

# The Experience of Royal London Hospital

10 March 2021

Trends Analysis Report, 1 January 2020 - 31 December 2020



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

## Report Index

### Data Source (Page 3)

Identifies the origin of the data, by source and borough.



### Top Trends (Pages 4-5)

Identifies the top service sectors, specialisms, medical conditions/topics and service related issues.



### Satisfaction Levels (Page 6)

Tracks satisfaction of service aspects over time, and by borough.



### Data Table (Pages 7-8)

The numbers underpinning the trends.

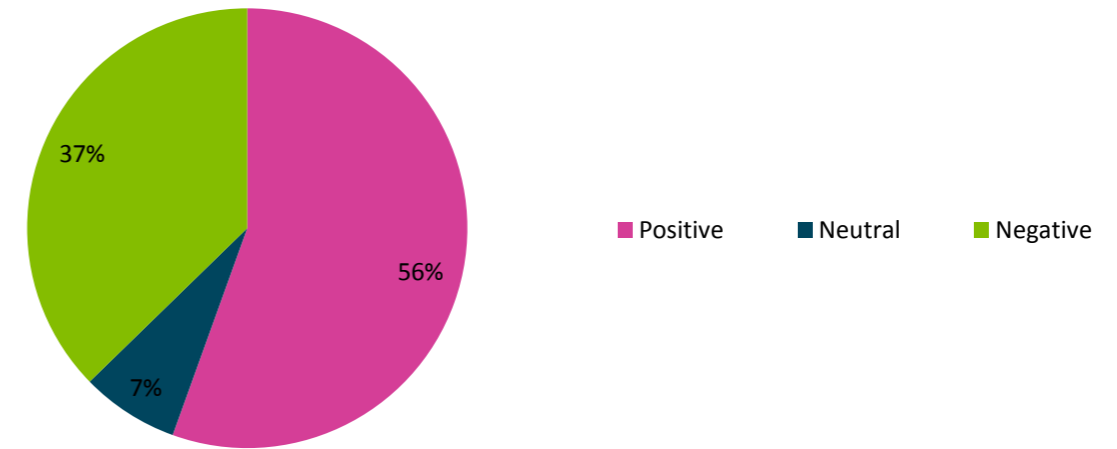
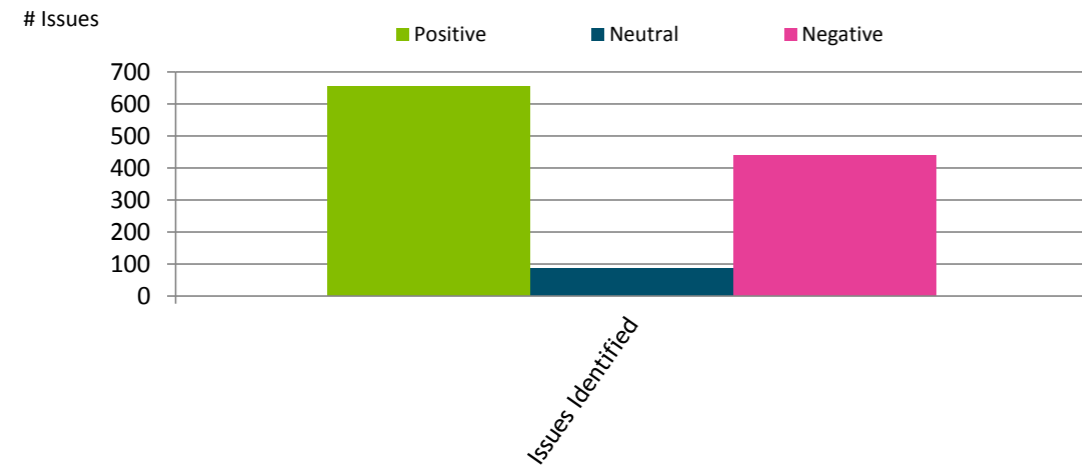


