

The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Harrow



Healthwatch is your local independent health and social care champion. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of local health, social care and community services.

Qualitative Feedback, 1 April - 30 June 2025

Index and overview of findings



1128

Data Source

This report is based on the experience of 1128 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.



85%

Overall Satisfaction

Overall satisfaction is at 85% positive and 15% negative, according to feedback.

Feedback suggests people receive good quality, compassionate treatment and care on the whole, with good levels of involvement and communication.



88%

Information, Involvement and Support

Satisfaction is at 88% positive, 11% negative and 1% neutral, comments suggest.

This quarter, complaints are down by 3% on user involvement and support, while up by 1% on communication. More on page 5.



93%

Quality and Empathy

According to comments, satisfaction is at 93% positive and 7% negative.

Good levels of quality and empathy continue to be reported. More on page 5.



69%

Access to Services

Satisfaction is at 69% positive and 31% negative.

This quarter, complaints are down by 1% on ability to book appointments, while up by 11% on telephone access, and by 2% on waiting times. 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.

"It can be frustrating to renew my medication sometimes, due to errors, but the reception staff always work quickly to resolve it."



645

GP Services

Satisfaction is at 84% positive and 16% negative, according to feedback.

645 people comment on GP services. Feedback suggests patients continue to receive good quality, compassionate treatment and care, with good levels of involvement and support. Booking and waiting times remain as leading negative topics. More on page 9.



362

Dentists

Comments suggest satisfaction is at 94% positive and 6% negative.

362 people comment on dentists, with accounts of excellent treatment, care and customer service recorded. Good levels of information and involvement are also reported. More on page 10.



64

Northwick Park Hospital

Satisfaction is at 45% positive and 55% negative, comments suggest.

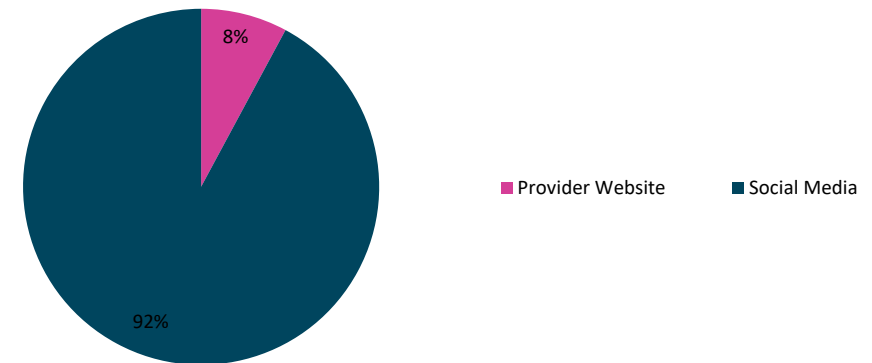
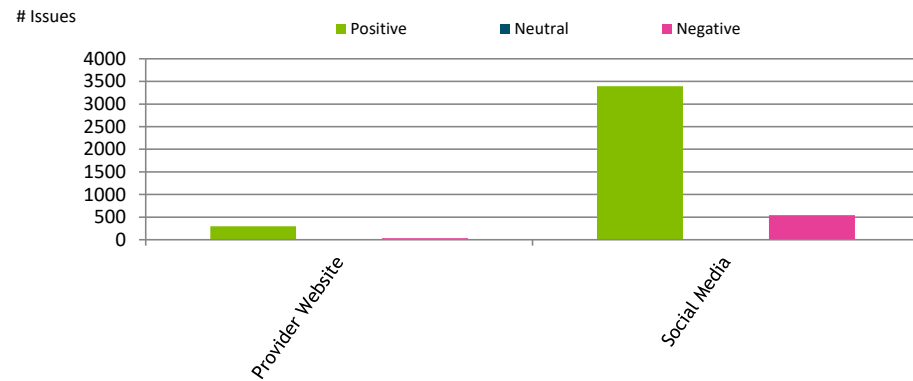
64 people comment this quarter. Service access, particularly waiting times is a leading negative topic. Feedback suggests patients would also like greater levels of communication, empathy, involvement and support. More on page 11.

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?

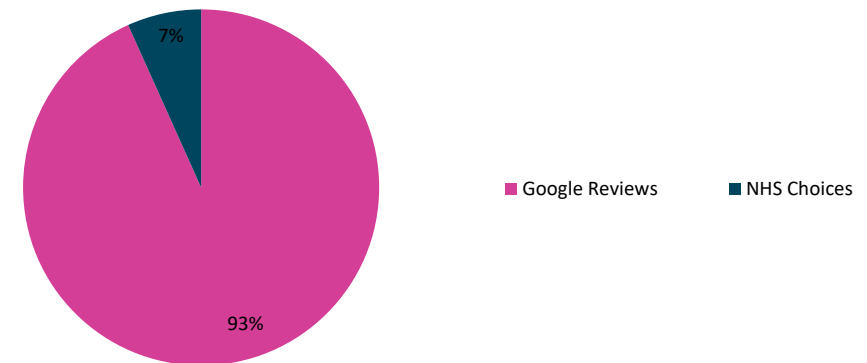
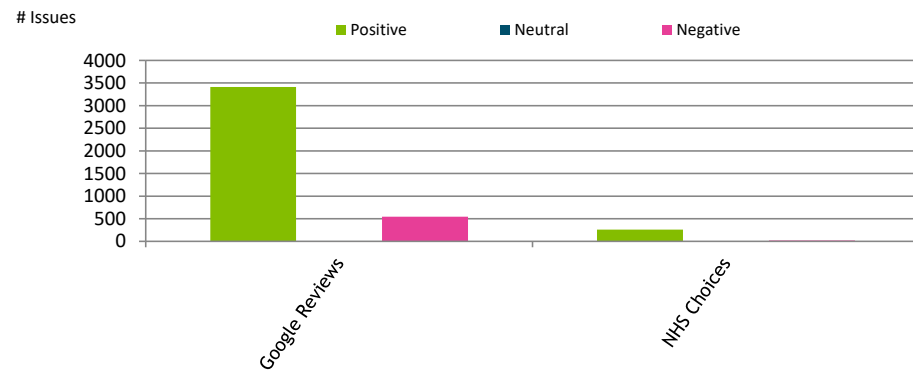


1.1 Source: 4399 issues from 1128 people



Sources providing the most comments overall

1.2 Origin

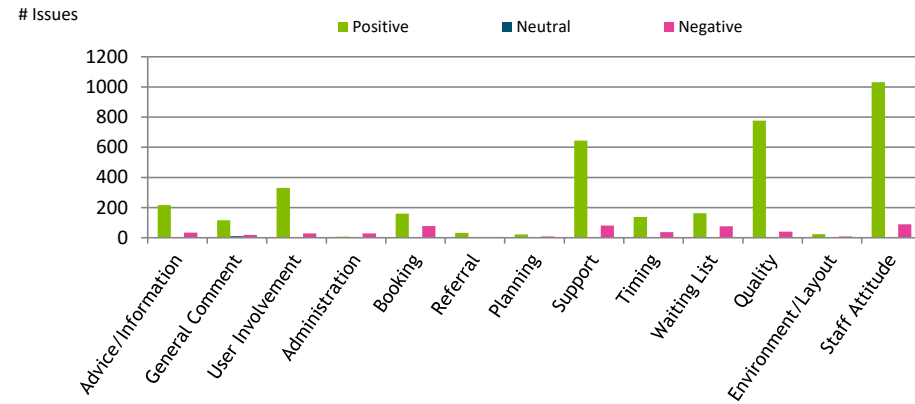


Origins providing the most comments overall

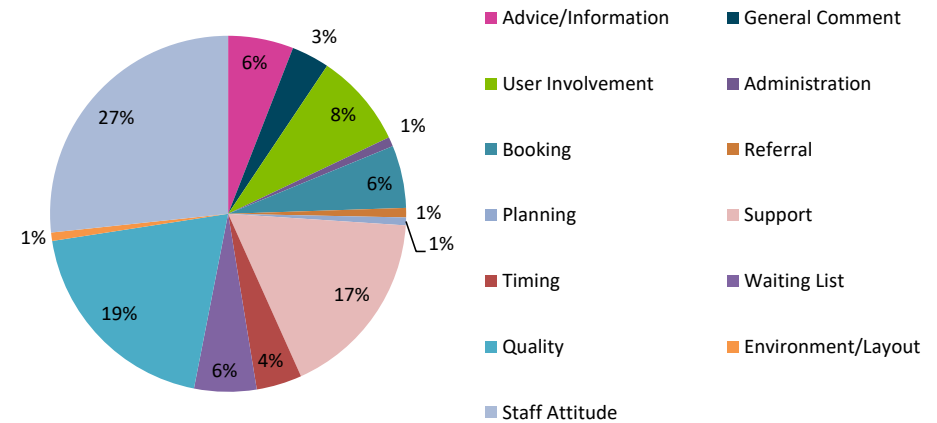
2. Health and Care Services: Which service aspects are people most commenting on?



