

# The Experience of Health and Social Care Services

A trends analysis report by Healthwatch Harrow



9 January 2020

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

**Reporting Period: 1 October 2019 - 31 December 2019**

## Index and overview of findings

### Data Source (Page 4)

This report is based on the experience of 352 people. Feedback has been obtained from a variety of sources, including general outreach and comments posted online (including the NHS, Care Opinion and social media).

### Top Trends (Page 5)

Findings suggest the vast majority of people receive good quality, compassionate treatment and care. However, we hear accounts of poor appointment and telephone access. People would also like greater levels of communication.

#### Q3 Trends...

*The ability to book appointments is an increasing problem for many - this quarter we received 17 more (additional) complaints. Negative feedback about general administration has also slightly increased.*

*On telephone access, we received 2 fewer complaints, which suggests a small but notable improvement.*

### Satisfaction Levels (Pages 6-7)

On the whole, feedback is 51% positive. Around two thirds of experiences (59%) reflect good levels of involvement and support, while sentiment on quality and empathy is broadly positive (70%). On service access, just a quarter of comments (25%) are positive overall.

#### Q3 Trends...

*This quarter, we started to collect and process feedback posted on social media sites (such as Google Reviews).*

*Overall sentiment has declined by 9%, and by a similar amount for general quality and empathy. On information, involvement and support we record a decline of 4% in sentiment.*

## Services (Pages 8-13)

Experiences suggest good quality, compassionate treatment and care from GPs, however many people experience difficulty in booking appointments - with poor telephone access, lack of choice and long waiting times cited. Communication is also an issue. On Northwick Park Hospital, people are satisfied with treatment, care and quality on the whole. However, many would like shorter waiting times and greater levels of communication.

### Q3 Trends...

*GP Direct receives a notable volume and ratio of positive feedback. On GP services as a whole, comments suggest satisfaction has declined noticeably, particularly on issues related to access.*

*Feedback suggests sentiment about Dentists remains at an impressive 94% positive. We record a 1% improvement for Northwick Park Hospital.*

## Care Pathway (Pages 14-21)

Feedback suggests experiences of clinical treatment and care are broadly positive overall. On reception, people would like staff to be more supportive, informative and empathetic. Telephone access also remains an issue.

*According to comments, sentiment about reception services has declined by 7% this quarter. We received 32 more (additional) complaints about staff attitude. On diagnosis, we record a 6% improvement in sentiment, with some people feeling better informed about test results. However, sentiment about the quality of diagnosis remains mixed.*

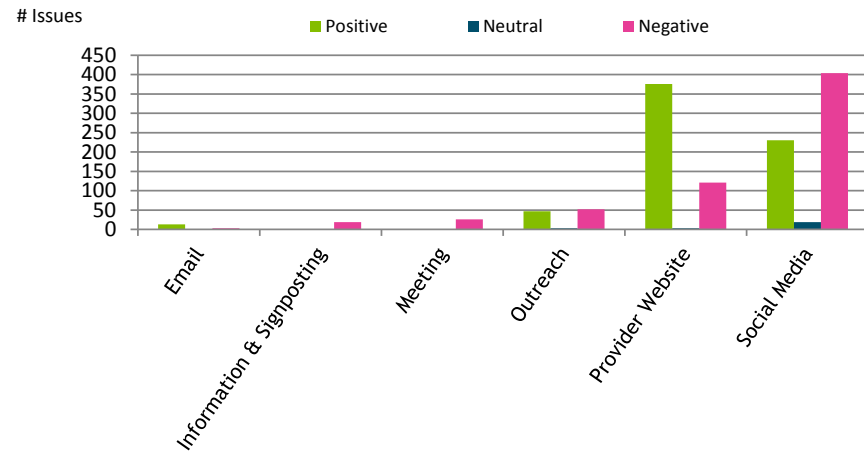
*Feedback also suggests sentiment on nursing care has improved by 4%, with compliments received about most service aspects.*

**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

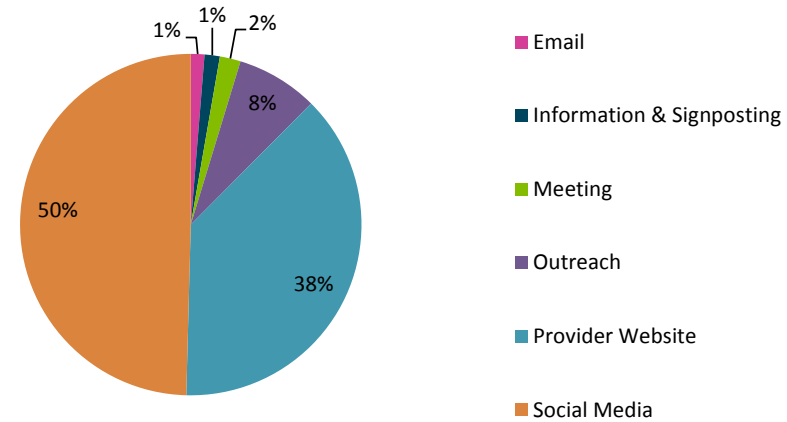
# 1. Data Source: Where did we collect the feedback?



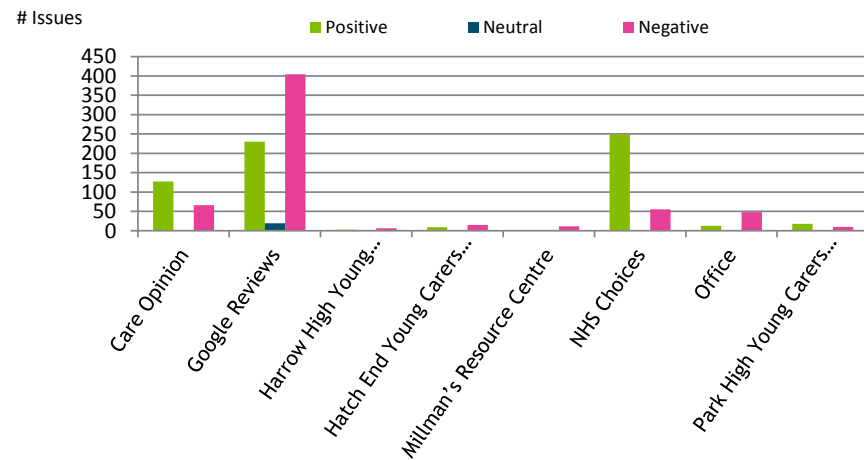
## 1.1 Source



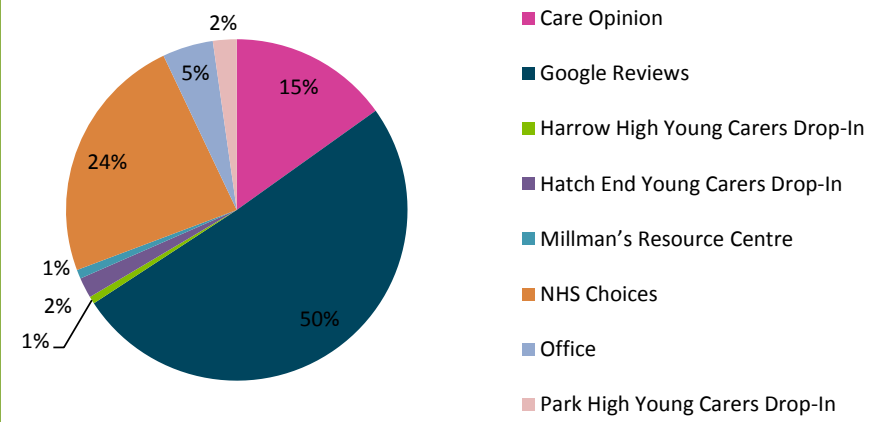
Sources providing the most comments overall



## 1.2 Origin



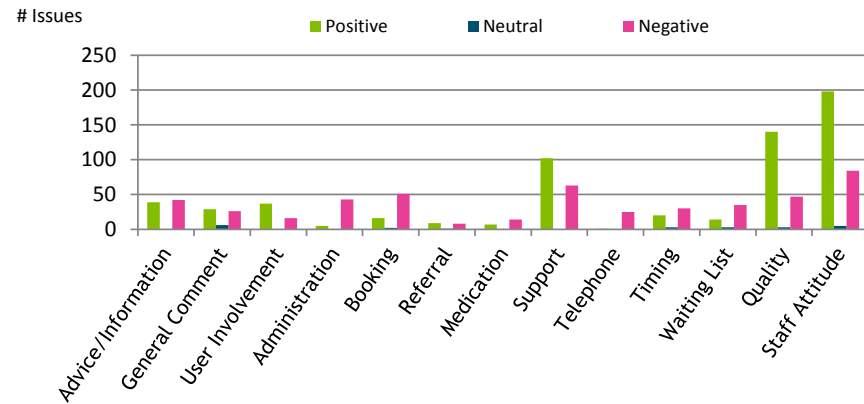
Origins providing the most comments overall



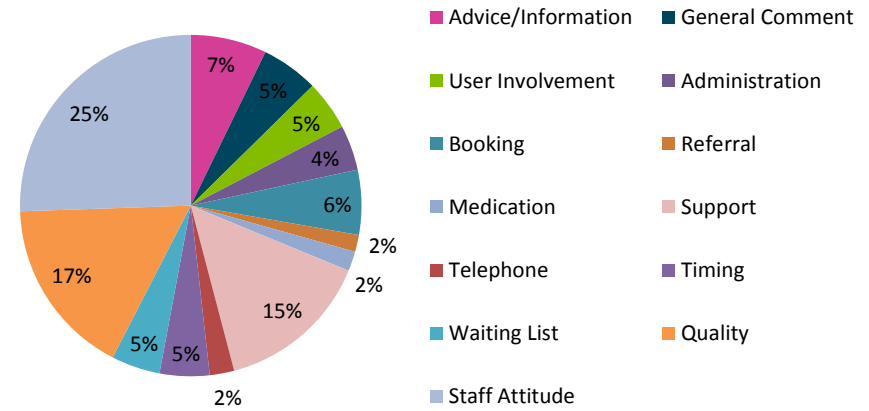
## 2. Top Trends: Which service aspects are people most commenting on?



