



Experience of Services, Q2 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.



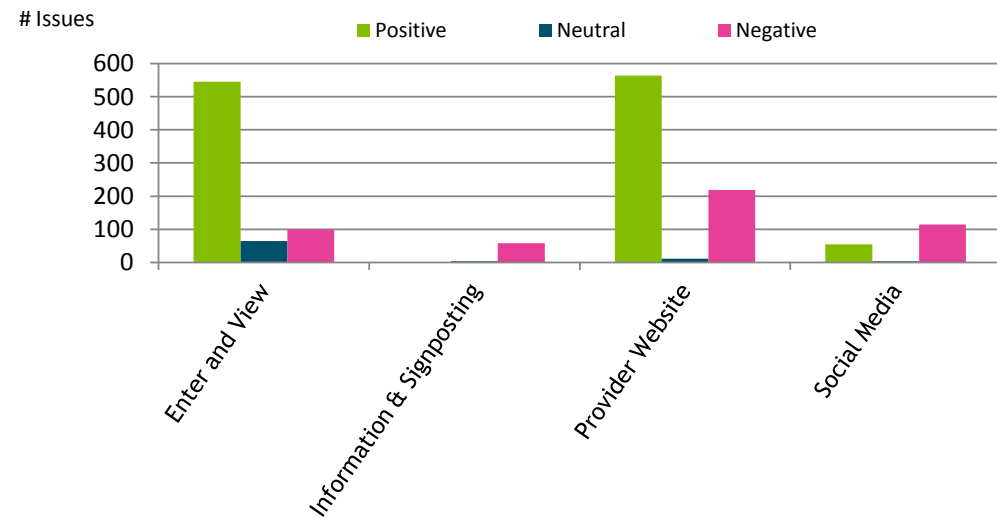
Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

Report compiled on 3 October 2019, to cover the period 1 July 2019 - 30 September 2019.

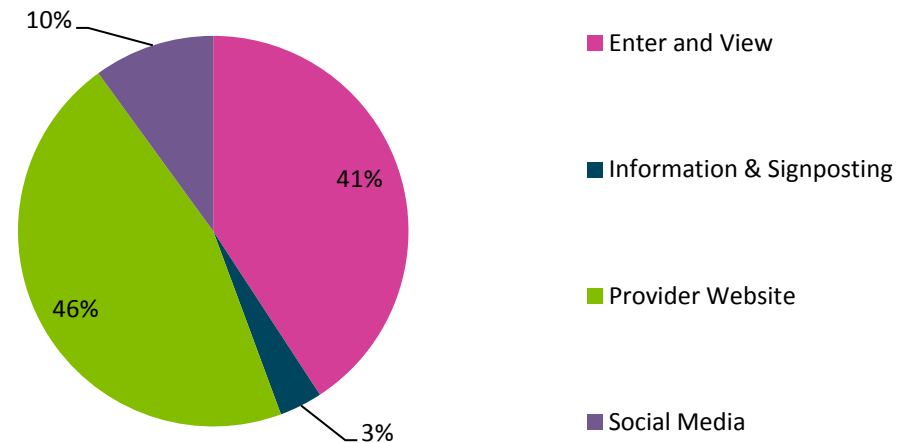
1. Data Source: Where did we collect the feedback?



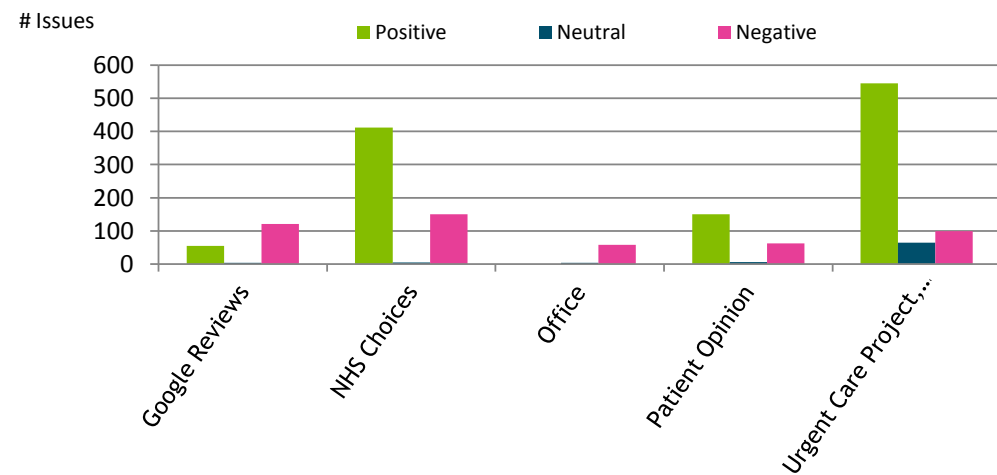
1.1 Source



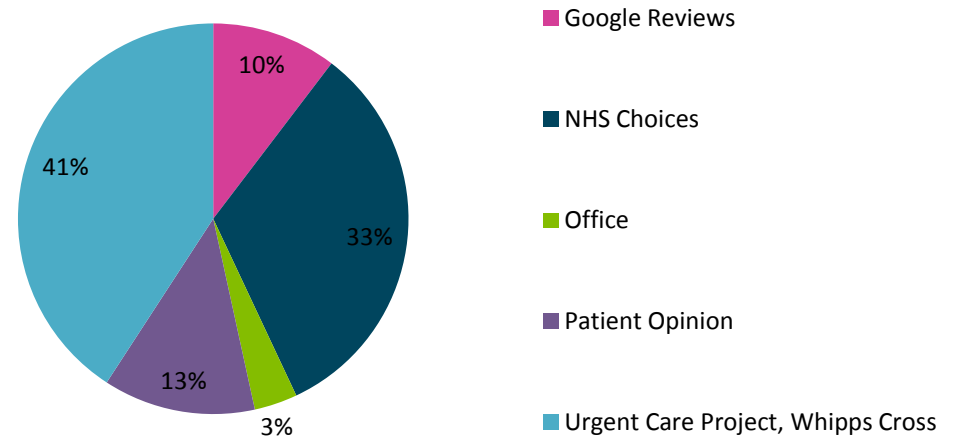
Sources providing the most comments overall



1.2 Origin



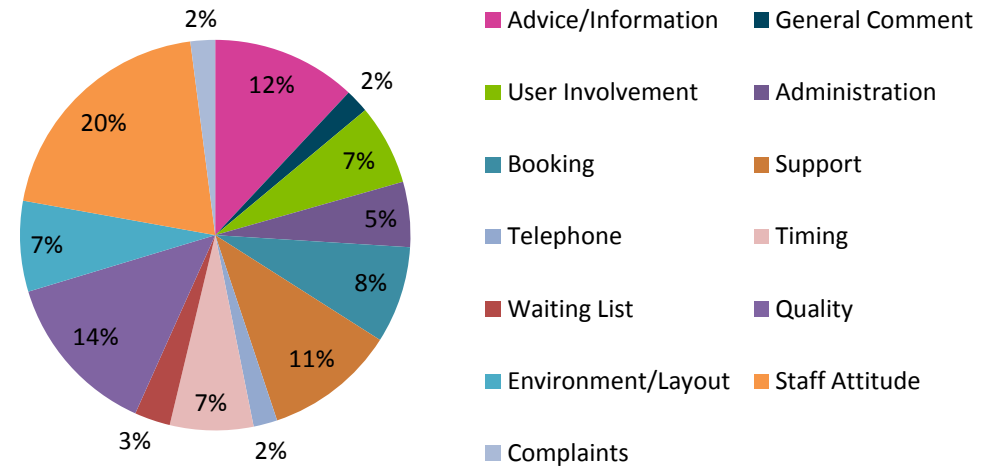
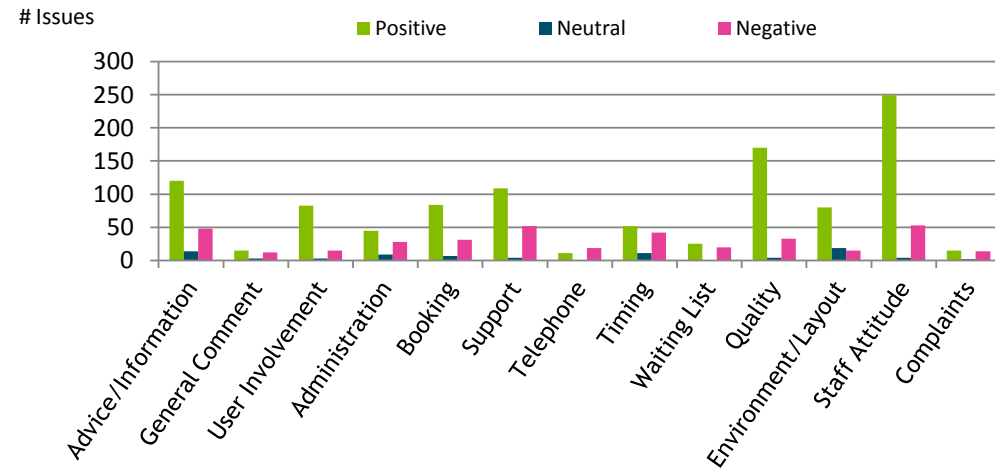
Origins providing the most comments overall



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

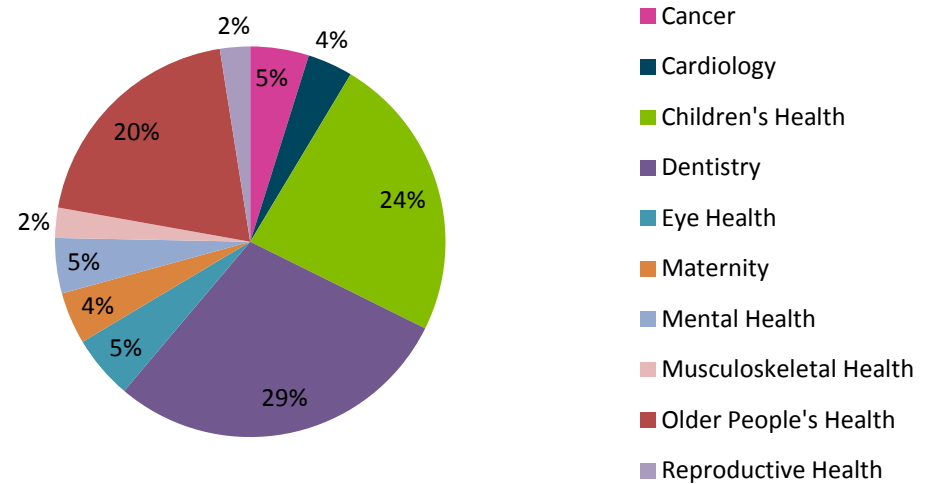
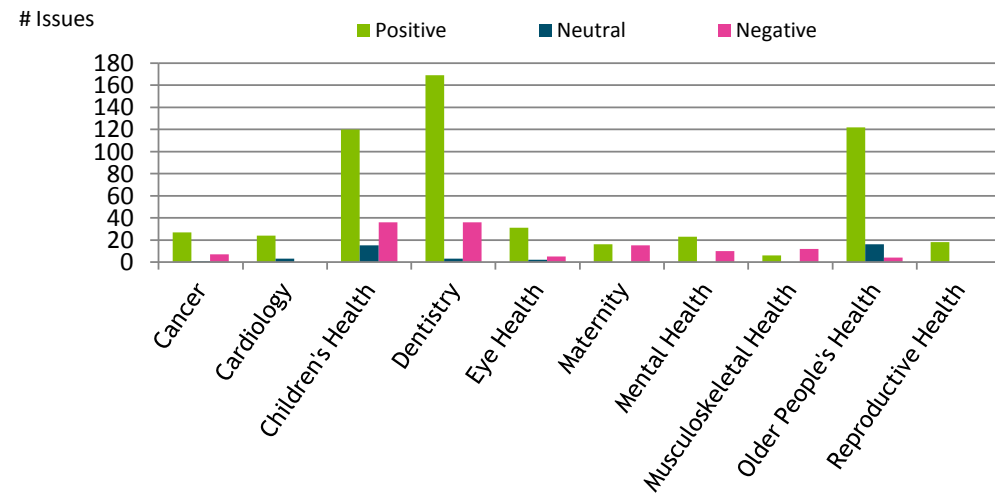


