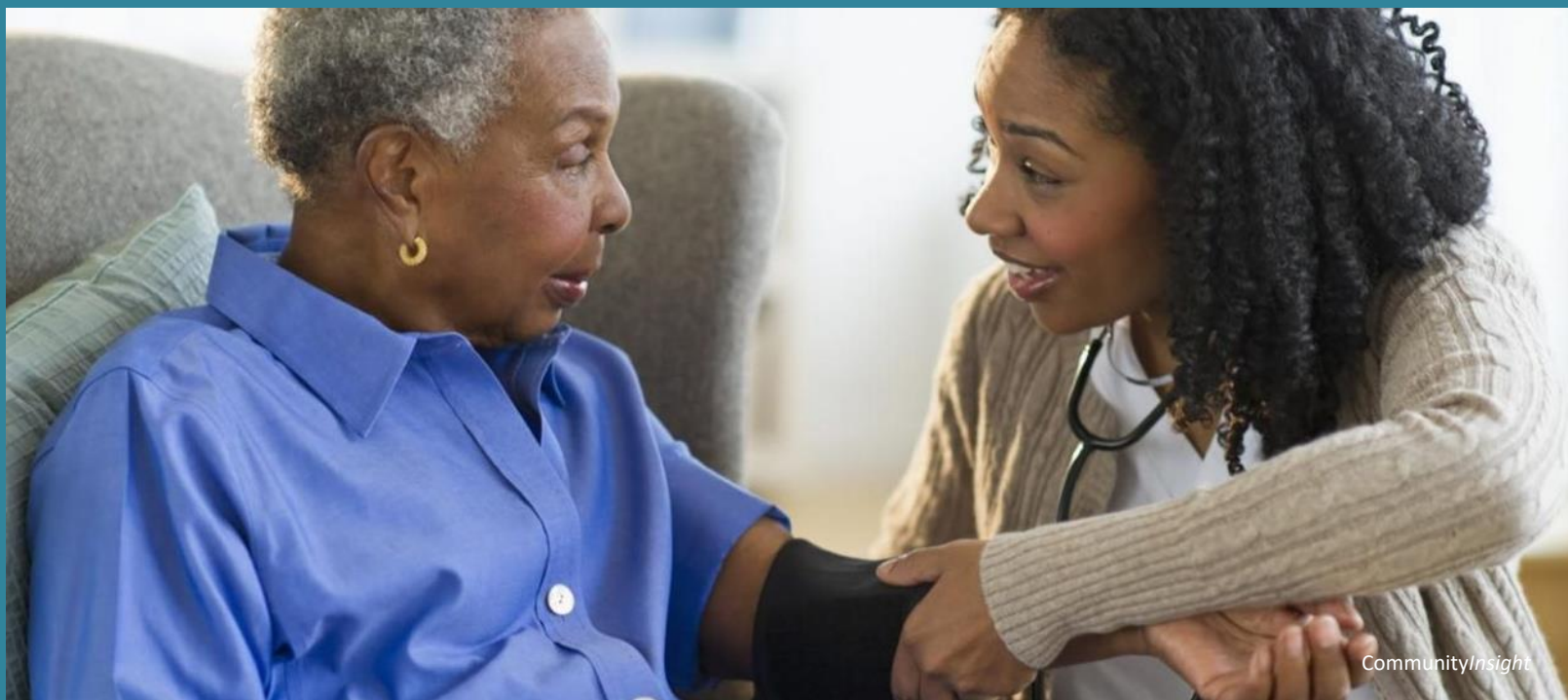


# The Experience of Health, Care and Community Services

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 health, social care and community services in Harrow.

Reporting Period: 1 July 2021 - 30 September 2021

## Index and overview of findings



491

### Data Source

This report is based on the experience of 491 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.



63%

### Overall Satisfaction

*Satisfaction has improved by 1% this quarter, standing at 63% positive, 35% negative and 2% neutral.*

Feedback suggests people receive good quality, compassionate treatment and care on the whole, with good levels of involvement. Administration and service access remain as leading negative issues.



70%

### Information, Involvement and Support

*Satisfaction has declined by 3% this quarter, standing at 70% positive, 29% negative and 1% neutral.*

Compliments about communication are down by 6% this quarter, with a 5% decrease recorded on user involvement. On support, compliments are up marginally - by 1%. More on page 5.



76%

### Quality and Empathy

*Satisfaction has declined by 3% this quarter, standing at 76% positive, 23% negative and 1% neutral.*

*While the volume of positive feedback is down this quarter, continuing good levels of quality and empathy are reported, overall. More on page 5.*



38%

### Access to Services

*Satisfaction has improved by 13% this quarter, standing at 38% positive, 62% negative and 0% neutral.*

This quarter we record an 18% decrease in complaints about waiting lists, while complaints about ability to book appointments have also fallen, by 8%. 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.

"Staff are helpful and courteous, as always, but the surgery keeps replaying a recorded message about Coronavirus."



210

### GP Services

*Satisfaction has improved by 9% this quarter, standing at 53% positive, 46% negative and 1% neutral.*

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



191

### Dentists

*Satisfaction has improved by 4% this quarter, standing at 85% positive, 14% negative and 1% neutral.*

191 people comment on dentists, with accounts of excellent treatment, care and customer service recorded. Good levels of information and involvement are also reported. Access is an issue for some. More on page 10.



75

### Northwick Park Hospital

*Satisfaction has declined by 12% this quarter, standing at 37% positive, 61% negative and 2% neutral.*

According to the feedback of 75 people, we hear that levels of empathy, support, communication and involvement could be improved. Waiting times, particularly in A&E are called into question by many. More on page 11.



2

### Wider Community

*This quarter, just 2 people comment on wider community issues (not related to health or social care services).*

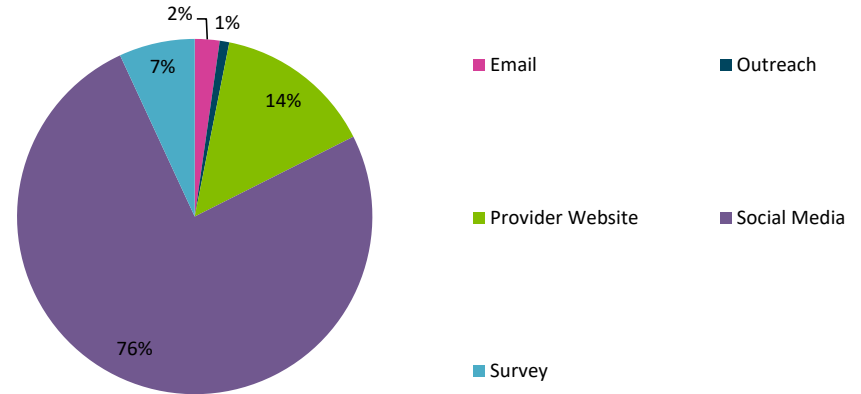
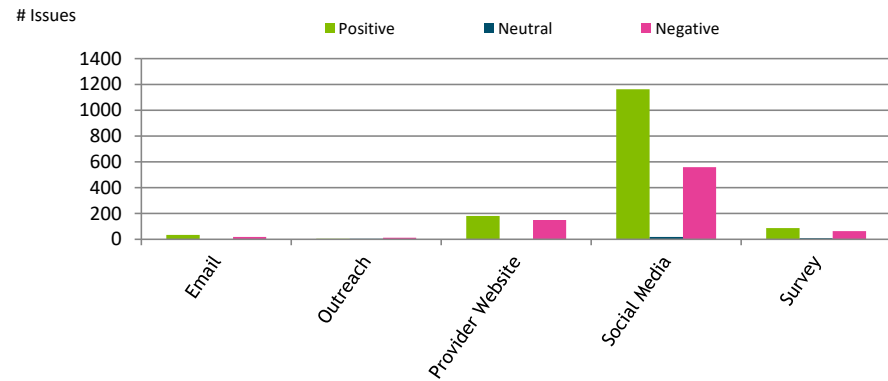
*Feedback suggests that the easing of lockdown restrictions has had a positive impact on mental and emotional wellbeing.*

**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?

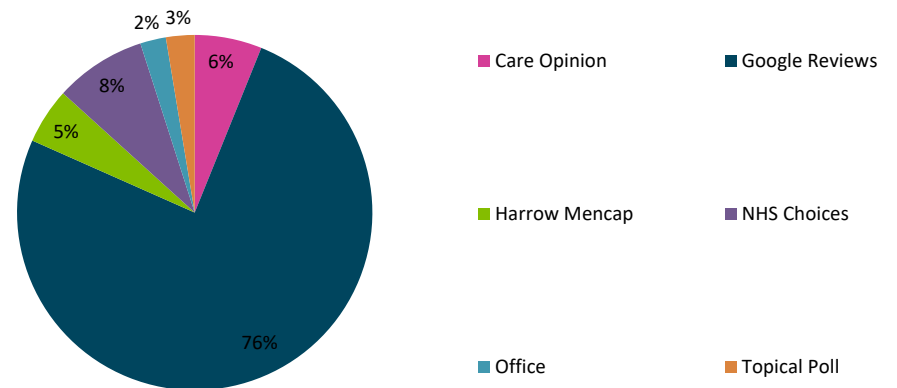
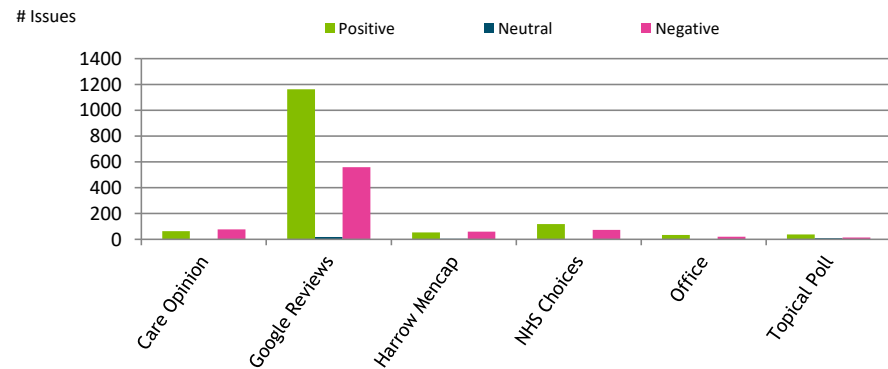


