

The Experience of Northwick Park Hospital

A trends analysis report by Healthwatch Harrow



CommunityInsight

3 July 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 July 2019 - 30 June 2020

Index and overview of findings

Data Source (Page 3)

This report is based on the experience of 316 people. Feedback has been obtained from a variety of sources, including general engagement and comments posted online (including the NHS, Care Opinion and social media).

General Experience (Pages 4 -6)

Feedback suggests overall sentiment is 53% positive, 45% negative and 2% neutral. This represents a 5% improvement on the previous quarter. (Page 5, Figure 3.1)

Leading Positives:

- The vast majority of people (74%) report good quality, compassionate treatment and care. (Page 6, Figure 3.3)

Leading Negatives:

- While most (56%) comment on good levels of support, communication and involvement, a significant number (43%) feel this could be improved. (Page 5, Figure 3.2)
- Service access remains an issue - just a third of comments (33%) about appointment availability and waiting times are positive overall. (Page 6, Figure 3.4)

Departments and Care Pathway (Pages 7 - 21)

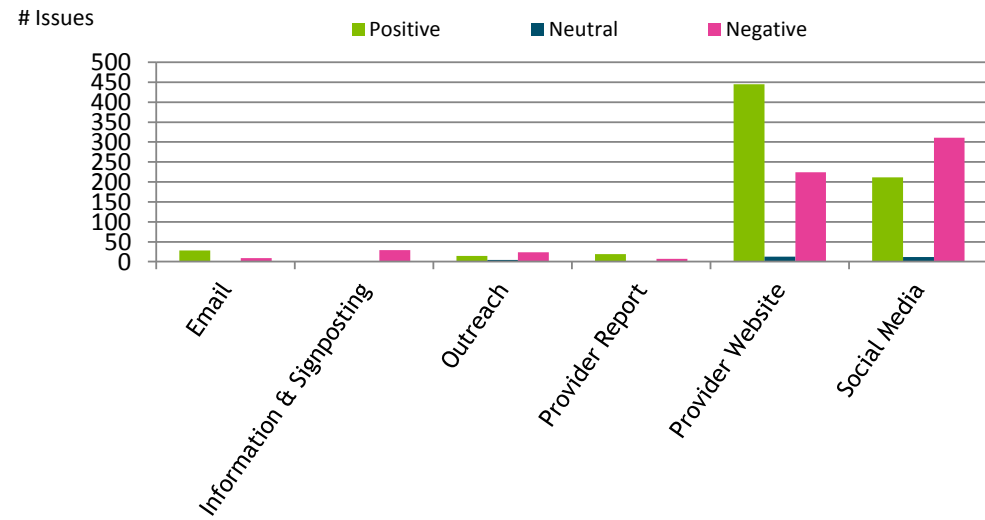
- A&E: While most people are pleased with treatment & care, levels of support and waiting times are questioned. (Page 8)
- Acute Care: Comments reflect a great appreciation of performance during the Covid-19 pandemic. (Page 9)
- Inpatients: Despite visiting restrictions, family and carers report good levels of involvement. (Page 11)
- Surgery: Some who report cancellations say information is lacking, creating uncertainty. (Page 13)
- Reception services: Administration and telephone access remain issues for many. (Page 15)
- Nursing Care: It is interesting that support on the ward appears to be much better than that in A&E. (Page 18)
- Follow-On services. Some people do not feel adequately supported or informed, following discharge. (Page 20)

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

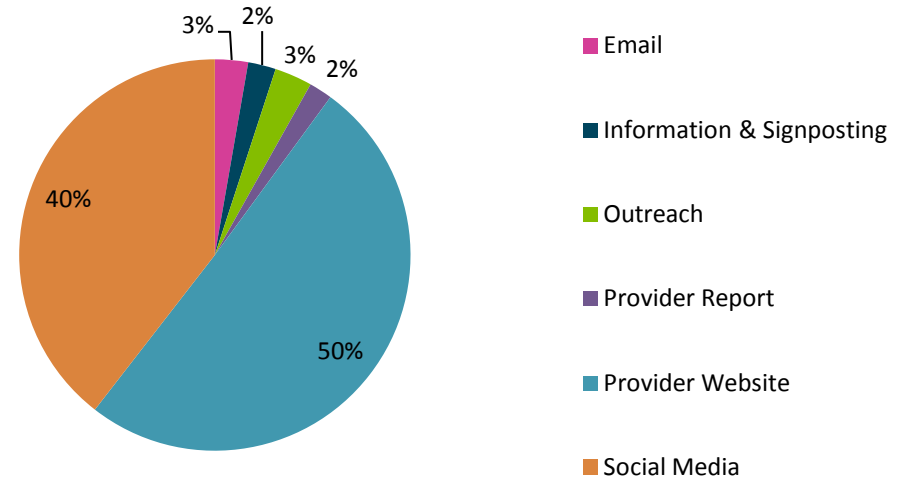
1. Data Source: Where did we collect the feedback?



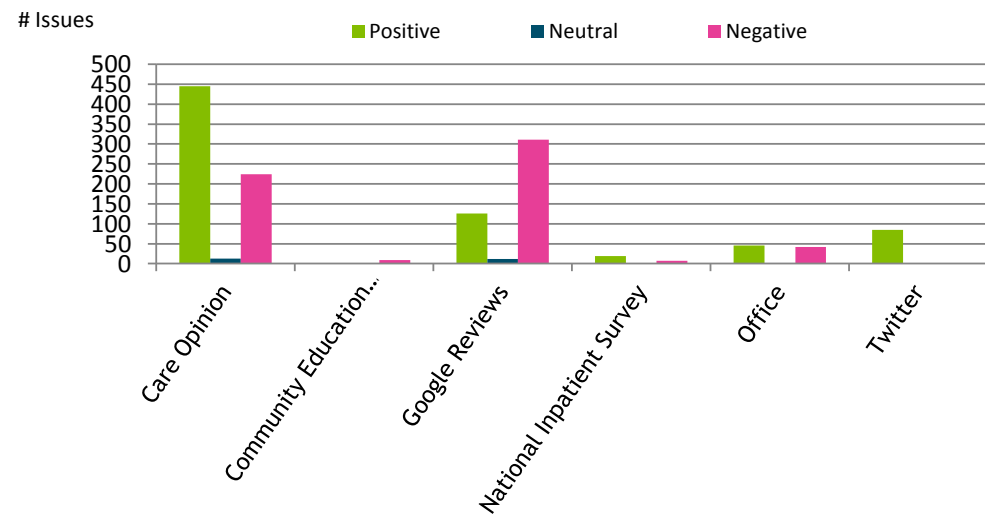
1.1 Source



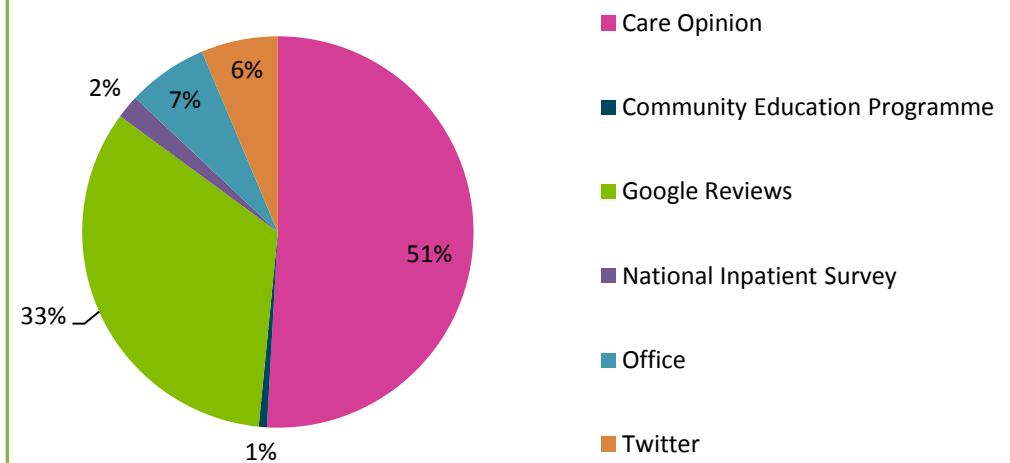
Sources providing the most comments overall



1.2 Origin



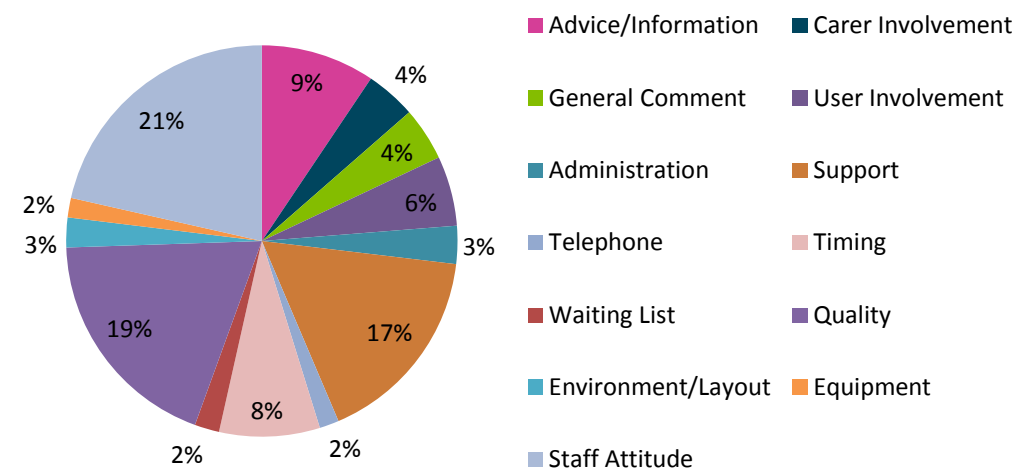
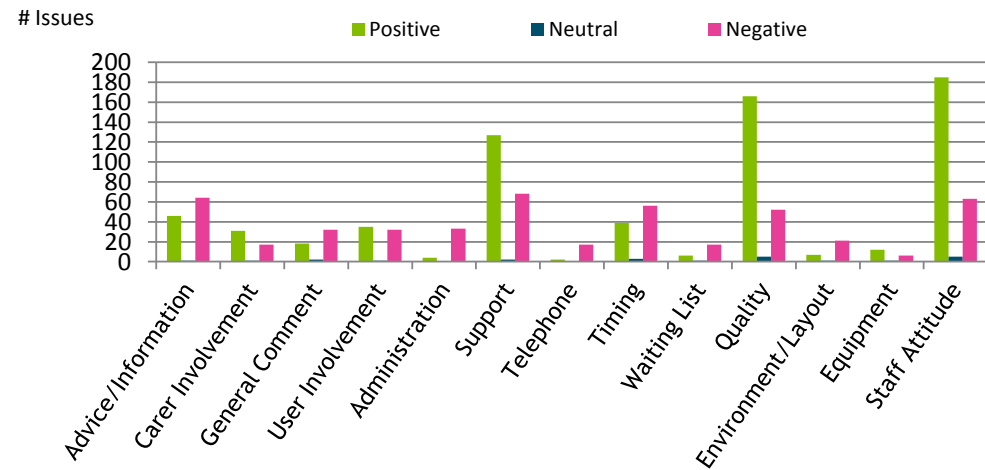
Origins providing the most comments overall



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

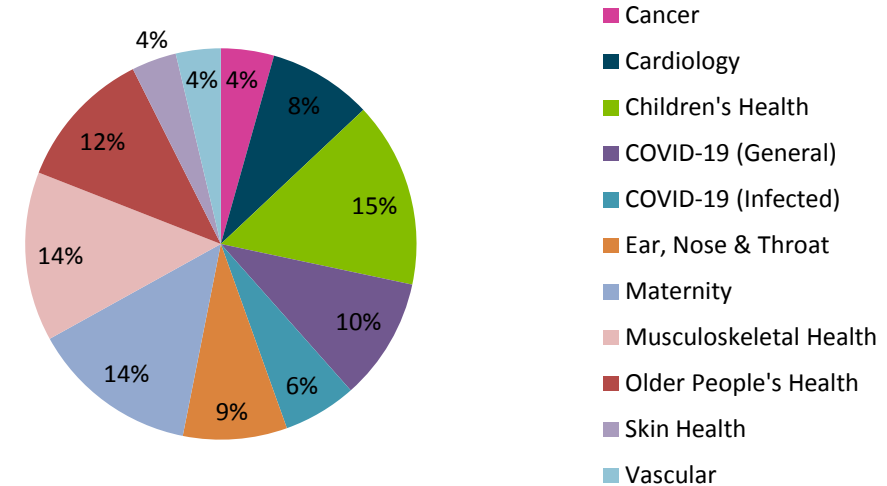
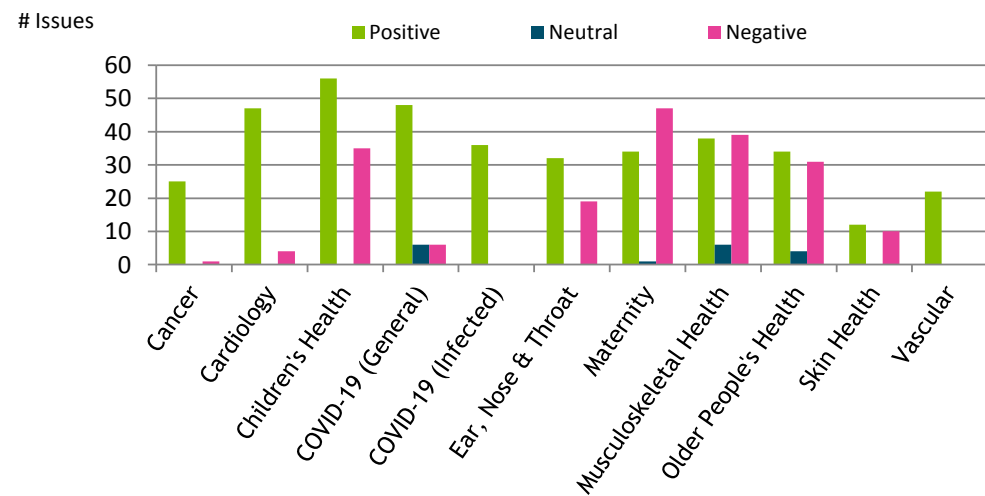


2.1 Service aspects: 1377 issues from 316 people



Issues receiving the most comments overall. See pages 22-23 for issue descriptions.

