

The Experience of Northwick Park Hospital

A trends analysis report by Healthwatch Harrow



28 January 2021

Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of Northwick Park Hospital.

Reporting Period: 1 January 2020 - 31 December 2020

Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 233 people. Feedback has been obtained from a variety of sources, including general engagement and comments posted online (Care Opinion and social media).

Top Trends (Page 5)

Findings suggest the vast majority of people receive good quality, compassionate treatment and care, with good levels of support. Communication, involvement and waiting times are cited as leading negative issues.

Leading Trends...

On service access, we receive far fewer complaints about waiting lists for treatment. While communication remains an issue, we detect an increase in compliments, and decrease in complaints.

Satisfaction Levels (Pages 6-7)

On the whole, feedback is 58% positive. Around two thirds of experiences (59%) reflect good levels of involvement and support, while sentiment on quality and empathy is broadly positive (74%). On service access, over half of comments (53%) are negative overall.

Trends...

This quarter overall satisfaction has improved by 4%, comments suggest, with a 2% improvement in communication, user involvement and support also recorded.

On service access, comments suggest satisfaction has improved by a notable 11% this quarter.

Departments (Pages 8-13)

Feedback about A&E suggests good quality, compassionate treatment and care, with marginal satisfaction on waiting times.

On Acute Care, comments reflect a great appreciation of performance during the Covid-19 pandemic.

Trends...

Feedback suggests overall satisfaction on A&E has improved by 8% this quarter, standing at 66% positive.

On Maternity, while feedback is complimentary about overall outcomes, patients would like greater levels of empathy, support and involvement.

Care Pathway (Pages 14-21)

Feedback suggests experiences of clinical treatment and nursing care are broadly positive overall. On reception, feedback is noticeably negative overall, with satisfaction at just 33%.

Trends...

Feedback about general treatment and care is clearly positive overall, however waiting times at appointments and levels of communication remain negative issues.

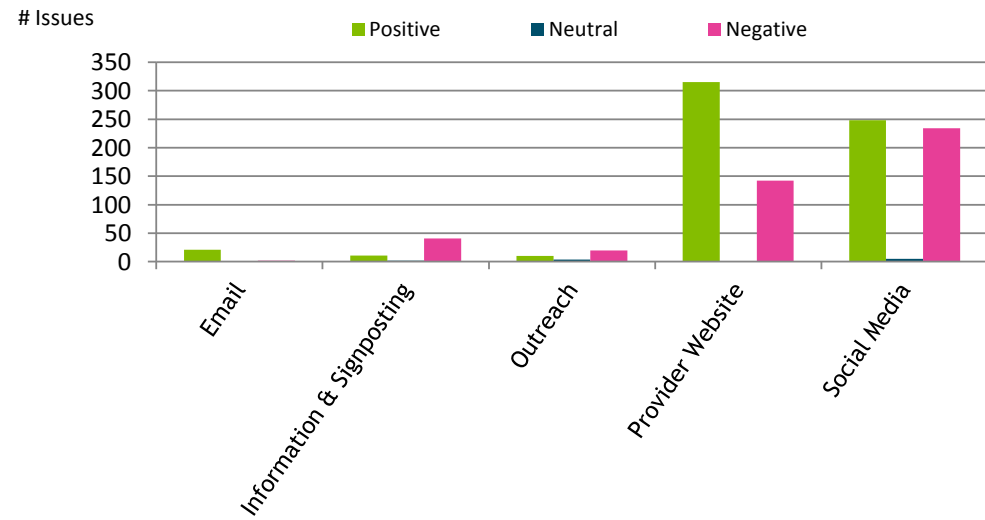
On reception, patients would like greater levels of empathy, support and communication. General administration and telephone access are also cited as issues.

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

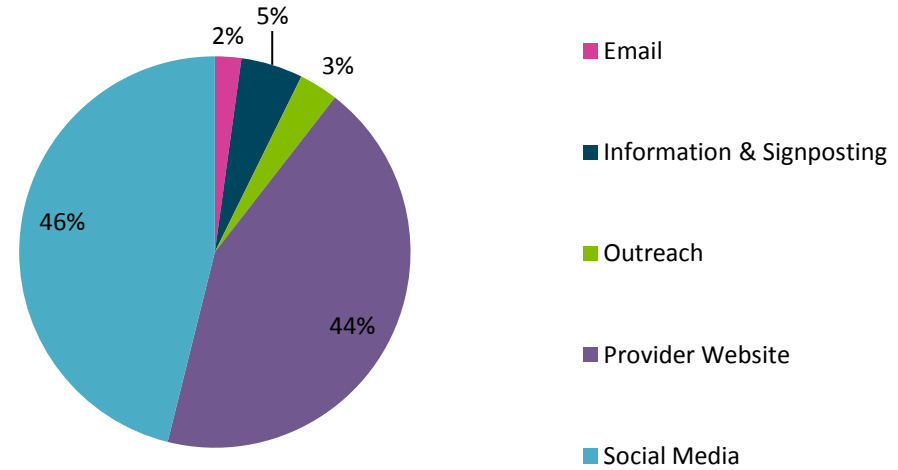
1. Data Source: Where did we collect the feedback?



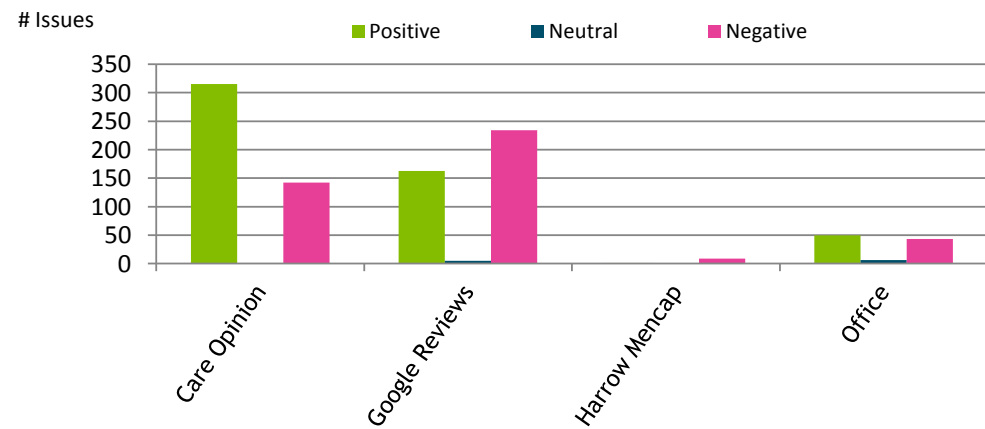
1.1 Source



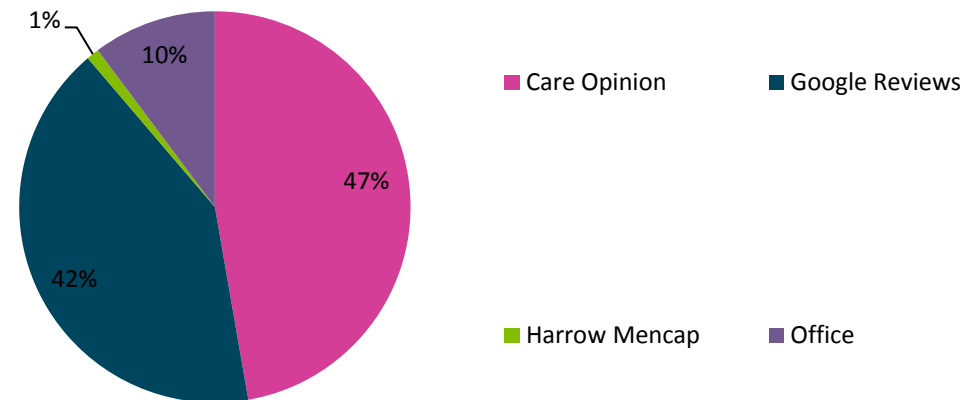
Sources providing the most comments overall



1.2 Origin



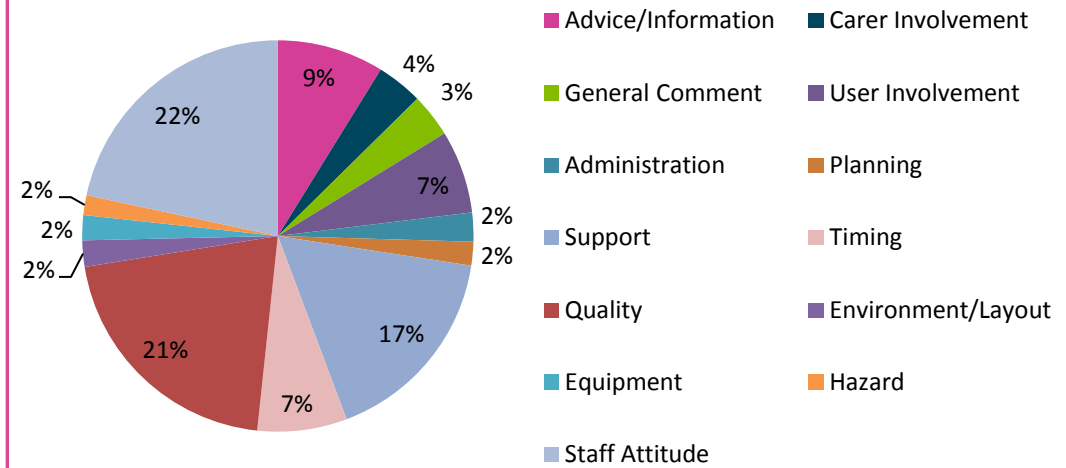
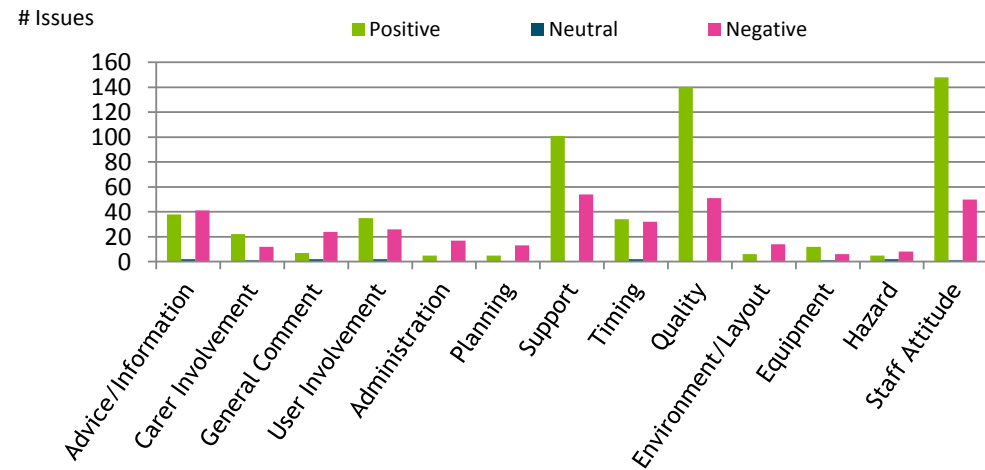
Origins providing the most comments overall



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

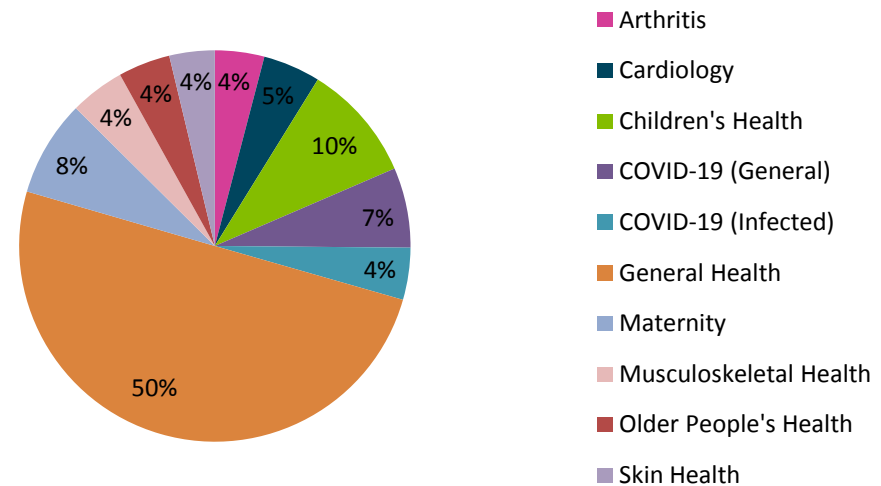
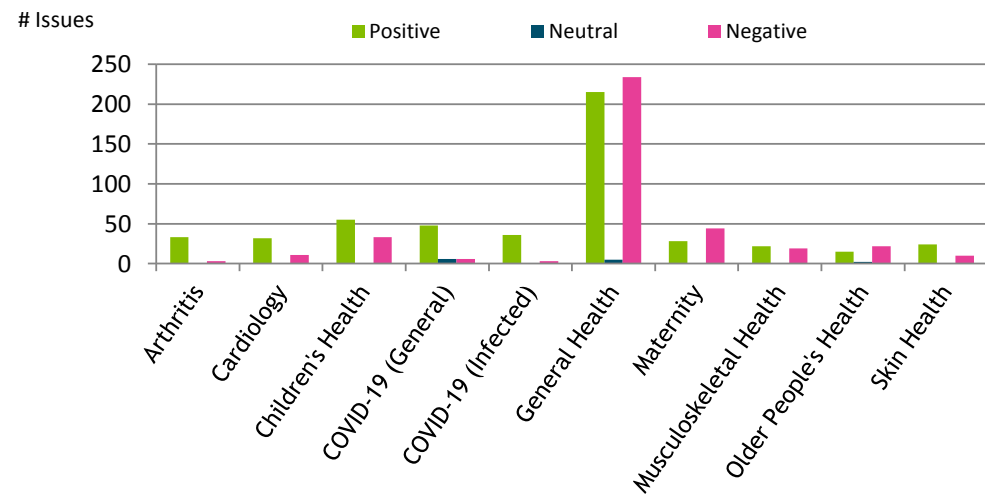


