



Experience of Whipps Cross University Hospital

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 Whipps Cross University Hospital.

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 - 31 Patient Journey

In this section, we look at the patient journey (or 'care pathway').

We also examine the most popular hospital departments.



Page 32 Summary

This section summarises findings, in brief.



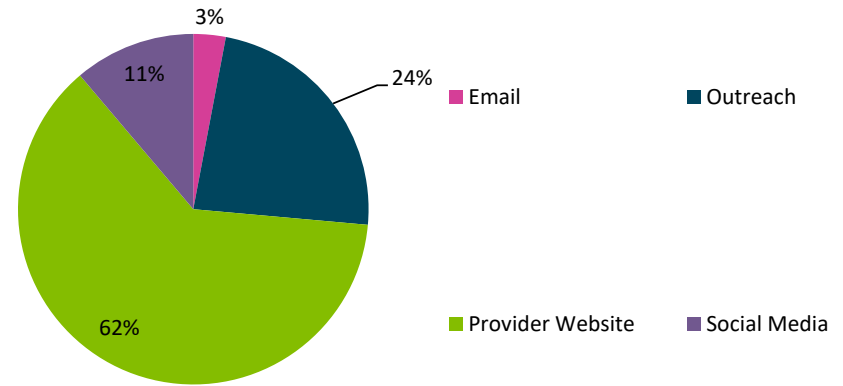
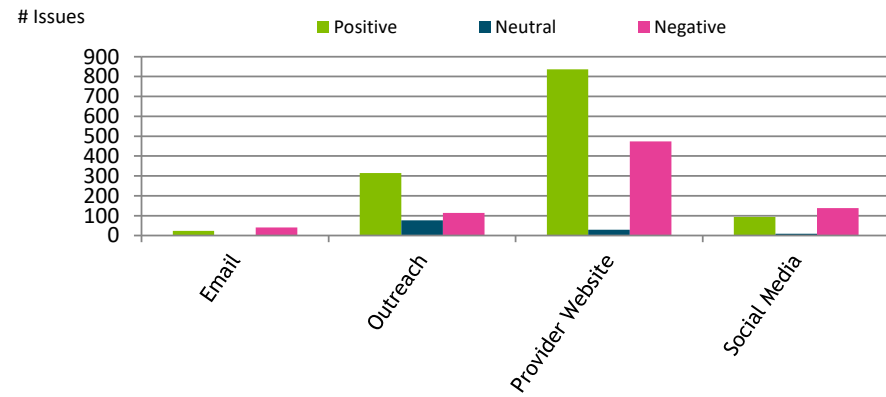
Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

Report compiled on 23 January 2019, to cover the period 1 January 2018 - 31 December 2018.

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

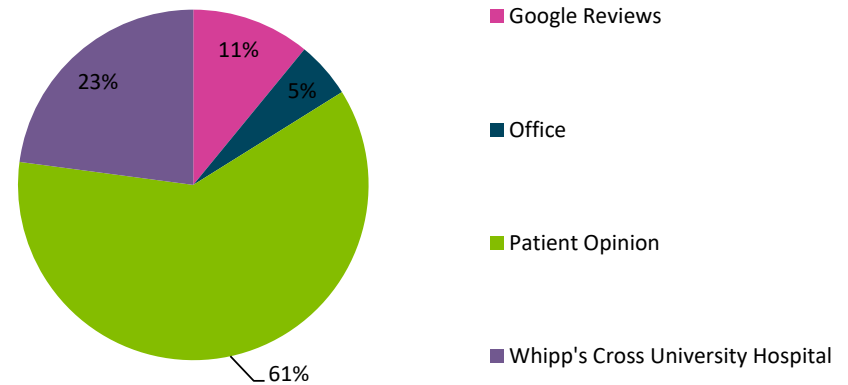
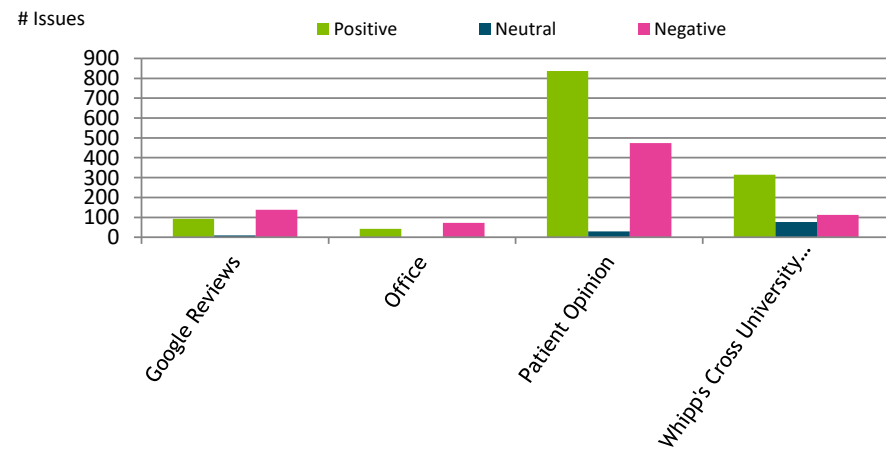


1.1 Source



Sources providing the most comments overall

1.2 Origin

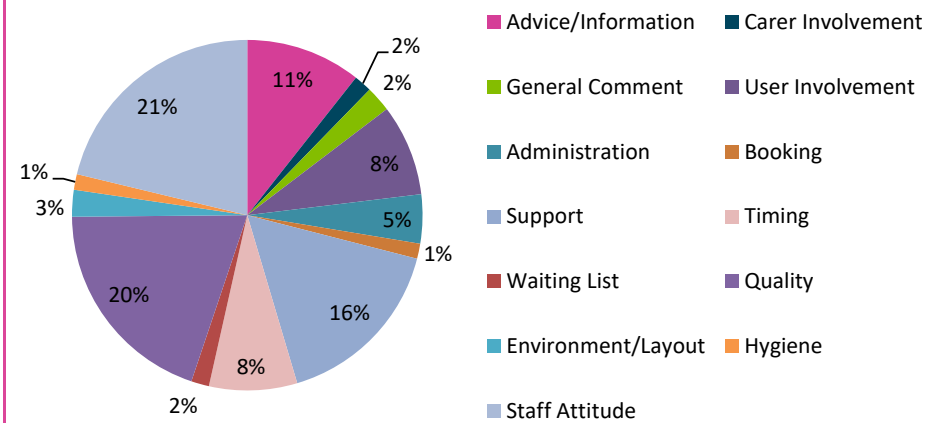
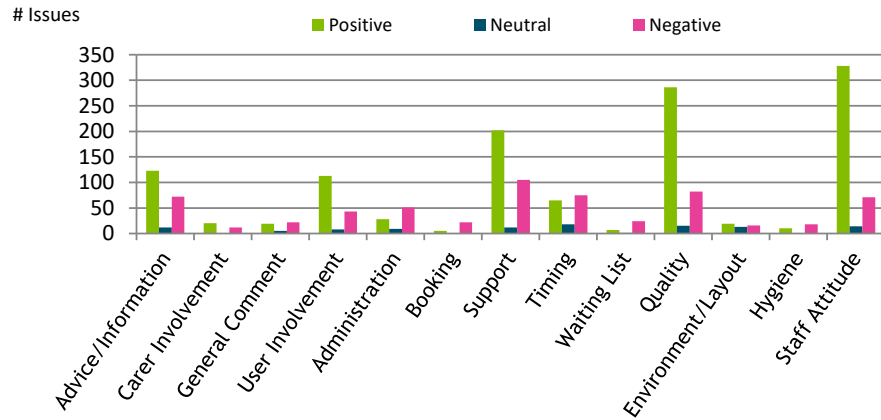


Origins providing the most comments overall

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

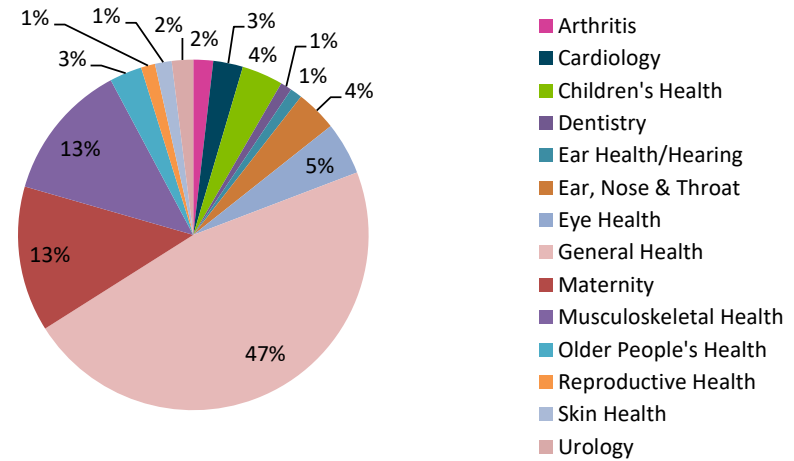
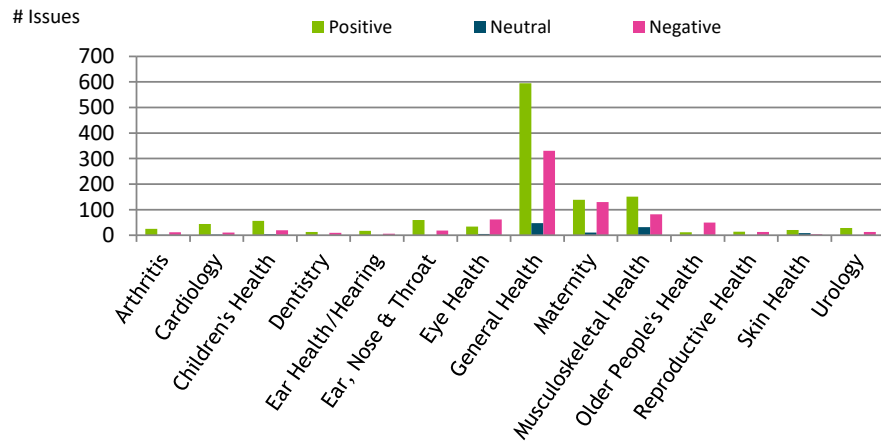


2.1 Service aspects: 2196 issues from 391 people



Issues receiving the most comments overall. See page 33 for issue descriptions.

2.2 Stated medical conditions

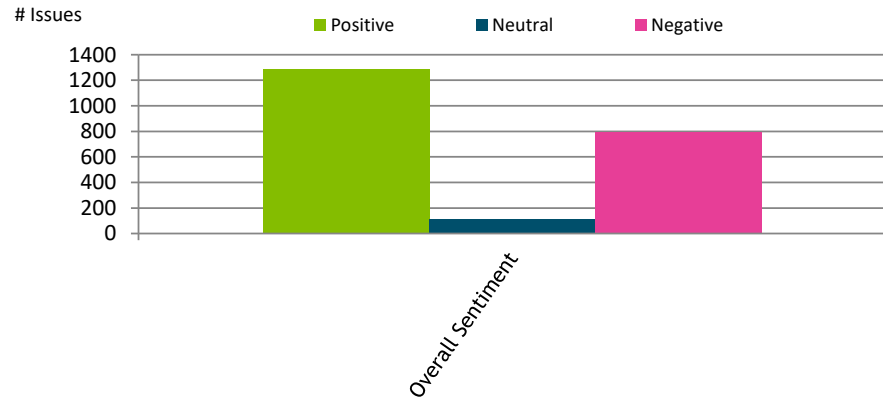


Medical conditions receiving the most comments overall

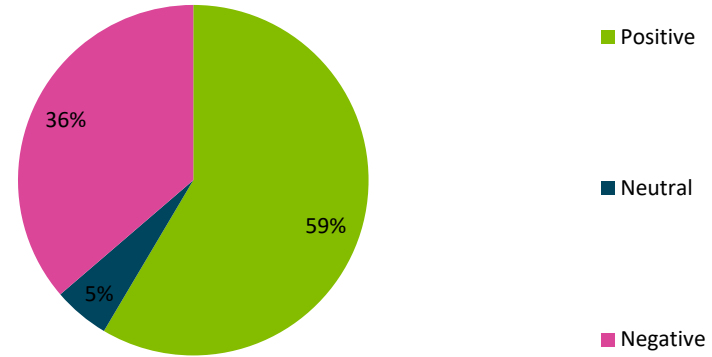
3. Sentiment: How do people feel about the service?



3.1 How do people feel as a whole?

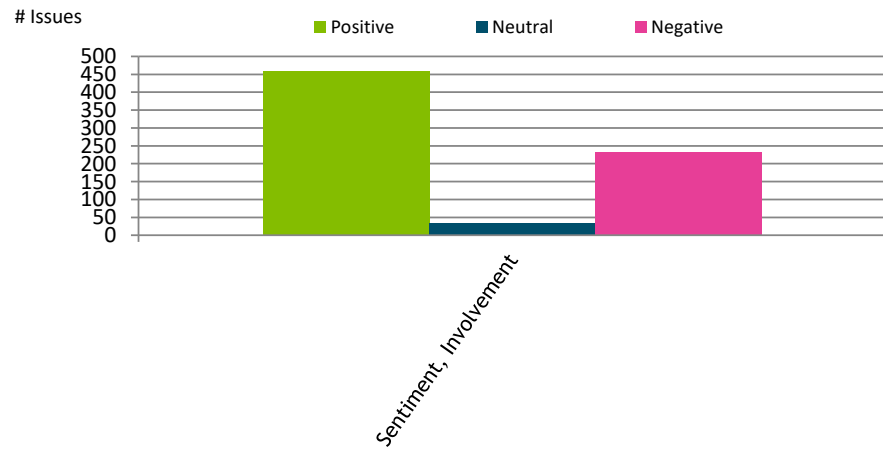


Quarterly Benchmark: *No change on the previous quarter*

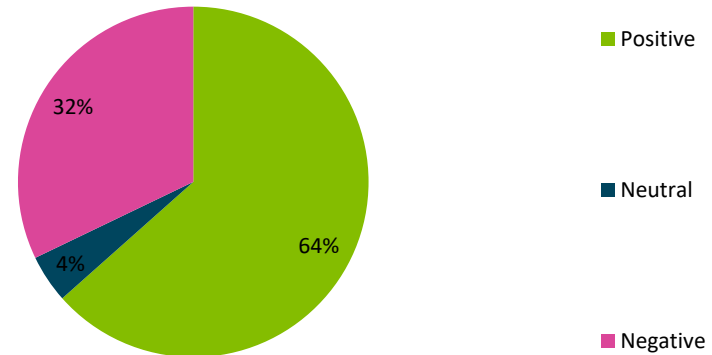


East London Average: 54% Positive

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



Quarterly Benchmark: *1% improvement on the previous quarter*

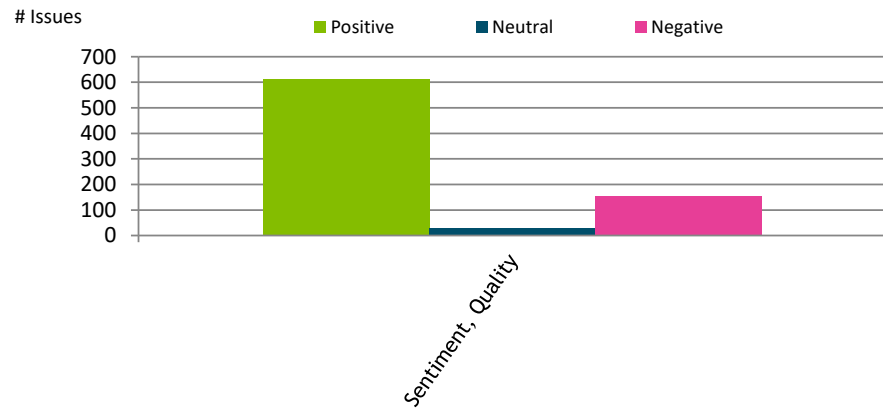


East London Average: 55% Positive

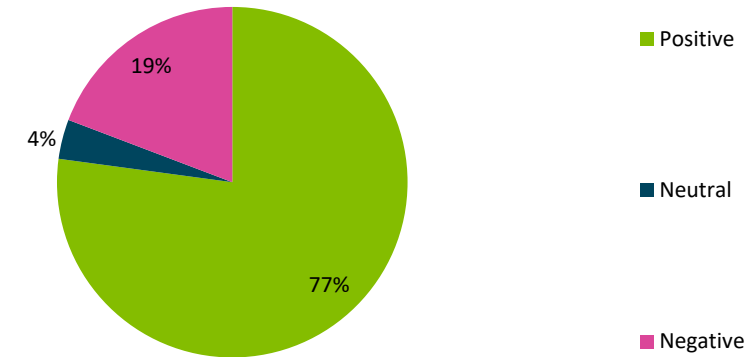
3. Sentiment: How do people feel about the service?



