

The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Harrow, 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 health, social care and community services in Harrow.

Reporting Period: 1 July 2020 - 30 September 2020

Index and overview of findings

Data Source (Page 3)

This report is based on the experience of 350 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 4-18)

Top Trends (Page 4):

- **Positives:** Feedback suggests people receive good quality, compassionate treatment and care, with good levels of involvement.
- **Negatives:** Communication, administration, ability to book appointments and telephone access are cited as issues. People would also like greater levels of support.

Other Trends:

- **Satisfaction Levels (Page 5):** Overall satisfaction has declined by 6% compared with Q1, according to comments. Declines are also recorded on communication & involvement (4%), quality & empathy (8%) and service access (10%).
- **GP services (Page 8):** Ability to book appointments, administration, support and telephone access are cited as clear negative issues this quarter. Overall satisfaction has declined by 9%, compared with Q1.
- **Dentists (Page 9):** Those returning to their dentists following lockdown report feeling supported and safe. However, we hear that some people have not been able to register, or receive treatment.
- **Northwick Park Hospital (Page 10):** While people are complimentary about empathy and quality of service, comments suggest a clear lack of support - both on site, and when contacting.

Wider Community (Pages 19-20)

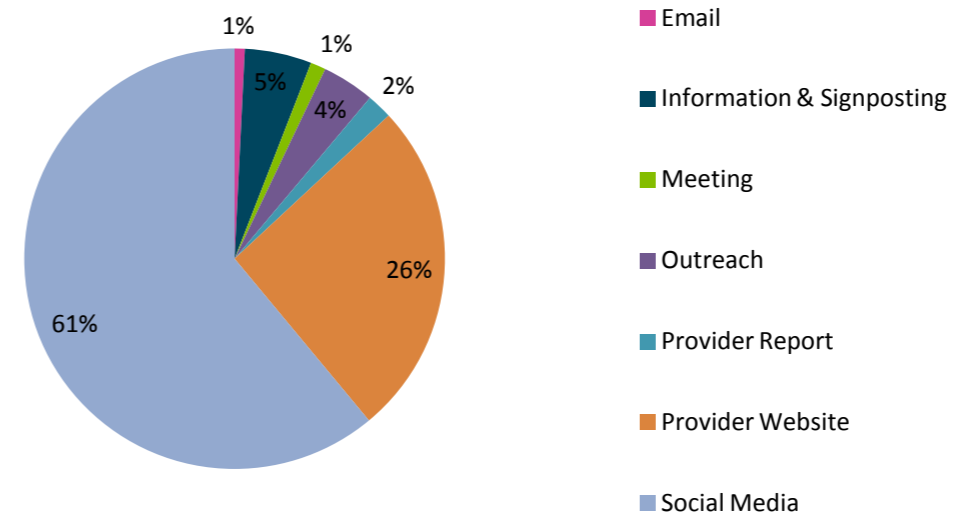
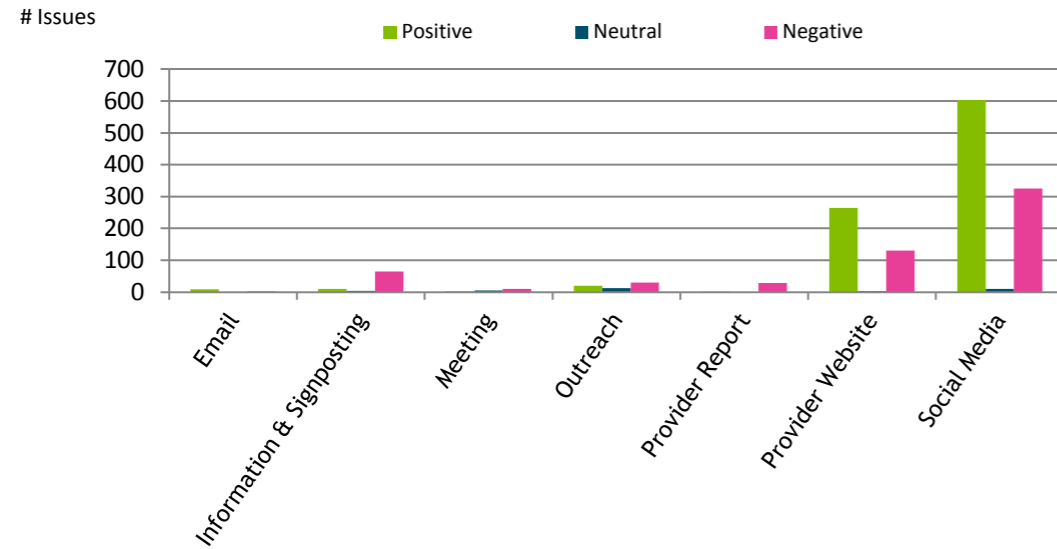
Some people report a lack of support from GP services. Covid-19 has also impacted on social mobility and networking, leaving some people isolated.

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?

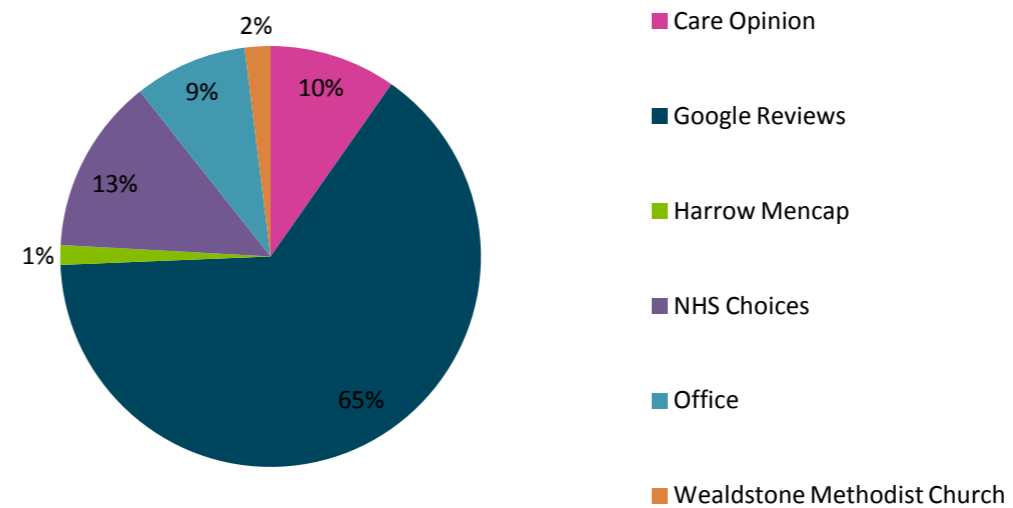
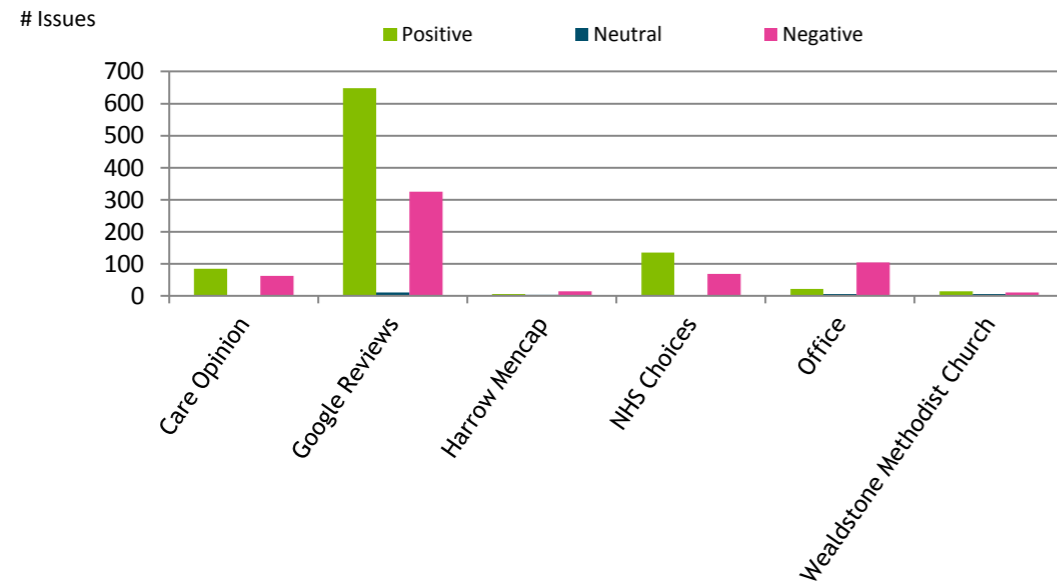


1.1 Source: 1537 issues from 350 people



Sources providing the most comments overall

1.2 Origin

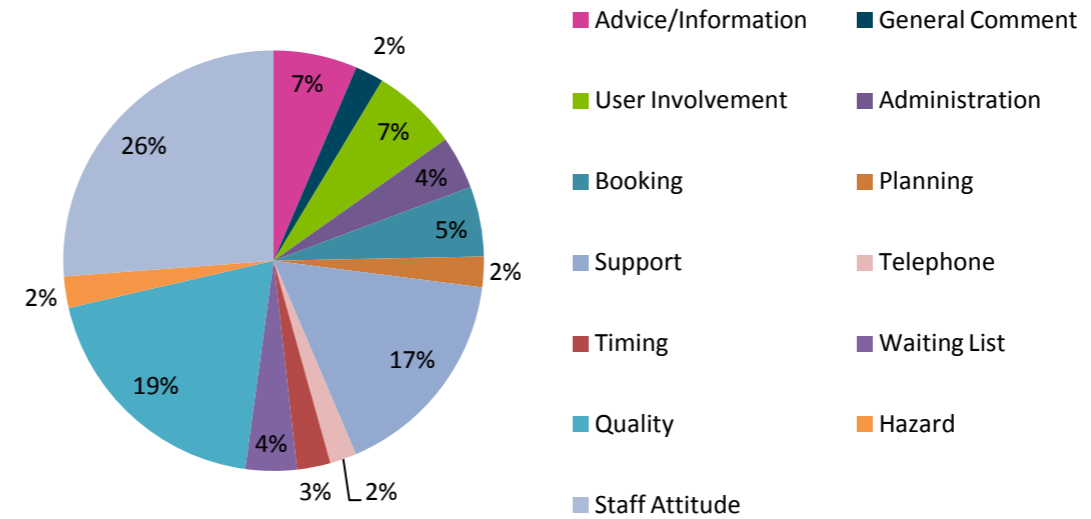
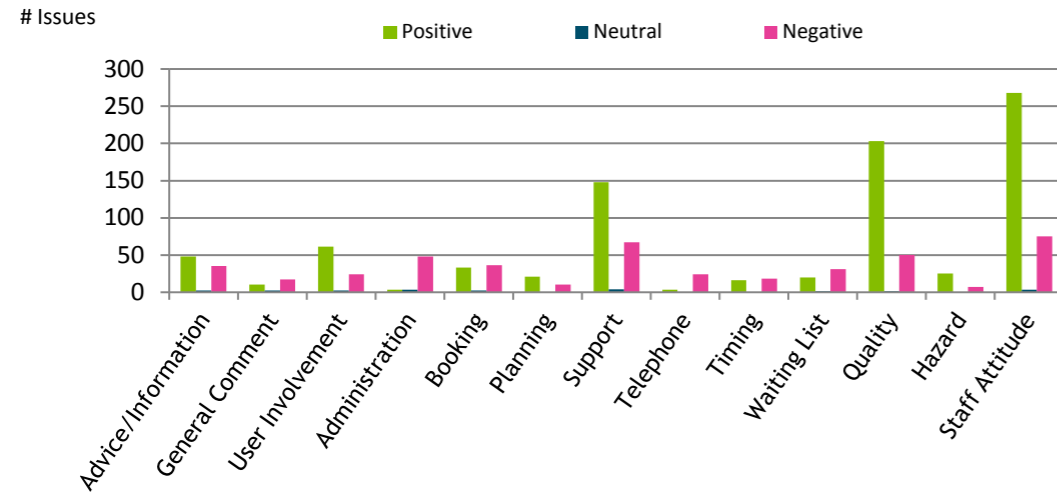


Origins providing the most comments overall

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

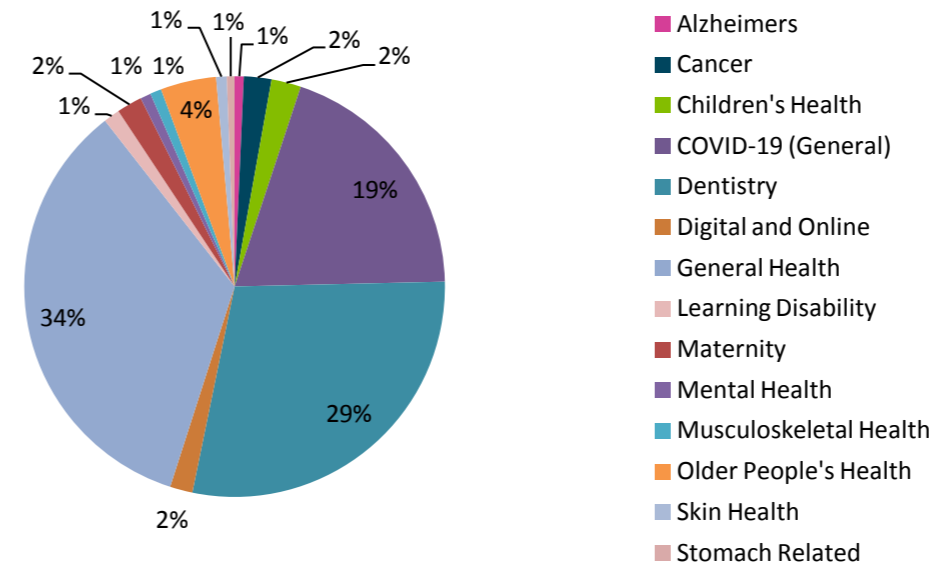
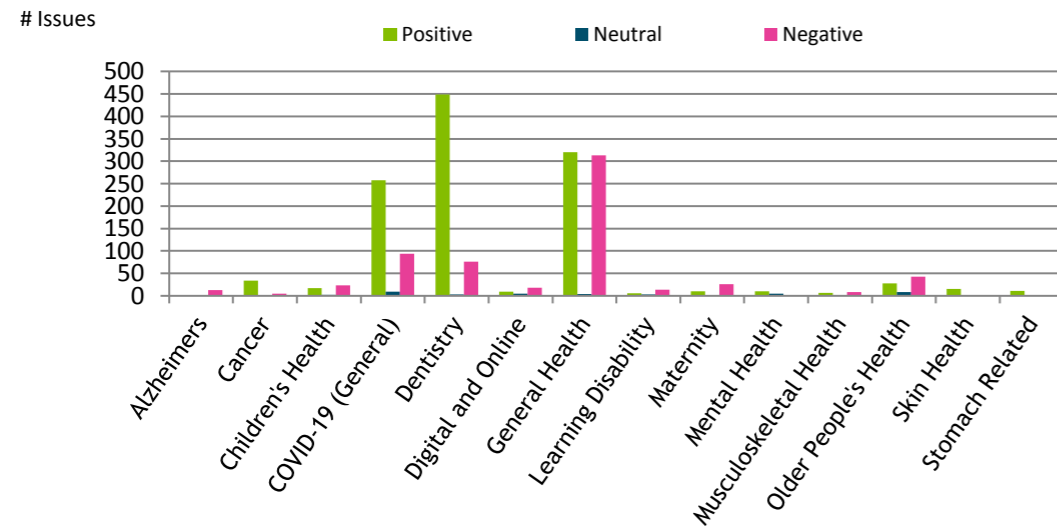


