



Experience of Services, Q2 2018/19

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

In this report, we examine the experience of services in Harrow.

healthwatch
Harrow

Page 2 Data Source

Healthwatch talks to people across the community, week in, week out.

This section shows where we collected the feedback that underpins this report.



Pages 3 - 5 Top Trends

We review all the feedback we collect.

This enables us to find out what people think of their services.

This section reveals the top trends, and how people feel overall.



Pages 6 - 17 Patient Journey

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

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



Page 18 Summary

This section summarises findings, in brief.



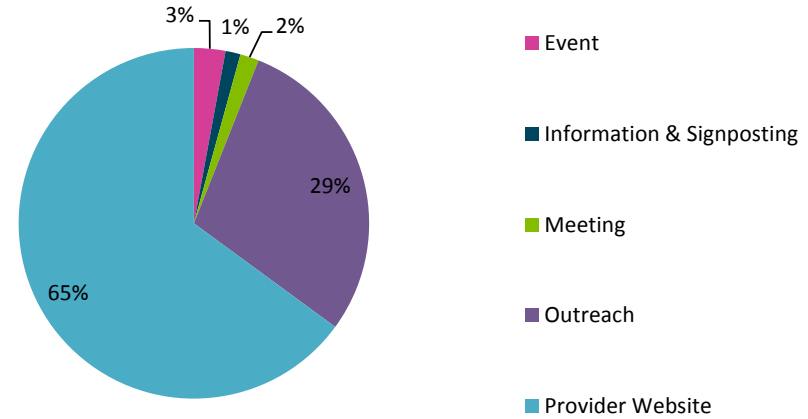
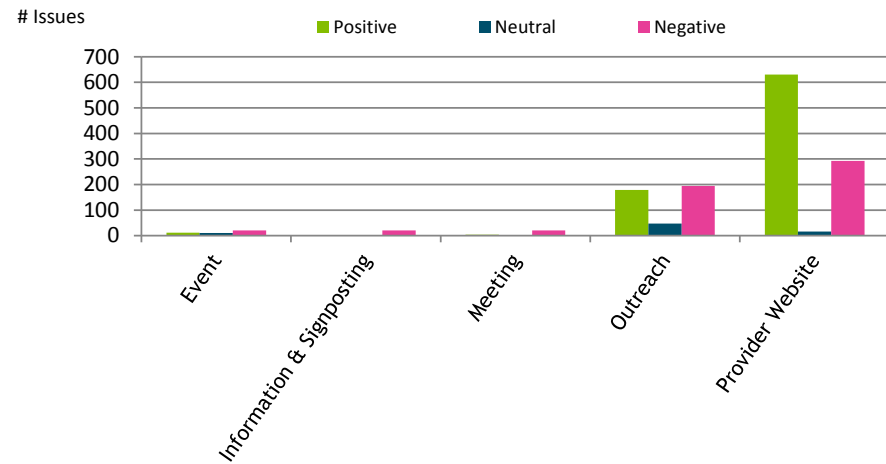
Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

Report compiled on 17 October 2018, to cover the period 1 July 2018 - 30 September 2018.

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

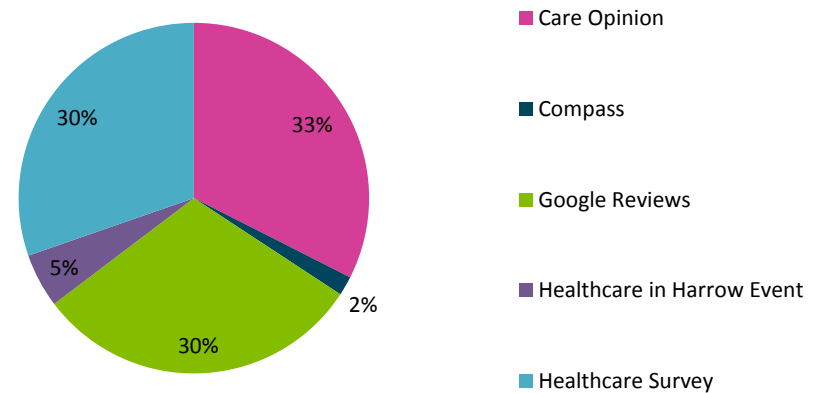
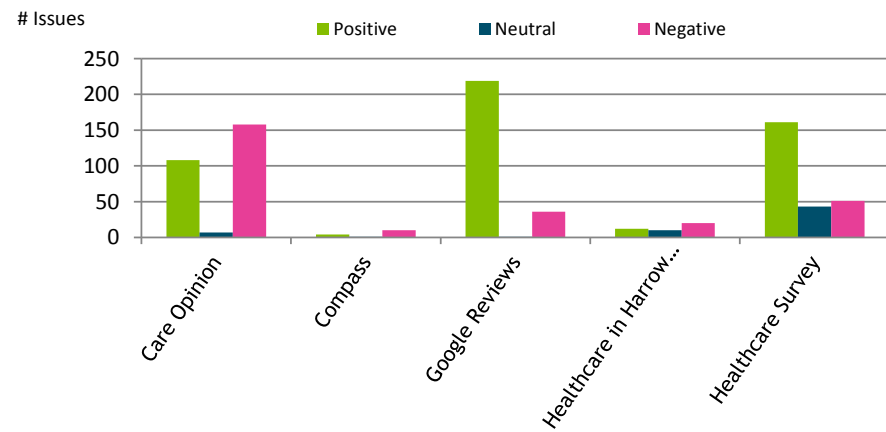


1.1 Source



Sources providing the most comments overall

1.2 Origin

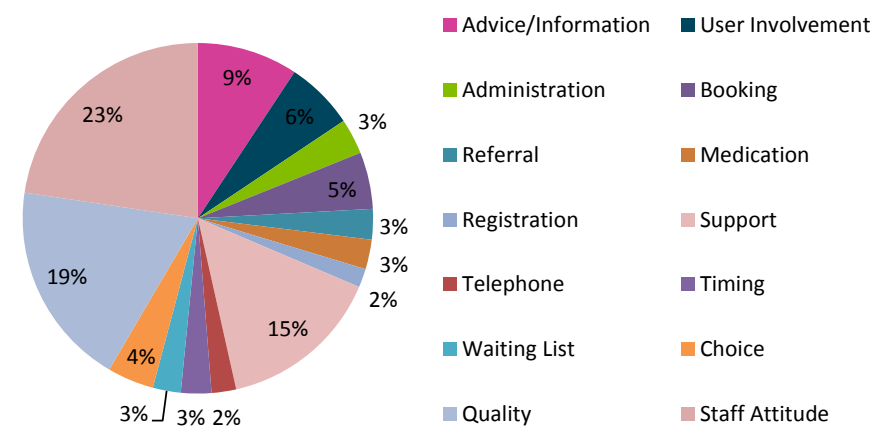
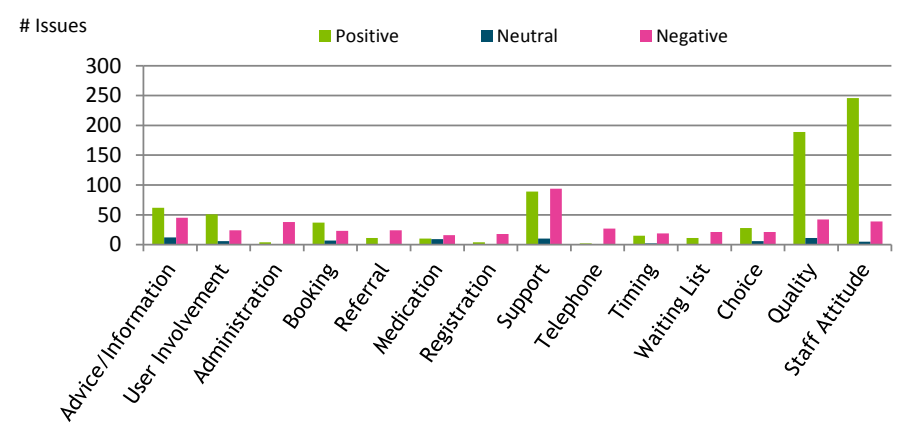


Origins providing the most comments overall



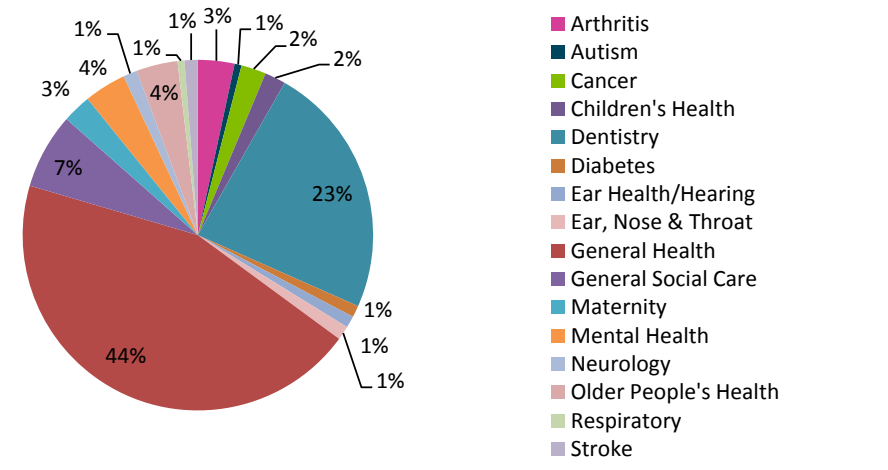
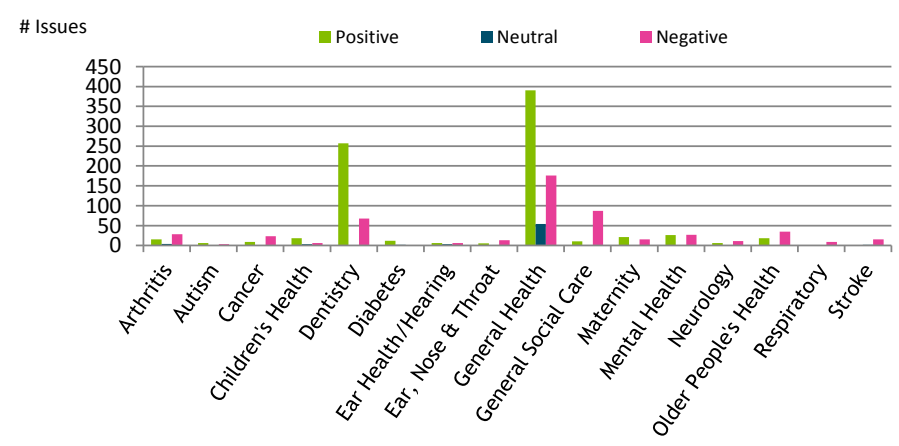
2. Top Trends: Which service aspects are people most commenting on?

