The Experience of Northwick Park Hospital

A trends analysis report by Healthwatch Harrow

CommunityInsight

15 October 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 October 2019 - 30 September 2020

healthwatch
Harrow

Index and overview of findings

Data Source (Page 3)

This report is based on the experience of 249 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 54% positive, 44% negative and 2% neutral. This represents a 1% improvement on the previous quarter. (Page 5, Figure 3.1)

Leading Positives:

- The vast majority of people (75%) report good quality, compassionate treatment and care. (Page 6, Figure 3.3)

Leading Negatives:

- While most (57%) comment on good levels of support, communication and involvement, a significant number (42%) feel this could be improved. (Page 5, Figure 3.2)
- Service access remains an issue - just a third of comments (34%) about appointment availablity 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, communication and waiting times are questioned. The waiting environment is also cited as an issue (Page 8).
- Acute Care: Comments reflect a great appreciation of perfomance during the Covid-19 pandemic. (Page 9)
- Maternity: Feedback is complimentary about quality and empathy, however people would like greater levels of support and involvement. (Page 11)
- Reception services: Administration, communication and telephone access remain issues for many. (Page 14)
- Clinical Treatment: While people are satisfied with quality, there is clear disatisfaction with waiting times. (Page 16)

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.
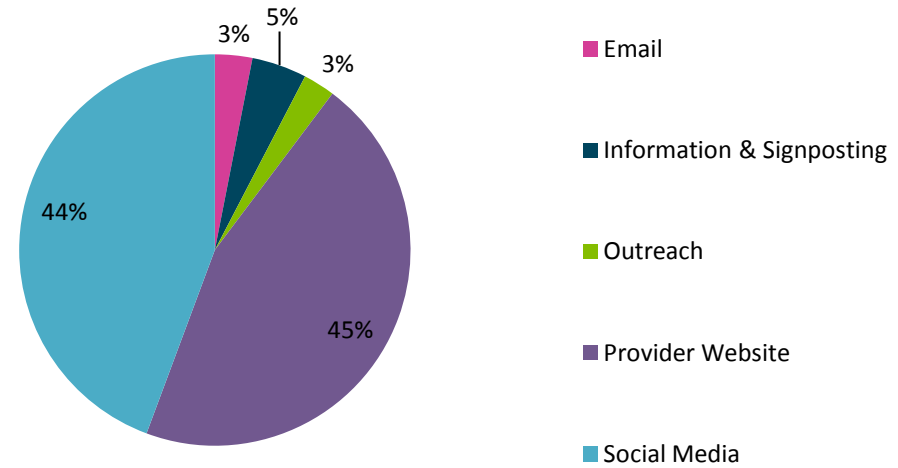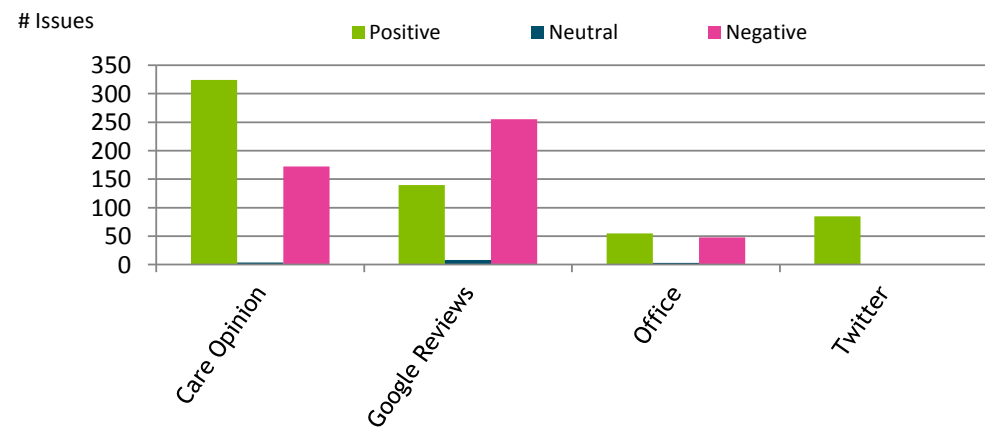
1. Data Source: Where did we collect the feedback?
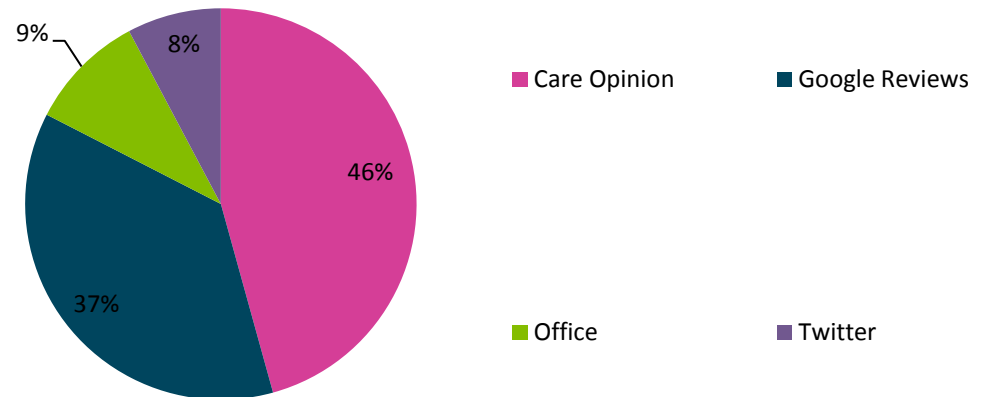
1.1 Source
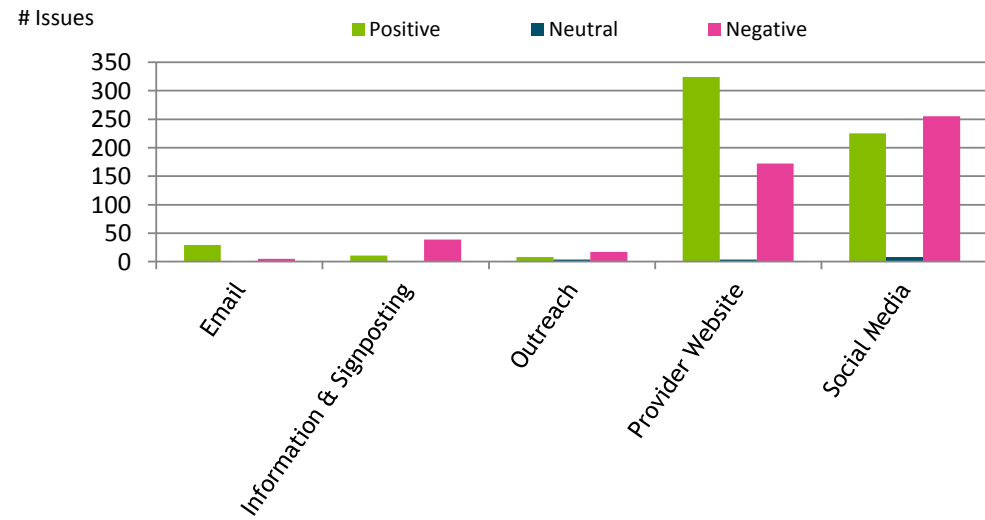
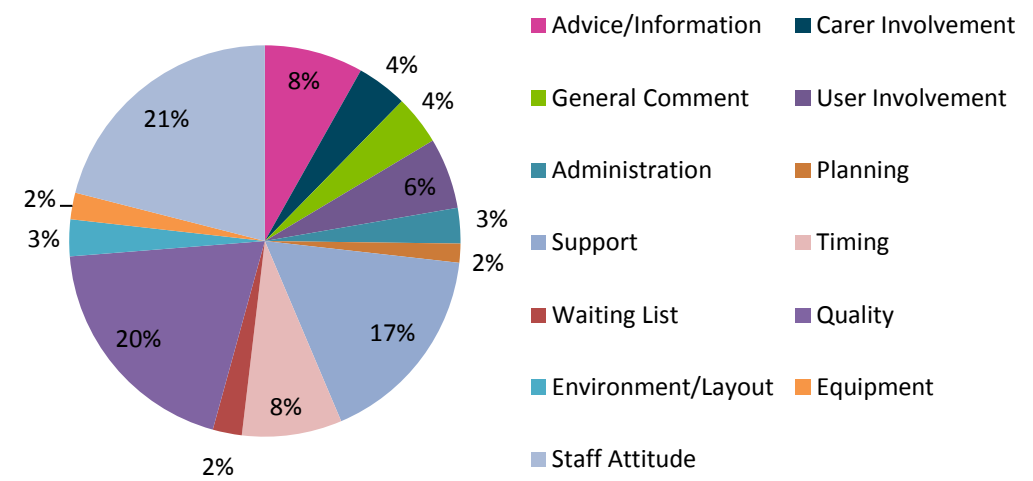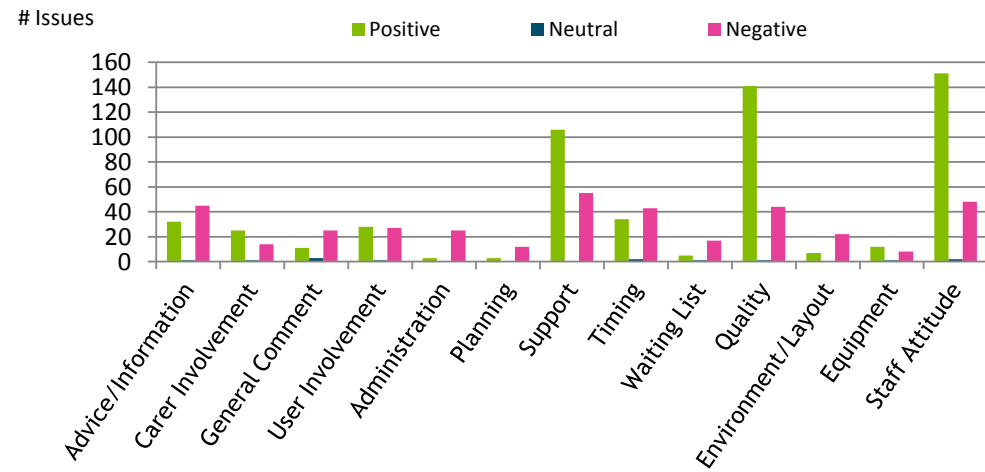*Sources providing the most comments overall*

1.2 Origin

Origins providing the most comments overall

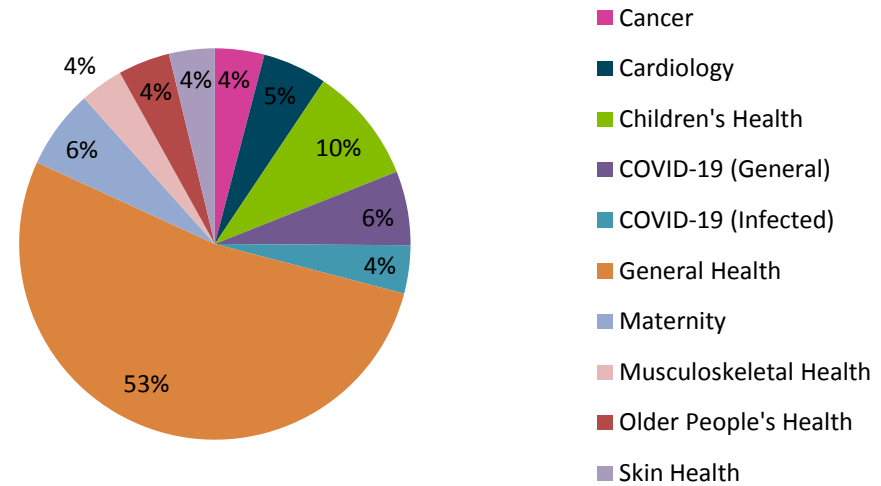## 2. Top Trends: Which service aspects are people most commenting on?

