



## Experience of Homerton University 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 Homerton University Hospital.

**healthwatch**  
Hackney

### 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.



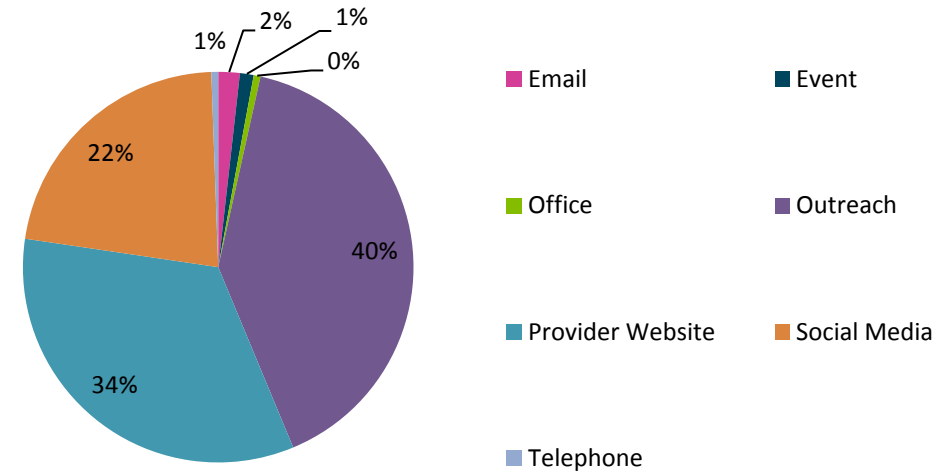
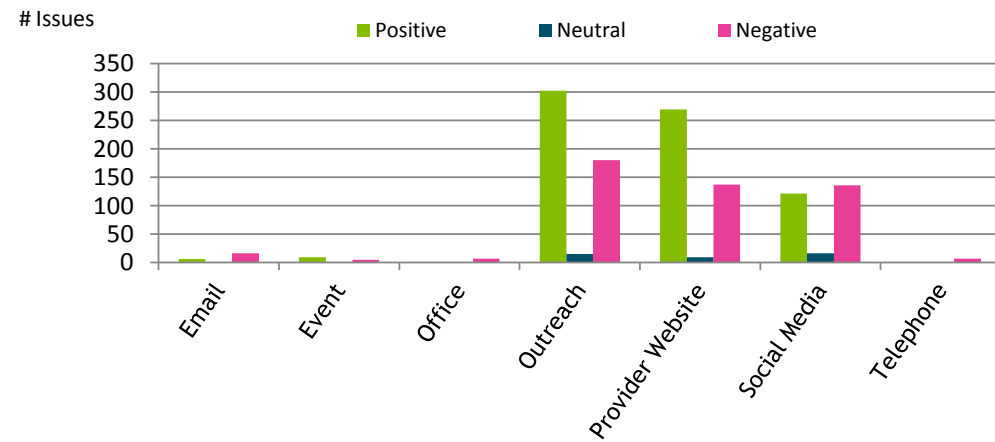
**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

Report compiled on 8 April 2019, to cover the period 1 April 2018 - 31 March 2019.

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

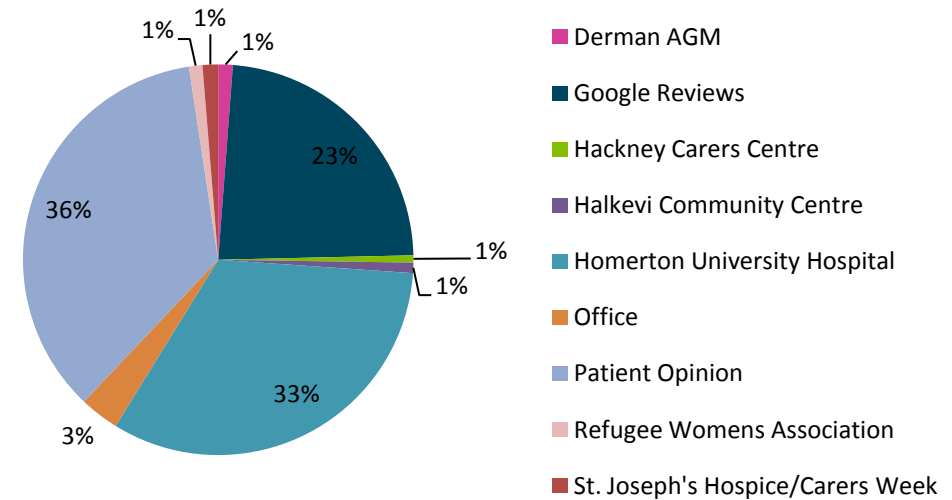
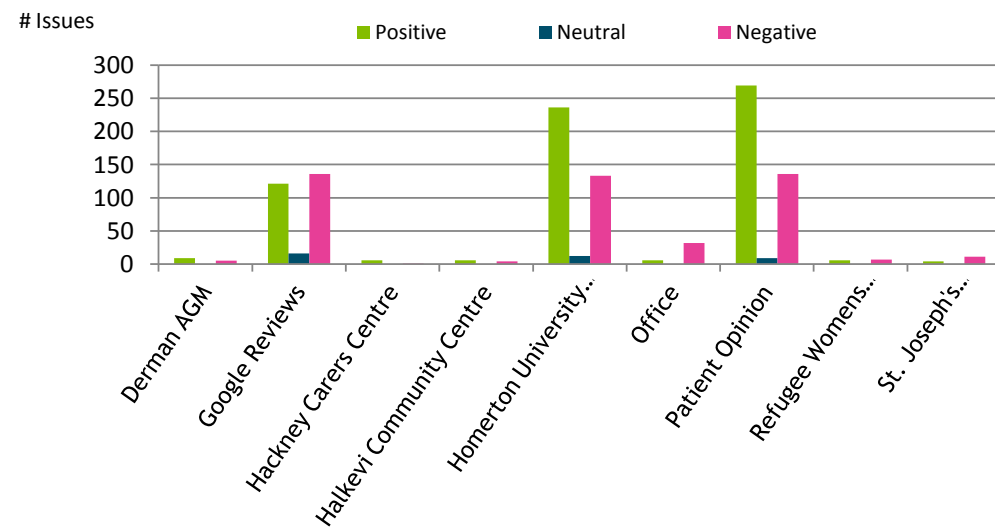


## 1.1 Source



Sources providing the most comments overall

## 1.2 Origin

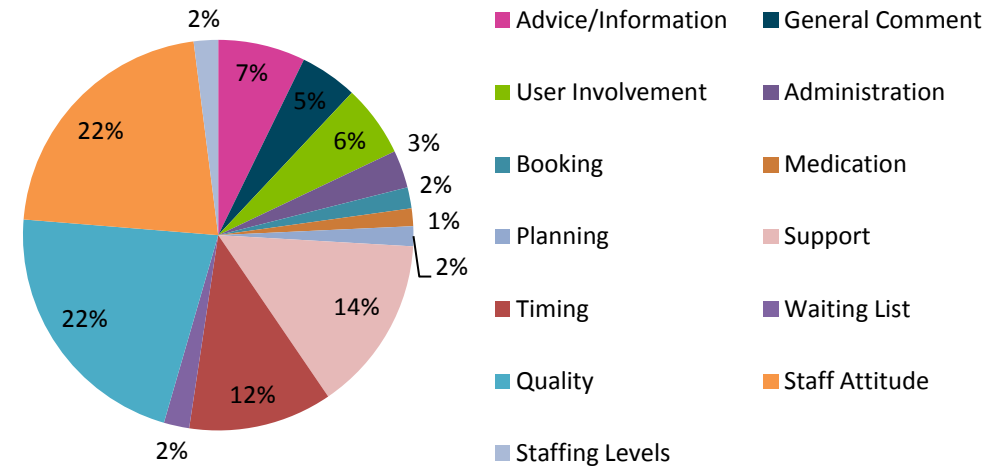
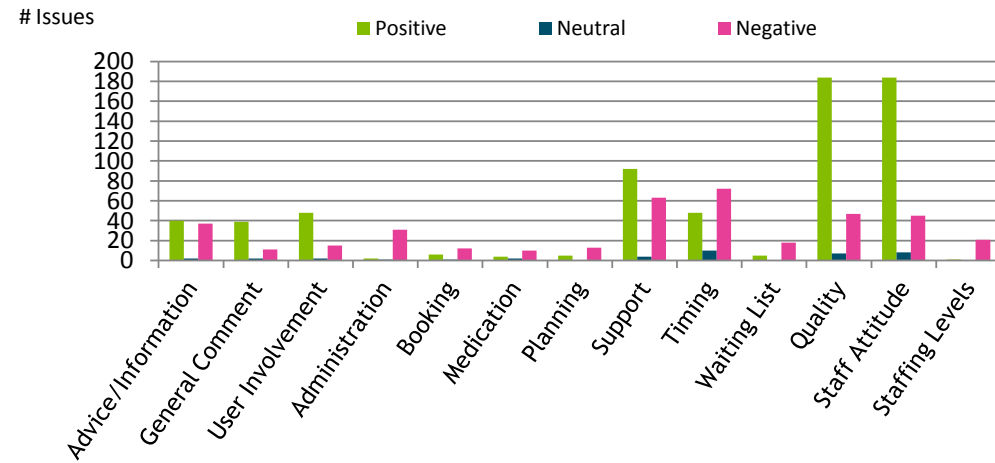


Origins providing the most comments overall

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

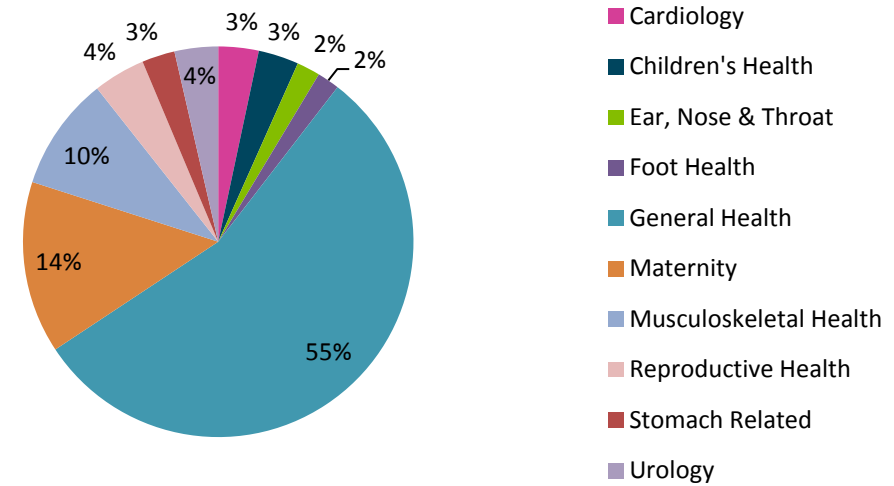
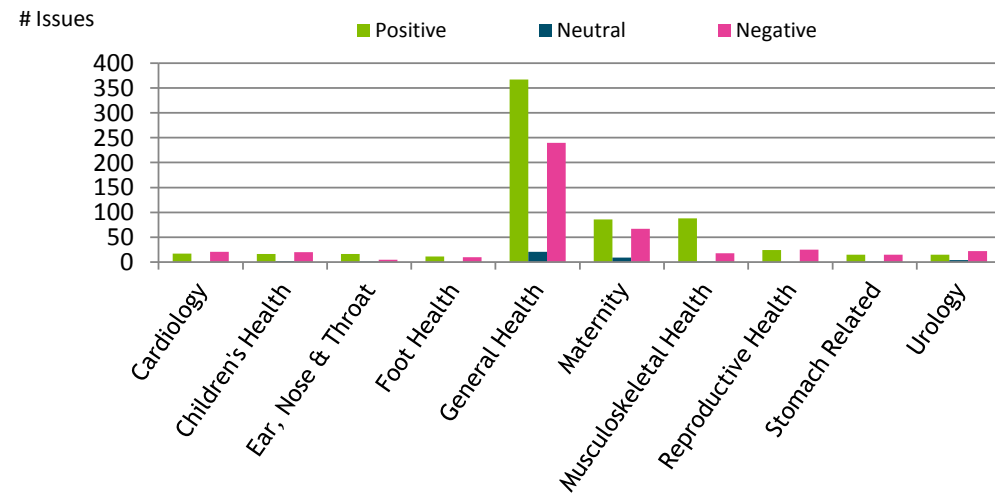


### 2.1 Service aspects: 1249 issues from 274 people



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

### 2.2 Stated medical conditions

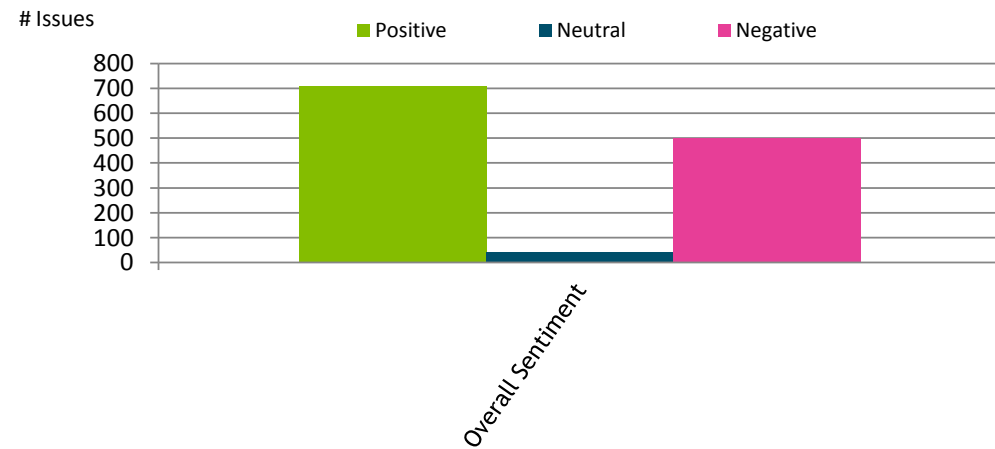


Medical conditions receiving the most comments overall

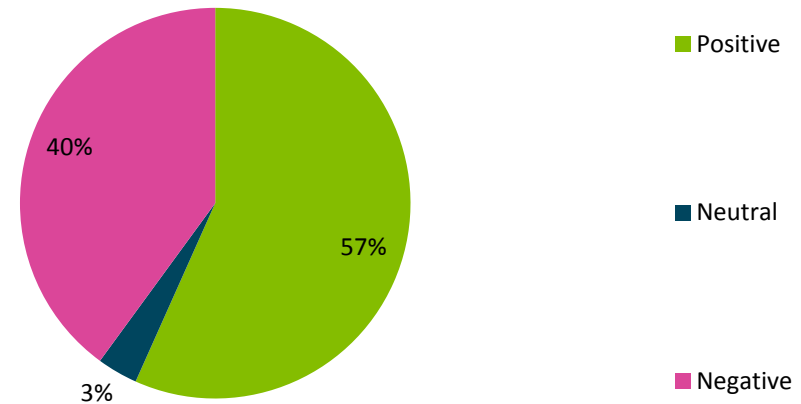
### 3. Sentiment: How do people feel about the service?



