The Experience of Health and Social Care Services

A trends analysis report by Healthwatch Harrow



9 January 2020

Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, go od and bad, and report on their collective experience. In this report, we examine the experience of health and social care services in Harrow.

Reporting Period: 1 October 2019 - 31 December 2019



Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 352 people. Feedback has been obtained from a variety of sources, including general outreach and comments posted online (including the NHS, Care Opinion and social media).

Top Trends (Page 5)

Findings suggest the vast majority of people receive good quality, compassionate treatment and care. However, we hear accounts of poor appointment and telephone access. People would also like greater levels of communication.

Q3 Trends...

The ability to book appointments is an increasing problem for many - this quarter we received 17 more (additional) complaints. Negative feedback about general administration has also slightly increased.

On telephone access, we received 2 fewer complaints, which suggests a small but notable improvement.

Satisfaction Levels (Pages 6-7)

On the whole, feedback is 51% positive. Around two thirds of experiences (59%) reflect good levels of involvement and support, while sentiment on quality and empathy is broadly positive (70%). On service access, just a quarter of comments (25%) are positive overall.

Q3 Trends...

This quarter, we started to collect and process feedback posted on social media sites (such as Google Reviews).

Overall sentiment has declined by 9%, and by a similar amount for general quality and empathy. On information, involvement and support we record a decline of 4% in sentiment.

Services (Pages 8-13)

Experiences suggest good quality, compassionate treatment and care from GPs, however many people experience difficulty in booking appointments - with poor telephone access, lack of choice and long waiting times cited. Communication is also an issue. On Northwick Park Hospital, people are satisfied with treatment, care and quality on the whole. However, many would like shorter waiting times and greater levels of communication.

O3 Trends...

GP Direct receives a notable volume and ratio of positive feedback. On GP services as a whole, comments suggest satisfaction has declined noticeably, particularly on issues related to access.

Feedback suggests sentiment about Dentists remains at an impressive 94% positive. We record a 1% improvement for Northwick Park Hospital.

Care Pathway (Pages 14-21)

Feedback suggests experiences of clinical treatment and care are broadly positive overall. On reception, people would like staff to be more supportive, informative and empathetic. Telephone access also remains an issue.

According to comments, sentiment about reception services has declined by 7% this quarter. We received 32 more (additional) complaints about staff attitude. On diagnosis, we record a 6% improvement in sentiment, with some people feeling better informed about test results. However, sentiment about the quality of diagnosis remains mixed.

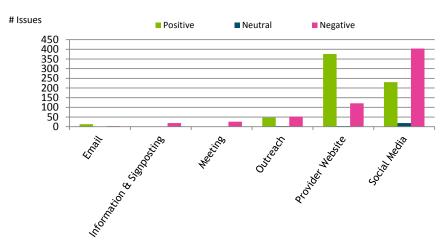
Feedback also suggests sentiment on nursing care has improved by 4%, with compliments received about most service aspects.

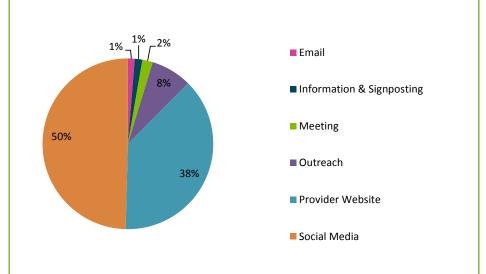
Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

