The Experience of Whipps Cross University Hospital

A trends analysis report by Healthwatch Waltham Forest, 9 May 2022
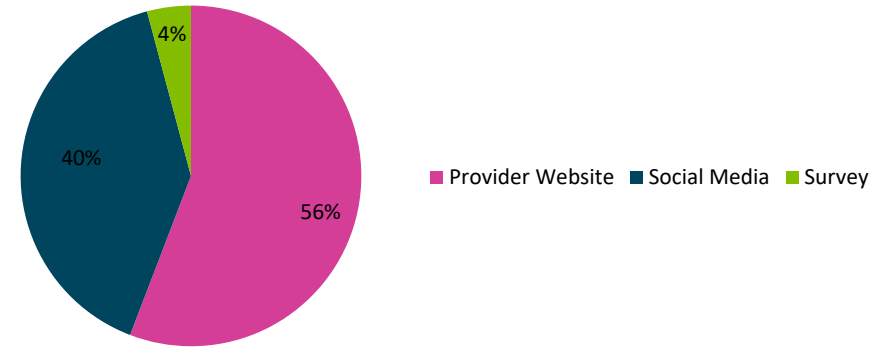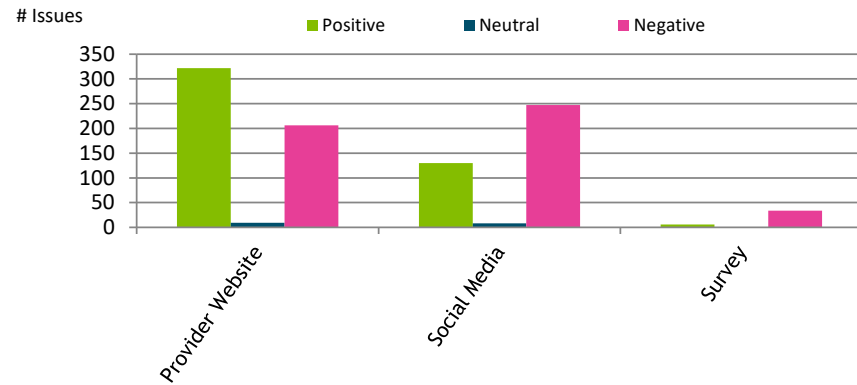
Community*Insight*

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 Whipps Cross University Hospital.

Reporting Period: 1 April 2021 - 31 March 2022

healthwatch
Waltham Forest

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

1.1 Source

Issues

Legend: Positive, Neutral, Negative

Bar chart showing data for Provider Website, Social Media, and Survey with y-axis from 0 to 350.

Pie chart: Provider Website 56%, Social Media 40%, Survey 4%

Sources providing the most comments overall

1.2 Origin

Issues

Legend: Positive, Neutral, Negative

Bar chart showing data for Google Reviews, NEL Covid Insights 2021, and Patient Opinion with y-axis from 0 to 350.

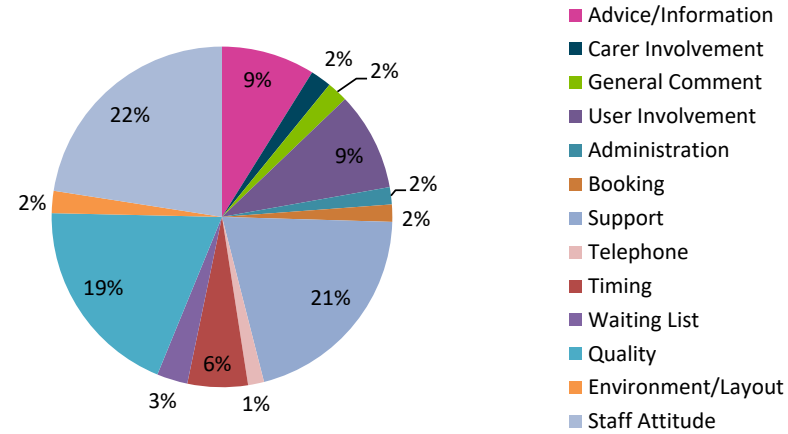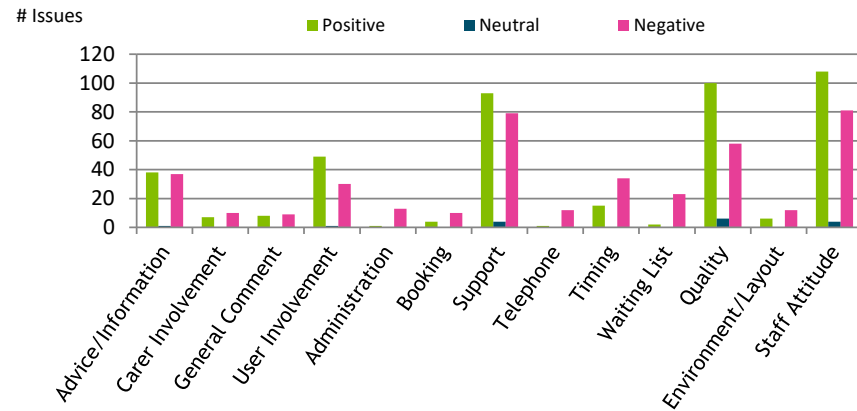Pie chart: Google Reviews 40%, NEL Covid Insights 2021 4%, Patient Opinion 56%
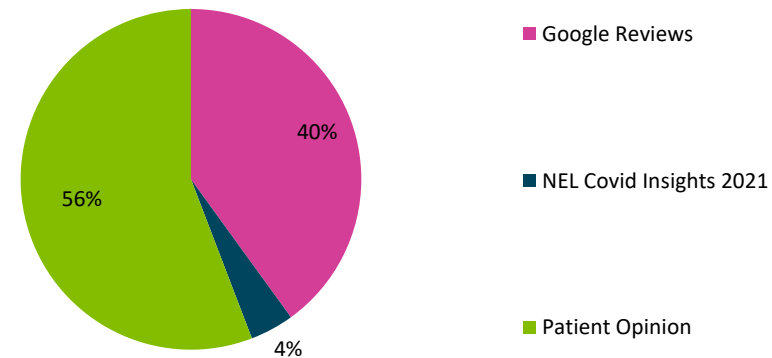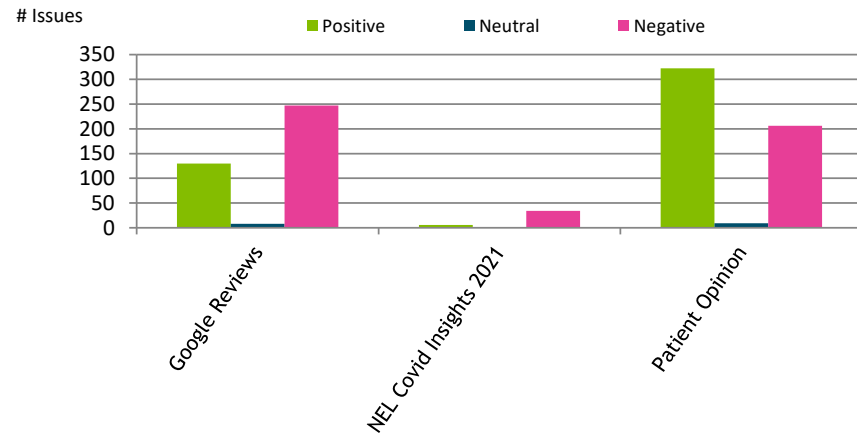
Origins providing the most comments overall

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

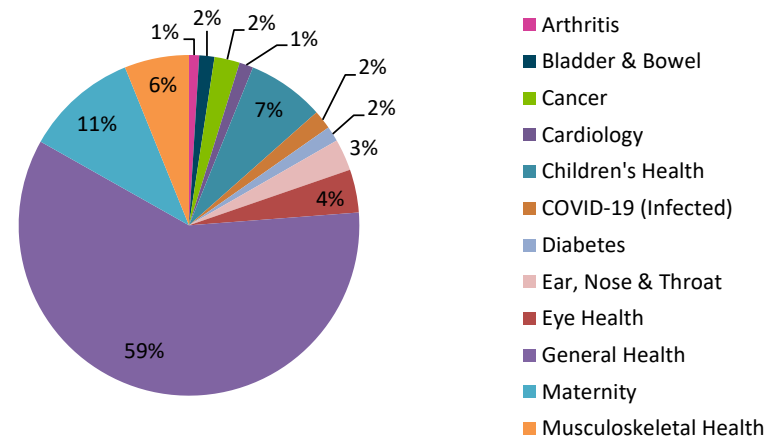### 2.1 Service aspects: 962 issues from 192 people

Issues

Legend: ■ Positive ■ Neutral ■ Negative

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

Pie chart values: 9%, 2%, 2%, 9%, 2%, 2%, 21%, 1%, 3%, 6%, 19%, 2%, 22%

Legend:
- ■ Advice/Information
- ■ Carer Involvement
- ■ General Comment
- ■ User Involvement
- ■ Administration
- ■ Booking
- ■ Support
- ■ Telephone
- ■ Timing
- ■ Waiting List
- ■ Quality
- ■ Environment/Layout
- ■ Staff Attitude