2.1 Top Trends: 1485 issues from 321 people



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

2.2 Stated medical conditions



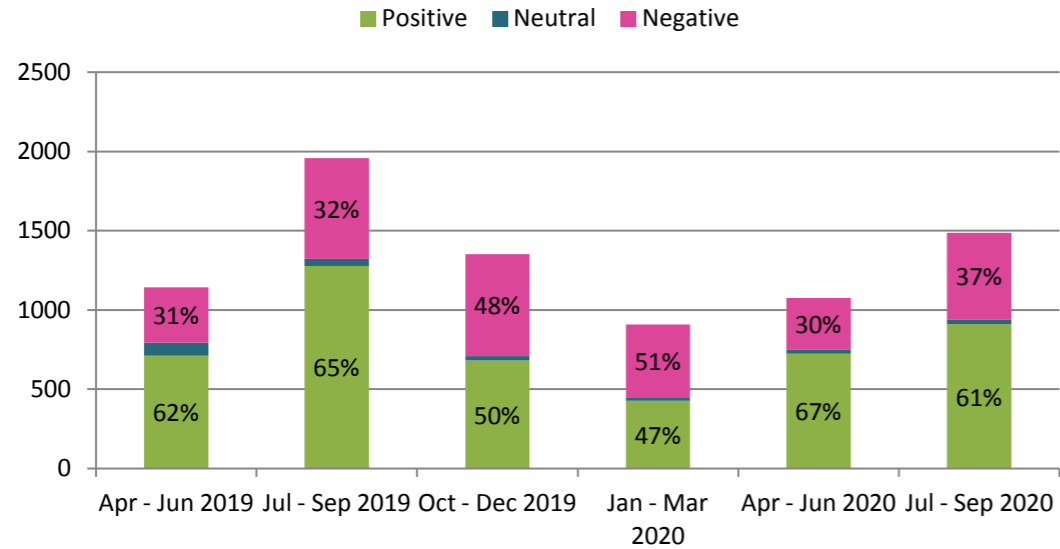
Medical conditions receiving the most comments overall

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



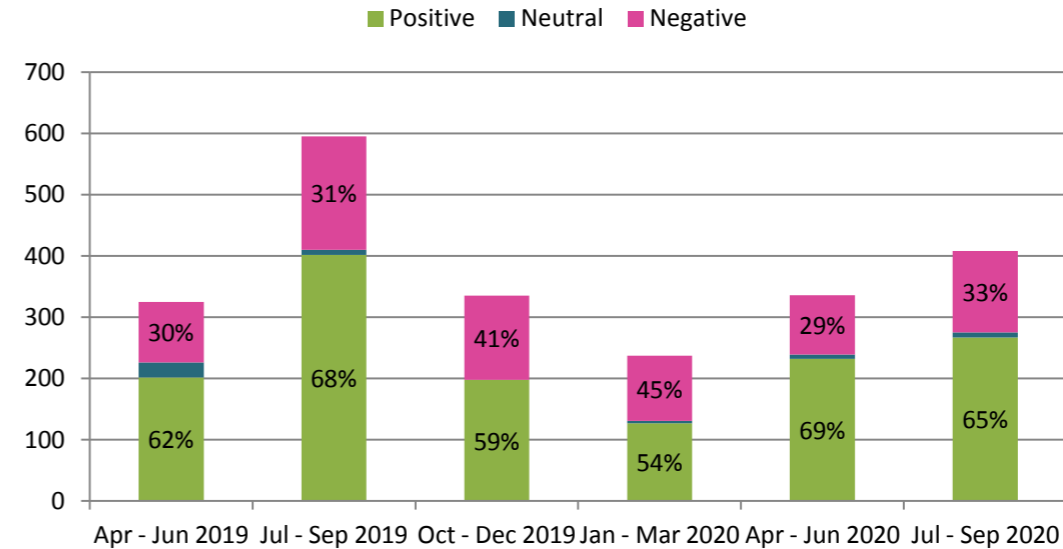
3.1 How do people feel about services overall?

Issues



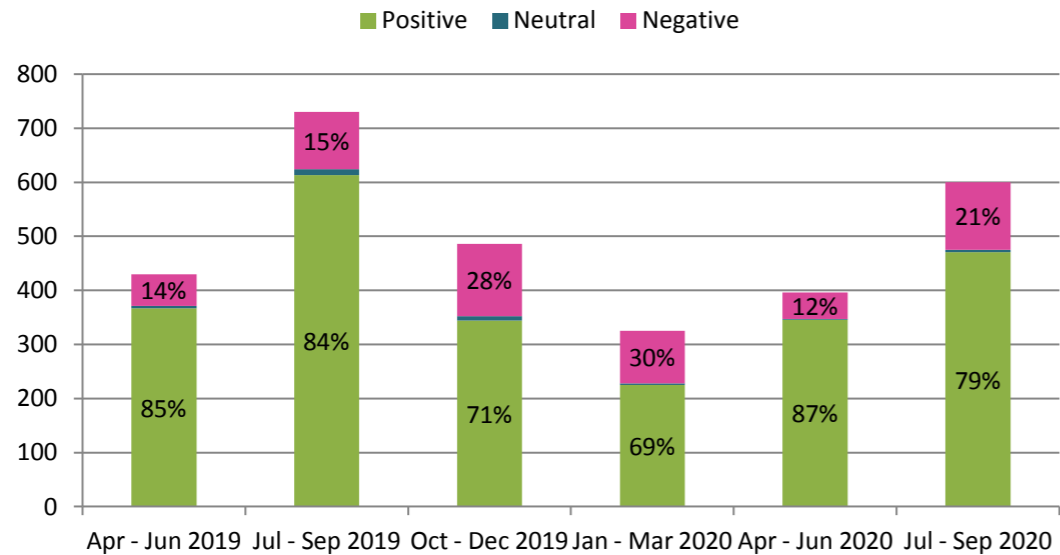
3.2 How well informed, involved and supported do people feel?

Issues



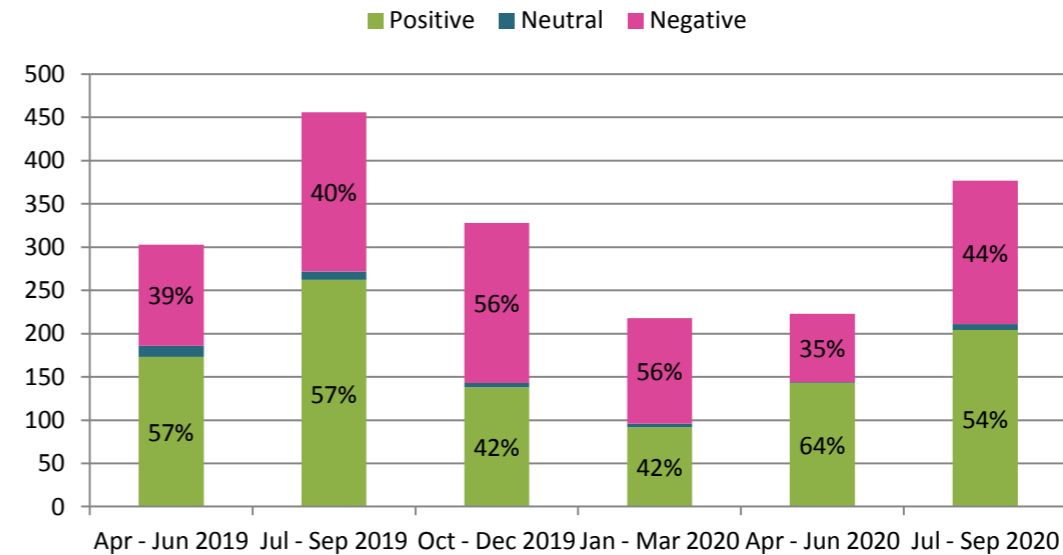
3.3 How do people feel about general quality and empathy?

Issues



3.4 How do people feel about access to services?

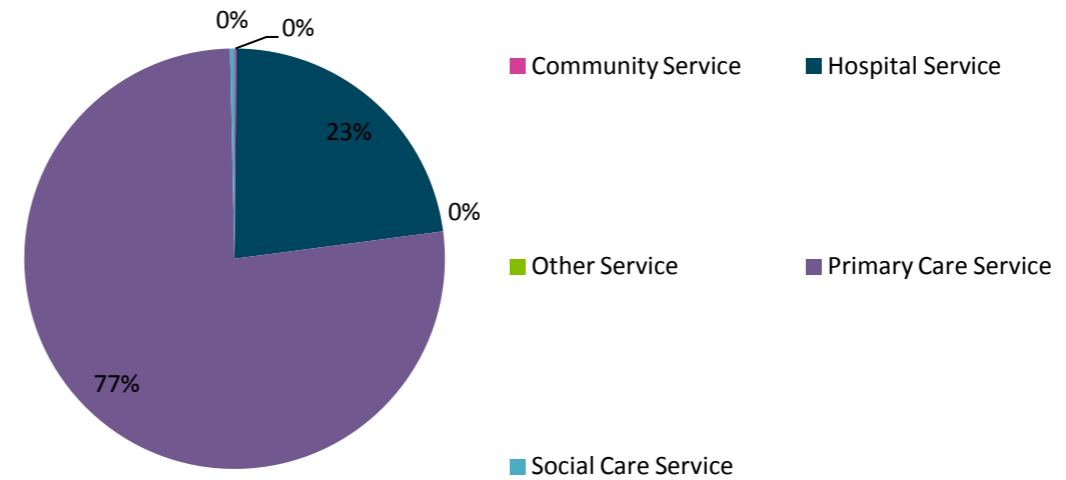
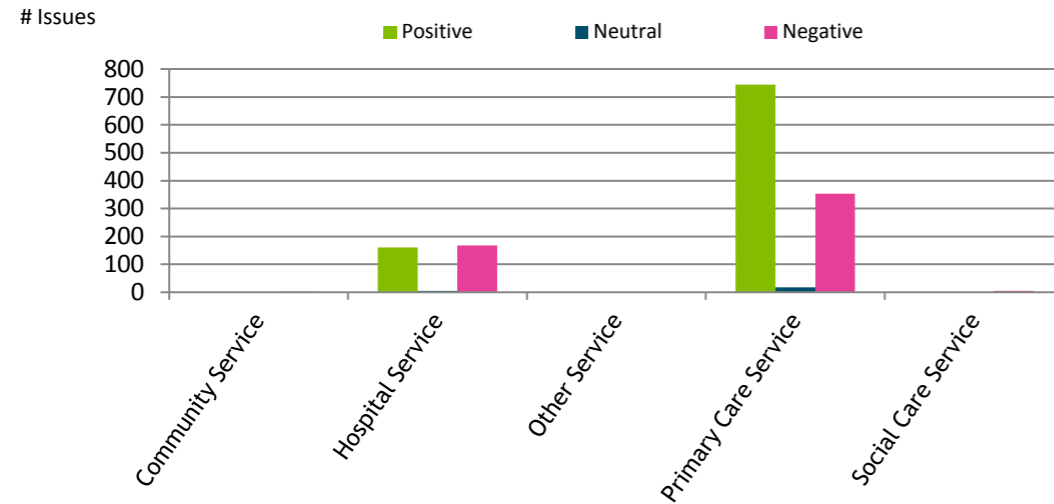
Issues



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

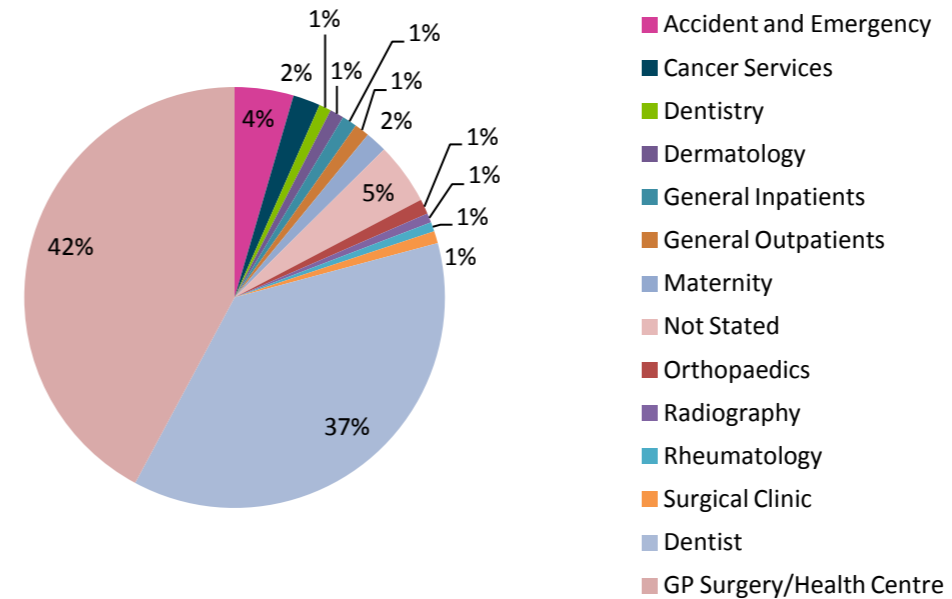
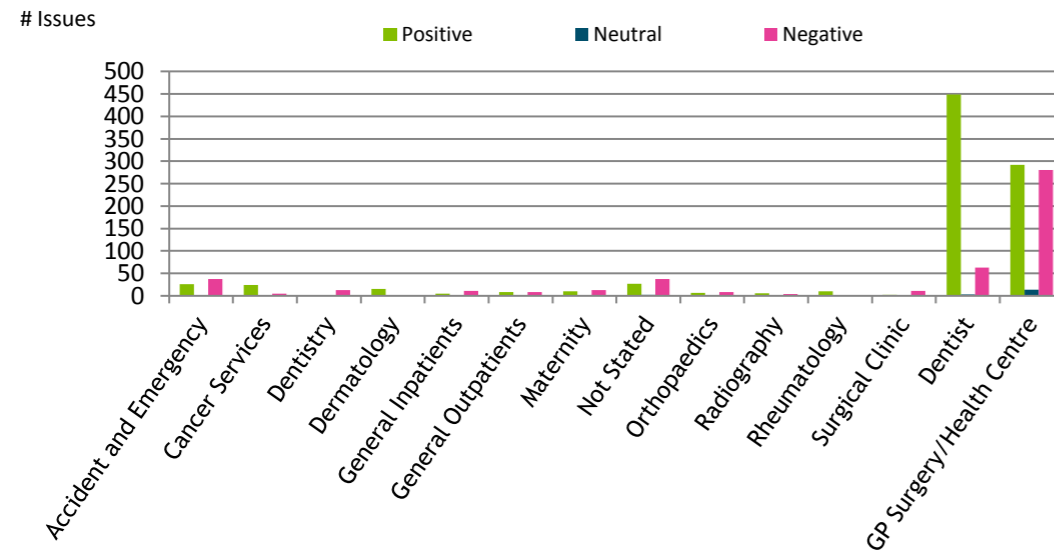


