The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Harrow, 3 July 2020

Community*Insight*

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 health, social care and community services in Harrow.

Reporting Period: 1 April - 30 June 2020

healthwatch
Harrow

Index and overview of findings

Data Source (Page 3)

This report is based on the experience of 582 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).

Health and Care Services (Pages 4-19)

Feedback suggests overall sentiment is 67% positive, 30% negative and 3% neutral. (Page 5, Figure 3.1)

- GP services (Page 9): This quarter, there are 72% fewer reviews about GP services. Those leaving feedback feel 58% positive as a whole.
- Dentists (Page 10): Those returning to their dentists following lockdown report feeling supported and safe.
- Northwick Park Hospital (Page 11): Feedback is 83% positive as a whole, with good quality, compassionate treatment and care reported. Few people comment on A&E or Outpatients, suggesting a significant decrease in use.
- Diagnosis/Testing (Page 14): Some people complain of not being tested for Covid-19.
- Nursing Care (Page 16): Despite visiting restrictions family and carers report good levels of involvement.
- Community (Page 19): Those using social care cite a clear lack of support through the Covid-19 pandemic.

Wider Community (Page 20)

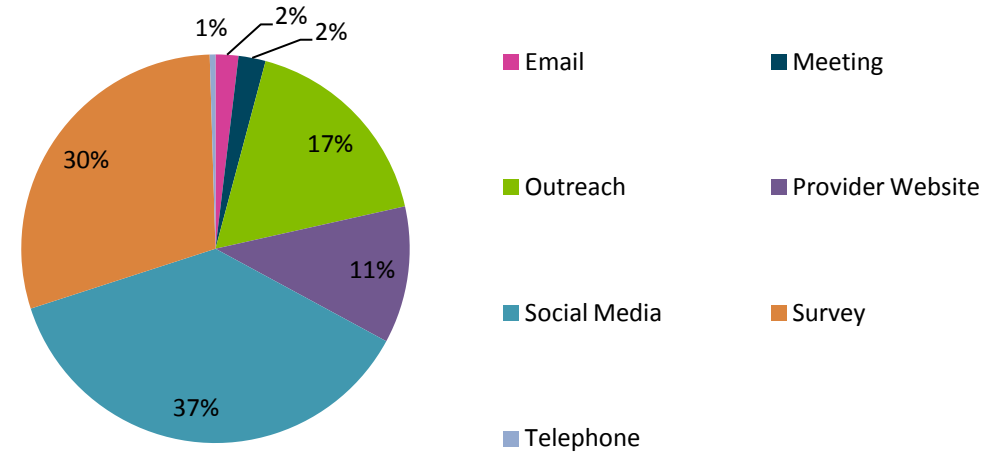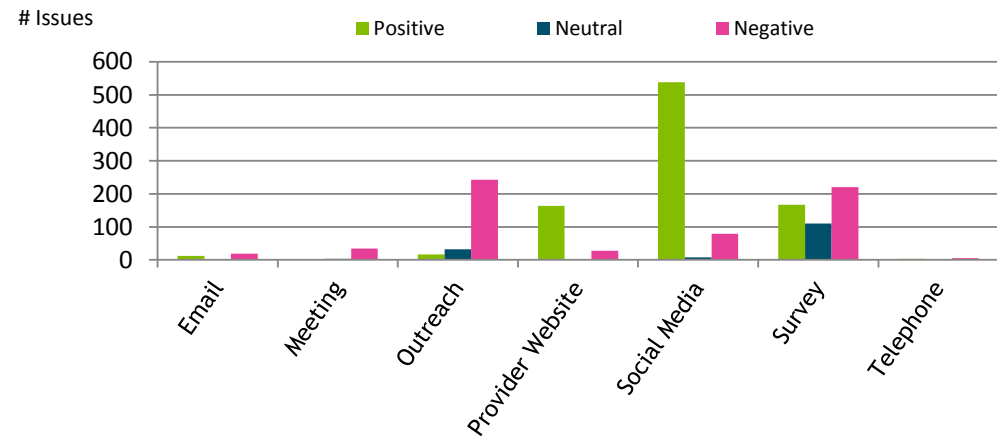Feedback suggests overall sentiment is 33% positive, 48% negative and 19% neutral.

- Feedback about personal resilience (including mental wellbeing) is notably negative overall. High levels of anxiety and uncertainty are reported - particularly about personal circumstances and infection risk.
- Many people report a lack of activity and stimulation in their daily lives, particluarly those who cannot leave the house.
- Some are better able to connect with friends and family, than others.
- People are clearly satisfied with levels of empathy and support offered by charities and residents/individuals.
- The vast majority of people who comment on food or shopping are satisfied.

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.

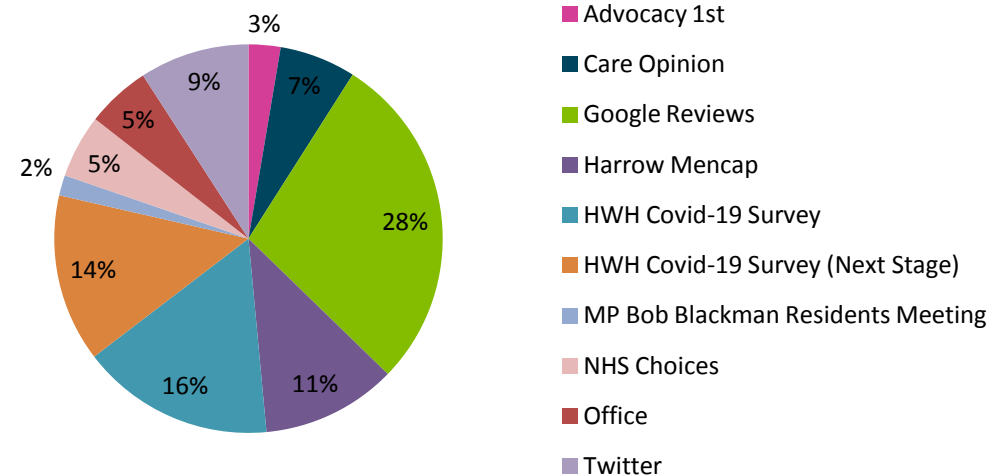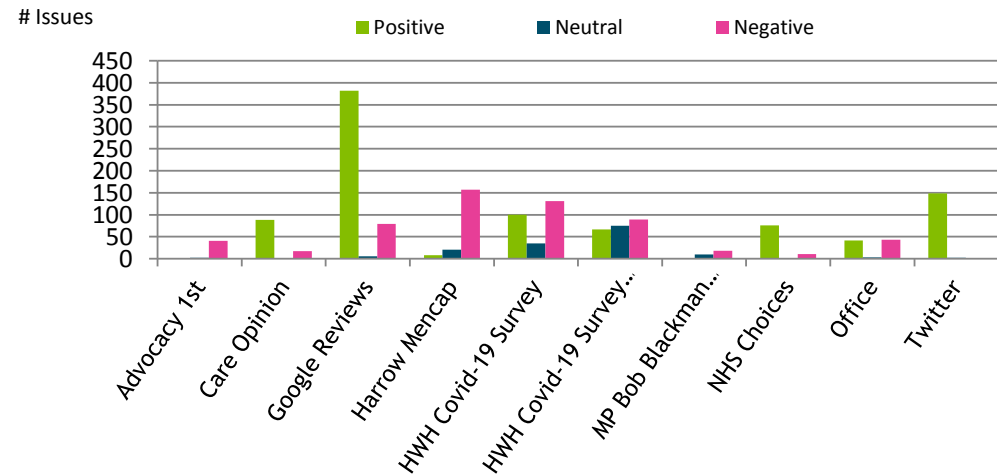# 1. Data Source: Where did we collect the feedback?

1.1 Source: 1738 issues from 582 people

 # Issues

Legend: Positive ■ Neutral ■ Negative

Bar chart categories (x-axis): Email, Meeting, Outreach, Provider Website, Social Media, Survey, Telephone

y-axis: 0, 100, 200, 300, 400, 500, 600

Sources providing the most comments overall

Pie chart:
- 17%
- 11%
- 37%
- 30%
- 1%
- 2%
- 2%

Legend: Email, Meeting, Outreach, Provider Website, Social Media, Survey, Telephone

1.2 Origin

 # Issues

Legend: Positive ■ Neutral ■ Negative

Bar chart categories (x-axis): Advocacy 1st, Care Opinion, Google Reviews, Harrow Mencap, HWH Covid-19 Survey, HWH Covid-19 Survey..., MP Bob Blackman..., NHS Choices, Office, Twitter

y-axis: 0, 50, 100, 150, 200, 250, 300, 350, 400, 450

Origins providing the most comments overall

Pie chart:
- 3%
- 7%
- 28%
- 11%
- 16%
- 14%
- 2%
- 5%
- 5%
- 9%

Legend: Advocacy 1st, Care Opinion, Google Reviews, Harrow Mencap, HWH Covid-19 Survey, HWH Covid-19 Survey (Next Stage), MP Bob Blackman Residents Meeting, NHS Choices, Office, Twitter

2. Health and Care Services: Which service aspects are people most commenting on?

2.1 Top Trends: 1035 issues from 261 people

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Booking, Support, Waiting List, Quality, Stimulation, Equipment, Hazard, Staff Attitude

Pie chart legend:
- Advice/Information
- Carer Involvement
- General Comment
- User Involvement
- Administration
- Booking
- Support
- Waiting List
- Quality
- Stimulation
- Equipment
- Hazard
- Staff Attitude

Pie chart values: 9%, 4%, 2%, 7%, 3%, 4%, 16%, 3%, 20%, 2%, 3%, 3%, 24%

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

2.2 Stated medical conditions

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Children's Health, COVID-19 (General), COVID-19 (Infected), General Health, General Social Care, Learning Disability, Mental Health, Musculoskeletal Health, Older People's Health

Pie chart legend:
- Children's Health
- COVID-19 (General)
- COVID-19 (Infected)
- General Health
- General Social Care
- Learning Disability
- Mental Health
- Musculoskeletal Health
- Older People's Health

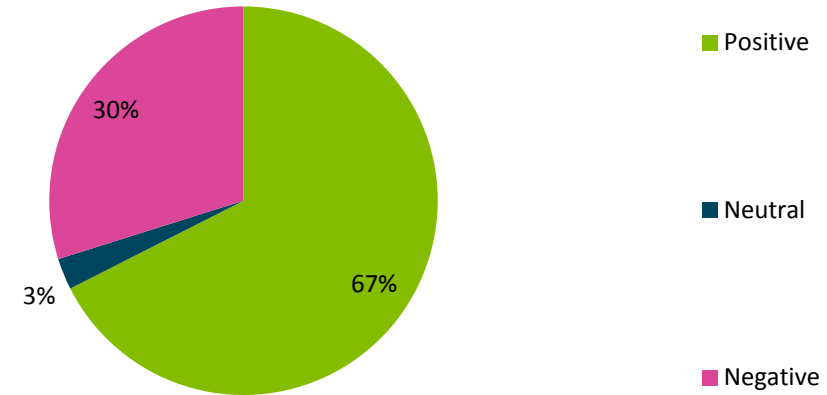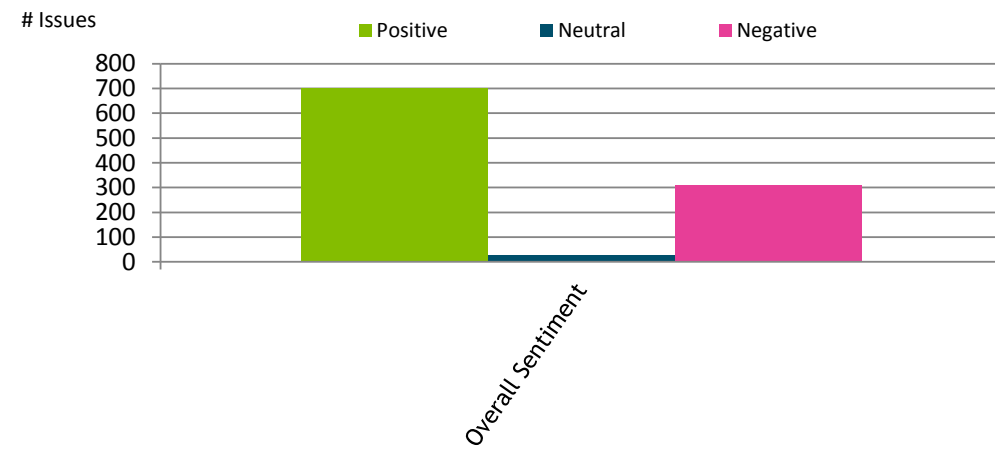Pie chart values: 3%, 3%, 3%, 4%, 2%, 10%, 4%, 59%, 12%