2.1 Service aspects: 1448 issues from 374 people



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

2.2 Stated medical conditions

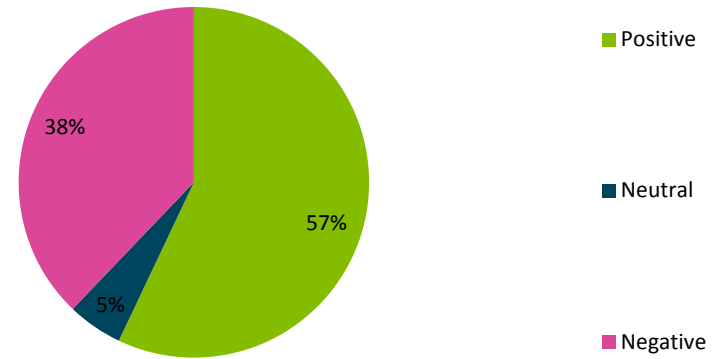
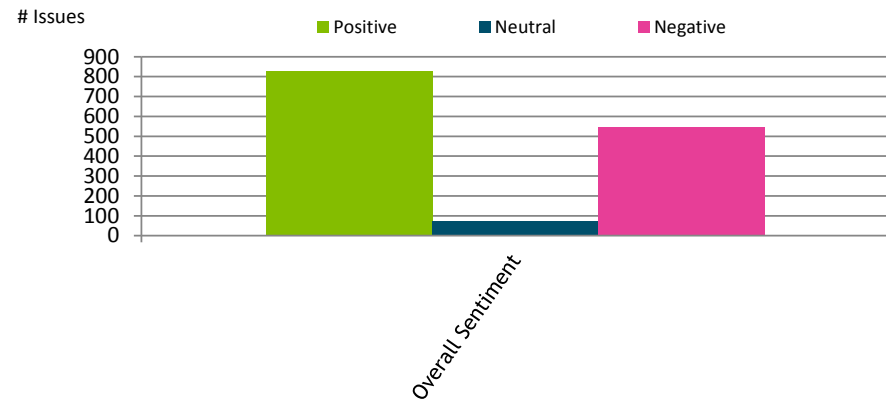


Medical conditions receiving the most comments overall

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

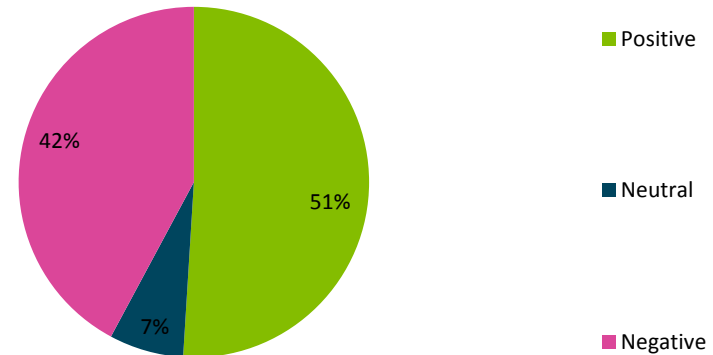
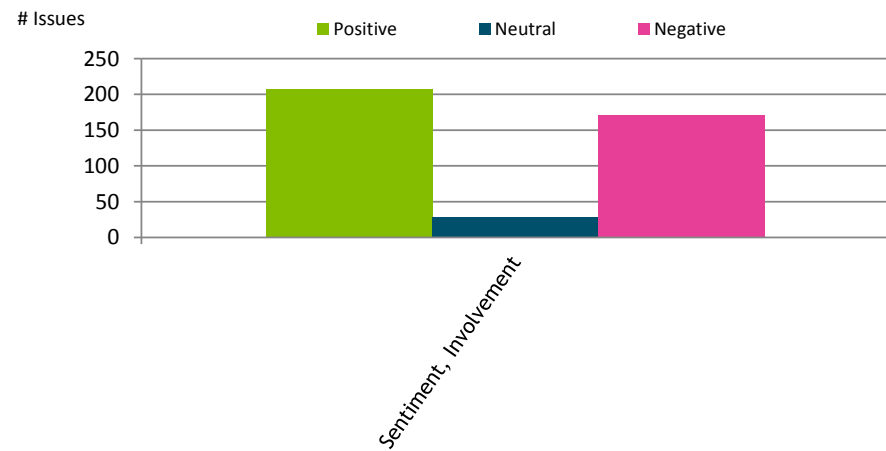


3.1 How do people feel as a whole?



Quarterly Benchmark: 5% improvement on the previous quarter

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

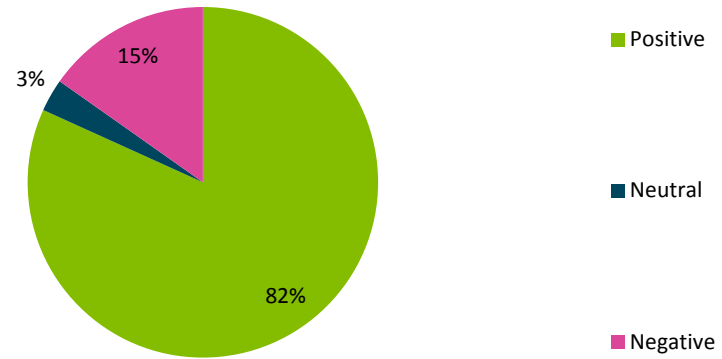
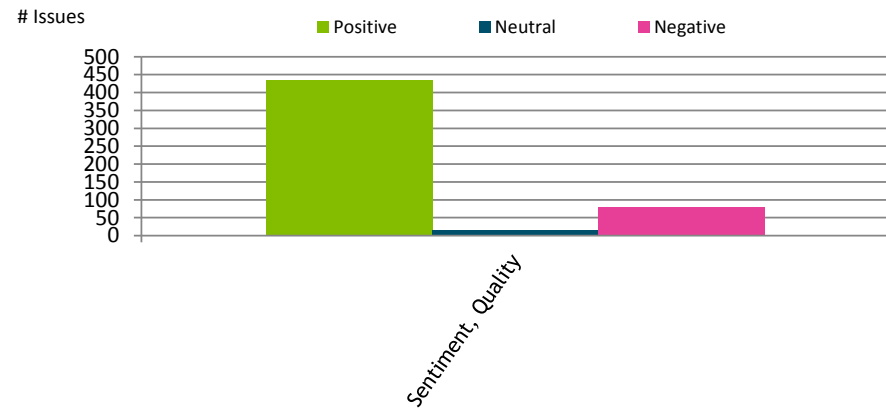


Quarterly Benchmark: 13% improvement on the previous quarter

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

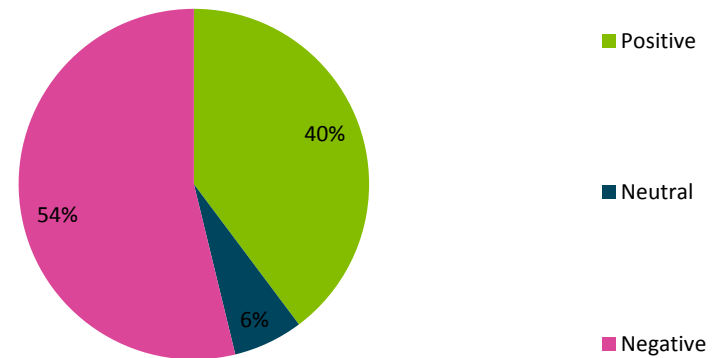
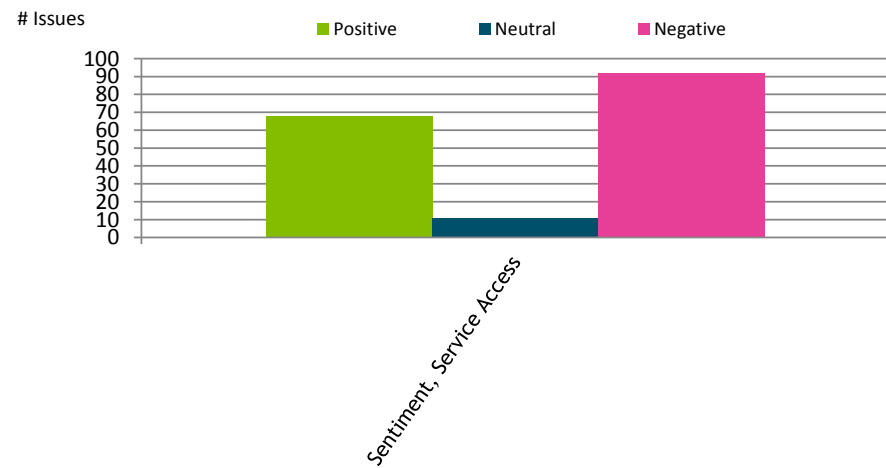