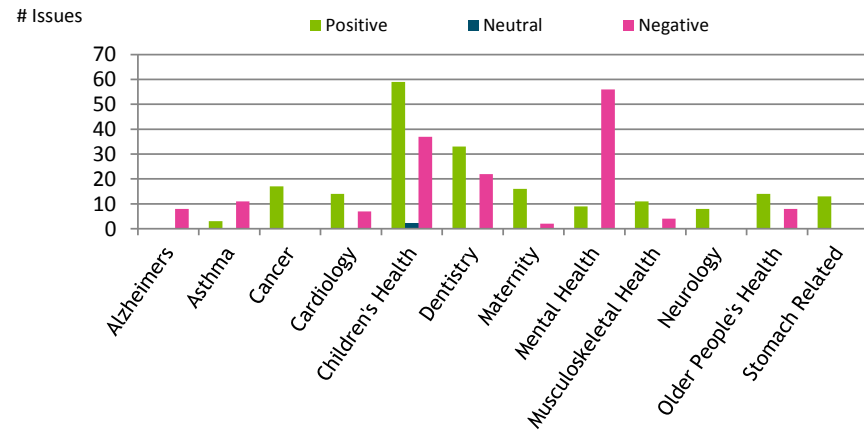
### 2.1 Service aspects: 1317 issues from 352 people



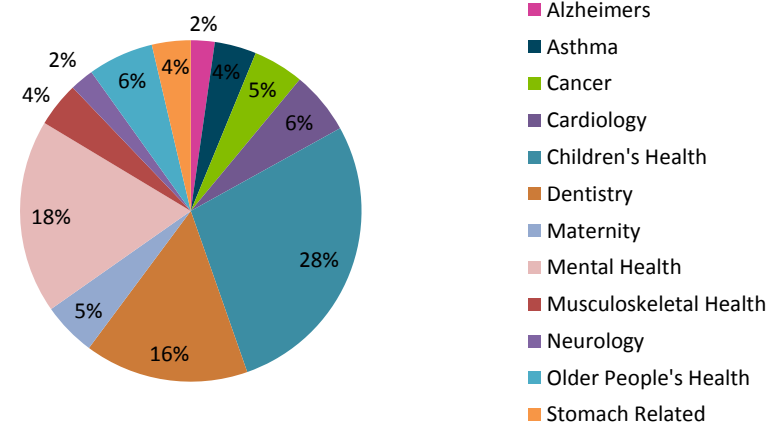
Issues receiving the most comments overall. See pages 21-22 for issue descriptions.



### 2.2 Stated medical conditions



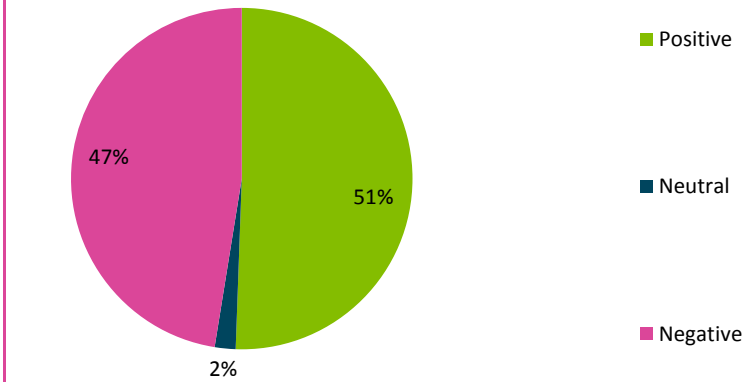
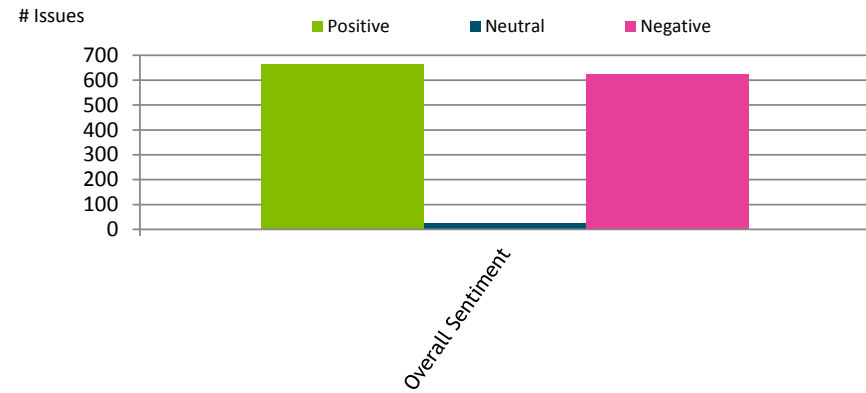
Medical conditions receiving the most comments overall



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

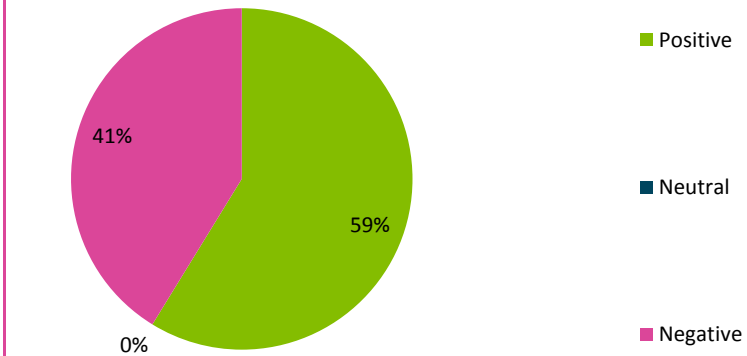
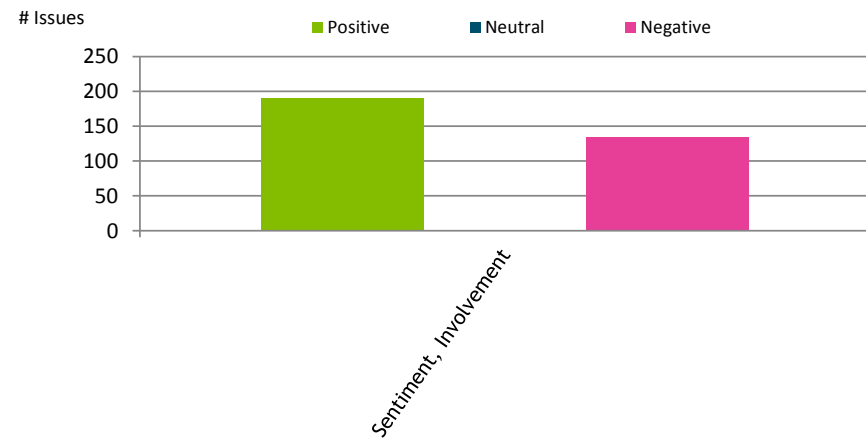


#### 3.1 How do people feel as a whole?



Quarterly Benchmark: 9% decline on the previous quarter

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

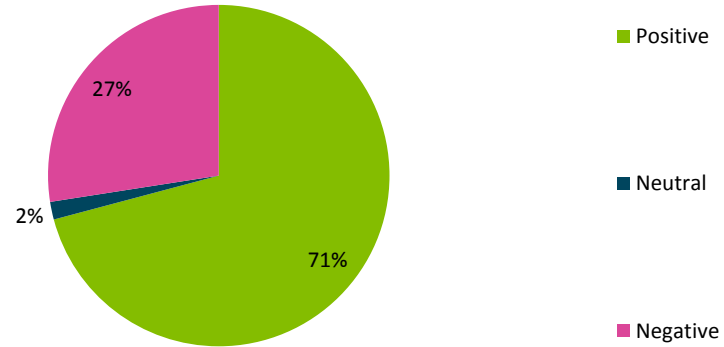
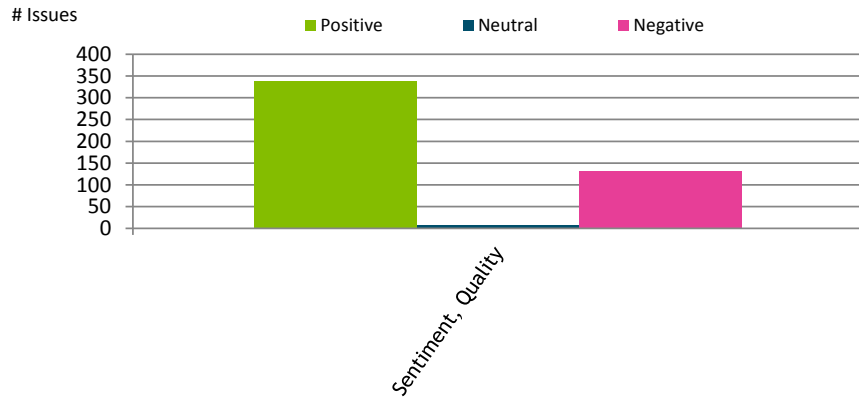


Quarterly Benchmark: 4% decline on the previous quarter

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

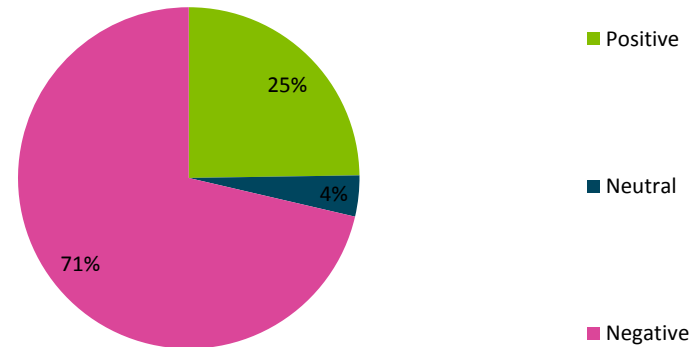
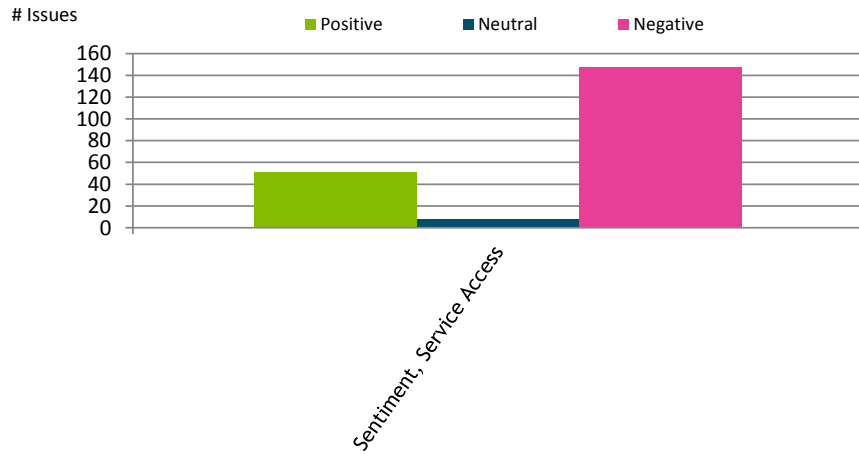


