Experience of Services, Q4 2018/19

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 services in Waltham Forest.

healthwatch
Waltham Forest

Page 2
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 3 - 5
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 6 - 18
Patient Journey

In this section, we look at the experience of popular services.

We also examine the patient journey (or 'care pathway').

Page 19
Summary

This section summarises findings, in brief.

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 23 April 2019, to cover the period 1 January 2019 - 31 March 2019.
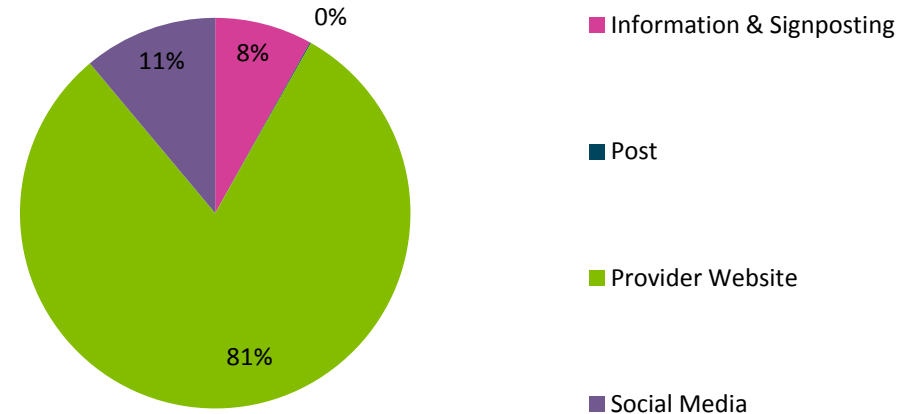
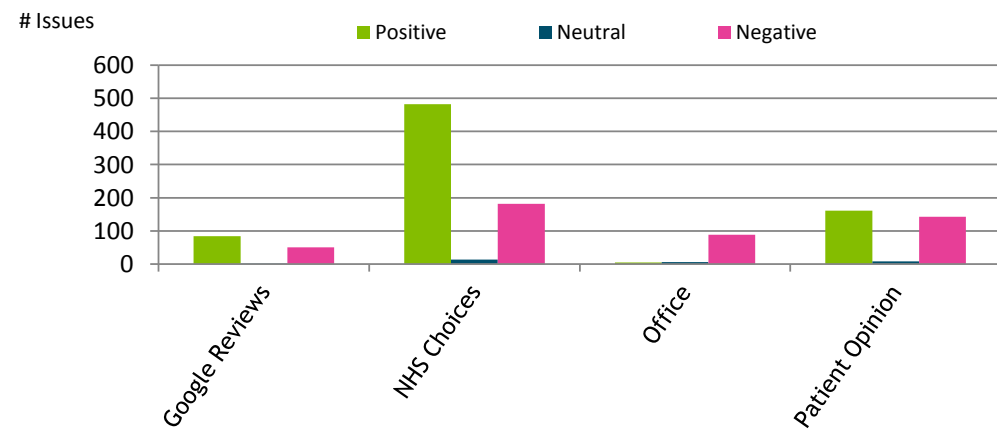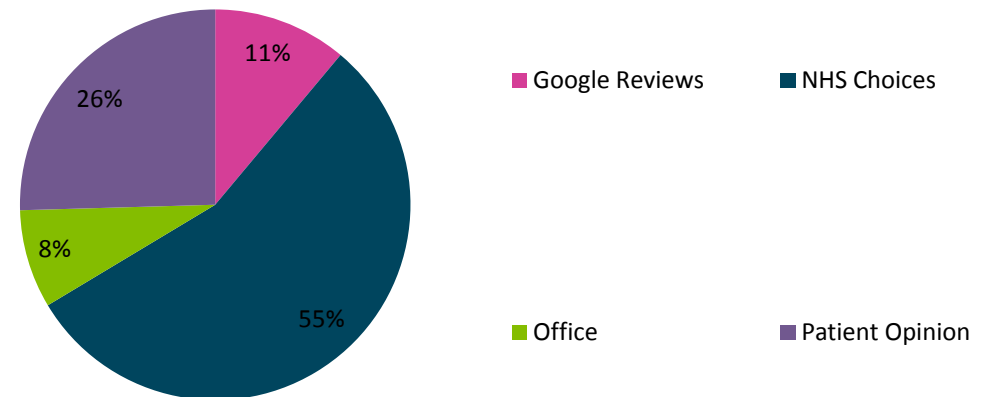## 1. Data Source: Where did we collect the feedback?

1.1 Source
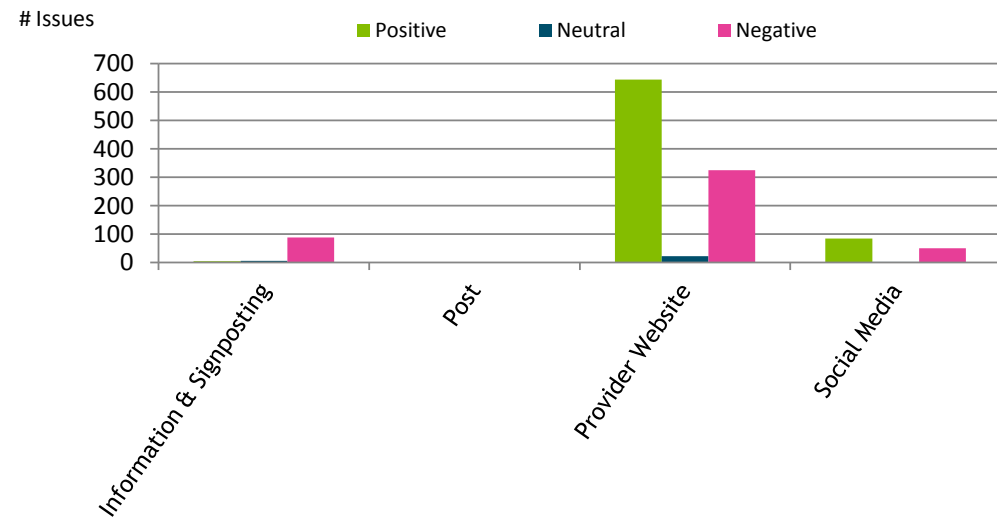
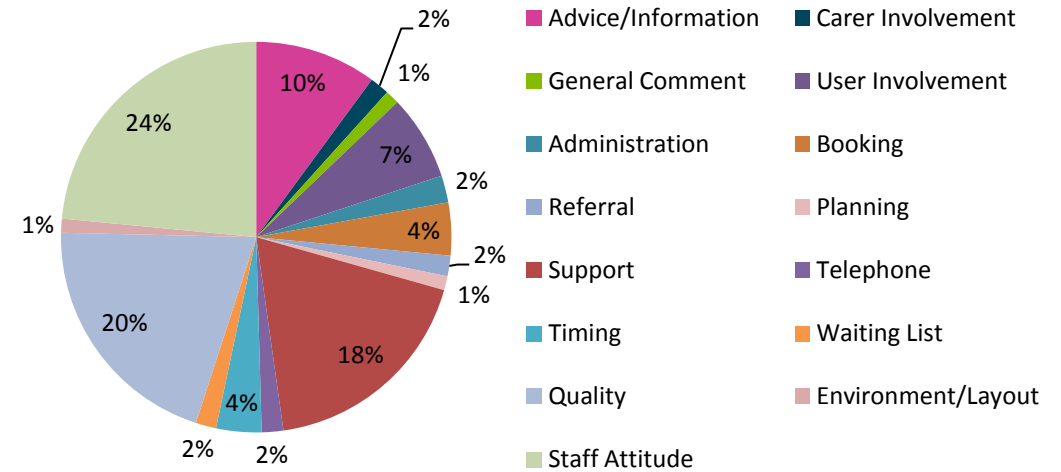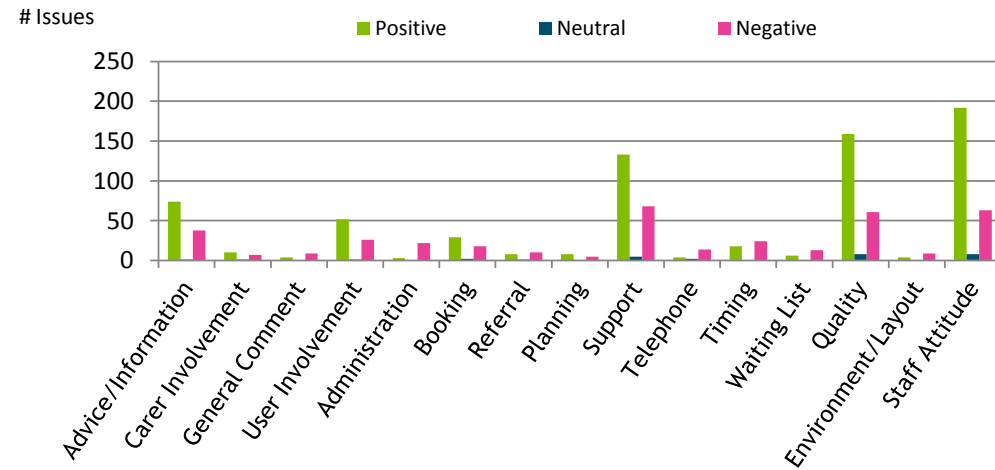*Sources providing the most comments overall*

1.2 Origin

Origins providing the most comments overall

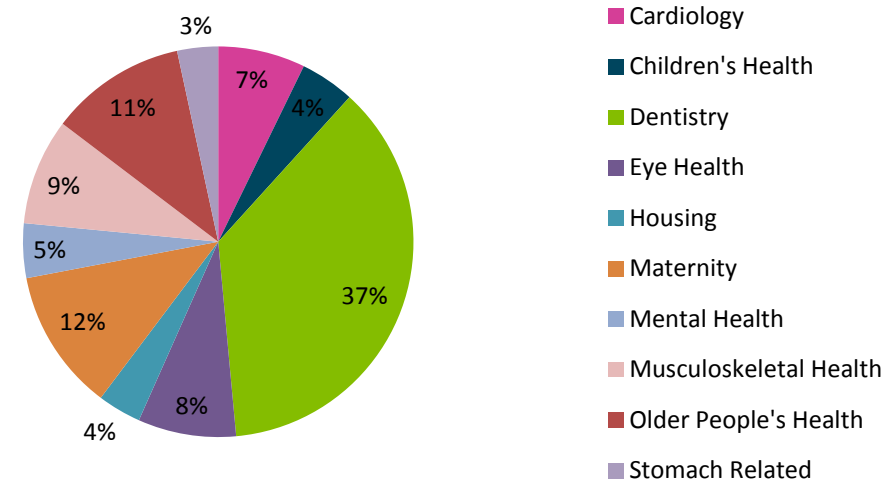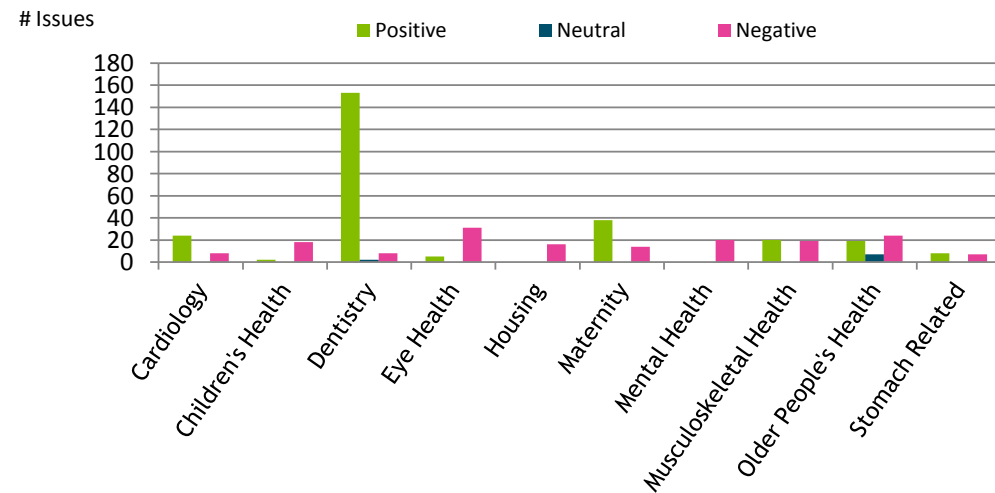## 2. Top Trends: Which service aspects are people most commenting on?

