



## 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 - 29 Patient Journey

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

We also examine the most popular hospital departments.



### Page 30 Summary

This section summarises findings, in brief.



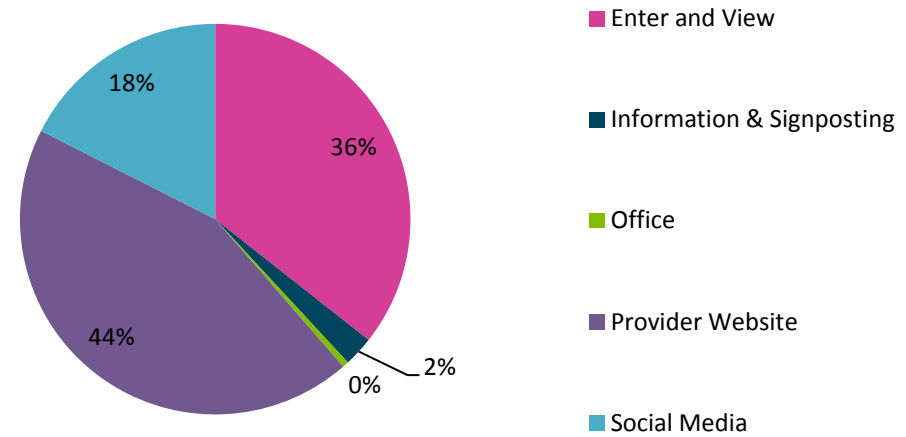
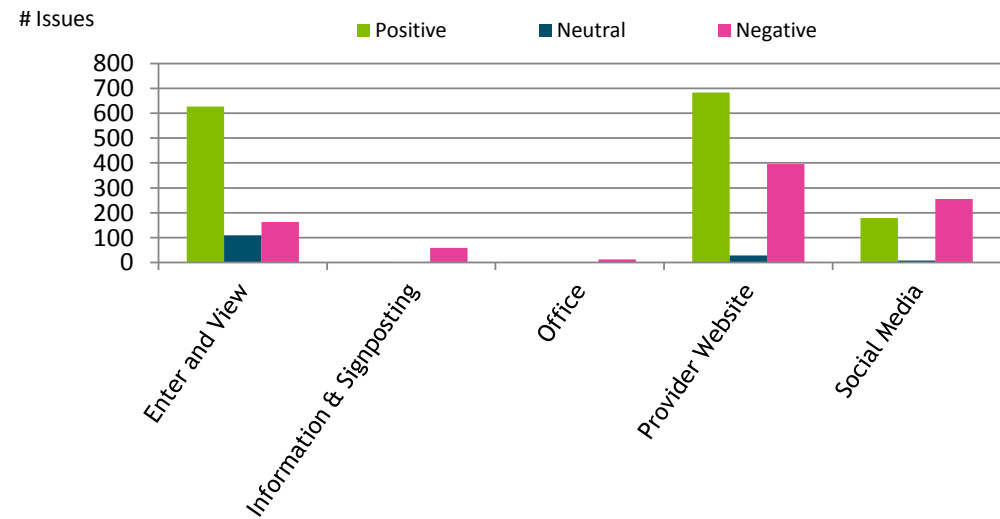
**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

Report compiled on 8 October 2019, to cover the period 1 October 2018 - 30 September 2019.

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

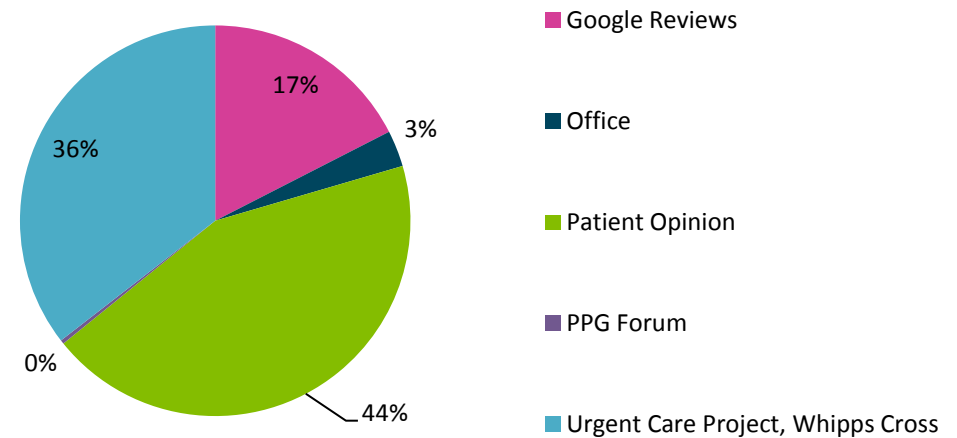
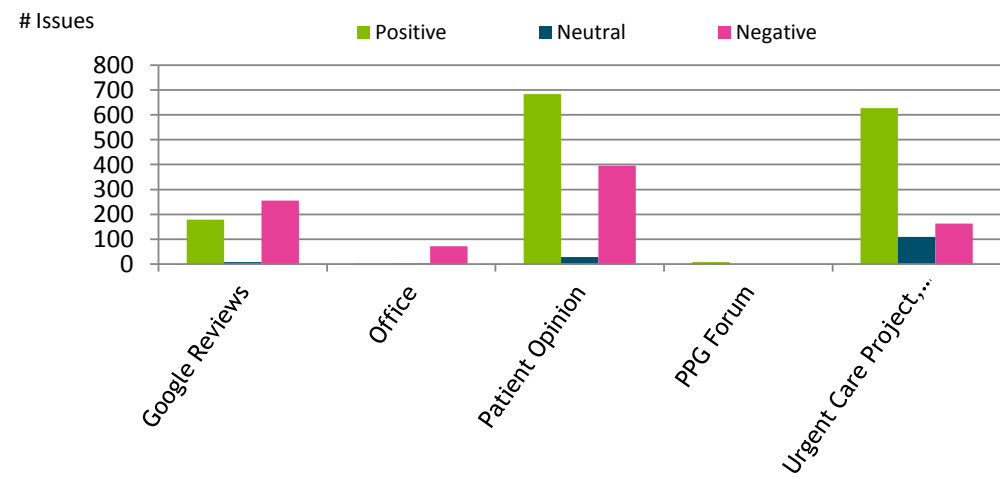


## 1.1 Source



Sources providing the most comments overall

## 1.2 Origin

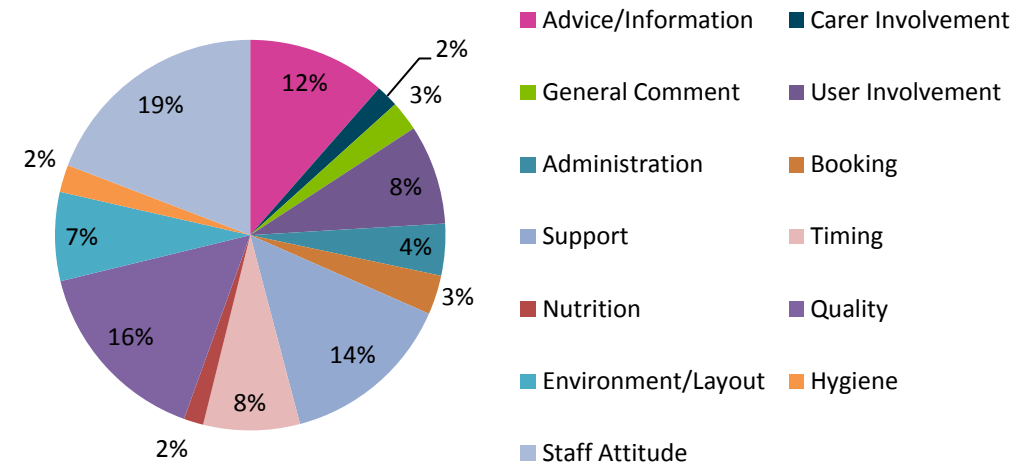
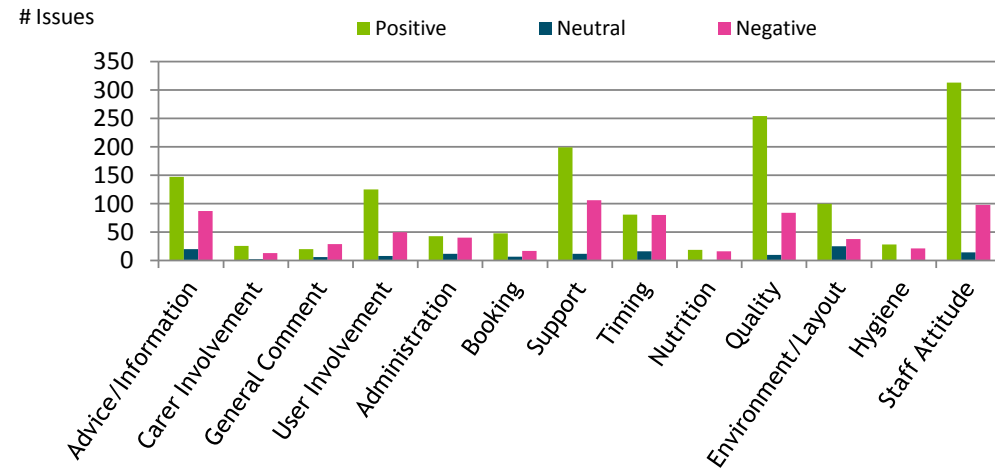


Origins providing the most comments overall

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

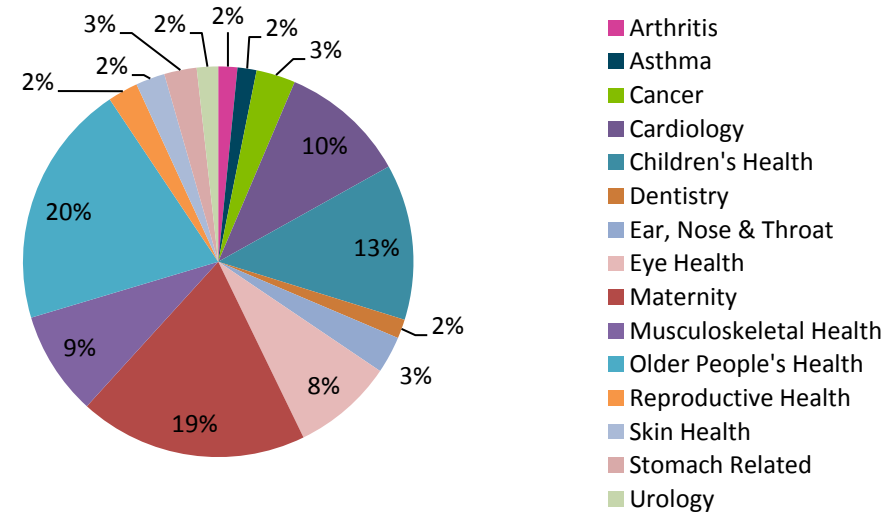
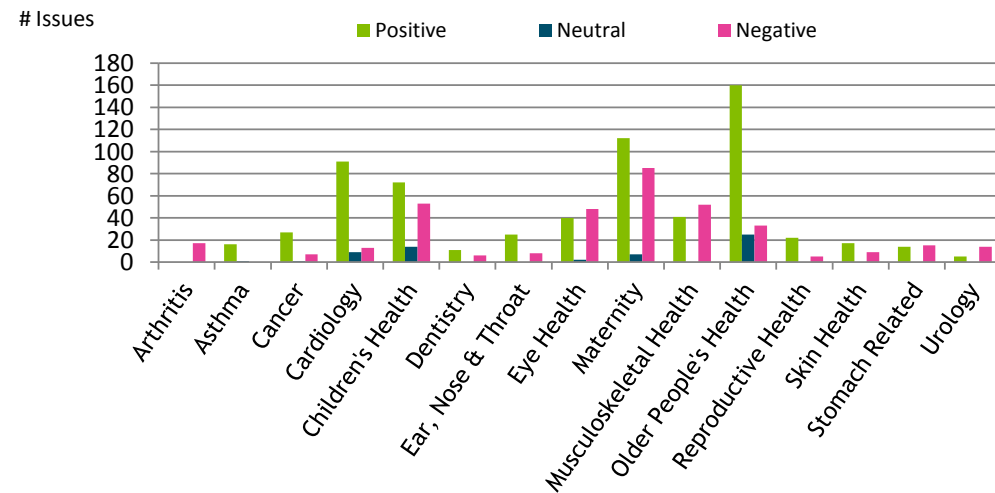


### 2.1 Service aspects: 2539 issues from 397 people



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

### 2.2 Stated medical conditions

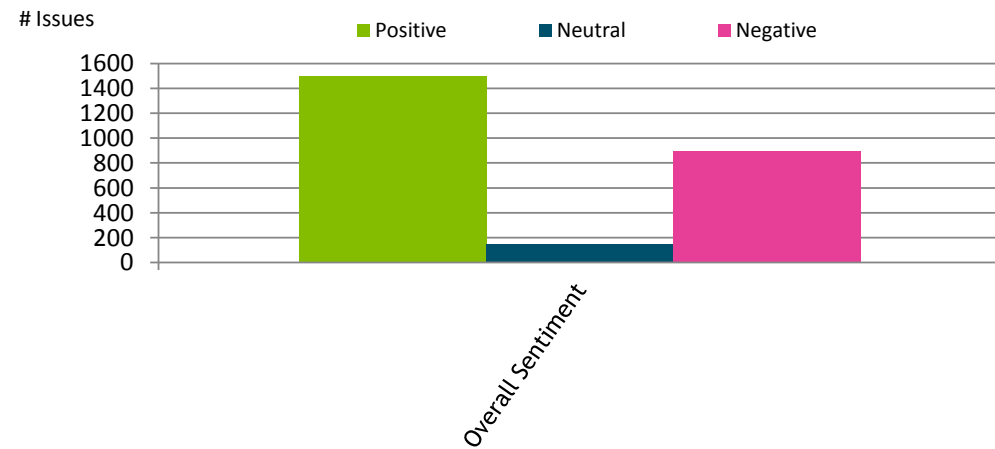


Medical conditions receiving the most comments overall

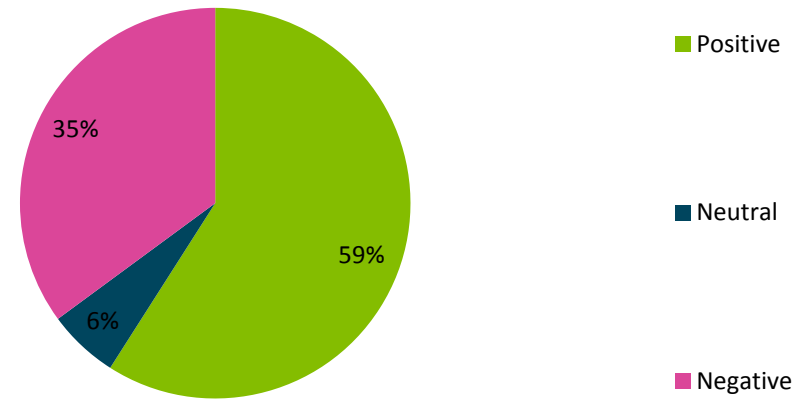
### 3. Sentiment: How do people feel about the service?



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

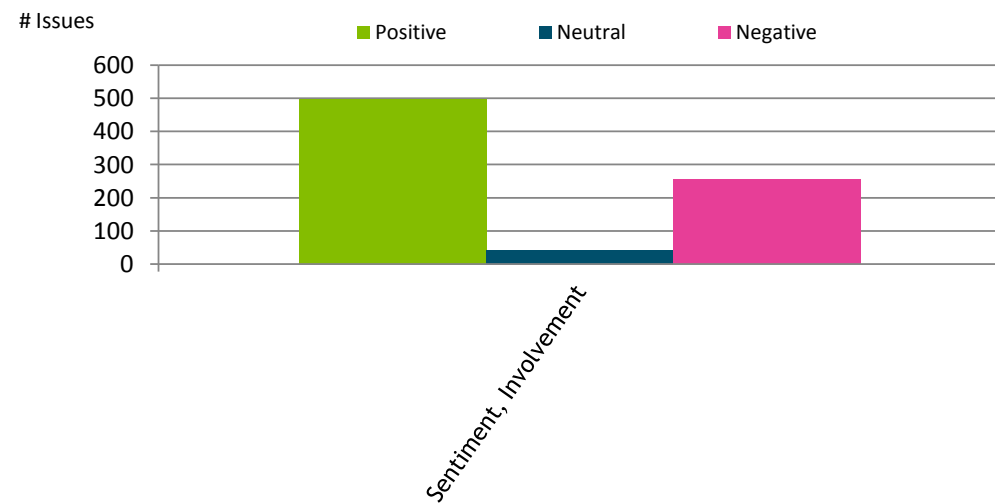


Quarterly Benchmark: 1% decline on the previous quarter

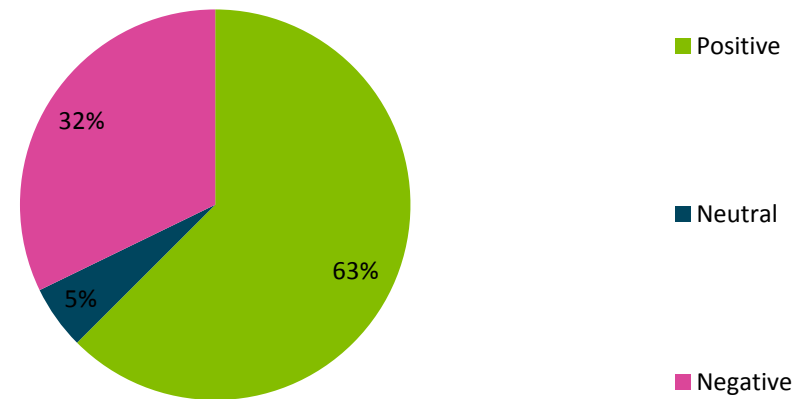


East London Average: 56% Positive

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



Quarterly Benchmark: 1% decline on the previous quarter

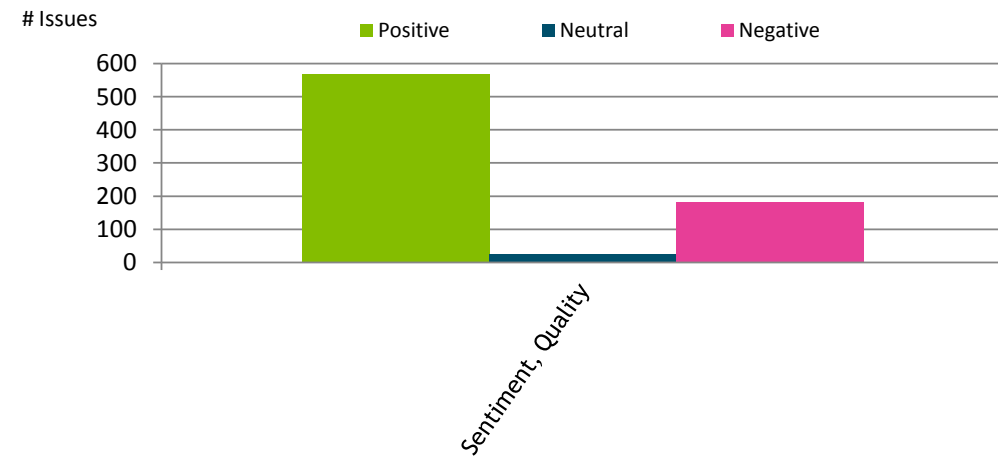


East London Average: 57% Positive

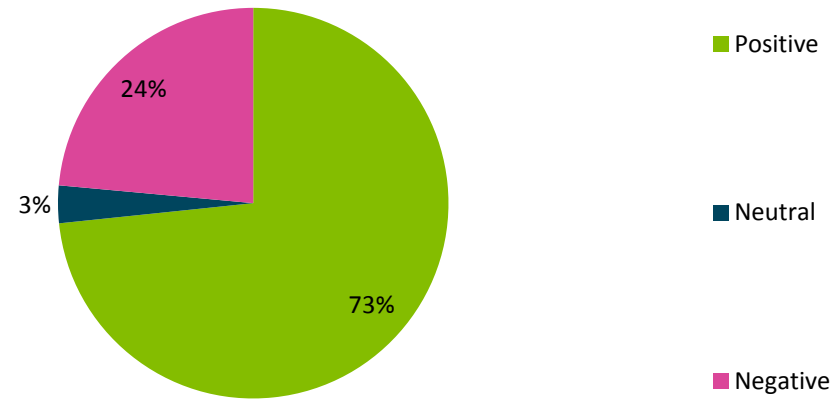
### 3. Sentiment: How do people feel about the service?



