

Whipps Cross University Hospital

A report by Healthwatch Waltham Forest



March 2022

“I received some sad news from the emergency unit today but I was so impressed by the level of care I received.

The doctor and nurse who spoke to me about my miscarriage diagnosis were so kind and caring. I honestly think they both had the best bed-side manner I have ever experienced in my life.

The doctor was calm, clear and answered all my questions. The nurse, who drew my blood, truly went above and beyond her call of duty.

I left feeling positive about the future.”

Patient, Obstetrics and Gynaecology

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1. Introduction

Healthwatch Waltham Forest is the consumer champion for health and social care in the borough.

We sought to compare patient experience feedback across the different departments and service areas of Whipps Cross Hospital, which is run by Barts Health NHS Trust.

This report is based on patient voice captured through our Patient Experience programme from July 2020-Dec 2021.

2. Background

Whipps Cross Hospital provides key services for Waltham Forest residents.

Healthwatch Waltham Forest regularly collects patient experience feedback from those utilising services at the hospital and analyses these collectively looking at themes and trends. Additionally, we compare our feedback data with that from neighbouring Healthwatch, concerning both Newham Hospital and The Royal London Hospital.

Many of these reports focus on overall issues identifies. This report seeks to go further, identifying hospital wide trends whilst also looking in more detail at individual departments and providing a comparison of the different levels of satisfaction and themes and trends across these departments/service areas.

We hope this detail can feed in more fully to Barts Health NHS Trust individual service area improvement plans.

3. Methodology

This report reflects the experiences of residents in Waltham Forest. The information was captured via our Patient Experience feedback form, through face-to-face visits taking place at Whipps Cross Hospital GP practices and other health and community locations in the borough, through direct telephone and online engagement and through feedback left on other online platforms such as nhs.co.uk

4. Strengths & Limitations

The report is a summary of the qualitative and quantitative data shared by local residents. It provides a unique snapshot of people's experiences during a period which included lockdowns and restrictions as a result of the COVID19 pandemic.

It should be noted that Healthwatch Waltham Forest would normally conduct outreach by engaging with residents at a variety of community locations. However, due to Government COVID-19 restrictions, we adapted our engagement strategy and additionally incorporate both telephone and online engagement mechanisms in order to reach people during the times when face-to-face visits were not permitted.

5. Executive Summary of Findings

From July 2020 - December 2021 we collected the qualitative feedback of 234 local people, about their experience of Whipps Cross University Hospital. Comments have been methodically reviewed, with leading themes and issues identified.

This is a summary of key findings - see section 6 for the analysis in full.

In Summary

Hospital-Wide Trends

- Feedback as a whole is mixed, with 55% positive experiences
- A broad majority of comments about staff attitude and quality are positive overall (68%), suggesting staff are generally working hard to deliver good outcomes.
- On information, involvement and support, positive feedback is at a lower level (61%), this indicates that treatment and care is not as personal as patients may expect.
- Just a fifth of comments on service access are positive (22%). Leading issues include waiting times at appointments, cancellations and waiting times for treatment, and difficulty in booking or making contact.
- The hospital does well compared with peers. On positive indicators, it consistently outperforms Royal London Hospital by around 5%, and Newham University Hospital by a noticeable 20%.

Timeline

- Overall, we find that recent feedback is 4% less positive compared with six months ago, and a significant 16% less positive compared with the same time last year.
- Recent feedback on involvement has changed little compared with six months ago, however it is some 18% less positive, compared with the same time last year.
- On quality and empathy, recent feedback is 6% less positive than six months ago, and some 19% less positive than the same time last year.
- On access, recent feedback is some 14% less positive than six months ago, while 6% less so, compared with last year.

Departments

Urgent and Emergency Care (UEC)

- Feedback as a whole is 55% positive - this is around the hospital average. In the last six months, overall satisfaction is down by some 19%, comments suggest.
- When compared with other departmental groupings, we find that UEC performs least-well on information, involvement and support, and staff attitude and quality, this may suggest that the department is comparatively under-resourced.
- A large number of patients criticise the lack of attention and personal care, either while waiting, or in the initial queueing/triage process.
- Acute care departments (such as intensive care units) receive a very high satisfaction rating (88%).

Departments (Continued)

Maternity and Inpatients

- Feedback as a whole is 61% positive - this outperforms the hospital average by 6%. In the last six months, overall satisfaction is up by a significant 45%, comments suggest.
- When compared with other departmental groupings, we find that Maternity and Inpatients scores best on information, involvement and support, this is possibly a reflection of the personal care environment.
- Patients tell us they generally feel looked after and well cared for, while on wards.
- However, satisfaction on staff attitude is marginally below the hospital average - comments suggest that 'pressure on beds' may be a contributing factor.
- It is also observed that post-natal receives less praise than the delivery suite.

Outpatients

- Feedback as a whole is 55% positive - this is around the hospital average. In the last six months, overall satisfaction is down by 5%, comments suggest.
- When compared with other departmental groupings, we find that Outpatients scores best on Quality and Staff Attitude, this suggests that outcomes are generally good.
- Patients express confidence in their clinical treatment, and in those delivering it.
- General trends are similar to hospital-wide issues - patients would like greater levels of support and information, and much quicker, and easier access to treatment.
- Comments suggest best performing departments include Surgery, Obstetrics and Gynaecology, and Radiography.
- Least-well performing include Urology and Orthopaedics, according to feedback.

6. Analysis of Feedback

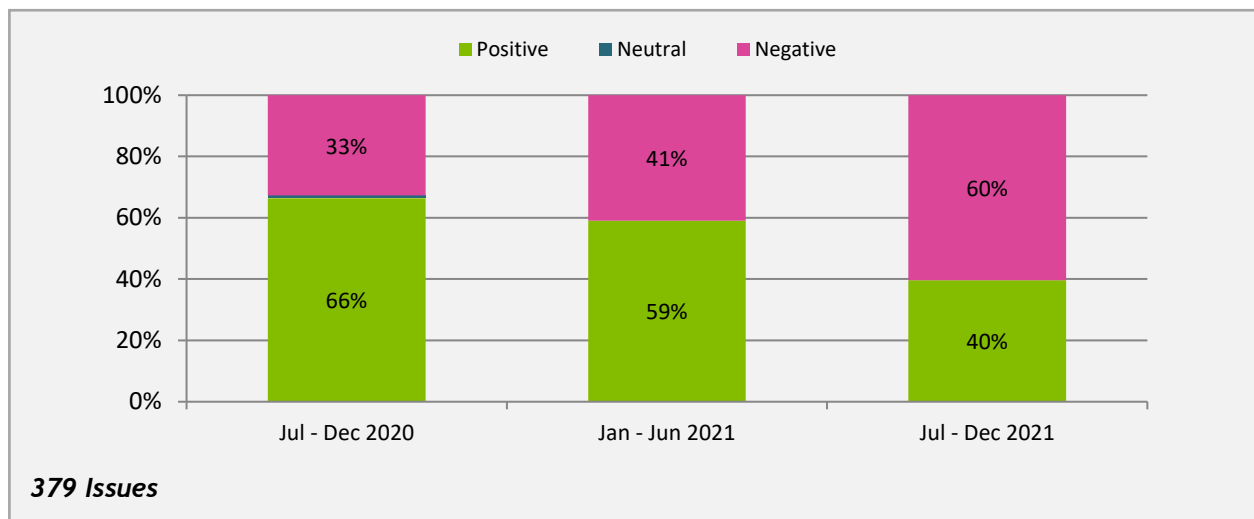
From July 2020 - December 2021 we collected the qualitative feedback of 234 local people, about their experience of Whipps Cross University Hospital.

Comments have been methodically reviewed, with leading themes & issues identified. We report findings by Urgent and Emergency Care, Maternity and Inpatients, and Outpatients. We also look at general trends, and make some regional comparisons.

6.1 Urgent and Emergency Care

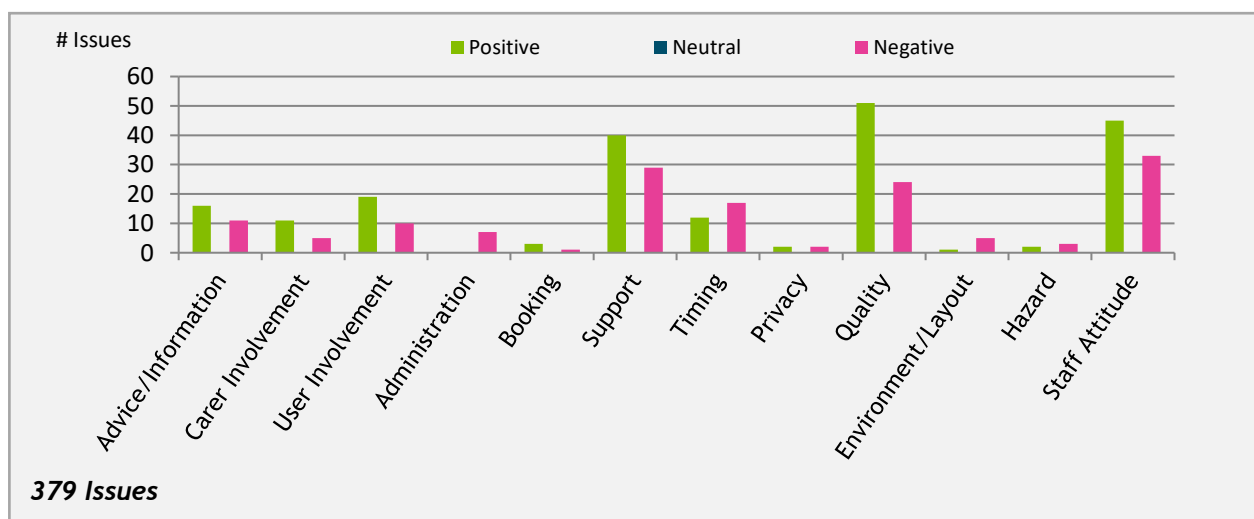
60 people comment on their experience of Urgent and Emergency Care (UEC).