2.1 Service aspects: 1738 issues from 288 people



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

2.2 Stated medical conditions

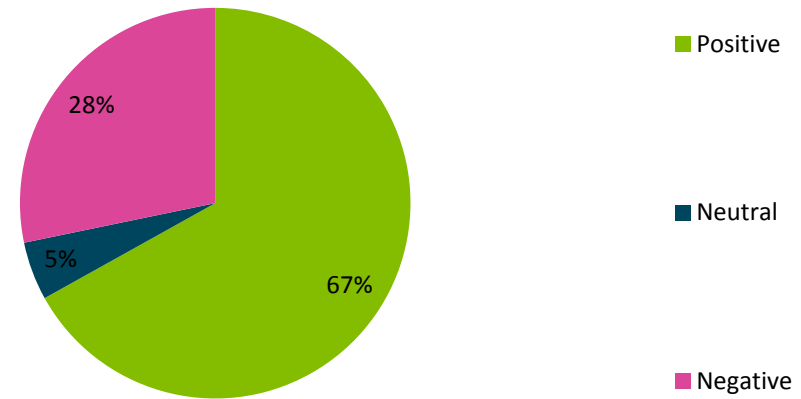
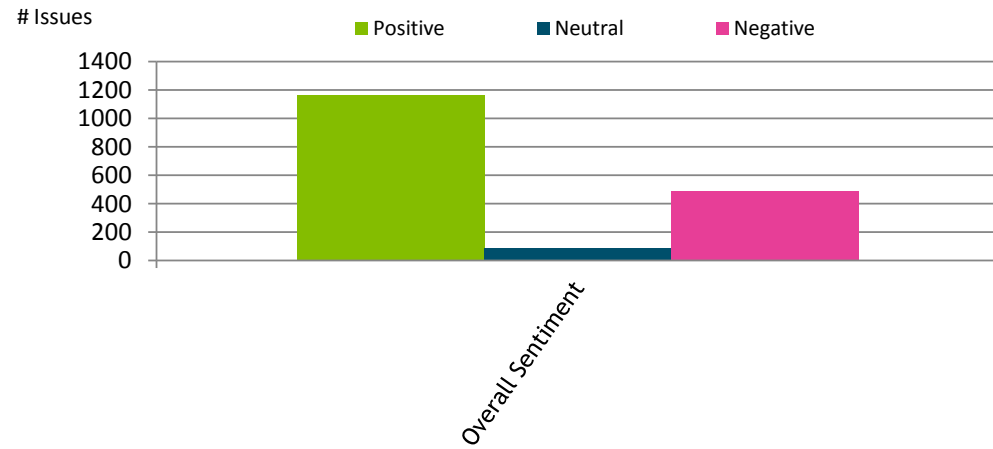


Medical conditions receiving the most comments overall

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

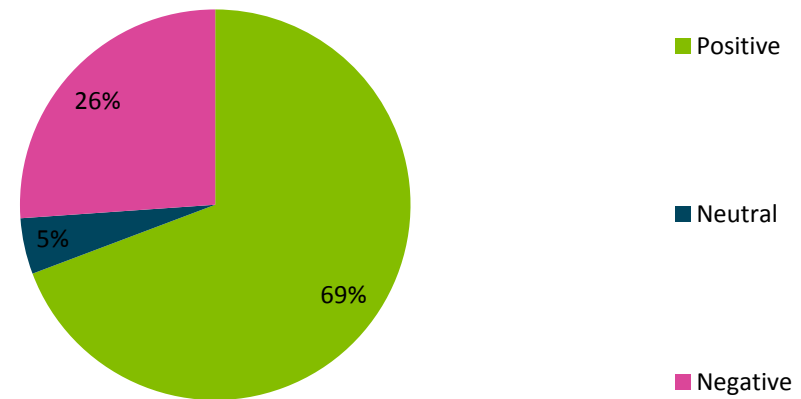
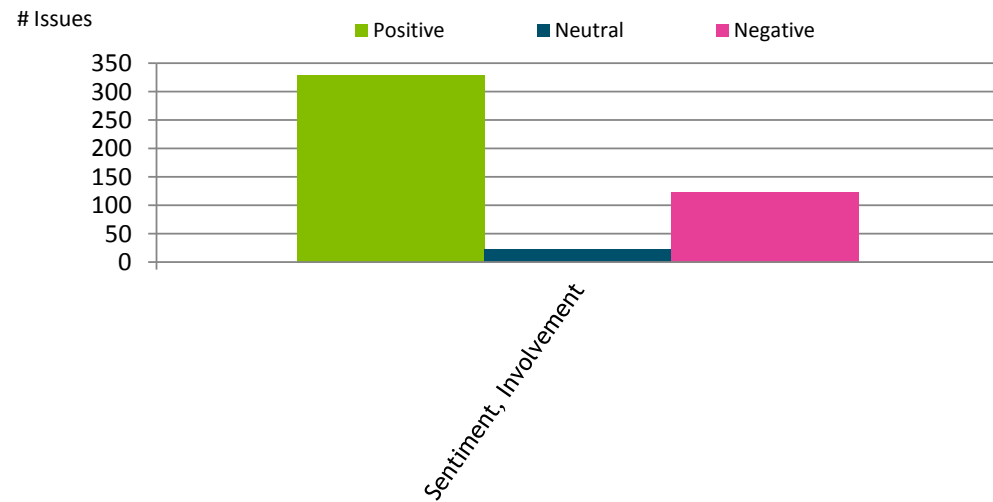


3.1 How do people feel as a whole?



Quarterly Benchmark: 1% improvement on the previous quarter

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

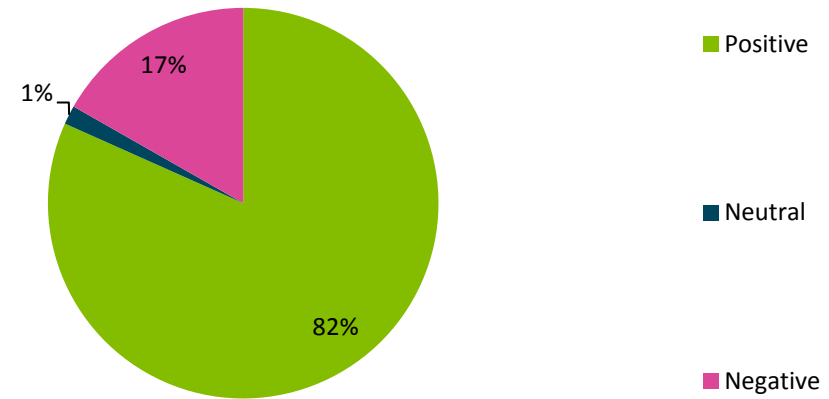
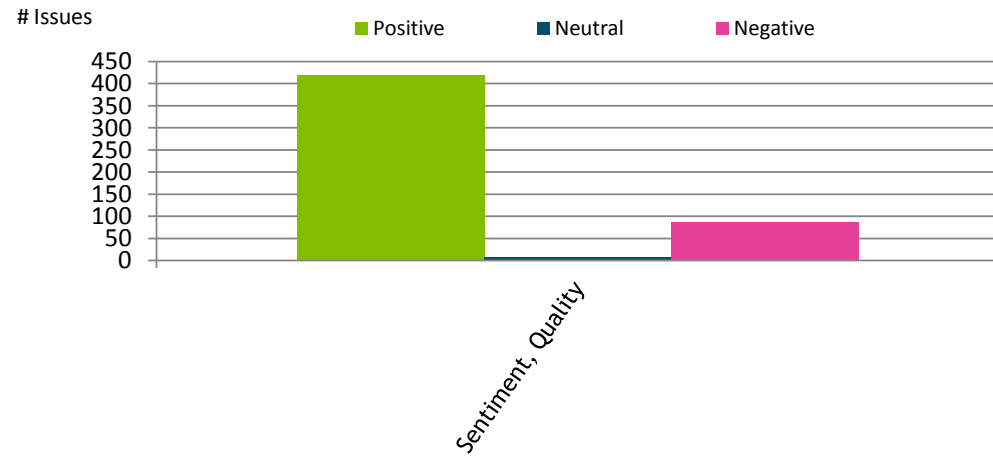


Quarterly Benchmark: 4% decline on the previous quarter

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

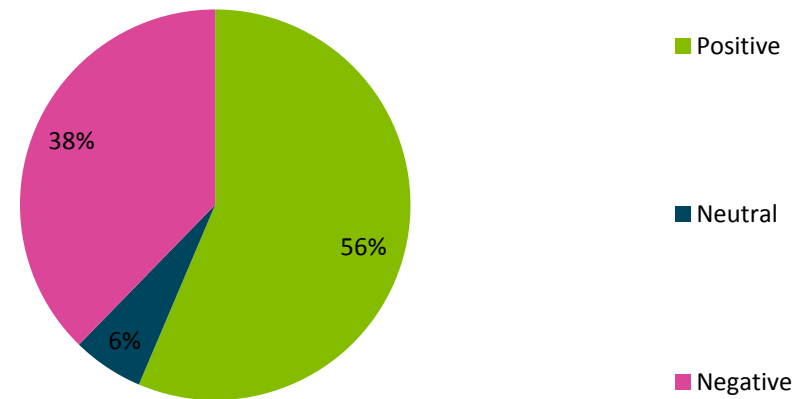
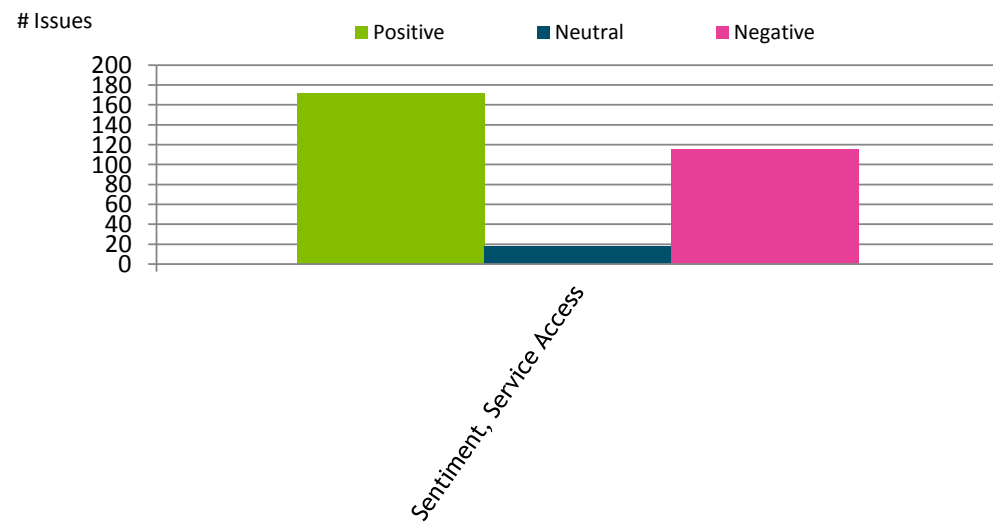


3.3 How do people feel about general quality and empathy?



Quarterly Benchmark: 1% improvement on the previous quarter

3.4 How do people feel about general access to services?

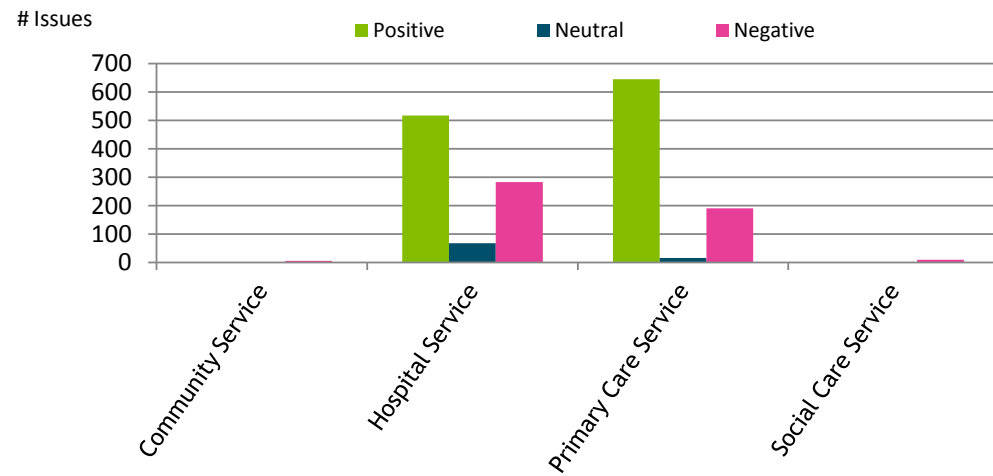


Quarterly Benchmark: 22% improvement on the previous quarter

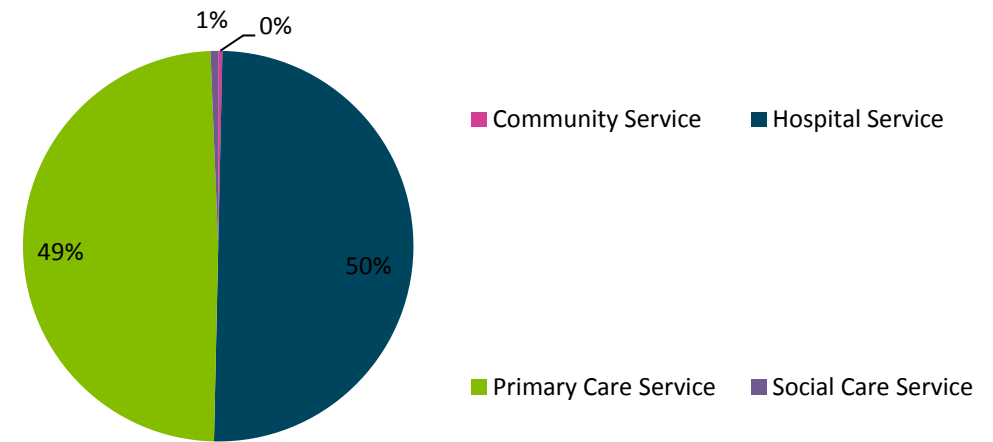
4. Trends: Which services are people most commenting on?