**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

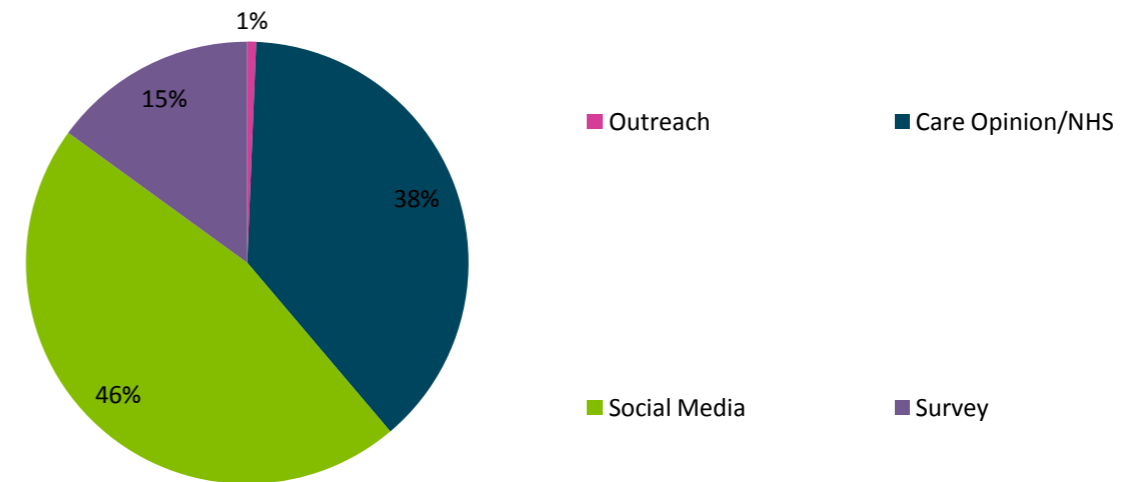
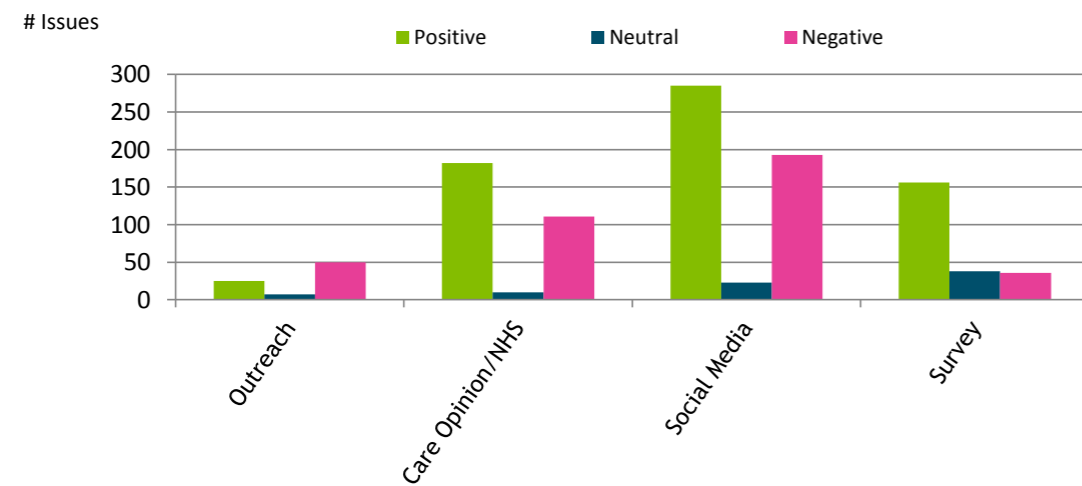
# 1. Data Source: Where did we collect the feedback?