#### 3.3 How do people feel about general quality and empathy?



Quarterly Benchmark: 9% decline on the previous quarter

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

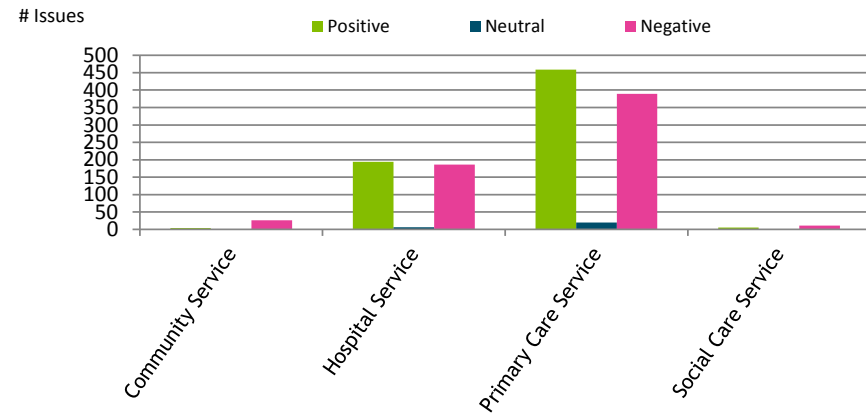


Quarterly Benchmark: 11% decline on the previous quarter

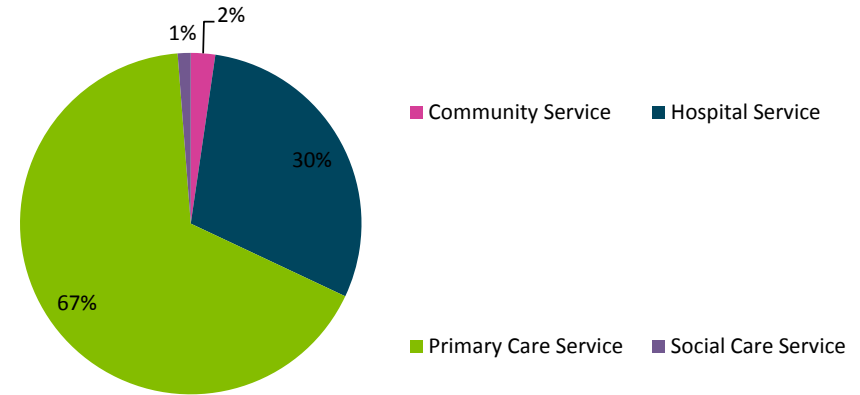
## 4. Trends: Which services are people most commenting on?



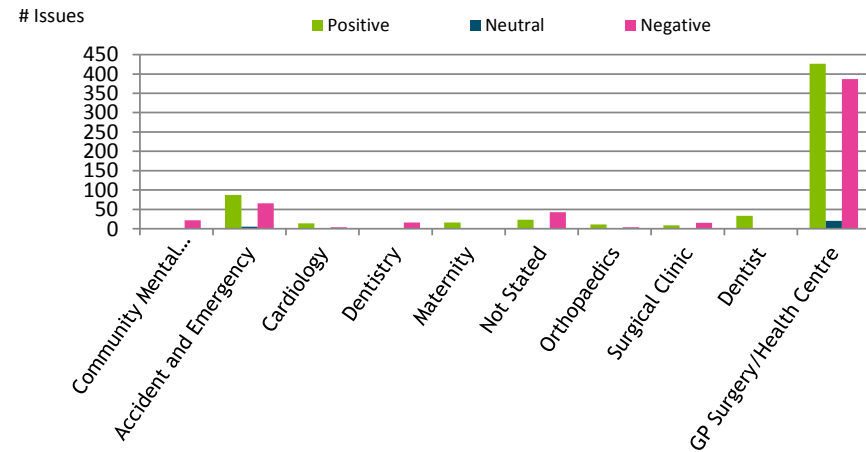
### 4.1 Service Sector



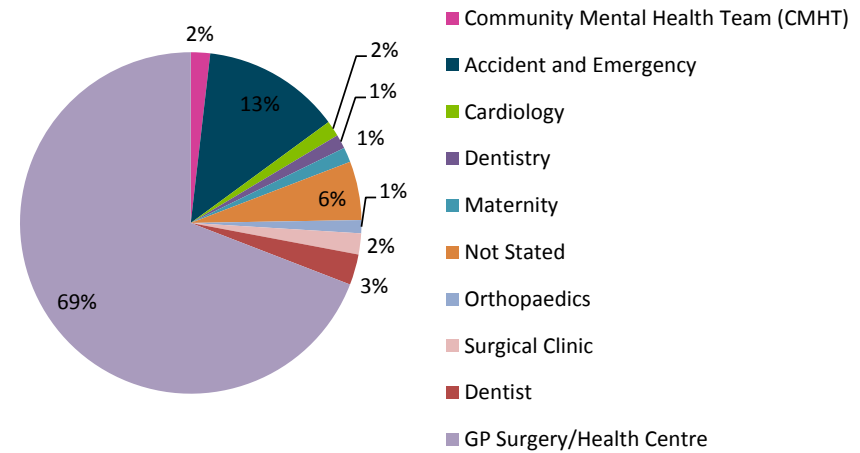
Service sectors receiving the most comments overall



### 4.2 Service Type



Service type receiving the most comments overall

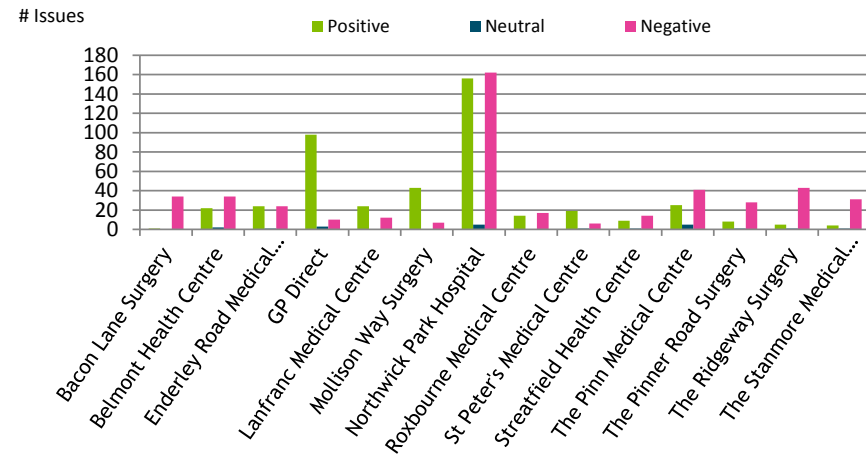




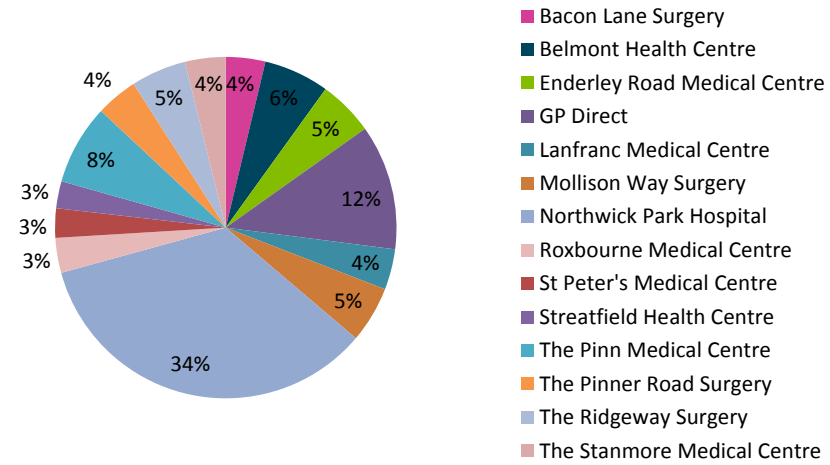
## 4. Trends: Which services are people most commenting on?



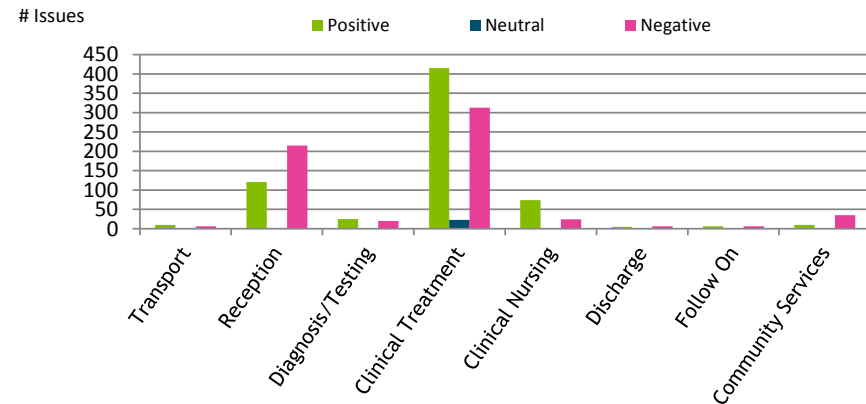
### 4.3 Services



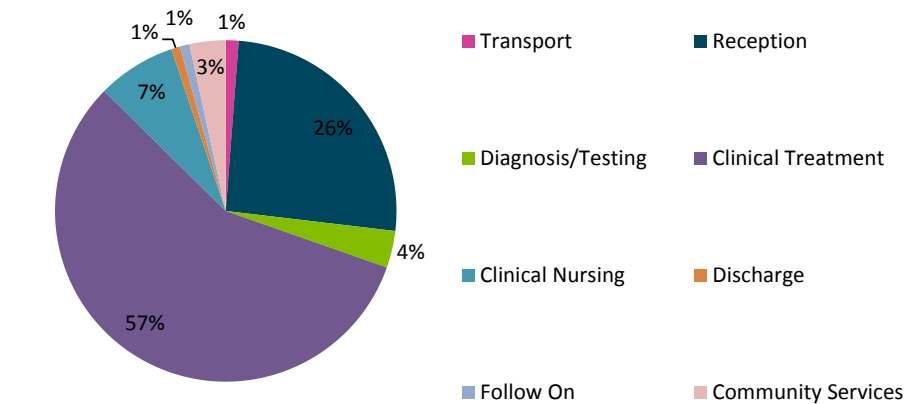
Services receiving the most comments overall