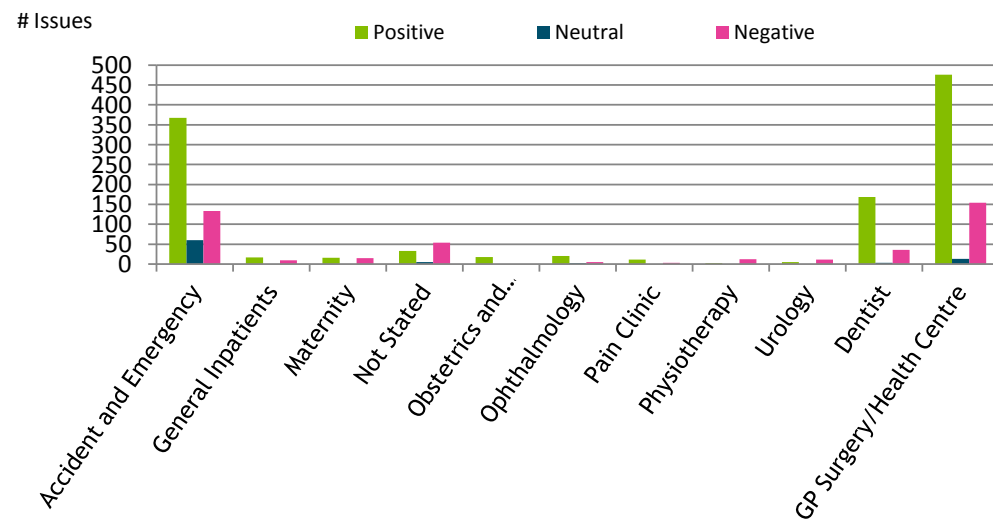
4.1 Service Sector



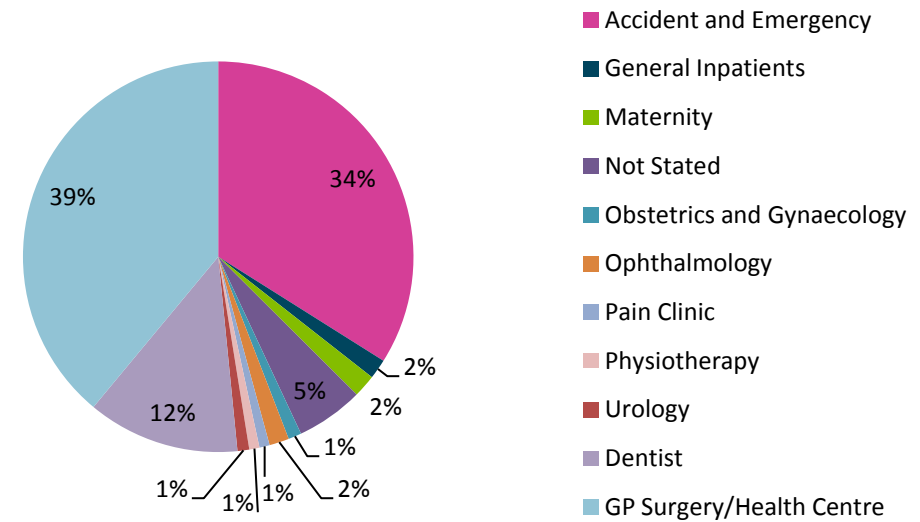
Service sectors receiving the most comments overall



4.2 Service Type



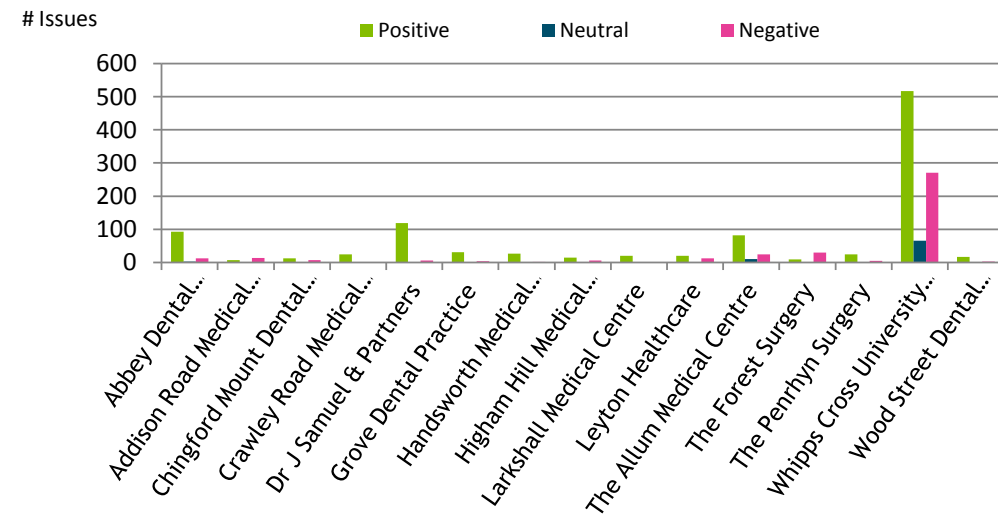
Service type receiving the most comments overall



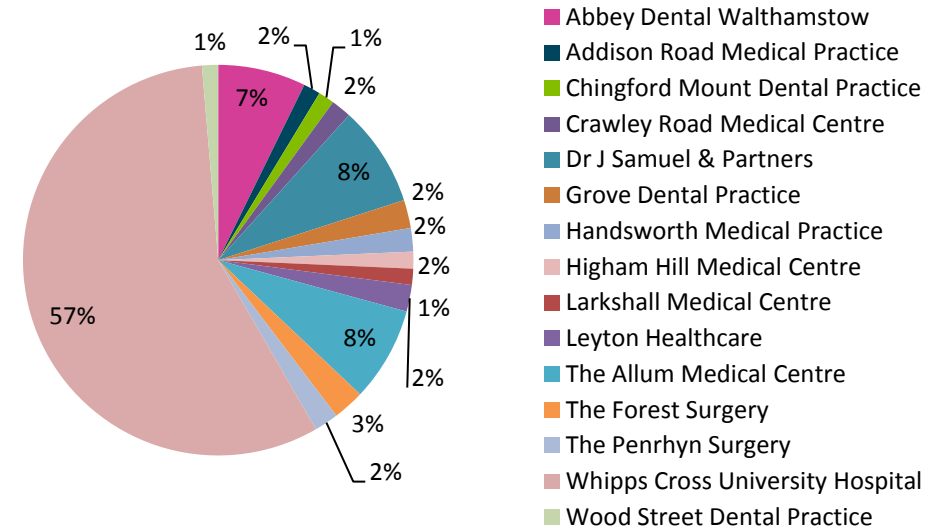
4. Trends: Which services are people most commenting on?



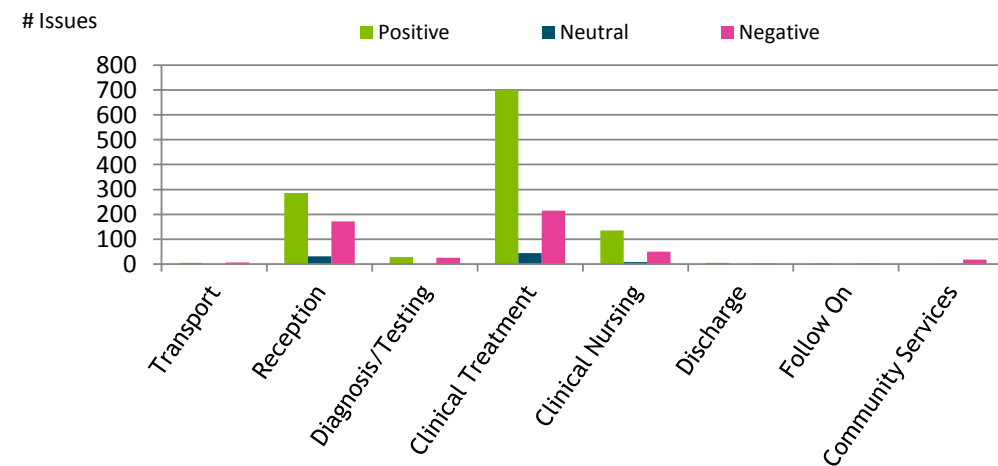
4.3 Services



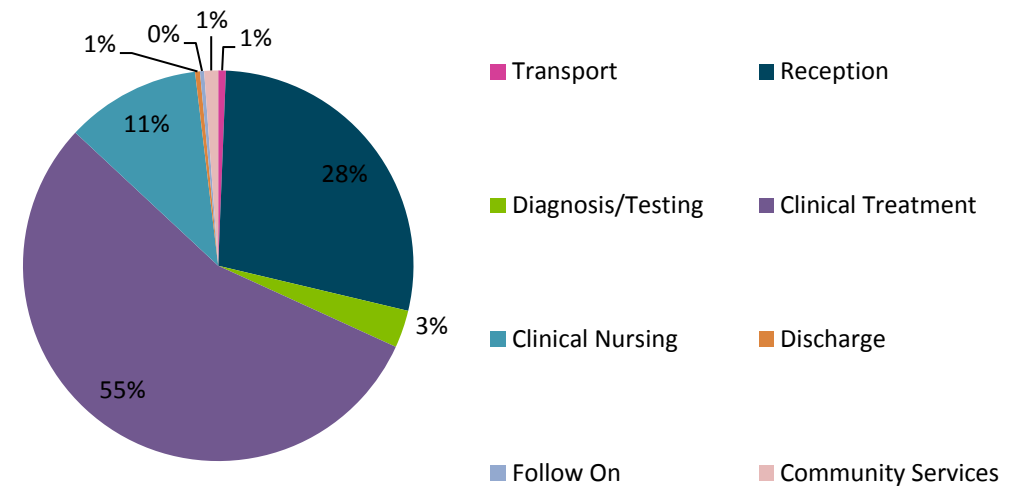
Services receiving the most comments overall



