



Experience of Services, Q4 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 - 18 Patient Journey

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

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



Page 19 Summary

This section summarises findings, in brief.



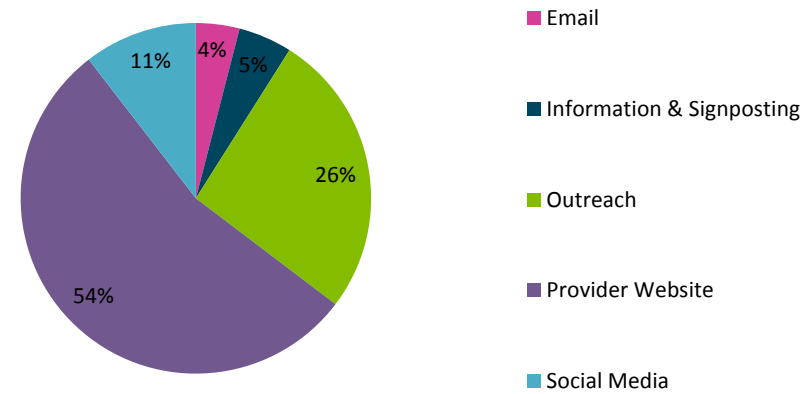
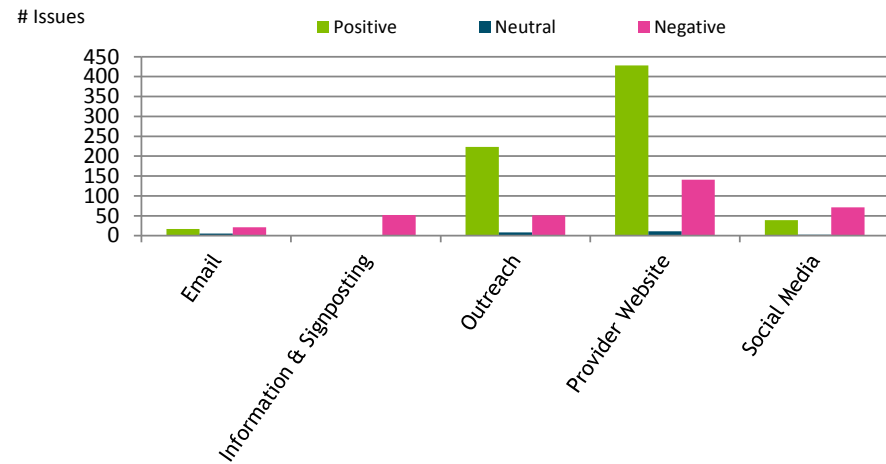
Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

Report compiled on 9 May 2019, to cover the period 1 January 2019 - 31 March 2019.

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

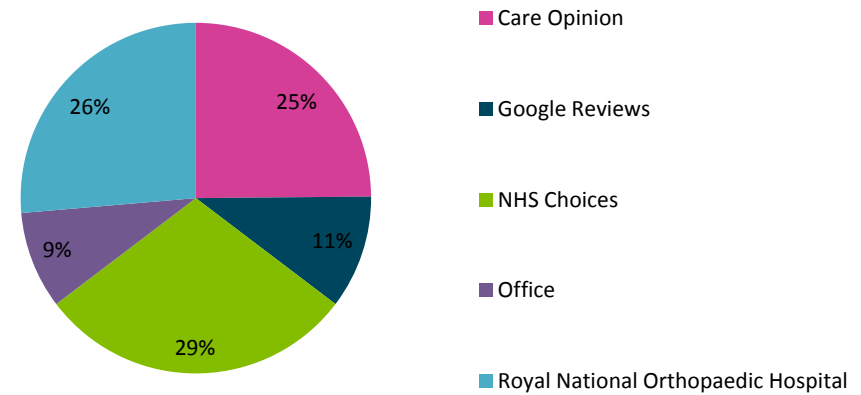
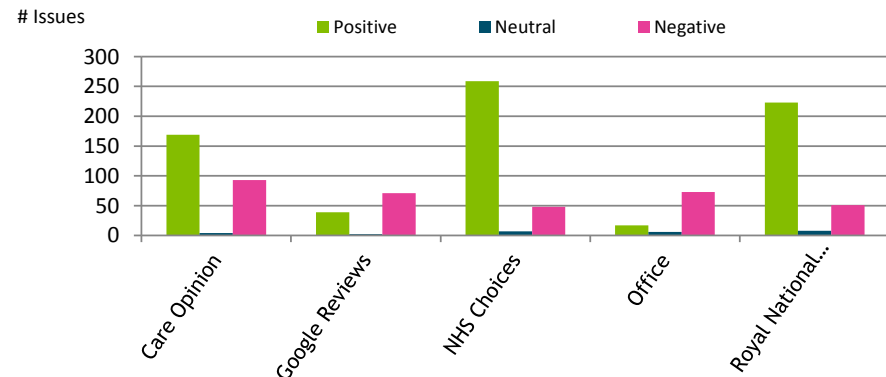


1.1 Source



Sources providing the most comments overall

1.2 Origin

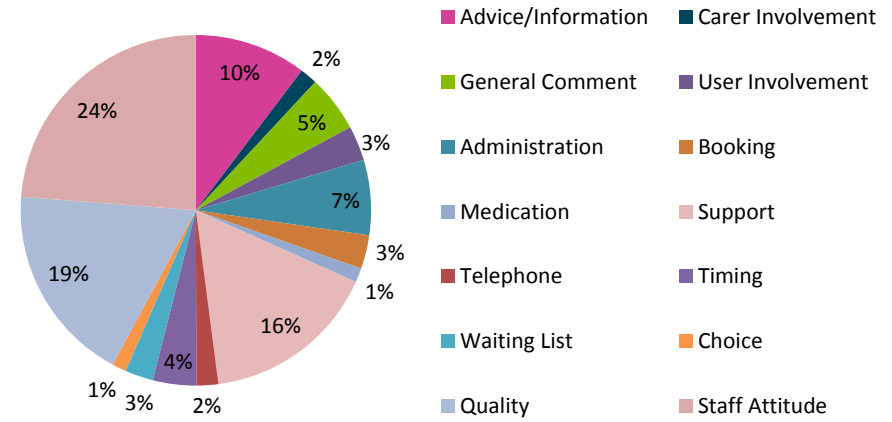
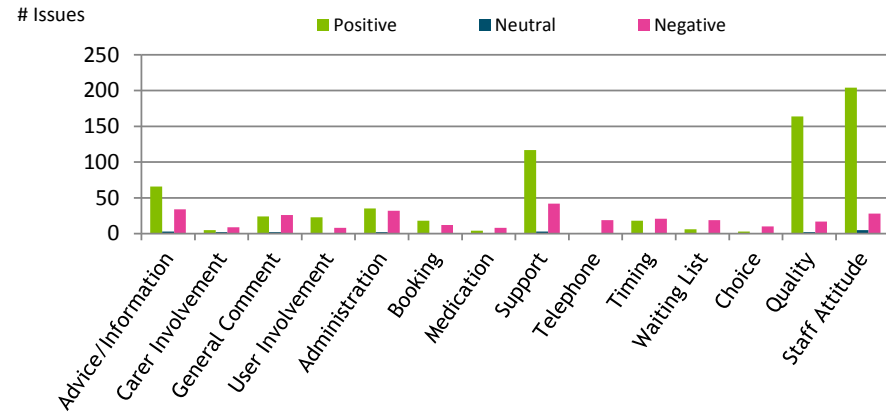


Origins providing the most comments overall

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

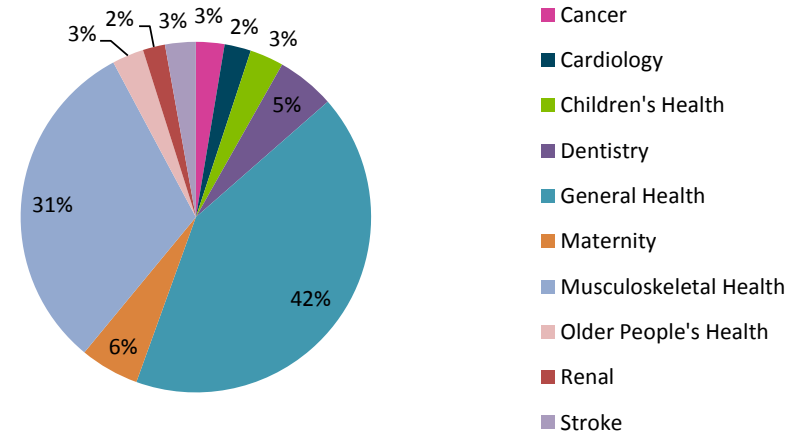
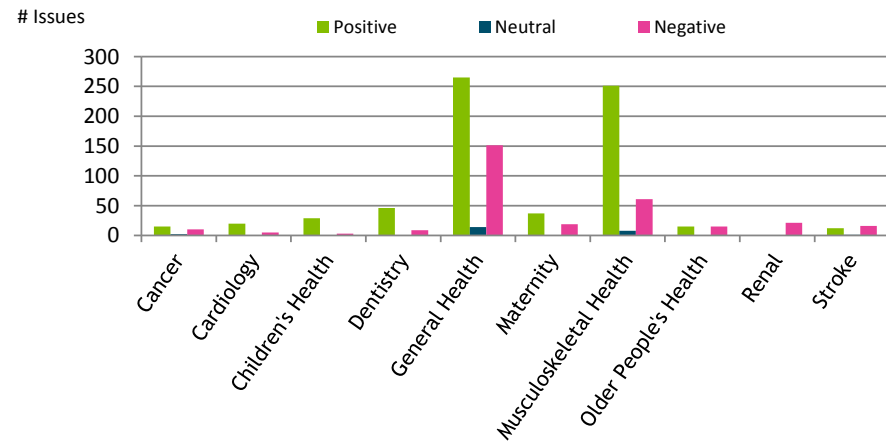


2.1 Service aspects: 1070 issues from 226 people



Issues receiving the most comments overall. See pages 20-21 for issue descriptions.