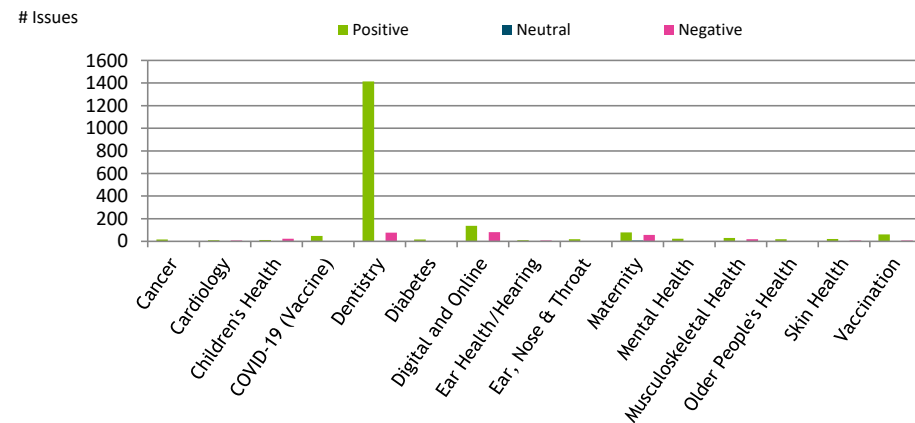
2.1 Top Trends: 4399 issues from 1128 people



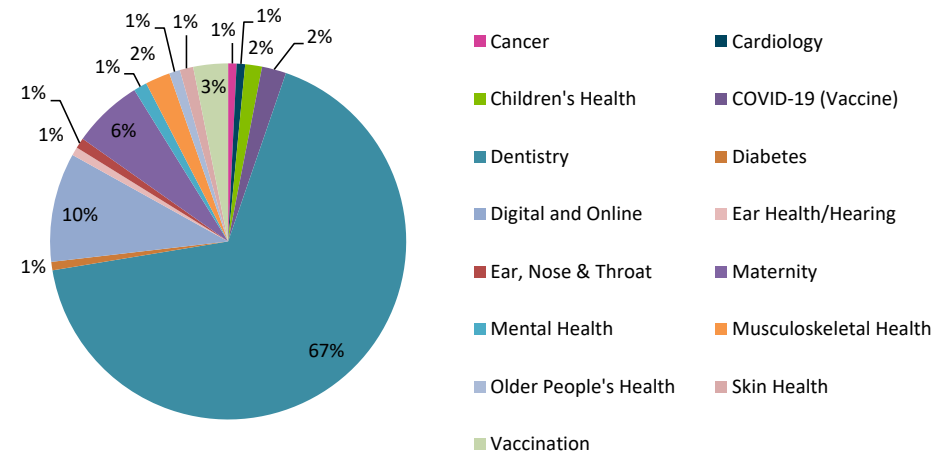
Issues receiving the most comments overall. See pages 20-21 for issue descriptions.



2.2 Stated medical conditions



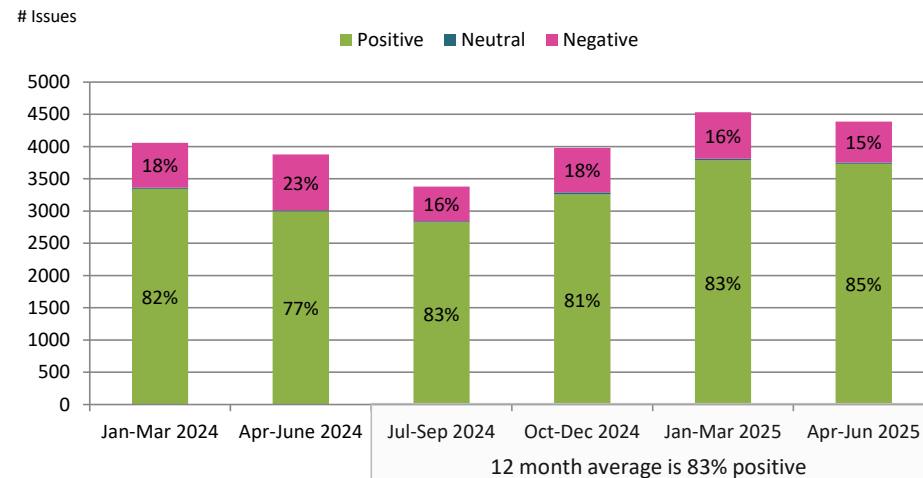
Medical conditions receiving the most comments overall



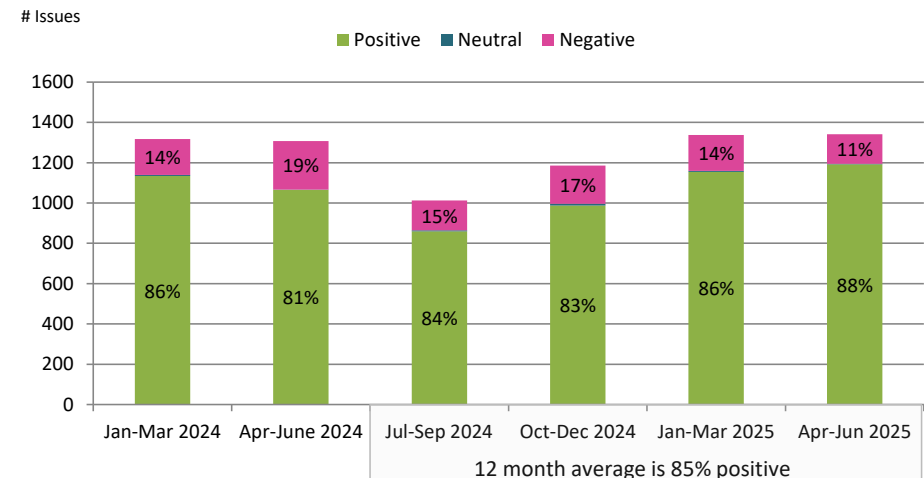
3. Timeline: On the whole, how do people feel about Health and Care services?



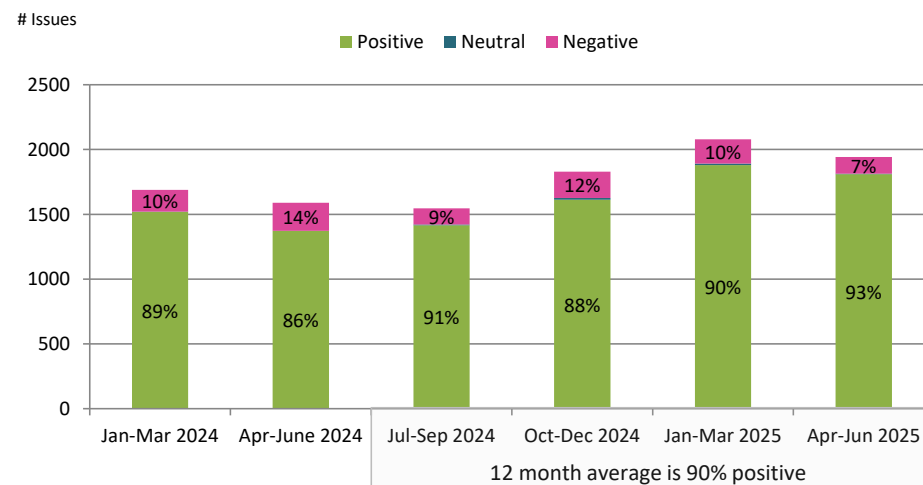
3.1 How do people feel about services overall?



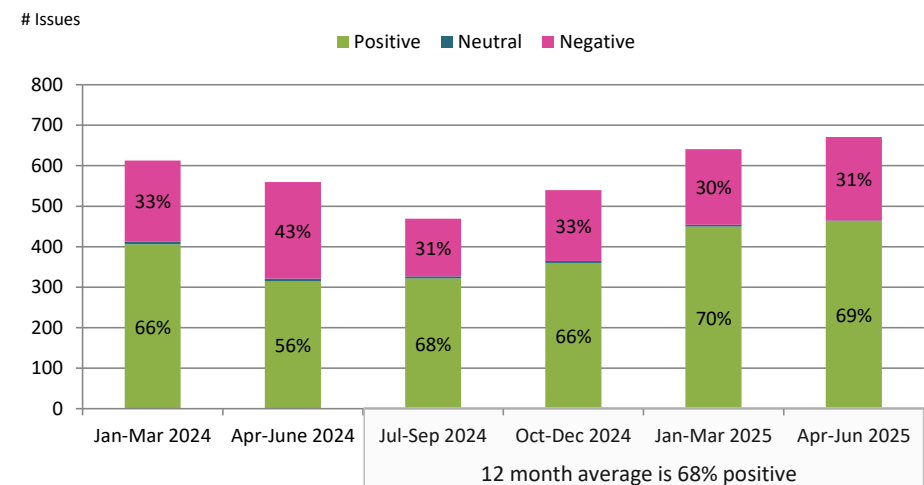
3.2 How well informed, involved and supported do people feel?



3.3 How do people feel about general quality and empathy?



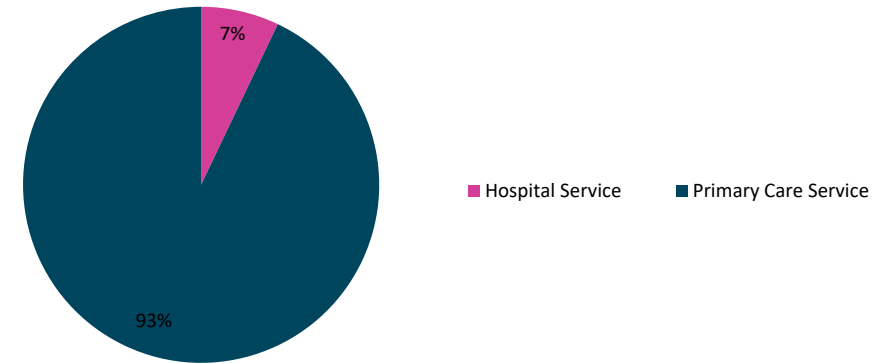
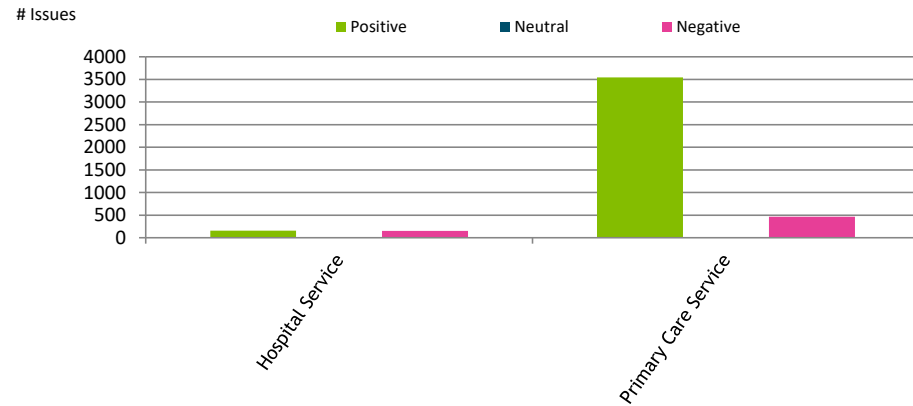
3.4 How do people feel about access to services?