## 1.1 Source: 2306 issues from 491 people



Sources providing the most comments overall

## 1.2 Origin

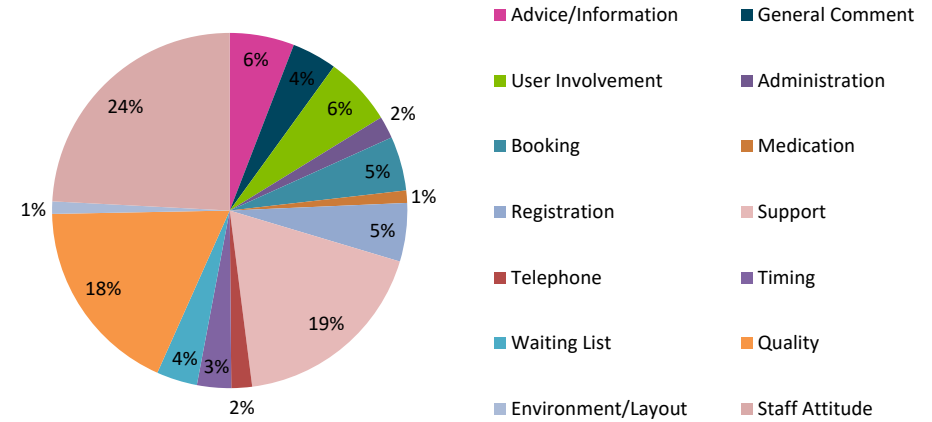
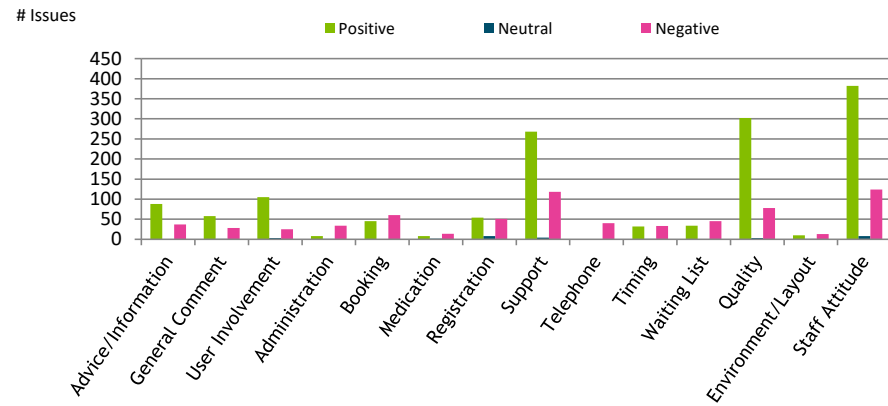


Origins providing the most comments overall

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

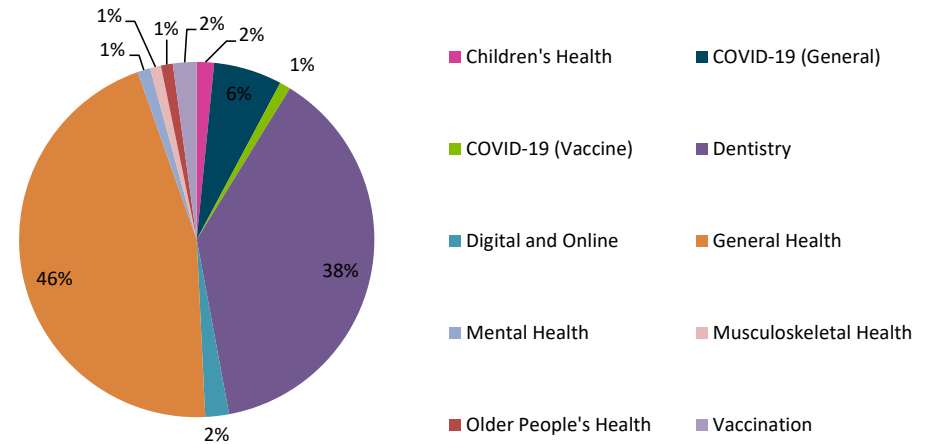
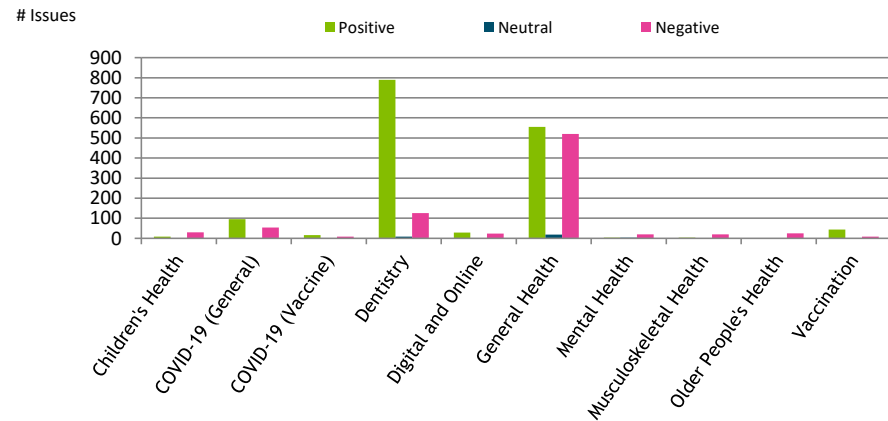


### 2.1 Top Trends: 2290 issues from 489 people



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

### 2.2 Stated medical conditions

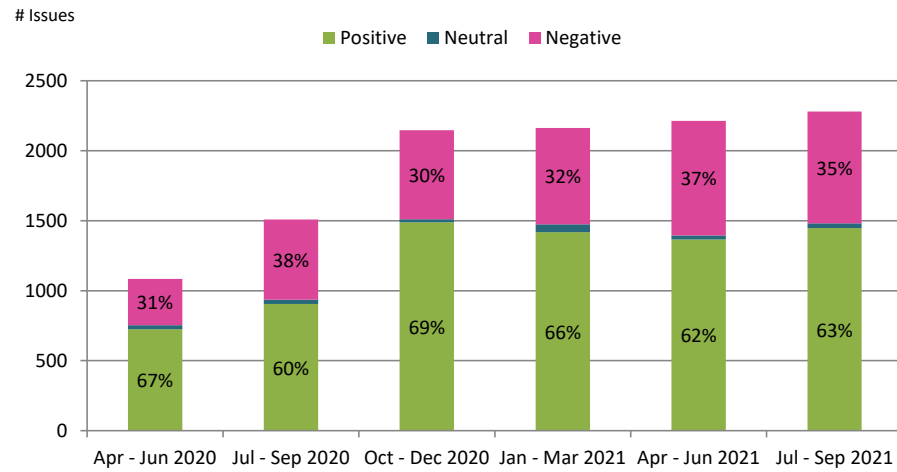


Medical conditions receiving the most comments overall

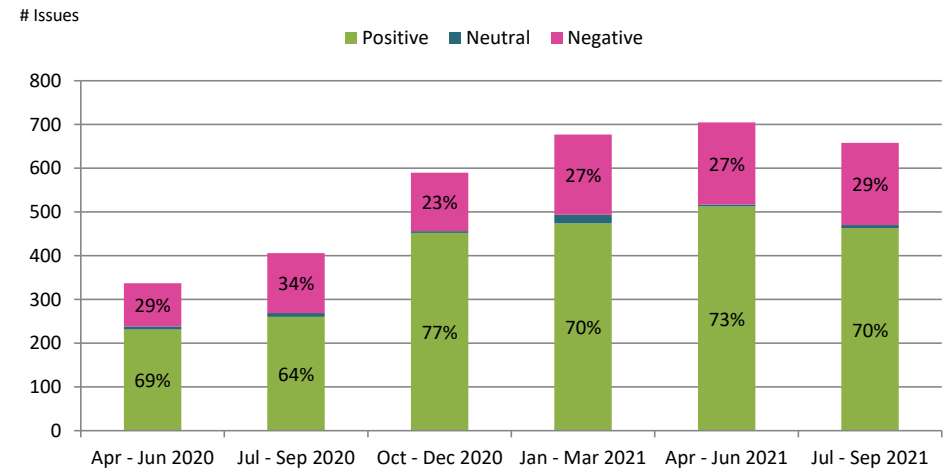
### 3. On the whole, how do people feel about Health and Care services?



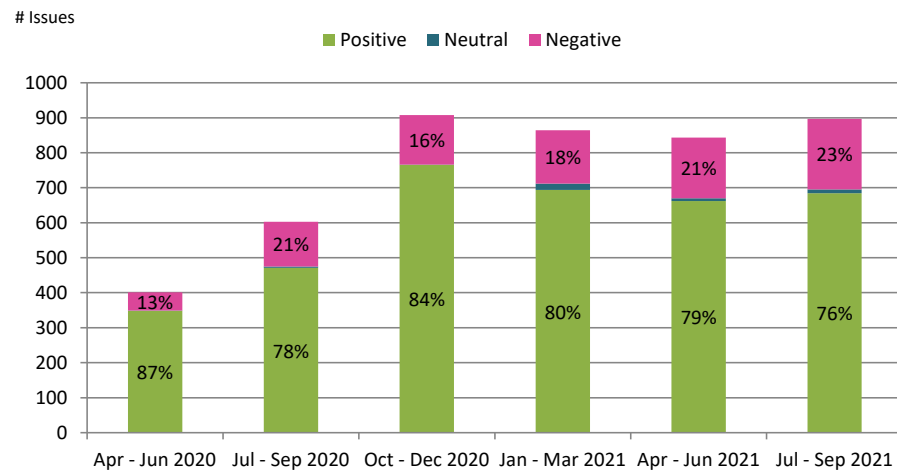
#### 3.1 How do people feel about services overall?



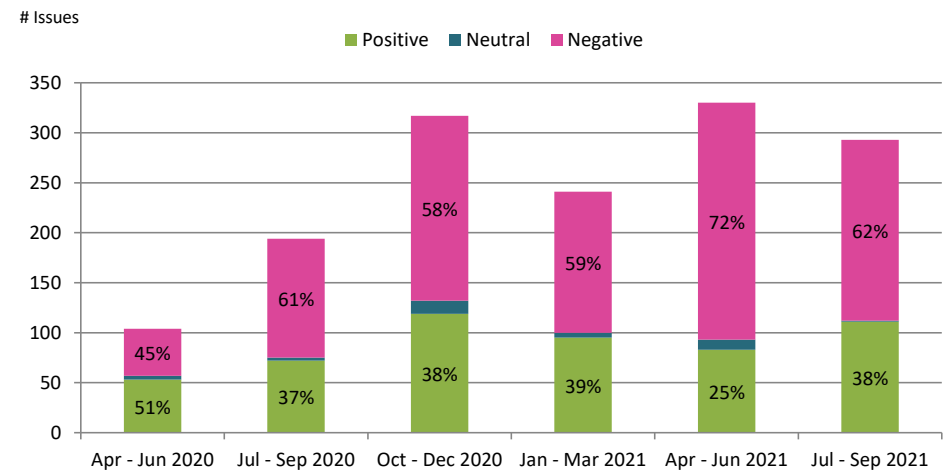
#### 3.2 How well informed, involved and supported do people feel?