2.2 Stated medical conditions

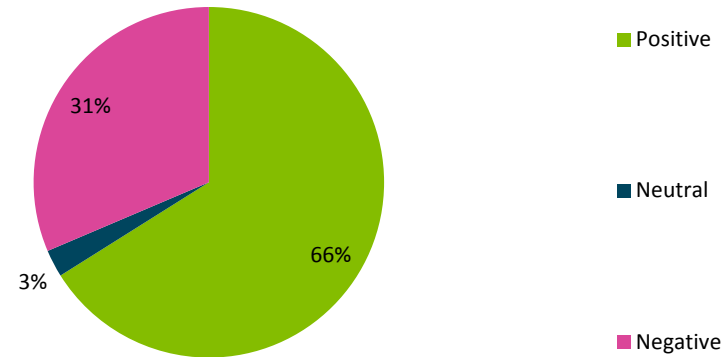
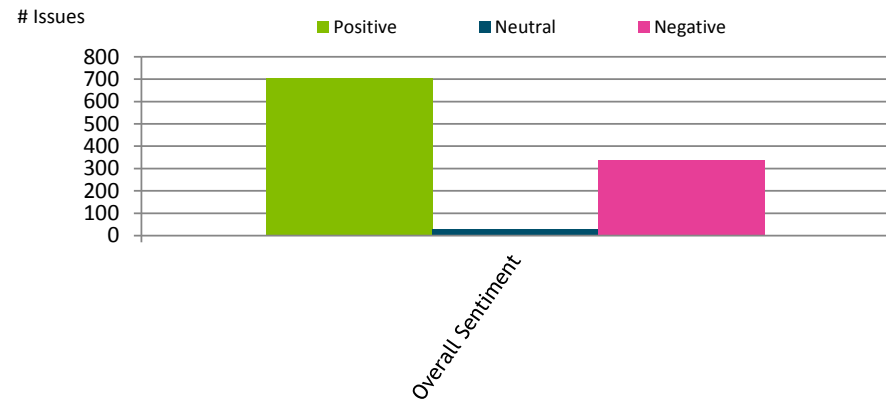


Medical conditions receiving the most comments overall

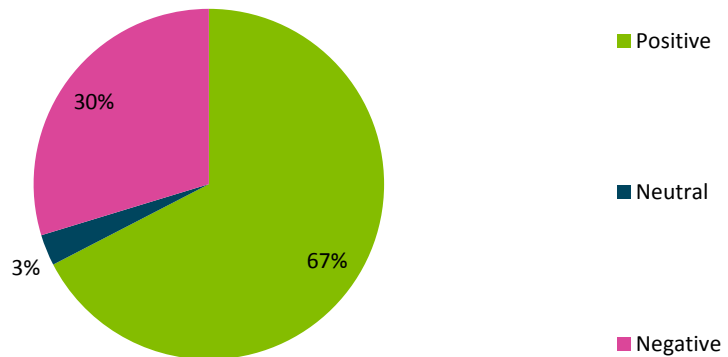
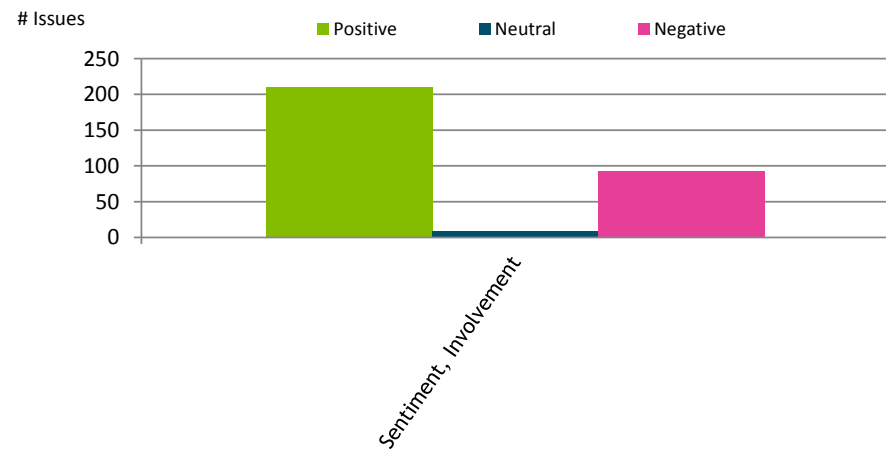
3. Sentiment: On the whole, how do people feel about services?



3.1 How do people feel as a whole?



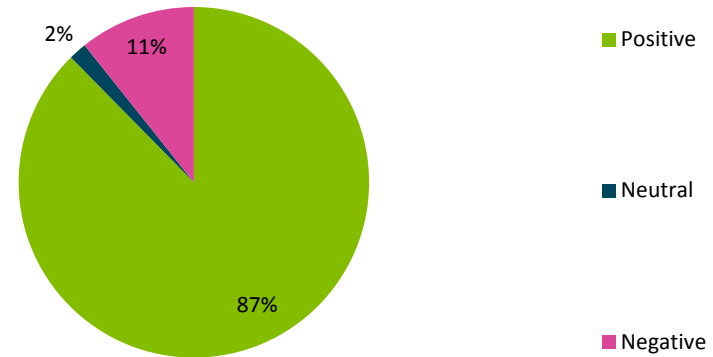
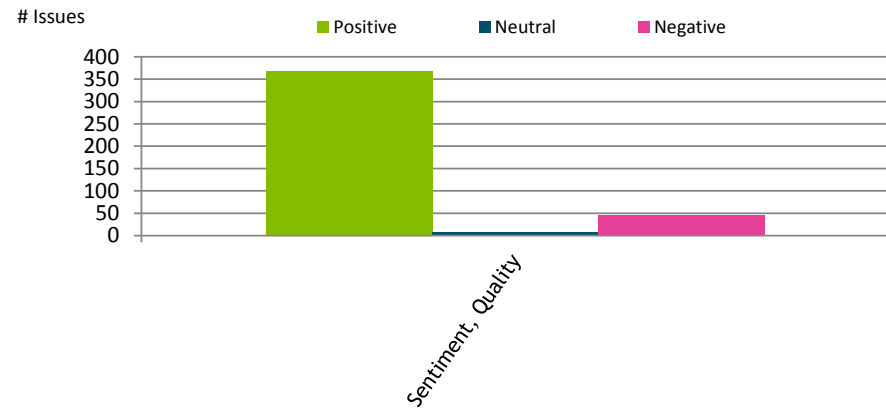
3.2 How well informed, involved and supported do people feel?



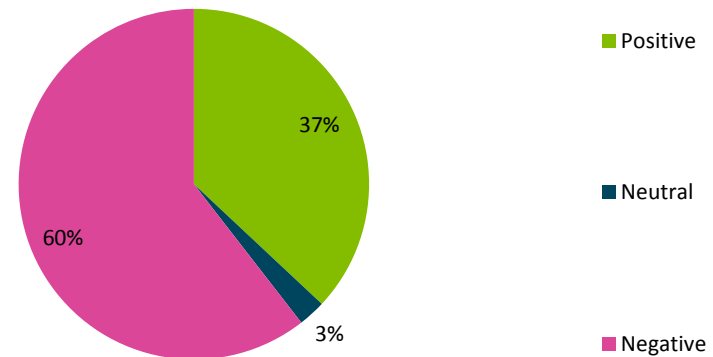
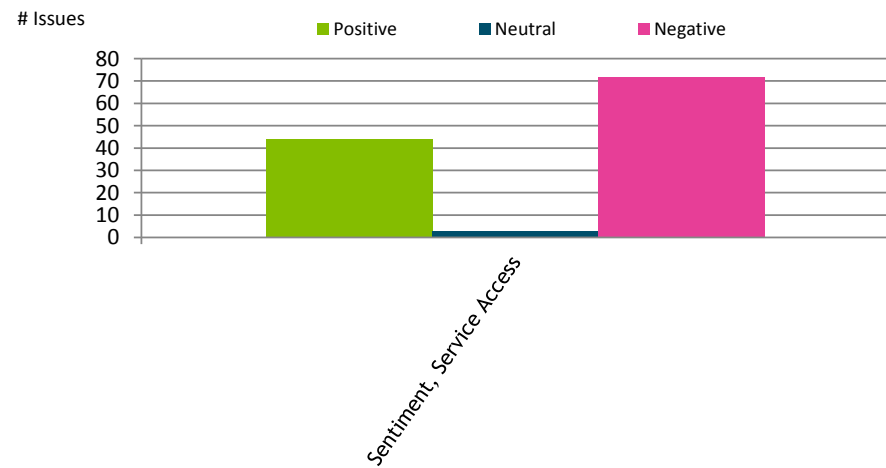
3. Sentiment: On the whole, how do people feel about services?



3.3 How do people feel about general quality and empathy?



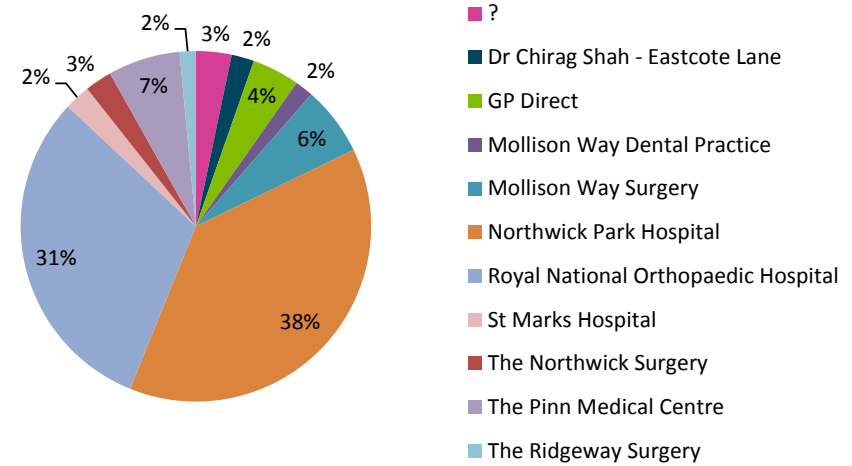
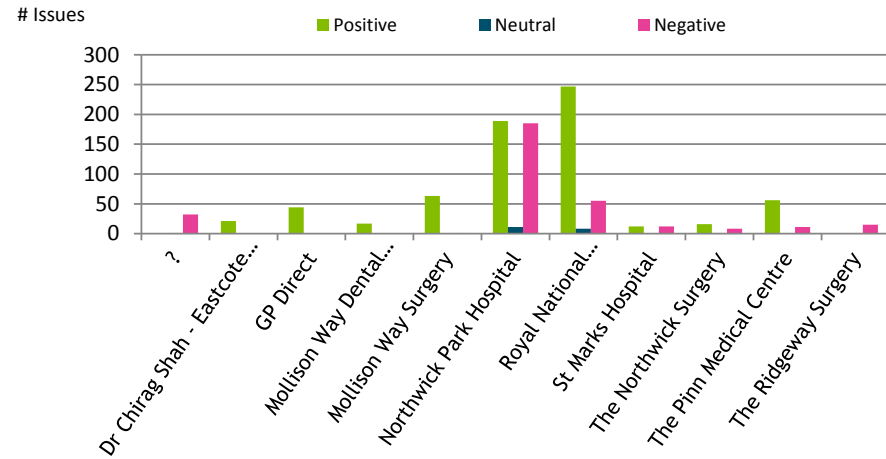
3.4 How do people feel about general access to services?