2.1 Service aspects: 1127 issues from 249 people

Issues

Legend: Positive, Neutral, Negative

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

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

Pie chart legend:
- Advice/Information — 8%
- Carer Involvement — 4%
- General Comment — 4%
- User Involvement — 6%
- Administration — 3%
- Planning — 2%
- Support — 17%
- Timing — 8%
- Waiting List — 2%
- Quality — 20%
- Environment/Layout — 3%
- Equipment — 2%
- Staff Attitude — 21%

2.2 Stated medical conditions

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Cancer, Cardiology, Children's Health, COVID-19 (General), COVID-19 (Infected), General Health, Maternity, Musculoskeletal Health, Older People's Health, Skin Health
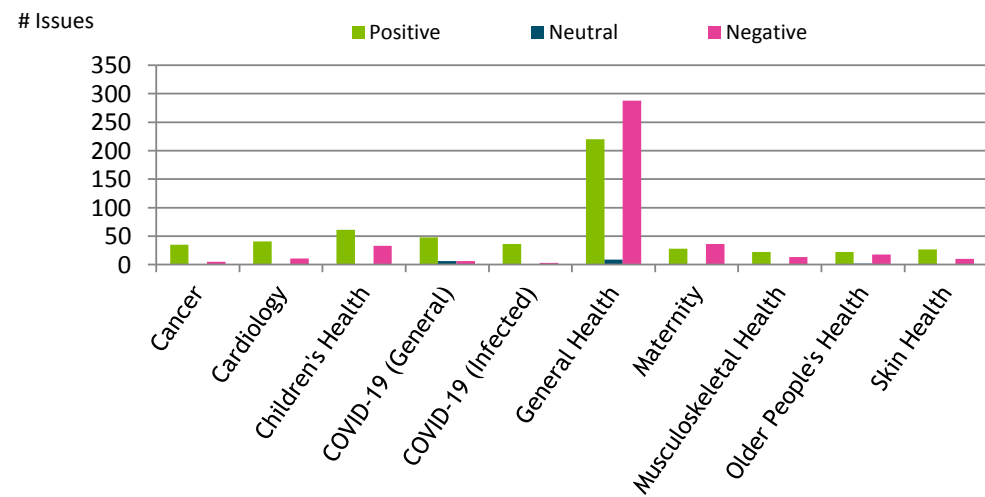
Medical conditions receiving the most comments overall

Pie chart legend:
- Cancer — 4%
- Cardiology — 5%
- Children's Health — 10%
- COVID-19 (General) — 6%
- COVID-19 (Infected) — 4%
- General Health — 53%
- Maternity — 6%
- Musculoskeletal Health — 4%
- Older People's Health — 4%
- Skin Health — 4%

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

3.1 How do people feel as a whole?

Issues

Legend: Positive, Neutral, Negative

44%

54%

2%
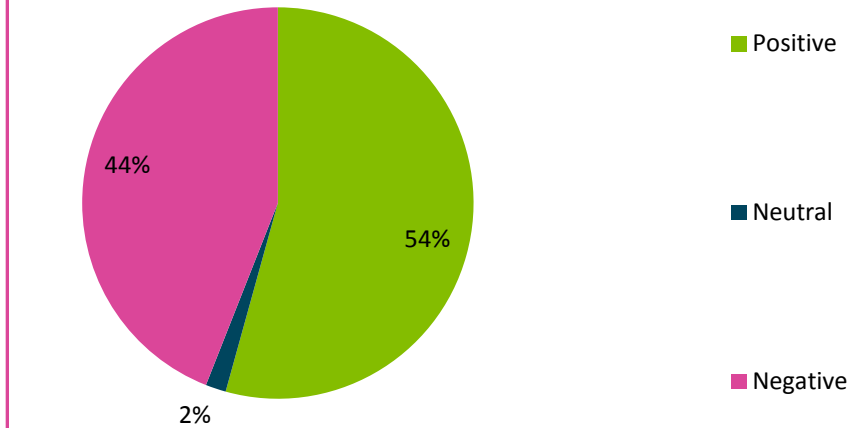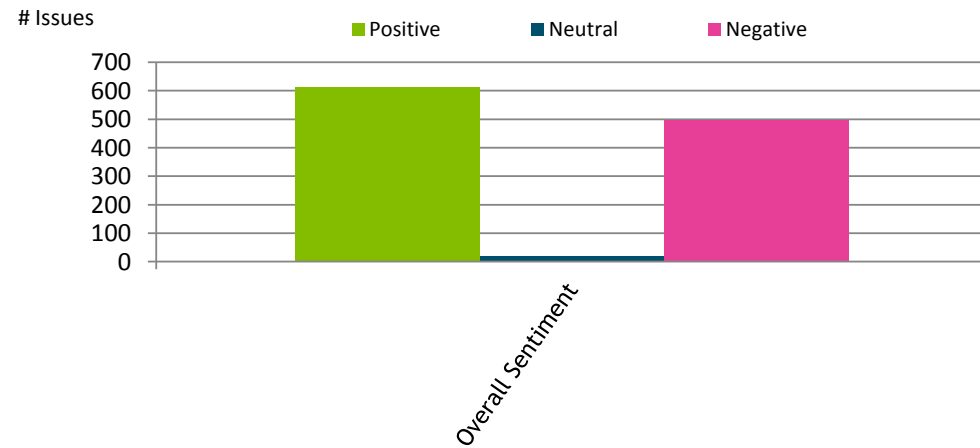
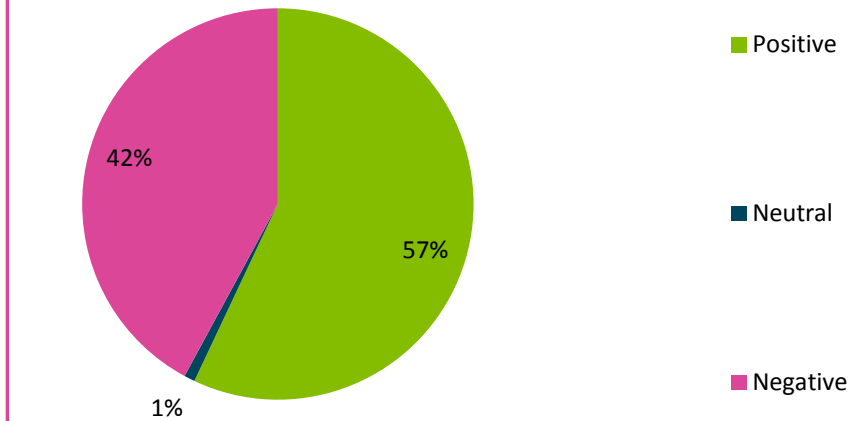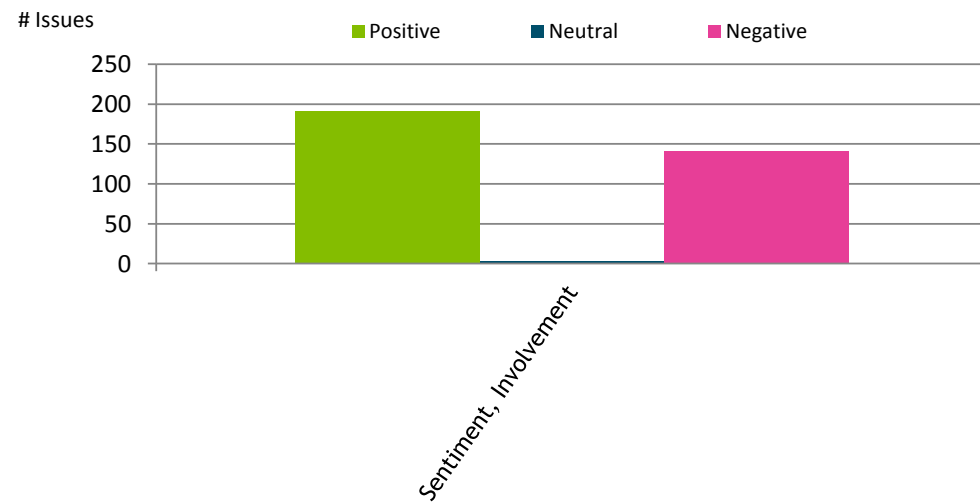*Quarterly Benchmark: 1% improvement on the previous quarter*

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

Issues

Legend: Positive, Neutral, Negative
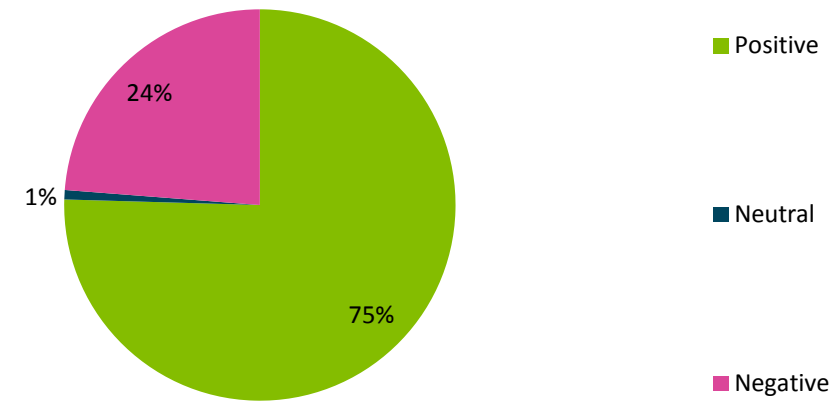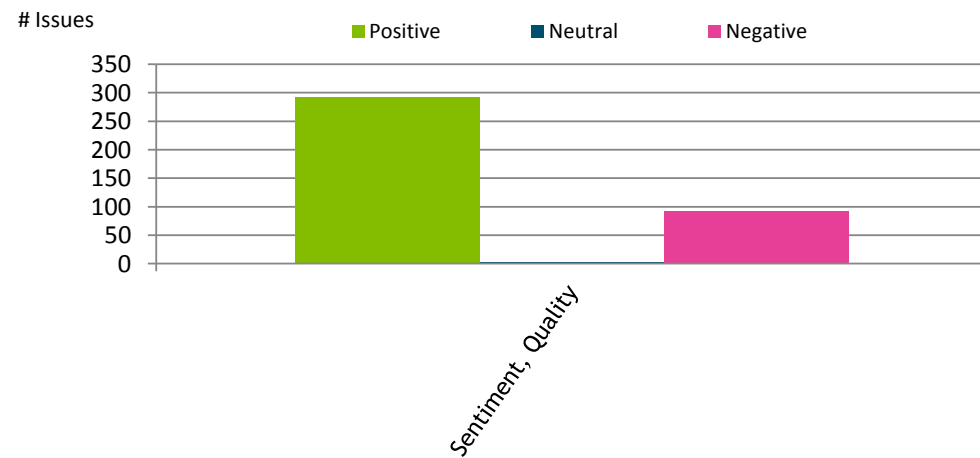

Sentiment, Involvement

42%

57%

1%

Quarterly Benchmark: 1% improvement on the previous quarter
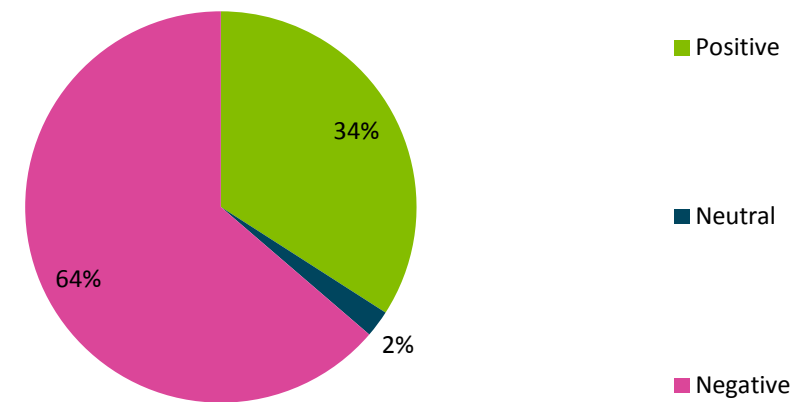
3. Sentiment: How do people feel about the service?

3.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative
Sentiment, Quality

- Positive 75%
- Neutral 1%
- Negative 24%

Quarterly Benchmark: 1% improvement on the previous quarter

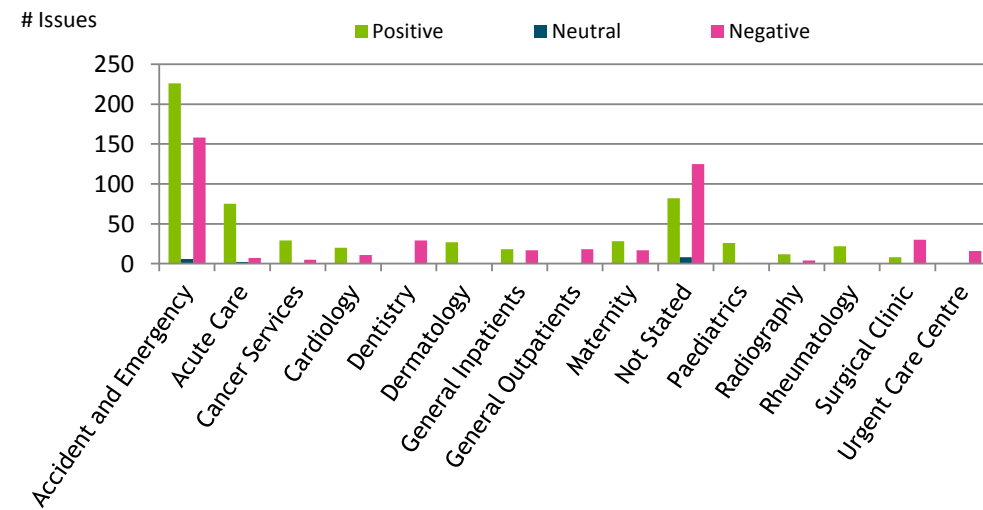## 3.4 How do people feel about general access to services?

