

The Experience of Whipps Cross University Hospital

A trends analysis report by Healthwatch Waltham Forest



CommunityInsight

6 April 2020

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 2019 - 31 March 2020

healthwatch
Waltham Forest

Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 341 people. Feedback has been obtained from a variety of sources, including Enter and View and comments posted online (Care Opinion and social media).

Top Trends (Page 5)

Findings suggest the vast majority of people receive good quality, compassionate treatment and care, with good levels of involvement. However, experiences suggest long waiting times at appointments.

Q4 Trends...

Feedback about waiting times continues to be negative overall, with 11 more (additional) complaints received.

Satisfaction Levels (Pages 6-7)

On the whole, feedback is 59% positive. Around two thirds of experiences (63%) reflect good levels of involvement and support, while sentiment on quality and empathy is broadly positive (75%). On service access, around half of comments (42%) are negative overall.

Q4 Trends...

This quarter we record modest improvements in sentiment for most service aspects.

Feedback suggests overall sentiment has improved by 1%, with a 2% improvement for information, involvement and support, and 3% for general quality and empathy. On service access, sentiment is unchanged.

Departments (Pages 8-17)

Feedback about A&E suggests good quality, compassionate treatment and care, with good levels of involvement, communication and support. People are also complimentary about the general environment, however many cite long waiting times. On maternity, comments suggest people would like greater levels of support and communication. Waiting times are also cited as an issue.

Q4 Trends...

Feedback suggests overall sentiment about A&E has improved by 2% this quarter, with a 14% decline recorded for maternity services.

On Ophthalmology we record a 23% improvement, with examples of good quality, supportive and compassionate treatment and care.

Care Pathway (Pages 18-25)

Feedback suggests experiences of transport, clinical treatment and care are broadly positive overall. While most people find reception staff to be efficient, many would like greater levels of support, information and empathy.

Q4 Trends...

Comments suggest sentiment about reception services has improved by 1% this quarter, with accounts of efficient checking-in systems.

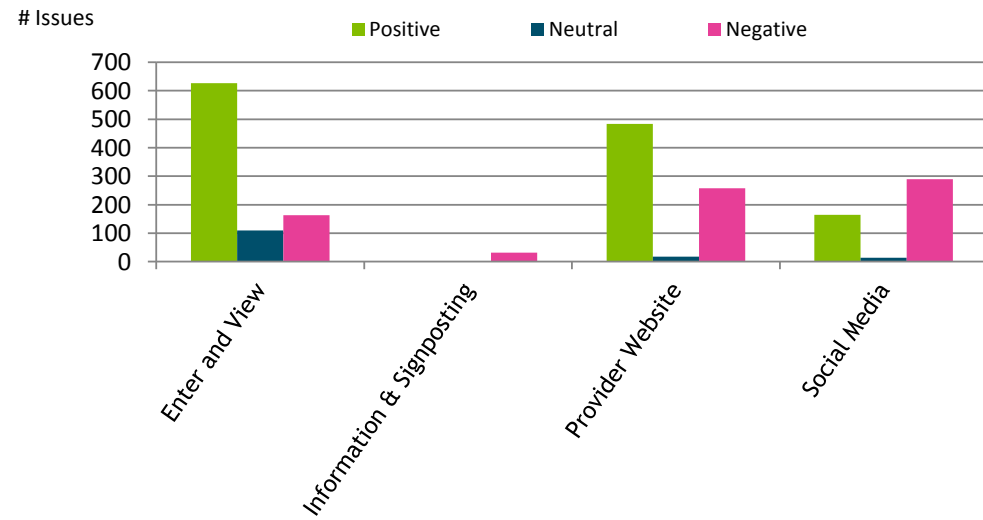
Sentiment about diagnosis and clinical treatment has declined by 5% this quarter, with some people questioning the quality of diagnosis. Feedback about nursing care suggests a 3% decline in sentiment overall.

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.

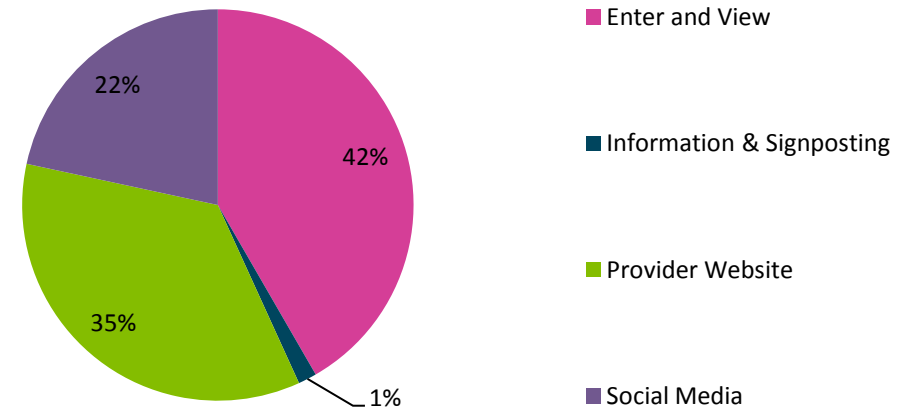
1. Data Source: Where did we collect the feedback?



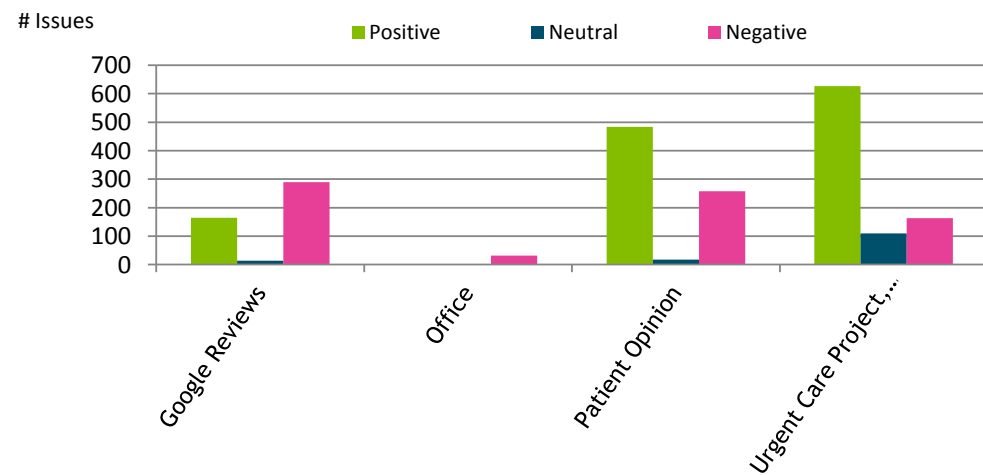
1.1 Source



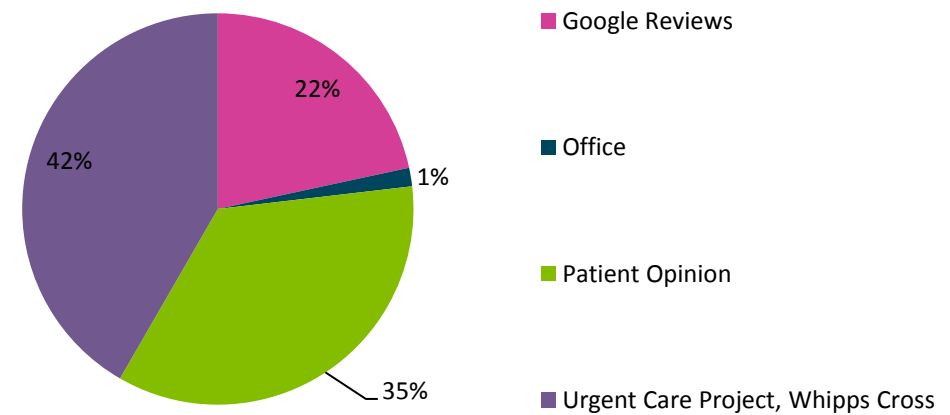
Sources providing the most comments overall



1.2 Origin



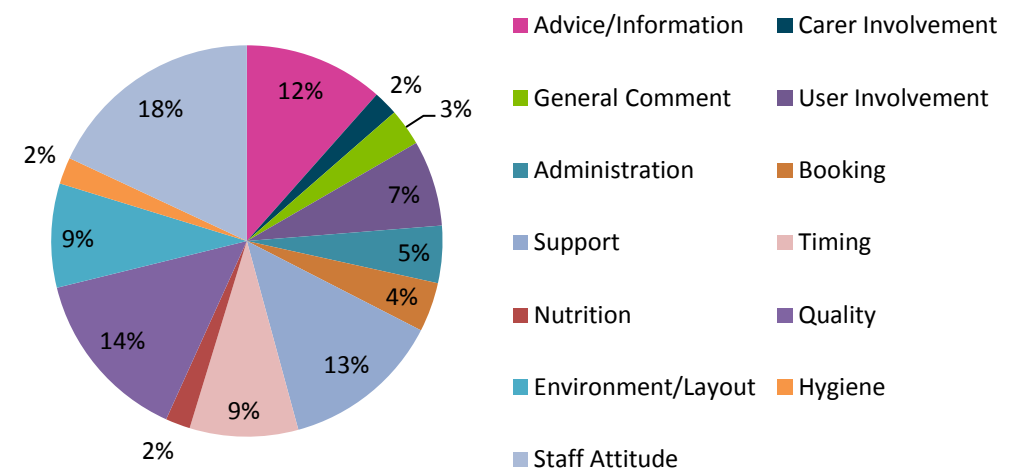
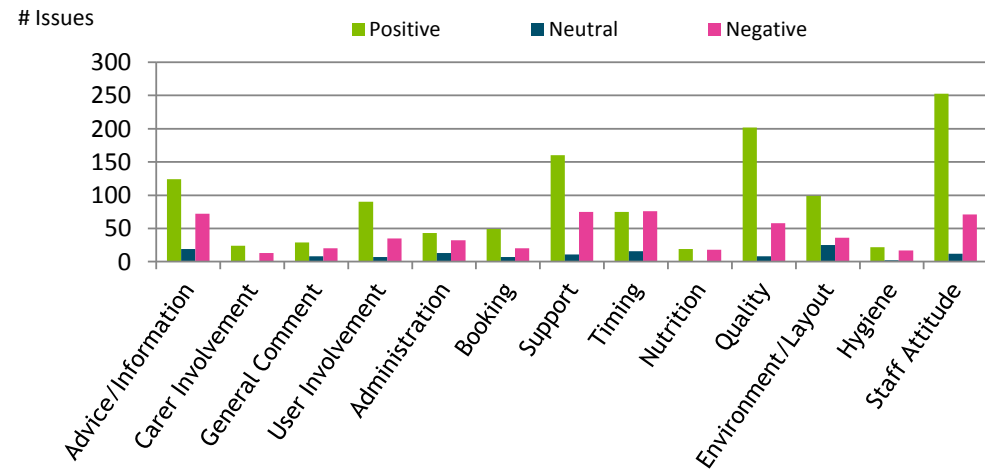
Origins providing the most comments overall



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

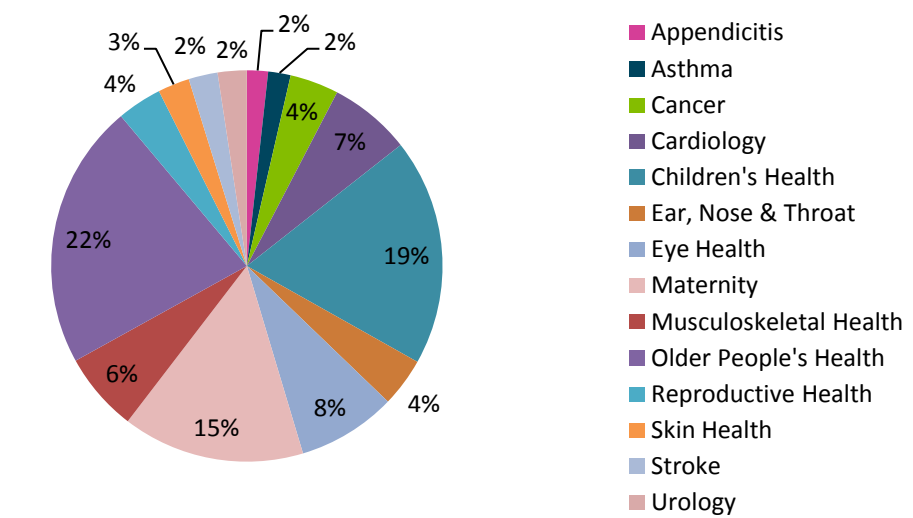
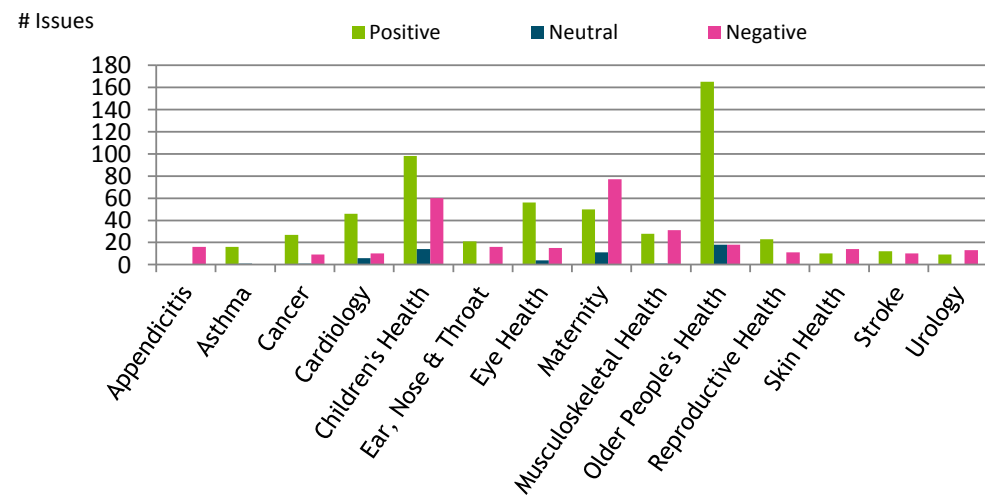


2.1 Service aspects: 2160 issues from 341 people



Issues receiving the most comments overall. See page 26 for issue descriptions.

2.2 Stated medical conditions

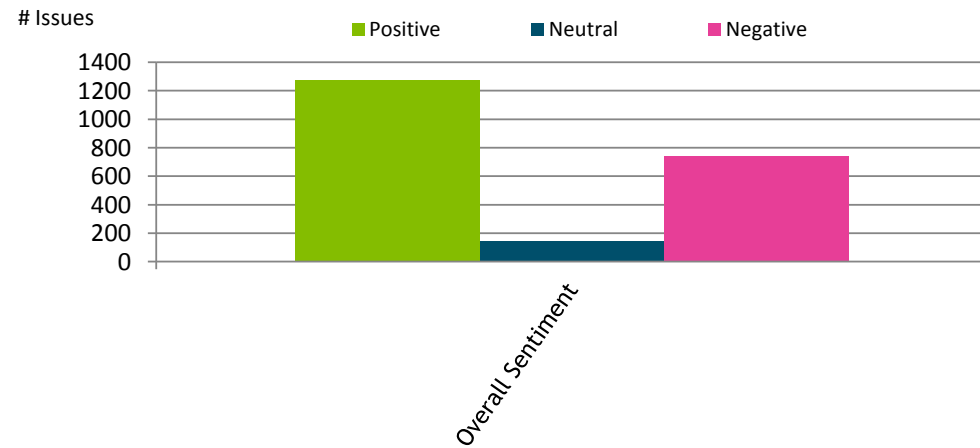


Medical conditions receiving the most comments overall

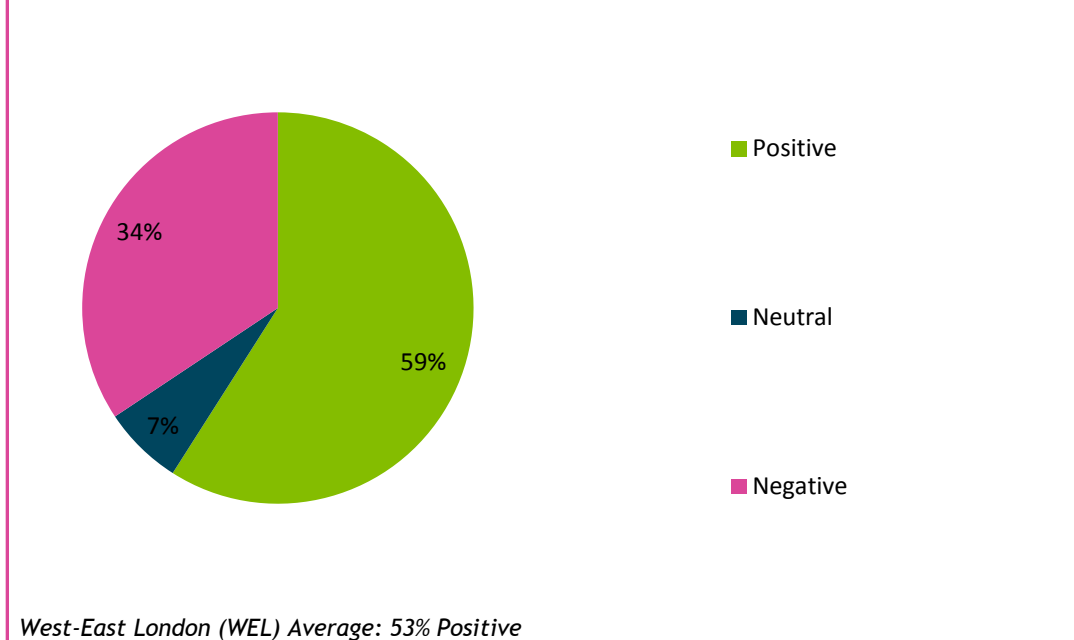
3. Sentiment: How do people feel about the service?