### 4.4 Breakdown of care pathway locations (more on pages 13-20)



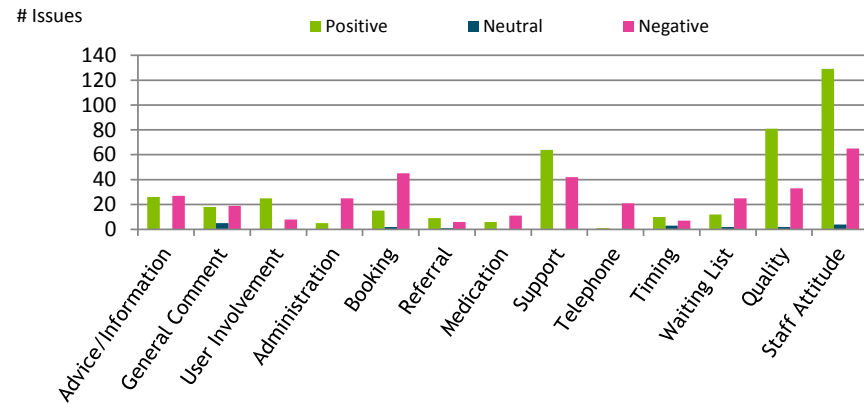
Care pathway locations



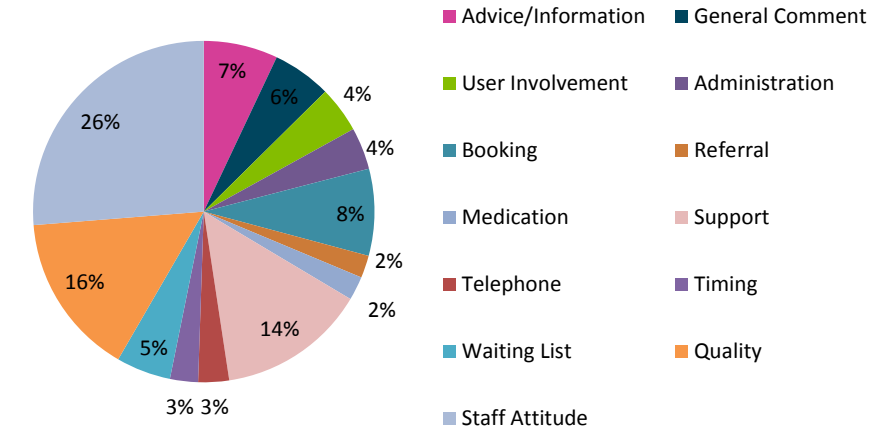
## 5. Trends: GP Services



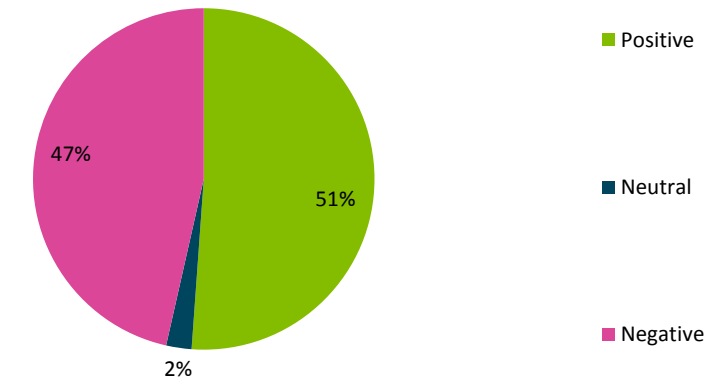
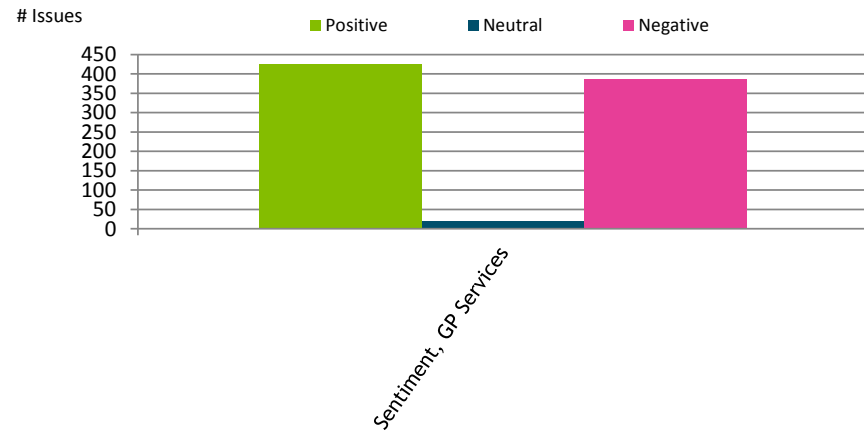
### 5.1 Trends, GP Services: 833 issues from 210 people



Issues receiving the most comments overall



### 5.2 Sentiment, GP Services

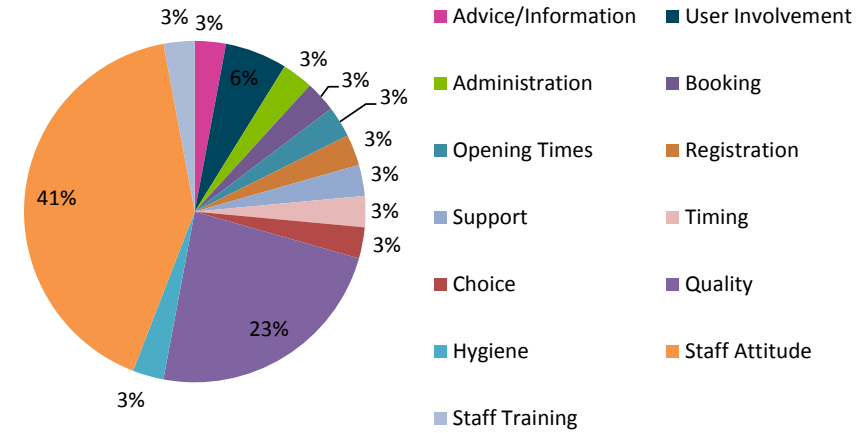
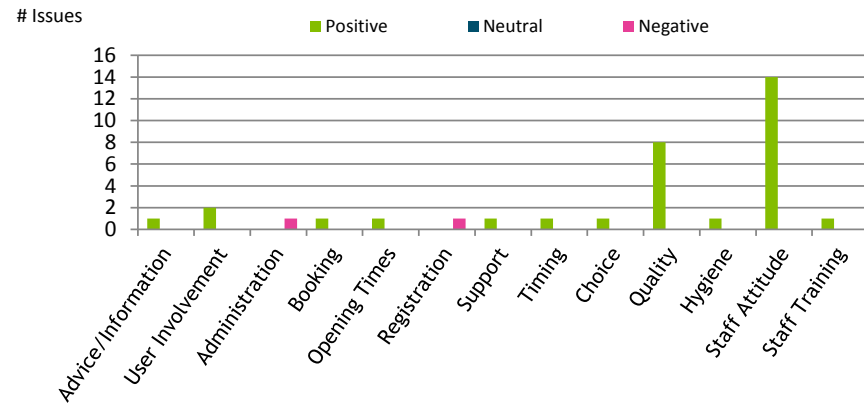


Quarterly Benchmark: 19% decline on the previous quarter

## 5. Trends: Dentists

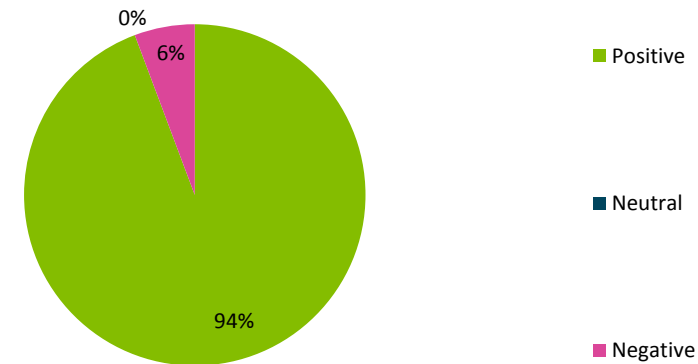
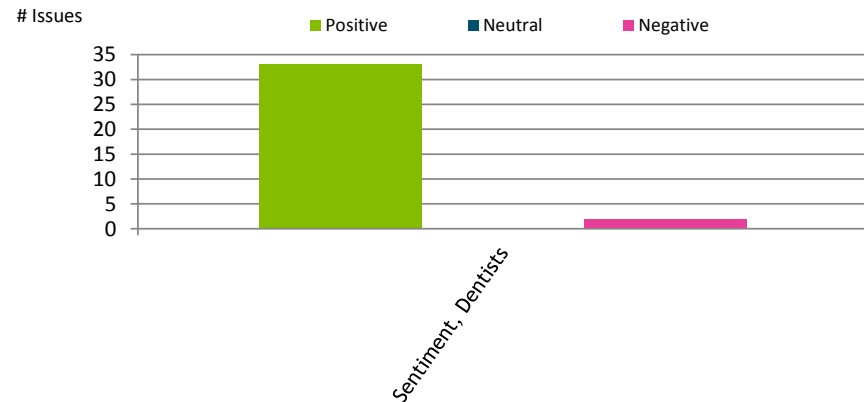


