



## Experience of Services, Q3 2018/19

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 - 17 Patient Journey

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

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



### Page 18 Summary

This section summarises findings, in brief.



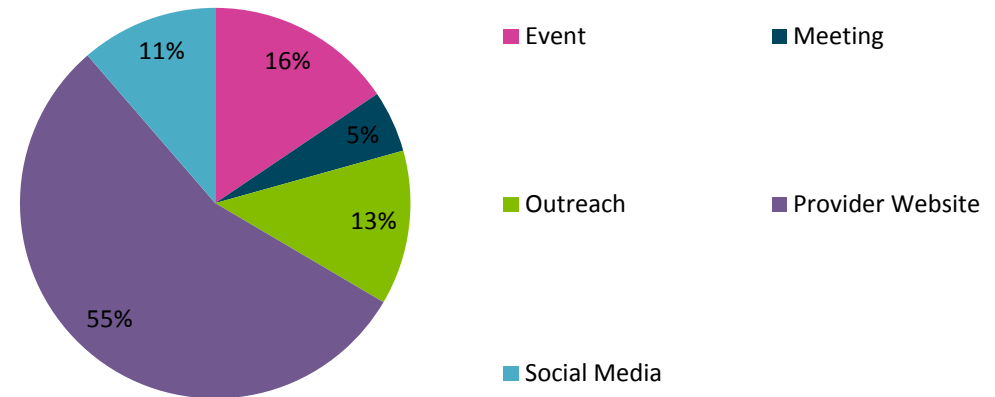
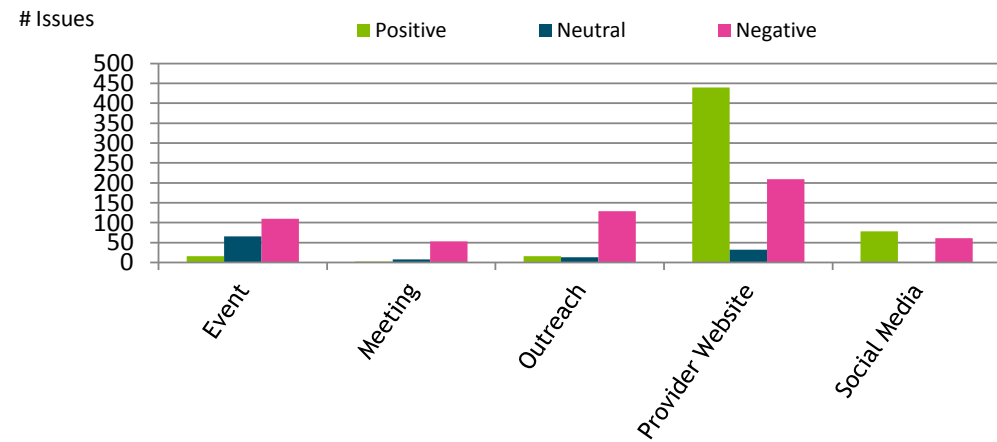
**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

Report compiled on 29 January 2019, to cover the period 1 October 2018 - 31 December 2018.

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

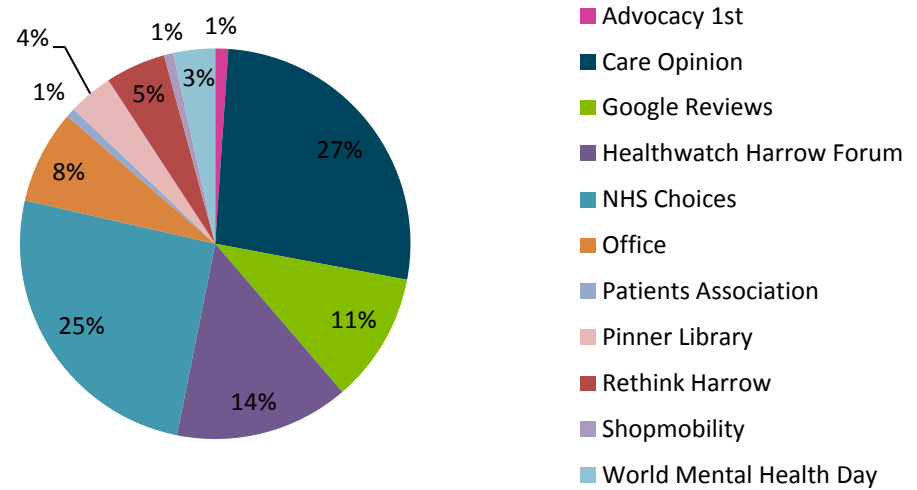
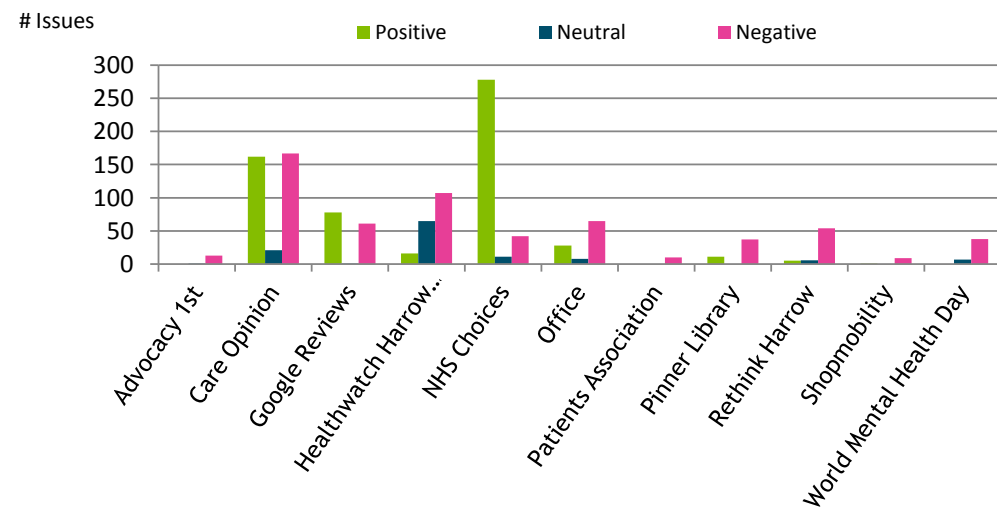


## 1.1 Source



Sources providing the most comments overall

## 1.2 Origin

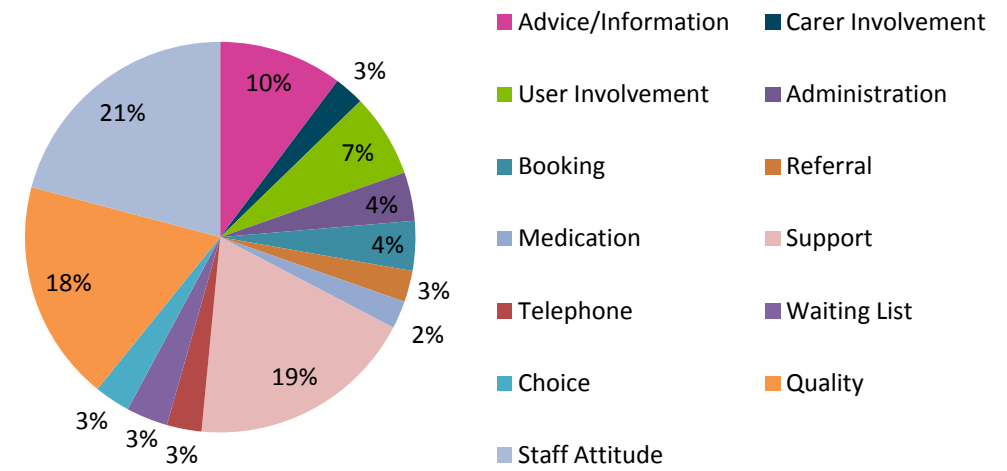
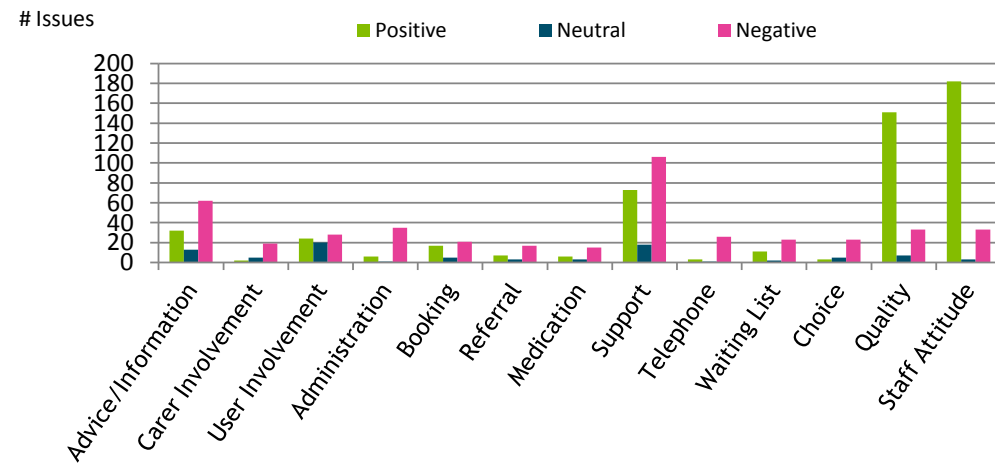


Origins providing the most comments overall

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

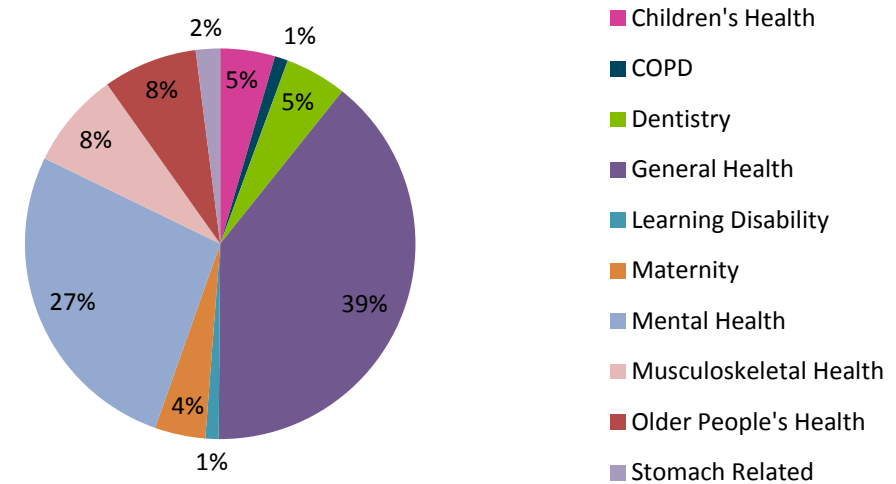
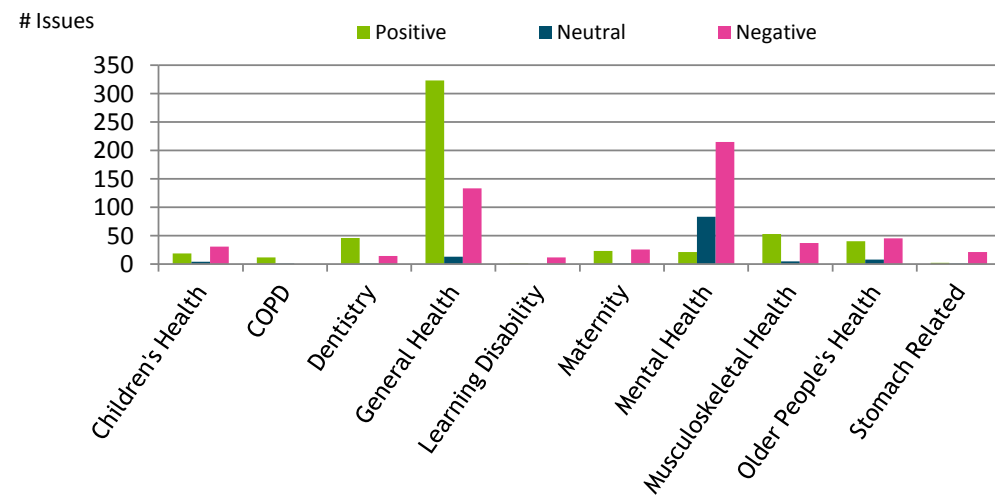


### 2.1 Service aspects: 1303 issues from 445 people



Issues receiving the most comments overall. See pages 19-20 for issue descriptions.