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

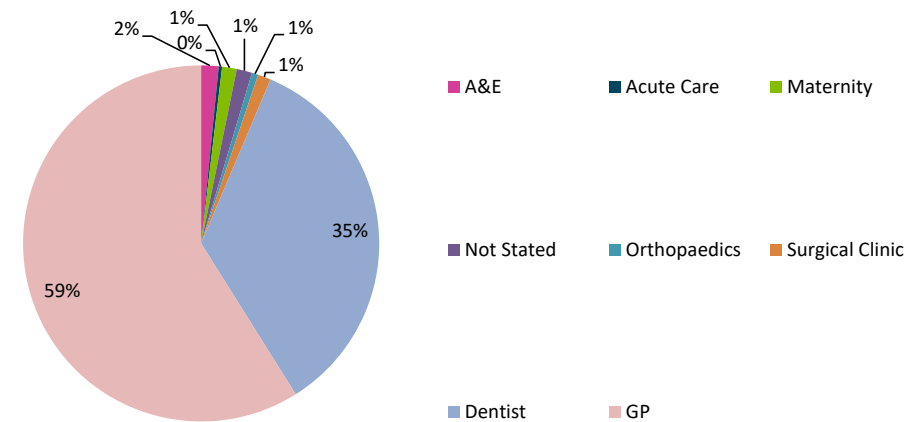
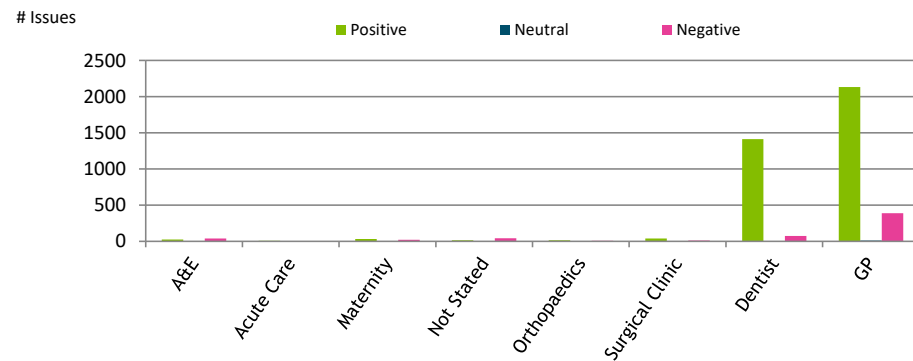


4.1 Service Sector



Service sectors receiving the most comments overall

4.2 Service Type

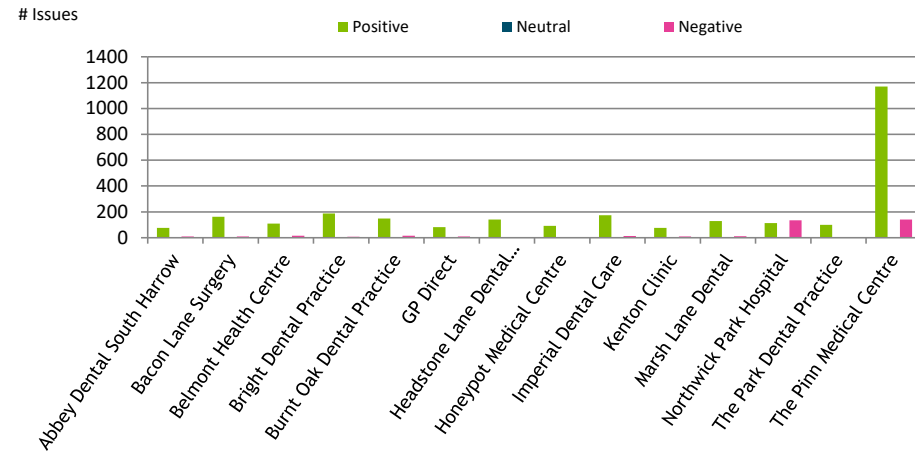


Service type receiving the most comments overall

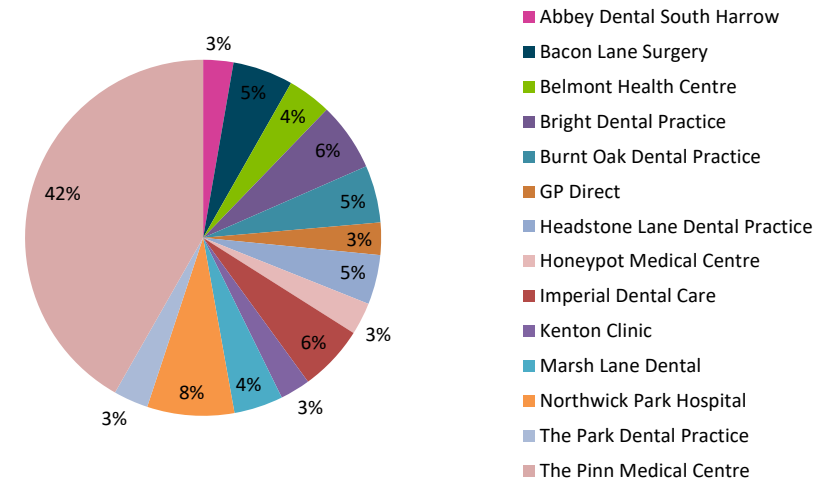
4. Trends: Which services are people most commenting on?



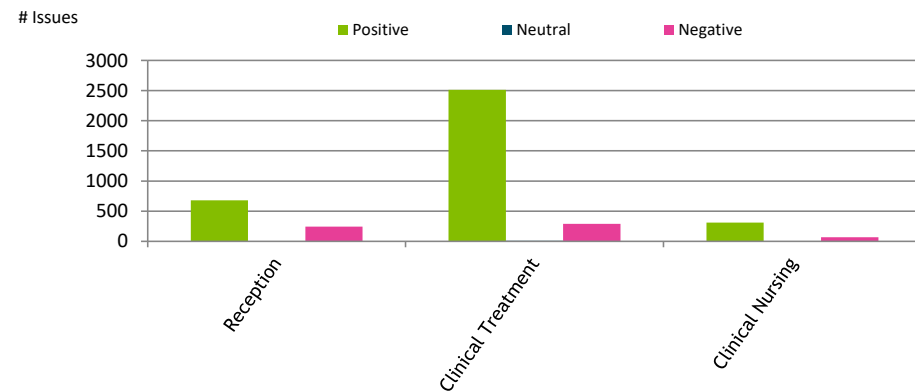
4.3 Services



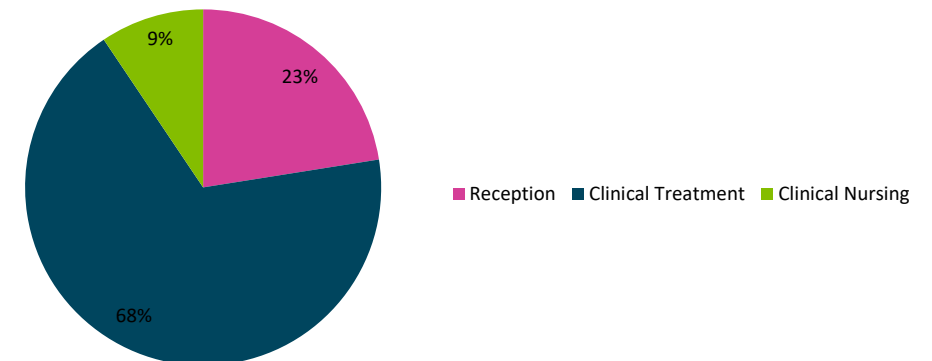
Services receiving the most comments overall



4.4 Breakdown of care pathway locations



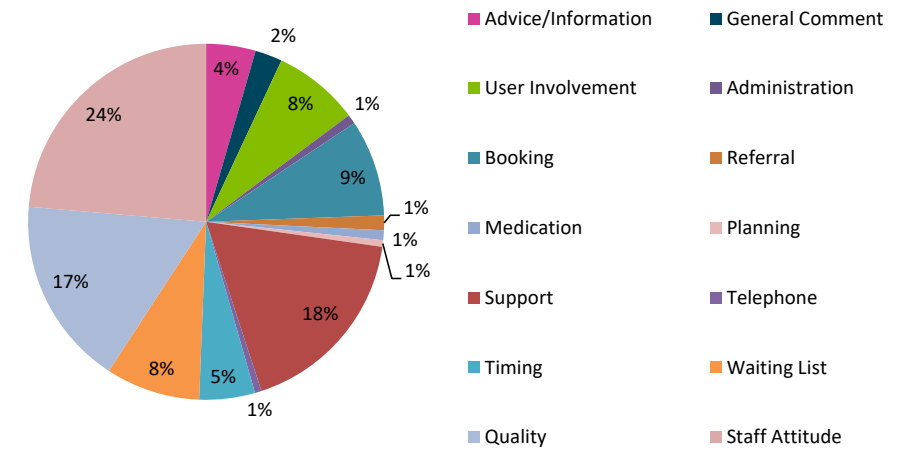
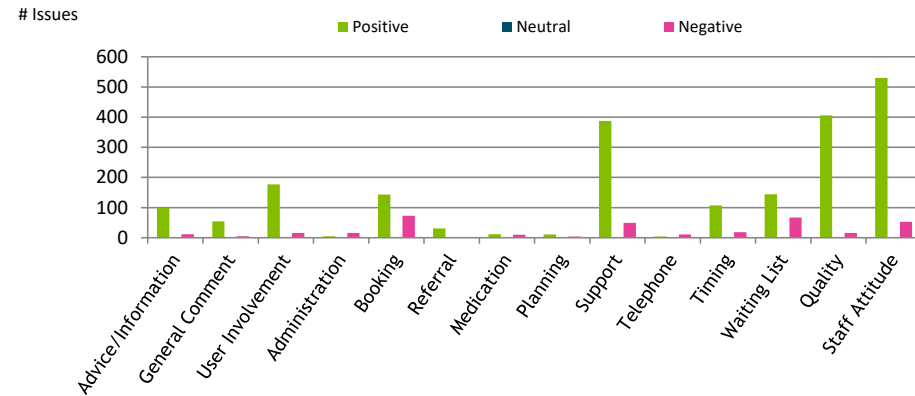
Care pathway locations



