The Experience of Northwick Park Hospital

A trends analysis report by Healthwatch Harrow, 21 January 2022

Community*Insight*

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

Reporting Period: 1 January 2021 - 31 December 2021

healthwatch
Harrow

Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 249 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)

Feedback suggests patients would like greater levels of support, empathy and communication. Access related trends, particularly waiting times are clearly negative overall.

> Leading Trends...
>
> *Complaints about waiting times are up by almost a tenth (8%), 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 (57%) reflect good levels of user involvement and support, while sentiment on quality and empathy is marginally positive (61%). On service accessibility, three quarters of comments (75%) are negative overall.

> Trends...
>
> *This quarter the overall satisfaction level has not changed comments suggest.*
>
> *Improvements of 2% are recorded on involvement, communication and support, and 1% on quality and empathy. A 4% decline is recorded on service accessibility (which includes waiting times).*

Departments (Pages 8-13)

Feedback about A&E suggests complaints about waiting times, outcomes (quality), levels of empathy and support are on the increase.

> **Trends...**
>
> *Comments suggest overall satisfaction on A&E has declined by a notable 10% this quarter, standing at 45% positive.*
>
> *On Maternity, comments suggest sentiment has declined by 6%. Feedback indicates 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 35%.

> **Trends...**
>
> *Comments about general treatment and care are clearly positive overall, however patients and carers would like greater levels of communication and involvement.*
>
> *On reception, patients would like greater levels of empathy and support. 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.
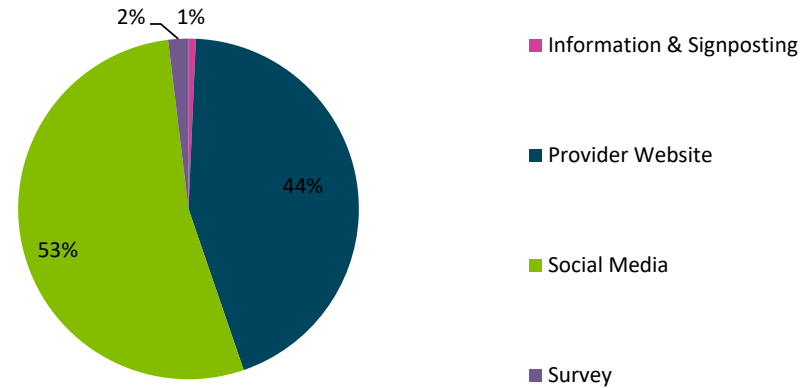
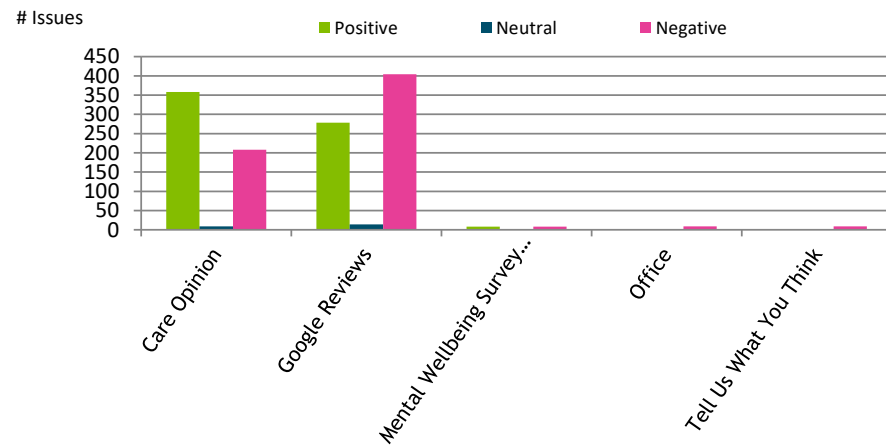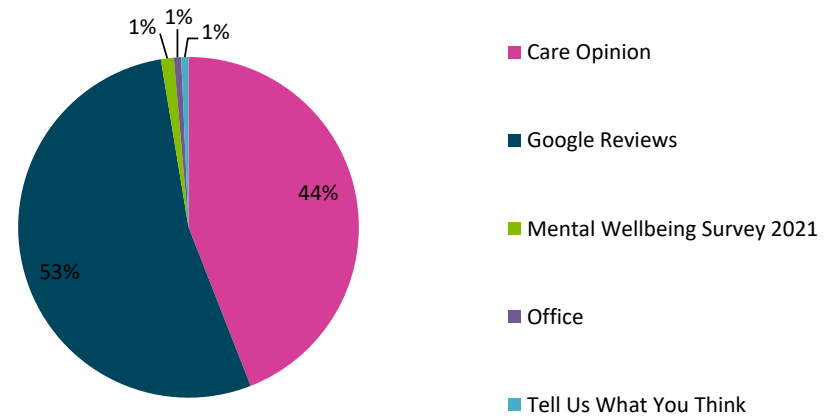# 1. Data Source: Where did we collect the feedback?

1.1 Source
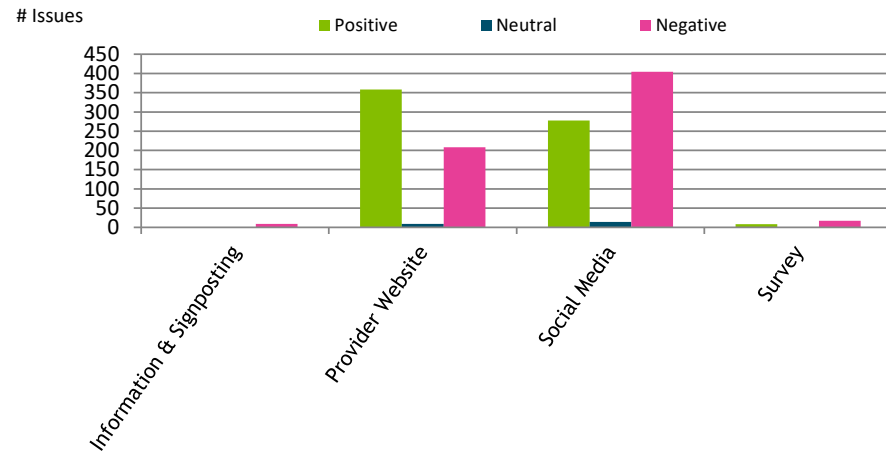
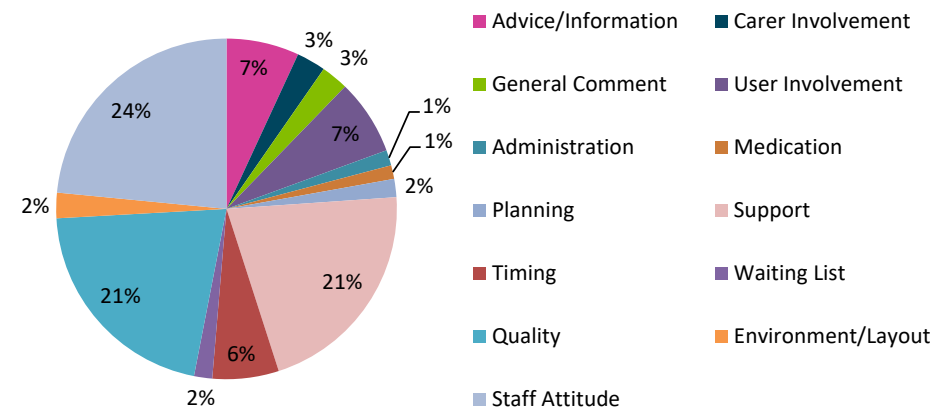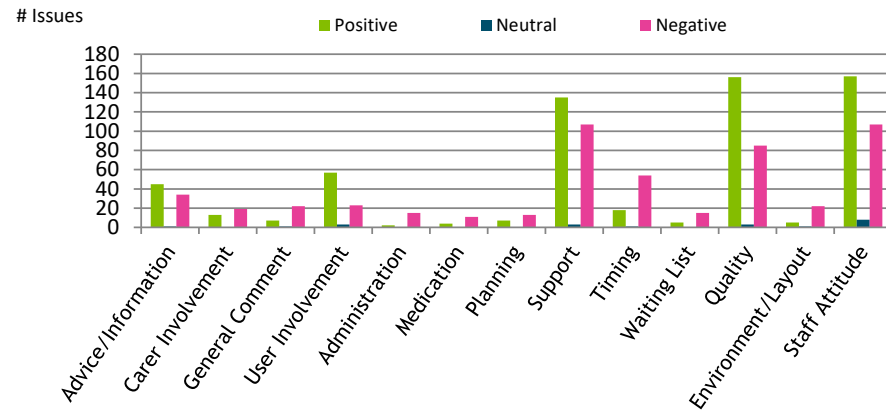*Sources providing the most comments overall*

