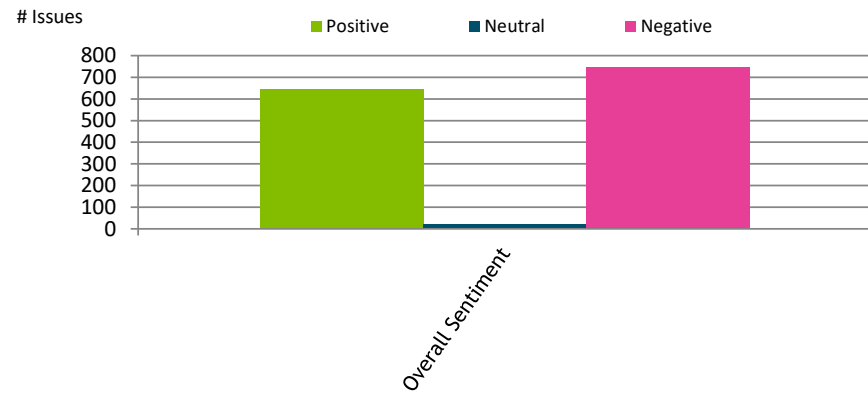
3.2 How well informed, involved and supported do people feel?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart (Sentiment, Involvement), y-axis 0–250:
- Positive: ~225
- Neutral: ~8
- Negative: ~185

Pie chart:
- Positive: 54%
- Neutral: 2%
- Negative: 44%
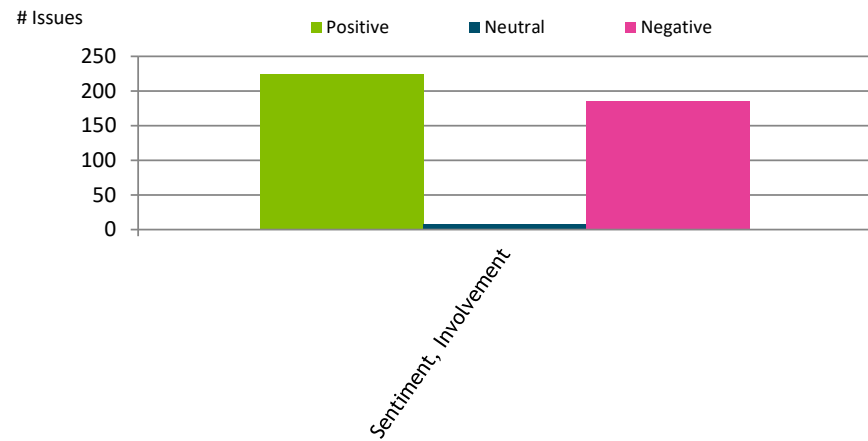
3. Sentiment: How do people feel about the service?

3.3 How do people feel about general quality and empathy?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart axis: 0, 50, 100, 150, 200, 250, 300, 350

X-axis label: Sentiment, Quality

Pie chart:
- Positive: 59%
- Neutral: 2%
- Negative: 39%
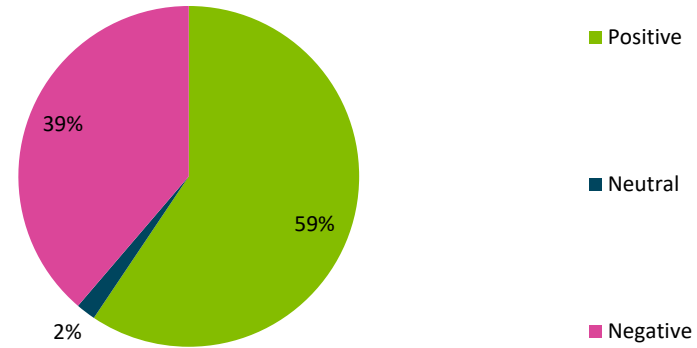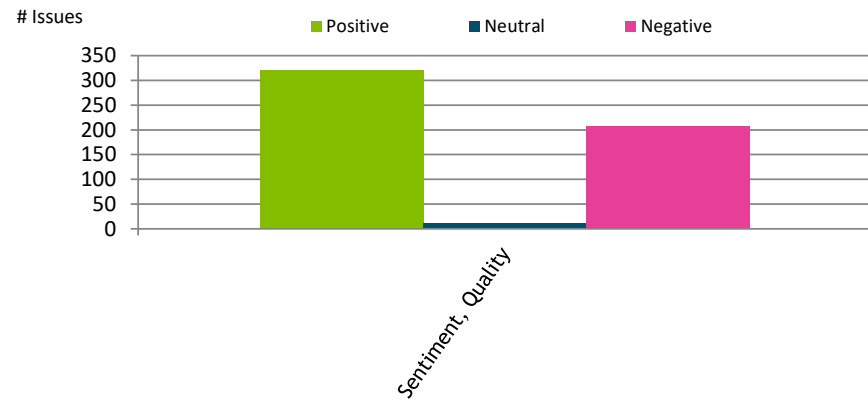
3.4 How do people feel about general access to services?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart axis: 0, 20, 40, 60, 80, 100, 120, 140, 160, 180

X-axis label: Sentiment, Service Access

Pie chart:
- Positive: 22%
- Neutral: 0%
- Negative: 78%
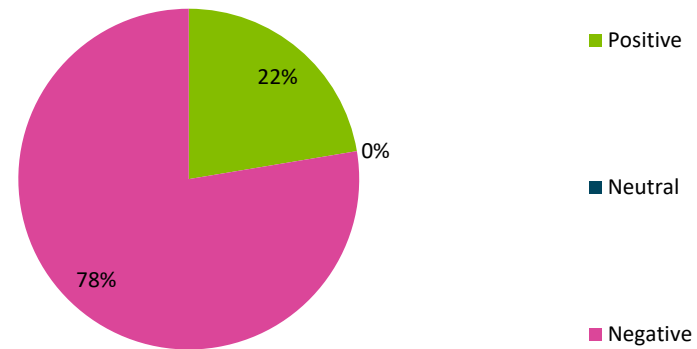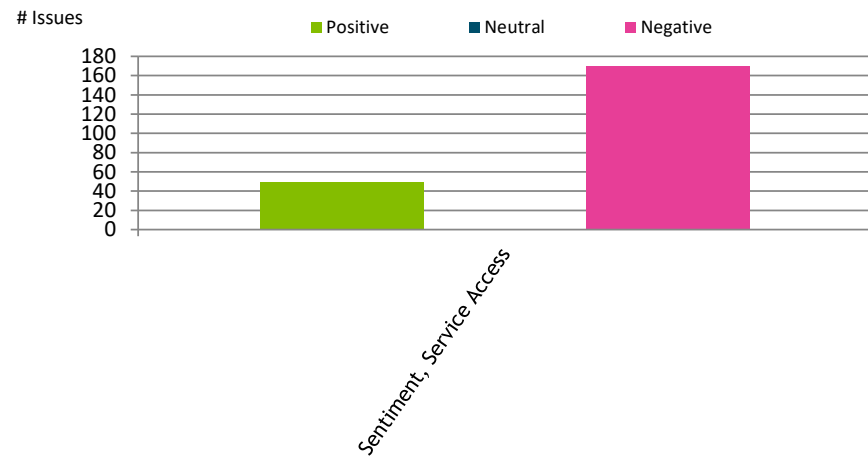
4.1 Departments (1414 issues)