2.2 Stated medical conditions

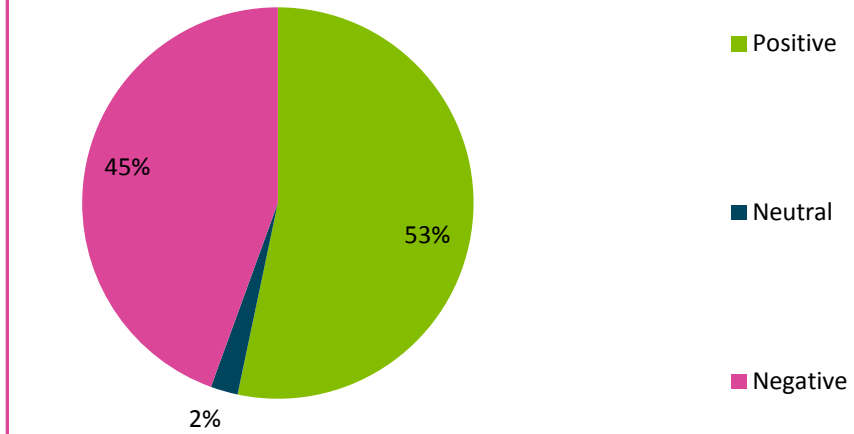
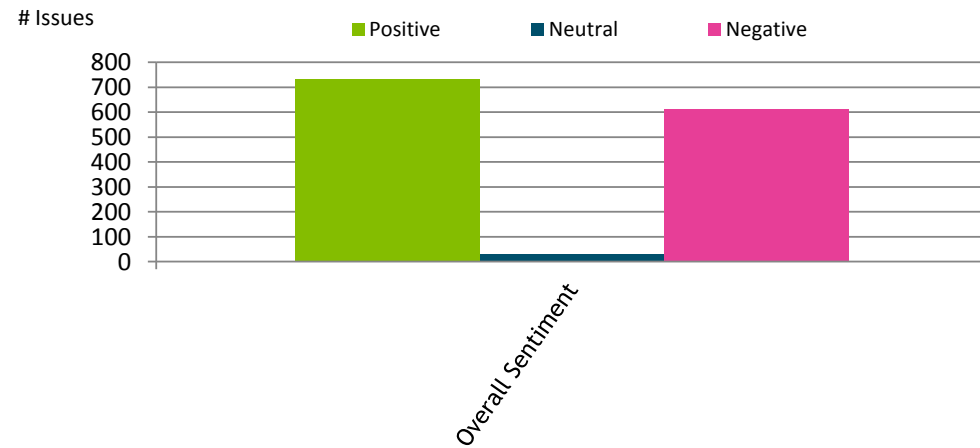


Medical conditions receiving the most comments overall

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

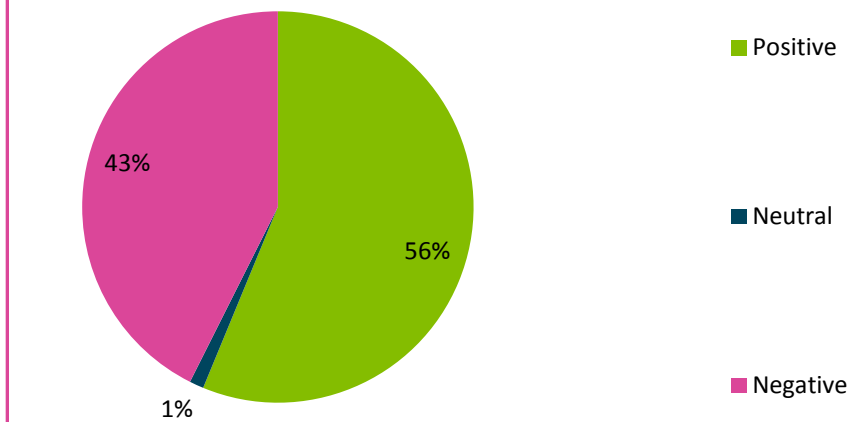
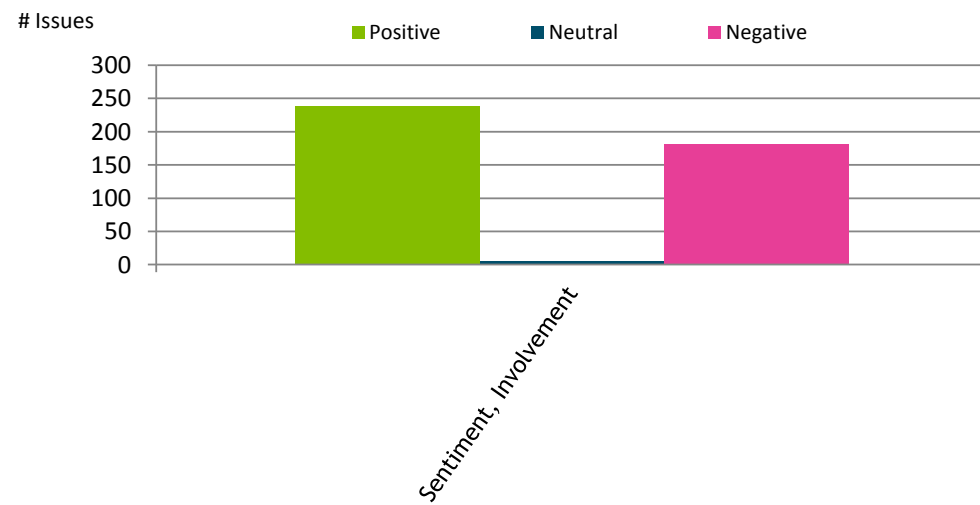


3.1 How do people feel as a whole?



Quarterly Benchmark: 5% improvement on the previous quarter

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

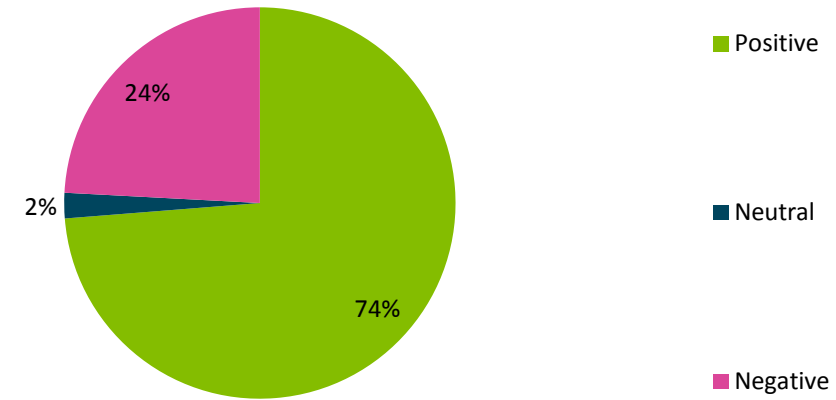
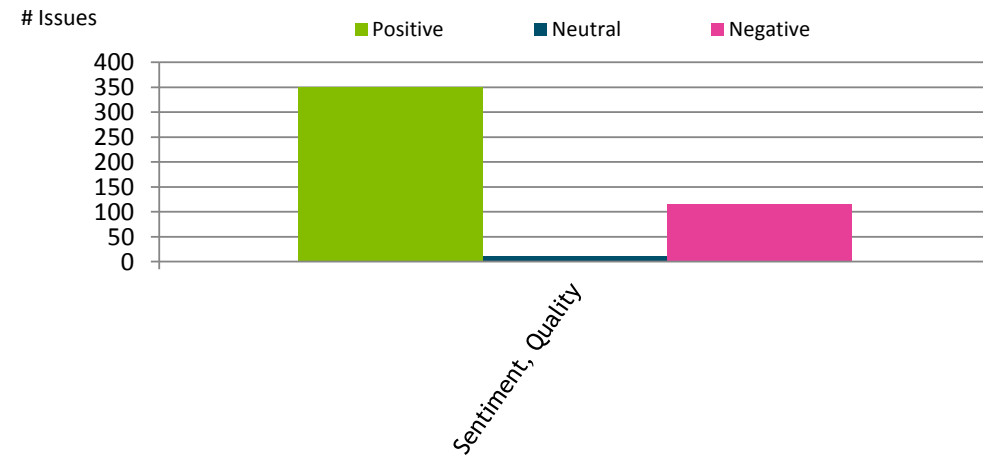


Quarterly Benchmark: 6% improvement on the previous quarter

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

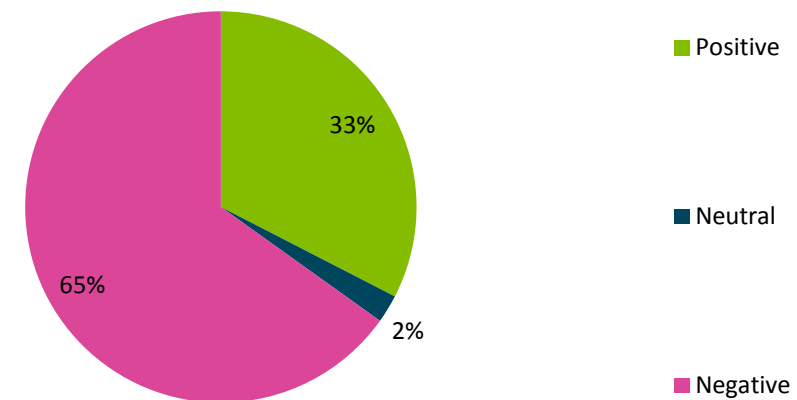
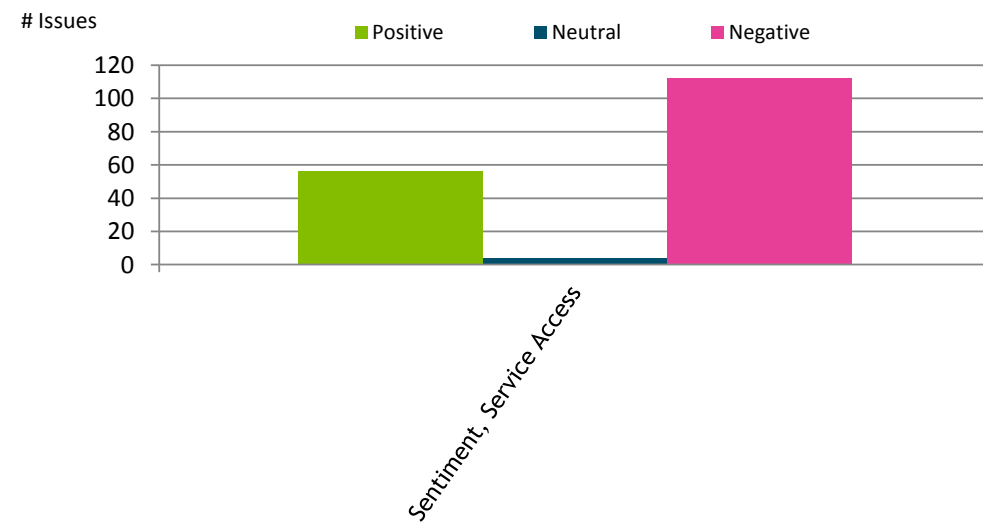


3.3 How do people feel about general quality and empathy?



Quarterly Benchmark: 3% improvement on the previous quarter

3.4 How do people feel about general access to services?

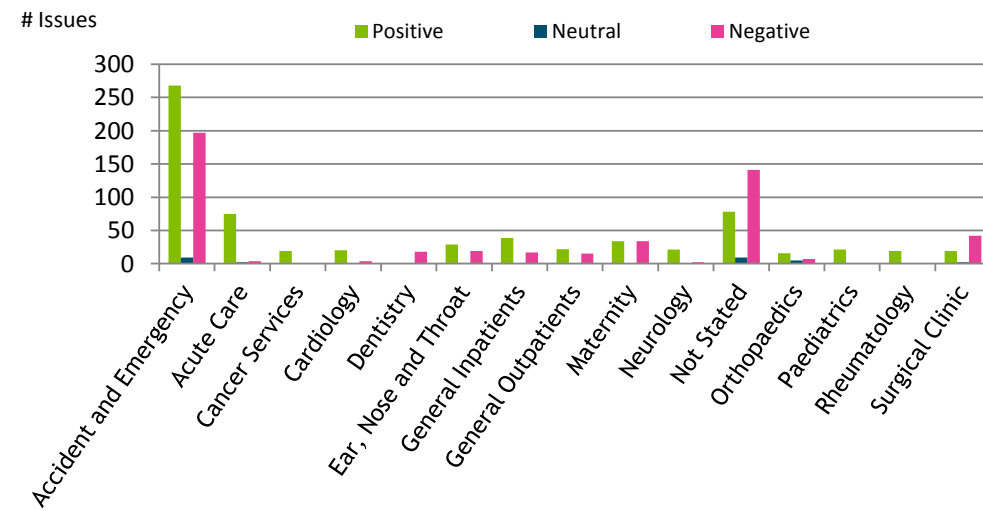


Quarterly Benchmark: 7% improvement on the previous quarter

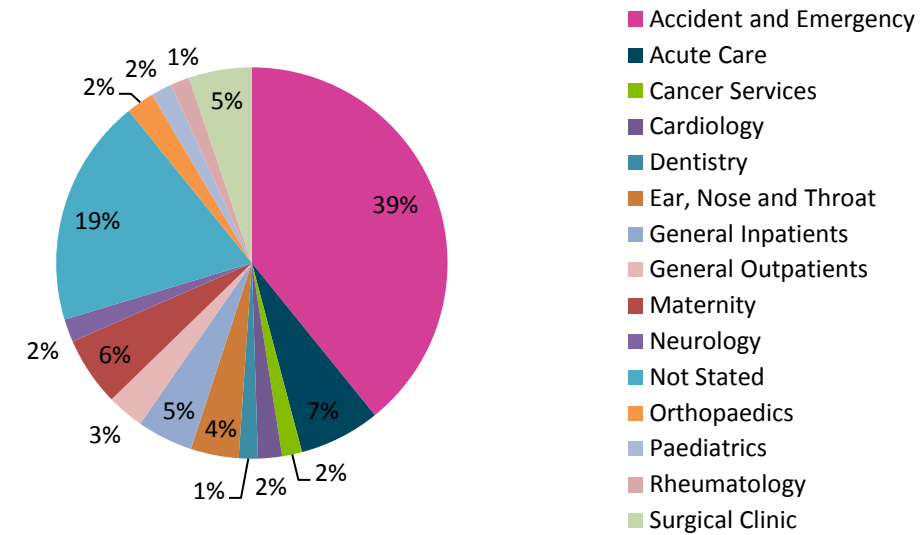
4. Trends: Which departments are people most commenting on?



