

# The Experience of Health, Care and Community Services

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 health, social care and community services in Harrow.

**Reporting Period: 1 October 2020 - 31 December 2020**

## Index and overview of findings



555

### Data Source

This report is based on the experience of 555 people. Feedback has been obtained from a variety of sources, including general engagement and comments posted online (including Care Opinion, NHS and social media). More on page 4.



69%

### Overall Satisfaction

*Satisfaction has improved by 9% this quarter, standing at 69% positive, 30% negative and 1% neutral.*

Feedback suggests people receive good quality, compassionate treatment and care on the whole, with good levels of involvement. Ability to book appointments and waiting times are cited as issues.



76%

### Information, Involvement and Support

*Satisfaction has improved by 12% this quarter, standing at 76% positive, 23% negative and 1% neutral.*

We receive more compliments on communication, user involvement and levels of support this quarter. However we also receive more complaints about carer involvement. More on page 5.



84%

### Quality and Empathy

*Satisfaction has improved by 6% this quarter, standing at 84% positive, 16% negative and 0% neutral.*

*Continuing good levels of quality and empathy are reported. More on page 5.*



38%

### Access to Services

*Satisfaction has improved by 1% this quarter, standing at 38% positive, 58% negative and 4% neutral.*

We receive more compliments about telephone access and punctuality this quarter, however complaints about waiting times and ability to book appointments have increased. More on page 5.

**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.

"My two year old just had his flu vaccination with the senior nurse. The whole experience was outstanding and felt very safe. Thank you!"



174

### GP Services

*Satisfaction has improved by 5% this quarter, standing at 54% positive, 44% negative and 2% neutral.*

174 people comment on GP services, with good quality, supportive treatment and care reported. However experiences suggest people would like greater levels of communication and empathy. Ability to book appointments, administration, telephones and waiting times are cited as issues. More on page 9.



256

### Dentists

*Satisfaction has fallen by 4% this quarter, standing at 83% positive, 17% negative and 0% neutral.*

256 people comment on dentists, with accounts of excellent treatment, care and customer service recorded. The ability to book appointments or register for NHS treatment is an increasing issue. More on page 10.



55

### Northwick Park Hospital

*Satisfaction has improved by 18% this quarter, standing at 62% positive, 38% negative and 0% neutral.*

According to the feedback of 55 people, we hear accounts of excellent treatment, care and customer service. However, we detect a notable negative trend on levels of communication. More on page 11.



36

### Wider Community

*Satisfaction has improved by 10% this quarter, standing at 16% positive, 58% negative and 26% neutral.*

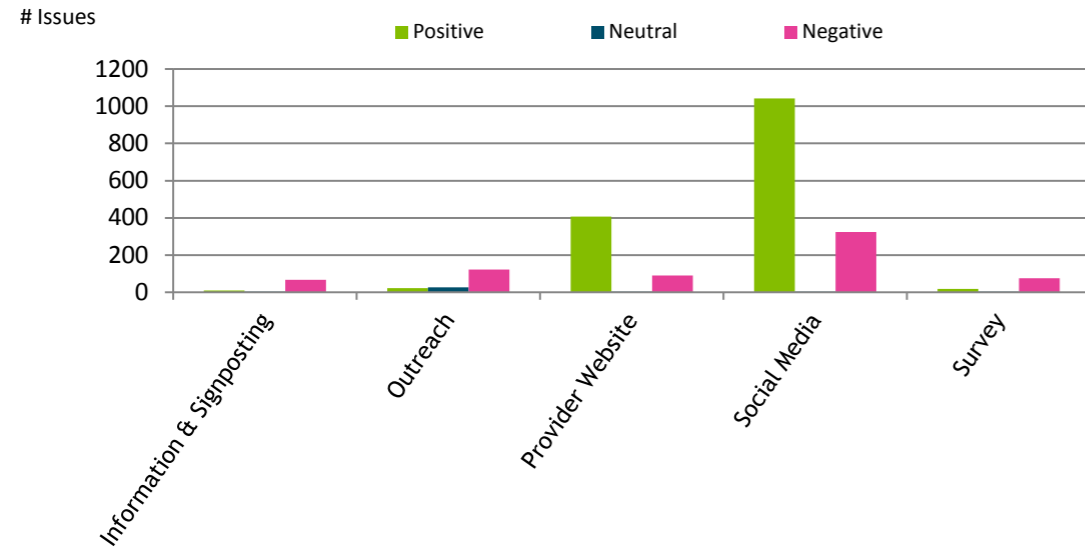
According to the feedback of 36 people, personal resilience (including mental wellbeing) is notably negative overall, with high levels of anxiety and uncertainty reported. Diet/nutrition and communication are also cited as leading negative issues. More on pages 20-21.

**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.

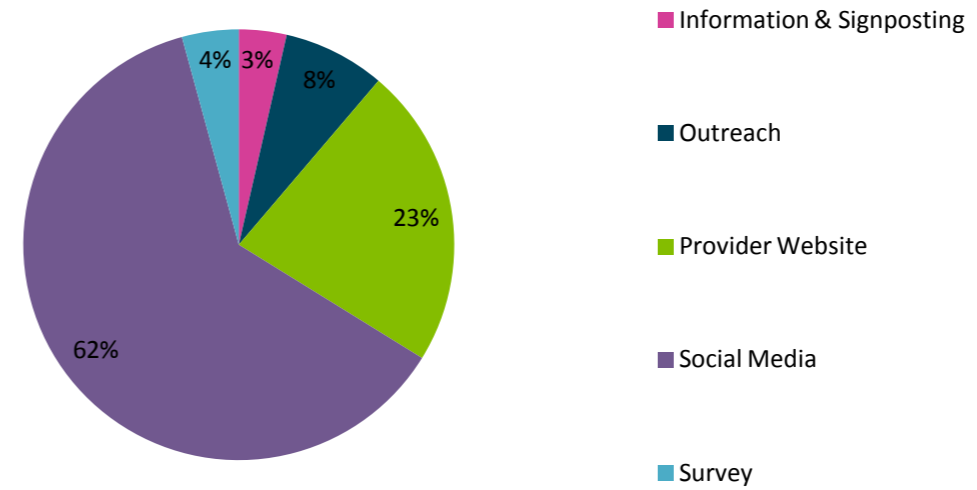
# 1. Data Source: Where did we collect the feedback?



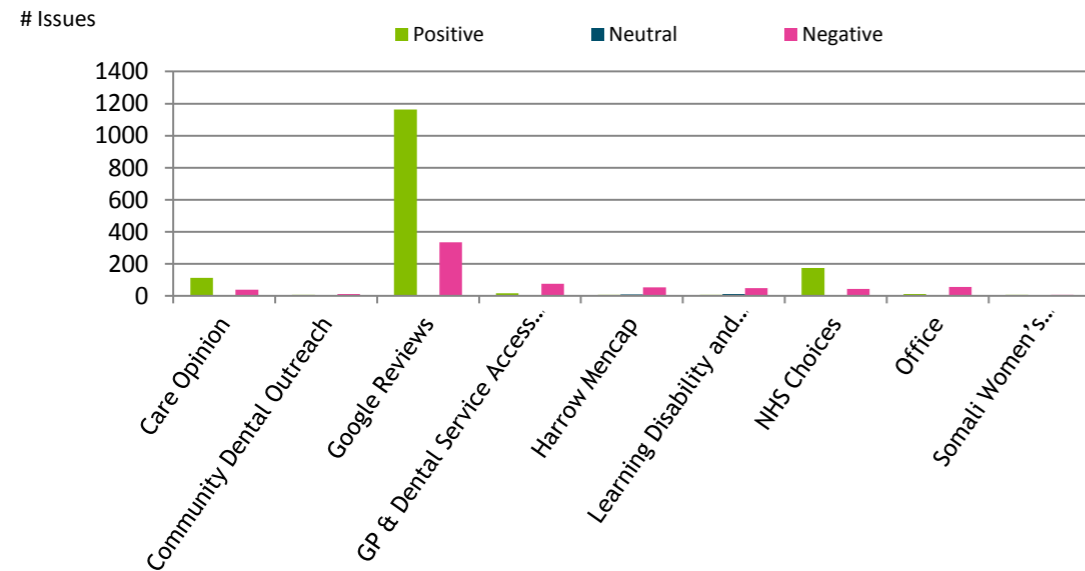
## 1.1 Source: 2224 issues from 555 people



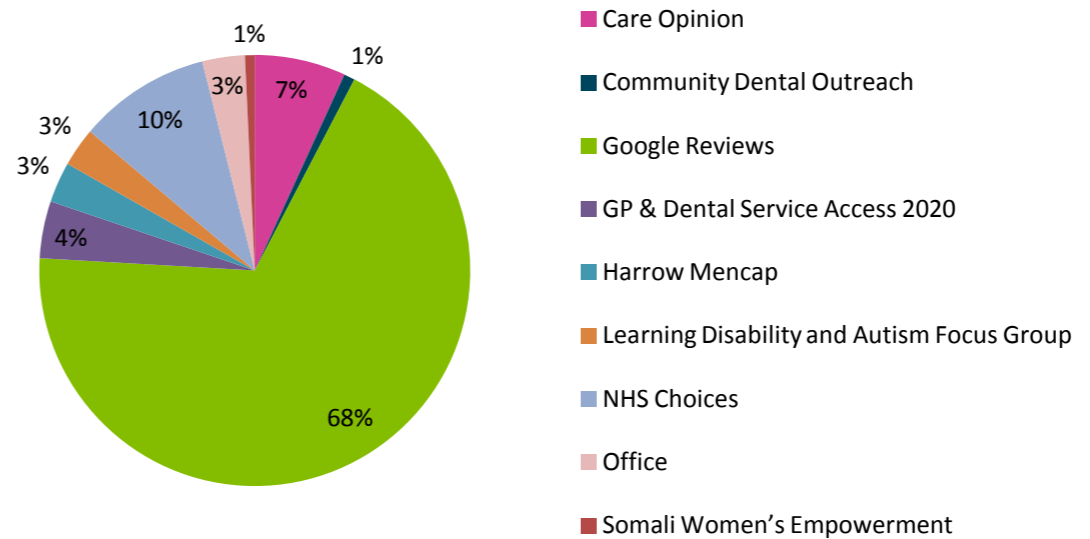
Sources providing the most comments overall



## 1.2 Origin



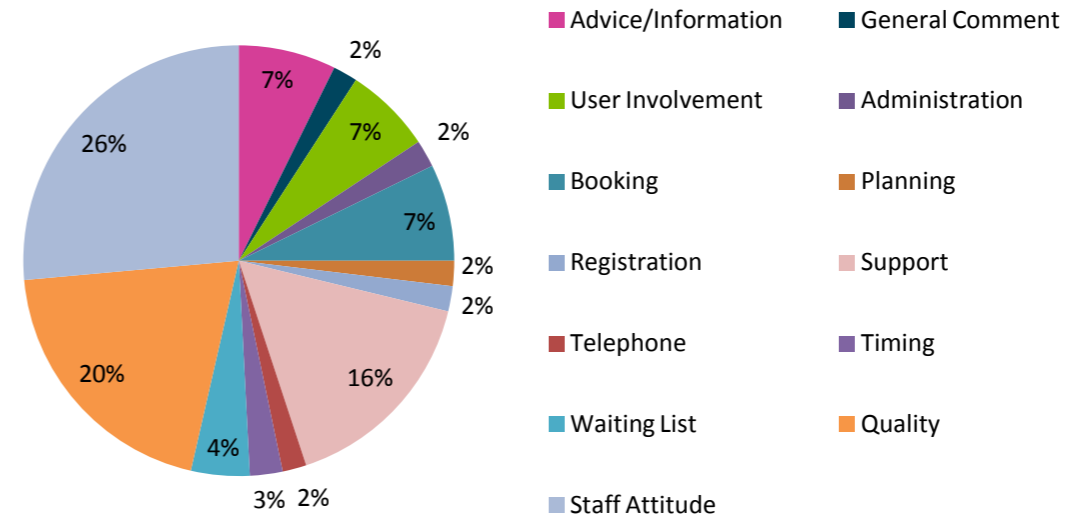
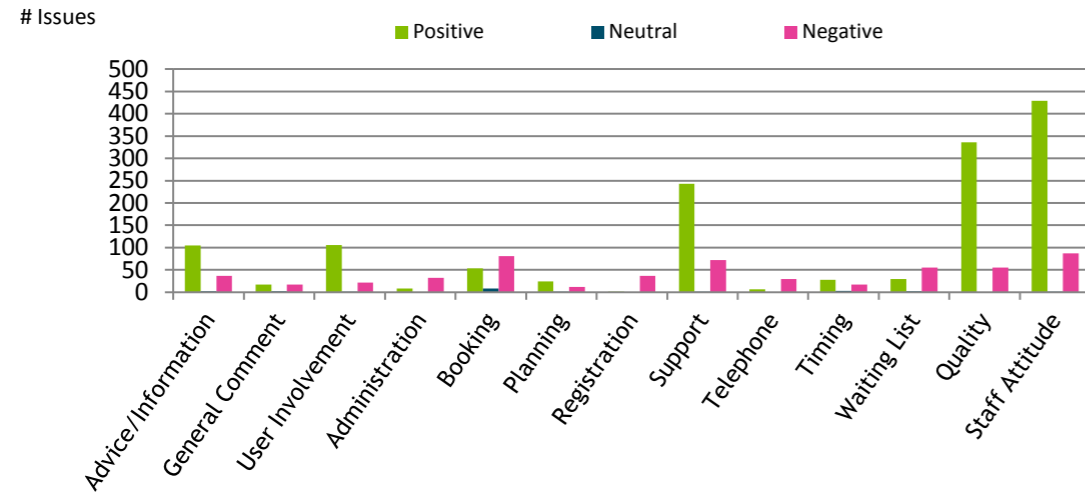
Origins providing the most comments overall



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

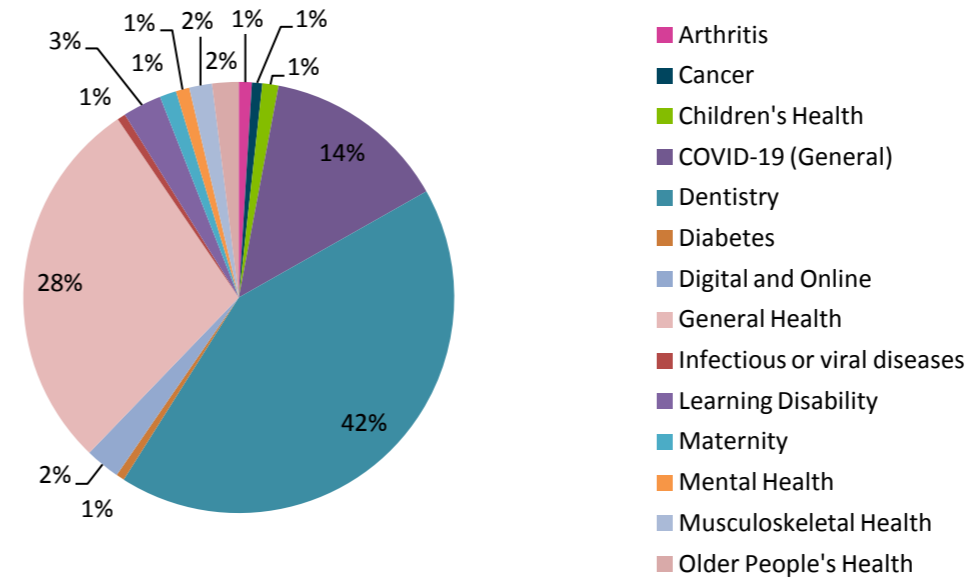
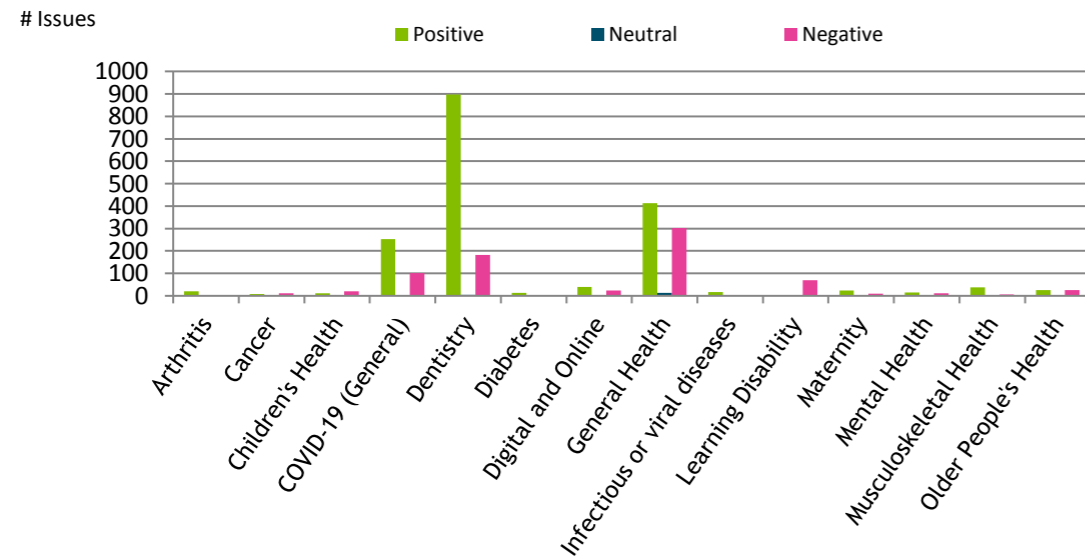