1.2 Origin

Origins providing the most comments overall

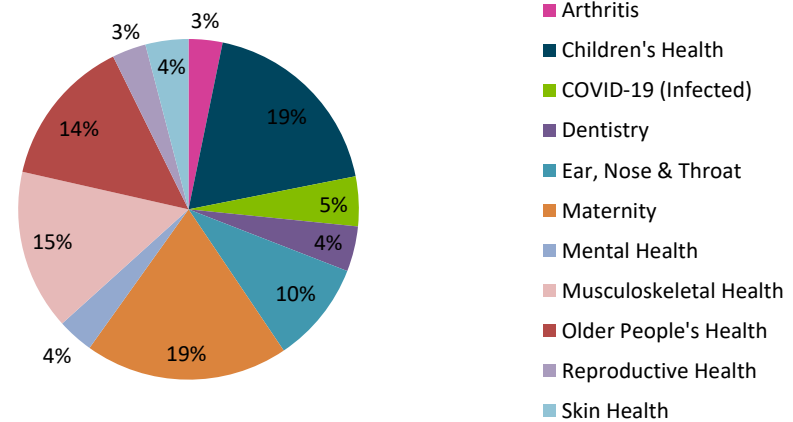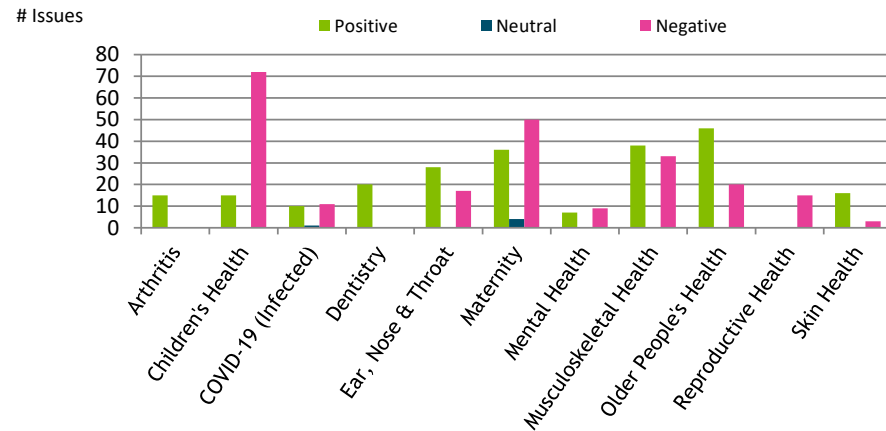## 2. Top Trends: Which service aspects are people most commenting on?

2.1 Service aspects: 1305 issues from 249 people

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Medication, Planning, Support, Timing, Waiting List, Quality, Environment/Layout, Staff Attitude

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

Pie chart legend:
- Advice/Information
- Carer Involvement
- General Comment
- User Involvement
- Administration
- Medication
- Planning
- Support
- Timing
- Waiting List
- Quality
- Environment/Layout
- Staff Attitude

Pie chart values: 7%, 3%, 3%, 7%, 1%, 1%, 2%, 21%, 6%, 2%, 21%, 2%, 24%

2.2 Stated medical conditions

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Arthritis, Children's Health, COVID-19 (Infected), Dentistry, Ear, Nose & Throat, Maternity, Mental Health, Musculoskeletal Health, Older People's Health, Reproductive Health, Skin Health

Medical conditions receiving the most comments overall

Pie chart legend:
- Arthritis
- Children's Health
- COVID-19 (Infected)
- Dentistry
- Ear, Nose & Throat
- Maternity
- Mental Health
- Musculoskeletal Health
- Older People's Health
- Reproductive Health
- Skin Health

Pie chart values: 3%, 3%, 19%, 5%, 4%, 10%, 19%, 4%, 15%, 14%, 4%

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

3.1 How do people feel as a whole?

Issues

Legend: Positive, Neutral, Negative

Bar chart (Overall Sentiment):
- Positive: ~640
- Neutral: ~20
- Negative: ~640

Pie chart:
- Positive: 49%
- Neutral: 2%
- Negative: 49%
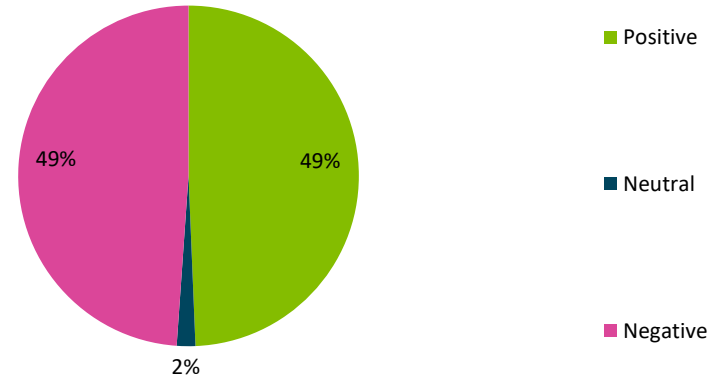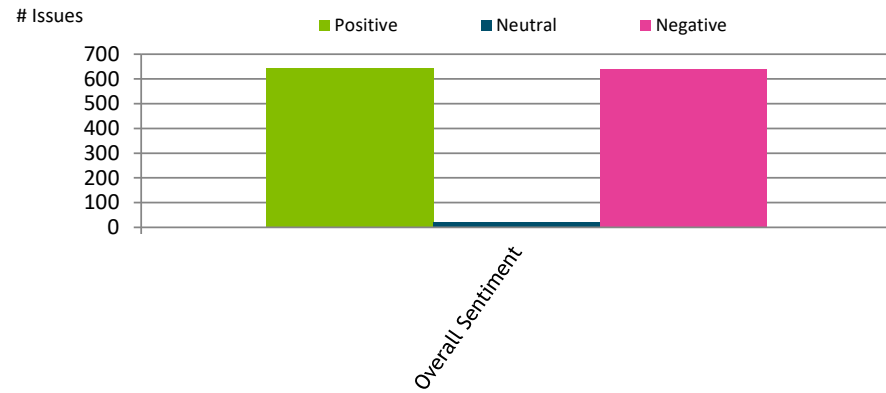
Quarterly Benchmark: No change on the previous quarter

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

Issues

Legend: Positive, Neutral, Negative

Bar chart (Sentiment, Involvement):
- Positive: ~250
- Neutral: ~5
- Negative: ~185

Pie chart:
- Positive: 57%
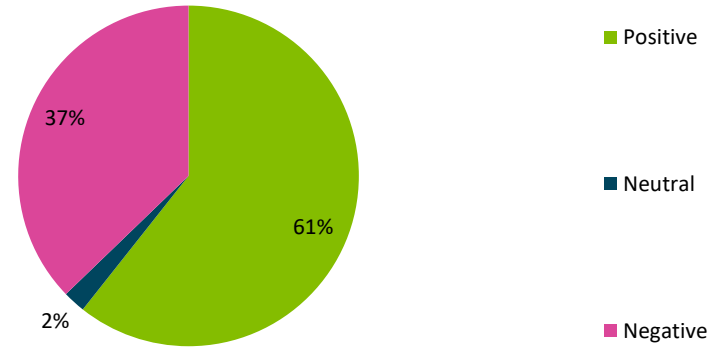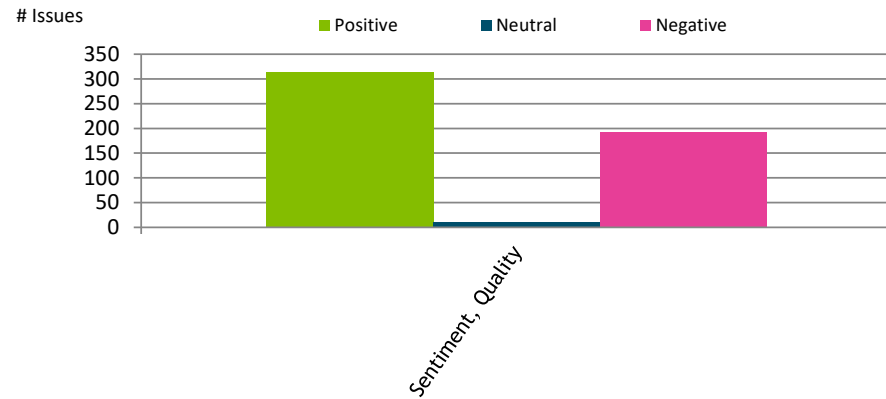- Neutral: 1%
- Negative: 42%
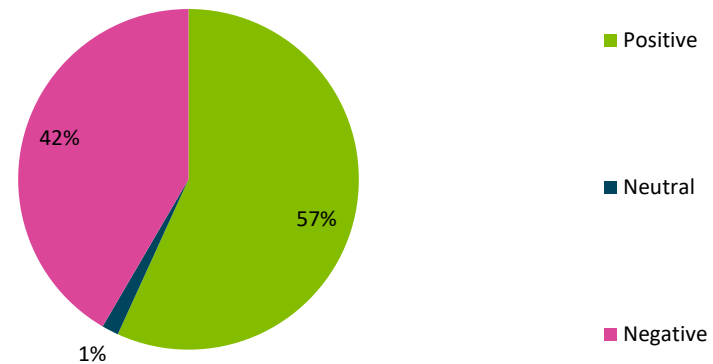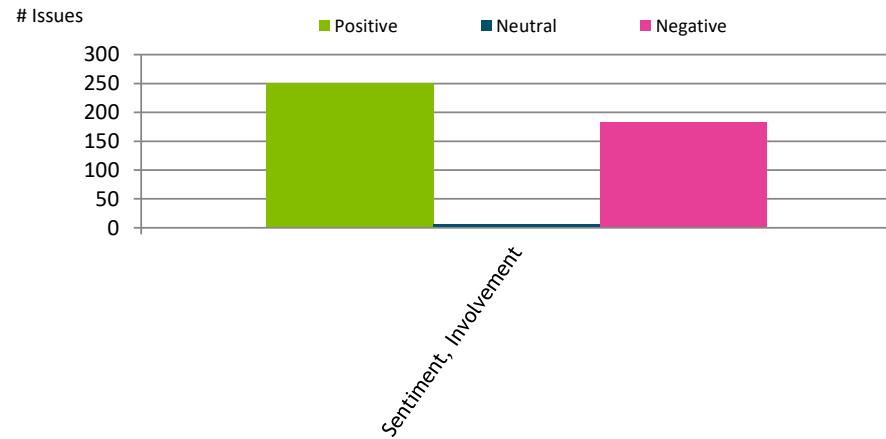
Quarterly Benchmark: 2% improvement on the previous quarter

