The Experience of Health, Care and Community Services

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, go od and bad, and report on their collective experience. In this report, we examine the experience of health, social care and community services in Harrow.

Reporting Period: 1 October 2021 - 31 December 2021

healthwatch Harrow

Index and overview of findings

550

Data Source
This report is based on the experience of 550 people. Feedback has been obtained from a variety of sources, including general engagement and comments posted online (including Care Opinion, NHS and social media). More on page 4.

69%

Overall Satisfaction
Satisfaction has improved by 7% this quarter, standing at 69% positive, 29% 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.

76%

Information, Involvement and Support
Satisfaction has improved by 7% this quarter, standing at 76% positive, 20% negative and 4% neutral.

Compliments are up by 14% on communication, and by 11% on user involvement. Feedback on carer involvement and general support is also more complimentary this quater. More on page 5.

81%

Quality and Empathy
Satisfaction has improved by 7% this quarter, standing at 81% positive, 18% negative and 1% neutral.

Compliments are up by 10% on quality, and by 5% on staff attitude, feedback suggests. *More on page 5*.

42%

Access to Services
Satisfaction has improved by 4% this quarter, standing at 42% positive, 57% negative and 1% neutral.

Compliments on booking processes are up by 8%, and marginally by 1% on waiting lists. On waiting times, we record a 14% increase in complaints. 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.

"I had my booster at the pharmacy, the queue moved smoothly, the injection was painless and delivered with a smile."

GP Services

Satisfaction has improved by 4% this quarter, standing at 49% positive, 49% negative and 2% neutral.

188 people comment on GP services, with good quality, compassionate treatment and care reported. While good levels of user involvement are received, patients would like a greater level of communication and support. Ability to book appointments, administration, telephones and waiting lists are cited as issues. More on page 9.

188

Dentists

Satisfaction has improved by 6% this quarter, standing at 91% positive and 9% negative.

227 people comment on dentists, with accounts of excellent treatment, care and customer service recorded. Good levels of information and involvement are also reported. More on page 10.

227

Northwick Park Hospital

Satisfaction has improved by 24% this quarter, standing at 71% positive, 38% negative and 1% neutral.

63 people comment this quarter, with compliments on quality and levels of involvement received. Waiting times (at A&E) are largely criticised, patients would also like greater levels of empathy and support. More on page 11.

63

Wider Community

This quarter, 47 people comment on wider community issues (not related to health or social care services).
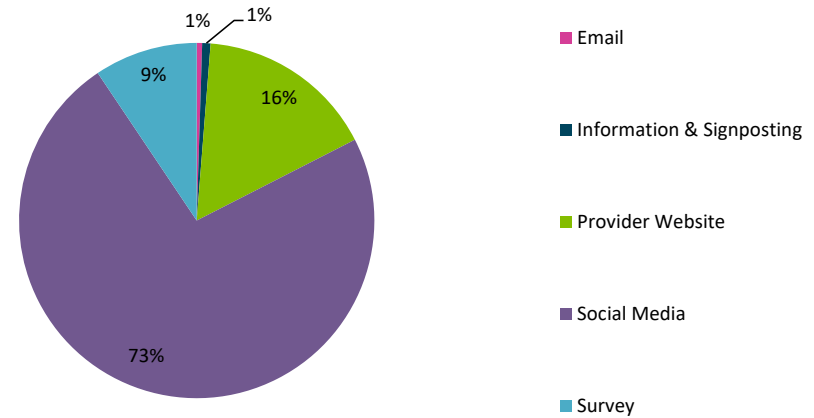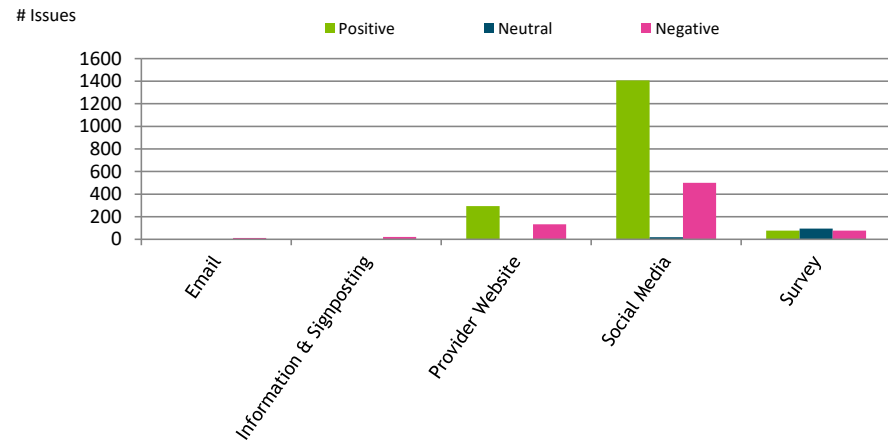
As part of our Autumn Community Views Survey, local people share thoughts on Covid-19 related topics, such as easing of lockdown and associated risk of infection.

47

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.

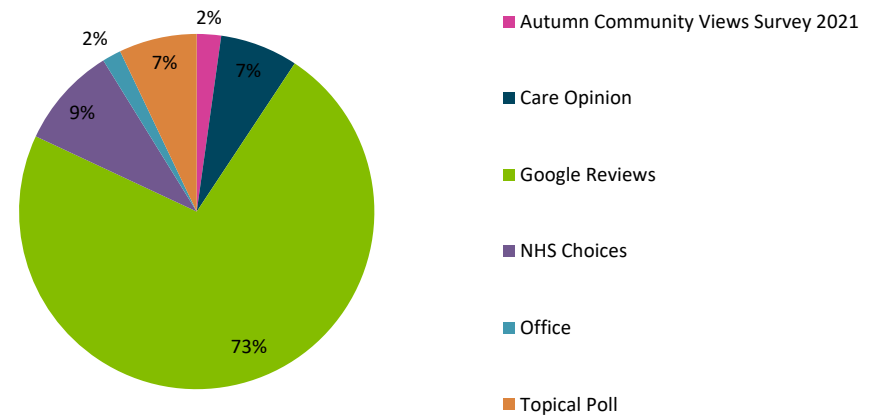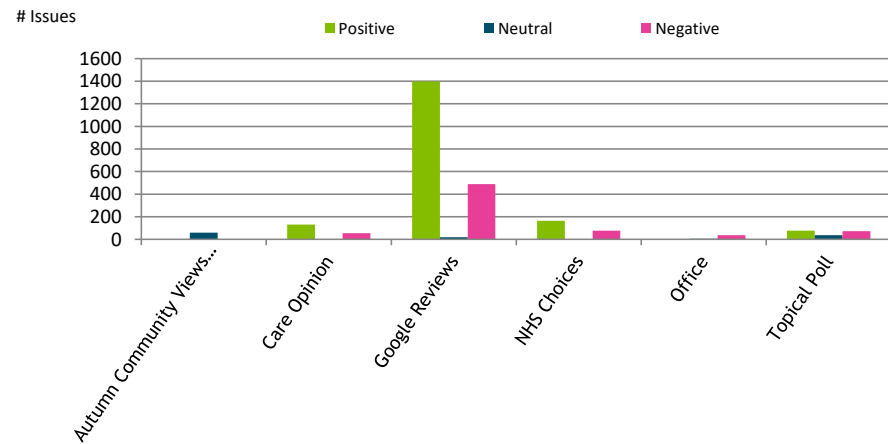# 1. Data Source: Where did we collect the feedback?

1.1 Source: 2649 issues from 550 people

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Email, Information & Signposting, Provider Website, Social Media, Survey

Pie chart:
- Email — 1%
- Information & Signposting — 1%
- Provider Website — 16%
- Social Media — 73%
- Survey — 9%

Sources providing the most comments overall

1.2 Origin

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Autumn Community Views..., Care Opinion, Google Reviews, NHS Choices, Office, Topical Poll

Pie chart:
- Autumn Community Views Survey 2021 — 2%
- Care Opinion — 7%
- Google Reviews — 73%
- NHS Choices — 9%
- Office — 2%
- Topical Poll — 7%

Origins providing the most comments overall

2.1 Top Trends: 2599 issues from 503 people

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, General Comment, User Involvement, Administration, Booking, Referral, Registration, Support, Telephone, Timing, Waiting List, Cost, Quality, Staff Attitude

Pie chart:
- Advice/Information — 6%
- General Comment — 3%
- User Involvement — 10%
- Administration — 2%
- Booking — 6%
- Referral — 1%
- Registration — 1%
- Support — 20%
- Telephone — 2%
- Timing — 2%
- Waiting List — 4%
- Cost — 1%
- Quality — 18%
- Staff Attitude — 24%

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

2.2 Stated medical conditions

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Autism, Children's Health, COVID-19 (General), Dentistry, Digital and Online, General Health, Learning Disability, Mental Health, Older People's Health, Vaccination

Pie chart:
- Autism — 5%
- Children's Health — 2%
- COVID-19 (General) — 3%
- Dentistry — 45%
- Digital and Online — 2%
- General Health — 33%
- Learning Disability — 5%
- Mental Health — 1%
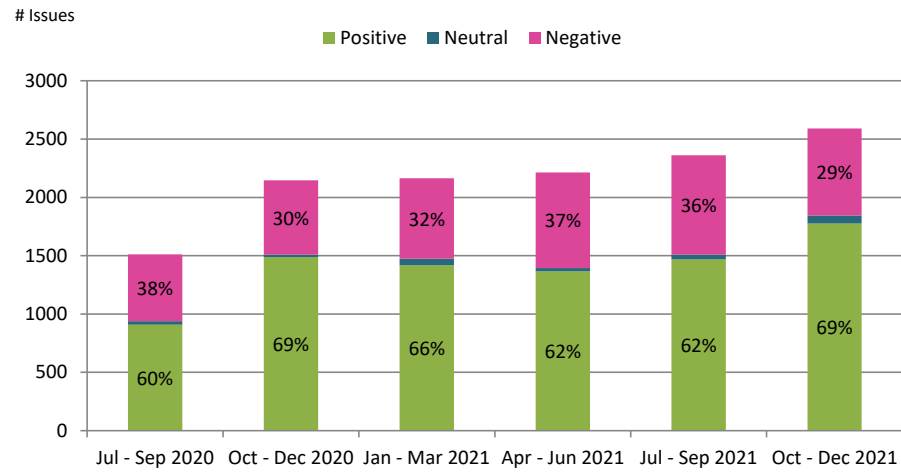- Older People's Health — 2%
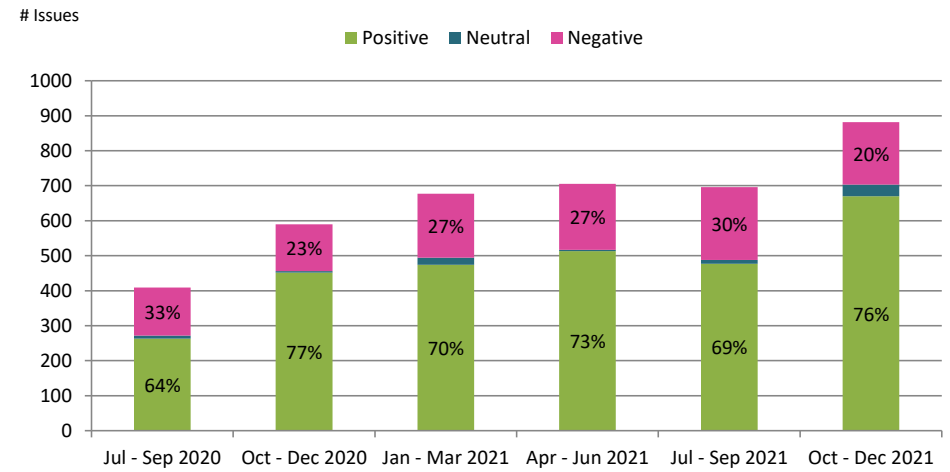- Vaccination — 2%