 # Issues

Legend: Positive, Neutral, Negative

X-axis categories: Accident and Emergency, Acute Care, Ear, Nose and Throat, General Inpatients, General Outpatients, Maternity, Minor Injuries Unit, Not Stated, Ophthalmology, Orthopaedics, Paediatrics, Phlebotomy, Radiography, Surgical Clinic
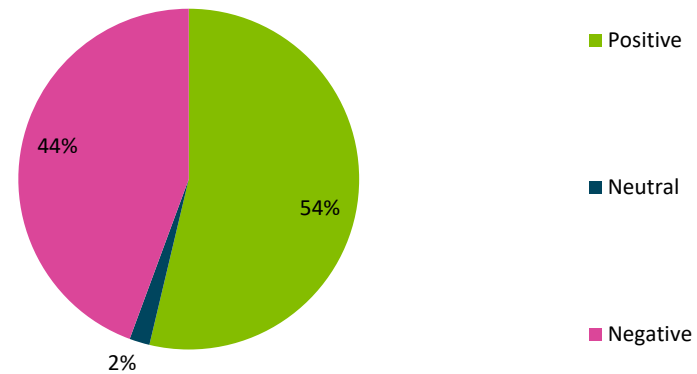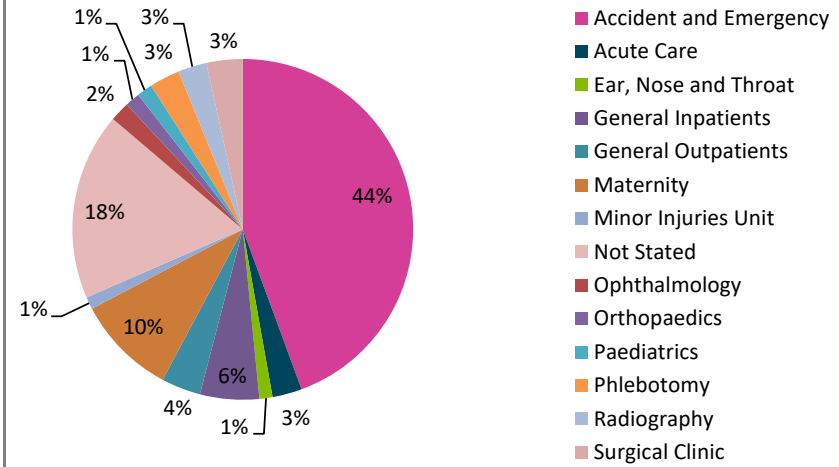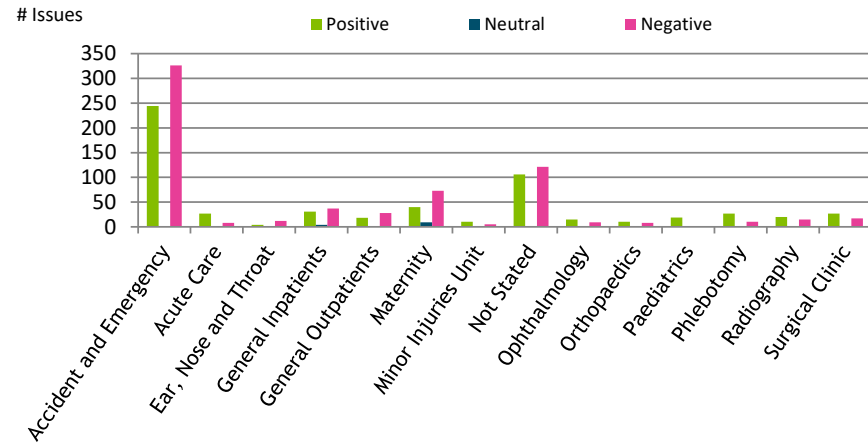
Departments receiving the most comments overall

Pie chart legend:
- Accident and Emergency — 44%
- Acute Care — 3%
- Ear, Nose and Throat — 1%
- General Inpatients — 6%
- General Outpatients — 4%
- Maternity — 10%
- Minor Injuries Unit — 1%
- Not Stated — 18%
- Ophthalmology — 2%
- Orthopaedics — 1%
- Paediatrics — 1%
- Phlebotomy — 3%
- Radiography — 3%
- Surgical Clinic — 3%

4.2 Breakdown of care pathway locations (more on pages 11-17)

 # Issues

Legend: Positive, Neutral, Negative

X-axis categories: Transport, Reception, Diagnosis/Testing, Clinical Treatment, Clinical Nursing, Discharge, Follow On