### 2.2 Stated medical conditions

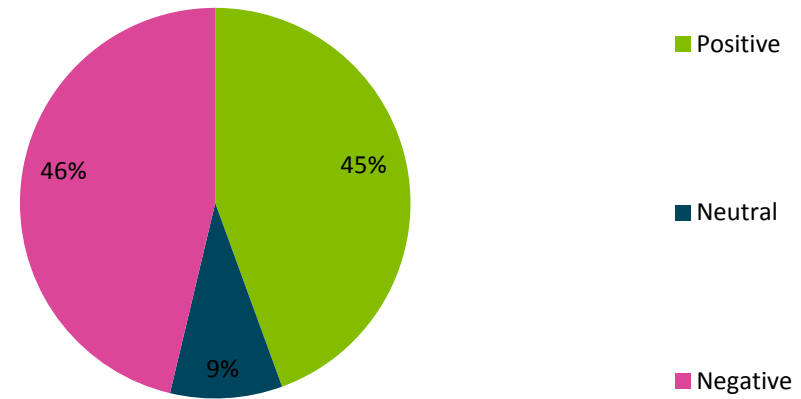
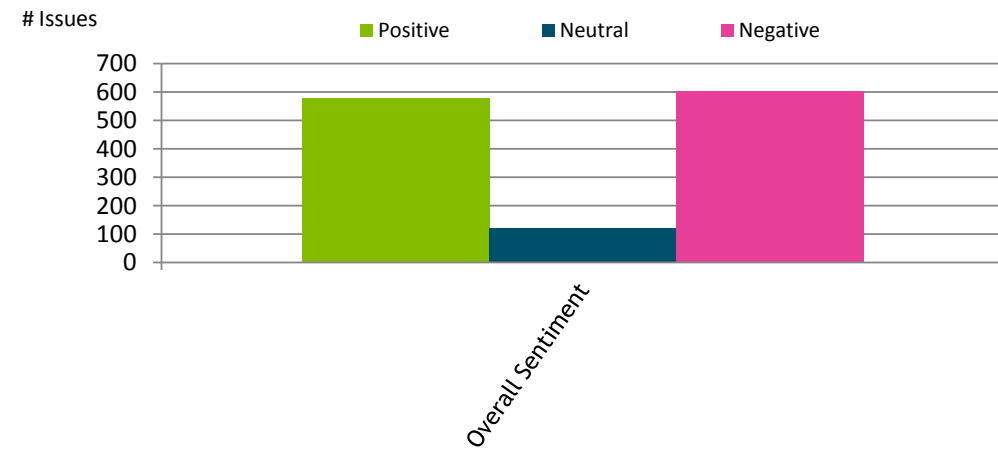


Medical conditions receiving the most comments overall

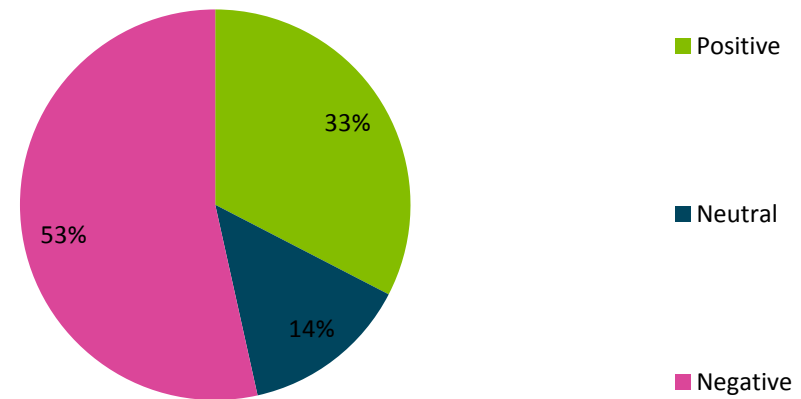
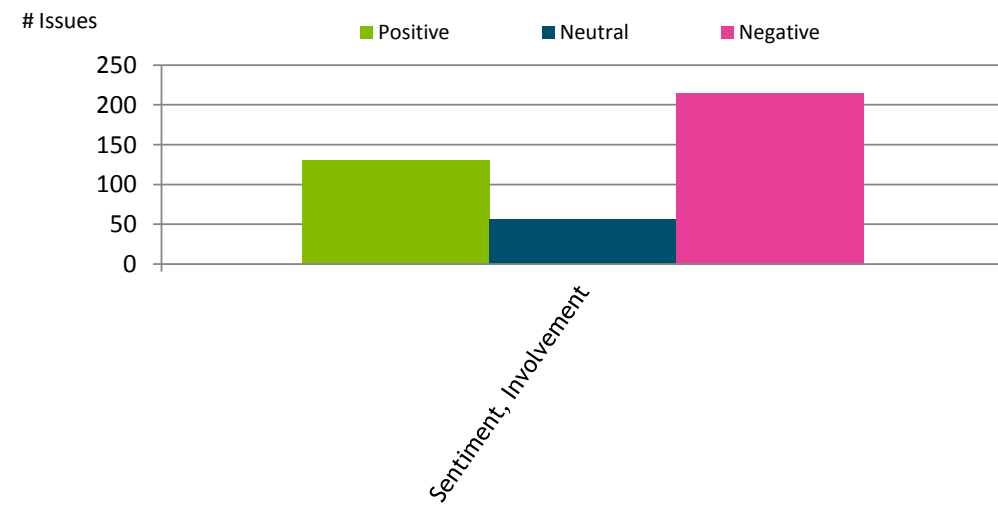
### 3. Sentiment: On the whole, how do people feel about services?



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



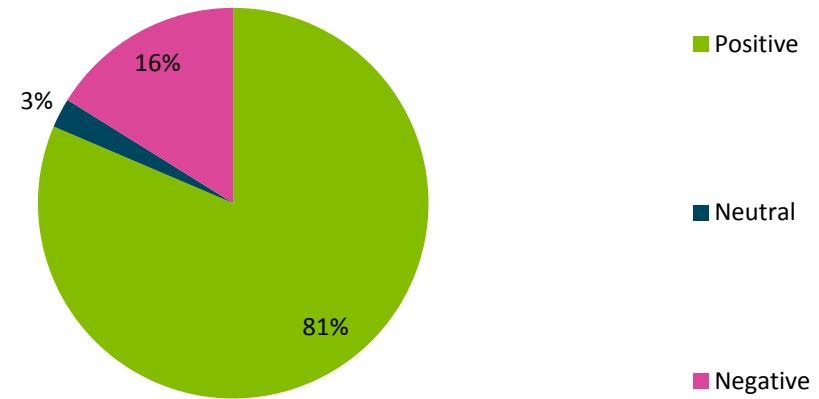
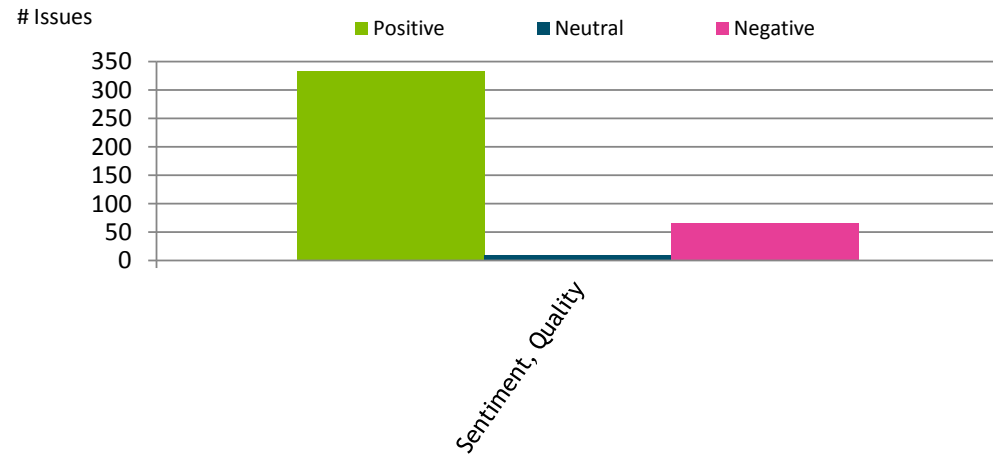
#### 3.2 How well informed, involved and supported do people feel?



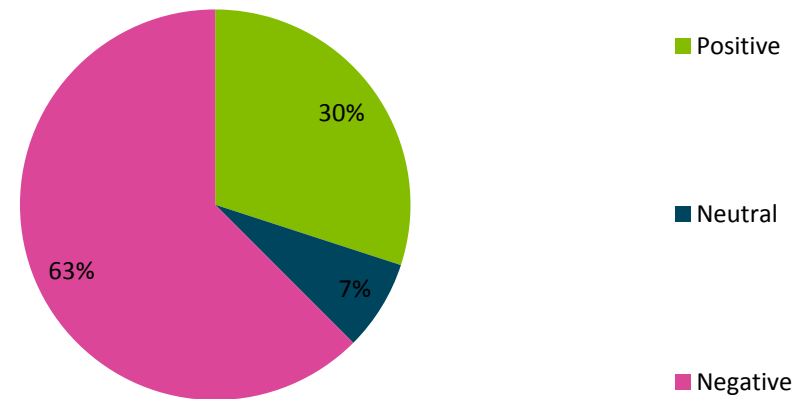
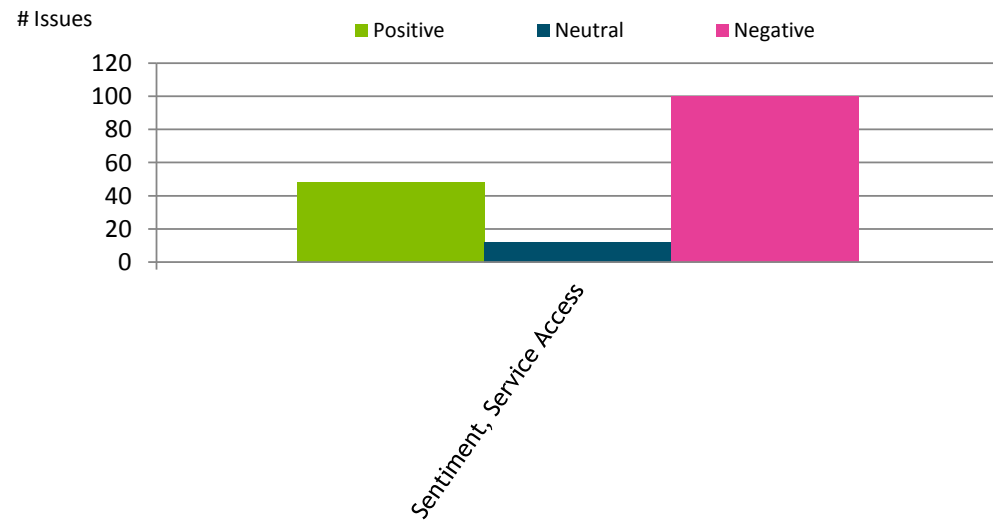
### 3. Sentiment: On the whole, how do people feel about services?



