

The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Harrow, 22 April 2022



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

Reporting Period: 1 January 2022 - 31 March 2022

Index and overview of findings



421

Data Source

This report is based on the experience of 421 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.



73%

Overall Satisfaction

Satisfaction has improved by 4% this quarter, standing at 73% positive, 26% negative and 1% neutral.

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



81%

Information, Involvement and Support

Satisfaction has improved by 5% this quarter, standing at 81% positive and 19% negative.

Compliments are up by 9% on user involvement, and by 6% on support. Complaints about communication have increased by 3%. More on page 5.



84%

Quality and Empathy

Satisfaction has improved by 3% this quarter, standing at 84% positive, 15% negative and 1% neutral.

Compliments are up by 5% on staff attitude, and by 1% on quality, feedback suggests. More on page 5.



41%

Access to Services

Satisfaction has declined by 1% this quarter, standing at 41% positive and 59% negative.

Complaints about booking are up by 9%, while decreasing by 9% on waiting times and 1% on waiting lists. 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.

"There was an error with my medication but the reception staff sorted it out straight away. I was very impressed."



154

GP Services

Satisfaction has not changed this quarter, remaining at 49% positive, 50% negative and 1% neutral.

154 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.



213

Dentists

Satisfaction has improved by 2% this quarter, standing at 93% positive and 7% negative.

213 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.



27

Northwick Park Hospital

Satisfaction has improved by 13% this quarter, standing at 74% positive, 21% negative and 5% neutral.

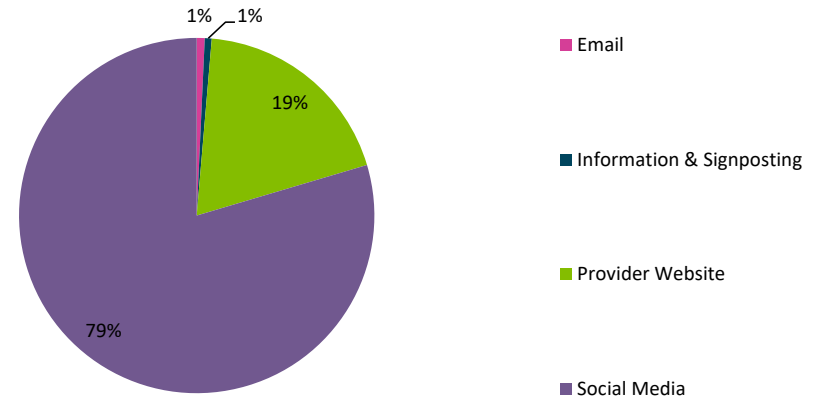
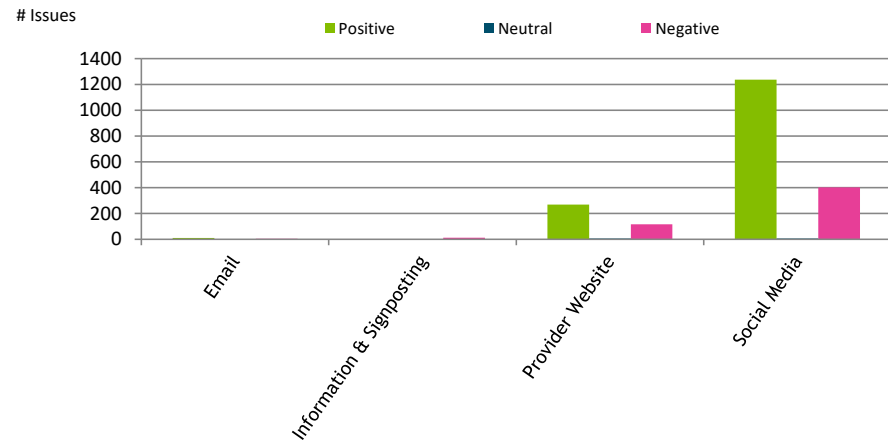
27 people comment this quarter, with compliments on quality and levels of involvement, communication and support received. Waiting times (at A&E) are largely criticised. More on page 11.

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?

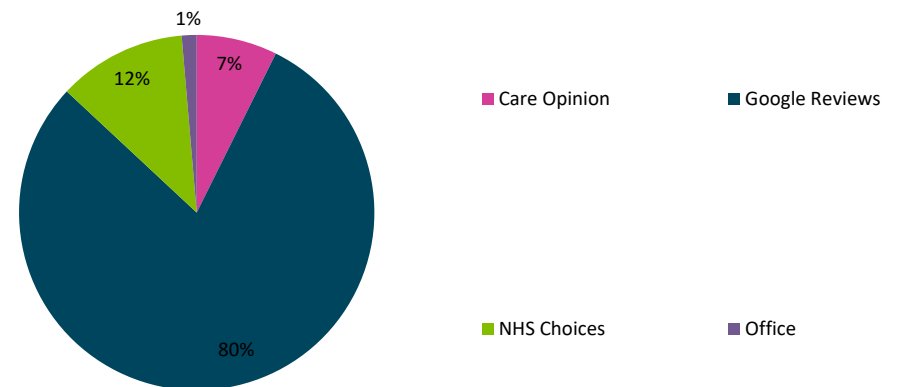
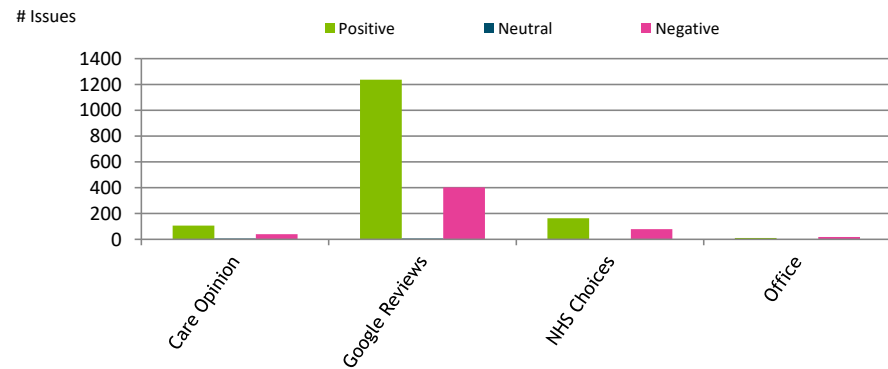


1.1 Source: 2068 issues from 421 people



Sources providing the most comments overall

1.2 Origin

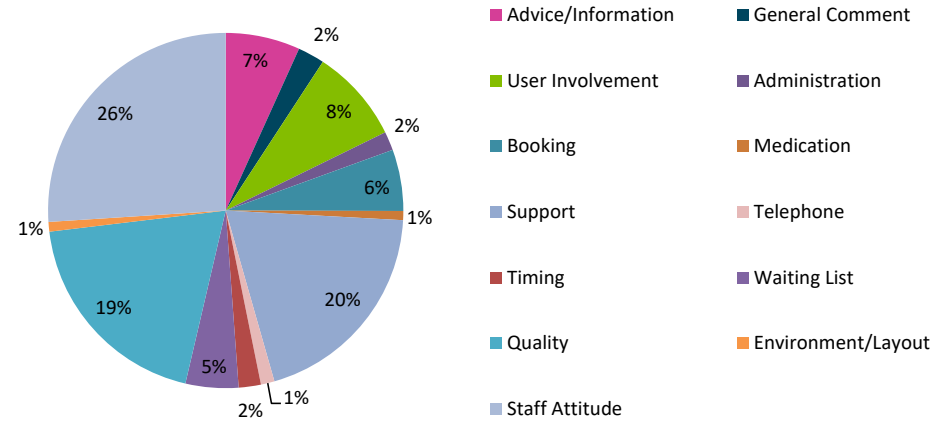
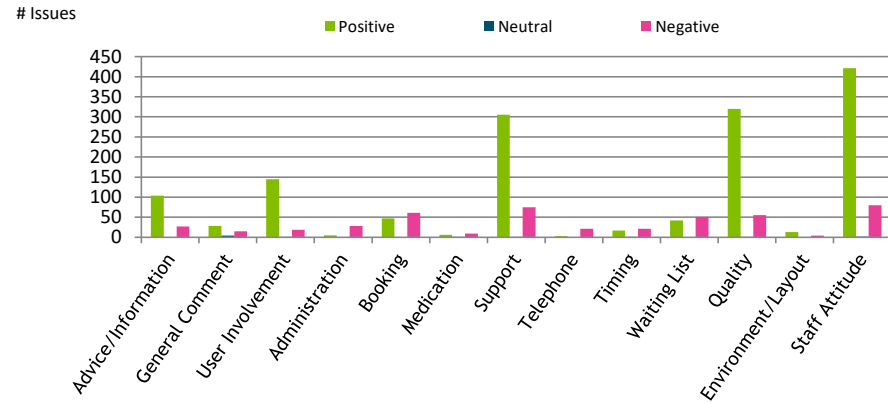