2.1 Service aspects: 1082 issues from 233 people



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

2.2 Stated medical conditions

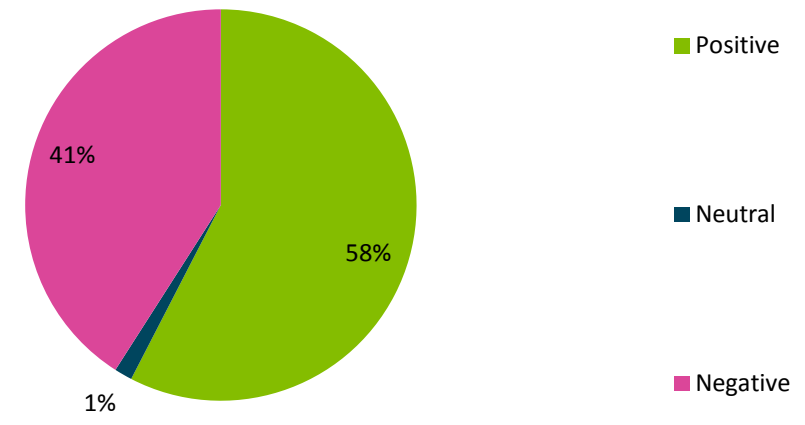
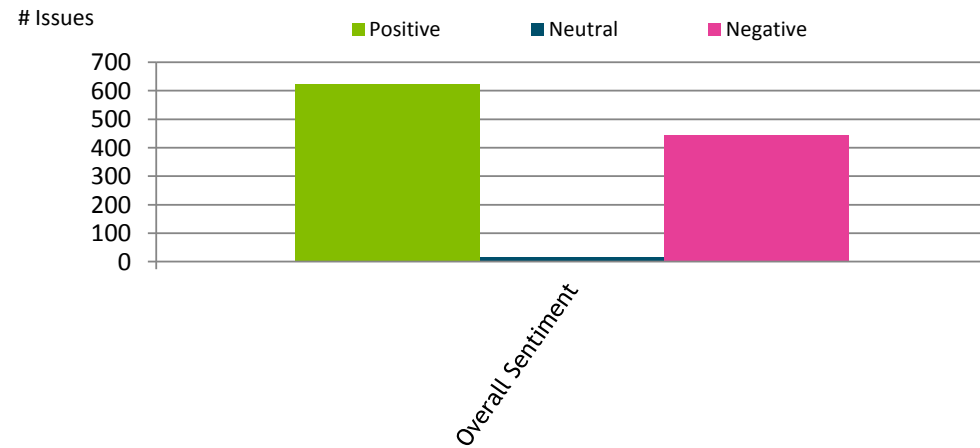


Medical conditions receiving the most comments overall

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

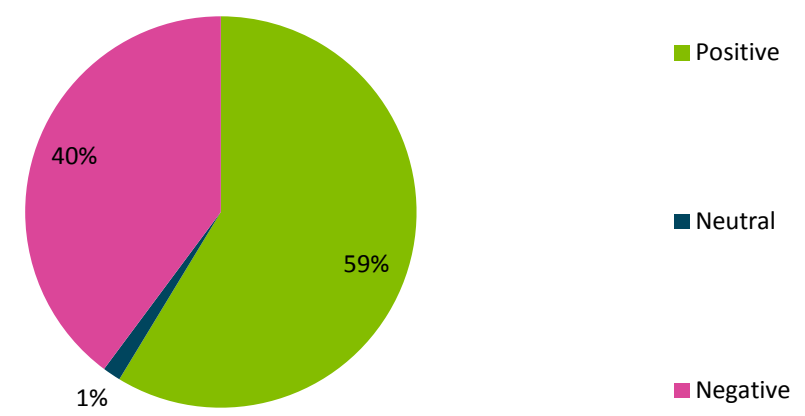
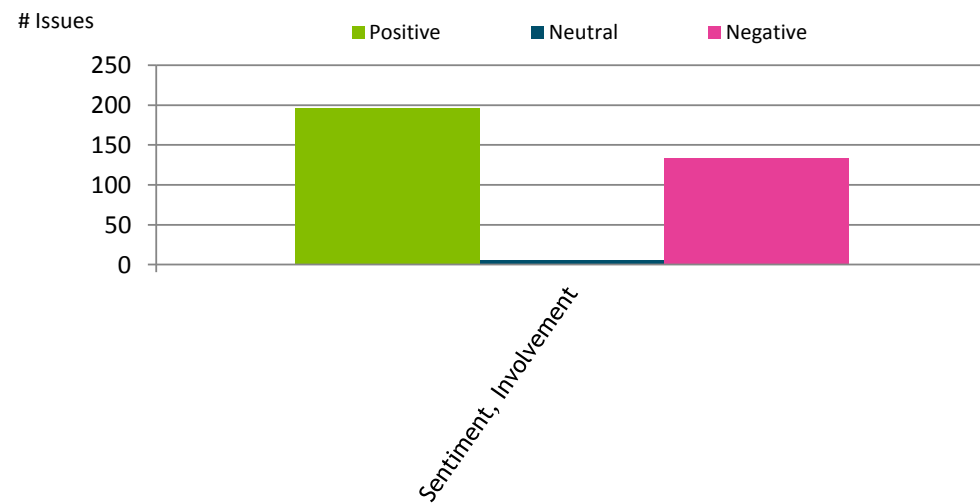


3.1 How do people feel as a whole?



Quarterly Benchmark: 4% improvement on the previous quarter

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

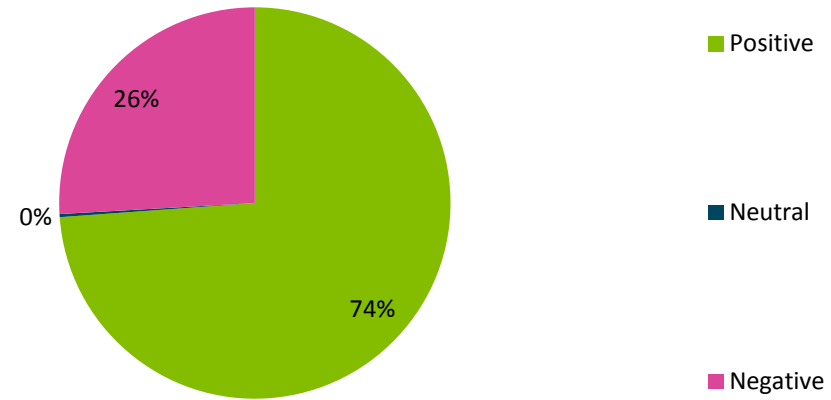
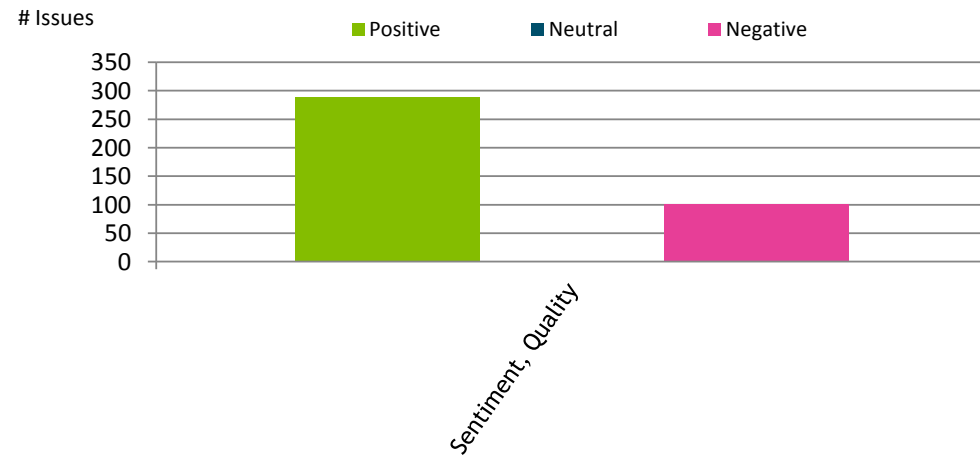


Quarterly Benchmark: 2% improvement on the previous quarter

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

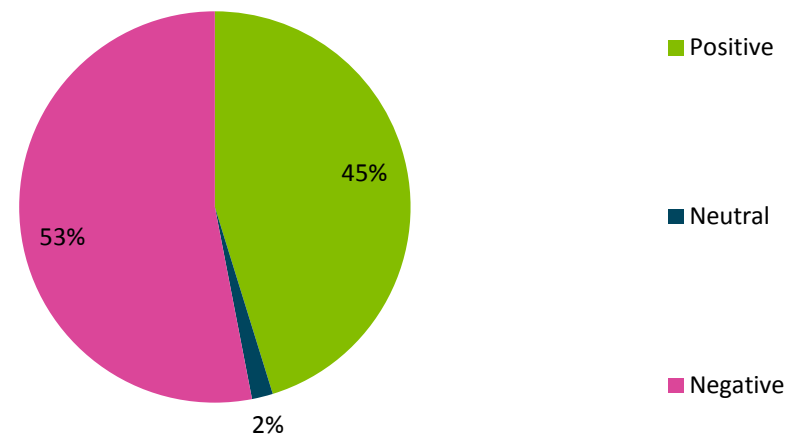
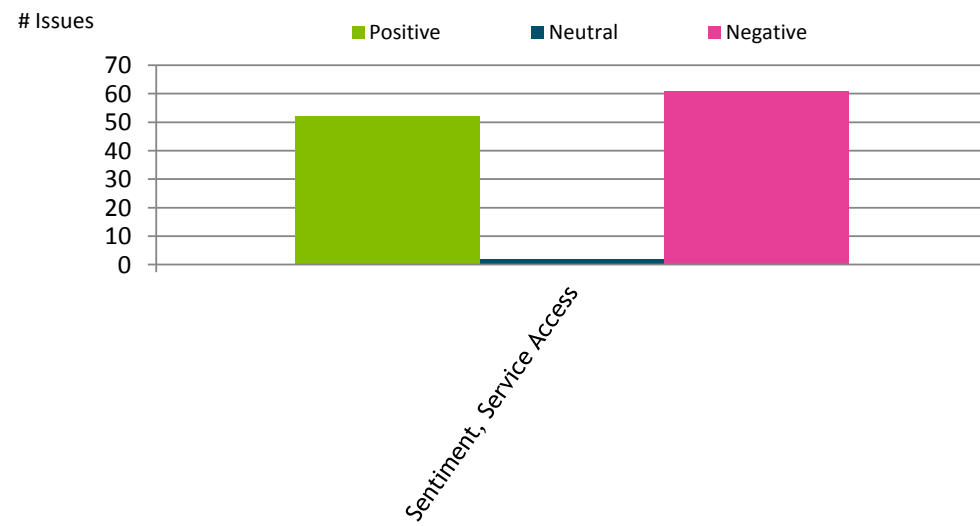


3.3 How do people feel about general quality and empathy?



Quarterly Benchmark: 1% decline on the previous quarter

3.4 How do people feel about general access to services?

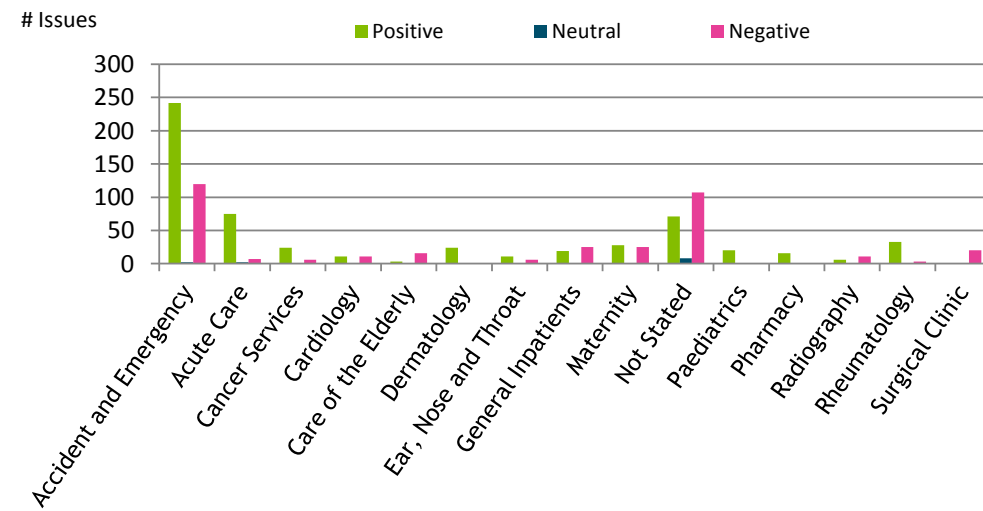


Quarterly Benchmark: 11% improvement on the previous quarter

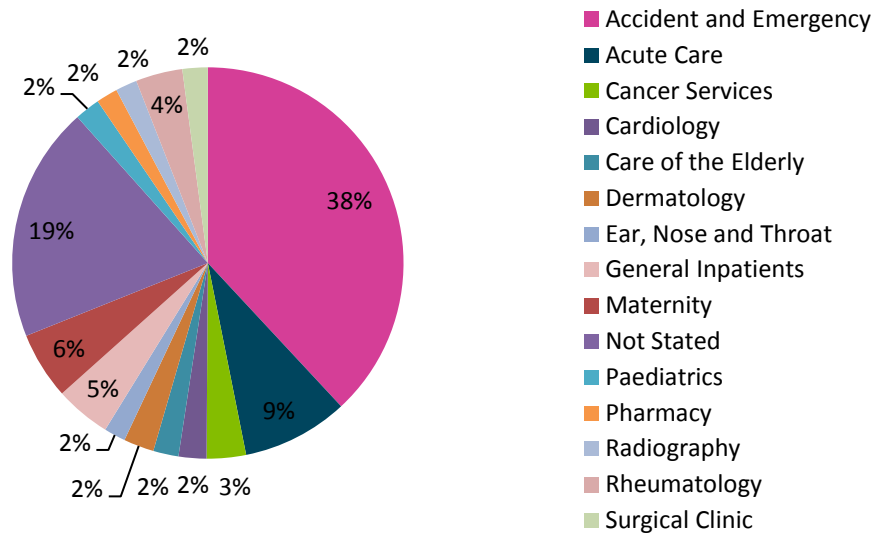
4. Trends: Which departments are people most commenting on?