6.1.1 How do people feel as a whole?



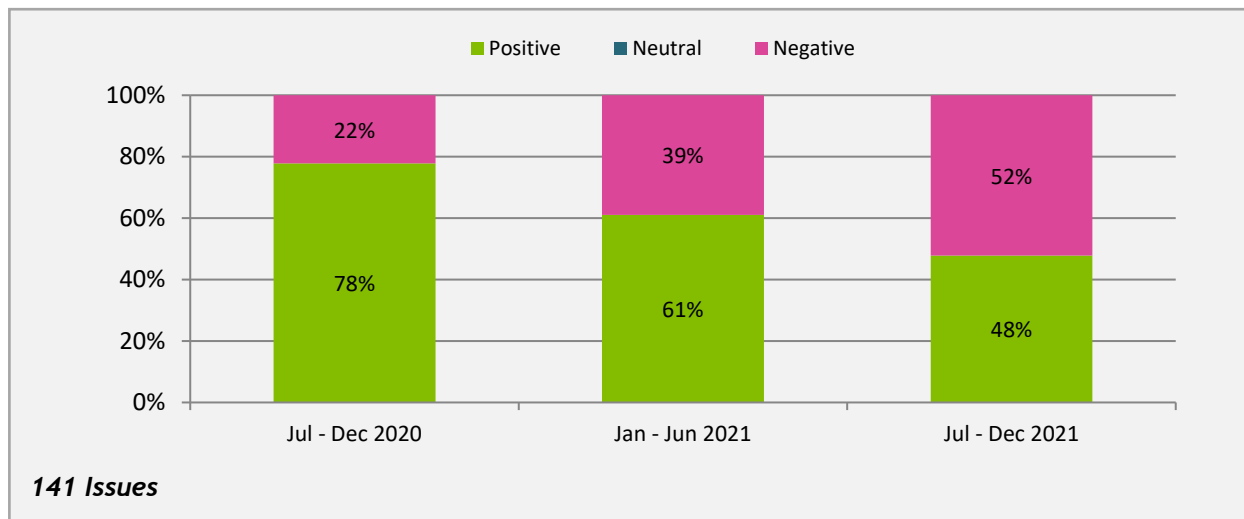
According to feedback, overall satisfaction during July - December 2021 is at 40% positive, this is 19% lower than the previous six months, and 26% lower than the same time last year.

6.1.2 Top Trends



When reviewing the top identified issues, we find that patients are satisfied with outcomes on the whole (quality), however would like greater levels of empathy, support and communication, and shorter waiting times.

6.1.3 How well informed, involved and supported to people feel?



On information, involvement and support, satisfaction during July - December 2021 is 48% positive, comments suggest. This is 13% lower than the previous six months, and 30% lower than the same time last year.

We receive mixed reviews on levels of communication, information and support. While some patients have felt well-accommodated, others have not - including one patient who was repeatedly left for two hours at a time, without pain relief or medication, over an eleven hour period.

Those with highly visible needs, such as carrying children are more likely on the whole to comment positively, while those with hidden conditions such as hearing or other impairments are more likely to highlight a lack of support.

Some patients complain of having to attend alone, causing discomfort for their partners, families, and themselves.

Selected Feedback

Positives

"I had to take my son to Whipps Cross paediatric A&E and I'm so impressed with the care we received. We arrived at 8am during the handover between night and day staff. The staff could see how unwell my child was and came and assessed him straight away. He was quickly seen by a doctor and started to receive treatment. Every member of staff who looked after him was excellent. They were so caring in what was a worrying time for us." (A&E)

"Doctors and nurses were brilliant - sorted my problem and explained everything clearly. Thank you doesn't seem enough!" (A&E)

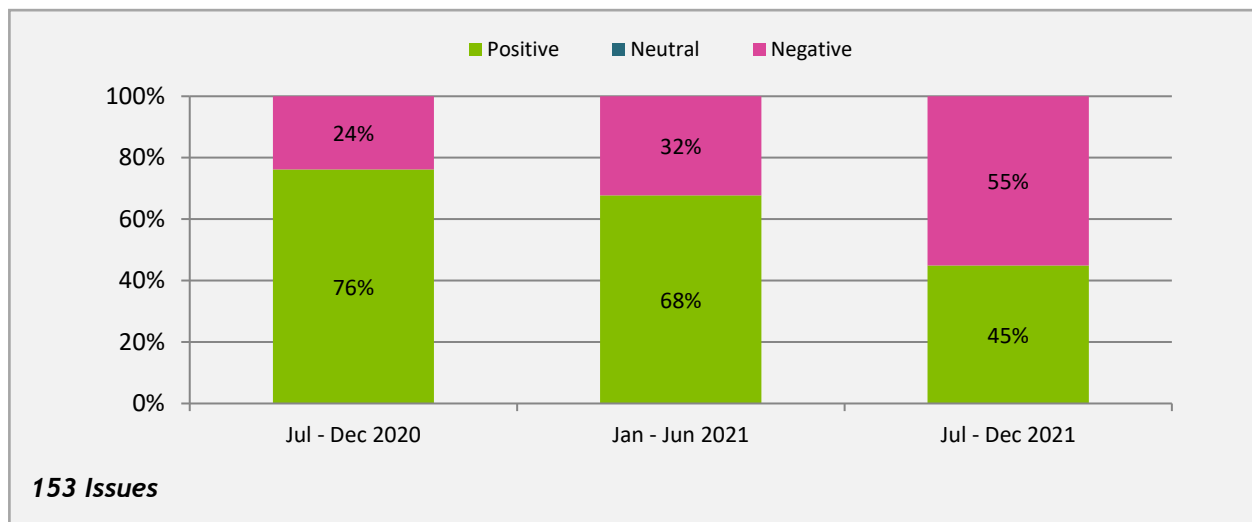
Negatives

“Communication was very poor and I was left for 2 hours at a time (this happened several times, over an 11 hour period) wondering what or if may happen next. Nobody asked if I wanted water or pain relief and the general lack of concern was staggering.” (A&E)

“Staff are overworked with too many patients. Which leaves a poor standard of care. A&E are overstretched with no patient sympathy or empathy in play. The doctors and nurses call out your name but fail to consider that you are there for a medical reason which could be that you’re not hearing properly or slow to react from symptoms and the current ‘only patient’ policy does not allow someone to stay with you. Being slow to react meant I had to wait an additional hour. They have plenty of patients but a little patience would help too.” (A&E)

“I only have one complaint in emergency, your companion cannot enter, he had to wait outside in the cold.” (A&E)

6.1.4 How do people feel about general quality and empathy?



Comments suggest satisfaction on quality and staff attitude during July - December 2021 is 45% positive. This is 23% lower than the previous six months, and 31% lower than the same time last year.

Reviews on levels of empathy and support are also mixed. We hear that staff of all categories have been professional, respectful and kind. Equally, staff are experienced, and observed to have been rude, inconsiderate and disorganised. In some cases, patients have decided to leave without treatment.

Selected Feedback

Positives

“The overall experience at A&E was great. The staff were friendly and professional, the doctor took my concerns very seriously and did an additional scan. Thank you!” (A&E)

“Everyone was very professional and extremely kind, right through from initial triage in reception.” (A&E)

“My first memory as a patient in a single room in ITU was hearing a calm and reassuring voice advising me that a tube was being removed from my mouth. The clock facing me read 7.40 which I interpreted as AM, when in fact for the last 12 hours I had been on a ventilator and intubated: a unique experience for me. Although somewhat disorientated and feeling extremely vulnerable the individual nurses who cared for me, without exception demonstrated their technical skills with great finesse and were empathetic, friendly, respectful and kind. (Acute Care)

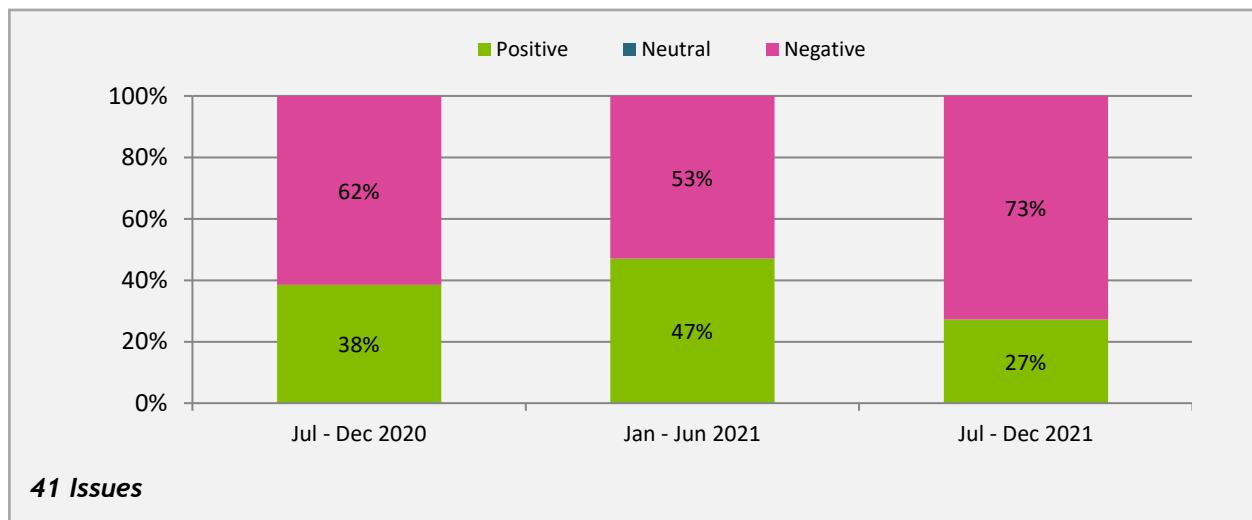
Negatives

“Today, I was witness to the lack of consideration and care given to at least three patients.”