## 1.1 1180 issues from 225 people



## 1.2 Top Source

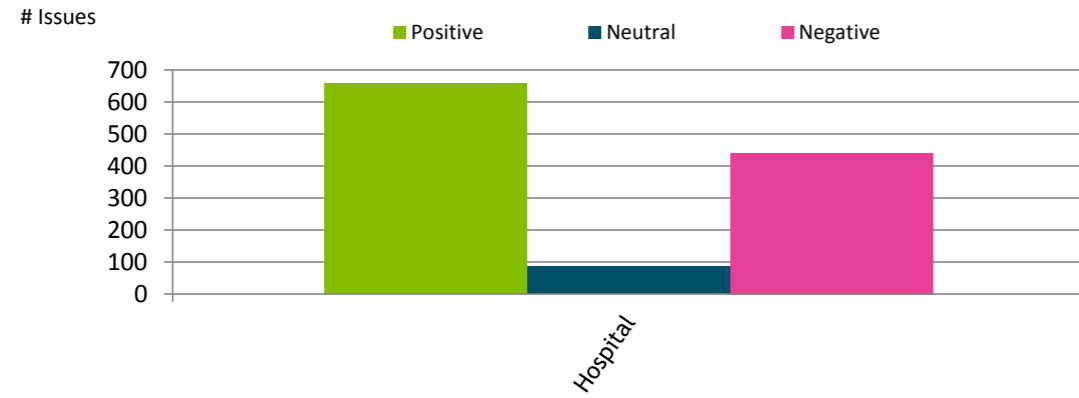


Sources providing the most comments overall

## 2. Which services are people most commenting on?

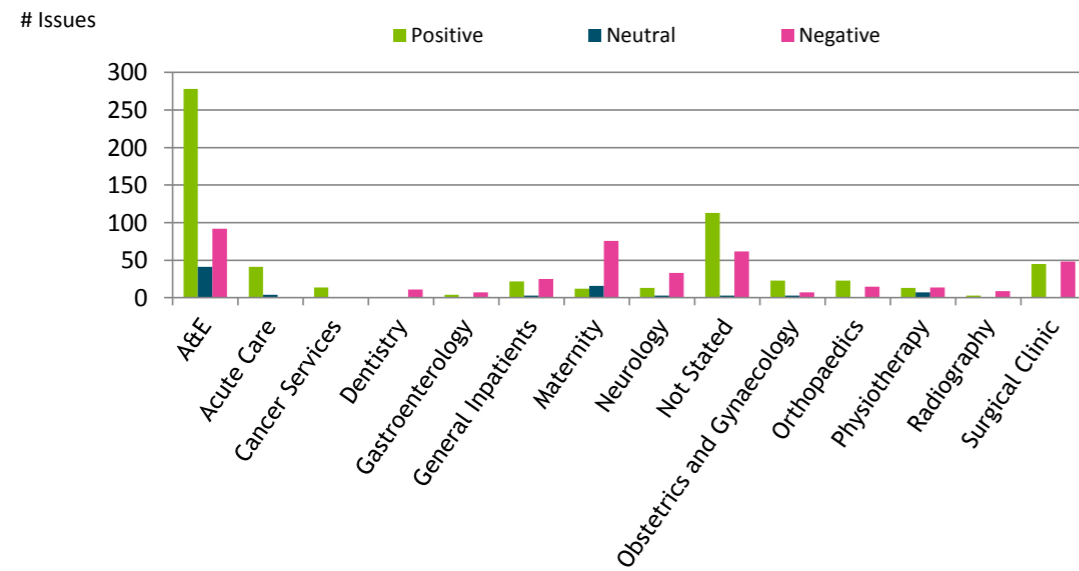