2.1 Service aspects: 1226 issues from 202 people

Issues receiving the most comments overall. See pages 20-21 for issue descriptions.
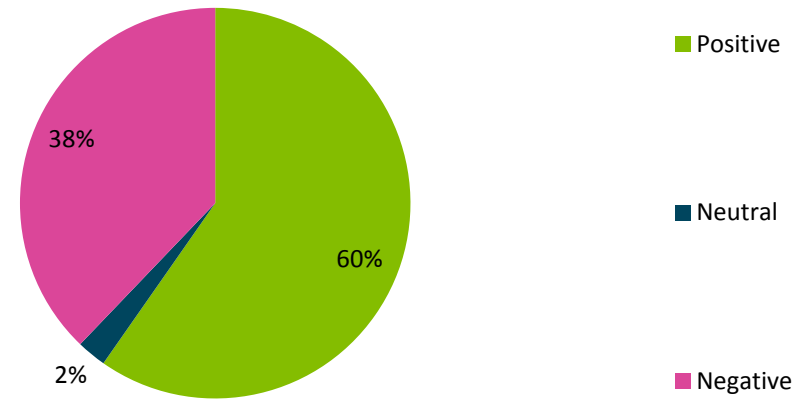
2.2 Stated medical conditions

Medical conditions receiving the most comments overall

3. Sentiment: On the whole, how do people feel about services?

3.1 How do people feel as a whole?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

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

X-axis label: Overall Sentiment

Pie chart: Positive 60%, Neutral 2%, Negative 38%
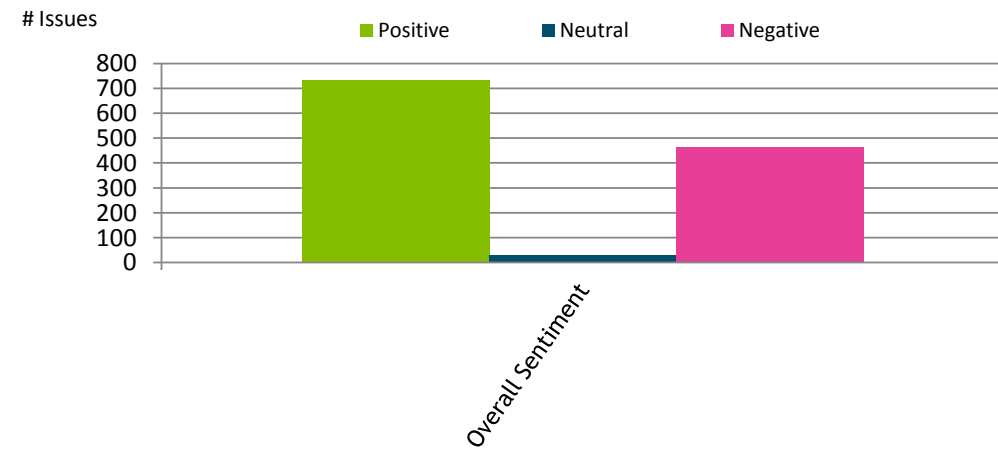
Quarterly Benchmark: *N/A*

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

Issues

Legend: ■ Positive ■ Neutral ■ Negative

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

X-axis label: Sentiment, Involvement

Pie chart: Positive 65%, Neutral 2%, Negative 33%
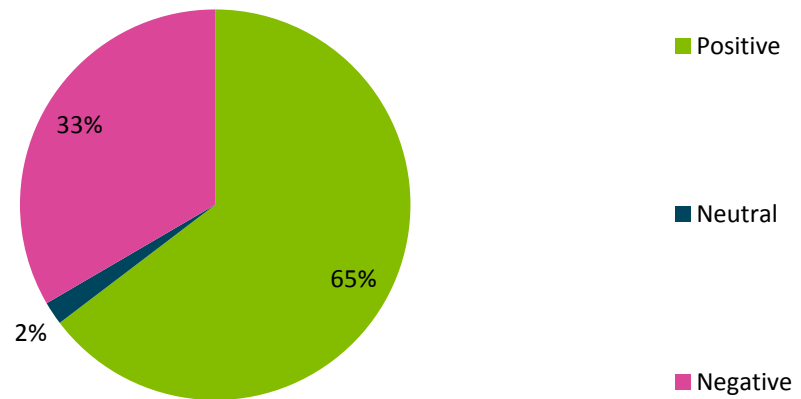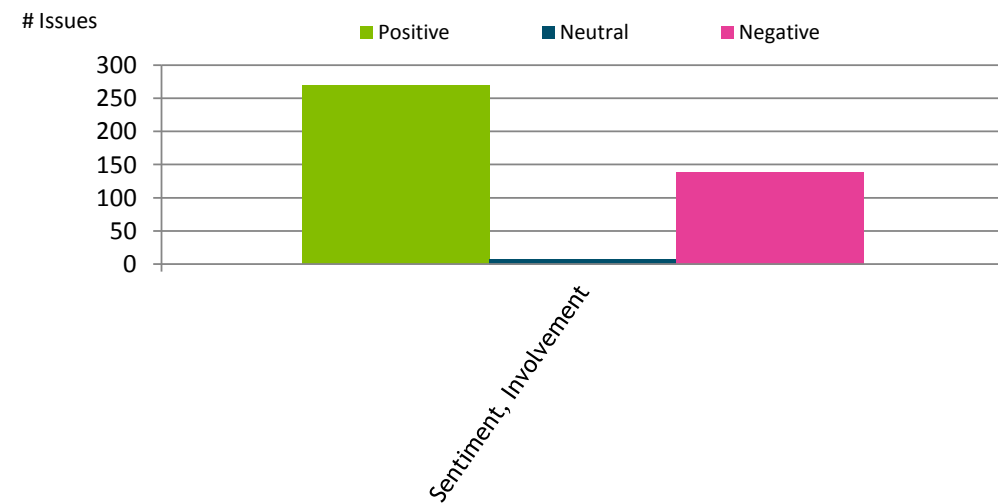
Quarterly Benchmark: *N/A*

3. Sentiment: On the whole, how do people feel about services?

3.3 How do people feel about general quality and empathy?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart x-axis: Sentiment, Quality (y-axis 0–400)

Pie chart:
- 72% Positive
- 3% Neutral
- 25% Negative
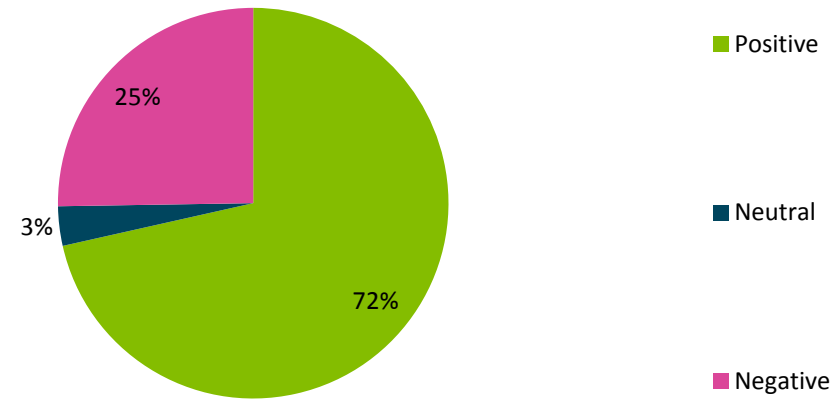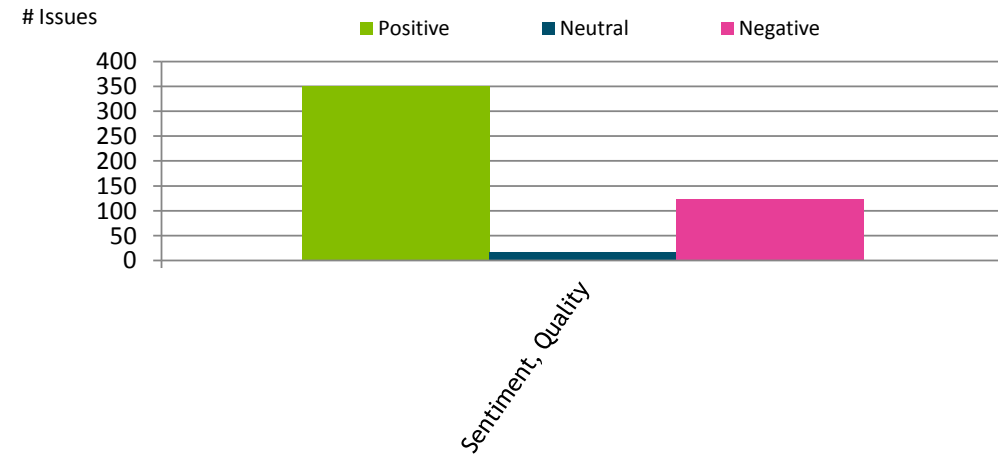
Quarterly Benchmark: *N/A*

3.4 How do people feel about general access to services?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart x-axis: Sentiment, Service Access (y-axis 0–80)

Pie chart:
- 43% Positive
- 3% Neutral
- 54% Negative
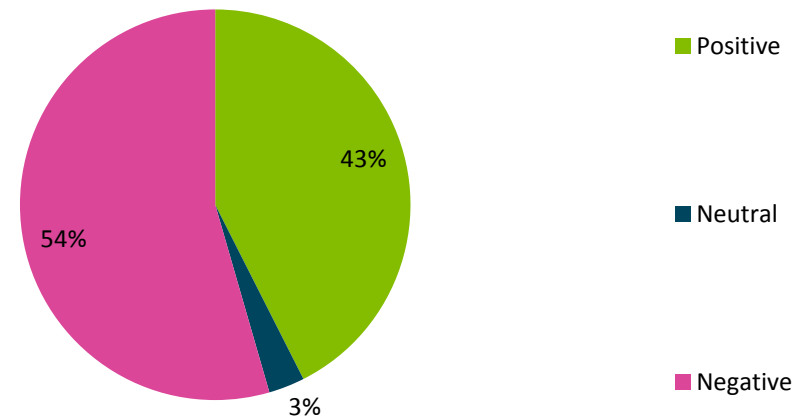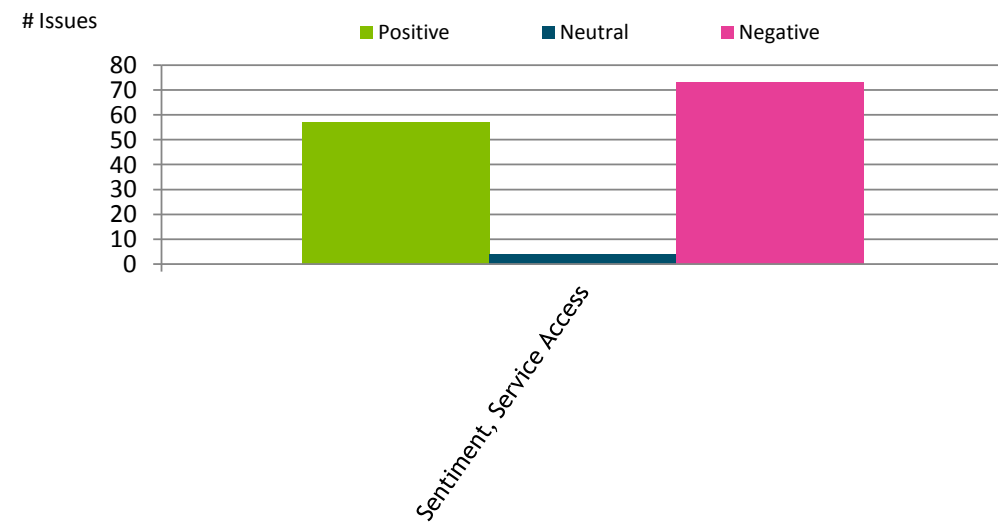
Quarterly Benchmark: *N/A*