### 2.1 Top Trends: 2160 issues from 519 people



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

### 2.2 Stated medical conditions

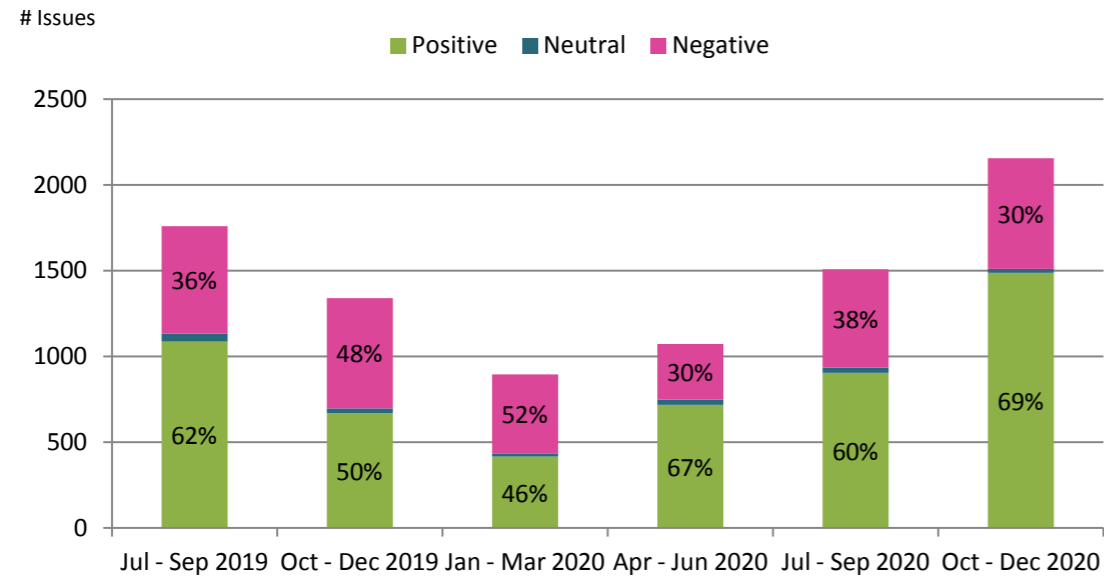


Medical conditions receiving the most comments overall

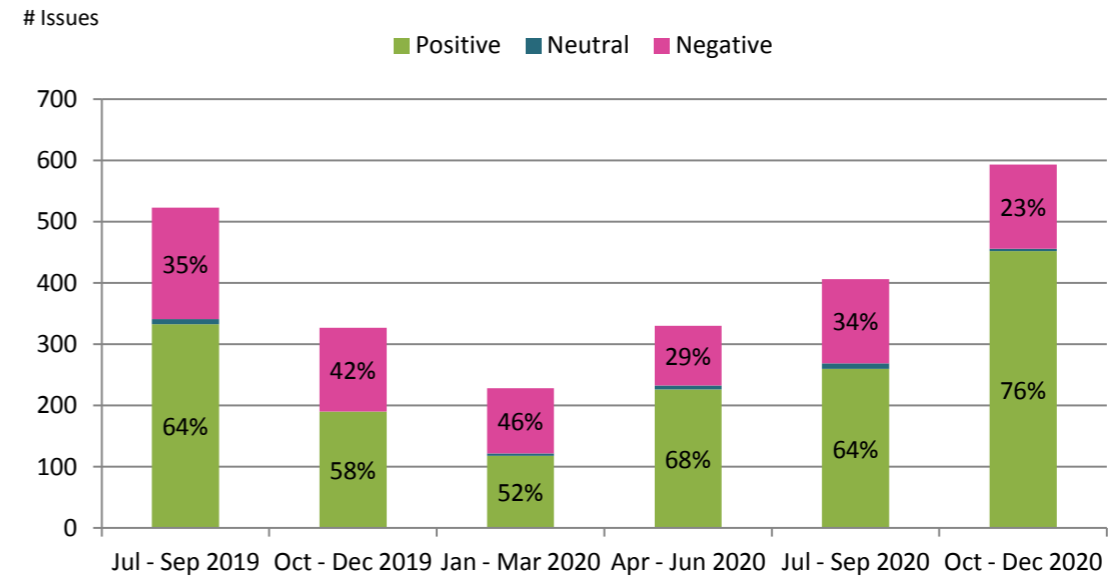
### 3. On the whole, how do people feel about Health and Care services?



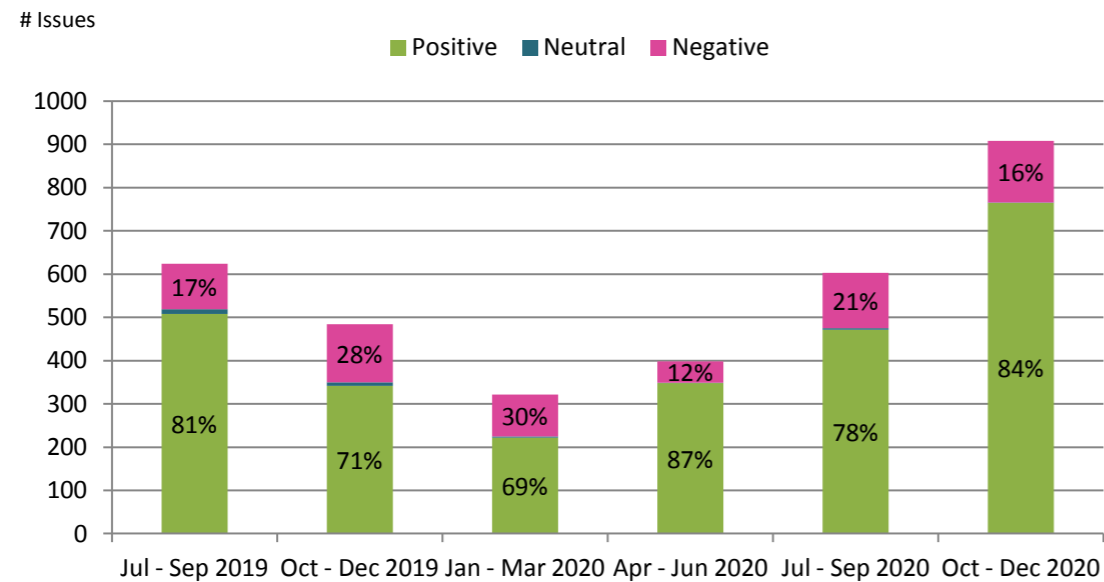
#### 3.1 How do people feel about services overall?



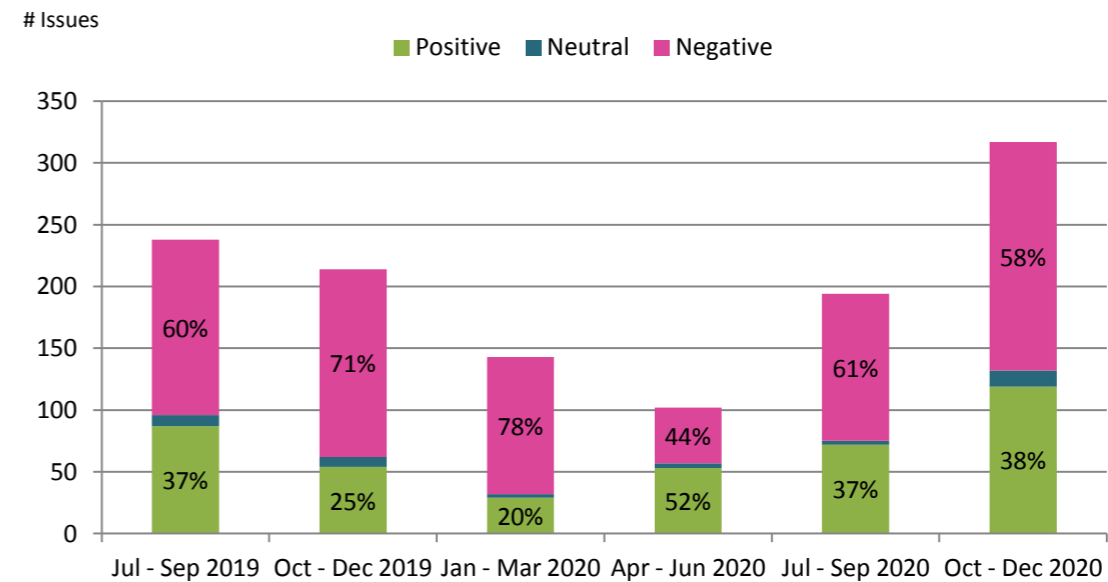
#### 3.2 How well informed, involved and supported do people feel?



#### 3.3 How do people feel about general quality and empathy?



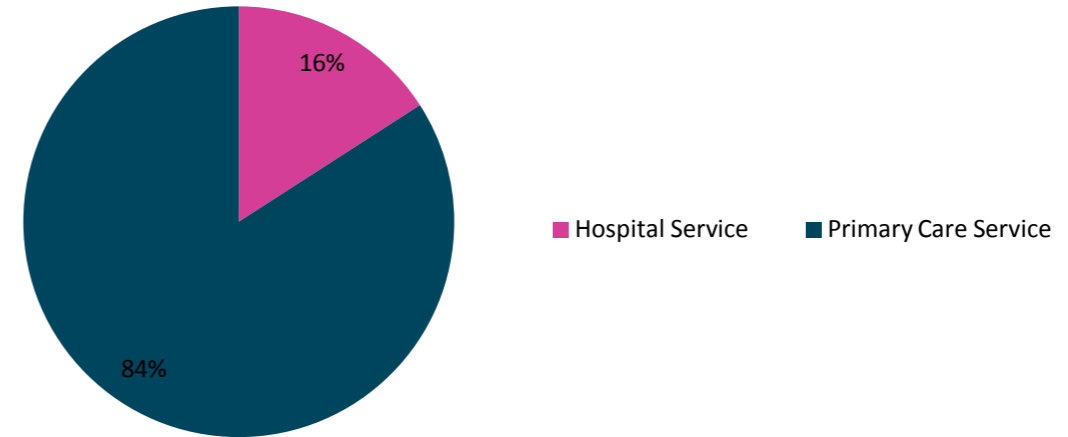
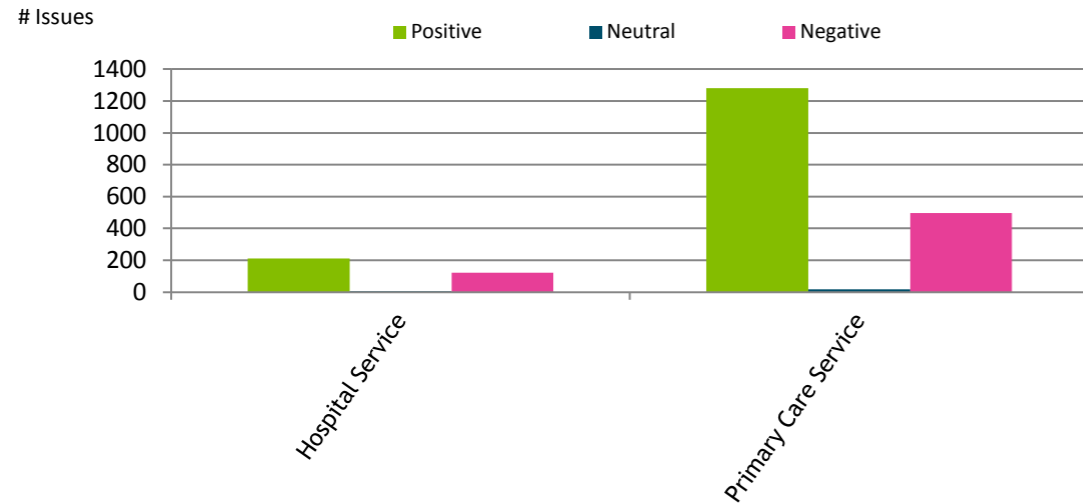
#### 3.4 How do people feel about access to services?



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

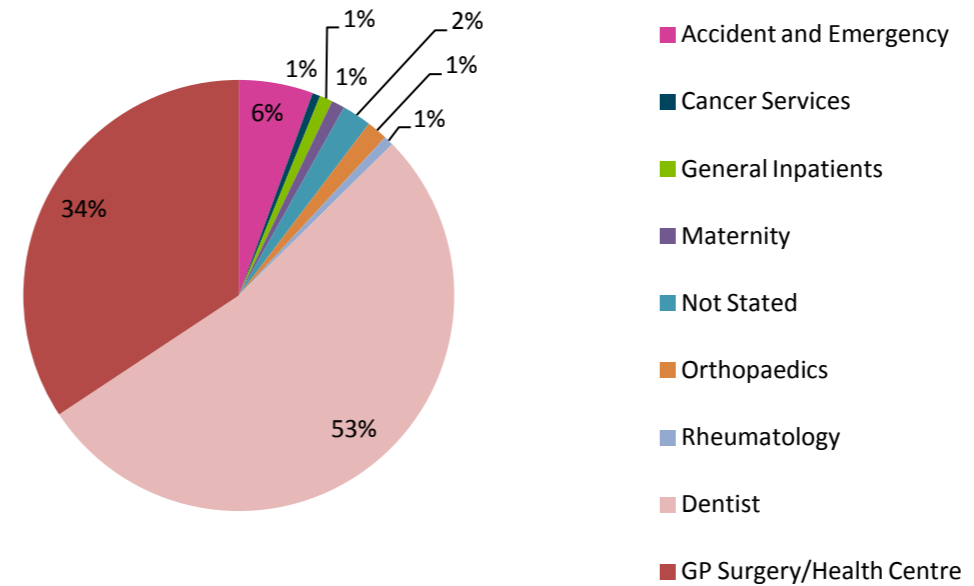
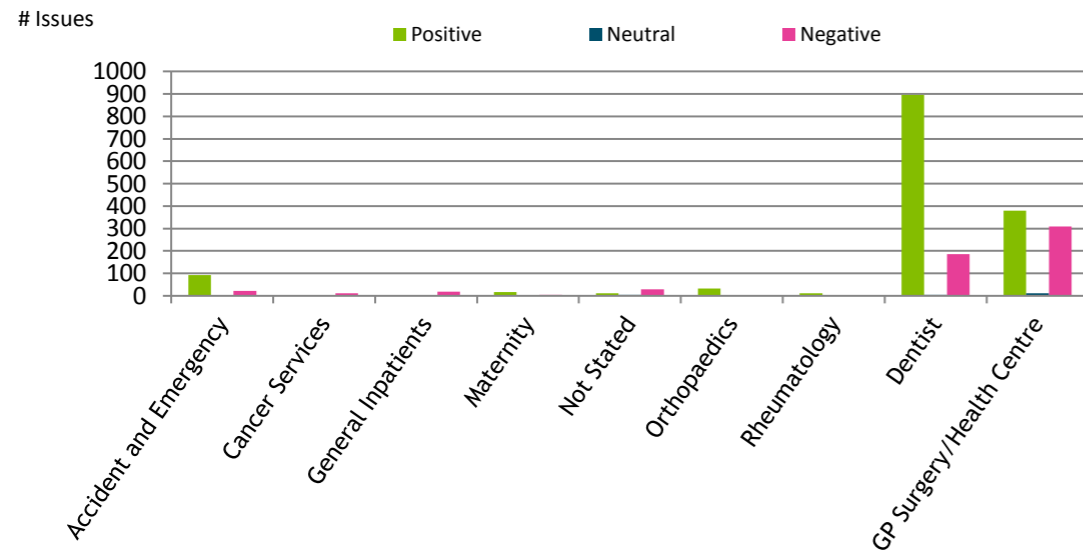