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

2.2 Stated medical conditions

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Categories: Arthritis, Bladder & Bowel, Cancer, Cardiology, Children's Health, COVID-19 (Infected), Diabetes, Ear, Nose & Throat, Eye Health, General Health, Maternity, Musculoskeletal Health

Pie chart values: 1%, 2%, 2%, 1%, 2%, 2%, 3%, 4%, 59%, 11%, 6%, 7%

Legend:
- ■ Arthritis
- ■ Bladder & Bowel
- ■ Cancer
- ■ Cardiology
- ■ Children's Health
- ■ COVID-19 (Infected)
- ■ Diabetes
- ■ Ear, Nose & Throat
- ■ Eye Health
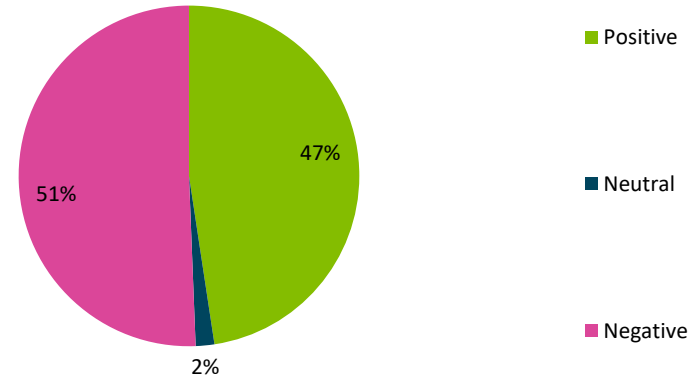- ■ General Health
- ■ Maternity
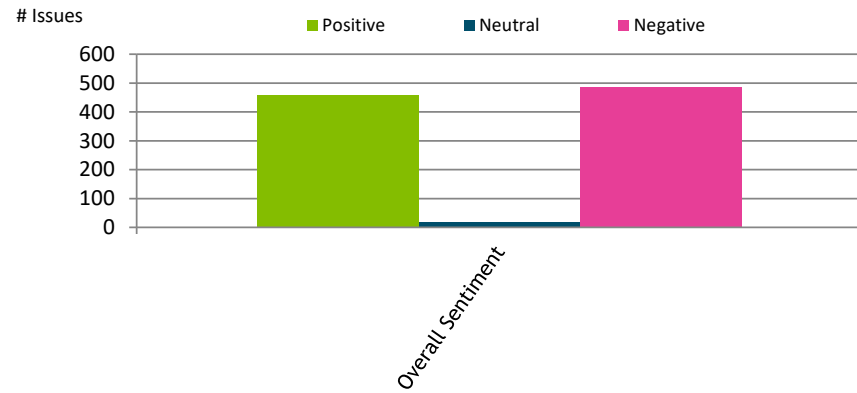- ■ Musculoskeletal Health

Medical conditions receiving the most comments overall

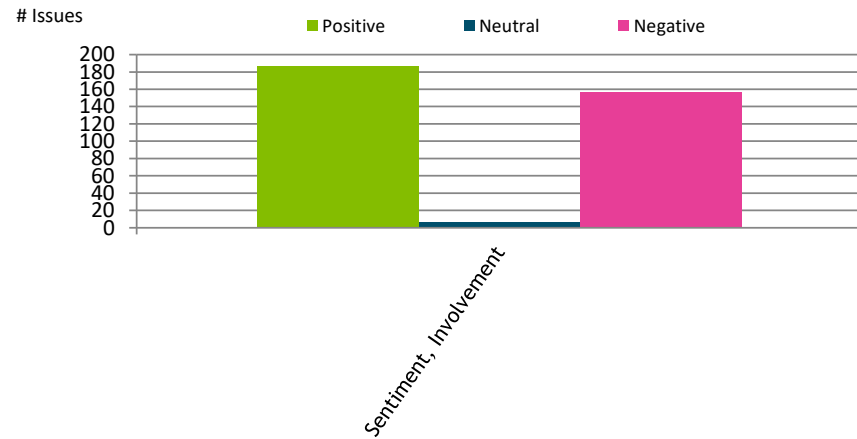# 3. Sentiment: How do people feel about the service?

3.1 How do people feel as a whole?

Issues

Legend: Positive | Neutral | Negative

Bar chart x-axis: Overall Sentiment

Pie chart:
- Positive: 47%
- Neutral: 2%
- Negative: 51%

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

Issues

Legend: Positive | Neutral | Negative

Bar chart x-axis: Sentiment, Involvement

Pie chart:
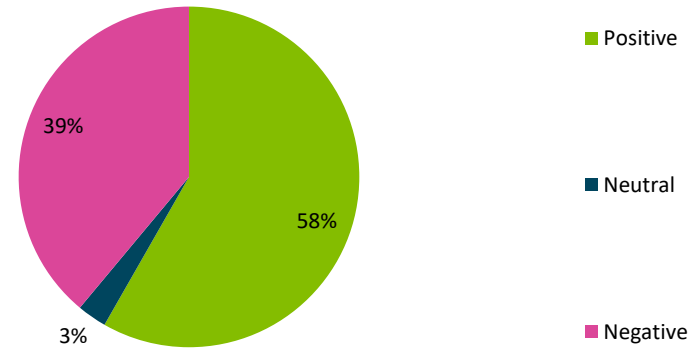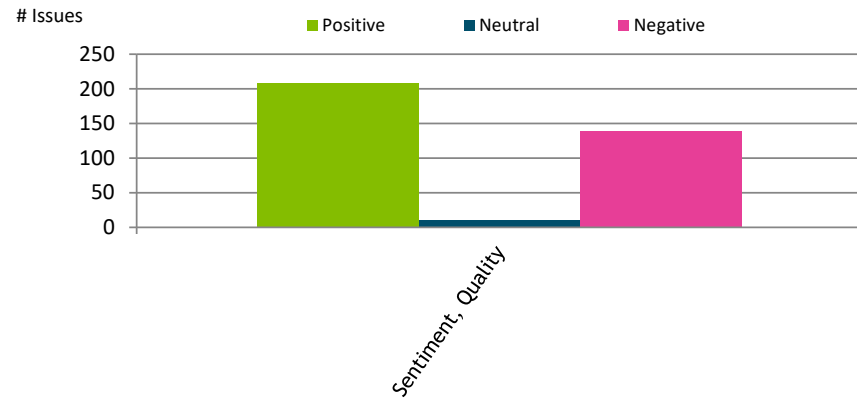- Positive: 53%
- Neutral: 2%
- Negative: 45%
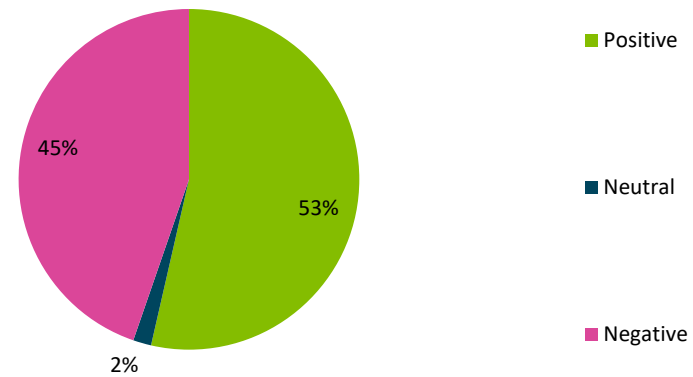
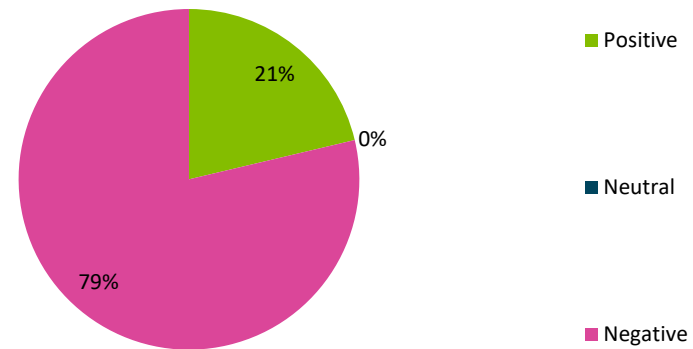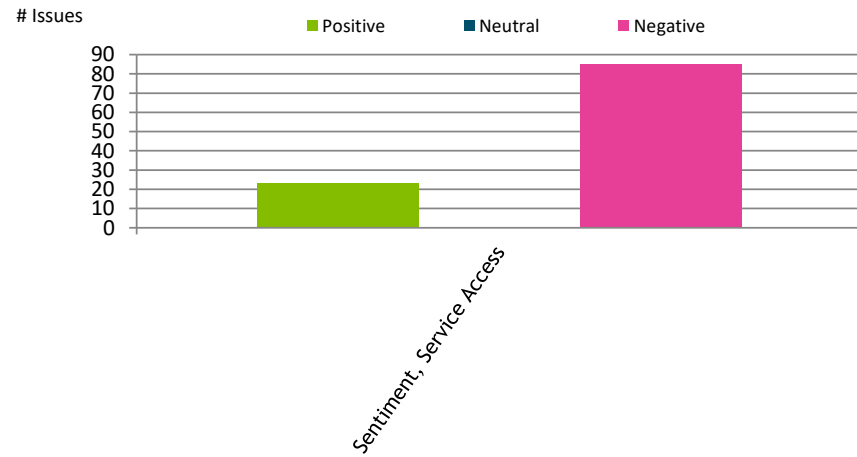Quarterly Benchmark: *2% improvement on the previous quarter*