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

4.1 Service Sector
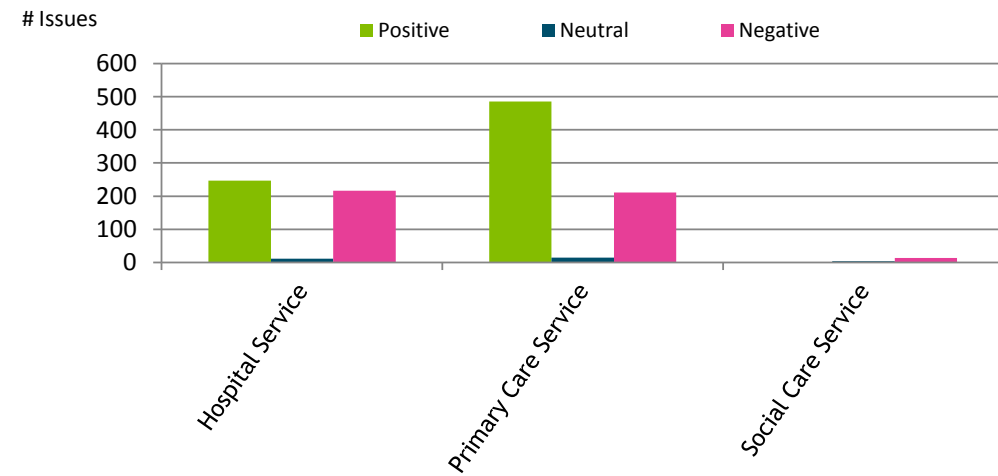
Service sectors receiving the most comments overall

4.2 Service Type

Service type receiving the most comments overall

4.3 Services

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: ?, Abbey Dental..., Chingford Mount Dental..., Dr Dauod Yosuf..., Dr Jennifer Bailey, Larkshall Medical Centre, Lime Tree Surgery, SMA Medical Centre, St James Medical..., The Allum Medical Centre, The Forest Surgery, The Grove Medical Centre, The Microfaculty, The Penrhyn Surgery, The Ridgeway Surgery, Whipps Cross University...
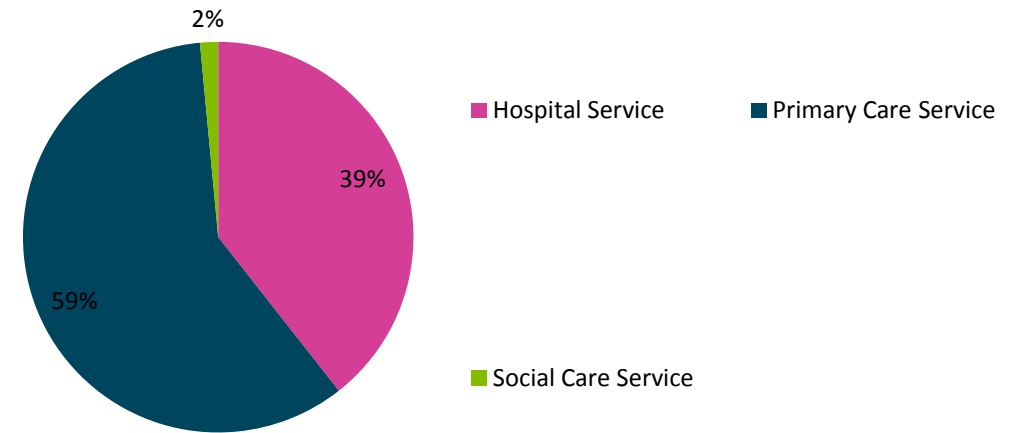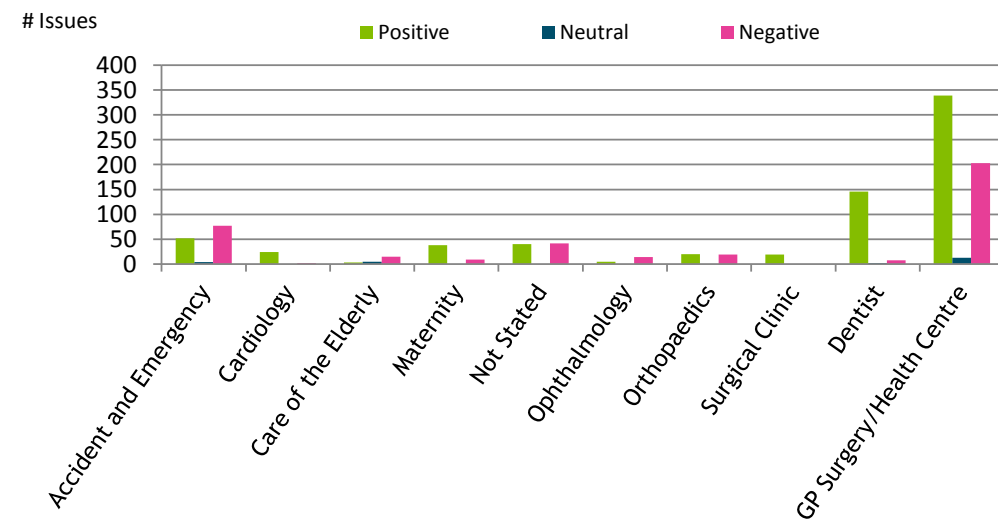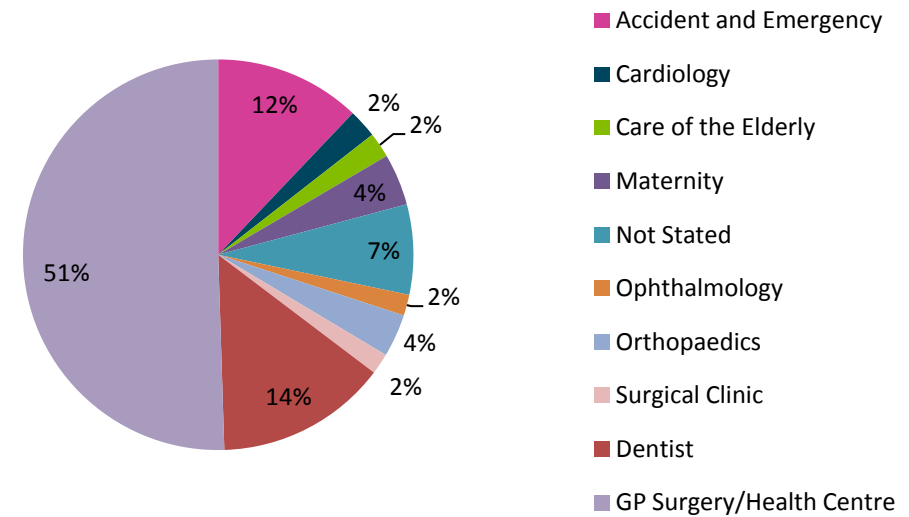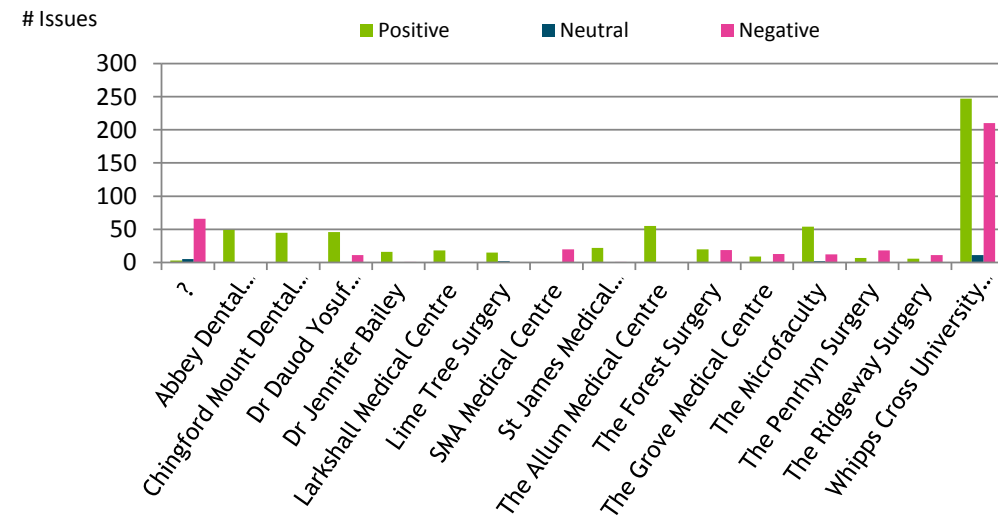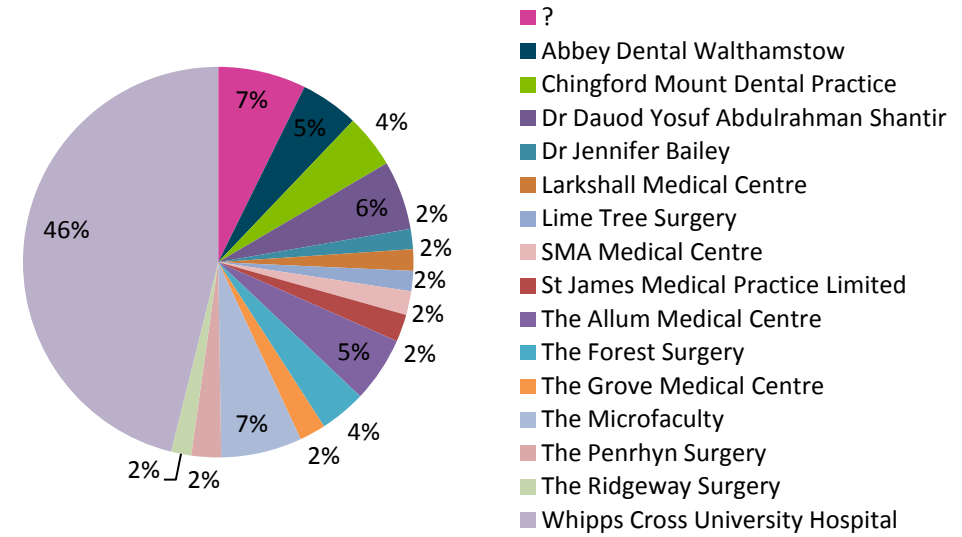
Y-axis: 0, 50, 100, 150, 200, 250, 300

Services receiving the most comments overall

Pie chart:
- ? — 7%
- Abbey Dental Walthamstow — 5%
- Chingford Mount Dental Practice — 4%
- Dr Dauod Yosuf Abdulrahman Shantir — 6%
- Dr Jennifer Bailey — 2%
- Larkshall Medical Centre — 2%
- Lime Tree Surgery — 2%
- SMA Medical Centre — 2%
- St James Medical Practice Limited — 2%
- The Allum Medical Centre — 5%
- The Forest Surgery — 2%
- The Grove Medical Centre — 4%
- The Microfaculty — 2%
- The Penrhyn Surgery — 7%
- The Ridgeway Surgery — 2%
- Whipps Cross University Hospital — 46%

(Additional slice labels: 2%, 2%)

4.4 Breakdown of care pathway locations (more on pages 11-18)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Transport, Reception, Diagnosis/Testing, Clinical Treatment, Clinical Nursing, Discharge, Follow On, Community Services

Y-axis: 0, 50, 100, 150, 200, 250, 300, 350, 400

Care pathway locations

Pie chart:
- Transport — 1%
- Reception — 23%
- Diagnosis/Testing — 5%
- Clinical Treatment — 48%
- Clinical Nursing — 19%
- Discharge — 0%
- Follow On — 1%
- Community Services — 3%
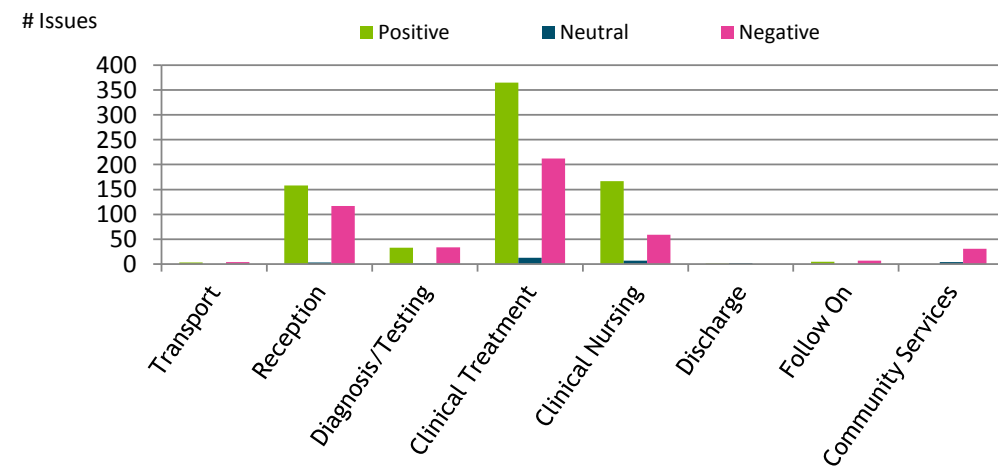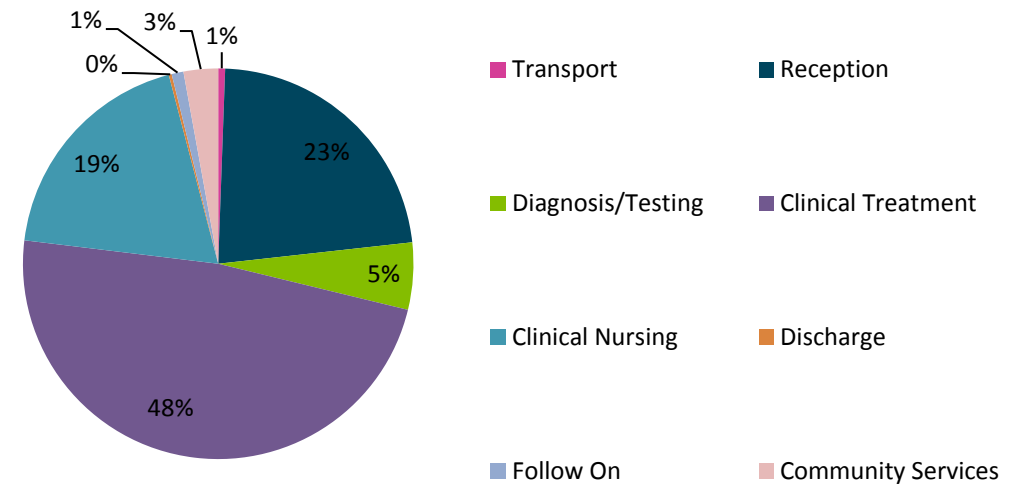
5.1 Trends, GP Services: 555 issues from 82 people

Issues

Legend: Positive | Neutral | Negative

Categories: Advice/Information, User Involvement, Administration, Booking, Referral, Support, Telephone, Quality, Staff Attitude

Issues receiving the most comments overall

- Advice/Information — 12%
- User Involvement — 7%
- Administration — 3%
- Booking — 9%
- Referral — 3%
- Support — 19%
- Telephone — 4%
- Quality — 19%
- Staff Attitude — 24%