Origins providing the most comments overall

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

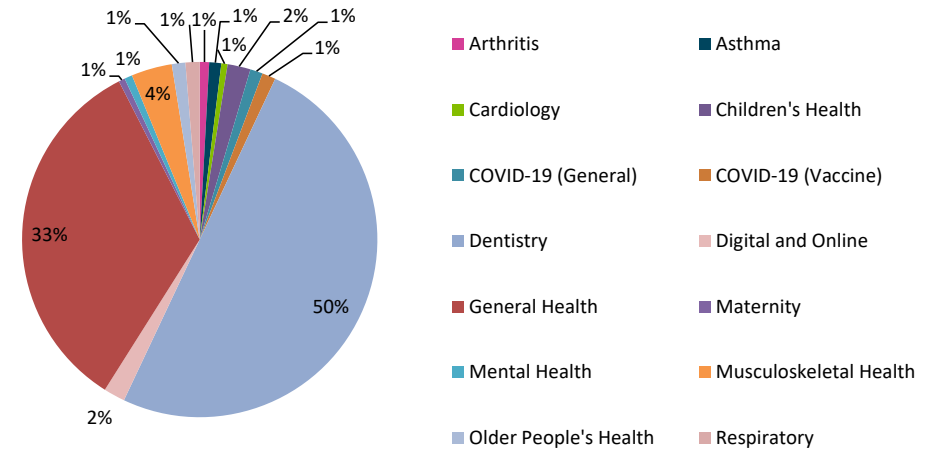
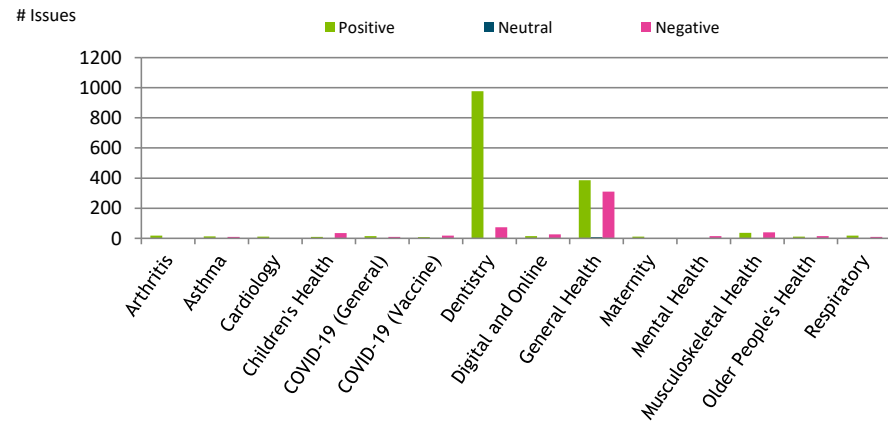


2.1 Top Trends: 2068 issues from 421 people



Issues receiving the most comments overall. See pages 20-21 for issue descriptions.

2.2 Stated medical conditions

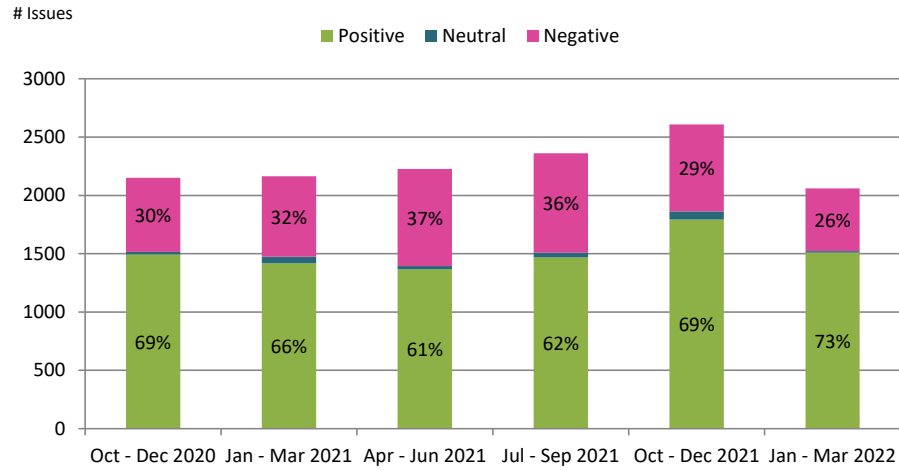


Medical conditions receiving the most comments overall

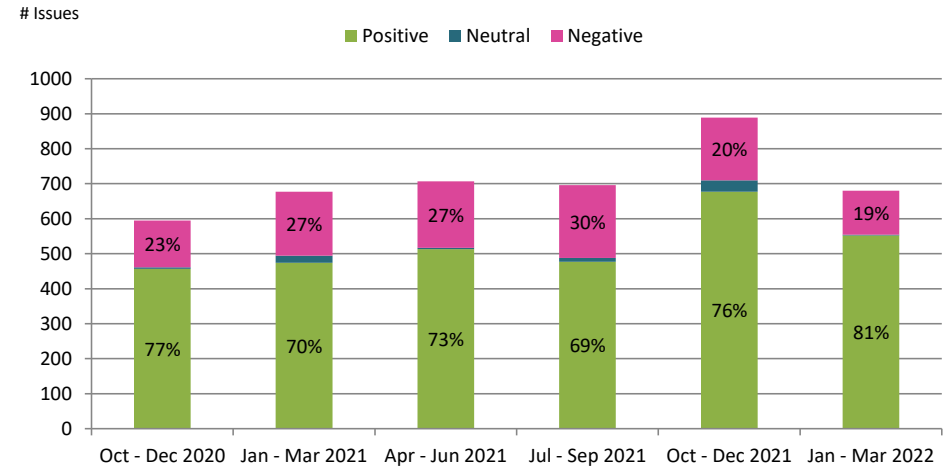
3. On the whole, how do people feel about Health and Care services?



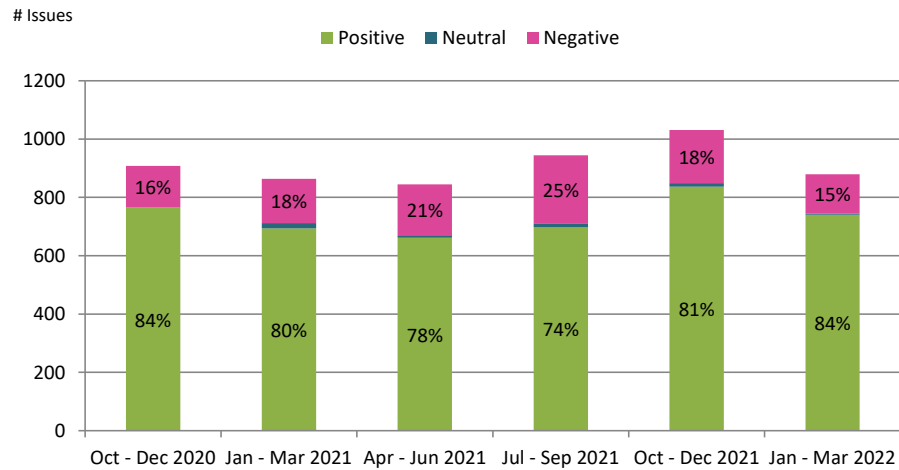
3.1 How do people feel about services overall?



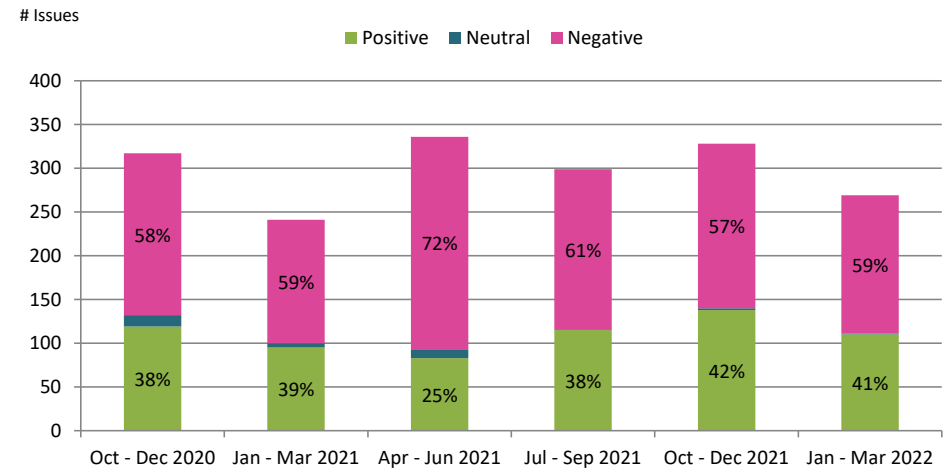
3.2 How well informed, involved and supported do people feel?



3.3 How do people feel about general quality and empathy?



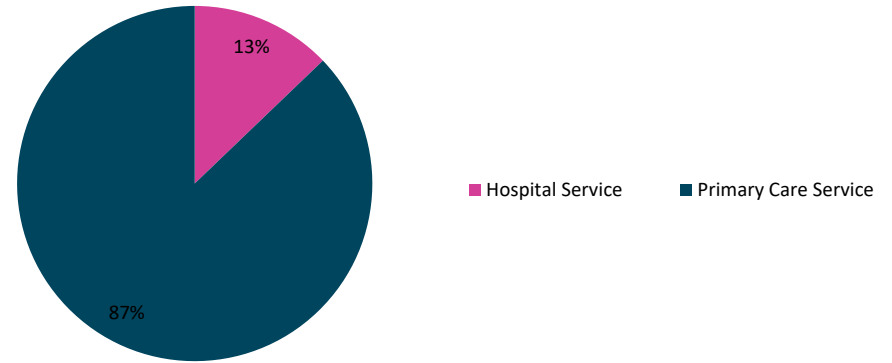
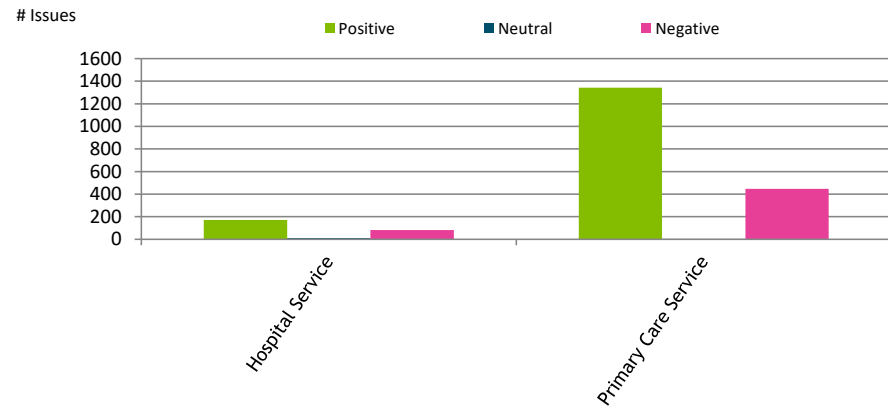
3.4 How do people feel about access to services?