### 5.3 Trends, Dentists: 35 issues from 10 people



Issues receiving the most comments overall

### 5.4 Sentiment, Dentists

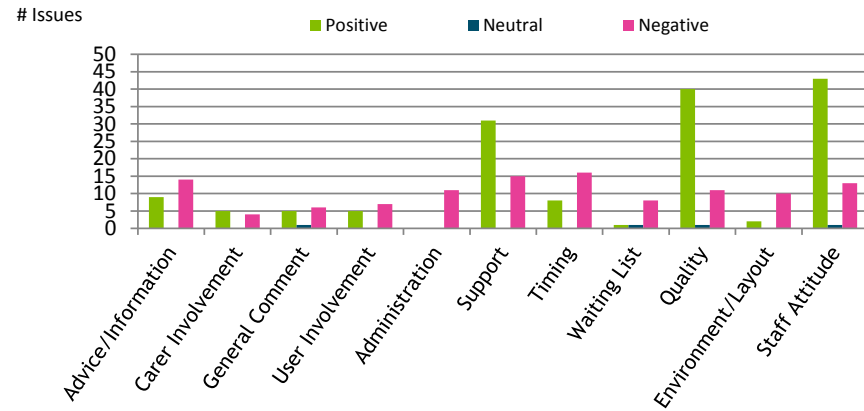


Quarterly Benchmark: N/A

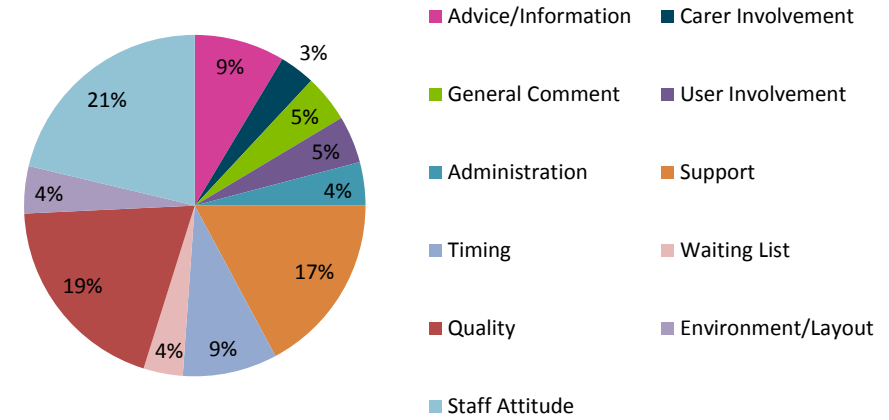
## 5. Trends: Northwick Park Hospital



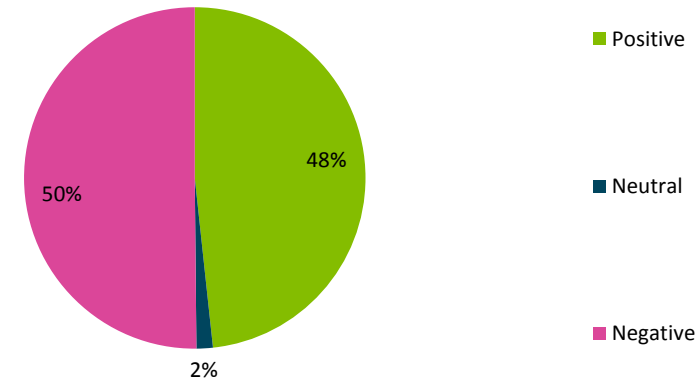
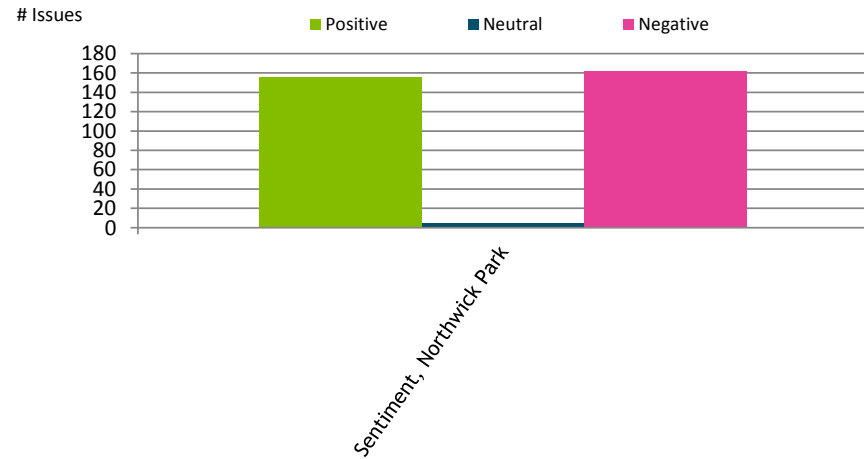
### 5.5 Trends, Northwick Park Hospital: 323 issues from 75 people



Issues receiving the most comments overall



### 5.6 Sentiment, Northwick Park Hospital

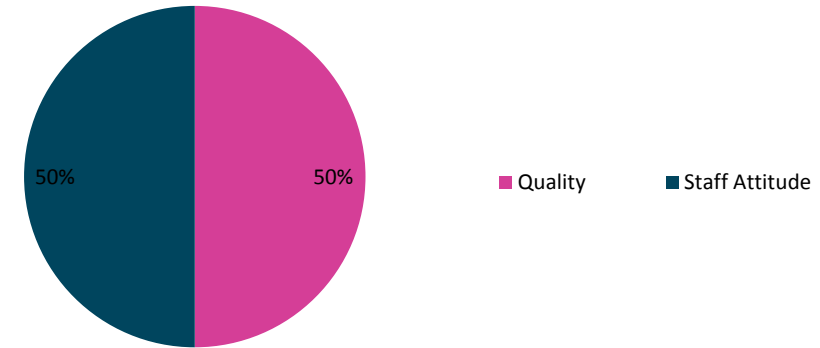
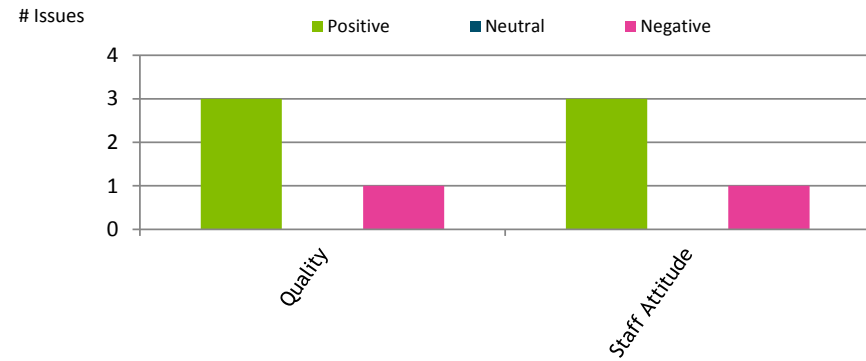


Quarterly Benchmark: 1% improvement on the previous quarter

## 5. Trends: Royal National Orthopaedic Hospital

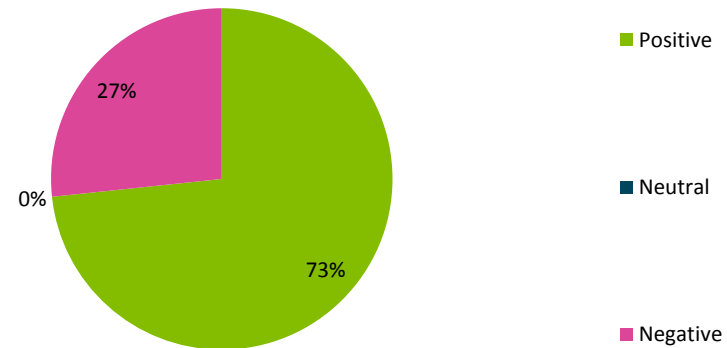
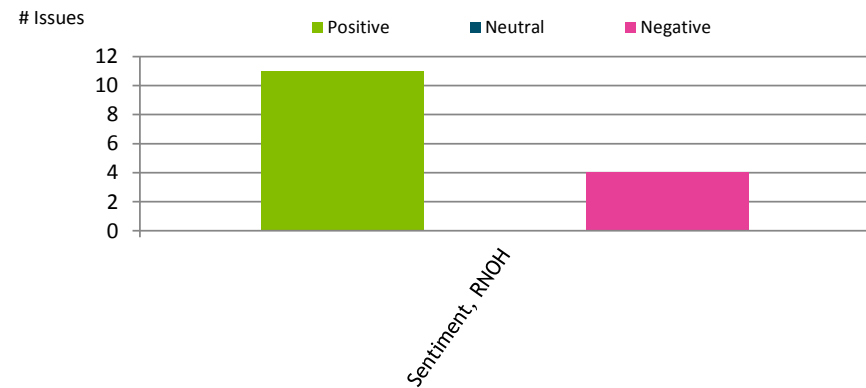


### 5.7 Trends, Northwick Park Hospital: 15 issues from 5 people



Issues receiving the most comments overall

### 5.8 Sentiment, Royal National Orthopaedic Hospital

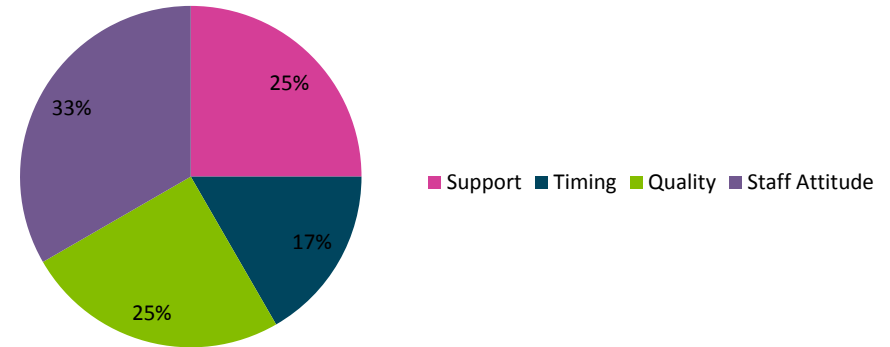
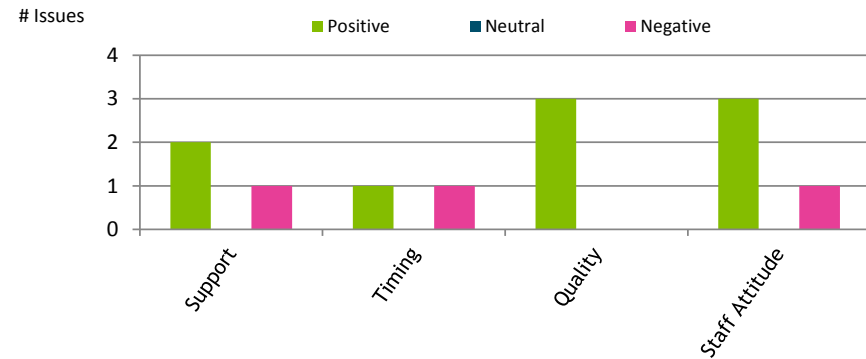


Quarterly Benchmark: N/A

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

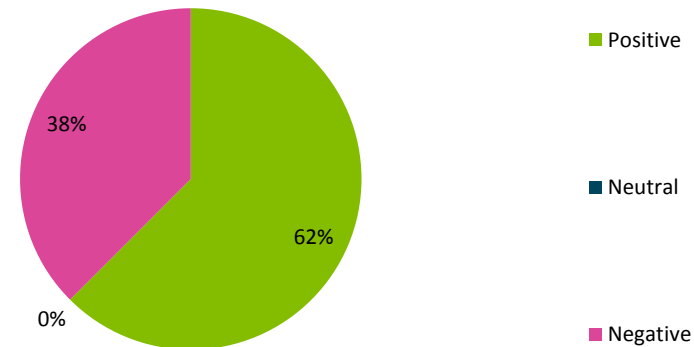
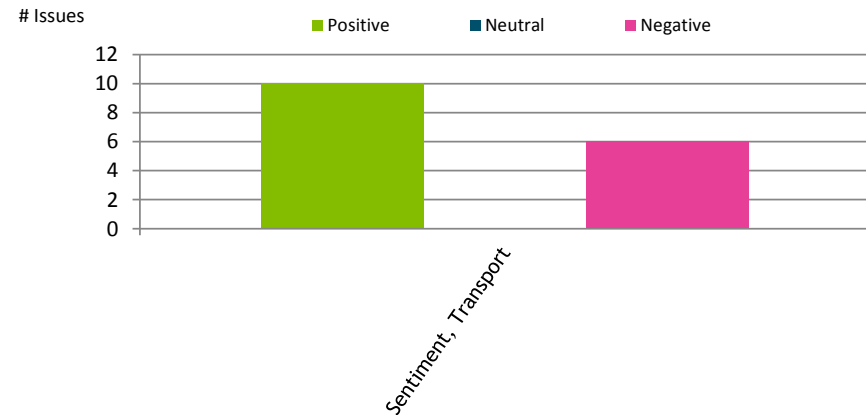


