

# 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 October - 31 December 2025*

## Index and overview of findings



**1165**

### Data Source

This report is based on the experience of 1165 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.



**84%**

### Overall Satisfaction

*Overall satisfaction is at 84% positive, 15% negative and 1% neutral, according to feedback.*

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



**85%**

### Information, Involvement and Support

*Satisfaction is at 85% positive and 15% negative, comments suggest.*

This quarter, complaints are down by 4% on user involvement and by 2% on support, while up by 2% on communication. More on page 5.



**92%**

### Quality and Empathy

*According to comments, satisfaction is at 92% positive and 8% negative.*

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



**70%**

### Access to Services

*Satisfaction is at 70% positive, 29% negative and 1% neutral.*

This quarter, complaints are down by 2% on ability to book appointments, while up by 19% on telephone access and by 1% 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.

"I needed emergency dental treatment. I called NHS 111 and they booked me in with a local practice, the same day. Very grateful."



**606**

#### GP Services

*Satisfaction is at 86% positive and 14% negative, according to feedback.*

606 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.



**431**

#### Dentists

*Comments suggest satisfaction is at 93% positive and 7% negative.*

431 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.



**93**

#### Northwick Park Hospital

*Satisfaction is at 50% positive, 49% negative and 1% neutral, comments suggest.*

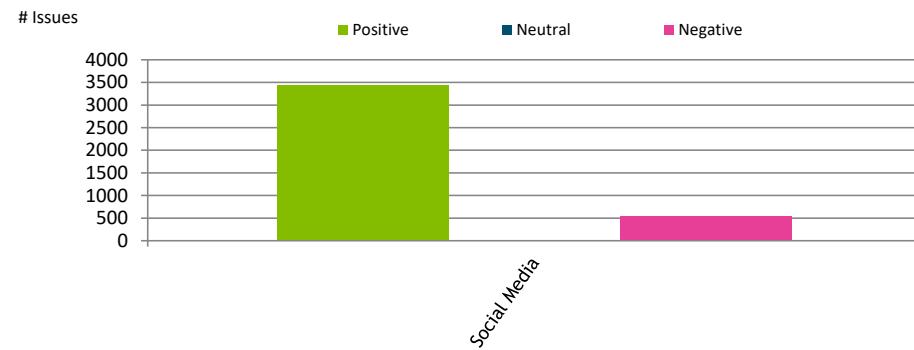
93 people comment this quarter. Service access, particularly waiting times is a leading negative topic. Feedback suggests patients would also like greater levels of communication, empathy, involvement and support. More on page 11.

**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?

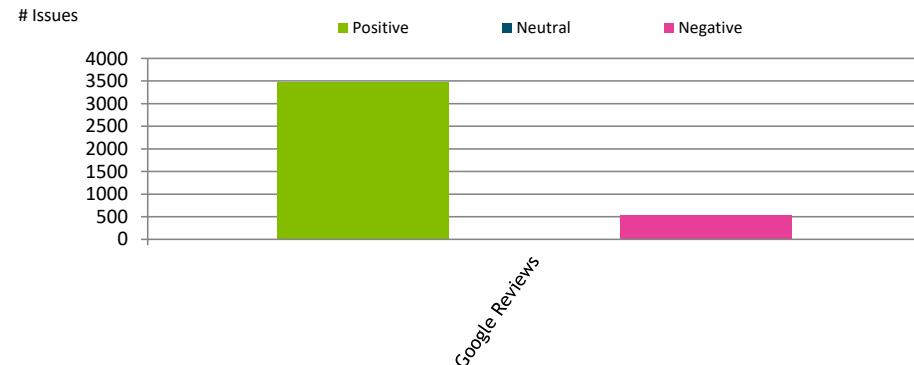


### 1.1 Source: 4156 issues from 1165 people



*Sources providing the most comments overall*

### 1.2 Origin

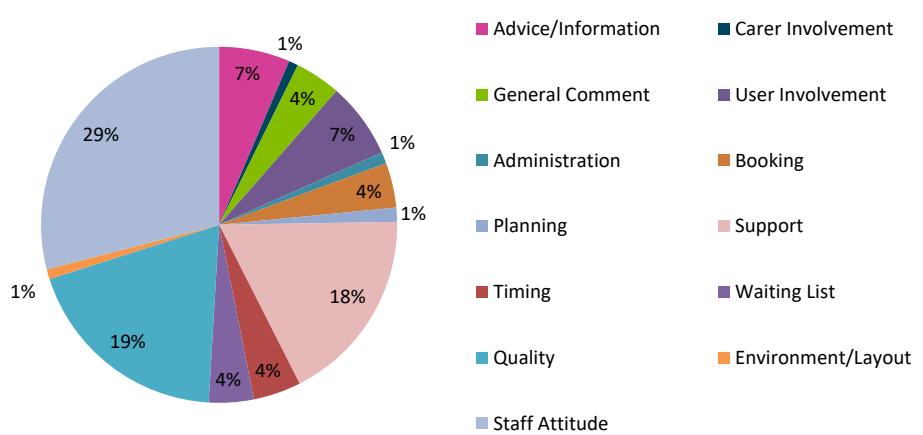
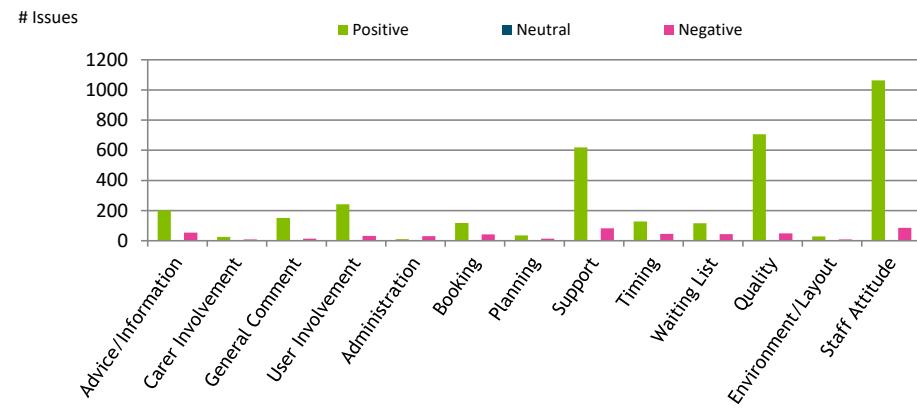


*Origins providing the most comments overall*

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

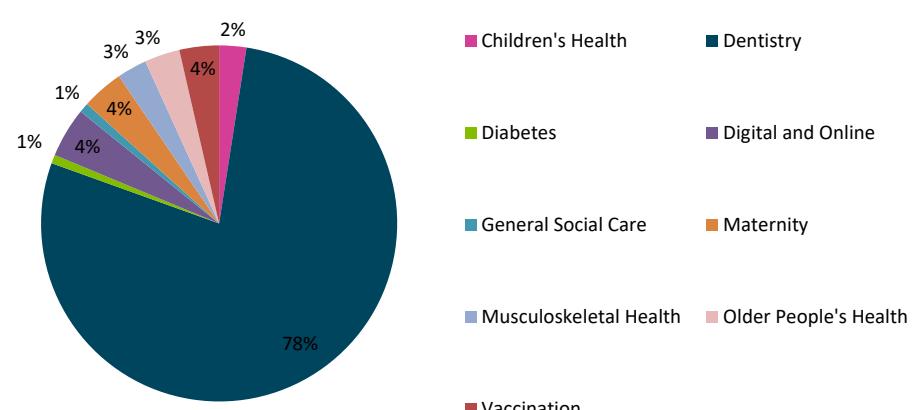
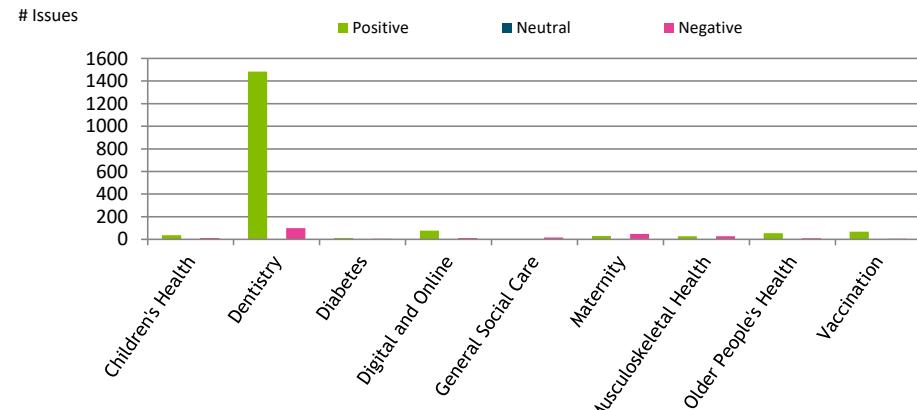


