The Experience of Whipps Cross University Hospital

A trends analysis report by Healthwatch Waltham Forest

Community*Insight*

9 January 2020

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 Whipps Cross University Hospital.

Reporting Period: 1 January 2019 - 31 December 2019

healthwatch
Waltham Forest

Index and overview of findings

Data Source (Page 3)

This report is based on the experience of 369 people. Feedback has been obtained from a variety of sources, including Enter and View and comments posted online (Care Opinion and social media).

Top Trends (Page 4)

Findings suggest the vast majority of people receive good quality, compassionate treatment and care, with good levels of involvement. However, experiences suggest long waiting times at appointments.

Satisfaction Levels (Pages 5-6)

On the whole, feedback is 58% positive. Around two thirds of experiences (61%) reflect good levels of involvement and support, while sentiment on quality and empathy is broadly positive (72%). On service access, half of comments (50%) are negative overall.

Departments (Pages 7-13)

Feedback about A&E suggests good quality, compassionate treatment and care, with good levels of involvement, communication and support. People are also complimentary about the general environment, however many cite long waiting times. On maternity, comments suggest most people are satisfied with nursing care on the whole, but would like services to be more responsive.

Care Pathway (Pages 14-20)

Feedback suggests experiences of transport, clinical treatment and care are broadly positive overall. While most people find reception staff to be efficient, many would like greater levels of support, information and empathy.

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.
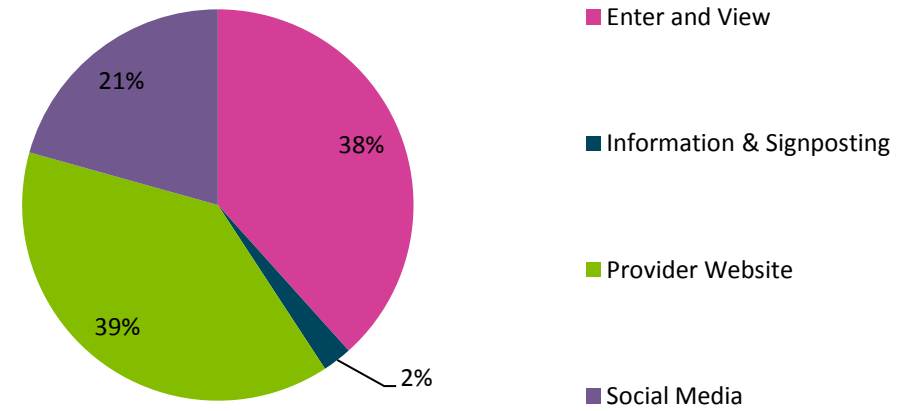
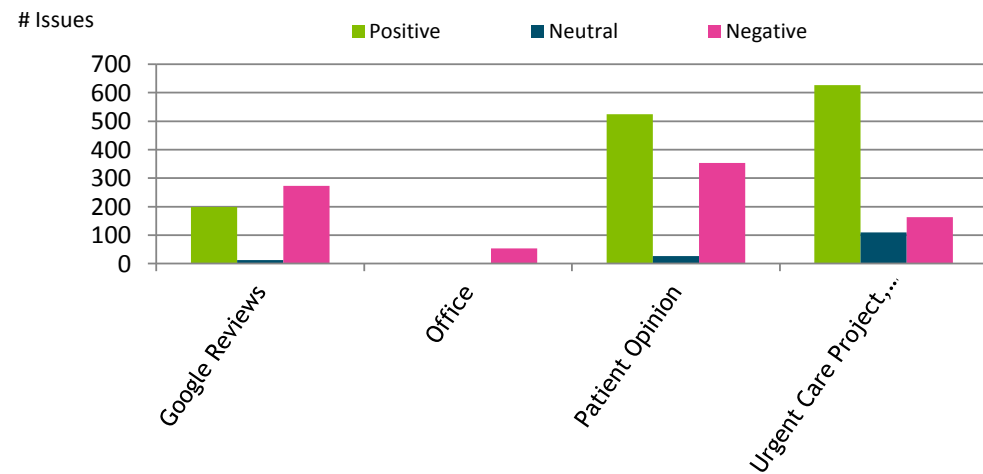## 1. Data Source: Where did we collect the feedback?
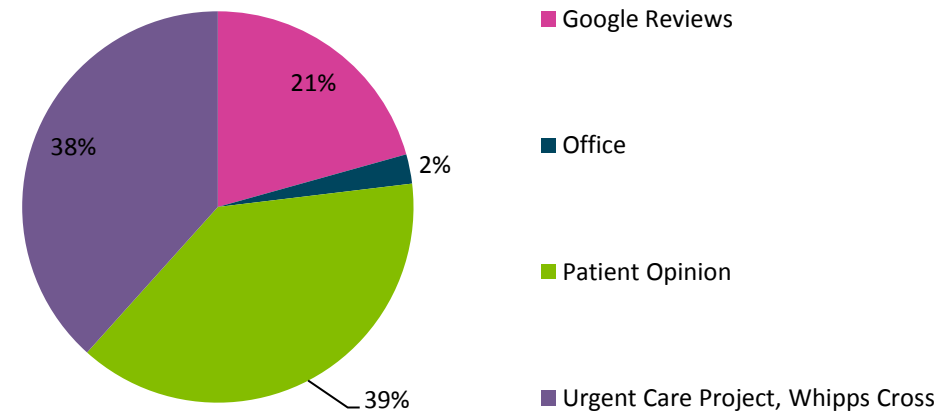
1.1 Source
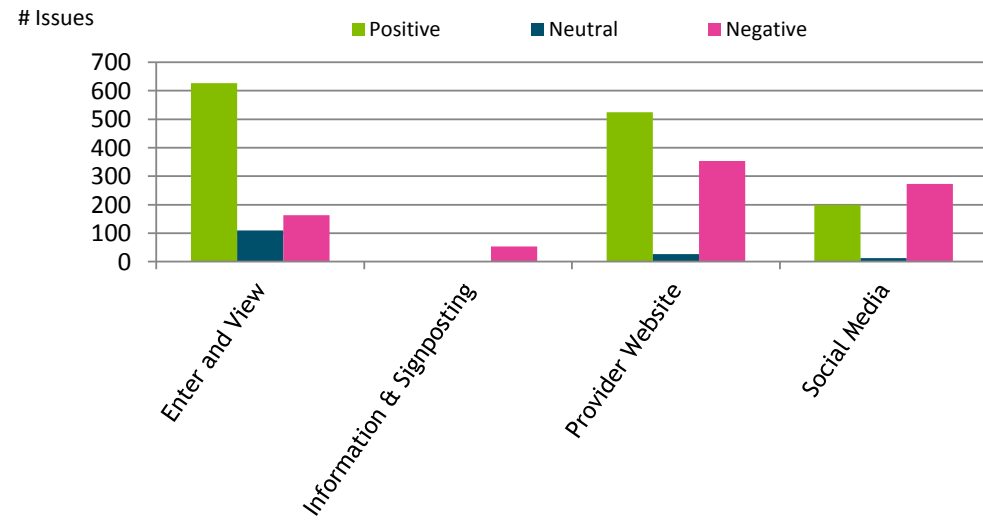
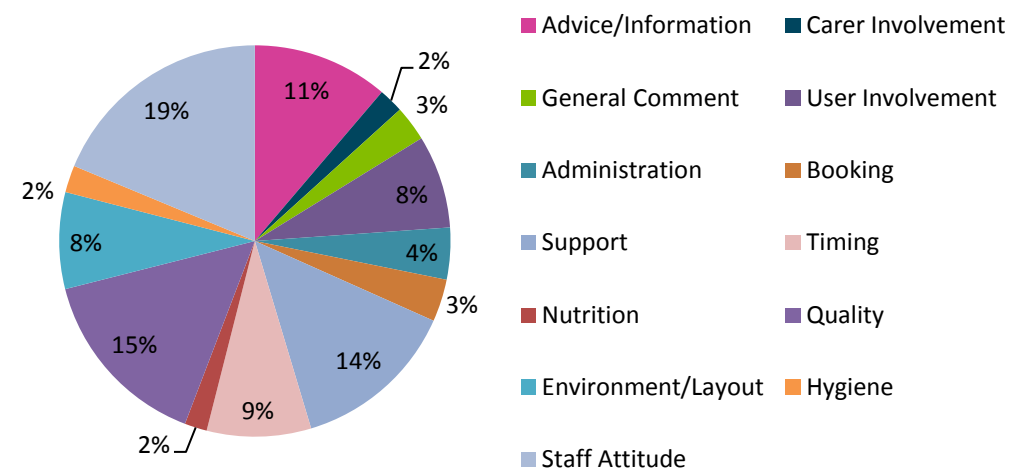*Sources providing the most comments overall*
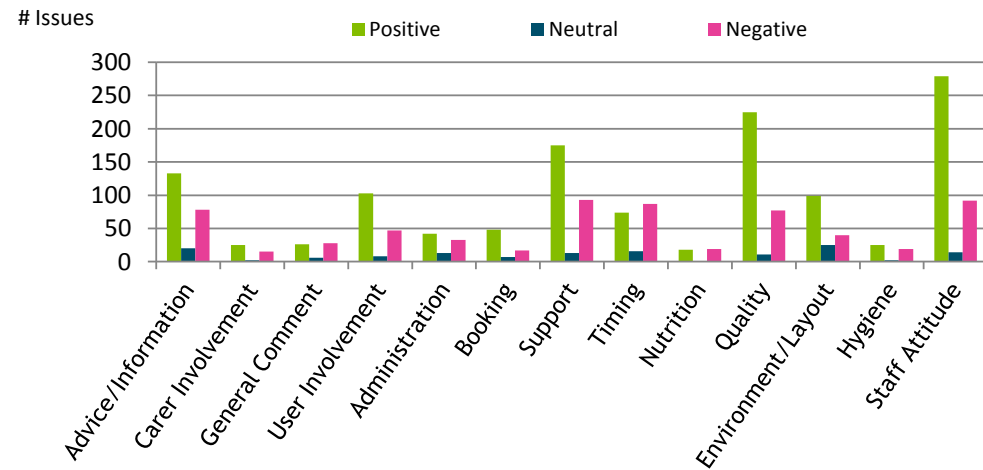
1.2 Origin

Origins providing the most comments overall

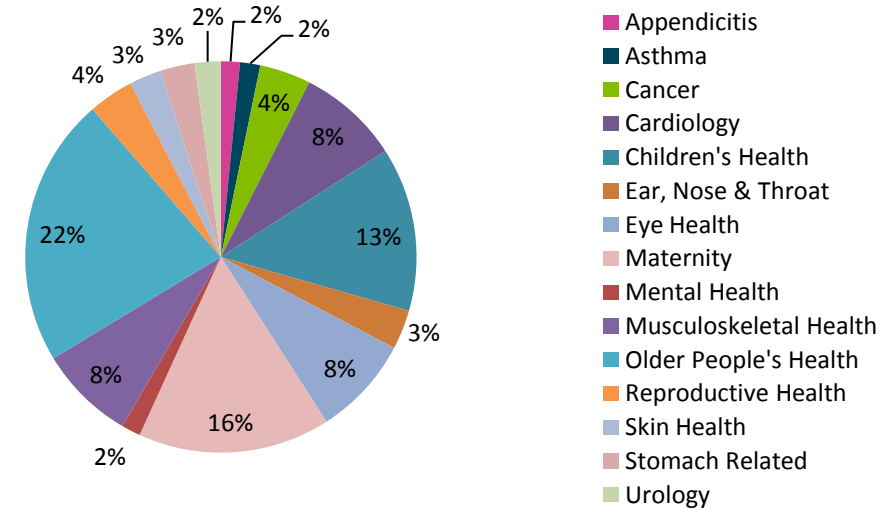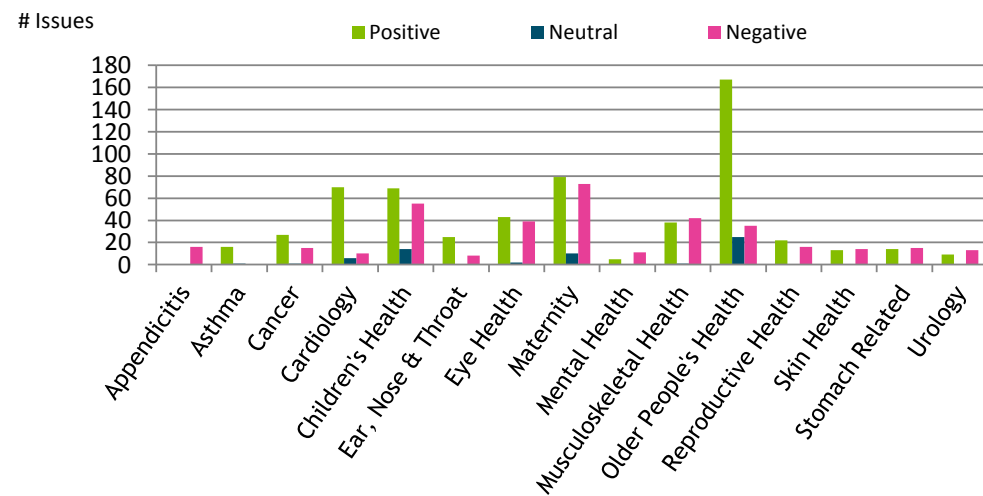## 2. Top Trends: Which service aspects are people most commenting on?

2.1 Service aspects: 2355 issues from 369 people

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Booking, Support, Timing, Nutrition, Quality, Environment/Layout, Hygiene, Staff Attitude

Pie chart legend and values:
- Advice/Information — 11%
- Carer Involvement — 2%
- General Comment — 3%
- User Involvement — 8%
- Administration — 4%
- Booking — 3%
- Support — 14%
- Timing — 9%
- Nutrition — 2%
- Quality — 15%
- Environment/Layout — 8%
- Hygiene — 2%
- Staff Attitude — 19%

Issues receiving the most comments overall. See page 31 for issue descriptions.

