



Experience of Northwick Park 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 Northwick Park Hospital.

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 - 16 Patient Journey

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

We also examine the most popular hospital departments.



Page 17 Summary

This section summarises findings, in brief.



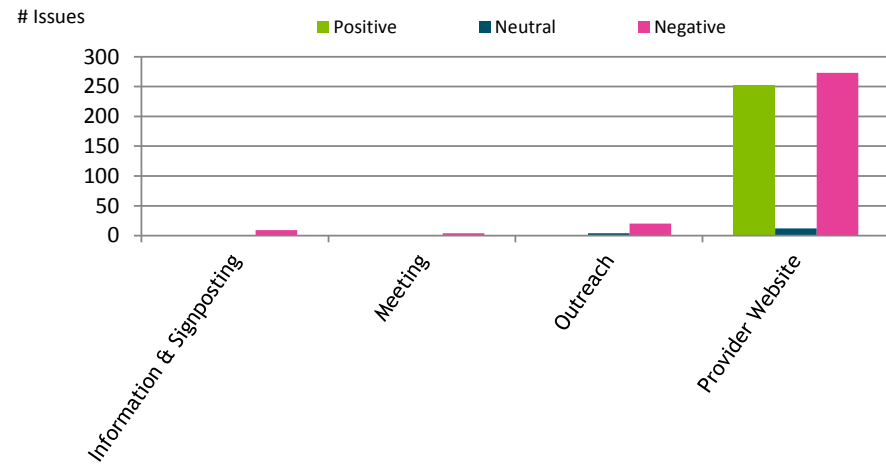
Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

Report compiled on 11 October 2018, to cover the period 1 April 2018 - 30 September 2018.

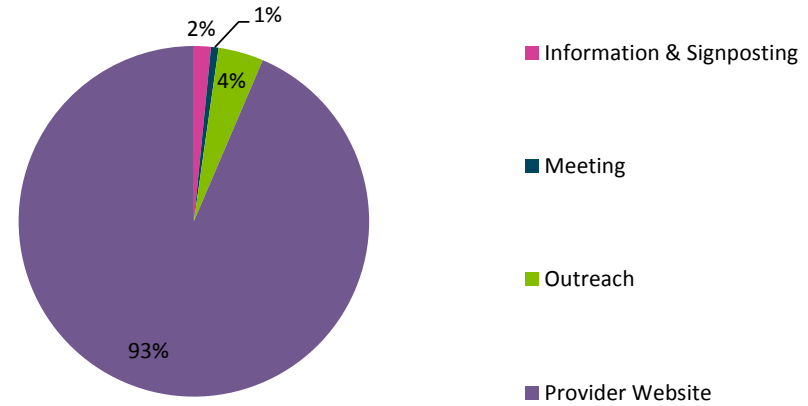
1. Data Source: Where did we collect the feedback?



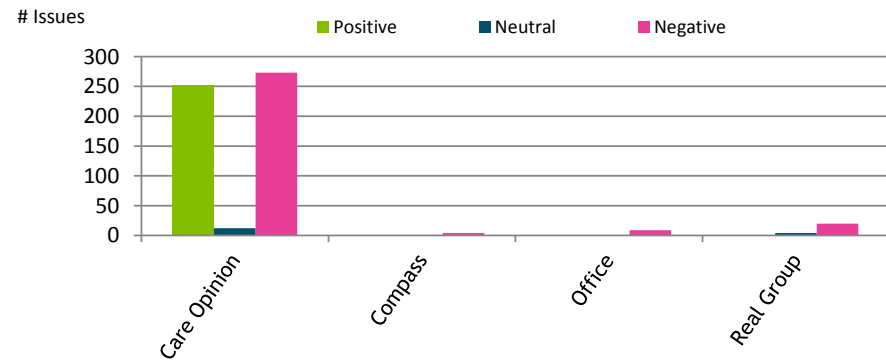
1.1 Source



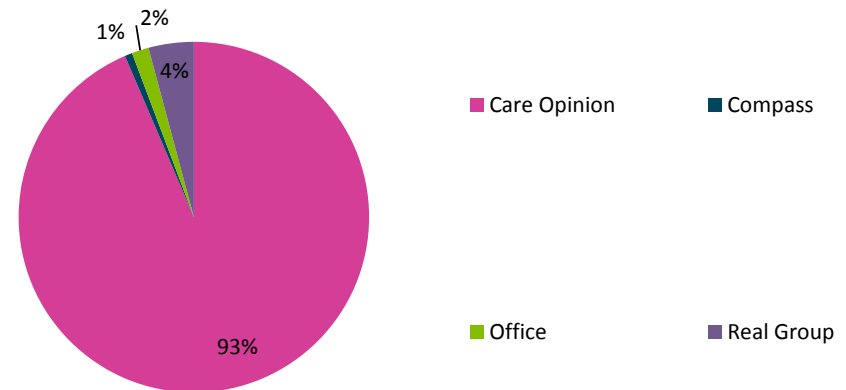
Sources providing the most comments overall



1.2 Origin



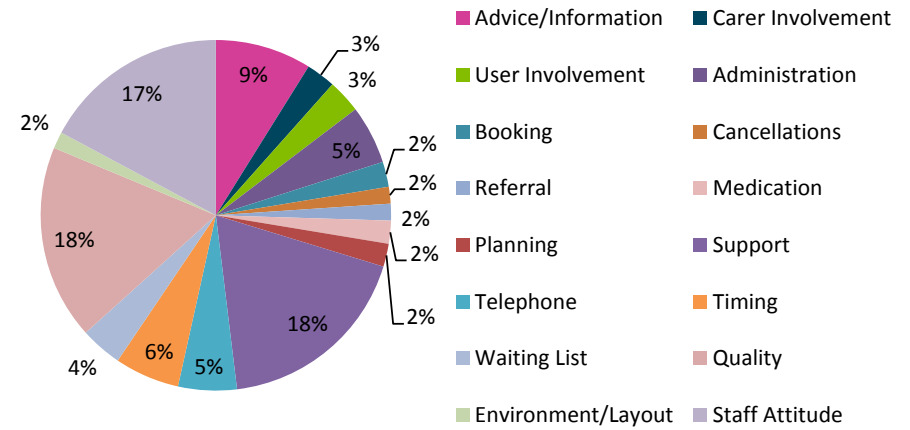
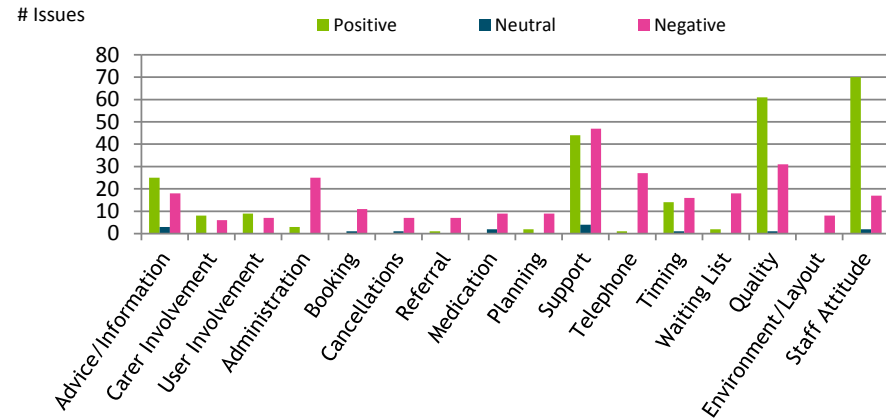
Origins providing the most comments overall



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

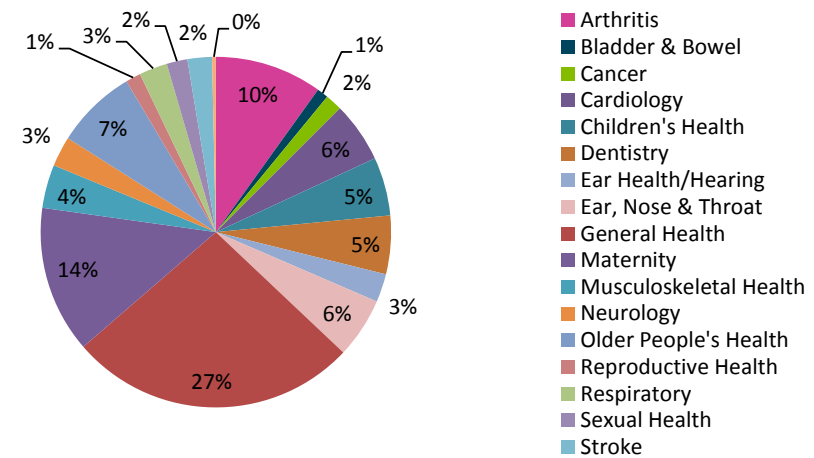
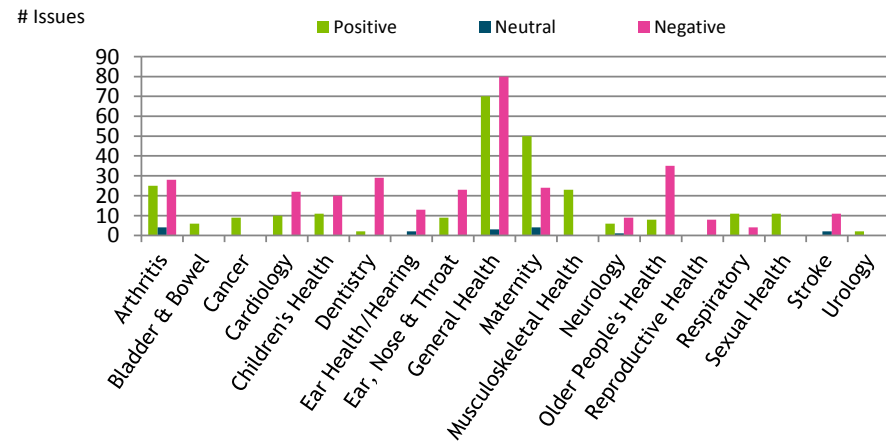


2.1 Service aspects: 576 issues from 126 people



Issues receiving the most comments overall. See page 19 for issue descriptions.