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

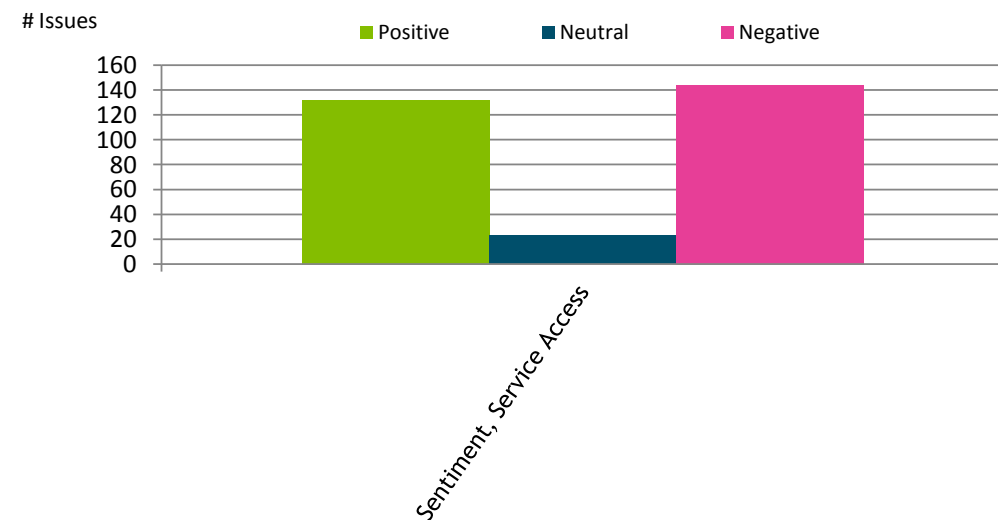


Quarterly Benchmark: 1% decline on the previous quarter

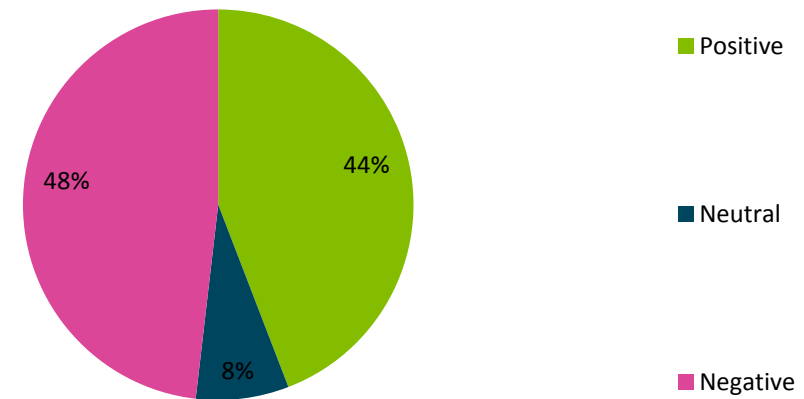


East London Average: 74% Positive

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



Quarterly Benchmark: 11% improvement on the previous quarter

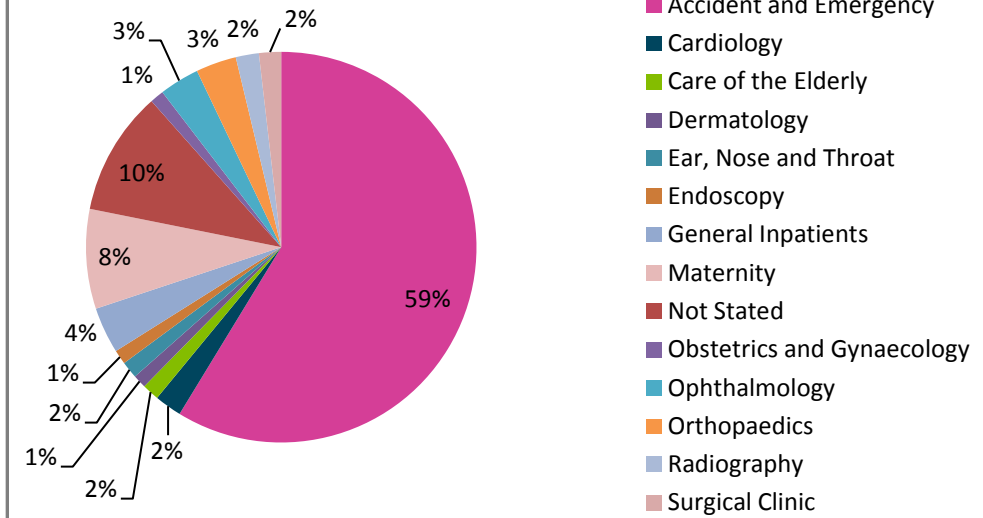
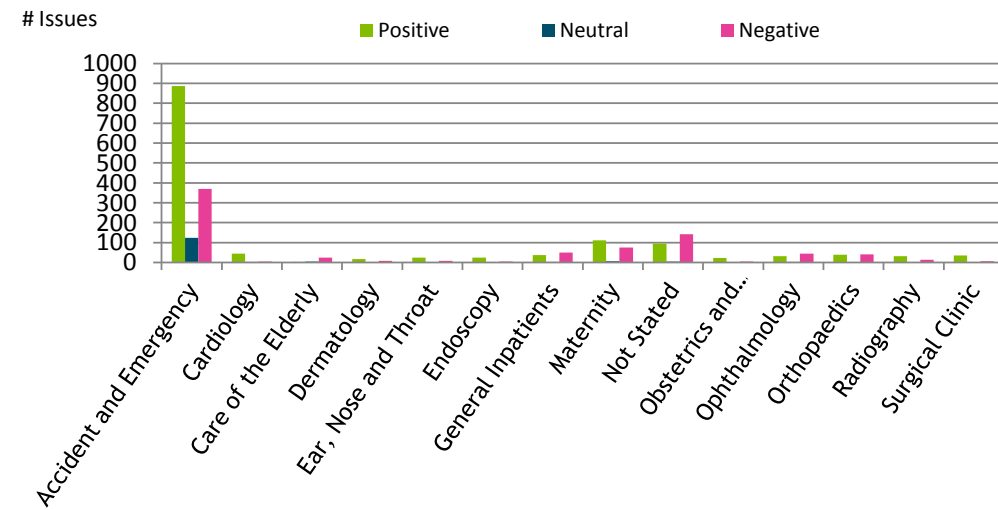


East London Average: 35% Positive

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

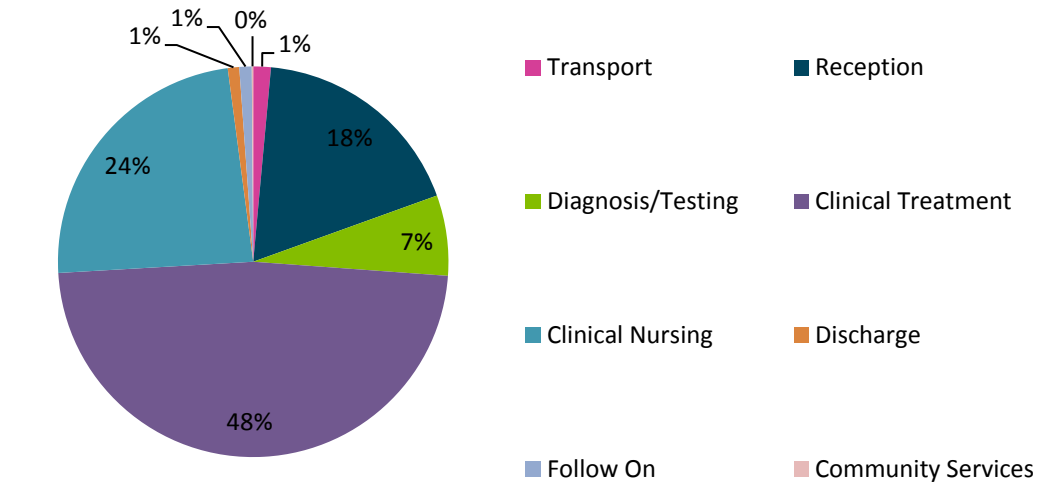
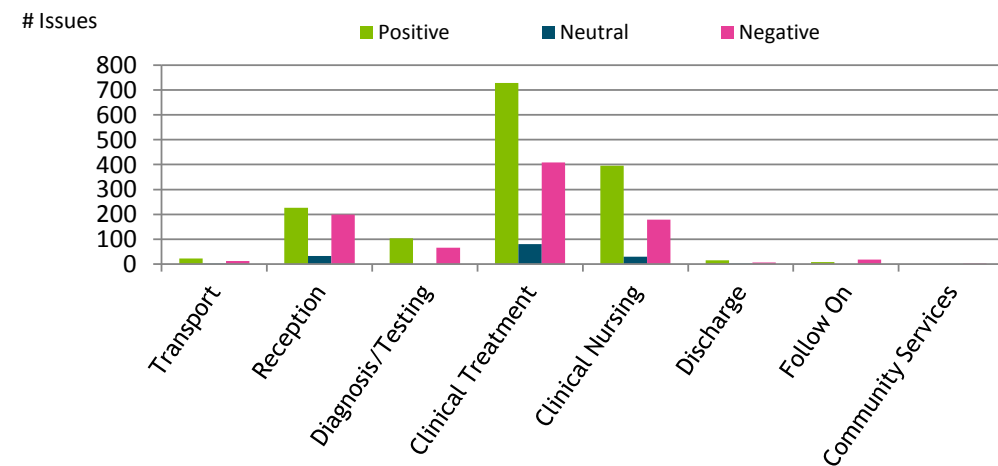


### 4.1 Departments (2539 issues)



Departments receiving the most comments overall

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

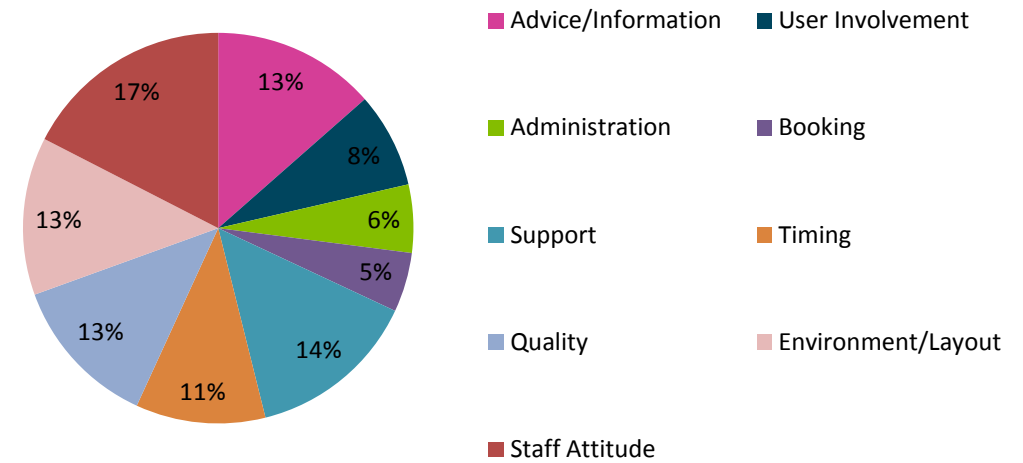
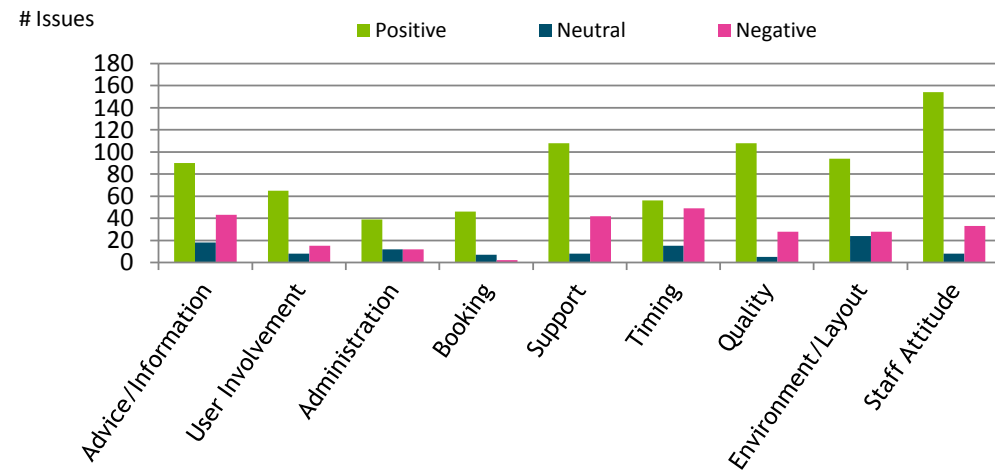


Care pathway locations

## 5. Trends: A&E

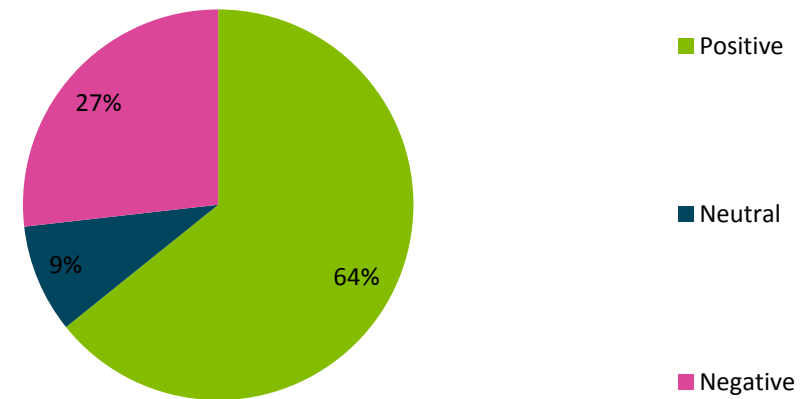
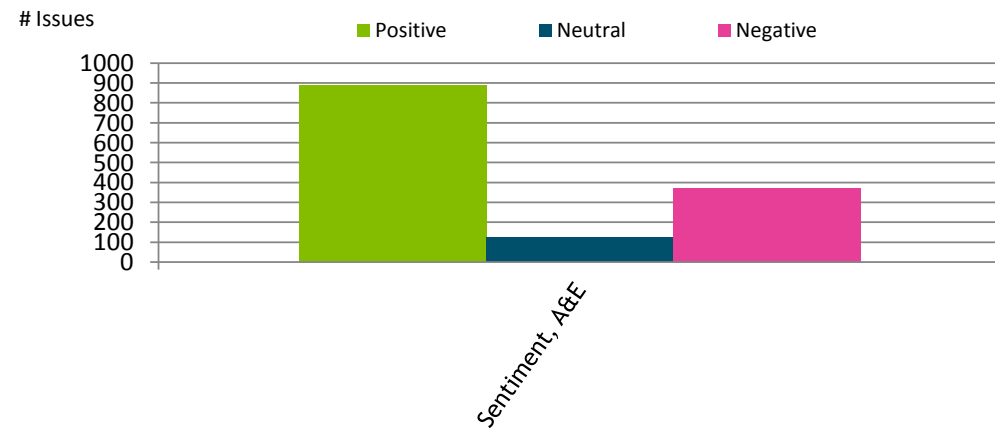


### 5.1 Trends, A&E (1381 issues from 175 people)



Issues receiving the most comments overall

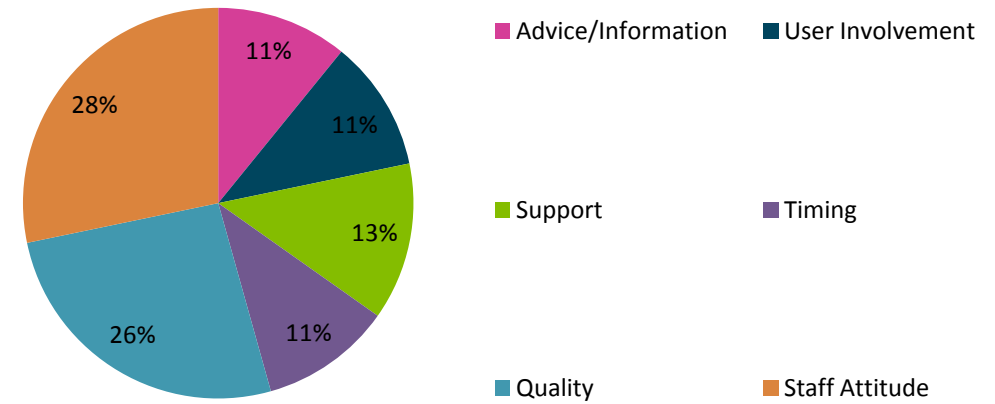
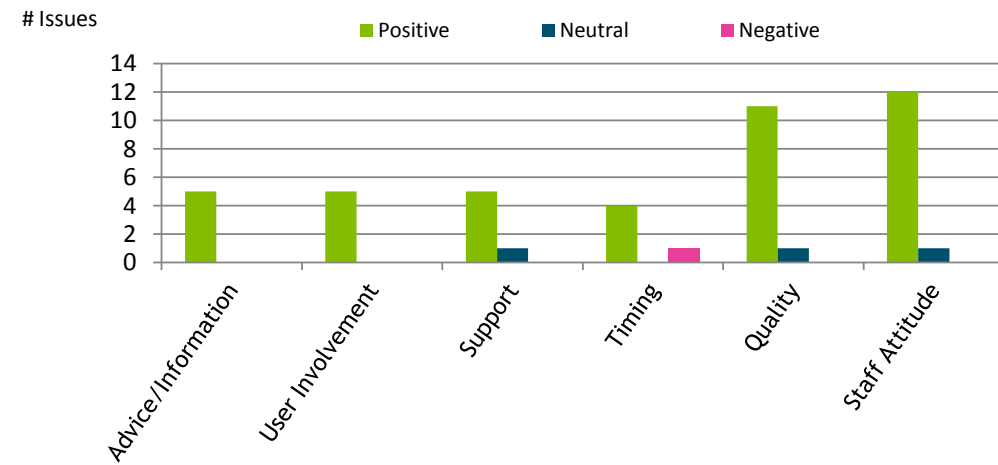
### 5.2 Sentiment, A&E



## 5. Trends: Cardiology

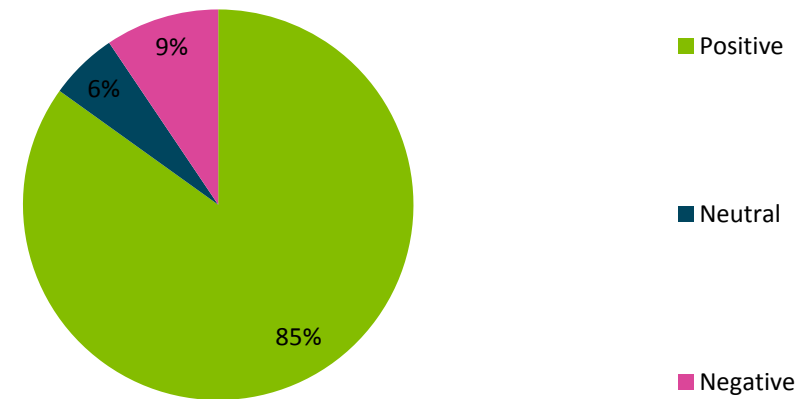
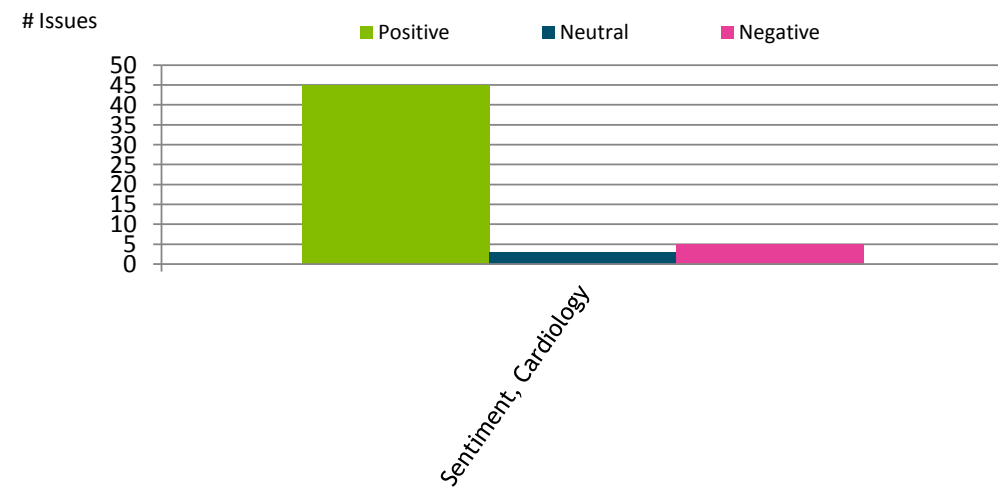