6

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

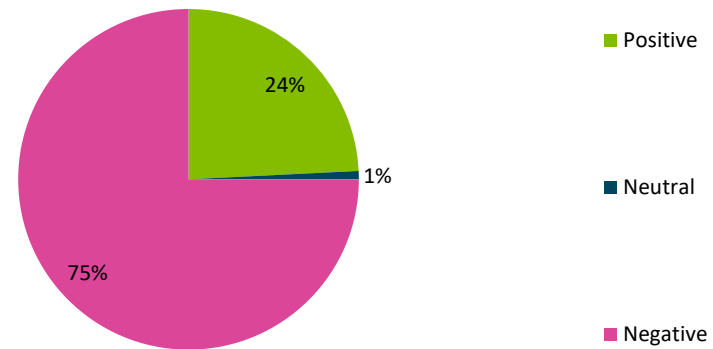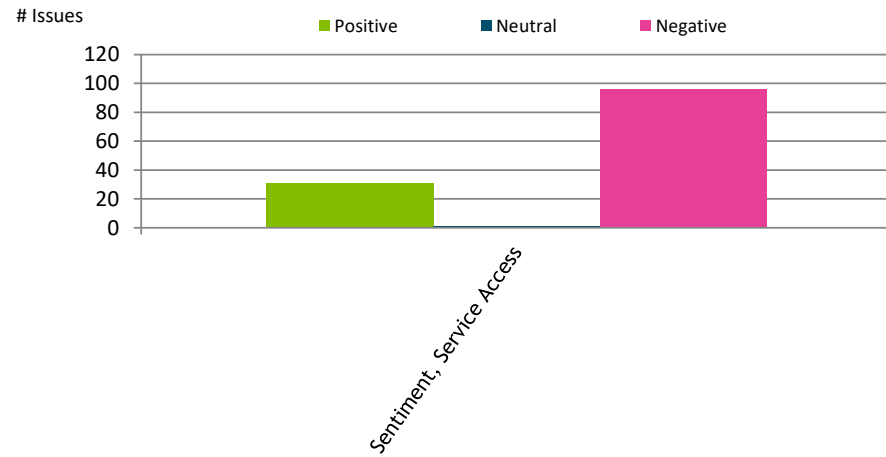## 3.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Bar chart axis: 350, 300, 250, 200, 150, 100, 50, 0

Sentiment, Quality

Pie chart: Positive 61%, Neutral 2%, Negative 37%

Quarterly Benchmark: 1% improvement on the previous quarter

3.4 How do people feel about general access to services?

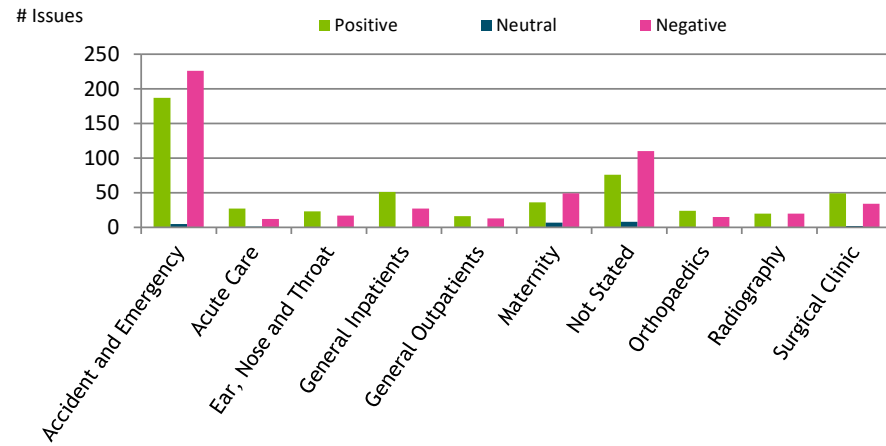# Issues

Legend: Positive, Neutral, Negative

Bar chart axis: 120, 100, 80, 60, 40, 20, 0

Sentiment, Service Access

Pie chart: Positive 24%, Neutral 1%, Negative 75%

Quarterly Benchmark: 4% decline on the previous quarter

7

4.1 Departments (1305 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Accident and Emergency, Acute Care, Ear, Nose and Throat, General Inpatients, General Outpatients, Maternity, Not Stated, Orthopaedics, Radiography, Surgical Clinic

Departments receiving the most comments overall

Pie chart:
- Accident and Emergency — 39%
- Acute Care — 4%
- Ear, Nose and Throat — 4%
- General Inpatients — 7%
- General Outpatients — 3%
- Maternity — 9%
- Not Stated — 18%
- Orthopaedics — 4%
- Radiography — 4%
- Surgical Clinic — 8%
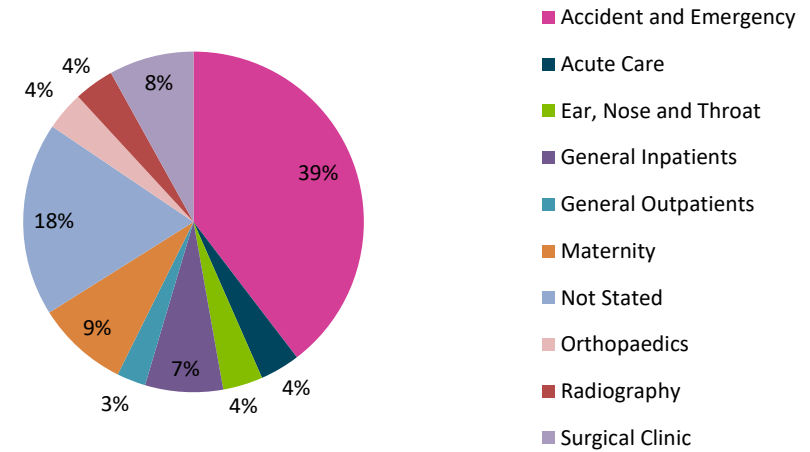
4.2 Breakdown of care pathway locations (more on pages 13-20)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Transport, Reception, Diagnosis/Testing, Clinical Treatment, Clinical Nursing, Discharge, Follow On, Community Services

Care pathway locations

Pie chart:
- Transport — 2%
- Reception — 14%
- Diagnosis/Testing — 7%
- Clinical Treatment — 49%
- Clinical Nursing — 25%
- Discharge — 1%
- Follow On — 2%
- Community Services — 0%
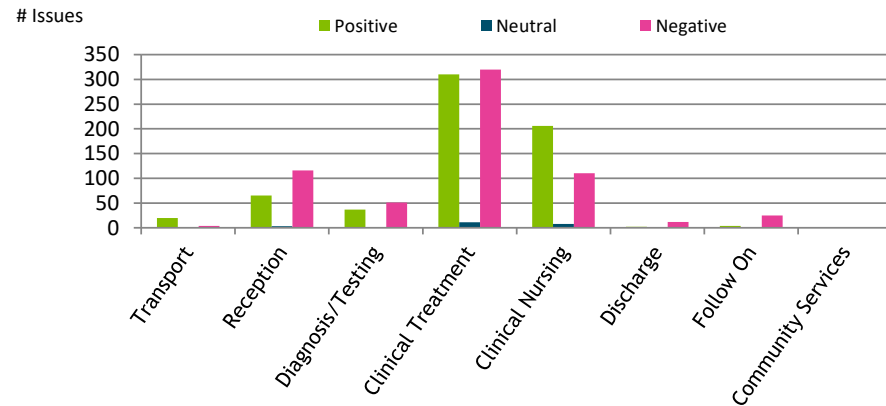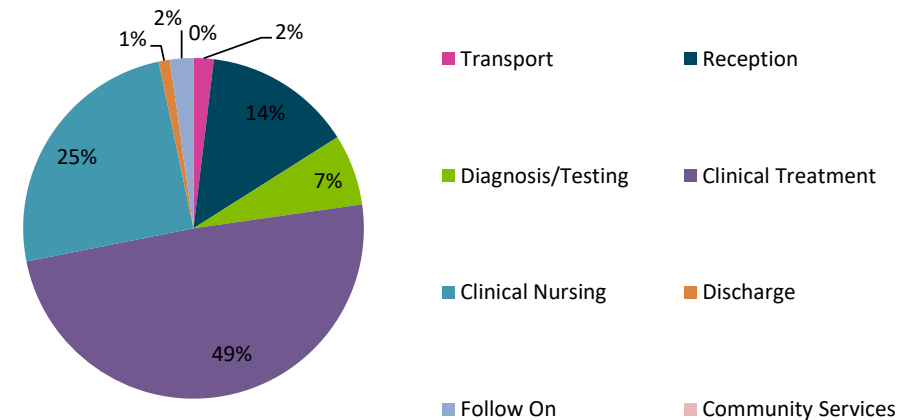
5.1 Trends, A&E (418 issues from 73 people)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Categories: Advice/Information, Carer Involvement, User Involvement, Planning, Support, Timing, Quality, Environment/Layout, Staff Attitude, Staffing Levels

Issues receiving the most comments overall

Pie chart values: 2%, 3%, 7%, 6%, 2%, 23%, 22%, 2%, 21%, 12%

Legend:
- ■ Advice/Information
- ■ Carer Involvement
- ■ User Involvement
- ■ Planning
- ■ Support
- ■ Timing
- ■ Quality
- ■ Environment/Layout
- ■ Staff Attitude
- ■ Staffing Levels