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

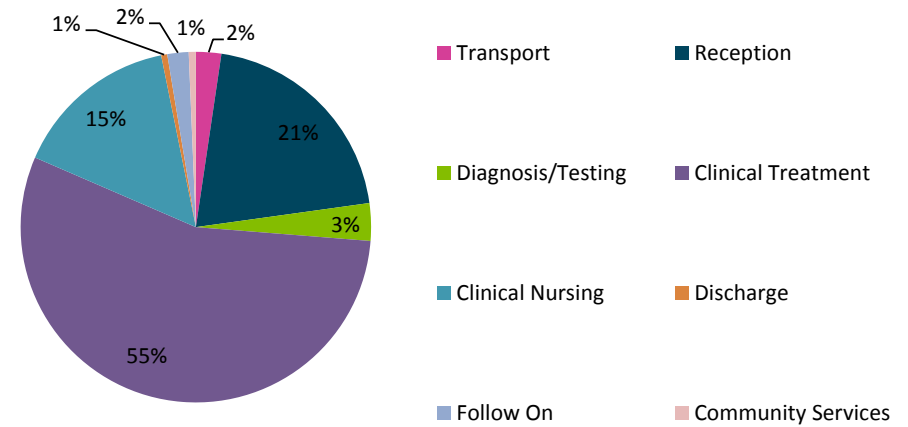
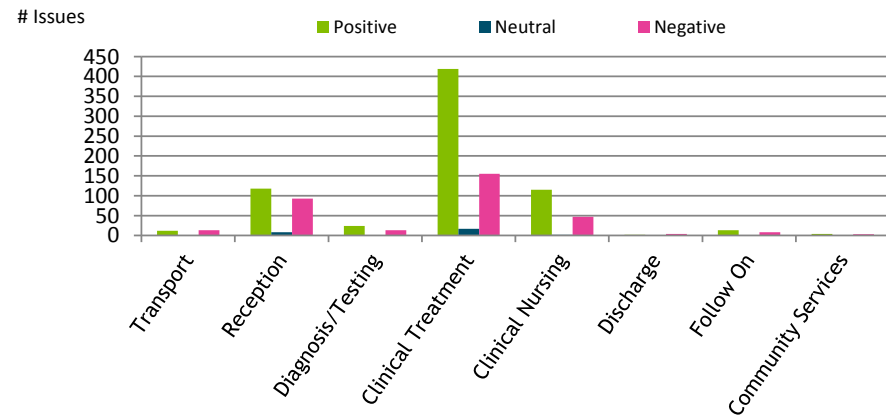


4.1 Services



Services receiving the most comments overall

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

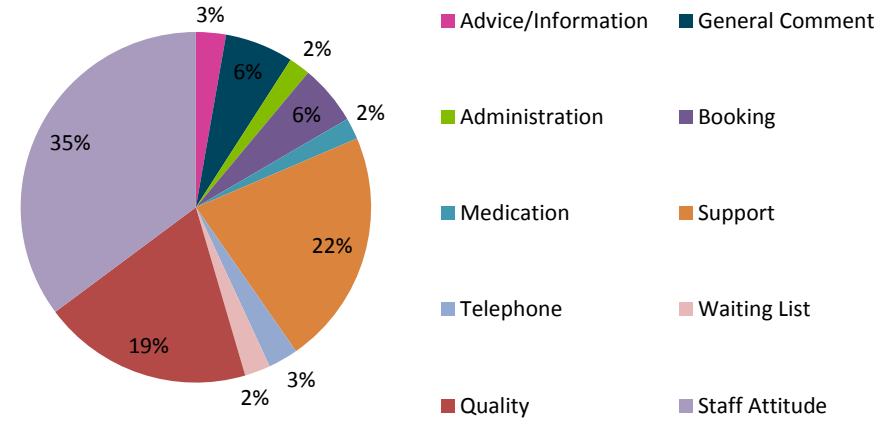
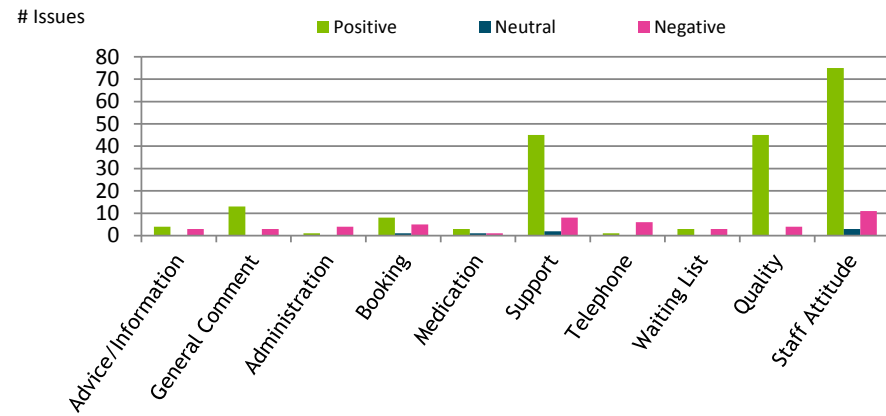


Care pathway locations

5. Trends: GP Services

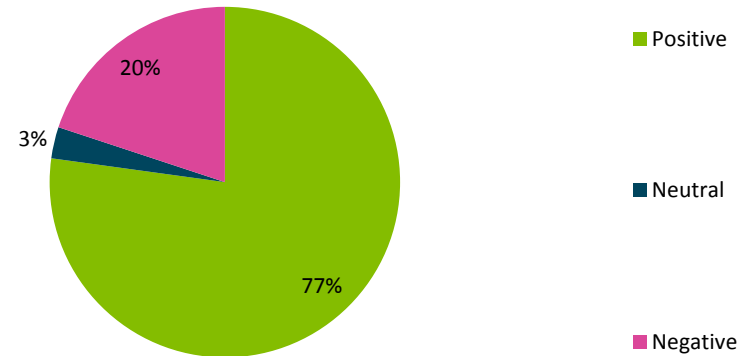
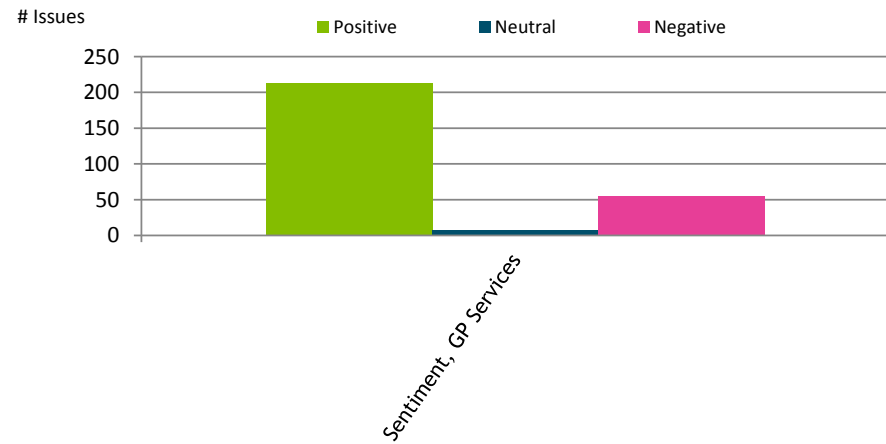


5.1 Trends, GP Services: 276 issues from 65 people



Issues receiving the most comments overall

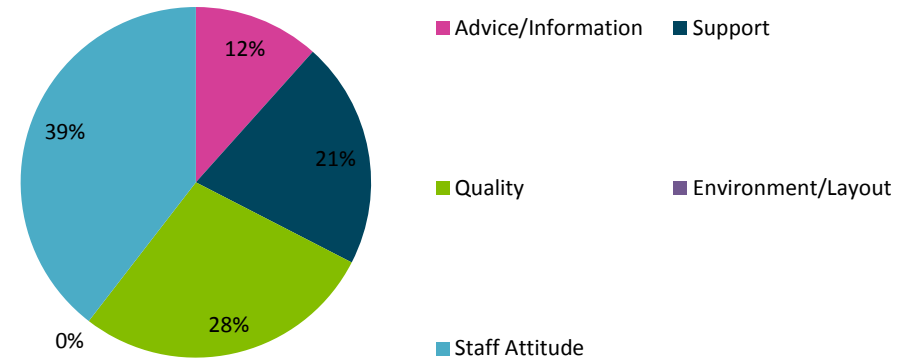
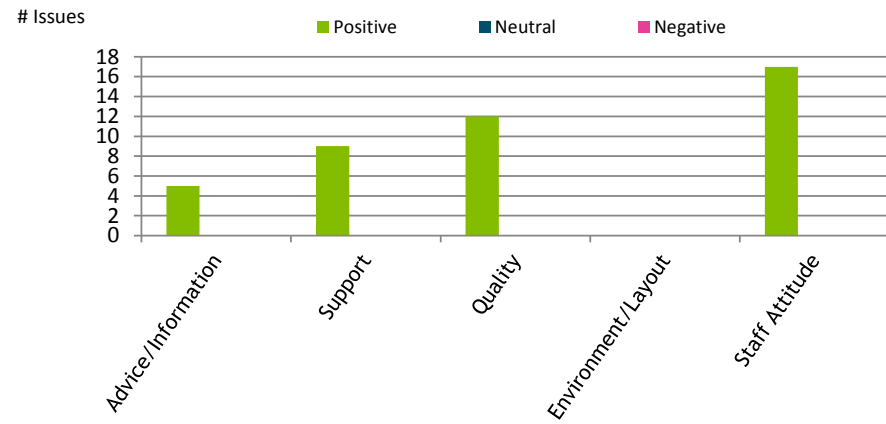
5.2 Sentiment, GP Services