“Very rude, arrogant and unorganised A&E registration receptionist.”

“Most of the staff are very unprofessional. No one there seemed to have a clue what was going on and it really shows. Ended up walking out after being there for about 6 hours because I couldn't take much more of the place. The security are also very rude.”

6.1.5 How do people feel about general access to services?



According to feedback, overall satisfaction during July - December 2021 is at 27% positive, this is 20% lower than the previous six months, and 11% lower than the same time last year.

Comments about waiting times are clearly negative as a whole. Accounts of five-hour waits are common, and in many cases this is much longer. Delays are also experienced in the reception/triage queue - one mother, with a child in pain waited for 'one and a half hours' to gain entry, this is partly as the security staff member had left the post.

Administrative issues, such as a discharge logged in error, have resulted in patients waiting for treatment that was not forthcoming.

While long waits are acknowledged, we hear that staff, such as an Ophthalmology clinician have acted swiftly to diagnose and give emergency treatment.

Selected Feedback

Positives

"I had to wait 5 hours because there was only one eye doctor on call, but when he came he was amazing. He said I had a torn retina which needed urgent treatment before it became detached. The eye treatment centre is closed at the weekend, but he asked Security to unlock it. He performed laser treatment there and then, and probably saved my vision in that eye." (A&E)

"Recently had to attend A&E with my baby. Clearly the unit was busy but everyone from the security guard to the streamer and check in clerk were cheerful, friendly and efficient. We went to the children's section and the team were amazing. Found me somewhere discreet to breast feed my baby and seen and attended to without excessive delays." (A&E)

Negatives

"My 10 year old broke his wrist falling from his bike, I could clearly see he was in agony and was made to wait and queue outside till we signed in for nearly an hour and a half, I felt the security was rude and just extremely unhelpful and left his post half way through leaving us with no clue, as he was telling people when to enter the hospital." (A&E)

*"My mum fell down the stairs, hurt her back badly. Couldn't sit, could barely walk, lots of pain. I brought her to A&E, a nurse took her blood pressure and then she was left to wait inside for 5 and a half hours to be seen. At that point she finally caught a nurse who was surprised to hear she was waiting for this long already and told her it will be at least 4 more hours before a doctor will be able to see her." (A&E)
Finally after 4 hours wait my sister confronted one of the nurses and she finally checked what is happening. It turned out that in their records I'm discharged and no doctor appointment is scheduled!"*

In other feedback, we hear that Covid-19 protocols have not always been followed. One person also observes a lack of hygiene.

Selected Feedback

“Even when I was registering I wasn't asked if I had any Covid symptoms.”

“Someone walked into reception and said their partner was ill with Covid-19 and were told to come in by the hospital (her words). The reception staff told her to bring him into the waiting room with everyone else, full of vulnerable people, despite her multiple hesitations to do so.” (A&E)

“The public toilets were filthy, at one point there was not even toilet paper. There was little if no evidence of general cleaning during the 11 hours I was in the hospital and considering the fact we are in a pandemic people just wandered in and out like it was a train station.”

When looking at departments by ratio of positive feedback, we find that Acute Care outperforms the average by 33%, while A&E underperforms by 4%.

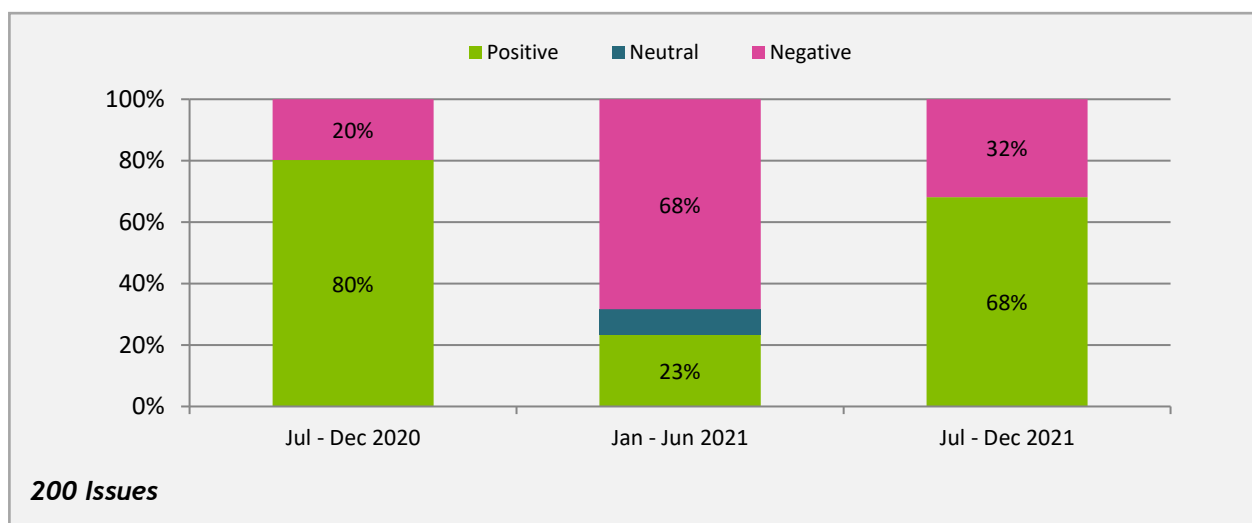
6.1.6 Satisfaction by Departments

	# Issues Identified	% Positive Ratio
Acute Care	33	88%
Urgent and Emergency Care (All)	379	55%
Accident & Emergency	346	51%

6.2 Maternity and Inpatients

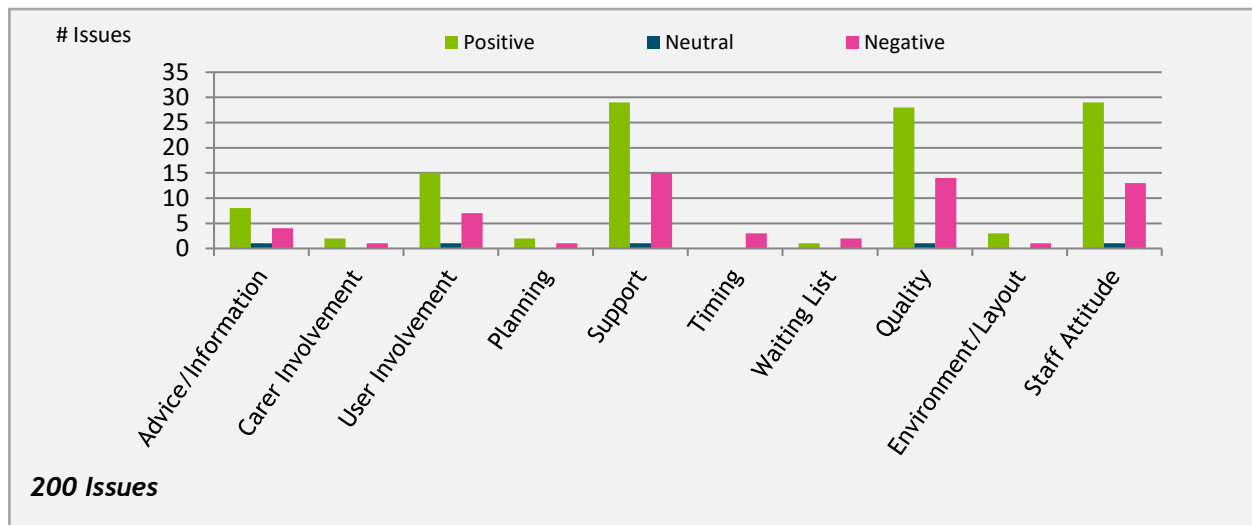
30 people comment on their experience of Maternity and Inpatients.

6.2.1 How do people feel as a whole?



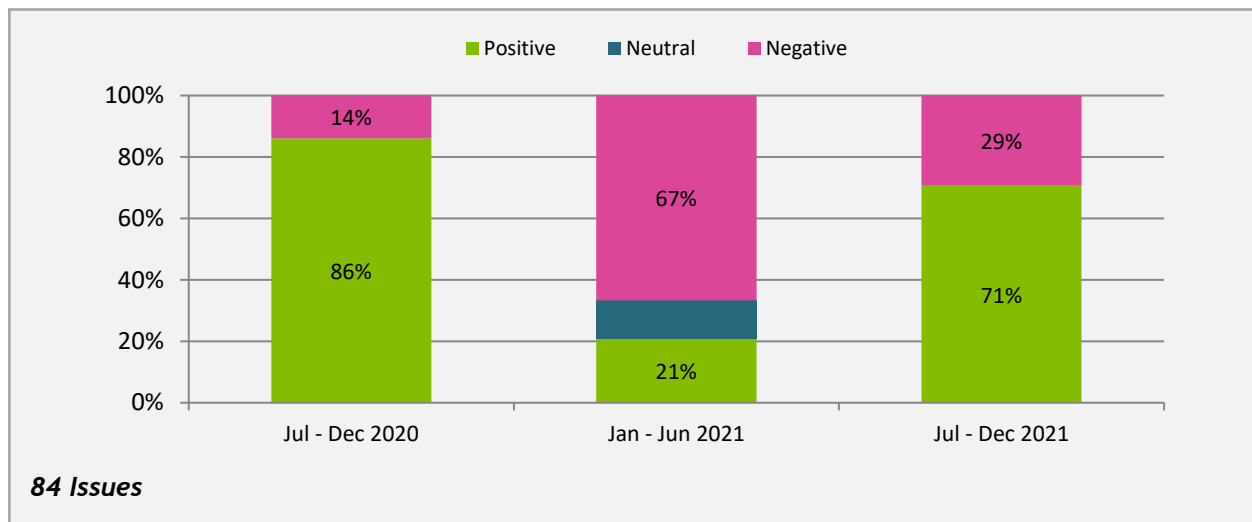
According to feedback, overall satisfaction during July - December 2021 is at 68% positive, this is 45% higher than the previous six months, while 12% lower than the same time last year.