3.3 How do people feel about general quality and empathy?

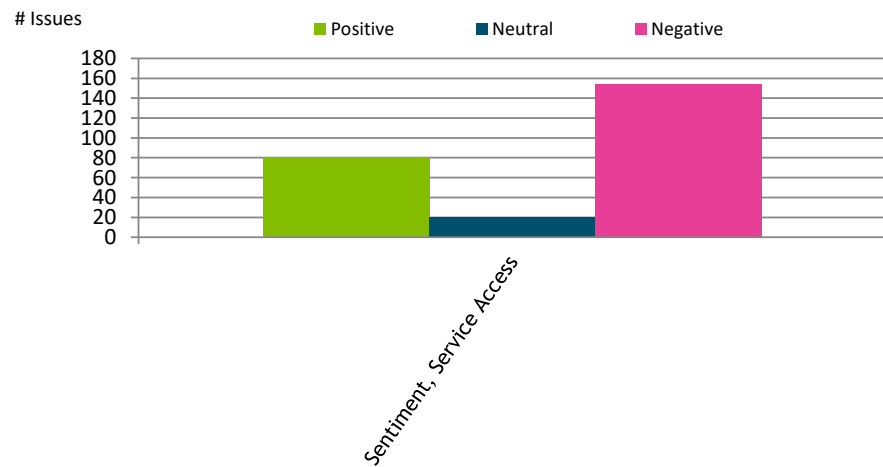


Quarterly Benchmark: 2% decline on the previous quarter

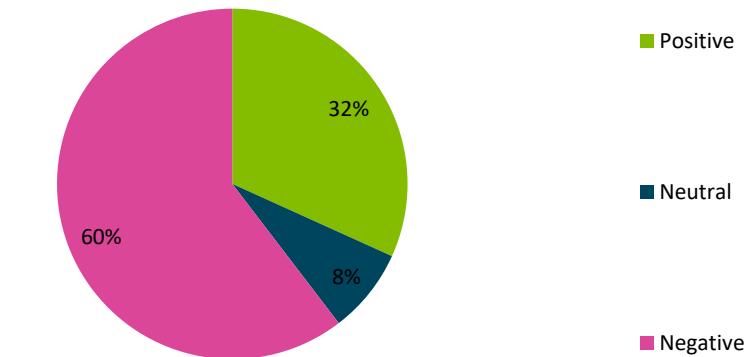


East London Average: 78% Positive

3.4 How do people feel about general access to services?



Quarterly Benchmark: 2% decline on the previous quarter

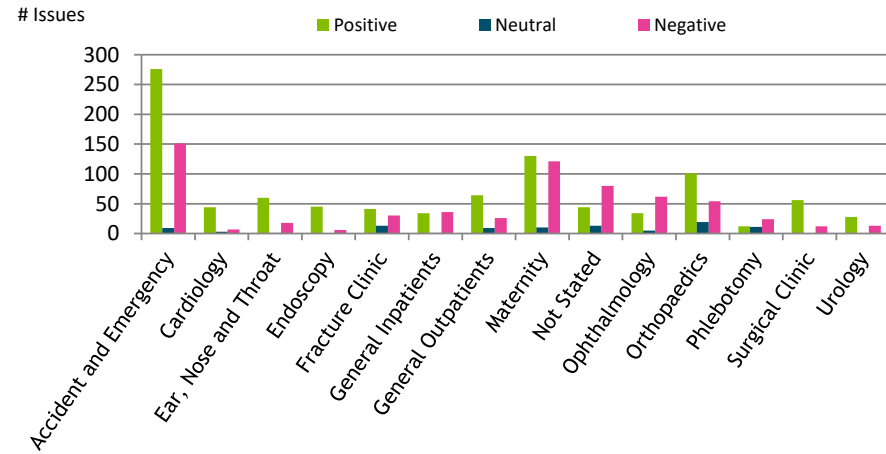


East London Average: 32% Positive

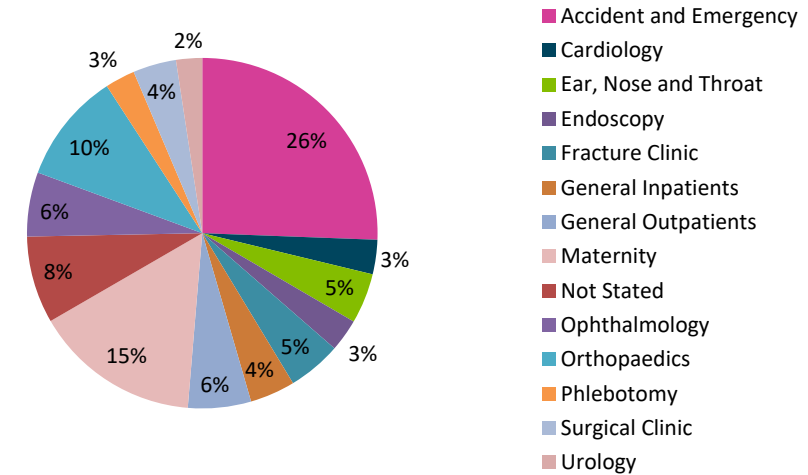
4. Trends: Which departments are people most commenting on?



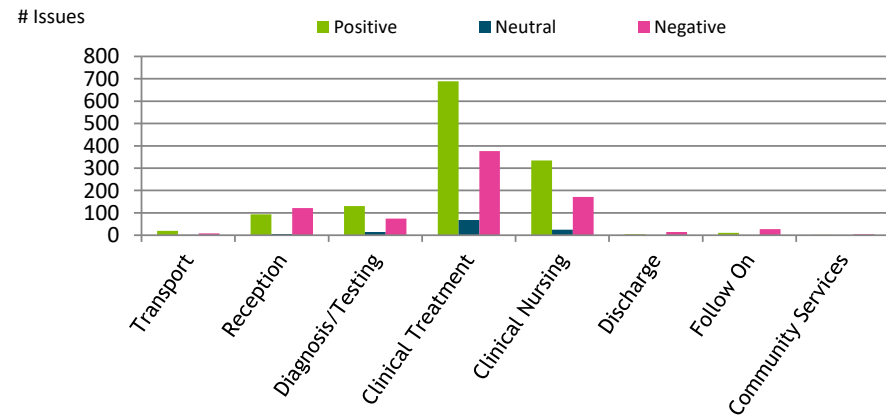
4.1 Departments (2196 issues)



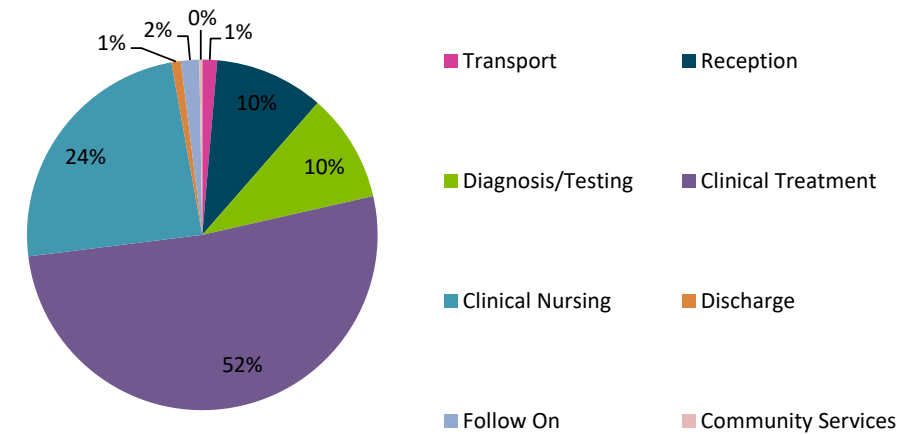
Departments receiving the most comments overall



4.2 Breakdown of care pathway locations (more on pages 24-31)



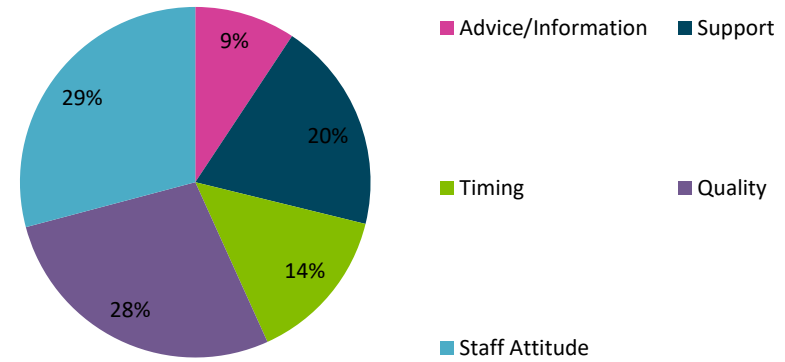
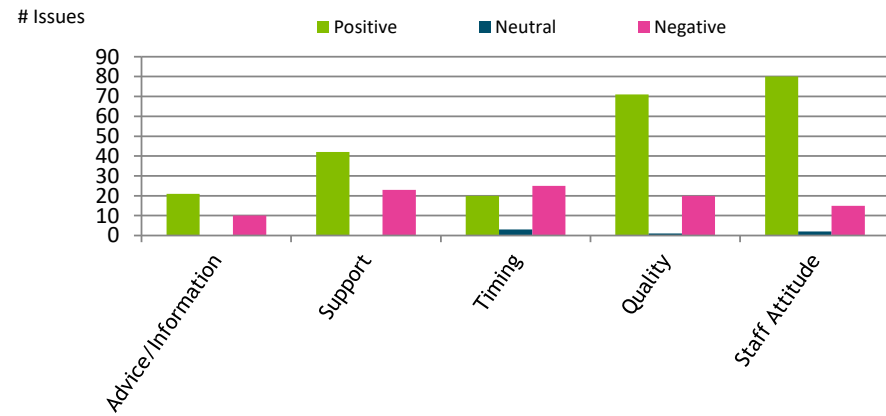
Care pathway locations



5. Trends: A&E

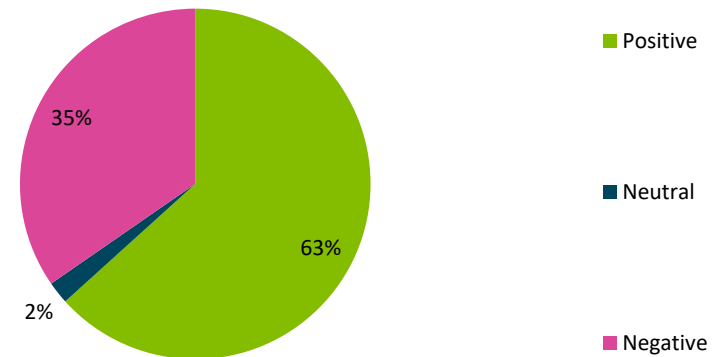
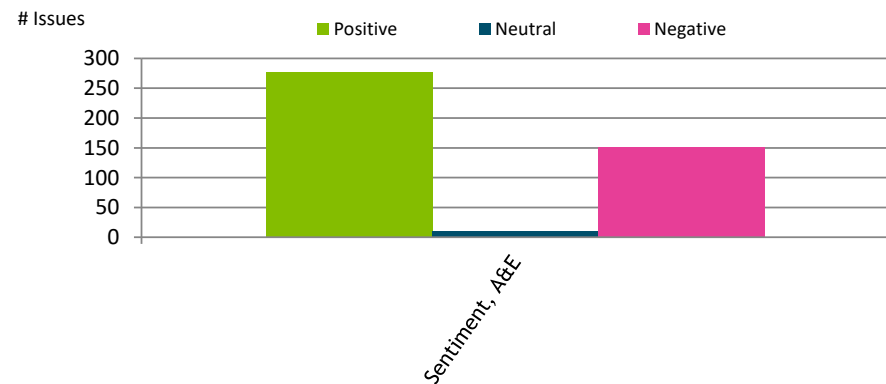


5.1 Trends, A&E (436 issues from 79 people)



Issues receiving the most comments overall

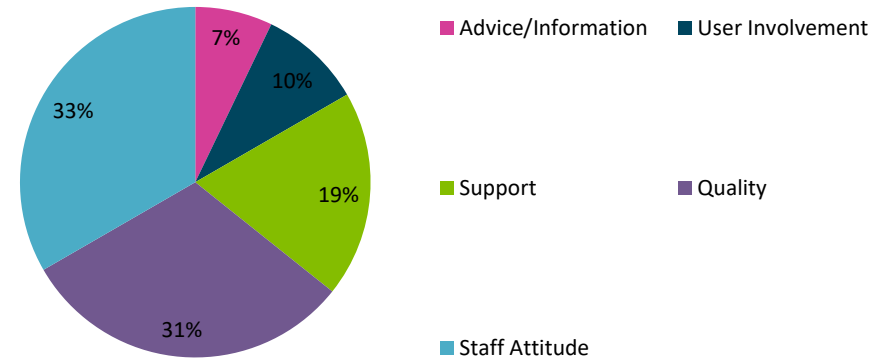
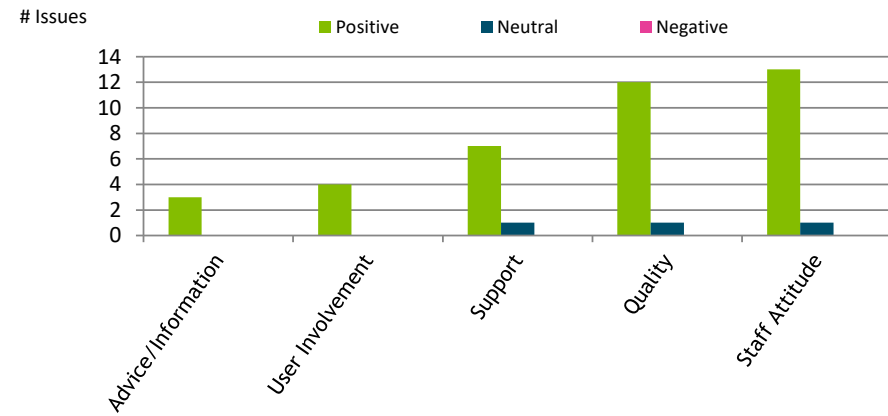
5.2 Sentiment, A&E



5. Trends: Cardiology

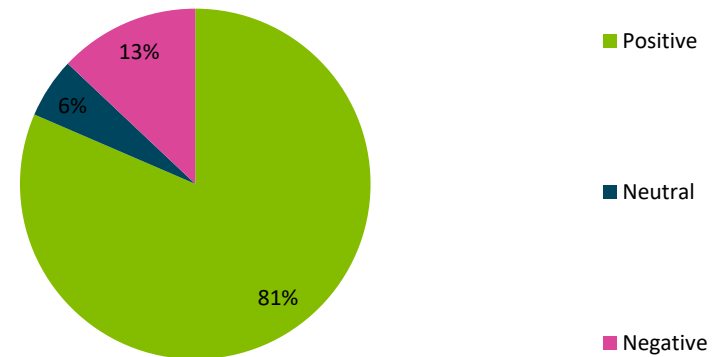
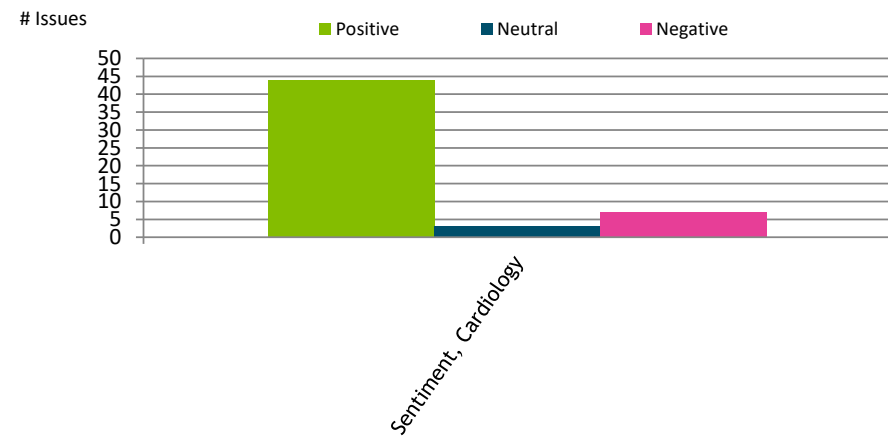


5.3 Trends, Cardiology (54 issues from 7 people)



Issues receiving the most comments overall

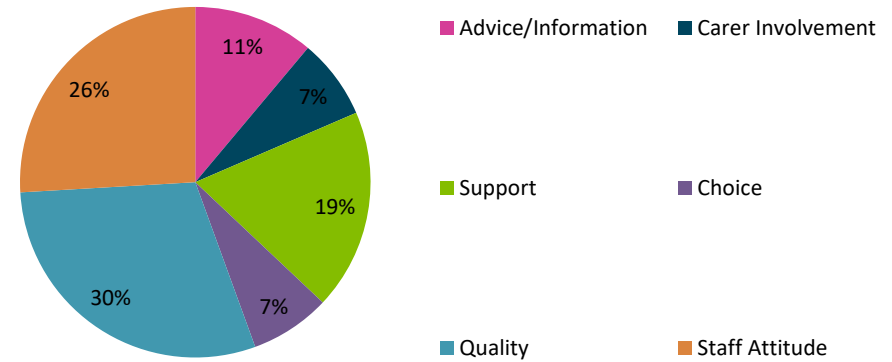
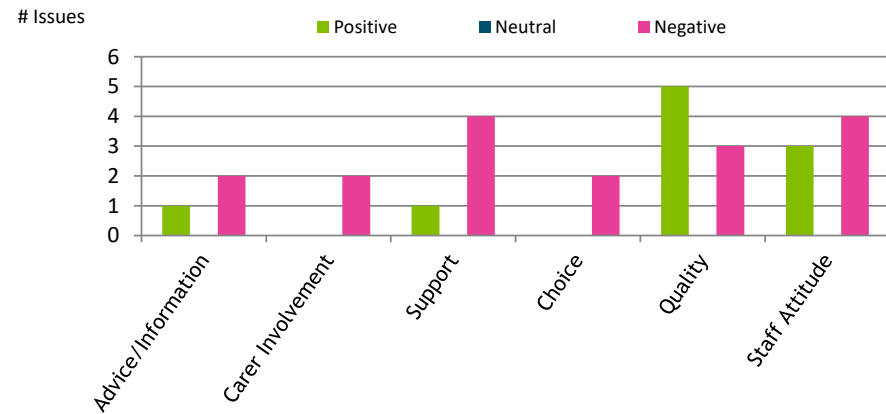
5.4 Sentiment, Cardiology