2.2 Stated medical conditions

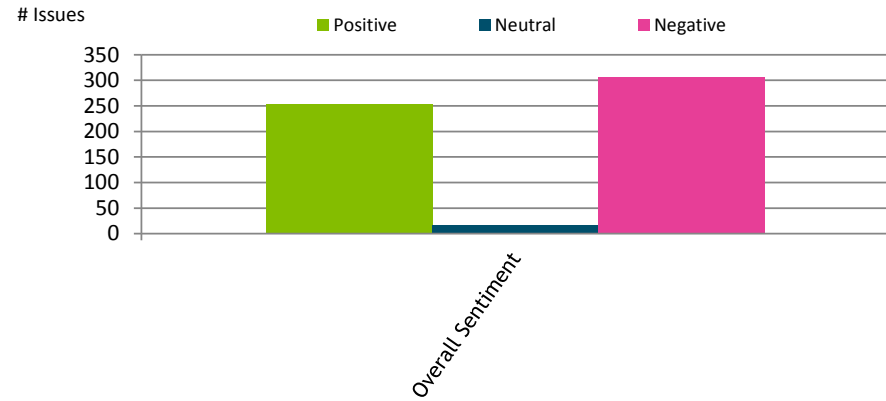


Medical conditions receiving the most comments overall

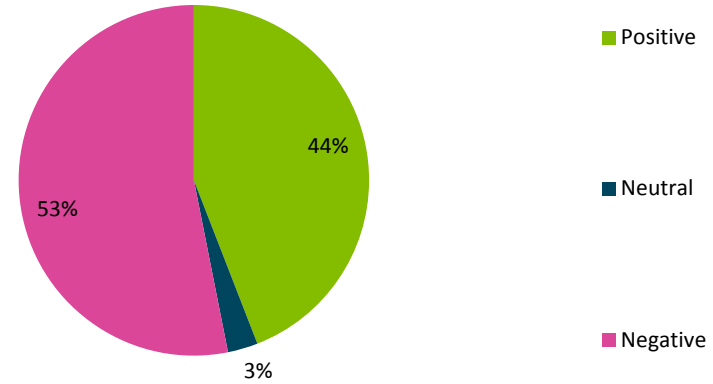
3. Sentiment: How do people feel about the service?



3.1 How do people feel as a whole?

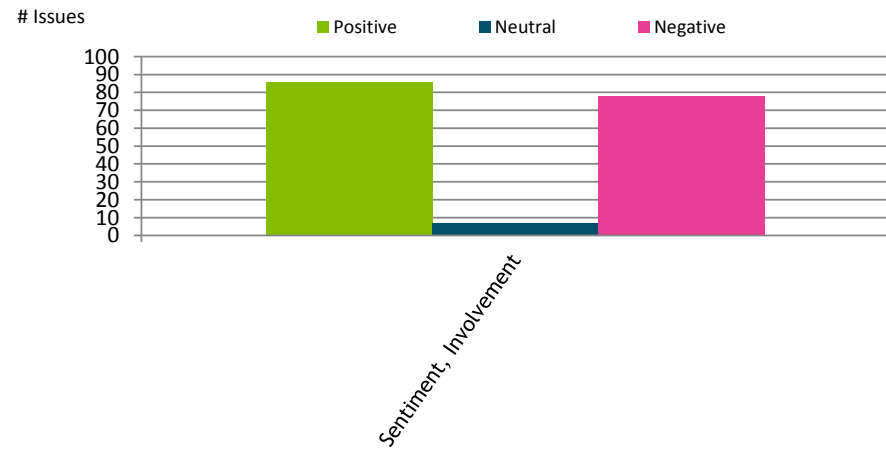


Quarterly Benchmark: X change from the previous quarter

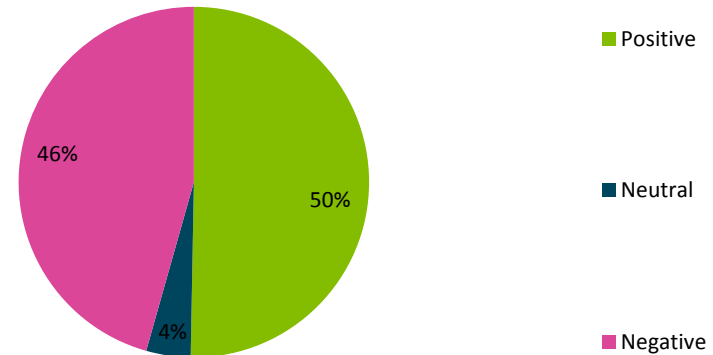


Comparable Average (Q1): 57% Positive

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



Quarterly Benchmark: X change from the previous quarter

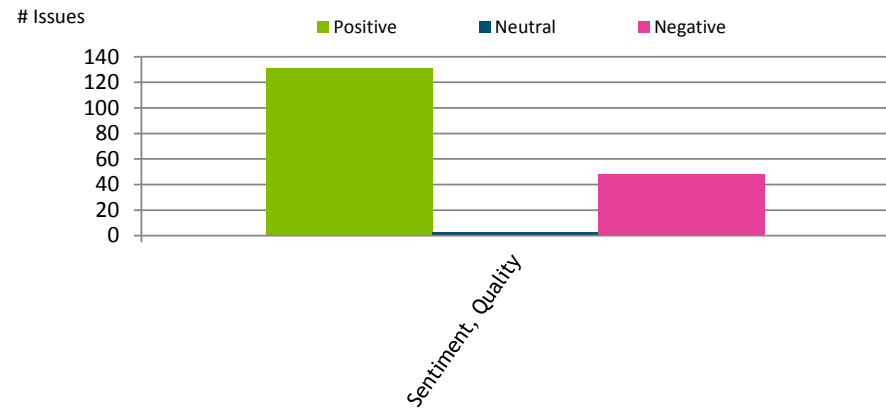


Comparable Average (Q1): 59% Positive

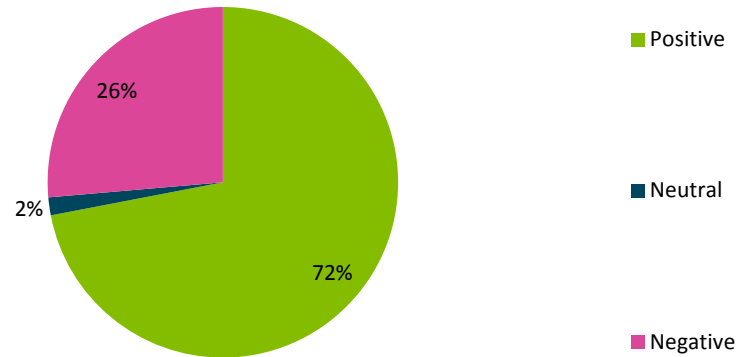
3. Sentiment: How do people feel about the service?



