



Experience of Services, Q2 2019/20

Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, good and bad, and report on their collective experience.

In this report, we examine the experience of services in Harrow.

healthwatch
Harrow

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 - 19 Patient Journey

In this section, we look at the experience of popular services.

We also examine the patient journey (or 'care pathway').



Page 20 Summary

This section summarises findings, in brief.



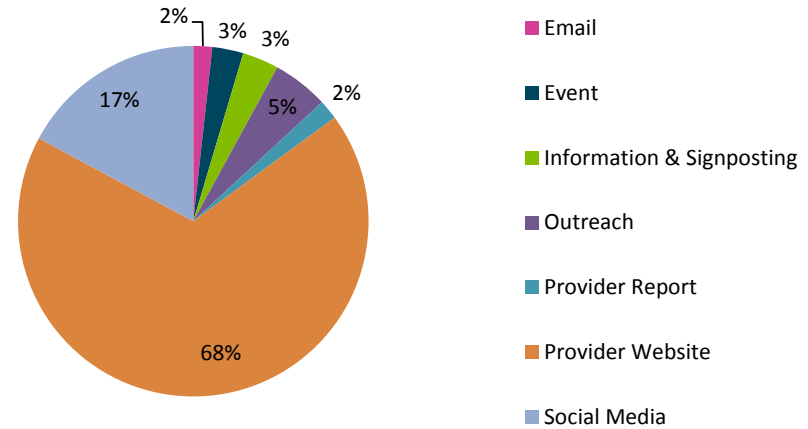
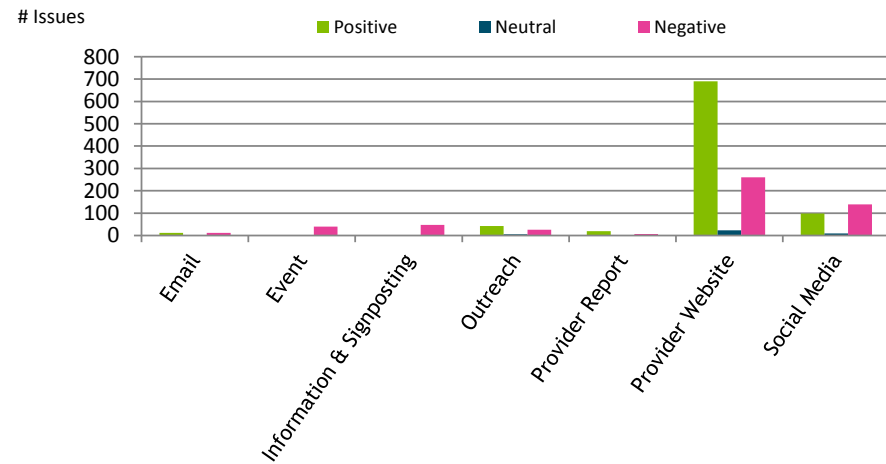
Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

Report compiled on 10 October 2019, to cover the period 1 July 2019 - 30 September 2019.

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

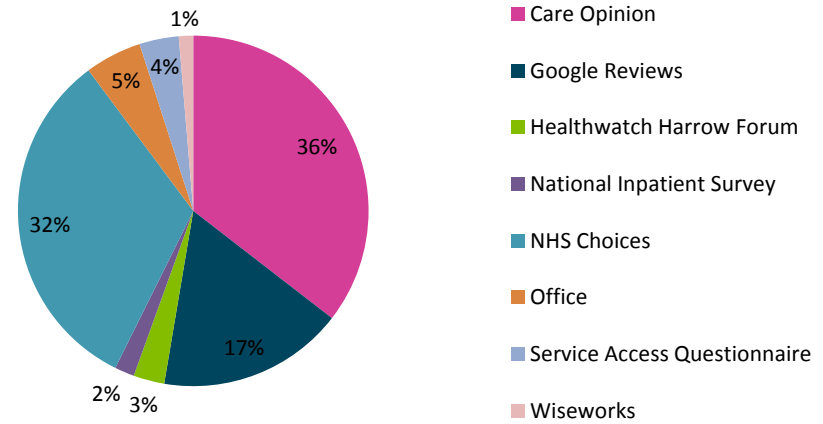
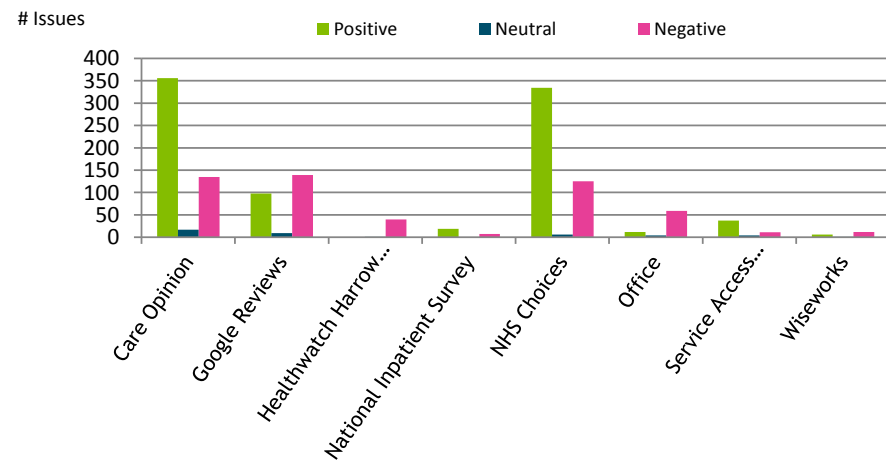


1.1 Source



Sources providing the most comments overall

1.2 Origin

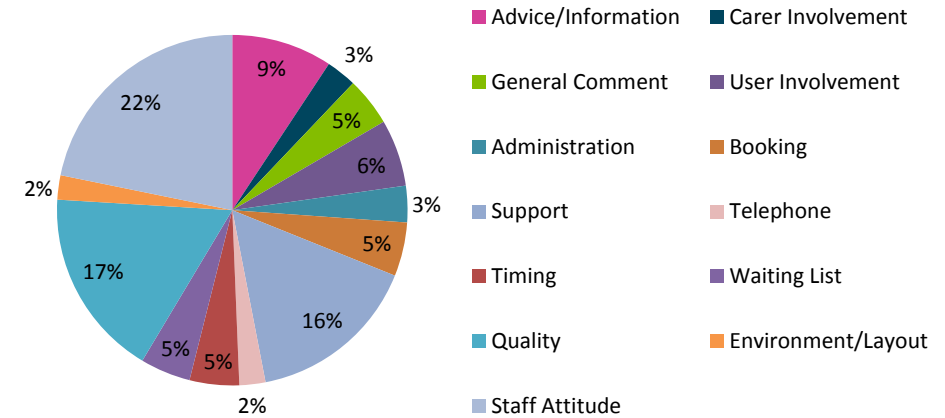
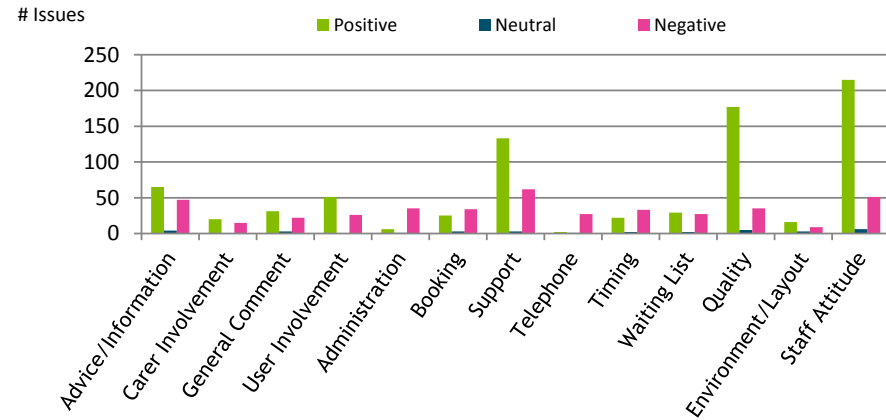


Origins providing the most comments overall

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

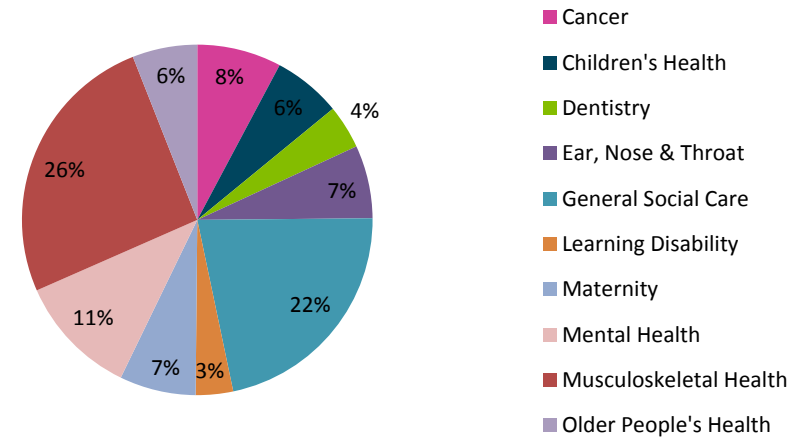
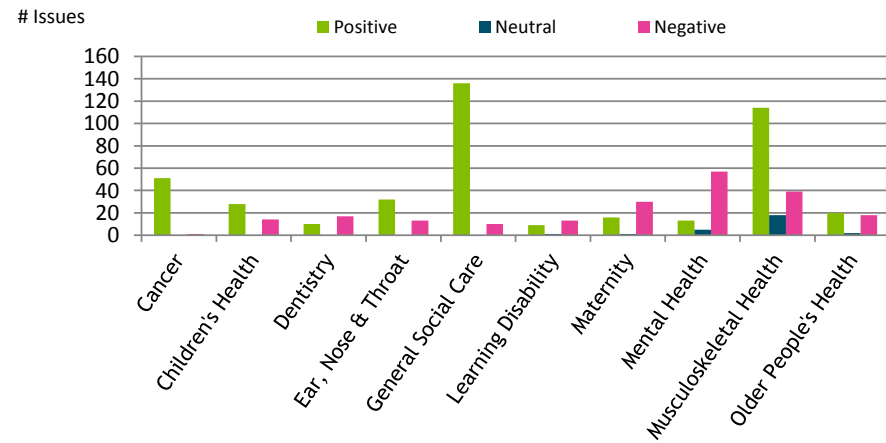


2.1 Service aspects: 1435 issues from 340 people



Issues receiving the most comments overall. See pages 21-22 for issue descriptions.