5. Trends: Care of the Elderly

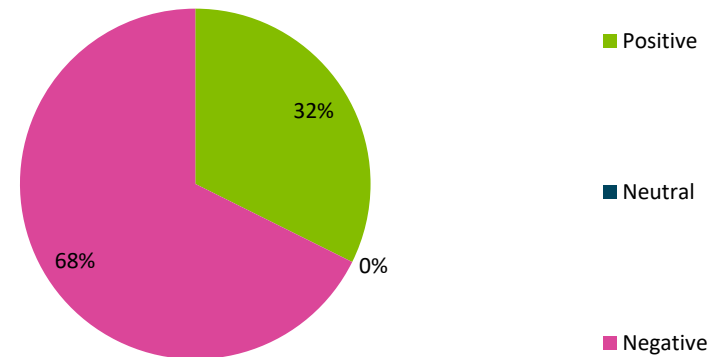
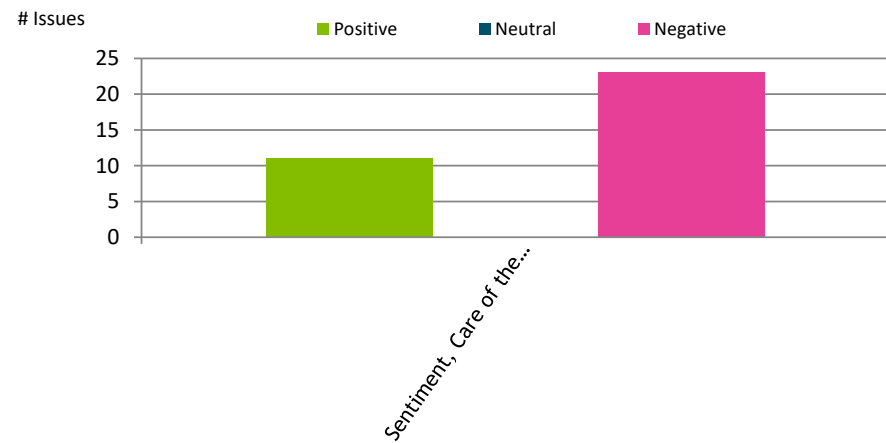


5.5 Trends, Care of the Elderly (34 issues from 6 people)



Issues receiving the most comments overall

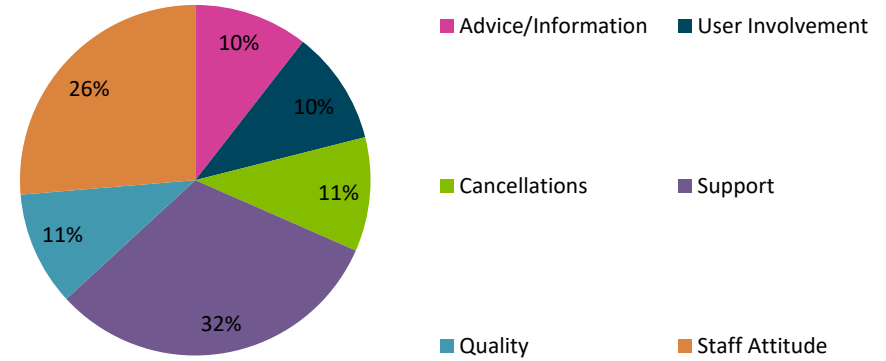
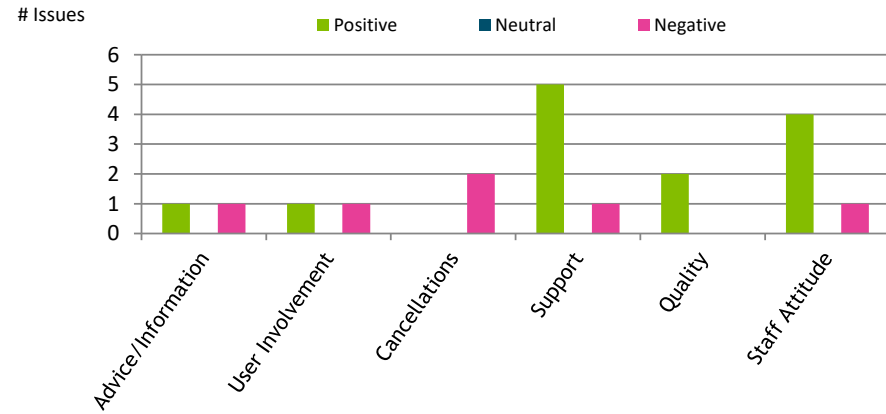
5.6 Sentiment, Care of the Elderly



5. Trends: Dentistry

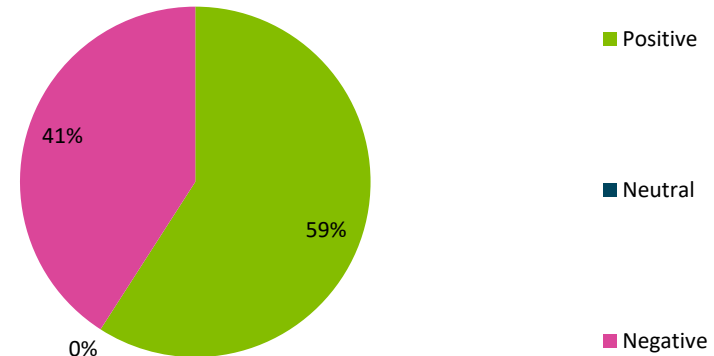
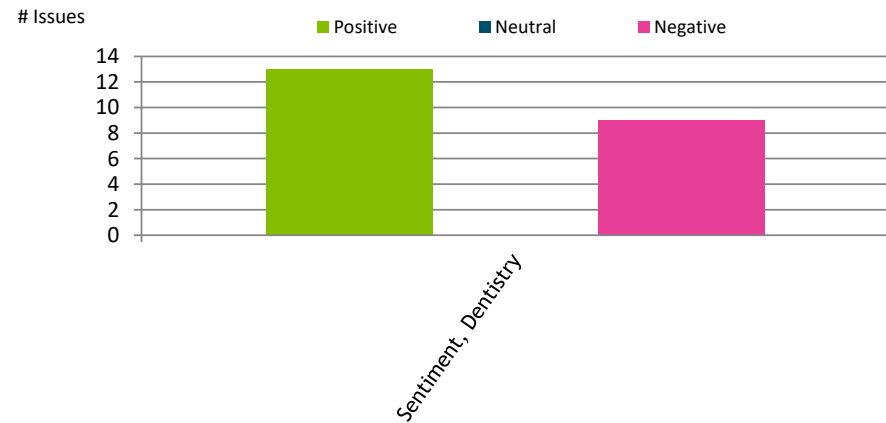


5.7 Trends, Dentistry (22 issues from 5 people)



Issues receiving the most comments overall

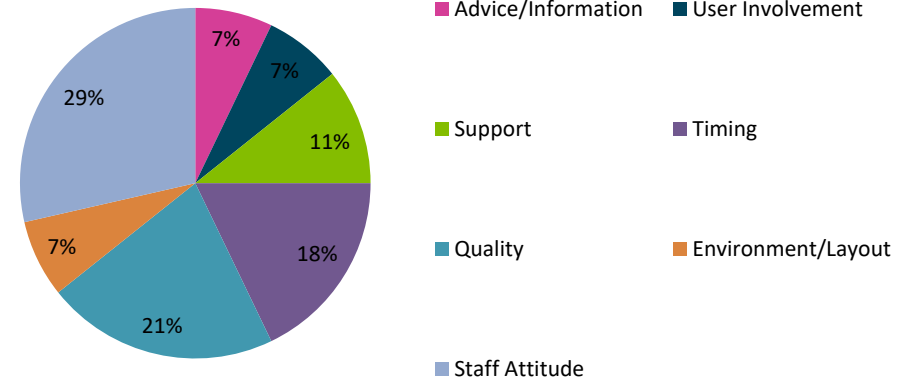
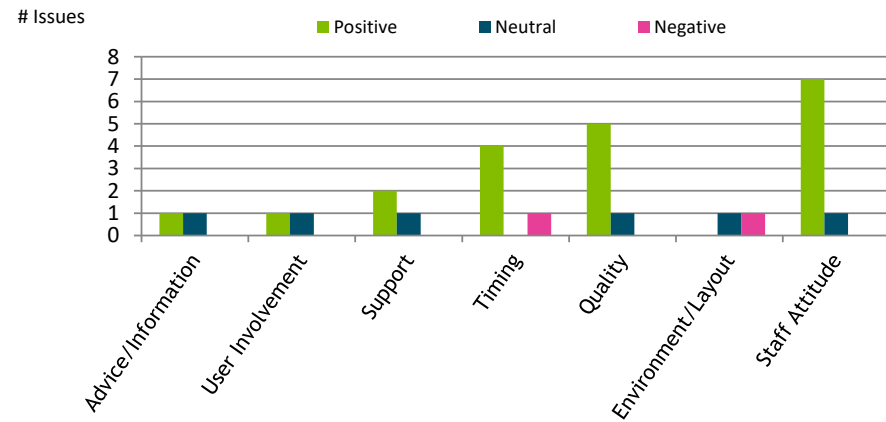
5.8 Sentiment, Dentistry



5. Trends: Dermatology

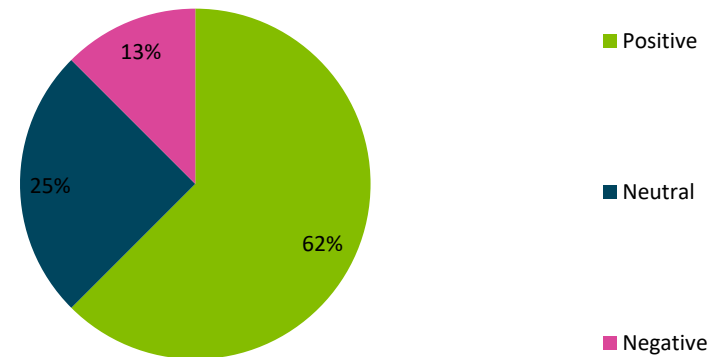
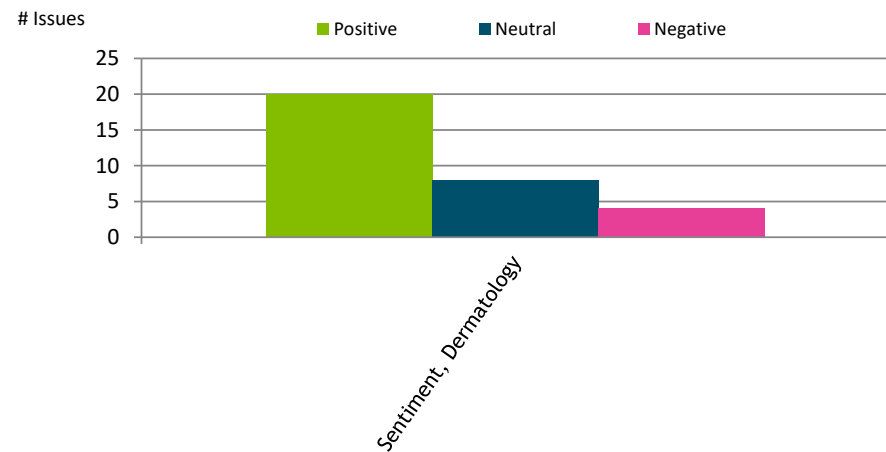


5.9 Trends, Dermatology (32 issues from 7 people)



Issues receiving the most comments overall

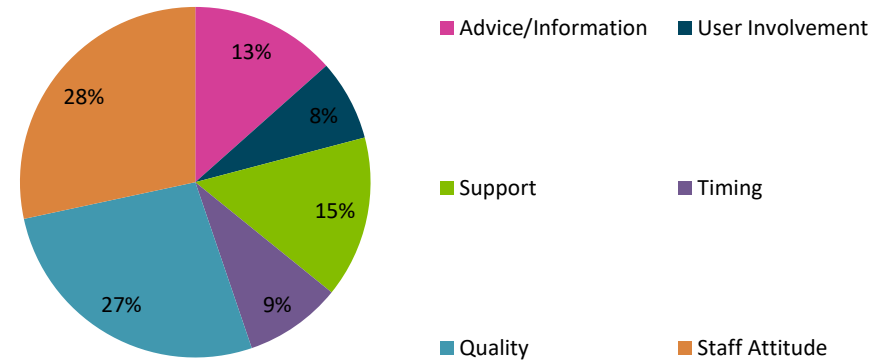
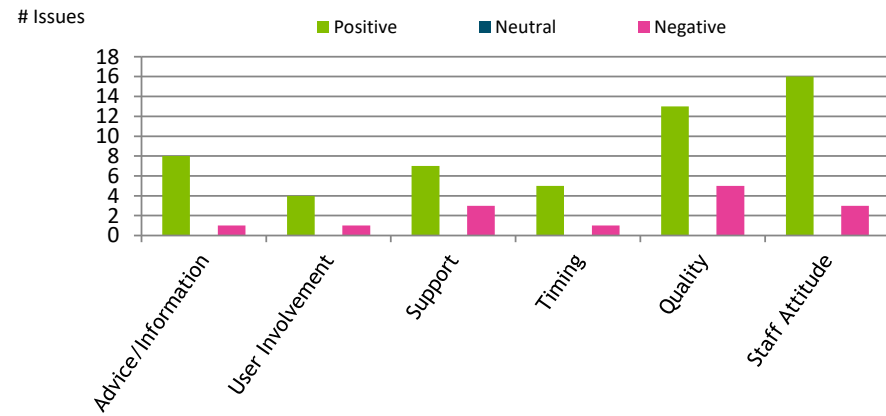
5.10 Sentiment, Dermatology



5. Trends: Ear, Nose & Throat

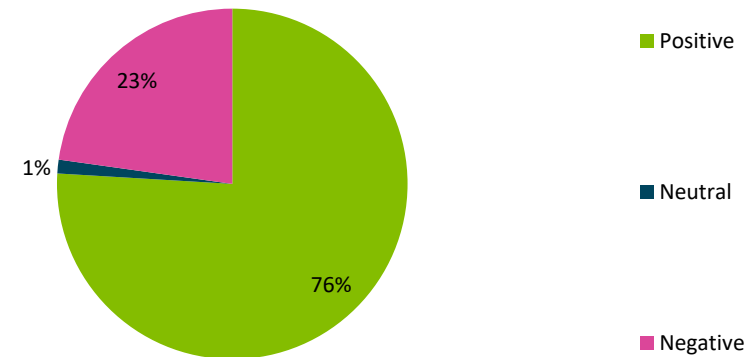
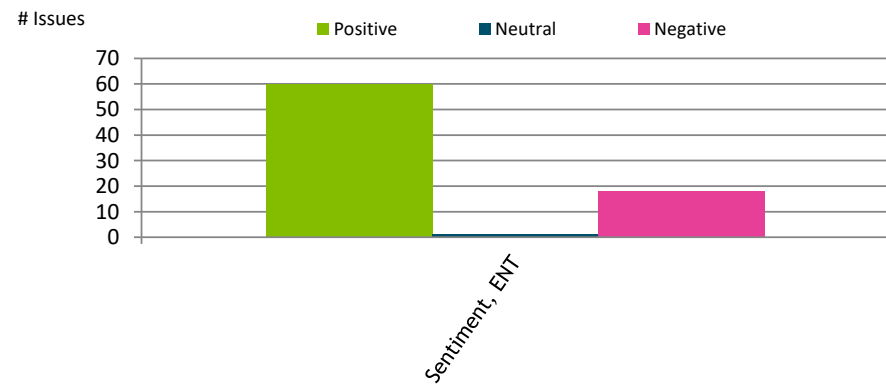


5.11 Trends, Ear, Nose & Throat (79 issues from 13 people)



Issues receiving the most comments overall

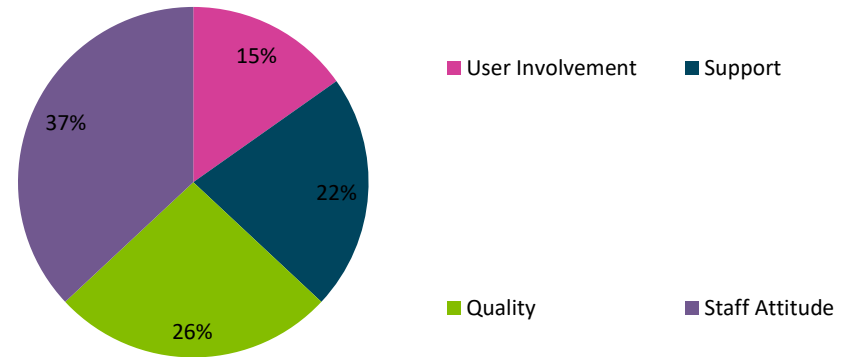
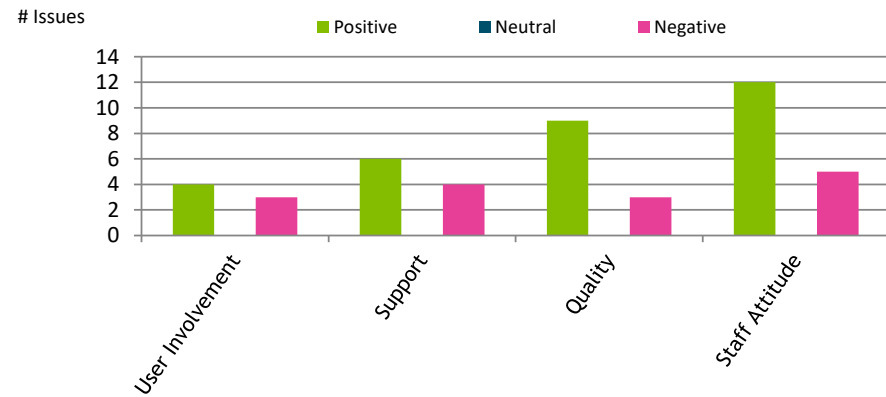
5.12 Sentiment, Ear, Nose & Throat



