



Experience of Northwick Park Hospital

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 service user experience of Northwick Park Hospital.

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 - 23 Patient Journey

In this section, we look at the patient journey (or 'care pathway').

We also examine the most popular hospital departments.



Page 24 Summary

This section summarises findings, in brief.



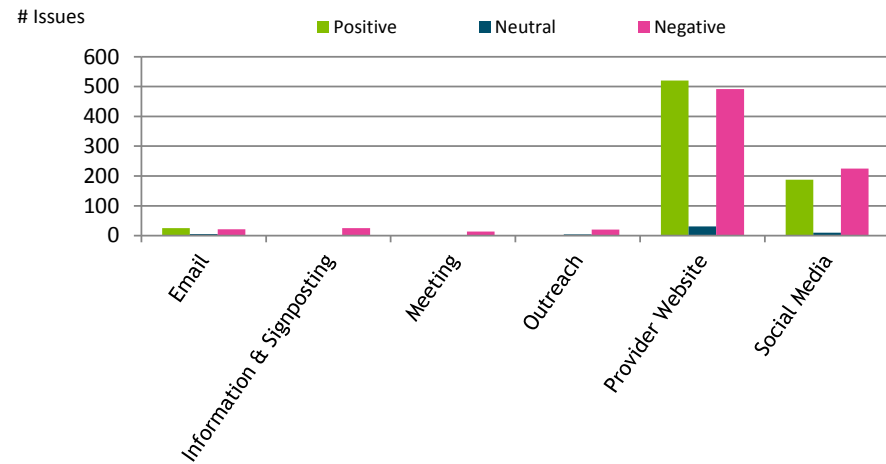
Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

Report compiled on 11 April 2019, to cover the period 1 April 2018 - 31 March 2019.

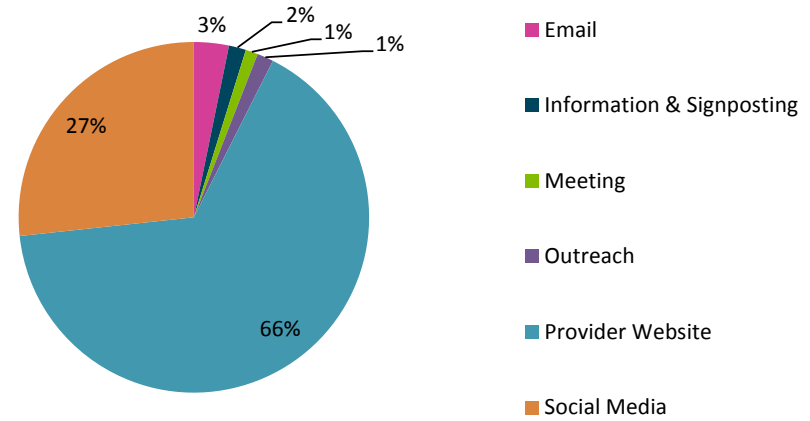
1. Data Source: Where did we collect the feedback?



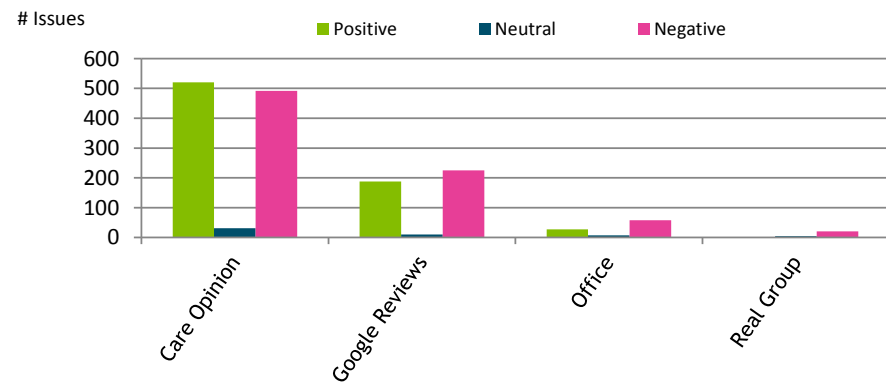
1.1 Source



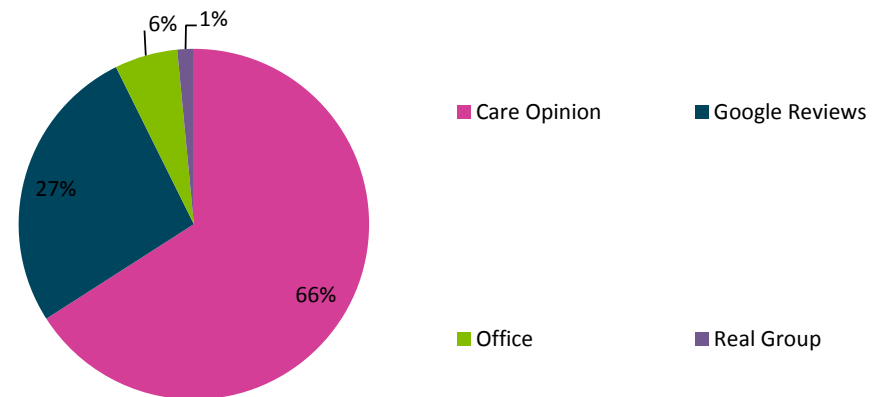
Sources providing the most comments overall



1.2 Origin



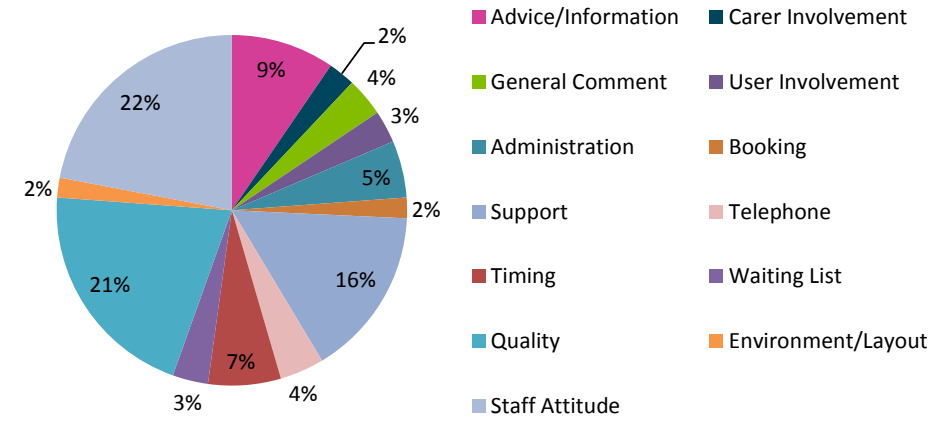
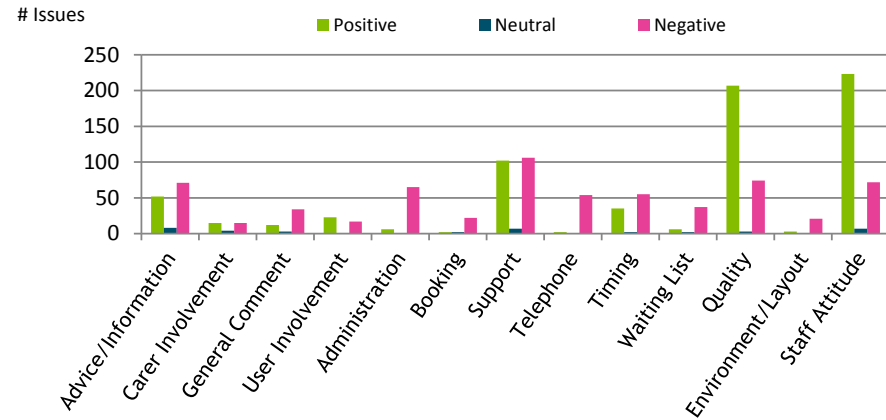
Origins providing the most comments overall



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

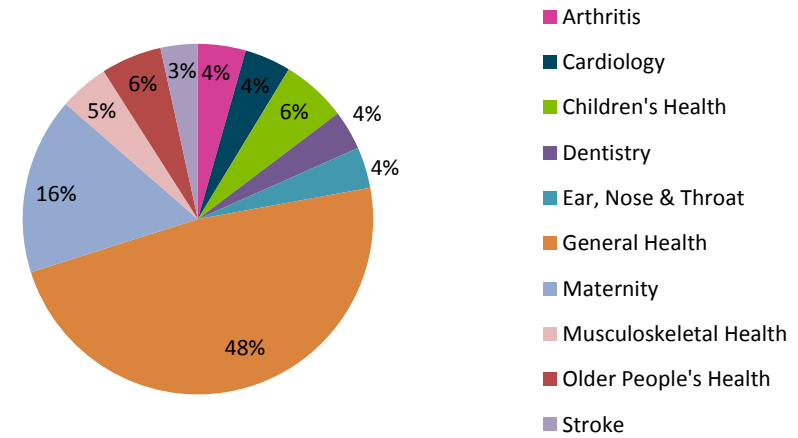
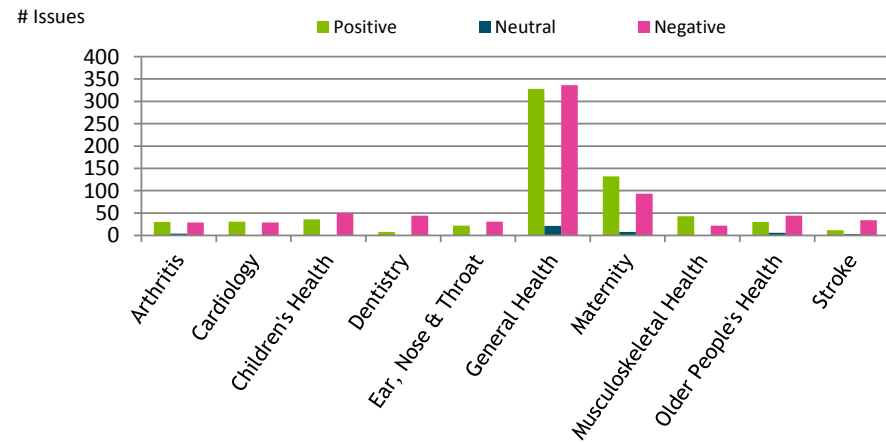


2.1 Service aspects: 1587 issues from 382 people



Issues receiving the most comments overall. See page 25 for issue descriptions.

2.2 Stated medical conditions

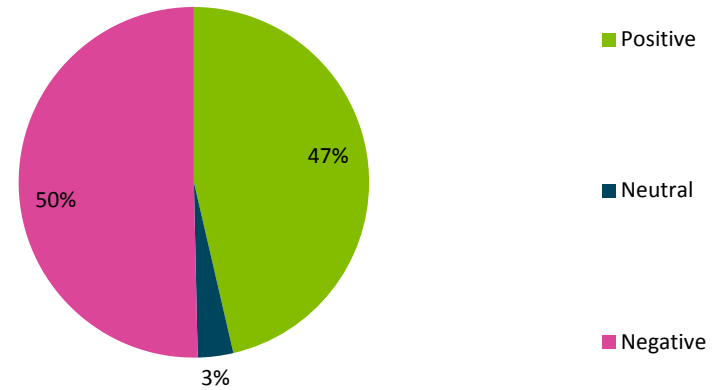
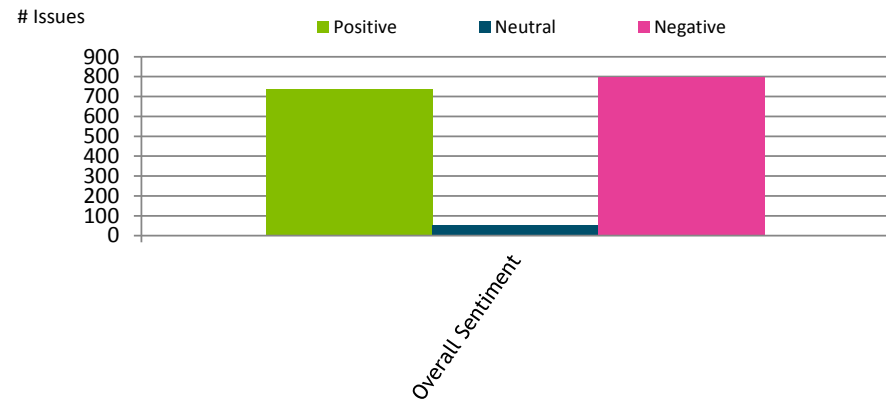


Medical conditions receiving the most comments overall

3. Sentiment: How do people feel about the service?



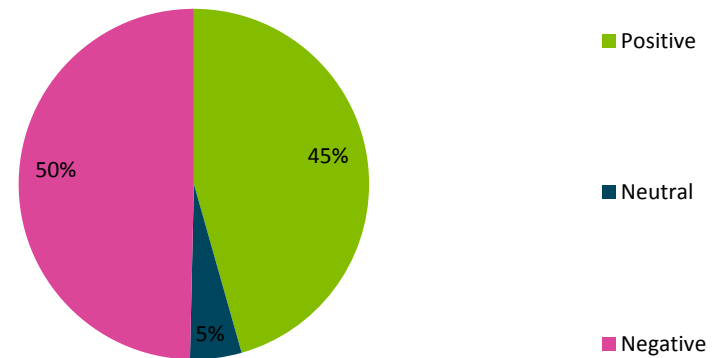
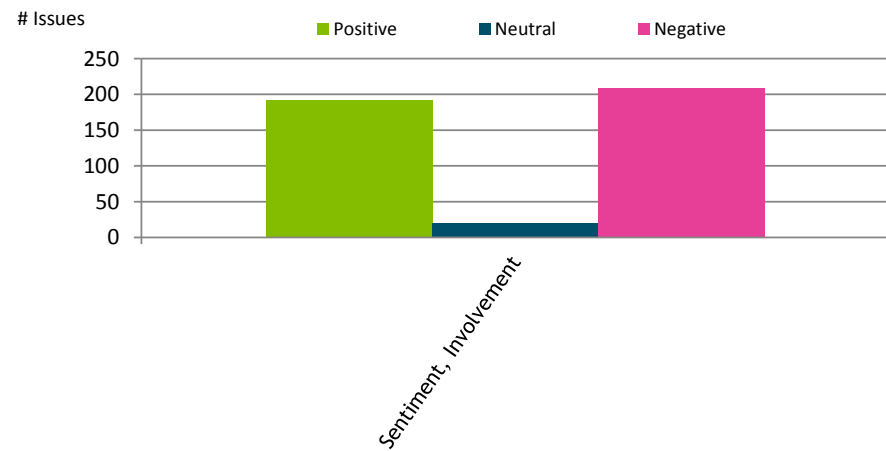
3.1 How do people feel as a whole?