Care pathway locations

Pie chart legend:
- Transport — 2%
- Reception — 12%
- Diagnosis/Testing — 7%
- Clinical Treatment — 54%
- Clinical Nursing — 23%
- Discharge — 1%
- Follow On — 1%
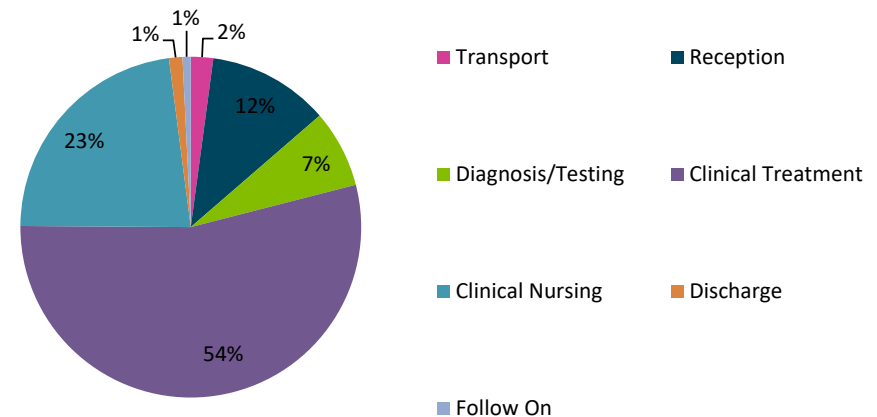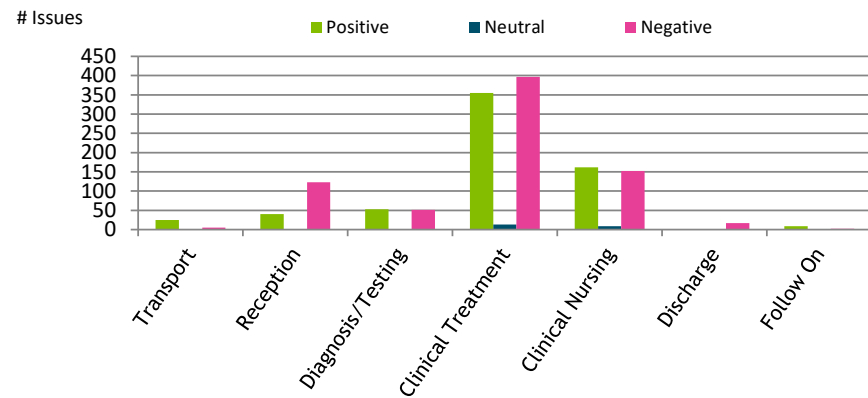
5.1 Trends, A&E (570 issues from 140 people)
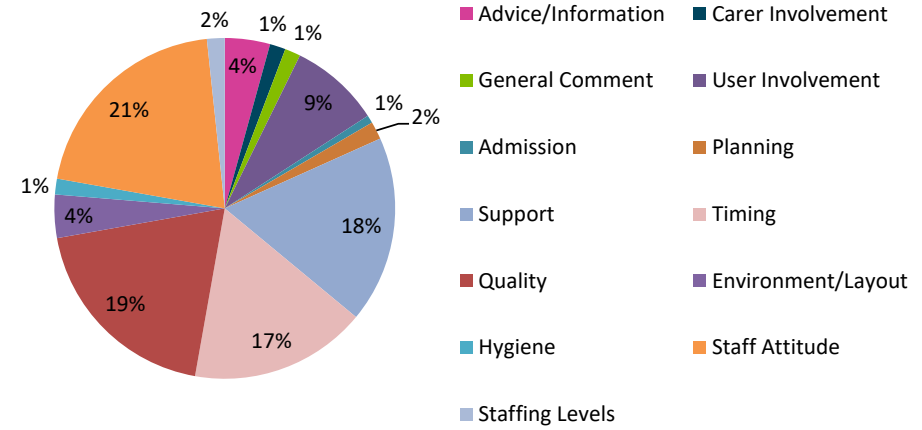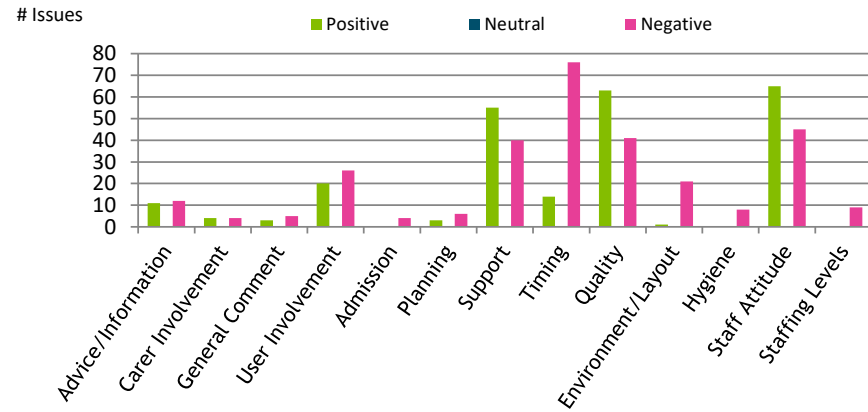
Issues receiving the most comments overall

5.2 Sentiment, A&E
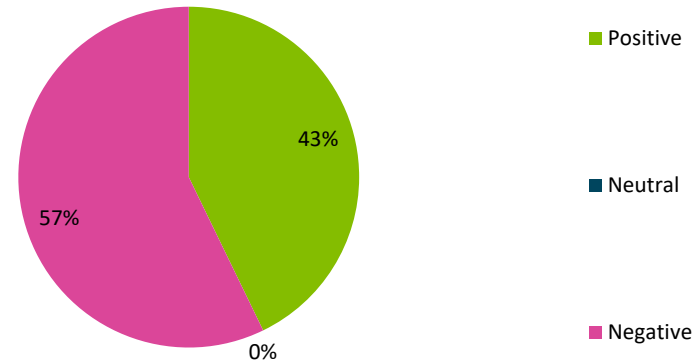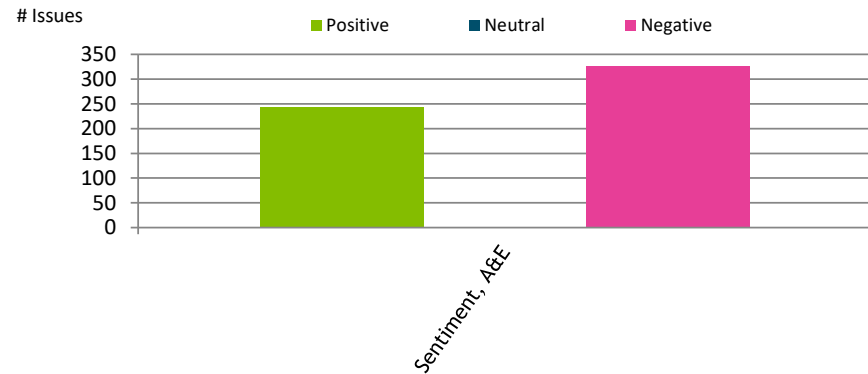
5.3 Trends, General Inpatients (72 issues from 13 people)

