



## Experience of Services, Q1 2019/20

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 top 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.



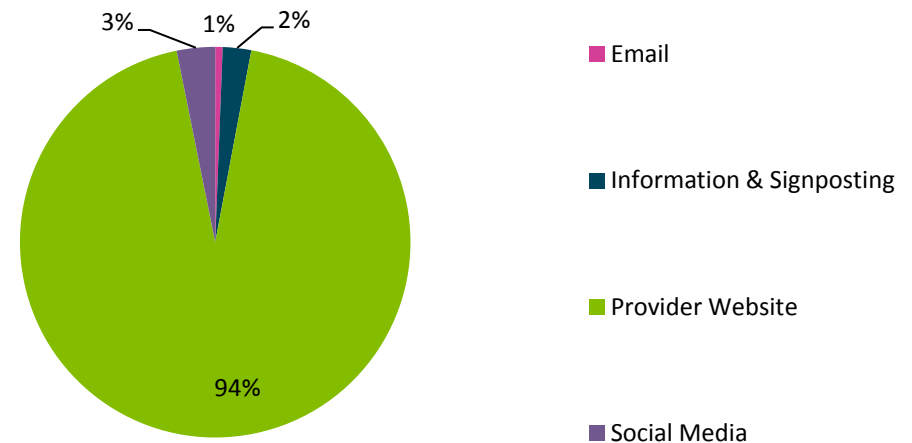
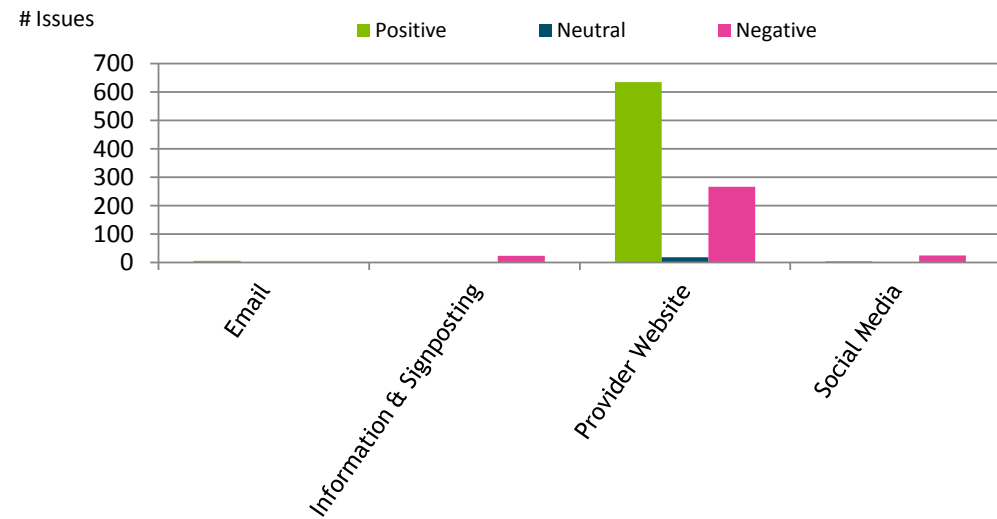
**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

Report compiled on 24 July 2019, to cover the period 1 April 2019 - 30 June 2019.

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

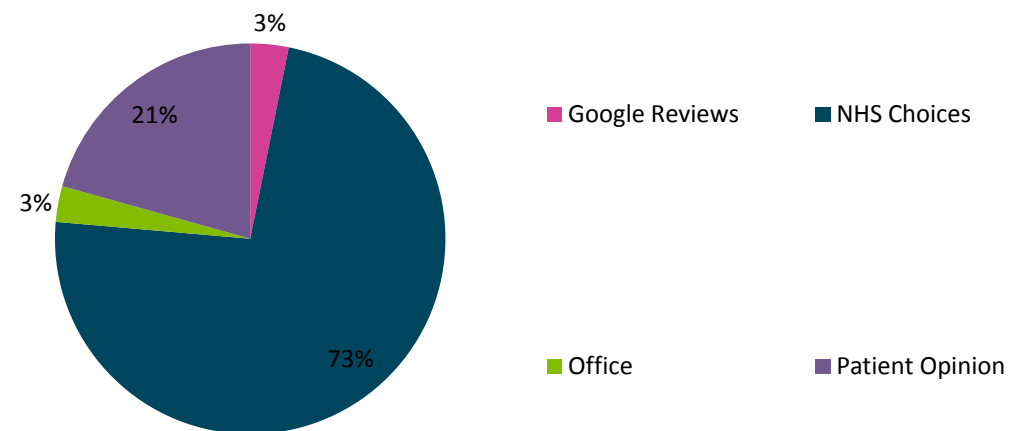
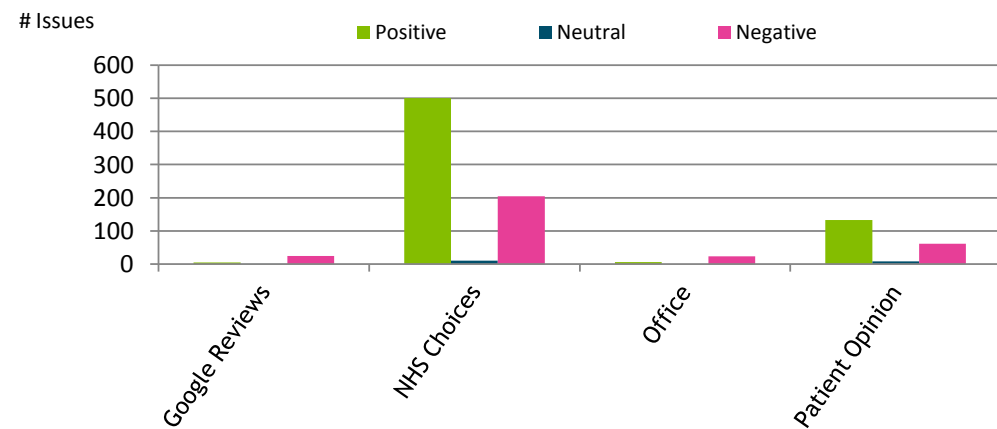


## 1.1 Source



Sources providing the most comments overall

## 1.2 Origin

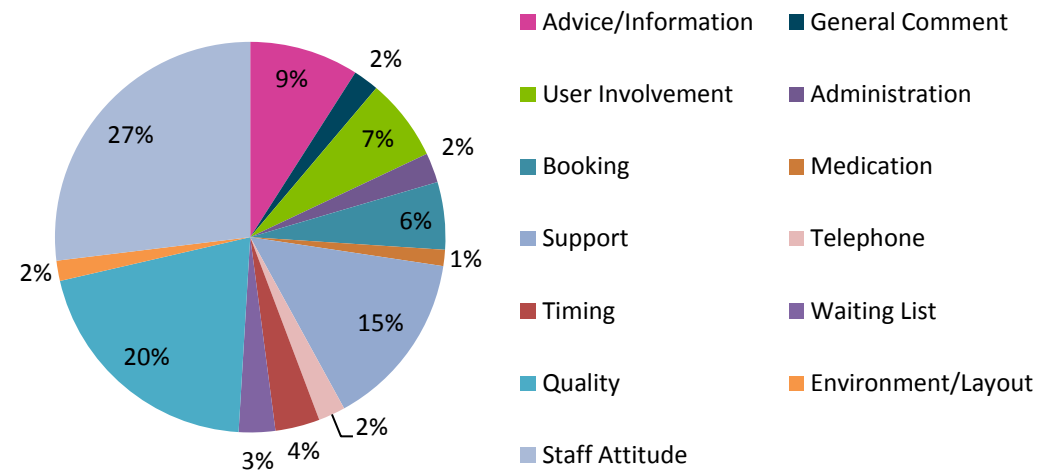
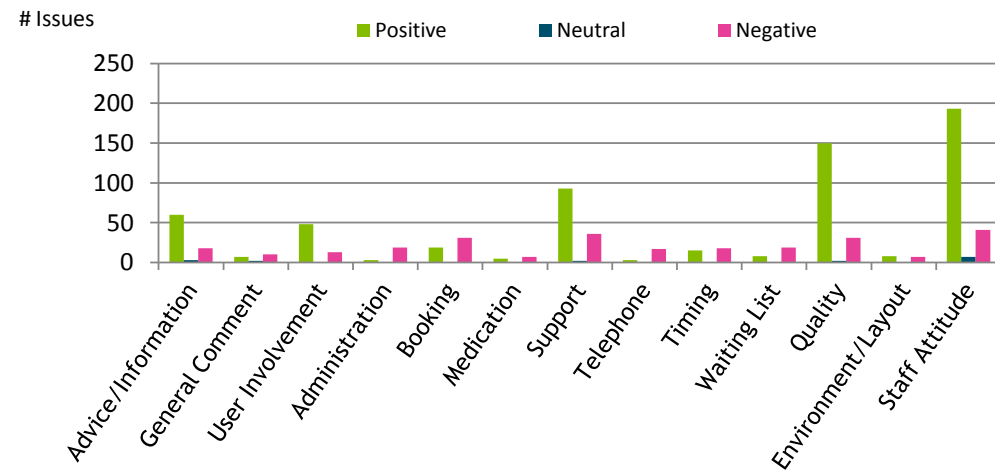


Origins providing the most comments overall

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

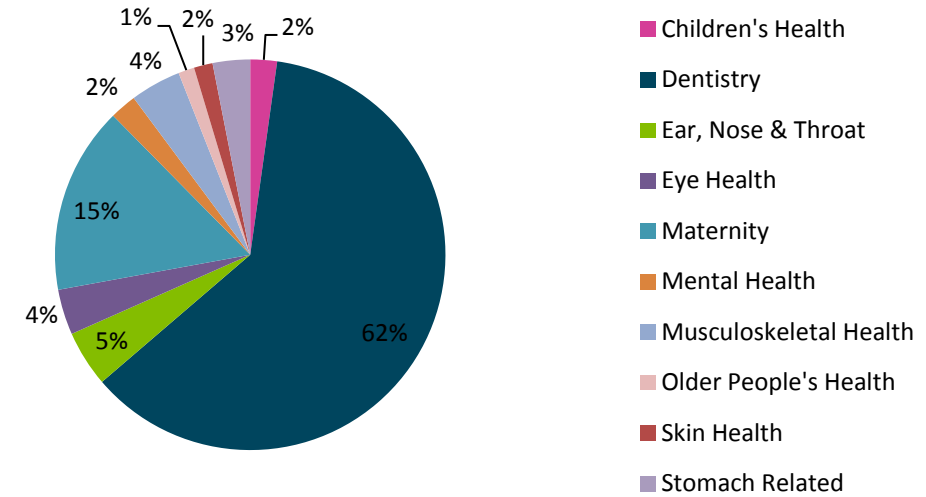
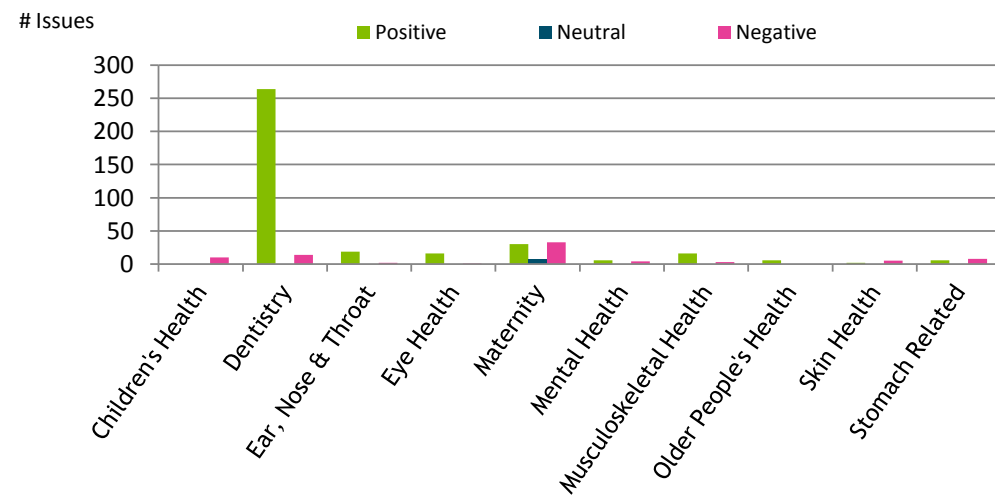


### 2.1 Service aspects: 978 issues from 195 people



Issues receiving the most comments overall. See pages 20-21 for issue descriptions.