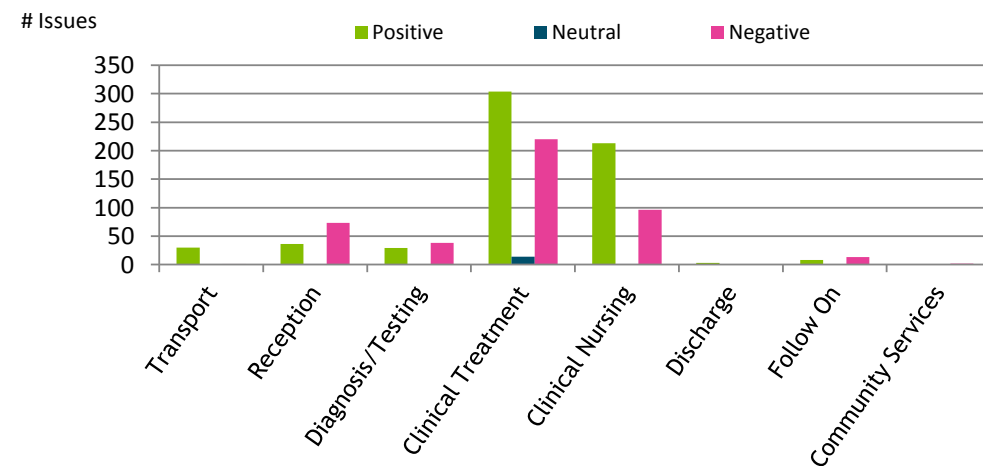
4.1 Departments (1082 issues)



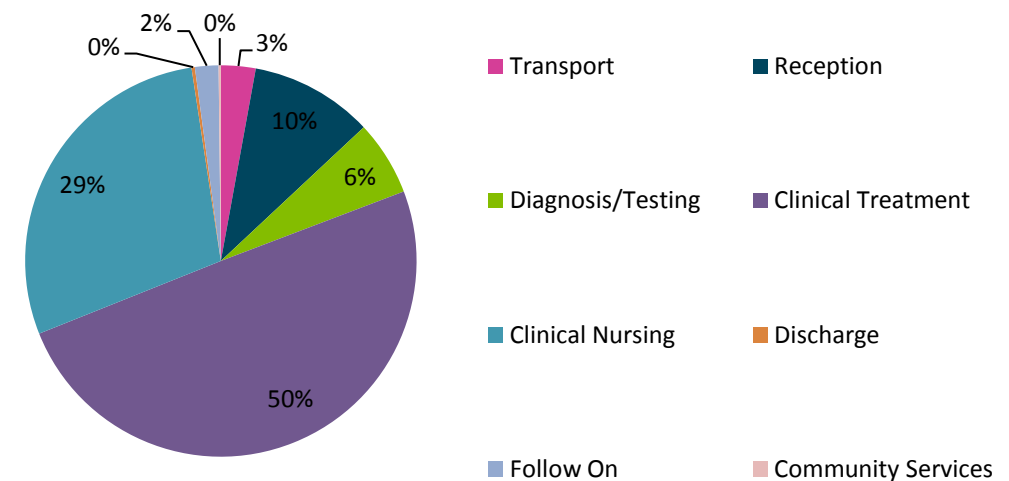
Departments receiving the most comments overall



4.2 Breakdown of care pathway locations (more on pages 13-20)



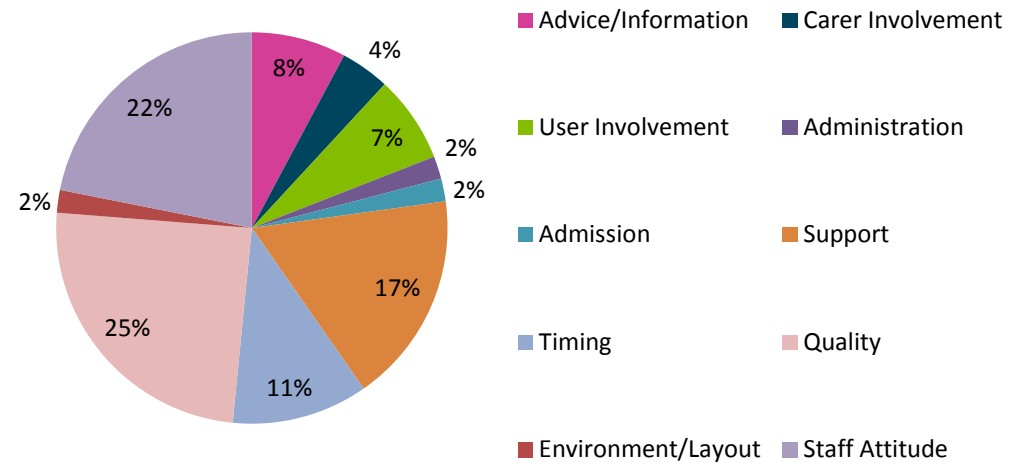
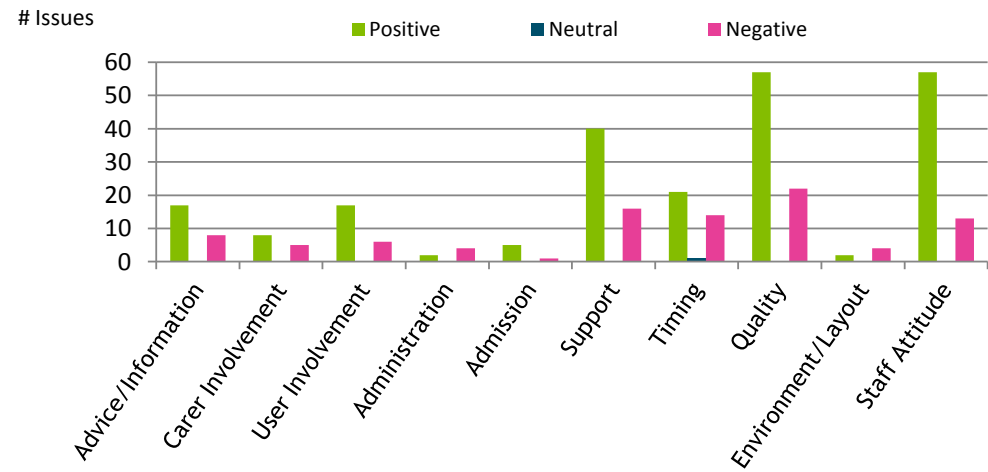
Care pathway locations



5. Trends: A&E

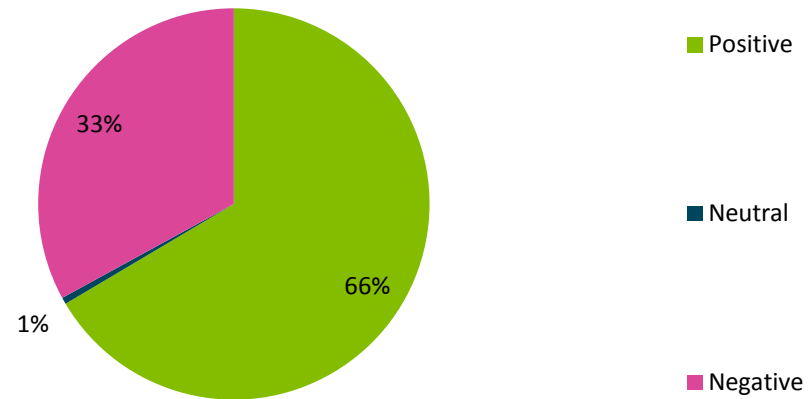
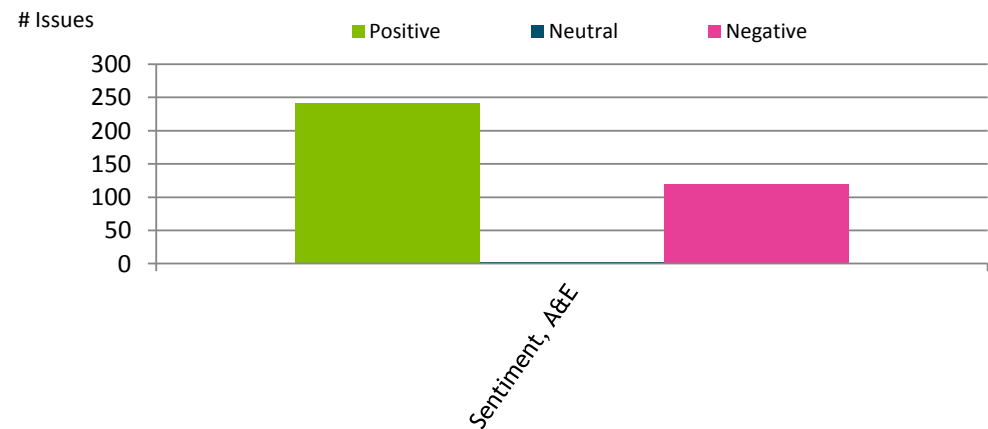


5.1 Trends, A&E (364 issues from 50 people)



Issues receiving the most comments overall

5.2 Sentiment, A&E

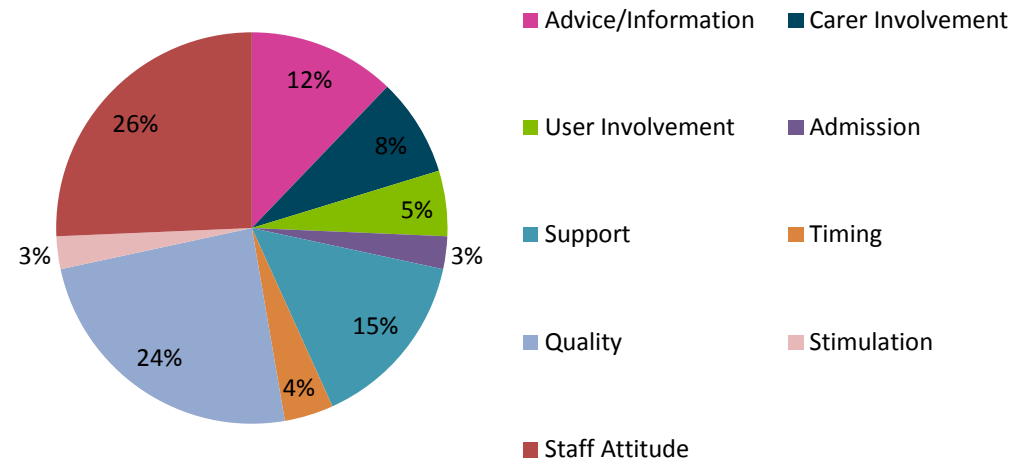
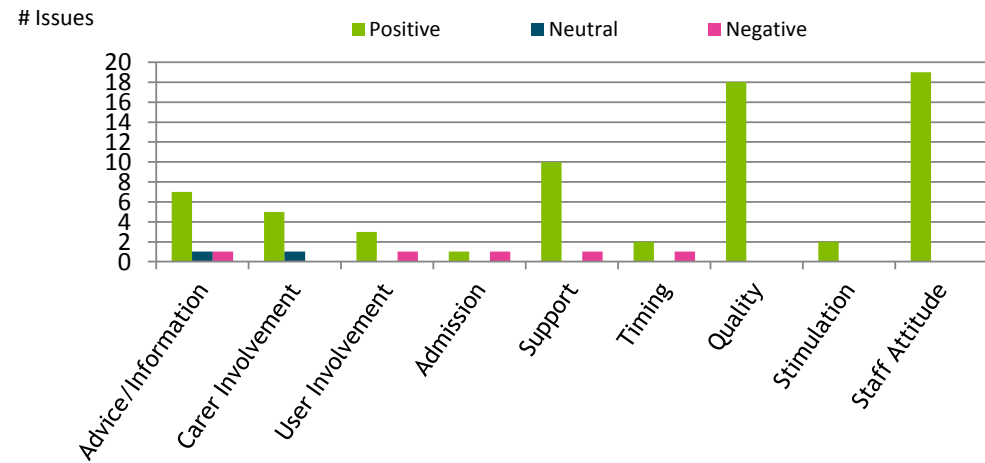