2.2 Stated medical conditions

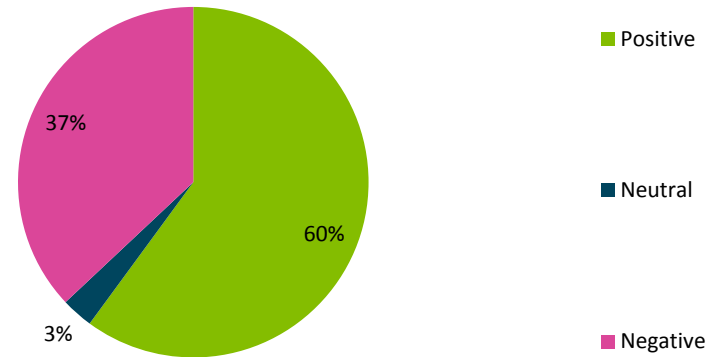
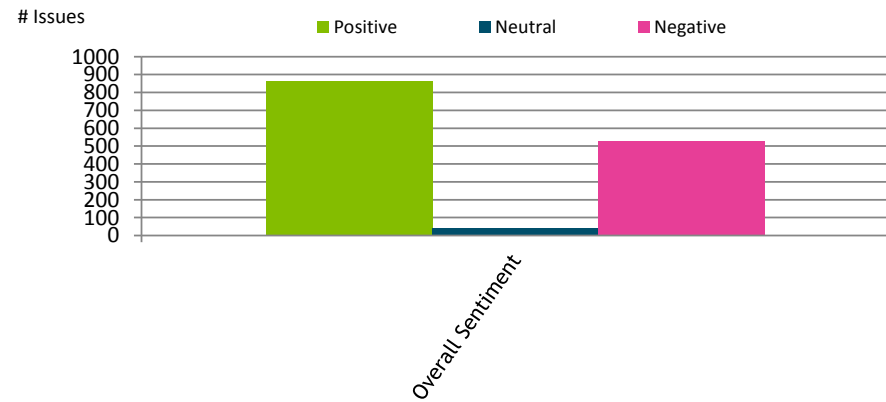


Medical conditions receiving the most comments overall

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

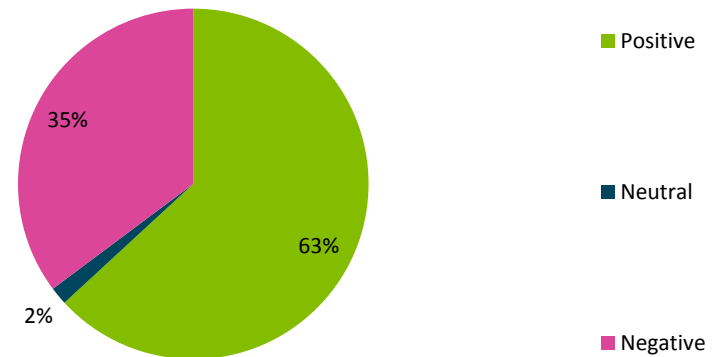
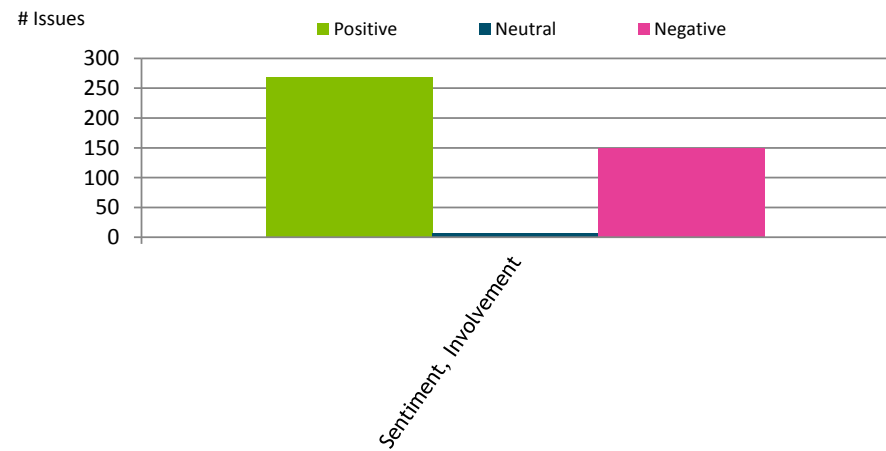


3.1 How do people feel as a whole?



Quarterly Benchmark: 3% decline on the previous quarter

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

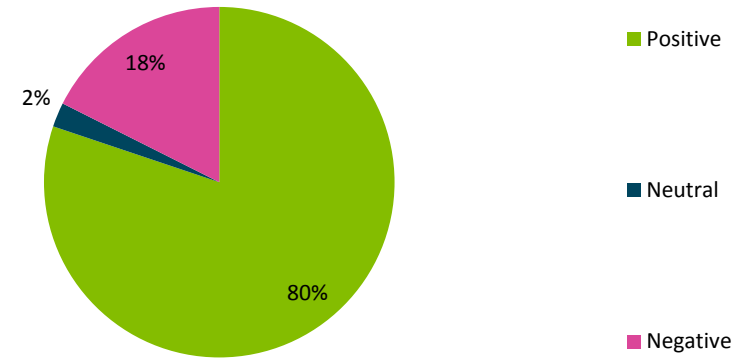
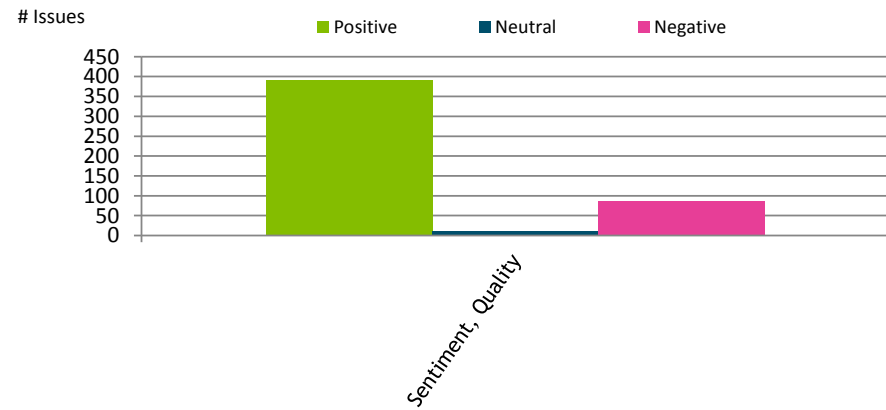


Quarterly Benchmark: No change on the previous quarter

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

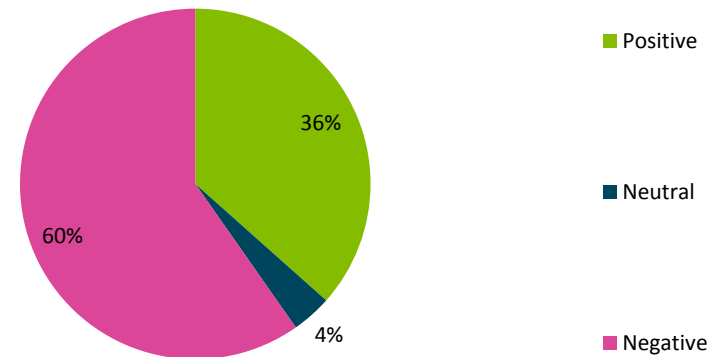
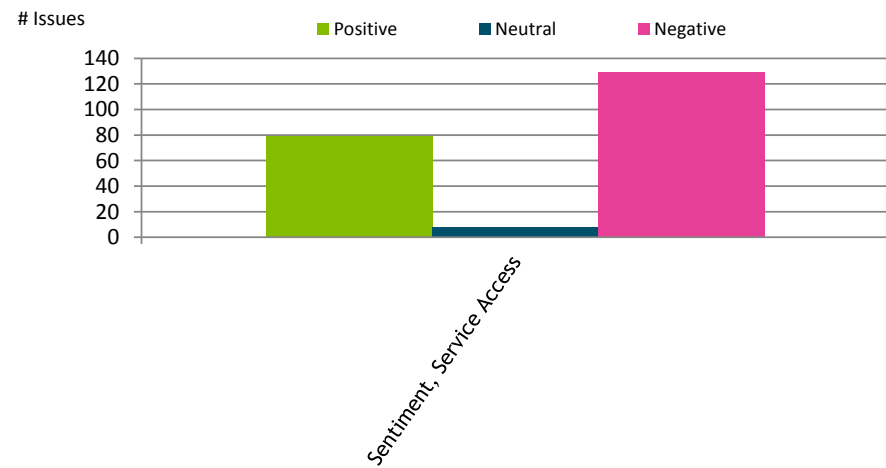


3.3 How do people feel about general quality and empathy?



Quarterly Benchmark: 7% decline on the previous quarter

3.4 How do people feel about general access to services?

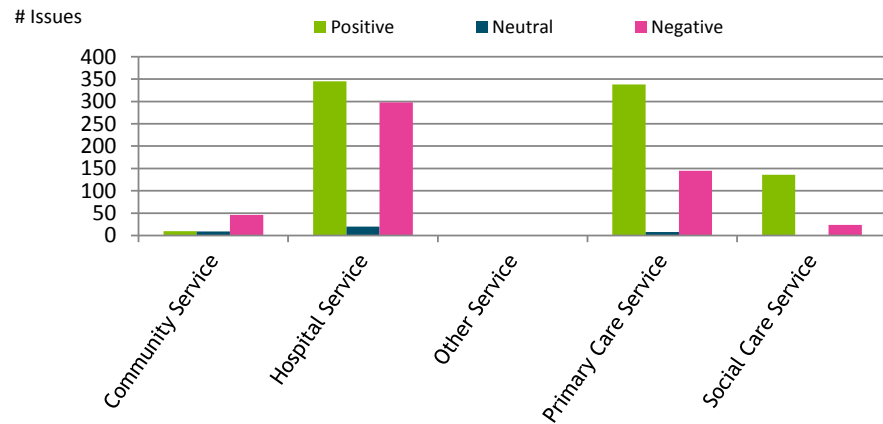


Quarterly Benchmark: 4% decline on the previous quarter

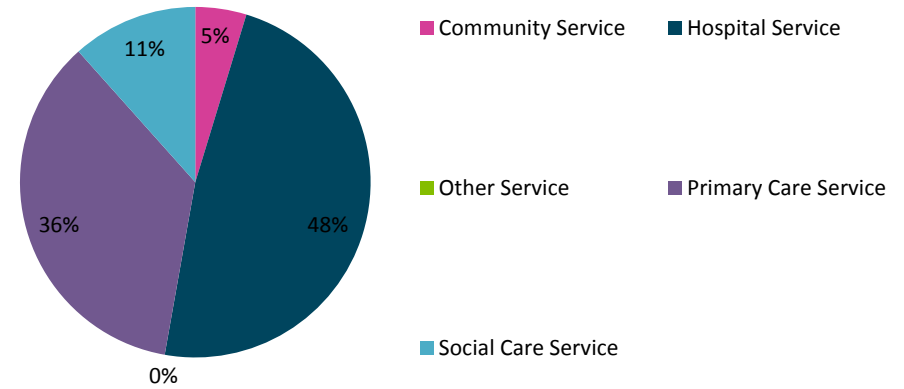
4. Trends: Which services are people most commenting on?