### 2.1 Top Trends: 4155 issues from 1164 people



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

### 2.2 Stated medical conditions

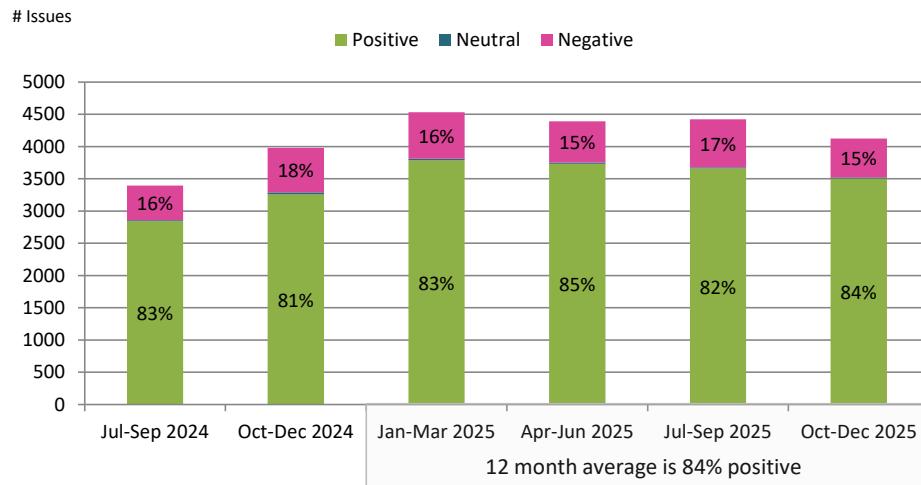


Medical conditions receiving the most comments overall

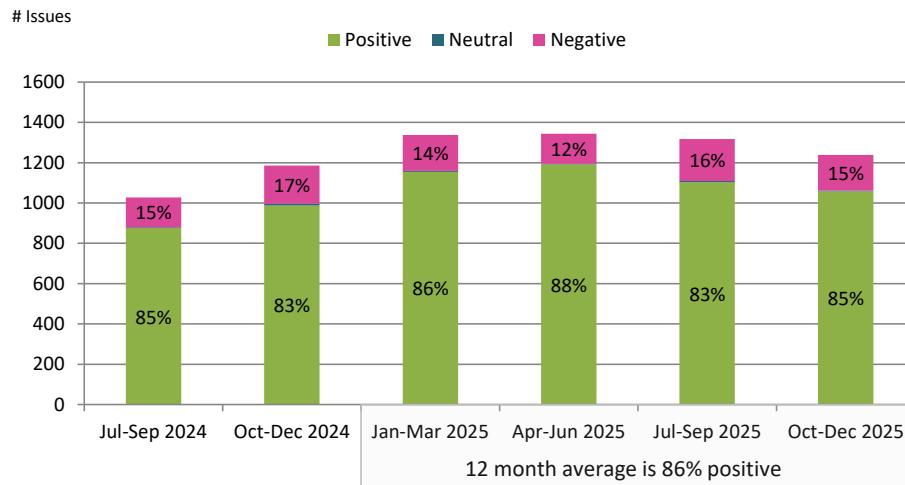
### 3. Timeline: On the whole, how do people feel about Health and Care services?



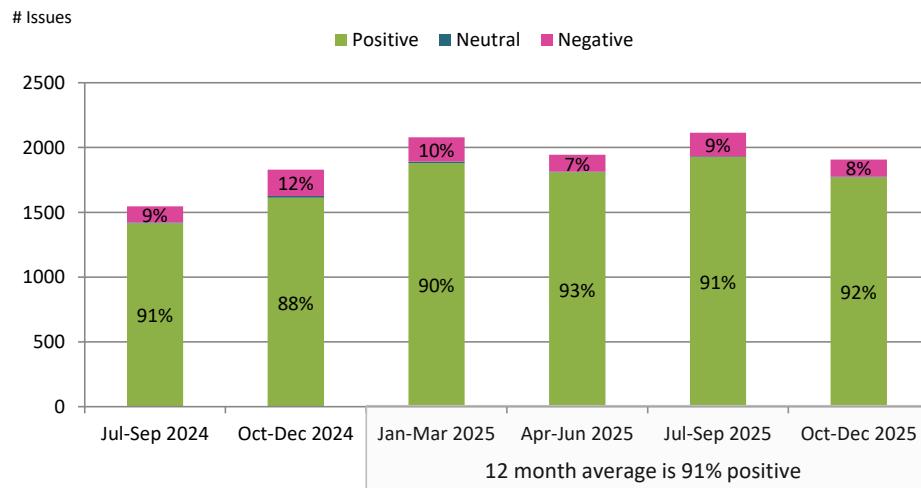
#### 3.1 How do people feel about services overall?



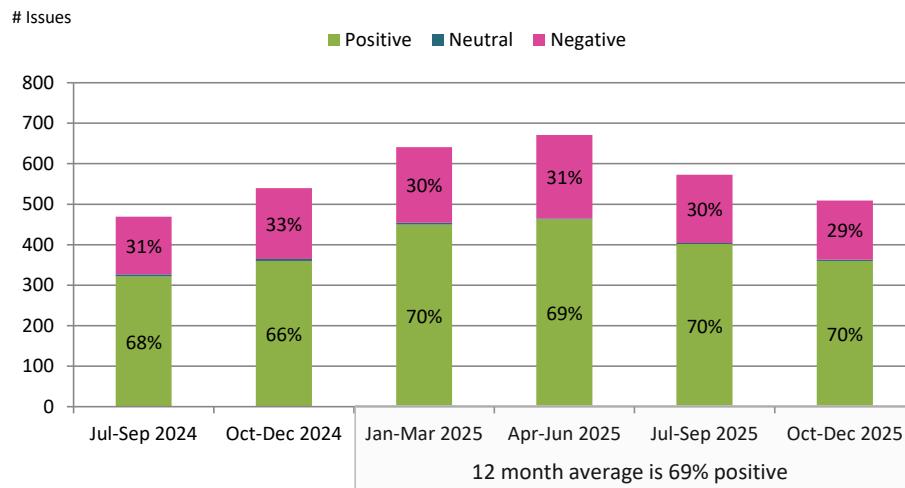
#### 3.2 How well informed, involved and supported do people feel?



#### 3.3 How do people feel about general quality and empathy?



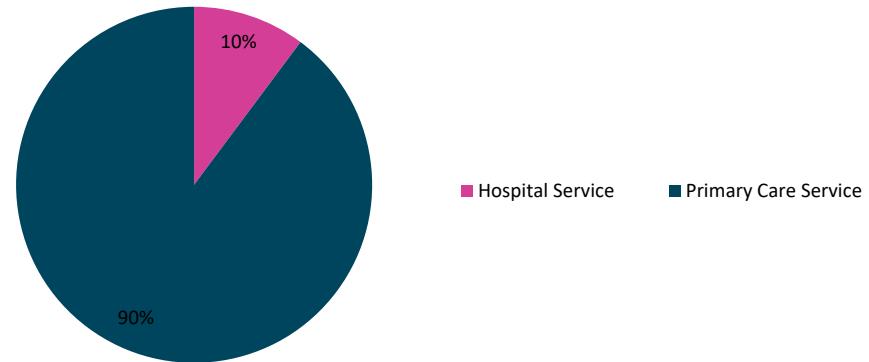
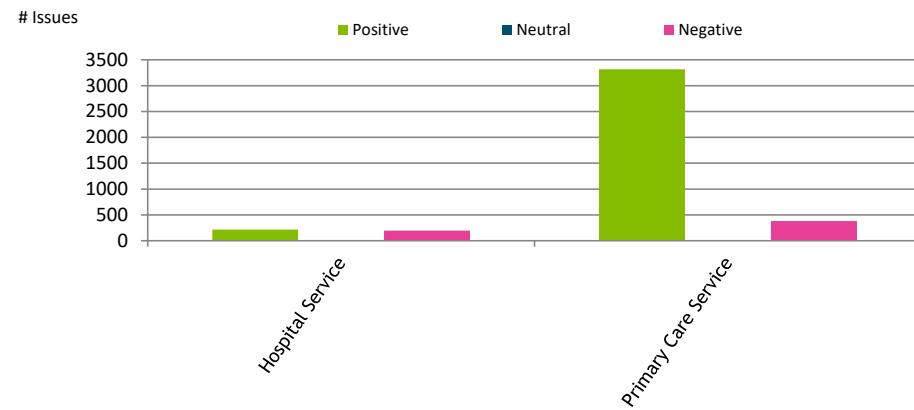
#### 3.4 How do people feel about access to services?



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

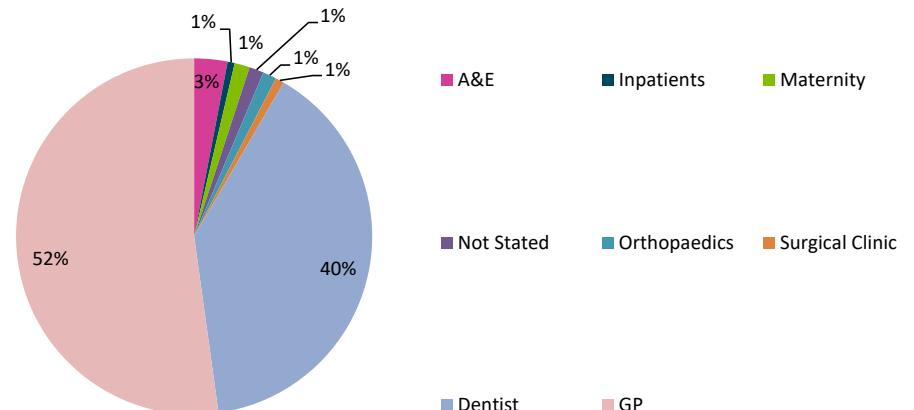
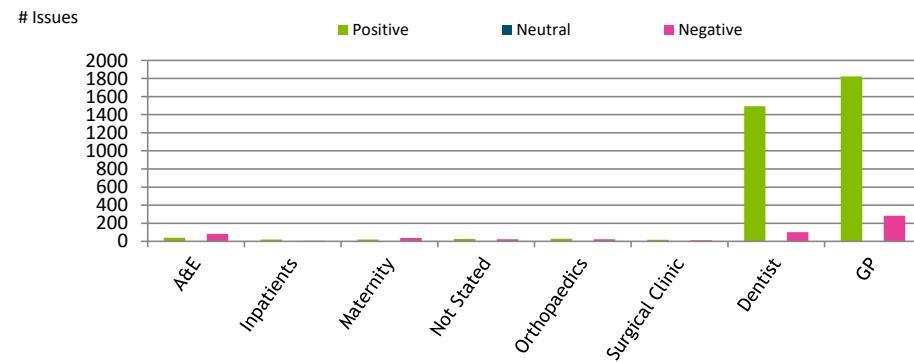