2.2 Stated medical conditions

Issues

Legend: Positive, Neutral, Negative

Categories: Appendicitis, Asthma, Cancer, Cardiology, Children's Health, Ear, Nose & Throat, Eye Health, Maternity, Mental Health, Musculoskeletal Health, Older People's Health, Reproductive Health, Skin Health, Stomach Related, Urology

Pie chart legend and values:
- Appendicitis — 2%
- Asthma — 2%
- Cancer — 4%
- Cardiology — 8%
- Children's Health — 13%
- Ear, Nose & Throat — 3%
- Eye Health — 8%
- Maternity — 16%
- Mental Health — 2%
- Musculoskeletal Health — 8%
- Older People's Health — 22%
- Reproductive Health — 4%
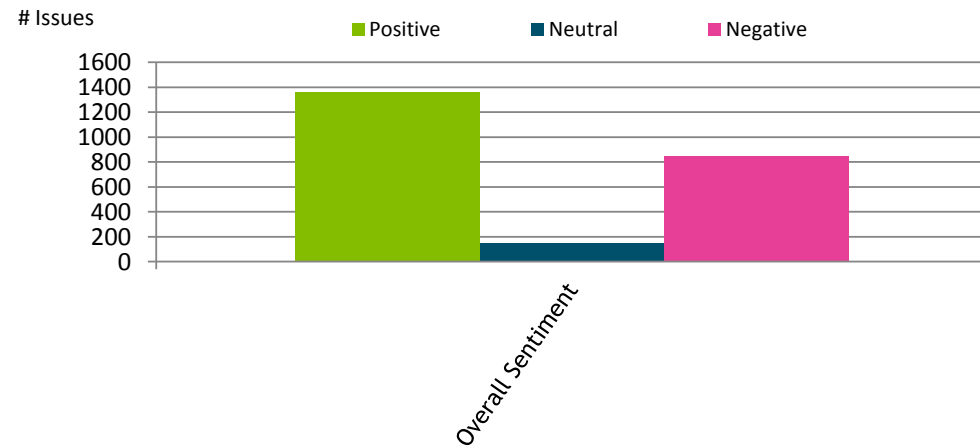- Skin Health — 3%
- Stomach Related — 3%
- Urology — 2%

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?
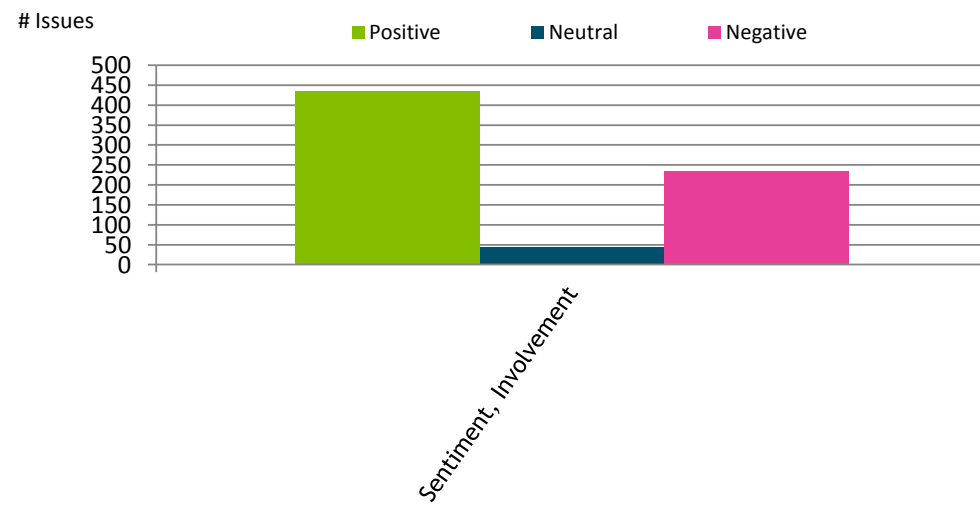
Issues

Legend: Positive | Neutral | Negative

Bar chart showing Overall Sentiment with values: Positive ~1380, Neutral ~150, Negative ~850 (y-axis from 0 to 1600)

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

Pie chart: Positive 58%, Neutral 6%, Negative 36%

East London Average: 60% Positive
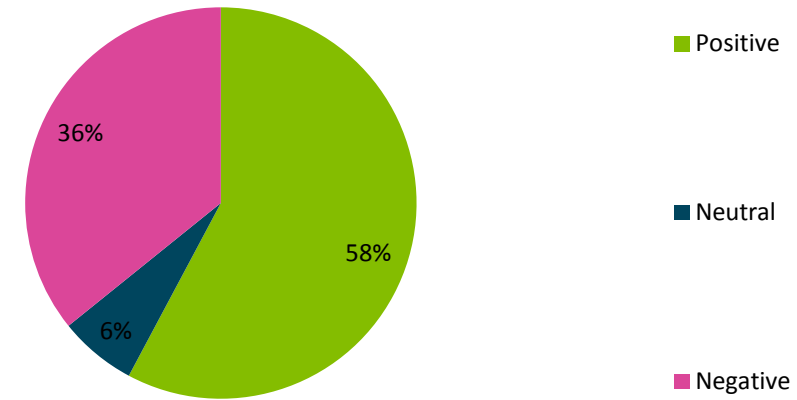
3.2 How well informed, involved and supported do people feel?

Issues

Legend: Positive | Neutral | Negative

Bar chart showing Sentiment, Involvement with values: Positive ~430, Neutral ~55, Negative ~235 (y-axis from 0 to 500)

Quarterly Benchmark: *2% decline on the previous quarter*

Pie chart: Positive 61%, Neutral 6%, Negative 33%

East London Average: 63% Positive
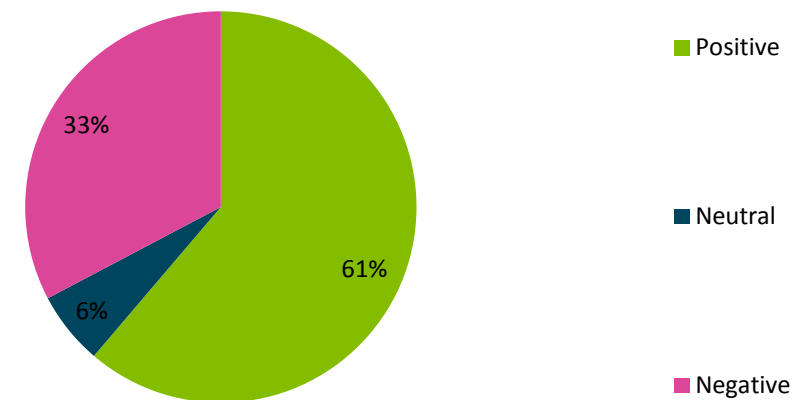
3. Sentiment: How do people feel about the service?

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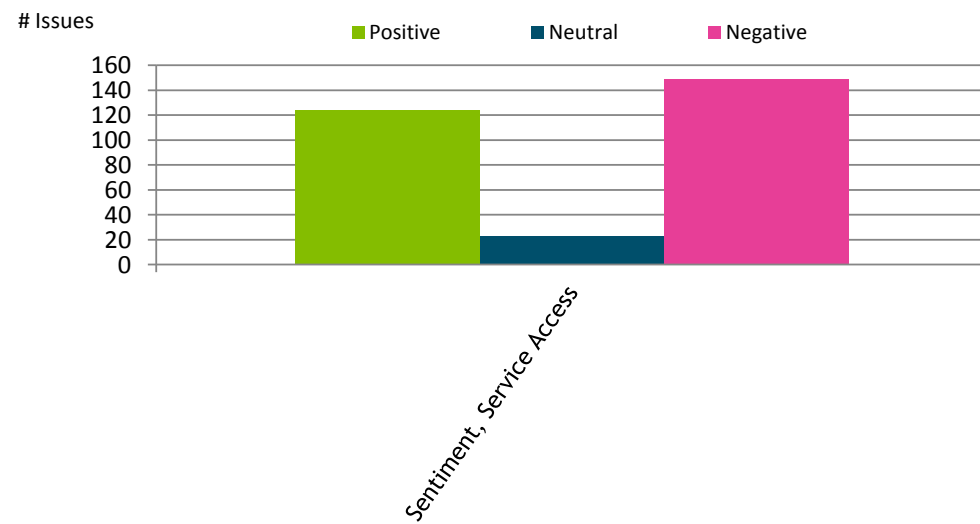
Issues

Legend: Positive | Neutral | Negative

Sentiment, Quality

Quarterly Benchmark: *1% decline on the previous quarter*
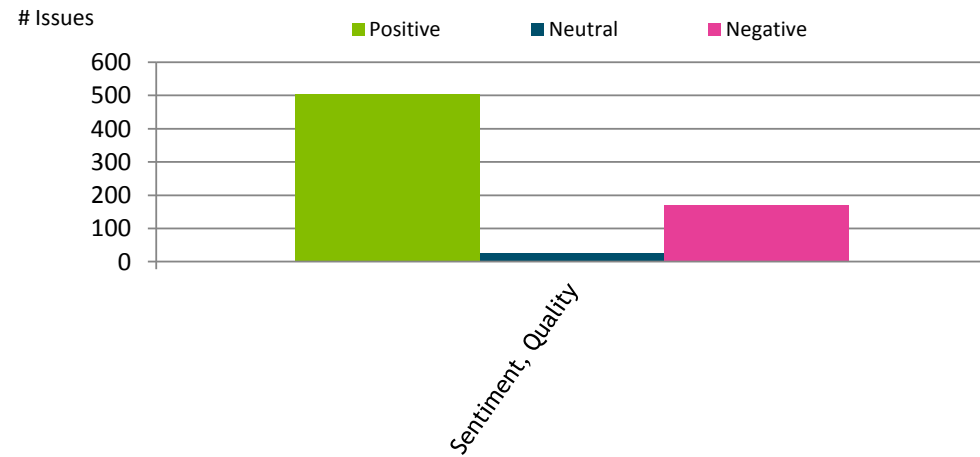
Positive 72%
Neutral 4%
Negative 24%

East London Average: 77% Positive
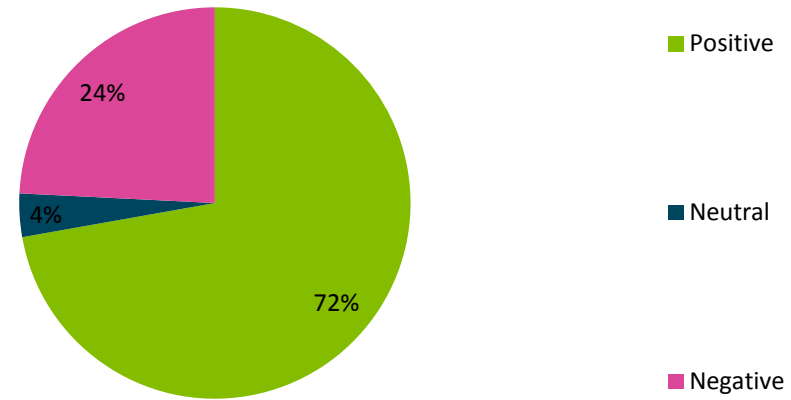
3.4 How do people feel about general access to services?

Issues

Legend: Positive | Neutral | Negative

Sentiment, Service Access

Quarterly Benchmark: *2% decline on the previous quarter*

Positive 42%
Neutral 8%
Negative 50%

East London Average: 36% Positive
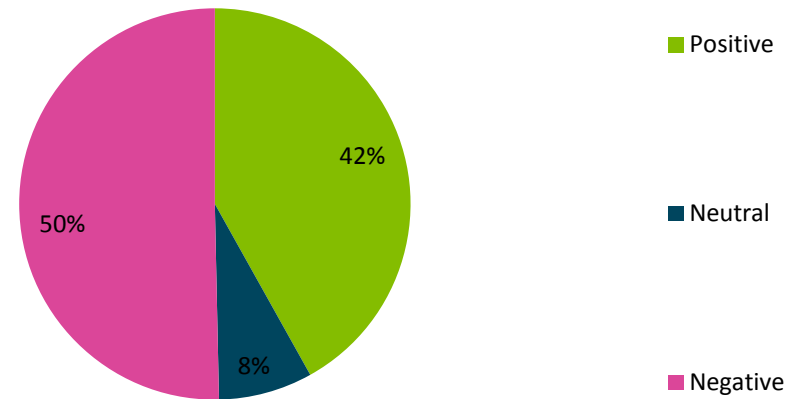
4.1 Departments (2355 issues)

Issues

Legend: Positive | Neutral | Negative

Pie chart legend:
- Accident and Emergency
- Cardiology
- Care of the Elderly
- Dermatology
- Ear, Nose and Throat
- General Inpatients
- Maternity
- Not Stated
- Obstetrics and Gynaecology
- Ophthalmology
- Orthopaedics
- Radiography
- Surgical Clinic
- Urology

Pie values: 61%, 11%, 7%, 3%, 2%, 1%, 1%, 1%, 2%, 3%, 3%, 2%, 2%, 1%
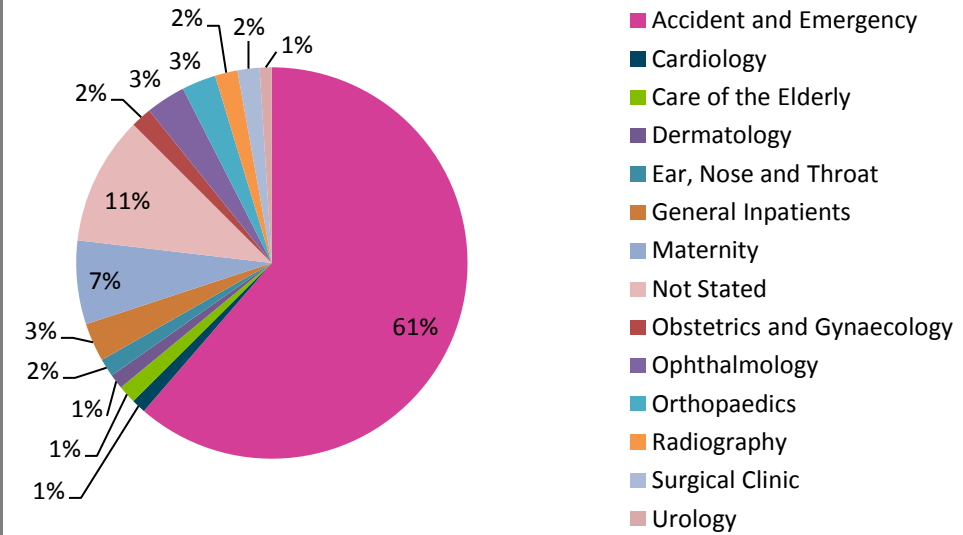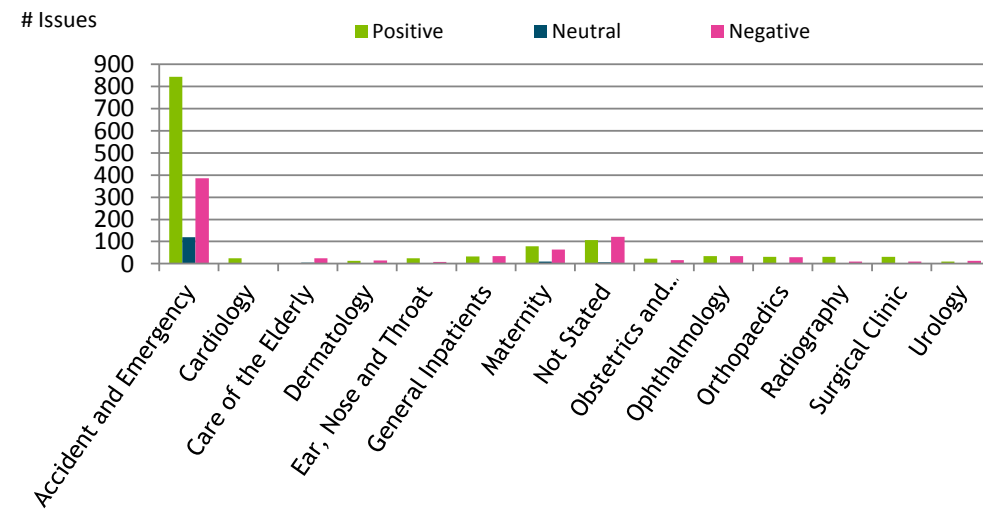
Departments receiving the most comments overall