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

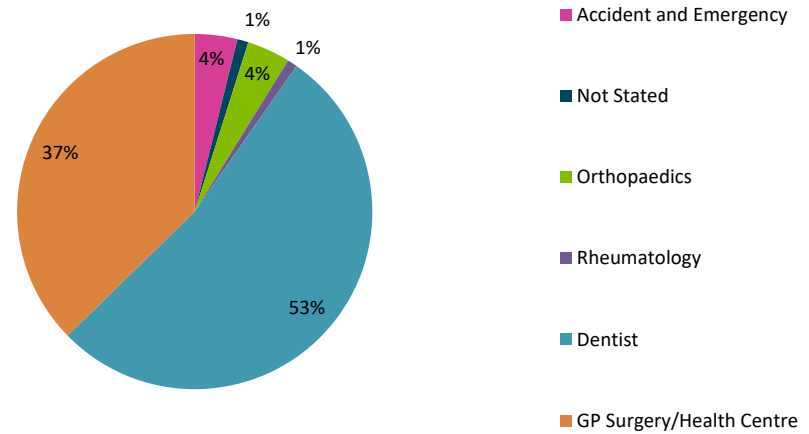
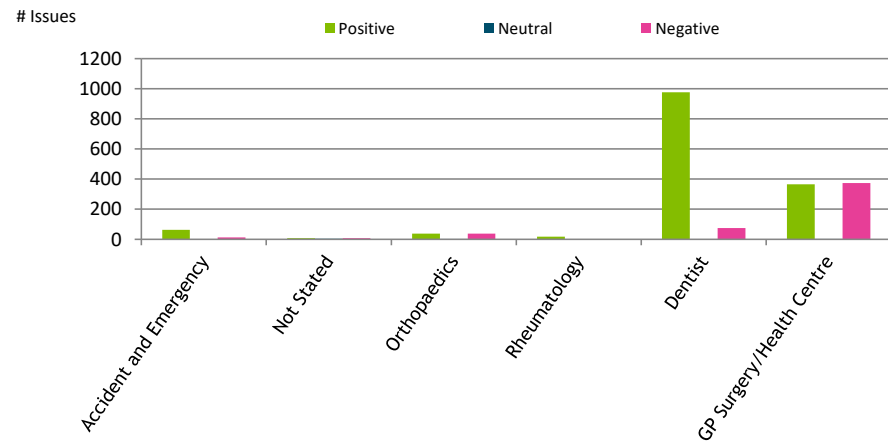


4.1 Service Sector



Service sectors receiving the most comments overall

4.2 Service Type

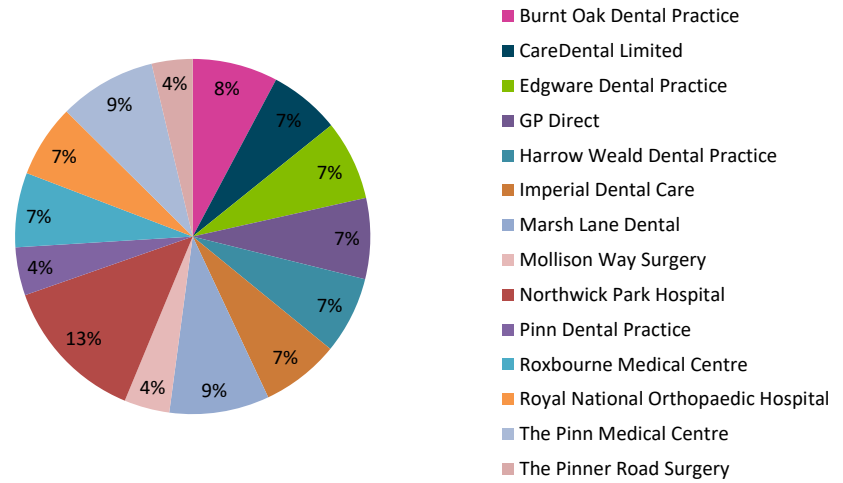
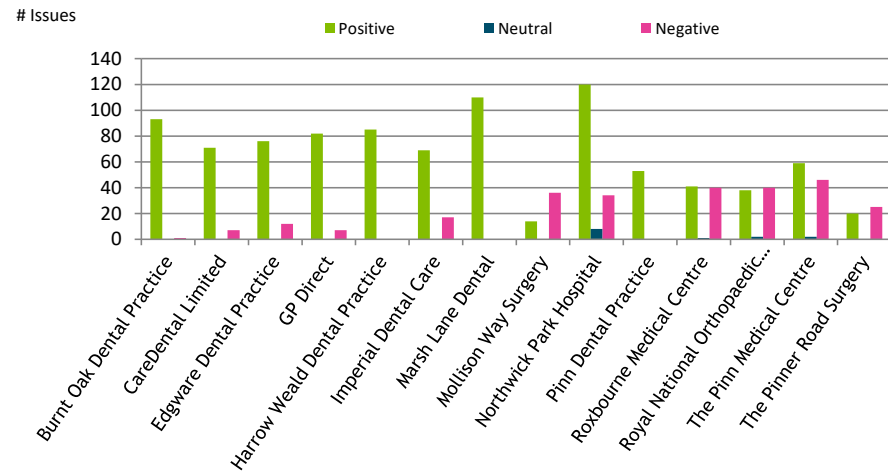


Service type receiving the most comments overall

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

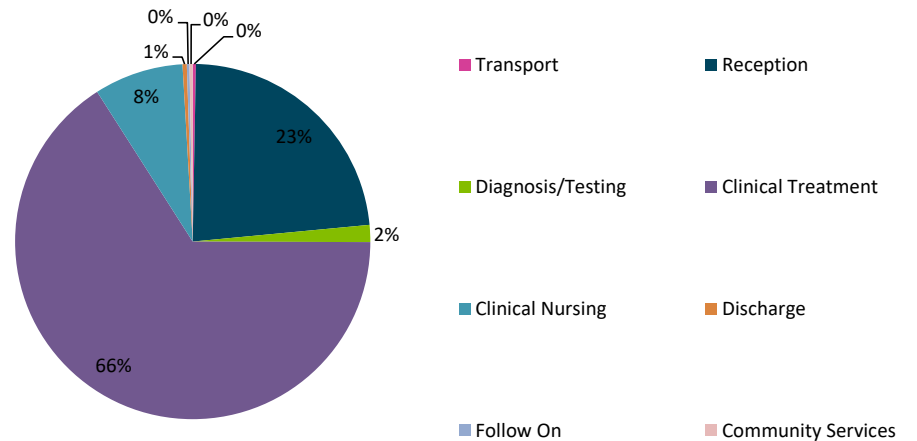
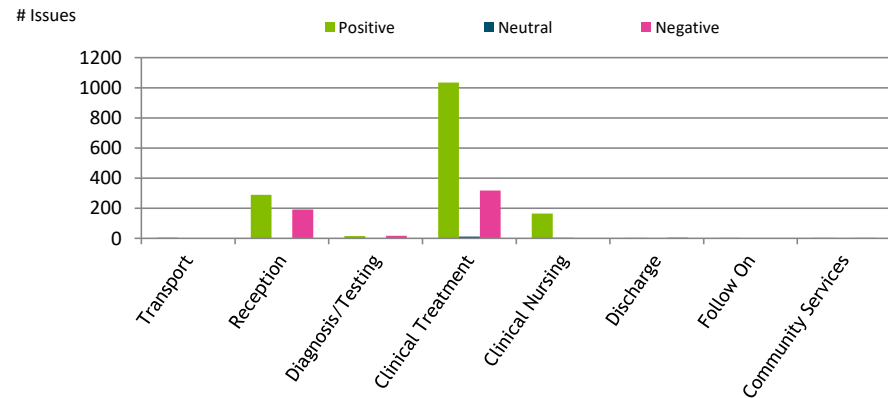


4.3 Services



Services receiving the most comments overall

4.4 Breakdown of care pathway locations

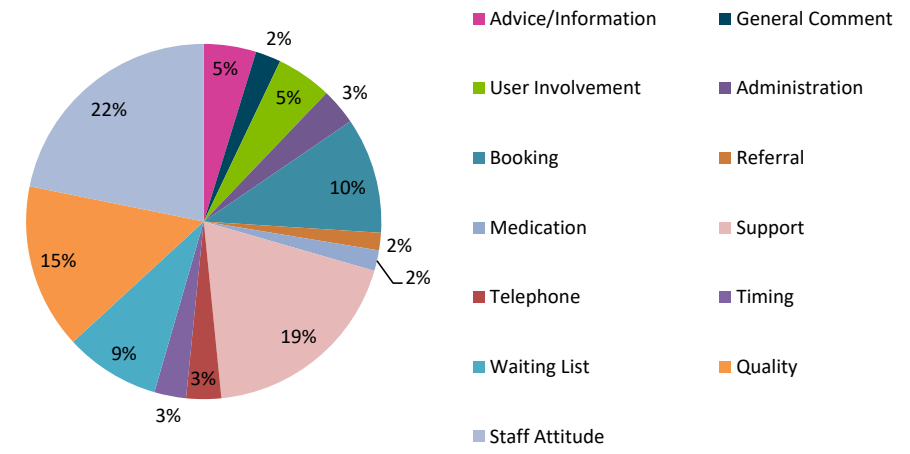
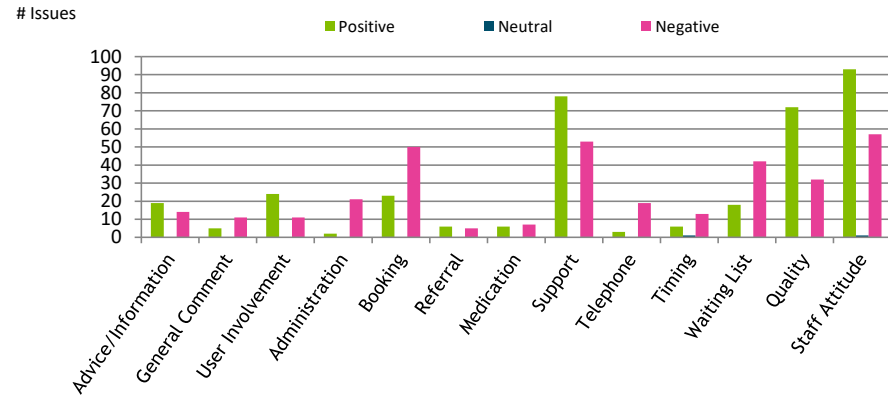