5.2 Sentiment, GP Services

Issues

Legend: Positive | Neutral | Negative
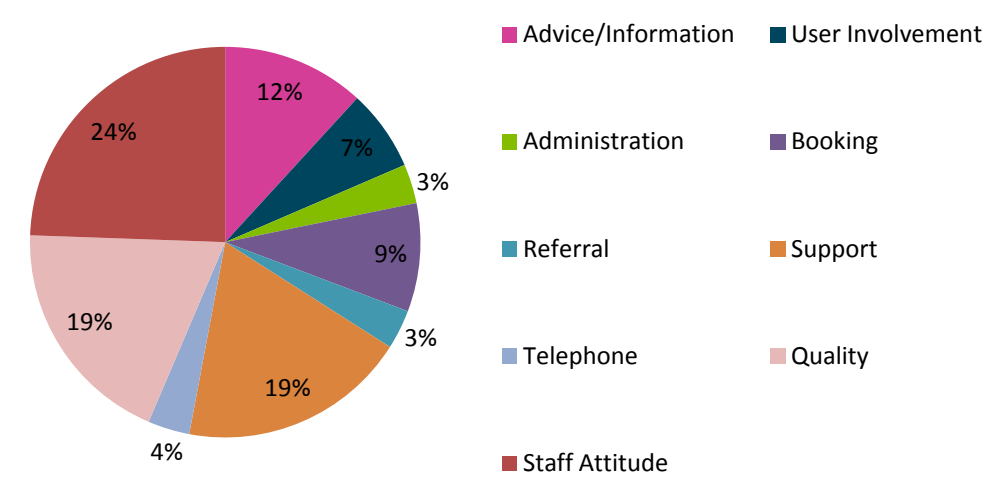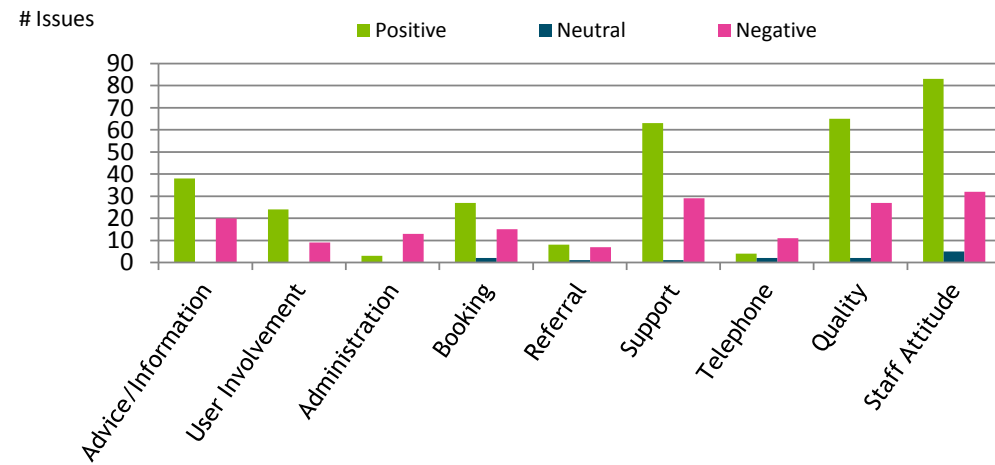
Sentiment, GP Services

Quarterly Benchmark: *N/A*

- Positive — 61%
- Neutral — 2%
- Negative — 37%

5.3 Trends, Dentists: 156 issues from 25 people
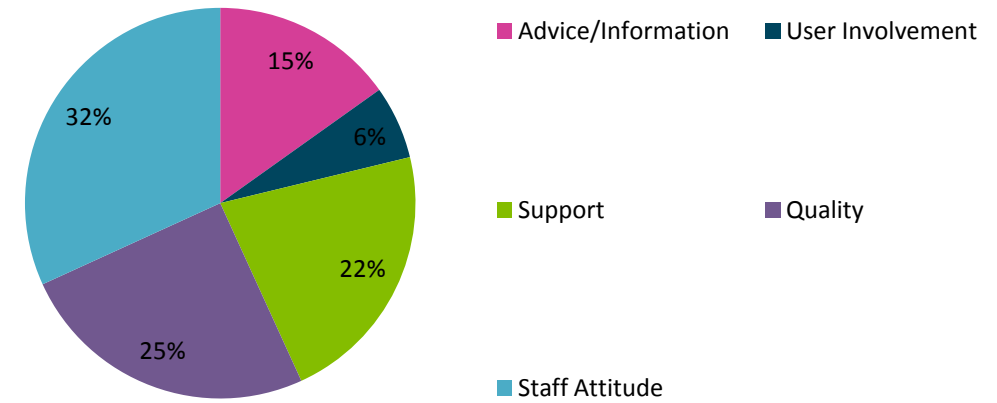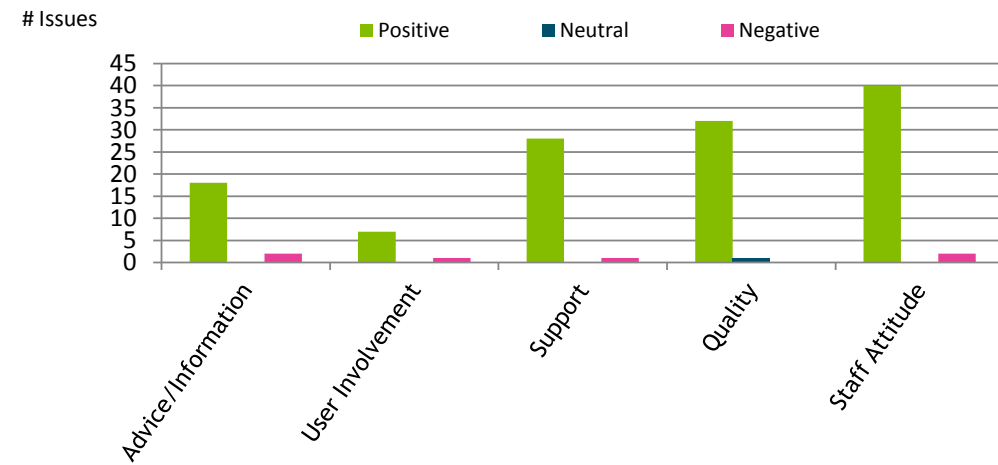
Issues

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 15%
- User Involvement 6%
- Support 22%
- Quality 25%
- Staff Attitude 32%

5.4 Sentiment, Dentists

Issues

Legend: Positive | Neutral | Negative

Bar chart category: Sentiment, Dentists

Pie chart:
- Positive 94%
- Neutral 1%
- Negative 5%
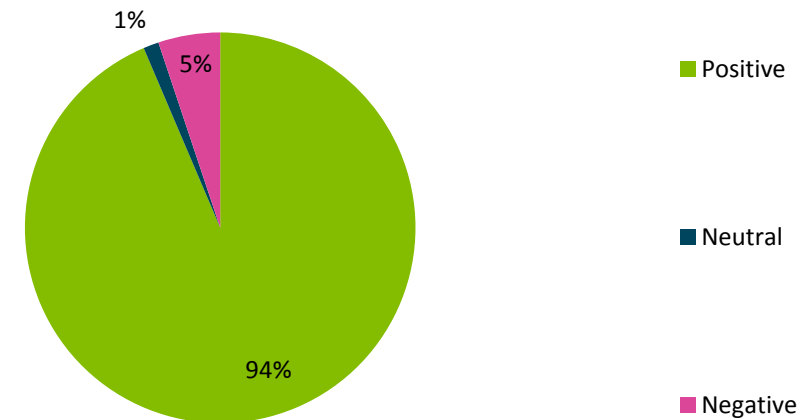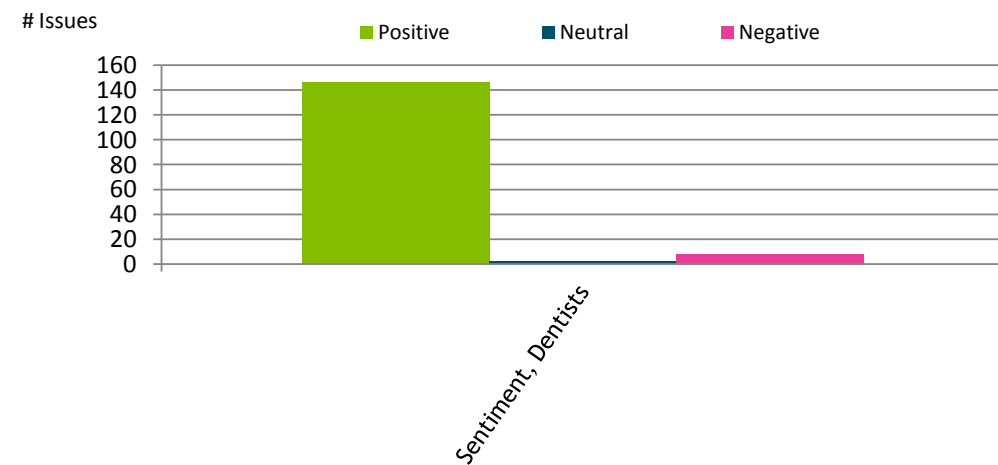
Quarterly Benchmark: *N/A*

5.5 Trends, Whipps Cross University Hospital: 468 issues from 82 people
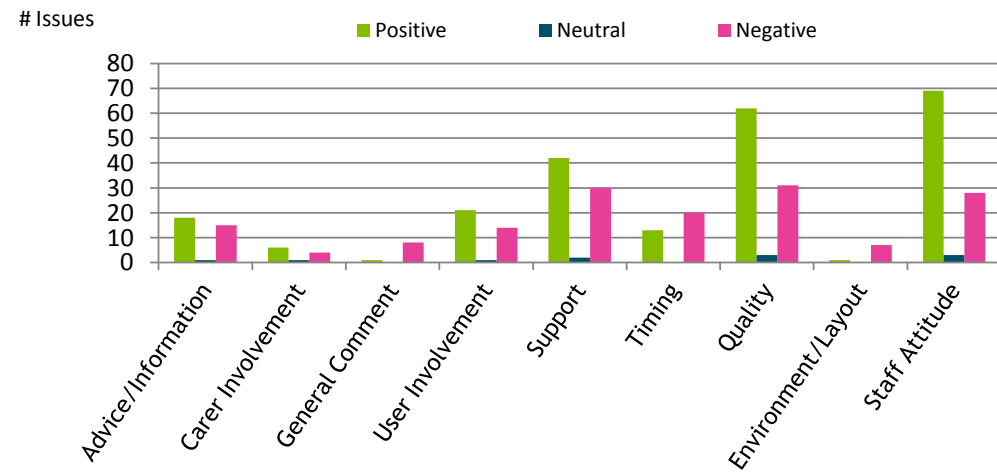
Issues

Legend: Positive | Neutral | Negative

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information
- Carer Involvement
- General Comment
- User Involvement
- Support
- Timing
- Quality
- Environment/Layout
- Staff Attitude

Pie chart values: 9%, 3%, 2%, 9%, 18%, 8%, 24%, 2%, 25%
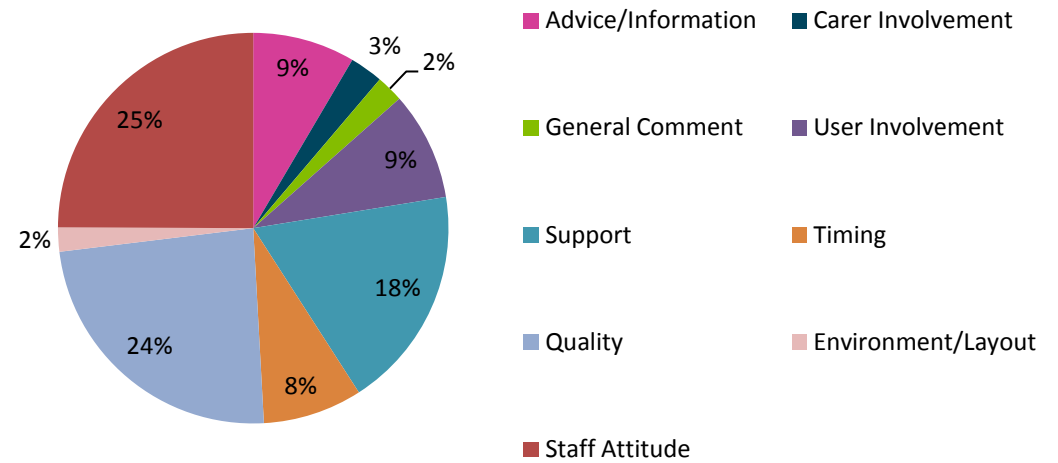
5.6 Sentiment, Whipps Cross University Hospital