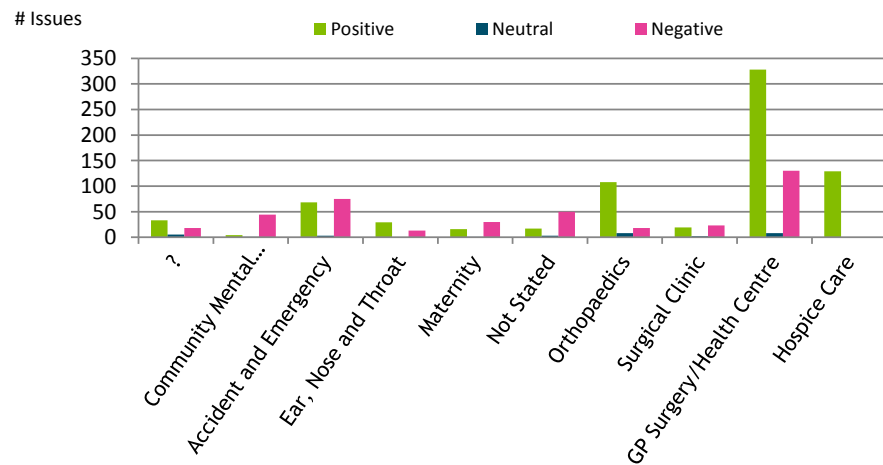
4.1 Service Sector



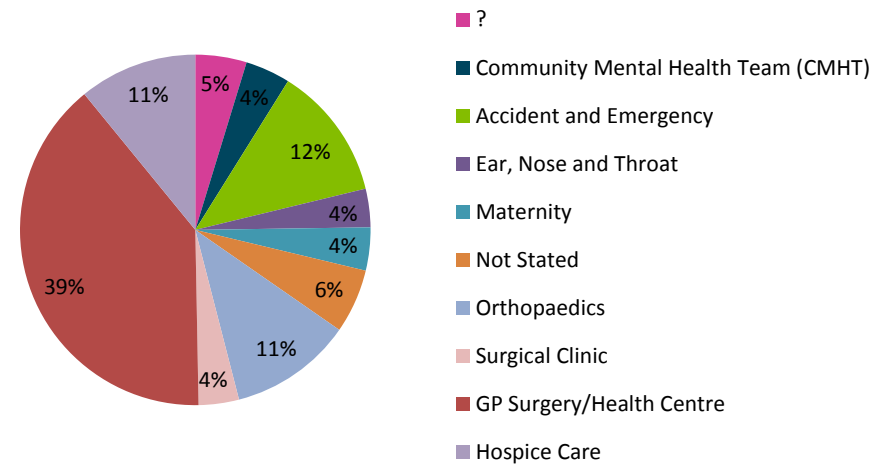
Service sectors receiving the most comments overall



4.2 Service Type



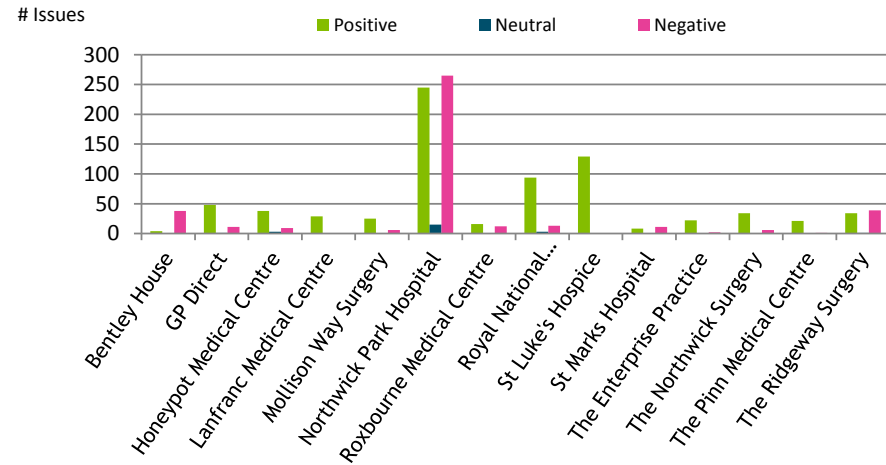
Service type receiving the most comments overall



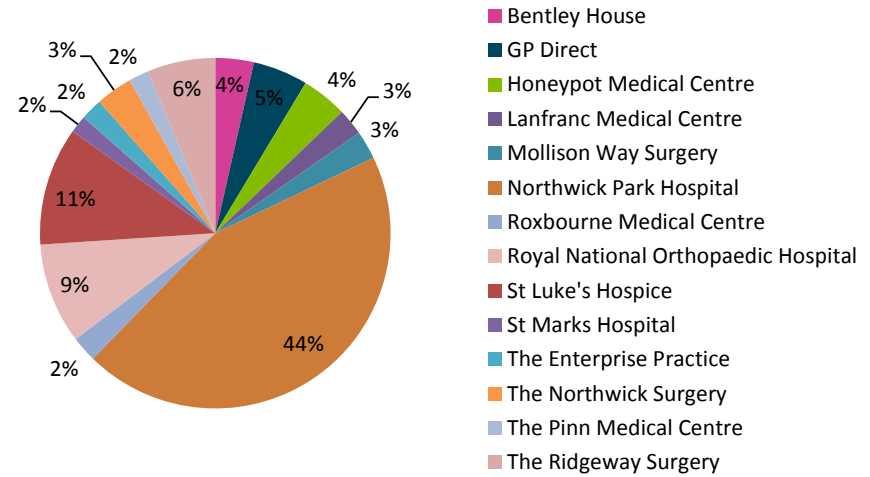
4. Trends: Which services are people most commenting on?



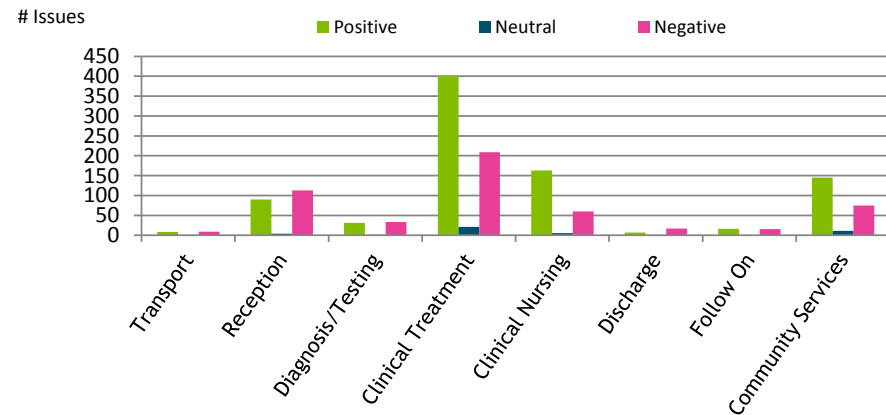
4.3 Services



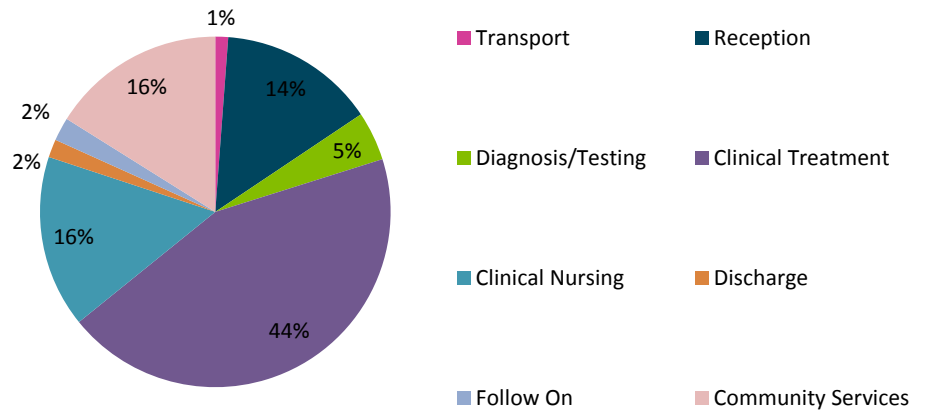
Services receiving the most comments overall



4.4 Breakdown of care pathway locations (more on pages 12-19)



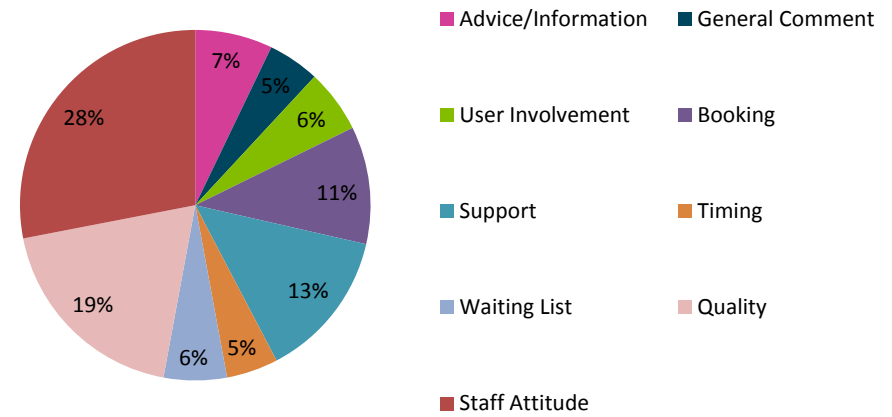
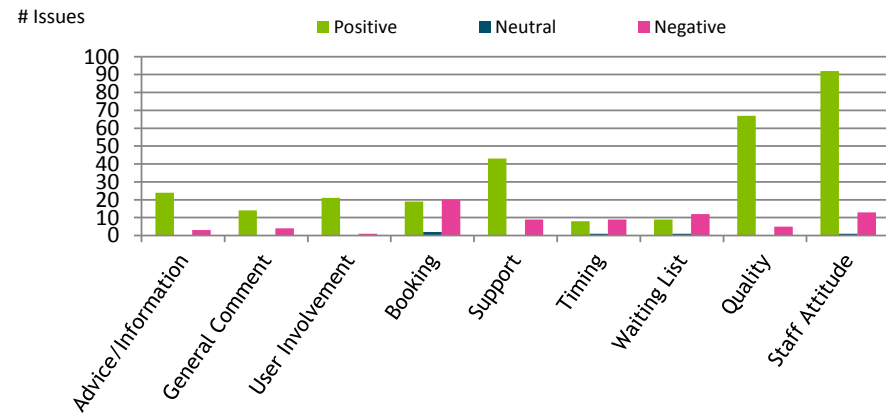
Care pathway locations



5. Trends: GP Services

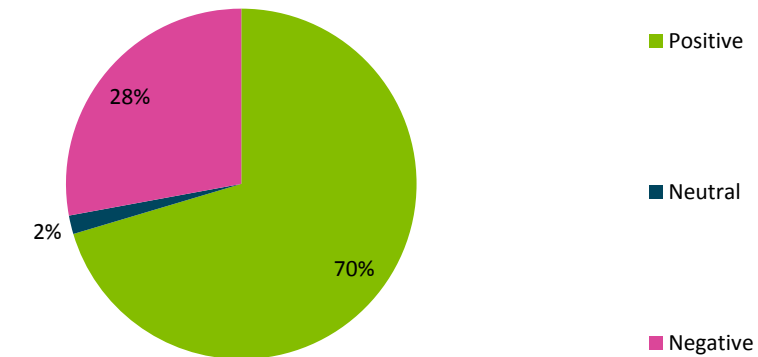
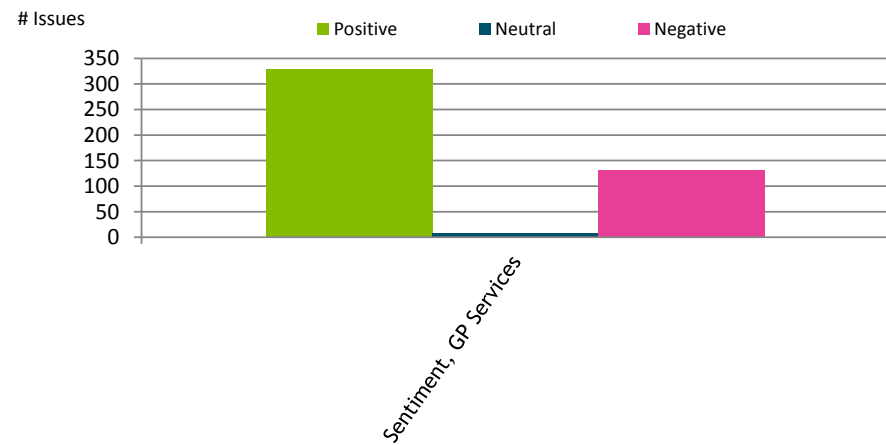