Care pathway locations

5. Trends: GP Services

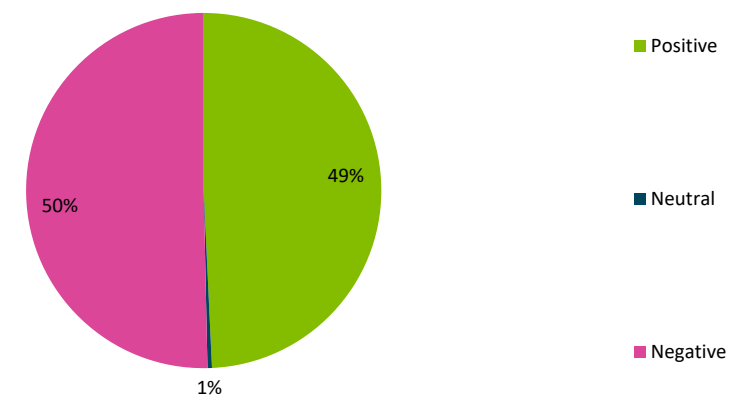
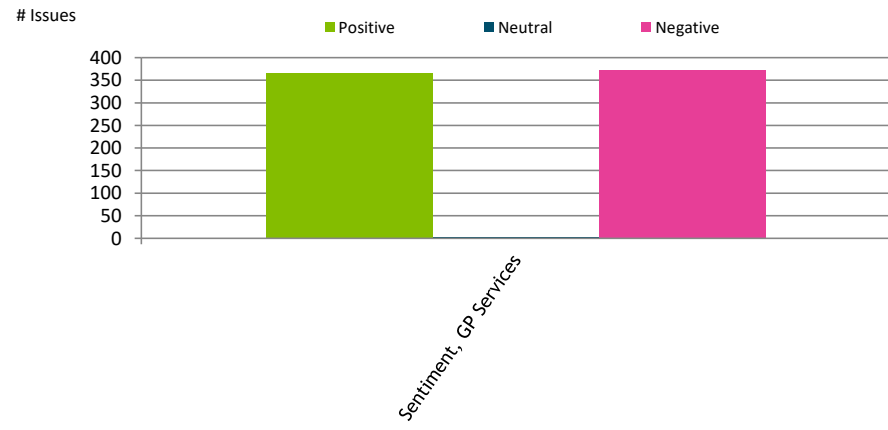


5.1 Trends, GP Services: 741 issues from 154 people



Issues receiving the most comments overall

5.2 Sentiment, GP Services

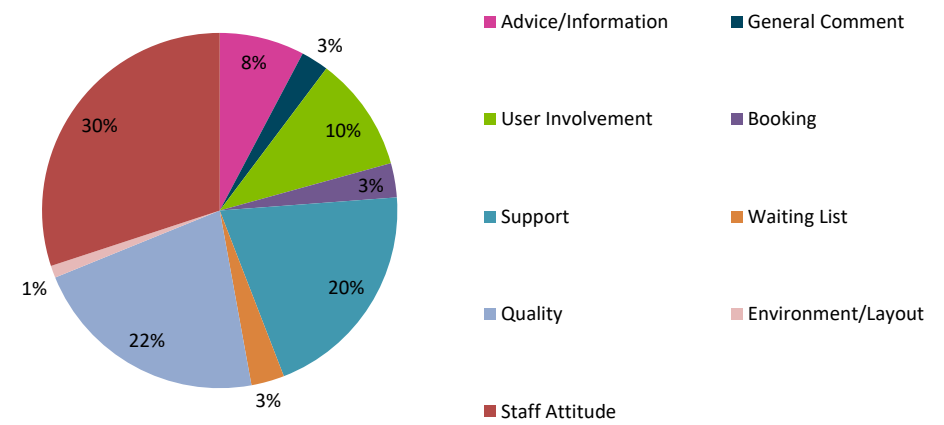
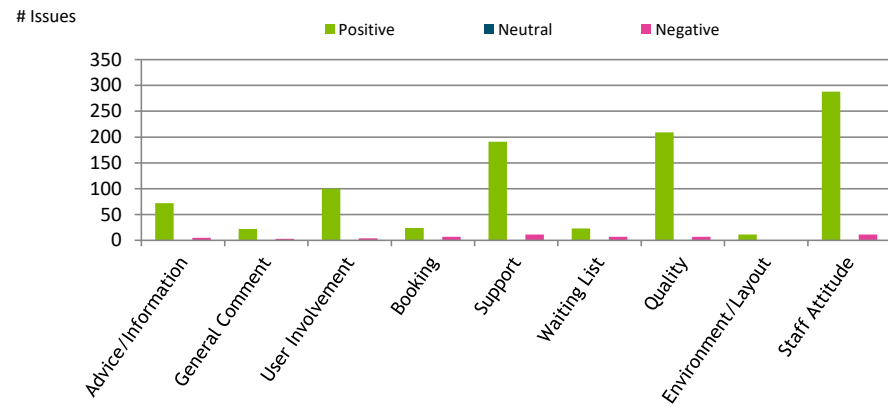


Quarterly benchmark: No change on the previous quarter

5. Trends: Dentists

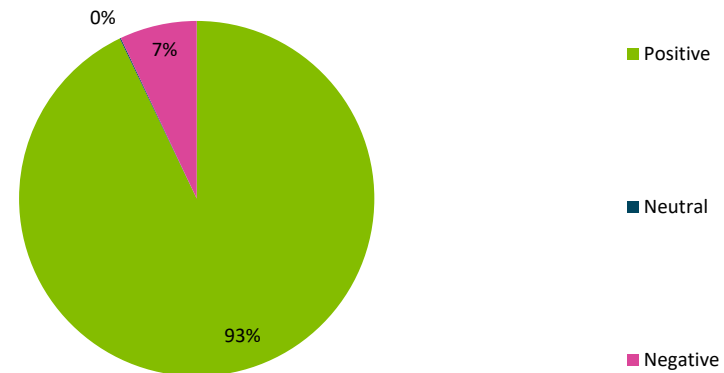
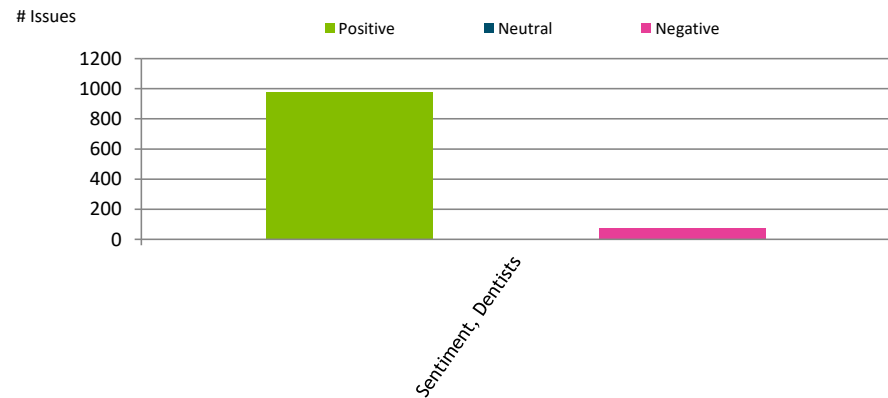


5.3 Trends, Dentists: 1052 issues from 213 people



Issues receiving the most comments overall

5.4 Sentiment, Dentists

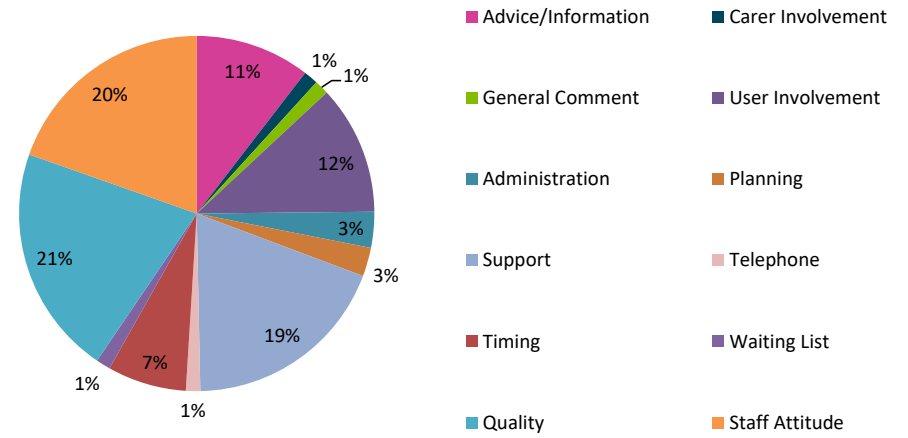
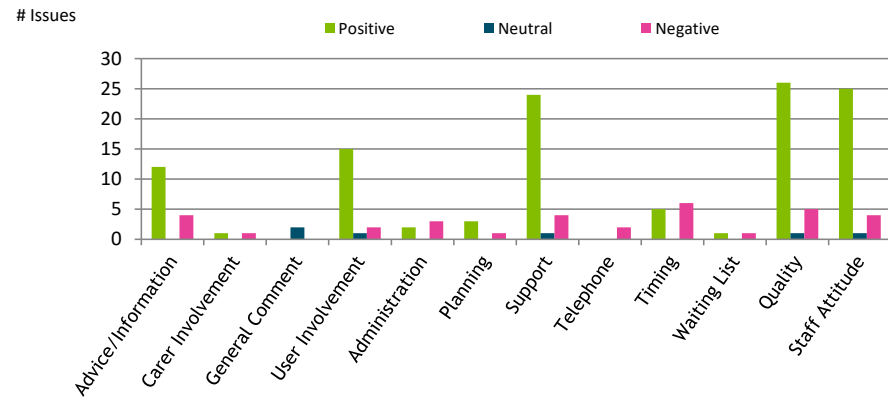


