The Experience of Northwick Park Hospital

A trends analysis report by Healthwatch Harrow

Community*Insight*

9 January 2020

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 Northwick Park Hospital.

Reporting Period: 1 January 2019 - 31 December 2019

healthwatch
Harrow

Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 335 people. Feedback has been obtained from a variety of sources, including general outreach and comments posted online (Care Opinion and social media).

Top Trends (Page 5)

Findings suggest the vast majority of people receive good quality, compassionate treatment and care. However, many would like greater levels of support and communication, and shorter waiting times. Administration and telephone access are also cited as issues.

Q3 Trends...

While communication remains an issue, we received 12 fewer complaints this quarter.

There is evidence that administrative processes are also improving, with 6 fewer complaints about general administration and 10 fewer on telephone access. While this seems modest, it continues a longer term trend of improvement.

Satisfaction Levels (Pages 6-7)

On the whole, feedback is 49% positive. Around a half of experiences (50%) reflect good levels of involvement and support, while sentiment on quality and empathy is broadly positive (74%). On service access, just a quarter of comments (24%) are positive overall.

Q3 Trends...

Overall sentiment has not changed this quarter, remaining at 49% positive. There is also no change on sentiment about quality and empathy which remains at 74% positive.

On information, involvement and support, sentiment has improved by 3% while declining by 2% on service access.

Departments (Pages 8-14)

Feedback about A&E suggests good quality, compassionate treatment and care, however people cite long waiting times and a lack of support and communication. On Maternity and general inpatients, people are satisfied with nursing care on the whole, but would like services to be more responsive and informative.

Q3 Trends...

Feedback suggests overall sentiment about A&E has declined by 1% this quarter, with a 5% decline recorded for general inpatients.

On maternity, we record a 9% improvement with people reporting a good quality, compassionate service. That said, levels of support - particularly on post-natal remain an issue for many.

Care Pathway (Pages 15-22)

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 and general administration are also clear issues.

Q3 Trends...

Comments suggest sentiment about reception services has improved by 5% this quarter, however the majority of feedback remains broadly negative overall.
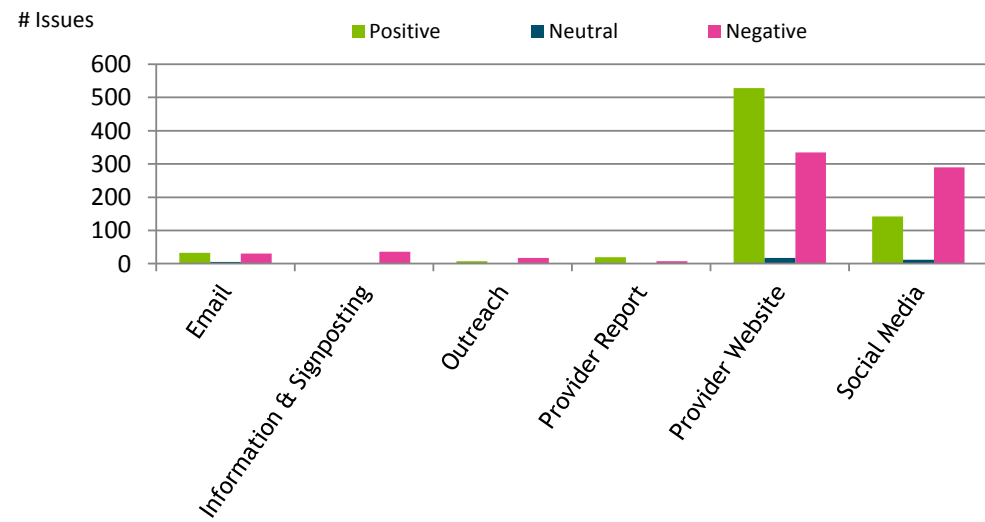
Sentiment about diagnosis has declined by 2%, with 4% declines recorded for clinical treatment and nursing care. On transport, cost of travel and parking is a trend for the first time - therefore an issue to be monitored.

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.
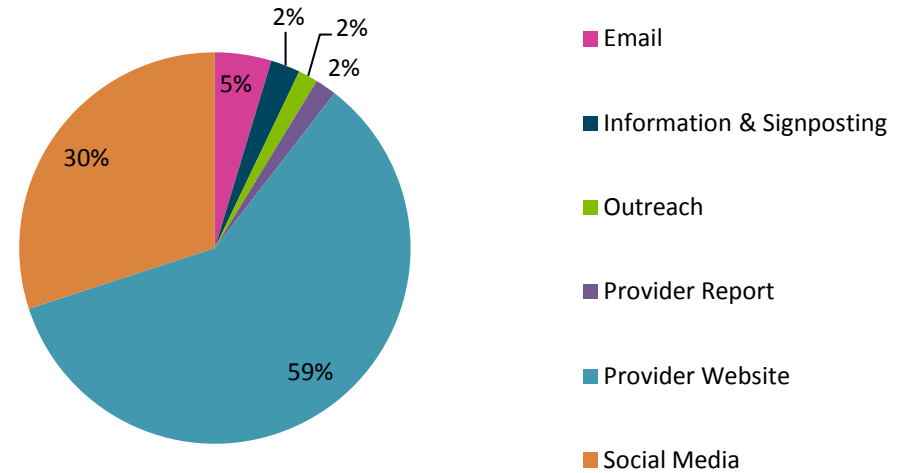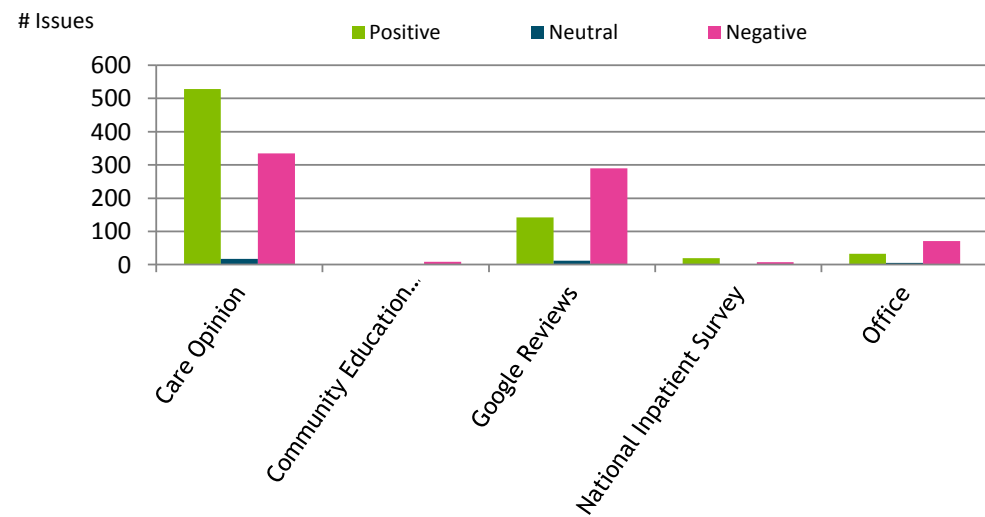
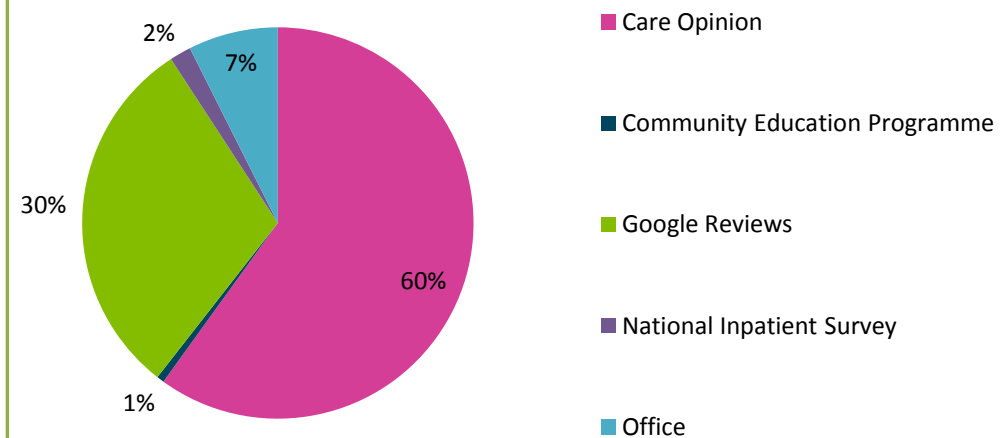## 1. Data Source: Where did we collect the feedback?

1.1 Source

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Email, Information & Signposting, Outreach, Provider Report, Provider Website, Social Media

Pie chart:
- Email: 5%
- Information & Signposting: 2%
- Outreach: 2%
- Provider Report: 2%
- Provider Website: 59%
- Social Media: 30%

Sources providing the most comments overall

1.2 Origin

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Care Opinion, Community Education..., Google Reviews, National Inpatient Survey, Office

Pie chart:
- Care Opinion: 60%
- Community Education Programme: 1%
- Google Reviews: 30%
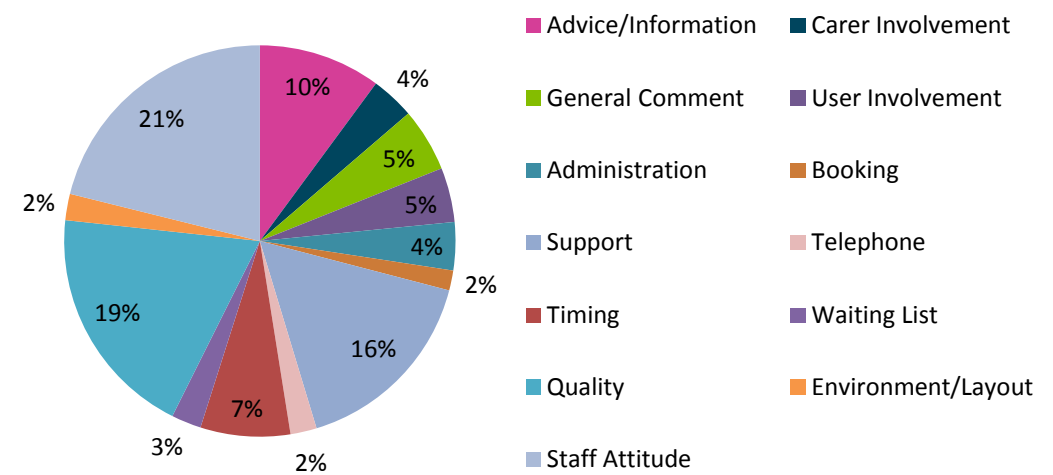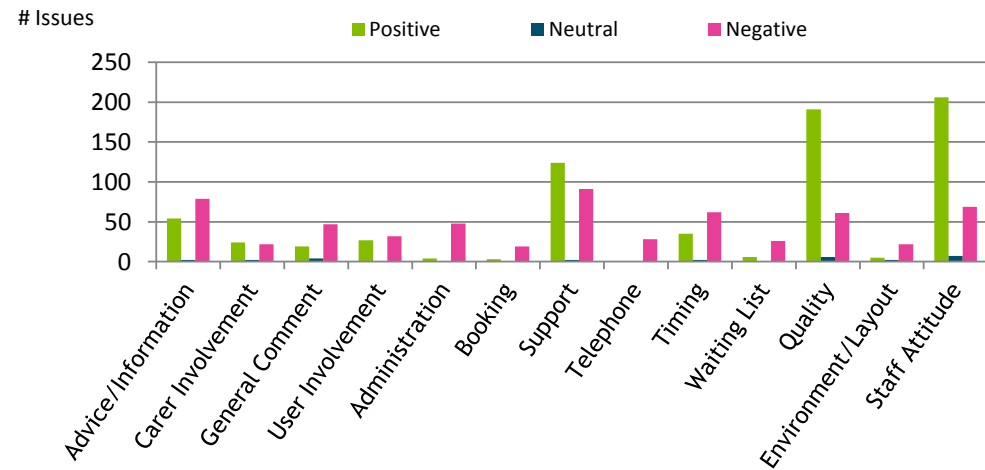- National Inpatient Survey: 2%
- Office: 7%

Origins providing the most comments overall

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

2.1 Service aspects: 1488 issues from 335 people

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Booking, Support, Telephone, Timing, Waiting List, Quality, Environment/Layout, Staff Attitude

Pie chart values:
- Advice/Information: 10%
- Carer Involvement: 4%
- General Comment: 5%
- User Involvement: 5%
- Administration: 4%
- Booking: 2%
- Support: 16%
- Telephone: 2%
- Timing: 7%
- Waiting List: 3%
- Quality: 19%
- Environment/Layout: 2%
- Staff Attitude: 21%

Issues receiving the most comments overall. See page 23 for issue descriptions.