4.2 Breakdown of care pathway locations (more on pages 22-29)

Issues

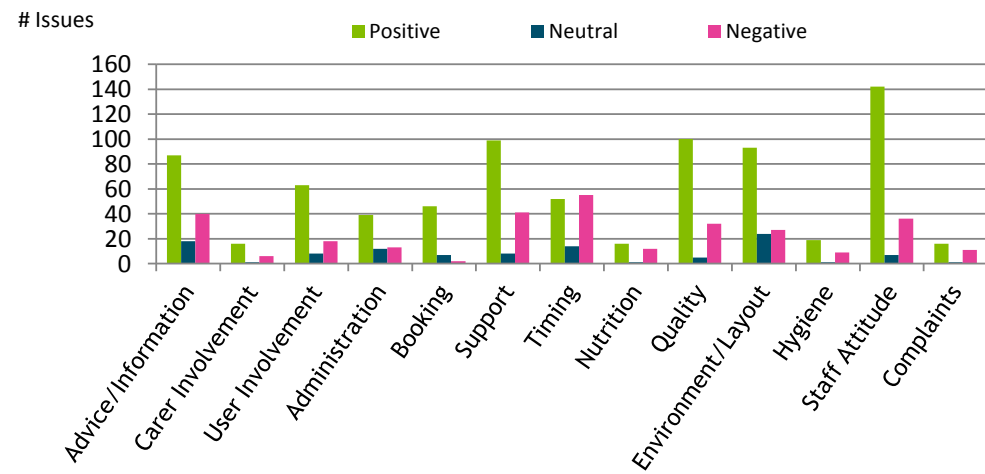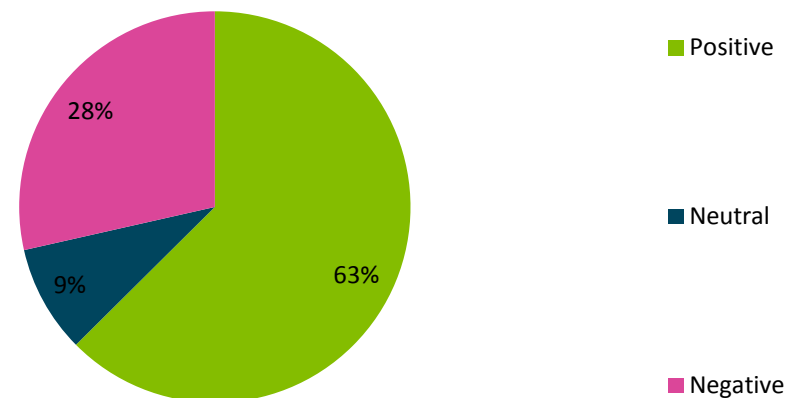Legend: Positive | Neutral | Negative

Pie chart legend:
- Transport
- Reception
- Diagnosis/Testing
- Clinical Treatment
- Clinical Nursing
- Discharge
- Follow On
- Community Services

Pie values: Transport 2%, Reception 19%, Diagnosis/Testing 6%, Clinical Treatment 49%, Clinical Nursing 22%, Discharge 1%, Follow On 1%, Community Services 0%, 1%
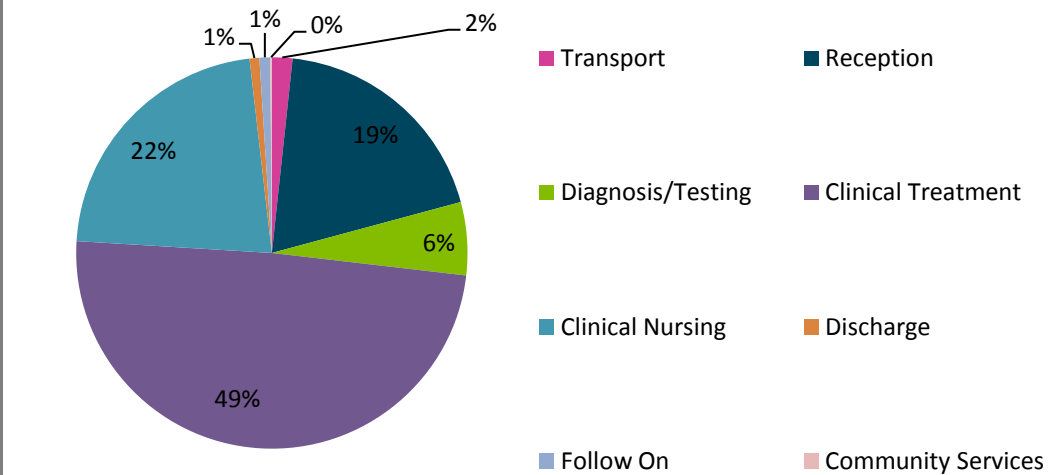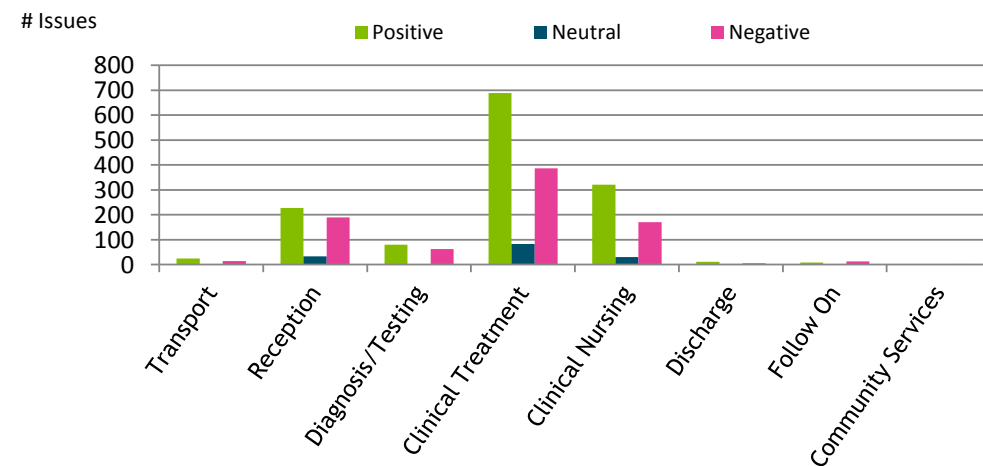
Care pathway locations

5.1 Trends, A&E (1349 issues from 170 people)

Issues

Legend: Positive · Neutral · Negative

Issues receiving the most comments overall

Pie chart categories: Advice/Information (12%), Carer Involvement (2%), User Involvement (8%), Administration (5%), Booking (5%), Support (12%), Timing (10%), Nutrition (2%), Quality (12%), Environment/Layout (12%), Hygiene (2%), Staff Attitude (16%), Complaints (2%)

5.2 Sentiment, A&E

Issues

Legend: Positive · Neutral · Negative

Sentiment, A&E

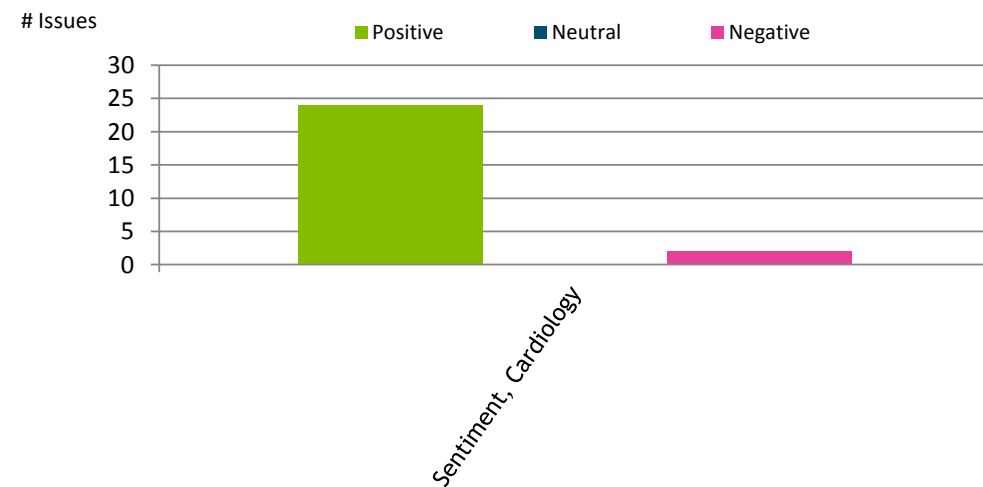Pie chart: Positive 63%, Neutral 9%, Negative 28%
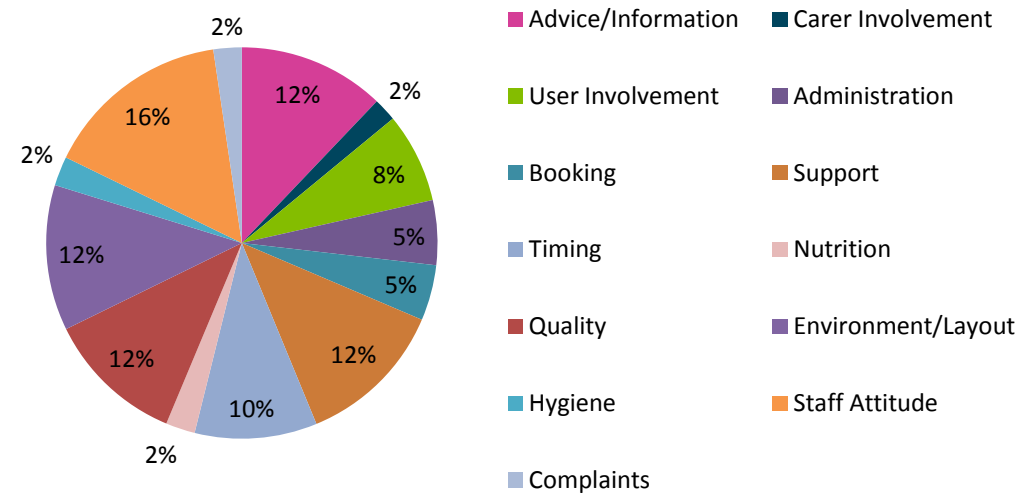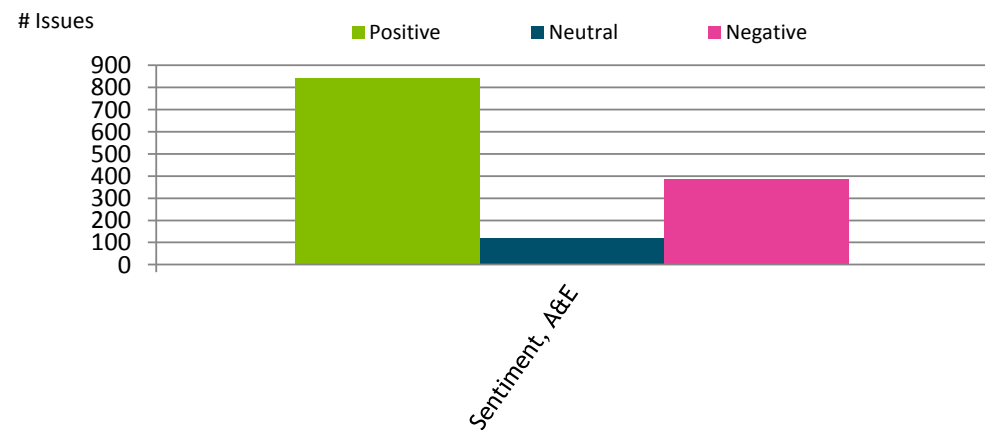
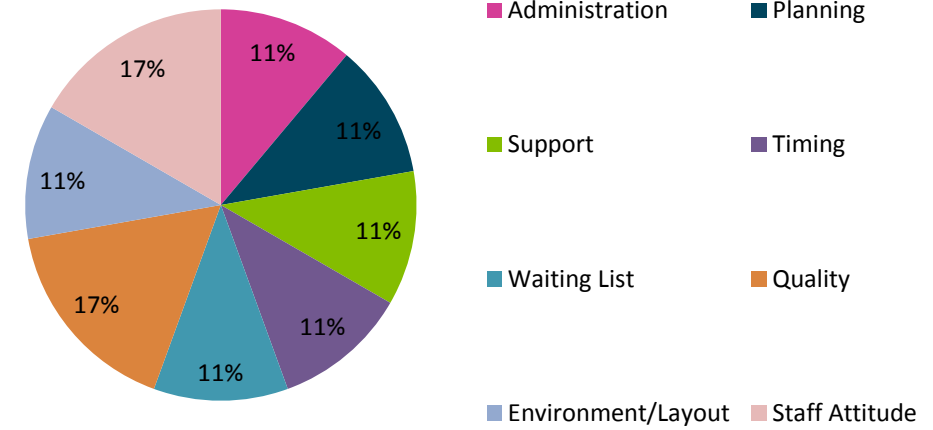## 5.3 Trends, Cardiology (26 issues from 5 people)
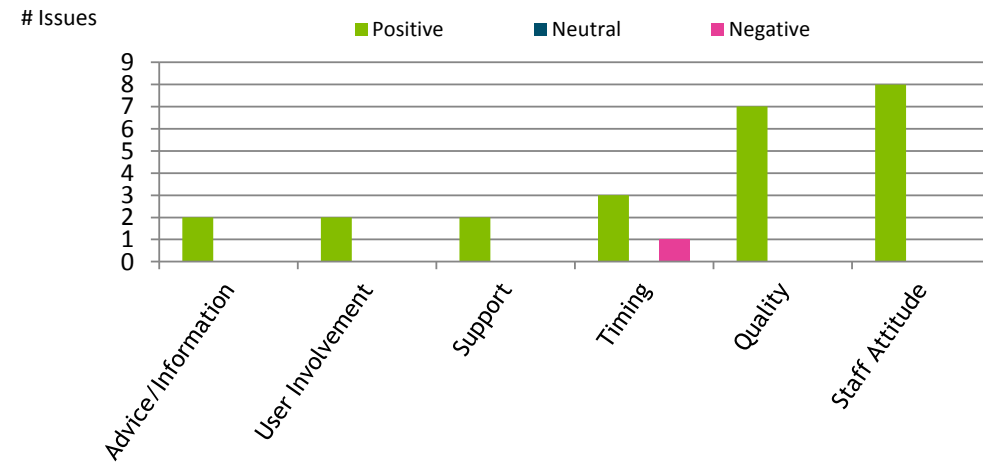
Issues receiving the most comments overall
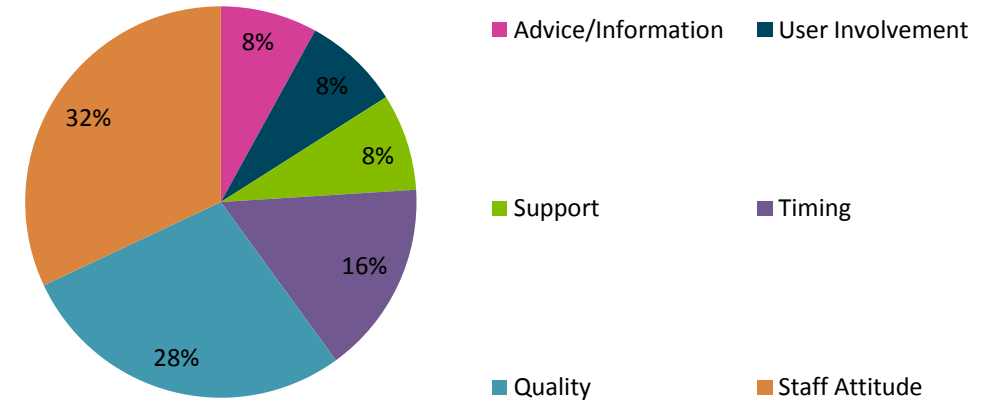
5.4 Sentiment, Cardiology
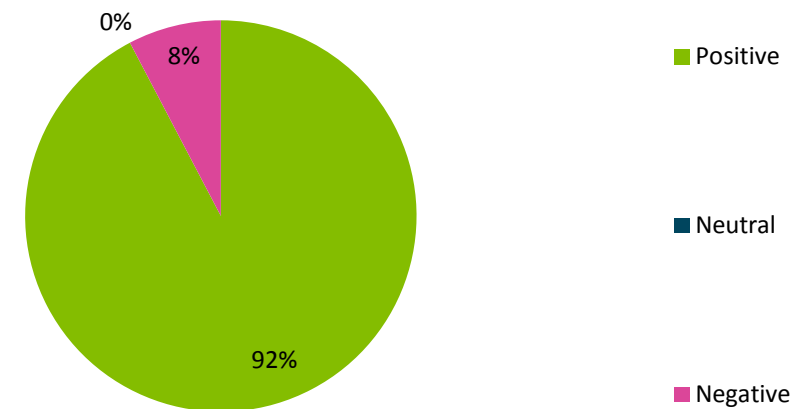
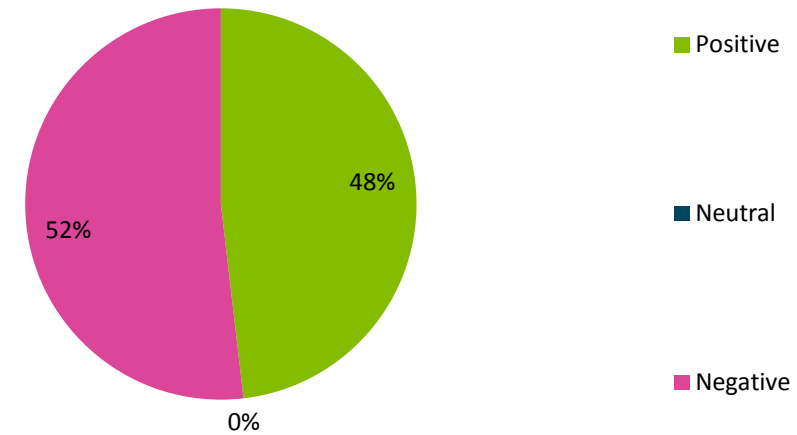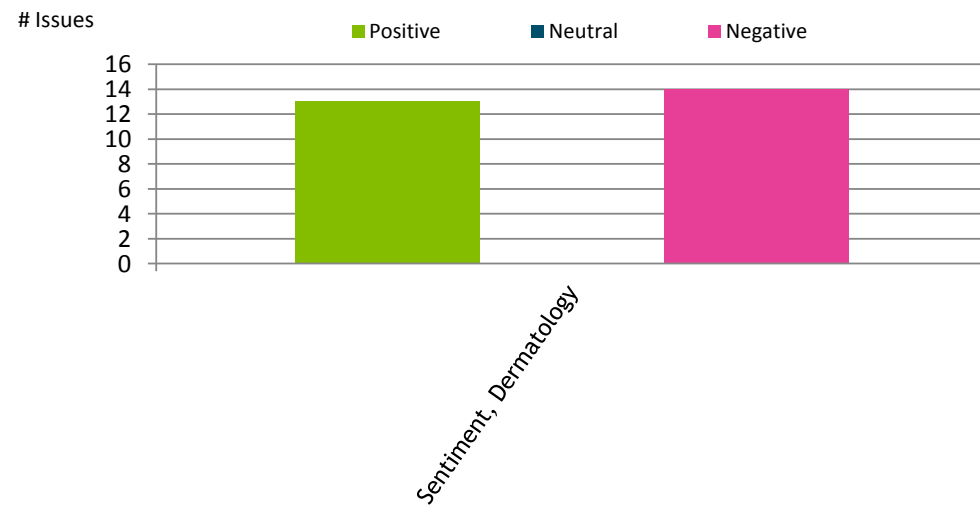## 5.5 Trends, Dermatology (27 issues from 5 people)