### 5.3 Trends, Cardiology (53 issues from 8 people)



Issues receiving the most comments overall

### 5.4 Sentiment, Cardiology

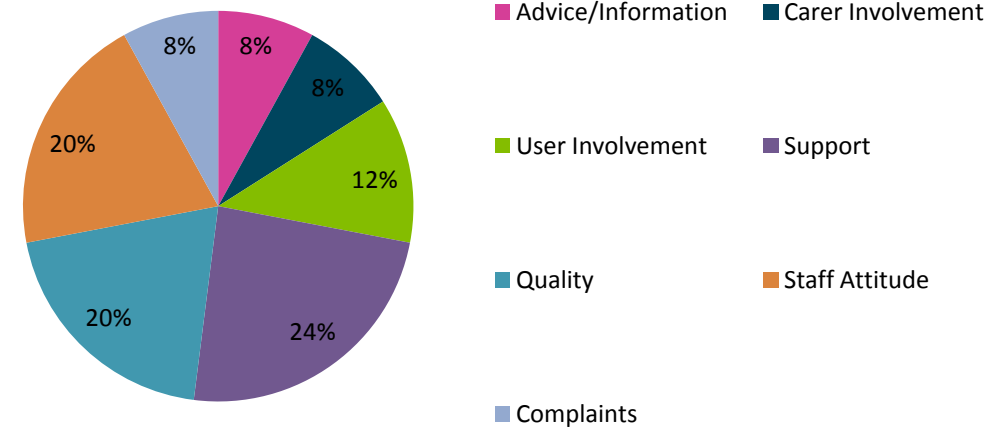
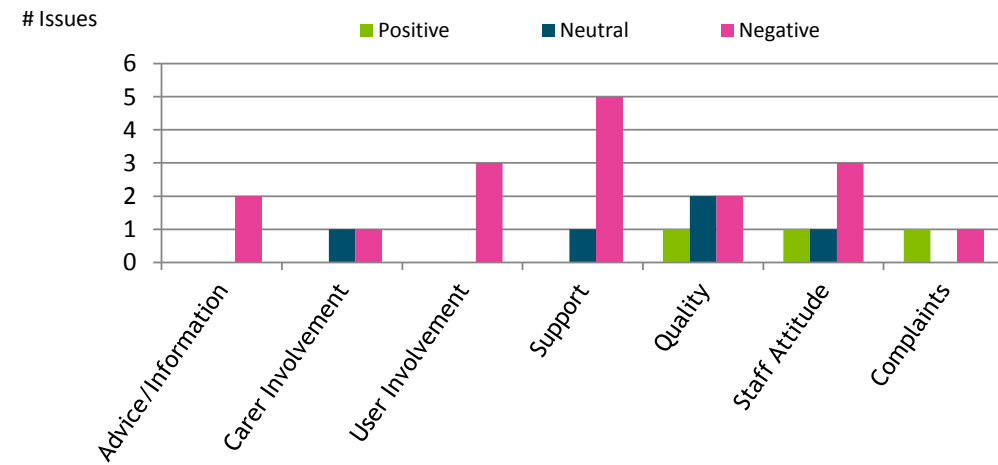




## 5. Trends: Care of the Elderly

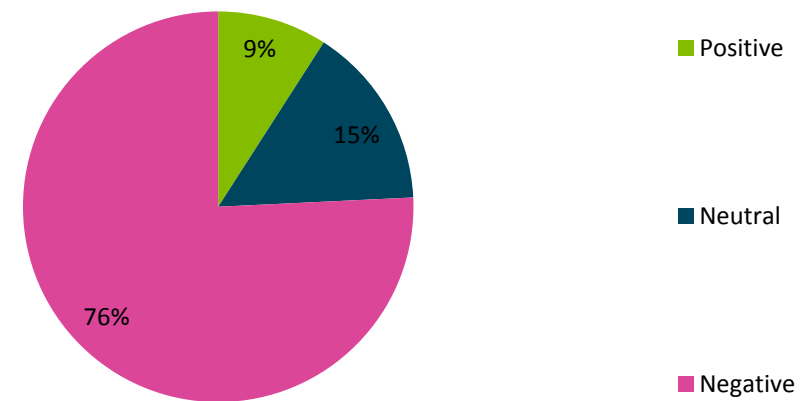
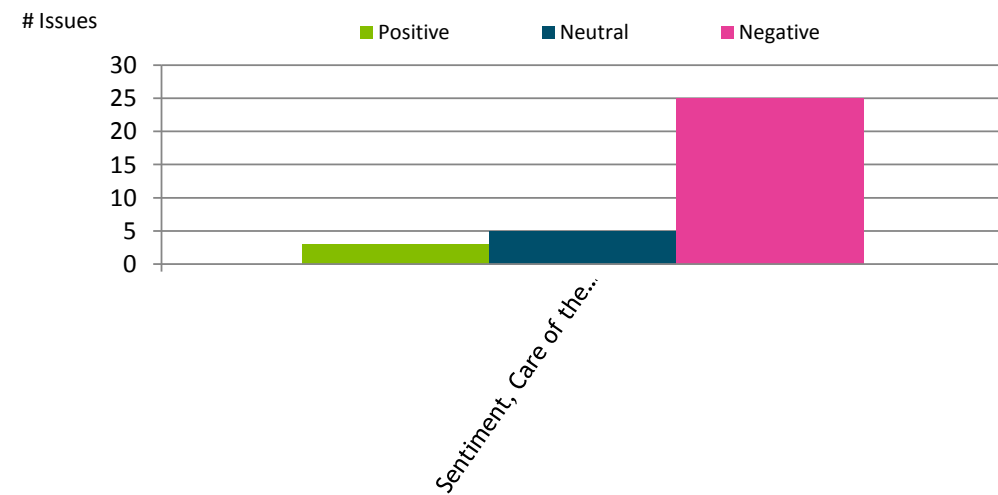


### 5.5 Trends, Care of the Elderly (33 issues from 4 people)



Issues receiving the most comments overall

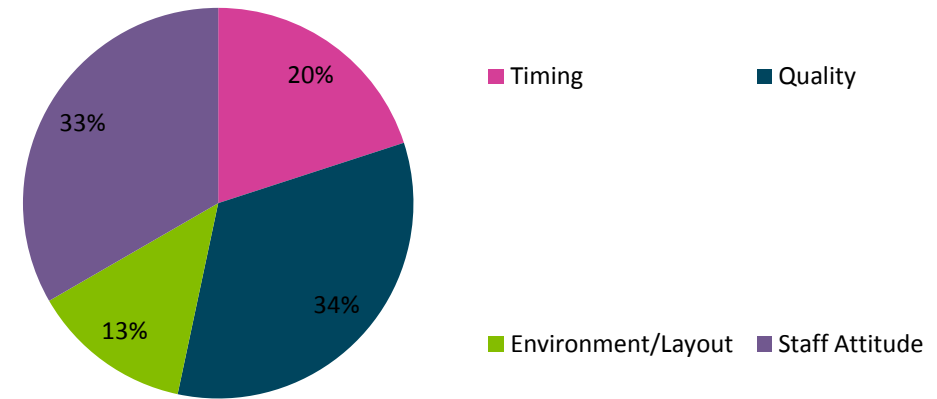
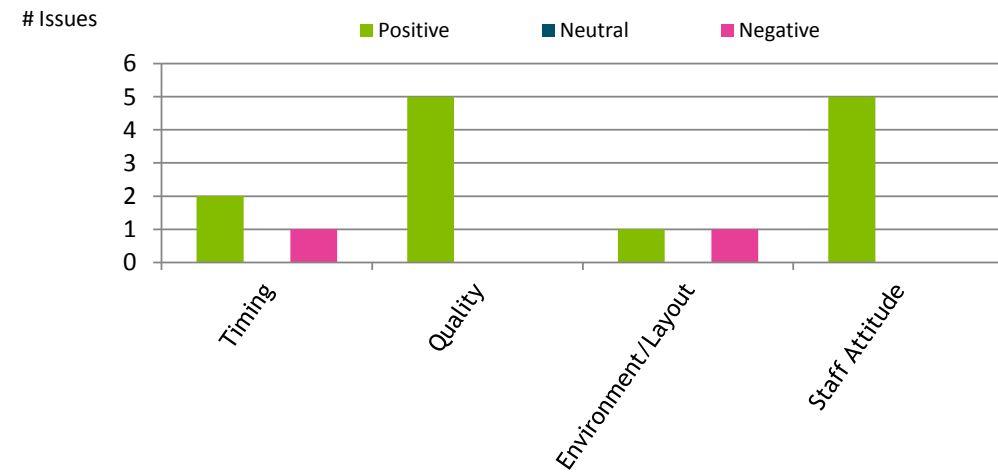
### 5.6 Sentiment, Care of the Elderly



## 5. Trends: Dermatology

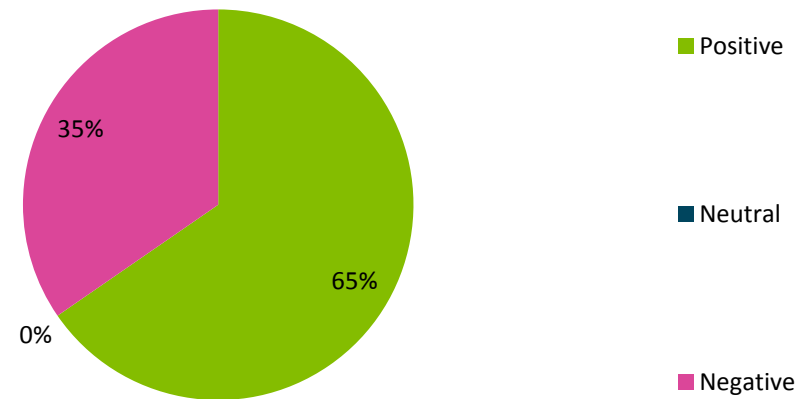
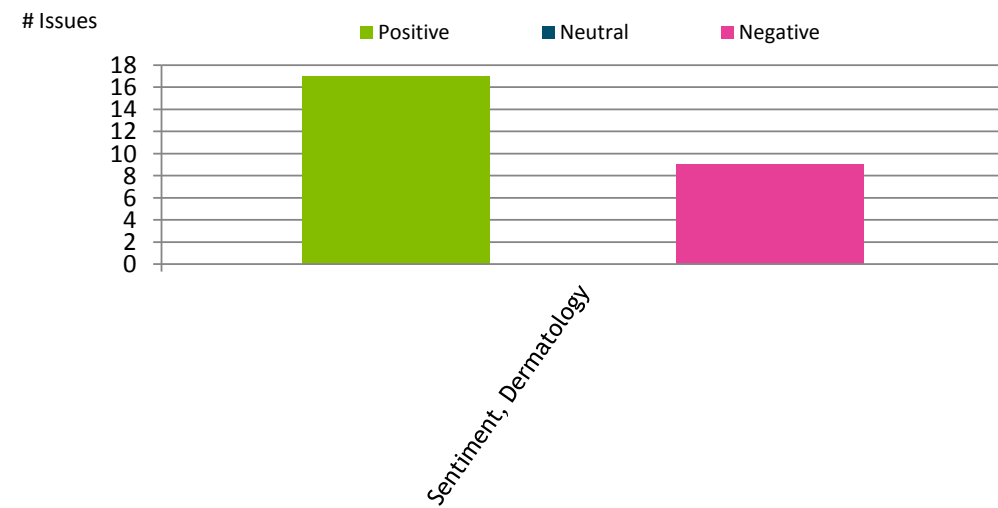


### 5.7 Trends, Dermatology (26 issues from 5 people)



Issues receiving the most comments overall

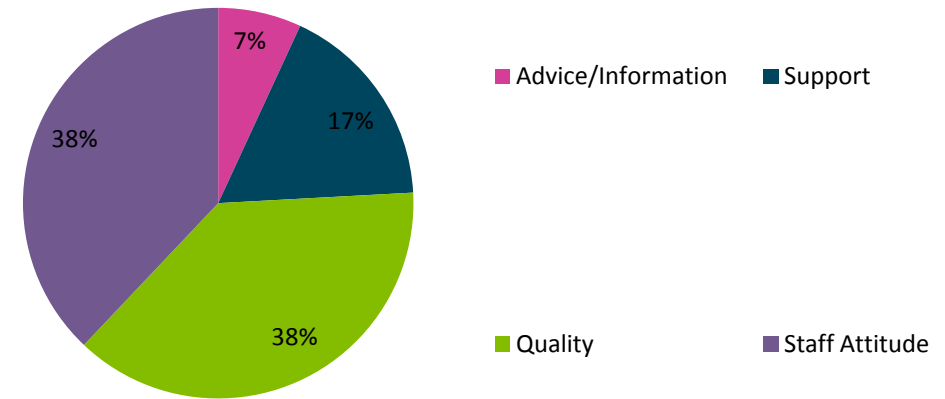
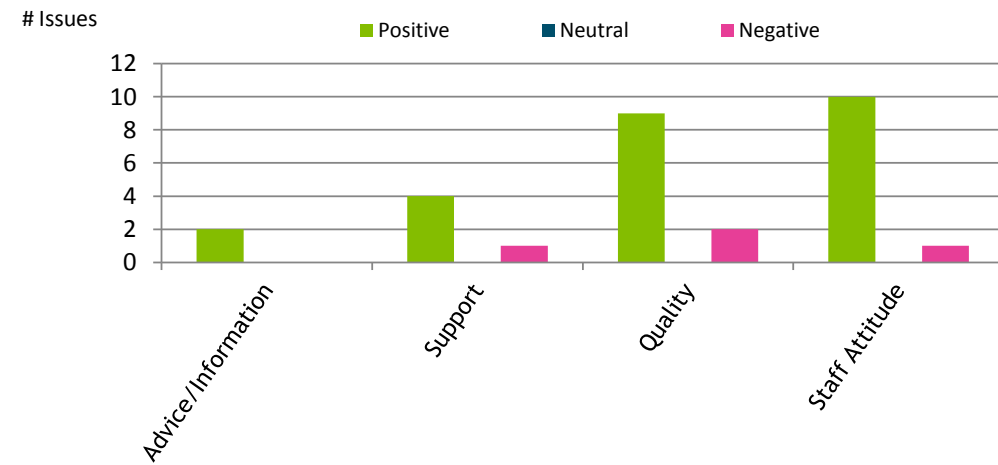
### 5.8 Sentiment, Dermatology



## 5. Trends: Ear, Nose & Throat

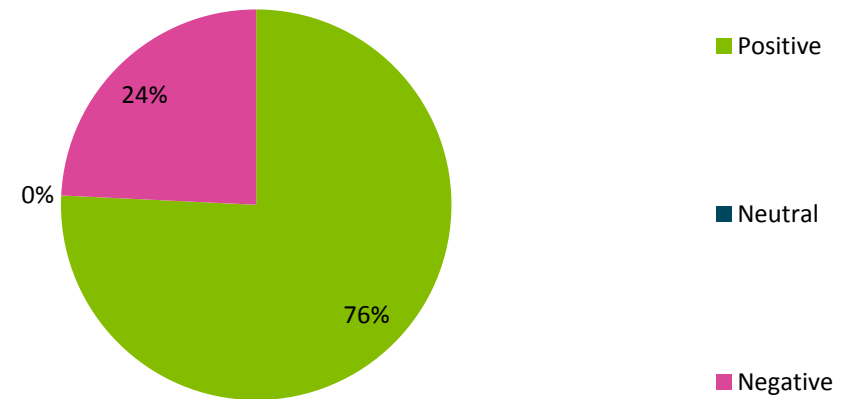
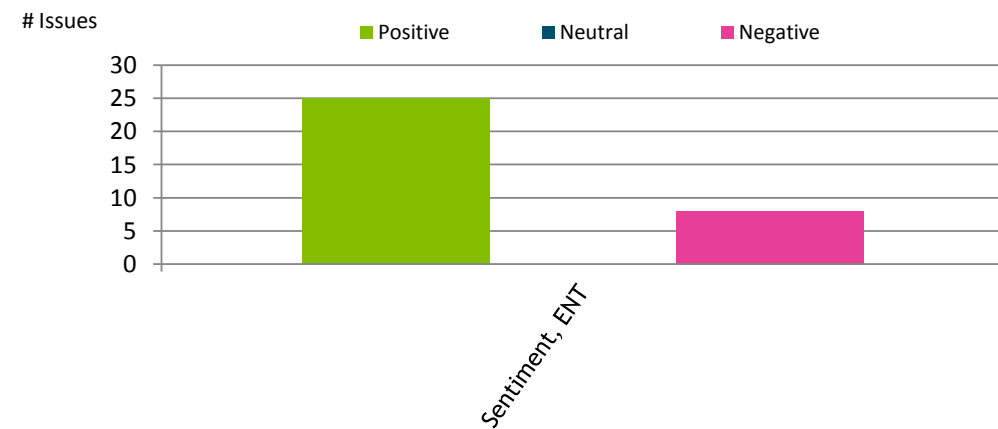


### 5.9 Trends, Ear, Nose & Throat (33 issues from 5 people)



Issues receiving the most comments overall

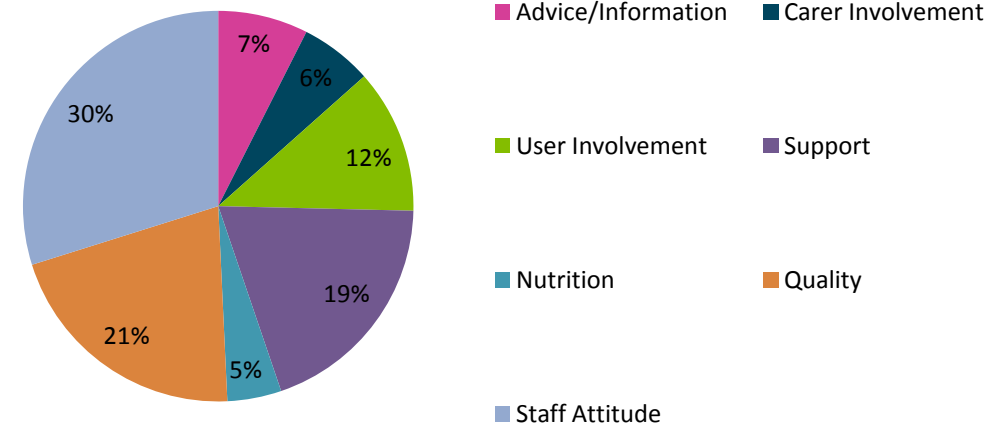
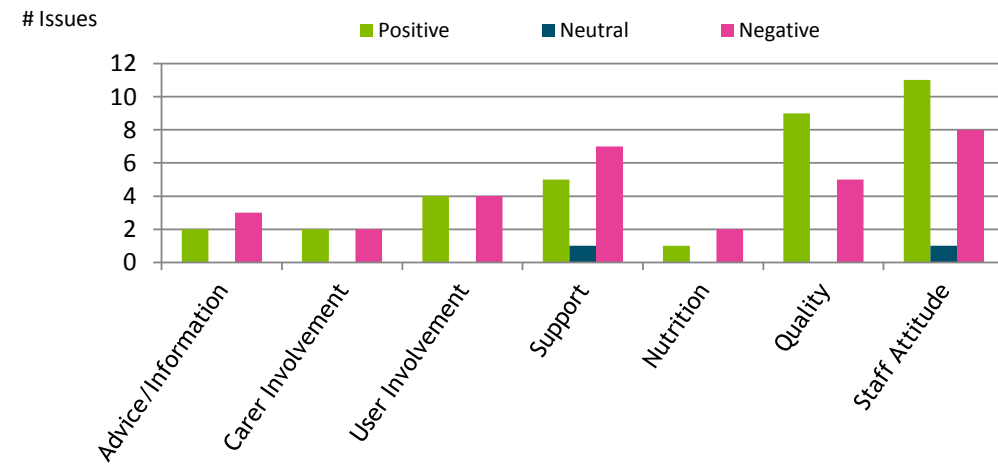
### 5.10 Sentiment, Ear, Nose & Throat



## 5. Trends: Inpatients (General)

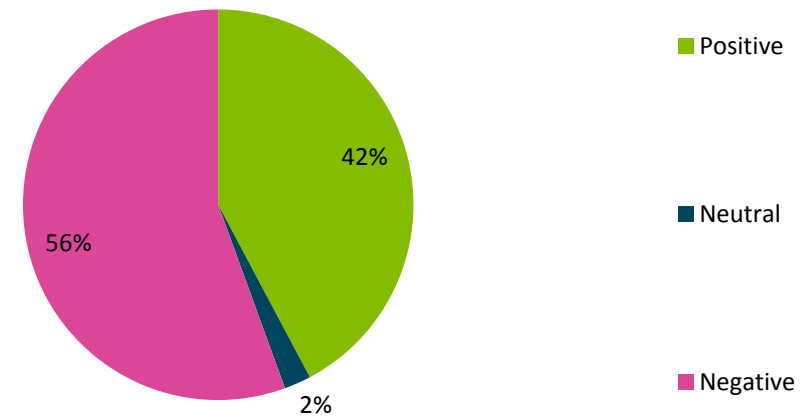
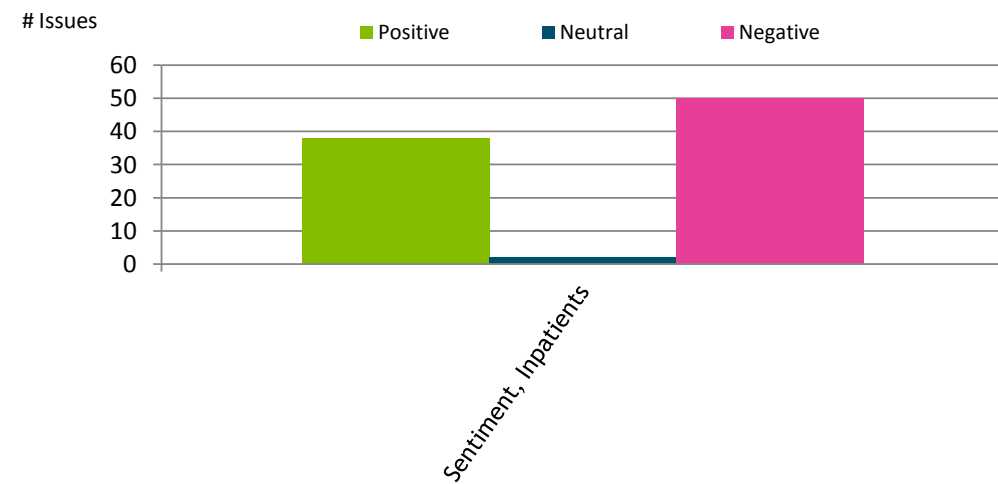


