

# The Experience of Northwick Park Hospital

A trends analysis report by Healthwatch Harrow, 21 October 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 October 2020 - 30 September 2021**

# Index and overview of findings

## Data Source (Page 4)

This report is based on the experience of 241 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 majority of people receive good quality, compassionate treatment and care. Patients would like greater levels of communication and support, and shorter waiting times, according to feedback.

### Leading Trends...

*Complaints about waiting times are up by around a tenth (11%), compared with the previous three months, with the majority of negative feedback relating to A&E.*

## Satisfaction Levels (Pages 6-7)

On the whole, feedback is 49% positive. Over half of experiences (55%) reflect good levels of user involvement and support, while sentiment on quality and empathy is marginally positive (60%). On service accessibility, over two thirds of comments (71%) are negative overall.

### Trends...

*This quarter overall satisfaction has declined by 2%, comments suggest.*

*Declines of 1% are recorded on involvement, communication and support, 5% on quality and empathy and 4% on service accessibility (which includes waiting times).*

## Departments (Pages 8-13)

Feedback about A&E suggests good quality, compassionate treatment and care, however complaints about waiting times and levels of support have increased significantly this quarter.

Trends...

*Feedback suggests overall satisfaction on A&E has declined by 5% this quarter, standing at 55% positive.*

*On Maternity, comments suggest sentiment has not changed. 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 36%.

Trends...

*Feedback about general treatment and care is clearly positive overall, however patients and carers would like greater levels of communication and involvement.*

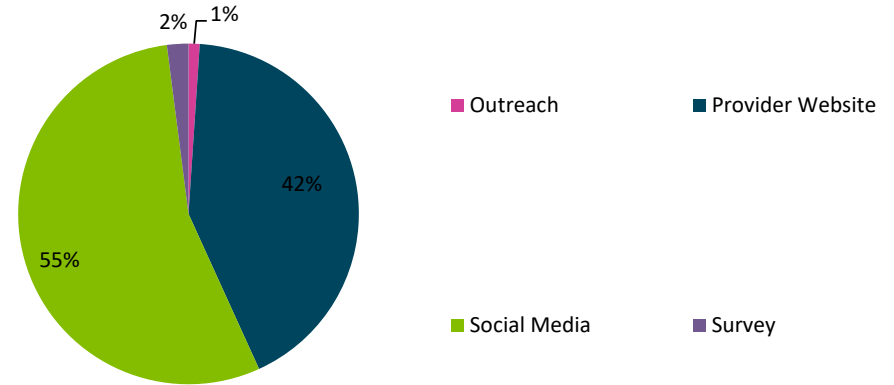
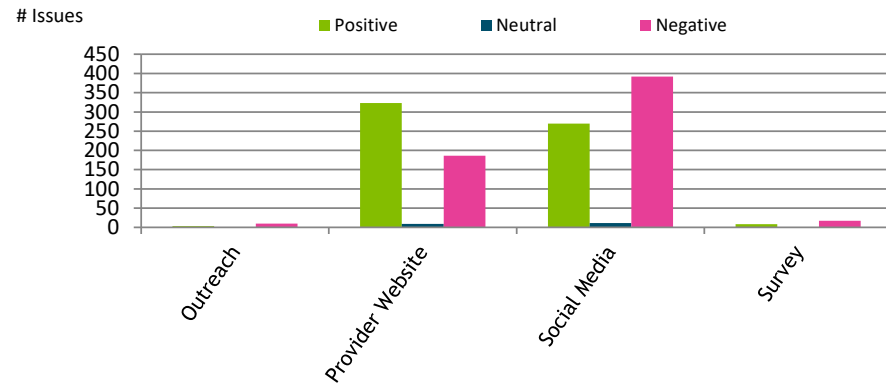
*On reception, patients would like greater levels of empathy, support and communication. General administration and telephone access are also cited as issues.*

**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?

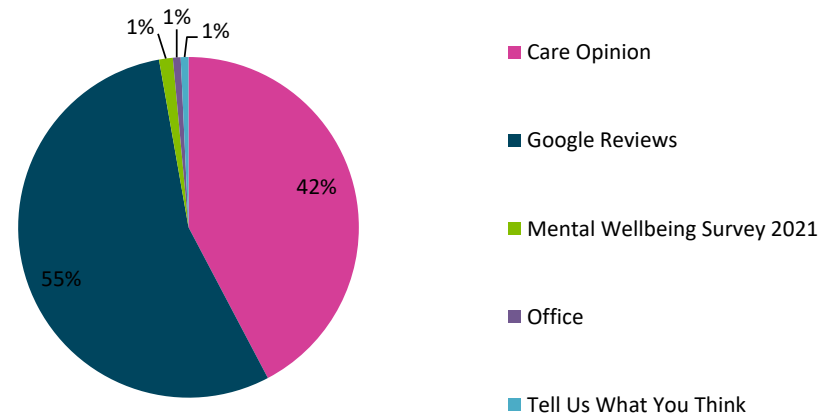
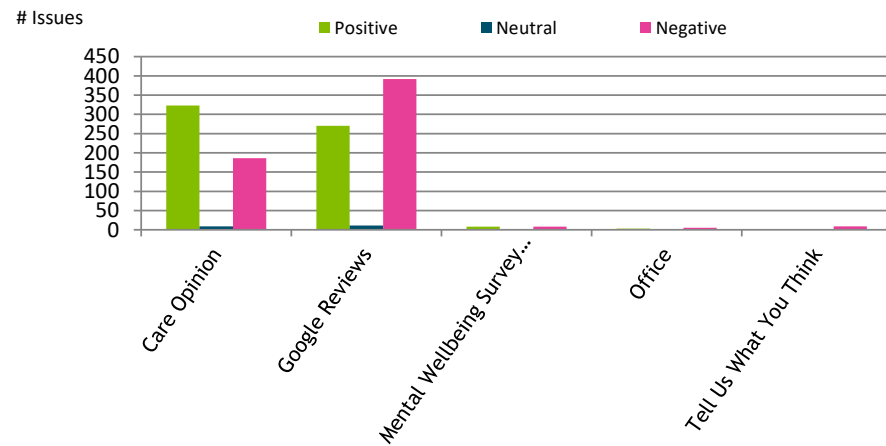


## 1.1 Source



Sources providing the most comments overall

## 1.2 Origin

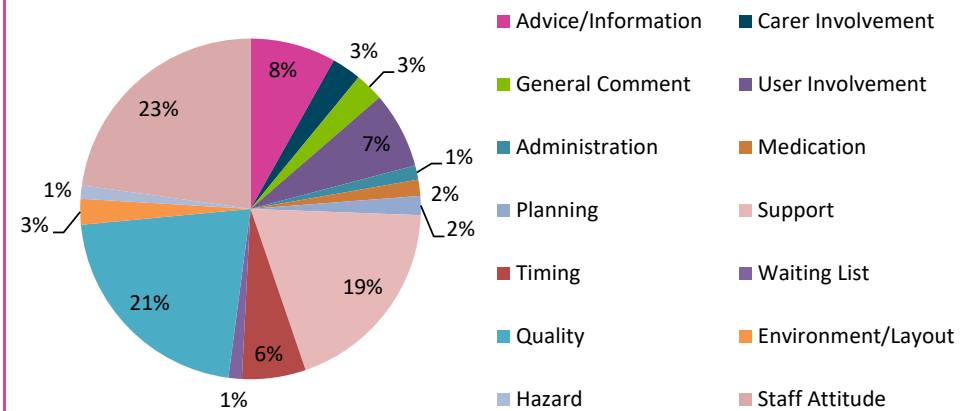
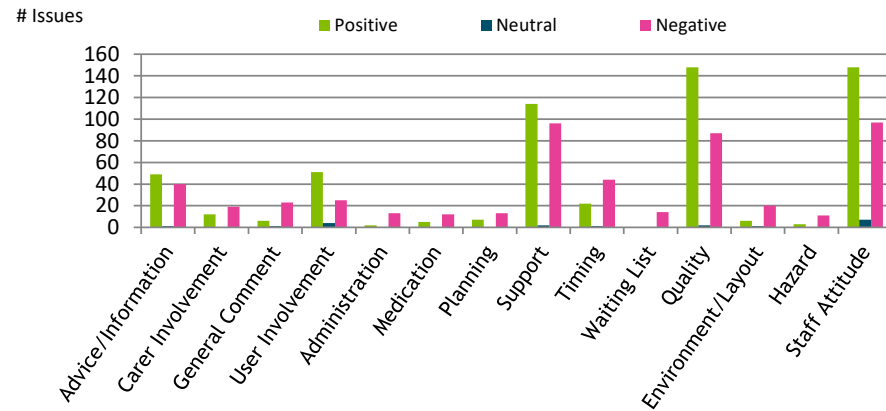


Origins providing the most comments overall

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

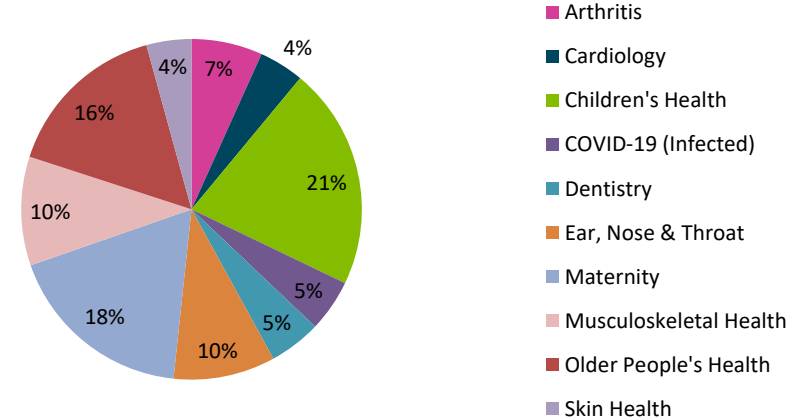
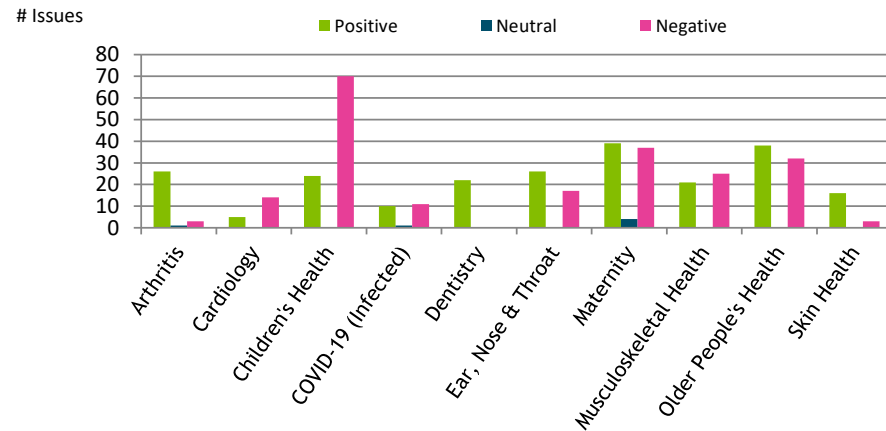