### 6.1 Trends, Transport (16 issues)



Issues receiving the most comments overall

### 6.2 Sentiment, Transport

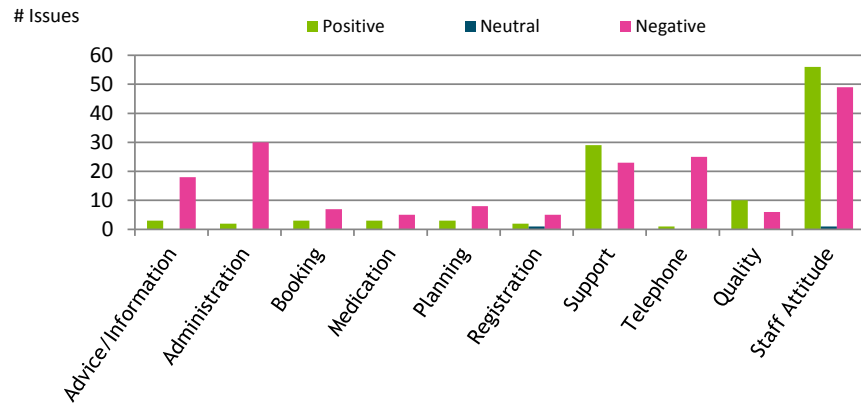


Quarterly Benchmark: N/A

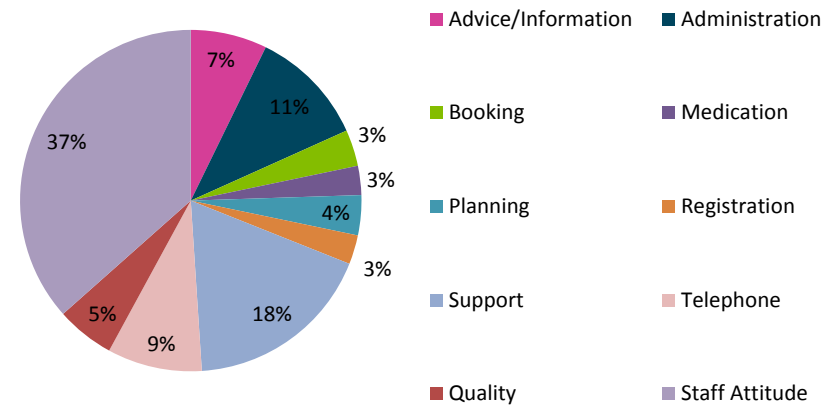
## 6. Care Pathway: Reception (reception services including back-office)



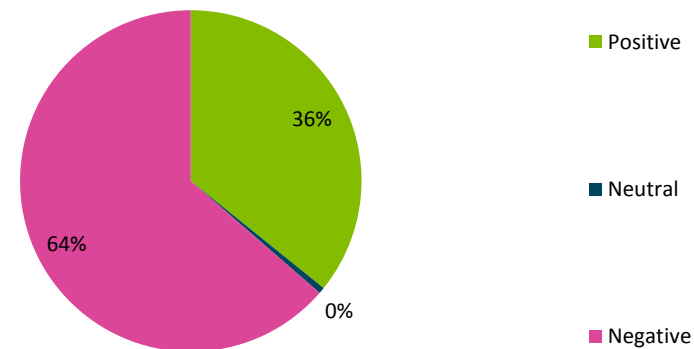
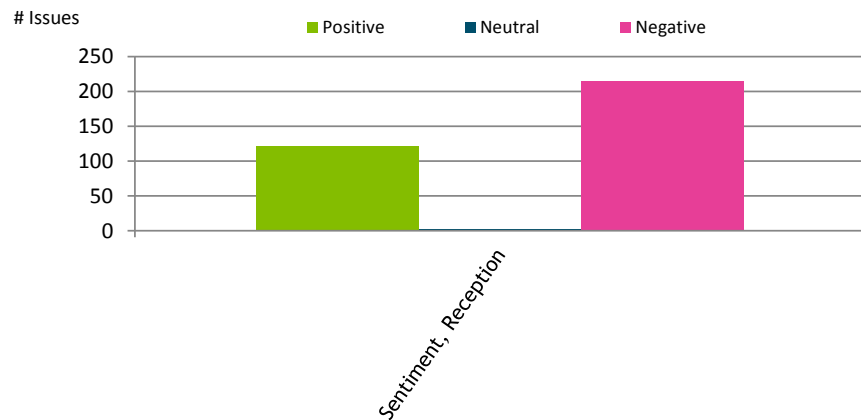
### 6.3 Trends, Reception (338 issues)



Issues receiving the most comments overall



### 6.4 Sentiment, Reception

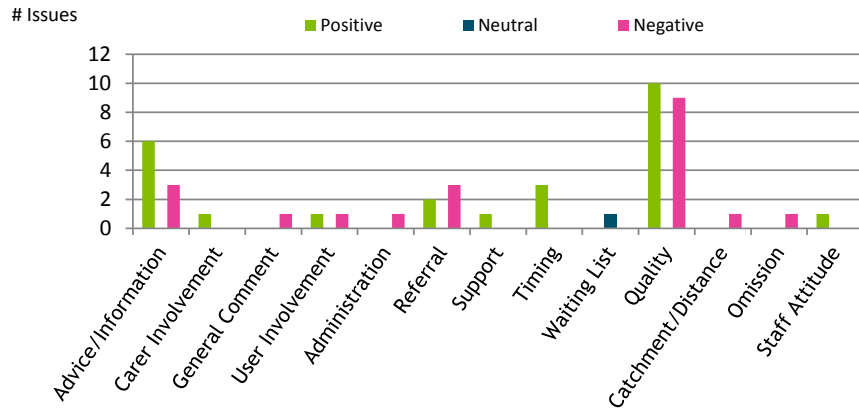


Quarterly Benchmark: 7% decline on the previous quarter

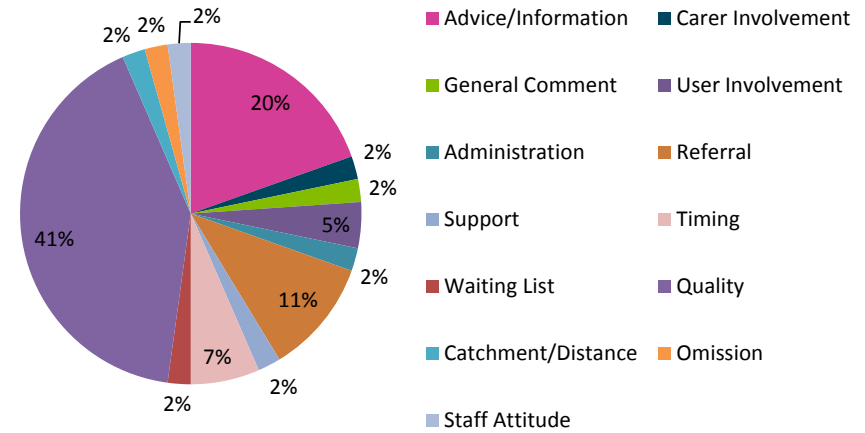
## 6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)



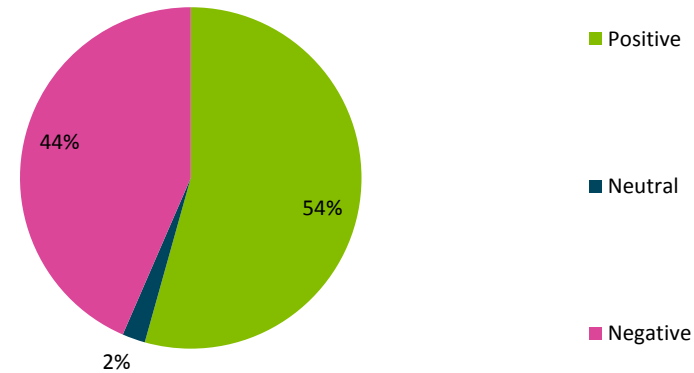
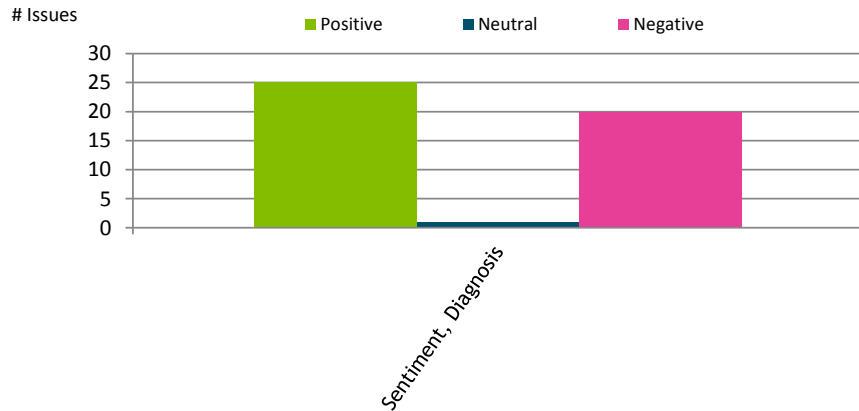
### 6.5 Trends, Diagnosis/Testing (46 issues)



Issues receiving the most comments overall



### 6.6 Sentiment, Diagnosis/Testing



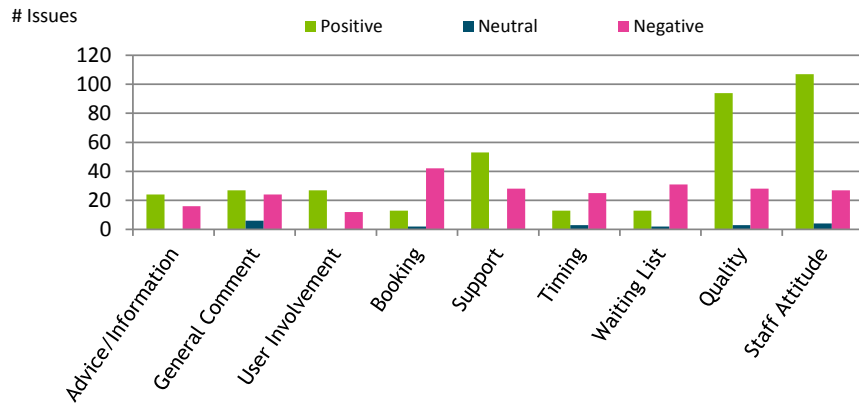
Quarterly Benchmark: 6% improvement on the previous quarter