Medical conditions receiving the most comments overall

4

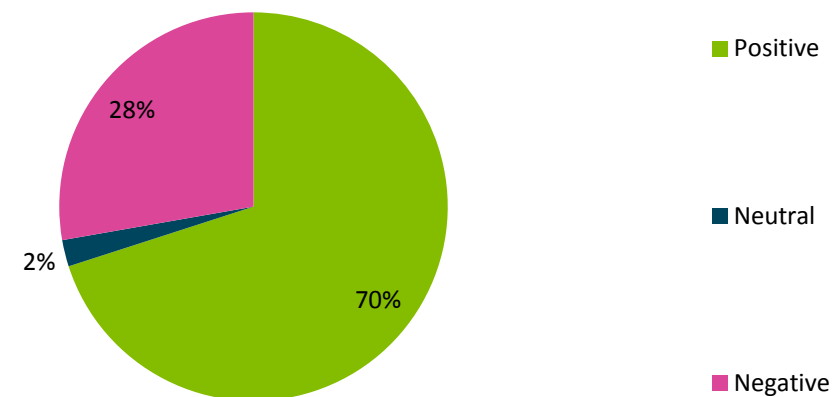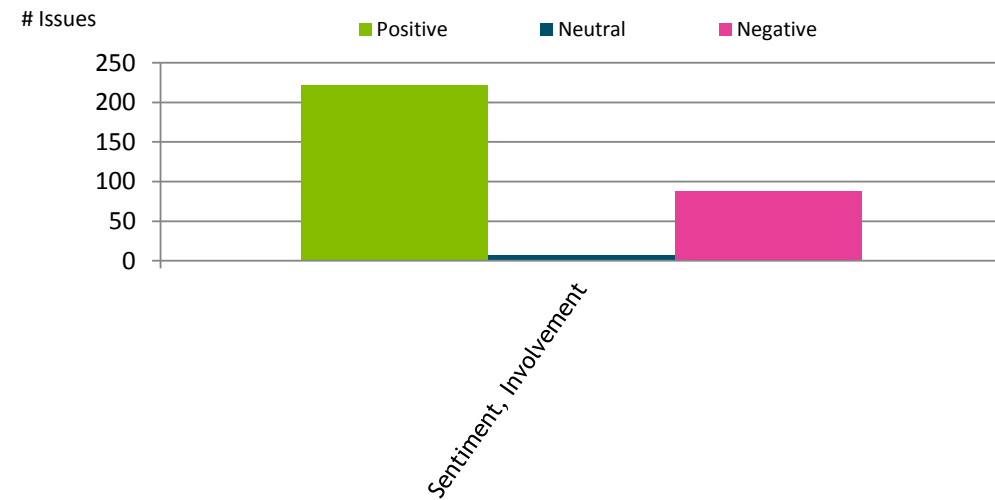# 3. Sentiment: On the whole, how do people feel about Health and Care services?

3.1 How do people feel as a whole?

Issues

Legend: Positive | Neutral | Negative

Quarterly Benchmark: *9% improvement on the previous quarter*

Pie chart:
- Positive 67%
- Neutral 3%
- Negative 30%

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

Issues

Legend: Positive | Neutral | Negative

Quarterly Benchmark: *8% improvement on the previous quarter*

Pie chart:
- Positive 70%
- Neutral 2%
- Negative 28%

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

3.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Bar chart axis: 0, 50, 100, 150, 200, 250, 300, 350, 400

Category: Sentiment, Quality

Pie chart: Positive 87%, Neutral 0%, Negative 13%
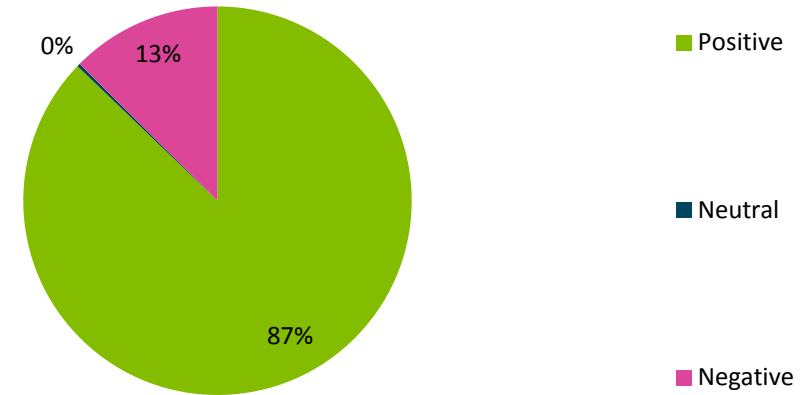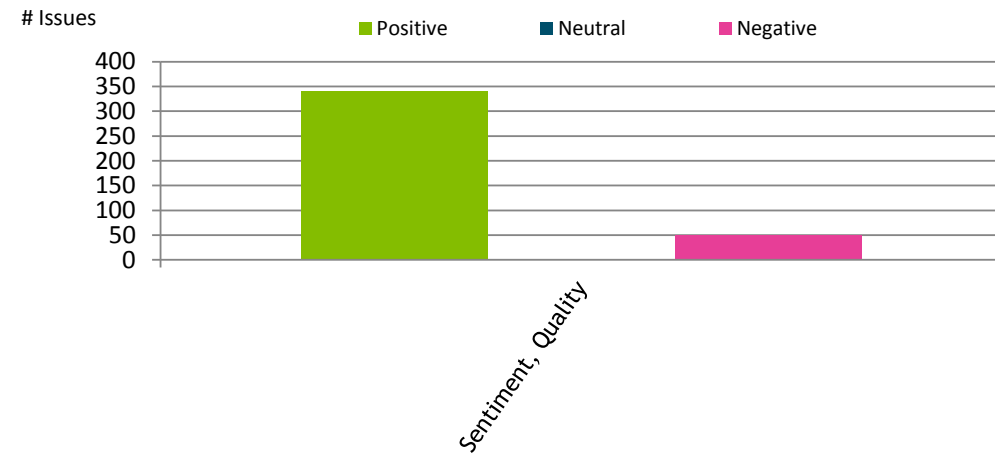
Quarterly Benchmark: *8% improvement on the previous quarter*

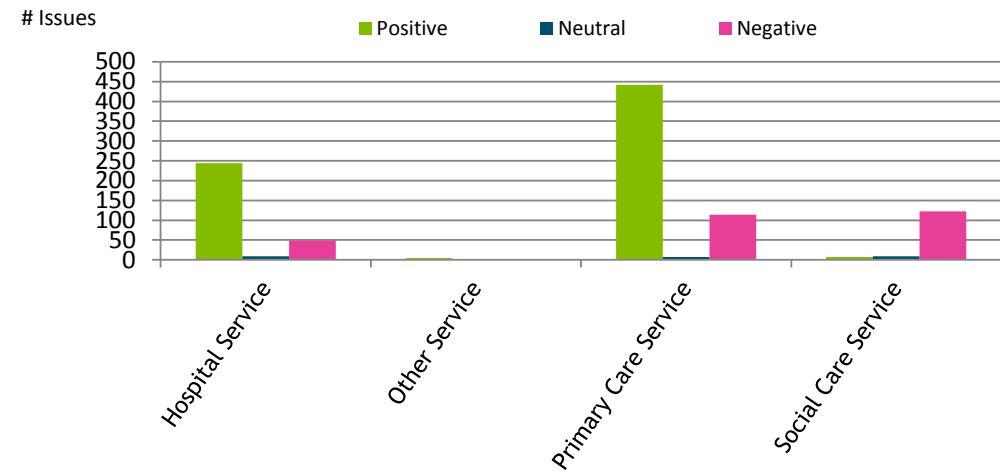## 3.4 How do people feel about general access to services?

Issues

Legend: Positive, Neutral, Negative

Bar chart axis: 0, 10, 20, 30, 40, 50, 60

Category: Sentiment, Service Access

Pie chart: Positive 52%, Neutral 3%, Negative 45%
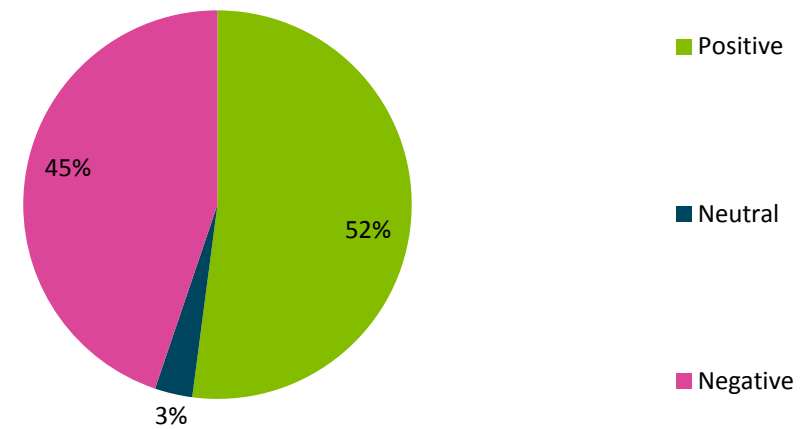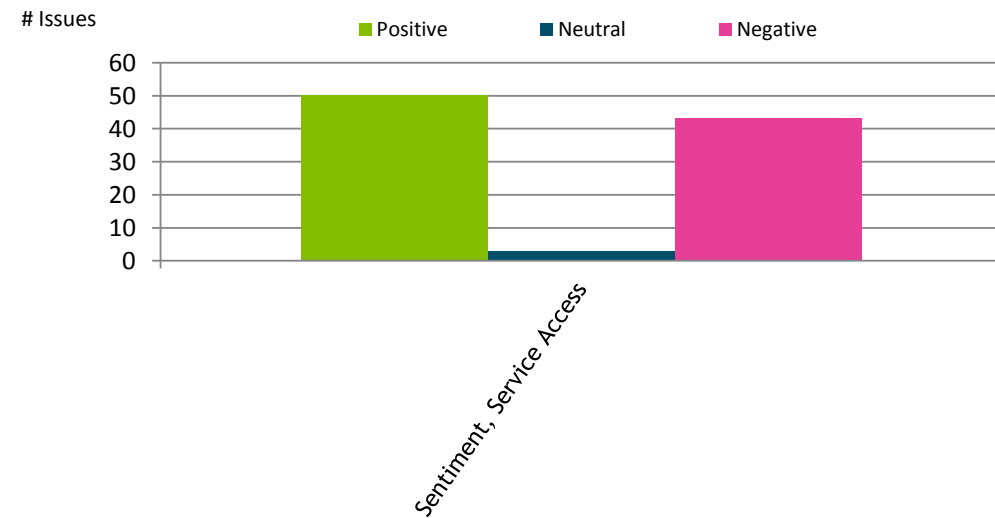
Quarterly Benchmark: *21% improvement on the previous quarter*
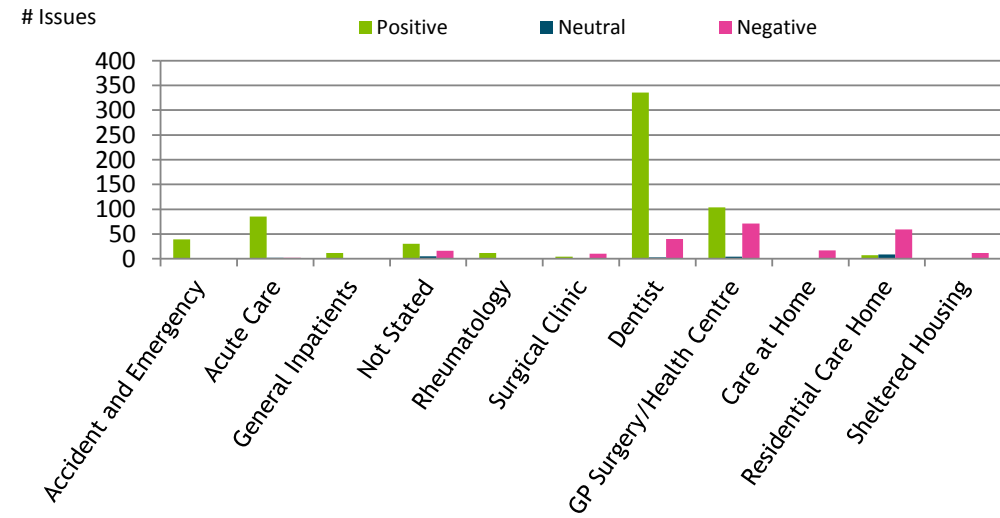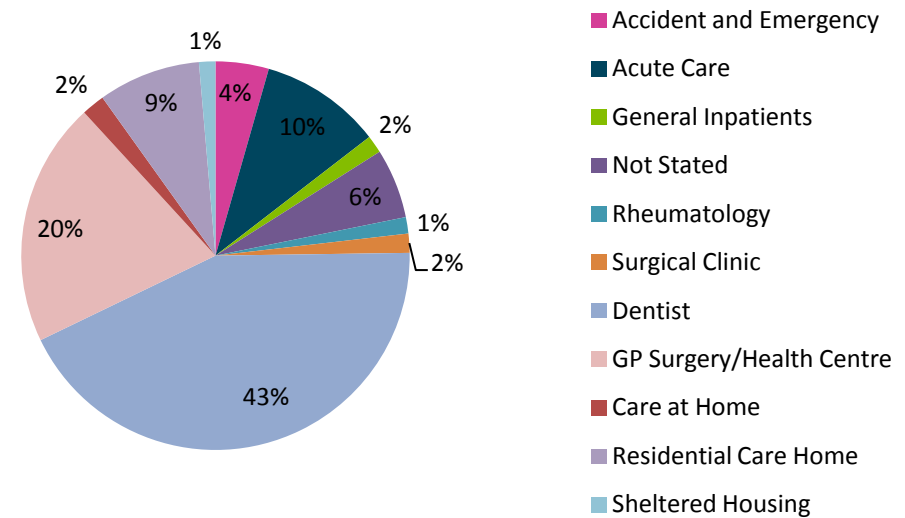
4.1 Service Sector