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



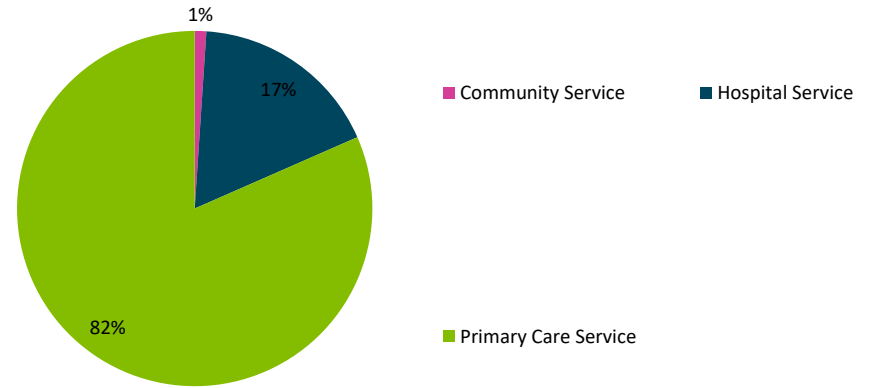
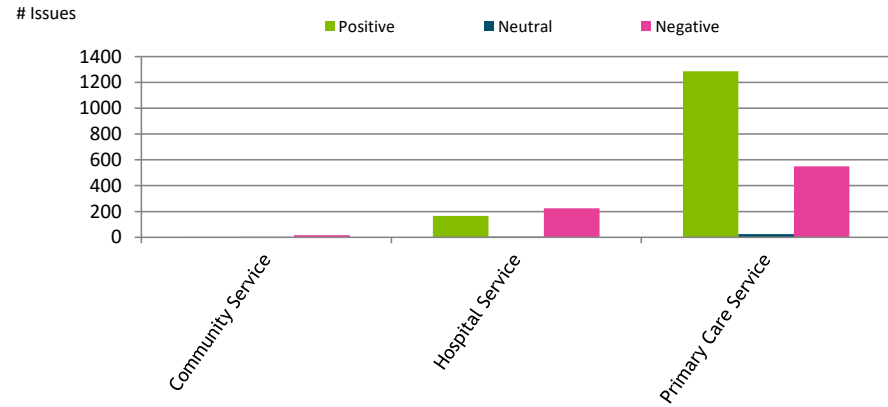
#### 3.4 How do people feel about access to services?



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

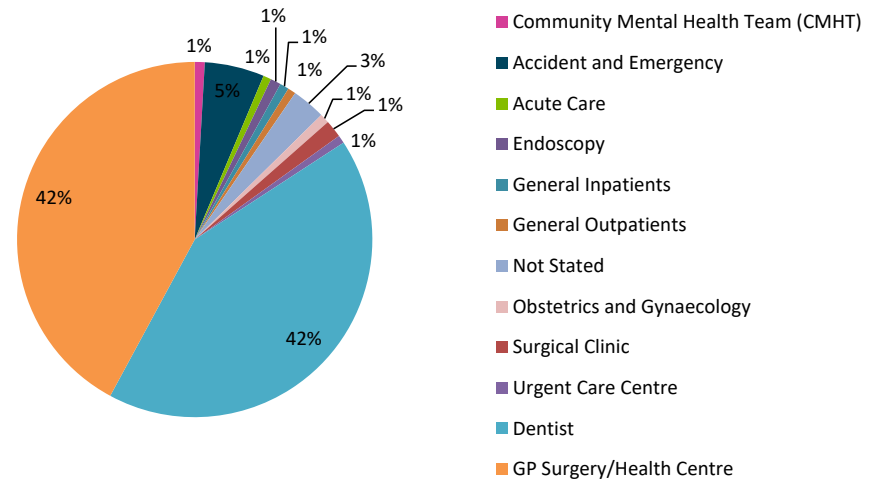
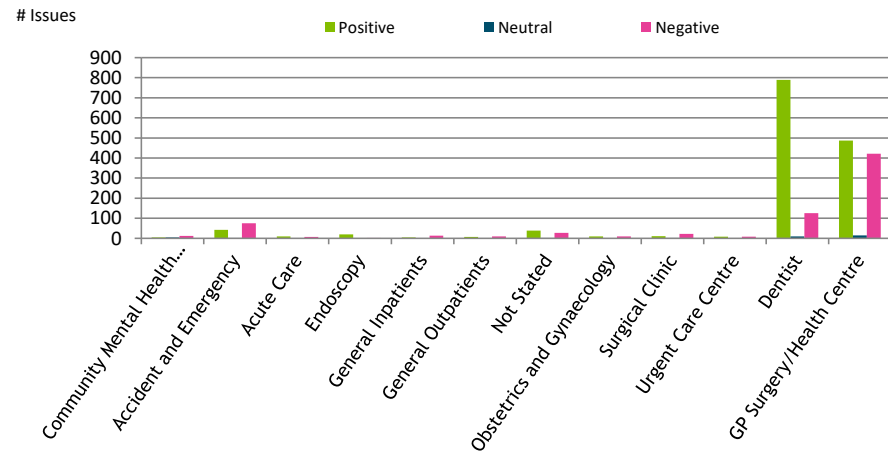


### 4.1 Service Sector



Service sectors receiving the most comments overall

### 4.2 Service Type

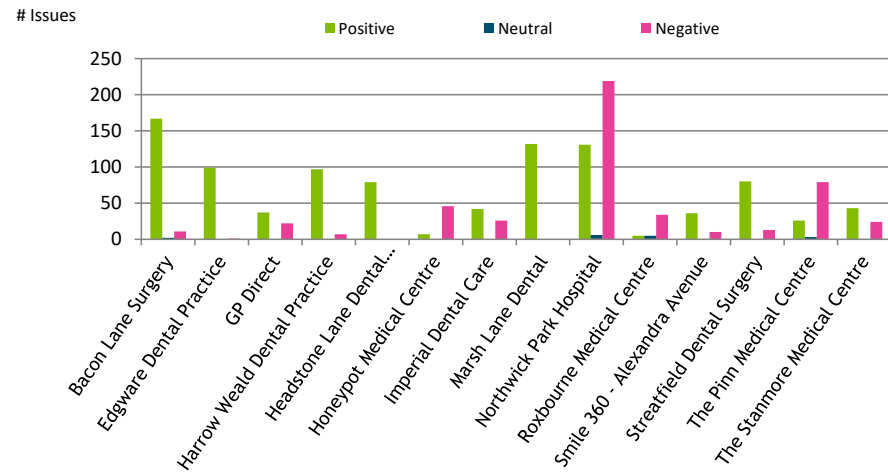


Service type receiving the most comments overall

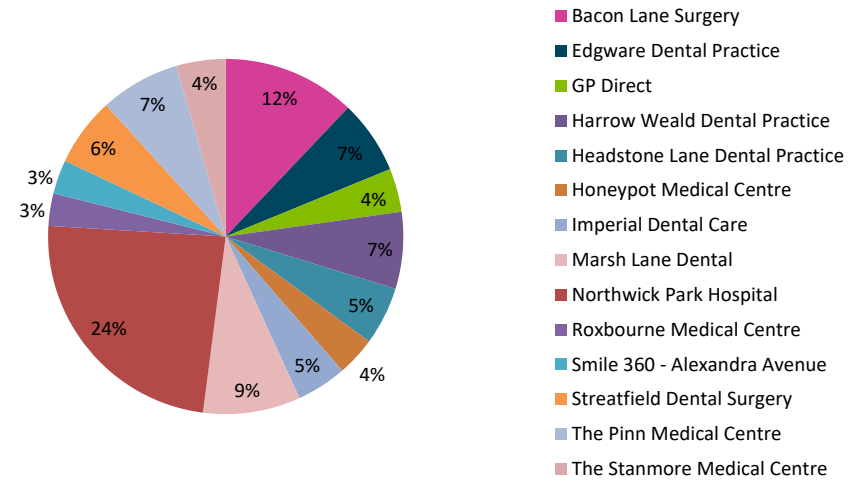
## 4. Trends: Which services are people most commenting on?



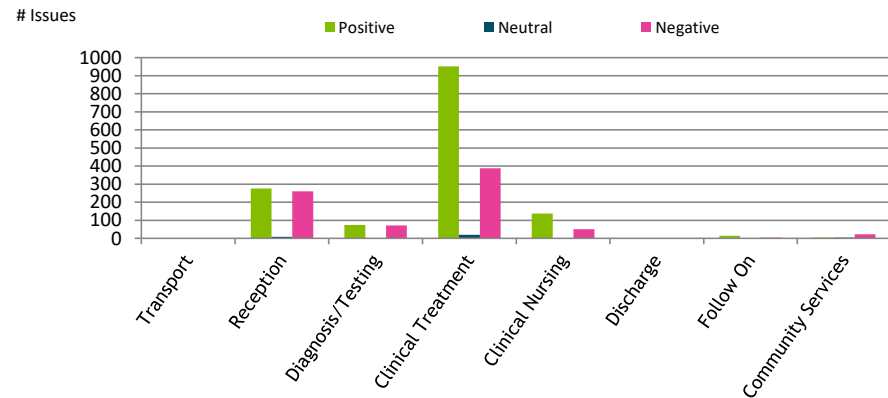
### 4.3 Services



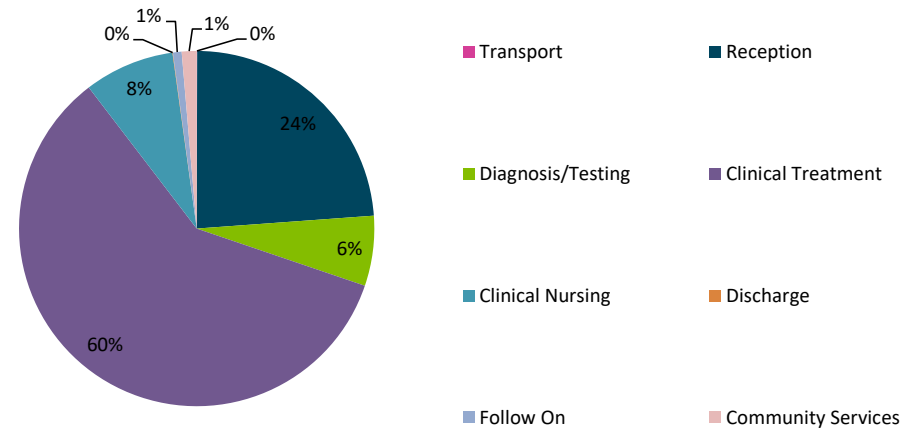
Services receiving the most comments overall