Medical conditions receiving the most comments overall

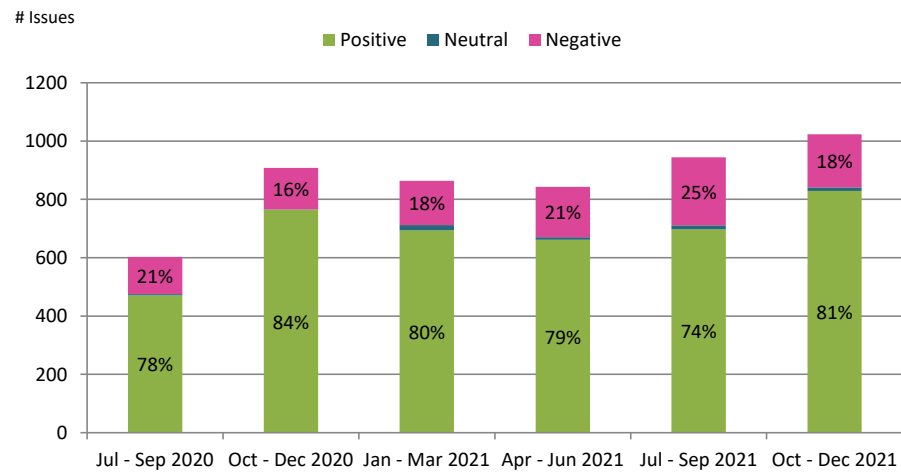# 3. On the whole, how do people feel about Health and Care services?

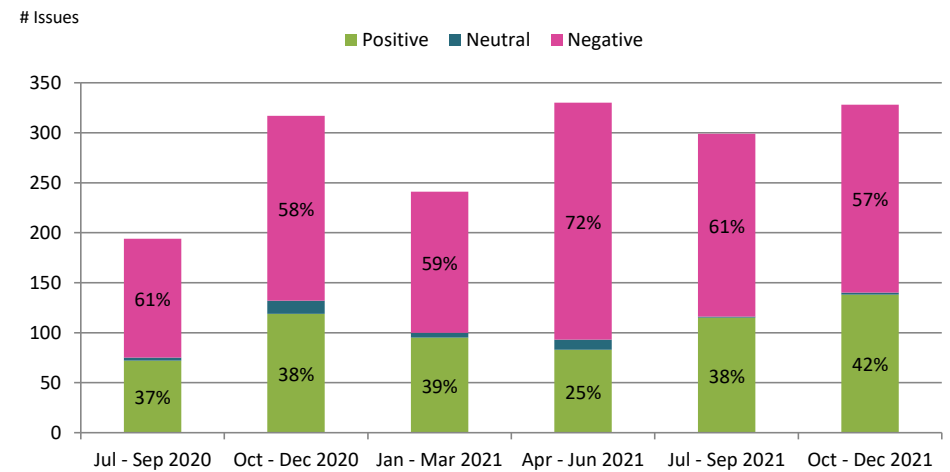## 3.1 How do people feel about services overall?

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jul - Sep 2020	60%	38%
Oct - Dec 2020	69%	30%
Jan - Mar 2021	66%	32%
Apr - Jun 2021	62%	37%
Jul - Sep 2021	62%	36%
Oct - Dec 2021	69%	29%

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

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jul - Sep 2020	64%	33%
Oct - Dec 2020	77%	23%
Jan - Mar 2021	70%	27%
Apr - Jun 2021	73%	27%
Jul - Sep 2021	69%	30%
Oct - Dec 2021	76%	20%

3.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jul - Sep 2020	78%	21%
Oct - Dec 2020	84%	16%
Jan - Mar 2021	80%	18%
Apr - Jun 2021	79%	21%
Jul - Sep 2021	74%	25%
Oct - Dec 2021	81%	18%

3.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jul - Sep 2020	37%	61%
Oct - Dec 2020	38%	58%
Jan - Mar 2021	39%	59%
Apr - Jun 2021	25%	72%
Jul - Sep 2021	38%	61%
Oct - Dec 2021	42%	57%

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

4.1 Service Sector

Issues

Legend: Positive, Neutral, Negative

Bar chart showing # Issues (y-axis 0 to 1600) by service sector:
- Community Service
- Hospital Service
- Primary Care Service
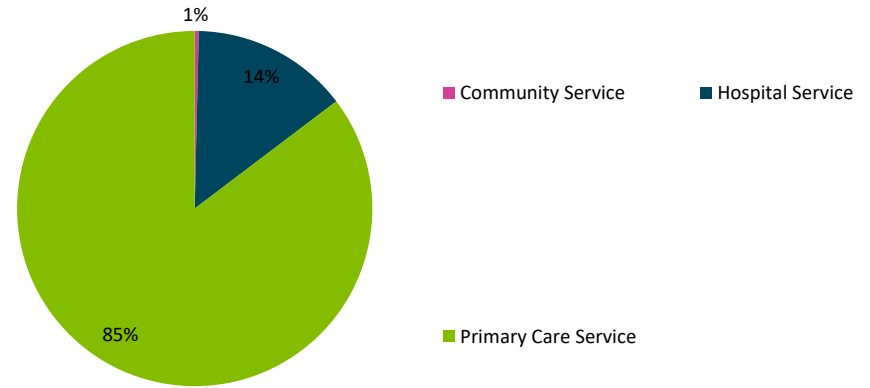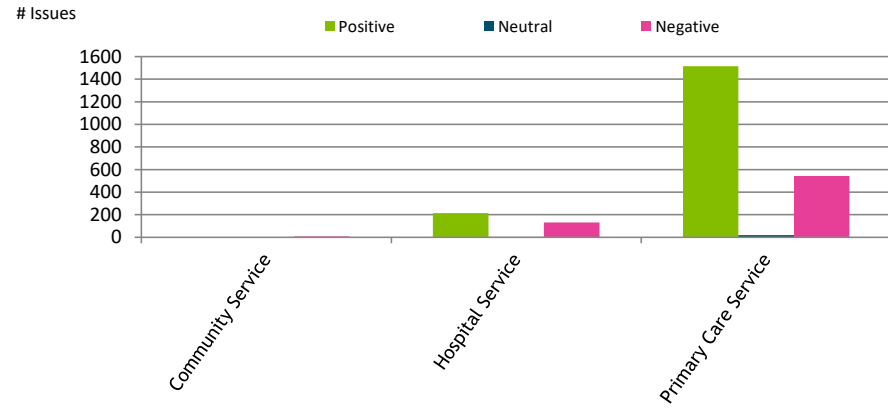
Service sectors receiving the most comments overall

Pie chart:
- 1% Community Service
- 14% Hospital Service
- 85% Primary Care Service

4.2 Service Type

Issues

Legend: Positive, Neutral, Negative

Bar chart showing # Issues (y-axis 0 to 1200) by service type:
- Accident and Emergency
- General Inpatients
- Maternity
- Not Stated
- Orthopaedics
- Radiography
- Surgical Clinic
- Dentist
- GP Surgery/Health Centre
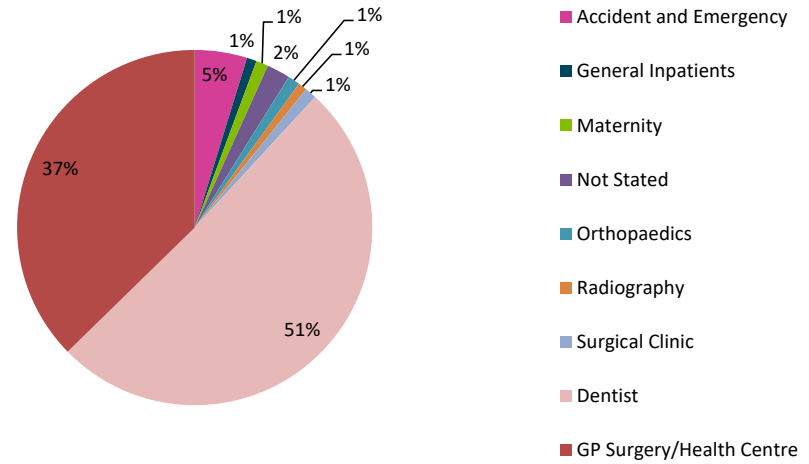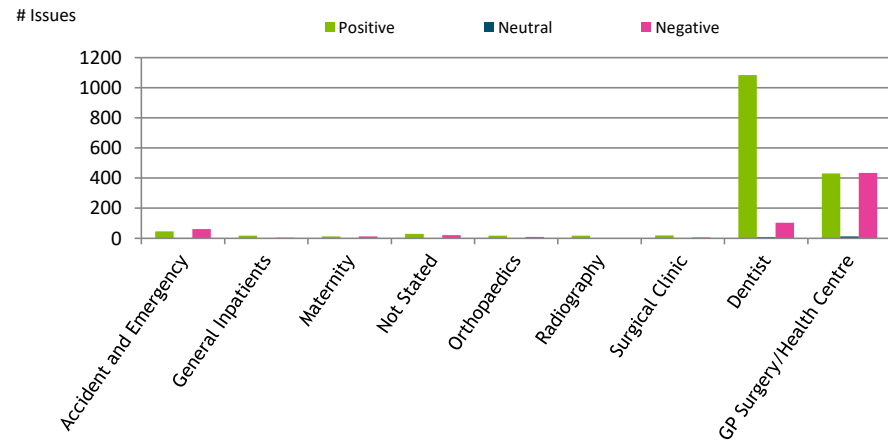
Service type receiving the most comments overall

Pie chart:
- 5% Accident and Emergency
- 1% General Inpatients
- 1% Maternity
- 2% Not Stated
- 1% Orthopaedics
- 1% Radiography
- 1% Surgical Clinic
- 51% Dentist
- 37% GP Surgery/Health Centre