Issues

Legend: Positive, Neutral, Negative
Sentiment, Service Access

- Positive 34%
- Neutral 2%
- Negative 64%
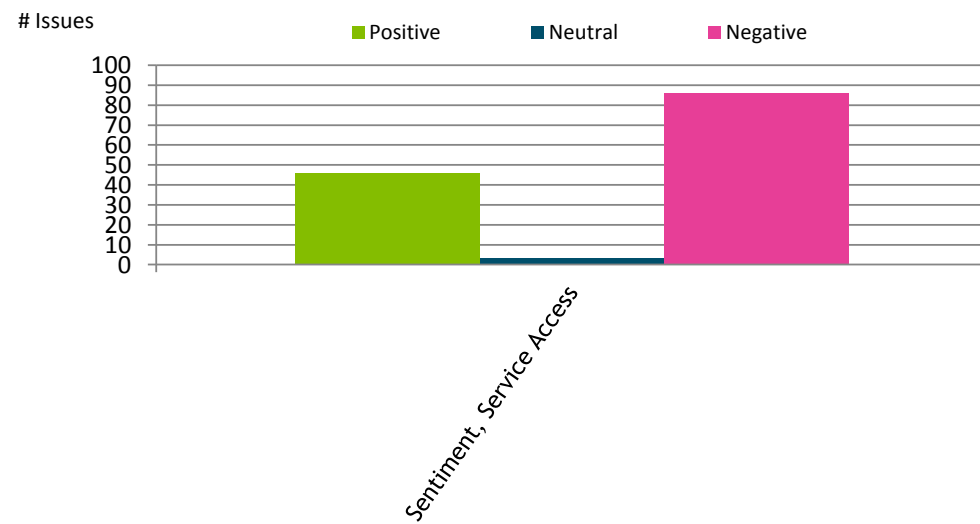
Quarterly Benchmark: 1% improvement on the previous quarter

4.1 Departments (1127 issues)

Legend: Positive, Neutral, Negative

Departments receiving the most comments overall

Pie chart legend:
- Accident and Emergency
- Acute Care
- Cancer Services
- Cardiology
- Dentistry
- Dermatology
- General Inpatients
- General Outpatients
- Maternity
- Not Stated
- Paediatrics
- Radiography
- Rheumatology
- Surgical Clinic
- Urgent Care Centre

Pie chart values: 38%, 8%, 3%, 3%, 3%, 3%, 2%, 4%, 21%, 2%, 2%, 2%, 4%, 2%
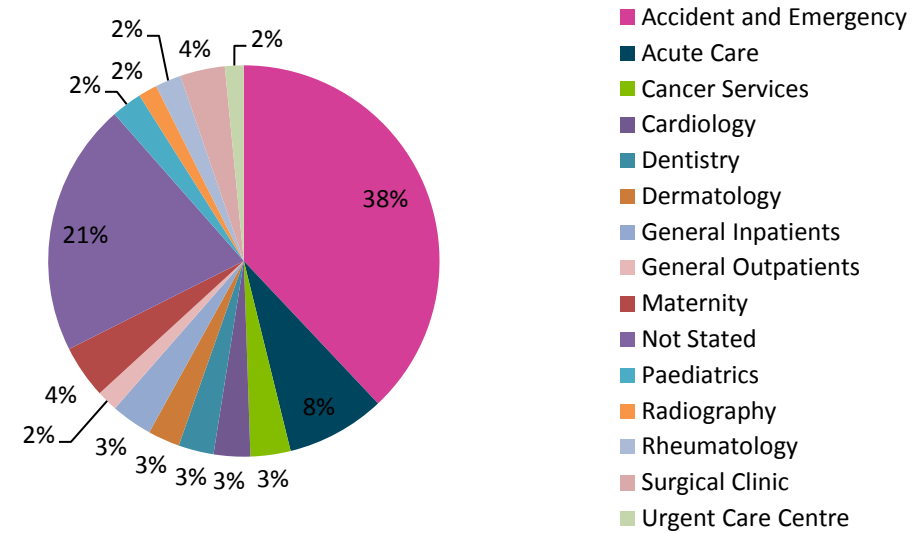
4.2 Breakdown of care pathway locations (more on pages 13-20)

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: 4%, 12%, 5%, 53%, 23%, 1%, 2%, 0%
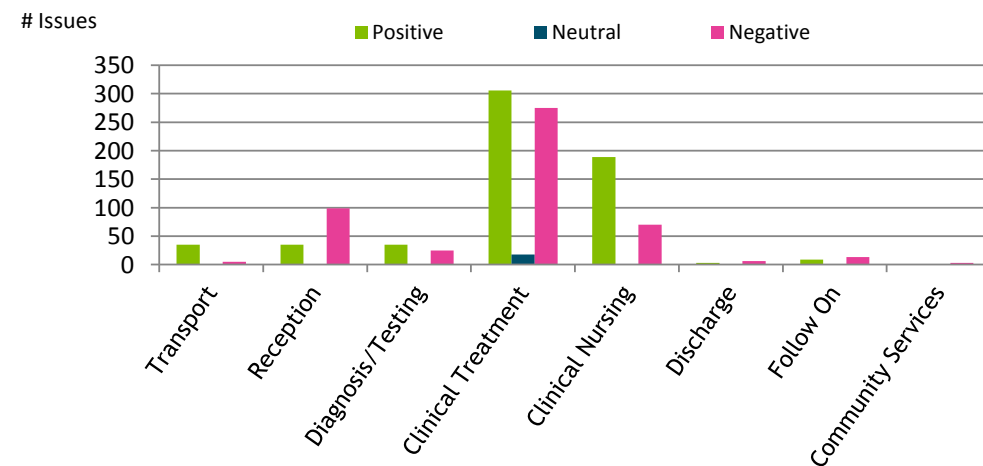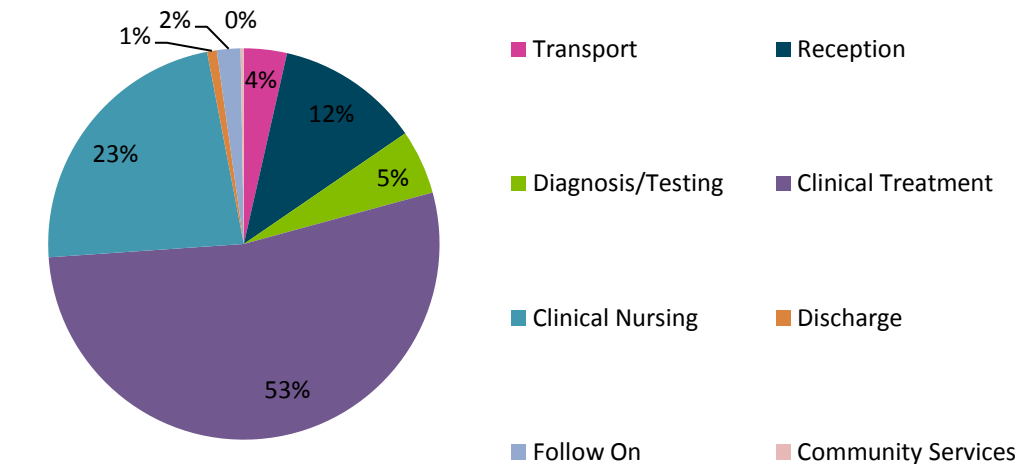
5. Trends: A&E

5.1 Trends, A&E (390 issues from 63 people)

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Carer Involvement, User Involvement, Support, Timing, Quality, Environment/Layout, Staff Attitude, Staff Training

Issues receiving the most comments overall

Pie chart legend: Advice/Information, Carer Involvement, User Involvement, Support, Timing, Quality, Environment/Layout, Staff Attitude, Staff Training

Values: 8%, 4%, 6%, 18%, 13%, 23%, 2%, 23%, 3%

5.2 Sentiment, A&E

Legend: Positive, Neutral, Negative

Sentiment, A&E

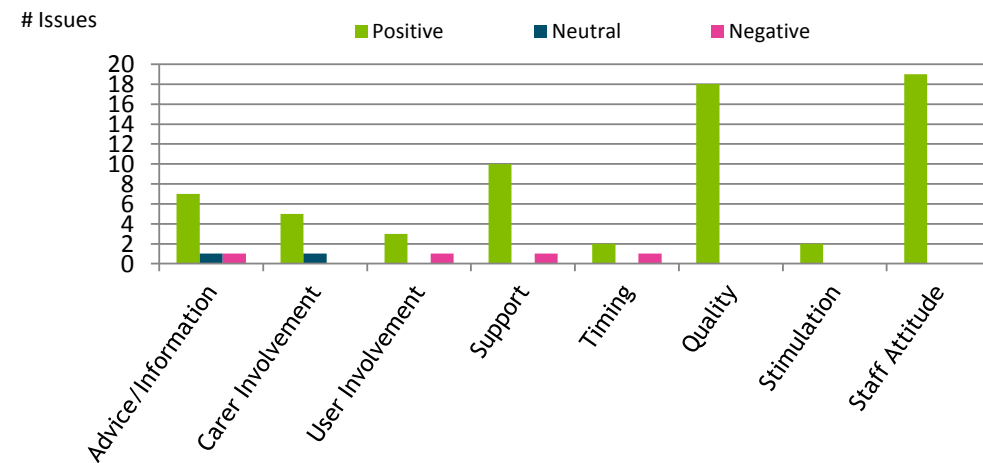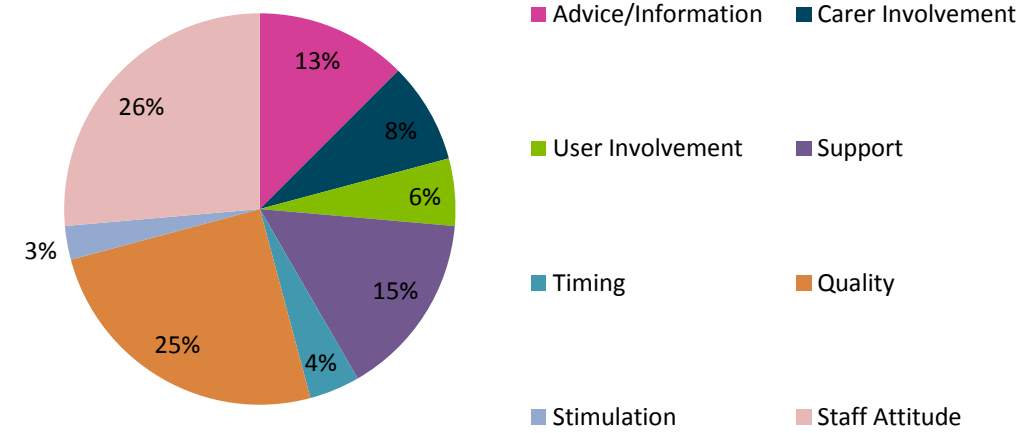Pie chart: Positive 58%, Neutral 2%, Negative 40%

Quarterly Benchmark: 2% improvement on the previous quarter

8

5. Trends: Acute Care

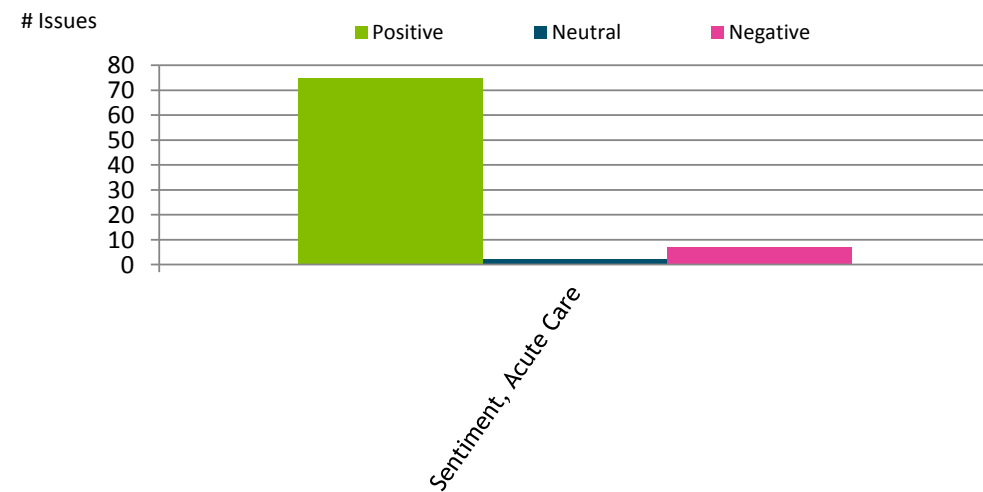## 5.3 Trends, Acute Care (84 issues from 15 people)

Issues

Legend: Positive · Neutral · Negative

Issues receiving the most comments overall

Legend: Advice/Information · Carer Involvement · User Involvement · Support · Timing · Quality · Stimulation · Staff Attitude

- 13%
- 8%
- 6%
- 26%
- 3%
- 15%
- 4%
- 25%

5.4 Sentiment, Acute Care

Issues

Legend: Positive · Neutral · Negative

Sentiment, Acute Care

- 3%
- 8%
- 89%

Legend: Positive · Neutral · Negative

Quarterly Benchmark: N/A

9
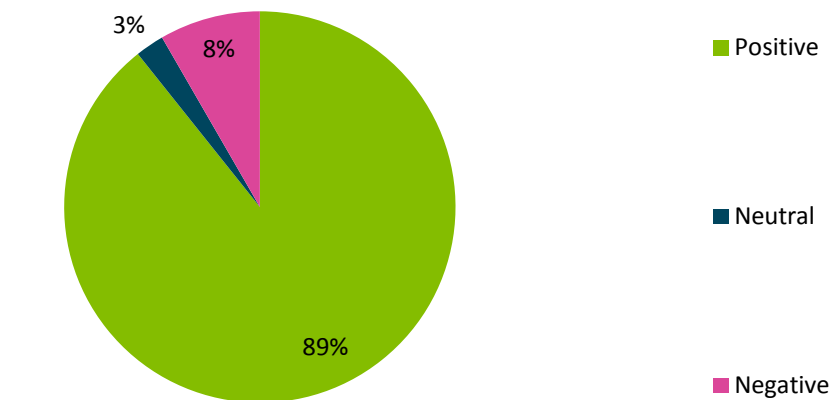
5.5 Trends, General Inpatients (35 issues from 8 people)