### 2.1 Service aspects: 1238 issues from 241 people



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

### 2.2 Stated medical conditions

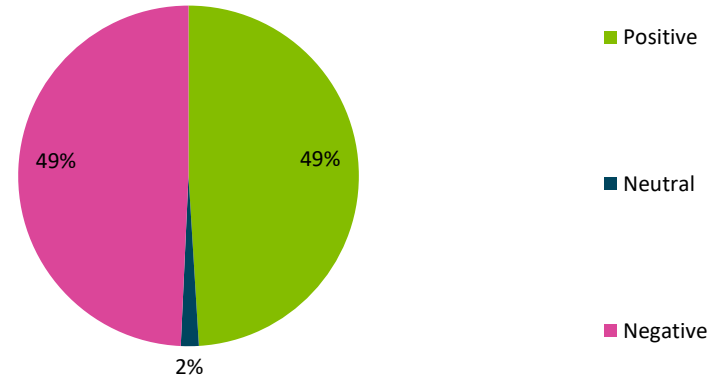
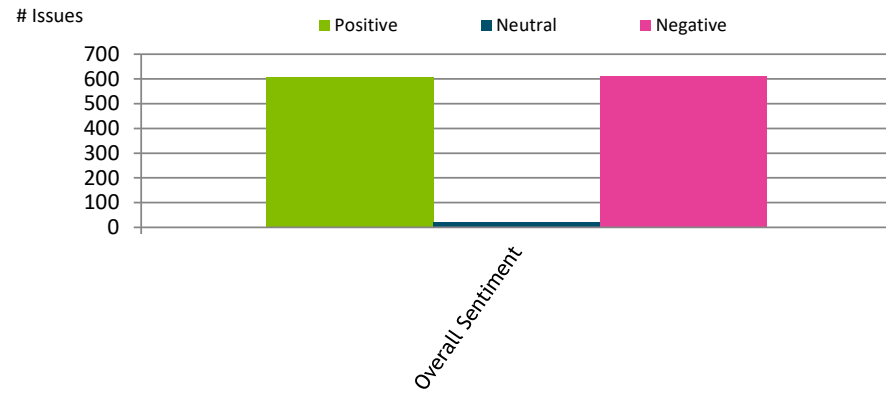


Medical conditions receiving the most comments overall

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

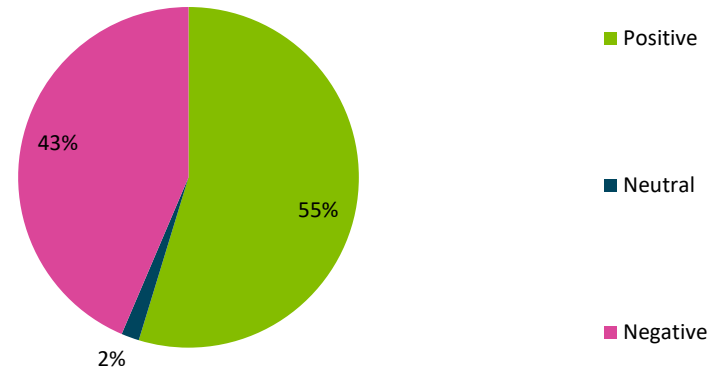
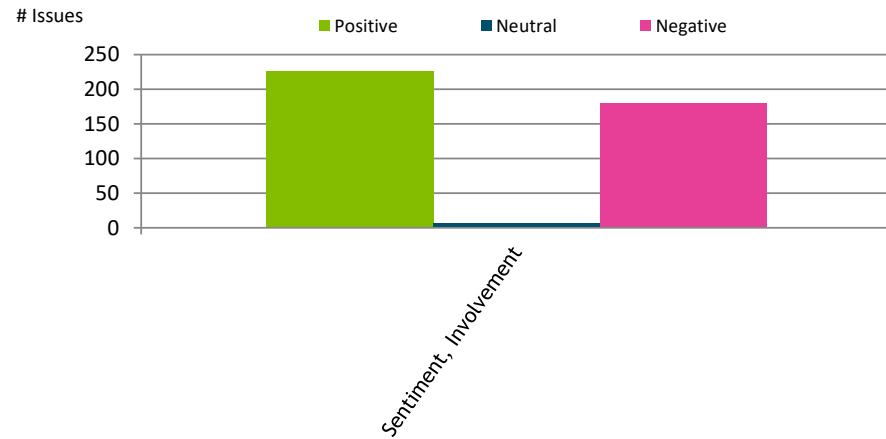


#### 3.1 How do people feel as a whole?



Quarterly Benchmark: 2% decline on the previous quarter

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

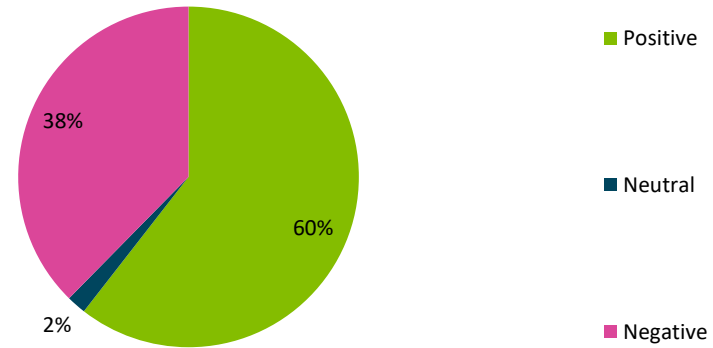
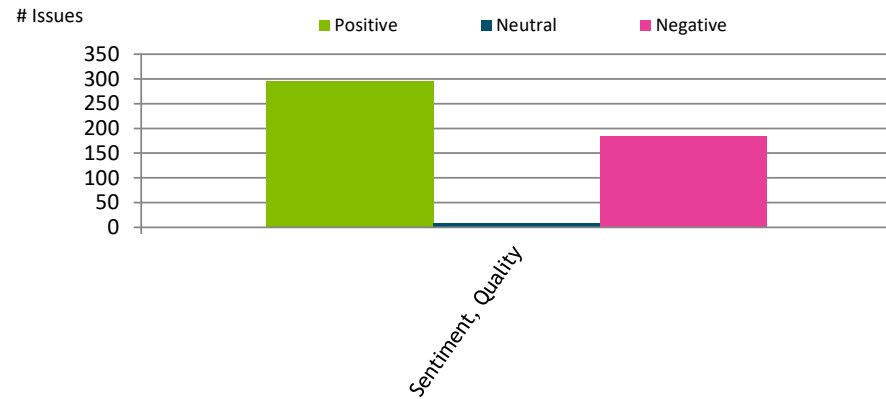


Quarterly Benchmark: 1% decline on the previous quarter

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

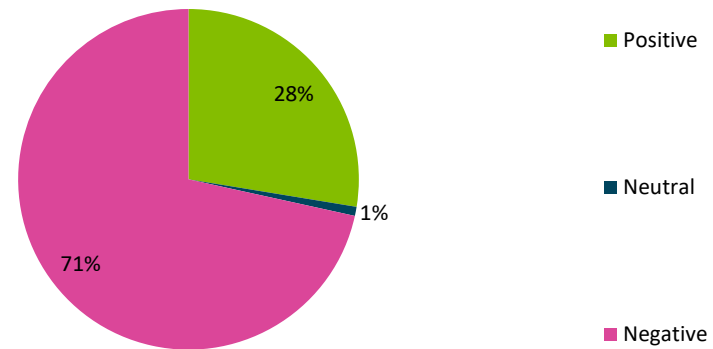
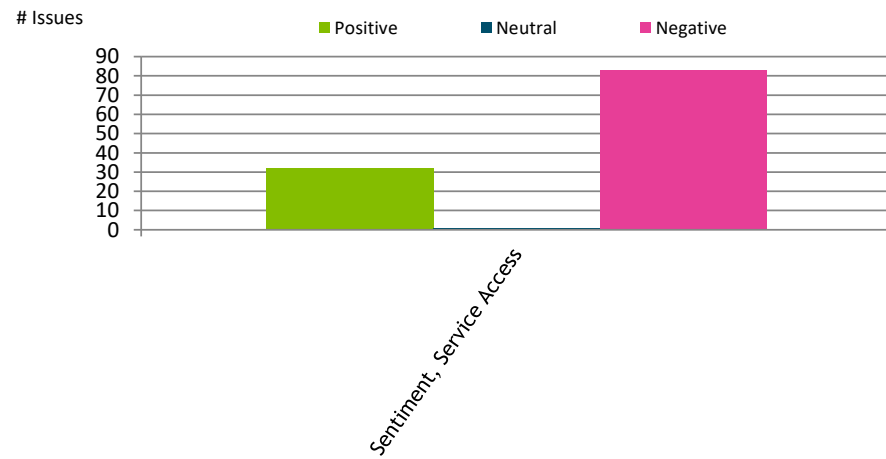


#### 3.3 How do people feel about general quality and empathy?



Quarterly Benchmark: 5% decline on the previous quarter

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

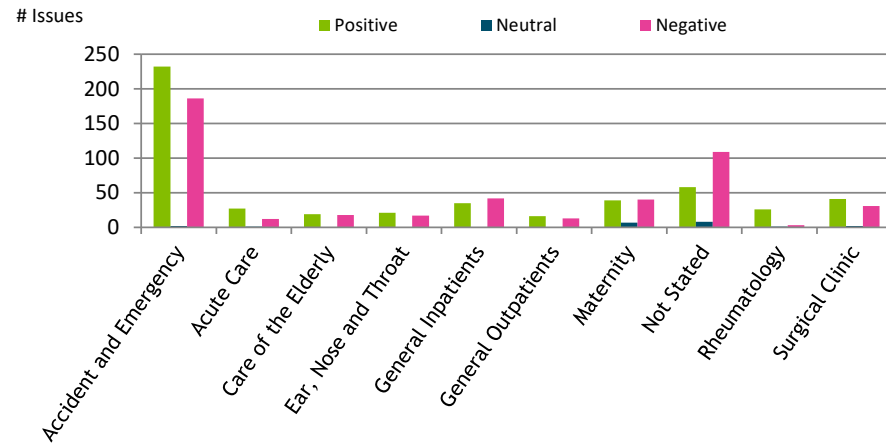


Quarterly Benchmark: 4% decline on the previous quarter

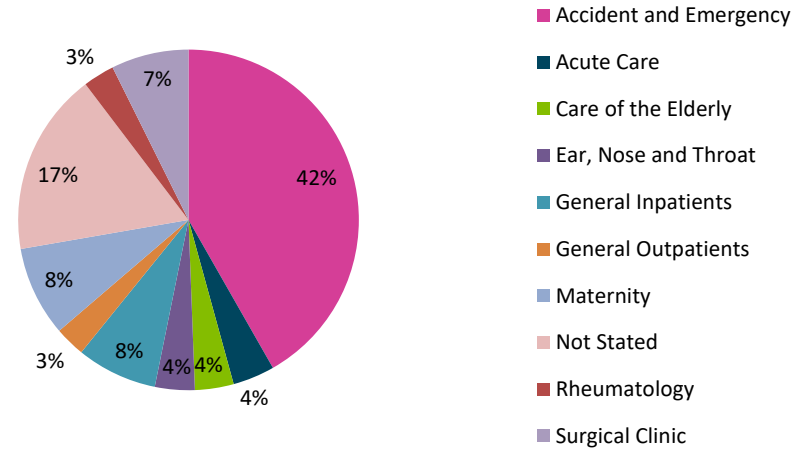
## 4. Trends: Which departments are people most commenting on?