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



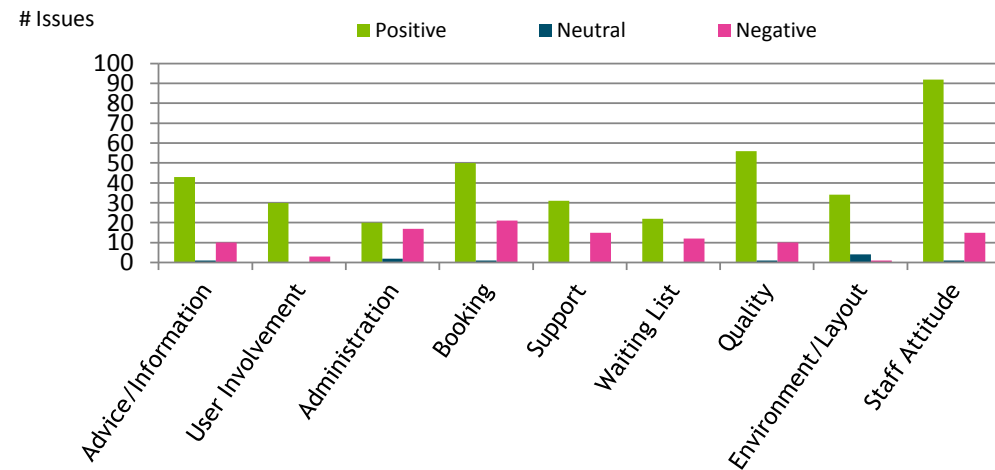
Care pathway locations



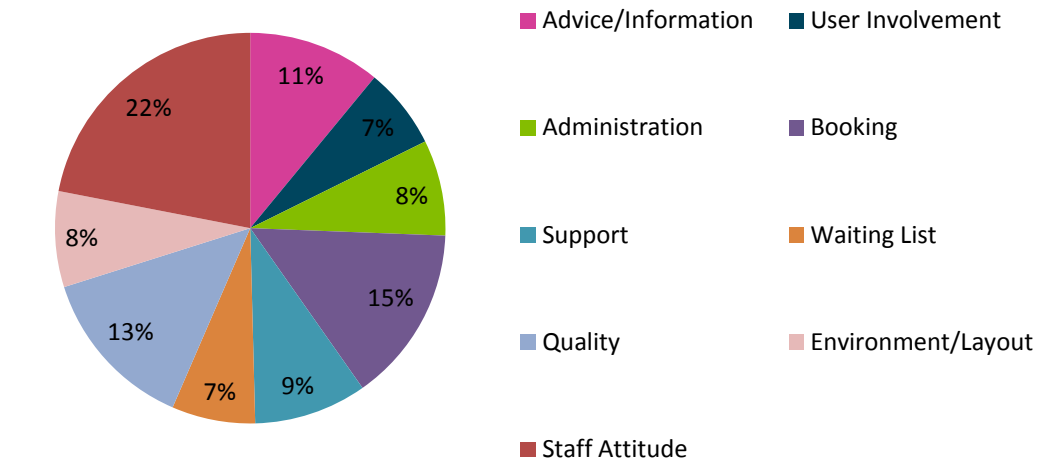
5. Trends: GP Services



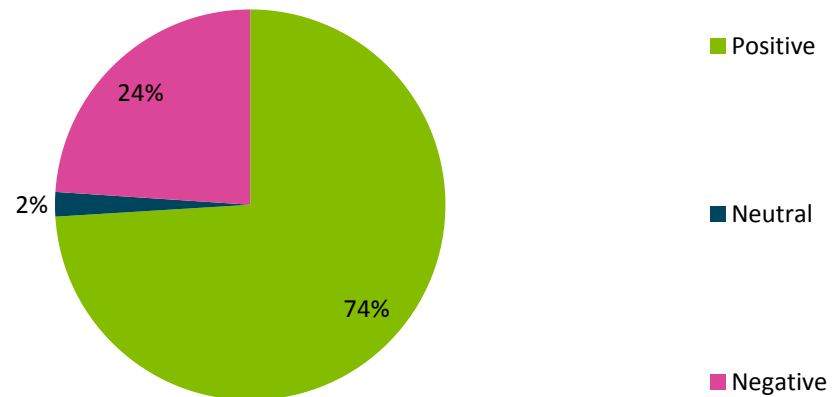
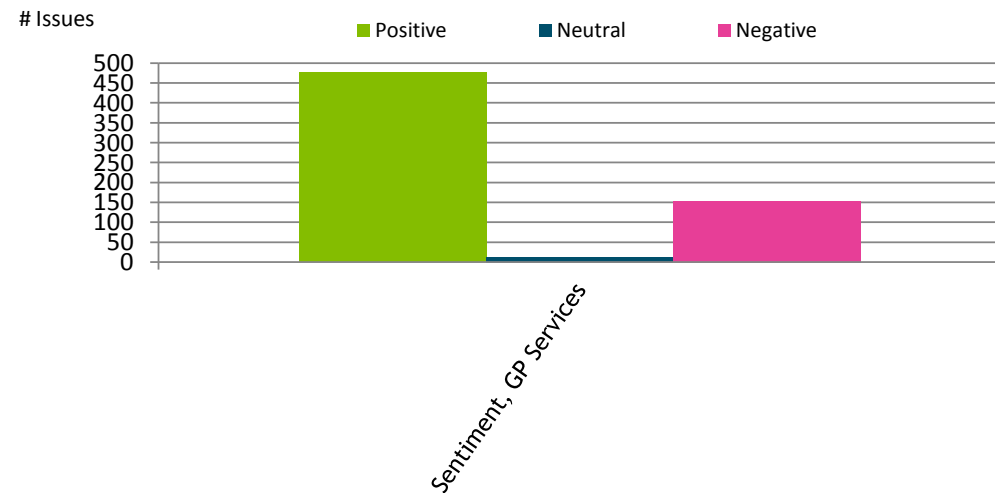
5.1 Trends, GP Services: 643 issues from 95 people



Issues receiving the most comments overall



5.2 Sentiment, GP Services

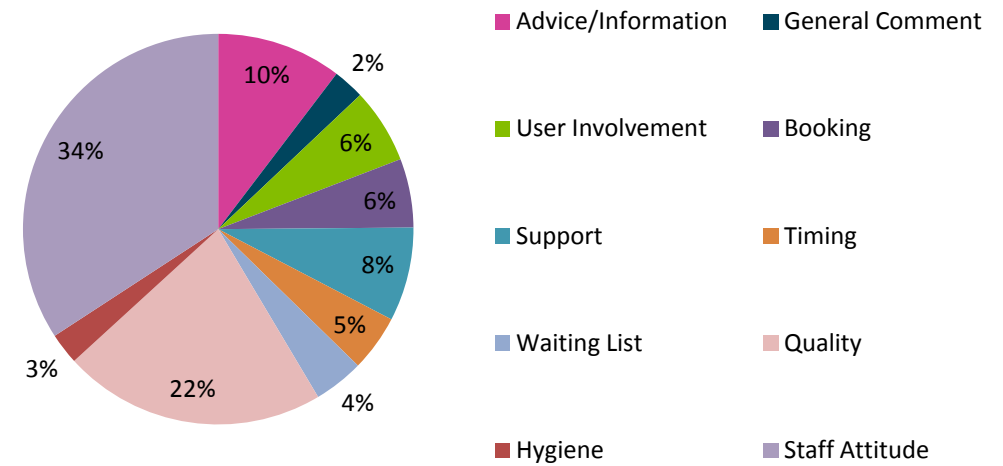
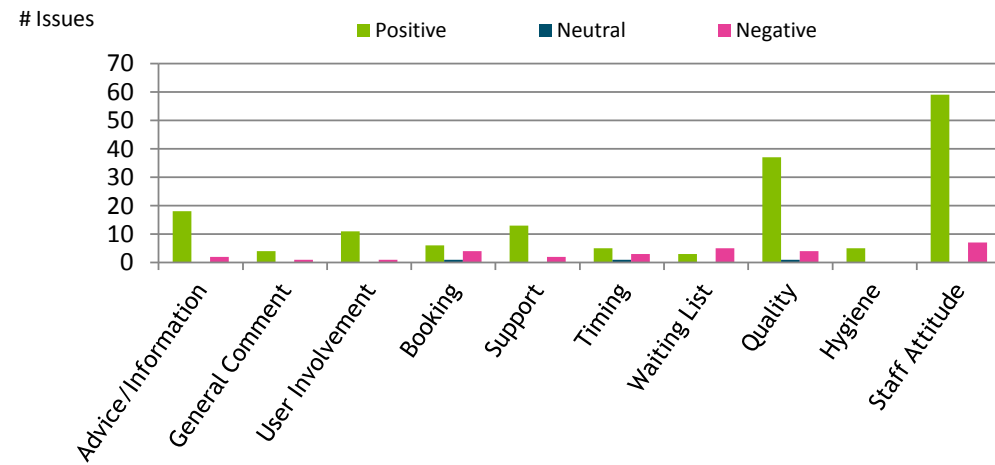


Quarterly Benchmark: 20% improvement on the previous quarter

5. Trends: Dentists

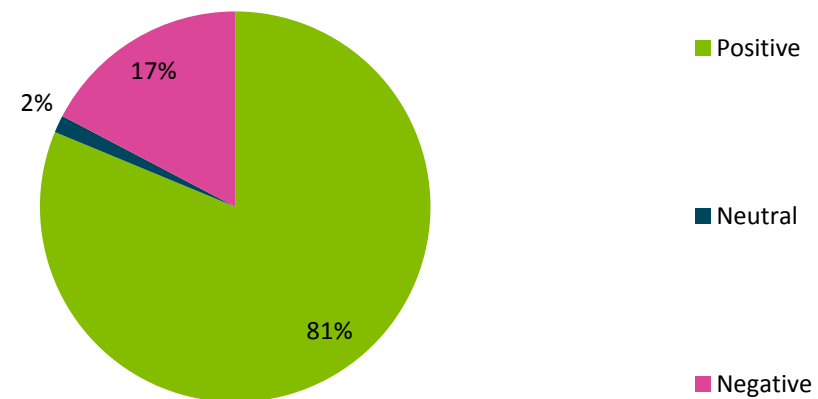
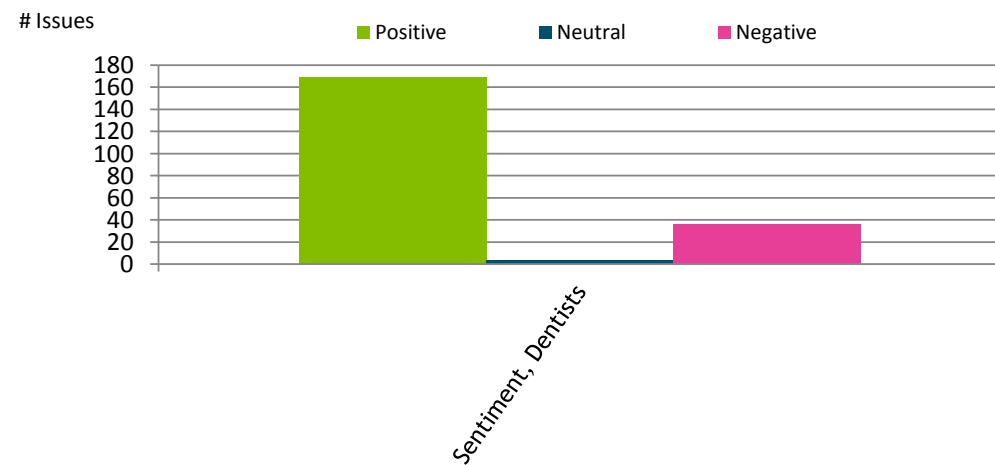


5.3 Trends, Dentists: 208 issues from 47 people



Issues receiving the most comments overall

5.4 Sentiment, Dentists

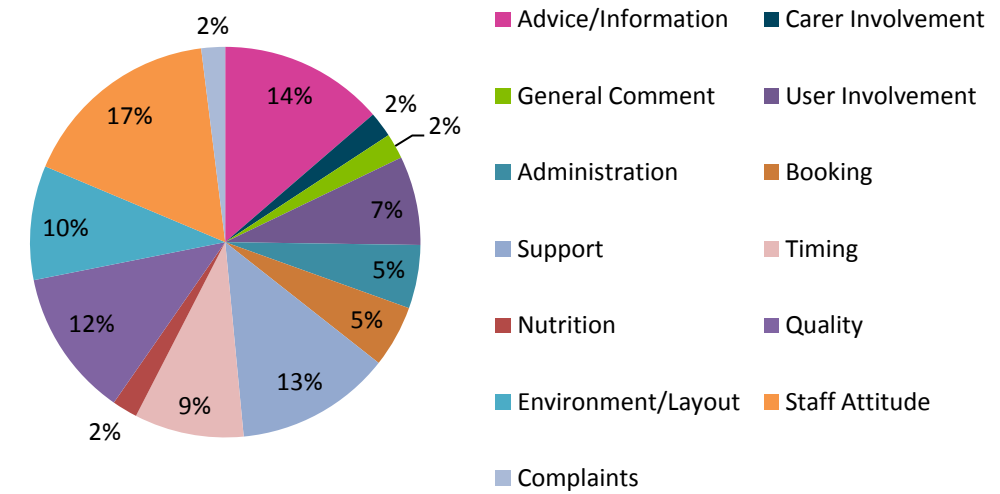
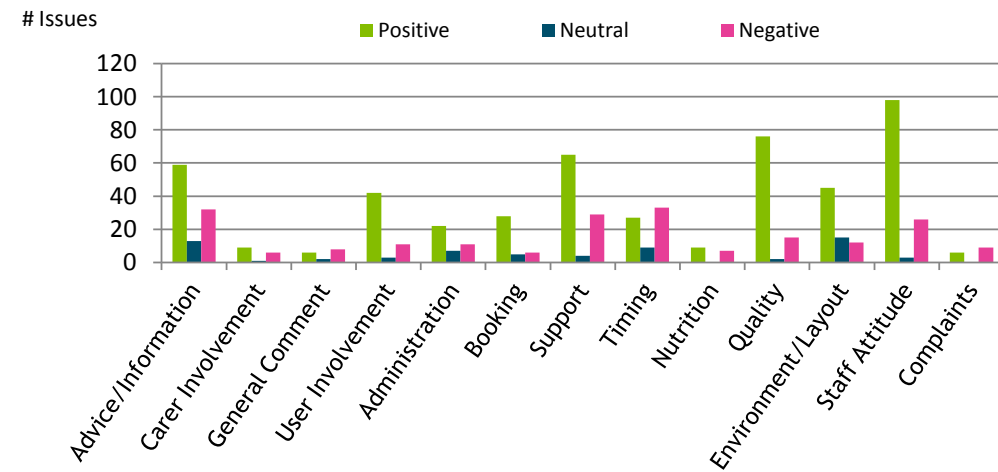