#### 3.1 How do people feel as a whole?

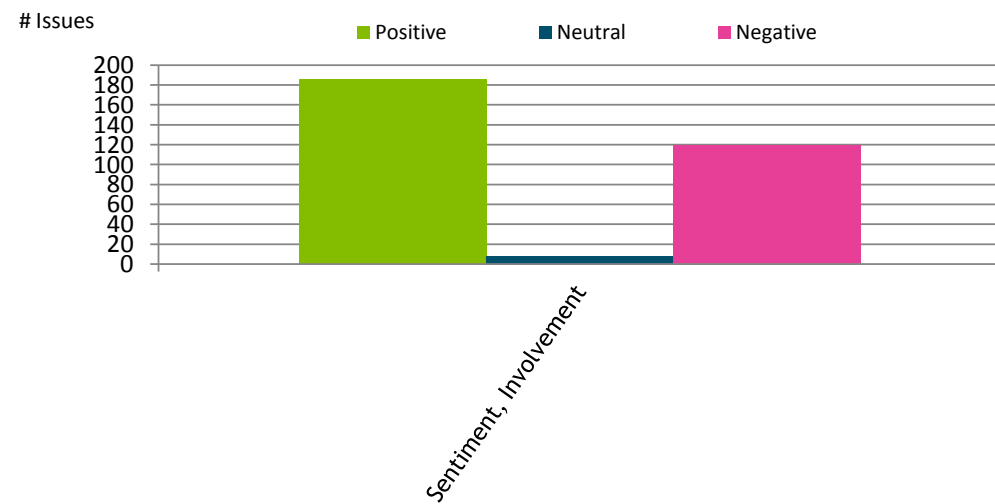


Quarterly Benchmark: 1% decline on the previous quarter

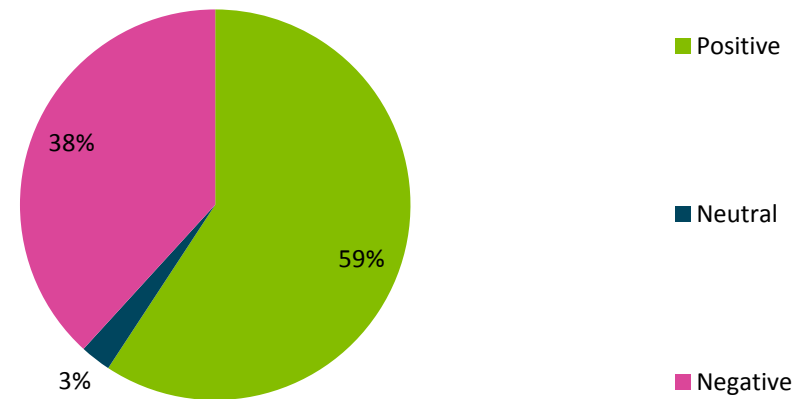


East London Average: 58% Positive

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



Quarterly Benchmark: 4% decline on the previous quarter

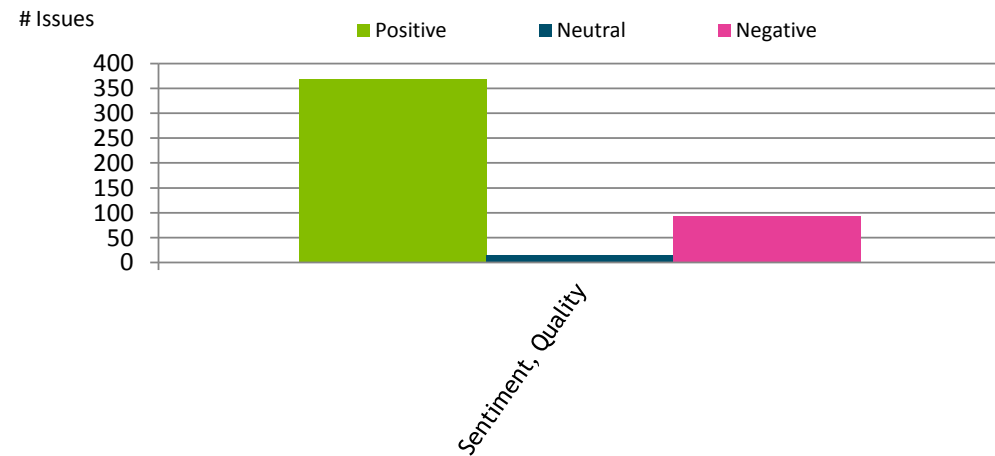


East London Average: 60% Positive

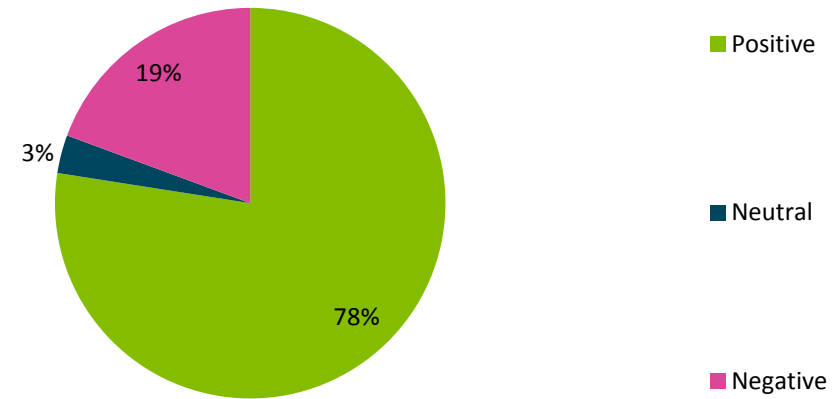
### 3. Sentiment: How do people feel about the service?



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

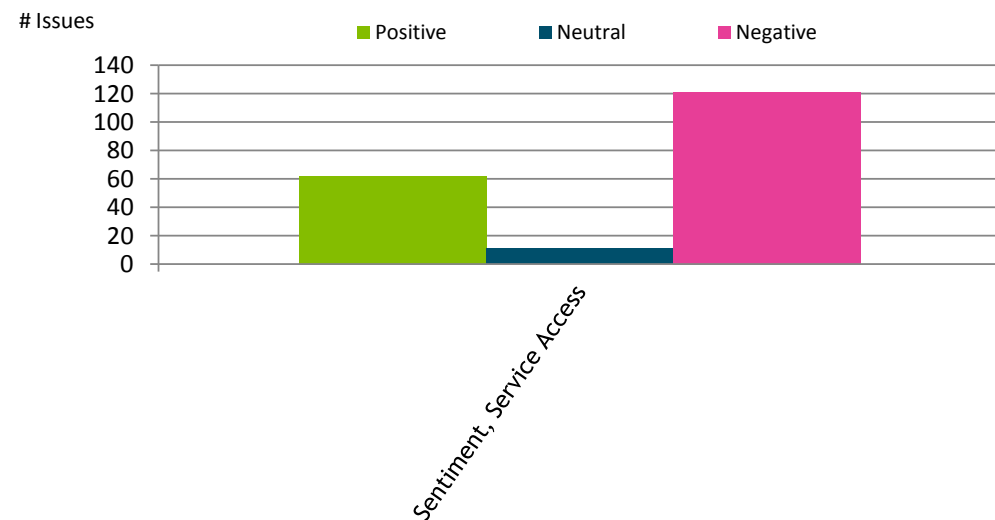


Quarterly Benchmark: 1% decline on the previous quarter

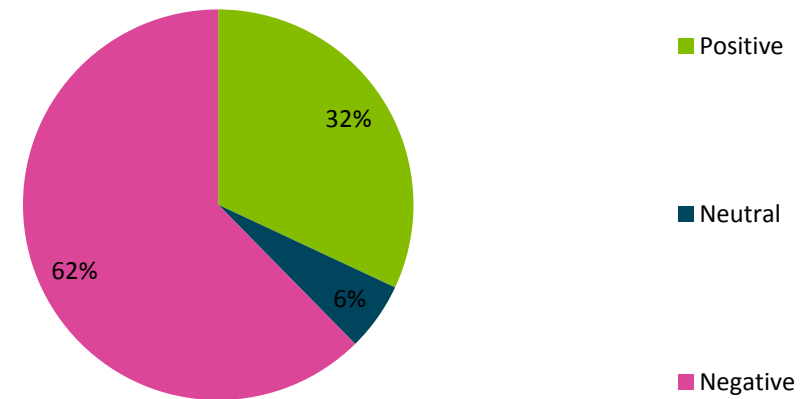


East London Average: 80% Positive

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



Quarterly Benchmark: 4% decline on the previous quarter

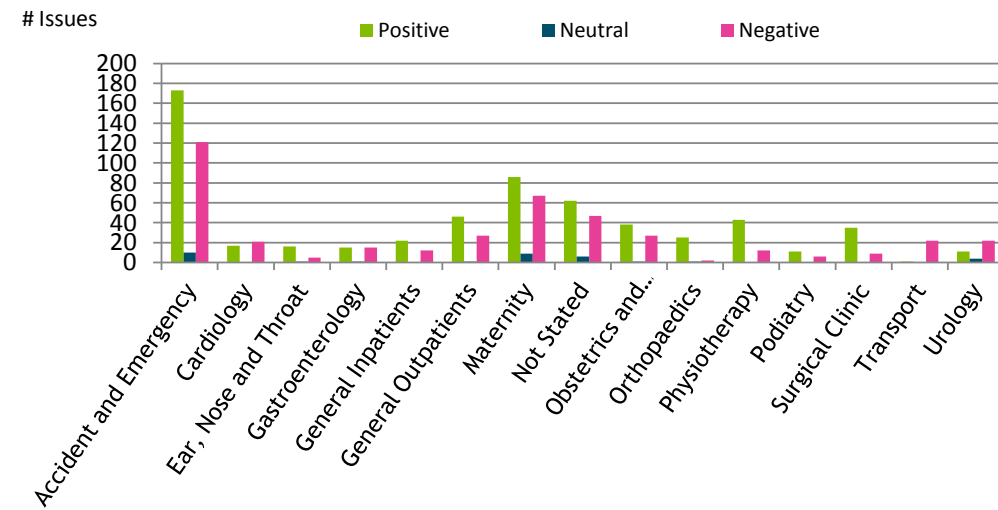


East London Average: 34% Positive

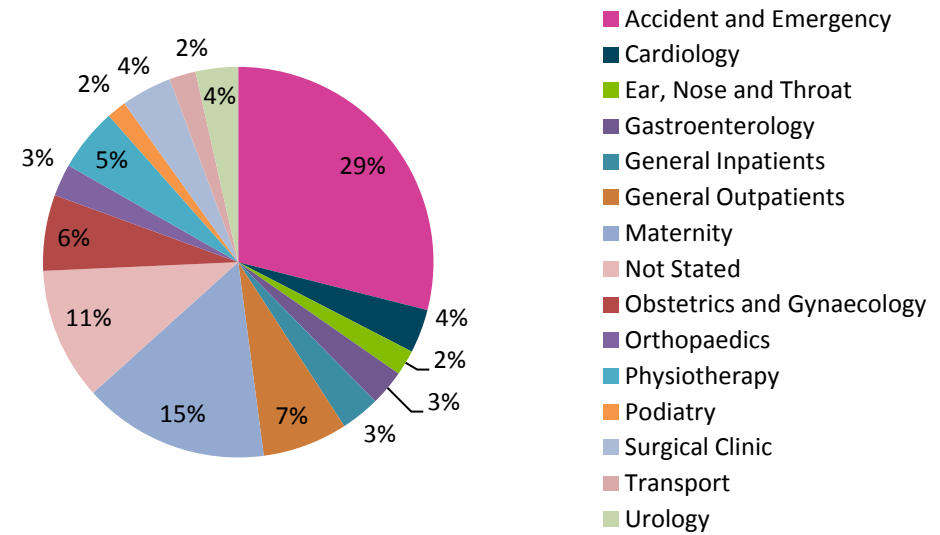
## 4. Trends: Which departments are people most commenting on?



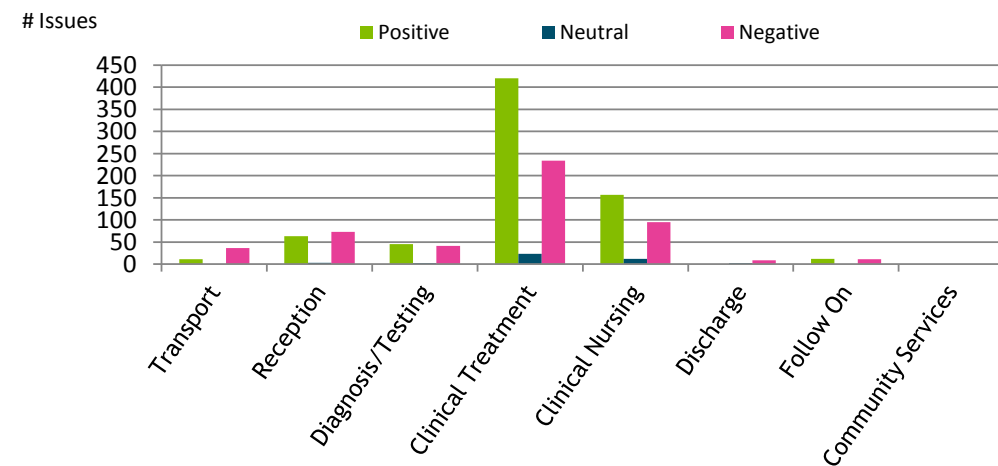
### 4.1 Departments (1249 issues)



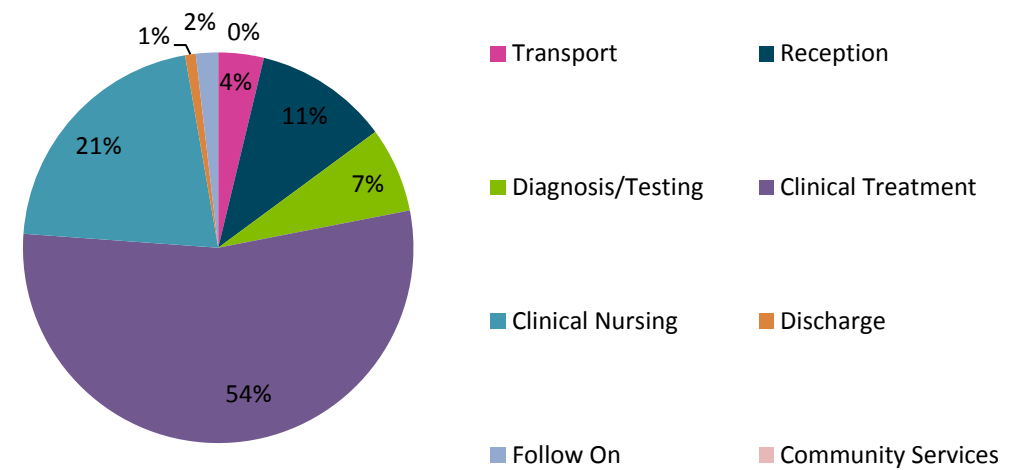
Departments receiving the most comments overall



### 4.2 Breakdown of care pathway locations (more on pages 17-23)



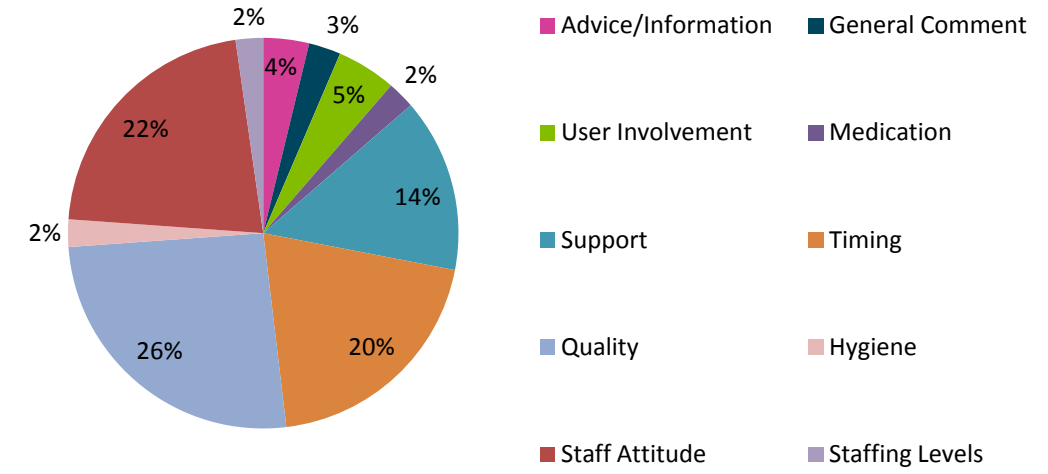
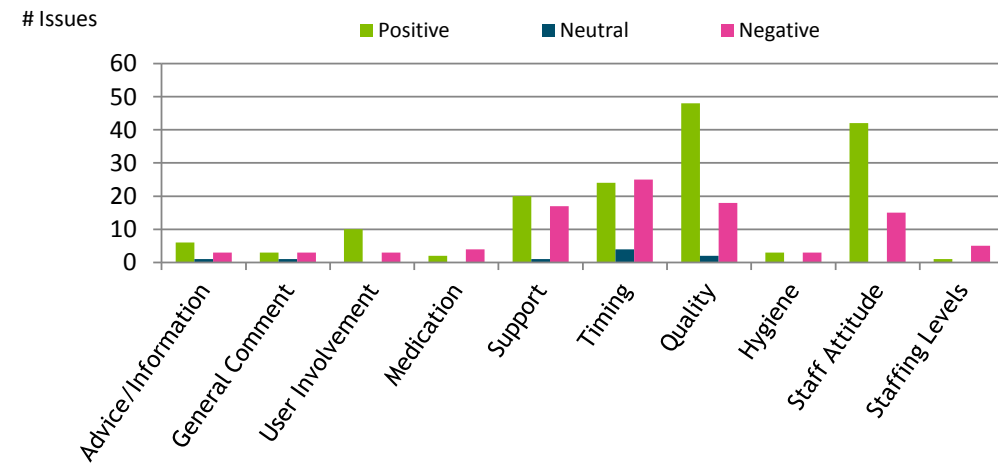
Care pathway locations