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



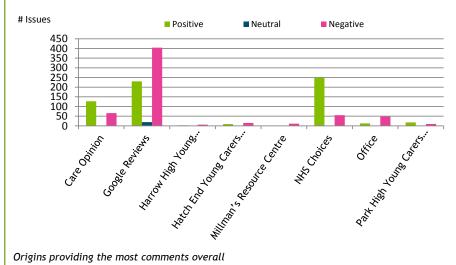


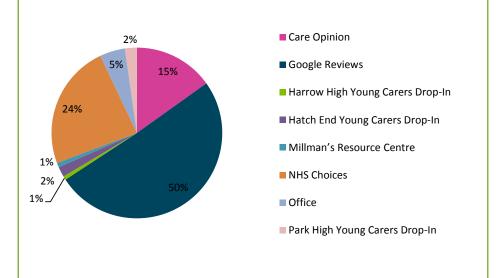




Sources providing the most comments overall

1.2 Origin

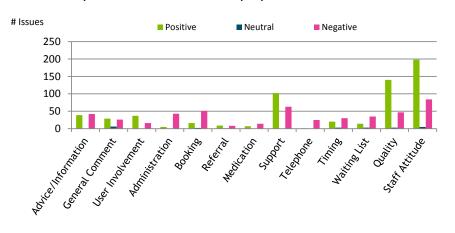


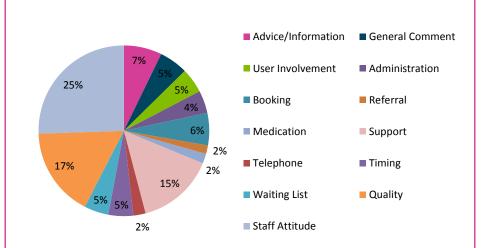


2. Top Trends: Which service aspects are people most commenting on?



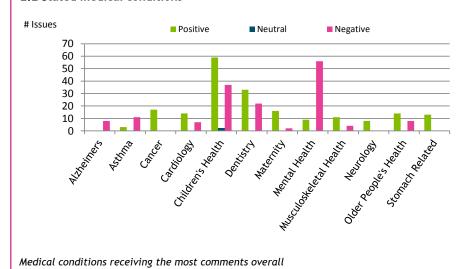
2.1 Service aspects: 1317 issues from 352 people

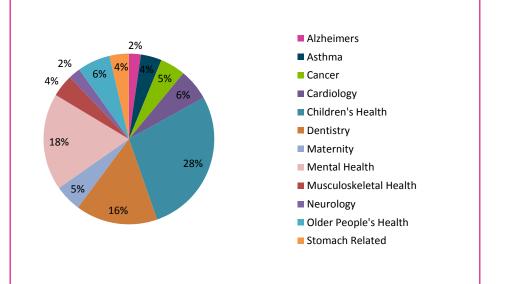


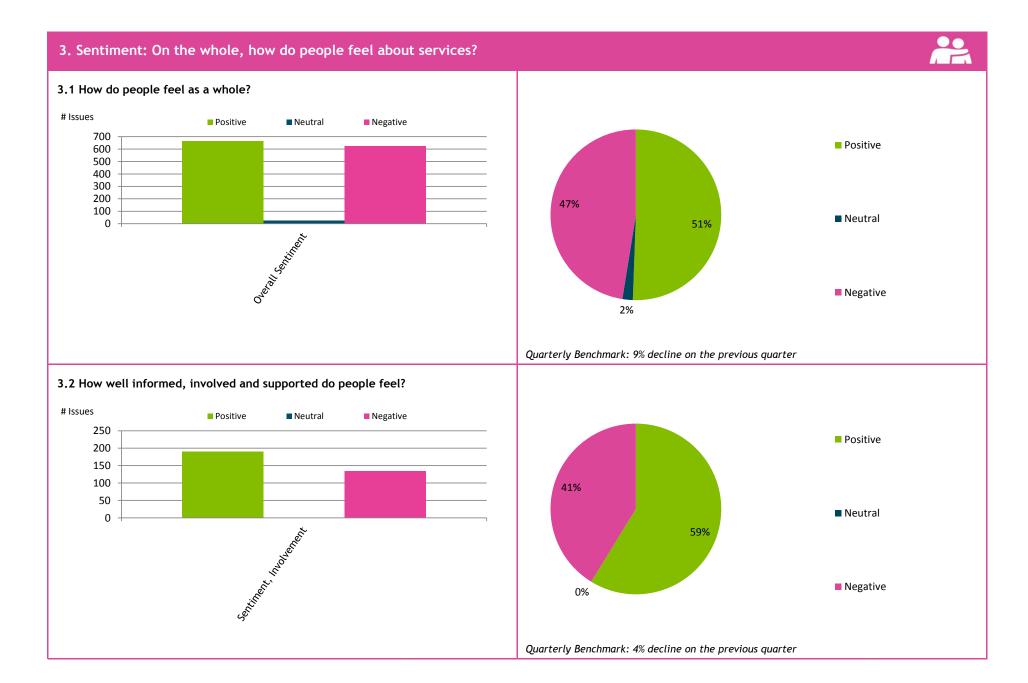


Issues receiving the most comments overall. See pages 21-22 for issue descriptions.