Quarterly benchmark: 2% improvement on the previous quarter

5. Trends: Northwick Park Hospital

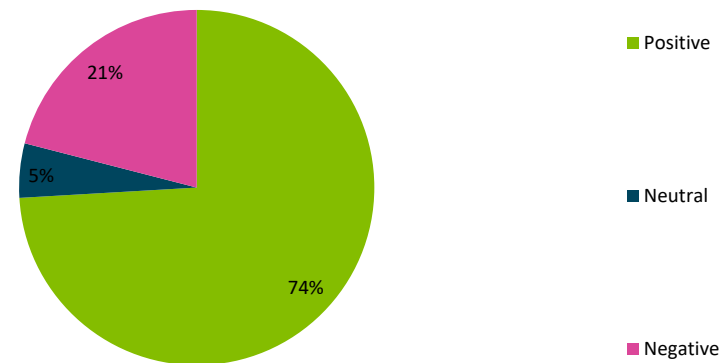
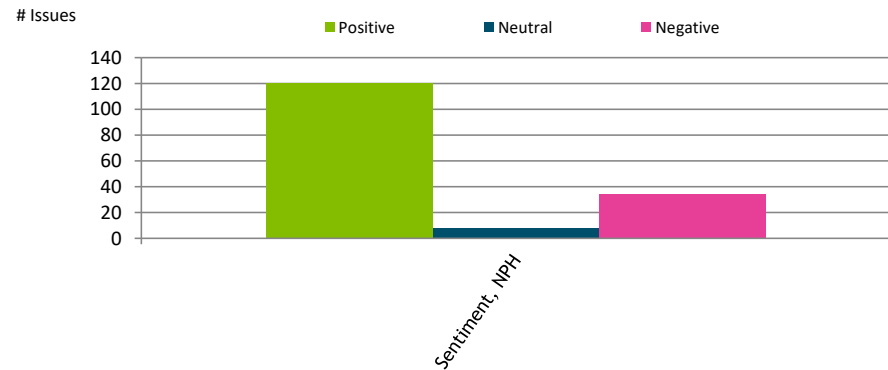


5.5 Trends, Northwick Park Hospital: 162 issues from 27 people



Issues receiving the most comments overall

5.6 Sentiment, Northwick Park Hospital

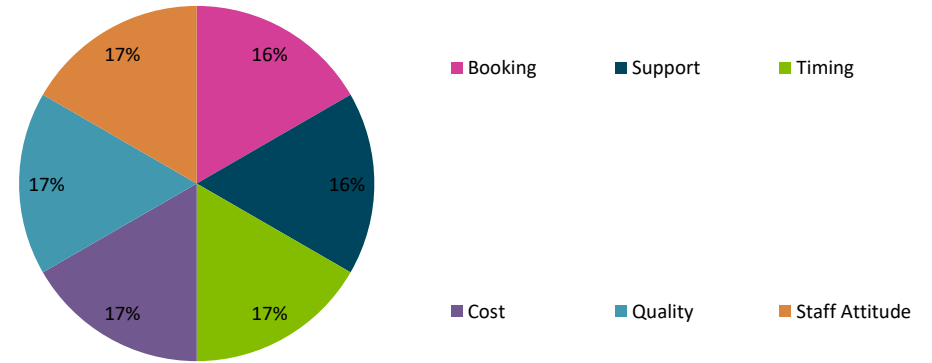
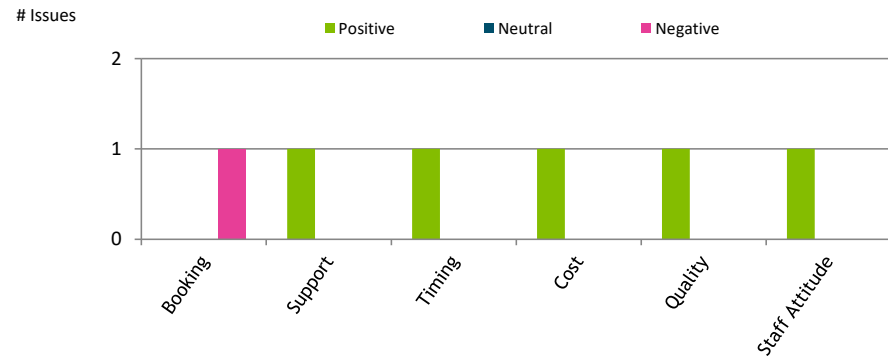


Quarterly benchmark: 13% improvement on the previous quarter

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

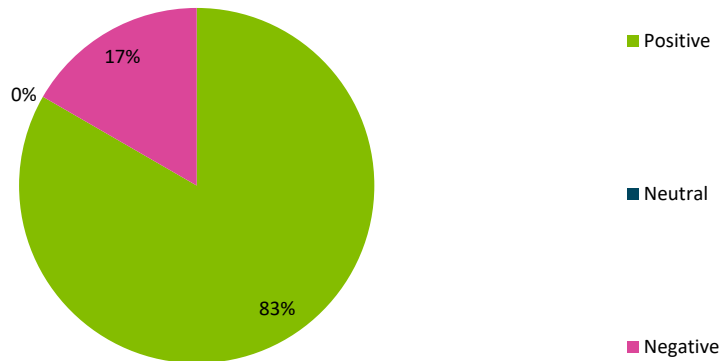
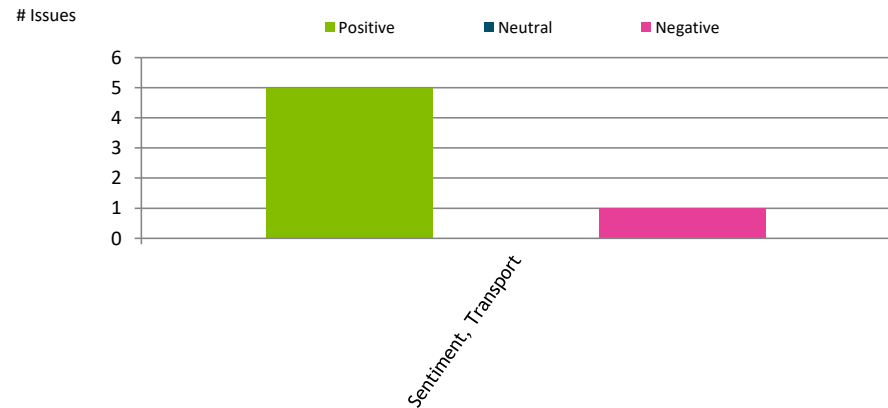


6.1 Trends, Transport (6 issues)



Issues receiving the most comments overall

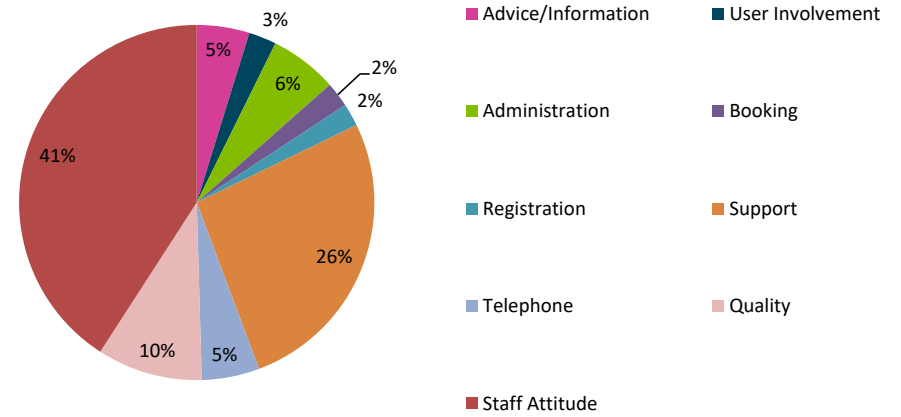
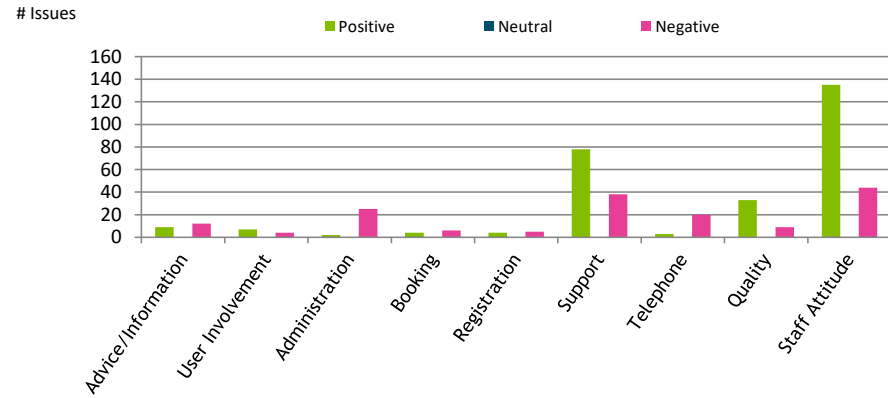
6.2 Sentiment, Transport



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

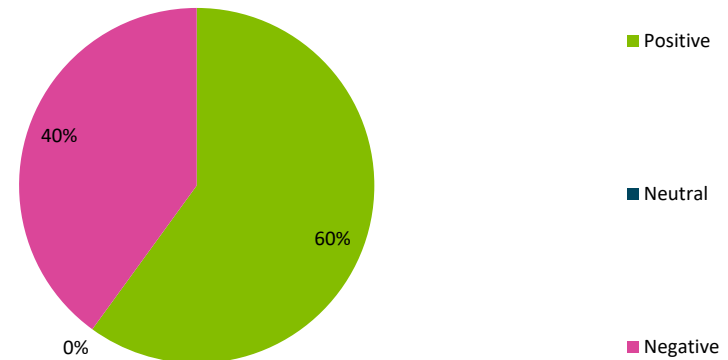
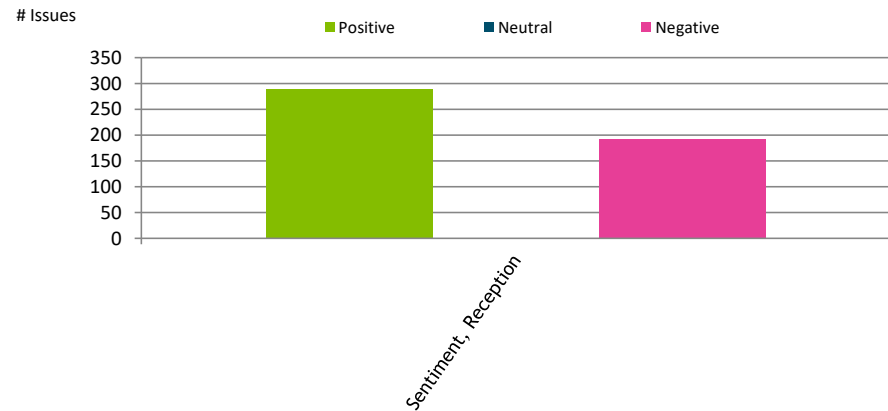