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

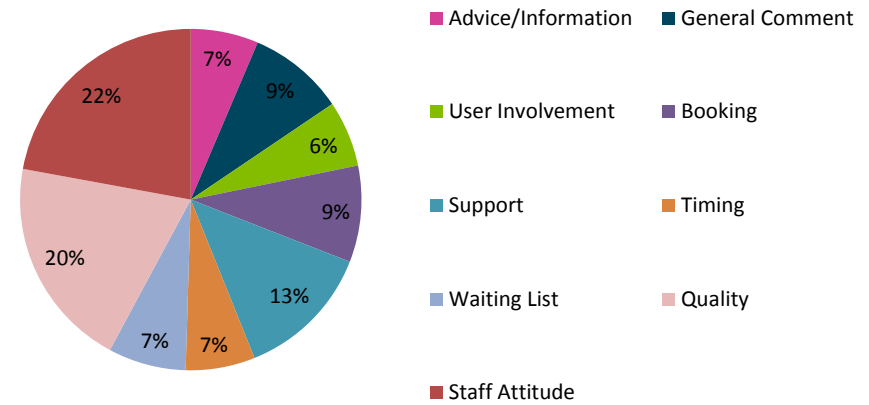
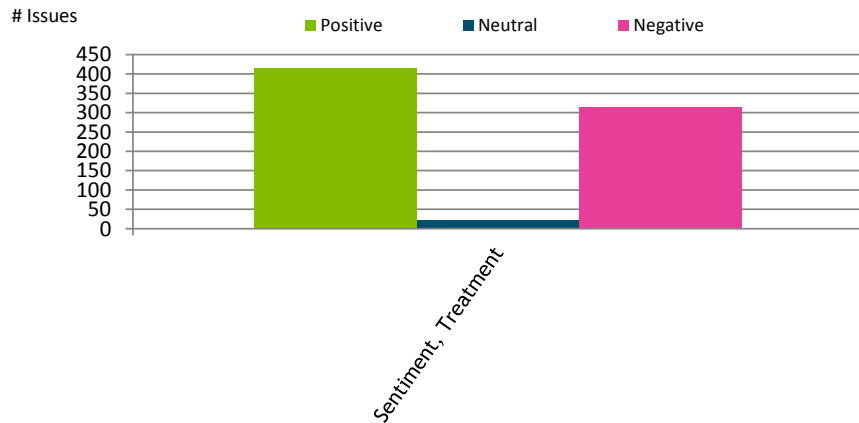


### 6.7 Trends, Clinical Treatment (751 issues)



Issues receiving the most comments overall

### 6.8 Sentiment, Clinical Treatment

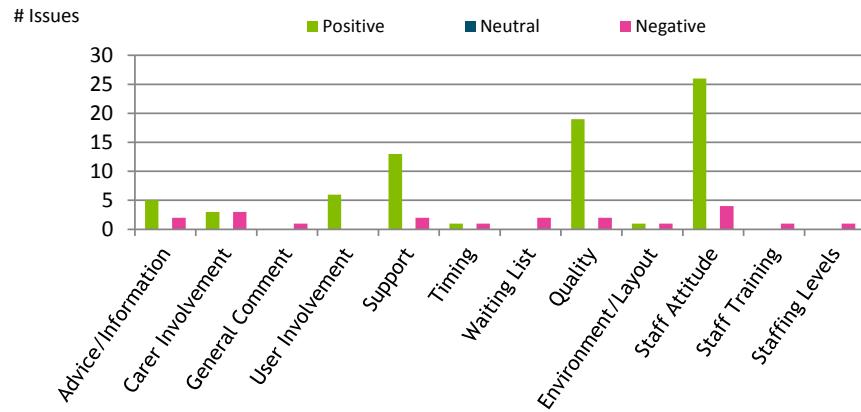


Quarterly Benchmark: 9% decline on the previous quarter

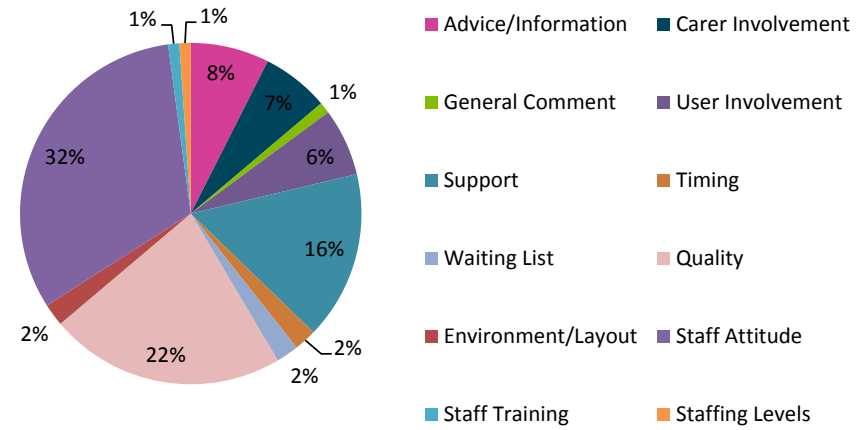
## 6. Care Pathway: Clinical Nursing (care provided by trained nurses)



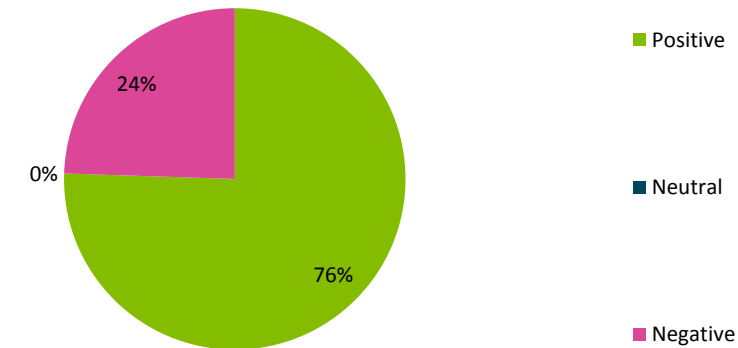
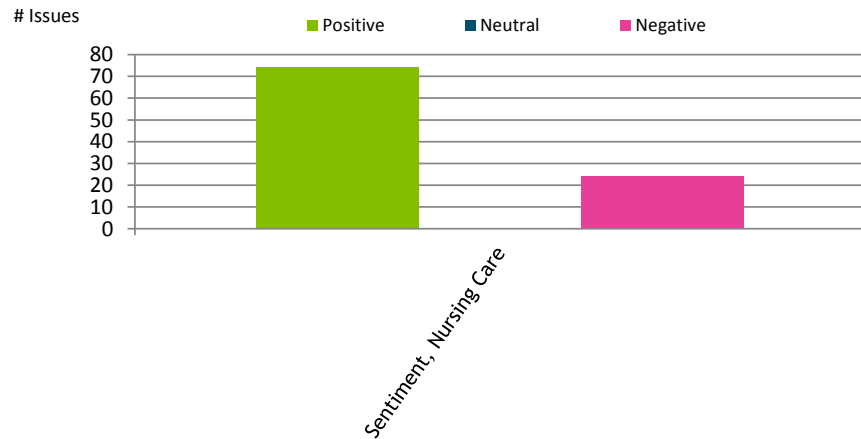
### 6.9 Trends, Clinical Nursing (98 issues)



Issues receiving the most comments overall



### 6.10 Sentiment, Clinical Nursing

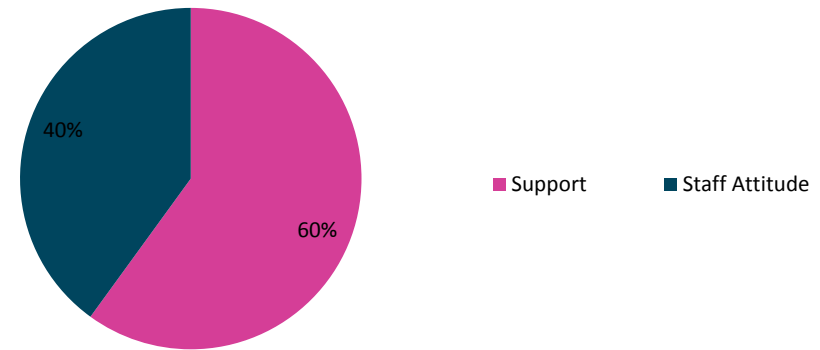
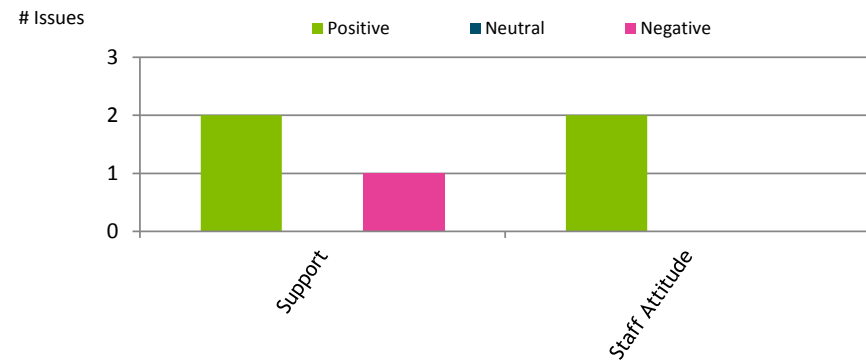


Quarterly Benchmark: 4% improvement on the previous quarter

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

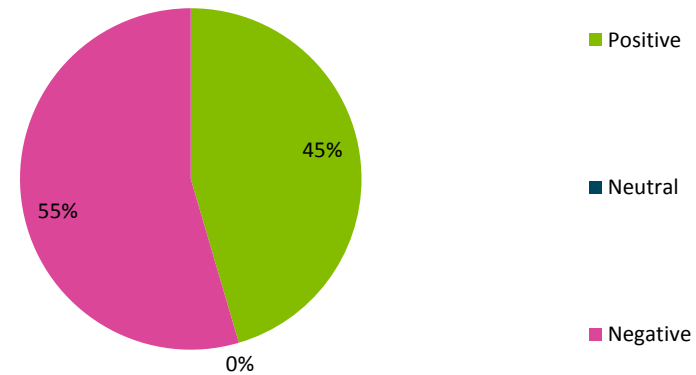
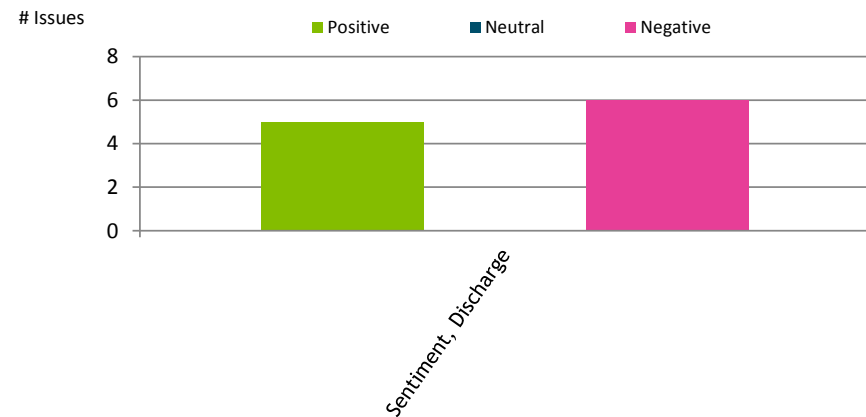