### 4.1 Service Sector



Service sectors receiving the most comments overall

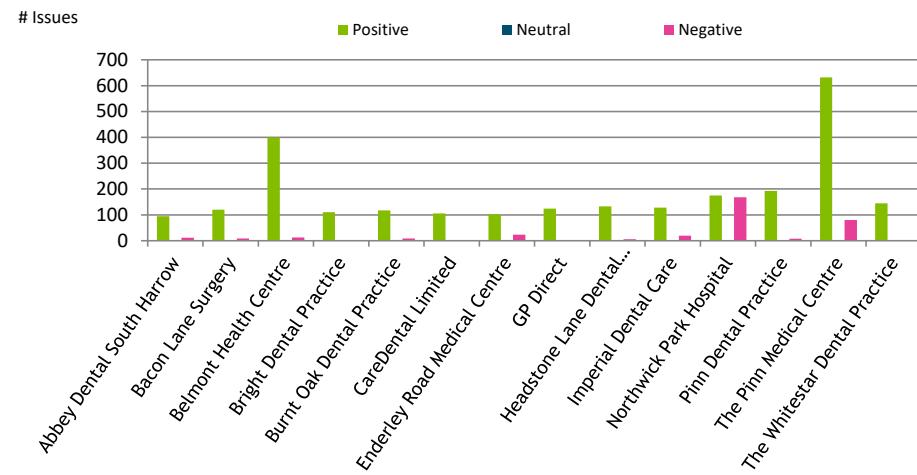
### 4.2 Service Type



Service type receiving the most comments overall

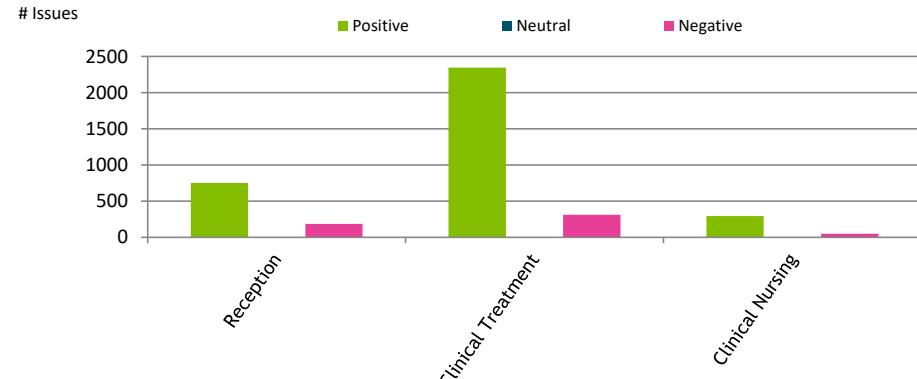
## 4. Trends: Which services are people most commenting on?

### 4.3 Services

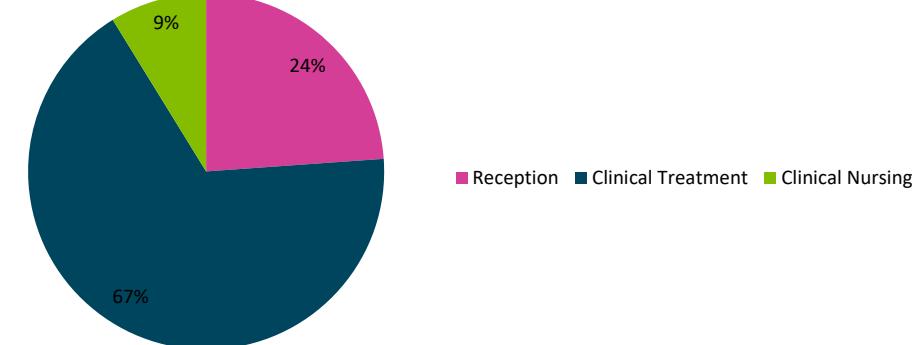
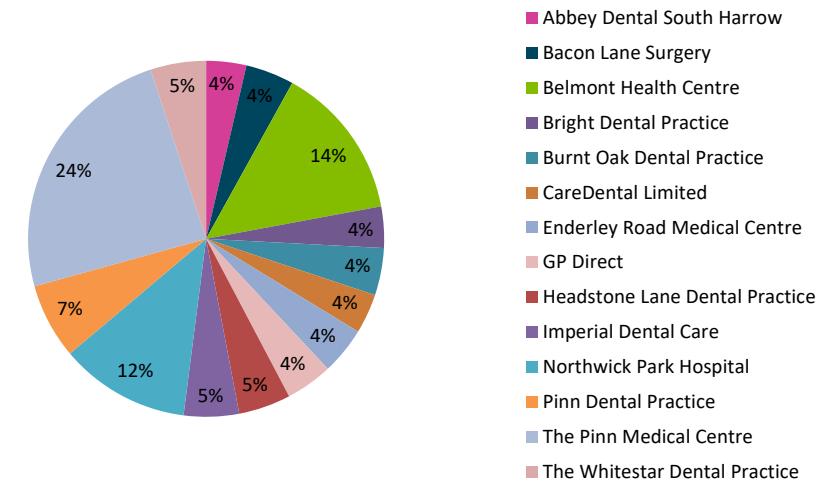


Services receiving the most comments overall

### 4.4 Breakdown of care pathway locations

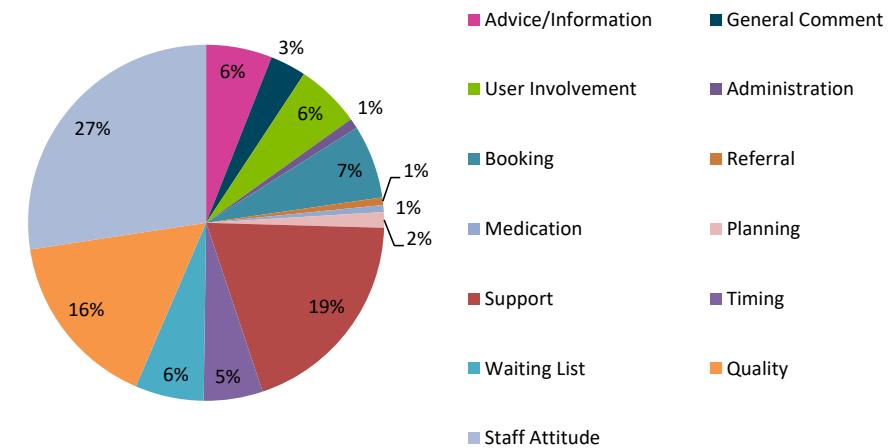
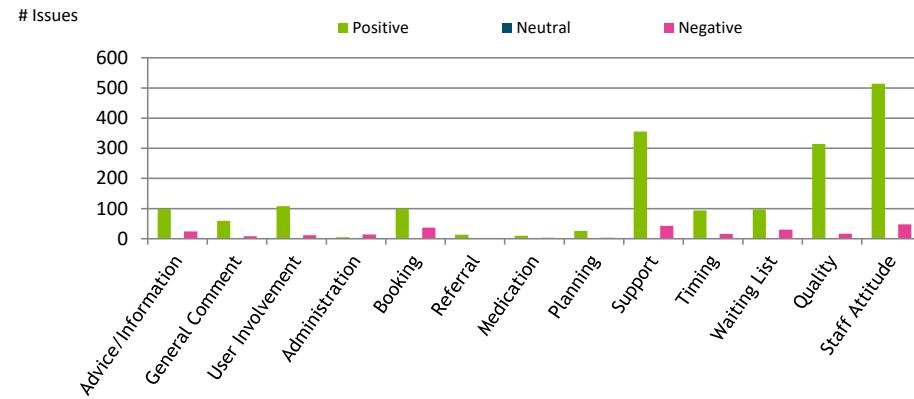


Care pathway locations



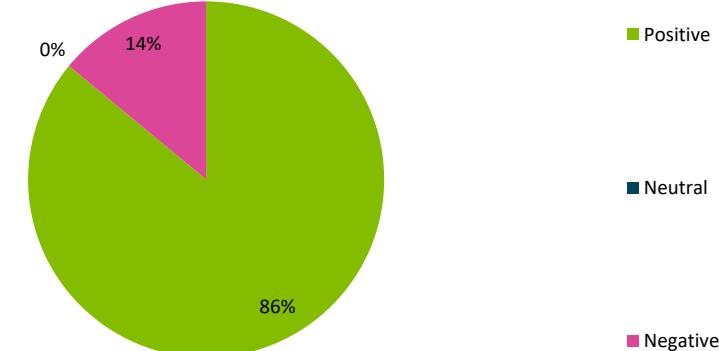
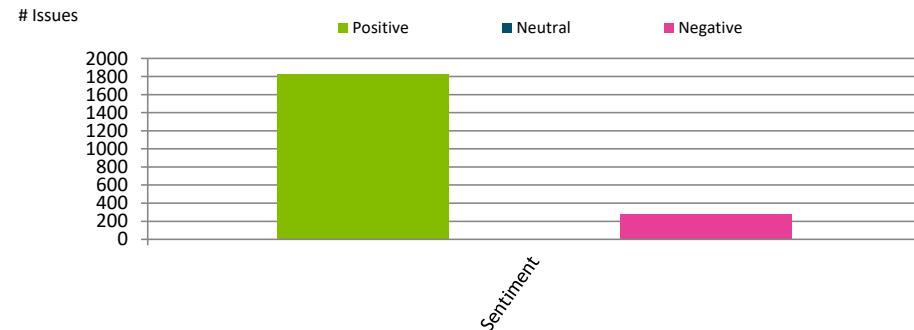
## 5. Trends: GP Services