3.3 How do people feel about general quality and empathy?

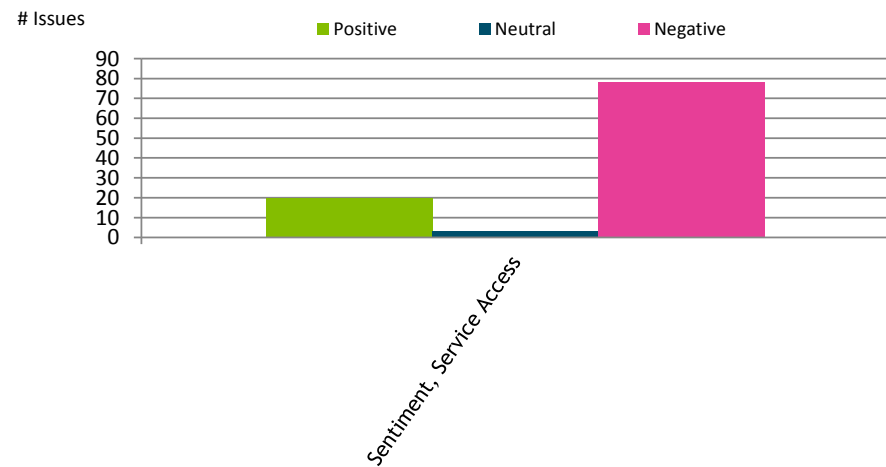


Quarterly Benchmark: X change from the previous quarter

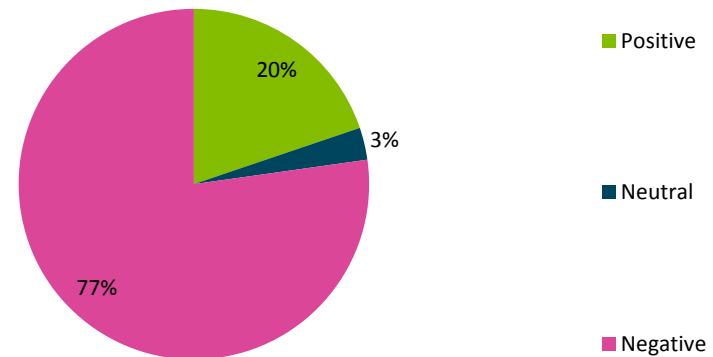


Comparable Average (Q1): 78% Positive

3.4 How do people feel about general access to services?



Quarterly Benchmark: X change from the previous quarter

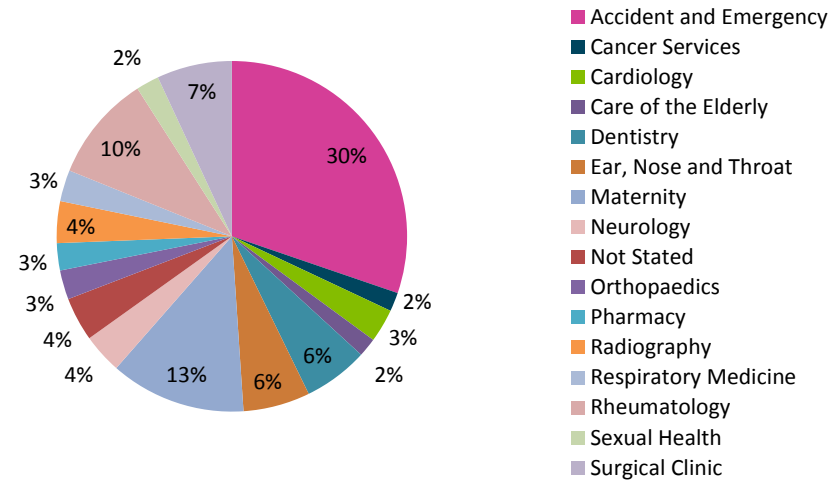
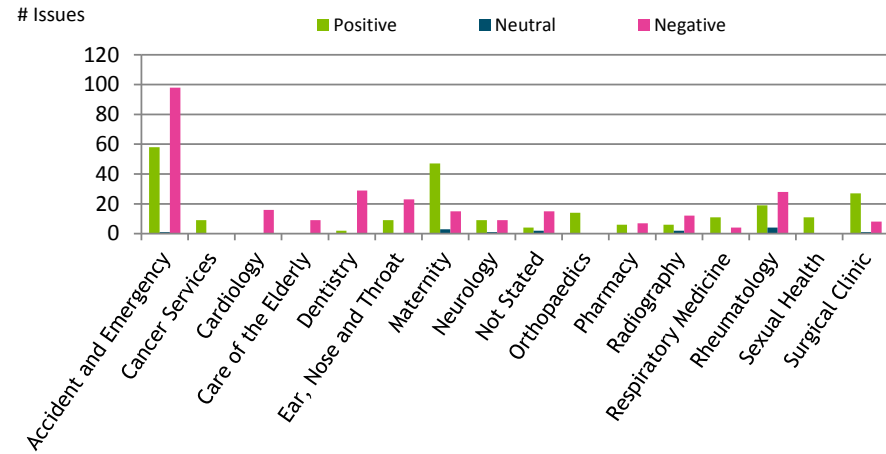


Comparable Average (Q1): 38% Positive

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

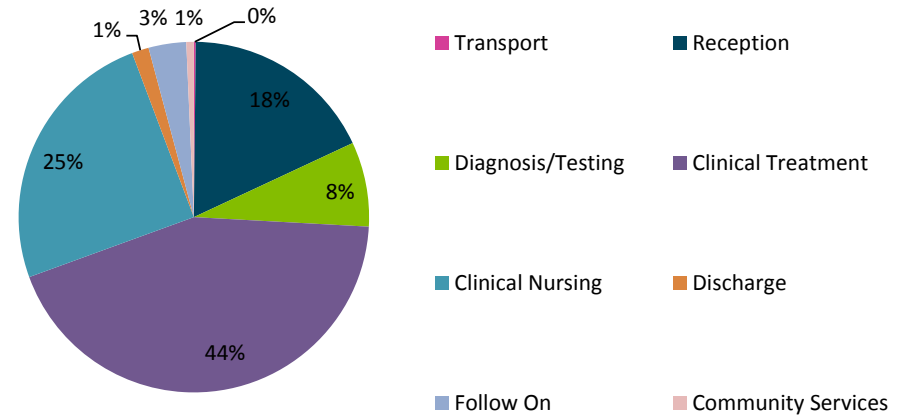
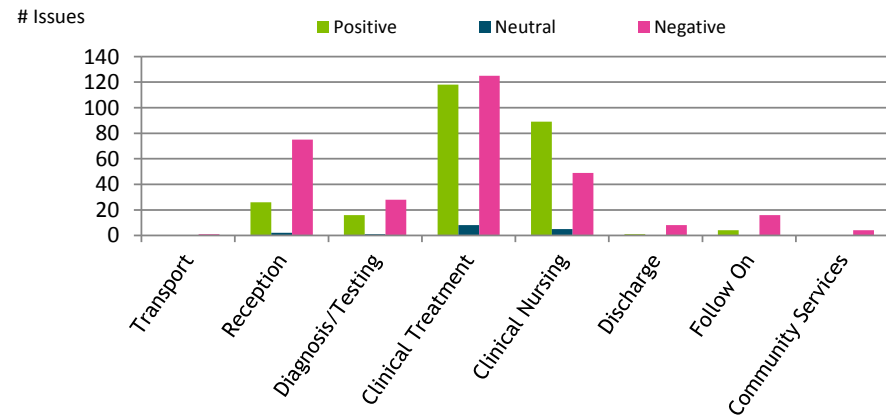


4.1 Departments (576 issues)



Departments receiving the most comments overall

4.2 Breakdown of care pathway locations (more on pages 11-18)

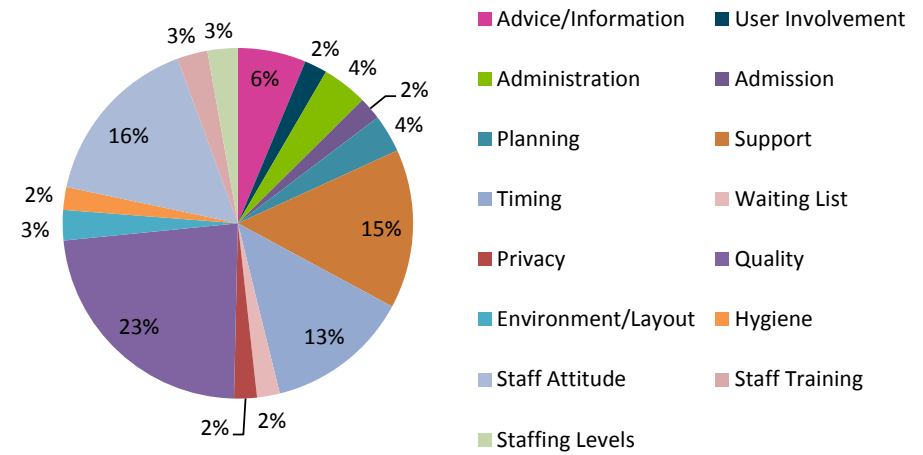
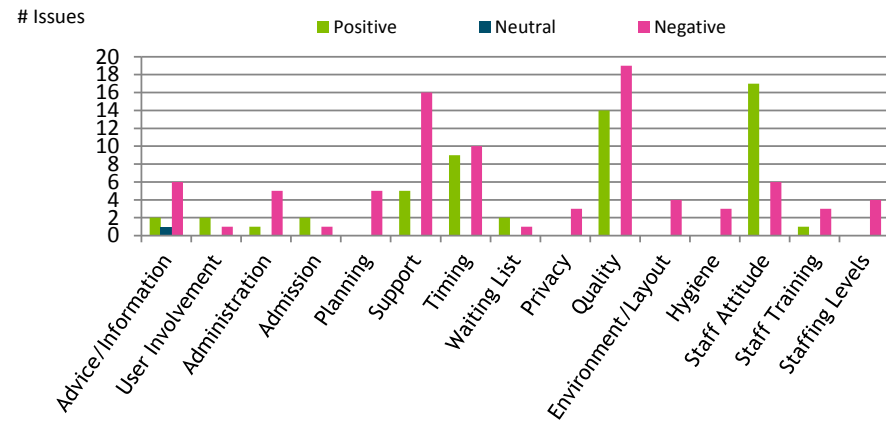