### 4.4 Breakdown of care pathway locations



Care pathway locations

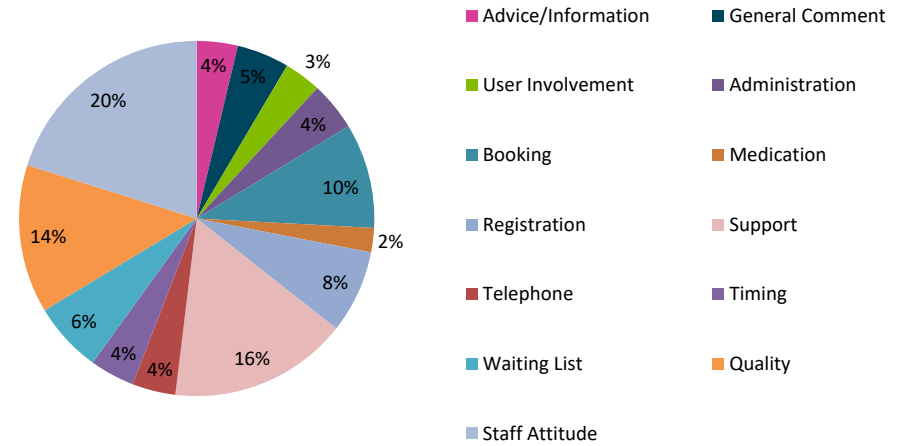
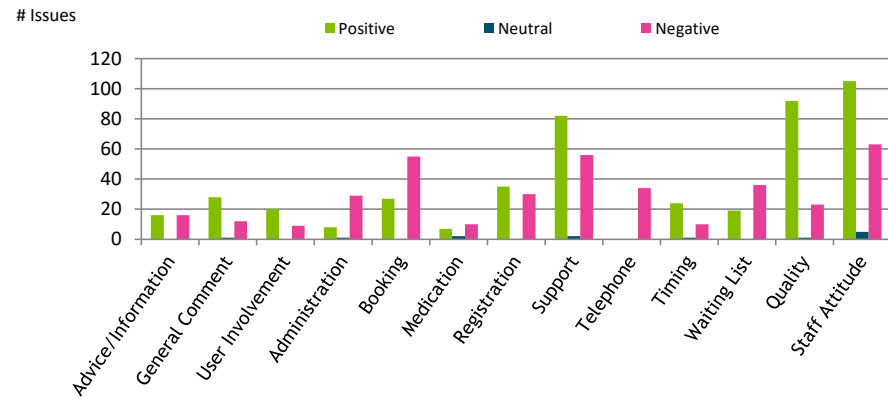




## 5. Trends: GP Services

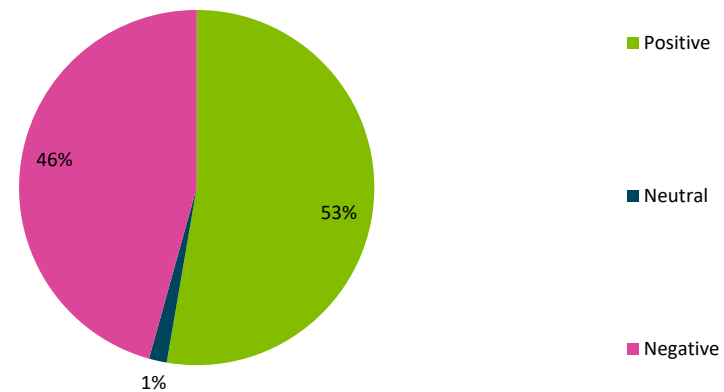
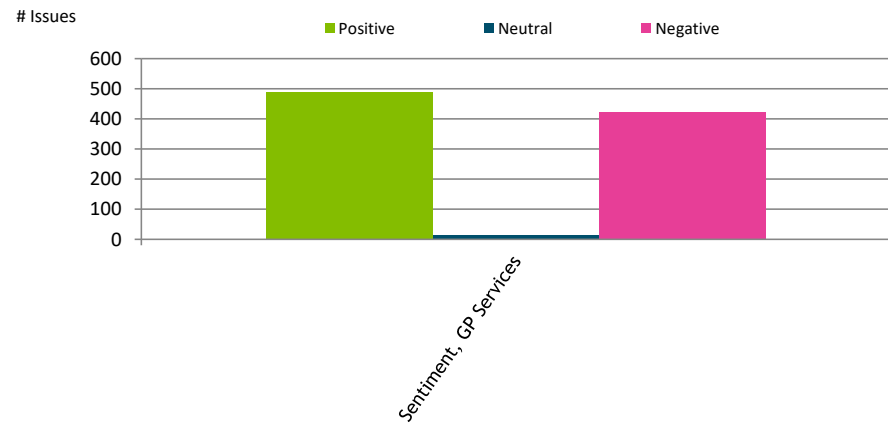


### 5.1 Trends, GP Services: 924 issues from 210 people



Issues receiving the most comments overall

### 5.2 Sentiment, GP Services

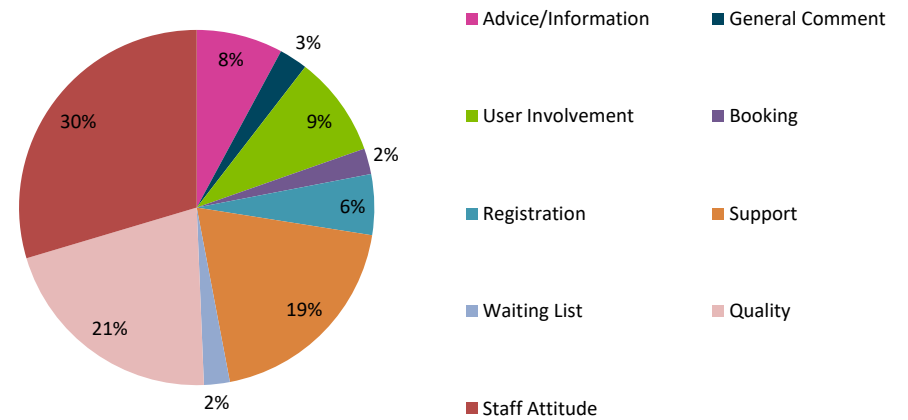
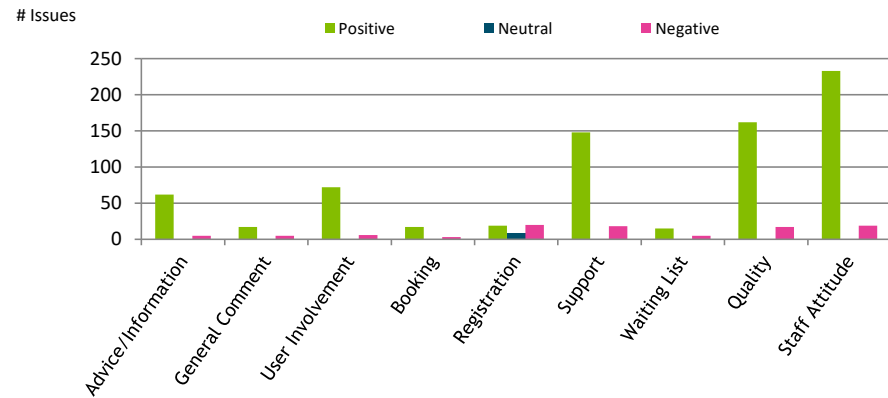


Quarterly benchmark: 9% improvement on the previous quarter

## 5. Trends: Dentists

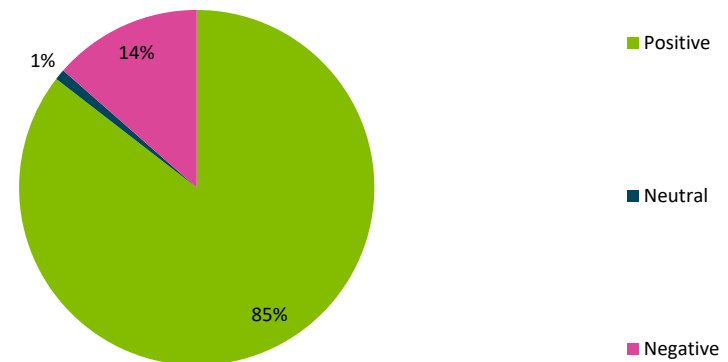
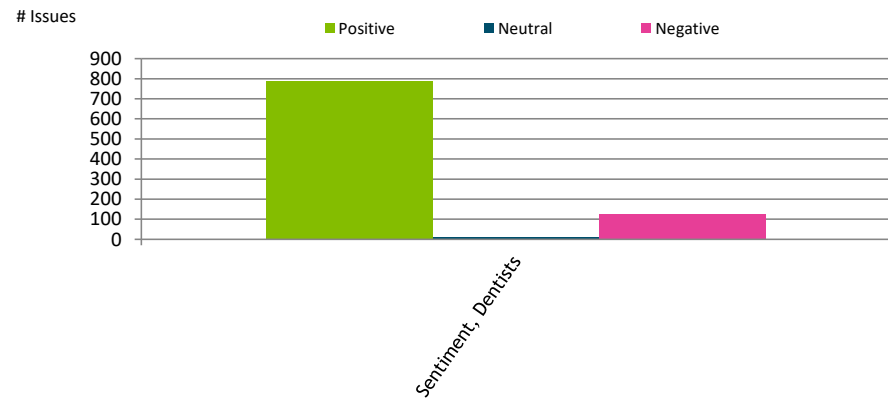


### 5.3 Trends, Dentists: 923 issues from 191 people



Issues receiving the most comments overall

### 5.4 Sentiment, Dentists

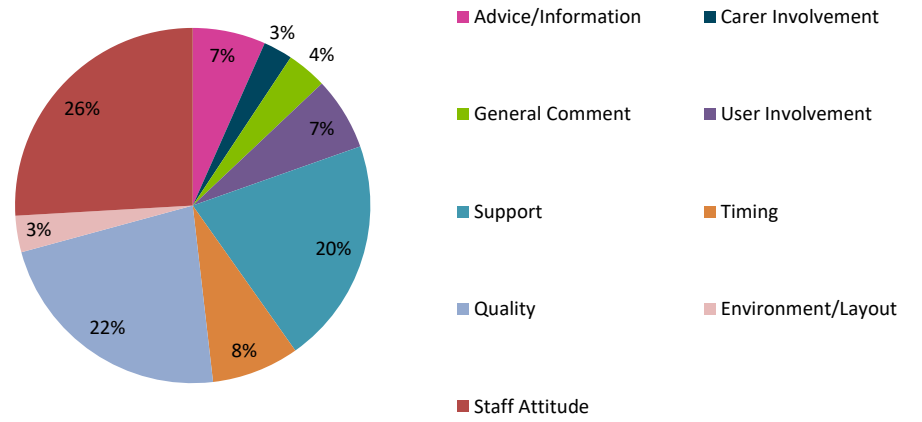
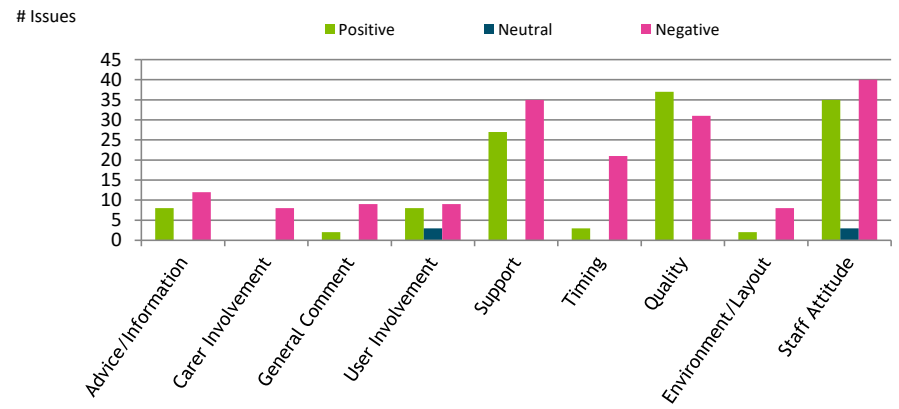