Issues

Legend: Positive — Neutral — Negative

Bar chart categories: Advice/Information, Carer Involvement, User Involvement, Planning, Support, Quality, Environment/Layout, Equipment, Staff Attitude, Staff Training, Staffing Levels

Issues receiving the most comments overall

Pie chart:
- Advice/Information 8%
- Carer Involvement 11%
- User Involvement 8%
- Planning 8%
- Support 15%
- Quality 7%
- Environment/Layout 7%
- Equipment 15%
- Staff Attitude 7%
- Staff Training 7%
- Staffing Levels 7%

5.6 Sentiment, General Inpatients

Issues

Legend: Positive — Neutral — Negative

Sentiment, Inpatients

Pie chart:
- Positive 51%
- Neutral 0%
- Negative 49%
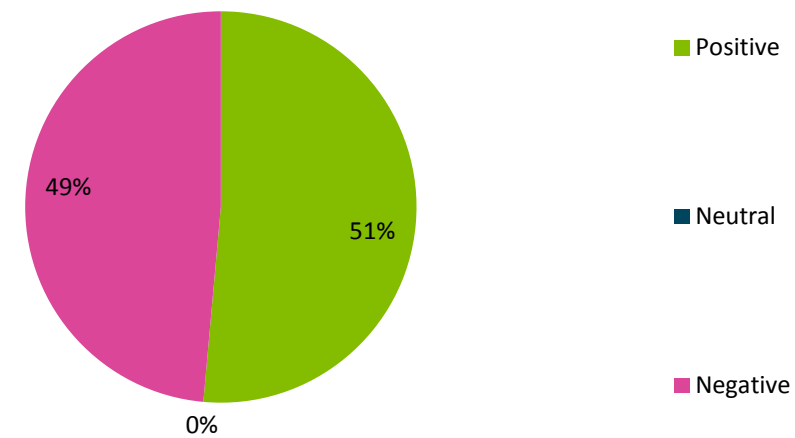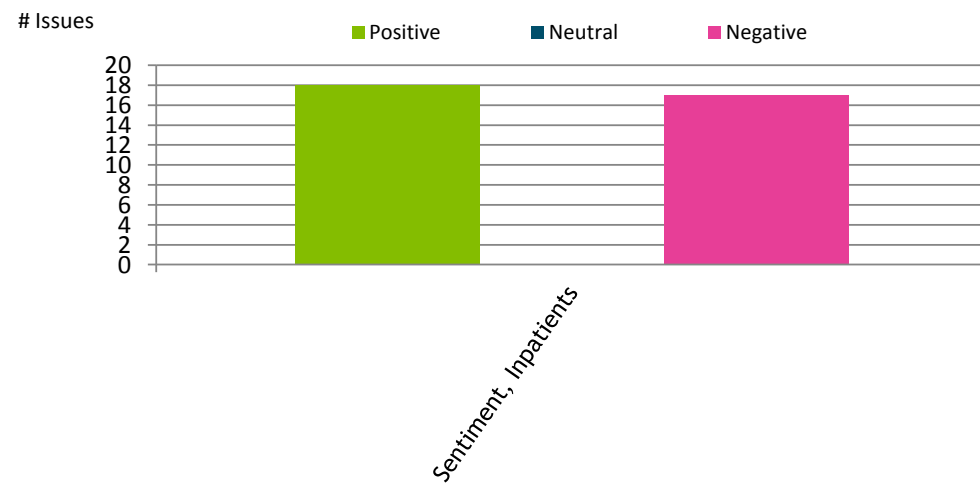
Quarterly Benchmark: N/A

5.7 Trends, Maternity (45 issues from 10 people)
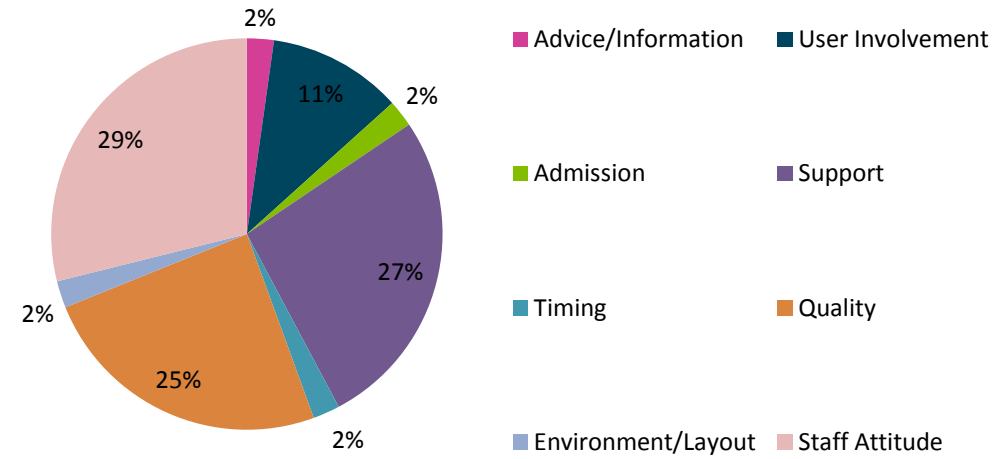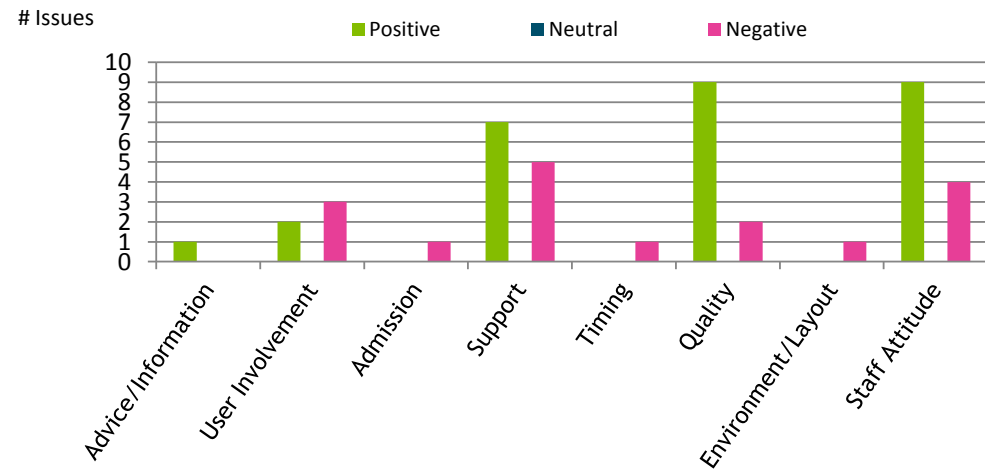
Issues

Legend: Positive · Neutral · Negative

Bar chart categories: Advice/Information, User Involvement, Admission, Support, Timing, Quality, Environment/Layout, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information
- User Involvement — 11%
- Admission — 2%
- Support — 27%
- Timing — 2%
- Quality — 25%
- Environment/Layout — 2%
- Staff Attitude — 29%
- 2%
- 2%

5.8 Sentiment, Maternity

Issues

Legend: Positive · Neutral · Negative

Bar chart category: Sentiment, Maternity

Pie chart:
- Positive — 62%
- Neutral — 0%
- Negative — 38%

Quarterly Benchmark: N/A

11
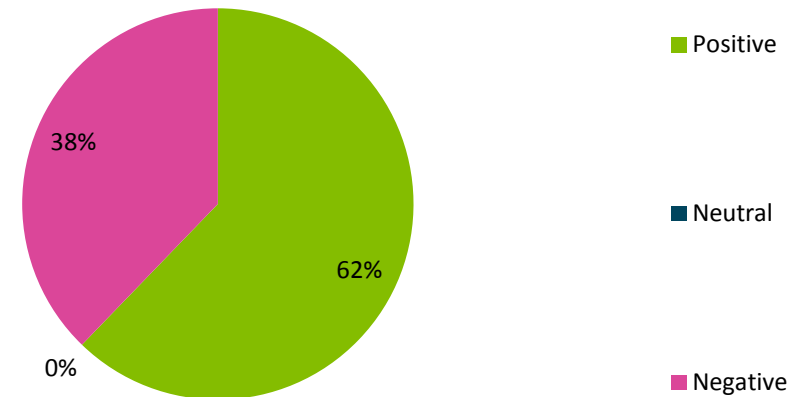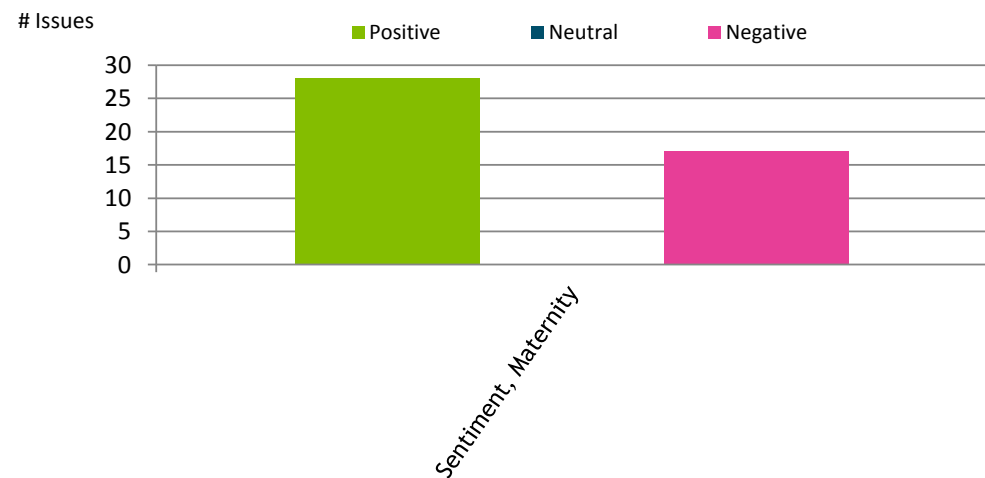
5.9 Trends, General Surgery (38 issues from 6 people)

Issues

Legend: Positive · Neutral · Negative

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

Pie chart:
- Advice/Information 7%
- Carer Involvement 7%
- User Involvement 10%
- Administration 6%
- Cancellations 6%
- Support 23%
- Timing 6%
- Quality 19%
- Staff Attitude 16%
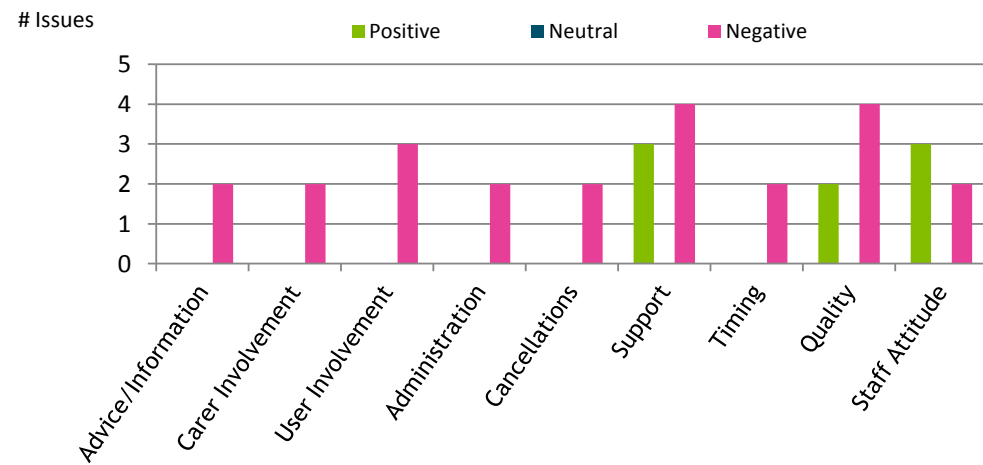
Issues receiving the most comments overall
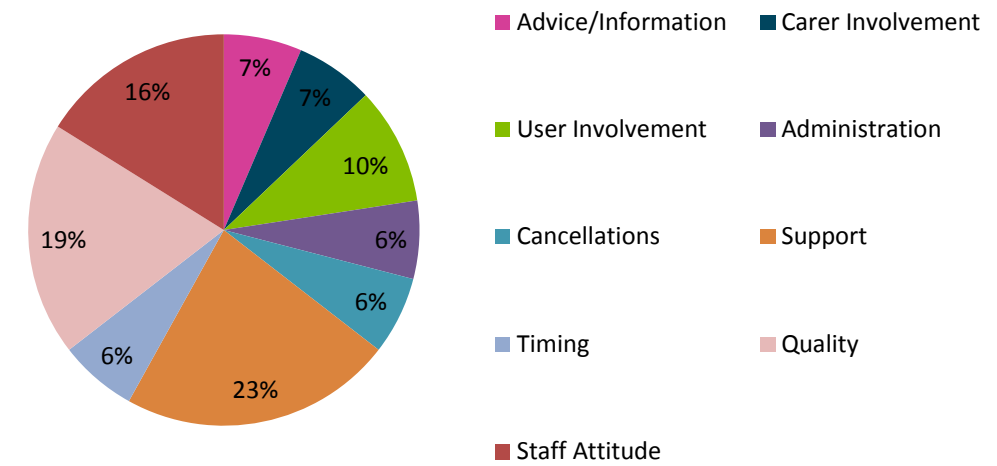
5.10 Sentiment, General Surgery