## 5. Trends: A&E

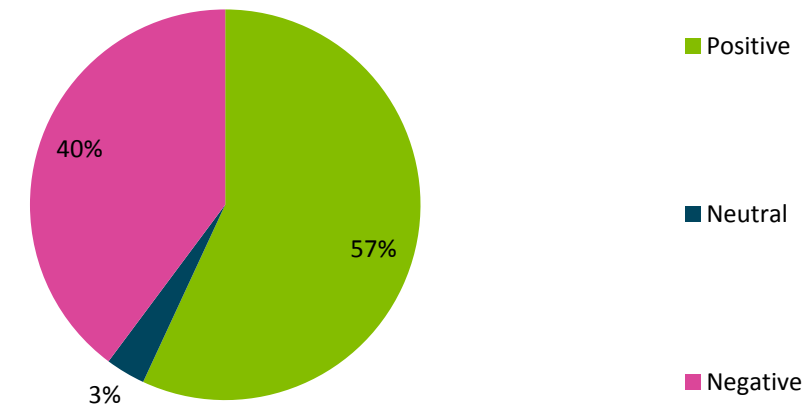
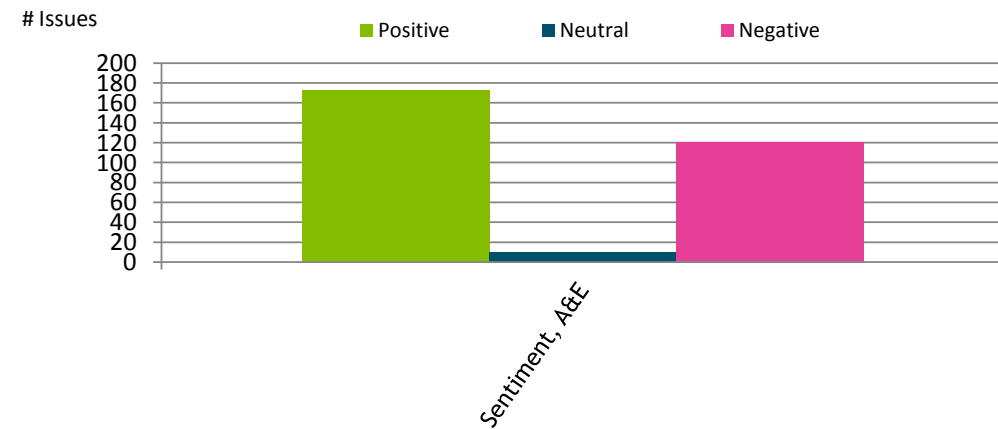


### 5.1 Trends, A&E (304 issues from 60 people)



Issues receiving the most comments overall

### 5.2 Sentiment, A&E

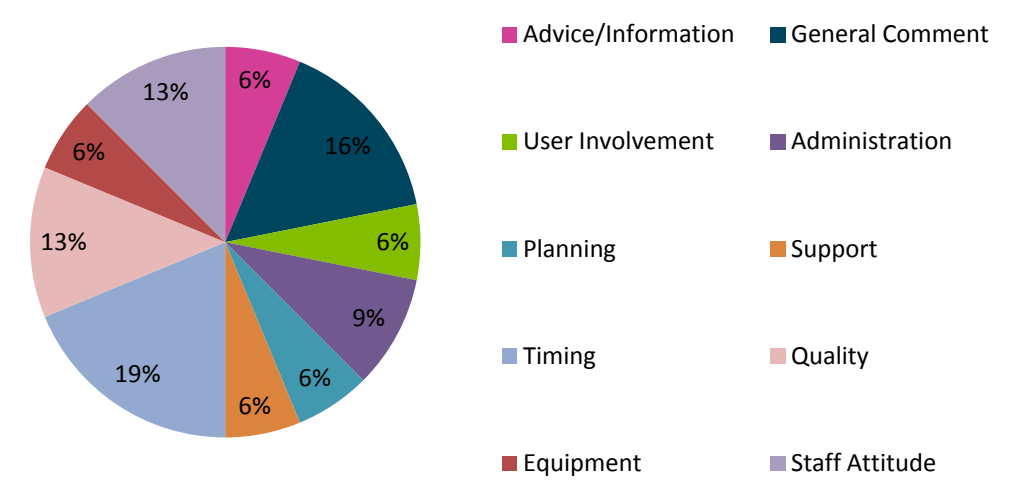
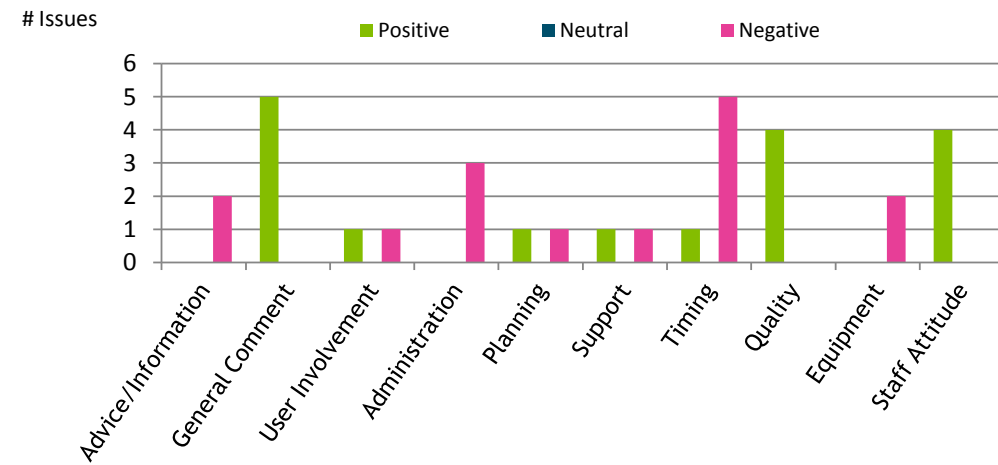


Quarterly Benchmark: 5% decline on the previous quarter

## 5. Trends: Cardiology

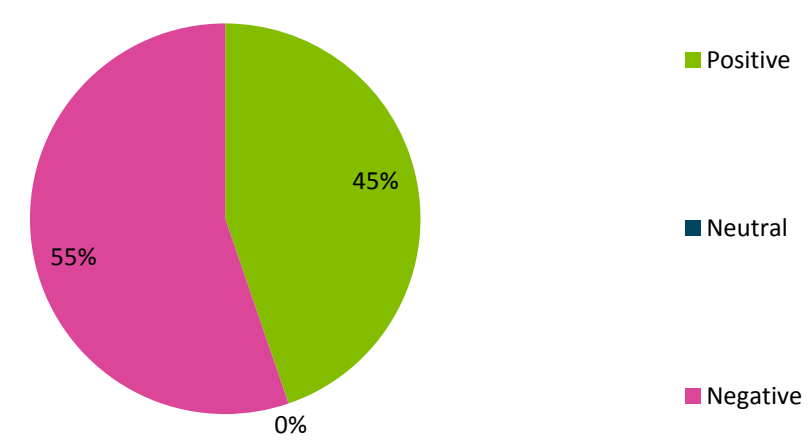
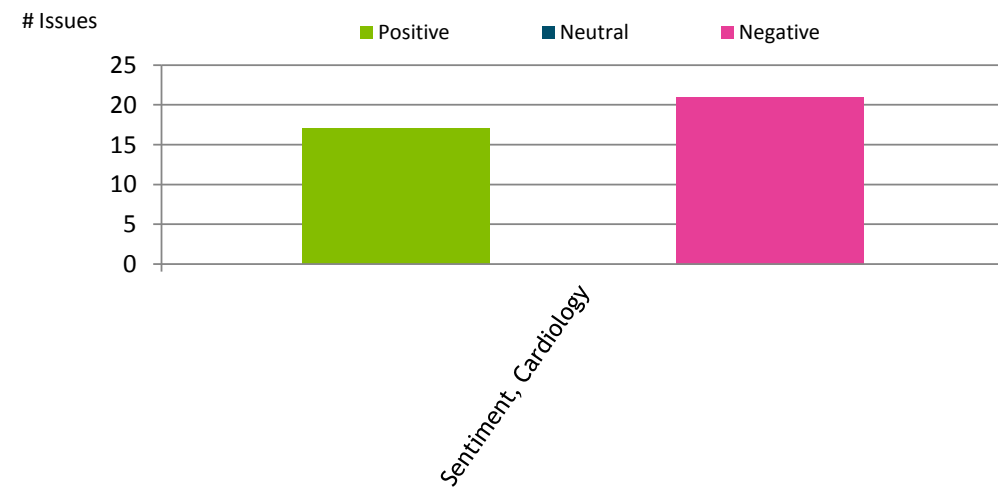


### 5.3 Trends, Cardiology (38 issues from 9 people)



Issues receiving the most comments overall

### 5.4 Sentiment, Cardiology



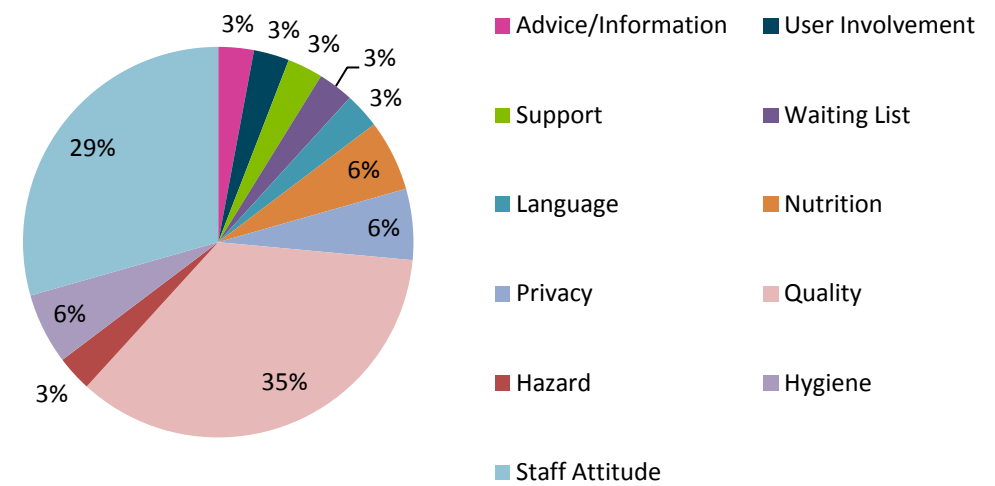
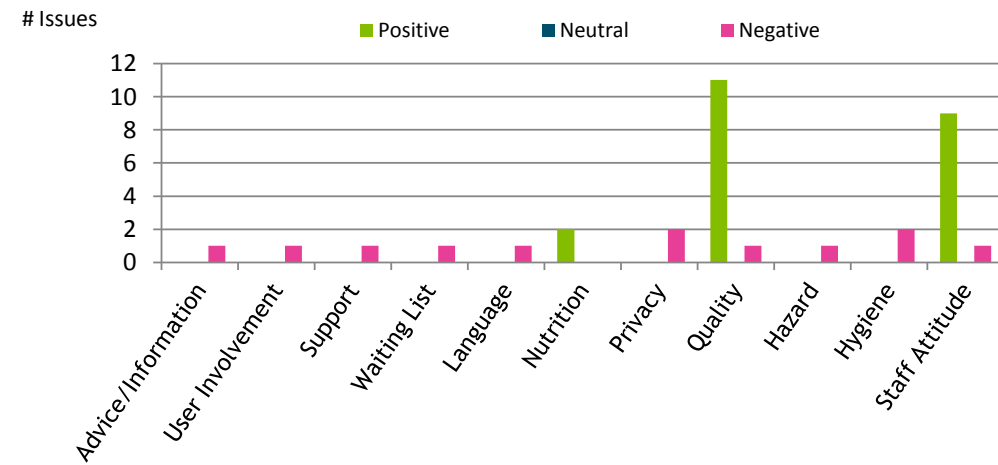
Quarterly Benchmark: 5% decline on the previous quarter



## 5. Trends: Inpatients (General)

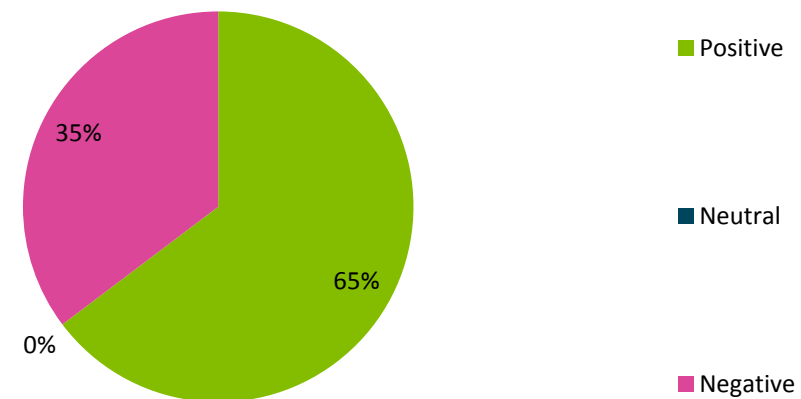
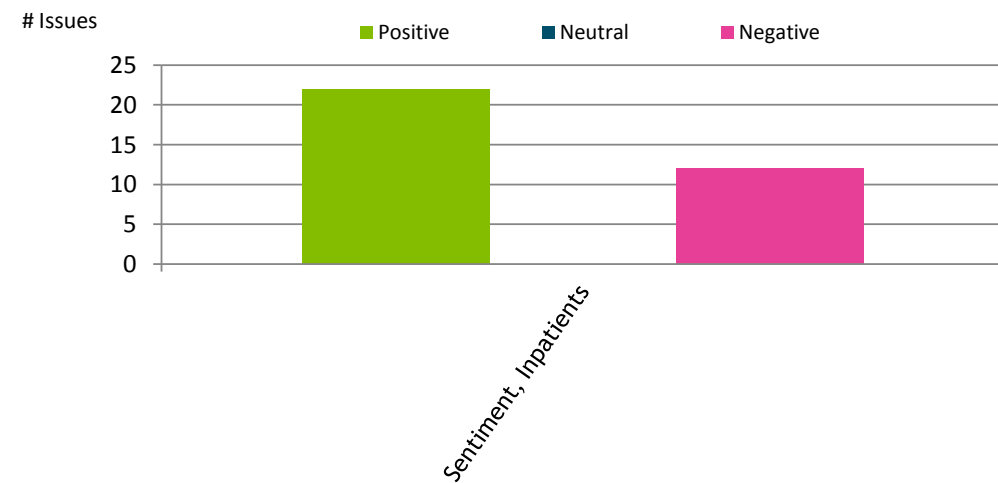


### 5.5 Trends, General Inpatients (34 issues from 6 people)



Issues receiving the most comments overall

### 5.6 Sentiment, General Inpatients

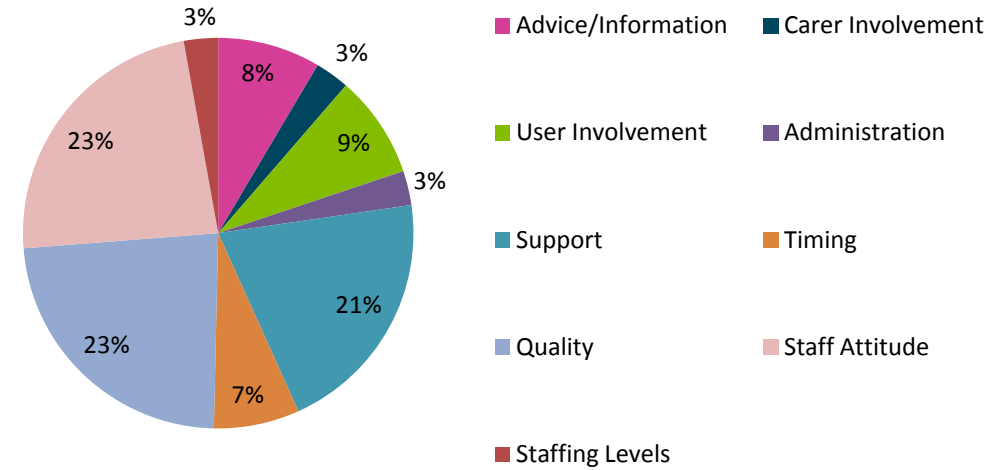
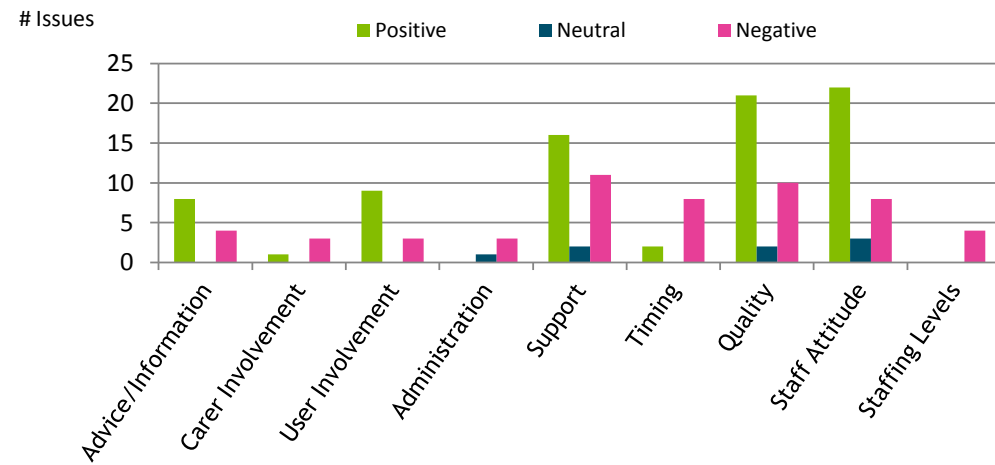