Issues

Service sectors receiving the most comments overall

4.2 Service Type

Issues
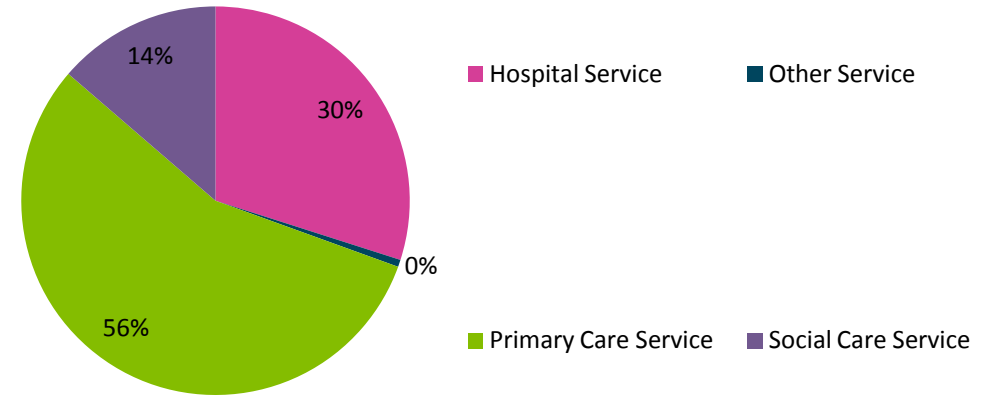
Service type receiving the most comments overall
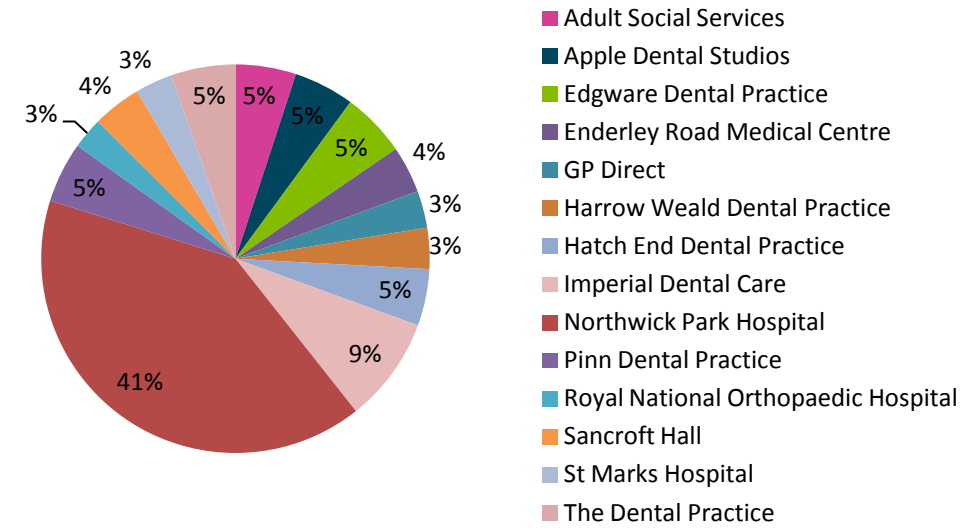
4.3 Services

Issues

Legend: Positive, Neutral, Negative
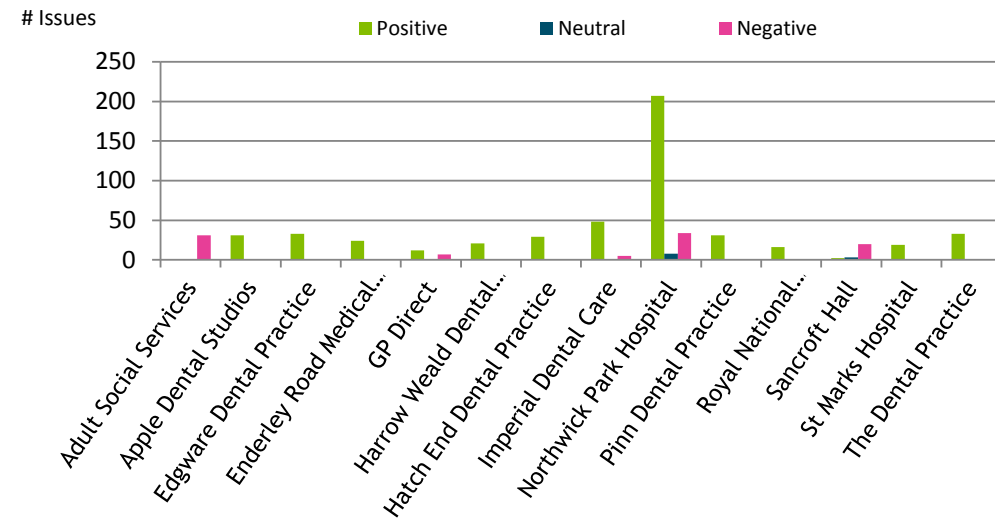
Services receiving the most comments overall

Pie chart legend:
- Adult Social Services
- Apple Dental Studios
- Edgware Dental Practice
- Enderley Road Medical Centre
- GP Direct
- Harrow Weald Dental Practice
- Hatch End Dental Practice
- Imperial Dental Care
- Northwick Park Hospital
- Pinn Dental Practice
- Royal National Orthopaedic Hospital
- Sancroft Hall
- St Marks Hospital
- The Dental Practice

Pie chart values: 5%, 5%, 5%, 4%, 3%, 3%, 5%, 9%, 41%, 5%, 3%, 4%, 3%, 5%

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

Issues

Legend: Positive, Neutral, Negative

Care pathway locations

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

Pie chart values: 2%, 11%, 3%, 58%, 12%, 0%, 2%, 12%
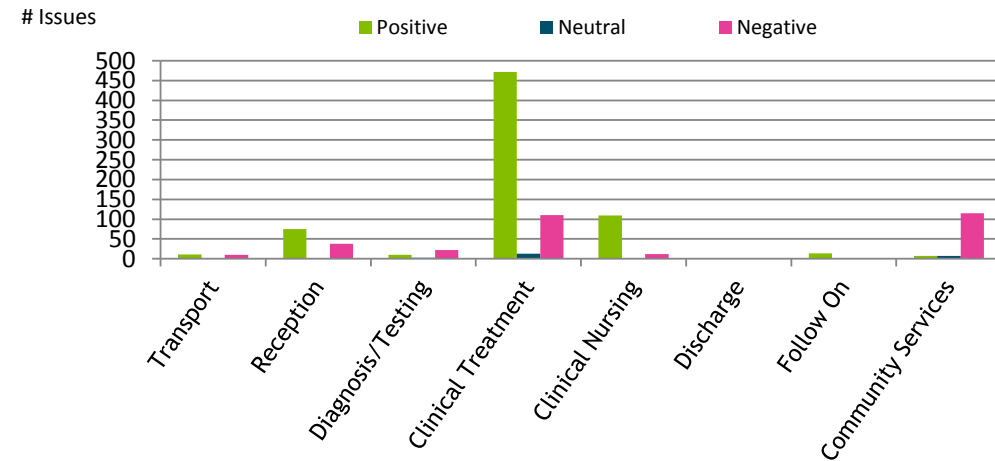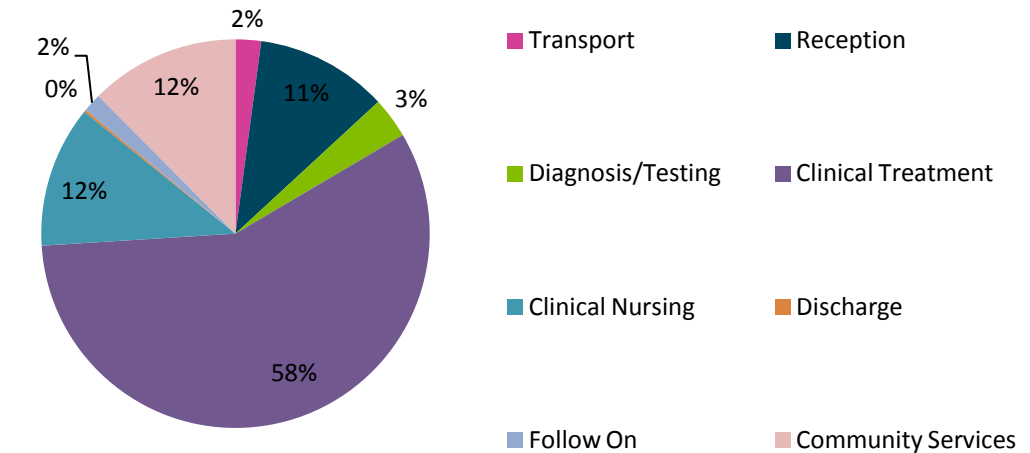
5.1 Trends, GP Services: 179 issues from 38 people
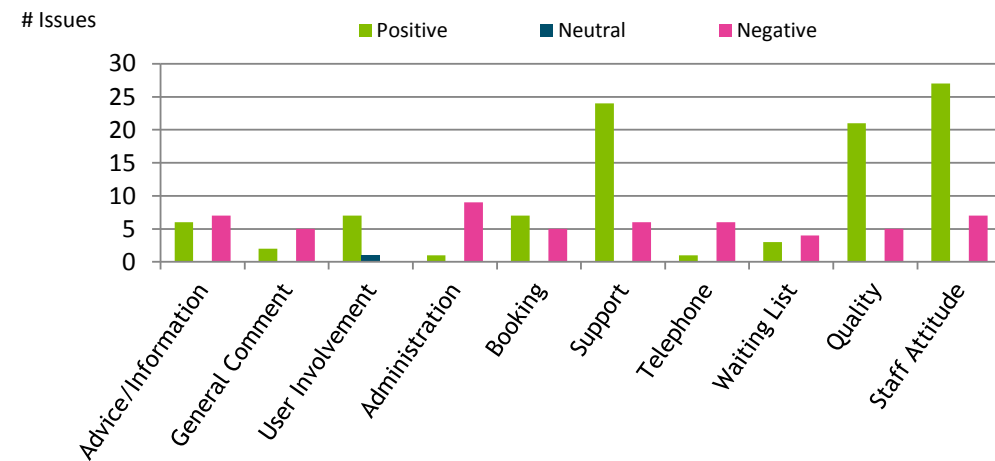
Issues receiving the most comments overall