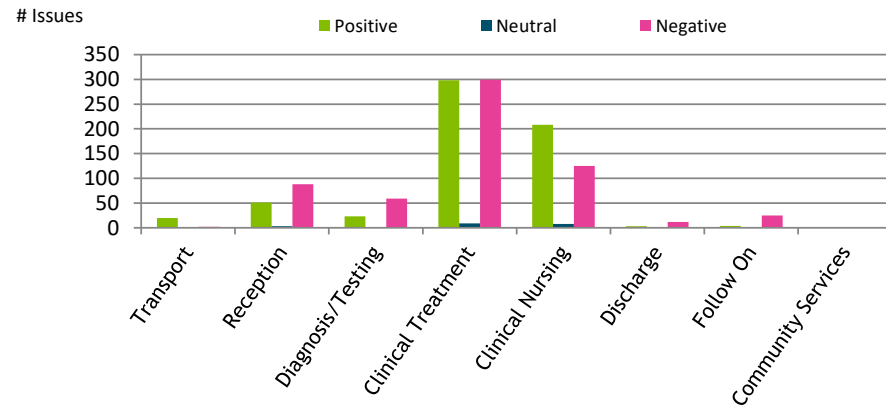
### 4.1 Departments (1238 issues)



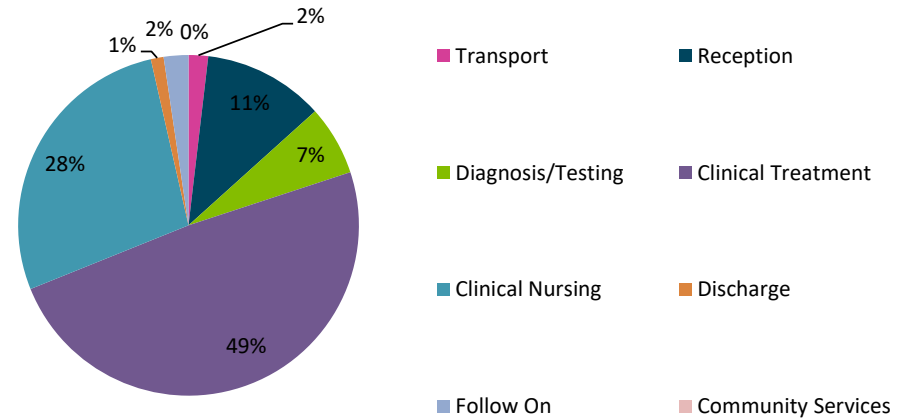
Departments receiving the most comments overall



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



Care pathway locations

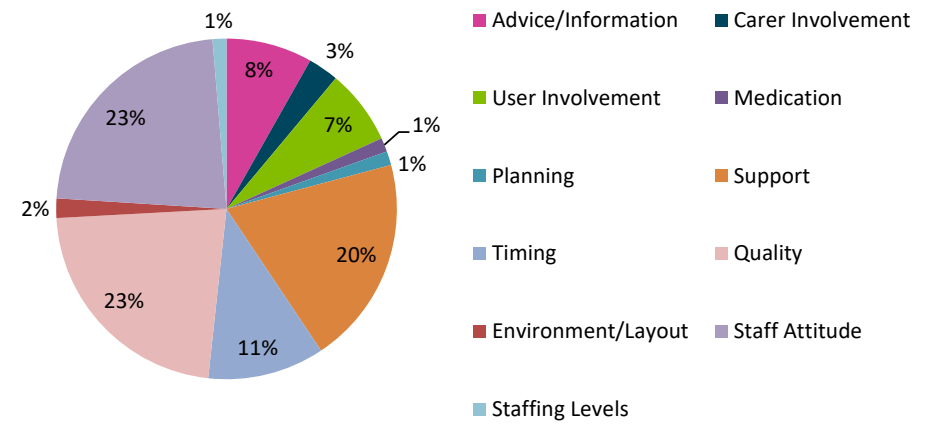
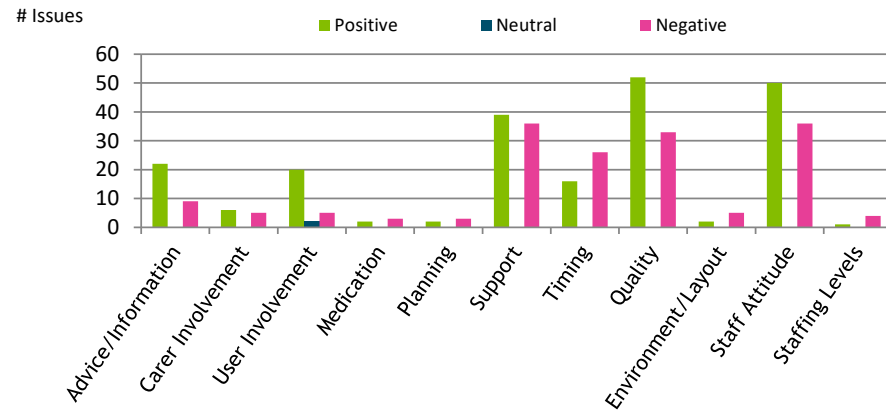




## 5. Trends: A&E

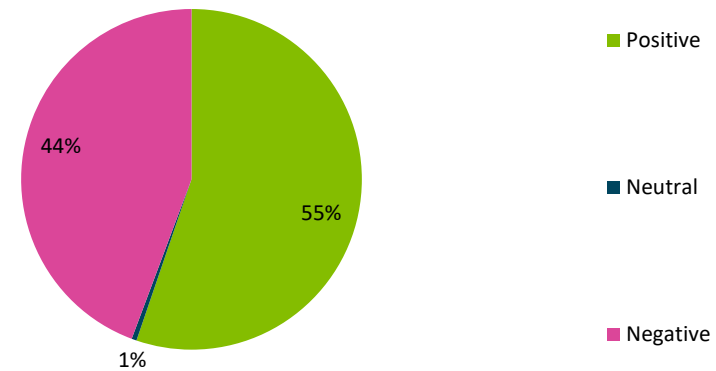
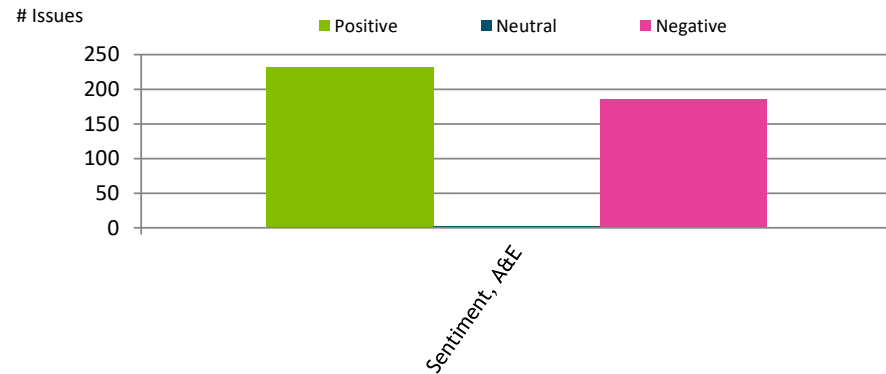


### 5.1 Trends, A&E (420 issues from 62 people)



Issues receiving the most comments overall

### 5.2 Sentiment, A&E

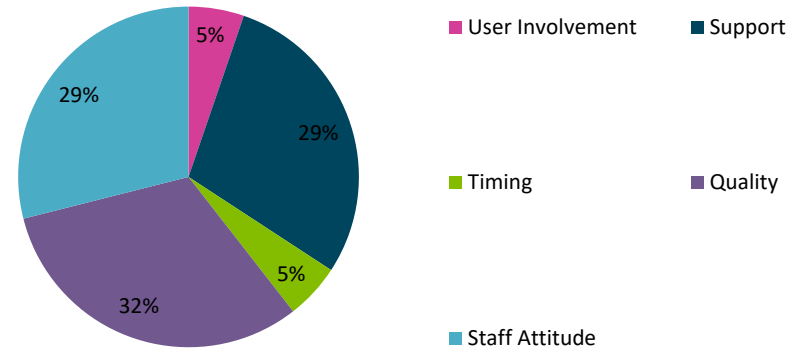
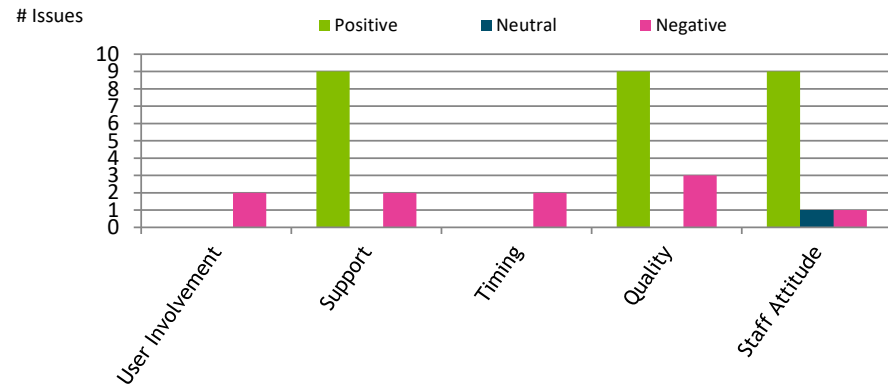