### 2.1 Service Sector

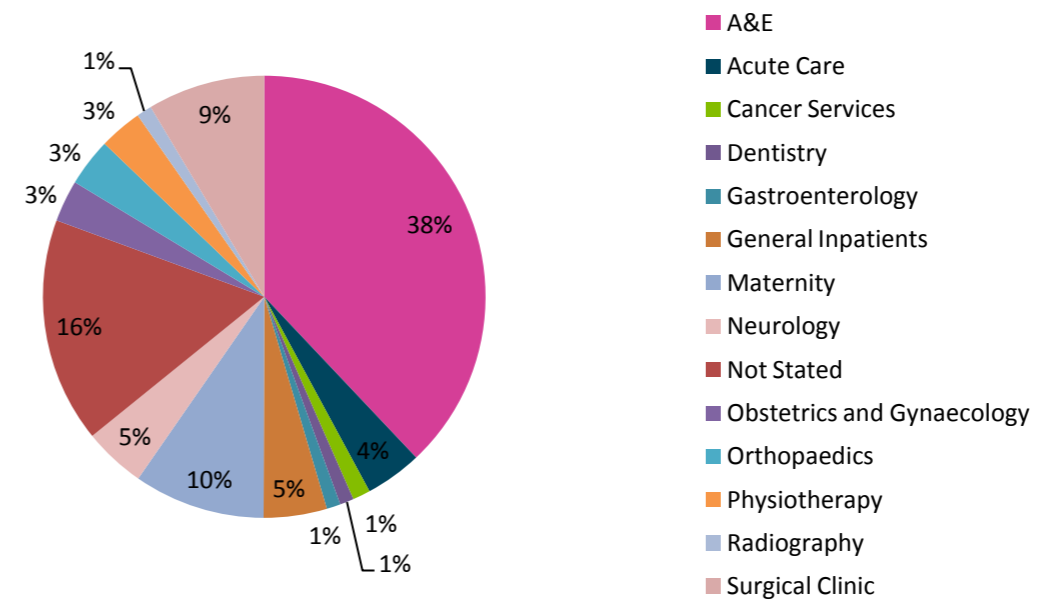


Service sectors receiving the most comments overall

### 2.2 Service Type



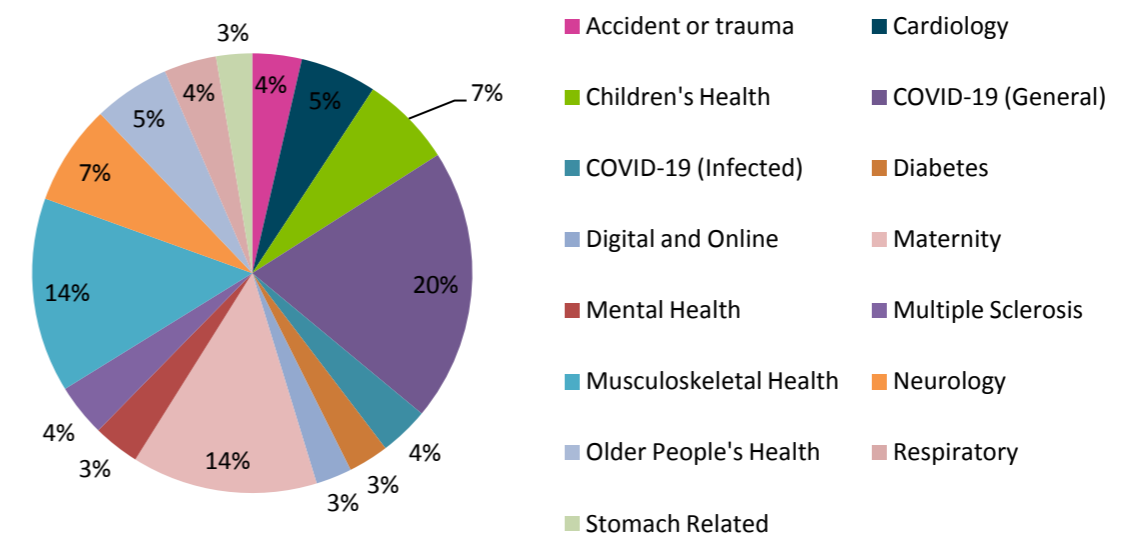
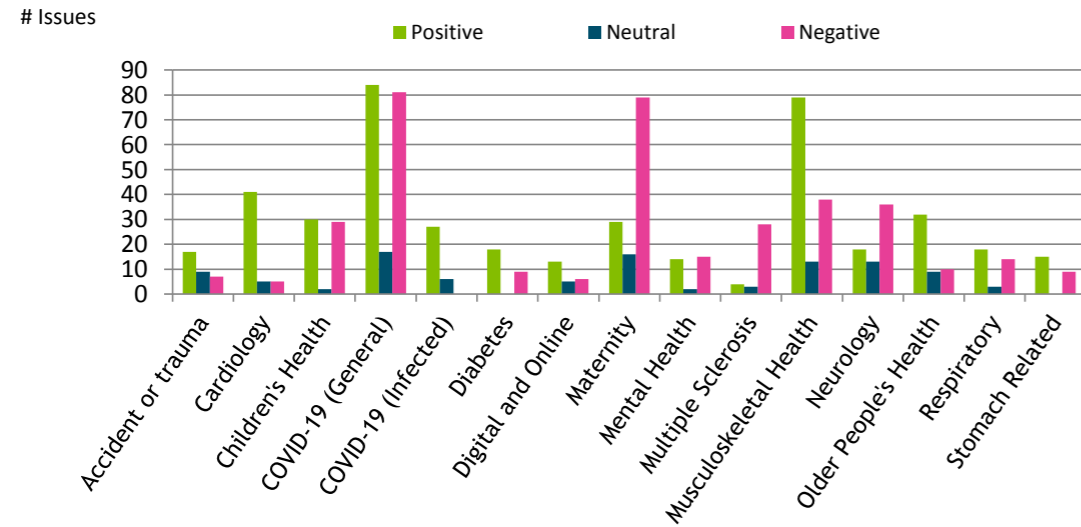
Service type receiving the most comments overall