Issues

Positive Neutral Negative

Pie chart legend:
- Administration 11%
- Planning 11%
- Support 11%
- Timing 11%
- Waiting List 11%
- Quality 17%
- Environment/Layout 11%
- Staff Attitude 17%
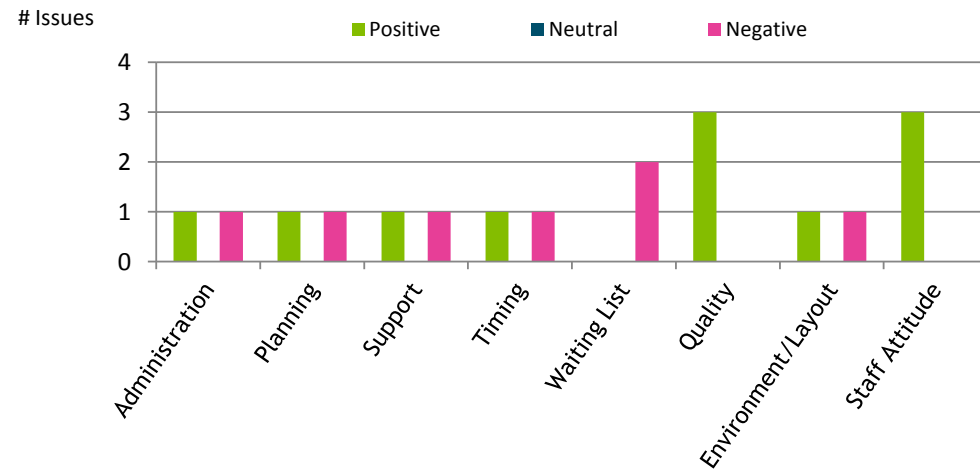
Issues receiving the most comments overall

5.6 Sentiment, Dermatology

Issues

Positive Neutral Negative

Sentiment, Dermatology

Pie chart:
- Positive 48%
- Neutral 0%
- Negative 52%

5.7 Trends, Ear, Nose & Throat (33 issues from 5 people)

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Advice/Information, Support, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 7%
- Support: 17%
- Quality: 38%
- Staff Attitude: 38%
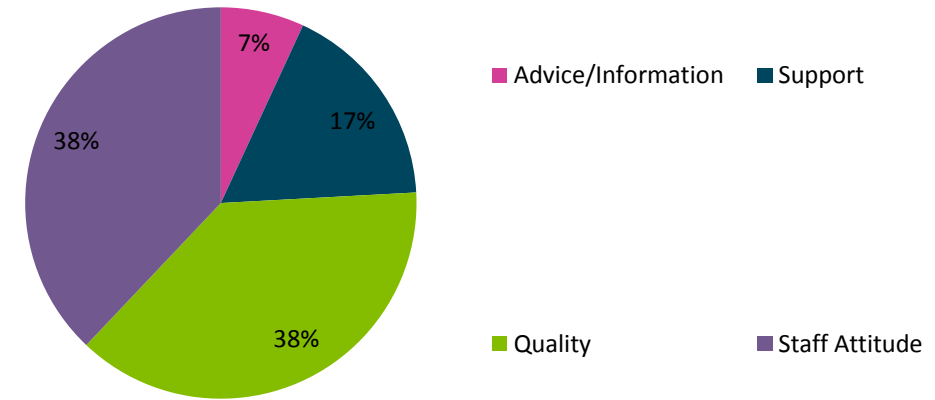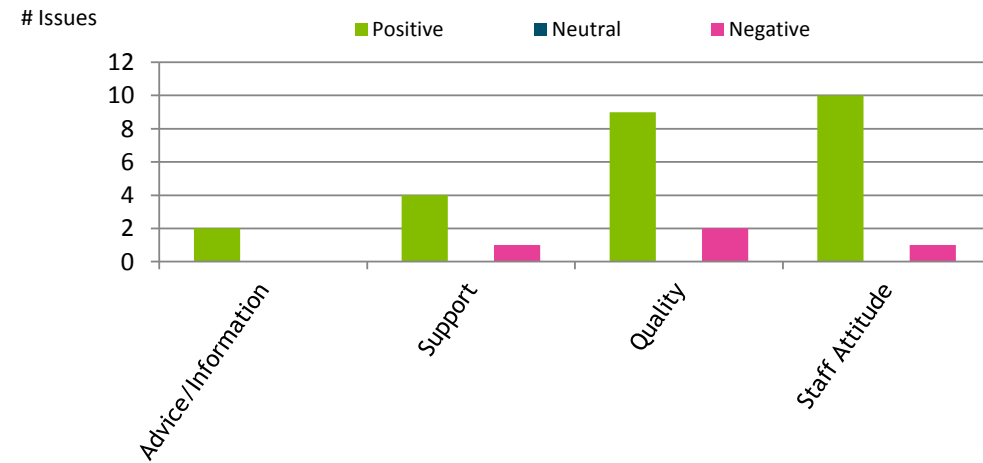
5.8 Sentiment, Ear, Nose & Throat

Issues

Legend: Positive | Neutral | Negative

Bar chart category: Sentiment, ENT

Pie chart:
- Positive: 76%
- Neutral: 0%
- Negative: 24%
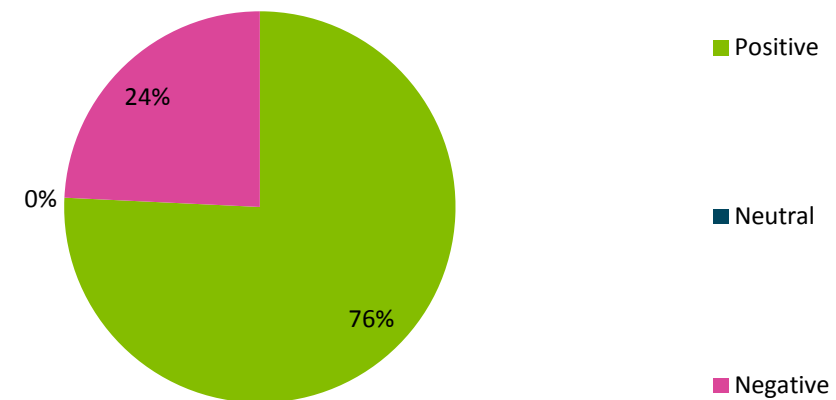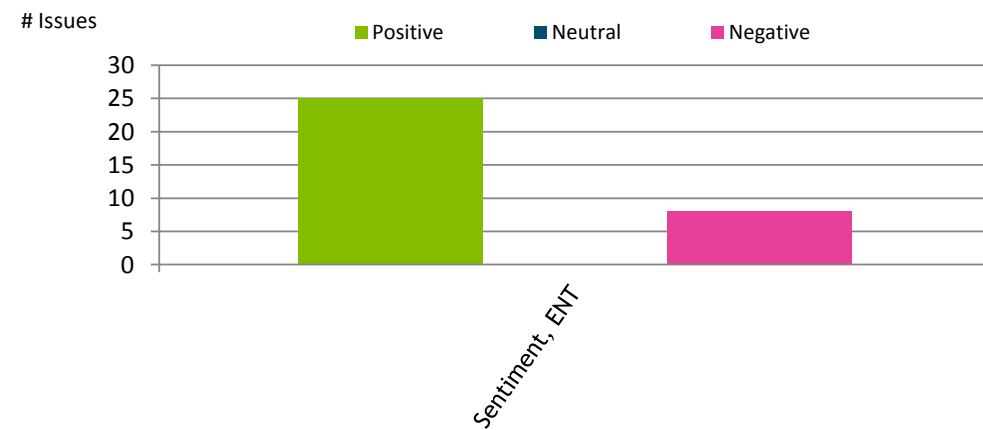
5.9 Trends, General Inpatients (70 issues from 14 people)

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Carer Involvement, User Involvement, Support, Nutrition, Quality, Hygiene, Staff Attitude

- Advice/Information 7%
- Carer Involvement 9%
- User Involvement 7%
- Support 22%
- Nutrition 6%
- Quality 18%
- Hygiene 6%
- Staff Attitude 25%
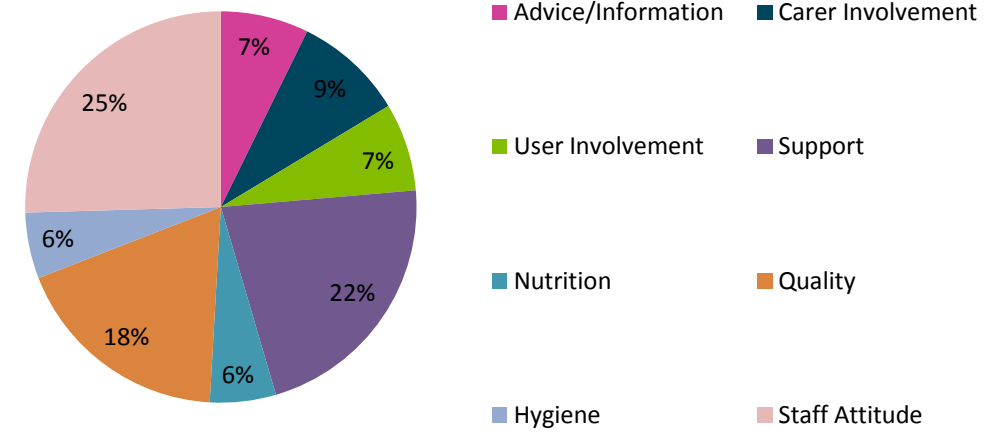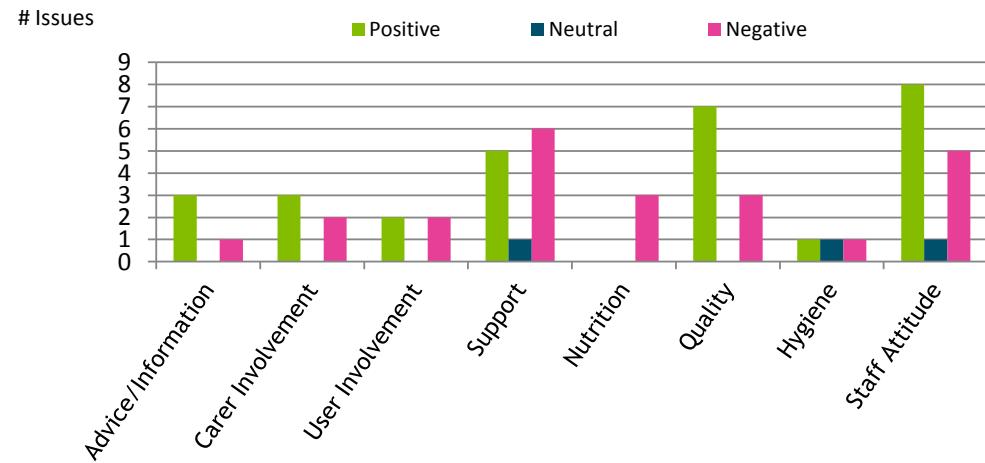
Issues receiving the most comments overall