Quarterly Benchmark: 11% decline on the previous quarter

## 5. Trends: Maternity

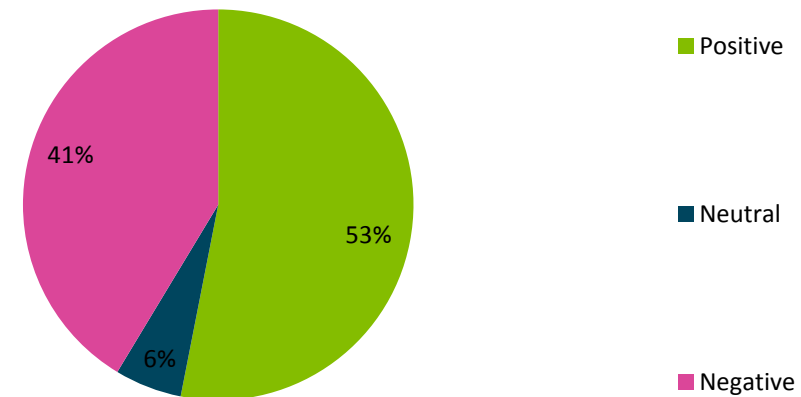
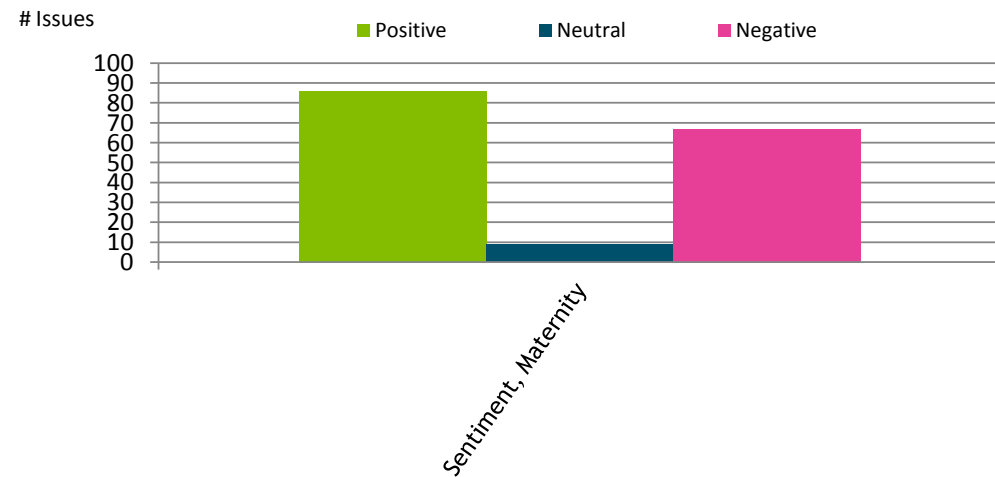


### 5.7 Trends, Maternity (162 issues from 27 people)



Issues receiving the most comments overall

### 5.8 Sentiment, Maternity

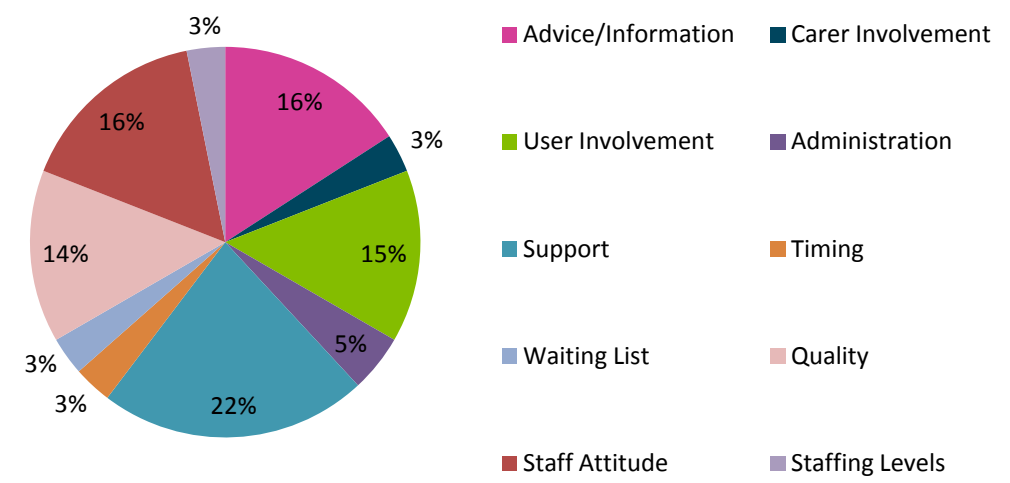
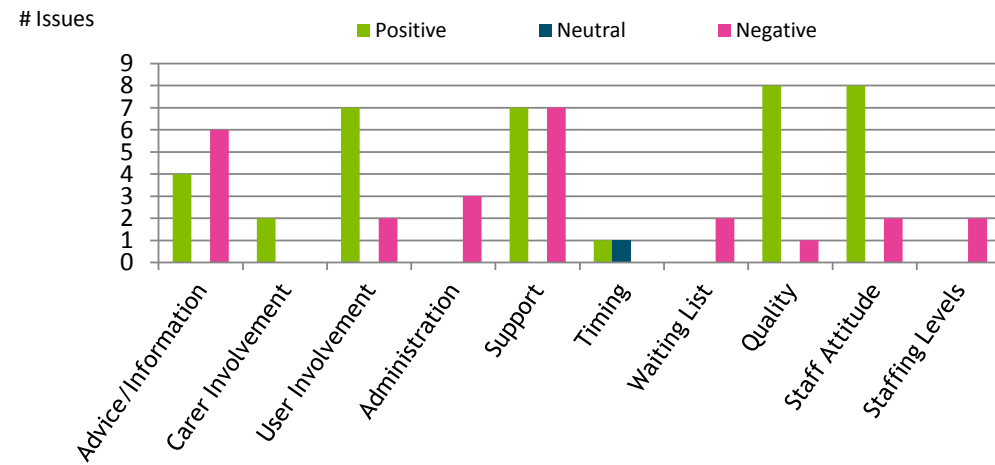


Quarterly Benchmark: 3% improvement on the previous quarter

## 5. Trends: Obstetrics and Gynaecology

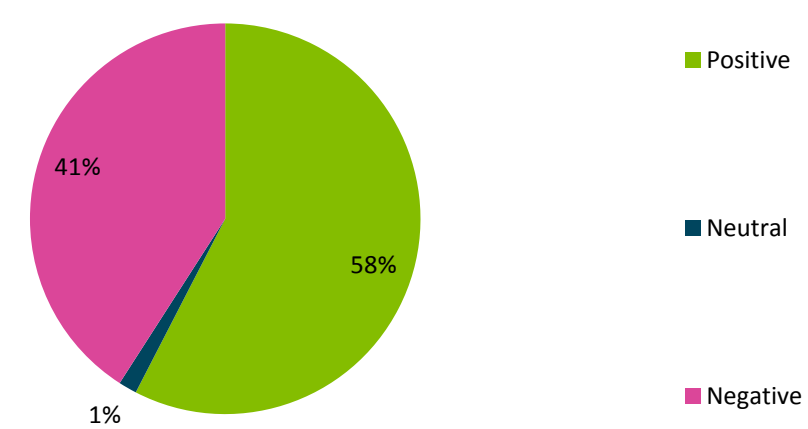
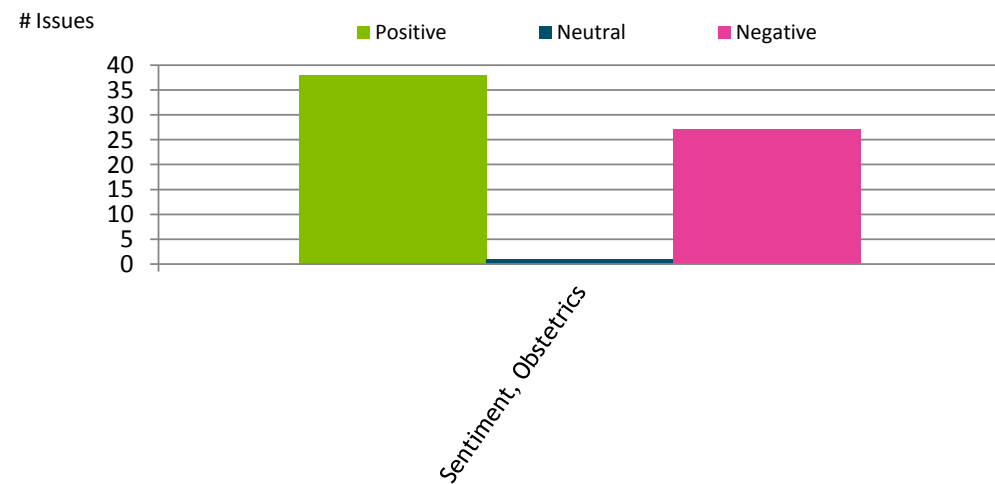


### 5.9 Trends, Obstetrics and Gynaecology (66 issues from 8 people)



Issues receiving the most comments overall

### 5.10 Sentiment, Obstetrics and Gynaecology

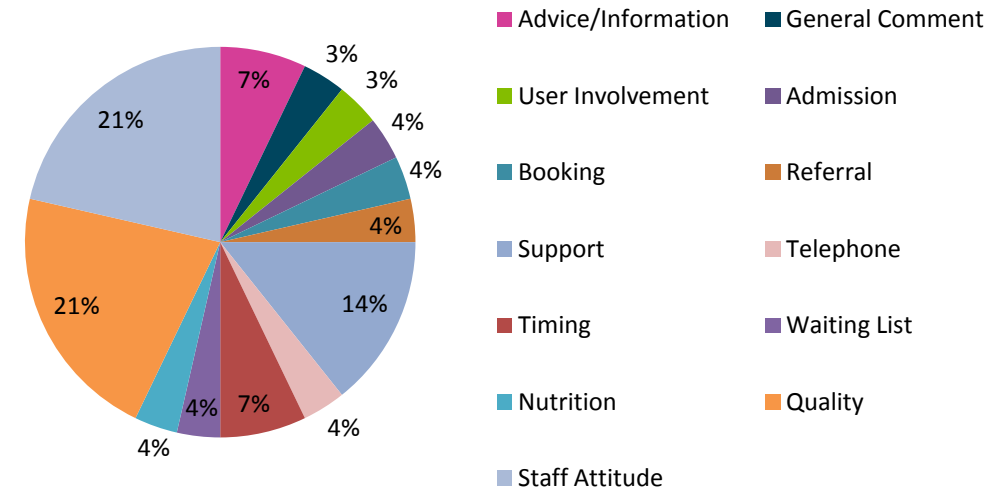
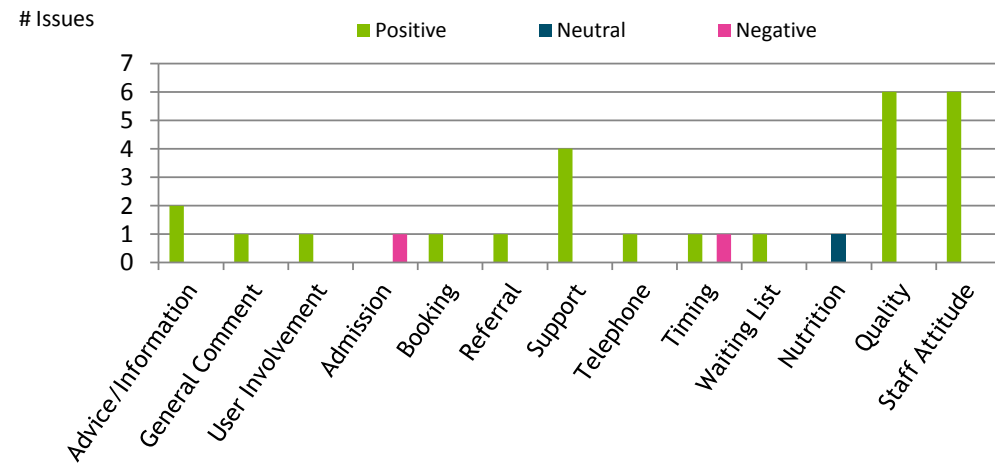


Quarterly Benchmark: 9% decline on the previous quarter

## 5. Trends: Orthopaedics

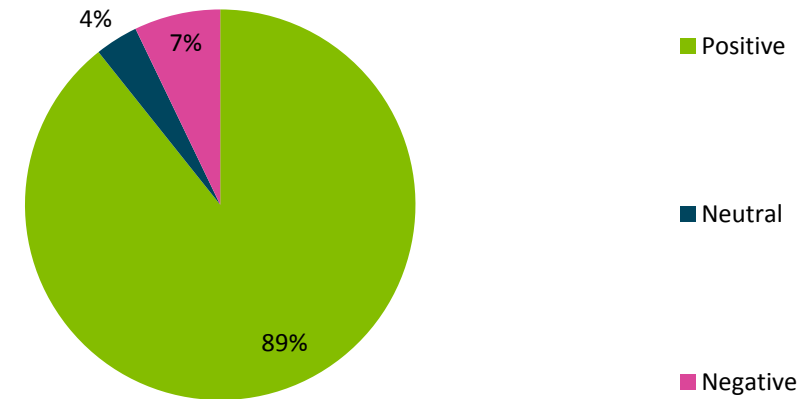
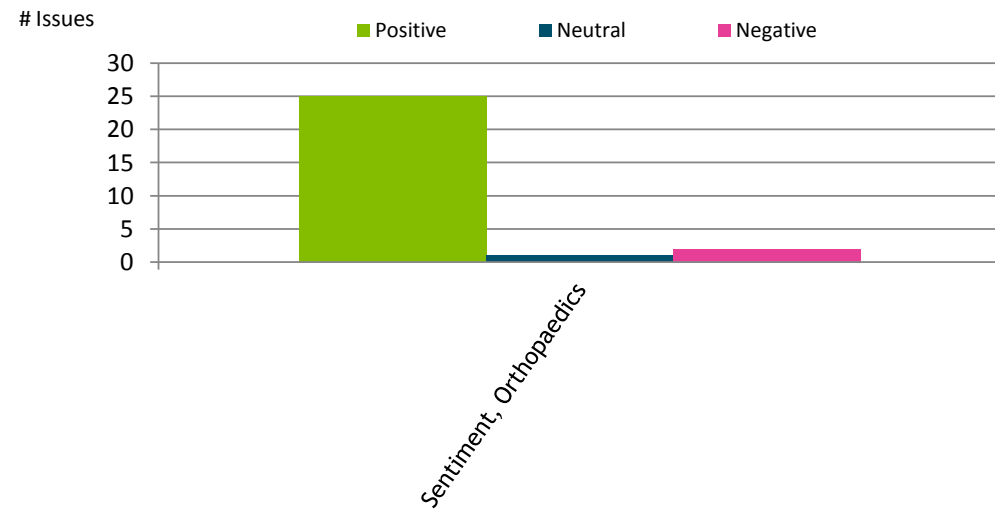


### 5.11 Trends, Orthopaedics (28 issues from 6 people)



Issues receiving the most comments overall

### 5.12 Sentiment, Orthopaedics

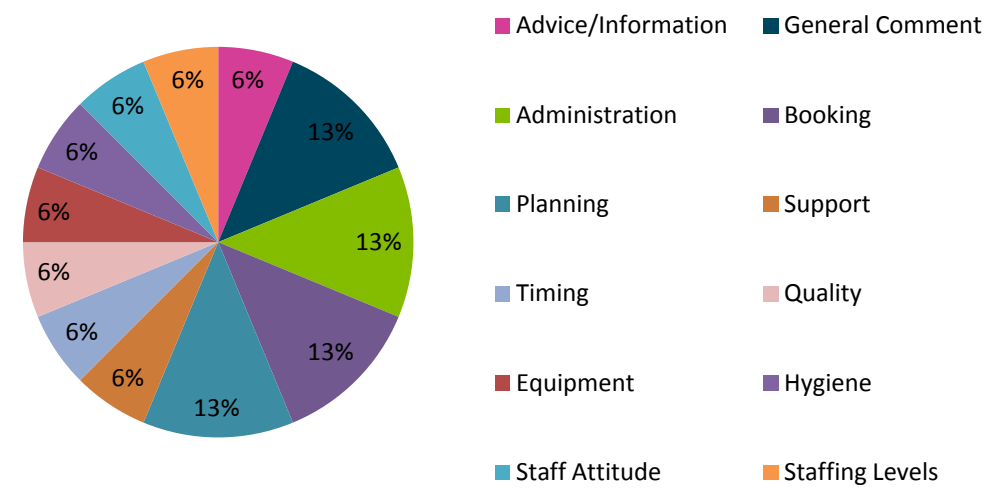
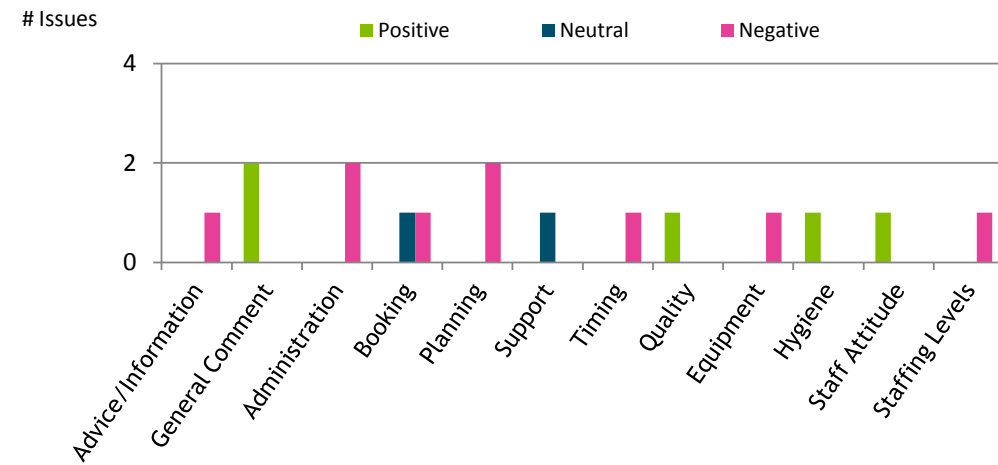