### 5.1 Trends, GP Services: 2108 issues from 606 people



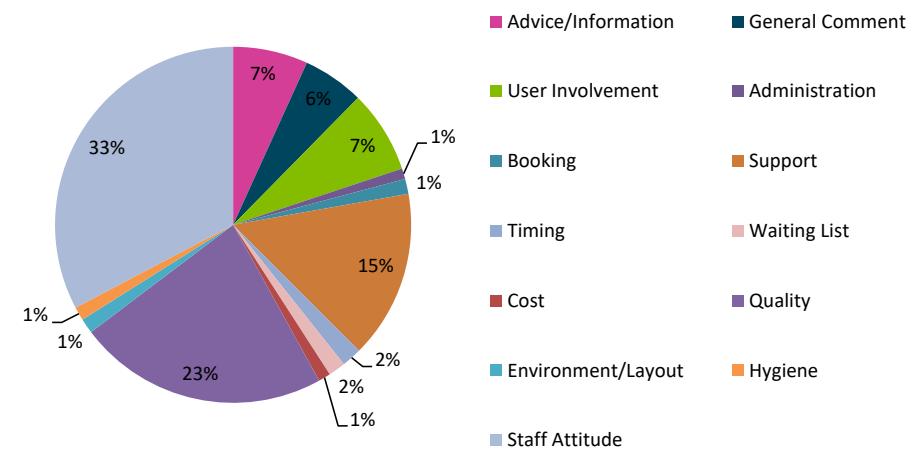
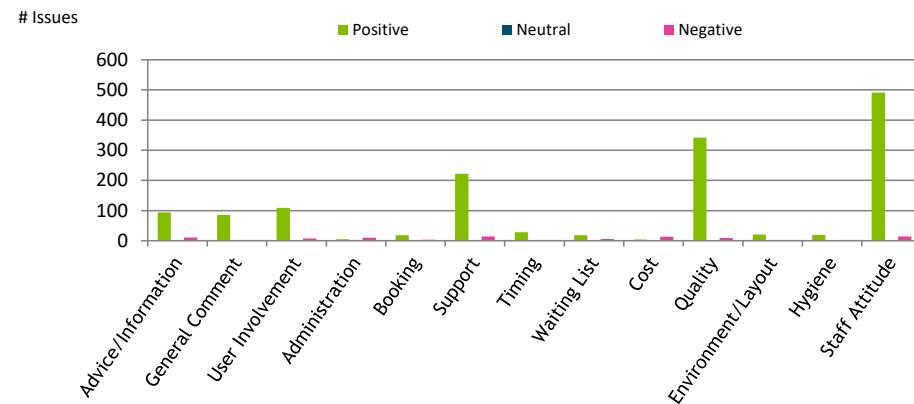
Issues receiving the most comments overall

### 5.2 Sentiment, GP Services



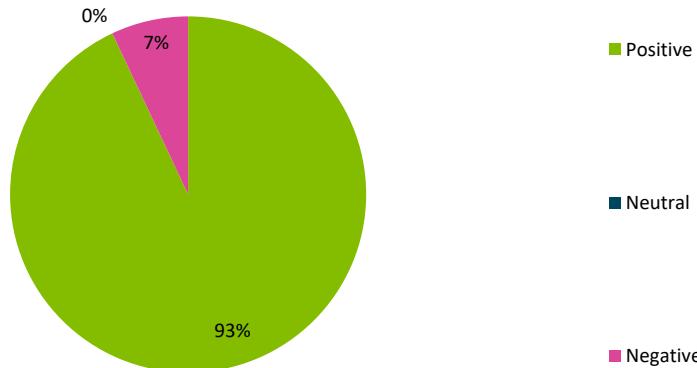
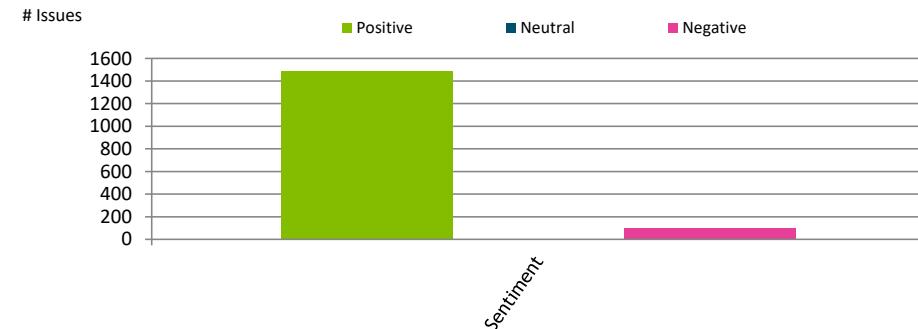
## 5. Trends: Dentists

### 5.3 Trends, Dentists: 1592 issues from 431 people



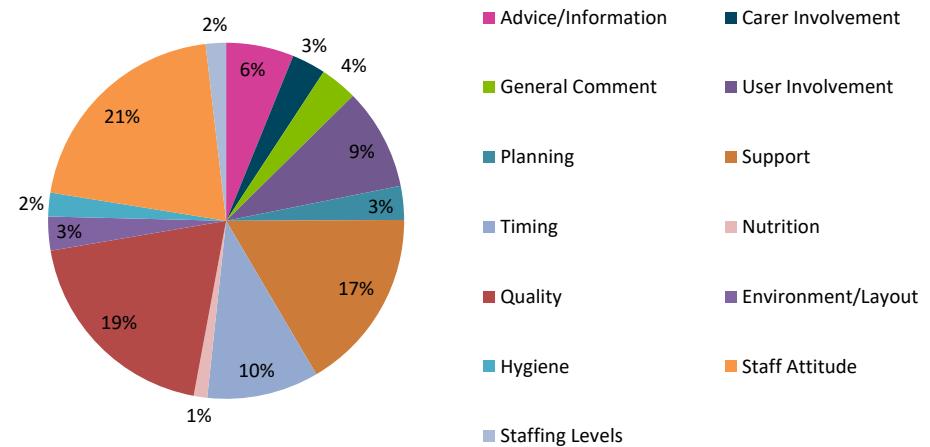
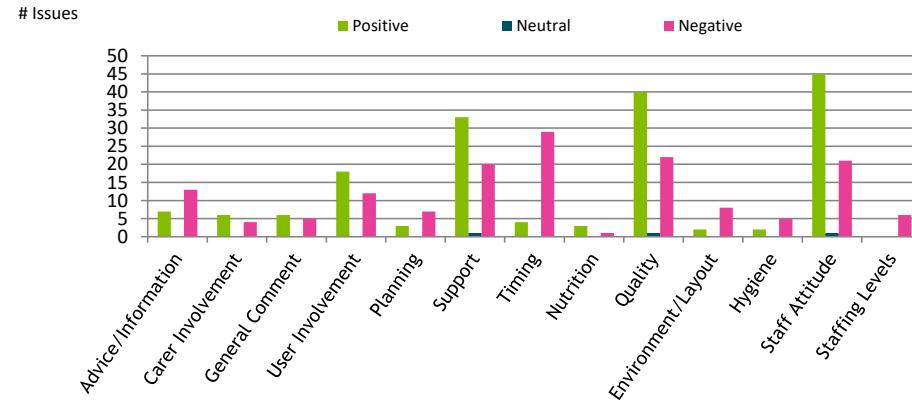
Issues receiving the most comments overall

### 5.4 Sentiment, GP Services



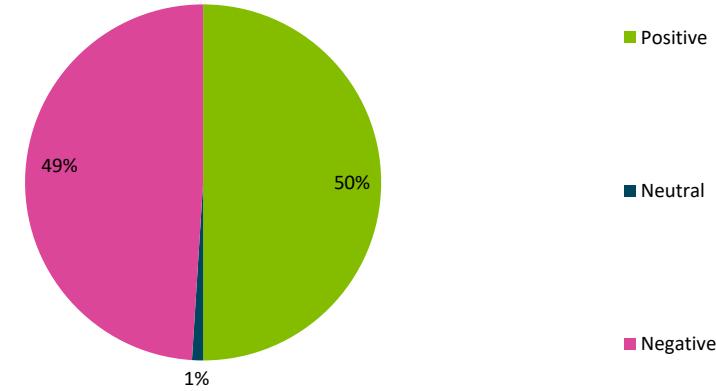
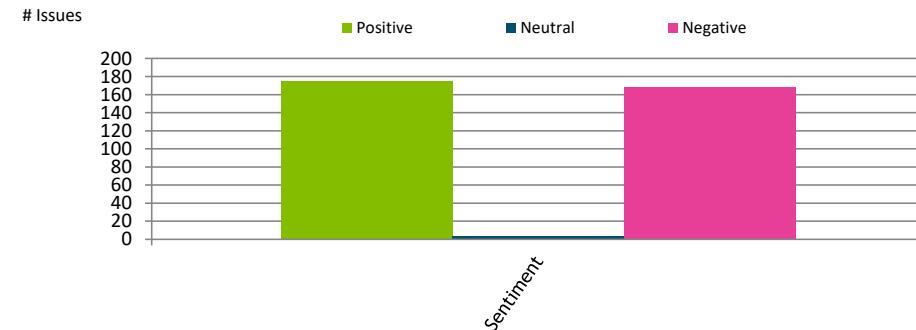
## 5. Trends: Northwick Park Hospital