6.2.2 Top Trends



When reviewing the top identified issues, we find that patients are satisfied with outcomes (quality) and customer service (staff attitude and support) on the whole. User involvement is also at a good level, experiences suggest.

6.2.3 How well informed, involved and supported to people feel?



On information, involvement and support, satisfaction during July - December 2021 is 71% positive, comments suggest. This is some 50% higher than the previous six months, while 15% lower than the same time last year.

Almost three quarters of feedback is positive, with staff commonly found to be helpful, caring and informative - by patients and families. One person felt like a 'family member' during an inpatient stay.

A minority of feedback is critical, including from one patient who has felt consistently misinformed, and a partner, who says that religious preferences have been ignored by maternity staff.

Selected Feedback

Positives

“The nurses and doctors could not have been more efficient, helpful and caring. My grandson’s treatment has resulted in a very healthy baby. His adoring parents were also informed and cared for in every way.” (Maternity)

“Overall happy with the place, felt like a five star hotel except the long time to get a bed, the average portion of food they serve and the time it took for good doctors to answer my requests. Still, I can say it was a good professional service.” (Inpatients)

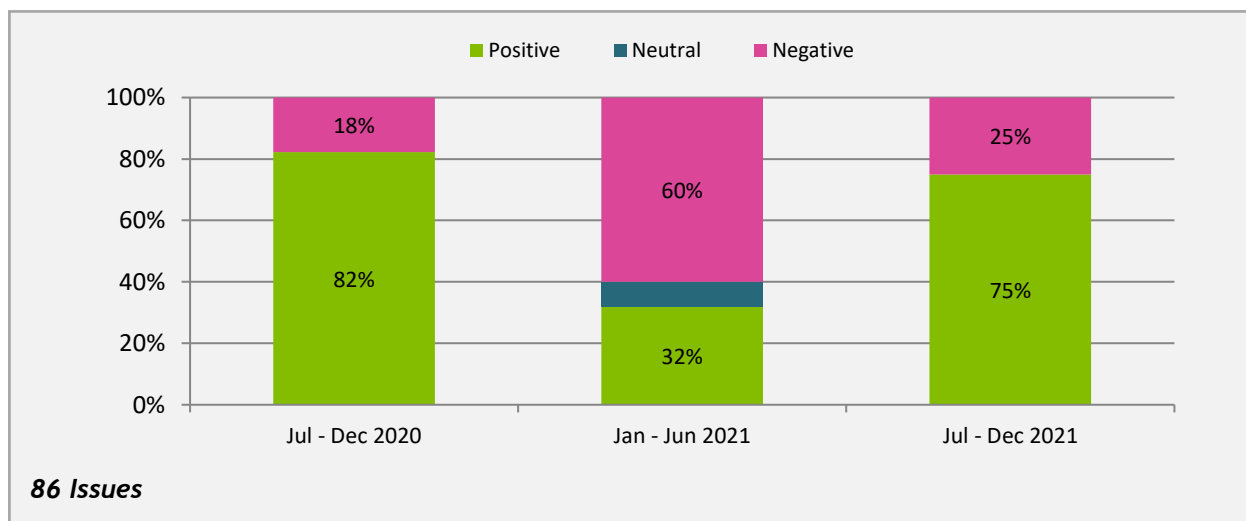
“I had experienced 9 days on the ward, it’s as if I was at home, they looked after me like a family member.” (Inpatients)

Negatives

“I’ve been attending the antenatal clinic and wards since the start of my pregnancy only to be given misinformation every time.” (Maternity)

“A male doctor came in when we specifically told them no males for religious reasons and yet they barged in with no respect for our privacy. The nurses knew this yet they did not inform the doctors of this and did not say anything when it happened. I had to tell them myself. No manners at all.” (Maternity)

6.2.4 How do people feel about general quality and empathy?



Comments suggest satisfaction on quality and staff attitude during July - December 2021 is 75% positive. This is some 43% higher than the previous six months, and 7% lower than the same time last year.

We receive many accounts of professional, pleasant and helpful doctors and nurses on the wards.

In a small number of cases, patients - including those in pain have felt ignored. On maternity, some patients have found post-natal to be a disappointing experience, compared with the delivery suite.

Selected Feedback

Positives

“Everyone in the team was so professional & handled our case with great responsibility. Very happy with the service.” (Maternity)

“The staff at Whipps Cross are brilliant. Especially the people who work in the ward. They took professional care, and at a hard time for me, it was easier with them. The hospital is tidy and clean. Everybody is nice and helpful. They answer questions patiently and accurately.” (Inpatients)

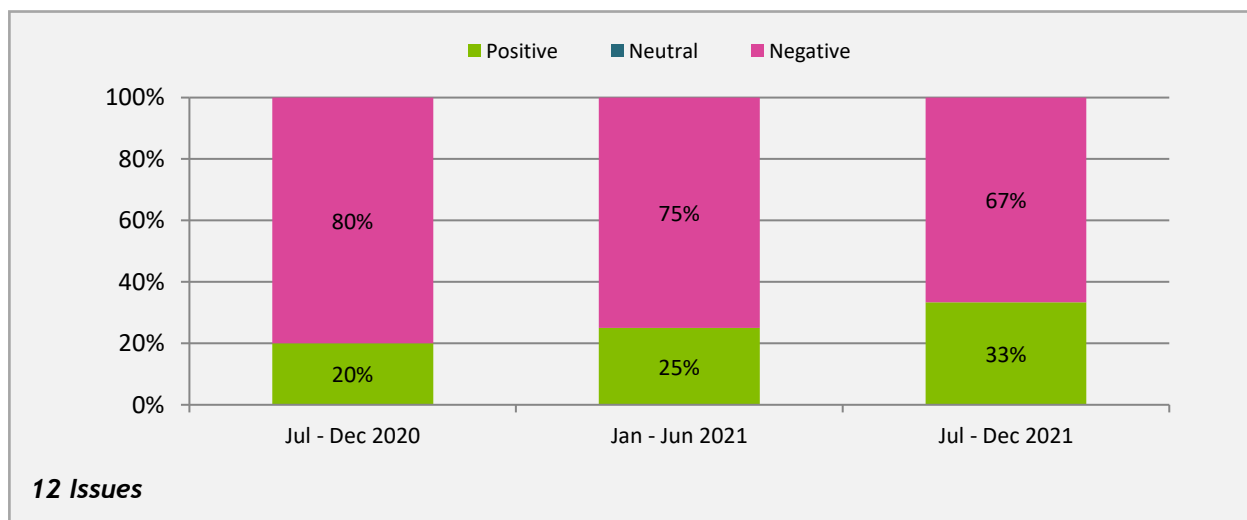
“The staff at Whipps Cross University Hospital were kind, professional and co-ordinated at all times.” (Maternity)

Negatives

“On the ward they messed up my drug chart. When I asked for painkillers I had to wait 12 hours to get anything. Disaster when you think I had broken a leg in 3 places. After surgery the cast was causing problems. Although I told them because I was already in pain no one did anything. It felt like no one cared.” (Inpatients)

“Great service in delivery. Unfortunately the care received whilst on the postnatal ward for 4 days was a stark contrast.” (Maternity)

6.2.5 How do people feel about general access to services?



According to feedback, overall satisfaction during July - December 2021 is at 33% positive, this is 8% higher than the previous six months, and 13% higher than the same time last year.

Delays are reported on the wards and in maternity - in some cases attributed to staff shortages. Some contacting services by phone have not been able to get through, in one case the queuing system is said to be faulty.

The rollout of online classes, such as ‘Birth and Beyond’ is praised.

Selected Feedback

Positives

“Just completed the "Birth and Beyond" antenatal class (online due to Covid). The course was very informative and the midwife running it was fantastic. She was knowledgeable and engaging and the online format worked really well.” (Maternity)

Negatives

“I came in for a blood test appointment and was told that I have an infection so I must have a c-section. I was told this will be at 3pm. I am a pregnant woman fasting from 8am, it is now the next day 2am and have been fasting over 17 hours but still no c-section. Extremely disappointed with the service and staff communication.” (Maternity)

“Because there was only one doctor on duty I had to wait until she was free to see me.” (Inpatients)

“The maternity triage number never seems to answer. Currently sat waiting having been on hold for half an hour. I am apparently number 1 in the queue (which I have been since the beginning.) I had a similar experience last time where I had to give up and phone 111.” (Maternity)

When looking at departments by ratio of positive feedback, we find that General Inpatients outperforms the average by 2%, while Maternity underperforms by 2%.