4.1 Service Sector



Service sectors receiving the most comments overall

4.2 Service Type

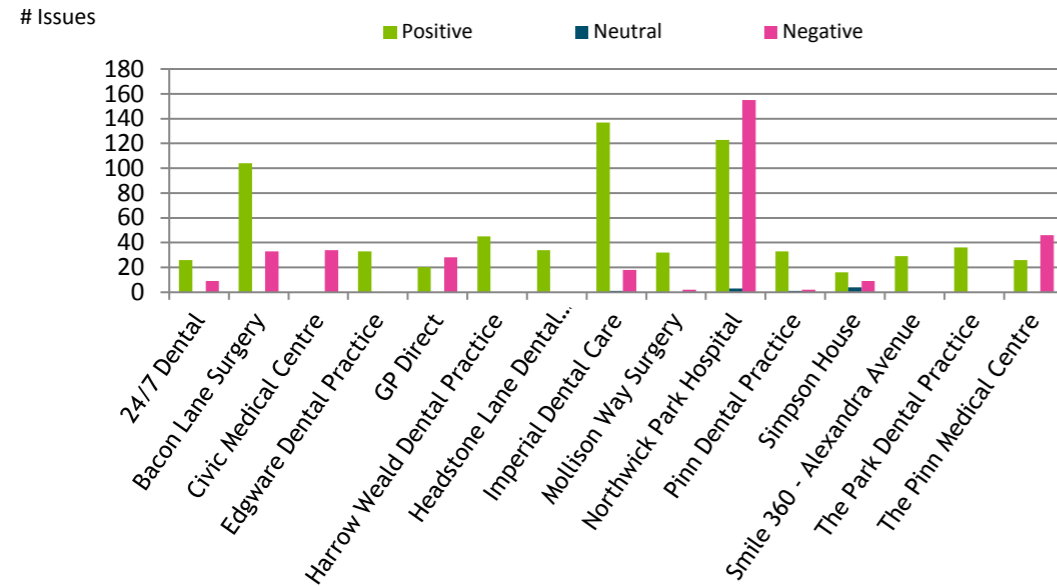


Service type receiving the most comments overall

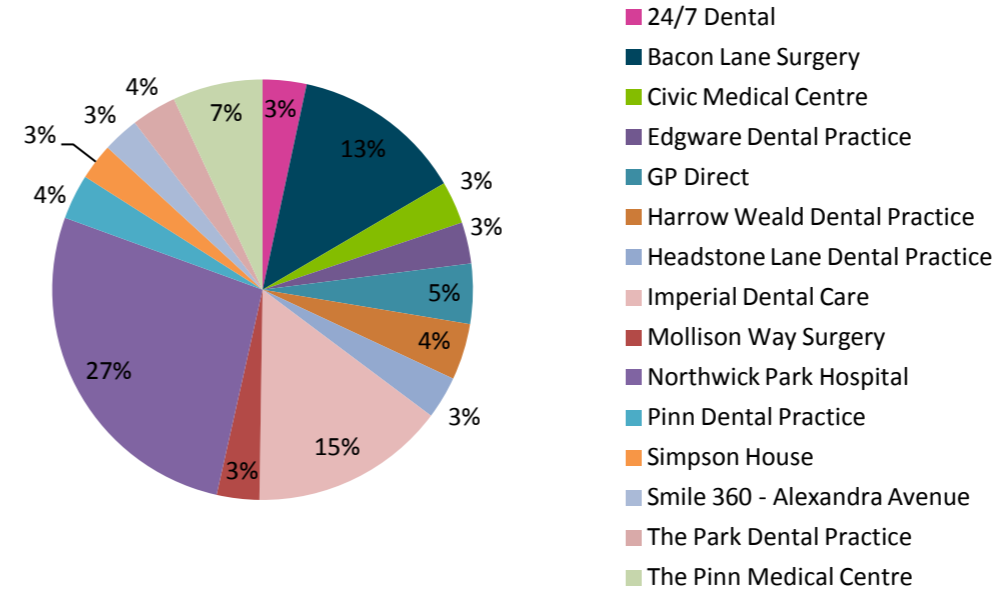
4. Trends: Which services are people most commenting on?



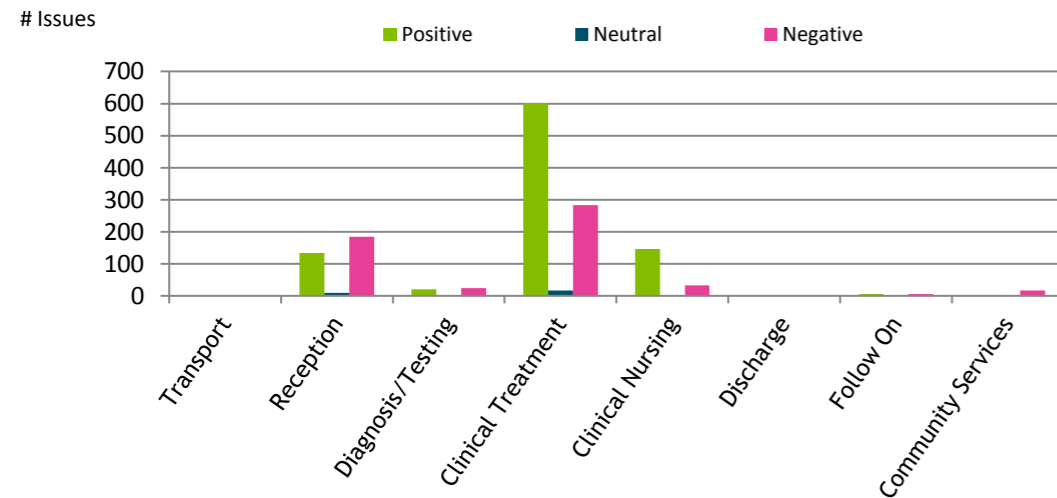
4.3 Services



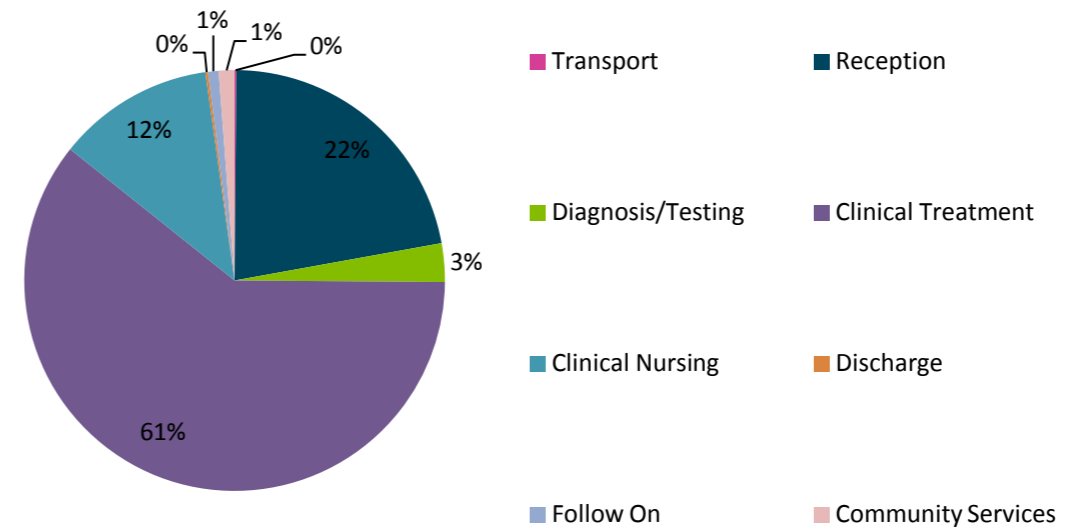
Services receiving the most comments overall



4.4 Breakdown of care pathway locations



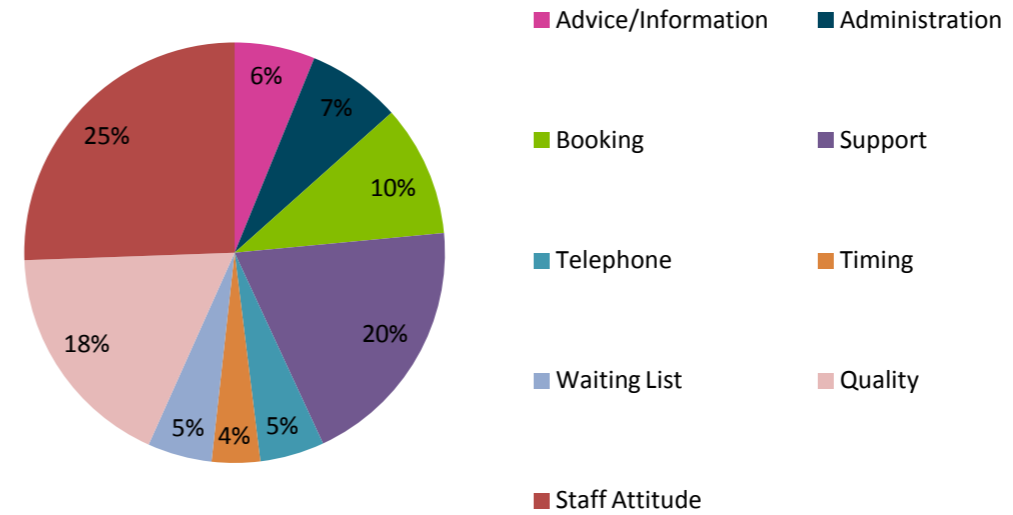
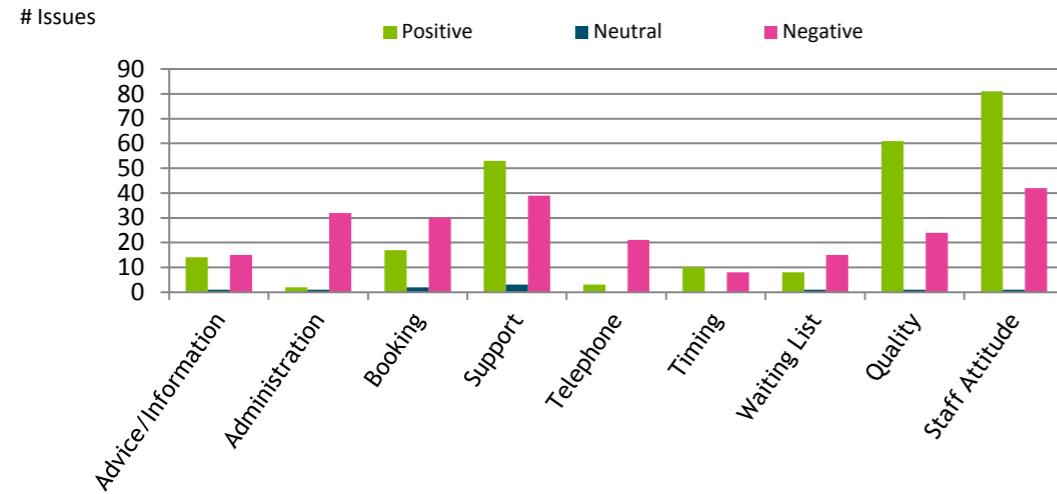
Care pathway locations



5. Trends: GP Services

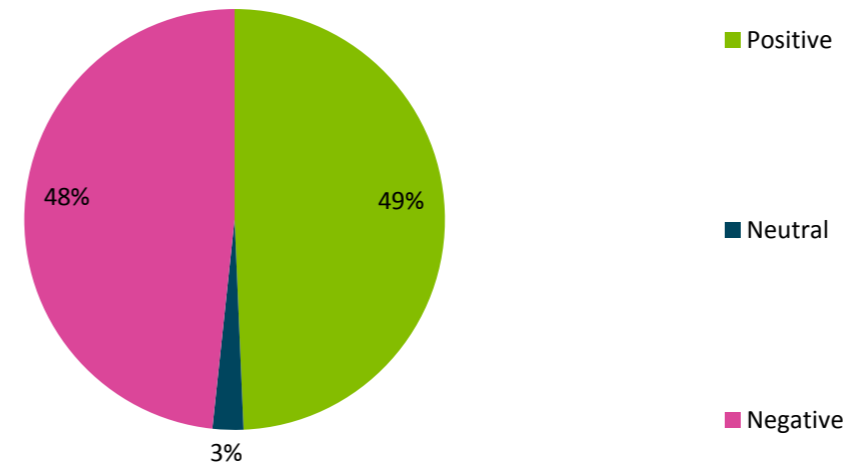
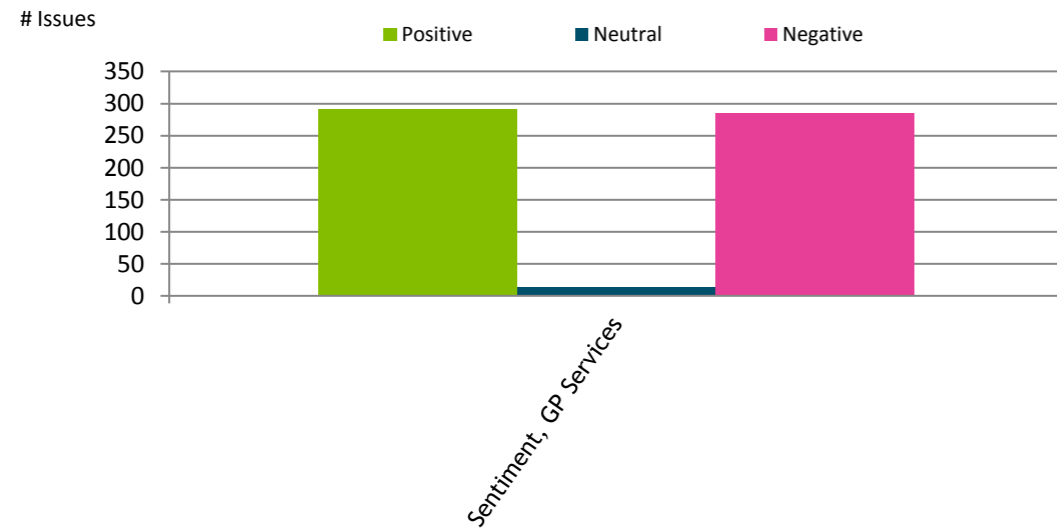


5.1 Trends, GP Services: 592 issues from 128 people



Issues receiving the most comments overall

5.2 Sentiment, GP Services

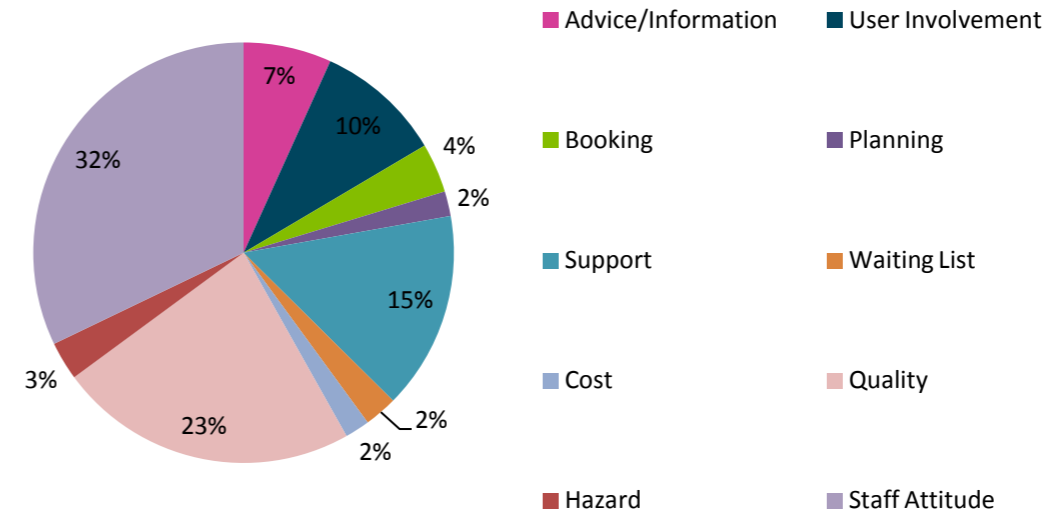
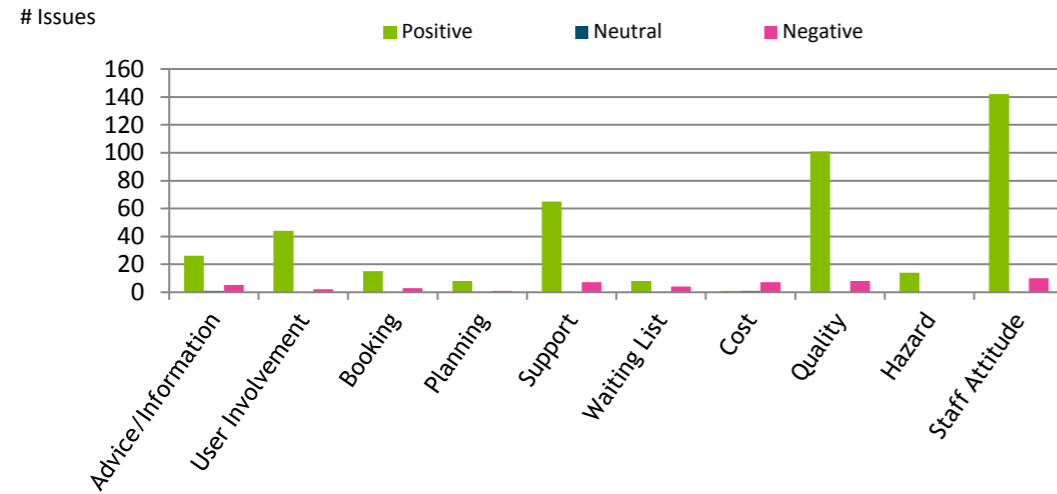