Quarterly Benchmark: 8% improvement on the previous quarter

5. Trends: Acute Care

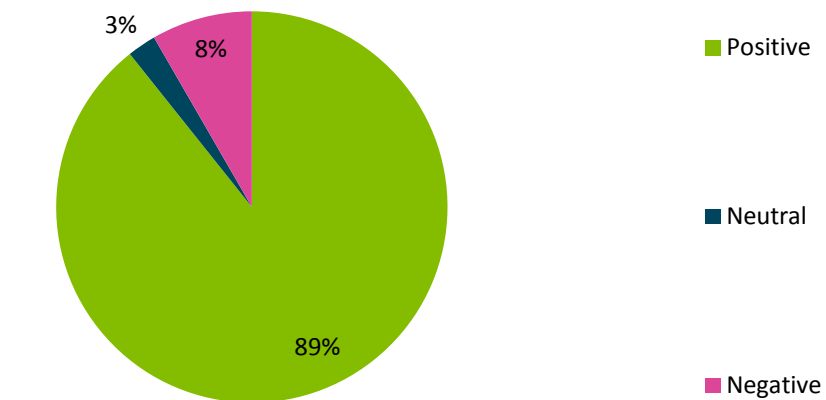
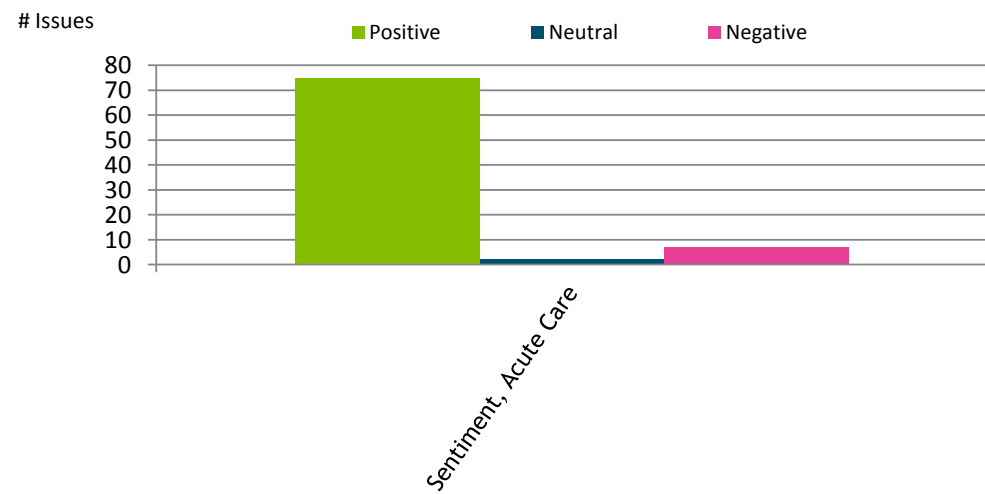


5.3 Trends, Acute Care (84 issues from 15 people)



Issues receiving the most comments overall

5.4 Sentiment, Acute Care

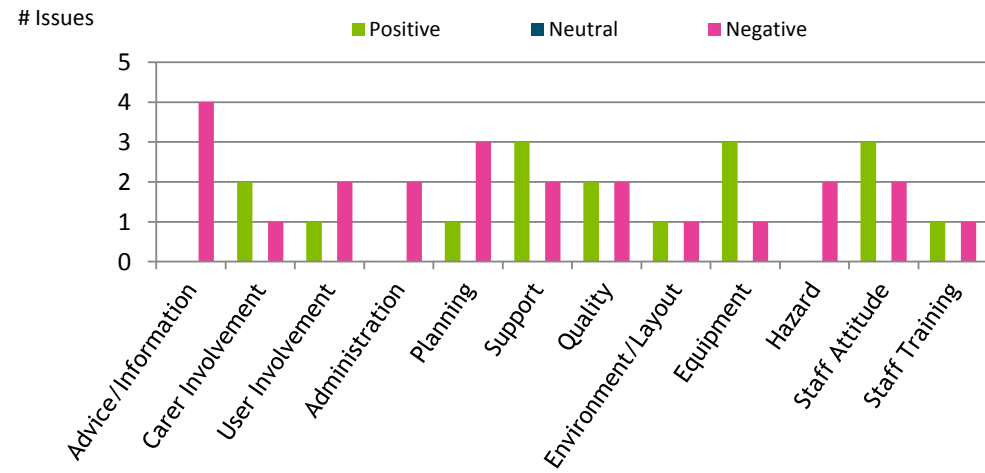


Quarterly Benchmark: N/A

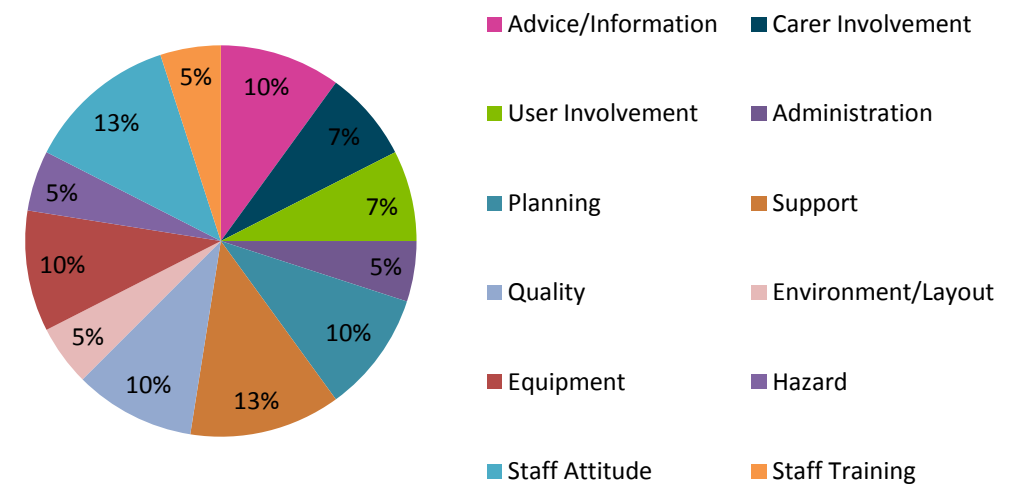
5. Trends: Inpatients (General)



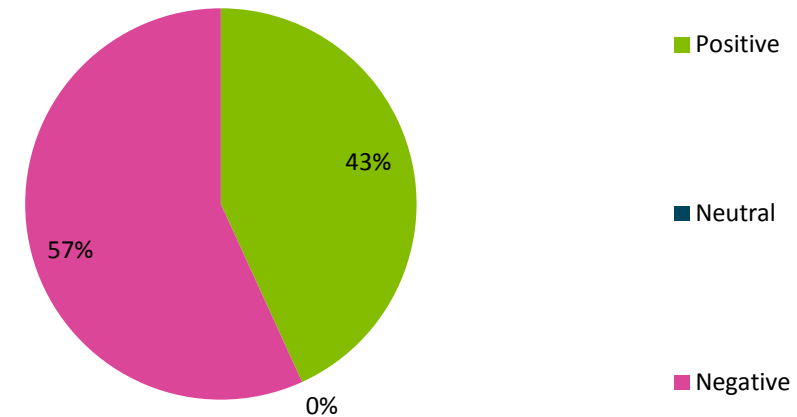
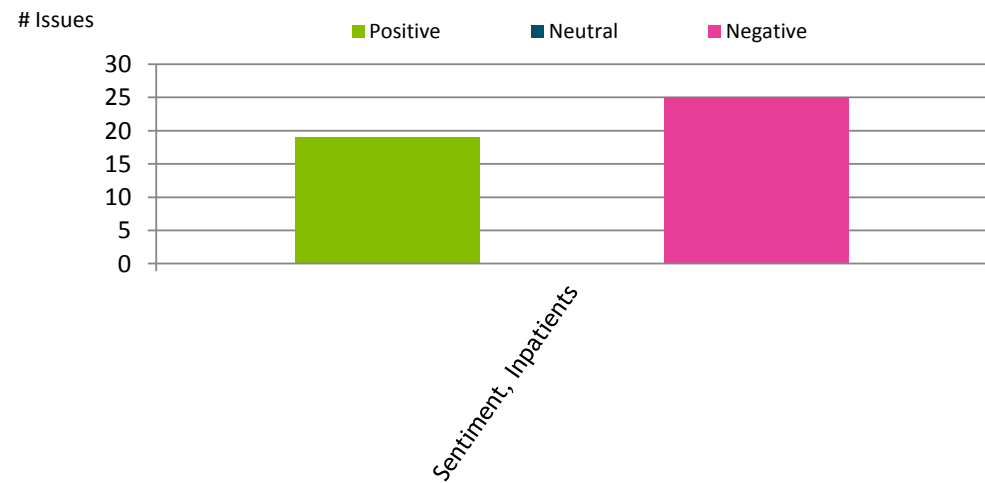
5.5 Trends, General Inpatients (44 issues from 9 people)



Issues receiving the most comments overall



5.6 Sentiment, General Inpatients

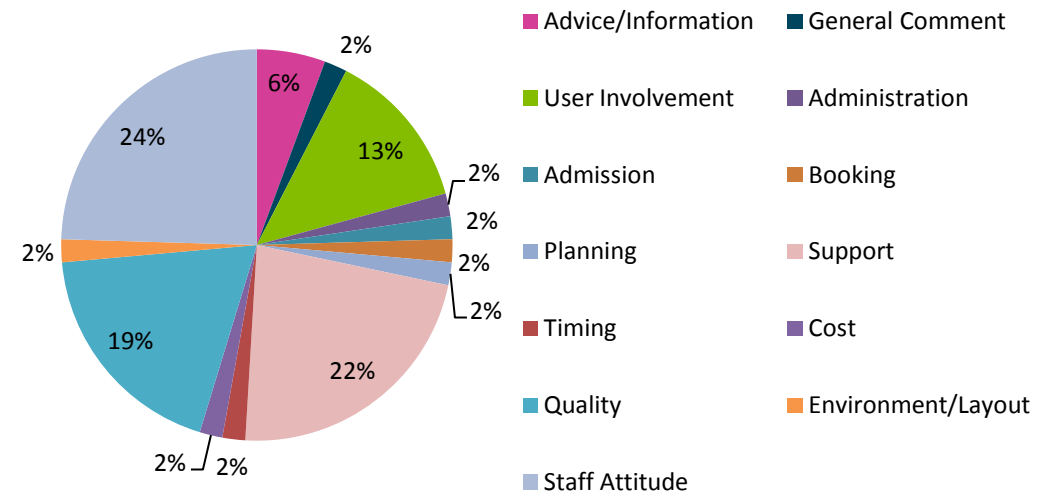
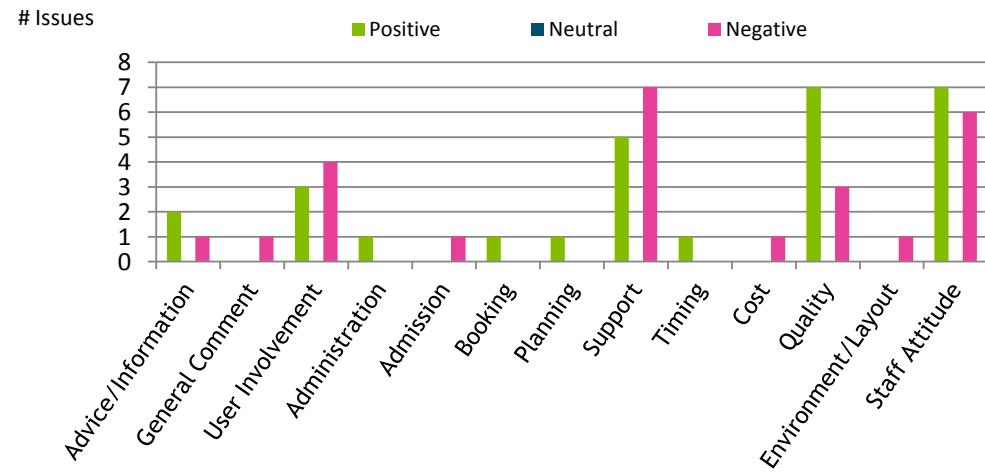


Quarterly Benchmark: N/A

5. Trends: Maternity

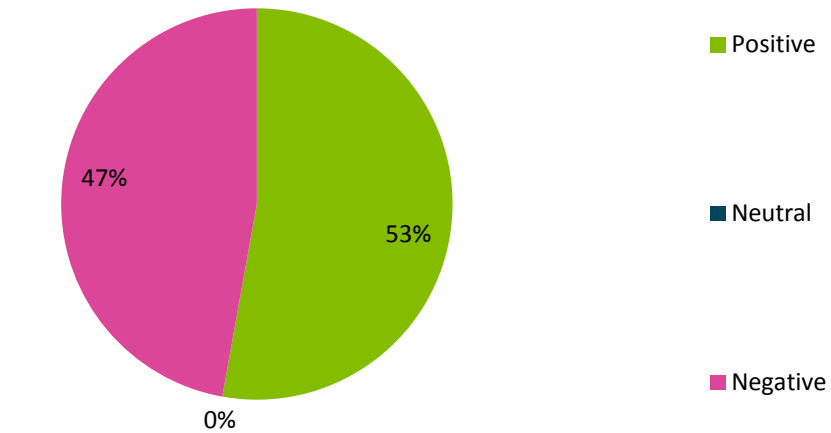
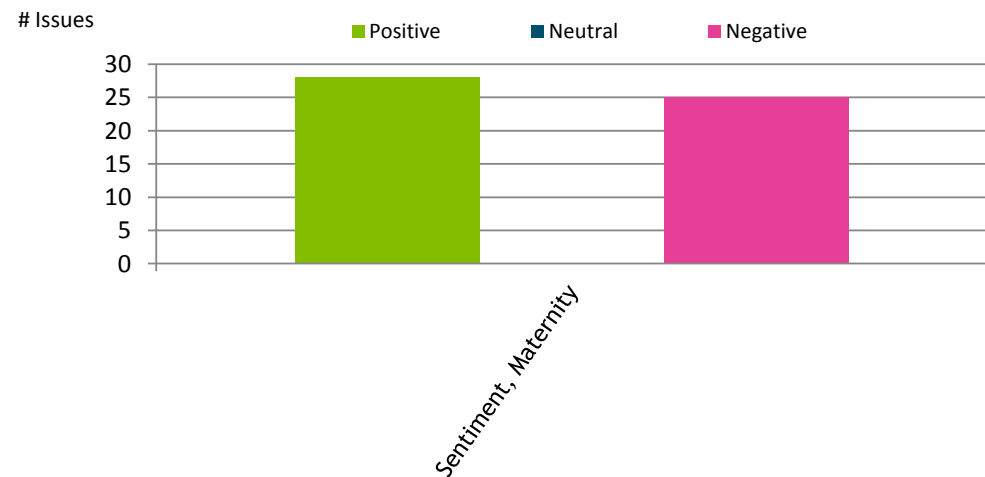