5. Trends: Inpatients (General)

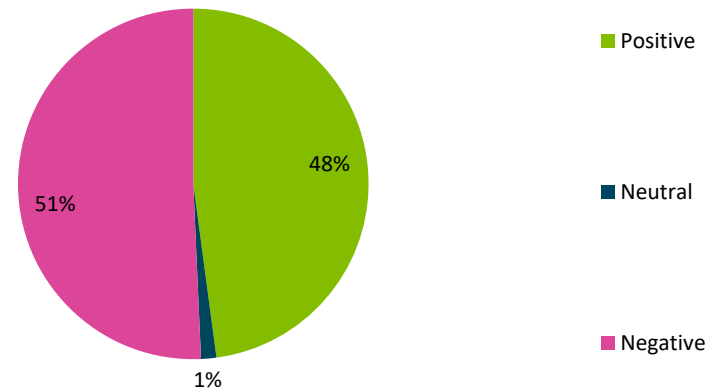
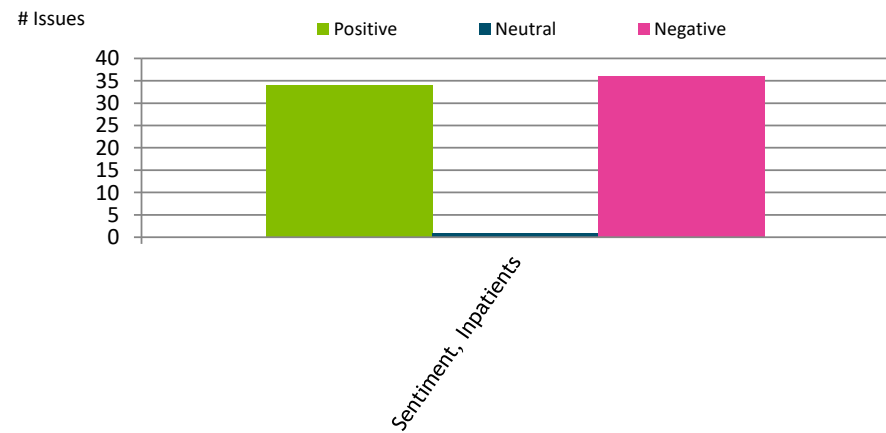


5.13 Trends, General Inpatients (71 issues from 12 people)



Issues receiving the most comments overall

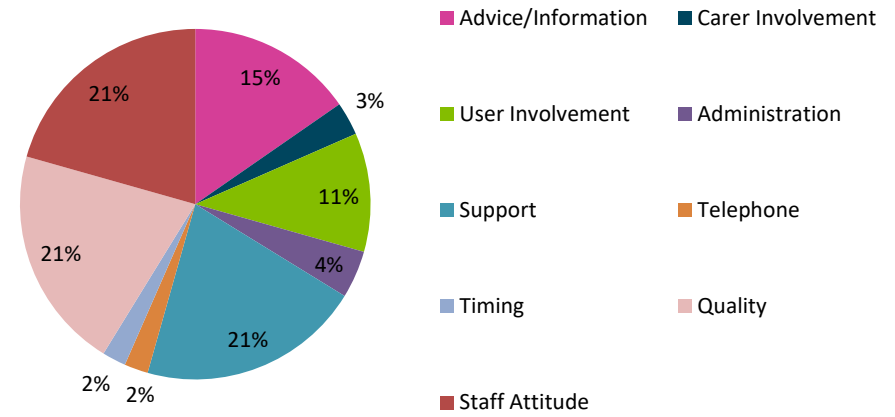
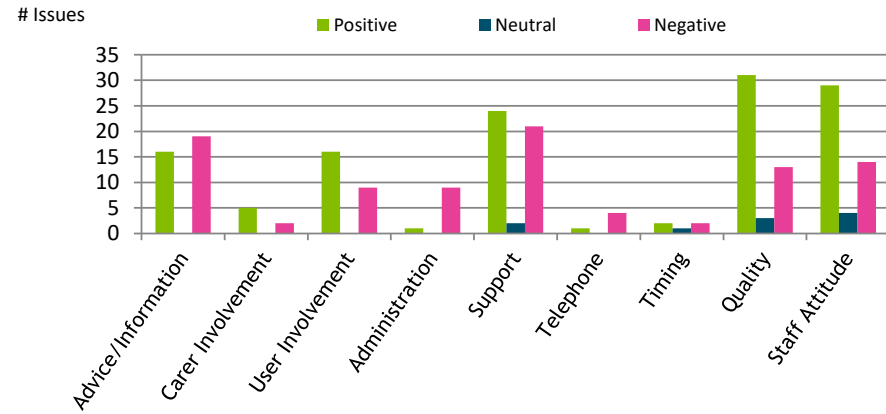
5.14 Sentiment, General Inpatients



5. Trends: Maternity

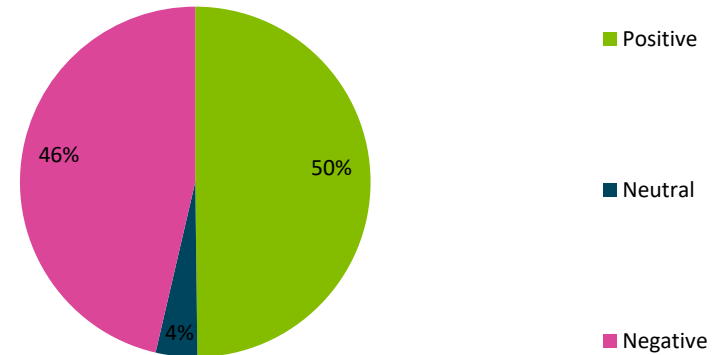
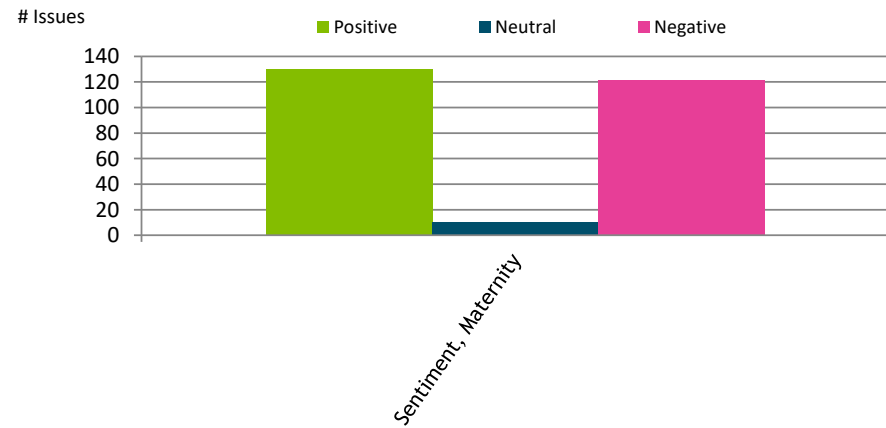


5.15 Trends, Maternity (261 issues from 36 people)



Issues receiving the most comments overall

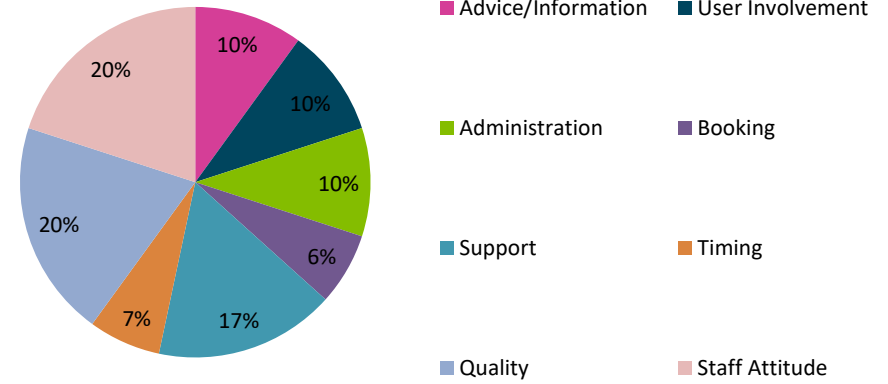
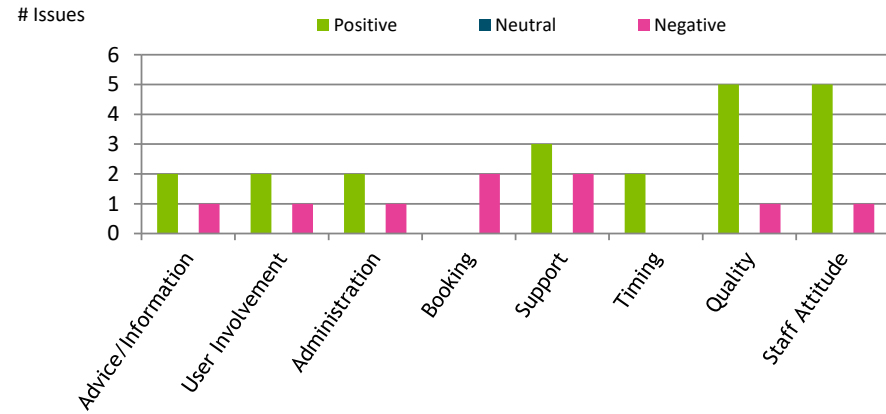
5.16 Sentiment, Maternity



5. Trends: Obstetrics and Gynaecology

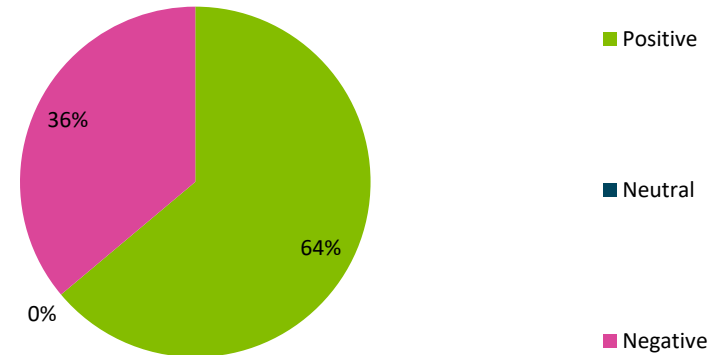
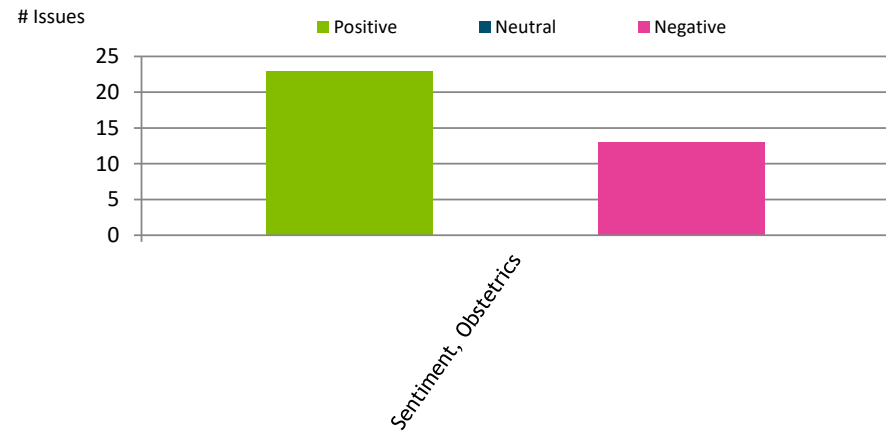


5.17 Trends, Obstetrics and Gynaecology (36 issues from 7 people)



Issues receiving the most comments overall

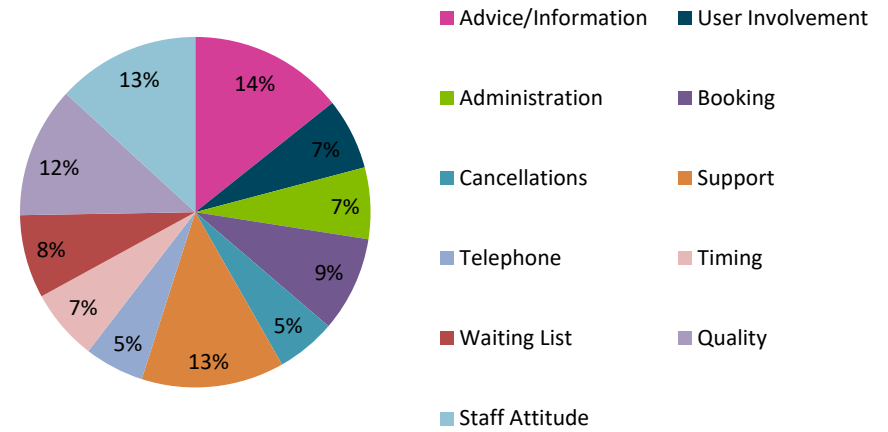
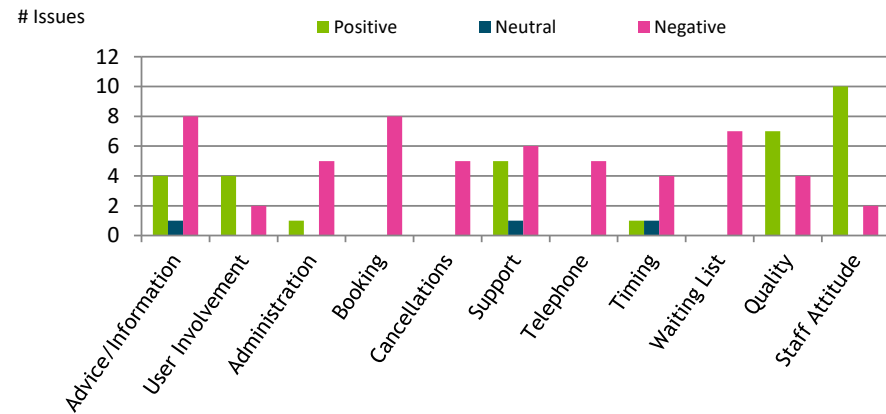
5.18 Sentiment, Obstetrics and Gynaecology



5. Trends: Ophthalmology

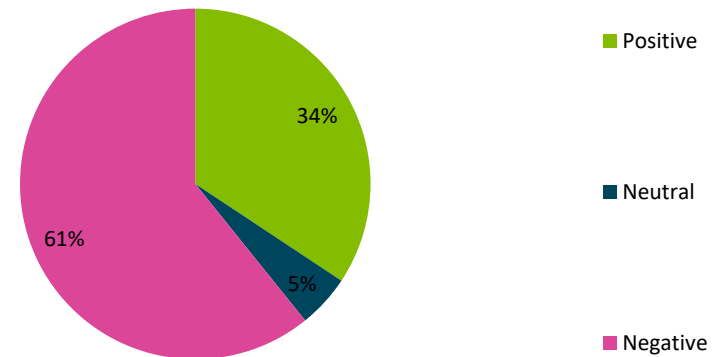
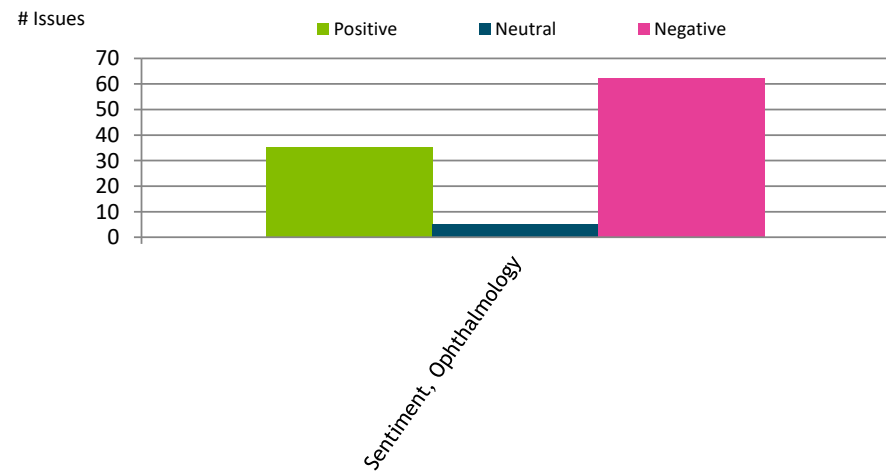


5.19 Trends, Ophthalmology (102 issues from 15 people)



Issues receiving the most comments overall

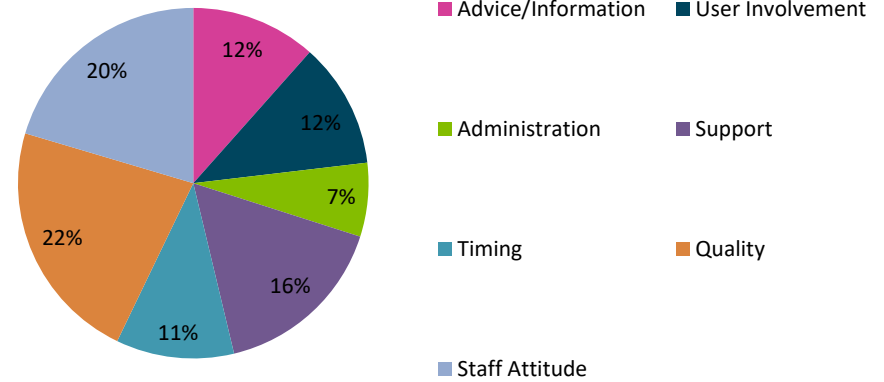
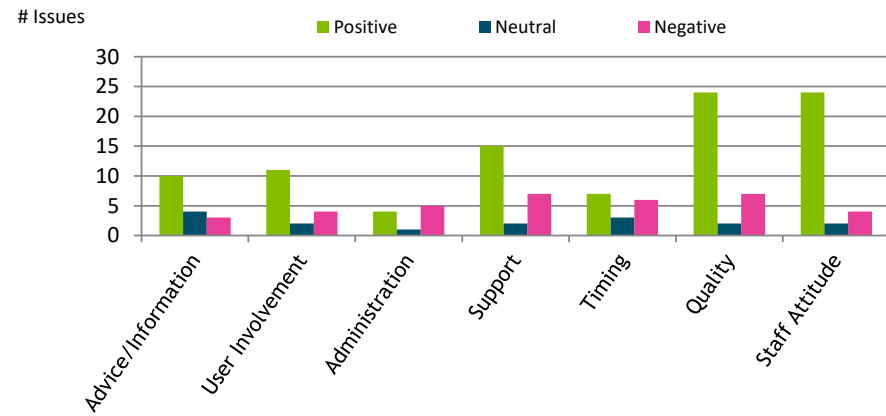
5.20 Sentiment, Ophthalmology