Quarterly benchmark: 4% improvement on the previous quarter

## 5. Trends: Northwick Park Hospital

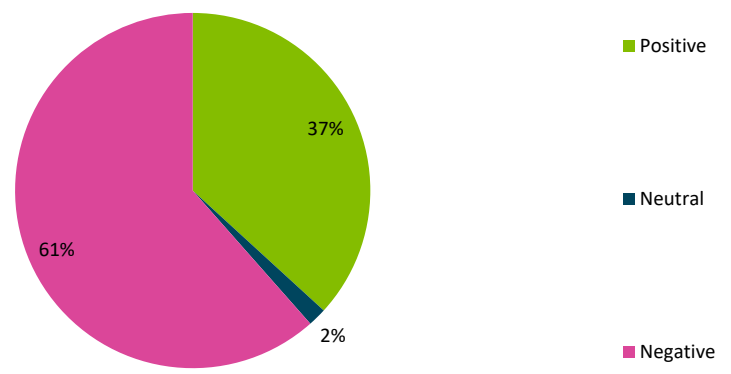
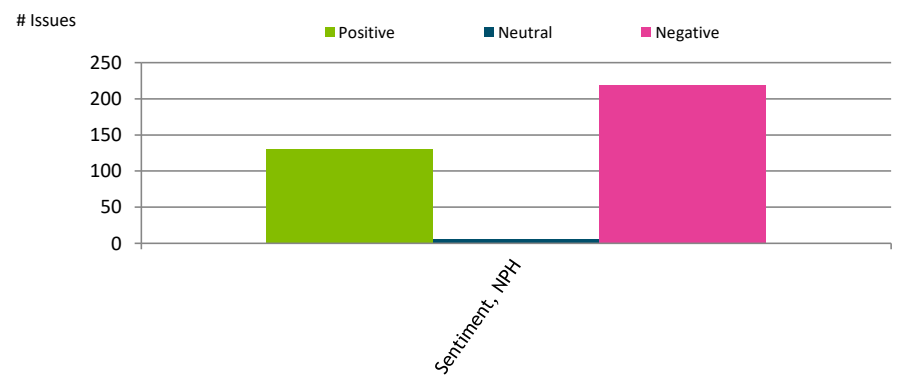


### 5.5 Trends, Northwick Park Hospital: 356 issues from 75 people



Issues receiving the most comments overall

### 5.6 Sentiment, Northwick Park Hospital

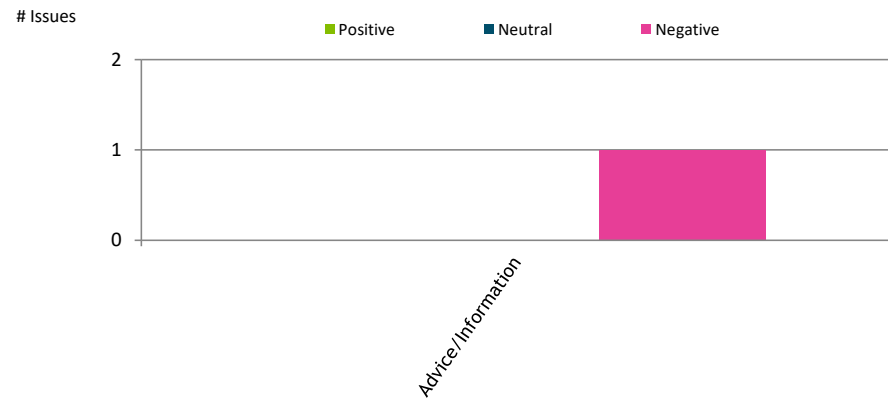


Quarterly benchmark: 12% decline on the previous quarter

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

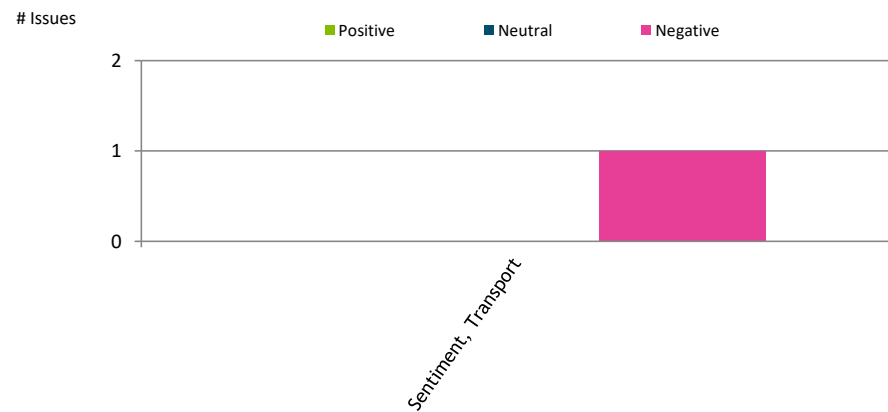


### 6.1 Trends, Transport (1 issues)



*Issues receiving the most comments overall*

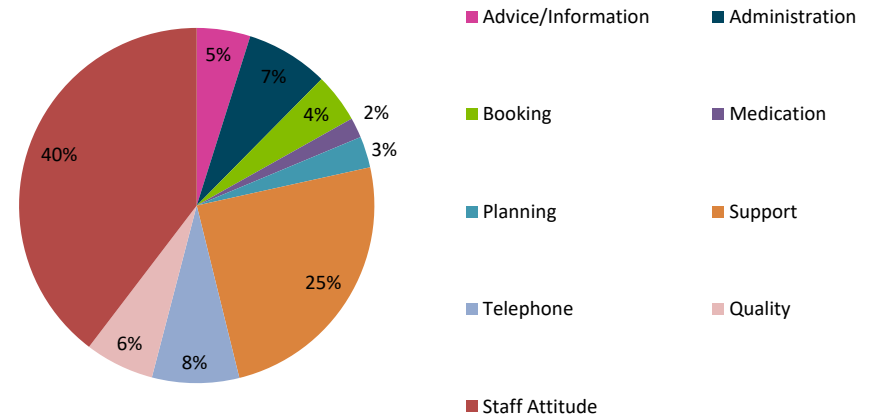
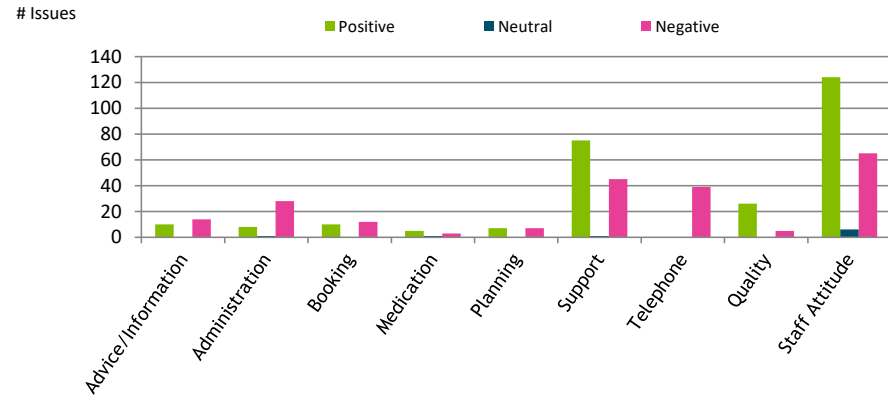
### 6.2 Sentiment, Transport



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

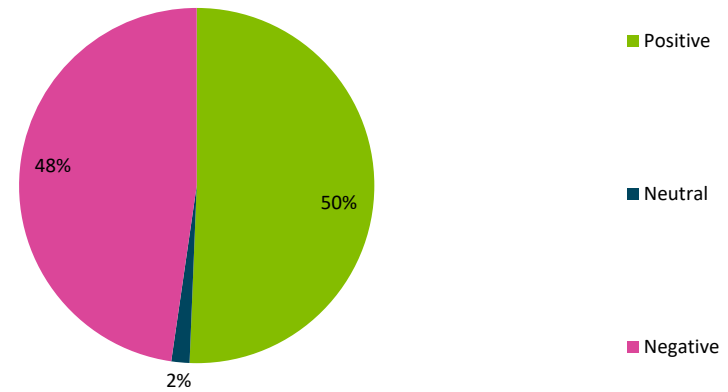
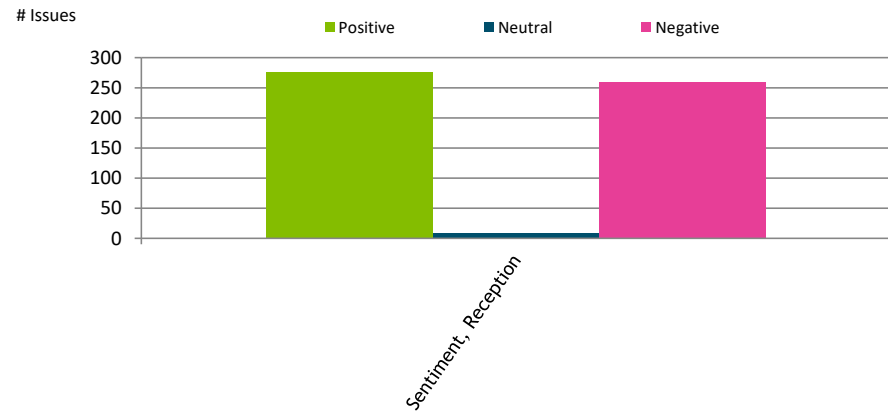