### 5.11 Trends, General Inpatients (90 issues from 16 people)



Issues receiving the most comments overall

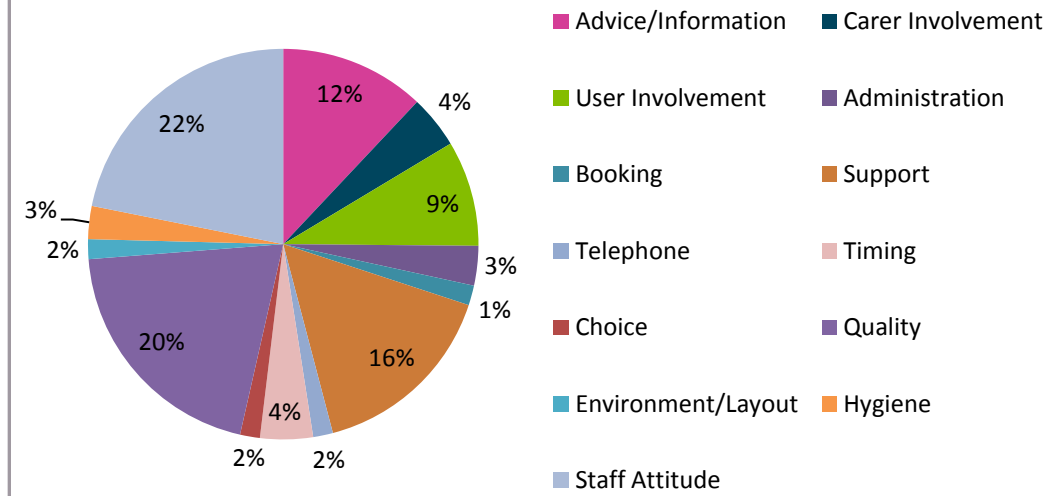
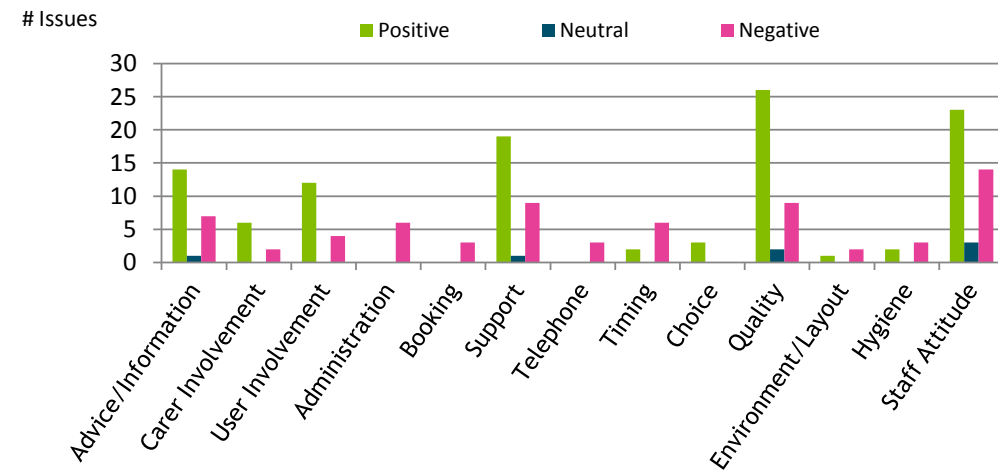
### 5.12 Sentiment, General Inpatients



## 5. Trends: Maternity

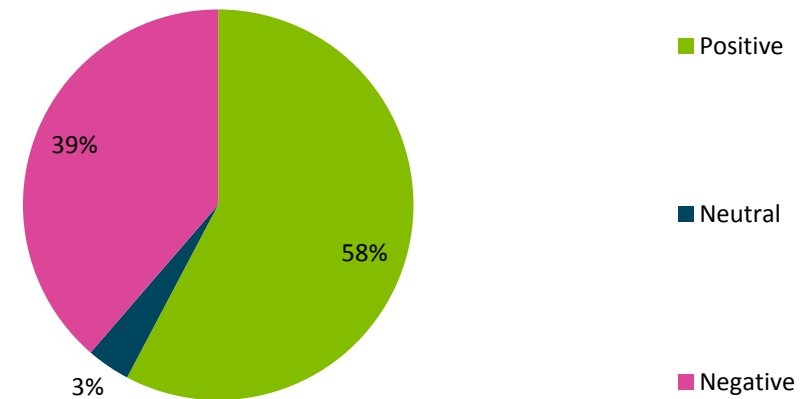
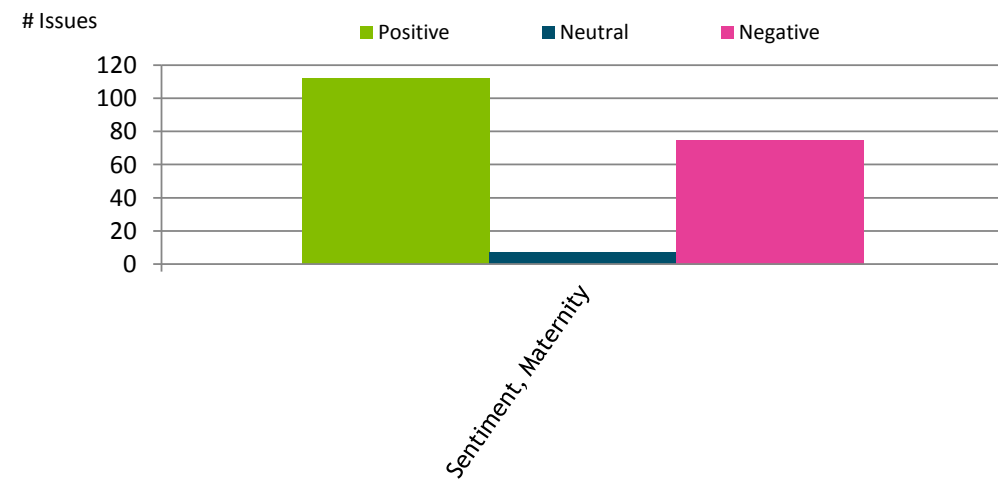


### 5.13 Trends, Maternity (194 issues from 31 people)



Issues receiving the most comments overall

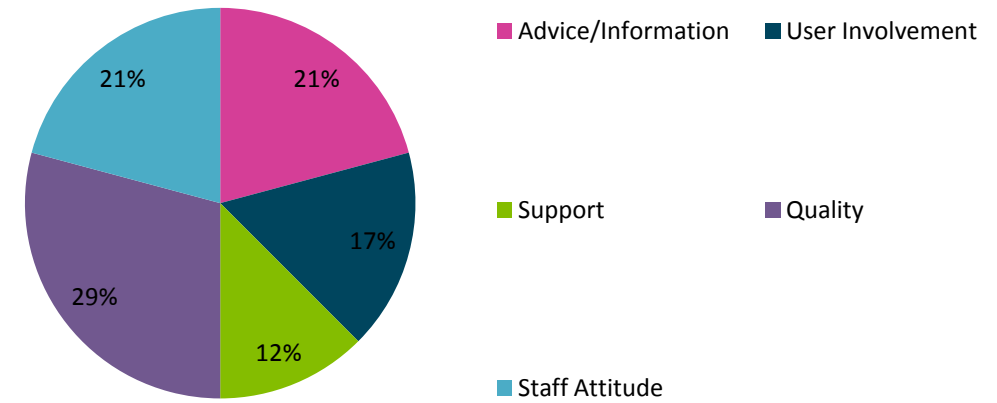
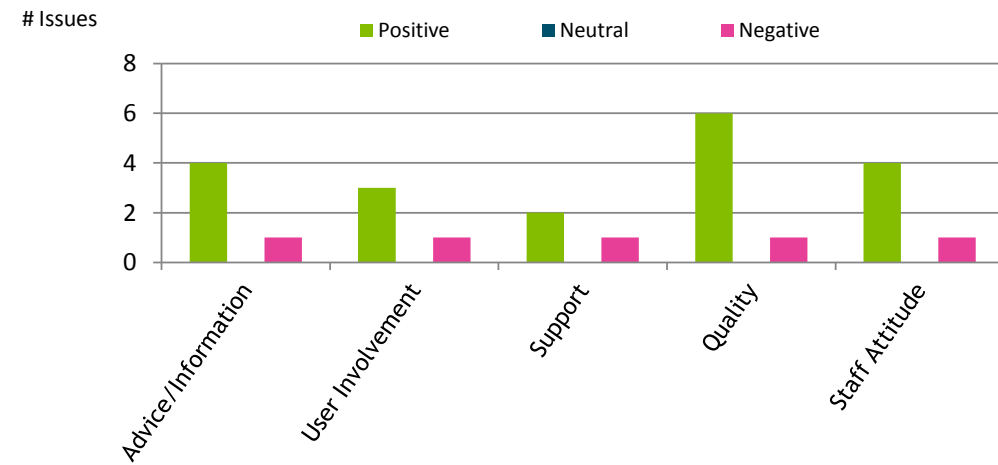
### 5.14 Sentiment, Maternity



## 5. Trends: Obstetrics and Gynaecology

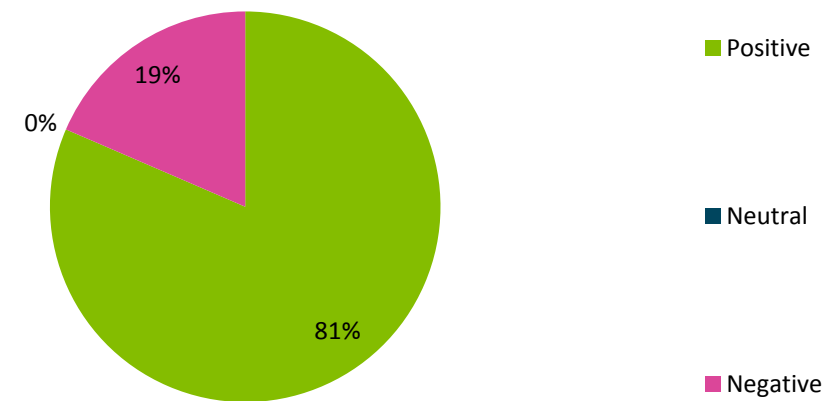
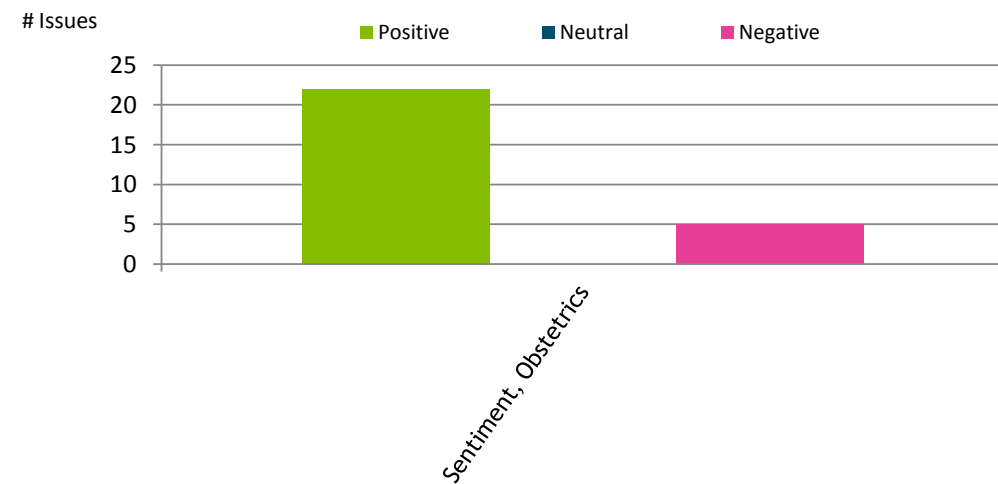


### 5.15 Trends, Obstetrics and Gynaecology (27 issues from 3 people)



Issues receiving the most comments overall

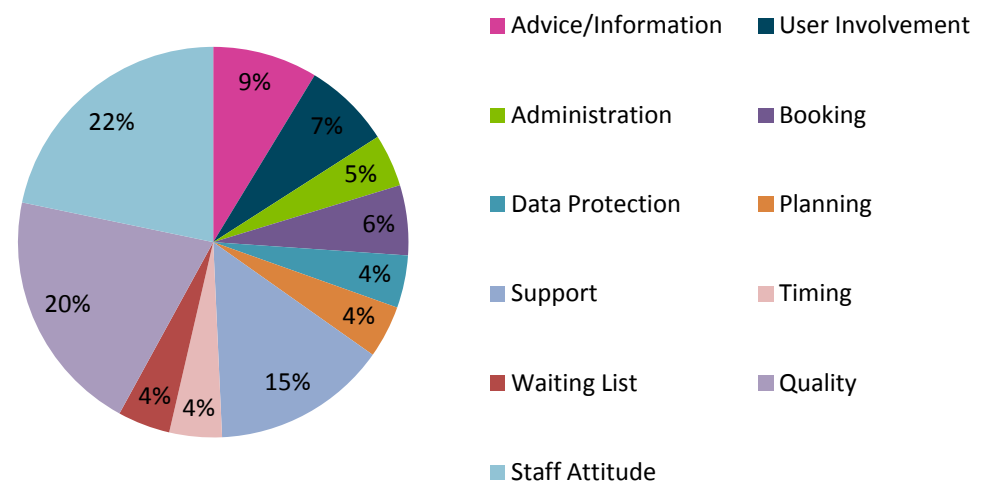
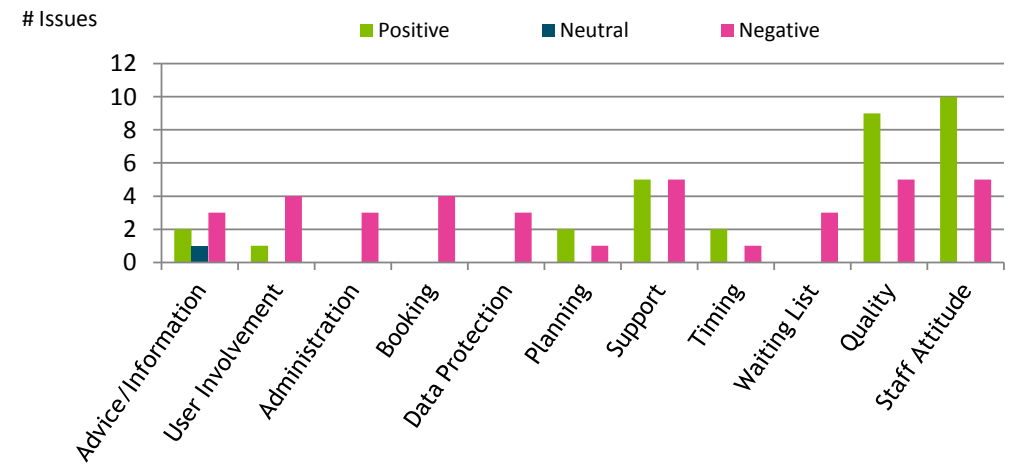
### 5.16 Sentiment, Obstetrics and Gynaecology



## 5. Trends: Ophthalmology

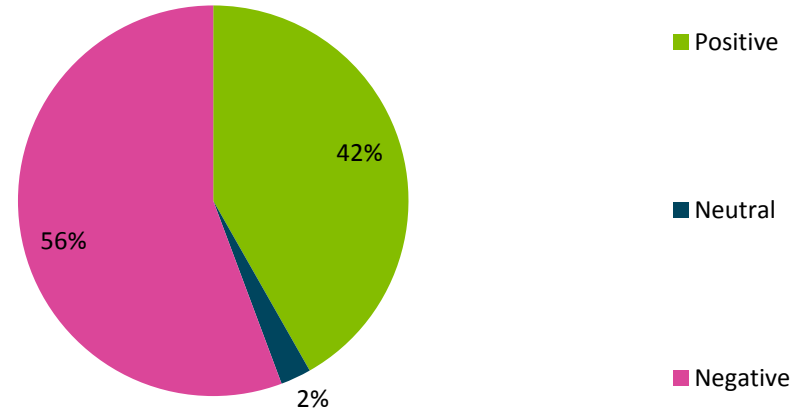
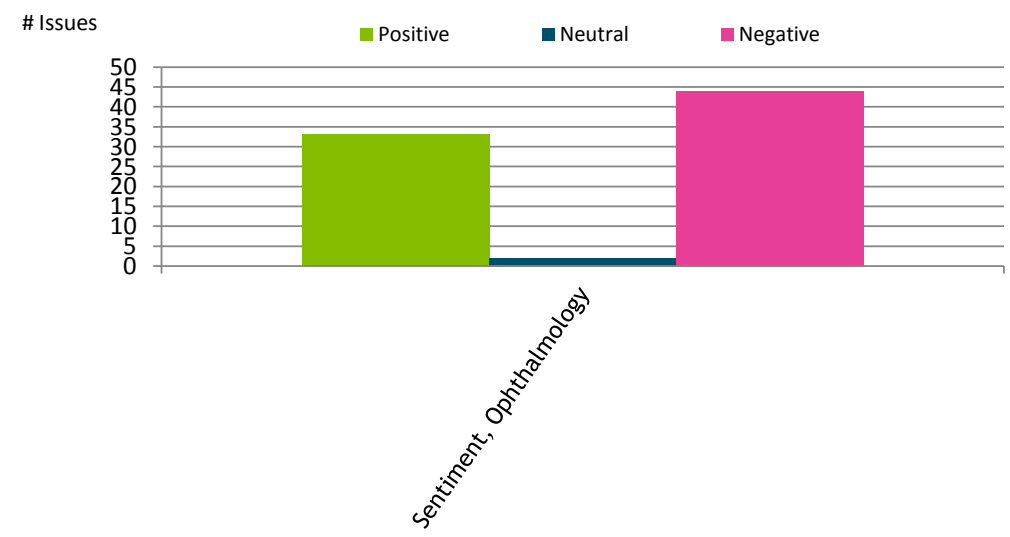


### 5.17 Trends, Ophthalmology (79 issues from 10 people)



Issues receiving the most comments overall

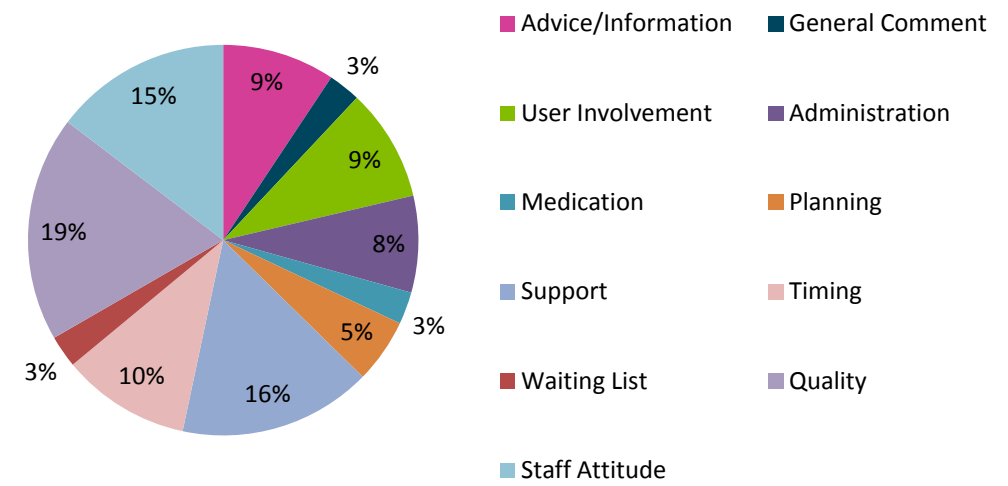
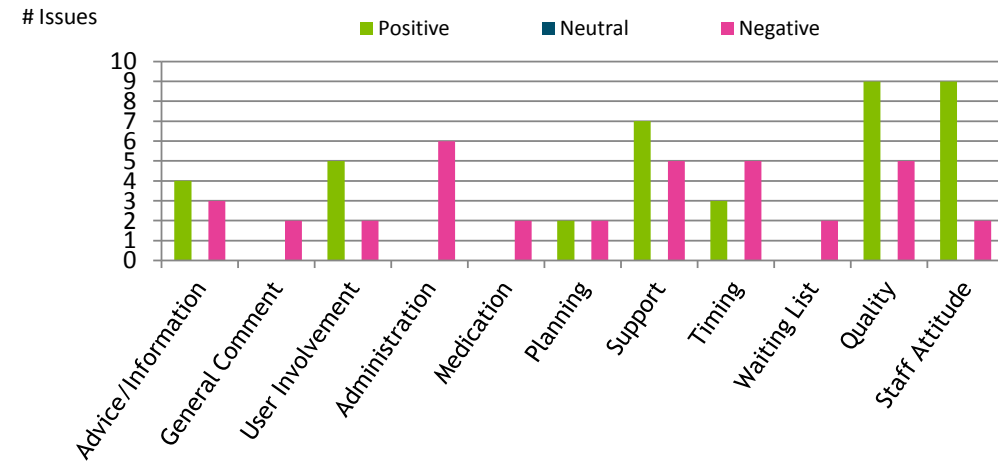
### 5.18 Sentiment, Ophthalmology