2.2 Stated medical conditions

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Cancer, Cardiology, Children's Health, Dentistry, Ear, Nose & Throat, Maternity, Musculoskeletal Health, Older People's Health, Stroke, Urology

Pie chart values:
- Cancer: 6%
- Cardiology: 8%
- Children's Health: 11%
- Dentistry: 4%
- Ear, Nose & Throat: 12%
- Maternity: 23%
- Musculoskeletal Health: 11%
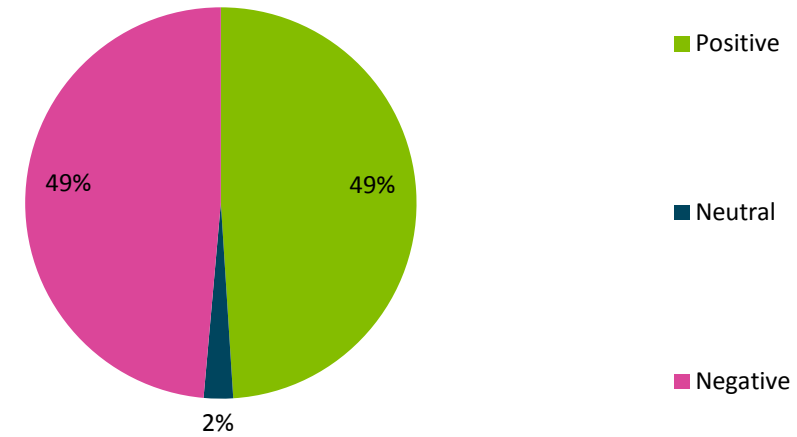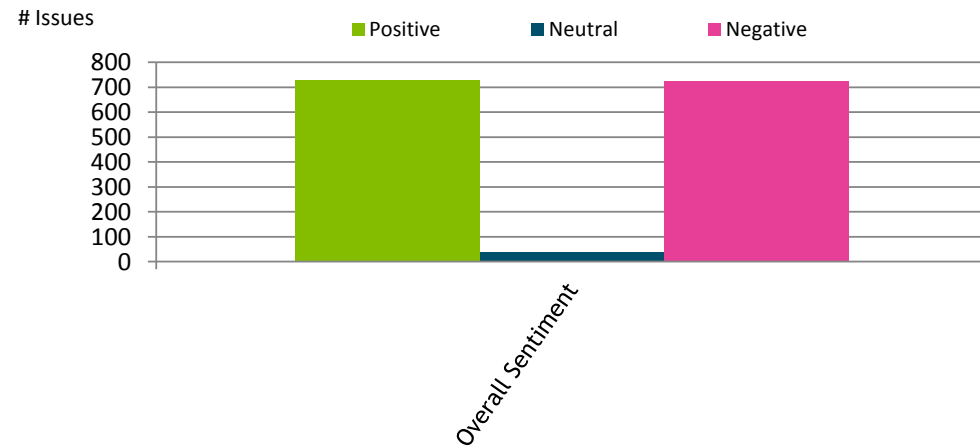- Older People's Health: 11%
- Stroke: 9%
- Urology: 5%

Medical conditions receiving the most comments overall

5

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

3.1 How do people feel as a whole?

Issues

Legend: Positive, Neutral, Negative
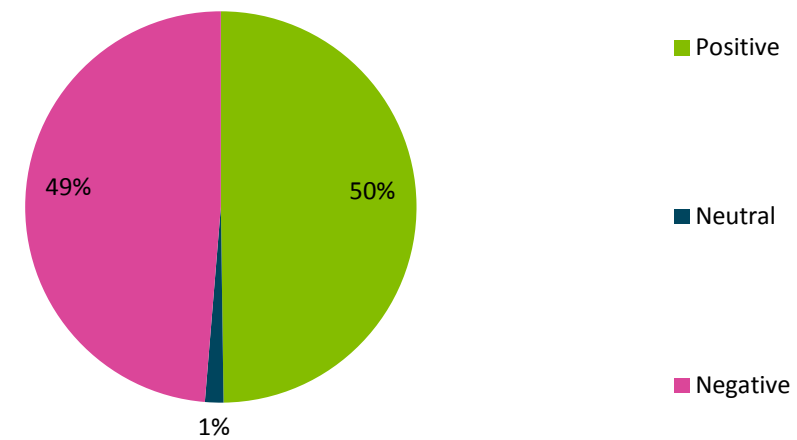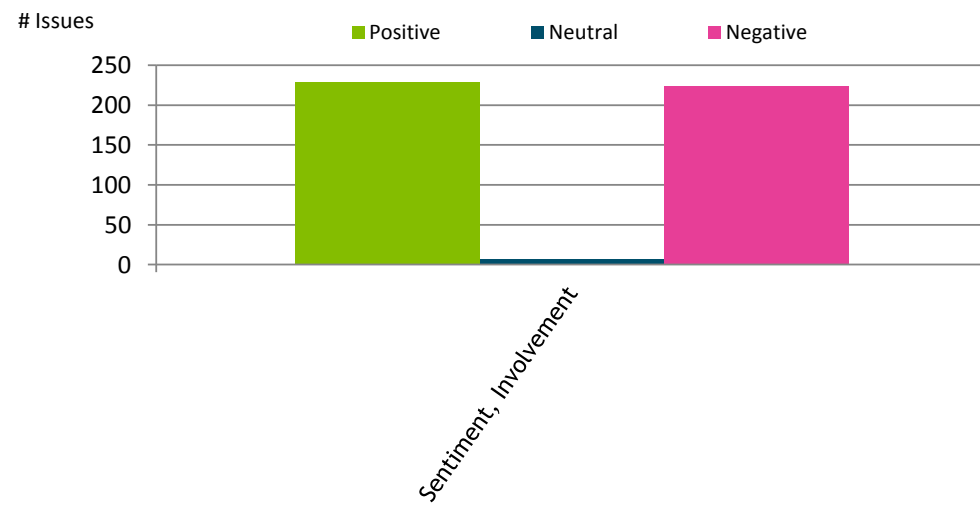
Overall Sentiment

Pie chart:
- Positive: 49%
- Neutral: 2%
- Negative: 49%

Quarterly Benchmark: No change on the previous quarter

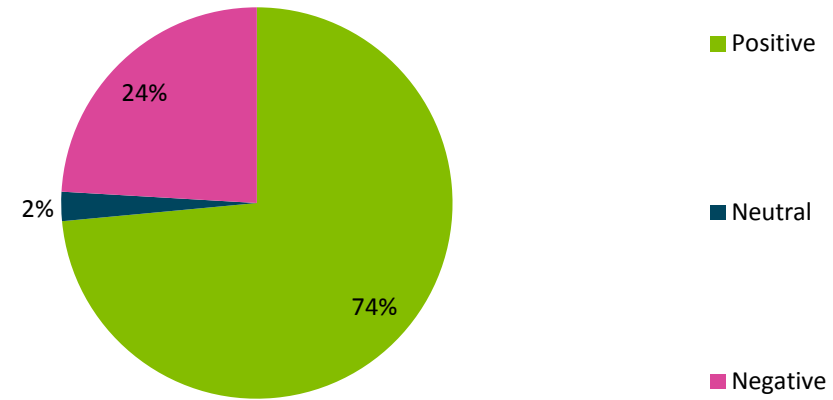## 3.2 How well informed, involved and supported do people feel?

Issues

Legend: Positive, Neutral, Negative

Sentiment, Involvement

Pie chart:
- Positive: 50%
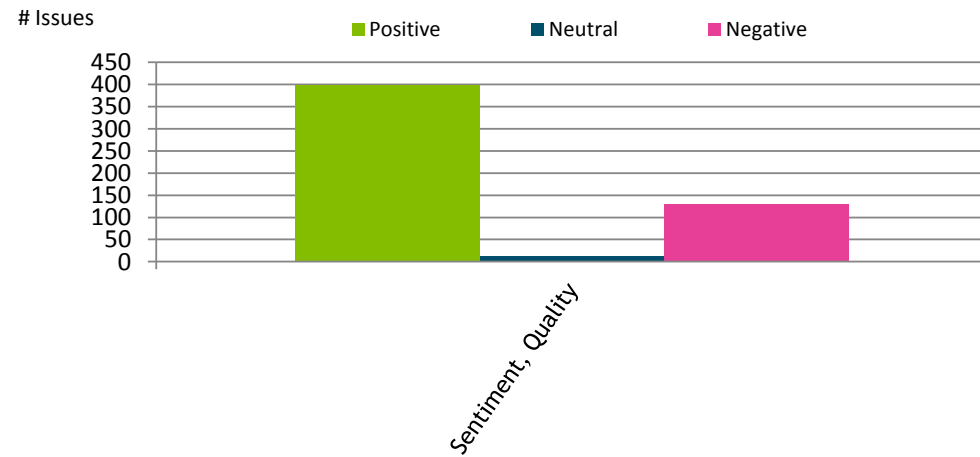- Neutral: 1%
- Negative: 49%

Quarterly Benchmark: 3% improvement on the previous quarter

3. Sentiment: How do people feel about the service?
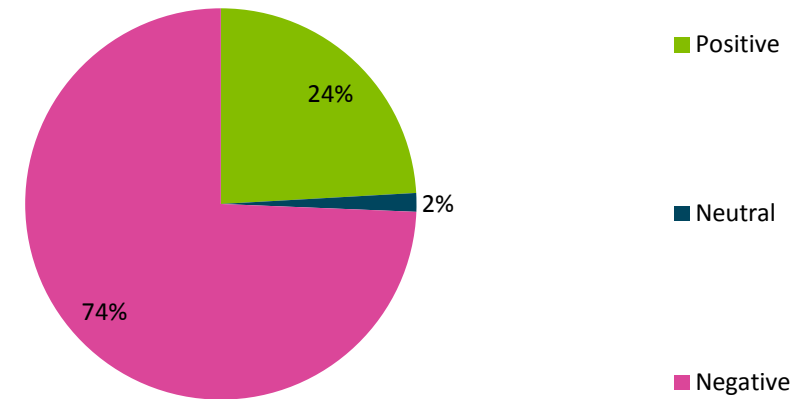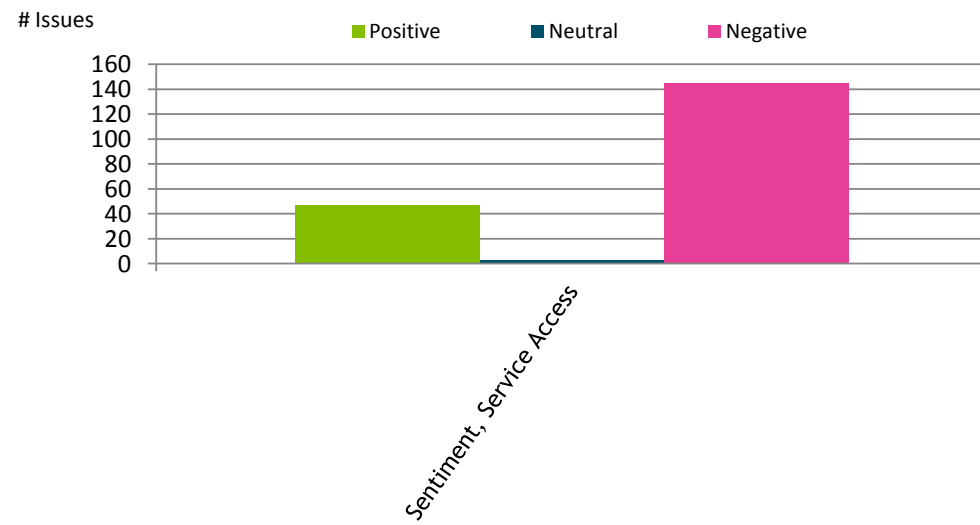
3.3 How do people feel about general quality and empathy?