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

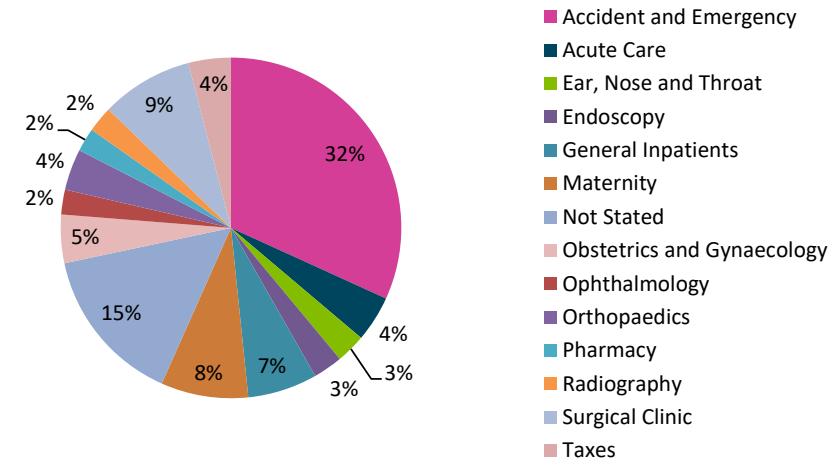## 3.3 How do people feel about general quality and empathy?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart (Sentiment, Quality):
- Positive: ~210
- Neutral: ~10
- Negative: ~140

Pie chart:
- Positive: 58%
- Neutral: 3%
- Negative: 39%

3.4 How do people feel about general access to services?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart (Sentiment, Service Access):
- Positive: ~23
- Negative: ~85

Pie chart:
- Positive: 21%
- Neutral: 0%
- Negative: 79%

4.1 Departments (962 issues)

Issues

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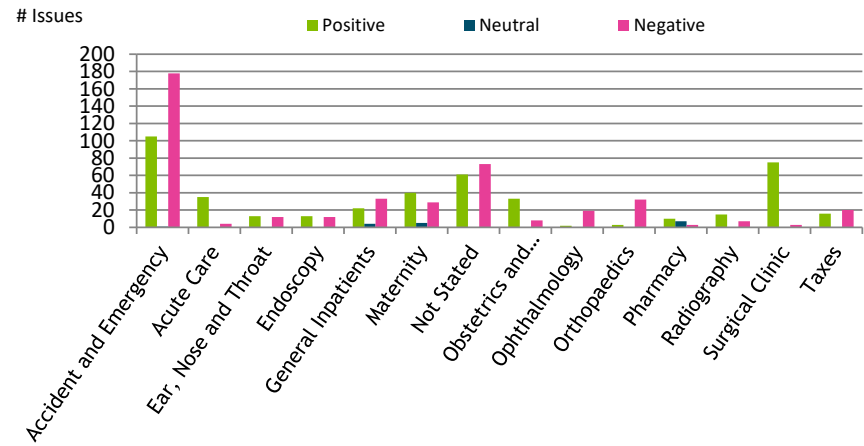
Departments receiving the most comments overall

Pie chart legend:
- Accident and Emergency — 32%
- Acute Care — 4%
- Ear, Nose and Throat — 3%
- Endoscopy — 3%
- General Inpatients — 7%
- Maternity — 8%
- Not Stated — 15%
- Obstetrics and Gynaecology — 5%
- Ophthalmology — 2%
- Orthopaedics — 4%
- Pharmacy — 2%
- Radiography — 2%
- Surgical Clinic — 9%
- Taxes — 4%

4.2 Breakdown of care pathway locations (more on pages 18-25)

Issues

Legend: Positive | Neutral | Negative

Care pathway locations

Pie chart legend:
- Transport — 2%
- Reception — 12%
- Diagnosis/Testing — 7%
- Clinical Treatment — 52%
- Clinical Nursing — 25%
- Discharge — 0%
- Follow On — 1%
- Community Services — 1%

6
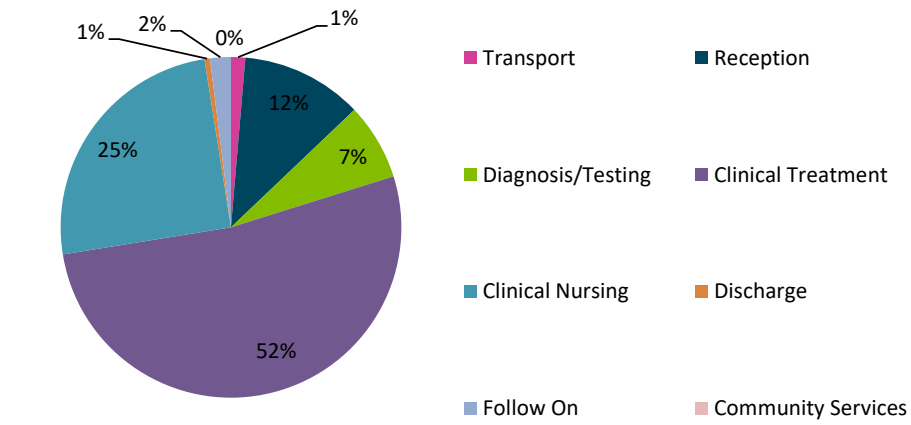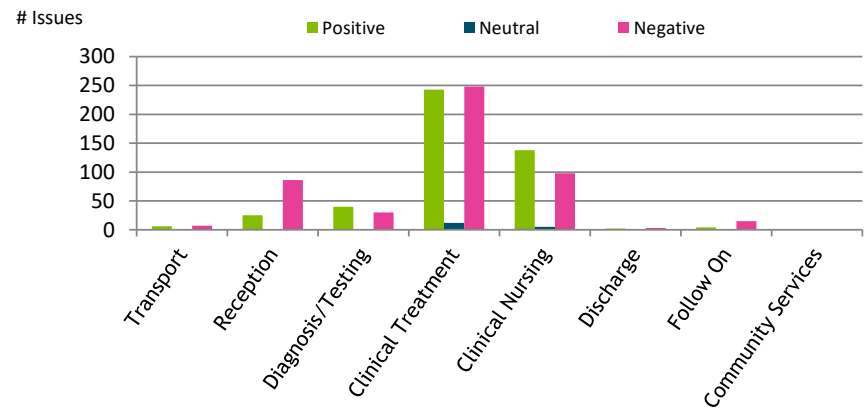
5.1 Trends, A&E (284 issues from 52 people)

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Advice/Information, Carer Involvement, User Involvement, Administration, Medication, Planning, Support, Timing, Quality, Environment/Layout, Hazard, Staff Attitude

Issues receiving the most comments overall

Pie chart legend and values:
- Advice/Information — 7%
- Carer Involvement — 3%
- User Involvement — 9%
- Administration — 1%
- Medication — 1%
- Planning — 1%
- Support — 22%
- Timing — 10%
- Quality — 20%
- Environment/Layout — 2%
- Hazard — 1%
- Staff Attitude — 23%

5.2 Sentiment, A&E

Issues

Legend: Positive | Neutral | Negative

Sentiment, A&E

Pie chart:
- Positive — 37%
- Neutral — 0%
- Negative — 63%

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5.3 Trends, General Inpatients (59 issues from 9 people)