Quarterly Benchmark: 5% decline on the previous quarter

## 5. Trends: Acute Care

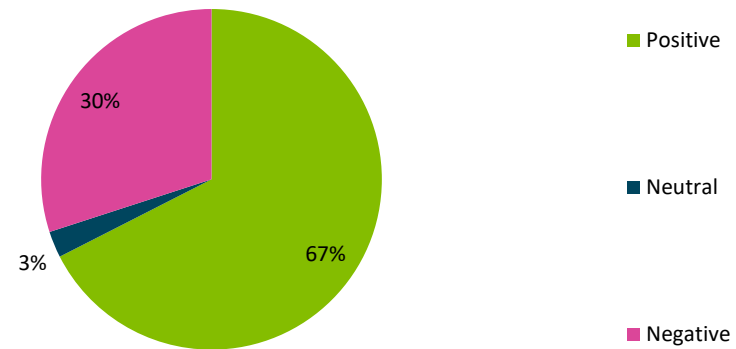
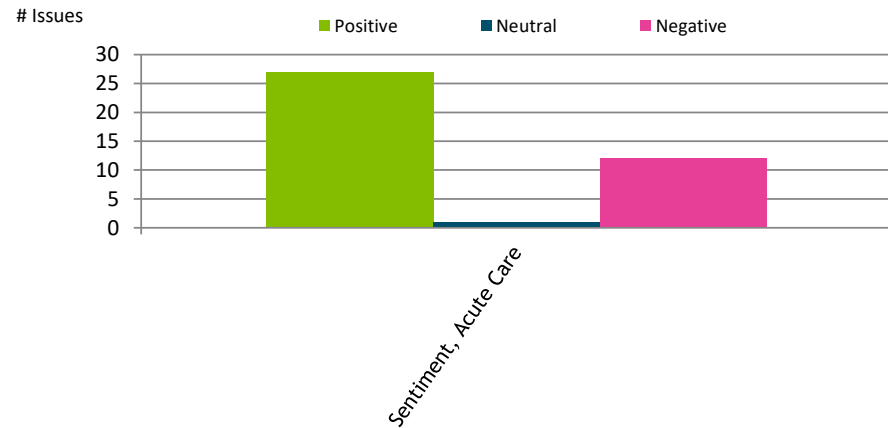


### 5.3 Trends, Acute Care (40 issues from 7 people)



Issues receiving the most comments overall

### 5.4 Sentiment, Acute Care

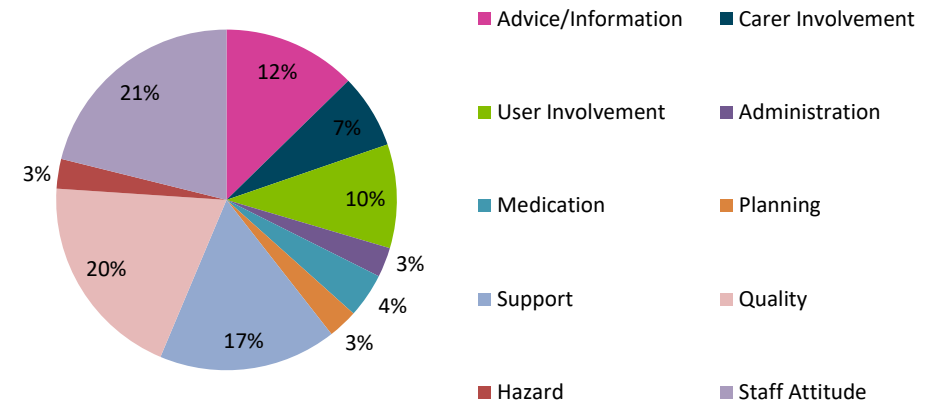
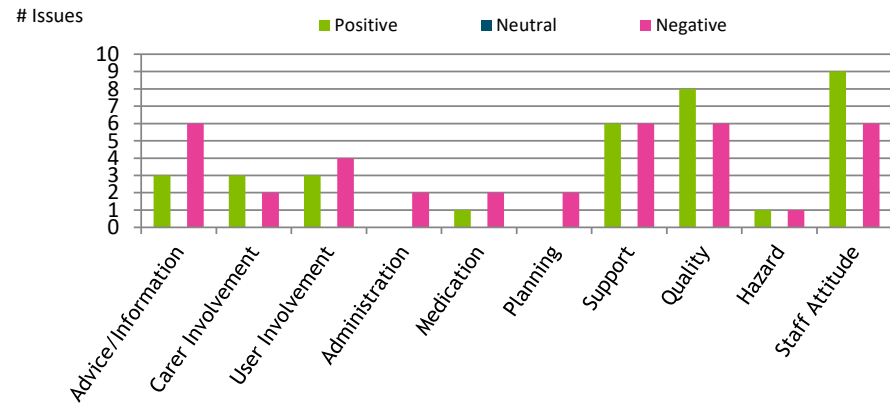


Quarterly Benchmark: N/A

## 5. Trends: Inpatients (General)

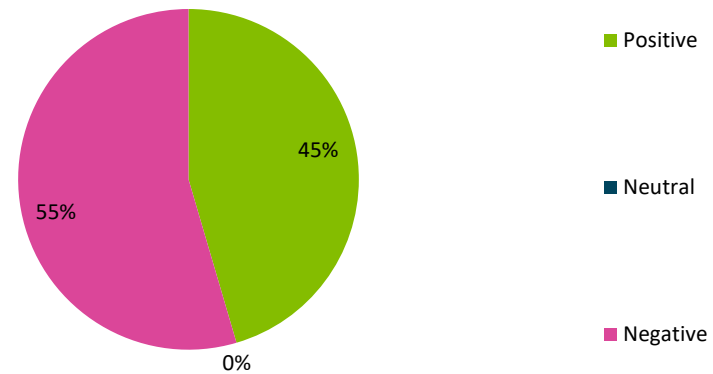
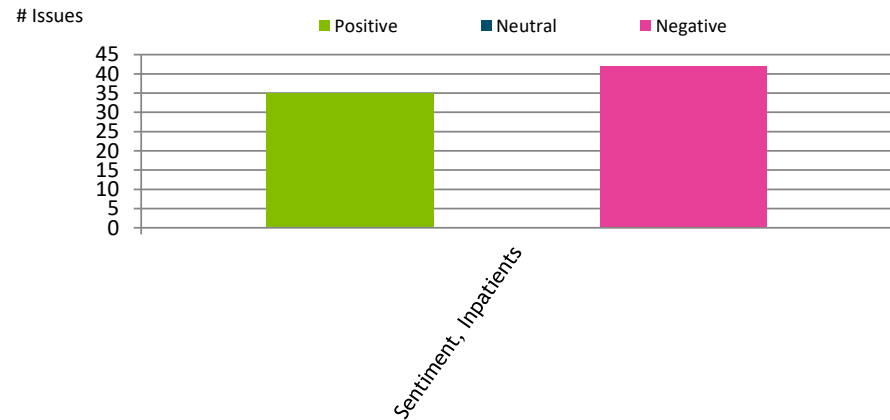


### 5.5 Trends, General Inpatients (77 issues from 13 people)



Issues receiving the most comments overall

### 5.6 Sentiment, General Inpatients

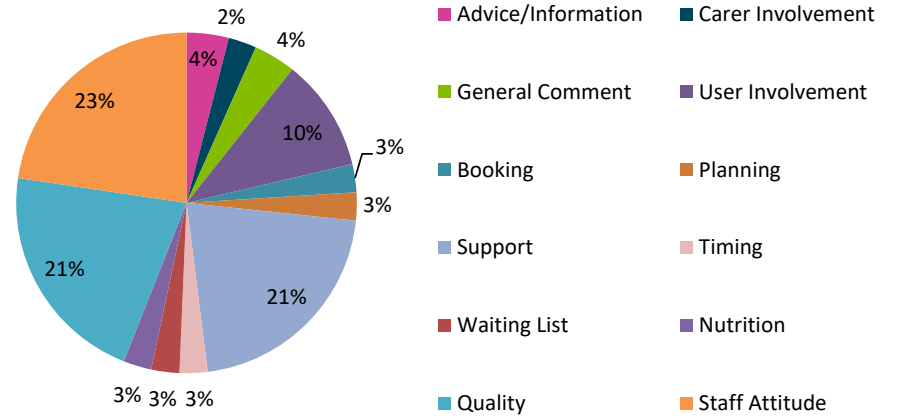
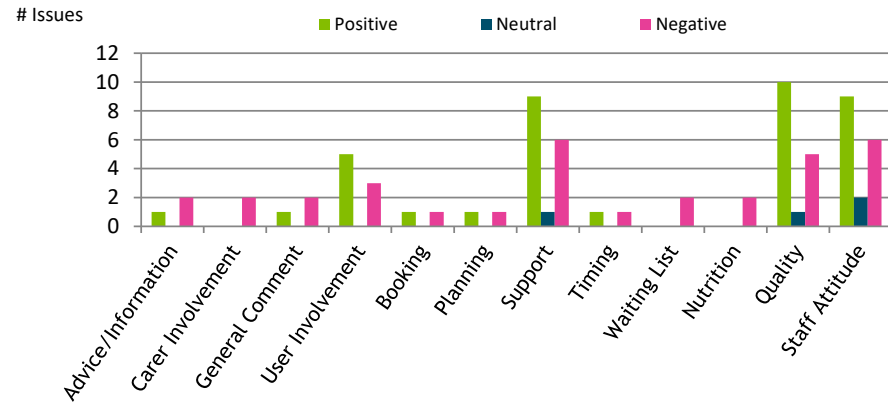


Quarterly Benchmark: N/A

## 5. Trends: Maternity

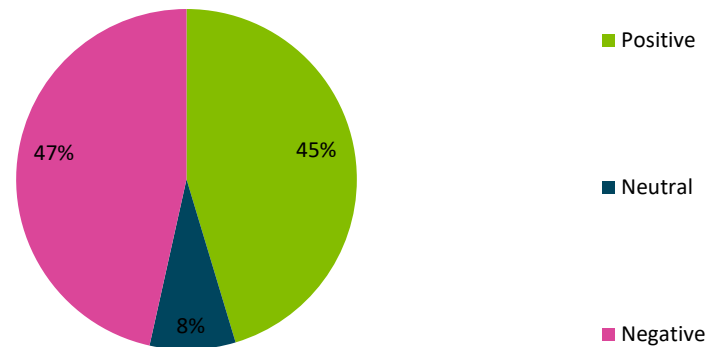
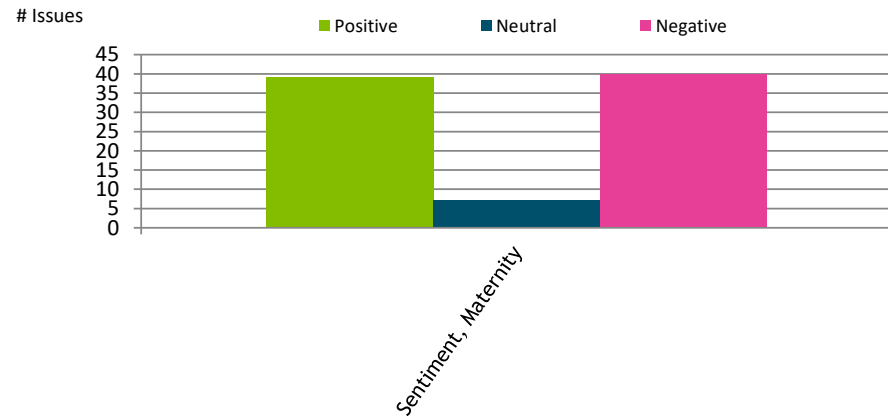