Care pathway locations

5. Trends: A&E

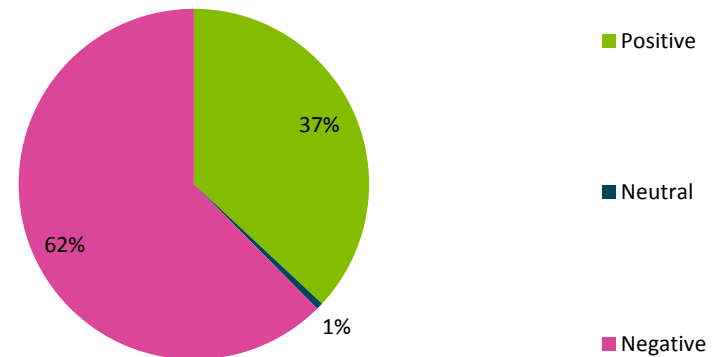
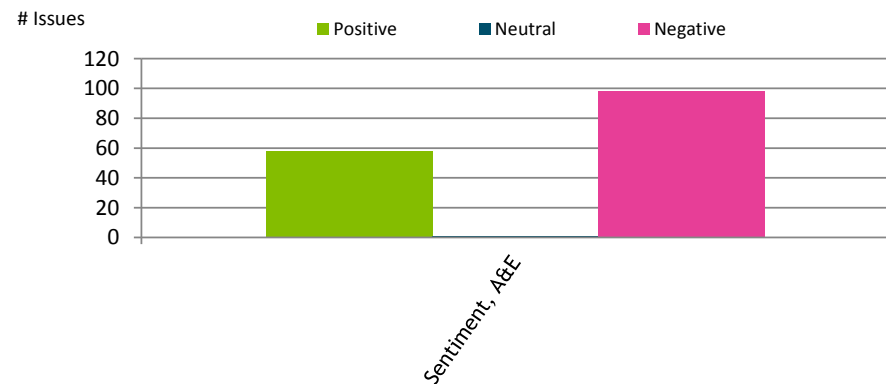


5.1 Trends, A&E (157 issues)



Issues receiving the most comments overall

5.2 Sentiment, A&E

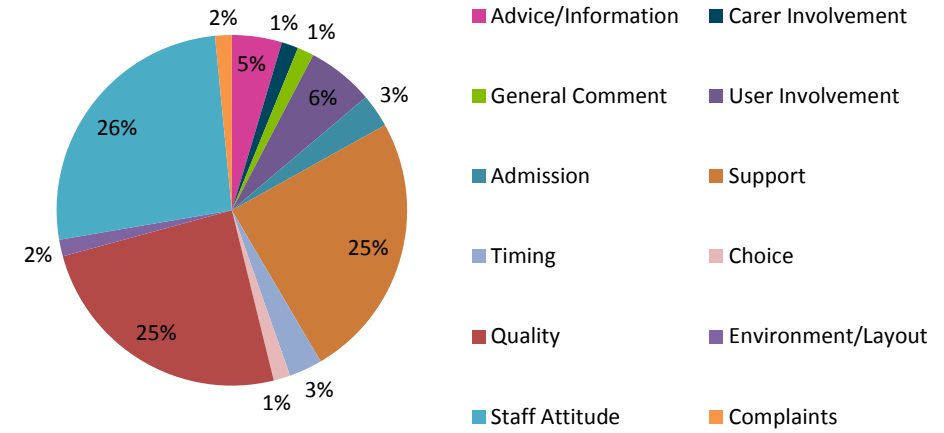
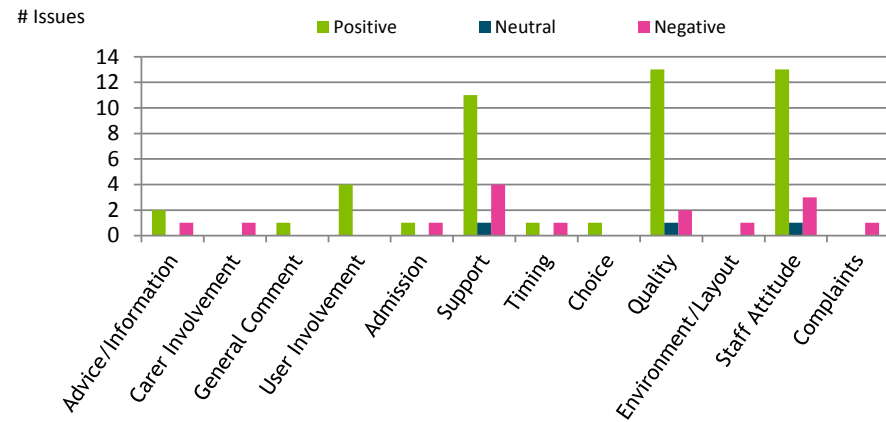


Quarterly Benchmark: X change from the previous quarter

5. Trends: Maternity

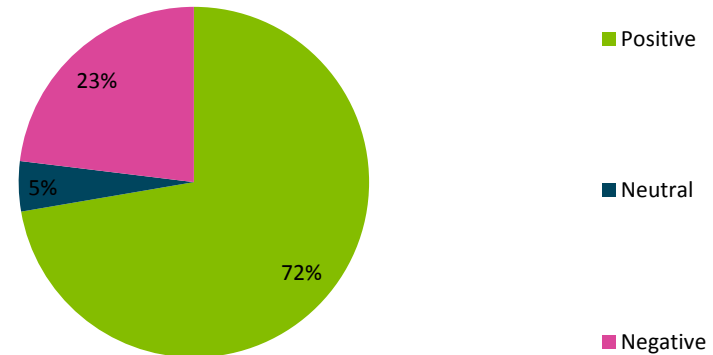
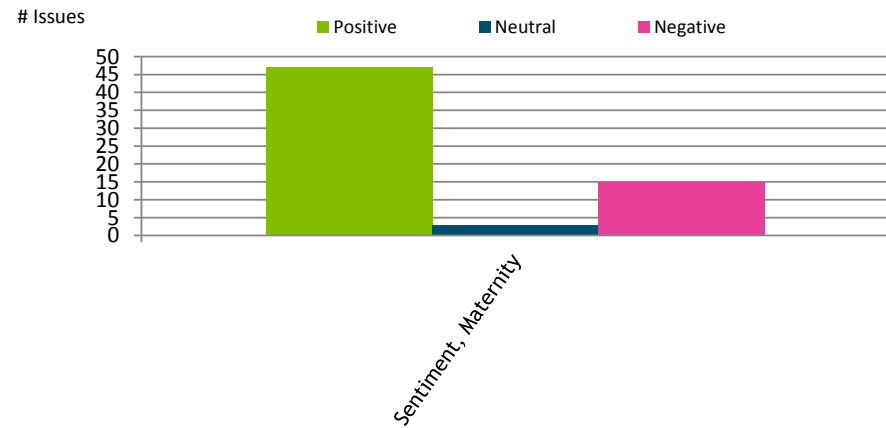


5.3 Trends, Maternity (65 issues)



Issues receiving the most comments overall

5.4 Sentiment, Maternity

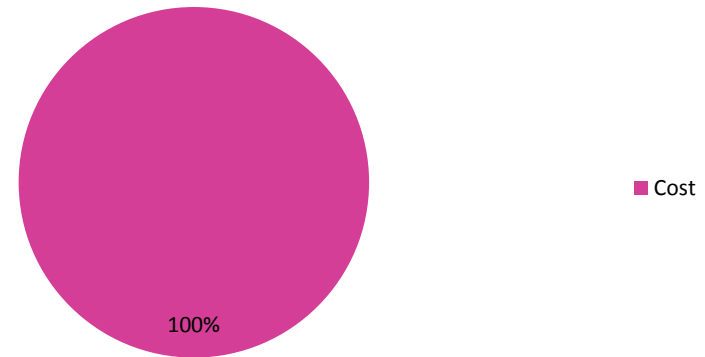
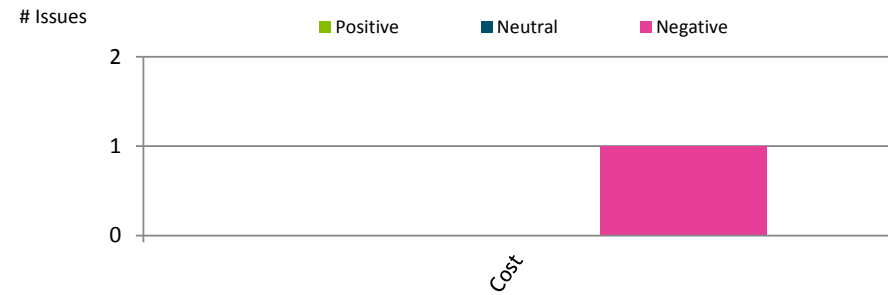


Quarterly Benchmark: X change from the previous quarter

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

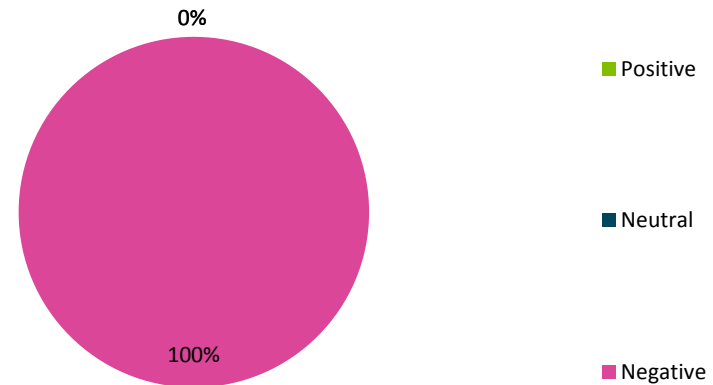
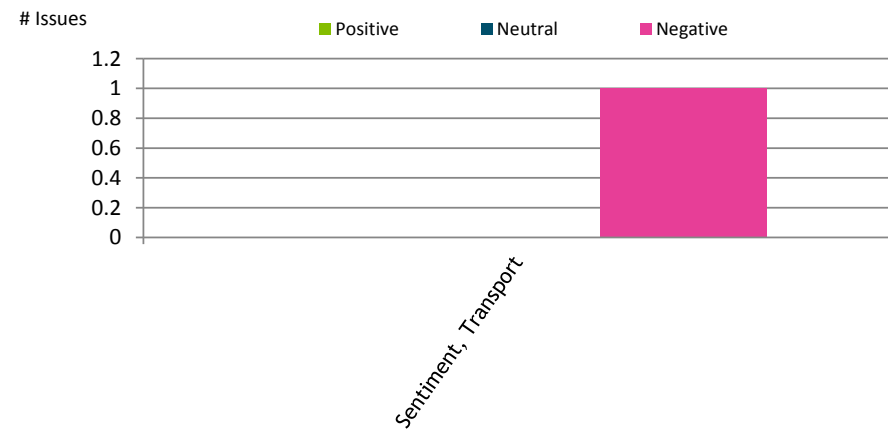