5. Trends: Orthopaedics

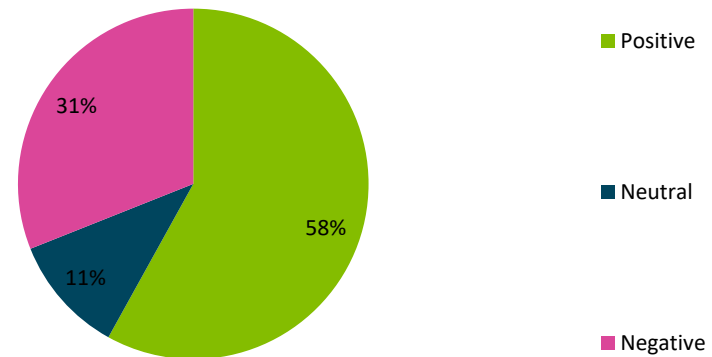
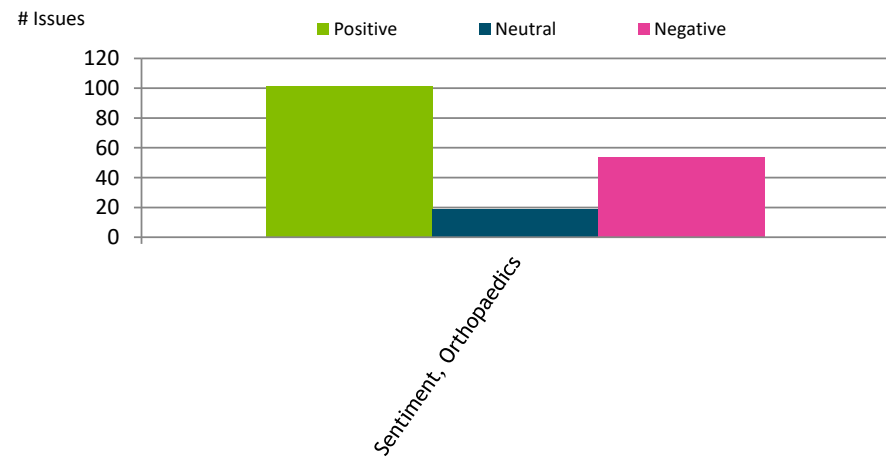


5.21 Trends, Orthopaedics (174 issues from 26 people)



Issues receiving the most comments overall

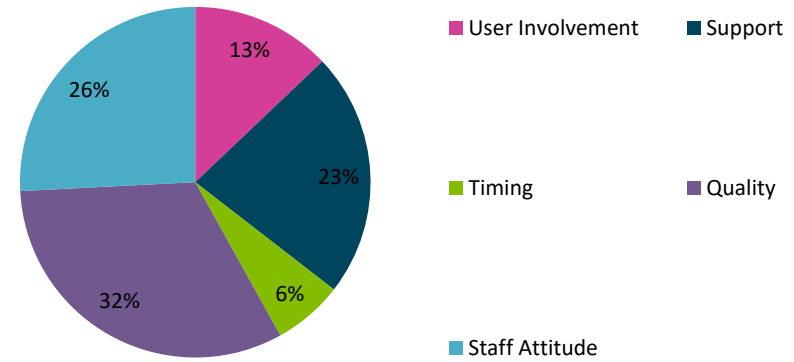
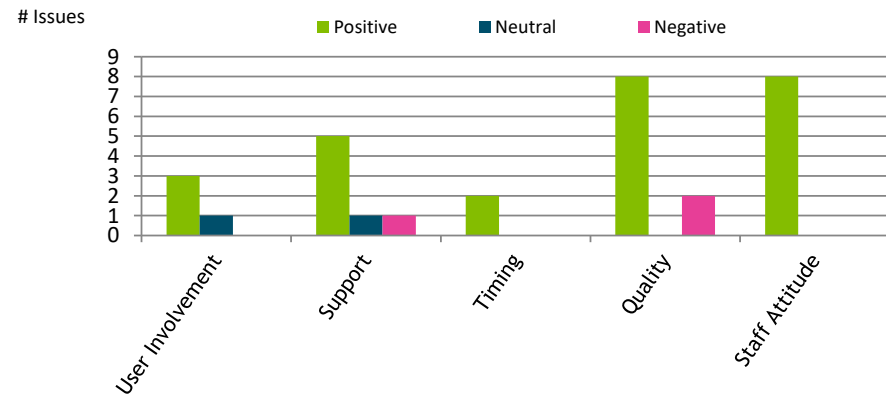
5.22 Sentiment, Orthopaedics



5. Trends: Paediatrics

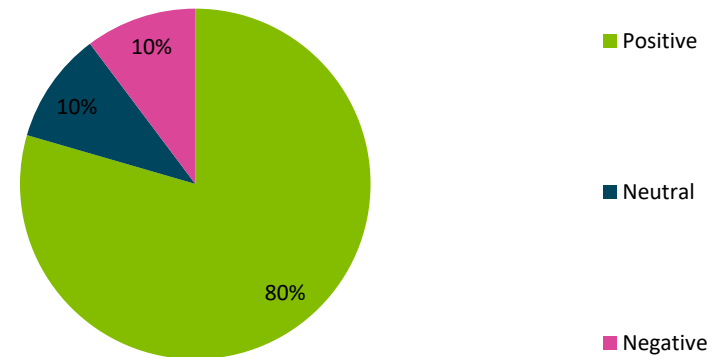
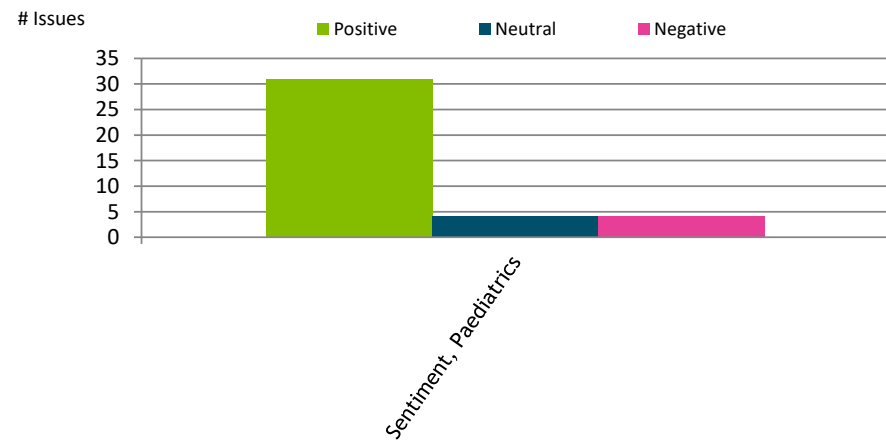


5.23 Trends, Paediatrics (39 issues from 5 people)



Issues receiving the most comments overall

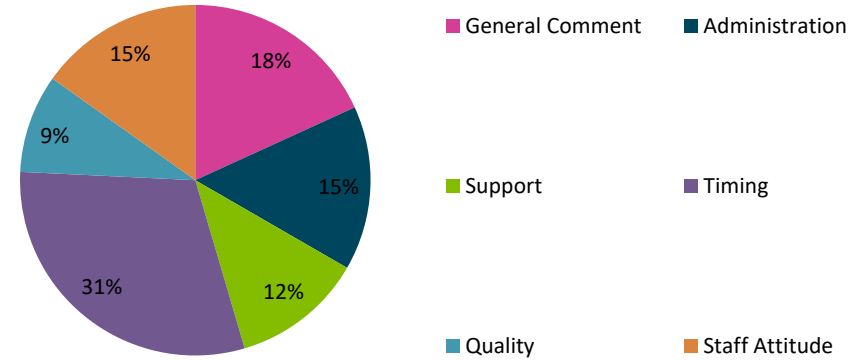
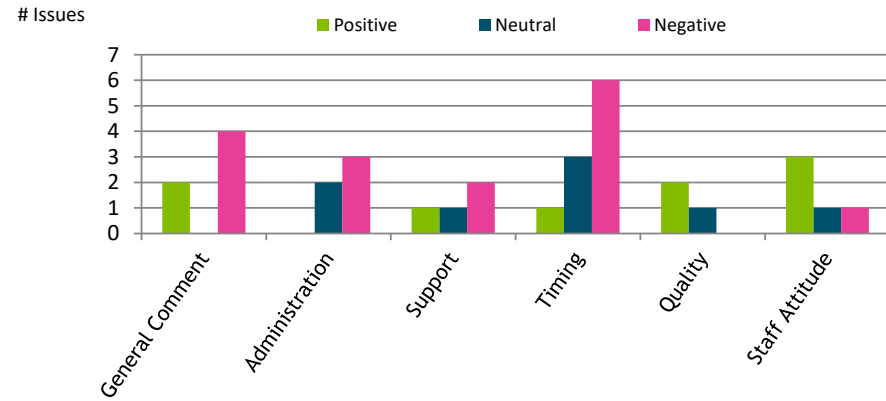
5.24 Sentiment, Paediatrics



5. Trends: Phlebotomy

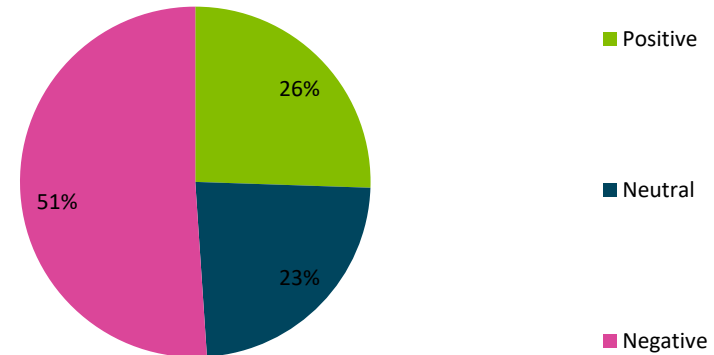
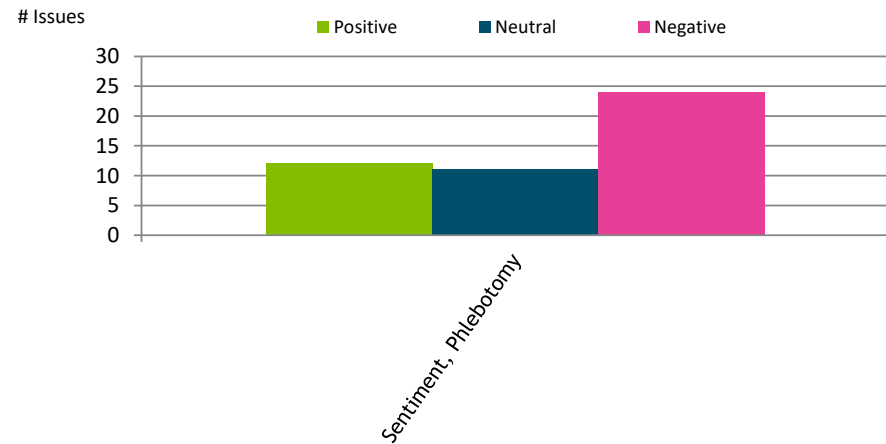


5.25 Trends, Phlebotomy (47 issues from 14 people)



Issues receiving the most comments overall

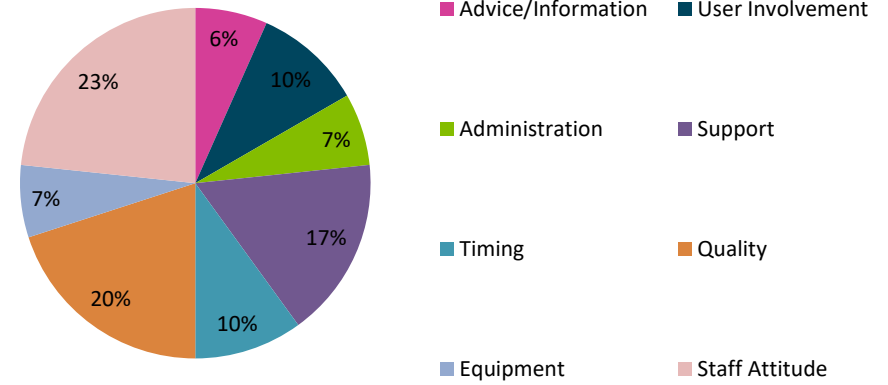
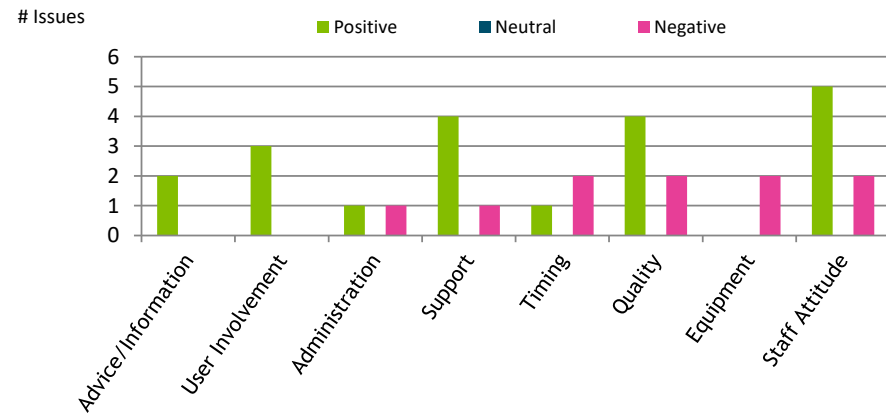
5.26 Sentiment, Paediatrics



5. Trends: Radiography

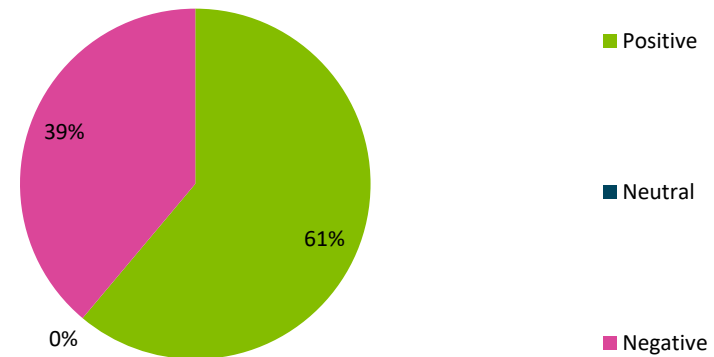
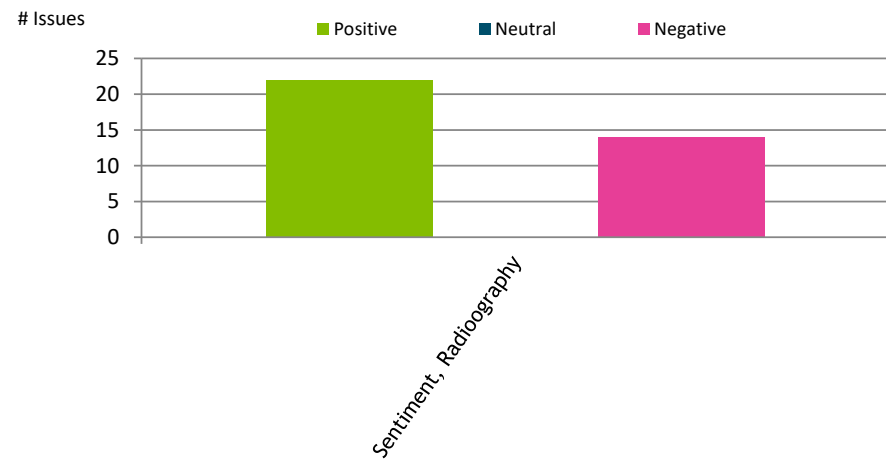


5.27 Trends, Radiography (36 issues from 8 people)



Issues receiving the most comments overall

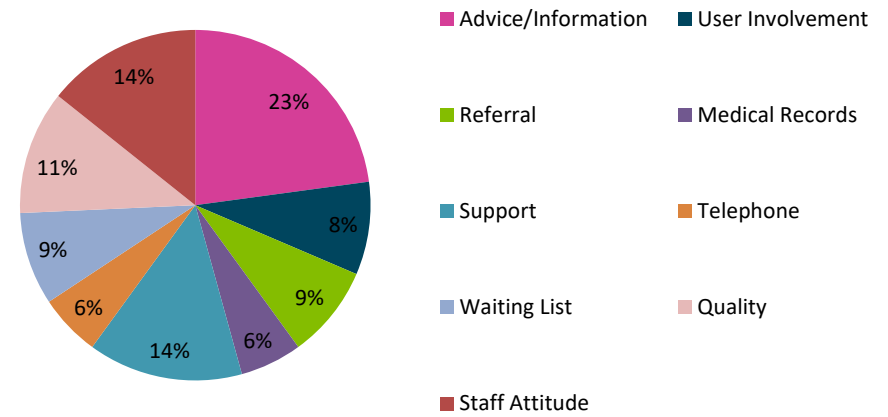
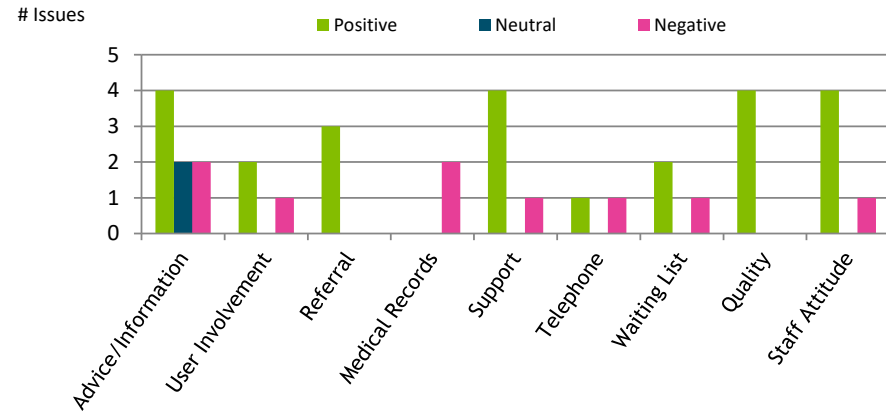
5.28 Sentiment, Radiography