Issues

Legend: Positive | Neutral | Negative

Sentiment, Whipps Cross

Pie chart: Positive 53%, Neutral 2%, Negative 45%
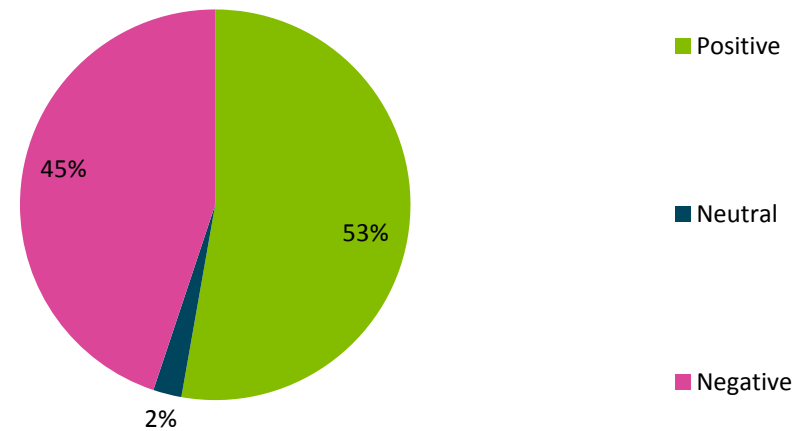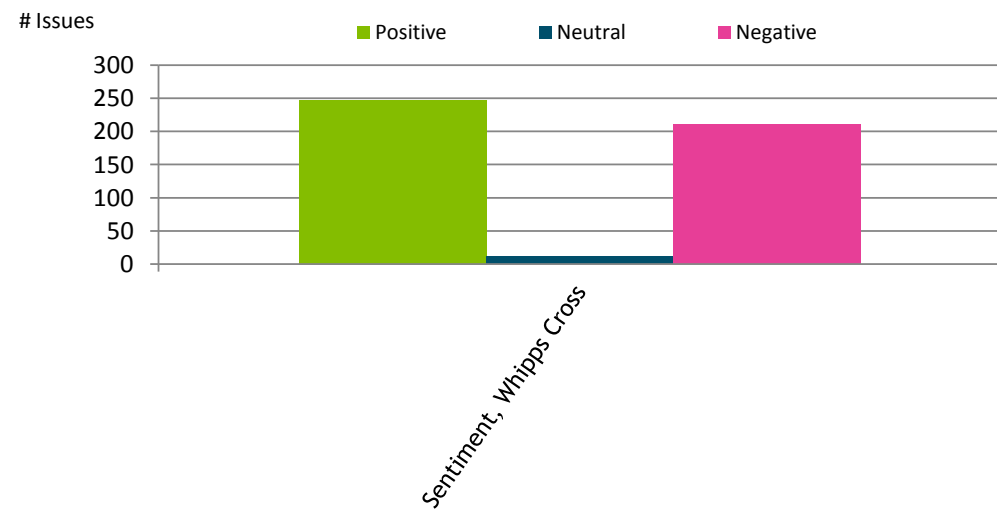
Quarterly Benchmark: *N/A*

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

6.1 Trends, Transport (7 issues)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart values:
- Registration: 1 (Negative)
- Support: 1 (Negative)
- Cost: 1 (Negative)
- Quality: 1 (Positive)
- Omission: 1 (Negative)
- Staff Attitude: 2 (Positive)

Issues receiving the most comments overall

Pie chart:
- Registration: 15%
- Support: 14%
- Cost: 14%
- Quality: 14%
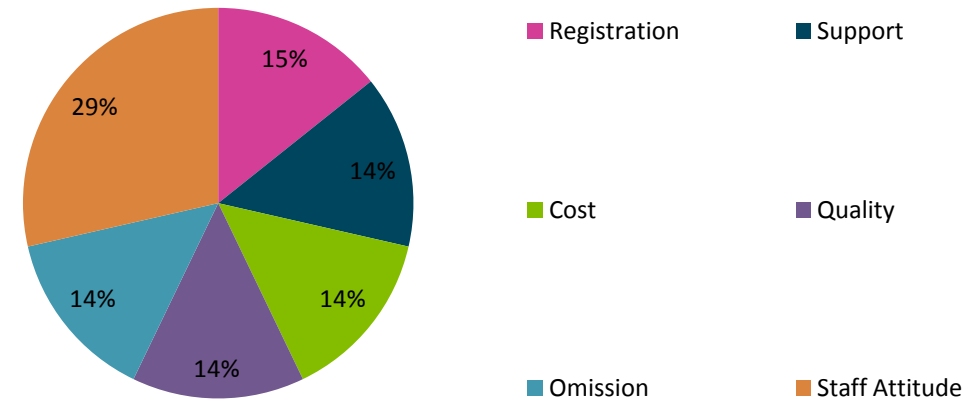- Omission: 14%
- Staff Attitude: 29%

Legend: ■ Registration ■ Support ■ Cost ■ Quality ■ Omission ■ Staff Attitude

6.2 Sentiment, Transport

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart:
- Positive: 3
- Negative: 4

Sentiment, Transport

Quarterly Benchmark: *N/A*

Pie chart:
- Positive: 43%
- Neutral: 0%
- Negative: 57%

Legend: ■ Positive ■ Neutral ■ Negative

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

6.3 Trends, Reception (278 issues)
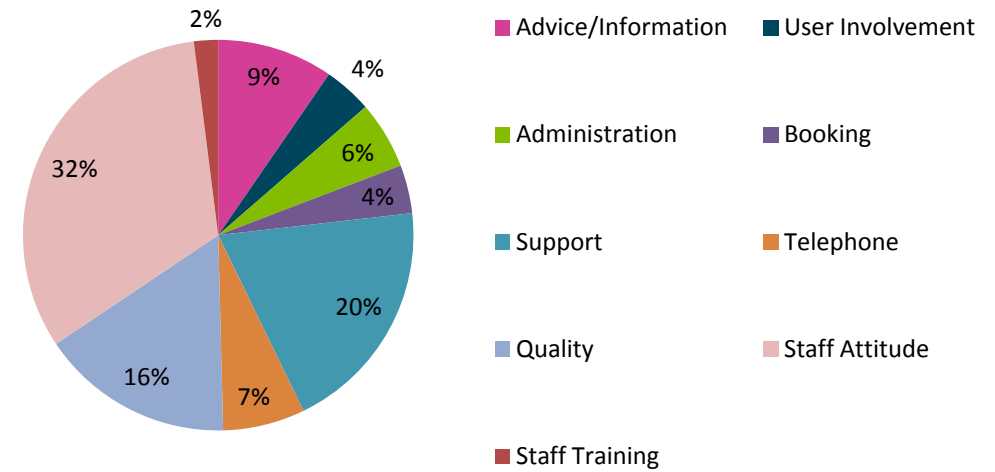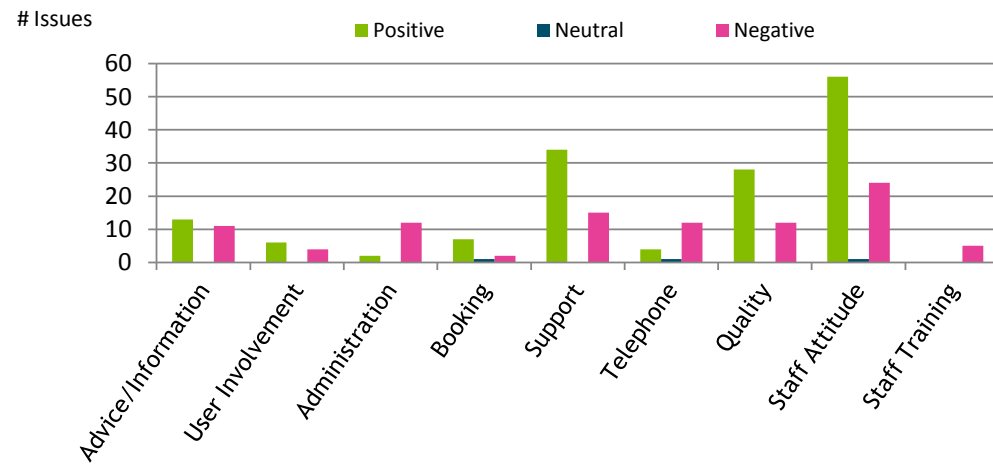
Issues receiving the most comments overall

Pie chart:
- Advice/Information: 9%
- User Involvement: 4%
- Administration: 6%
- Booking: 4%
- Support: 20%
- Telephone: 7%
- Quality: 16%
- Staff Attitude: 32%
- Staff Training: 2%

6.4 Sentiment, Reception

Pie chart:
- Positive: 57%
- Neutral: 1%
- Negative: 42%

Quarterly Benchmark: *N/A*

12
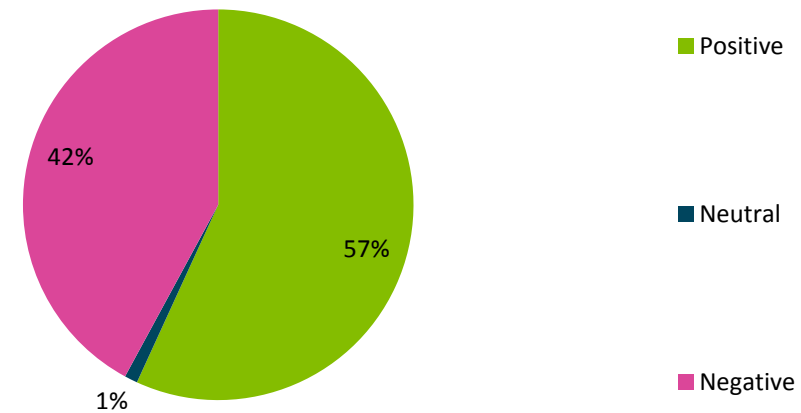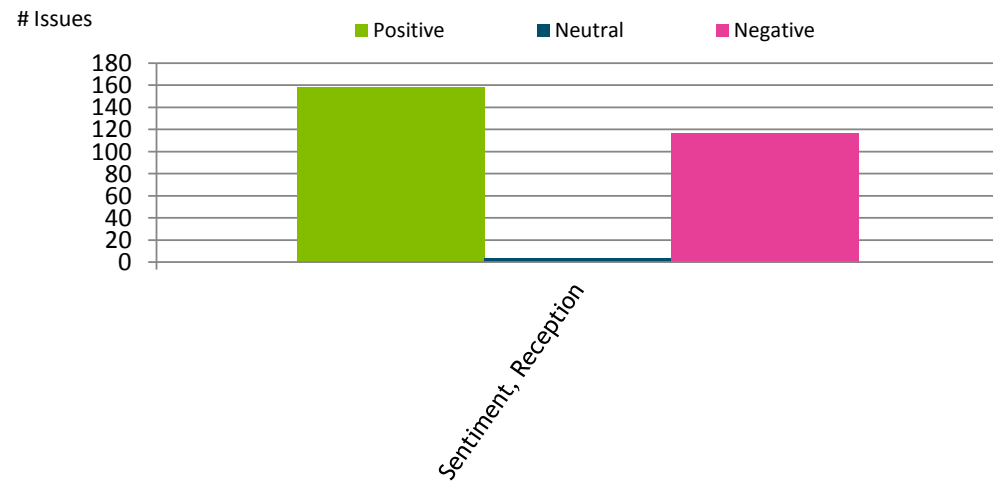
6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)

6.5 Trends, Diagnosis/Testing (68 issues)

Issues

Legend: Positive, Neutral, Negative

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

Pie chart:
- Advice/Information 10%
- User Involvement 5%
- Administration 5%
- Referral 10%
- Support 13%
- Timing 11%
- Waiting List 6%
- Quality 25%
- Staff Attitude 15%
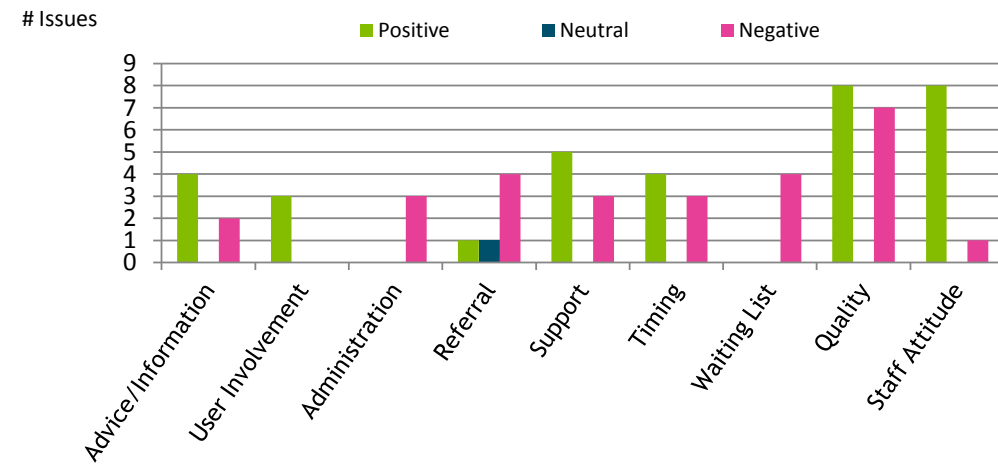
Issues receiving the most comments overall
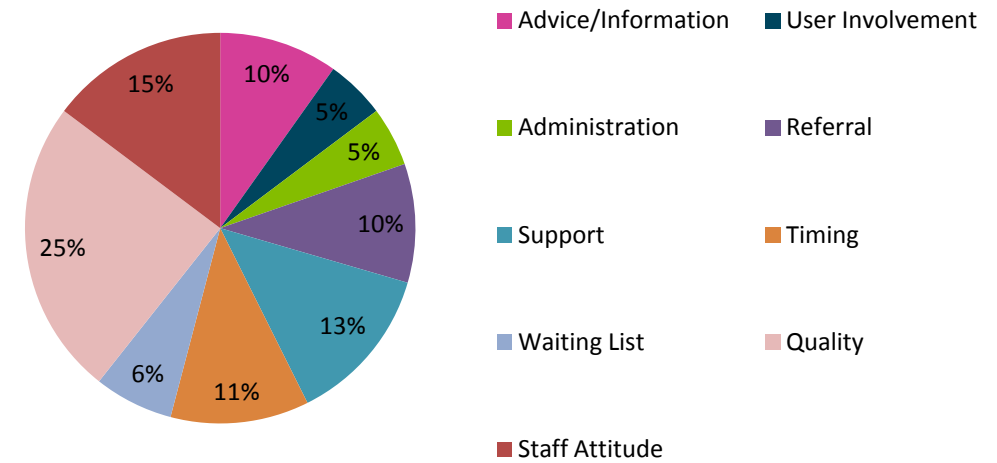
6.6 Sentiment, Diagnosis/Testing

