Experience of Barts Health Hospitals

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 service user experience of Barts Health NHS Trust hospitals.

healthwatch Tower Hamlets   **healthwatch** Waltham Forest   **healthwatch** City of London   **healthwatch** Hackney

Pages 2 - 3
Data Source

Healthwatch talks to people across the community, week in, week out.

This section shows where we collected the feedback that underpins this report.

Pages 4 - 14
Top Trends

We review all the feedback we collect.

This enables us to find out what people think of their services.

This section reveals the tops trends, and how people feel overall.

Pages 15 - 21
Departments

In this section, we focus on the experience of A&E, maternity and other popular hospital departments.

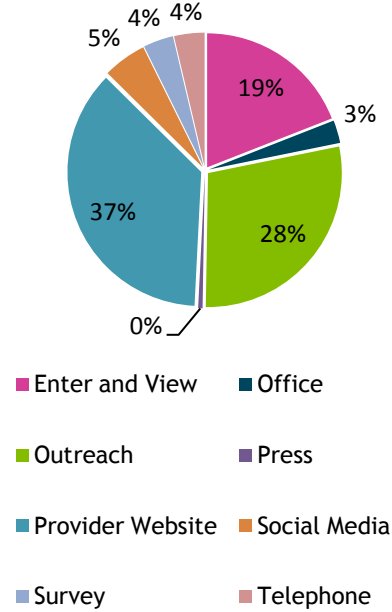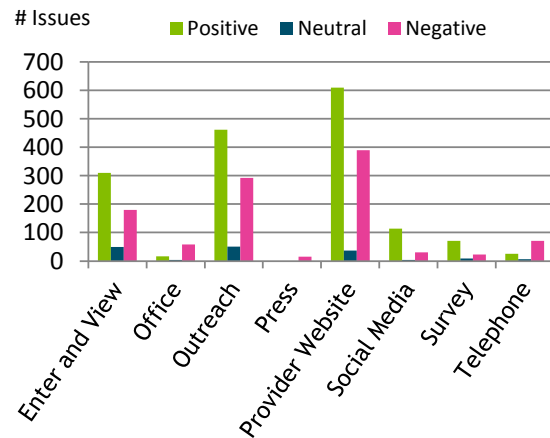## Page 22
Data Table

The numbers that matter.

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

Report compiled on 5 January 2019, to cover the period 1 January 2018 - 31 December 2018.
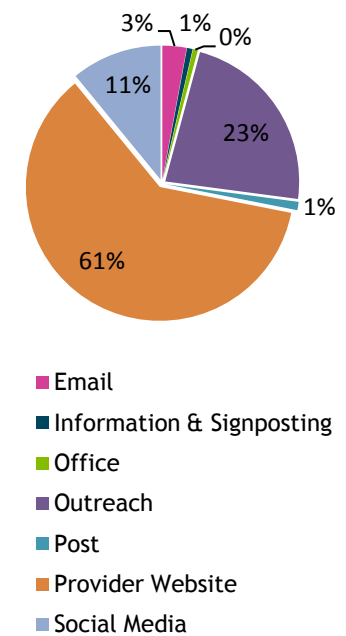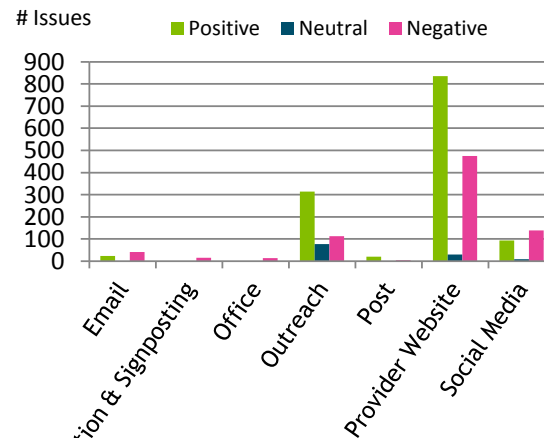
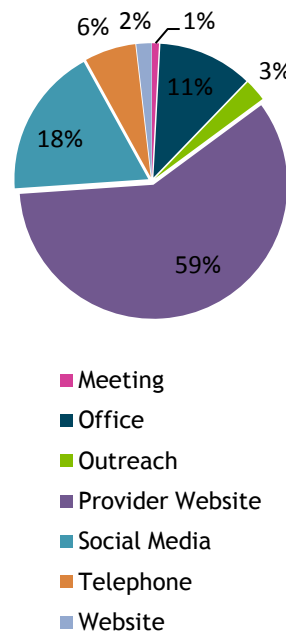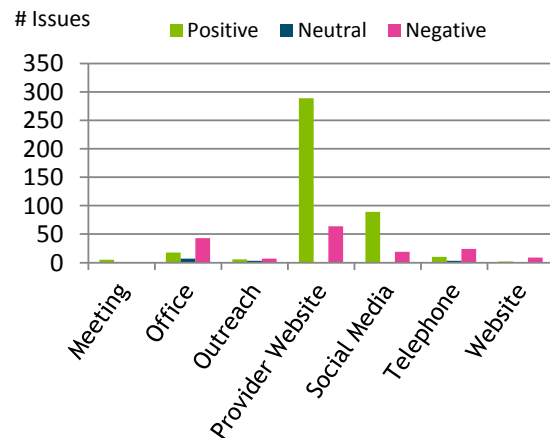# 1. Data Source: Where did we collect the feedback?

1.1 Royal London Hospital

Issues

Bar chart legend: Positive, Neutral, Negative

Y-axis: 0, 100, 200, 300, 400, 500, 600, 700

X-axis: Enter and View, Office, Outreach, Press, Provider Website, Social Media, Survey, Telephone

Pie chart values: 19%, 3%, 28%, 0%, 37%, 5%, 4%, 4%

Pie legend: Enter and View, Office, Outreach, Press, Provider Website, Social Media, Survey, Telephone

Sources providing the most comments overall

1.2 Whipps Cross University Hospital

Issues

Bar chart legend: Positive, Neutral, Negative

Y-axis: 0, 100, 200, 300, 400, 500, 600, 700, 800, 900

X-axis: Email, Information & Signposting, Office, Outreach, Post, Provider Website, Social Media

Pie chart values: 3%, 1%, 0%, 23%, 1%, 61%, 11%

Pie legend: Email, Information & Signposting, Office, Outreach, Post, Provider Website, Social Media

Sources providing the most comments overall

1.3 St. Bartholomew's Hospital

Issues

Bar chart legend: Positive, Neutral, Negative

Y-axis: 0, 50, 100, 150, 200, 250, 300, 350

X-axis: Meeting, Office, Outreach, Provider Website, Social Media, Telephone, Website

Pie chart values: 6%, 2%, 1%, 11%, 3%, 59%, 18%

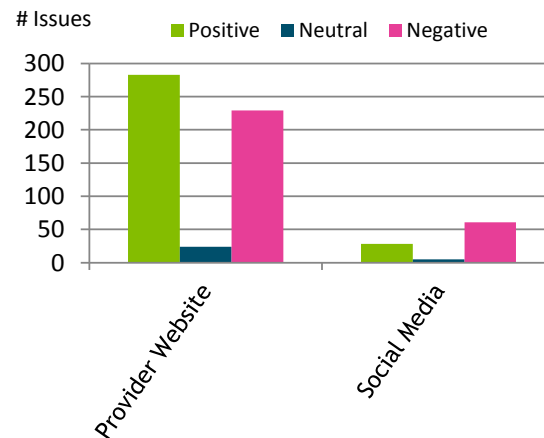Pie legend: Meeting, Office, Outreach, Provider Website, Social Media, Telephone, Website

Sources providing the most comments overall

1.4 Newham University Hospital

Issues

Bar chart legend: Positive, Neutral, Negative

Y-axis: 0, 50, 100, 150, 200, 250, 300

X-axis: Provider Website, Social Media
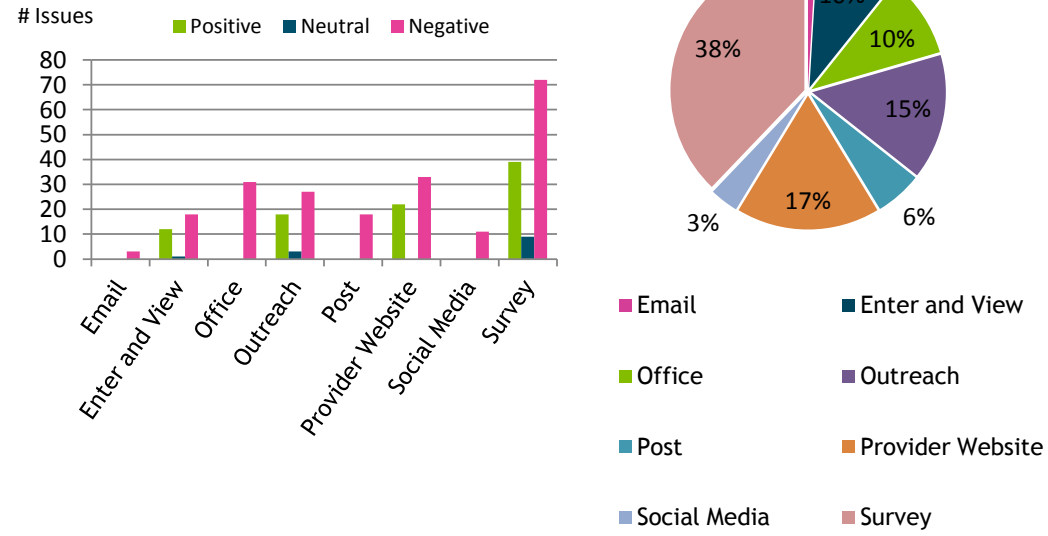
Pie chart values: 15%, 85%

Pie legend: Provider Website, Social Media
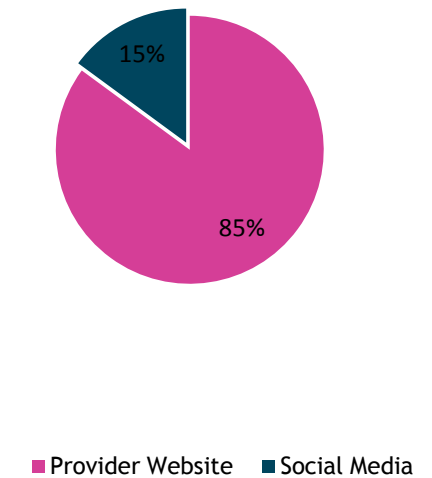
Sources providing the most comments overall