### 3. Which service aspects are people most commenting on?

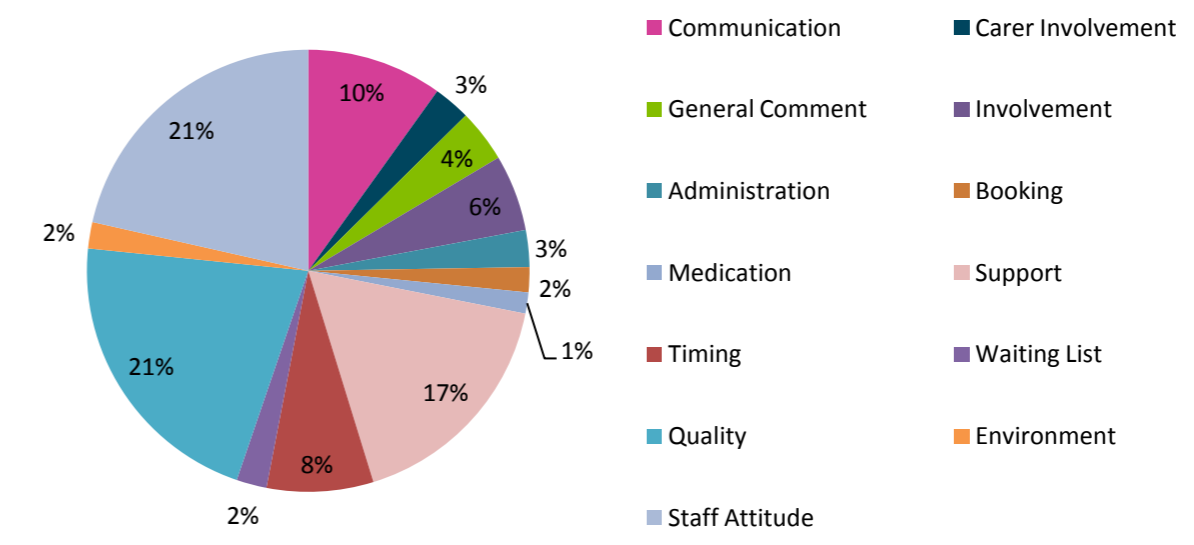
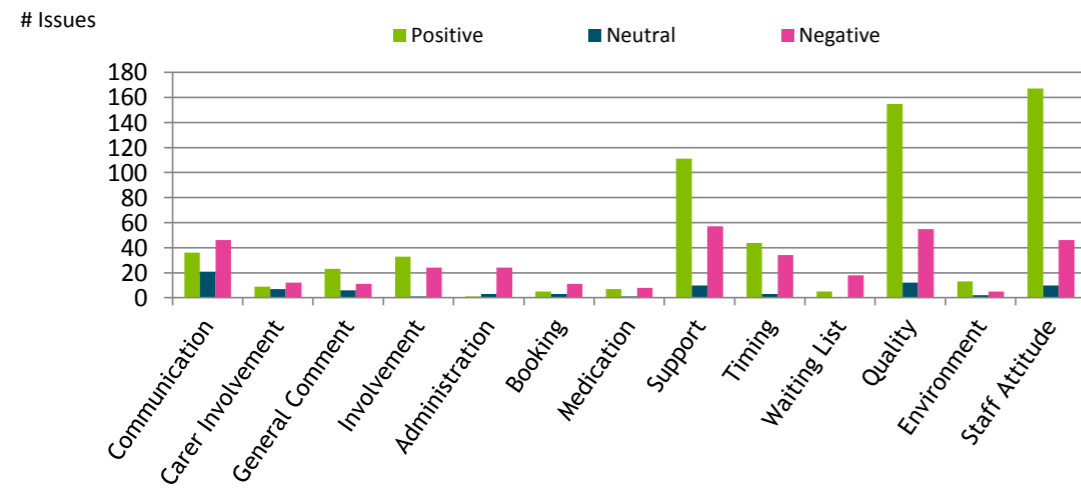