2.2 Stated medical conditions



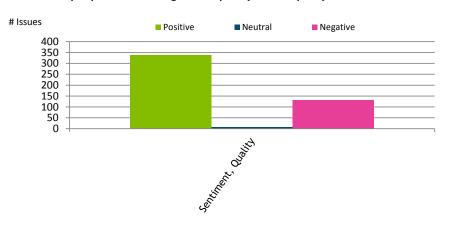


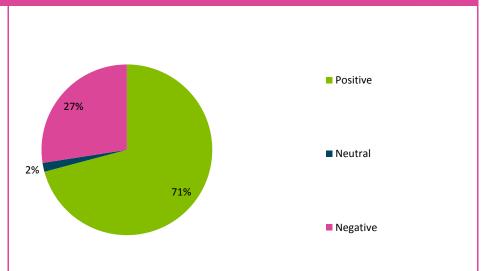


3. Sentiment: On the whole, how do people feel about services?



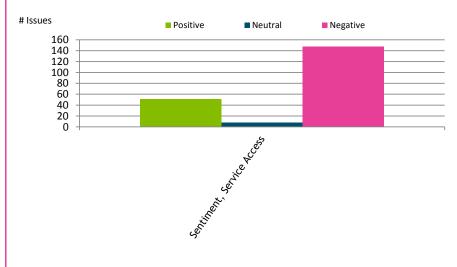
3.3 How do people feel about general quality and empathy?