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

1.5 Mile End Hospital

Issues

Legend: Positive, Neutral, Negative

Bar chart values (approximate):
- Email: Negative ~4
- Enter and View: Positive ~12, Neutral ~1, Negative ~18
- Office: Negative ~31
- Outreach: Positive ~18, Neutral ~3, Negative ~27
- Post: Negative ~18
- Provider Website: Positive ~22, Negative ~33
- Social Media: Positive ~10
- Survey: Positive ~39, Neutral ~9, Negative ~72

Pie chart:
- Email: 1%
- Enter and View: 10%
- Office: 10%
- Outreach: 15%
- Post: 6%
- Provider Website: 17%
- Social Media: 3%
- Survey: 38%

Sources providing the most comments overall
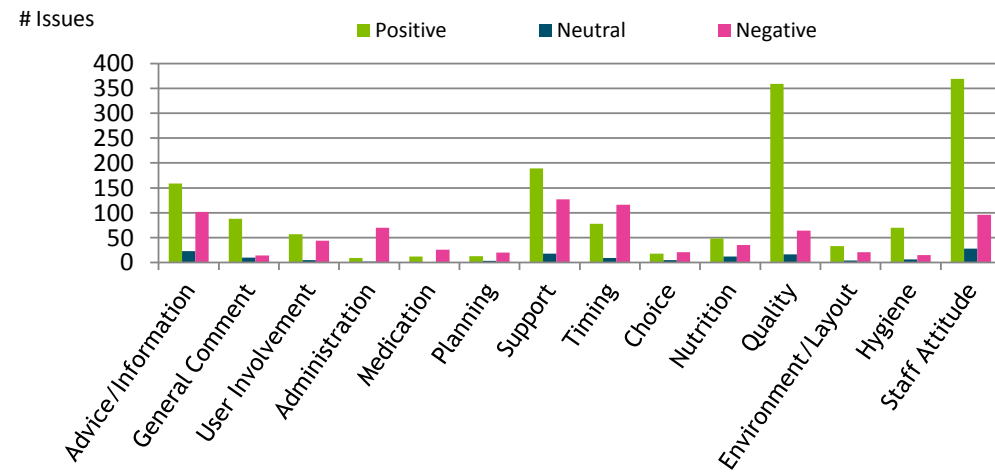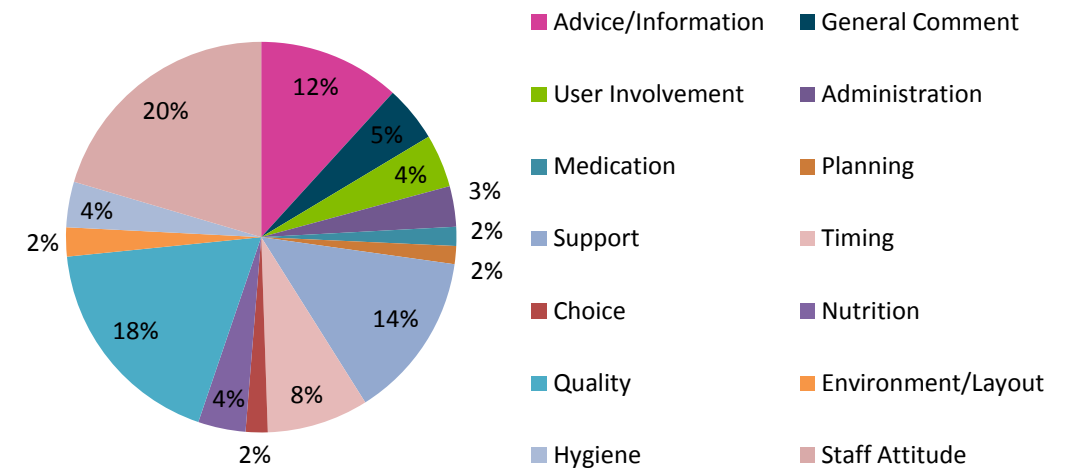
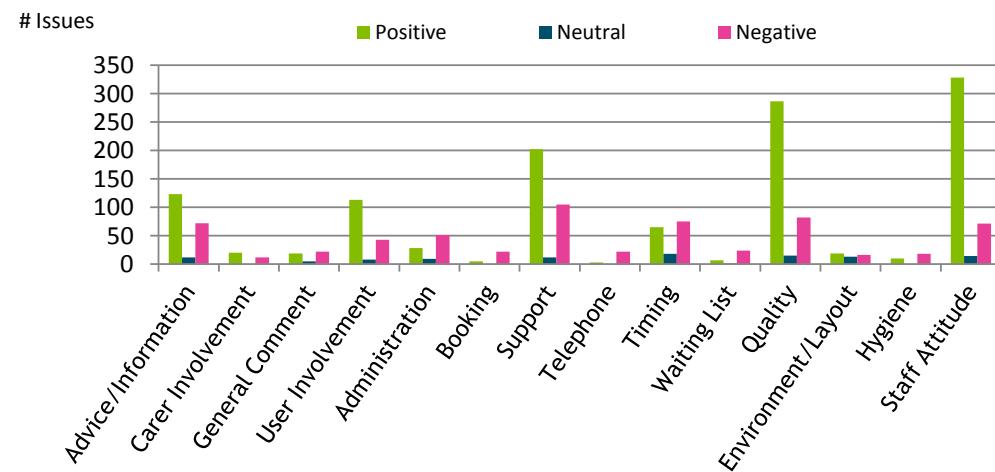## 2. Top Trends: Which service aspects are people most commenting on?

2.1 Royal London Hospital: 2830 issues from 580 people
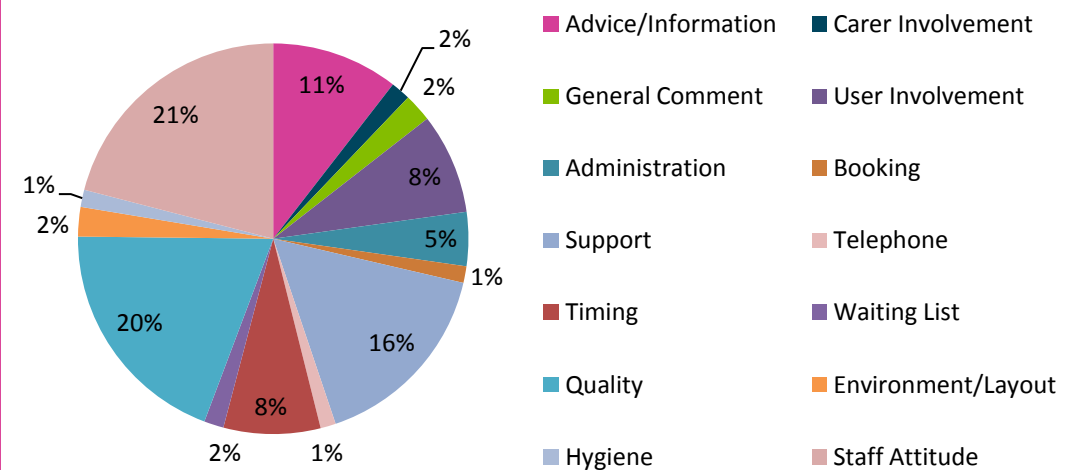

Issues receiving the most comments overall

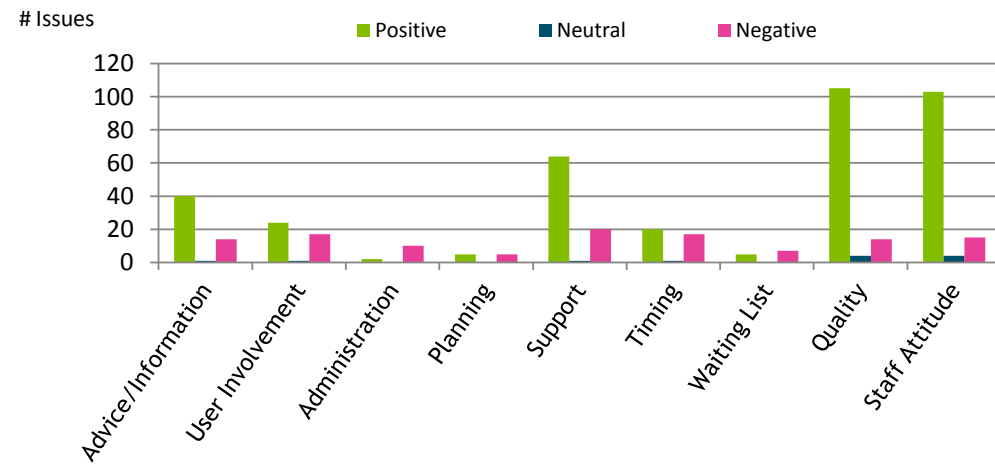### 2.2 Whipps Cross University Hospital: 2196 issues from 391 people

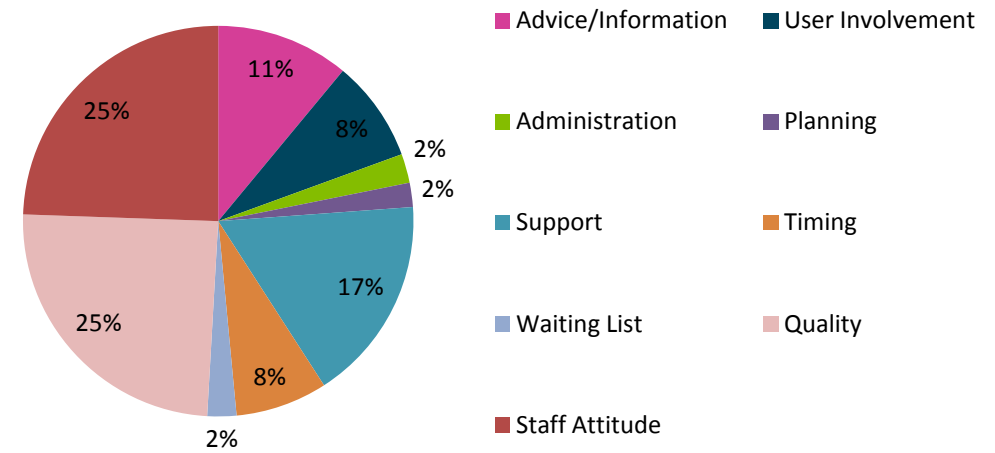*Issues receiving the most comments overall*

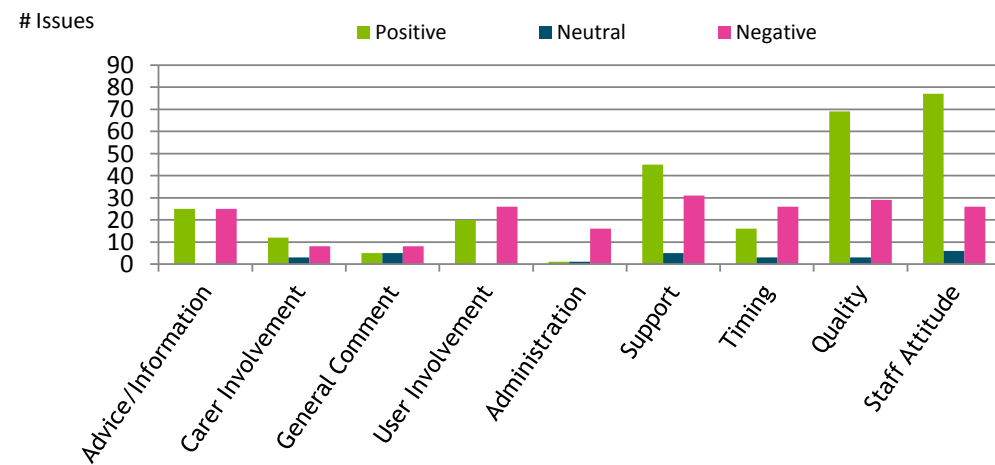## 2. Top Trends: Which service aspects are people most commenting on?