5.2 Sentiment, A&E

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Sentiment, A&E

Pie chart values: 45%, 1%, 54%
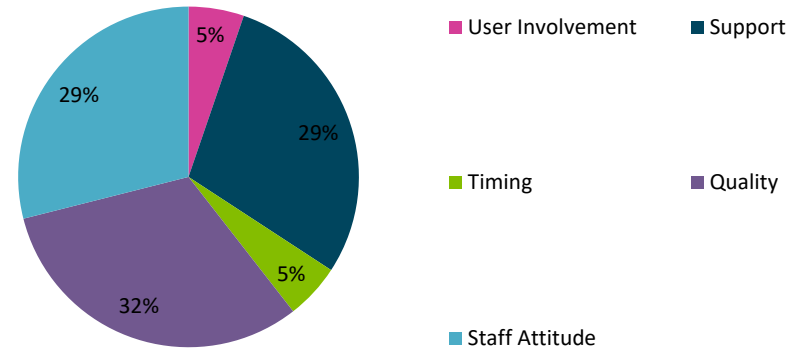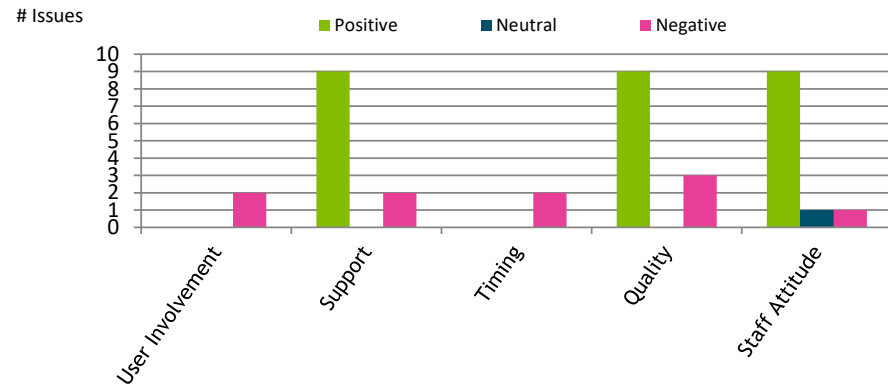
Legend:
- ■ Positive
- ■ Neutral
- ■ Negative

Quarterly Benchmark: 10% decline on the previous quarter

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

Issues

Legend: Positive | Neutral | Negative

Bar chart showing categories: User Involvement, Support, Timing, Quality, Staff Attitude (Y-axis 0–10)

Issues receiving the most comments overall

Pie chart:
- User Involvement 5%
- Support 29%
- Timing 5%
- Quality 32%
- Staff Attitude 29%

Legend: User Involvement | Support | Timing | Quality | Staff Attitude

5.4 Sentiment, Acute Care

Issues

Legend: Positive | Neutral | Negative

Bar chart: Sentiment, Acute Care (Y-axis 0–30)

Pie chart:
- Positive 67%
- Neutral 3%
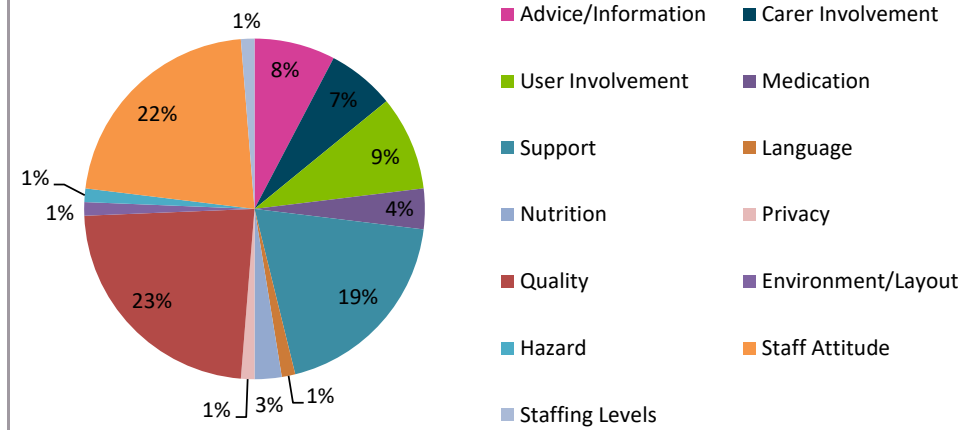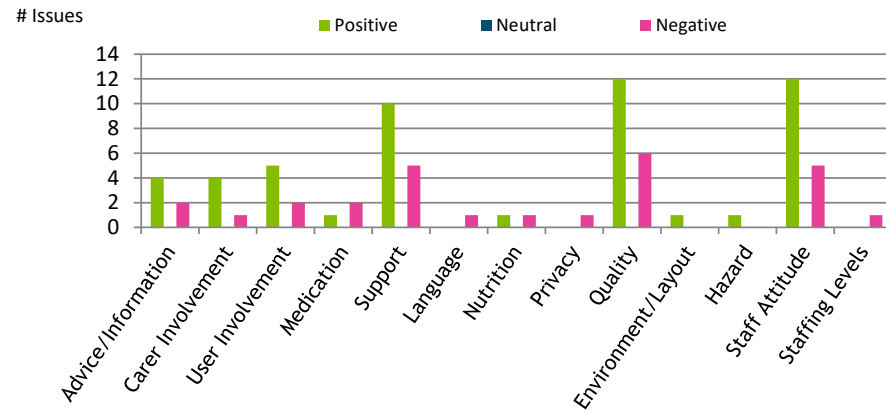- Negative 30%

Legend: Positive | Neutral | Negative
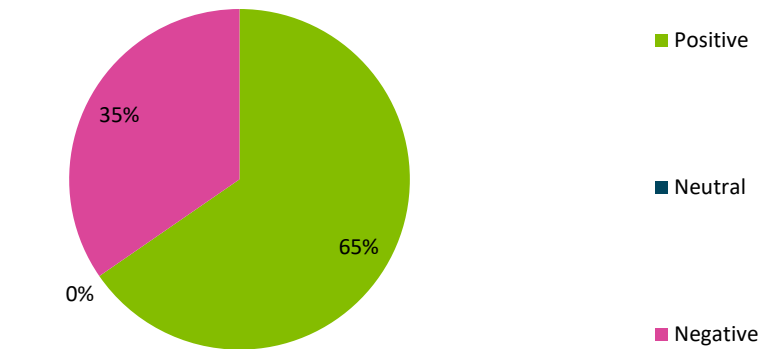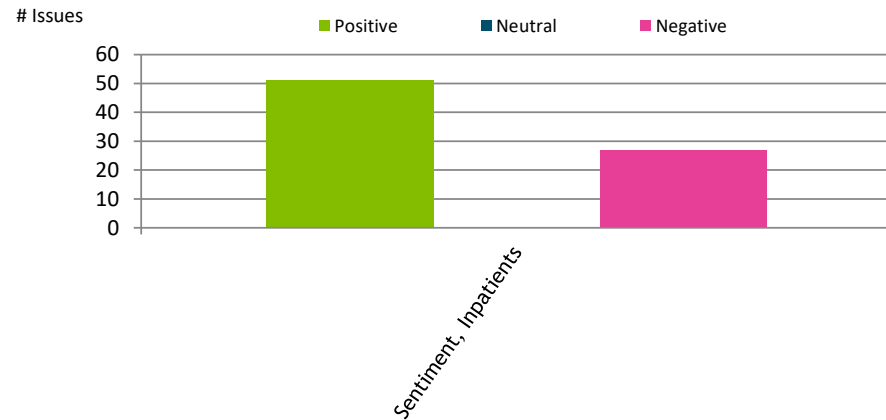
Quarterly Benchmark: N/A

10
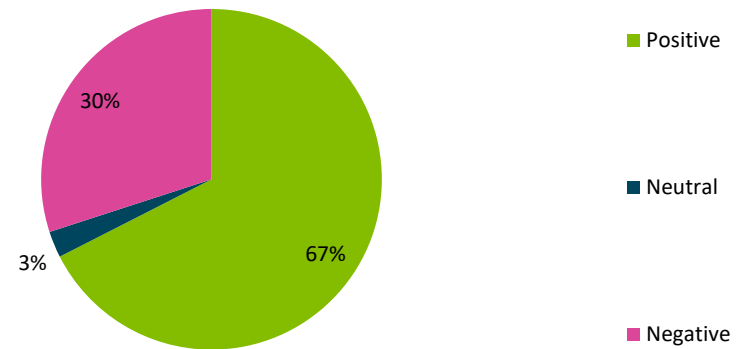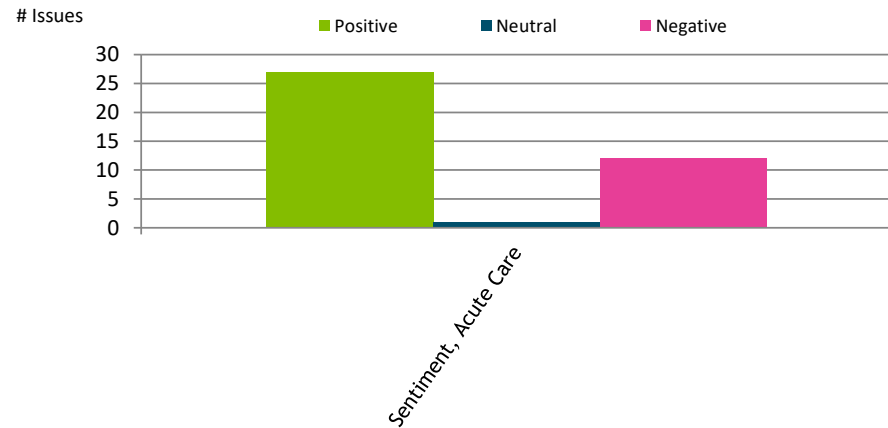
5. Trends: Inpatients (General)