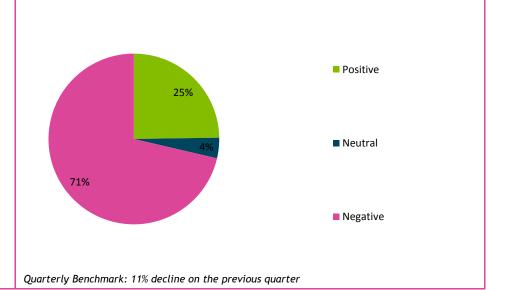




Quarterly Benchmark: 9% decline on the previous quarter

3.4 How do people feel about general access to services?



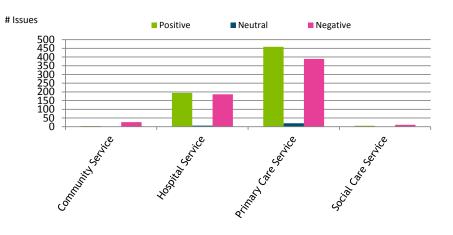


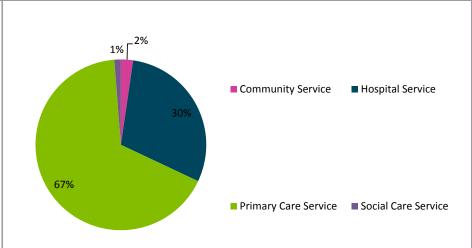
7

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



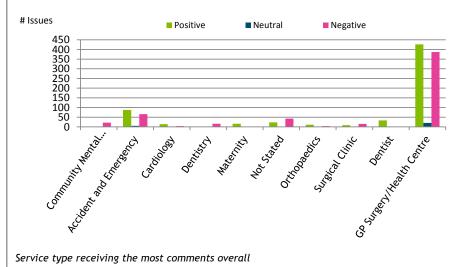


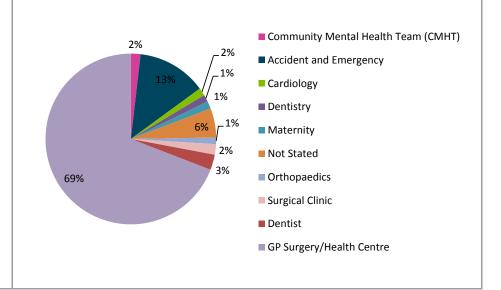




Service sectors receiving the most comments overall

4.2 Service Type

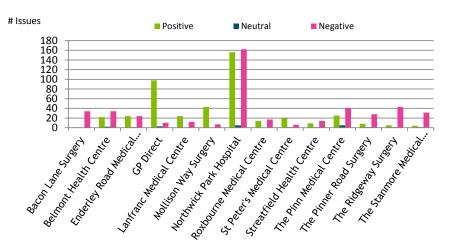


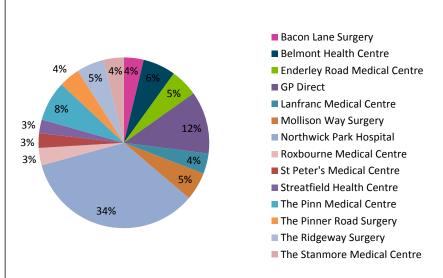


4. Trends: Which services are people most commenting on?



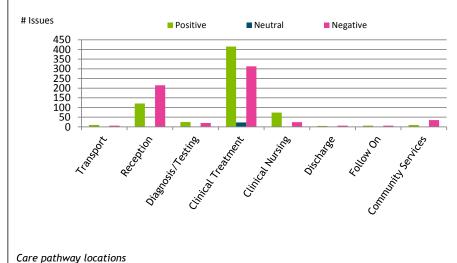


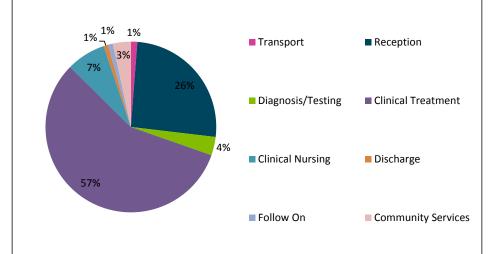




Services receiving the most comments overall

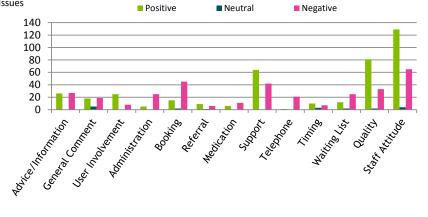
4.4 Breakdown of care pathway locations (more on pages 13-20)