### 6.3 Trends, Reception (545 issues)



Issues receiving the most comments overall

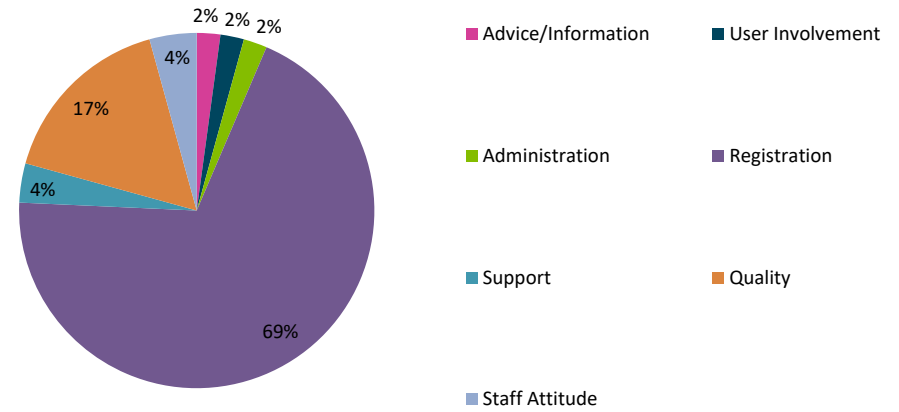
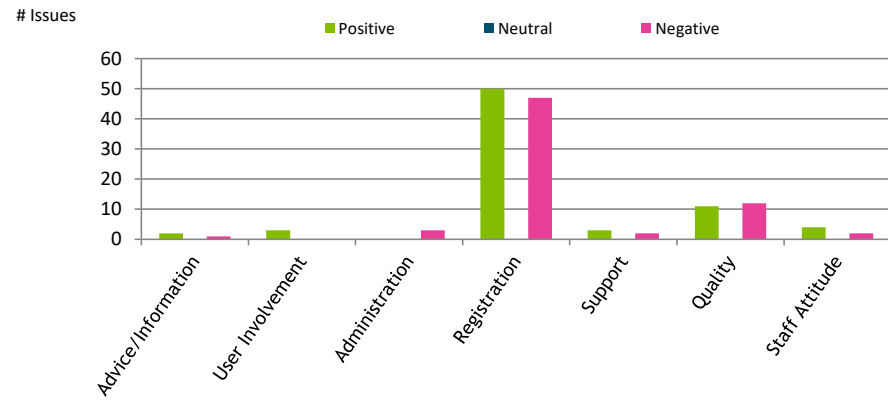
### 6.4 Sentiment, Reception



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

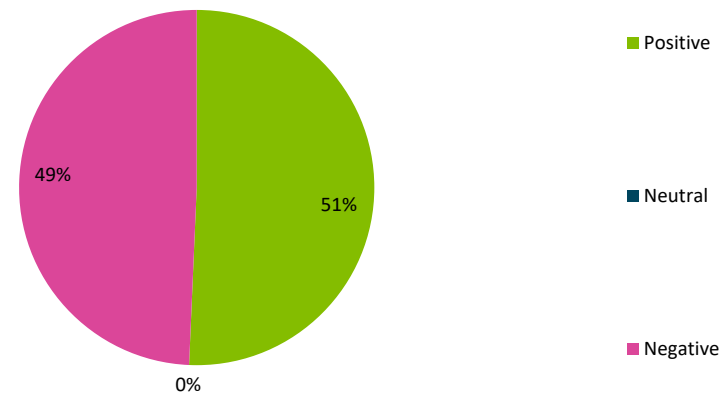
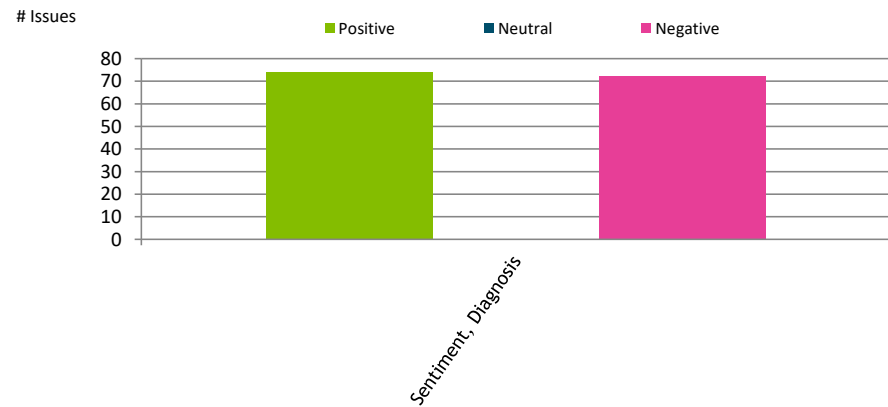


### 6.5 Trends, Diagnosis/Testing (146 issues)



Issues receiving the most comments overall

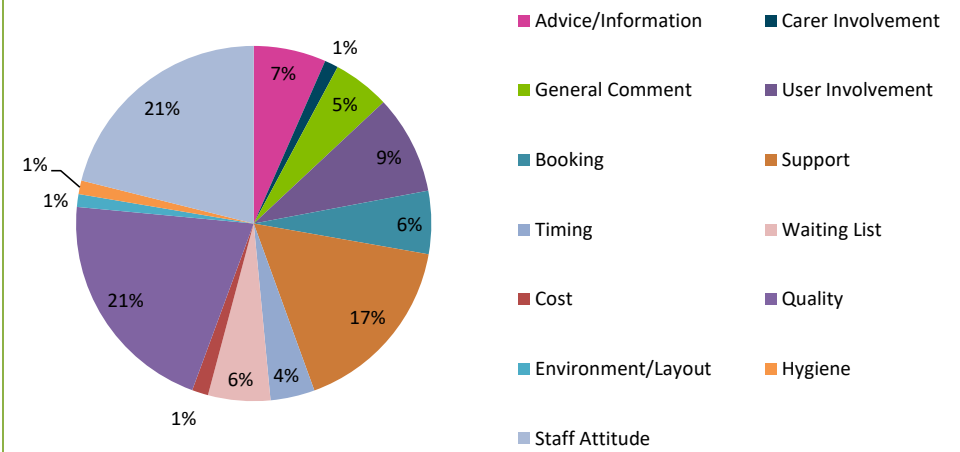
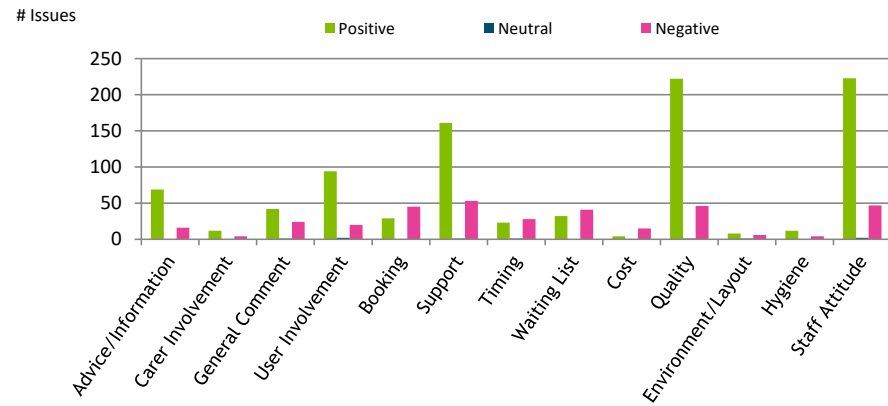
### 6.6 Sentiment, Diagnosis/Testing



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

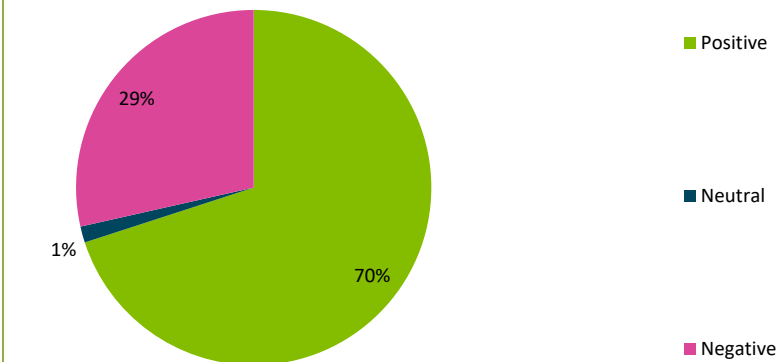
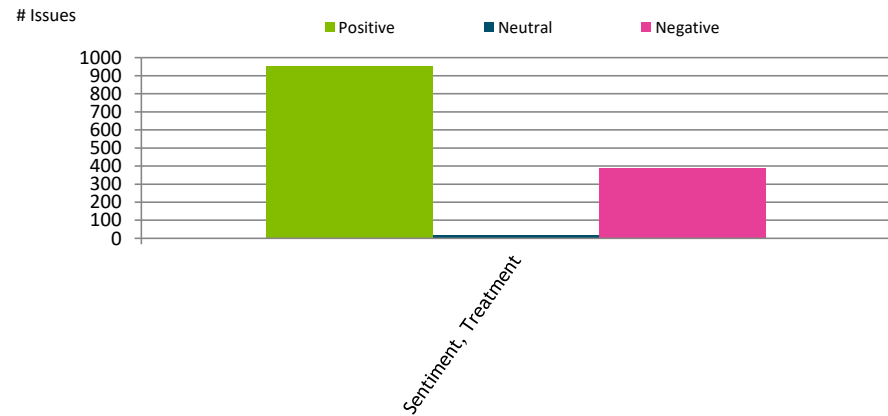


### 6.7 Trends, Clinical Treatment (1360 issues)



Issues receiving the most comments overall

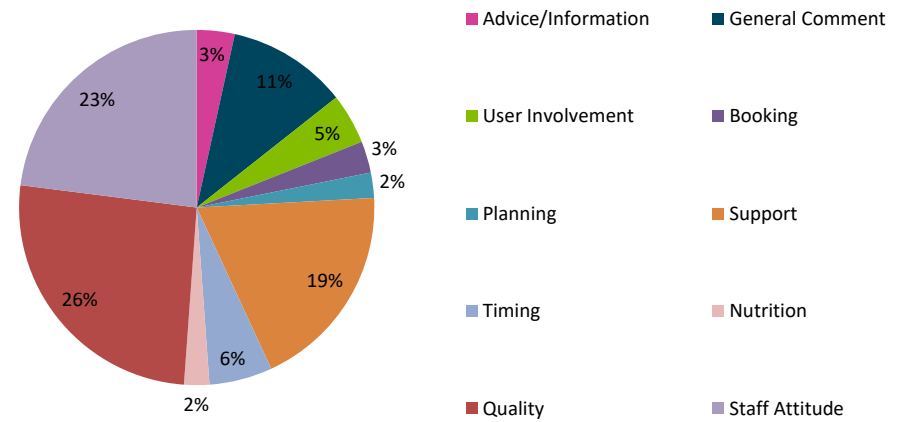
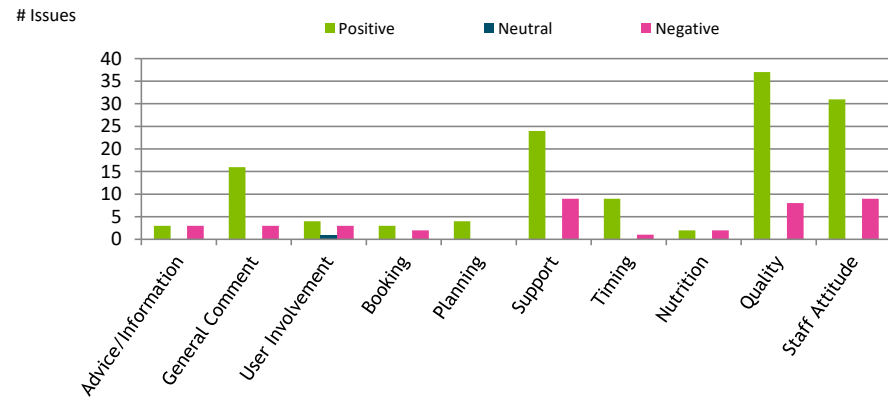
### 6.8 Sentiment, Clinical Treatment