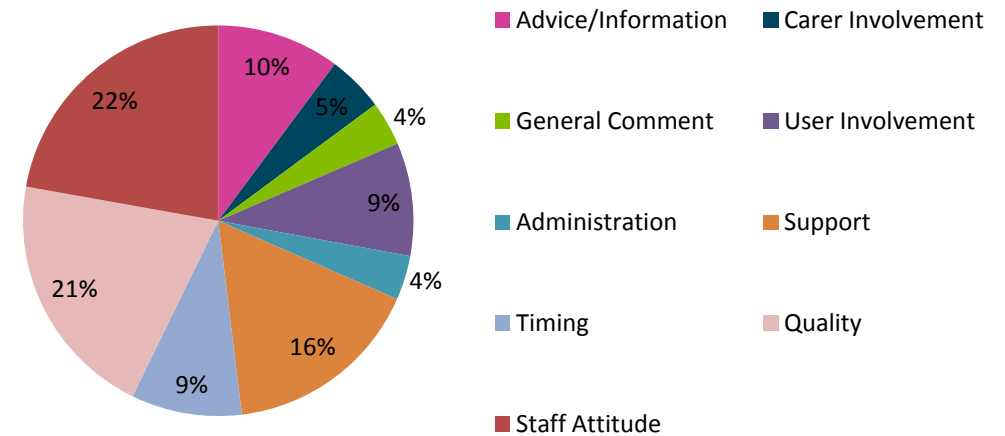### 2.3 St. Bartholomew's Hospital: 599 issues from 103 people

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, User Involvement, Administration, Planning, Support, Timing, Waiting List, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart values:
- Advice/Information: 11%
- User Involvement: 8%
- Administration: 2%
- Planning: 2%
- Support: 17%
- Timing: 8%
- Waiting List: 2%
- Quality: 25%
- Staff Attitude: 25%

2.4 Newham University Hospital: 630 issues from 94 people

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Support, Timing, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart values:
- Advice/Information: 10%
- Carer Involvement: 5%
- General Comment: 4%
- User Involvement: 9%
- Administration: 4%
- Support: 16%
- Timing: 9%
- Quality: 21%
- Staff Attitude: 22%

2.5 Mile End Hospital: 320 issues from 101 people

Issues

Positive | Neutral | Negative

Issues receiving the most comments overall

- Advice/Information — 8%
- General Comment — 11%
- Booking — 6%
- Planning — 6%
- Registration — 8%
- Support — 20%
- Cost — 7%
- Quality — 18%
- Staff Attitude — 16%
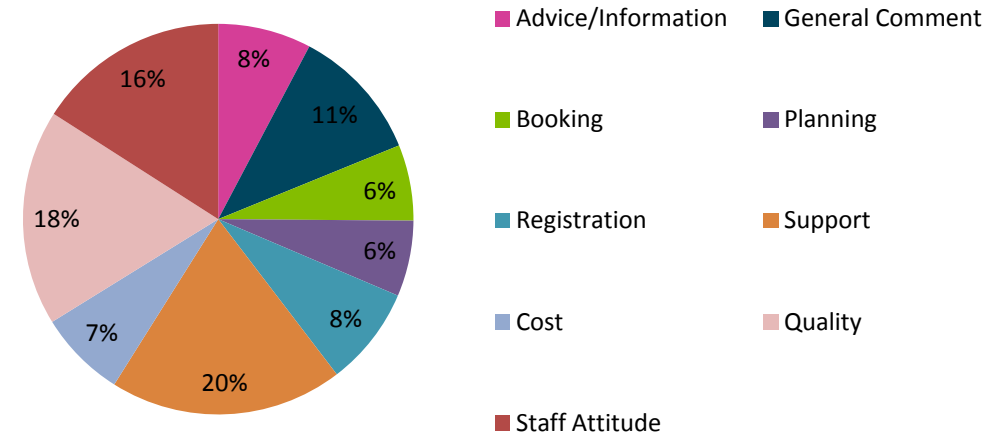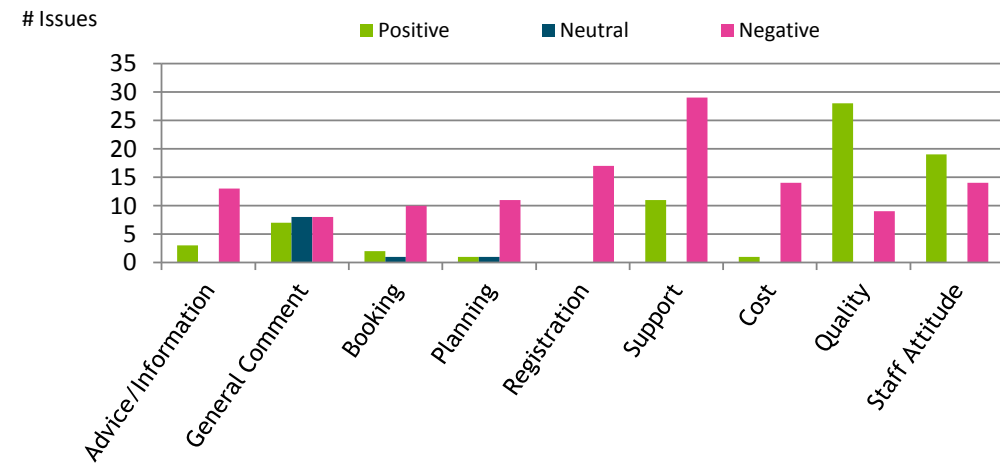
3. Sentiment: How do people feel as a whole?

3.1 Sentiment, Royal London Hospital

Issues

Legend: Positive, Neutral, Negative

Bar chart axis values: 1800, 1600, 1400, 1200, 1000, 800, 600, 400, 200, 0 — Overall Sentiment

Pie chart: 57% Positive, 6% Neutral, 37% Negative

- Positive
- Neutral
- Negative
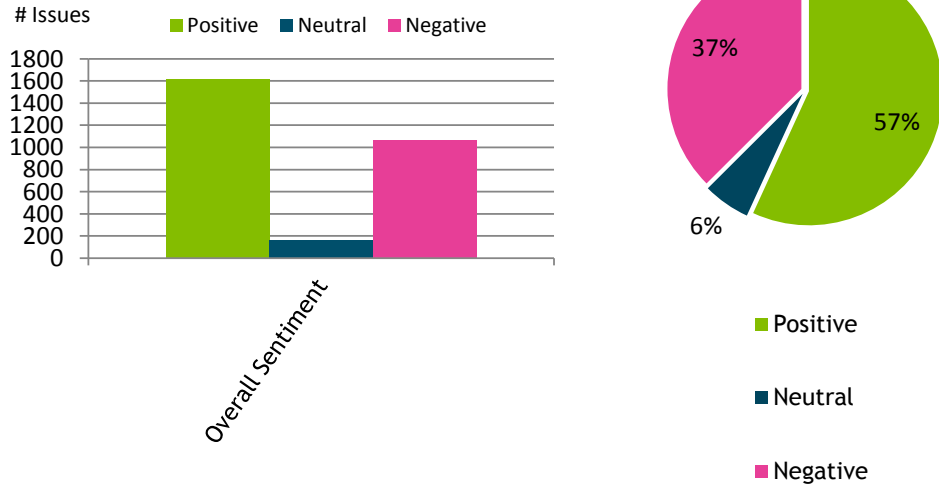
Average sentiment is 53% positive

3.2 Sentiment, Whipps Cross University Hospital

Issues

Legend: Positive, Neutral, Negative

Bar chart axis values: 1400, 1200, 1000, 800, 600, 400, 200, 0 — Overall Sentiment

Pie chart: 59% Positive, 5% Neutral, 36% Negative

- Positive
- Neutral
- Negative
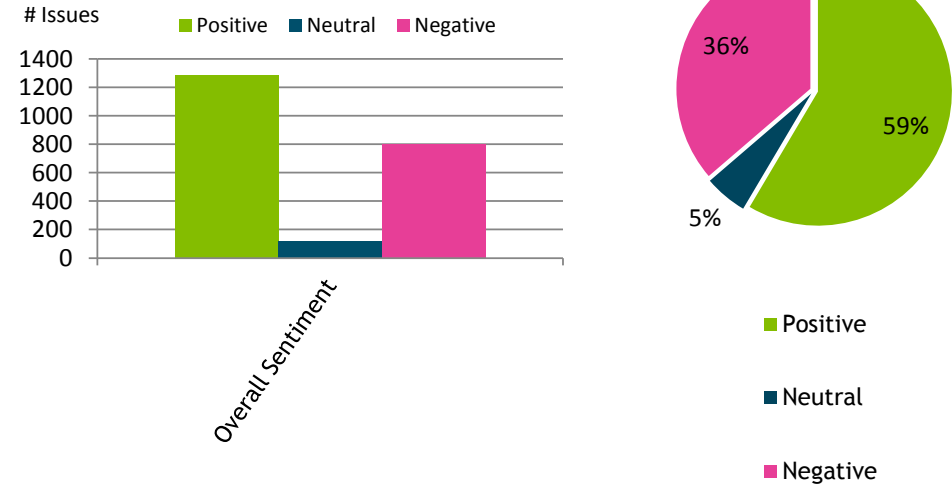
Average sentiment is 53% positive

3.3 Sentiment, St. Bartholomew's Hospital

Issues

Legend: Positive, Neutral, Negative

Bar chart axis values: 450, 400, 350, 300, 250, 200, 150, 100, 50, 0 — Overall Sentiment