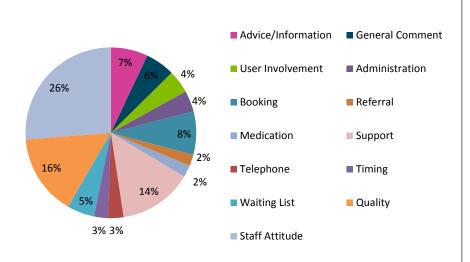




5. Trends: GP Services 5.1 Trends, GP Services: 833 issues from 210 people # Issues Positive Neutral Negative

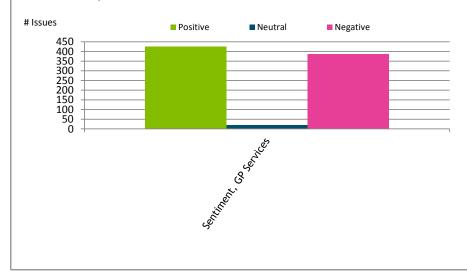


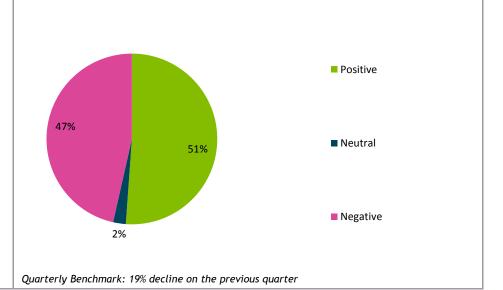




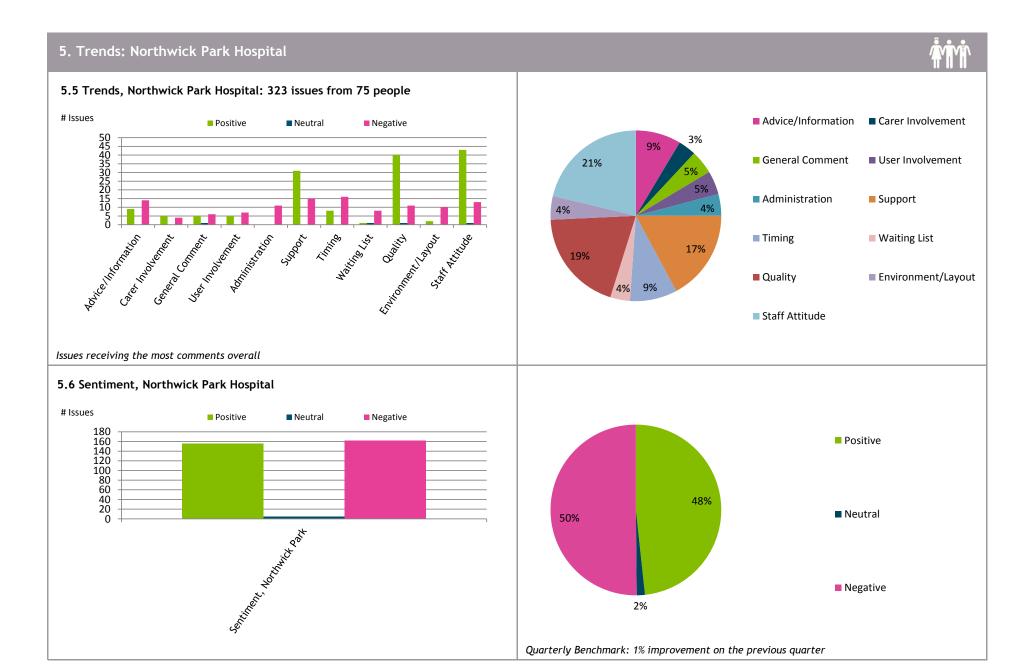
Issues receiving the most comments overall