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



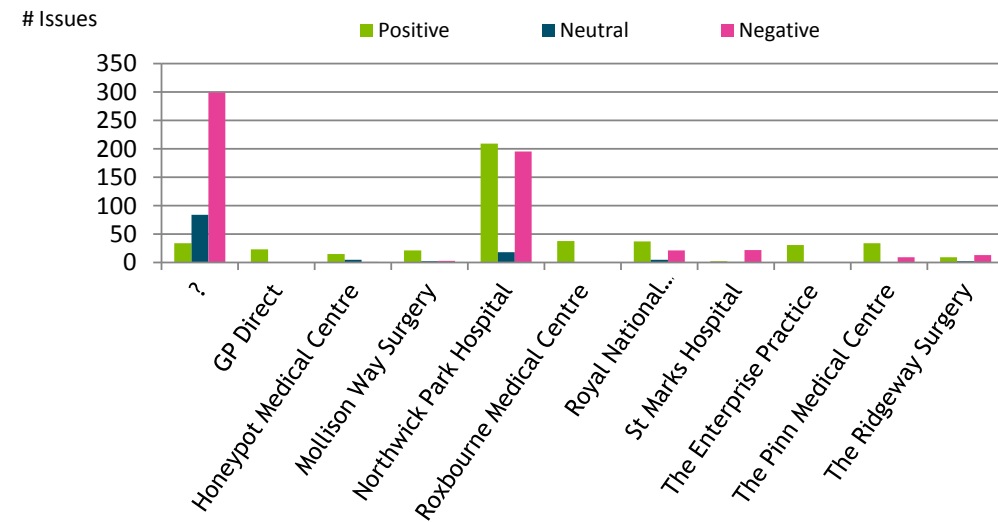
#### 3.4 How do people feel about general access to services?



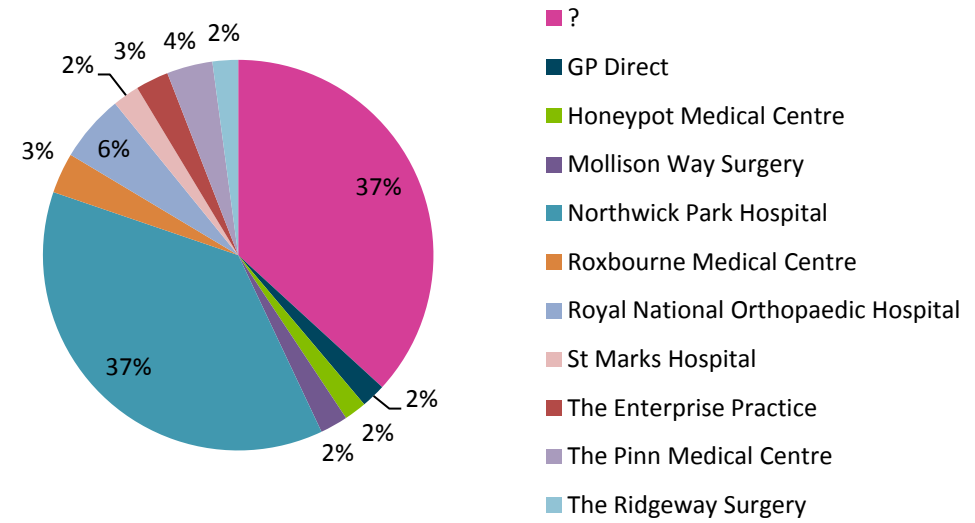
## 4. Trends: Which services are people most commenting on?



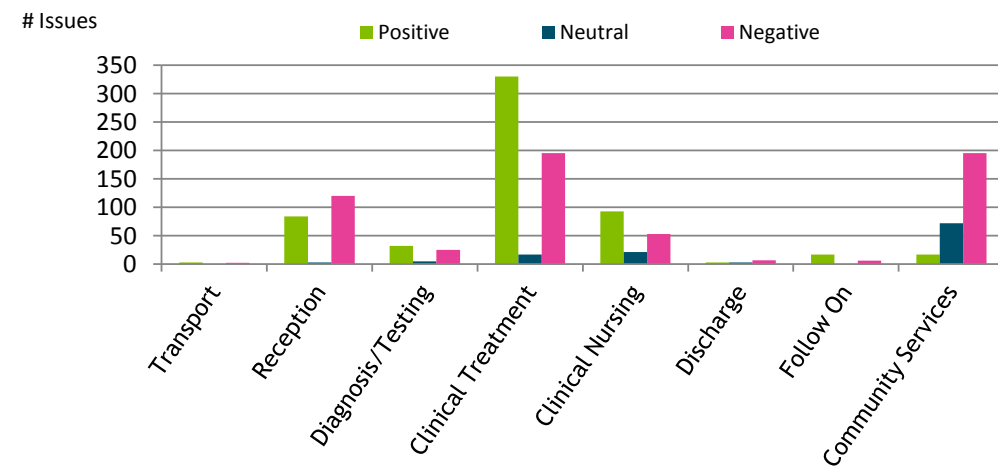
### 4.1 Services



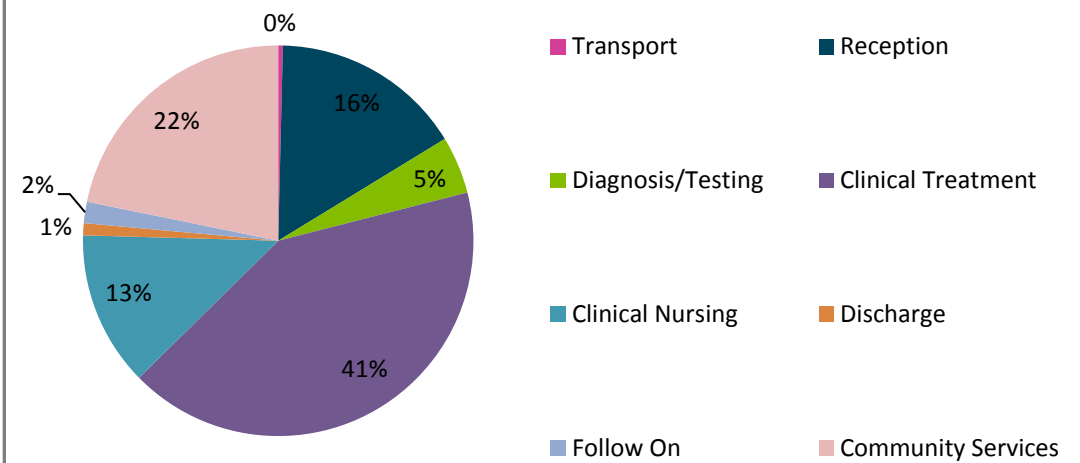
Services receiving the most comments overall



### 4.2 Breakdown of care pathway locations (more on pages 10-17)



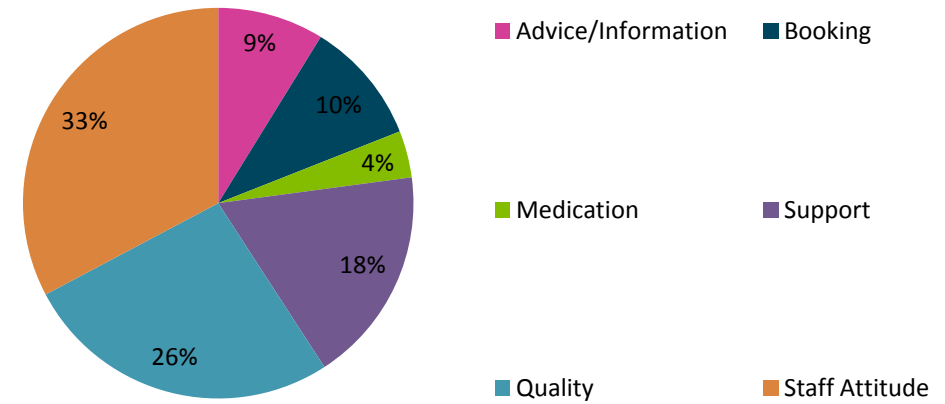
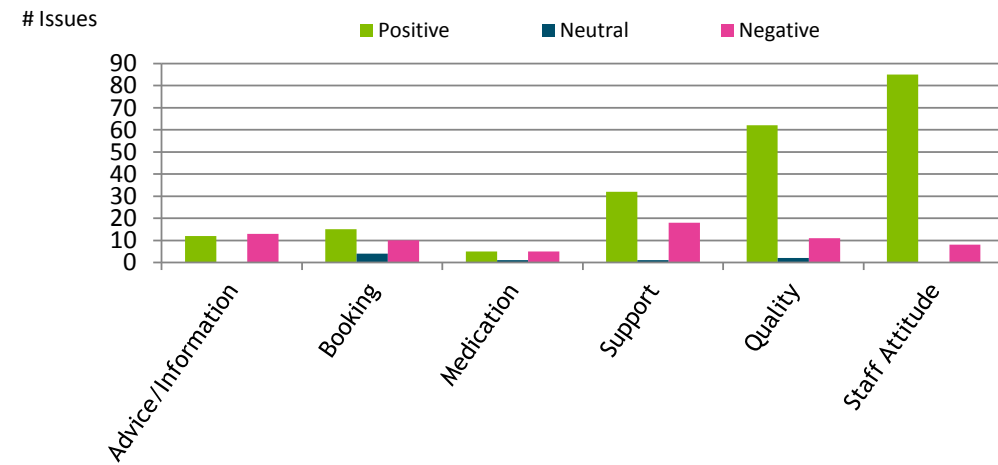
Care pathway locations



## 5. Trends: GP Services

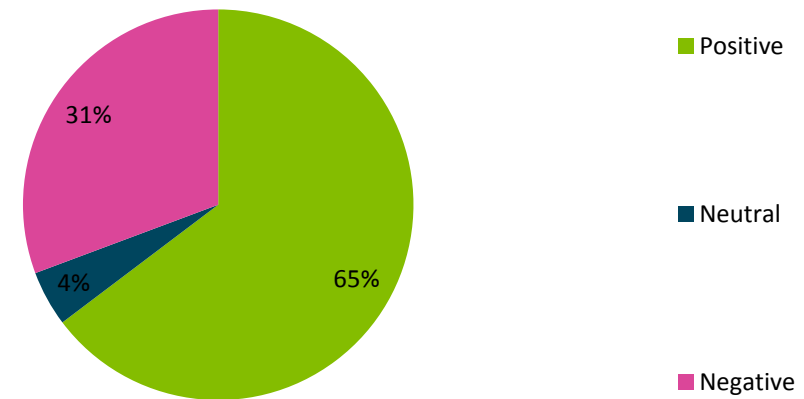
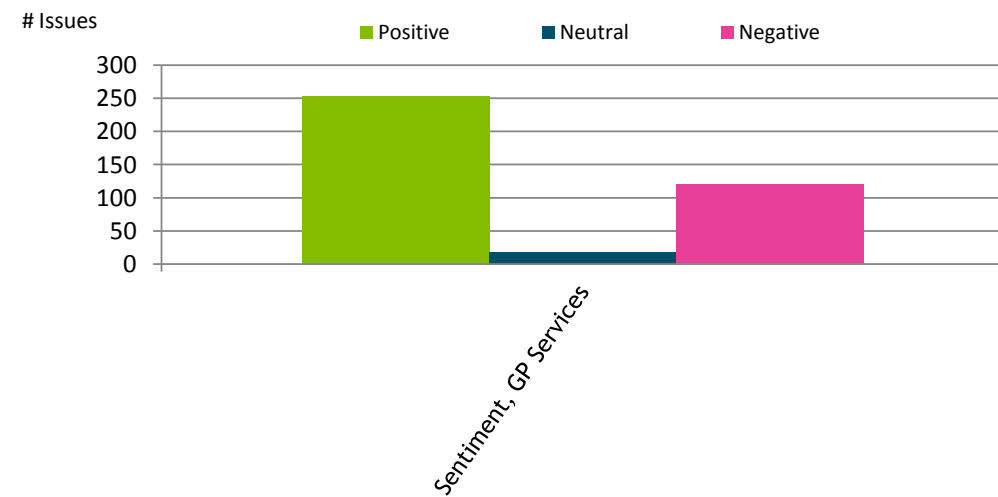