Quarterly benchmark: 9% decline on the previous quarter

5. Trends: Dentists

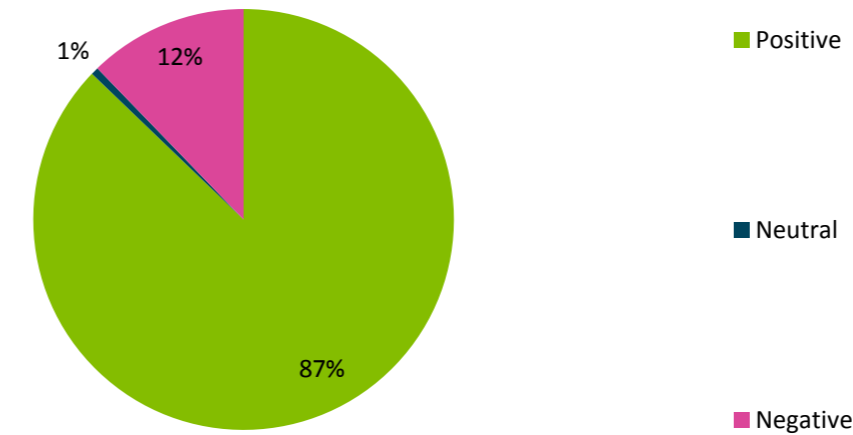
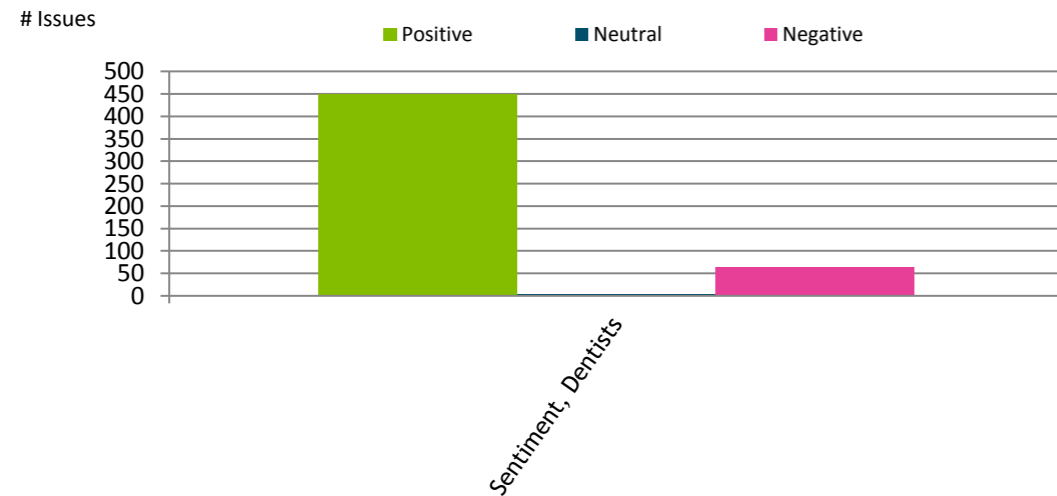


5.3 Trends, Dentists: 515 issues from 113 people



Issues receiving the most comments overall

5.4 Sentiment, Dentists

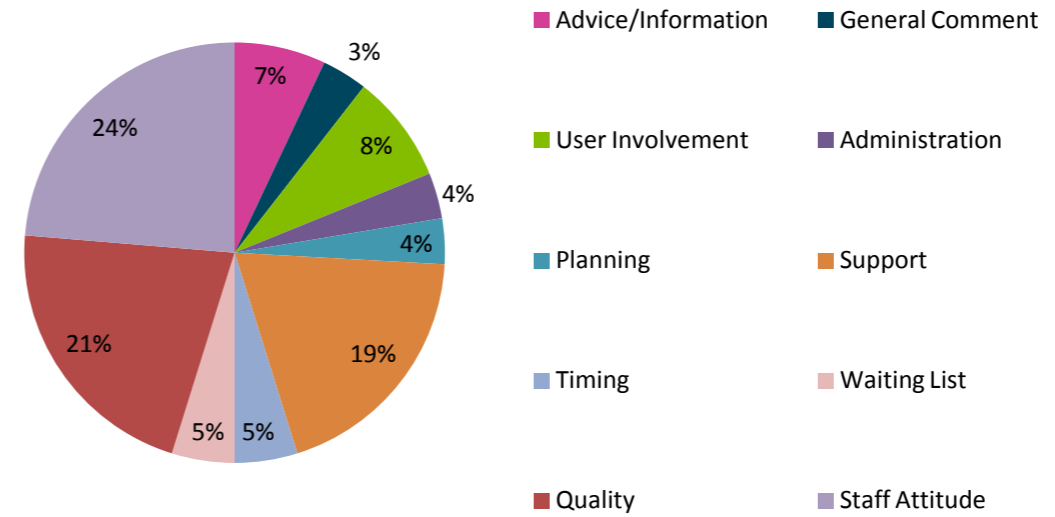
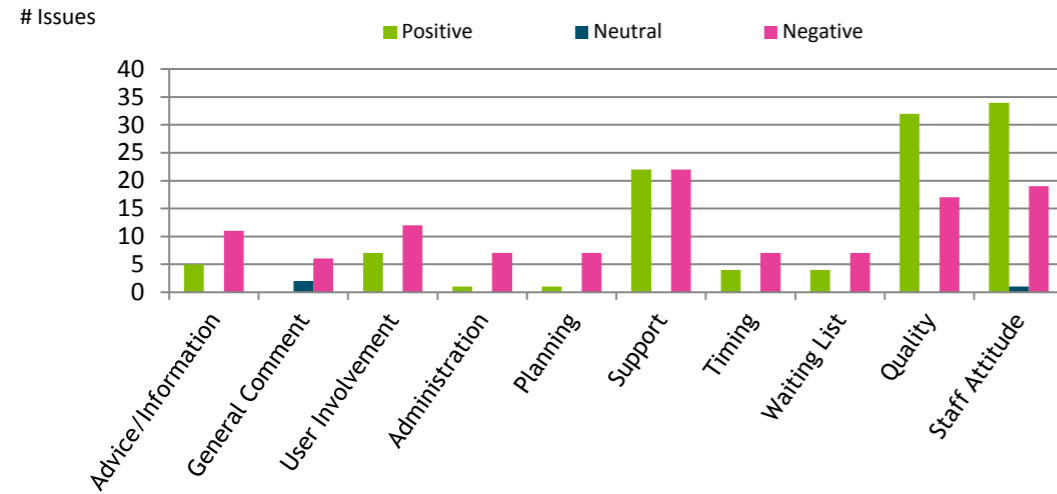


Quarterly benchmark: 2% decline on the previous quarter

5. Trends: Northwick Park Hospital

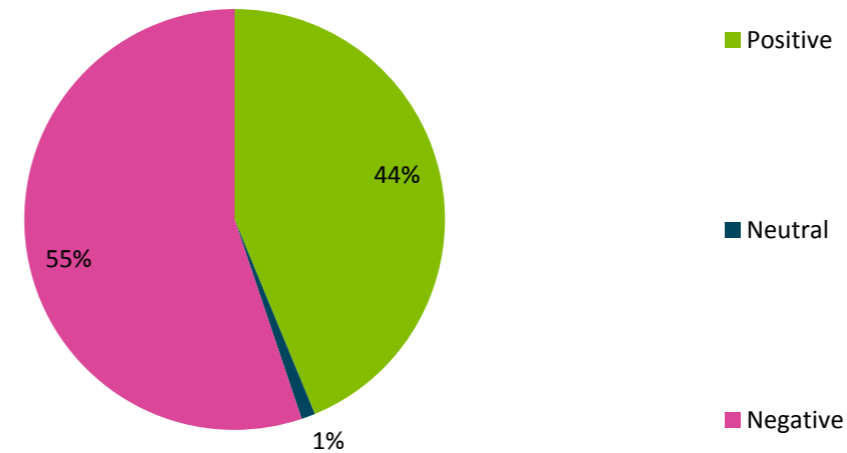
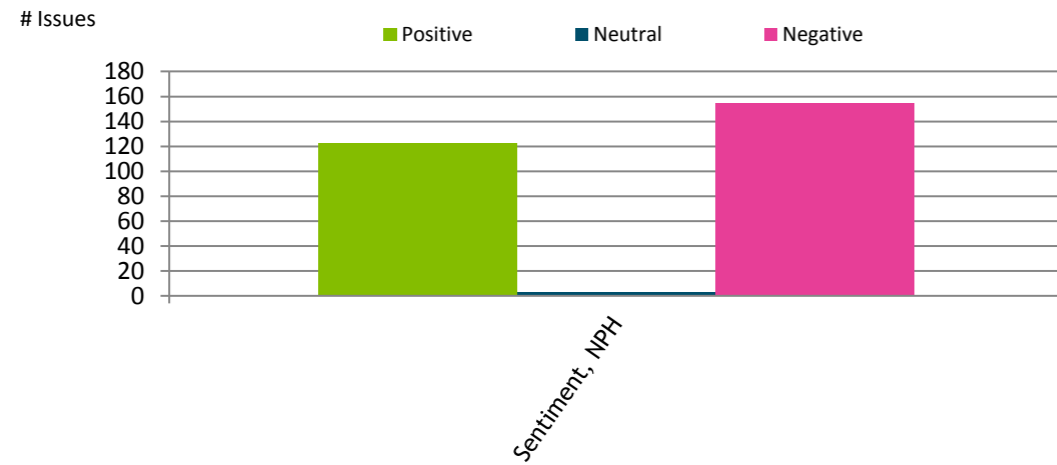


5.5 Trends, Northwick Park Hospital: 281 issues from 52 people



Issues receiving the most comments overall

5.6 Sentiment, Northwick Park Hospital

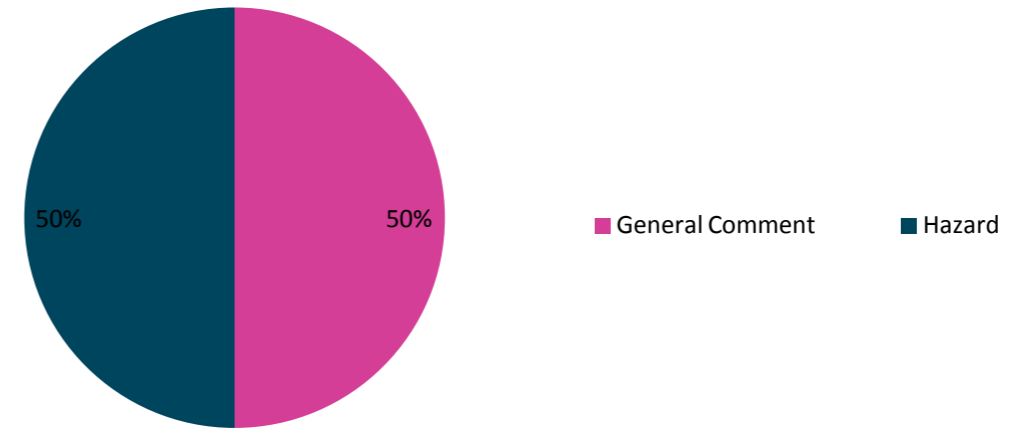
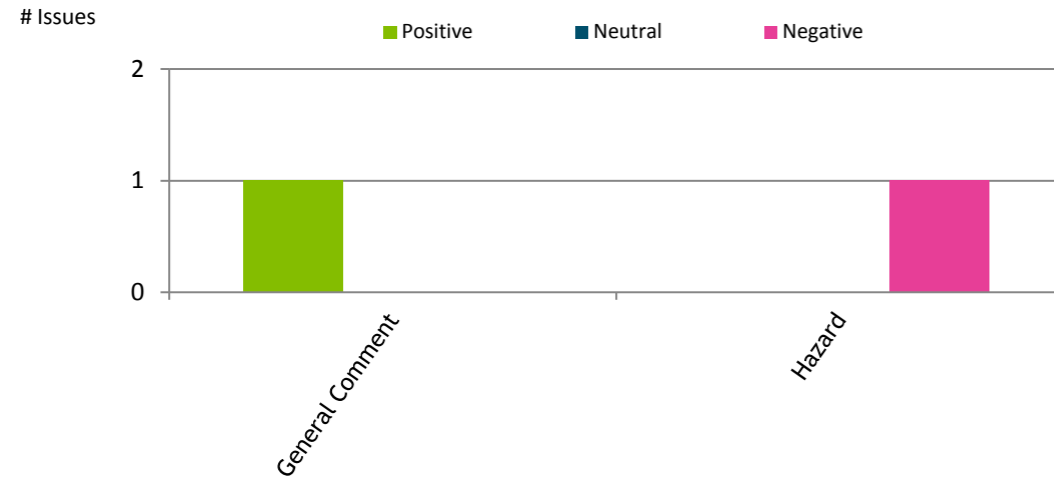


Quarterly benchmark: 39% decline on the previous quarter

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

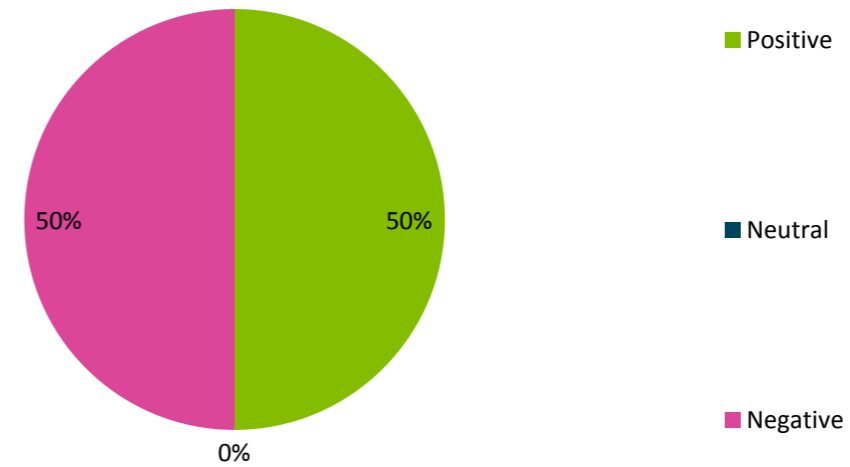
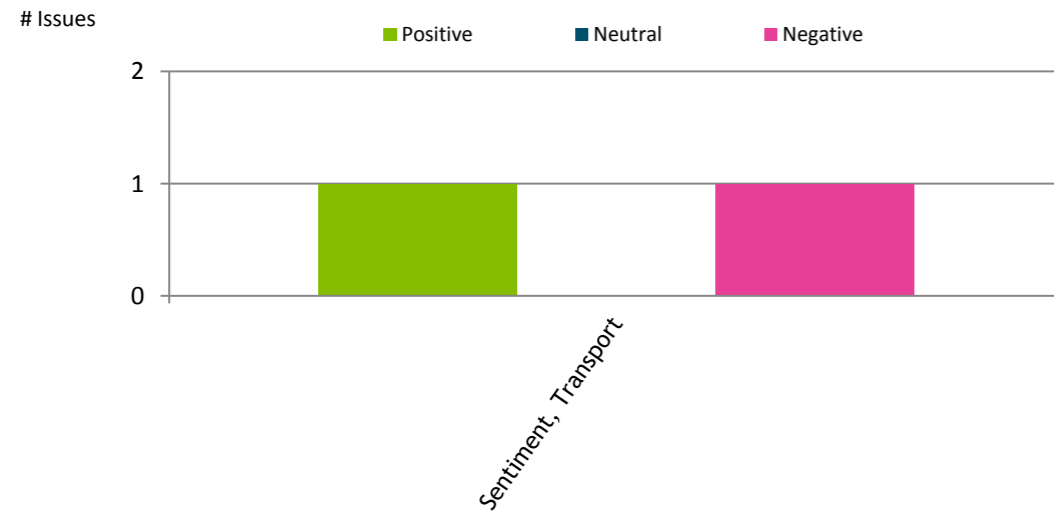