Quarterly Benchmark: No change on the previous quarter

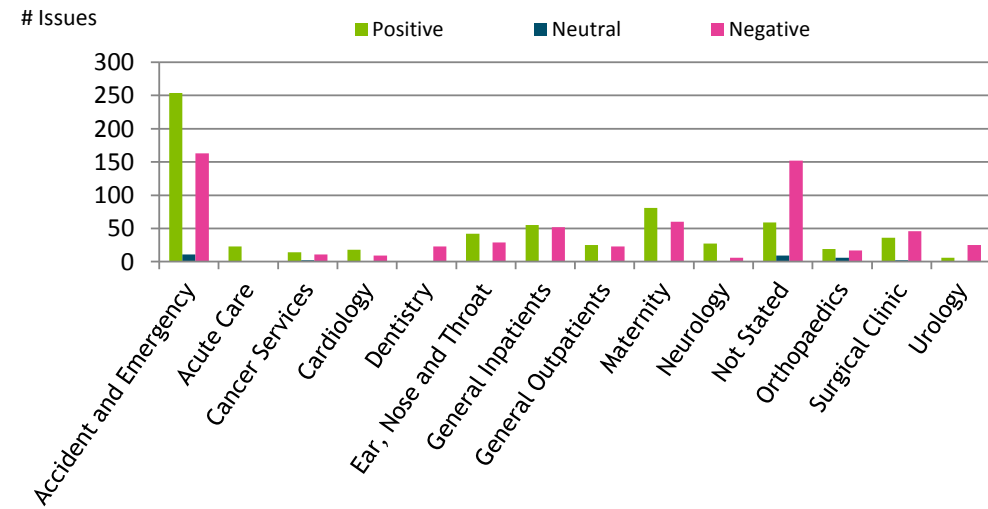## 3.4 How do people feel about general access to services?

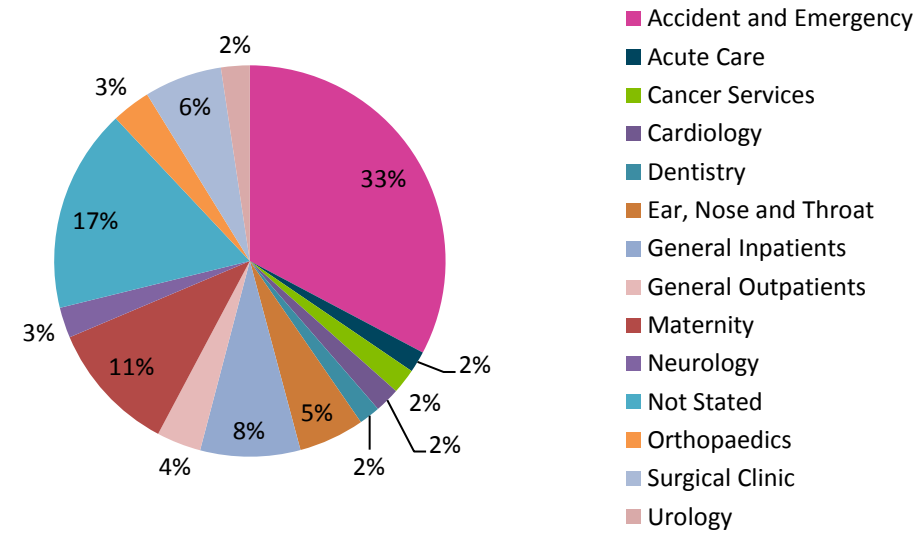*Quarterly Benchmark: 2% decline on the previous quarter*

4.1 Departments (1488 issues)

Legend: Positive, Neutral, Negative

Issues — bar chart axis: 0, 50, 100, 150, 200, 250, 300

Departments: Accident and Emergency, Acute Care, Cancer Services, Cardiology, Dentistry, Ear, Nose and Throat, General Inpatients, General Outpatients, Maternity, Neurology, Not Stated, Orthopaedics, Surgical Clinic, Urology

Departments receiving the most comments overall

Pie chart percentages: 33%, 6%, 3%, 2%, 17%, 3%, 11%, 4%, 8%, 2%, 2%, 2%, 5%, 2%

Pie legend:
- Accident and Emergency
- Acute Care
- Cancer Services
- Cardiology
- Dentistry
- Ear, Nose and Throat
- General Inpatients
- General Outpatients
- Maternity
- Neurology
- Not Stated
- Orthopaedics
- Surgical Clinic
- Urology

4.2 Breakdown of care pathway locations (more on pages 15-22)

Legend: Positive, Neutral, Negative

Issues — bar chart axis: 0, 50, 100, 150, 200, 250, 300, 350, 400

Care pathway: Transport, Reception, Diagnosis/Testing, Clinical Treatment, Clinical Nursing, Discharge, Follow On, Community Services

Care pathway locations

Pie chart percentages: 2%, 3%, 2%, 0%, 2%, 14%, 5%, 48%, 26%

Pie legend:
- Transport
- Reception
- Diagnosis/Testing
- Clinical Treatment
- Clinical Nursing
- Discharge
- Follow On
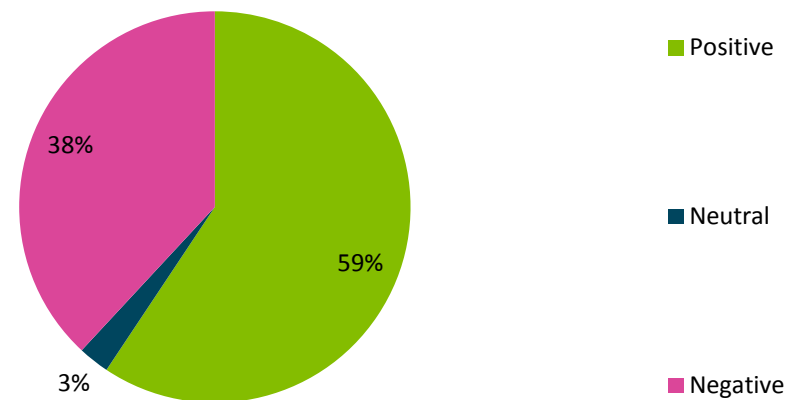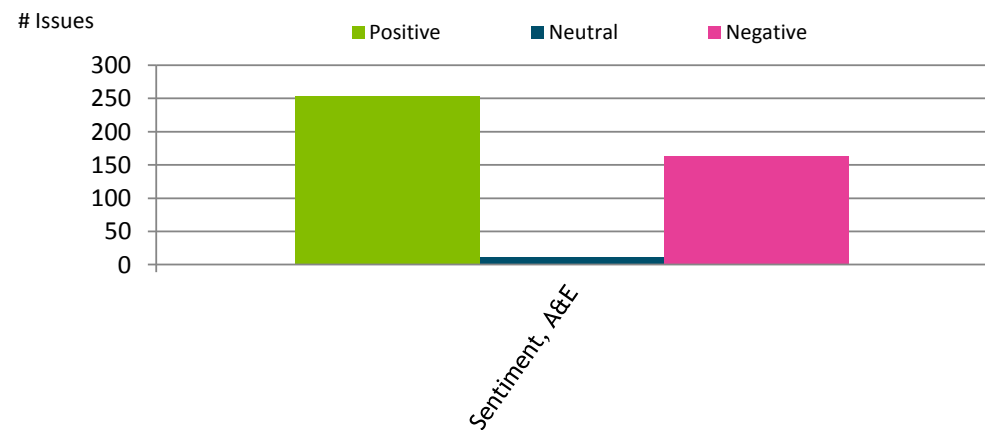- Community Services

8
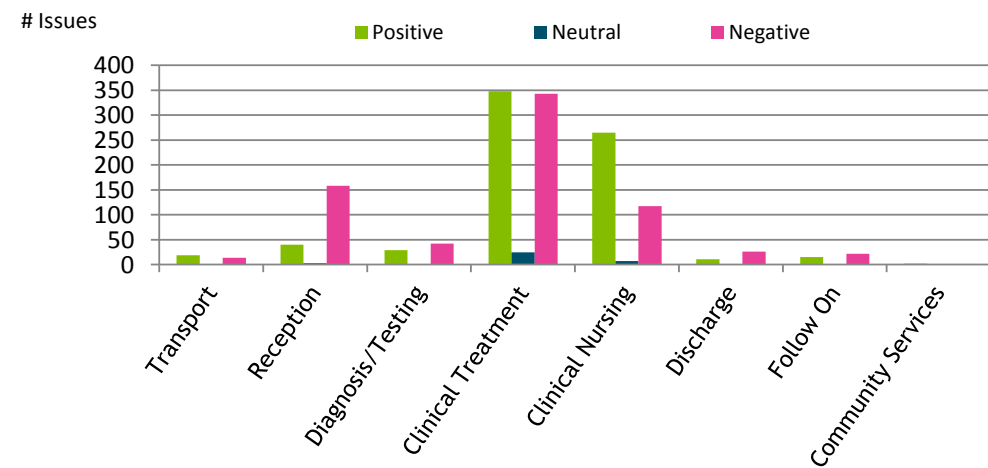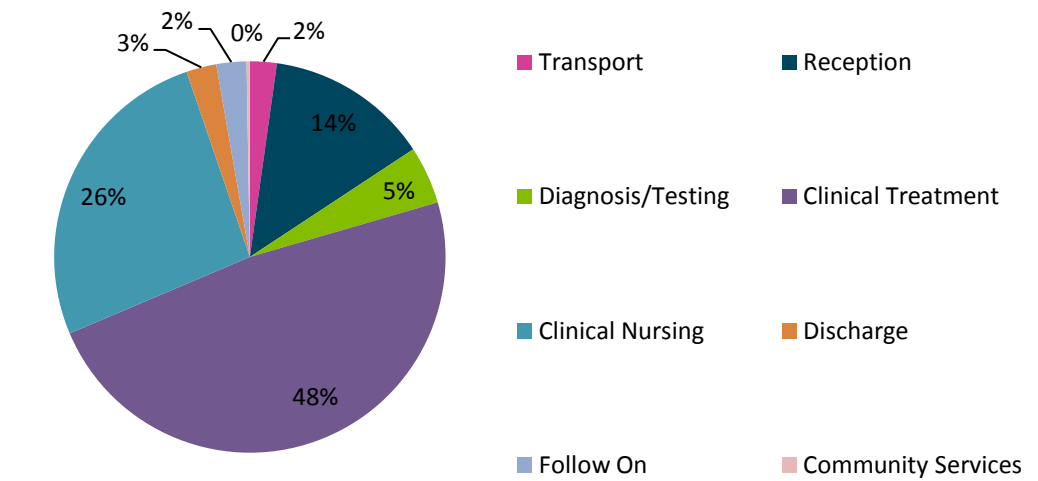
5.1 Trends, A&E (428 issues from 86 people)
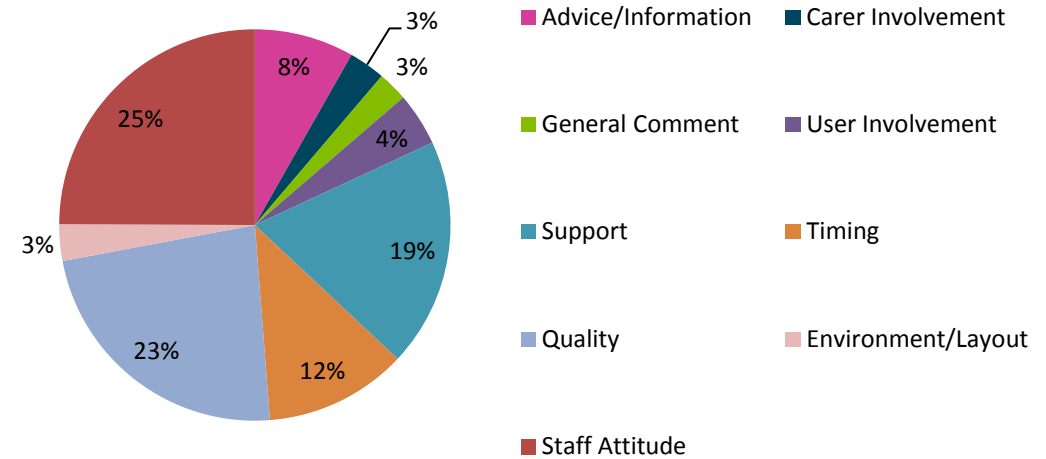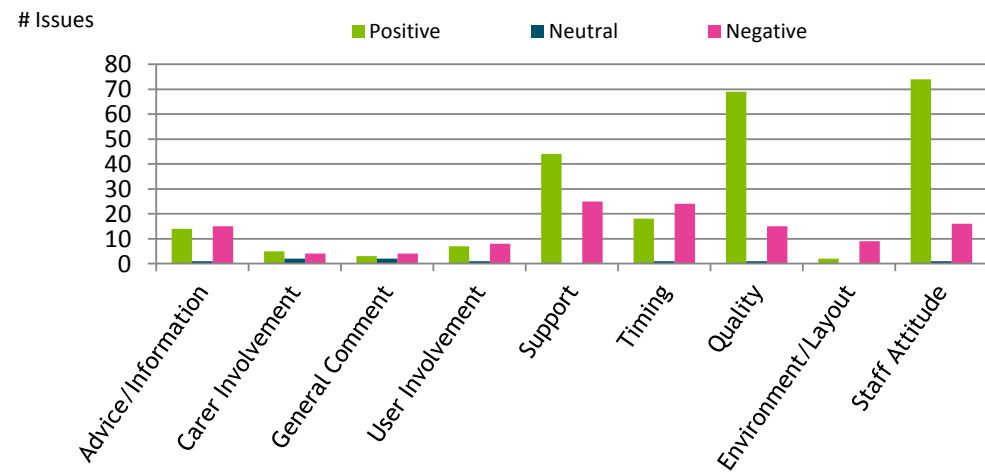
Issues receiving the most comments overall
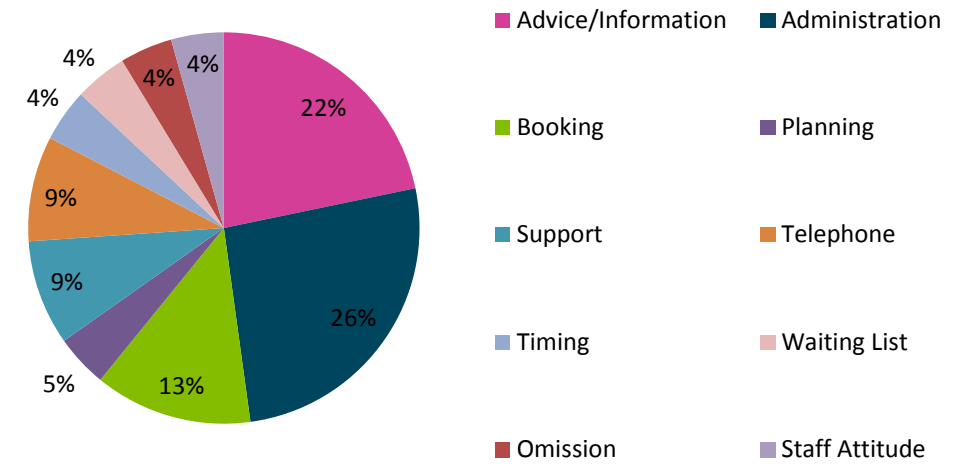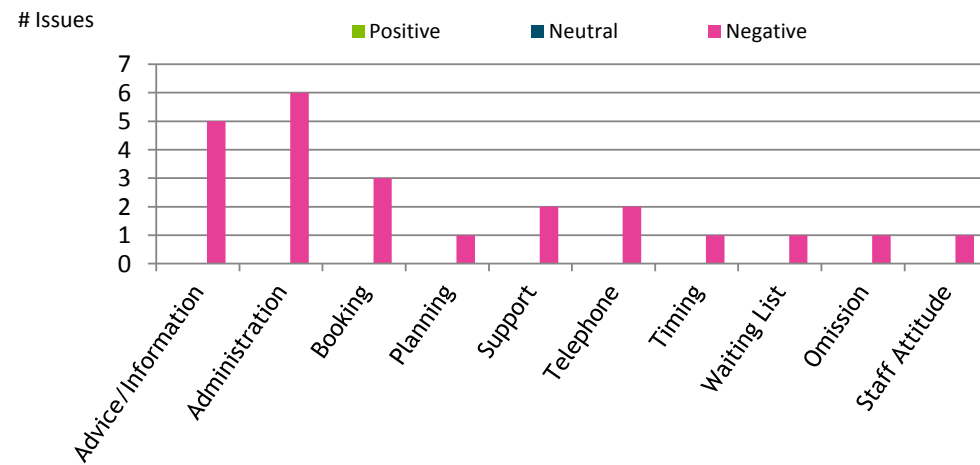
5.2 Sentiment, A&E