### 5.1 Trends, GP Services: 391 issues from 108 people



Issues receiving the most comments overall

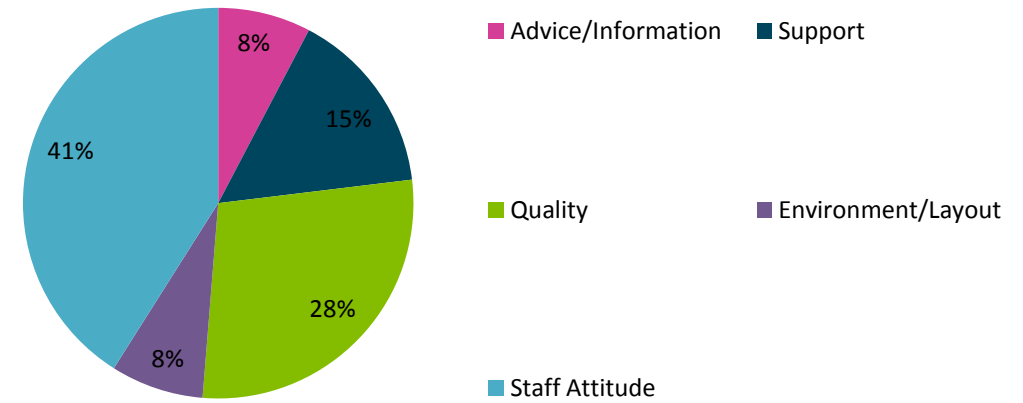
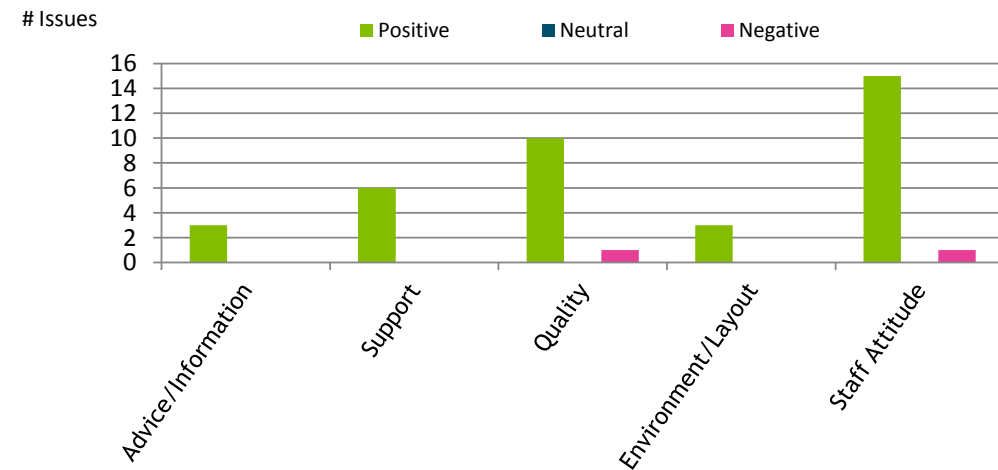
### 5.2 Sentiment, GP Services



## 5. Trends: Dentists

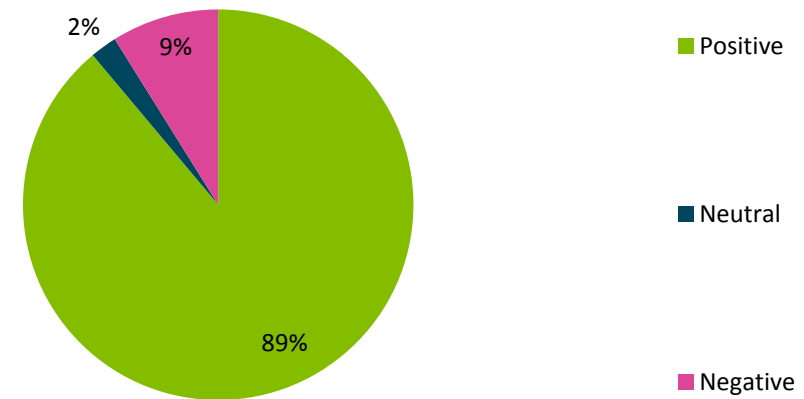
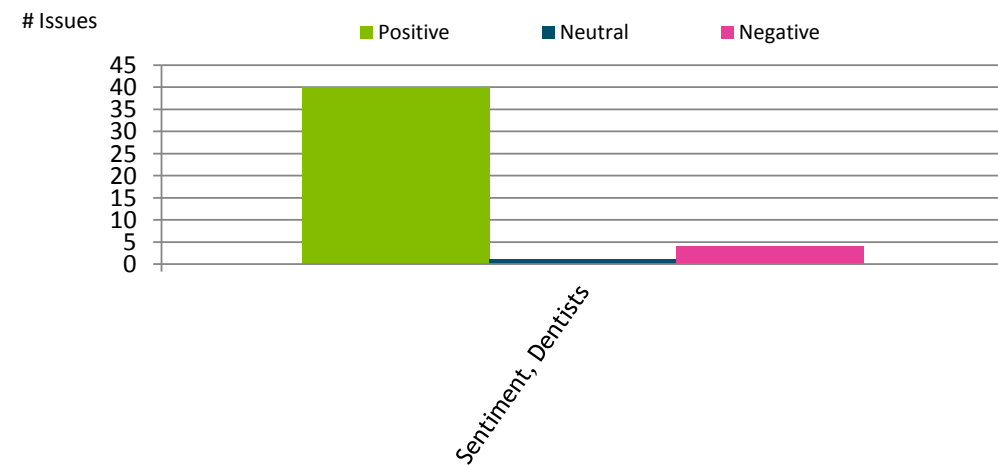


### 5.3 Trends, Dentists: 45 issues from 11 people



Issues receiving the most comments overall

### 5.4 Sentiment, Dentists

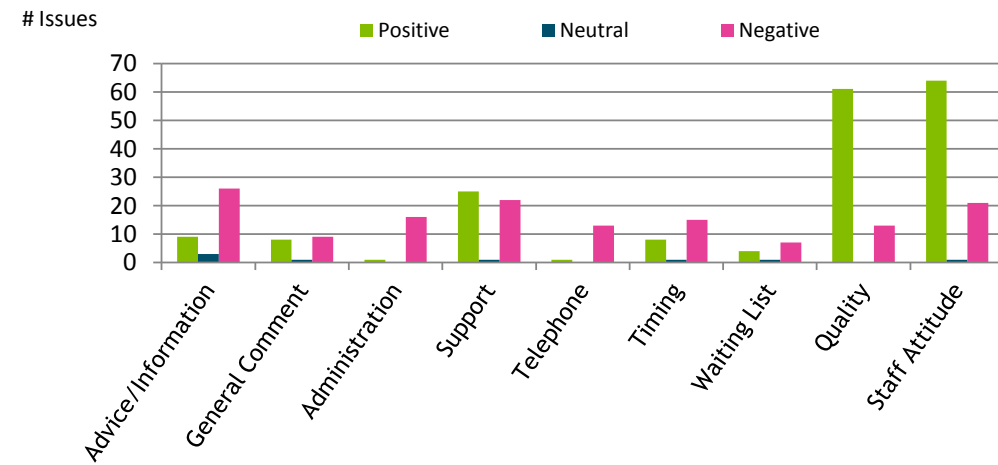




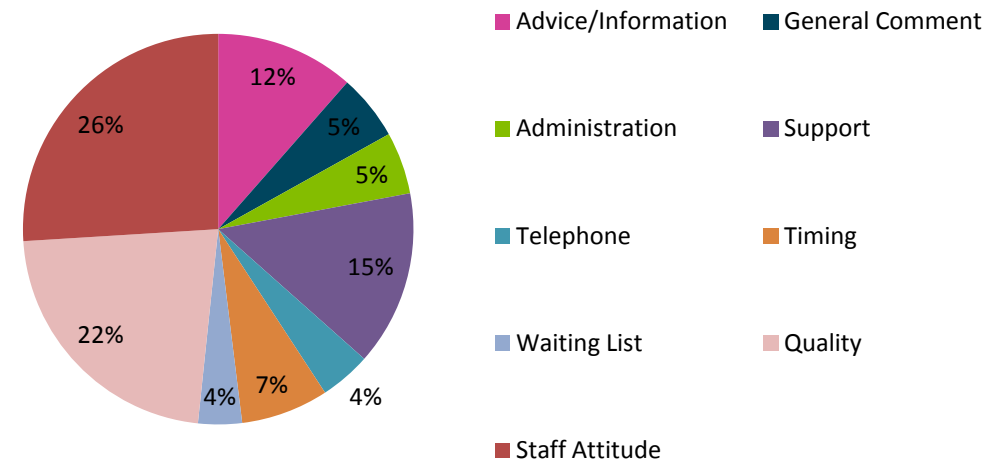
## 5. Trends: Northwick Park Hospital



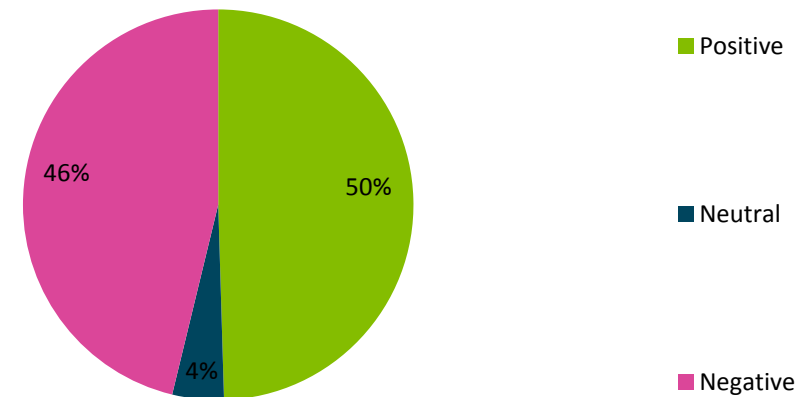
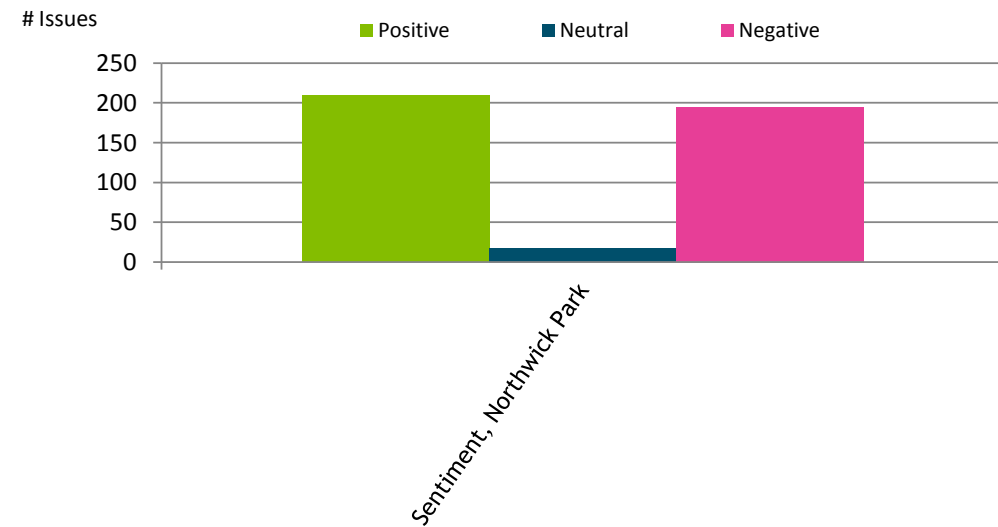
### 5.5 Trends, Northwick Park Hospital: 422 issues from 108 people