6.1 Trends, Transport (2 issues)



Issues receiving the most comments overall

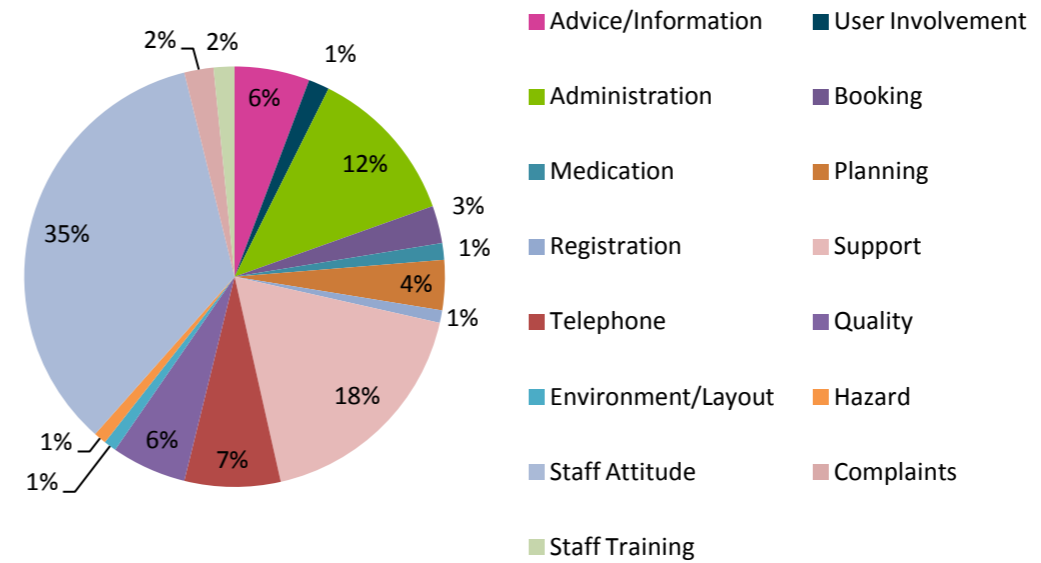
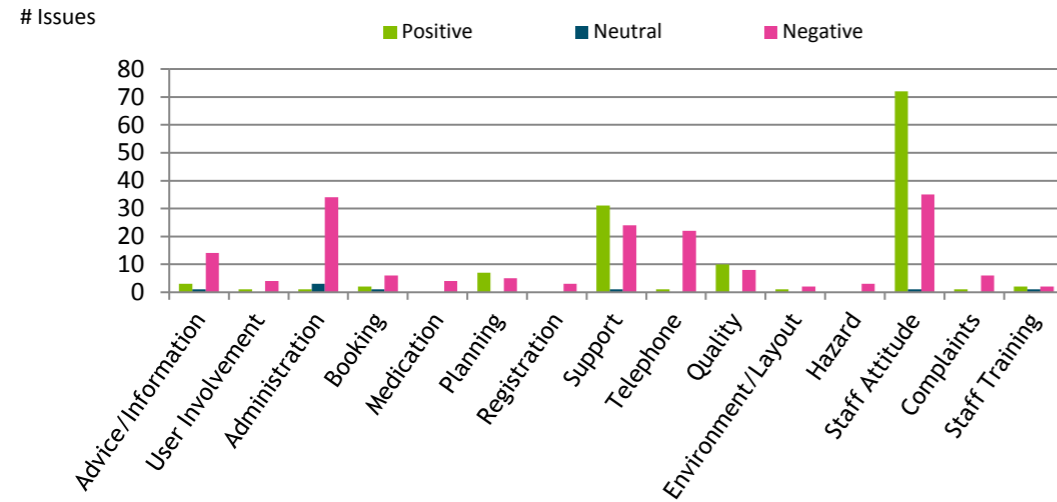
6.2 Sentiment, Transport



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

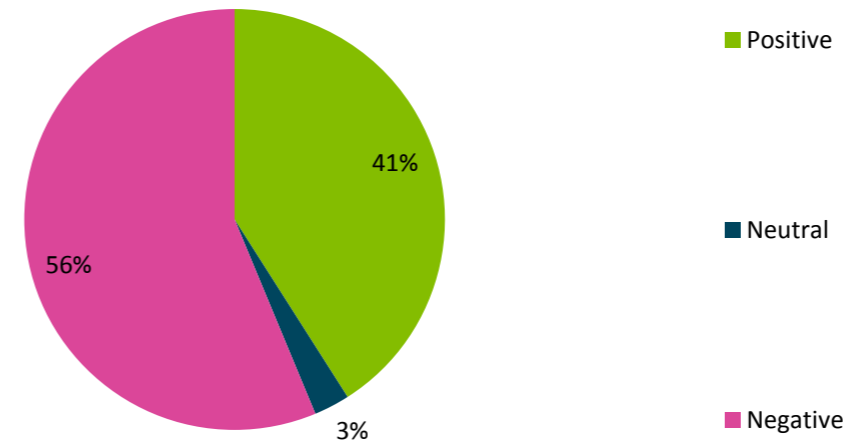
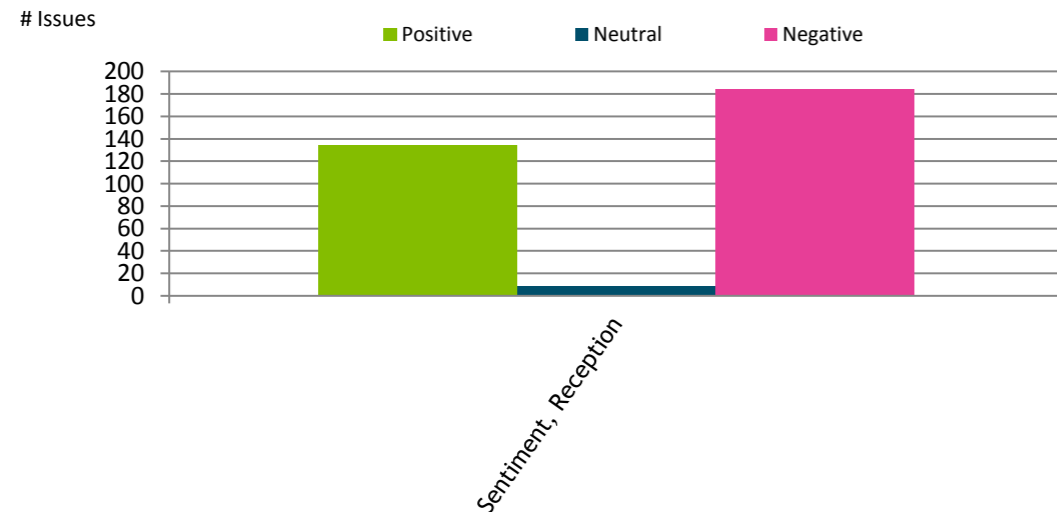


6.3 Trends, Reception (327 issues)



Issues receiving the most comments overall

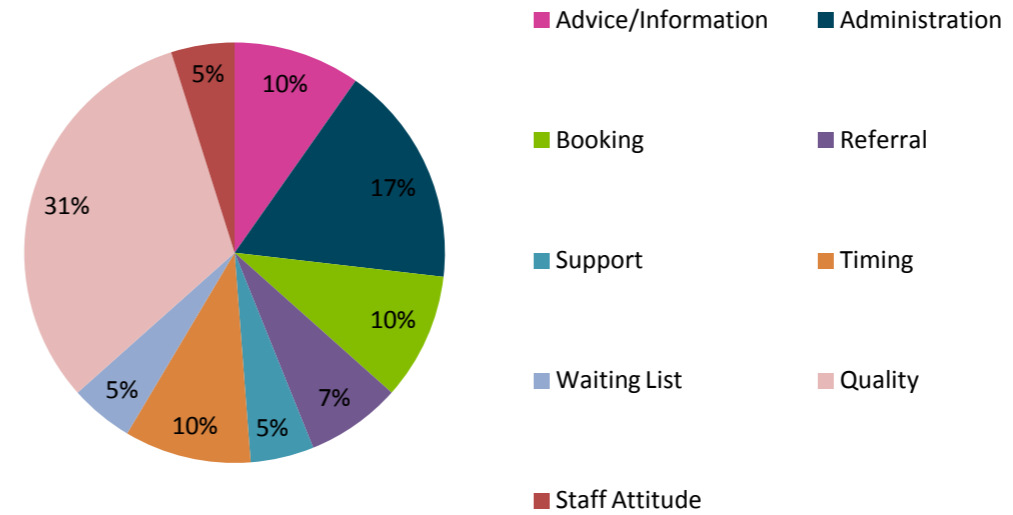
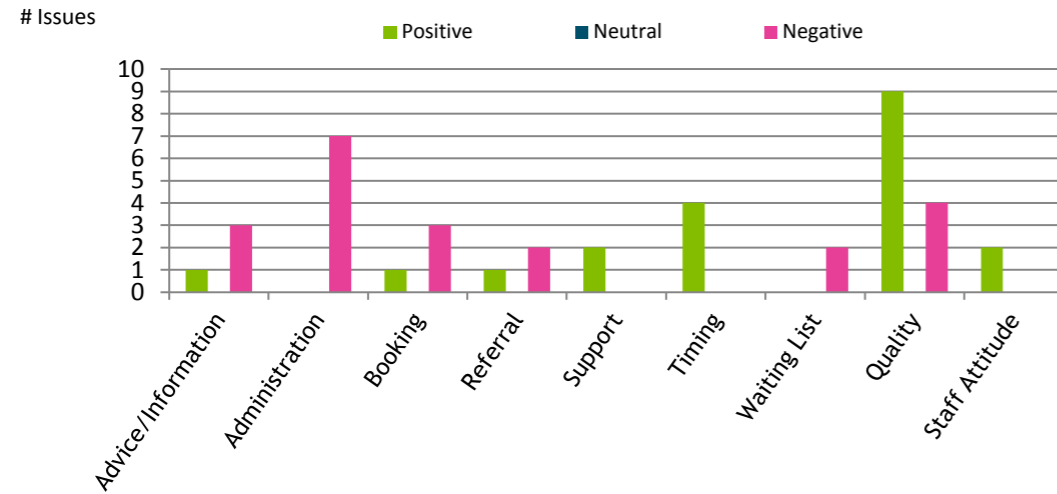
6.4 Sentiment, Reception



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

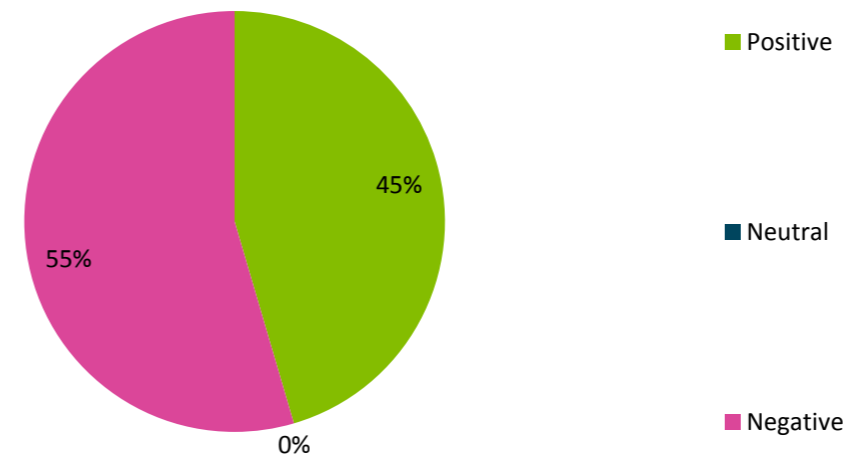
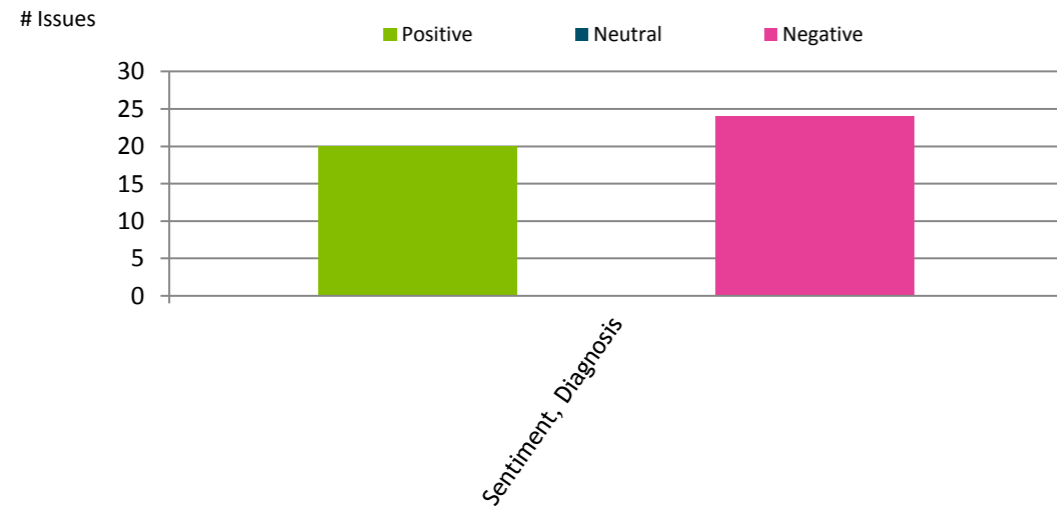