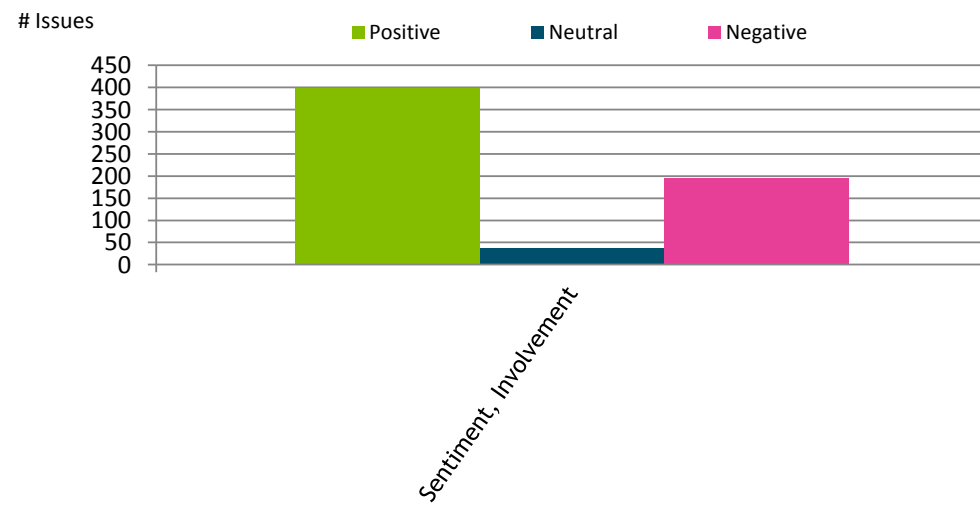
3.1 How do people feel as a whole?



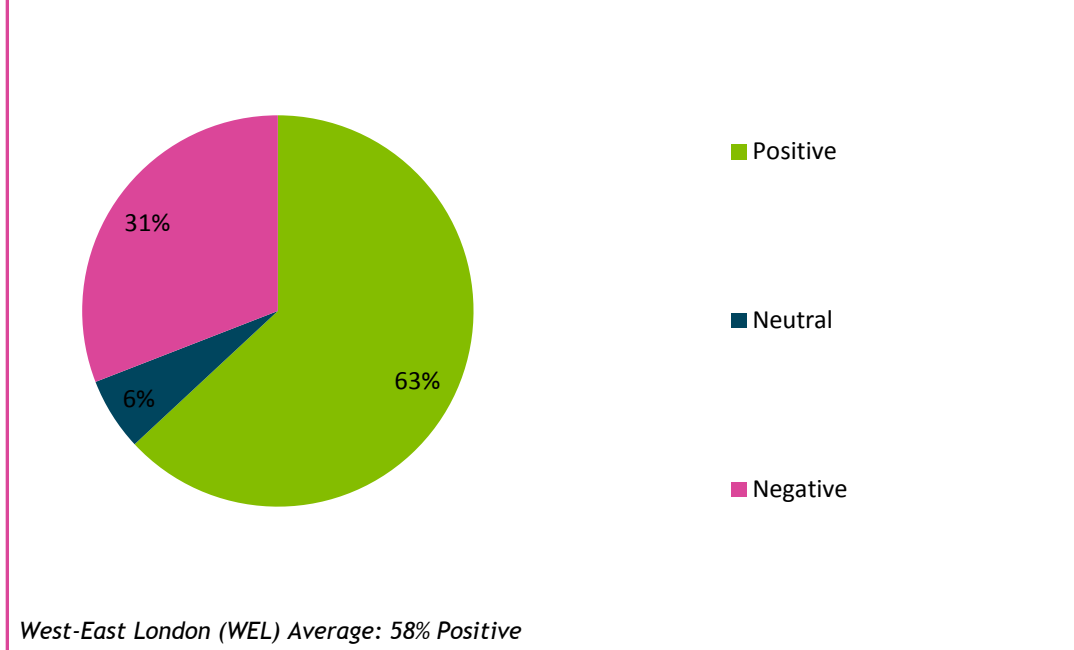
Quarterly Benchmark: 1% improvement on the previous quarter



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



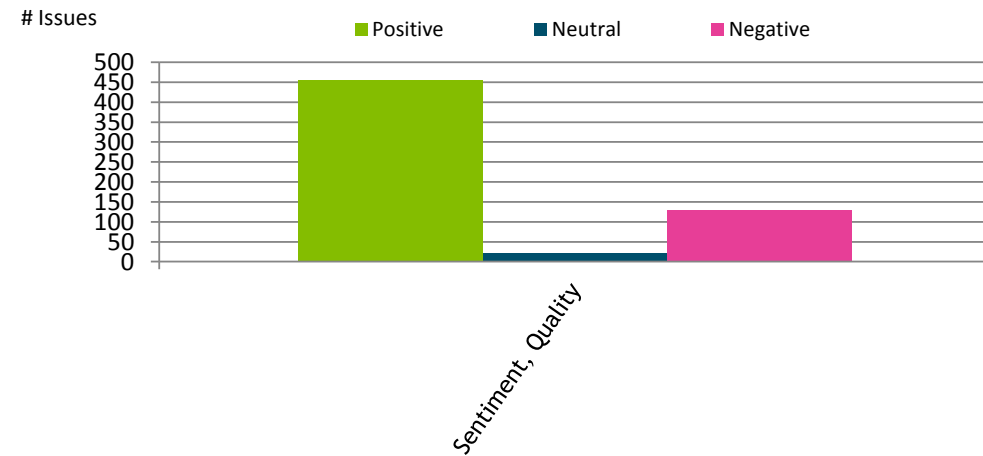
Quarterly Benchmark: 2% improvement on the previous quarter



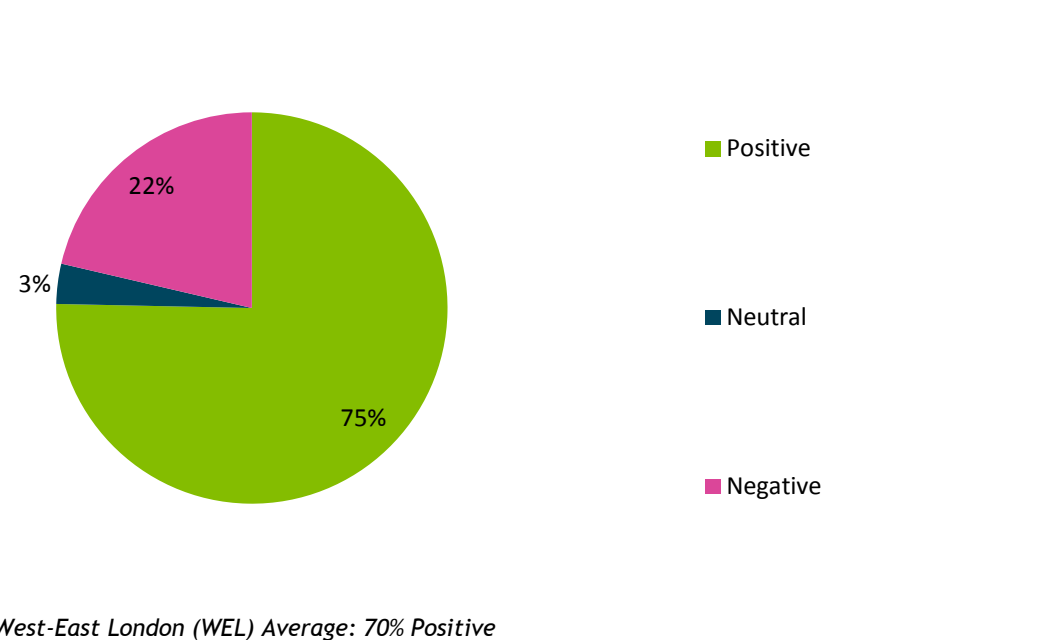
3. Sentiment: How do people feel about the service?



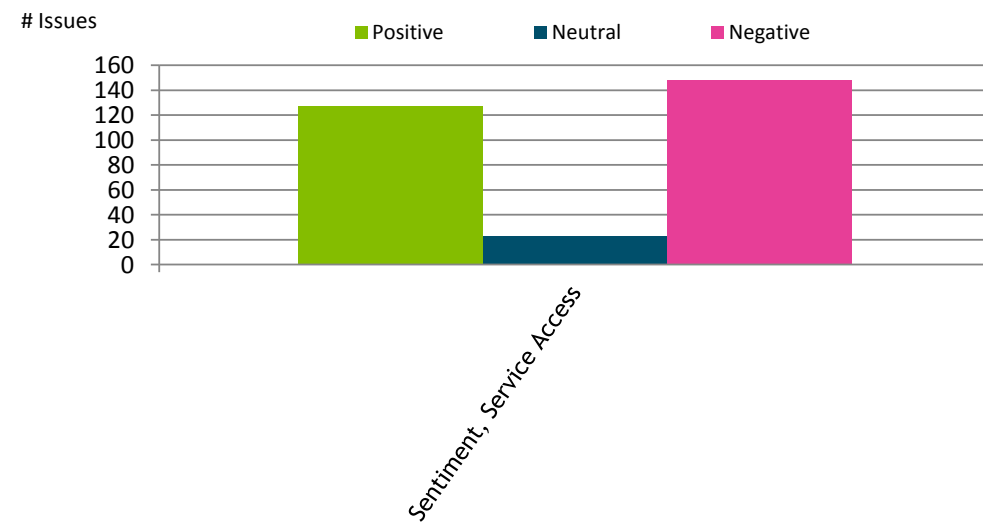
3.3 How do people feel about general quality and empathy?



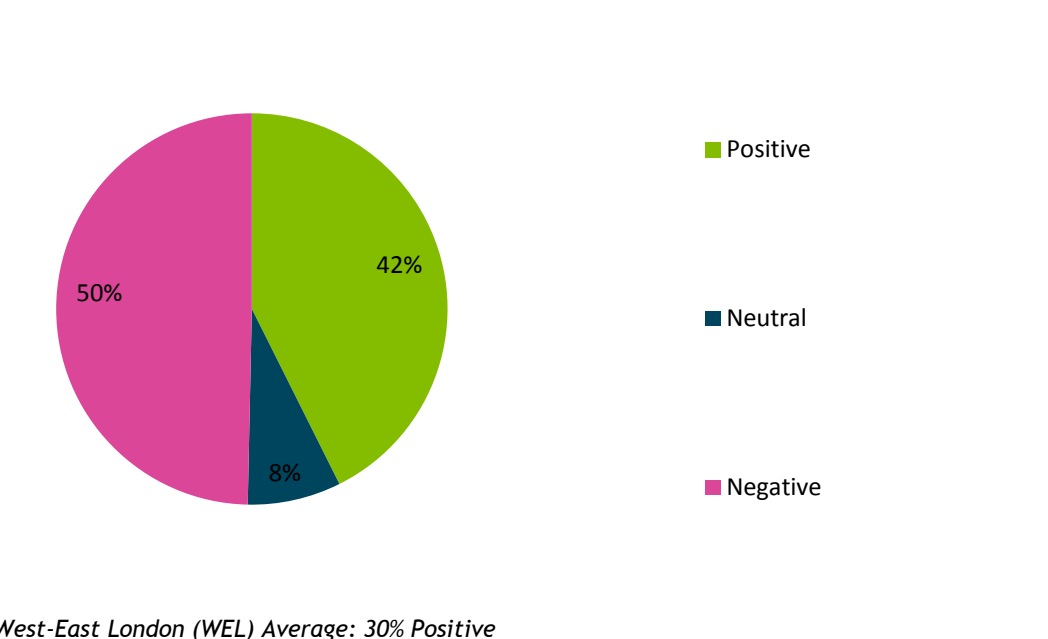
Quarterly Benchmark: 3% improvement on the previous quarter



3.4 How do people feel about general access to services?



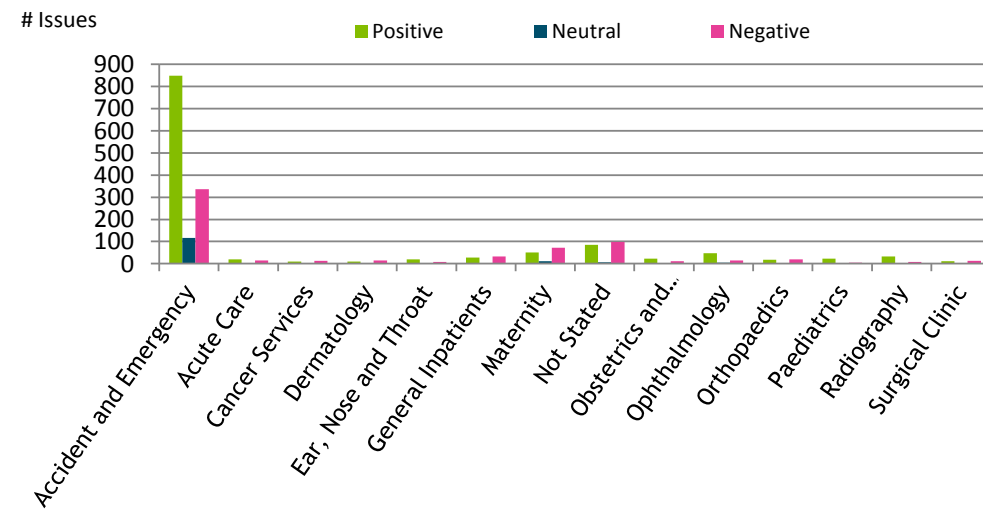
Quarterly Benchmark: No change on the previous quarter



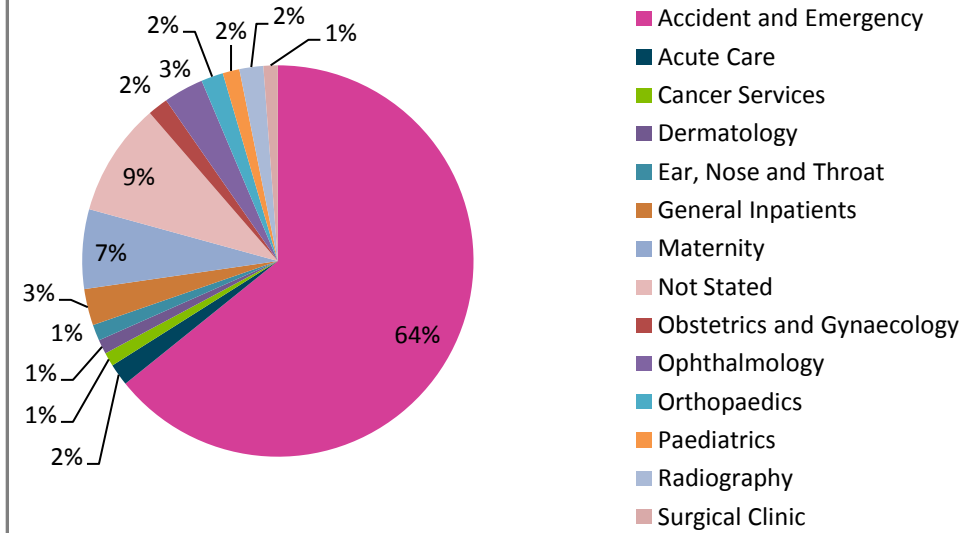
4. Trends: Which departments are people most commenting on?