#### 3.1 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

#### 3.2 Top Trends: 1180 issues from 225 people

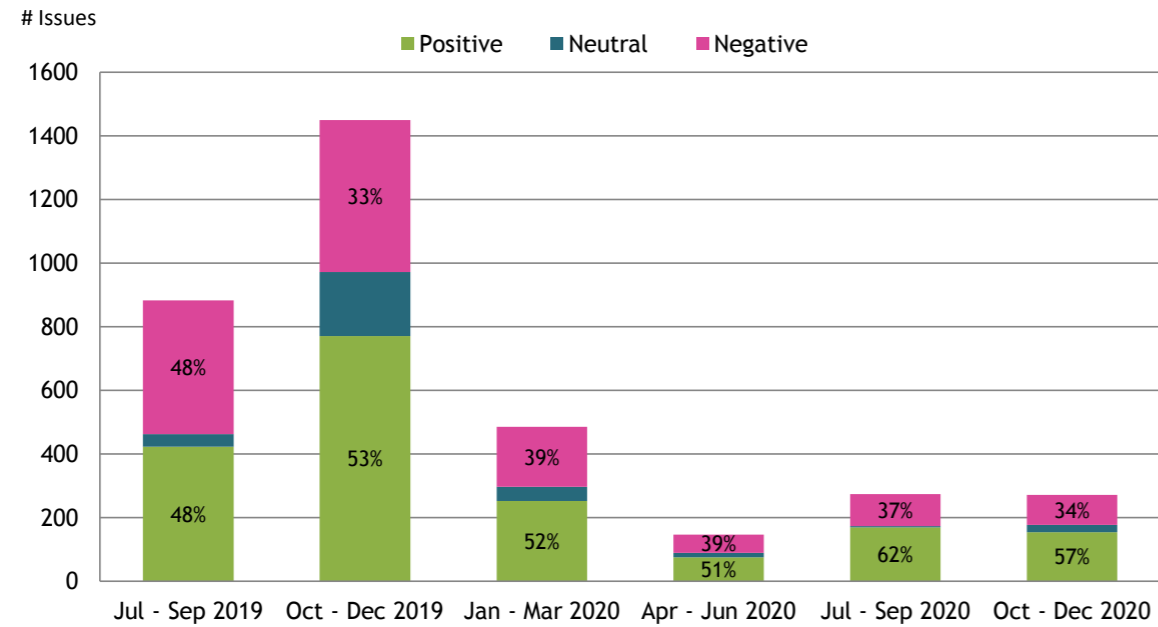


Issues receiving the most comments overall