Pie chart: 70% Positive, 2% Neutral, 28% Negative

- Positive
- Neutral
- Negative
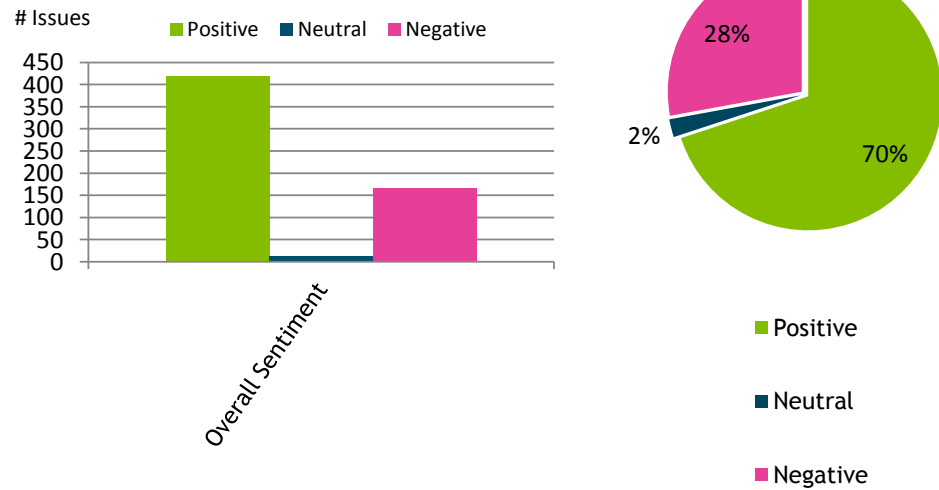
Average sentiment is 53% positive

3.4 Sentiment, Newham University Hospital

Issues

Legend: Positive, Neutral, Negative

Bar chart axis values: 350, 300, 250, 200, 150, 100, 50, 0 — Overall Sentiment

Pie chart: 49% Positive, 5% Neutral, 46% Negative

- Positive
- Neutral
- Negative

Average sentiment is 53% positive

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3.5 Sentiment, Mile End Hospital

Issues

Legend: Positive | Neutral | Negative

Bar chart (Overall Sentiment):
- Positive: ~95
- Neutral: ~10
- Negative: ~215

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

Pie chart:
- 29% Positive
- 4% Neutral
- 67% Negative

Legend:
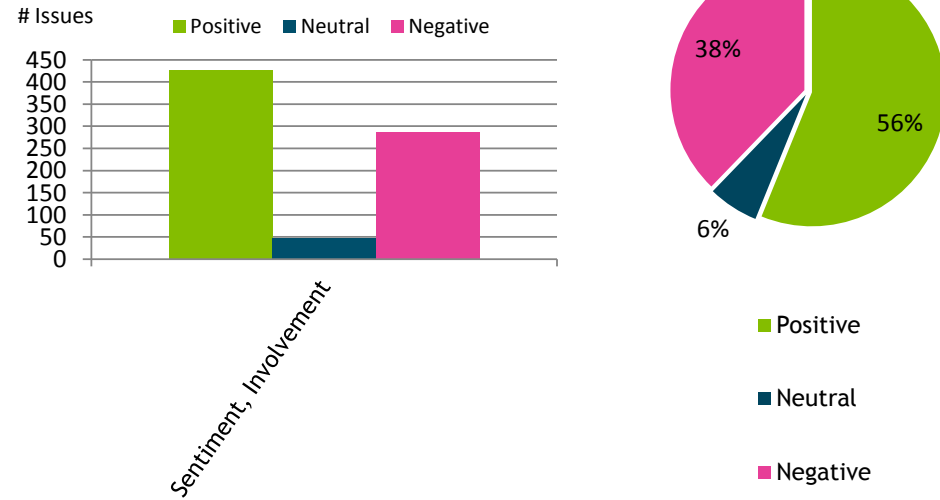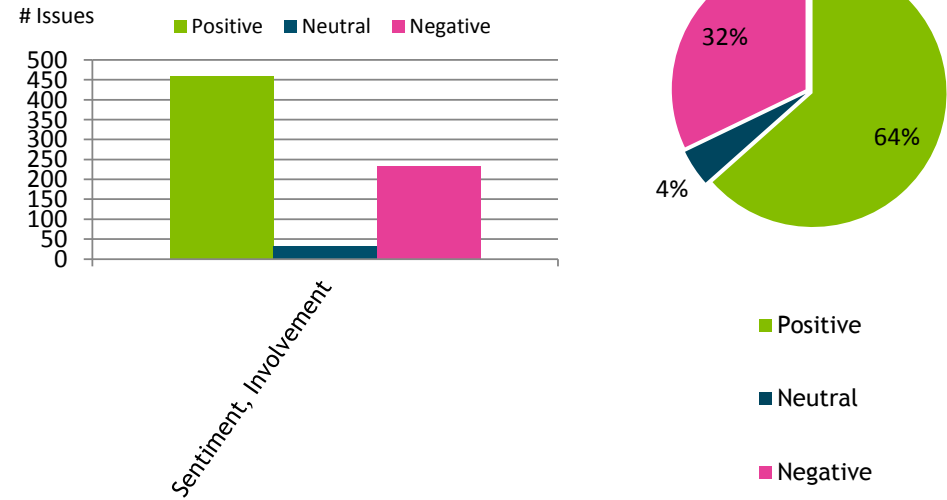- Positive
- Neutral
- Negative

Average sentiment is 53% positive

4. Sentiment: How well informed, involved and supported do people feel?

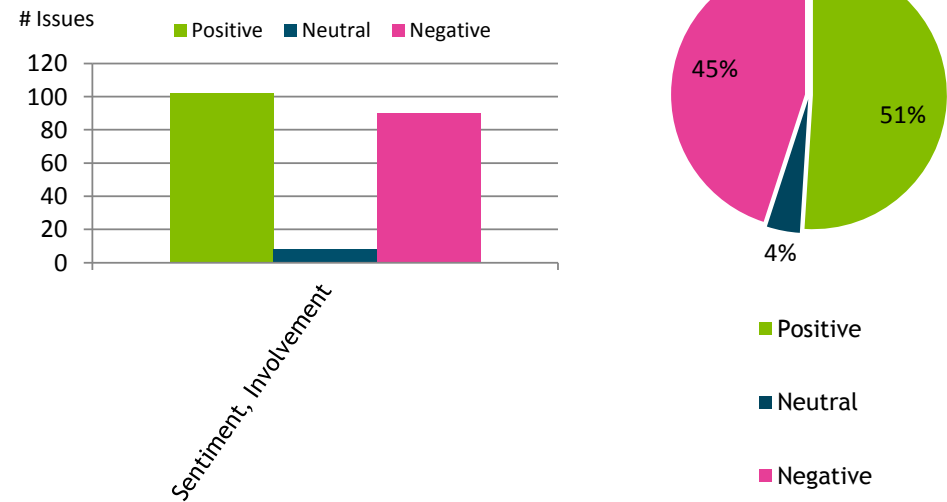## 4.1 Sentiment, Royal London Hospital

Issues

Legend: Positive | Neutral | Negative

Bar chart (Sentiment, Involvement): Positive ~425, Neutral ~45, Negative ~285

Pie chart: 56% Positive, 6% Neutral, 38% Negative

Average sentiment is 53% positive

4.2 Sentiment, Whipps Cross University Hospital

Issues

Legend: Positive | Neutral | Negative

Bar chart (Sentiment, Involvement): Positive ~460, Neutral ~30, Negative ~225

Pie chart: 64% Positive, 4% Neutral, 32% Negative

Average sentiment is 53% positive

4.3 Sentiment, St. Bartholomew's Hospital

Issues

Legend: Positive | Neutral | Negative

Bar chart (Sentiment, Involvement): Positive ~133, Neutral ~3, Negative ~52

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

Average sentiment is 53% positive

4.4 Sentiment, Newham University Hospital

Issues

Legend: Positive | Neutral | Negative

Bar chart (Sentiment, Involvement): Positive ~103, Neutral ~9, Negative ~90

Pie chart: 51% Positive, 4% Neutral, 45% Negative

Average sentiment is 53% positive

4.5 Sentiment, Mile End Hospital

Issues

■ Positive ■ Neutral ■ Negative

25%

0%

75%

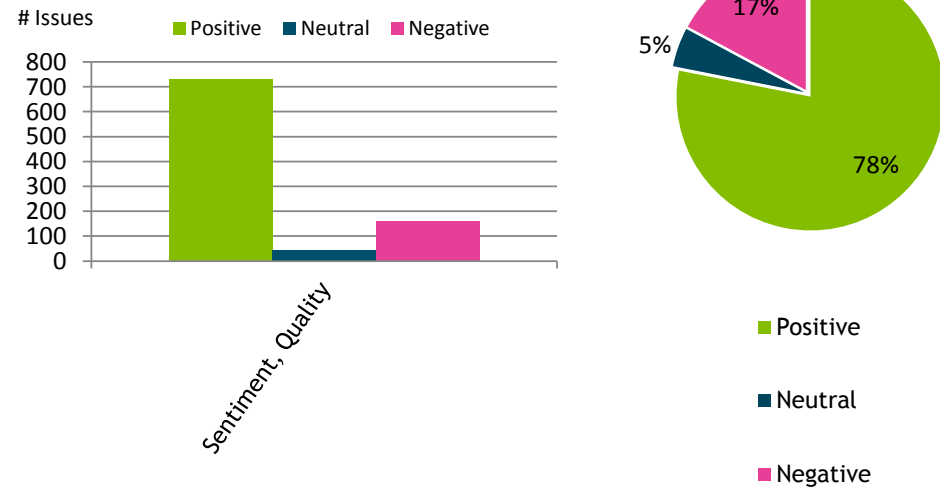■ Positive

■ Neutral

■ Negative

Average sentiment is 53% positive

5. Sentiment: How do people feel about general quality and empathy?

5.1 Sentiment, Royal London Hospital
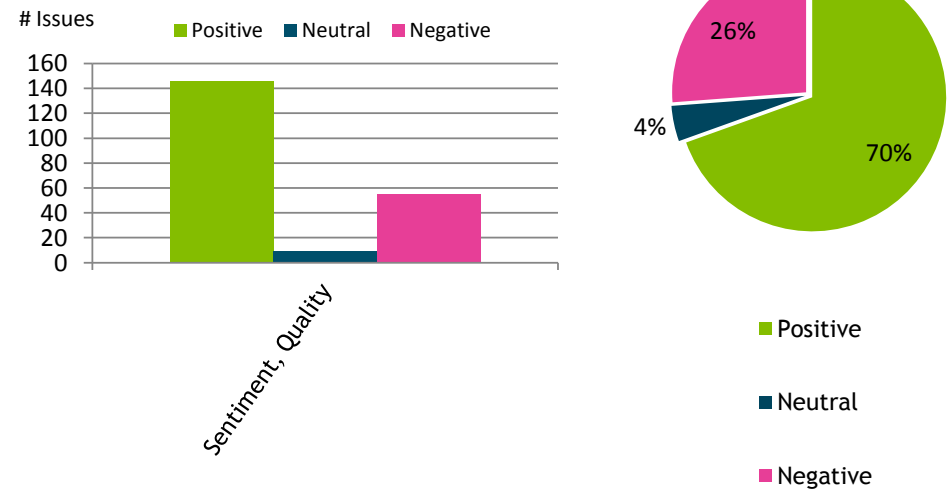
Issues

Legend: Positive, Neutral, Negative

Bar chart axis: 0, 100, 200, 300, 400, 500, 600, 700, 800

X-axis label: Sentiment, Quality

Pie chart: 17% (Negative), 5% (Neutral), 78% (Positive)

