



## Experience of Services, Q4 2018/19

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

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

**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 - 19 Patient Journey

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

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



### Page 20 Summary

This section summarises findings, in brief.



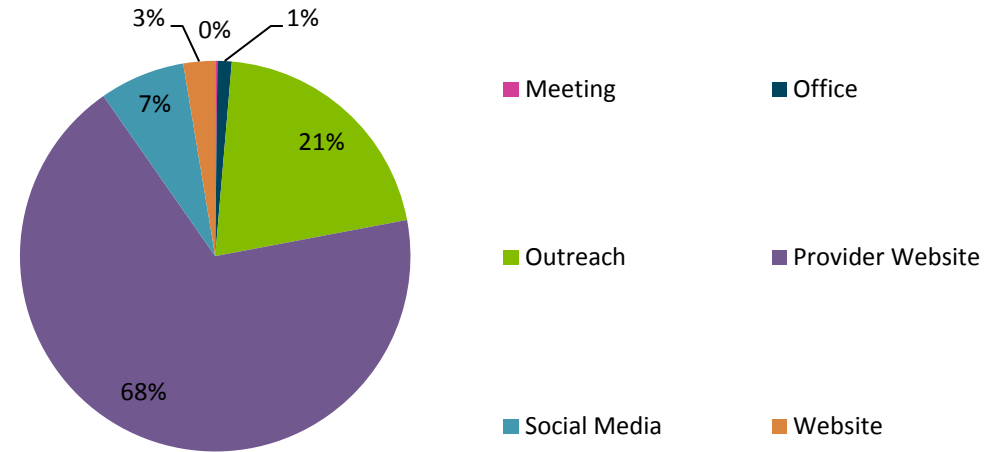
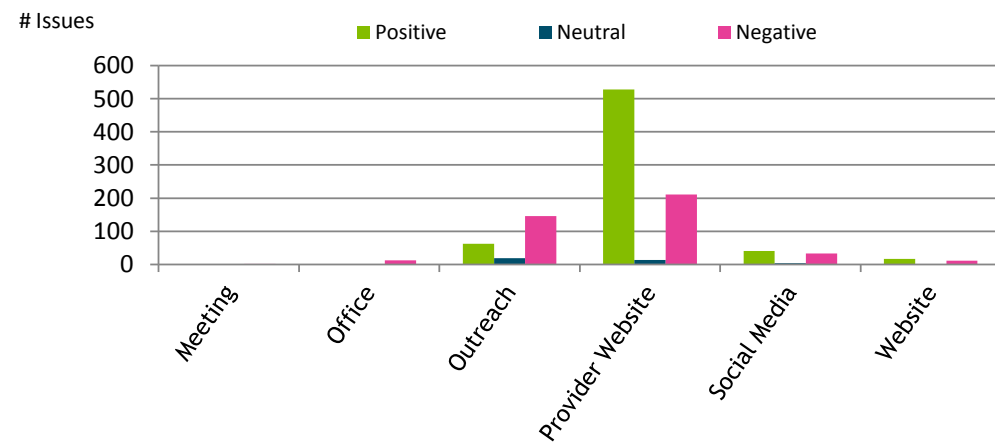
**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

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

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

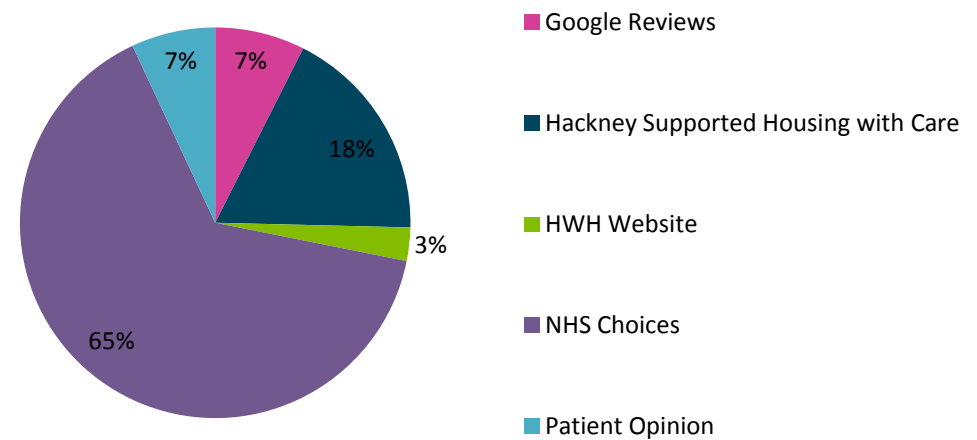
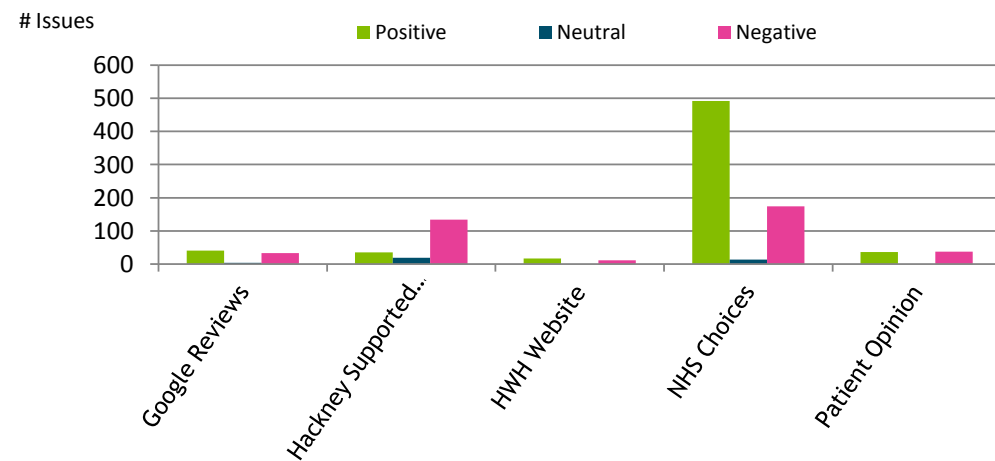


## 1.1 Source



Sources providing the most comments overall

## 1.2 Origin

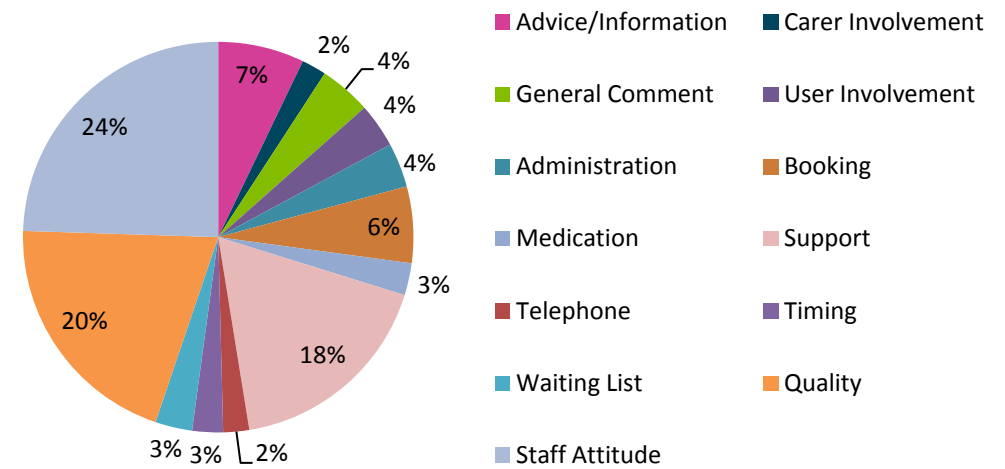
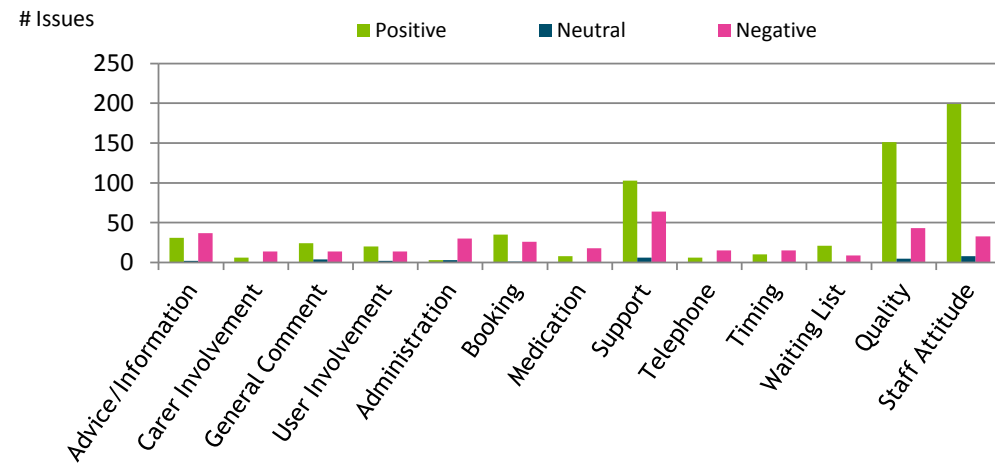


Origins providing the most comments overall

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

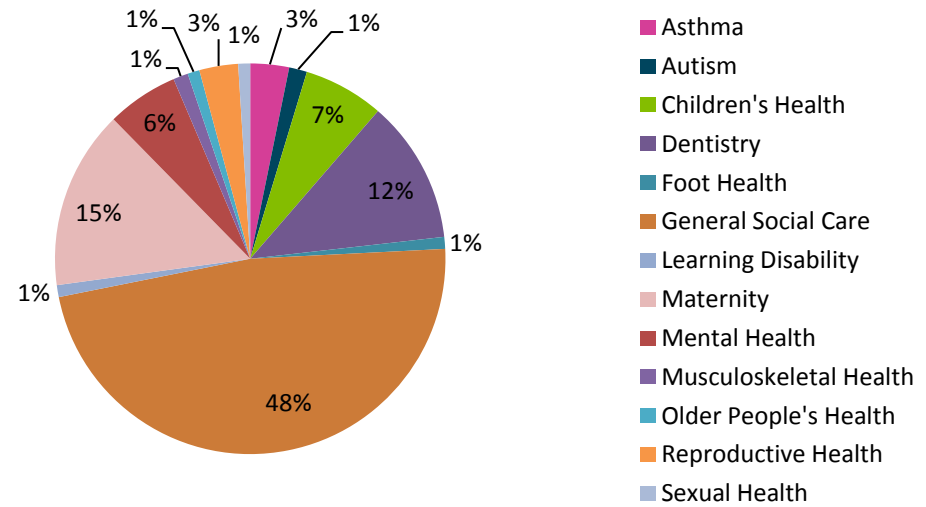
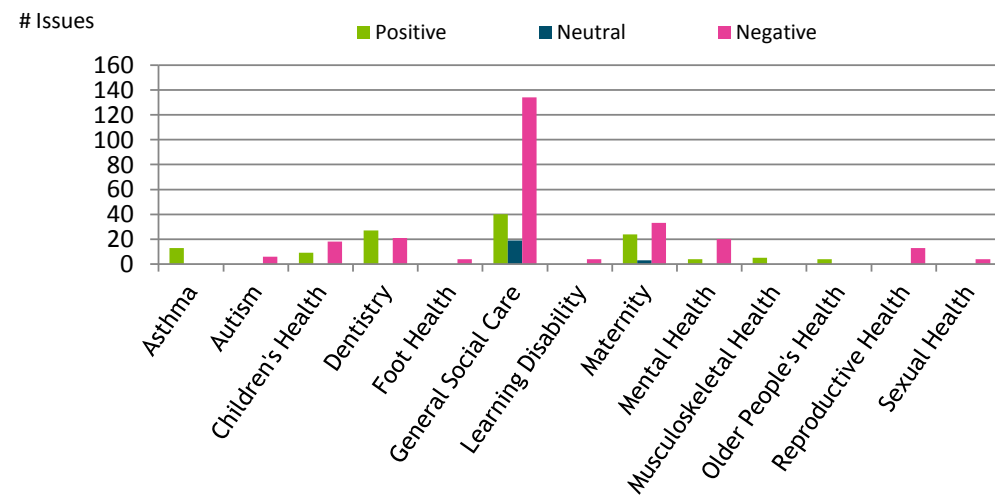


### 2.1 Service aspects: 1103 issues from 279 people



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

### 2.2 Stated medical conditions

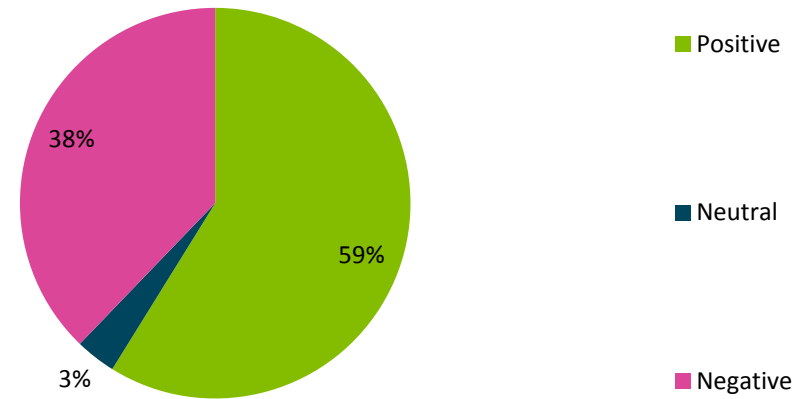
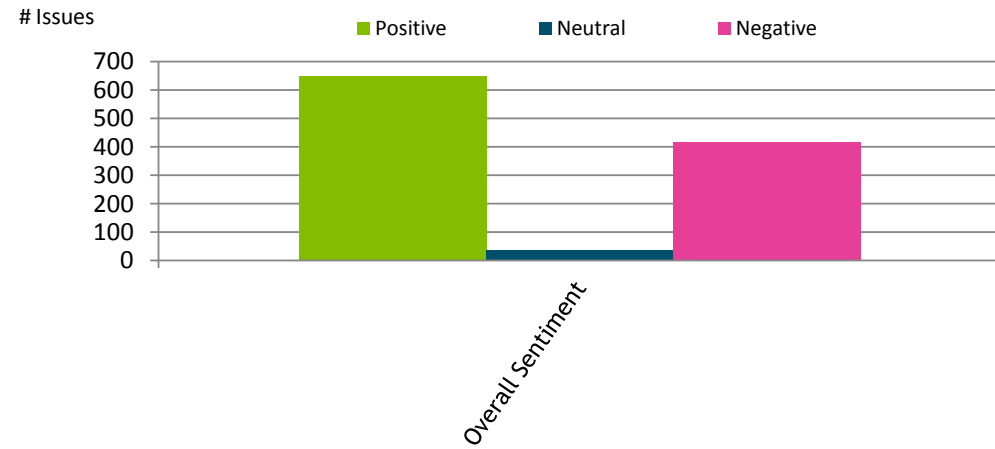


