

The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Harrow, 21 July 2021



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, social care and community services in Harrow.

Reporting Period: 1 April 2021 - 30 June 2021

Index and overview of findings



467

Data Source

This report is based on the experience of 467 people. Feedback has been obtained from a variety of sources, including general engagement and comments posted online (including Care Opinion, NHS and social media). More on page 4.



62%

Overall Satisfaction

Satisfaction has declined by 4% this quarter, standing at 62% positive, 37% negative and 1% neutral.

Feedback suggests people receive good quality, compassionate treatment and care on the whole, with good levels of involvement. Administration and service access remain as leading negative issues.



73%

Information, Involvement and Support

Satisfaction has improved by 3% this quarter, standing at 73% positive, 27% negative and 0% neutral.

Compliments about communication are up by 10% this quarter, while feedback about involvement and support is largely unchanged. More on page 5.



79%

Quality and Empathy

Satisfaction has declined by 1% this quarter, standing at 79% positive, 20% negative and 1% neutral.

While the volume of positive feedback is down this quarter, continuing good levels of quality and empathy are reported, overall. More on page 5.



25%

Access to Services

Satisfaction has declined by 14% this quarter, standing at 25% positive, 72% negative and 3% neutral.

This quarter we record a 19% increase in complaints about waiting lists, while complaints about ability to book appointments have risen by 11%. More on page 5.

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.

"I am in need of dental treatment, however none of the NHS dentists I called are taking new patients - I have called at least 15 of them."



188

GP Services

Satisfaction has declined by 10% this quarter, standing at 44% positive, 54% negative and 2% neutral.

188 people comment on GP services, with good quality, compassionate treatment and care reported. However experiences suggest people would like greater levels of communication and support. Ability to book appointments, administration, telephones and waiting lists are cited as issues. More on page 9.



191

Dentists

Satisfaction has declined by 8% this quarter, standing at 81% positive, 18% negative and 1% neutral.

191 people comment on dentists, with accounts of excellent treatment, care and customer service recorded. Good levels of information and involvement are also reported. Access is an issue for some. More on page 10.



61

Northwick Park Hospital

Satisfaction has declined by 3% this quarter, standing at 49% positive, 50% negative and 1% neutral.

According to the feedback of 61 people, we hear accounts of excellent treatment, care and customer service. Waiting times, particularly at A&E are called into question. More on page 11.



3

Wider Community

Just 3 people comment on the wider community this quarter.

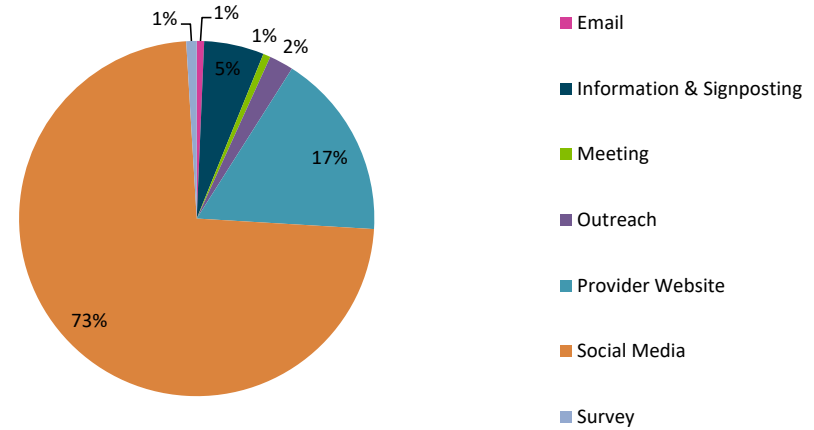
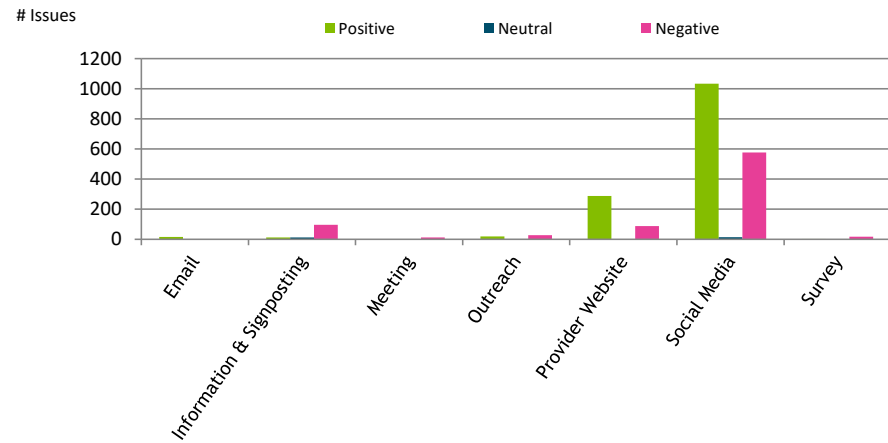
We receive mixed reviews about the Community Mental Health Team. More on pages 20-21.

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?

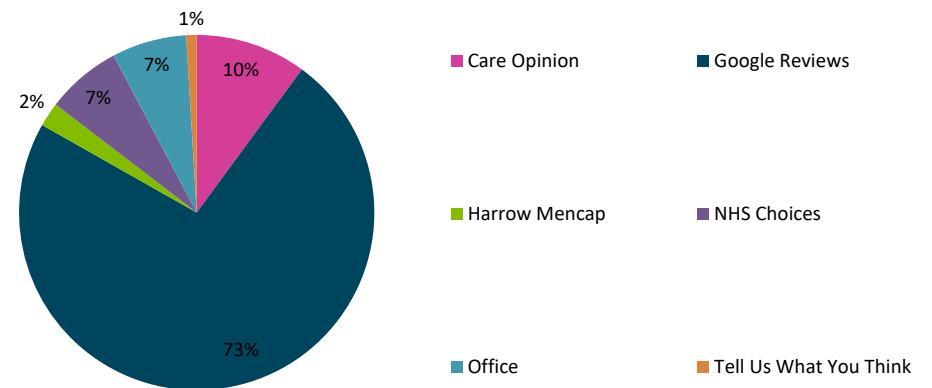
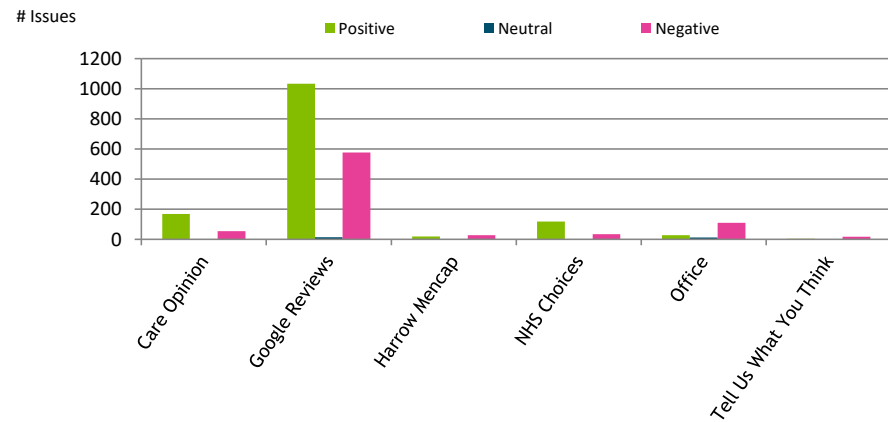


1.1 Source: 2220 issues from 467 people



Sources providing the most comments overall

1.2 Origin

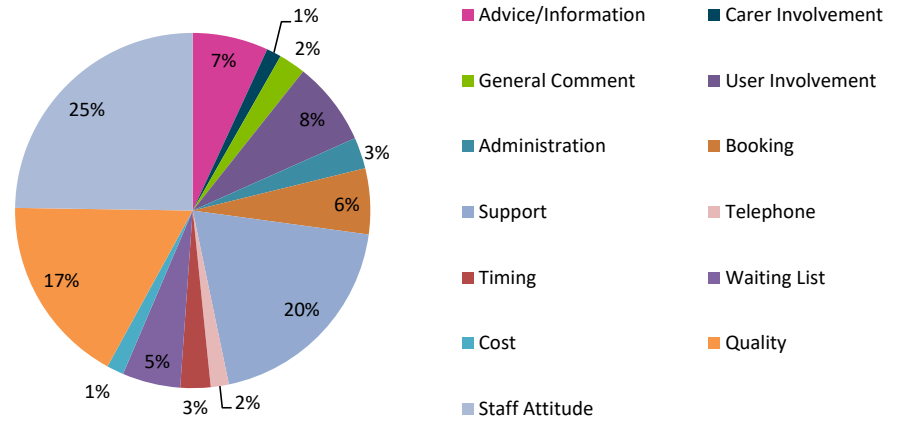
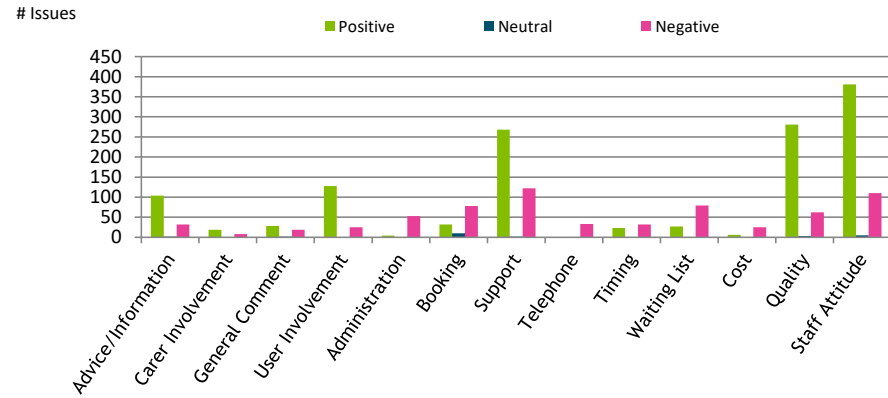


Origins providing the most comments overall

2. Health and Care Services: Which service aspects are people most commenting on?

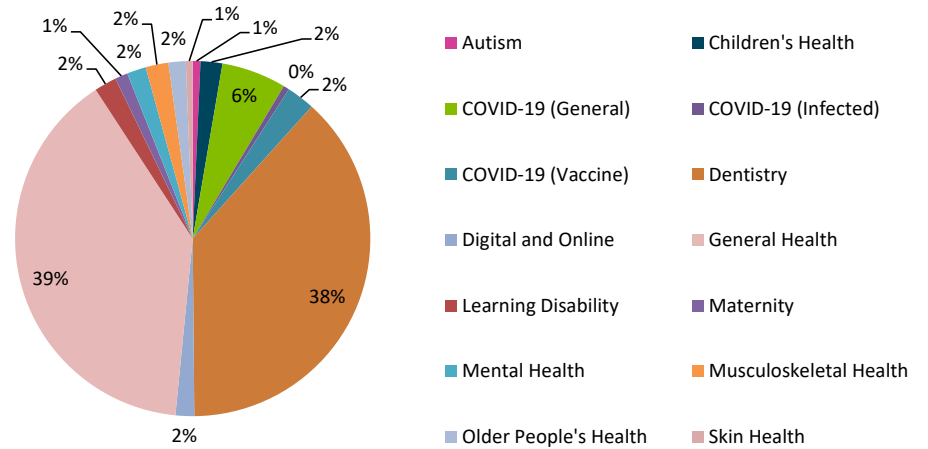
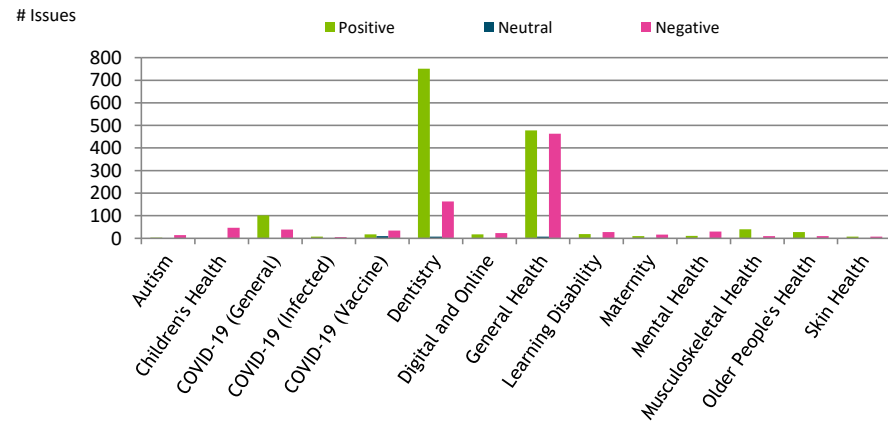