Legend: Positive, Neutral, Negative

Average sentiment is 78% positive

5.2 Sentiment, Whipps Cross University Hospital

Issues

Legend: Positive, Neutral, Negative

Bar chart axis: 0, 100, 200, 300, 400, 500, 600, 700

X-axis label: Sentiment, Quality

Pie chart: 19% (Negative), 4% (Neutral), 77% (Positive)

Legend: Positive, Neutral, Negative

Average sentiment is 78% positive

5.3 Sentiment, St. Bartholomew's Hospital

Issues

Legend: Positive, Neutral, Negative

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

X-axis label: Sentiment, Quality

Pie chart: 3% (Neutral), 12% (Negative), 85% (Positive)

Legend: Positive, Neutral, Negative

Average sentiment is 78% positive

5.4 Sentiment, Newham University Hospital

Issues

Legend: Positive, Neutral, Negative

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

X-axis label: Sentiment, Quality

Pie chart: 26% (Negative), 4% (Neutral), 70% (Positive)

Legend: Positive, Neutral, Negative

Average sentiment is 78% positive

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5. Sentiment: How do people feel about general quality and empathy?

5.5 Sentiment, Mile End Hospital

Issues

Legend: Positive, Neutral, Negative

33%

0%

67%

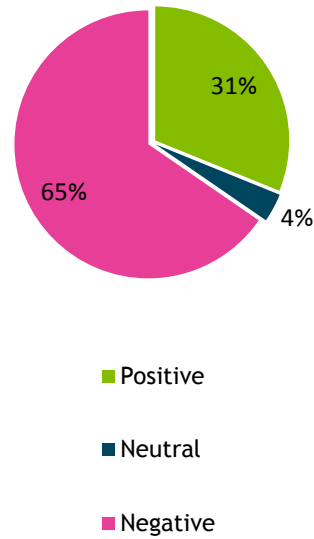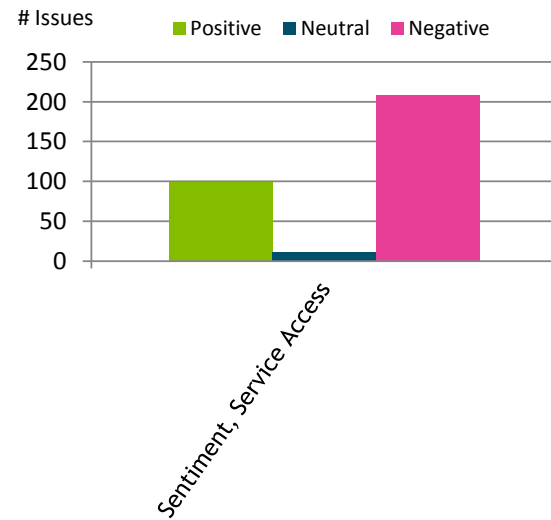- Positive
- Neutral
- Negative

Average sentiment is 78% positive

6. Sentiment: How do people feel about general access to services?

6.1 Sentiment, Royal London Hospital

Issues

Legend: Positive, Neutral, Negative

Bar chart (Sentiment, Service Access), y-axis 0–250

Pie chart:
- Positive: 31%
- Neutral: 4%
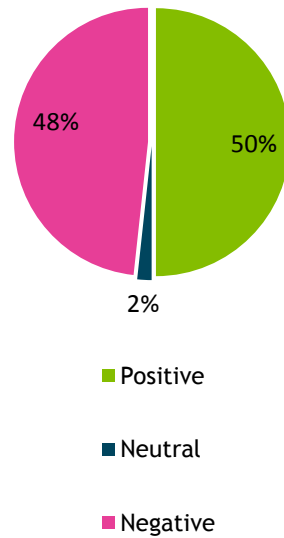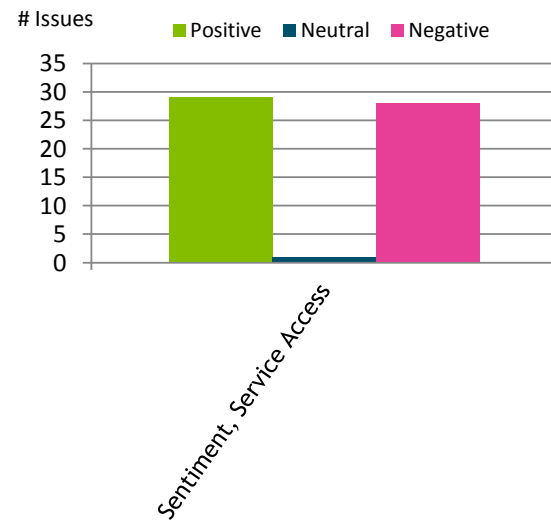- Negative: 65%

Average sentiment is 32% positive

6.2 Sentiment, Whipps Cross University Hospital

Issues

Legend: Positive, Neutral, Negative

Bar chart (Sentiment, Service Access), y-axis 0–180

Pie chart:
- Positive: 32%
- Neutral: 8%
- Negative: 60%
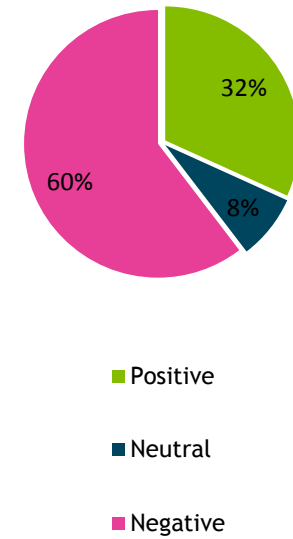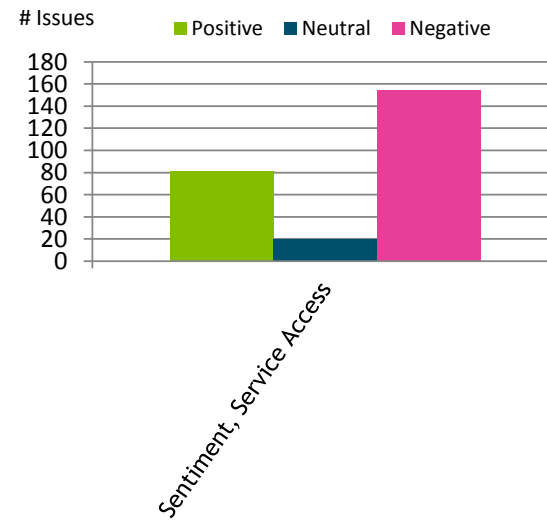
Average sentiment is 32% positive

6.3 Sentiment, St. Bartholomew's Hospital

Issues

Legend: Positive, Neutral, Negative

Bar chart (Sentiment, Service Access), y-axis 0–35

Pie chart:
- Positive: 50%
- Neutral: 2%
- Negative: 48%

Average sentiment is 32% positive

6.4 Sentiment, Newham University Hospital

Issues

Legend: Positive, Neutral, Negative

Bar chart (Sentiment, Service Access), y-axis 0–50

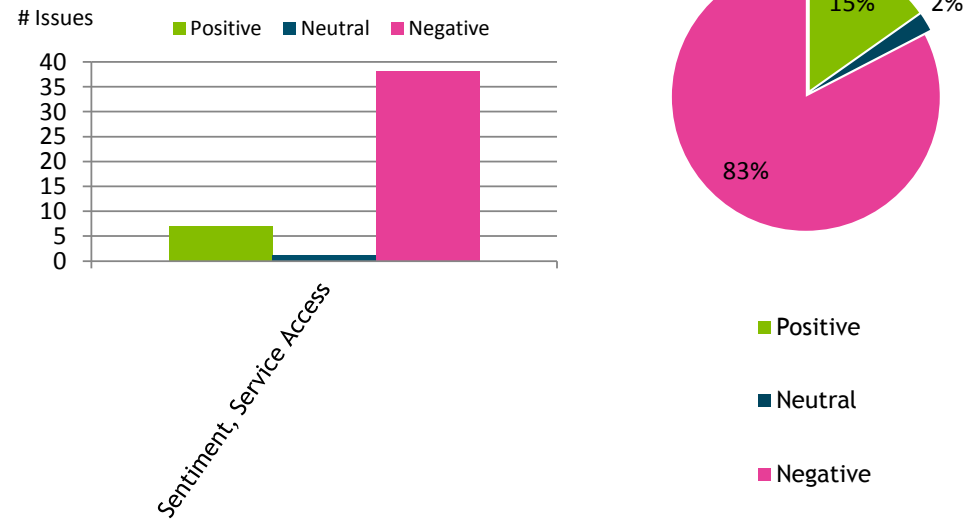Pie chart:
- Positive: 29%
- Neutral: 5%
- Negative: 66%
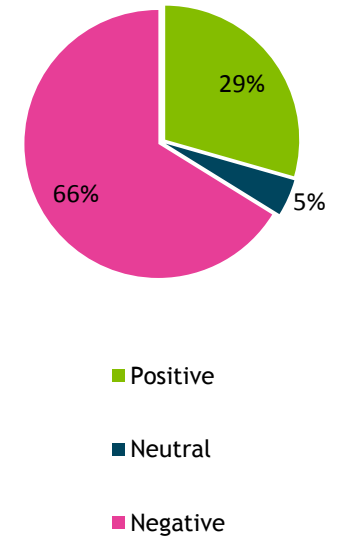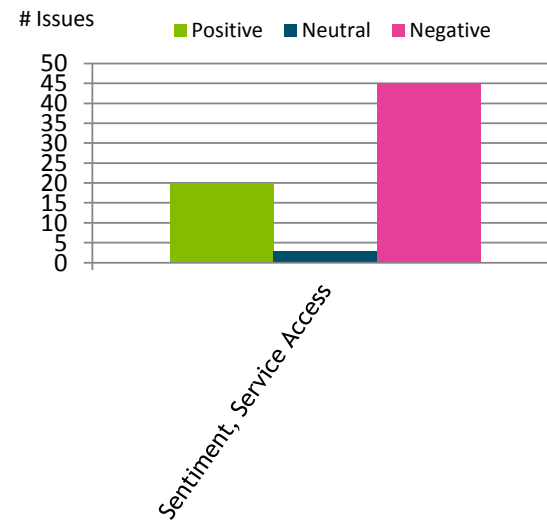
Average sentiment is 32% positive