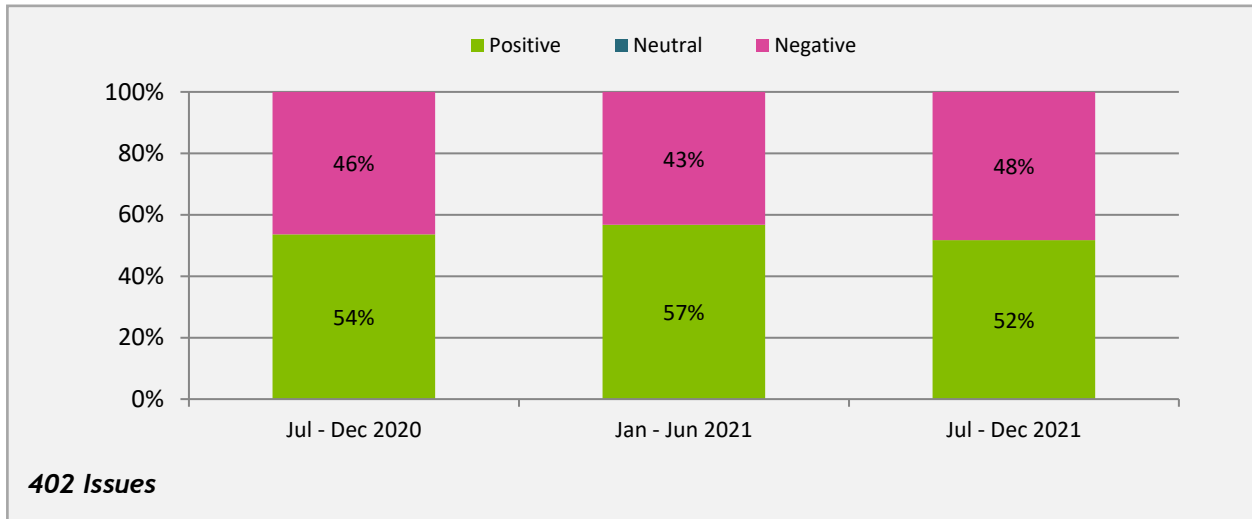
6.2.6 Satisfaction by Departments

	# Issues Identified	% Positive Ratio
Inpatients	71	63%
Maternity and Inpatients (All)	200	61%
Maternity	129	59%

6.3 Outpatients

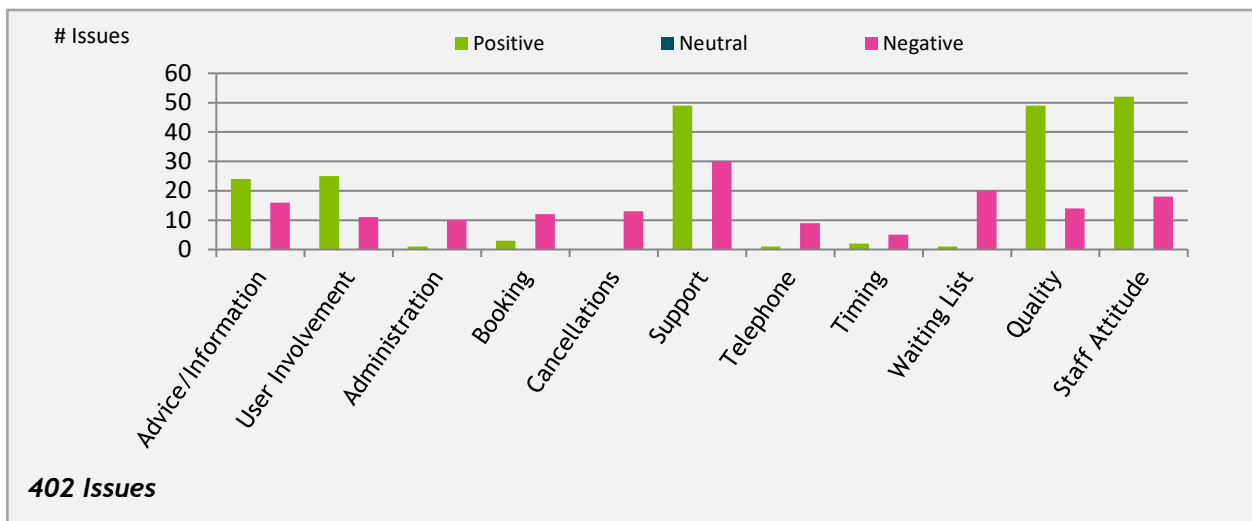
71 people comment on their experience of Outpatients.

6.3.1 How do people feel as a whole?



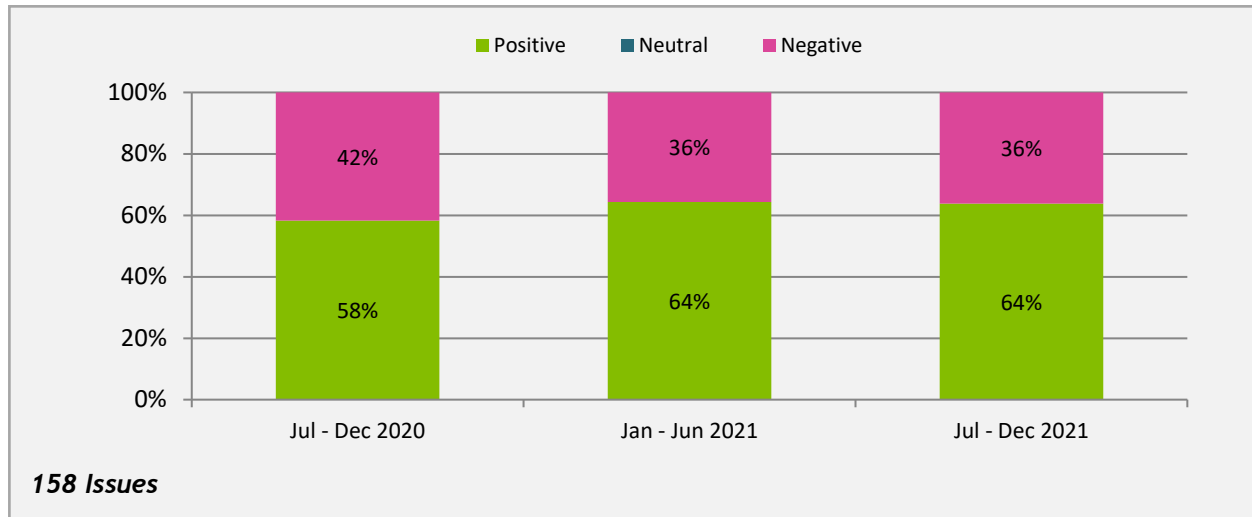
According to feedback, overall satisfaction during July - December 2021 is at 52% positive, this is 5% lower than the previous six months, and 2% lower than the same time last year.

6.3.2 Top Trends



When reviewing the top identified issues, we find that patients are broadly satisfied with outcomes (quality) and staff attitude, and feel involved on the whole. Leading negative issues include appointment cancellations, waiting times for treatment, and difficulty in booking or making contact. Patients would also like greater levels of support and information, comments suggest.

6.3.3 How well informed, involved and supported to people feel?



On information, involvement and support, satisfaction during July - December 2021 is 64% positive, comments suggest. This is unchanged on the previous six months, and 6% higher than the same time last year.

Staff are commonly reported to be caring and informative, with varied accounts of involvement, reassurance and sensitivity given - across a range of departments.

Verbal communication, and availability of written material is praised, however some patients have felt unable to ask questions. In one account, we hear that a patient was marked as 'refusing treatment' when this is not the case.

Selected Feedback

Positives

"I had surgery and the team were amazing - fantastic staff, caring, reassuring, they listen and make sure you are okay." (Obstetrics and Gynaecology)

"Excellent treatment and advice provided." (Orthopaedics)

"My experience is that the staff are friendly and helpful at all times and also their communication skills are very good." (Urology)

"Visited the pre-operative assessment unit for general surgery. Very impressed as everything was done quickly. The team was kind and caring. Everything was explained in detail and even extra information was printed for me." (General Surgery)

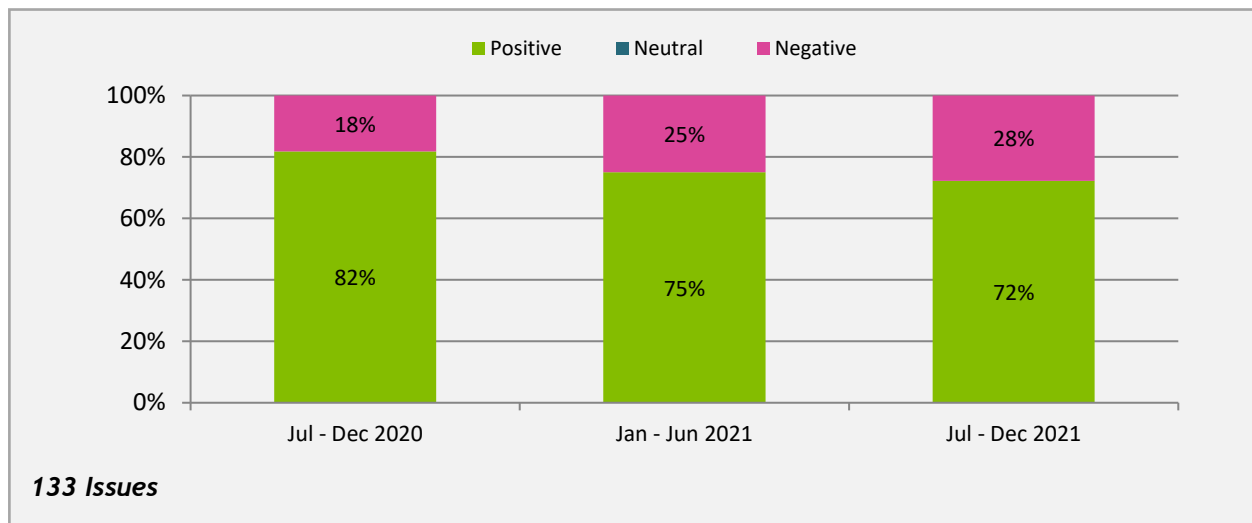
"Unfortunately I received some sad news from the emergency gynaecology unit today but I was so impressed by the level of care I received. The doctor and nurse who spoke to me about my miscarriage diagnosis were so kind and caring. I honestly think they both had the best bedside manner I have ever experienced in my life. The doctor was calm, clear and answered all my questions. The nurse, who drew my blood, truly went above and beyond her call of duty. I left feeling positive about the future." (Obstetrics and Gynaecology)

Negatives

"I went for a pre-medication appointment and wasn't allowed to ask any questions. I am a Diabetic patient wasn't told to have insulin on the day." (Ophthalmology)

"I had an appointment because I was passing blood, was told there's not much point in further investigation due to having an extensive history of pelvic problems... to find out I was marked as refusing treatment! That is something I never did!" (Urology)

6.3.4 How do people feel about general quality and empathy?



Comments suggest satisfaction on quality and staff attitude during July - December 2021 is 72% positive. This is 3% lower than the previous six months, and 10% lower than the same time last year.