5. Trends: GP Services

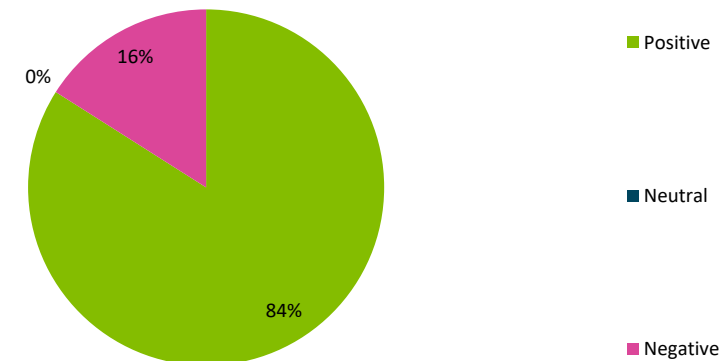
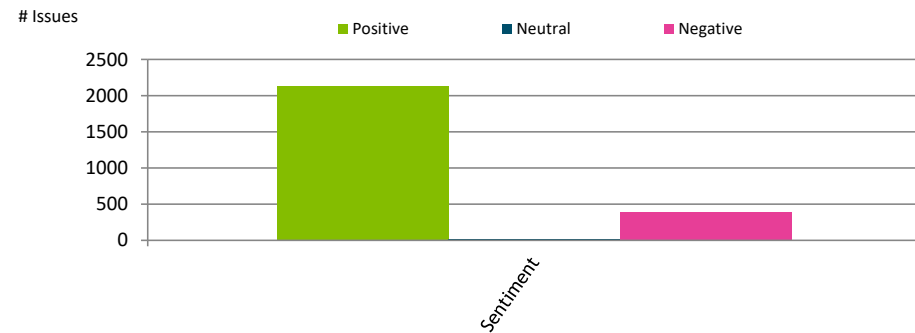


5.1 Trends, GP Services: 2531 issues from 645 people



Issues receiving the most comments overall

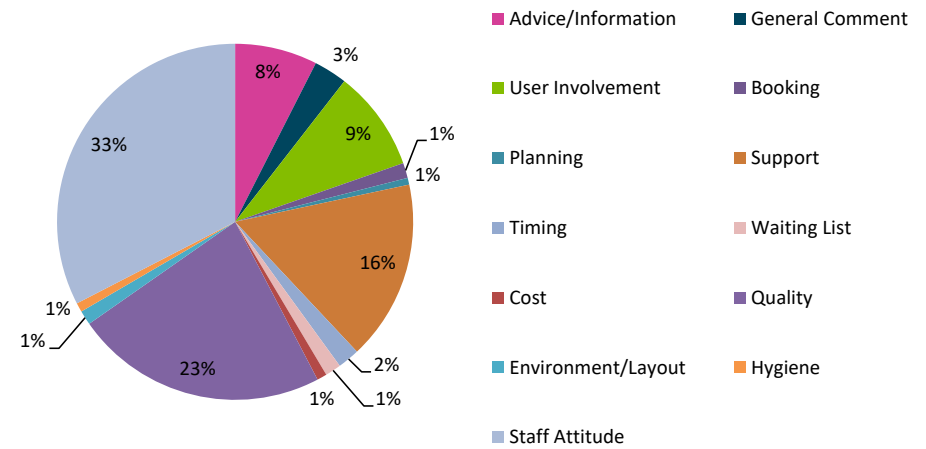
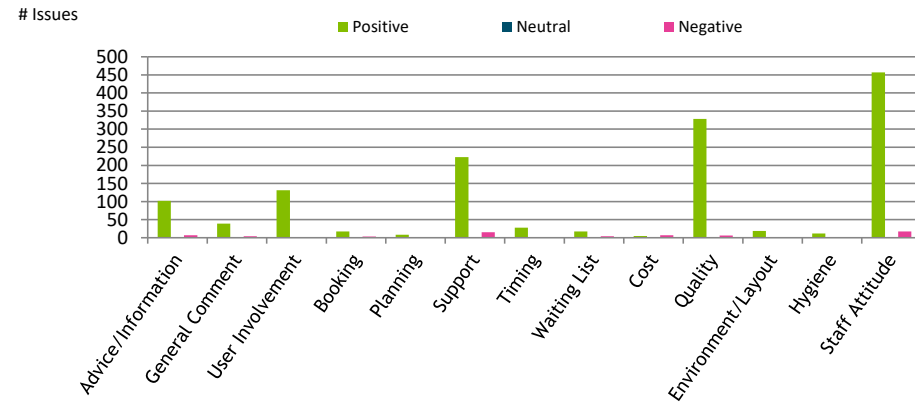
5.2 Sentiment, GP Services



5. Trends: Dentists

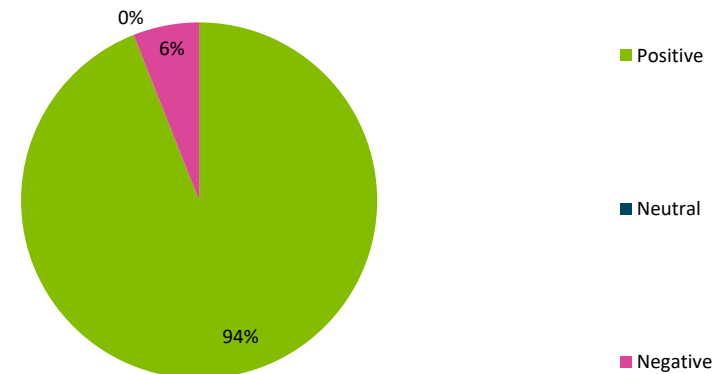
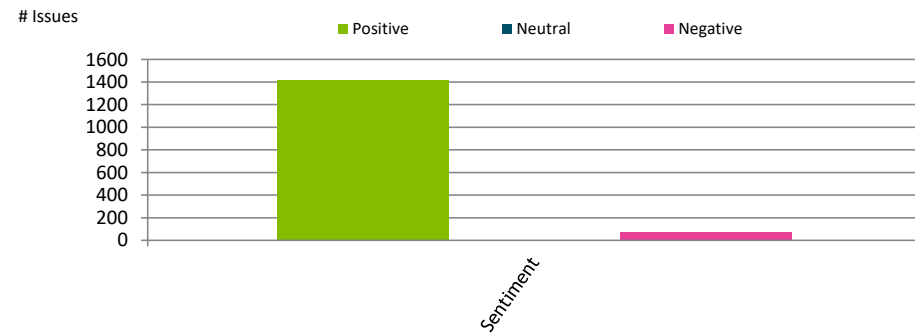


5.3 Trends, Dentists: 1491 issues from 362 people



Issues receiving the most comments overall

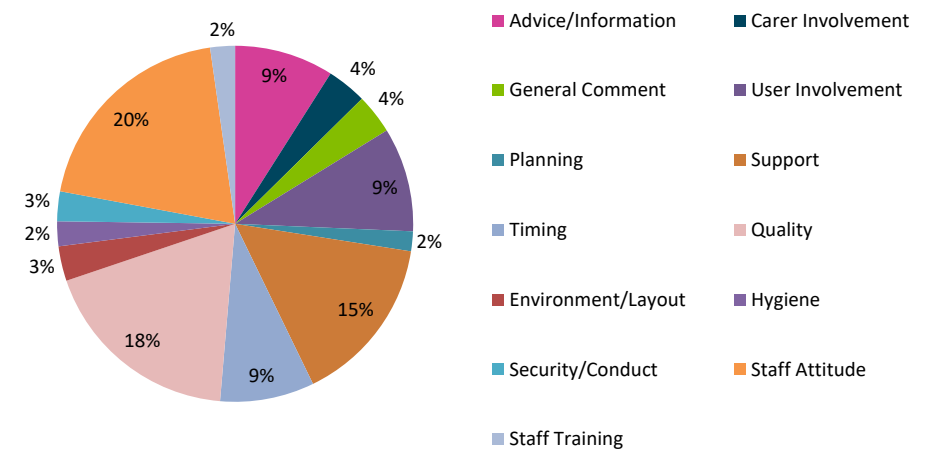
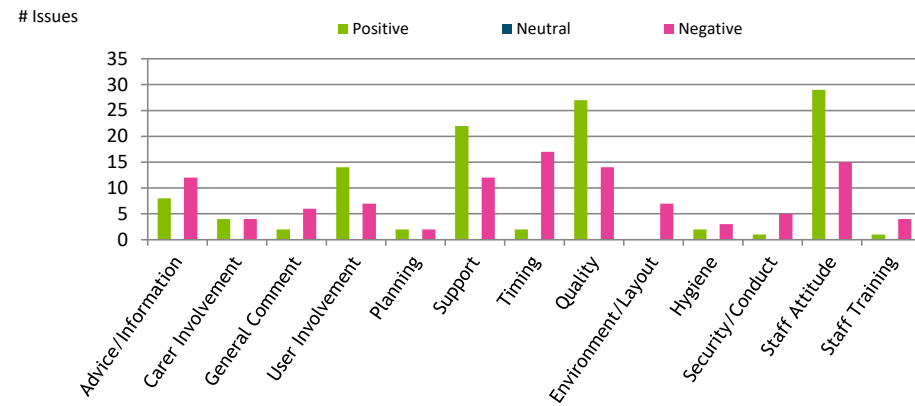
5.4 Sentiment, GP Services



5. Trends: Northwick Park Hospital

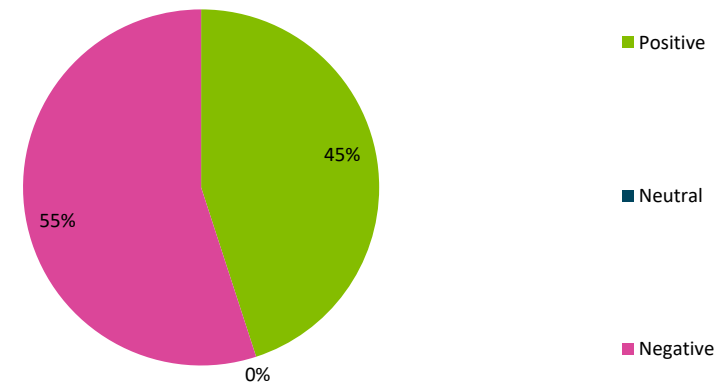
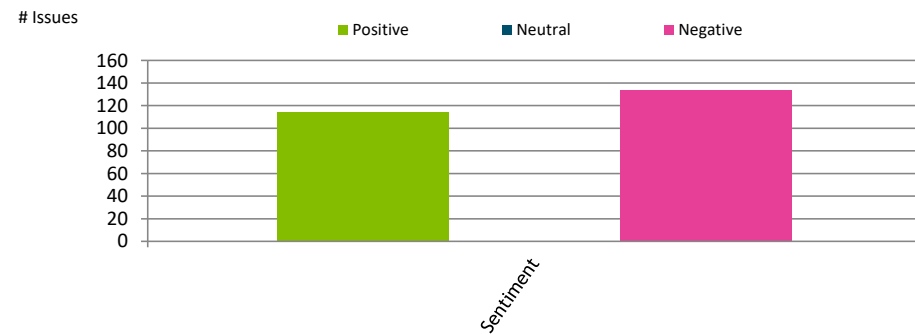