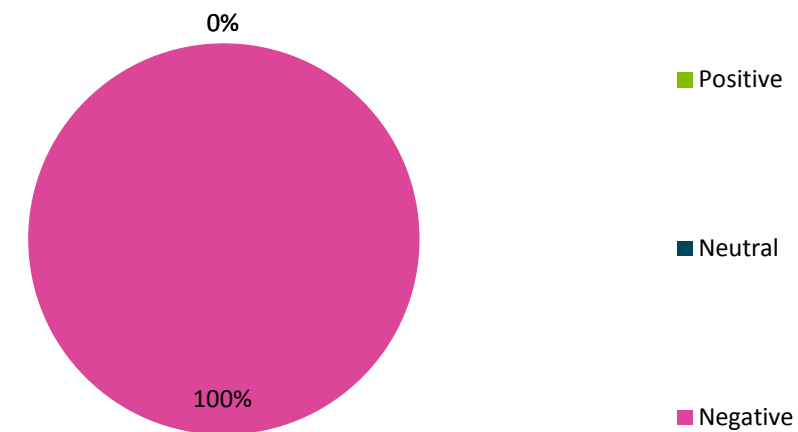*Quarterly Benchmark: 1% decline on the previous quarter*
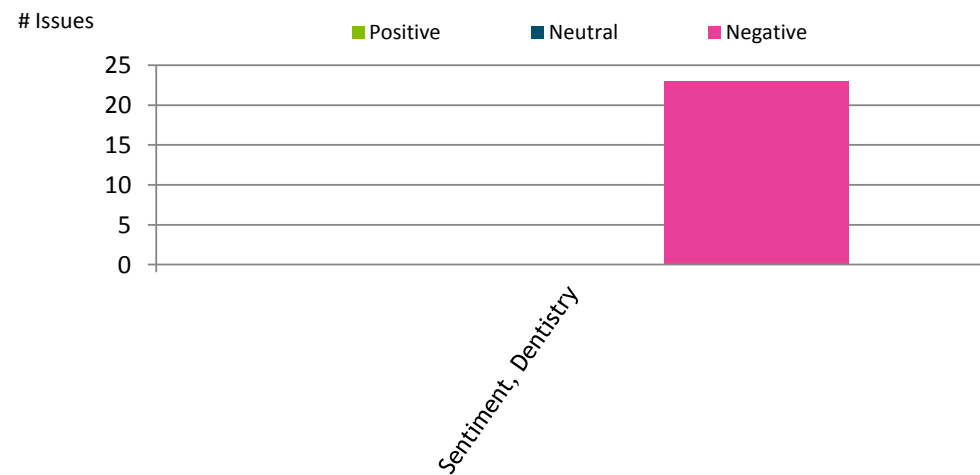
5.3 Trends, Dentistry (23 issues from 5 people)

Issues

Legend: Positive (green) · Neutral (dark blue) · Negative (pink)

Bar chart categories: Advice/Information, Administration, Booking, Planning, Support, Telephone, Timing, Waiting List, Omission, Staff Attitude

Pie chart values: 22%, 26%, 13%, 5%, 9%, 9%, 4%, 4%, 4%, 4%

Pie legend: Advice/Information, Administration, Booking, Planning, Support, Telephone, Timing, Waiting List, Omission, Staff Attitude

Issues receiving the most comments overall

5.4 Sentiment, Dentistry

Issues

Legend: Positive (green) · Neutral (dark blue) · Negative (pink)

Bar chart: Sentiment, Dentistry — Negative ≈ 23
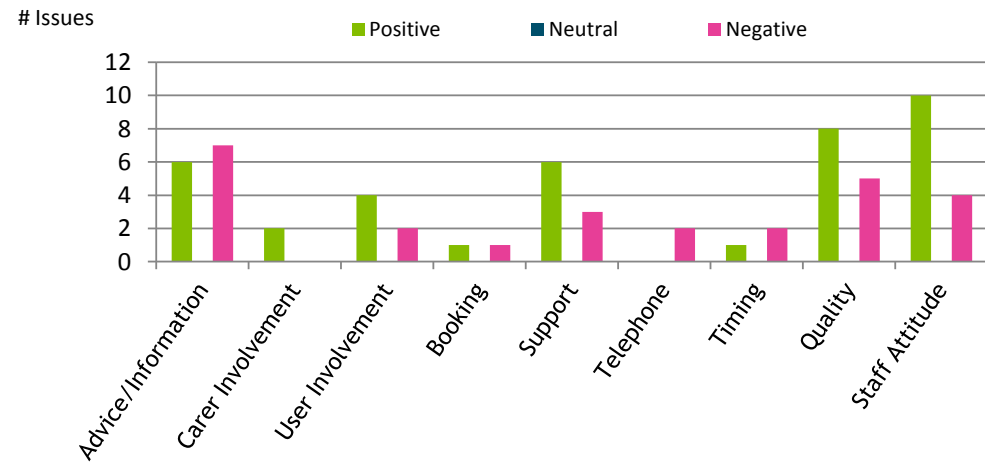
Pie chart: 0%, 100%

Pie legend: Positive, Neutral, Negative
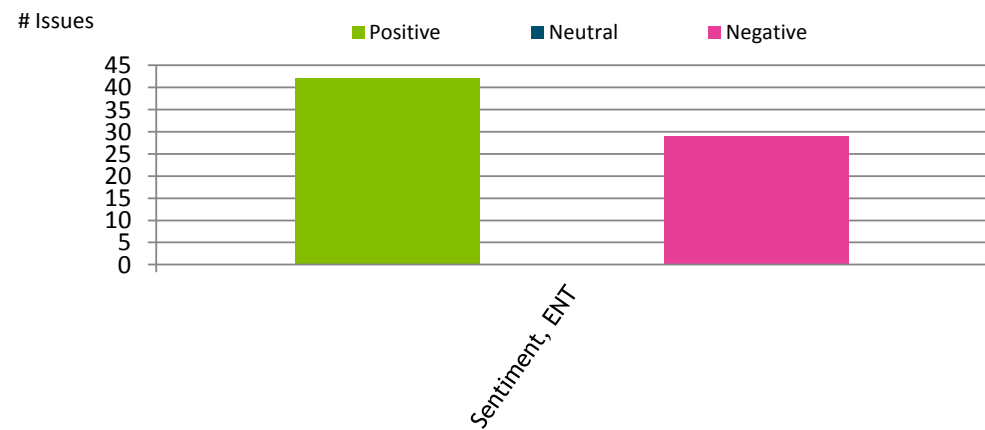
Quarterly Benchmark: N/A

5. Trends: Ear, Nose & Throat

5.5 Trends, Ear, Nose & Throat (71 issues from 10 people)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Carer Involvement, User Involvement, Booking, Support, Telephone, Timing, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 20%
- Carer Involvement: 3%
- User Involvement: 10%
- Booking: 3%
- Support: 14%
- Telephone: 3%
- Timing: 5%
- Quality: 20%
- Staff Attitude: 22%

Legend: Advice/Information, Carer Involvement, User Involvement, Booking, Support, Telephone, Timing, Quality, Staff Attitude

5.6 Sentiment, Ear, Nose & Throat

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, ENT

Pie chart:
- Positive: 59%
- Neutral: 0%
- Negative: 41%

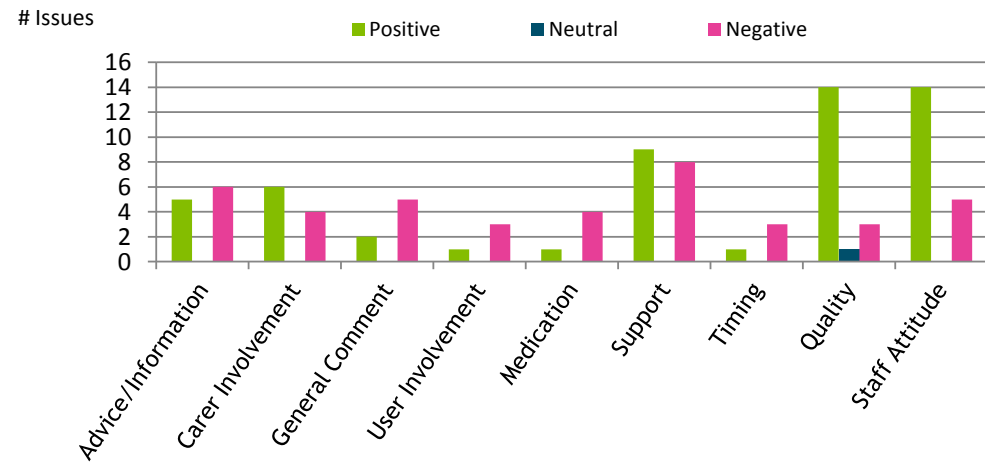Legend: Positive, Neutral, Negative

Quarterly Benchmark: 2% decline on the previous quarter

11
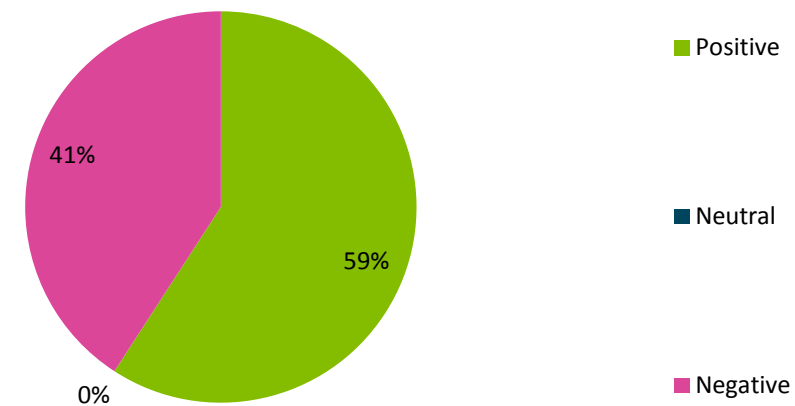
5. Trends: Inpatients (General)