## 5. Trends: Orthopaedics

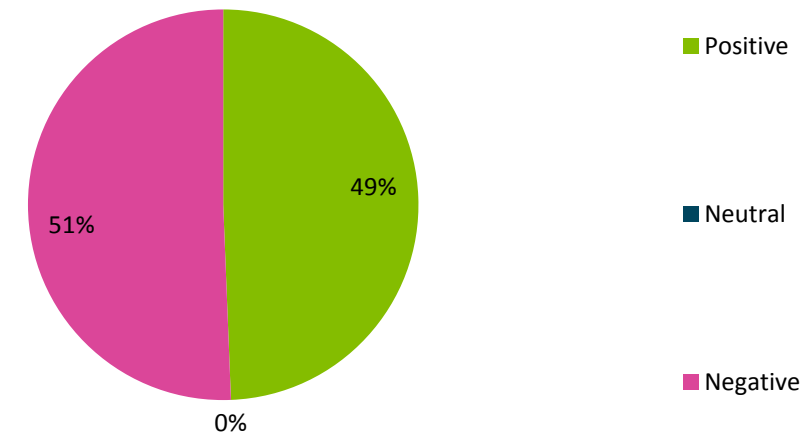
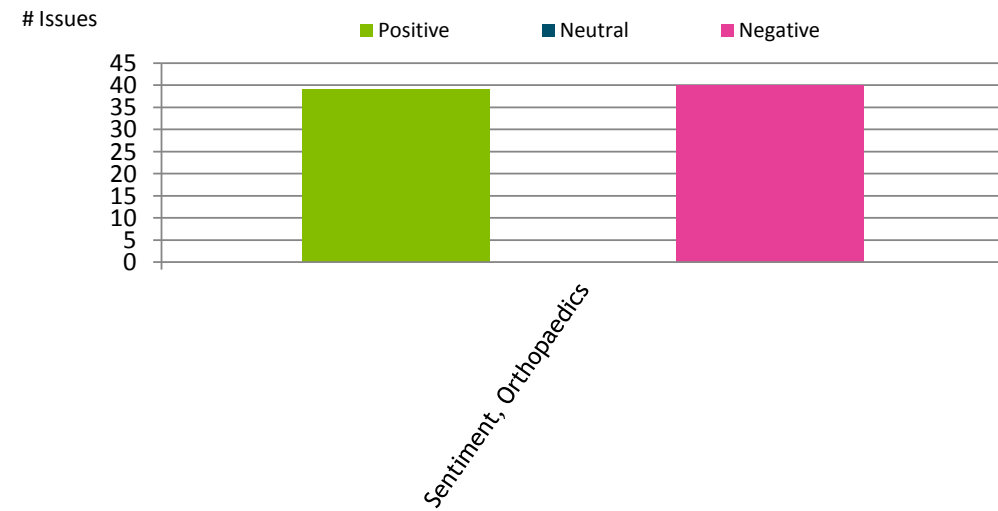


### 5.19 Trends, Orthopaedics (79 issues from 13 people)



Issues receiving the most comments overall

### 5.20 Sentiment, Orthopaedics

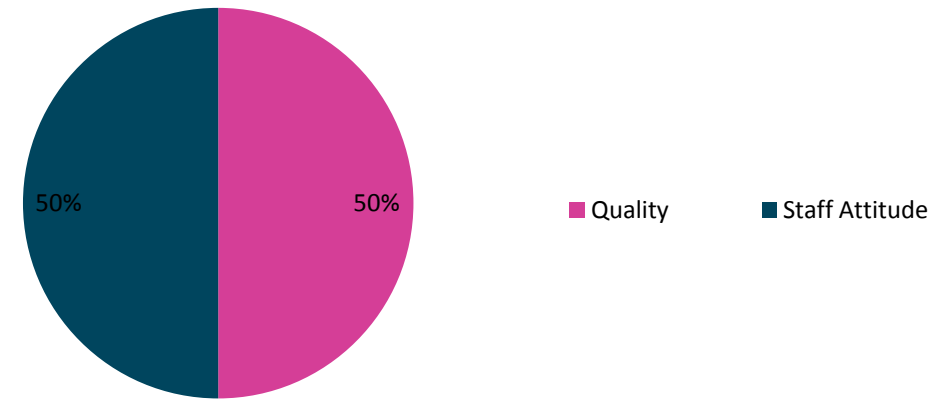
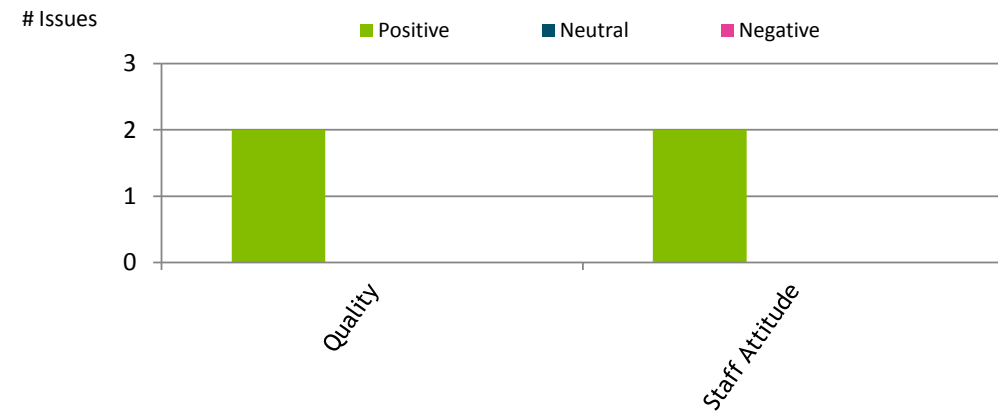




## 5. Trends: Phlebotomy

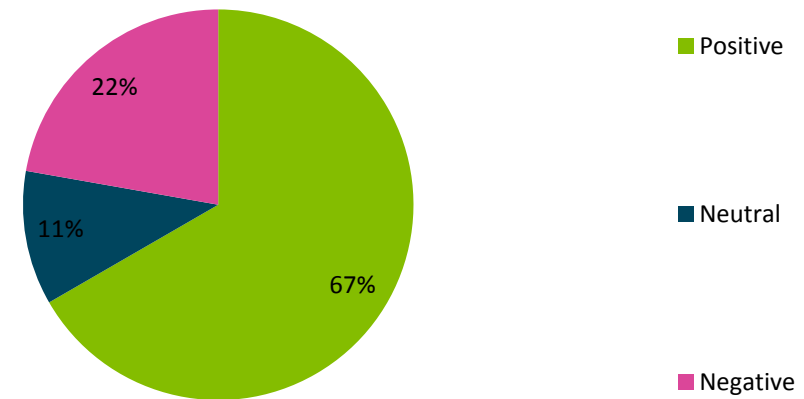
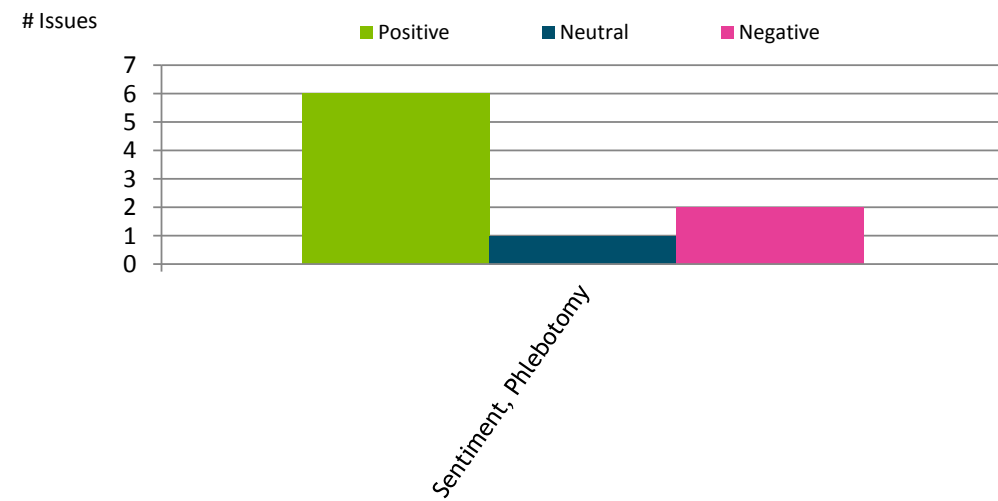


### 5.21 Trends, Phlebotomy (9 issues from 3 people)



Issues receiving the most comments overall

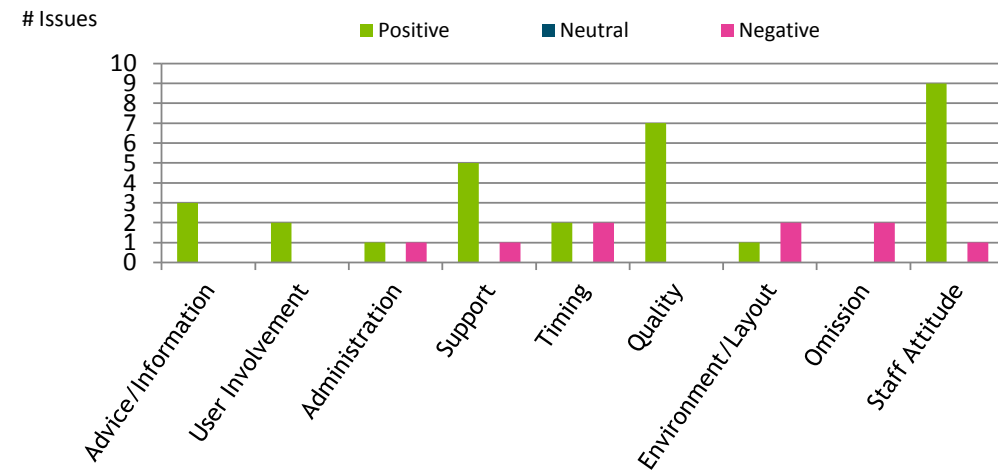
### 5.22 Sentiment, Paediatrics



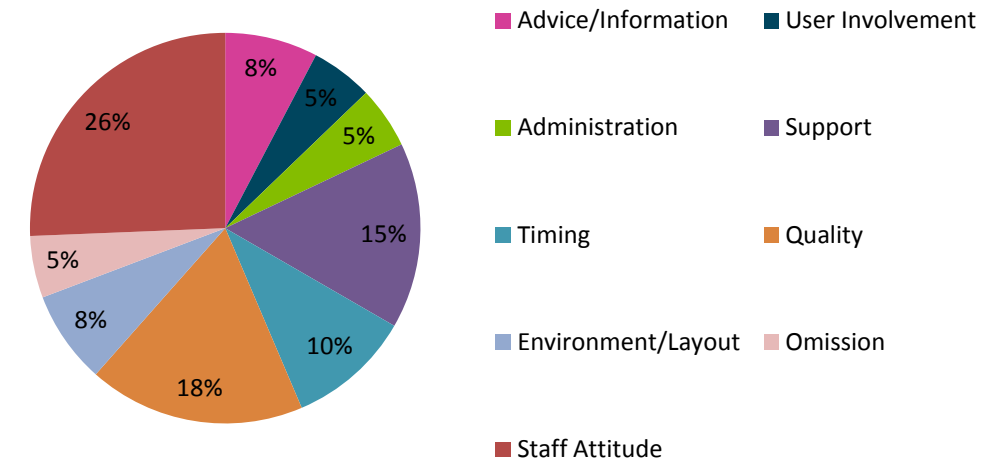
## 5. Trends: Radiography



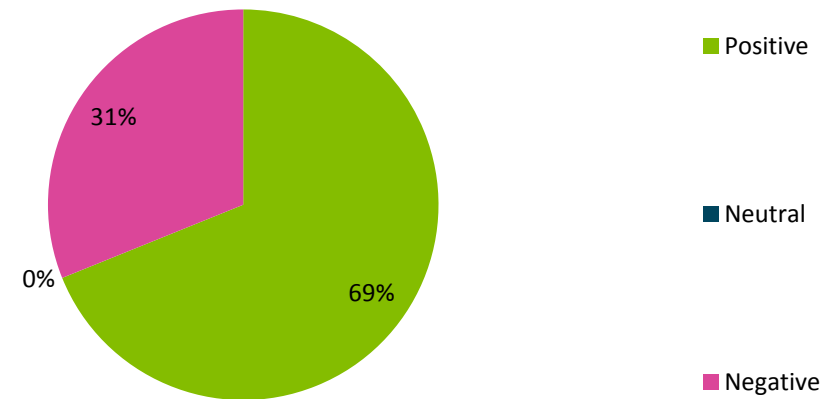
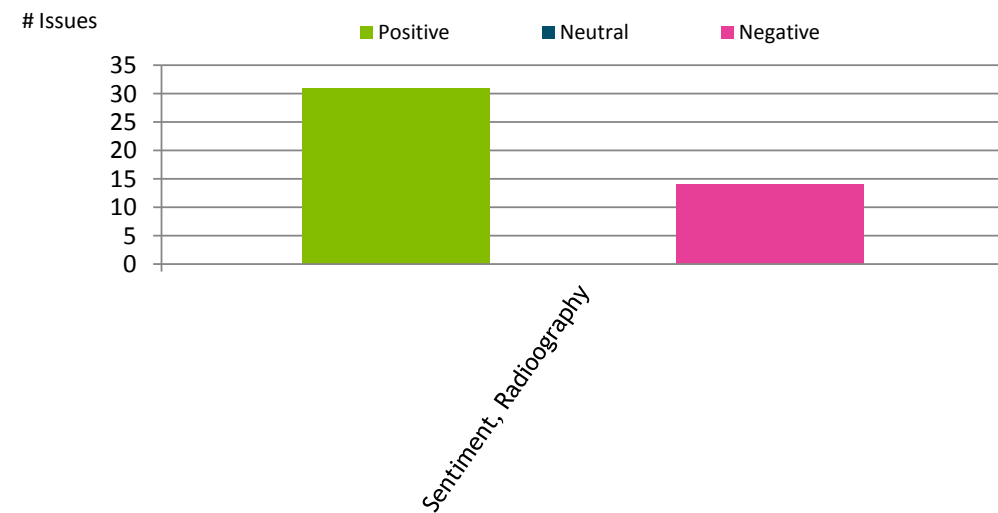
### 5.23 Trends, Radiography (45 issues from 9 people)



Issues receiving the most comments overall



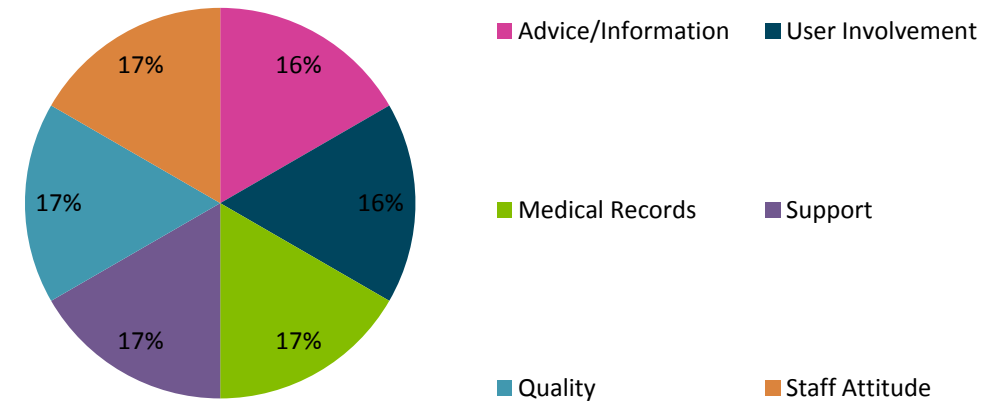
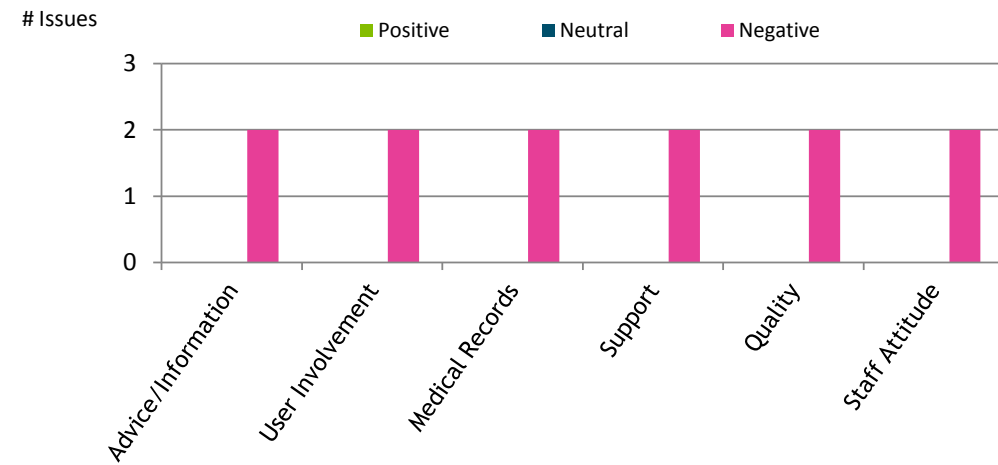
### 5.24 Sentiment, Radiography



## 5. Trends: Rheumatology

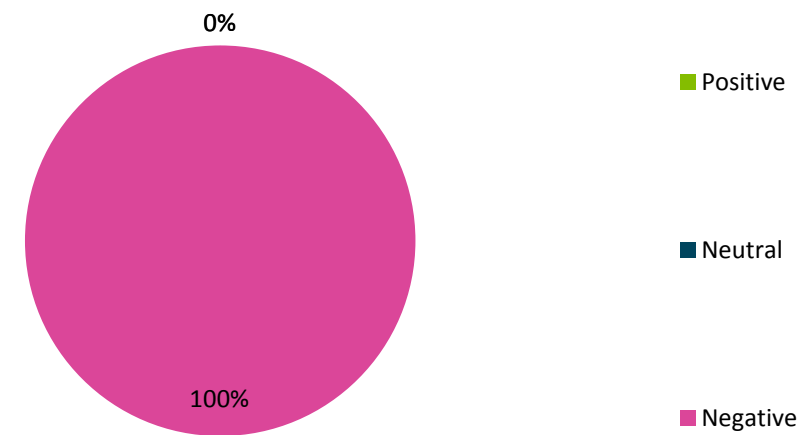
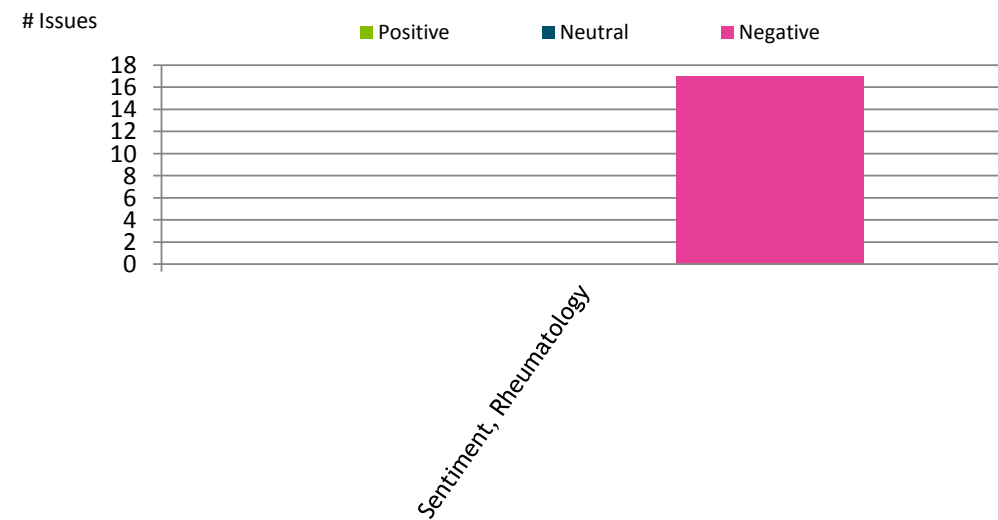