4.3 Services

Services receiving the most comments overall
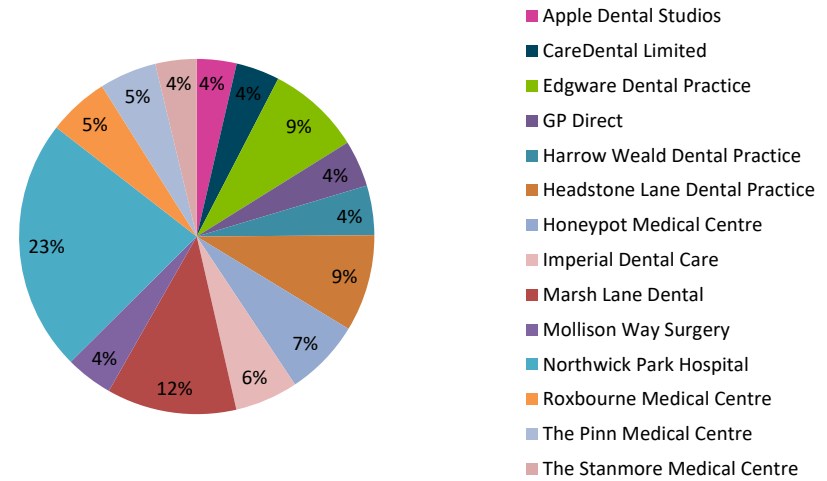
4.4 Breakdown of care pathway locations
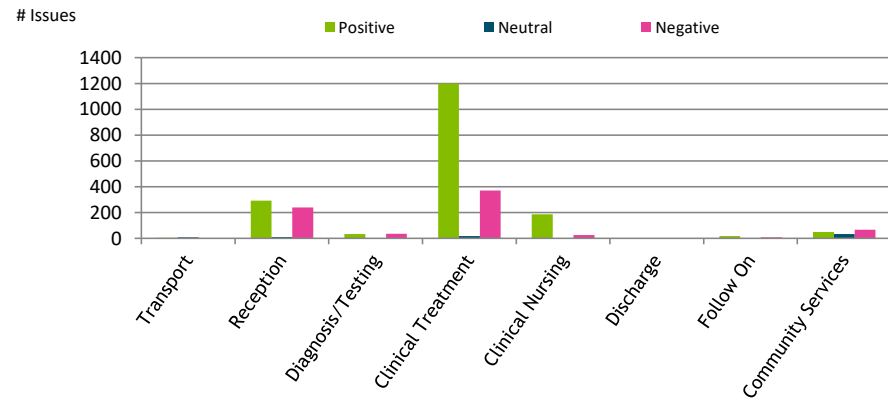
Care pathway locations
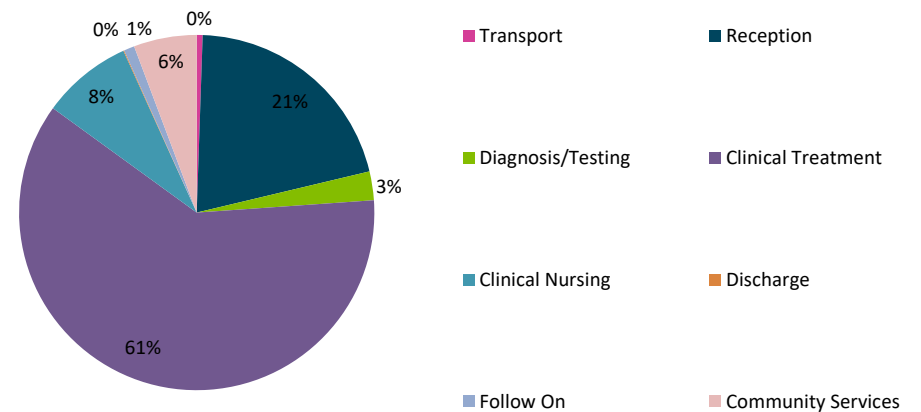
5.1 Trends, GP Services: 878 issues from 188 people
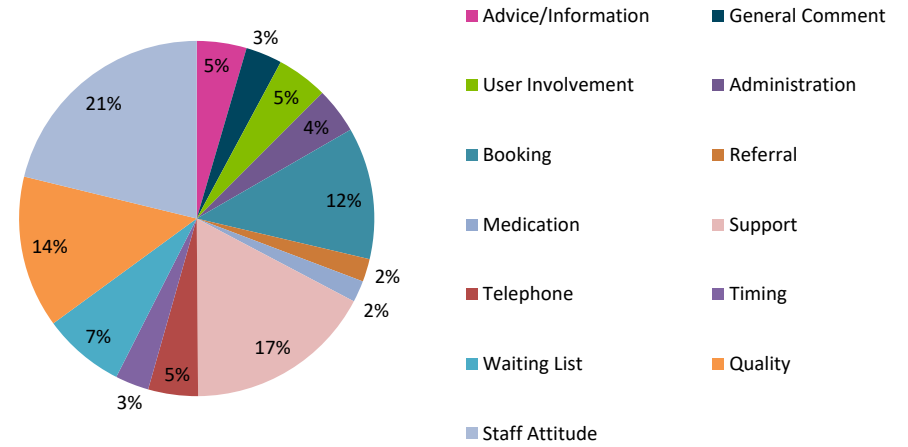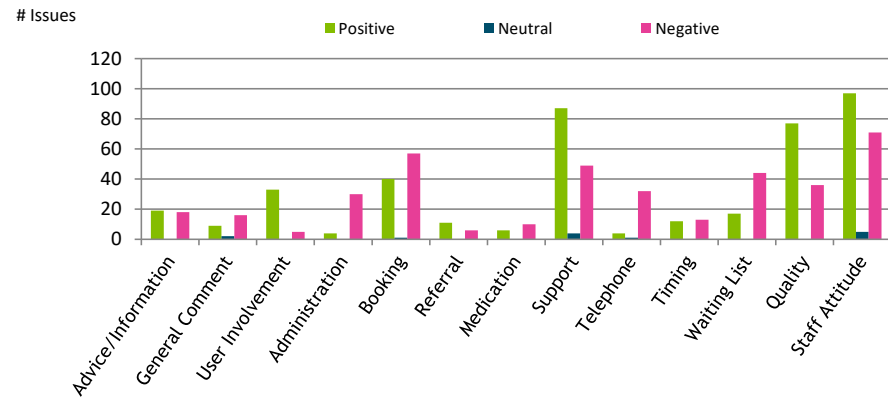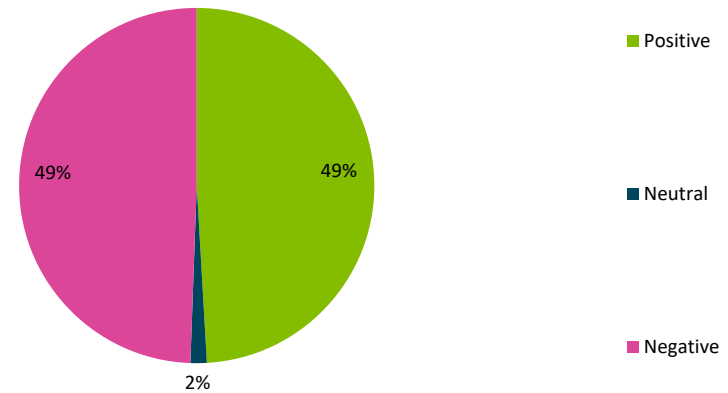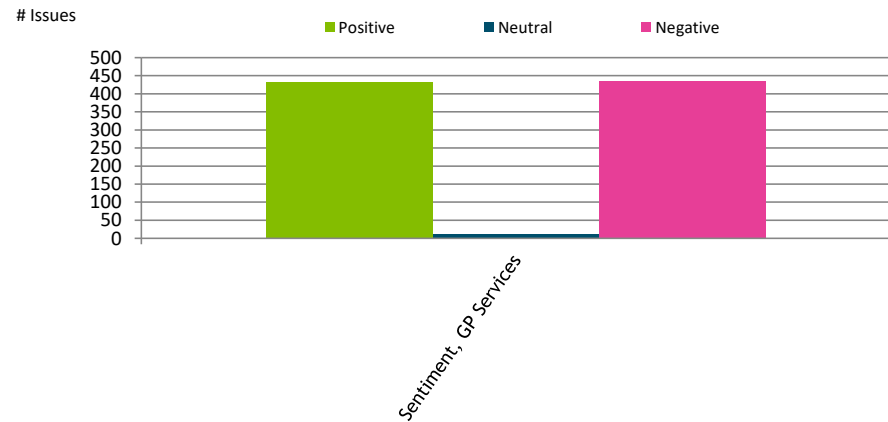
Issues

Legend: ■ Positive ■ Neutral ■ Negative

Issues receiving the most comments overall

Pie chart legend:
- ■ Advice/Information
- ■ General Comment
- ■ User Involvement
- ■ Administration
- ■ Booking
- ■ Referral
- ■ Medication
- ■ Support
- ■ Telephone
- ■ Timing
- ■ Waiting List
- ■ Quality
- ■ Staff Attitude

Pie chart values: 5%, 3%, 5%, 4%, 21%, 12%, 2%, 2%, 14%, 17%, 7%, 3%, 5%

5.2 Sentiment, GP Services

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Sentiment, GP Services

Pie chart: 49% Positive, 2% Neutral, 49% Negative

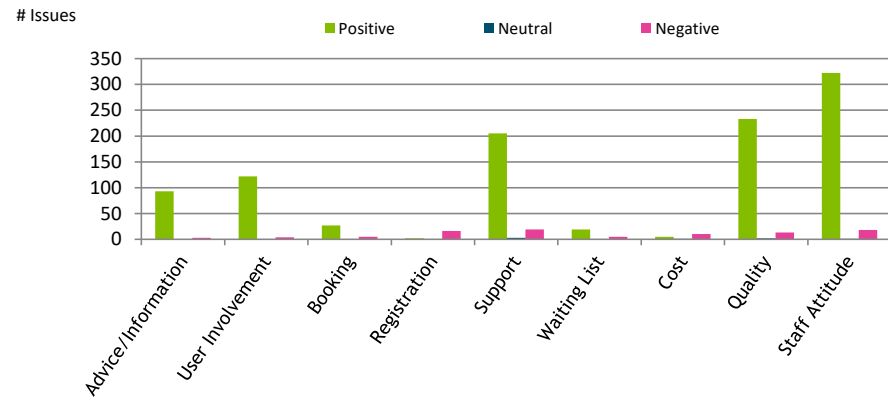*Quarterly benchmark: 4% improvement on the previous quarter*

5.3 Trends, Dentists: 1196 issues from 227 people

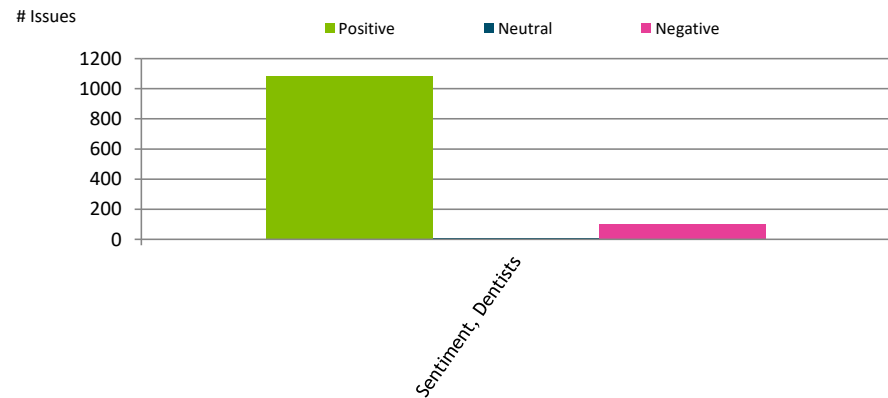# Issues

Legend: Positive | Neutral | Negative

Categories: Advice/Information, User Involvement, Booking, Registration, Support, Waiting List, Cost, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information 9%
- User Involvement 11%
- Booking 3%
- Registration 2%
- Support 20%
- Waiting List 2%
- Cost 1%
- Quality 22%
- Staff Attitude 30%