Issues

Legend: Positive · Neutral · Negative

Bar chart: Sentiment, Surgery
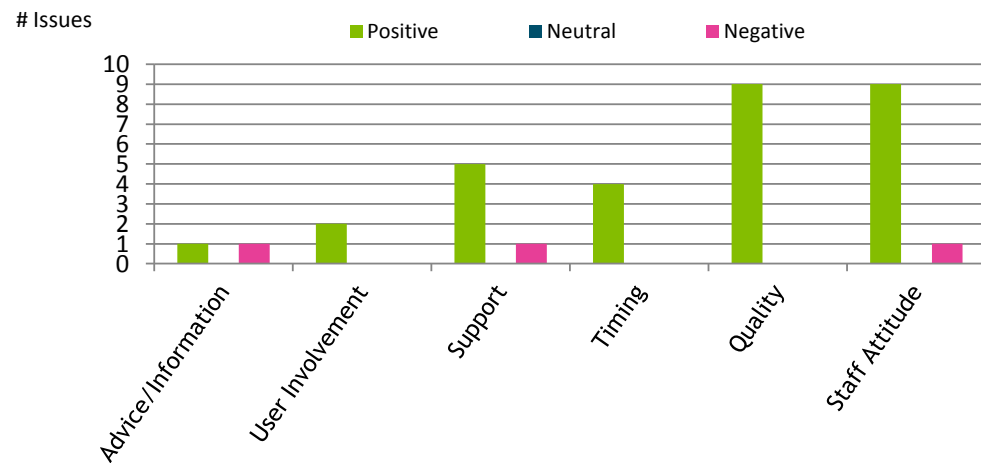
Pie chart:
- Positive 21%
- Neutral 0%
- Negative 79%
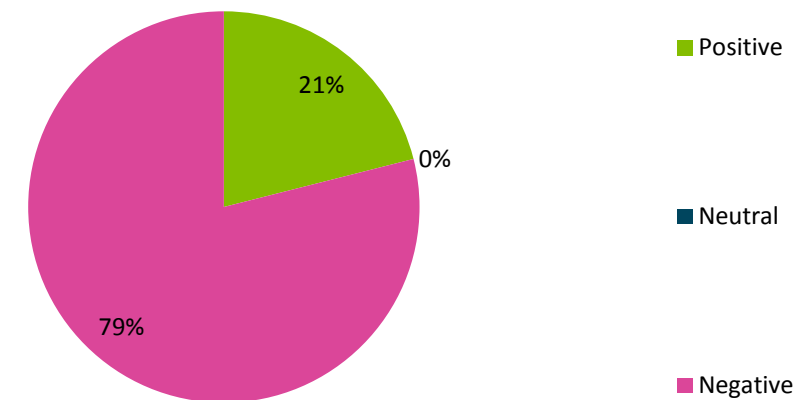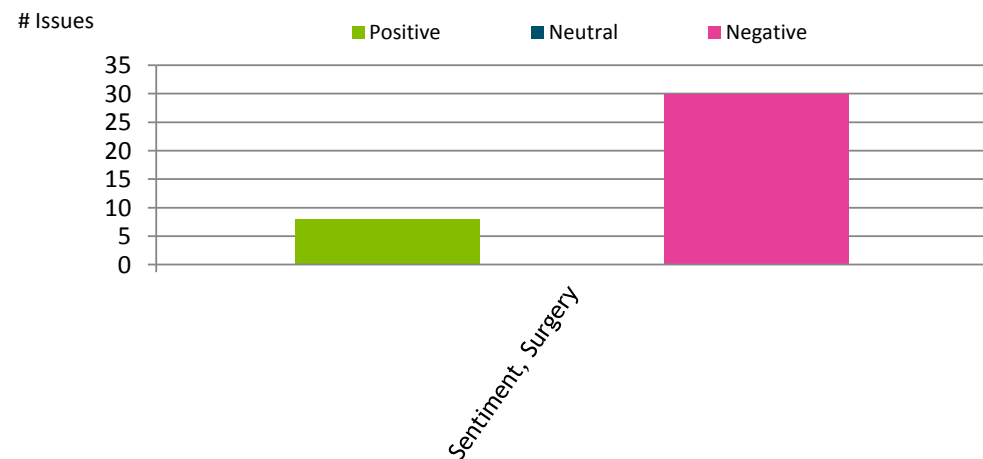
Quarterly Benchmark: N/A

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

6.1 Trends, Transport (40 issues)

Legend: Positive, Neutral, Negative

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

Pie chart:
- Advice/Information 6%
- User Involvement 6%
- Support 18%
- Timing 12%
- Quality 27%
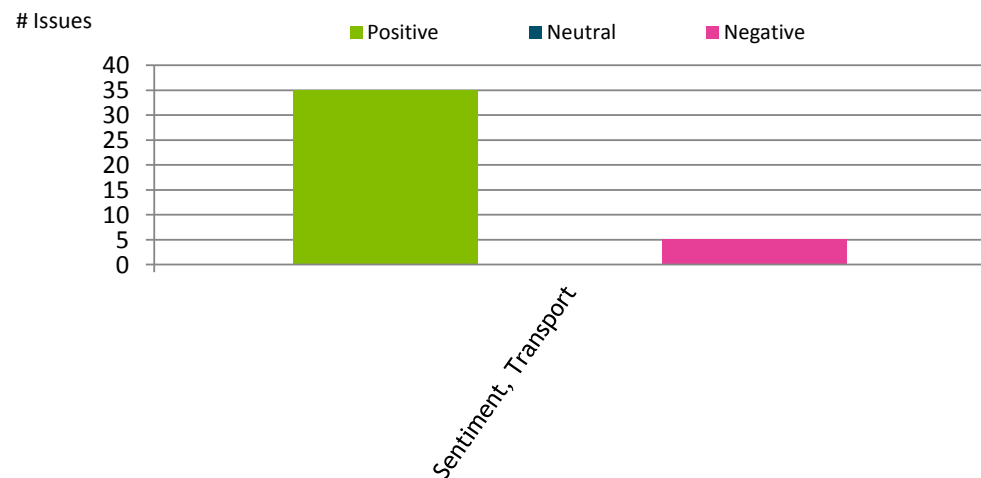- Staff Attitude 31%

Issues receiving the most comments overall

6.2 Sentiment, Transport

Legend: Positive, Neutral, Negative

Category: Sentiment, Transport

Pie chart:
- Positive 87%
- Neutral 0%
- Negative 13%
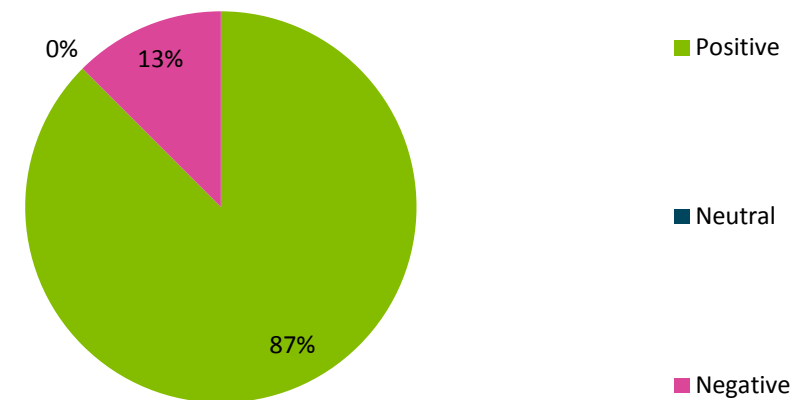
6.3 Trends, Reception (134 issues)

Issues

Positive | Neutral | Negative

Issues receiving the most comments overall

Advice/Information 11%
Administration 13%
Planning 6%
Support 16%
Telephone 8%
Quality 9%
Environment/Layout 10%
Staff Attitude 23%
Staff Training 4%

Legend:
- Advice/Information
- Administration
- Planning
- Support
- Telephone
- Quality
- Environment/Layout
- Staff Attitude
- Staff Training

6.4 Sentiment, Reception

Issues

Positive | Neutral | Negative

Sentiment, Reception

Positive 26%
Neutral 0%
Negative 74%
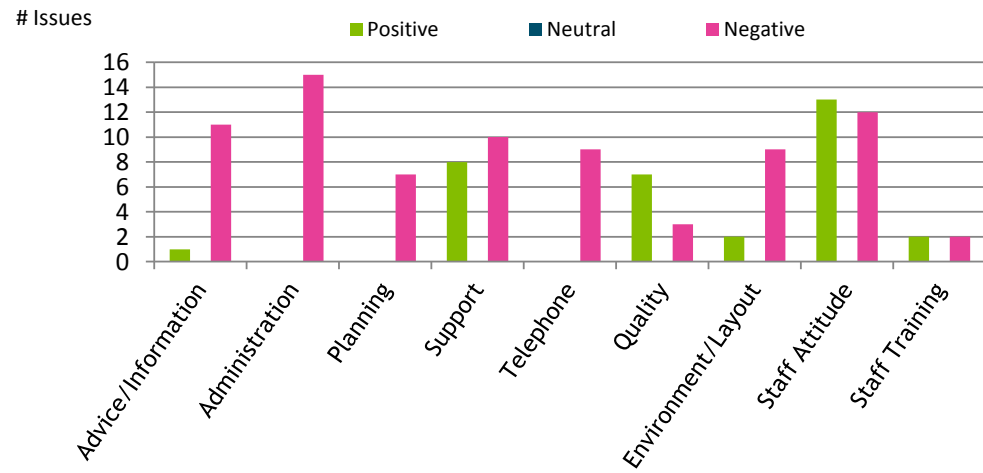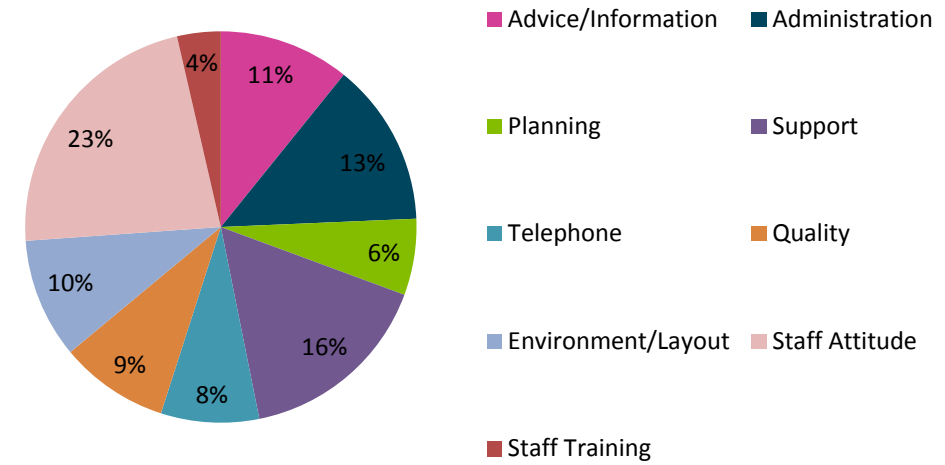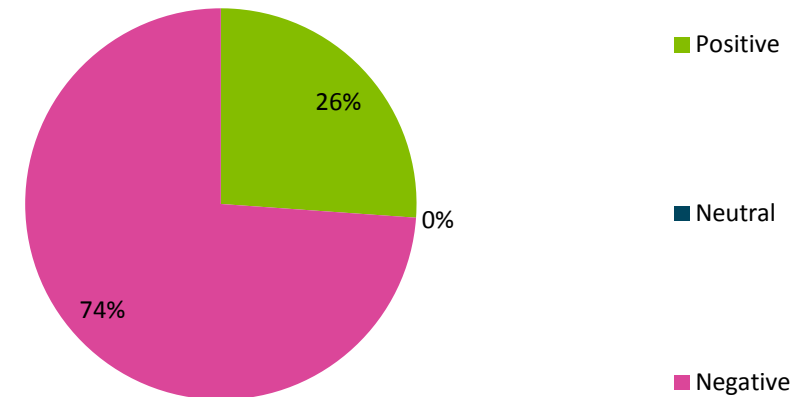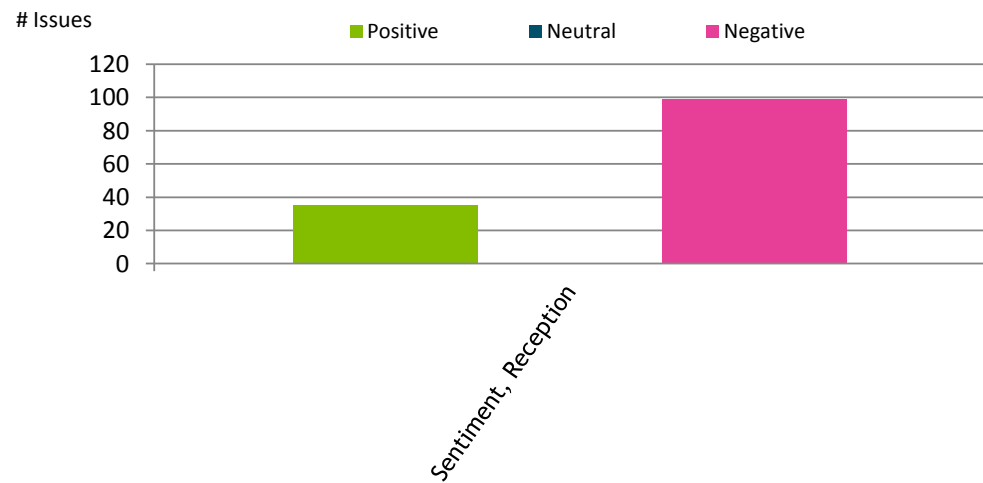
6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)