### 2.2 Stated medical conditions

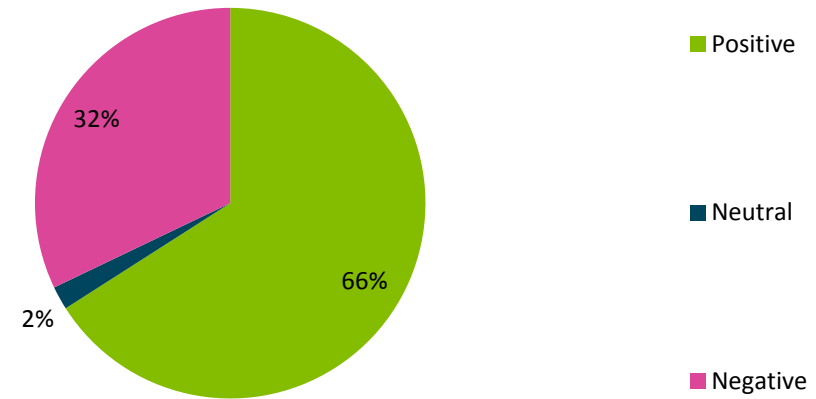
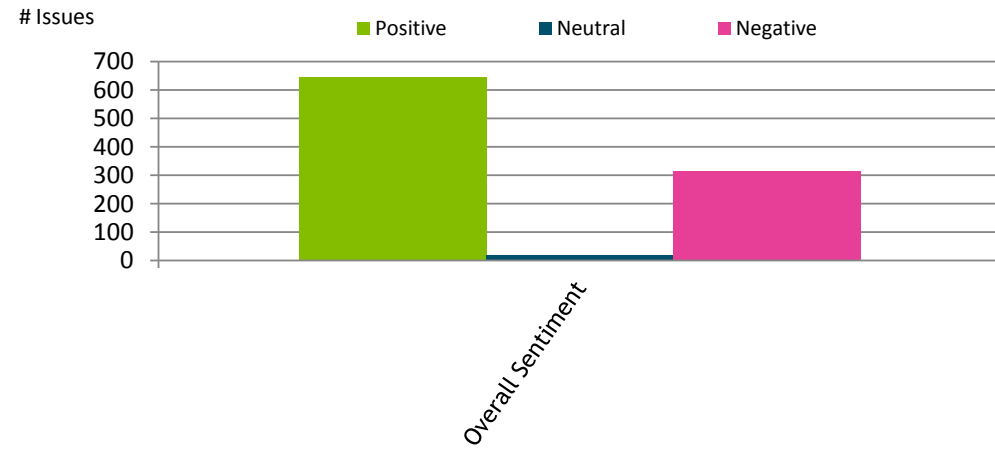


Medical conditions receiving the most comments overall

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

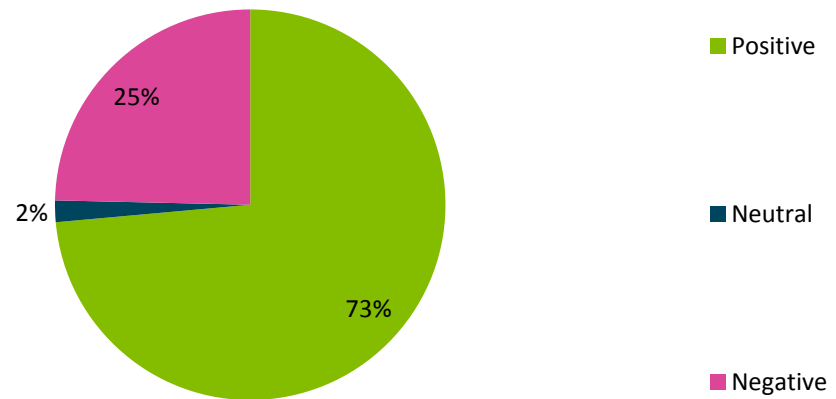
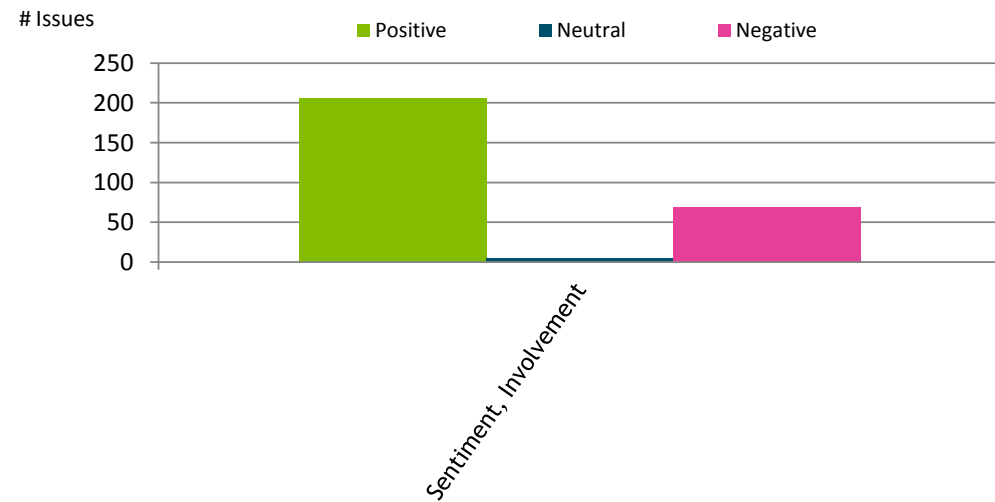


#### 3.1 How do people feel as a whole?



Quarterly Benchmark: 6% improvement on the previous quarter

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

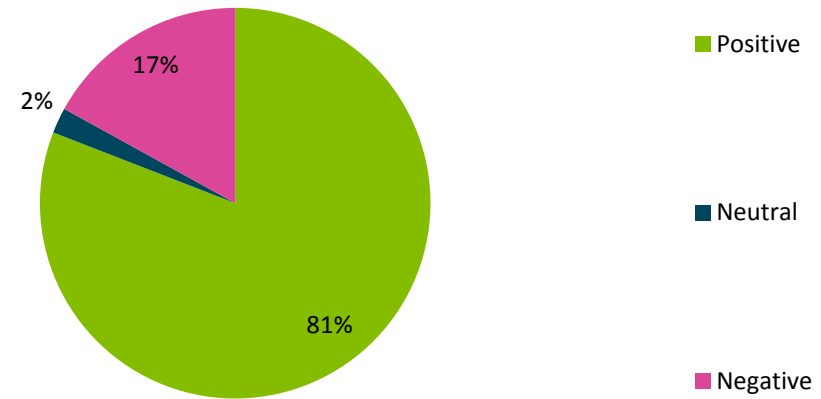
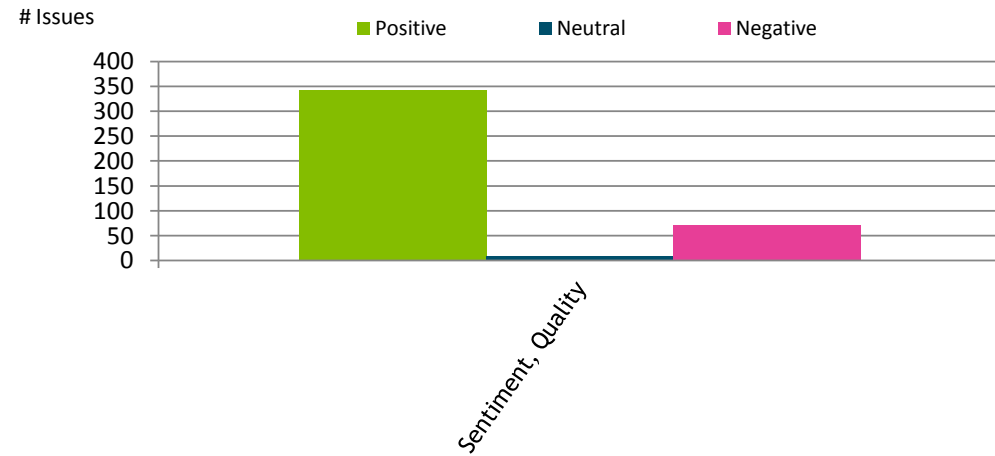


Quarterly Benchmark: 8% improvement on the previous quarter

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

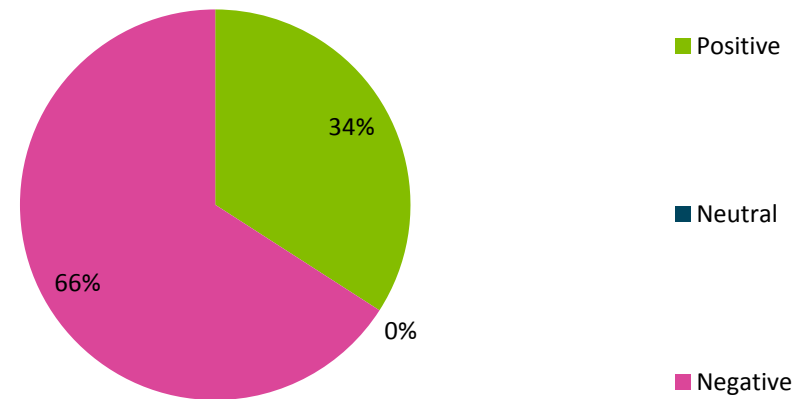
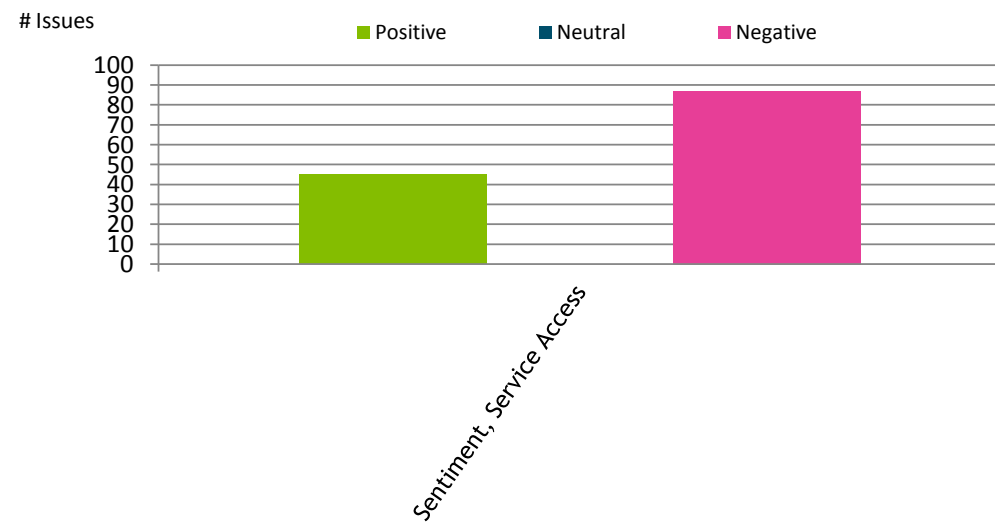


#### 3.3 How do people feel about general quality and empathy?



Quarterly Benchmark: 9% improvement on the previous quarter

#### 3.4 How do people feel about general access to services?

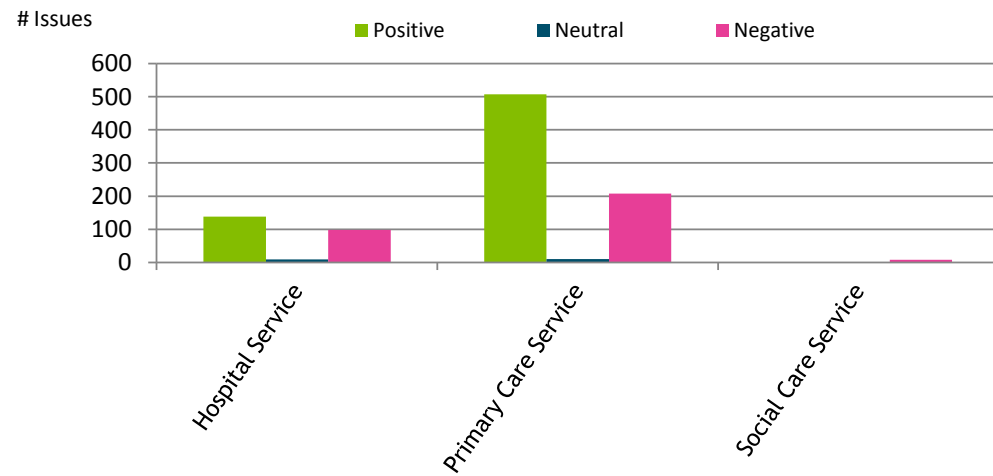


Quarterly Benchmark: 9% decline on the previous quarter

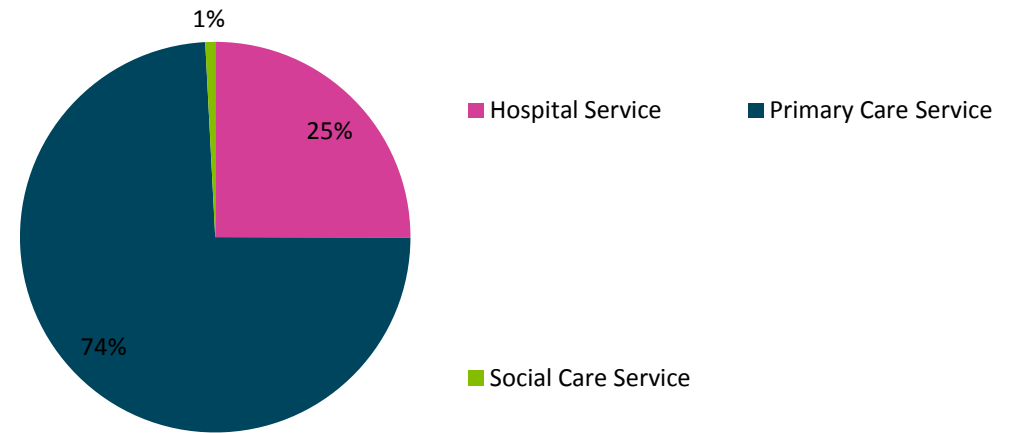
## 4. Trends: Which services are people most commenting on?