### 4.1 Service Sector



Service sectors receiving the most comments overall

### 4.2 Service Type

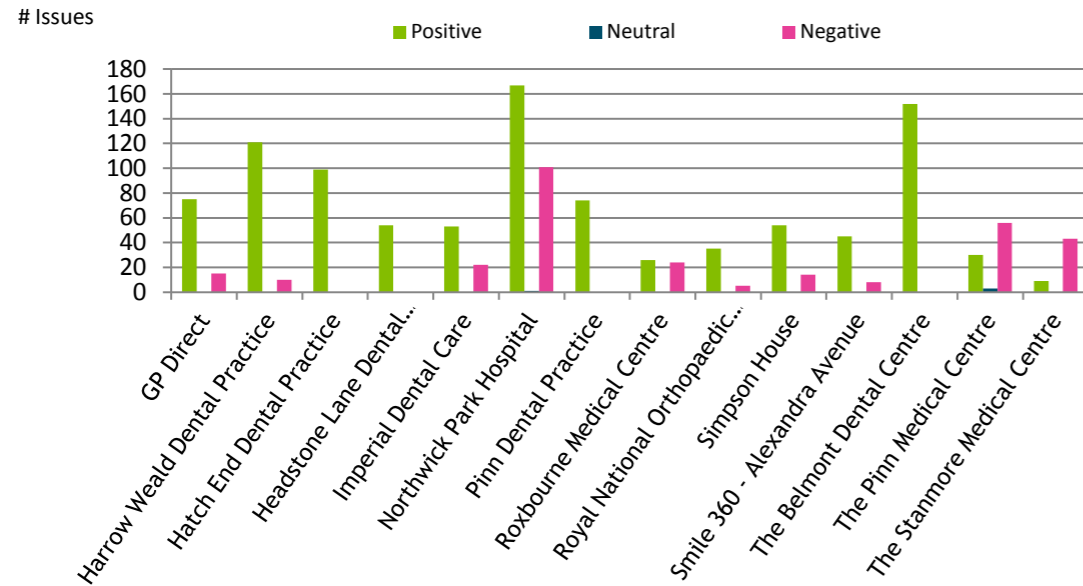


Service type receiving the most comments overall

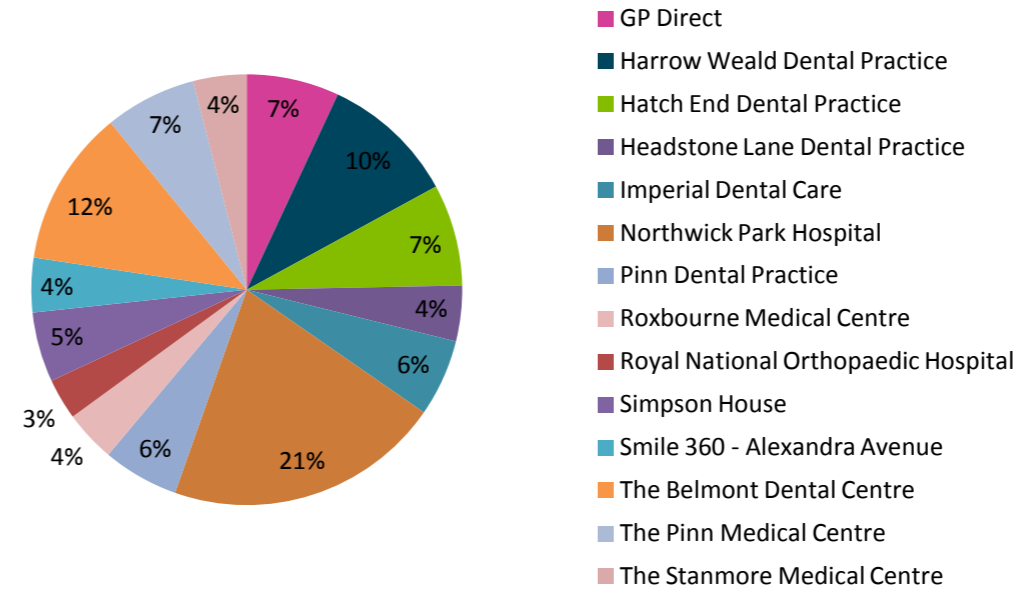
## 4. Trends: Which services are people most commenting on?



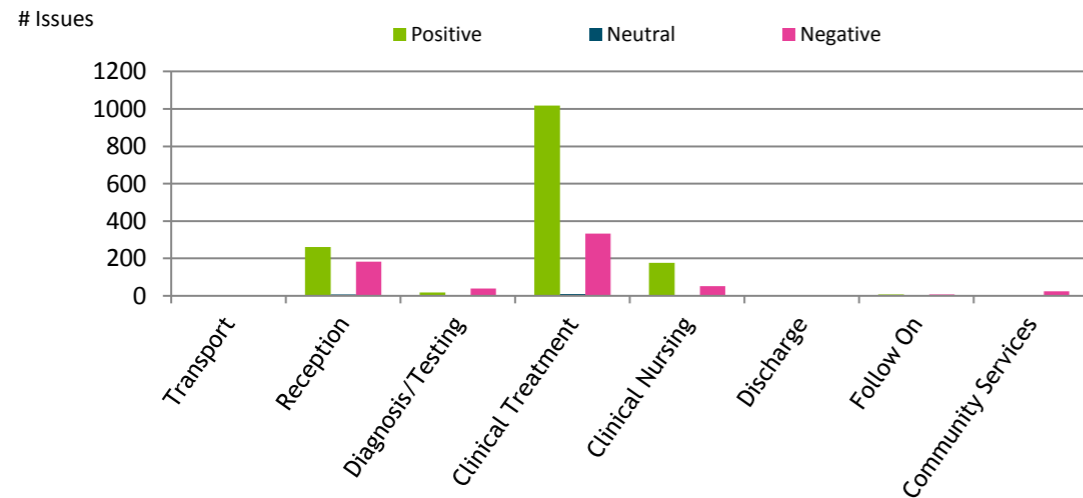
### 4.3 Services



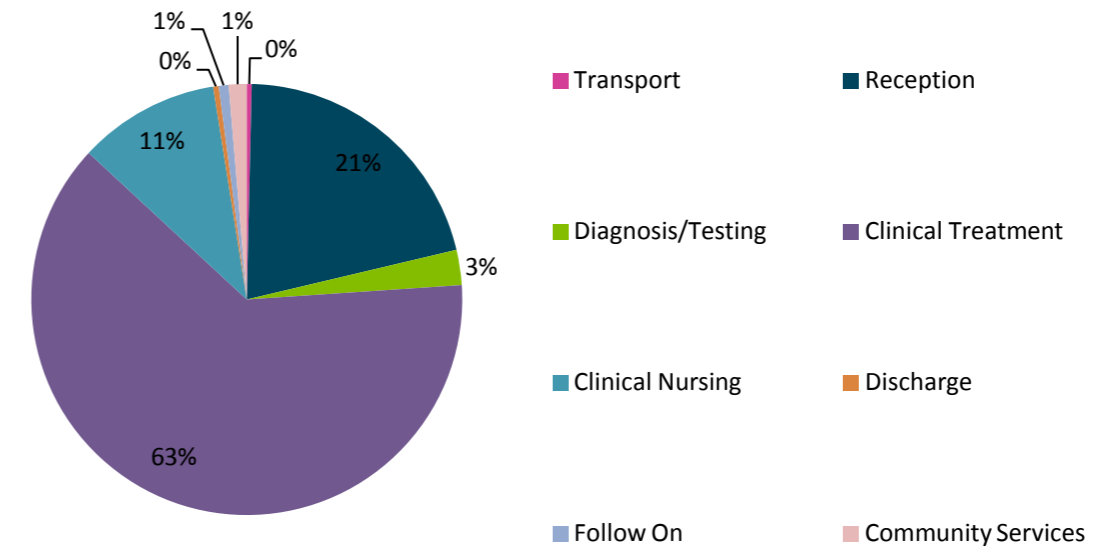
Services receiving the most comments overall



### 4.4 Breakdown of care pathway locations



Care pathway locations

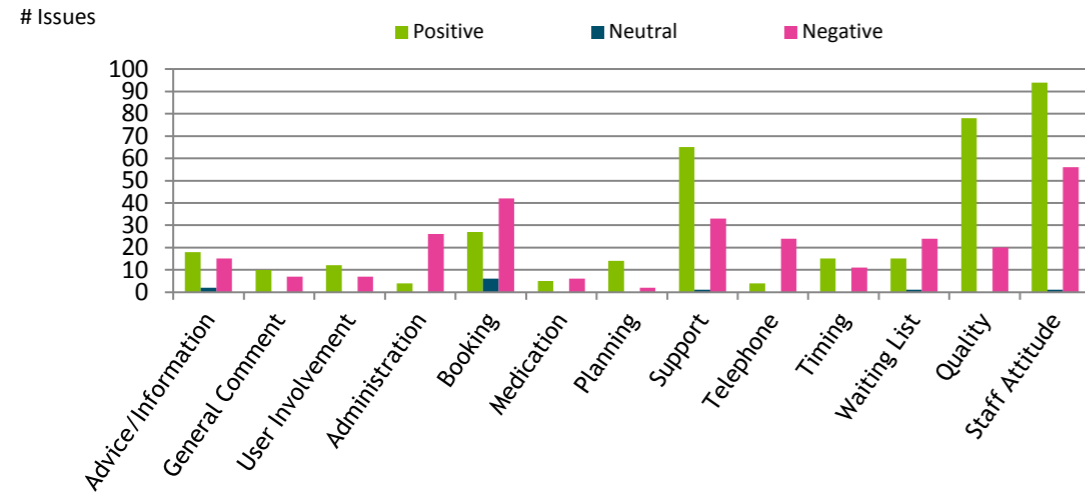




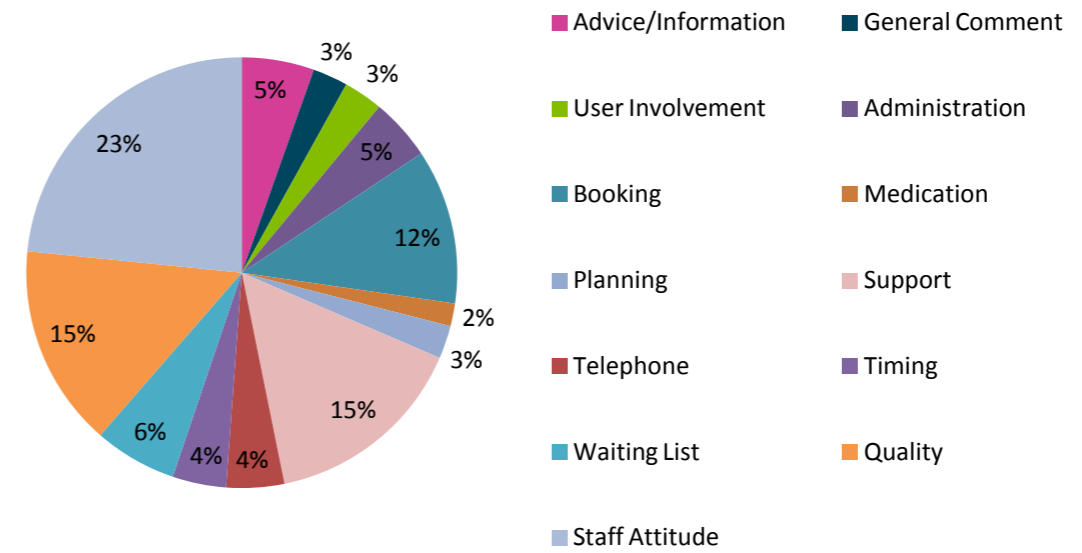
## 5. Trends: GP Services



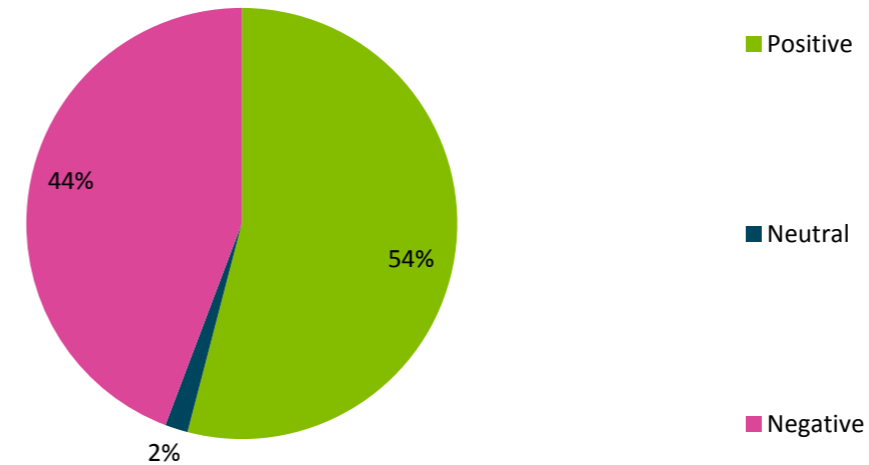
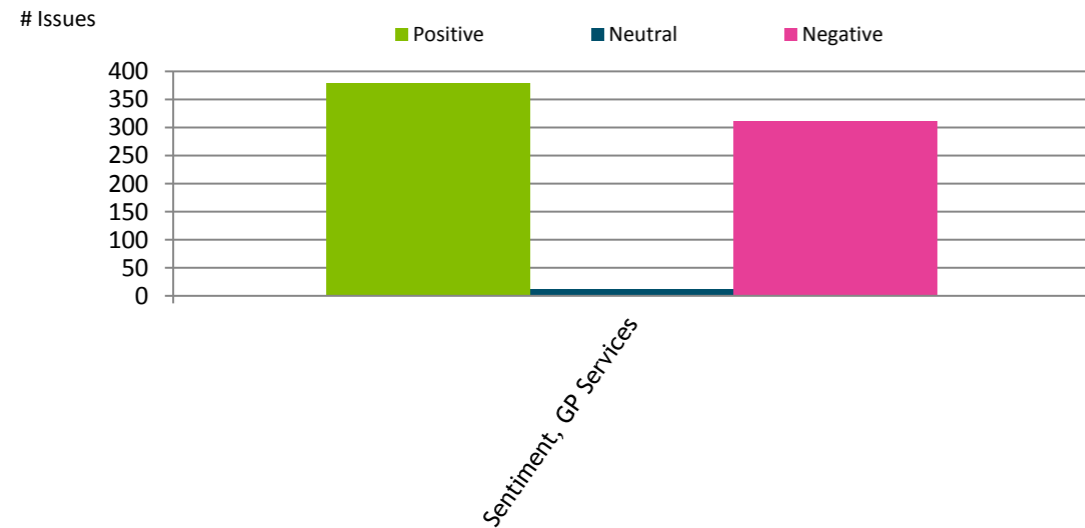
### 5.1 Trends, GP Services: 703 issues from 174 people