Comparable London Average*: 58% Positive

*Hospitals listed on Page 24

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



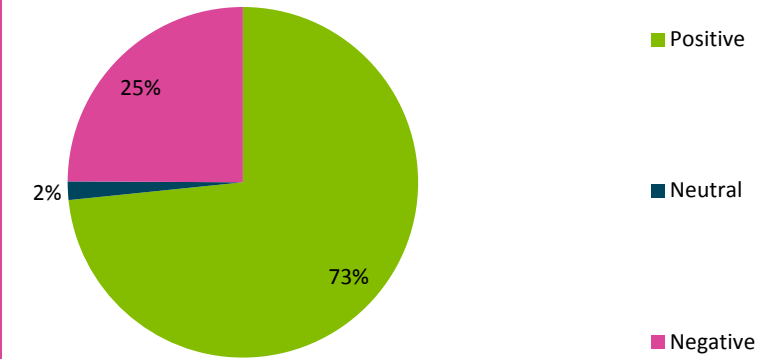
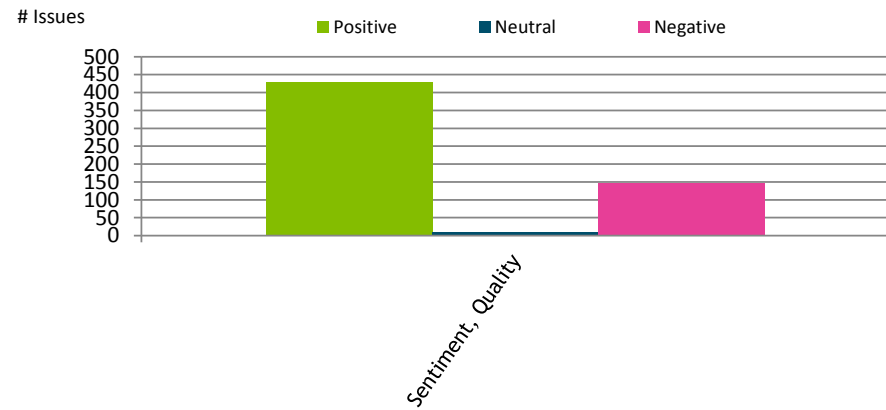
Comparable London Average*: 60% Positive

*Hospitals listed on Page 24

3. Sentiment: How do people feel about the service?



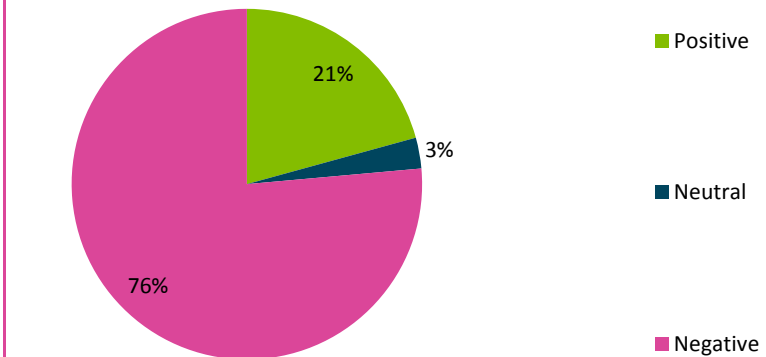
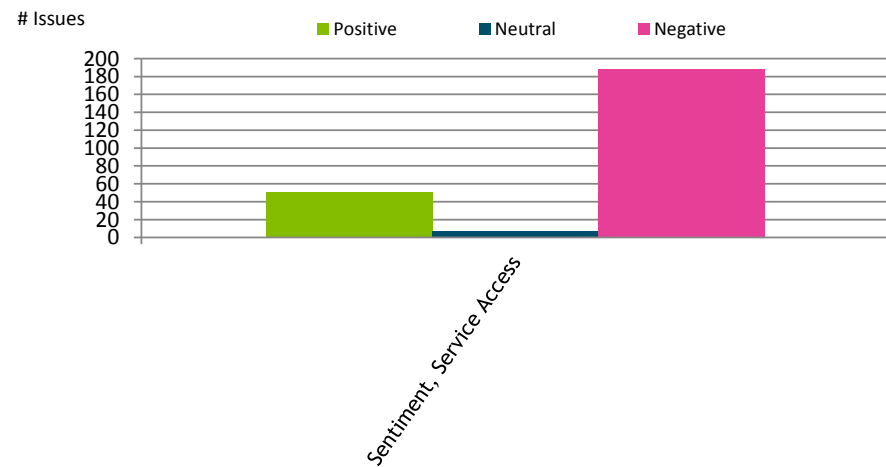
3.3 How do people feel about general quality and empathy?



Comparable London Average*: 80% Positive

*Hospitals listed on Page 24

3.4 How do people feel about general access to services?



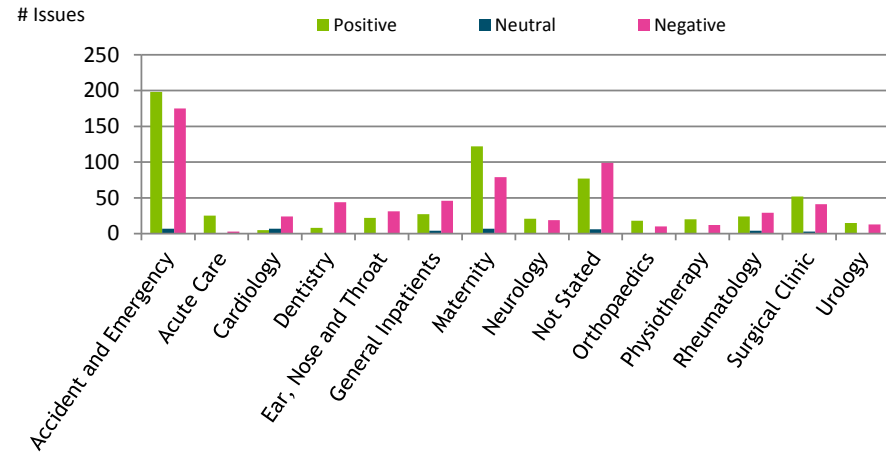
Comparable London Average*: 34% Positive

*Hospitals listed on Page 24

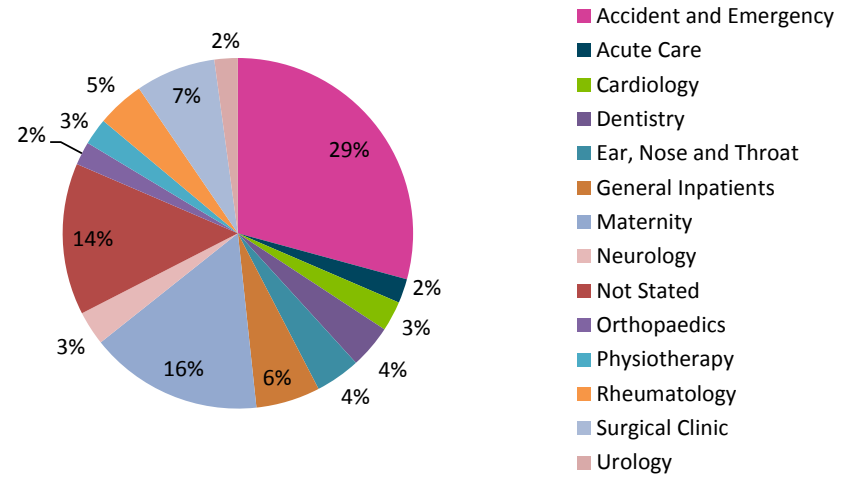
4. Trends: Which departments are people most commenting on?



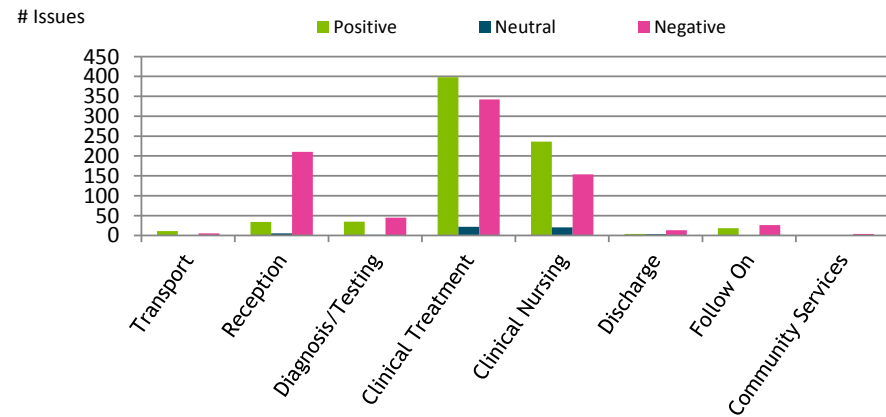
4.1 Departments (1587 issues)



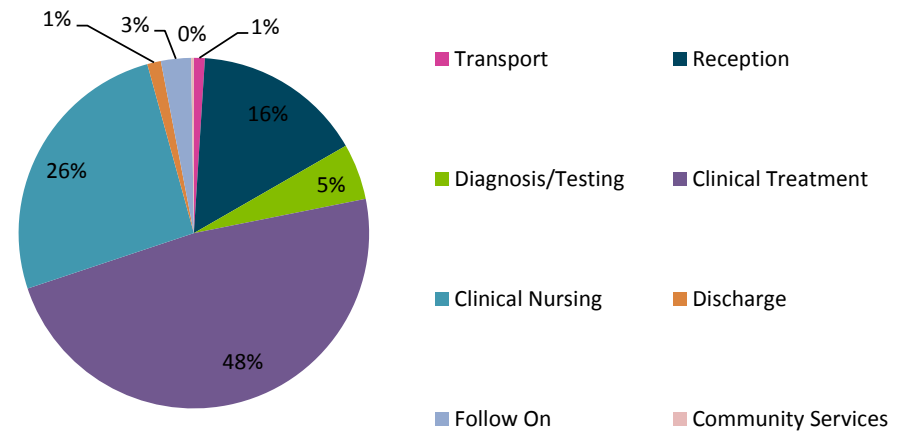
Departments receiving the most comments overall



4.2 Breakdown of care pathway locations (more on pages 16-23)



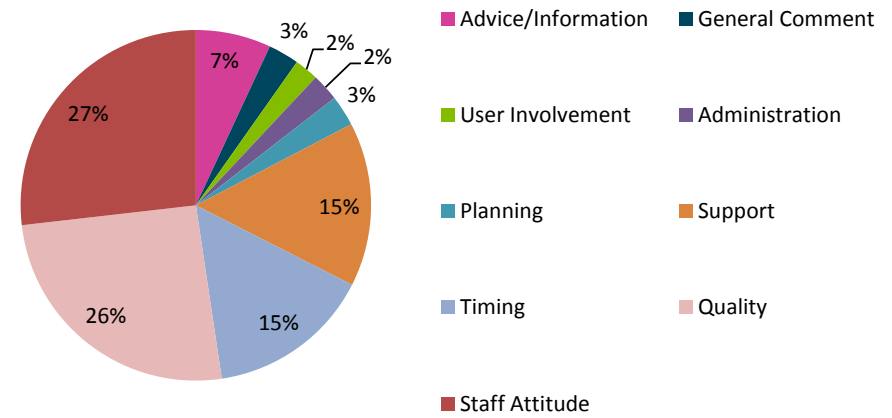
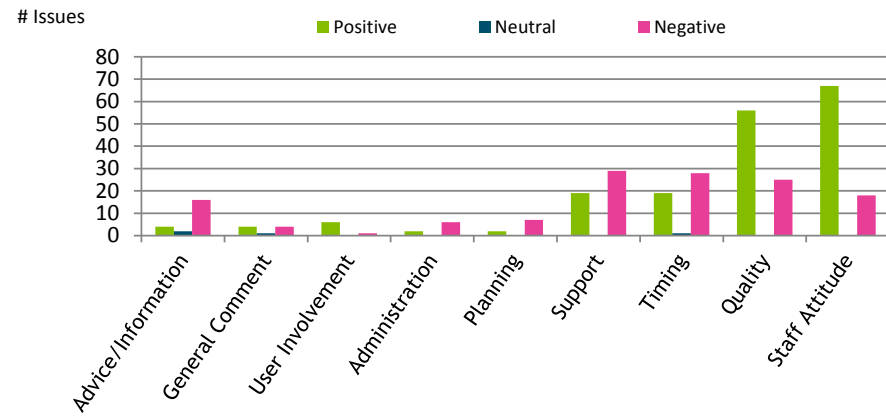
Care pathway locations