5.10 Sentiment, General Inpatients

Legend: Positive, Neutral, Negative

Sentiment, Inpatients

- Positive 46%
- Neutral 4%
- Negative 50%
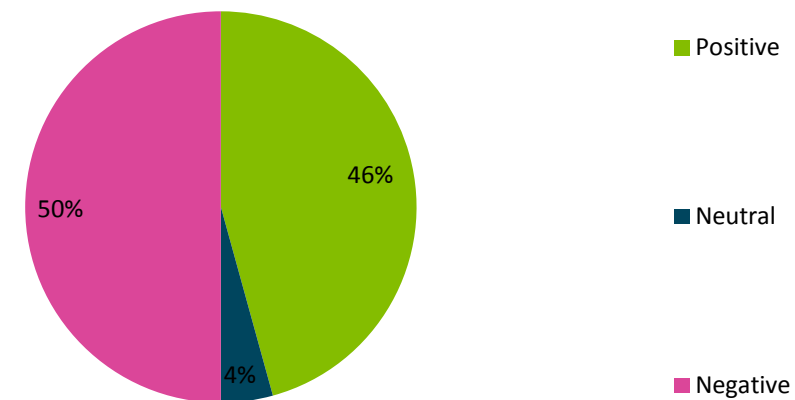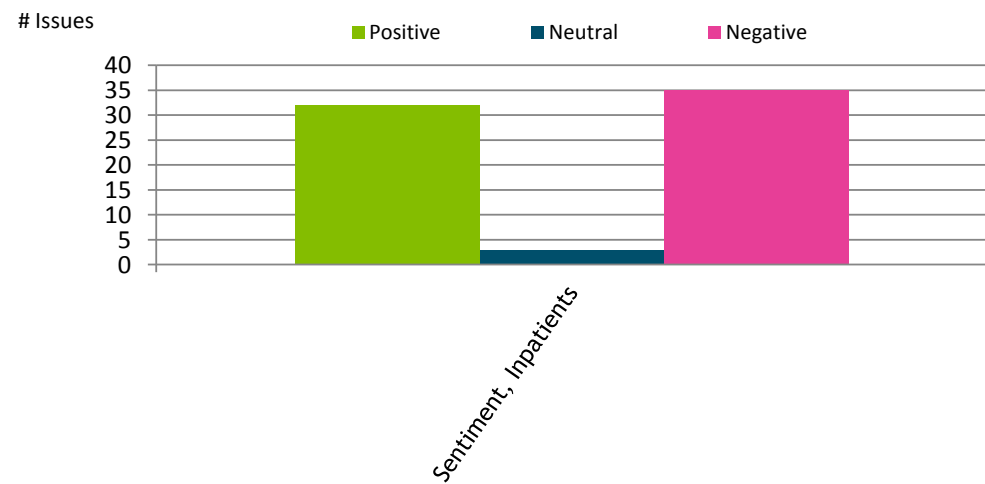
5.11 Trends, Maternity (152 issues from 25 people)

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Advice/Information, Carer Involvement, User Involvement, Administration, Booking, Support, Telephone, Timing, Choice, Quality, Environment/Layout, Hygiene, Staff Attitude

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information — 11%
- Carer Involvement — 5%
- User Involvement — 8%
- Administration — 3%
- Booking — 2%
- Support — 16%
- Telephone — 2%
- Timing — 4%
- Choice — 2%
- Quality — 20%
- Environment/Layout — 3%
- Hygiene — 3%
- Staff Attitude — 21%

5.12 Sentiment, Maternity

Issues

Legend: Positive | Neutral | Negative

Sentiment, Maternity

Pie chart:
- Positive — 52%
- Neutral — 7%
- Negative — 41%

13

5.13 Trends, Ophthalmology (73 issues from 9 people)

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, User Involvement, Administration, Booking, Data Protection, Medical Records, Planning, Support, Timing, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 9%
- User Involvement: 8%
- Administration: 3%
- Booking: 3%
- Data Protection: 4%
- Medical Records: 3%
- Planning: 5%
- Support: 14%
- Timing: 5%
- Quality: 23%
- Staff Attitude: 23%

5.14 Sentiment, Ophthalmology

Issues

Legend: Positive, Neutral, Negative

Sentiment, Ophthalmology

Pie chart:
- Positive: 49%
- Neutral: 3%
- Negative: 48%

5.15 Trends, Orthopaedics (62 issues from 12 people)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart categories: Advice/Information, General Comment, User Involvement, Administration, Planning, Support, Timing, Waiting List, Quality, Staff Attitude

Pie chart legend:
■ Advice/Information — 10%
■ General Comment — 4%
■ User Involvement — 9%
■ Administration — 3%
■ Planning — 7%
■ Support — 14%
■ Timing — 14%
■ Waiting List — 3%
■ Quality — 19%
■ Staff Attitude — 17%
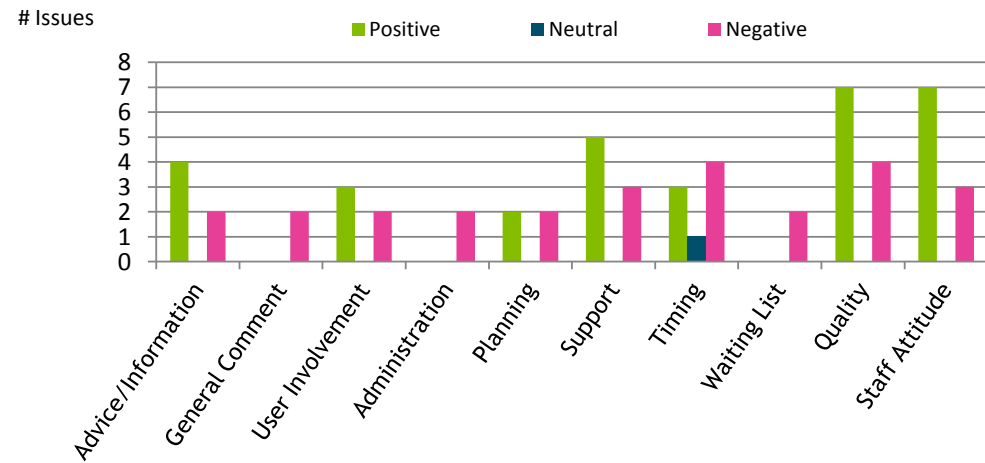
Issues receiving the most comments overall

5.16 Sentiment, Orthopaedics

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Sentiment, Orthopaedics

Pie chart:
■ Positive — 50%
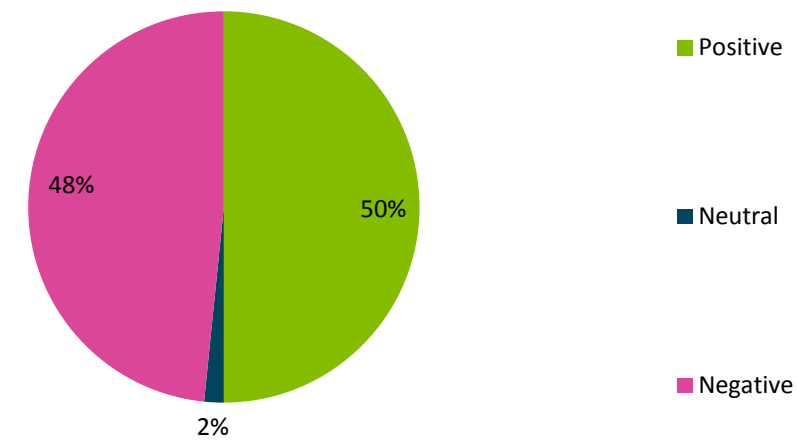■ Neutral — 2%
■ Negative — 48%

15
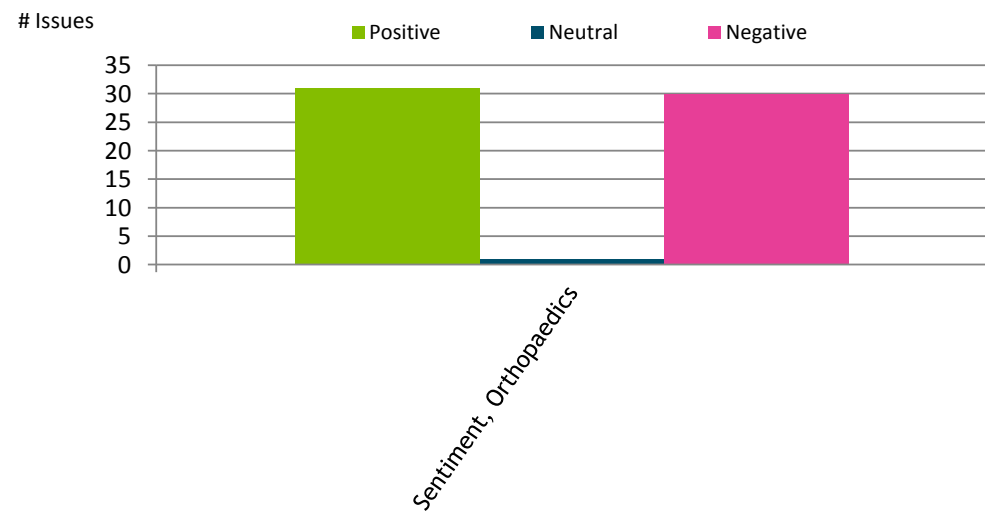
5. Trends: Radiography

5.17 Trends, Radiography (41 issues from 8 people)
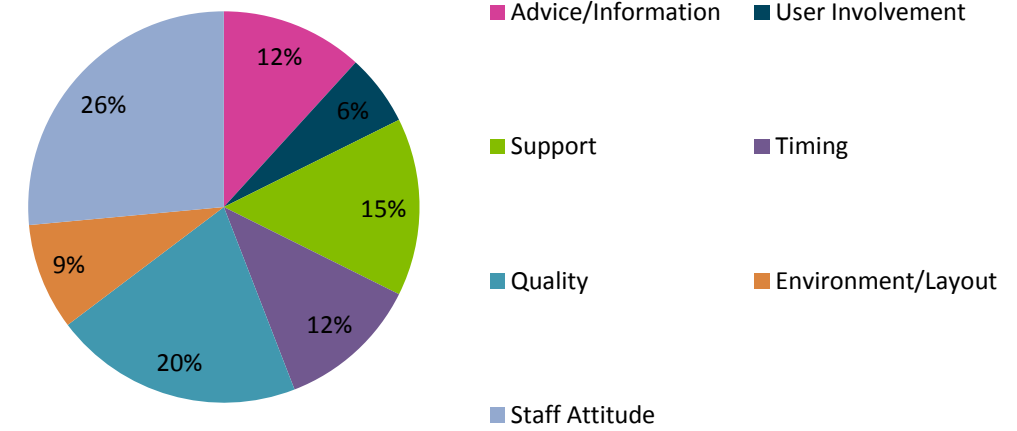
Issues receiving the most comments overall

5.18 Sentiment, Radiography
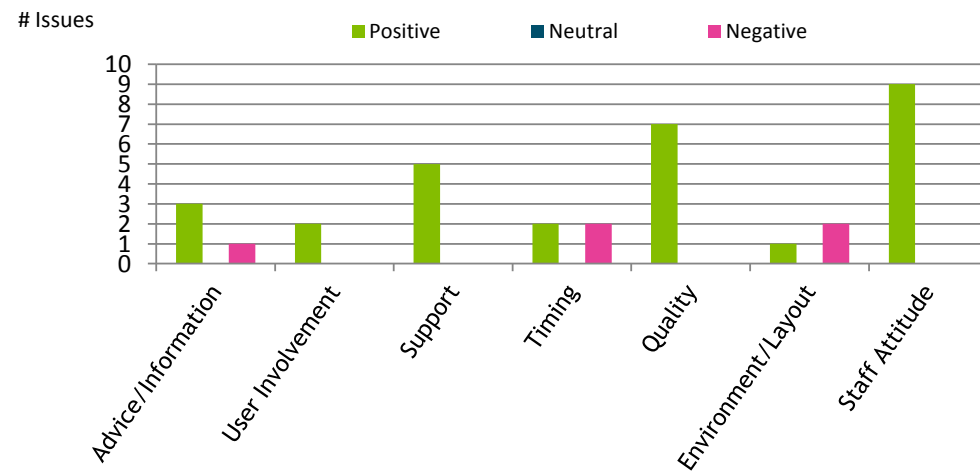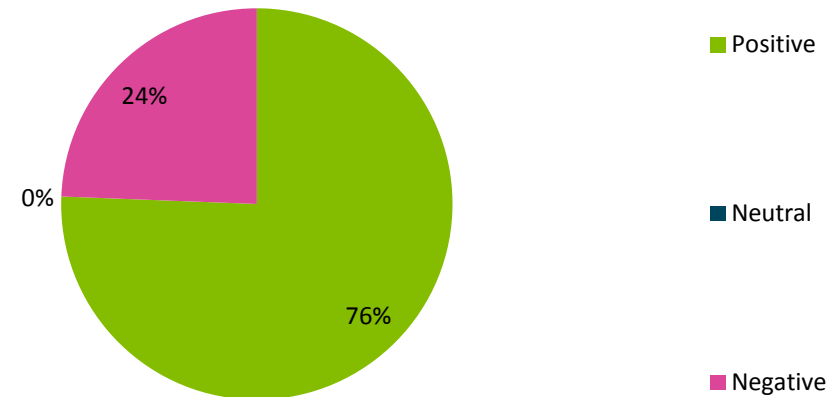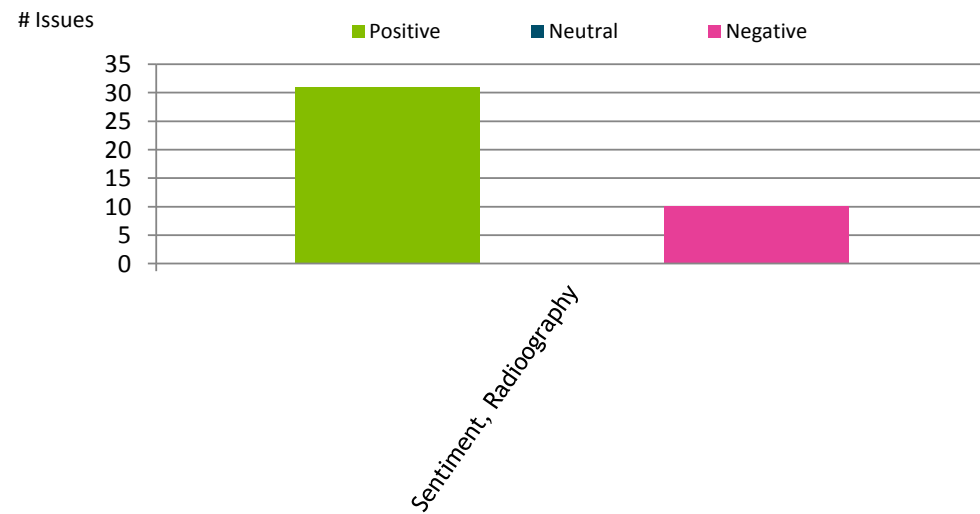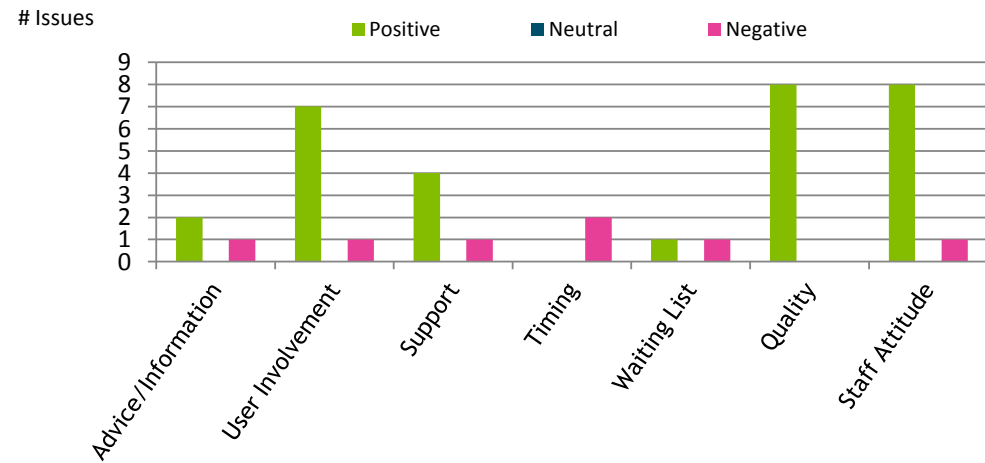