5.5 Trends, Northwick Park Hospital: 248 issues from 64 people



Issues receiving the most comments overall

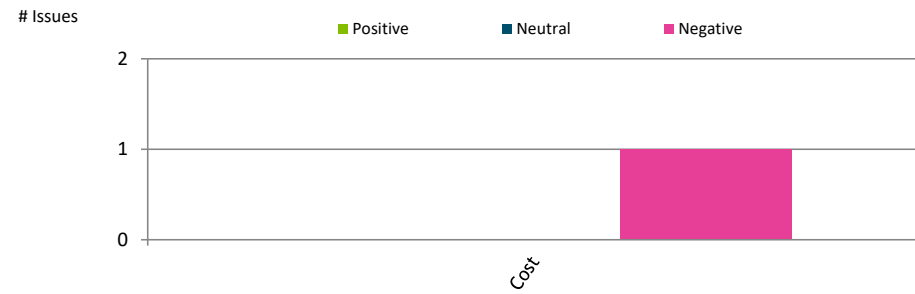
5.6 Sentiment, Northwick Park Hospital



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

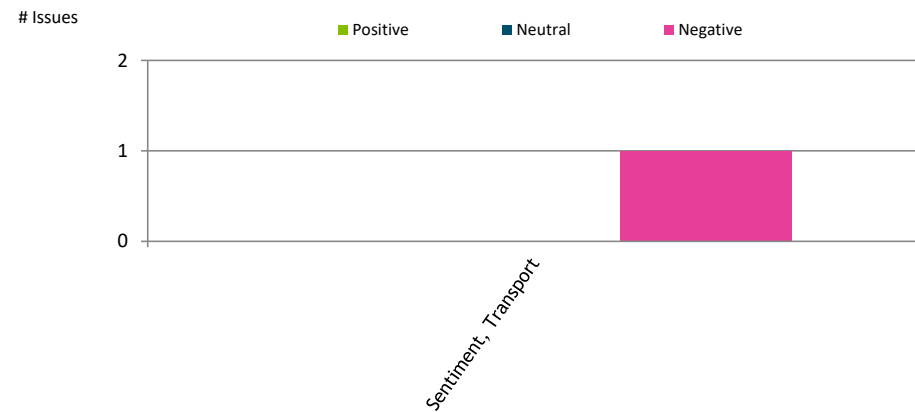


6.1 Trends, Transport (1 issues)



Issues receiving the most comments overall

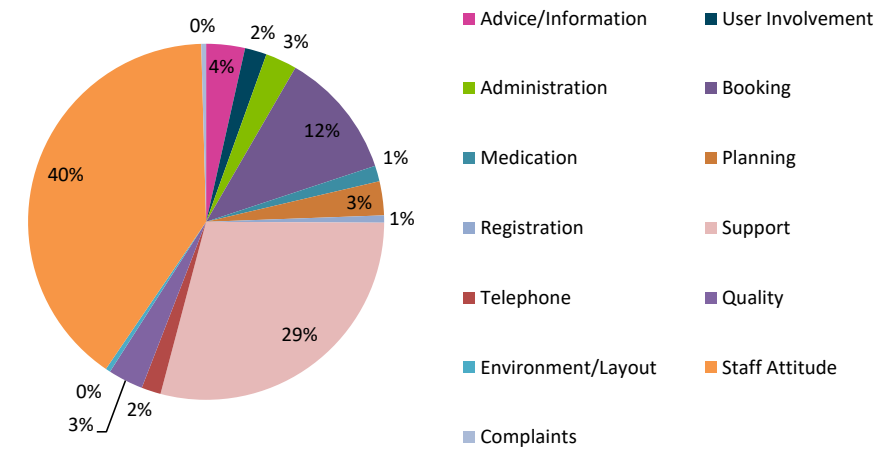
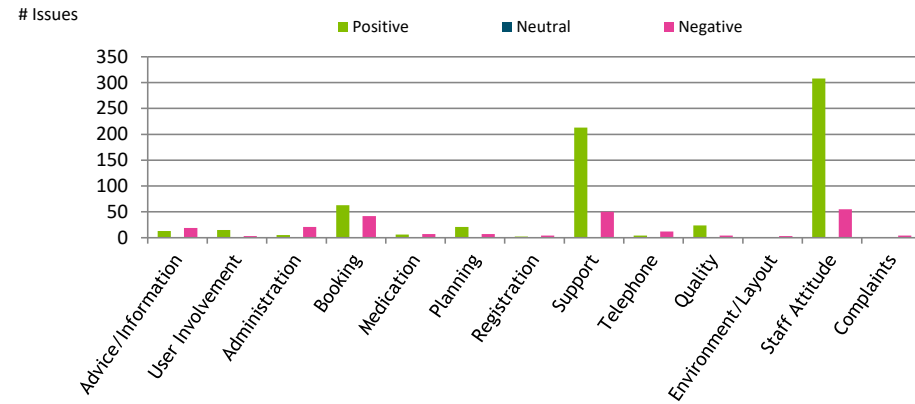
6.2 Sentiment, Transport



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

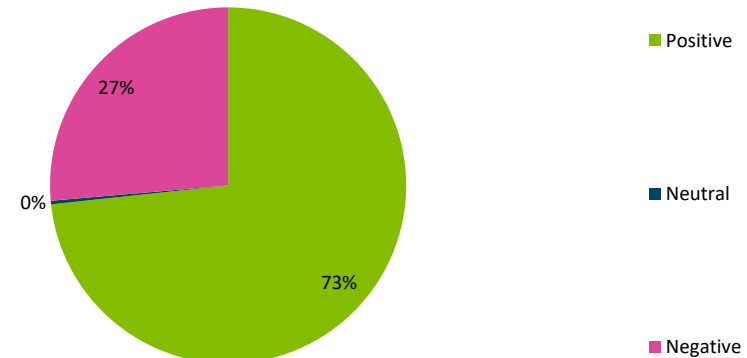
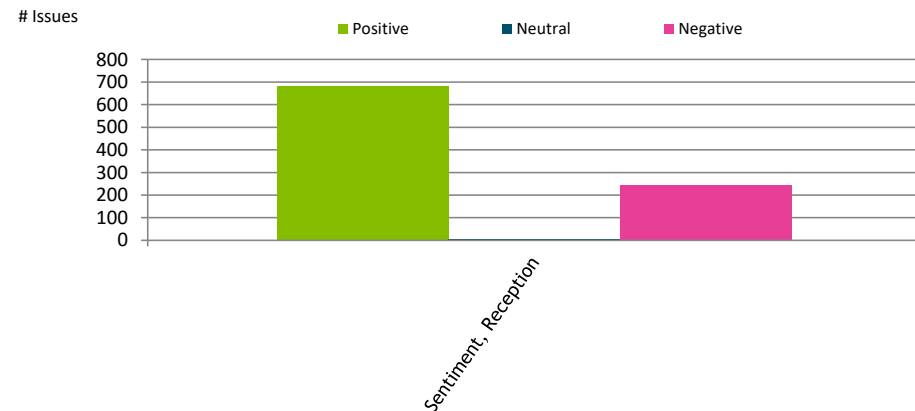


6.3 Trends, Reception (929 issues)



Issues receiving the most comments overall

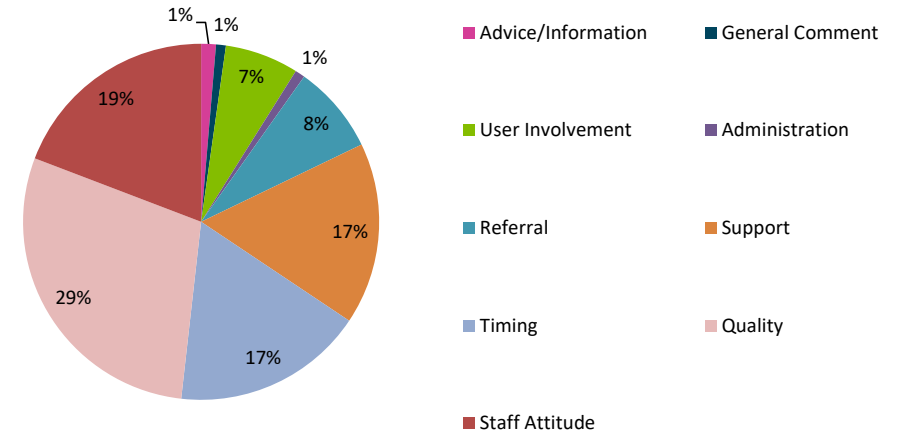
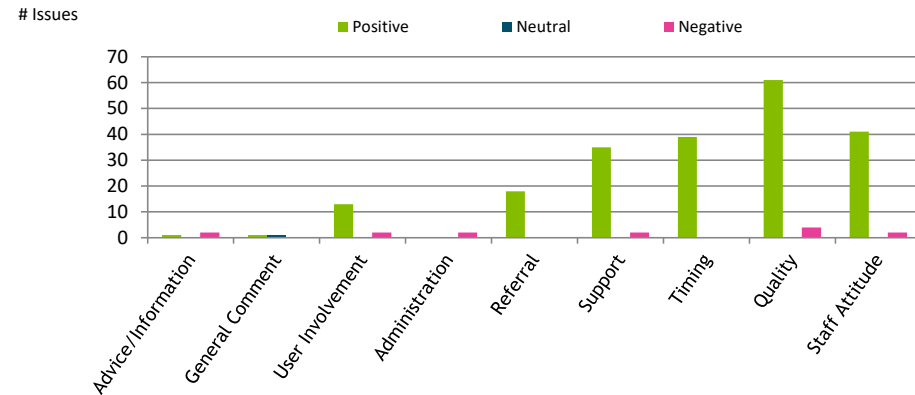
6.4 Sentiment, Reception