5. Trends: A&E

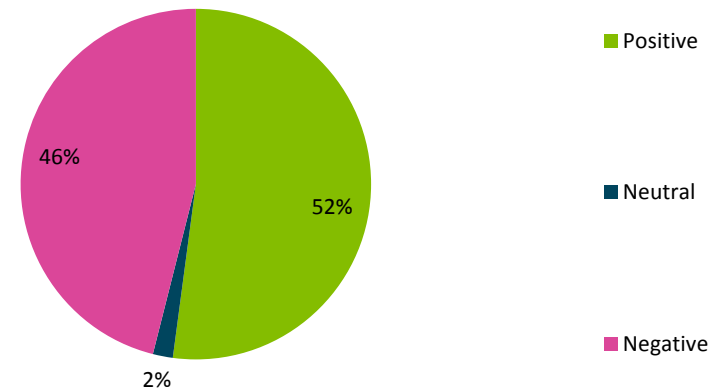
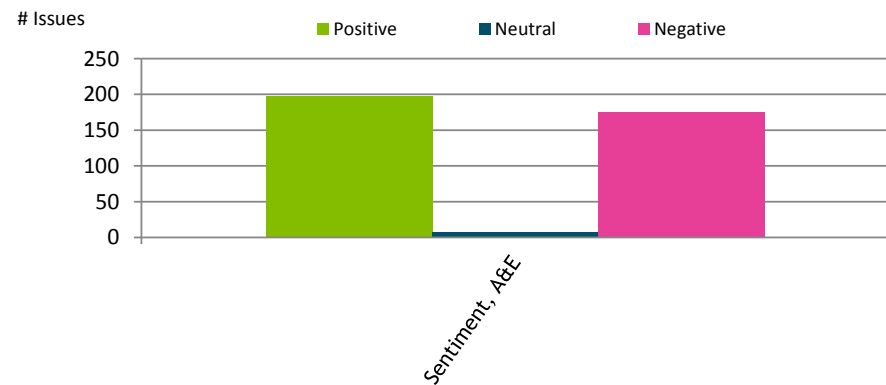


5.1 Trends, A&E (380 issues from 81 people)



Issues receiving the most comments overall

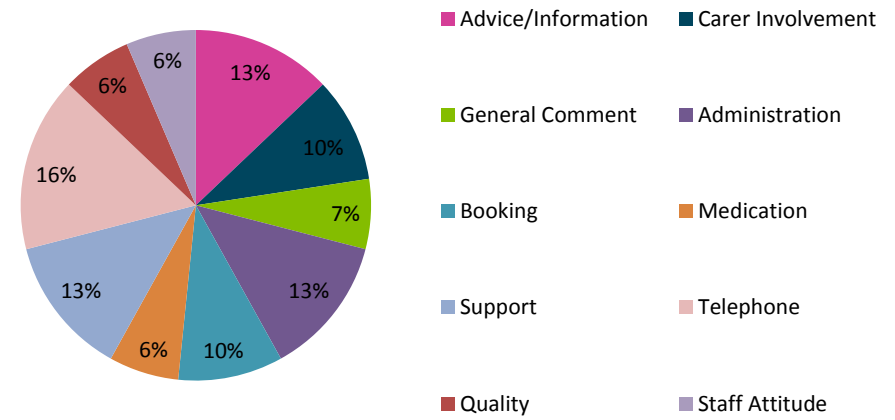
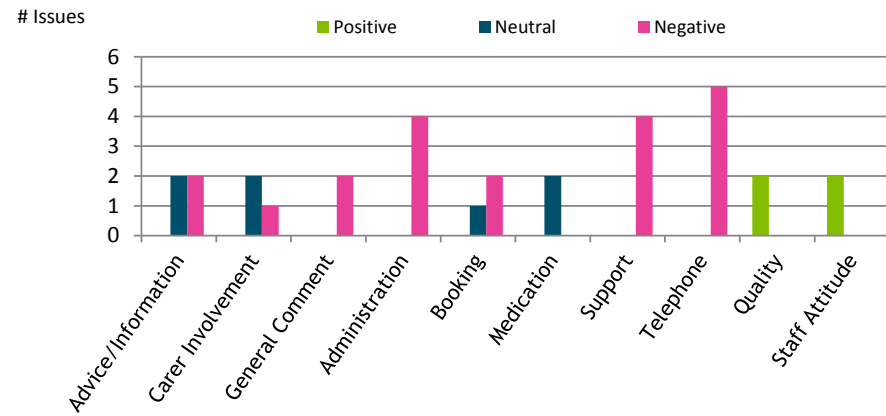
5.2 Sentiment, A&E



5. Trends: Cardiology

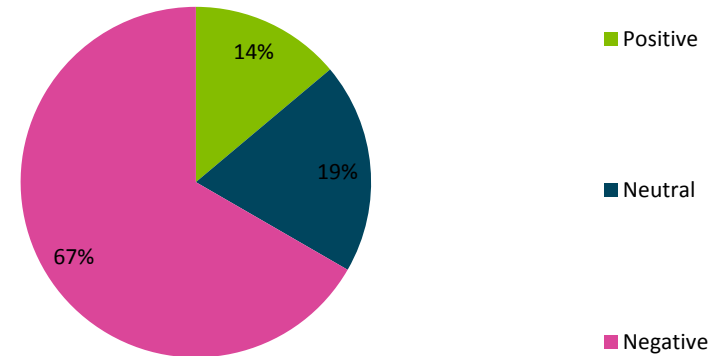
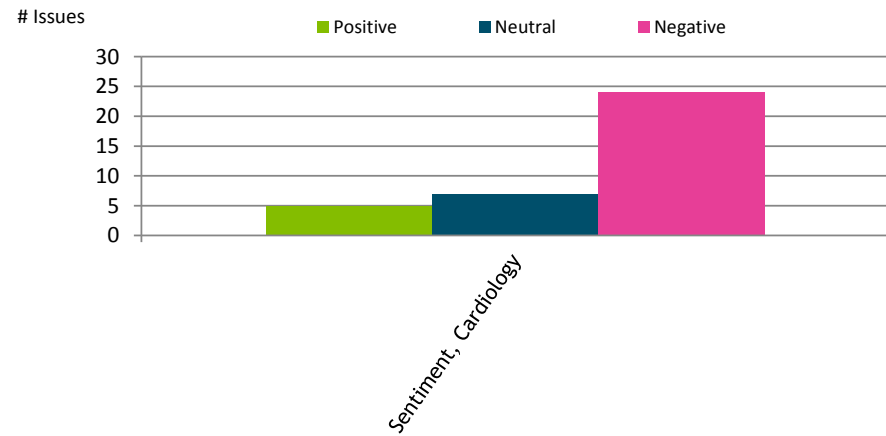


5.3 Trends, Cardiology (36 issues from 7 people)



Issues receiving the most comments overall

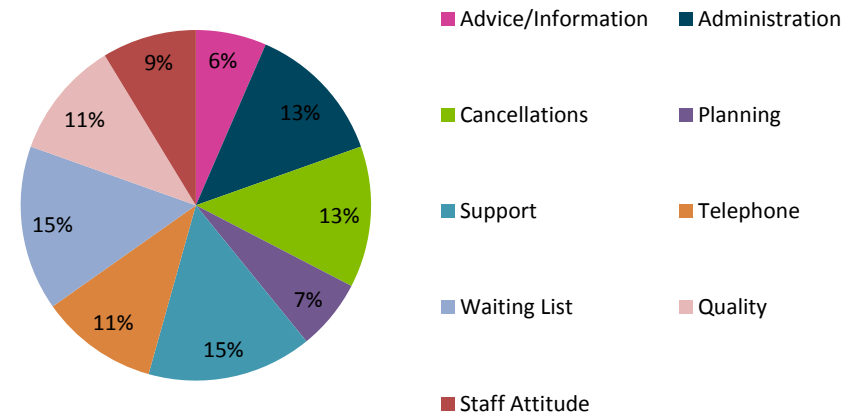
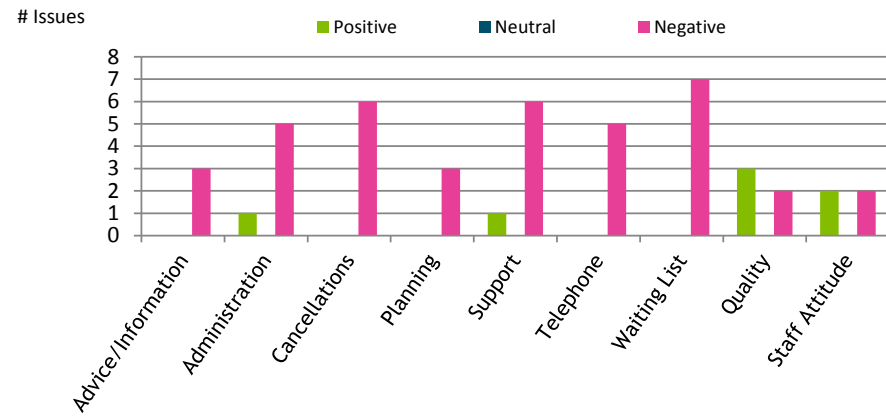
5.4 Sentiment, Cardiology



5. Trends: Dentistry

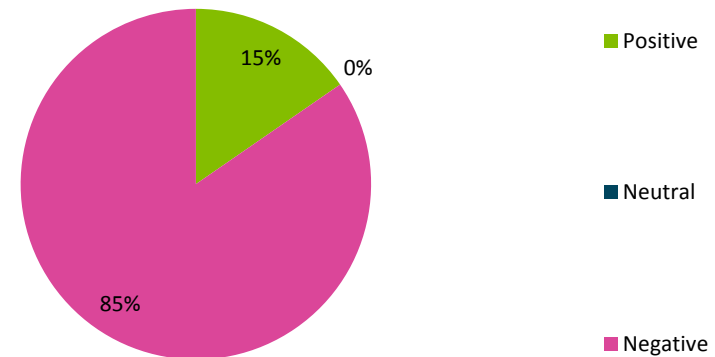
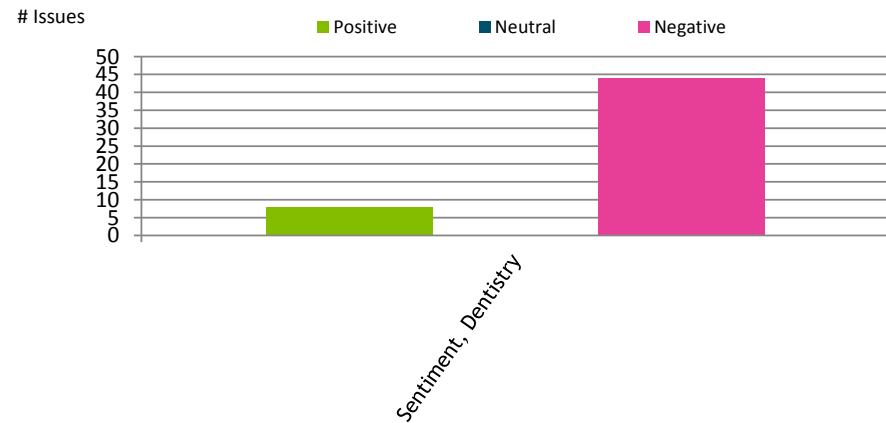


5.5 Trends, Dentistry (52 issues from 11 people)



Issues receiving the most comments overall

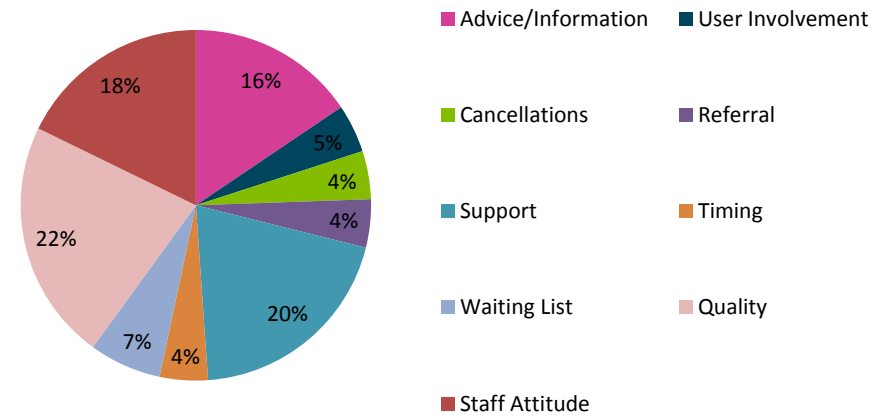
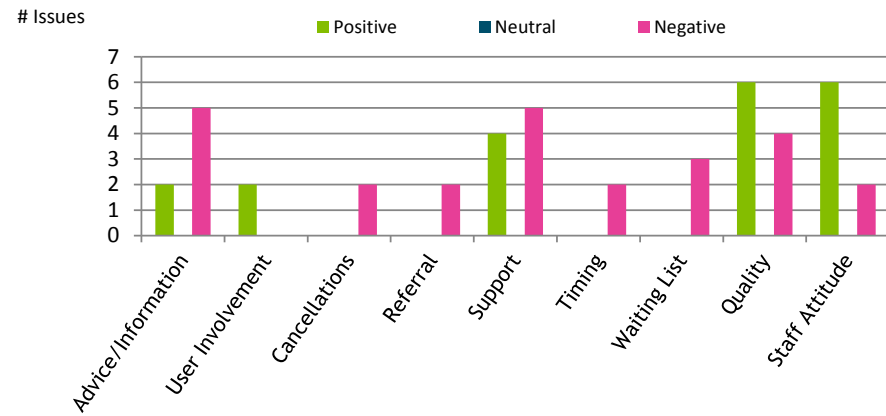
5.6 Sentiment, Dentistry