Issues

Positive ■ Neutral ■ Negative

Issues receiving the most comments overall

- Advice/Information — 9%
- Carer Involvement — 8%
- User Involvement — 15%
- Support — 17%
- Timing — 3%
- Privacy — 3%
- Quality — 18%
- Environment/Layout — 3%
- Hygiene — 3%
- Staff Attitude — 21%
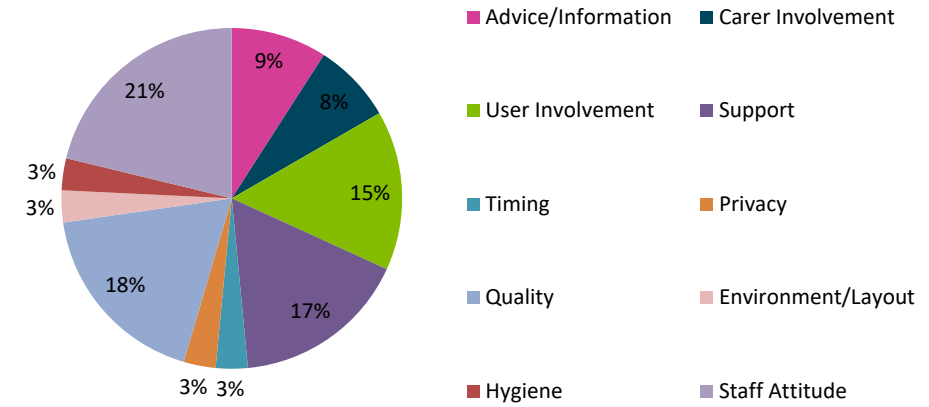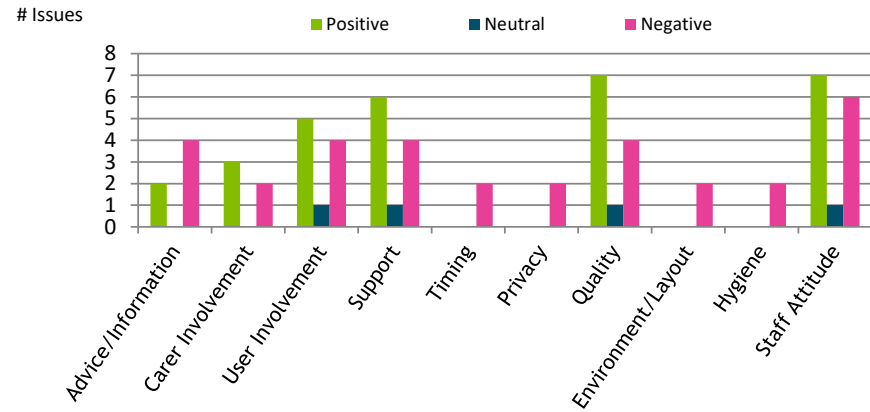
5.4 Sentiment, General Inpatients

Issues

Positive ■ Neutral ■ Negative

Sentiment, Inpatients

- Positive — 43%
- Neutral — 6%
- Negative — 51%
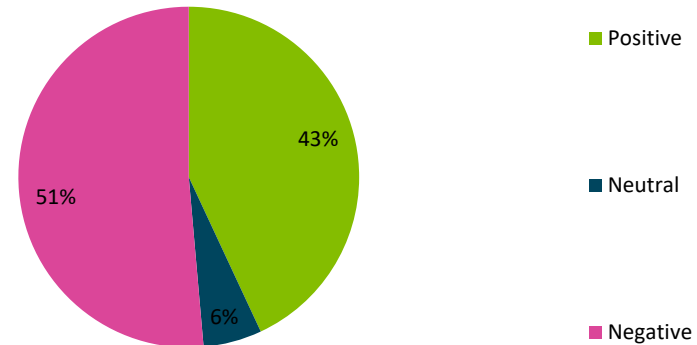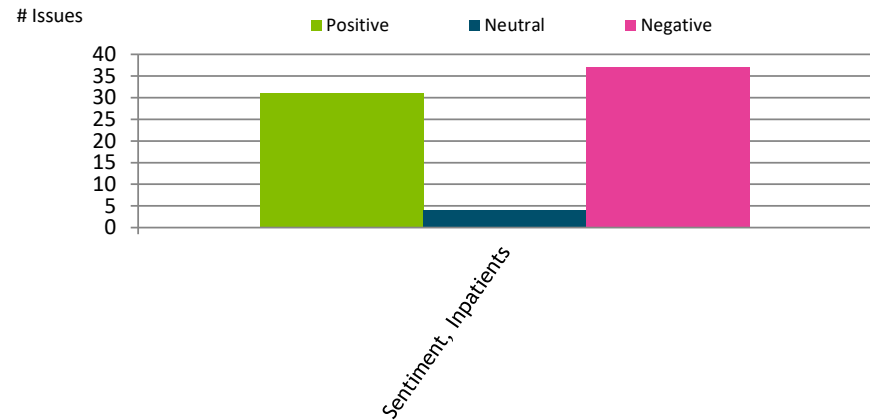
5. Trends: Maternity

5.5 Trends, Maternity (122 issues from 29 people)

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, General Comment, User Involvement, Administration, Admission, Support, Timing, Quality, Environment/Layout, Staff Attitude, Staff Training, Staffing Levels

Issues receiving the most comments overall

Pie chart values:
- Advice/Information 4%
- General Comment 1%
- User Involvement 9%
- Administration 2%
- Admission 2%
- Support 22%
- Timing 8%
- Quality 23%
- Environment/Layout 2%
- Staff Attitude 23%
- Staff Training 2%
- Staffing Levels 2%

5.6 Sentiment, Maternity

Issues

Legend: Positive, Neutral, Negative

Sentiment, Maternity

- Positive 33%
- Neutral 7%
- Negative 60%

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5.7 Trends, Outpatients (48 issues from 14 people)

 # Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, User Involvement, Cancellations, Support, Timing, Waiting List, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information 7%
- User Involvement 7%
- Cancellations 5%
- Support 17%
- Timing 10%
- Waiting List 7%
- Quality 20%
- Staff Attitude 27%
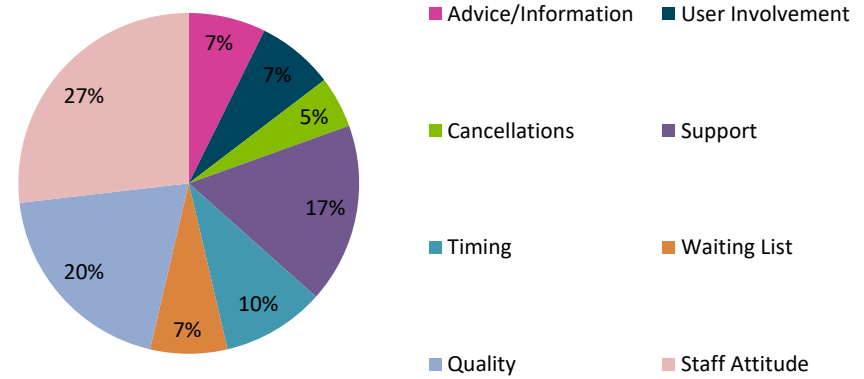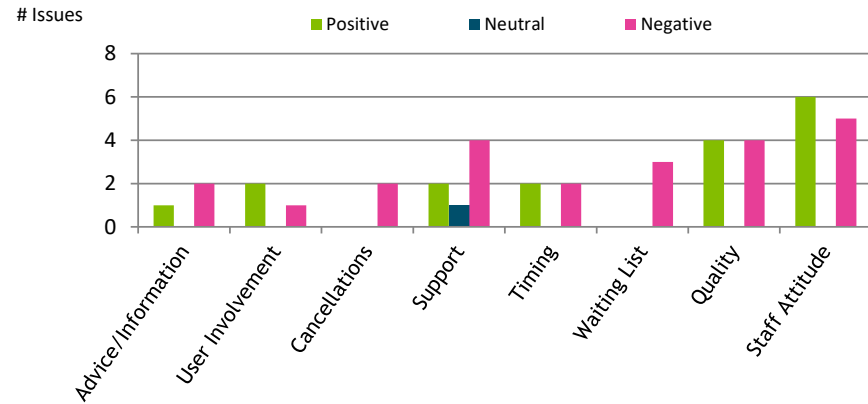
5.8 Sentiment, General Surgery

 # Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Outpatients

Pie chart:
- Positive 38%
- Neutral 4%
- Negative 58%
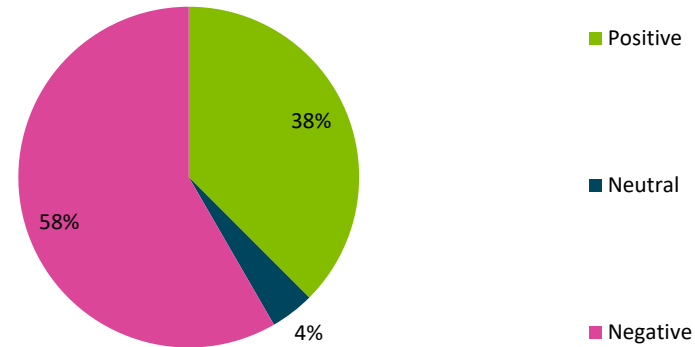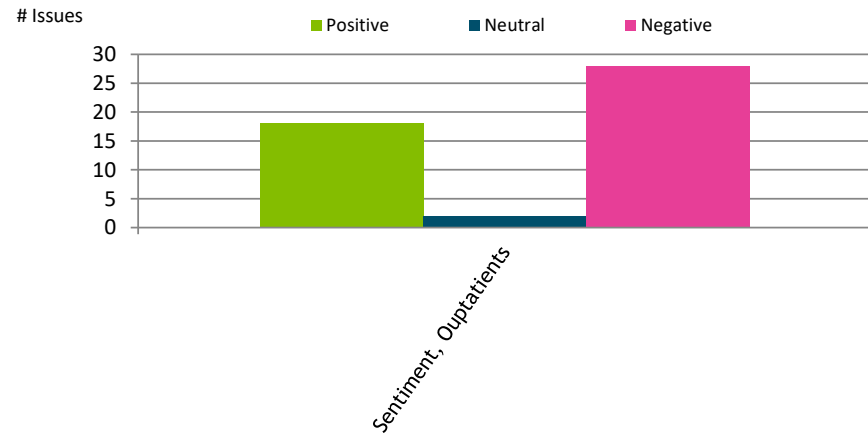
6. Care Pathway: Transport (ability to get to-and-from services)

6.1 Trends, Transport (30 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart (# Issues, 0–8):
- User Involvement: 2 (Positive)
- Support: 6 (Positive)
- Timing: 2 (Positive)
- Quality: 6 (Positive)
- Equipment: 2 (Negative)
- Staff Attitude: 7 (Positive)

Pie chart:
- User Involvement: 8%
- Support: 24%
- Timing: 8%
- Quality: 24%
- Equipment: 8%
- Staff Attitude: 28%
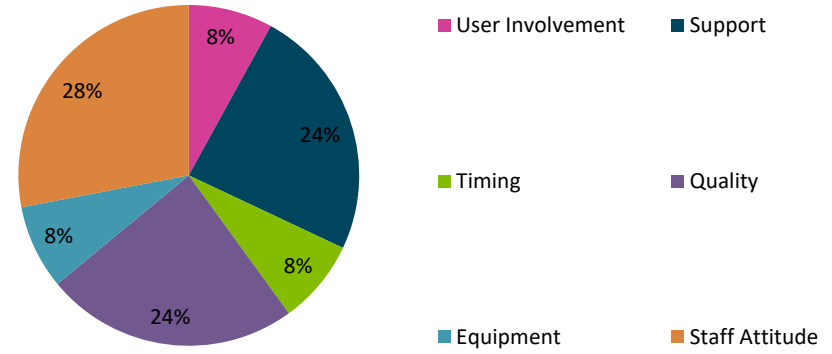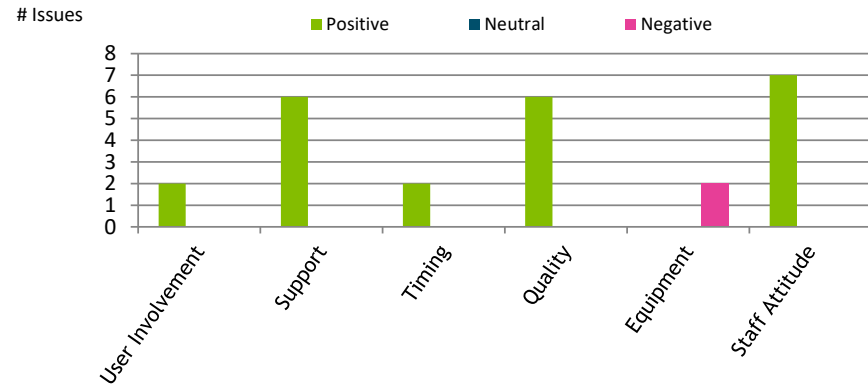
Issues receiving the most comments overall

6.2 Sentiment, Transport

Issues

Legend: Positive | Neutral | Negative

Bar chart (# Issues, 0–30):
- Sentiment, Transport — Positive: 25, Negative: 5

Pie chart:
- Positive: 83%
- Neutral: 0%
- Negative: 17%
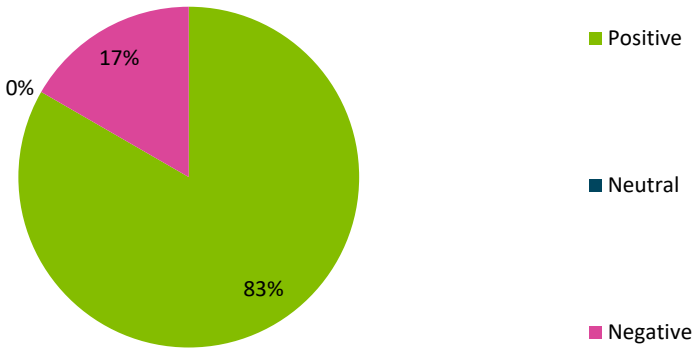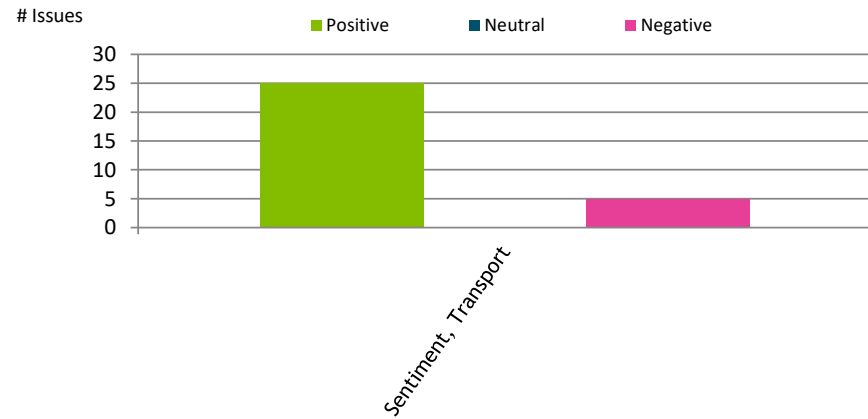
6. Care Pathway: Reception (reception services including back-office)