6.5 Trends, Diagnosis/Testing (44 issues)



Issues receiving the most comments overall

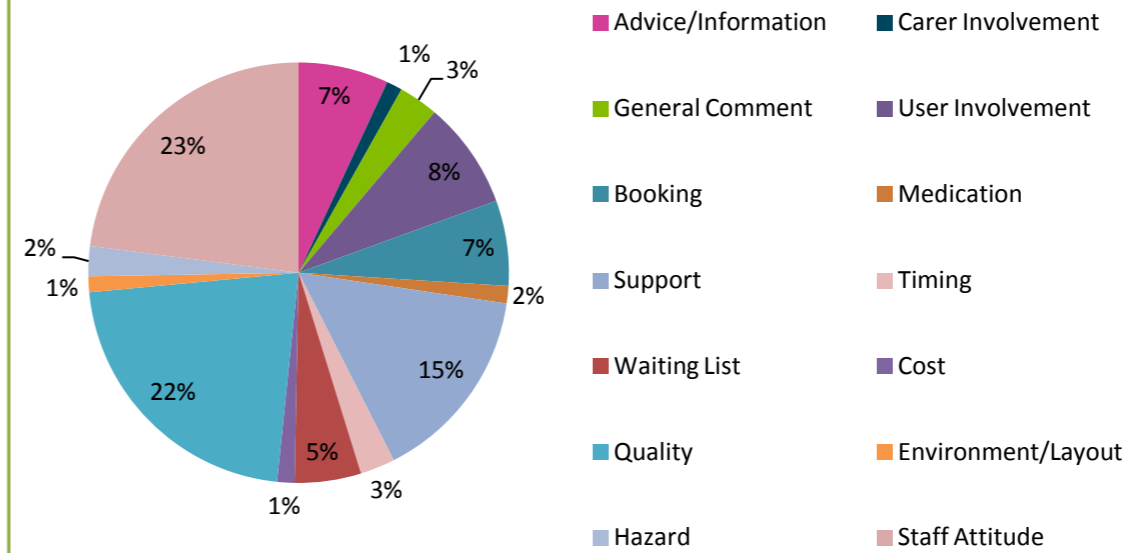
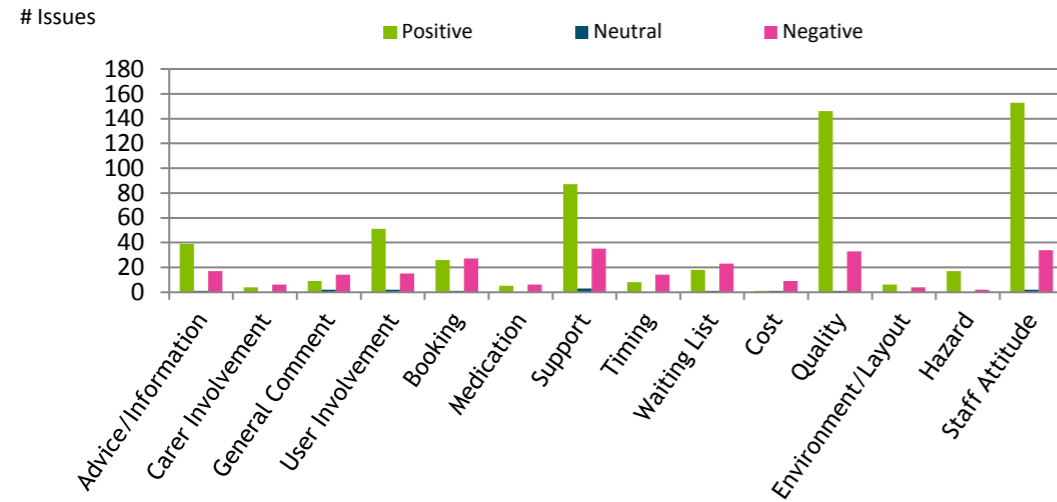
6.6 Sentiment, Diagnosis/Testing



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

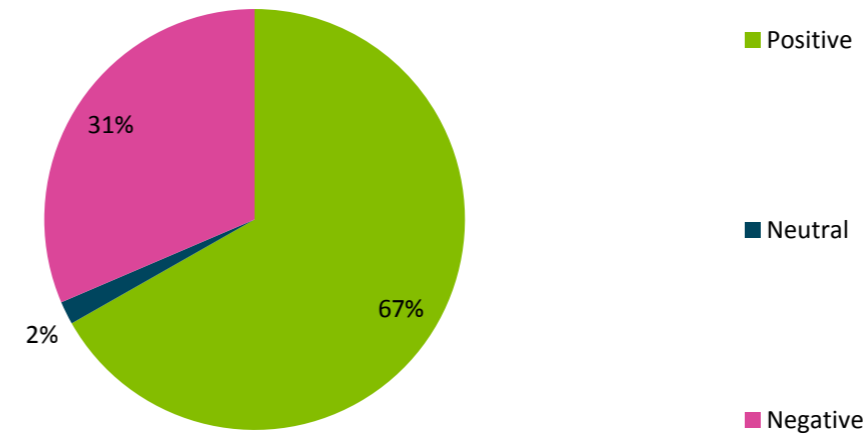
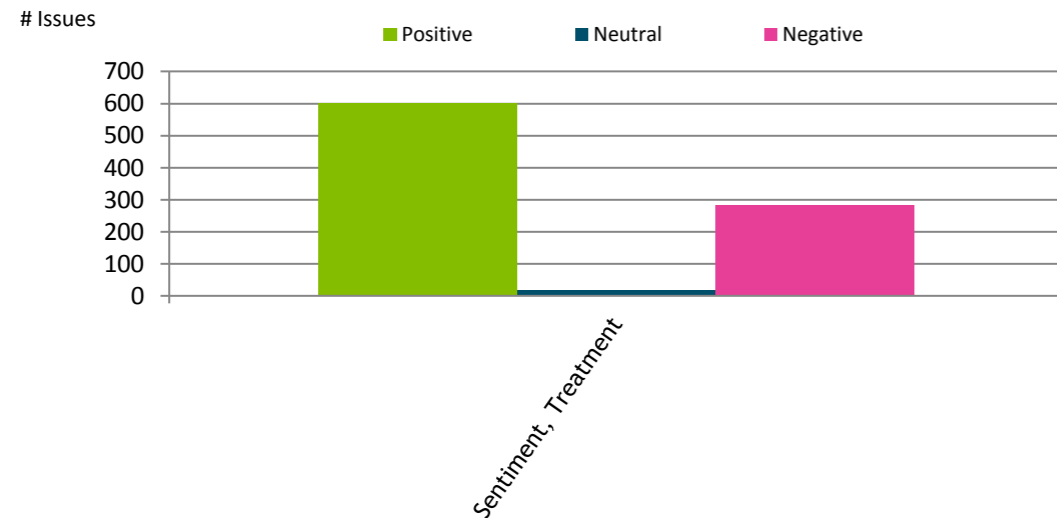


6.7 Trends, Clinical Treatment (900 issues)



Issues receiving the most comments overall

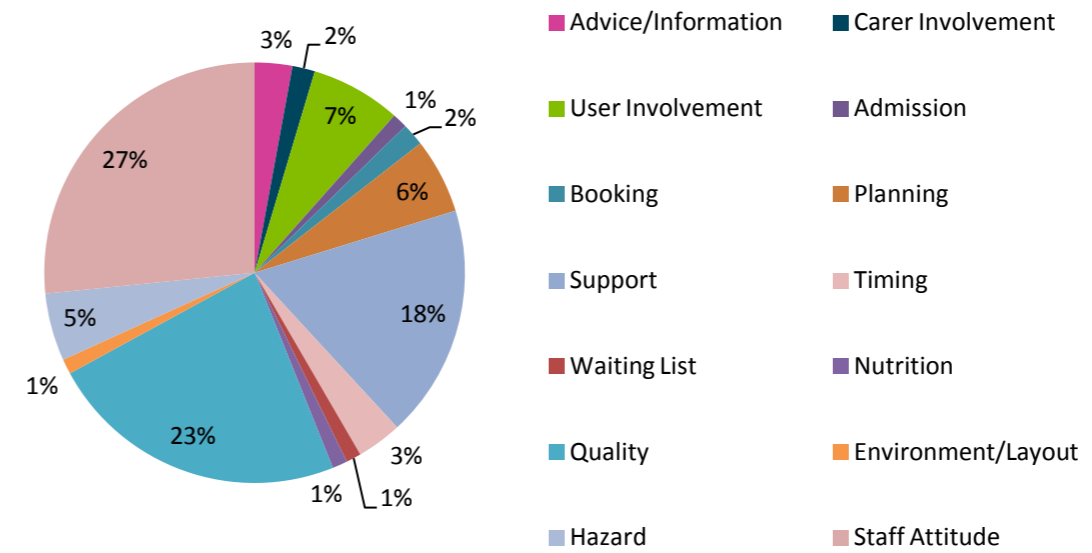
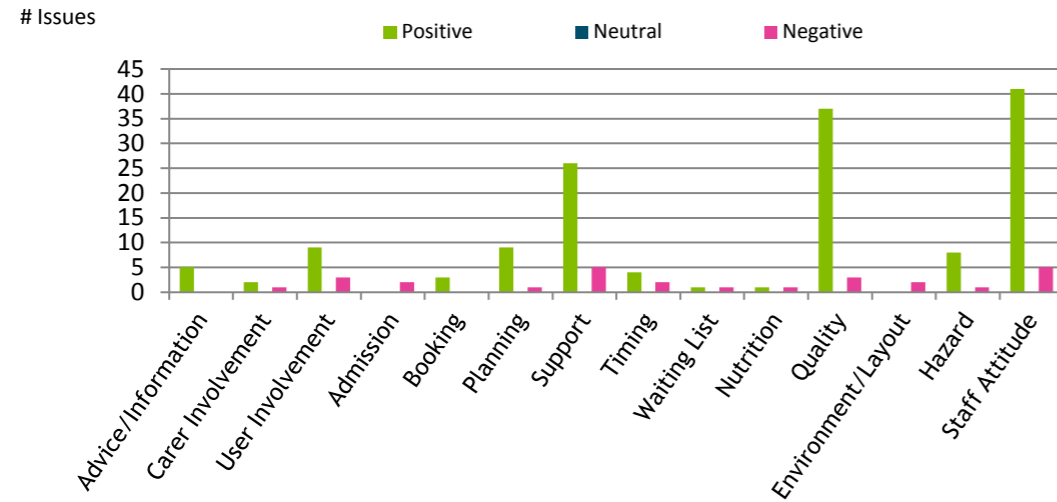
6.8 Sentiment, Clinical Treatment



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

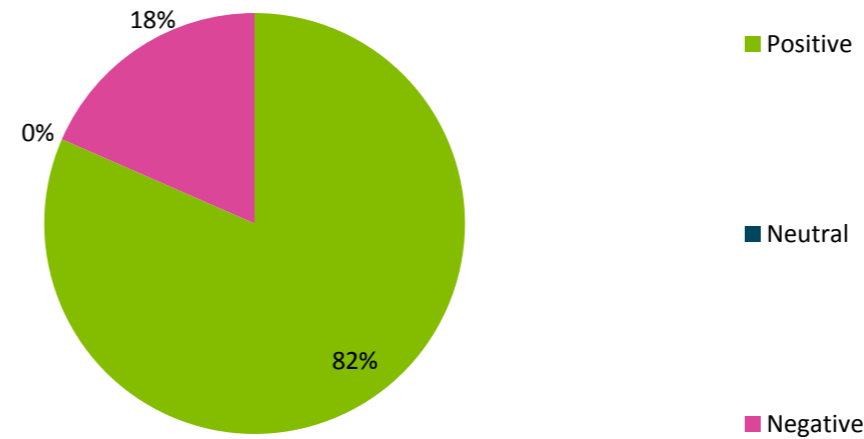
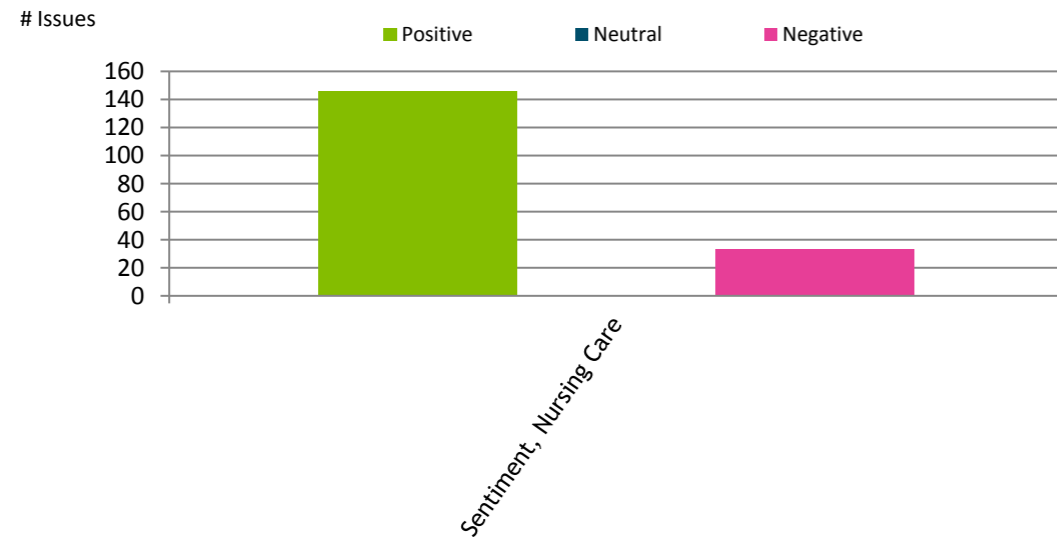


6.9 Trends, Clinical Nursing (179 issues)



Issues receiving the most comments overall

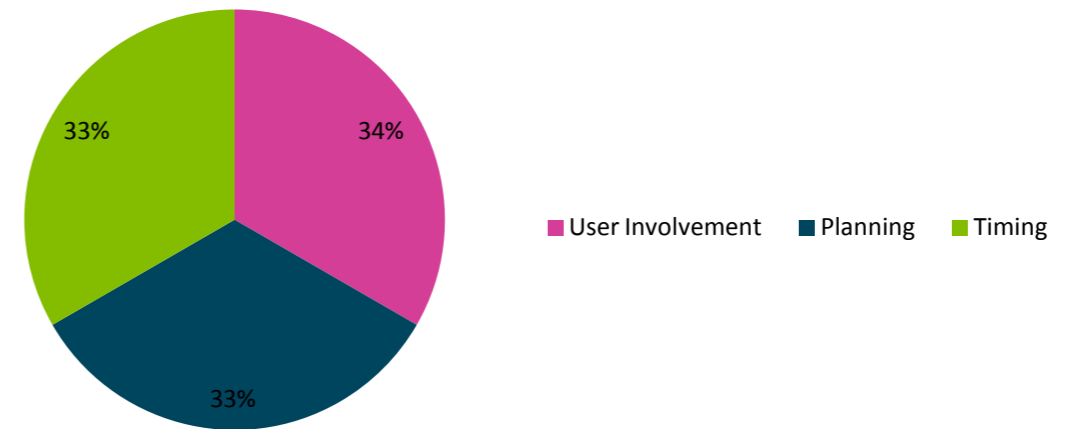
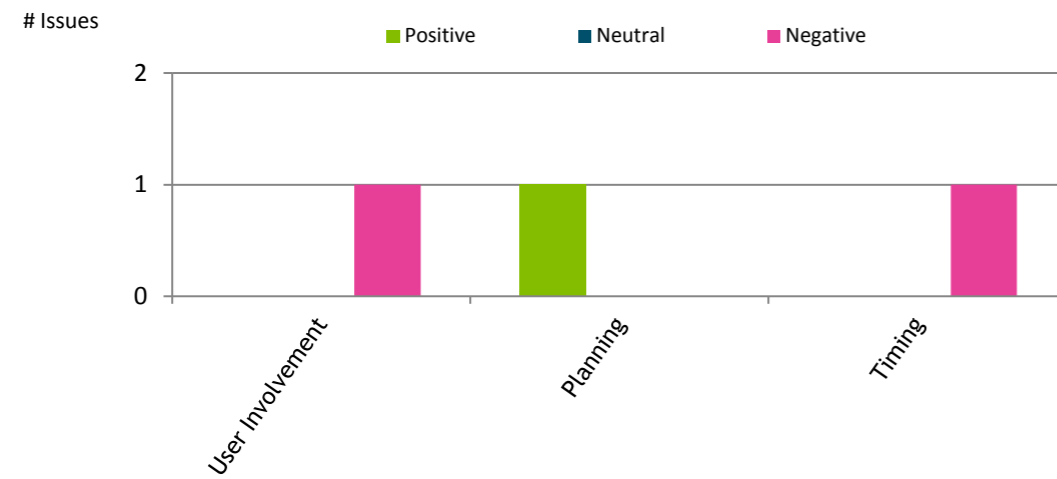
6.10 Sentiment, Clinical Nursing