5. Trends: Ear, Nose & Throat

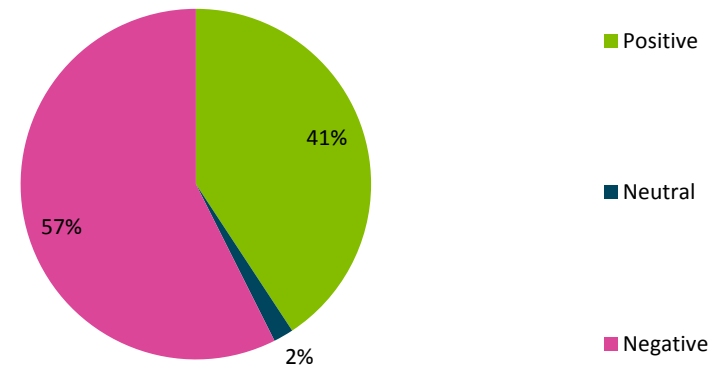
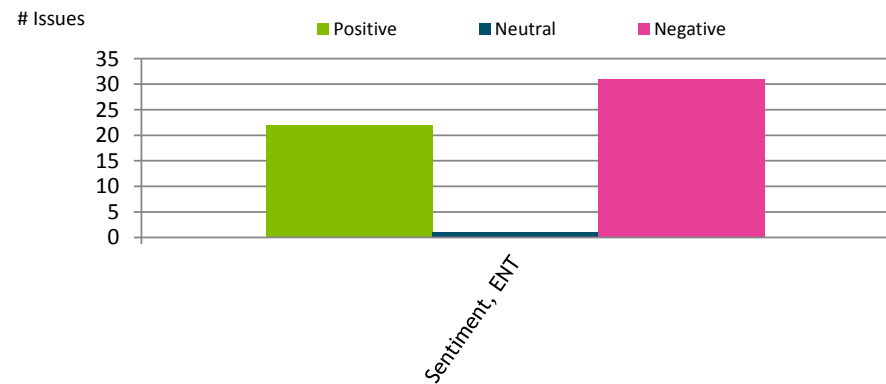


5.7 Trends, Ear, Nose & Throat (54 issues from 11 people)



Issues receiving the most comments overall

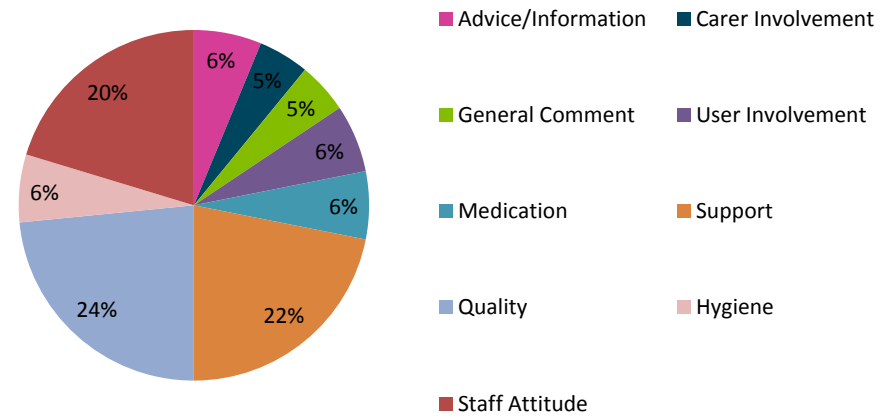
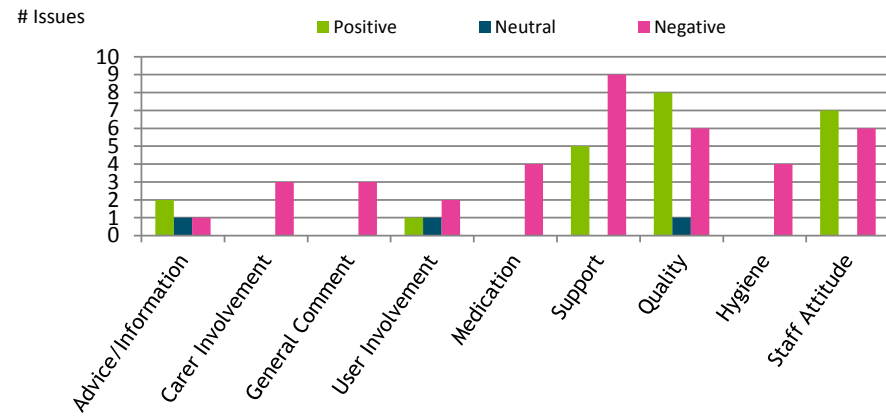
5.8 Sentiment, Ear, Nose & Throat



5. Trends: Inpatients (General)

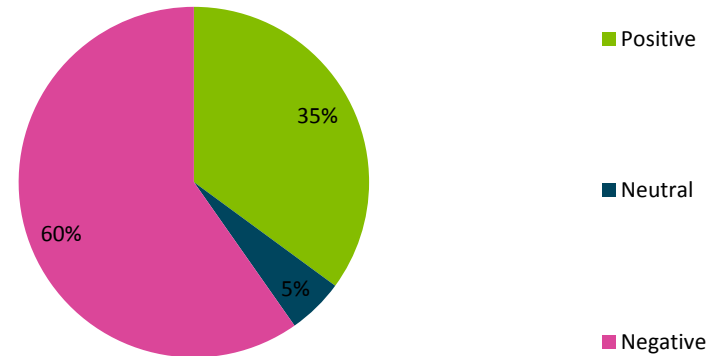
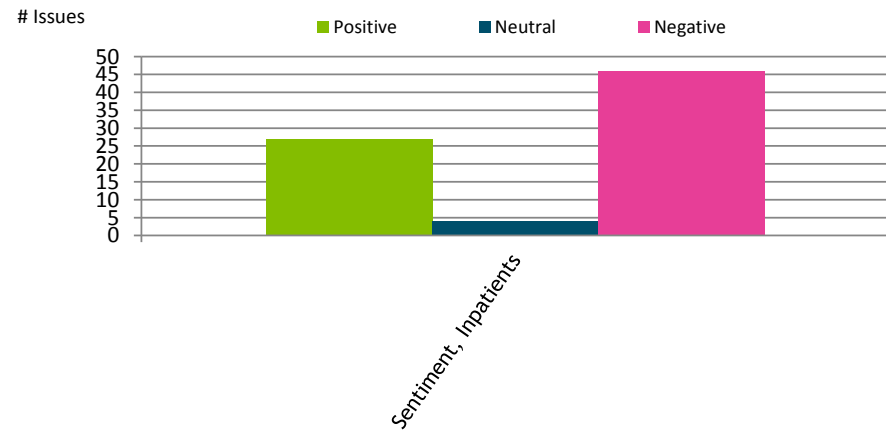


5.9 Trends, General Inpatients (77 issues from 14 people)



Issues receiving the most comments overall

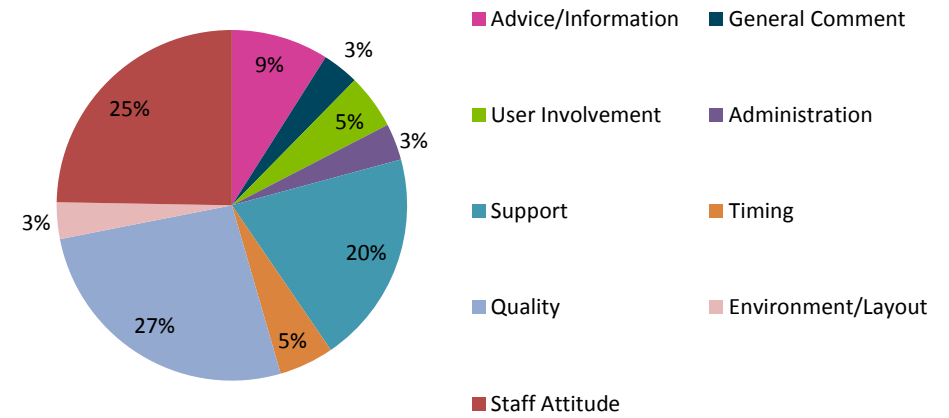
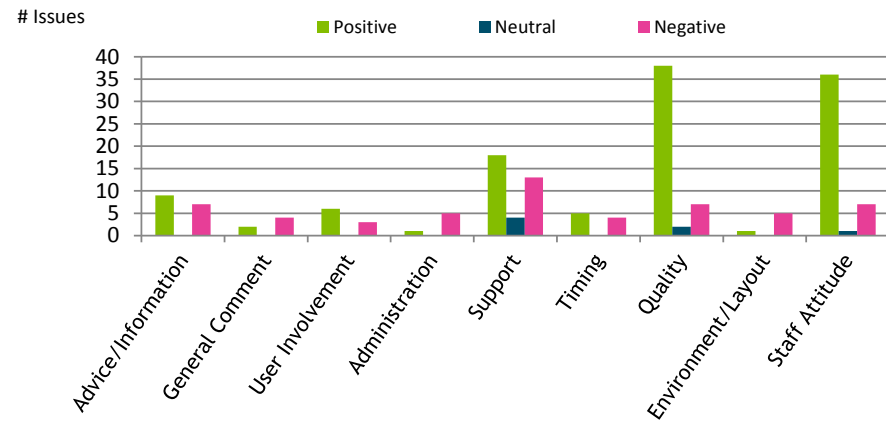
5.10 Sentiment, General Inpatients



5. Trends: Maternity

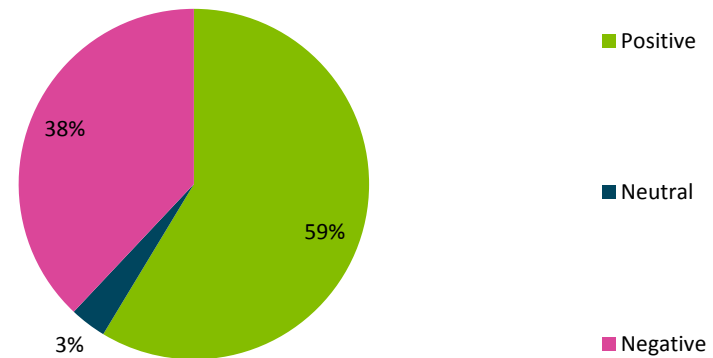
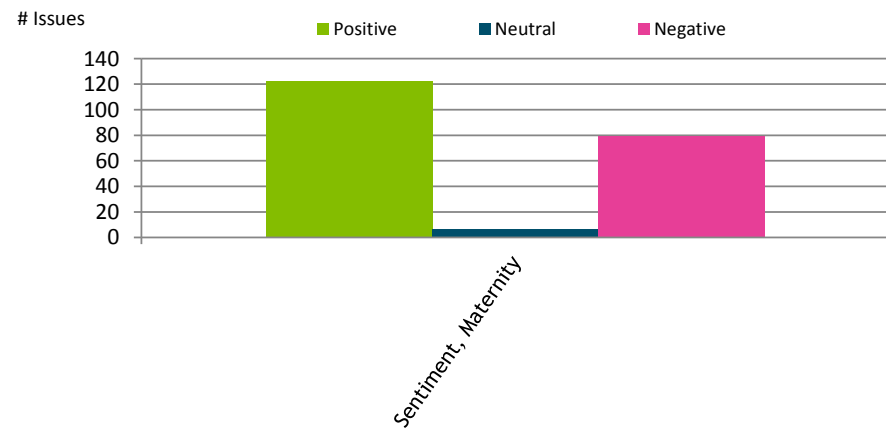


5.11 Trends, Maternity (208 issues from 44 people)



Issues receiving the most comments overall

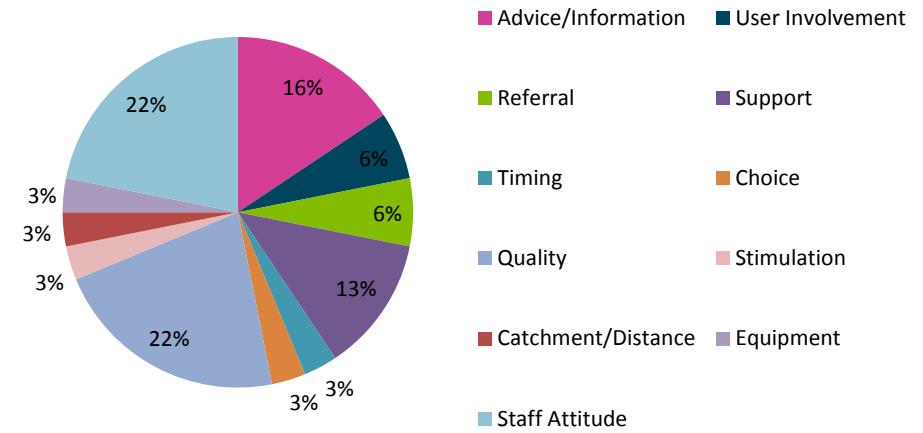
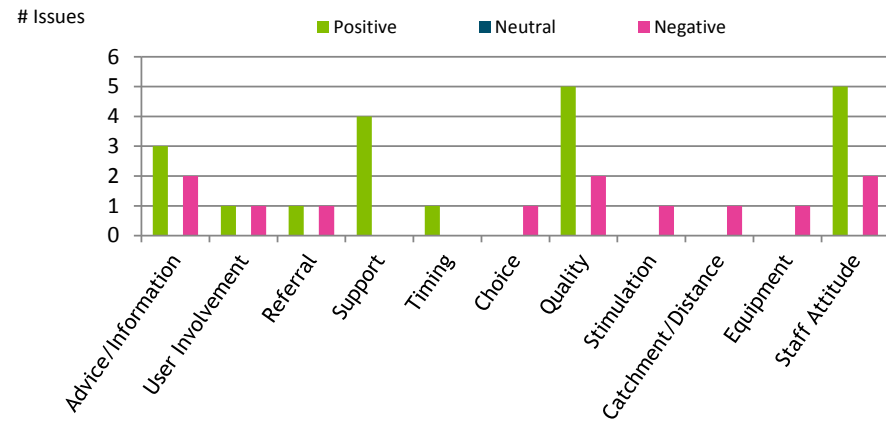
5.12 Sentiment, Maternity