Medical conditions receiving the most comments overall

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

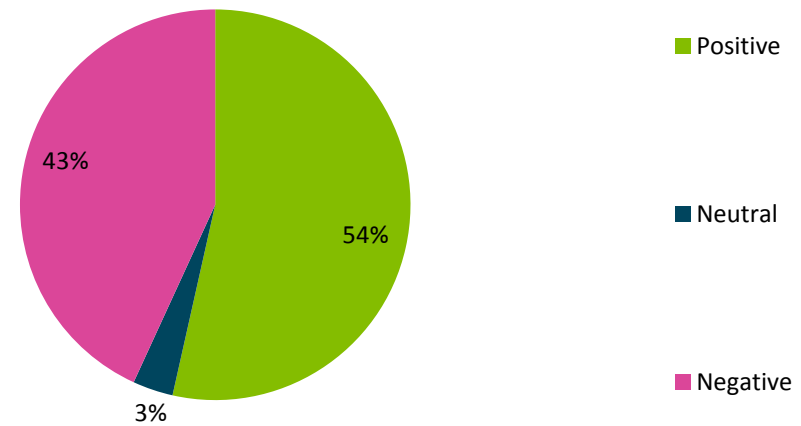
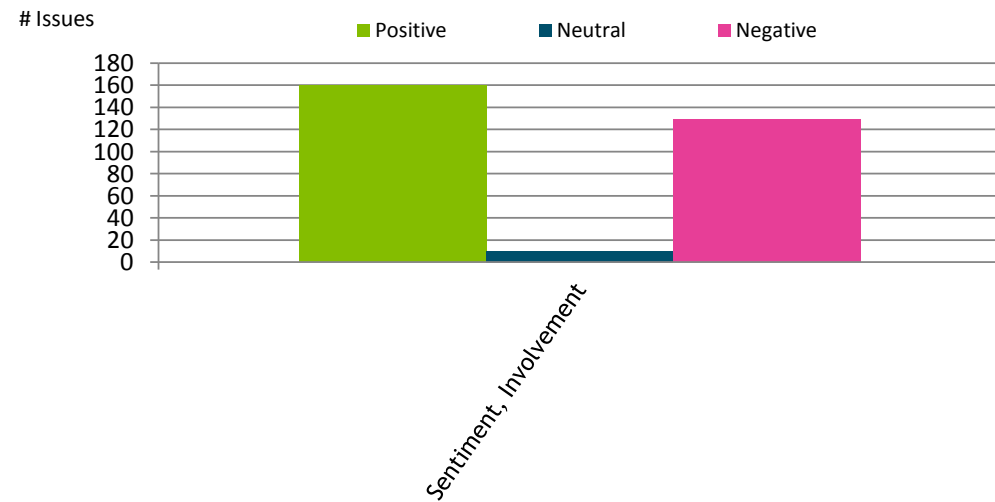


#### 3.1 How do people feel as a whole?



Quarterly Benchmark: 3% decline on the previous quarter

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

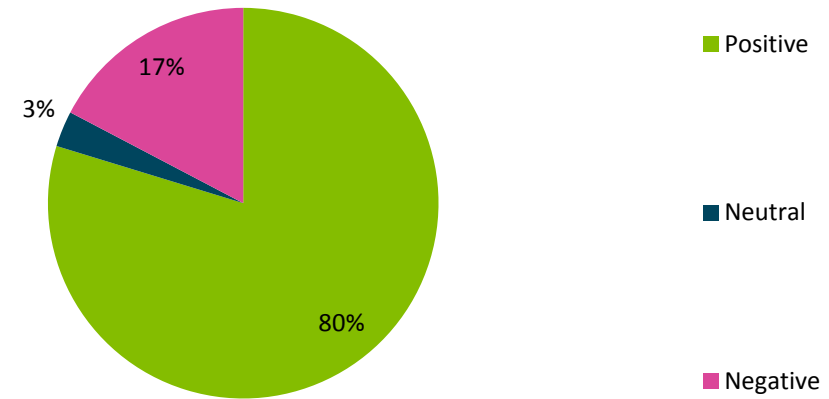
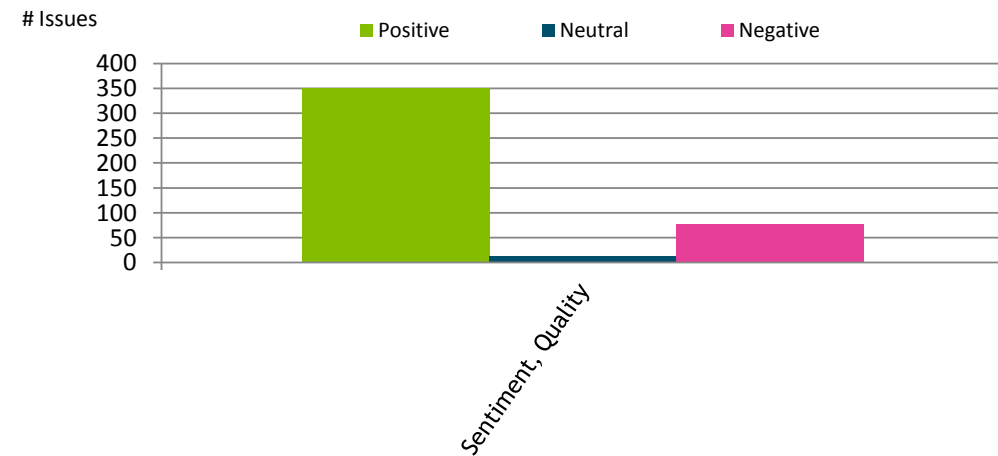


Quarterly Benchmark: 8% decline on the previous quarter

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

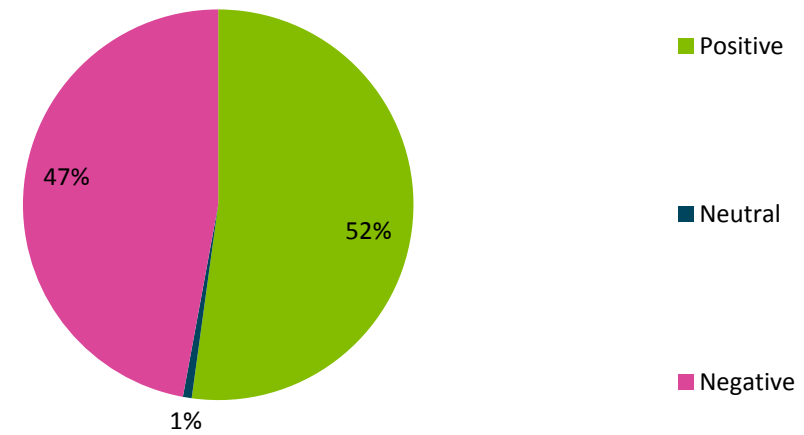
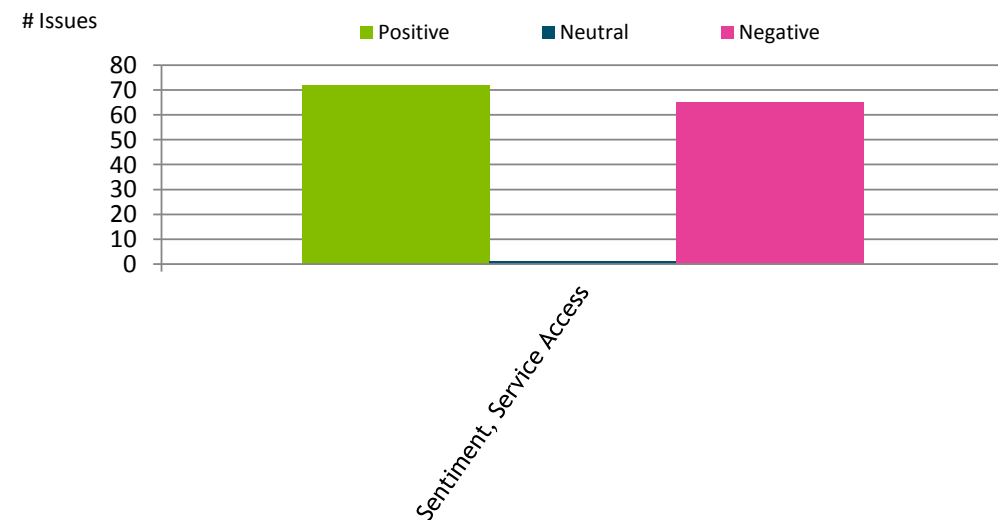


#### 3.3 How do people feel about general quality and empathy?



Quarterly Benchmark: 1% decline on the previous quarter

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

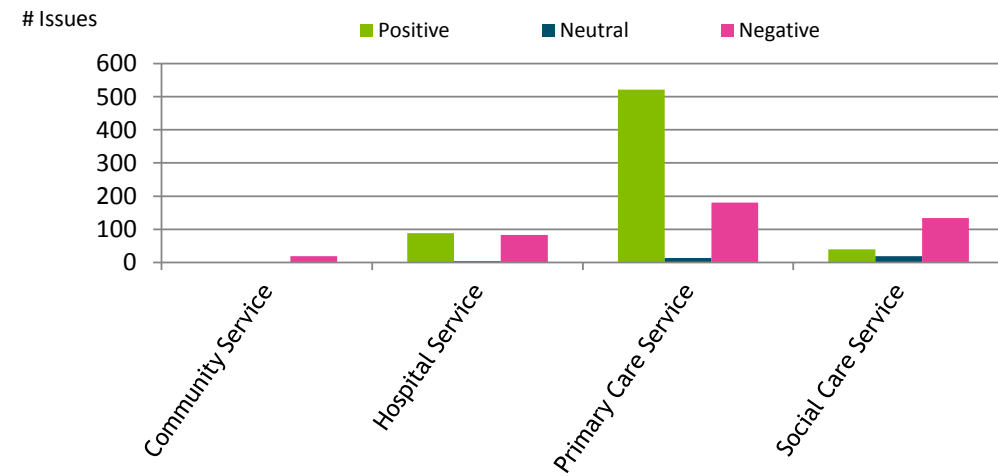


Quarterly Benchmark: 4% improvement on the previous quarter

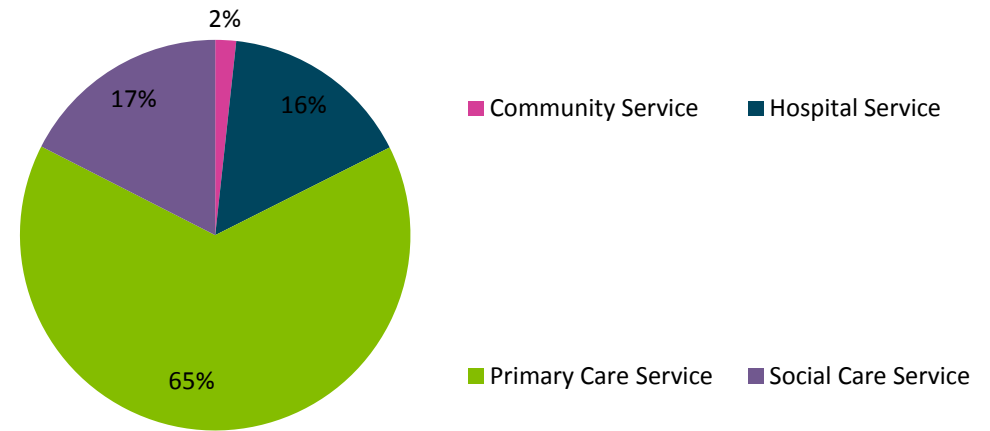
## 4. Trends: Which services are people most commenting on?