Issues

Legend: Positive, Neutral, Negative

Categories: User Involvement, Planning, Support, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- User Involvement 12%
- Planning 7%
- Support 29%
- Quality 27%
- Staff Attitude 25%
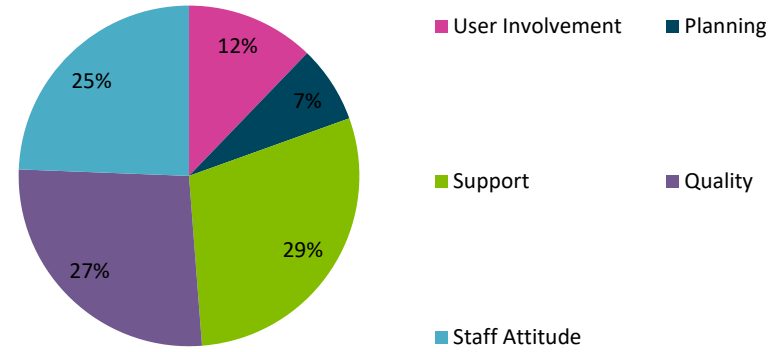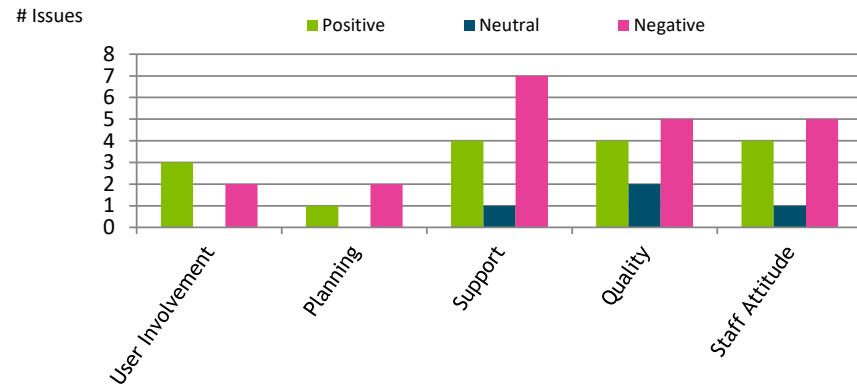
5.4 Sentiment, General Inpatients

Issues

Legend: Positive, Neutral, Negative

Sentiment, Inpatients

Pie chart:
- Positive 37%
- Neutral 7%
- Negative 56%
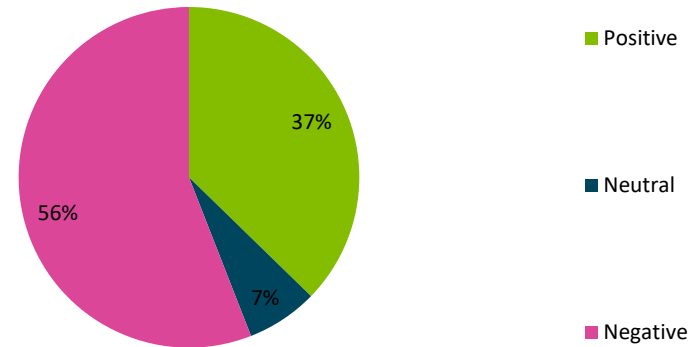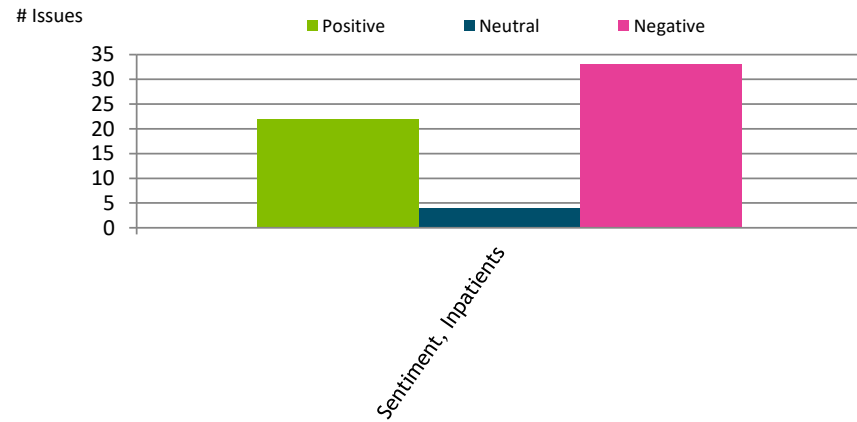
5.5 Trends, Maternity (74 issues from 11 people)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart categories: Advice/Information, User Involvement, Support, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 10%
- User Involvement: 13%
- Support: 25%
- Quality: 27%
- Staff Attitude: 25%

5.6 Sentiment, Maternity

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart: Sentiment, Maternity

Pie chart:
- Positive: 54%
- Neutral: 7%
- Negative: 39%
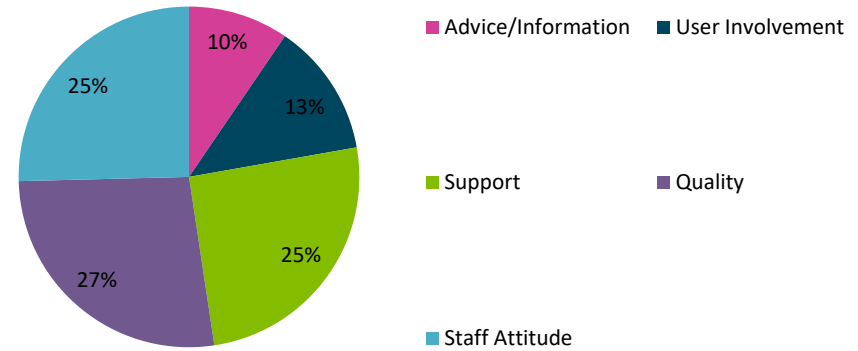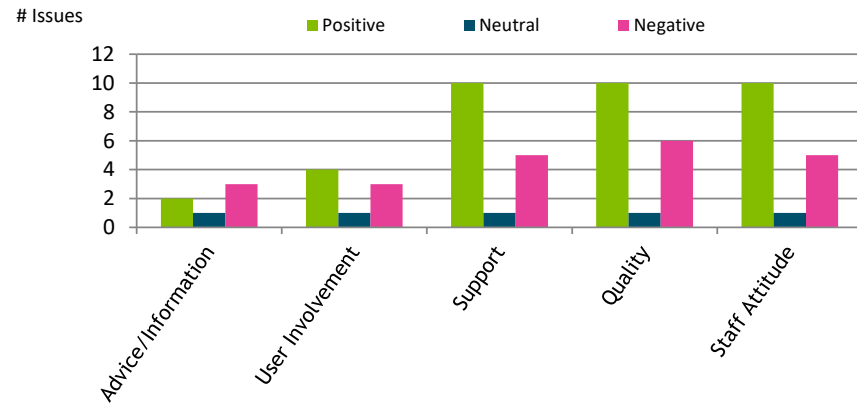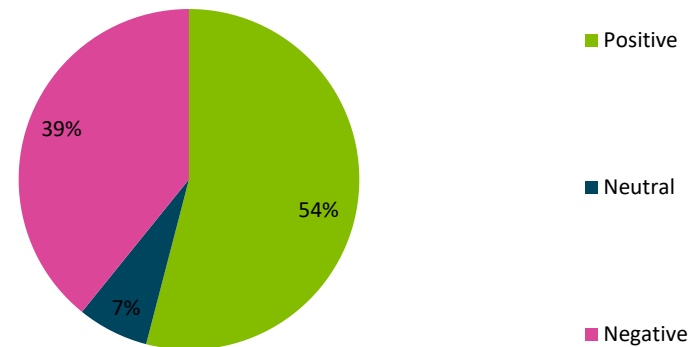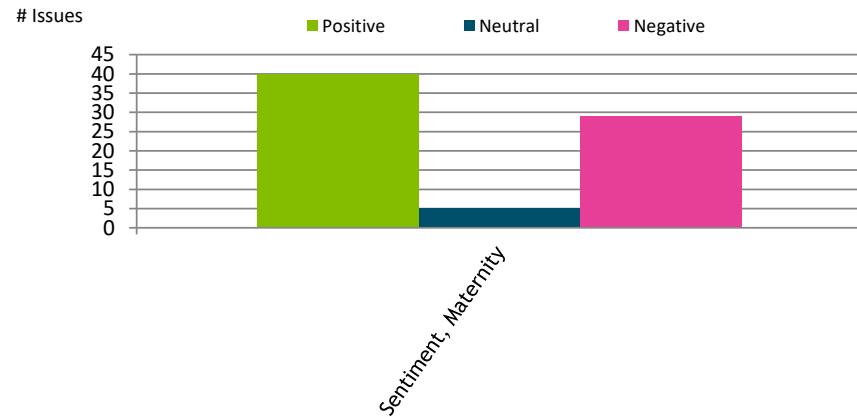
5. Trends: Surgery (General)