Around three quarters of comments are complimentary, with staff of all categories generally said to be pleasant, thorough and professional. Some patients have felt able to 'have a laugh' with their clinicians.

A minority of patients experience 'rude and abrupt' staff and cases of misconduct are also reported - including one staff member's inconsiderate use of public toilets. One person says the pressure on beds has made them feel unwelcome, while recovering from an operation.

Selected Feedback

Positives

"I had surgery requiring an overnight stay after keyhole removal of a cancer growth site and surrounds. The treatment by all staff was fabulous - despite the fact that they are under such pressure. Everyone was very thorough and professional, and pleasant. I had a laugh with some of the practitioners checking me in." (General Surgery)

"I cannot express in words how kind, patient and lovely everyone was with me. The nurses, the anaesthiologist, warden and the doctor were so calm and explained everything about the procedure. I can't relate how good that made me feel!" (General Surgery)

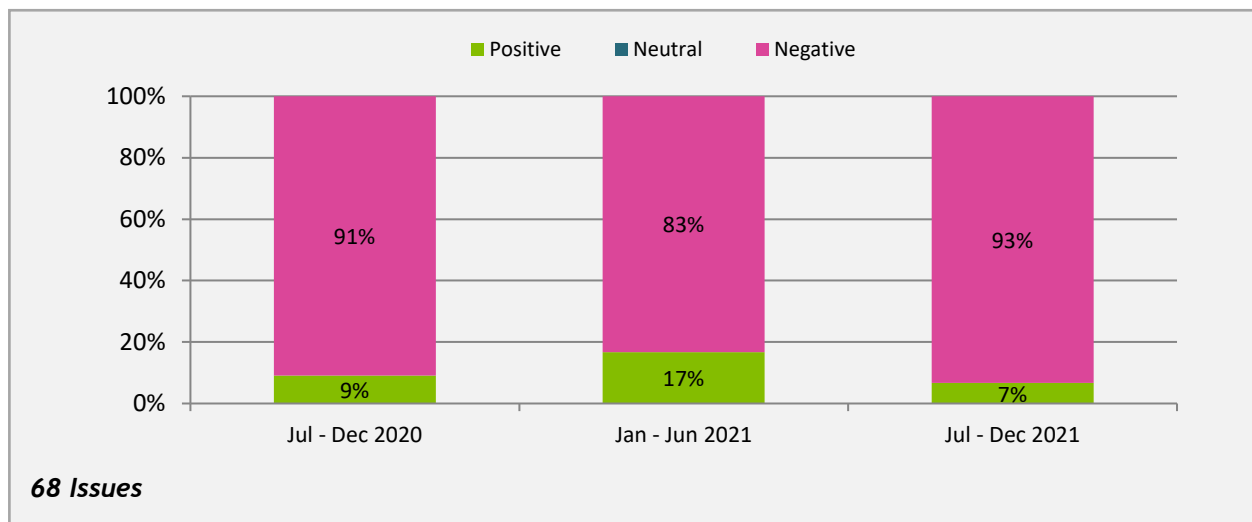
Negatives

"I called up to enquire about the opening hours of the eye clinic last evening at around 9pm. The person I have spoken to was very abrupt, short and sarcastic with her answers." (Ophthalmology)

"A male hospital worker came in to make use of one of the toilets, but occupied it for ages during which time two patients came back to the waiting area through the door behind the receptionist, both also requiring the use of a toilet." (Endoscopy)

"Every time I've had surgery at outpatients, the nurses continue to come over and pester you about how they need the bed. In other words, hurry up with your recovery. I figured educated people would know that the effects of anaesthesia don't wear off quite as quickly as you hope!" (General Surgery)

6.3.5 How do people feel about general access to services?



According to feedback, overall satisfaction during July - December 2021 is at 7% positive, this is 10% lower than the previous six months, and 2% lower than the same time last year.

We receive many accounts of long waiting lists for treatment, in some cases exceeding three years. One person has been waiting in excess of seven months for 'emergency treatment' and has received no confirmation of dates. Those chasing appointments or test results have found it difficult to make contact, or to receive a response - with messages and emails unreturned in many cases.

Very few people comment positively on access.

Selected Feedback

Positives

“Got through right away and the person at the other end was helpful.” (Radiography)

Negatives

“It is now 12 weeks since my second pre-operative assessment for hysteroscopy and fibroid removal. And almost three years since GP referral. Haven't even got a date for my surgery yet.” (Obstetrics and Gynaecology)

“I've now been waiting 7 months for an urgent appointment even though at my last appointment they knew I was bleeding. I haven't even received confirmation that my referral has been accepted. I have no confidence left in this hospital.” (General Outpatients)

“Can't contact the nurse for help. Managed just once in 6 months. Been waiting for over 3 months for a return call to book an injection appointment.” (General Outpatients)

“I have been trying to call the breast clinic so many times but no-one picks up the call. How am I supposed to know the results? Highly disappointed that I have to wait this long to know the result.” (Breast Clinic)

“I had a prostate biopsy on 9th August at Whipps Cross and was told I would receive the results within 2 weeks. 4 weeks later, I have had absolutely no communication either by letter or telephone.” (General Outpatients)

“I have tried ringing the main switchboard number to chase things up and on the rare occasions I can actually get through to speak to anyone, all they do is put me through to somebody's voicemail who then never returns my messages. I don't even know who's voicemail it is, it could be one of the cleaners for all I know. And don't even get me started on the urology contact e-mail address. Absolutely no reply from them either, I don't even think anyone there even bothers reading them.” (Cancer Services)

“Endocrinology do not follow simple instructions and do not answer their phone calls.” (Endoscopy)

When looking at departments by ratio of positive feedback, we find that General Surgery significantly outperforms the average, while Urology and Orthopaedics noticeably underperform (this is based on a limited volume of feedback).

6.3.6 Satisfaction by Top Departments

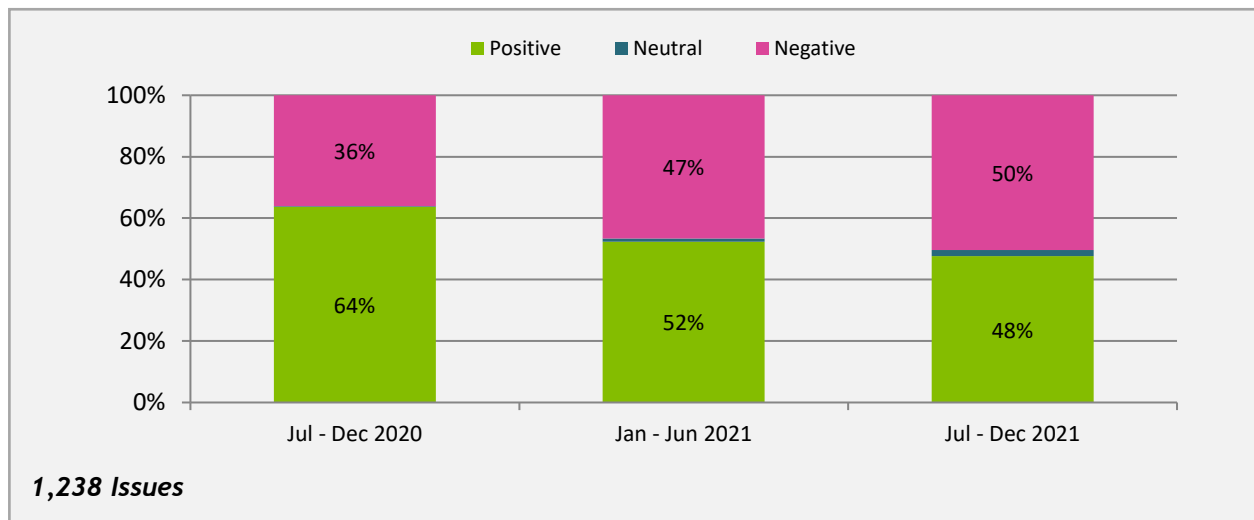
	# Issues Identified	% Positive Ratio
Surgery	78	97%
Obstetrics and Gynaecology	40	80%
Radiography	30	60%
General Outpatients	48	58%
Outpatients* (All)	402	55%
Urology	45	42%
Orthopaedics	36	8%

* Includes data from Cancer Services, Ear Nose & Throat, Ophthalmology, Phlebotomy and Renal Medicine (which are not displayed above, due to limited volumes).

6.4 Hospital-Wide Trends

In all, we have reviewed the feedback of 234 people, with experiences covering the majority of hospital departments.

6.4.1 How do people feel as a whole?



According to comments, overall satisfaction during July - December 2021 is at 48% positive, this is 4% lower than the previous six months, and 16% lower than the same time last year.

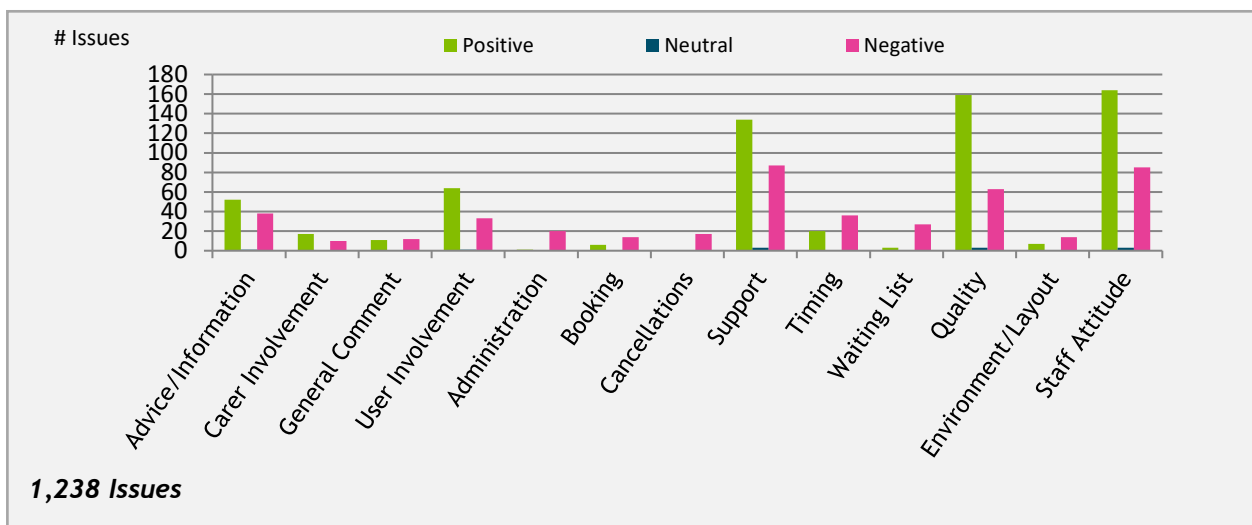
When comparing departmental groupings by ratio of positive feedback, we find that Maternity and Inpatients outperforms the average by 6%, while UEC and Outpatients are comparable with the average figure.