5.4 Sentiment, Dentists

Issues

Legend: Positive | Neutral | Negative

Sentiment, Dentists

Pie chart:
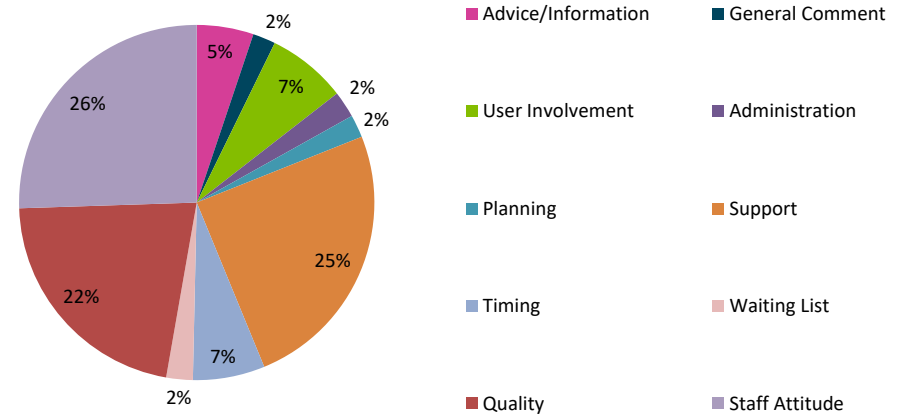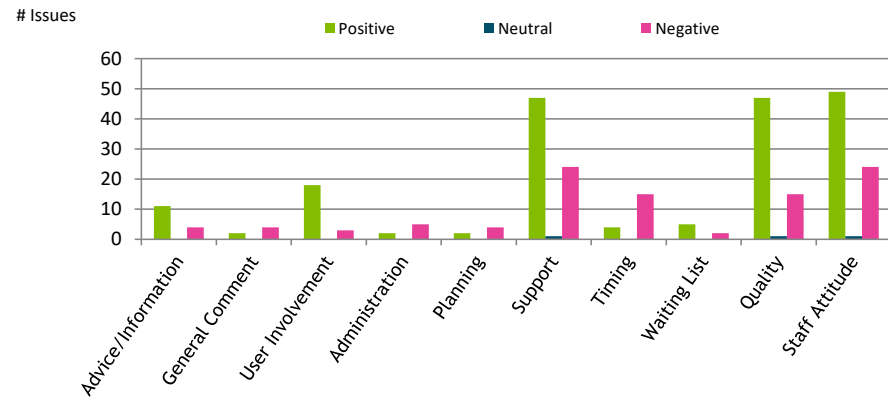- Positive 91%
- Neutral 0%
- Negative 9%
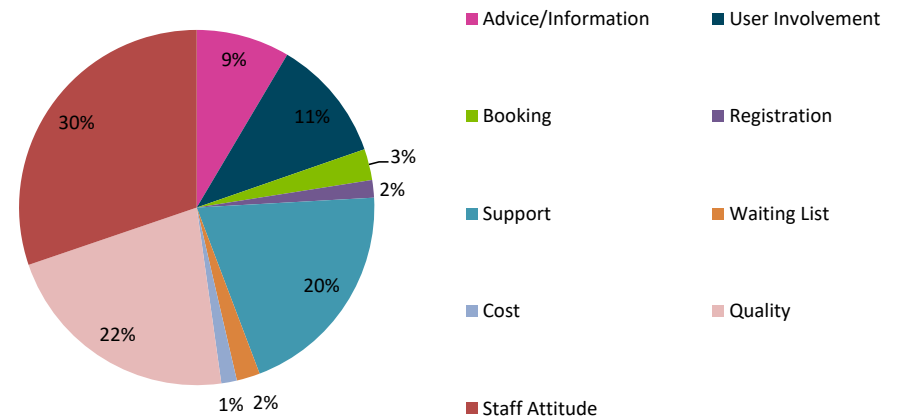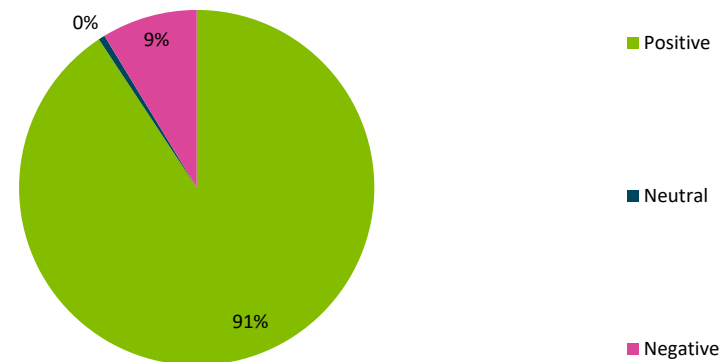
Quarterly benchmark: 6% improvement on the previous quarter

5.5 Trends, Northwick Park Hospital: 336 issues from 63 people

Issues

Positive Neutral Negative

Issues receiving the most comments overall

- Advice/Information
- General Comment
- User Involvement
- Administration
- Planning
- Support
- Timing
- Waiting List
- Quality
- Staff Attitude

5.6 Sentiment, Northwick ParkHospital

Issues

Positive Neutral Negative
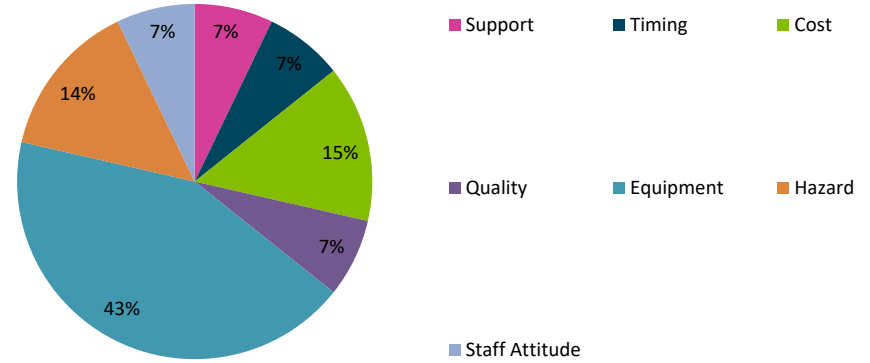
Sentiment, NPH

- Positive
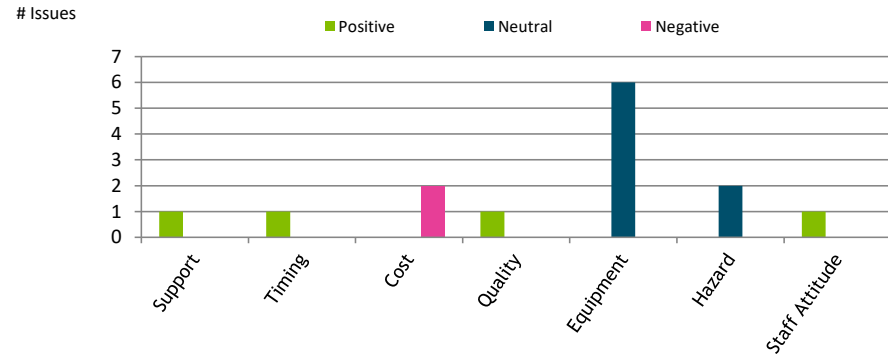- Neutral
- Negative
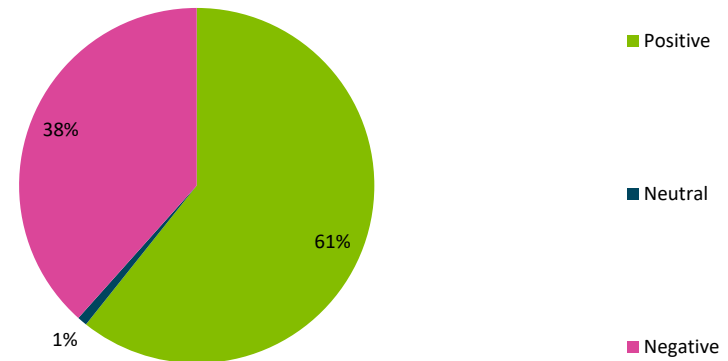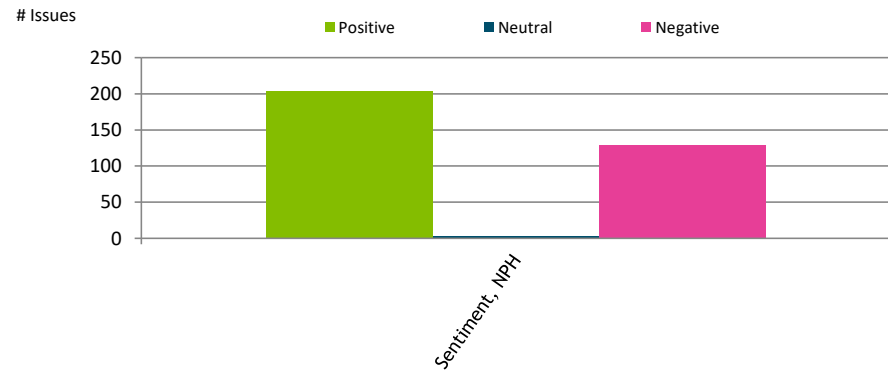
Quarterly benchmark: 24% improvement on the previous quarter