5. Trends: Physiotherapy

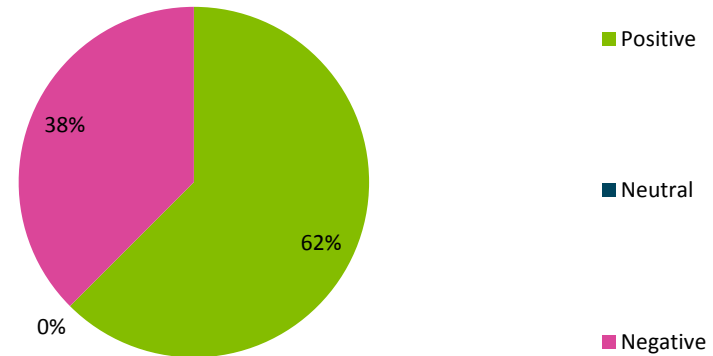
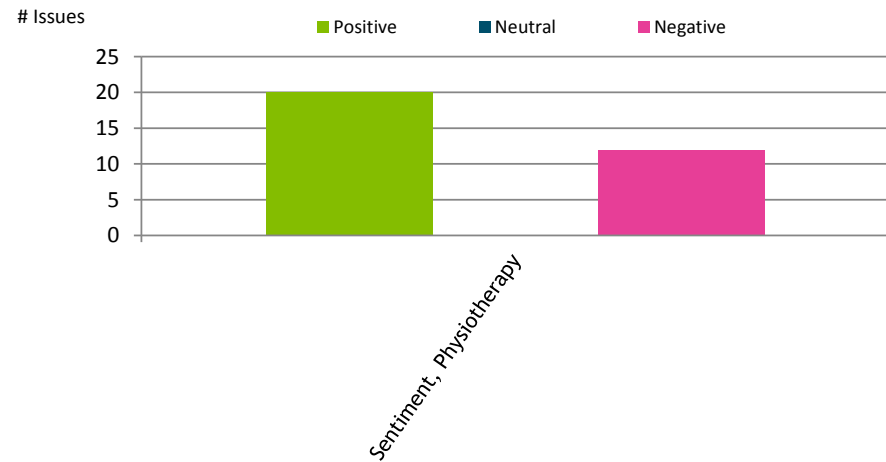


5.13 Trends, Physiotherapy (32 issues from 6 people)



Issues receiving the most comments overall

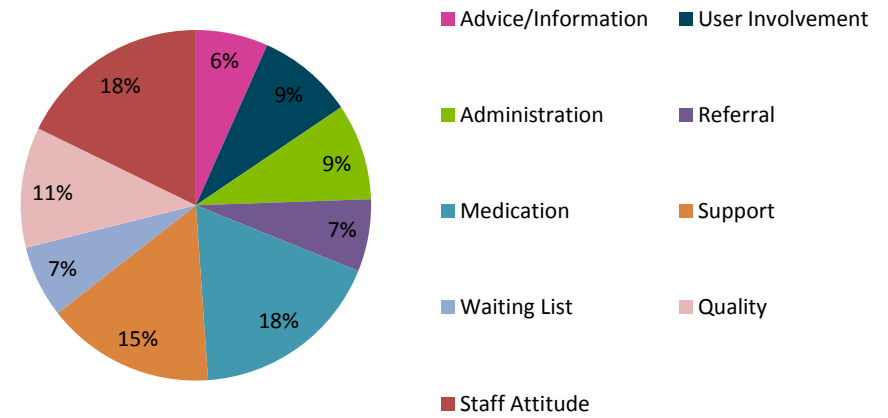
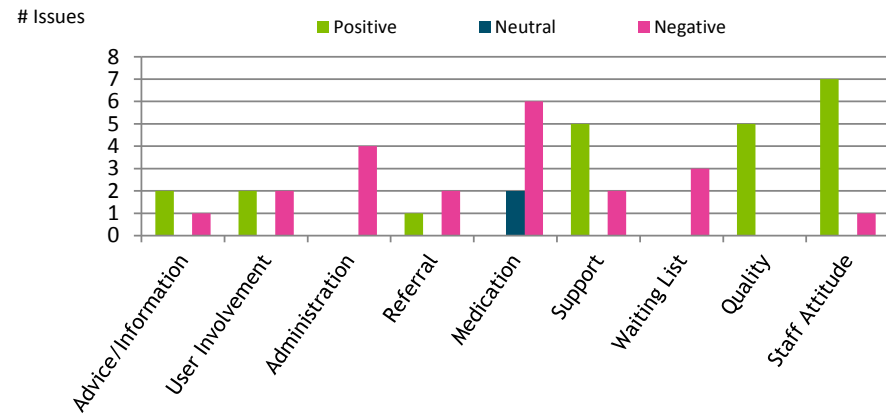
5.14 Sentiment, Physiotherapy



5. Trends: Rheumatology

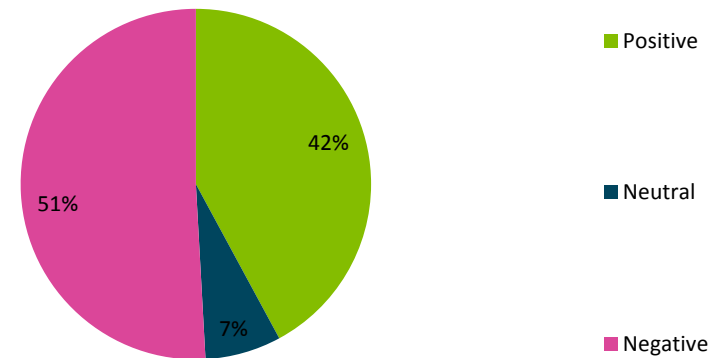
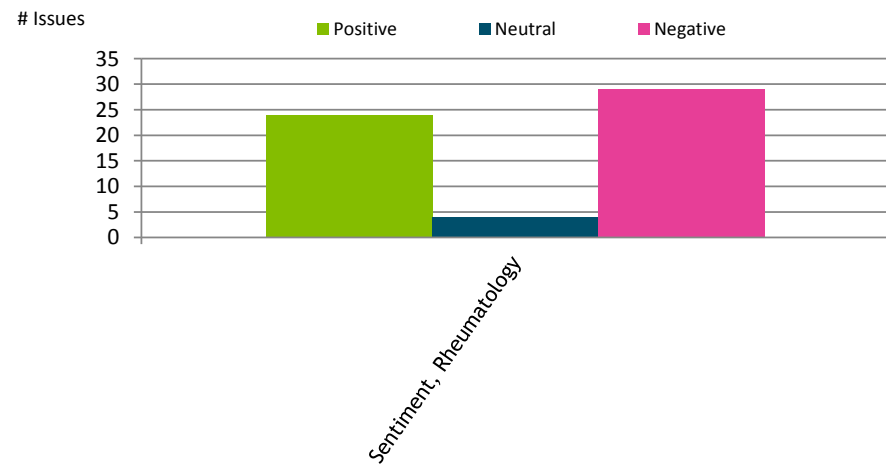


5.15 Trends, Rheumatology (57 issues from 21 people)



Issues receiving the most comments overall

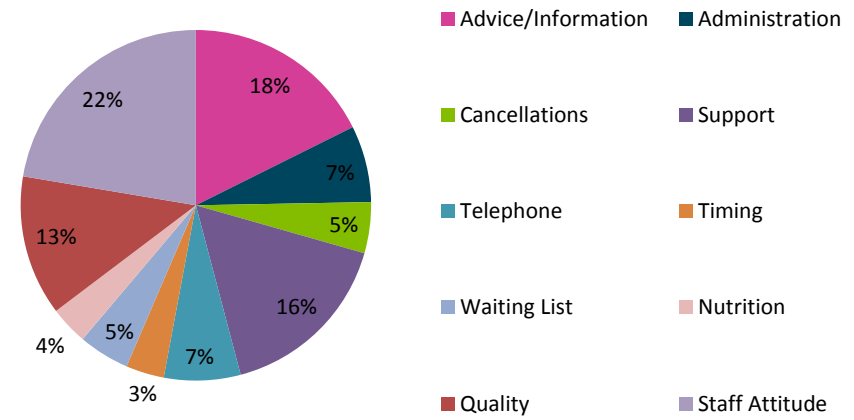
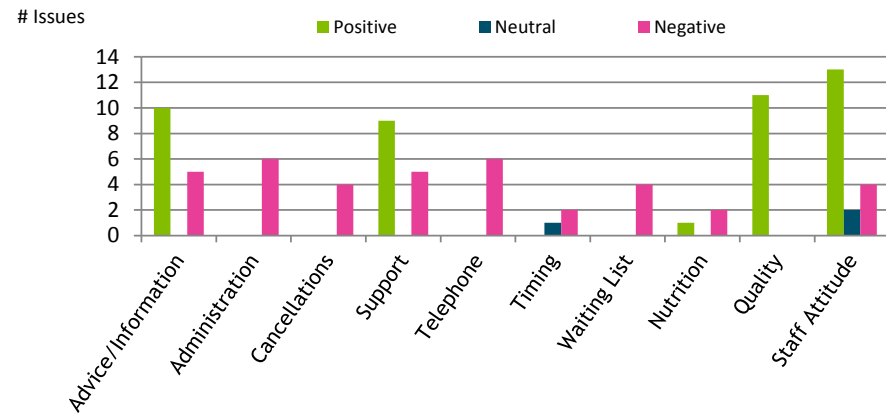
5.16 Sentiment, Rheumatology



5. Trends: Surgery (General)

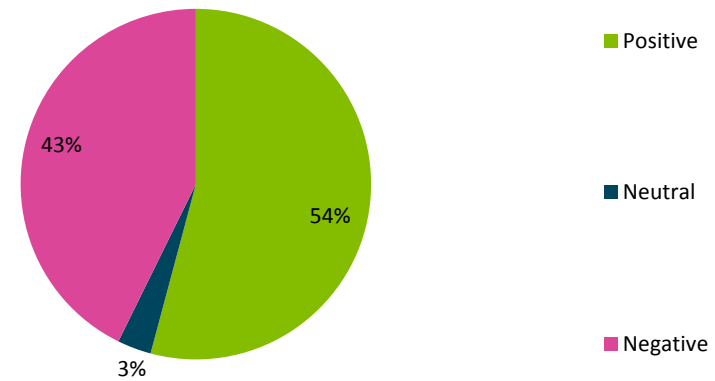
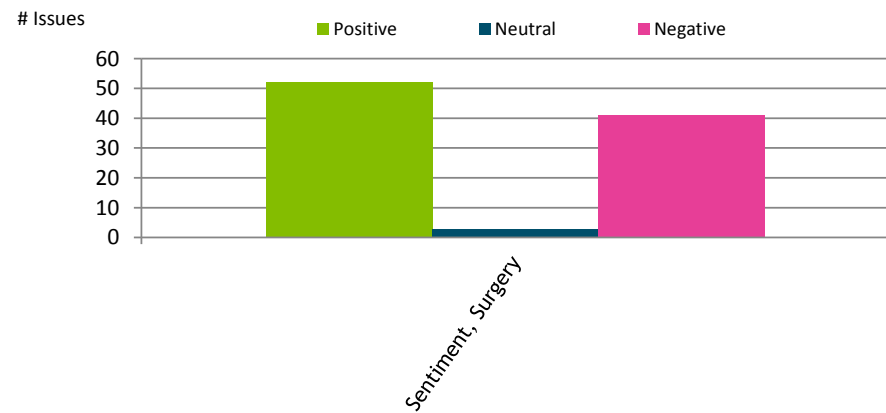


5.17 Trends, General Surgery (96 issues from 18 people)



Issues receiving the most comments overall

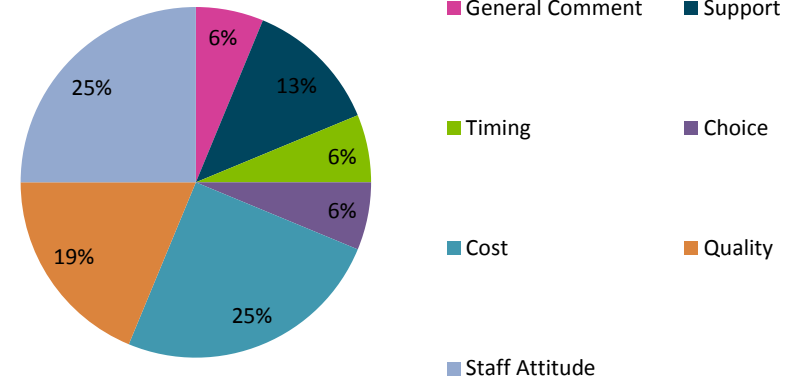
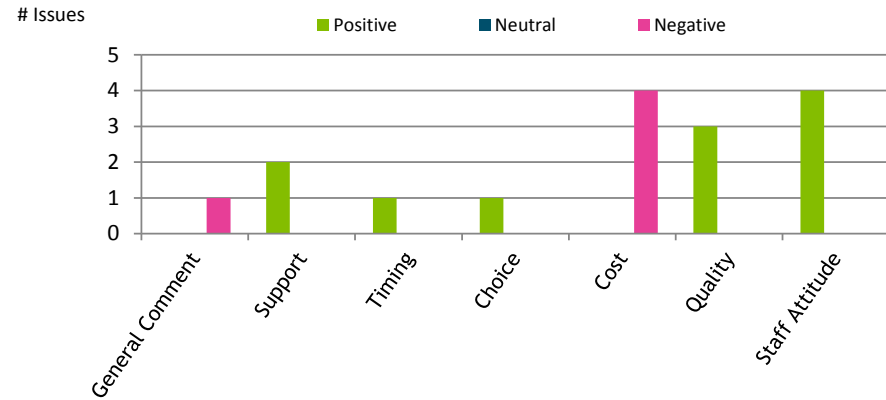
5.18 Sentiment, General Surgery