### 5.5 Trends, Northwick Park Hospital: 347 issues from 93 people



Issues receiving the most comments overall

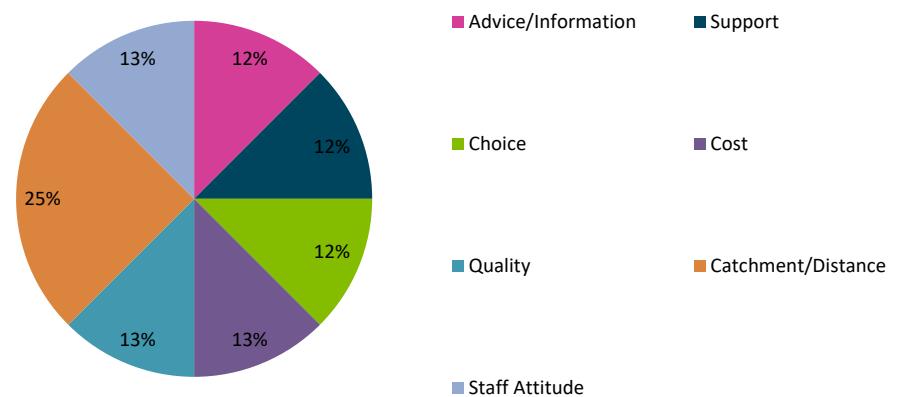
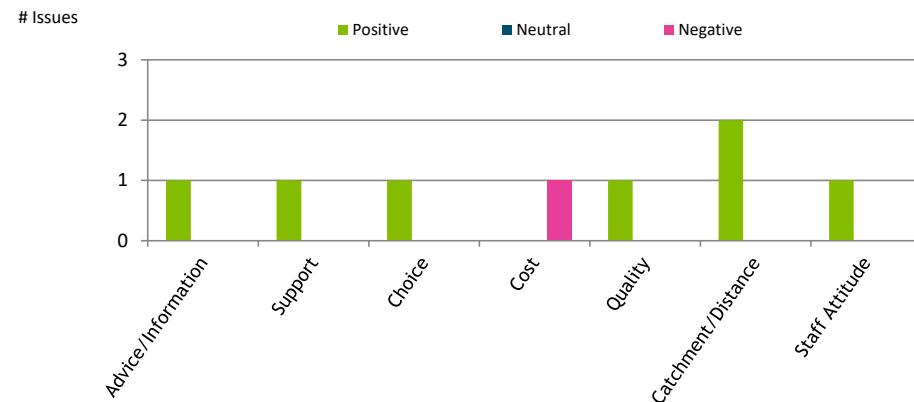
### 5.6 Sentiment, Northwick Park Hospital



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

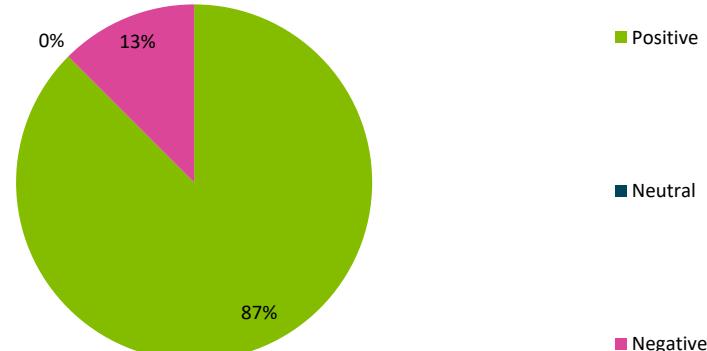
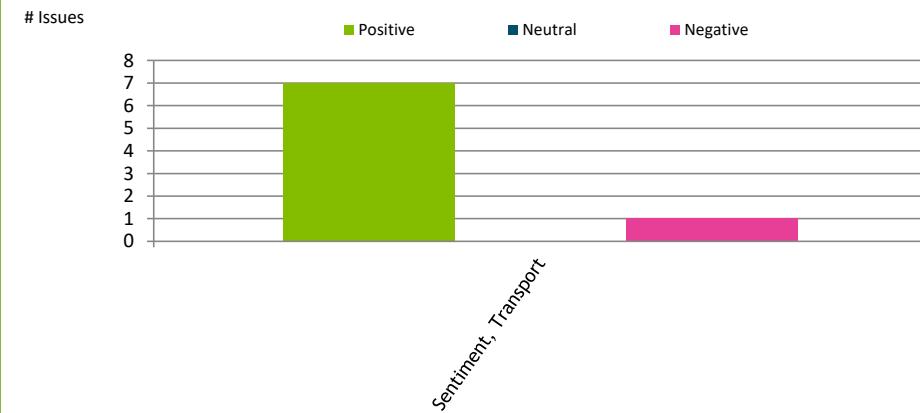


### 6.1 Trends, Transport (8 issues)



Issues receiving the most comments overall

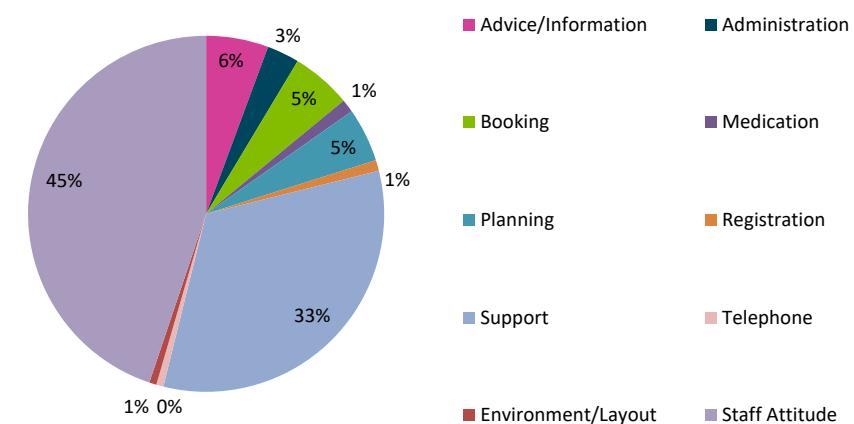
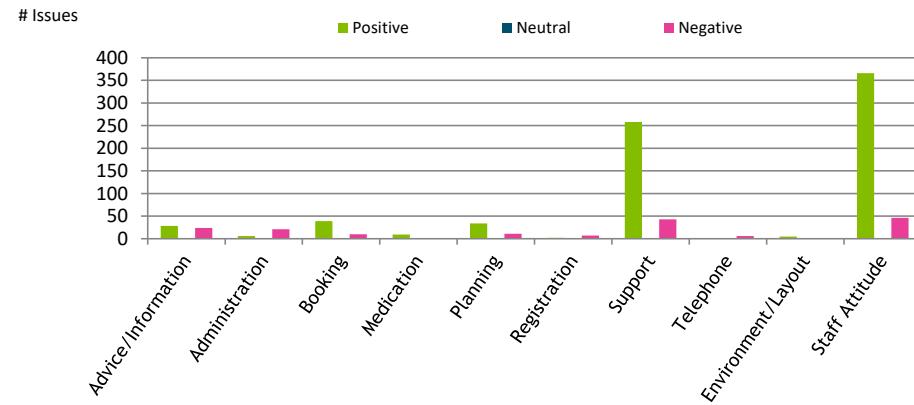
### 6.2 Sentiment, Transport



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

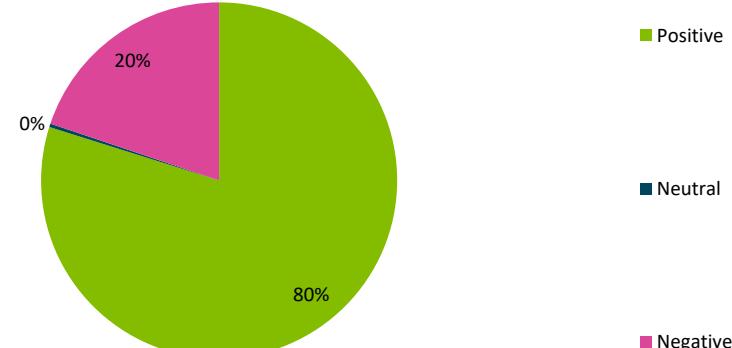
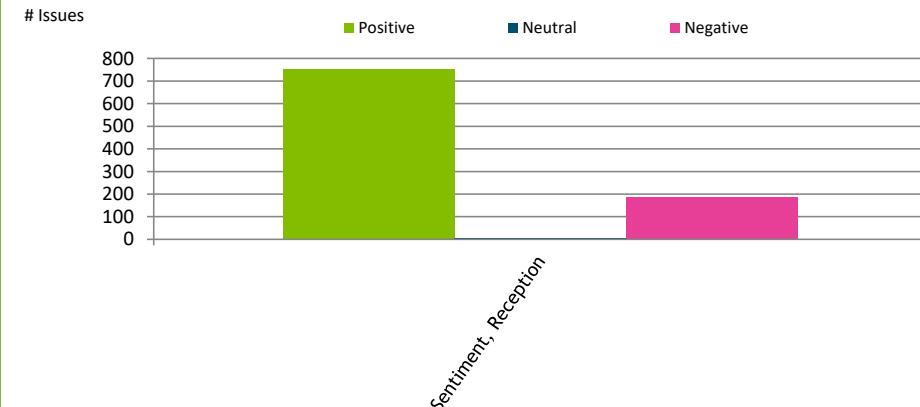


### 6.3 Trends, Reception (943 issues)



Issues receiving the most comments overall

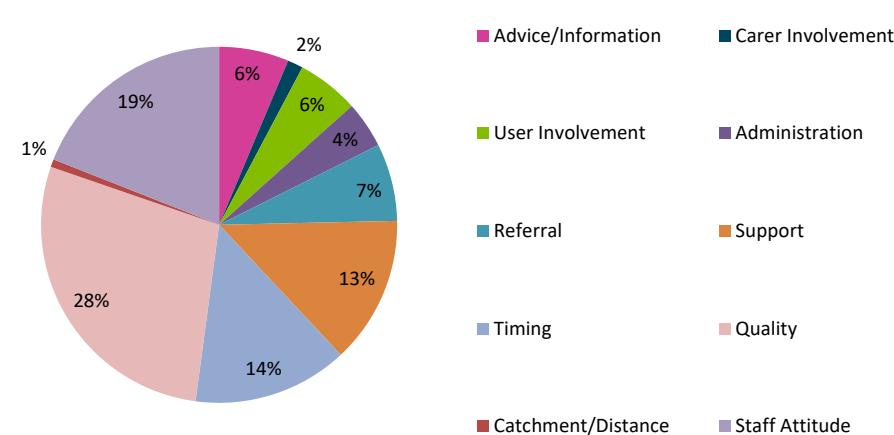
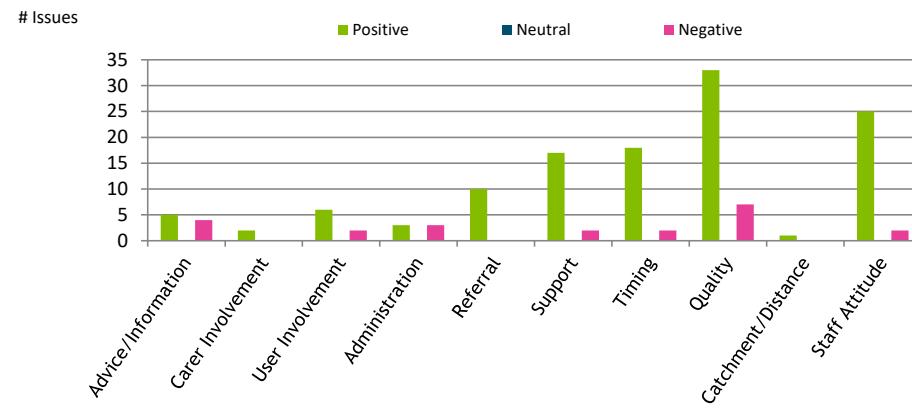
### 6.4 Sentiment, Reception