5.7 Trends, General Surgery (78 issues from 10 people)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

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

Issues receiving the most comments overall

Pie chart:
- Advice/Information 15%
- User Involvement 18%
- Support 22%
- Waiting List 3%
- Quality 20%
- Staff Attitude 22%
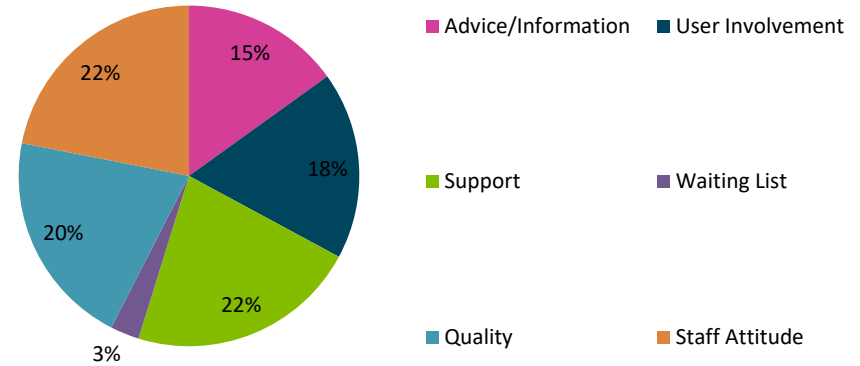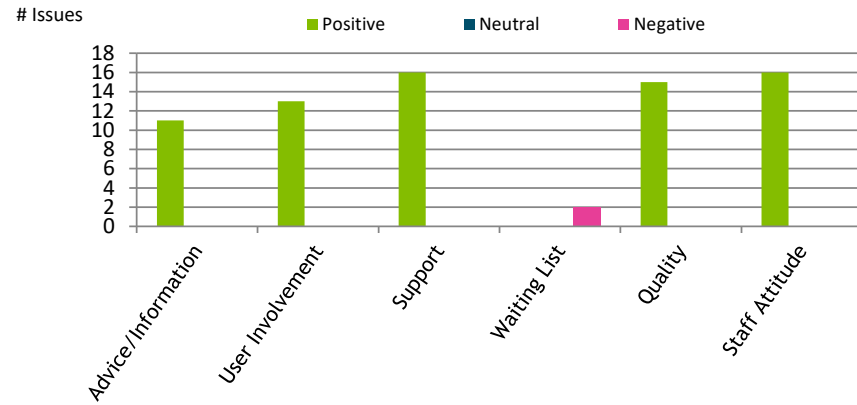
5.8 Sentiment, General Surgery

Issues

Legend: ■ Positive ■ Neutral ■ Negative

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

Pie chart:
- Positive 96%
- Neutral 0%
- Negative 4%
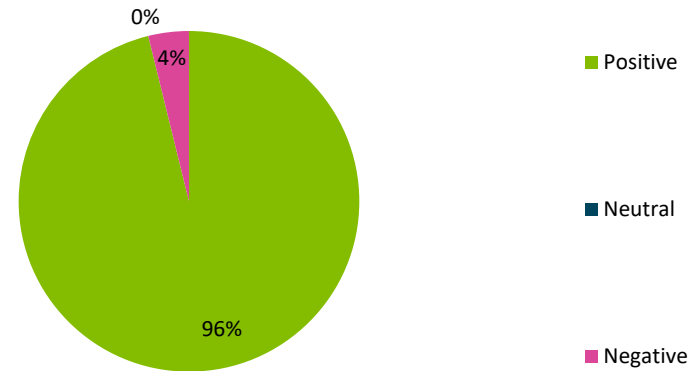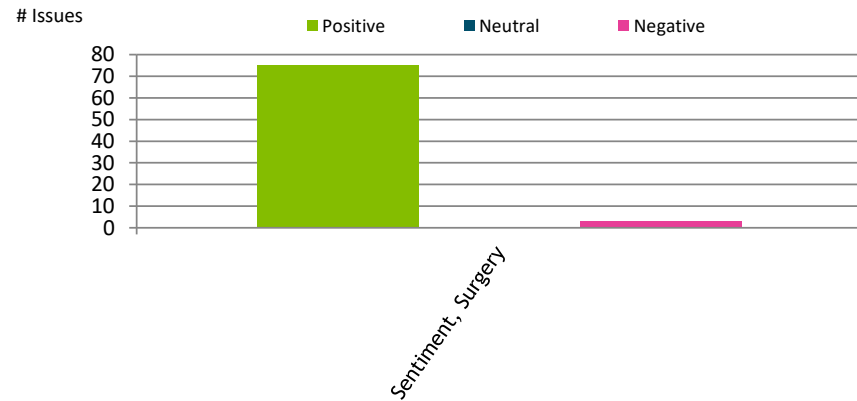
6. Care Pathway: Transport (ability to get to-and-from services)

6.1 Trends, Transport (13 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart showing issues by category:
- Support: Positive 1, Negative 1
- Choice: Positive 2
- Cost: Positive 1, Negative 1
- Staff Attitude: Positive 1, Negative 1

Pie chart:
- Support 25%
- Choice 25%
- Cost 25%
- Staff Attitude 25%

Legend: Support | Choice | Cost | Staff Attitude
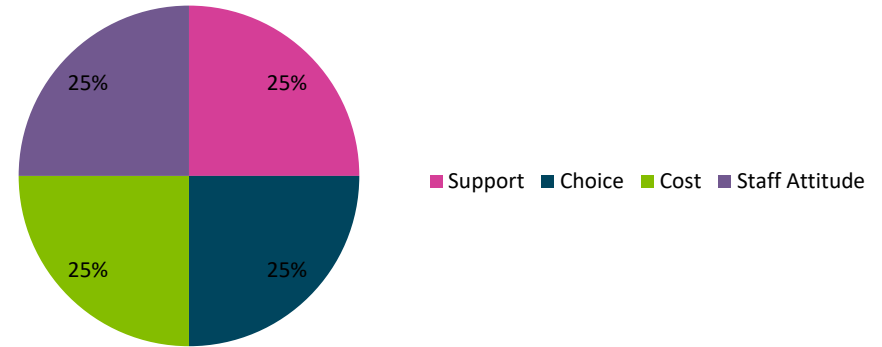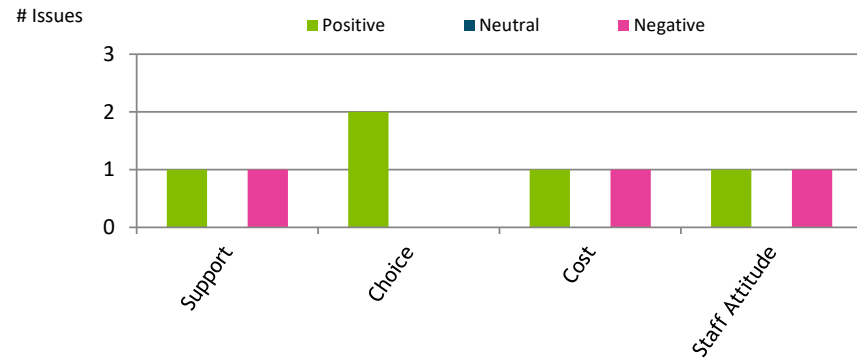
Issues receiving the most comments overall

6.2 Sentiment, Transport

Issues

Legend: Positive | Neutral | Negative

Bar chart: Sentiment, Transport
- Positive 6
- Negative 7

Pie chart:
- Positive 46%
- Neutral 0%
- Negative 54%

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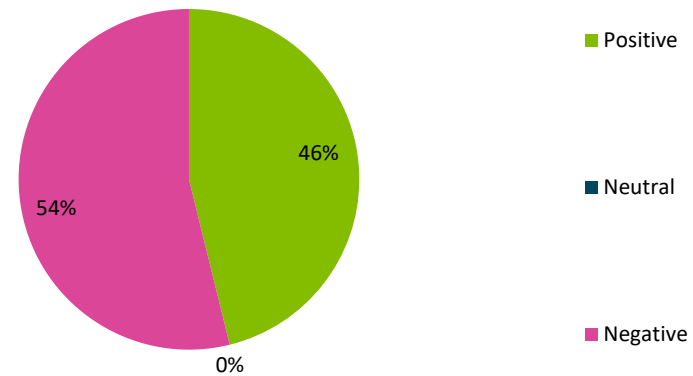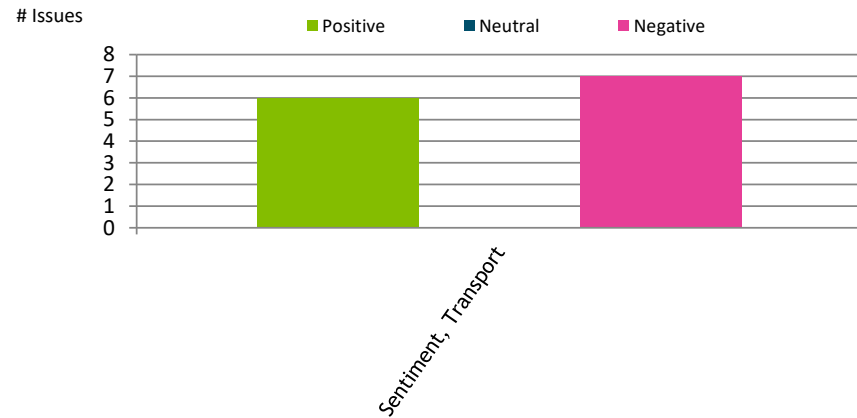
6. Care Pathway: Reception (reception services including back-office)