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

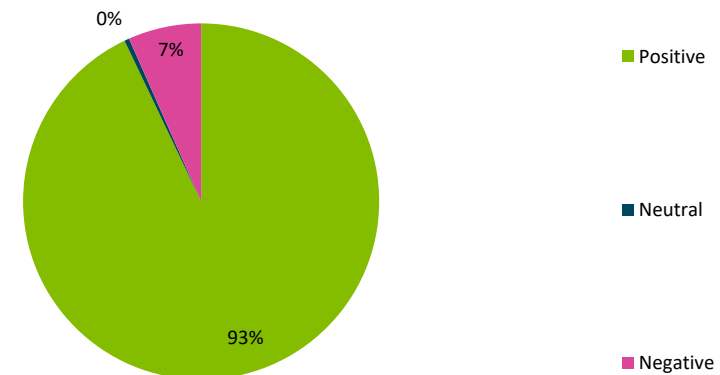
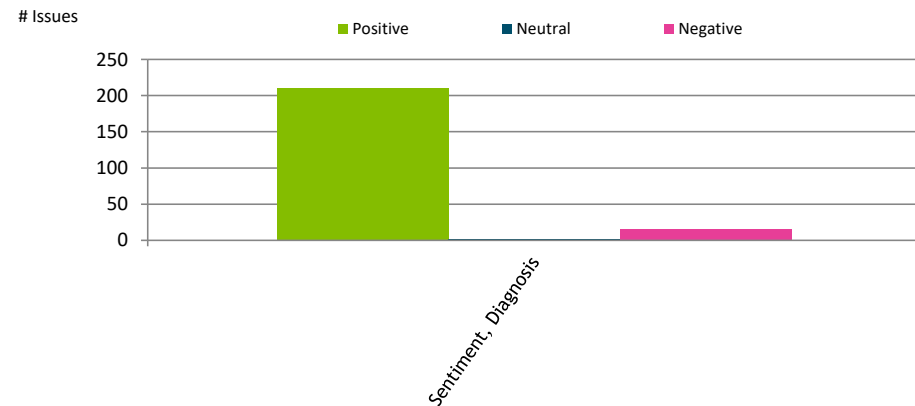


6.5 Trends, Diagnosis/Testing (226 issues)



Issues receiving the most comments overall

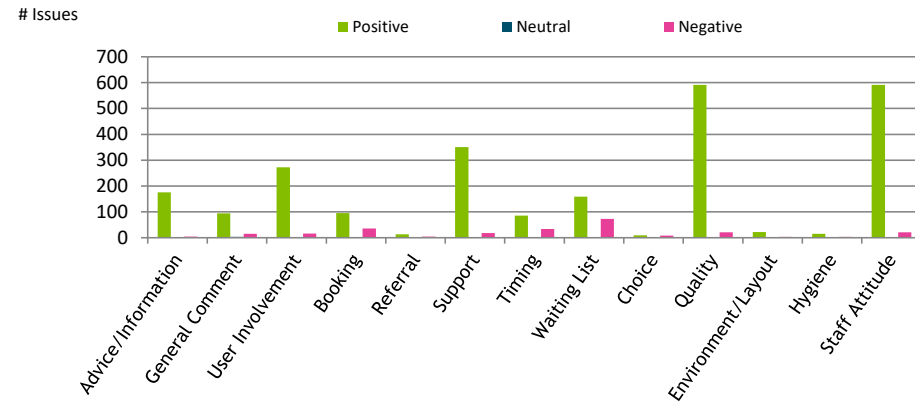
6.6 Sentiment, Diagnosis/Testing



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

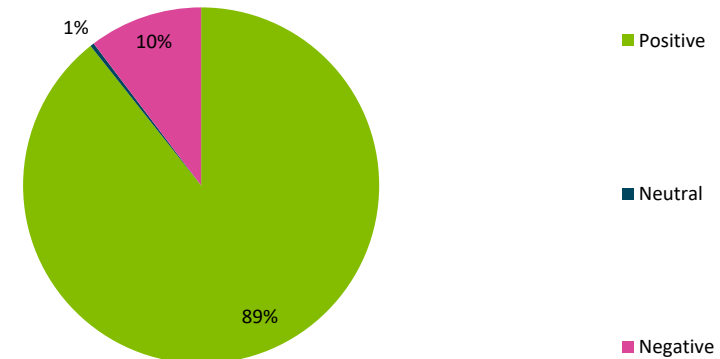
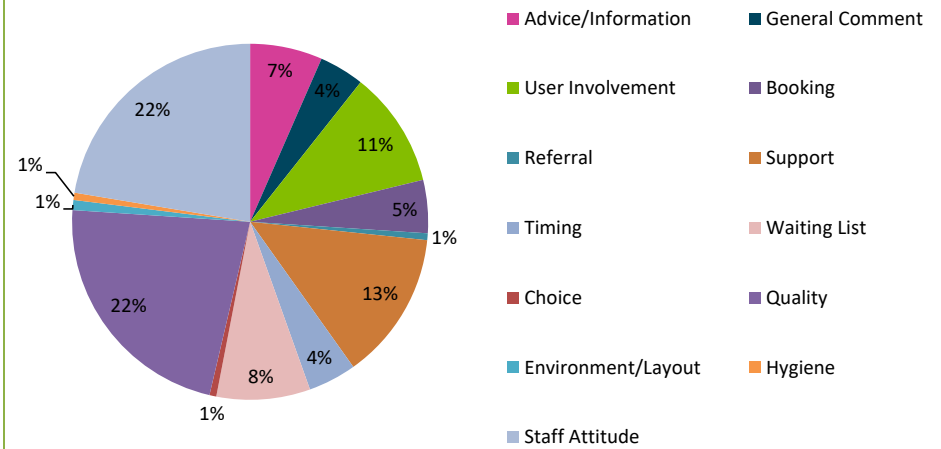
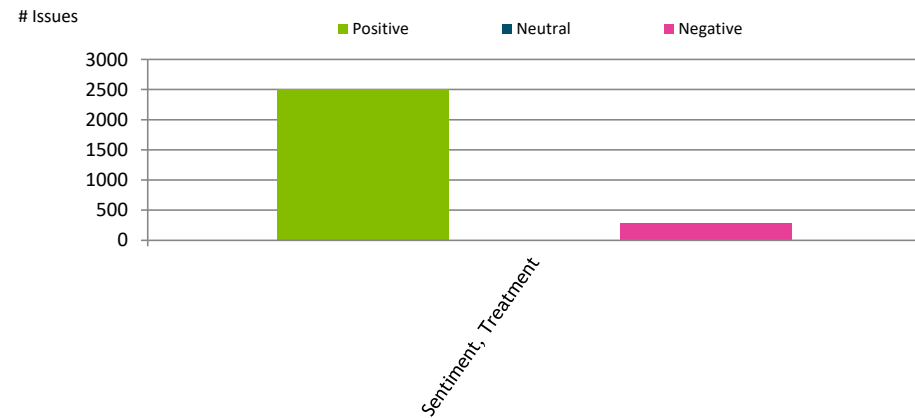


6.7 Trends, Clinical Treatment (2812 issues)



Issues receiving the most comments overall

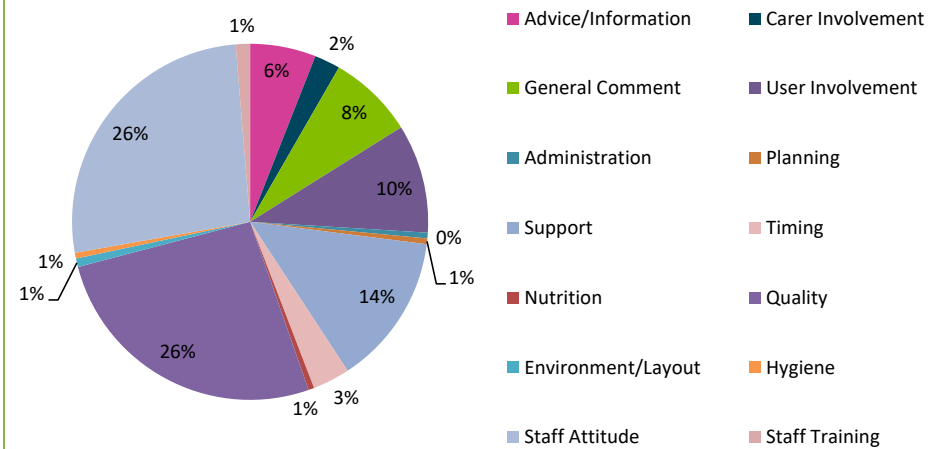
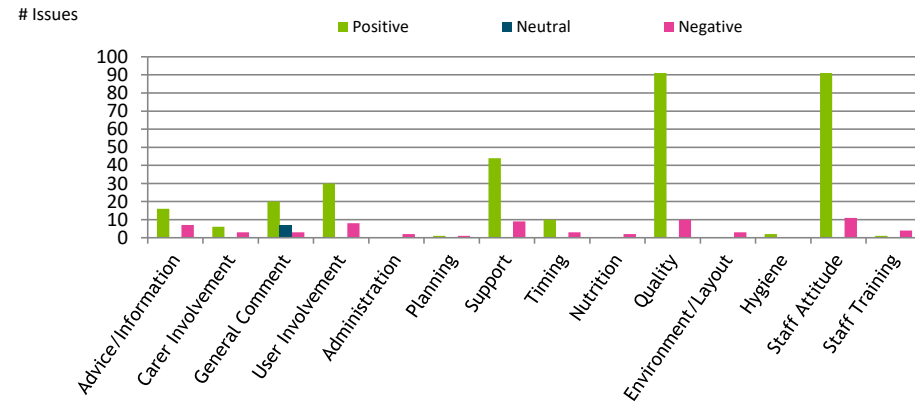
6.8 Sentiment, Clinical Treatment