2.1 Top Trends: 2215 issues from 464 people



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

2.2 Stated medical conditions

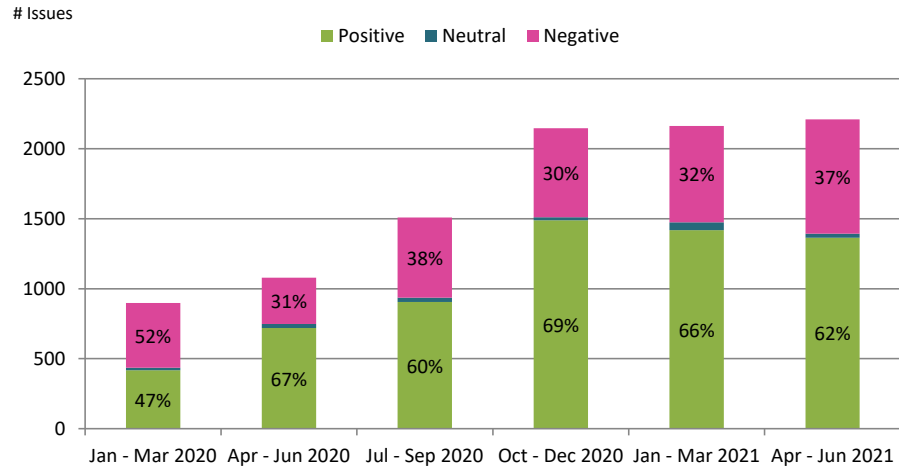


Medical conditions receiving the most comments overall

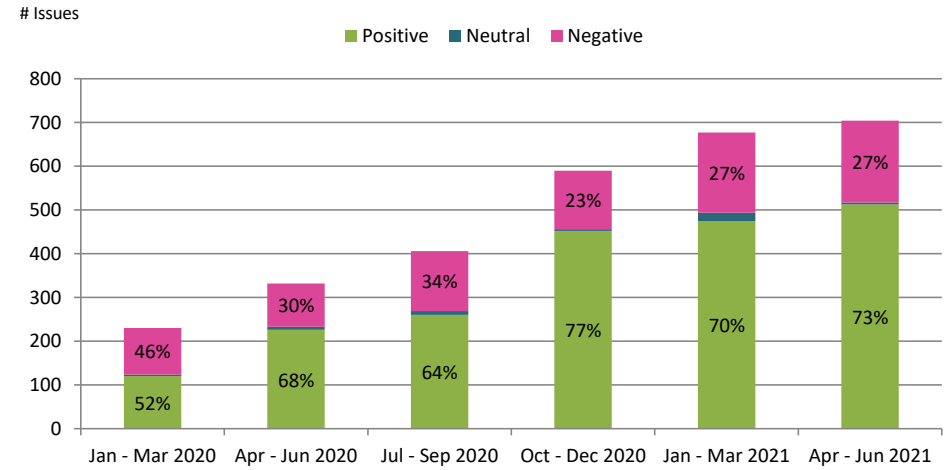
3. On the whole, how do people feel about Health and Care services?



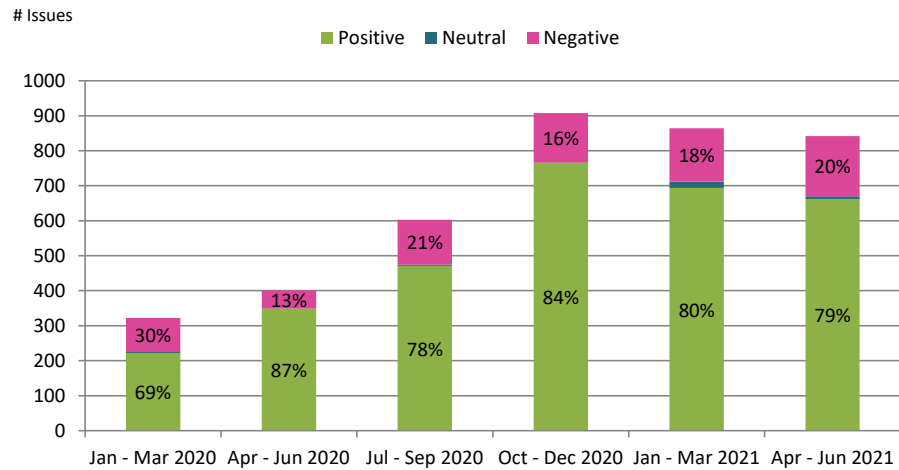
3.1 How do people feel about services overall?



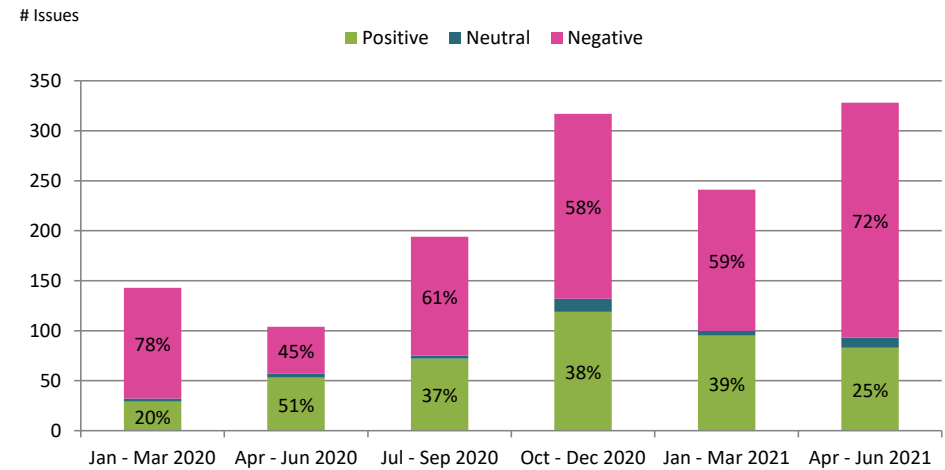
3.2 How well informed, involved and supported do people feel?



3.3 How do people feel about general quality and empathy?



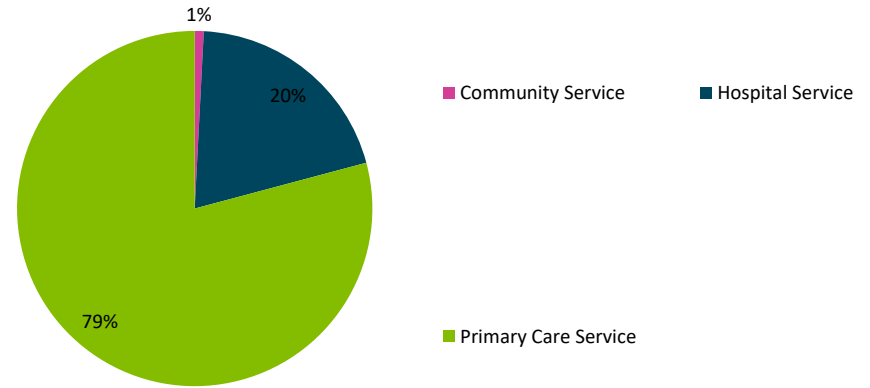
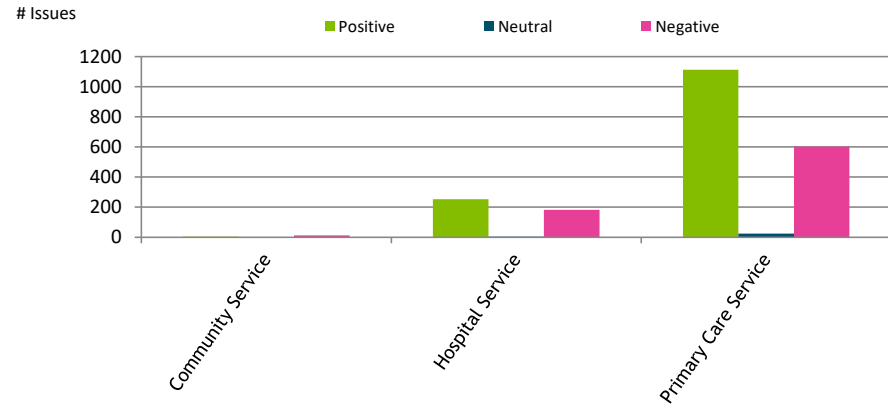
3.4 How do people feel about access to services?



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

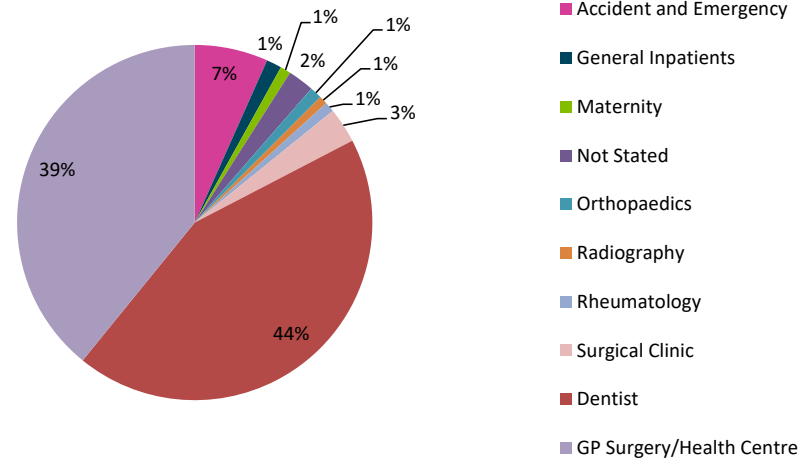
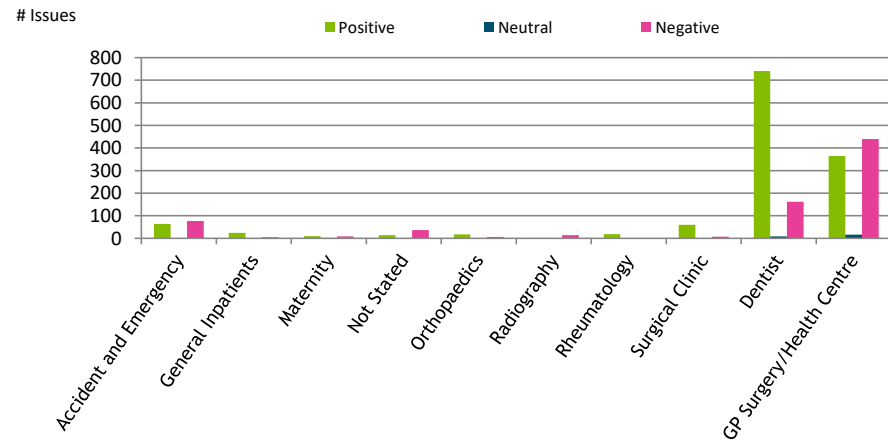