5. Trends: Dentists

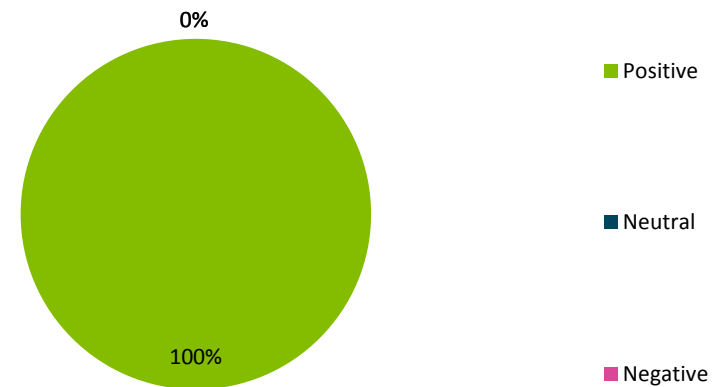
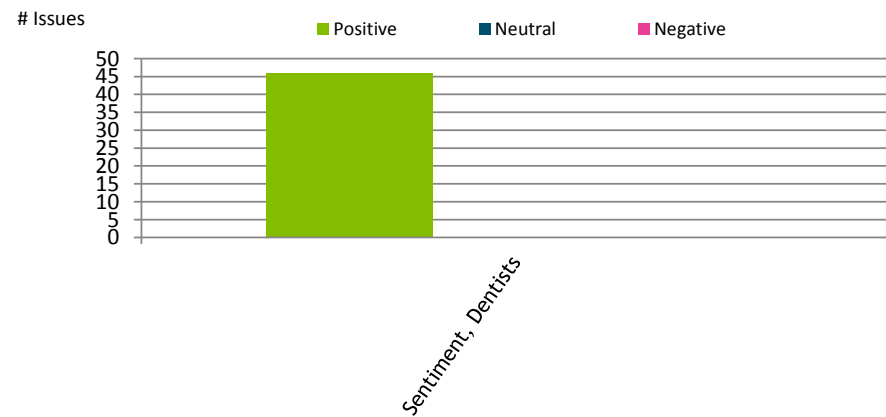


5.3 Trends, Dentists: 46 issues from 13 people



Issues receiving the most comments overall

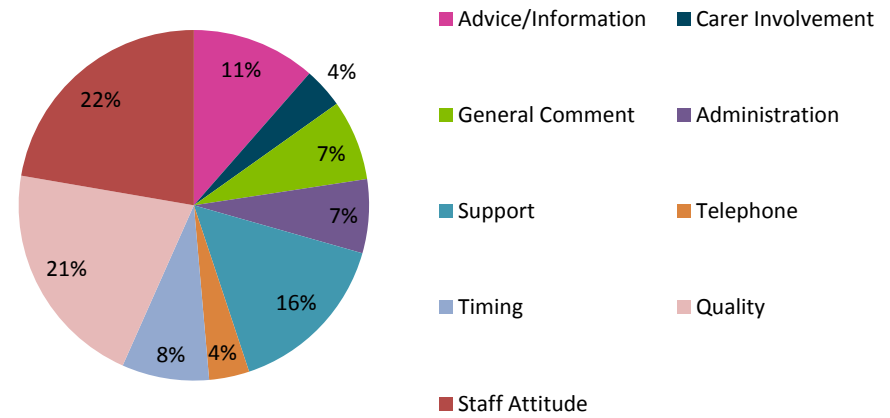
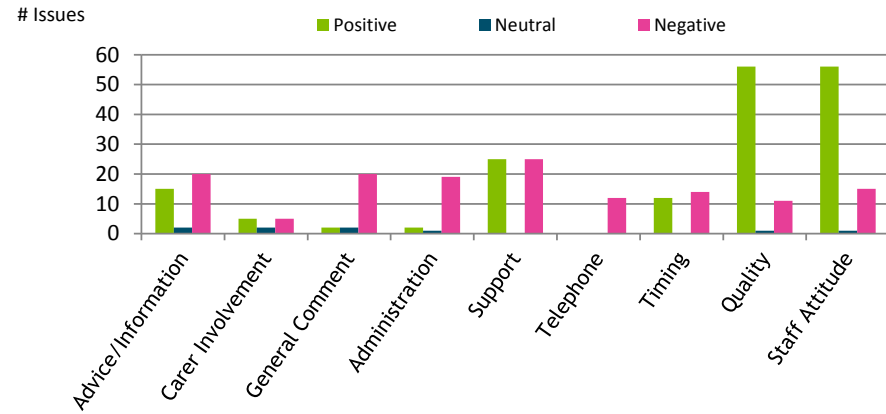
5.4 Sentiment, Dentists



5. Trends: Northwick Park Hospital

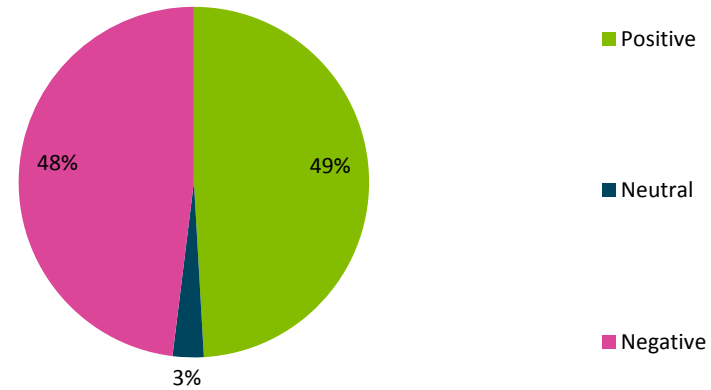
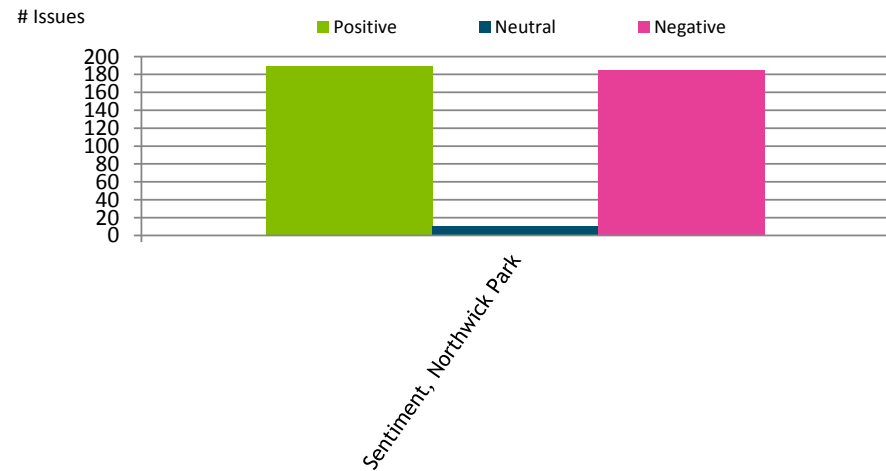


5.5 Trends, Northwick Park Hospital: 385 issues from 86 people



Issues receiving the most comments overall

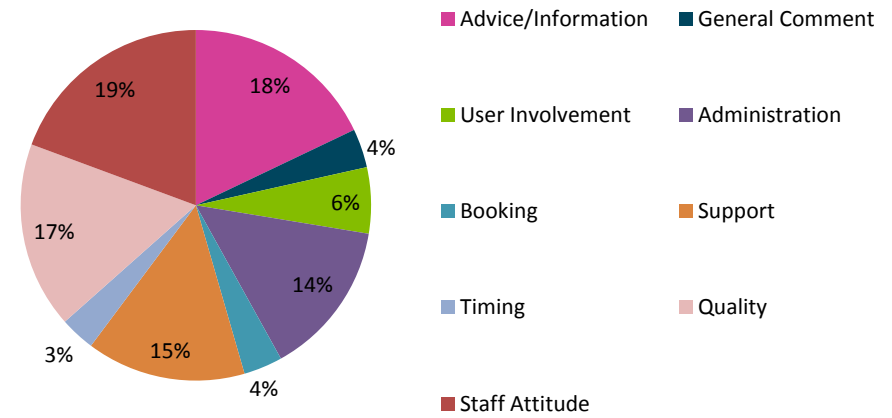
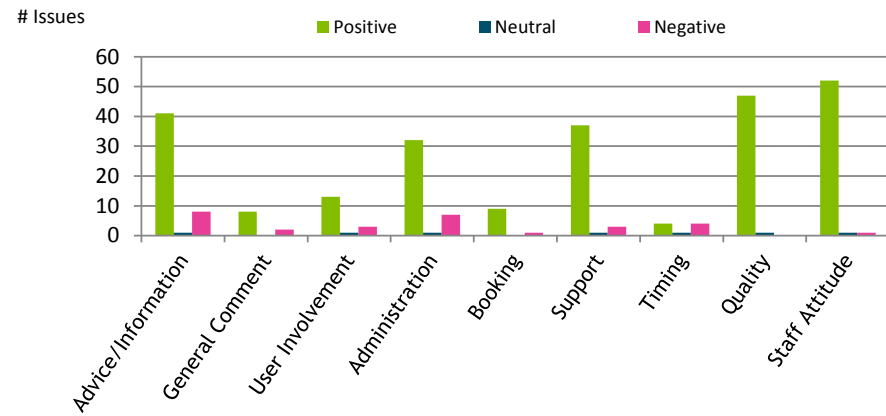
5.6 Sentiment, Northwick Park Hospital