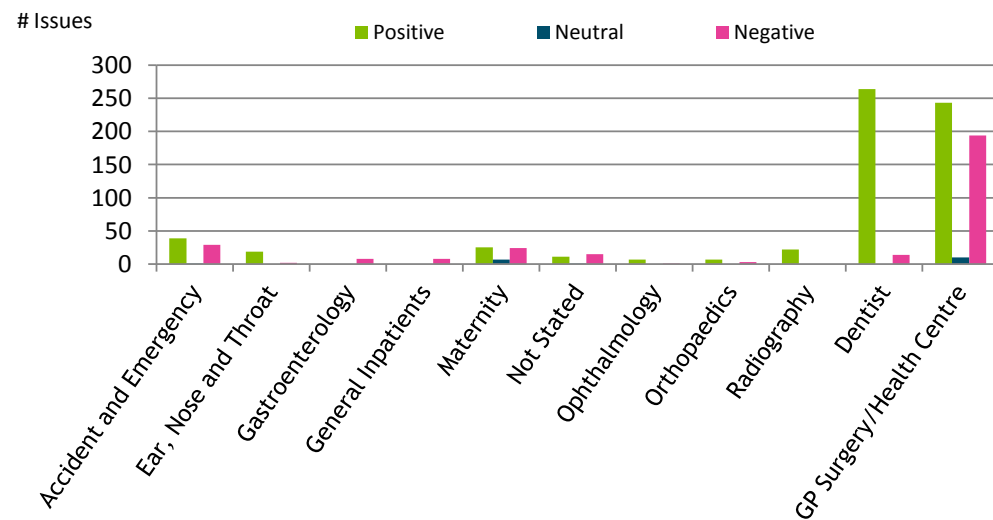
### 4.1 Service Sector



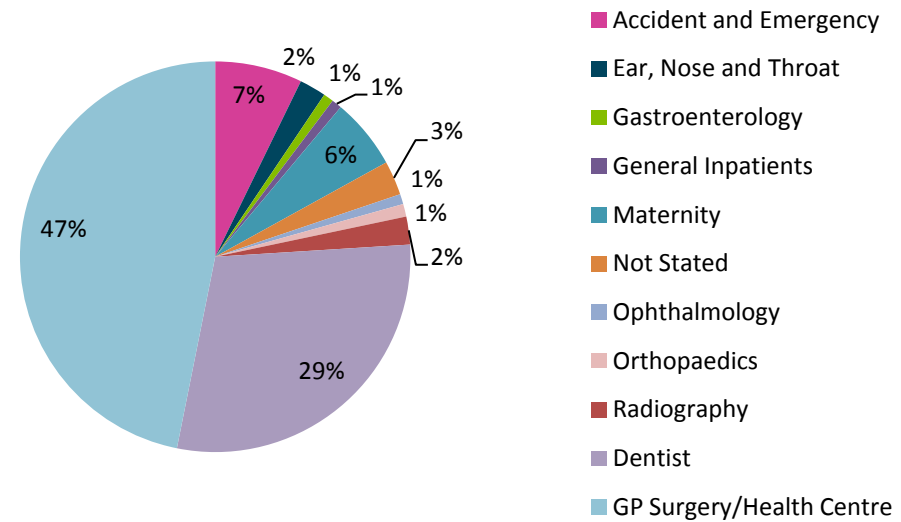
Service sectors receiving the most comments overall



### 4.2 Service Type



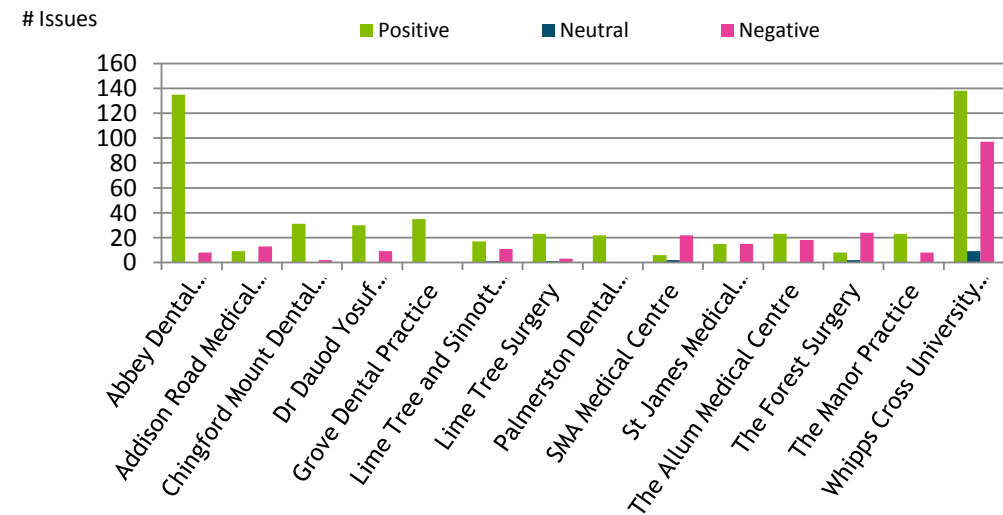
Service type receiving the most comments overall



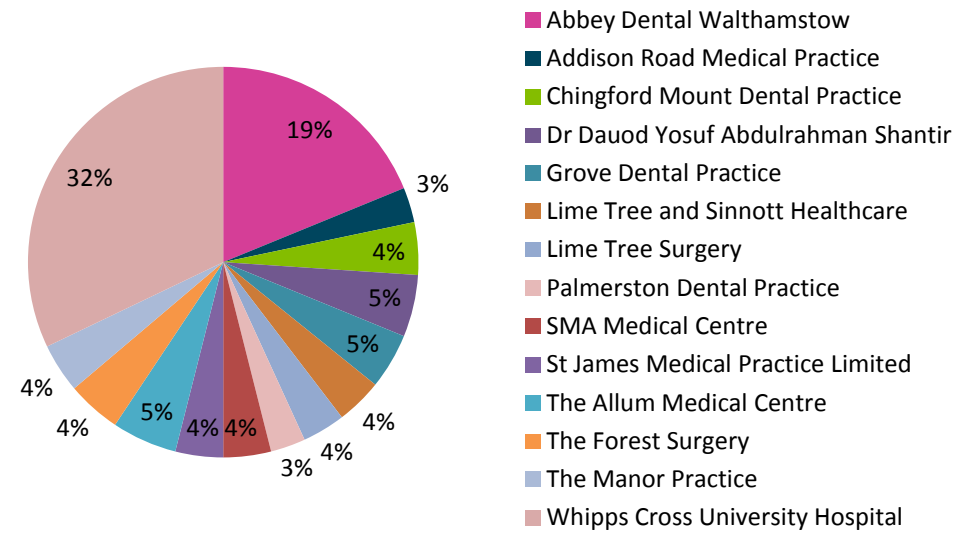
## 4. Trends: Which services are people most commenting on?



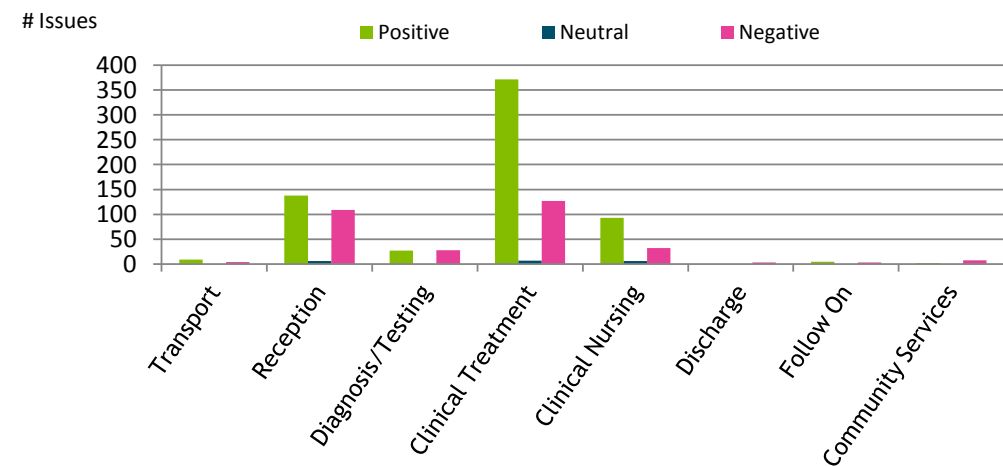
### 4.3 Services



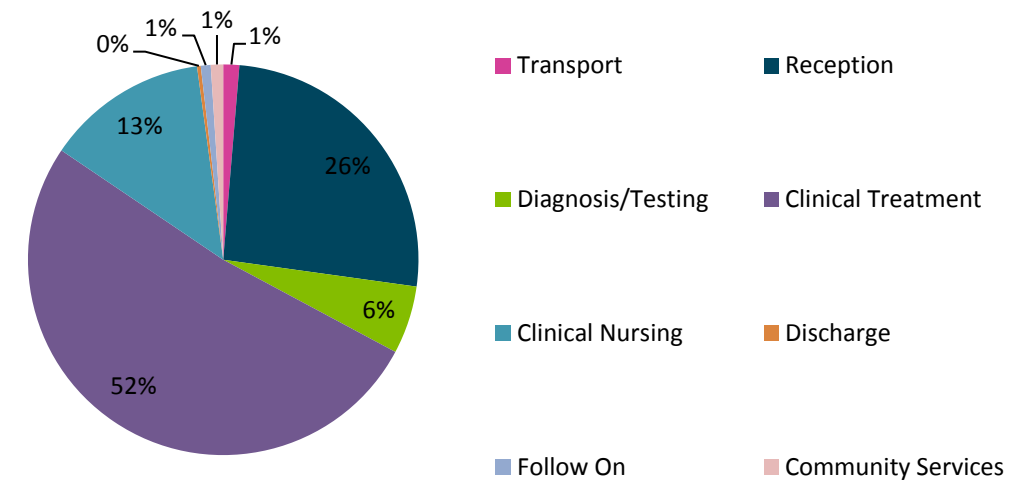
Services receiving the most comments overall