### 6.11 Trends, Discharge (11 issues)



Issues receiving the most comments overall

### 6.12 Sentiment, Discharge

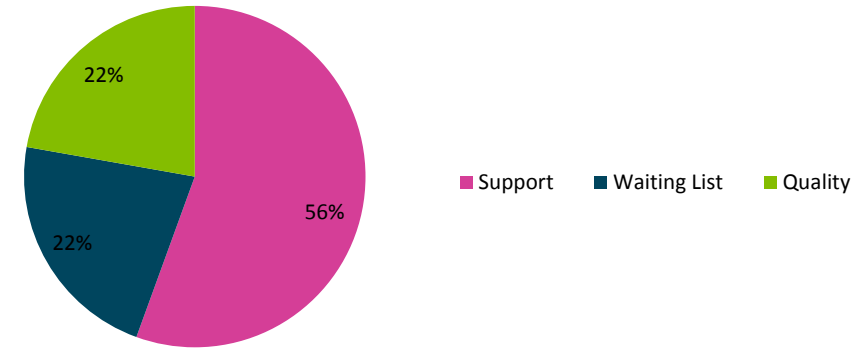
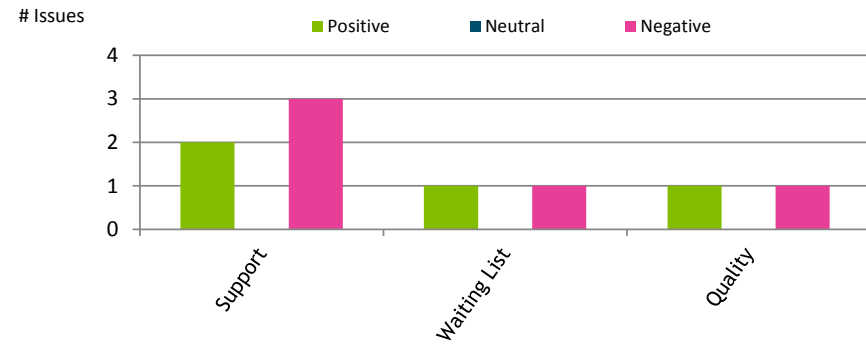


Quarterly Benchmark: N/A

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

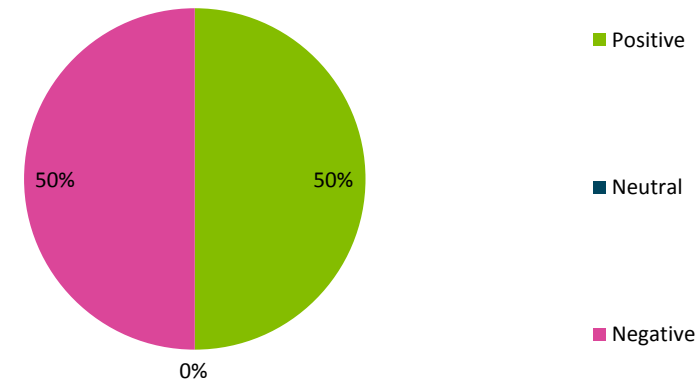
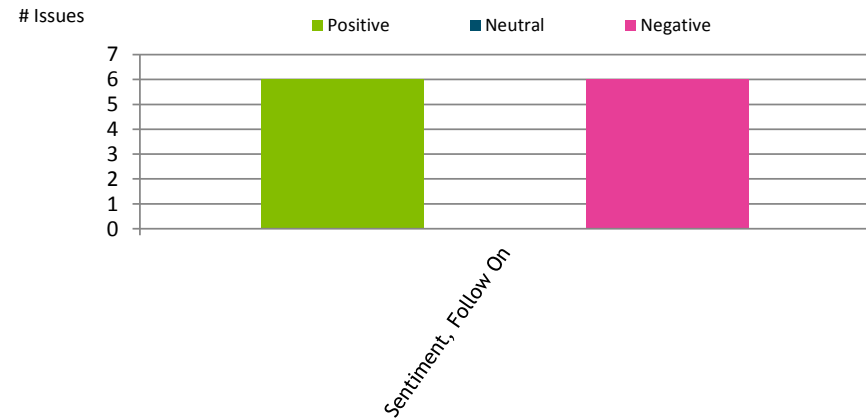


### 6.13 Trends, Follow On (12 issues)



Issues receiving the most comments overall

### 6.14 Sentiment, Follow On

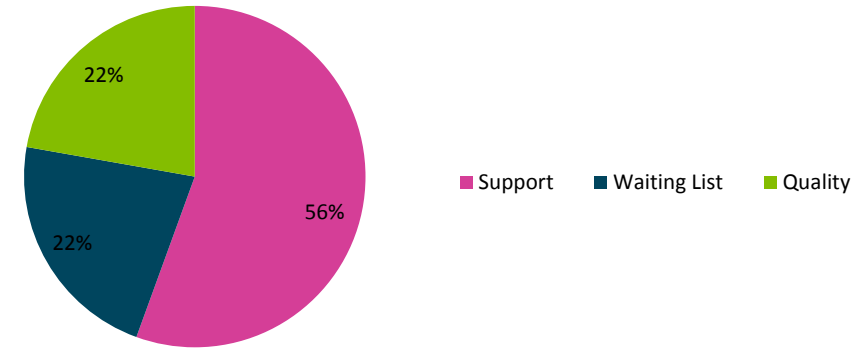
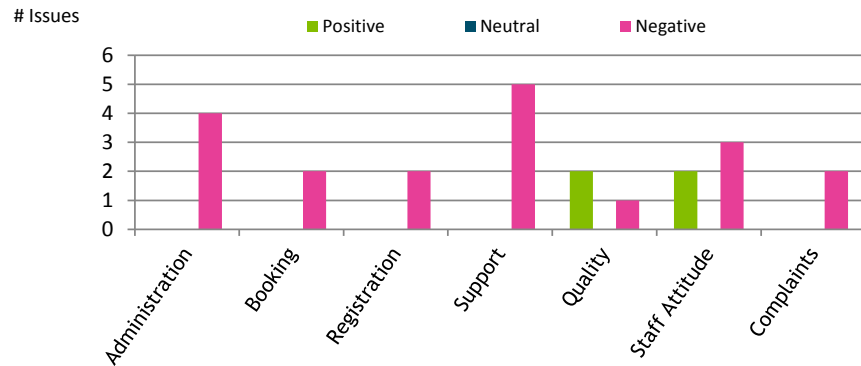


Quarterly Benchmark: N/A

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

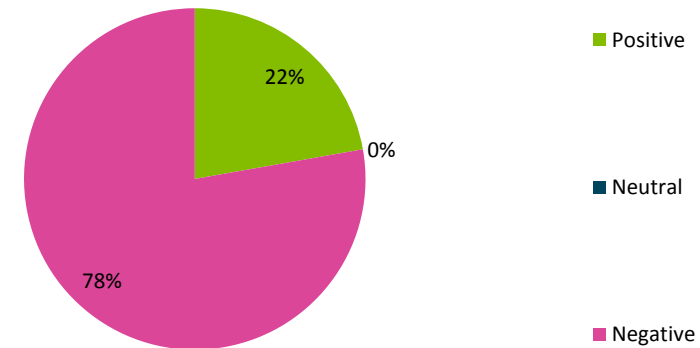
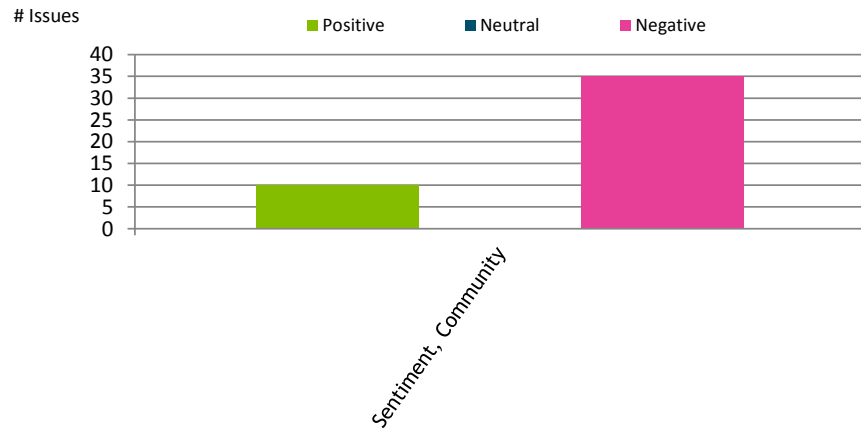


### 6.15 Trends, Community (45 issues)



Issues receiving the most comments overall

### 6.16 Sentiment, Community



Quarterly Benchmark: N/A

## 7. 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>	39	0	42	81
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	13	0	13	26
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	29	6	26	61
	User Involvement	<i>Involvement of the service user.</i>	37	0	16	53
Systems	Administration	<i>Administrative processes and delivery.</i>	5	0	43	48
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	0	0	2	2
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	16	2	51	69
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	6	6
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	1	1
	Referral	<i>Referral to a service.</i>	9	1	8	18
	Medical Records	<i>Management of medical records.</i>	0	0	5	5
	Medication	<i>Prescription and management of medicines.</i>	7	0	14	21
	Opening Times	<i>Opening times of a service.</i>	2	0	2	4
	Planning	<i>Leadership and general organisation.</i>	3	0	9	12
	Registration	<i>Ability to register for a service.</i>	4	1	9	14
	Support	<i>Levels of support provided.</i>	102	0	63	165
	Telephone	<i>Ability to contact a service by telephone.</i>	1	0	25	26
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	20	3	30	53
Waiting List	<i>Length of wait while on a list.</i>	14	3	35	52	
Values	Choice	<i>General choice.</i>	3	0	5	8
	Cost	<i>General cost.</i>	1	0	2	3
	Language	<i>Language, including terminology.</i>	2	0	7	9
	Nutrition	<i>Provision of sustenance.</i>	0	0	3	3
	Privacy	<i>Privacy, personal space and property.</i>	1	1	4	6
	Quality	<i>General quality of a service, or staff.</i>	140	3	47	190
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	2	2
	Stimulation	<i>General stimulation, including access to activities.</i>	3	0	3	6

## 7. 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>	2	0	5	7
	Environment/Layout	<i>Physical environment of a service.</i>	6	0	11	17
	Equipment	<i>General equipment issues.</i>	1	0	7	8
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	3	3
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	1	0	2	3
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	1	1
	Travel/Parking	<i>Ability to travel or park.</i>	2	0	3	5
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	4	4
	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>	198	5	84	287
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	10	10
	Staff Training	<i>Training of staff.</i>	3	1	8	12
	Staffing Levels	<i>General availability of staff.</i>	1	0	8	9
<b>Total:</b>			<b>666</b>	<b>26</b>	<b>625</b>	<b>1317</b>