Quarterly Benchmark: 14% decline on the previous quarter

5. Trends: Whipps Cross University Hospital

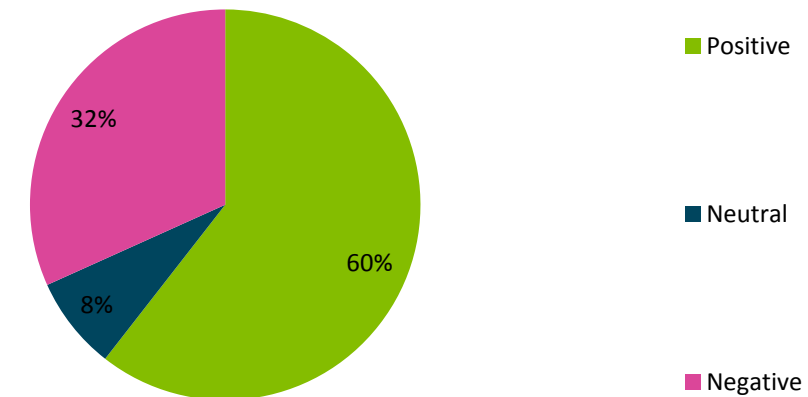
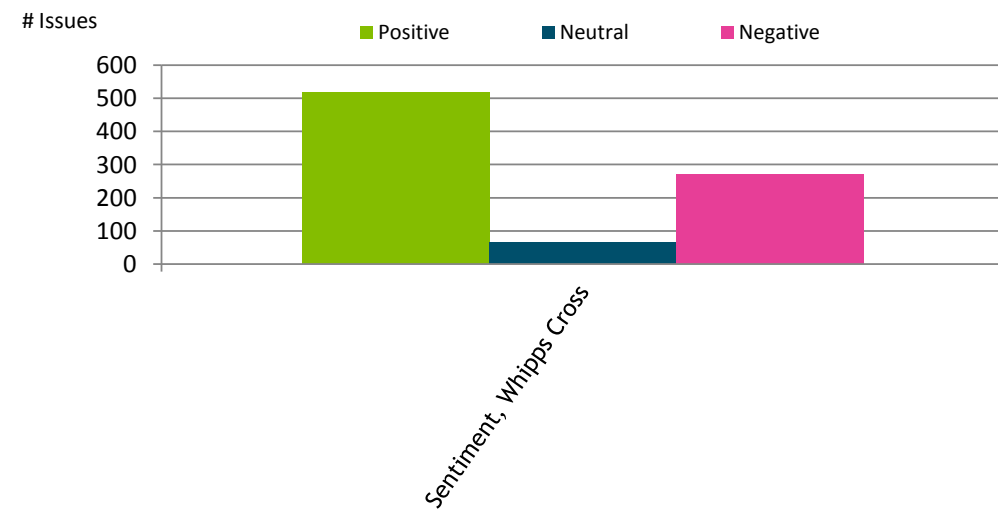


5.5 Trends, Whipps Cross University Hospital: 854 issues from 138 people



Issues receiving the most comments overall

5.6 Sentiment, Whipps Cross University Hospital

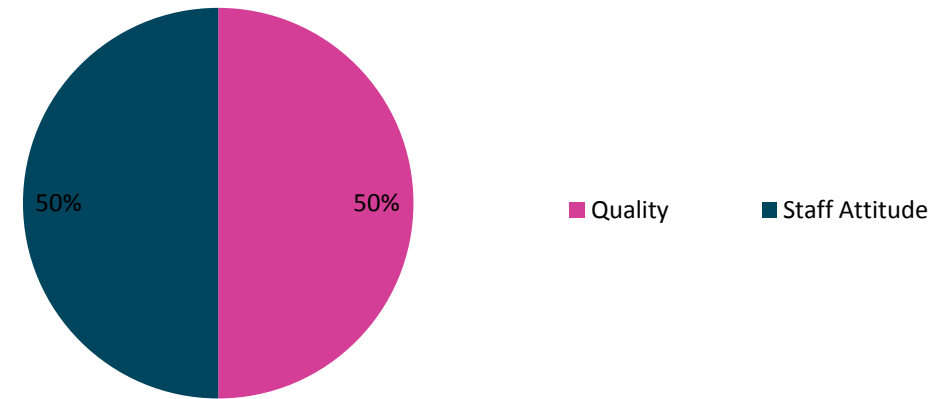
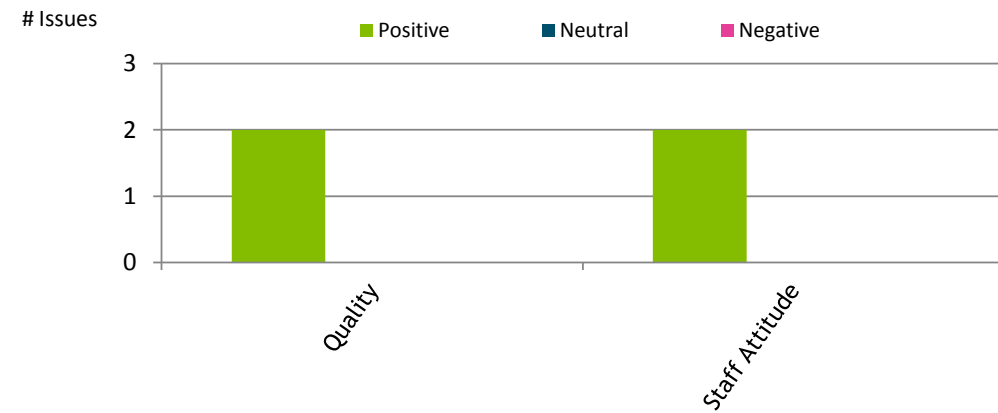


Quarterly Benchmark: 4% improvement on the previous quarter

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

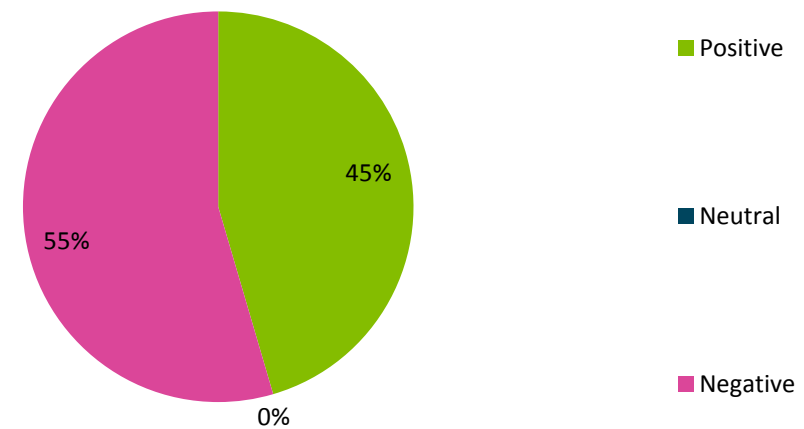
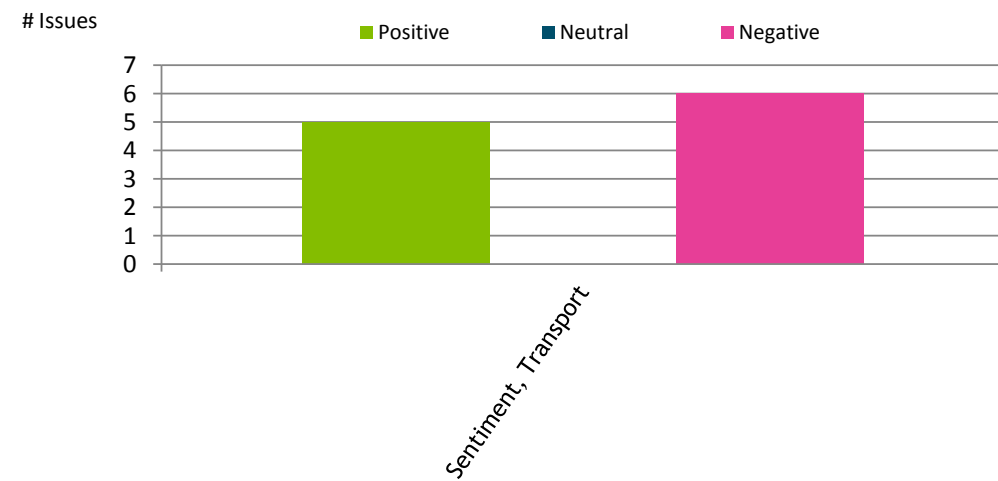


6.1 Trends, Transport (11 issues)



Issues receiving the most comments overall

6.2 Sentiment, Transport

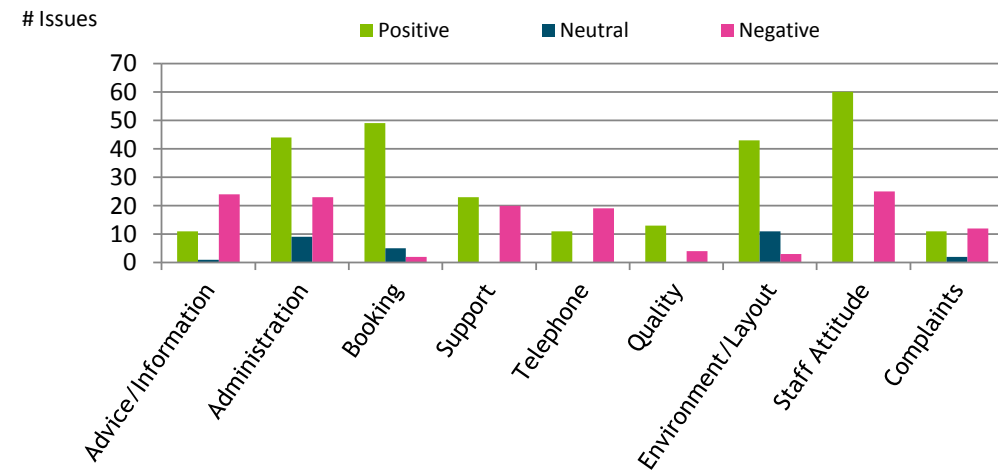


Quarterly Benchmark: N/A

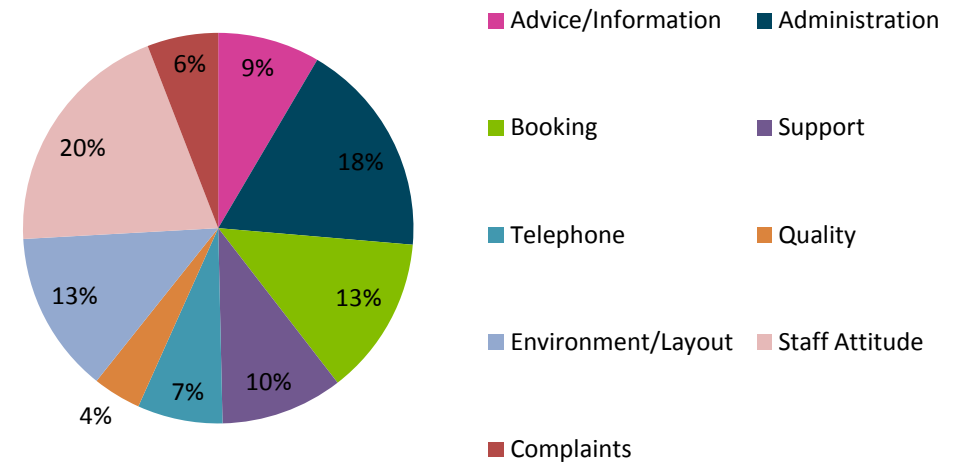
6. Care Pathway: Reception (reception services including back-office)



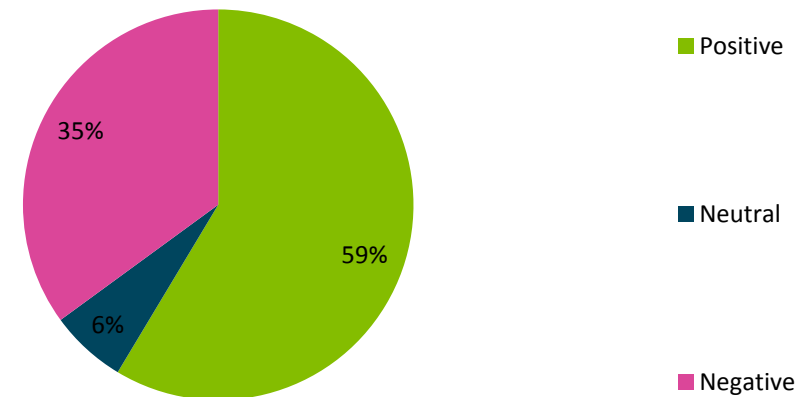
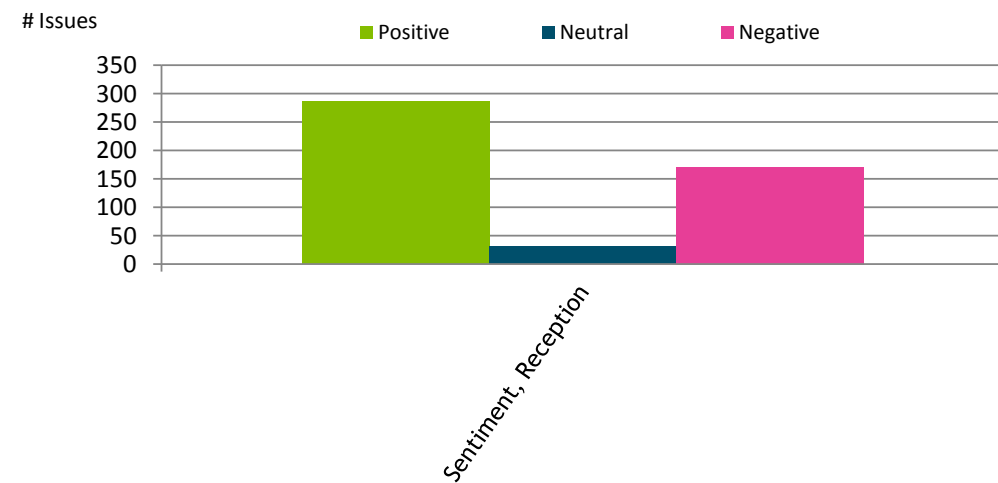
6.3 Trends, Reception (488 issues)