3.3 How do people feel about general quality and empathy?



Quarterly Benchmark: 6% improvement on the previous quarter

3.4 How do people feel about general access to services?

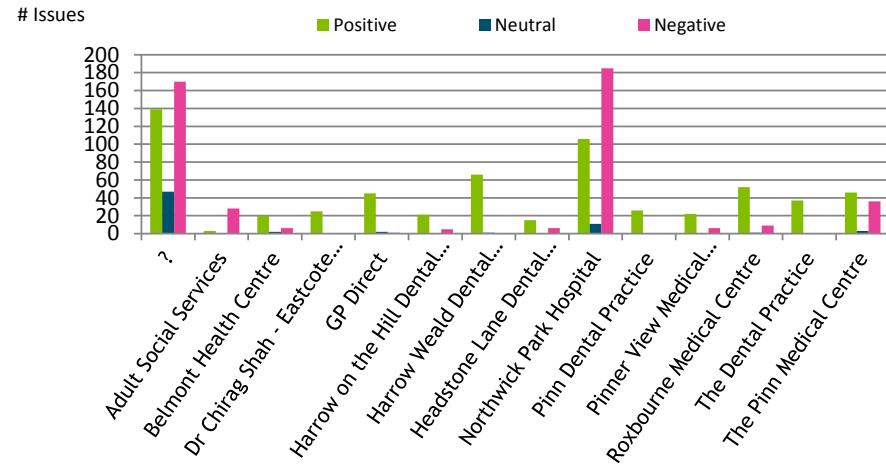


Quarterly Benchmark: 5% decline on the previous quarter

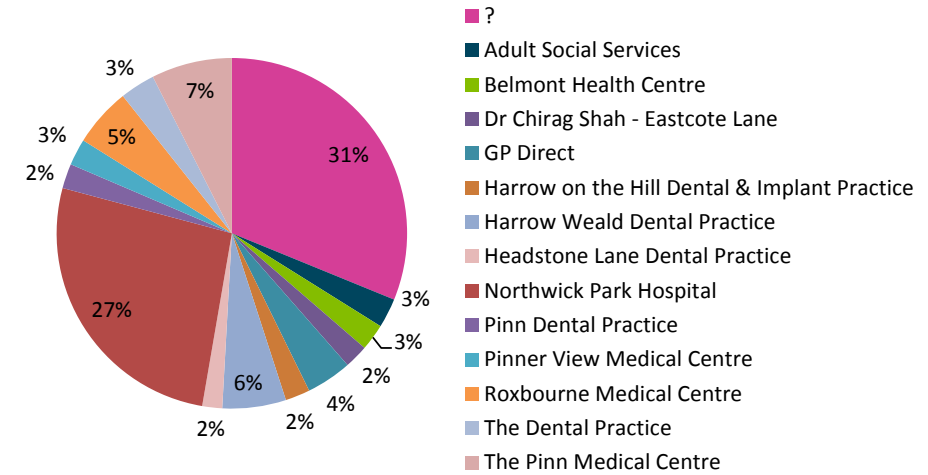
4. Trends: Which services are people most commenting on?



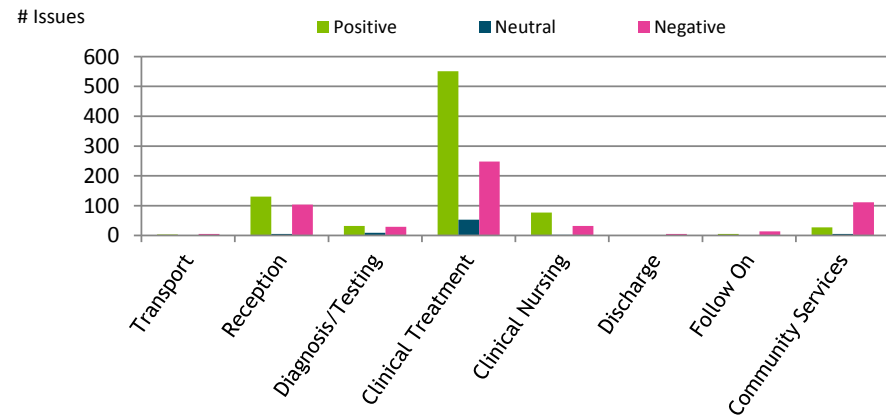
4.1 Services



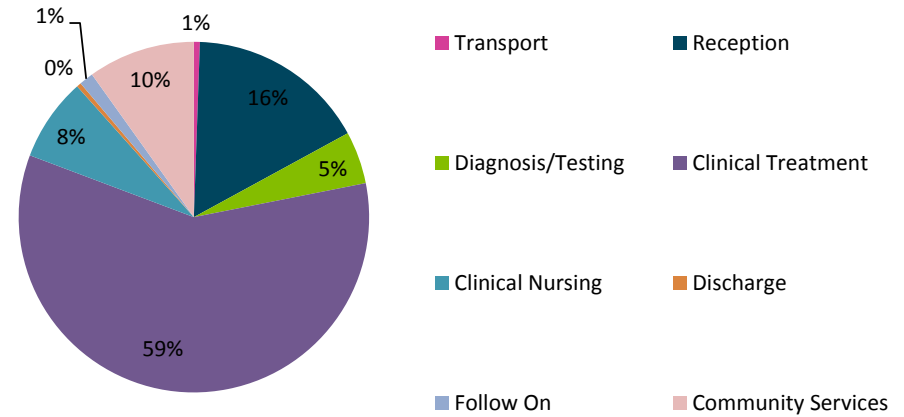
Services receiving the most comments overall



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



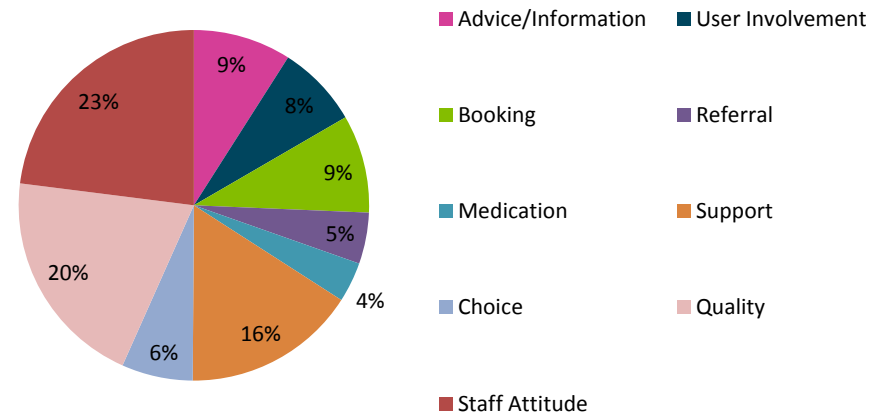
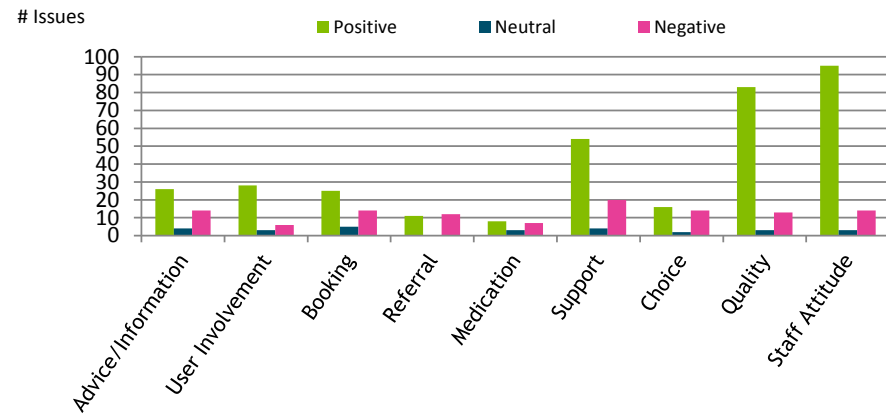
Care pathway locations



5. Trends: GP Services

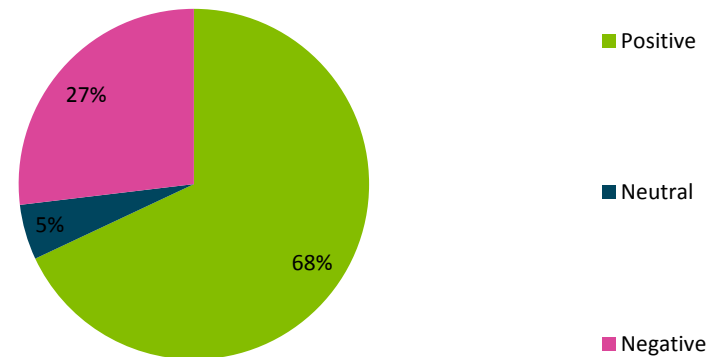
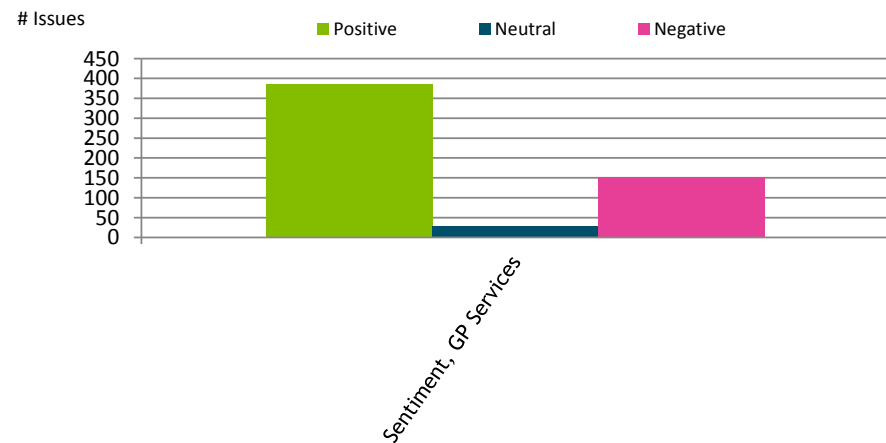