Issues receiving the most comments overall



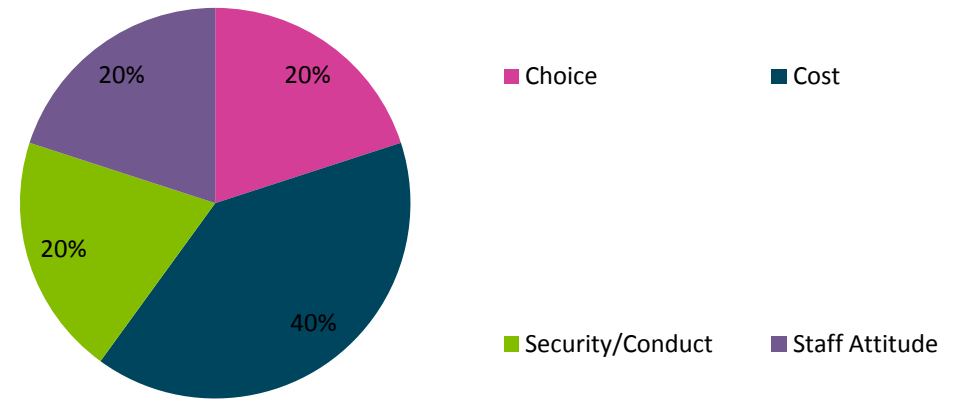
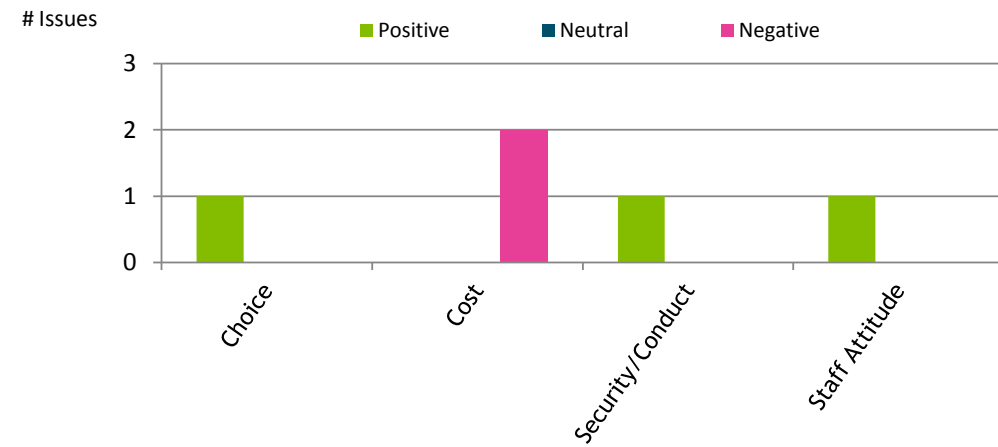
### 5.6 Sentiment, Northwick Park Hospital



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

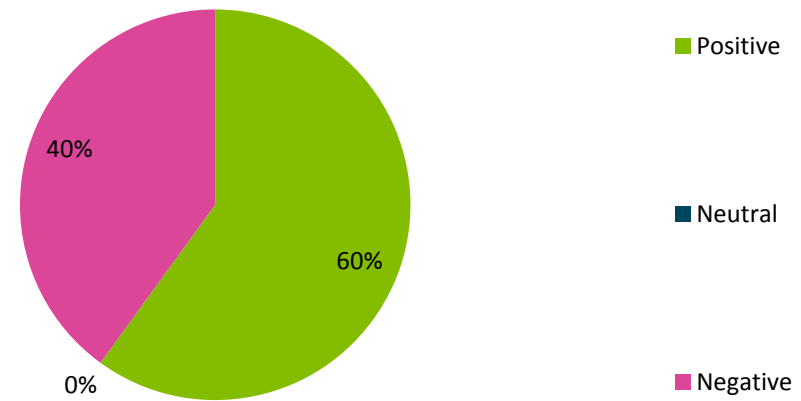
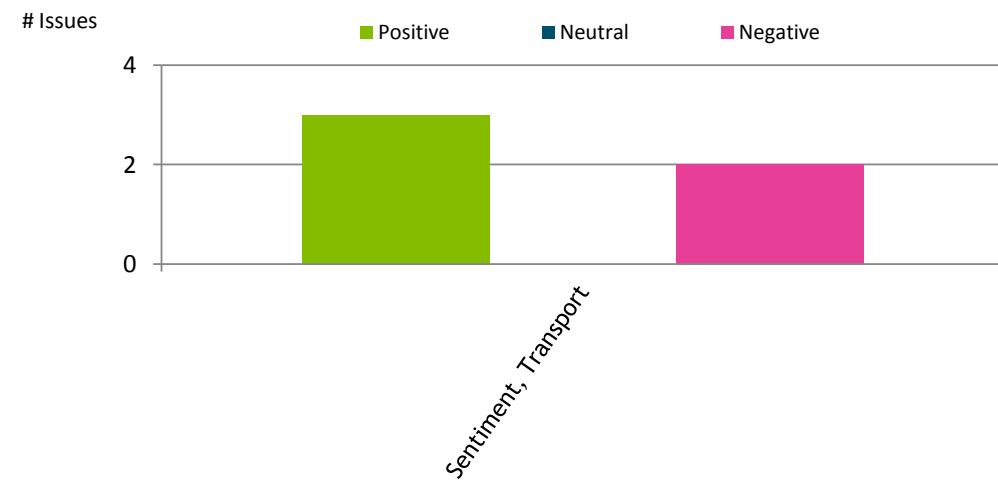


### 6.1 Trends, Transport (5 issues)



Issues receiving the most comments overall

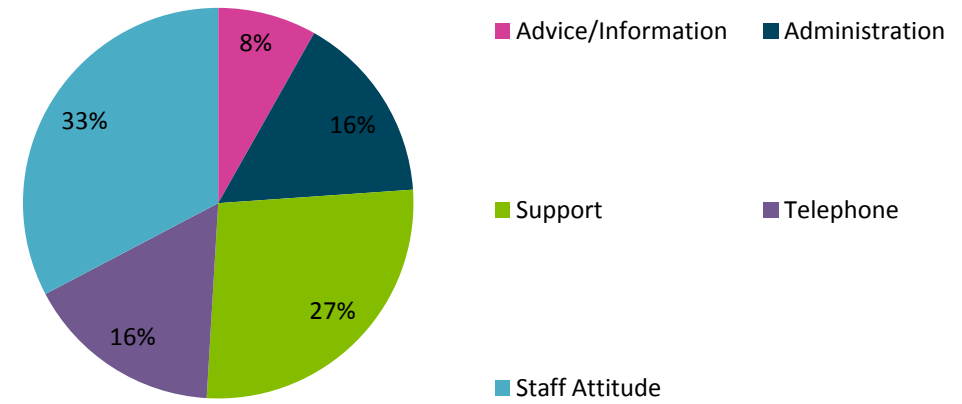
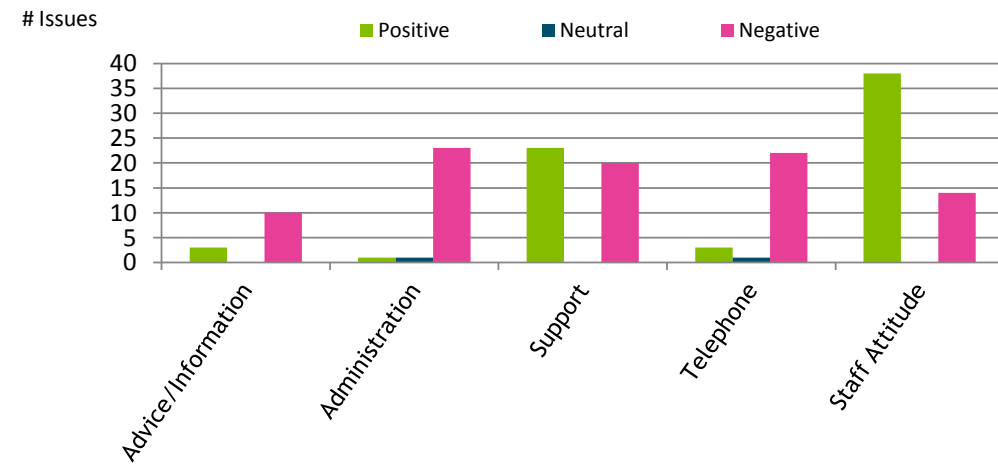
### 6.2 Sentiment, Transport



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

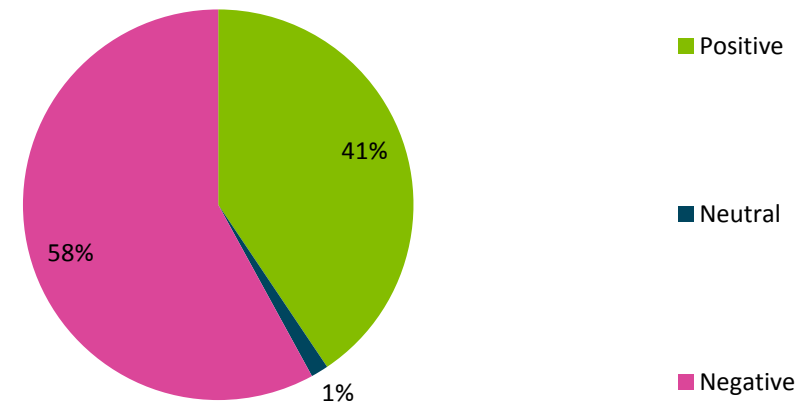
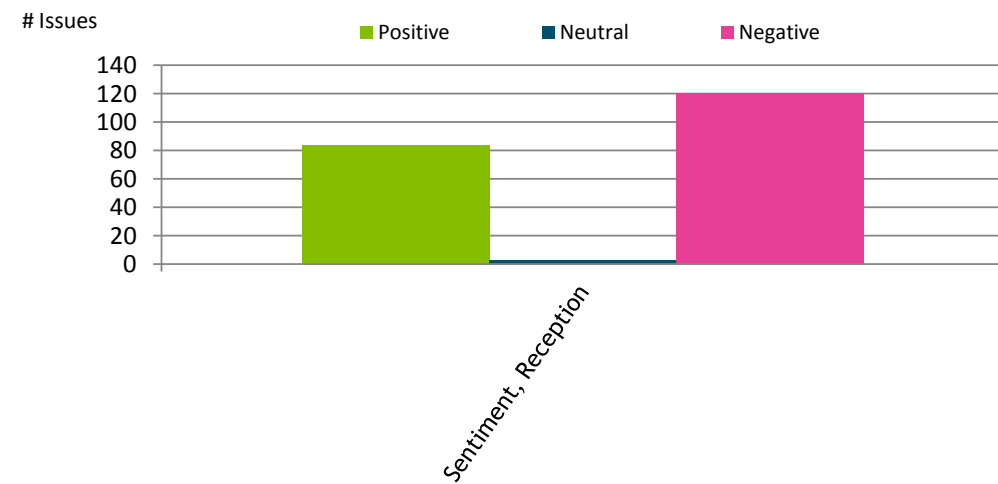


### 6.3 Trends, Reception (207 issues)



Issues receiving the most comments overall

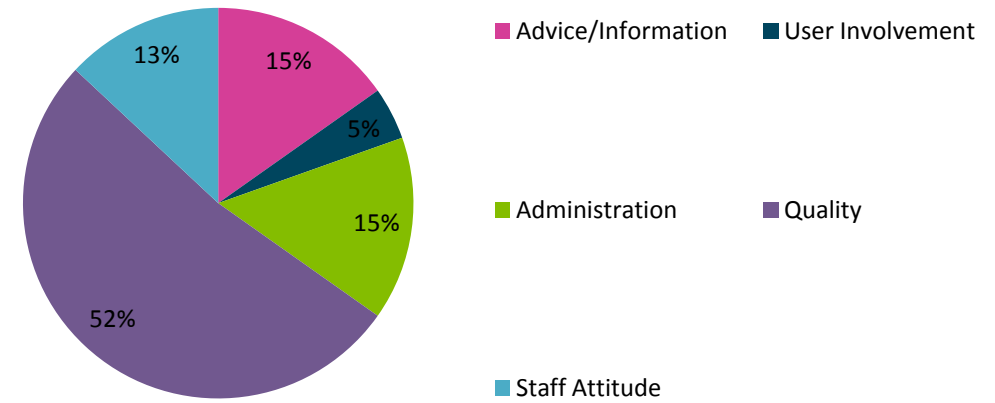
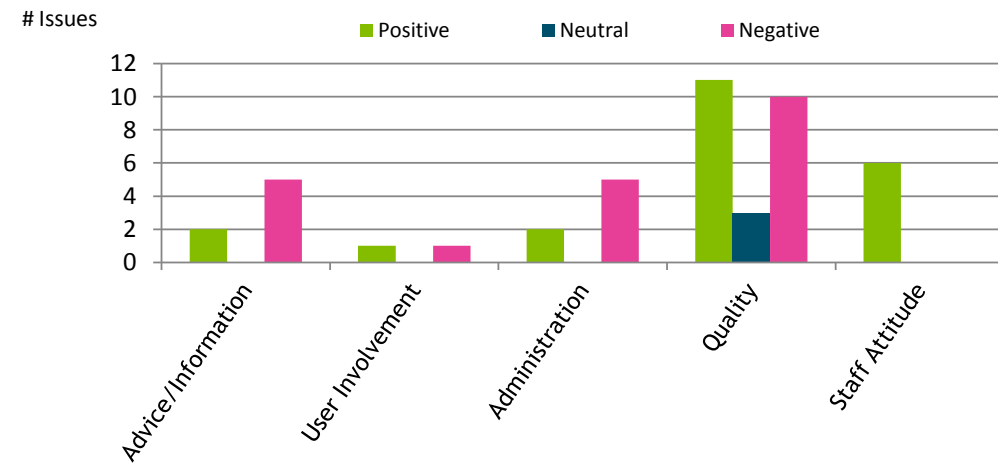
### 6.4 Sentiment, Reception