Issues

Legend: Positive, Neutral, Negative

Sentiment, Diagnosis

Pie chart:
- Positive 49%
- Neutral 1%
- Negative 50%
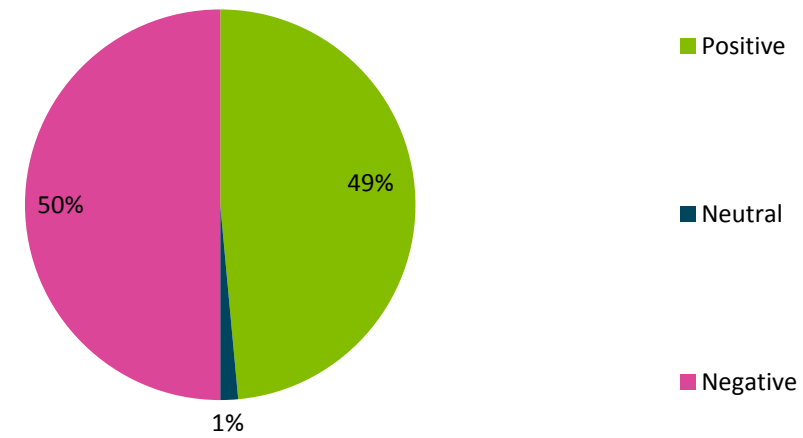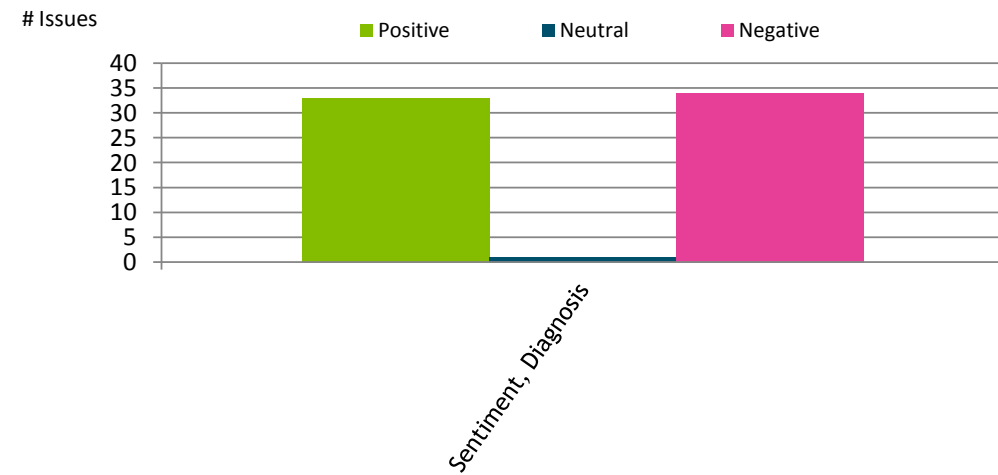
Quarterly Benchmark: *N/A*

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

6.7 Trends, Clinical Treatment (590 issues)
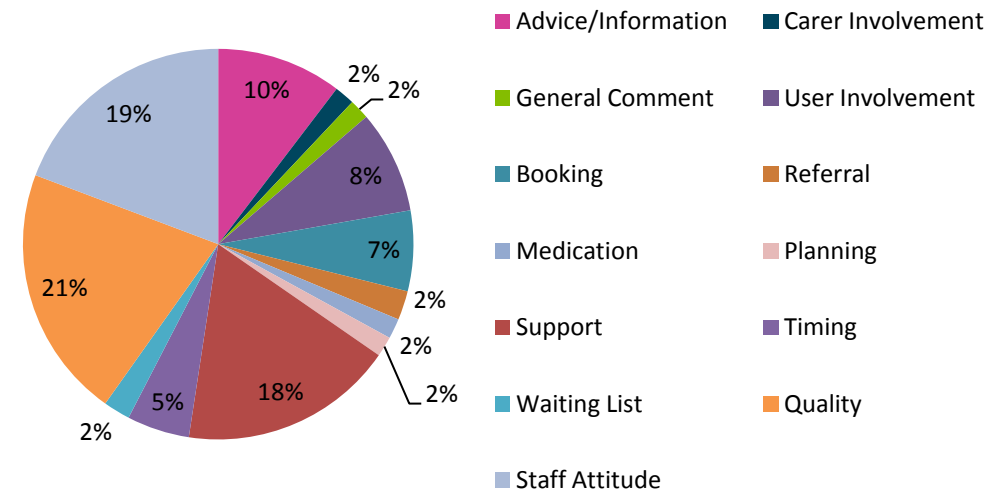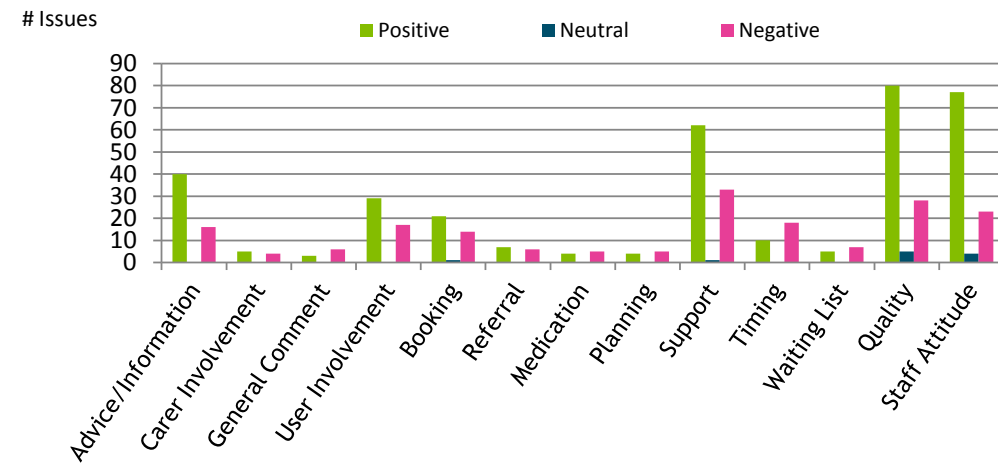
Issues receiving the most comments overall

6.8 Sentiment, Clinical Treatment
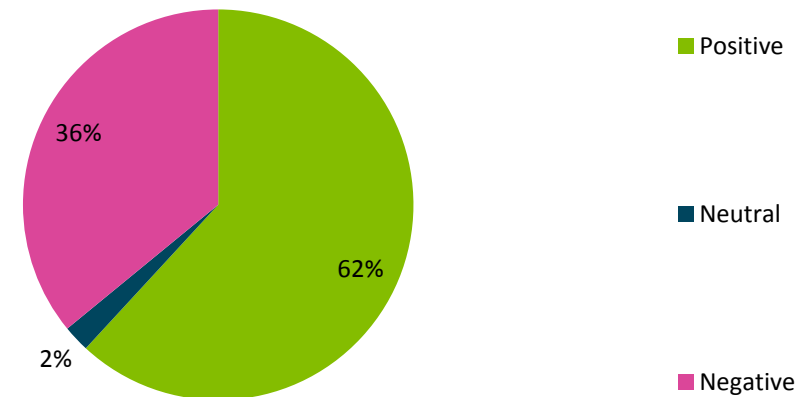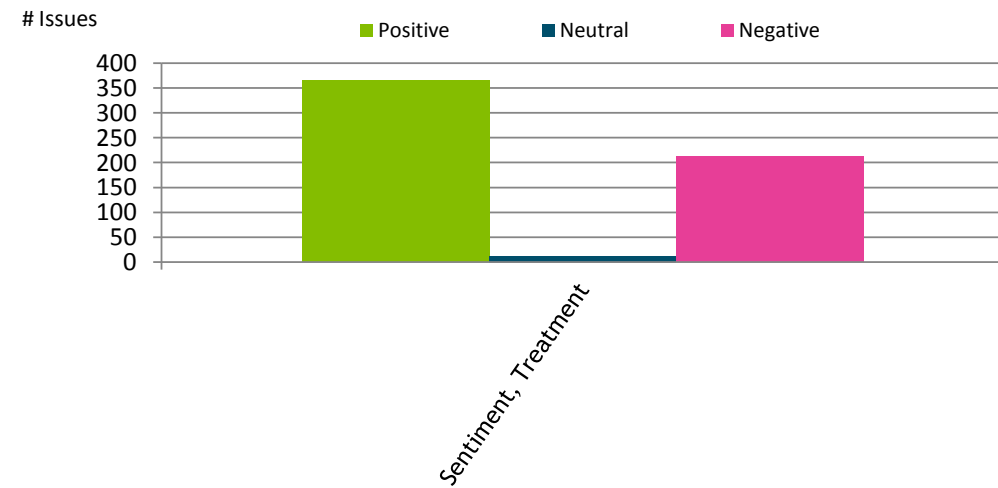
Quarterly Benchmark: *N/A*

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

6.9 Trends, Clinical Nursing (233 issues)
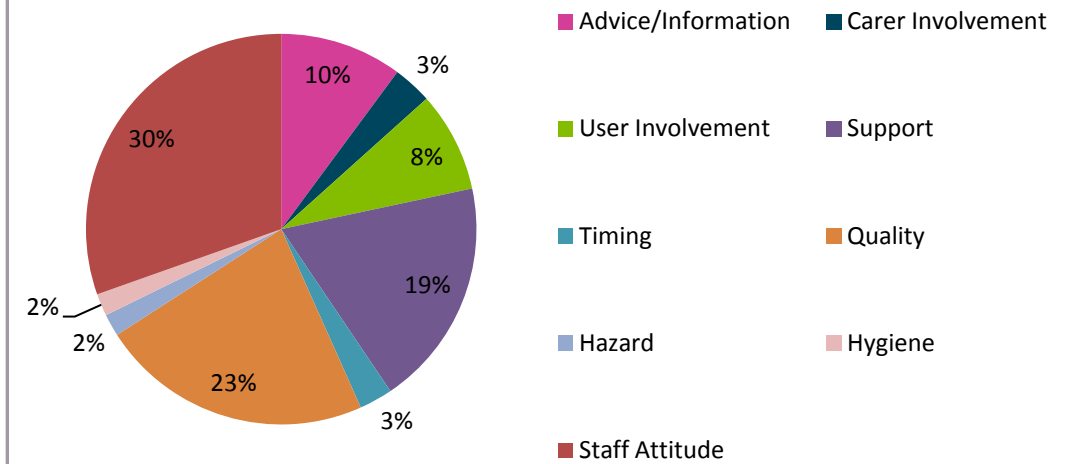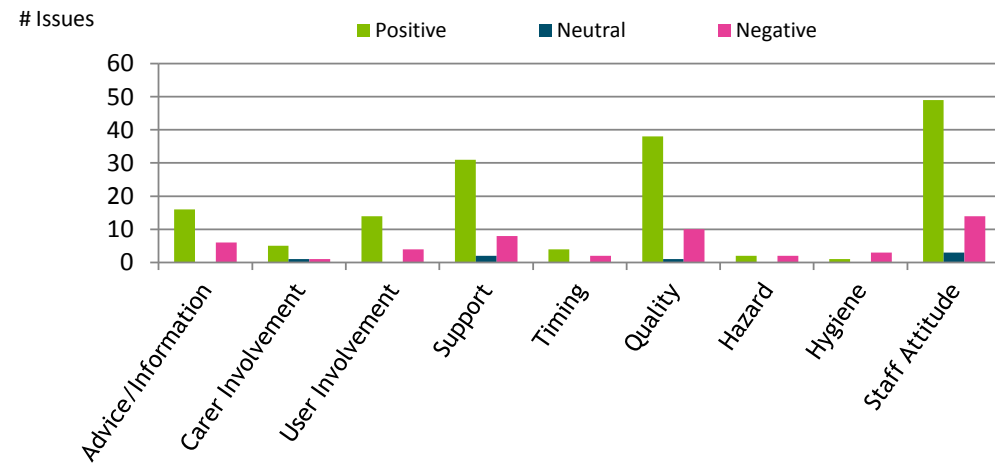
Issues receiving the most comments overall