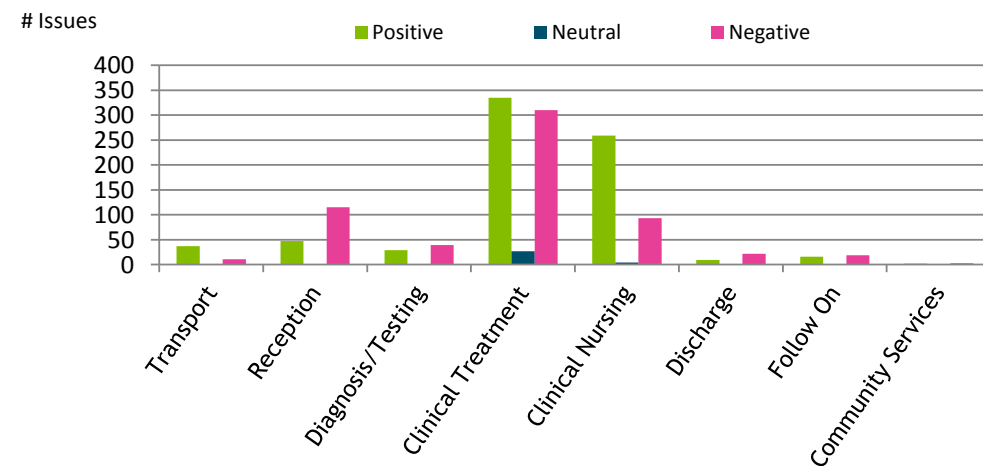
4.1 Departments (1377 issues)



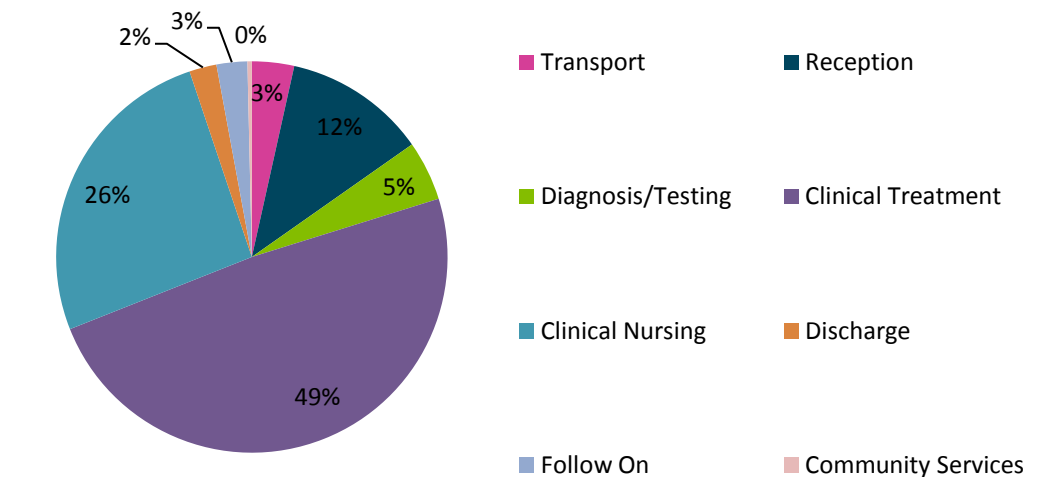
Departments receiving the most comments overall



4.2 Breakdown of care pathway locations (more on pages 14-21)



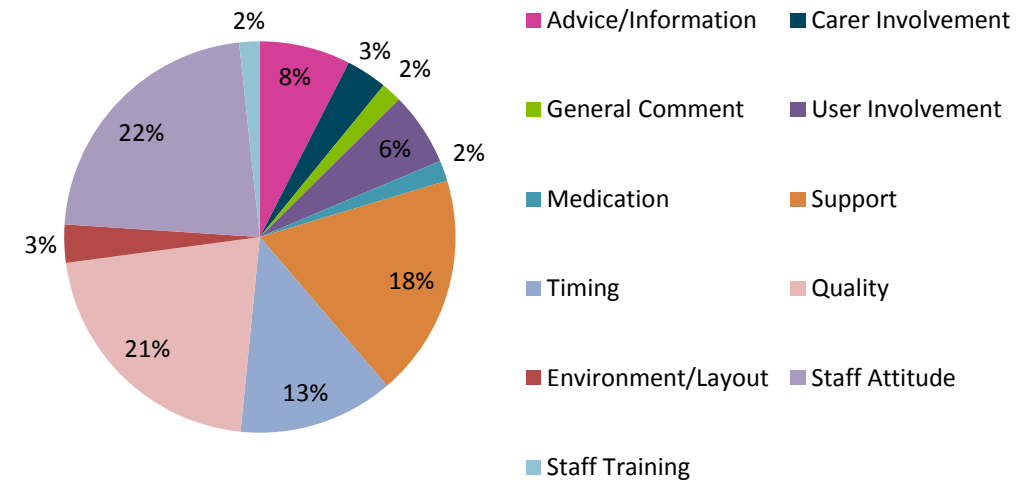
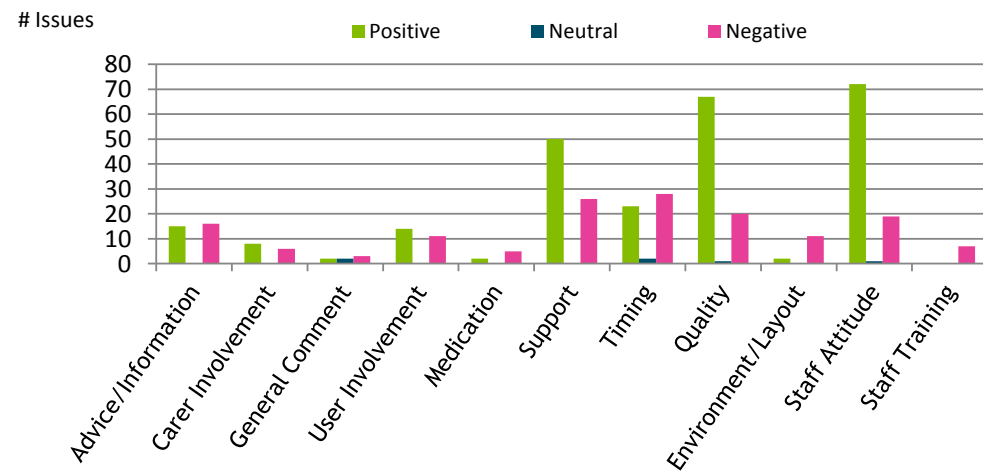
Care pathway locations



5. Trends: A&E

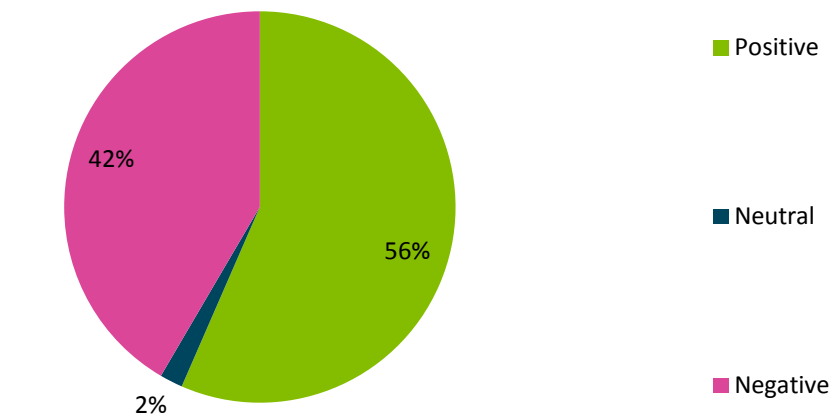
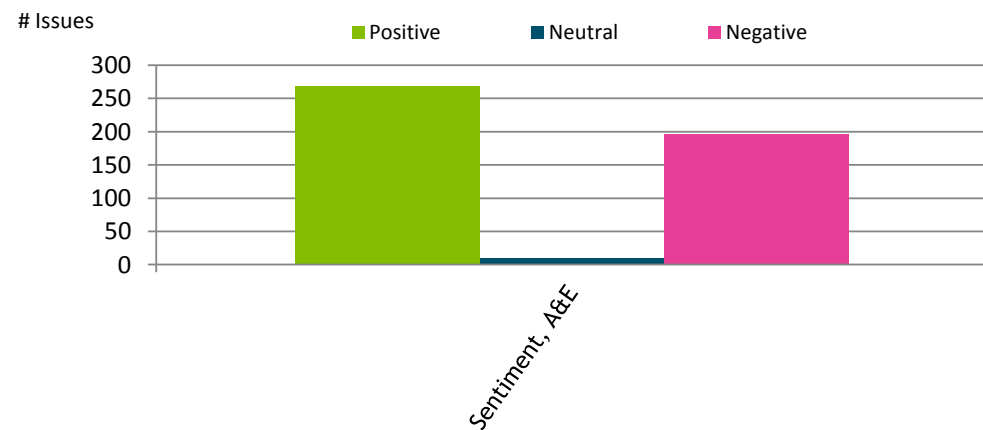


5.1 Trends, A&E (474 issues from 85 people)



Issues receiving the most comments overall

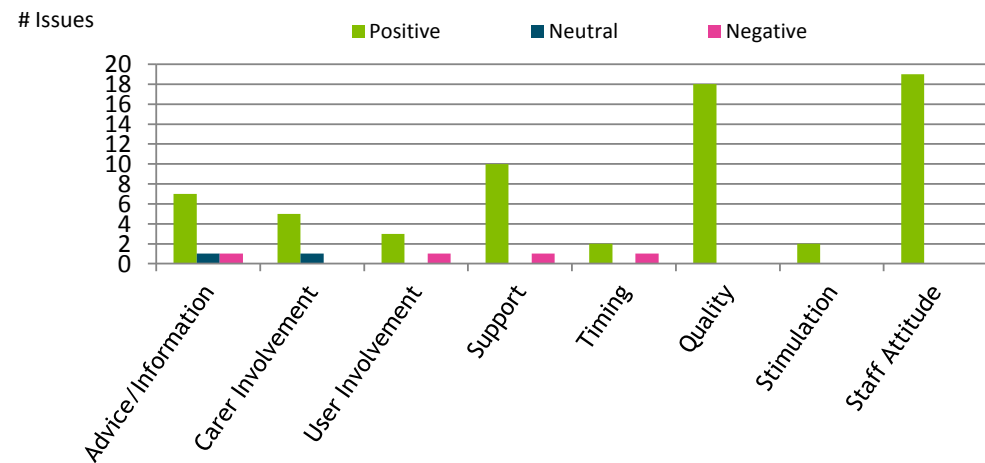
5.2 Sentiment, A&E



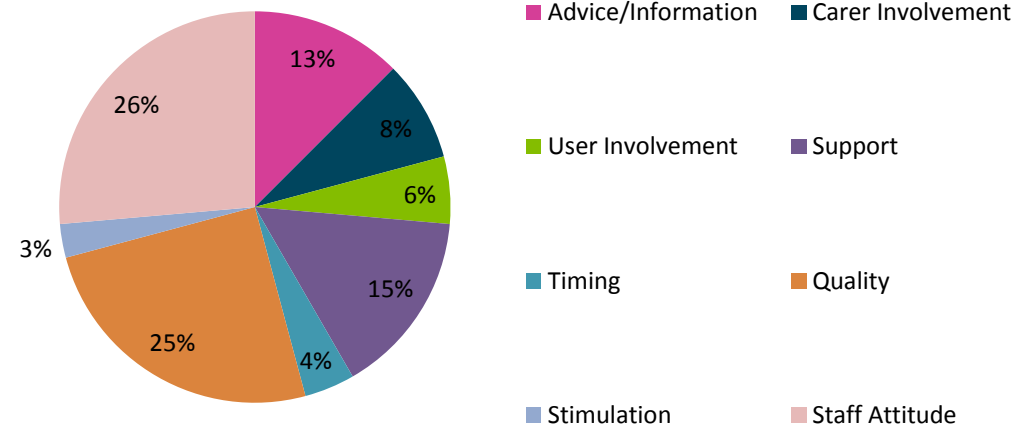
Quarterly Benchmark: 1% improvement on the previous quarter

5. Trends: Acute Care

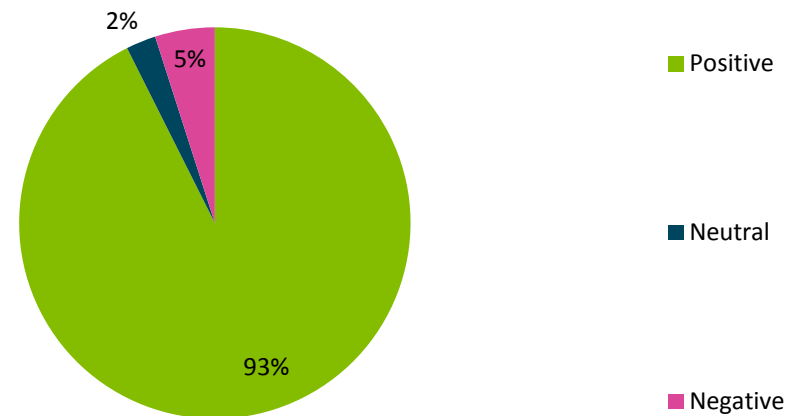
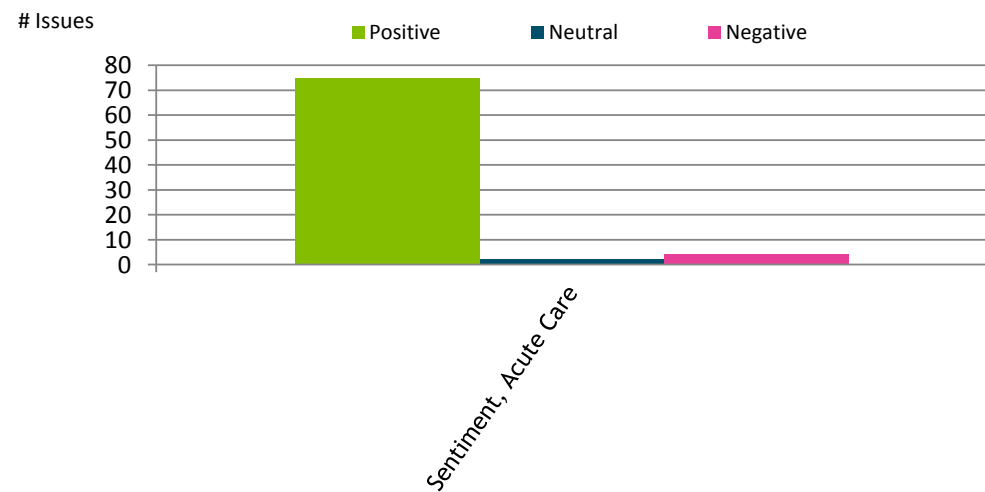
5.3 Trends, Acute Care (81 issues from 14 people)