### 5.7 Trends, Maternity (86 issues from 18 people)



Issues receiving the most comments overall

### 5.8 Sentiment, Maternity

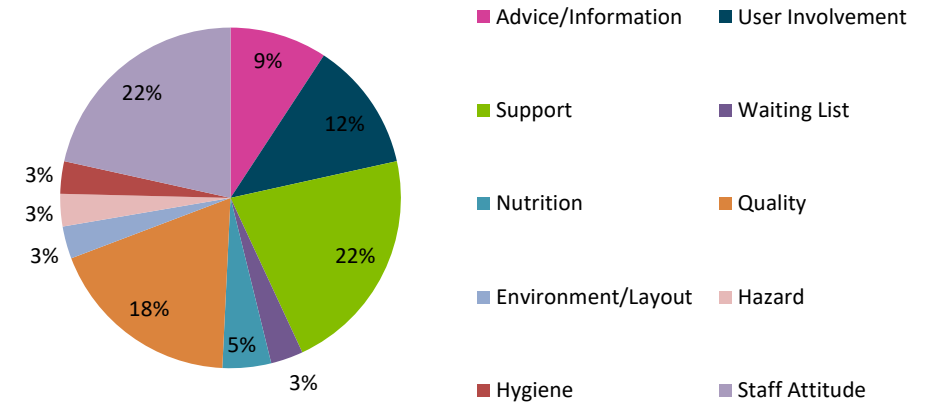
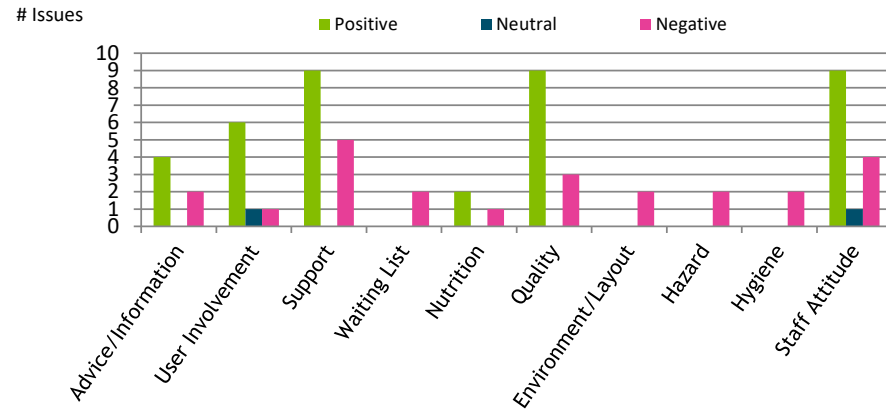


Quarterly Benchmark: No change on the previous quarter

## 5. Trends: Surgery (General)

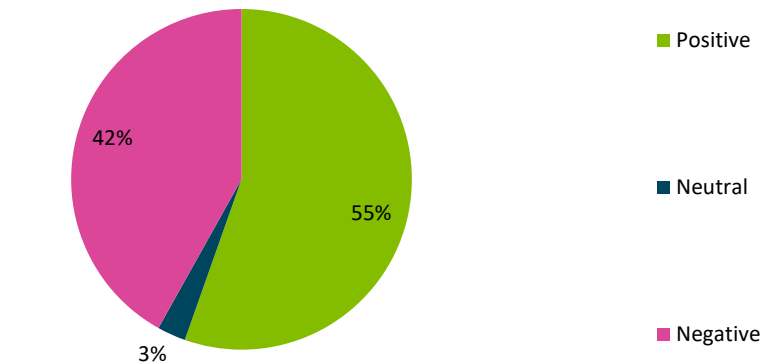
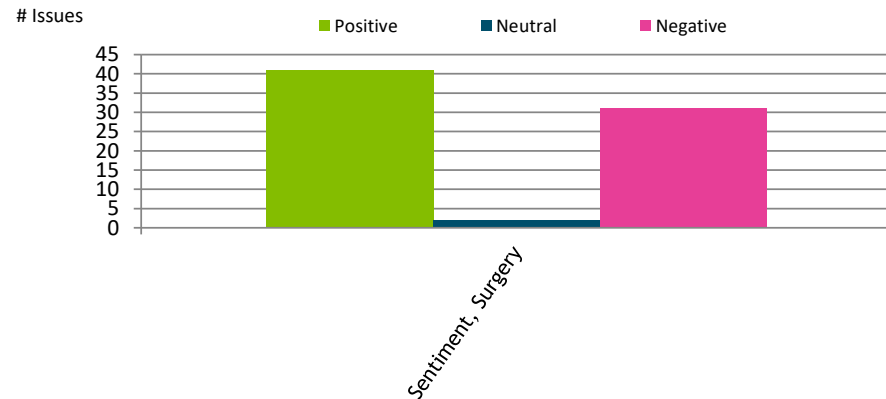


### 5.9 Trends, General Surgery (74 issues from 10 people)



Issues receiving the most comments overall

### 5.10 Sentiment, General Surgery

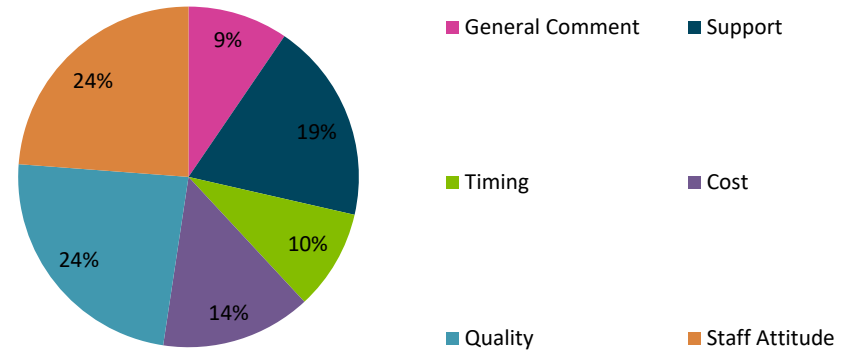
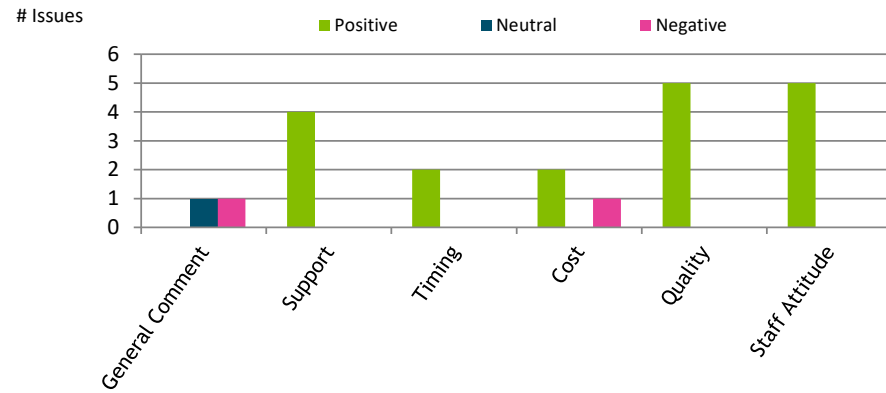


Quarterly Benchmark: N/A

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

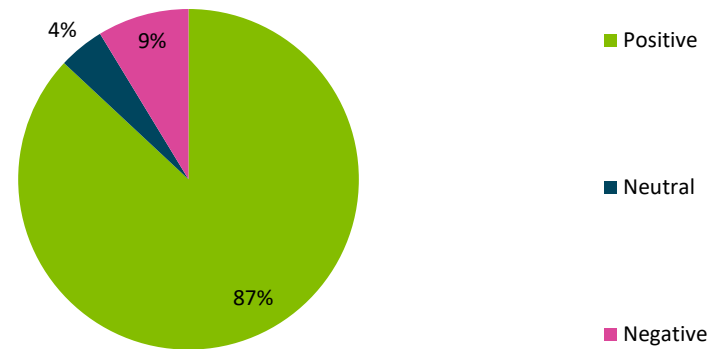
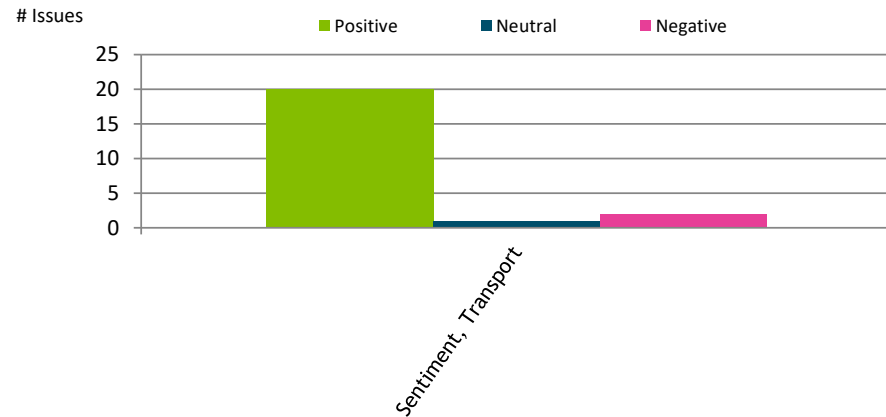