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

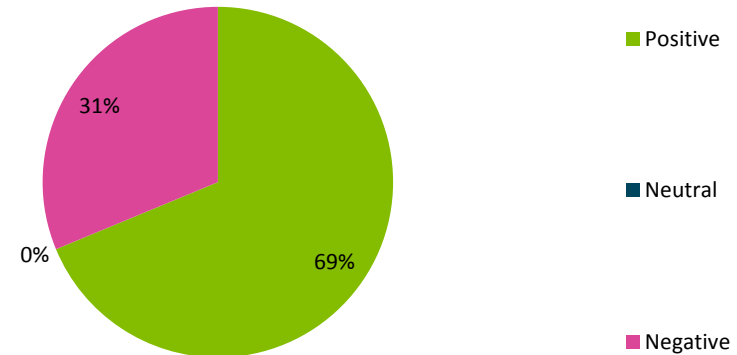
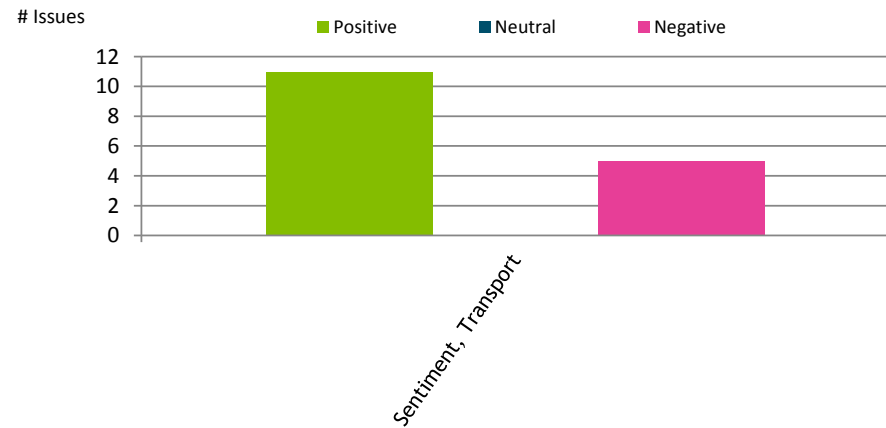


6.1 Trends, Transport (16 issues)



Issues receiving the most comments overall

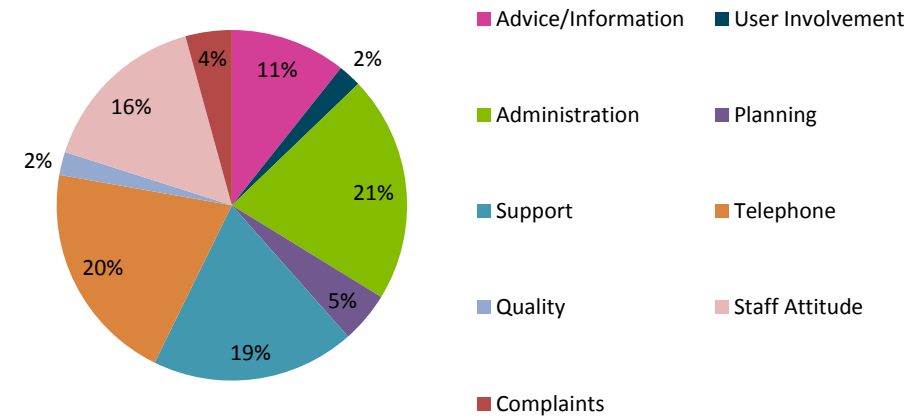
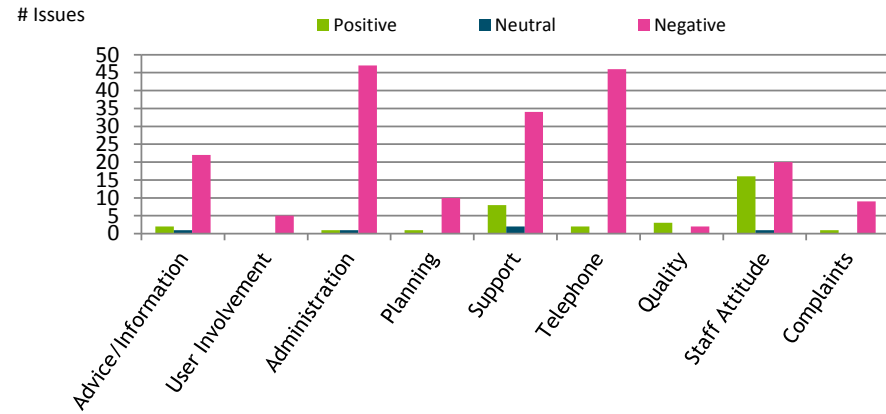
6.2 Sentiment, Transport



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

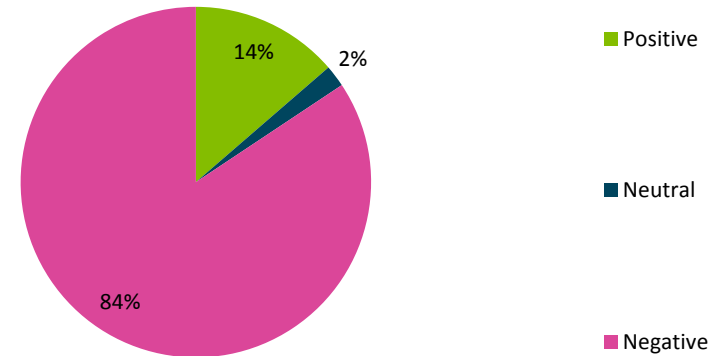
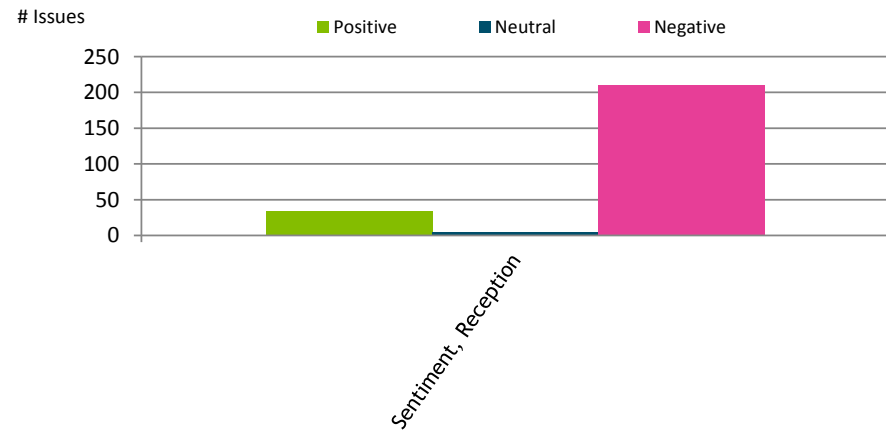


6.3 Trends, Reception (249 issues)



Issues receiving the most comments overall

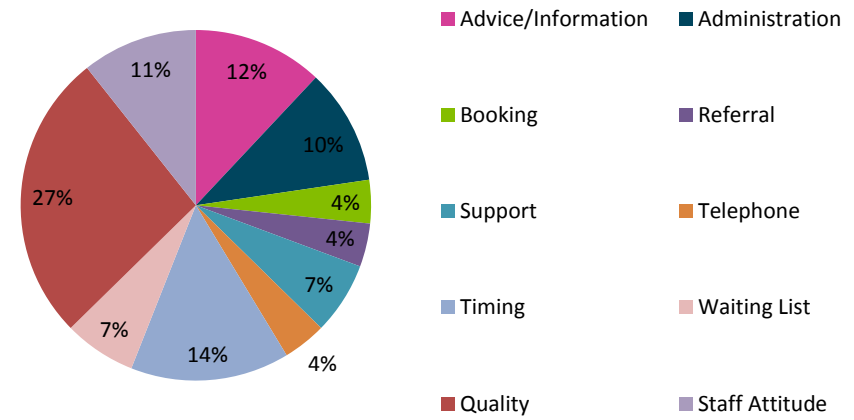
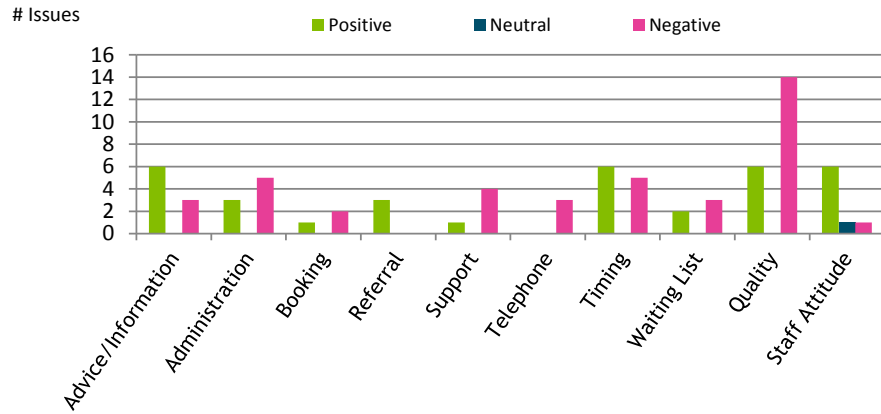
6.4 Sentiment, Reception



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

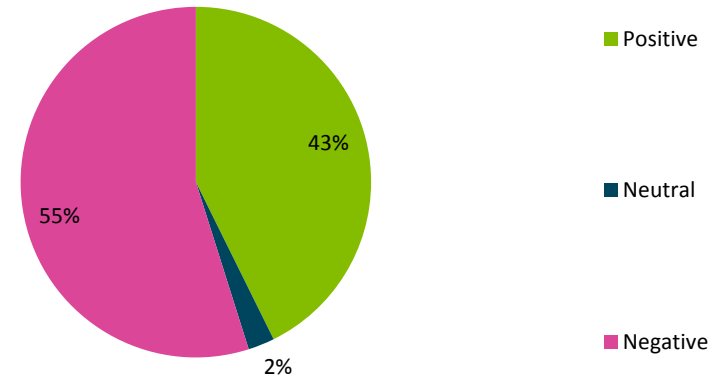
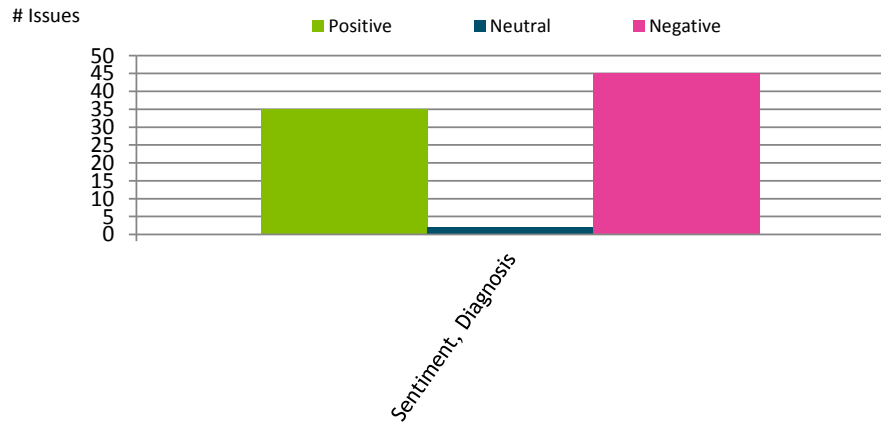