Issues receiving the most comments overall



### 5.2 Sentiment, GP Services

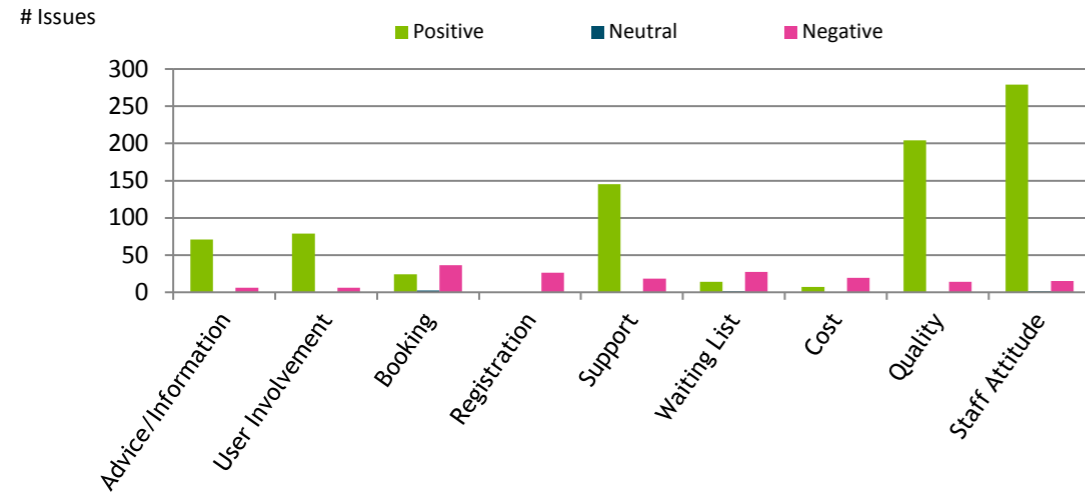


Quarterly benchmark: 5% improvement on the previous quarter

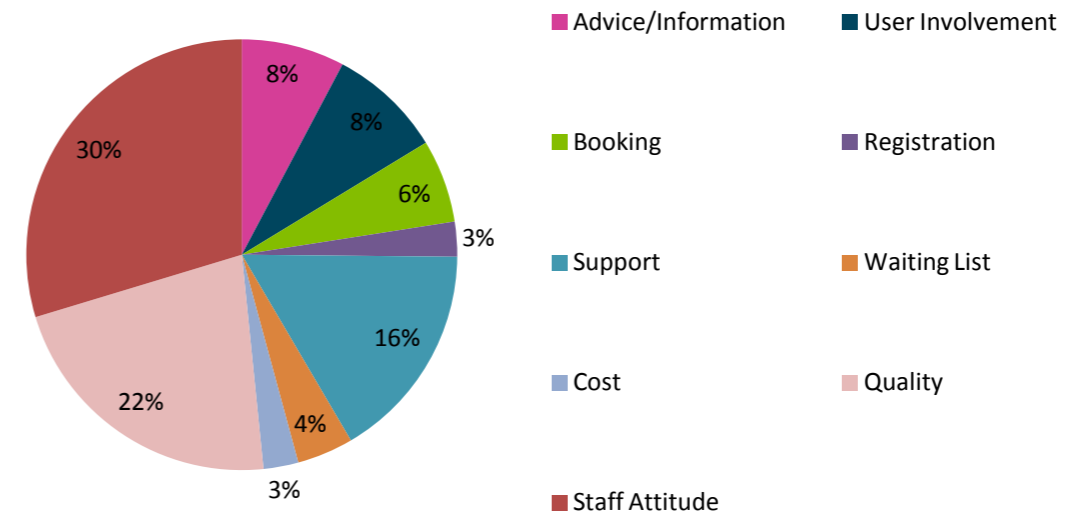
## 5. Trends: Dentists



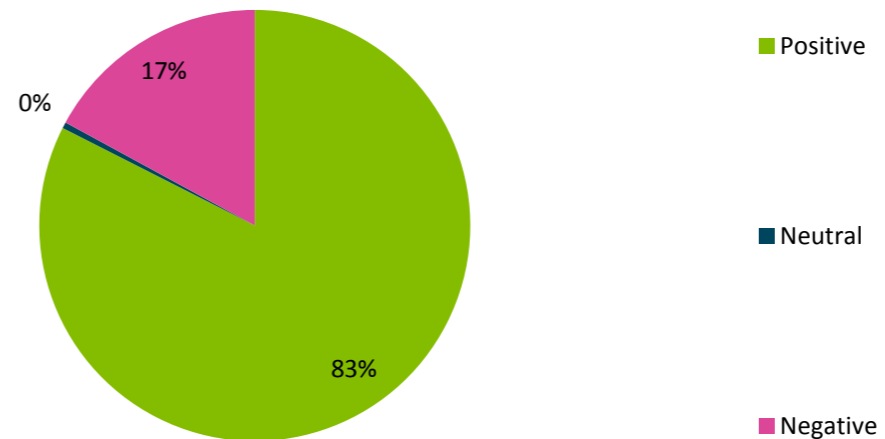
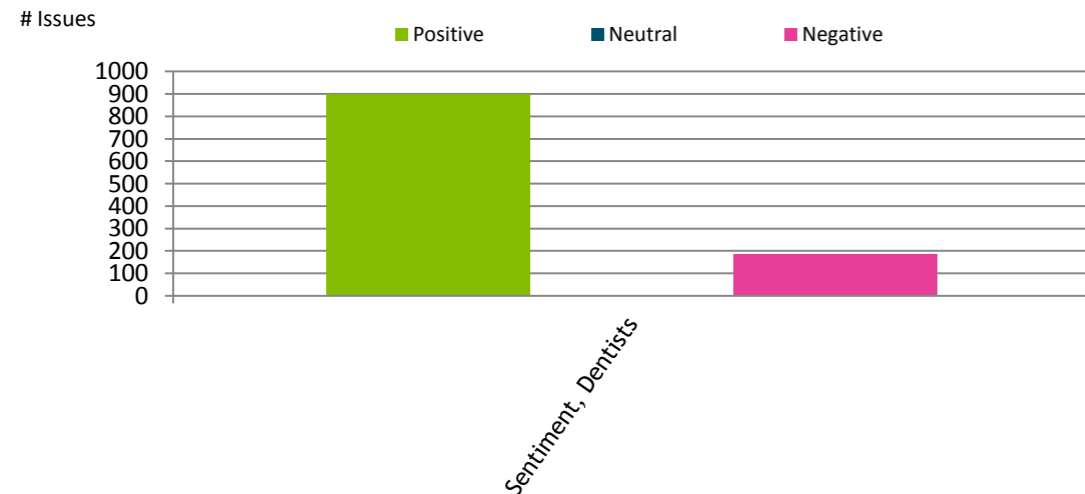
### 5.3 Trends, Dentists: 1090 issues from 256 people



Issues receiving the most comments overall



### 5.4 Sentiment, Dentists

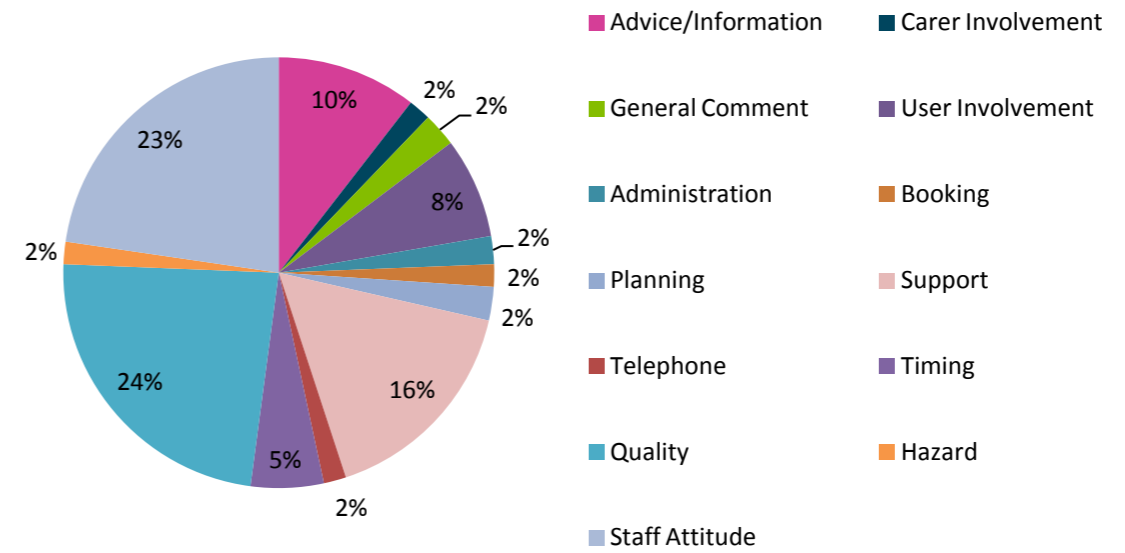
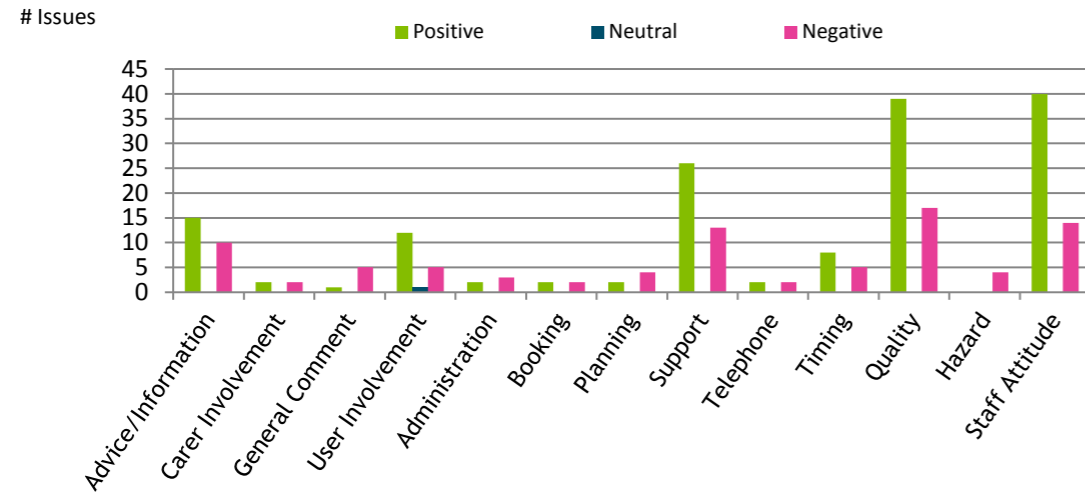


Quarterly benchmark: 4% decline on the previous quarter

## 5. Trends: Northwick Park Hospital

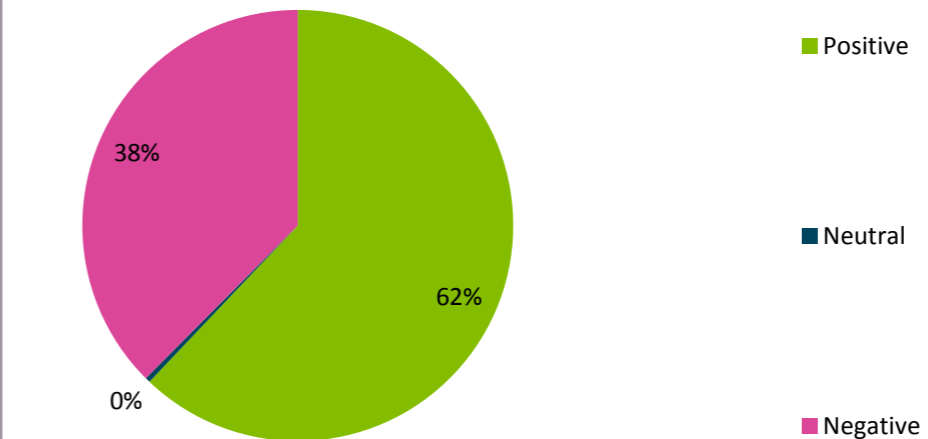
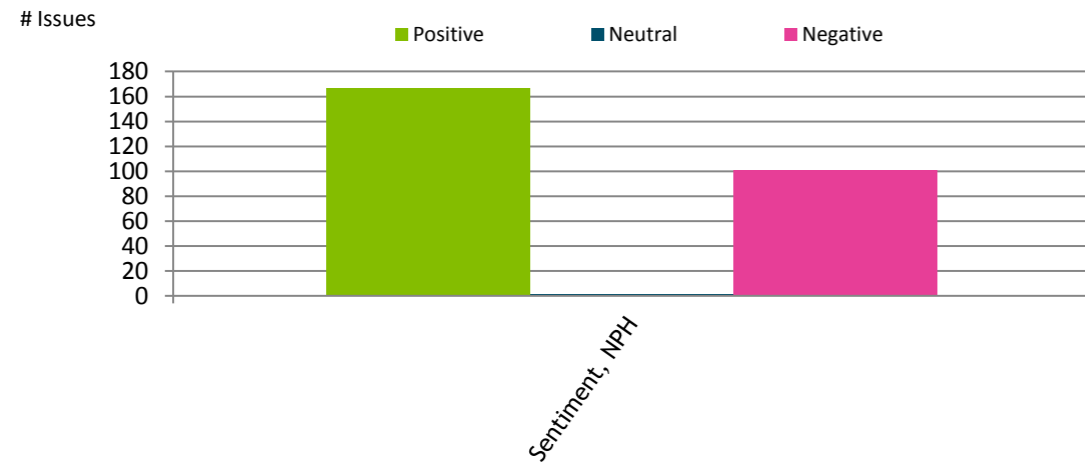


### 5.5 Trends, Northwick Park Hospital: 269 issues from 55 people



Issues receiving the most comments overall

### 5.6 Sentiment, Northwick Park Hospital

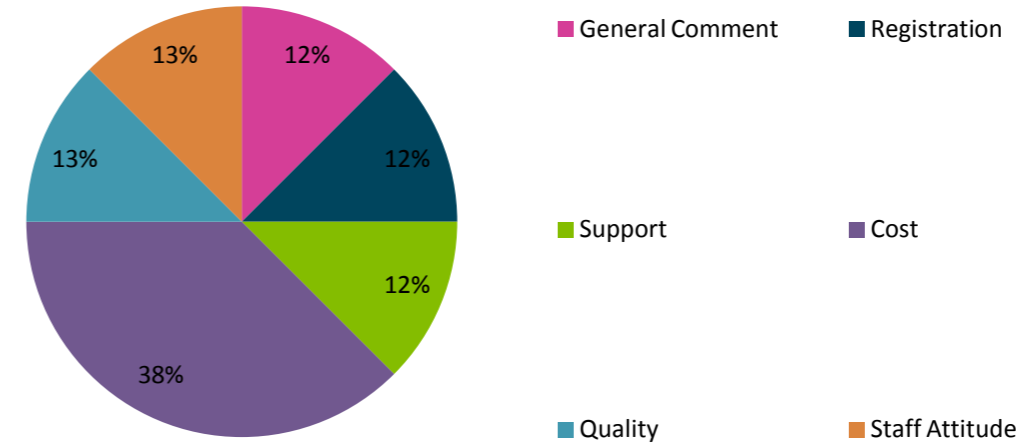
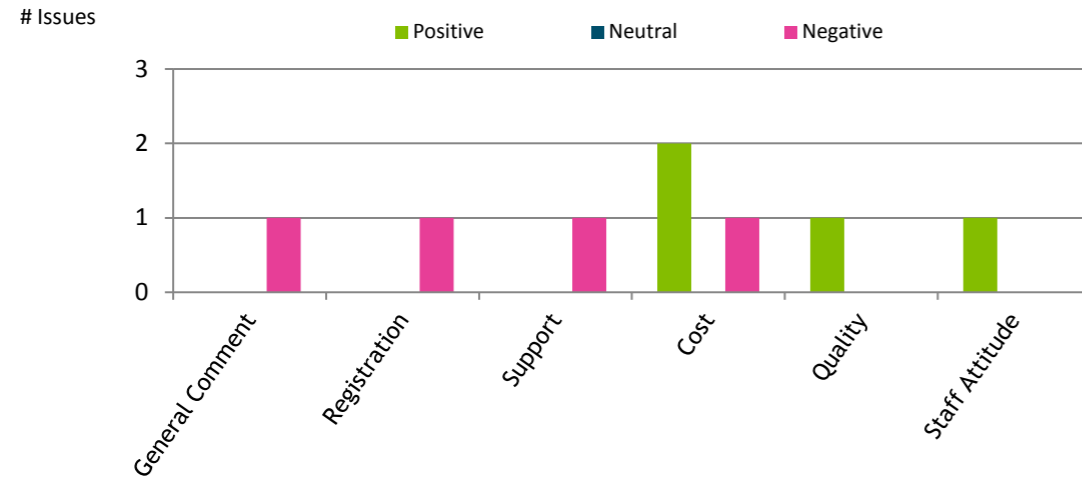