### 6.1 Trends, Transport (23 issues)



Issues receiving the most comments overall

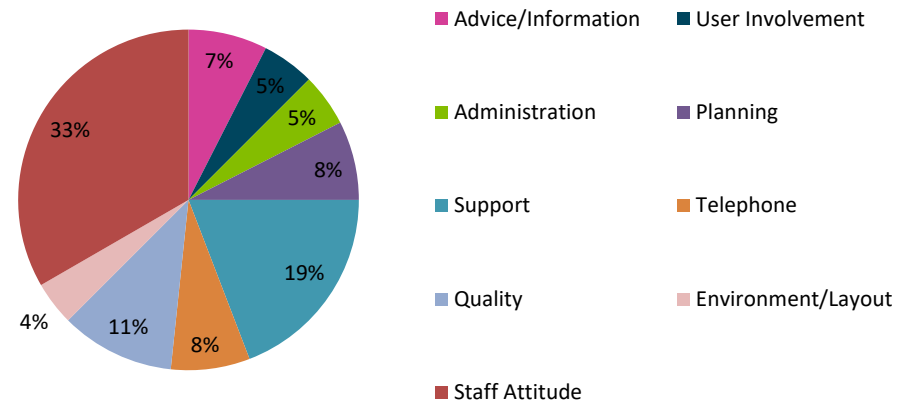
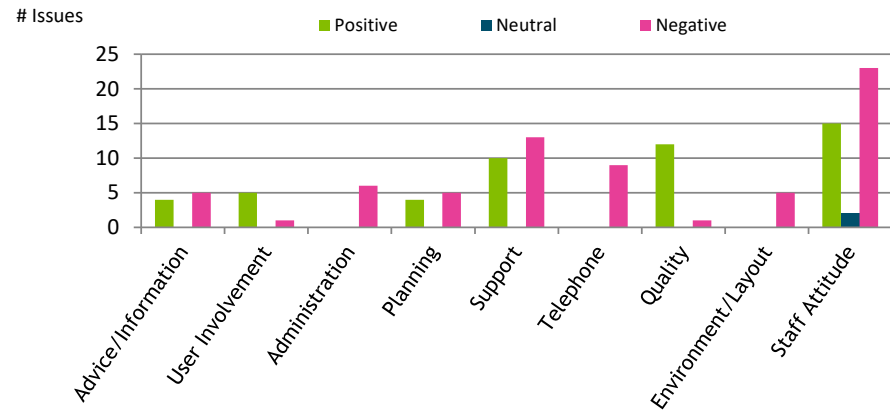
### 6.2 Sentiment, Transport



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

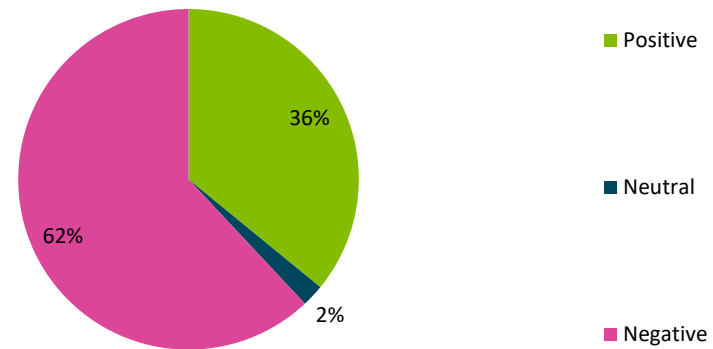
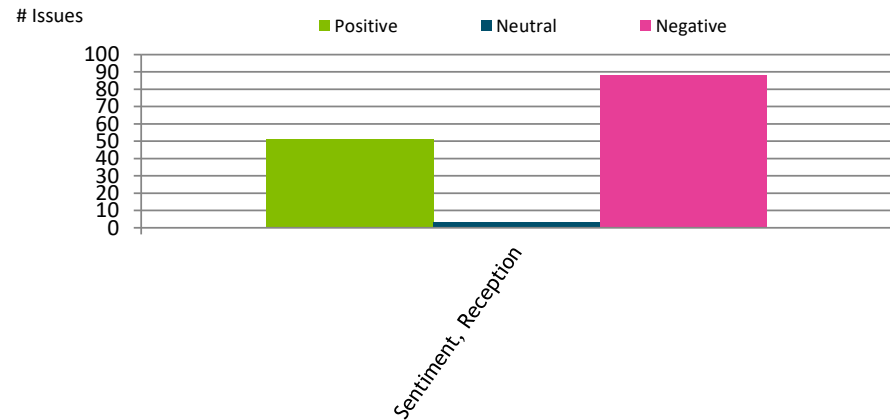


### 6.3 Trends, Reception (142 issues)



Issues receiving the most comments overall

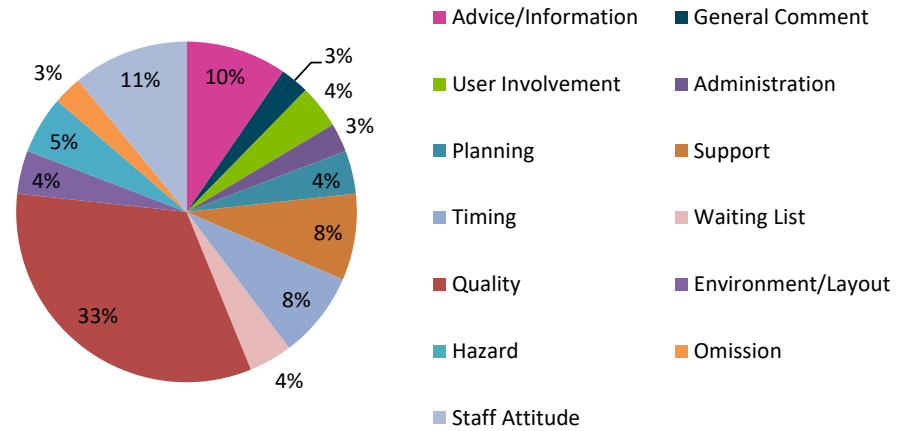
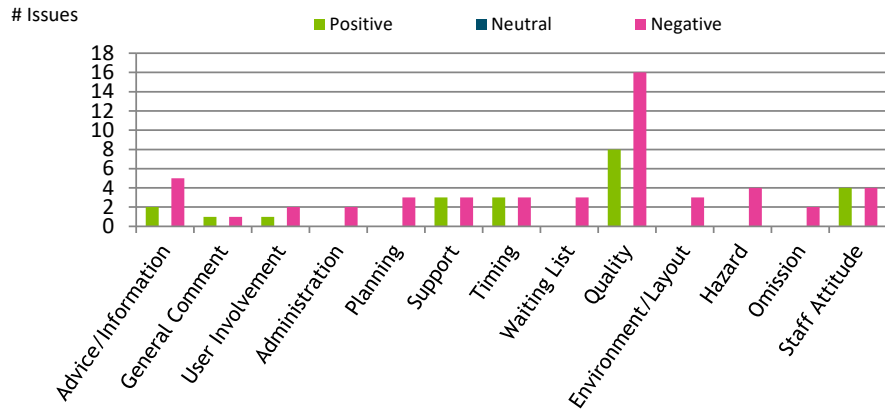
### 6.4 Sentiment, Reception



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

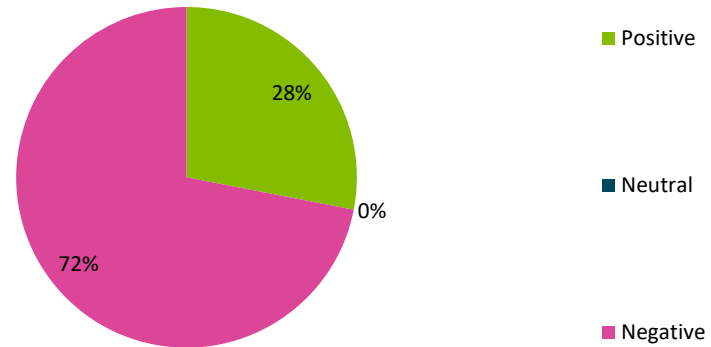
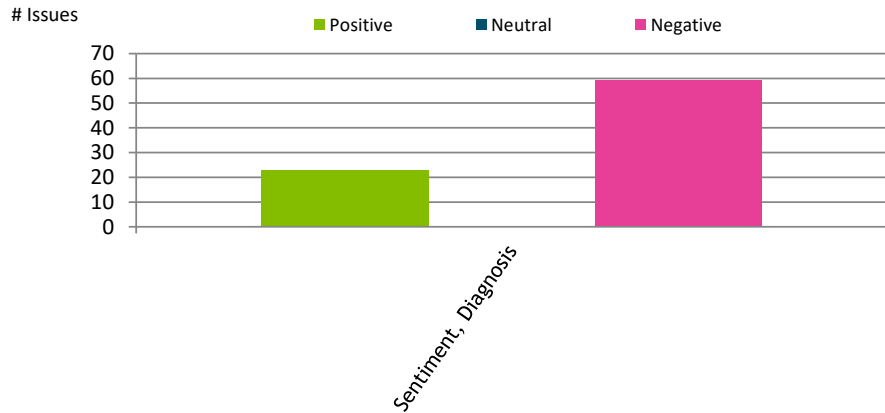


### 6.5 Trends, Diagnosis/Testing (82 issues)



Issues receiving the most comments overall

### 6.6 Sentiment, Diagnosis/Testing

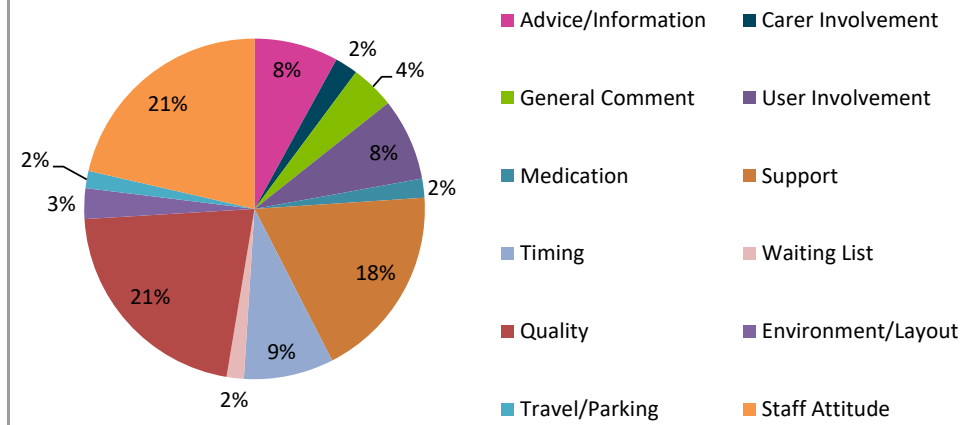
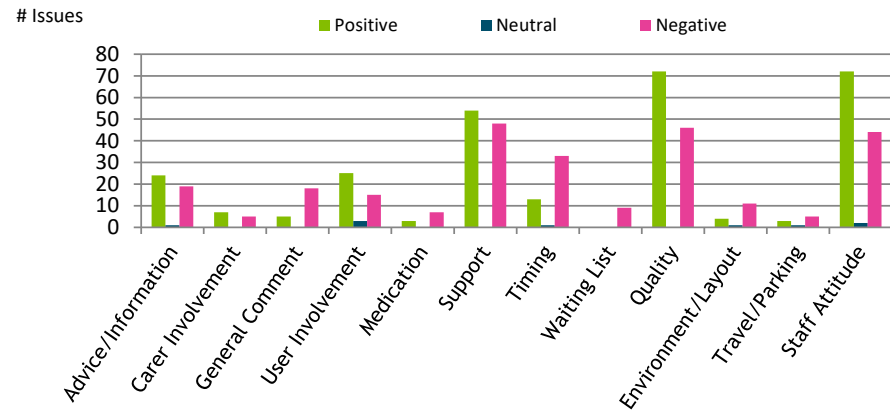