6.5 Trends, Diagnosis/Testing (82 issues)



Issues receiving the most comments overall

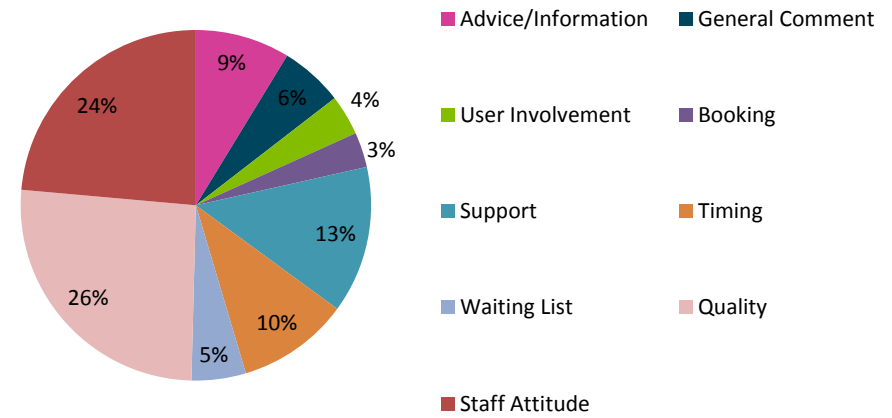
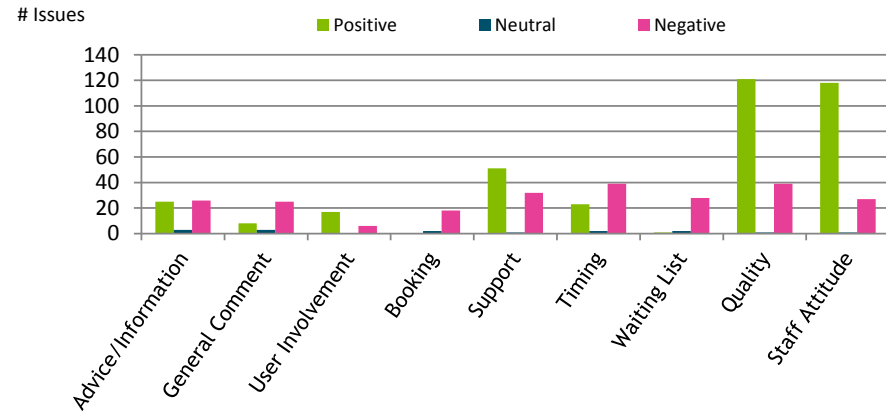
6.6 Sentiment, Diagnosis/Testing



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

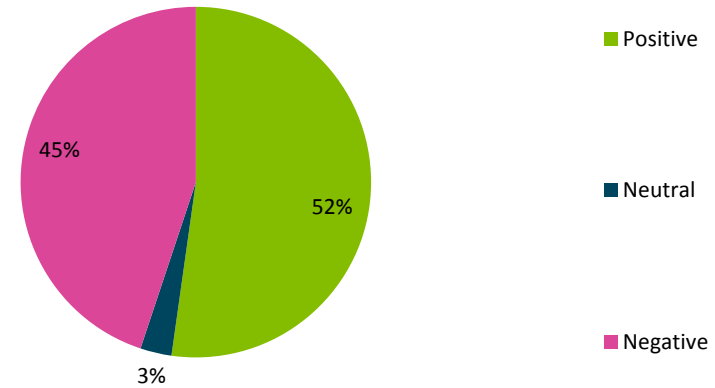
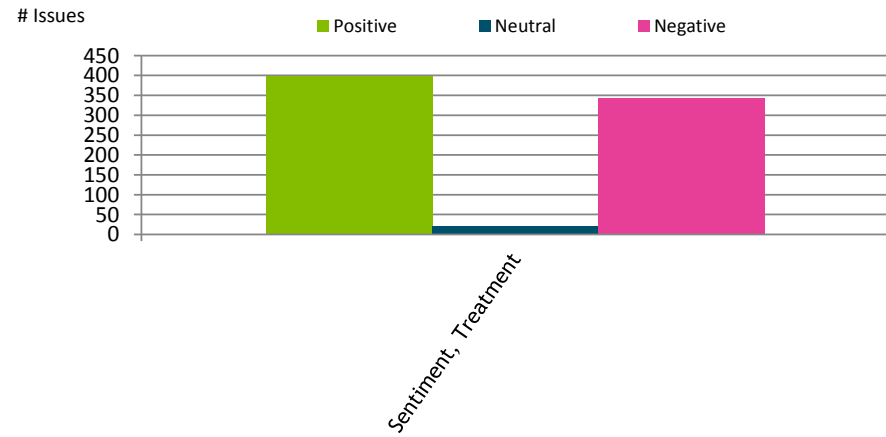


6.7 Trends, Clinical Treatment (762 issues)



Issues receiving the most comments overall

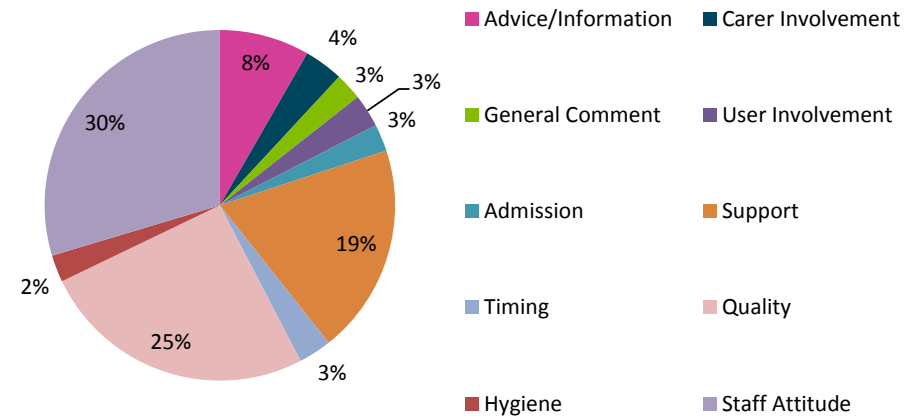
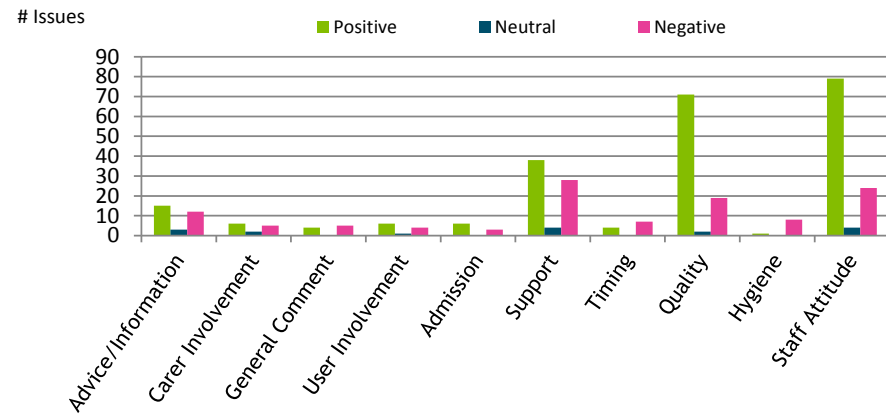
6.8 Sentiment, Clinical Treatment



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

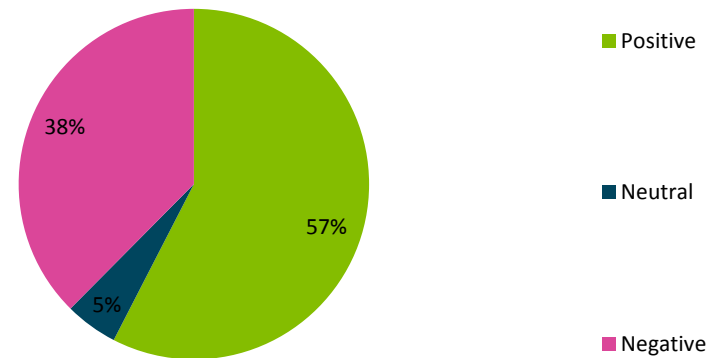
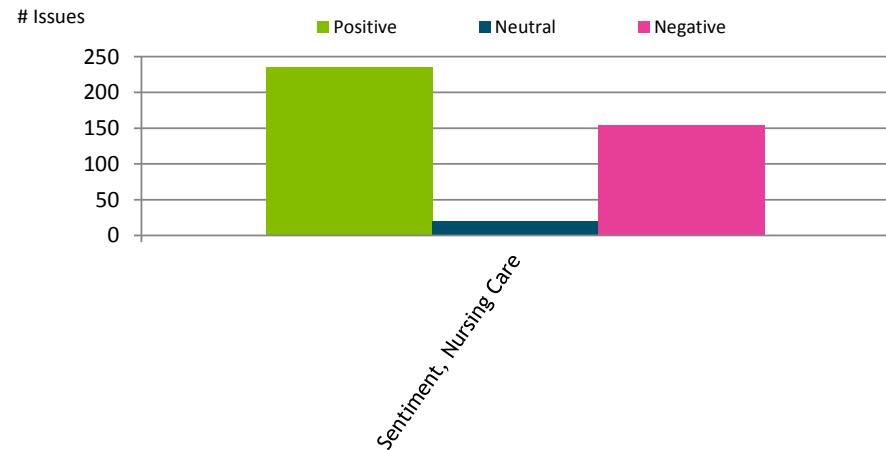


6.9 Trends, Clinical Nursing (410 issues)



Issues receiving the most comments overall

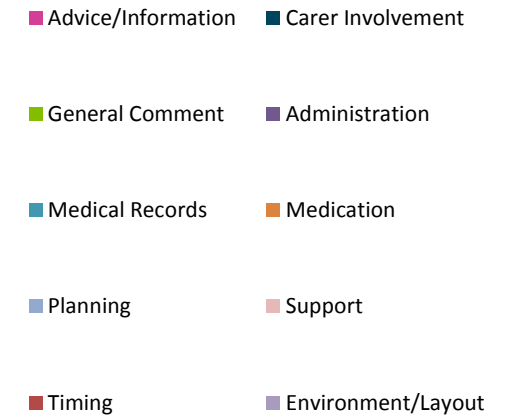
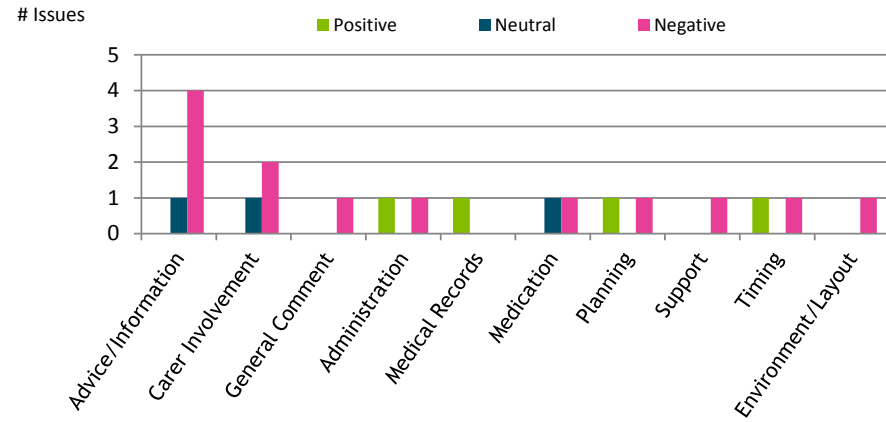
6.10 Sentiment, Clinical Nursing



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

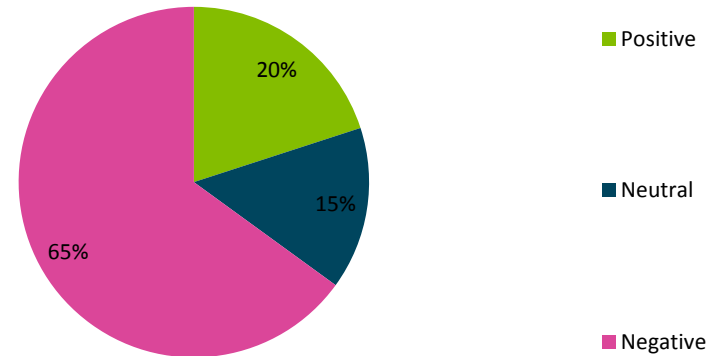
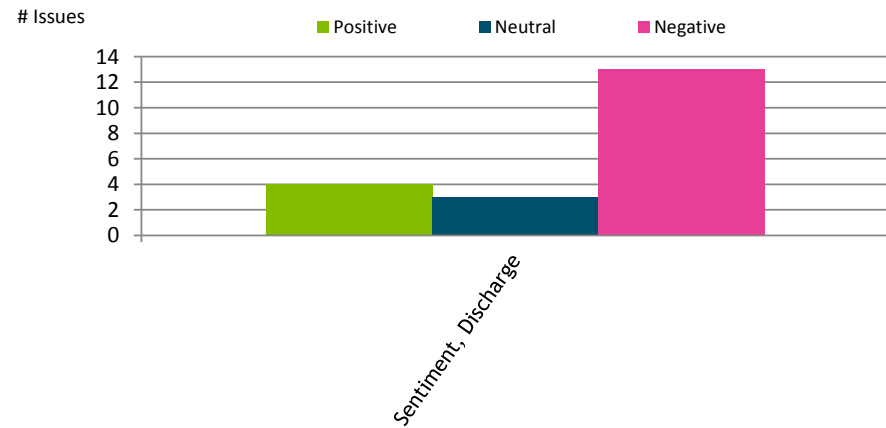