6.3 Trends, Reception (163 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories (x-axis): Advice/Information, Administration, Planning, Support, Telephone, Quality, Environment/Layout, Staff Attitude, Staffing Levels

Issues receiving the most comments overall

Pie chart (legend): Advice/Information, Administration, Planning, Support, Telephone, Quality, Environment/Layout, Staff Attitude, Staffing Levels

Pie chart values: 2%, 8%, 8%, 11%, 20%, 11%, 3%, 9%, 28%

6.4 Sentiment, Reception

Issues

Legend: Positive, Neutral, Negative

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

Pie chart (legend): Positive, Neutral, Negative

Pie chart values: 25%, 0%, 75%

12

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

6.5 Trends, Diagnosis/Testing (104 issues)

Issues

Legend: Positive, Neutral, Negative

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

Issues receiving the most comments overall

Pie chart:
- Advice/Information — 3%
- Carer Involvement
- User Involvement — 8%
- Administration — 5%
- Support — 17%
- Timing — 14%
- Quality — 29%
- Hygiene — 2%
- Staff Attitude — 17%
- 5%
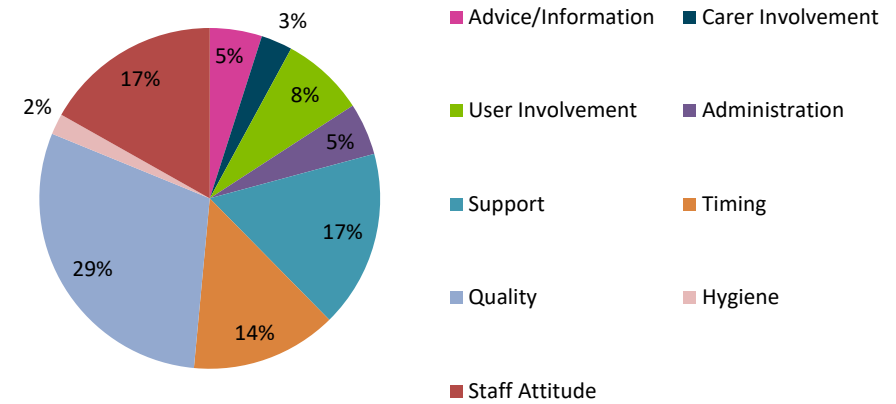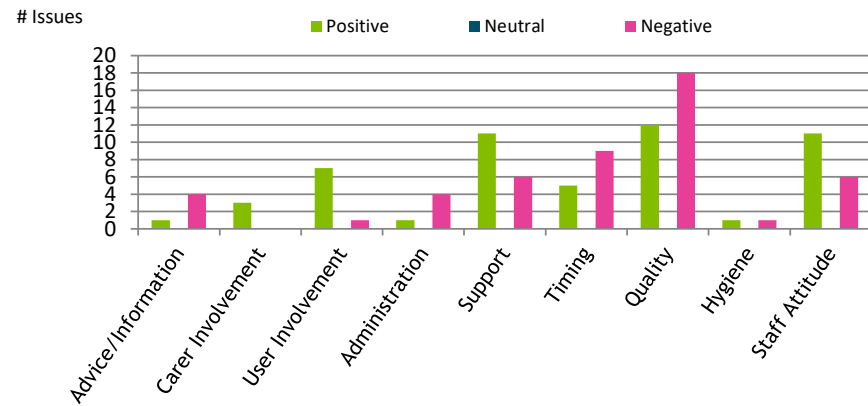
6.6 Sentiment, Diagnosis/Testing

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Diagnosis

Pie chart:
- Positive — 51%
- Neutral — 0%
- Negative — 49%

13
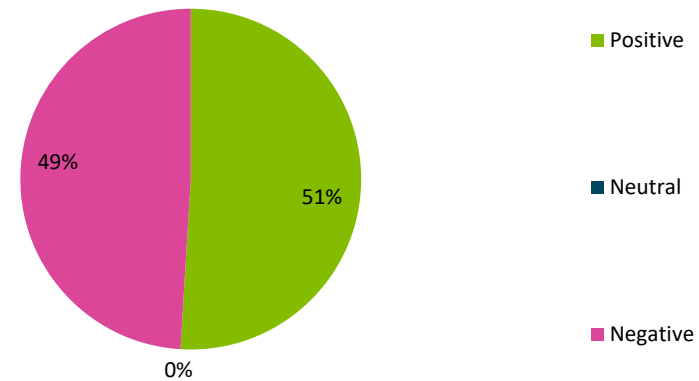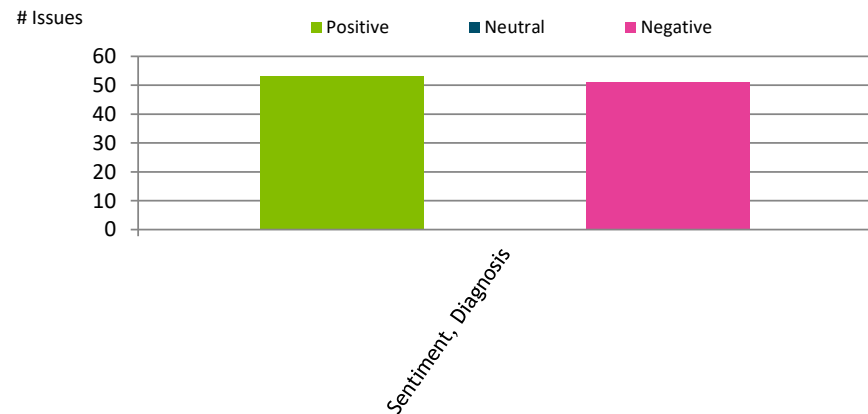
6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