Quarterly Benchmark: 12% improvement on the previous quarter

## 5. Trends: Phlebotomy

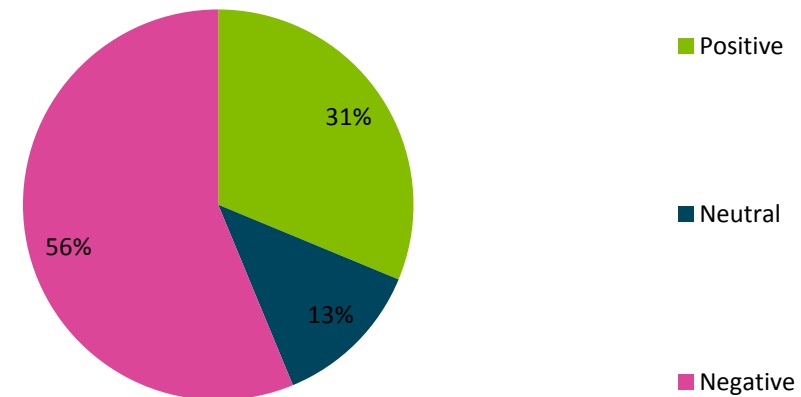
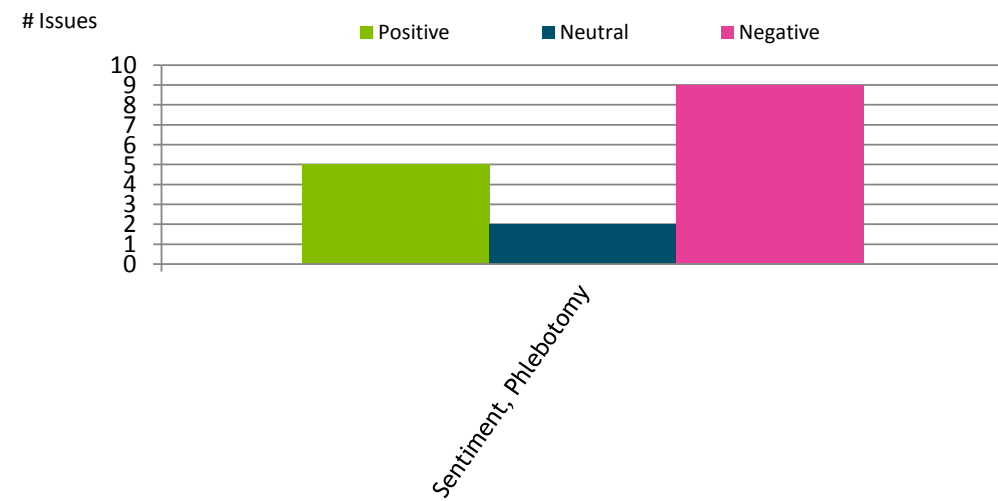


### 5.13 Trends, Phlebotomy (16 issues from 4 people)



Issues receiving the most comments overall

### 5.14 Sentiment, Paediatrics

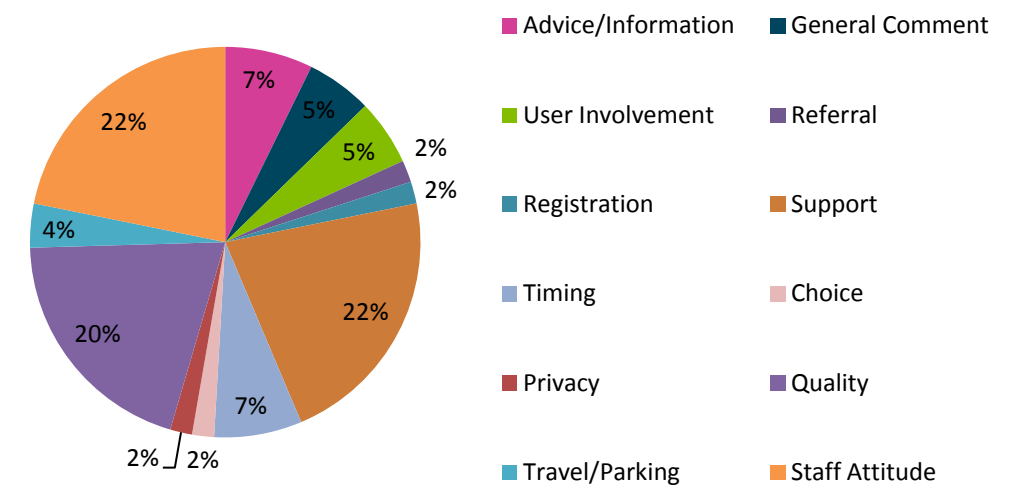
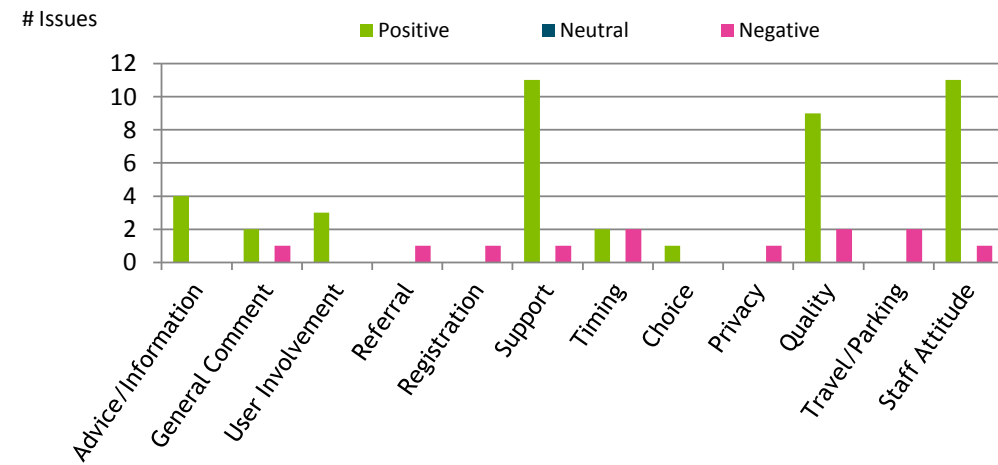


Quarterly Benchmark: N/A

## 5. Trends: Physiotherapy

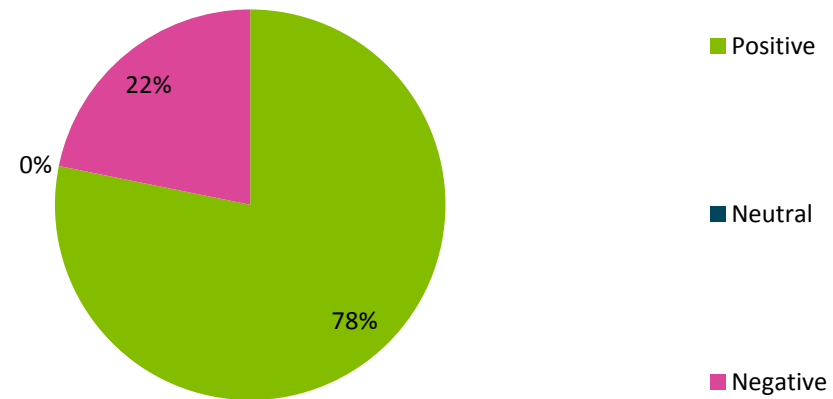
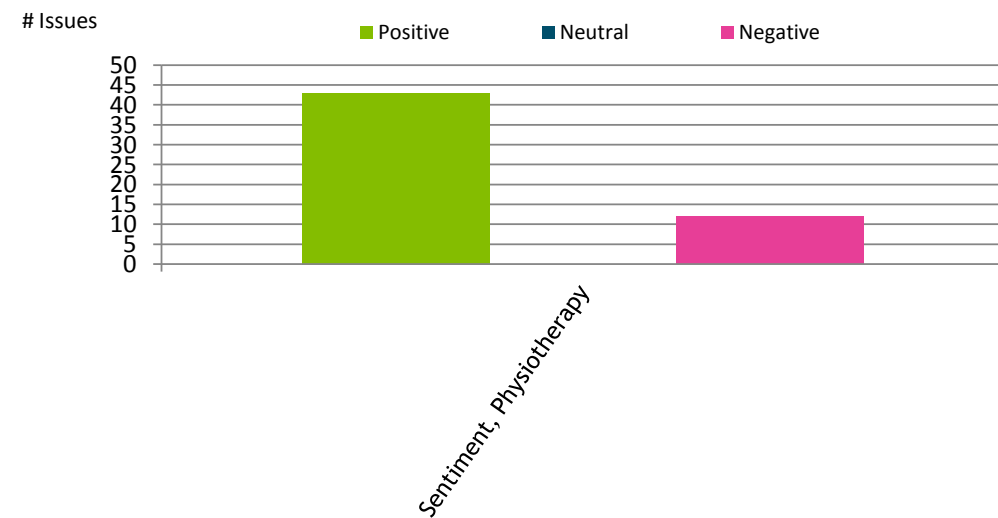


### 5.15 Trends, Physiotherapy (55 issues from 11 people)



Issues receiving the most comments overall

### 5.16 Sentiment, Physiotherapy

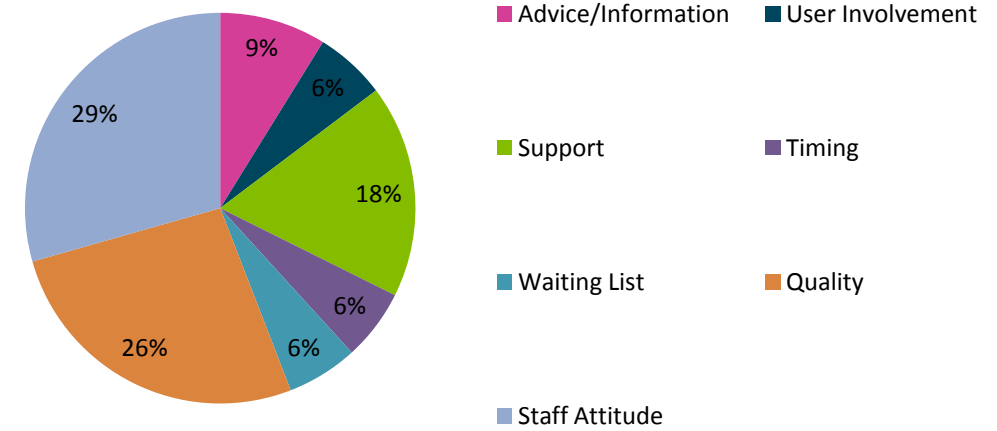
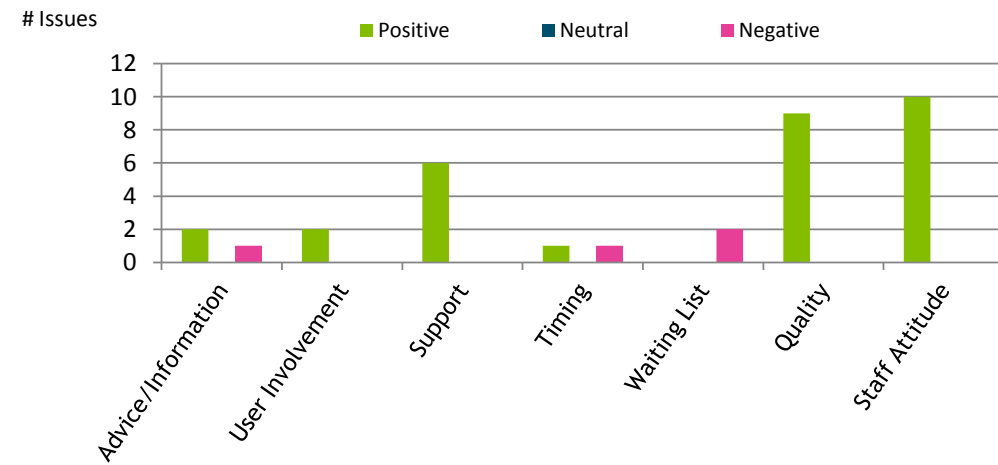


Quarterly Benchmark: 1% decline on the previous quarter

## 5. Trends: Surgery (General)

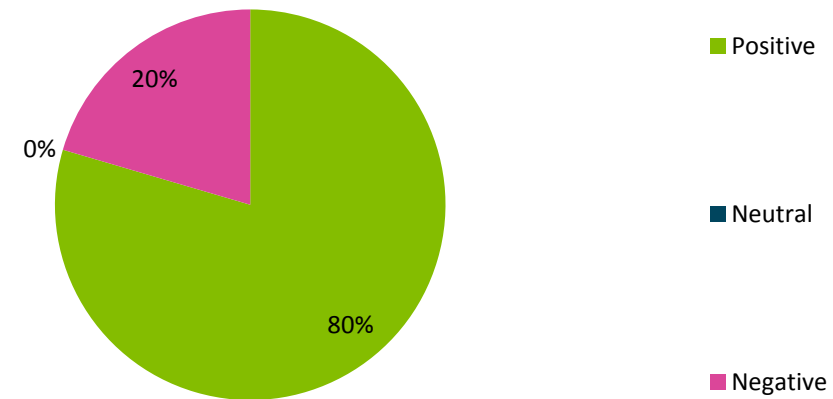
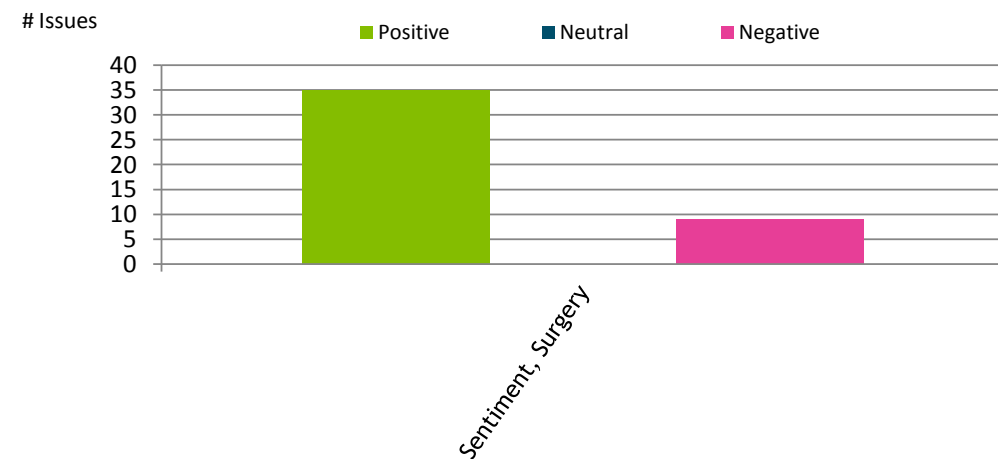