5. Trends: Royal National Orthopaedic Hospital

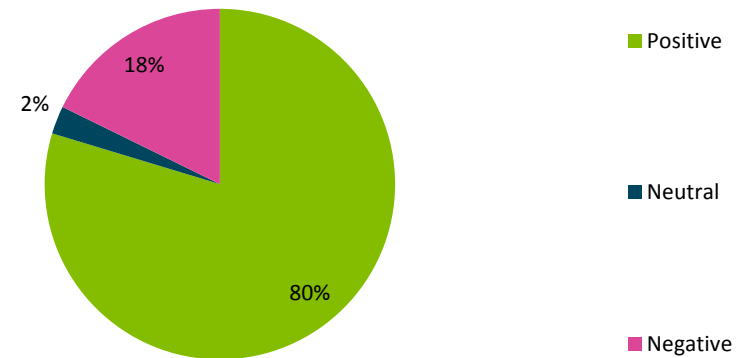
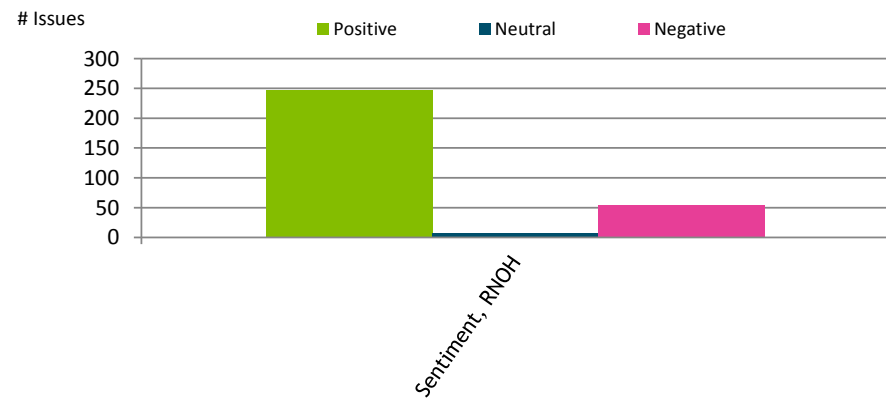


5.7 Trends, Northwick Park Hospital: 310 issues from 51 people



Issues receiving the most comments overall

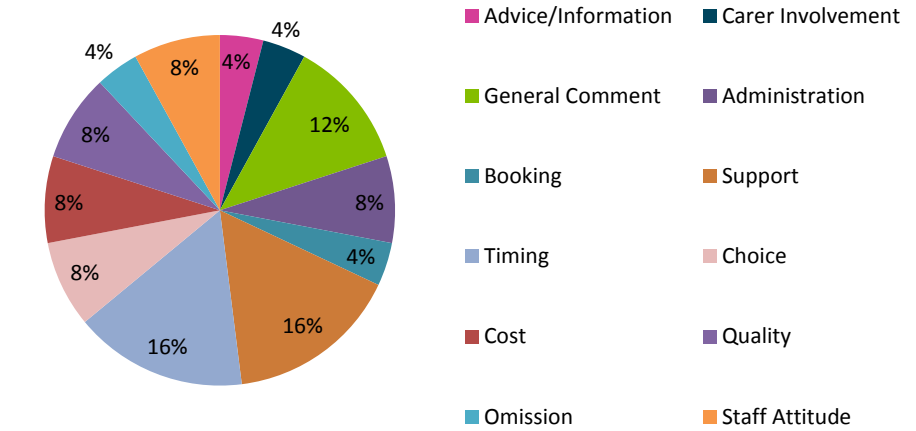
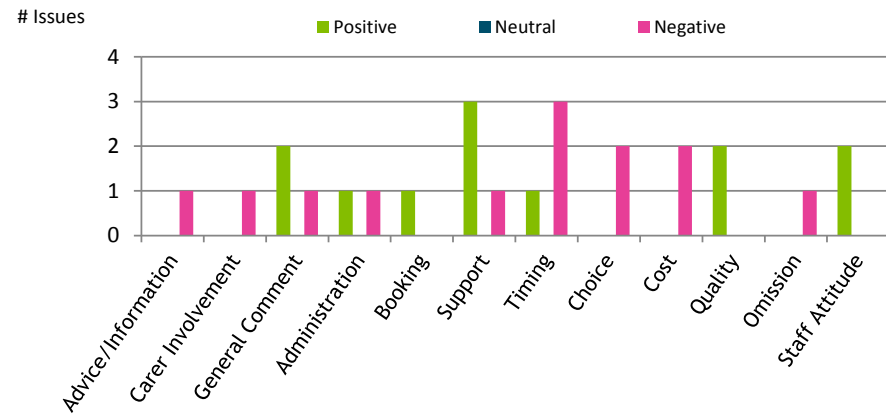
5.8 Sentiment, Royal National Orthopaedic Hospital



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

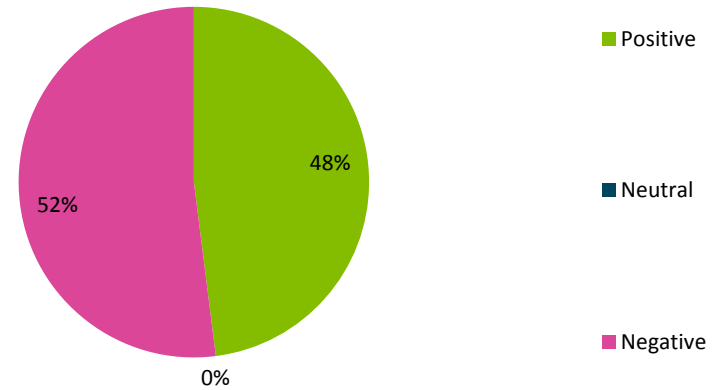
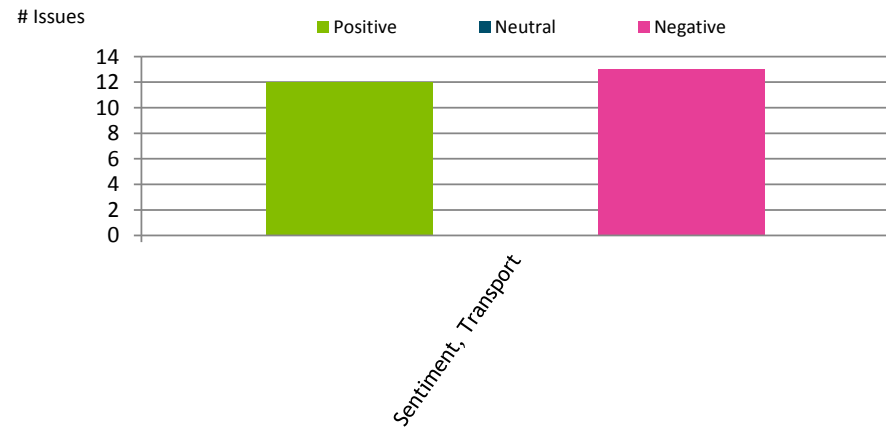


6.1 Trends, Transport (25 issues)



Issues receiving the most comments overall

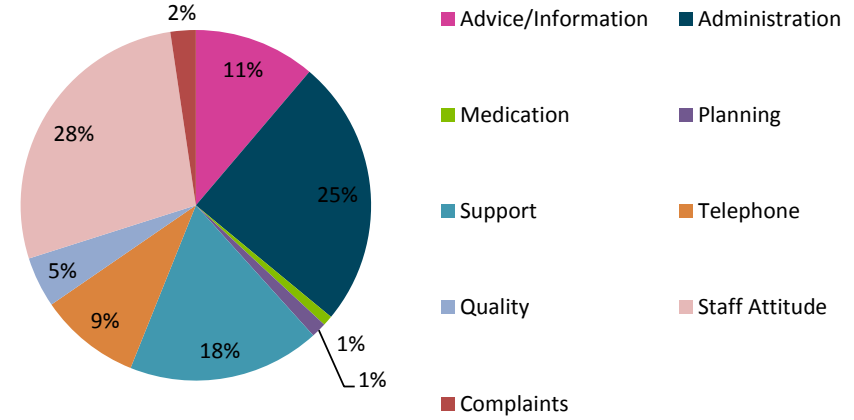
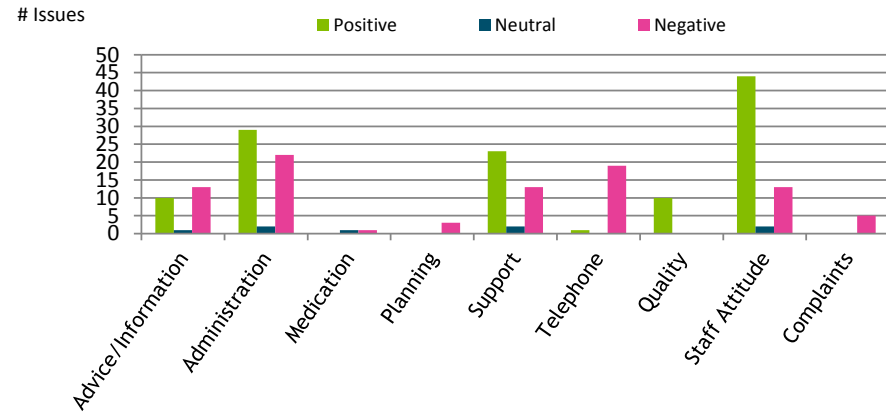
6.2 Sentiment, Transport



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

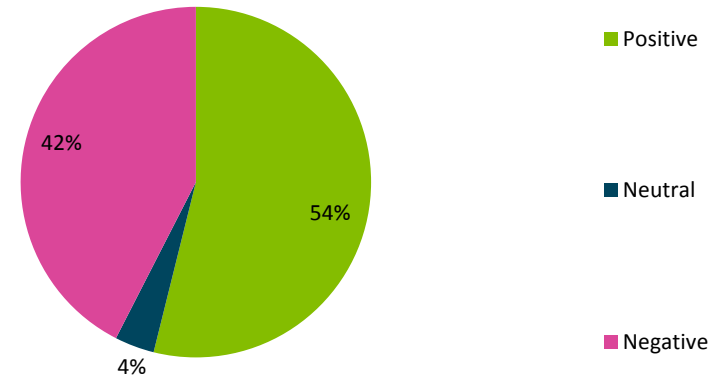
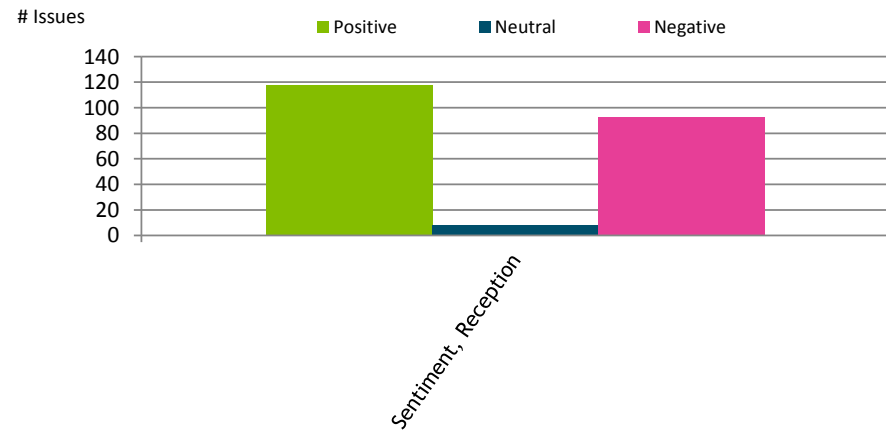