## 6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

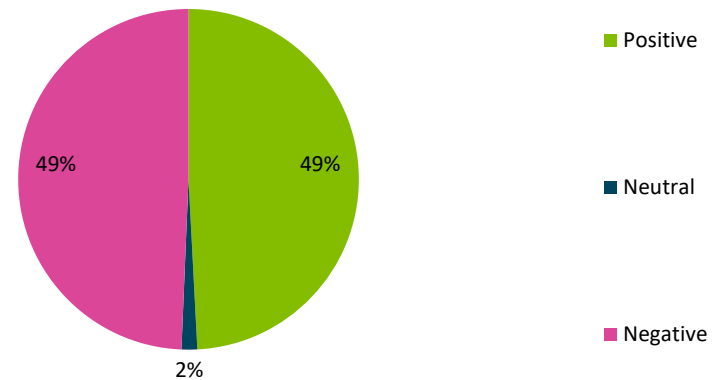
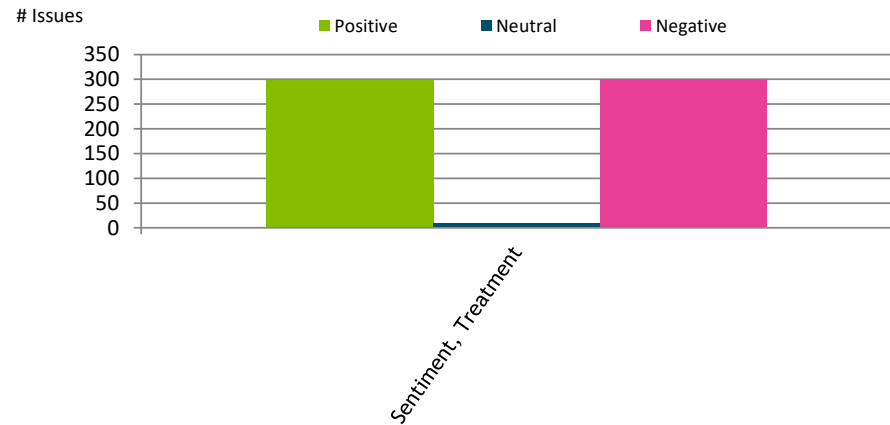


### 6.7 Trends, Clinical Treatment (606 issues)



Issues receiving the most comments overall

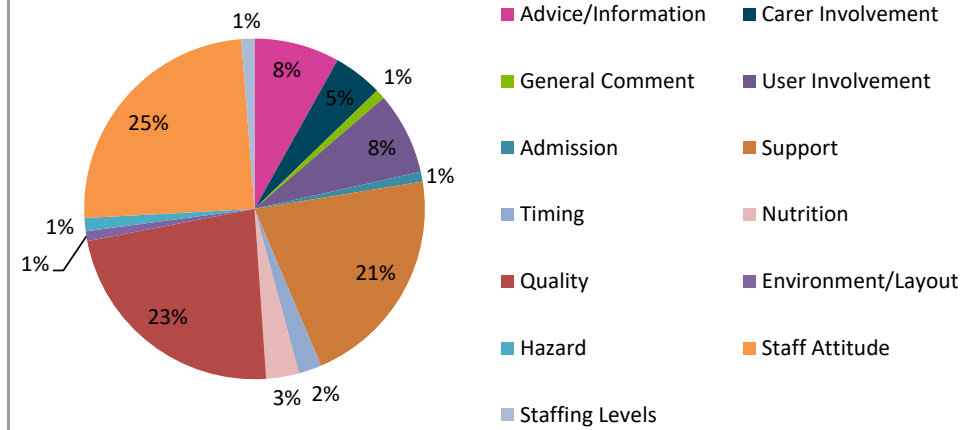
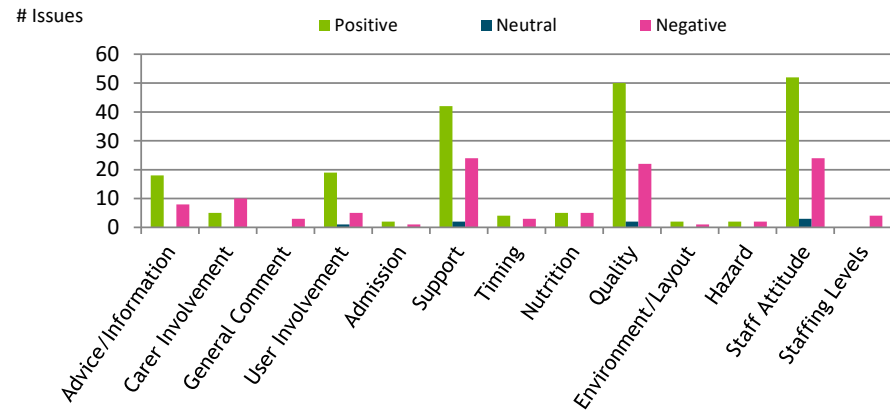
### 6.8 Sentiment, Clinical Treatment



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

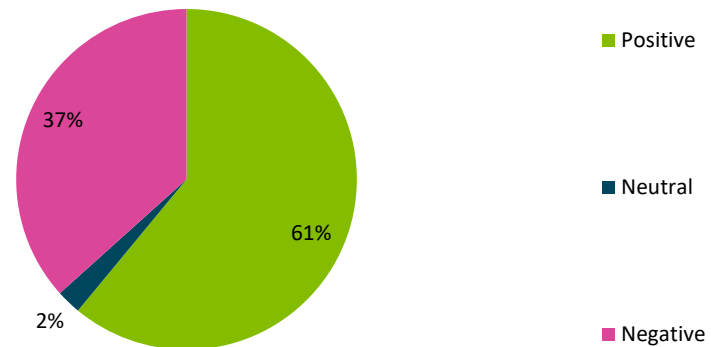
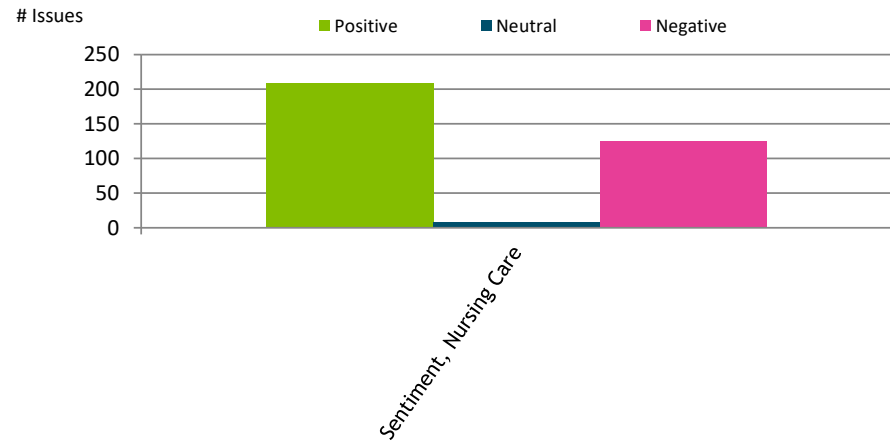


### 6.9 Trends, Clinical Nursing (341 issues)



Issues receiving the most comments overall

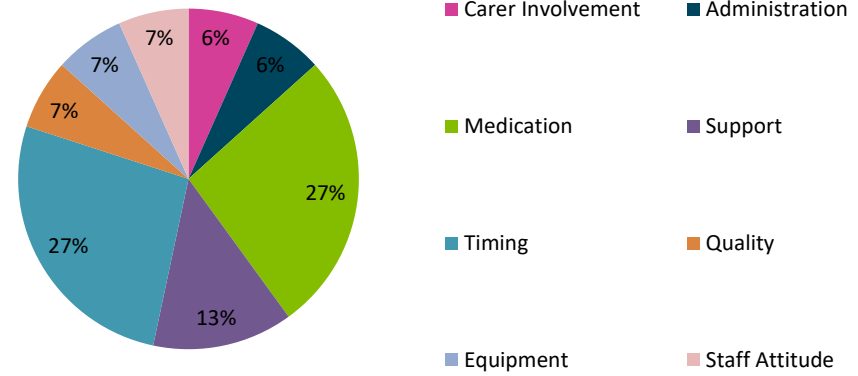
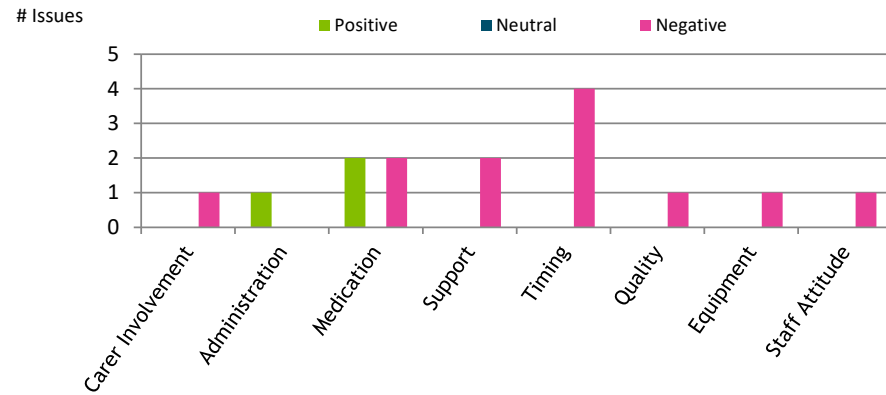
### 6.10 Sentiment, Clinical Nursing