6.3 Trends, Reception (480 issues)



Issues receiving the most comments overall

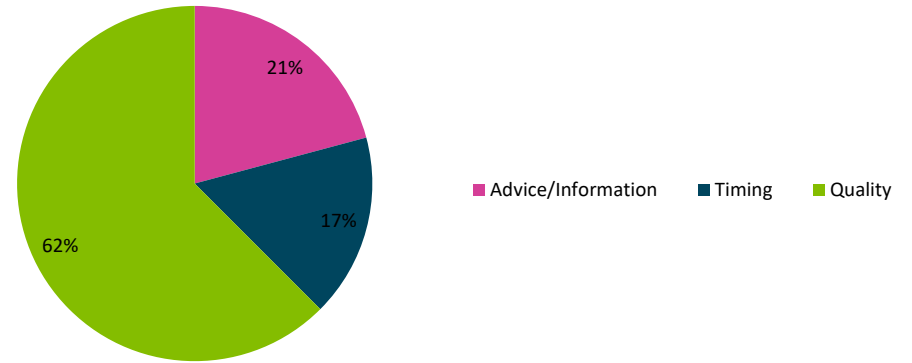
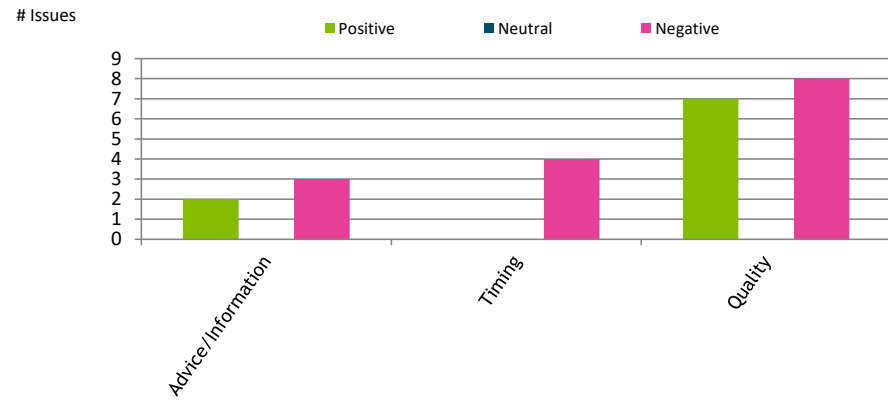
6.4 Sentiment, Reception



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

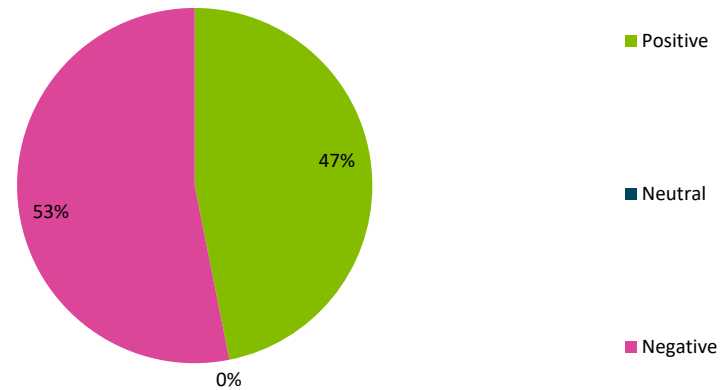
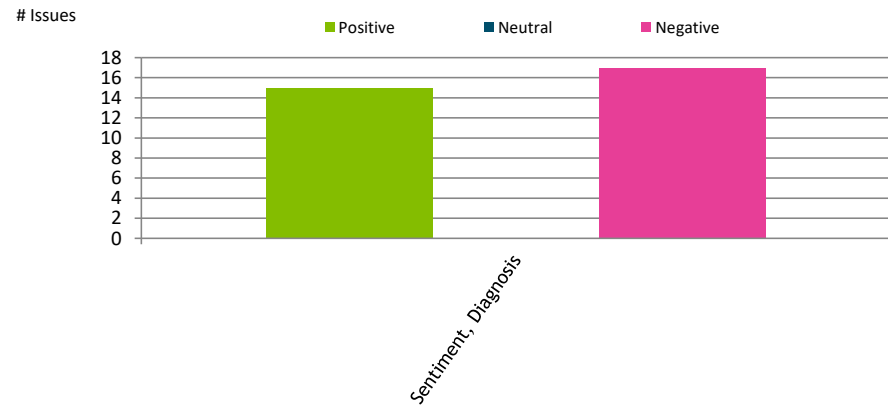


6.5 Trends, Diagnosis/Testing (32 issues)



Issues receiving the most comments overall

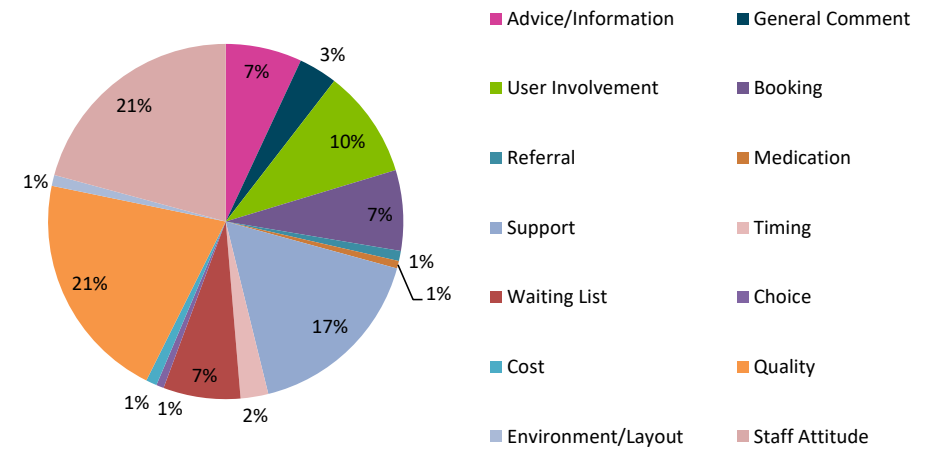
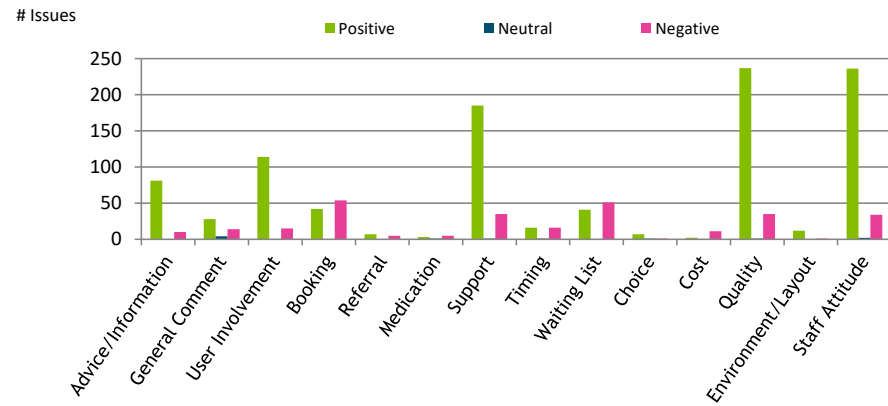
6.6 Sentiment, Diagnosis/Testing



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

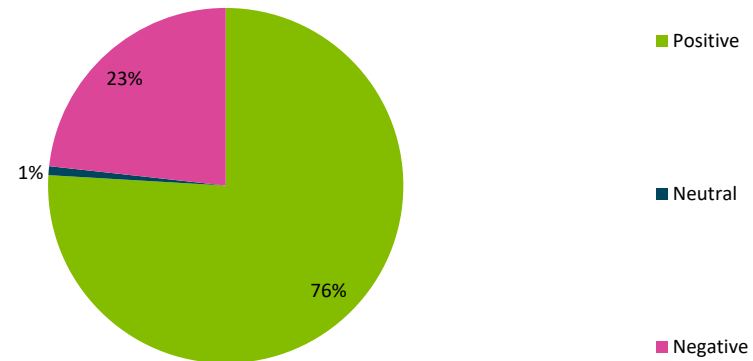
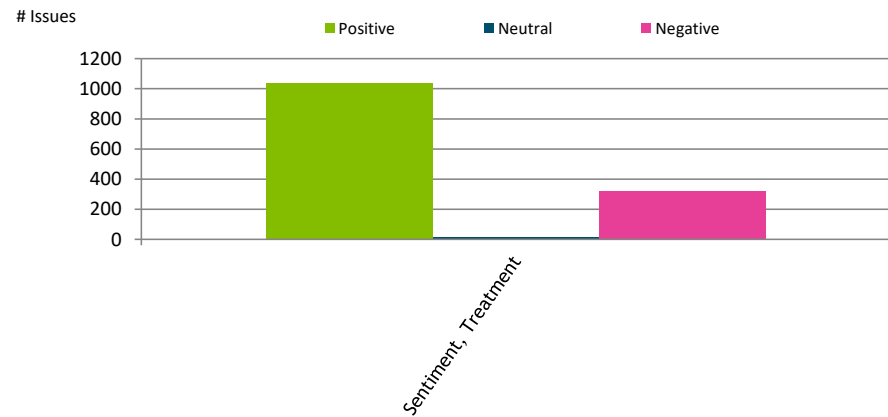