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

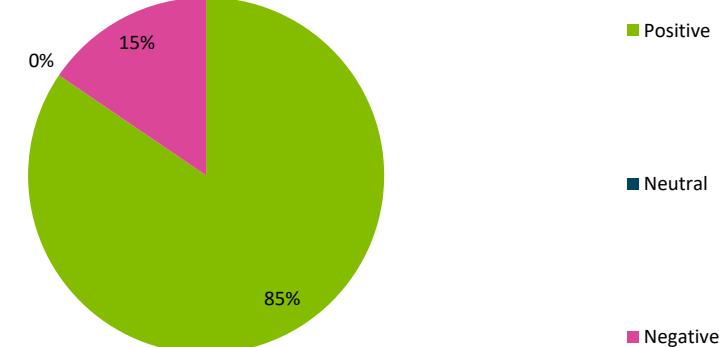
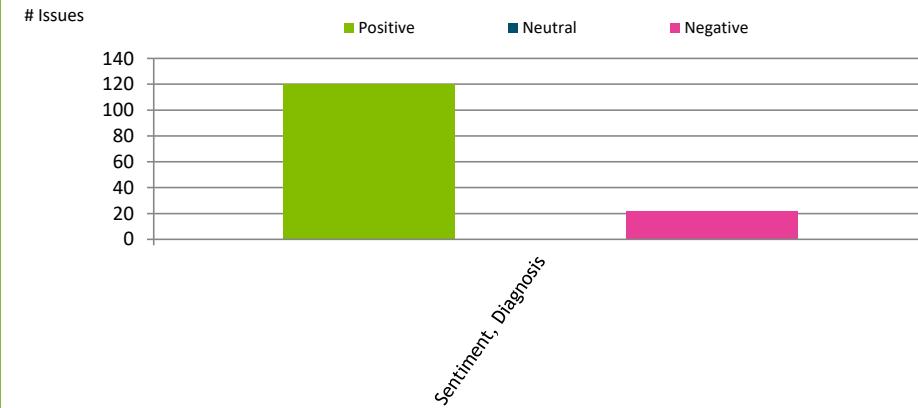


### 6.5 Trends, Diagnosis/Testing (142 issues)



Issues receiving the most comments overall

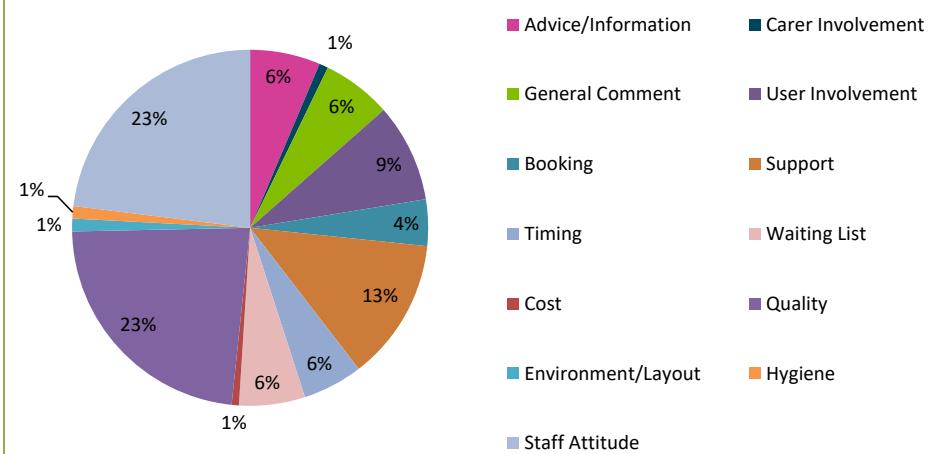
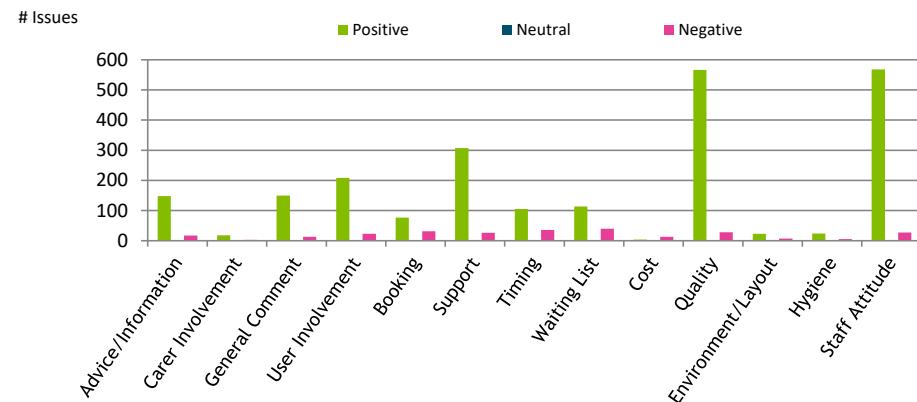
### 6.6 Sentiment, Diagnosis/Testing



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

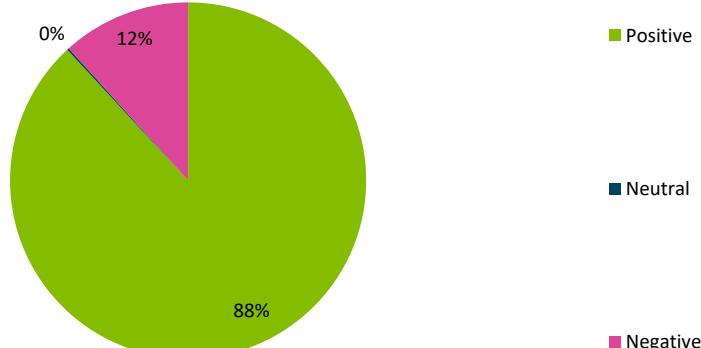
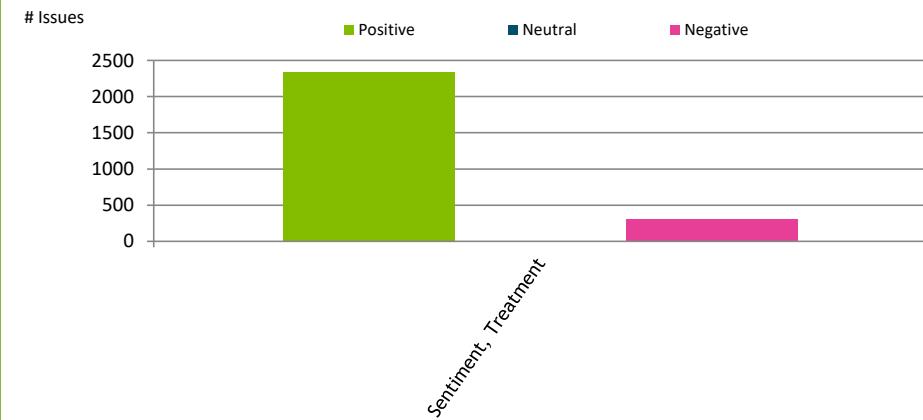


### 6.7 Trends, Clinical Treatment (2660 issues)



Issues receiving the most comments overall

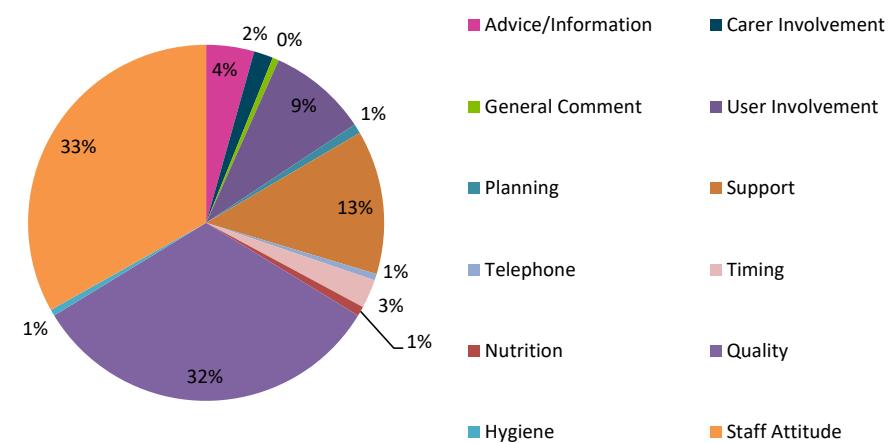
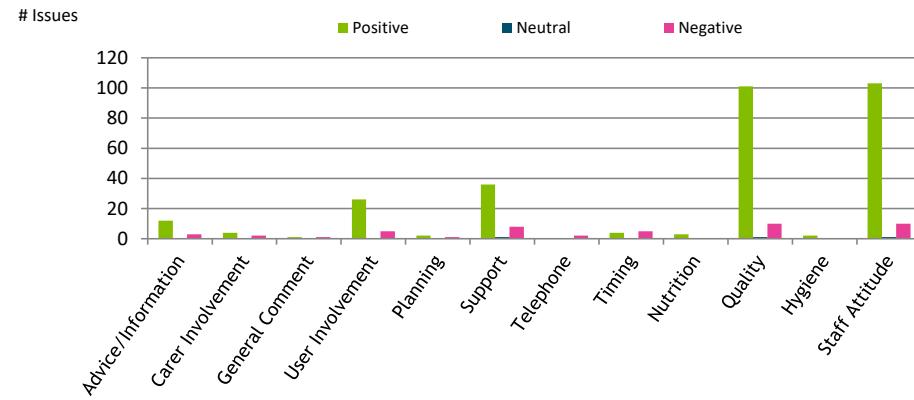
### 6.8 Sentiment, Clinical Treatment