Issues receiving the most comments overall



5.4 Sentiment, Acute Care

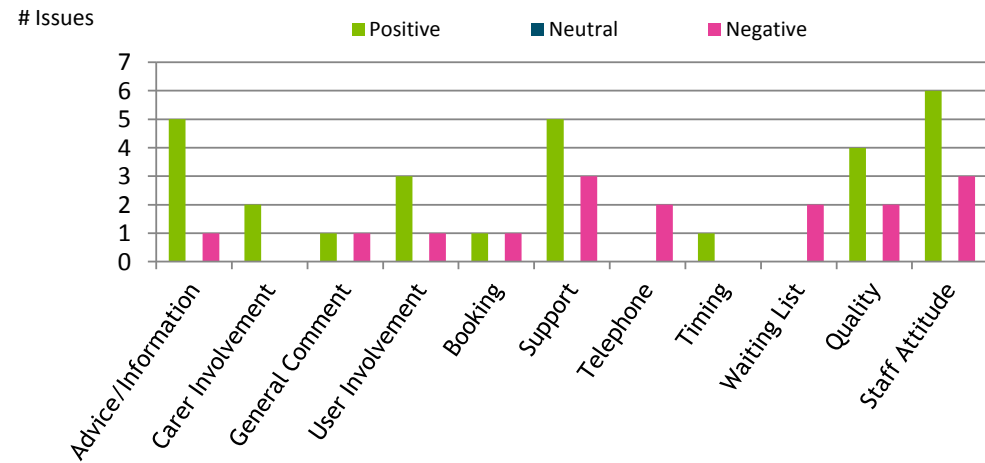


Quarterly Benchmark: N/A

5. Trends: Ear, Nose & Throat

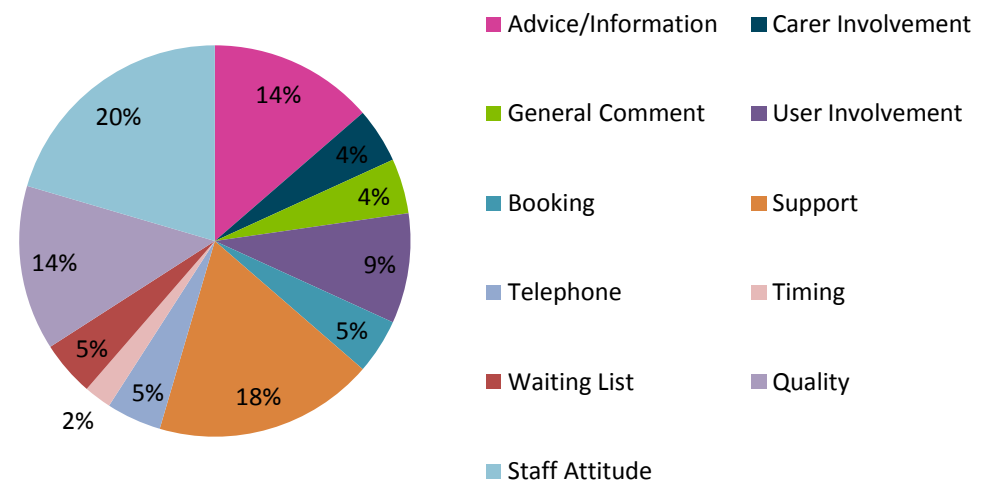
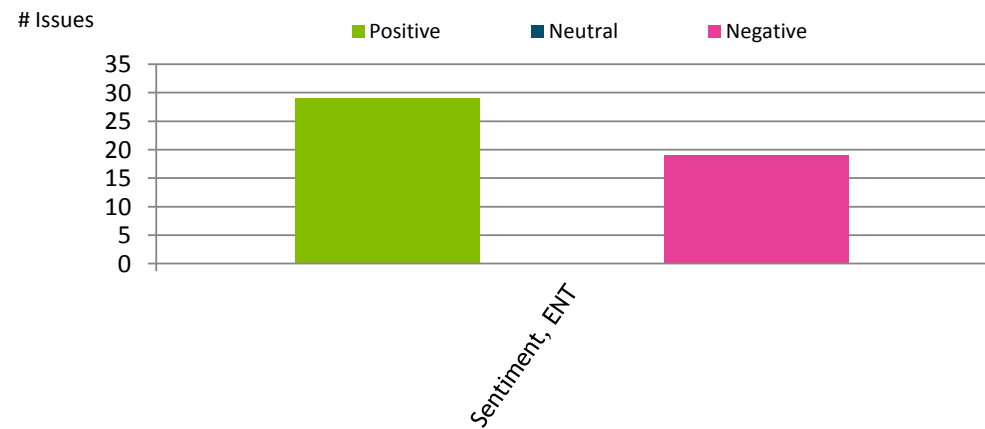


5.5 Trends, Ear, Nose & Throat (48 issues from 8 people)



Issues receiving the most comments overall

5.6 Sentiment, Ear, Nose & Throat

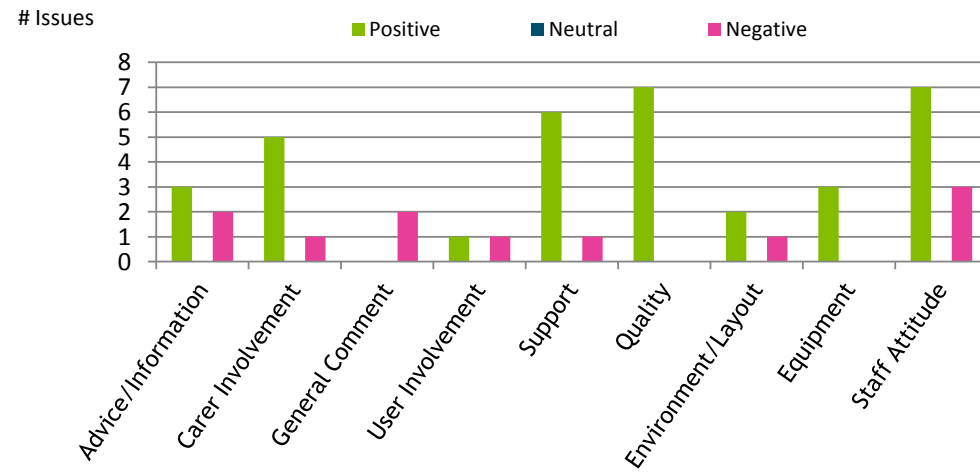


Quarterly Benchmark: N/A

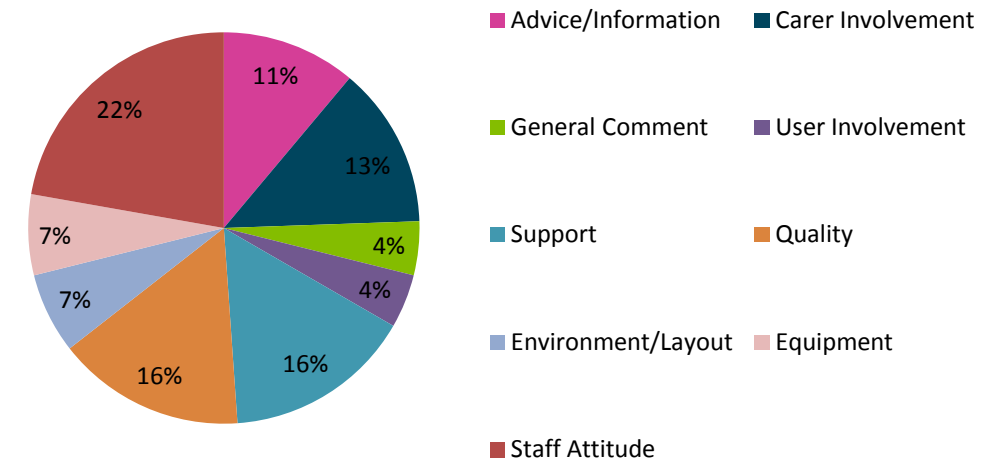
5. Trends: Inpatients (General)



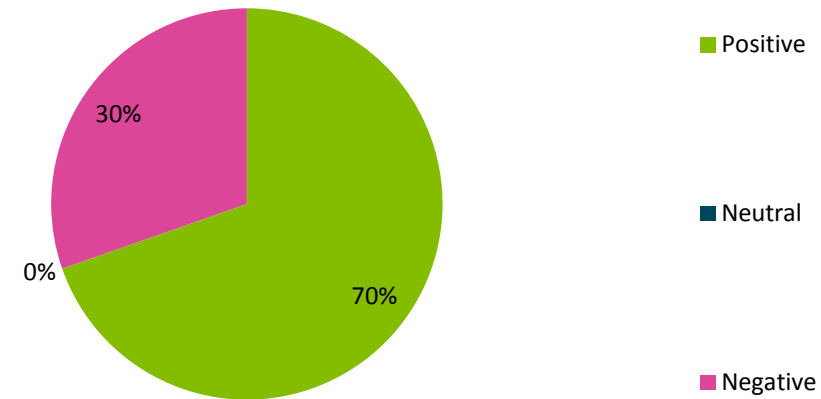
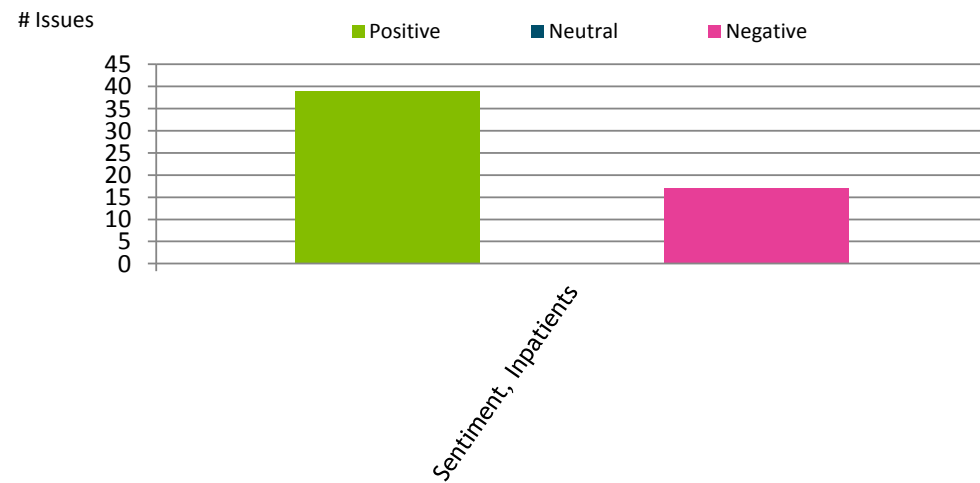
5.7 Trends, General Inpatients (56 issues from 16 people)



Issues receiving the most comments overall



5.8 Sentiment, General Inpatients

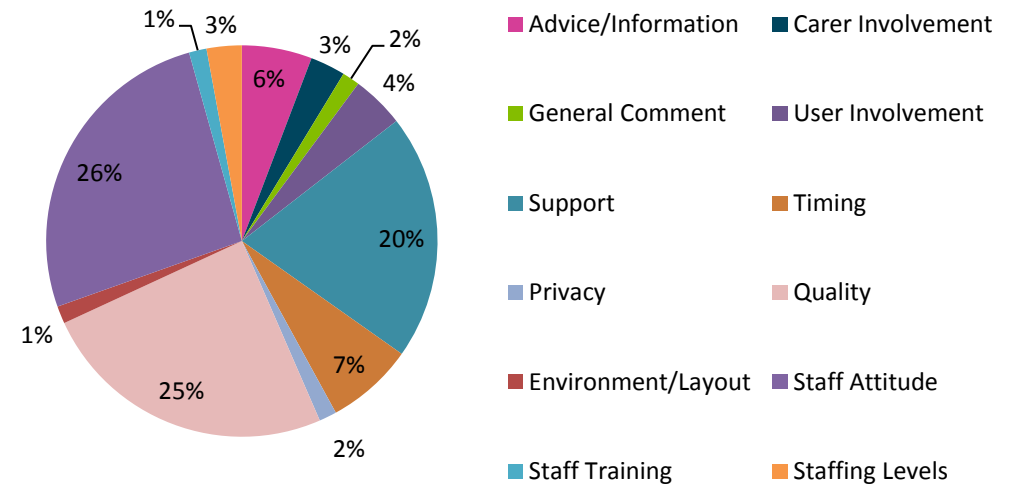
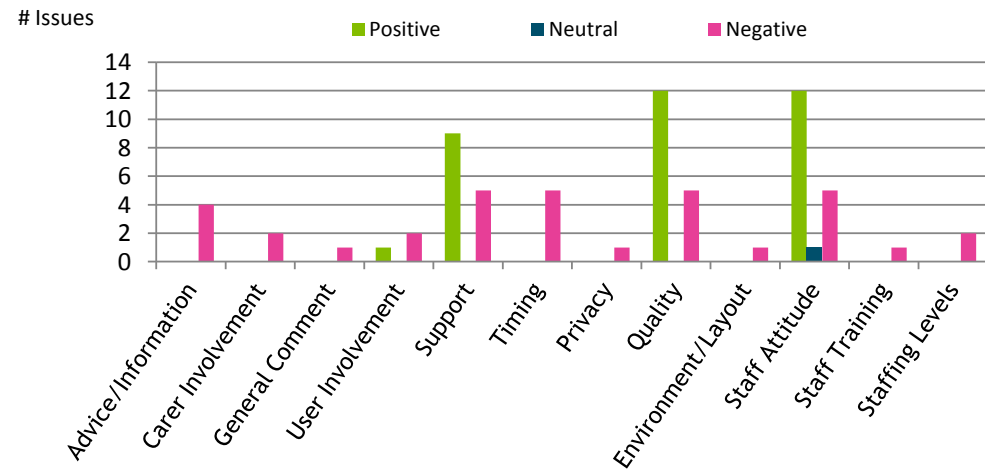