6.7 Trends, Clinical Treatment (1363 issues)



Issues receiving the most comments overall

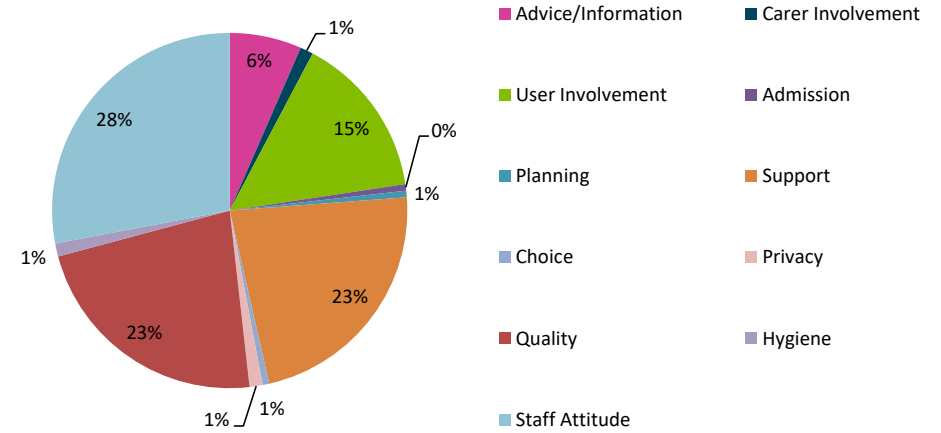
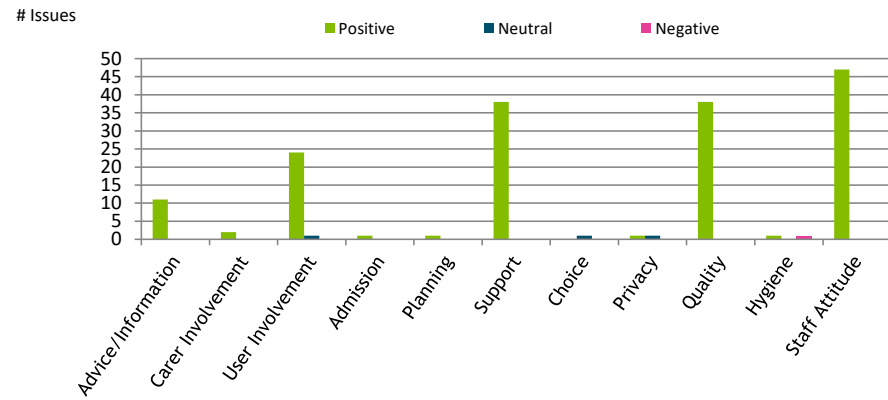
6.8 Sentiment, Clinical Treatment



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

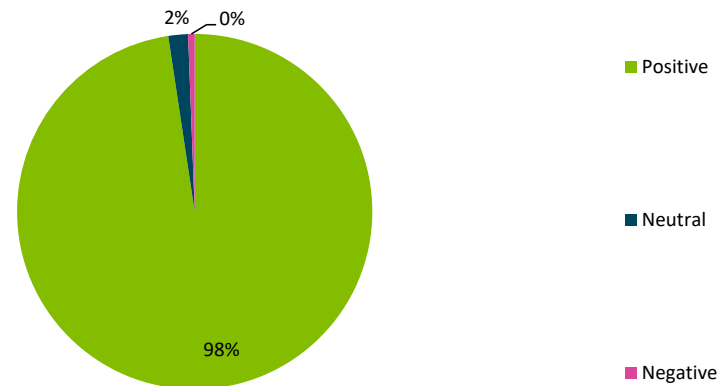
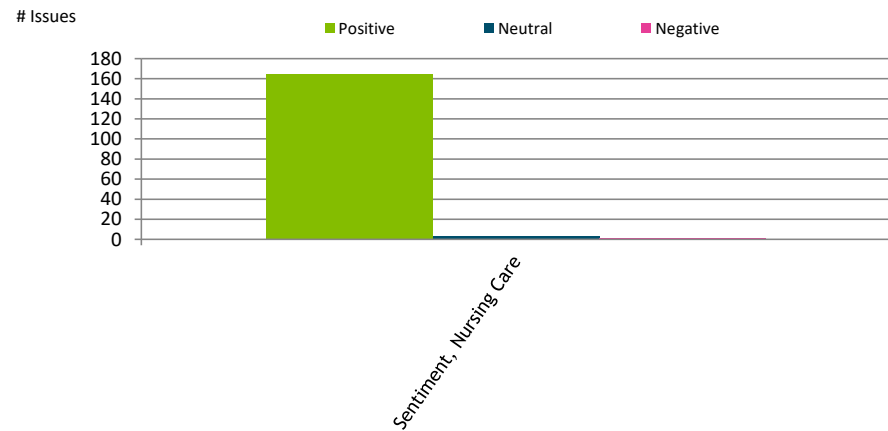


6.9 Trends, Clinical Nursing (168 issues)



Issues receiving the most comments overall

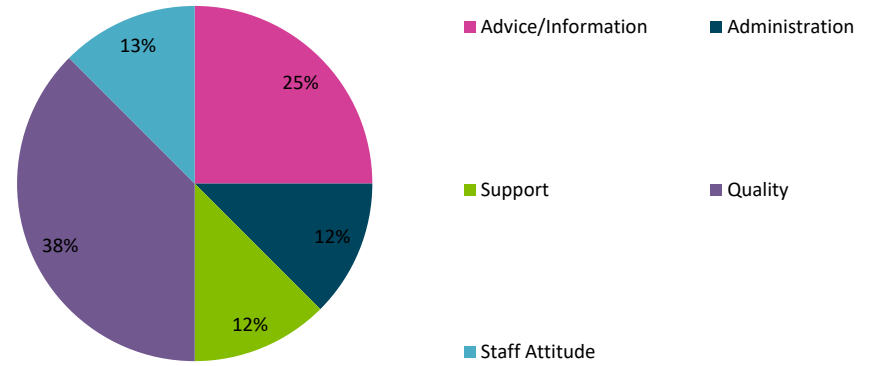
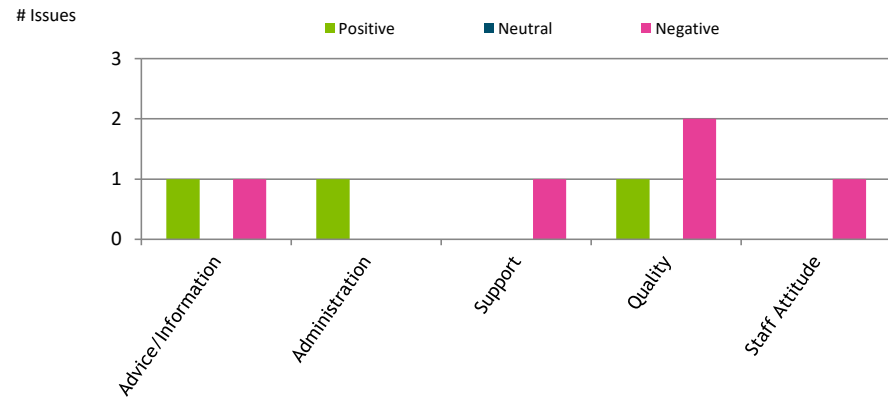
6.10 Sentiment, Clinical Nursing



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

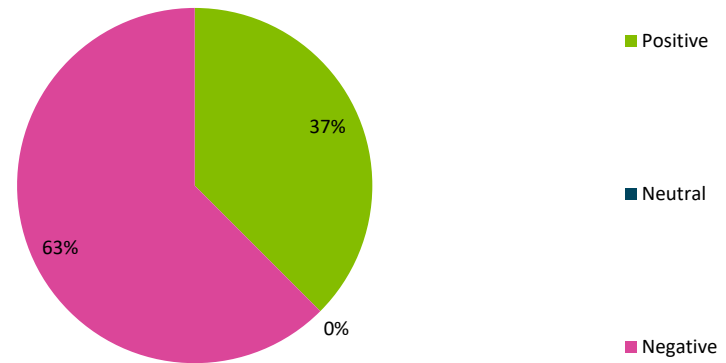
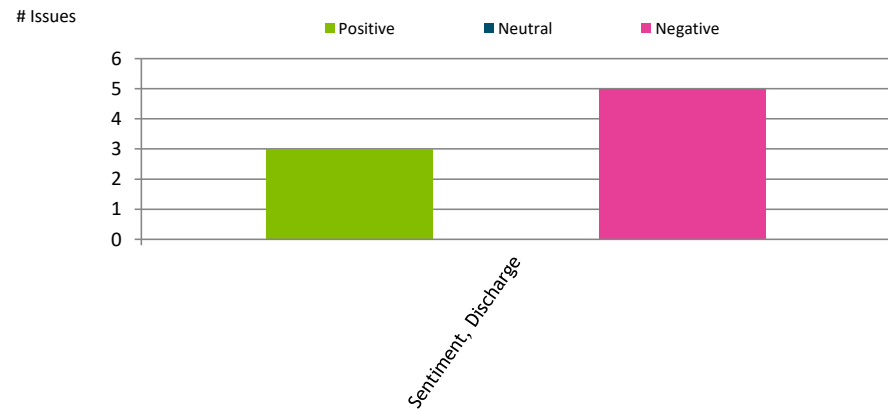


6.11 Trends, Discharge (8 issues)



Issues receiving the most comments overall

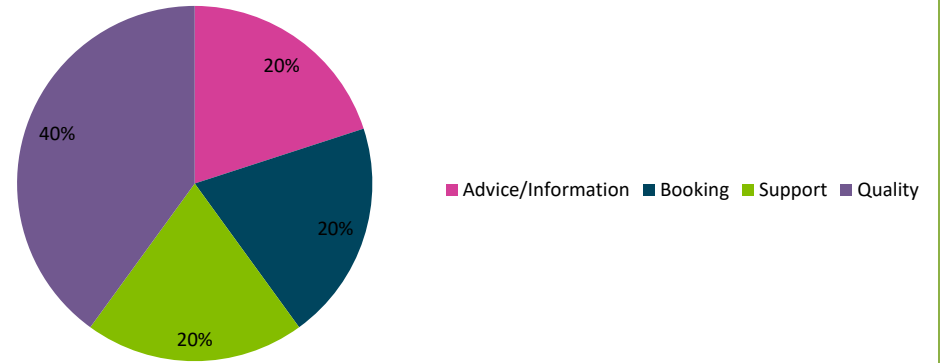
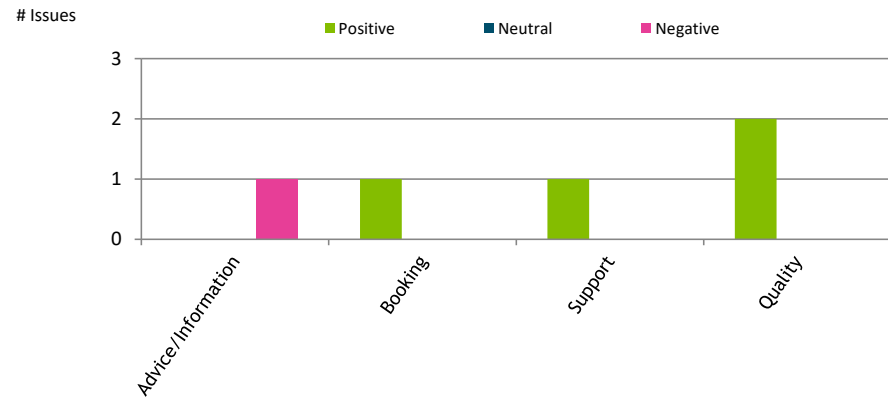
6.12 Sentiment, Discharge