4.1 Service Sector



Service sectors receiving the most comments overall

4.2 Service Type

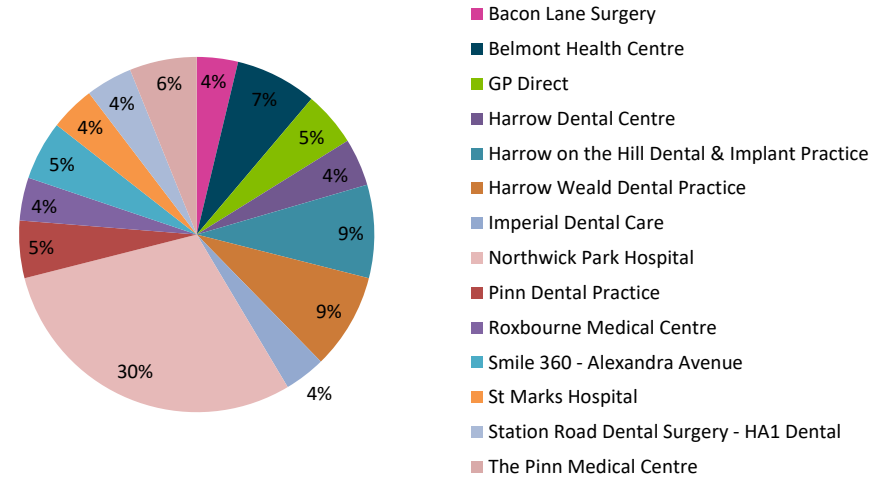
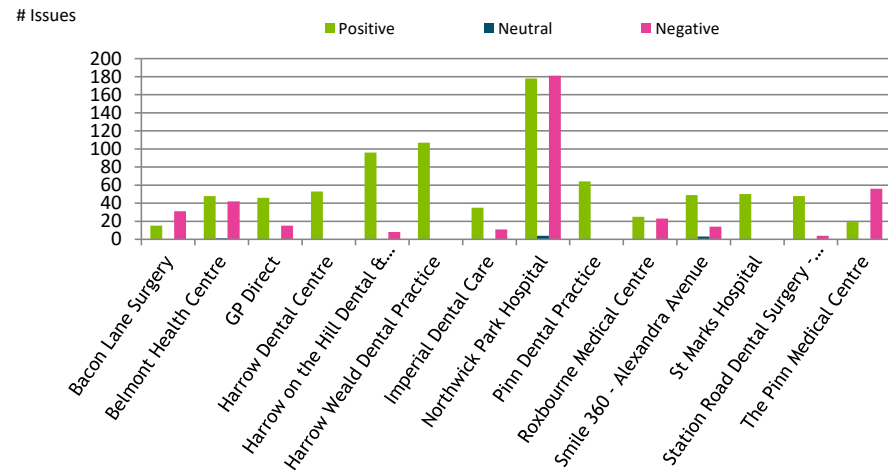


Service type receiving the most comments overall

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

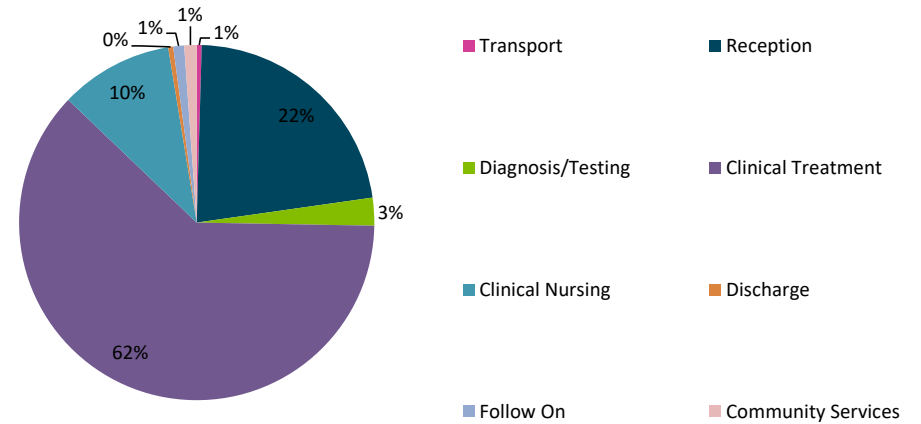
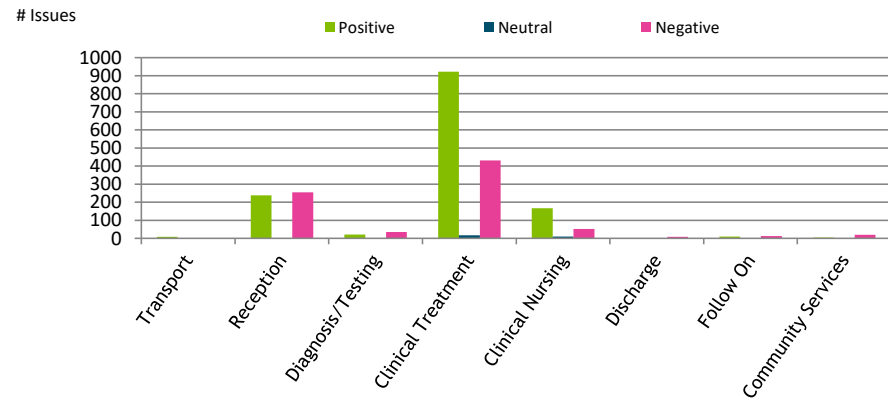


4.3 Services



Services receiving the most comments overall

4.4 Breakdown of care pathway locations

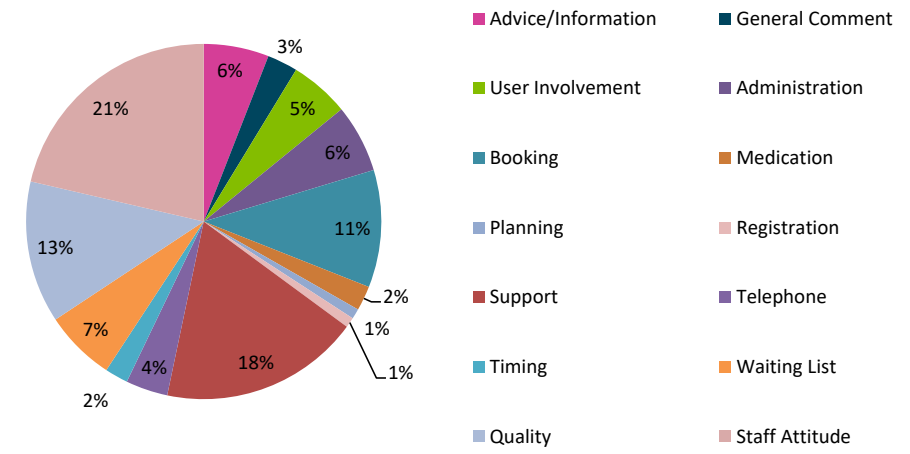
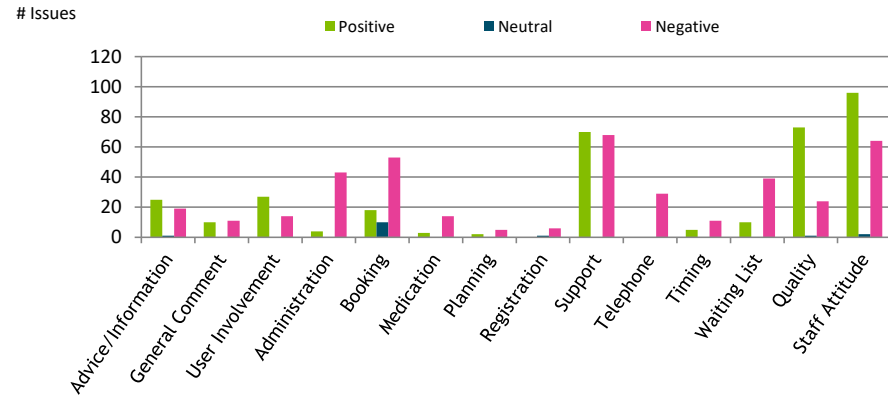


Care pathway locations

5. Trends: GP Services

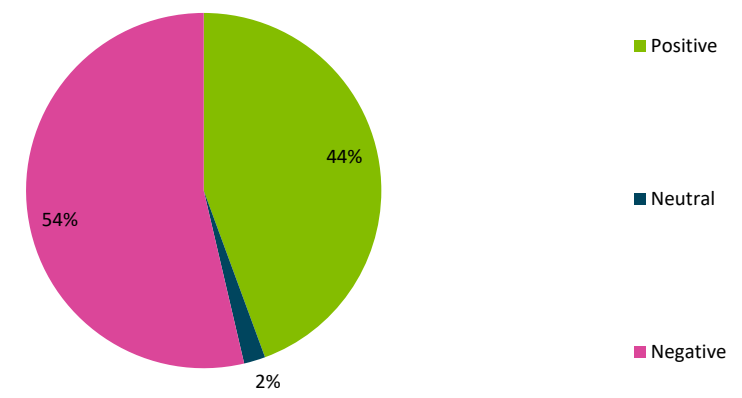
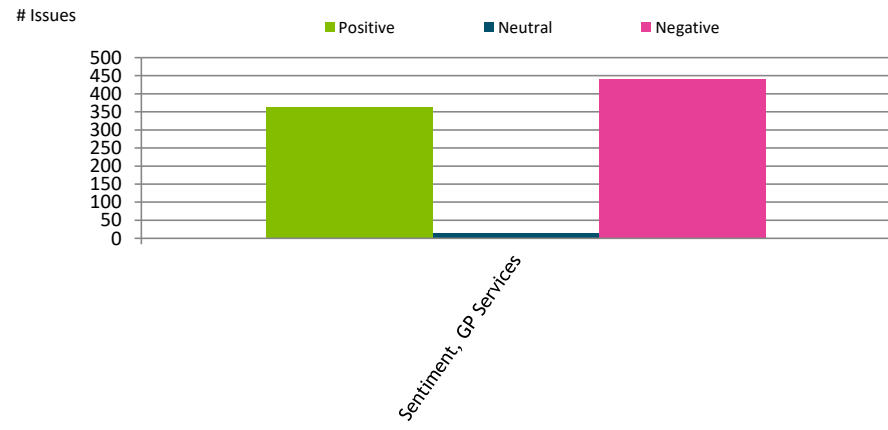