5.2 Sentiment, GP Services

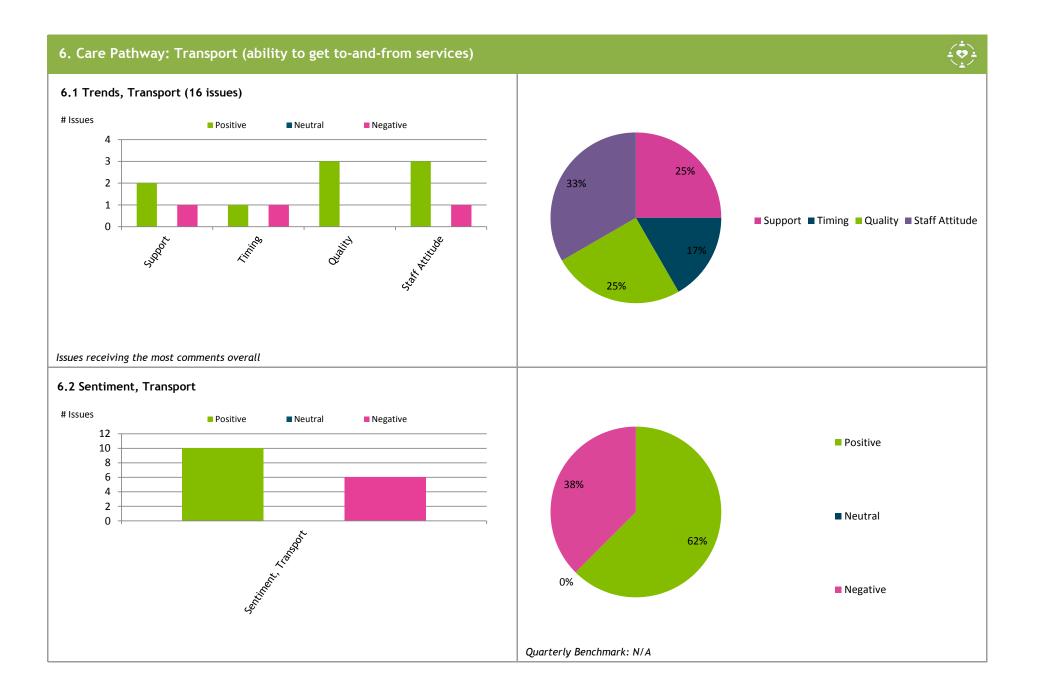






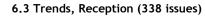


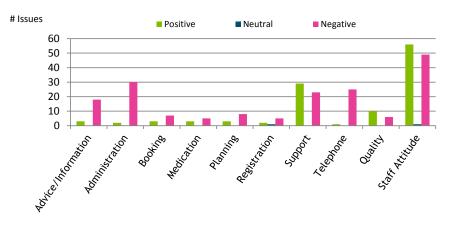


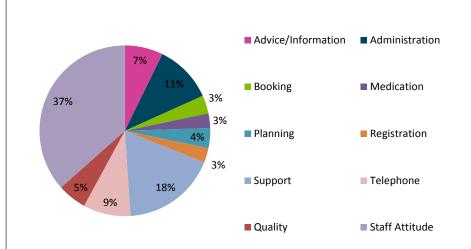


6. Care Pathway: Reception (reception services including back-office)



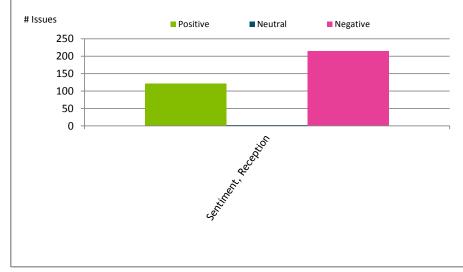


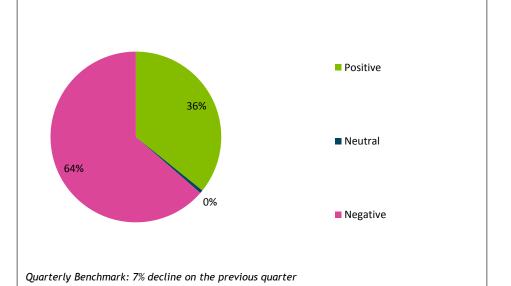




Issues receiving the most comments overall

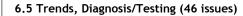
6.4 Sentiment, Reception

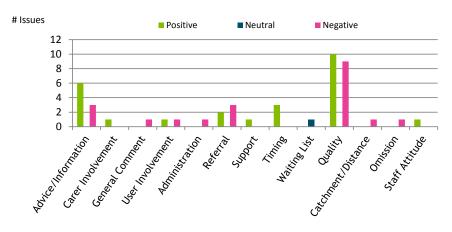


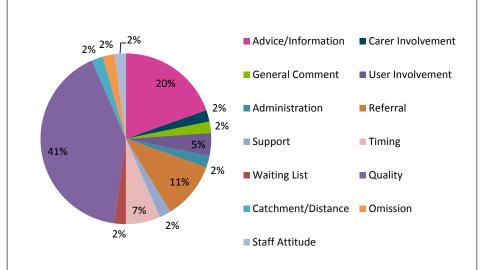


6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)