16

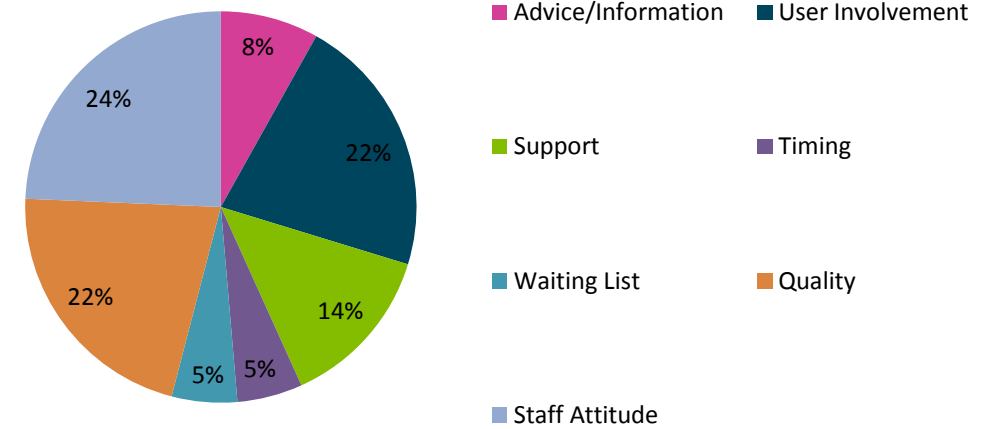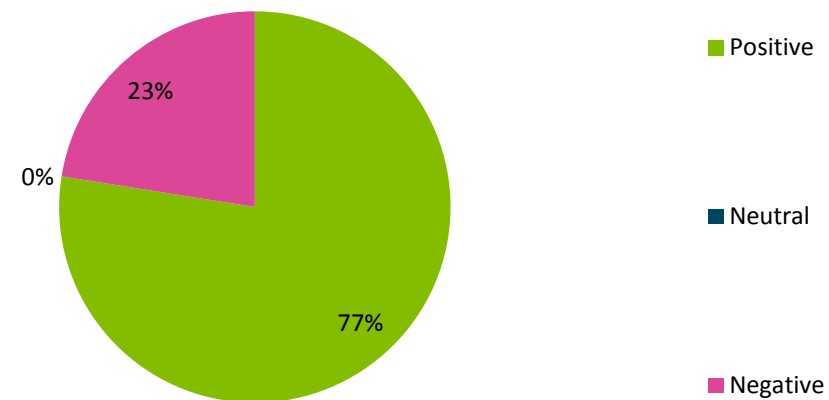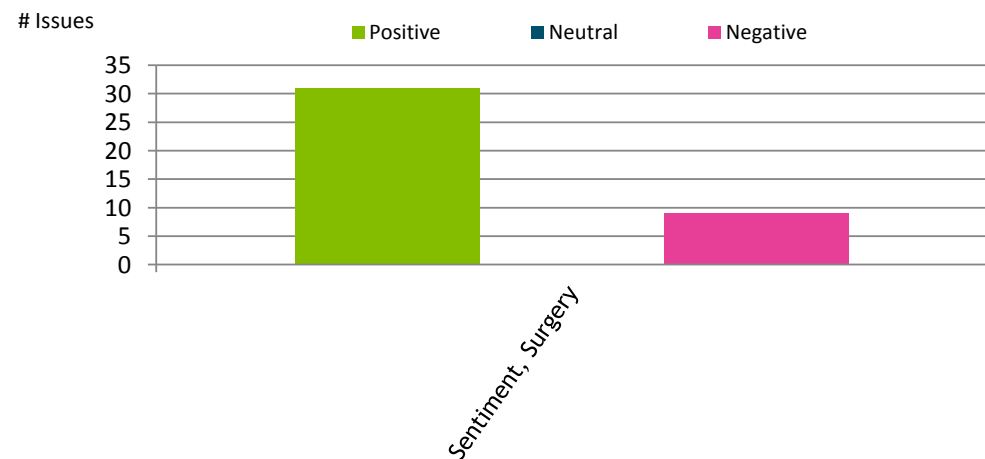## 5.19 Trends, General Surgery (40 issues from 5 people)
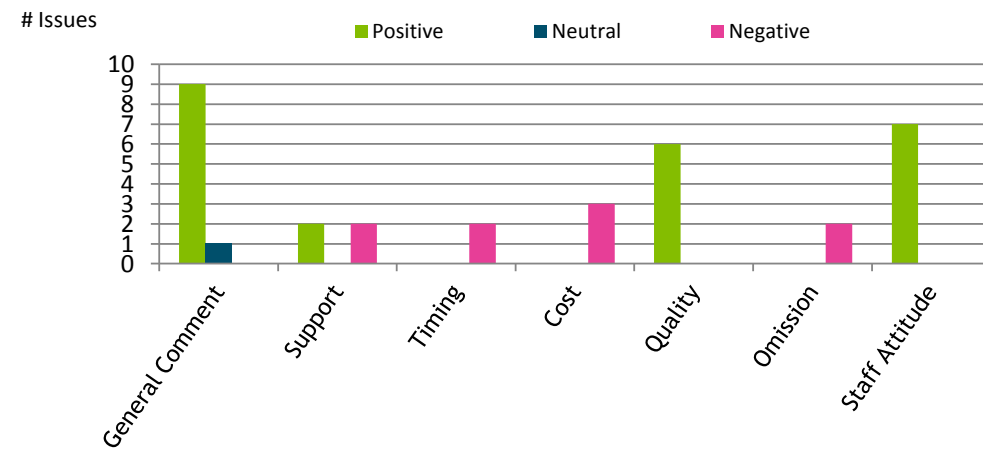

Issues receiving the most comments overall

5.20 Sentiment, General Surgery

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

6.1 Trends, Transport (40 issues)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart categories: General Comment, Support, Timing, Cost, Quality, Omission, Staff Attitude

Issues receiving the most comments overall

Pie chart legend:
- General Comment — 29%
- Support — 12%
- Timing — 6%
- Cost — 9%
- Quality — 18%
- Omission — 6%
- Staff Attitude — 20%

6.2 Sentiment, Transport

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart: Sentiment, Transport

Pie chart legend:
- Positive — 62%
- Neutral — 3%
- Negative — 35%

Quarterly Benchmark: *2% improvement on the previous quarter*

18
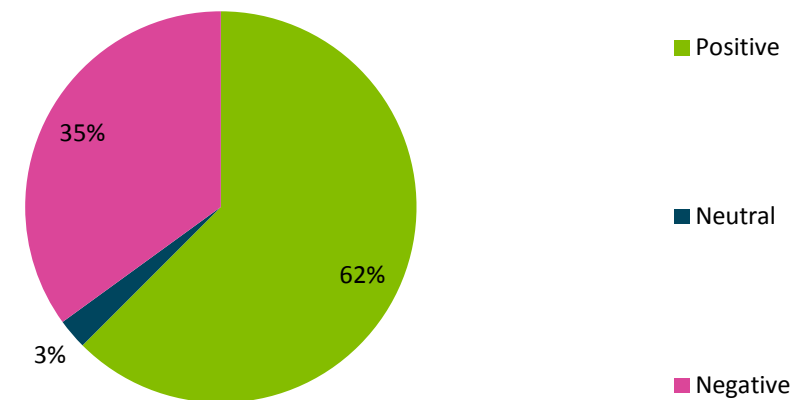
6. Care Pathway: Reception (reception services including back-office)

6.3 Trends, Reception (450 issues)

Issues receiving the most comments overall

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Administration, Booking, Planning, Support, Quality, Environment/Layout, Staff Attitude, Complaints

Pie chart:
- Advice/Information 6%
- Administration 21%
- Booking 15%
- Planning 4%
- Support 10%
- Quality 5%
- Environment/Layout 17%
- Staff Attitude 16%
- Complaints 6%

6.4 Sentiment, Reception

Legend: Positive, Neutral, Negative

Sentiment, Reception

Pie chart:
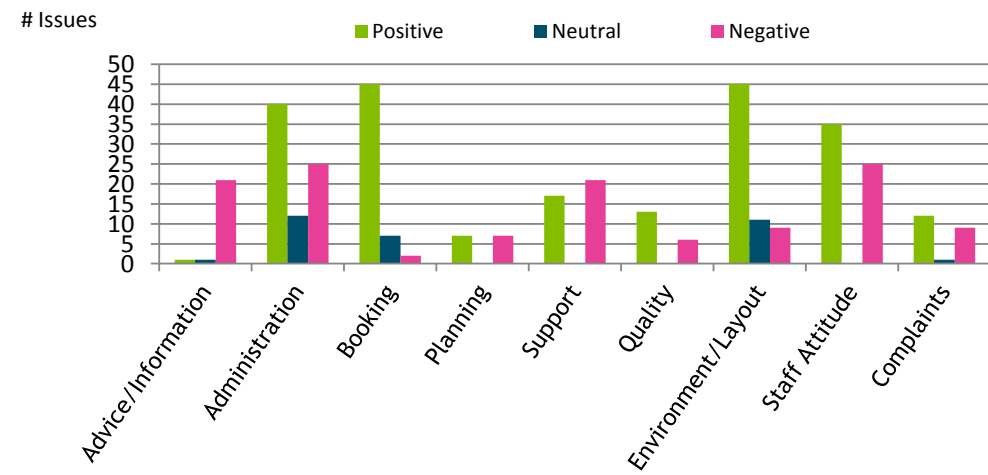- Positive 51%
- Neutral 7%
- Negative 42%
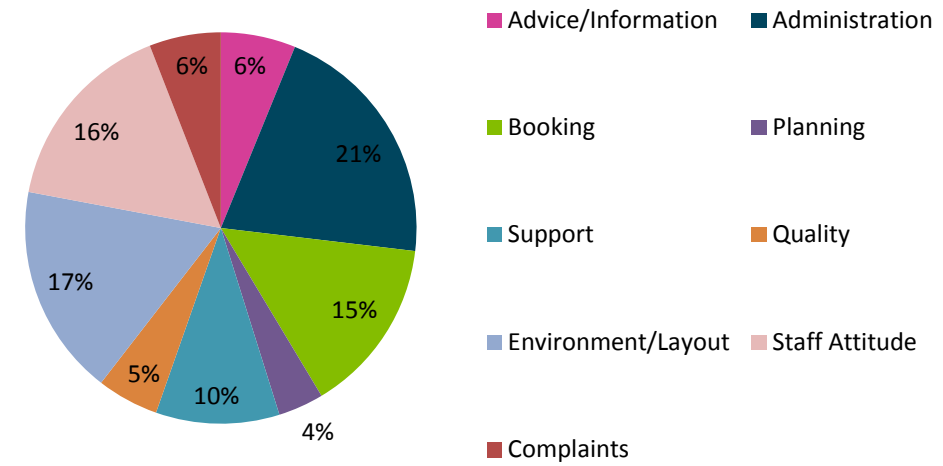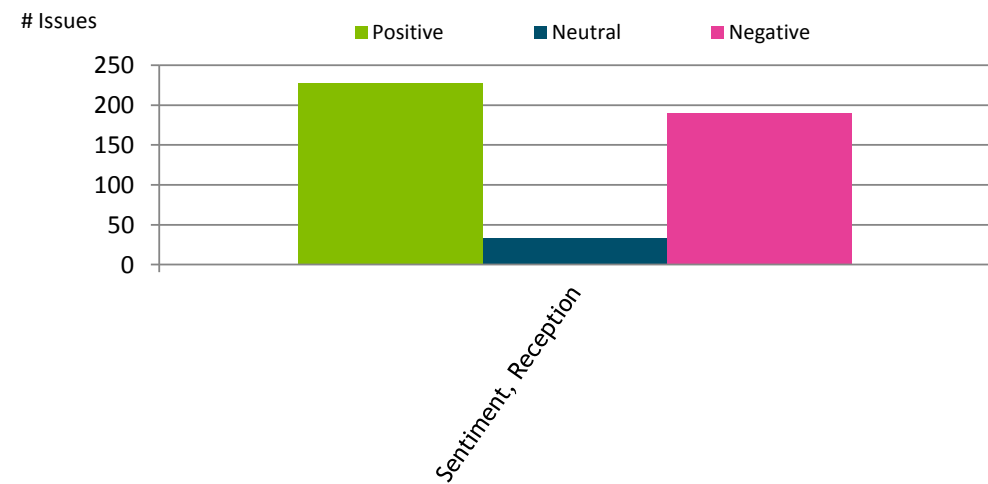
Quarterly Benchmark: *2% improvement on the previous quarter*
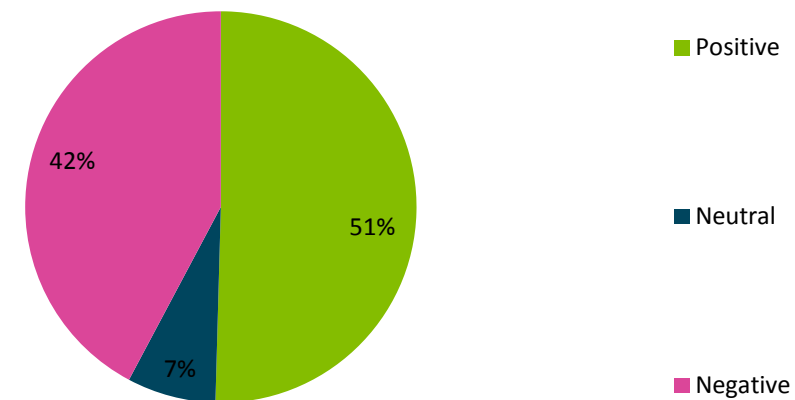
6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)