Quarterly Benchmark: 3% improvement on the previous quarter

5. Trends: Maternity

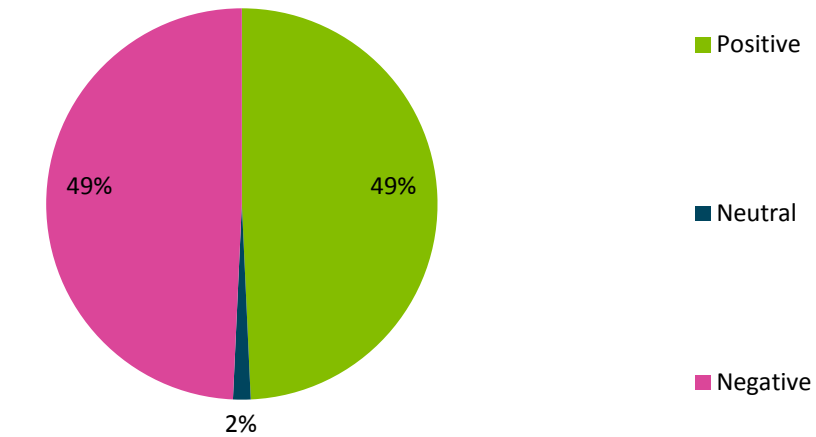
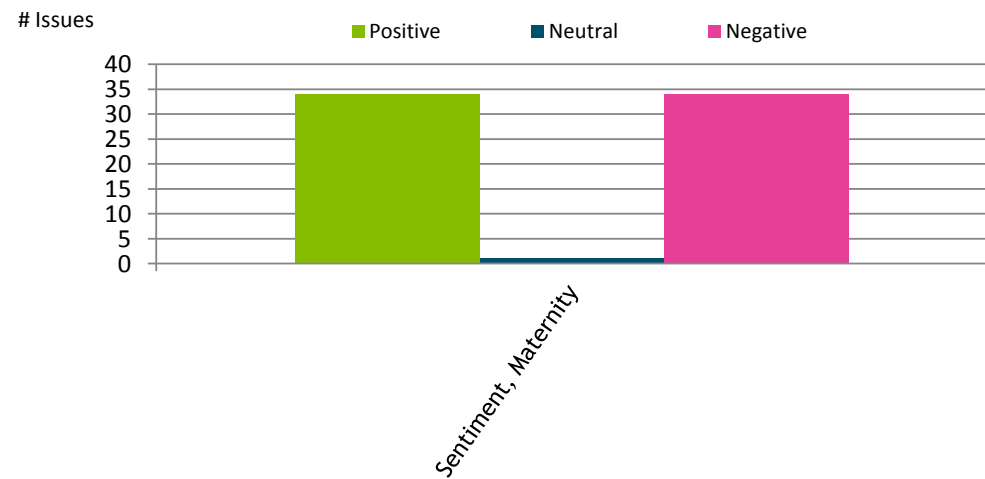


5.9 Trends, Maternity (69 issues from 15 people)



Issues receiving the most comments overall

5.10 Sentiment, Maternity

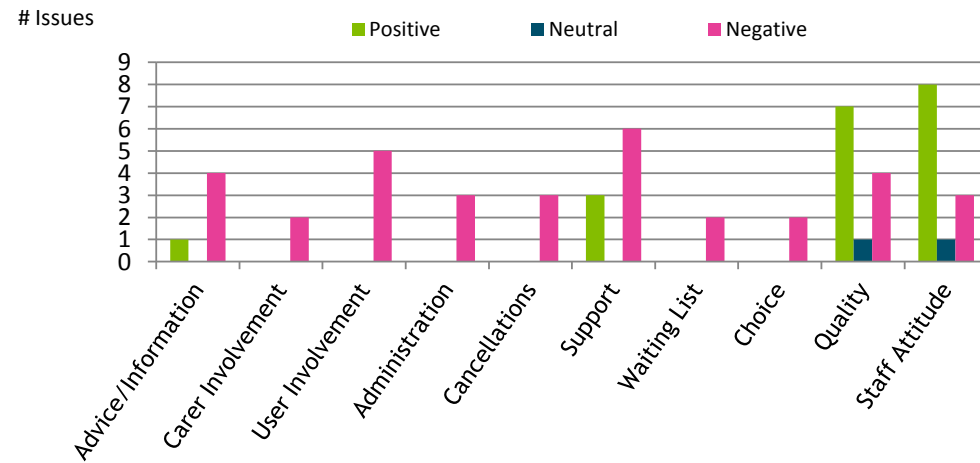


Quarterly Benchmark: 1% decline on the previous quarter

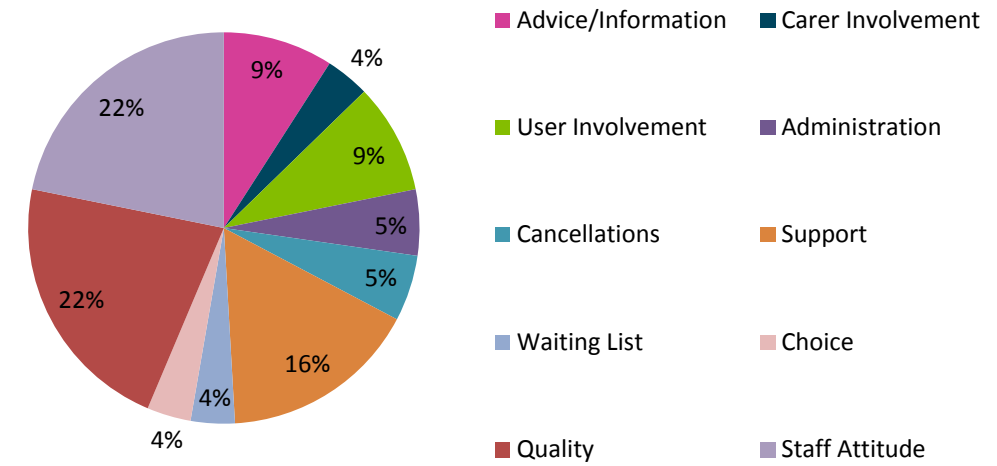
5. Trends: Surgery (General)



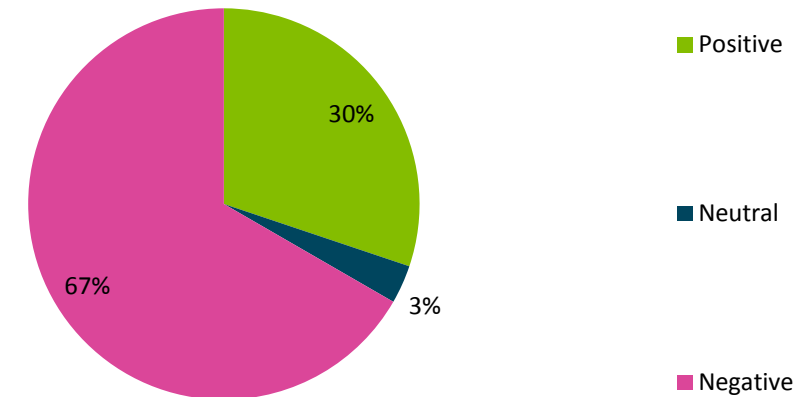
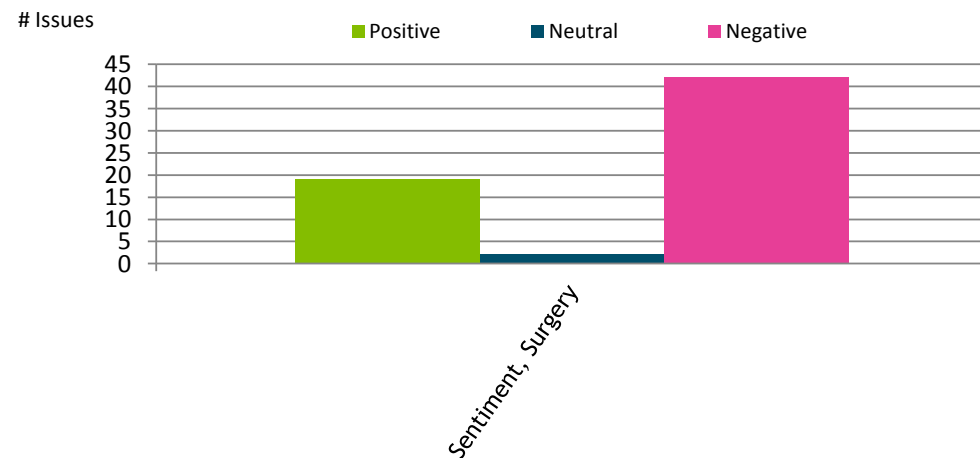
5.11 Trends, General Surgery (63 issues from 11 people)



Issues receiving the most comments overall



5.12 Sentiment, General Surgery

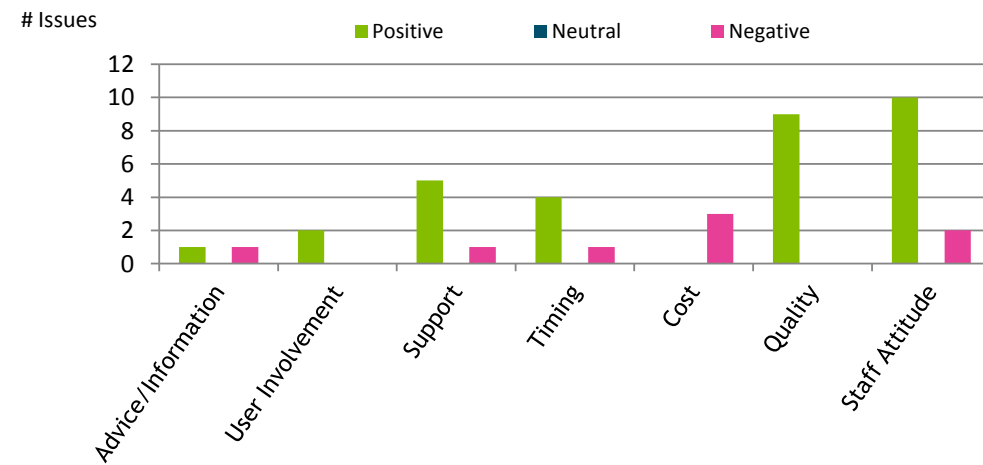


Quarterly Benchmark: 14% decline on the previous quarter

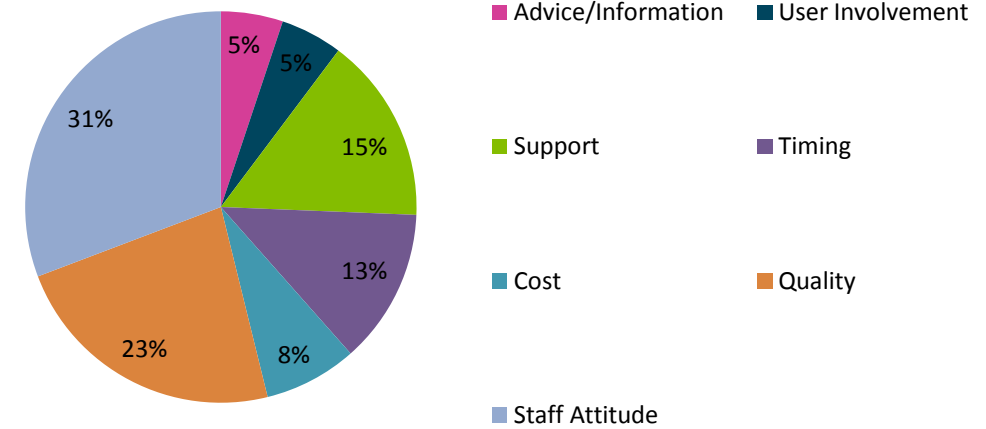
6. Care Pathway: Transport (ability to get to-and-from services)



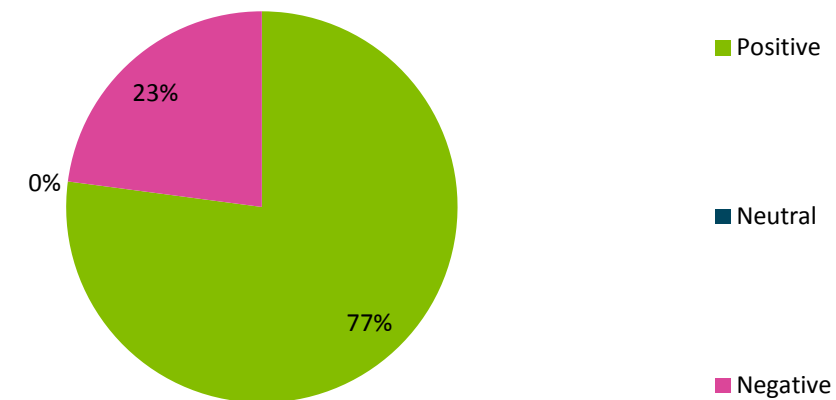
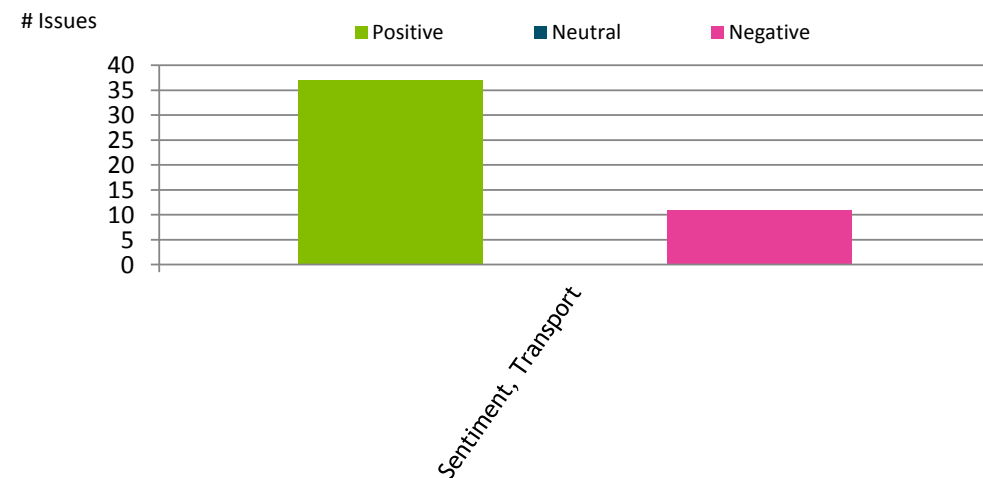
6.1 Trends, Transport (48 issues)