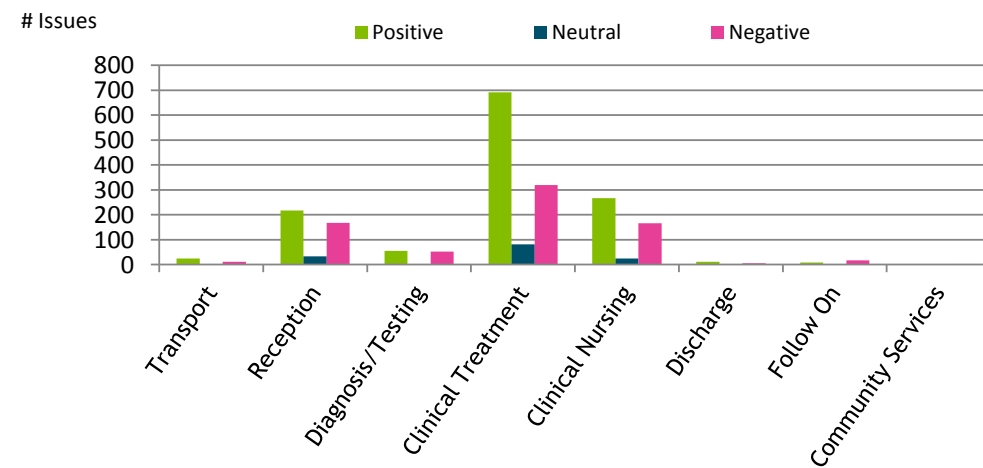
4.1 Departments (2160 issues)



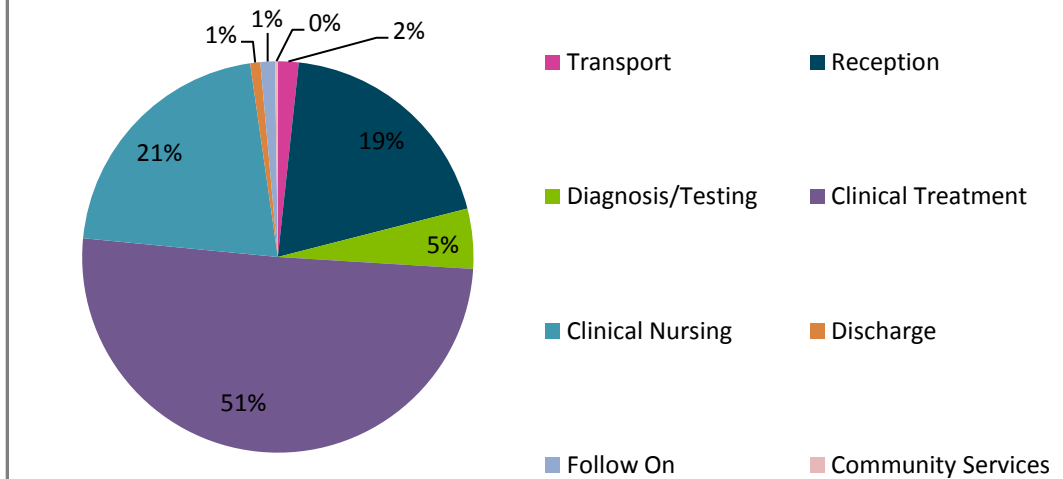
Departments receiving the most comments overall



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



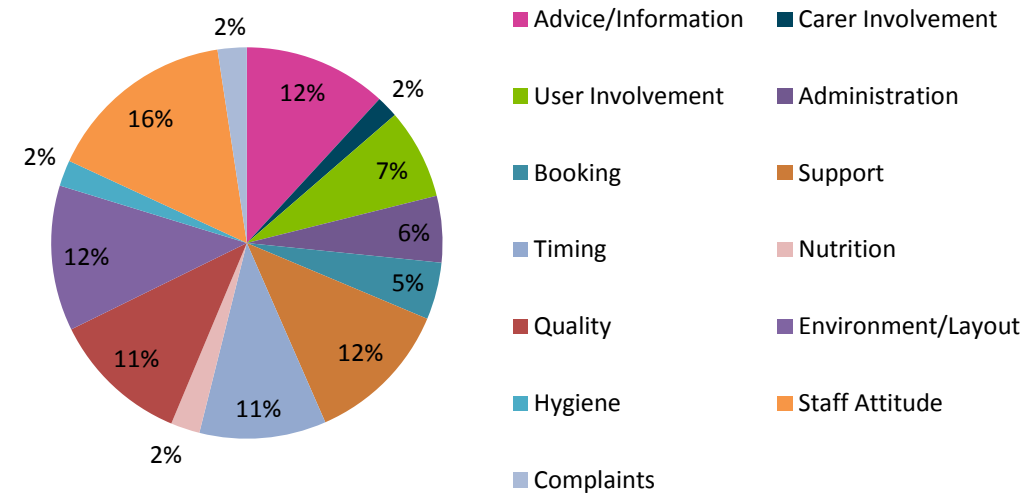
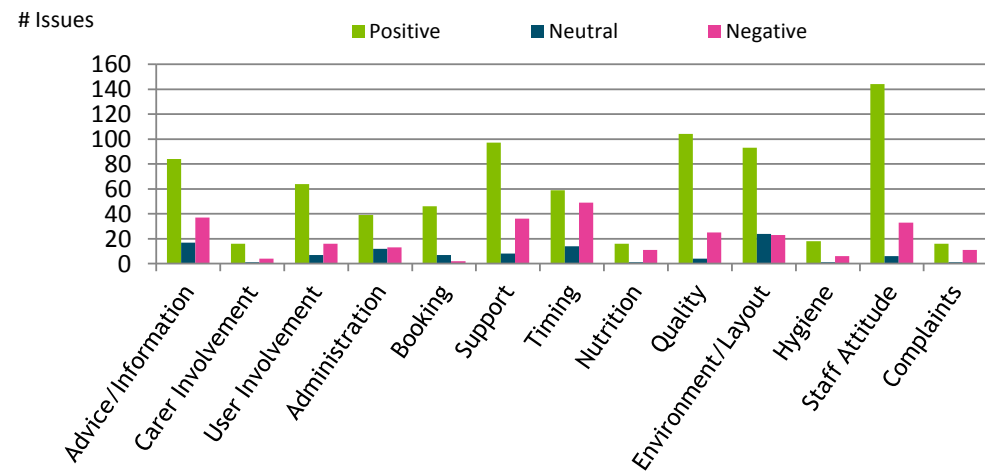
Care pathway locations



5. Trends: A&E

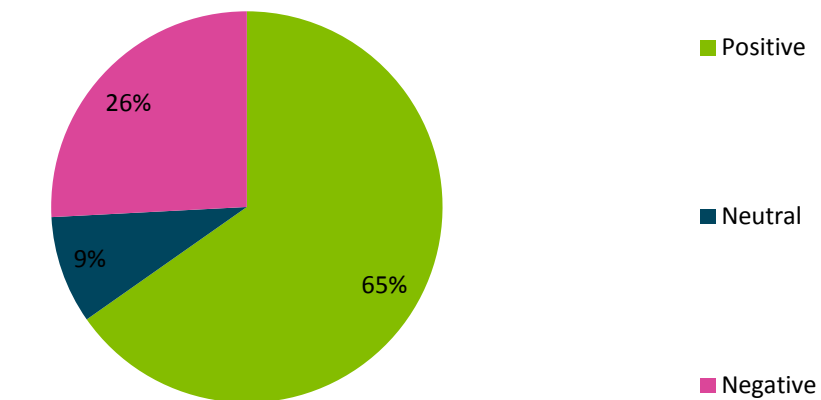
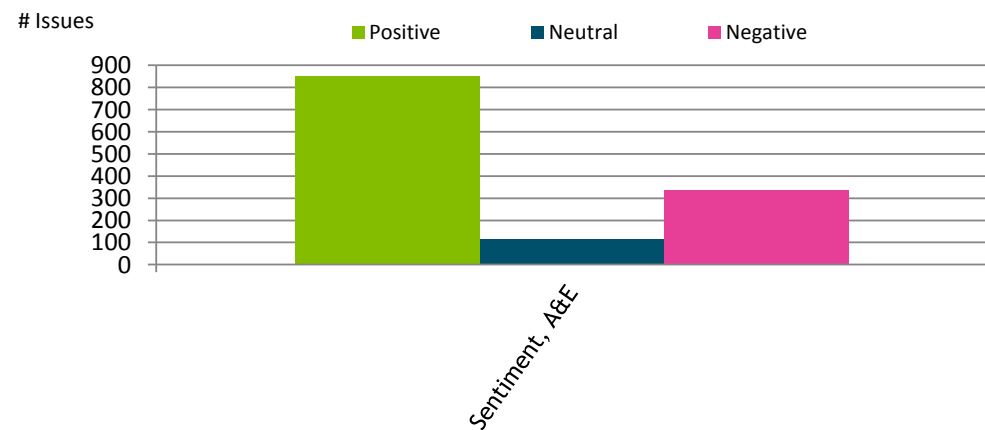


5.1 Trends, A&E (1301 issues from 165 people)



Issues receiving the most comments overall

5.2 Sentiment, A&E



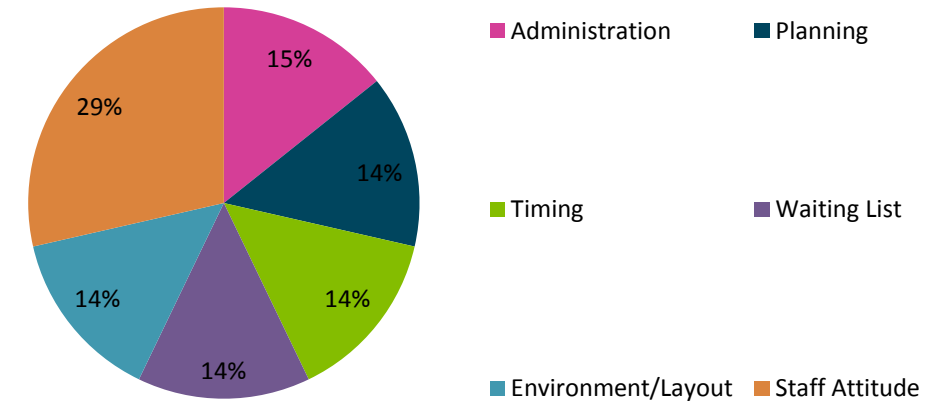
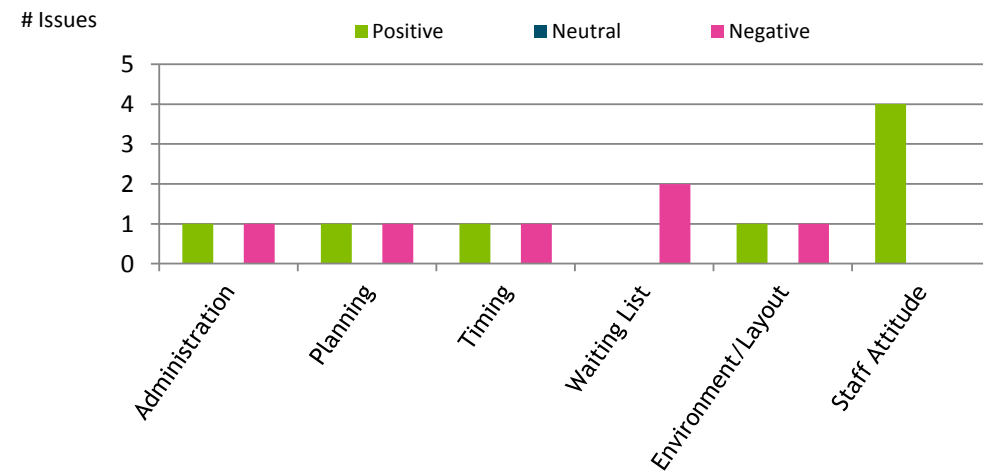
Quarterly Benchmark: 2% improvement on the previous quarter

West-East London (WEL) Average: 52% Positive

5. Trends: Dermatology

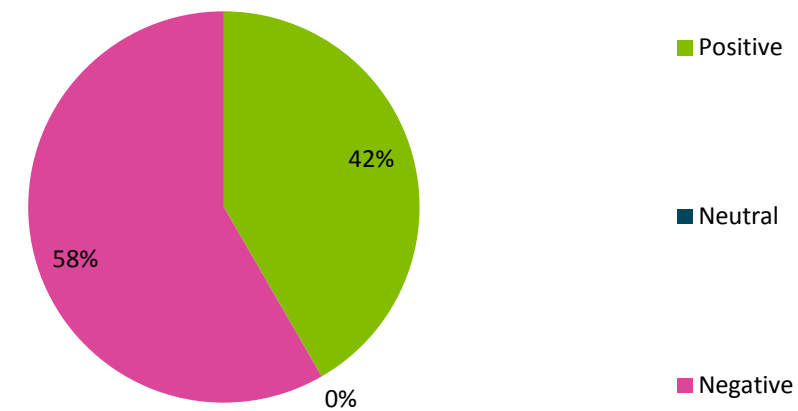
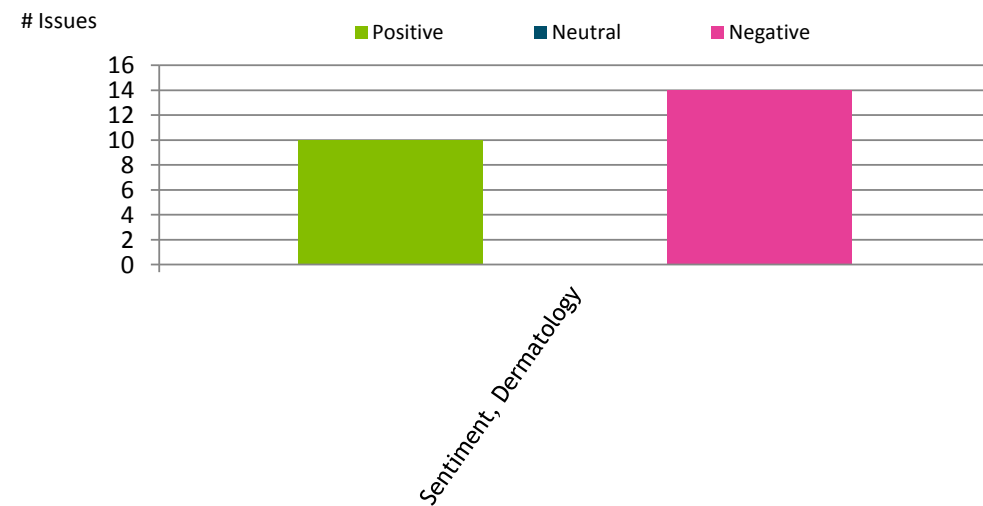


5.3 Trends, Dermatology (24 issues from 4 people)



Issues receiving the most comments overall

5.4 Sentiment, Dermatology

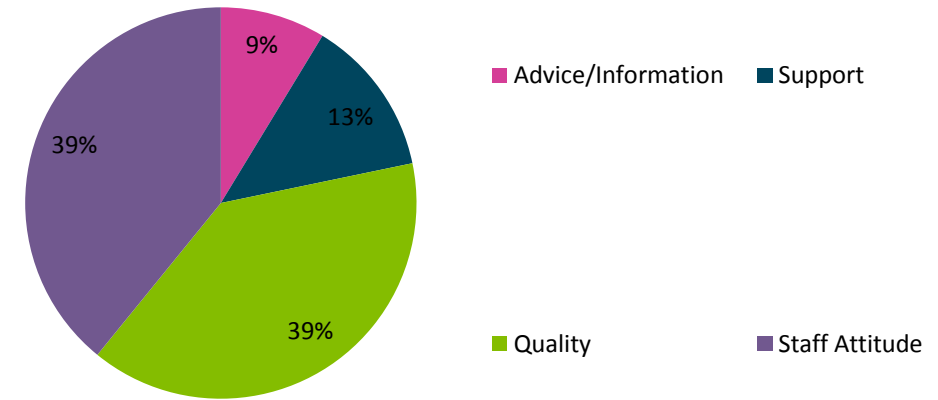
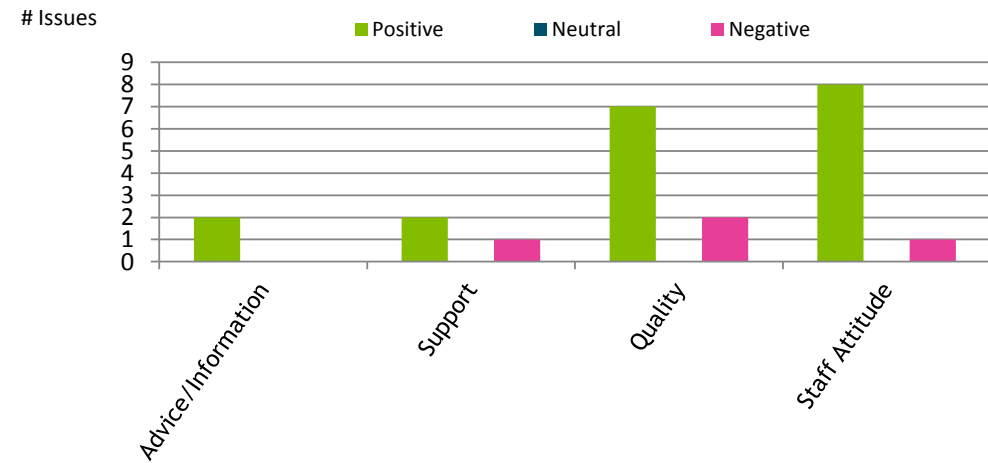