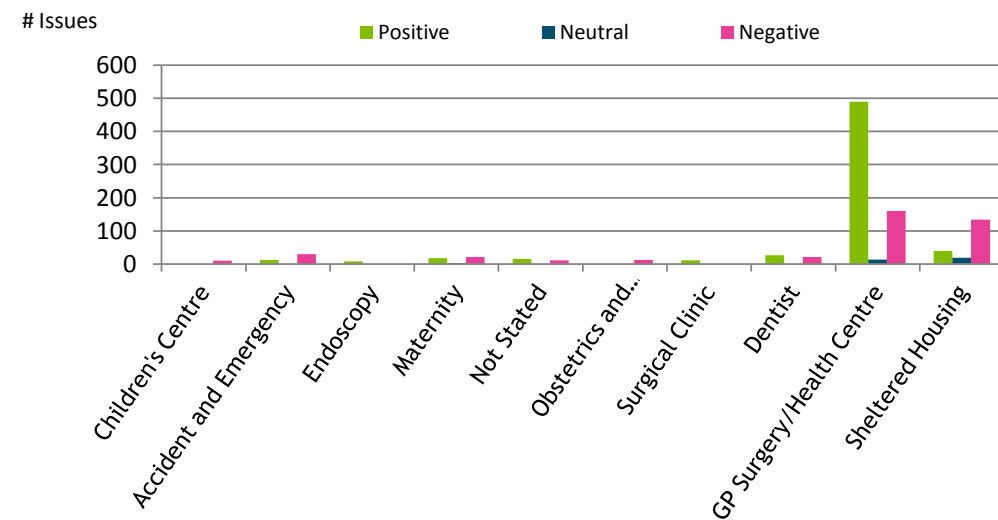
### 4.1 Service Sector



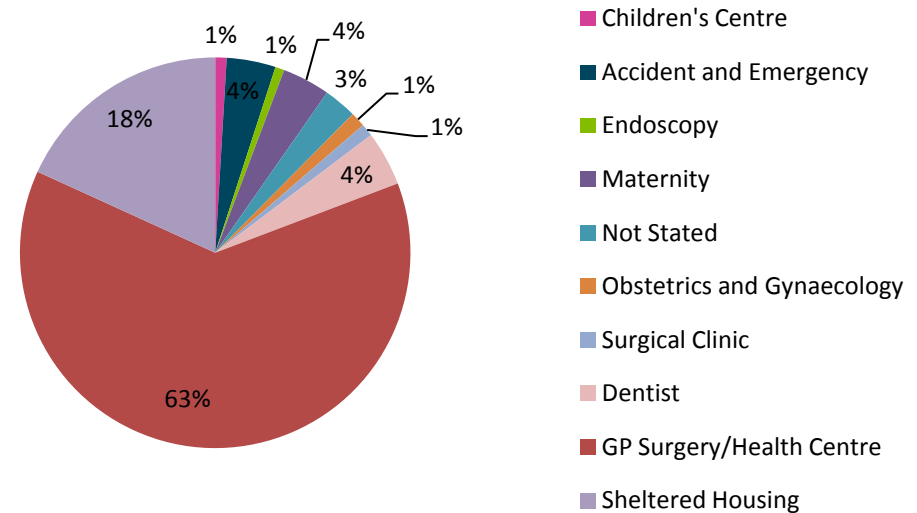
Service sectors receiving the most comments overall



### 4.2 Service Type



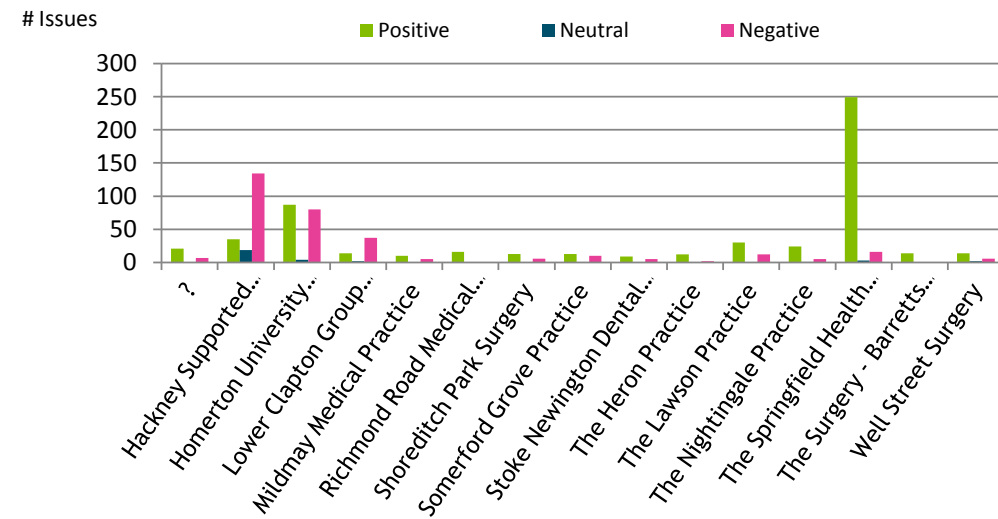
Service type receiving the most comments overall



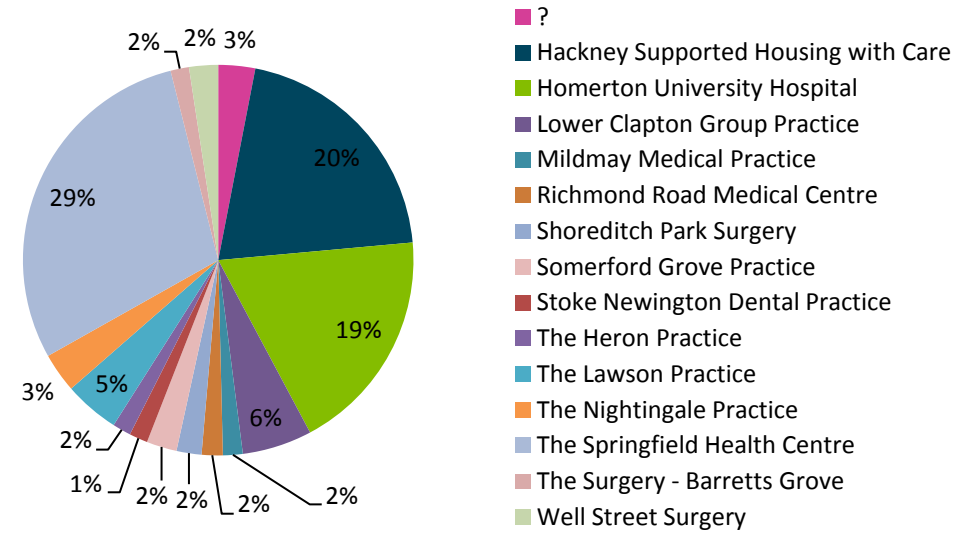
## 4. Trends: Which services are people most commenting on?



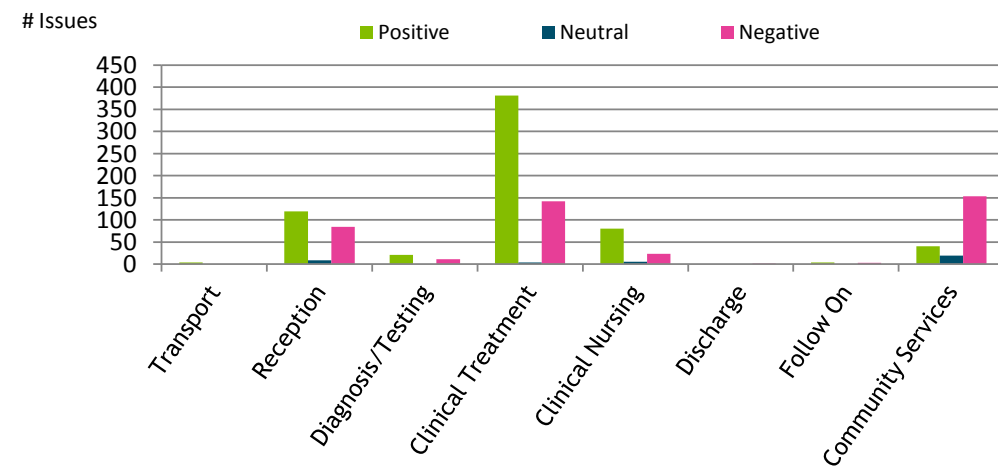
### 4.3 Services



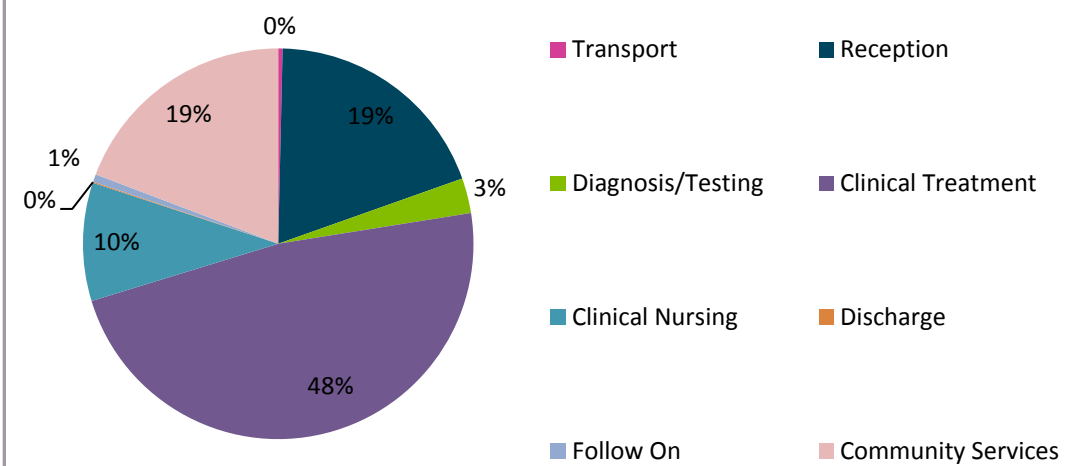
Services receiving the most comments overall



### 4.4 Breakdown of care pathway locations (more on pages 12-19)



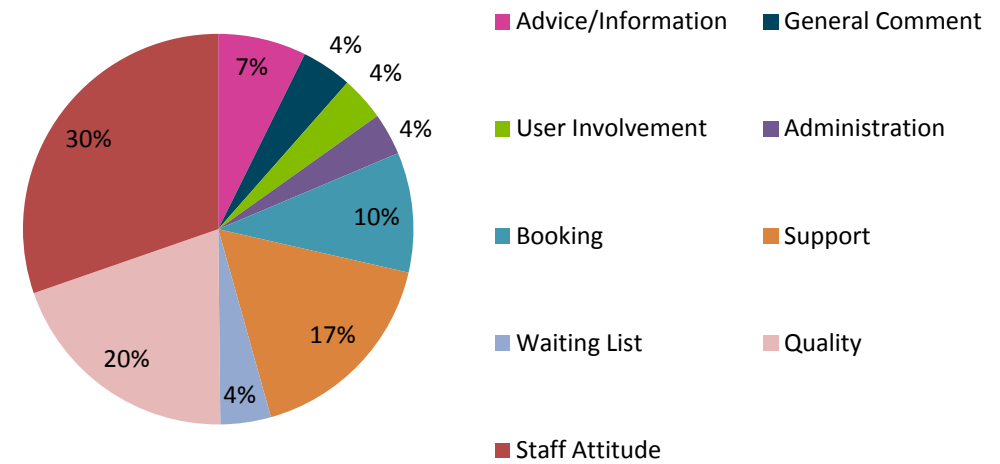
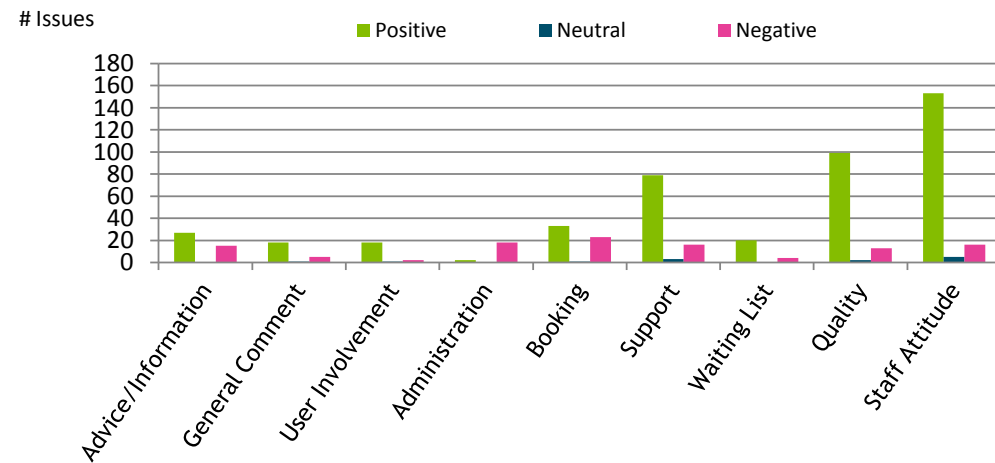
Care pathway locations



## 5. Trends: GP Services

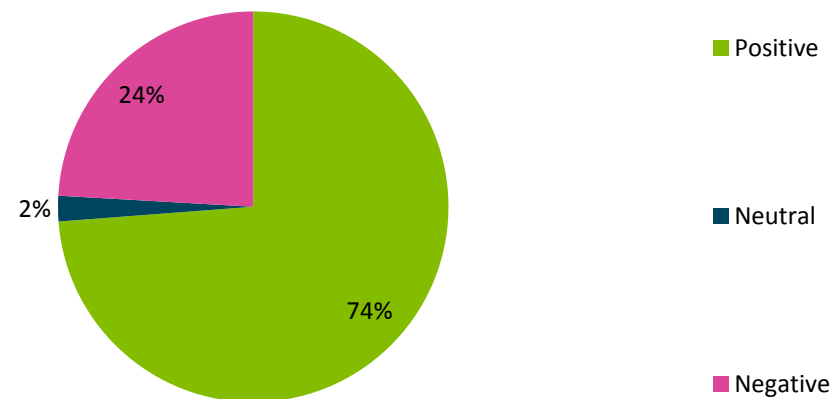
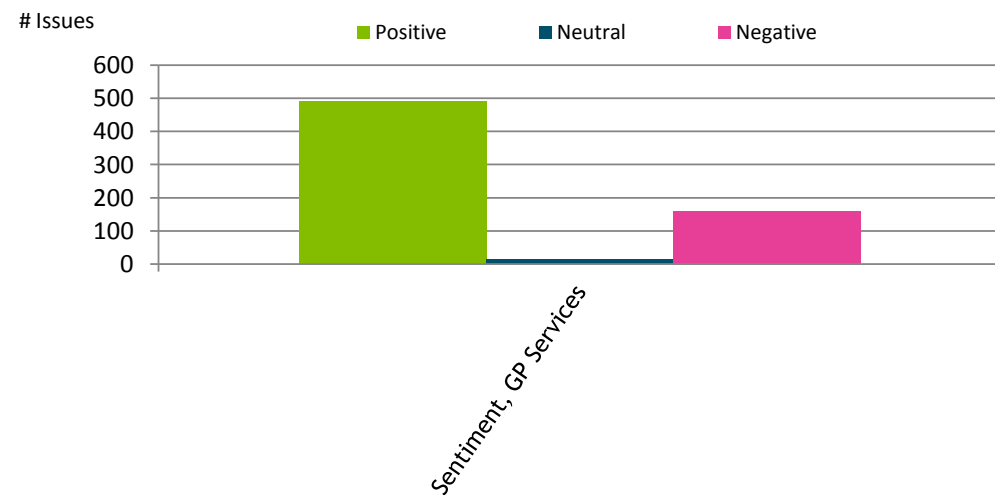