### 5.17 Trends, General Surgery (44 issues from 10 people)



Issues receiving the most comments overall

### 5.18 Sentiment, General Surgery

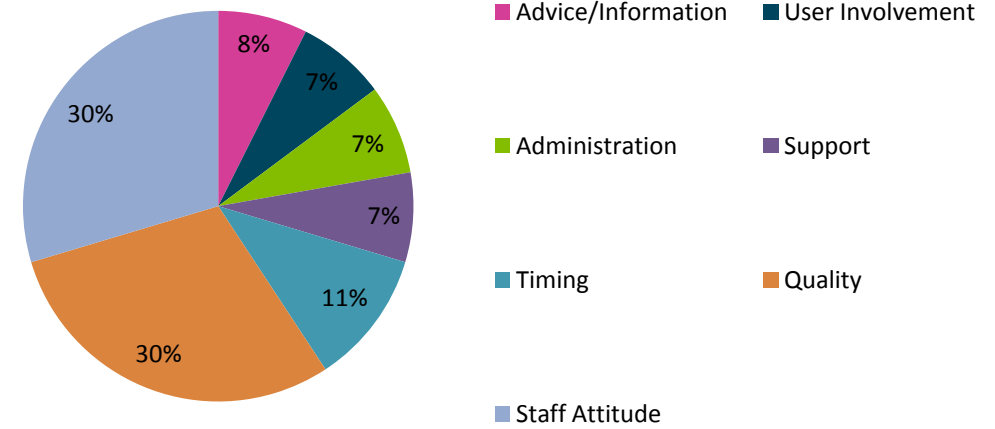
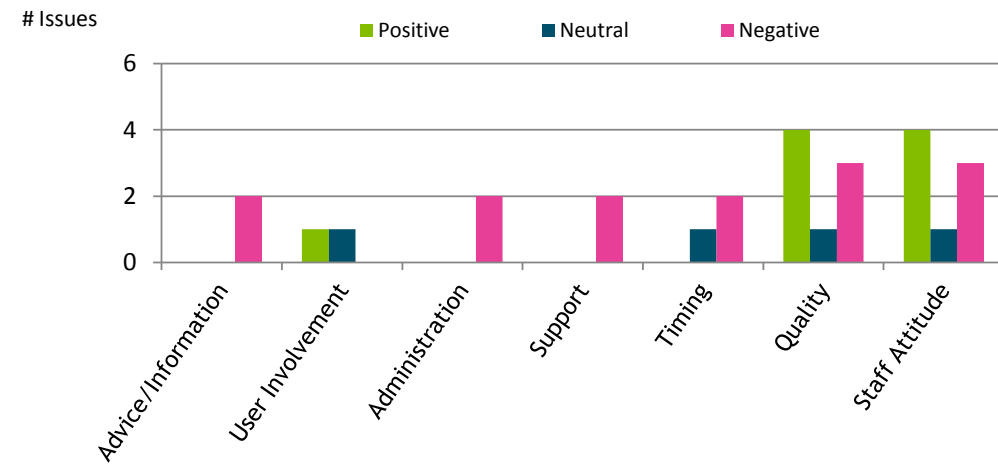


Quarterly Benchmark: No change from the previous quarter

## 5. Trends: Urology

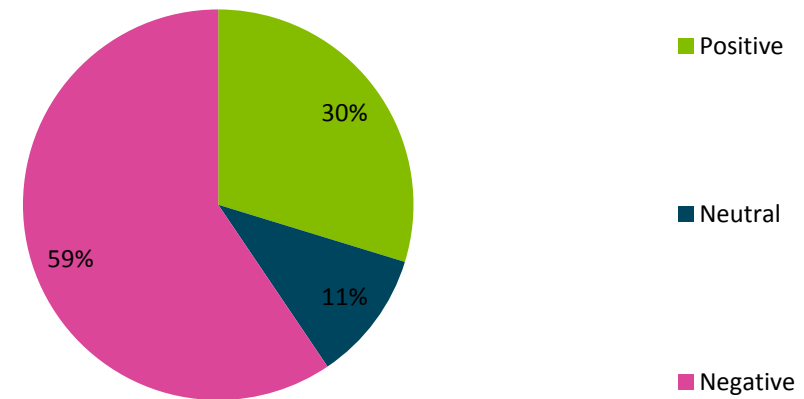
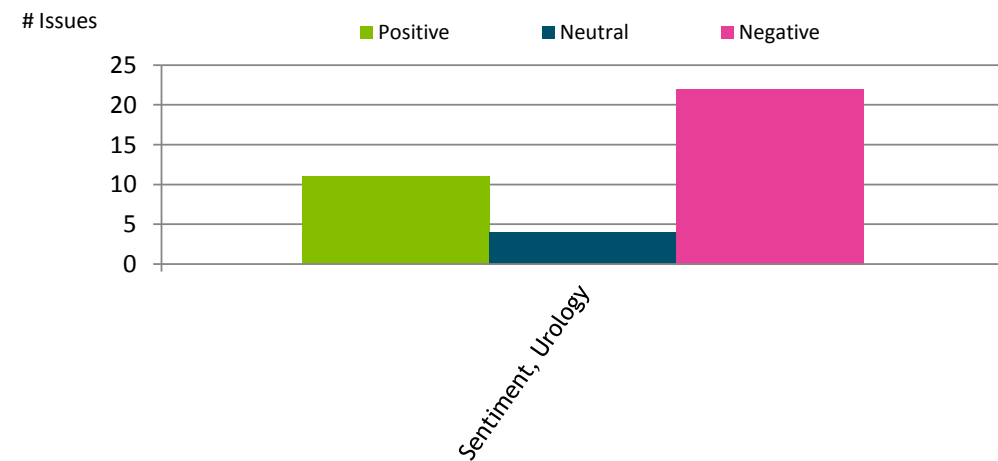


### 5.19 Trends, Urology (37 issues from 6 people)



Issues receiving the most comments overall

### 5.20 Sentiment, Urology



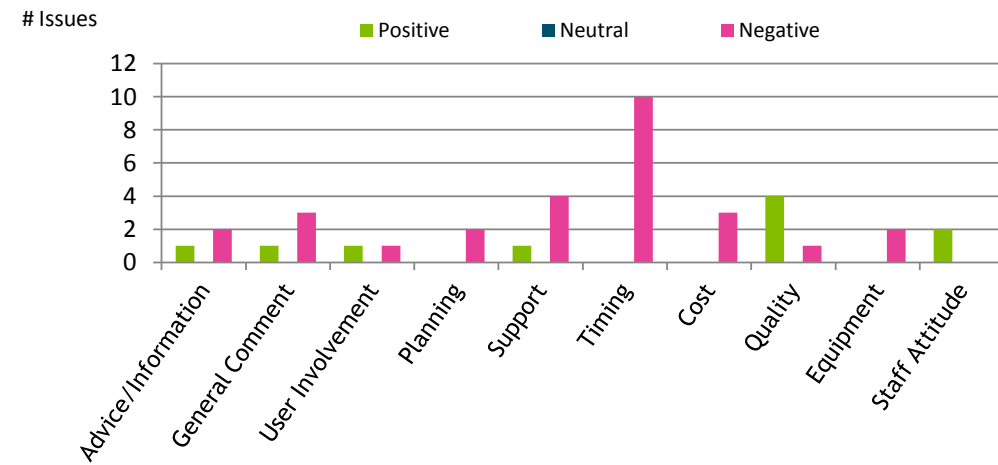
Quarterly Benchmark: N/A



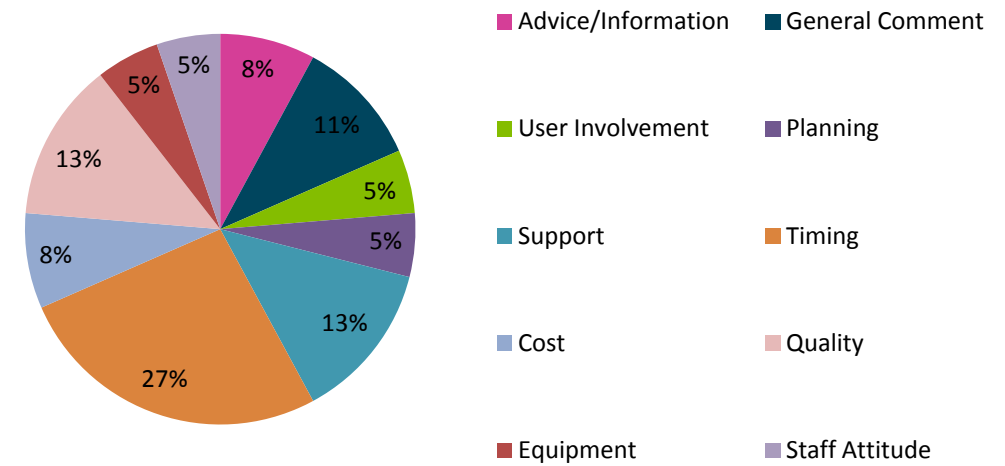
## 6. Care Pathway: Transport (ability to get to-and-from services)



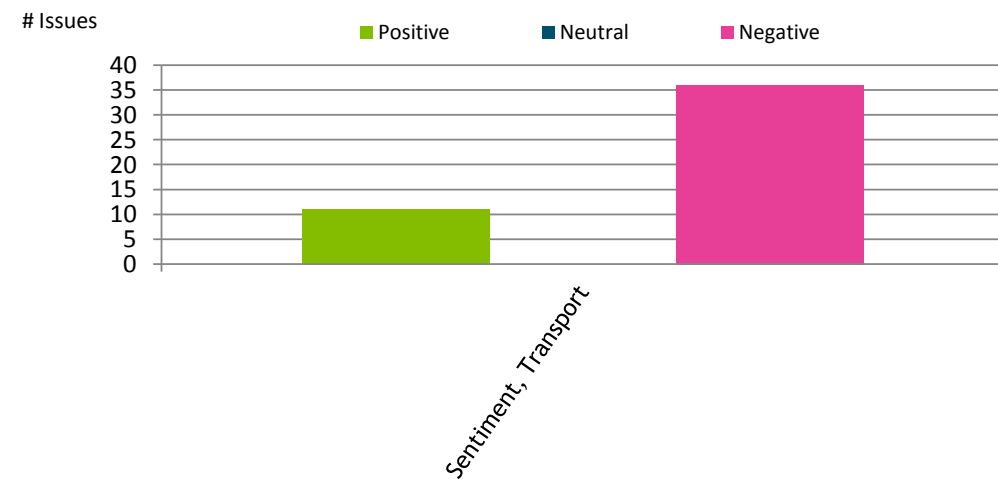
### 6.1 Trends, Transport (47 issues)



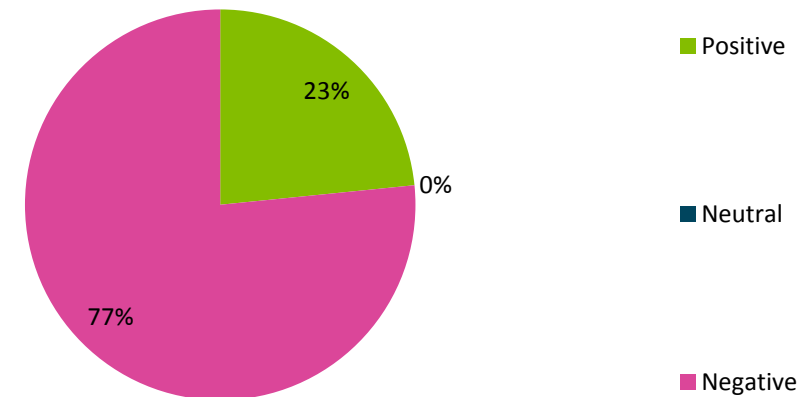
Issues receiving the most comments overall



### 6.2 Sentiment, Transport



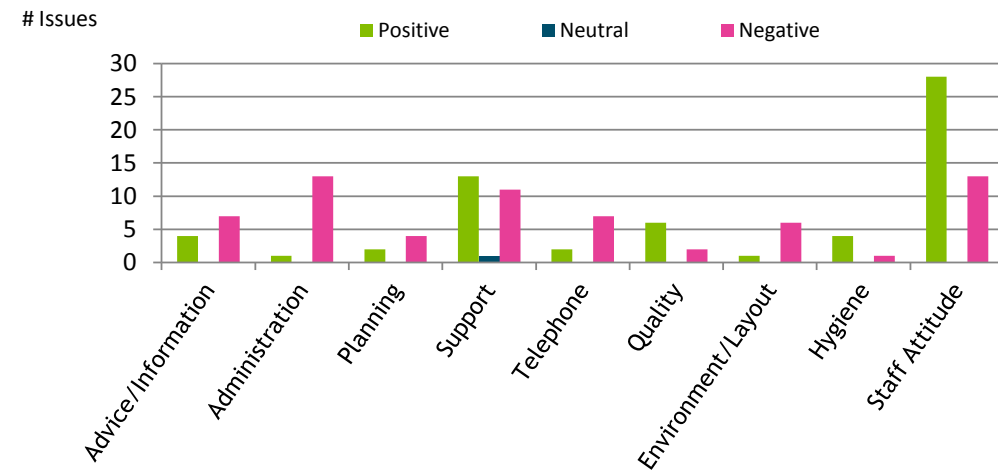
Quarterly Benchmark: 6% decline on the previous quarter



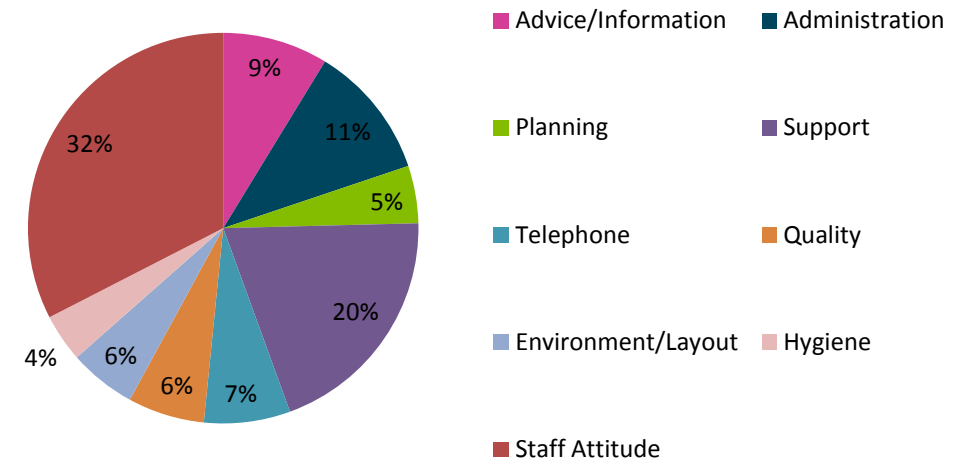
## 6. Care Pathway: Reception (reception services including back-office)



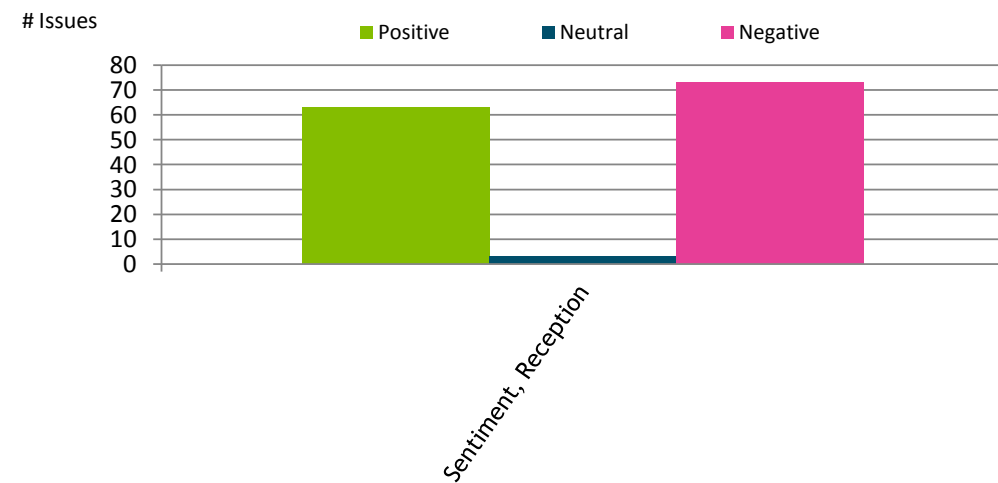
### 6.3 Trends, Reception (139 issues)



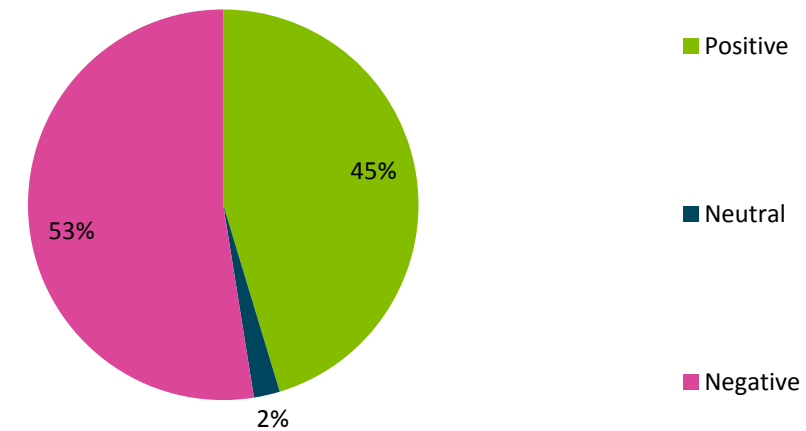
Issues receiving the most comments overall