5.5 Trends, General Inpatients (78 issues from 13 people)

Issues receiving the most comments overall

Legend:
- Advice/Information — Carer Involvement
- User Involvement — Medication
- Support — Language
- Nutrition — Privacy
- Quality — Environment/Layout
- Hazard — Staff Attitude
- Staffing Levels

Pie chart values: 8%, 7%, 9%, 4%, 19%, 1%, 3%, 1%, 23%, 1%, 1%, 22%, 1%

5.6 Sentiment, General Inpatients

Sentiment pie: Positive 65%, Neutral 0%, Negative 35%

Quarterly Benchmark: N/A

5.7 Trends, Maternity (92 issues from 17 people)

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Admission, Booking, Planning, Support, Timing, Waiting List, Nutrition, Quality, Environment/Layout, Equipment, Hazard, Staff Attitude

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information
- Carer Involvement
- General Comment
- User Involvement
- Admission
- Booking
- Planning
- Support
- Timing
- Waiting List
- Nutrition
- Quality
- Environment/Layout
- Equipment
- Hazard
- Staff Attitude

Pie values: 2%, 4%, 2%, 8%, 2%, 2%, 2%, 20%, 2%, 2%, 2%, 2%, 2%, 2%, 20%, 20%

5.8 Sentiment, Maternity

Issues

Legend: Positive, Neutral, Negative

Sentiment, Maternity

Sentiment pie chart:
- Positive 39%
- Neutral 8%
- Negative 53%

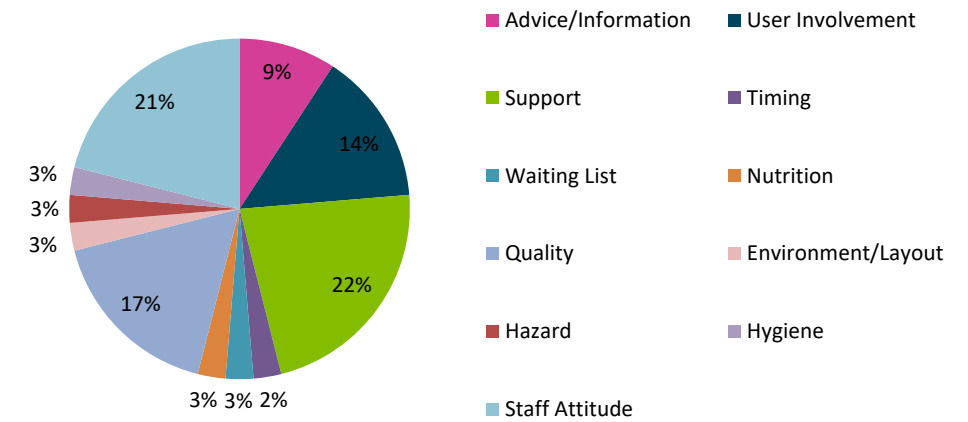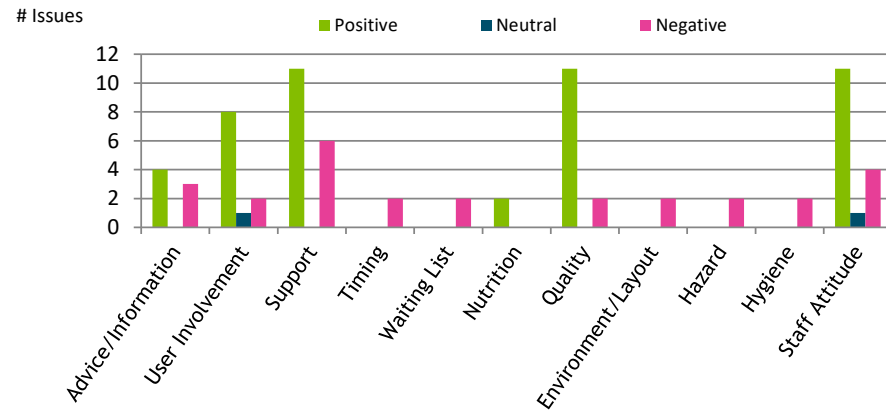*Quarterly Benchmark: 6% decline on the previous quarter*

12

5.9 Trends, General Surgery (85 issues from 11 people)

Issues

Positive | Neutral | Negative

Issues receiving the most comments overall

Advice/Information 9%
User Involvement 14%
Support 22%
Staff Attitude 21%
Quality 17%
3%
3%
3%
3% 3% 2%

Advice/Information | User Involvement
Support | Timing
Waiting List | Nutrition
Quality | Environment/Layout
Hazard | Hygiene
Staff Attitude

5.10 Sentiment, General Surgery

Issues

Positive | Neutral | Negative

Sentiment, Surgery

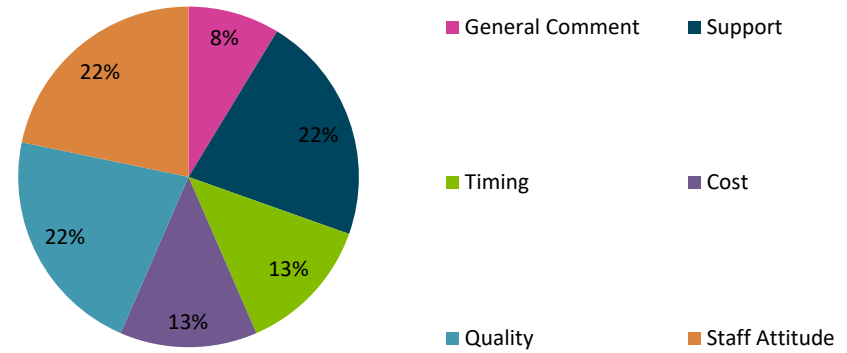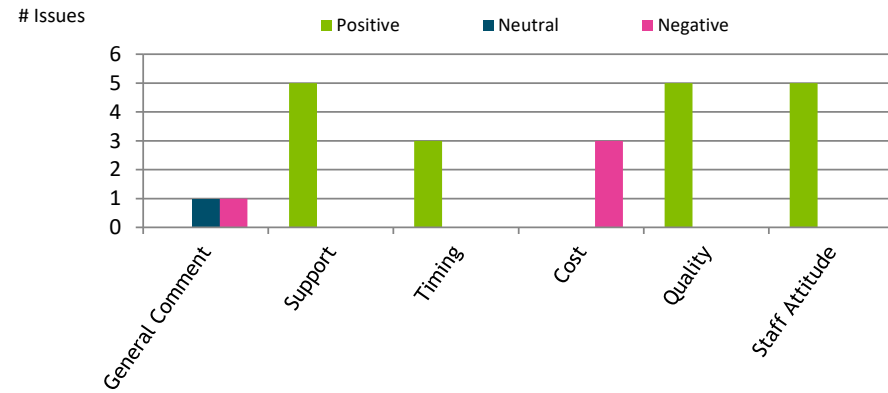Positive 58%
Neutral 2%
Negative 40%

Quarterly Benchmark: N/A

13
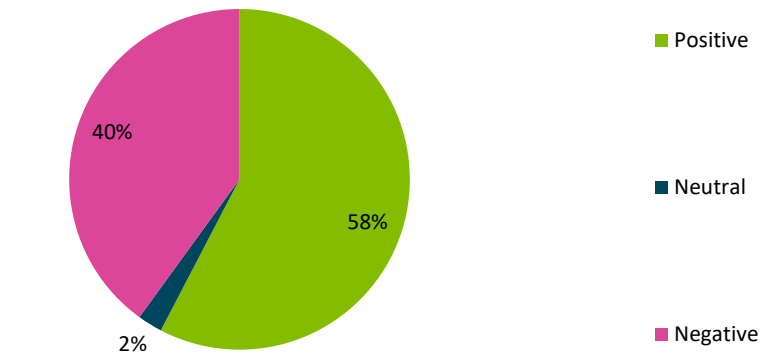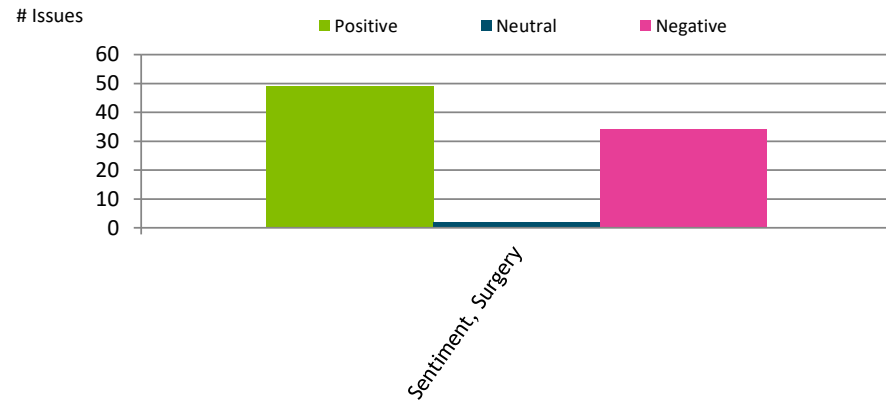
6. Care Pathway: Transport (ability to get to-and-from services)

6.1 Trends, Transport (25 issues)

Issues

Legend: Positive, Neutral, Negative

Categories: General Comment, Support, Timing, Cost, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- General Comment: 8%
- Support: 22%
- Timing: 13%
- Cost: 13%
- Quality: 22%
- Staff Attitude: 22%