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

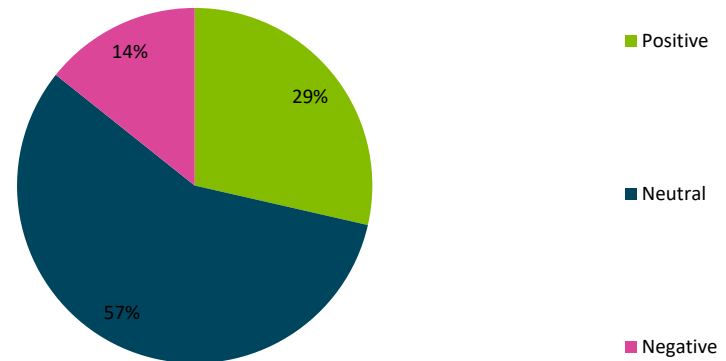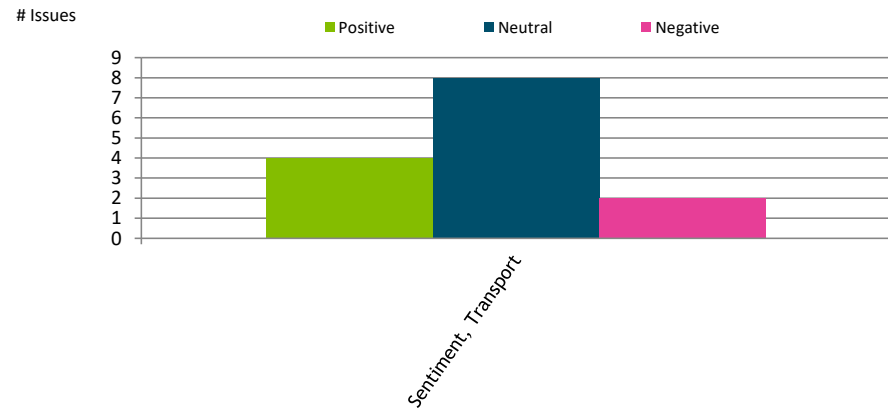### 6.1 Trends, Transport (14 issues)

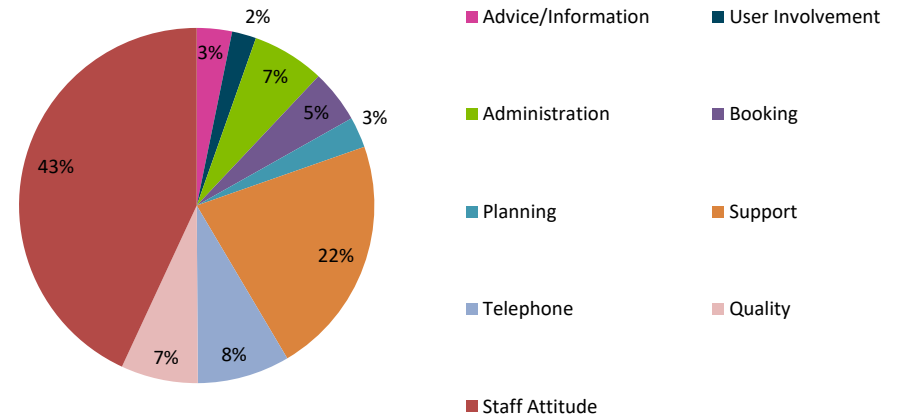# Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Support, Timing, Cost, Quality, Equipment, Hazard, Staff Attitude

Issues receiving the most comments overall

Pie chart (legend: Support, Timing, Cost, Quality, Equipment, Hazard, Staff Attitude):
- Support 7%
- Timing 7%
- Cost 15%
- Quality 7%
- Equipment 43%
- Hazard 14%
- Staff Attitude 7%

6.2 Sentiment, Transport

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Transport

Pie chart (legend: Positive, Neutral, Negative):
- Positive 29%
- Neutral 57%
- Negative 14%

6.3 Trends, Reception (539 issues)

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, User Involvement, Administration, Booking, Planning, Support, Telephone, Quality, Staff Attitude

Pie chart:
- Advice/Information 3%
- User Involvement 2%
- Administration 7%
- Booking 5%
- Planning 3%
- Support 22%
- Telephone 8%
- Quality 7%
- Staff Attitude 43%
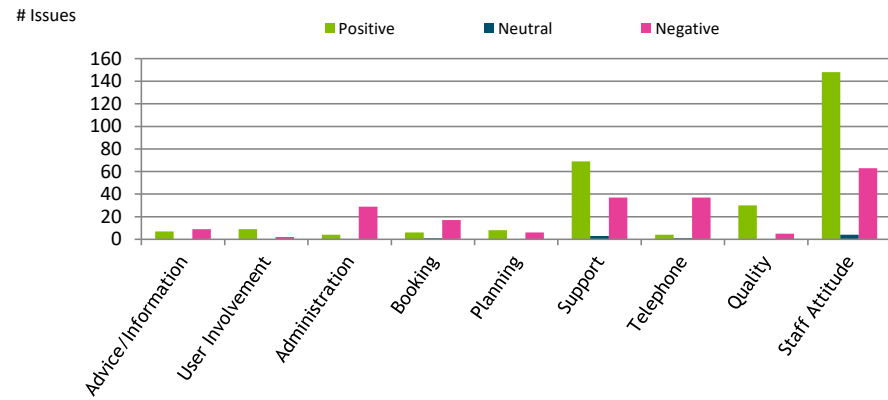
Issues receiving the most comments overall

6.4 Sentiment, Reception

Issues

Legend: Positive, Neutral, Negative

Sentiment, Reception

Pie chart:
- Positive 54%
- Neutral 2%
- Negative 44%
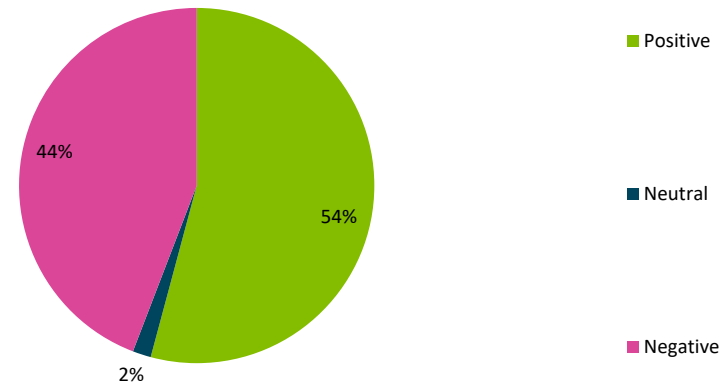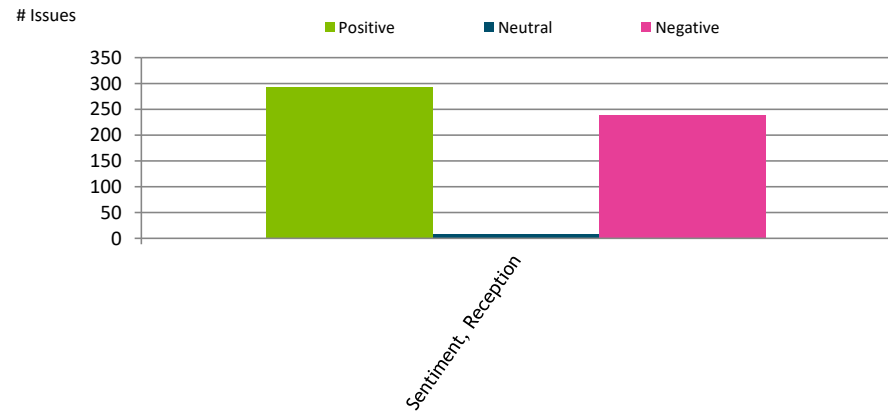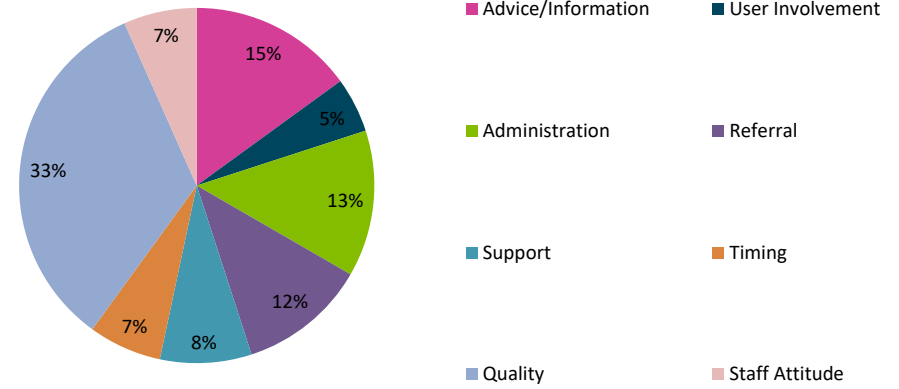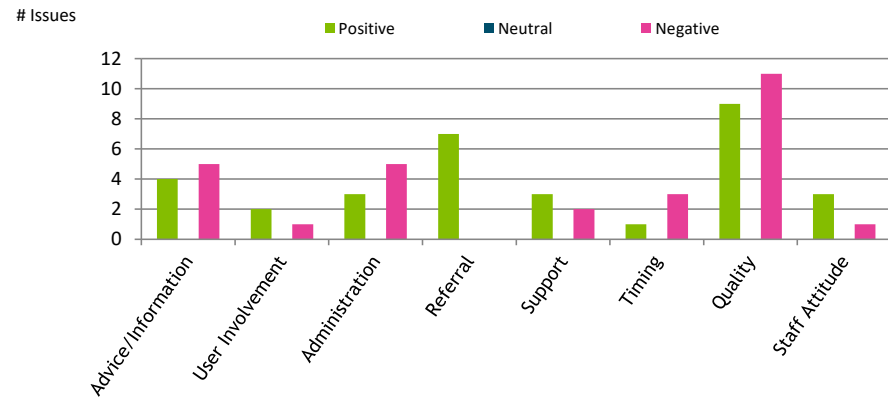
6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)

6.5 Trends, Diagnosis/Testing (68 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, User Involvement, Administration, Referral, Support, Timing, Quality, Staff Attitude

Pie chart:
- Advice/Information: 15%
- User Involvement: 5%
- Administration: 13%
- Referral: 12%
- Support: 8%
- Timing: 7%
- Quality: 33%
- Staff Attitude: 7%