### 5.1 Trends, GP Services: 664 issues from 134 people



Issues receiving the most comments overall

### 5.2 Sentiment, GP Services



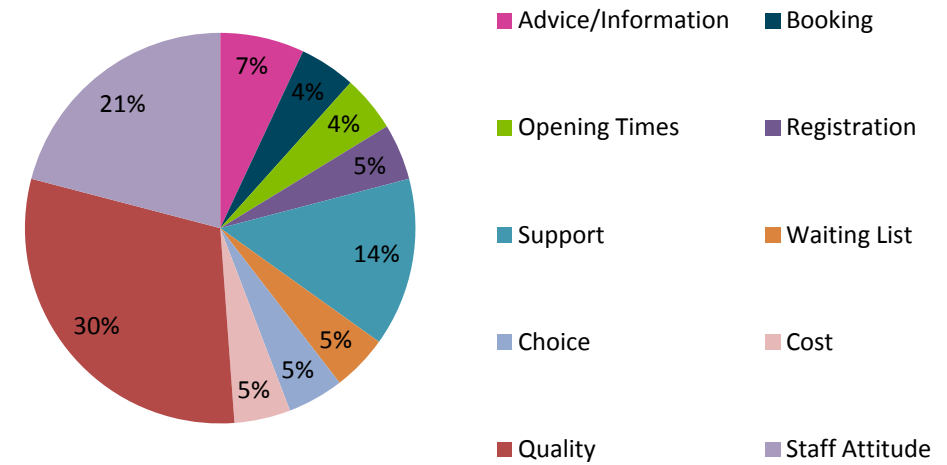
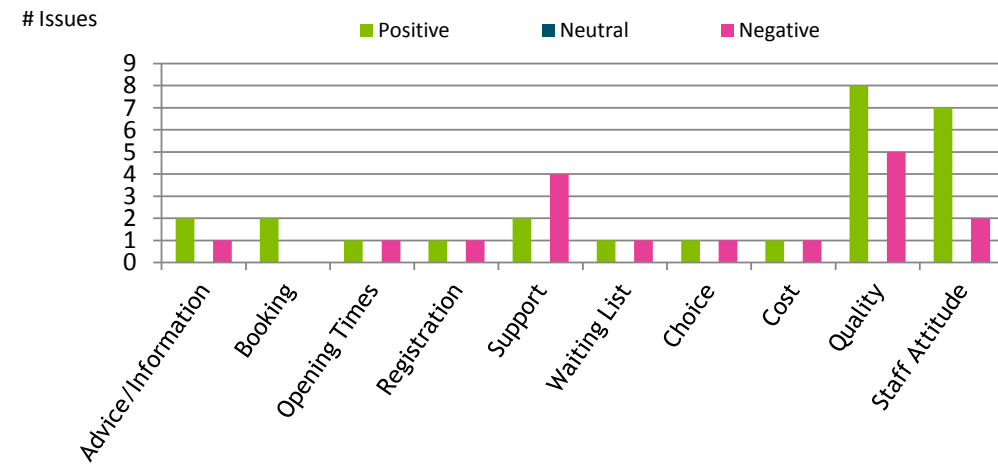
Quarterly Benchmark: 12% improvement on the previous quarter



## 5. Trends: Dentists

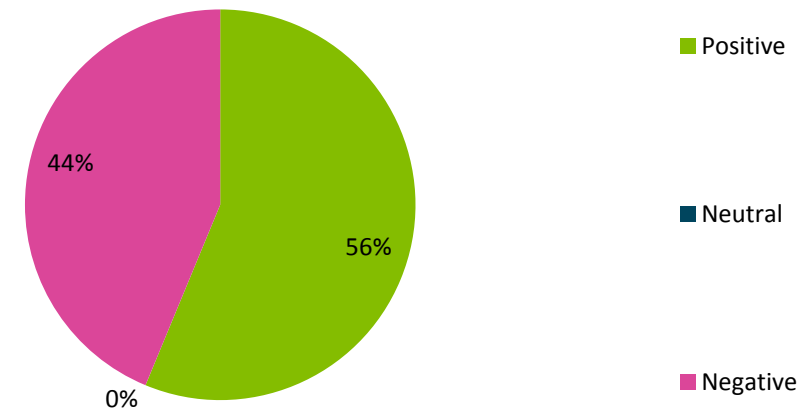
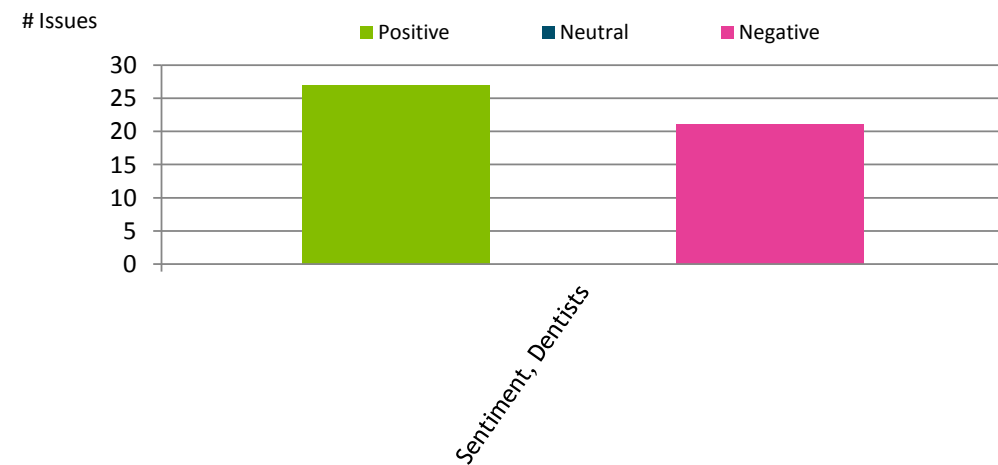


### 5.3 Trends, Dentists: 48 issues from 13 people



Issues receiving the most comments overall

### 5.4 Sentiment, Dentists

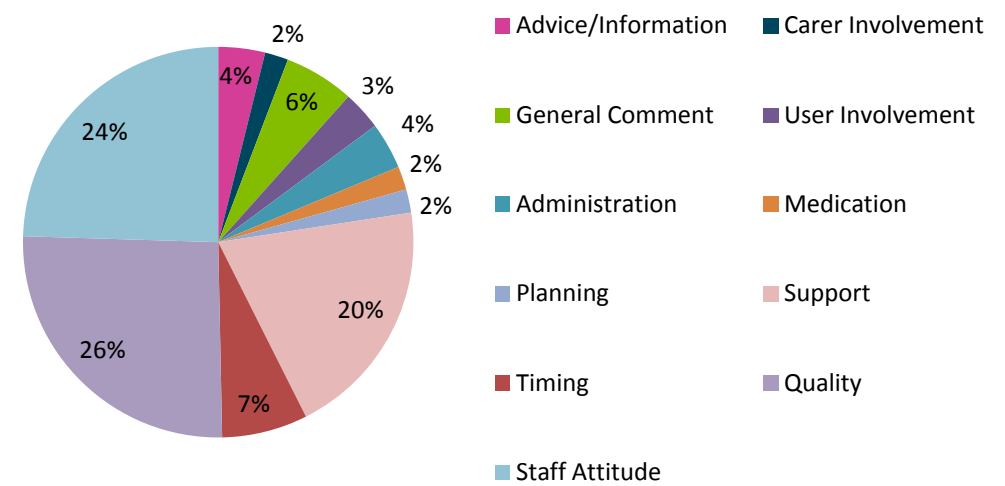
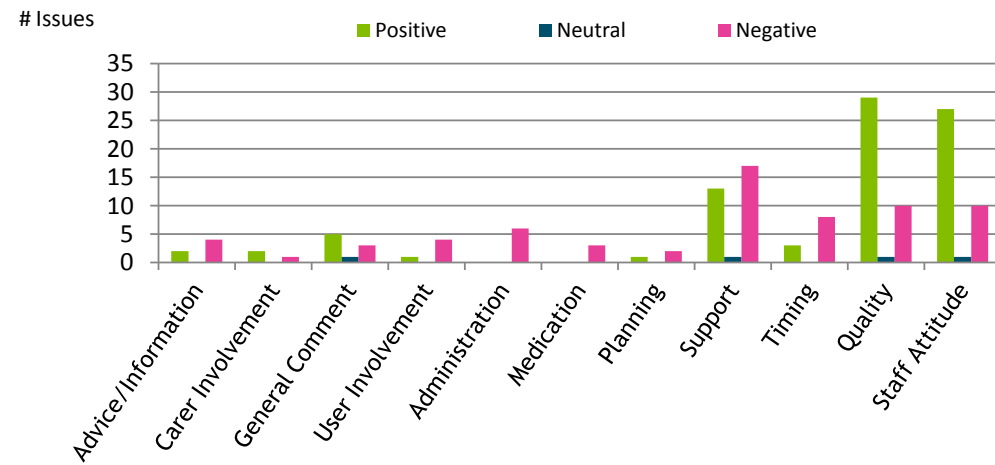


Quarterly Benchmark: N/A

## 5. Trends: Homerton University Hospital

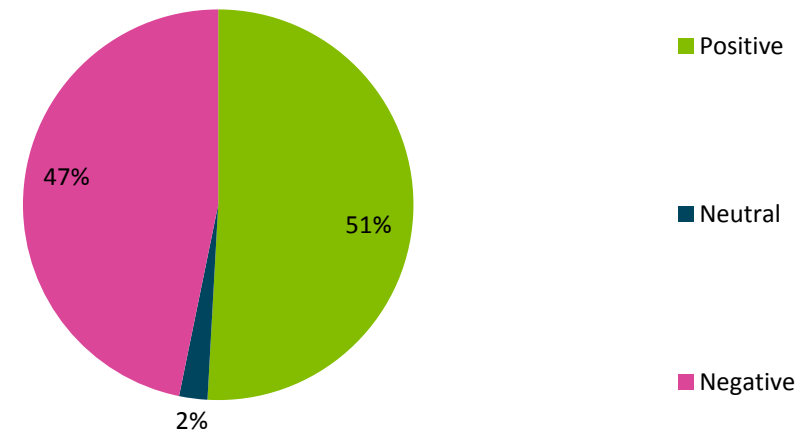
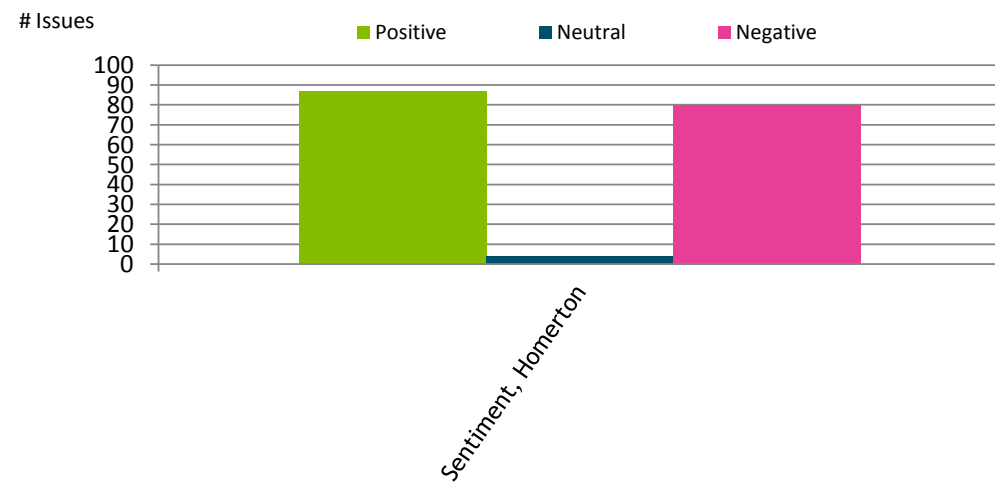