6.5 Trends, Diagnosis/Testing (142 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, User Involvement, Administration, Booking, Support, Timing, Waiting List, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information 12%
- User Involvement 5%
- Administration 4%
- Booking 4%
- Support 11%
- Timing 16%
- Waiting List 4%
- Quality 30%
- Staff Attitude 14%
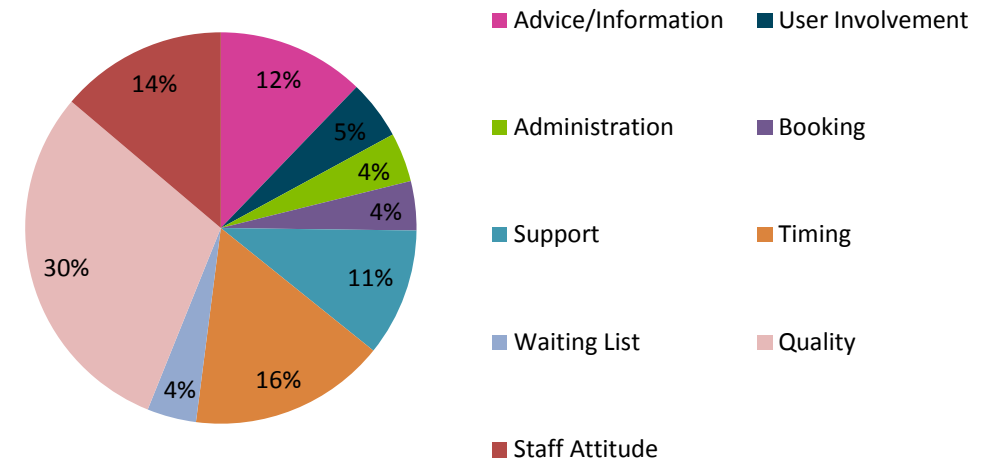
6.6 Sentiment, Diagnosis/Testing

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Diagnosis

Pie chart:
- Positive 56%
- Neutral 0%
- Negative 44%
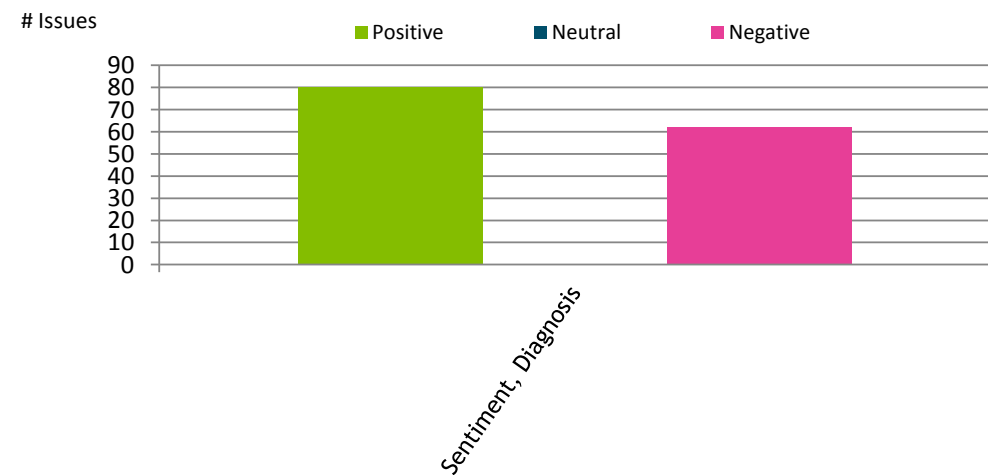
Quarterly Benchmark: *5% decline on the previous quarter*

20
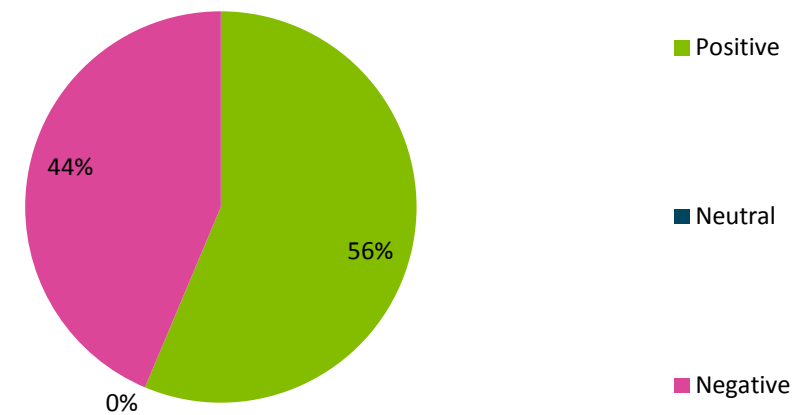
6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

6.7 Trends, Clinical Treatment (1157 issues)

Issues receiving the most comments overall

6.8 Sentiment, Clinical Treatment
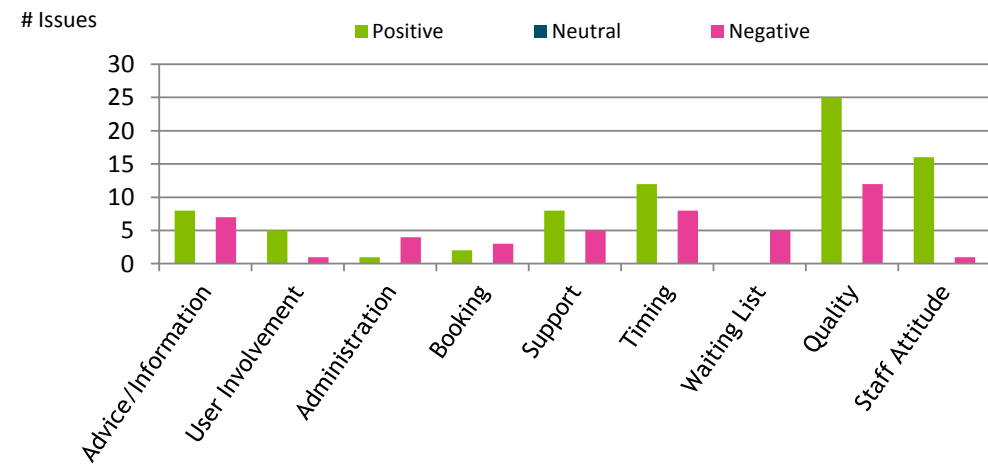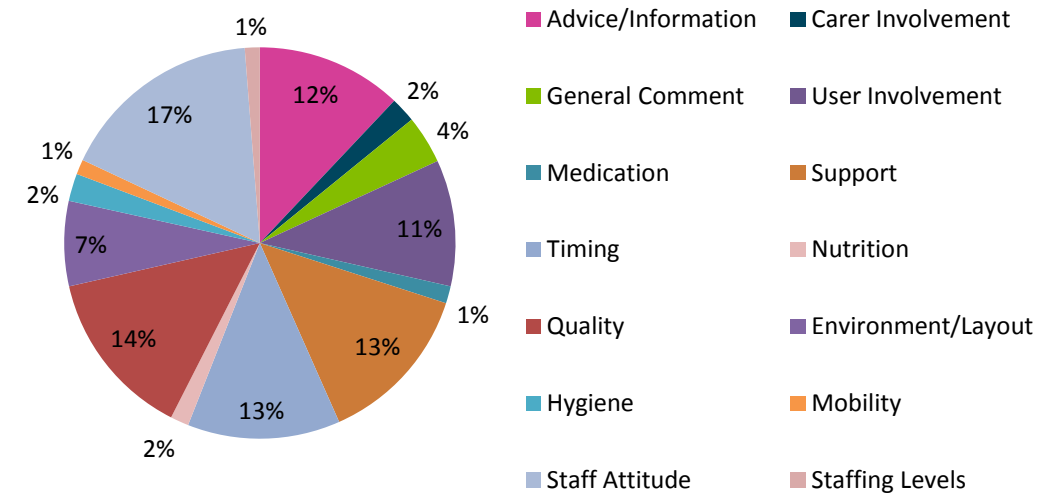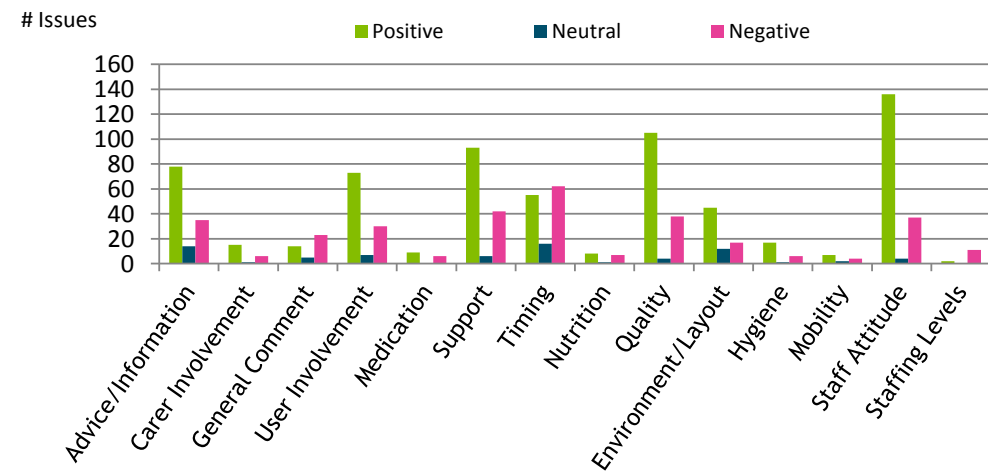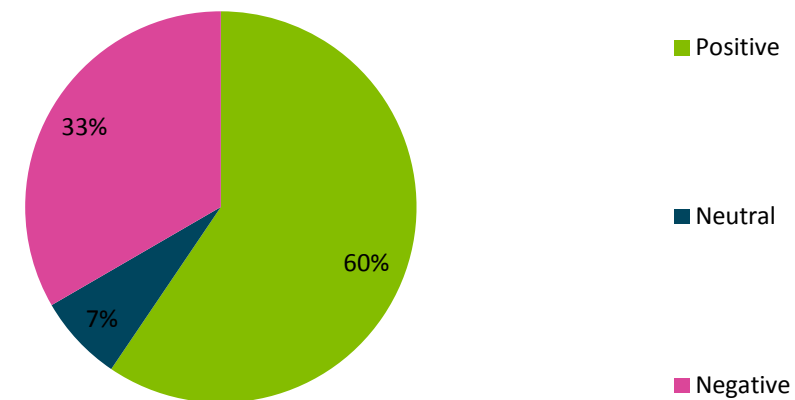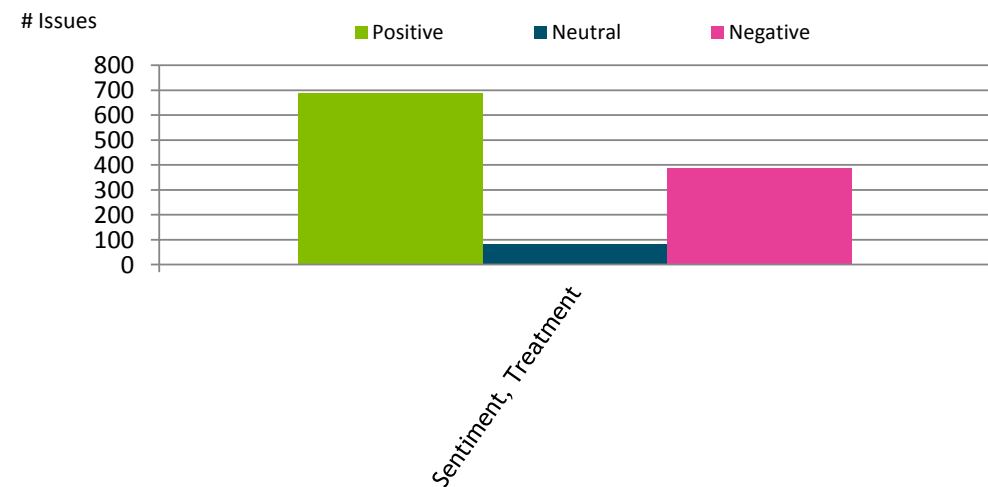

Quarterly Benchmark: *No change on the previous quarter*

6.9 Trends, Clinical Nursing (523 issues)

Issues

Positive Neutral Negative

Issues receiving the most comments overall

Advice/Information 9%
Carer Involvement 4%
User Involvement 7%
Planning 1%
Support 17%
Timing 3%
Nutrition 2%
Privacy 1%
Quality 20%
Environment/Layout 4%
Equipment 2%
Hygiene 4%
Staff Attitude 25%
Complaints 1%
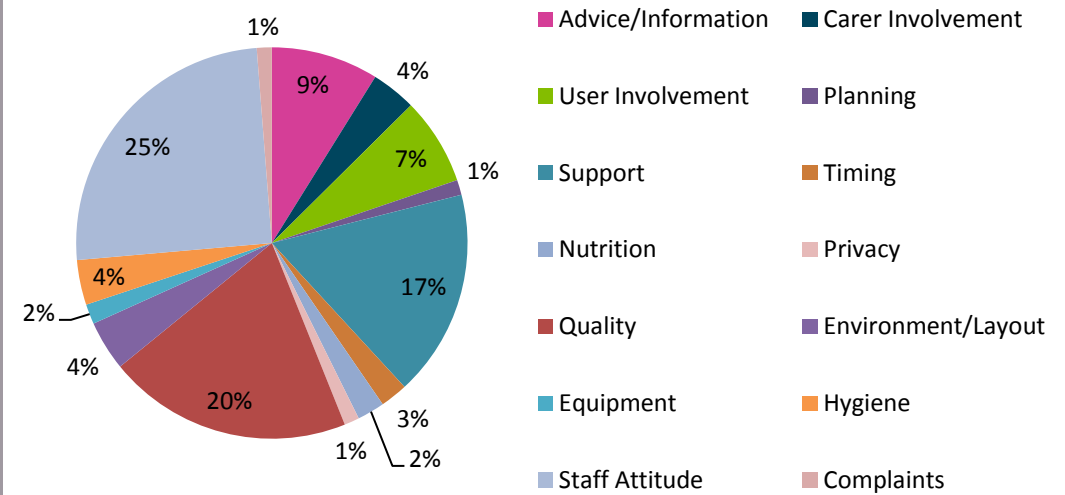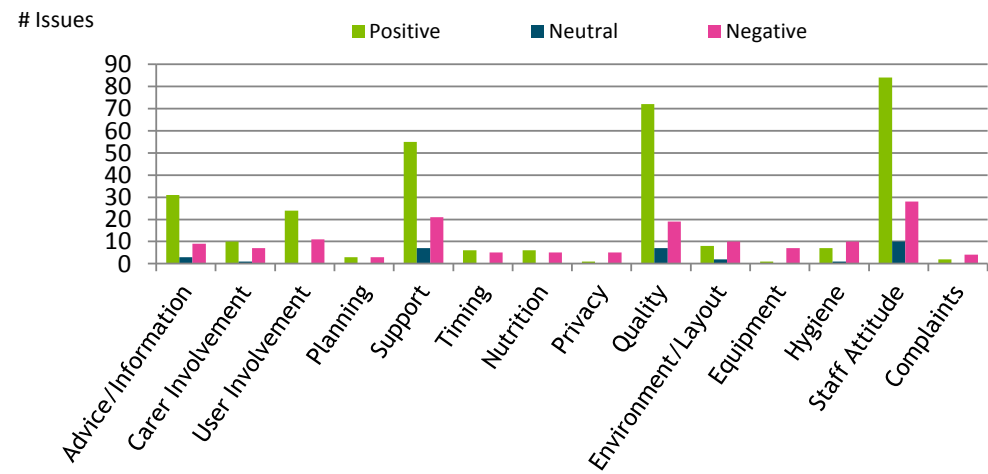
6.10 Sentiment, Clinical Nursing