6.2 Sentiment, Transport

Issues

Legend: Positive, Neutral, Negative

Category: Sentiment, Transport

Pie chart:
- Positive: 80%
- Neutral: 4%
- Negative: 16%

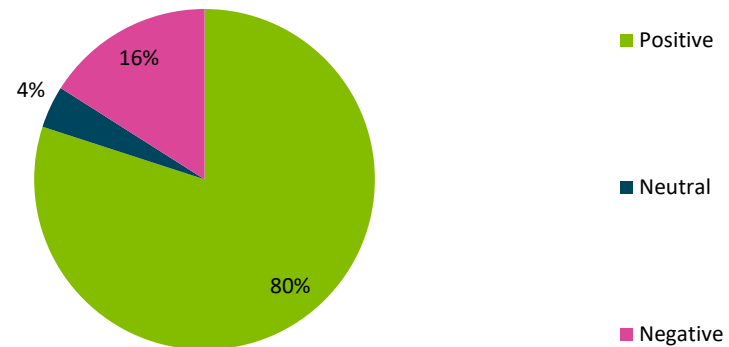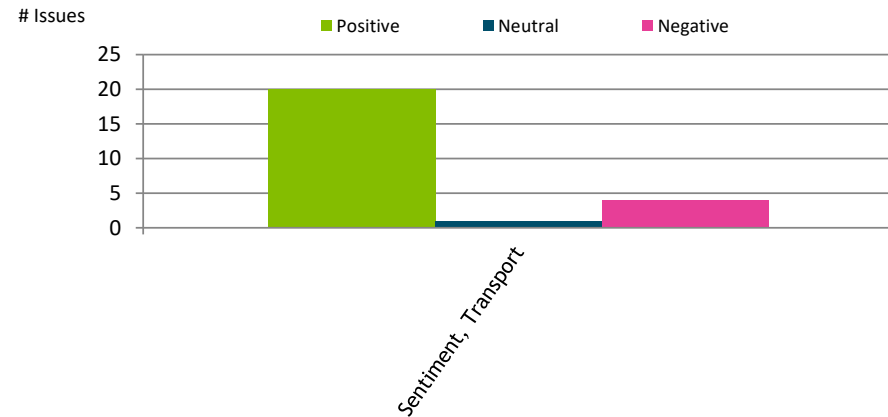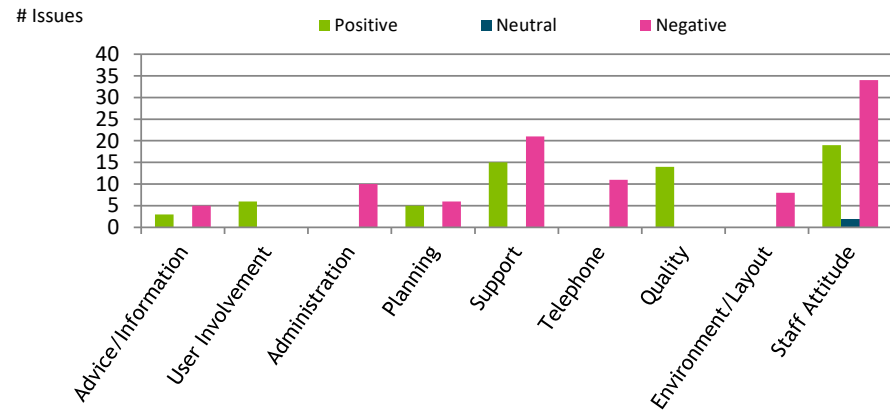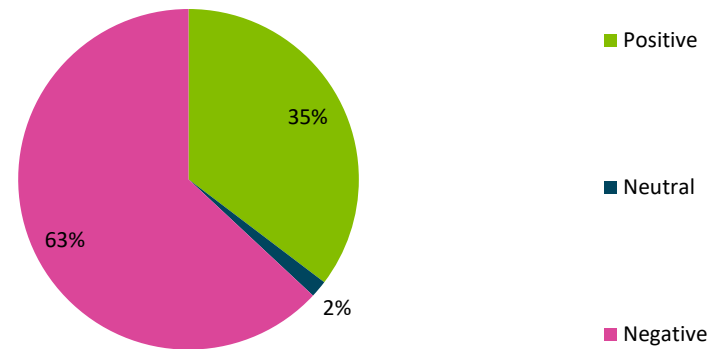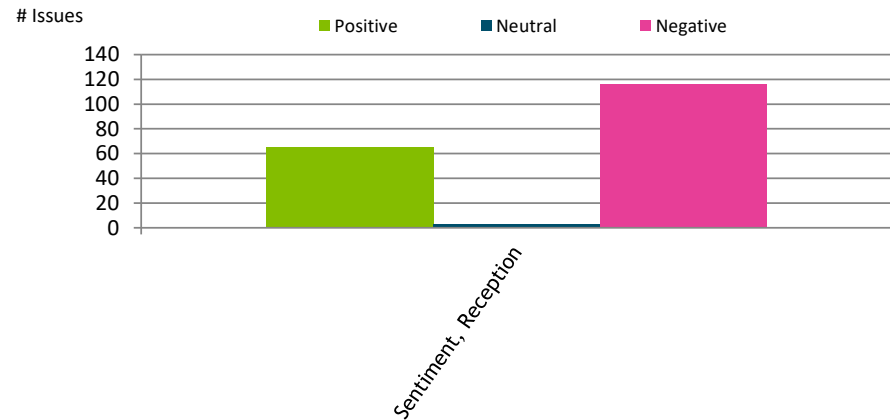## 6. Care Pathway: Reception (reception services including back-office)

6.3 Trends, Reception (184 issues)
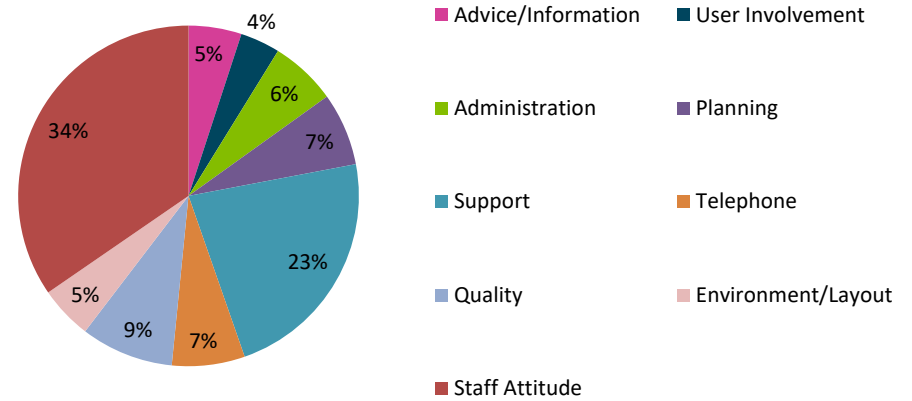
Issues receiving the most comments overall

6.4 Sentiment, Reception

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

6.5 Trends, Diagnosis/Testing (88 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart categories (y-axis 0 to 18):
- Advice/Information
- User Involvement
- Referral
- Support
- Timing
- Waiting List
- Quality
- Omission
- Staff Attitude

Pie chart:
- Advice/Information 10%
- User Involvement 8%
- Referral 5%
- Support 12%
- Timing 10%
- Waiting List 5%
- Quality 35%
- Omission 4%
- Staff Attitude 11%
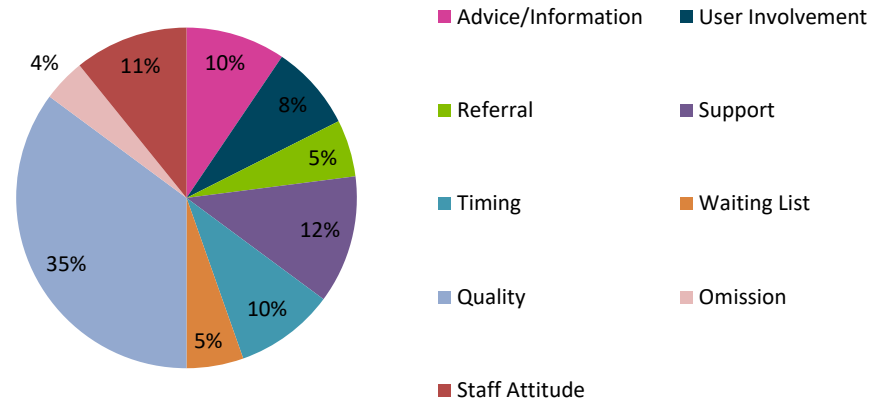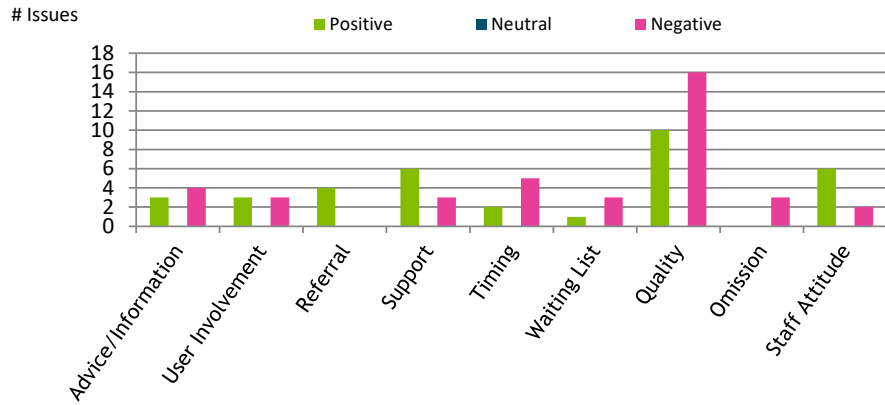
Issues receiving the most comments overall