6. Sentiment: How do people feel about general access to services?

6.5 Sentiment, Mile End Hospital

Issues

Positive Neutral Negative

- Positive
- Neutral
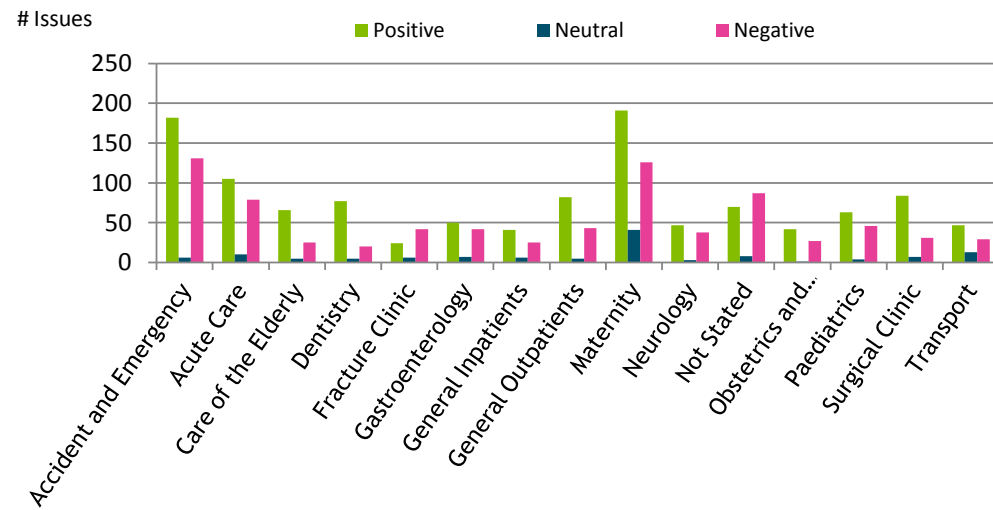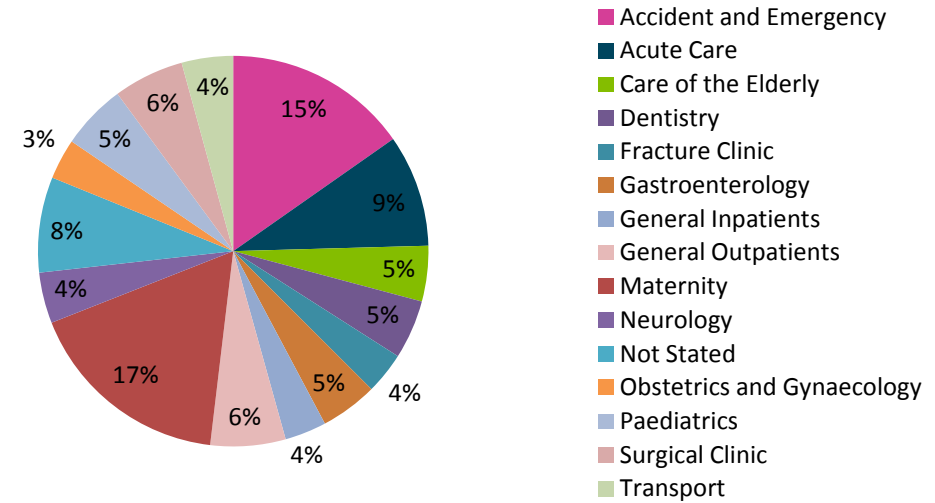- Negative

15%   2%

83%

Average sentiment is 32% positive

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

7.1 Royal London Hospital: 2830 issues from 580 people

Issues

Legend: Positive, Neutral, Negative

Departments receiving the most comments overall

Pie chart legend:
- Accident and Emergency — 15%
- Acute Care — 9%
- Care of the Elderly — 5%
- Dentistry — 5%
- Fracture Clinic — 4%
- Gastroenterology — 4%
- General Inpatients — 6%
- General Outpatients — 17%
- Maternity — 4%
- Neurology — 8%
- Not Stated — 3%
- Obstetrics and Gynaecology — 5%
- Paediatrics — 6%
- Surgical Clinic — 4%
- Transport

7.2 Whipps Cross University Hospital: 2196 issues from 391 people

Issues

Legend: Positive, Neutral, Negative

Departments receiving the most comments overall

Pie chart legend:
- Accident and Emergency — 25%
- Cardiology — 3%
- Ear, Nose and Throat — 4%
- Endoscopy — 3%
- Fracture Clinic — 5%
- General Inpatients — 4%
- General Outpatients — 6%
- Maternity — 15%
- Not Stated — 8%
- Ophthalmology — 6%
- Orthopaedics — 10%
- Paediatrics — 2%
- Phlebotomy — 3%
- Surgical Clinic — 2%
- Urology — 2%

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7.3 St. Bartholomew's Hospital: 599 issues from 103 people

Departments receiving the most comments overall

Pie chart legend:
- Acute Care — 4%
- Cancer Services — 16%
- Cardiology — 38%
- Diabetic Medicine — 2%
- General Inpatients — 4%
- General Outpatients — 3%
- Minor Injuries Unit — 8%
- Not Stated — 17%
- Radiography — 3%
- Respiratory Medicine — 5%

7.4 Newham University Hospital: 630 issues from 94 people

Departments receiving the most comments overall

Pie chart legend:
- Accident and Emergency — 38%
- Care of the Elderly — 3%
- Endoscopy — 2%
- General Inpatients — 5%
- Maternity — 29%
- Not Stated — 4%
- Obstetrics and Gynaecology — 2%
- Paediatrics — 7%
- Surgical Clinic — 8%
- Ultrasound — 2%

7.5 Mile End Hospital: 320 issues from 101 people

Issues

Legend: Positive | Neutral | Negative

Departments (x-axis): Chiropodist, Community Mental..., Psychotherapy, Chiropody, Hepatology, Paediatrics, Physiotherapy, Psychiatry, Rheumatology, Drug and Alcohol Services

Departments receiving the most comments overall

Pie chart:
- Chiropodist — 53%
- Community Mental Health Team (CMHT) — 3%
- Psychotherapy — 2%
- Chiropody — 2%
- Hepatology — 2%
- Paediatrics — 2%
- Physiotherapy — 2%
- Psychiatry — 17%
- Rheumatology — 14%
- Drug and Alcohol Services — 3%

8.1 Royal London Hospital: 318 issues from 70 people

Issues — Positive, Neutral, Negative (Advice/Information, General Comment, User Involvement, Support, Timing, Quality, Staff Attitude)

Pie chart:
- Advice/Information: 9%
- General Comment: 5%
- User Involvement: 4%
- Support: 18%
- Timing: 12%
- Quality: 26%
- Staff Attitude: 26%
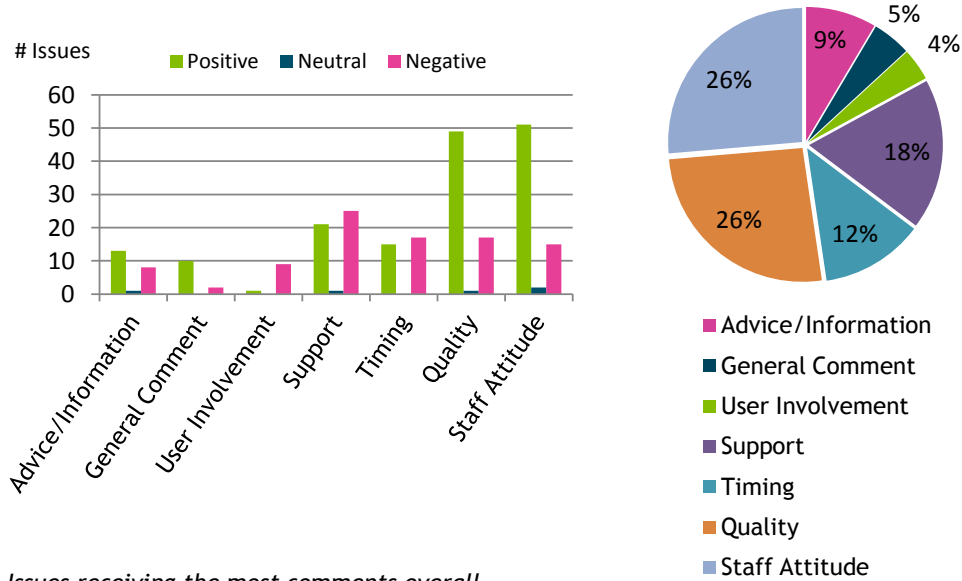
Issues receiving the most comments overall

8.2 Sentiment, Royal London Hospital

Issues — Positive, Neutral, Negative (Sentiment, A&E)

Pie chart:
- Positive: 57%
- Neutral: 2%
- Negative: 41%
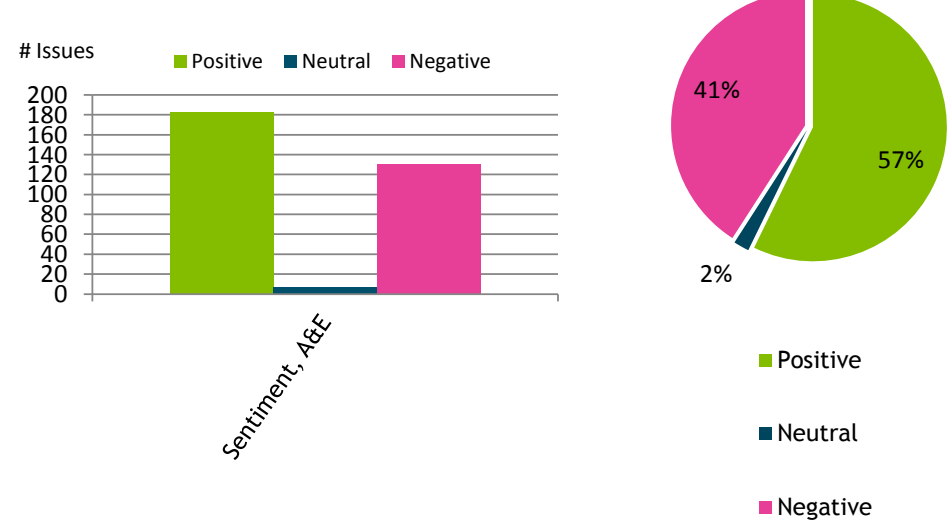
Average sentiment is 58% positive