### 5.5 Trends, Homerton University Hospital: 171 issues from 42 people



Issues receiving the most comments overall

### 5.6 Sentiment, Homerton University Hospital

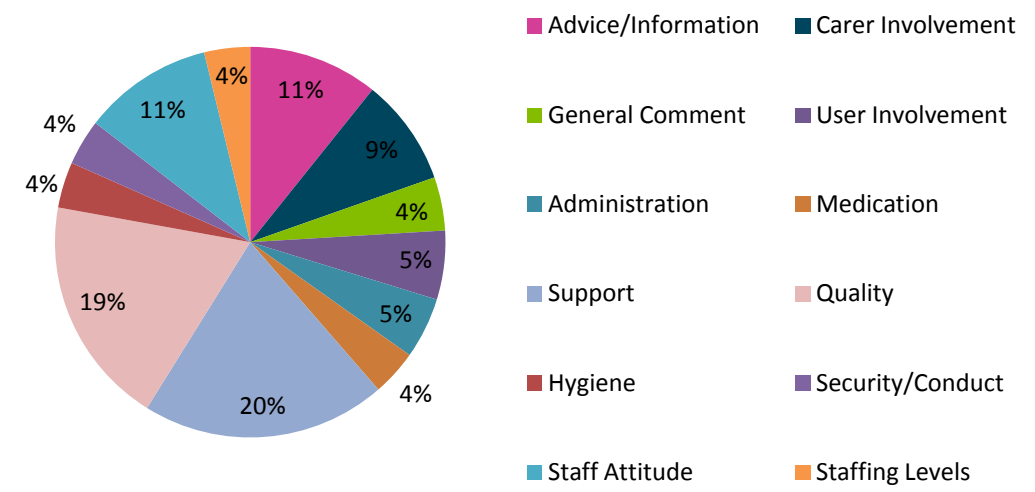
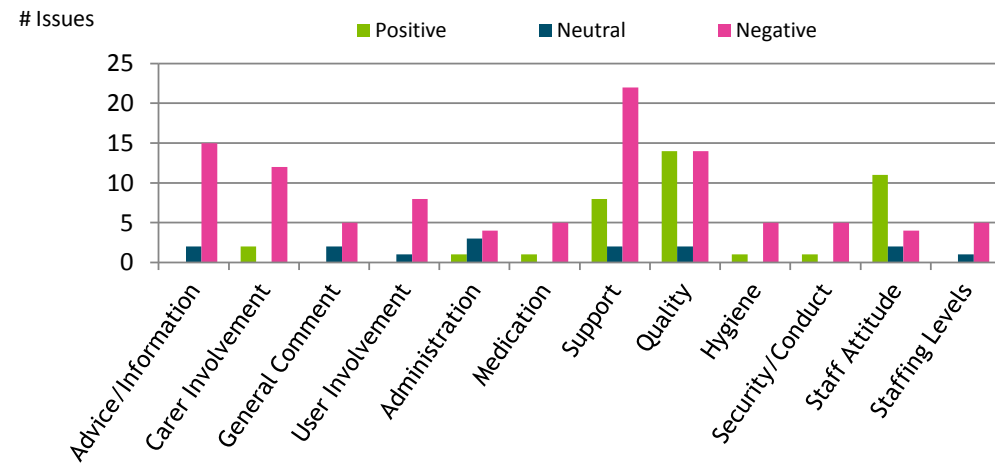


Quarterly Benchmark: 9% decline on the previous quarter

## 5. Trends: Supported Housing

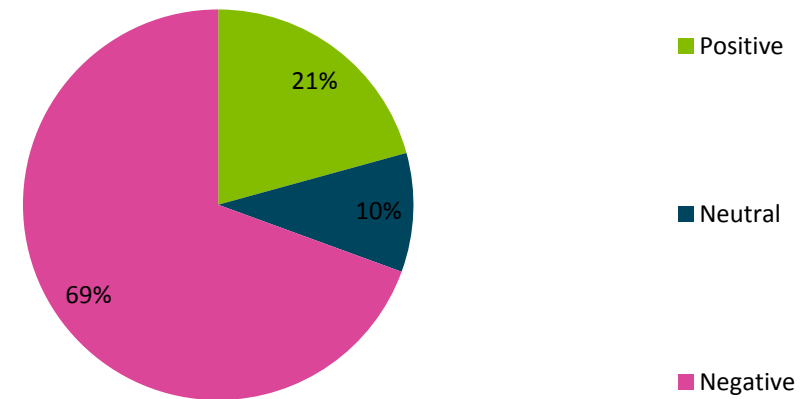
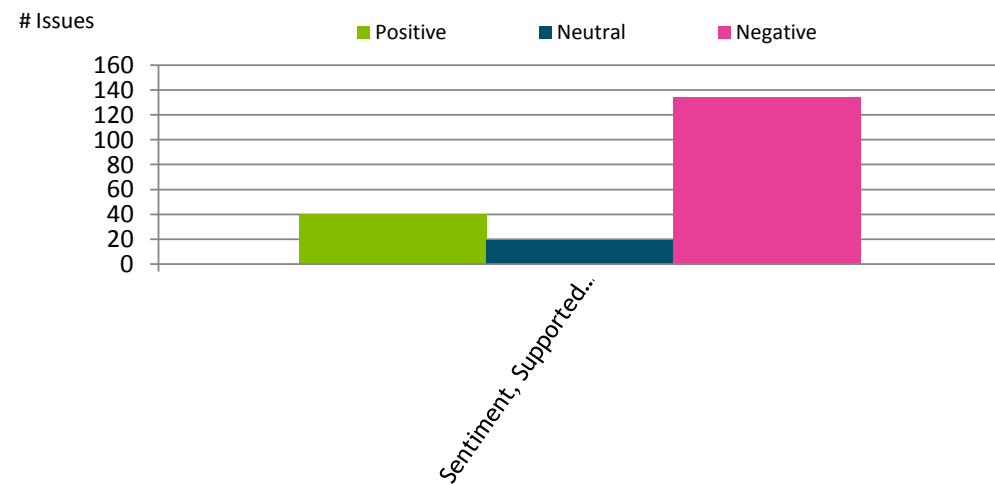


### 5.7 Trends, Supported Housing: 193 issues from 83 people



Issues receiving the most comments overall

### 5.8 Sentiment, Supported Housing

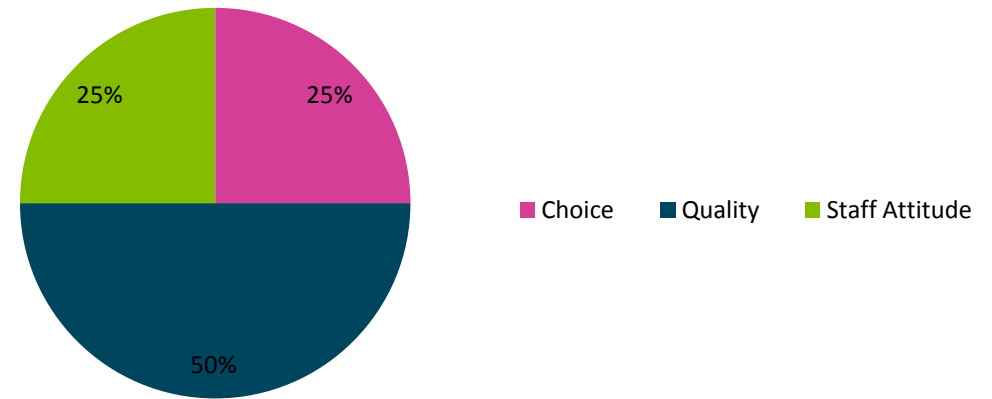
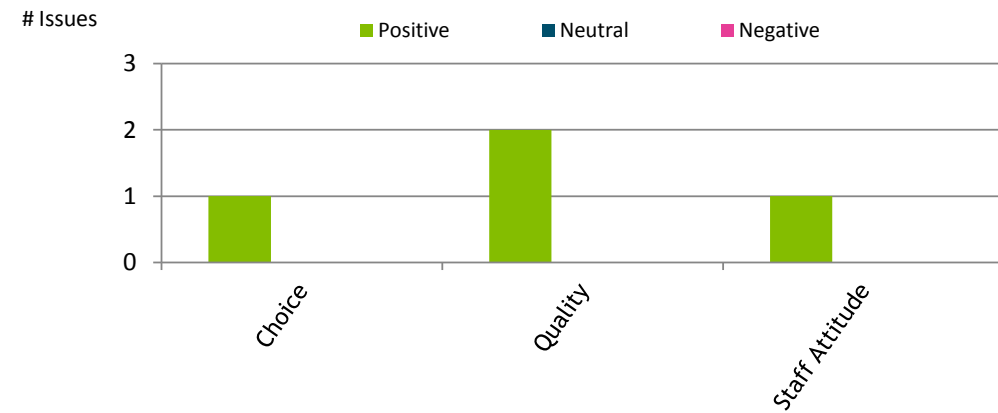


Quarterly Benchmark: N/A

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

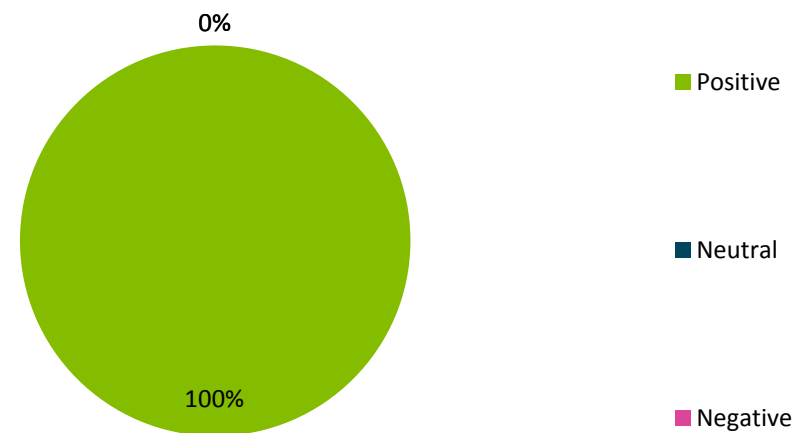
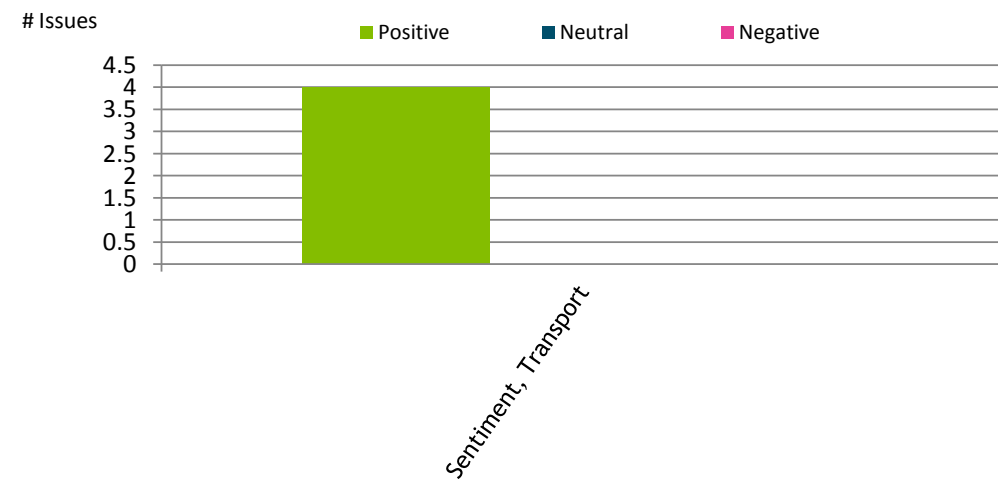


### 6.1 Trends, Transport (4 issues)



Issues receiving the most comments overall

### 6.2 Sentiment, Transport

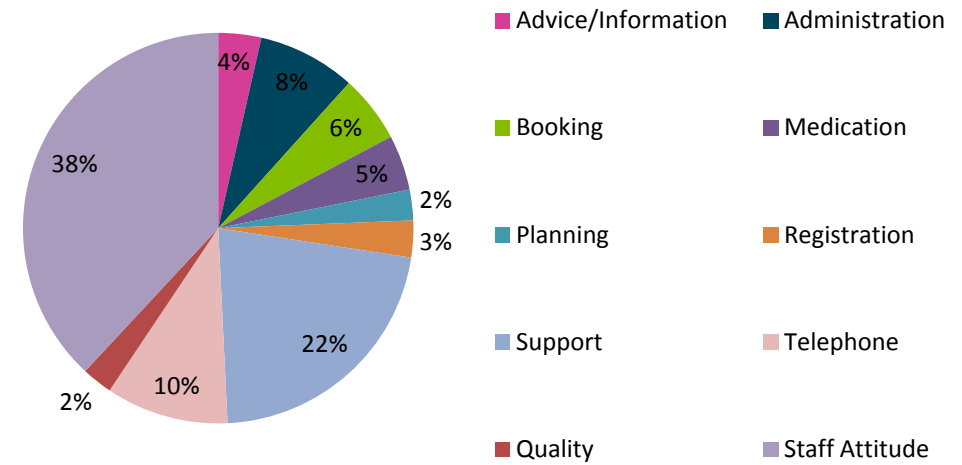
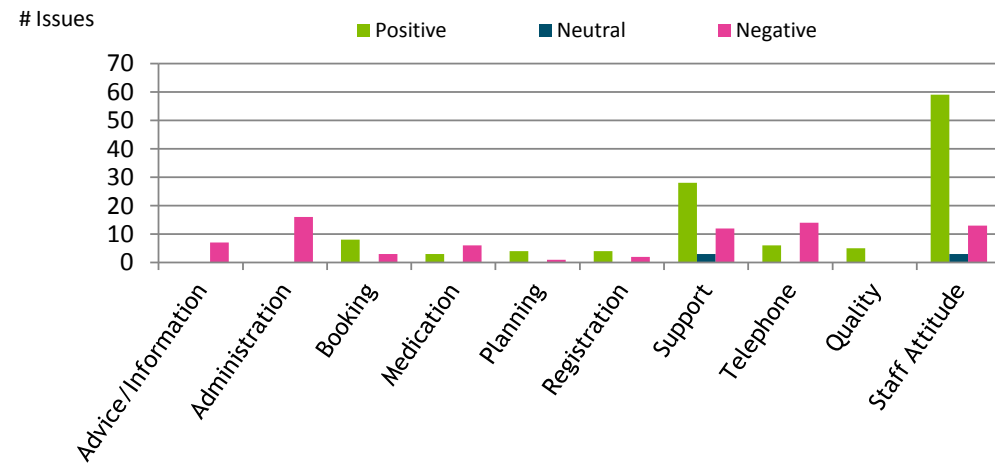