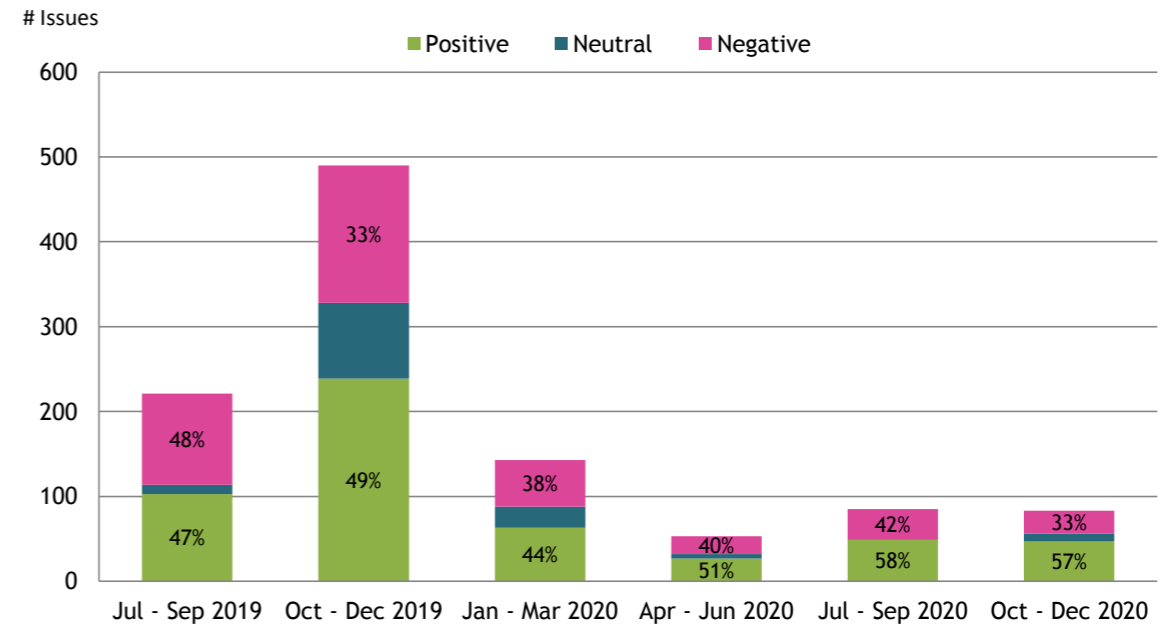
## 4. Timeline: On the whole, how do people feel about services?



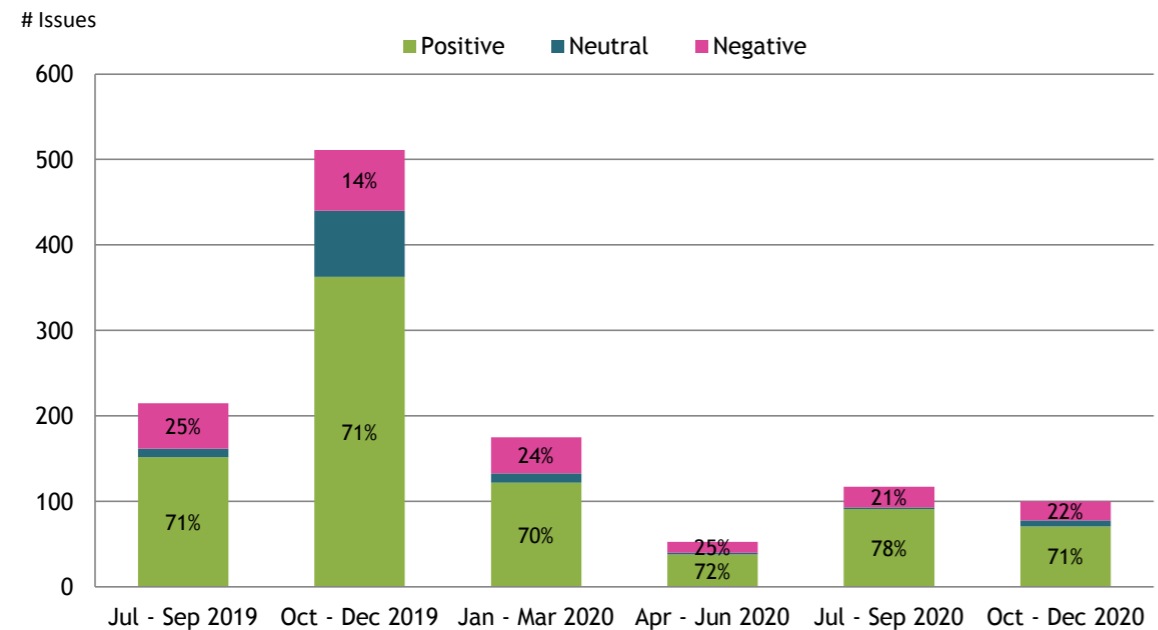
### 4.1 How do people feel about services overall?