Issues receiving the most comments overall

6.6 Sentiment, Diagnosis/Testing

Issues

Legend: Positive, Neutral, Negative

Sentiment, Diagnosis

Pie chart:
- Positive: 49%
- Neutral: 0%
- Negative: 51%
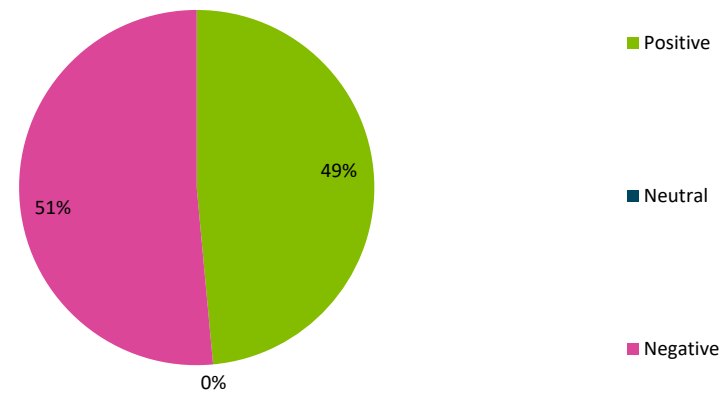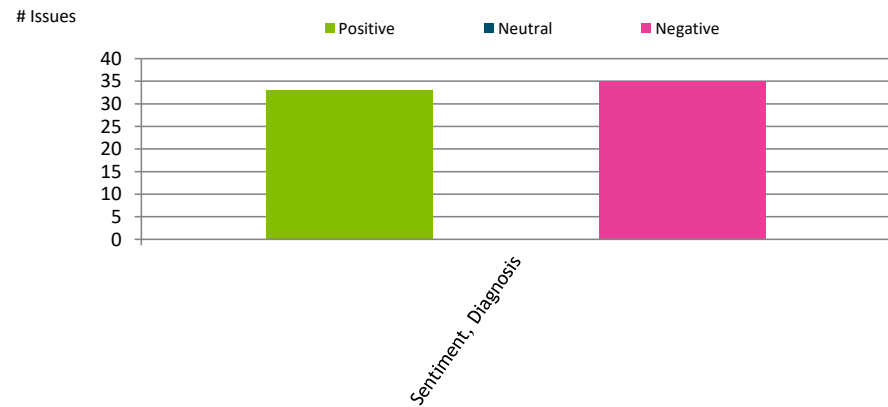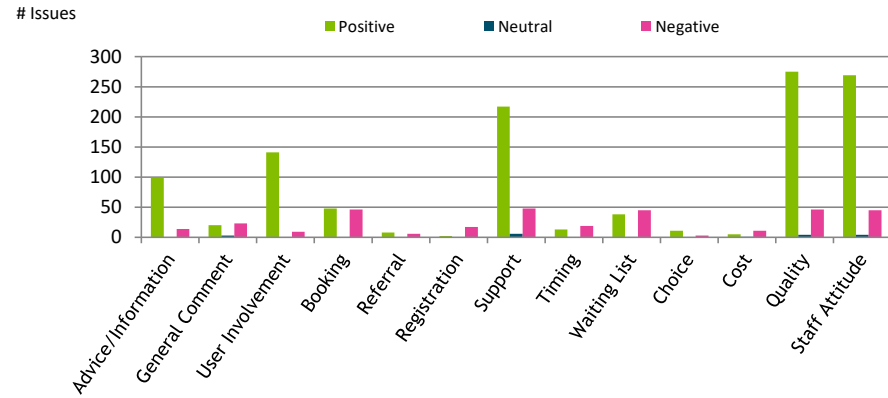
6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

6.7 Trends, Clinical Treatment (1588 issues)

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, General Comment, User Involvement, Booking, Referral, Registration, Support, Timing, Waiting List, Choice, Cost, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart legend and values:
- Advice/Information — 8%
- General Comment — 3%
- User Involvement — 10%
- Booking — 6%
- Referral — 1%
- Registration — 1%
- Support — 18%
- Timing — 2%
- Waiting List — 6%
- Choice — 1%
- Cost — 1%
- Quality — 22%
- Staff Attitude — 21%

6.8 Sentiment, Clinical Treatment

Issues

Legend: Positive, Neutral, Negative

Sentiment, Treatment

Pie chart:
- Positive — 76%
- Neutral — 1%
- Negative — 23%
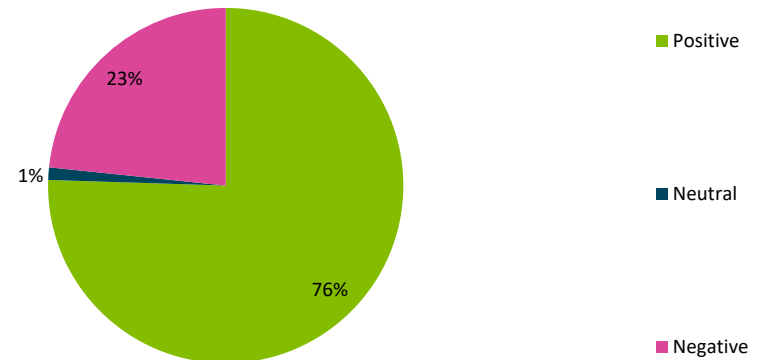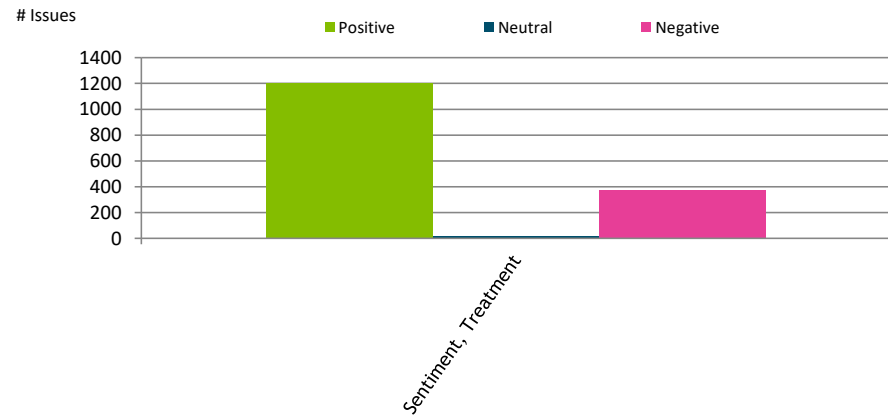
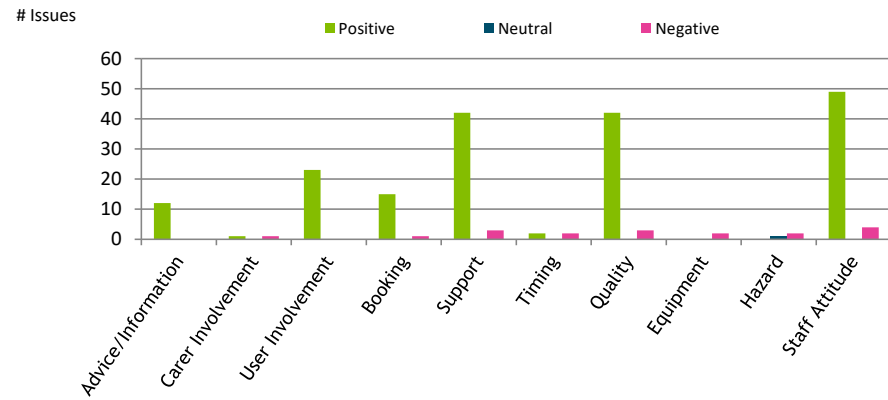## 6. Care Pathway: Clinical Nursing (care provided by trained nurses)

6.9 Trends, Clinical Nursing (214 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories (x-axis): Advice/Information, Carer Involvement, User Involvement, Booking, Support, Timing, Quality, Equipment, Hazard, Staff Attitude

Issues receiving the most comments overall

Pie chart values: 6%, 1%, 11%, 8%, 22%, 2%, 22%, 1%, 1%, 26%

Pie legend:
- Advice/Information
- Carer Involvement
- User Involvement
- Booking
- Support
- Timing
- Quality
- Equipment
- Hazard
- Staff Attitude
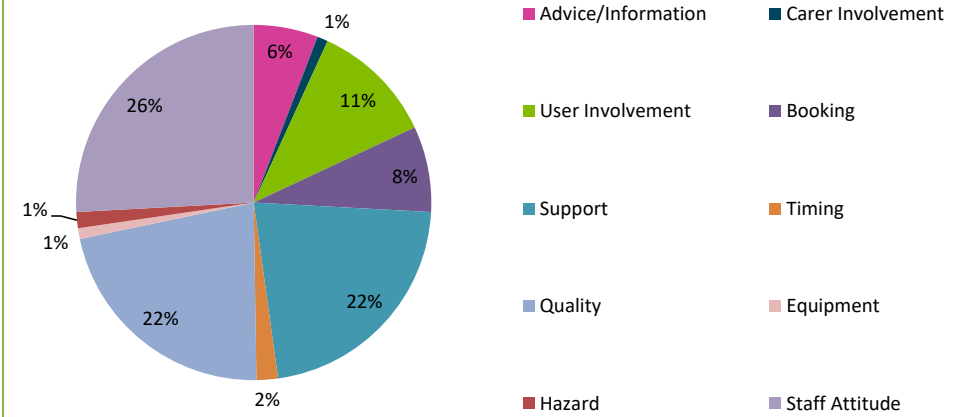
6.10 Sentiment, Clinical Nursing

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Nursing Care

Pie chart values: 1%, 12%, 87%

Pie legend:
- Positive
- Neutral
- Negative
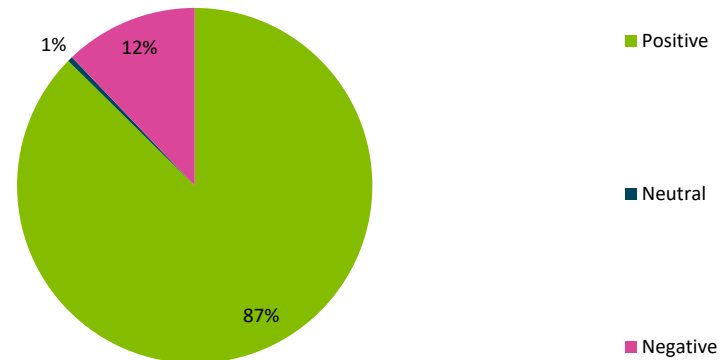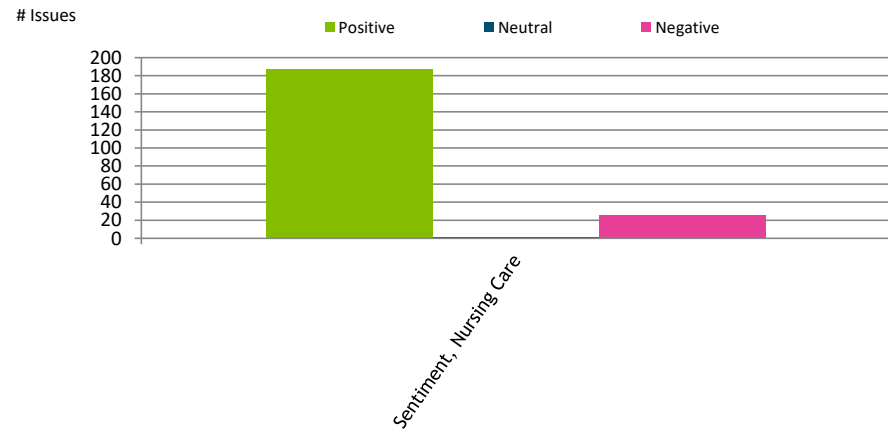
6. Care Pathway: Discharge (discharge from a service)

6.11 Trends, Discharge (2 issues)

Issues

Legend: Positive ■ Neutral ■ Negative ■

Bar chart:
- Administration: 1 (Negative)
- Medical Records: 1 (Positive)