5.7 Trends, General Inpatients (108 issues from 23 people)

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Medication, Support, Timing, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information — 12%
- Carer Involvement — 11%
- General Comment — 7%
- User Involvement — 4%
- Medication — 5%
- Support — 18%
- Timing — 4%
- Quality — 19%
- Staff Attitude — 20%
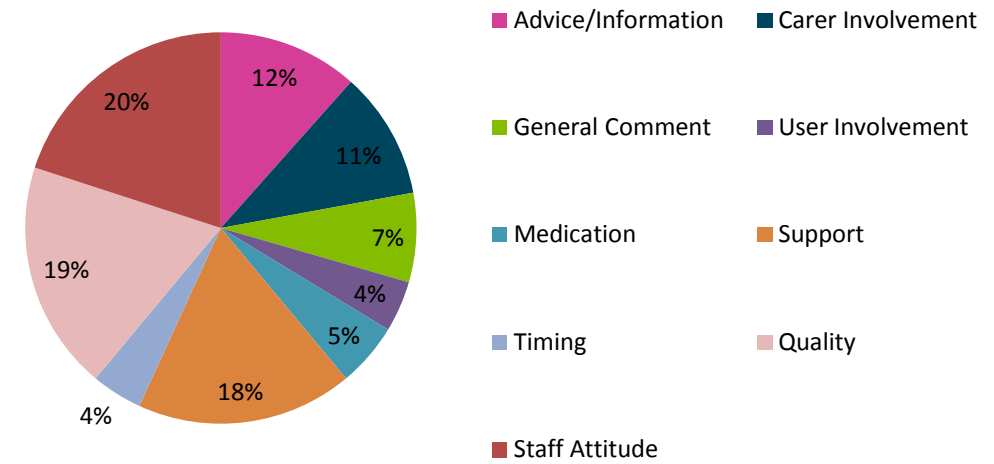
5.8 Sentiment, General Inpatients

Issues

Legend: Positive | Neutral | Negative

Bar chart category: Sentiment, Inpatients

Pie chart:
- Positive — 51%
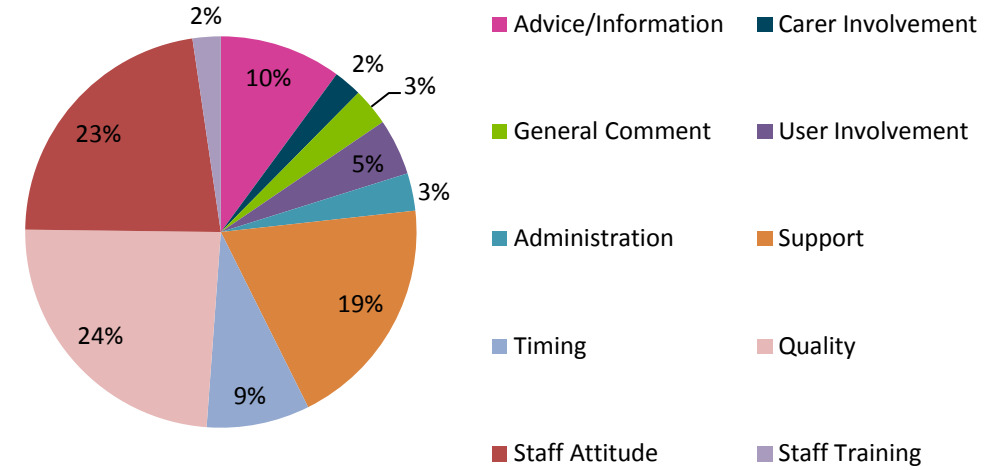- Neutral — 1%
- Negative — 48%
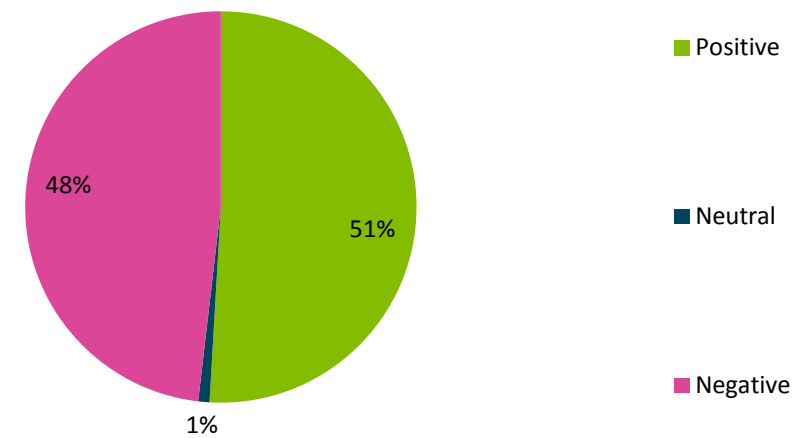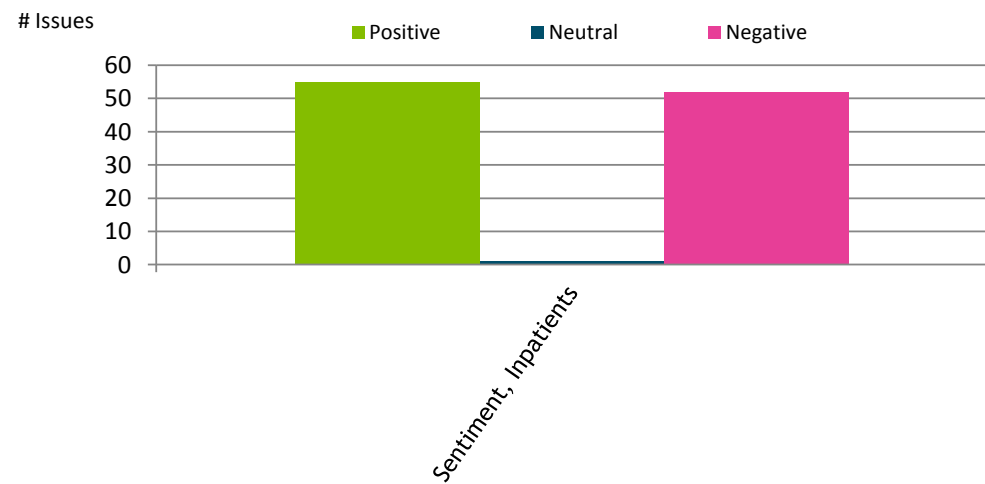
Quarterly Benchmark: 5% decline on the previous quarter

5.9 Trends, Maternity (142 issues from 31 people)

Legend: Positive, Neutral, Negative

Issues (y-axis: 0, 5, 10, 15, 20, 25, 30)

Categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Support, Timing, Quality, Staff Attitude, Staff Training

Issues receiving the most comments overall

Pie chart categories:
- Advice/Information — 10%
- Carer Involvement — 2%
- General Comment — 3%
- User Involvement — 5%
- Administration — 3%
- Support — 19%
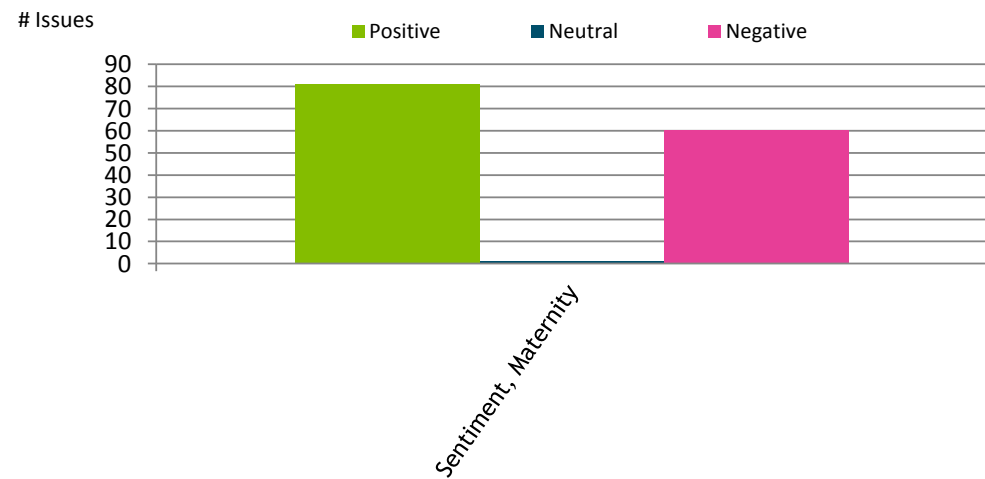- Timing — 9%
- Quality — 24%
- Staff Attitude — 23%
- Staff Training — 2%

5.10 Sentiment, Maternity

Legend: Positive, Neutral, Negative

Issues (y-axis: 0, 10, 20, 30, 40, 50, 60, 70, 80, 90)

Sentiment, Maternity
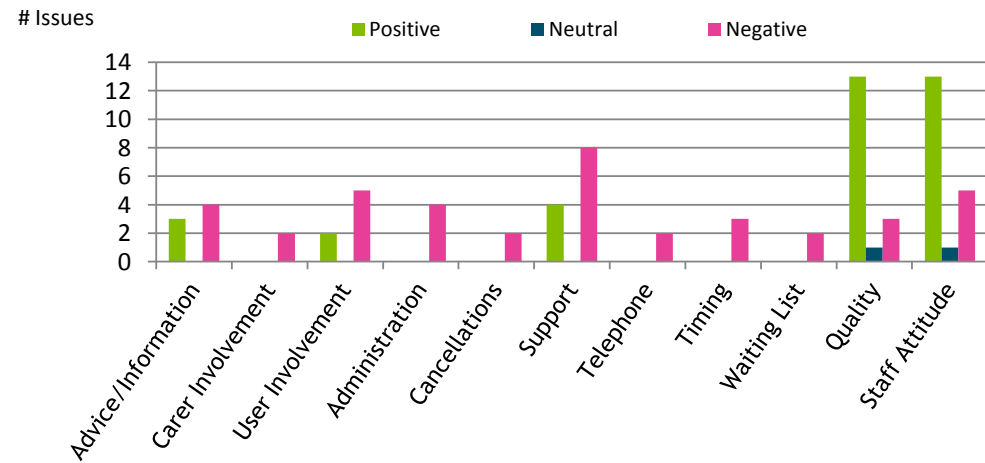

- Positive — 57%
- Neutral — 1%
- Negative — 42%

Quarterly Benchmark: 9% improvement on the previous quarter

5.11 Trends, General Surgery (84 issues from 16 people)

Issues

Positive   Neutral   Negative

Issues receiving the most comments overall

Advice/Information   Carer Involvement

User Involvement   Administration

Cancellations   Support

Telephone   Timing

Waiting List   Quality

Staff Attitude

9% 2% 9% 5% 3% 15% 4% 3% 3% 22% 25%
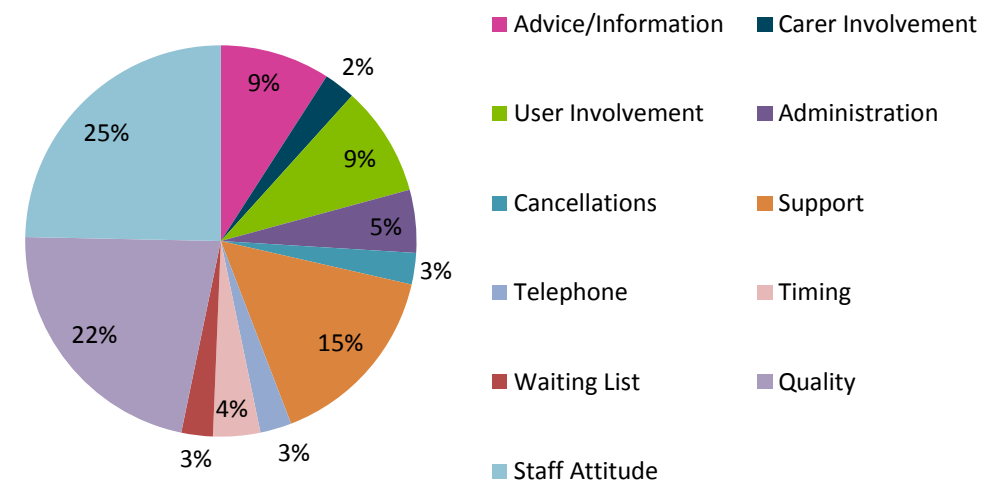
5.12 Sentiment, General Surgery