6.3 Trends, Reception (111 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, User Involvement, Administration, Planning, Support, Telephone, Quality, Environment/Layout, Staff Attitude
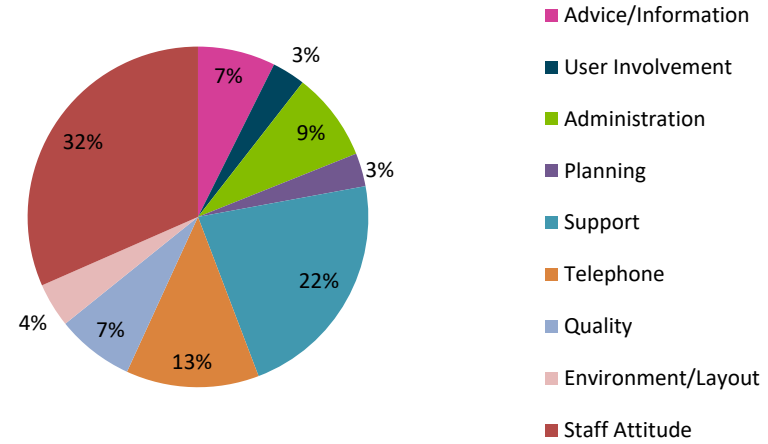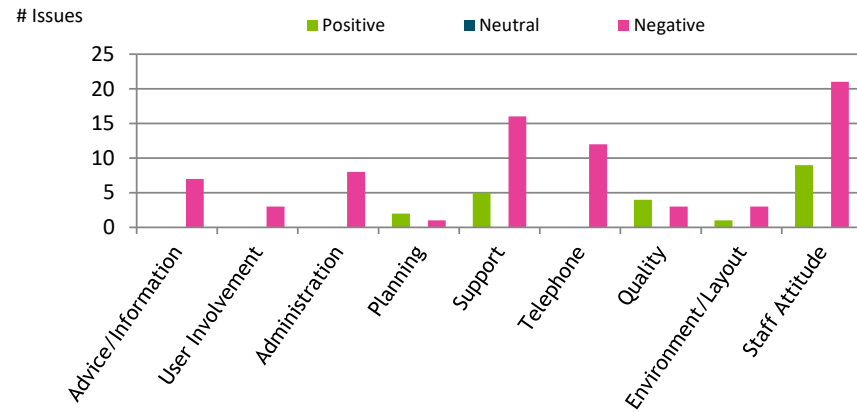
Issues receiving the most comments overall

Pie chart:
- Advice/Information — 7%
- User Involvement — 3%
- Administration — 9%
- Planning — 3%
- Support — 22%
- Telephone — 13%
- Quality — 7%
- Environment/Layout — 4%
- Staff Attitude — 32%

6.4 Sentiment, Reception

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Reception

Pie chart:
- Positive — 23%
- Neutral — 0%
- Negative — 77%

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

6.5 Trends, Diagnosis/Testing (70 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, User Involvement, Planning, Support, Timing, Quality, Staff Attitude
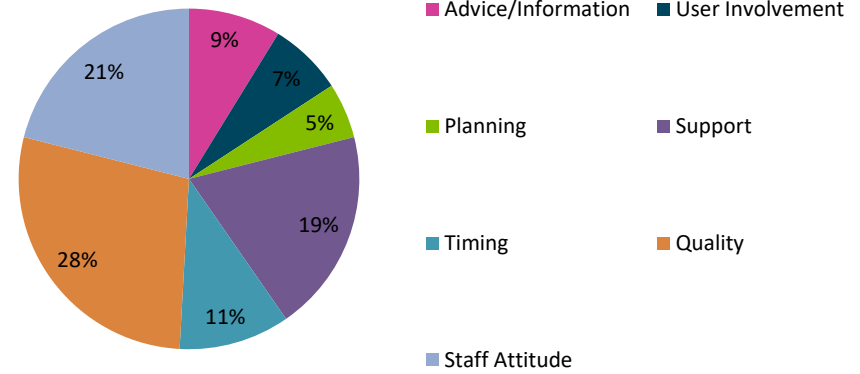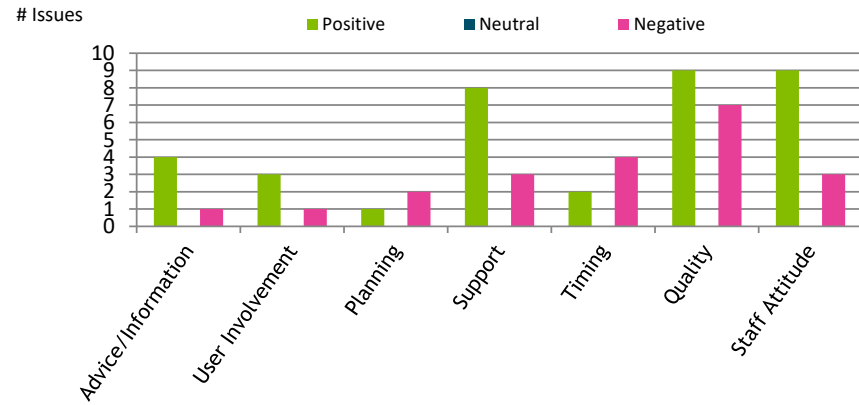
Issues receiving the most comments overall

Pie chart:
- Advice/Information — 9%
- User Involvement — 7%
- Planning — 5%
- Support — 19%
- Timing — 11%
- Quality — 28%
- Staff Attitude — 21%

6.6 Sentiment, Diagnosis/Testing

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Diagnosis

Pie chart:
- Positive — 57%
- Neutral — 0%
- Negative — 43%
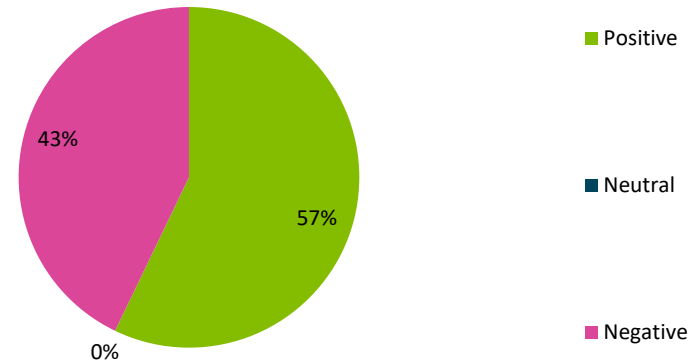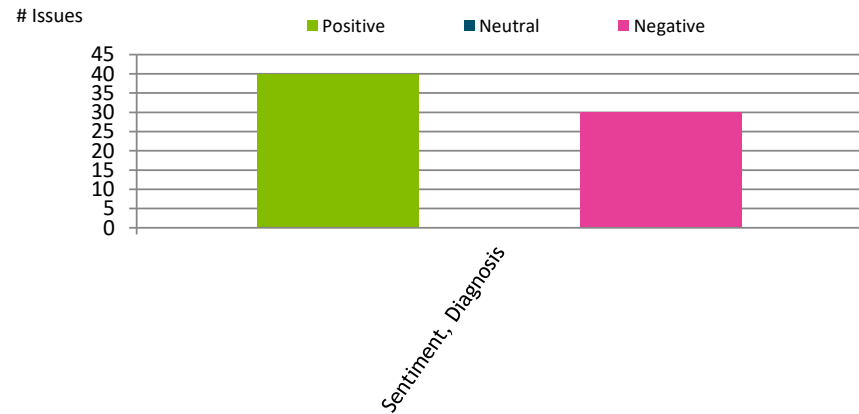
6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

6.7 Trends, Clinical Treatment (503 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Booking, Cancellations, Support, Timing, Waiting List, Quality, Environment/Layout, Travel/Parking, Staff Attitude
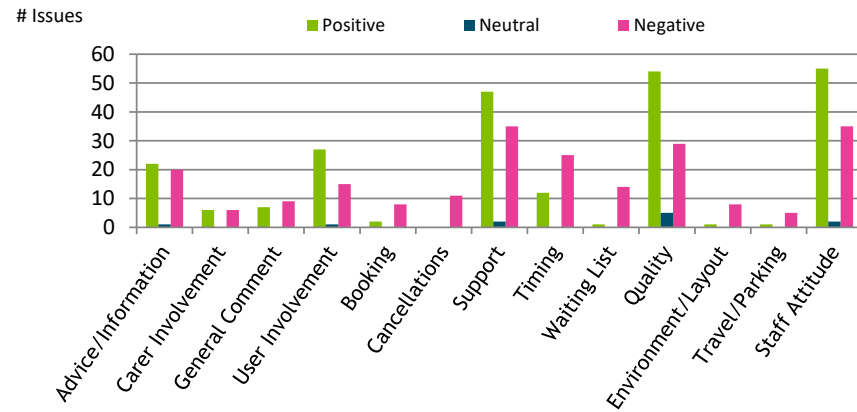
Issues receiving the most comments overall