8.3 Whipps Cross University Hospital: 436 issues from 79 people

Issues — Positive, Neutral, Negative (Advice/Information, Carer Involvement, User Involvement, Support, Timing, Quality, Staff Attitude)

Pie chart:
- Advice/Information: 9%
- Carer Involvement: 3%
- User Involvement: 5%
- Support: 18%
- Timing: 13%
- Quality: 25%
- Staff Attitude: 27%
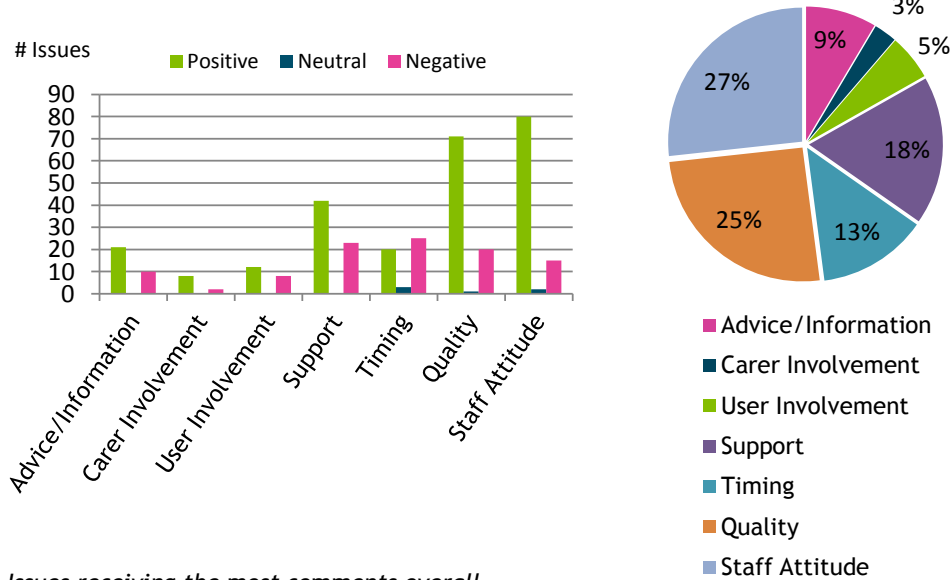
Issues receiving the most comments overall

8.4 Sentiment, Whipps Cross University Hospital

Issues — Positive, Neutral, Negative (Sentiment, A&E)

Pie chart:
- Positive: 63%
- Neutral: 2%
- Negative: 35%
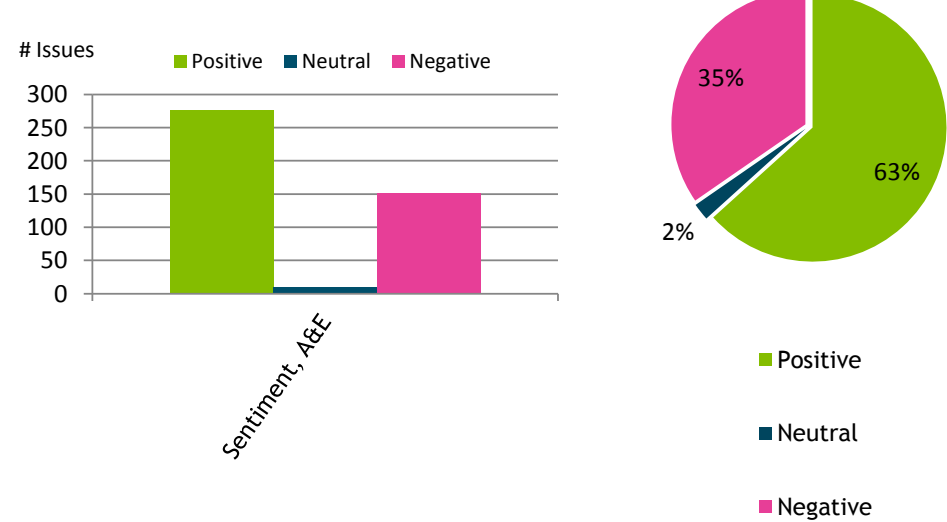
Average sentiment is 58% positive

8.5 Newham Universiy Hospital: 229 issues from 31 people
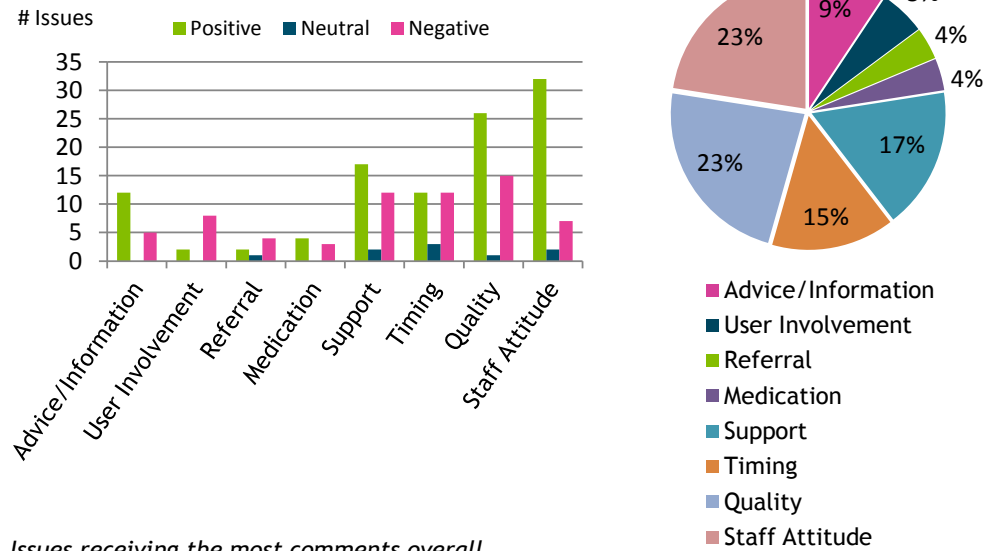
Issues

Legend: Positive, Neutral, Negative

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

Pie chart:
- Advice/Information — 9%
- User Involvement — 5%
- Referral — 4%
- Medication — 4%
- Support — 17%
- Timing — 15%
- Quality — 23%
- Staff Attitude — 23%

Issues receiving the most comments overall

8.6 Senitment, Newham University Hospital

Issues

Legend: Positive, Neutral, Negative

Sentiment, A&E

Pie chart:
- Positive — 55%
- Neutral — 5%
- Negative — 40%
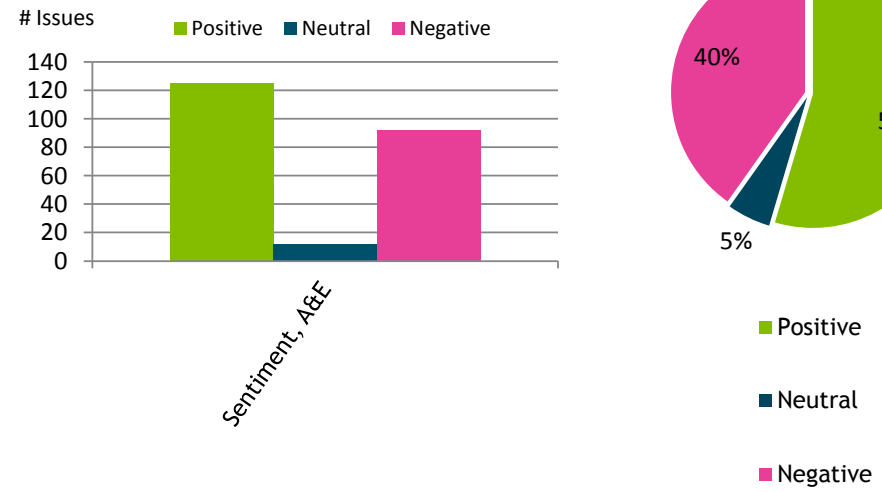
Average sentiment is 58% positive

9.1 Royal London Hospital: 358 issues from 56 people
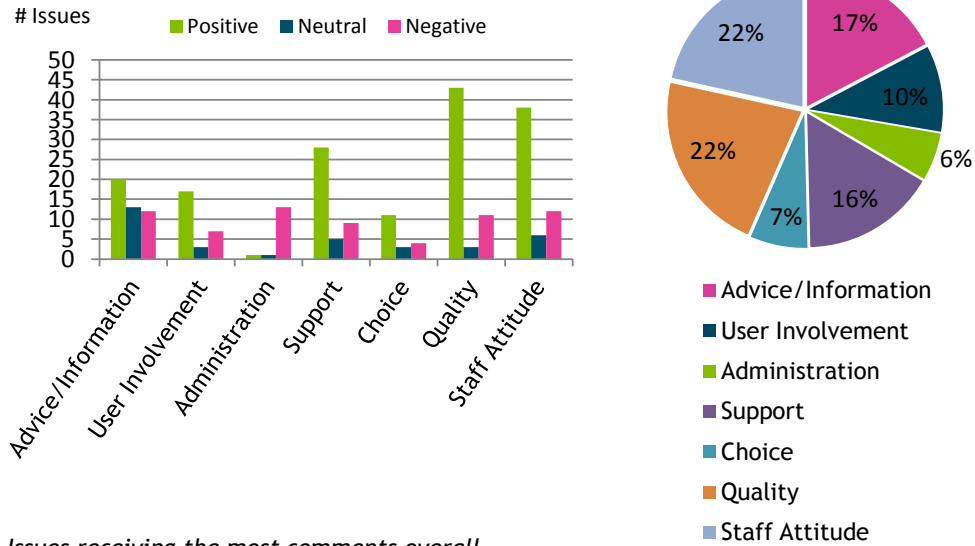
Pie chart categories:
- Advice/Information — 17%
- User Involvement — 10%
- Administration — 6%
- Support — 16%
- Choice — 7%
- Quality — 22%
- Staff Attitude — 22%

Issues receiving the most comments overall

9.2 Senitment, Royal London Hospital

Pie chart:
- Positive — 53%
- Neutral — 12%
- Negative — 35%
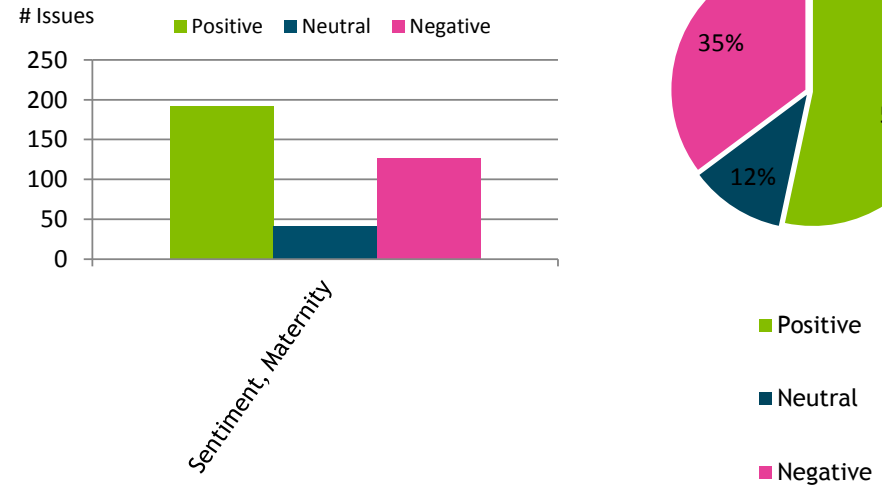
Average sentiment is 47% positive