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

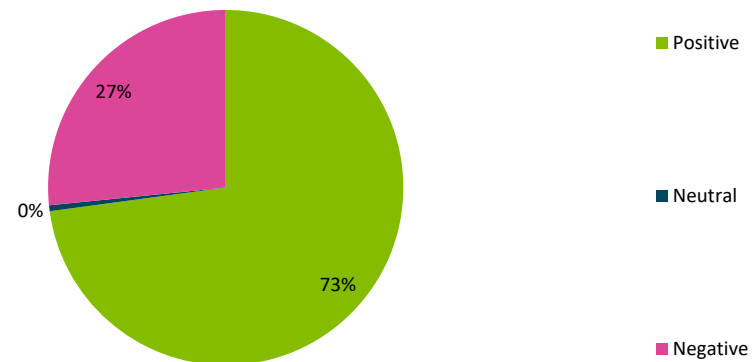
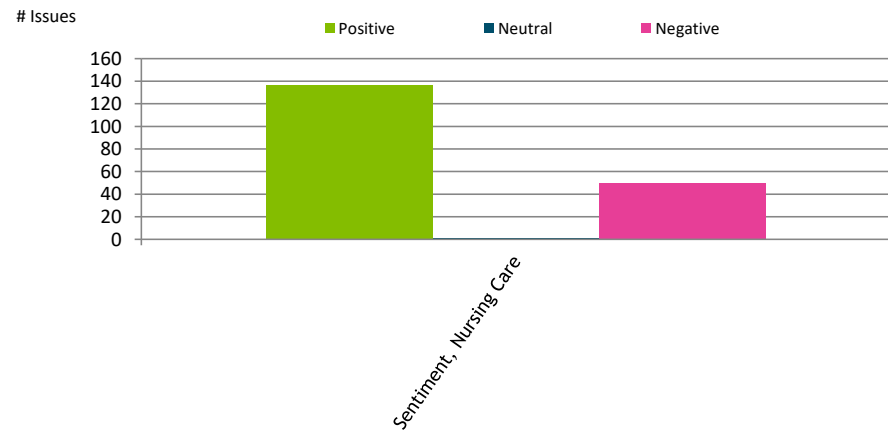


### 6.9 Trends, Clinical Nursing (188 issues)



Issues receiving the most comments overall

### 6.10 Sentiment, Clinical Nursing

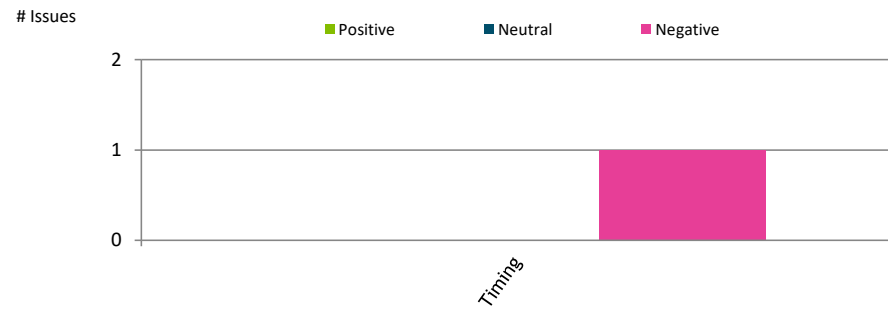




## 6. Care Pathway: Discharge (discharge from a service)

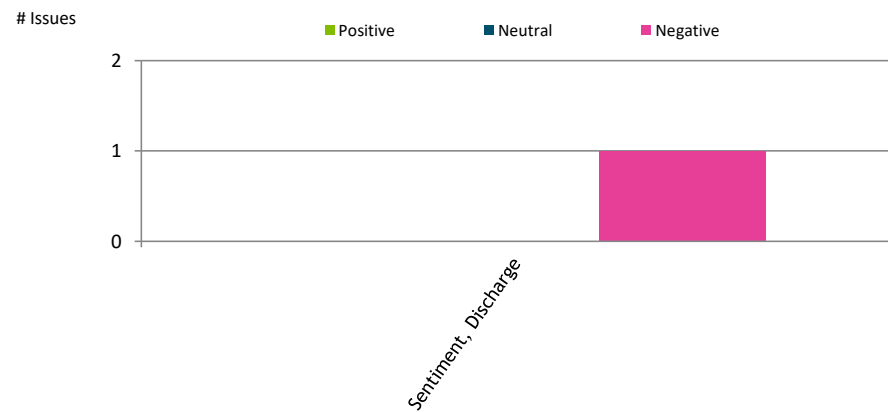


### 6.11 Trends, Discharge (1 issues)



*Issues receiving the most comments overall*

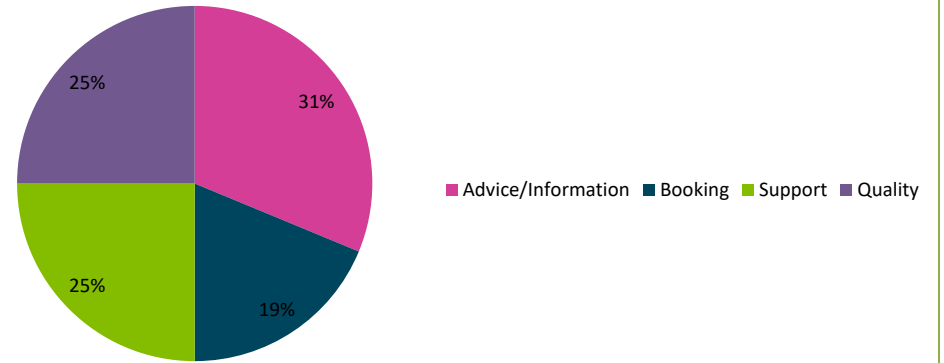
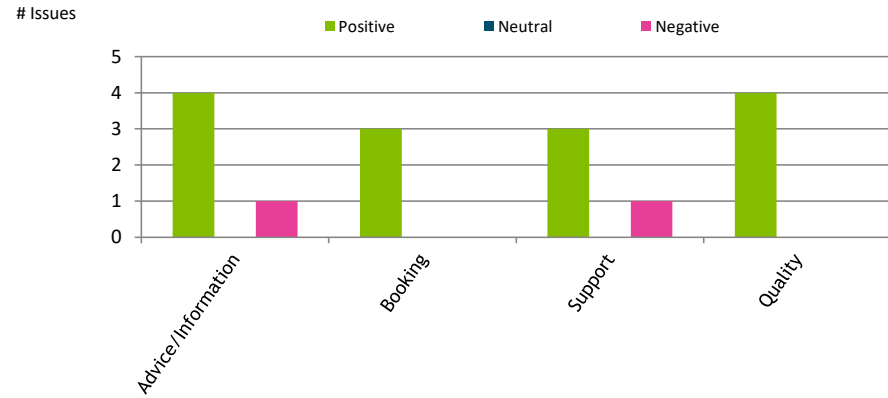
### 6.12 Sentiment, Discharge



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

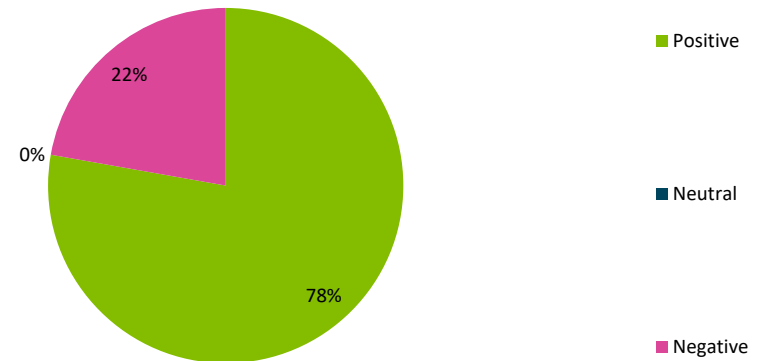
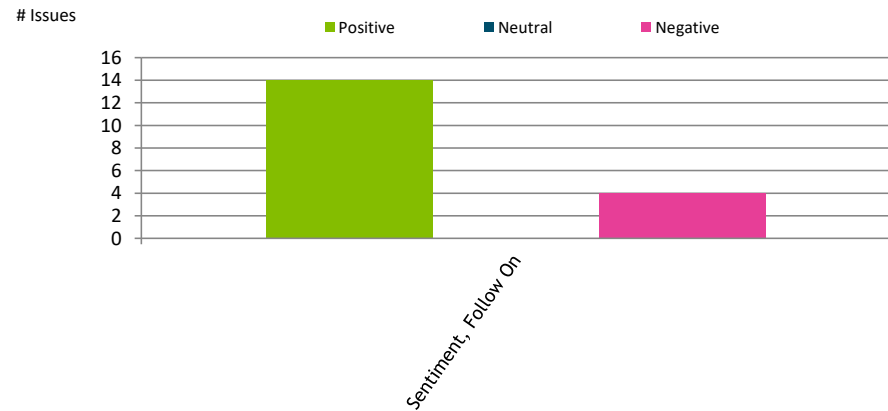