6.7 Trends, Clinical Treatment (765 issues)

Issues

Legend: Positive, Neutral, Negative

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

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 4%
- Carer Involvement: 2%
- General Comment: 6%
- User Involvement: 8%
- Booking: 1%
- Cancellations: 1%
- Support: 14%
- Timing: 18%
- Waiting List: 3%
- Quality: 19%
- Environment/Layout: 3%
- Hygiene: 2%
- Staff Attitude: 19%

6.8 Sentiment, Clinical Treatment

Issues

Legend: Positive, Neutral, Negative

Sentiment, Treatment

Pie chart:
- Positive: 46%
- Neutral: 2%
- Negative: 52%
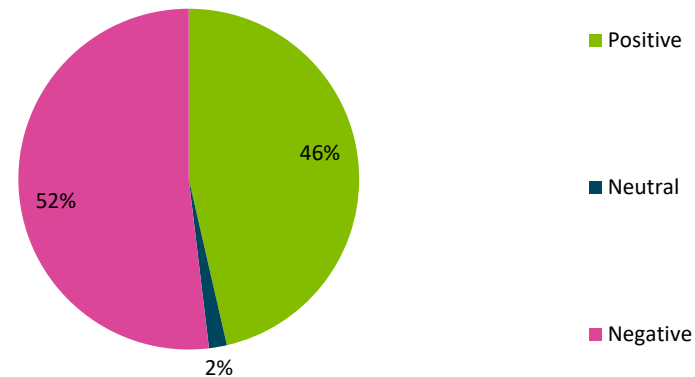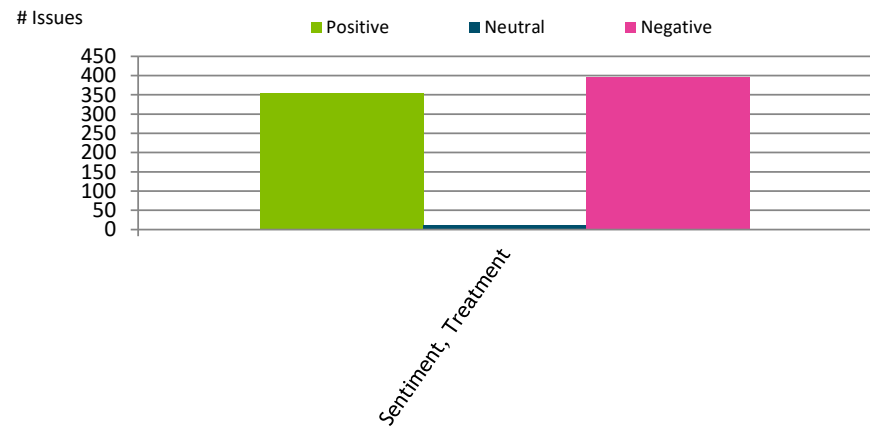
6. Care Pathway: Clinical Nursing (care provided by trained nurses)

6.9 Trends, Clinical Nursing (323 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories (x-axis): Advice/Information, Carer Involvement, General Comment, User Involvement, Admission, Support, Timing, Quality, Staff Attitude, Staff Training, Staffing Levels

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 4%
- Carer Involvement: 1%
- General Comment: 1%
- User Involvement: 13%
- Admission: 1%
- Support: 23%
- Timing: 3%
- Quality: 24%
- Staff Attitude: 28%
- Staff Training: 1%
- Staffing Levels: 1%

6.10 Sentiment, Clinical Nursing

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Nursing Care

Pie chart:
- Positive: 50%
- Neutral: 3%
- Negative: 47%
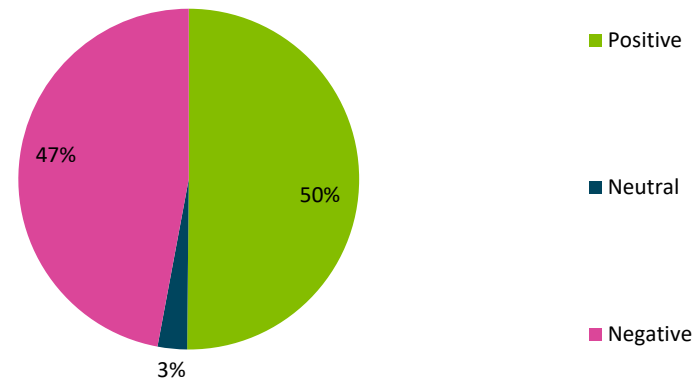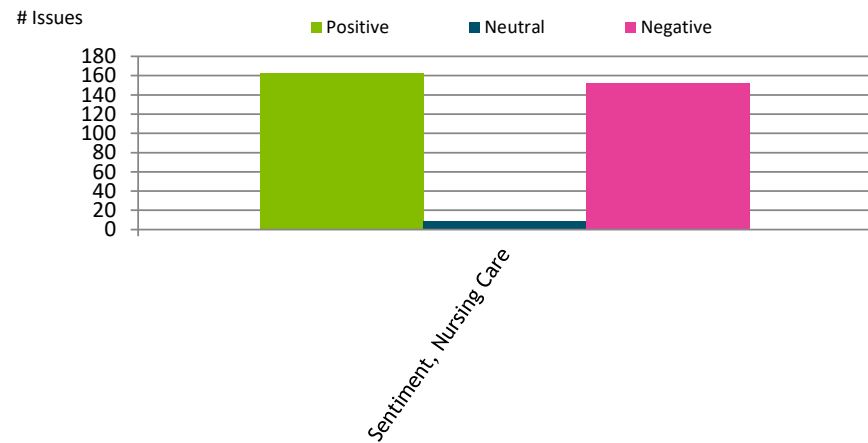
6. Care Pathway: Discharge (discharge from a service)

6.11 Trends, Discharge (18 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, User Involvement, Administration, Medication, Timing, Nutrition, Environment/Layout, Hygiene, Staff Attitude, Staff Training, Staffing Levels

Issues receiving the most comments overall

Pie chart:
- Advice/Information 11%
- User Involvement 5%
- Administration 11%
- Medication 11%
- Timing 28%
- Nutrition 5%
- Environment/Layout 5%
- Hygiene 6%
- Staff Attitude 6%
- Staff Training 6%
- Staffing Levels 6%