5.1 Trends, GP Services: 569 issues from 105 people



Issues receiving the most comments overall

5.2 Sentiment, GP Services

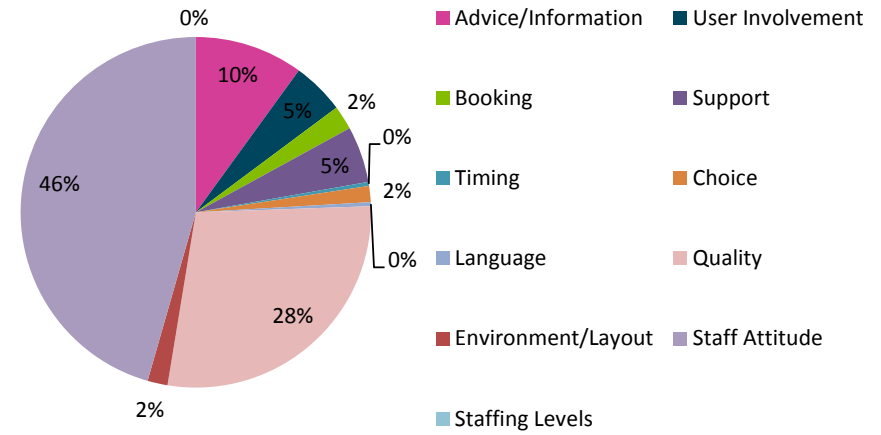
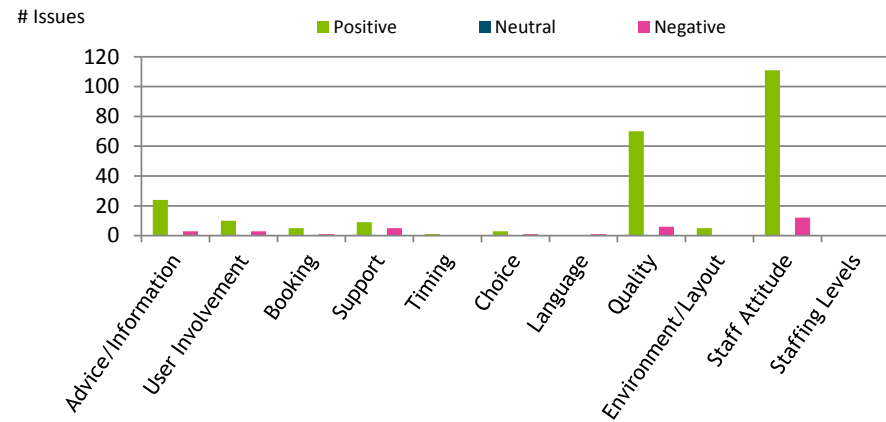


Quarterly Benchmark: 1% decline on the previous quarter

5. Trends: Dentists

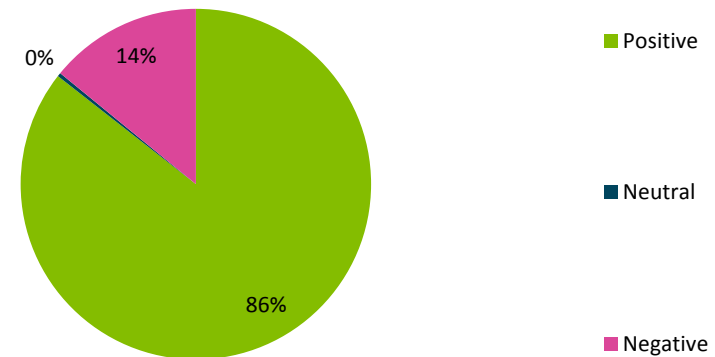
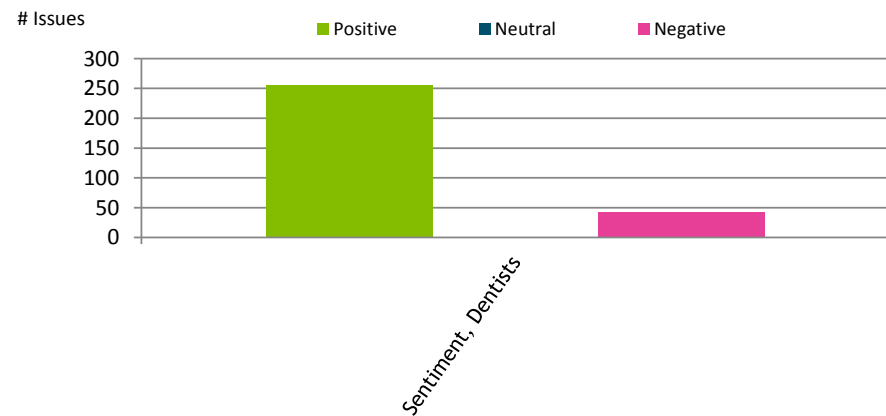


5.3 Trends, Dentists: 298 issues from 82 people



Issues receiving the most comments overall

5.4 Sentiment, Dentists

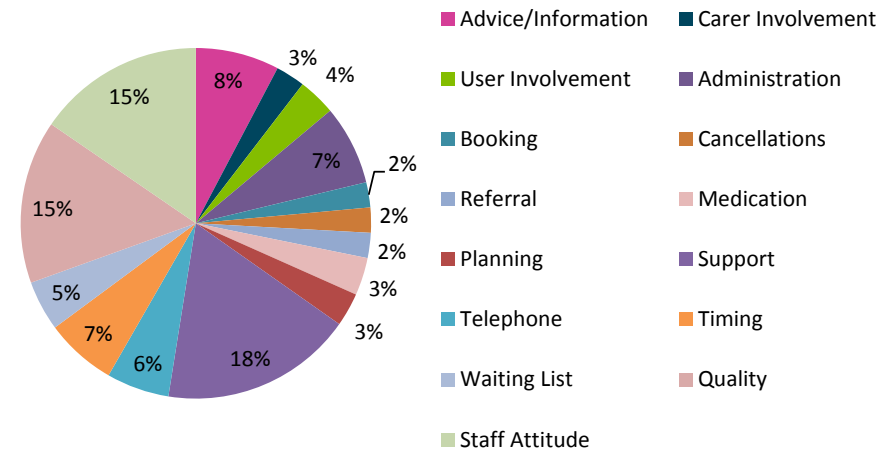
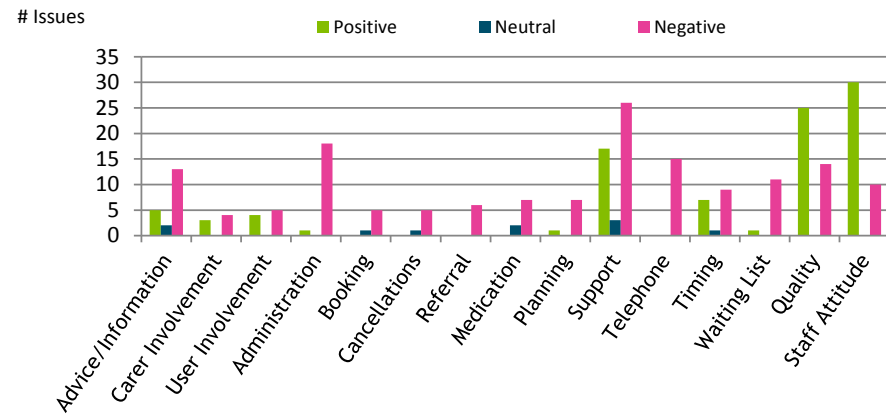


Quarterly Benchmark: 23% improvement on the previous quarter

5. Trends: Northwick Park Hospital

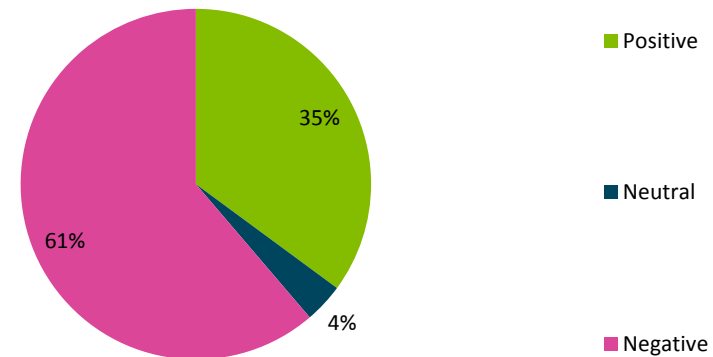
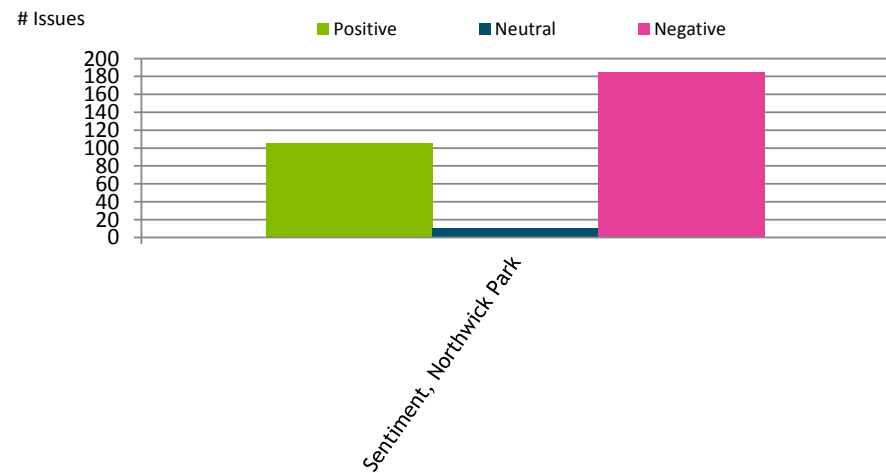


5.5 Trends, Northwick Park Hospital: 302 issues from 71 people



Issues receiving the most comments overall

5.6 Sentiment, Northwick Park Hospital

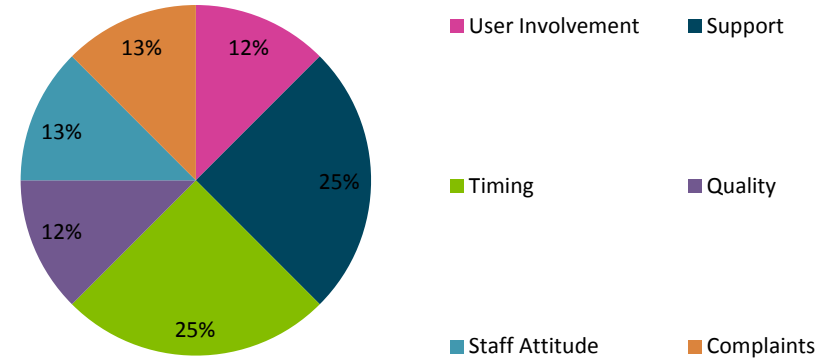
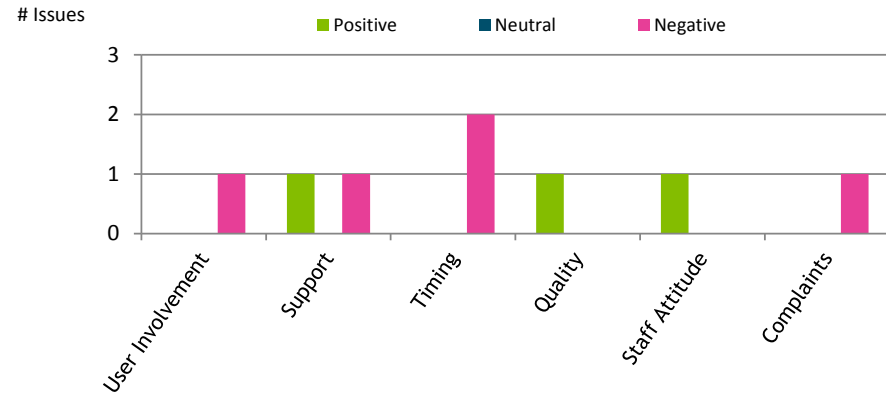