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

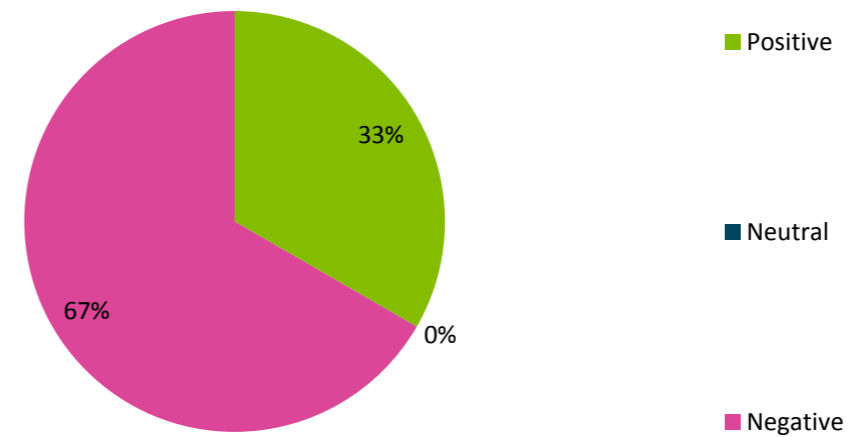
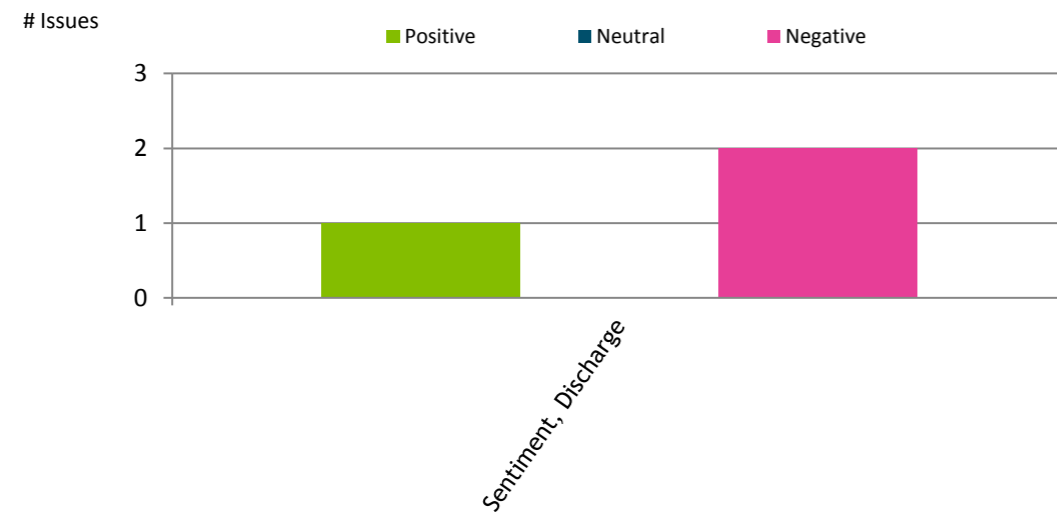


6.11 Trends, Discharge (3 issues)



Issues receiving the most comments overall

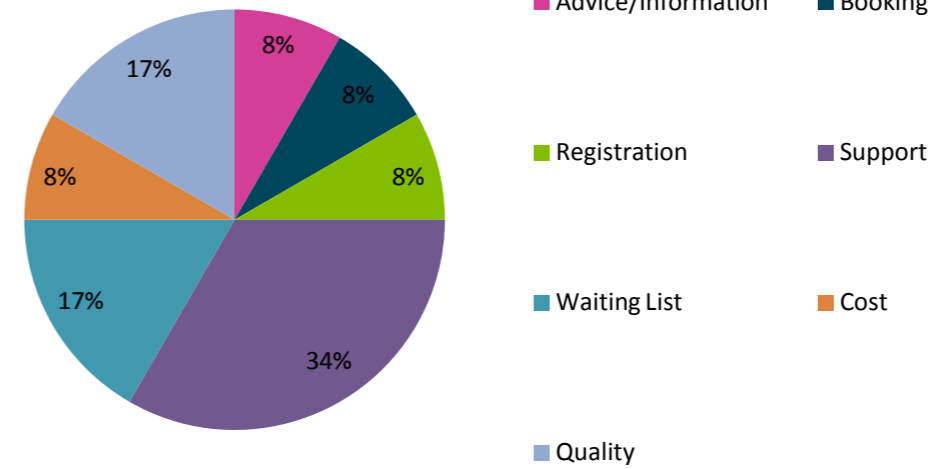
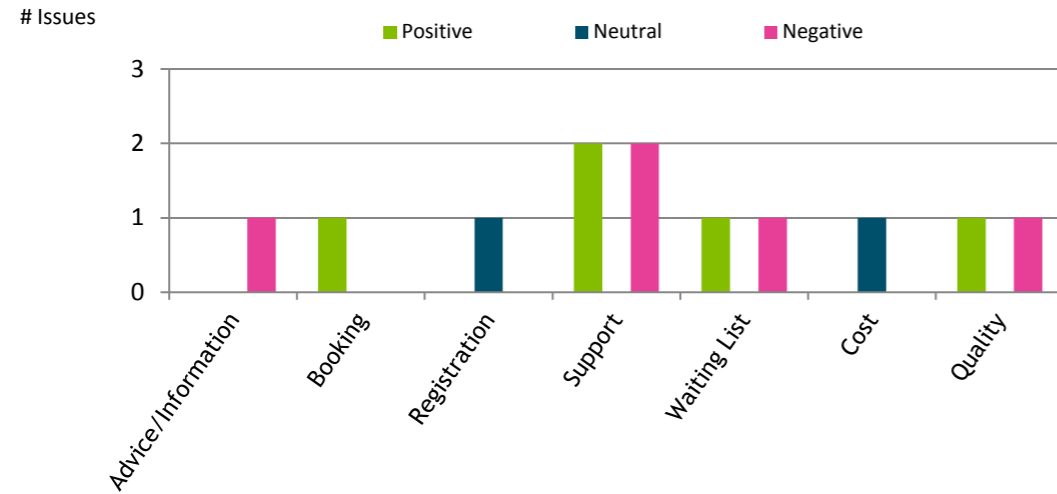
6.12 Sentiment, Discharge



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

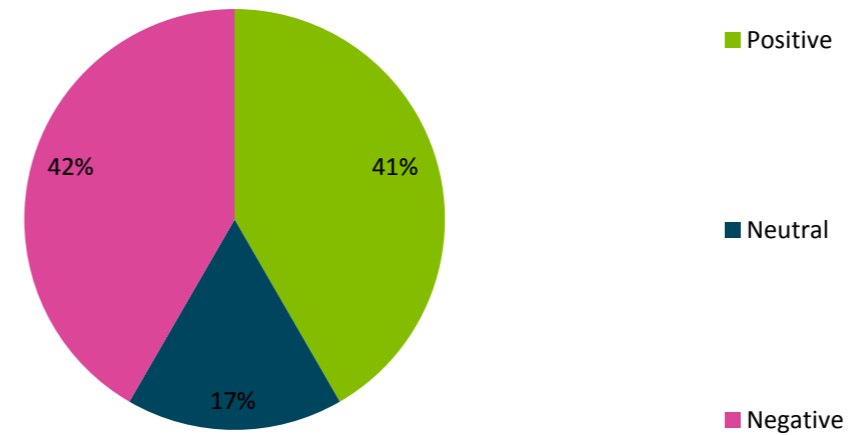
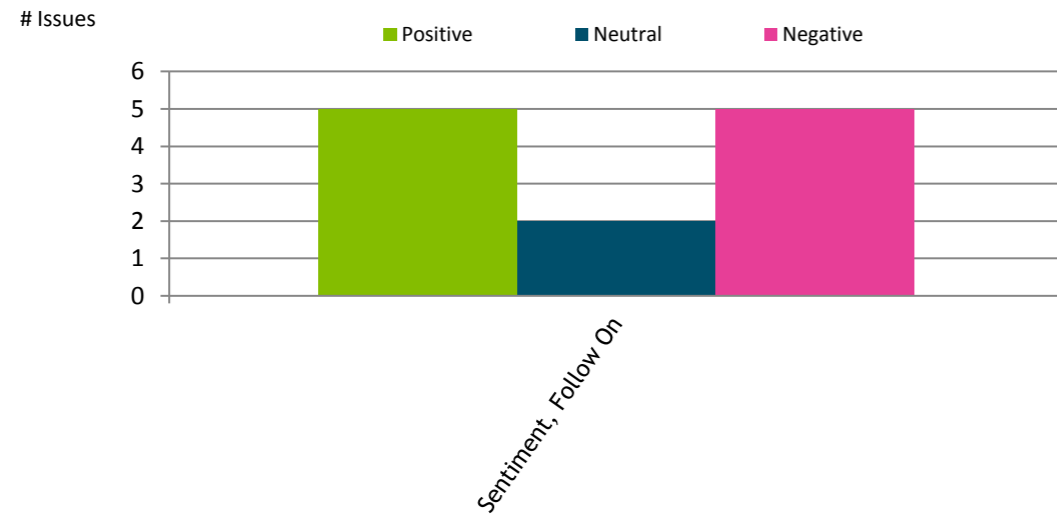


6.13 Trends, Follow On (12 issues)



Issues receiving the most comments overall

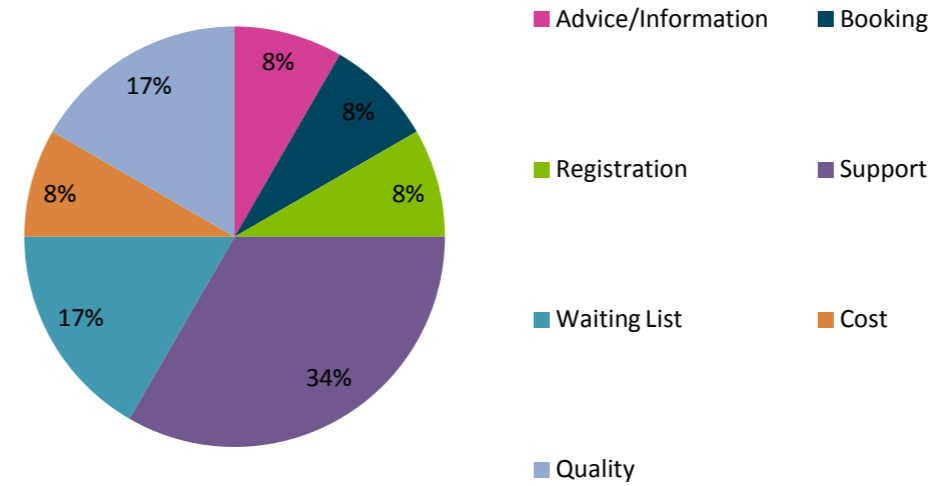
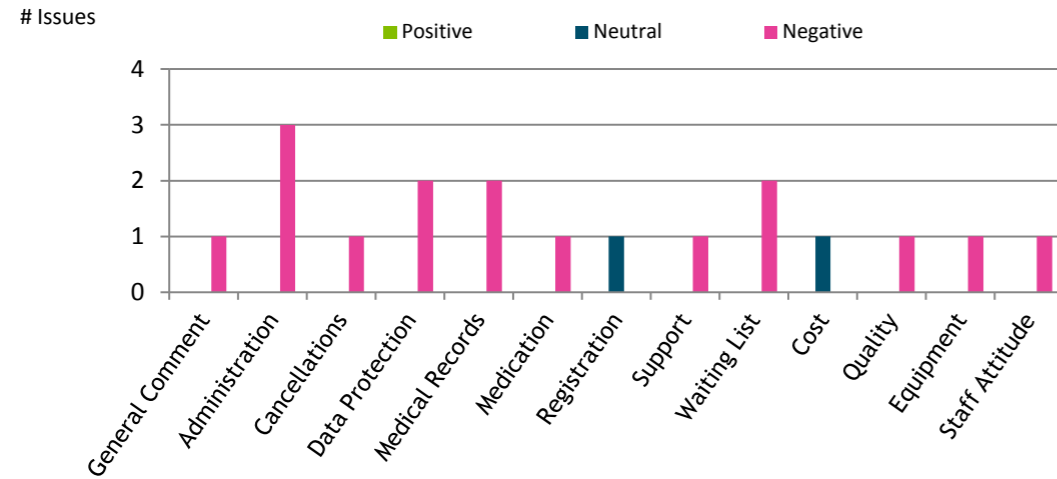
6.14 Sentiment, Follow On



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

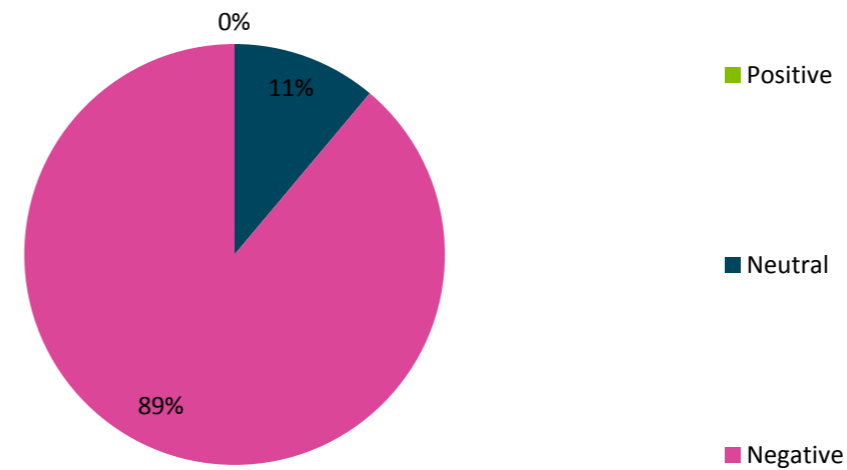
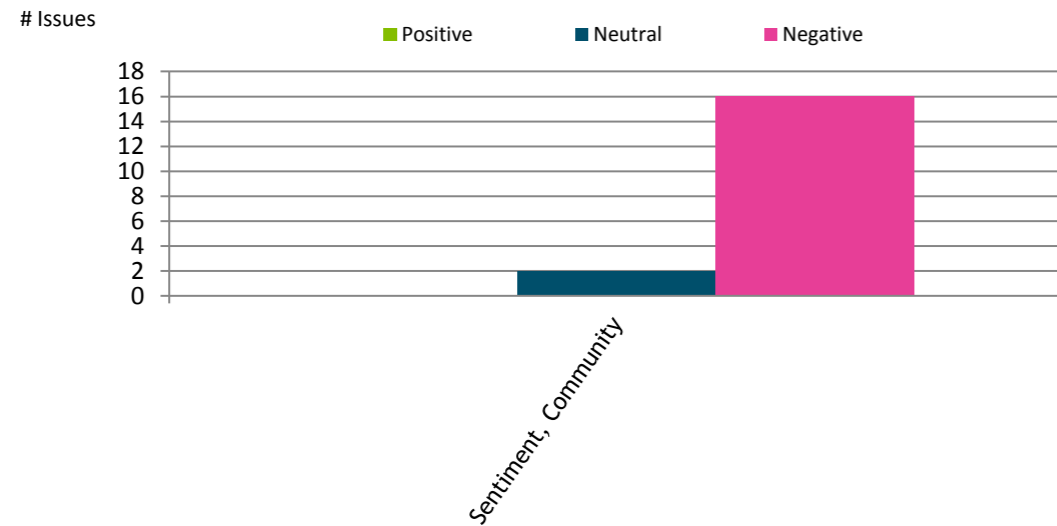