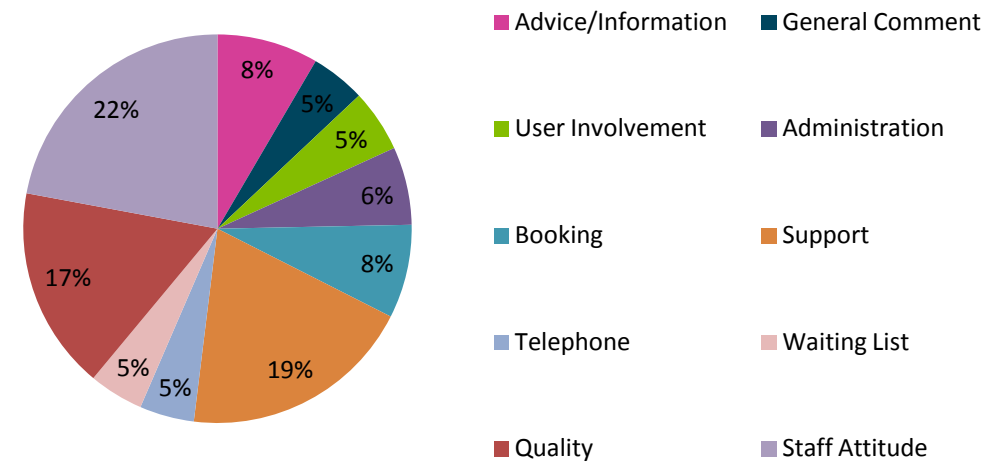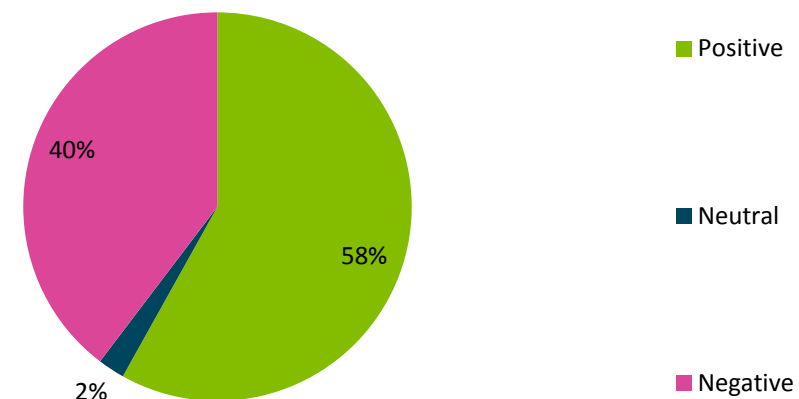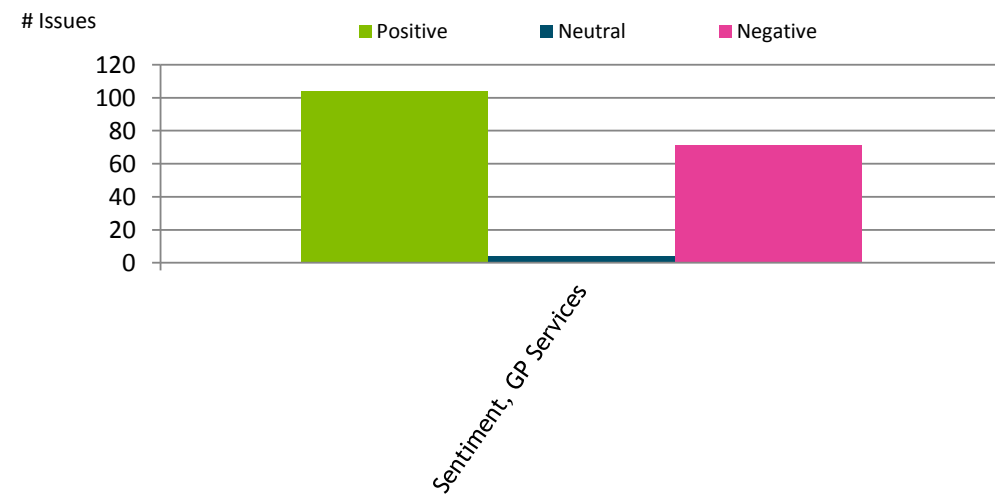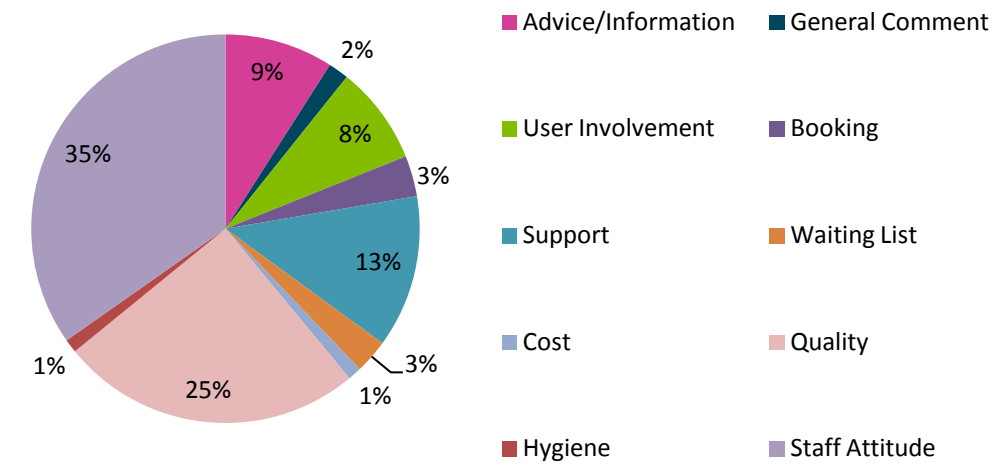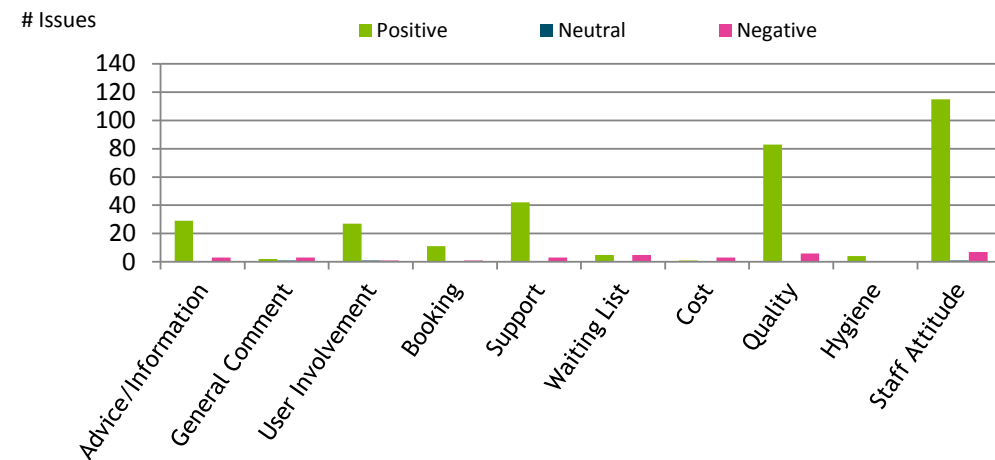## 5.2 Sentiment, GP Services

Quarterly Benchmark: *1% decline on the previous quarter*

5. Trends: Dentists

5.3 Trends, Dentists: 379 issues from 94 people

Issues

Legend: Positive ■ Neutral ■ Negative ■

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

y-axis: 0, 20, 40, 60, 80, 100, 120, 140

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 9%
- General Comment: 2%
- User Involvement: 8%
- Booking: 3%
- Support: 13%
- Waiting List: 3%
- Cost: 1%
- Quality: 25%
- Hygiene: 1%
- Staff Attitude: 35%

5.4 Sentiment, Dentists

Issues

Legend: Positive ■ Neutral ■ Negative ■

Bar chart: Sentiment, Dentists

y-axis: 0, 50, 100, 150, 200, 250, 300, 350, 400

Quarterly Benchmark: *13% improvement on the previous quarter*

Pie chart:
- Positive: 89%
- Neutral: 1%
- Negative: 10%

5.5 Trends, Northwick Park Hospital: 249 issues from 59 people

Issues

Legend: Positive | Neutral | Negative

Categories (bar chart): Advice/Information, Carer Involvement, User Involvement, Administration, Support, Timing, Choice, Nutrition, Quality, Stimulation, Environment/Layout, Equipment, Hazard, Staff Attitude

Issues receiving the most comments overall

Pie chart values:
- Advice/Information 8%
- Carer Involvement 6%
- User Involvement 6%
- Administration 2%
- Support 16%
- Timing 6%
- Choice 1%
- Nutrition 1%
- Quality 20%
- Stimulation 5%
- Environment/Layout 2%
- Equipment 5%
- Hazard 3%
- Staff Attitude 19%

5.6 Sentiment, Northwick Park Hospital

Issues

Legend: Positive | Neutral | Negative

Sentiment, Northwick Park

Quarterly Benchmark: *35% improvement on the previous quarter*

Sentiment pie chart:
- Positive 83%
- Neutral 3%
- Negative 14%

11

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

6.1 Trends, Transport (22 issues)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart categories: Administration, Telephone, Waiting List, Sensory, Hygiene, Security/Conduct, Complaints
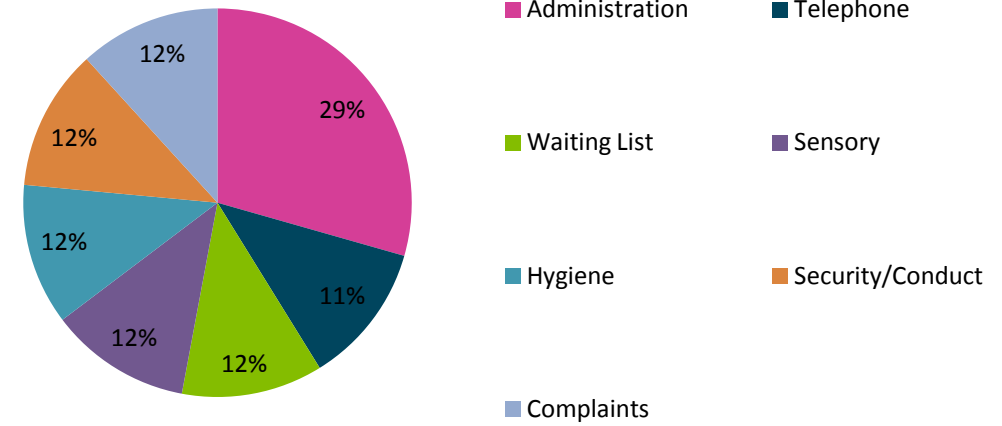
Issues receiving the most comments overall