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

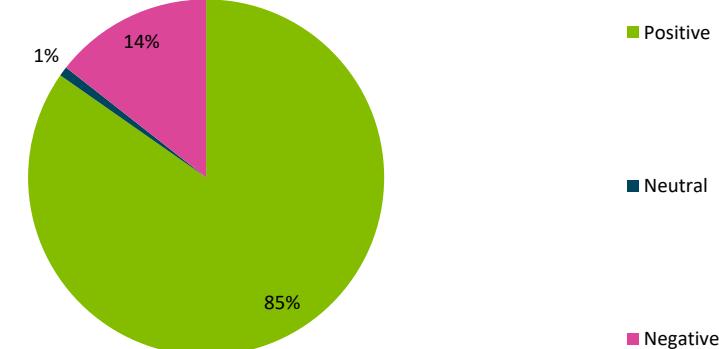
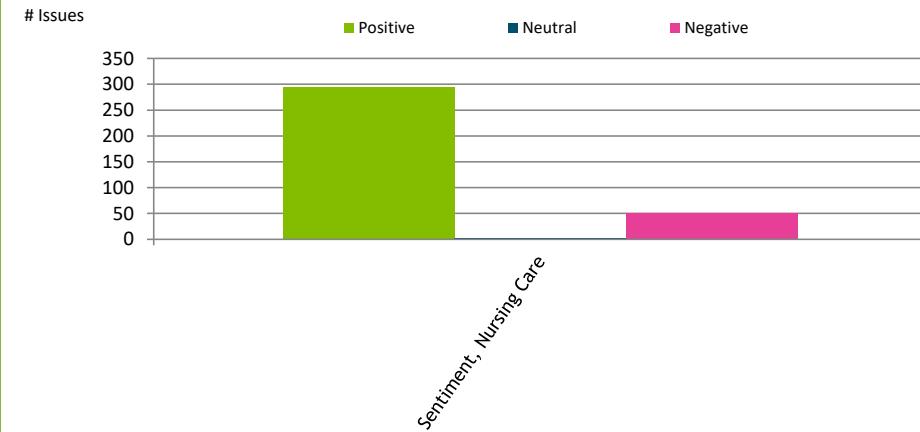


### 6.9 Trends, Clinical Nursing (347 issues)



Issues receiving the most comments overall

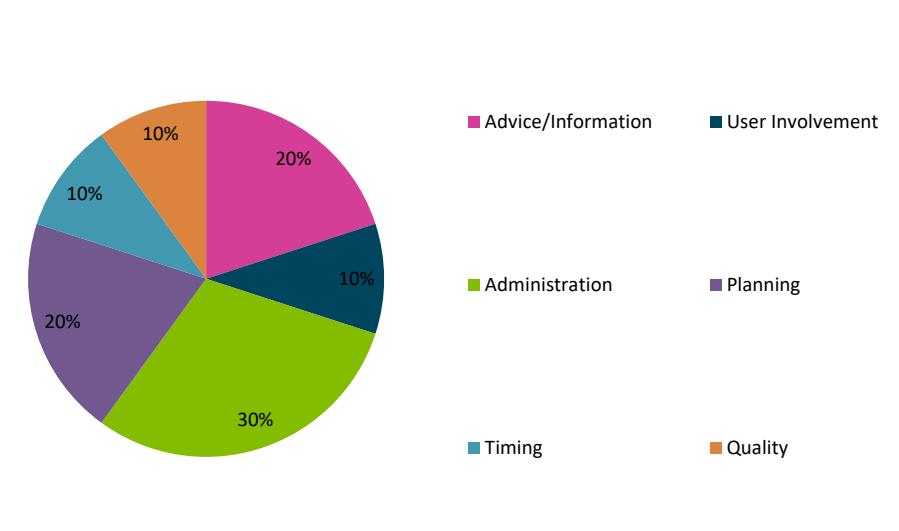
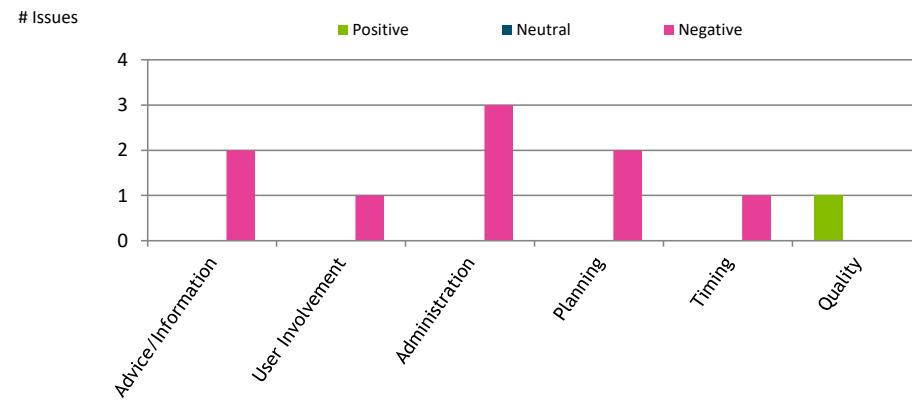
### 6.10 Sentiment, Clinical Nursing



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

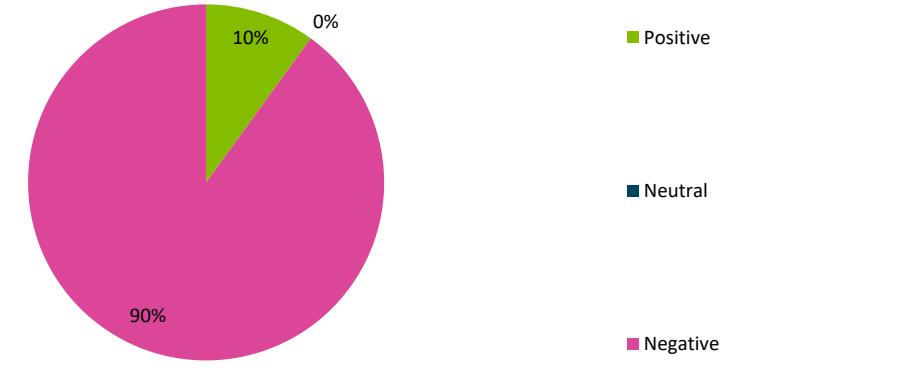
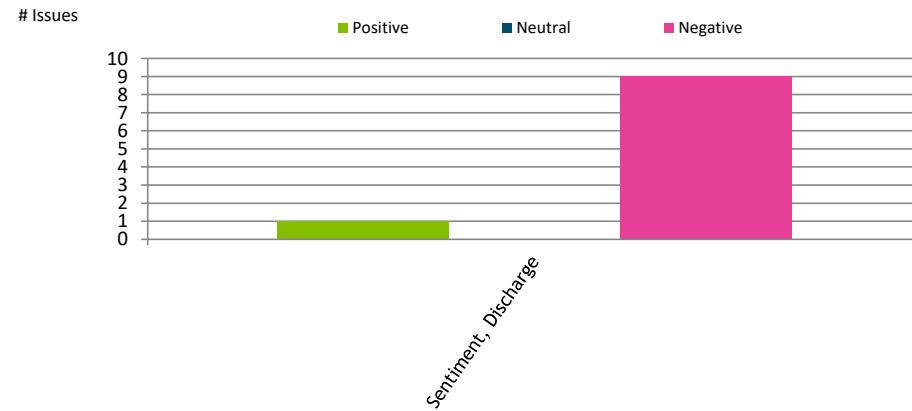


### 6.11 Trends, Discharge (10 issues)



Issues receiving the most comments overall

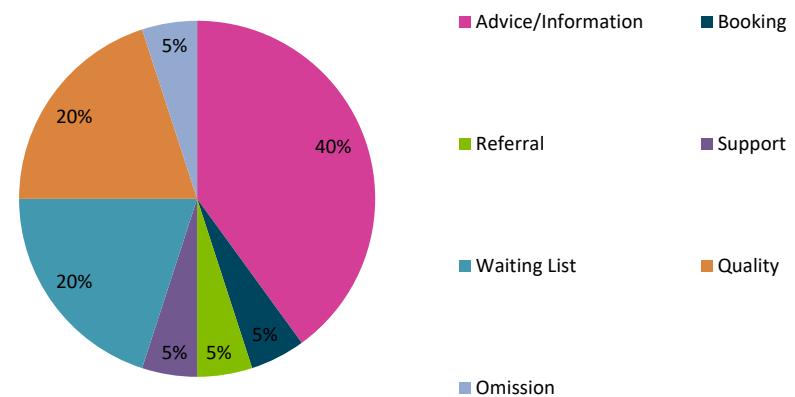
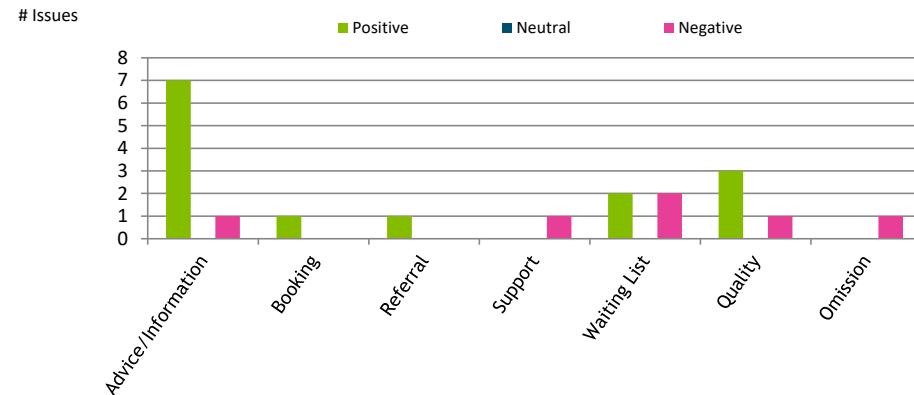
### 6.12 Sentiment, Discharge