6.10 Sentiment, Clinical Nursing
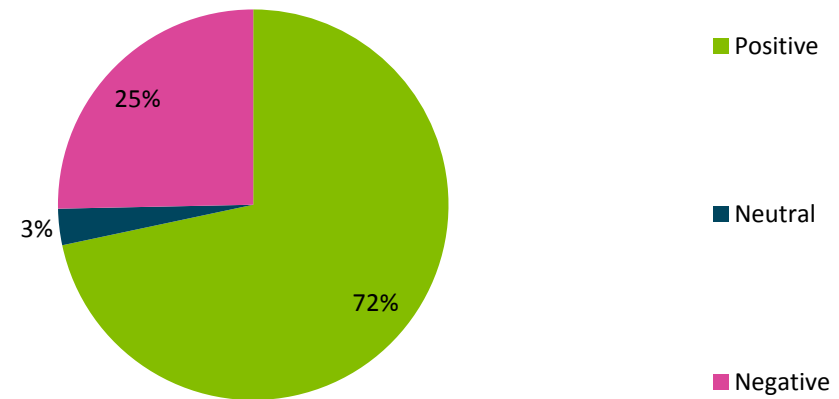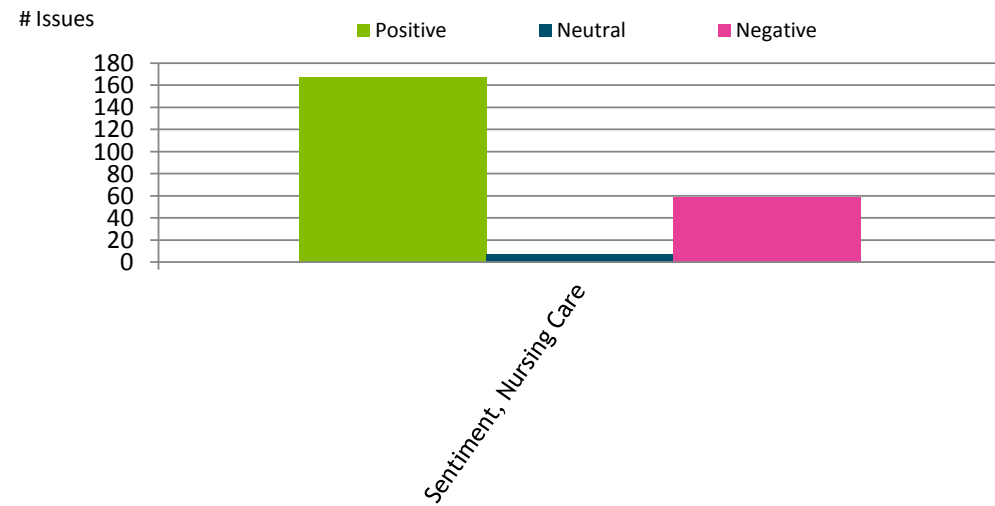
Quarterly Benchmark: *N/A*

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

6.11 Trends, Discharge (3 issues)
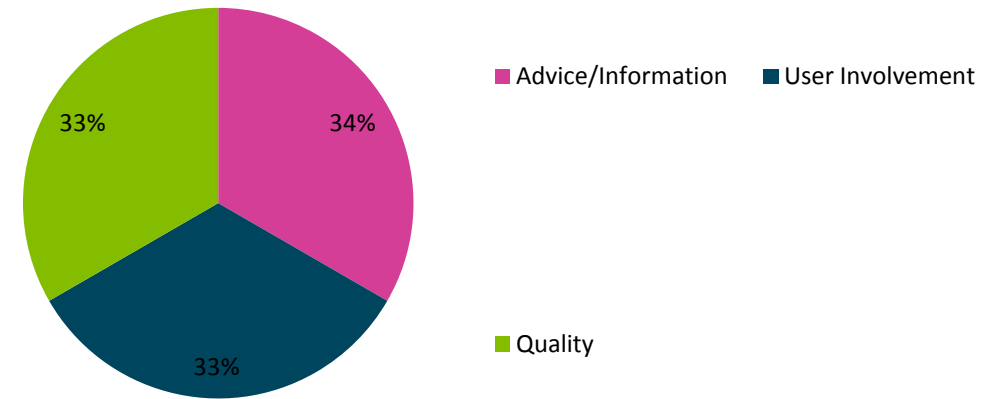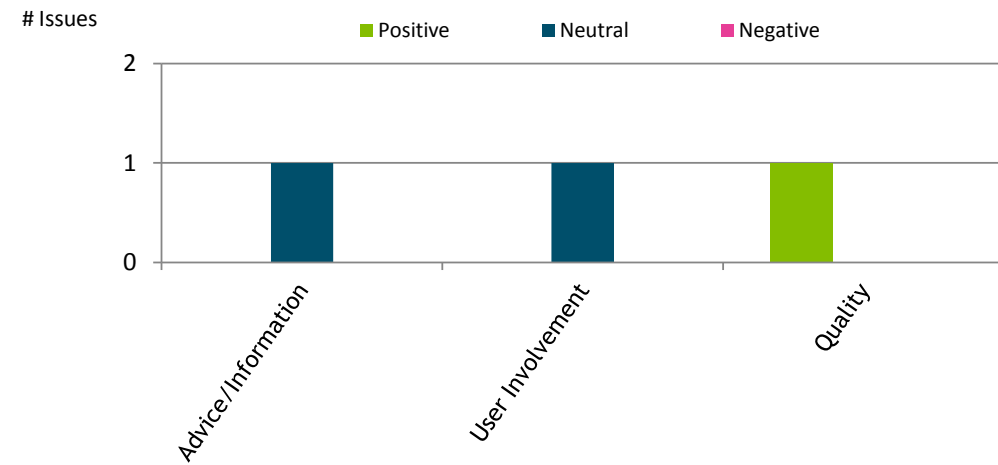
Issues

Legend: Positive | Neutral | Negative

Bar chart showing:
- Advice/Information: 1 (Neutral)
- User Involvement: 1 (Neutral)
- Quality: 1 (Positive)

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 34%
- User Involvement: 33%
- Quality: 33%

6.12 Sentiment, Discharge

Issues

Legend: Positive | Neutral | Negative

Bar chart showing:
- Sentiment, Discharge: Positive 1, Neutral 2

Pie chart:
- Positive: 33%
- Neutral: 67%
- Negative: 0%
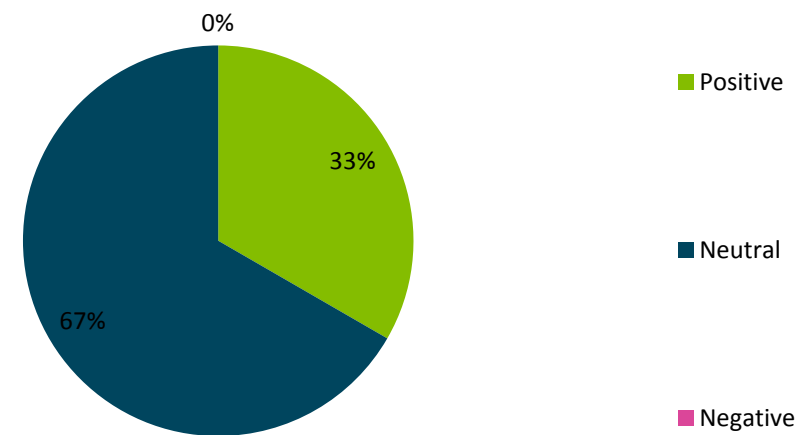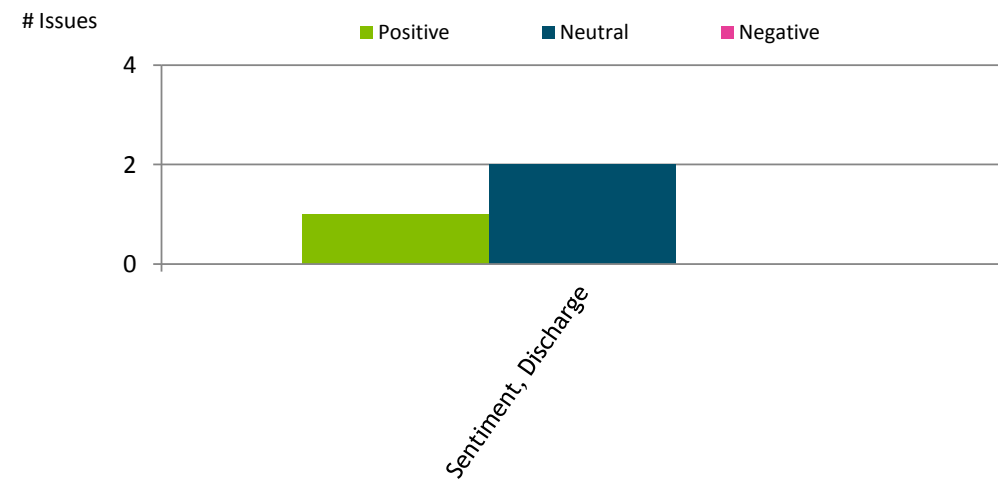
Quarterly Benchmark: *N/A*

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

6.13 Trends, Follow On (12 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Support, Quality, Omission

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 17%
- Support: 25%
- Quality: 41%
- Omission: 17%

6.14 Sentiment, Follow On

Issues

Legend: Positive, Neutral, Negative
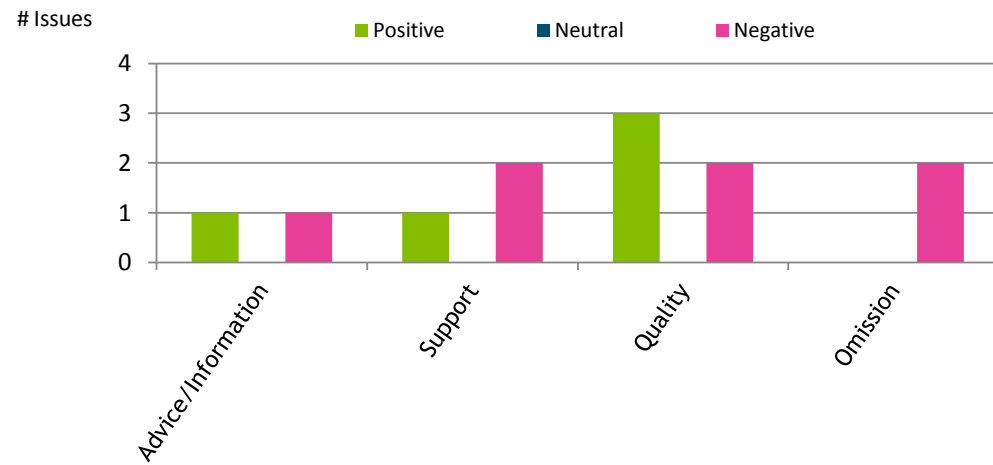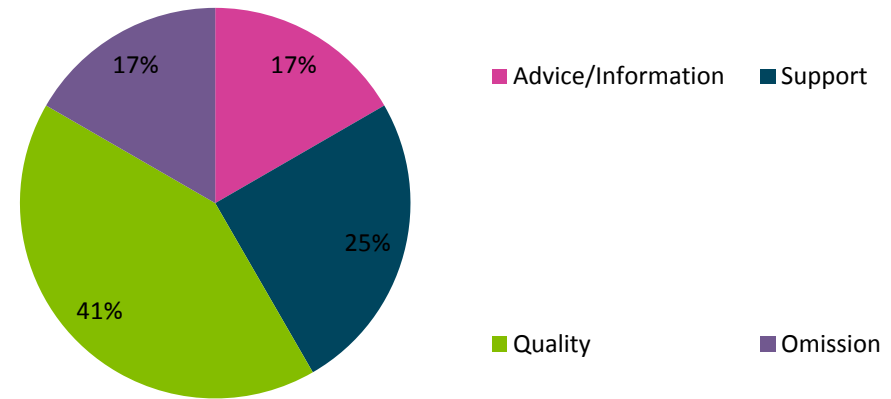
Bar chart category: Sentiment, Follow On