Quarterly benchmark: 18% improvement on the previous quarter

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

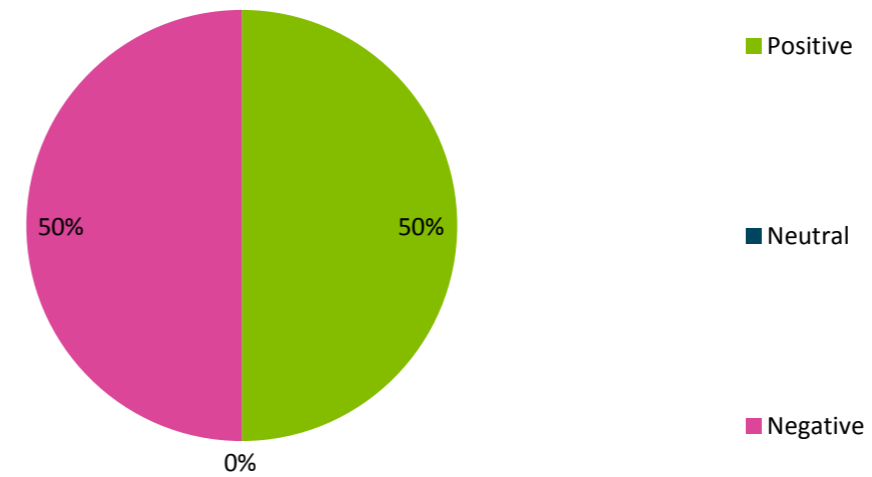
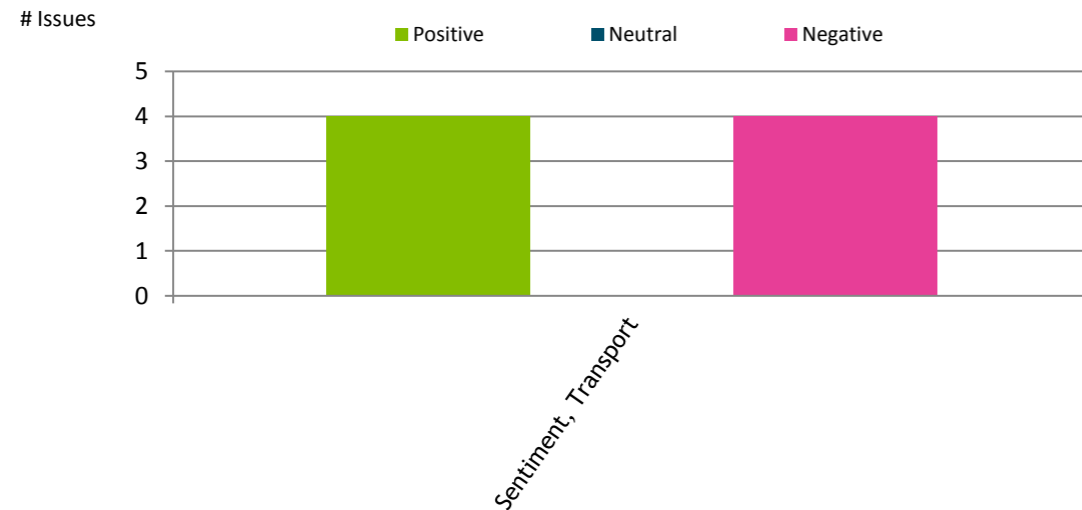


### 6.1 Trends, Transport (8 issues)



Issues receiving the most comments overall

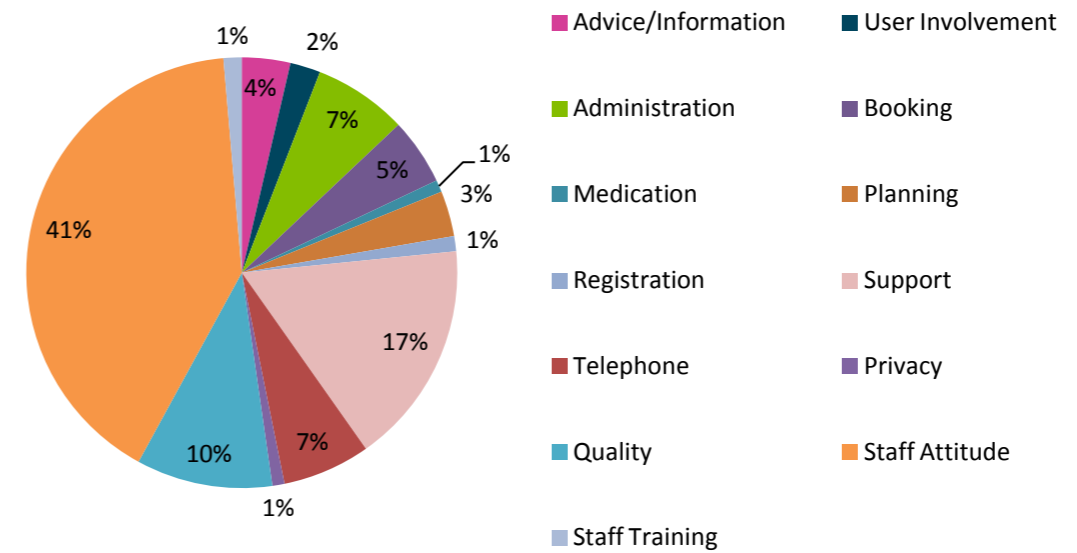
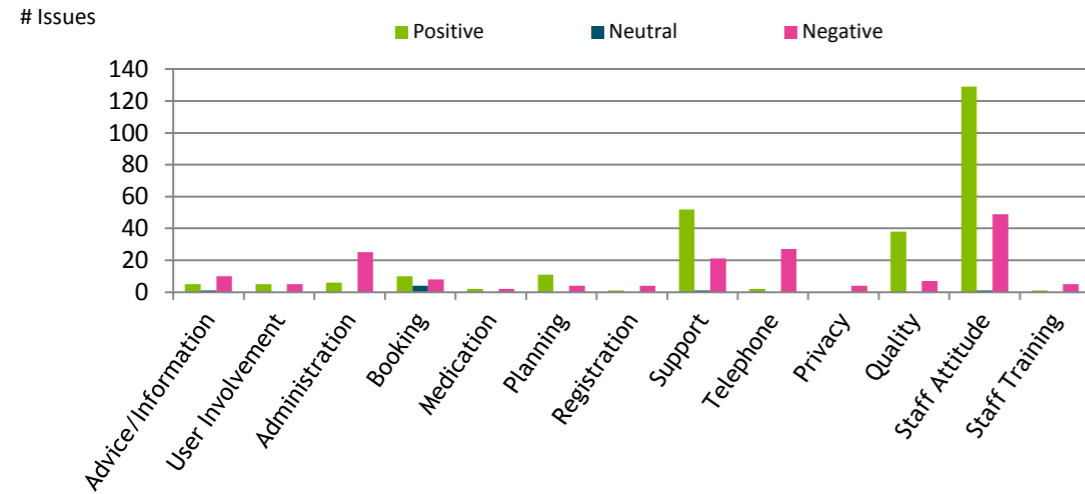
### 6.2 Sentiment, Transport



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

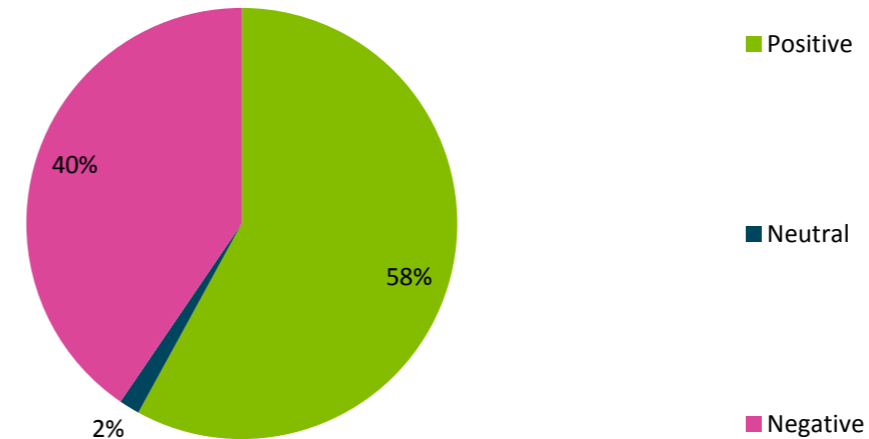
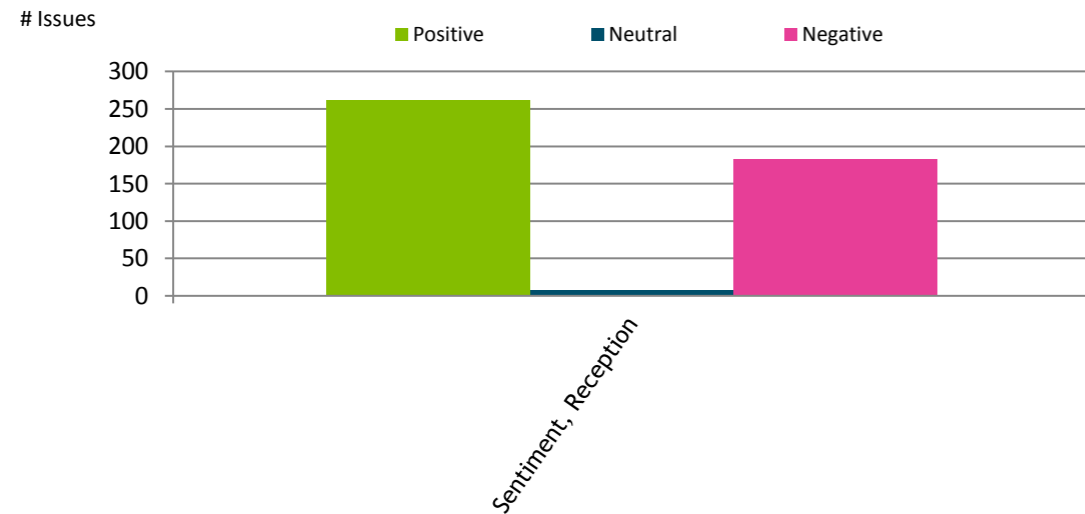


### 6.3 Trends, Reception (452 issues)



Issues receiving the most comments overall

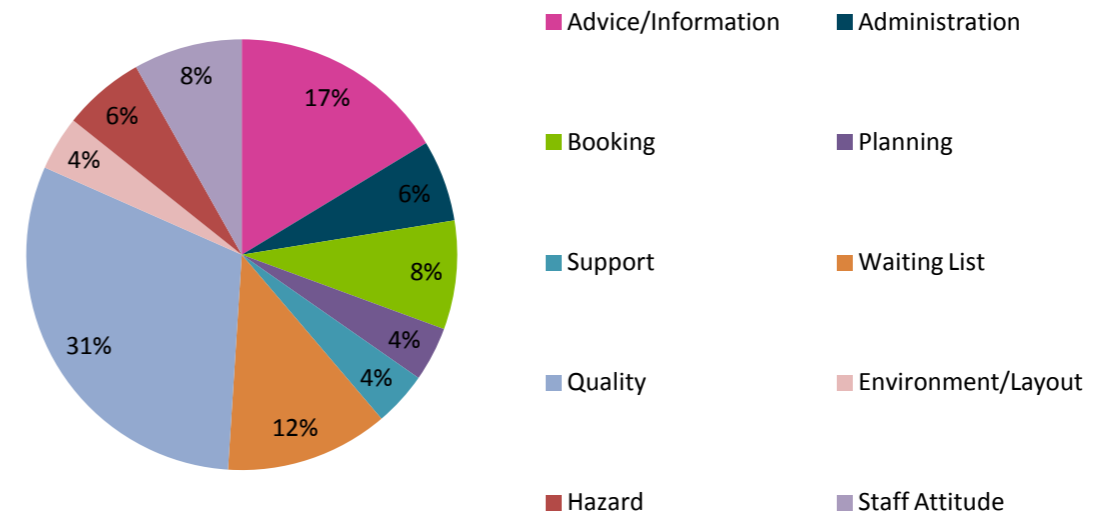
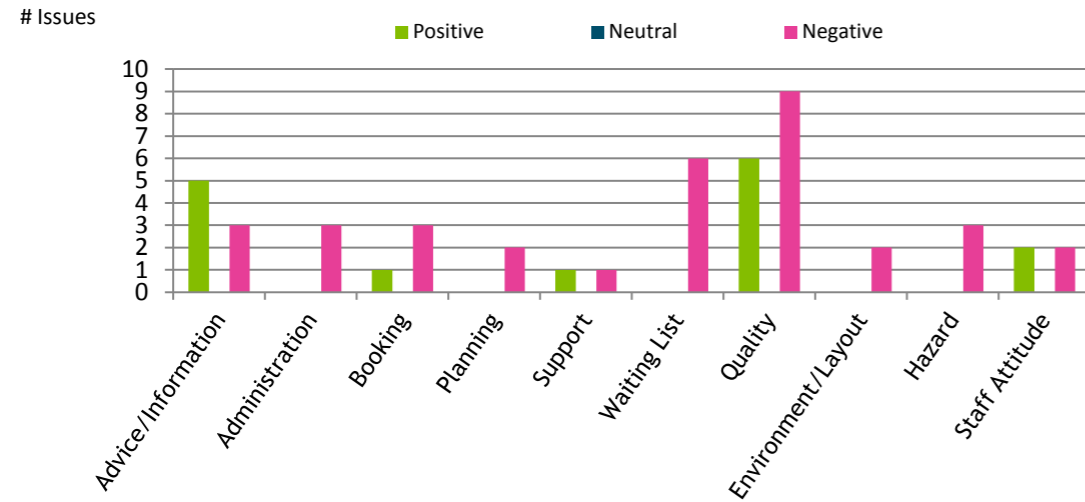
### 6.4 Sentiment, Reception



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

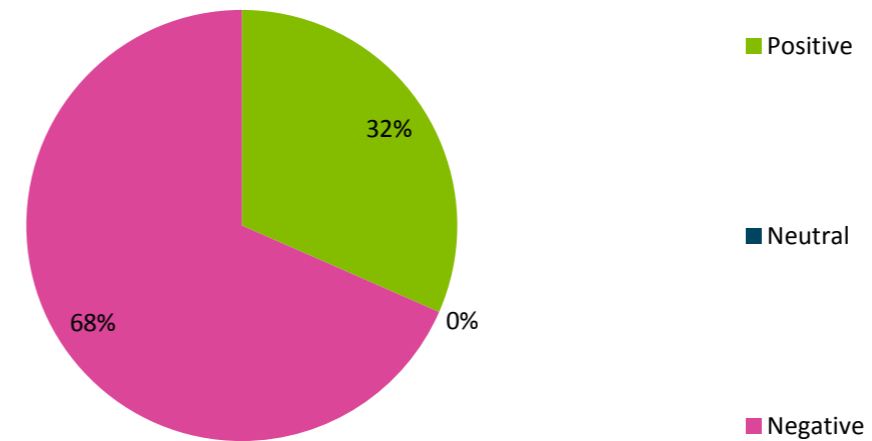
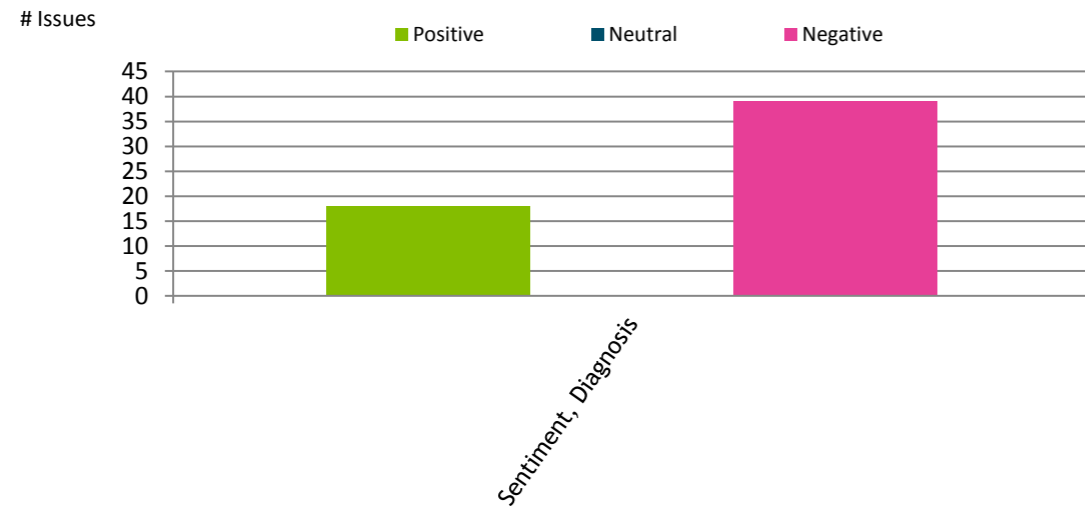