Issues

Positive   Neutral   Negative

Sentiment, Surgery

Positive

Neutral

Negative

43% 55% 2%

Quarterly Benchmark: 1% decline on the previous quarter

14
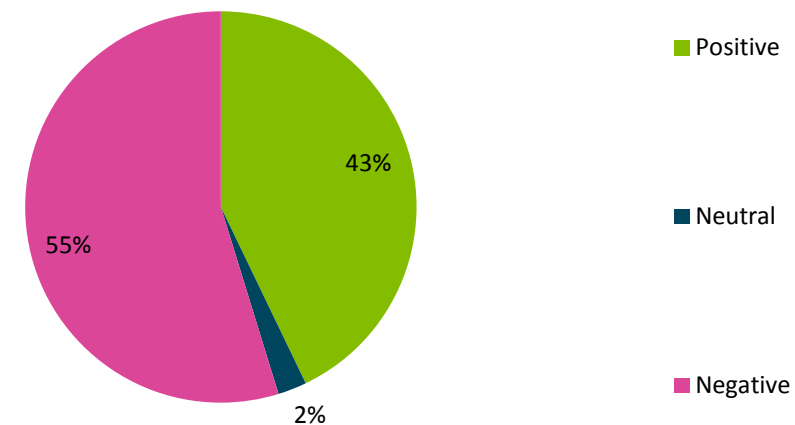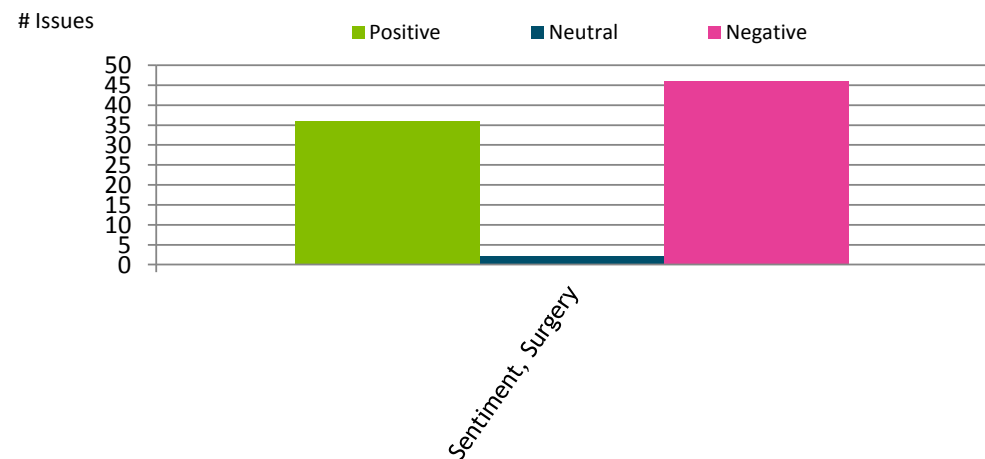
6. Care Pathway: Transport (ability to get to-and-from services)
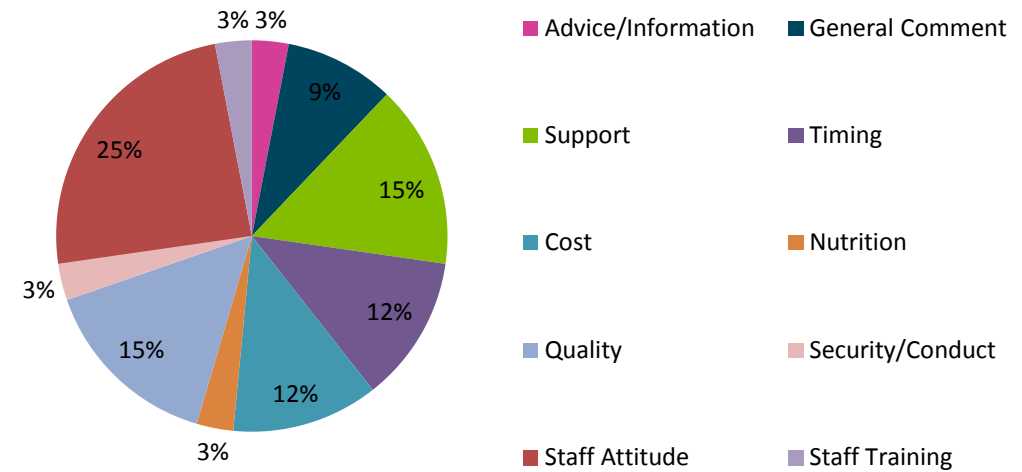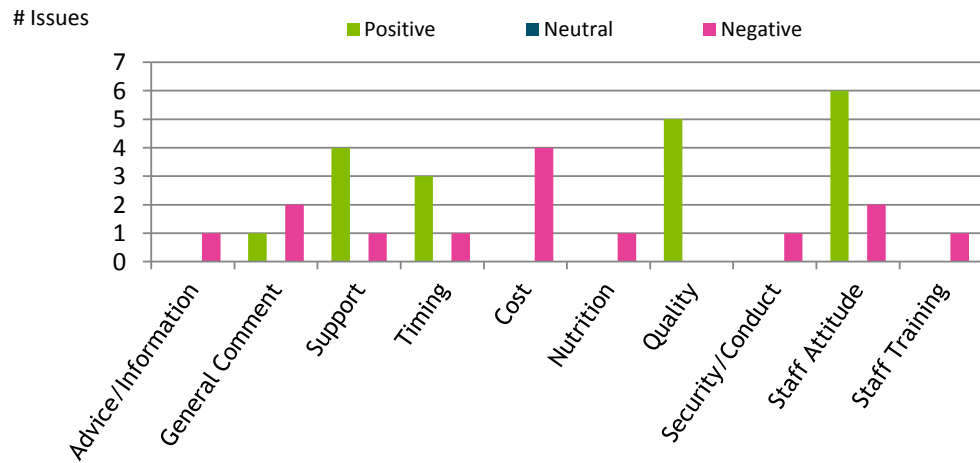
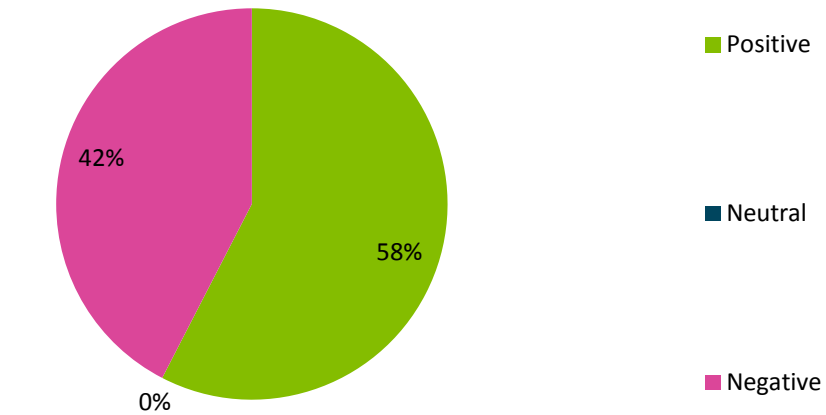## 6.1 Trends, Transport (33 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, General Comment, Support, Timing, Cost, Nutrition, Quality, Security/Conduct, Staff Attitude, Staff Training

Issues receiving the most comments overall

Pie chart:
- Advice/Information — 3%
- General Comment — 9%
- Support — 15%
- Timing — 12%
- Cost — 12%
- Nutrition — 3%
- Quality — 15%
- Security/Conduct — 3%
- Staff Attitude — 25%
- Staff Training — 3%
- 3%

6.2 Sentiment, Transport

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Transport

Pie chart:
- Positive — 58%
- Neutral — 0%
- Negative — 42%

Quarterly Benchmark: 6% improvement on the previous quarter

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

6.3 Trends, Reception (201 issues)

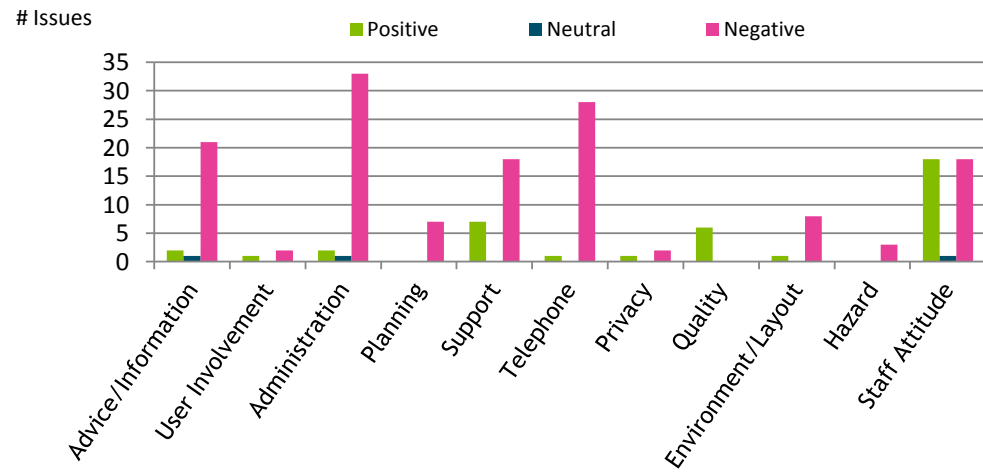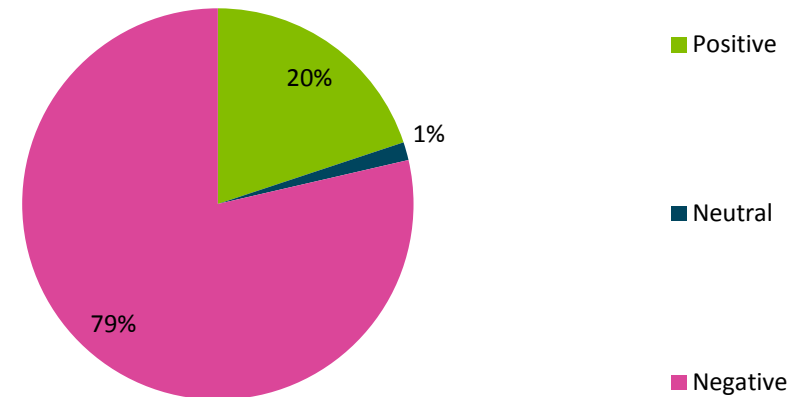Legend: Positive, Neutral, Negative

Categories (x-axis): Advice/Information, User Involvement, Administration, Planning, Support, Telephone, Privacy, Quality, Environment/Layout, Hazard, Staff Attitude

Issues receiving the most comments overall

Pie chart legend and values:
- Advice/Information — 13%
- User Involvement — 1%
- Administration — 20%
- Planning — 4%
- Support — 14%
- Telephone — 16%
- Privacy — 2%
- Quality — 3%
- Environment/Layout — 5%
- Hazard — 2%
- Staff Attitude — 20%