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

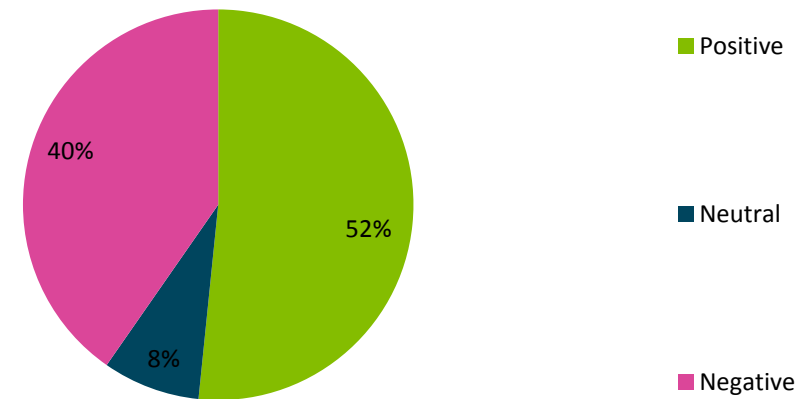
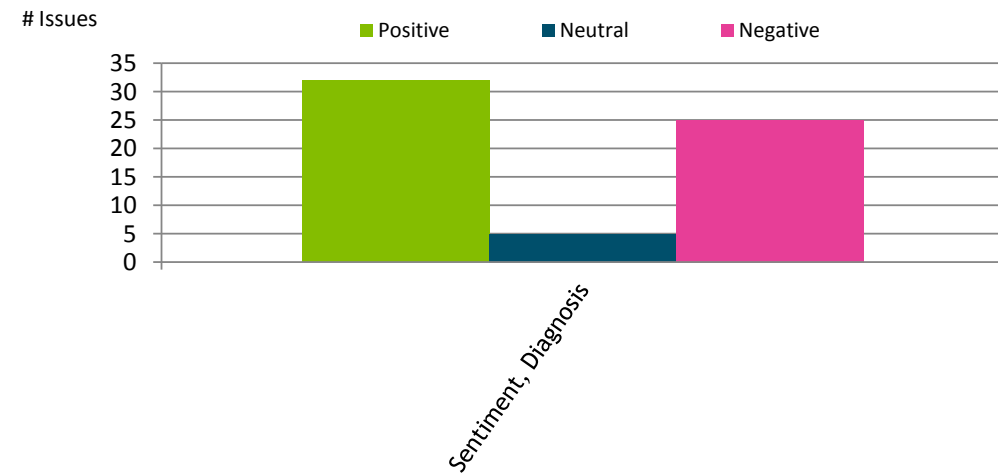


### 6.5 Trends, Diagnosis/Testing (62 issues)



Issues receiving the most comments overall

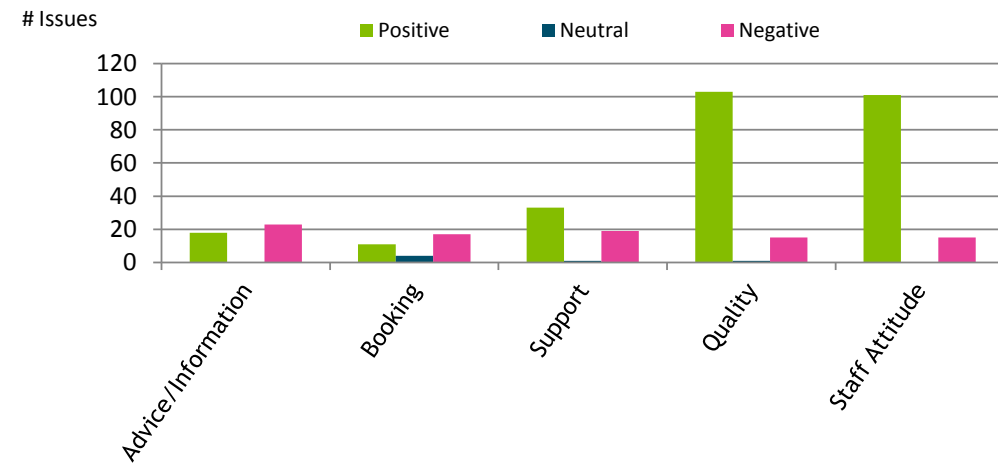
### 6.6 Sentiment, Diagnosis/Testing



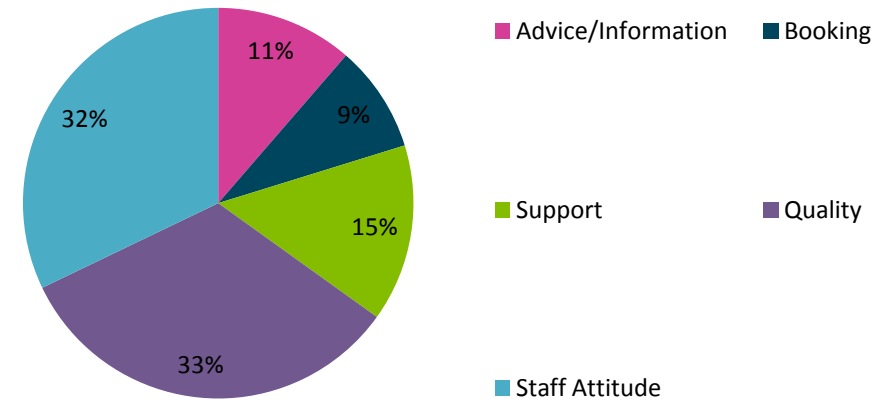
## 6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)



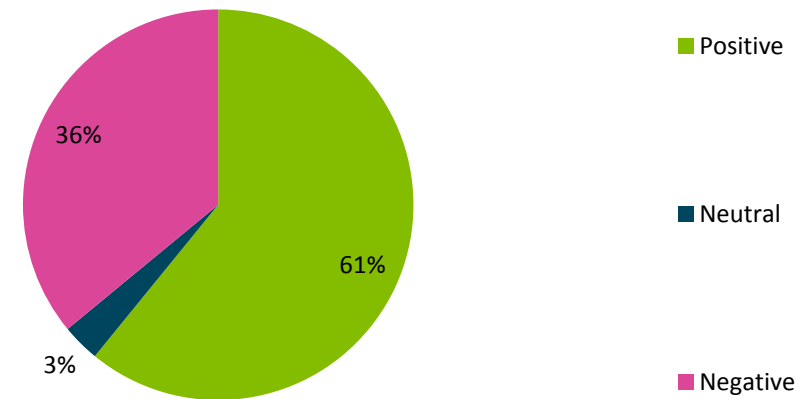
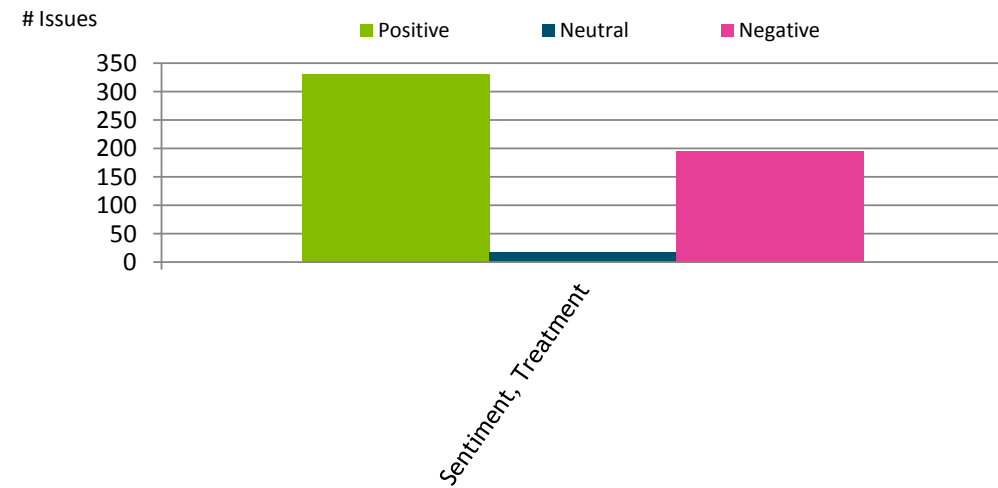
### 6.7 Trends, Clinical Treatment (542 issues)



Issues receiving the most comments overall



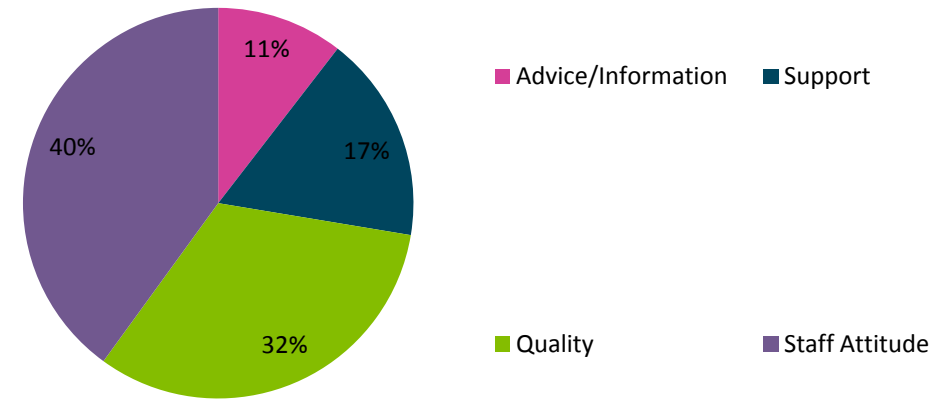
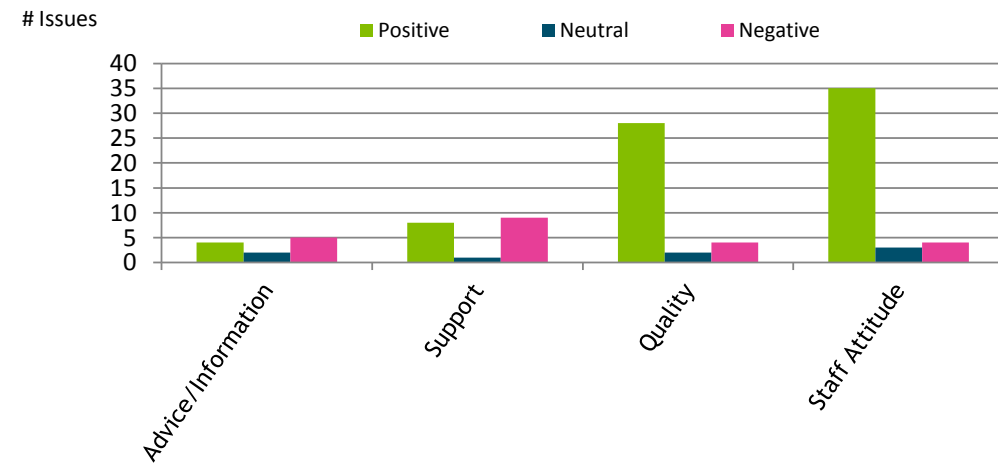
### 6.8 Sentiment, Clinical Treatment