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



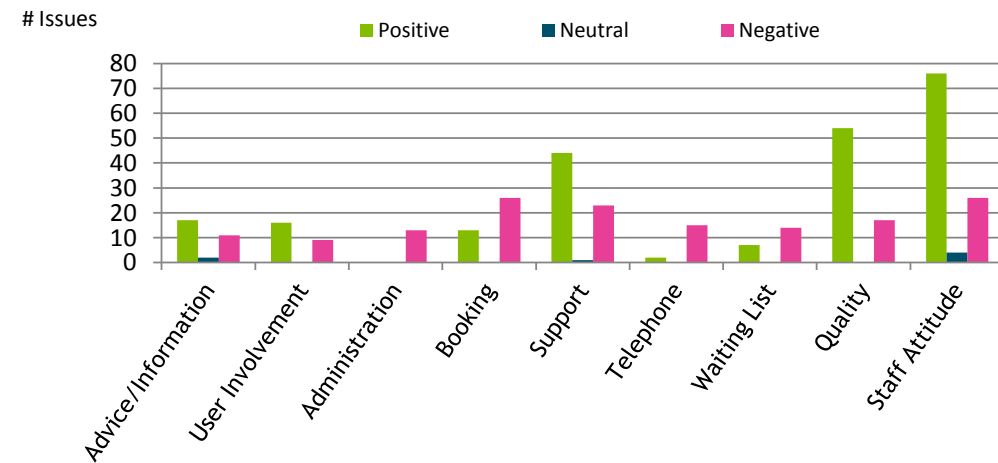
Care pathway locations



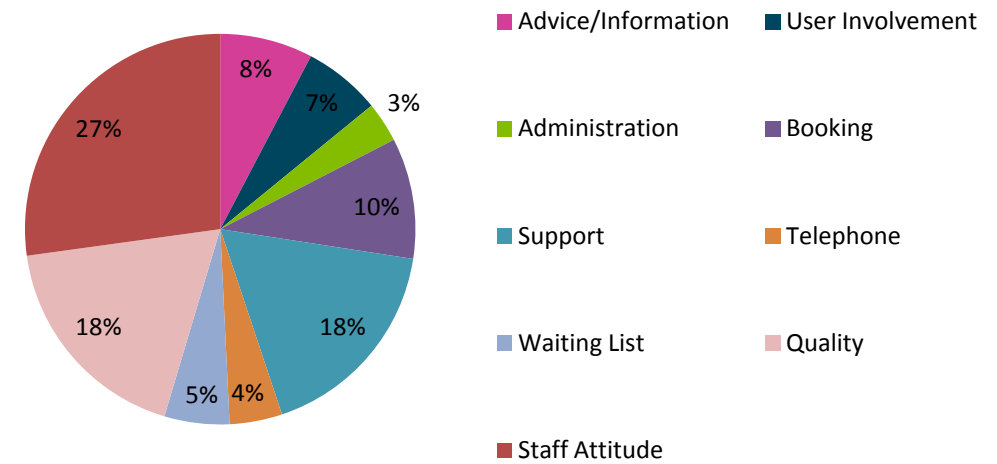
## 5. Trends: GP Services



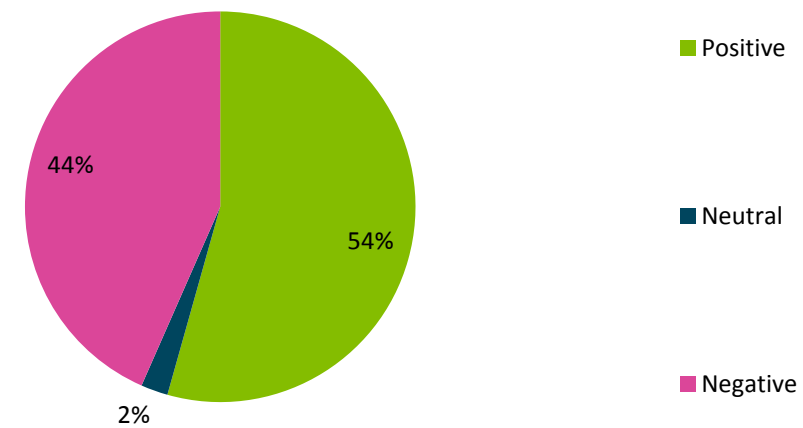
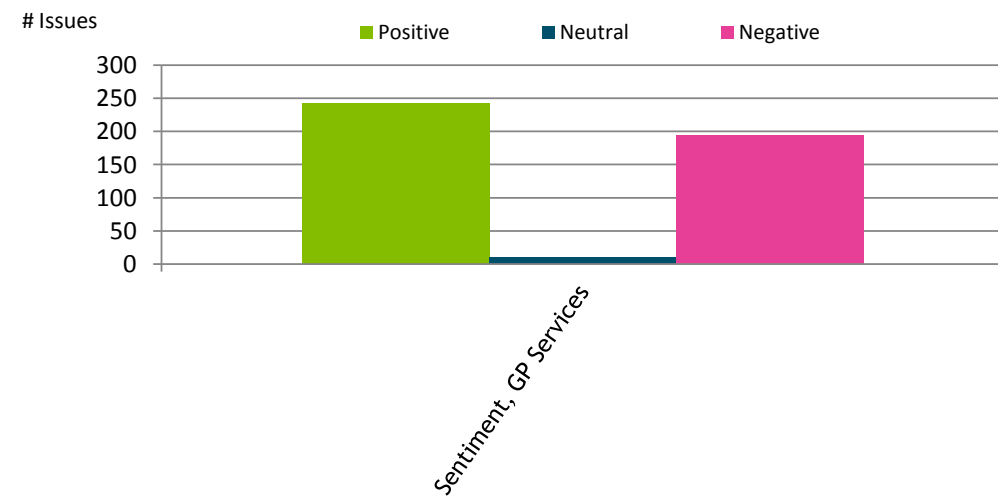
### 5.1 Trends, GP Services: 447 issues from 85 people



Issues receiving the most comments overall



### 5.2 Sentiment, GP Services



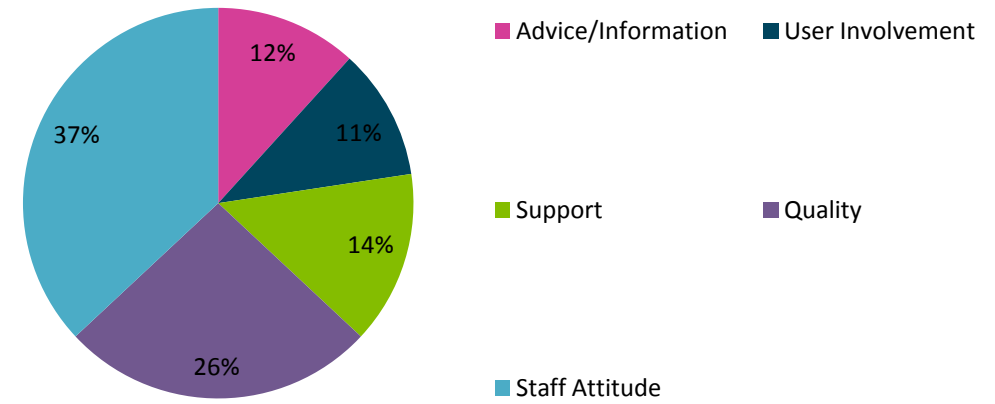
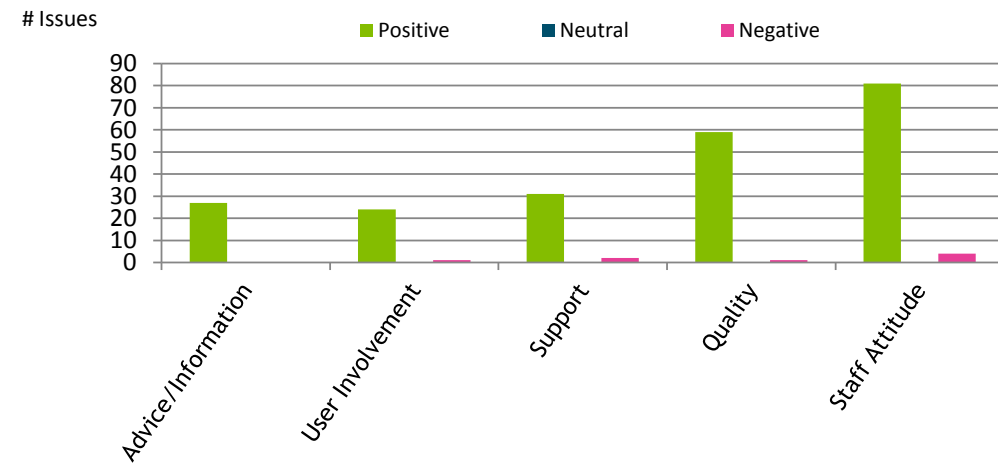
Quarterly Benchmark: 7% decline on the previous quarter



## 5. Trends: Dentists

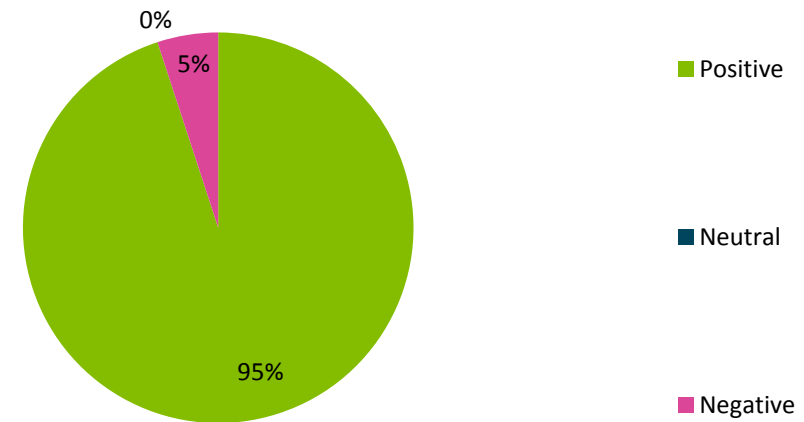
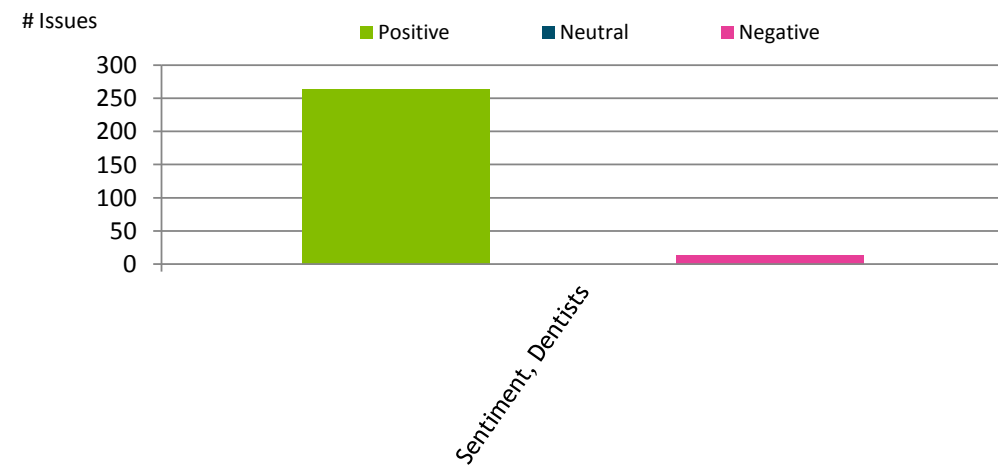


### 5.3 Trends, Dentists: 278 issues from 56 people



Issues receiving the most comments overall

### 5.4 Sentiment, Dentists

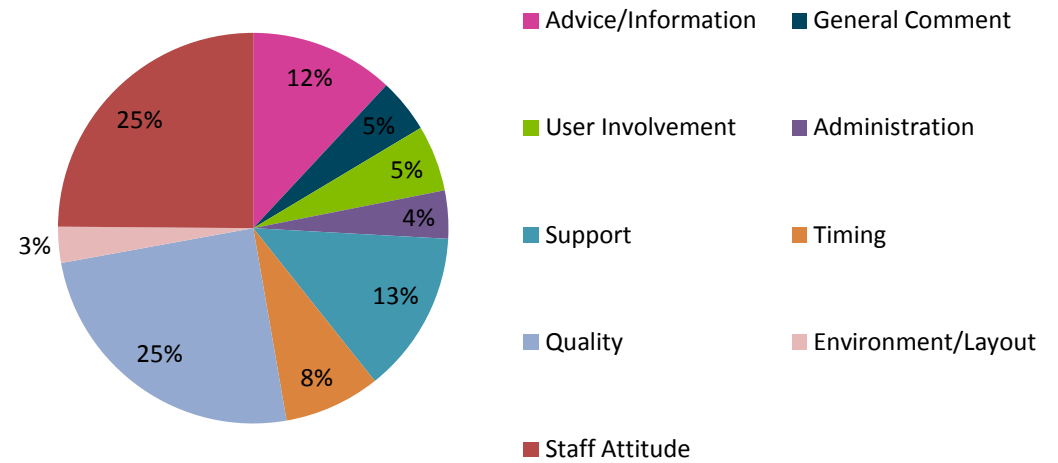
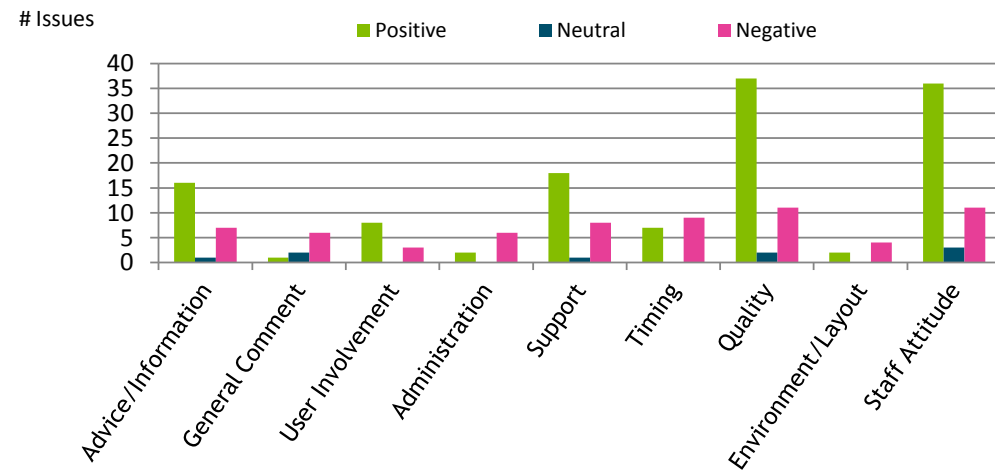