6.4.1a Overall Satisfaction by Departmental Grouping

	# Issues Identified	% Positive Ratio
Maternity and Inpatients	200	61%
Outpatients	402	55%
Urgent and Emergency Care	379	55%
Hospital* (All)	1,238	55%

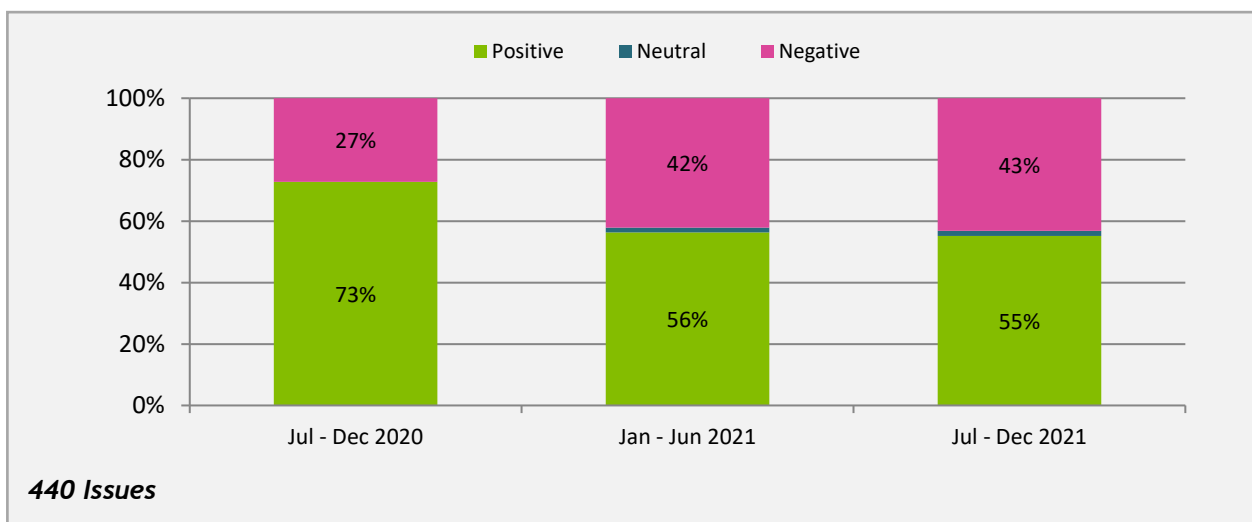
* Includes data about unspecified departments (general statements about the hospital).

6.4.2 Top Trends



When reviewing the top identified issues, we find that patients are broadly satisfied with outcomes (quality) and staff attitude, and feel involved on the whole. Leading negative issues include waiting times at appointments, cancellations, waiting times for treatment, and difficulty in booking or making contact. Patients would also like greater levels of support and information, comments suggest.

6.4.3 How well informed, involved and supported to people feel?



On information, involvement and support, satisfaction during July - December 2021 is 55% positive, comments suggest. This is 1% lower on the previous six months, and 18% lower than the same time last year.

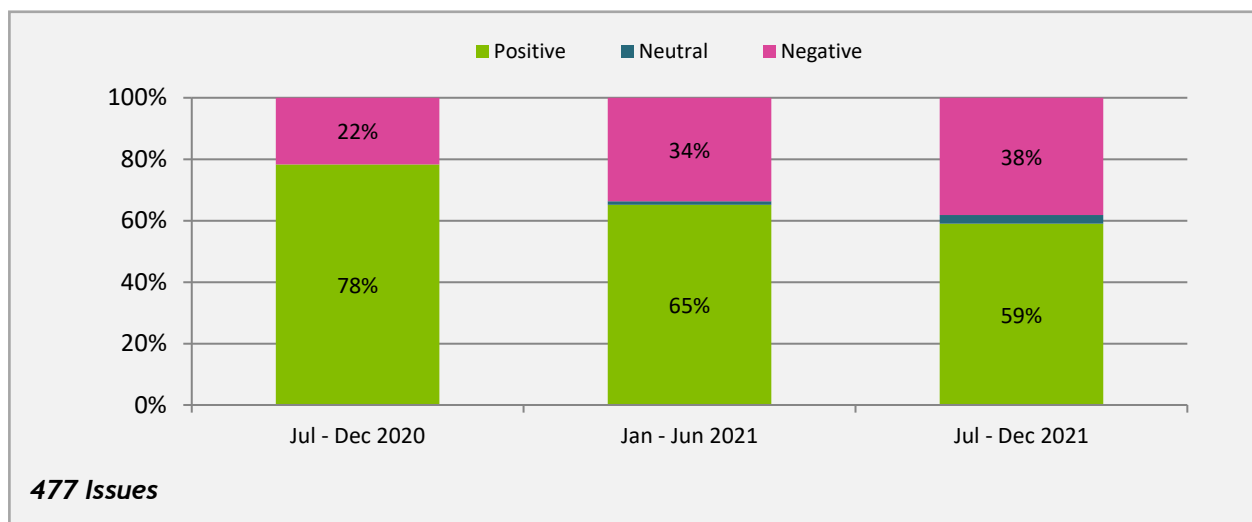
When comparing departmental groupings by ratio of positive feedback, we find that Maternity and Inpatients, and Outpatients marginally outperform the average, while UEC marginally underperforms.

6.4.3a Involvement by Departmental Grouping

	# Issues Identified	% Positive Ratio
Maternity and Inpatients	84	64%
Outpatients	158	63%
Hospital* (All)	440	61%
Urgent and Emergency Care	141	60%

* Includes data about unspecified departments (general statements about the hospital).

6.4.4 How do people feel about general quality and empathy?



Comments suggest satisfaction on quality and staff attitude during July - December 2021 is 59% positive. This is 6% lower than the previous six months, and 19% lower than the same time last year.

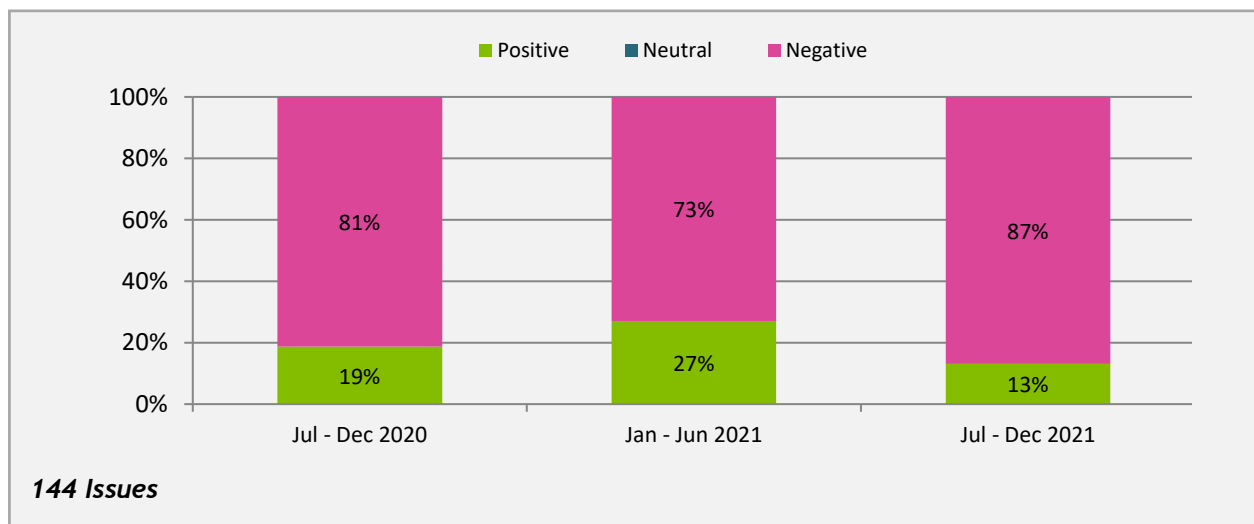
When comparing departmental groupings by ratio of positive feedback, we find that Outpatients significantly outperforms the average, while UEC notably underperforms.

6.4.4a Staff Attitude and Quality by Departmental Grouping

	# Issues Identified	% Positive Ratio
Outpatients	133	76%
Hospital* (All)	447	68%
Maternity and Inpatients	86	66%
Urgent and Emergency Care	153	63%

* Includes data about unspecified departments (general statements about the hospital).

6.4.5 How do people feel about general access to services?



According to feedback, overall satisfaction during July - December 2021 is at 13% positive, this is 14% lower than the previous six months, and 6% lower than the same time last year.

When comparing departmental groupings by ratio of positive feedback, we find that UEC significantly outperforms the average, while Outpatients, and Maternity and Inpatients significantly underperform.