5.1 Trends, GP Services: 466 issues from 105 people



Issues receiving the most comments overall

5.2 Sentiment, GP Services

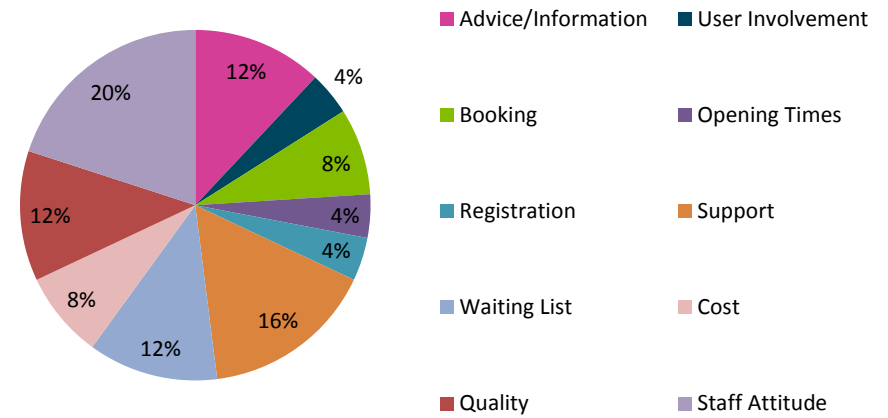
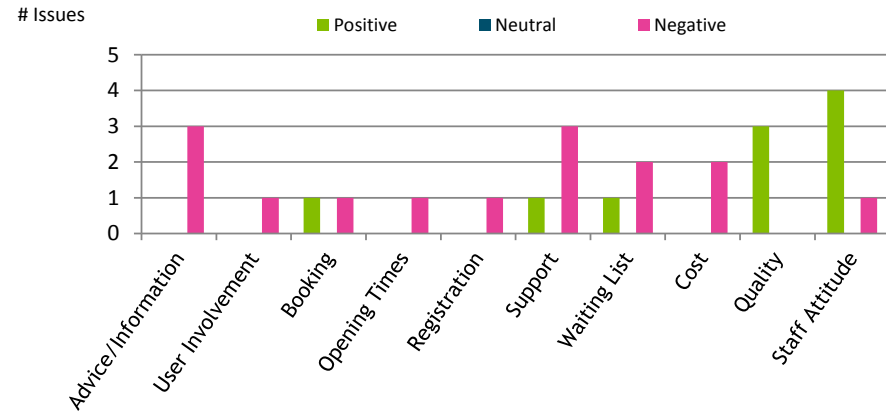


Quarterly Benchmark: 7% decline on the previous quarter

5. Trends: Dentists

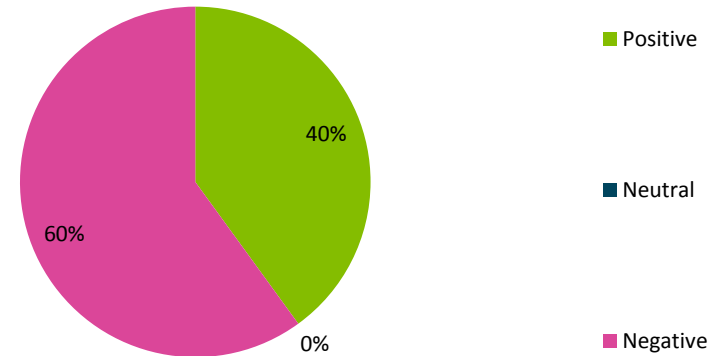
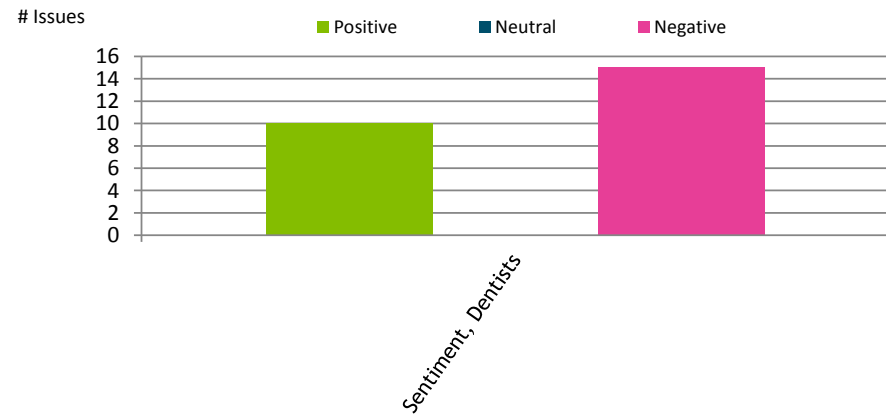


5.3 Trends, Dentists: 25 issues from 7 people



Issues receiving the most comments overall

5.4 Sentiment, Dentists

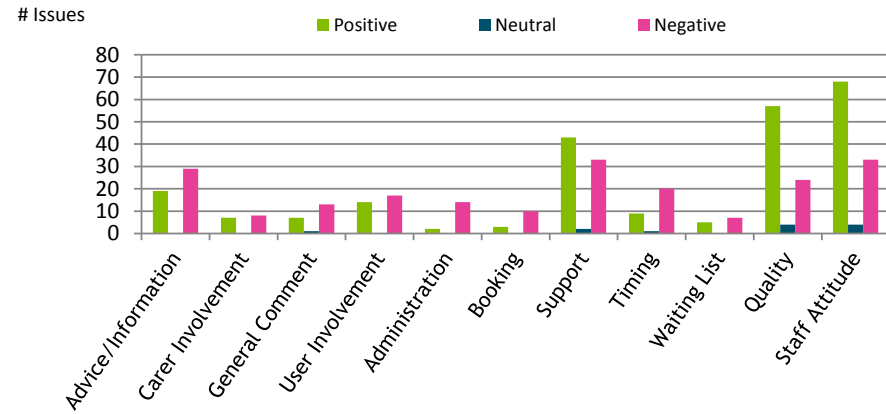


Quarterly Benchmark: N/A

5. Trends: Northwick Park Hospital

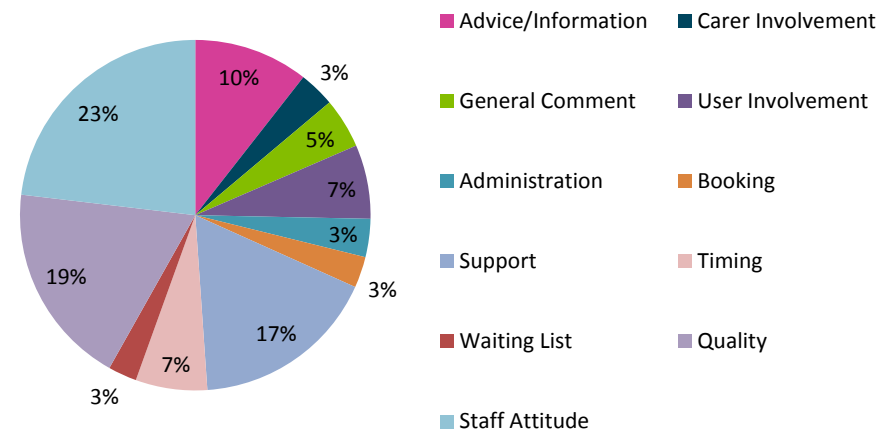
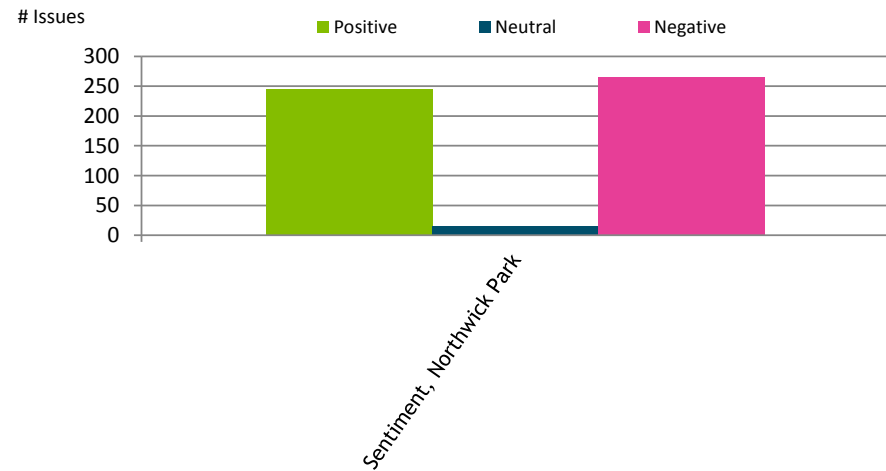


5.5 Trends, Northwick Park Hospital: 525 issues from 117 people

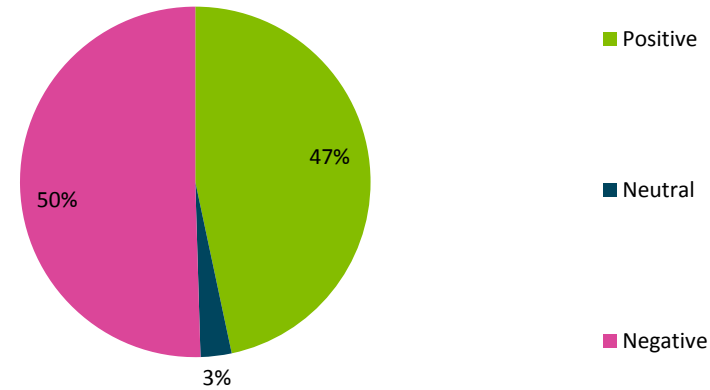


Issues receiving the most comments overall

5.6 Sentiment, Northwick Park Hospital



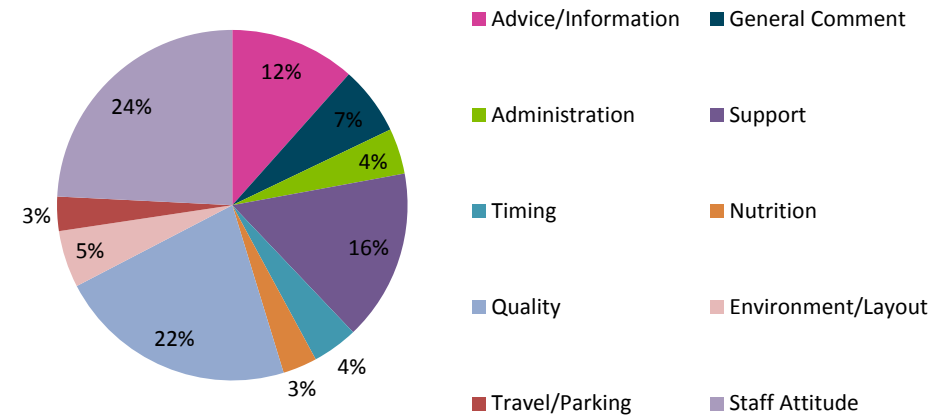
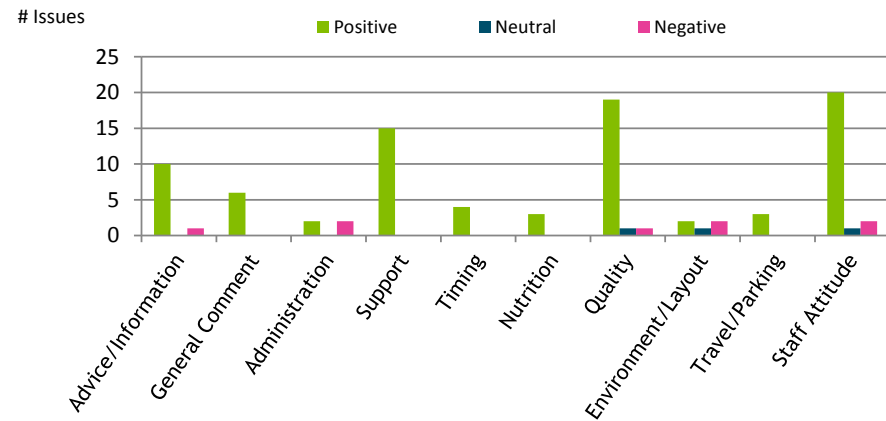
Quarterly Benchmark: 9% decline on the previous quarter