6.3 Trends, Reception (219 issues)



Issues receiving the most comments overall

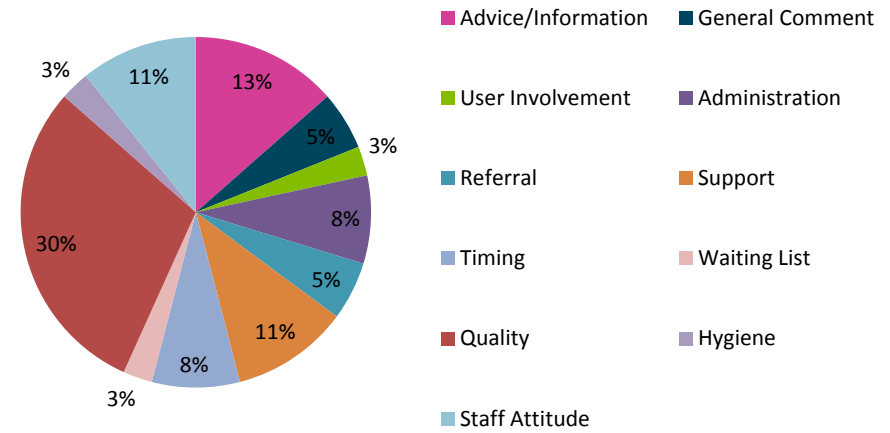
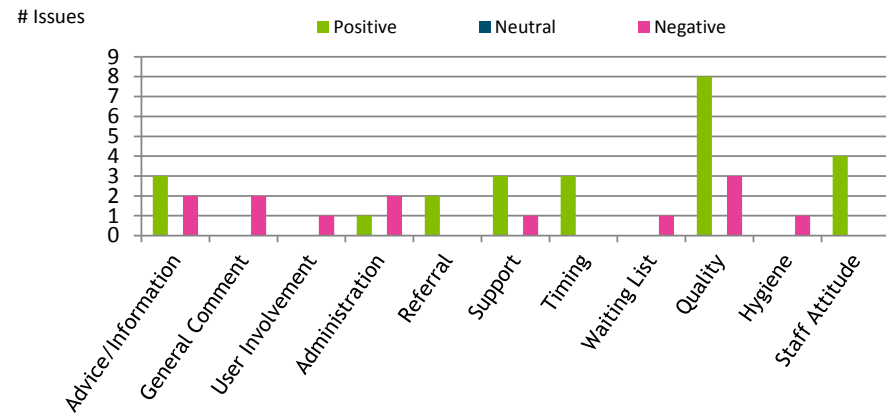
6.4 Sentiment, Reception



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

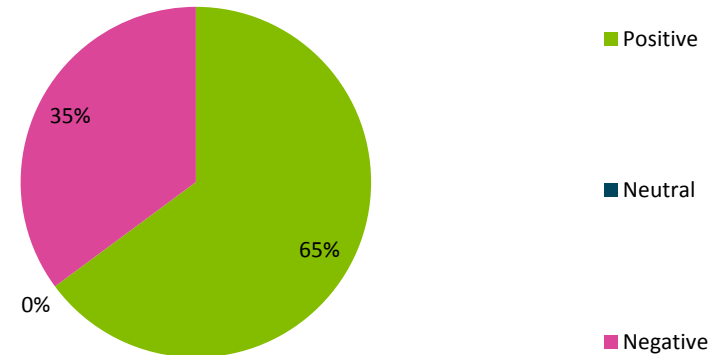
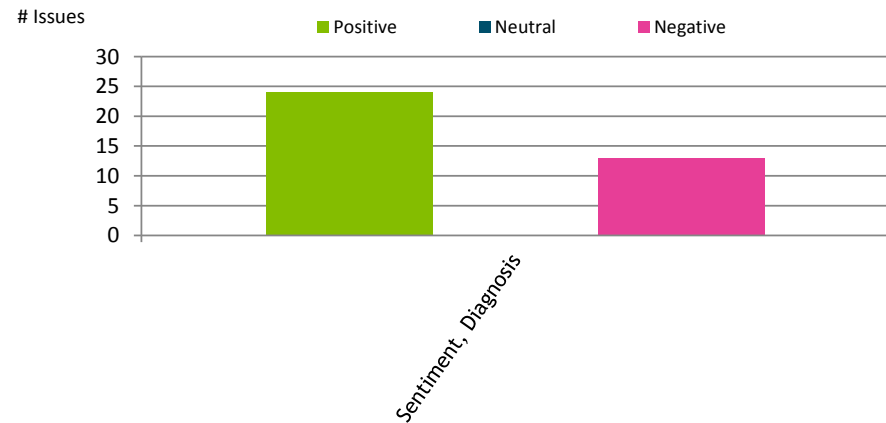


6.5 Trends, Diagnosis/Testing (37 issues)



Issues receiving the most comments overall

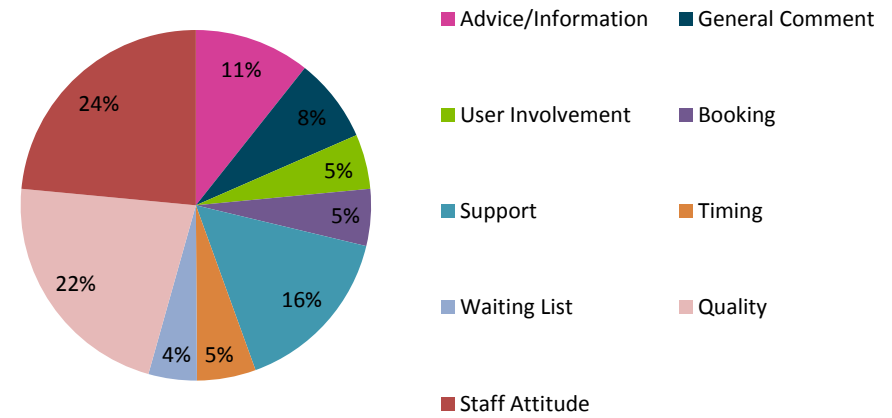
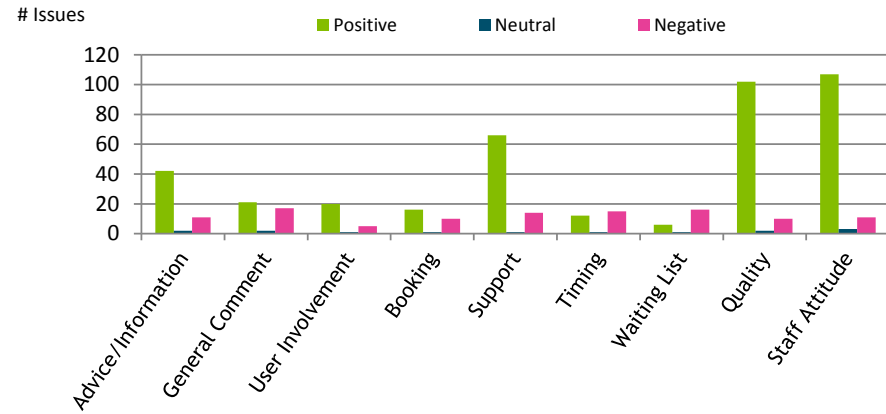
6.6 Sentiment, Diagnosis/Testing



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

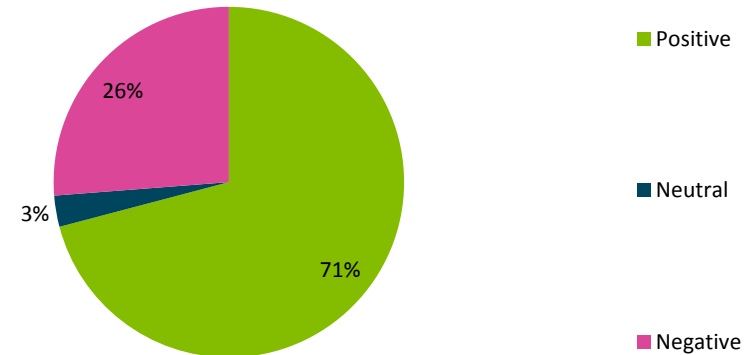
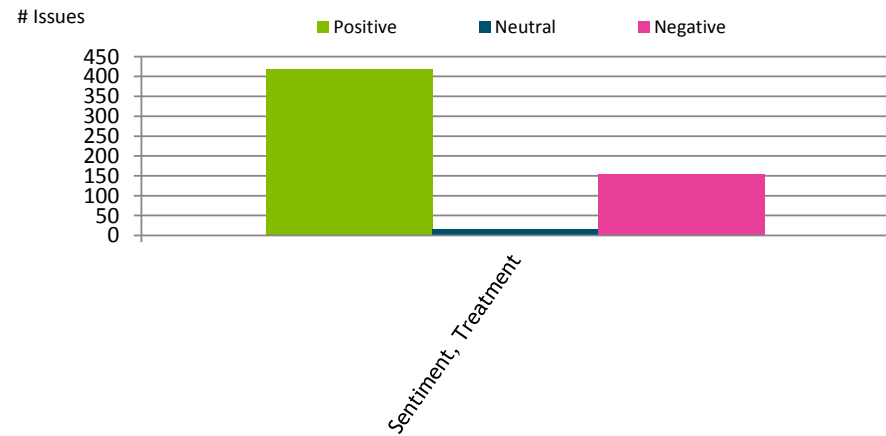