Quarterly Benchmark: N/A

5. Trends: Ear, Nose & Throat

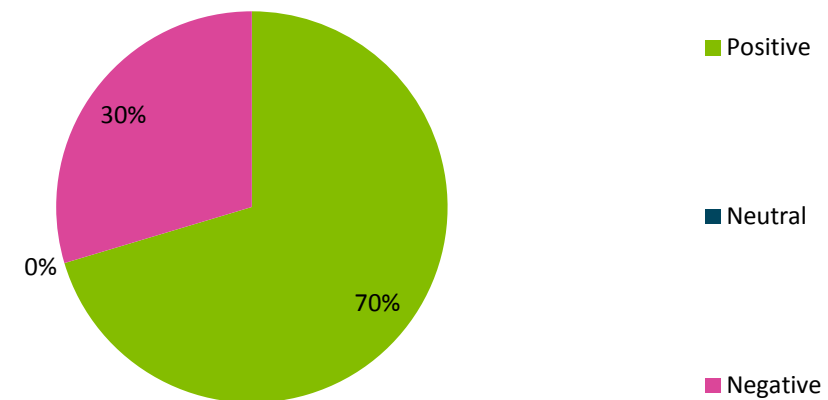
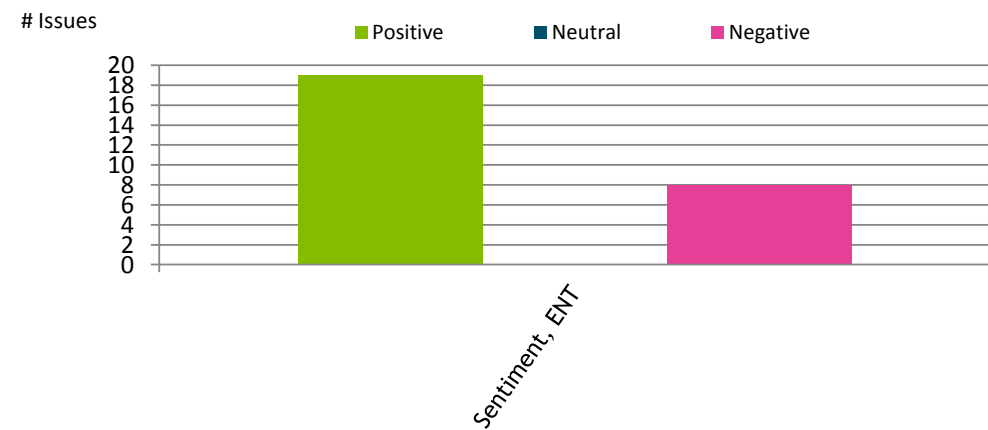


5.5 Trends, Ear, Nose & Throat (27 issues from 4 people)



Issues receiving the most comments overall

5.6 Sentiment, Ear, Nose & Throat

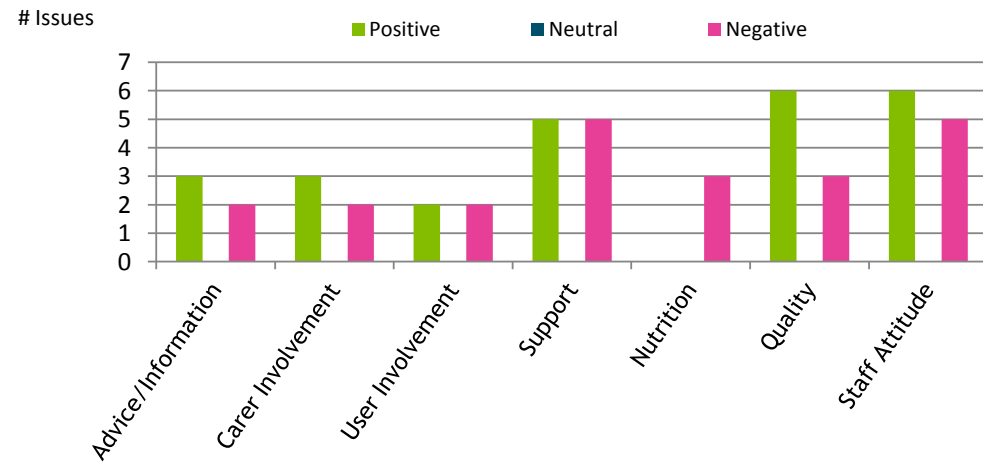


Quarterly Benchmark: N/A

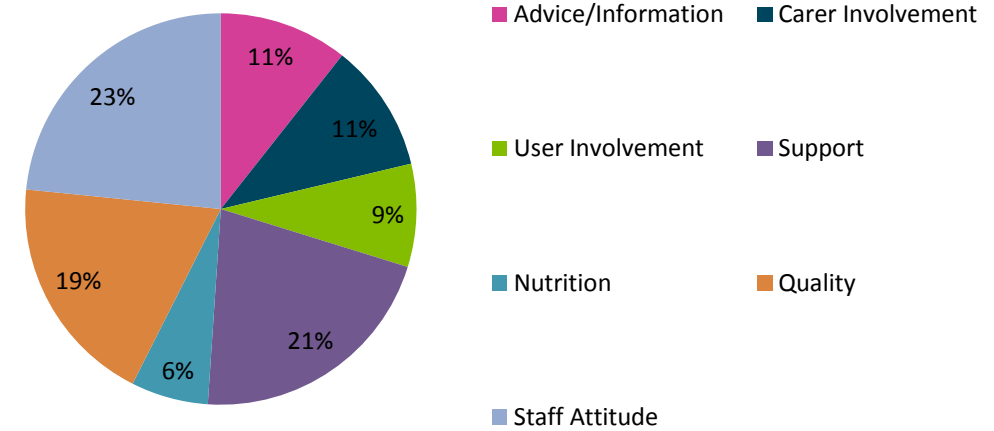
5. Trends: Inpatients (General)



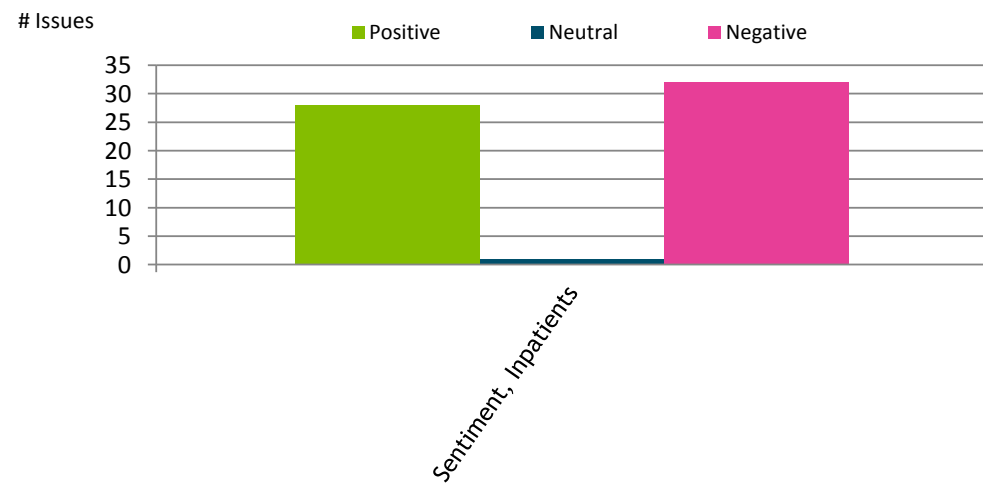
5.7 Trends, General Inpatients (61 issues from 11 people)



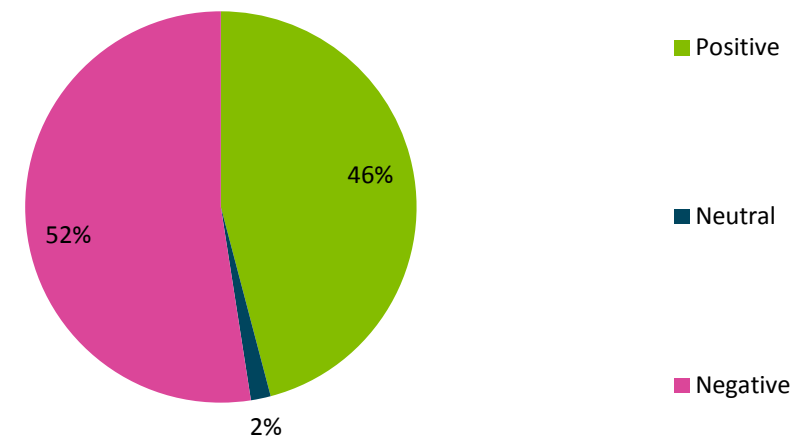
Issues receiving the most comments overall



5.8 Sentiment, General Inpatients



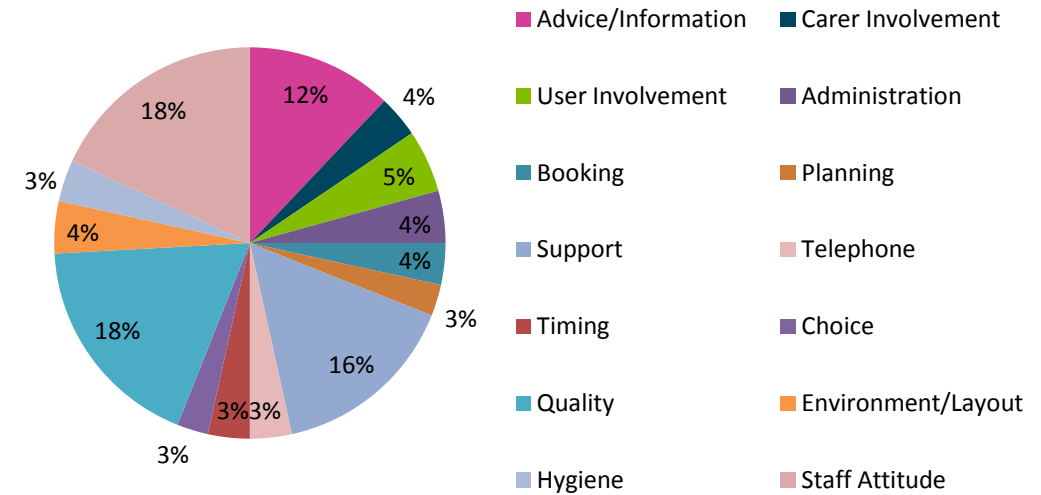
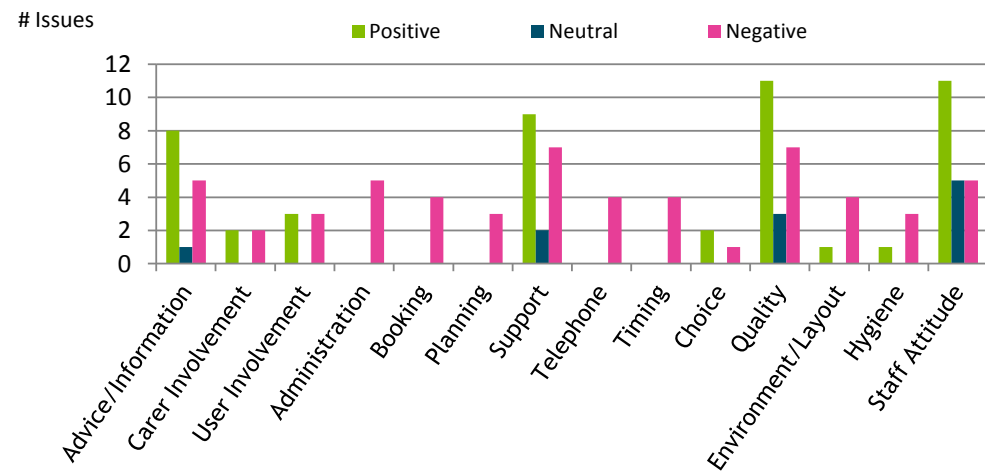
Quarterly Benchmark: No change on the previous quarter



5. Trends: Maternity

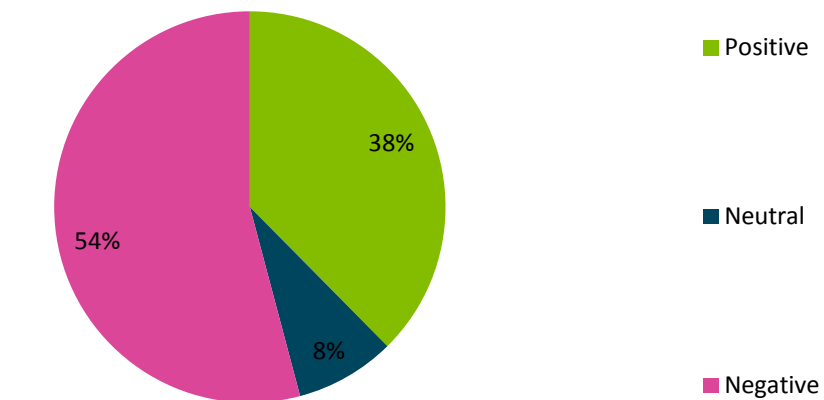
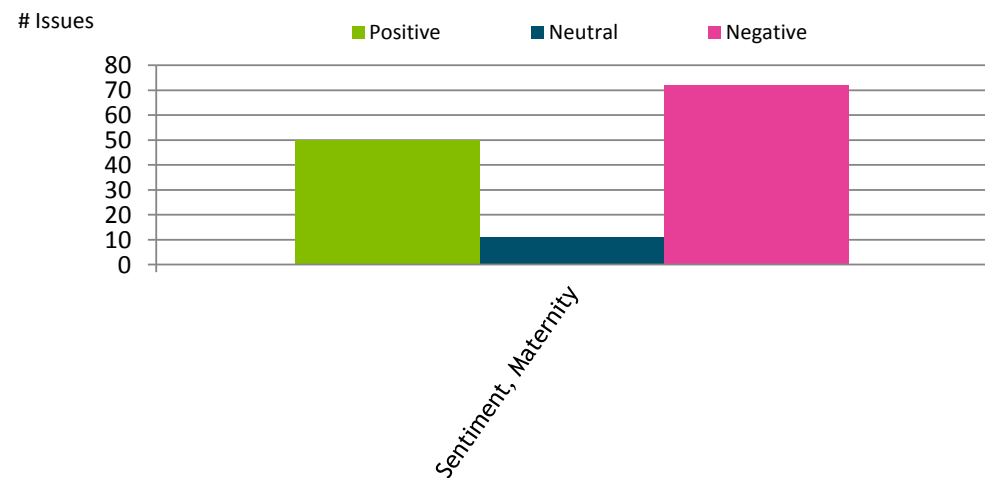


5.9 Trends, Maternity (133 issues from 24 people)



Issues receiving the most comments overall

5.10 Sentiment, Maternity



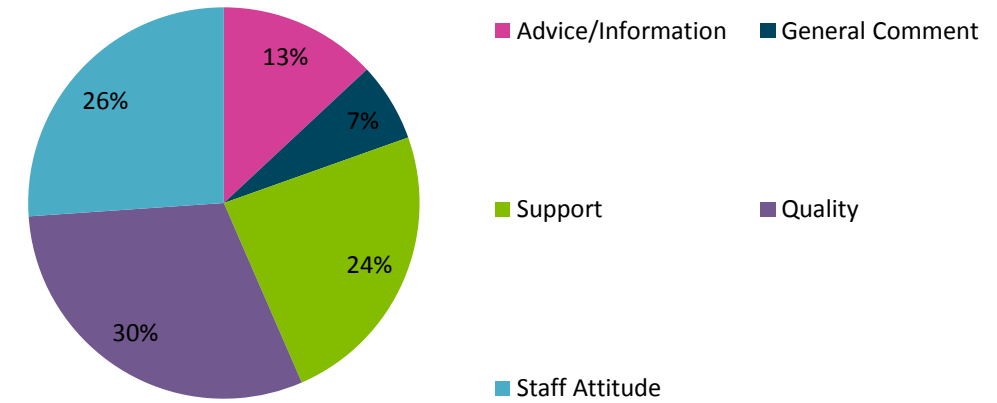
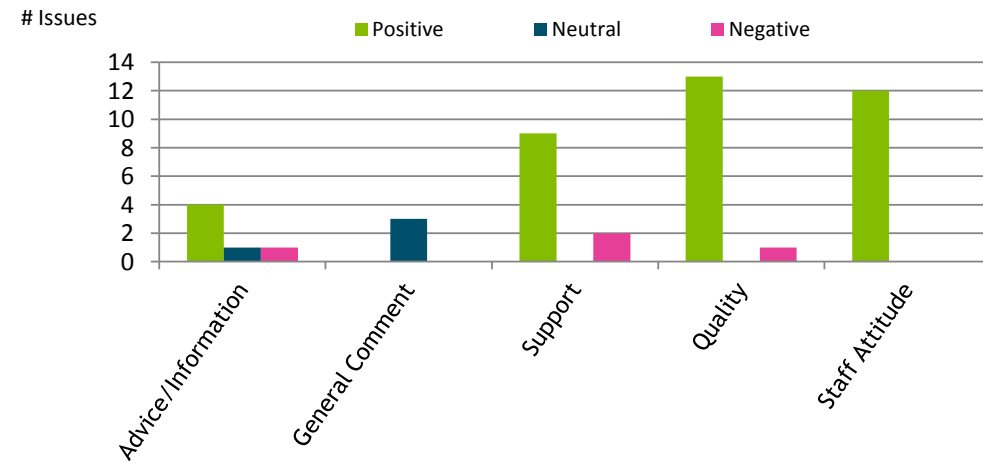
Quarterly Benchmark: 14% decline on the previous quarter