6.12 Sentiment, Discharge

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Discharge

Pie chart:
- Positive 6%
- Neutral 0%
- Negative 94%

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

6.13 Trends, Follow On (11 issues)
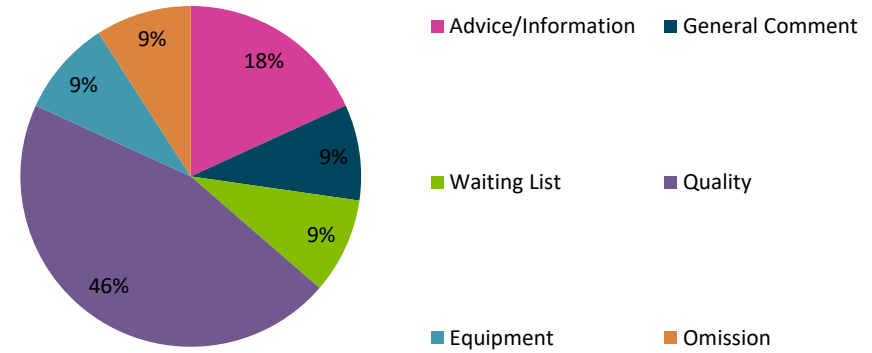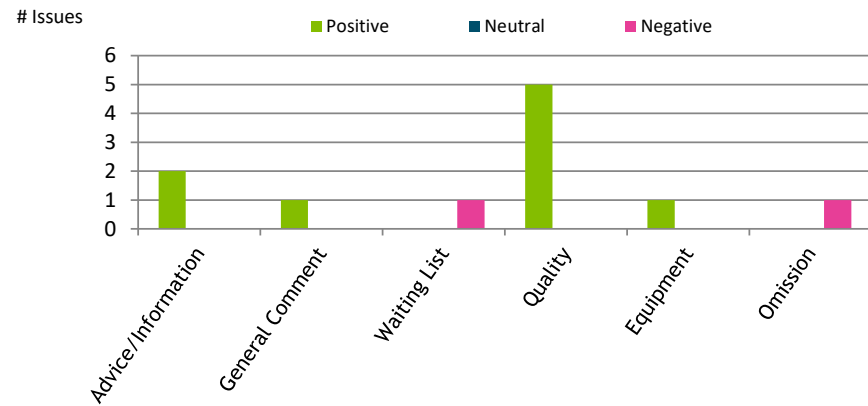
Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, General Comment, Waiting List, Quality, Equipment, Omission

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 18%
- General Comment: 9%
- Waiting List: 9%
- Quality: 46%
- Equipment: 9%
- Omission: 9%

6.14 Sentiment, Follow On

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Follow On

Pie chart:
- Positive: 82%
- Neutral: 0%
- Negative: 18%

17
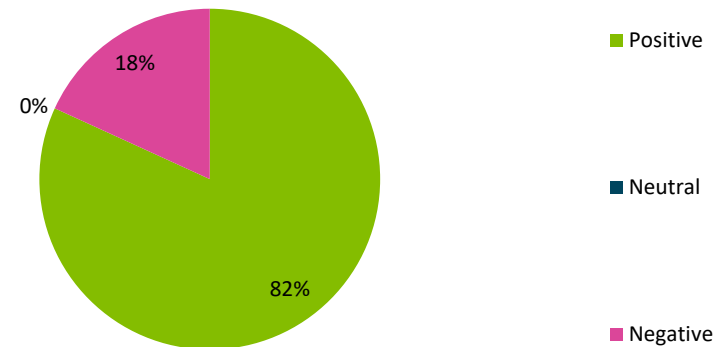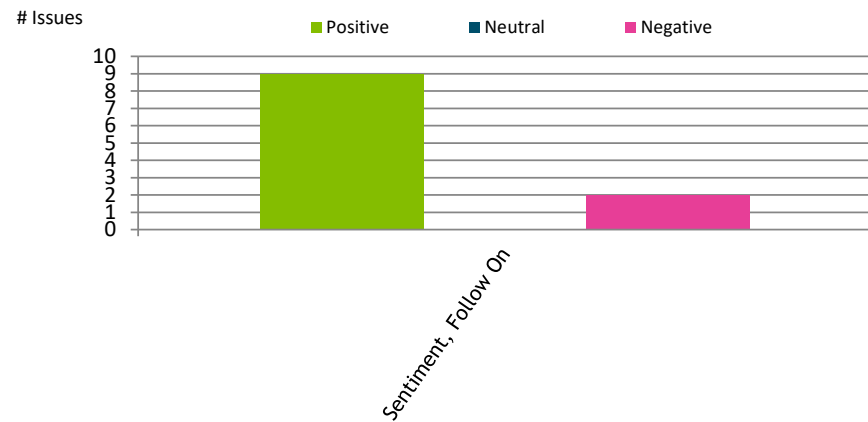
7. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	27	0	40	67
	Carer Involvement	*Involvement of carers, friends or family members.*	13	1	7	21
	General Comment	*A generalised statement (ie; "The doctor was good.")*	21	2	23	46
	User Involvement	*Involvement of the service user.*	60	1	47	108
Systems	Administration	*Administrative processes and delivery.*	2	0	20	22
	Admission	*Physical admission to a hospital ward, or other service.*	0	0	8	8
	Booking	*Ability to book, reschedule or cancel appointments.*	5	0	7	12
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	8	8
	Data Protection	*General data protection (including GDPR).*	0	0	0	0
	Referral	*Referral to a service.*	0	0	0	0
	Medical Records	*Management of medical records.*	0	0	2	2
	Medication	*Prescription and management of medicines.*	2	0	6	8
	Opening Times	*Opening times of a service.*	1	0	0	1
	Planning	*Leadership and general organisation.*	7	0	12	19
	Registration	*Ability to register for a service.*	1	1	2	4
	Support	*Levels of support provided.*	124	6	91	221
	Telephone	*Ability to contact a service by telephone.*	1	0	16	17
	Timing	*Physical timing (ie; length of wait at appointments).*	39	0	118	157
	Waiting List	*Length of wait while on a list.*	4	0	16	20
Values	Choice	*General choice.*	1	0	4	5
	Cost	*General cost.*	0	0	3	3
	Language	*Language, including terminology.*	0	0	2	2
	Nutrition	*Provision of sustanance.*	1	0	6	7
	Privacy	*Privacy, personal space and property.*	2	0	5	7
	Quality	*General quality of a service, or staff.*	152	5	93	250
	Sensory	*Deaf/blind or other sensory issues.*	1	0	0	1
	Stimulation	*General stimulation, including access to activities.*	1	0	1	2

7. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligibility).*	0	0	0	0
	Environment/Layout	*Physical environment of a service.*	5	1	30	36
	Equipment	*General equipment issues.*	1	0	3	4
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	3	3
	Hygiene	*Levels of hygiene and general cleanliness.*	5	0	15	20
	Mobility	*Physical mobility to, from and within services.*	0	0	3	3
	Travel/Parking	*Ability to travel or park.*	1	0	4	5
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	8	8
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	5	5
	Staff Attitude	*Attitude, compassion and empathy of staff.*	167	5	115	287
	Complaints	*Ability to log and resolve a complaint.*	0	0	0	0
	Staff Training	*Training of staff.*	1	0	9	10
	Staffing Levels	*General availability of staff.*	0	0	15	15
	Total:		**645**	**22**	**747**	**1414**

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