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

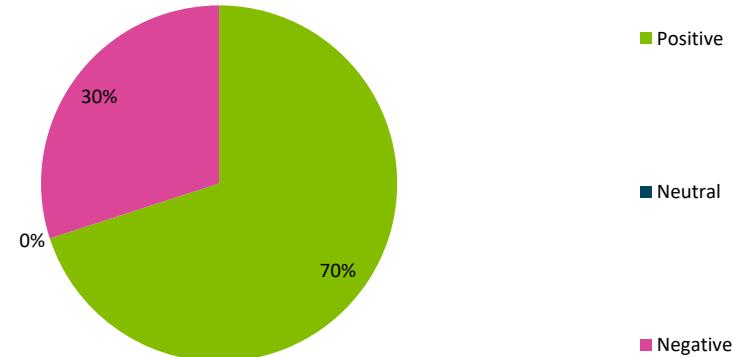
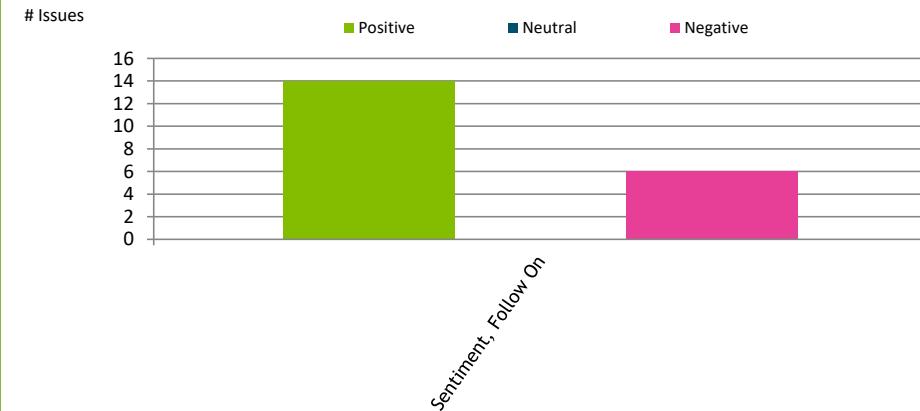


### 6.13 Trends, Follow On (20 issues)



Issues receiving the most comments overall

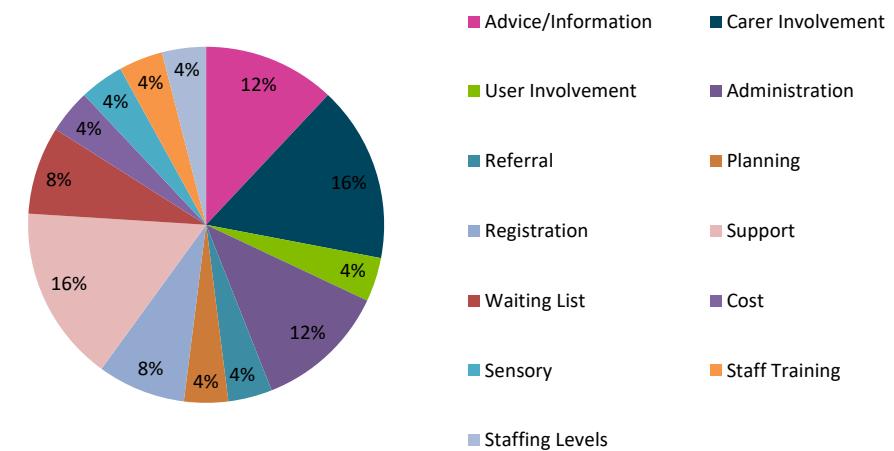
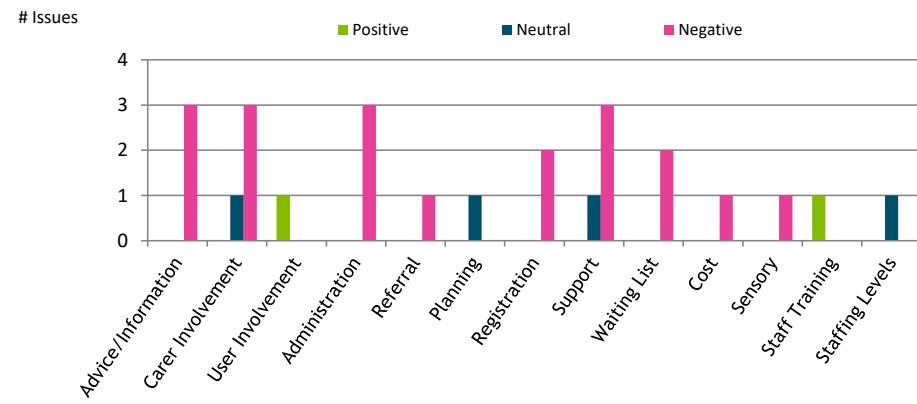
### 6.14 Sentiment, Follow On



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

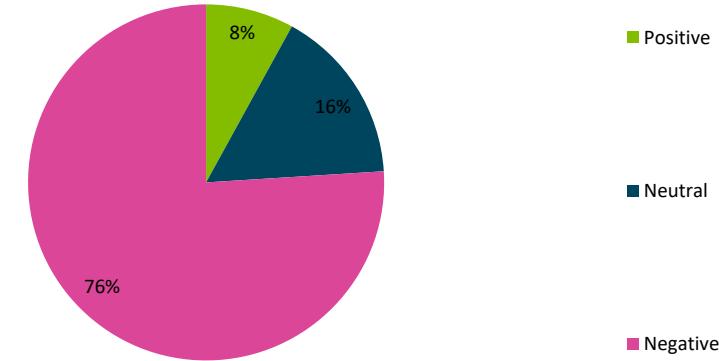
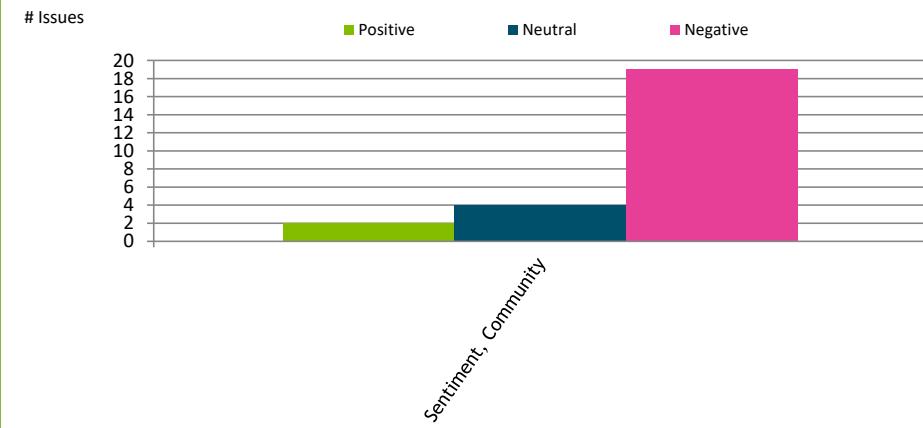


### 6.15 Trends, Community (25 issues)



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	<i>Communication, including access to advice and information.</i>	201	0	54	255
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	25	1	8	34
	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>	151	0	14	165
	User Involvement	<i>Involvement or influence of the service user.</i>	241	0	32	273
Systems	Administration	<i>Administrative processes and delivery.</i>	10	0	31	41
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	0	0	1	1
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	117	2	42	161
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	6	6
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	0	0
	Referral	<i>Referral to a service.</i>	17	0	3	20
	Medical Records	<i>Management of medical records.</i>	1	0	1	2
	Medication	<i>Prescription and management of medicines.</i>	11	1	5	17
	Opening Times	<i>Opening times of a service.</i>	1	0	1	2
	Planning	<i>Leadership and general organisation.</i>	36	1	14	51
	Registration	<i>Ability to register for a service.</i>	2	0	11	13
	Support	<i>Levels of support provided.</i>	620	3	83	706
	Telephone	<i>Ability to contact a service by telephone.</i>	0	0	8	8
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	127	0	45	172
	Waiting List	<i>Length of wait while on a list.</i>	116	1	44	161
Values	Choice	<i>General choice.</i>	5	0	3	8
	Cost	<i>General cost.</i>	4	0	16	20
	Language	<i>Language, including terminology.</i>	1	0	1	2
	Nutrition	<i>Provision of sustenance.</i>	3	0	3	6
	Privacy	<i>Privacy, personal space and property.</i>	0	0	0	0
	Quality	<i>General quality of a service, or staff.</i>	707	2	49	758
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	2	2
	Stimulation	<i>General stimulation, including access to activities.</i>	0	0	0	0

## 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>	6	0	1	7
	Environment/Layout	<i>Physical environment of a service.</i>	28	0	8	36
	Equipment	<i>General equipment issues.</i>	3	0	0	3
	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>	26	0	5	31
	Mobility	<i>Physical mobility to, from and within services.</i>	1	0	0	1
	Travel/Parking	<i>Ability to travel or park.</i>	3	0	2	5
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>	1	0	3	4
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	1063	2	85	1150
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	1	2	3
	Staff Training	<i>Training of staff.</i>	8	0	11	19
	Staffing Levels	<i>General availability of staff.</i>	0	1	7	8
			Total:	3536	15	605
						4156