Quarterly Benchmark: 1% improvement on the previous quarter

## 5. Trends: Whipps Cross University Hospital

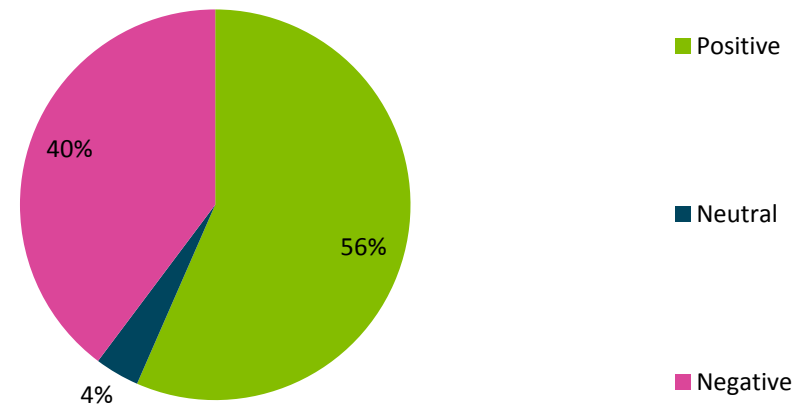
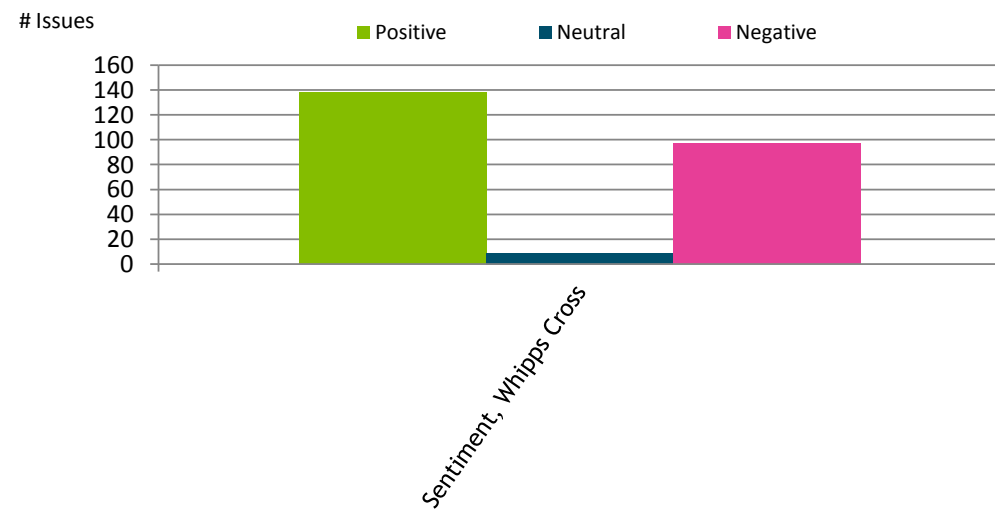


### 5.5 Trends, Whipps Cross University Hospital: 244 issues from 48 people



Issues receiving the most comments overall

### 5.6 Sentiment, Whipps Cross University Hospital

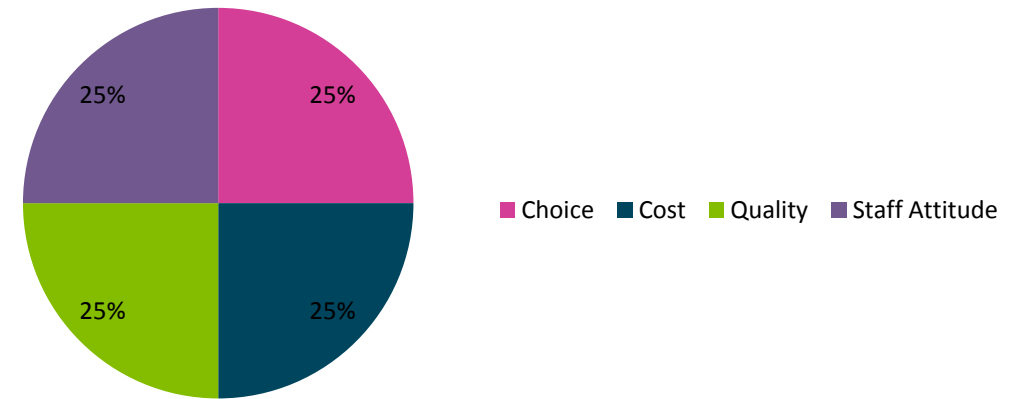
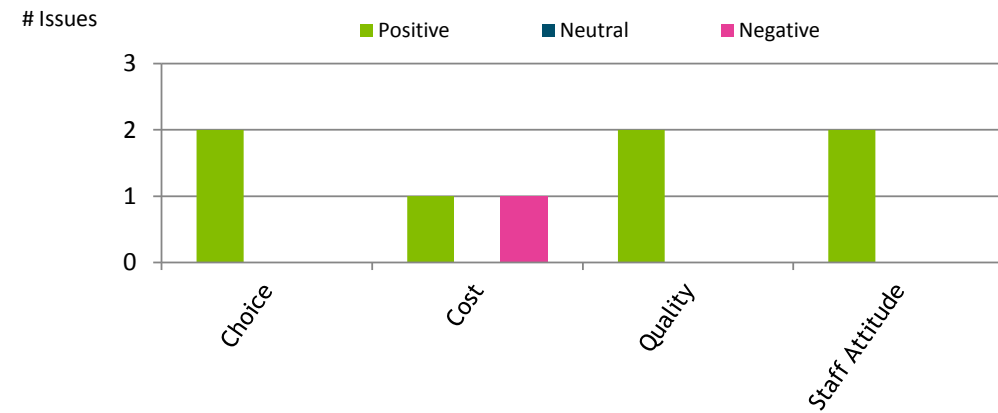


Quarterly Benchmark: 3% improvement on the previous quarter

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

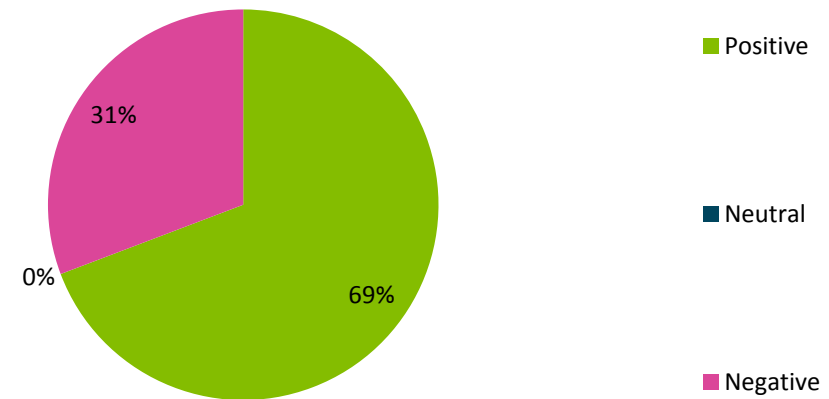
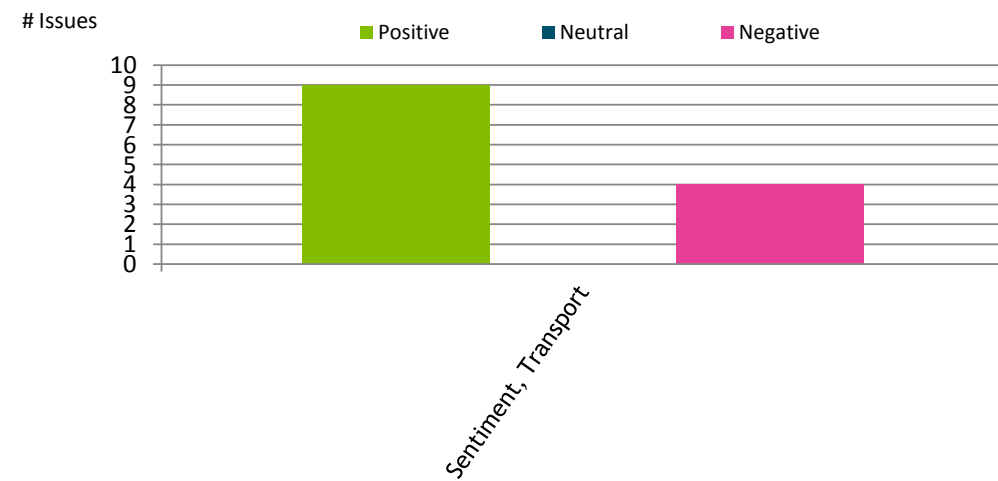


### 6.1 Trends, Transport (13 issues)



Issues receiving the most comments overall

### 6.2 Sentiment, Transport

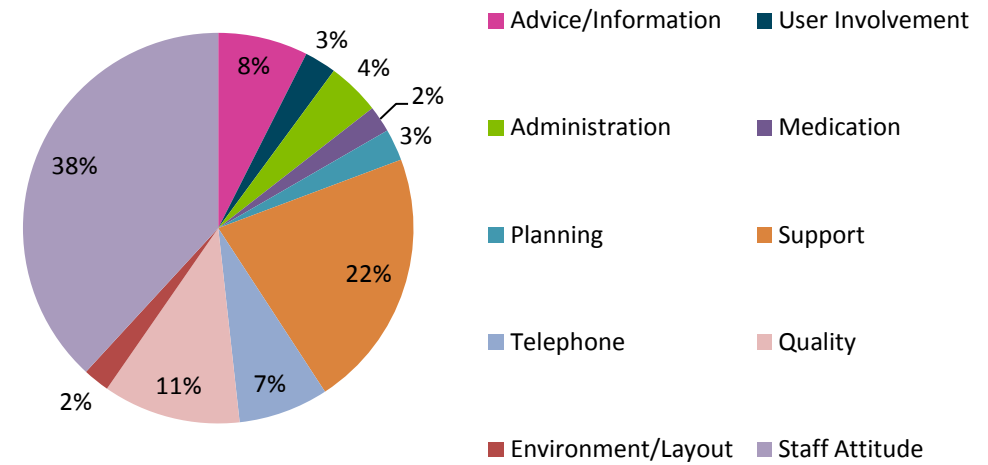
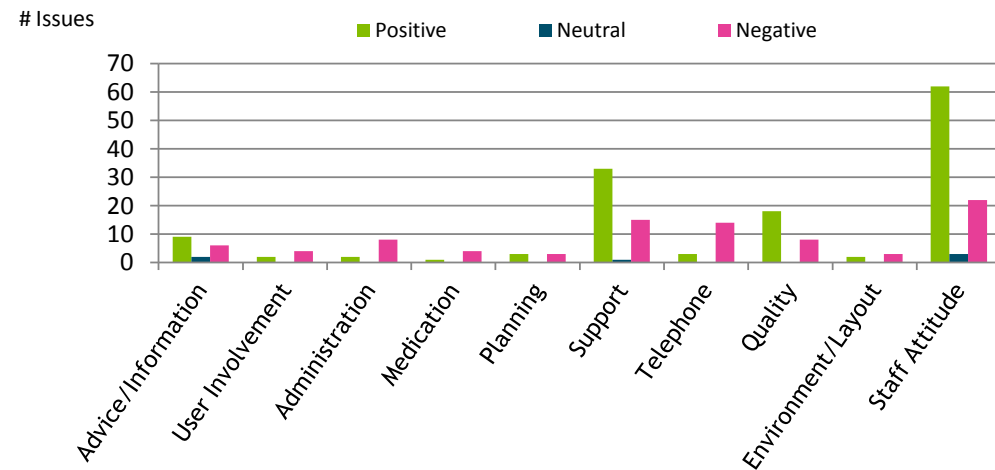


Quarterly Benchmark: N/A

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

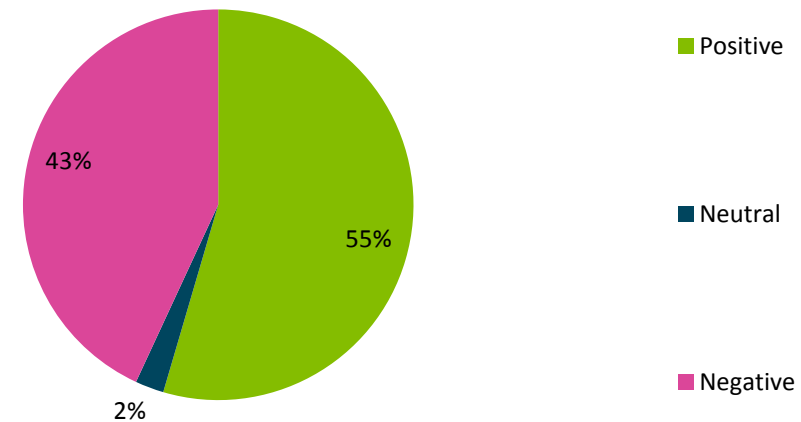
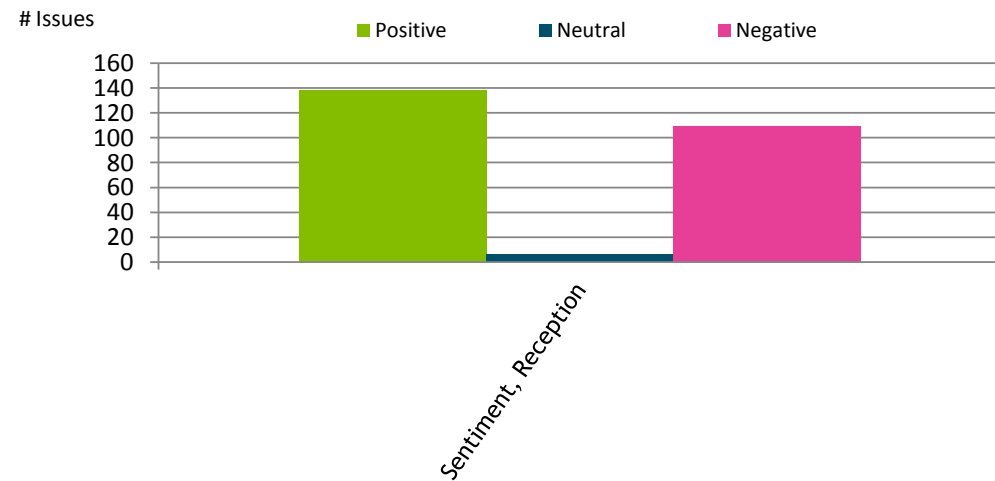