### 5.25 Trends, Rheumatology (17 issues from 3 people)



Issues receiving the most comments overall

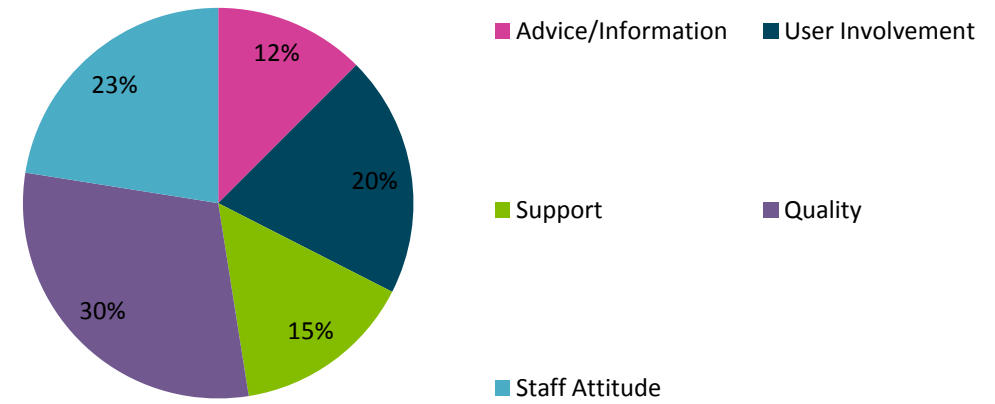
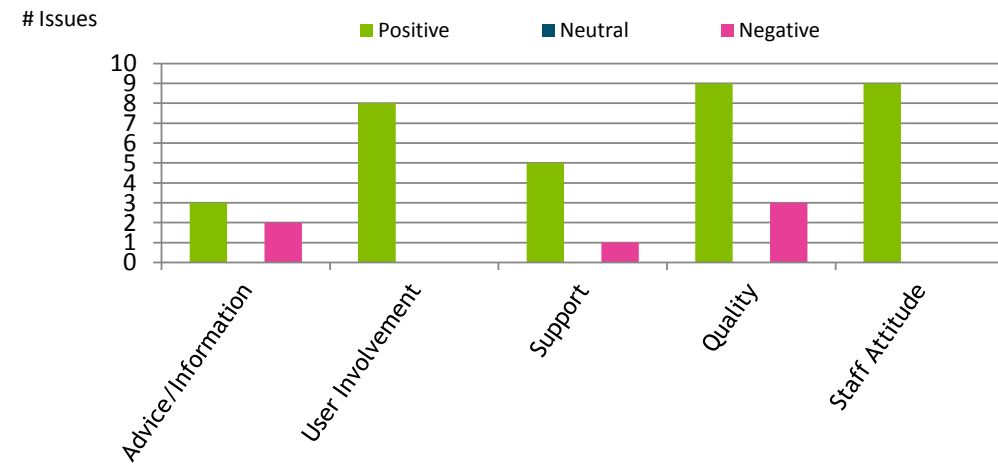
### 5.26 Sentiment, Rheumatology



## 5. Trends: Surgery (General)

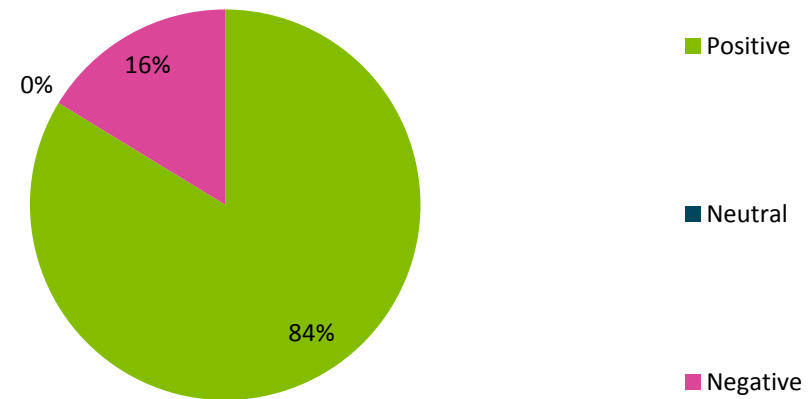
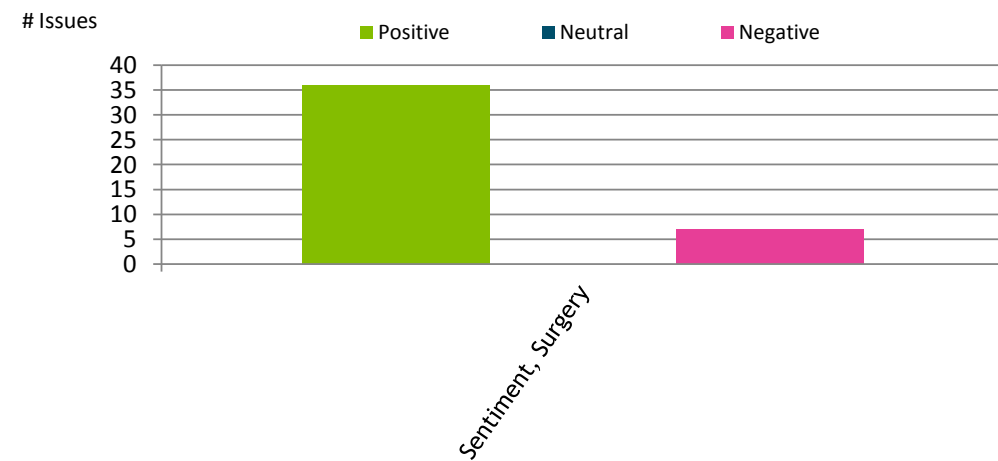


### 5.27 Trends, General Surgery (43 issues from 6 people)



Issues receiving the most comments overall

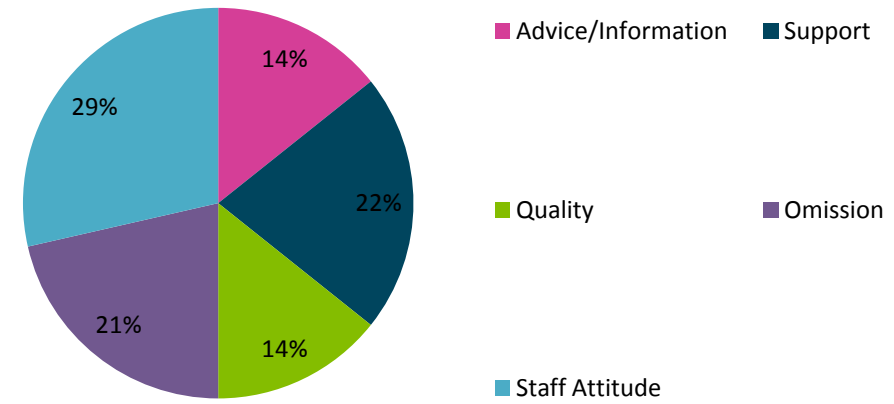
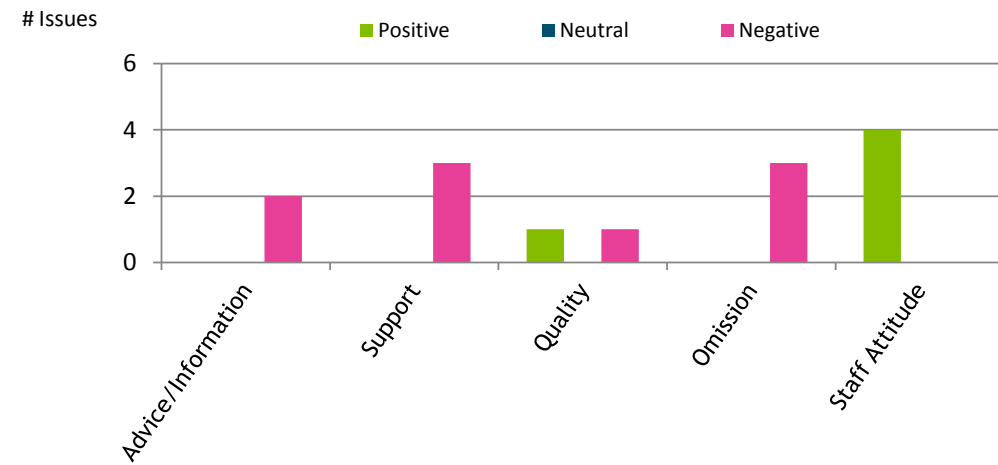
### 5.28 Sentiment, General Surgery



## 5. Trends: Urology

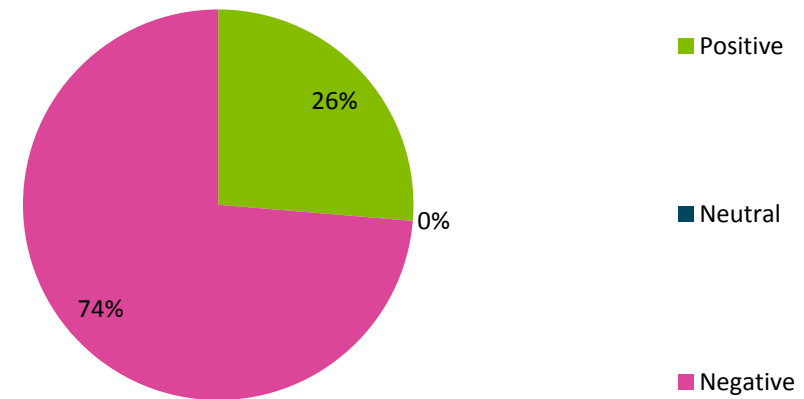
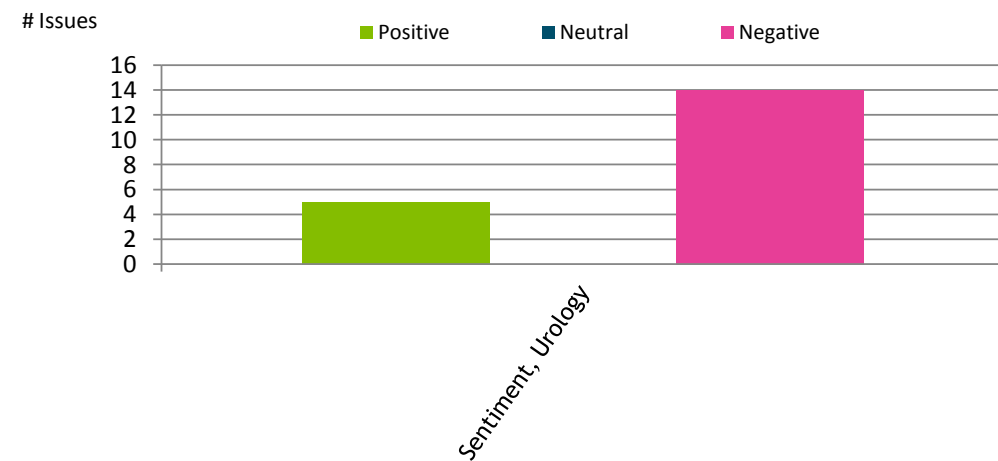


### 5.29 Trends, Urology (19 issues from 3 people)



Issues receiving the most comments overall

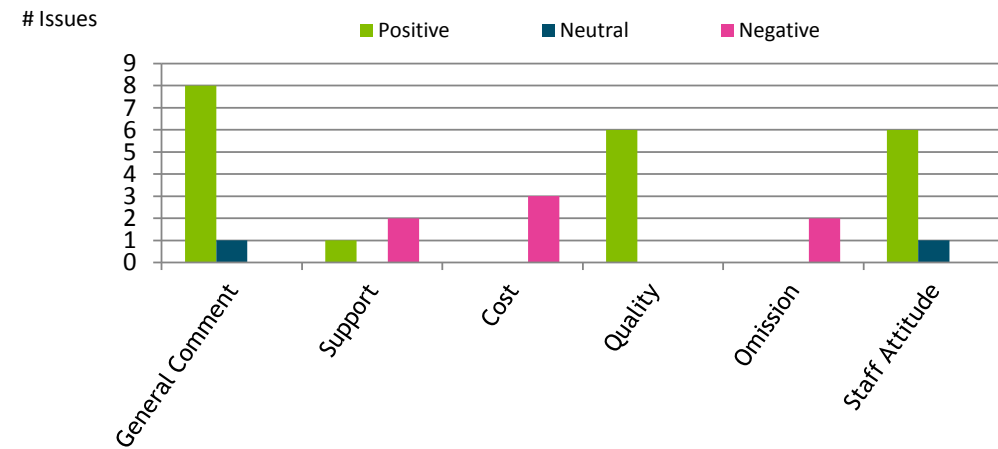
### 5.30 Sentiment, Urology



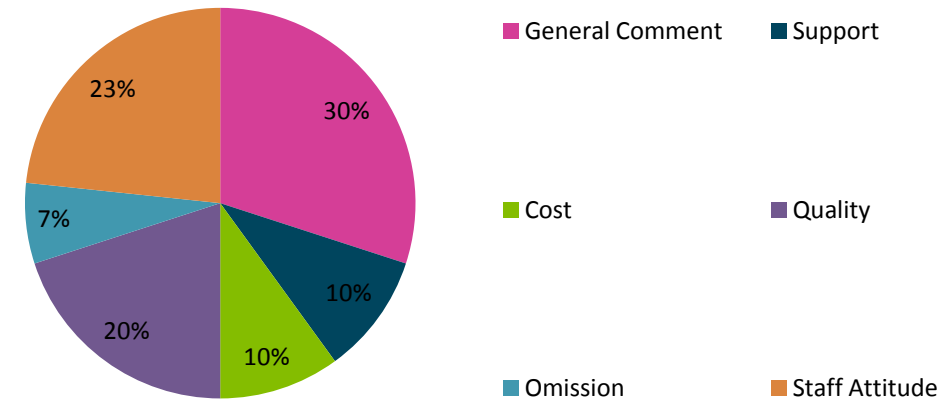
## 6. Care Pathway: Transport (ability to get to-and-from services)



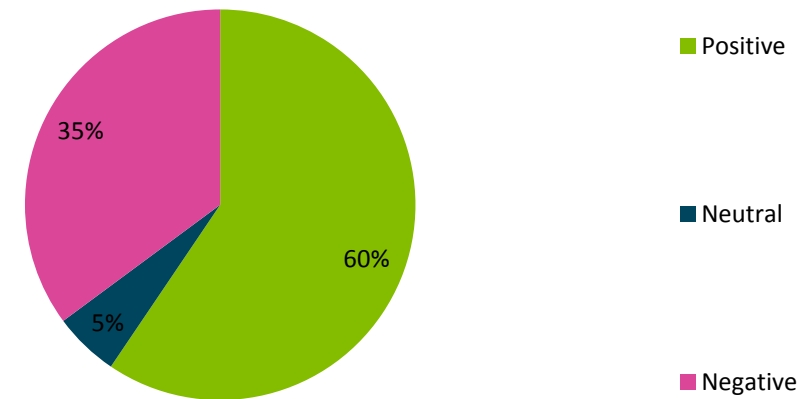
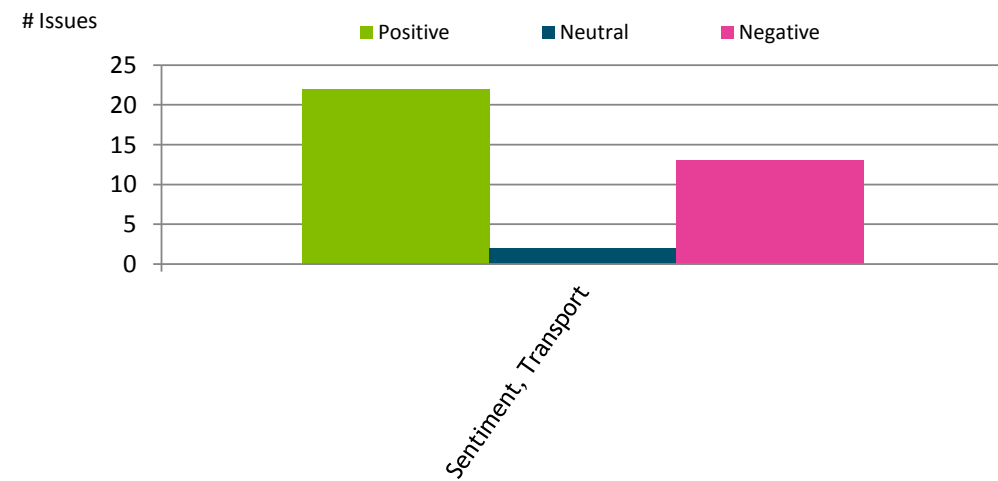
### 6.1 Trends, Transport (37 issues)



Issues receiving the most comments overall



### 6.2 Sentiment, Transport

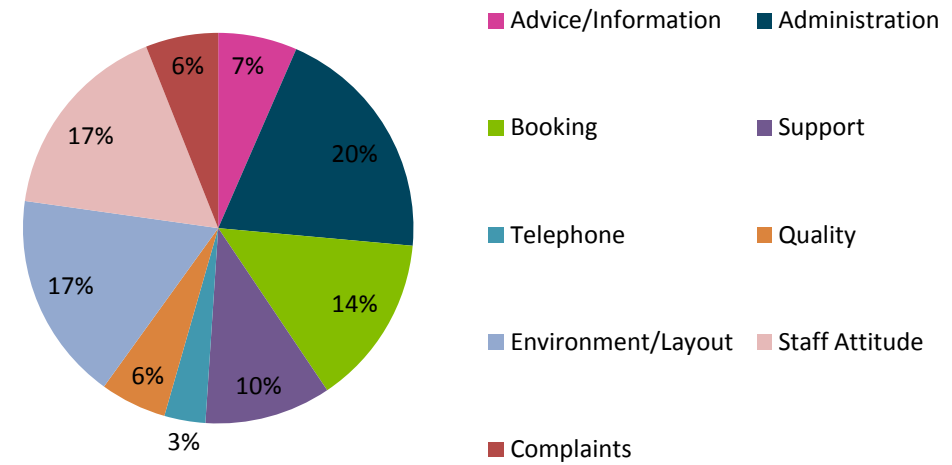
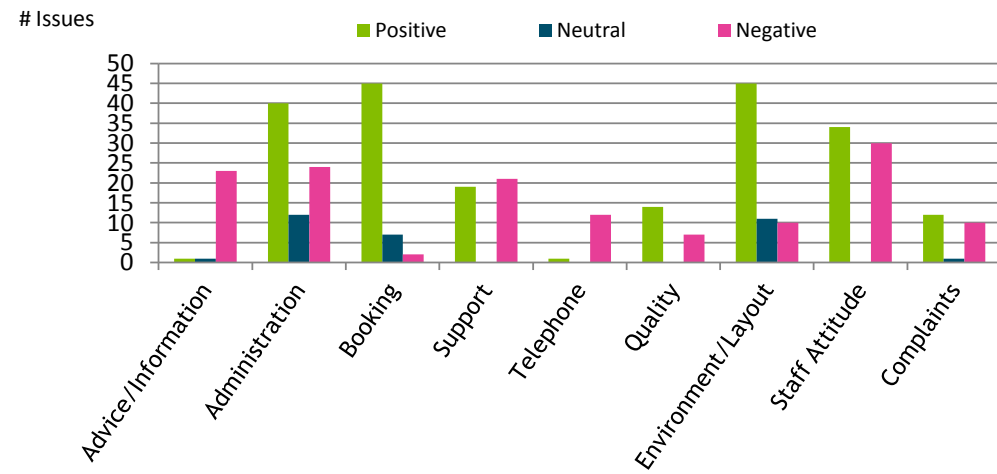