5. Trends: Royal National Orthopaedic Hospital

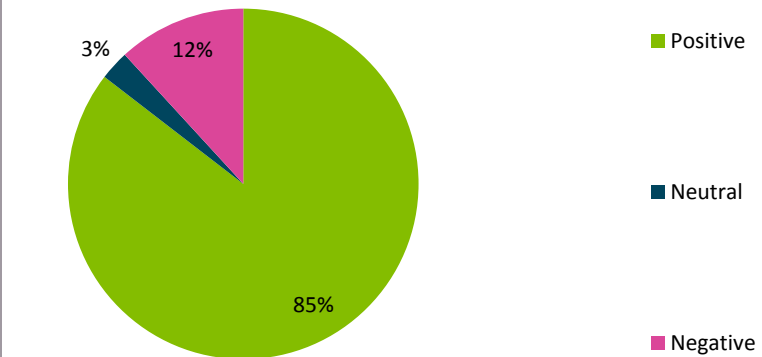
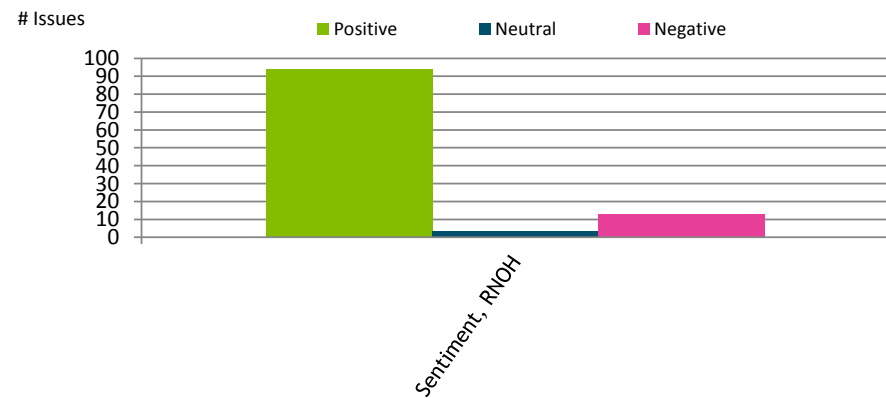


5.7 Trends, Northwick Park Hospital: 110 issues from 20 people



Issues receiving the most comments overall

5.8 Sentiment, Royal National Orthopaedic Hospital

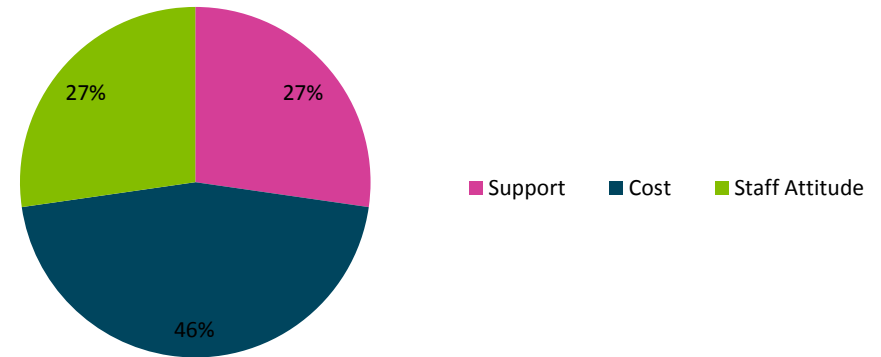
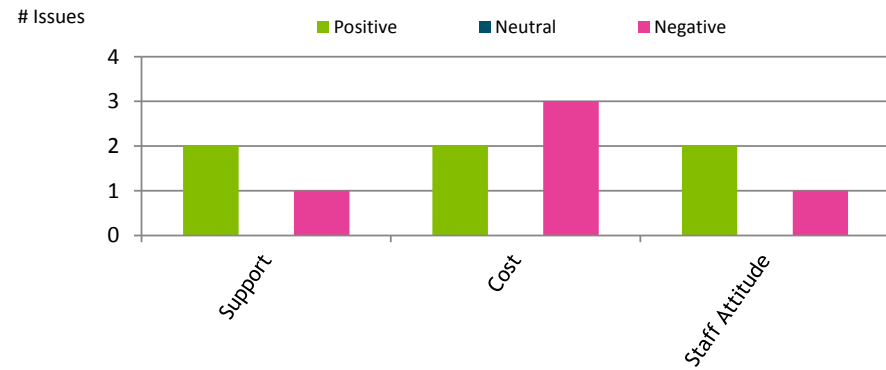


Quarterly Benchmark: 15% decline on the previous Quarter

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

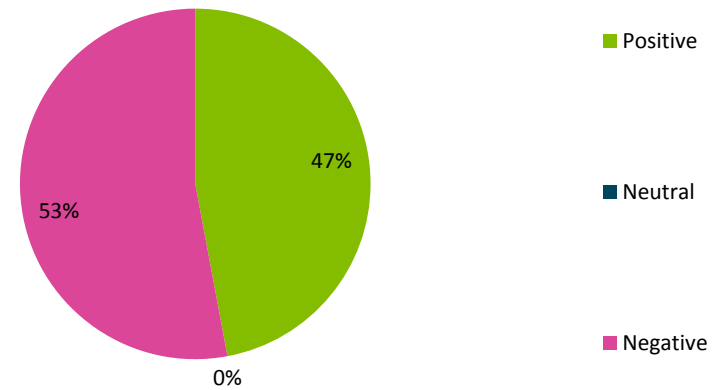
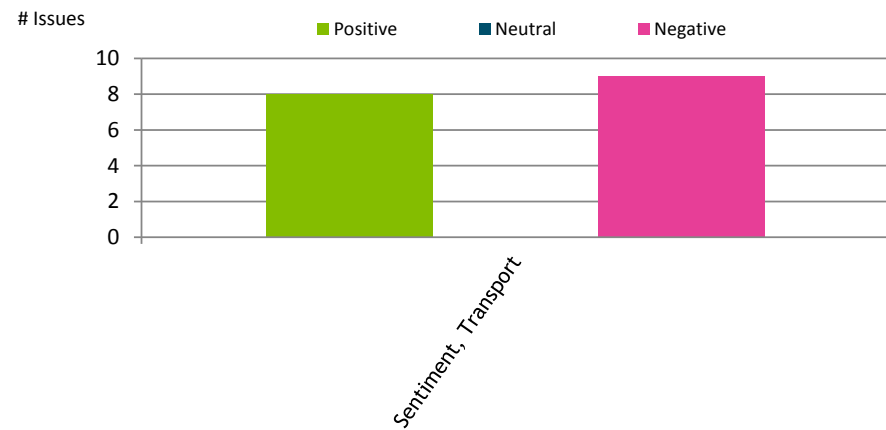


6.1 Trends, Transport (17 issues)



Issues receiving the most comments overall

6.2 Sentiment, Transport

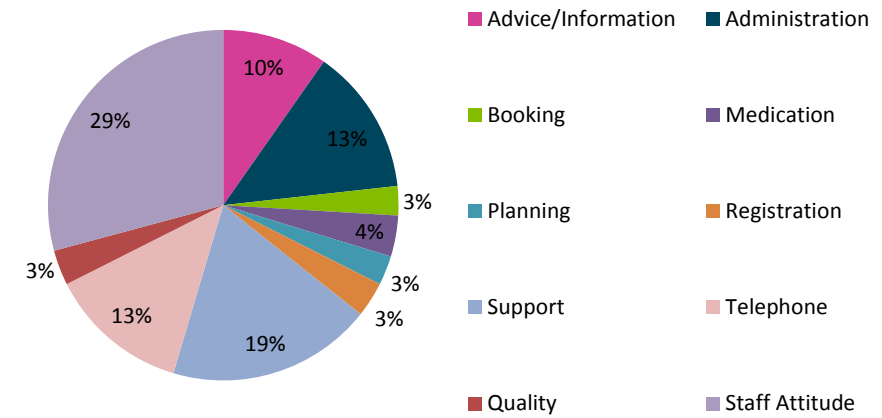
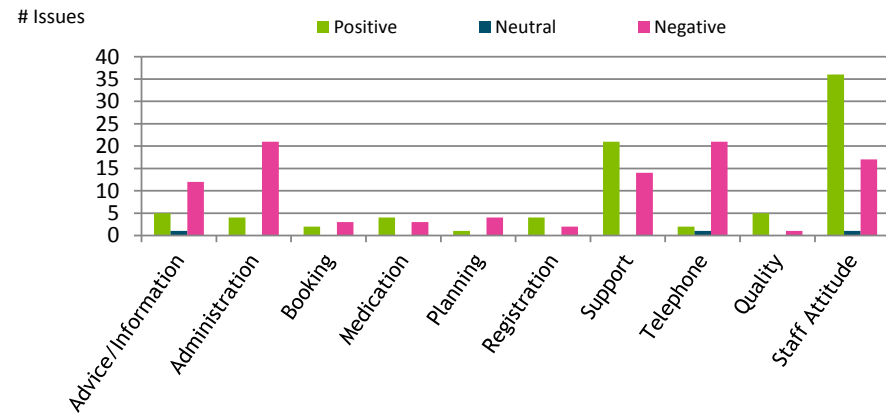