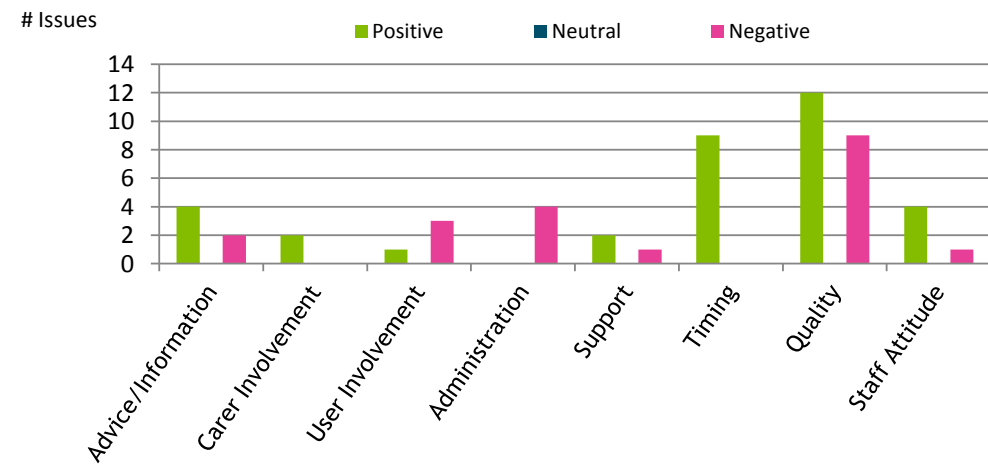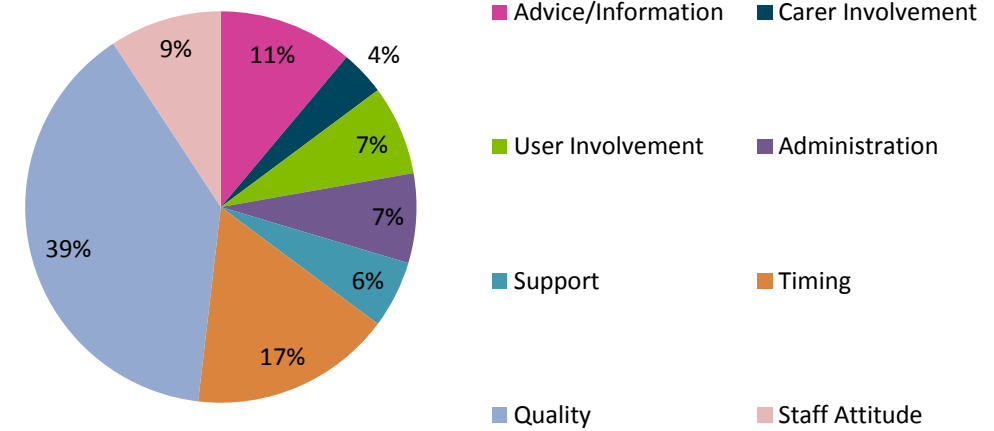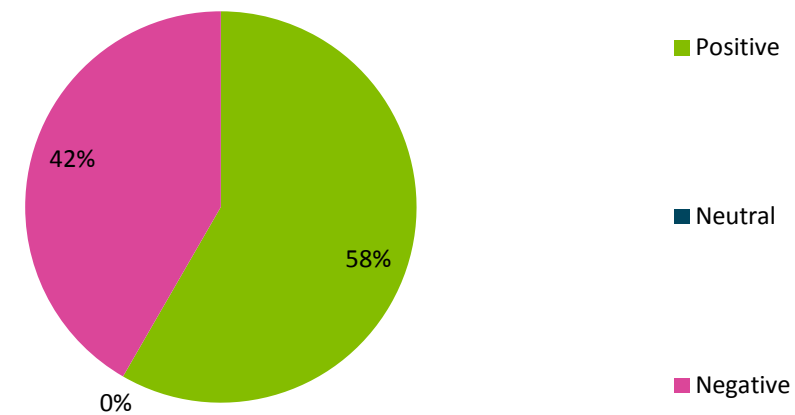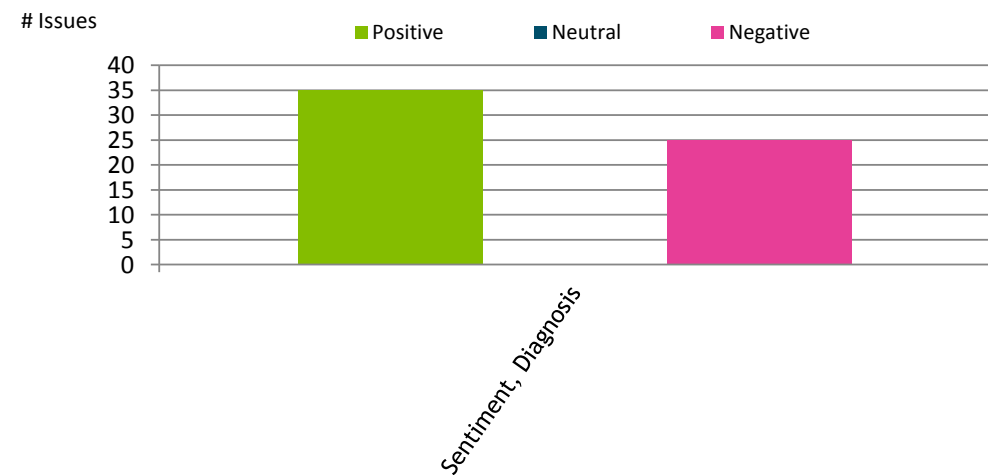### 6.5 Trends, Diagnosis/Testing (60 issues)

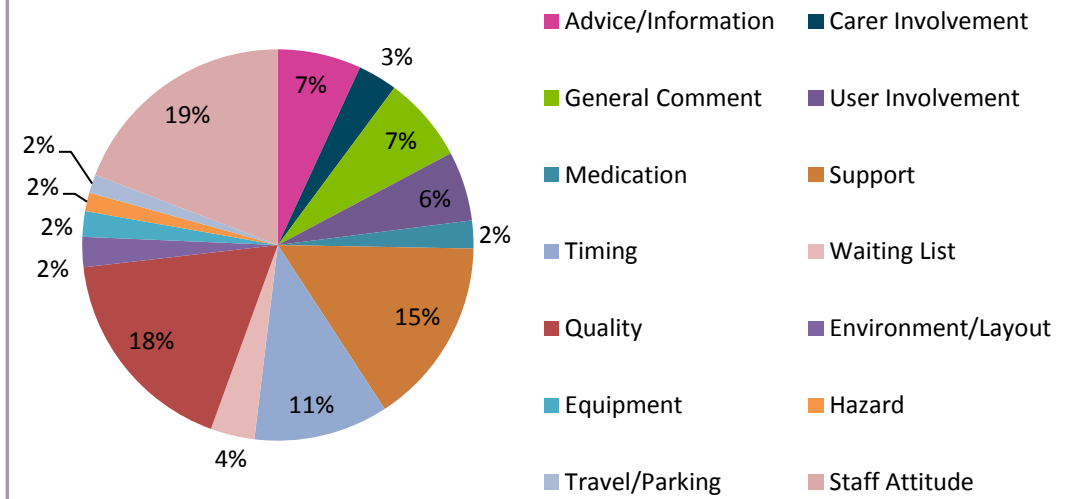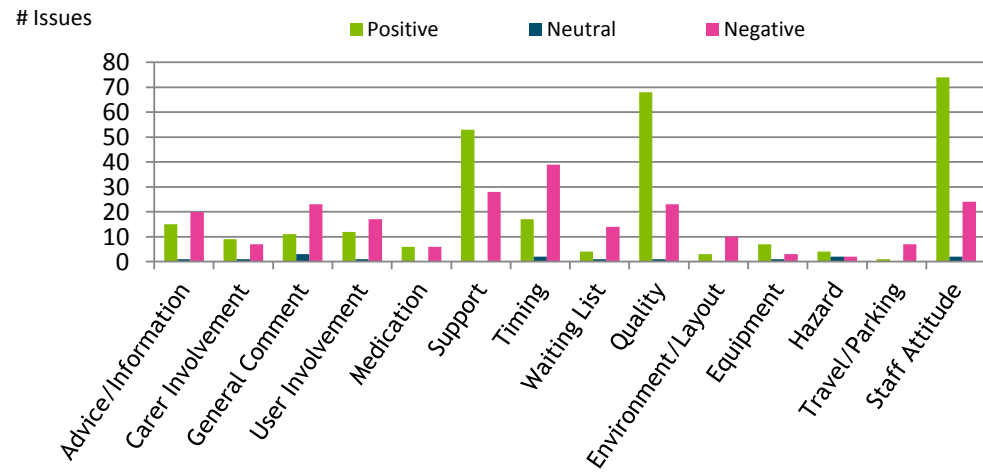*Issues receiving the most comments overall*

6.6 Sentiment, Diagnosis/Testing

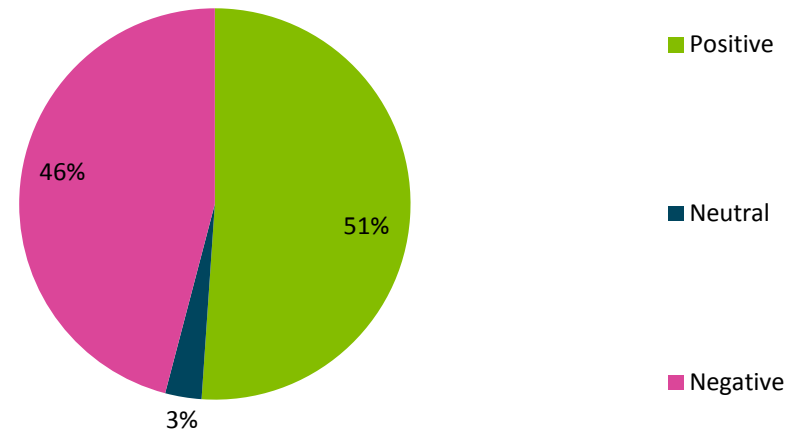# 6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

6.7 Trends, Clinical Treatment (599 issues)

Issues

Legend: Positive, Neutral, Negative

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

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 7%
- Carer Involvement: 3%
- General Comment: 7%
- User Involvement: 6%
- Medication: 2%
- Support: 15%
- Timing: 11%
- Waiting List: 4%
- Quality: 18%
- Environment/Layout: 2%
- Equipment: 2%
- Hazard: 2%
- Travel/Parking: 2%
- Staff Attitude: 19%

Legend: Advice/Information, Carer Involvement, General Comment, User Involvement, Medication, Support, Timing, Waiting List, Quality, Environment/Layout, Equipment, Hazard, Travel/Parking, Staff Attitude

6.8 Sentiment, Clinical Treatment

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Treatment

Pie chart:
- Positive: 51%
- Neutral: 3%
- Negative: 46%

Legend: Positive, Neutral, Negative

16
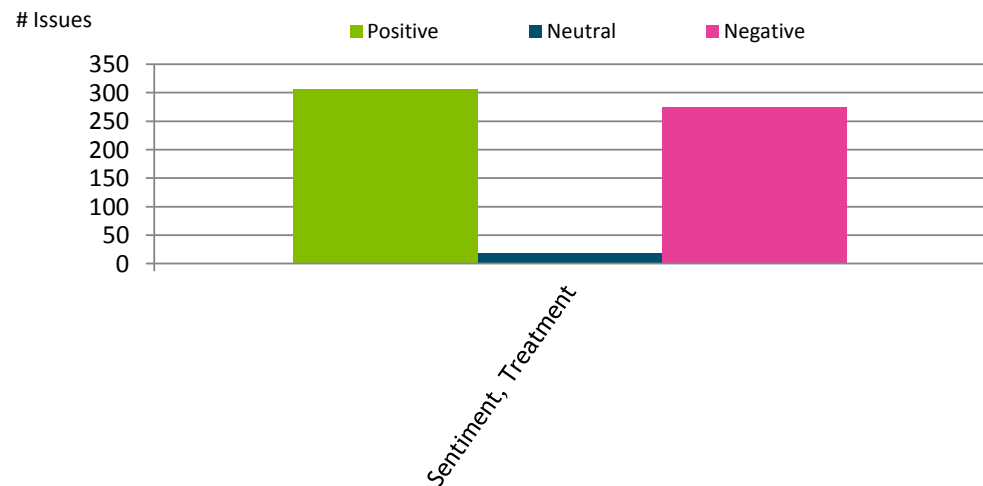
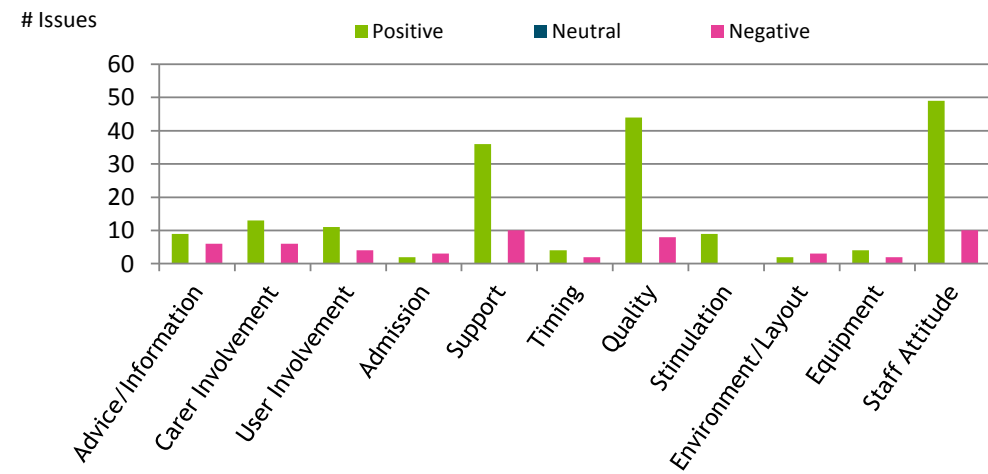# 6. Care Pathway: Clinical Nursing (care provided by trained nurses)