Quarterly Benchmark: 4% improvement on the previous quarter

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

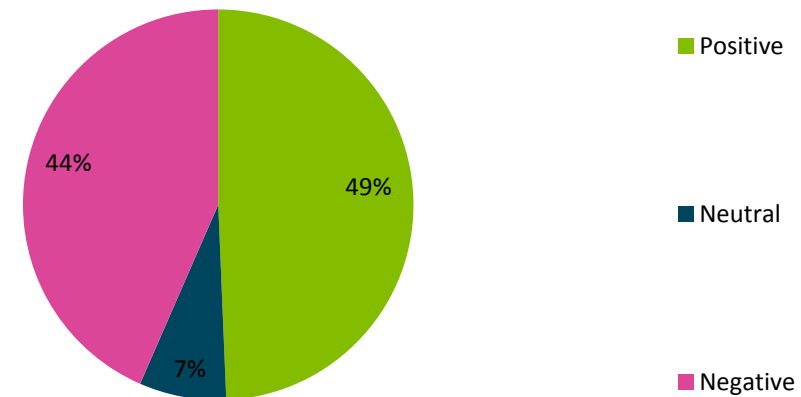
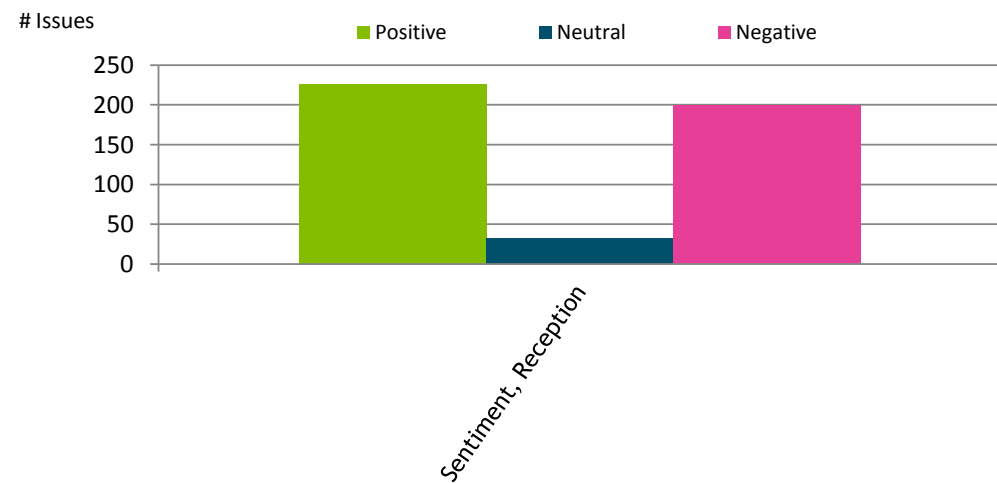


### 6.3 Trends, Reception (458 issues)



Issues receiving the most comments overall

### 6.4 Sentiment, Reception

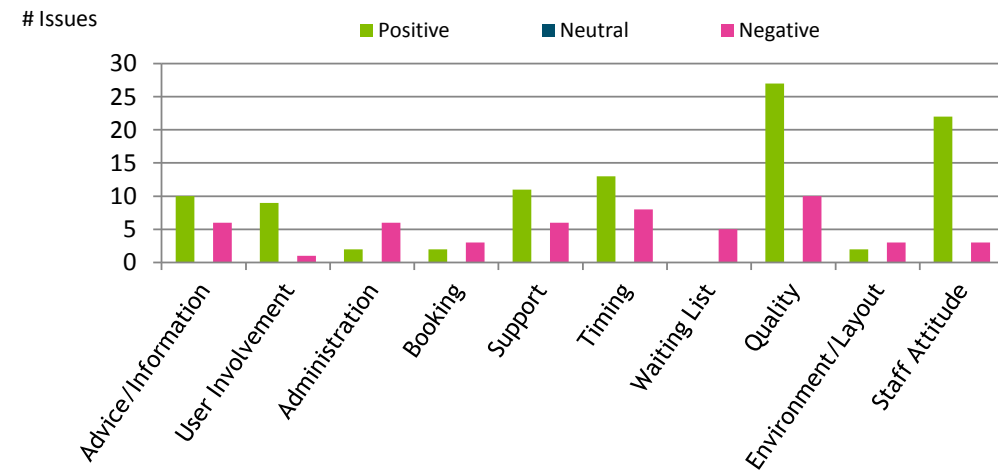


Quarterly Benchmark: 4% improvement on the previous quarter

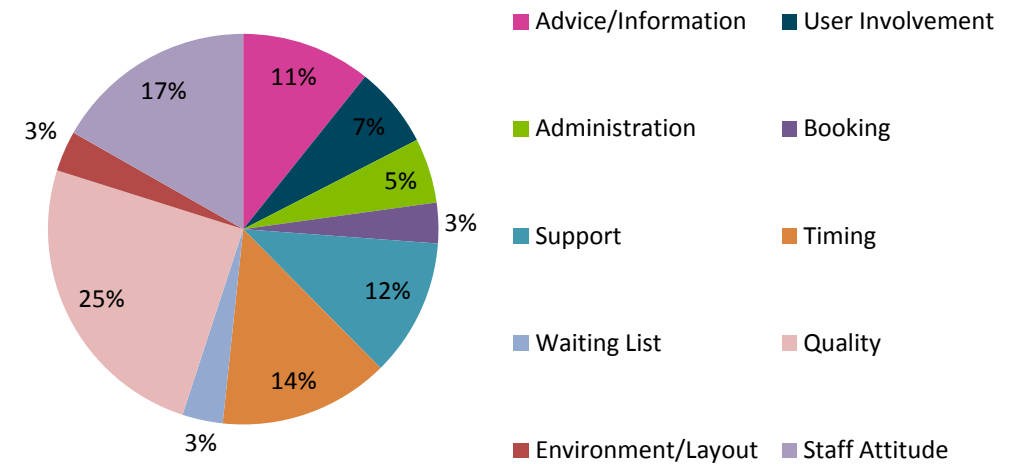
## 6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)



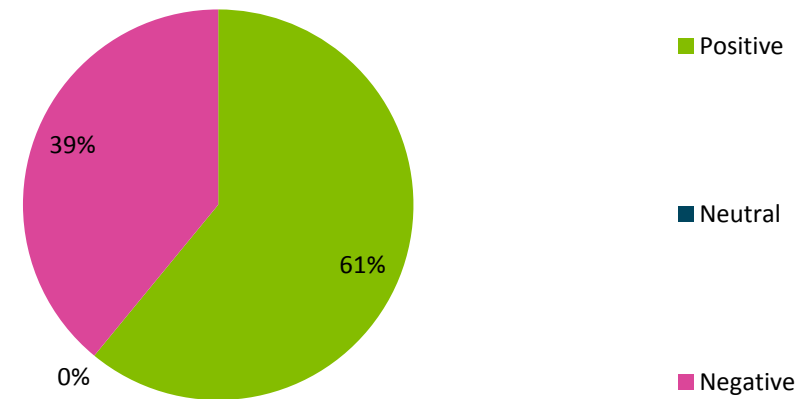
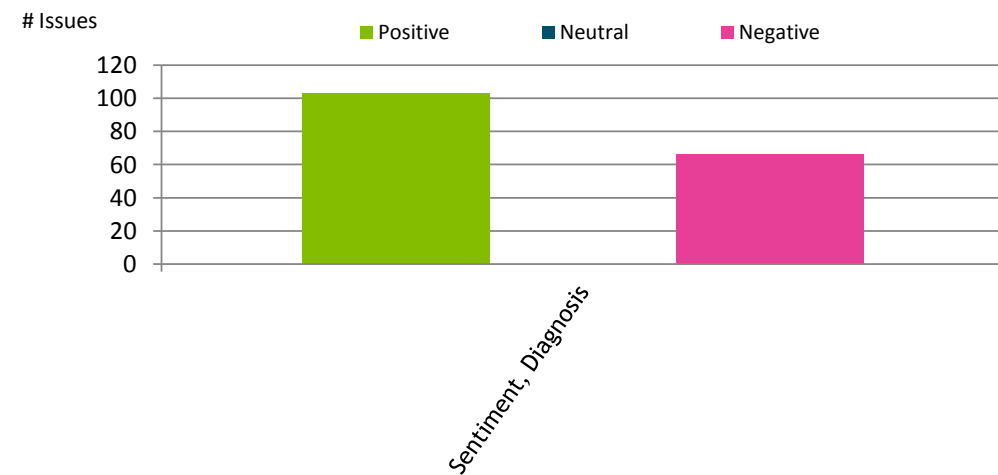
### 6.5 Trends, Diagnosis/Testing (169 issues)



Issues receiving the most comments overall



### 6.6 Sentiment, Diagnosis/Testing



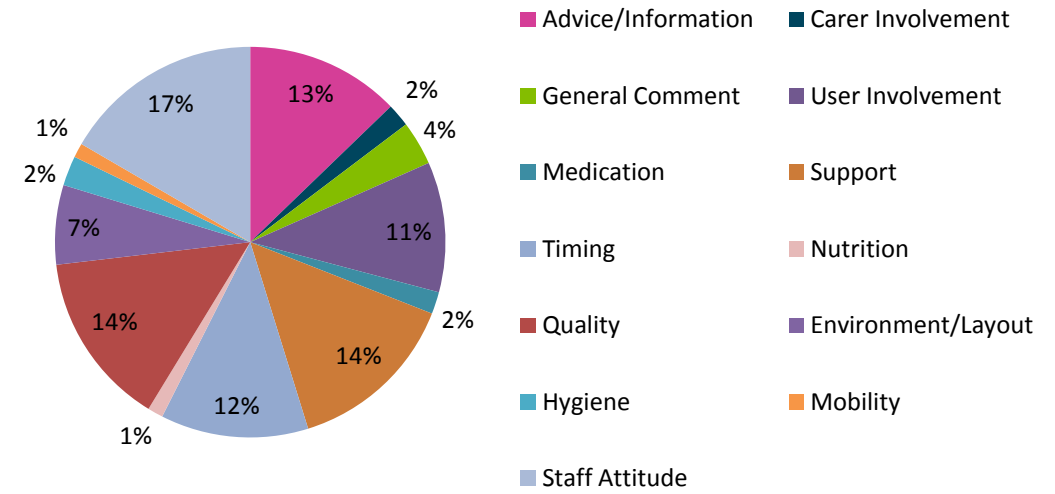
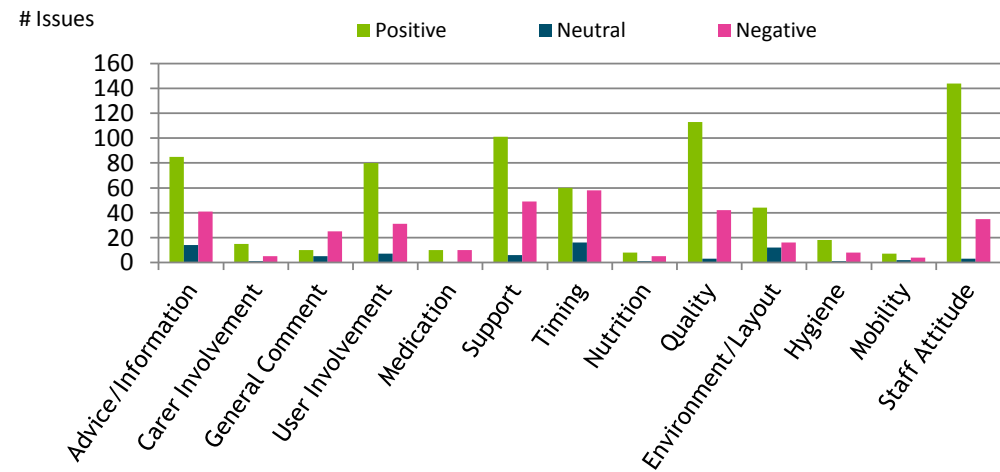
Quarterly Benchmark: No change on the previous quarter



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

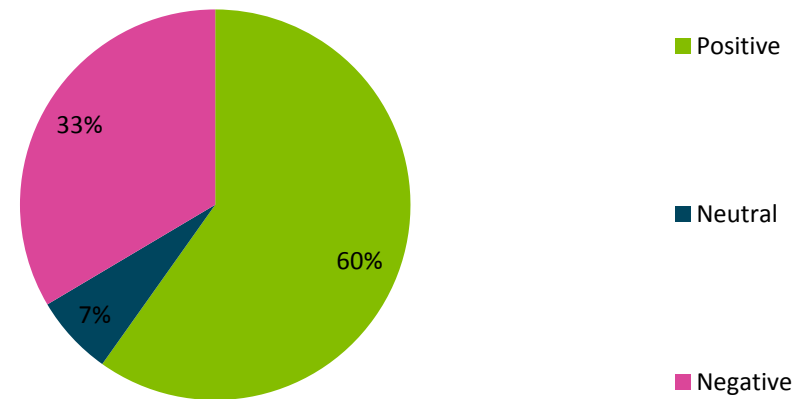
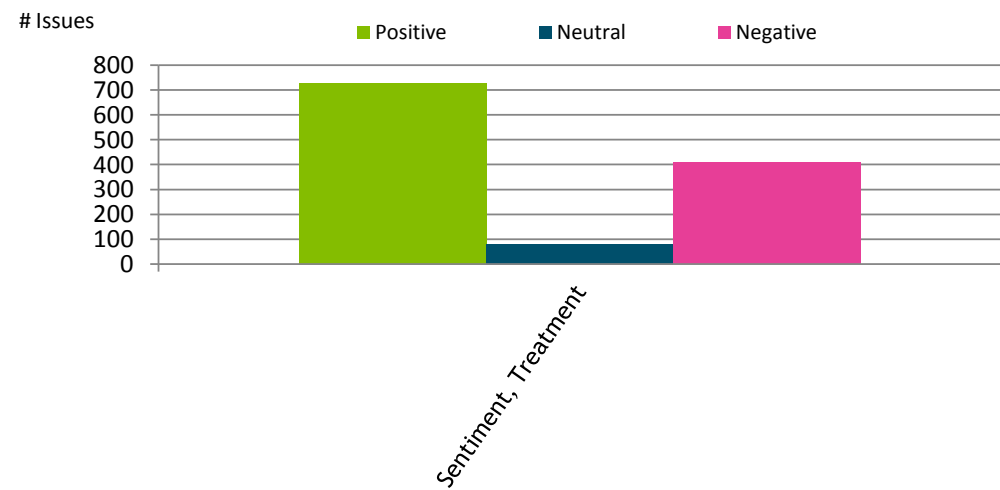


### 6.7 Trends, Clinical Treatment (1217 issues)



Issues receiving the most comments overall

### 6.8 Sentiment, Clinical Treatment

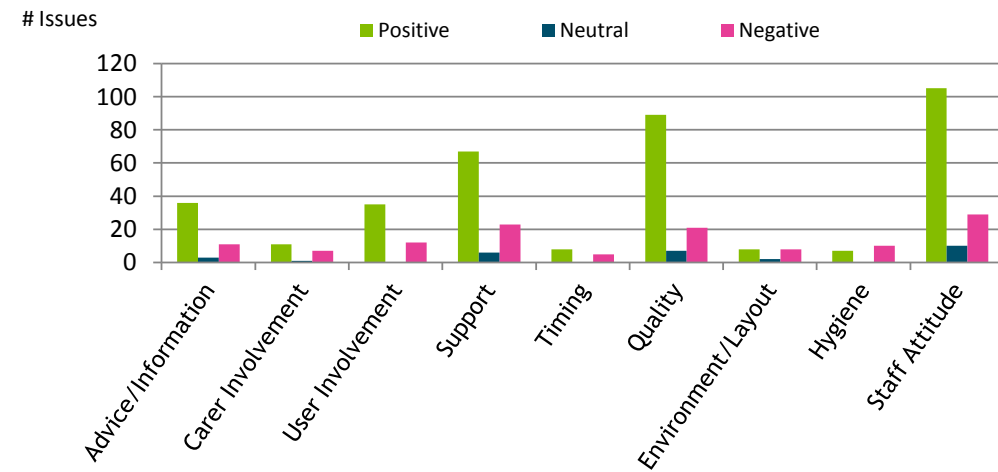


Quarterly Benchmark: No change on the previous quarter

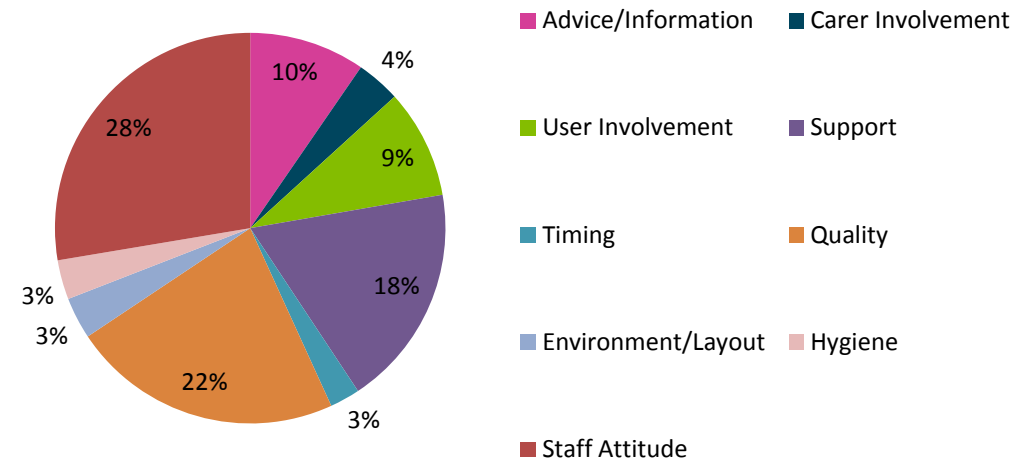
## 6. Care Pathway: Clinical Nursing (care provided by trained nurses)



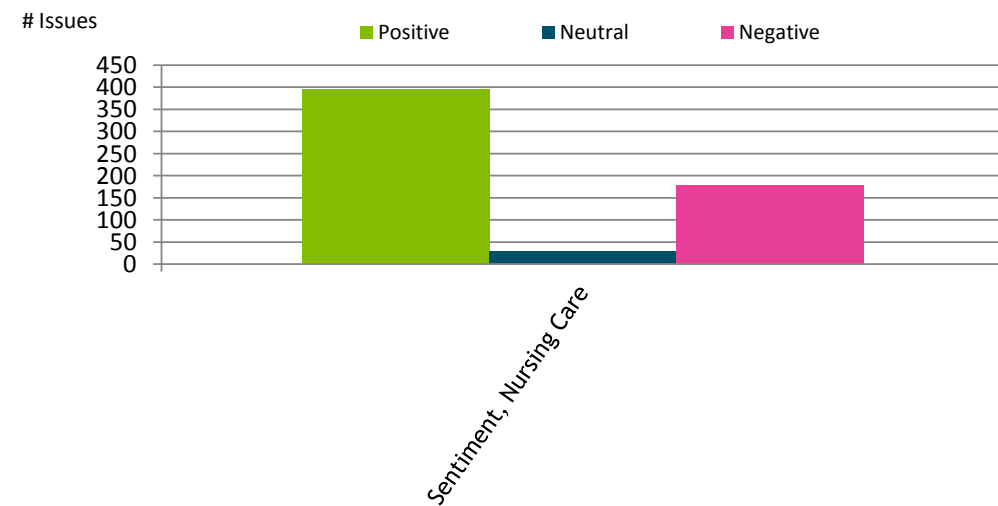
### 6.9 Trends, Clinical Nursing (605 issues)



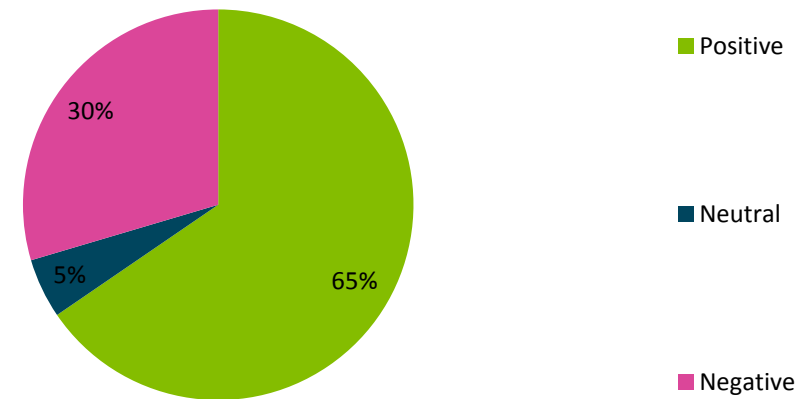
Issues receiving the most comments overall