Quarterly Benchmark: N/A

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

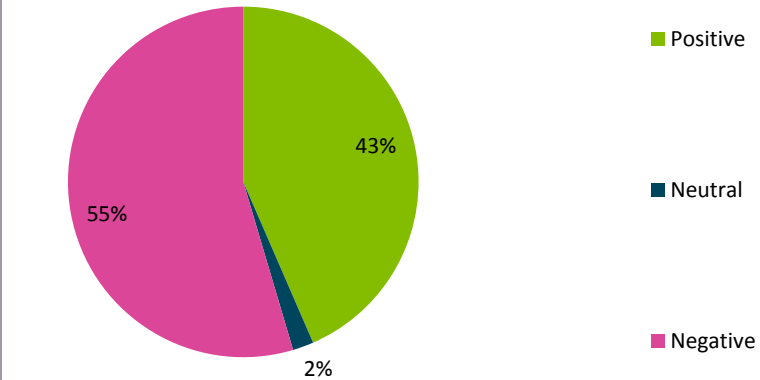
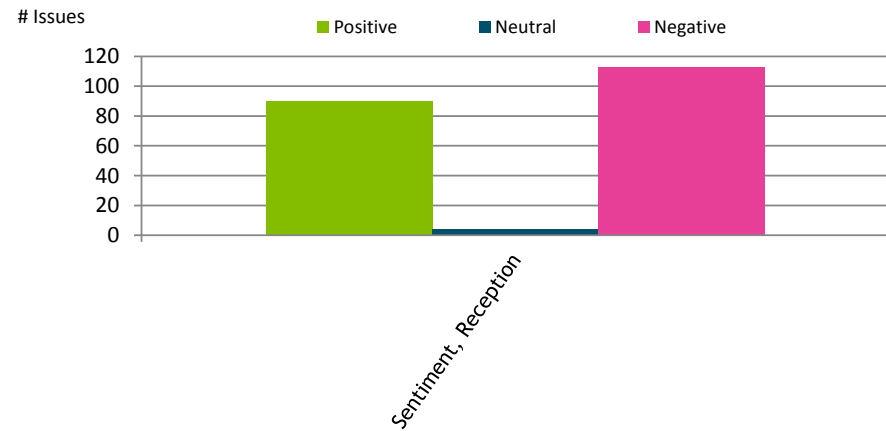


6.3 Trends, Reception (207 issues)



Issues receiving the most comments overall

6.4 Sentiment, Reception

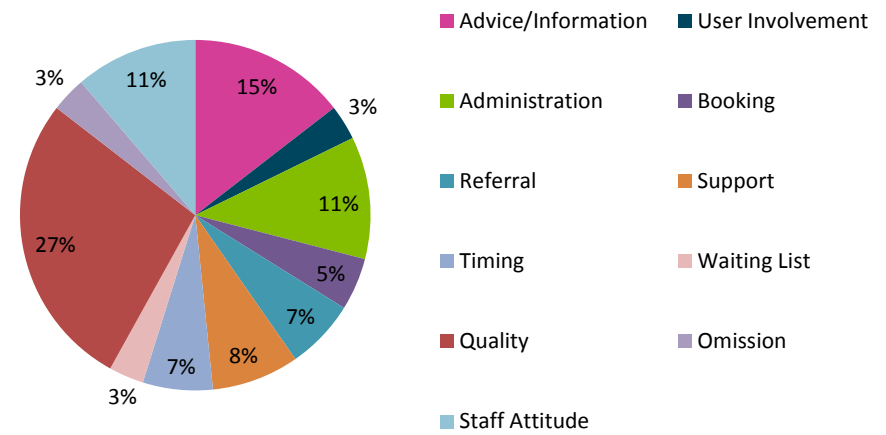
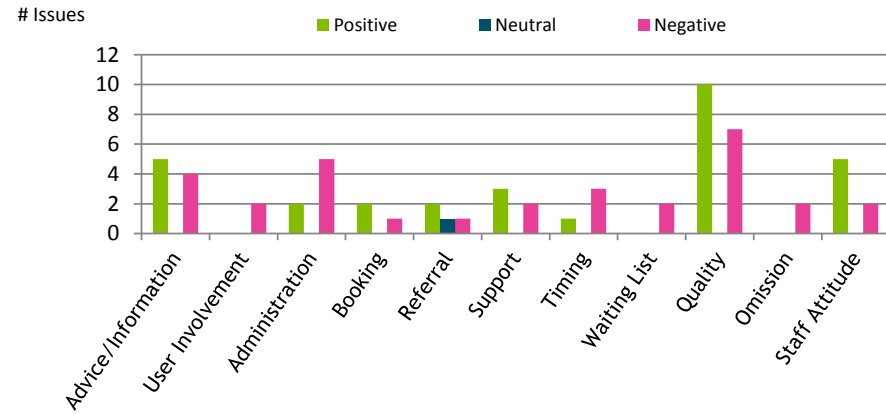


Quarterly Benchmark: 15% decline on the previous quarter

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

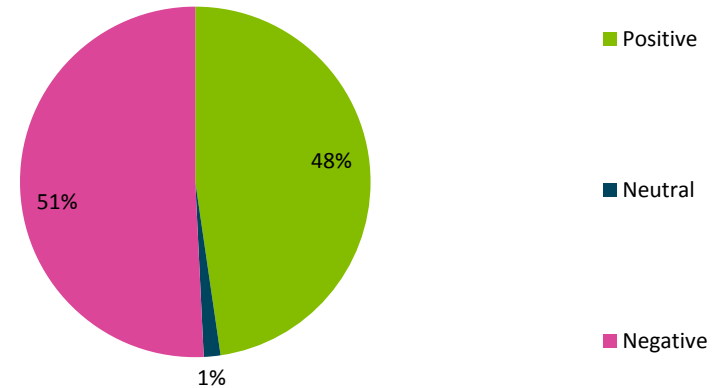
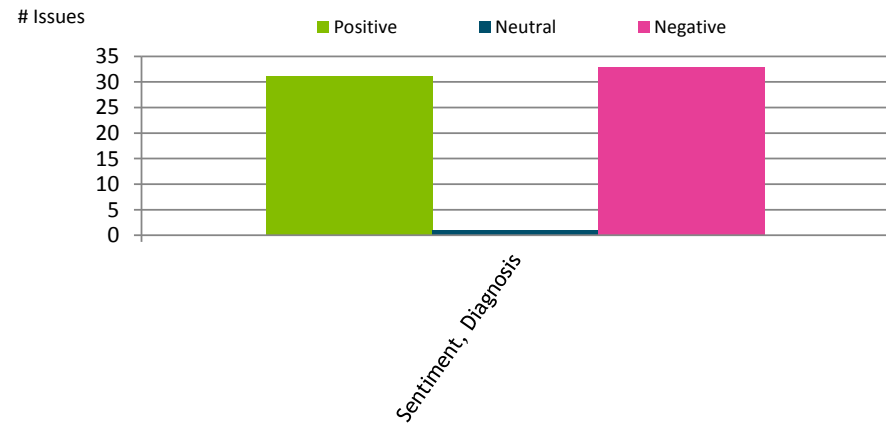


6.5 Trends, Diagnosis/Testing (65 issues)



Issues receiving the most comments overall

6.6 Sentiment, Diagnosis/Testing

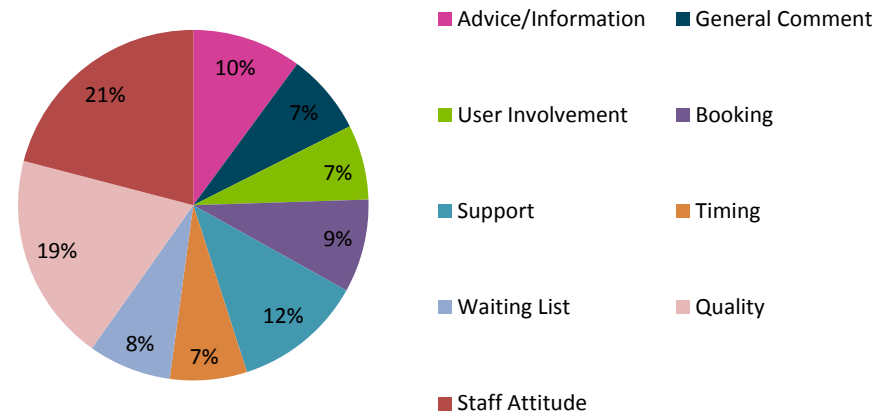
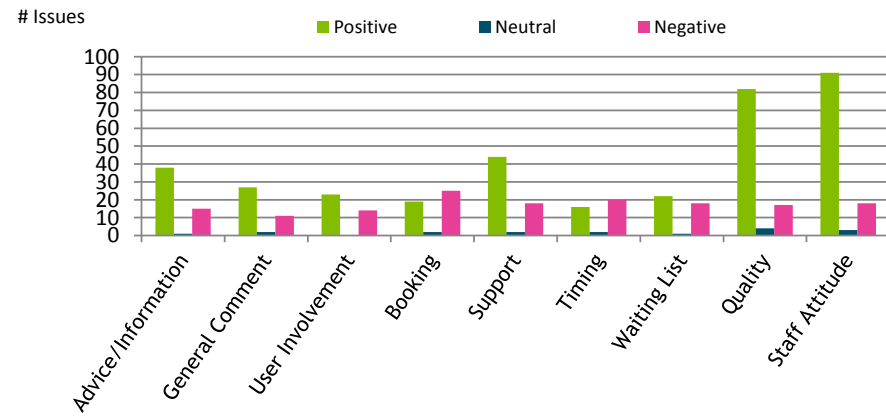


Quarterly Benchmark: 22% decline on the previous quarter

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

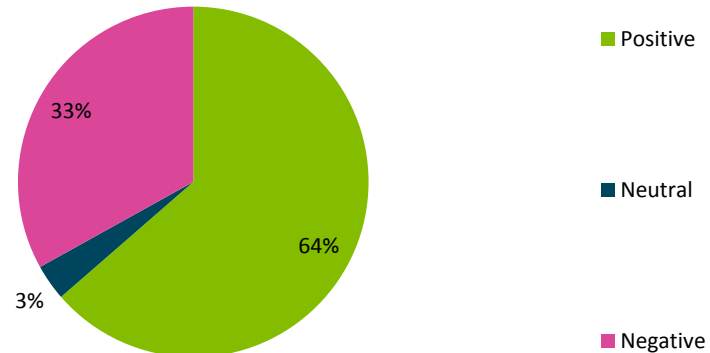
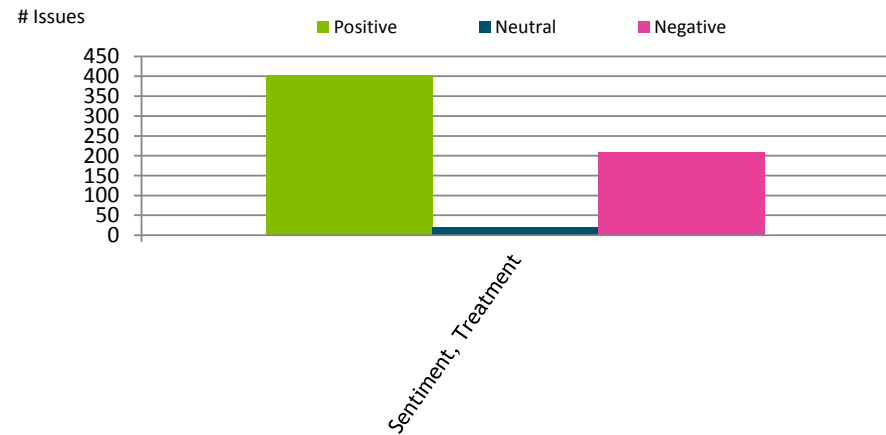