5.1 Trends, GP Services: 820 issues from 188 people



Issues receiving the most comments overall

5.2 Sentiment, GP Services

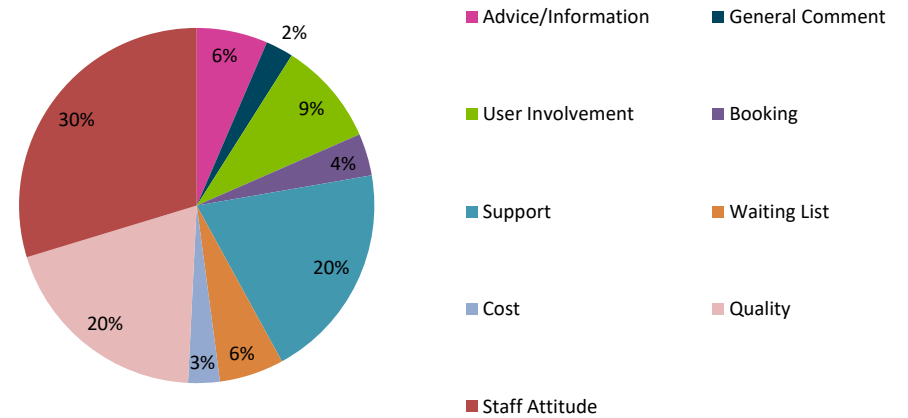
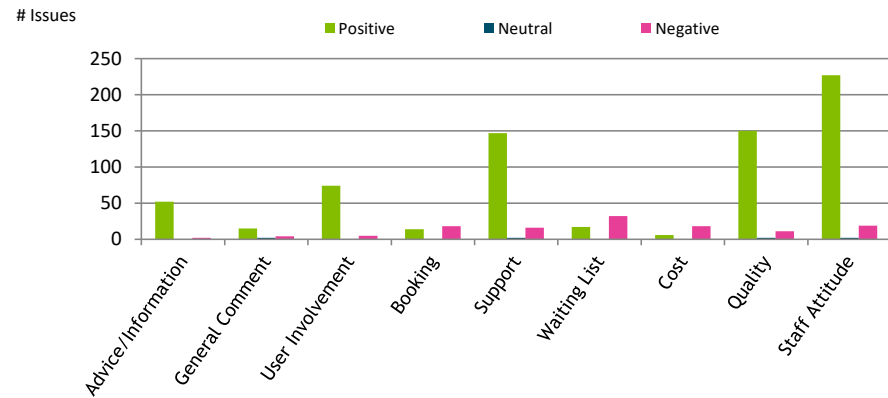


Quarterly benchmark: 10% decline on the previous quarter

5. Trends: Dentists

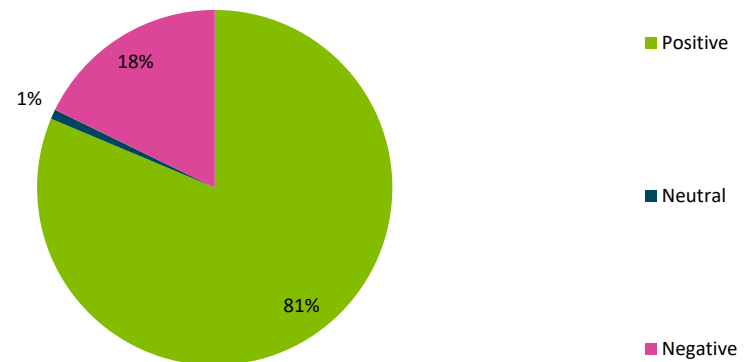
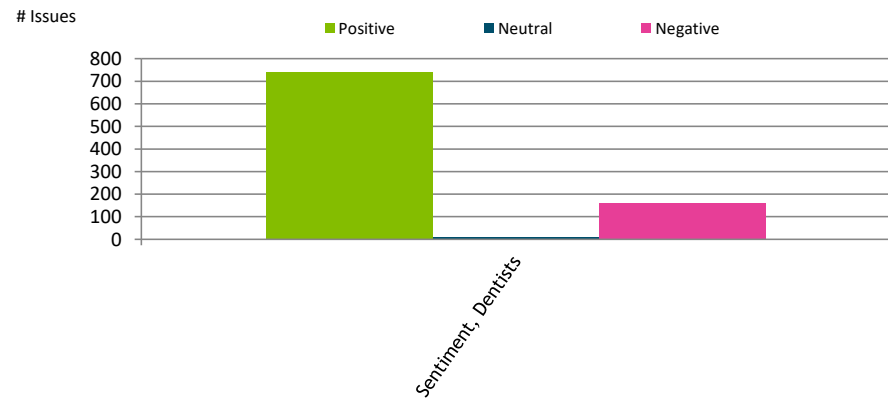


5.3 Trends, Dentists: 911 issues from 191 people



Issues receiving the most comments overall

5.4 Sentiment, Dentists

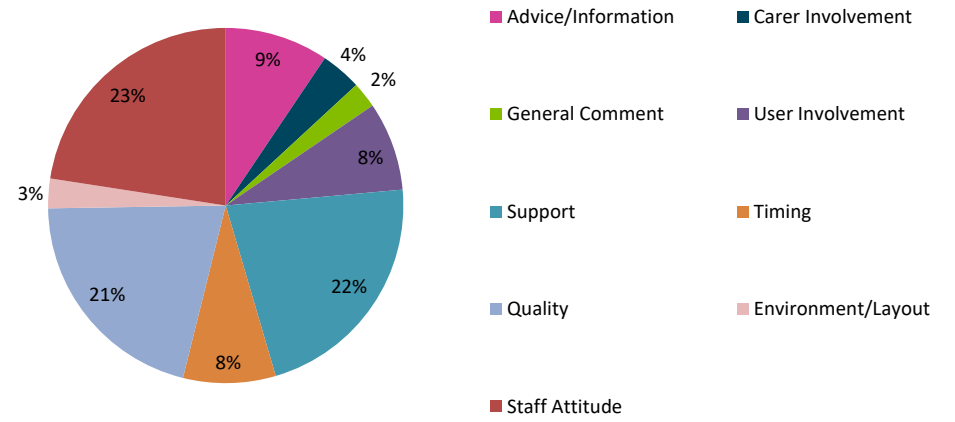
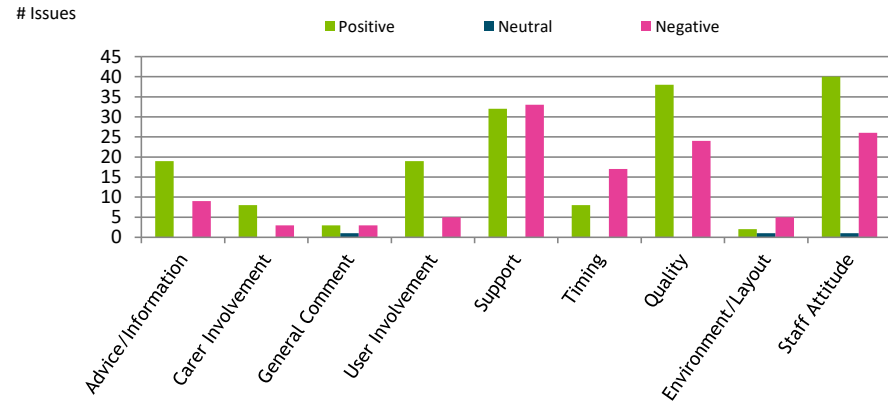


Quarterly benchmark: 8% decline on the previous quarter

5. Trends: Northwick Park Hospital

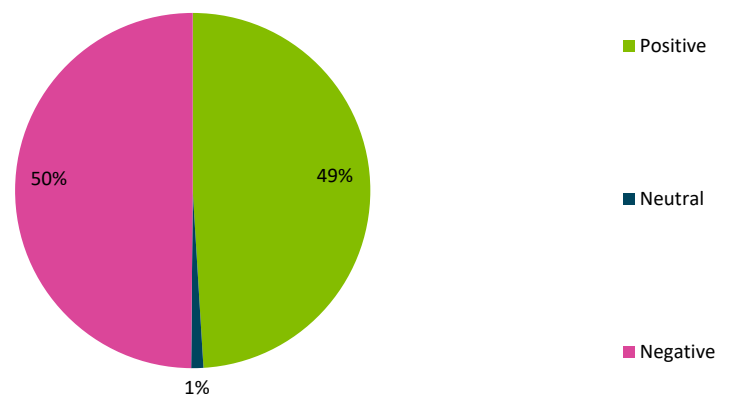
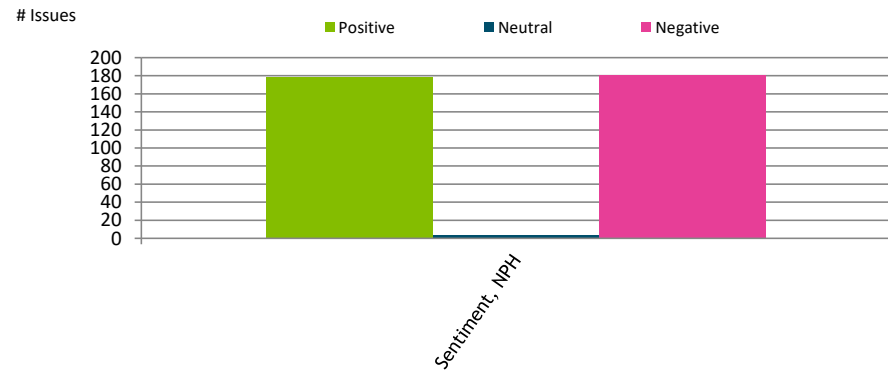


5.5 Trends, Northwick Park Hospital: 363 issues from 61 people



Issues receiving the most comments overall

5.6 Sentiment, Northwick Park Hospital

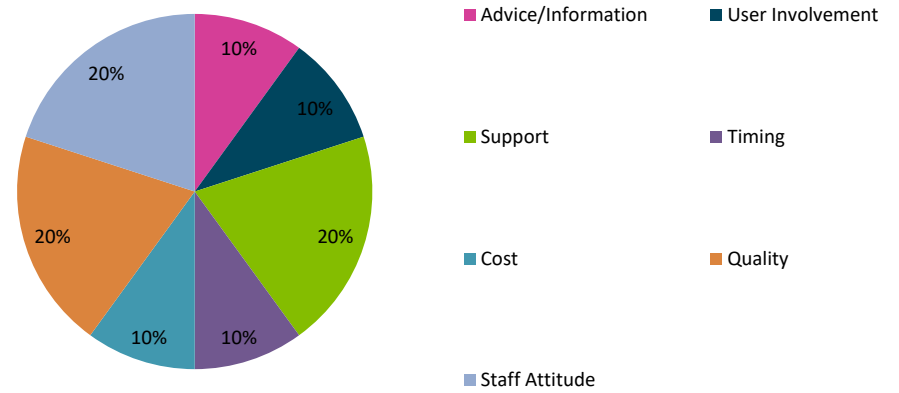
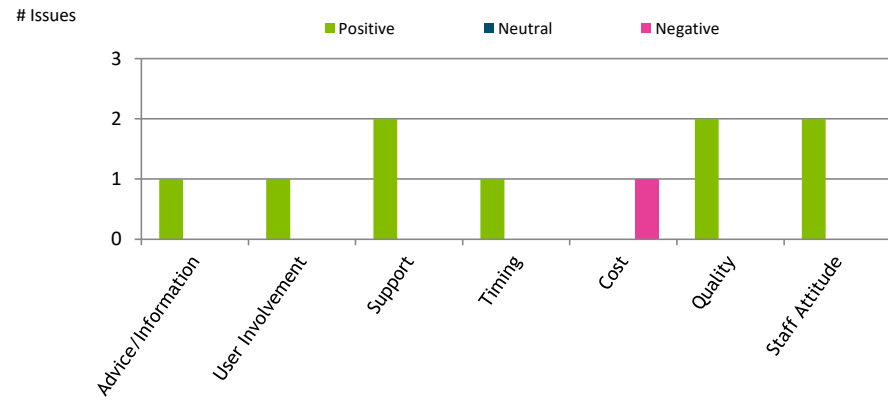