### 6.3 Trends, Reception (253 issues)



Issues receiving the most comments overall

### 6.4 Sentiment, Reception

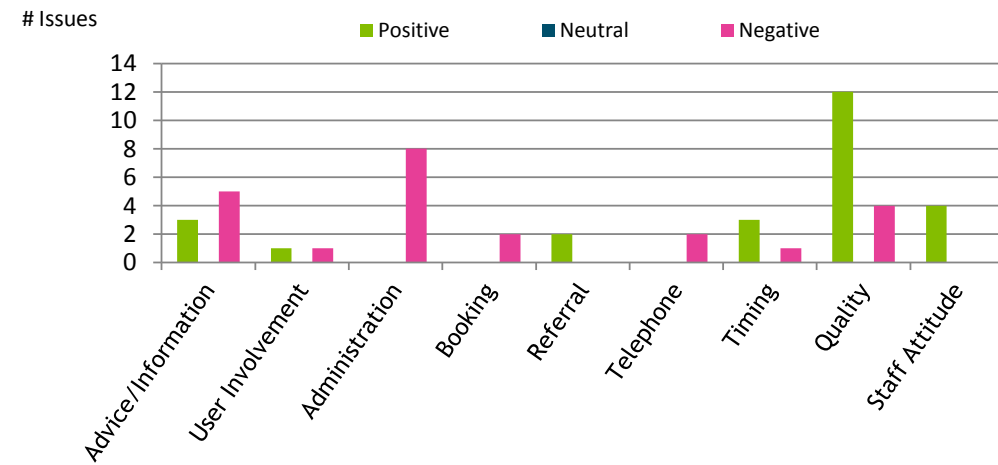


Quarterly Benchmark: 2% decline on the previous quarter

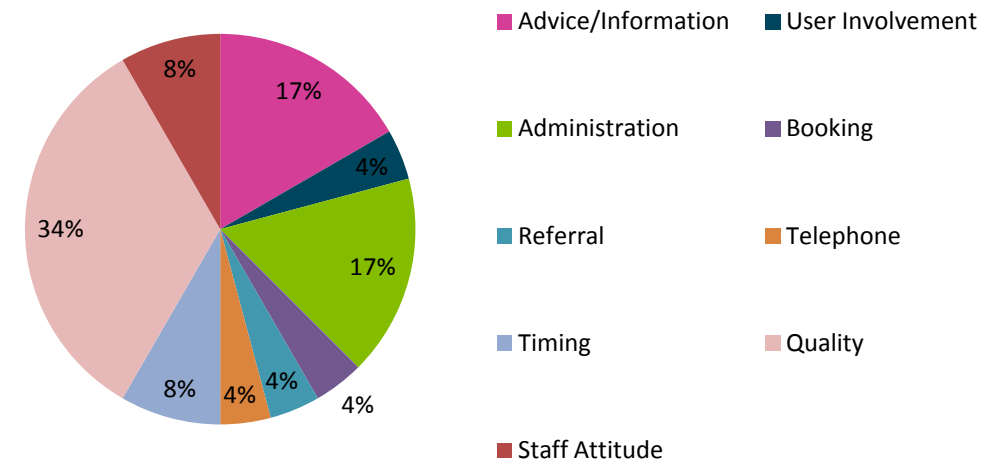
## 6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)



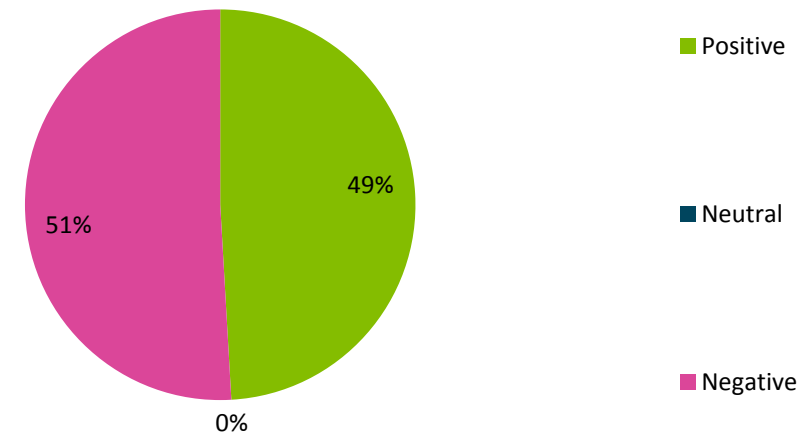
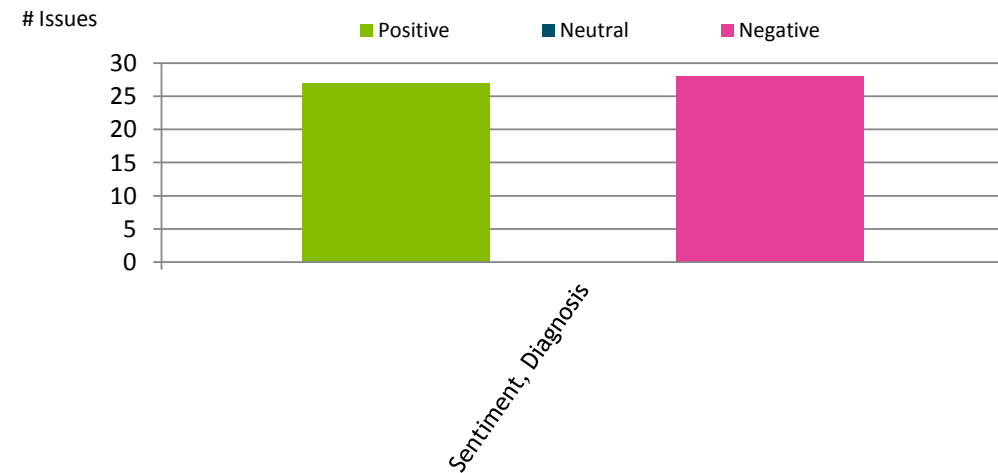
### 6.5 Trends, Diagnosis/Testing (55 issues)



Issues receiving the most comments overall



### 6.6 Sentiment, Diagnosis/Testing

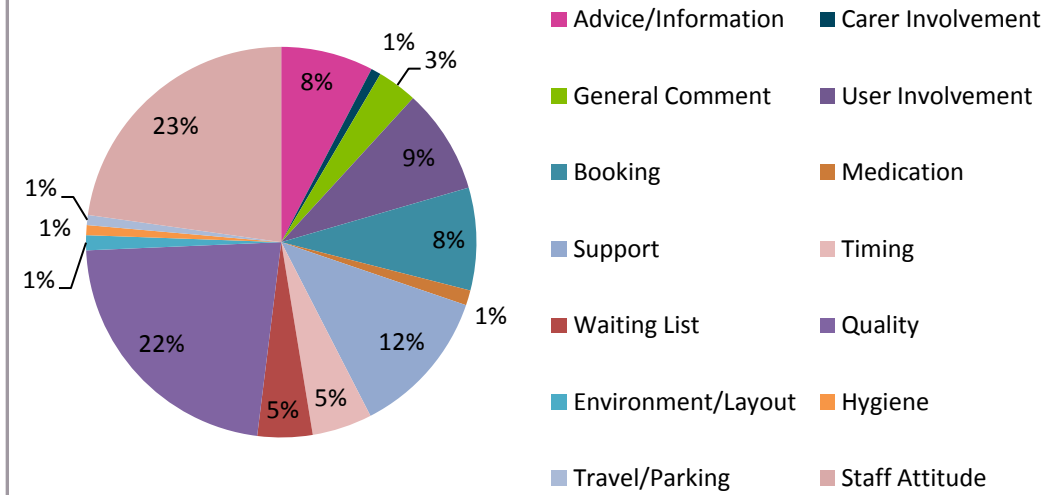
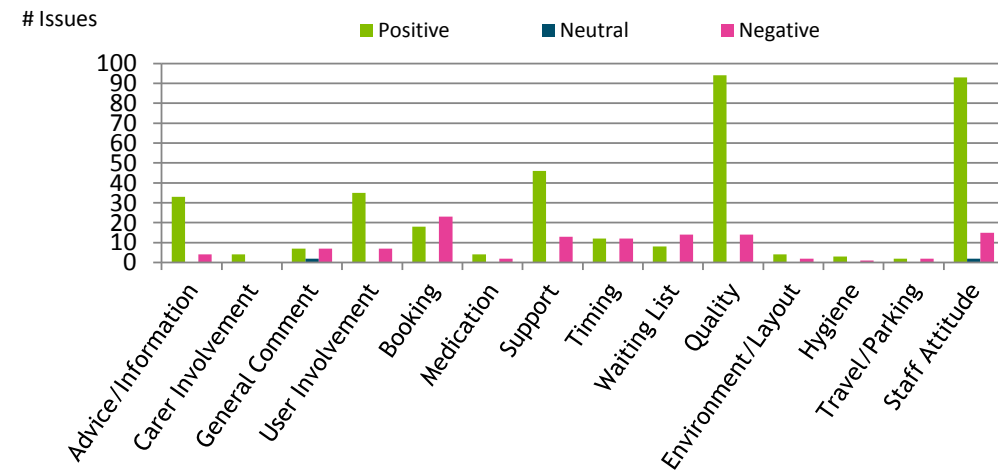


Quarterly Benchmark: No change on the previous quarter

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

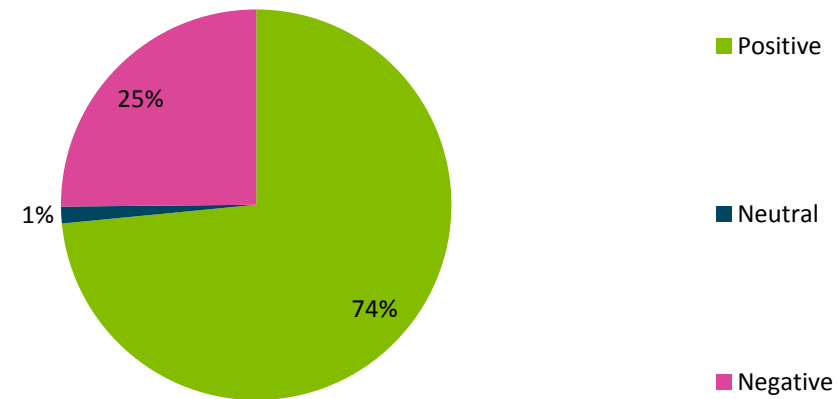
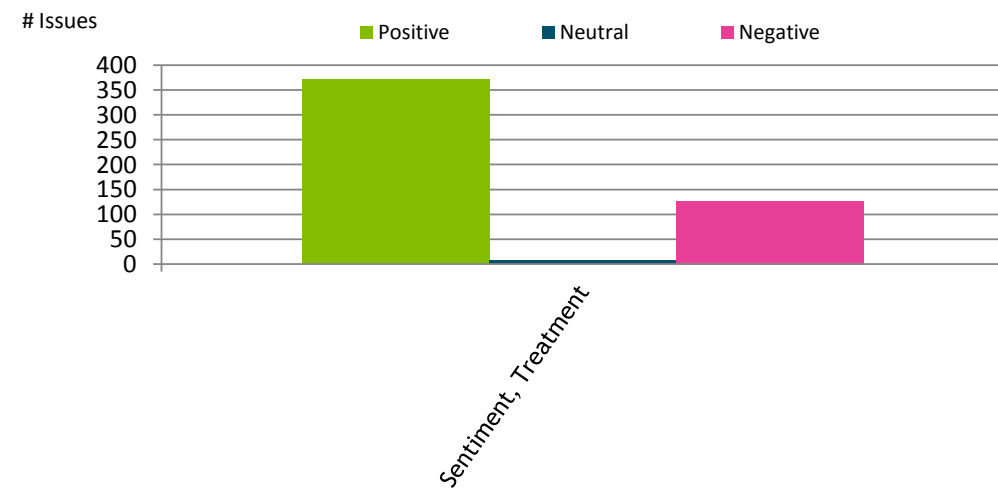