### 6.13 Trends, Follow On (18 issues)



Issues receiving the most comments overall

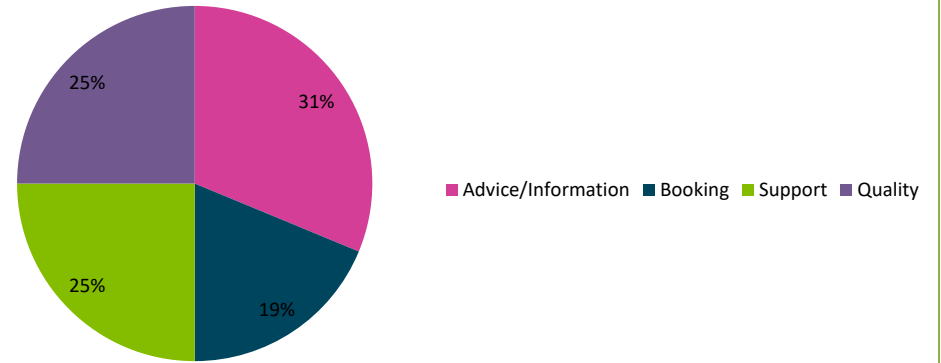
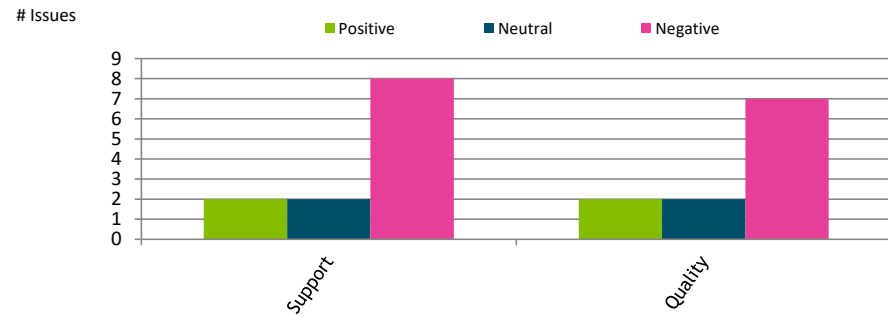
### 6.14 Sentiment, Follow On



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

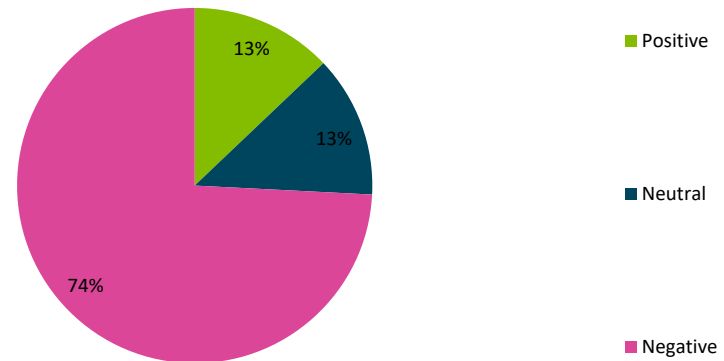
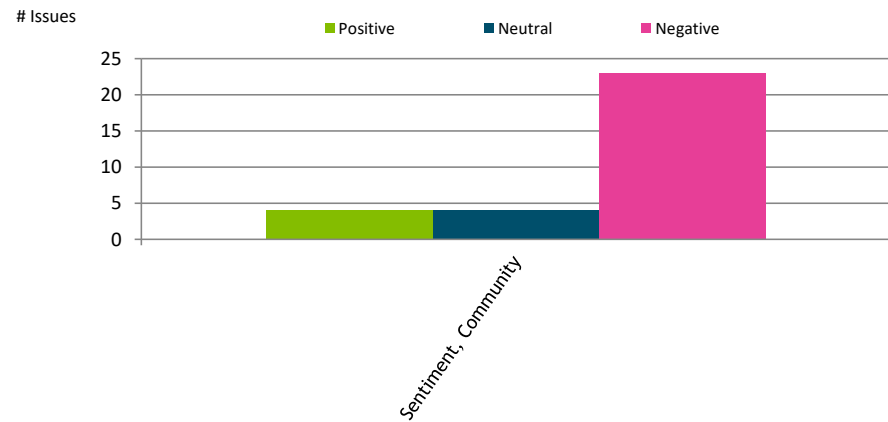


### 6.15 Trends, Community (31 issues)



Issues receiving the most comments overall

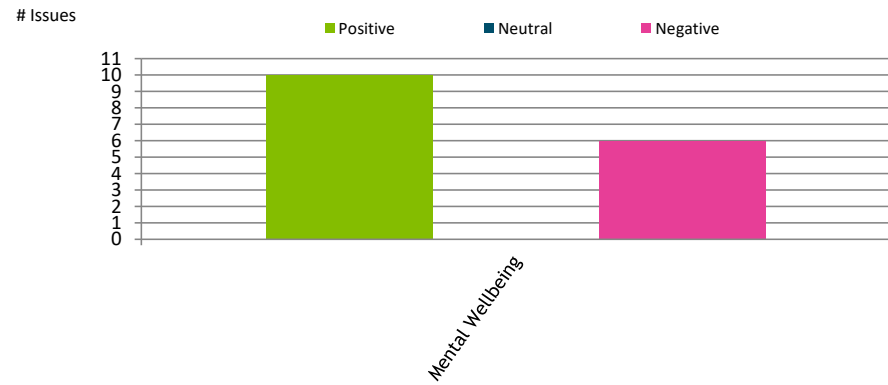
### 6.16 Sentiment, Community



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

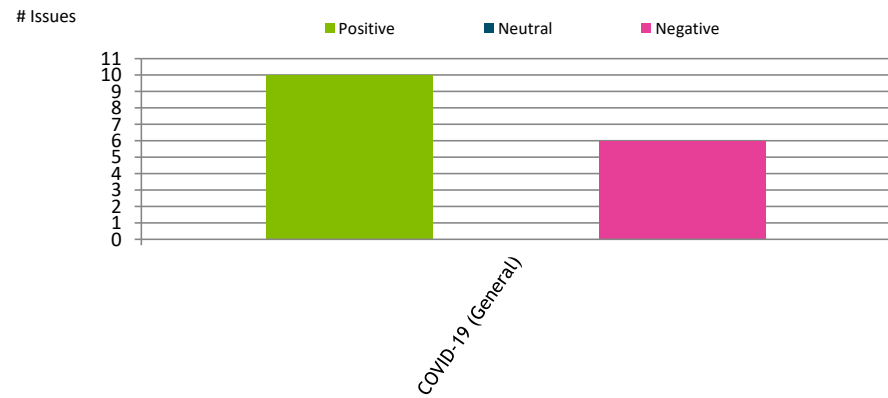


### 7.1 Top Trends: 16 issues from 2 people



Issues receiving the most comments overall.

### 7.2 Stated topics



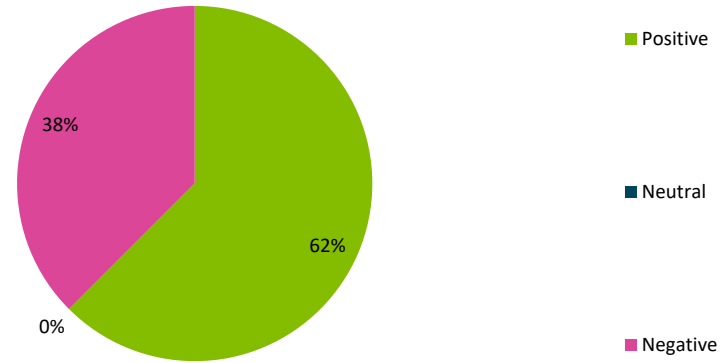
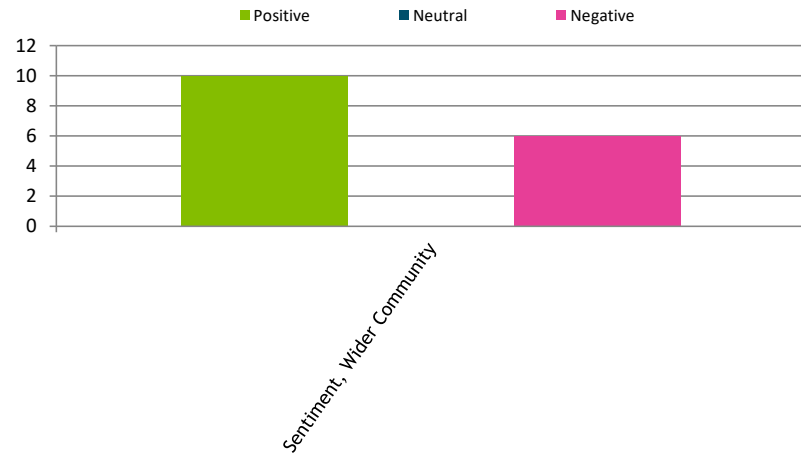
Topics receiving the most comments overall

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



### 7.3 Sentiment, Wider Community

# Issues



## 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>	88	0	37	125
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	12	0	8	20
	Peer Involvement	<i>Involvement or Influence of friends.</i>	0	0	0	0
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	58	1	28	87
	User Involvement	<i>Involvement or influence of the service user.</i>	115	3	31	149
Systems	Administration	<i>Administrative processes and delivery.</i>	8	1	34	43
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	0	0	1	1
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	45	0	60	105
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	2	2
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	5	5
	Referral	<i>Referral to a service.</i>	6	0	3	9
	Medical Records	<i>Management of medical records.</i>	0	0	4	4
	Medication	<i>Prescription and management of medicines.</i>	8	2	14	24
	Opening Times	<i>Opening times of a service.</i>	1	0	2	3
	Planning	<i>Leadership and general organisation.</i>	11	0	10	21
	Registration	<i>Ability to register for a service.</i>	54	8	51	113
	Support	<i>Levels of support provided.</i>	268	4	118	390
	Telephone	<i>Ability to contact a service by telephone.</i>	0	0	40	40
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	32	1	33	66
	Waiting List	<i>Length of wait while on a list.</i>	34	0	45	79
Values	Choice	<i>General choice.</i>	3	0	9	12
	Cost	<i>General cost.</i>	4	0	15	19
	Language	<i>Language, including terminology.</i>	1	0	3	4
	Nutrition	<i>Provision of sustenance.</i>	2	0	2	4
	Privacy	<i>Privacy, personal space and property.</i>	0	0	2	2
	Quality	<i>General quality of a service, or staff.</i>	302	3	78	383
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	1	1
	Stimulation	<i>General stimulation, including access to activities.</i>	0	0	1	1

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>	1	0	0	1
	Environment/Layout	<i>Physical environment of a service.</i>	10	1	13	24
	Equipment	<i>General equipment issues.</i>	2	0	1	3
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	4	2	2	8
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	13	0	6	19
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	1	1
	Travel/Parking	<i>Ability to travel or park.</i>	1	0	0	1
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>	382	8	124	514
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	3	3
	Staff Training	<i>Training of staff.</i>	0	0	8	8
	Staffing Levels	<i>General availability of staff.</i>	2	0	3	5
	<b>Total:</b>			<b>1467</b>	<b>34</b>	<b>805</b>