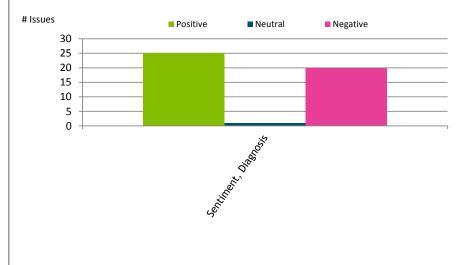


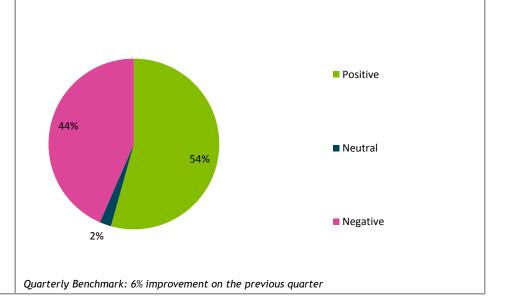


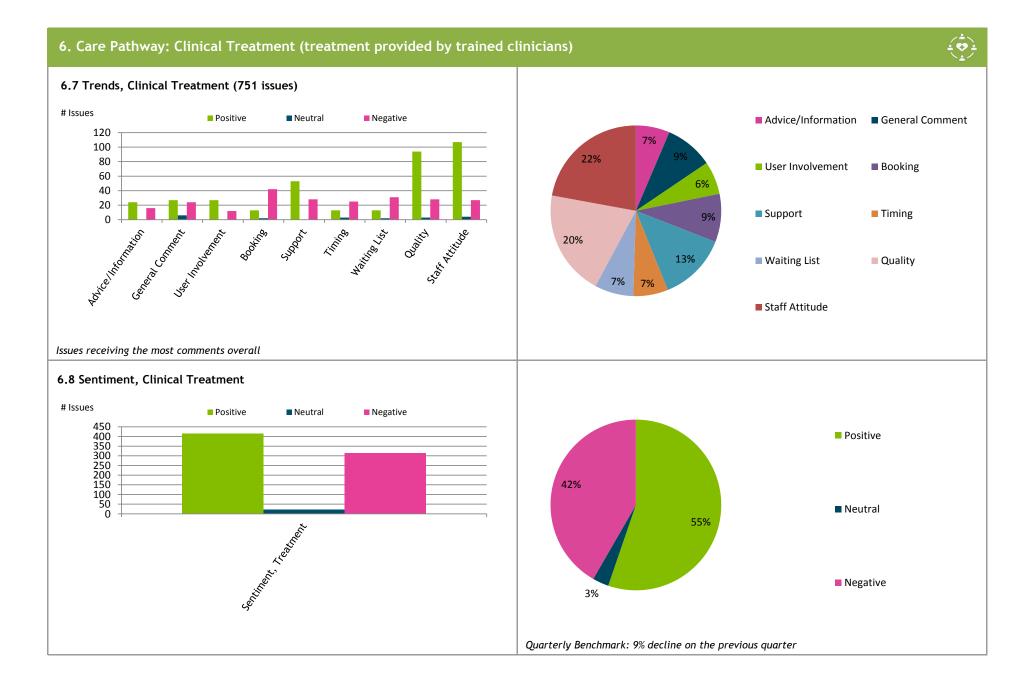


Issues receiving the most comments overall

6.6 Sentiment, Diagnosis/Testing



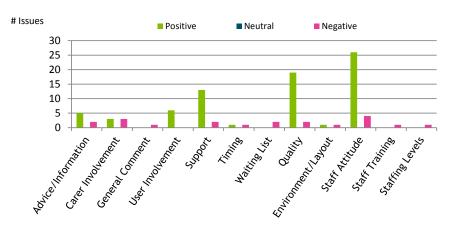


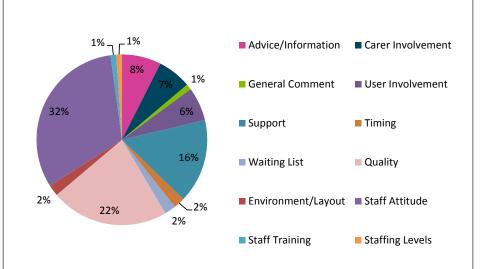


6. Care Pathway: Clinical Nursing (care provided by trained nurses)



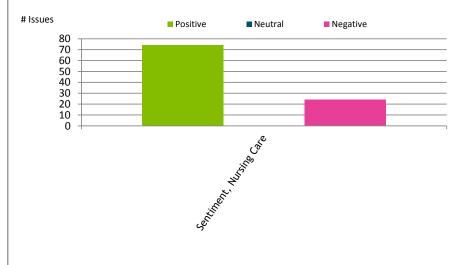


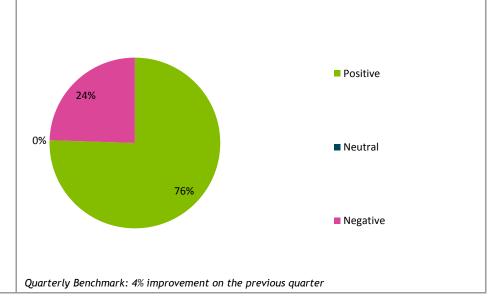




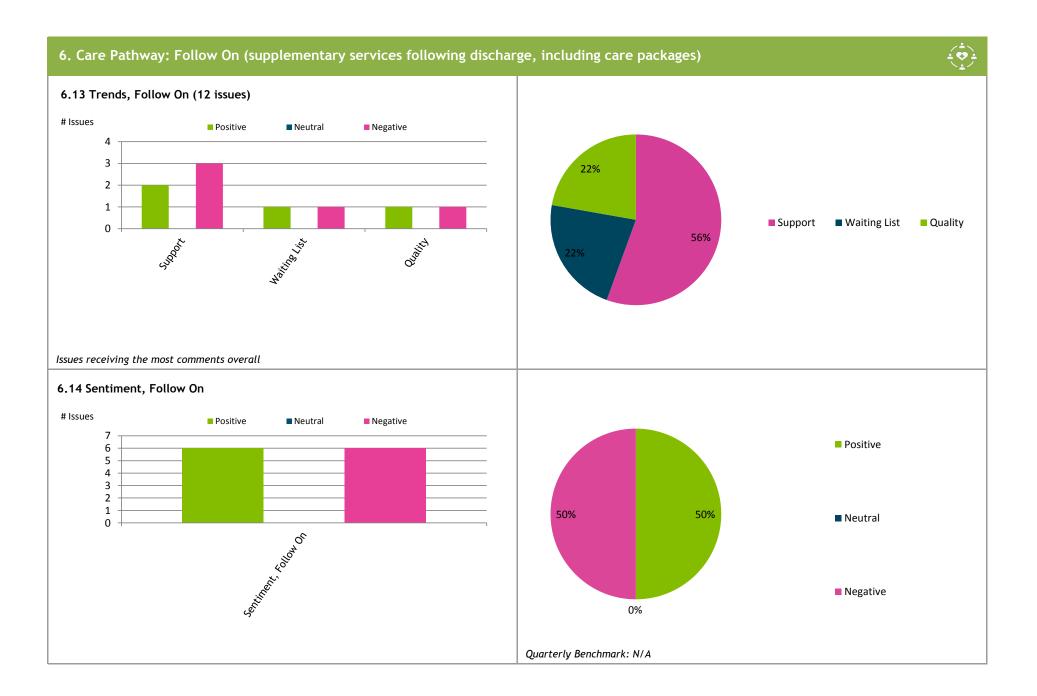
Issues receiving the most comments overall