5.7 Trends, Maternity (53 issues from 12 people)



Issues receiving the most comments overall

5.8 Sentiment, Maternity

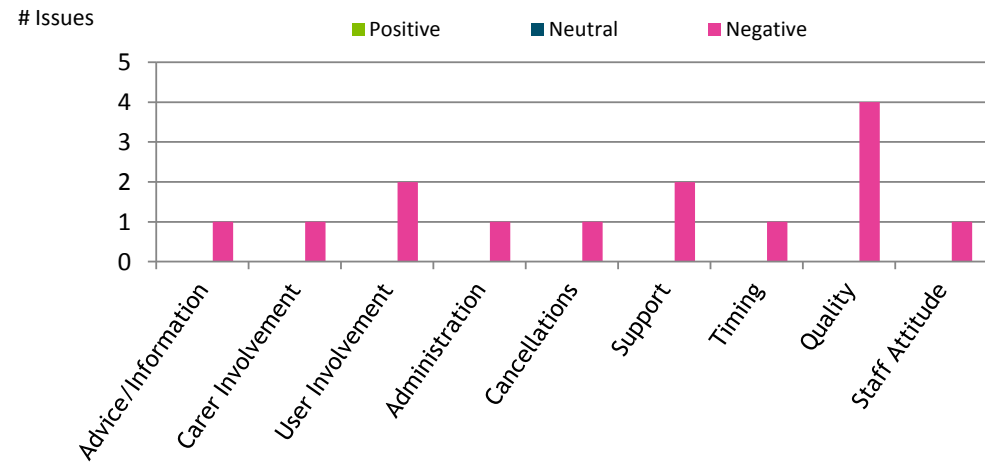


Quarterly Benchmark: N/A

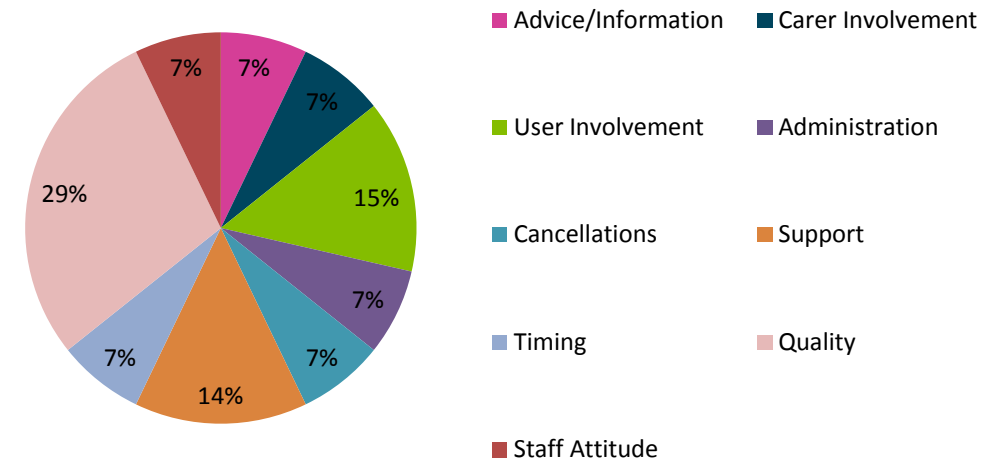
5. Trends: Surgery (General)



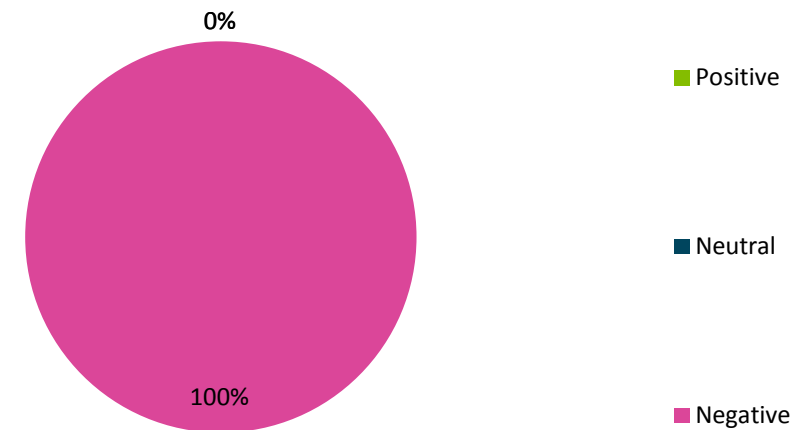
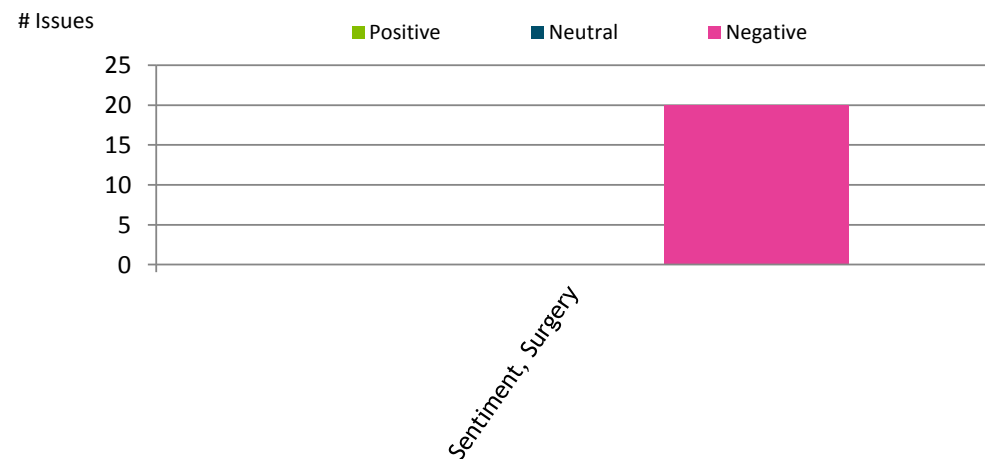
5.9 Trends, General Surgery (20 issues from 4 people)



Issues receiving the most comments overall



5.10 Sentiment, General Surgery

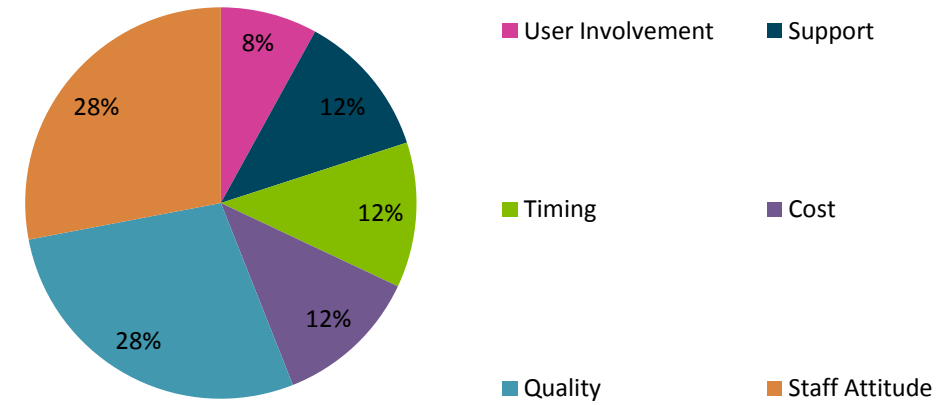
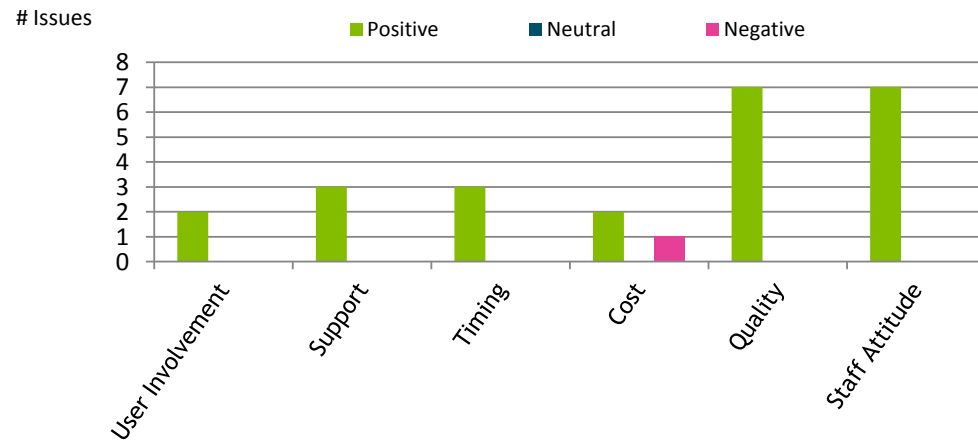


Quarterly Benchmark: N/A

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

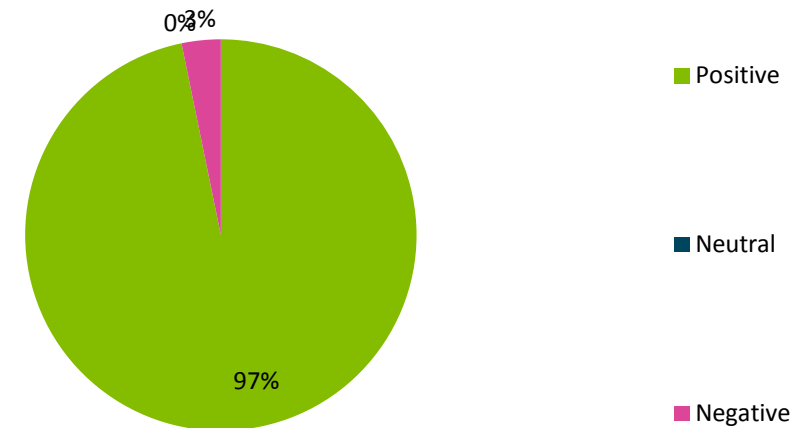
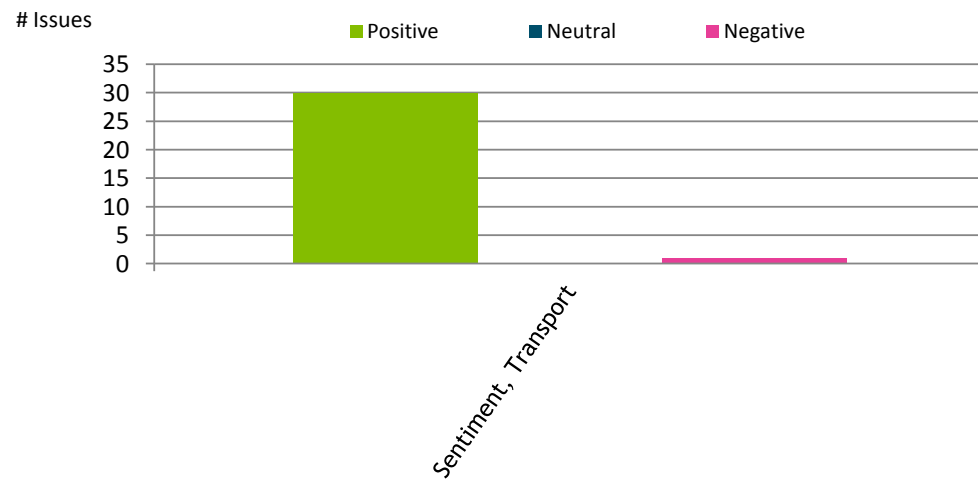


6.1 Trends, Transport (31 issues)



Issues receiving the most comments overall

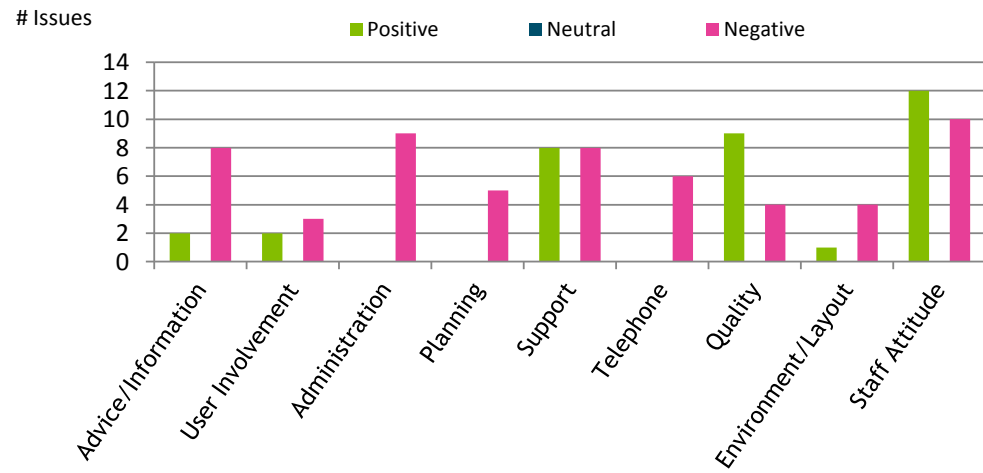
6.2 Sentiment, Transport



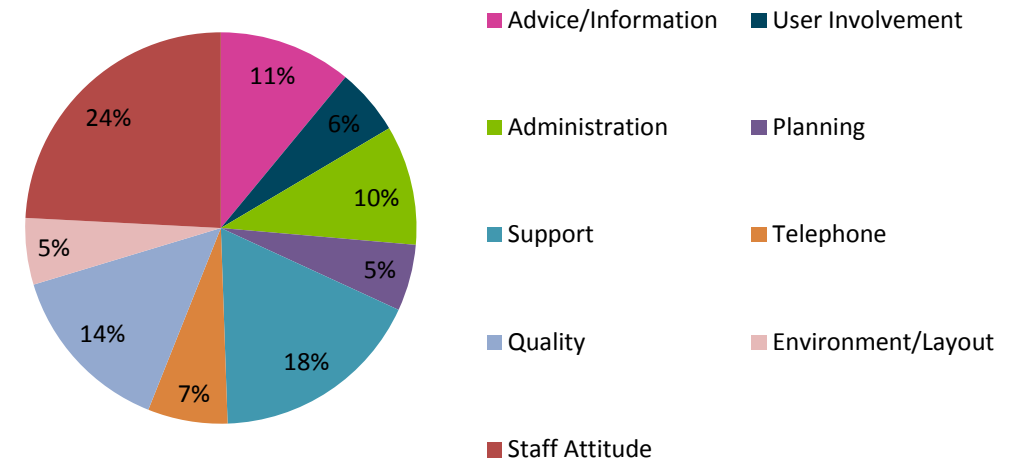
6. Care Pathway: Reception (reception services including back-office)