West-East London (WEL) Average: 42% Positive

5. Trends: Ophthalmology

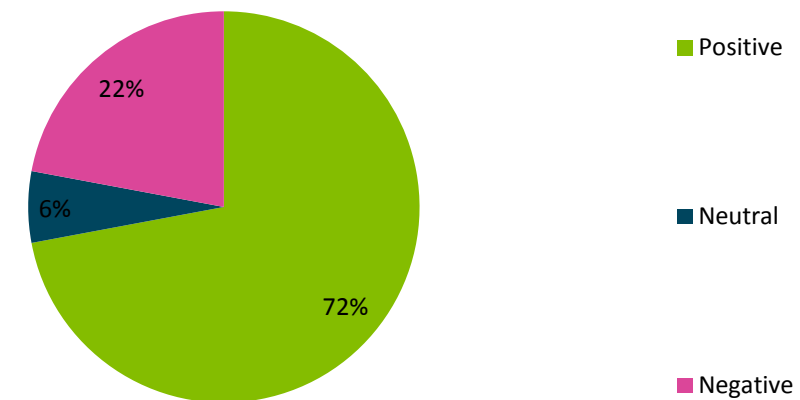
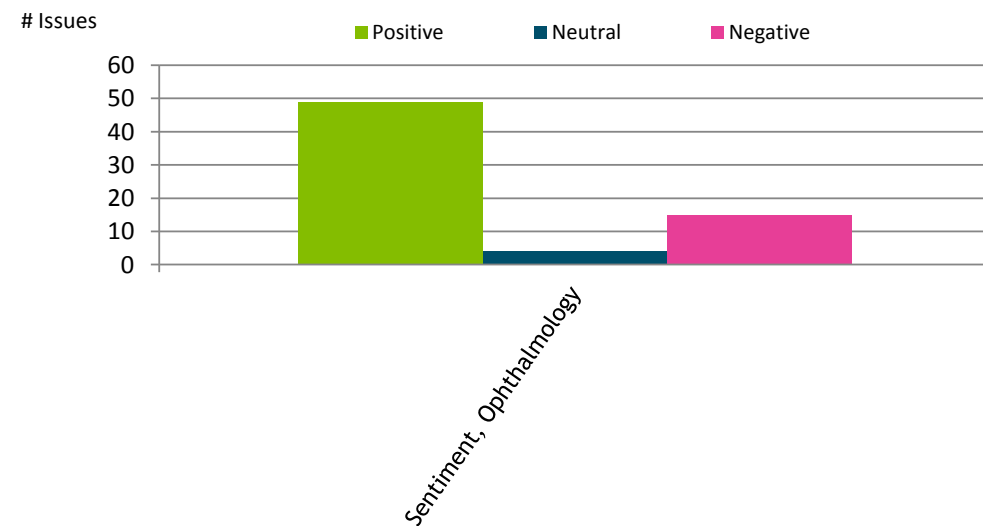


5.11 Trends, Ophthalmology (68 issues from 10 people)



Issues receiving the most comments overall

5.12 Sentiment, Ophthalmology

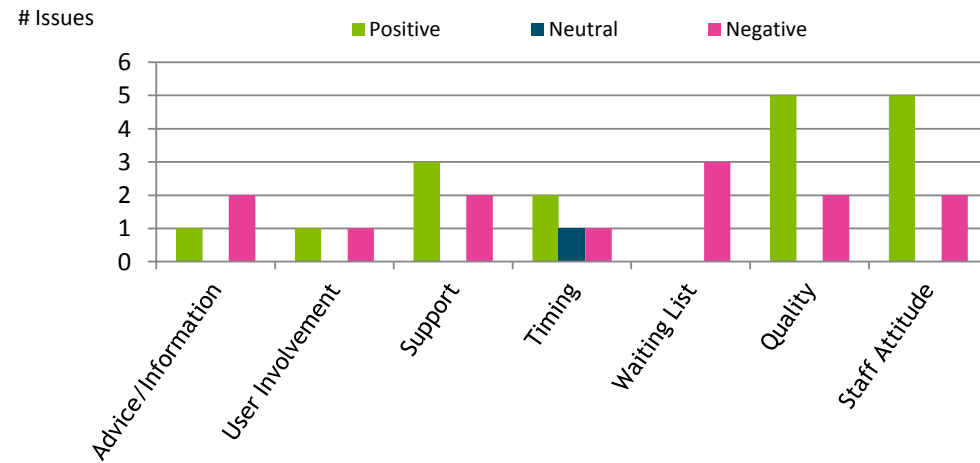


Quarterly Benchmark: 23% improvement on the previous quarter

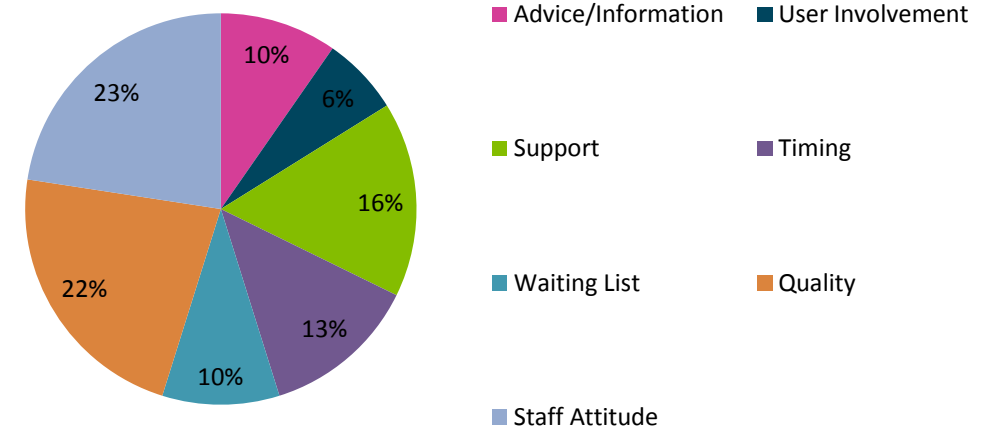
5. Trends: Orthopaedics



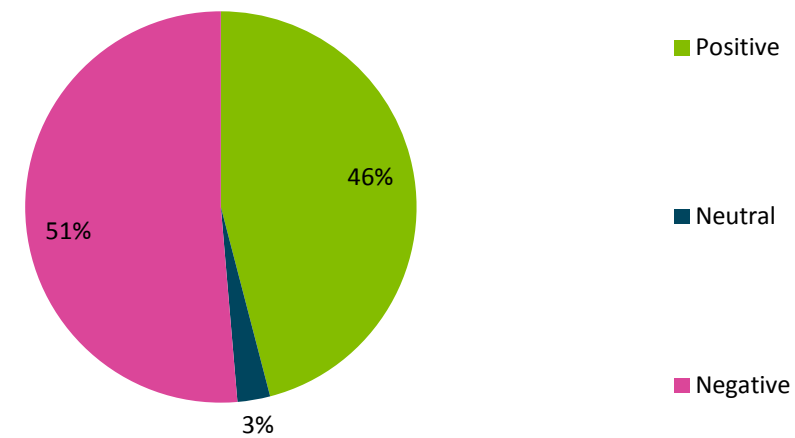
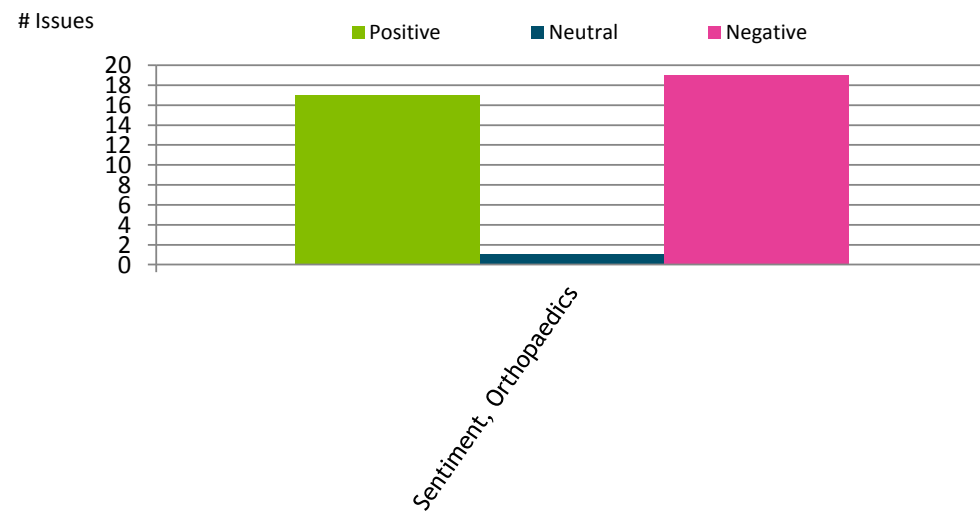
5.13 Trends, Orthopaedics (37 issues from 8 people)



Issues receiving the most comments overall



5.14 Sentiment, Orthopaedics

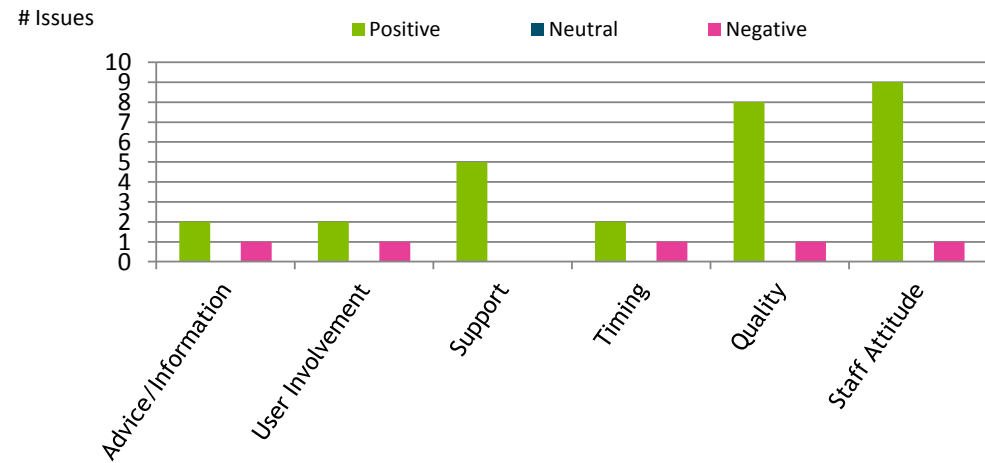


Quarterly Benchmark: N/A

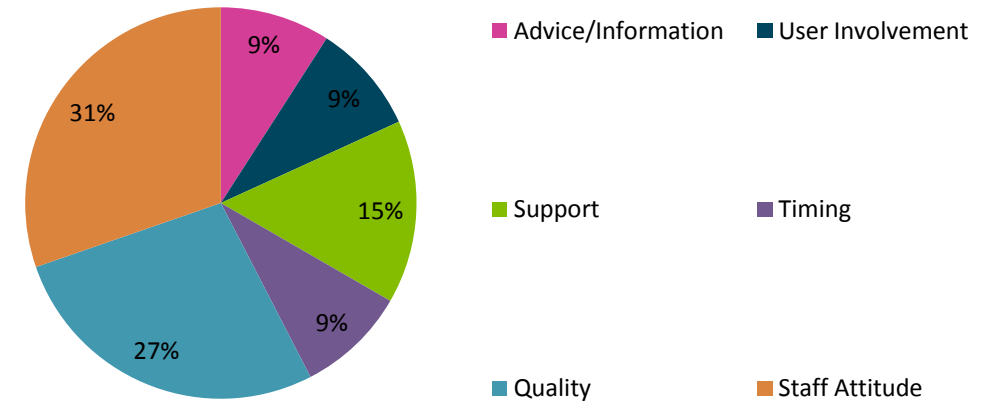
5. Trends: Radiography



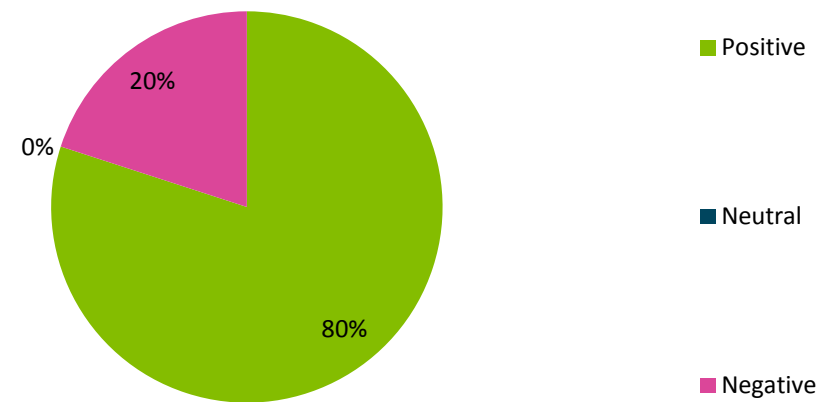
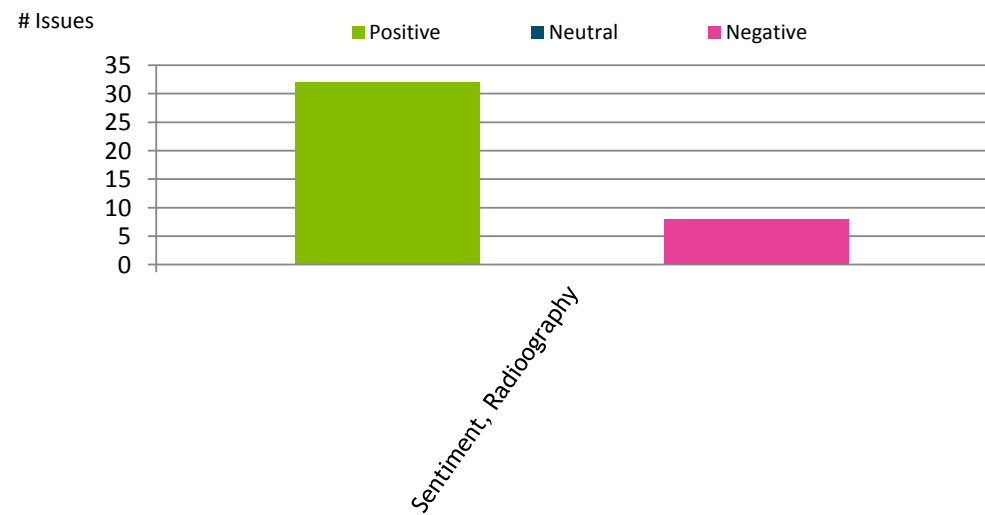
5.15 Trends, Radiography (40 issues from 7 people)



Issues receiving the most comments overall



5.16 Sentiment, Radiography

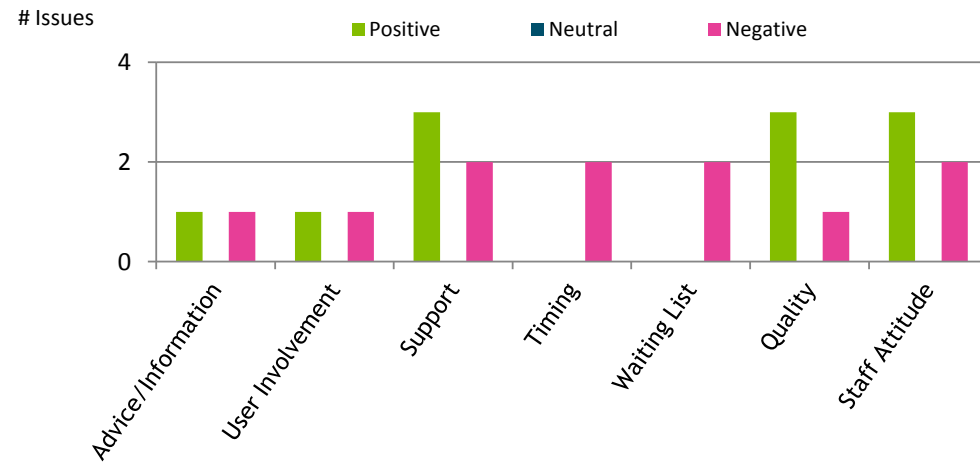


Quarterly Benchmark: N/A

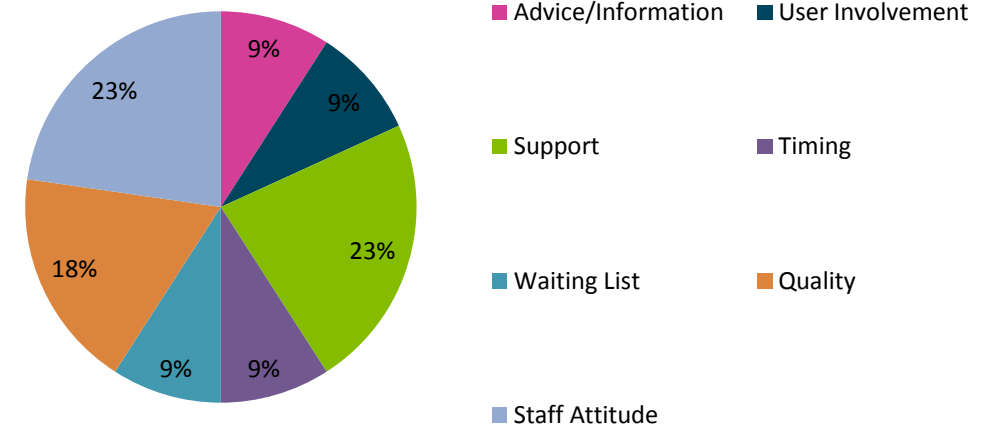
5. Trends: Surgery (General)