6.10 Sentiment, Clinical Nursing











7. Data Table: Number of issues



	Issue Name	Descriptor	# Issues				
w			Positive	Neutral	Negative	Total	
rer	Advice/Information	Communication, including access to advice and information.	39	0	42	81	
Patients/Carers	Carer Involvement	Involvement of carers, friends or family members.	13	0	13	26	
	General Comment	A generalised statement (ie; "The doctor was good.")	29	6	26	61	
Patie	User Involvement	Involvement of the service user.	37	0	16	53	
	Administration	Administrative processes and delivery.	5	0	43	48	
	Admission	Physical admission to a hospital ward, or other service.	0	0	2	2	
	Booking	Ability to book, reschedule or cancel appointments.	16	2	51	69	
	Cancellations	Cancellation of appointment by the service provider.	0	0	6	6	
	Data Protection	General data protection (including GDPR).	0	0	1	1	
S	Referral	Referral to a service.	9	1	8	18	
feπ	Medical Records	Management of medical records.	0	0	5	5	
Systems	Medication	Prescription and management of medicines.	7	0	14	21	
U)	Opening Times	Opening times of a service.	2	0	2	4	
	Planning	Leadership and general organisation.	3	0	9	12	
	Registration	Ability to register for a service.	4	1	9	14	
	Support	Levels of support provided.	102	0	63	165	
	Telephone	Ability to contact a service by telephone.	1	0	25	26	
	Timing	Physical timing (ie; length of wait at appointments).	20	3	30	53	
	Waiting List	Length of wait while on a list.	14	3	35	52	
	Choice	General choice.	3	0	5	8	
	Cost	General cost.	1	0	2	3	
S	Language	Language, including terminology.	2	0	7	9	
Values	Nutrition	Provision of sustainance.	0	0	3	3	
>	Privacy	Privacy, personal space and property.	1	1	4	6	
	Quality	General quality of a service, or staff.	140	3	47	190	
	Sensory	Deaf/blind or other sensory issues.	0	0	2	2	
	Stimulation	General stimulation, including access to activities.	3	0	3	6	

7. Data Table: Number of issues



	Issue Name	Descriptor		# Issues			
		·		Positive	Neutral	Negative	Total
Environment	Catchment/Distance	Distance to a service (and catchment area for eligability).		2	0	5	7
	Environment/Layout	Physical environment of a service.		6	0	11	17
	Equipment	General equipment issues.		1	0	7	8
	Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	3	3
	Hygiene	Levels of hygiene and general cleanliness.		1	0	2	3
	Mobility	Physical mobility to, from and within services.		0	0	1	1
	Travel/Parking	Ability to travel or park.		2	0	3	5
Staff	Omission	General omission (ie; transport did not arrive).		0	0	4	4
	Security/Conduct	General security of a service, including conduct of staff.		1	0	6	7
	Staff Attitude	Attitude, compassion and empathy of staff.		198	5	84	287
	Complaints	Ability to log and resolve a complaint.		0	0	10	10
	Staff Training	Training of staff.		3	1	8	12
	Staffing Levels	General availability of staff.		1	0	8	9
			Total:	666	26	625	1317

Community Insight CRM