Pie chart legend and values:
- Advice/Information — 9%
- Carer Involvement — 3%
- General Comment — 4%
- User Involvement — 9%
- Booking — 2%
- Cancellations — 2%
- Support — 18%
- Timing — 8%
- Waiting List — 3%
- Quality — 19%
- Environment/Layout — 2%
- Travel/Parking — 1%
- Staff Attitude — 20%

6.8 Sentiment, Clinical Treatment

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Treatment

Pie chart:
- Positive — 48%
- Neutral — 3%
- Negative — 49%

14
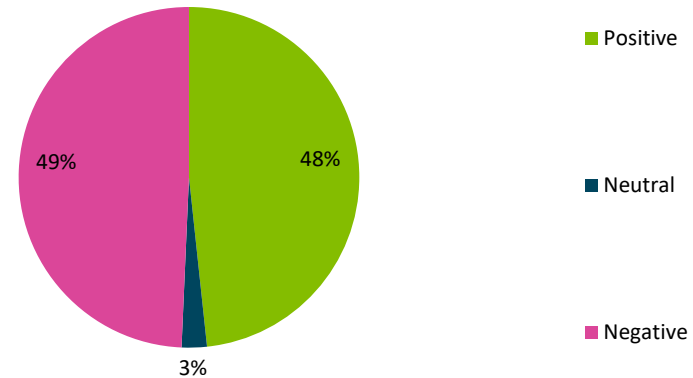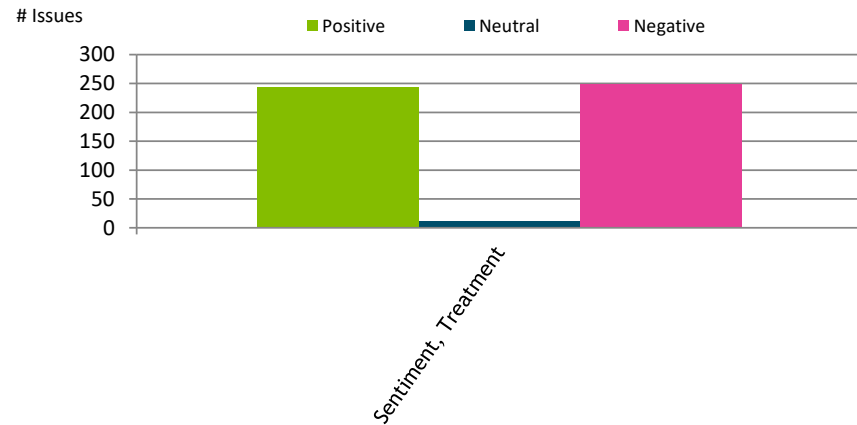
6. Care Pathway: Clinical Nursing (care provided by trained nurses)

6.9 Trends, Clinical Nursing (241 issues)

Issues
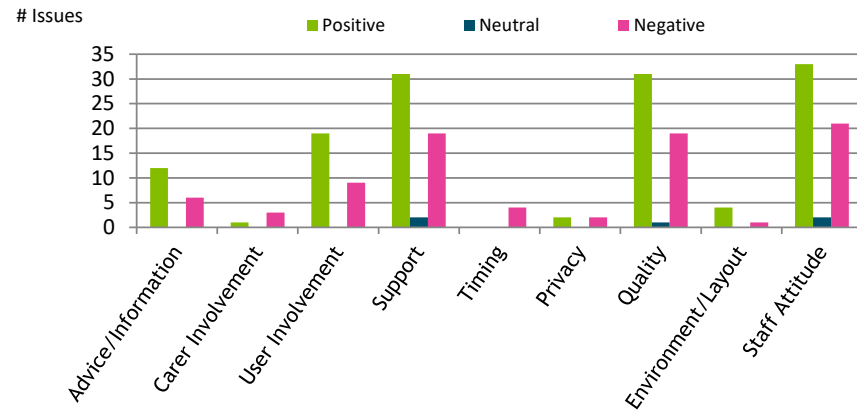
Legend: Positive, Neutral, Negative

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

Issues receiving the most comments overall

Pie chart:
- Advice/Information 8%
- Carer Involvement 2%
- User Involvement 13%
- Support 23%
- Timing 2%
- Privacy 2%
- Quality 23%
- Environment/Layout 2%
- Staff Attitude 25%
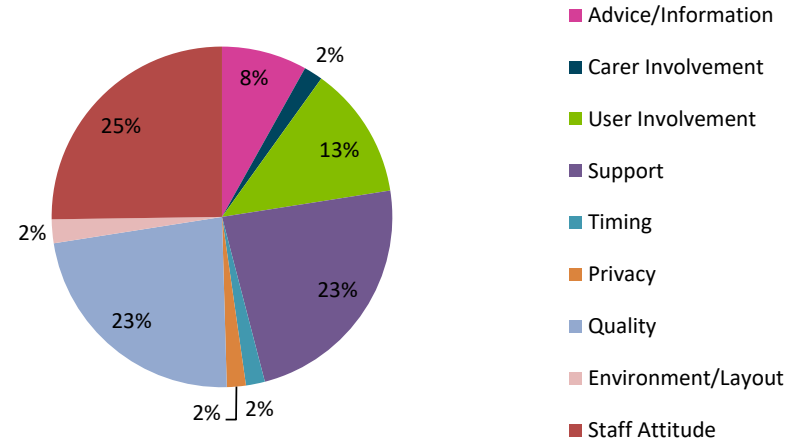
6.10 Sentiment, Clinical Nursing

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Nursing Care

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

15
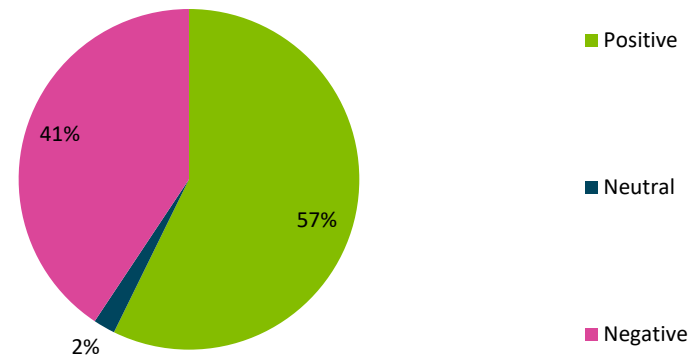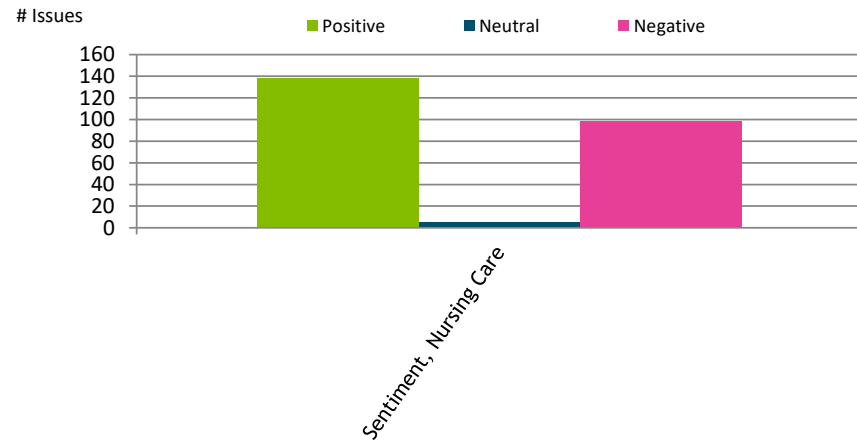
6. Care Pathway: Discharge (discharge from a service)

6.11 Trends, Discharge (5 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart (0–2):
- User Involvement: 1 (Negative)
- Administration: 1 (Positive)
- Medication: 1 (Positive)
- Planning: 1 (Negative)
- Support: 1 (Negative)

Pie chart:
- User Involvement: 20%
- Administration: 20%
- Medication: 20%
- Planning: 20%
- Support: 20%
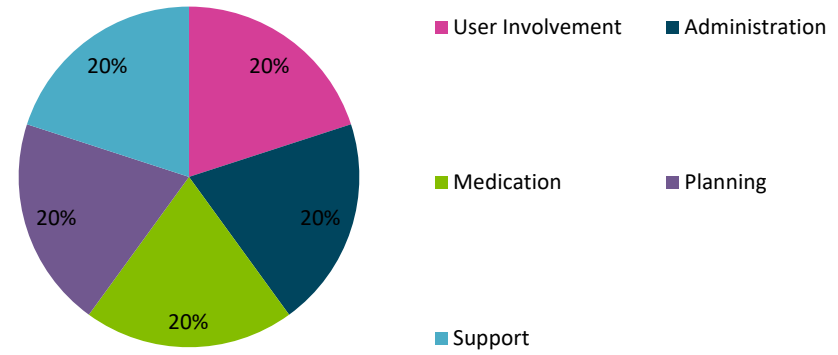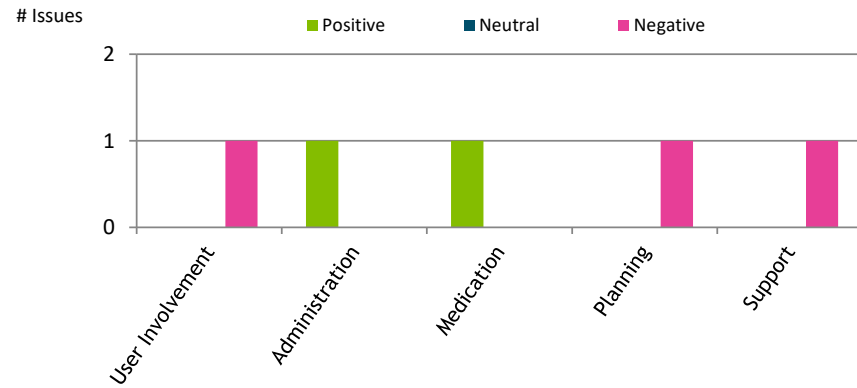
Issues receiving the most comments overall