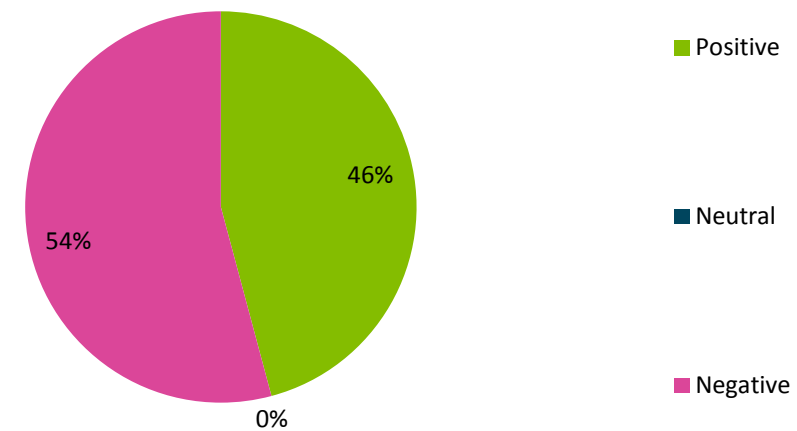
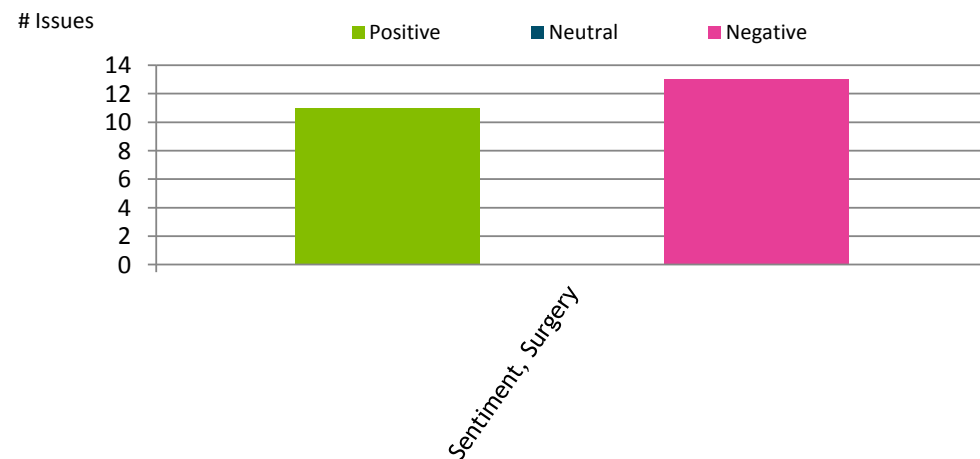
5.17 Trends, General Surgery (24 issues from 4 people)



Issues receiving the most comments overall



5.18 Sentiment, General Surgery

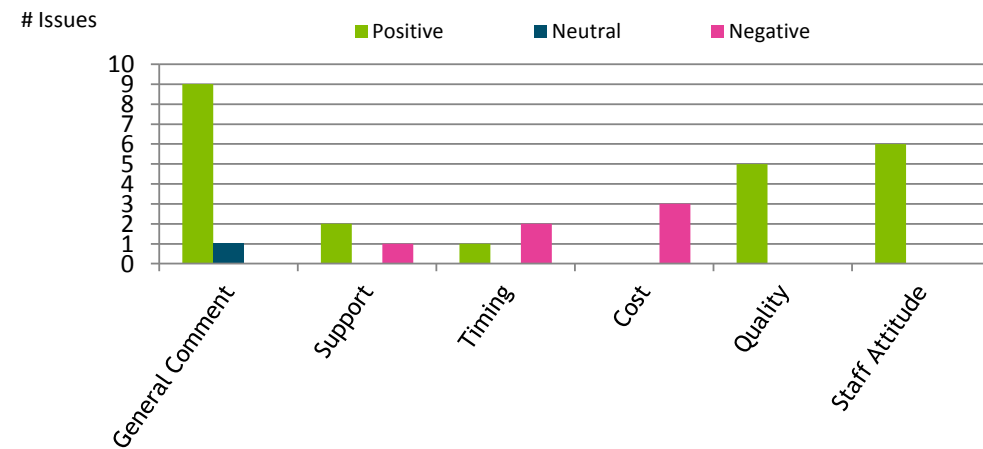


Quarterly Benchmark: N/A

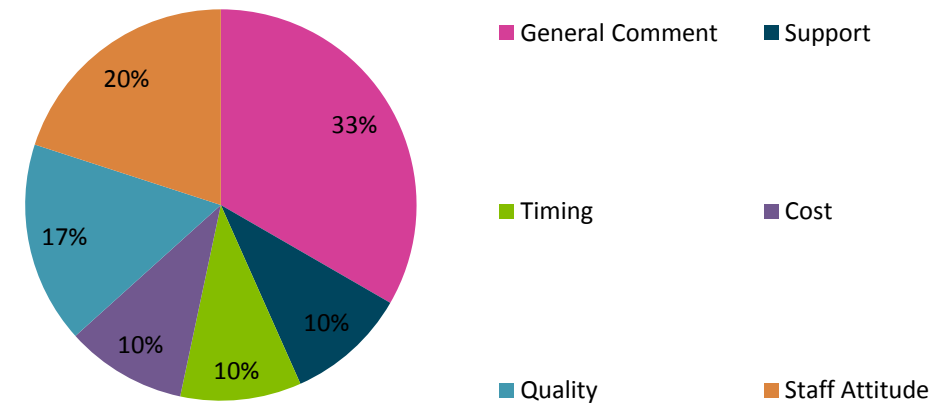
6. Care Pathway: Transport (ability to get to-and-from services)



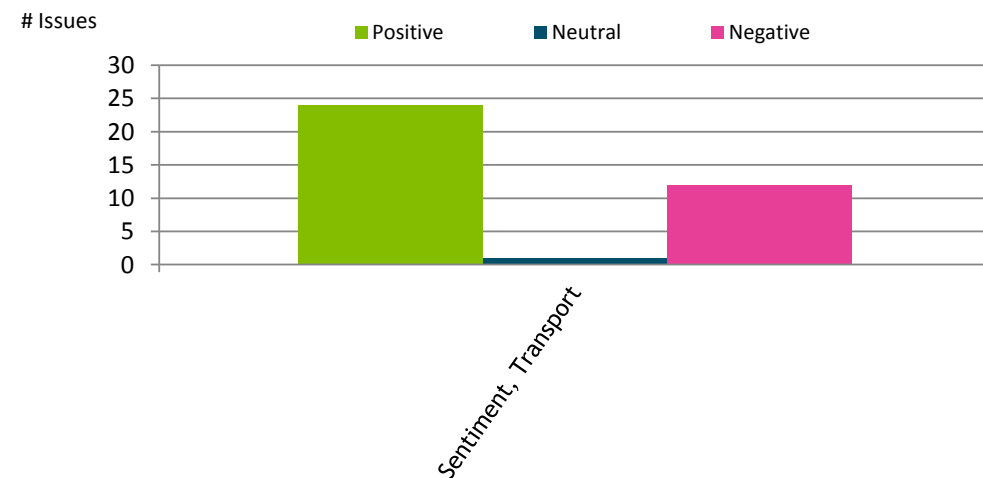
6.1 Trends, Transport (37 issues)



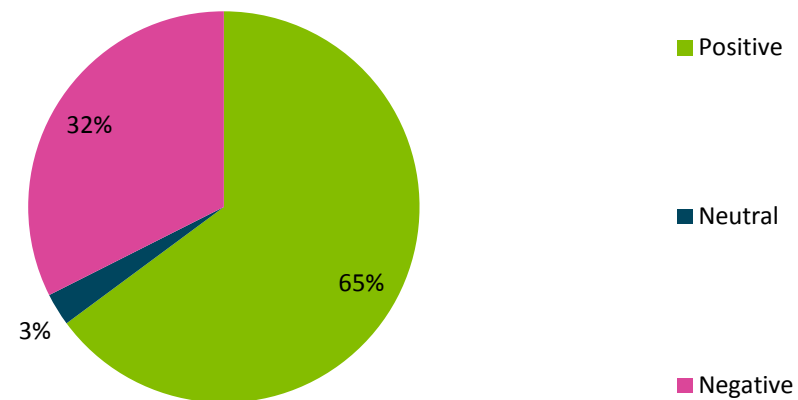
Issues receiving the most comments overall



6.2 Sentiment, Transport



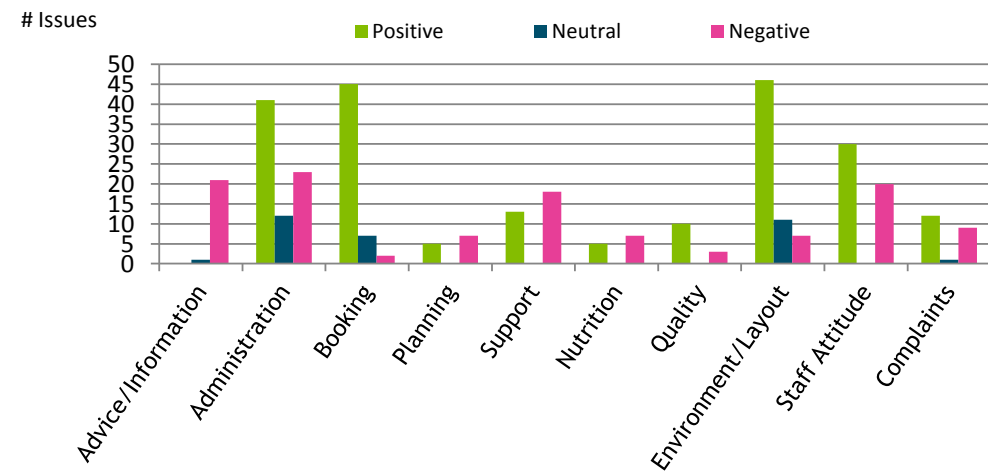
Quarterly Benchmark: 3% improvement on the previous quarter



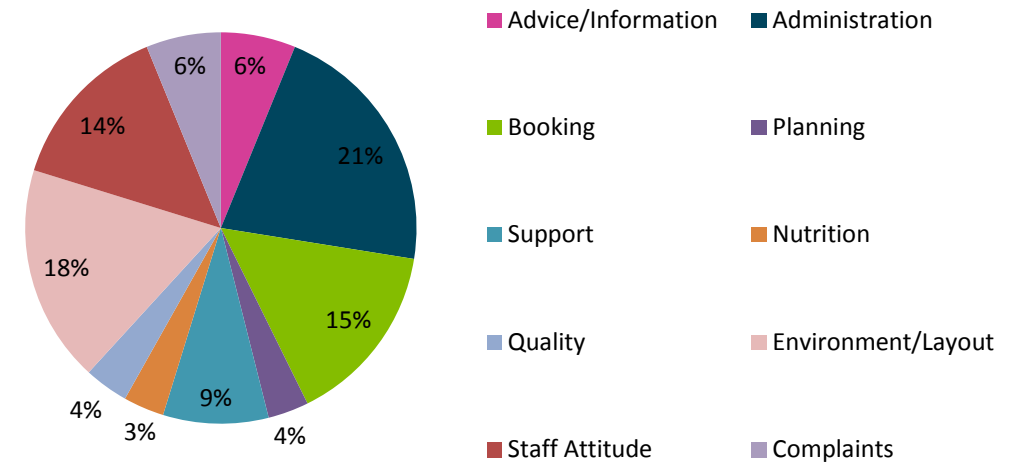
6. Care Pathway: Reception (reception services including back-office)



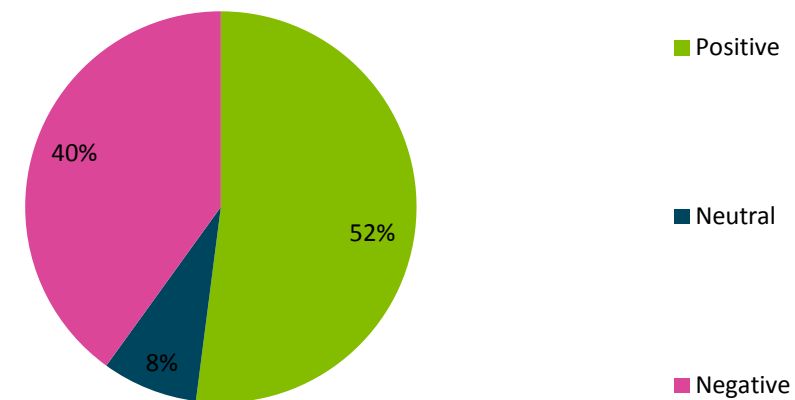
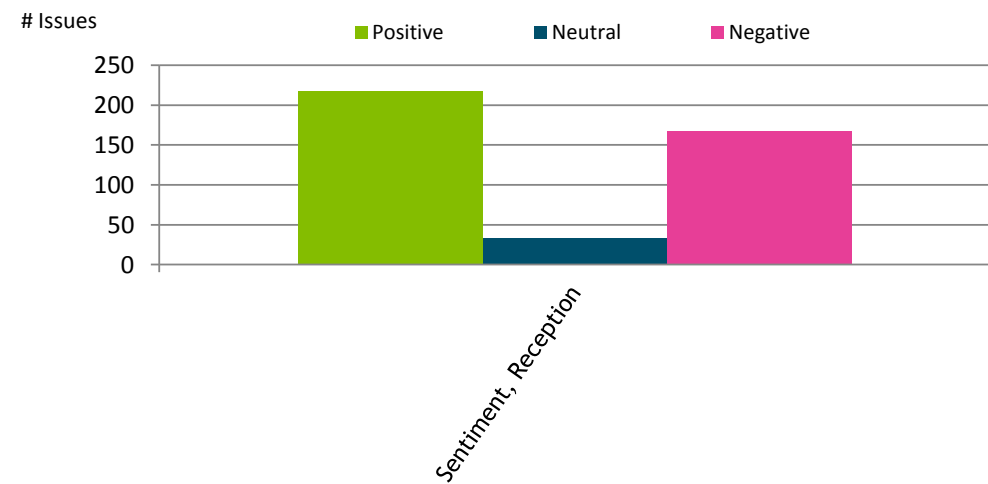
6.3 Trends, Reception (417 issues)



Issues receiving the most comments overall



6.4 Sentiment, Reception

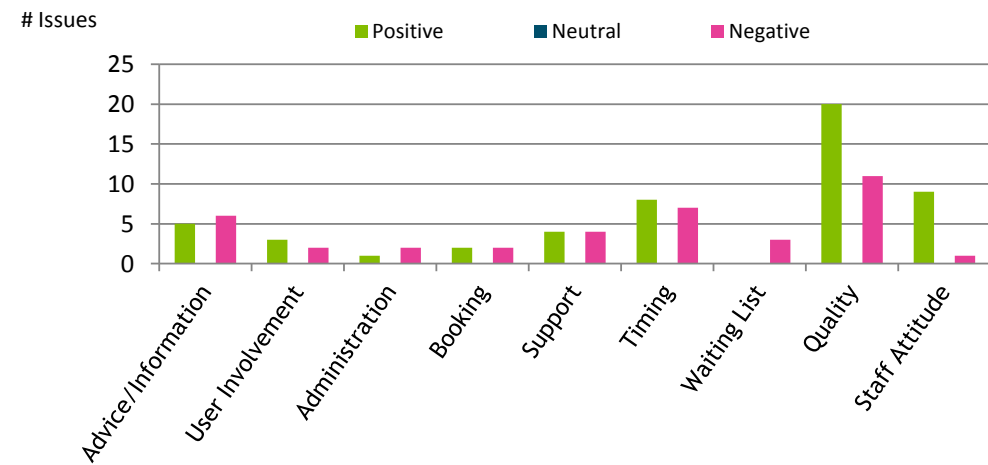


Quarterly Benchmark: 1% improvement on the previous quarter

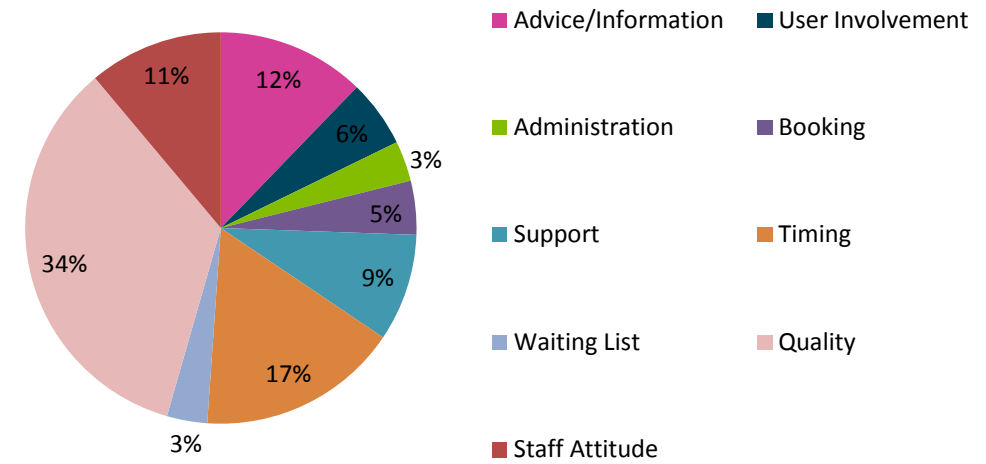
6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)