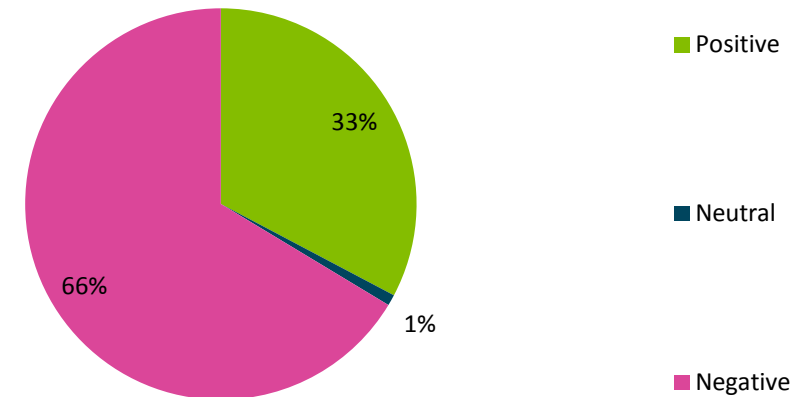
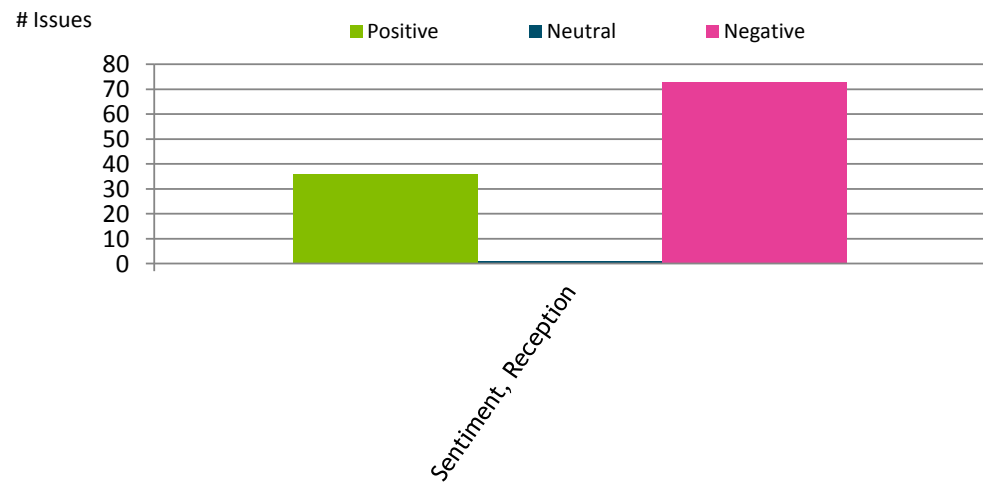
6.3 Trends, Reception (110 issues)



Issues receiving the most comments overall



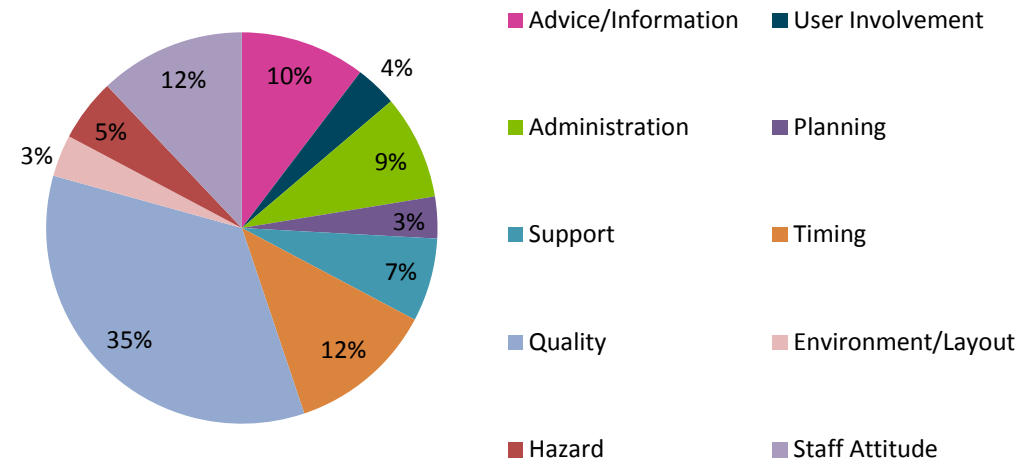
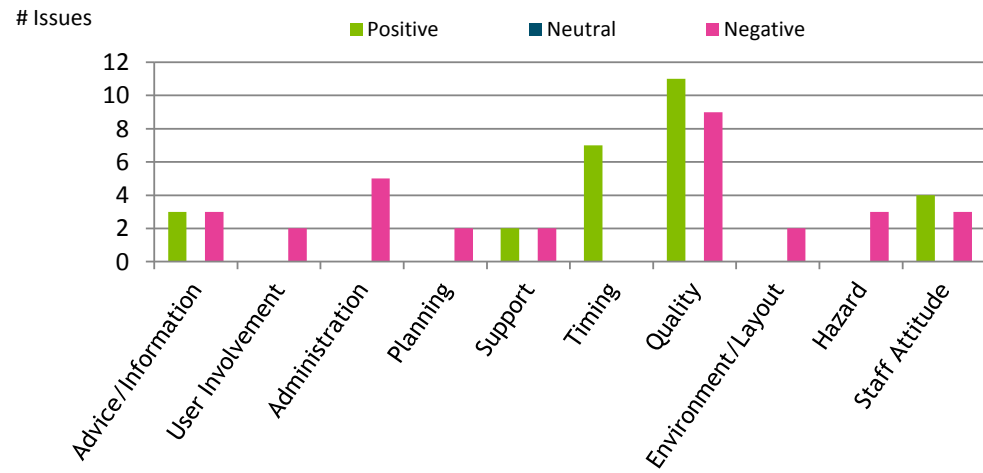
6.4 Sentiment, Reception



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

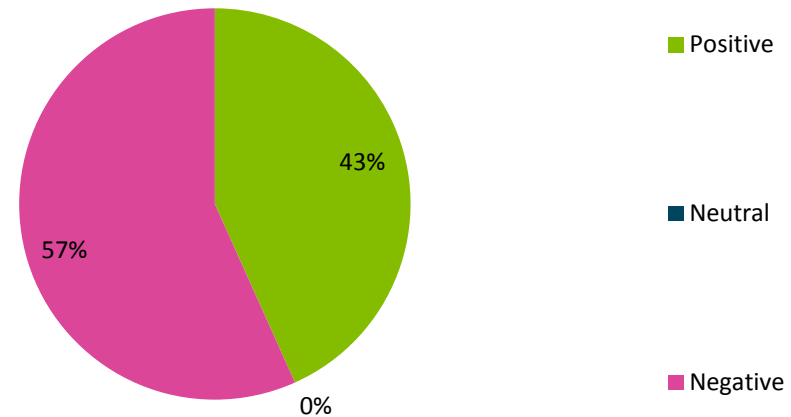
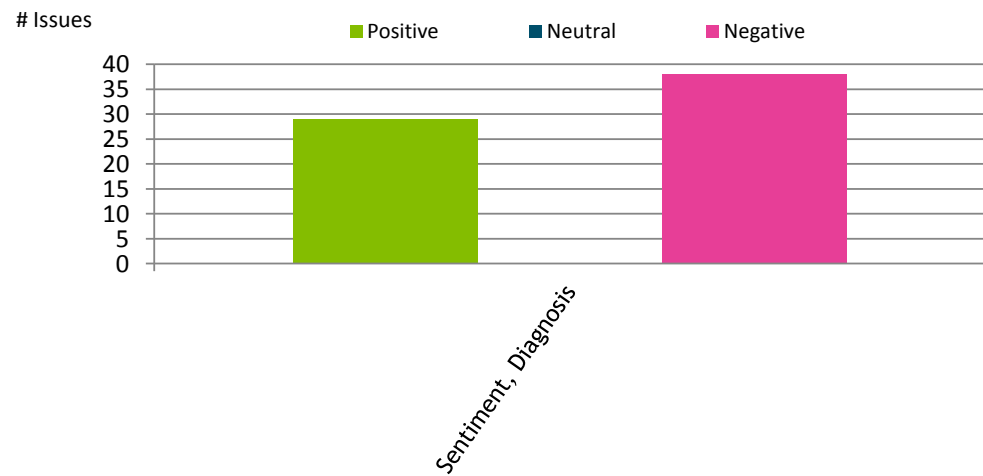


6.5 Trends, Diagnosis/Testing (67 issues)



Issues receiving the most comments overall

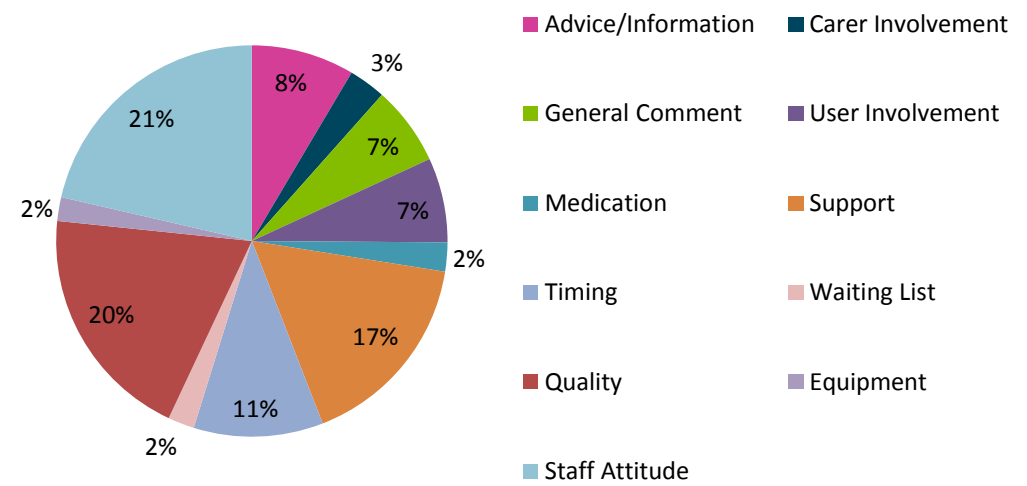
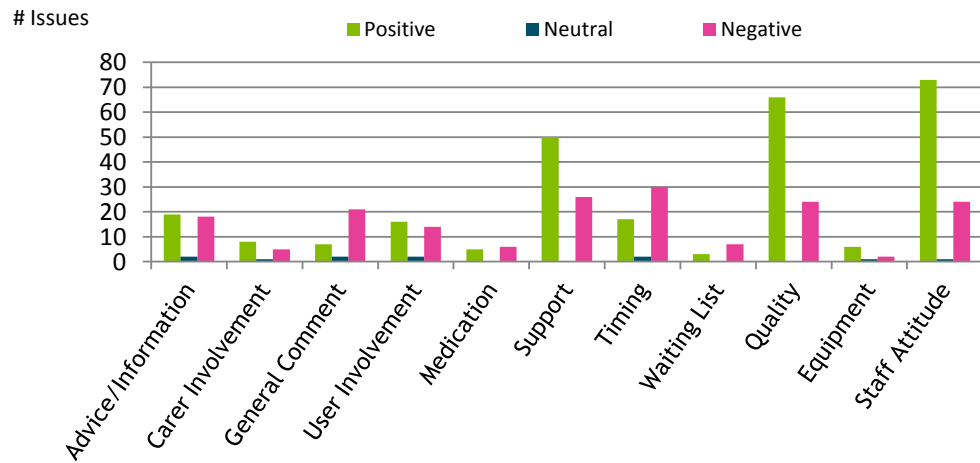
6.6 Sentiment, Diagnosis/Testing