Quarterly Benchmark: N/A

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

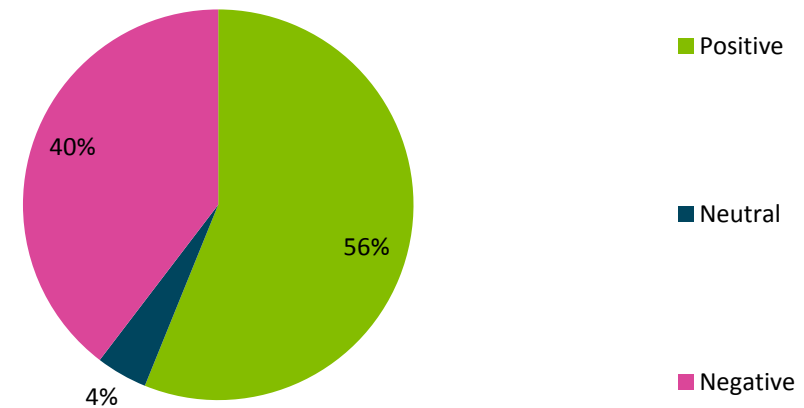
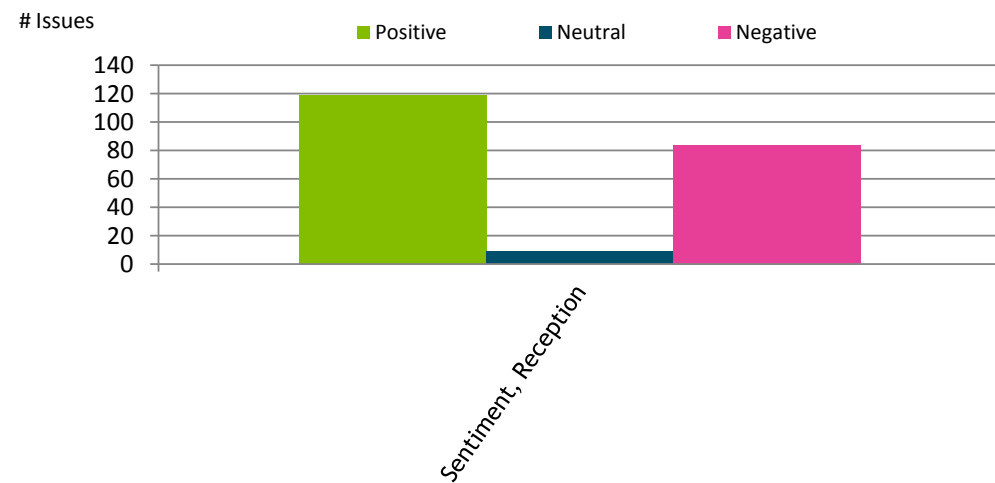


### 6.3 Trends, Reception (212 issues)



Issues receiving the most comments overall

### 6.4 Sentiment, Reception

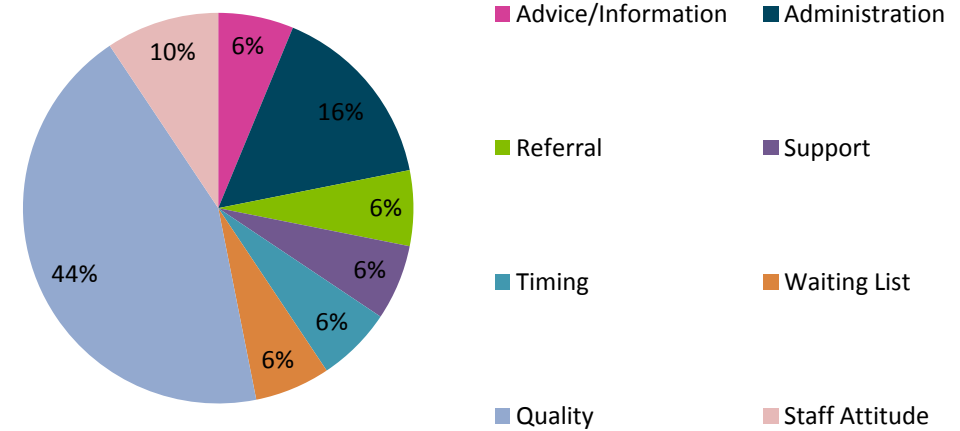
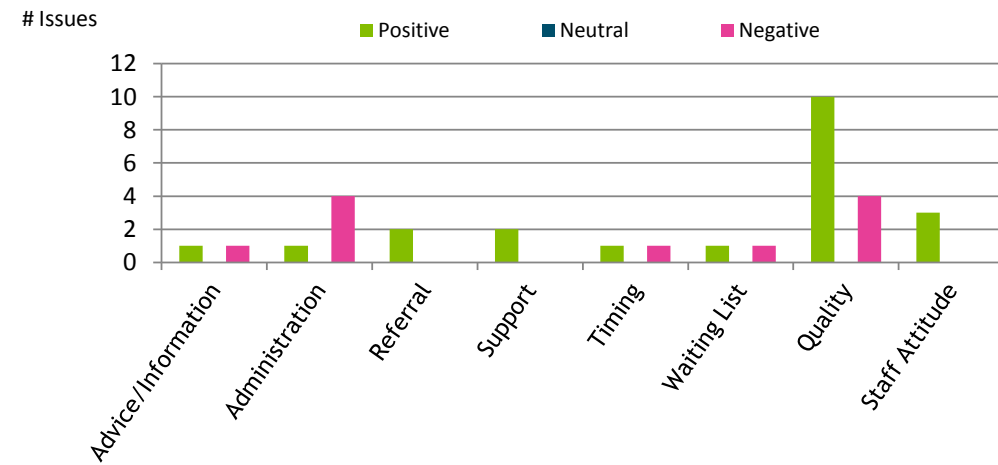


Quarterly Benchmark: 3% improvement on the previous quarter

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

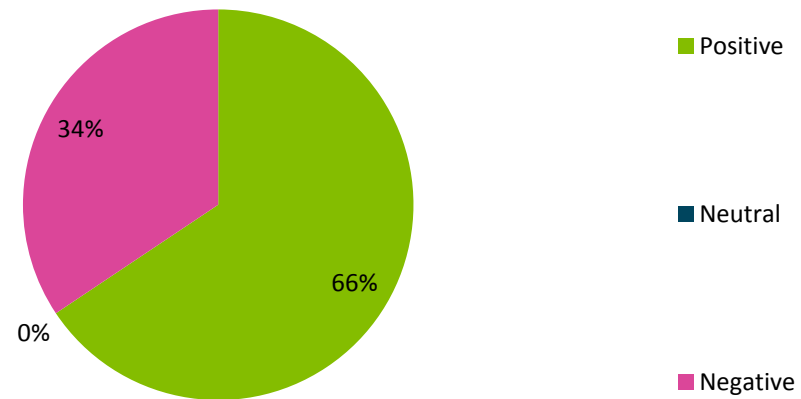
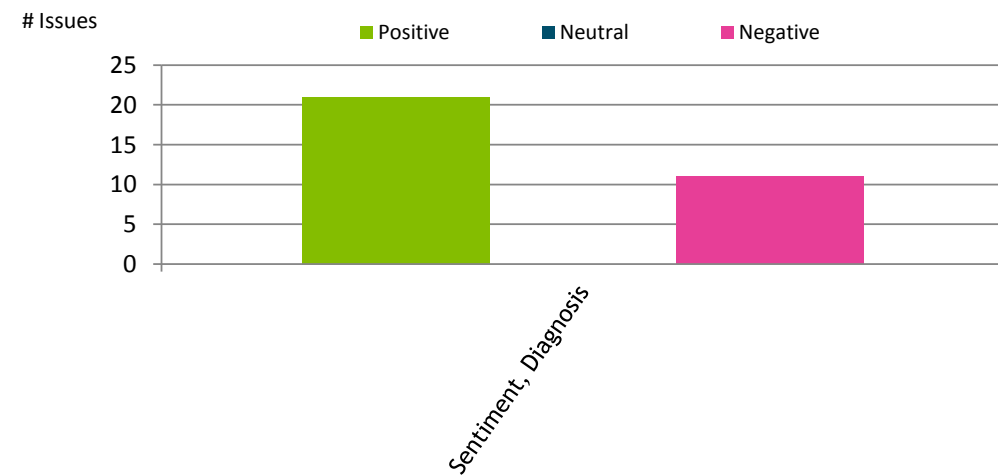


### 6.5 Trends, Diagnosis/Testing (32 issues)



Issues receiving the most comments overall

### 6.6 Sentiment, Diagnosis/Testing

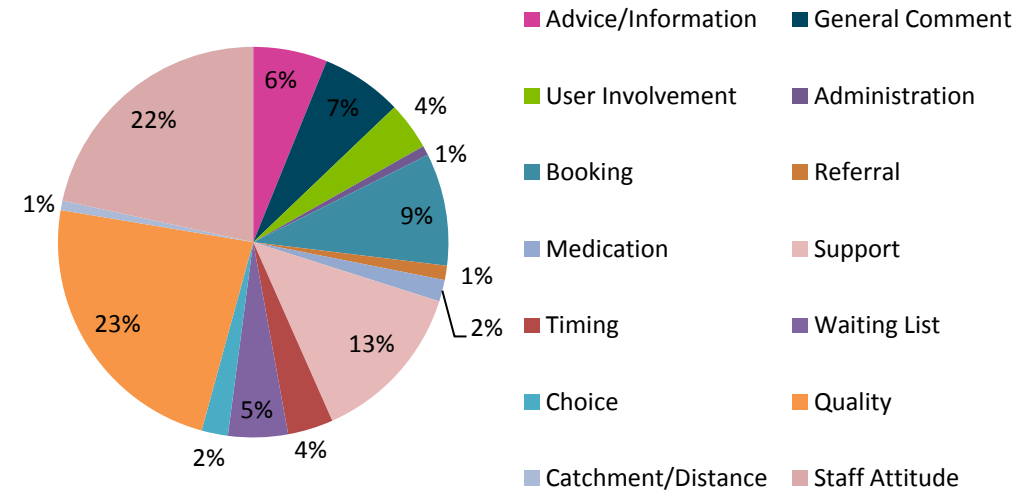
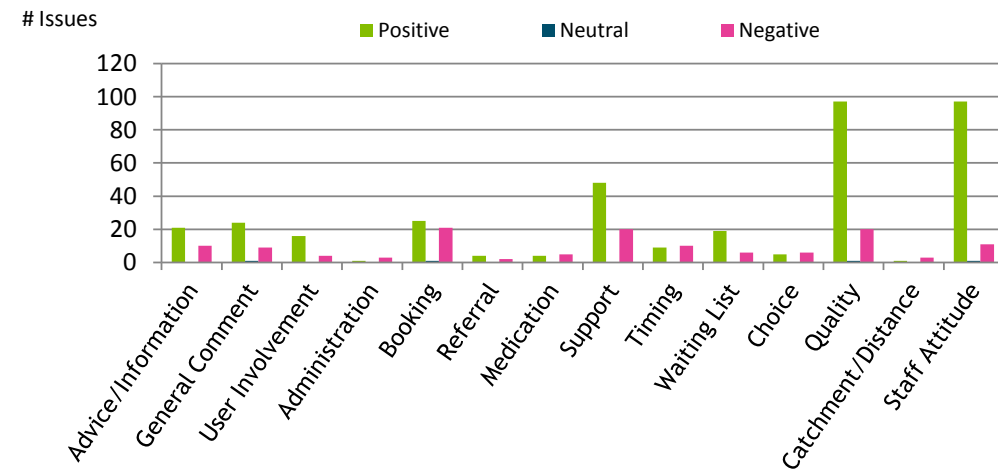


Quarterly Benchmark: 3% improvement on the previous quarter

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

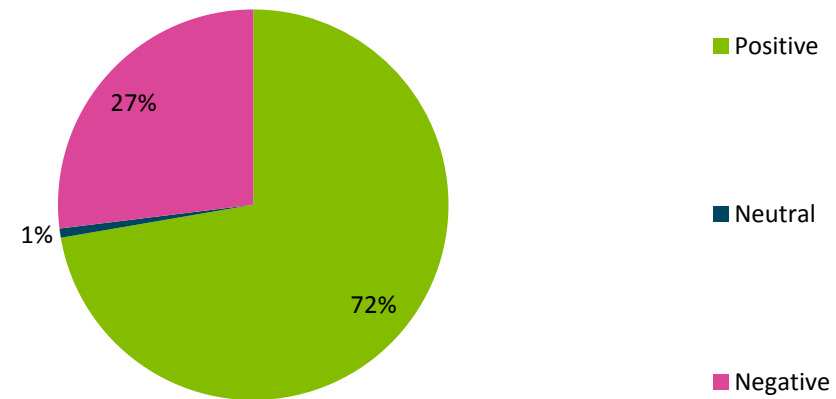
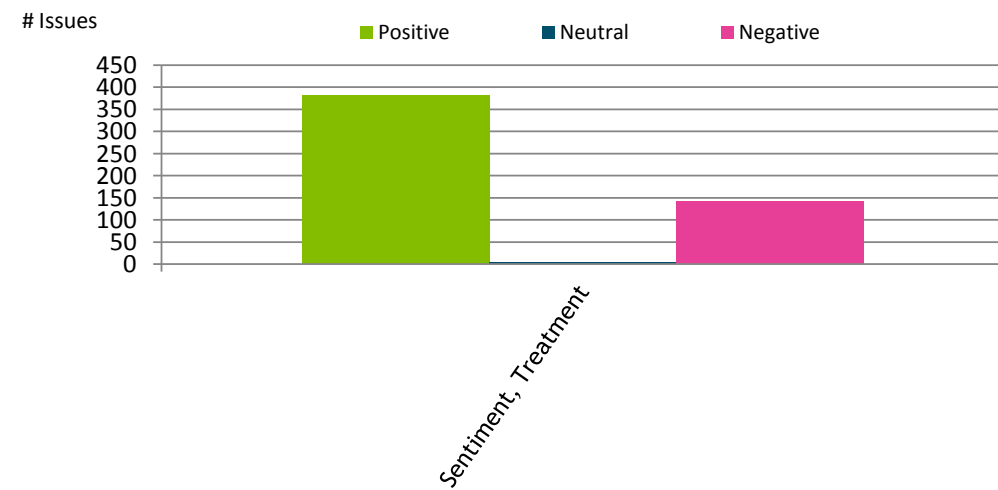