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

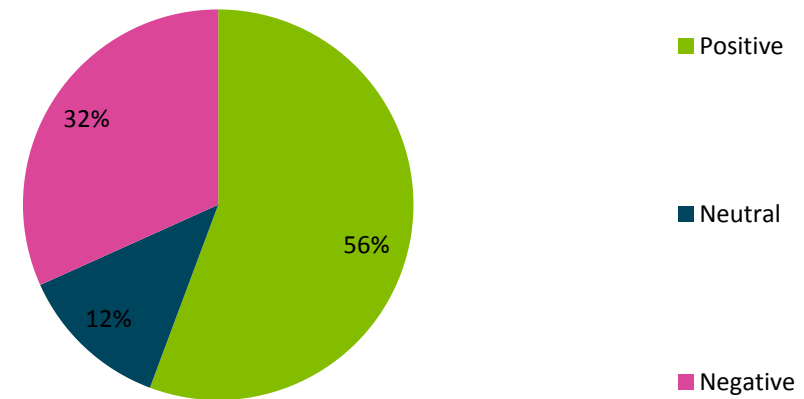
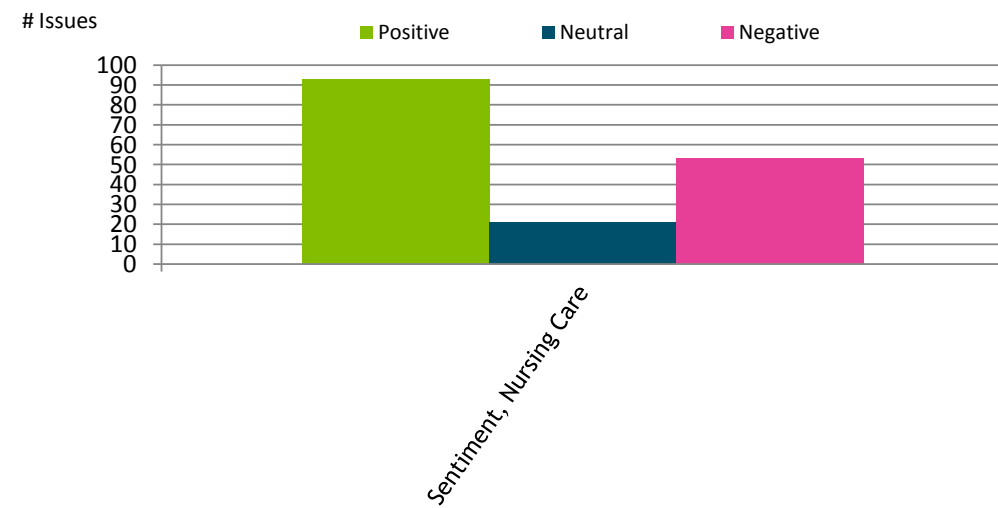


### 6.9 Trends, Clinical Nursing (167 issues)



Issues receiving the most comments overall

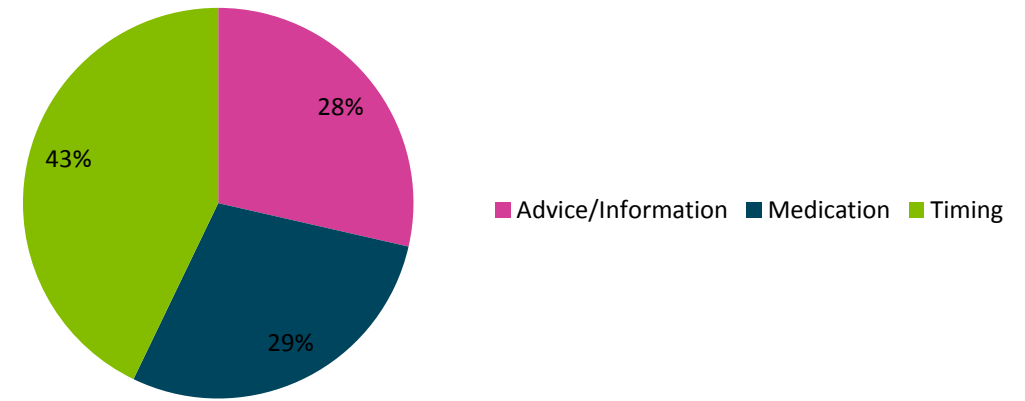
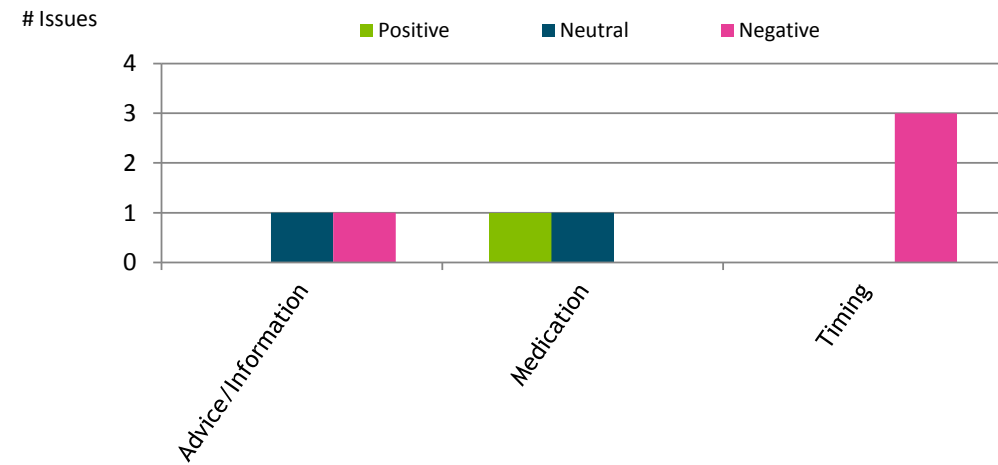
### 6.10 Sentiment, Clinical Nursing



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

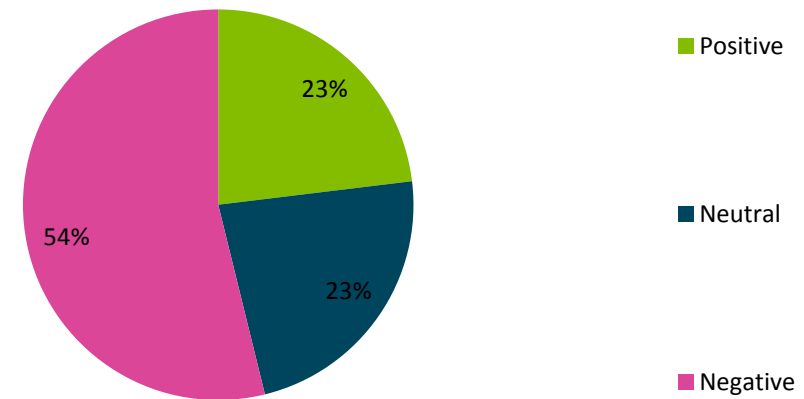
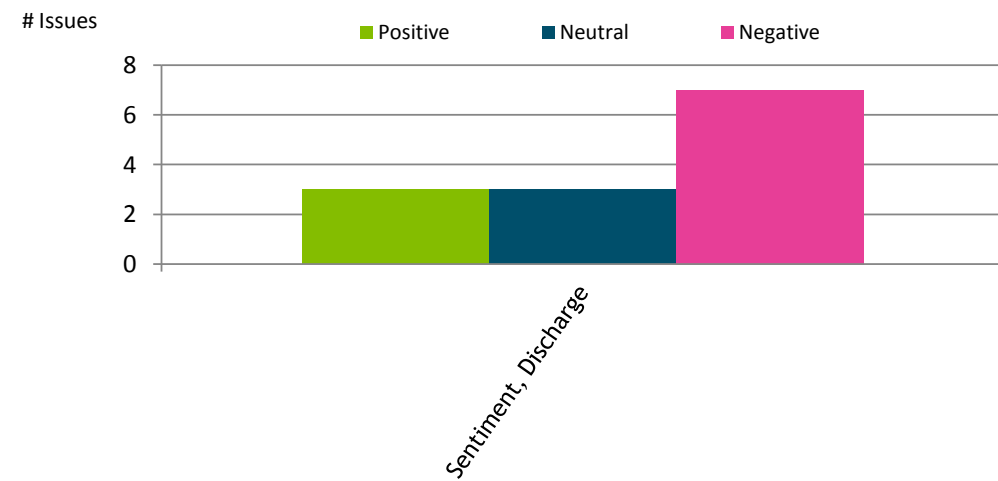


### 6.11 Trends, Discharge (13 issues)



Issues receiving the most comments overall

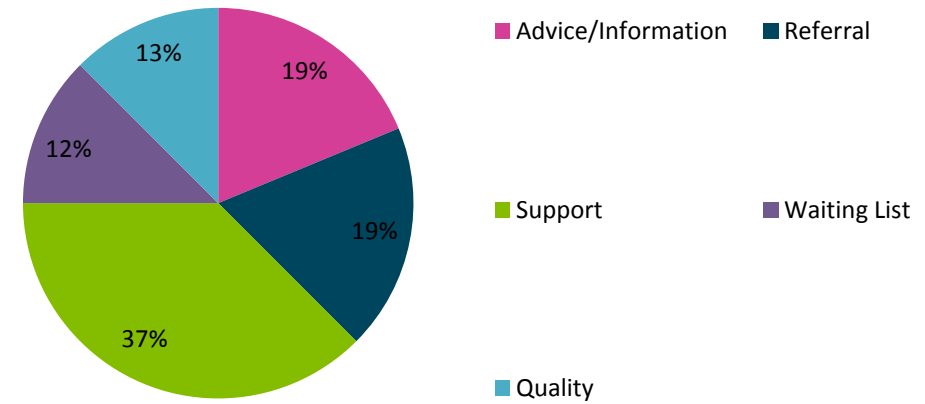
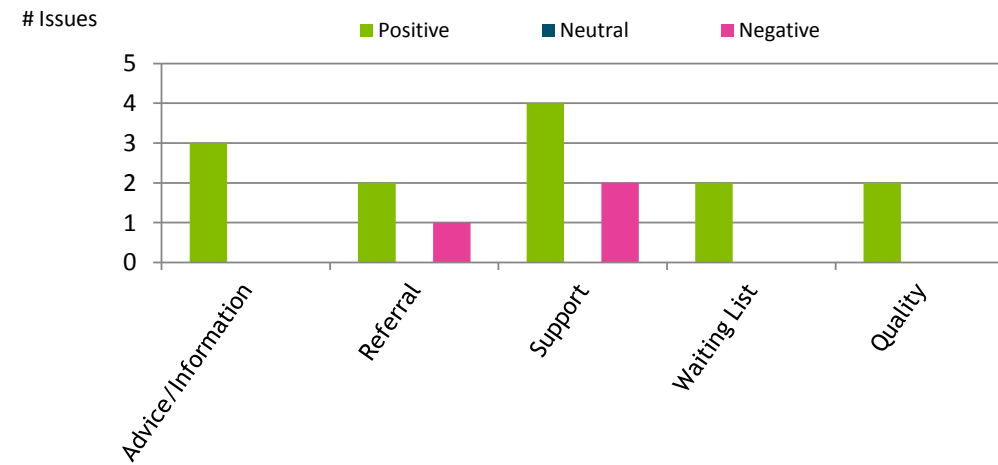
### 6.12 Sentiment, Discharge