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

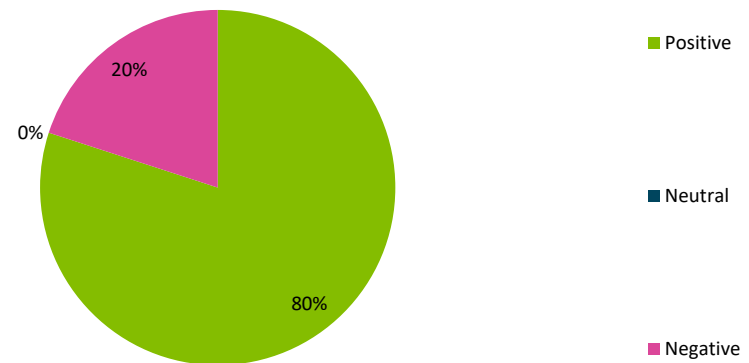
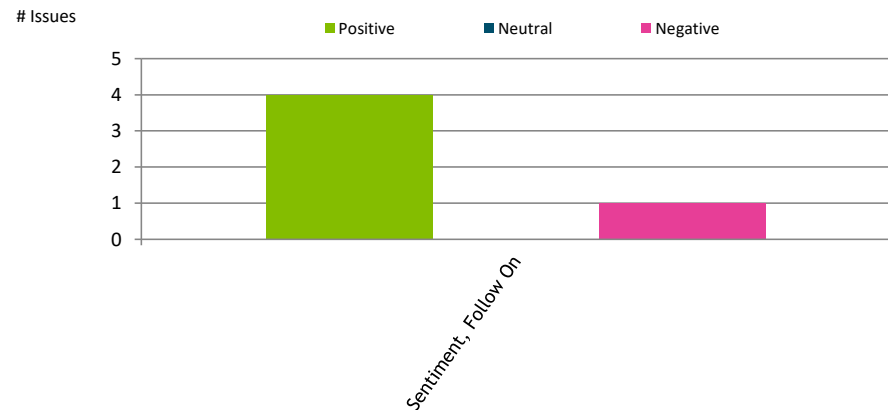


6.13 Trends, Follow On (5 issues)



Issues receiving the most comments overall

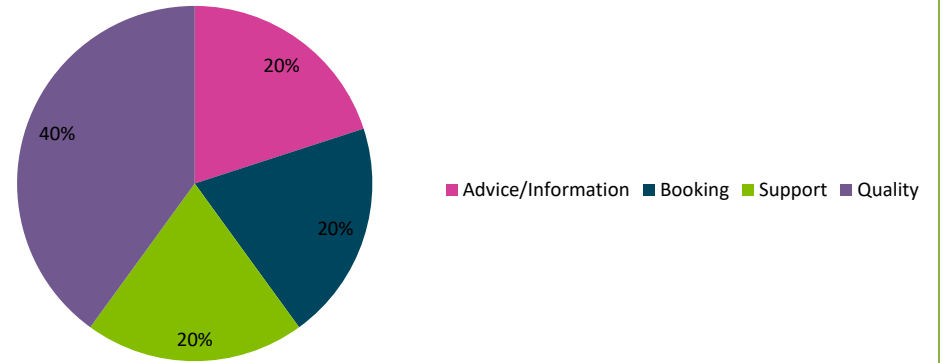
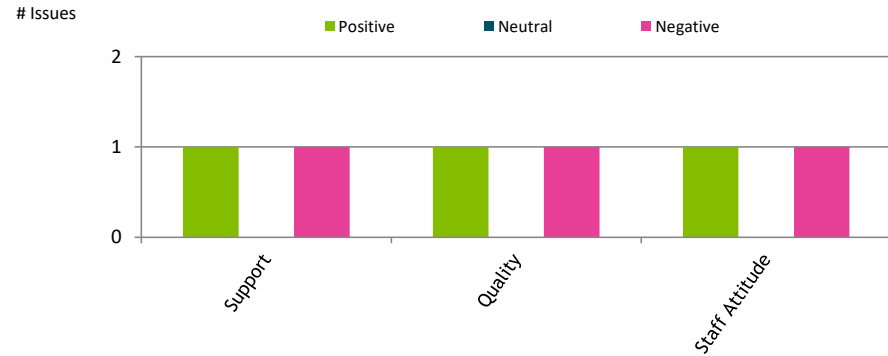
6.14 Sentiment, Follow On



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

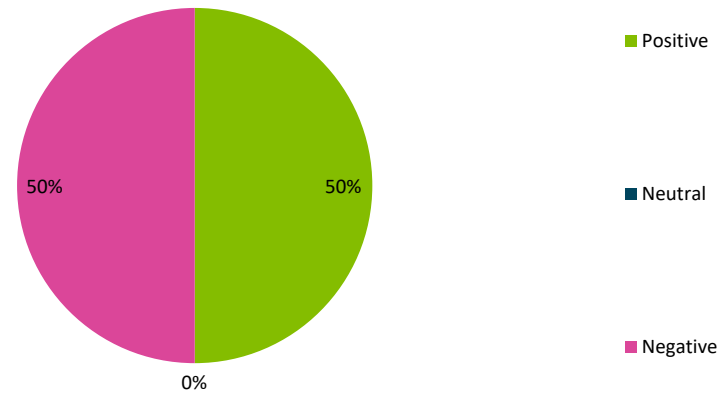
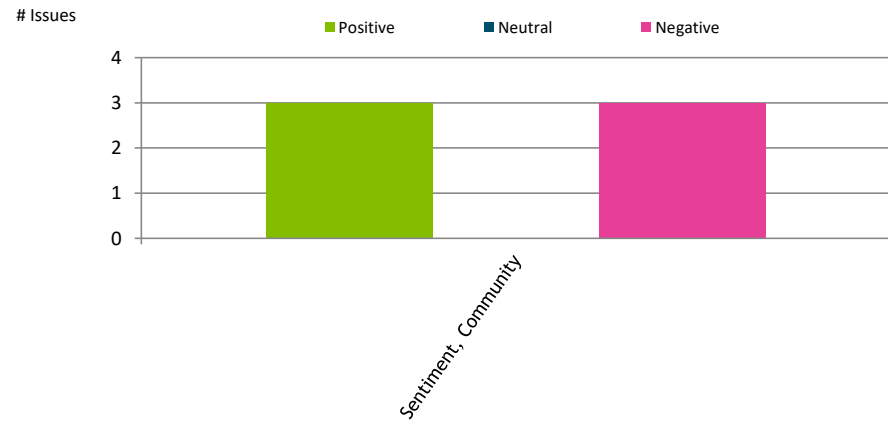


6.15 Trends, Community (6 issues)



Issues receiving the most comments overall

6.16 Sentiment, Community



7. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	<i>Communication, including access to advice and information.</i>	104	0	27	131
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	7	0	5	12
	Peer Involvement	<i>Involvement or Influence of friends.</i>	0	0	0	0
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	28	4	15	47
	User Involvement	<i>Involvement or influence of the service user.</i>	145	1	19	165
Systems	Administration	<i>Administrative processes and delivery.</i>	5	0	28	33
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	1	0	0	1
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	47	0	61	108
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	4	4
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	2	2
	Referral	<i>Referral to a service.</i>	9	0	5	14
	Medical Records	<i>Management of medical records.</i>	0	0	2	2
	Medication	<i>Prescription and management of medicines.</i>	6	1	9	16
	Opening Times	<i>Opening times of a service.</i>	0	0	1	1
	Planning	<i>Leadership and general organisation.</i>	6	0	5	11
	Registration	<i>Ability to register for a service.</i>	4	0	11	15
	Support	<i>Levels of support provided.</i>	305	1	75	381
	Telephone	<i>Ability to contact a service by telephone.</i>	3	0	21	24
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	17	1	21	39
	Waiting List	<i>Length of wait while on a list.</i>	42	0	51	93
Values	Choice	<i>General choice.</i>	7	2	1	10
	Cost	<i>General cost.</i>	3	0	11	14
	Language	<i>Language, including terminology.</i>	0	0	2	2
	Nutrition	<i>Provision of sustenance.</i>	1	0	1	2
	Privacy	<i>Privacy, personal space and property.</i>	1	1	3	5
	Quality	<i>General quality of a service, or staff.</i>	320	1	55	376
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	0	0
	Stimulation	<i>General stimulation, including access to activities.</i>	1	0	0	1

7. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	2	0	0	2
	Environment/Layout	<i>Physical environment of a service.</i>	13	0	4	17
	Equipment	<i>General equipment issues.</i>	3	0	2	5
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	3	0	2	5
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	8	0	1	9
	Mobility	<i>Physical mobility to, from and within services.</i>	1	0	1	2
	Travel/Parking	<i>Ability to travel or park.</i>	3	0	0	3
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	5	5
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	1	0	1	2
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	421	2	80	503
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	2	2
	Staff Training	<i>Training of staff.</i>	0	0	2	2
	Staffing Levels	<i>General availability of staff.</i>	0	0	2	2
	Total:			1517	14	537