Quarterly benchmark: 3% decline on the previous quarter

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

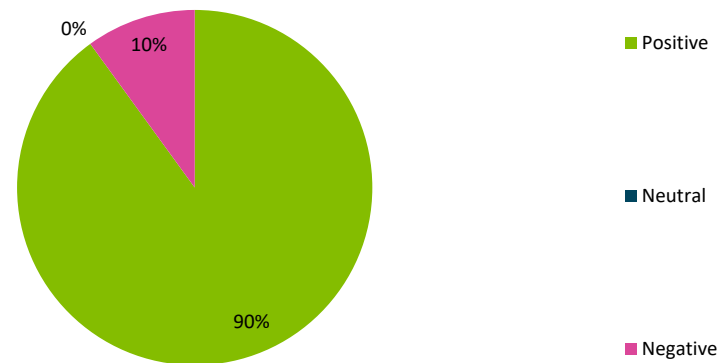
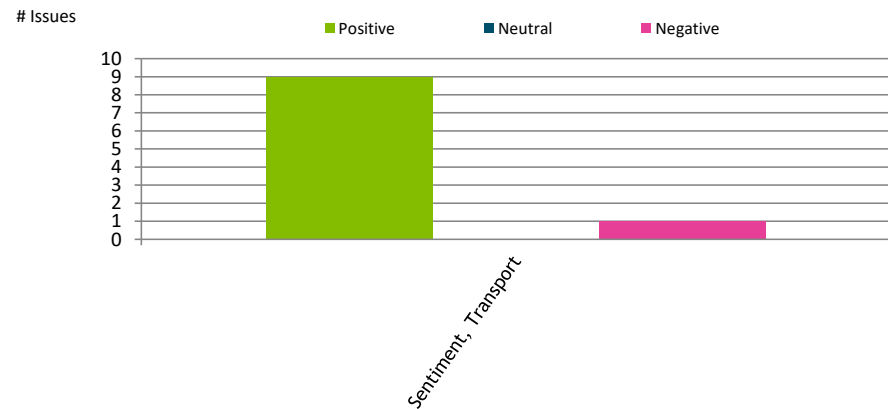


6.1 Trends, Transport (10 issues)



Issues receiving the most comments overall

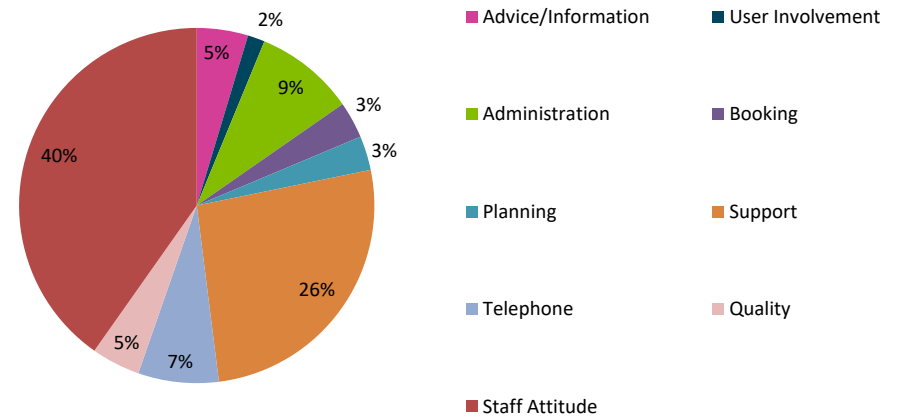
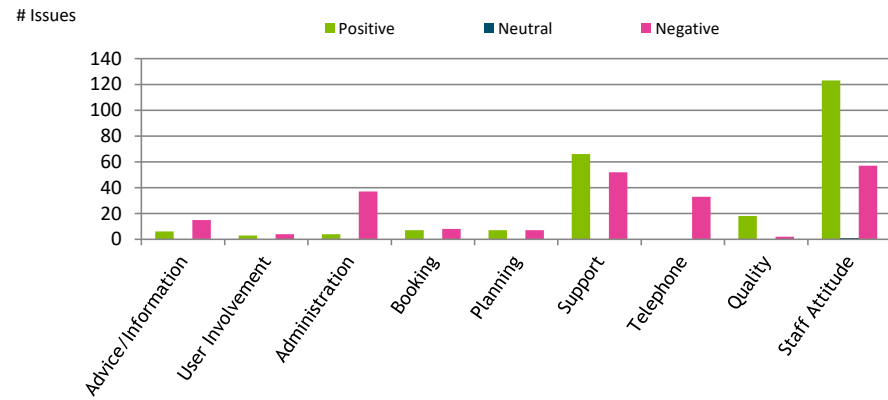
6.2 Sentiment, Transport



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

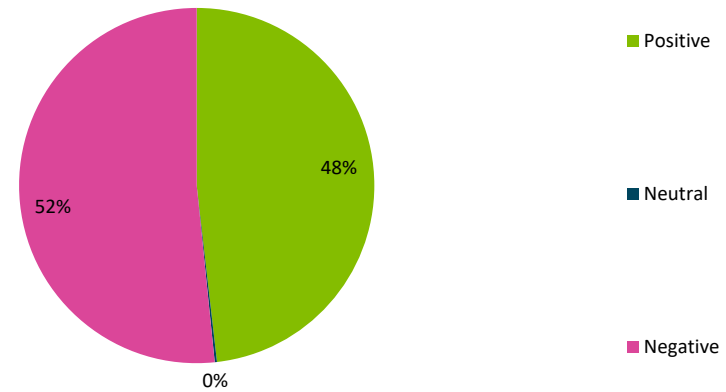
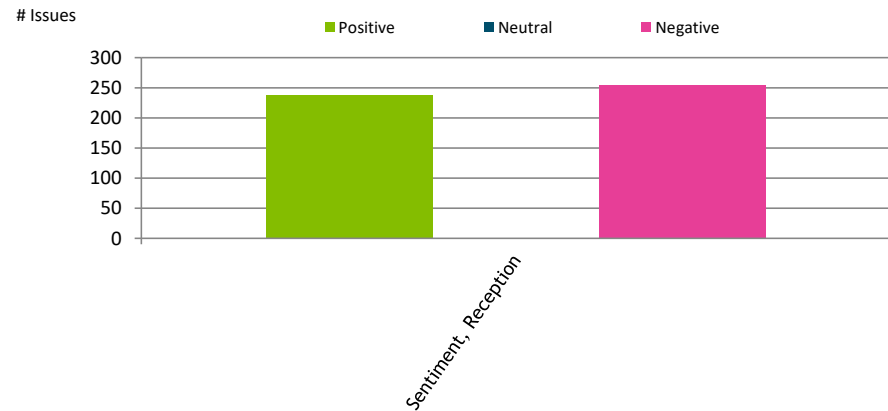


6.3 Trends, Reception (494 issues)



Issues receiving the most comments overall

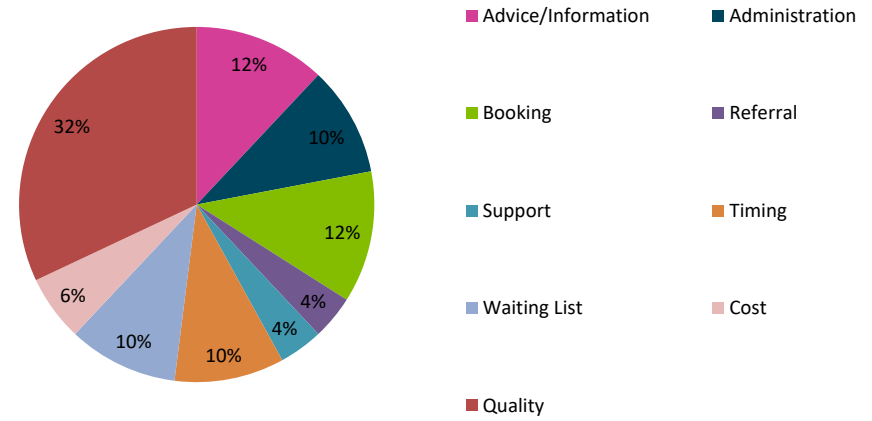
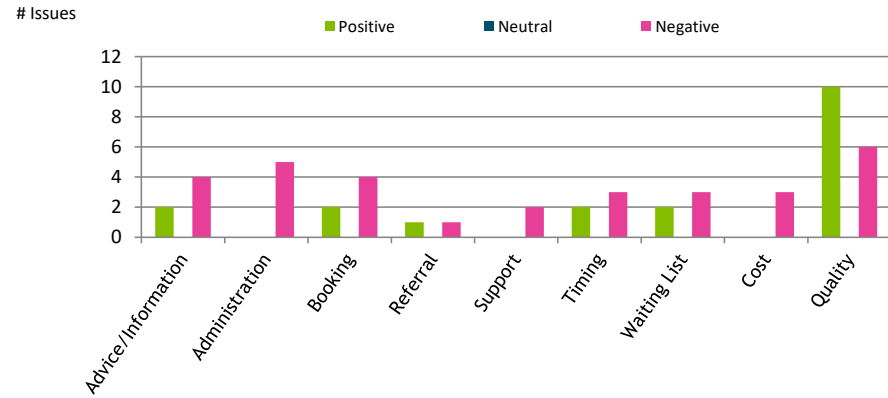
6.4 Sentiment, Reception



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

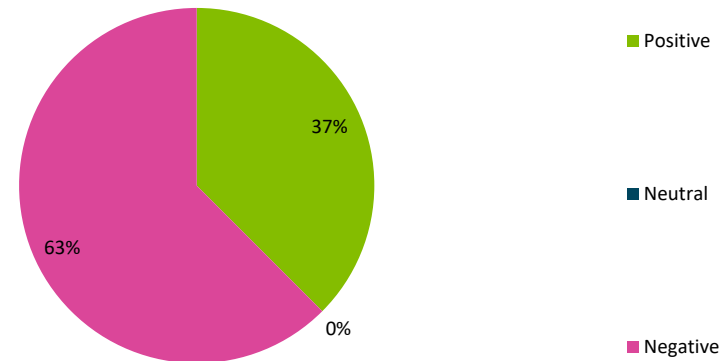
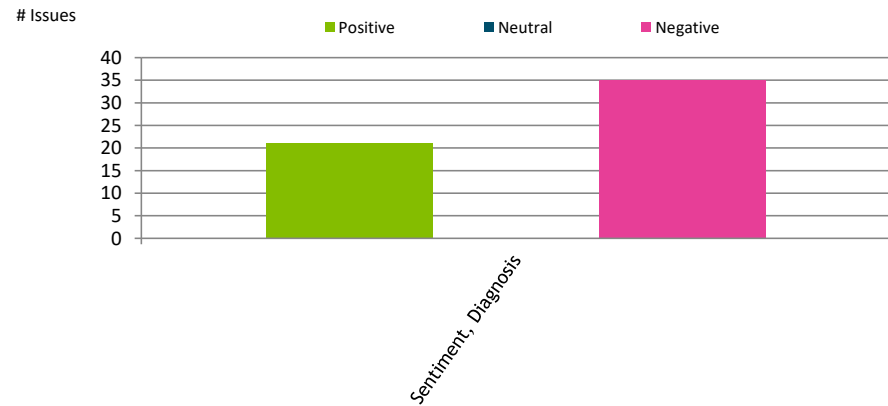