Issues receiving the most comments overall



6.2 Sentiment, Transport

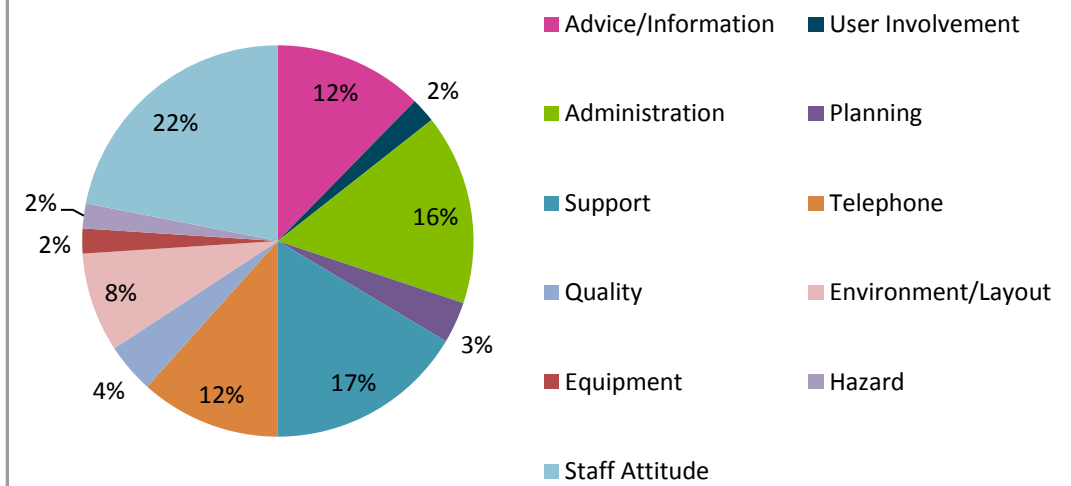
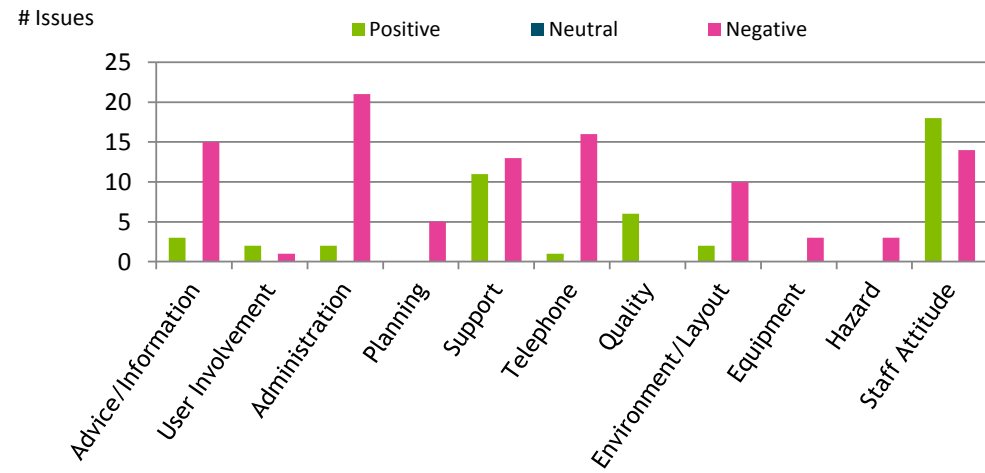


Quarterly Benchmark: 7% improvement on the previous quarter

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

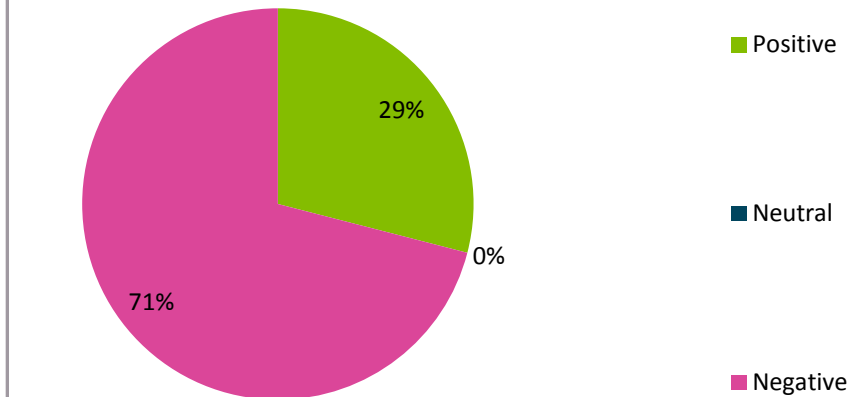
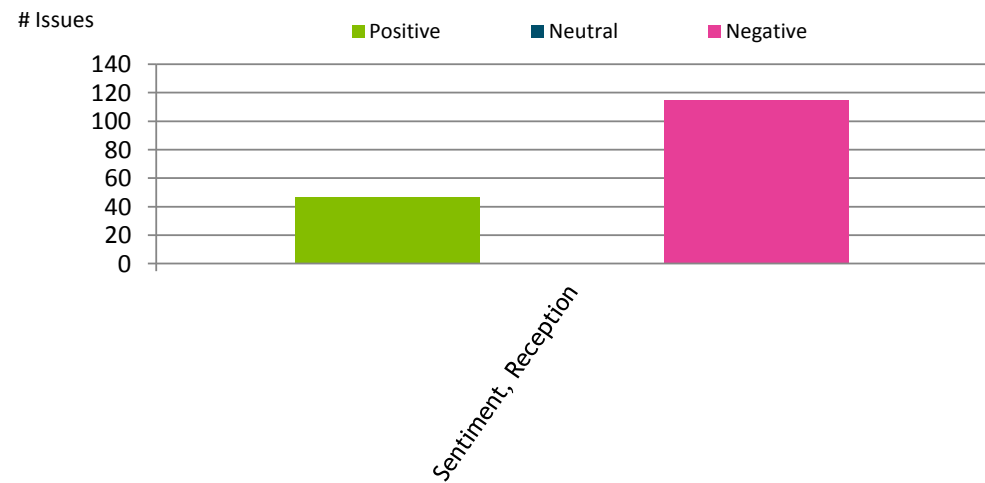


6.3 Trends, Reception (162 issues)



Issues receiving the most comments overall

6.4 Sentiment, Reception

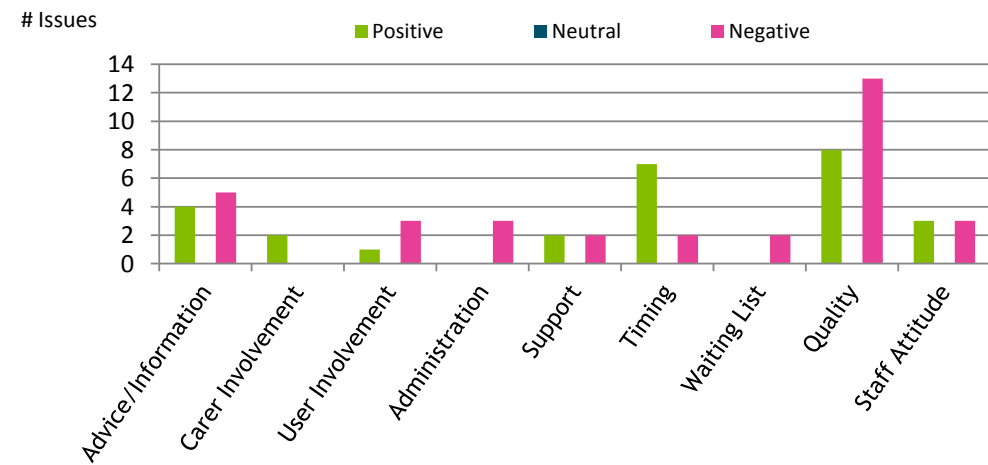


Quarterly Benchmark: 4% improvement on the previous quarter

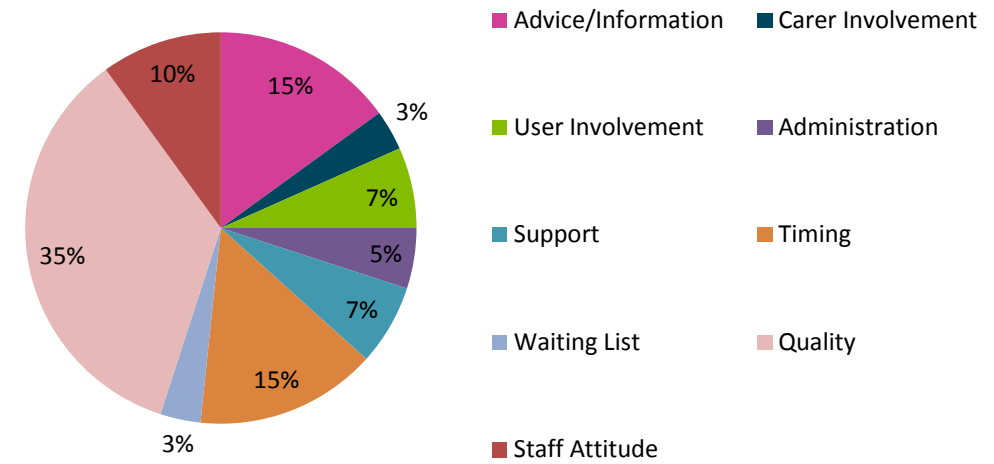
6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)



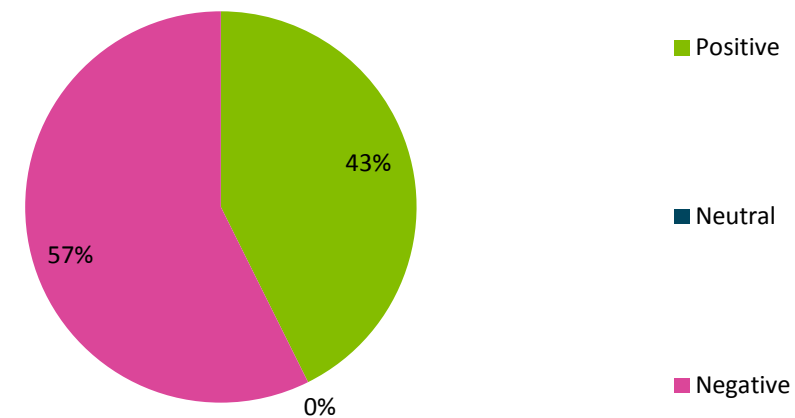
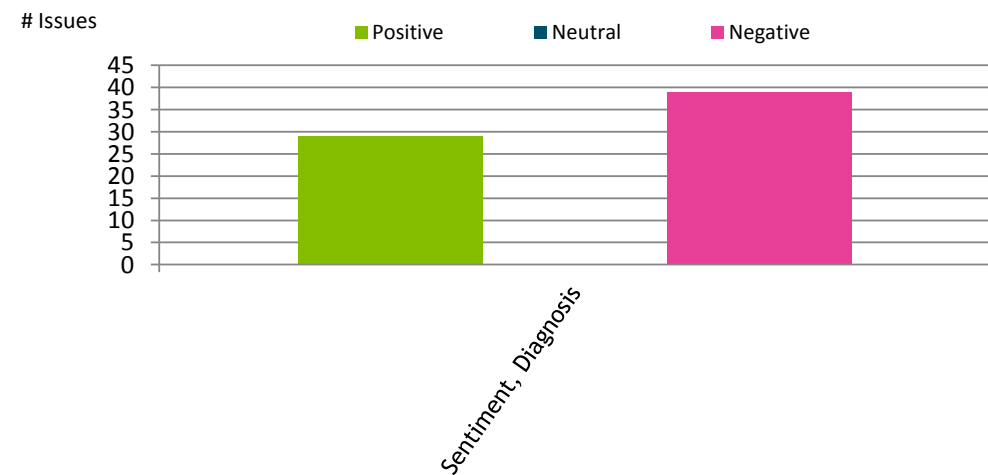
6.5 Trends, Diagnosis/Testing (68 issues)



Issues receiving the most comments overall



6.6 Sentiment, Diagnosis/Testing

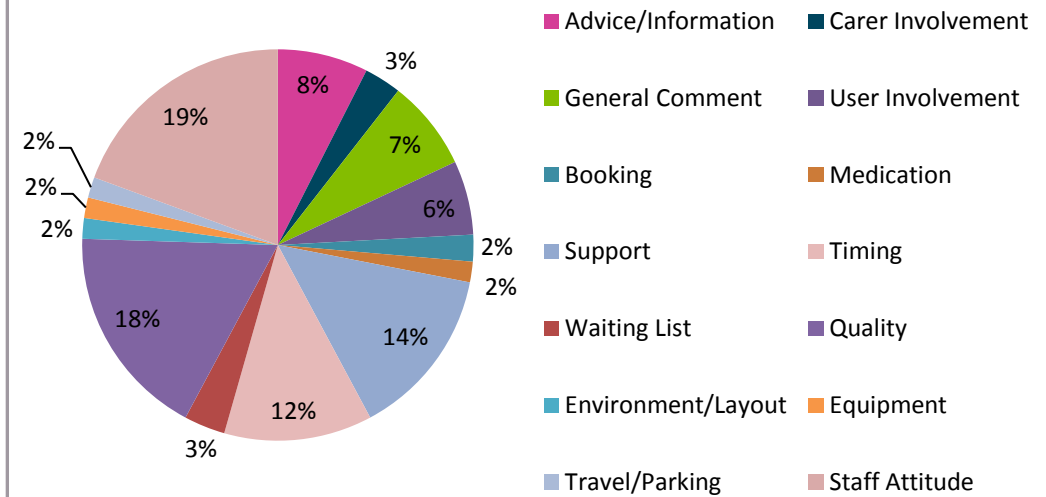
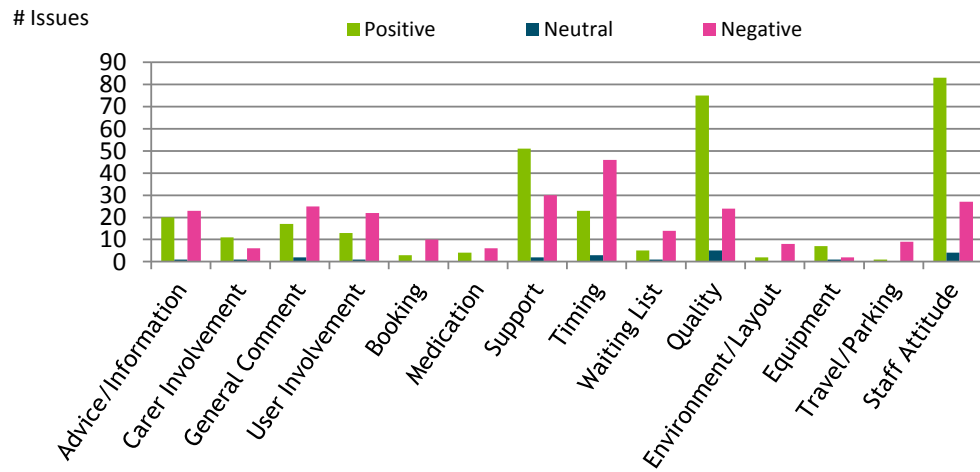