Issues receiving the most comments overall



6.4 Sentiment, Reception

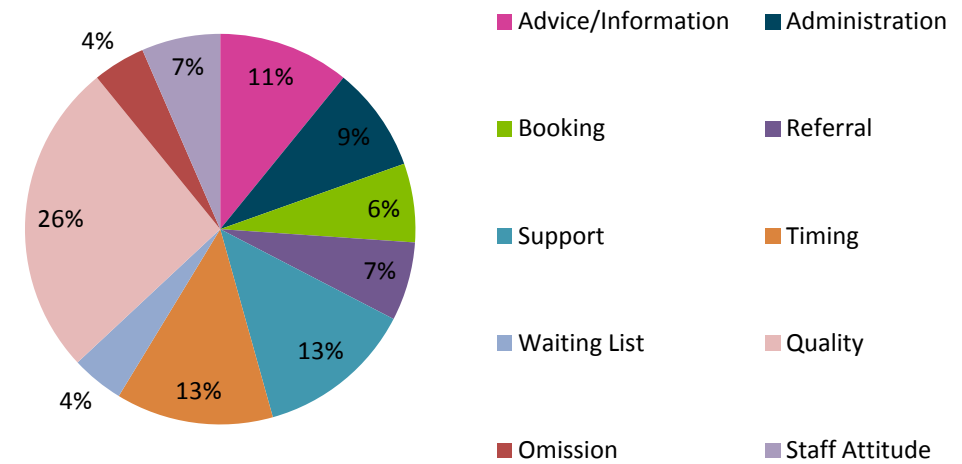
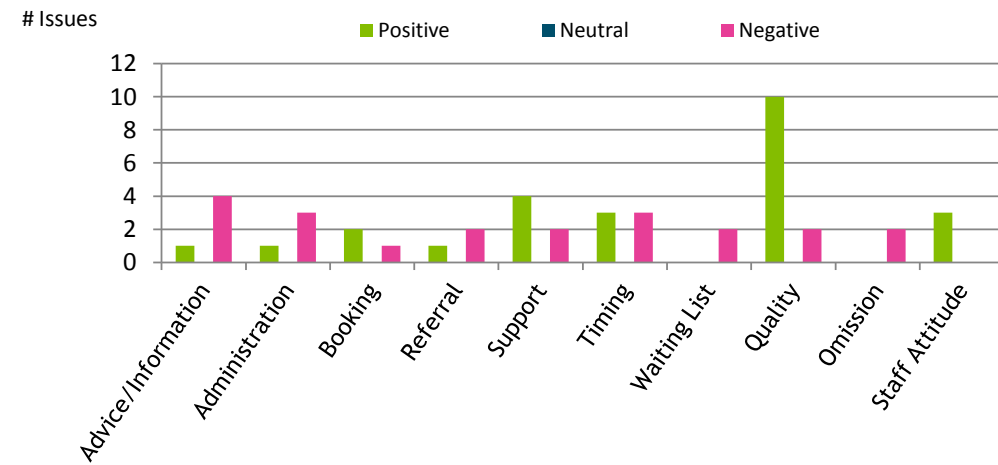


Quarterly Benchmark: 4% improvement on the previous quarter

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

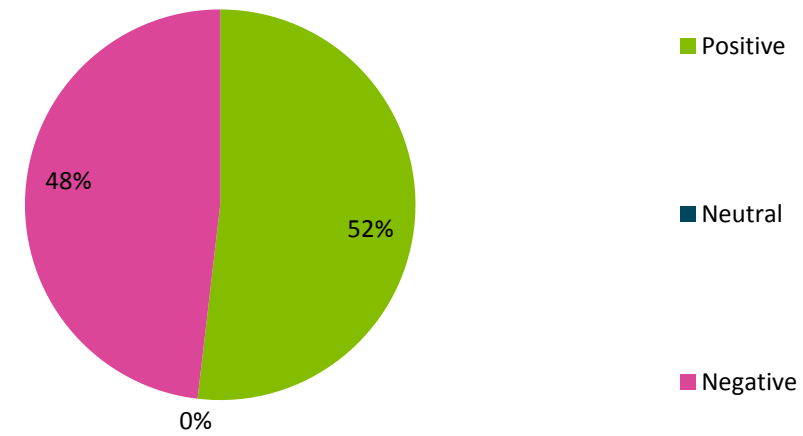
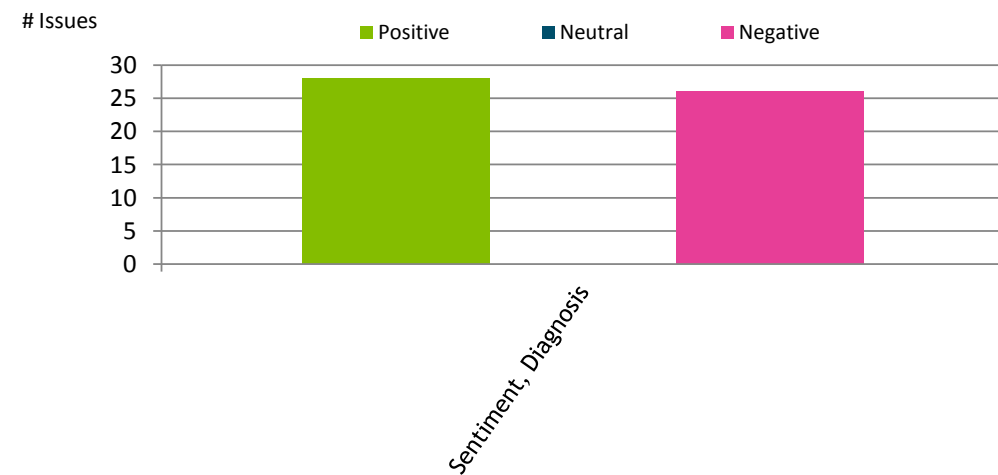


6.5 Trends, Diagnosis/Testing (54 issues)



Issues receiving the most comments overall

6.6 Sentiment, Diagnosis/Testing

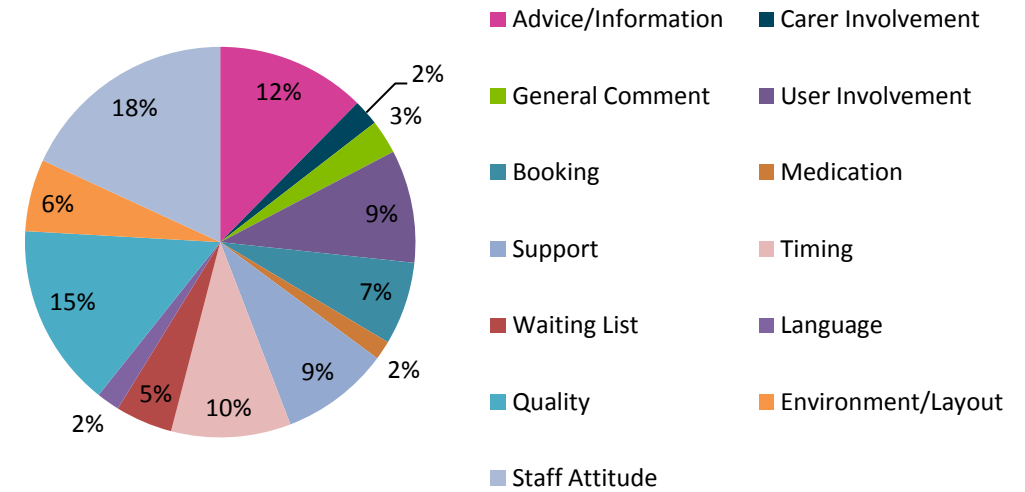
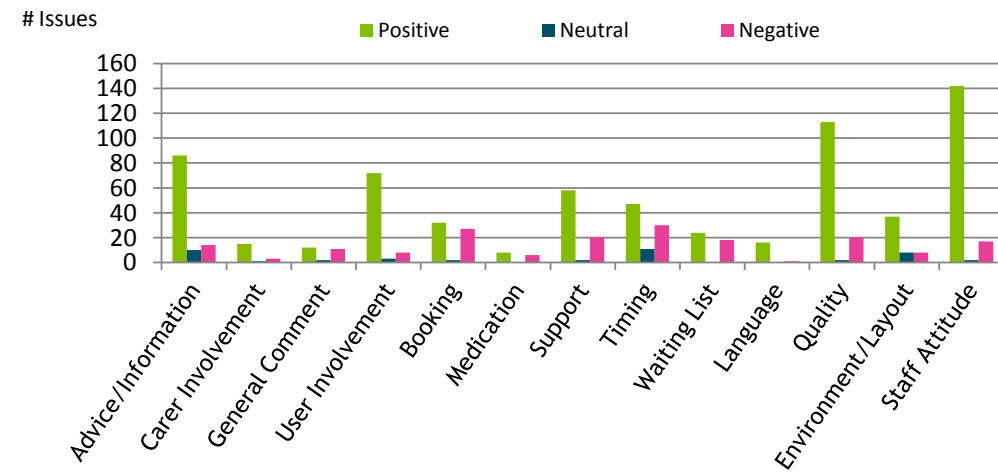


Quarterly Benchmark: 3% improvement on the previous quarter

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

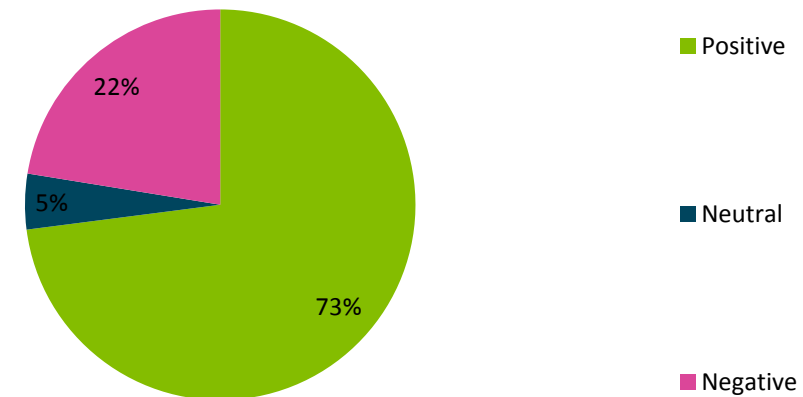
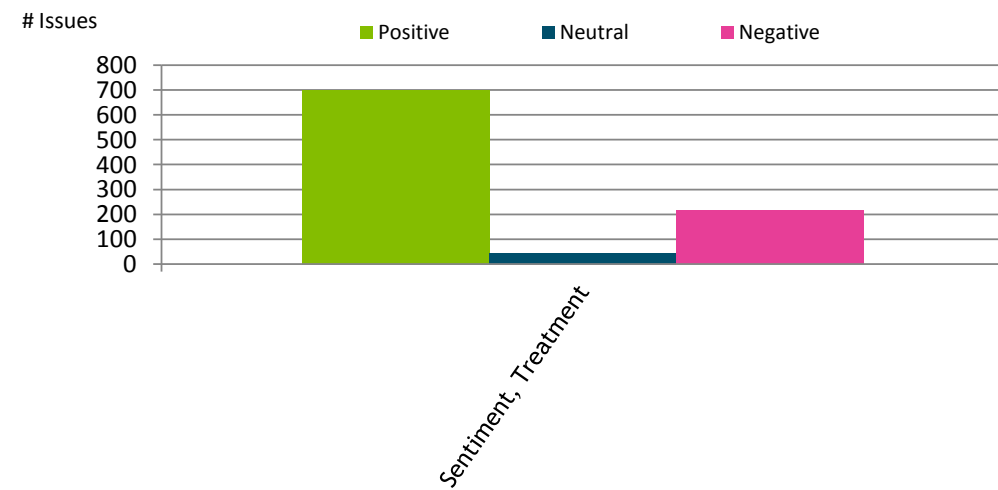