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

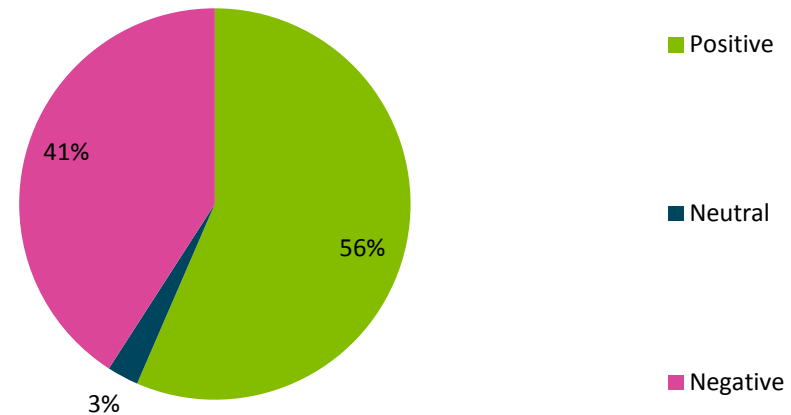
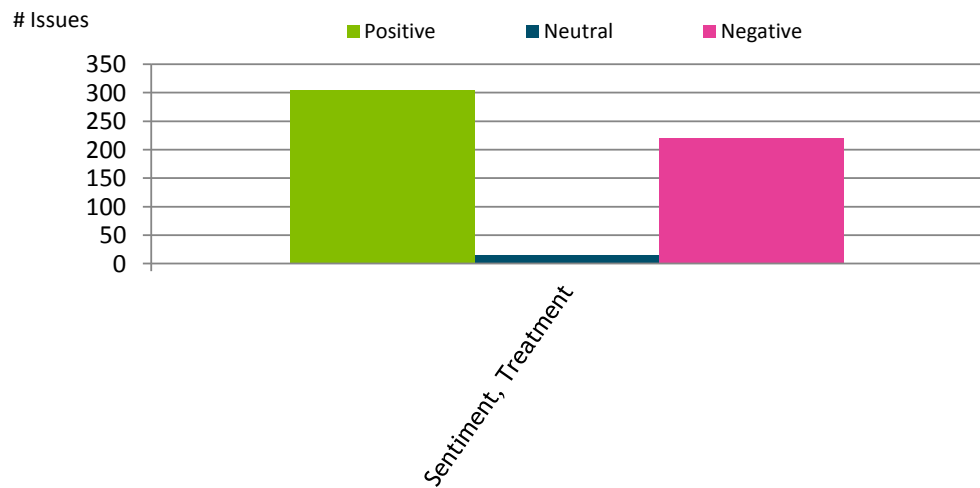


6.7 Trends, Clinical Treatment (538 issues)



Issues receiving the most comments overall

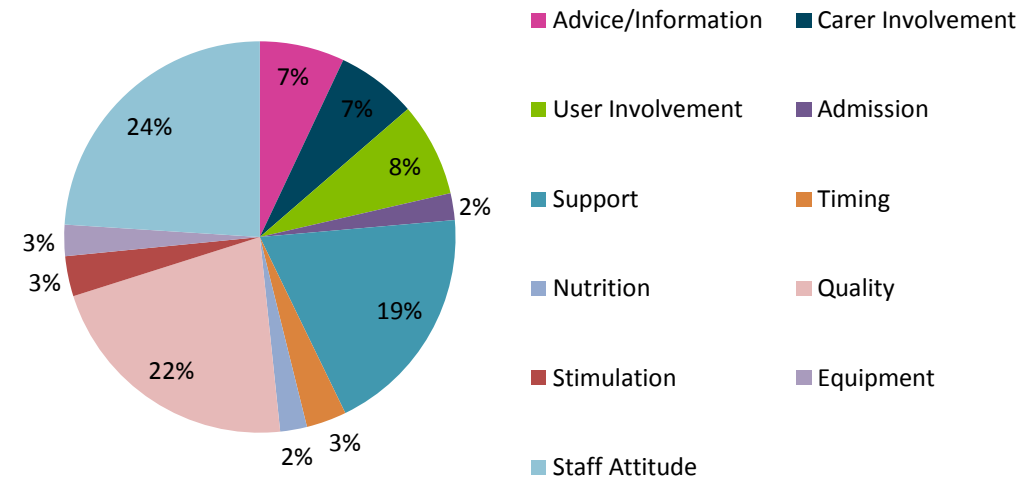
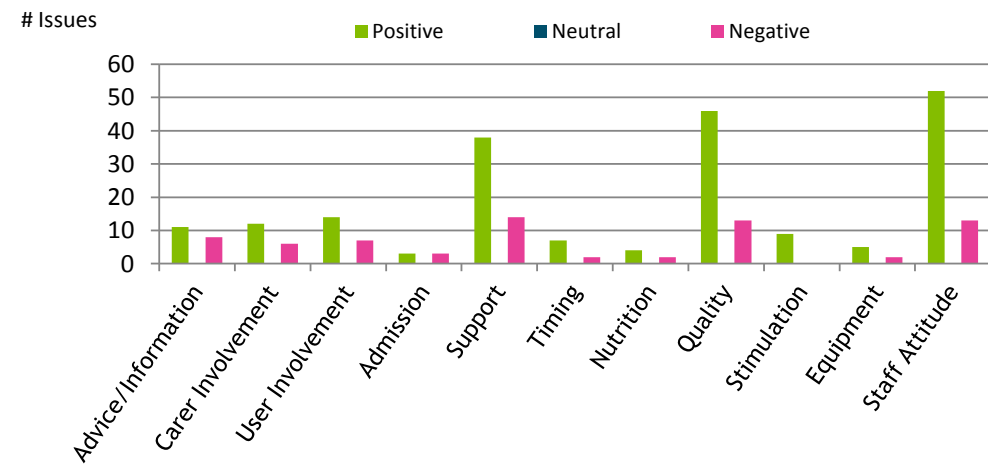
6.8 Sentiment, Clinical Treatment



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

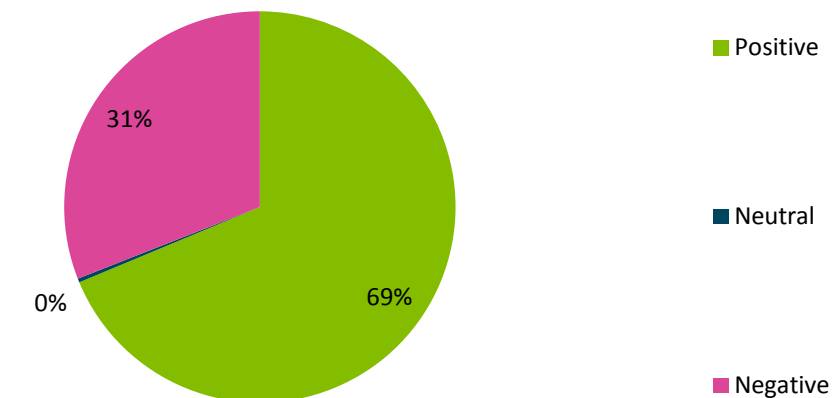
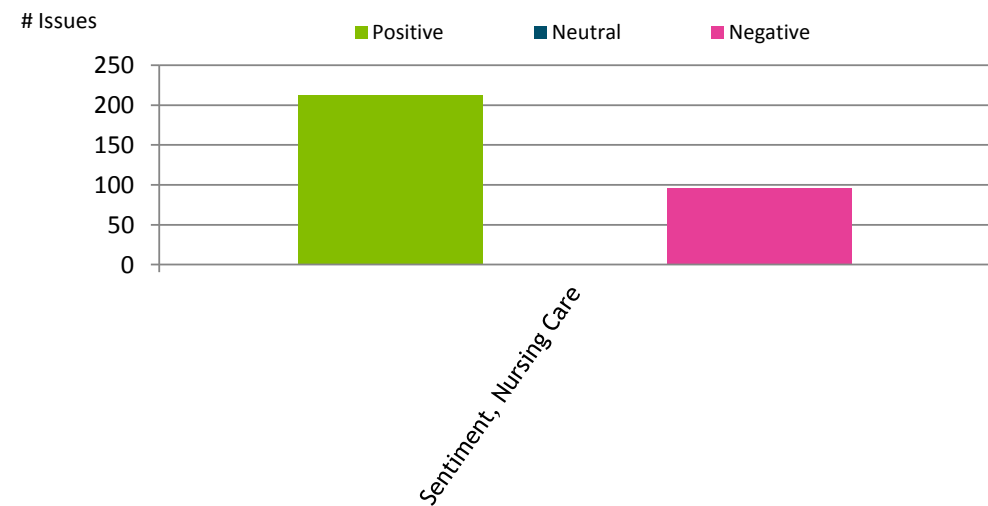


6.9 Trends, Clinical Nursing (310 issues)



Issues receiving the most comments overall

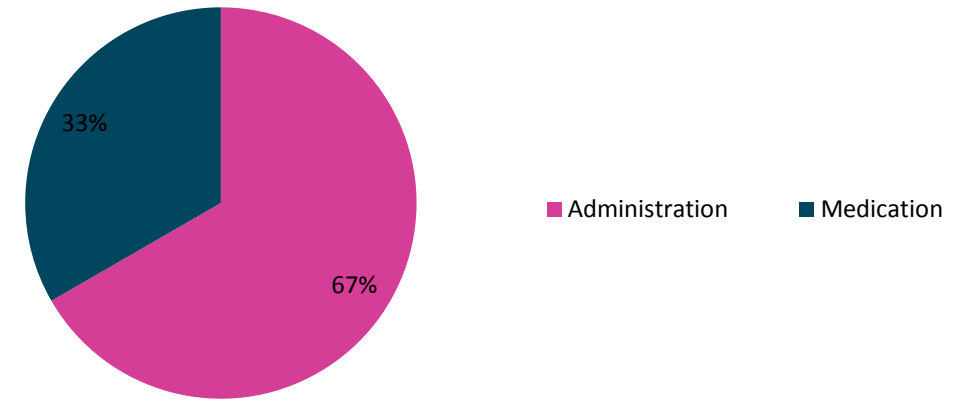
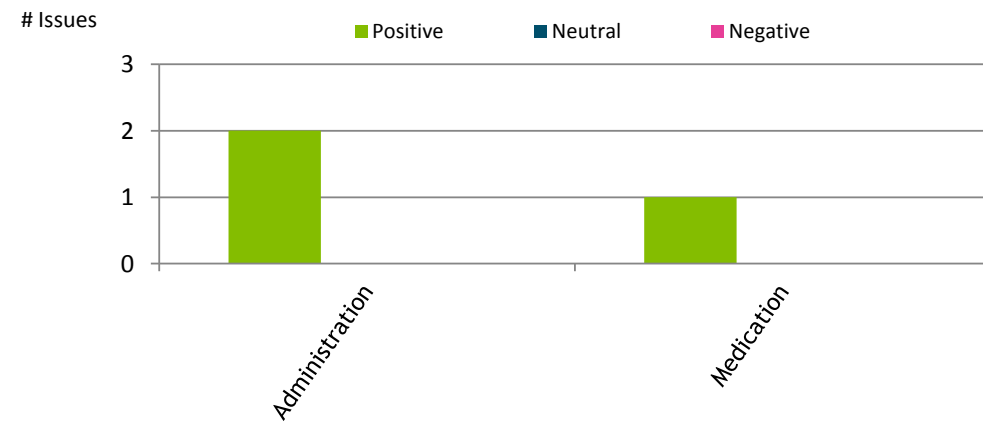
6.10 Sentiment, Clinical Nursing



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

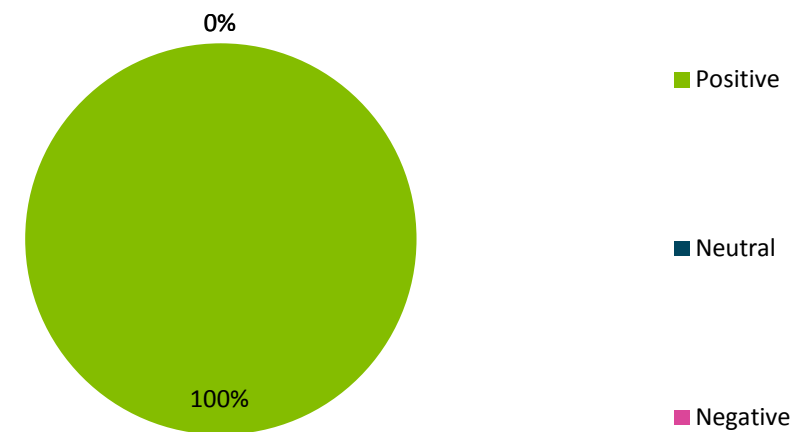
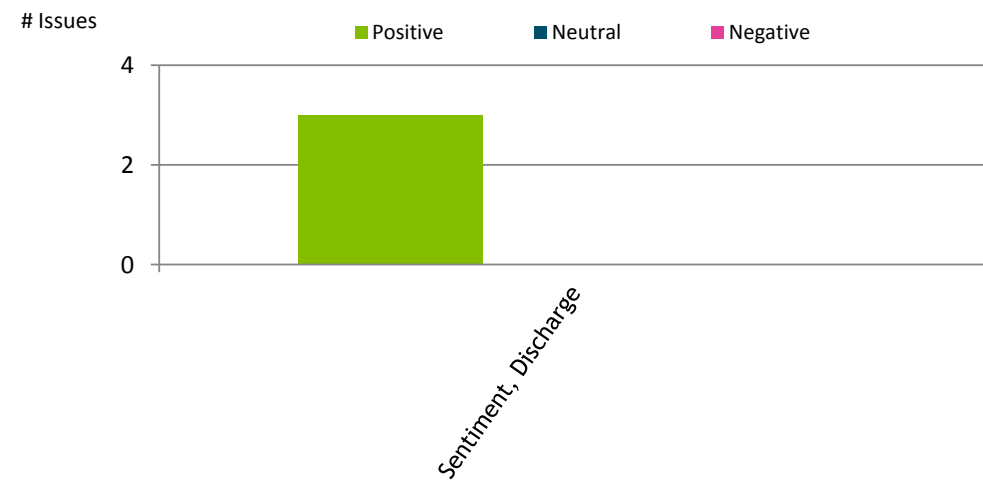