Quarterly Benchmark: No change on the previous quarter

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

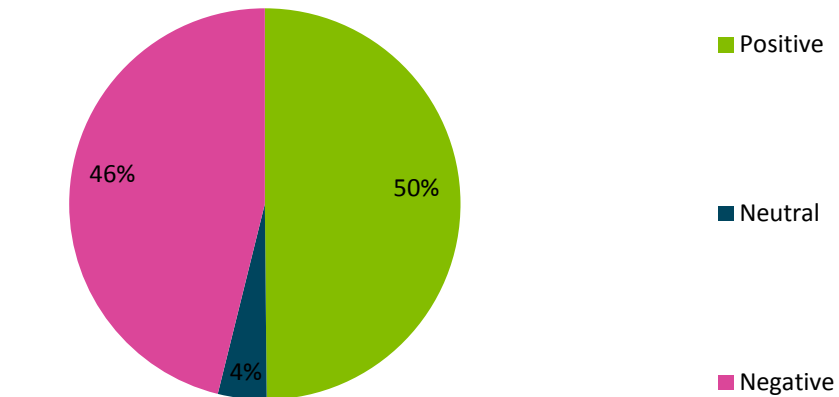
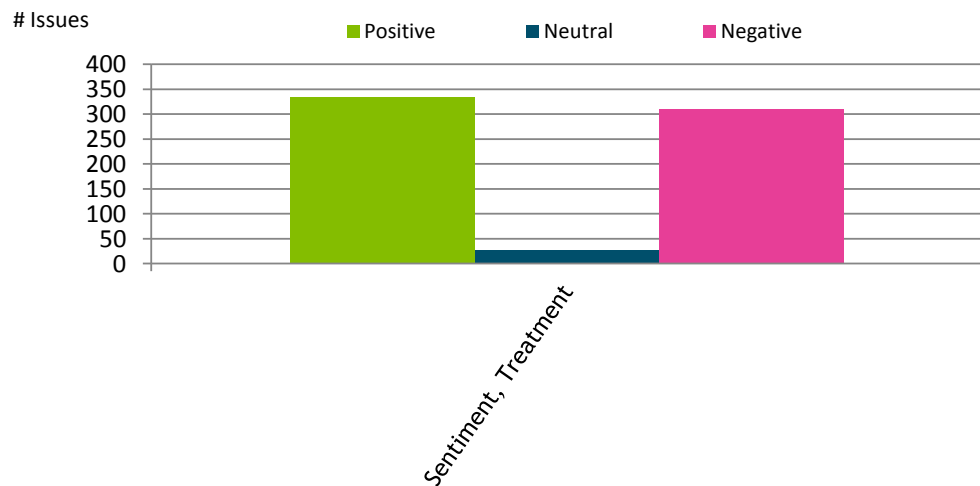


6.7 Trends, Clinical Treatment (672 issues)



Issues receiving the most comments overall

6.8 Sentiment, Clinical Treatment

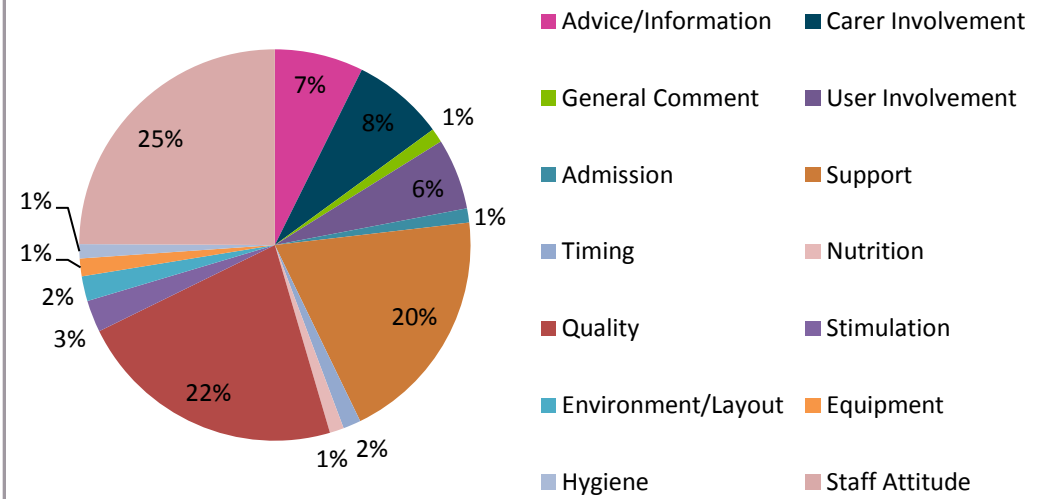
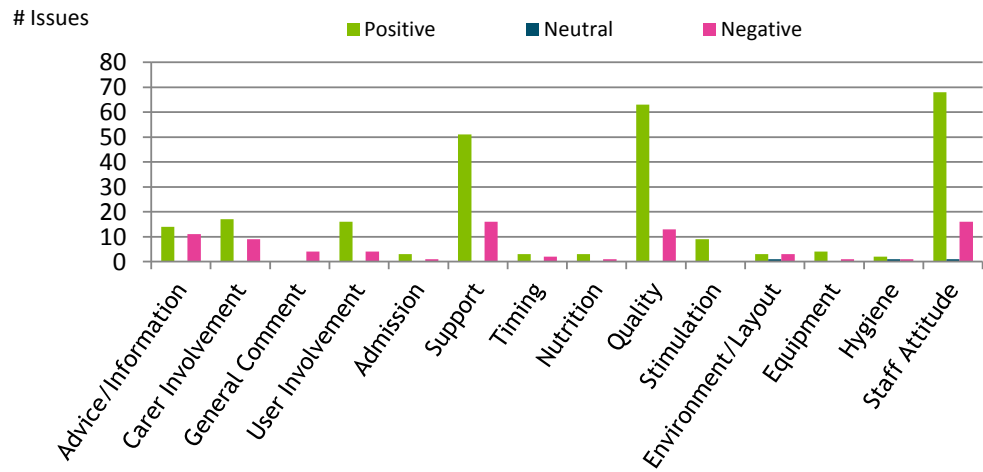


Quarterly Benchmark: 5% improvement on the previous quarter

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

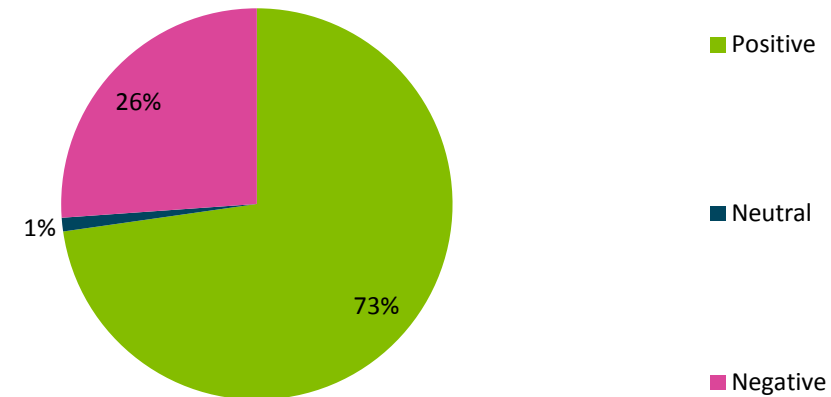
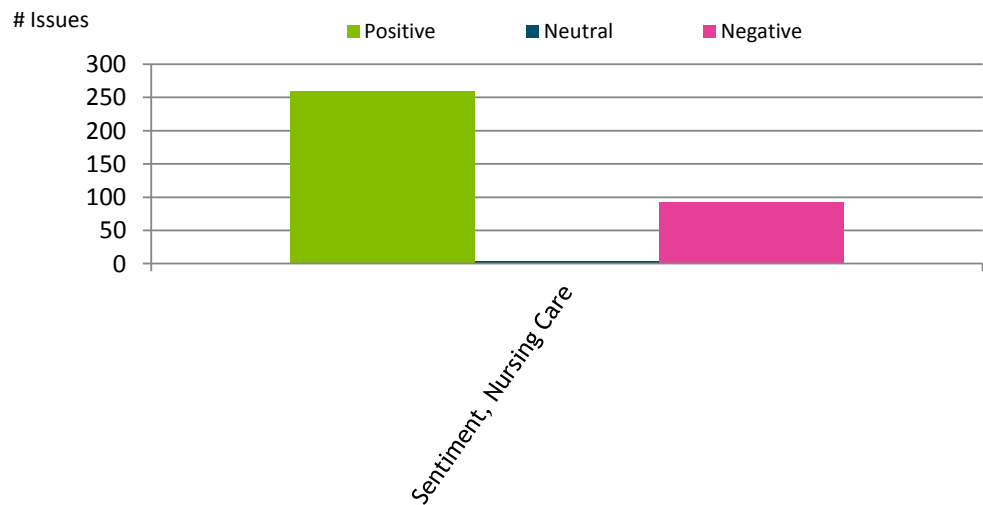


6.9 Trends, Clinical Nursing (356 issues)



Issues receiving the most comments overall

6.10 Sentiment, Clinical Nursing

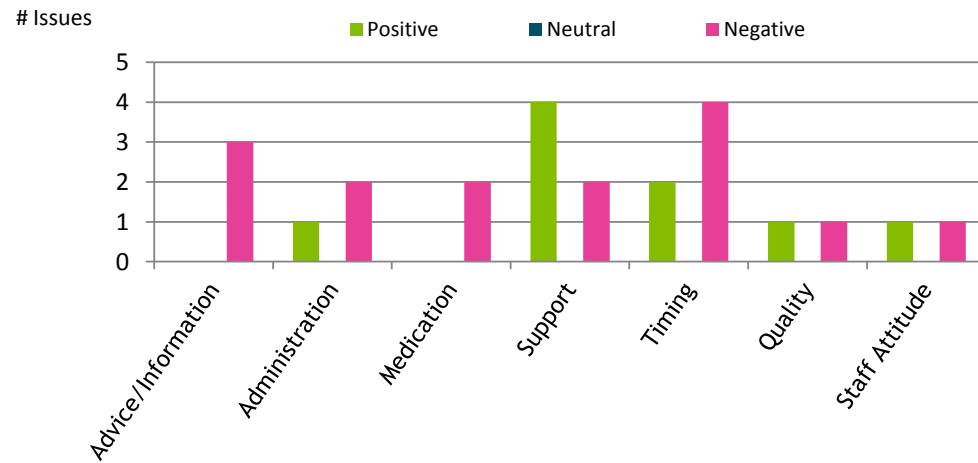


Quarterly Benchmark: 5% improvement on the previous quarter

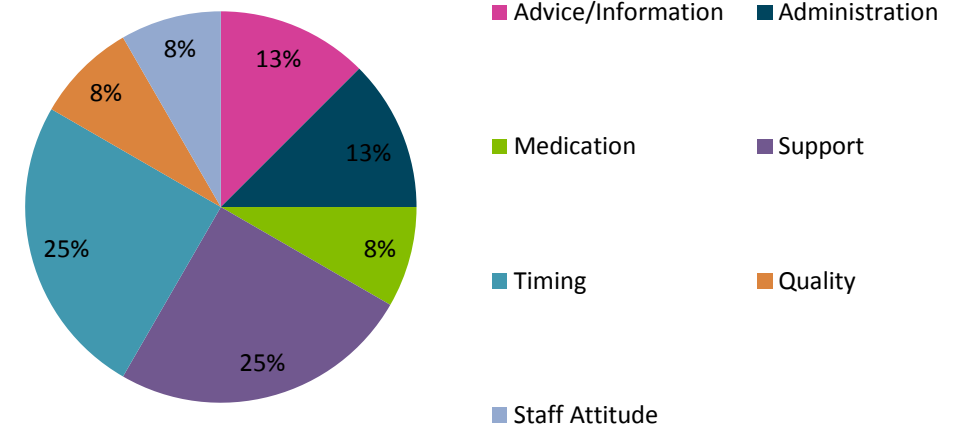
6. Care Pathway: Discharge (discharge from a service)



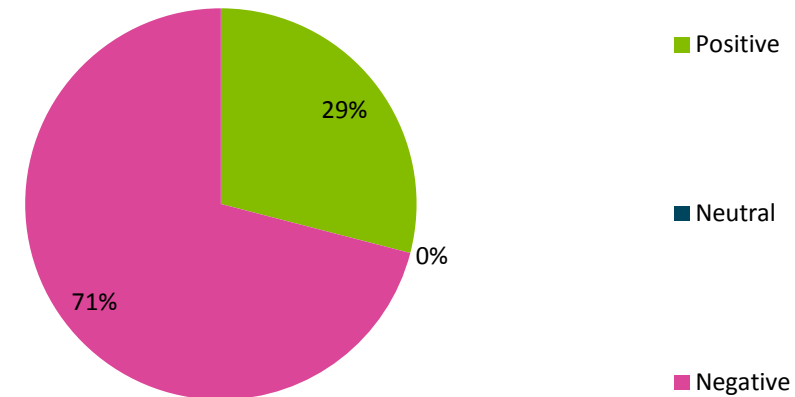
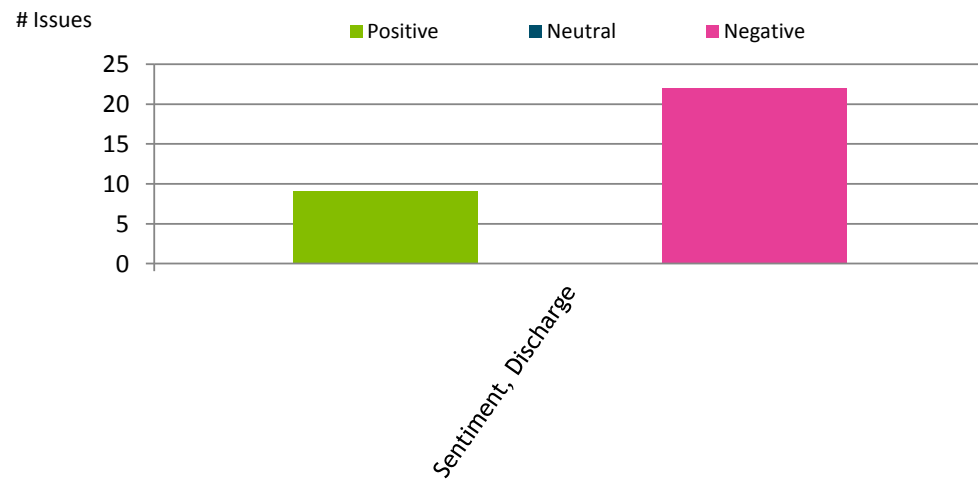
6.11 Trends, Discharge (31 issues)