6.4 Sentiment, Reception

Legend: Positive, Neutral, Negative

Pie chart values:
- Positive — 20%
- Neutral — 1%
- Negative — 79%

Quarterly Benchmark: 5% improvement on the previous quarter

6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)
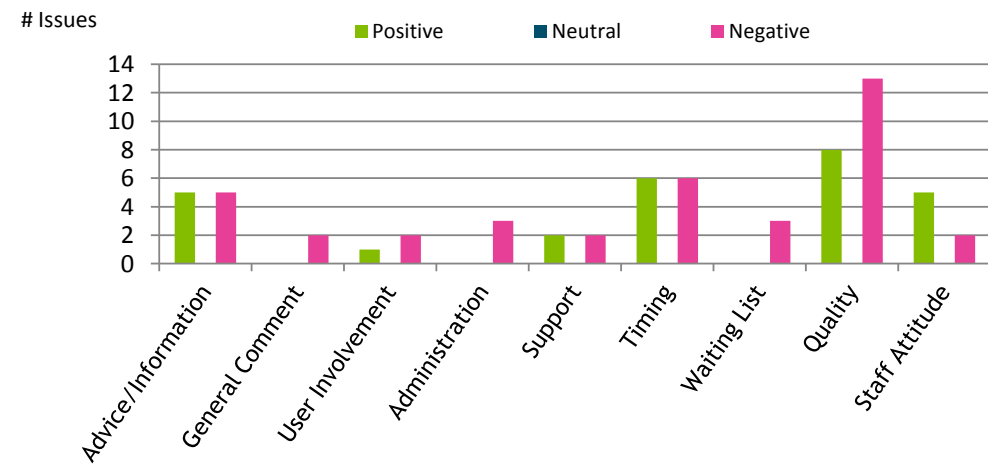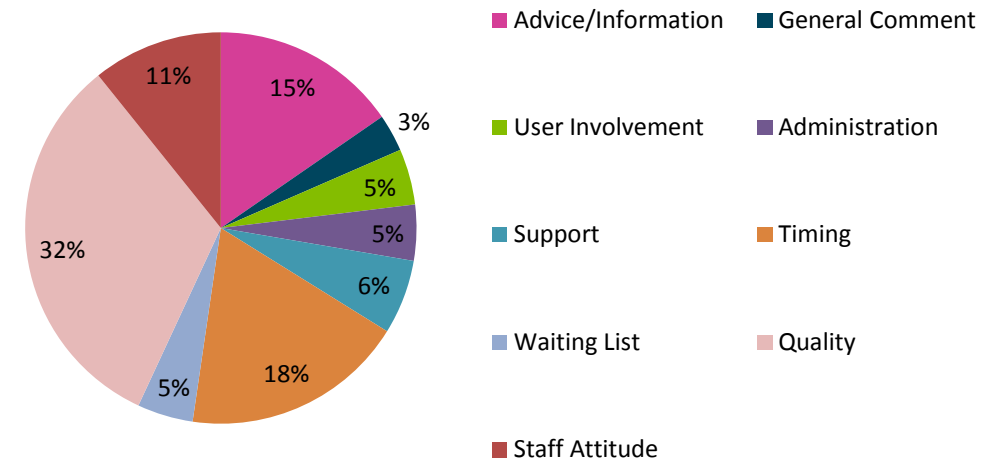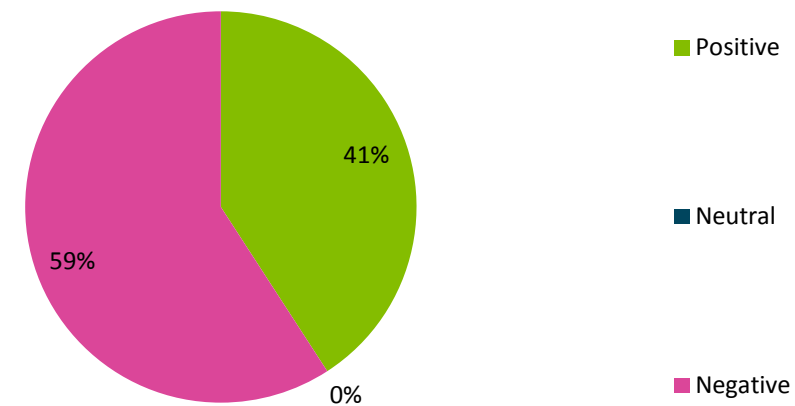
6.5 Trends, Diagnosis/Testing (71 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories (x-axis): Advice/Information, General Comment, User Involvement, Administration, Support, Timing, Waiting List, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information — 15%
- General Comment — 3%
- User Involvement — 5%
- Administration — 5%
- Support — 6%
- Timing — 18%
- Waiting List — 5%
- Quality — 32%
- Staff Attitude — 11%

Legend: Advice/Information, General Comment, User Involvement, Administration, Support, Timing, Waiting List, Quality, Staff Attitude

6.6 Sentiment, Diagnosis/Testing

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Diagnosis

Pie chart:
- Positive — 41%
- Neutral — 0%
- Negative — 59%
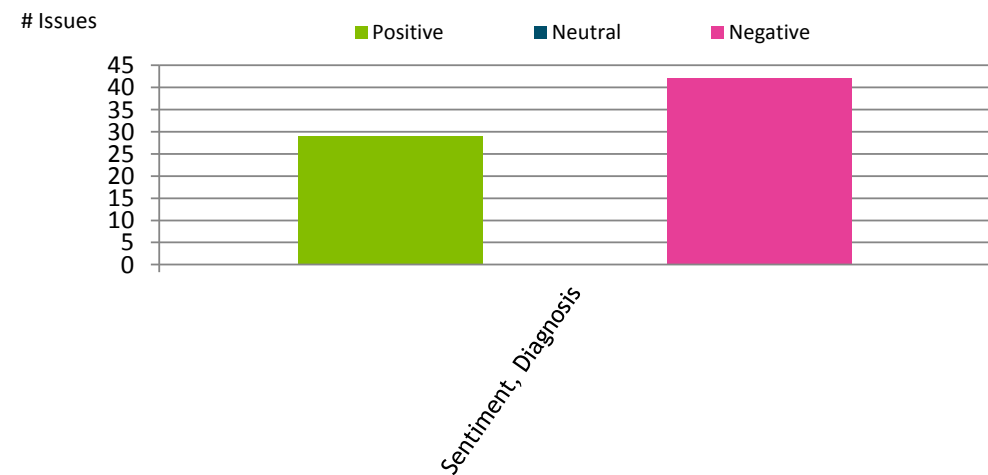
Quarterly Benchmark: 2% decline on the previous quarter

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

6.7 Trends, Clinical Treatment (716 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Booking, Support, Timing, Waiting List, Quality, Environment/Layout, Travel/Parking, Staff Attitude

Pie chart:
- Advice/Information: 9%
- Carer Involvement: 4%
- General Comment: 8%
- User Involvement: 5%
- Administration: 1%
- Booking: 2%
- Support: 14%
- Timing: 11%
- Waiting List: 4%
- Quality: 20%
- Environment/Layout: 2%
- Travel/Parking: 1%
- Staff Attitude: 19%