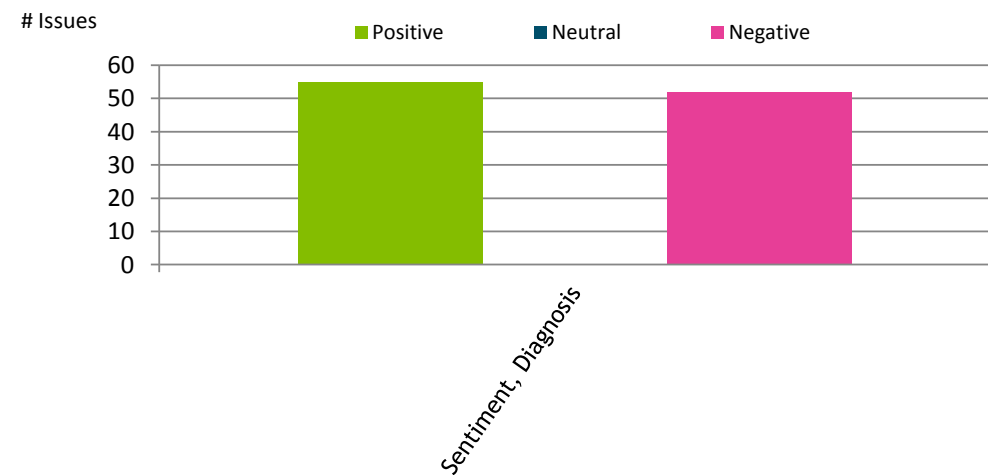
6.5 Trends, Diagnosis/Testing (107 issues)



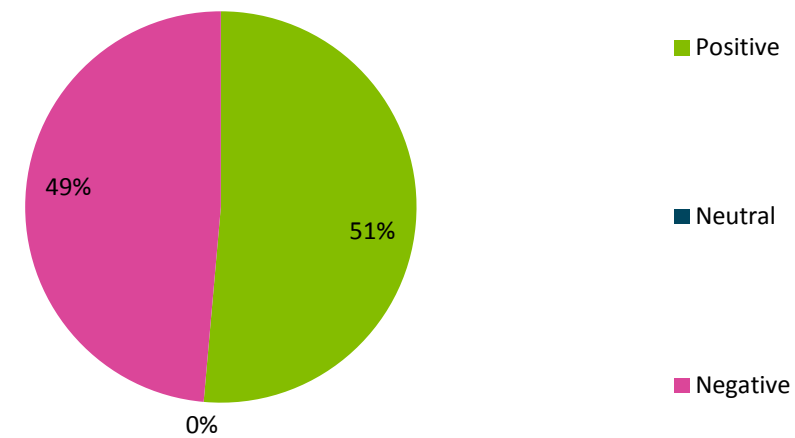
Issues receiving the most comments overall



6.6 Sentiment, Diagnosis/Testing



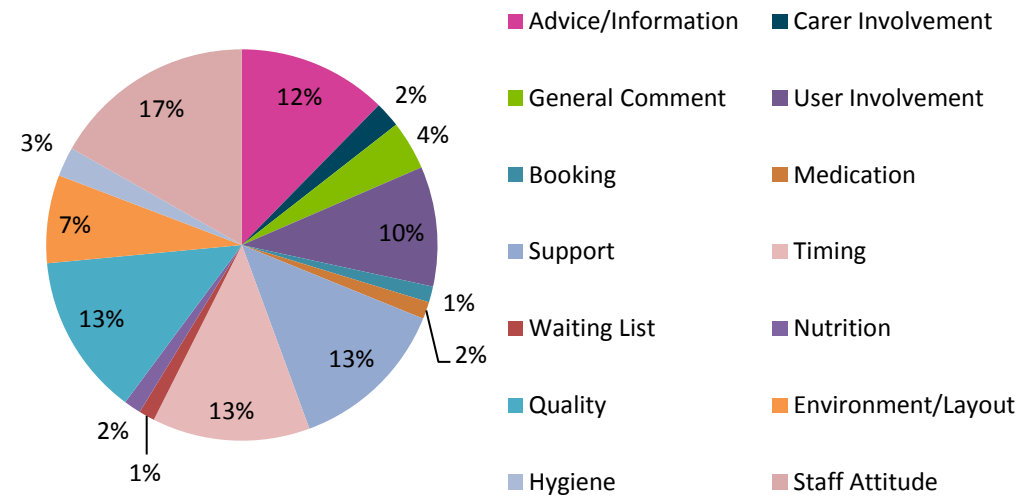
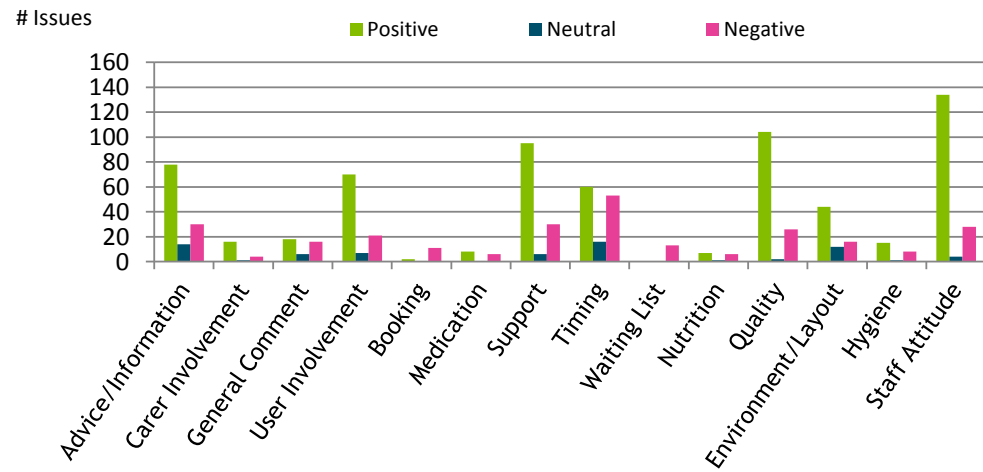
Quarterly Benchmark: 5% decline on the previous quarter



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

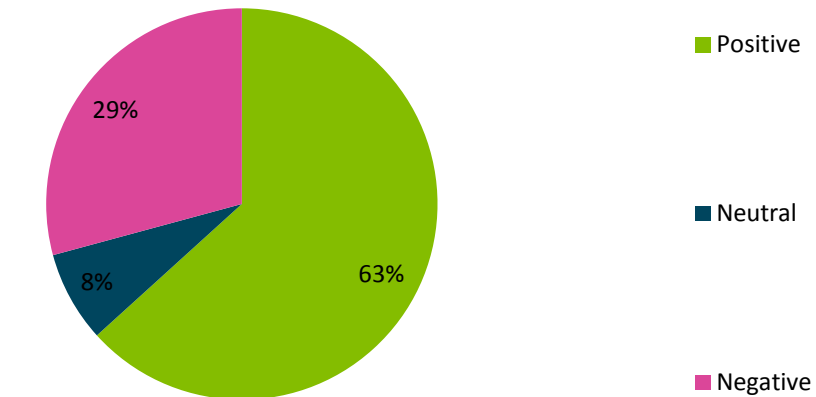
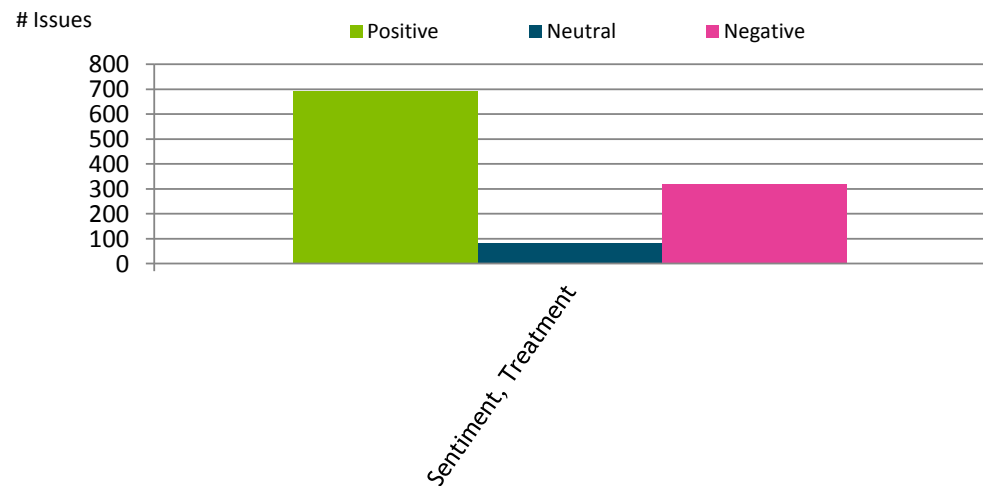


6.7 Trends, Clinical Treatment (1092 issues)



Issues receiving the most comments overall

6.8 Sentiment, Clinical Treatment

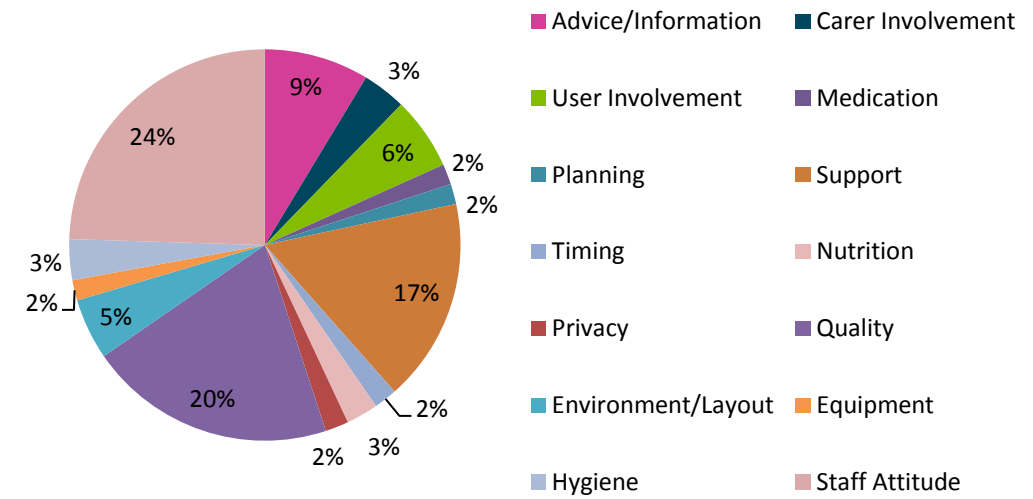
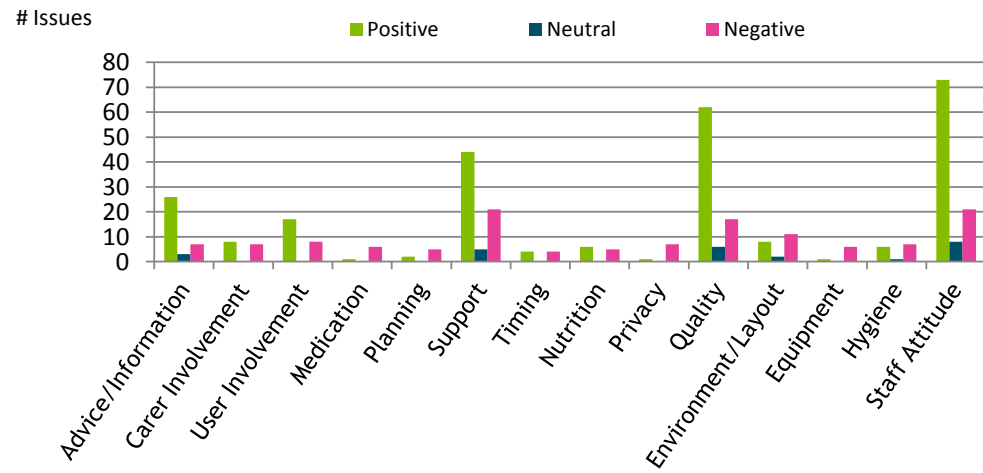


Quarterly Benchmark: 3% improvement on the previous quarter

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

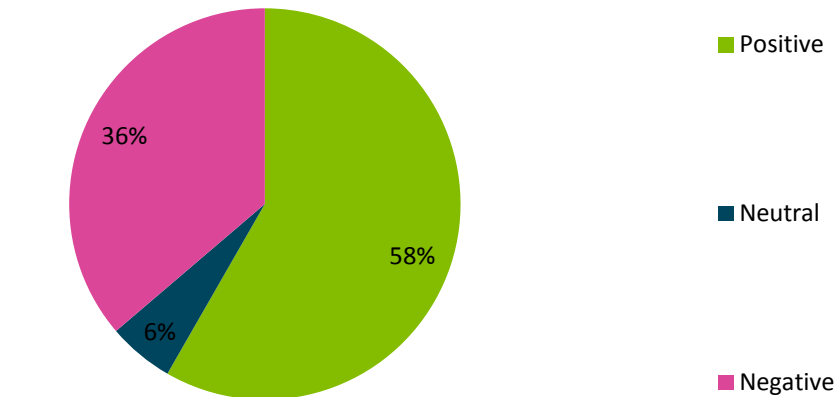
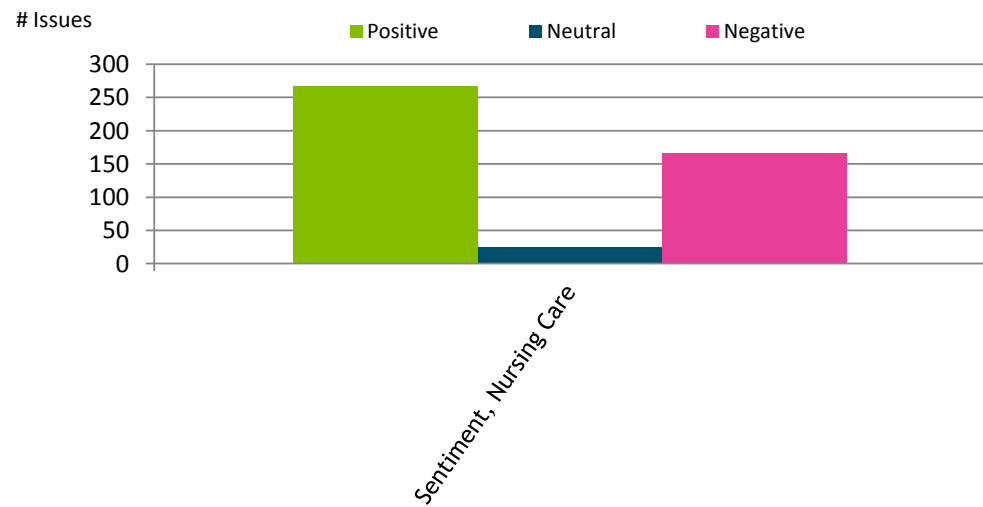


6.9 Trends, Clinical Nursing (458 issues)



Issues receiving the most comments overall

6.10 Sentiment, Clinical Nursing

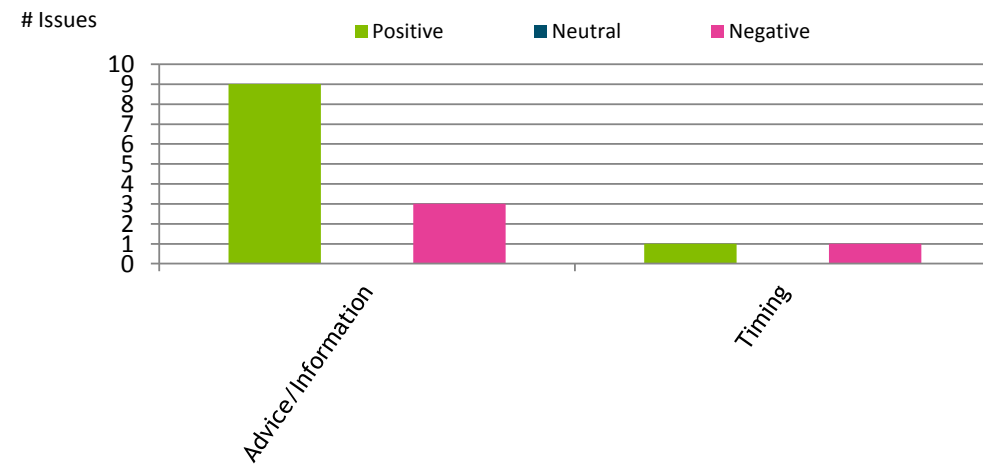


Quarterly Benchmark: 3% decline on the previous quarter

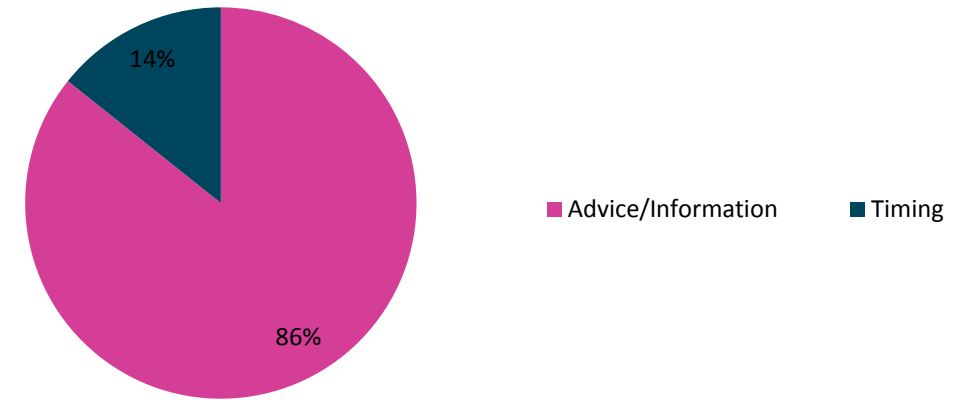
6. Care Pathway: Discharge (discharge from a service)