Issues receiving the most comments overall

Pie chart:
- Administration 50%
- Medical Records 50%

6.12 Sentiment, Discharge

Issues

Legend: Positive ■ Neutral ■ Negative ■

Bar chart (Sentiment, Discharge):
- Positive: 1
- Negative: 1

Pie chart:
- Positive 50%
- Neutral 0%
- Negative 50%
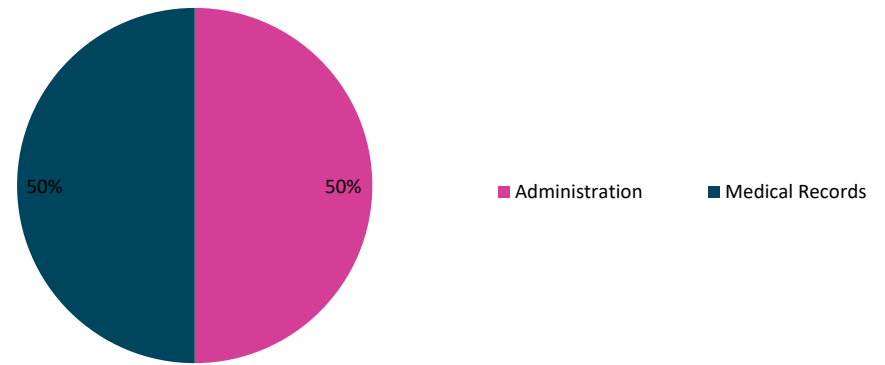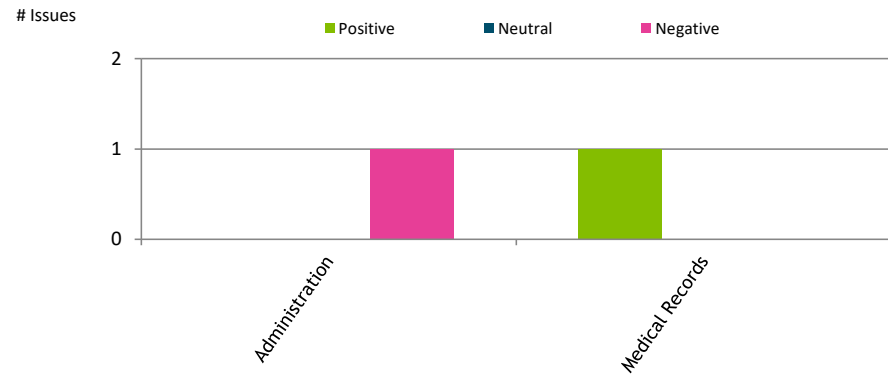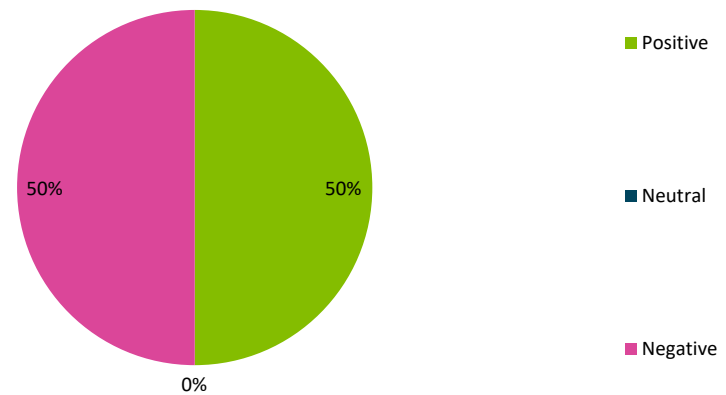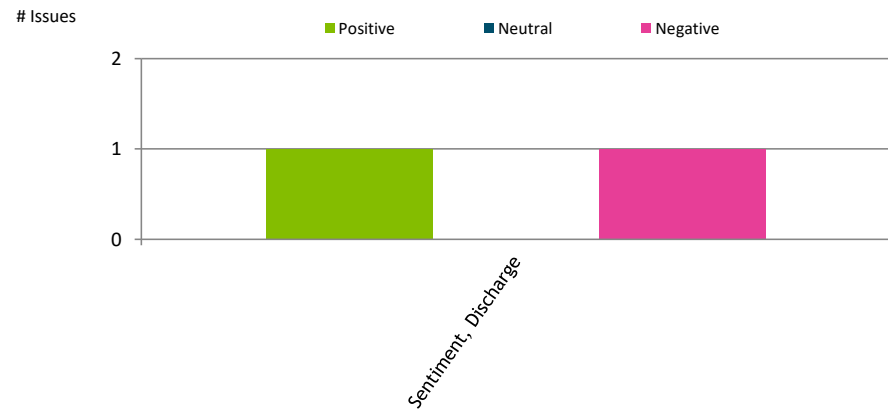
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

6.13 Trends, Follow On (25 issues)

Issues

Legend: Positive | Neutral | Negative

Category	Positive	Negative
Advice/Information	2	
Booking	3	
Support	9	
Waiting List	2	4
Quality	2	

Pie chart (Advice/Information, Booking, Support, Waiting List, Quality):
- Advice/Information: 8%
- Booking: 13%
- Support: 46%
- Waiting List: 25%
- Quality: 8%

Issues receiving the most comments overall

6.14 Sentiment, Follow On

Issues

Legend: Positive | Neutral | Negative

Sentiment, Follow On	Positive	Negative
	18	7

Pie chart (Positive, Neutral, Negative):
- Positive: 72%
- Neutral: 0%
- Negative: 28%

18
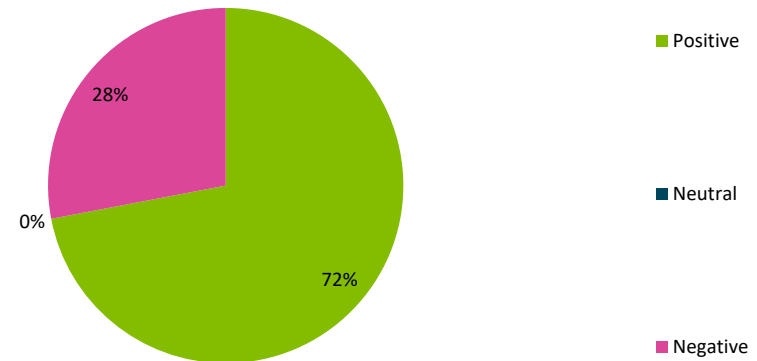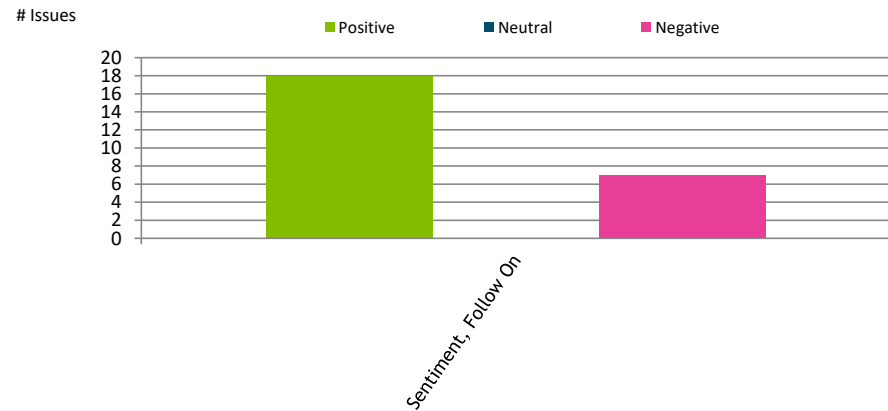
6. Care Pathway: Community (community based health services and social care)

6.15 Trends, Community (149 issues)
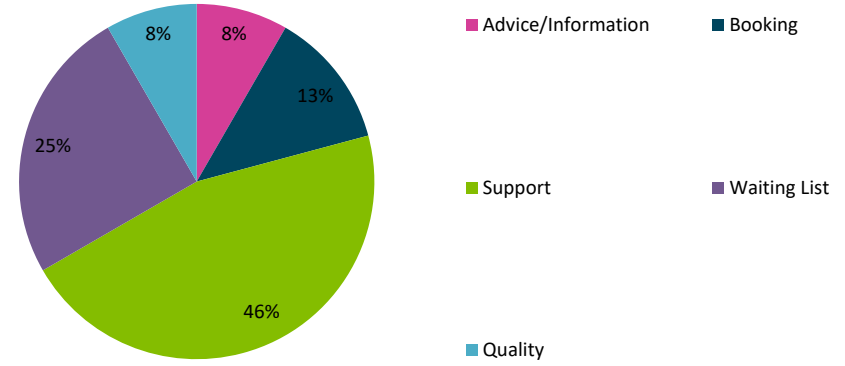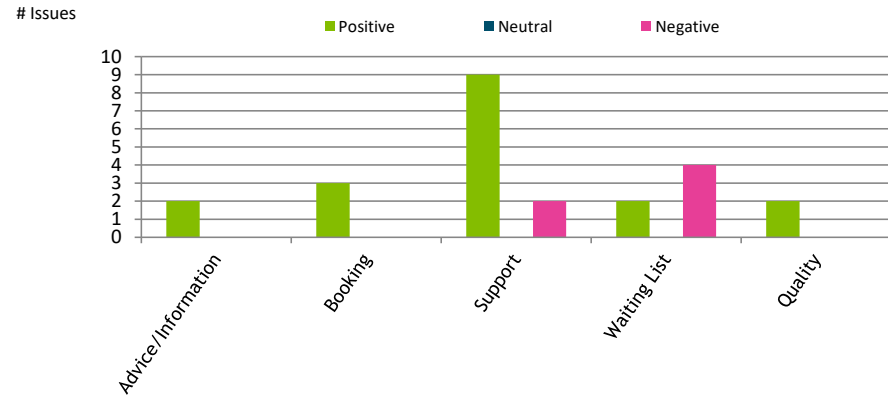
Issues