6.7 Trends, Clinical Treatment (591 issues)



Issues receiving the most comments overall

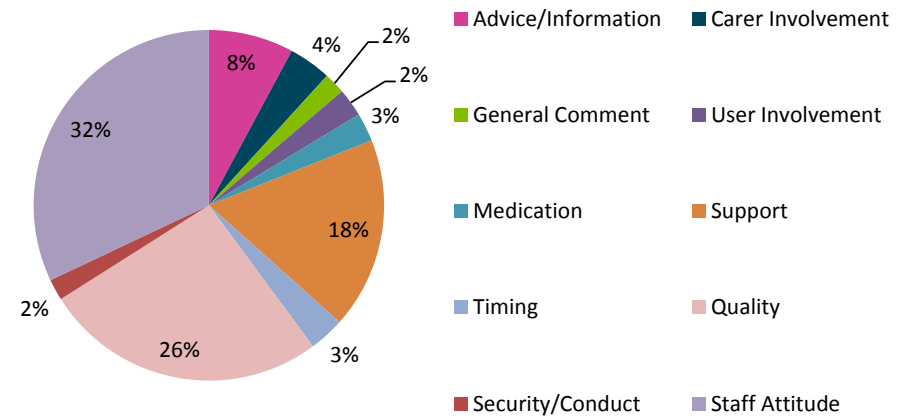
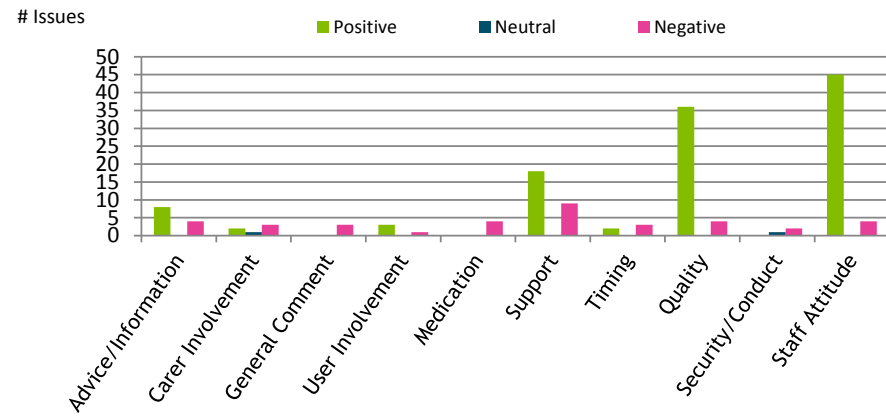
6.8 Sentiment, Clinical Treatment



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

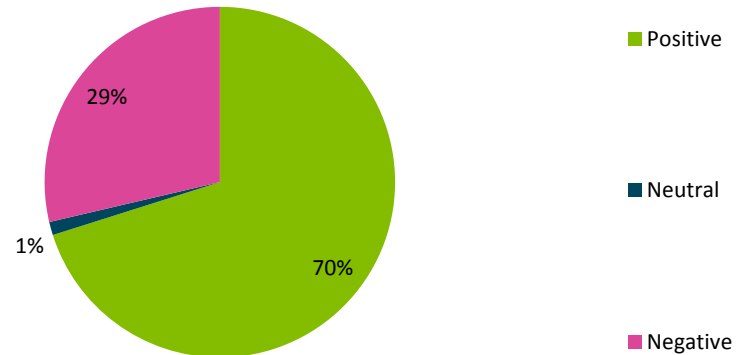
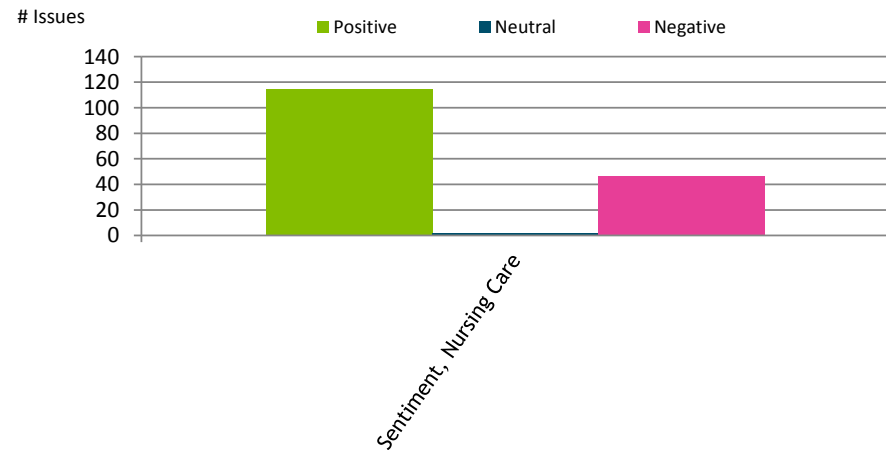


6.9 Trends, Clinical Nursing (164 issues)



Issues receiving the most comments overall

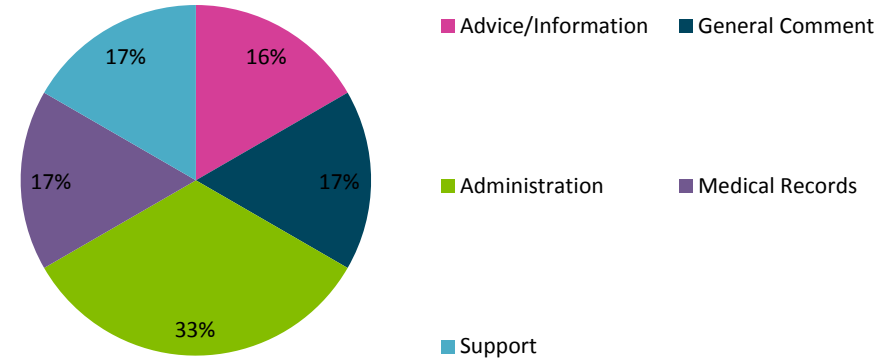
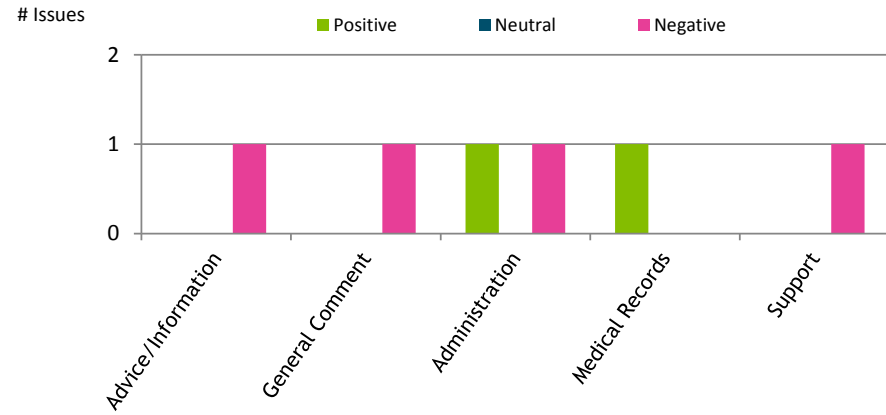
6.10 Sentiment, Clinical Nursing



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

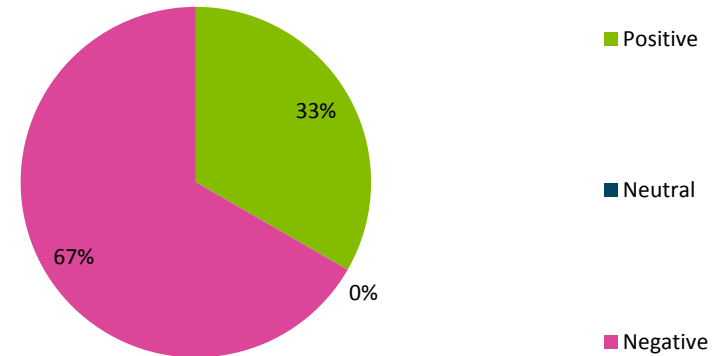
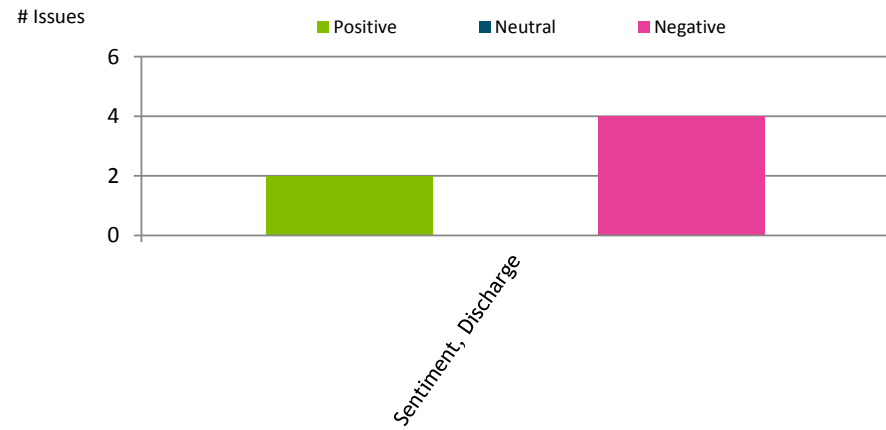


6.11 Trends, Discharge (6 issues)



Issues receiving the most comments overall

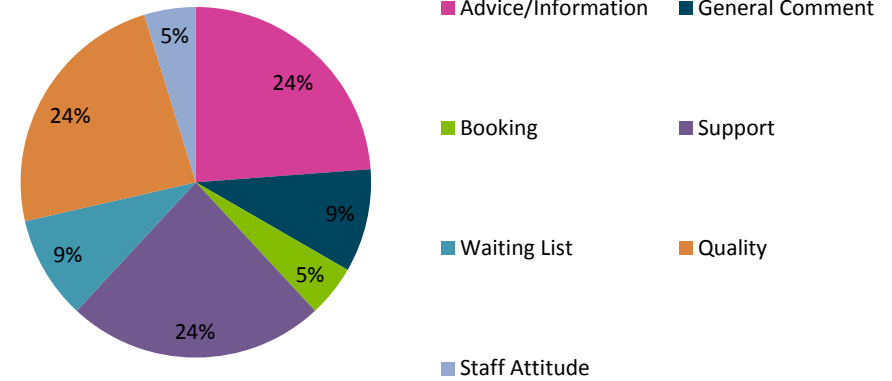
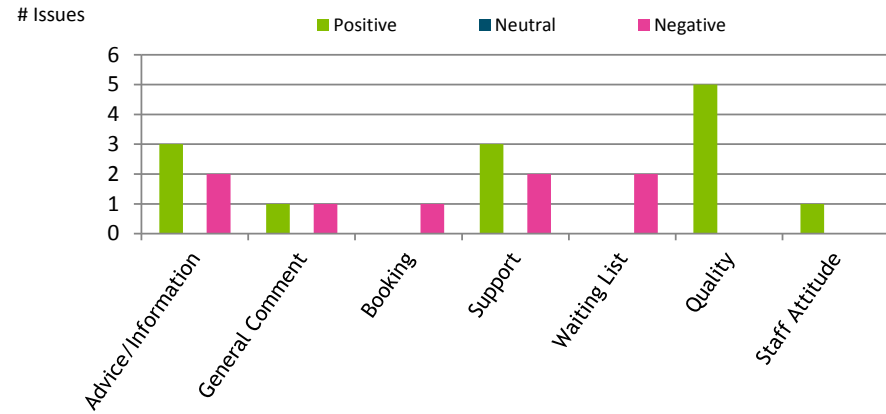
6.12 Sentiment, Discharge