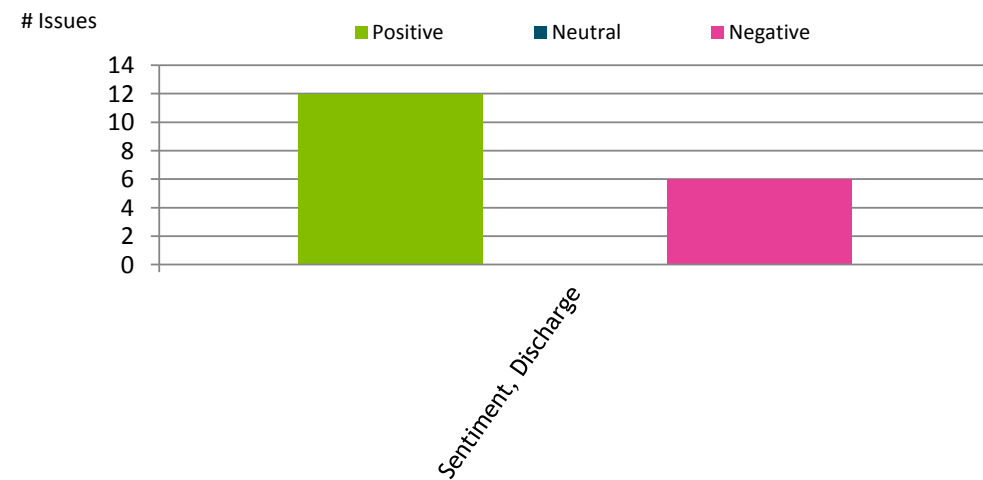
6.11 Trends, Discharge (18 issues)



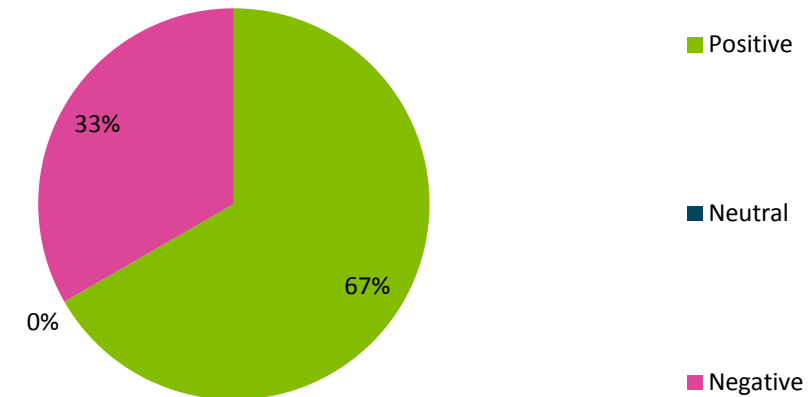
Issues receiving the most comments overall



6.12 Sentiment, Discharge



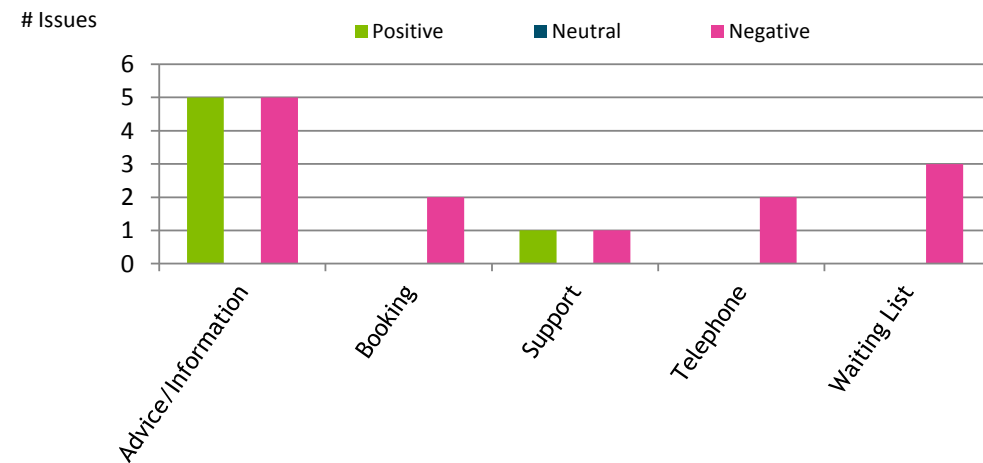
Quarterly Benchmark: N/A



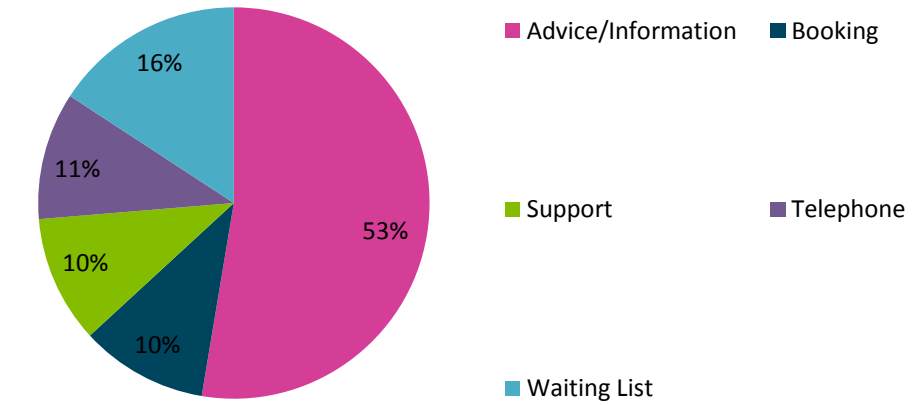
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)



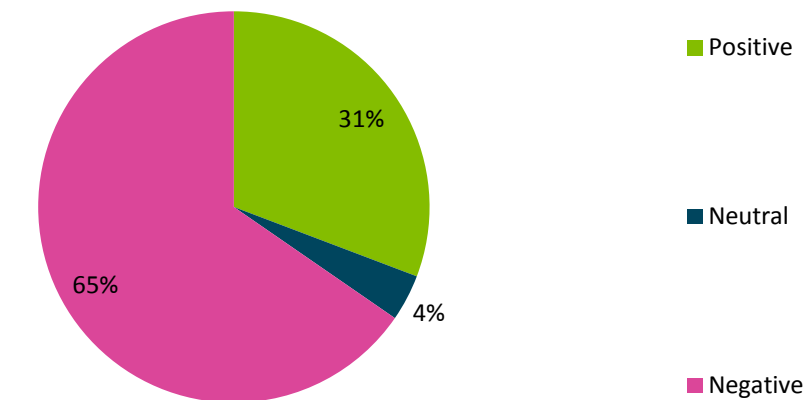
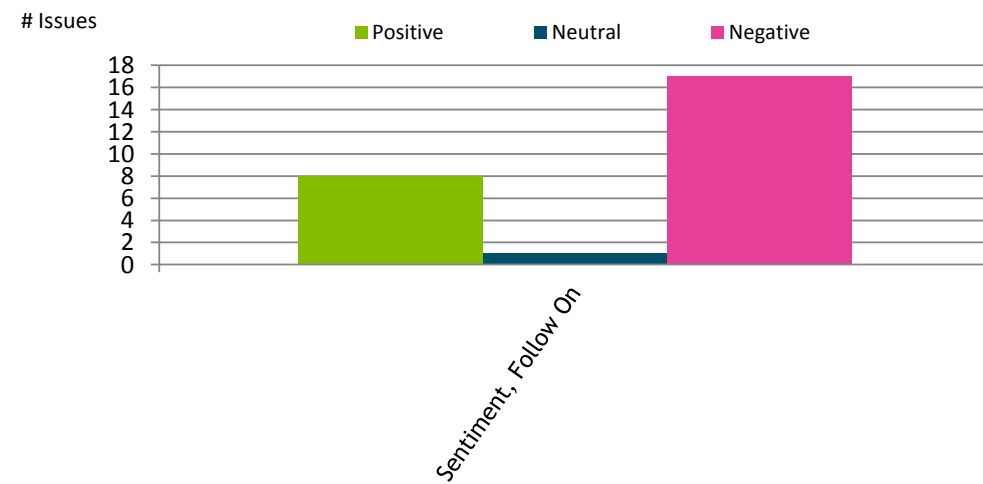
6.13 Trends, Follow On (26 issues)



Issues receiving the most comments overall



6.14 Sentiment, Follow On

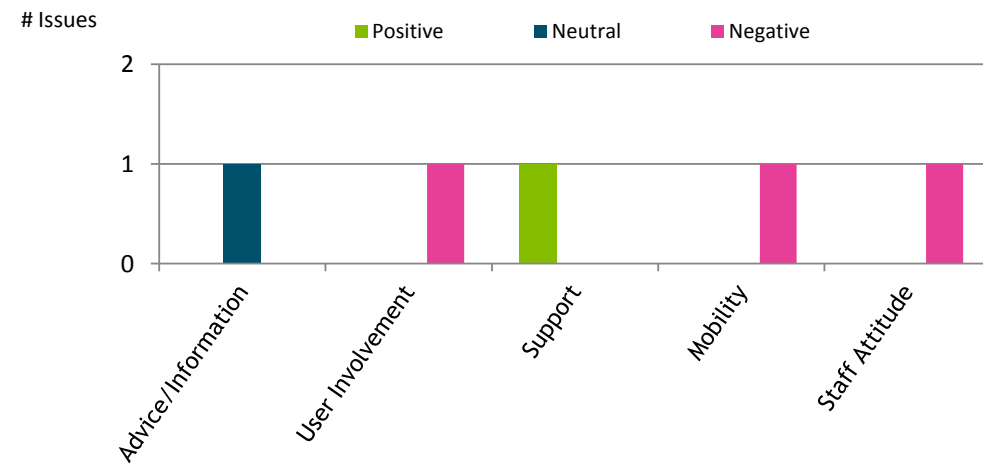


Quarterly Benchmark: N/A

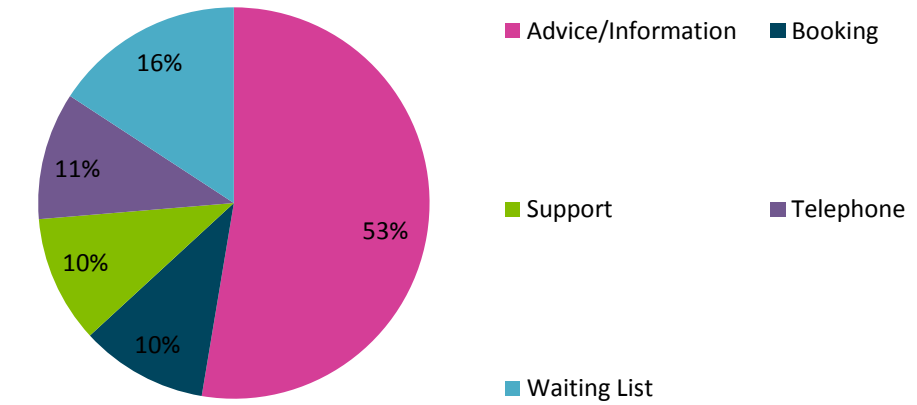
6. Care Pathway: Community (community based health services)



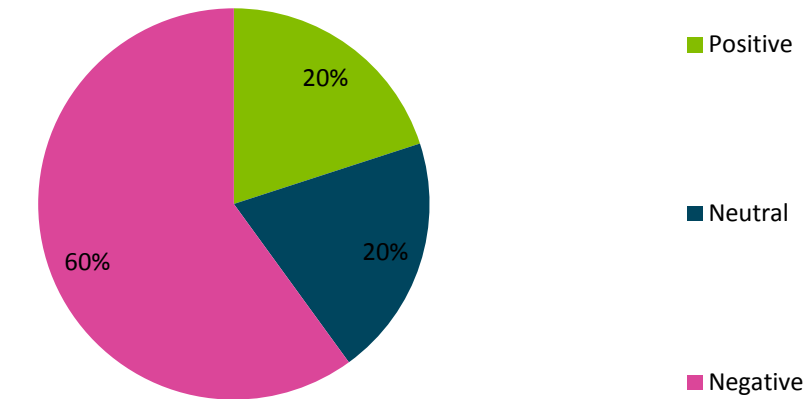
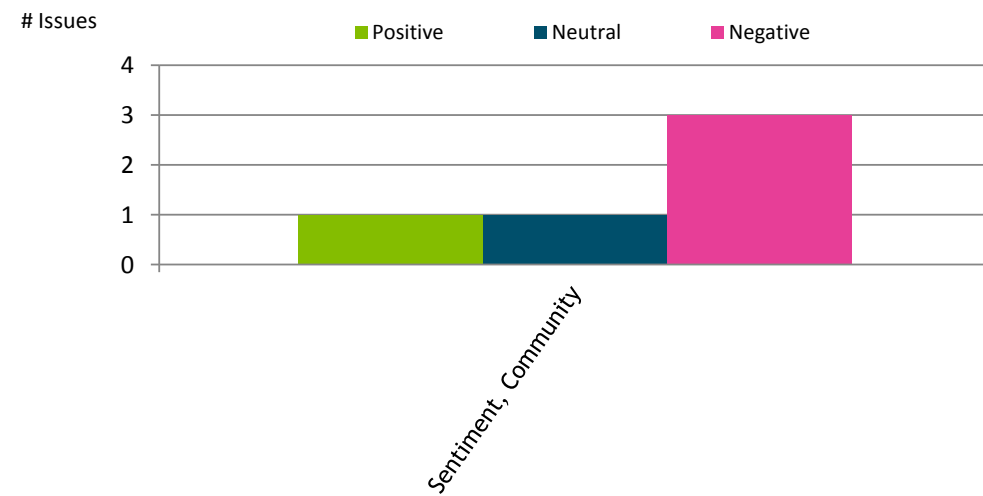
6.15 Trends, Community (5 issues)



Issues receiving the most comments overall



6.16 Sentiment, Community



Quarterly Benchmark: N/A

7. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	<i>Communication, including access to advice and information.</i>	124	19	72	215
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	24	1	13	38
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	29	8	20	57
	User Involvement	<i>Involvement of the service user.</i>	90	7	35	132
Systems	Administration	<i>Administrative processes and delivery.</i>	43	13	32	88
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	2	0	4	6
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	49	7	20	76
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	1	0	5	6
	Data Protection	<i>General data protection (including GDPR).</i>	1	0	0	1
	Referral	<i>Referral to a service.</i>	3	0	4	7
	Medical Records	<i>Management of medical records.</i>	0	0	6	6
	Medication	<i>Prescription and management of medicines.</i>	9	0	13	22
	Opening Times	<i>Opening times of a service.</i>	0	1	0	1
	Planning	<i>Leadership and general organisation.</i>	11	0	15	26
	Registration	<i>Ability to register for a service.</i>	0	0	1	1
	Support	<i>Levels of support provided.</i>	160	11	75	246
	Telephone	<i>Ability to contact a service by telephone.</i>	0	0	16	16
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	75	16	76	167
Waiting List	<i>Length of wait while on a list.</i>	0	0	20	20	
Values	Choice	<i>General choice.</i>	5	0	6	11
	Cost	<i>General cost.</i>	1	0	4	5
	Language	<i>Language, including terminology.</i>	1	0	1	2
	Nutrition	<i>Provision of sustenance.</i>	19	1	18	38
	Privacy	<i>Privacy, personal space and property.</i>	2	0	12	14
	Quality	<i>General quality of a service, or staff.</i>	202	8	58	268
	Sensory	<i>Deaf/blind or other sensory issues.</i>	1	0	2	3
	Stimulation	<i>General stimulation, including access to activities.</i>	8	6	4	18

7. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	2	0	1	3
	Environment/Layout	<i>Physical environment of a service.</i>	99	25	36	160
	Equipment	<i>General equipment issues.</i>	2	1	17	20
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	6	6
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	22	2	17	41
	Mobility	<i>Physical mobility to, from and within services.</i>	8	2	7	17
	Travel/Parking	<i>Ability to travel or park.</i>	5	1	7	13
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	5	5
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	6	1	5	12
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	253	12	71	336
	Complaints	<i>Ability to log and resolve a complaint.</i>	16	1	17	34
	Staff Training	<i>Training of staff.</i>	0	0	4	4
	Staffing Levels	<i>General availability of staff.</i>	2	0	17	19
Total:			1275	143	742	2160