Issues receiving the most comments overall

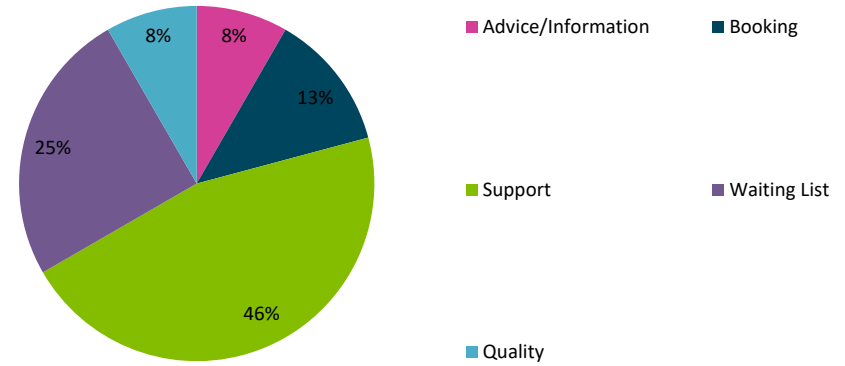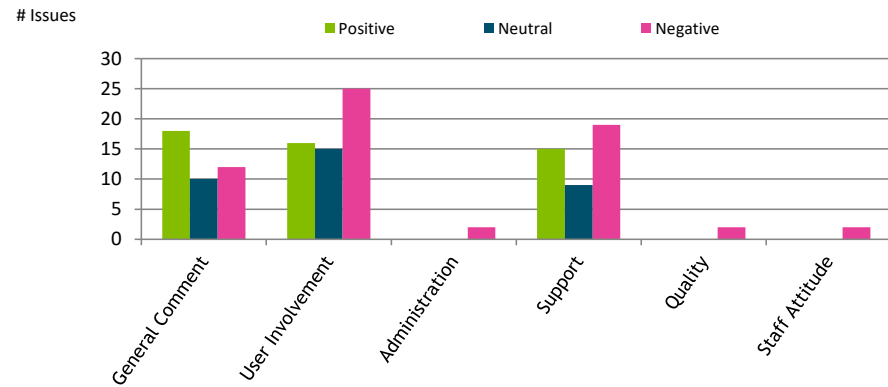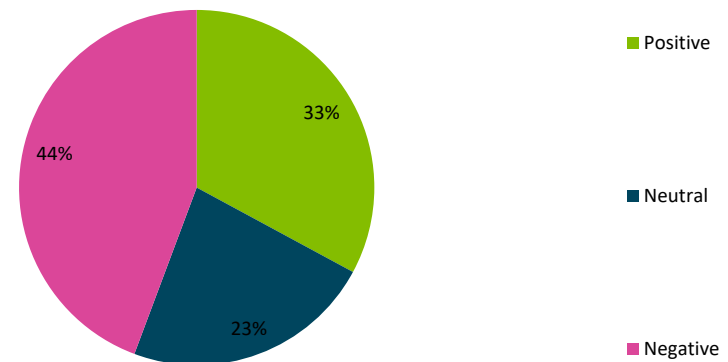
6.16 Sentiment, Community
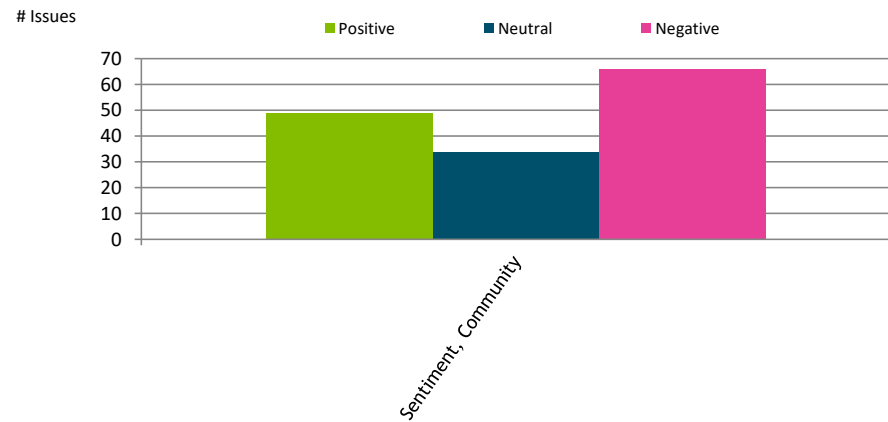
Issues

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

7.1 Top Trends: 50 issues from 47 people
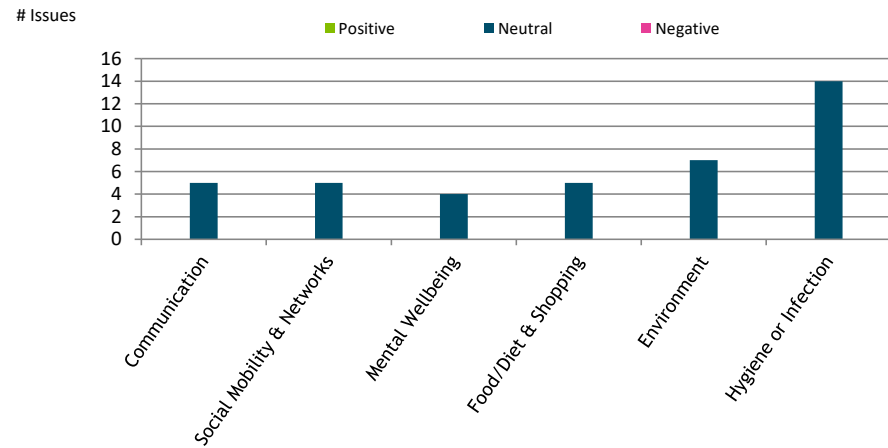
Issues
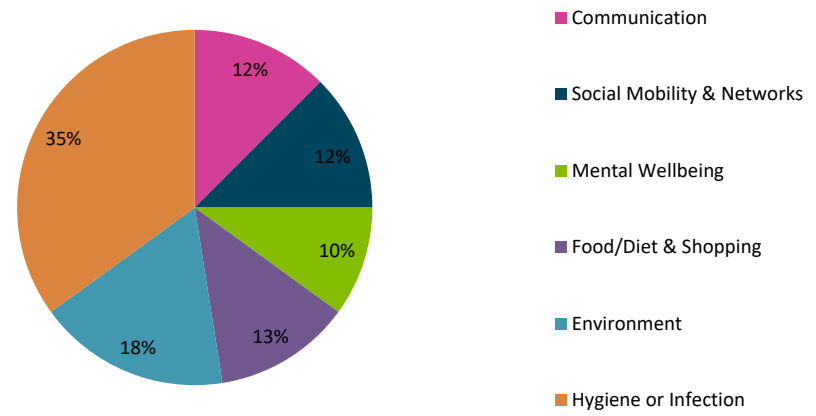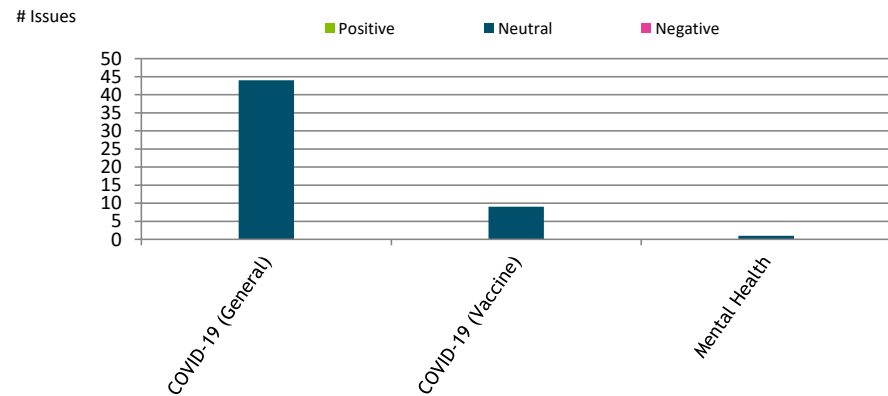
Legend: ■ Positive ■ Neutral ■ Negative

Bar chart (Neutral values):
- Communication: 5
- Social Mobility & Networks: 5
- Mental Wellbeing: 4
- Food/Diet & Shopping: 5
- Environment: 7
- Hygiene or Infection: 14

Issues receiving the most comments overall.

Pie chart:
- Communication: 12%
- Social Mobility & Networks: 12%
- Mental Wellbeing: 10%
- Food/Diet & Shopping: 13%
- Environment: 18%
- Hygiene or Infection: 35%

7.2 Stated topics

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart (Neutral values):
- COVID-19 (General): 44
- COVID-19 (Vaccine): 9
- Mental Health: 1

Topics receiving the most comments overall

Pie chart:
- COVID-19 (General): 81%
- COVID-19 (Vaccine): 17%
- Mental Health: 2%
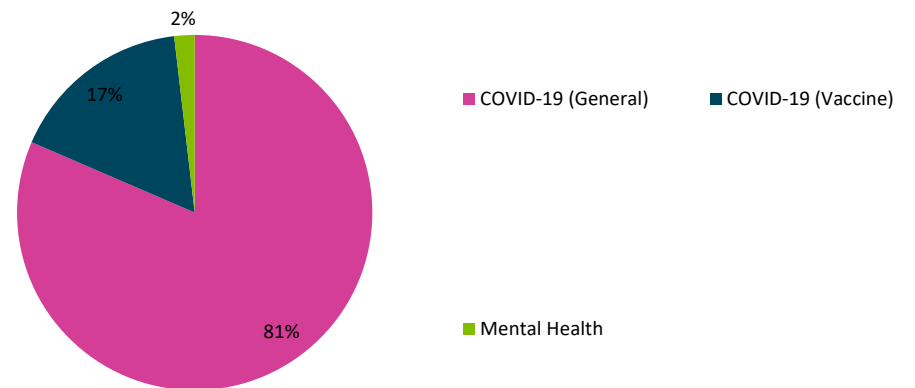
8. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	124	5	28	157
	Carer Involvement	*Involvement or influence of carers and family members.*	6	5	3	14
	Peer Involvement	*Involvement or Influence of friends.*	0	0	0	0
	General Comment	*A generalised statement (ie; "The doctor was good.")*	38	16	35	89
	User Involvement	*Involvement or influence of the service user.*	191	19	37	247
Systems	Administration	*Administrative processes and delivery.*	9	0	40	49
	Admission	*Physical admission to a hospital ward, or other service.*	3	0	1	4
	Booking	*Ability to book, reschedule or cancel appointments.*	72	1	65	138
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	1	1
	Data Protection	*General data protection (including GDPR).*	0	0	1	1
	Referral	*Referral to a service.*	15	0	6	21
	Medical Records	*Management of medical records.*	1	0	3	4
	Medication	*Prescription and management of medicines.*	6	0	13	19
	Opening Times	*Opening times of a service.*	1	0	2	3
	Planning	*Leadership and general organisation.*	9	0	8	17
	Registration	*Ability to register for a service.*	2	0	22	24
	Support	*Levels of support provided.*	356	18	111	485
	Telephone	*Ability to contact a service by telephone.*	4	1	38	43
	Timing	*Physical timing (ie; length of wait at appointments).*	18	0	30	48
	Waiting List	*Length of wait while on a list.*	41	0	53	94
Values	Choice	*General choice.*	11	0	3	14
	Cost	*General cost.*	5	1	15	21
	Language	*Language, including terminology.*	1	0	5	6
	Nutrition	*Provision of sustainance.*	2	0	0	2
	Privacy	*Privacy, personal space and property.*	0	0	1	1
	Quality	*General quality of a service, or staff.*	359	4	67	430
	Sensory	*Deaf/blind or other sensory issues.*	1	0	0	1
	Stimulation	*General stimulation, including access to activities.*	1	0	0	1

8. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	0	0	2	2
	Environment/Layout	*Physical environment of a service.*	13	7	7	27
	Equipment	*General equipment issues.*	4	11	6	21
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	4	17	6	27
	Hygiene	*Levels of hygiene and general cleanliness.*	10	0	2	12
	Mobility	*Physical mobility to, from and within services.*	0	0	0	0
	Travel/Parking	*Ability to travel or park.*	3	0	1	4
Staff	Omission	*General omission (ie; transport did not arrive).*	1	7	11	19
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	1	1
	Staff Attitude	*Attitude, compassion and empathy of staff.*	470	8	115	593
	Complaints	*Ability to log and resolve a complaint.*	0	0	1	1
	Staff Training	*Training of staff.*	2	0	3	5
	Staffing Levels	*General availability of staff.*	0	0	3	3
	Total:		**1783**	**120**	**746**	**2649**

Community*Insight* **CRM**