### 6.7 Trends, Clinical Treatment (527 issues)



Issues receiving the most comments overall

### 6.8 Sentiment, Clinical Treatment

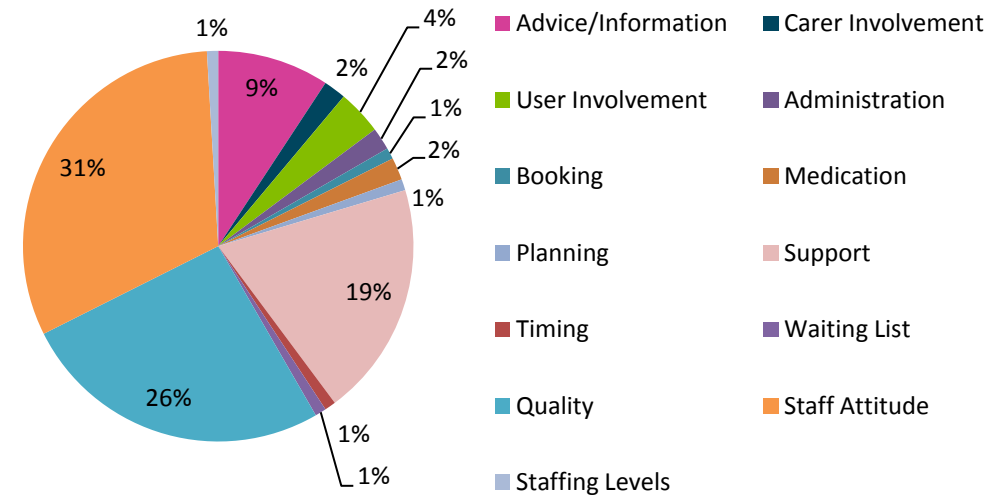
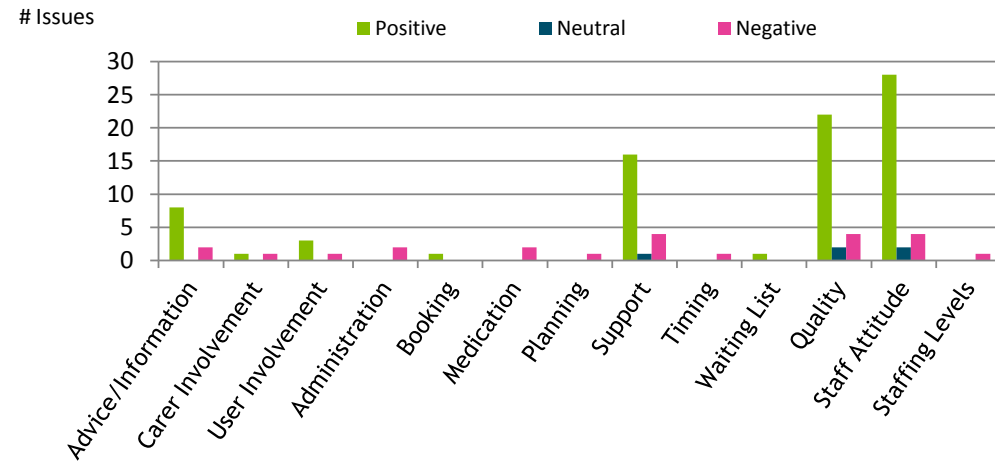


Quarterly Benchmark: 7% improvement on the previous quarter

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

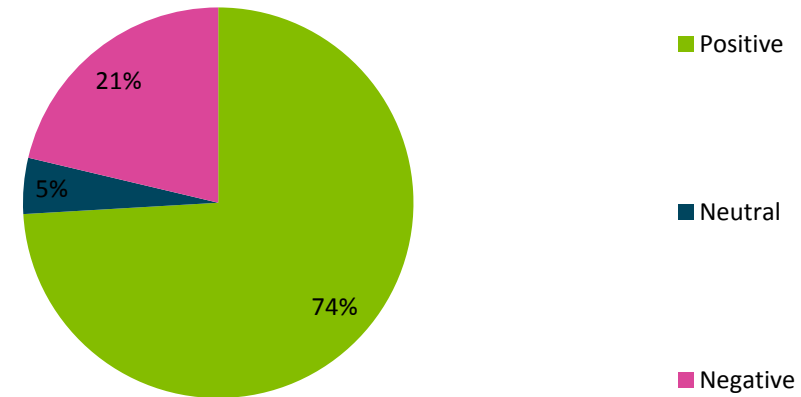
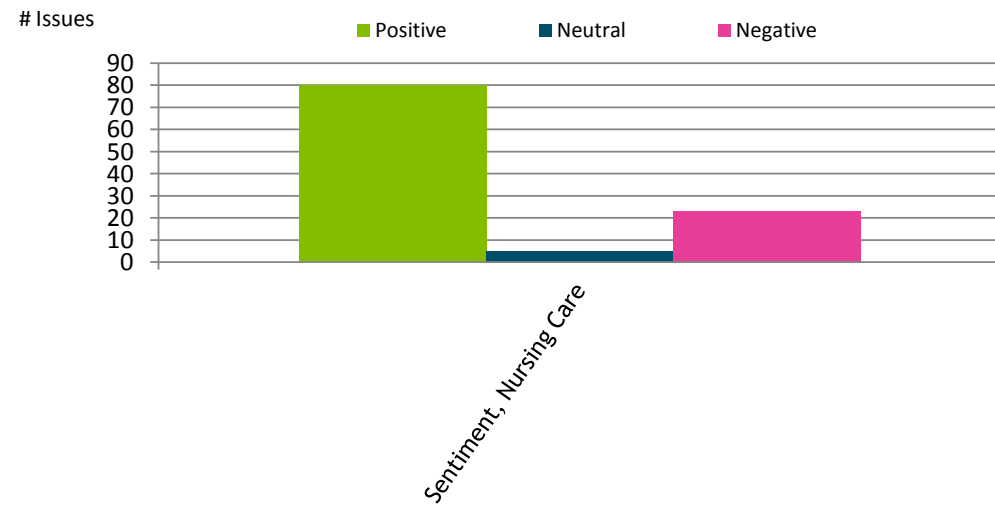


### 6.9 Trends, Clinical Nursing (108 issues)



Issues receiving the most comments overall

### 6.10 Sentiment, Clinical Nursing



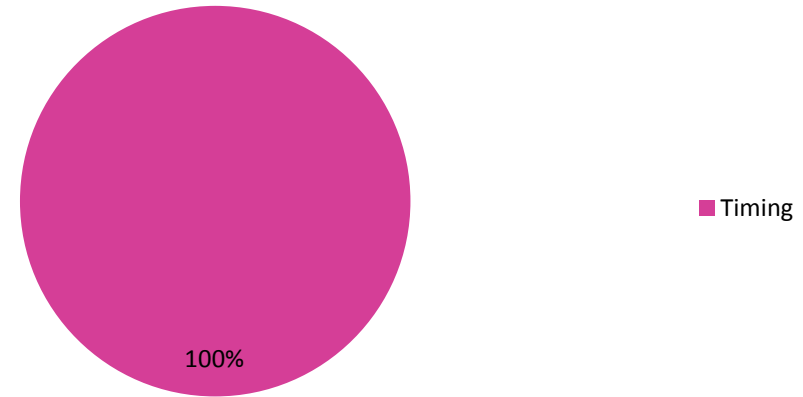
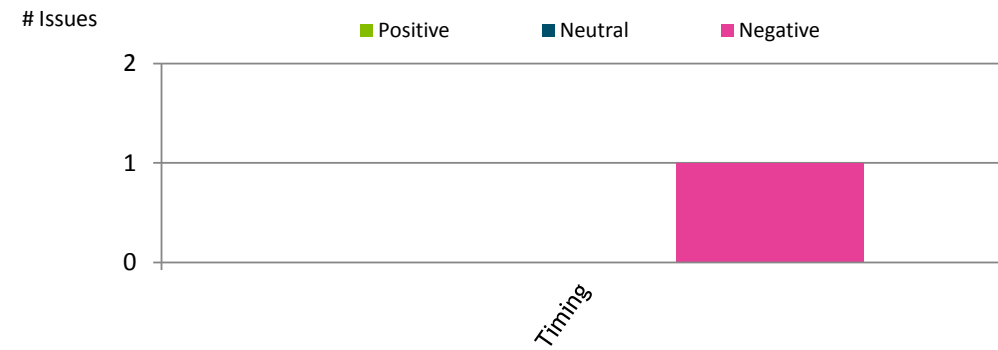
Quarterly Benchmark: 10% improvement on the previous quarter



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

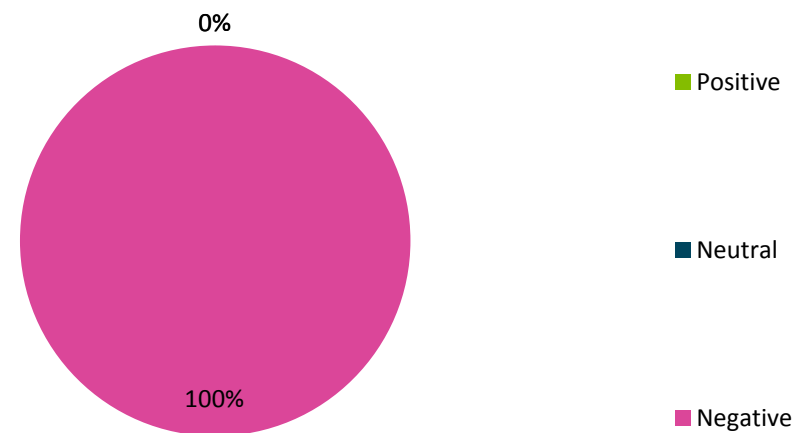
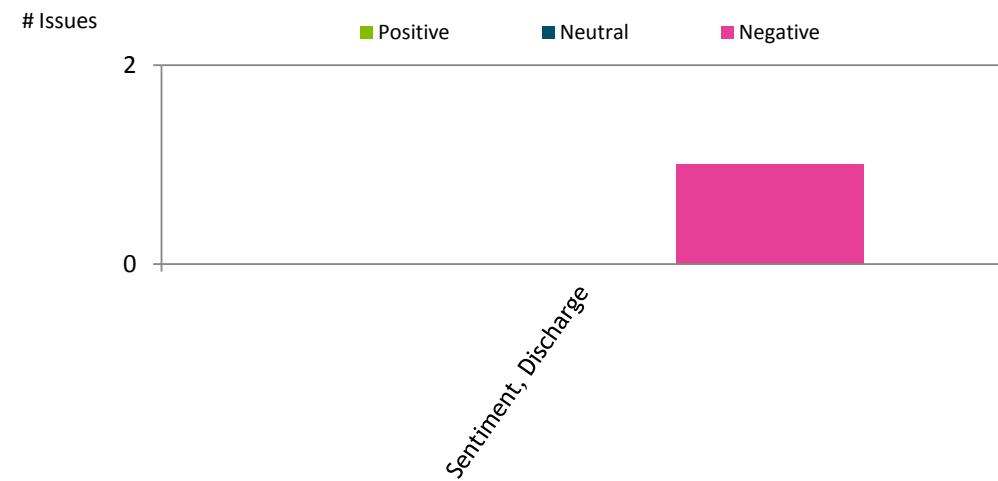


### 6.11 Trends, Discharge (1 issues)



Issues receiving the most comments overall

### 6.12 Sentiment, Discharge

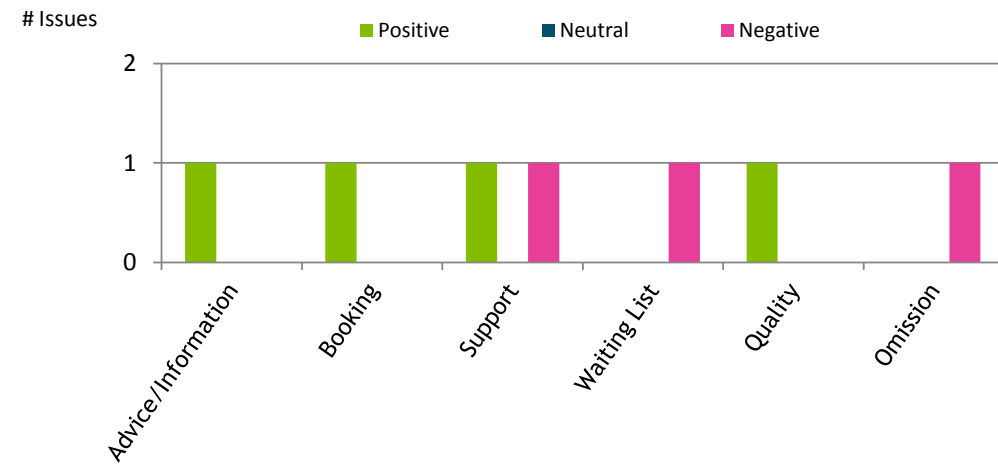


Quarterly Benchmark: N/A

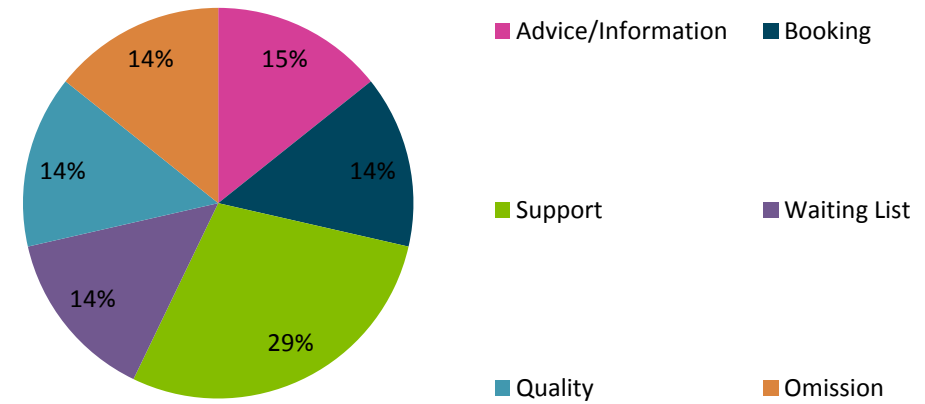
## 6. Care Pathway: Follow On (supplementary services following discharge, including care packages)