6.7 Trends, Clinical Treatment (632 issues)



Issues receiving the most comments overall

6.8 Sentiment, Clinical Treatment

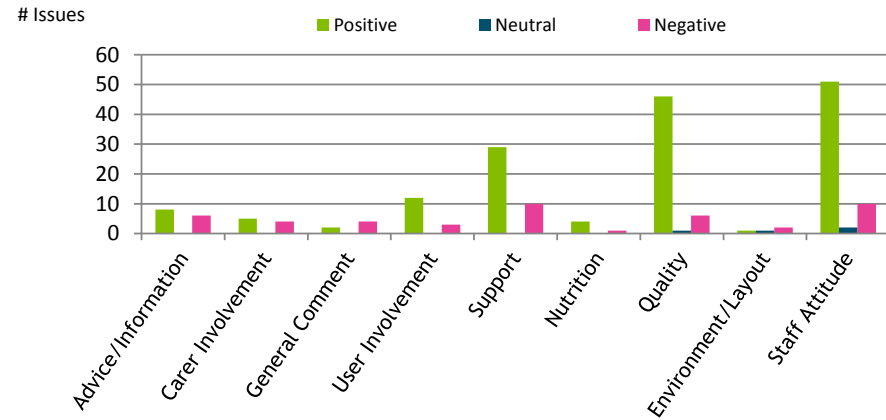


Quarterly Benchmark: No change on the previous quarter

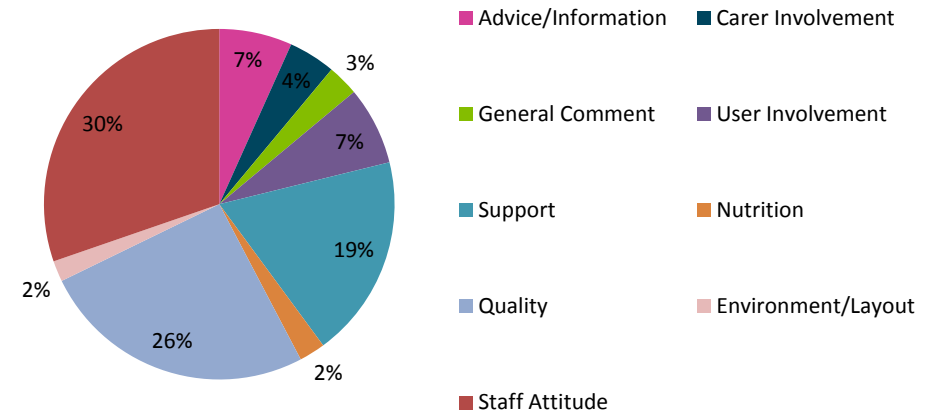
6. Care Pathway: Clinical Nursing (care provided by trained nurses)



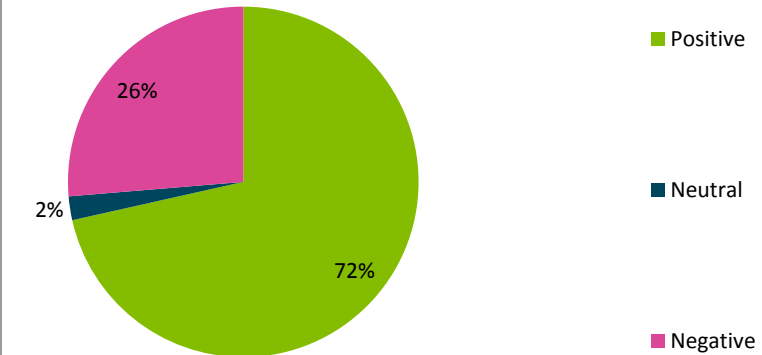
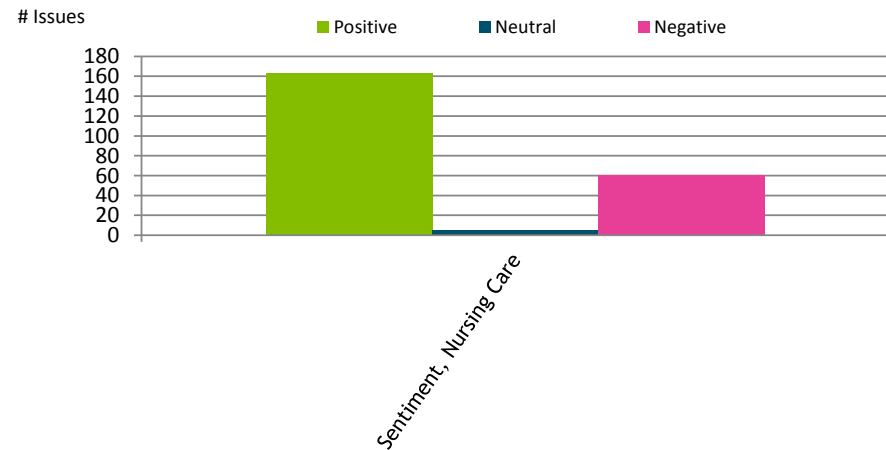
6.9 Trends, Clinical Nursing (228 issues)



Issues receiving the most comments overall



6.10 Sentiment, Clinical Nursing

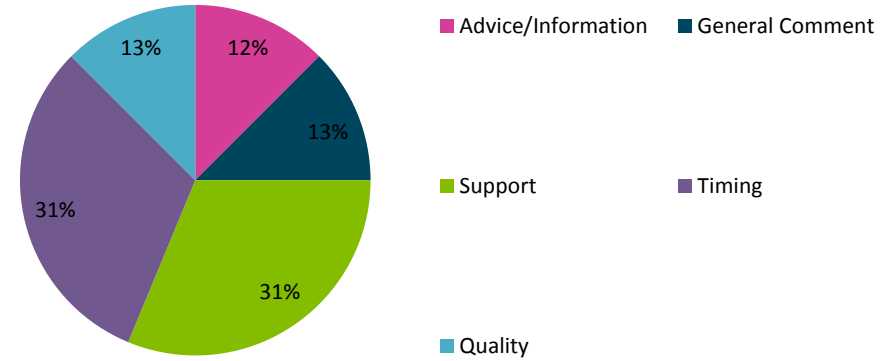
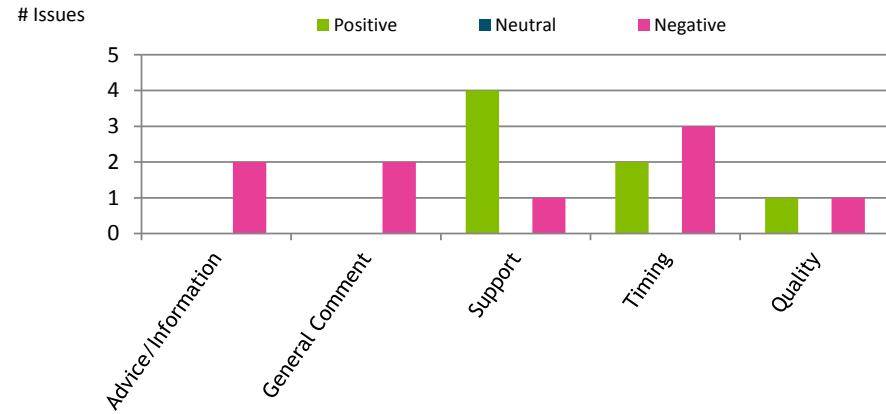


Quarterly Benchmark: 6% decline on the previous quarter

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

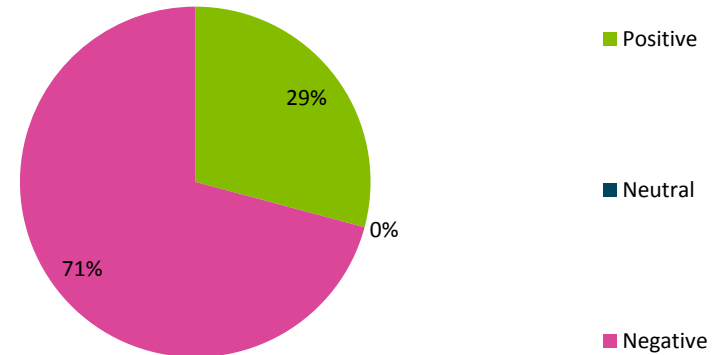
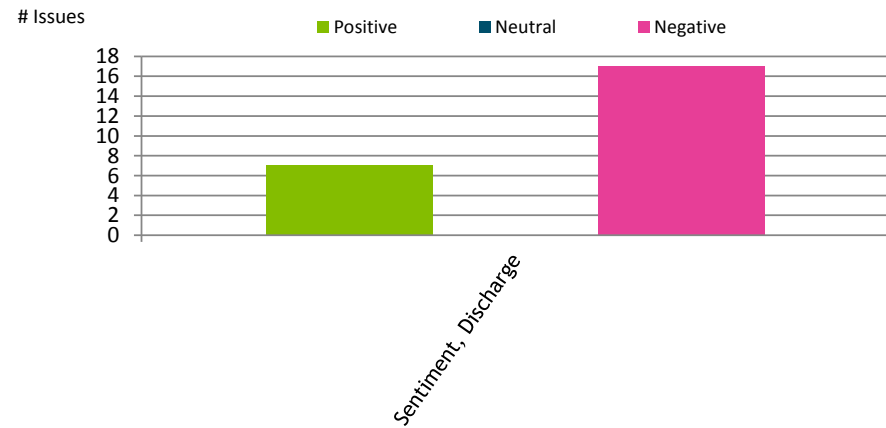


6.11 Trends, Discharge (24 issues)



Issues receiving the most comments overall

6.12 Sentiment, Discharge

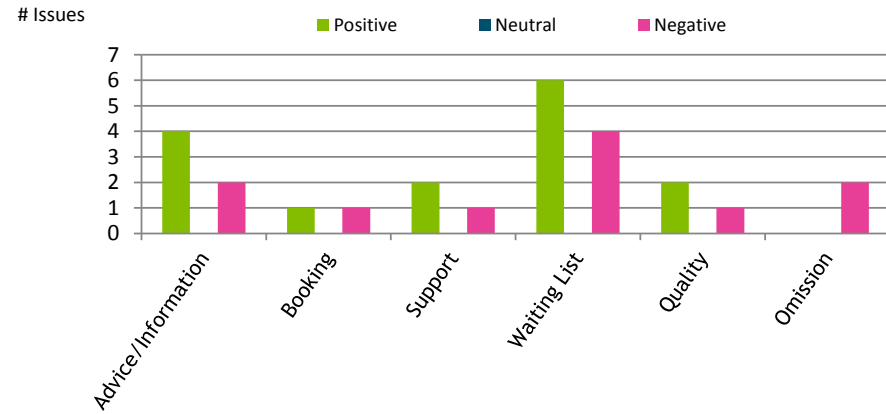


Quarterly Benchmark: N/A

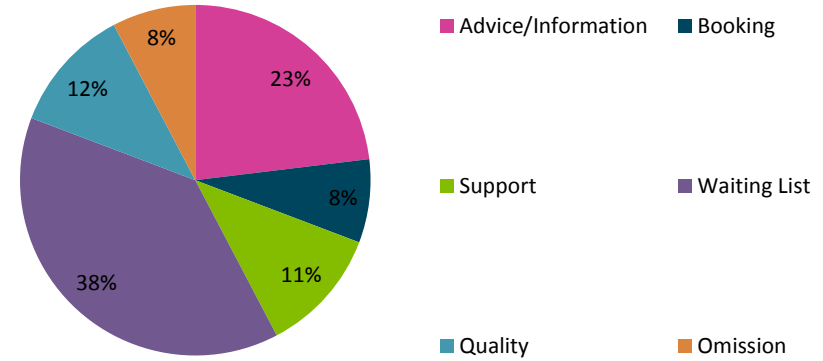
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)