Pie chart:
- Administration 29%
- Telephone 11%
- Waiting List 12%
- Sensory 12%
- Hygiene 12%
- Security/Conduct 12%
- Complaints 12%

Legend: ■ Administration ■ Telephone ■ Waiting List ■ Sensory ■ Hygiene ■ Security/Conduct ■ Complaints

6.2 Sentiment, Transport

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart: Sentiment, Transport

Pie chart:
- Positive 50%
- Neutral 5%
- Negative 45%

Legend: ■ Positive ■ Neutral ■ Negative

Quarterly Benchmark: *N/A*

12

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

6.3 Trends, Reception (114 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, User Involvement, Administration, Registration, Support, Telephone, Quality, Staff Attitude

Issues receiving the most comments overall
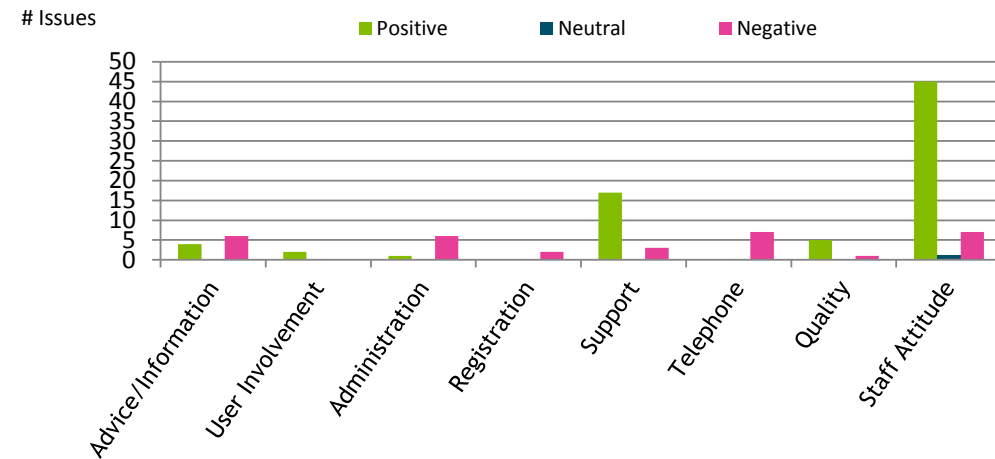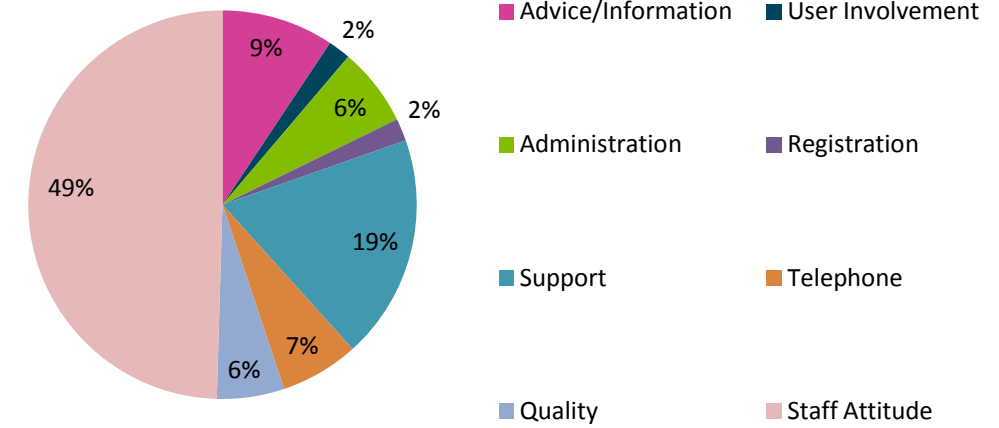
Pie chart:
- Advice/Information — 9%
- User Involvement — 2%
- Administration — 6%
- Registration — 2%
- Support — 19%
- Telephone — 7%
- Quality — 6%
- Staff Attitude — 49%

Legend: Advice/Information, User Involvement, Administration, Registration, Support, Telephone, Quality, Staff Attitude

6.4 Sentiment, Reception

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Reception

Quarterly Benchmark: *23% improvement on the previous quarter*

Pie chart:
- Positive — 66%
- Neutral — 1%
- Negative — 33%

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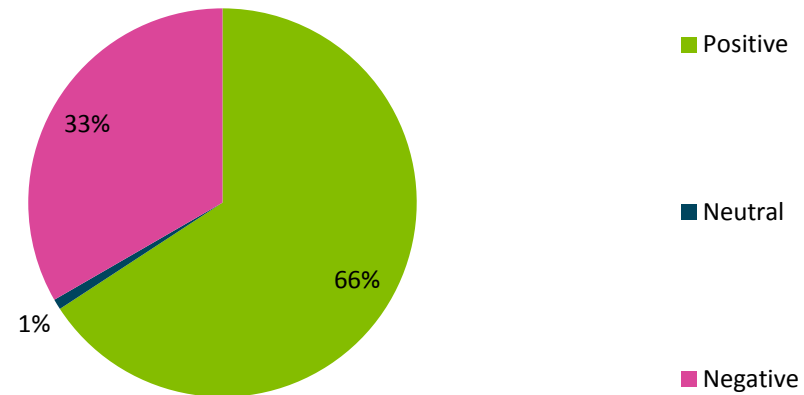
6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)

6.5 Trends, Diagnosis/Testing (35 issues)

Issues

Legend: Positive, Neutral, Negative

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

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information — 7%
- Carer Involvement — 7%
- General Comment — 7%
- Support — 7%
- Timing — 7%
- Choice — 7%
- Quality — 18%
- Omission — 33%
- Staff Attitude — 7%
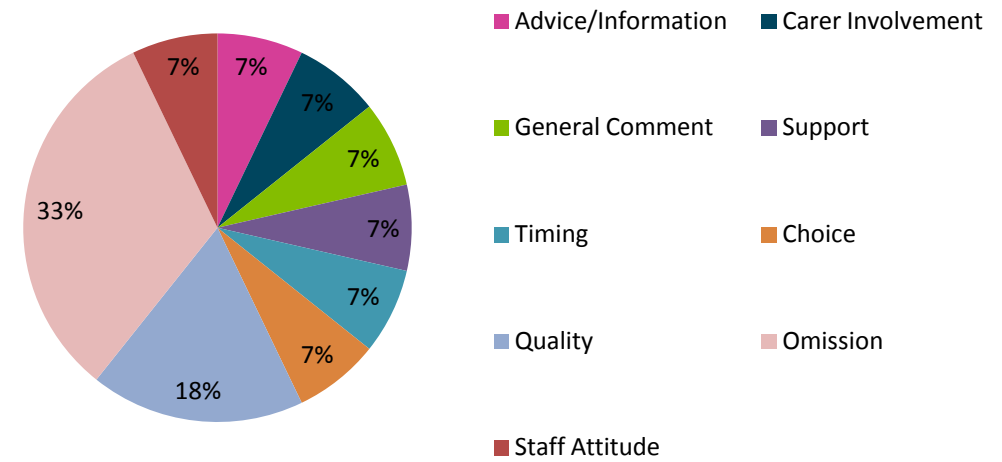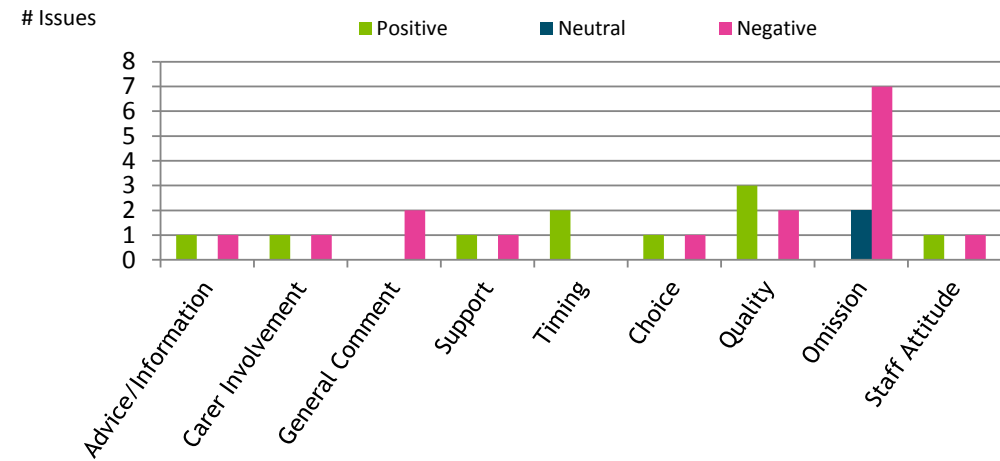
6.6 Sentiment, Diagnosis/Testing

Issues

Legend: Positive, Neutral, Negative

Sentiment, Diagnosis

Pie chart:
- Positive — 29%
- Neutral — 8%
- Negative — 63%

Quarterly Benchmark: *N/A*

14
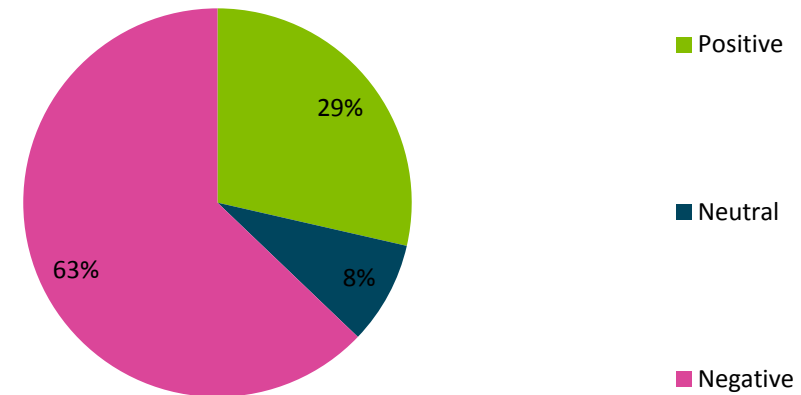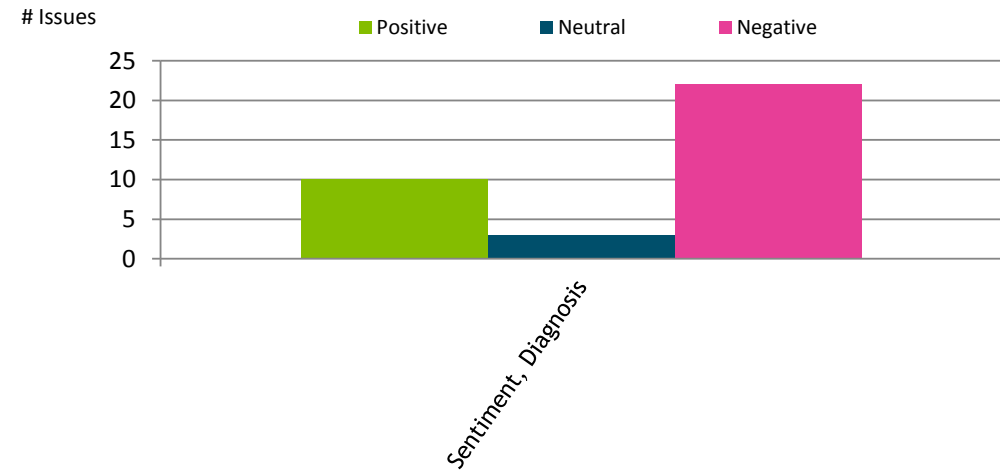
6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