### 6.7 Trends, Clinical Treatment (505 issues)



Issues receiving the most comments overall

### 6.8 Sentiment, Clinical Treatment

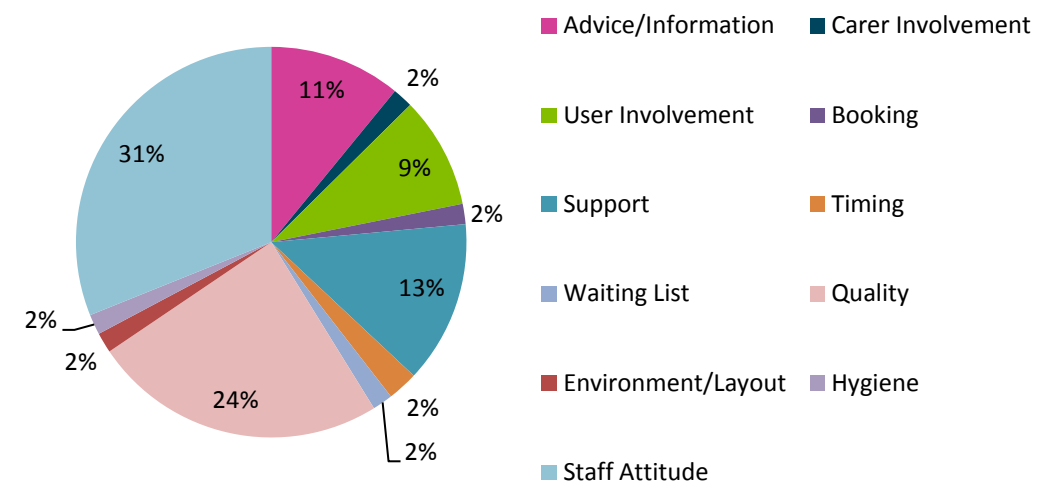
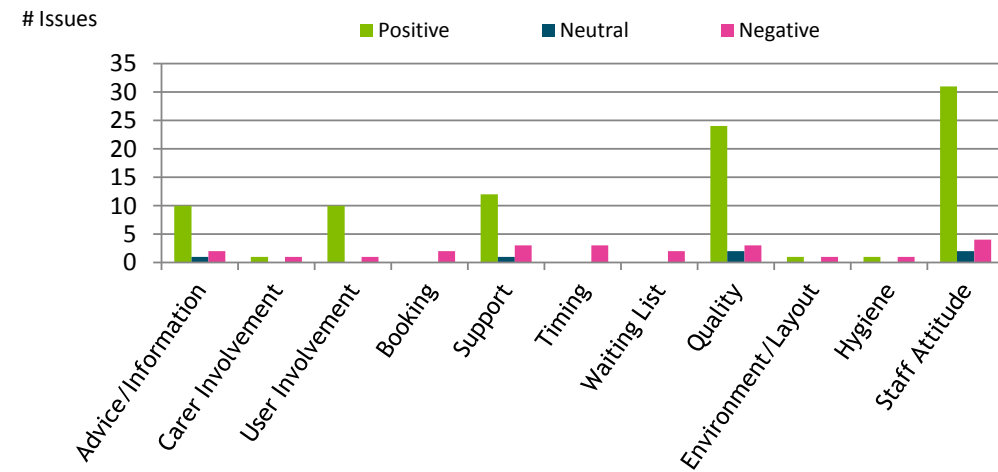


Quarterly Benchmark: 12% improvement on the previous quarter

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

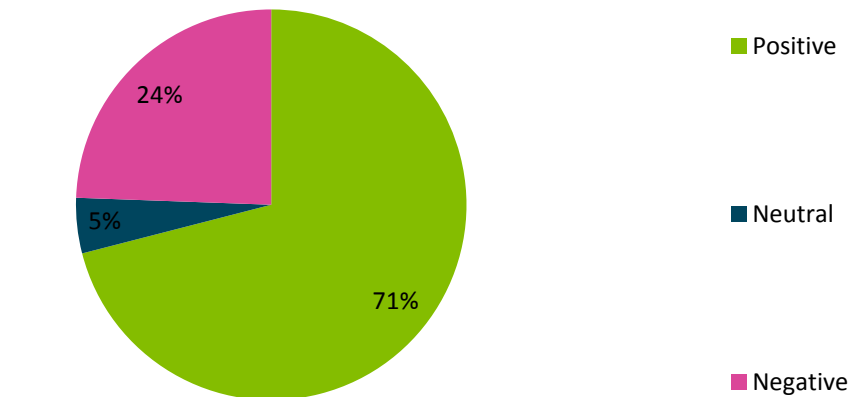
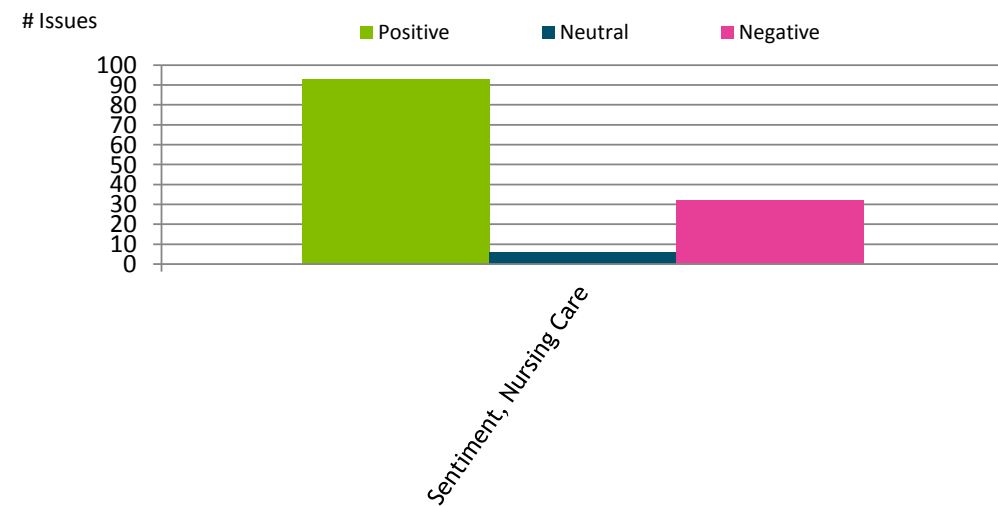


### 6.9 Trends, Clinical Nursing (131 issues)



Issues receiving the most comments overall

### 6.10 Sentiment, Clinical Nursing

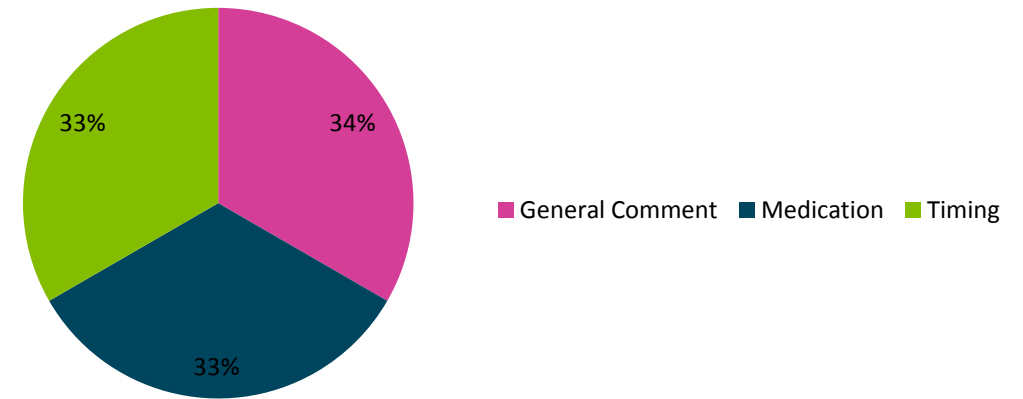
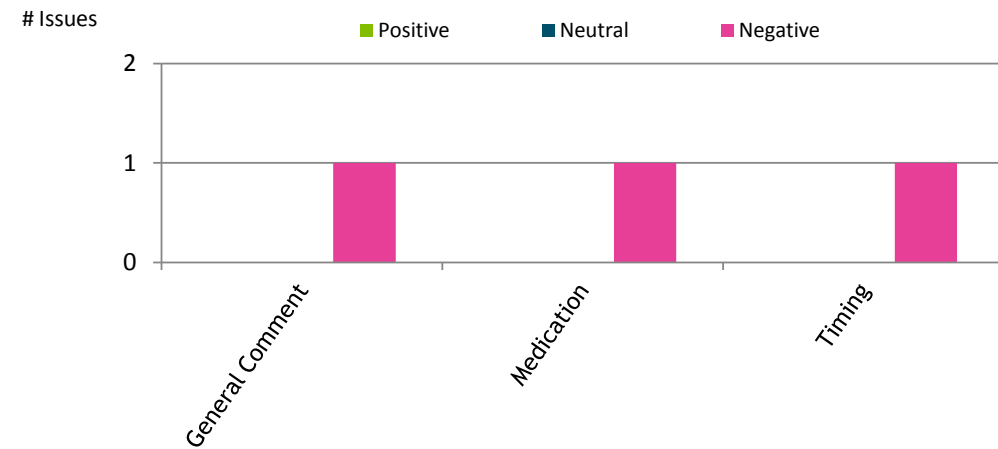


Quarterly Benchmark: 1% decline on the previous quarter

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

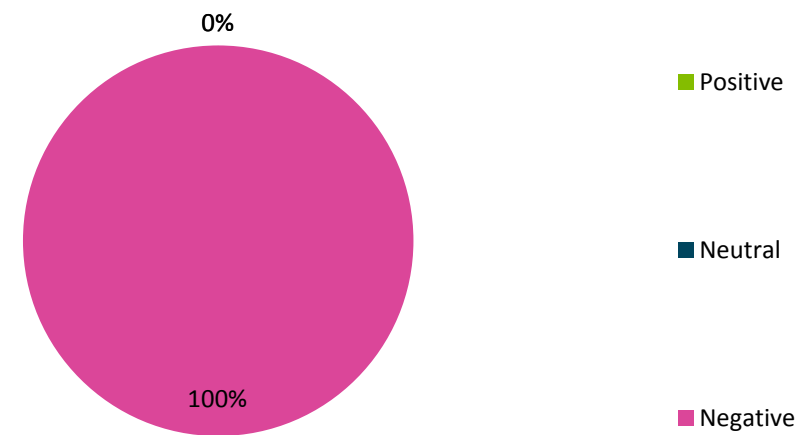
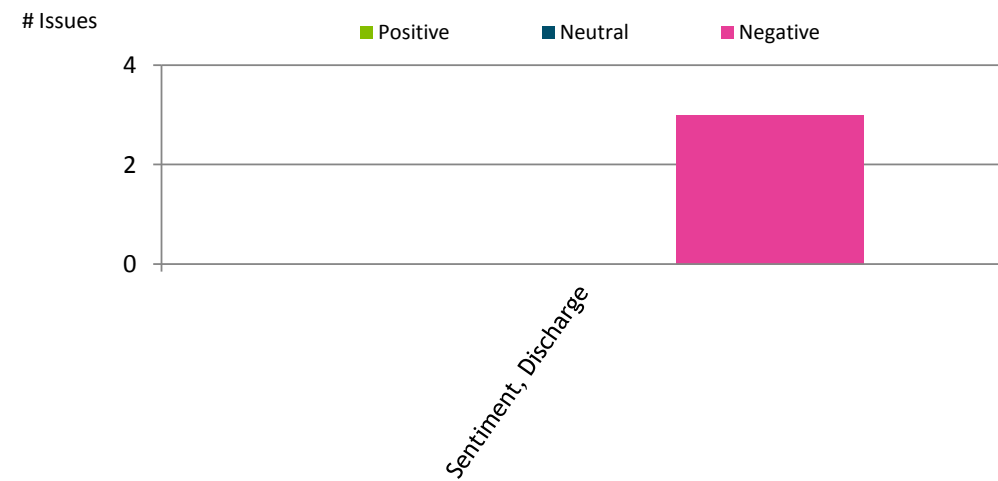


### 6.11 Trends, Discharge (3 issues)



Issues receiving the most comments overall

### 6.12 Sentiment, Discharge



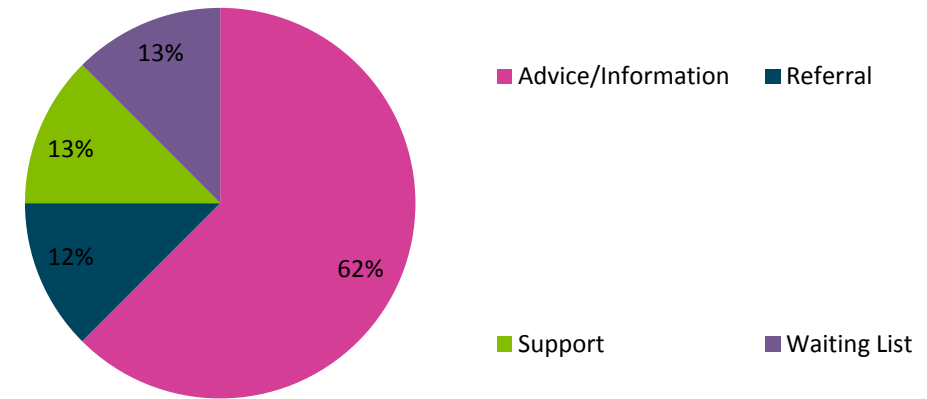
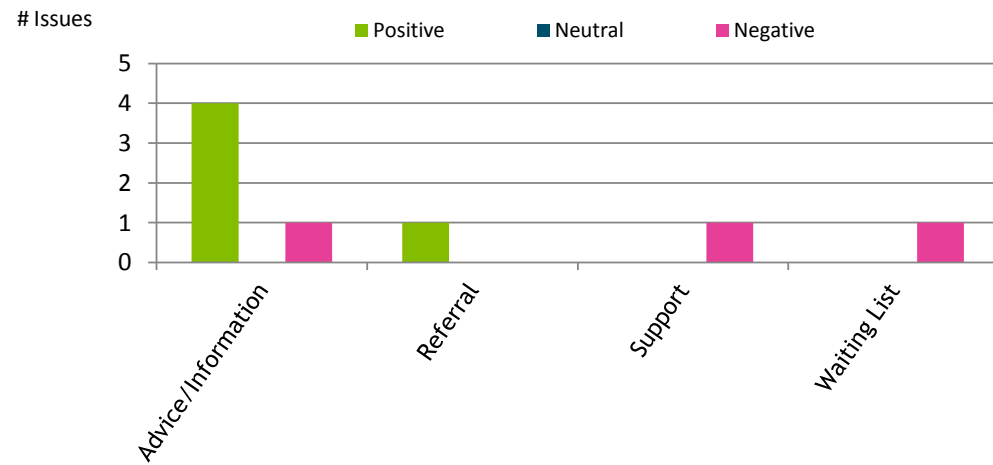
Quarterly Benchmark: N/A