6.7 Trends, Clinical Treatment (958 issues)



Issues receiving the most comments overall

6.8 Sentiment, Clinical Treatment

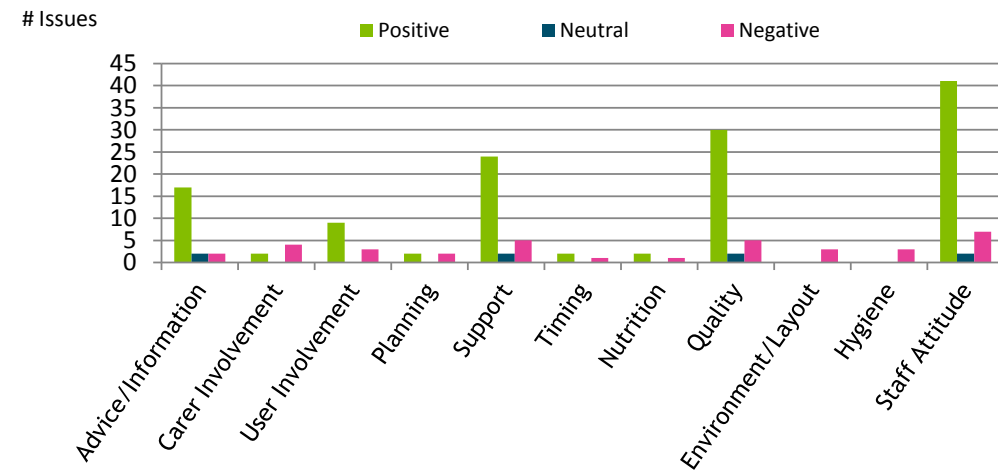


Quarterly Benchmark: 1% decline on the previous quarter

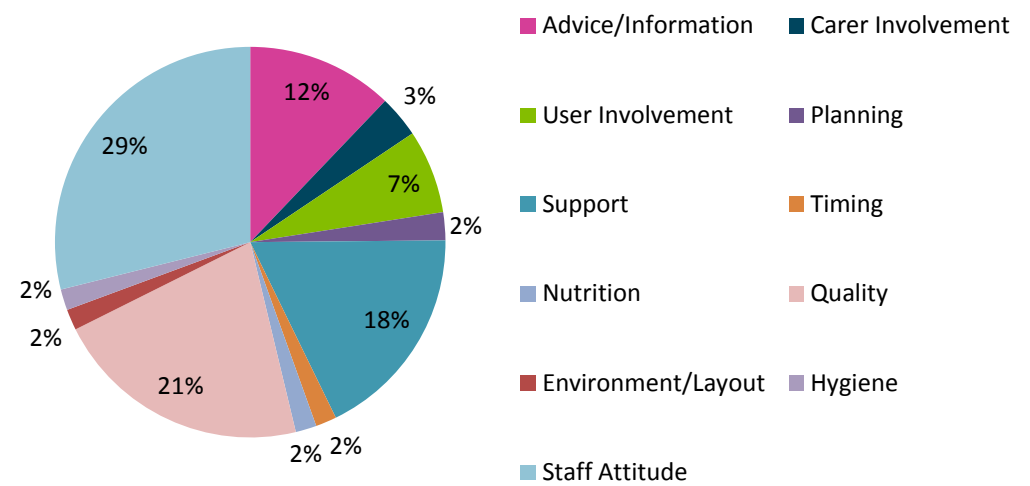
6. Care Pathway: Clinical Nursing (care provided by trained nurses)



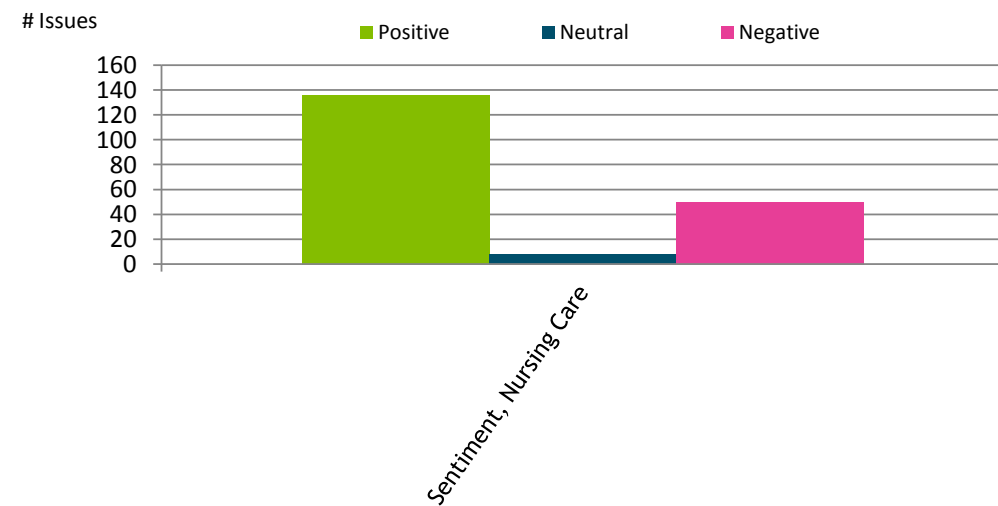
6.9 Trends, Clinical Nursing (194 issues)



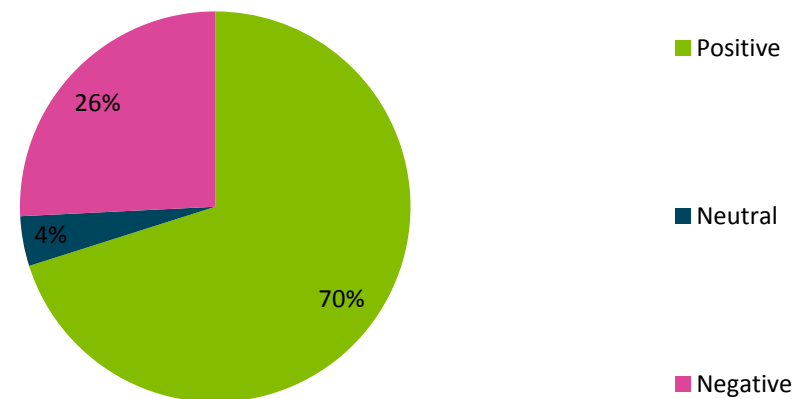
Issues receiving the most comments overall



6.10 Sentiment, Clinical Nursing



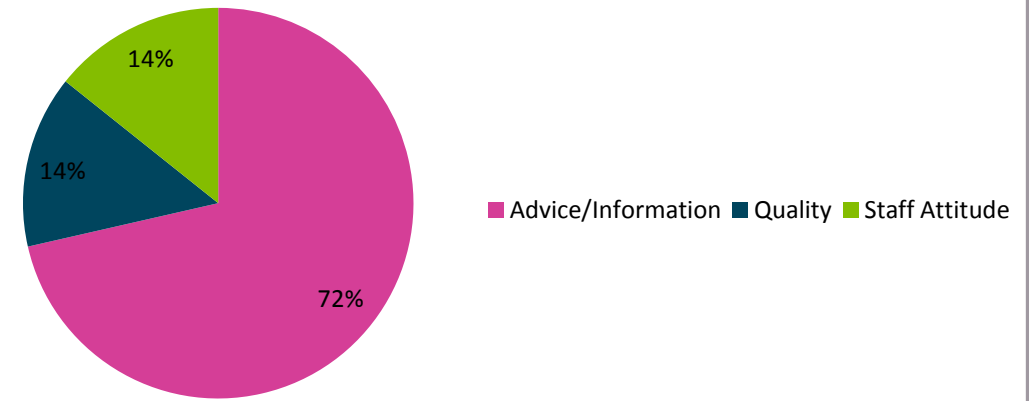
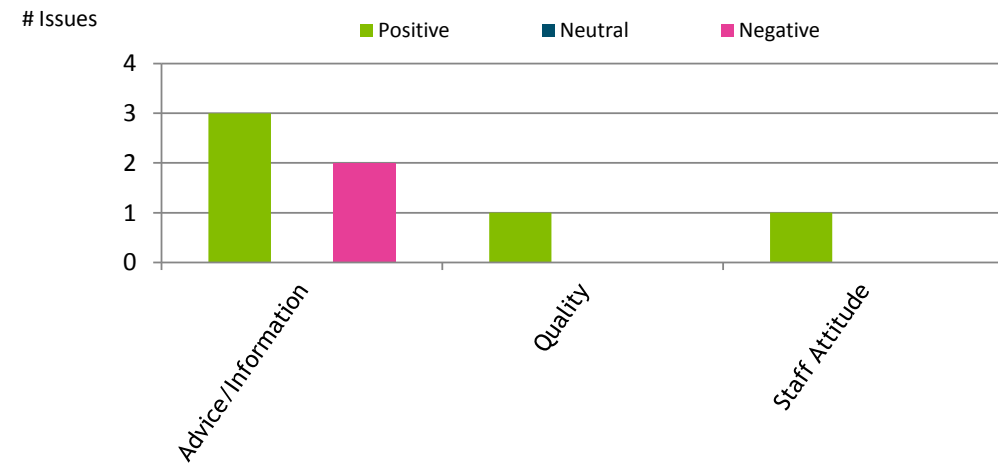
Quarterly Benchmark: 1% decline on the previous quarter



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

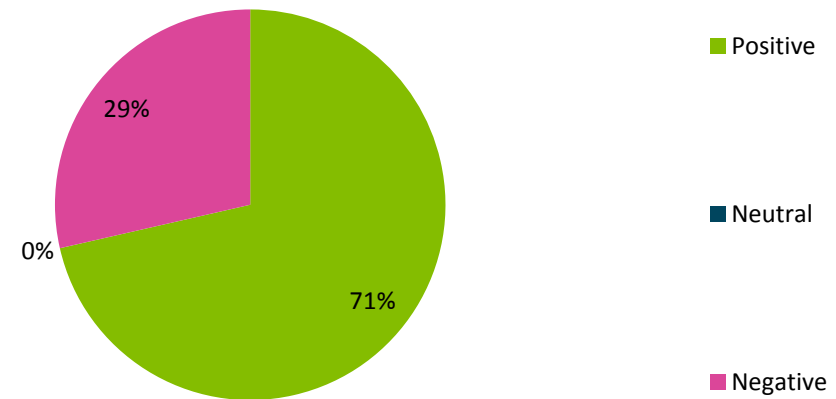
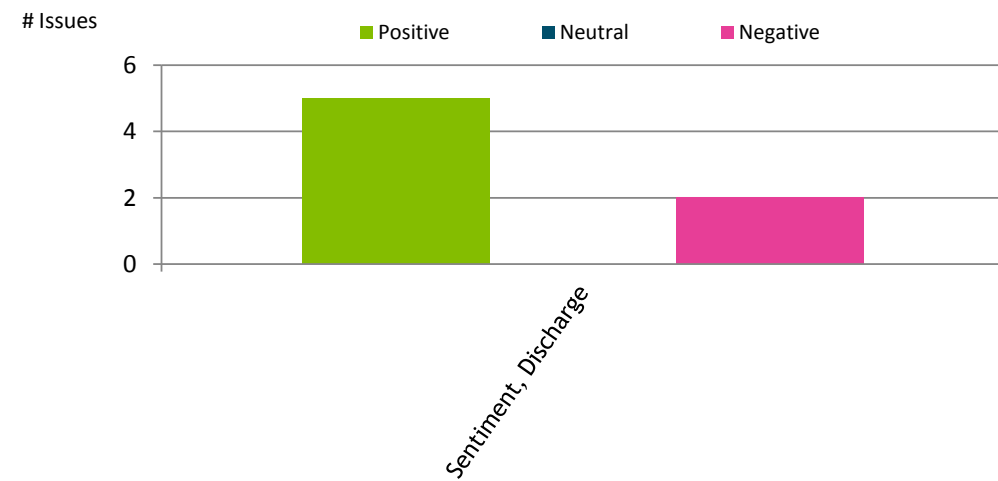


6.11 Trends, Discharge (7 issues)



Issues receiving the most comments overall

6.12 Sentiment, Discharge

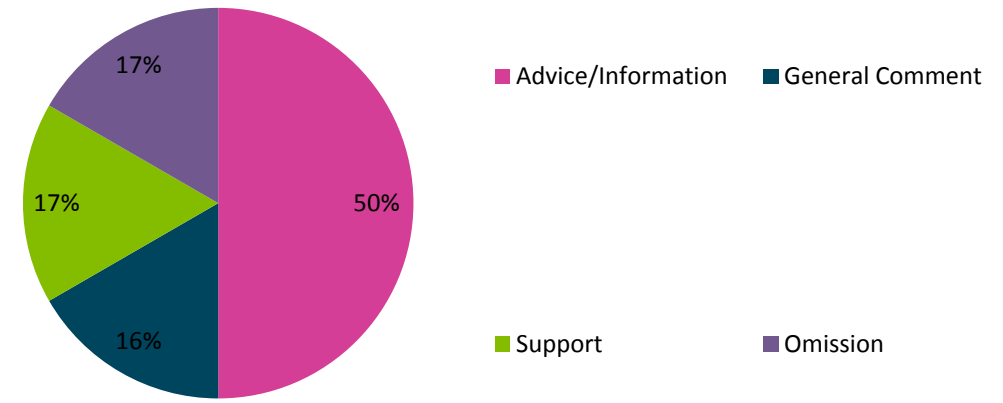
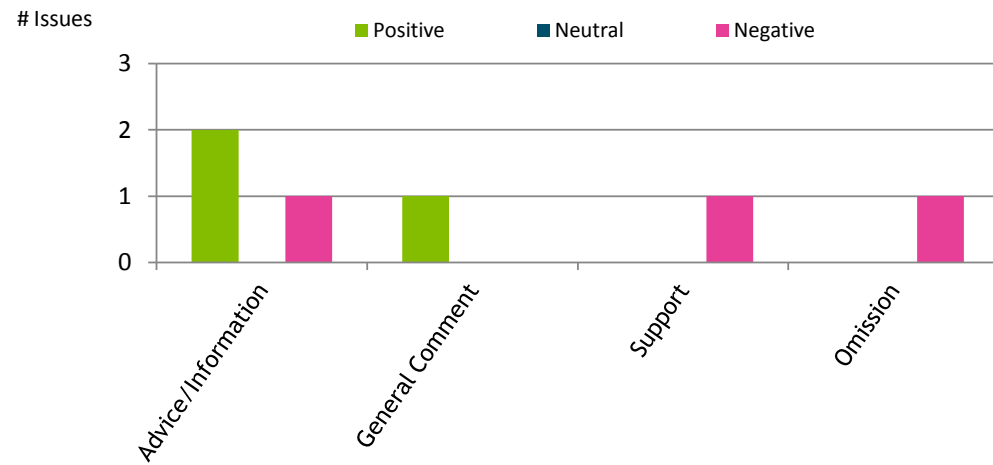