6.5 Trends, Diagnosis/Testing (56 issues)



Issues receiving the most comments overall

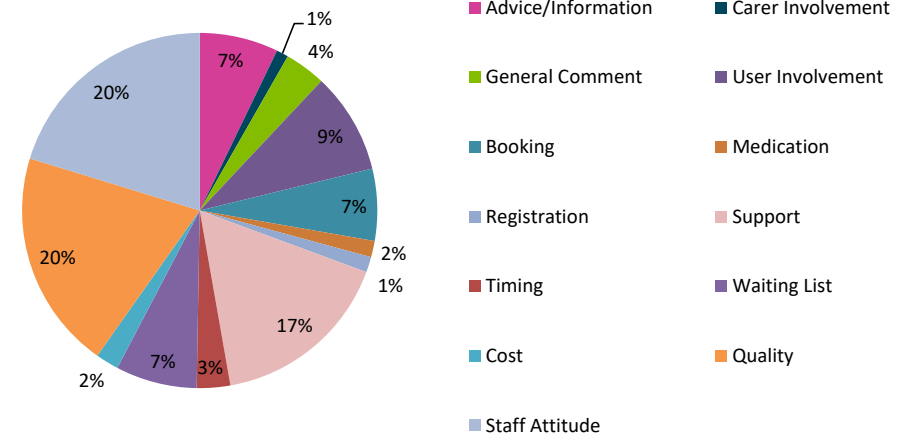
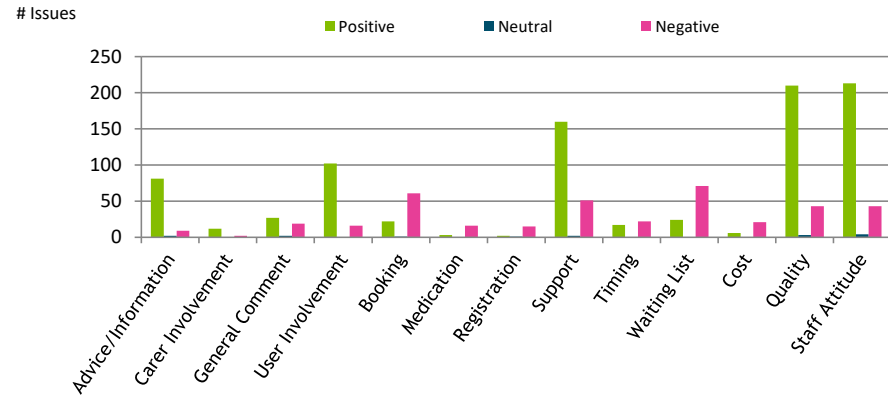
6.6 Sentiment, Diagnosis/Testing



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

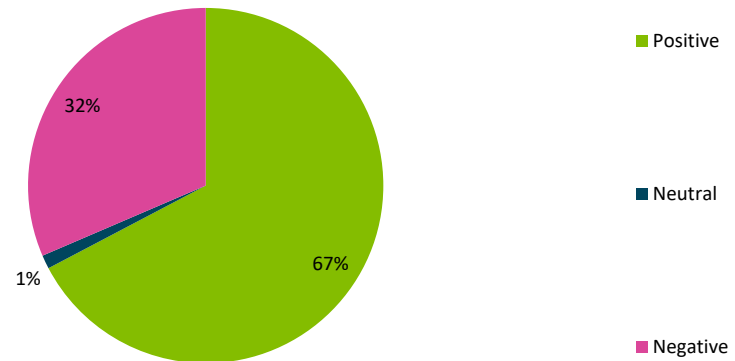
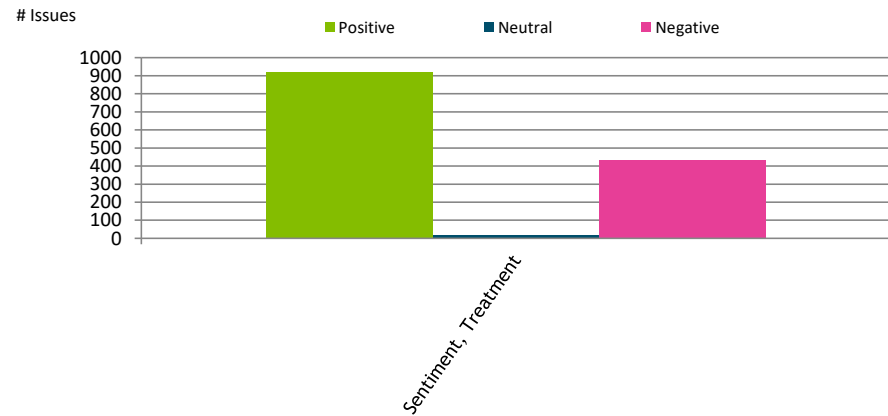


6.7 Trends, Clinical Treatment (1370 issues)



Issues receiving the most comments overall

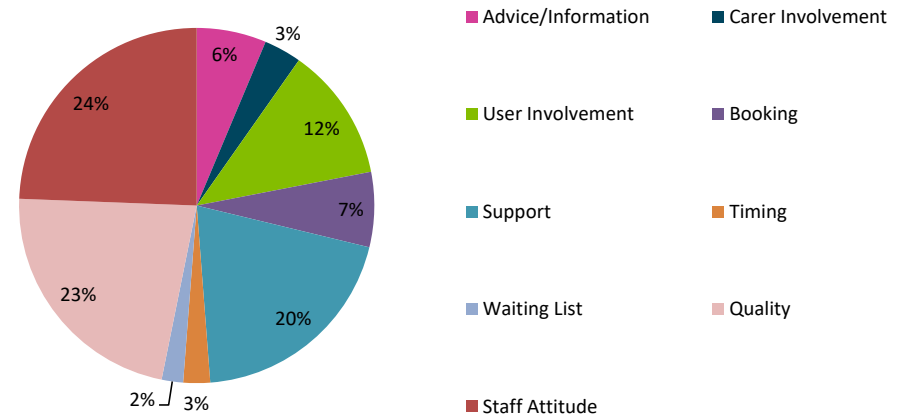
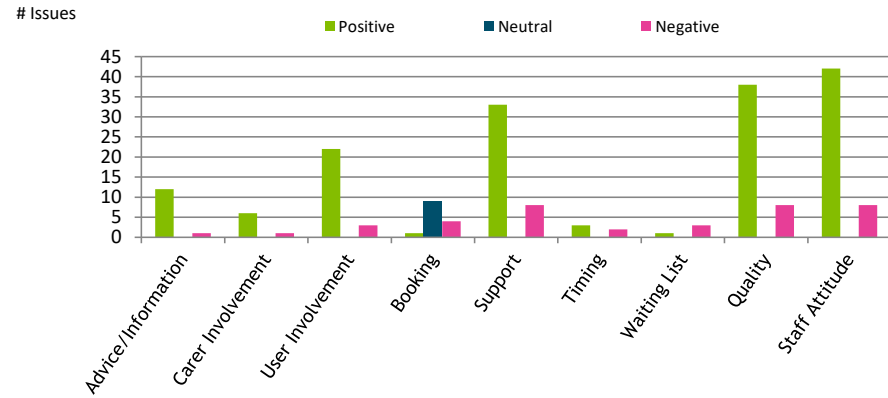
6.8 Sentiment, Clinical Treatment



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

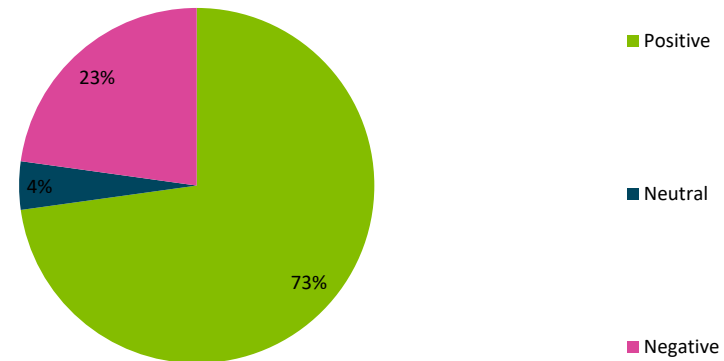
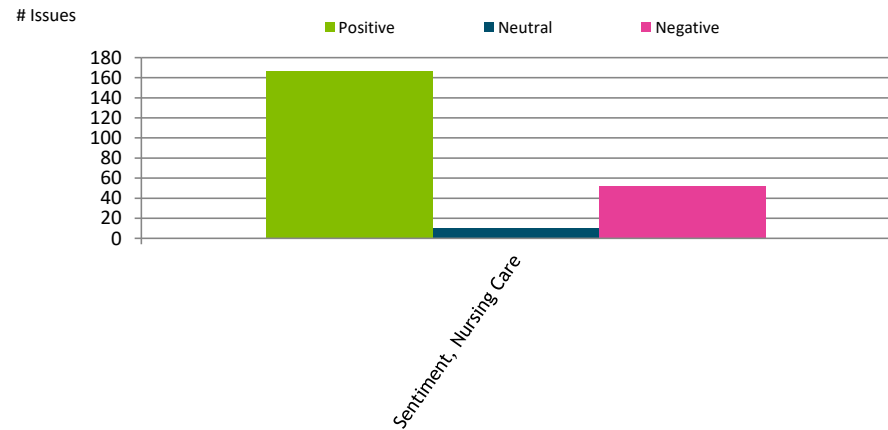


6.9 Trends, Clinical Nursing (228 issues)



Issues receiving the most comments overall

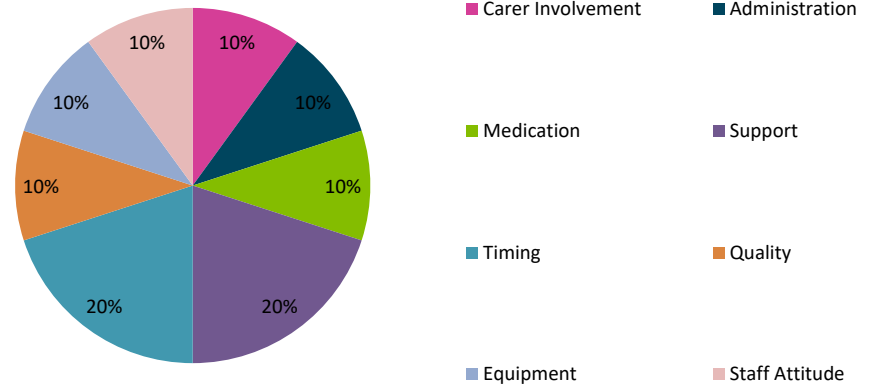
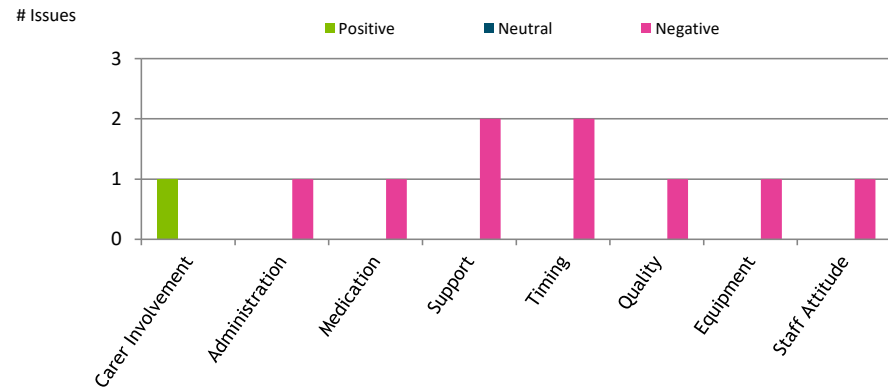
6.10 Sentiment, Clinical Nursing