### 6.5 Trends, Diagnosis/Testing (57 issues)



Issues receiving the most comments overall

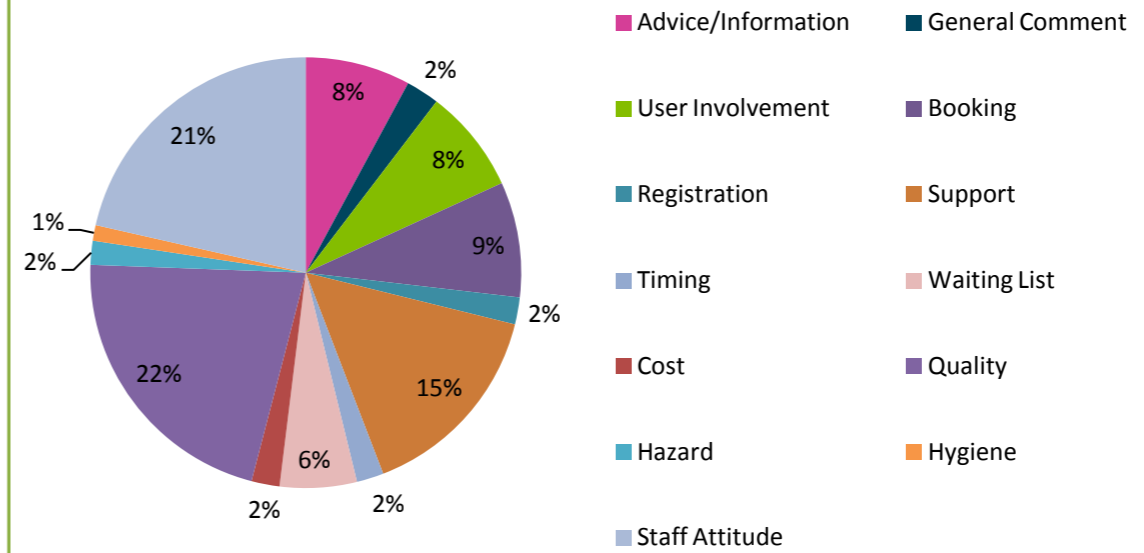
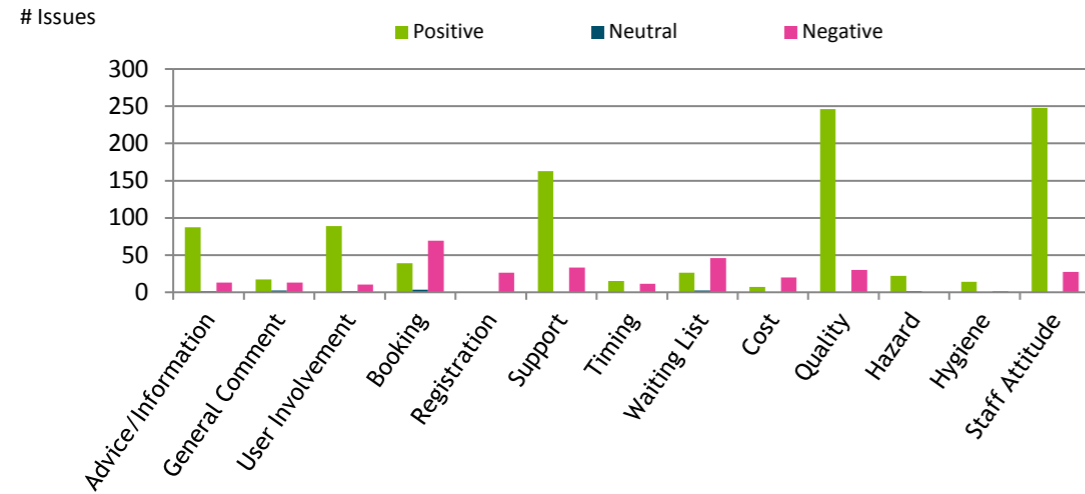
### 6.6 Sentiment, Diagnosis/Testing



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

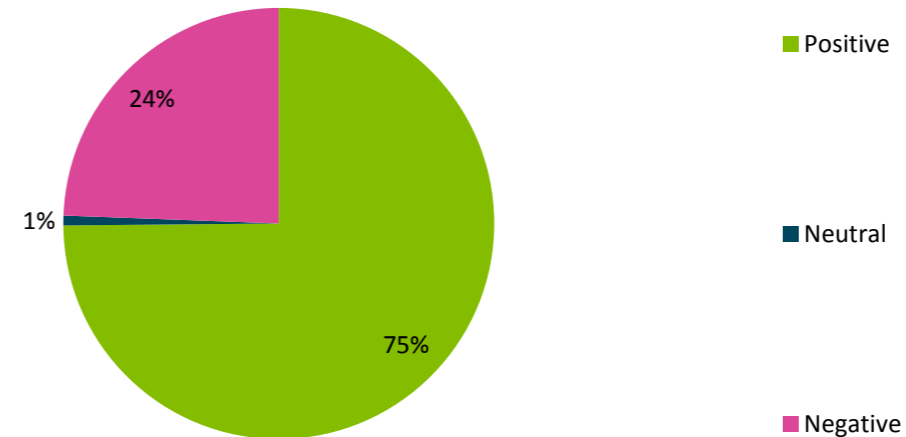
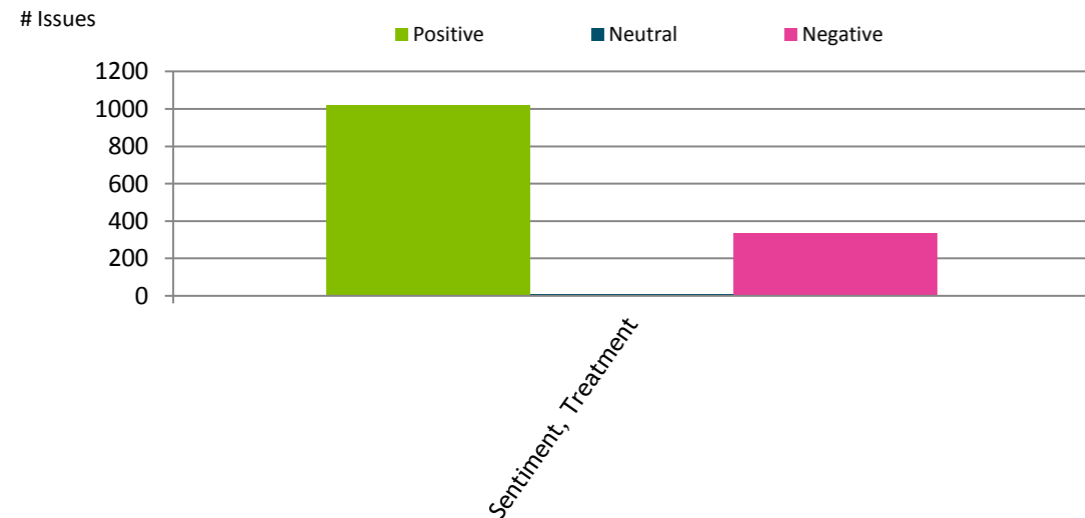


### 6.7 Trends, Clinical Treatment (1360 issues)



Issues receiving the most comments overall

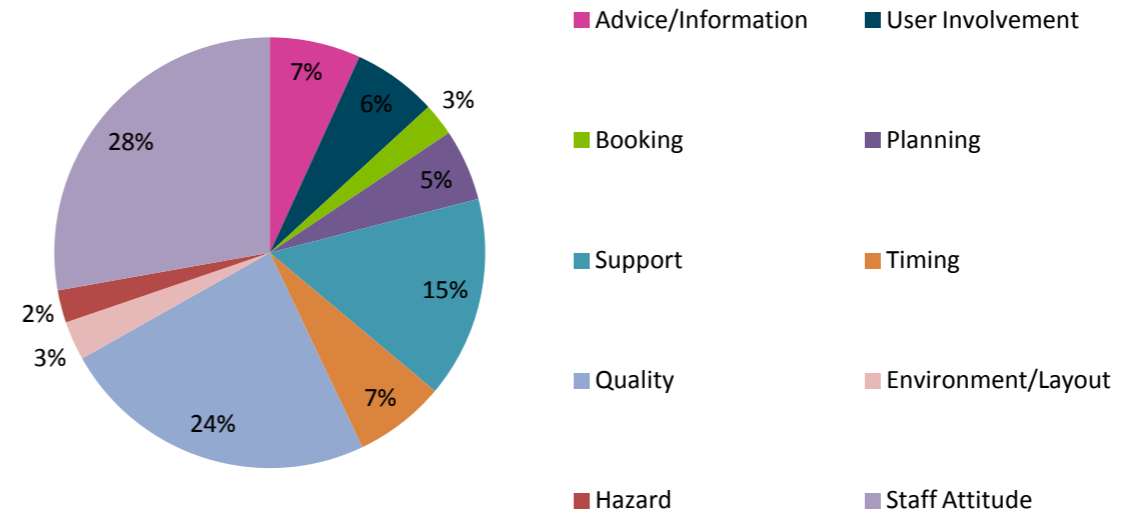
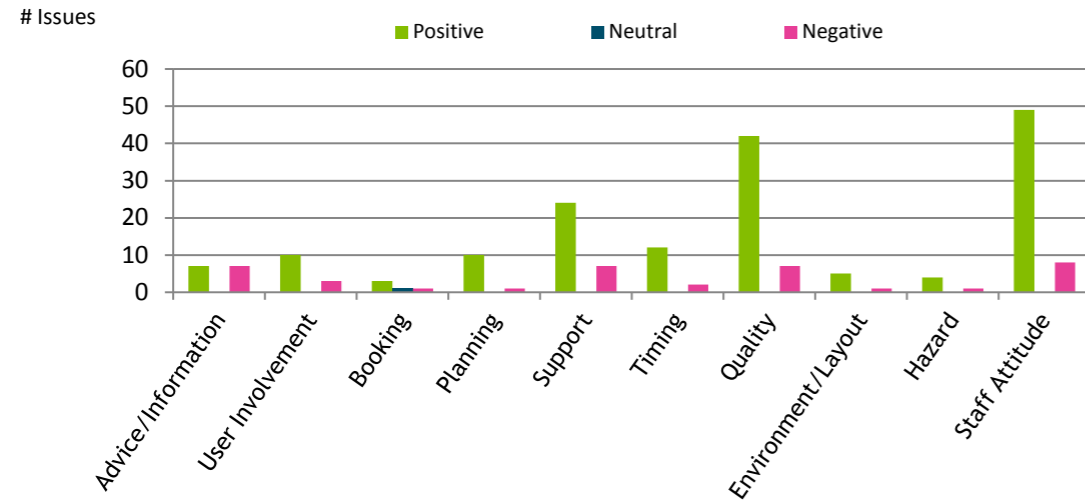
### 6.8 Sentiment, Clinical Treatment



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

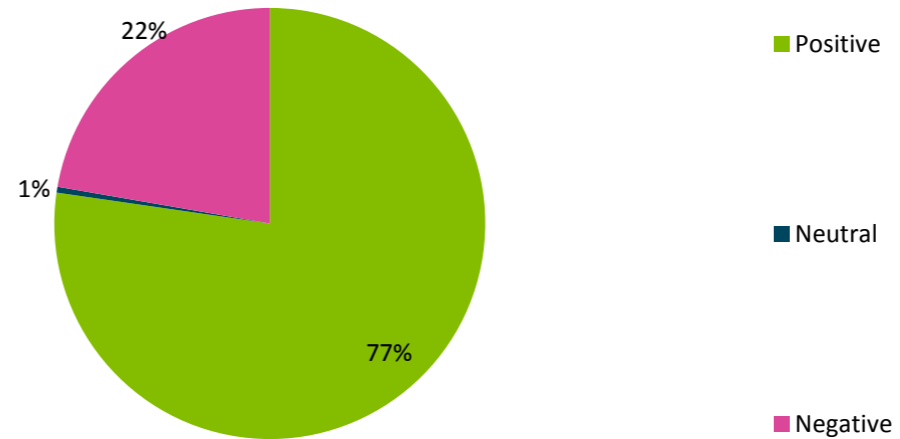
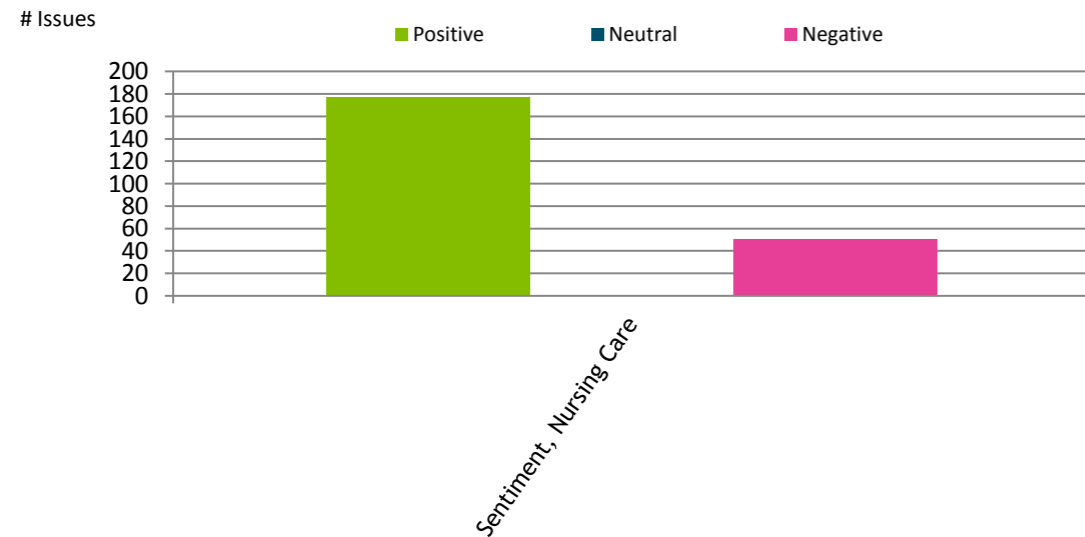


### 6.9 Trends, Clinical Nursing (229 issues)



Issues receiving the most comments overall

### 6.10 Sentiment, Clinical Nursing

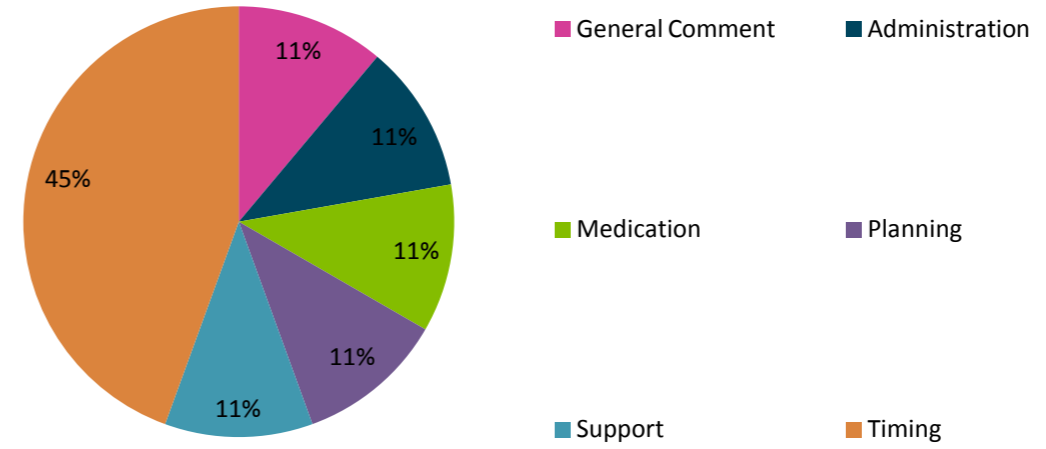
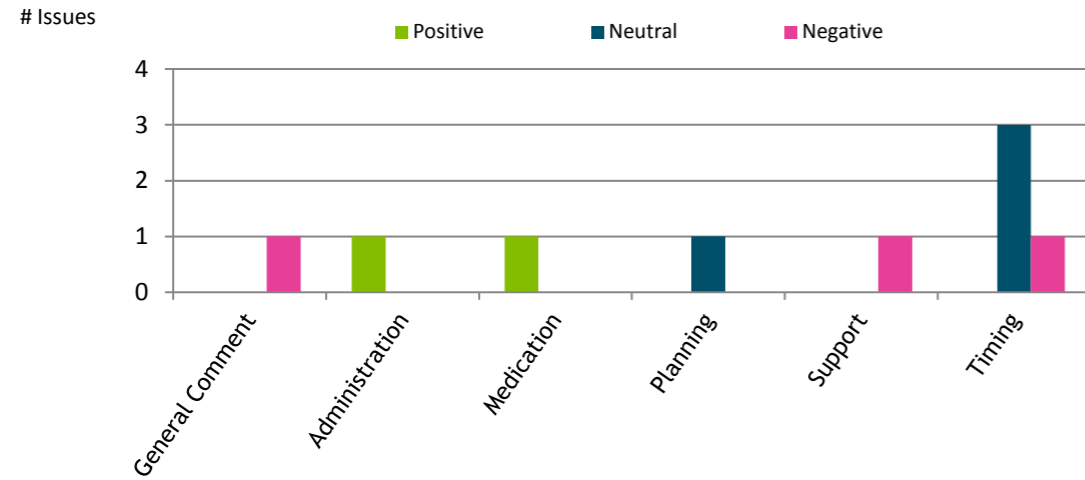