5. Trends: Rheumatology

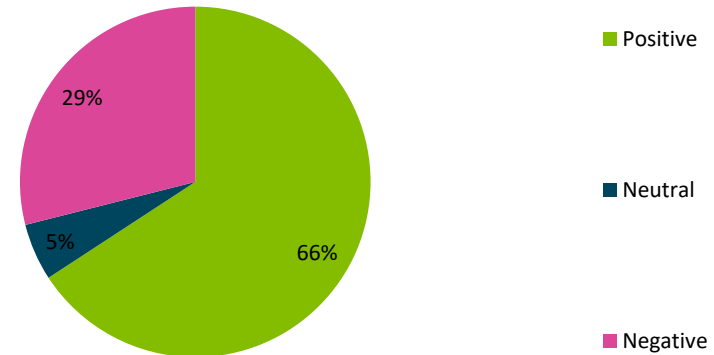
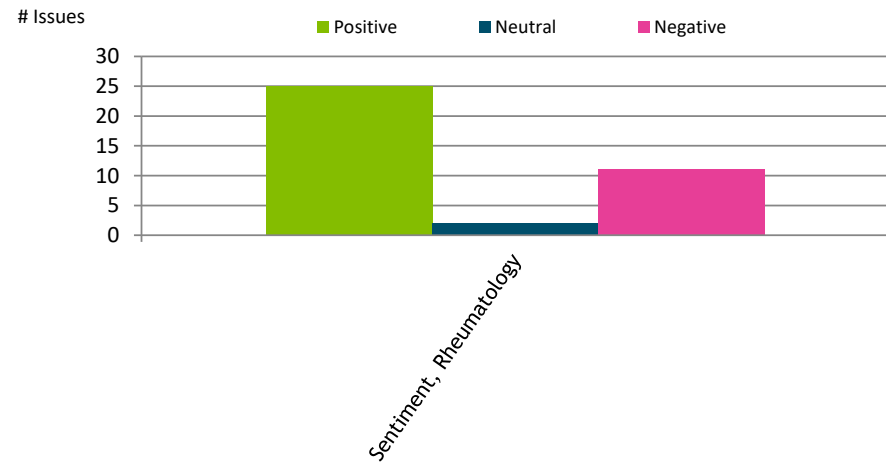


5.29 Trends, Rheumatology (38 issues from 6 people)



Issues receiving the most comments overall

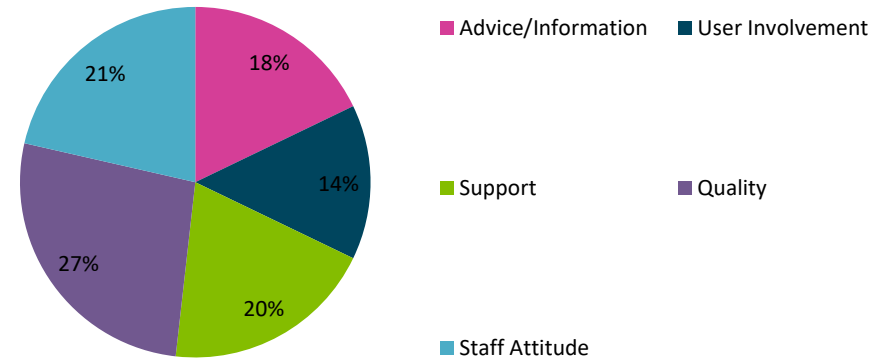
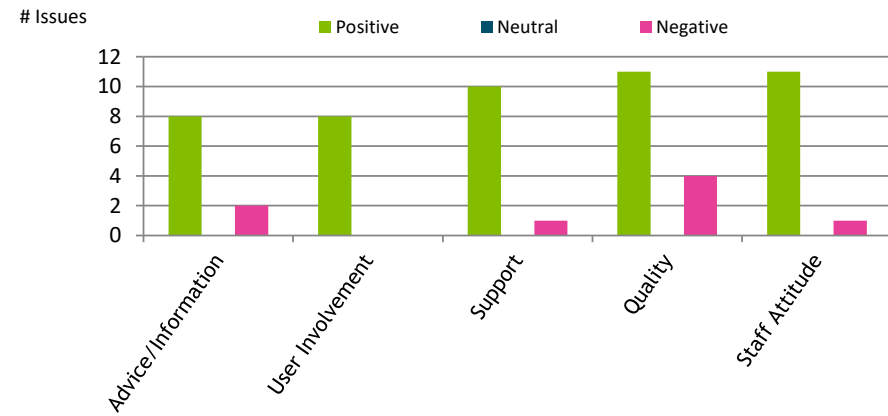
5.30 Sentiment, Rheumatology



5. Trends: Surgery (General)

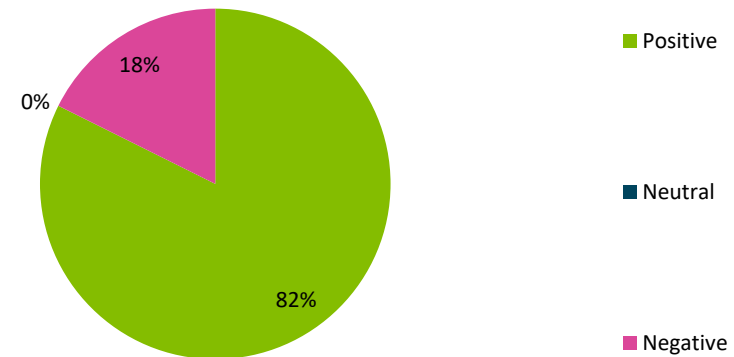
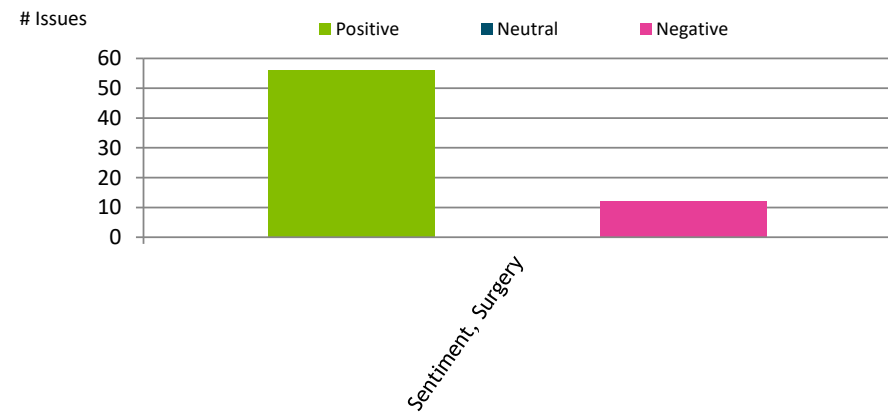


5.31 Trends, General Surgery (68 issues from 10 people)



Issues receiving the most comments overall

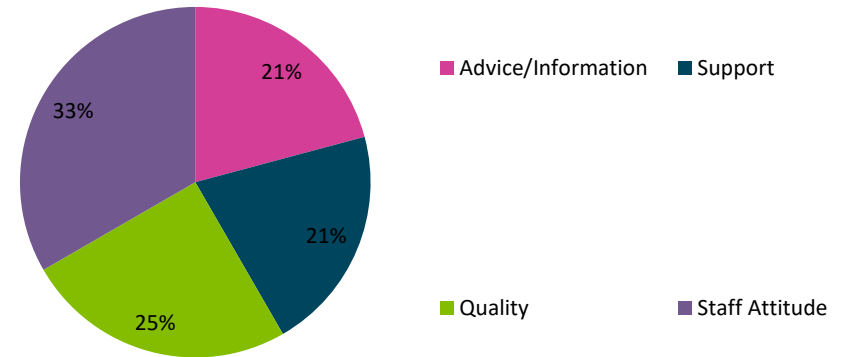
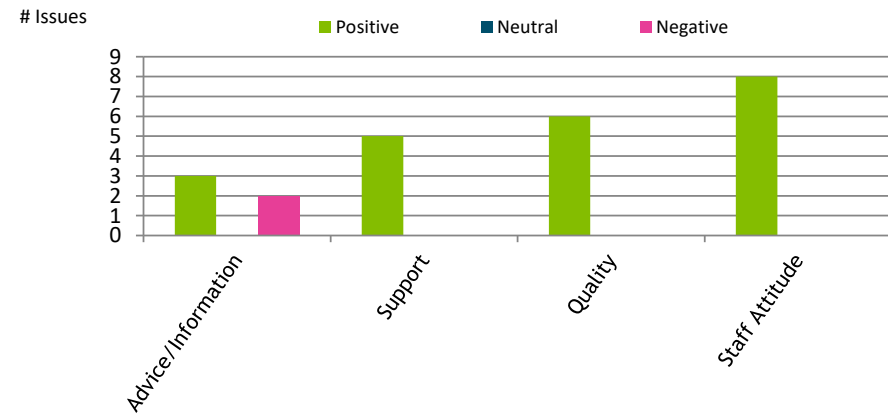
5.32 Sentiment, General Surgery



5. Trends: Urology

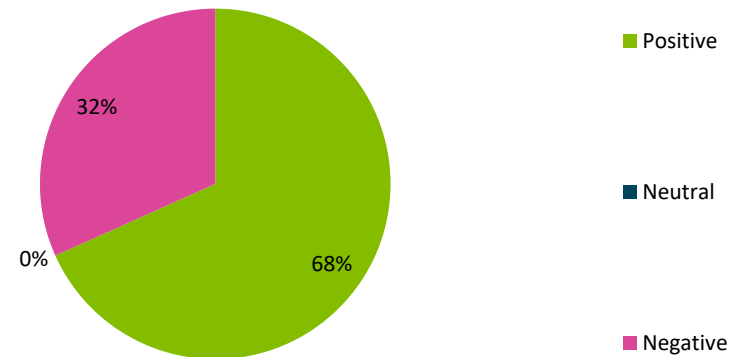
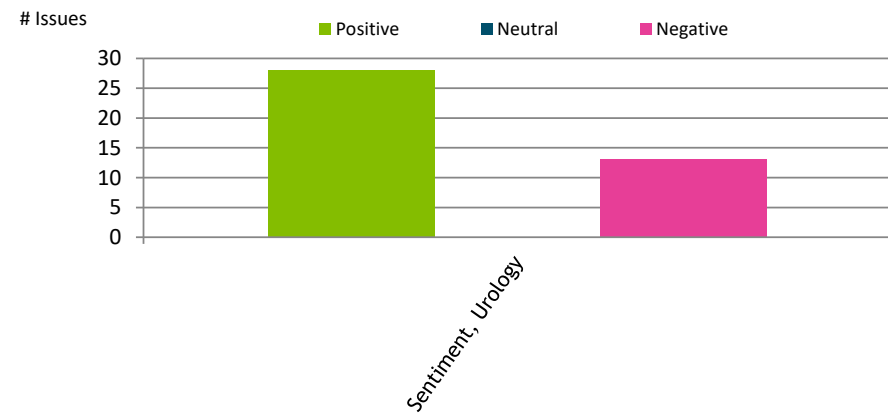


5.33 Trends, Urology (41 issues from 8 people)



Issues receiving the most comments overall

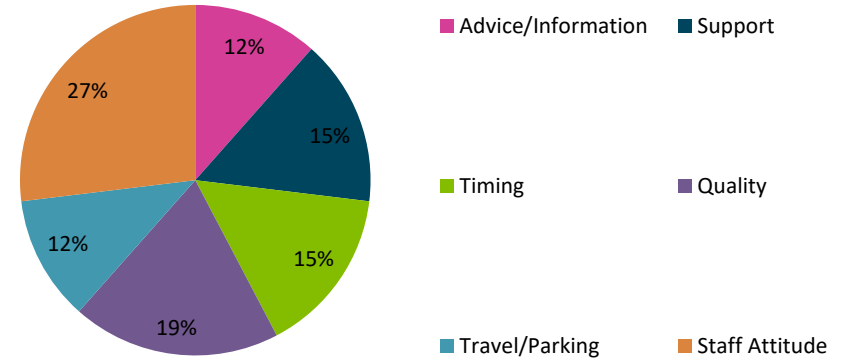
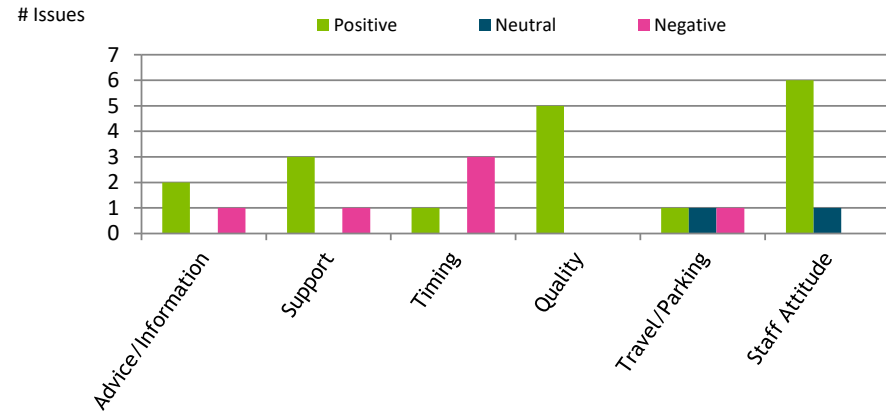
5.34 Sentiment, Urology



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

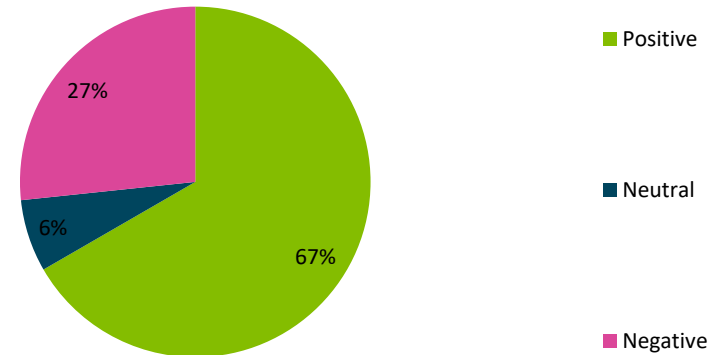
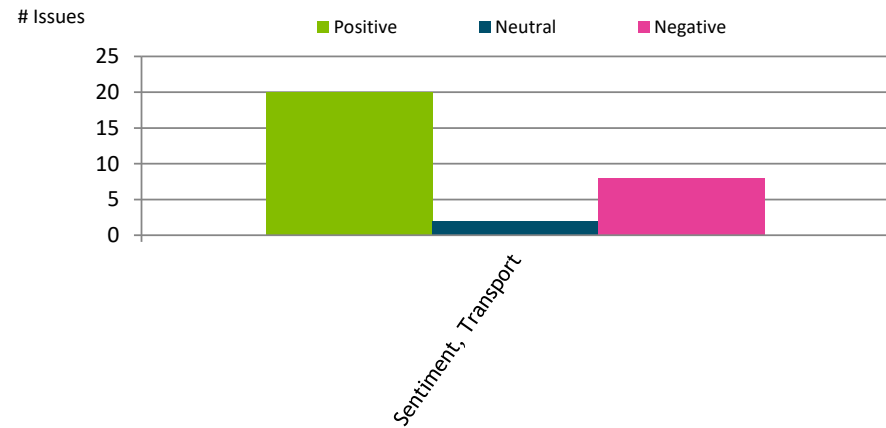


6.1 Trends, Transport (30 issues)



Issues receiving the most comments overall

6.2 Sentiment, Transport

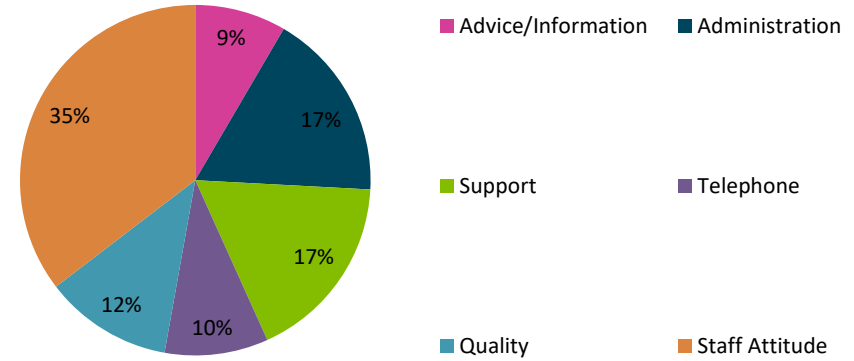
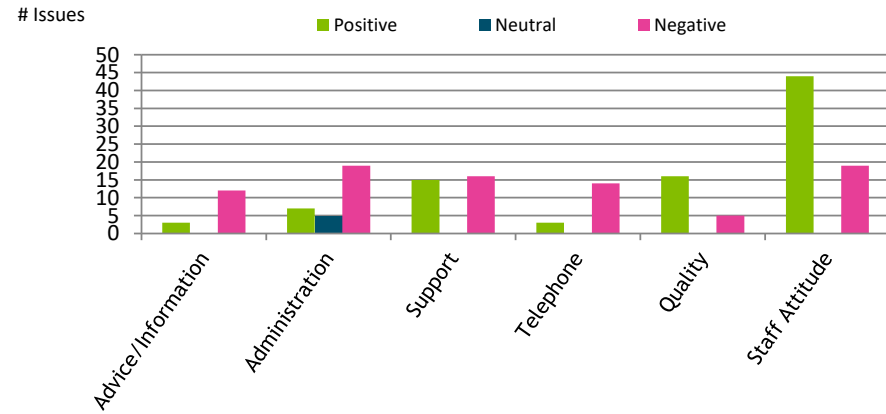