Quarterly Benchmark: 16% decline on the previous quarter

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

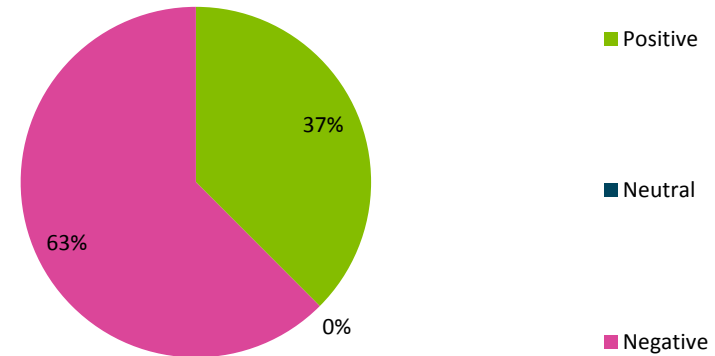
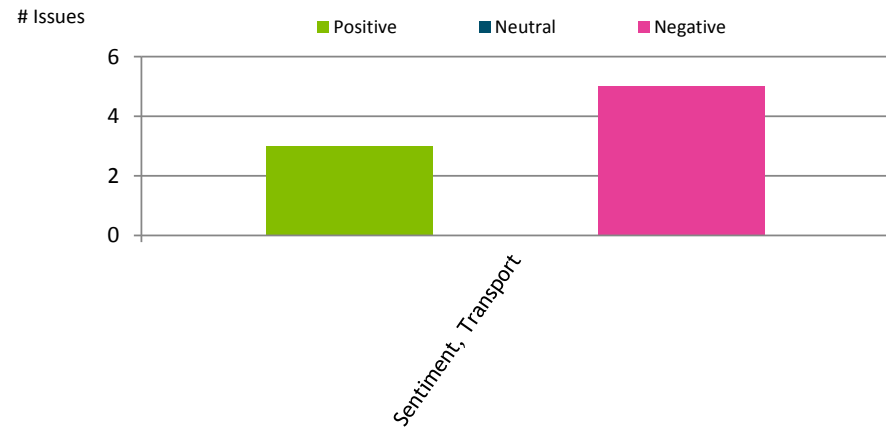


6.1 Trends, Transport (8 issues)



Issues receiving the most comments overall

6.2 Sentiment, Transport

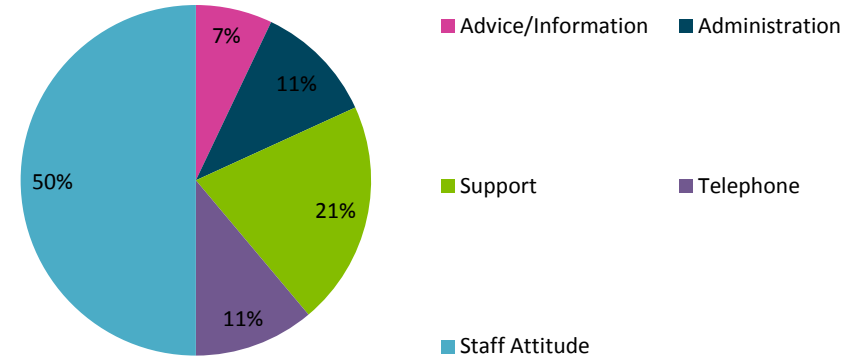
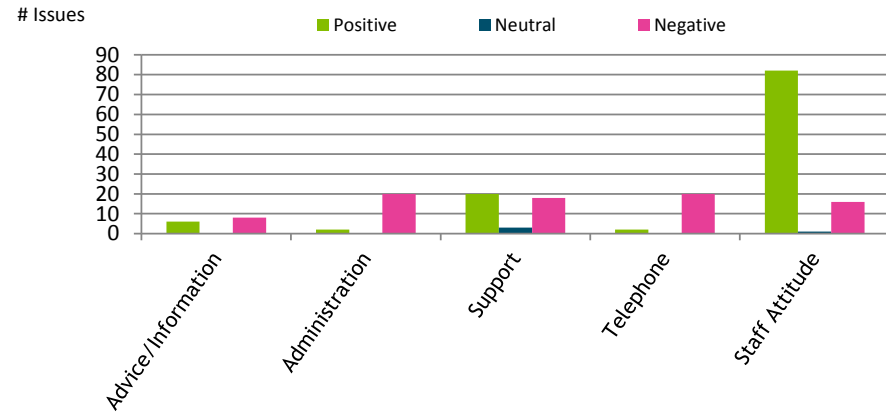


Quarterly Benchmark: 53% decline on the previous quarter

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

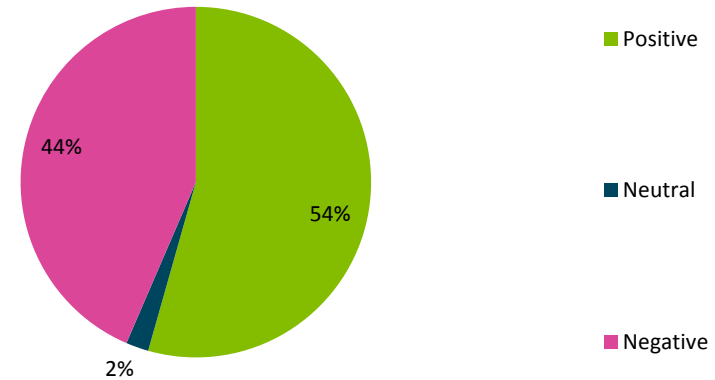
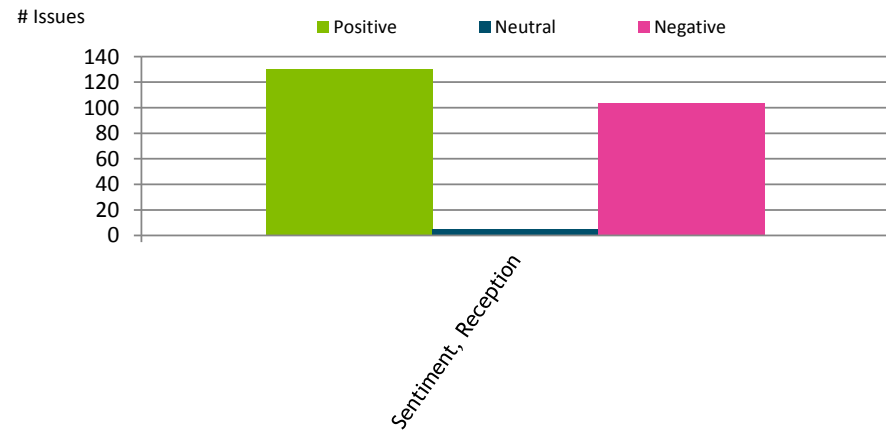


6.3 Trends, Reception (239 issues)



Issues receiving the most comments overall

6.4 Sentiment, Reception

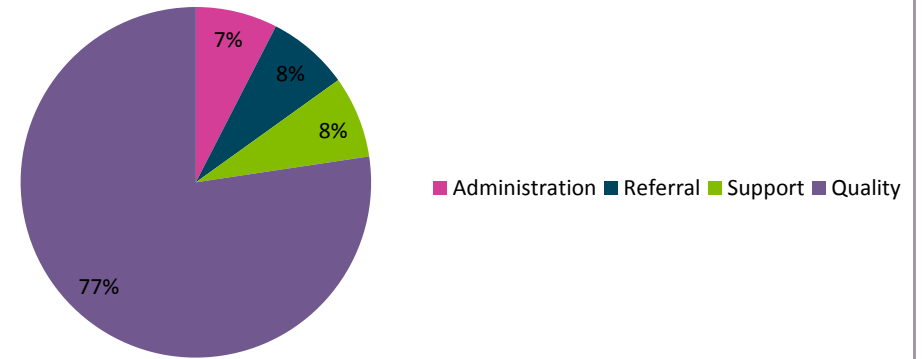
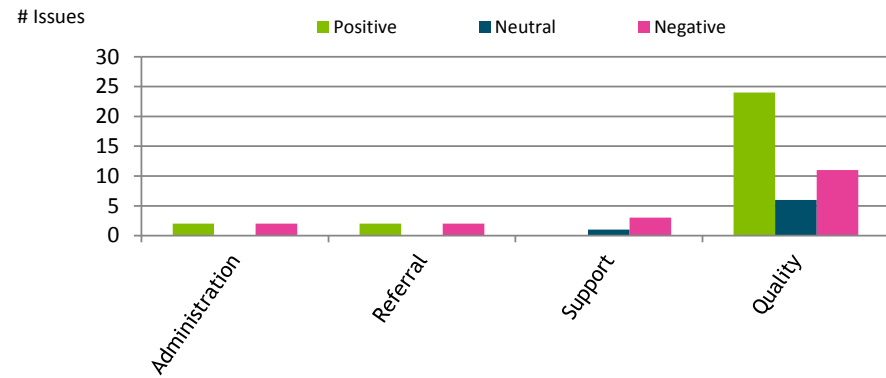