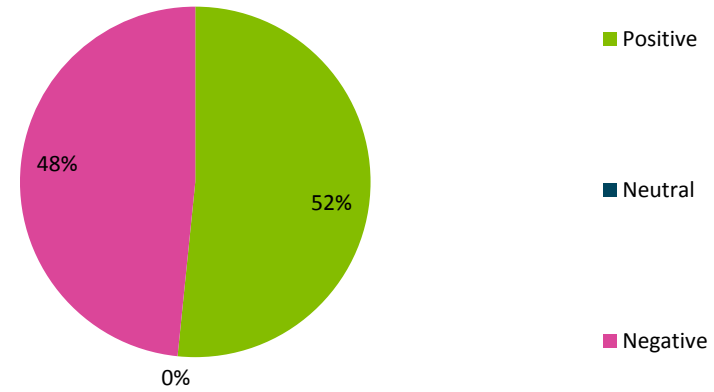
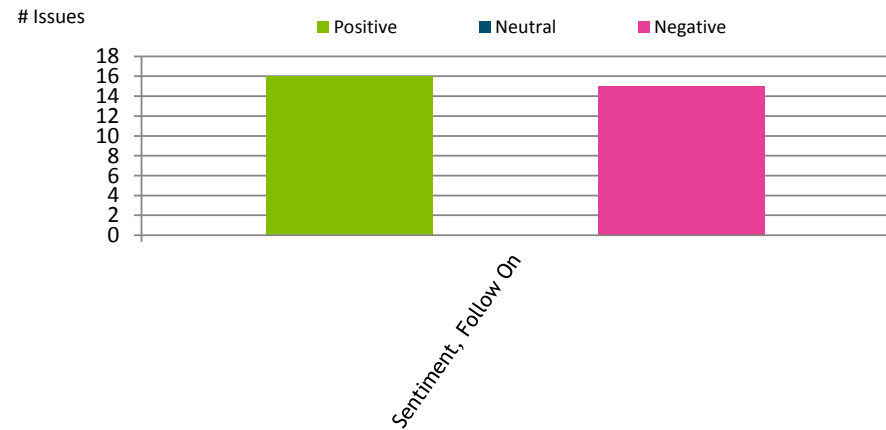
6.13 Trends, Follow On (31 issues)



Issues receiving the most comments overall



6.14 Sentiment, Follow On

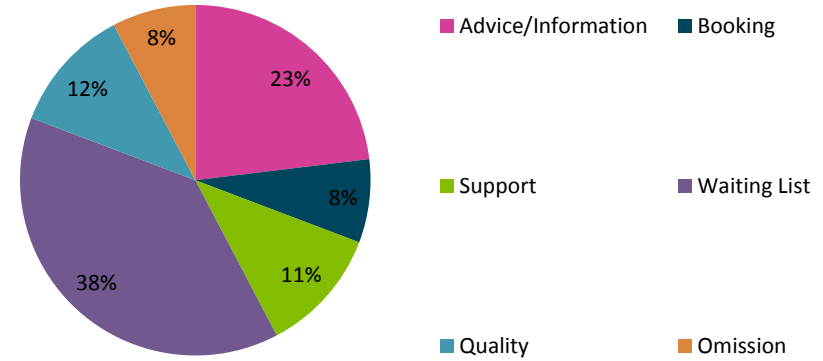
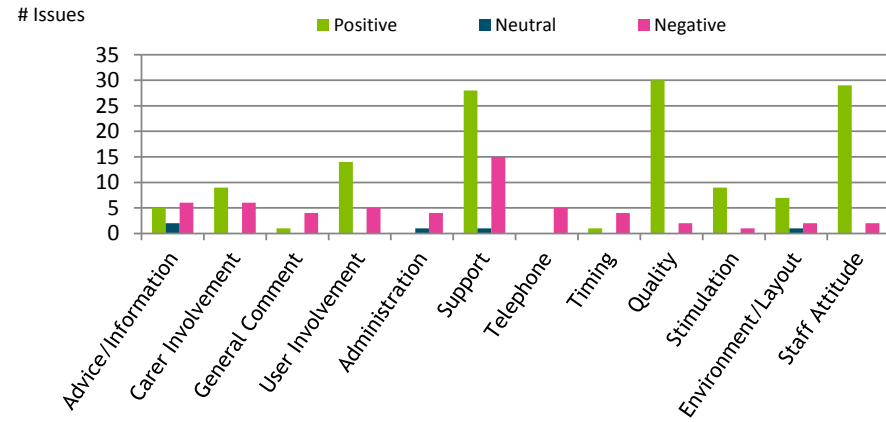


Quarterly Benchmark: N/A

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

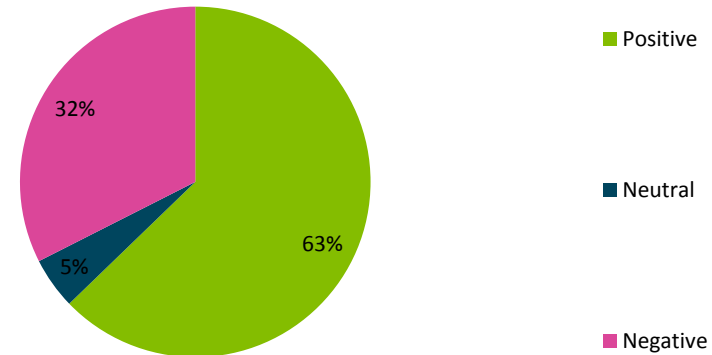
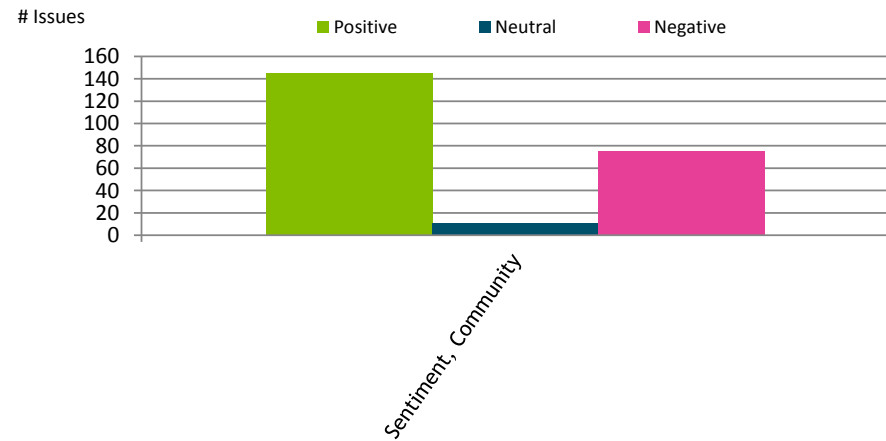


6.15 Trends, Community (231 issues)



Issues receiving the most comments overall

6.16 Sentiment, Community



Quarterly Benchmark: N/A



Page Number, Figure

Key findings in brief*

Page 3, Figure 2.1	<i>Top issues: The majority of people experience caring, professional services, with good levels of support.</i>
Page 3, Figure 2.1	<i>Top issues: Communication, waiting times, administration and telephone access are cited as issues.</i>
Page 3, Figure 2.2	<i>Conditions: Comments suggest sentiment on musculoskeletal health and cancer services is broadly positive.</i>
Page 3, Figure 2.2	<i>Conditions: Comments suggest sentiment on mental health services is clearly negative.</i>
Page 5, Figure 3.3	<i>Sentiment: The majority of people experience caring, professional services.</i>
Page 5, Figure 3.4	<i>Sentiment: On ability to access services, sentiment is broadly negative, according to comments.</i>
Page 7, Figure 4.3	<i>Top Services: St Luke's Hospice and RNOH receive a notable volume and ratio of positive comments.</i>
Page 7, Figure 4.3	<i>Top Services: Comments suggest sentiment at Northwick Park Hospital and The Ridgeway Surgery is mixed.</i>
Page 7, Figure 4.3	<i>Top Services: Sentiment at Bentley House is clearly negative, according to comments.</i>
Page 7, Figure 4.4	<i>Care Pathway: Comments suggest sentiment on clinical treatment, nursing and community services is broadly positive.</i>
Page 7, Figure 4.4	<i>Care Pathway: Comments suggest sentiment on reception services is mixed.</i>
Page 8, Figure 5.1	<i>GP Services: The majority of people experience caring, professional services, with good levels of support, communication & involvement.</i>
Page 8, Figure 5.1	<i>GP Services: Some people experience difficulty when booking appointments.</i>
Page 10, Figure 5.5	<i>Northwick Park Hospital: The majority of people experience caring, professional services.</i>
Page 10, Figure 5.5	<i>Northwick Park Hospital: Some patients comment on a lack of support and communication, and long waiting times.</i>
Page 11, Figure 5.7	<i>RNOH: Experiences suggest people are satisfied with most service aspects.</i>
Page 13, Figure 6.3	<i>Reception: Patients find reception staff to be empathetic on the whole, however some would like greater levels of support.</i>
Page 13, Figure 6.3	<i>Reception: Telephone access, communication and administration are cited as issues.</i>
Page 15, Figure 6.7	<i>Treatment: The majority of people experience caring, professional services, with good levels of support and communication.</i>
Page 15, Figure 6.7	<i>Treatment: Ability to book appointments and waiting times are cited as issues.</i>
Page 16, Figure 6.9	<i>Nursing: Patients are satisfied with most aspects of nursing care, on the whole.</i>
Page 19, Figure 6.15	<i>Community: Patients are satisfied with most aspects of community care, on the whole.</i>
Page 19, Figure 6.15	<i>Community: Hospice patients cite good levels of compassion, support and involvement.</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>	65	4	47	116
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	20	0	15	35
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	31	3	22	56
	User Involvement	<i>Involvement of the service user.</i>	51	0	26	77
Systems	Administration	<i>Administrative processes and delivery.</i>	6	1	35	42
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	1	0	1	2
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	25	3	34	62
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	4	4
	Data Protection	<i>General data protection (including GDPR).</i>	0	1	1	2
	Referral	<i>Referral to a service.</i>	9	1	8	18
	Medical Records	<i>Management of medical records.</i>	2	0	2	4
	Medication	<i>Prescription and management of medicines.</i>	7	0	9	16
	Opening Times	<i>Opening times of a service.</i>	0	0	4	4
	Planning	<i>Leadership and general organisation.</i>	2	0	7	9
	Registration	<i>Ability to register for a service.</i>	12	2	4	18
	Support	<i>Levels of support provided.</i>	133	3	62	198
	Telephone	<i>Ability to contact a service by telephone.</i>	2	1	27	30
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	22	2	33	57
Waiting List	<i>Length of wait while on a list.</i>	29	2	27	58	
Values	Choice	<i>General choice.</i>	7	2	8	17
	Cost	<i>General cost.</i>	2	0	10	12
	Language	<i>Language, including terminology.</i>	1	0	1	2
	Nutrition	<i>Provision of sustenance.</i>	8	0	5	13
	Privacy	<i>Privacy, personal space and property.</i>	2	0	7	9
	Quality	<i>General quality of a service, or staff.</i>	177	5	35	217
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	0	0
Stimulation	<i>General stimulation, including access to activities.</i>	9	0	1	10	

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	1	5	6
	Environment/Layout	<i>Physical environment of a service.</i>	16	3	9	28
	Equipment	<i>General equipment issues.</i>	0	0	2	2
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	2	2
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	1	1	4	6
	Mobility	<i>Physical mobility to, from and within services.</i>	1	0	0	1
	Travel/Parking	<i>Ability to travel or park.</i>	3	0	2	5
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	1	4	5
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	3	3
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	215	6	51	272
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	5	6
	Staff Training	<i>Training of staff.</i>	0	0	3	3
	Staffing Levels	<i>General availability of staff.</i>	2	0	6	8
Total:			862	42	531	1435