9.3 Whipps Cross University Hospital: 261 issues from 36 people

Pie chart categories:
- Advice/Information — 9%
- Carer Involvement — 3%
- User Involvement — 5%
- Administration —
- Support — 18%
- Timing — 13%
- Quality — 25%
- Staff Attitude — 27%
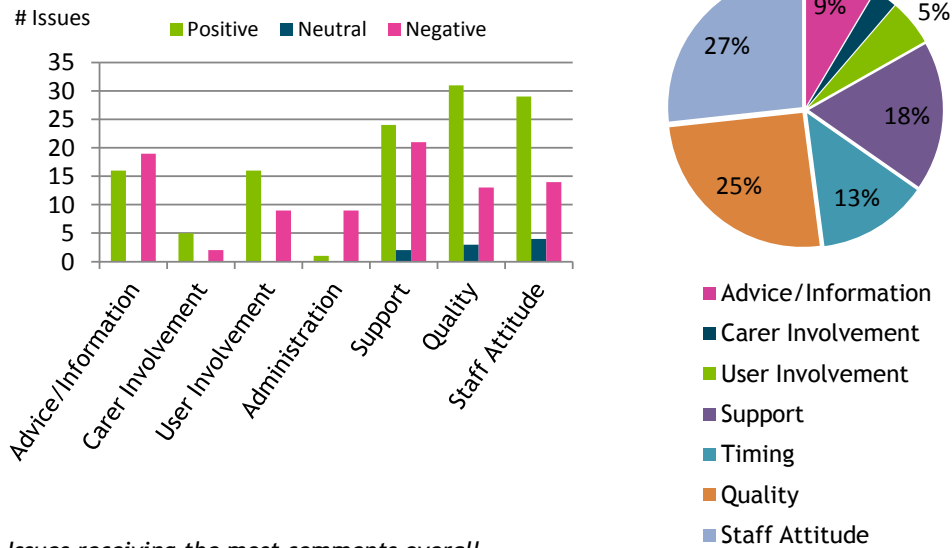
Issues receiving the most comments overall

9.4 Senitment, Whipps Cross University Hospital

Pie chart:
- Positive — 50%
- Neutral — 4%
- Negative — 46%

Average sentiment is 47% positive

20
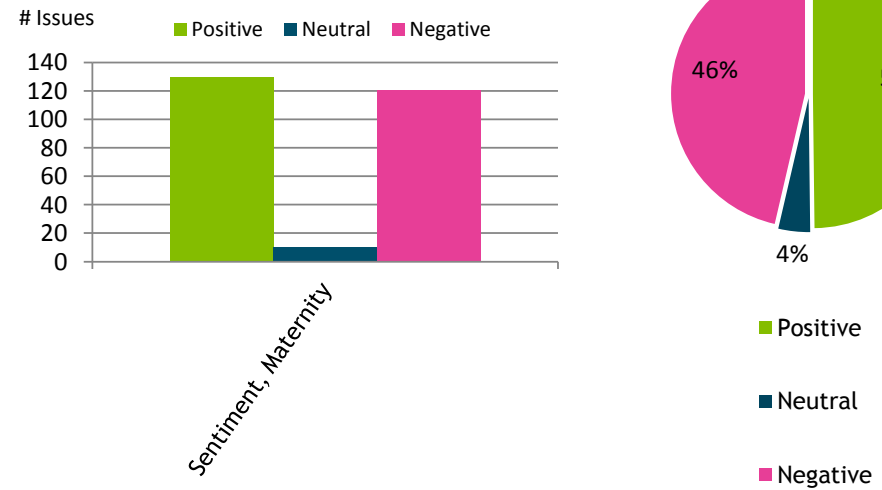
9.5 Newham University Hospital: 176 issues from 25 people
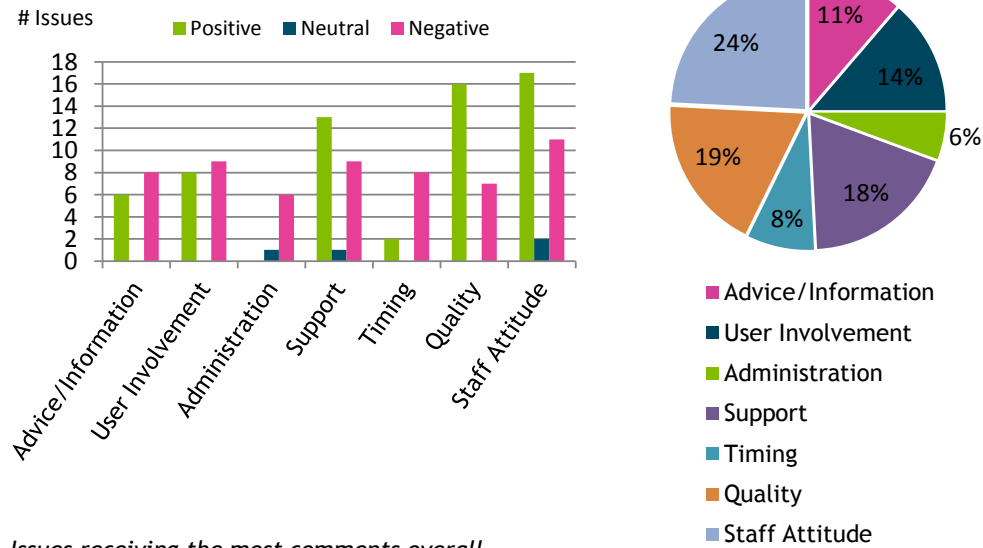
Issues

Legend: Positive, Neutral, Negative

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

Pie chart:
- Advice/Information — 11%
- User Involvement — 14%
- Administration — 6%
- Support — 18%
- Timing — 8%
- Quality — 19%
- Staff Attitude — 24%

Issues receiving the most comments overall

9.6 Senitment, Newham University Hospital

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Maternity

Pie chart:
- Positive — 39%
- Neutral — 5%
- Negative — 56%
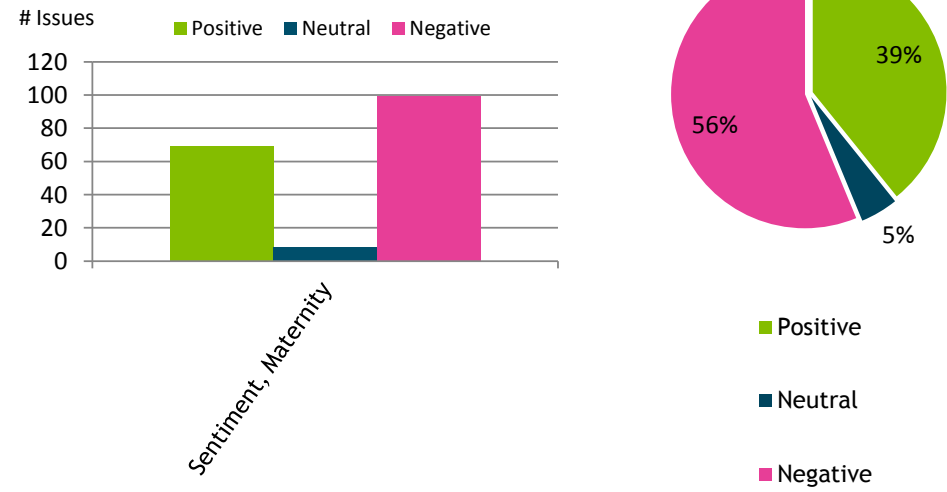
Average sentiment is 47% positive

10. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	350	36	226	612
	Carer Involvement	*Involvement of carers, friends or family members.*	58	3	40	101
	General Comment	*A generalised statement (ie; "The doctor was good.")*	124	29	54	207
	User Involvement	*Involvement of the service user.*	217	14	134	365
Systems	Administration	*Administrative processes and delivery.*	41	13	155	209
	Admission	*Physical admission to a hospital ward, or other service.*	8	1	16	25
	Booking	*Ability to book, reschedule or cancel appointments.*	17	1	62	80
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	35	35
	Data Protection	*General data protection (including GDPR).*	0	0	2	2
	Referral	*Referral to a service.*	23	1	29	53
	Medical Records	*Management of medical records.*	3	0	26	29
	Medication	*Prescription and management of medicines.*	27	2	57	86
	Opening Times	*Opening times of a service.*	1	2	11	14
	Planning	*Leadership and general organisation.*	30	4	61	95
	Registration	*Ability to register for a service.*	1	0	21	22
	Support	*Levels of support provided.*	511	36	312	859
	Telephone	*Ability to contact a service by telephone.*	6	0	56	62
	Timing	*Physical timing (ie; length of wait at appointments).*	183	31	241	455
	Waiting List	*Length of wait while on a list.*	22	3	69	94
Values	Choice	*General choice.*	30	7	46	83
	Cost	*General cost.*	3	2	33	38
	Language	*Language, including terminology.*	8	1	9	18
	Nutrition	*Provision of sustainance.*	61	14	49	124
	Privacy	*Privacy, personal space and property.*	17	2	29	48
	Quality	*General quality of a service, or staff.*	847	38	198	1083
	Sensory	*Deaf/blind or other sensory issues.*	2	0	7	9
	Stimulation	*General stimulation, including access to activities.*	20	3	8	31

10. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	4	1	9	14
	Environment/Layout	*Physical environment of a service.*	61	17	47	125
	Equipment	*General equipment issues.*	11	1	37	49
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	2	1	17	20
	Hygiene	*Levels of hygiene and general cleanliness.*	94	6	37	137
	Mobility	*Physical mobility to, from and within services.*	8	4	12	24
	Travel/Parking	*Ability to travel or park.*	3	2	7	12
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	18	18
	Security/Conduct	*General security of a service, including conduct of staff.*	9	0	17	26
	Staff Attitude	*Attitude, compassion and empathy of staff.*	896	52	222	1170
	Complaints	*Ability to log and resolve a complaint.*	8	1	22	31
	Staff Training	*Training of staff.*	10	2	40	52
	Staffing Levels	*General availability of staff.*	1	0	56	57
	Total:		**3717**	**330**	**2527**	**6574**

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