### 6.4 Sentiment, Reception



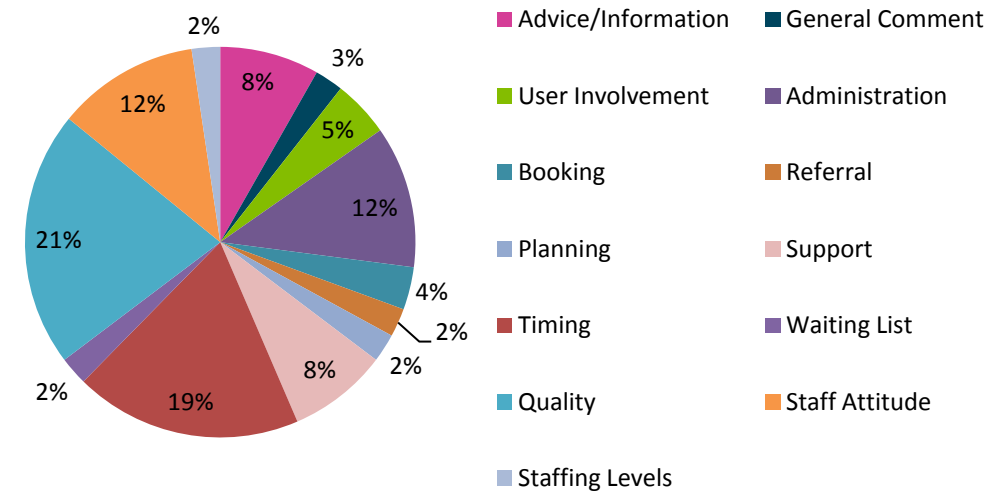
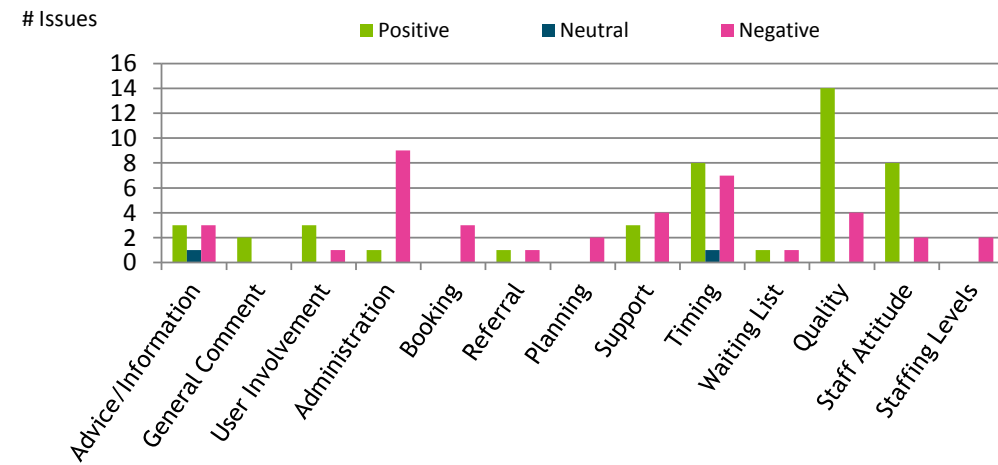
Quarterly Benchmark: 2% improvement on the previous quarter



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

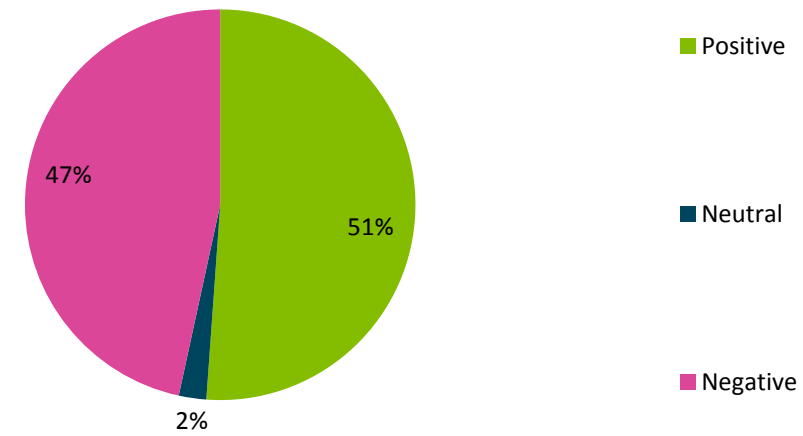
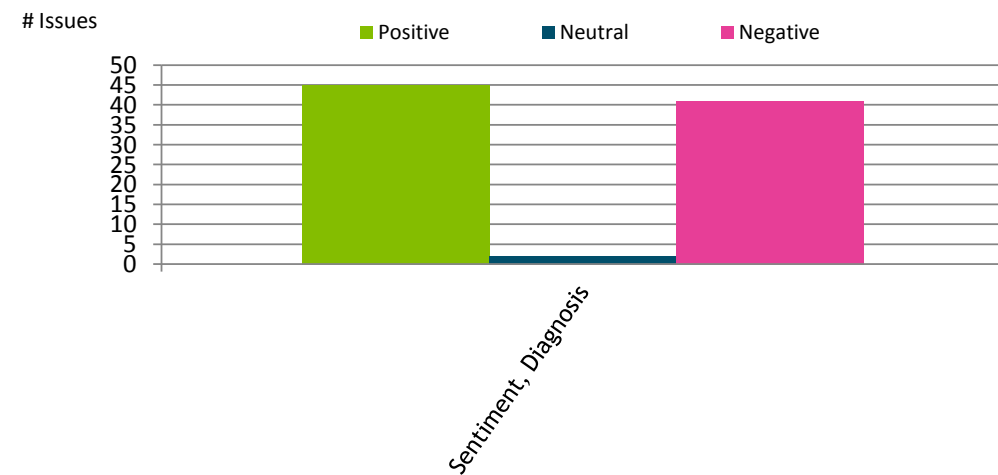


### 6.5 Trends, Diagnosis/Testing (88 issues)



Issues receiving the most comments overall

### 6.6 Sentiment, Diagnosis/Testing

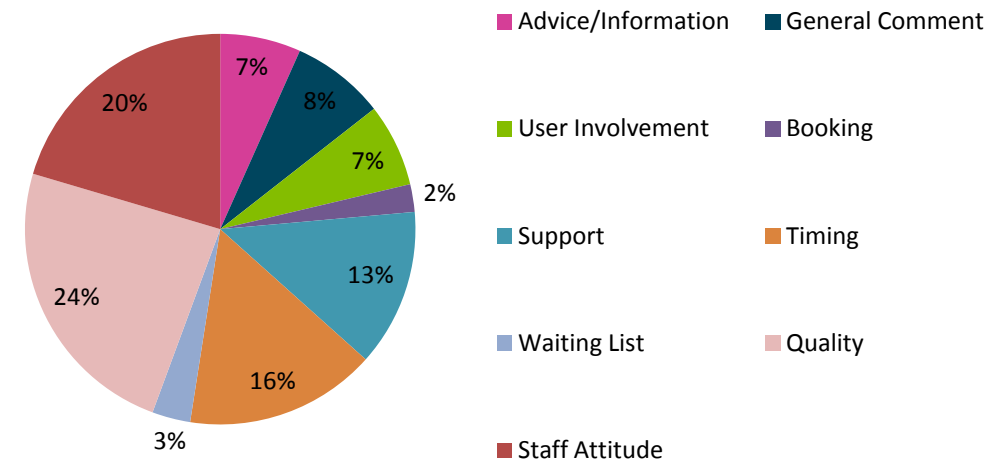
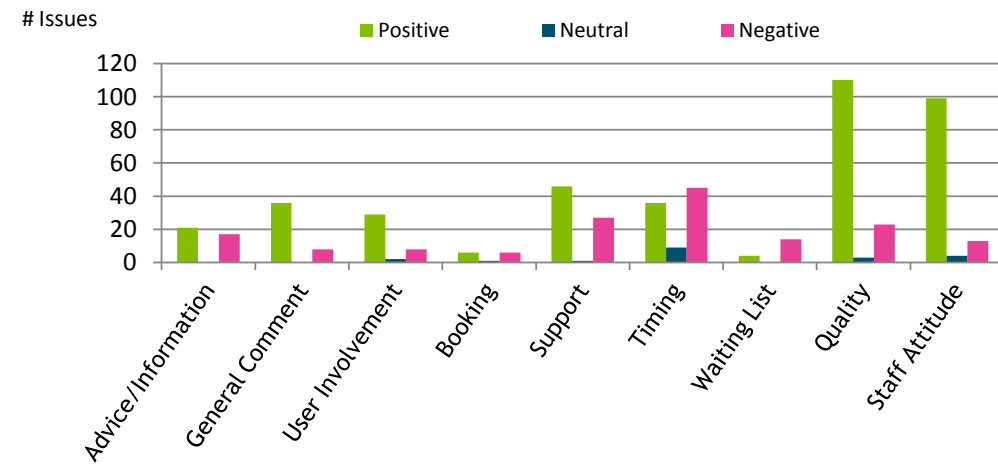


Quarterly Benchmark: 2% decline on the previous quarter

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

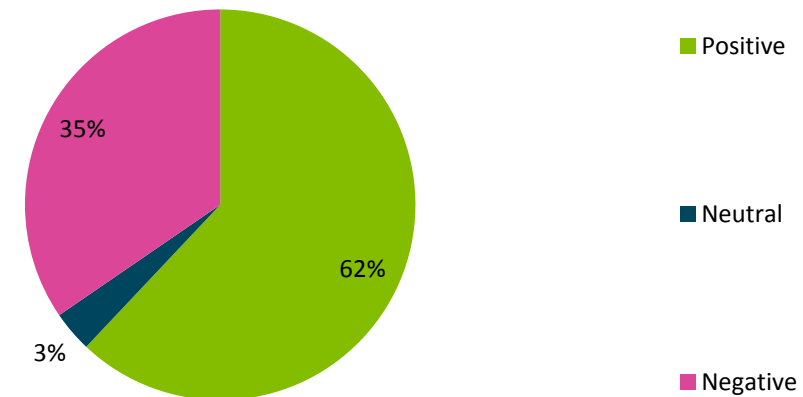
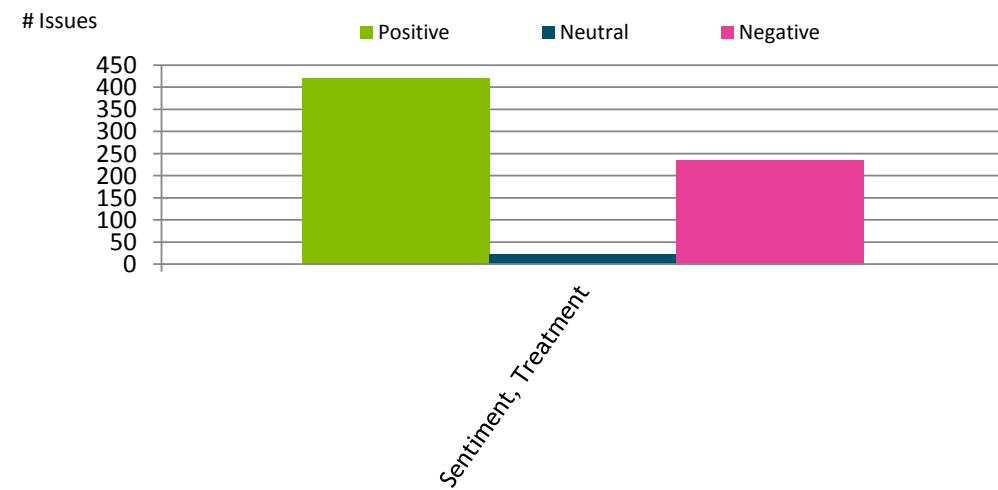


### 6.7 Trends, Clinical Treatment (677 issues)



Issues receiving the most comments overall

### 6.8 Sentiment, Clinical Treatment

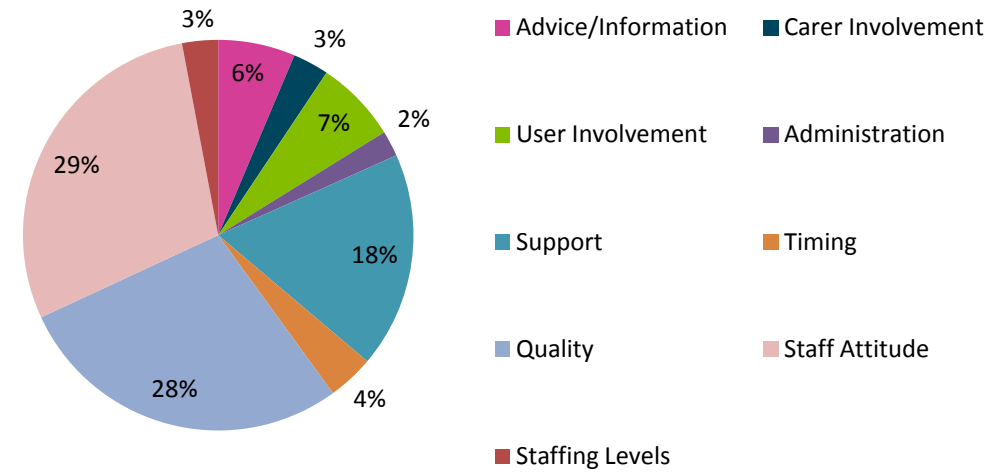
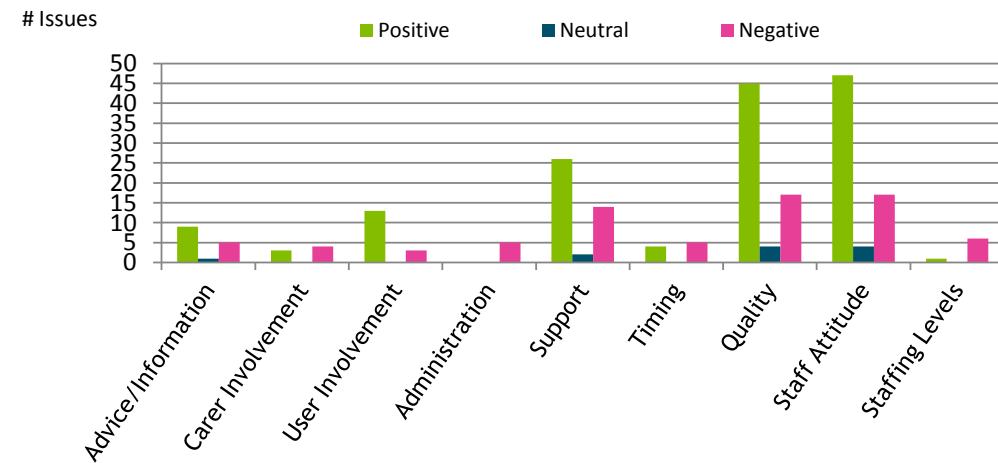


Quarterly Benchmark: 4% decline on the previous quarter

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

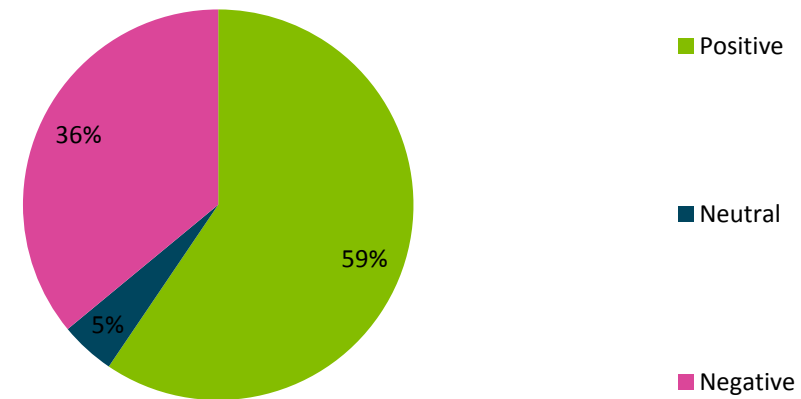
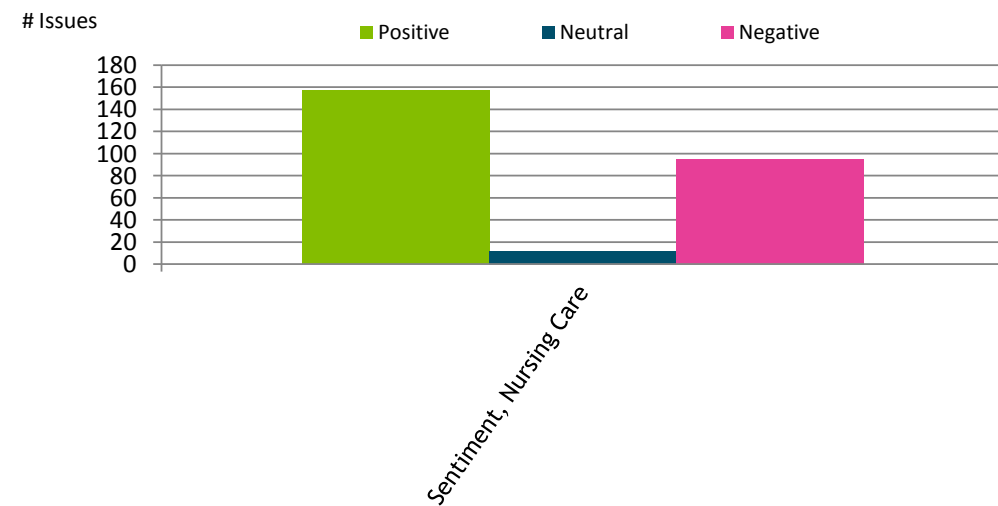