## 6. Care Pathway: Discharge (discharge from a service)

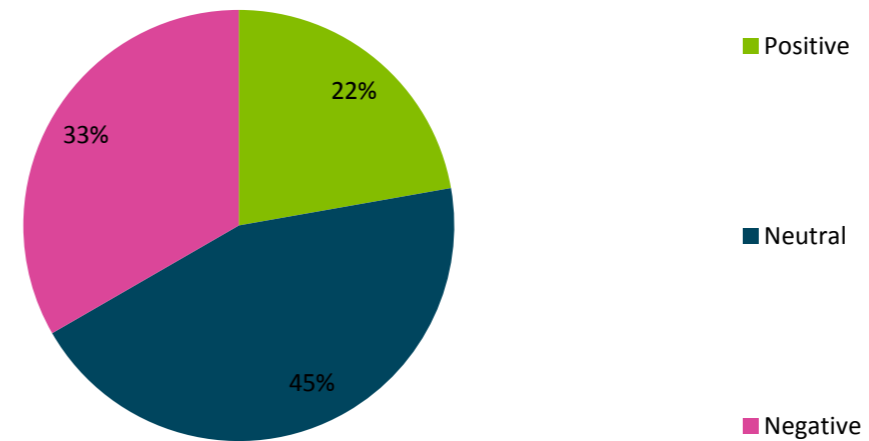
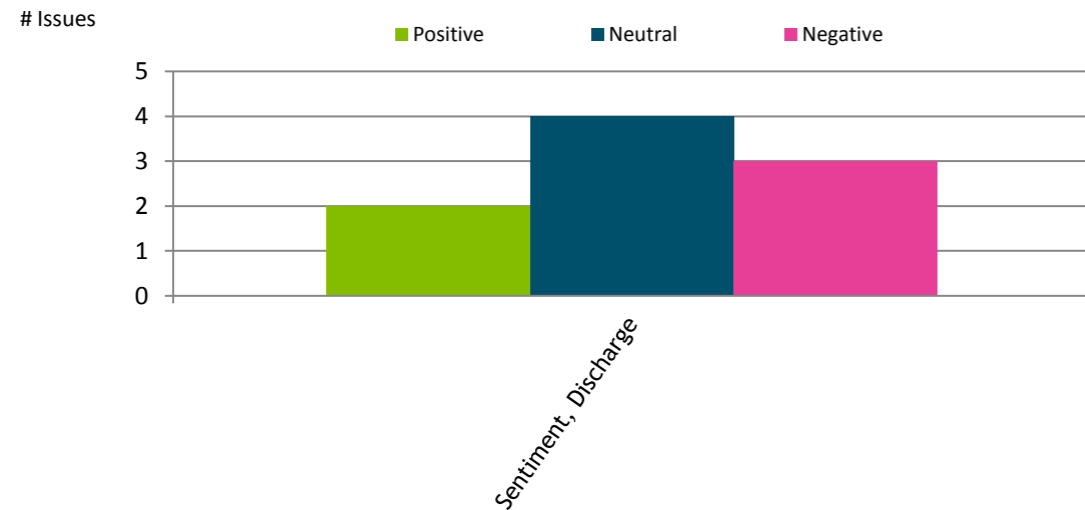


### 6.11 Trends, Discharge (9 issues)



Issues receiving the most comments overall

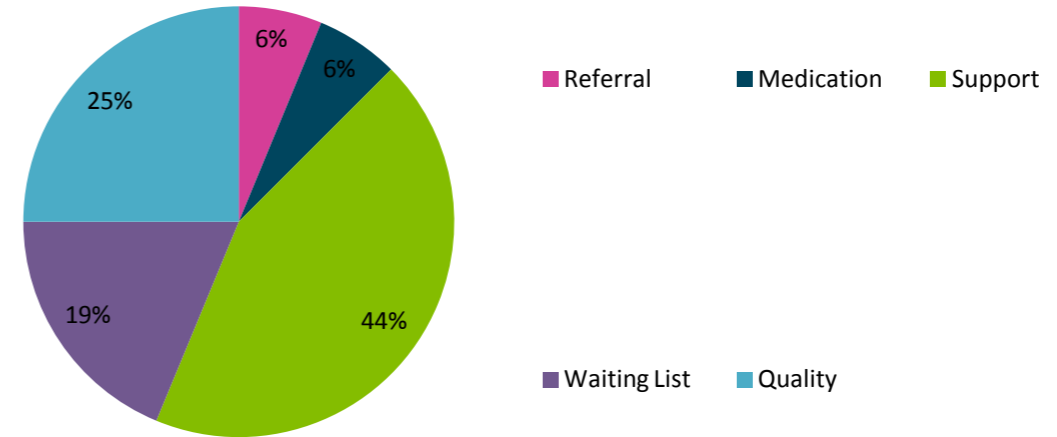
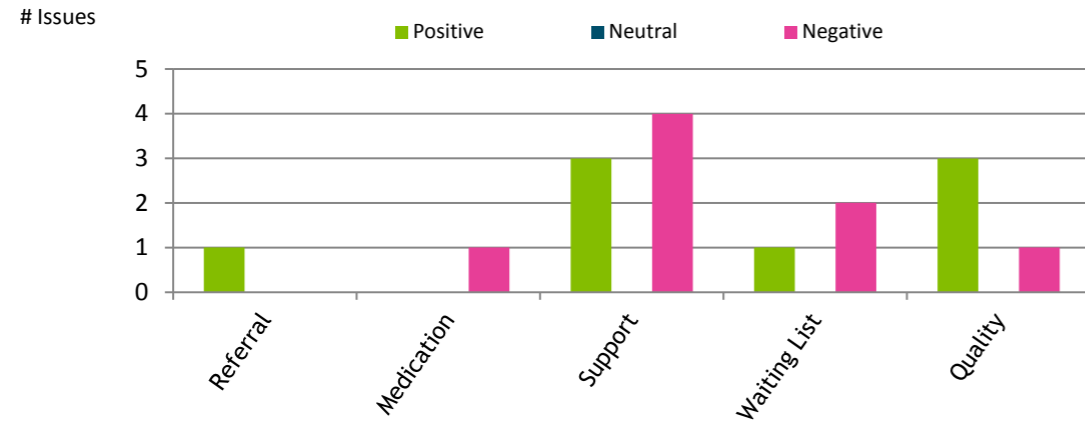
### 6.12 Sentiment, Discharge



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

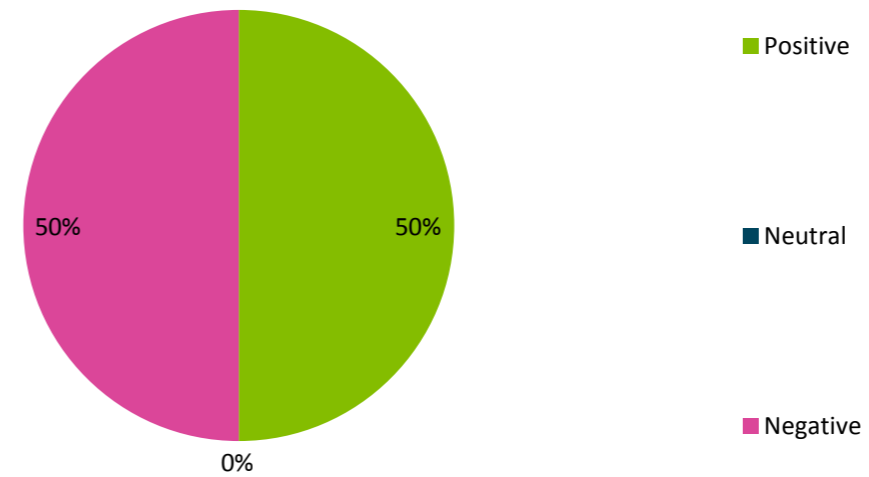
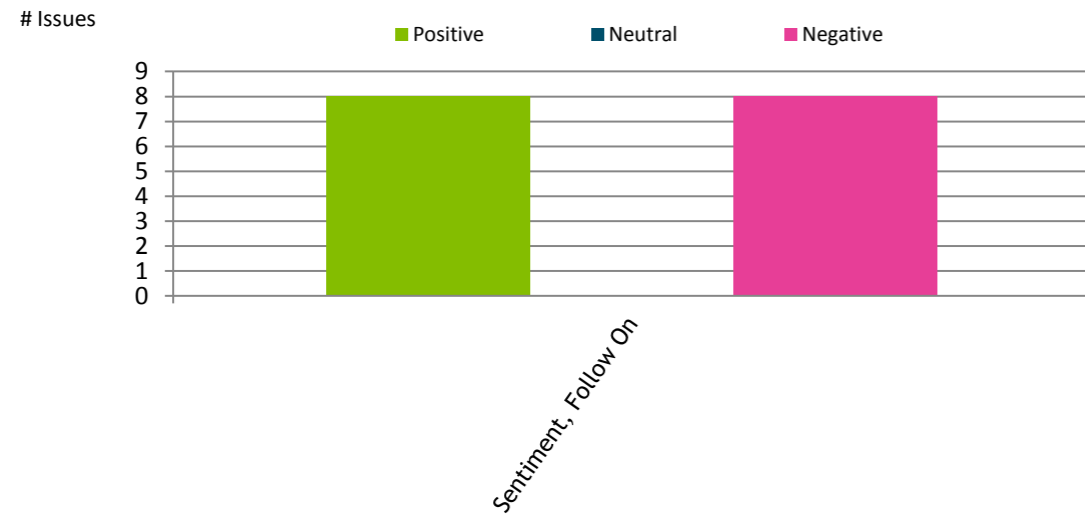


6.13 Trends, Follow On (16 issues)



Issues receiving the most comments overall

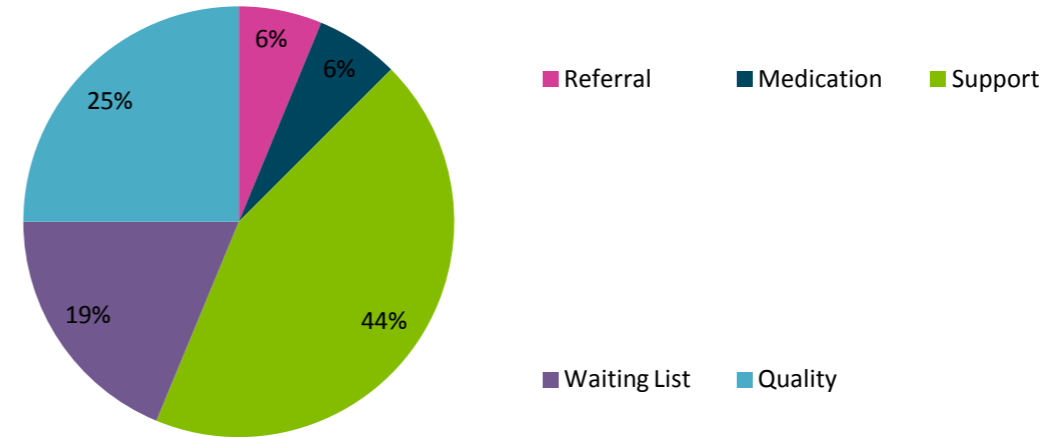
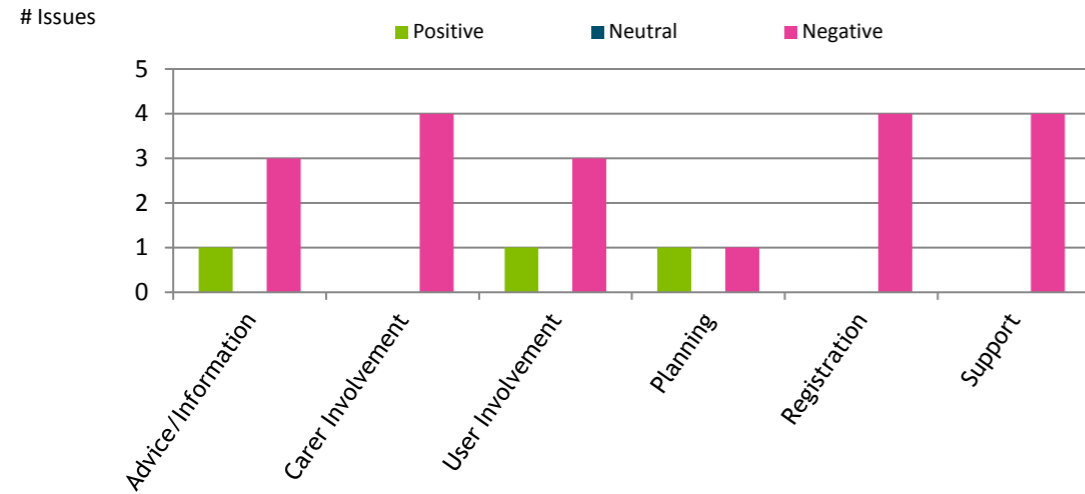
6.14 Sentiment, Follow On



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

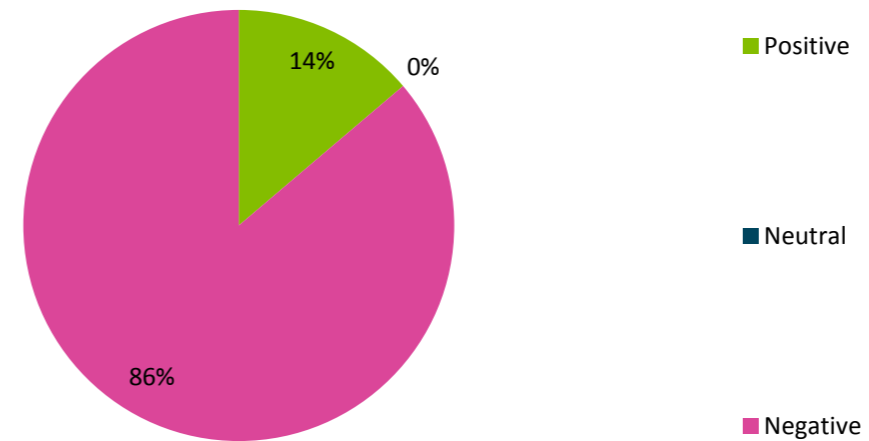
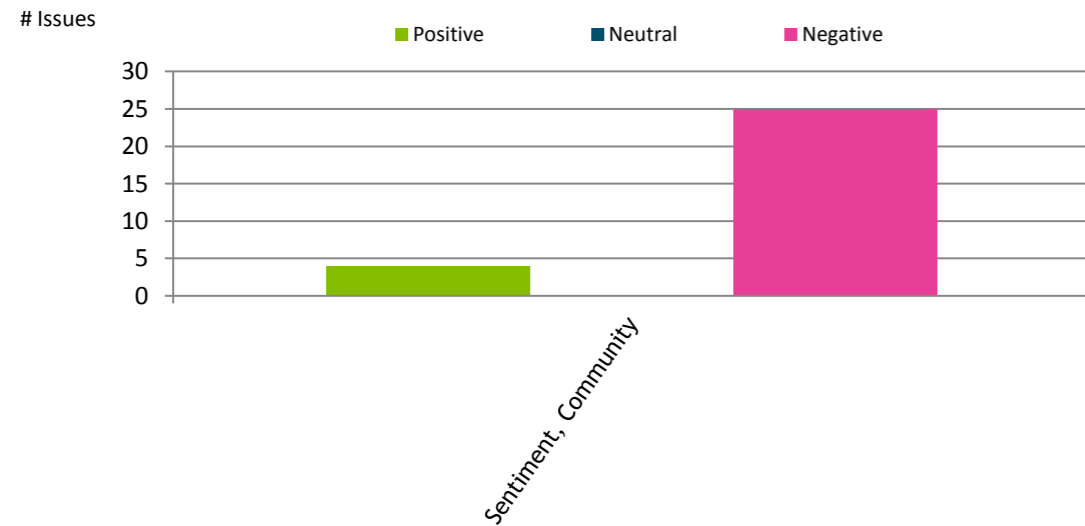