Issues receiving the most comments overall



6.12 Sentiment, Discharge

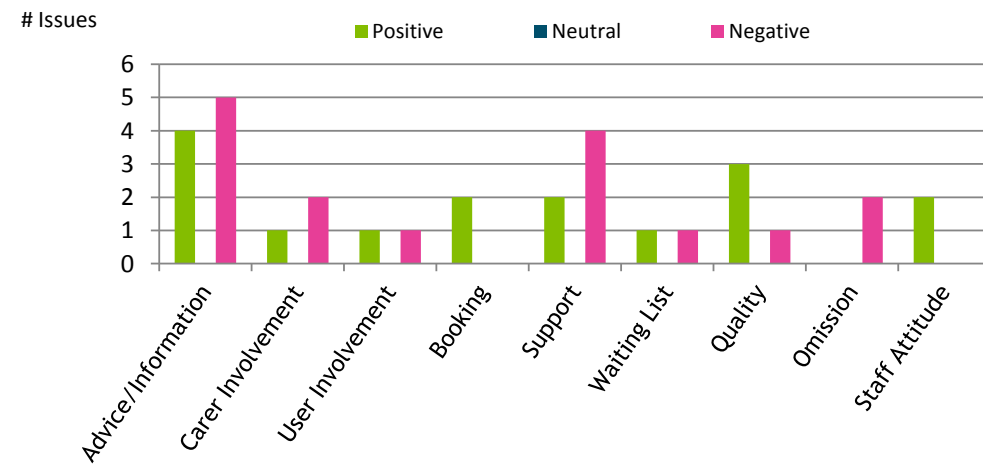


Quarterly Benchmark: N/A

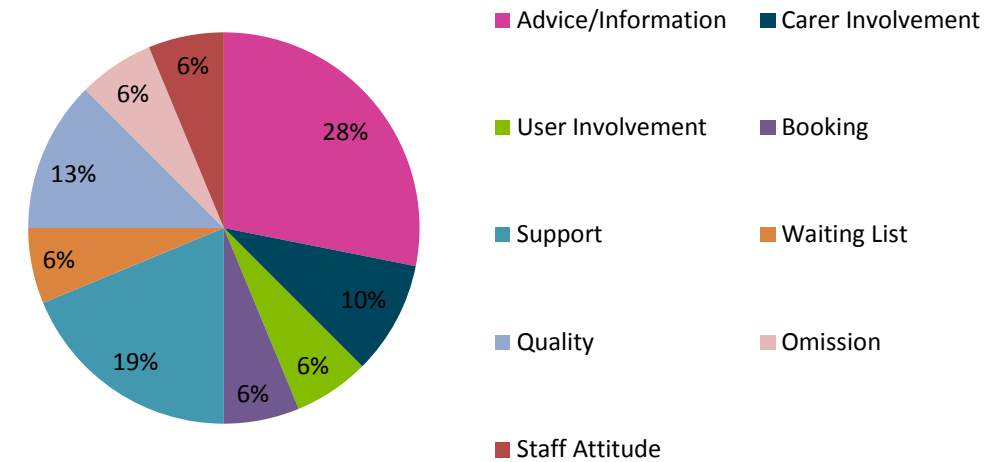
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)



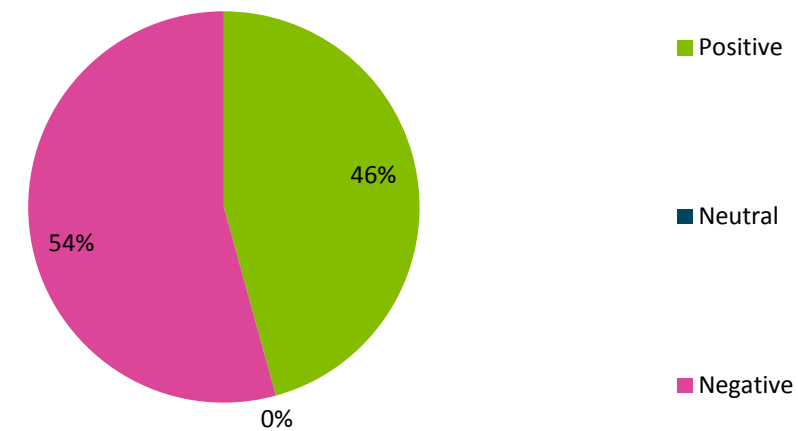
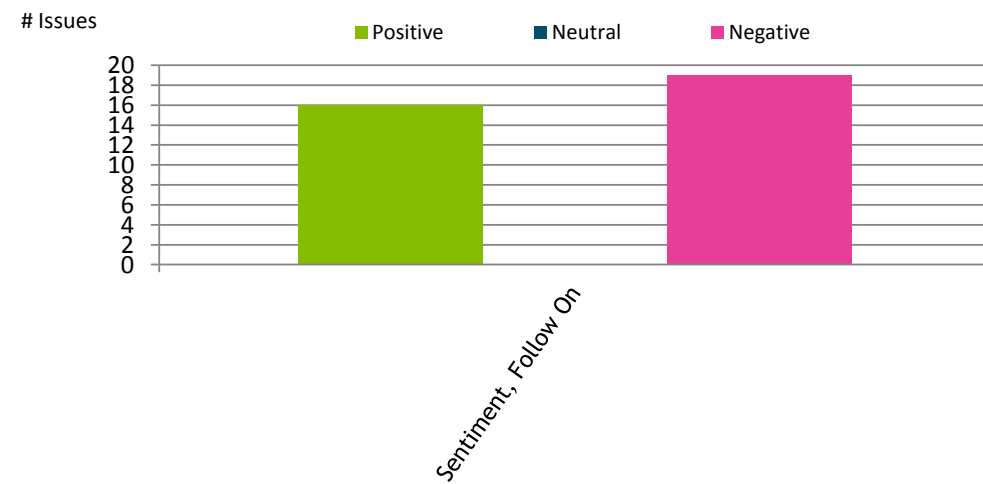
6.13 Trends, Follow On (35 issues)



Issues receiving the most comments overall



6.14 Sentiment, Follow On

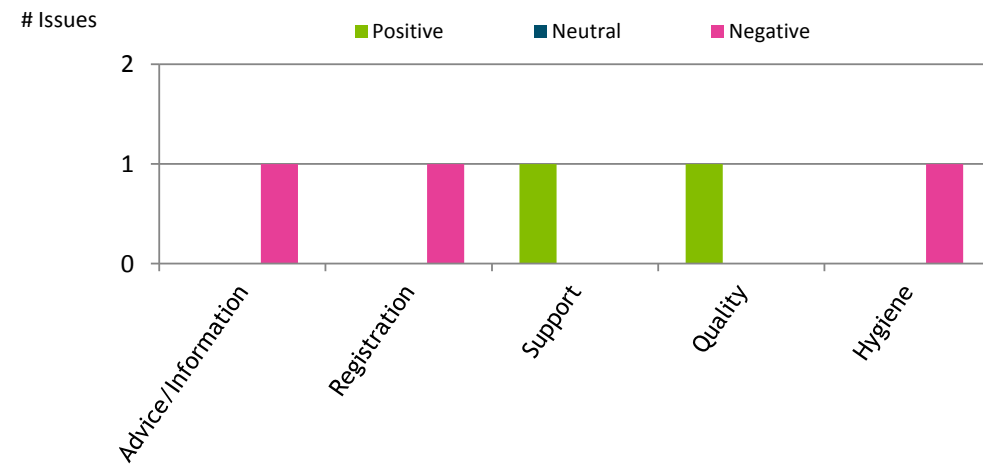


Quarterly Benchmark: N/A

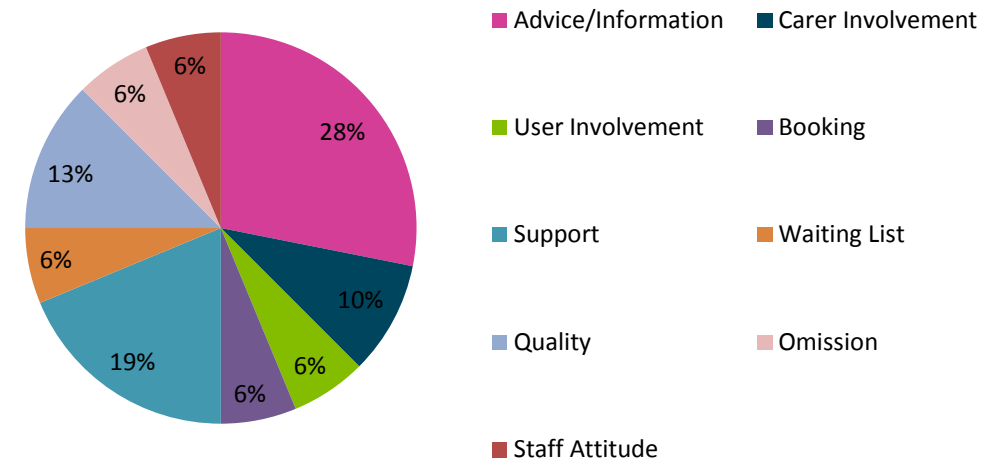
6. Care Pathway: Community (community based health services)



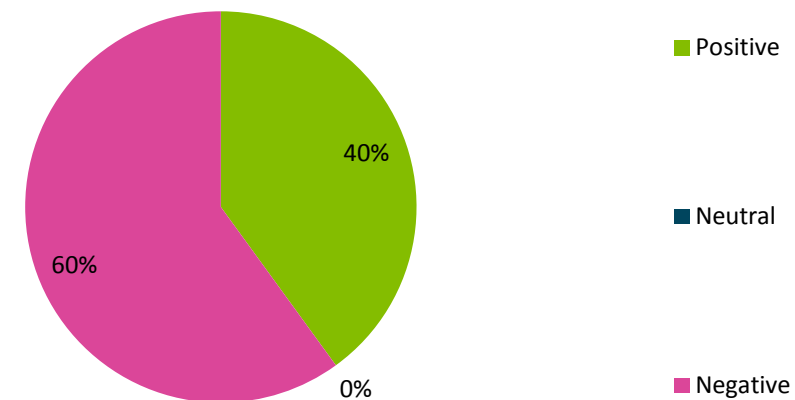
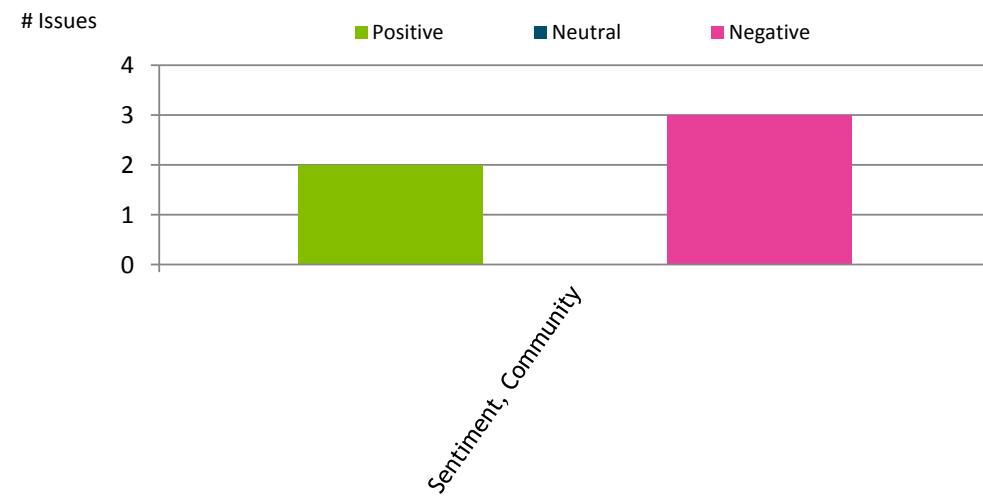
6.15 Trends, Community (5 issues)



Issues receiving the most comments overall



6.16 Sentiment, Community



Quarterly Benchmark: N/A

7. 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>	46	1	64	111
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	31	1	17	49
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	18	2	32	52
	User Involvement	<i>Involvement of the service user.</i>	35	1	32	68
Systems	Administration	<i>Administrative processes and delivery.</i>	4	0	33	37
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	4	0	3	7
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	5	0	13	18
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	6	6
	Data Protection	<i>General data protection (including GDPR).</i>	0	1	0	1
	Referral	<i>Referral to a service.</i>	5	0	4	9
	Medical Records	<i>Management of medical records.</i>	0	0	2	2
	Medication	<i>Prescription and management of medicines.</i>	4	0	10	14
	Opening Times	<i>Opening times of a service.</i>	0	0	0	0
	Planning	<i>Leadership and general organisation.</i>	2	0	7	9
	Registration	<i>Ability to register for a service.</i>	1	0	1	2
	Support	<i>Levels of support provided.</i>	127	2	68	197
	Telephone	<i>Ability to contact a service by telephone.</i>	2	0	17	19
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	39	3	56	98
	Waiting List	<i>Length of wait while on a list.</i>	6	1	17	24
Values	Choice	<i>General choice.</i>	3	1	5	9
	Cost	<i>General cost.</i>	0	0	6	6
	Language	<i>Language, including terminology.</i>	1	0	2	3
	Nutrition	<i>Provision of sustenance.</i>	5	0	6	11
	Privacy	<i>Privacy, personal space and property.</i>	1	0	7	8
	Quality	<i>General quality of a service, or staff.</i>	166	5	52	223
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	2	2
	Stimulation	<i>General stimulation, including access to activities.</i>	13	0	0	13

7. 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>	2	0	5	7
	Environment/Layout	<i>Physical environment of a service.</i>	7	1	21	29
	Equipment	<i>General equipment issues.</i>	12	1	6	19
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	3	2	7	12
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	2	1	8	11
	Mobility	<i>Physical mobility to, from and within services.</i>	0	1	2	3
	Travel/Parking	<i>Ability to travel or park.</i>	1	0	9	10
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	1	5	6
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	1	0	4	5
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	185	5	63	253
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	2	3
	Staff Training	<i>Training of staff.</i>	1	1	10	12
	Staffing Levels	<i>General availability of staff.</i>	1	0	8	9
Total:			734	31	612	1377