6.7 Trends, Clinical Treatment (595 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Booking, Support, Timing, Waiting List, Choice, Quality, Equipment, Hazard, Staff Attitude
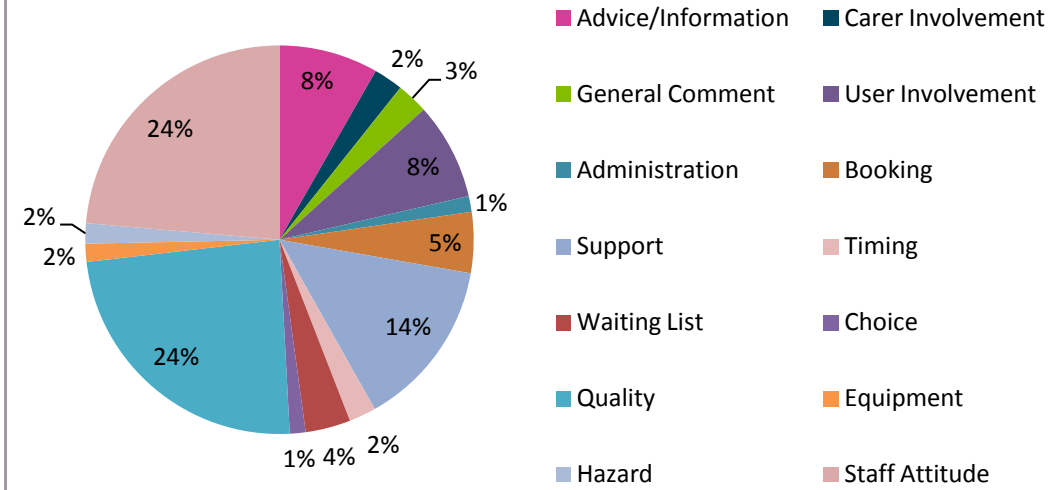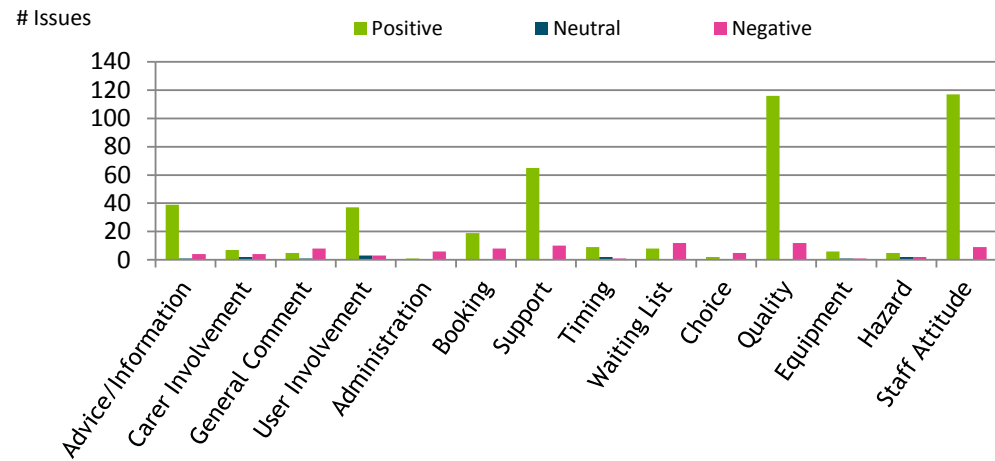
Issues receiving the most comments overall

Pie chart:
- Advice/Information 8%
- Carer Involvement 2%
- General Comment 3%
- User Involvement 8%
- Administration 1%
- Booking 5%
- Support 14%
- Timing 2%
- Waiting List 4%
- Choice 1%
- Quality 24%
- Equipment 2%
- Hazard 2%
- Staff Attitude 24%

Legend:
- Advice/Information
- Carer Involvement
- General Comment
- User Involvement
- Administration
- Booking
- Support
- Timing
- Waiting List
- Choice
- Quality
- Equipment
- Hazard
- Staff Attitude

6.8 Sentiment, Clinical Treatment

Issues

Legend: Positive | Neutral | Negative

Bar chart: Sentiment, Treatment

Quarterly Benchmark: *21% imrpovement on the previous quarter*

Pie chart:
- Positive 79%
- Neutral 2%
- Negative 19%

15
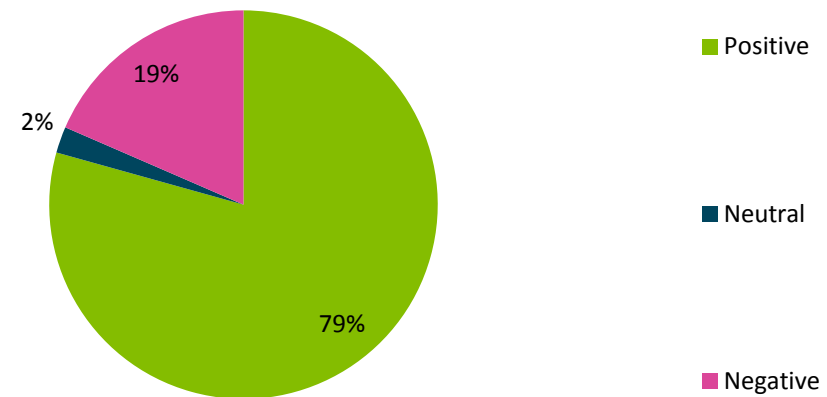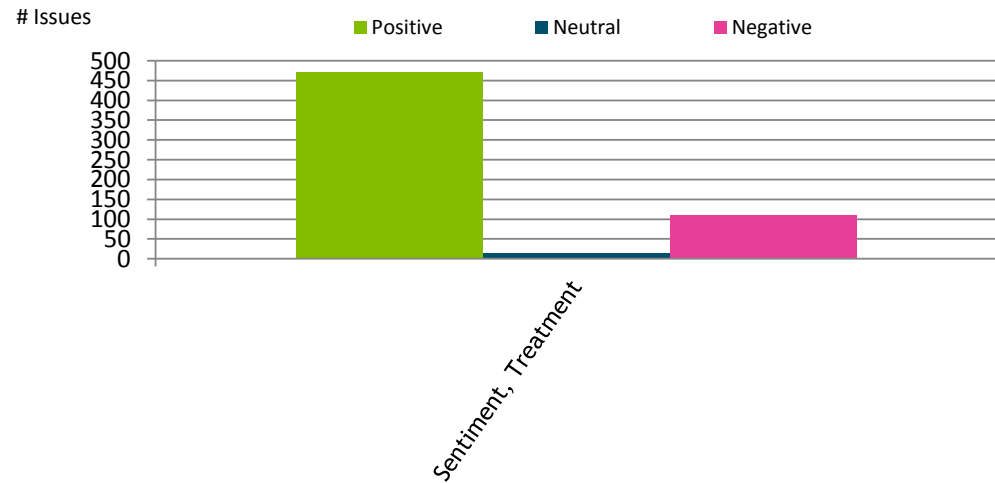
6. Care Pathway: Clinical Nursing (care provided by trained nurses)

6.9 Trends, Clinical Nursing (122 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Carer Involvement, User Involvement, Support, Timing, Nutrition, Quality, Stimulation, Equipment, Staff Attitude
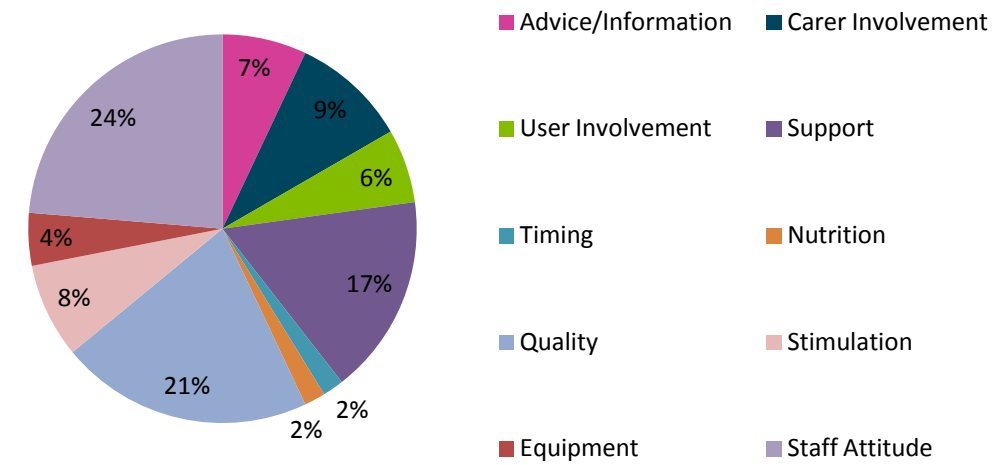
Issues receiving the most comments overall

Pie chart:
- Advice/Information 7%
- Carer Involvement 9%
- User Involvement 6%
- Support 17%
- Timing 2%
- Nutrition 2%
- Quality 21%
- Stimulation 8%
- Equipment 4%
- Staff Attitude 24%
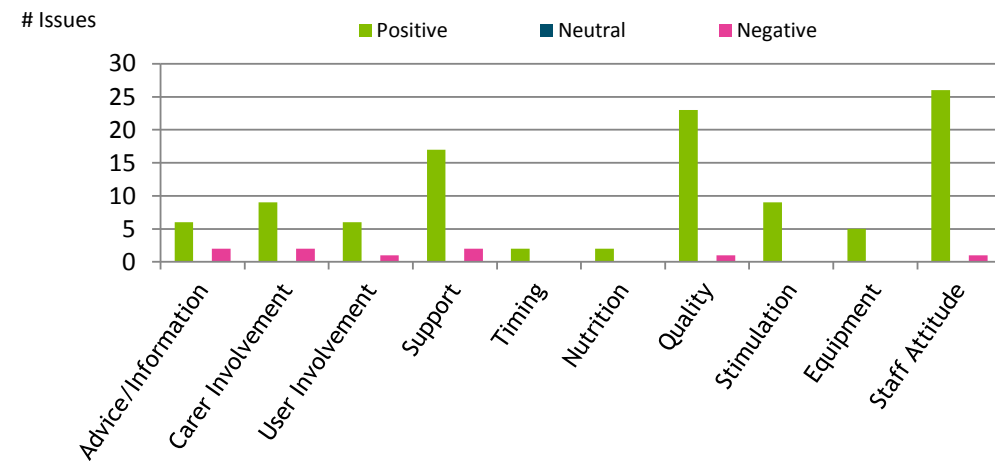
6.10 Sentiment, Clinical Nursing