6.1 Trends, Transport (1 issues)



Issues receiving the most comments overall

6.2 Sentiment, Transport

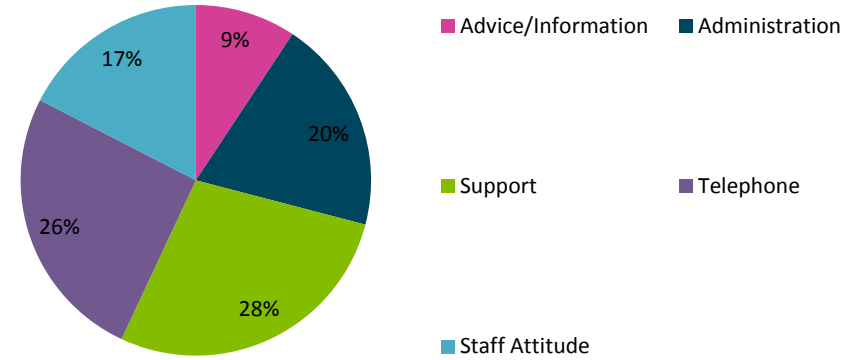
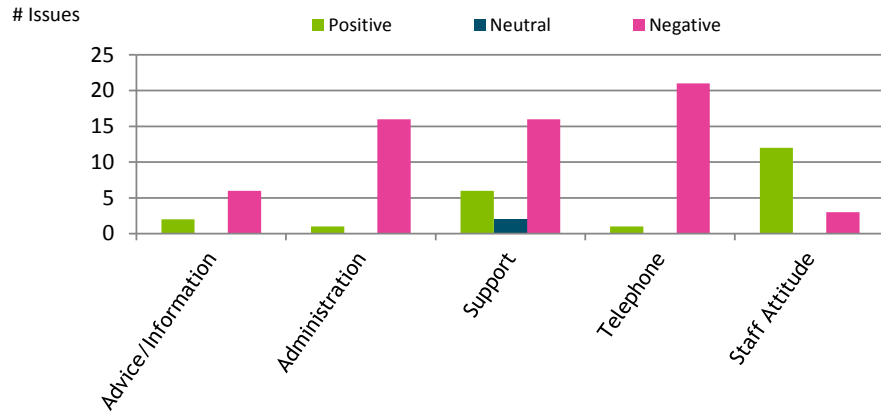


Quarterly Benchmark: X change from the previous quarter

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

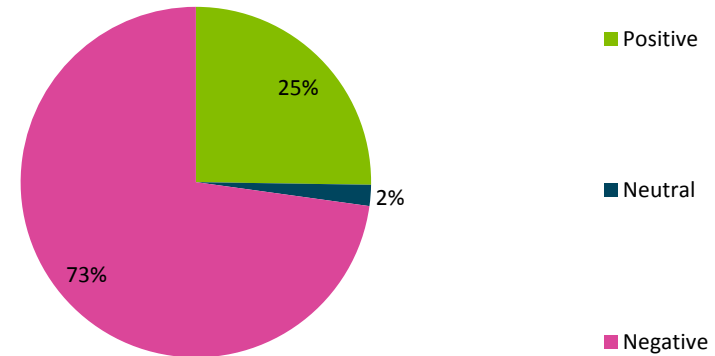
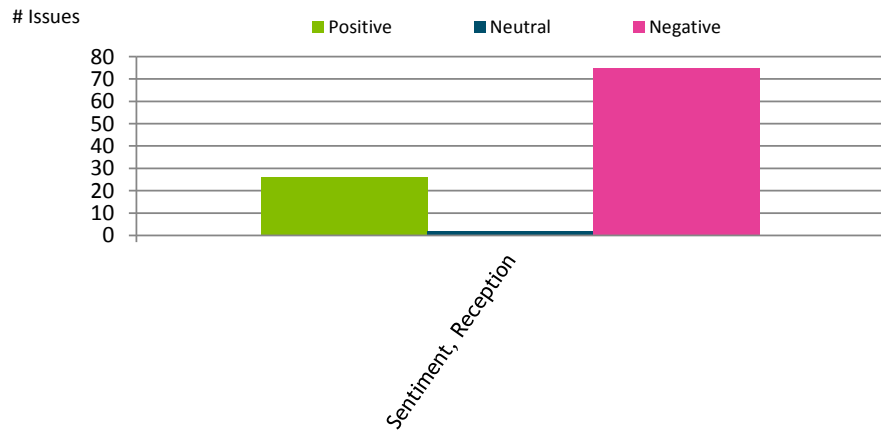


6.3 Trends, Reception (103 issues)



Issues receiving the most comments overall

6.4 Sentiment, Reception

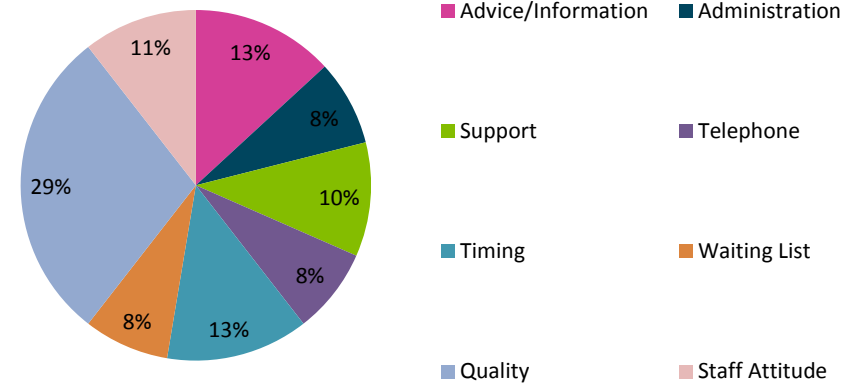
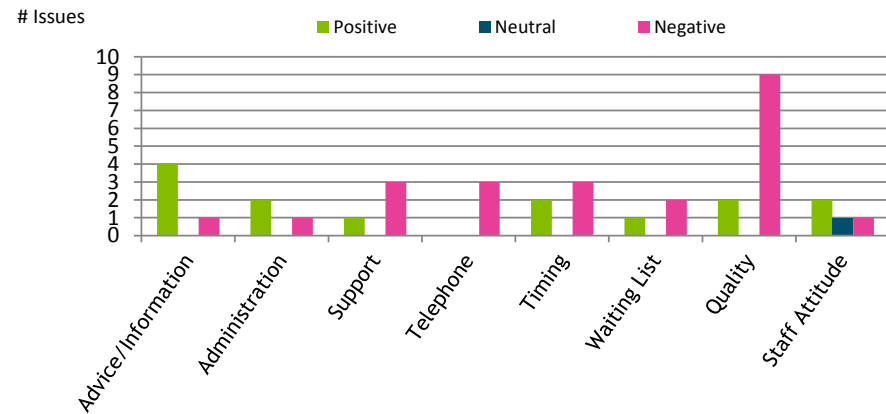


Quarterly Benchmark: X change from the previous quarter

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

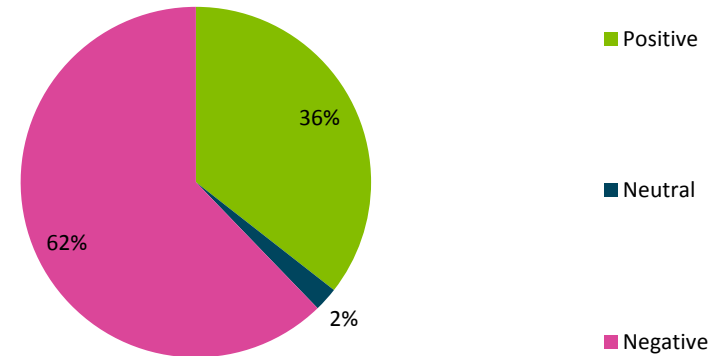
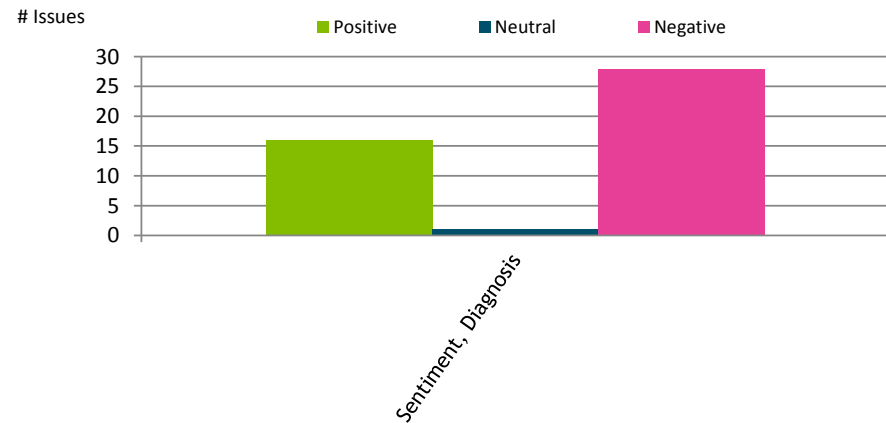