Issues receiving the most comments overall

6.8 Sentiment, Clinical Treatment

Issues

Legend: Positive | Neutral | Negative

Bar chart: Sentiment, Treatment

Pie chart:
- Positive: 49%
- Neutral: 3%
- Negative: 48%

Quarterly Benchmark: 4% decline on the previous quarter

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6. Care Pathway: Clinical Nursing (care provided by trained nurses)
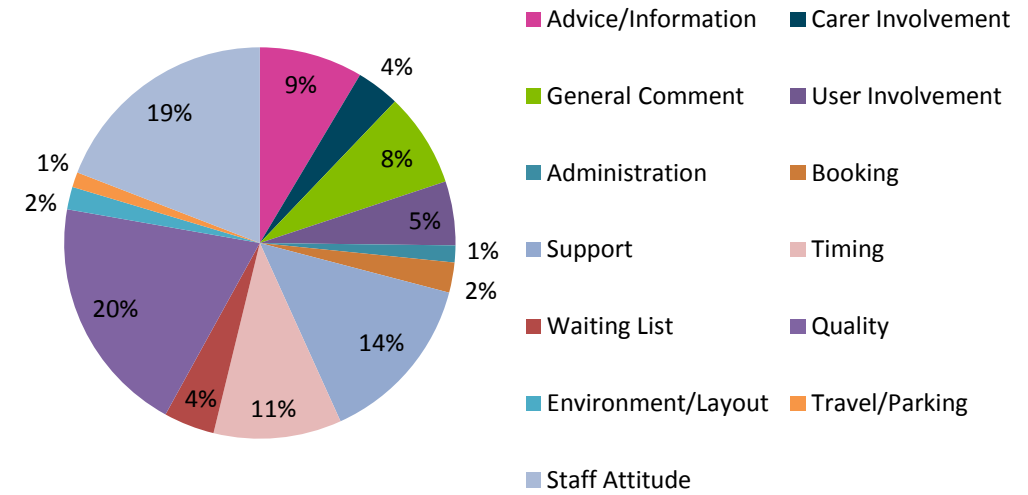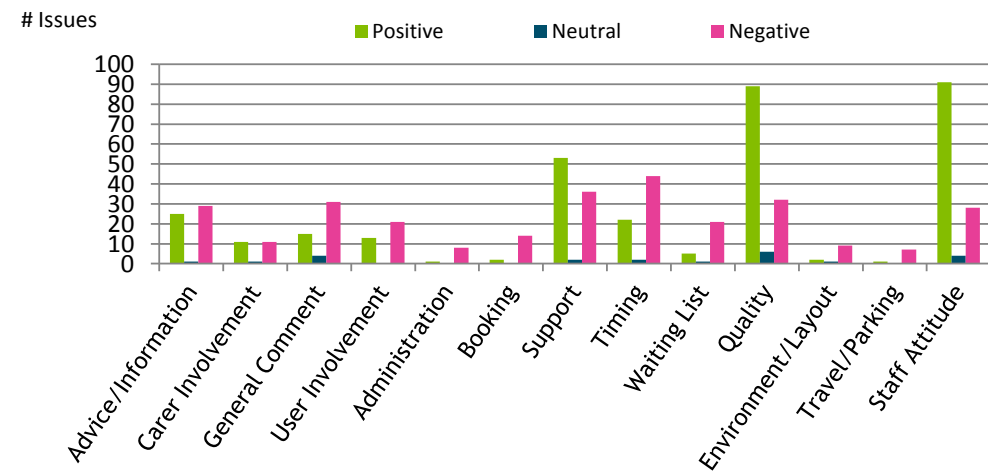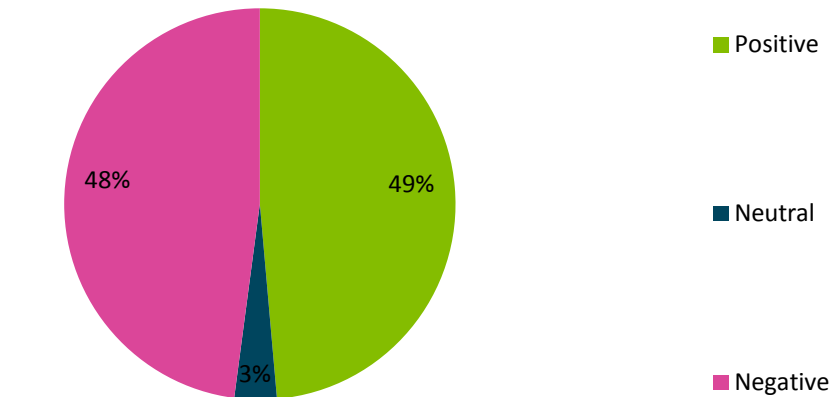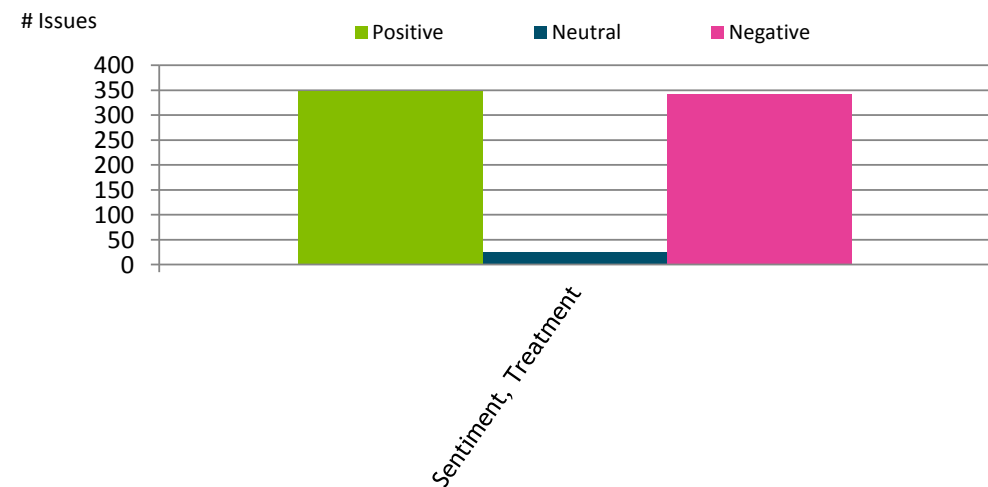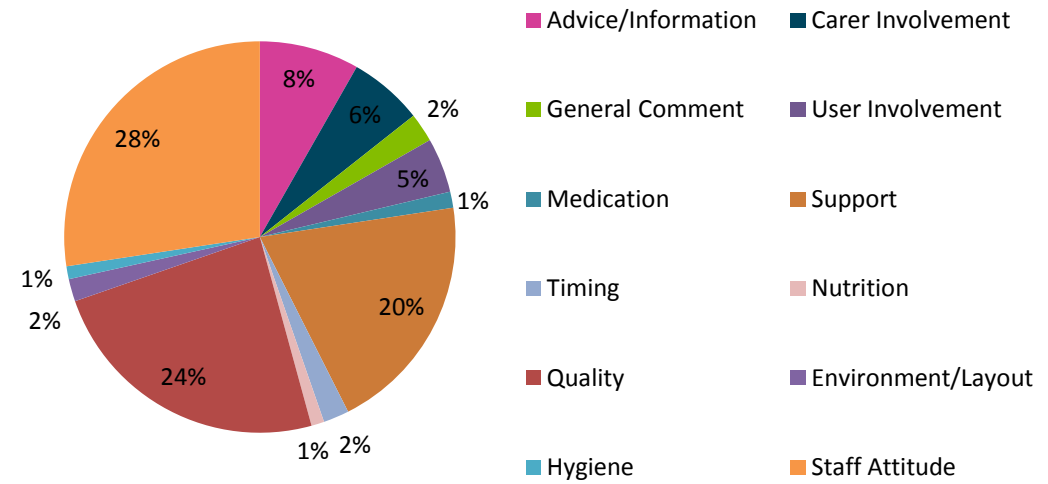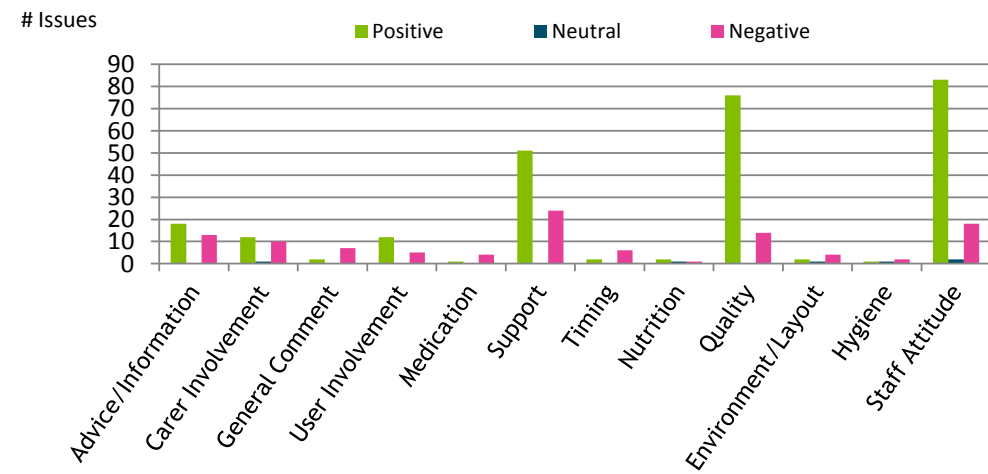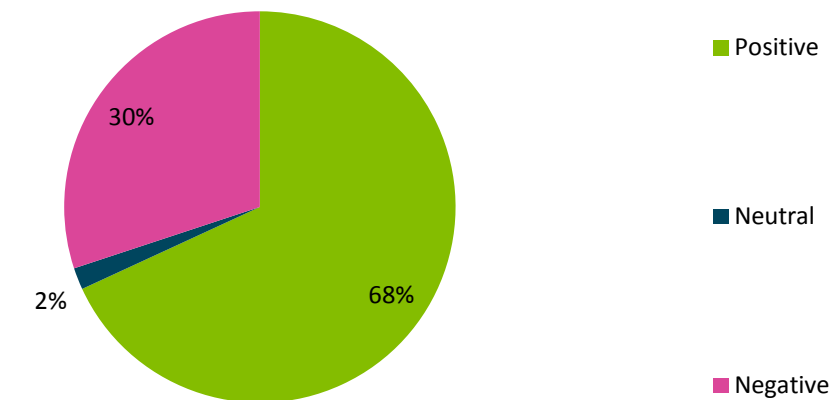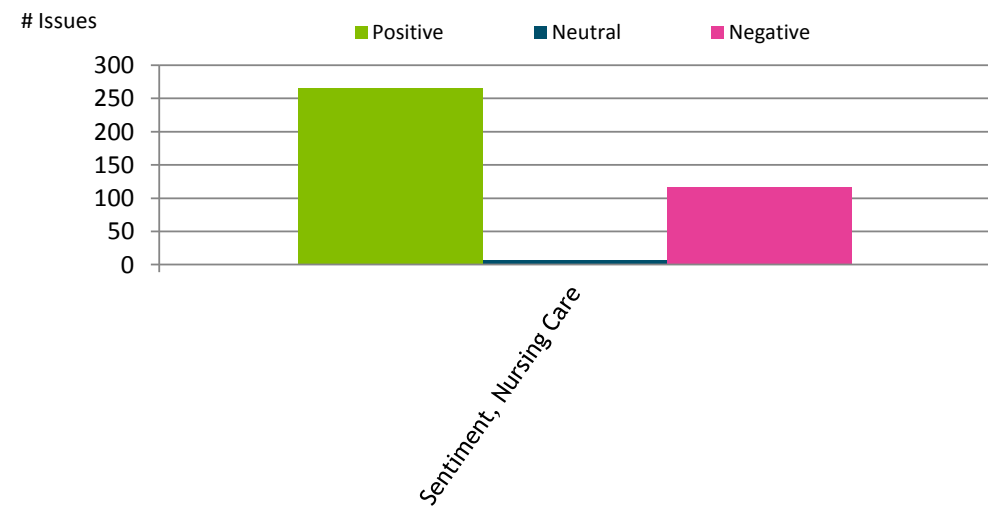
6.9 Trends, Clinical Nursing (389 issues)

Issues receiving the most comments overall

6.10 Sentiment, Clinical Nursing

Quarterly Benchmark: 4% improvement on the previous quarter

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

6.11 Trends, Discharge (37 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart categories (x-axis): Advice/Information, General Comment, Administration, Medication, Support, Timing, Quality, Staff Attitude

Pie chart:
- Advice/Information 13%
- General Comment 10%
- Administration 10%
- Medication 6%
- Support 27%
- Timing 20%
- Quality 7%
- Staff Attitude 7%
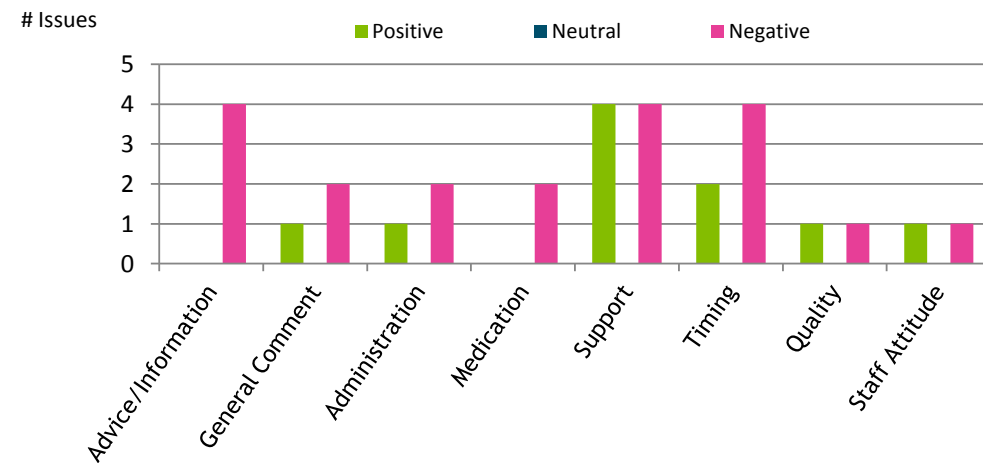
Issues receiving the most comments overall

6.12 Sentiment, Discharge

Issues

Legend: Positive | Neutral | Negative

Bar chart: Sentiment, Discharge

Pie chart:
- Positive 30%
- Neutral 0%
- Negative 70%

Quarterly Benchmark: N/A

6.13 Trends, Follow On (37 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Advice/Information, Booking, Support, Waiting List, Quality, Omission, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information — 31%
- Booking — 6%
- Support — 24%
- Waiting List — 9%
- Quality — 18%
- Omission — 6%
- Staff Attitude — 6%

Legend: Advice/Information, Booking, Support, Waiting List, Quality, Omission, Staff Attitude

6.14 Sentiment, Follow On

Issues

Legend: Positive | Neutral | Negative

Bar chart: Sentiment, Follow On

Pie chart:
- Positive — 41%
- Neutral — 0%
- Negative — 59%

Legend: Positive, Neutral, Negative

Quarterly Benchmark: N/A

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

6.15 Trends, Community (4 issues)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart categories (x-axis): General Comment, User Involvement, Support, Quality

- General Comment: 1 (Negative)
- User Involvement: 1 (Neutral)
- Support: 1 (Positive)
- Quality: 1 (Positive)

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 31%
- Booking: 6%
- Support: 24%
- Waiting List: 9%
- Quality: 18%
- Omission: 6%
- Staff Attitude: 6%

Legend: ■ Advice/Information ■ Booking ■ Support ■ Waiting List ■ Quality ■ Omission ■ Staff Attitude

6.16 Sentiment, Community

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart (Sentiment, Community):
- Positive: 2
- Neutral: 1
- Negative: 1

Pie chart:
- Positive: 50%
- Neutral: 25%
- Negative: 25%

Legend: ■ Positive ■ Neutral ■ Negative

Quarterly Benchmark: N/A

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7. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	54	2	79	135
	Carer Involvement	*Involvement of carers, friends or family members.*	24	2	22	48
	General Comment	*A generalised statement (ie; "The doctor was good.")*	19	4	47	70
	User Involvement	*Involvement of the service user.*	27	1	32	60
Systems	Administration	*Administrative processes and delivery.*	4	1	48	53
	Admission	*Physical admission to a hospital ward, or other service.*	2	0	3	5
	Booking	*Ability to book, reschedule or cancel appointments.*	3	0	19	22
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	7	7
	Data Protection	*General data protection (including GDPR).*	0	0	0	0
	Referral	*Referral to a service.*	5	1	4	10
	Medical Records	*Management of medical records.*	1	0	2	3
	Medication	*Prescription and management of medicines.*	3	0	11	14
	Opening Times	*Opening times of a service.*	0	0	0	0
	Planning	*Leadership and general organisation.*	3	0	10	13
	Registration	*Ability to register for a service.*	1	0	0	1
	Support	*Levels of support provided.*	124	2	91	217
	Telephone	*Ability to contact a service by telephone.*	1	0	28	29
	Timing	*Physical timing (ie; length of wait at appointments).*	35	2	62	99
	Waiting List	*Length of wait while on a list.*	6	1	26	33
Values	Choice	*General choice.*	1	1	6	8
	Cost	*General cost.*	0	0	6	6
	Language	*Language, including terminology.*	1	0	1	2
	Nutrition	*Provision of sustainance.*	4	1	5	10
	Privacy	*Privacy, personal space and property.*	1	0	8	9
	Quality	*General quality of a service, or staff.*	191	6	61	258
	Sensory	*Deaf/blind or other sensory issues.*	0	0	1	1
	Stimulation	*General stimulation, including access to activities.*	1	0	0	1

7. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
			# Issues			
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	0	0	5	5
	Environment/Layout	*Physical environment of a service.*	5	2	22	29
	Equipment	*General equipment issues.*	1	0	3	4
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	1	0	5	6
	Hygiene	*Levels of hygiene and general cleanliness.*	2	1	8	11
	Mobility	*Physical mobility to, from and within services.*	0	0	0	0
	Travel/Parking	*Ability to travel or park.*	1	0	7	8
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	4	4
	Security/Conduct	*General security of a service, including conduct of staff.*	0	1	4	5
	Staff Attitude	*Attitude, compassion and empathy of staff.*	206	7	69	282
	Complaints	*Ability to log and resolve a complaint.*	1	0	3	4
	Staff Training	*Training of staff.*	1	1	7	9
	Staffing Levels	*General availability of staff.*	0	0	7	7
	Total:		**729**	**36**	**723**	**1488**

Community*Insight* CRM