6.11 Trends, Discharge (20 issues)



Issues receiving the most comments overall

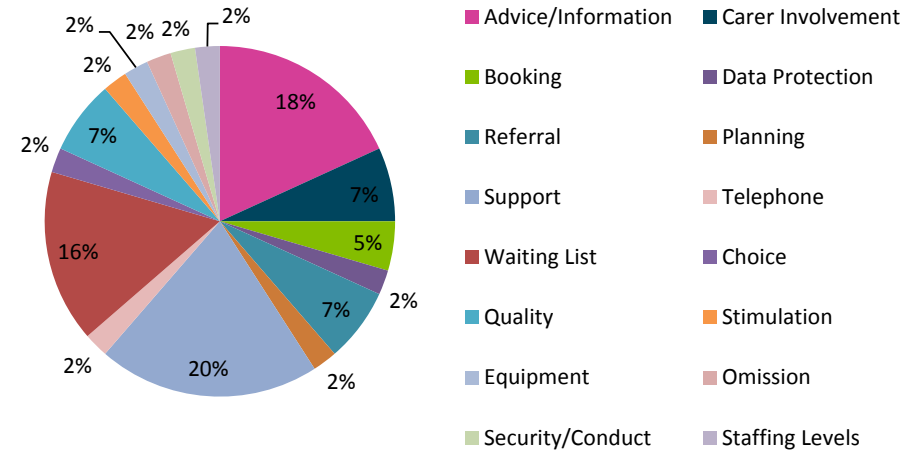
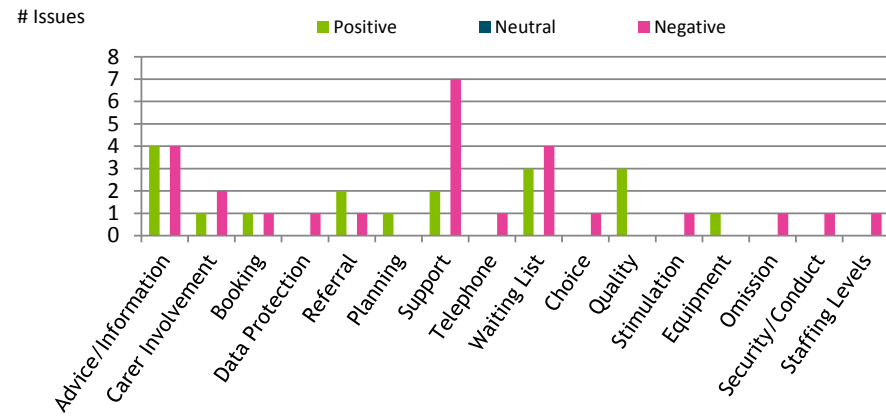
6.12 Sentiment, Discharge



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

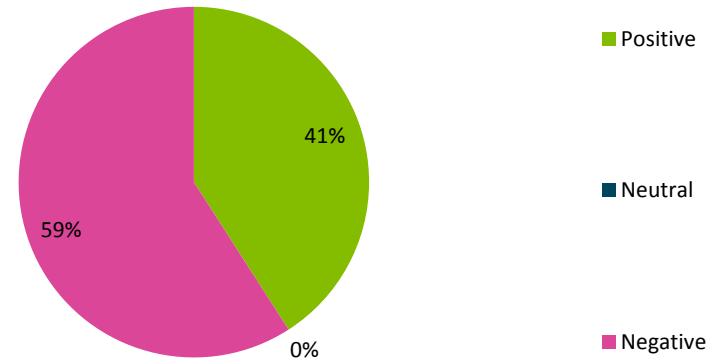
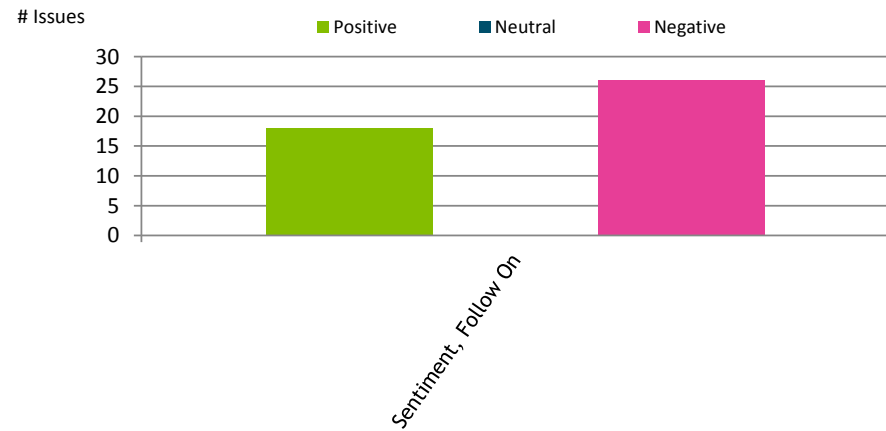


6.13 Trends, Follow On (44 issues)



Issues receiving the most comments overall

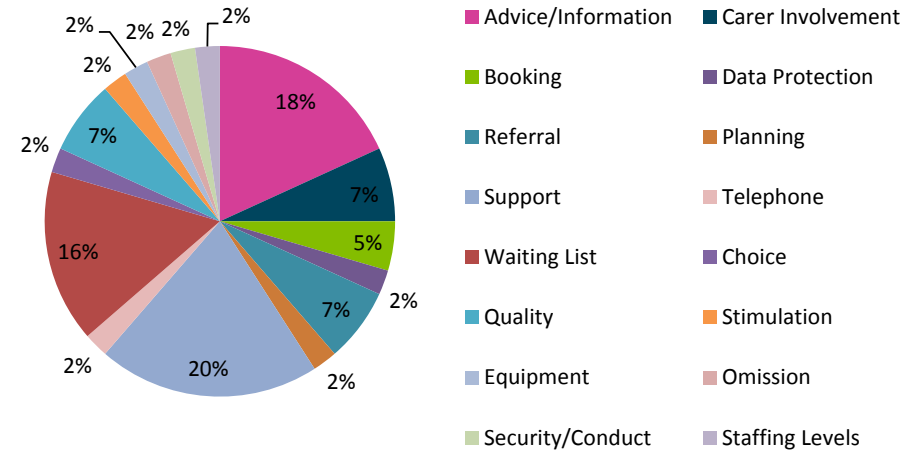
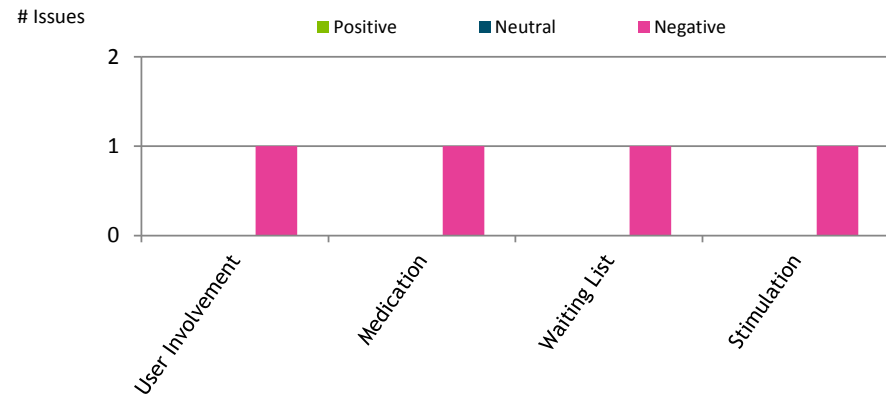
6.14 Sentiment, Follow On



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

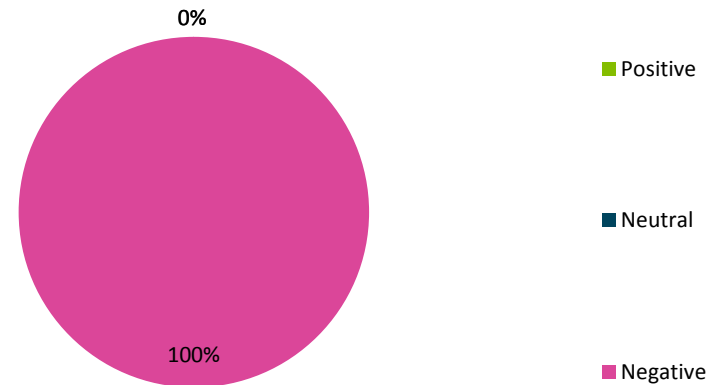
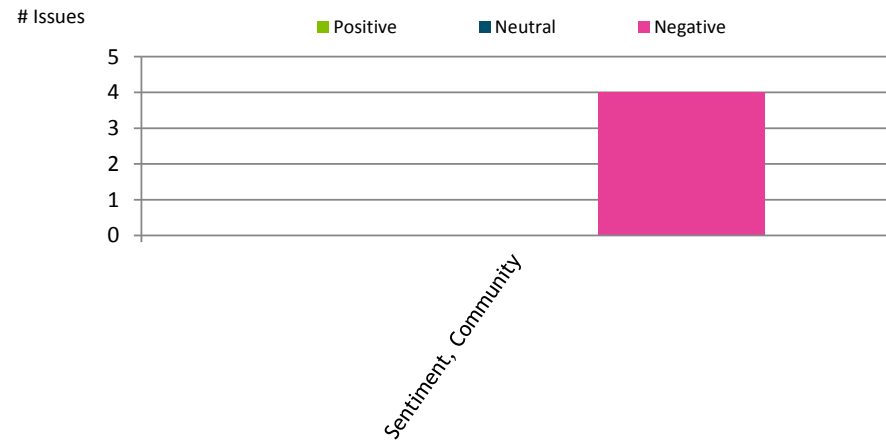


6.15 Trends, Community (4 issues)



Issues receiving the most comments overall

6.16 Sentiment, Community





Page Number, Figure

Key findings in brief**

Page 3, Figure 2.1	<i>Top issues: Generally patients receive good quality, compassionate treatment and care.</i>
Page 3, Figure 2.1	<i>Top issues: Patients comment on poor administration and telephone access, and long waiting lists.</i>
Page 3, Figure 2.1	<i>Top issues: Levels of information and support, and waiting times at appointments are cited as issues.</i>
Page 3, Figure 2.2	<i>Top conditions: Sentiment on Musculoskeletal Health is broadly positive, while marginally so on Maternity.</i>
Page 3, Figure 2.2	<i>Top conditions: Sentiment on Children's Health, Older People's Health and Dentistry is negative overall, according to comments.</i>
Page 4, Figure 3.2	<i>Sentiment: Around half of comments about information, involvement and support are negative.</i>
Page 5, Figure 3.3	<i>Sentiment: On the whole, patients find staff to be respectful and professional.</i>
Page 5, Figure 3.4	<i>Sentiment: Just 21% of comments on service access are positive. Telephones and Administration are particular issues for patients.</i>
Page 6, Figure 4.1	<i>Top Departments: Sentiment on A&E, Maternity and General Surgery is mixed, while broadly negative on Dentistry.</i>
Page 7, Figure 5.1	<i>A&E: On the whole, patients find staff to be empathetic.</i>
Page 7, Figure 5.1	<i>A&E: Some patients comment on a lack of support and communication, and long waiting times.</i>
Page 8, Figure 5.3	<i>Cardiology: Some patients experience difficulty in contacting the department.</i>
Page 9, Figure 5.5	<i>Dentistry: Cancellations, waiting lists, lack of support and poor telephone access are cited as issues.</i>
Page 12, Figure 5.11	<i>Maternity: Comments reflect good quality, caring services, however some patients would like to be more supported.</i>
Page 15, Figure 5.17	<i>General Surgery: Comments reflect good quality, caring services, with good levels of support and communication.</i>
Page 17, Figure 6.3	<i>Reception: Just 14% of comments on reception services are positive.</i>
Page 17, Figure 6.3	<i>Reception: Patients comment on poor telephone access and administration, and a lack of support and information.</i>
Page 18, Figure 6.5	<i>Diagnosis/Testing: Some patients comment on a poor quality diagnosis.</i>
Page 19, Figure 6.7	<i>Clinical Treatment: Generally patients receive good quality, compassionate treatment and care.</i>
Page 19, Figure 6.7	<i>Clinical Treatment: Some patients comment on long waits at appointments and a lack of communication.</i>
Page 20, Figure 6.9	<i>Clinical Nursing: Comments reflect good quality, caring services, however some patients would like to be more supported & informed.</i>
Page 22, Figure 6.13	<i>Follow On: Following discharge, some patients feel unsupported in arranging follow on treatment or care.</i>

**** Findings may not be representative of all service users experiences or opinions.**

*** Comparable London Average (referenced on Pages 4 & 5) comprises experience of Royal London Hospital, Whipps Cross University Hospital, Newham University Hospital, Homerton University Hospital, Mile End Hospital and St Bartholomews Hospital.**

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>	52	8	71	131
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	15	4	15	34
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	12	3	34	49
	User Involvement	<i>Involvement of the service user.</i>	23	1	17	41
Systems	Administration	<i>Administrative processes and delivery.</i>	6	1	65	72
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	6	0	4	10
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	2	2	22	26
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	1	16	17
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	1	1
	Referral	<i>Referral to a service.</i>	7	0	10	17
	Medical Records	<i>Management of medical records.</i>	1	0	2	3
	Medication	<i>Prescription and management of medicines.</i>	1	4	15	20
	Opening Times	<i>Opening times of a service.</i>	1	0	1	2
	Planning	<i>Leadership and general organisation.</i>	7	0	17	24
	Registration	<i>Ability to register for a service.</i>	0	0	2	2
	Support	<i>Levels of support provided.</i>	102	7	106	215
	Telephone	<i>Ability to contact a service by telephone.</i>	2	0	54	56
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	35	2	55	92
Waiting List	<i>Length of wait while on a list.</i>	6	2	37	45	
Values	Choice	<i>General choice.</i>	2	0	5	7
	Cost	<i>General cost.</i>	0	1	6	7
	Language	<i>Language, including terminology.</i>	0	0	3	3
	Nutrition	<i>Provision of sustenance.</i>	4	0	5	9
	Privacy	<i>Privacy, personal space and property.</i>	0	0	5	5
	Quality	<i>General quality of a service, or staff.</i>	207	3	74	284
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	0	0
	Stimulation	<i>General stimulation, including access to activities.</i>	2	0	2	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>	0	2	1	3
	Environment/Layout	<i>Physical environment of a service.</i>	3	1	21	25
	Equipment	<i>General equipment issues.</i>	2	0	2	4
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	2	0	4	6
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	9	0	13	22
	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	4	4
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	1	2	3
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	1	5	6
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	223	7	72	302
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	11	12
	Staff Training	<i>Training of staff.</i>	3	1	11	15
	Staffing Levels	<i>General availability of staff.</i>	0	0	8	8
	Total:			736	52	799