6.5 Trends, Diagnosis/Testing (45 issues)



Issues receiving the most comments overall

6.6 Sentiment, Diagnosis/Testing

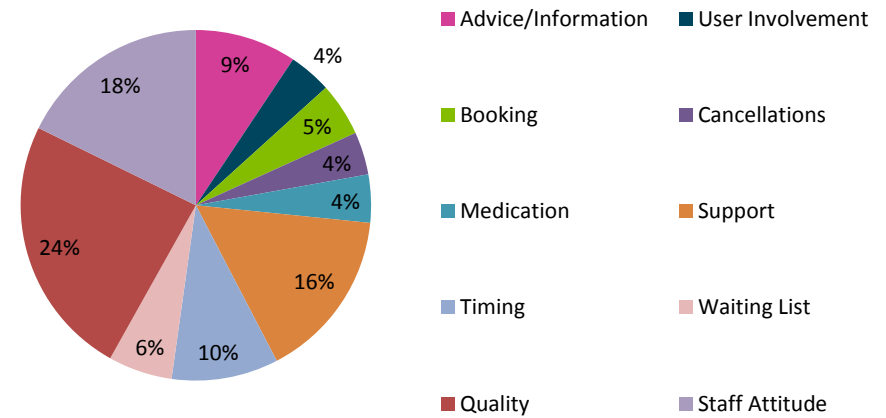
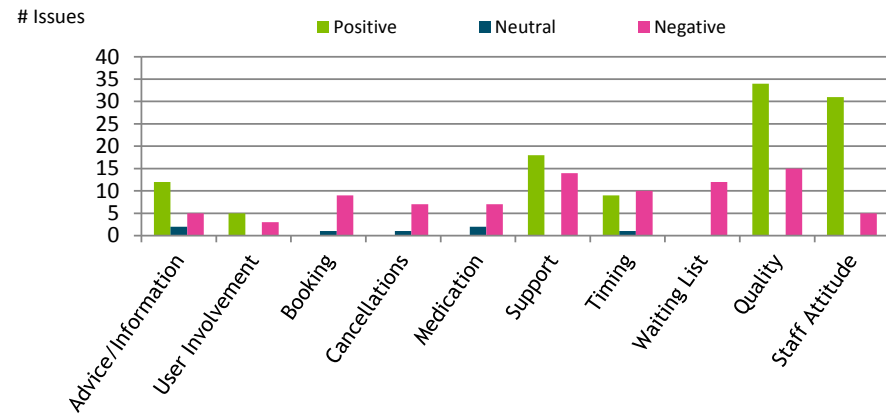


Quarterly Benchmark: X change from the previous quarter

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

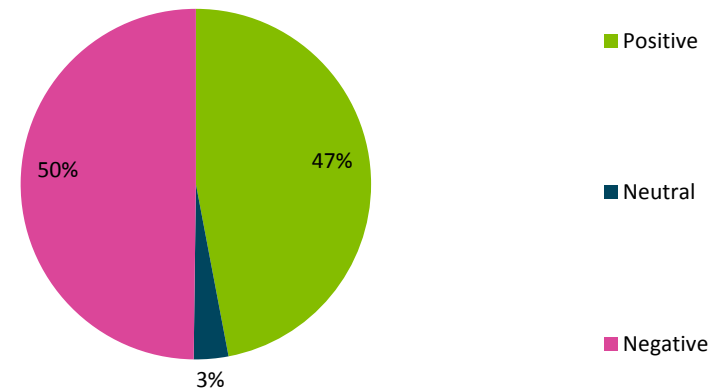
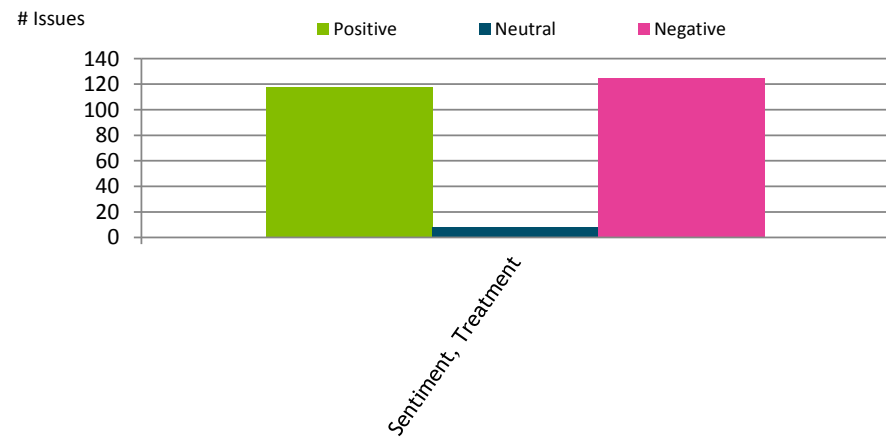


6.7 Trends, Clinical Treatment (251 issues)



Issues receiving the most comments overall

6.8 Sentiment, Clinical Treatment

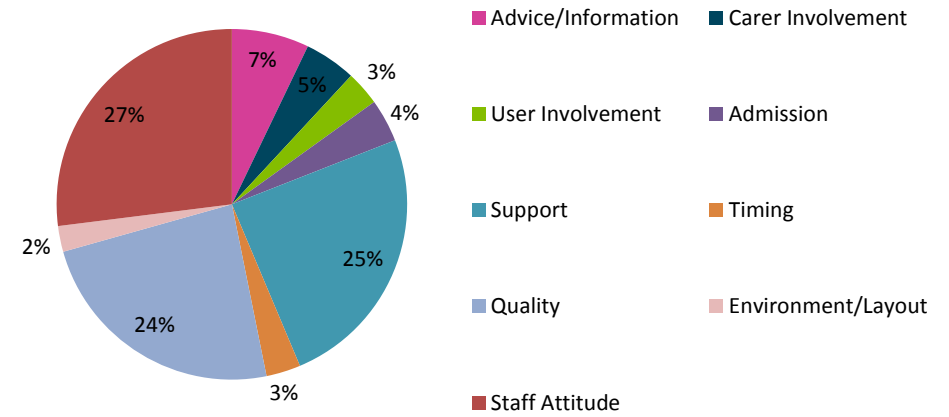
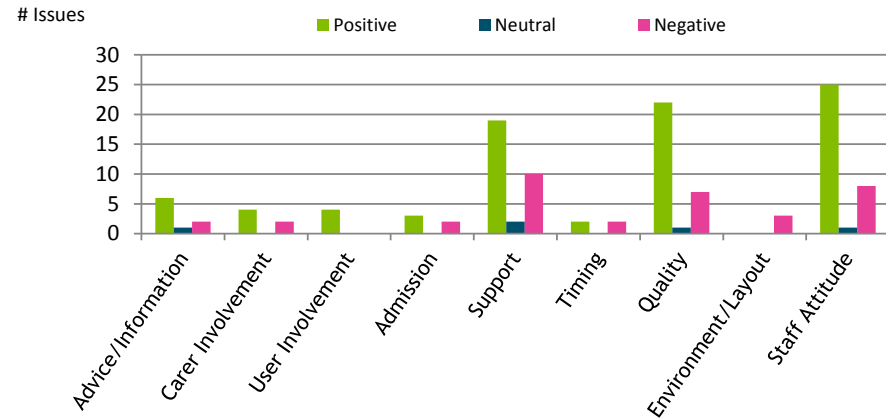


Quarterly Benchmark: X change from the previous quarter

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

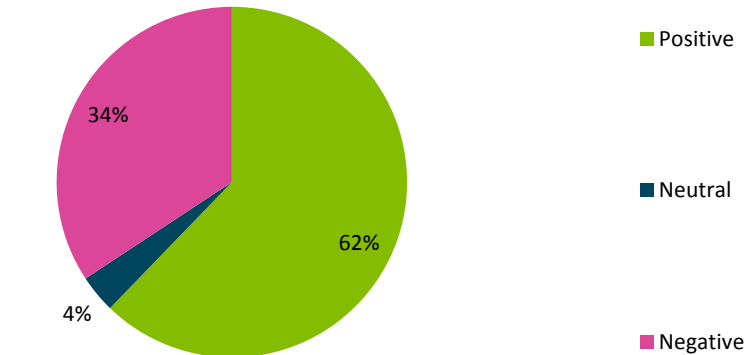
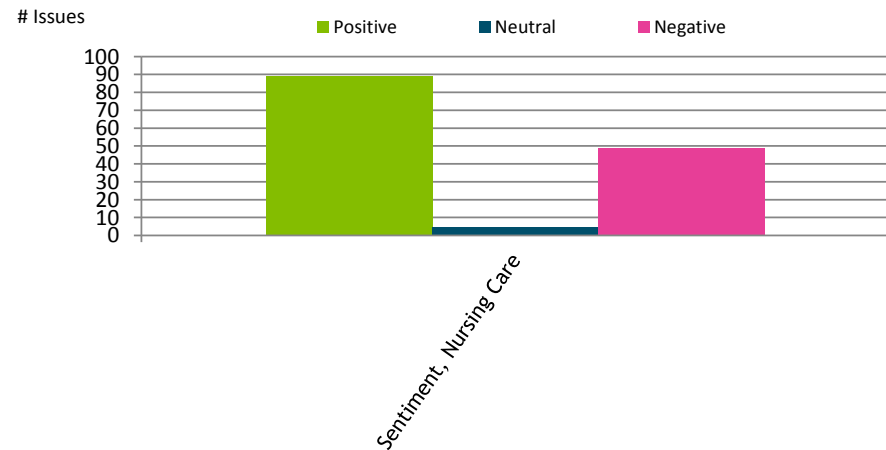