6.9 Trends, Clinical Nursing (260 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Carer Involvement, User Involvement, Admission, Support, Timing, Quality, Stimulation, Environment/Layout, Equipment, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 6%
- Carer Involvement: 8%
- User Involvement: 6%
- Admission: 2%
- Support: 19%
- Timing: 3%
- Quality: 22%
- Stimulation: 4%
- Environment/Layout: 2%
- Equipment: 3%
- Staff Attitude: 25%
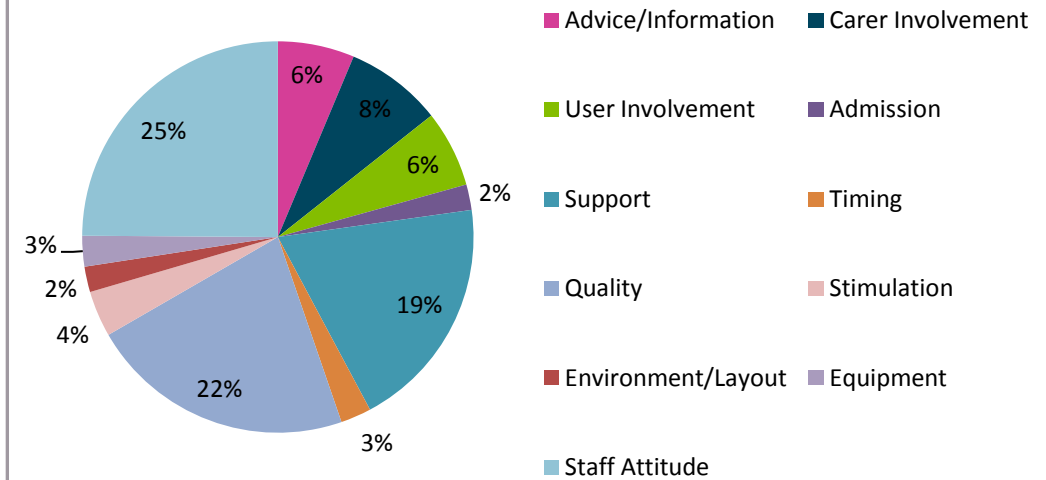
6.10 Sentiment, Clinical Nursing

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Nursing Care

Pie chart:
- Positive: 73%
- Neutral: 0%
- Negative: 27%

17
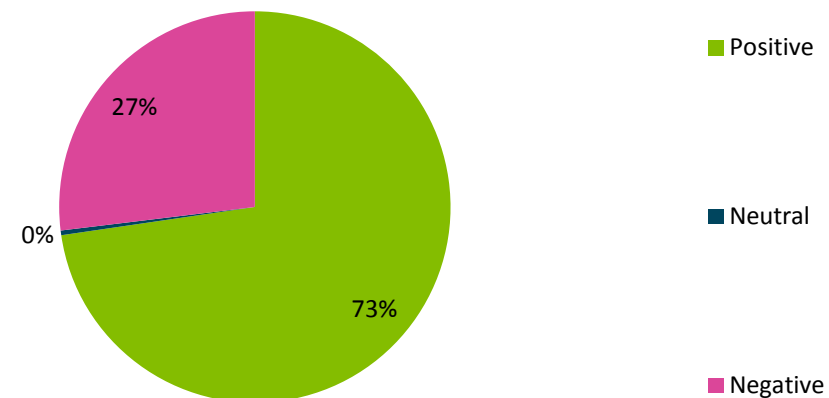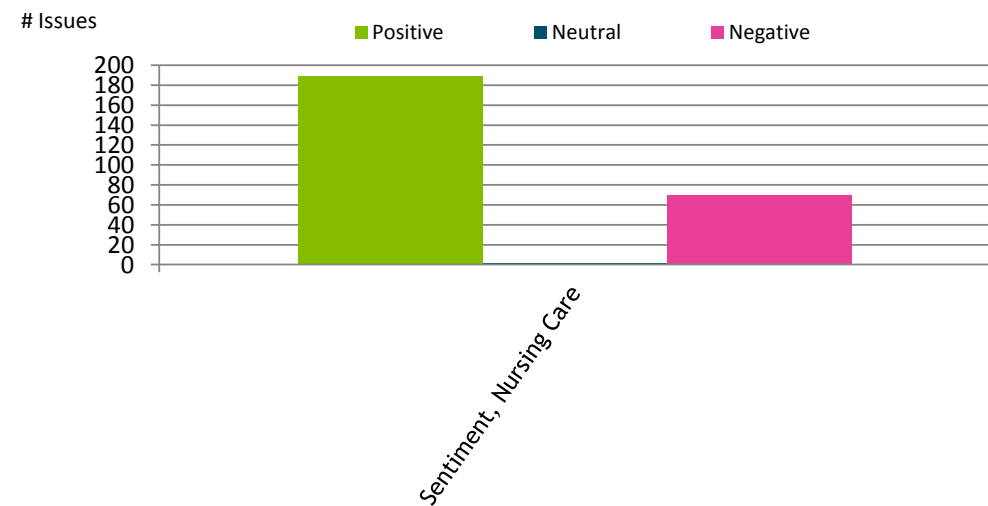
6. Care Pathway: Discharge (discharge from a service)

6.11 Trends, Discharge (9 issues)

Issues

Legend: Positive | Neutral | Negative

Issues receiving the most comments overall

Legend: Administration | Support

- 50% (Support)
- 50% (Administration)

6.12 Sentiment, Discharge

Issues

Legend: Positive | Neutral | Negative

Sentiment, Discharge

Legend: Positive | Neutral | Negative
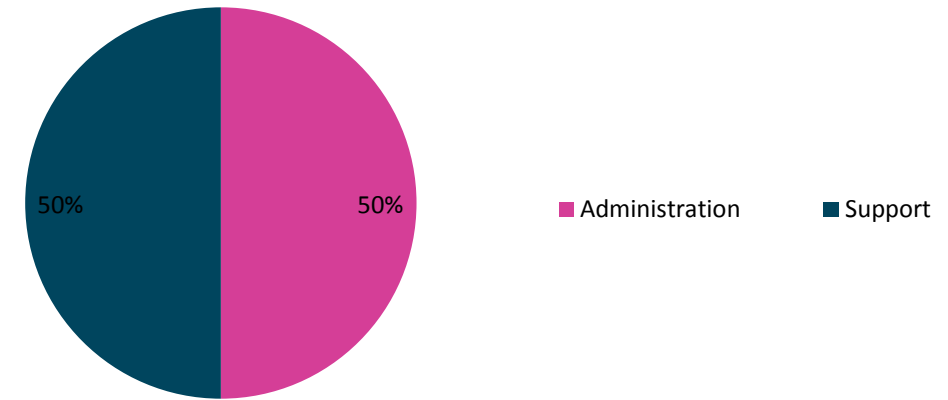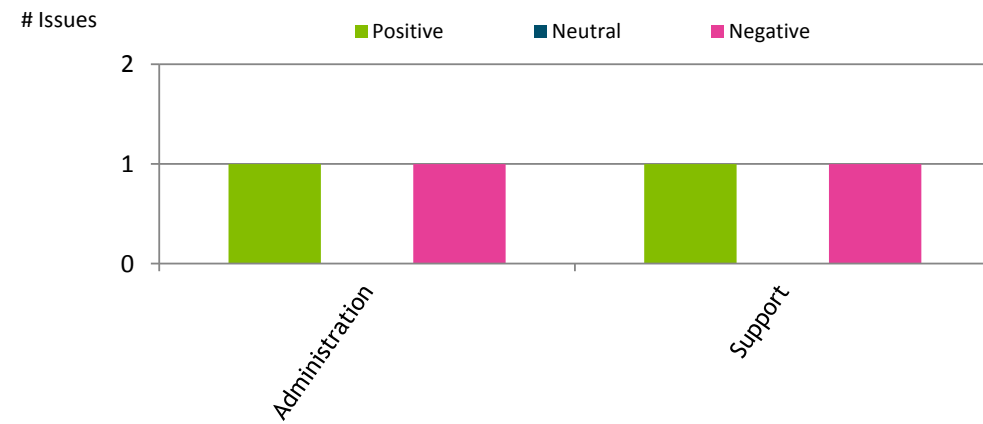
- 33% (Positive)
- 0% (Neutral)
- 67% (Negative)
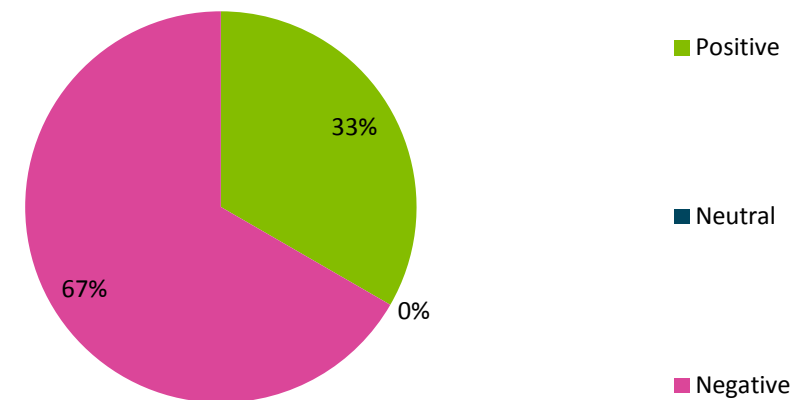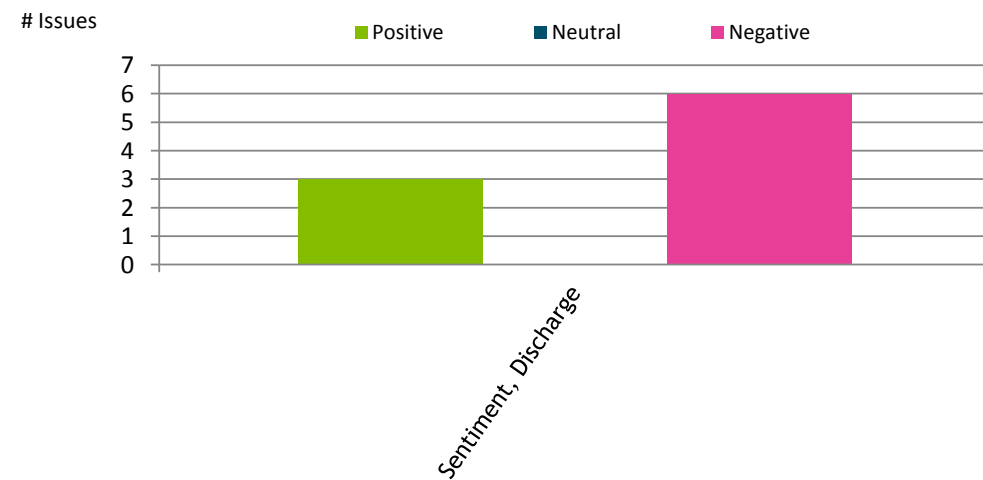
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