6.15 Trends, Community (18 issues)



Issues receiving the most comments overall

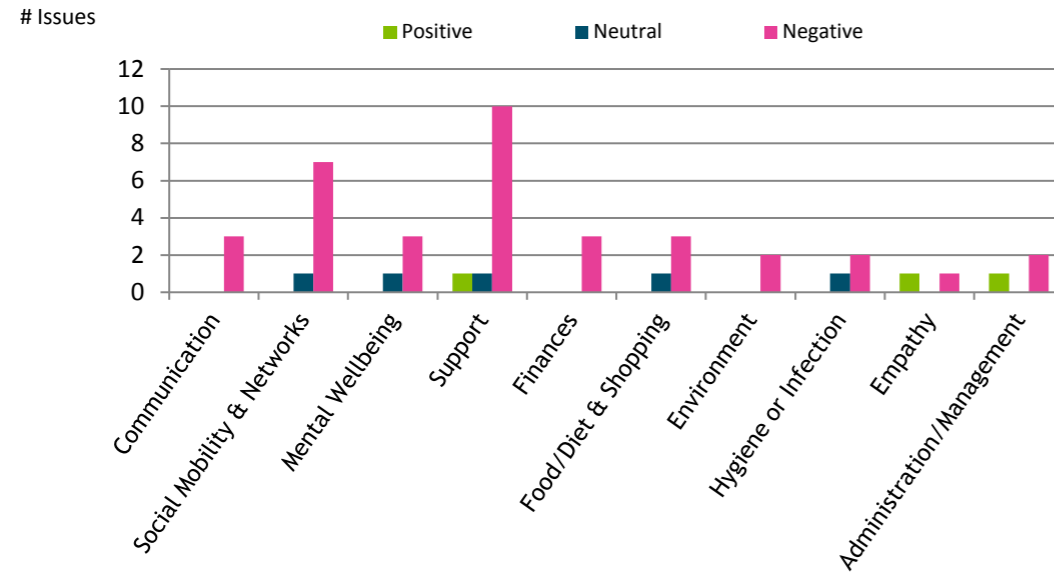
6.16 Sentiment, Community



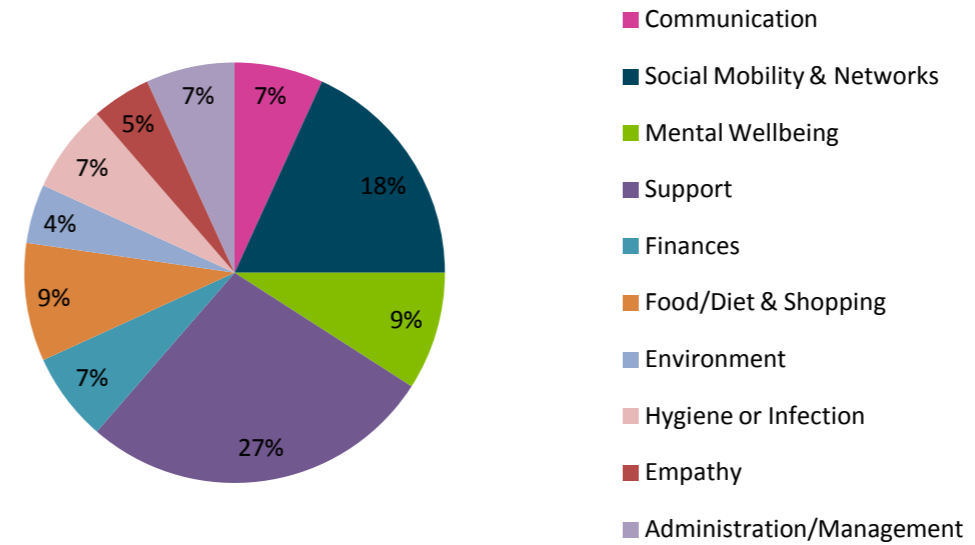
7. Wider Community: Which aspects are people most commenting on?



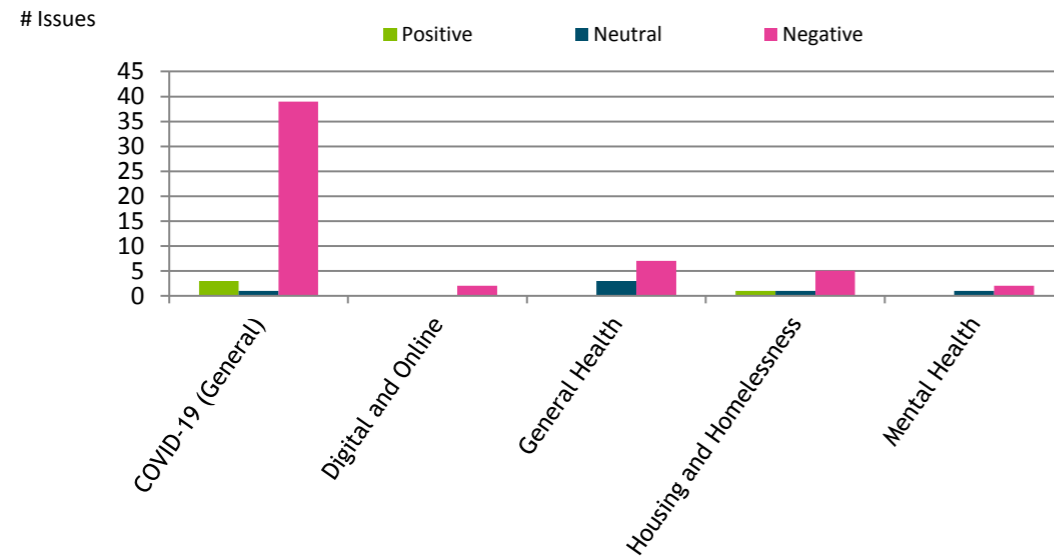
7.1 Top Trends: 52 issues from 29 people



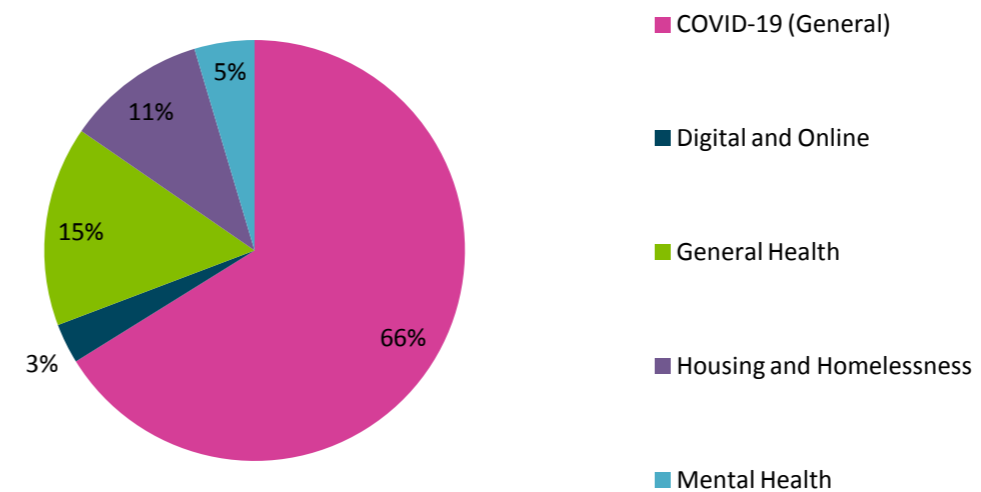
Issues receiving the most comments overall.



7.2 Stated topics



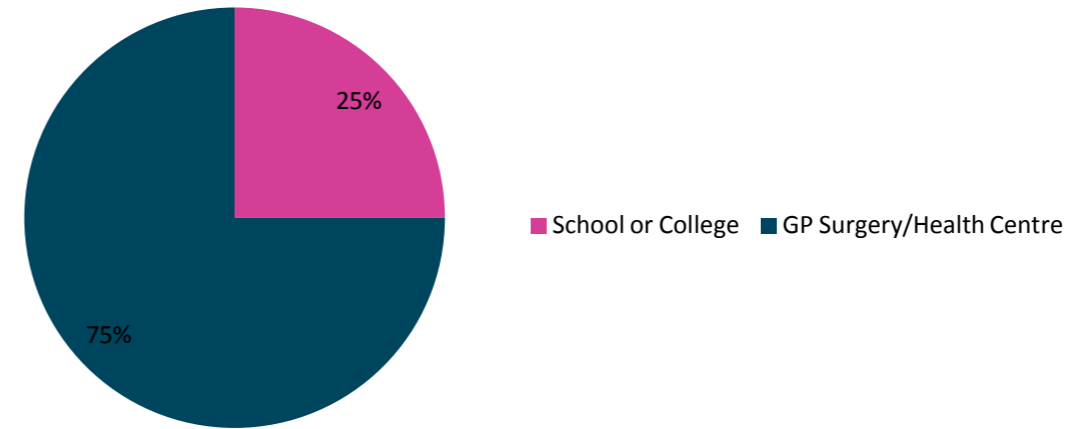
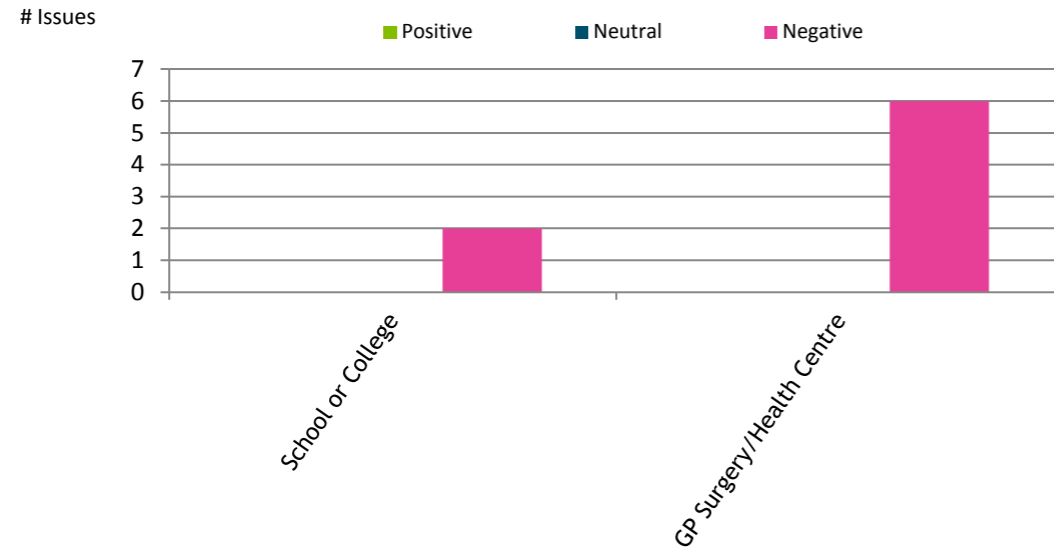
Topics receiving the most comments overall



7. Wider Community: Which aspects are people most commenting on?

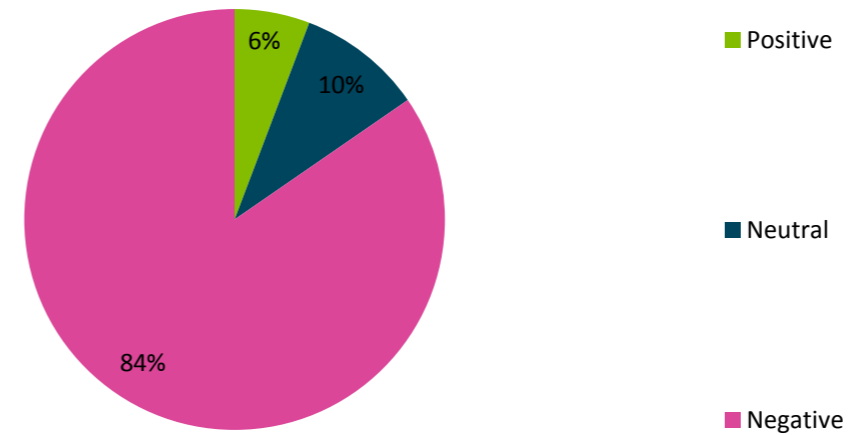
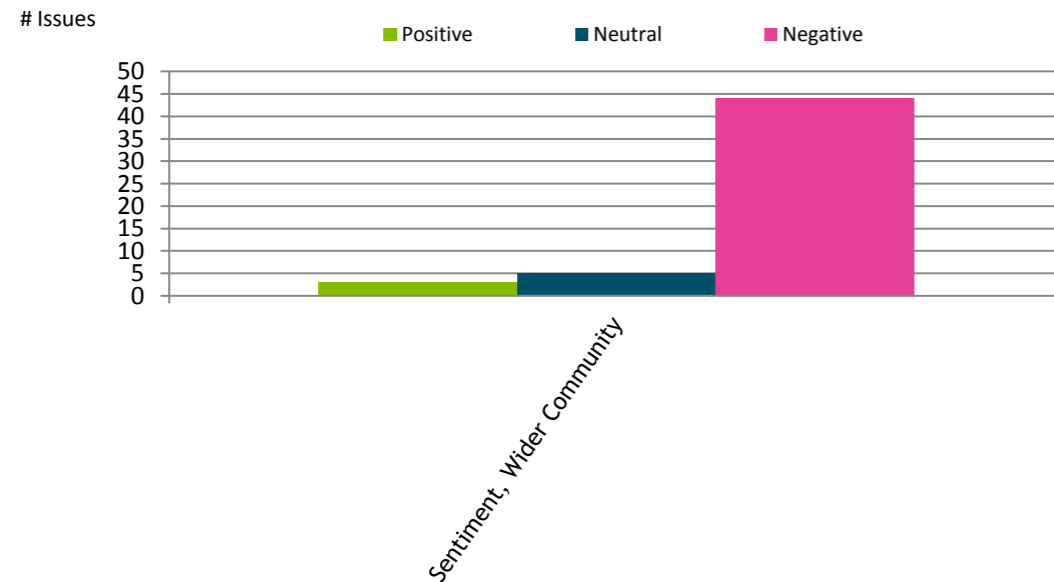


7.3 Service Type



Service type receiving the most comments overall

7.4 Sentiment, Wider Community



8. 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>	48	2	38	88
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	6	1	12	19
	Peer Involvement	<i>Involvement or Influence of friends.</i>	0	0	2	2
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	10	2	20	32
	User Involvement	<i>Involvement or influence of the service user.</i>	61	3	27	91
Systems	Administration	<i>Administrative processes and delivery.</i>	3	3	50	56
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	0	0	2	2
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	33	2	36	71
	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	3	4
	Referral	<i>Referral to a service.</i>	5	0	4	9
	Medical Records	<i>Management of medical records.</i>	0	0	5	5
	Medication	<i>Prescription and management of medicines.</i>	5	0	11	16
	Opening Times	<i>Opening times of a service.</i>	1	0	3	4
	Planning	<i>Leadership and general organisation.</i>	22	0	10	32
	Registration	<i>Ability to register for a service.</i>	0	2	11	13
	Support	<i>Levels of support provided.</i>	149	5	77	231
	Telephone	<i>Ability to contact a service by telephone.</i>	3	0	24	27
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	16	0	18	34
	Waiting List	<i>Length of wait while on a list.</i>	20	1	31	52
Values	Choice	<i>General choice.</i>	4	0	3	7
	Cost	<i>General cost.</i>	1	3	13	17
	Language	<i>Language, including terminology.</i>	2	1	2	5
	Nutrition	<i>Provision of sustenance.</i>	1	0	3	4
	Privacy	<i>Privacy, personal space and property.</i>	0	0	1	1
	Quality	<i>General quality of a service, or staff.</i>	203	1	50	254
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	0	0
	Stimulation	<i>General stimulation, including access to activities.</i>	2	0	1	3

8. 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>	0	0	3	3
	Environment/Layout	<i>Physical environment of a service.</i>	7	0	9	16
	Equipment	<i>General equipment issues.</i>	2	1	8	11
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	25	1	9	35
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	7	1	1	9
	Mobility	<i>Physical mobility to, from and within services.</i>	1	0	0	1
	Travel/Parking	<i>Ability to travel or park.</i>	1	0	2	3
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	3	3
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	4	4
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	269	3	76	348
	Complaints	<i>Ability to log and resolve a complaint.</i>	2	0	6	8
	Staff Training	<i>Training of staff.</i>	2	1	4	7
	Staffing Levels	<i>General availability of staff.</i>	0	0	4	4
Total:			911	34	592	1537