Quarterly Benchmark: N/A

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

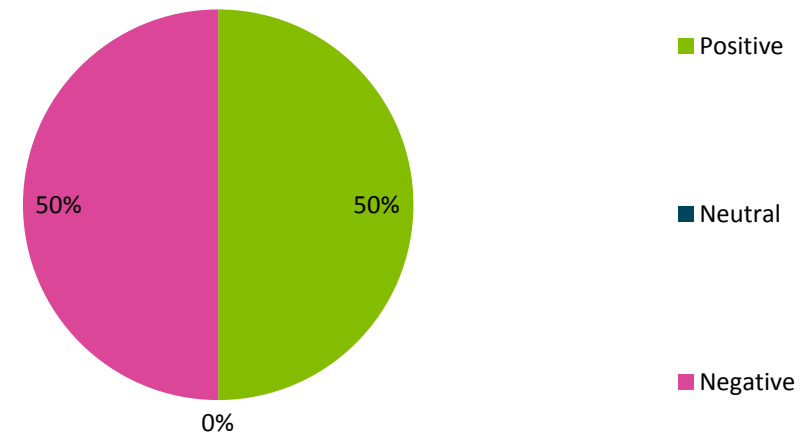
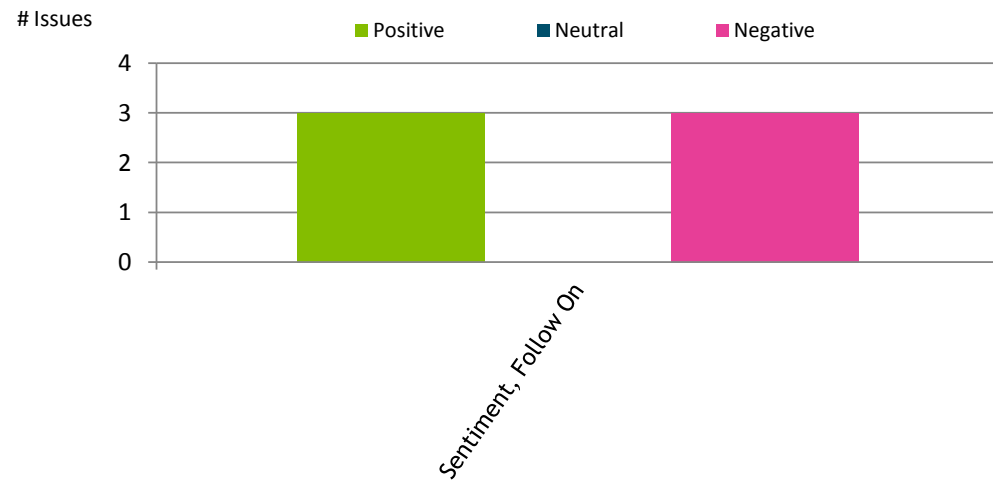


6.13 Trends, Follow On (6 issues)



Issues receiving the most comments overall

6.14 Sentiment, Follow On

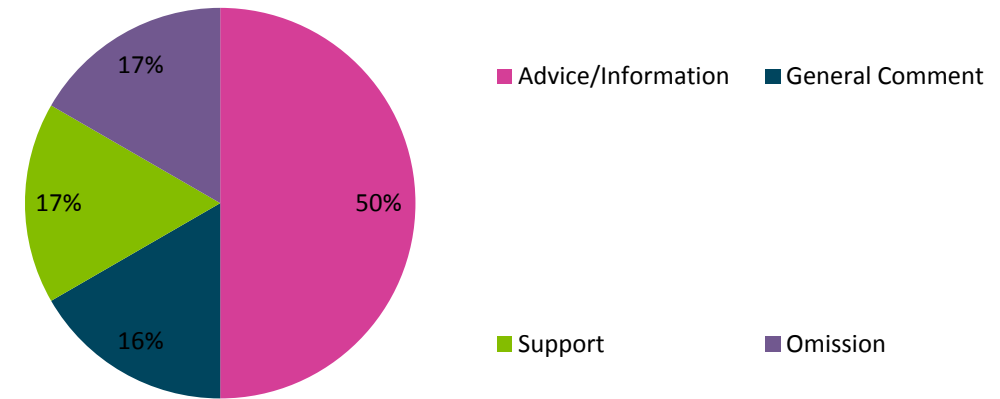
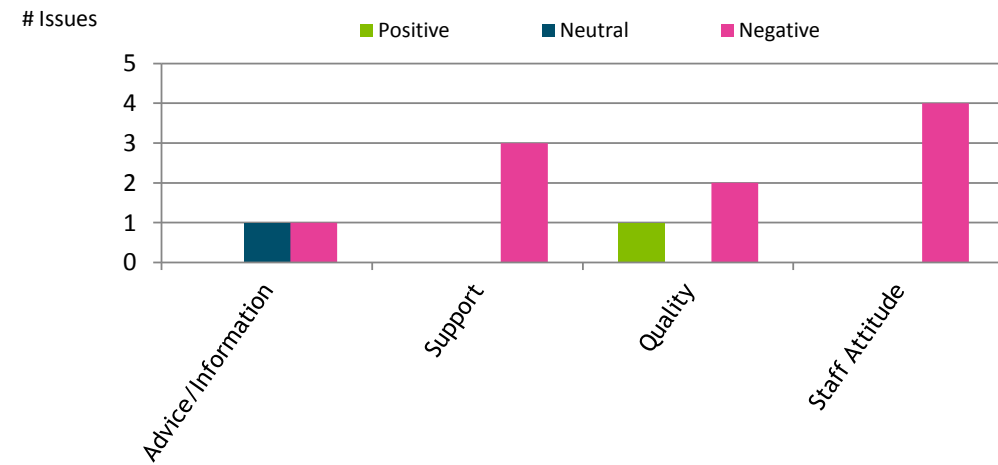


Quarterly Benchmark: N/A

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

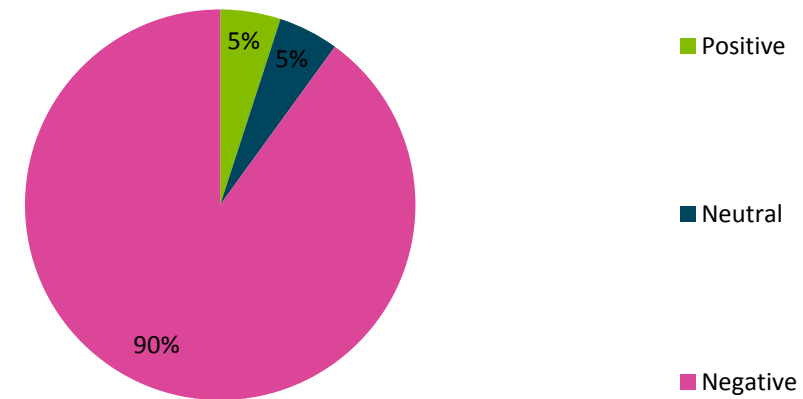
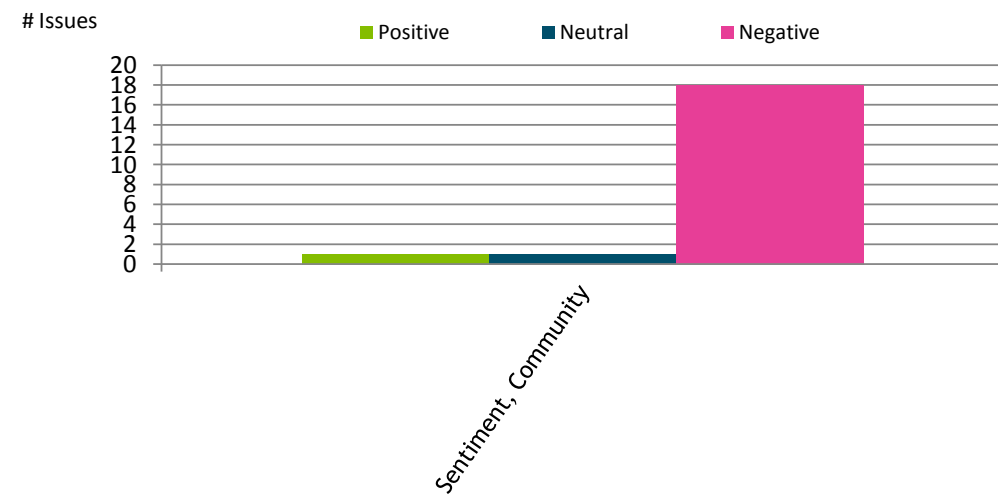


6.15 Trends, Community (20 issues)



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 & involvement.</i>
Page 3, Figure 2.1	<i>Top issues: Some people comment on long waiting times and poor telephone access.</i>
Page 3, Figure 2.2	<i>Medical Conditions: Sentiment on Dentistry, Older People's Health and Children's Health is clearly positive, according to comments.</i>
Page 4, Figure 3.2	<i>Sentiment: Around two thirds of comments on communication, involvement and support are positive.</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 marginally positive, according to comments.</i>
Page 7, Figure 4.3	<i>Top Services: Dr DJ Samuel, Abbey Dental and Allum Medical Centre receive a notable volume of positive comments.</i>
Page 7, Figure 4.3	<i>Top Services: Comments suggest sentiment at Whipps Cross University Hospital is broadly 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 is marginally positive.</i>
Page 8, Figure 5.1	<i>GP Services: The majority of people experience caring, professional services, with good levels of communication & involvement.</i>
Page 8, Figure 5.1	<i>GP Services: Most patients are satisfied with the ability to obtain urgent care (extended access) appointments.</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 involvement.</i>
Page 10, Figure 5.5	<i>Whipps Cross University Hospital: Waiting times and communication are cited as an issue.</i>
Page 12, Figure 6.3	<i>Reception: The majority of people experience caring, professional services, however some would like to be more supported.</i>
Page 12, Figure 6.3	<i>Reception: Comments about telephone access and communication are broadly negative.</i>
Page 12, Figure 6.3	<i>Reception: On urgent care services, patients are broadly complimentary about reception booking and overall layout.</i>
Page 14, Figure 6.7	<i>Treatment: The majority of people experience caring, professional services, with good levels of support, communication & 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>	120	14	48	182
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	17	1	9	27
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	15	3	12	30
	User Involvement	<i>Involvement of the service user.</i>	83	3	15	101
Systems	Administration	<i>Administrative processes and delivery.</i>	45	9	28	82
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	0	0	0	0
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	84	7	31	122
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	3	3
	Data Protection	<i>General data protection (including GDPR).</i>	1	0	0	1
	Referral	<i>Referral to a service.</i>	7	0	3	10
	Medical Records	<i>Management of medical records.</i>	0	1	3	4
	Medication	<i>Prescription and management of medicines.</i>	12	0	11	23
	Opening Times	<i>Opening times of a service.</i>	1	1	2	4
	Planning	<i>Leadership and general organisation.</i>	11	0	7	18
	Registration	<i>Ability to register for a service.</i>	0	0	2	2
	Support	<i>Levels of support provided.</i>	109	4	52	165
	Telephone	<i>Ability to contact a service by telephone.</i>	11	0	19	30
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	52	11	42	105
Waiting List	<i>Length of wait while on a list.</i>	25	0	20	45	
Values	Choice	<i>General choice.</i>	6	0	3	9
	Cost	<i>General cost.</i>	2	0	4	6
	Language	<i>Language, including terminology.</i>	17	0	1	18
	Nutrition	<i>Provision of sustenance.</i>	11	0	8	19
	Privacy	<i>Privacy, personal space and property.</i>	1	0	5	6
	Quality	<i>General quality of a service, or staff.</i>	170	4	33	207
	Sensory	<i>Deaf/blind or other sensory issues.</i>	1	0	1	2
	Stimulation	<i>General stimulation, including access to activities.</i>	2	0	4	6

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>	2	0	0	2
	Environment/Layout	<i>Physical environment of a service.</i>	80	19	15	114
	Equipment	<i>General equipment issues.</i>	0	1	7	8
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	5	5
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	12	0	7	19
	Mobility	<i>Physical mobility to, from and within services.</i>	1	0	5	6
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	1	1
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	6	6
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	2	2
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	249	4	53	306
	Complaints	<i>Ability to log and resolve a complaint.</i>	15	2	14	31
	Staff Training	<i>Training of staff.</i>	0	0	1	1
	Staffing Levels	<i>General availability of staff.</i>	1	0	9	10
Total:			1163	84	491	1738