6.13 Trends, Follow On (22 issues)
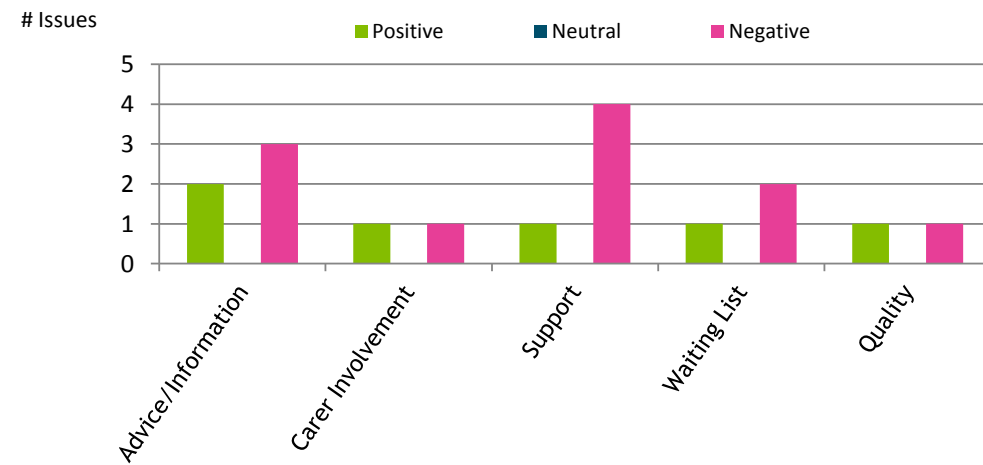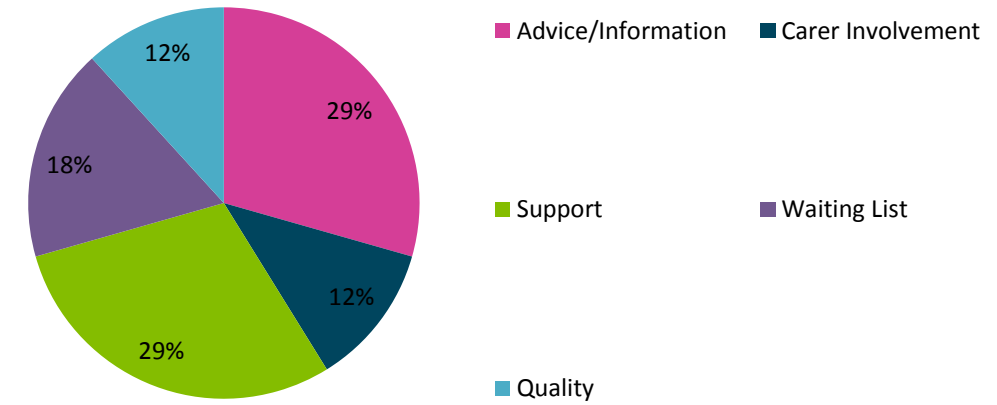
Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Carer Involvement, Support, Waiting List, Quality

Issues receiving the most comments overall

Pie chart:
- Advice/Information 29%
- Carer Involvement 12%
- Support 29%
- Waiting List 18%
- Quality 12%

6.14 Sentiment, Follow On

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Follow On

Pie chart:
- Positive 41%
- Neutral 0%
- Negative 59%
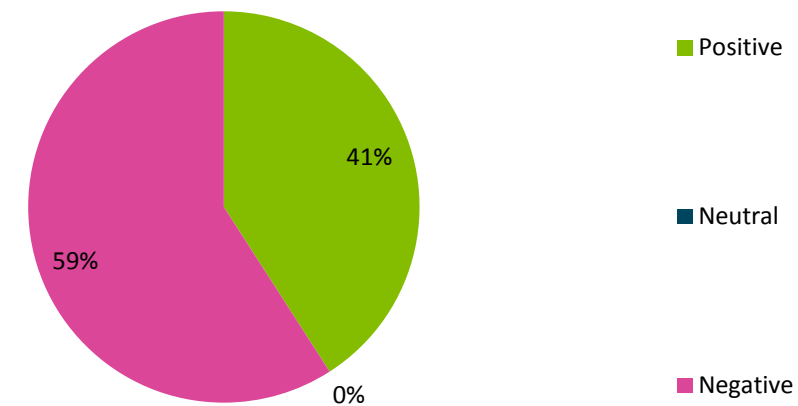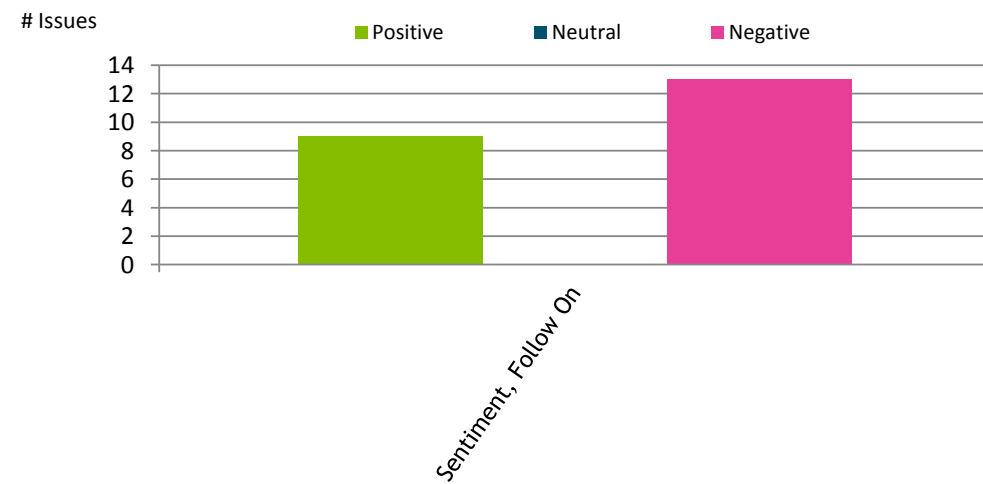
6. Care Pathway: Community (community based health services)

6.15 Trends, Community (3 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart showing Advice/Information, Registration, Hygiene each with 1 Negative issue.

Pie chart:
- Advice/Information 29%
- Carer Involvement 12%
- Support 29%
- Waiting List 18%
- Quality 12%
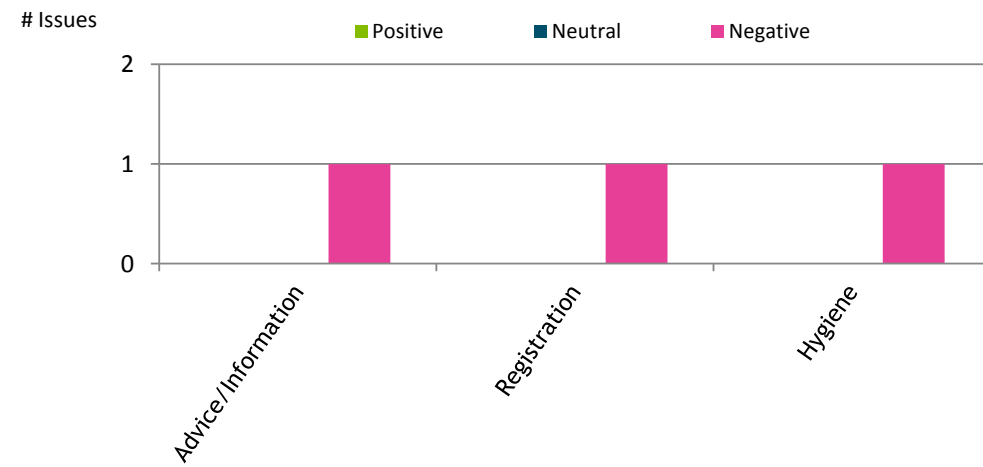
Issues receiving the most comments overall

6.16 Sentiment, Community

Issues

Legend: Positive, Neutral, Negative

Bar chart showing Sentiment, Community with 3 Negative.

Pie chart:
- Positive 0%
- Neutral
- Negative 100%

20
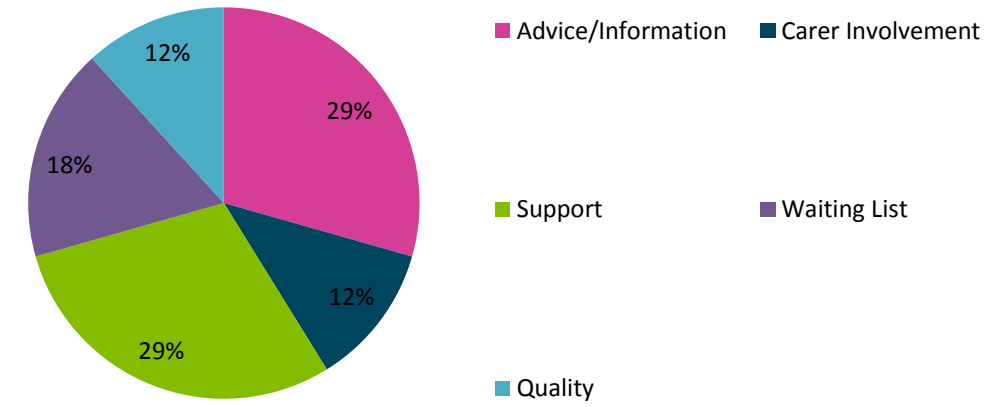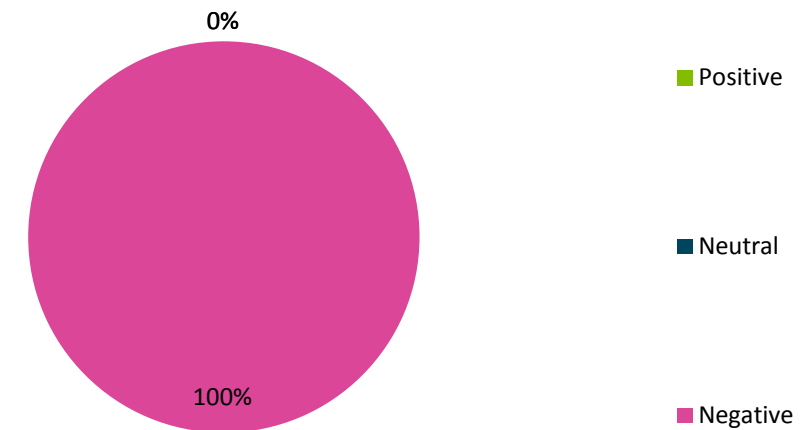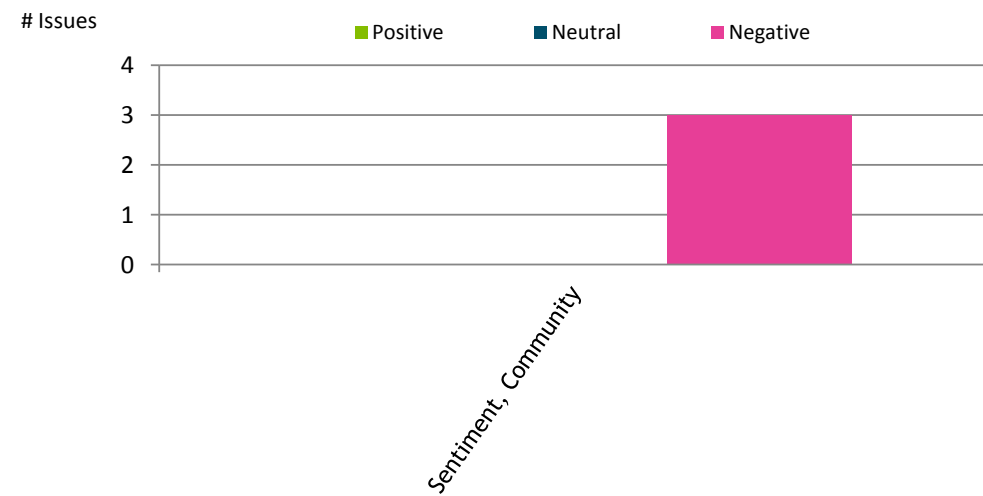
7. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	32	1	45	78
	Carer Involvement	*Involvement of carers, friends or family members.*	25	1	14	40
	General Comment	*A generalised statement (ie; "The doctor was good.")*	11	3	25	39
	User Involvement	*Involvement of the service user.*	28	1	27	56
Systems	Administration	*Administrative processes and delivery.*	3	0	25	28
	Admission	*Physical admission to a hospital ward, or other service.*	3	0	5	8
	Booking	*Ability to book, reschedule or cancel appointments.*	3	0	4	7
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	7	7
	Data Protection	*General data protection (including GDPR).*	0	1	0	1
	Referral	*Referral to a service.*	3	0	4	7
	Medical Records	*Management of medical records.*	0	0	2	2
	Medication	*Prescription and management of medicines.*	6	0	8	14
	Opening Times	*Opening times of a service.*	0	0	0	0
	Planning	*Leadership and general organisation.*	3	0	12	15
	Registration	*Ability to register for a service.*	1	0	1	2
	Support	*Levels of support provided.*	106	0	55	161
	Telephone	*Ability to contact a service by telephone.*	1	0	10	11
	Timing	*Physical timing (ie; length of wait at appointments).*	34	2	43	79
	Waiting List	*Length of wait while on a list.*	5	1	17	23
Values	Choice	*General choice.*	2	0	4	6
	Cost	*General cost.*	0	0	2	2
	Language	*Language, including terminology.*	1	0	2	3
	Nutrition	*Provision of sustainance.*	4	0	5	9
	Privacy	*Privacy, personal space and property.*	1	0	3	4
	Quality	*General quality of a service, or staff.*	141	1	44	186
	Sensory	*Deaf/blind or other sensory issues.*	0	0	2	2
	Stimulation	*General stimulation, including access to activities.*	13	0	0	13

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
			# Issues			
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	2	0	3	5
	Environment/Layout	*Physical environment of a service.*	7	0	22	29
	Equipment	*General equipment issues.*	12	1	8	21
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	5	2	7	14
	Hygiene	*Levels of hygiene and general cleanliness.*	3	0	5	8
	Mobility	*Physical mobility to, from and within services.*	0	1	2	3
	Travel/Parking	*Ability to travel or park.*	1	0	7	8
Staff	Omission	*General omission (ie; transport did not arrive).*	0	1	4	5
	Security/Conduct	*General security of a service, including conduct of staff.*	1	0	4	5
	Staff Attitude	*Attitude, compassion and empathy of staff.*	151	2	48	201
	Complaints	*Ability to log and resolve a complaint.*	0	0	2	2
	Staff Training	*Training of staff.*	3	1	10	14
	Staffing Levels	*General availability of staff.*	1	0	8	9
	Total:		**612**	**19**	**496**	**1127**

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