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

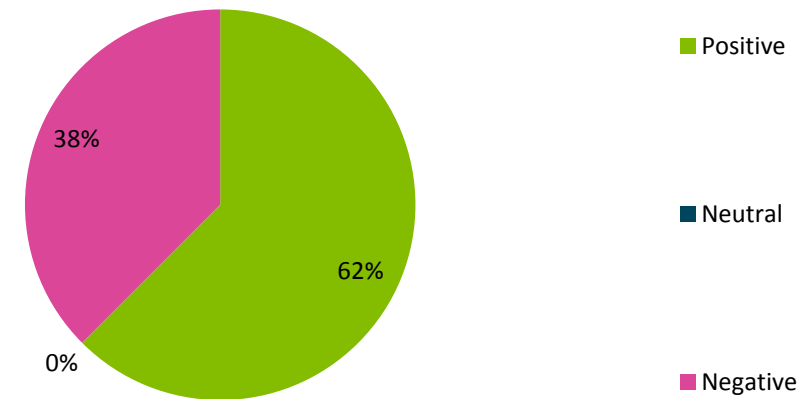
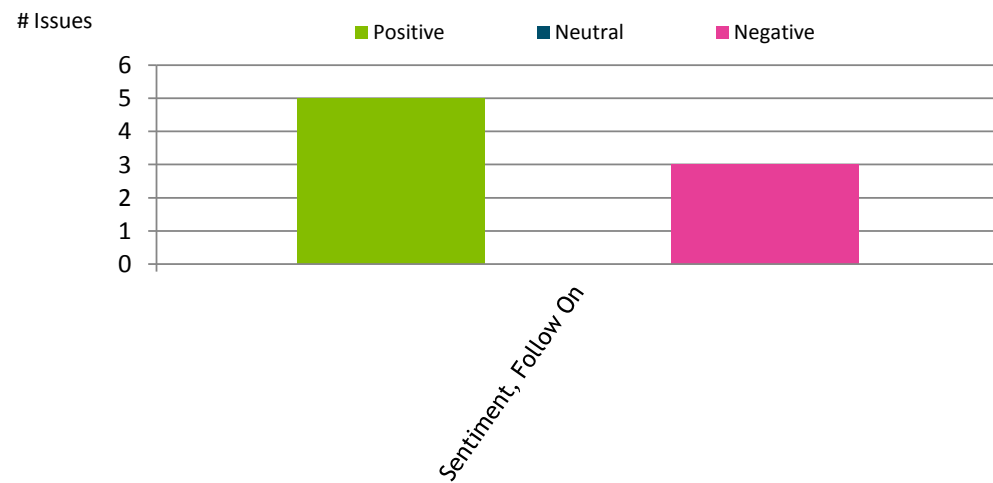


### 6.13 Trends, Follow On (8 issues)



Issues receiving the most comments overall

### 6.14 Sentiment, Follow On

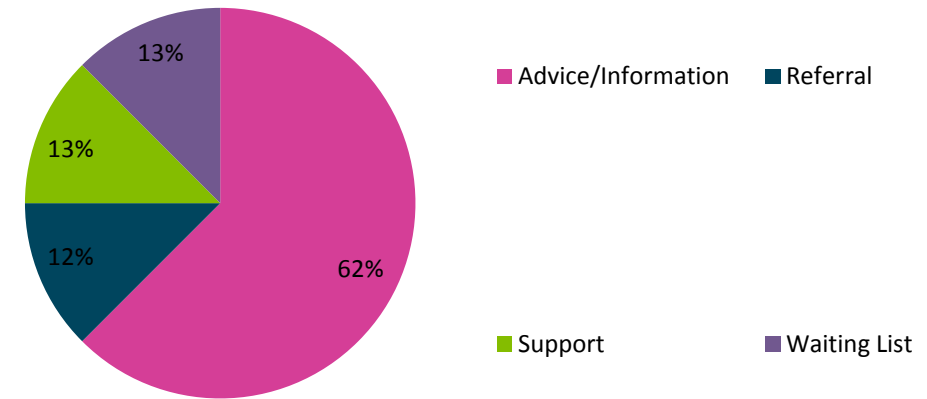
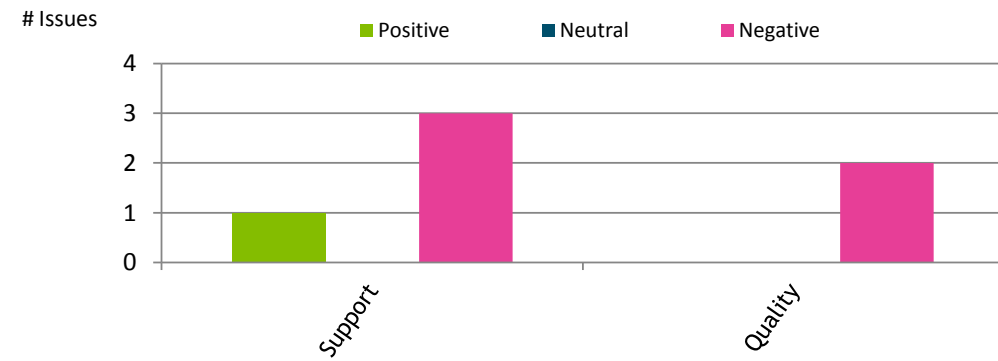


Quarterly Benchmark: N/A

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

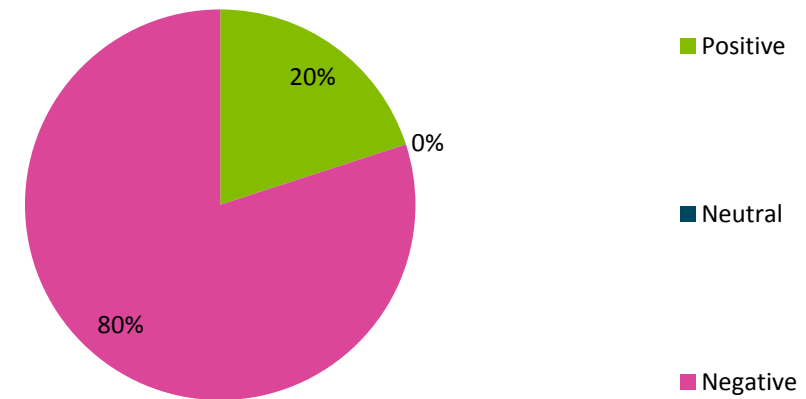
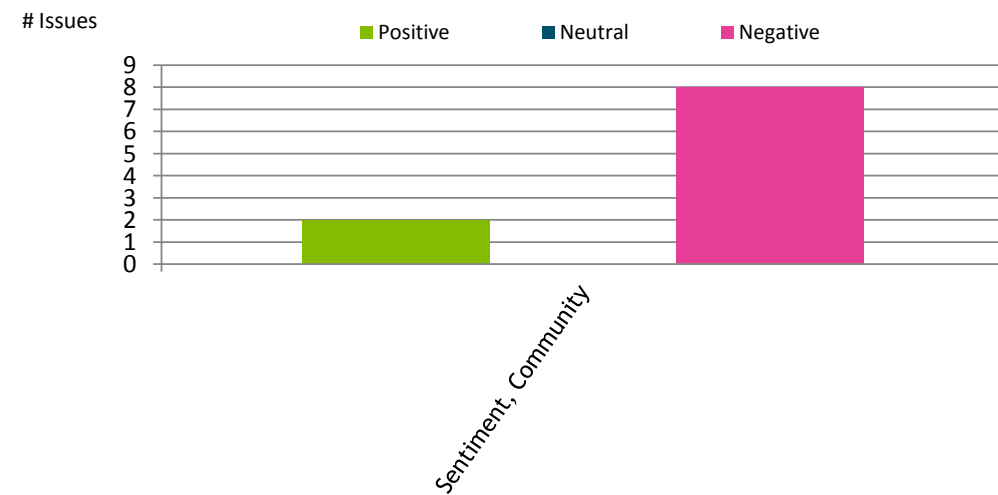


### 6.15 Trends, Community (10 issues)



Issues receiving the most comments overall

### 6.16 Sentiment, Community



Quarterly Benchmark: N/A



## Page Number, Figure

## Key findings in brief\*

Page 3, Figure 2.1	<i>Top issues: The majority of people experience caring, professional services, with good levels of support, communication &amp; involvement.</i>
Page 3, Figure 2.1	<i>Top issues: Some people experience difficulty when booking appointments.</i>
Page 3, Figure 2.2	<i>Medical Conditions: Sentiment on Dentistry is clearly positive, according to comments.</i>
Page 5, Figure 3.3	<i>Sentiment: The majority of people experience good quality, compassionate services.</i>
Page 5, Figure 3.4	<i>Sentiment: On ability to access services, sentiment is broadly negative, according to comments.</i>
Page 7, Figure 4.3	<i>Top Services: Abbey Dental Walthamstow receives a notable volume and ratio of positive comments.</i>
Page 7, Figure 4.3	<i>Top Services: Comments suggest sentiment at Whipps Cross University Hospital is marginally positive.</i>
Page 7, Figure 4.4	<i>Care Pathway: Sentiment on clinical treatment and nursing is broadly positive, according to comments.</i>
Page 7, Figure 4.4	<i>Care Pathway: Comments suggest sentiment on reception and diagnosis is mixed.</i>
Page 8, Figure 5.1	<i>GP Services: The majority of people experience caring, professional services.</i>
Page 8, Figure 5.1	<i>GP Services: Some people cite poor telephone access and administration services.</i>
Page 9, Figure 5.3	<i>Dentists: Comments suggest patients are satisfied with most service aspects.</i>
Page 10, Figure 5.5	<i>Whipps Cross University Hospital: The majority of people experience caring, professional services, with good levels of communication.</i>
Page 10, Figure 5.5	<i>Whipps Cross University Hospital: Waiting times are cited as an issue.</i>
Page 12, Figure 6.3	<i>Reception: The majority of people experience caring, professional services, with good levels of support.</i>
Page 12, Figure 6.3	<i>Reception: Comments about telephone access and general administration are broadly negative.</i>
Page 14, Figure 6.7	<i>Treatment: The majority of people experience caring, professional services, with good levels of support, communication &amp; involvement.</i>
Page 14, Figure 6.7	<i>Treatment: Some patients experience difficulty when booking appointments.</i>
Page 15, Figure 6.9	<i>Nursing: Comments suggest patients are satisfied with most aspects of nursing care, on the whole.</i>

*\* 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	<i>Communication, including access to advice and information.</i>	60	3	18	81
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	5	0	2	7
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	7	2	10	19
	User Involvement	<i>Involvement of the service user.</i>	48	0	13	61
Systems	Administration	<i>Administrative processes and delivery.</i>	3	0	19	22
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	0	0	1	1
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	19	0	31	50
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	1	1
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	0	0
	Referral	<i>Referral to a service.</i>	5	0	0	5
	Medical Records	<i>Management of medical records.</i>	0	0	3	3
	Medication	<i>Prescription and management of medicines.</i>	5	0	7	12
	Opening Times	<i>Opening times of a service.</i>	0	0	0	0
	Planning	<i>Leadership and general organisation.</i>	3	0	4	7
	Registration	<i>Ability to register for a service.</i>	1	0	2	3
	Support	<i>Levels of support provided.</i>	93	2	36	131
	Telephone	<i>Ability to contact a service by telephone.</i>	3	0	17	20
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	15	0	18	33
Waiting List	<i>Length of wait while on a list.</i>	8	0	19	27	
Values	Choice	<i>General choice.</i>	5	0	2	7
	Cost	<i>General cost.</i>	3	0	2	5
	Language	<i>Language, including terminology.</i>	0	1	2	3
	Nutrition	<i>Provision of sustenance.</i>	0	0	2	2
	Privacy	<i>Privacy, personal space and property.</i>	1	0	5	6
	Quality	<i>General quality of a service, or staff.</i>	150	2	31	183
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	1	0	1
	Stimulation	<i>General stimulation, including access to activities.</i>	1	0	0	1

## 8. 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>	1	0	0	1
	Environment/Layout	<i>Physical environment of a service.</i>	8	0	7	15
	Equipment	<i>General equipment issues.</i>	0	1	2	3
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	3	3
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	5	0	2	7
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	0	0
	Travel/Parking	<i>Ability to travel or park.</i>	2	0	2	4
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	0	0
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	1	0	0	1
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	193	7	41	241
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	6	6
	Staff Training	<i>Training of staff.</i>	0	0	3	3
	Staffing Levels	<i>General availability of staff.</i>	0	0	3	3
<b>Total:</b>			<b>645</b>	<b>19</b>	<b>314</b>	<b>978</b>