### 6.10 Sentiment, Clinical Nursing



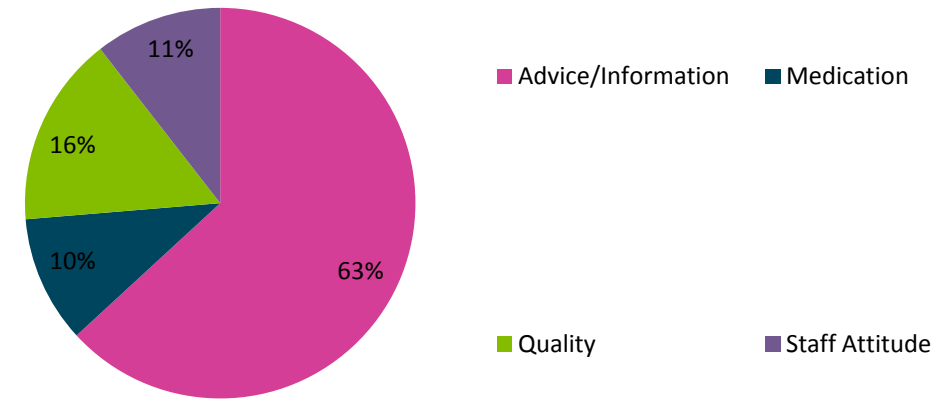
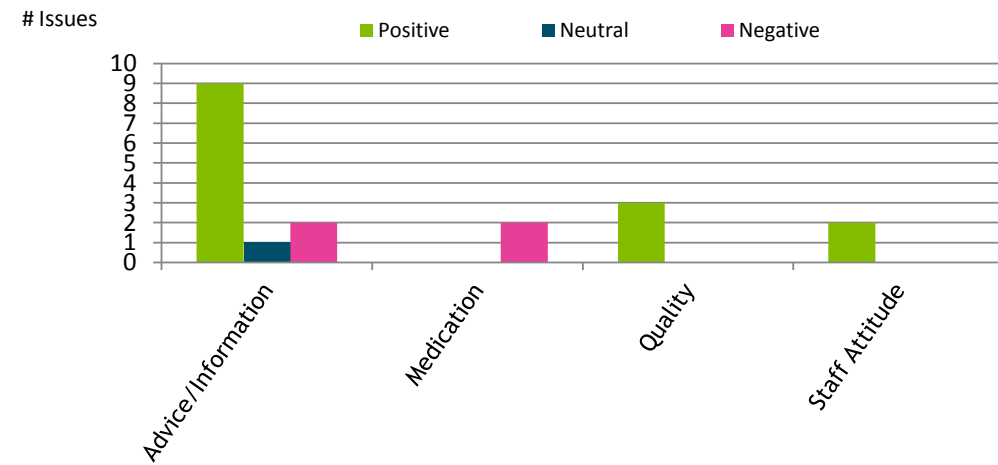
Quarterly Benchmark: 3% improvement on the previous quarter



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

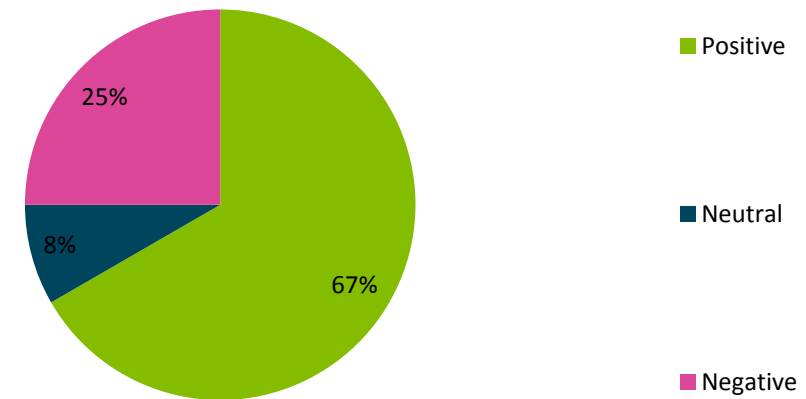
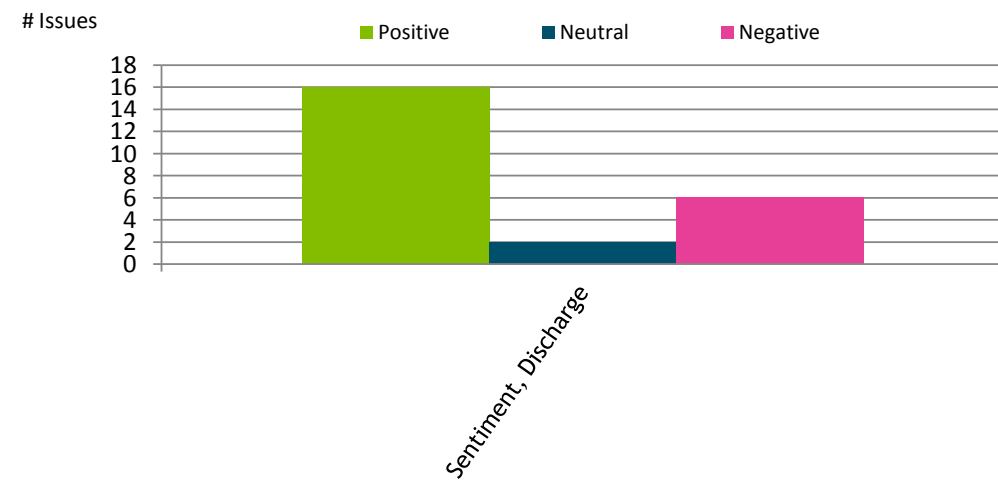


### 6.11 Trends, Discharge (24 issues)



Issues receiving the most comments overall

### 6.12 Sentiment, Discharge

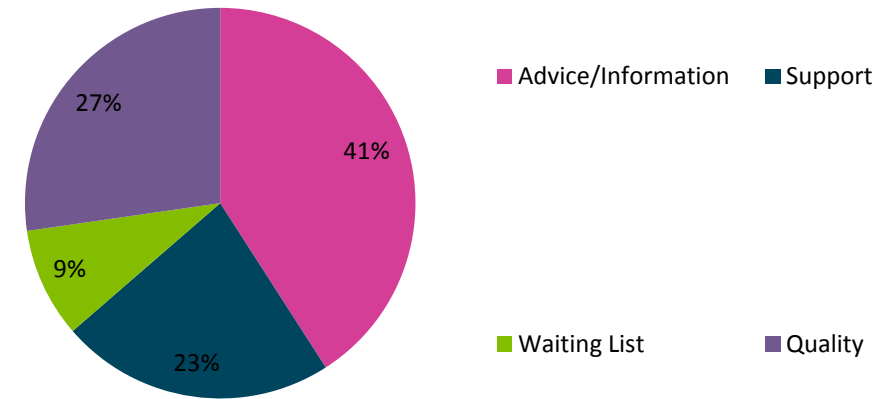
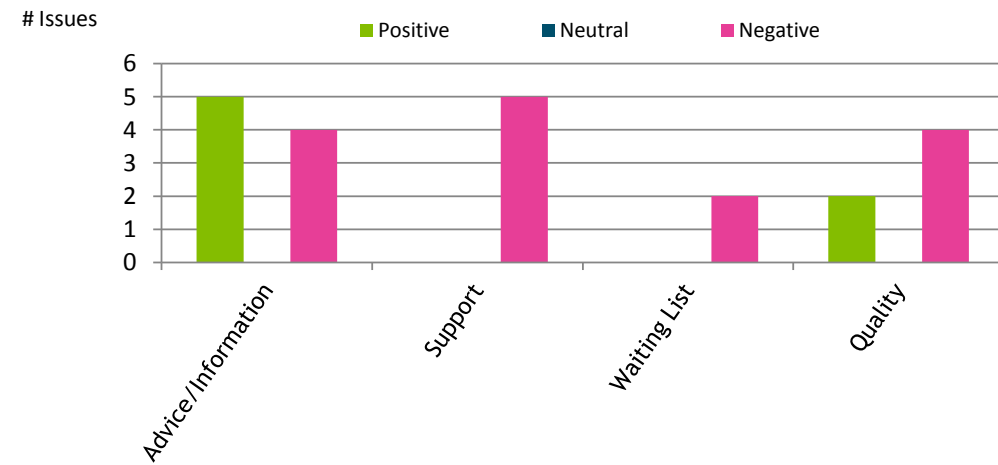


Quarterly Benchmark: N/A

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

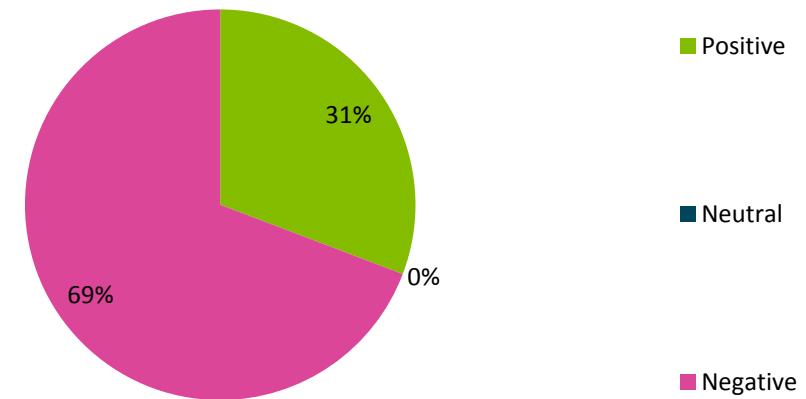
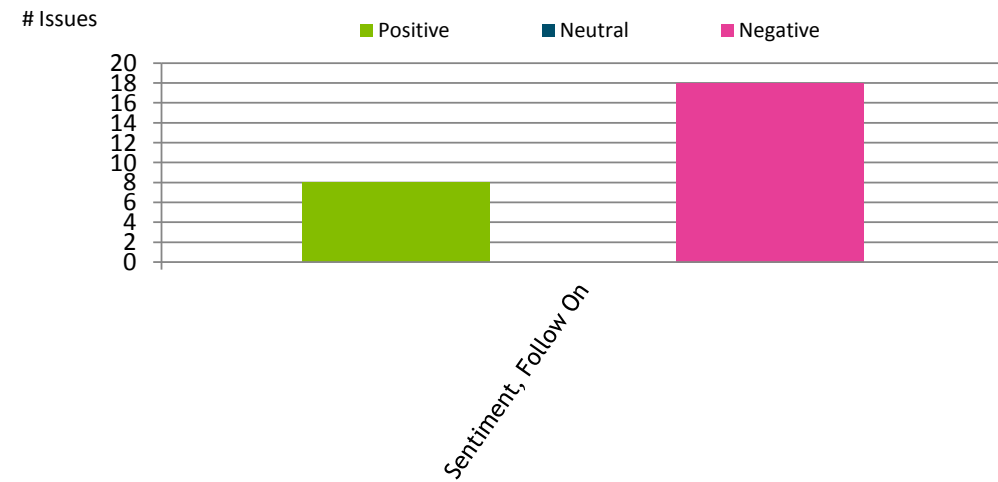


### 6.13 Trends, Follow On (26 issues)



Issues receiving the most comments overall

### 6.14 Sentiment, Follow On

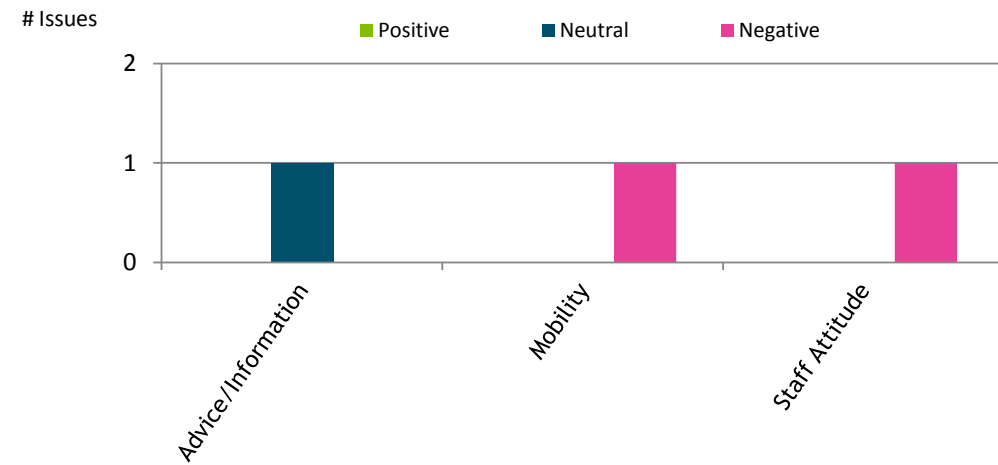


Quarterly Benchmark: N/A

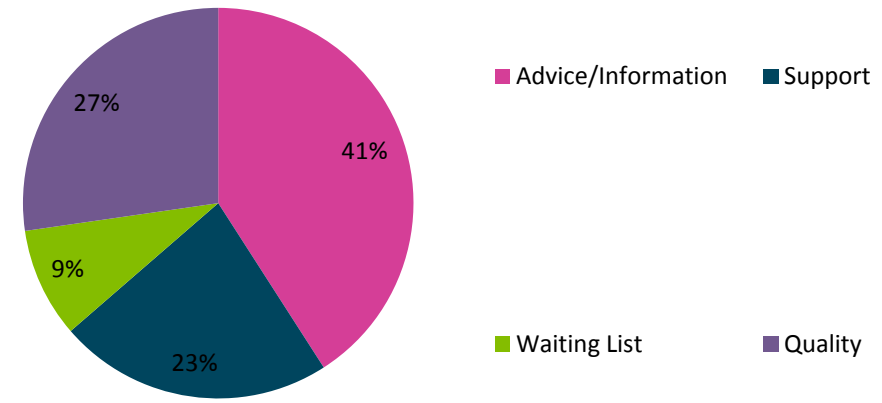
## 6. Care Pathway: Community (community based health services)



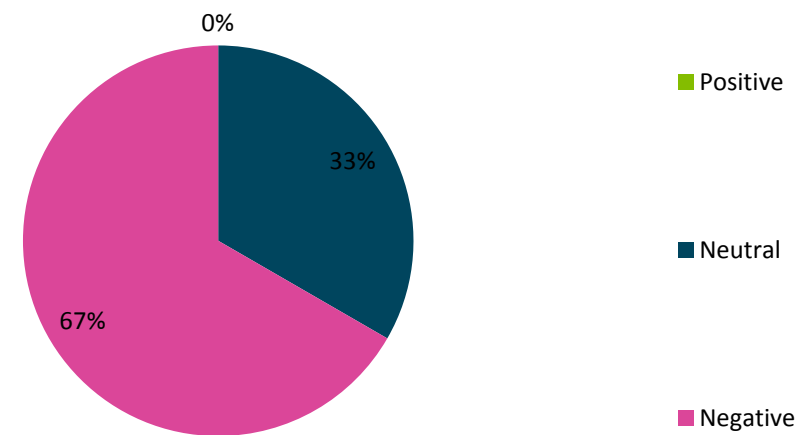
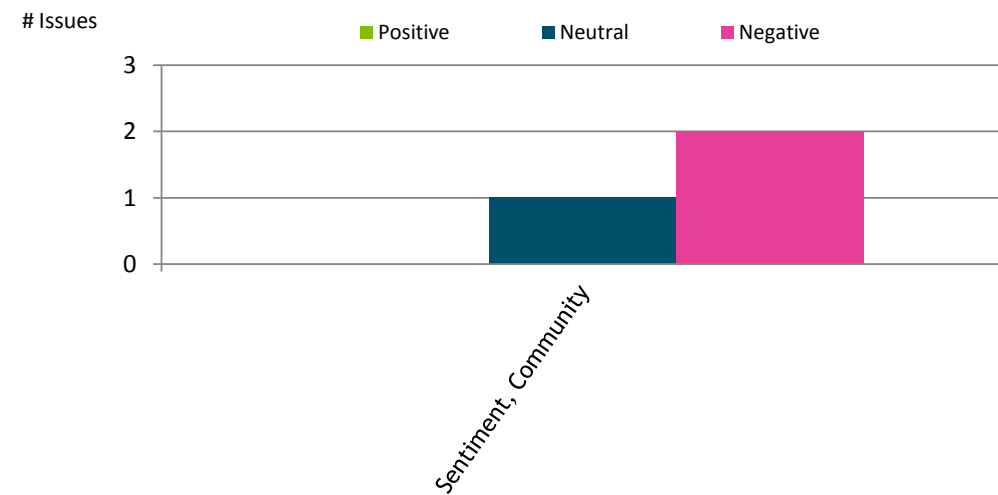
### 6.15 Trends, Community (3 issues)



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: On the whole, patients experience good quality, compassionate treatment and care.</i>
Page 3, Figure 2.1	<i>Top issues: The majority of patients feel supported, involved and informed.</i>
Page 3, Figure 2.1	<i>Top issues: Some patients comment negatively on waiting times at appointments and general administration.</i>
Page 3, Figure 2.2	<i>Conditions: Sentiment on Older People's Health and Cardiology is clearly positive, comments suggest.</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, sentiment is mixed.</i>
Page 6, Figure 4.1	<i>Top departments: Sentiment on A&amp;E is broadly positive, while marginally so on Maternity, according to comments.</i>
Page 6, Figure 4.2	<i>Care pathway: Sentiment on clinical treatment and nursing is broadly positive overall, while marginally so on diagnosis/testing.</i>
Page 6, Figure 4.2	<i>Care pathway: Comments suggest sentiment on reception is mixed.</i>
Page 7, Figure 5.1	<i>A&amp;E: Patients find staff to be caring and professional on the whole, with good levels of support, communication &amp; involvement.</i>
Page 7, Figure 5.1	<i>A&amp;E: Patients are complimentary about reception and the general environment, however some complain about waiting times.</i>
Page 8, Figure 5.3	<i>Cardiology: Comments suggest patients are satisfied with most service aspects.</i>
Page 12, Figure 5.11	<i>General Inpatients: Patients comment on good quality nursing care.</i>
Page 12, Figure 5.11	<i>General Inpatients: Some patients would like greater levels of empathy, support, involvement and communication.</i>
Page 13, Figure 5.13	<i>Maternity: Patients comment on good quality services, with good levels of support, involvement and communication.</i>
Page 13, Figure 5.13	<i>Maternity: Some patients would like greater levels of empathy.</i>
Page 16, Figure 5.19	<i>Orthopaedics: Administration, waiting times and levels of support are cited as issues.</i>
Page 18, Figure 5.23	<i>Radiography: Comments suggest patients are satisfied with most service aspects.</i>
Page 20, Figure 5.27	<i>General Surgery: Comments suggest patients are satisfied with most service aspects.</i>
Page 22, Figure 6.1	<i>Transport: Comments reflect a good quality, caring service.</i>
Page 23, Figure 6.3	<i>Reception: Patients find reception services to be efficient, and are complimentary about the environment.</i>
Page 25, Figure 6.3	<i>Reception: Some patients comment negatively on administration, telephone access &amp; levels of empathy, communication &amp; support.</i>
Page 24, Figure 6.5	<i>Diagnosis: Patients find staff to be caring and professional, with good levels of support, information and involvement.</i>
Page 25, 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 26, Figure 6.9	<i>Clinical Nursing: Comments suggest patients are satisfied with most aspects of nursing care, on the whole.</i>
Page 27, Figure 6.11	<i>Discharge: Patients comment on being well informed at discharge.</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>	147	20	87	254
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	26	2	13	41
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	20	6	29	55
	User Involvement	<i>Involvement of the service user.</i>	125	8	50	183
Systems	Administration	<i>Administrative processes and delivery.</i>	43	12	40	95
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	1	0	3	4
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	48	7	17	72
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	9	9
	Data Protection	<i>General data protection (including GDPR).</i>	1	0	3	4
	Referral	<i>Referral to a service.</i>	4	0	4	8
	Medical Records	<i>Management of medical records.</i>	1	0	9	10
	Medication	<i>Prescription and management of medicines.</i>	11	0	15	26
	Opening Times	<i>Opening times of a service.</i>	0	3	0	3
	Planning	<i>Leadership and general organisation.</i>	15	0	12	27
	Registration	<i>Ability to register for a service.</i>	0	0	2	2
	Support	<i>Levels of support provided.</i>	199	12	106	317
	Telephone	<i>Ability to contact a service by telephone.</i>	1	0	16	17
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	81	16	80	177
Waiting List	<i>Length of wait while on a list.</i>	1	0	19	20	
Values	Choice	<i>General choice.</i>	6	0	4	10
	Cost	<i>General cost.</i>	1	0	5	6
	Language	<i>Language, including terminology.</i>	1	0	2	3
	Nutrition	<i>Provision of sustenance.</i>	19	1	16	36
	Privacy	<i>Privacy, personal space and property.</i>	4	0	9	13
	Quality	<i>General quality of a service, or staff.</i>	254	10	84	348
	Sensory	<i>Deaf/blind or other sensory issues.</i>	1	0	1	2
	Stimulation	<i>General stimulation, including access to activities.</i>	6	6	4	16

## 8. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	1	0	1	2
	Environment/Layout	<i>Physical environment of a service.</i>	100	25	38	163
	Equipment	<i>General equipment issues.</i>	3	1	18	22
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	3	0	10	13
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	28	1	21	50
	Mobility	<i>Physical mobility to, from and within services.</i>	7	2	8	17
	Travel/Parking	<i>Ability to travel or park.</i>	4	1	6	11
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	10	10
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	5	1	3	9
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	313	14	98	425
	Complaints	<i>Ability to log and resolve a complaint.</i>	17	1	17	35
	Staff Training	<i>Training of staff.</i>	0	0	5	5
	Staffing Levels	<i>General availability of staff.</i>	2	0	17	19
<b>Total:</b>			<b>1499</b>	<b>149</b>	<b>891</b>	<b>2539</b>