Quarterly Benchmark: 3% improvement on the previous quarter

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

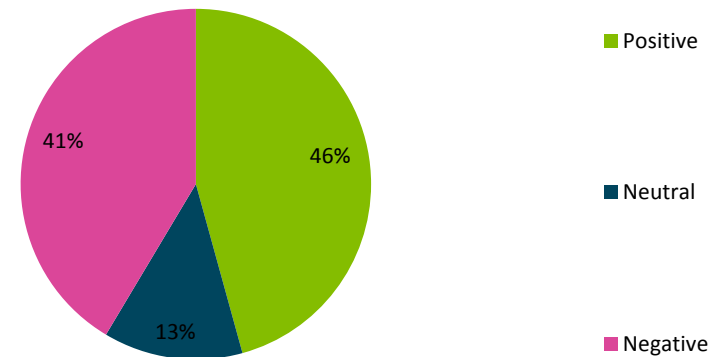
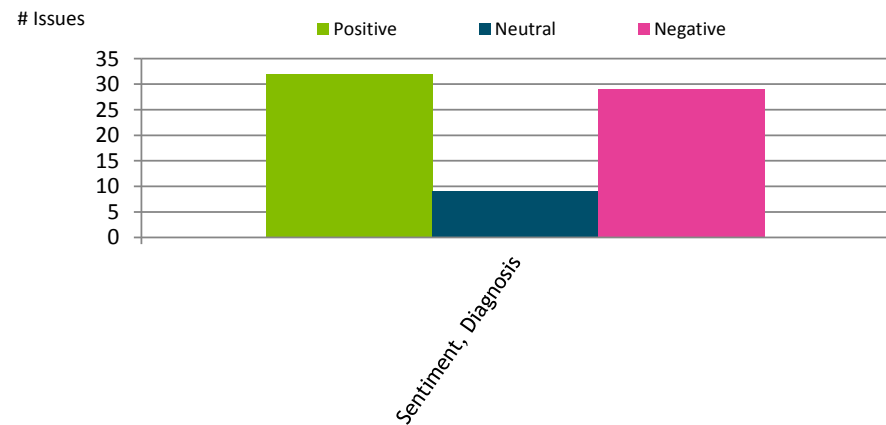


6.5 Trends, Diagnosis/Testing (70 issues)



Issues receiving the most comments overall

6.6 Sentiment, Diagnosis/Testing

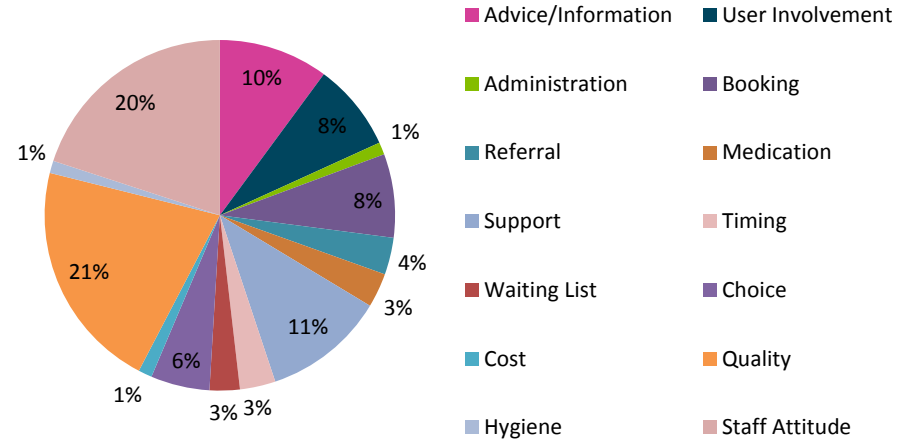
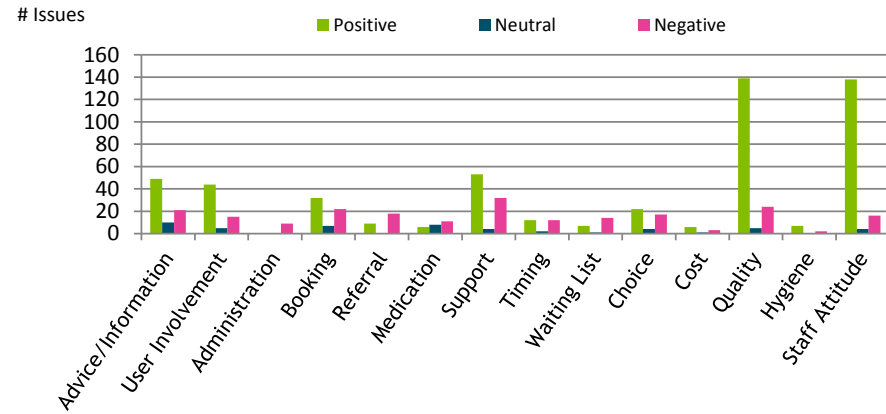


Quarterly Benchmark: 9% improvement on the previous quarter

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

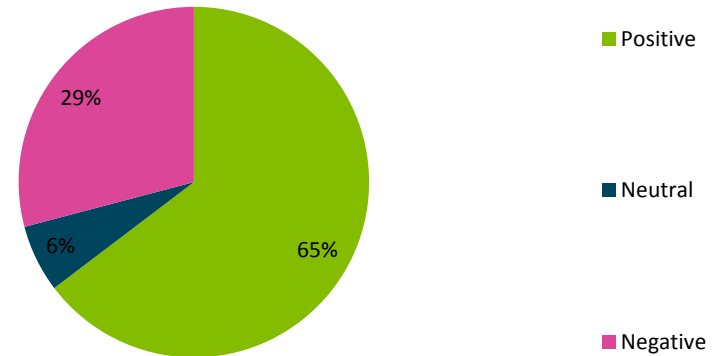
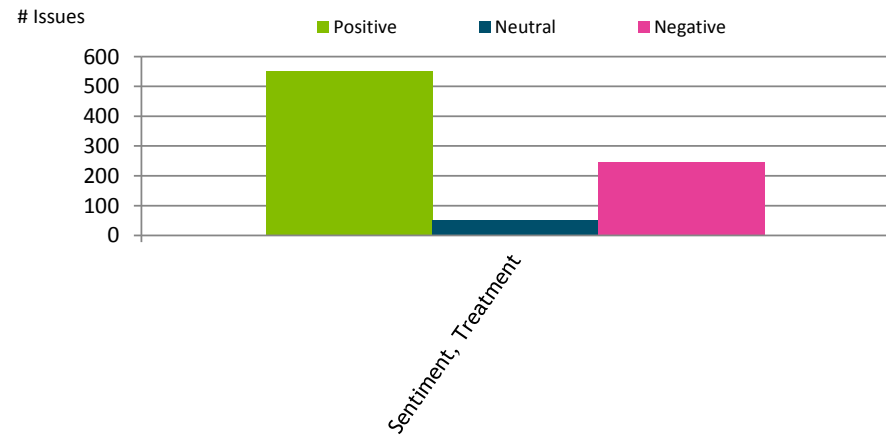


6.7 Trends, Clinical Treatment (852 issues)



Issues receiving the most comments overall

6.8 Sentiment, Clinical Treatment

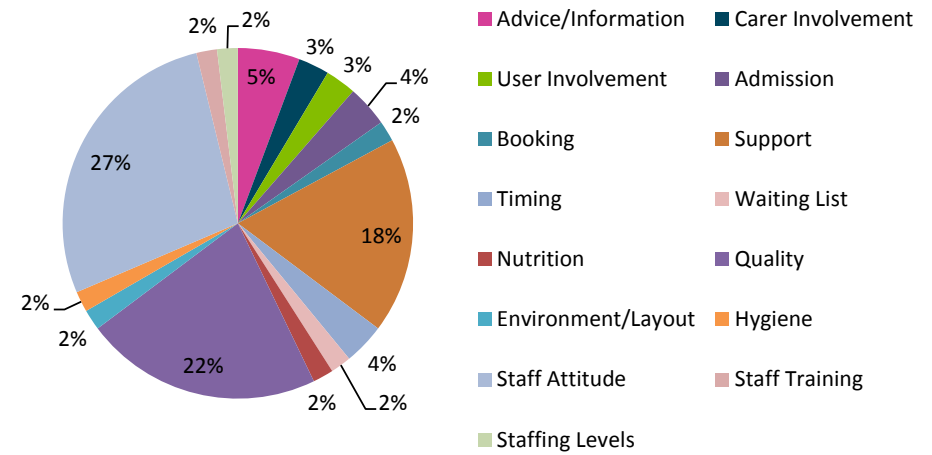
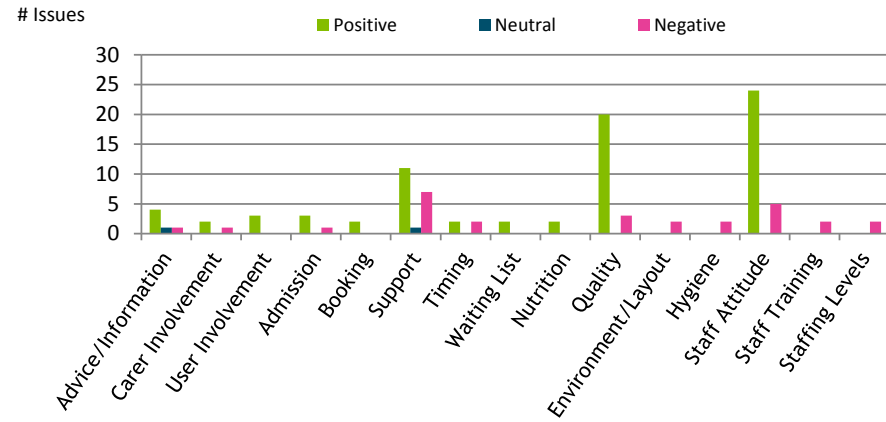