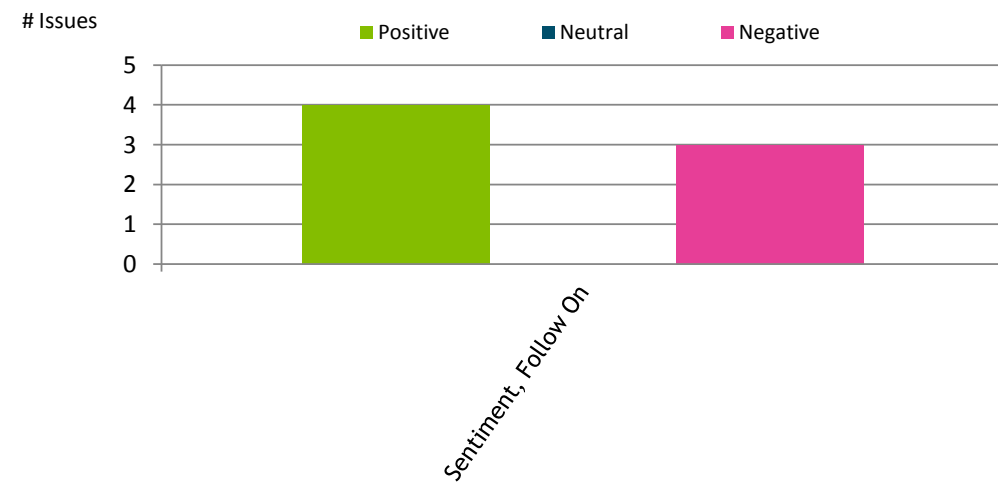
### 6.13 Trends, Follow On (7 issues)



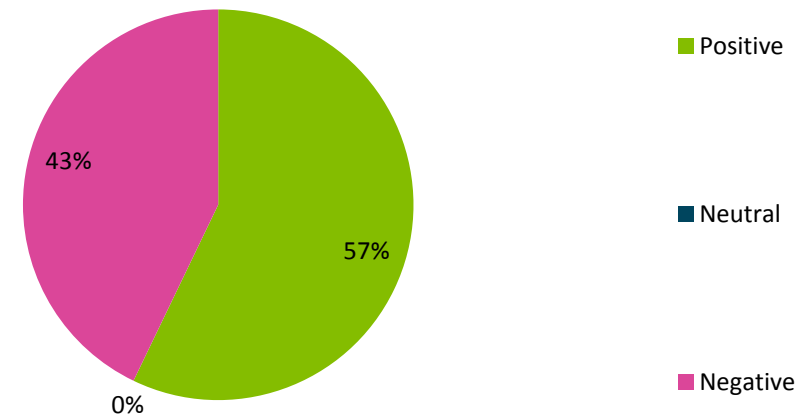
Issues receiving the most comments overall



### 6.14 Sentiment, Follow On



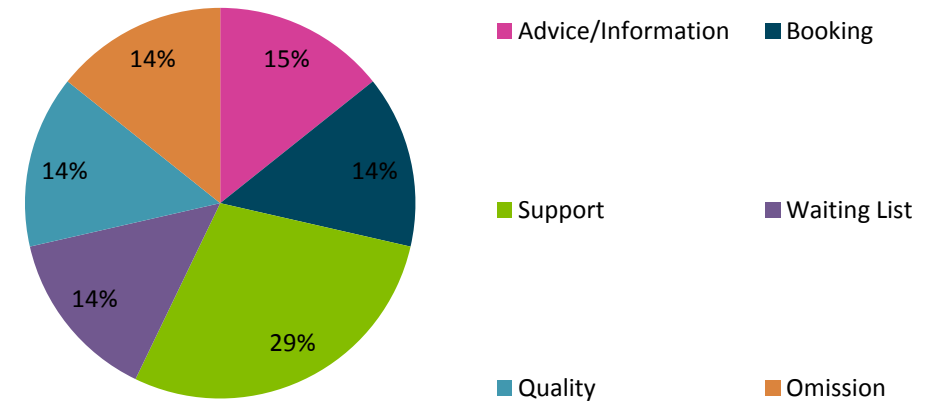
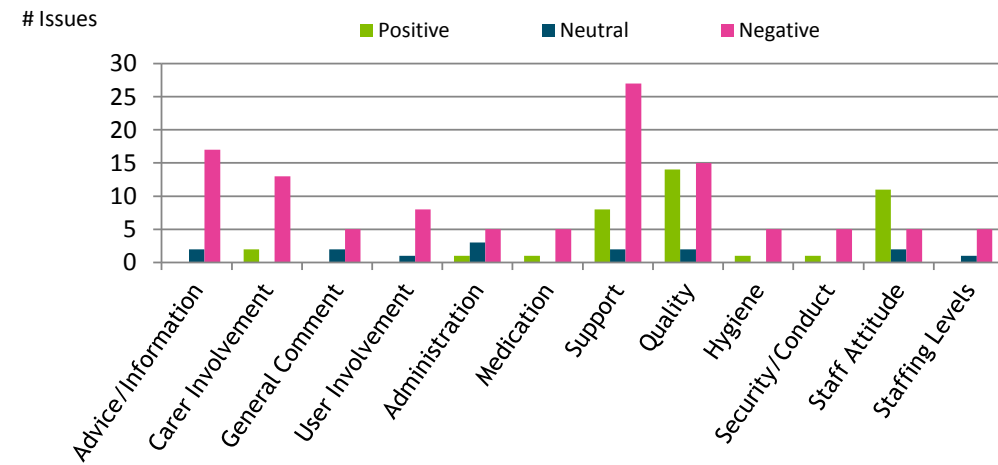
Quarterly Benchmark: N/A



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

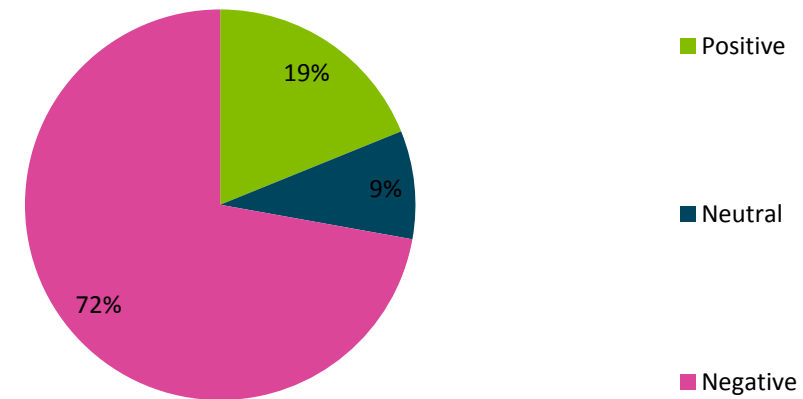
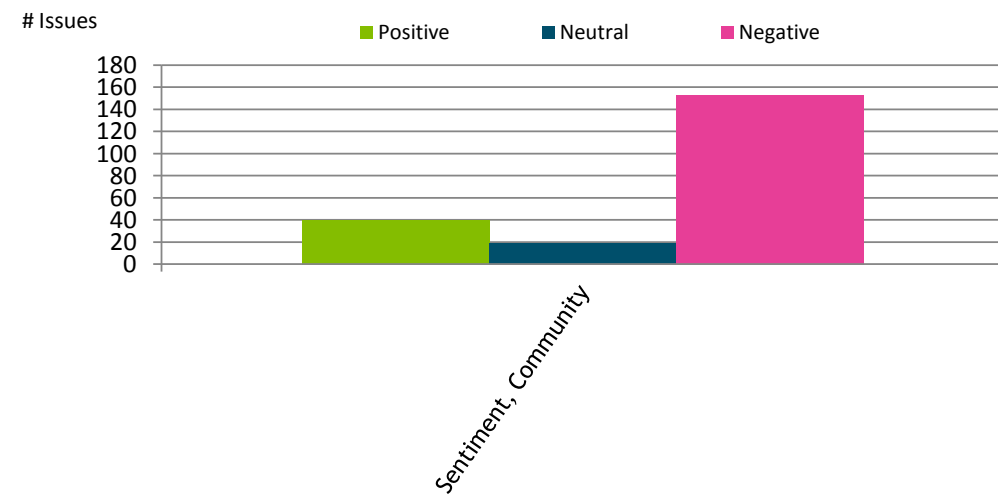


### 6.15 Trends, Community (212 issues)



Issues receiving the most comments overall

### 6.16 Sentiment, Community



Quarterly Benchmark: N/A



## Page Number, Figure

## Key findings in brief\*

Page 3, Figure 2.1	<i>Top issues: The majority of people experience caring, professional services, with moderate levels of support.</i>
Page 3, Figure 2.1	<i>Top issues: Comments suggest sentiment on communication and ability to book appointments is mixed.</i>
Page 3, Figure 2.2	<i>Medical Conditions: Sentiment on General Social Care (Supported Housing) is broadly negative, according to comments.</i>
Page 5, Figure 3.3	<i>Sentiment: The majority of people experience good quality, compassionate services.</i>
Page 5, Figure 3.4	<i>Sentiment: On ability to access services, sentiment is mixed, according to comments.</i>
Page 7, Figure 4.3	<i>Top Services: The Springfield Health Centre receives a notable volume and ratio of positive comments.</i>
Page 7, Figure 4.3	<i>Top Services: Comments suggest sentiment on Supported Housing and Lower Clapton Group Practice is broadly negative.</i>
Page 7, Figure 4.4	<i>Care Pathway: Sentiment on clinical treatment and nursing is broadly positive, according to comments.</i>
Page 7, Figure 4.4	<i>Care Pathway: Comments suggest sentiment on reception is mixed, while broadly negative on community services.</i>
Page 8, Figure 5.1	<i>GP Services: The majority of people experience caring, professional services, with good levels of support and involvement.</i>
Page 8, Figure 5.1	<i>GP Services: Some people cite poor administration services.</i>
Page 9, Figure 5.3	<i>Dentists: The majority of people experience caring services, however sentiment on quality is mixed, comments suggest.</i>
Page 10, Figure 5.5	<i>Homerton University Hospital: The majority of people experience caring, professional services.</i>
Page 10, Figure 5.5	<i>Homerton University Hospital: Some patients would like to be more supported.</i>
Page 11, Figure 5.7	<i>Supported Housing: Comments reflect good levels of empathy, while sentiment on quality of care is mixed.</i>
Page 11, Figure 5.7	<i>Supported Housing: People would like to be more supported, informed and involved, according to comments.</i>
Page 13, Figure 6.3	<i>Reception: The majority of people experience caring, professional services, with good levels of support.</i>
Page 13, Figure 6.3	<i>Reception: Comments about telephone access and general administration are broadly negative.</i>
Page 14, Figure 6.5	<i>Diagnosis/Testing: Comments reflect good quality diagnosis.</i>
Page 15, Figure 6.7	<i>Treatment: The majority of people experience caring, professional services, with good levels of involvement and communication.</i>
Page 15, Figure 6.7	<i>Treatment: Some patients experience long waiting times and difficulty when booking appointments.</i>
Page 16, Figure 6.9	<i>Nursing: Comments suggest patients are satisfied with most aspects of nursing care, on the whole.</i>
Page 19, Figure 6.15	<i>Community Services: Comments reflect good levels of empathy, while sentiment on quality of care is mixed.</i>
Page 19, Figure 6.15	<i>Community Services: People would like to be more supported, informed and involved, according to comments.</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>	31	2	37	70
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	6	0	14	20
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	24	4	14	42
	User Involvement	<i>Involvement of the service user.</i>	20	2	14	36
Systems	Administration	<i>Administrative processes and delivery.</i>	3	3	30	36
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	0	0	0	0
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	35	1	26	62
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	0	0
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	1	1
	Referral	<i>Referral to a service.</i>	6	0	5	11
	Medical Records	<i>Management of medical records.</i>	0	0	2	2
	Medication	<i>Prescription and management of medicines.</i>	8	0	18	26
	Opening Times	<i>Opening times of a service.</i>	2	0	2	4
	Planning	<i>Leadership and general organisation.</i>	4	0	3	7
	Registration	<i>Ability to register for a service.</i>	4	0	5	9
	Support	<i>Levels of support provided.</i>	103	6	64	173
	Telephone	<i>Ability to contact a service by telephone.</i>	6	0	15	21
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	10	0	15	25
Waiting List	<i>Length of wait while on a list.</i>	21	0	9	30	
Values	Choice	<i>General choice.</i>	6	1	8	15
	Cost	<i>General cost.</i>	1	1	1	3
	Language	<i>Language, including terminology.</i>	0	0	1	1
	Nutrition	<i>Provision of sustenance.</i>	0	0	1	1
	Privacy	<i>Privacy, personal space and property.</i>	0	1	4	5
	Quality	<i>General quality of a service, or staff.</i>	151	5	43	199
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	0	0
	Stimulation	<i>General stimulation, including access to activities.</i>	0	1	2	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>	1	0	3	4
	Environment/Layout	<i>Physical environment of a service.</i>	3	0	4	7
	Equipment	<i>General equipment issues.</i>	0	0	5	5
	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>	3	0	5	8
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	4	4
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	1	1
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	5	5
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	1	0	5	6
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	199	8	33	240
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	2	2
	Staff Training	<i>Training of staff.</i>	1	1	6	8
	Staffing Levels	<i>General availability of staff.</i>	0	1	9	10
<b>Total:</b>			<b>649</b>	<b>37</b>	<b>417</b>	<b>1103</b>