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

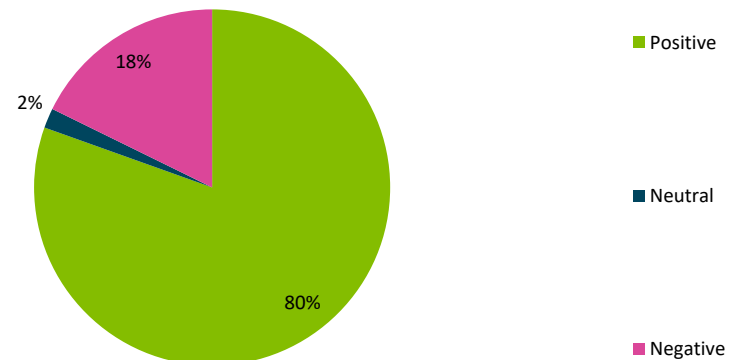
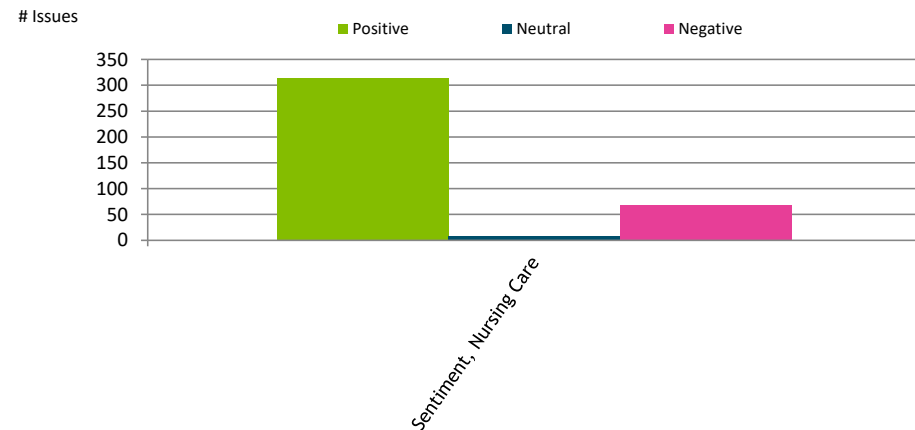


6.9 Trends, Clinical Nursing (389 issues)



Issues receiving the most comments overall

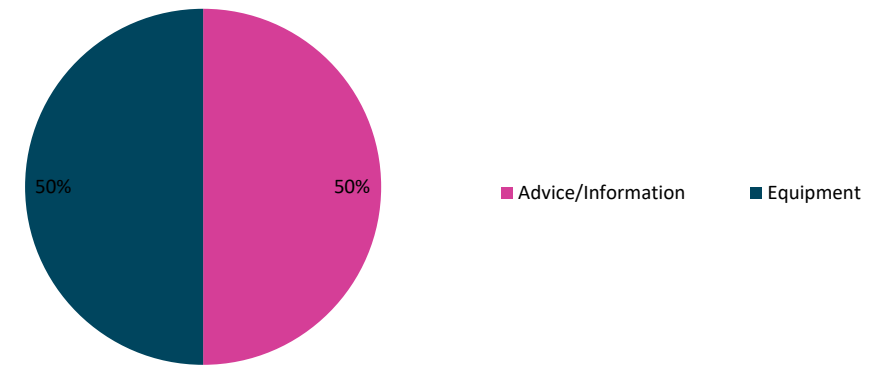
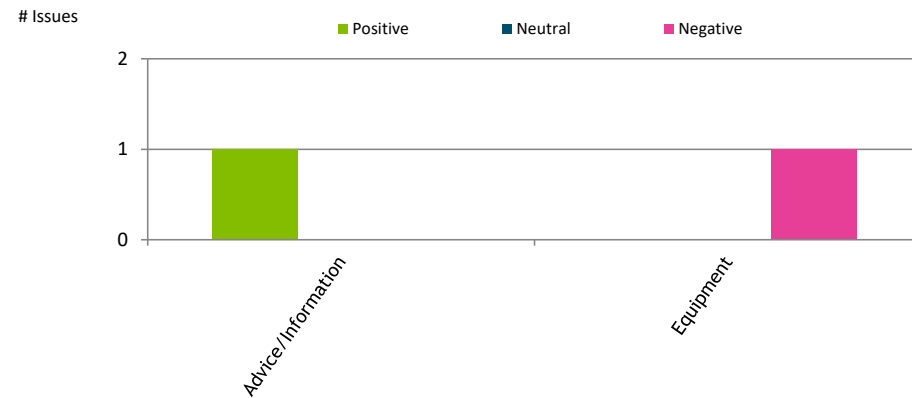
6.10 Sentiment, Clinical Nursing



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

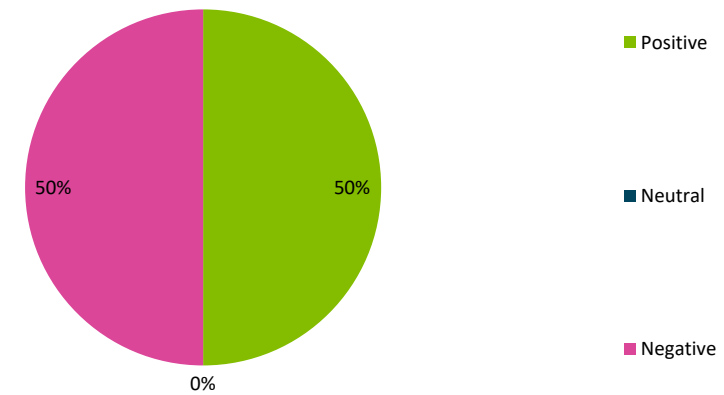
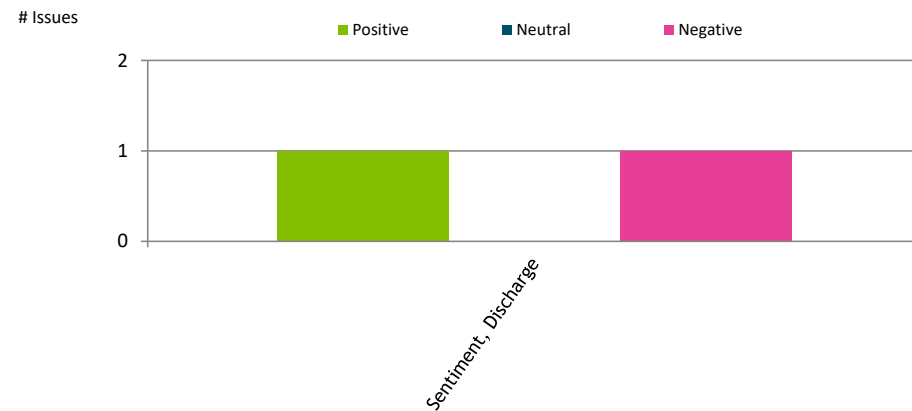


6.11 Trends, Discharge (2 issues)



Issues receiving the most comments overall

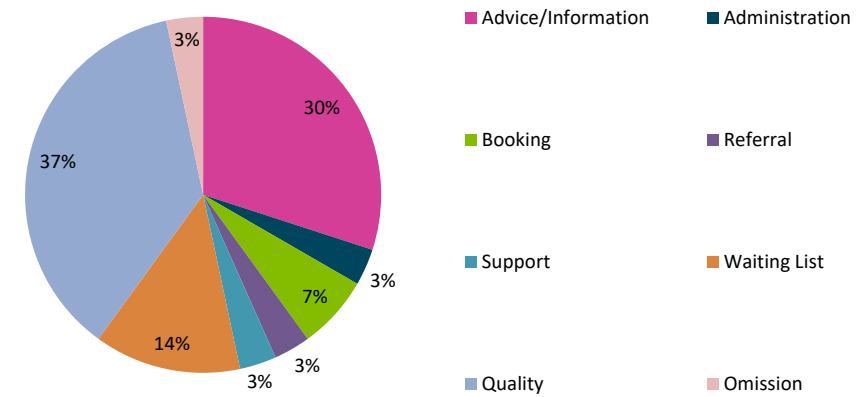
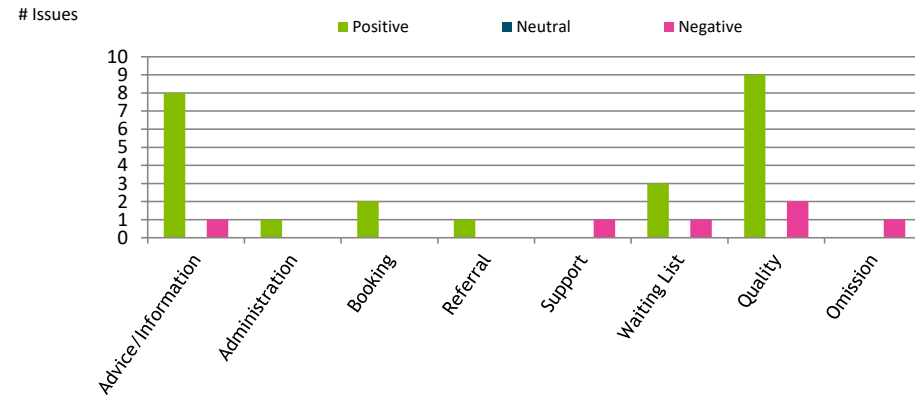
6.12 Sentiment, Discharge