Issues

Positive Neutral Negative

Sentiment, Nursing Care
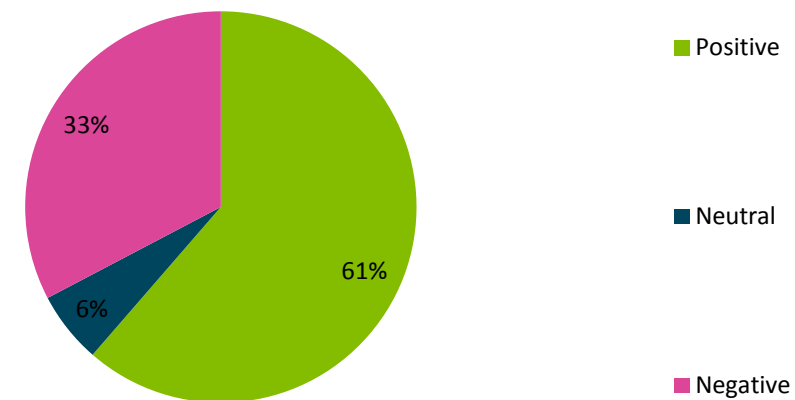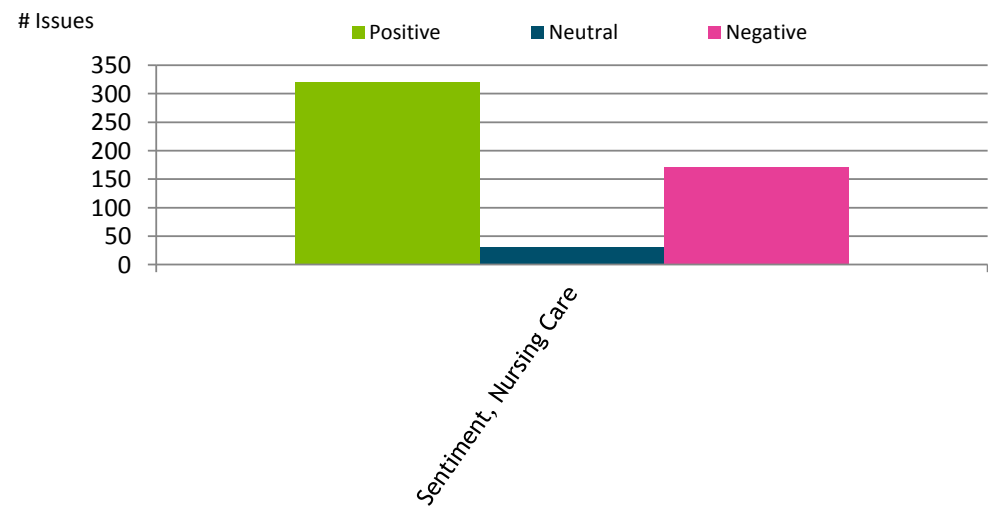
Quarterly Benchmark: *4% decline on the previous quarter*

Positive 61%
Neutral 6%
Negative 33%

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

6.11 Trends, Discharge (19 issues)
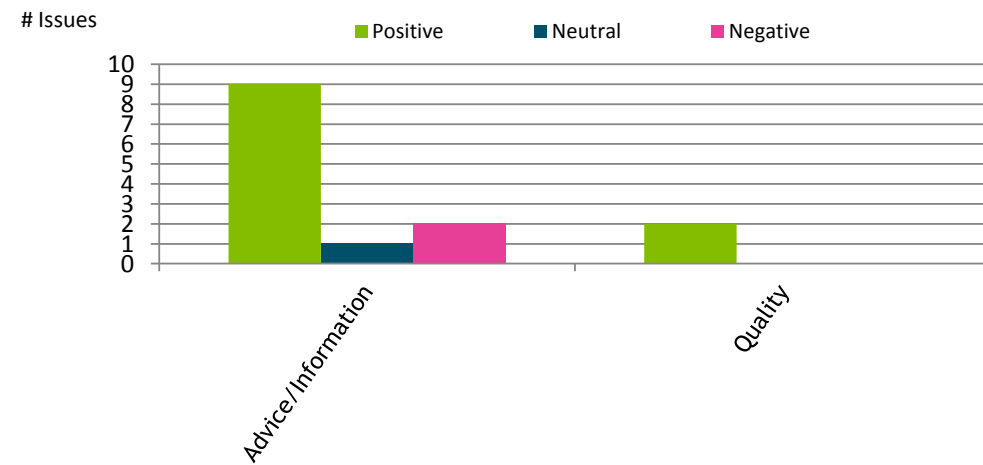
Issues

Legend: Positive | Neutral | Negative

Bar chart (Advice/Information, Quality):
- Advice/Information: Positive ~9, Neutral ~1, Negative ~2
- Quality: Positive ~2

Issues receiving the most comments overall

Pie chart:
- Advice/Information 86%
- Quality 14%

6.12 Sentiment, Discharge

Issues

Legend: Positive | Neutral | Negative

Bar chart (Sentiment, Discharge):
- Positive ~12
- Neutral ~2
- Negative ~5

Pie chart:
- Positive 63%
- Neutral 11%
- Negative 26%
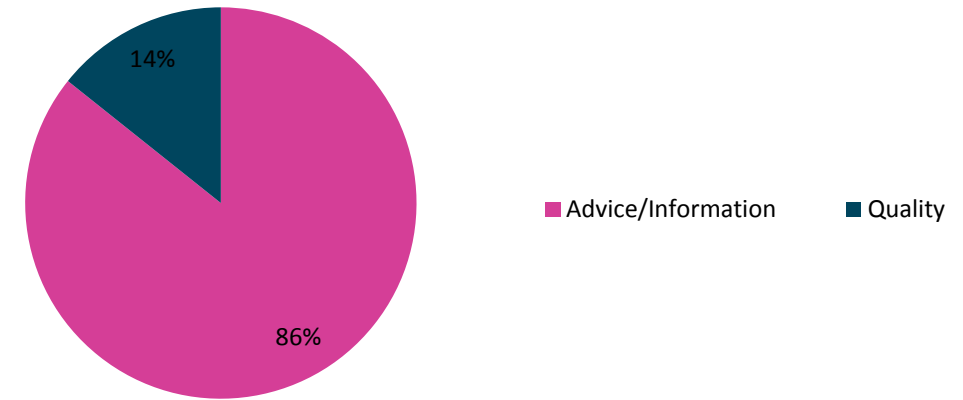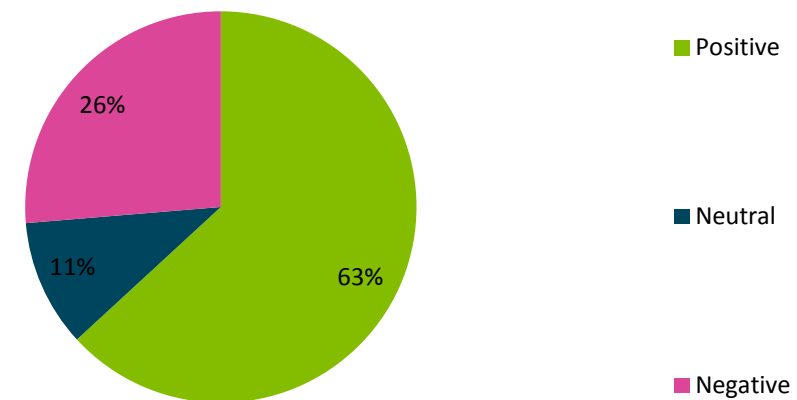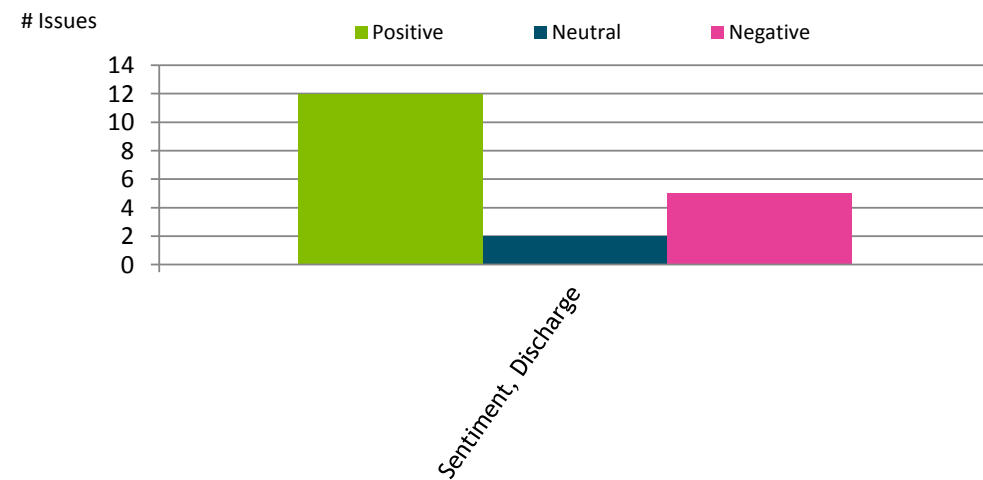
Quarterly Benchmark: *N/A*

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

6.13 Trends, Follow On (21 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart:
- Advice/Information: Positive 5, Negative 4
- Support: Negative 2
- Quality: Positive 2, Negative 2

Issues receiving the most comments overall

Pie chart:
- Advice/Information 60%
- Support 13%
- Quality 27%

Legend: Advice/Information, Support, Quality

6.14 Sentiment, Follow On

Issues

Legend: Positive, Neutral, Negative

Bar chart (Sentiment, Follow On):
- Positive 8
- Negative 13

Quarterly Benchmark: *N/A*

Pie chart:
- Positive 38%
- Neutral 0%
- Negative 62%

Legend: Positive, Neutral, Negative

24
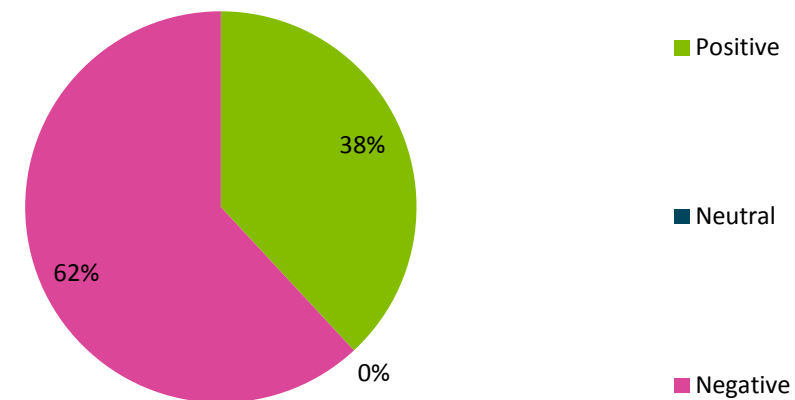
6. Care Pathway: Community (community based health services)

6.15 Trends, Community (3 issues)

Issues

Legend: Positive | Neutral | Negative

Issues receiving the most comments overall

Pie chart: Advice/Information 60%, Support 13%, Quality 27%

Legend: Advice/Information | Support | Quality

6.16 Sentiment, Community

Issues

Legend: Positive | Neutral | Negative

Quarterly Benchmark: *N/A*

Pie chart: Positive 0%, Neutral 33%, Negative 67%

Legend: Positive | Neutral | Negative

7. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
			# Issues			
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	133	20	78	231
	Carer Involvement	*Involvement of carers, friends or family members.*	25	2	15	42
	General Comment	*A generalised statement (ie; "The doctor was good.")*	26	6	28	60
	User Involvement	*Involvement of the service user.*	103	8	47	158
Systems	Administration	*Administrative processes and delivery.*	42	13	33	88
	Admission	*Physical admission to a hospital ward, or other service.*	1	0	5	6
	Booking	*Ability to book, reschedule or cancel appointments.*	48	7	17	72
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	5	5
	Data Protection	*General data protection (including GDPR).*	1	0	3	4
	Referral	*Referral to a service.*	2	0	5	7
	Medical Records	*Management of medical records.*	0	0	7	7
	Medication	*Prescription and management of medicines.*	10	0	10	20
	Opening Times	*Opening times of a service.*	0	1	0	1
	Planning	*Leadership and general organisation.*	14	0	15	29
	Registration	*Ability to register for a service.*	0	0	2	2
	Support	*Levels of support provided.*	175	13	93	281
	Telephone	*Ability to contact a service by telephone.*	0	0	13	13
	Timing	*Physical timing (ie; length of wait at appointments).*	74	16	87	177
	Waiting List	*Length of wait while on a list.*	1	0	17	18
Values	Choice	*General choice.*	5	0	4	9
	Cost	*General cost.*	1	0	4	5
	Language	*Language, including terminology.*	1	0	1	2
	Nutrition	*Provision of sustainance.*	18	1	19	38
	Privacy	*Privacy, personal space and property.*	3	0	10	13
	Quality	*General quality of a service, or staff.*	225	11	77	313
	Sensory	*Deaf/blind or other sensory issues.*	1	0	1	2
	Stimulation	*General stimulation, including access to activities.*	5	6	4	15

7. 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).*	2	0	0	2
	Environment/Layout	*Physical environment of a service.*	99	25	40	164
	Equipment	*General equipment issues.*	2	1	19	22
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	2	0	8	10
	Hygiene	*Levels of hygiene and general cleanliness.*	25	2	19	46
	Mobility	*Physical mobility to, from and within services.*	7	2	7	16
	Travel/Parking	*Ability to travel or park.*	5	1	6	12
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	8	8
	Security/Conduct	*General security of a service, including conduct of staff.*	6	1	5	12
	Staff Attitude	*Attitude, compassion and empathy of staff.*	279	14	92	385
	Complaints	*Ability to log and resolve a complaint.*	17	1	15	33
	Staff Training	*Training of staff.*	0	0	4	4
	Staffing Levels	*General availability of staff.*	3	0	20	23
	Total:		**1361**	**151**	**843**	**2355**

Community*Insight* CRM