6.12 Sentiment, Discharge

Issues

Legend: Positive | Neutral | Negative

Bar chart (0–4):
- Positive: 2
- Negative: 3

Pie chart:
- Positive: 40%
- Neutral: 0%
- Negative: 60%
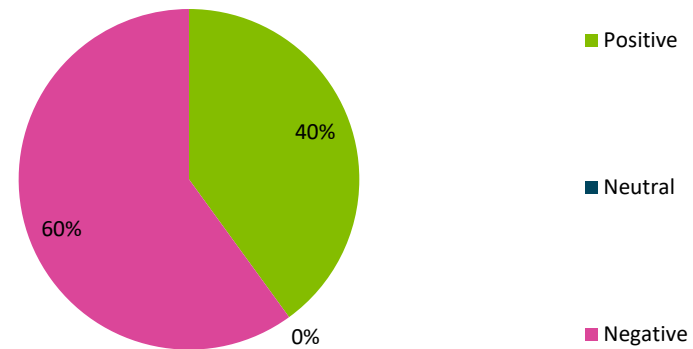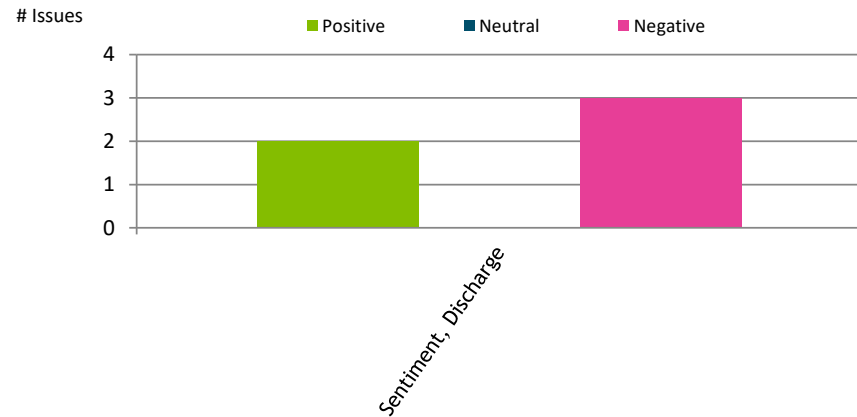
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

6.13 Trends, Follow On (19 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart:
- Advice/Information: 3 (Negative)
- User Involvement: 1 (Negative)
- Booking: 1 (Positive)
- Support: 1 (Positive), 4 (Negative)
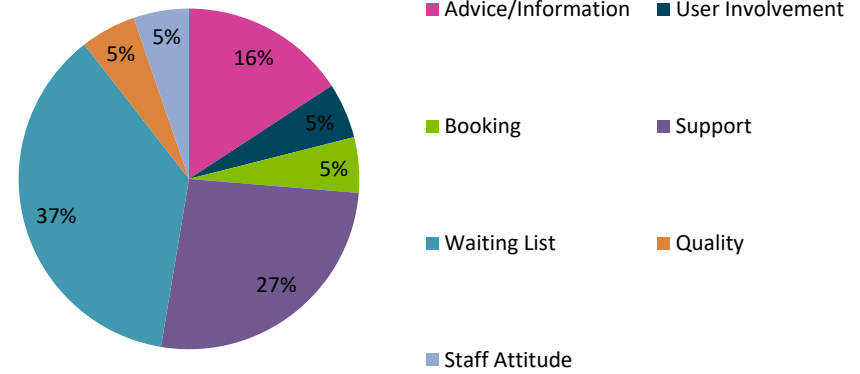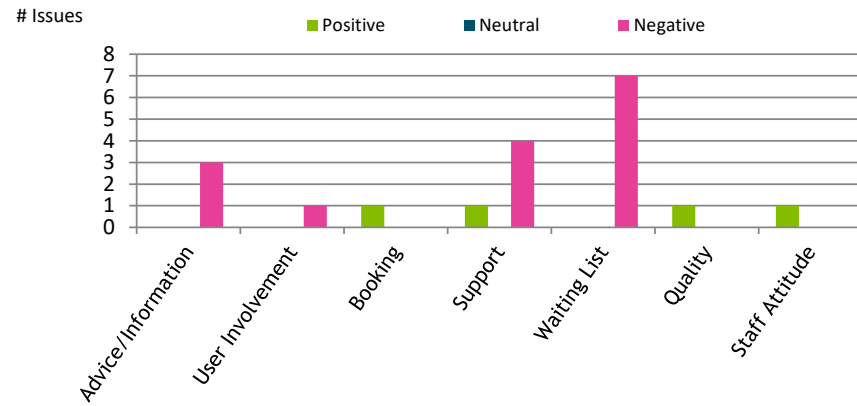- Waiting List: 7 (Negative)
- Quality: 1 (Positive)
- Staff Attitude: 1 (Positive)

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 16%
- User Involvement: 5%
- Booking: 5%
- Support: 27%
- Waiting List: 37%
- Quality: 5%
- Staff Attitude: 5%

Legend: Advice/Information | User Involvement | Booking | Support | Waiting List | Quality | Staff Attitude

6.14 Sentiment, Follow On

Issues

Legend: Positive | Neutral | Negative

Bar chart:
- Positive: 4
- Negative: 15

Sentiment, Follow On

Pie chart:
- Positive: 21%
- Neutral: 0%
- Negative: 79%

Legend: Positive | Neutral | Negative

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.*	38	1	37	76
	Carer Involvement	*Involvement of carers, friends or family members.*	7	0	10	17
	General Comment	*A generalised statement (ie; "The doctor was good.")*	8	0	9	17
	User Involvement	*Involvement of the service user.*	49	1	30	80
Systems	Administration	*Administrative processes and delivery.*	1	0	13	14
	Admission	*Physical admission to a hospital ward, or other service.*	1	0	4	5
	Booking	*Ability to book, reschedule or cancel appointments.*	4	0	10	14
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	11	11
	Data Protection	*General data protection (including GDPR).*	1	0	0	1
	Referral	*Referral to a service.*	2	0	2	4
	Medical Records	*Management of medical records.*	0	0	2	2
	Medication	*Prescription and management of medicines.*	2	0	5	7
	Opening Times	*Opening times of a service.*	0	1	0	1
	Planning	*Leadership and general organisation.*	4	0	8	12
	Registration	*Ability to register for a service.*	0	0	1	1
	Support	*Levels of support provided.*	93	4	79	176
	Telephone	*Ability to contact a service by telephone.*	1	0	12	13
	Timing	*Physical timing (ie; length of wait at appointments).*	15	0	34	49
	Waiting List	*Length of wait while on a list.*	2	0	23	25
Values	Choice	*General choice.*	3	0	0	3
	Cost	*General cost.*	1	0	2	3
	Language	*Language, including terminology.*	0	0	2	2
	Nutrition	*Provision of sustainance.*	3	0	2	5
	Privacy	*Privacy, personal space and property.*	3	0	2	5
	Quality	*General quality of a service, or staff.*	100	6	58	164
	Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
	Stimulation	*General stimulation, including access to activities.*	1	0	1	2

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligibility).*	0	0	1	1
	Environment/Layout	*Physical environment of a service.*	6	0	12	18
	Equipment	*General equipment issues.*	0	0	3	3
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	1	0	6	7
	Hygiene	*Levels of hygiene and general cleanliness.*	3	0	6	9
	Mobility	*Physical mobility to, from and within services.*	0	0	2	2
	Travel/Parking	*Ability to travel or park.*	1	0	6	7
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	2	2
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	5	5
	Staff Attitude	*Attitude, compassion and empathy of staff.*	108	4	81	193
	Complaints	*Ability to log and resolve a complaint.*	0	0	2	2
	Staff Training	*Training of staff.*	0	0	2	2
	Staffing Levels	*General availability of staff.*	0	0	2	2
	Total:		**458**	**17**	**487**	**962**

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