6.11 Trends, Discharge (3 issues)



Issues receiving the most comments overall

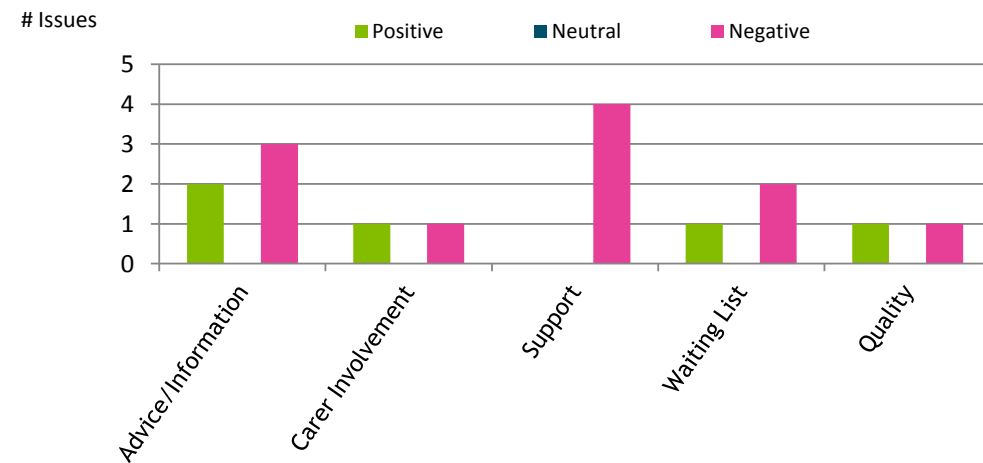
6.12 Sentiment, Discharge



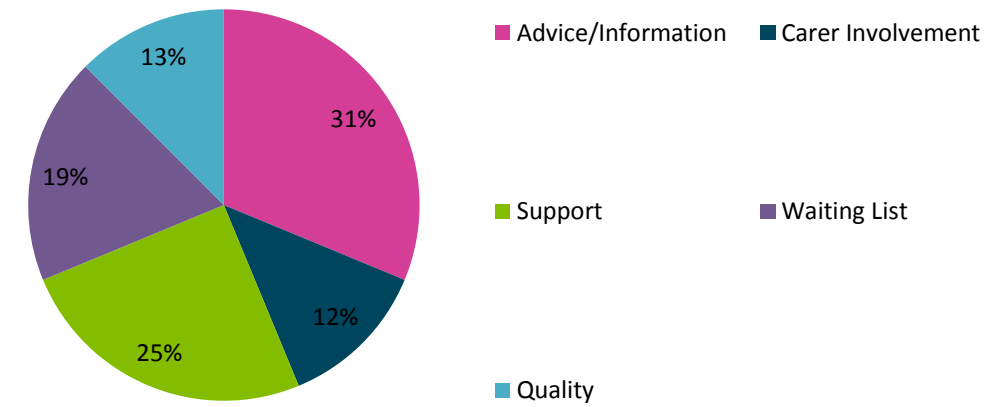
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)



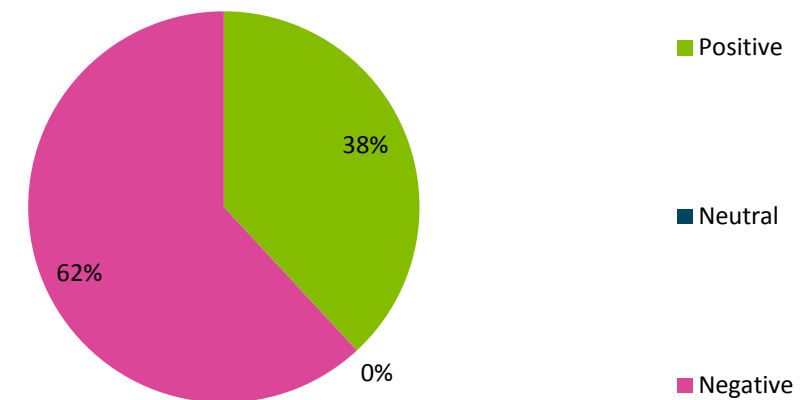
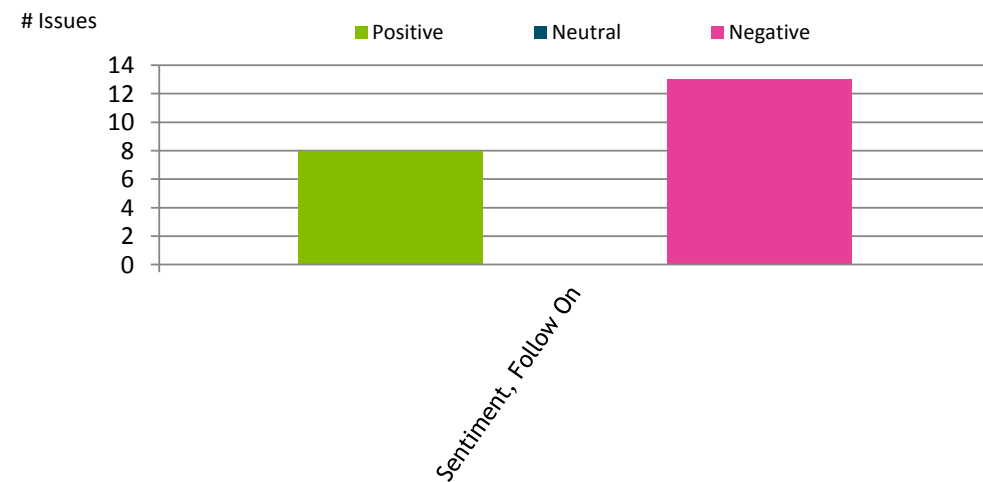
6.13 Trends, Follow On (21 issues)



Issues receiving the most comments overall



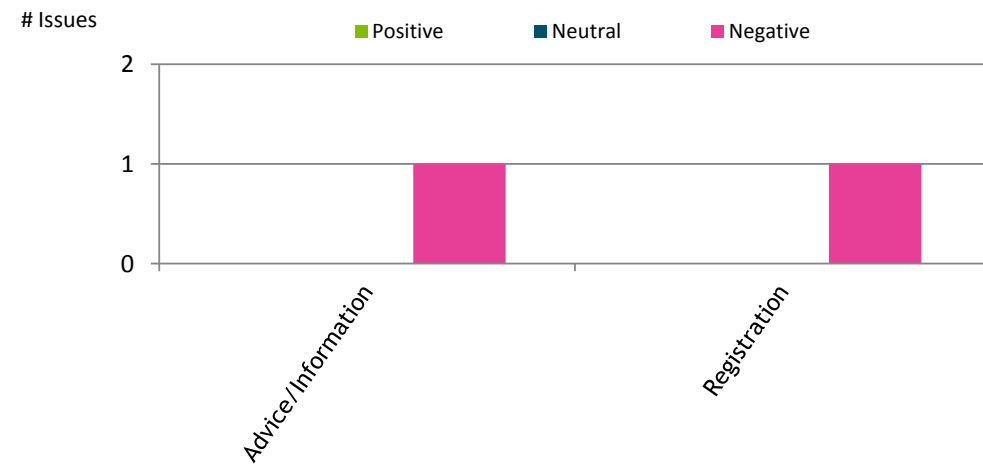
6.14 Sentiment, Follow On



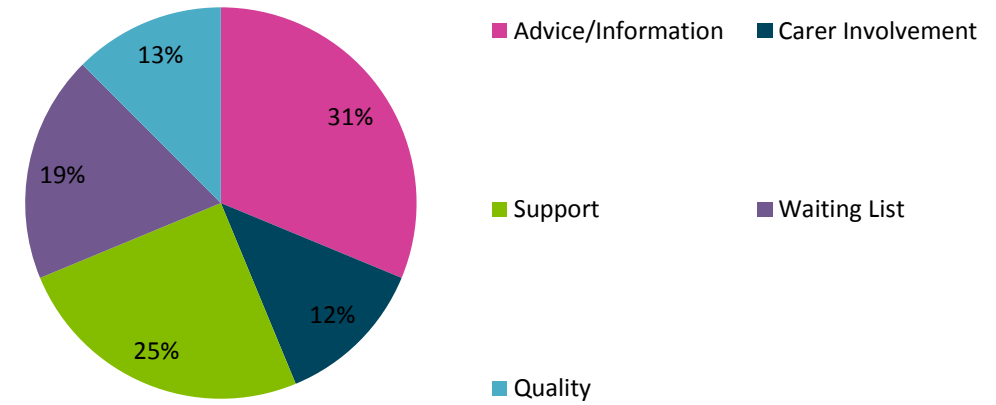
6. Care Pathway: Community (community based health services)



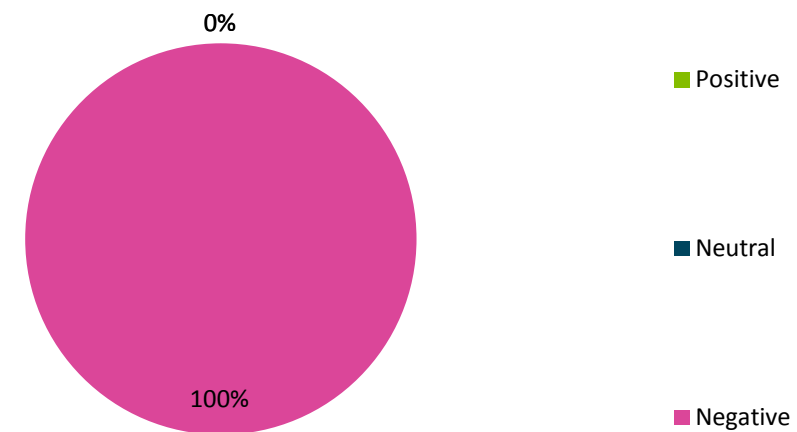
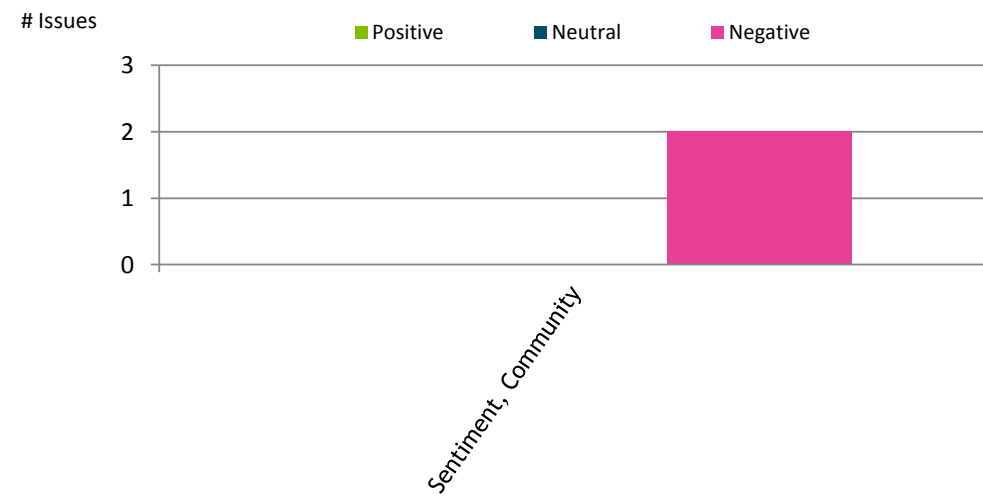
6.15 Trends, Community (2 issues)



Issues receiving the most comments overall



6.16 Sentiment, Community



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>	38	2	41	81
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	22	1	12	35
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	7	2	24	33
	User Involvement	<i>Involvement of the service user.</i>	35	2	26	63
Systems	Administration	<i>Administrative processes and delivery.</i>	5	0	17	22
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	6	0	3	9
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	5	0	3	8
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	5	5
	Data Protection	<i>General data protection (including GDPR).</i>	0	1	1	2
	Referral	<i>Referral to a service.</i>	4	0	3	7
	Medical Records	<i>Management of medical records.</i>	0	0	3	3
	Medication	<i>Prescription and management of medicines.</i>	6	0	8	14
	Opening Times	<i>Opening times of a service.</i>	0	0	1	1
	Planning	<i>Leadership and general organisation.</i>	5	0	13	18
	Registration	<i>Ability to register for a service.</i>	0	0	1	1
	Support	<i>Levels of support provided.</i>	101	0	54	155
	Telephone	<i>Ability to contact a service by telephone.</i>	3	0	8	11
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	34	2	32	68
Waiting List	<i>Length of wait while on a list.</i>	4	0	10	14	
Values	Choice	<i>General choice.</i>	2	0	3	5
	Cost	<i>General cost.</i>	2	0	3	5
	Language	<i>Language, including terminology.</i>	0	0	2	2
	Nutrition	<i>Provision of sustenance.</i>	6	0	6	12
	Privacy	<i>Privacy, personal space and property.</i>	2	0	1	3
	Quality	<i>General quality of a service, or staff.</i>	140	0	51	191
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	1	1
	Stimulation	<i>General stimulation, including access to activities.</i>	12	0	0	12

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	1	3
	Environment/Layout	<i>Physical environment of a service.</i>	6	0	14	20
	Equipment	<i>General equipment issues.</i>	12	1	6	19
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	5	2	8	15
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	4	0	5	9
	Mobility	<i>Physical mobility to, from and within services.</i>	0	1	2	3
	Travel/Parking	<i>Ability to travel or park.</i>	2	0	5	7
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	1	1
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	1	0	2	3
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	148	1	50	199
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	1	3	4
	Staff Training	<i>Training of staff.</i>	3	0	8	11
	Staffing Levels	<i>General availability of staff.</i>	1	0	6	7
Total:			623	16	443	1082