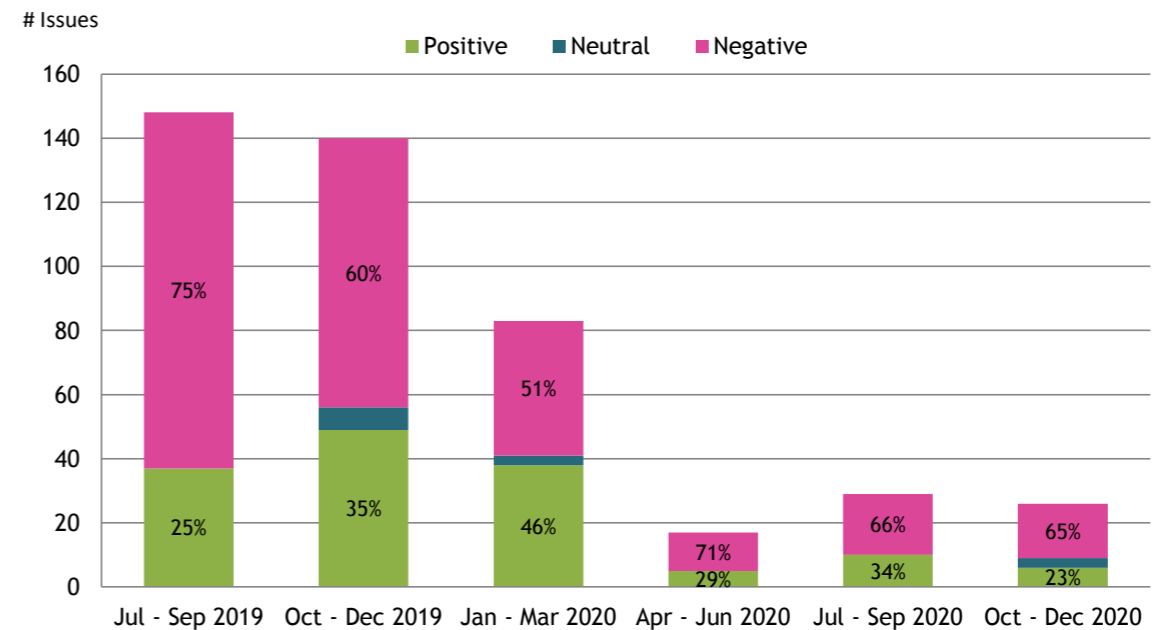
### 4.2 How well informed, involved and supported do people feel?



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



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



## 5. 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>	36	21	46	103
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	9	7	12	28
	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>	23	6	11	40
	User Involvement	<i>Involvement or influence of the service user.</i>	33	1	24	58
Systems	Administration	<i>Administrative processes and delivery.</i>	1	3	24	28
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	5	0	4	9
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	5	3	11	19
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	10	10
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	2	2
	Referral	<i>Referral to a service.</i>	1	0	2	3
	Medical Records	<i>Management of medical records.</i>	0	0	4	4
	Medication	<i>Prescription and management of medicines.</i>	7	1	8	16
	Opening Times	<i>Opening times of a service.</i>	0	0	0	0
	Planning	<i>Leadership and general organisation.</i>	6	0	7	13
	Registration	<i>Ability to register for a service.</i>	0	0	0	0
	Support	<i>Levels of support provided.</i>	111	10	57	178
	Telephone	<i>Ability to contact a service by telephone.</i>	0	0	13	13
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	44	3	34	81
Waiting List	<i>Length of wait while on a list.</i>	5	0	18	23	
Values	Choice	<i>General choice.</i>	1	0	5	6
	Cost	<i>General cost.</i>	0	0	0	0
	Language	<i>Language, including terminology.</i>	0	1	0	1
	Nutrition	<i>Provision of sustenance.</i>	4	1	2	7
	Privacy	<i>Privacy, personal space and property.</i>	2	1	3	6
	Quality	<i>General quality of a service, or staff.</i>	155	12	55	222
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	1	0	1
	Stimulation	<i>General stimulation, including access to activities.</i>	3	0	0	3

5. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	0	0	3	3
	Environment/Layout	<i>Physical environment of a service.</i>	13	2	5	20
	Equipment	<i>General equipment issues.</i>	4	1	5	10
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	7	1	1	9
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	7	0	1	8
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	6	6
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	1	1
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	3	3
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	167	10	46	223
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	7	8
	Staff Training	<i>Training of staff.</i>	4	0	3	7
	Staffing Levels	<i>General availability of staff.</i>	1	0	2	3
<b>Total:</b>			<b>655</b>	<b>85</b>	<b>440</b>	<b>1180</b>