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

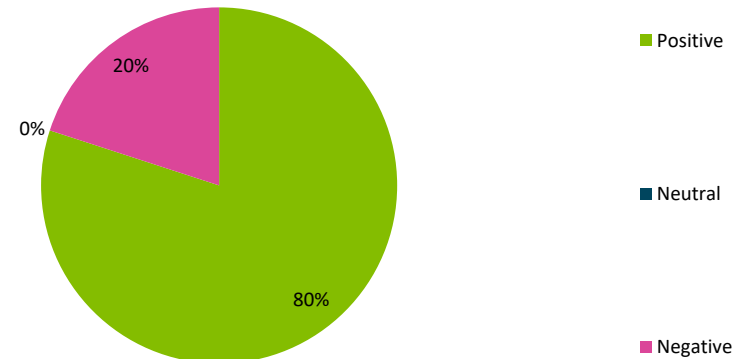
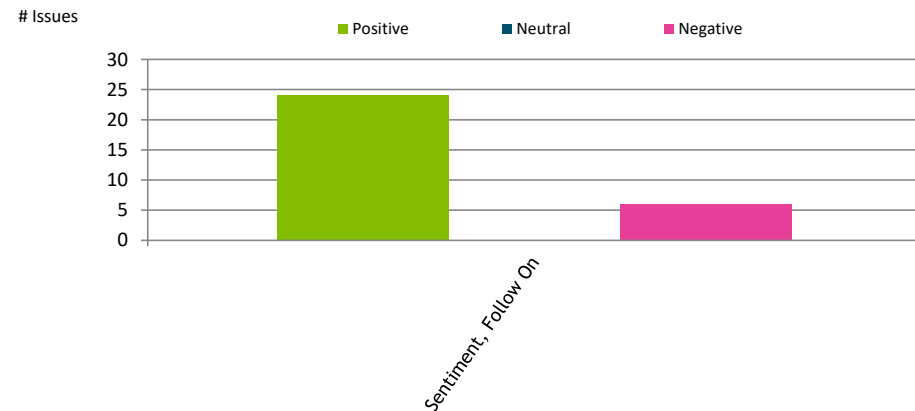


6.13 Trends, Follow On (30 issues)



Issues receiving the most comments overall

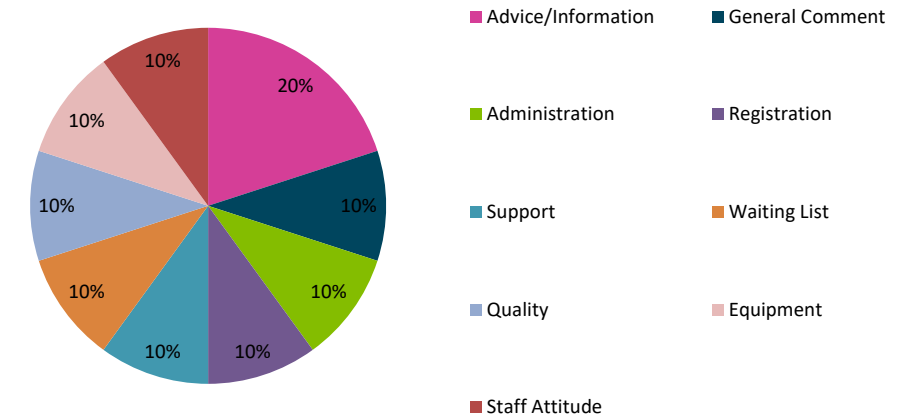
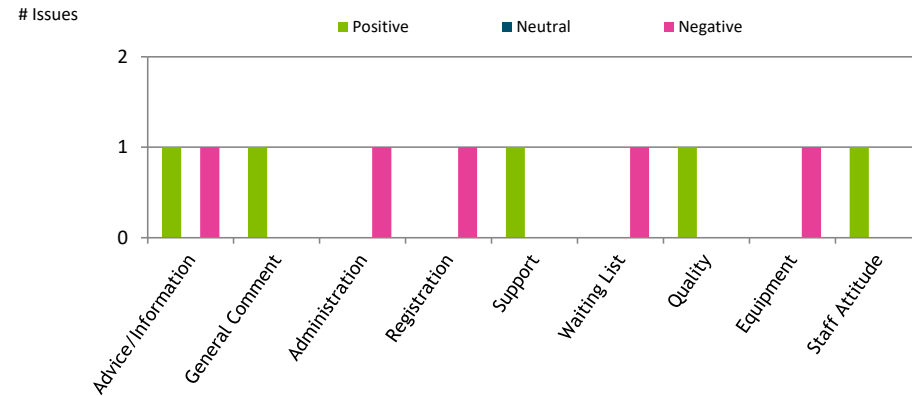
6.14 Sentiment, Follow On



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

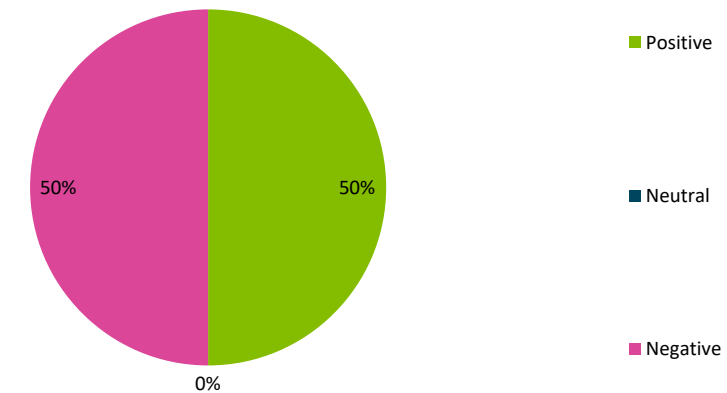
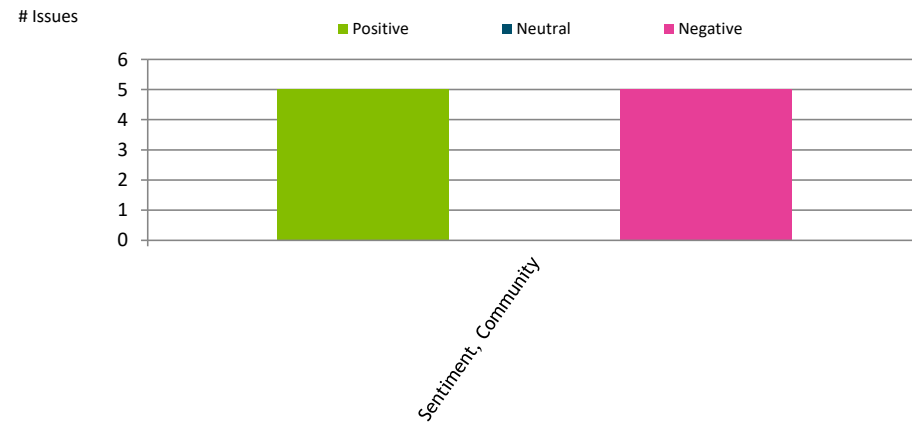


6.15 Trends, Community (10 issues)



Issues receiving the most comments overall

6.16 Sentiment, Community



7. Data Table: Number of issues



| | Issue Name | Descriptor | # Issues | | | |
|-----------------|--------------------|------------------------------------------------------------|----------|---------|----------|-------|
| | | | Positive | Neutral | Negative | Total |
| Patients/Carers | Advice/Information | Communication, including access to advice and information. | 216 | 0 | 34 | 250 |
| | Carer Involvement | Involvement or influence of carers and family members. | 15 | 0 | 4 | 19 |
| | Peer Involvement | Involvement or Influence of friends. | 0 | 0 | 0 | 0 |
| | General Comment | A generalised statement (ie; "The doctor was good.") | 116 | 11 | 18 | 145 |
| | User Involvement | Involvement or influence of the service user. | 330 | 1 | 29 | 360 |
| Systems | Administration | Administrative processes and delivery. | 7 | 0 | 29 | 36 |
| | Admission | Physical admission to a hospital ward, or other service. | 0 | 0 | 2 | 2 |
| | Booking | Ability to book, reschedule or cancel appointments. | 160 | 1 | 78 | 239 |
| | Cancellations | Cancellation of appointment by the service provider. | 0 | 0 | 2 | 2 |
| | Data Protection | General data protection (including GDPR). | 0 | 0 | 0 | 0 |
| | Referral | Referral to a service. | 32 | 0 | 4 | 36 |
| | Medical Records | Management of medical records. | 0 | 0 | 1 | 1 |
| | Medication | Prescription and management of medicines. | 13 | 0 | 11 | 24 |
| | Opening Times | Opening times of a service. | 1 | 0 | 0 | 1 |
| | Planning | Leadership and general organisation. | 22 | 0 | 8 | 30 |
| | Registration | Ability to register for a service. | 5 | 0 | 5 | 10 |
| | Support | Levels of support provided. | 644 | 2 | 80 | 726 |
| | Telephone | Ability to contact a service by telephone. | 4 | 0 | 12 | 16 |
| | Timing | Physical timing (ie; length of wait at appointments). | 137 | 0 | 37 | 174 |
| Values | Waiting List | Length of wait while on a list. | 162 | 1 | 75 | 238 |
| | Choice | General choice. | 10 | 0 | 8 | 18 |
| | Cost | General cost. | 5 | 1 | 9 | 15 |
| | Language | Language, including terminology. | 1 | 0 | 1 | 2 |
| | Nutrition | Provision of sustenance. | 0 | 0 | 2 | 2 |
| | Privacy | Privacy, personal space and property. | 0 | 0 | 3 | 3 |
| | Quality | General quality of a service, or staff. | 777 | 2 | 41 | 820 |
| | Sensory | Deaf/blind or other sensory issues. | 0 | 0 | 0 | 0 |
| | Stimulation | General stimulation, including access to activities. | 1 | 0 | 0 | 1 |

7. Data Table: Number of issues



| | Issue Name | Descriptor | # Issues | | | |
|-------------|--------------------|--------------------------------------------------------------------|----------|---------|----------|-------|
| | | | Positive | Neutral | Negative | Total |
| Environment | Catchment/Distance | <i>Distance to a service (and catchment area for eligibility).</i> | 1 | 0 | 1 | 2 |
| | Environment/Layout | <i>Physical environment of a service.</i> | 23 | 0 | 9 | 32 |
| | Equipment | <i>General equipment issues.</i> | 8 | 0 | 4 | 12 |
| | Hazard | <i>General hazard to safety (ie; a hospital wide infection).</i> | 0 | 0 | 1 | 1 |
| | Hygiene | <i>Levels of hygiene and general cleanliness.</i> | 17 | 0 | 3 | 20 |
| | 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 | 5 | 5 |
| | Security/Conduct | <i>General security of a service, including conduct of staff.</i> | 1 | 0 | 6 | 7 |
| | Staff Attitude | <i>Attitude, compassion and empathy of staff.</i> | 1032 | 2 | 89 | 1123 |
| | Complaints | <i>Ability to log and resolve a complaint.</i> | 1 | 0 | 4 | 5 |
| | Staff Training | <i>Training of staff.</i> | 5 | 0 | 9 | 14 |
| | Staffing Levels | <i>General availability of staff.</i> | 0 | 0 | 5 | 5 |
| Total: | | | 3746 | 21 | 632 | 4399 |