### 6.9 Trends, Clinical Nursing (264 issues)



Issues receiving the most comments overall

### 6.10 Sentiment, Clinical Nursing

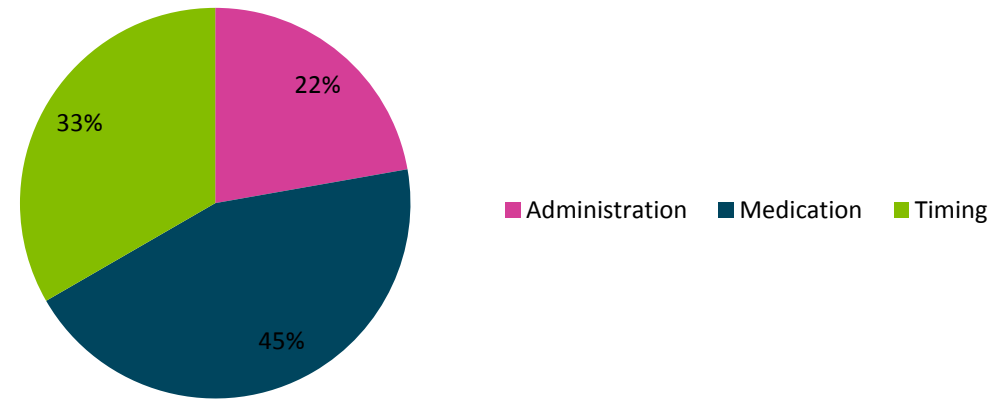
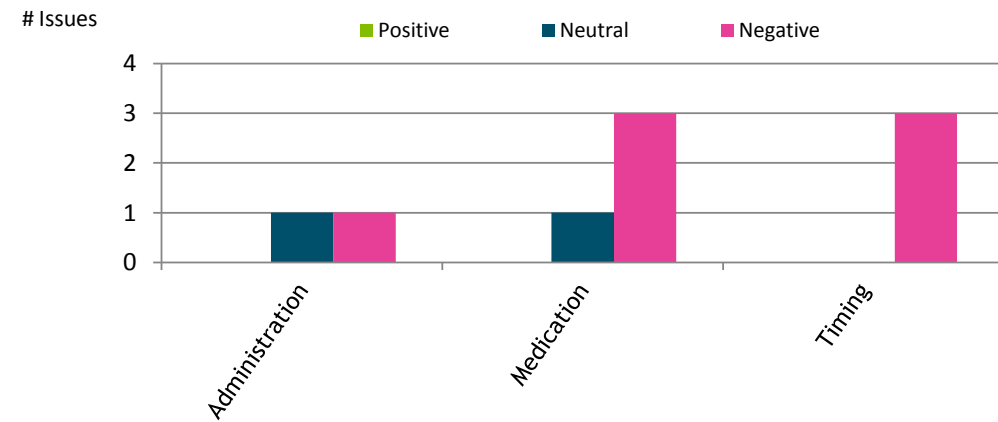


Quarterly Benchmark: 1% improvement on the previous quarter

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

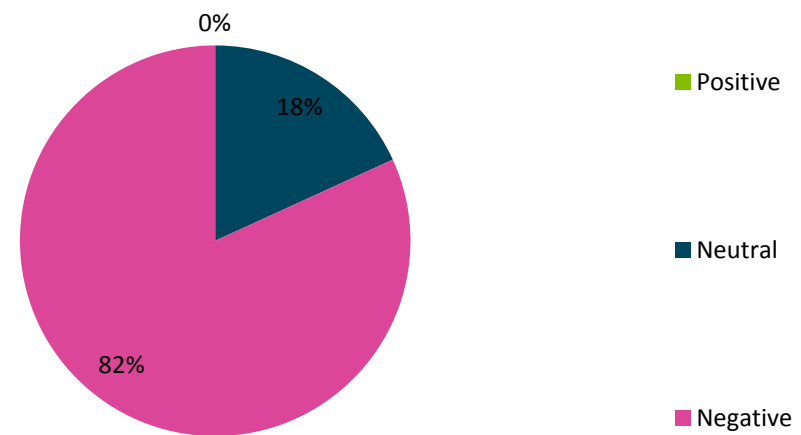
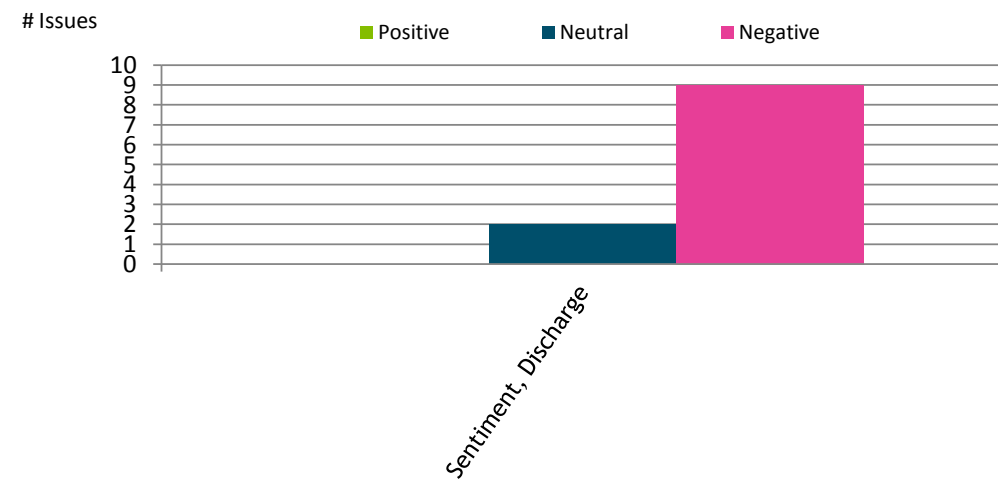


### 6.11 Trends, Discharge (11 issues)



Issues receiving the most comments overall

### 6.12 Sentiment, Discharge

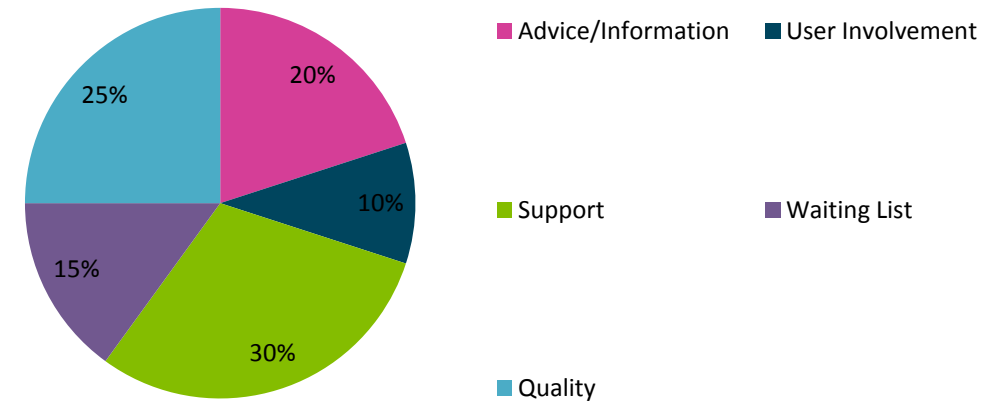
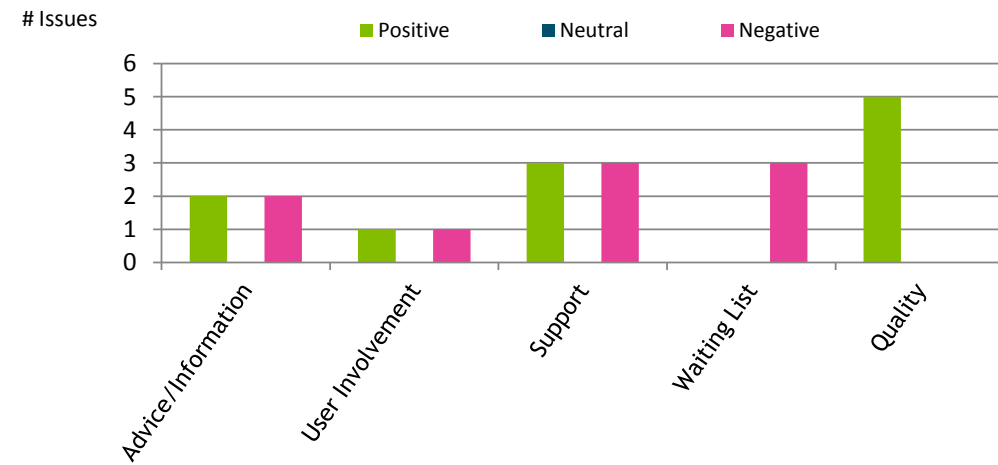


Quarterly Benchmark: N/A

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

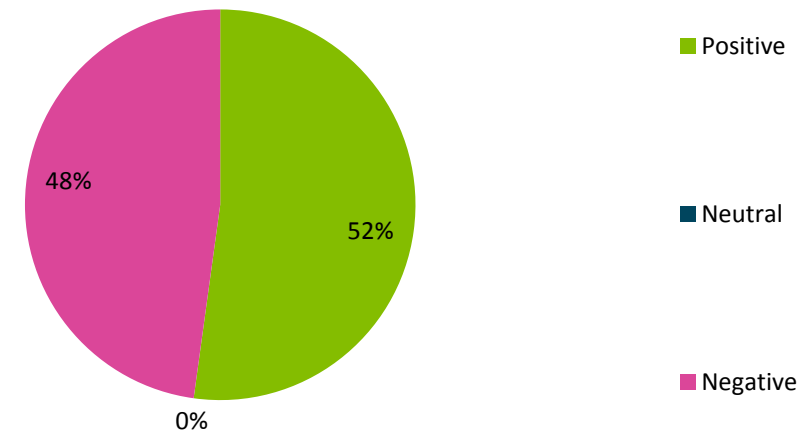
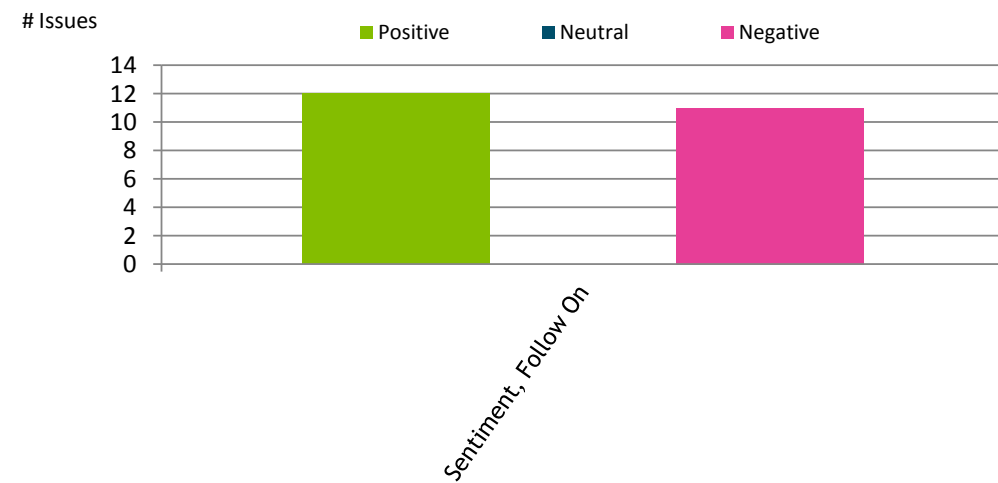


### 6.13 Trends, Follow On (23 issues)



Issues receiving the most comments overall

### 6.14 Sentiment, Follow On



Quarterly Benchmark: N/A



## Page Number, Figure

## Key findings in brief\*

Page 3, Figure 2.1	<i>Top issues: On the whole, patients experience good quality, compassionate treatment and care, with good levels of involvement.</i>
Page 3, Figure 2.1	<i>Top issues: Some patients comment negatively on waiting times at appointments, levels of communication and support.</i>
Page 3, Figure 2.2	<i>Top conditions: Comments are broadly complimentary about musculoskeletal health services while mixed on Maternity.</i>
Page 5, Figure 3.3	<i>Sentiment: On the whole, patients experience good quality, compassionate treatment and care.</i>
Page 5, Figure 3.4	<i>Sentiment: On ability to access services, sentiment is broadly negative, according to comments.</i>
Page 6, Figure 4.1	<i>Top departments: Comments suggest sentiment on Physiotherapy, Orthopaedics and Surgery is broadly positive.</i>
Page 6, Figure 4.1	<i>Top departments: Comments suggest sentiment on A&amp;E, Maternity, Cardiology and Urology is mixed.</i>
Page 6, Figure 4.2	<i>Care pathway: Sentiment on clinical treatment is broadly positive overall, while marginally so on clinical nursing.</i>
Page 6, Figure 4.2	<i>Care pathway: Sentiment on reception and diagnosis is mixed, while broadly negative on transport, comments suggest.</i>
Page 7, Figure 5.1	<i>A&amp;E: Patients find staff to be caring and professional, however some comment on long waits and a lack of support.</i>
Page 8, Figure 5.3	<i>Cardiology: Patients find staff to be caring and professional on the whole, however some comment on long waits.</i>
Page 9, Figure 5.5	<i>General Inpatients: Most people comment on good quality, compassionate care.</i>
Page 10, Figure 5.7	<i>Maternity: Comments reflect good levels of involvement, quality and empathy, however some suggest long waits and a lack of support.</i>
Page 11, Figure 5.9	<i>Obstetrics and Gynaecology: Patients find staff to be caring and professional on the whole, however some cite a lack of support.</i>
Page 12, Figure 5.11	<i>Orthopaedics: Comments suggest patients are satisfied with most service aspects.</i>
Page 14, Figure 5.15	<i>Physiotherapy: Comments suggest patients are satisfied with most service aspects.</i>
Page 15, Figure 5.17	<i>General Surgery: Comments suggest patients are satisfied with most service aspects.</i>
Page 17, Figure 6.1	<i>Transport: Patients complain of late arrival of transport.</i>
Page 18, Figure 6.3	<i>Reception: Patients find staff to be caring and professional on the whole.</i>
Page 18, Figure 6.3	<i>Reception: Administration, telephone access and levels of support are cited as issues.</i>
Page 19, Figure 6.5	<i>Diagnosis: Patients find staff to be caring and professional on the whole.</i>
Page 19, Figure 6.5	<i>Diagnosis: Some patients experience difficulty in obtaining test results.</i>
Page 20, Figure 6.7	<i>Clinical Treatment: Patients experience a good quality, caring service, with good levels of involvement.</i>
Page 20, Figure 6.7	<i>Clinical Treatment: Communication and waiting times are cited as issues.</i>
Page 21, Figure 6.9	<i>Clinical Nursing: Patients find staff to be caring and professional, with good levels of involvement.</i>
Page 21, Figure 6.9	<i>Clinical Nursing: Some patients feel they could have been more supported.</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>	40	2	37	79
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	6	0	5	11
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	39	2	11	52
	User Involvement	<i>Involvement of the service user.</i>	48	2	15	65
Systems	Administration	<i>Administrative processes and delivery.</i>	2	1	31	34
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	1	0	3	4
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	6	1	12	19
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	4	4
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	0	0
	Referral	<i>Referral to a service.</i>	7	0	4	11
	Medical Records	<i>Management of medical records.</i>	0	0	2	2
	Medication	<i>Prescription and management of medicines.</i>	4	2	10	16
	Opening Times	<i>Opening times of a service.</i>	0	0	1	1
	Planning	<i>Leadership and general organisation.</i>	5	0	13	18
	Registration	<i>Ability to register for a service.</i>	1	0	3	4
	Support	<i>Levels of support provided.</i>	92	4	63	159
	Telephone	<i>Ability to contact a service by telephone.</i>	2	0	8	10
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	48	10	72	130
Waiting List	<i>Length of wait while on a list.</i>	5	0	18	23	
Values	Choice	<i>General choice.</i>	5	1	8	14
	Cost	<i>General cost.</i>	0	0	4	4
	Language	<i>Language, including terminology.</i>	2	0	4	6
	Nutrition	<i>Provision of sustenance.</i>	3	1	4	8
	Privacy	<i>Privacy, personal space and property.</i>	2	0	8	10
	Quality	<i>General quality of a service, or staff.</i>	184	7	47	238
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	0	0
	Stimulation	<i>General stimulation, including access to activities.</i>	1	1	1	3

## 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	0	5	5
	Environment/Layout	<i>Physical environment of a service.</i>	5	0	9	14
	Equipment	<i>General equipment issues.</i>	2	0	5	7
	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>	9	0	5	14
	Mobility	<i>Physical mobility to, from and within services.</i>	1	0	3	4
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	8	8
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	3	3
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	2	0	1	3
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	184	8	45	237
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	1	2
	Staff Training	<i>Training of staff.</i>	0	0	4	4
	Staffing Levels	<i>General availability of staff.</i>	1	0	21	22
<b>Total:</b>			<b>708</b>	<b>42</b>	<b>499</b>	<b>1249</b>