6.4.5a Service Access by Departmental Grouping

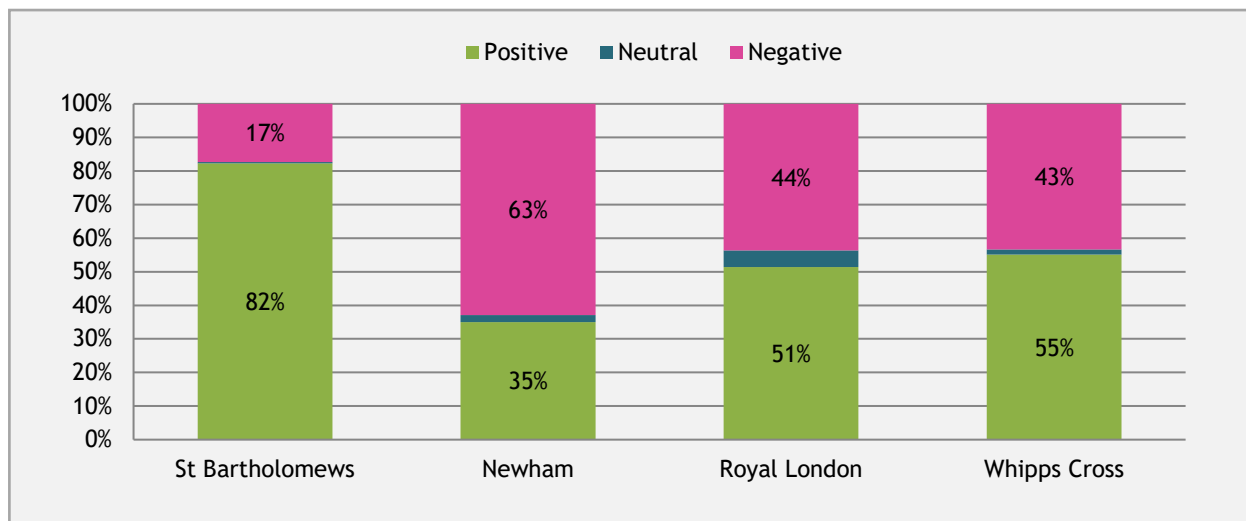
	# Issues Identified	% Positive Ratio
Urgent and Emergency Care	41	39%
Hospital* (All)	144	22%
Outpatients	68	12%
Maternity and Inpatients	12	10%

* Includes data about unspecified departments (general statements about the hospital).

6.5 Regional Comparisons

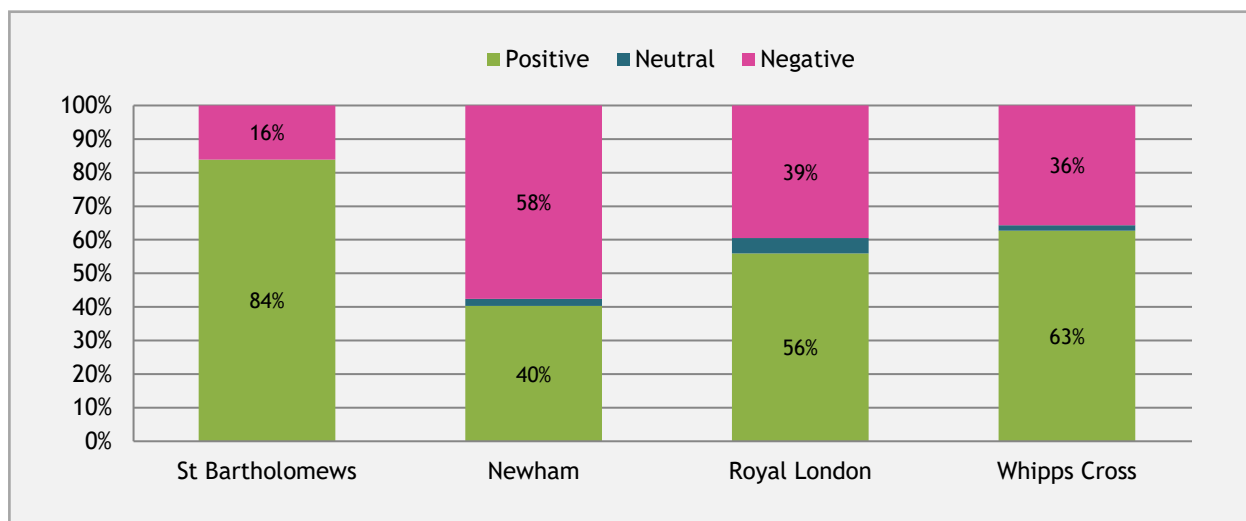
We compare the experience of Whipps Cross with other hospitals operated by Barts Health NHS Trust. Feedback represents a similar period (October 2020 - September 2021) and has been obtained from the same sources.

6.5.1 How do people feel as a whole?



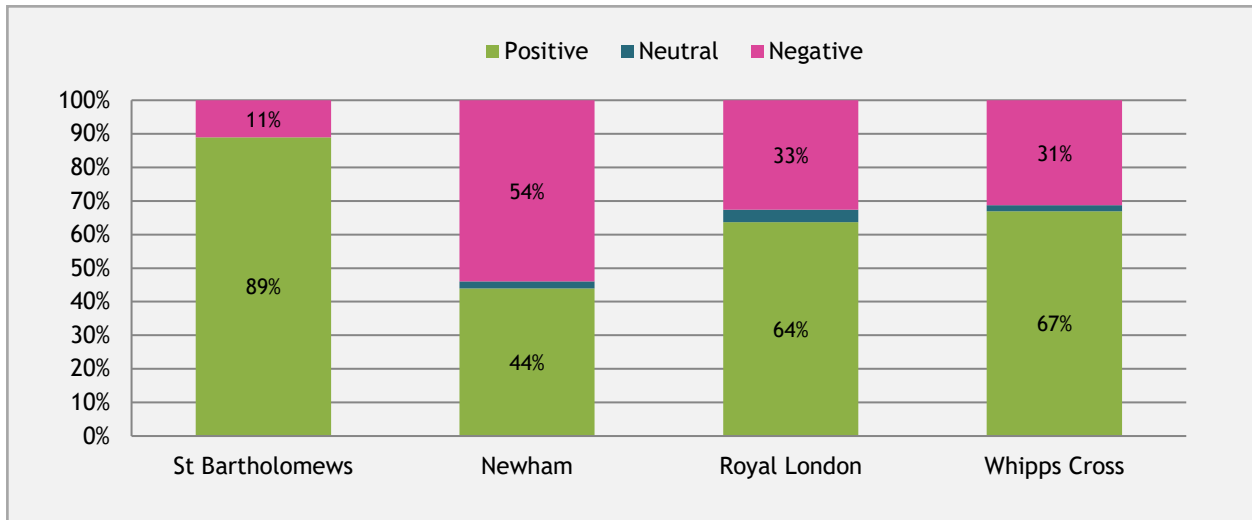
Overall, we find that Whipps Cross Hospital outperforms Royal London Hospital by 4%, and Newham University Hospital by some 20%.

6.5.2 How well informed, involved and supported to people feel?



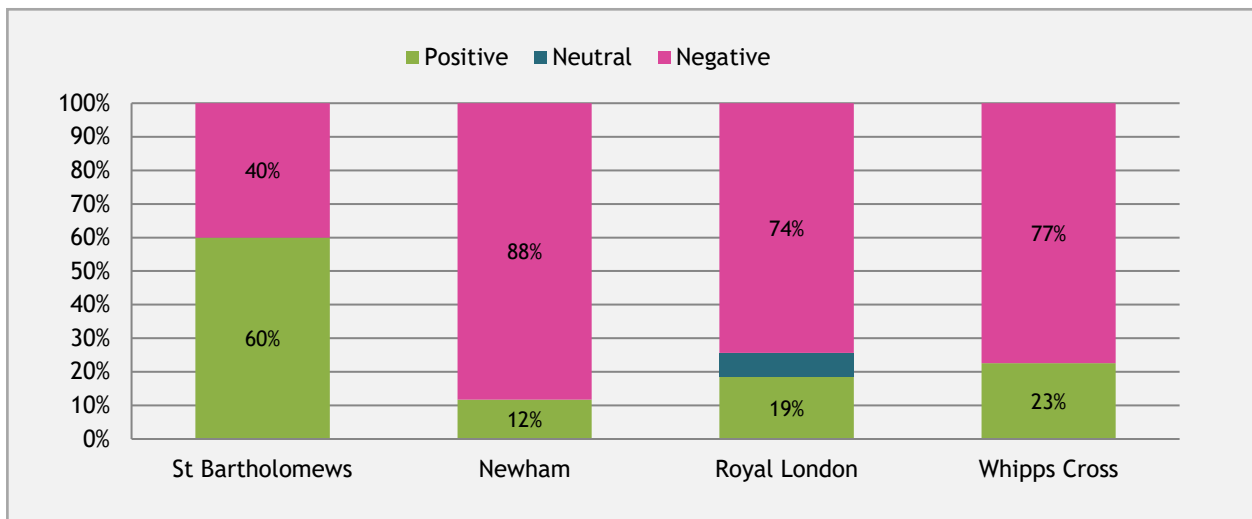
Overall, we find that Whipps Cross Hospital outperforms Royal London Hospital by 7%, and Newham University Hospital by some 23%.

6.5.3 How do people feel about general quality and empathy?



Overall, we find that Whipps Cross Hospital outperforms Royal London Hospital by 3%, and Newham University Hospital by some 23%.

6.5.4 How do people feel about general access to services?



Overall, we find that Whipps Cross Hospital outperforms Royal London Hospital by 4%, and Newham University Hospital by 11%.

7. Glossary of Terms

UEC

Urgent and Emergency Care

8. Distribution and Comment

This report is available to the general public, and is shared with our statutory and community partners. Accessible formats are available.

If you have any comments on this report or wish to share your views and experiences, please contact us.

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“Every time I've had surgery at outpatients, the nurses continue to come over and pester you about how they need the bed. In other words, hurry up with your recovery.

People should know that the effects of anaesthesia don't wear off quite as quickly as you hope!”

Patient, General Surgery