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

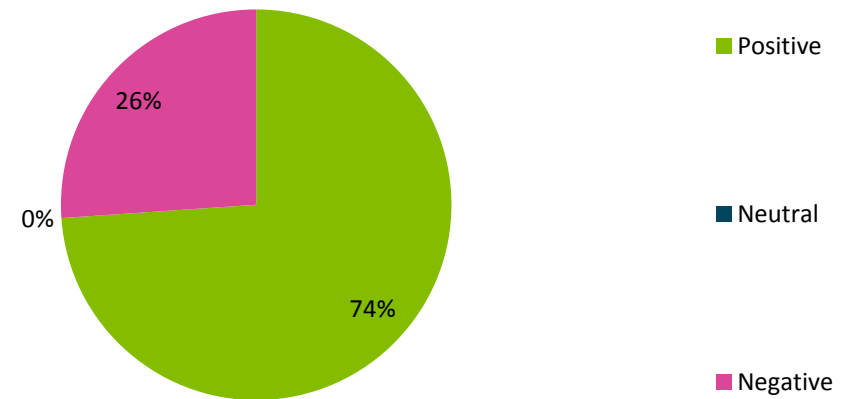
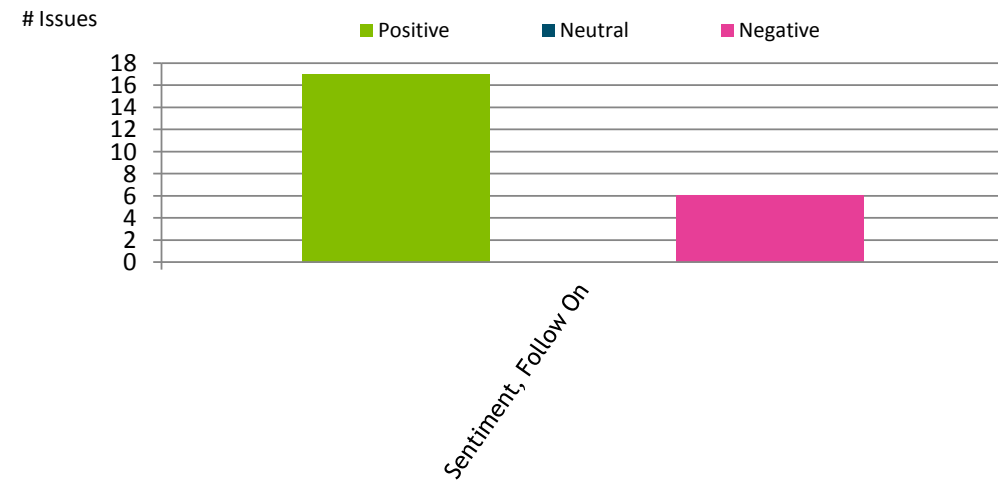


### 6.13 Trends, Follow On (23 issues)



Issues receiving the most comments overall

### 6.14 Sentiment, Follow On

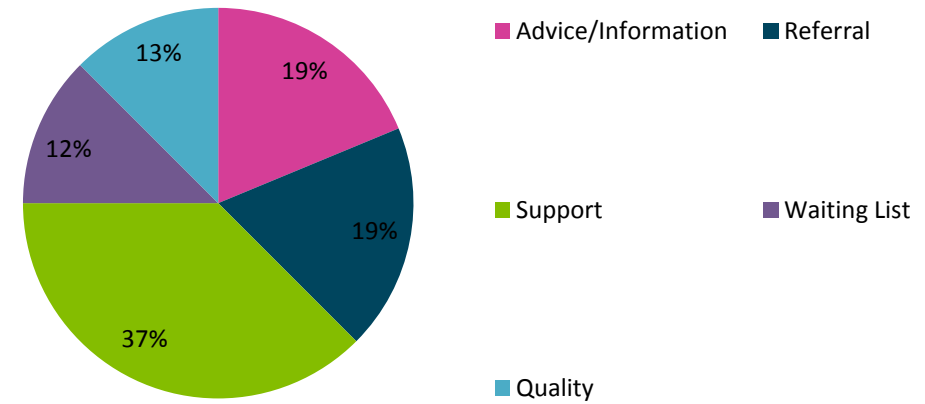
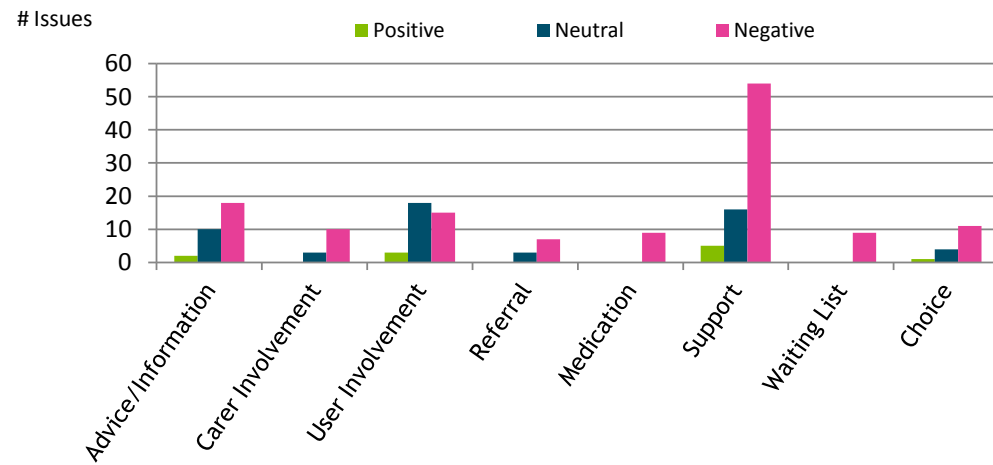




## 6. Care Pathway: Community (community based health services and social care)

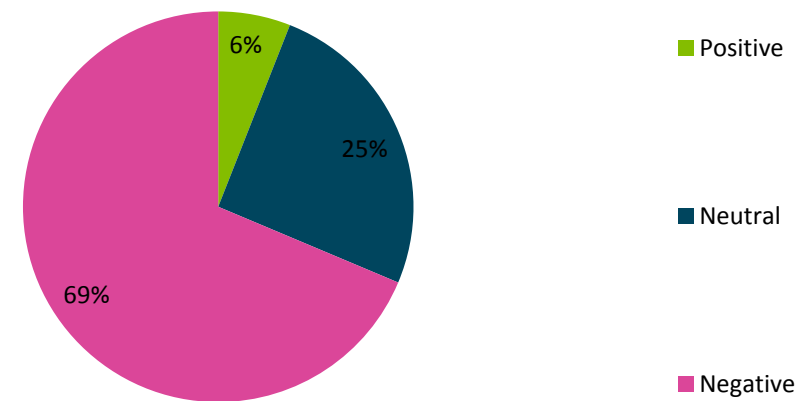
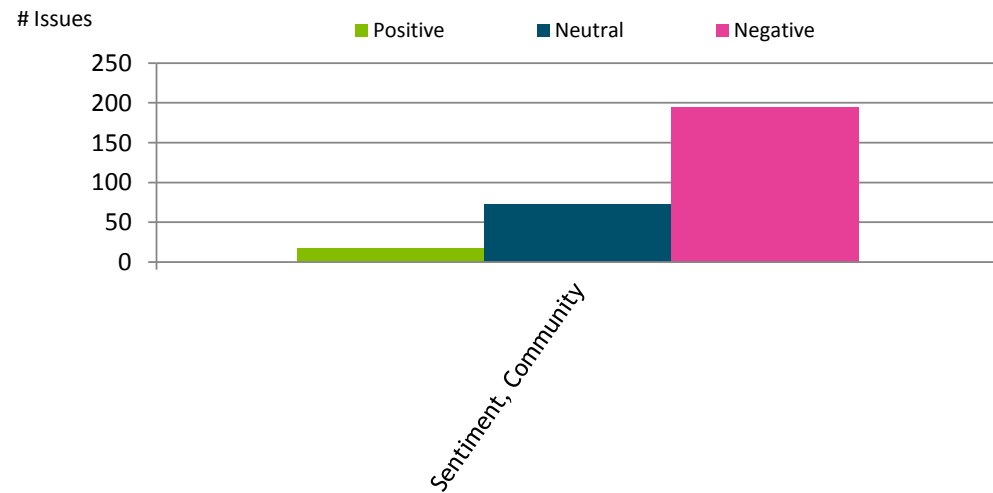


### 6.15 Trends, Community (284 issues)



Issues receiving the most comments overall

### 6.16 Sentiment, Community





## Page Number, Figure

## Key findings in brief\*

Page 3, Figure 2.1	<i>Top issues: The majority of people experience caring, professional services.</i>
Page 3, Figure 2.1	<i>Top issues: Feedback about levels of support is mixed overall.</i>
Page 3, Figure 2.1	<i>Top issues: Some people cite a lack of advice/information, difficulties with telephone access and administrative errors.</i>
Page 3, Figure 2.1	<i>Medical Conditions: Comments suggest sentiment on general medical conditions and dentistry is broadly positive.</i>
Page 3, Figure 2.1	<i>Medical Conditions: On Mental Health, comments suggest a lack of support, communication and user involvement.</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 6, Figure 4.1	<i>Top Services: Sentiment at The Pinn Medical Centre, Roxbourne Medical Centre and The Enterprise Practice is broadly positive.</i>
Page 6, Figure 4.1	<i>Top Services: Sentiment at Northwick Park Hospital is mixed, according to comments.</i>
Page 6, Figure 4.2	<i>Care Pathway: Sentiment on clinical treatment and nursing is broadly positive.</i>
Page 6, Figure 4.2	<i>Care Pathway: Sentiment on reception is mixed, while broadly negative on community (including mental health) services.</i>
Page 7, Figure 5.1	<i>GP Services: The majority of people experience caring, professional services, with good levels of support.</i>
Page 8, Figure 5.3	<i>Dentists: Experiences suggest people are satisfied with most service aspects.</i>
Page 9, Figure 5.5	<i>Northwick Park Hospital: The majority of people experience caring, professional services.</i>
Page 9, Figure 5.5	<i>Northwick Park Hospital: Some patients comment on a lack of support and communication, and poor telephone access.</i>
Page 11, Figure 6.3	<i>Reception: Patients find reception staff to be empathetic on the whole, while feedback is mixed on support.</i>
Page 11, Figure 6.3	<i>Reception: Telephone access, general administration and advice/information are cited as issues.</i>
Page 12, Figure 6.5	<i>Diagnosis/Testing: Comments reflect mixed experiences on the quality of diagnosis.</i>
Page 13, Figure 6.7	<i>Treatment: The majority of people experience caring, professional services.</i>
Page 14, Figure 6.9	<i>Nursing: The majority of people experience caring, professional services.</i>
Page 17, Figure 6.15	<i>Community: Comments suggest a lack of support from community services (including community mental health and social care).</i>
Page 17, Figure 6.15	<i>Community: Some people comment on poor levels of communication and user 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>	32	13	62	107
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	2	5	19	26
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	13	3	18	34
	User Involvement	<i>Involvement of the service user.</i>	24	20	28	72
Systems	Administration	<i>Administrative processes and delivery.</i>	6	1	35	42
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	4	1	3	8
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	17	5	21	43
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	5	5
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	1	1
	Referral	<i>Referral to a service.</i>	7	3	17	27
	Medical Records	<i>Management of medical records.</i>	1	5	2	8
	Medication	<i>Prescription and management of medicines.</i>	6	3	15	24
	Opening Times	<i>Opening times of a service.</i>	1	1	1	3
	Planning	<i>Leadership and general organisation.</i>	5	3	4	12
	Registration	<i>Ability to register for a service.</i>	0	2	18	20
	Support	<i>Levels of support provided.</i>	73	18	106	197
	Telephone	<i>Ability to contact a service by telephone.</i>	3	1	26	30
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	13	3	24	40
Waiting List	<i>Length of wait while on a list.</i>	11	2	23	36	
Values	Choice	<i>General choice.</i>	3	5	23	31
	Cost	<i>General cost.</i>	0	0	9	9
	Language	<i>Language, including terminology.</i>	1	0	5	6
	Nutrition	<i>Provision of sustenance.</i>	3	0	2	5
	Privacy	<i>Privacy, personal space and property.</i>	1	2	3	6
	Quality	<i>General quality of a service, or staff.</i>	151	7	33	191
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	0	0
	Stimulation	<i>General stimulation, including access to activities.</i>	1	3	3	7

## 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	3	3	6
	Environment/Layout	<i>Physical environment of a service.</i>	4	0	3	7
	Equipment	<i>General equipment issues.</i>	1	0	2	3
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	0	0
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	6	0	9	15
	Mobility	<i>Physical mobility to, from and within services.</i>	0	1	5	6
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	1	1
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	2	3	5
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	1	0	6	7
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	182	3	33	218
	Complaints	<i>Ability to log and resolve a complaint.</i>	2	1	9	12
	Staff Training	<i>Training of staff.</i>	4	2	16	22
	Staffing Levels	<i>General availability of staff.</i>	1	3	7	11
<b>Total:</b>			<b>579</b>	<b>121</b>	<b>603</b>	<b>1303</b>