6.9 Trends, Clinical Nursing (143 issues)



Issues receiving the most comments overall

6.10 Sentiment, Clinical Nursing

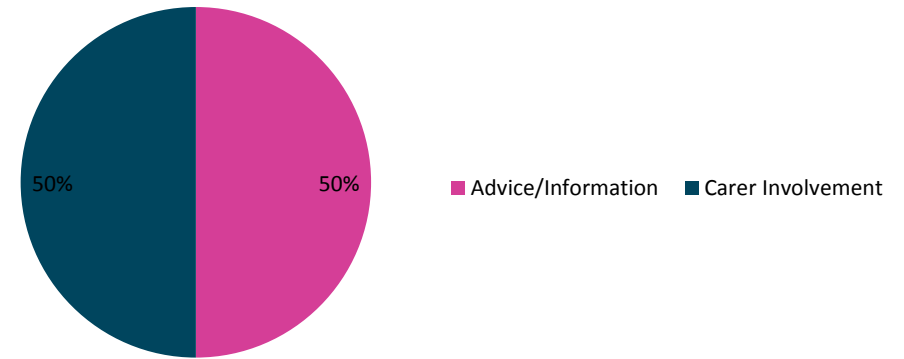
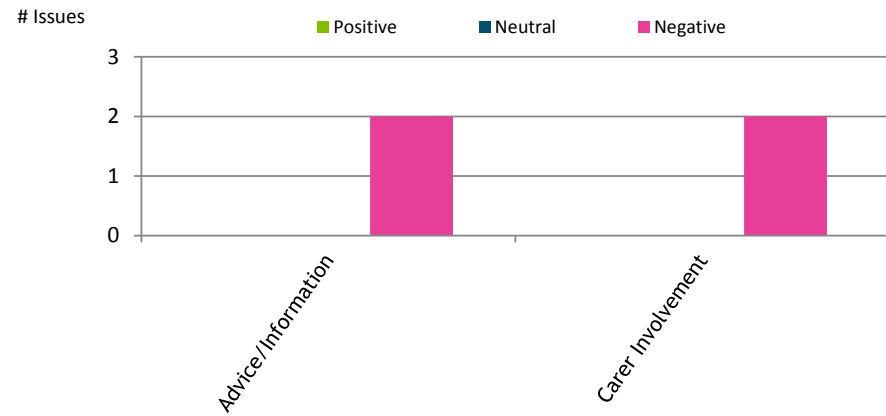


Quarterly Benchmark: X change from the previous quarter

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

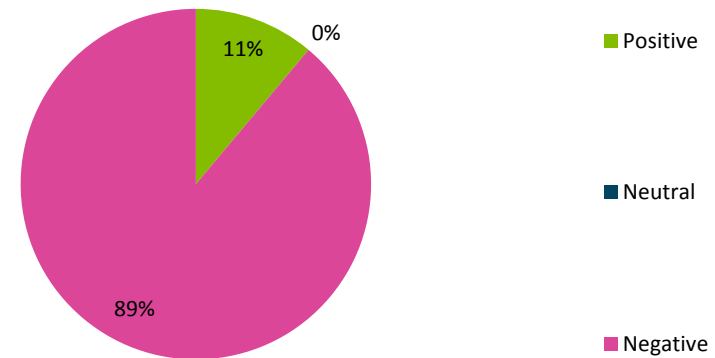
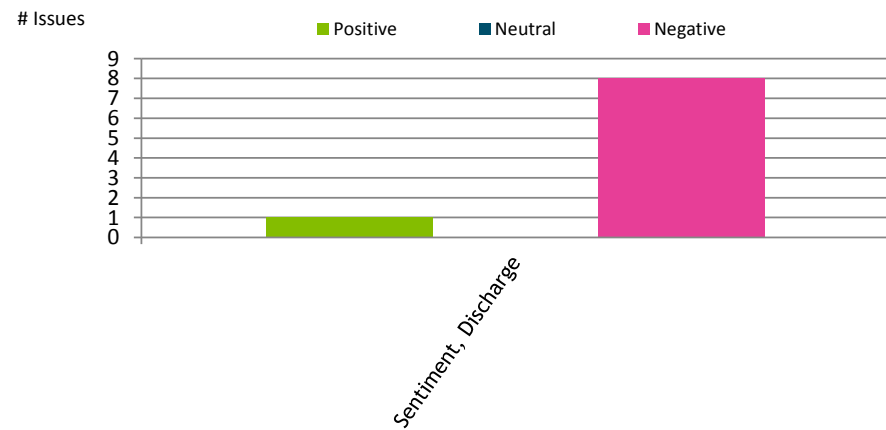


6.11 Trends, Discharge (9 issues)



Issues receiving the most comments overall

6.12 Sentiment, Discharge

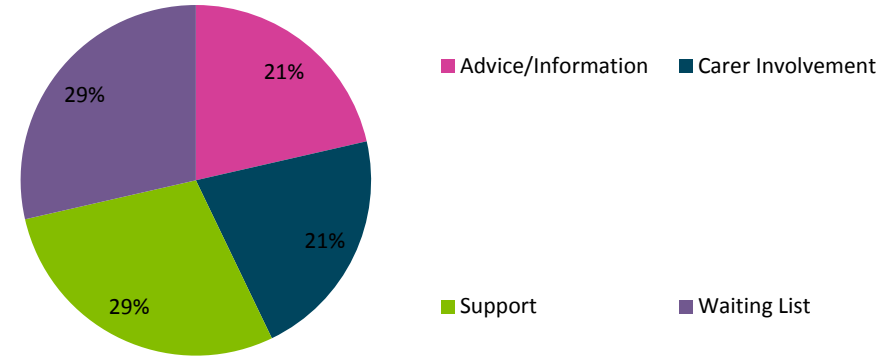
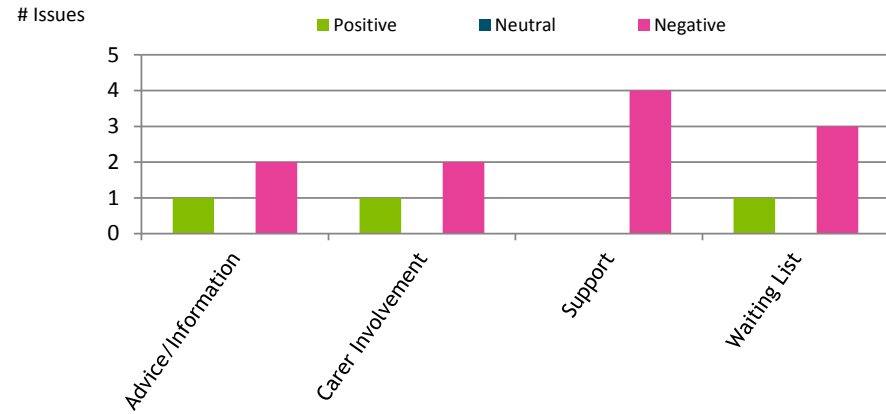


Quarterly Benchmark: X change from the previous quarter

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

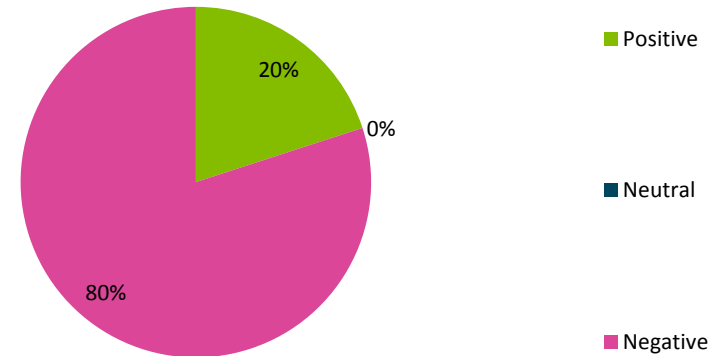
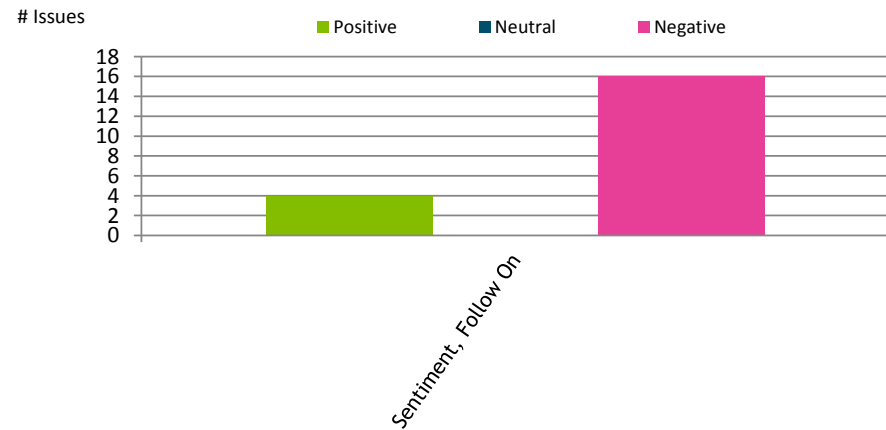