### 6.15 Trends, Community (29 issues)



Issues receiving the most comments overall

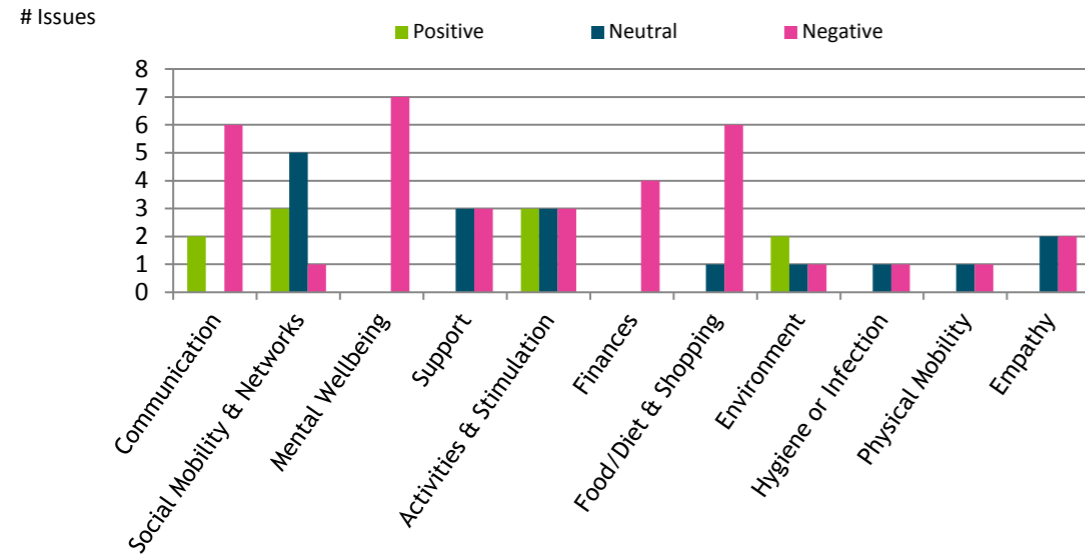
### 6.16 Sentiment, Community



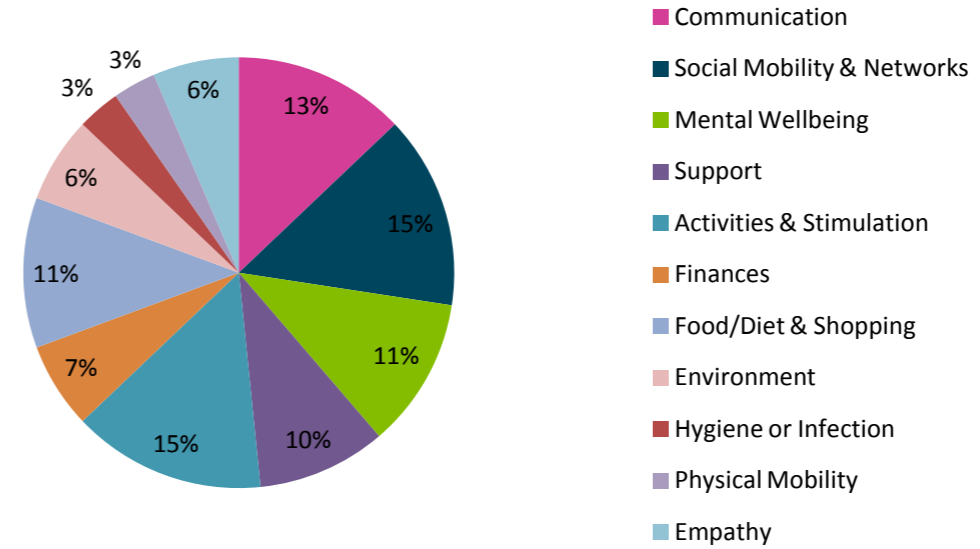
## 7. Wider Community: Which aspects are people most commenting on?



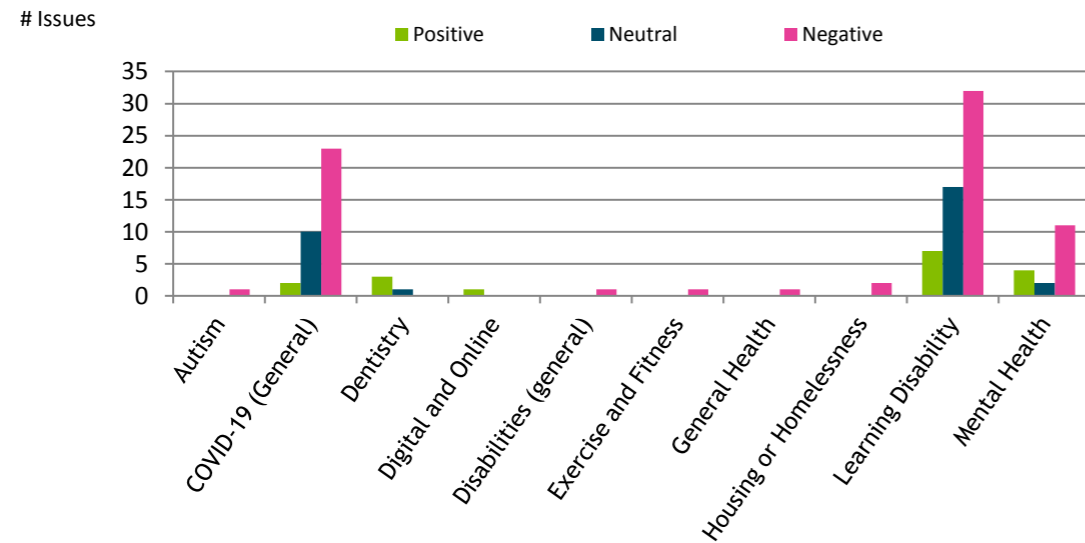
### 7.1 Top Trends: 64 issues from 36 people



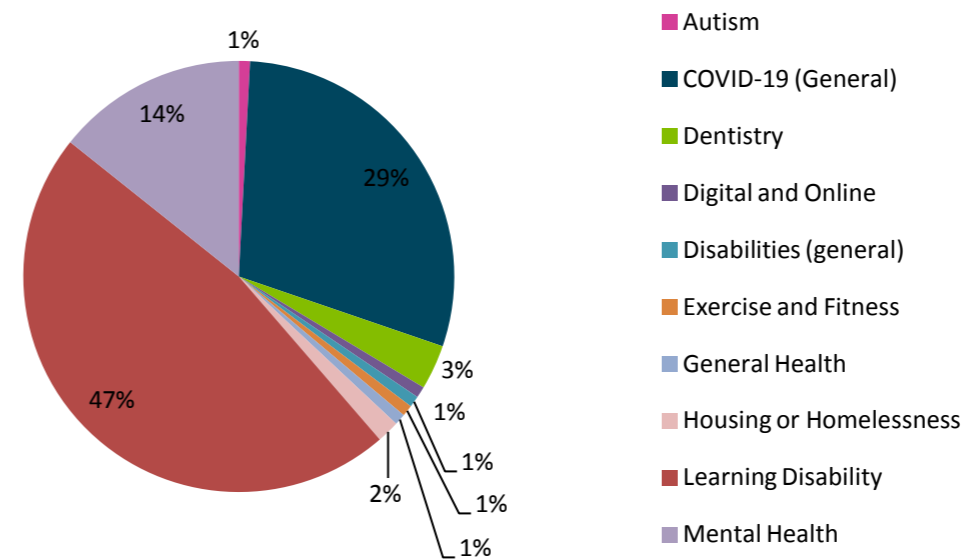
Issues receiving the most comments overall.



### 7.2 Stated topics



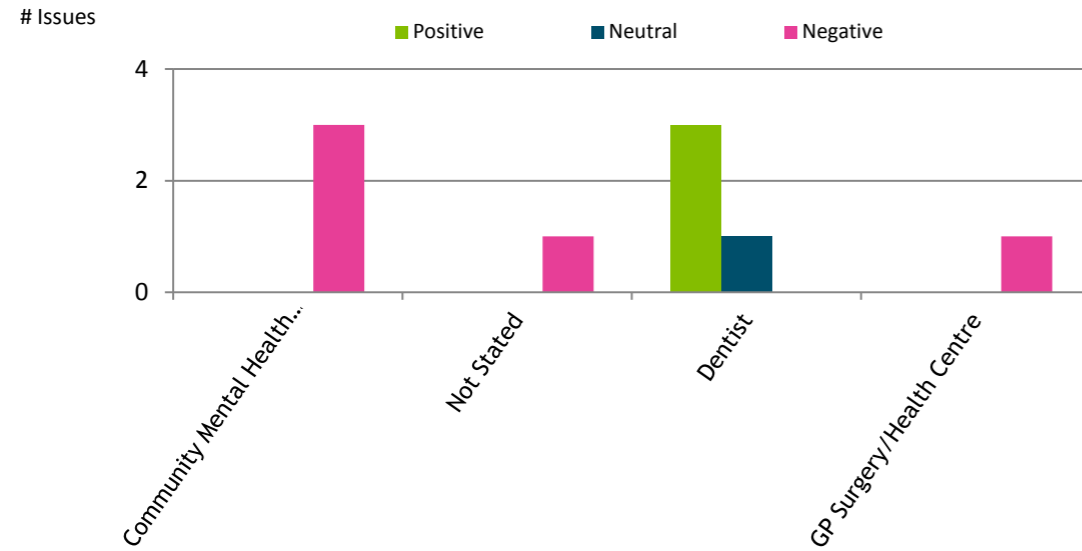
Topics receiving the most comments overall



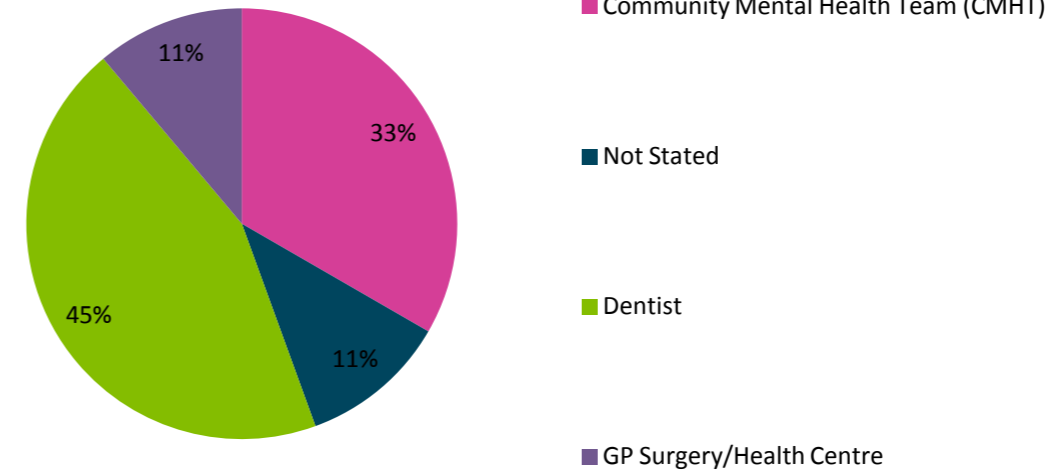
## 7. Wider Community: Which aspects are people most commenting on?



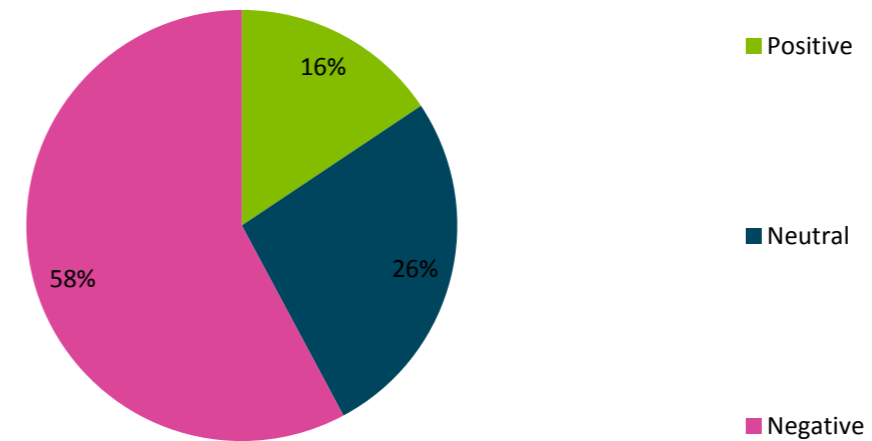
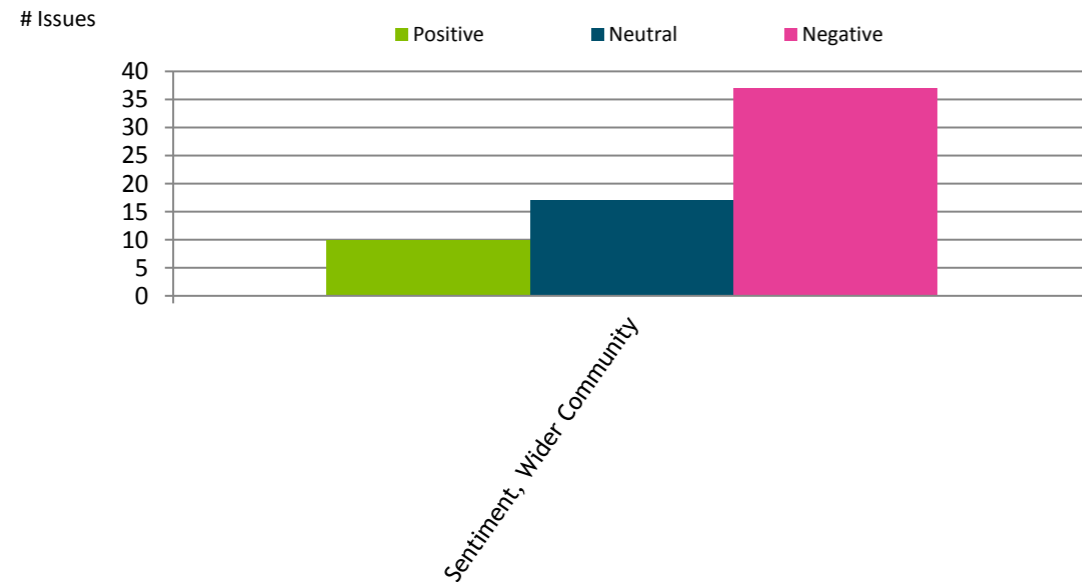
### 7.3 Service Type



Service type receiving the most comments overall



### 7.4 Sentiment, Wider Community



Quarterly benchmark: 10% improvement on the previous quarter

## 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>	107	2	42	151
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	5	5	8	18
	Peer Involvement	<i>Involvement or Influence of friends.</i>	1	0	2	3
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	17	2	17	36
	User Involvement	<i>Involvement or influence of the service user.</i>	106	1	28	135
Systems	Administration	<i>Administrative processes and delivery.</i>	8	0	32	40
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	3	0	0	3
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	53	8	81	142
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	3	3
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	0	0
	Referral	<i>Referral to a service.</i>	5	0	1	6
	Medical Records	<i>Management of medical records.</i>	0	0	0	0
	Medication	<i>Prescription and management of medicines.</i>	7	0	10	17
	Opening Times	<i>Opening times of a service.</i>	1	0	2	3
	Planning	<i>Leadership and general organisation.</i>	24	1	12	37
	Registration	<i>Ability to register for a service.</i>	1	0	36	37
	Support	<i>Levels of support provided.</i>	243	4	75	322
	Telephone	<i>Ability to contact a service by telephone.</i>	6	0	29	35
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	28	3	17	48
	Waiting List	<i>Length of wait while on a list.</i>	29	2	55	86
Values	Choice	<i>General choice.</i>	7	0	3	10
	Cost	<i>General cost.</i>	9	0	25	34
	Language	<i>Language, including terminology.</i>	0	0	2	2
	Nutrition	<i>Provision of sustenance.</i>	2	1	1	4
	Privacy	<i>Privacy, personal space and property.</i>	2	0	4	6
	Quality	<i>General quality of a service, or staff.</i>	336	0	55	391
	Sensory	<i>Deaf/blind or other sensory issues.</i>	1	0	2	3
	Stimulation	<i>General stimulation, including access to activities.</i>	4	3	4	11

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>	2	0	2	4
	Environment/Layout	<i>Physical environment of a service.</i>	17	1	5	23
	Equipment	<i>General equipment issues.</i>	5	0	10	15
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	26	2	7	35
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	14	0	4	18
	Mobility	<i>Physical mobility to, from and within services.</i>	0	1	1	2
	Travel/Parking	<i>Ability to travel or park.</i>	2	0	1	3
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	0	0
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	1	0	3	4
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	429	3	89	521
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	3	3
	Staff Training	<i>Training of staff.</i>	2	0	8	10
	Staffing Levels	<i>General availability of staff.</i>	0	0	3	3
<b>Total:</b>			<b>1503</b>	<b>39</b>	<b>682</b>	<b>2224</b>