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Nursing Care

Quarterly Benchmark: *13% improvement on the previous quarter*

Pie chart:
- Positive 89%
- Neutral 1%
- Negative 10%
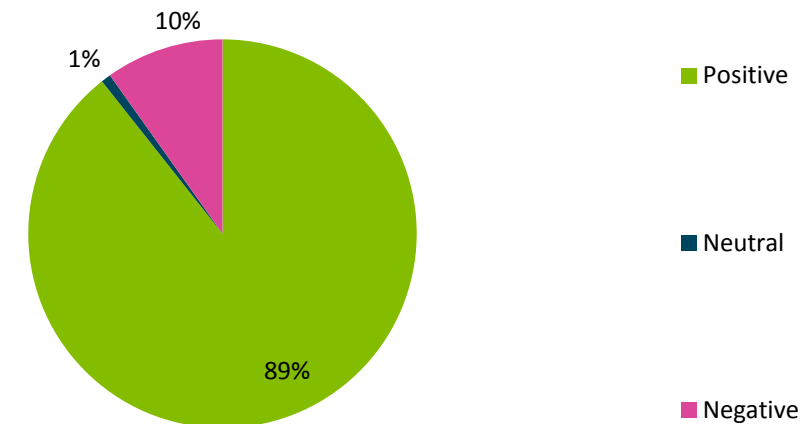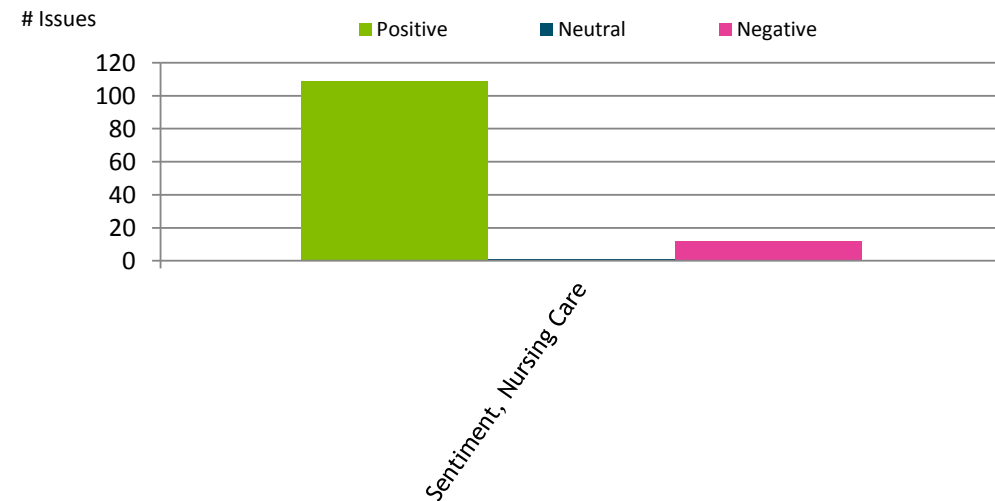
6. Care Pathway: Discharge (discharge from a service)

6.11 Trends, Discharge (2 issues)

Issues

Legend: Positive | Neutral | Negative

[Bar chart: Administration = 1 (Positive/green), Timing = 1 (Neutral/dark blue)]

[Pie chart: Administration 50%, Timing 50%]

Legend: Administration | Timing
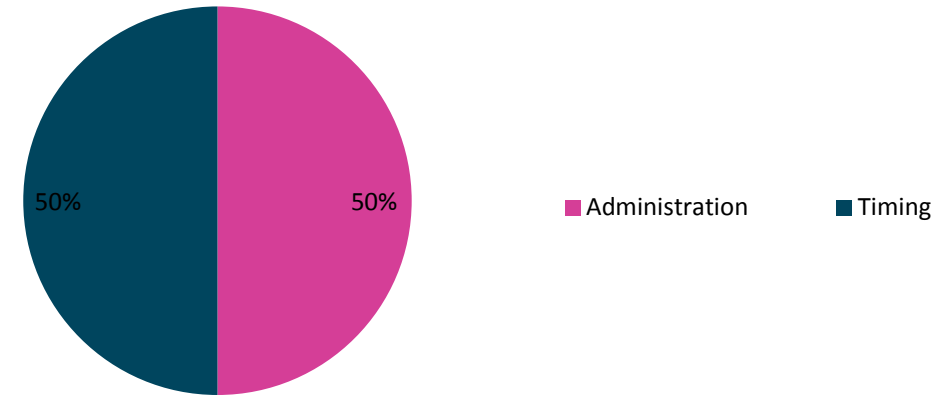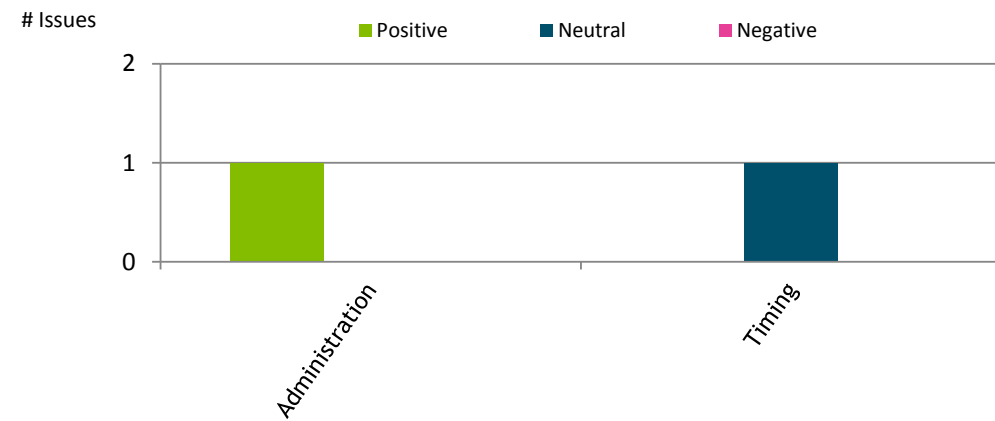
Issues receiving the most comments overall

6.12 Sentiment, Discharge

Issues

Legend: Positive | Neutral | Negative

[Bar chart: Sentiment, Discharge = Positive (green) and Neutral (dark blue)]

[Pie chart: Positive 50%, Neutral 50%, Negative 0%]

Legend: Positive | Neutral | Negative

Quarterly Benchmark: *N/A*

17

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

6.13 Trends, Follow On (16 issues)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart categories (x-axis): Advice/Information, Carer Involvement, General Comment, User Involvement, Booking, Support, Waiting List, Quality
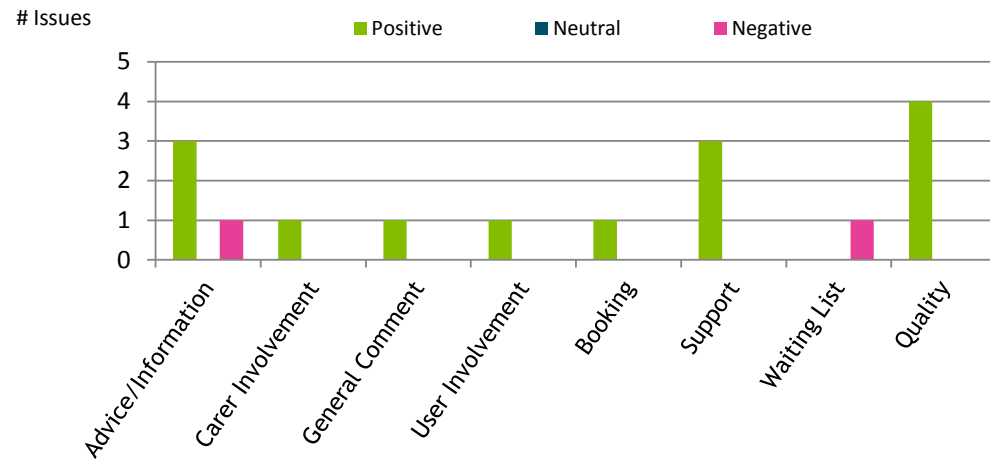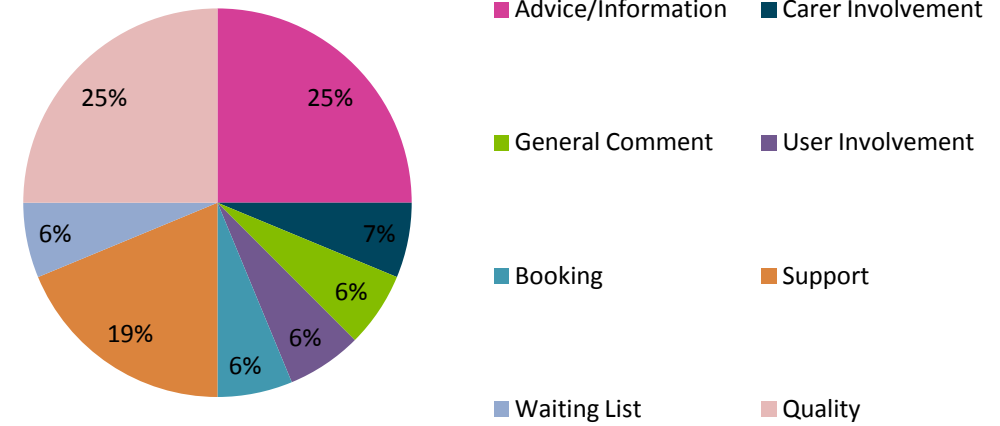
Pie chart legend:
- ■ Advice/Information — 25%
- ■ Carer Involvement — 7%
- ■ General Comment — 6%
- ■ User Involvement — 6%
- ■ Booking — 6%
- ■ Support — 19%
- ■ Waiting List — 6%
- ■ Quality — 25%

Issues receiving the most comments overall

6.14 Sentiment, Follow On

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart category (x-axis): Sentiment, Follow On

Pie chart:
- ■ Positive — 87%
- ■ Neutral — 0%
- ■ Negative — 13%
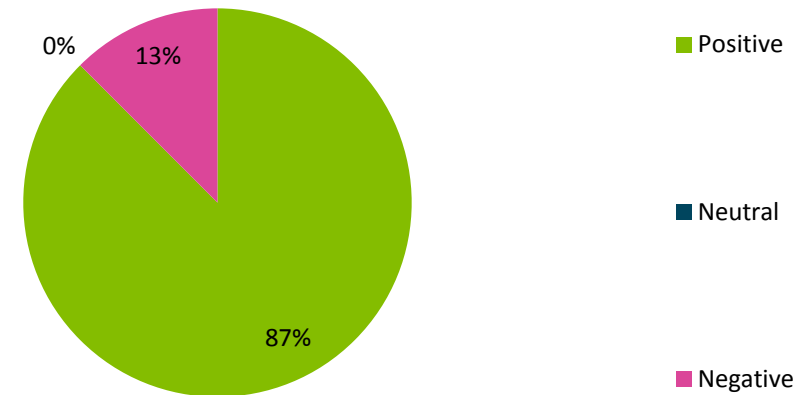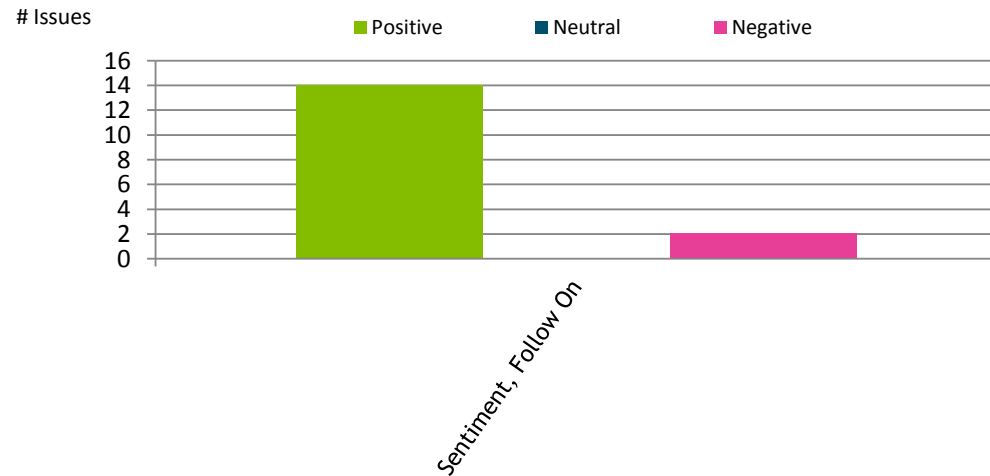
Quarterly Benchmark: *N/A*