6.6 Sentiment, Diagnosis/Testing

Issues

Legend: Positive | Neutral | Negative

Bar chart (y-axis 0 to 60): Sentiment, Diagnosis

Pie chart:
- Positive 42%
- Neutral 0%
- Negative 58%
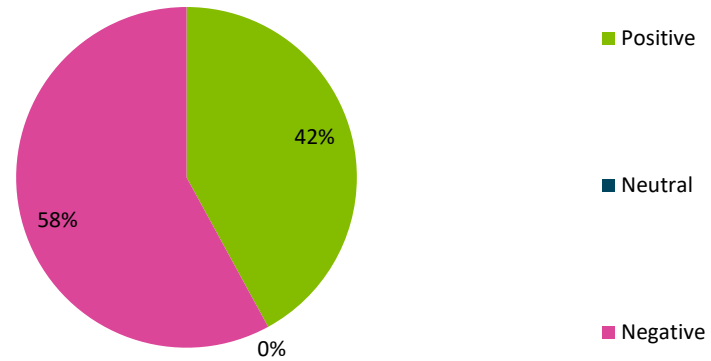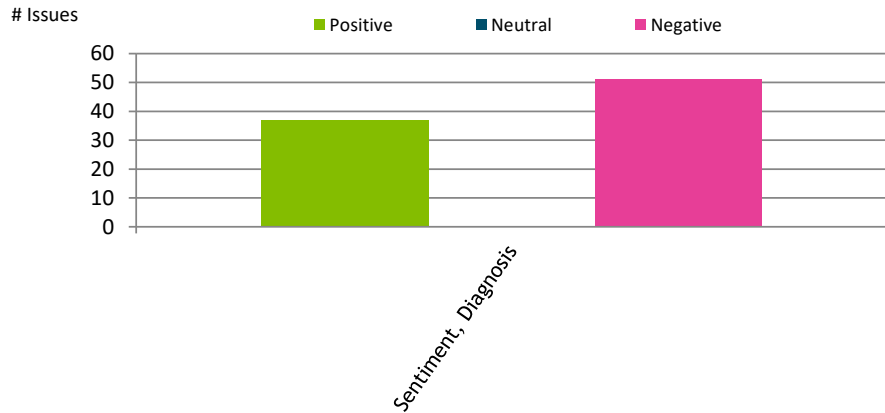
6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

6.7 Trends, Clinical Treatment (641 issues)

Issues

Legend: Positive, Neutral, Negative

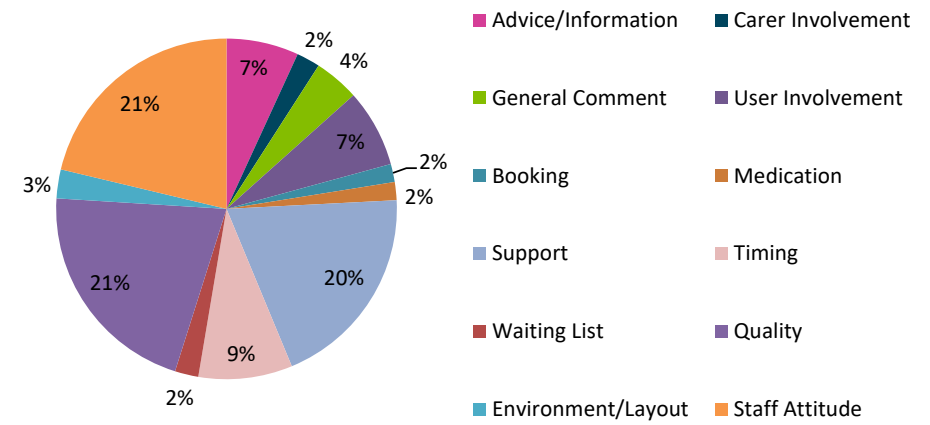Bar chart categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Booking, Medication, Support, Timing, Waiting List, Quality, Environment/Layout, Staff Attitude

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information
- Carer Involvement
- General Comment
- User Involvement
- Booking
- Medication
- Support
- Timing
- Waiting List
- Quality
- Environment/Layout
- Staff Attitude

Pie chart values: 7%, 2%, 4%, 7%, 2%, 2%, 20%, 9%, 2%, 21%, 3%, 21%

6.8 Sentiment, Clinical Treatment

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Treatment

Pie chart legend: Positive, Neutral, Negative

Pie chart values: 48%, 2%, 50%
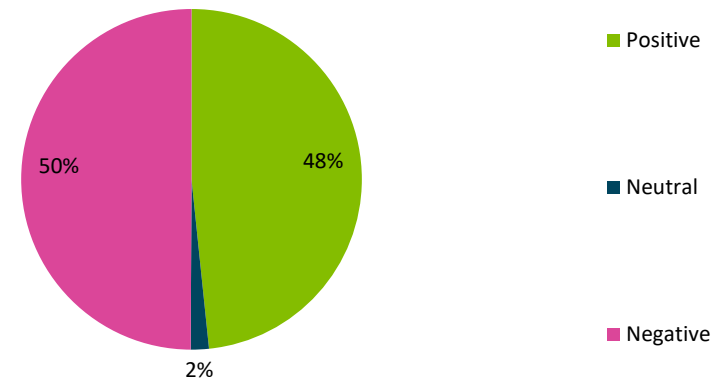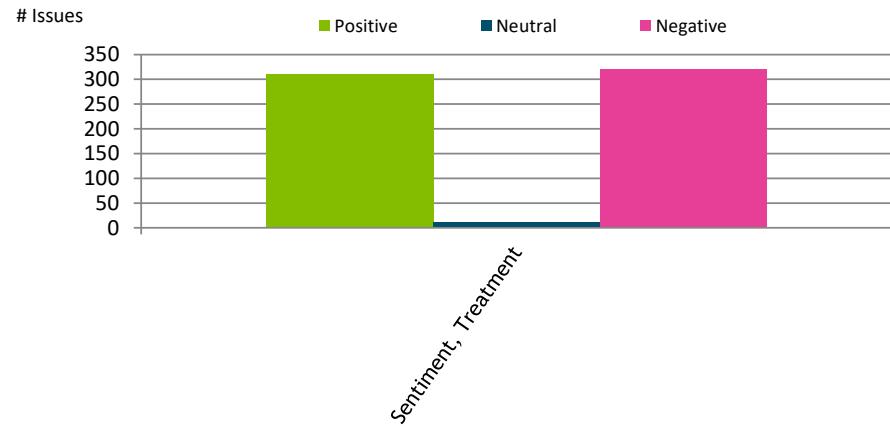
6. Care Pathway: Clinical Nursing (care provided by trained nurses)

6.9 Trends, Clinical Nursing (324 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Carer Involvement, User Involvement, Admission, Support, Timing, Nutrition, Quality, Environment/Layout, Hazard, Staff Attitude, Staffing Levels

Issues receiving the most comments overall

Pie chart:
- Advice/Information 7%
- Carer Involvement 5%
- User Involvement 8%
- Admission 1%
- Support 23%
- Timing 1%
- Nutrition 3%
- Quality 24%
- Environment/Layout 1%
- Hazard 1%
- Staff Attitude 25%
- Staffing Levels 1%

6.10 Sentiment, Clinical Nursing

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Nursing Care

Pie chart:
- Positive 64%
- Neutral 2%
- Negative 34%

18
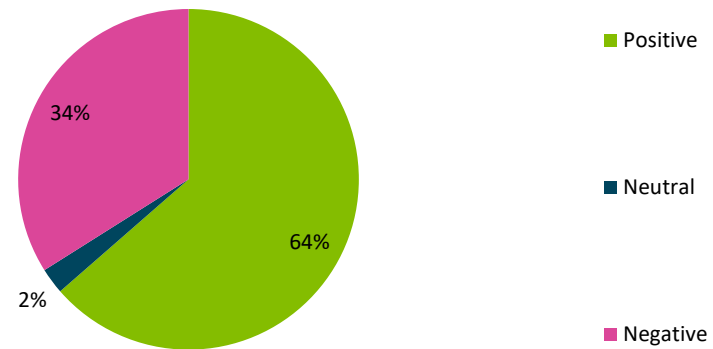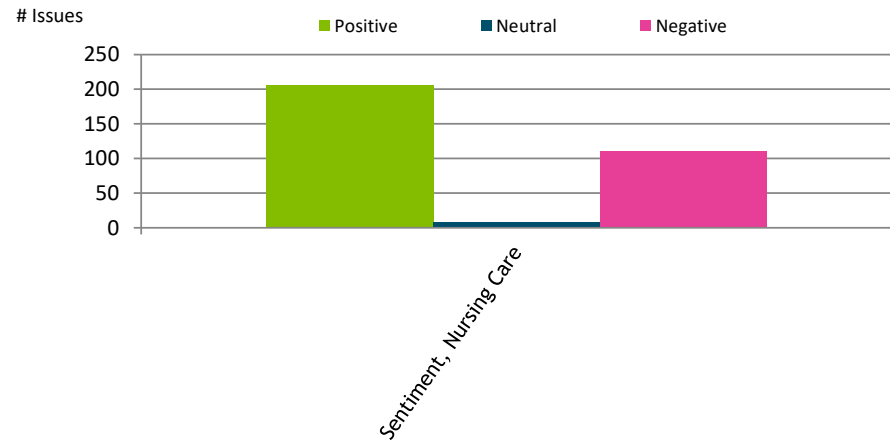
6. Care Pathway: Discharge (discharge from a service)

6.11 Trends, Discharge (14 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Carer Involvement, Medical Records, Medication, Support, Timing, Quality, Equipment, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Carer Involvement 7%
- Medical Records 7%
- Medication 22%
- Support 14%
- Timing 29%
- Quality 7%
- Equipment 7%
- Staff Attitude 7%