Quarterly Benchmark: 4% decline on the previous quarter

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

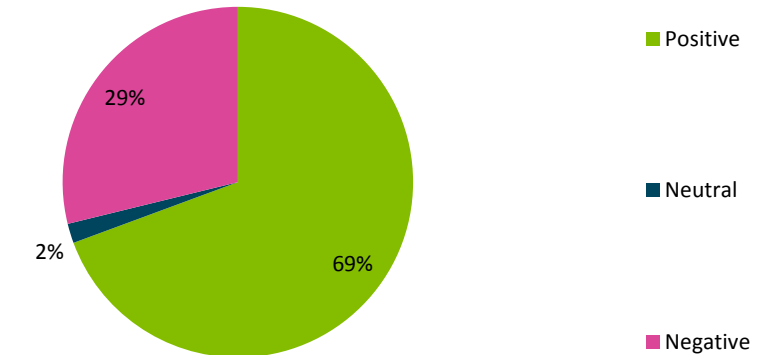
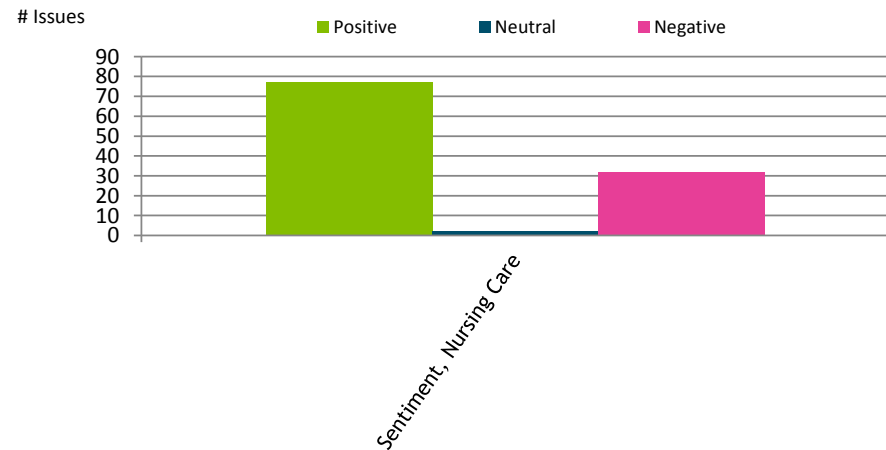


6.9 Trends, Clinical Nursing (111 issues)



Issues receiving the most comments overall

6.10 Sentiment, Clinical Nursing

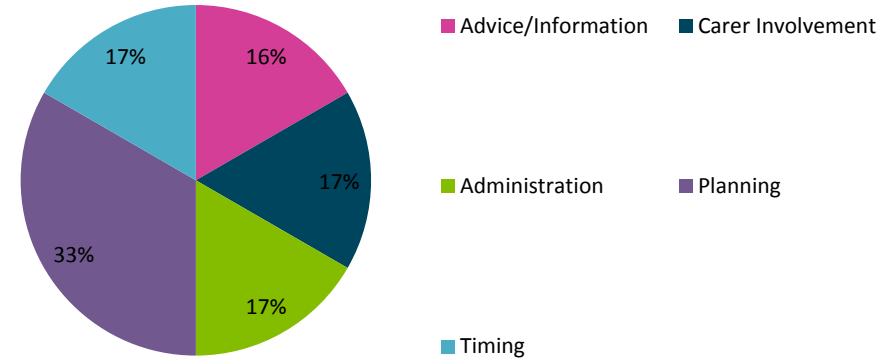
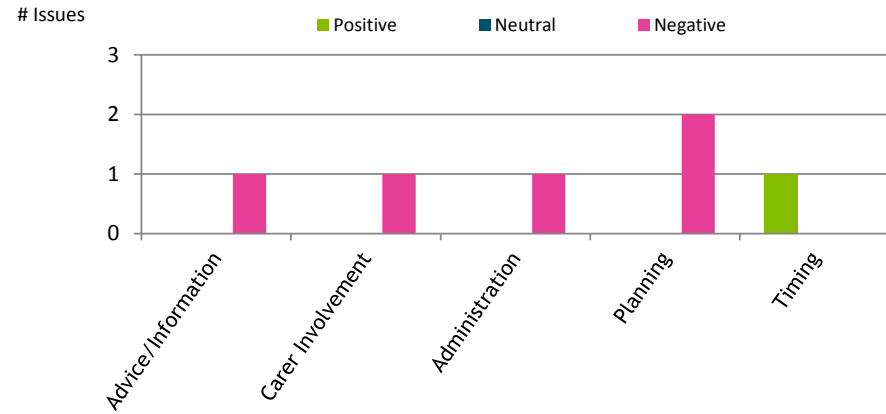


Quarterly Benchmark: 8% decline on the previous quarter

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

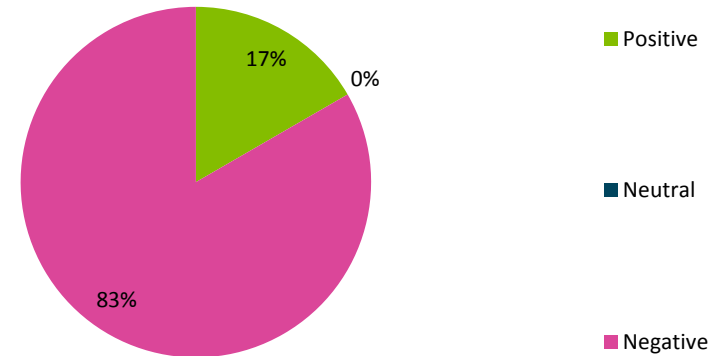
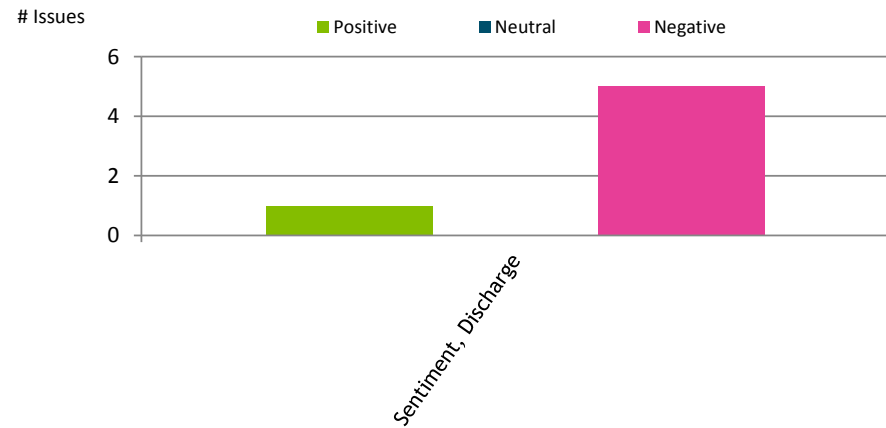


6.11 Trends, Discharge (6 issues)



Issues receiving the most comments overall

6.12 Sentiment, Discharge

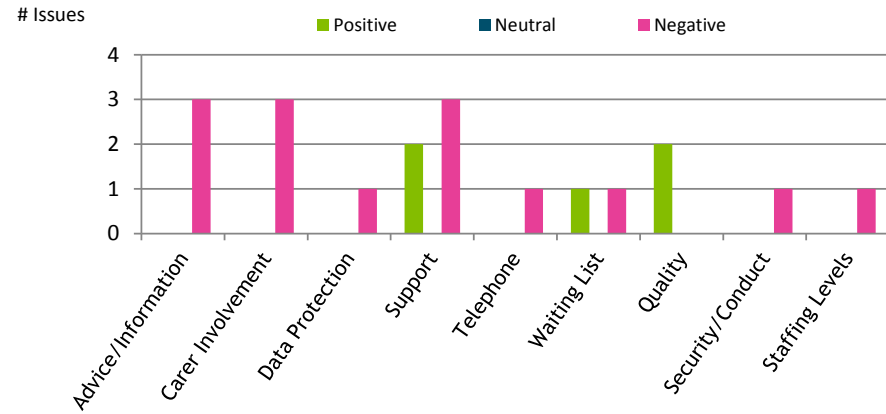


Quarterly Benchmark: 17% improvement on the previous quarter

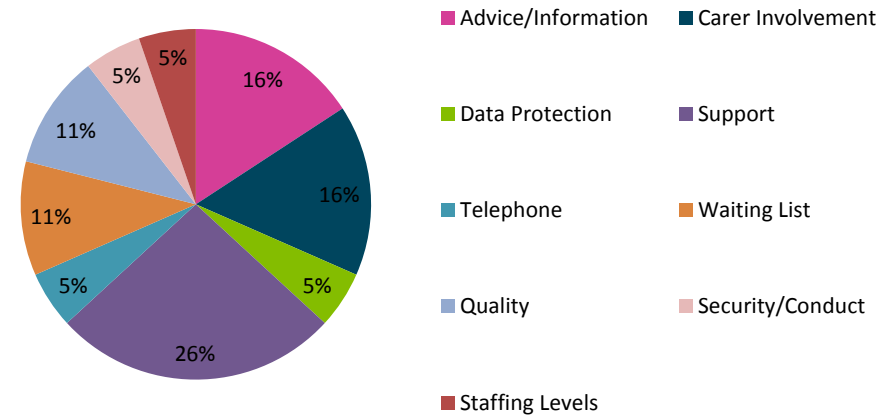
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)



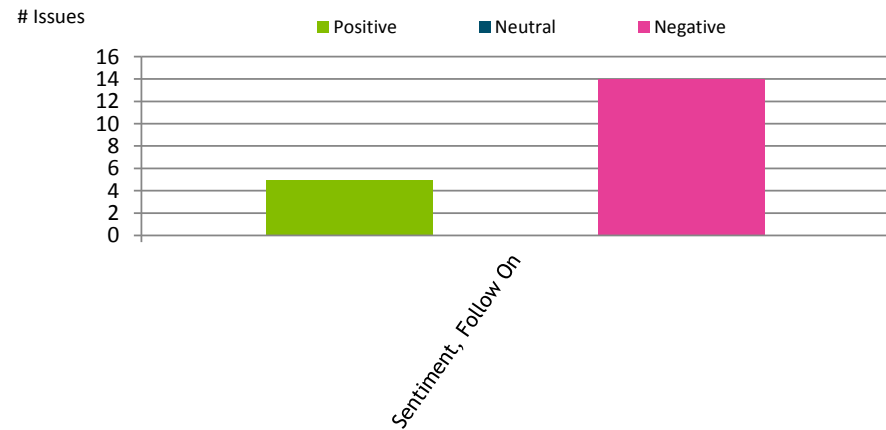
6.13 Trends, Follow On (19 issues)