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

6.15 Trends, Community (129 issues)

Issues receiving the most comments overall

Pie chart categories: Advice/Information 25%, Carer Involvement 7%, General Comment 6%, User Involvement 6%, Booking 6%, Support 19%, Waiting List 6%, Quality 25%
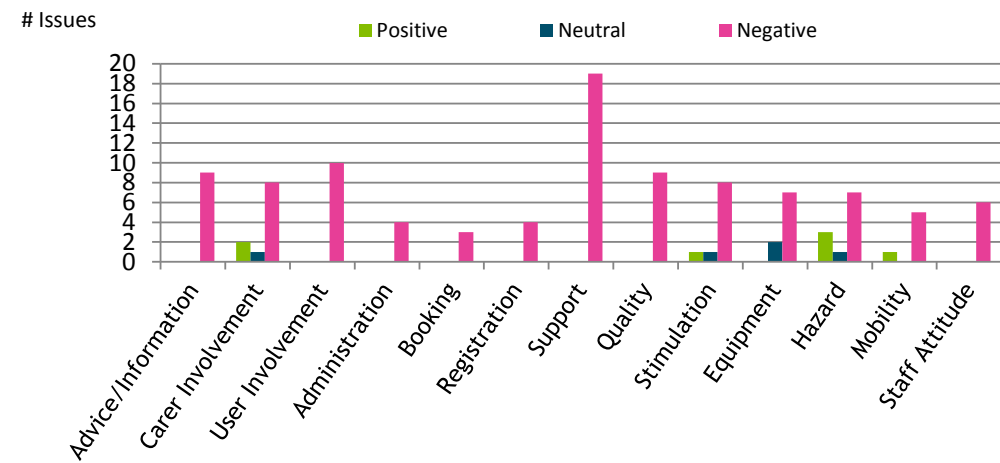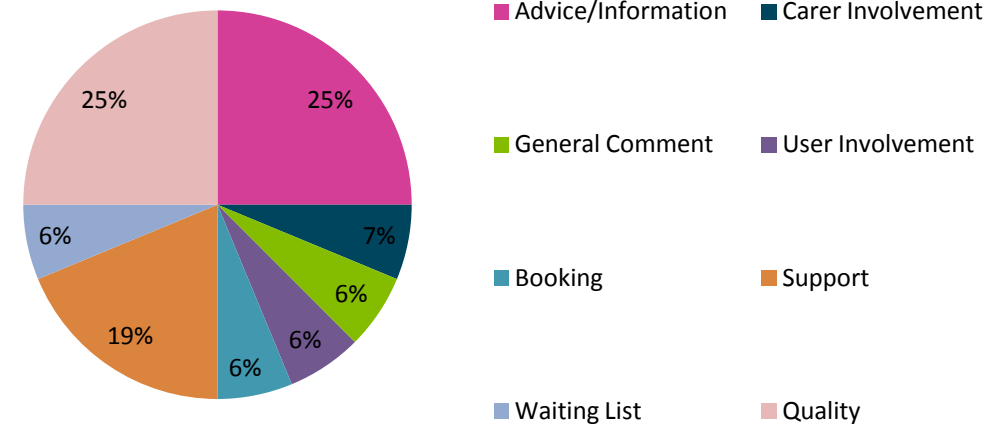
6.16 Sentiment, Community

Sentiment pie chart: Positive 6%, Neutral 5%, Negative 89%

Quarterly Benchmark: *N/A*
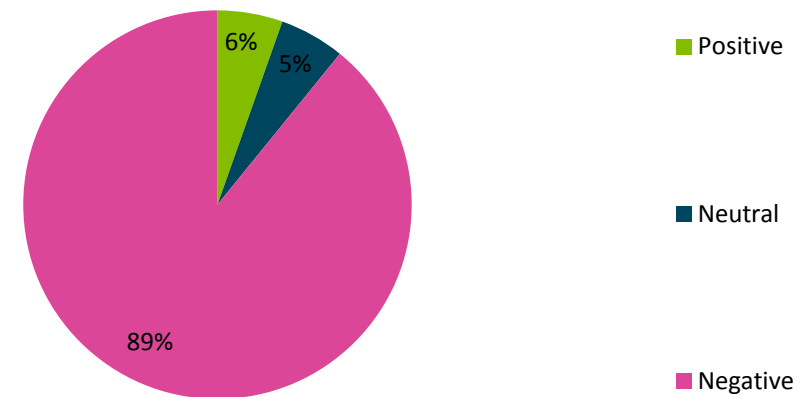
7. Wider Community: Which aspects are people most commenting on?

7.1 Top Trends: 703 issues from 321 people

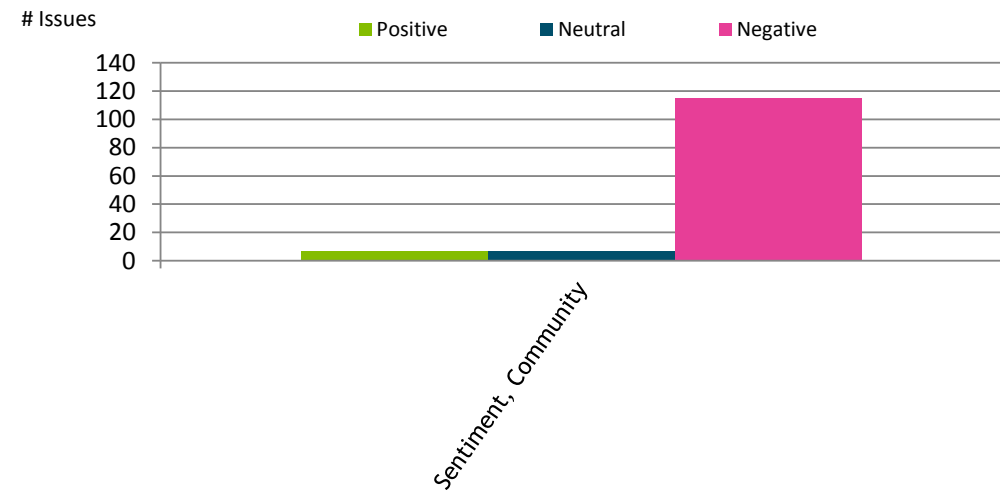Legend: Positive, Neutral, Negative

Categories (x-axis): Communication, Family/Friends, Resilience, Support, Activities/Stimulation, Finances, Food/Shopping, Environment, Hazard/Infection, Mobility, Empathy, Administration/Managem...

Pie chart values:
- Communication — 3%
- Family/Friends — 16%
- Resilience — 15%
- Support — 11%
- Activities/Stimulation — 13%
- Finances — 2%
- Food/Shopping — 6%
- Environment — 4%
- Hazard/Infection — 8%
- Mobility — 11%
- Empathy — 9%
- Administration/Management — 2%

Issues receiving the most comments overall. See pages 20-21 for issue descriptions.

7.2 Sentiment, Wider Community

Legend: Positive, Neutral, Negative

Pie chart values:
- Positive — 33%
- Neutral — 19%
- Negative — 48%
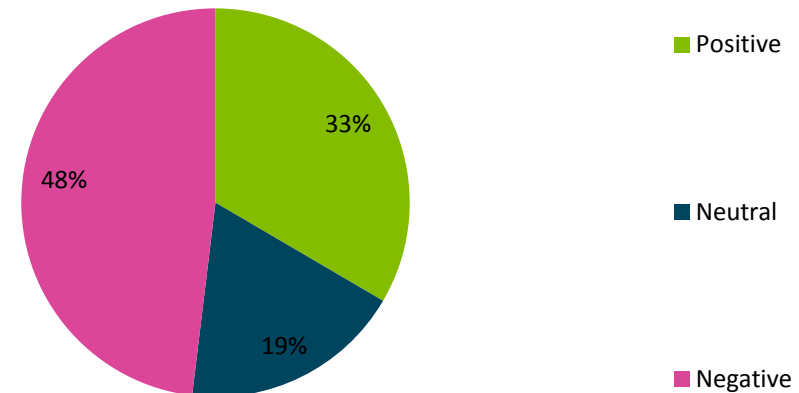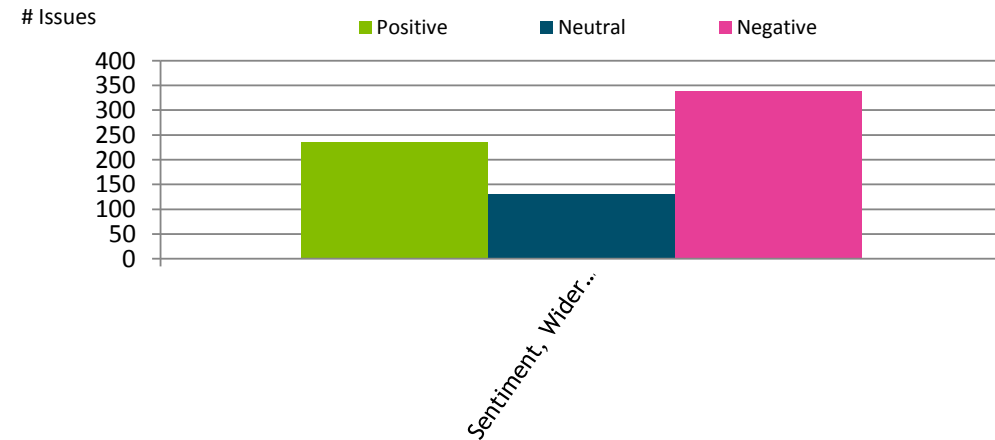
Quarterly Benchmark: *N/A*

8. 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	37	93
	Carer Involvement	*Involvement or influence of carers and family members.*	63	10	55	128
	Peer Involvement	*Involvement or Influence of friends.*	0	1	3	4
	General Comment	*A generalised statement (ie; "The doctor was good.")*	28	66	16	110
	User Involvement	*Involvement or influence of the service user.*	54	9	86	149
Systems	Administration	*Administrative processes and delivery.*	5	0	28	33
	Admission	*Physical admission to a hospital ward, or other service.*	3	0	1	4
	Booking	*Ability to book, reschedule or cancel appointments.*	20	0	16	36
	Cancellations	*Cancellation of appointment by the service provider.*	0	1	5	6
	Data Protection	*General data protection (including GDPR).*	0	1	2	3
	Referral	*Referral to a service.*	2	0	4	6
	Medical Records	*Management of medical records.*	0	1	6	7
	Medication	*Prescription and management of medicines.*	8	0	0	8
	Opening Times	*Opening times of a service.*	2	0	1	3
	Planning	*Leadership and general organisation.*	4	2	8	14
	Registration	*Ability to register for a service.*	0	0	9	9
	Support	*Levels of support provided.*	143	2	59	204
	Telephone	*Ability to contact a service by telephone.*	4	0	9	13
	Timing	*Physical timing (ie; length of wait at appointments).*	13	3	3	19
	Waiting List	*Length of wait while on a list.*	10	0	14	24
Values	Choice	*General choice.*	3	1	18	22
	Cost	*General cost.*	5	1	14	20
	Language	*Language, including terminology.*	0	0	3	3
	Nutrition	*Provision of sustainance.*	25	7	7	39
	Privacy	*Privacy, personal space and property.*	0	0	2	2
	Quality	*General quality of a service, or staff.*	152	0	26	178
	Sensory	*Deaf/blind or other sensory issues.*	2	0	1	3
	Stimulation	*General stimulation, including access to activities.*	36	7	43	86

8. 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).*	1	0	1	2
	Environment/Layout	*Physical environment of a service.*	10	3	16	29
	Equipment	*General equipment issues.*	11	4	11	26
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	12	7	46	65
	Hygiene	*Levels of hygiene and general cleanliness.*	7	0	7	14
	Mobility	*Physical mobility to, from and within services.*	23	19	31	73
	Travel/Parking	*Ability to travel or park.*	1	0	1	2
Staff	Omission	*General omission (ie; transport did not arrive).*	0	2	10	12
	Security/Conduct	*General security of a service, including conduct of staff.*	2	4	6	12
	Staff Attitude	*Attitude, compassion and empathy of staff.*	228	3	35	266
	Complaints	*Ability to log and resolve a complaint.*	2	0	4	6
	Staff Training	*Training of staff.*	0	0	2	2
	Staffing Levels	*General availability of staff.*	1	1	1	3
	Total:		**934**	**157**	**647**	**1738**

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