6.12 Sentiment, Discharge

Issues

Legend: Positive | Neutral | Negative

Bar chart: Sentiment, Discharge

Pie chart:
- Positive 14%
- Neutral 0%
- Negative 86%

19
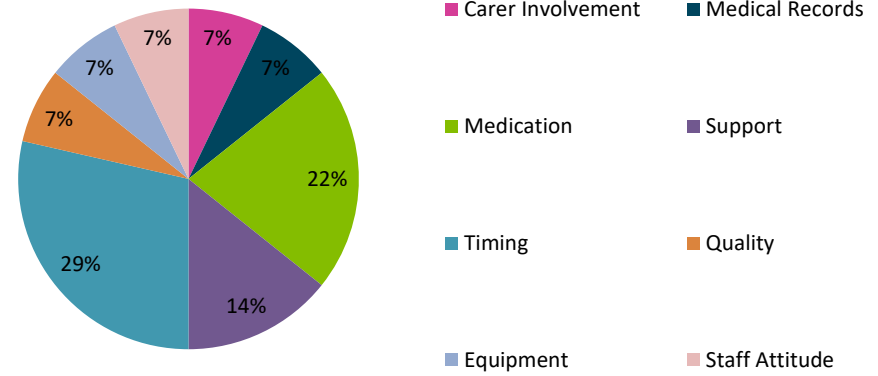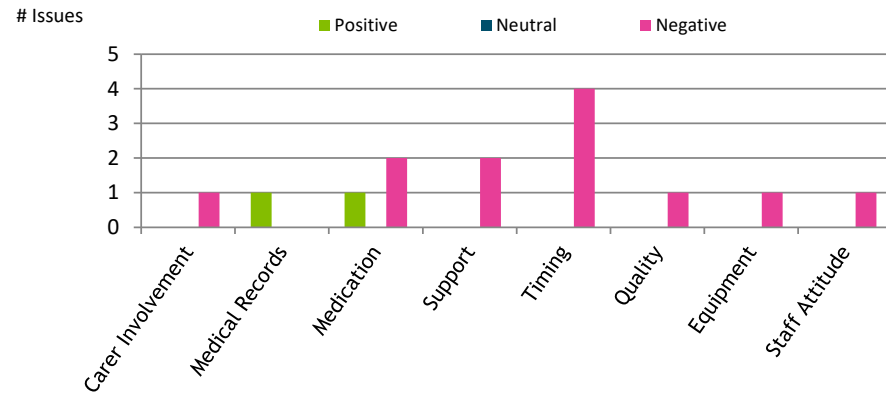
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

6.13 Trends, Follow On (29 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Advice/Information, User Involvement, Administration, Booking, Support, Waiting List, Omission

Pie chart:
- Advice/Information 12%
- User Involvement 8%
- Administration 8%
- Booking 13%
- Support 29%
- Waiting List 13%
- Omission 17%
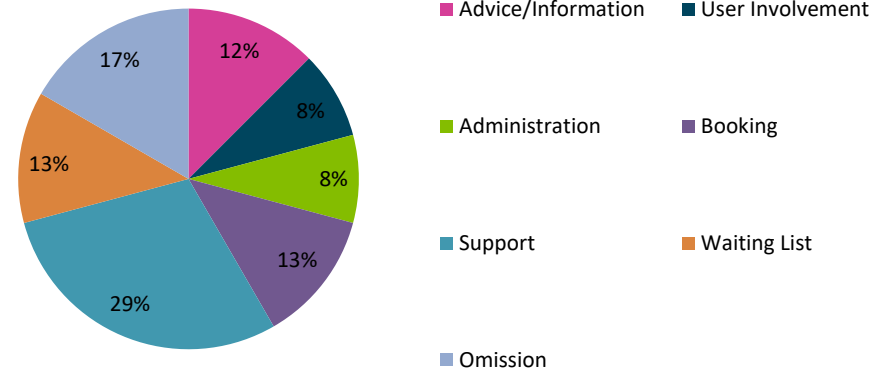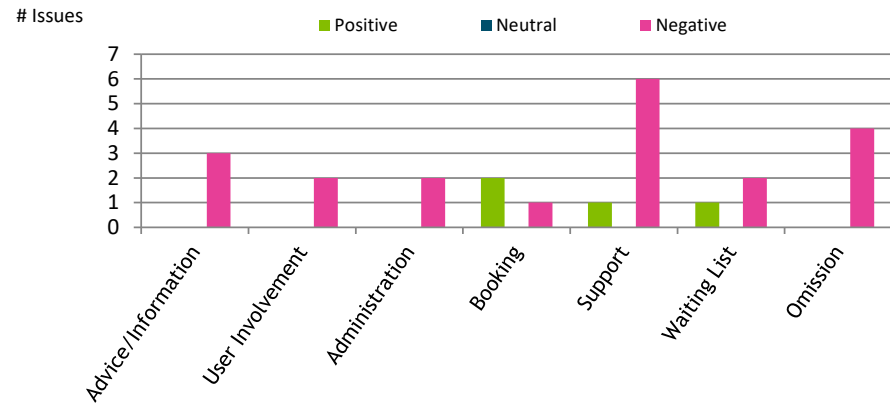
Issues receiving the most comments overall

6.14 Sentiment, Follow On
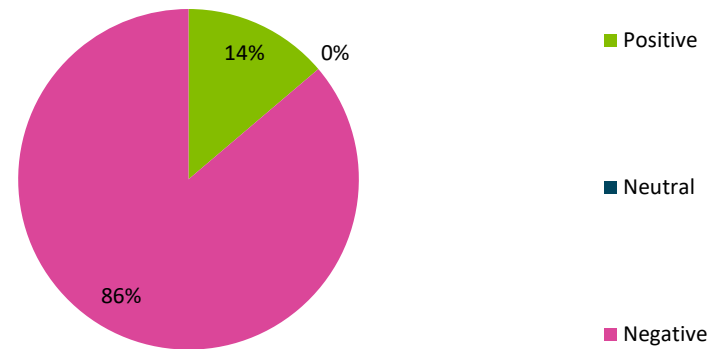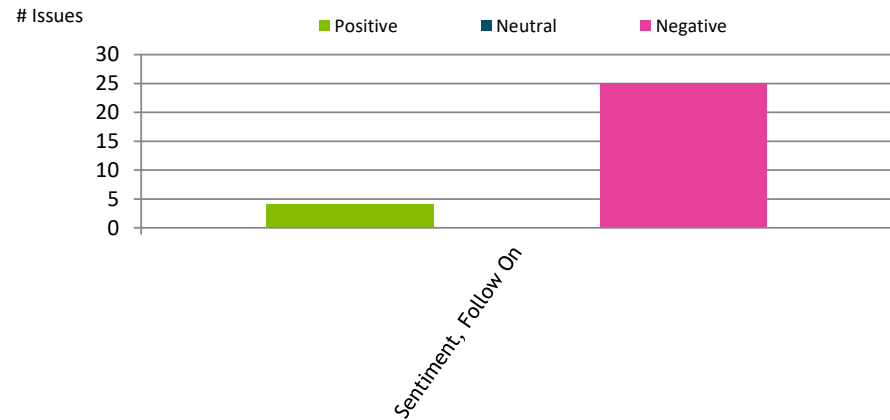
Issues

Legend: Positive | Neutral | Negative

Bar chart: Sentiment, Follow On

Pie chart:
- Positive 14%
- Neutral 0%
- Negative 86%

7. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	45	1	34	80
	Carer Involvement	*Involvement of carers, friends or family members.*	13	0	19	32
	General Comment	*A generalised statement (ie; "The doctor was good.")*	7	1	22	30
	User Involvement	*Involvement of the service user.*	57	3	23	83
Systems	Administration	*Administrative processes and delivery.*	2	0	15	17
	Admission	*Physical admission to a hospital ward, or other service.*	4	0	3	7
	Booking	*Ability to book, reschedule or cancel appointments.*	4	0	9	13
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	4	4
	Data Protection	*General data protection (including GDPR).*	0	0	1	1
	Referral	*Referral to a service.*	5	0	4	9
	Medical Records	*Management of medical records.*	1	0	3	4
	Medication	*Prescription and management of medicines.*	4	0	11	15
	Opening Times	*Opening times of a service.*	0	0	0	0
	Planning	*Leadership and general organisation.*	7	0	13	20
	Registration	*Ability to register for a service.*	0	0	1	1
	Support	*Levels of support provided.*	135	3	107	245
	Telephone	*Ability to contact a service by telephone.*	0	0	11	11
	Timing	*Physical timing (ie; length of wait at appointments).*	18	1	54	73
	Waiting List	*Length of wait while on a list.*	5	0	15	20
Values	Choice	*General choice.*	0	0	1	1
	Cost	*General cost.*	0	0	4	4
	Language	*Language, including terminology.*	0	0	5	5
	Nutrition	*Provision of sustainance.*	7	0	4	11
	Privacy	*Privacy, personal space and property.*	0	0	4	4
	Quality	*General quality of a service, or staff.*	156	3	85	244
	Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
	Stimulation	*General stimulation, including access to activities.*	1	0	1	2

7. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
			\# Issues			
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligibility).*	0	0	1	1
	Environment/Layout	*Physical environment of a service.*	5	1	22	28
	Equipment	*General equipment issues.*	3	0	6	9
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	3	0	8	11
	Hygiene	*Levels of hygiene and general cleanliness.*	2	0	7	9
	Mobility	*Physical mobility to, from and within services.*	0	0	2	2
	Travel/Parking	*Ability to travel or park.*	2	1	5	8
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	7	7
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	5	5
	Staff Attitude	*Attitude, compassion and empathy of staff.*	157	8	107	272
	Complaints	*Ability to log and resolve a complaint.*	0	1	0	1
	Staff Training	*Training of staff.*	0	0	5	5
	Staffing Levels	*General availability of staff.*	1	0	10	11
	Total:		**644**	**23**	**638**	**1305**

Community*Insight* CRM