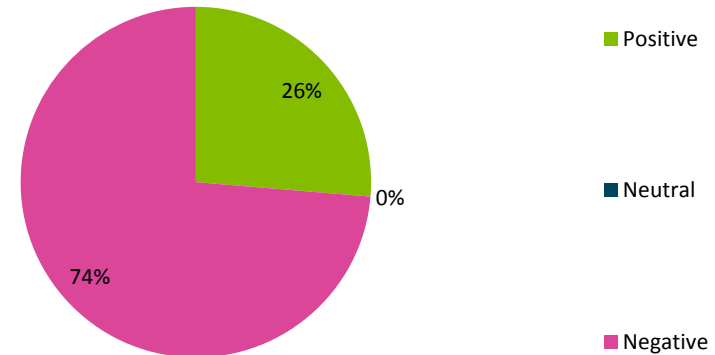
Issues receiving the most comments overall



6.14 Sentiment, Follow On



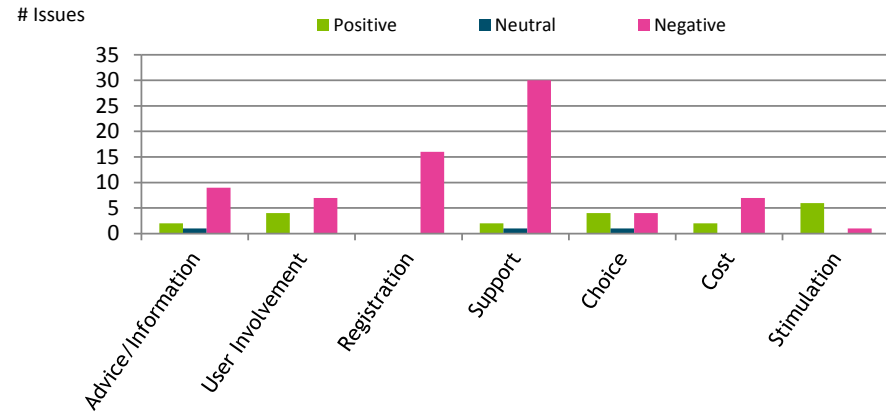
Quarterly Benchmark: 12% improvement on the previous quarter



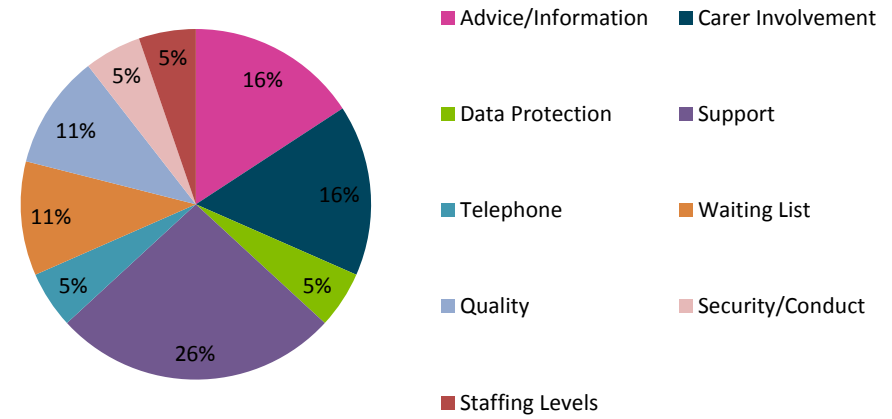
6. Care Pathway: Community (community based health services and social care)



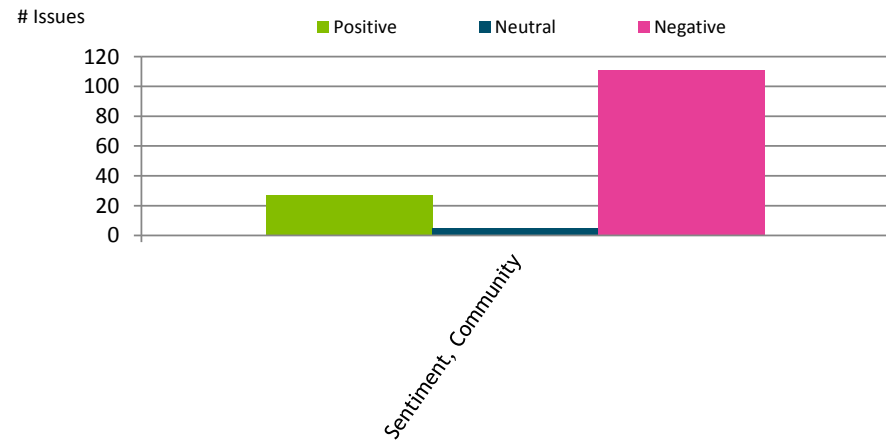
6.15 Trends, Community (143 issues)



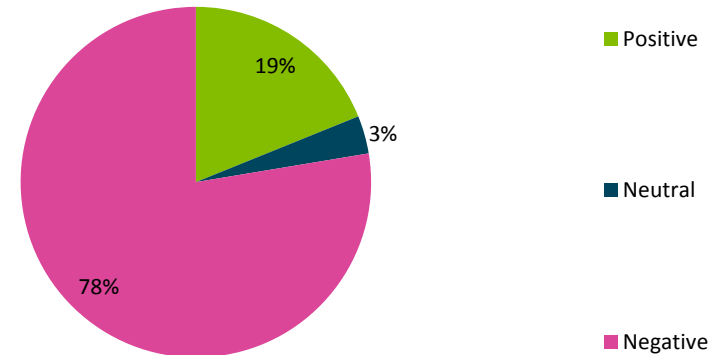
Issues receiving the most comments overall



6.16 Sentiment, Community



Quarterly Benchmark: 3% improvement on the previous quarter





Page Number, Figure

Key findings in brief*

Page 2, Figure 1.1	<i>Top sources: Around a third of comments were obtained during outreach.</i>
Page 3, Figure 2.1	<i>Top issues: The majority of people experience caring, professional services.</i>
Page 3, Figure 2.1	<i>Top issues: Some people cite difficulties with telephone access and administrative errors.</i>
Page 3, Figure 2.1	<i>Top issues: Feedback about levels of support is mixed overall.</i>
Page 3, Figure 2.1	<i>Medical Conditions: Comments suggest sentiment on most medical conditions is broadly positive.</i>
Page 5, Figure 3.3	<i>Sentiment: The majority of people experience caring, professional services.</i>
Page 6, Figure 4.1	<i>Sentiment: On ability to access services, sentiment is marginally negative, according to comments.</i>
Page 6, Figure 4.1	<i>Top Services: Sentiment on Harrow Weald Dental Practice and Roxbourne Medical Centre is clearly positive.</i>
Page 6, Figure 4.1	<i>Top Services: Comments suggest sentiment on Northwick Park Hospital is marginally negative.</i>
Page 6, Figure 4.2	<i>Care Pathway: Sentiment on clinical treatment and nursing is broadly positive.</i>
Page 6, Figure 4.2	<i>Care Pathway: Sentiment on reception is mixed, while broadly negative on community services.</i>
Page 7, Figure 5.1	<i>GP Services: The majority of people experience caring, professional services, with good levels of advice, support & involvement.</i>
Page 7, Figure 5.1	<i>GP Services: Some patients comment on a lack of choice, and difficulties with referrals.</i>
Page 8, Figure 5.3	<i>Dentists: The vast majority of people experience caring, professional services, with good levels of communication.</i>
Page 9, Figure 5.5	<i>Northwick Park Hospital: The majority of people experience caring, professional services.</i>
Page 9, Figure 5.5	<i>Northwick Park Hospital: Some patients comment on a lack of support and communication, and poor telephone access.</i>
Page 11, Figure 6.3	<i>Reception: Patients find reception staff to be empathetic on the whole, while feedback is mixed on support.</i>
Page 11, Figure 6.3	<i>Reception: Telephone access and administrative errors are cited as issues.</i>
Page 12, Figure 6.5	<i>Diagnosis/Testing: Comments reflect a good quality diagnosis by doctors and consultants.</i>
Page 13, Figure 6.7	<i>Treatment: The majority of people experience caring, professional services, with good levels of involvement & communication.</i>
Page 14, Figure 6.9	<i>Nursing: Comments suggest patients are satisfied with most aspects of nursing care, on the whole.</i>
Page 17, Figure 6.15	<i>Community: Comments reflect a lack of support and communication from community services (including social care).</i>
Page 17, Figure 6.15	<i>Community: Some people comment negatively on assessments for social care.</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>	62	12	45	119
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	6	0	9	15
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	8	1	0	9
	User Involvement	<i>Involvement of the service user.</i>	51	6	24	81
Systems	Administration	<i>Administrative processes and delivery.</i>	4	0	38	42
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	3	0	1	4
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	37	7	23	67
	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>	11	1	24	36
	Medical Records	<i>Management of medical records.</i>	1	0	3	4
	Medication	<i>Prescription and management of medicines.</i>	10	9	16	35
	Opening Times	<i>Opening times of a service.</i>	3	0	0	3
	Planning	<i>Leadership and general organisation.</i>	5	0	13	18
	Registration	<i>Ability to register for a service.</i>	4	0	18	22
	Support	<i>Levels of support provided.</i>	89	10	94	193
	Telephone	<i>Ability to contact a service by telephone.</i>	2	0	27	29
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	15	2	19	36
Waiting List	<i>Length of wait while on a list.</i>	11	1	21	33	
Values	Choice	<i>General choice.</i>	28	6	21	55
	Cost	<i>General cost.</i>	8	1	10	19
	Language	<i>Language, including terminology.</i>	2	0	4	6
	Nutrition	<i>Provision of sustenance.</i>	2	0	0	2
	Privacy	<i>Privacy, personal space and property.</i>	0	0	1	1
	Quality	<i>General quality of a service, or staff.</i>	189	11	42	242
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	0	0
	Stimulation	<i>General stimulation, including access to activities.</i>	7	0	2	9

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>	3	1	2	6
	Environment/Layout	<i>Physical environment of a service.</i>	7	0	5	12
	Equipment	<i>General equipment issues.</i>	1	0	2	3
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	1	0	3	4
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	7	0	5	12
	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	1	1
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>	0	0	4	4
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	246	5	39	290
	Complaints	<i>Ability to log and resolve a complaint.</i>	2	0	5	7
	Staff Training	<i>Training of staff.</i>	1	0	9	10
	Staffing Levels	<i>General availability of staff.</i>	0	0	6	6
Total:			826	74	548	1448