6.13 Trends, Follow On (20 issues)



Issues receiving the most comments overall

6.14 Sentiment, Follow On

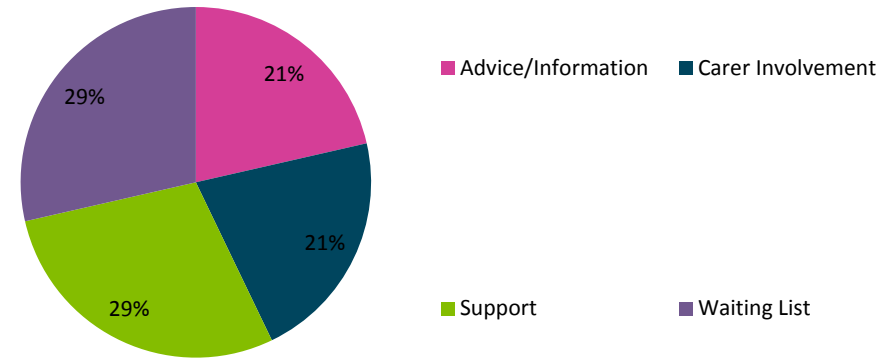
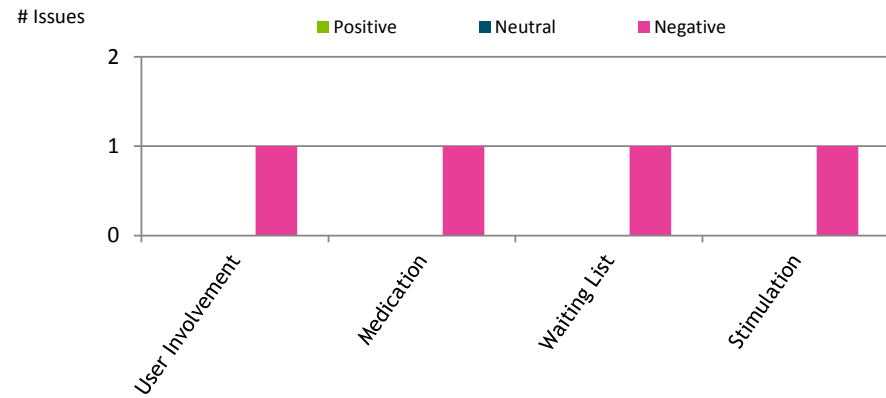


Quarterly Benchmark: X change from the previous quarter

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

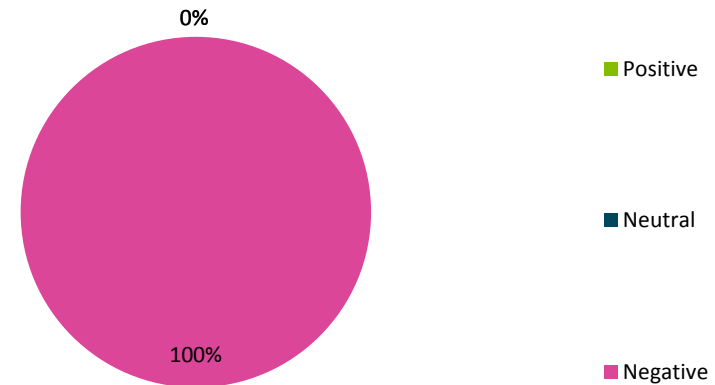
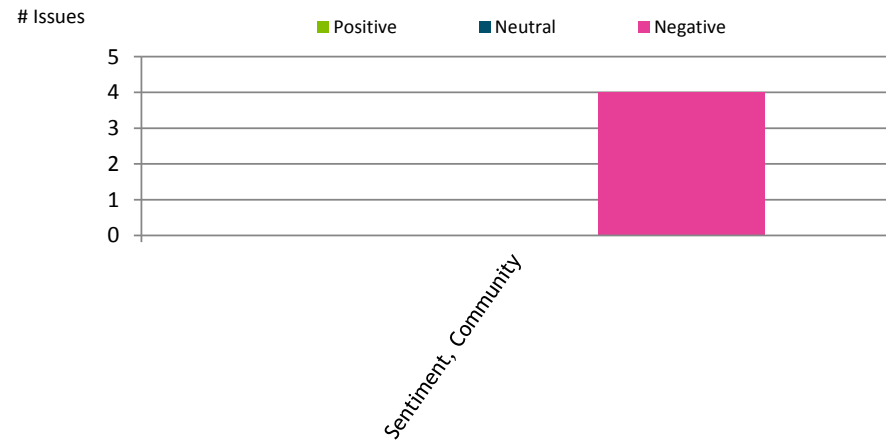


6.15 Trends, Community (4 issues)



Issues receiving the most comments overall

6.16 Sentiment, Community



Quarterly Benchmark: X change from the previous quarter



Page Number, Figure

Key findings in brief*

Page 3, Figure 2.1	<i>Top issues: Generally patients receive good quality, compassionate treatment and care.</i>
Page 3, Figure 2.1	<i>Top issues: Some patients comment on poor telephone access and administration, and long waiting lists.</i>
Page 3, Figure 2.2	<i>Top conditions: Sentiment on Maternity and Musculoskeletal Health is broadly positive.</i>
Page 3, Figure 2.2	<i>Top conditions: Sentiment on Older People's Health and Dentistry is broadly negative.</i>
Page 5, Figure 3.3	<i>Sentiment: On the whole, patients find staff to be respectful and professional.</i>
Page 5, Figure 3.4	<i>Sentiment: Patients comment on long waiting lists, cancellations and difficulty accessing appointments.</i>
Page 6, Figure 4.1	<i>Top Departments: Sentiment on Maternity is clearly positive, while marginally negative on A&E.</i>
Page 7, Figure 5.1	<i>A&E: On the whole patients find staff to be empathetic, but some comment on a lack of support.</i>
Page 8, Figure 5.3	<i>Maternity: Comments reflect good quality, caring services, with good levels of involvement.</i>
Page 10, Figure 6.3	<i>Reception: Patients find reception staff to be empathetic, on the whole.</i>
Page 10, Figure 6.3	<i>Reception: Some patients comment on poor telephone access and administration, and a lack of support.</i>
Page 11, Figure 6.5	<i>Diagnosis/Testing: Some patients comment on a poor quality diagnosis.</i>
Page 12, Figure 6.7	<i>Clinical Treatment: Comments reflect a good quality, caring and informative service.</i>
Page 12, Figure 6.7	<i>Clinical Treatment: Some patients comment on long waiting lists and difficulty accessing appointments.</i>
Page 13, Figure 6.9	<i>Clinical Nursing: Comments suggest patients are satisfied with most aspects of nursing care, on the whole.</i>
Page 15, Figure 6.13	<i>Follow On: Following discharge, some patients feel unsupported in arranging follow on treatment or care.</i>
Page 15, Figure 6.13	<i>Follow On: Some patients experience delays in receiving care packages.</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>	25	3	18	46
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	8	0	6	14
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	1	0	1	2
	User Involvement	<i>Involvement of the service user.</i>	9	0	7	16
Systems	Administration	<i>Administrative processes and delivery.</i>	3	0	25	28
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	3	0	2	5
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	0	1	11	12
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	1	7	8
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	1	1
	Referral	<i>Referral to a service.</i>	1	0	7	8
	Medical Records	<i>Management of medical records.</i>	0	0	0	0
	Medication	<i>Prescription and management of medicines.</i>	0	2	9	11
	Opening Times	<i>Opening times of a service.</i>	1	0	0	1
	Planning	<i>Leadership and general organisation.</i>	2	0	9	11
	Registration	<i>Ability to register for a service.</i>	0	0	2	2
	Support	<i>Levels of support provided.</i>	44	4	47	95
	Telephone	<i>Ability to contact a service by telephone.</i>	1	0	27	28
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	14	1	16	31
Waiting List	<i>Length of wait while on a list.</i>	2	0	18	20	
Values	Choice	<i>General choice.</i>	1	0	2	3
	Cost	<i>General cost.</i>	0	1	2	3
	Language	<i>Language, including terminology.</i>	0	0	1	1
	Nutrition	<i>Provision of sustenance.</i>	2	0	0	2
	Privacy	<i>Privacy, personal space and property.</i>	0	0	4	4
	Quality	<i>General quality of a service, or staff.</i>	61	1	31	93
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	0	0
Stimulation	<i>General stimulation, including access to activities.</i>	2	0	1	3	

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	0	0	0
	Environment/Layout	<i>Physical environment of a service.</i>	0	0	8	8
	Equipment	<i>General equipment issues.</i>	0	0	1	1
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	1	0	2	3
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	1	0	3	4
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	0	0
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	2	2
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	2	2
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	4	4
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	70	2	17	89
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	4	5
	Staff Training	<i>Training of staff.</i>	1	0	4	5
	Staffing Levels	<i>General availability of staff.</i>	0	0	5	5
Total:			254	16	306	576