Quarterly Benchmark: No change on the previous quarter

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

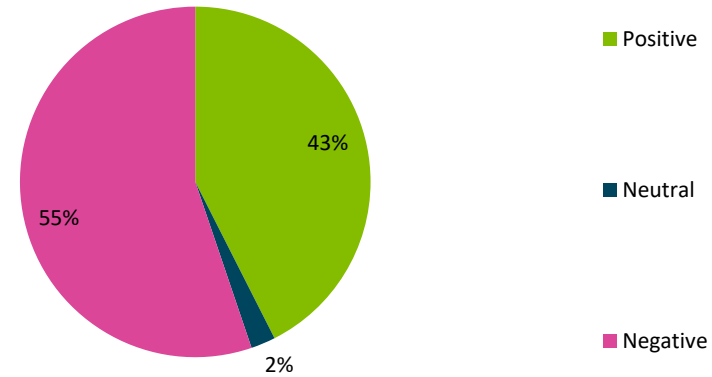
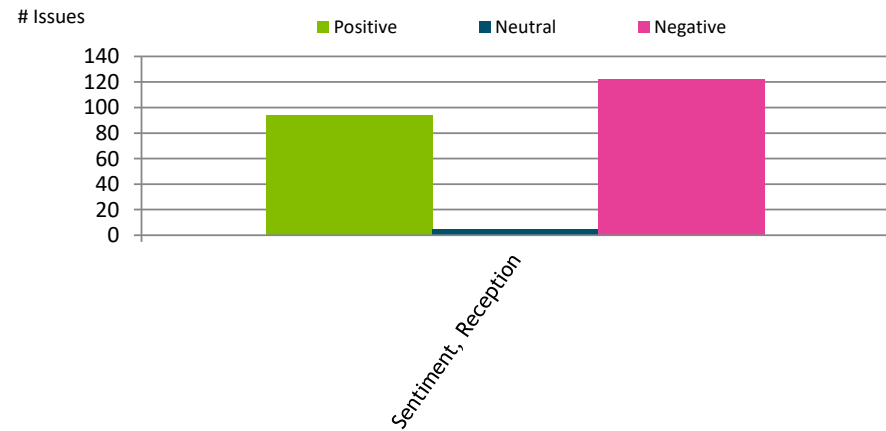


6.3 Trends, Reception (221 issues)



Issues receiving the most comments overall

6.4 Sentiment, Reception

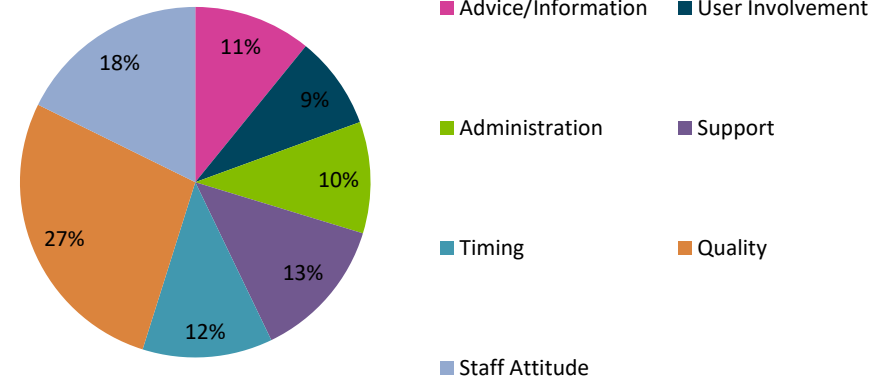
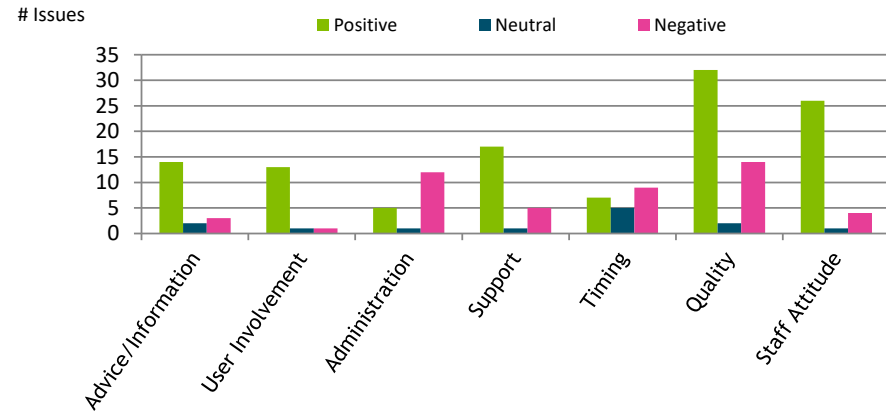


Quarterly Benchmark: No change on the previous quarter

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

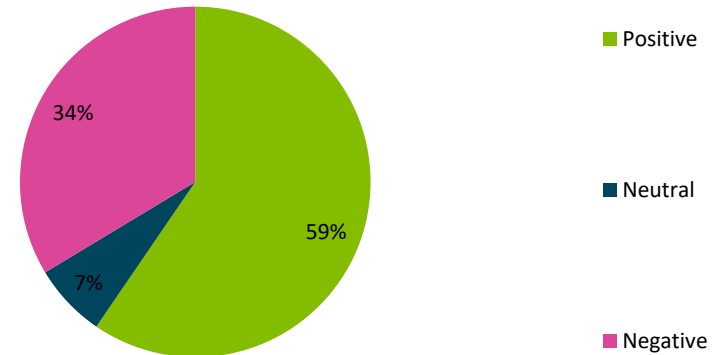
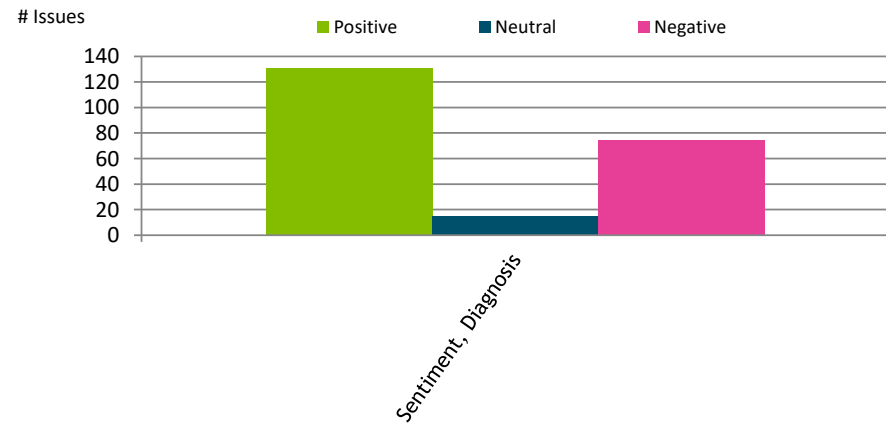


6.5 Trends, Diagnosis/Testing (220 issues)



Issues receiving the most comments overall

6.6 Sentiment, Diagnosis/Testing

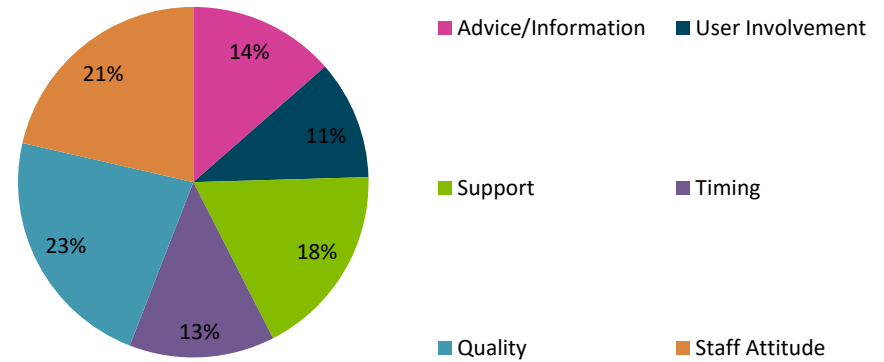
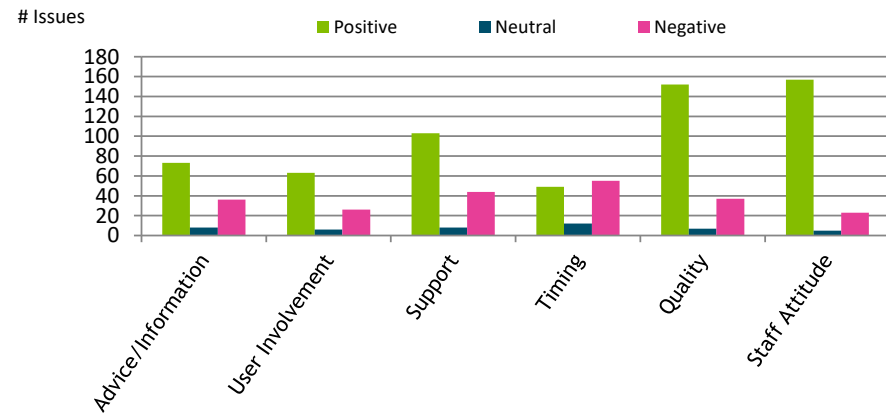


Quarterly Benchmark: 4% improvement on the previous quarter

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

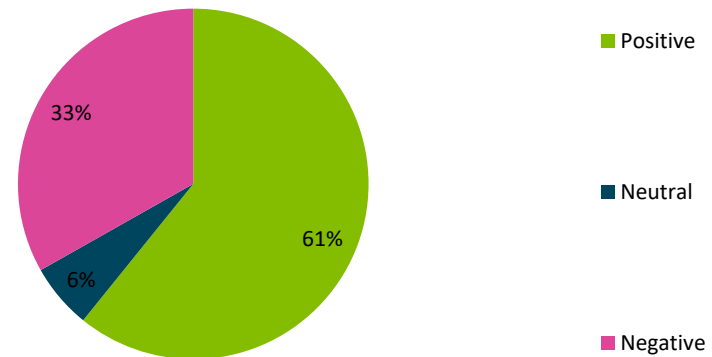
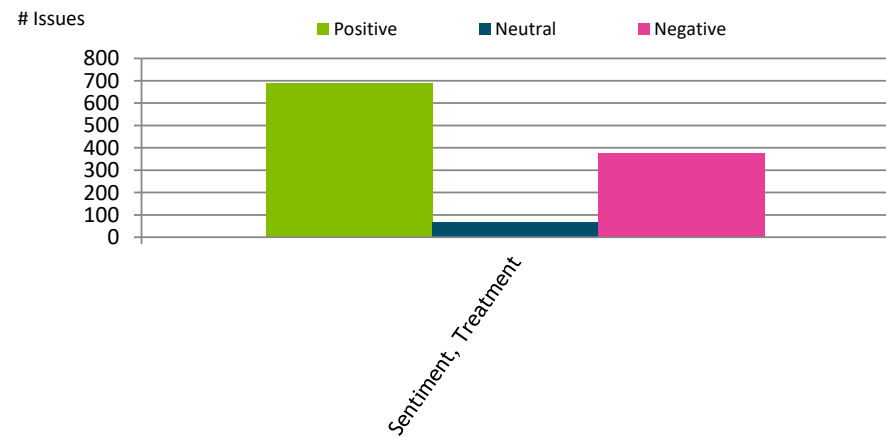


6.7 Trends, Clinical Treatment (1133 issues)



Issues receiving the most comments overall

6.8 Sentiment, Clinical Treatment

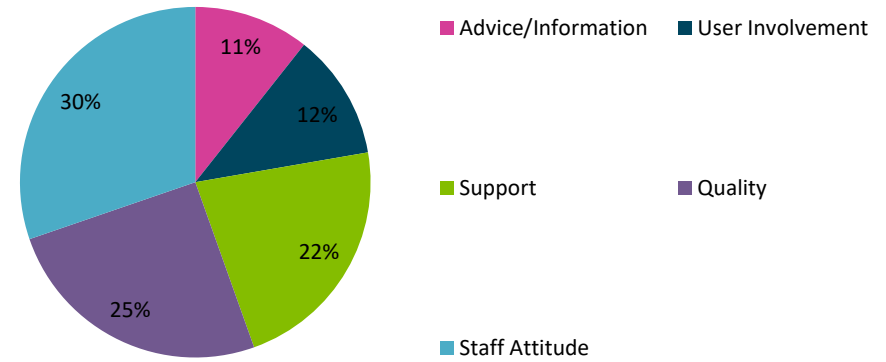
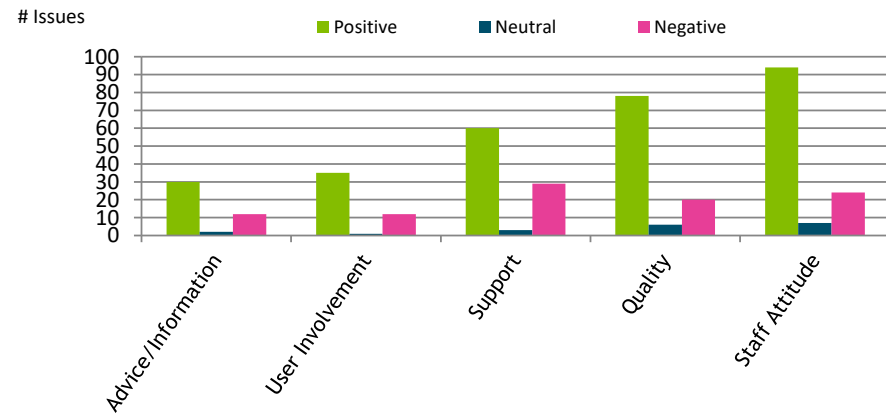


Quarterly Benchmark: 3% decline on the previous quarter

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

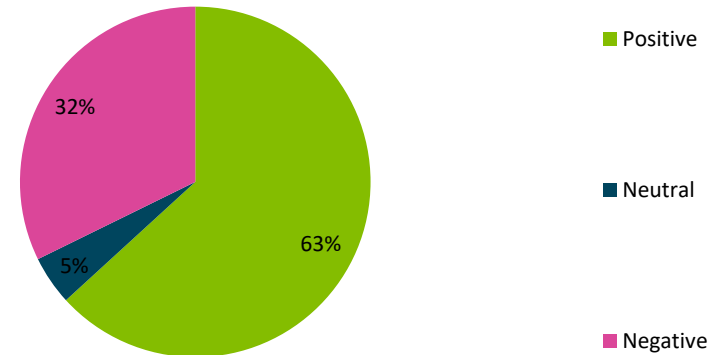
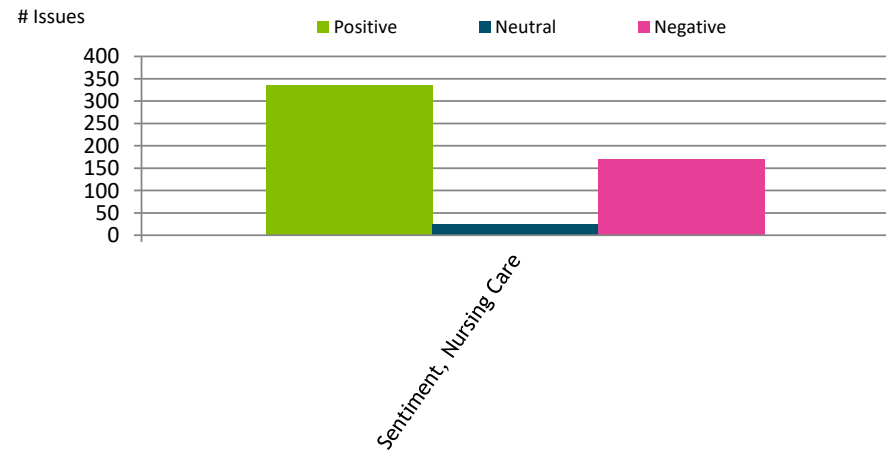


6.9 Trends, Clinical Nursing (530 issues)



Issues receiving the most comments overall

6.10 Sentiment, Clinical Nursing

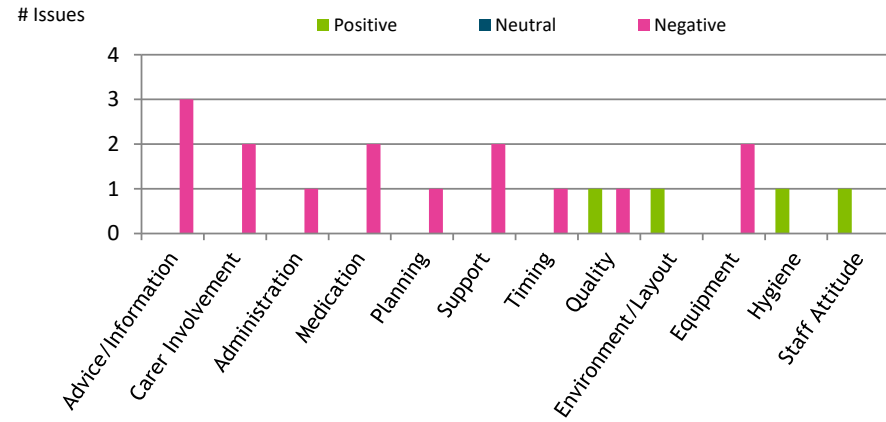


Quarterly Benchmark: No change on the previous quarter

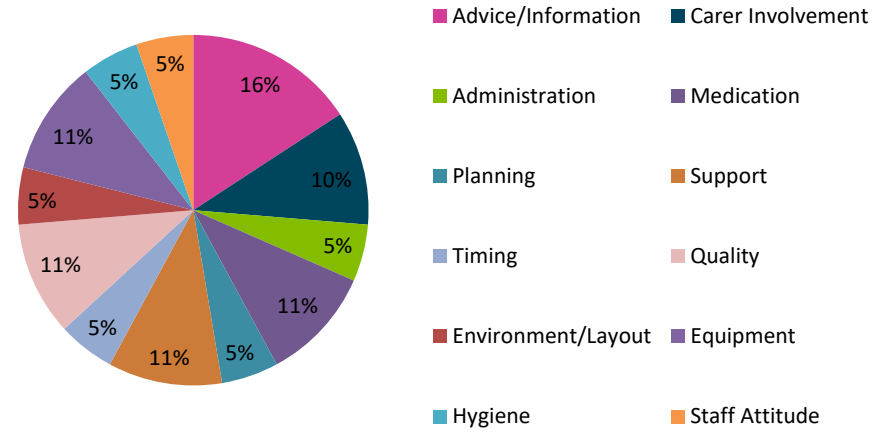
6. Care Pathway: Discharge (discharge from a service)