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

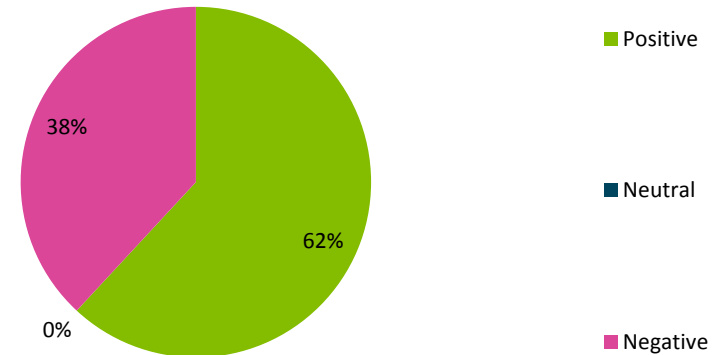
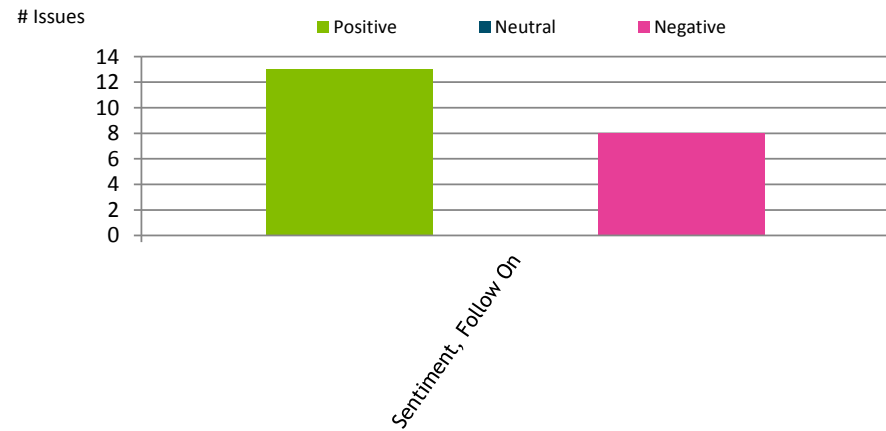


6.13 Trends, Follow On (21 issues)



Issues receiving the most comments overall

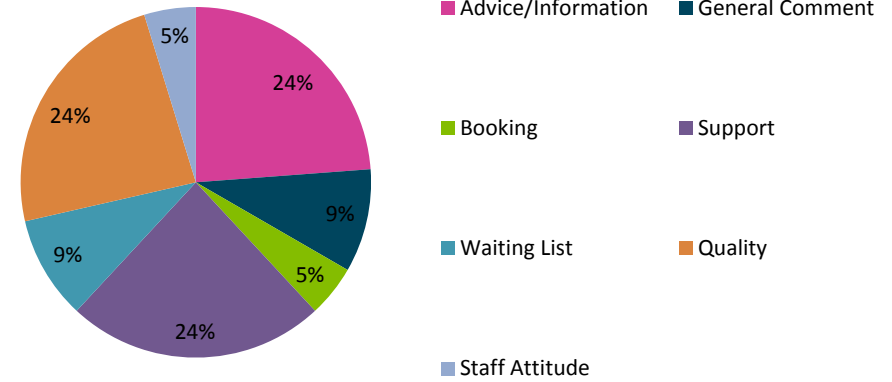
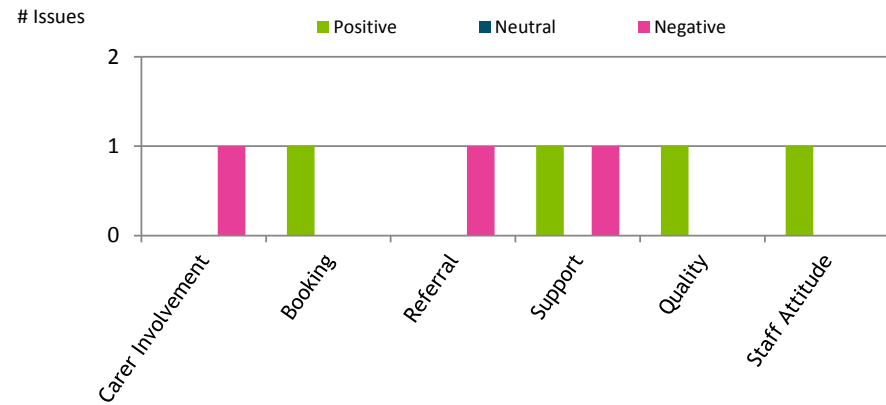
6.14 Sentiment, Follow On



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

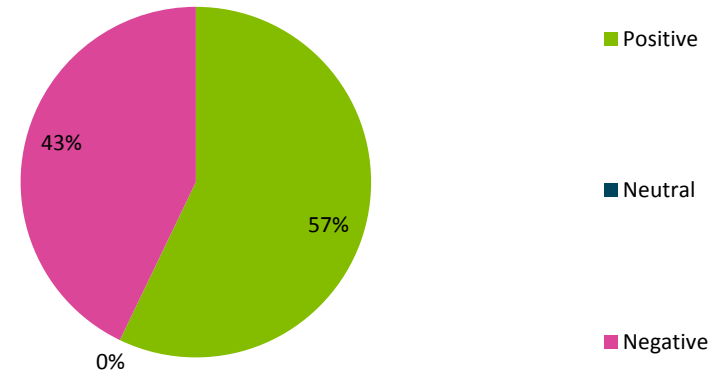
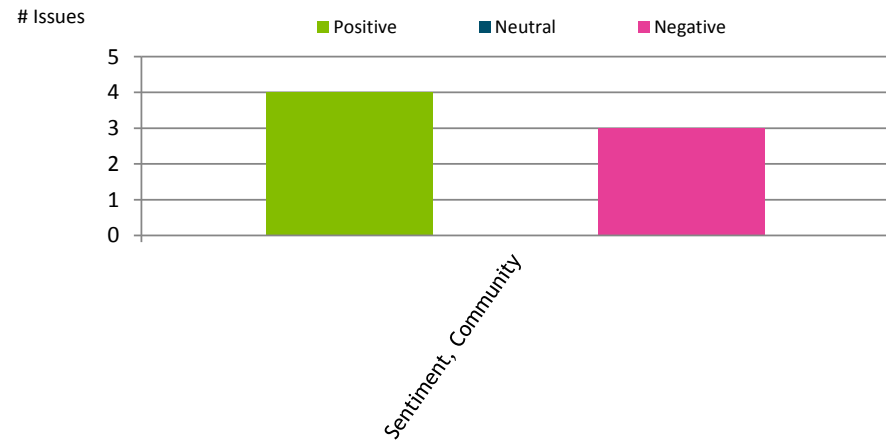


6.15 Trends, Community (7 issues)



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, with good levels of support.</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 Dentistry and Musculoskeletal health is clearly positive.</i>
Page 3, Figure 2.1	<i>Medical Conditions: Sentiment on Maternity is broadly positive, according to comments.</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 RNOH, Mollison Way Surgery, Pinn Medical Centre and GP Direct 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, comments suggest.</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 10, Figure 5.7	<i>RNOH: The majority of people experience caring, professional services, with good levels of support and communication.</i>
Page 10, Figure 5.7	<i>RNOH: Experiences are also positive about administration and levels of user involvement.</i>
Page 12, Figure 6.3	<i>Reception: Patients find reception staff to be empathetic on the whole, while feedback is mixed on support and administration.</i>
Page 12, Figure 6.3	<i>Reception: Telephone access and advice/information are cited as issues.</i>
Page 13, Figure 6.5	<i>Diagnosis/Testing: Experiences suggest a good quality diagnosis.</i>
Page 14, Figure 6.7	<i>Treatment: The majority of people experience caring, professional services, with good levels of support and communication.</i>
Page 15, Figure 6.9	<i>Nursing: The majority of people experience caring, professional services.</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>	66	3	34	103
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	5	2	9	16
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	24	2	26	52
	User Involvement	<i>Involvement of the service user.</i>	23	1	8	32
Systems	Administration	<i>Administrative processes and delivery.</i>	35	2	32	69
	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>	18	1	12	31
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	4	4
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	0	0
	Referral	<i>Referral to a service.</i>	5	0	4	9
	Medical Records	<i>Management of medical records.</i>	1	0	3	4
	Medication	<i>Prescription and management of medicines.</i>	4	1	8	13
	Opening Times	<i>Opening times of a service.</i>	1	0	0	1
	Planning	<i>Leadership and general organisation.</i>	3	0	6	9
	Registration	<i>Ability to register for a service.</i>	1	0	0	1
	Support	<i>Levels of support provided.</i>	117	3	42	162
	Telephone	<i>Ability to contact a service by telephone.</i>	1	0	19	20
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	18	1	21	40
Waiting List	<i>Length of wait while on a list.</i>	6	1	19	26	
Values	Choice	<i>General choice.</i>	3	0	10	13
	Cost	<i>General cost.</i>	0	1	2	3
	Language	<i>Language, including terminology.</i>	0	0	0	0
	Nutrition	<i>Provision of sustenance.</i>	1	0	1	2
	Privacy	<i>Privacy, personal space and property.</i>	0	0	0	0
	Quality	<i>General quality of a service, or staff.</i>	164	2	17	183
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	0	0
	Stimulation	<i>General stimulation, including access to activities.</i>	0	0	2	2

8. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	1	0	2	3
	Environment/Layout	<i>Physical environment of a service.</i>	3	1	8	12
	Equipment	<i>General equipment issues.</i>	0	0	0	0
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	1	0	0	1
	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>	0	0	2	2
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	1	1
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	1	3	4
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	204	5	28	237
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	5	5
	Staff Training	<i>Training of staff.</i>	0	0	2	2
	Staffing Levels	<i>General availability of staff.</i>	0	0	2	2
Total:			707	27	336	1070