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

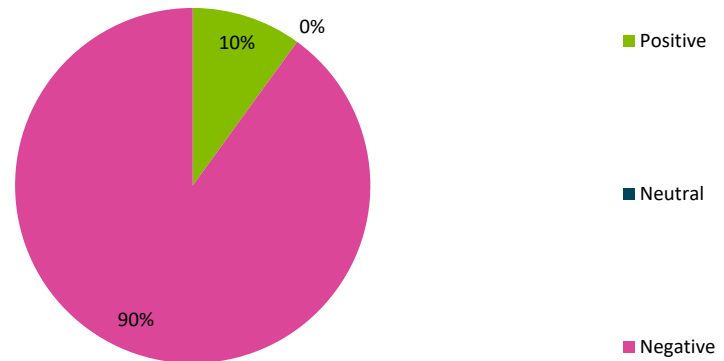
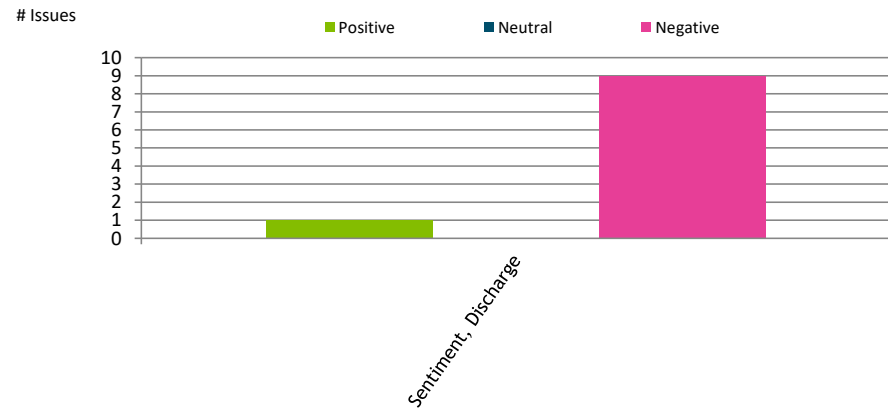


6.11 Trends, Discharge (10 issues)



Issues receiving the most comments overall

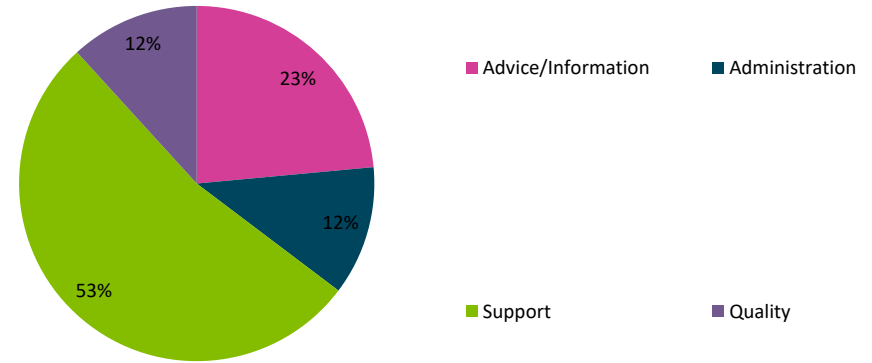
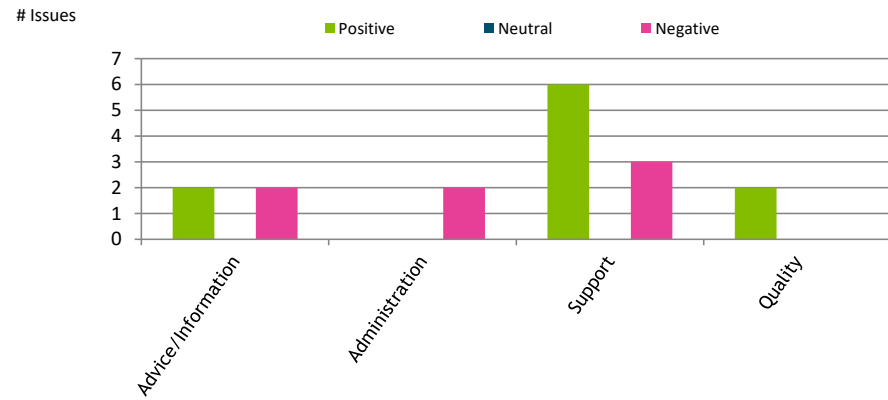
6.12 Sentiment, Discharge



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

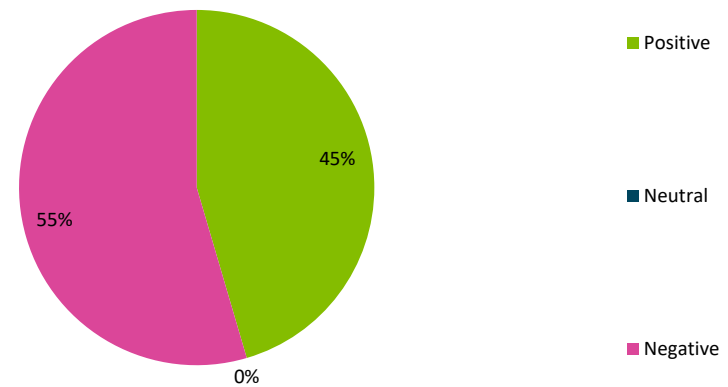
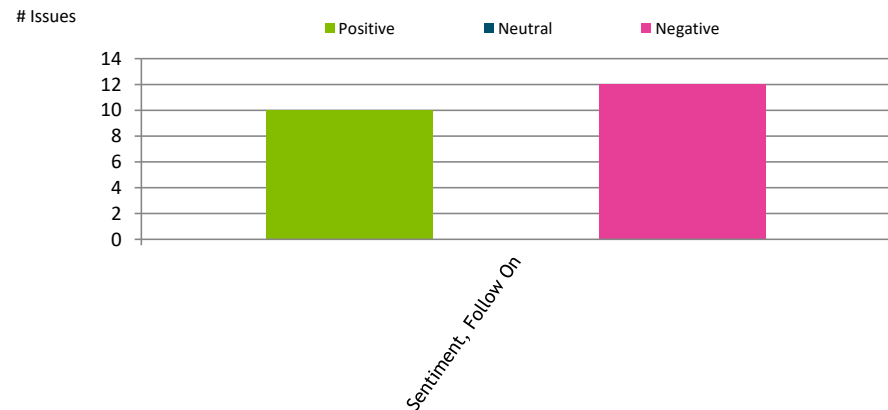


6.13 Trends, Follow On (22 issues)



Issues receiving the most comments overall

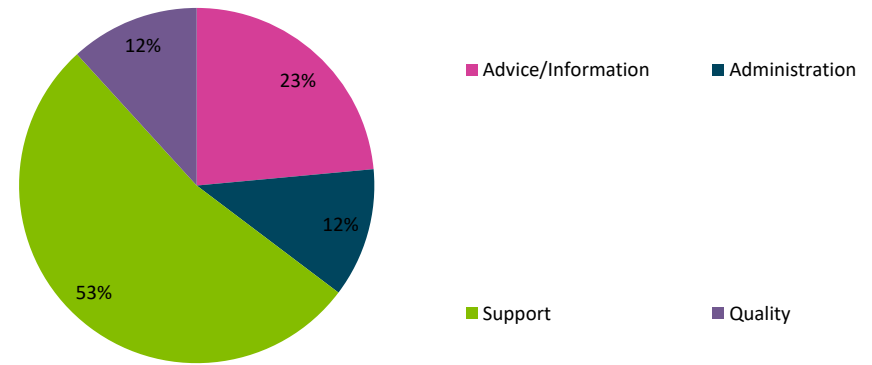
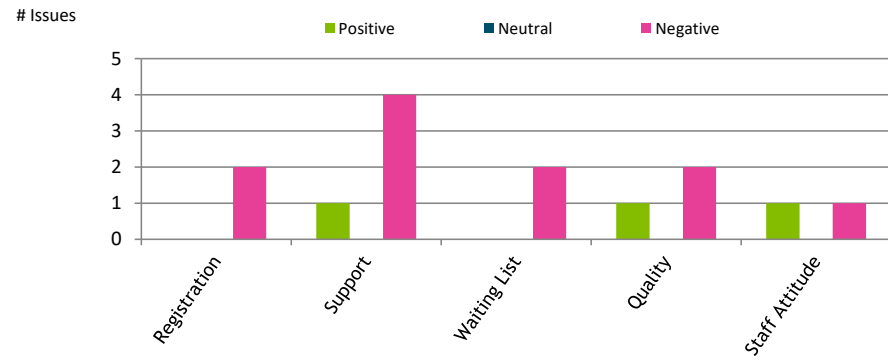
6.14 Sentiment, Follow On



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

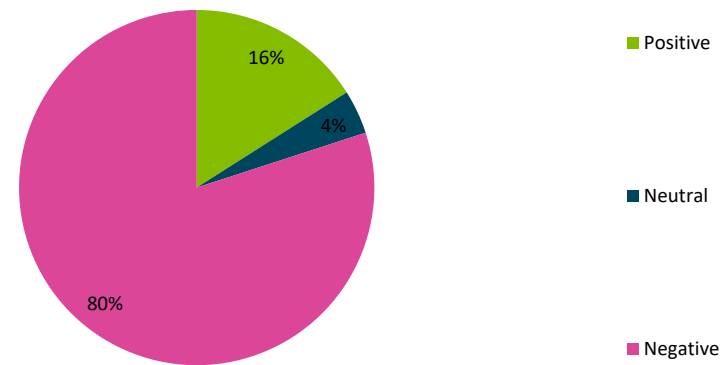
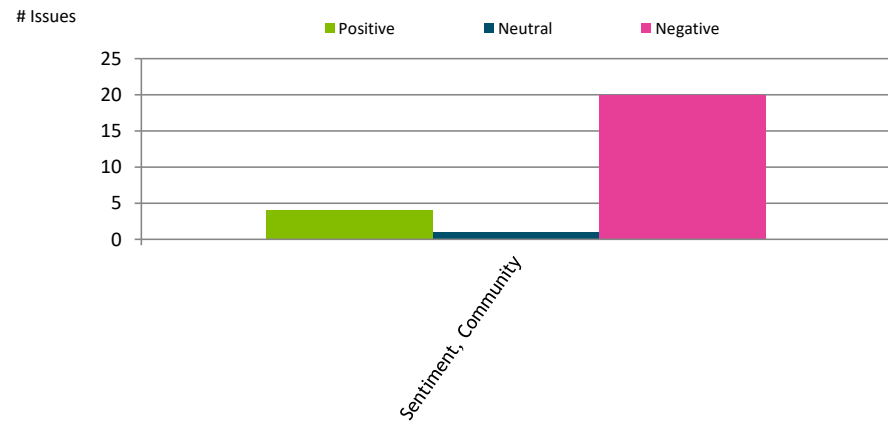