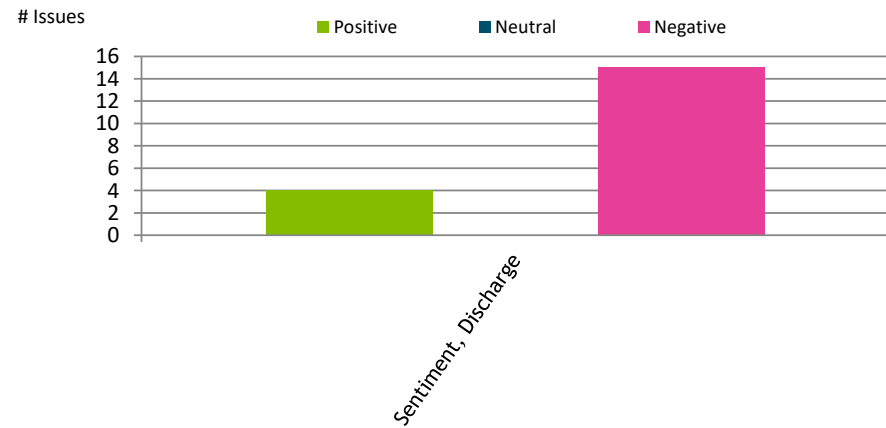
6.11 Trends, Discharge (19 issues)



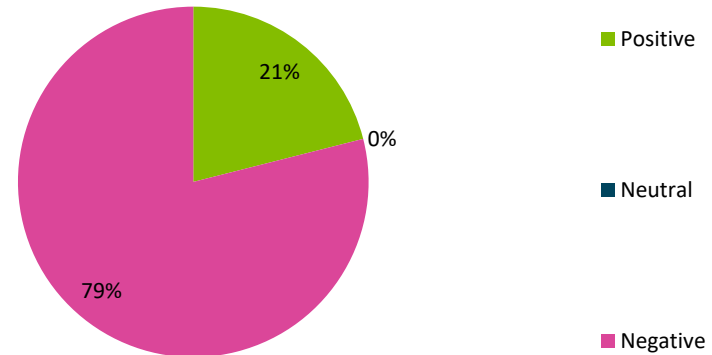
Issues receiving the most comments overall



6.12 Sentiment, Discharge



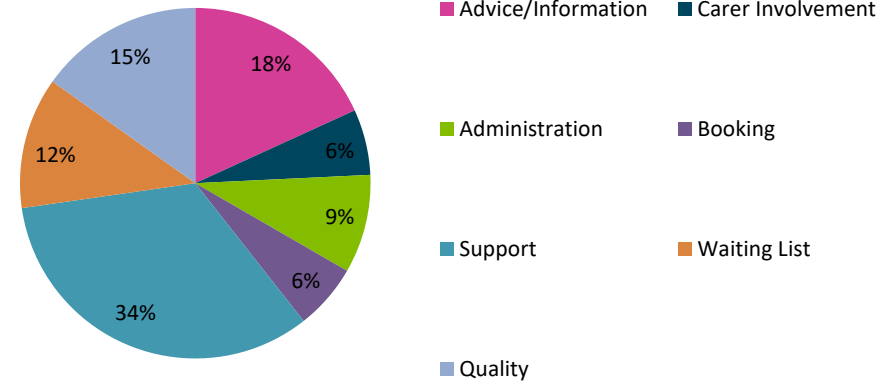
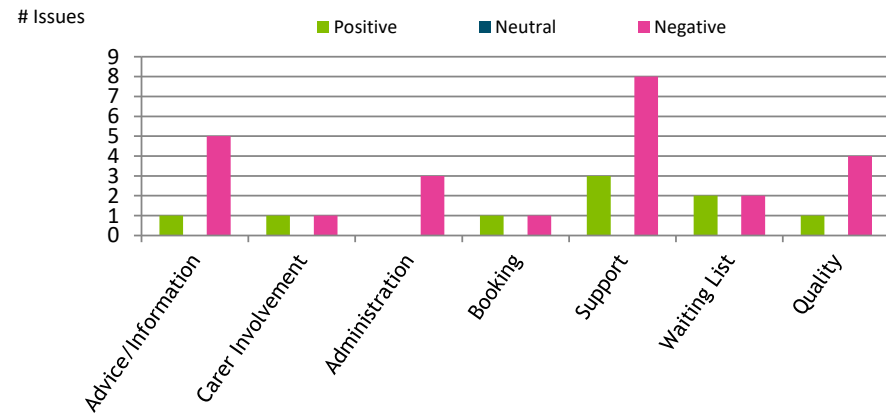
Quarterly Benchmark: 21% improvement on the previous quarter



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

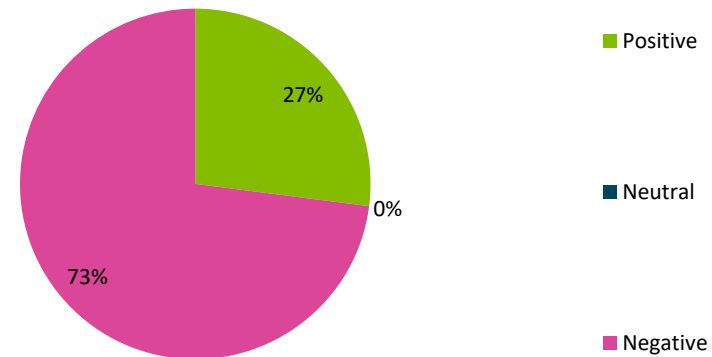
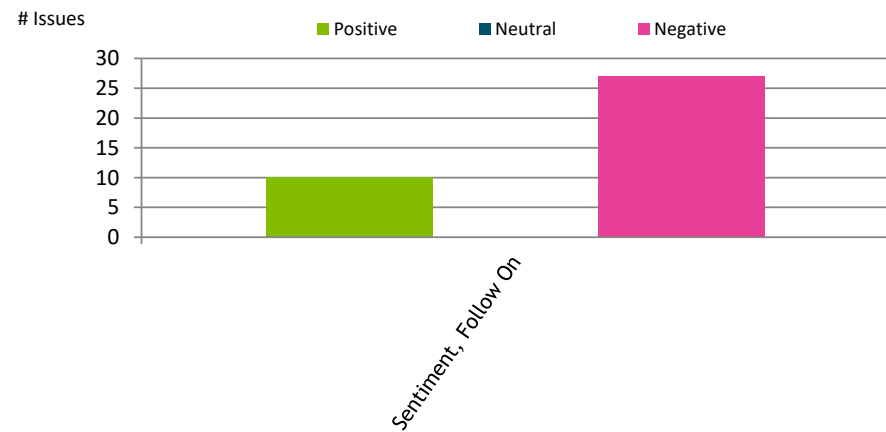


6.13 Trends, Follow On (37 issues)



Issues receiving the most comments overall

6.14 Sentiment, Follow On

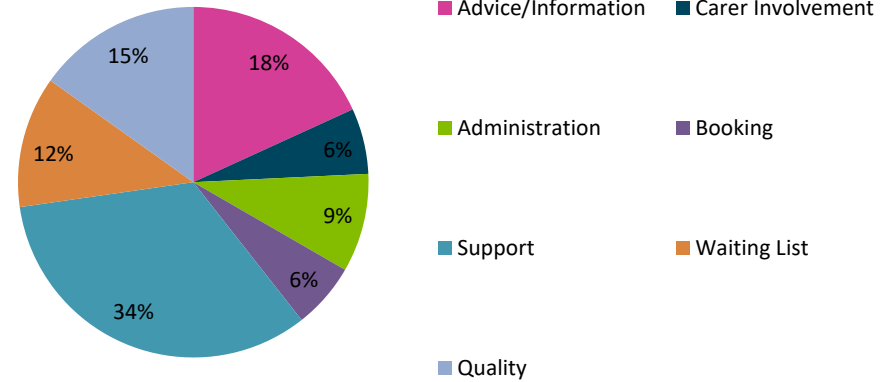
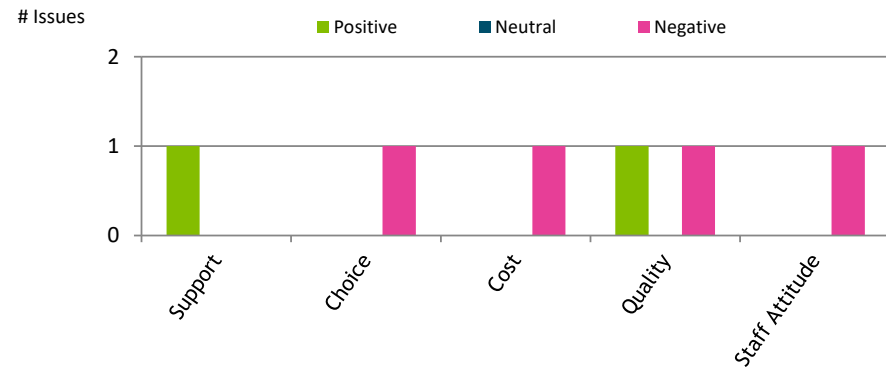


Quarterly Benchmark: 5% decline on the previous quarter

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

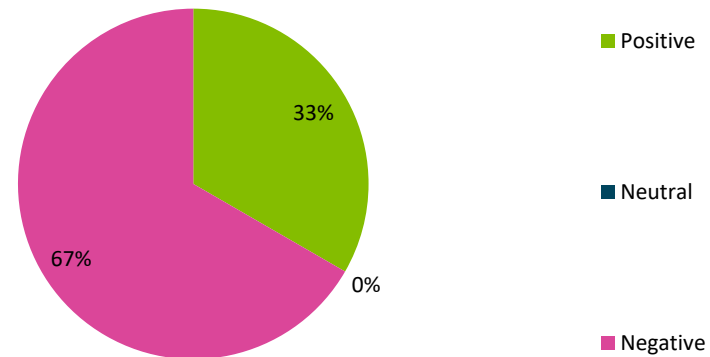
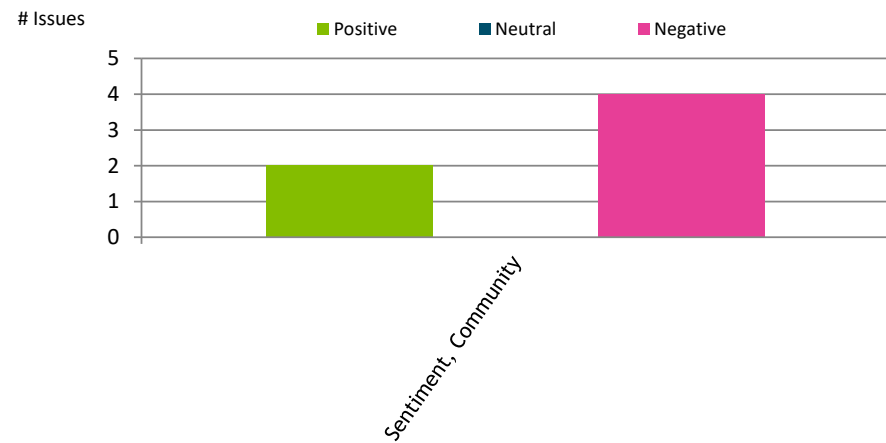


6.15 Trends, Community (6 issues)



Issues receiving the most comments overall

6.16 Sentiment, Community



Quarterly Benchmark: No change on the previous quarter



Page Number, Figure

Key findings in brief*

Page 3, Figure 2.1	<i>Top issues: On the whole, patients experience good quality, compassionate treatment and care, with good levels of involvement.</i>
Page 3, Figure 2.1	<i>Top issues: Some patients comment negatively on waiting times at appointments and general administration.</i>
Page 5, Figure 3.3	<i>Sentiment: On the whole, patients experience good quality, compassionate treatment and care.</i>
Page 5, Figure 3.4	<i>Sentiment: On general service access, around two thirds of issues are negative.</i>
Page 6, Figure 4.1	<i>Top departments: Sentiment on A&E, ENT, Endoscopy, Orthopaedics and Surgery is broadly positive, according to comments.</i>
Page 6, Figure 4.1	<i>Top departments: Comments suggest sentiment on Maternity is mixed, while marginally negative on Ophthalmology.</i>
Page 6, Figure 4.2	<i>Care pathway: Sentiment on clinical treatment, nursing and diagnosis is broadly positive overall, while mixed on reception.</i>
Page 7, Figure 5.1	<i>A&E: Patients find staff to be caring, professional and supportive, however some comment on long waits.</i>
Page 12, Figure 5.11	<i>Ear, Nose & Throat: Comments reflect good quality, compassionate treatment, with good levels of communication and support.</i>
Page 14, Figure 5.15	<i>Maternity: Patients find staff to be caring and professional on the whole, however some do not feel supported, informed or involved.</i>
Page 16, Figure 5.19	<i>Ophthalmology: Patients find staff to be caring and professional on the whole.</i>
Page 16, Figure 5.19	<i>Ophthalmology: Some patients comment negatively on ability to book appointments and waiting lists.</i>
Page 17, Figure 5.21	<i>Orthopaedics: Comments suggest patients are satisfied with most service aspects.</i>
Page 19, Figure 5.25	<i>Phlebotomy: Some patients complain of long waits at appointments.</i>
Page 15, Figure 5.17	<i>Radiography: Comments suggest patients are satisfied with most service aspects.</i>
Page 22, Figure 5.31	<i>General Surgery: Comments suggest patients are satisfied with most service aspects.</i>
Page 24, Figure 6.1	<i>Transport: Comments reflect a good quality, caring service.</i>
Page 25, Figure 6.3	<i>Reception: Patients find staff to be caring and professional on the whole.</i>
Page 25, Figure 6.3	<i>Reception: Some patients comment negatively on administration, telephone access and levels of communication and support.</i>
Page 26, Figure 6.5	<i>Diagnosis: Patients find staff to be caring, professional, supportive and informative on the whole.</i>
Page 26, Figure 6.5	<i>Diagnosis: Some patients experience difficulty in obtaining test results.</i>
Page 27, Figure 6.7	<i>Clinical Treatment: Patients experience a good quality, caring service on the whole, however some cite long waits at appointments.</i>
Page 28, Figure 6.9	<i>Clinical Nursing: Comments suggest patients are satisfied with most aspects of nursing care, on the whole.</i>
Page 30, Figure 6.13	<i>Follow On: Following discharge, some patients experience a lack of support and advice in arranging follow on treatment or care.</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>	123	12	72	207
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	20	0	12	32
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	19	5	22	46
	User Involvement	<i>Involvement of the service user.</i>	113	8	43	164
Systems	Administration	<i>Administrative processes and delivery.</i>	28	9	51	88
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	1	1	3	5
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	5	0	22	27
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	18	18
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	1	1
	Referral	<i>Referral to a service.</i>	8	0	5	13
	Medical Records	<i>Management of medical records.</i>	1	0	7	8
	Medication	<i>Prescription and management of medicines.</i>	8	1	13	22
	Opening Times	<i>Opening times of a service.</i>	1	2	2	5
	Planning	<i>Leadership and general organisation.</i>	6	0	14	20
	Registration	<i>Ability to register for a service.</i>	0	0	1	1
	Support	<i>Levels of support provided.</i>	202	12	105	319
	Telephone	<i>Ability to contact a service by telephone.</i>	3	0	22	25
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	65	18	75	158
Waiting List	<i>Length of wait while on a list.</i>	7	1	24	32	
Values	Choice	<i>General choice.</i>	6	1	7	14
	Cost	<i>General cost.</i>	0	0	6	6
	Language	<i>Language, including terminology.</i>	1	0	1	2
	Nutrition	<i>Provision of sustenance.</i>	8	1	8	17
	Privacy	<i>Privacy, personal space and property.</i>	4	0	8	12
	Quality	<i>General quality of a service, or staff.</i>	286	15	82	383
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	0	0
	Stimulation	<i>General stimulation, including access to activities.</i>	5	0	0	5

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>	0	0	2	2
	Environment/Layout	<i>Physical environment of a service.</i>	19	13	16	48
	Equipment	<i>General equipment issues.</i>	1	0	11	12
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	2	0	7	9
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	10	0	18	28
	Mobility	<i>Physical mobility to, from and within services.</i>	1	0	2	3
	Travel/Parking	<i>Ability to travel or park.</i>	3	1	2	6
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	7	7
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	1	0	4	5
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	328	14	71	413
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	9	9
	Staff Training	<i>Training of staff.</i>	0	0	6	6
	Staffing Levels	<i>General availability of staff.</i>	0	0	18	18
Total:			1285	114	797	2196