Quarterly Benchmark: *N/A*

Pie chart:
- Positive: 42%
- Neutral: 0%
- Negative: 58%

17
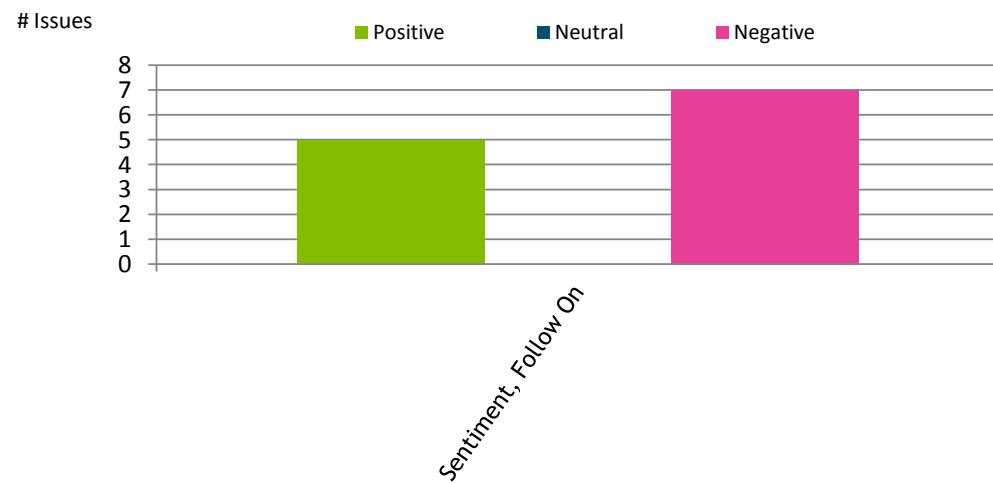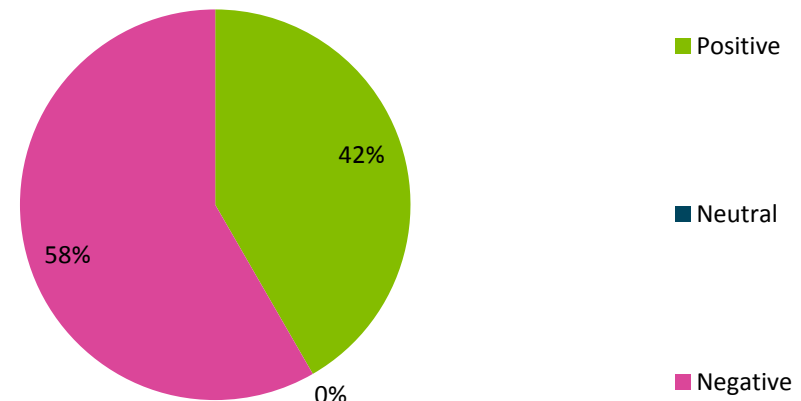
6. Care Pathway: Community (community based health services and social care)

6.15 Trends, Community (35 issues)
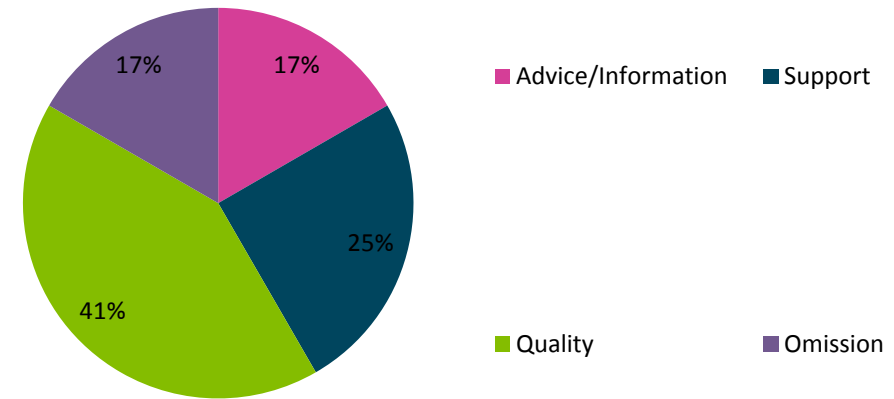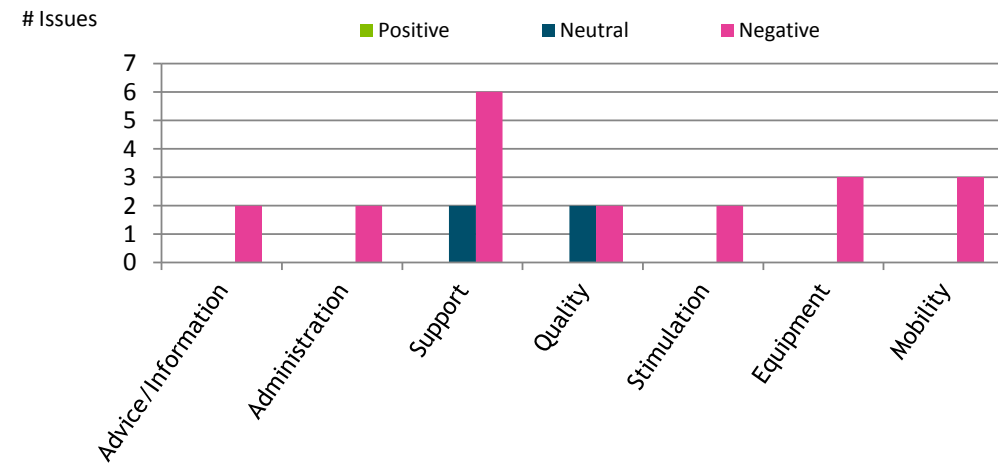
Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Administration, Support, Quality, Stimulation, Equipment, Mobility

Issues receiving the most comments overall

Pie chart:
- Advice/Information 17%
- Support 25%
- Quality 41%
- Omission 17%

6.16 Sentiment, Community

Issues

Legend: Positive, Neutral, Negative

Sentiment, Community

Pie chart:
- Positive 0%
- Neutral 11%
- Negative 89%

Quarterly Benchmark: *N/A*
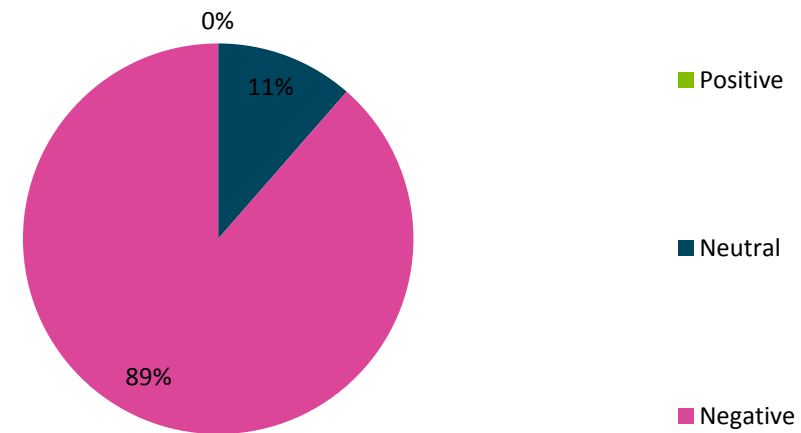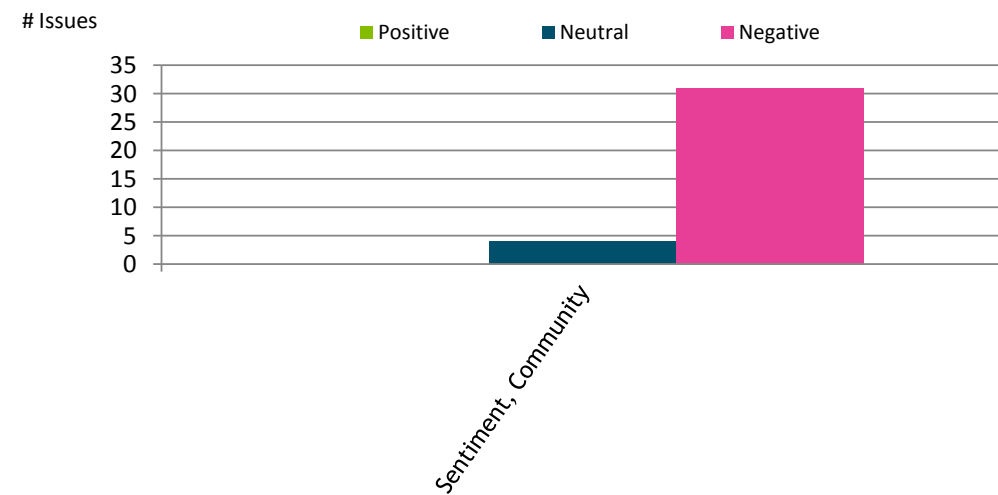
7. Summary: Key findings in brief

Page Number, Figure	Key findings in brief*
Page 3, Figure 2.1	*Top issues: The majority of people experience caring, professional services, with moderate levels of support.*
Page 3, Figure 2.1	*Top issues: Some people would like greater levels of information and involvement.*
Page 3, Figure 2.2	*Medical Conditions: Sentiment on Dentistry is clearly positive, according to comments.*
Page 5, Figure 3.3	*Sentiment: The majority of people experience good quality, compassionate services.*
Page 5, Figure 3.4	*Sentiment: On ability to access services, sentiment is marginally negative, according to comments.*
Page 7, Figure 4.3	*Top Services: Allum Medical Centre and The Microfaculty receive a notable volume and ratio of positive comments.*
Page 7, Figure 4.3	*Top Services: Comments suggest sentiment at Whipps Cross University Hospital is mixed.*
Page 7, Figure 4.4	*Care Pathway: Sentiment on clinical nursing is broadly positive, while marginally so on clinical treatment.*
Page 7, Figure 4.4	*Care Pathway: Comments suggest sentiment on reception and diagnosis is mixed, while broadly negative on community services.*
Page 8, Figure 5.1	*GP Services: The majority of people experience caring, professional services, with good levels of support, involvement & information.*
Page 8, Figure 5.1	*GP Services: Some people cite poor telephone access and administration services.*
Page 9, Figure 5.3	*Dentists: Comments suggest patients are satisfied with most service aspects.*
Page 10, Figure 5.5	*Whipps Cross University Hospital: The majority of people experience caring, professional services.*
Page 10, Figure 5.5	*Whipps Cross University Hospital: Some patients would like to be more supported, informed and involved.*
Page 10, Figure 5.5	*Whipps Cross University Hospital: Waiting times are cited as an issue.*
Page 12, Figure 6.3	*Reception: The majority of people experience caring, professional services, with good levels of support.*
Page 12, Figure 6.3	*Reception: Comments about telephone access and general administration are broadly negative.*
Page 14, Figure 6.7	*Treatment: The majority of people experience caring, professional services, with good levels of communication.*
Page 14, Figure 6.7	*Treatment: Some patients experience long waiting times and difficulty when booking apppointments.*
Page 15, Figure 6.9	*Nursing: Comments suggest patients are satisfied with most aspects of nursing care, on the whole.*
Page 18, Figure 6.15	*Community Services: Some people comment on a lack of support from community based services.*

* Findings may not be representative of all service users experiences or opinions.

8. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	74	1	38	113
	Carer Involvement	*Involvement of carers, friends or family members.*	10	1	7	18
	General Comment	*A generalised statement (ie; "The doctor was good.")*	4	0	9	13
	User Involvement	*Involvement of the service user.*	52	1	26	79
Systems	Administration	*Administrative processes and delivery.*	3	0	22	25
	Admission	*Physical admission to a hospital ward, or other service.*	0	0	2	2
	Booking	*Ability to book, reschedule or cancel appointments.*	29	2	18	49
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	2	2
	Data Protection	*General data protection (including GDPR).*	0	0	3	3
	Referral	*Referral to a service.*	8	1	10	19
	Medical Records	*Management of medical records.*	0	0	1	1
	Medication	*Prescription and management of medicines.*	4	0	7	11
	Opening Times	*Opening times of a service.*	2	0	0	2
	Planning	*Leadership and general organisation.*	8	0	5	13
	Registration	*Ability to register for a service.*	2	0	5	7
	Support	*Levels of support provided.*	133	5	68	206
	Telephone	*Ability to contact a service by telephone.*	4	2	14	20
	Timing	*Physical timing (ie; length of wait at appointments).*	18	0	24	42
	Waiting List	*Length of wait while on a list.*	6	0	13	19
Values	Choice	*General choice.*	3	0	4	7
	Cost	*General cost.*	1	0	2	3
	Language	*Language, including terminology.*	1	0	1	2
	Nutrition	*Provision of sustainance.*	2	0	2	4
	Privacy	*Privacy, personal space and property.*	1	0	1	2
	Quality	*General quality of a service, or staff.*	159	8	61	228
	Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
	Stimulation	*General stimulation, including access to activities.*	1	0	3	4

8. 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).*	1	0	0	1
	Environment/Layout	*Physical environment of a service.*	4	0	9	13
	Equipment	*General equipment issues.*	1	0	6	7
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	2	0	3	5
	Hygiene	*Levels of hygiene and general cleanliness.*	4	0	5	9
	Mobility	*Physical mobility to, from and within services.*	0	0	4	4
	Travel/Parking	*Ability to travel or park.*	0	0	2	2
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	5	5
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	4	4
	Staff Attitude	*Attitude, compassion and empathy of staff.*	192	8	63	263
	Complaints	*Ability to log and resolve a complaint.*	1	1	2	4
	Staff Training	*Training of staff.*	1	0	7	8
	Staffing Levels	*General availability of staff.*	1	0	6	7
	Total:		**732**	**30**	**464**	**1226**

Community*Insight* CRM