6.15 Trends, Community (25 issues)



Issues receiving the most comments overall

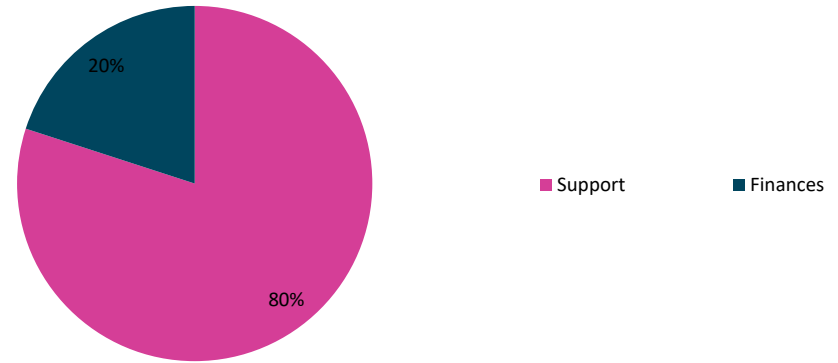
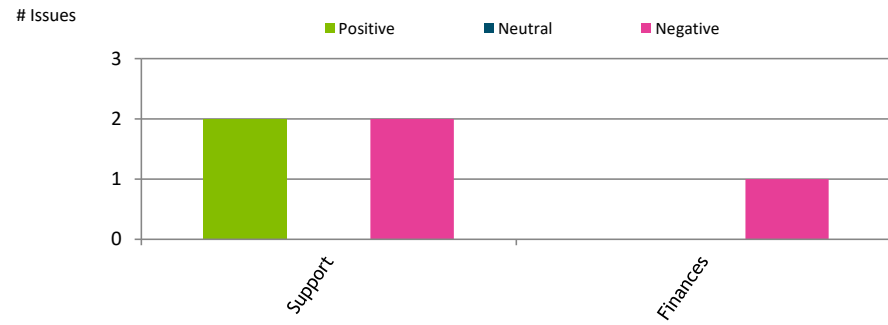
6.16 Sentiment, Community



7. Wider Community: Which aspects are people most commenting on?

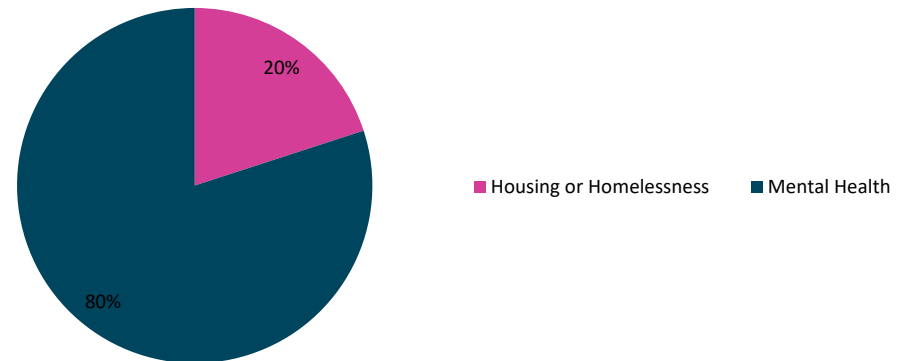
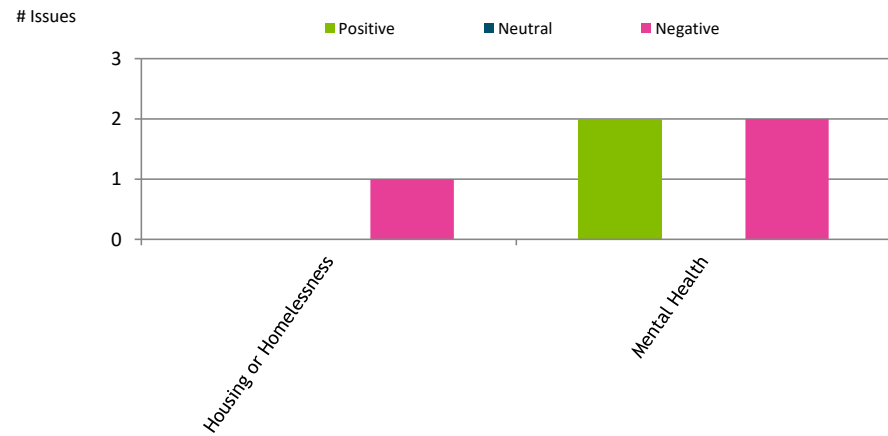


7.1 Top Trends: 5 issues from 3 people



Issues receiving the most comments overall.

7.2 Stated topics

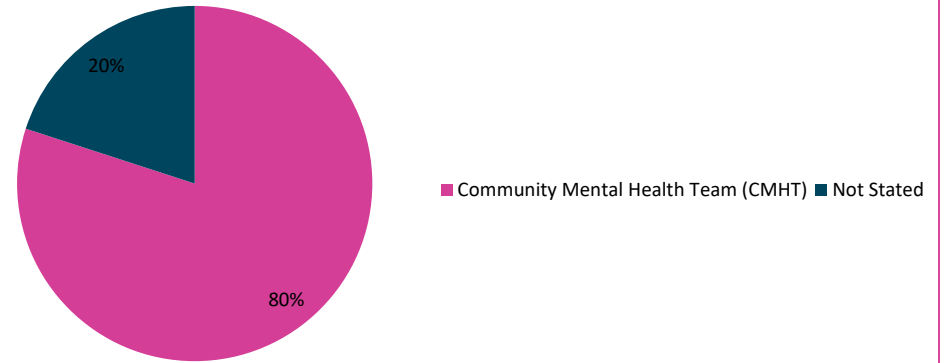
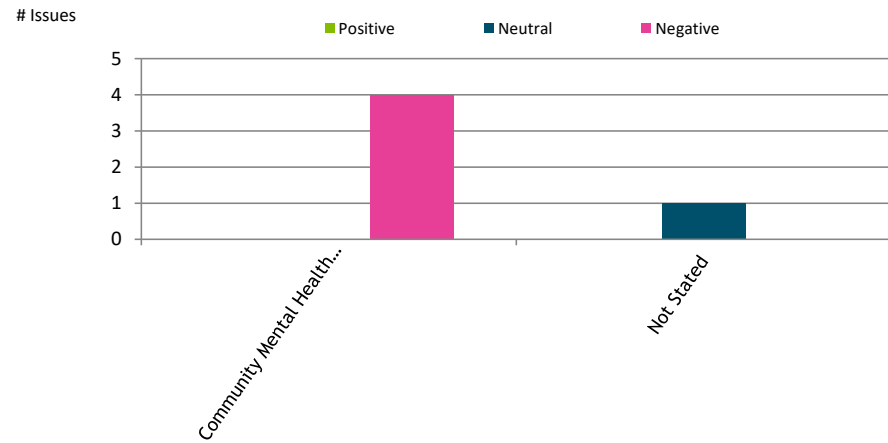


Topics receiving the most comments overall

7. Wider Community: Which aspects are people most commenting on?

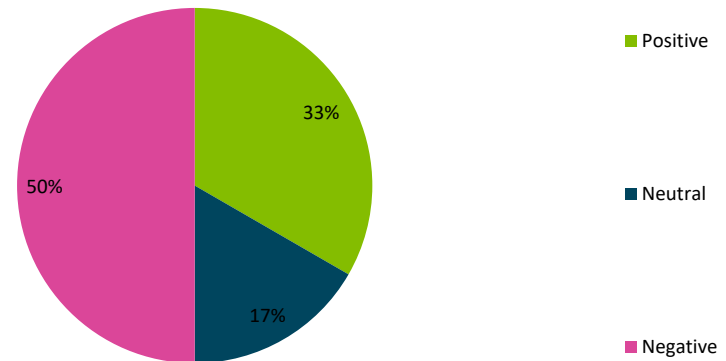
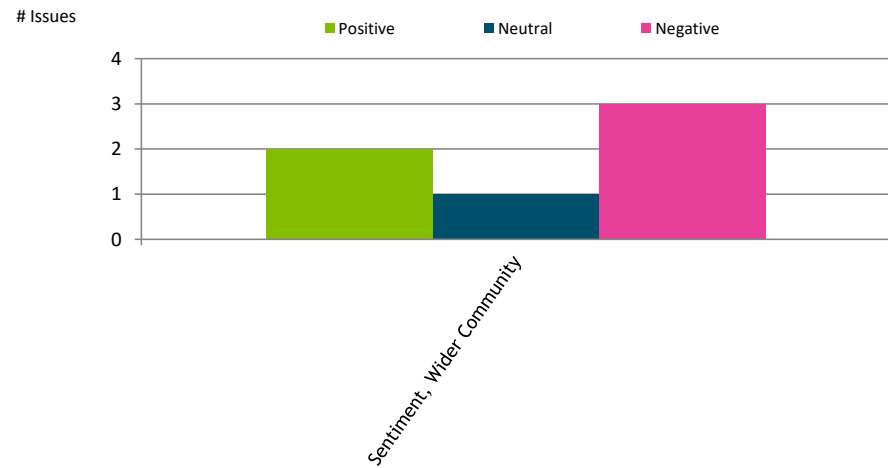


7.3 Service Type



Service type receiving the most comments overall

7.4 Sentiment, Wider Community



Quarterly benchmark: N/A

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>	104	2	32	138
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	19	0	8	27
	Peer Involvement	<i>Involvement or Influence of friends.</i>	0	0	0	0
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	28	3	19	50
	User Involvement	<i>Involvement or influence of the service user.</i>	128	0	25	153
Systems	Administration	<i>Administrative processes and delivery.</i>	4	0	53	57
	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>	32	10	78	120
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	12	12
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	5	5
	Referral	<i>Referral to a service.</i>	3	1	5	9
	Medical Records	<i>Management of medical records.</i>	0	0	4	4
	Medication	<i>Prescription and management of medicines.</i>	4	0	20	24
	Opening Times	<i>Opening times of a service.</i>	0	0	2	2
	Planning	<i>Leadership and general organisation.</i>	9	0	7	16
	Registration	<i>Ability to register for a service.</i>	2	1	24	27
	Support	<i>Levels of support provided.</i>	268	2	124	394
	Telephone	<i>Ability to contact a service by telephone.</i>	0	0	33	33
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	23	0	32	55
	Waiting List	<i>Length of wait while on a list.</i>	27	0	79	106
Values	Choice	<i>General choice.</i>	4	1	5	10
	Cost	<i>General cost.</i>	6	0	26	32
	Language	<i>Language, including terminology.</i>	3	0	1	4
	Nutrition	<i>Provision of sustenance.</i>	3	0	1	4
	Privacy	<i>Privacy, personal space and property.</i>	0	0	3	3
	Quality	<i>General quality of a service, or staff.</i>	281	3	62	346
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	0	0
	Stimulation	<i>General stimulation, including access to activities.</i>	3	0	1	4

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>	9	1	7	17
	Equipment	<i>General equipment issues.</i>	2	0	9	11
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	9	0	3	12
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	9	0	2	11
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	2	2
	Travel/Parking	<i>Ability to travel or park.</i>	2	1	4	7
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>	1	0	3	4
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	381	5	110	496
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	3	3
	Staff Training	<i>Training of staff.</i>	4	0	4	8
	Staffing Levels	<i>General availability of staff.</i>	0	0	7	7
	Total:			1370	30	820