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

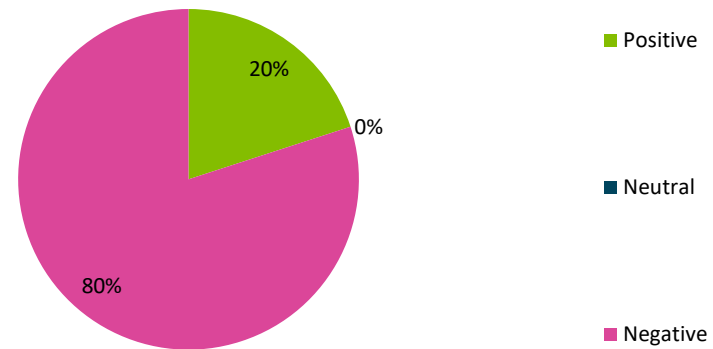
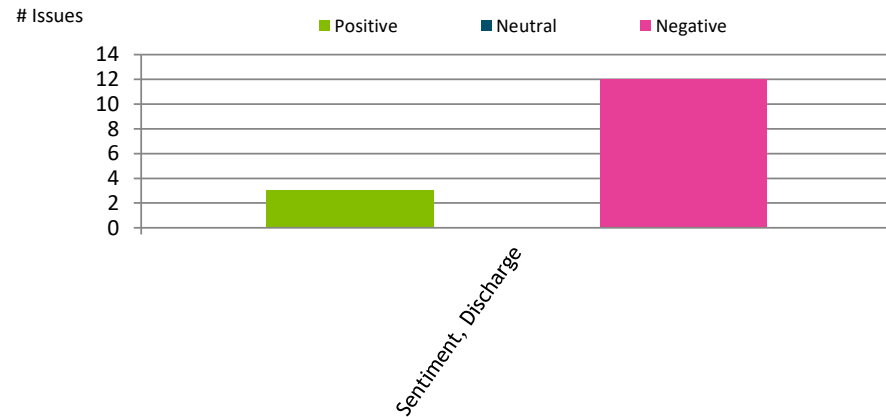


### 6.11 Trends, Discharge (15 issues)



Issues receiving the most comments overall

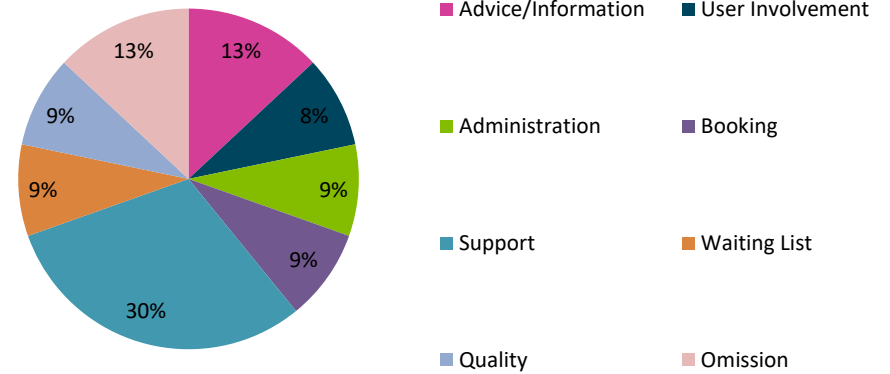
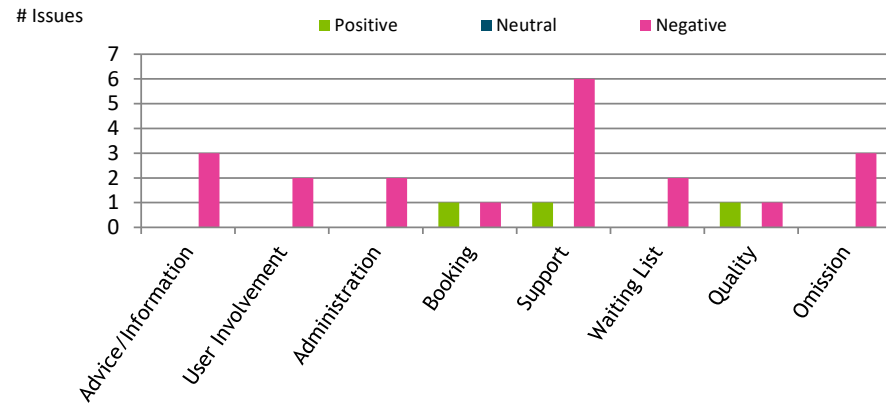
### 6.12 Sentiment, Discharge



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

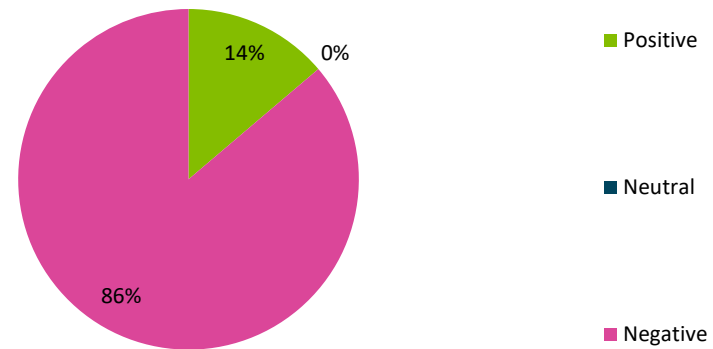
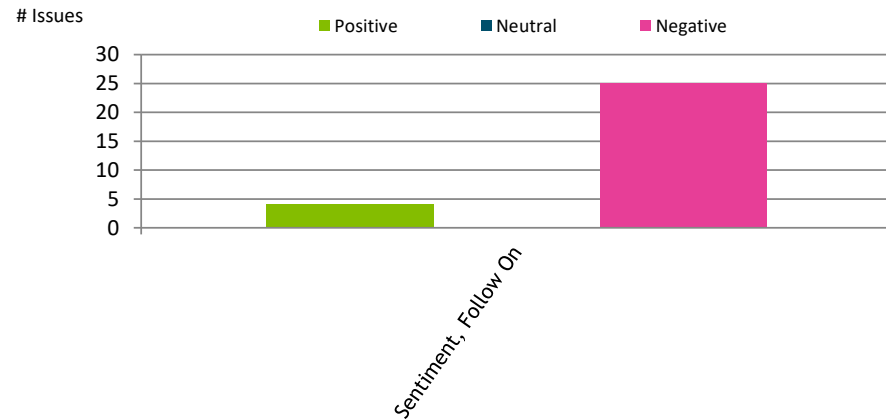


### 6.13 Trends, Follow On (29 issues)



Issues receiving the most comments overall

### 6.14 Sentiment, Follow On



## 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> | 49       | 1       | 40       | 90    |
|                 | Carer Involvement                      | <i>Involvement of carers, friends or family members.</i>          | 12       | 0       | 19       | 31    |
|                 | General Comment                        | <i>A generalised statement (ie; "The doctor was good.")</i>       | 6        | 1       | 23       | 30    |
|                 | User Involvement                       | <i>Involvement of the service user.</i>                           | 51       | 4       | 25       | 80    |
| Systems         | Administration                         | <i>Administrative processes and delivery.</i>                     | 2        | 0       | 13       | 15    |
|                 | Admission                              | <i>Physical admission to a hospital ward, or other service.</i>   | 5        | 0       | 2        | 7     |
|                 | Booking                                | <i>Ability to book, reschedule or cancel appointments.</i>        | 3        | 0       | 9        | 12    |
|                 | Cancellations                          | <i>Cancellation of appointment by the service provider.</i>       | 0        | 0       | 4        | 4     |
|                 | Data Protection                        | <i>General data protection (including GDPR).</i>                  | 0        | 0       | 1        | 1     |
|                 | Referral                               | <i>Referral to a service.</i>                                     | 2        | 0       | 4        | 6     |
|                 | Medical Records                        | <i>Management of medical records.</i>                             | 0        | 0       | 3        | 3     |
|                 | Medication                             | <i>Prescription and management of medicines.</i>                  | 5        | 0       | 12       | 17    |
|                 | Opening Times                          | <i>Opening times of a service.</i>                                | 0        | 0       | 1        | 1     |
|                 | Planning                               | <i>Leadership and general organisation.</i>                       | 7        | 0       | 13       | 20    |
|                 | Registration                           | <i>Ability to register for a service.</i>                         | 0        | 0       | 0        | 0     |
|                 | Support                                | <i>Levels of support provided.</i>                                | 114      | 2       | 96       | 212   |
|                 | Telephone                              | <i>Ability to contact a service by telephone.</i>                 | 2        | 0       | 10       | 12    |
|                 | Timing                                 | <i>Physical timing (ie; length of wait at appointments).</i>      | 22       | 1       | 44       | 67    |
| Waiting List    | <i>Length of wait while on a list.</i> | 0   | 0        | 14      | 14       |       |
| Values          | Choice                                 | <i>General choice.</i>  | 0        | 0       | 1        | 1     |
|                 | Cost                                   | <i>General cost.</i>  | 2        | 0       | 2        | 4     |
|                 | Language                               | <i>Language, including terminology.</i>                           | 0        | 0       | 4        | 4     |
|                 | Nutrition                              | <i>Provision of sustenance.</i>                                   | 7        | 0       | 5        | 12    |
|                 | Privacy                                | <i>Privacy, personal space and property.</i>                      | 2        | 0       | 4        | 6     |
|                 | Quality                                | <i>General quality of a service, or staff.</i>                    | 148      | 2       | 87       | 237   |
|                 | Sensory                                | <i>Deaf/blind or other sensory issues.</i>                        | 0        | 0       | 0        | 0     |
|                 | Stimulation                            | <i>General stimulation, including access to activities.</i>       | 1        | 0       | 1        | 2     |

## 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> | 0          | 0         | 0          | 0           |
|               | Environment/Layout | <i>Physical environment of a service.</i>                          | 6          | 1         | 20         | 27          |
|               | Equipment          | <i>General equipment issues.</i>                                   | 3          | 0         | 5          | 8           |
|               | Hazard             | <i>General hazard to safety (ie; a hospital wide infection).</i>   | 3          | 0         | 11         | 14          |
|               | Hygiene            | <i>Levels of hygiene and general cleanliness.</i>                  | 3          | 0         | 8          | 11          |
|               | Mobility           | <i>Physical mobility to, from and within services.</i>             | 0          | 0         | 2          | 2           |
|               | Travel/Parking     | <i>Ability to travel or park.</i>                                  | 3          | 1         | 5          | 9           |
| Staff         | Omission           | <i>General omission (ie; transport did not arrive).</i>            | 0          | 0         | 5          | 5           |
|               | Security/Conduct   | <i>General security of a service, including conduct of staff.</i>  | 0          | 0         | 6          | 6           |
|               | Staff Attitude     | <i>Attitude, compassion and empathy of staff.</i>                  | 148        | 7         | 97         | 252         |
|               | Complaints         | <i>Ability to log and resolve a complaint.</i>                     | 0          | 1         | 1          | 2           |
|               | Staff Training     | <i>Training of staff.</i>  | 0          | 0         | 5          | 5           |
|               | Staffing Levels    | <i>General availability of staff.</i>                              | 1          | 0         | 8          | 9           |
| <b>Total:</b> |                    |  | <b>607</b> | <b>21</b> | <b>610</b> | <b>1238</b> |