Healthwatch Redbridge: Information & Signposting Service

Summary of Enquiries

Community*Insight*

Healthwatch is the official consumer champion for users of health and social care services. We listen to people's service rel ated enquiries, and offer individual signposting and information. This report summarises the themes and topics within the enquiries received.

Reporting Period: 1 April 2021 - 31 March 2022

healthwatch Redbridge

Total Enquiries

This year we provided 148 local residents with signposting and information.

Trends: Identified Issues

When reviewing enquiries as a whole, we identify key themes around service waiting lists, ability to book or register, levels of support, empathy and communication, and quality of outcome.

More on Page 3.

Medical Conditions/Topics

Top identified medical conditions/topics include Dentistry, Older People and Social Care.

More on Page 3.

Services

GP services account for almost half of identified issues (48%) with dentists accounting for around a third (29%). Hospital departments, social care and community mental health are among the other services mentioned.

More on Pages 4-5.

Do **you** need signposting or information about services? **Contact the Healthwatch Team:**
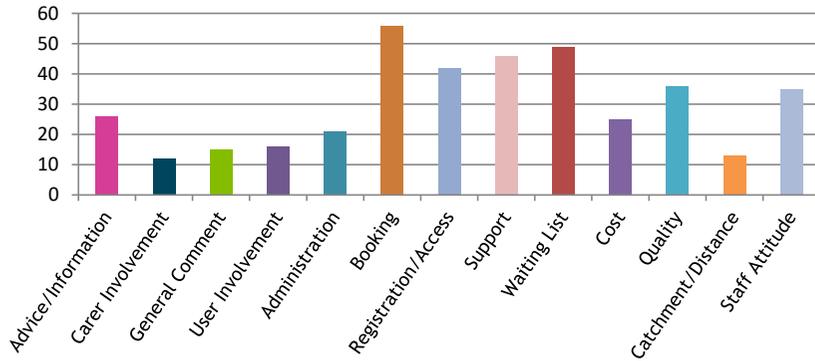
☎ 020 8553 1236

🖱 info@healthwatchredbridge.co.uk

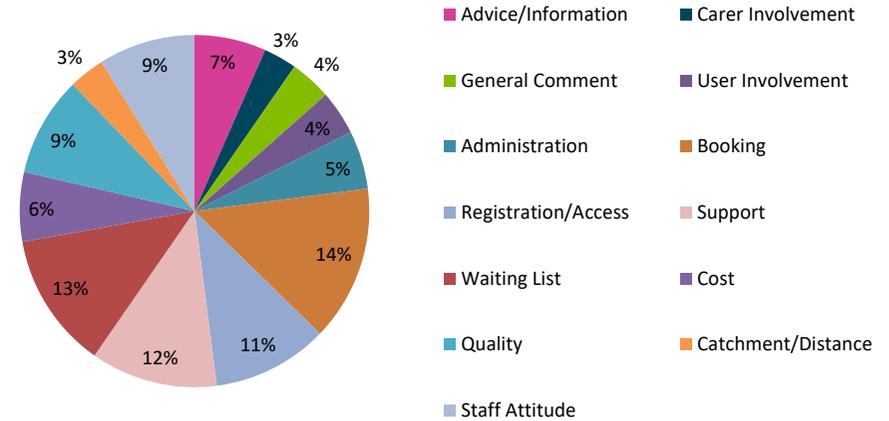# 1. Trends: Which service aspects are people most enquiring about?

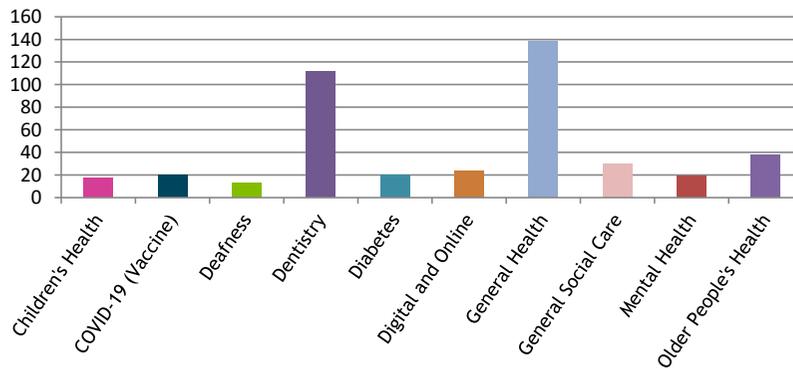## 1.1 Top Trends: 459 issues from 148 people
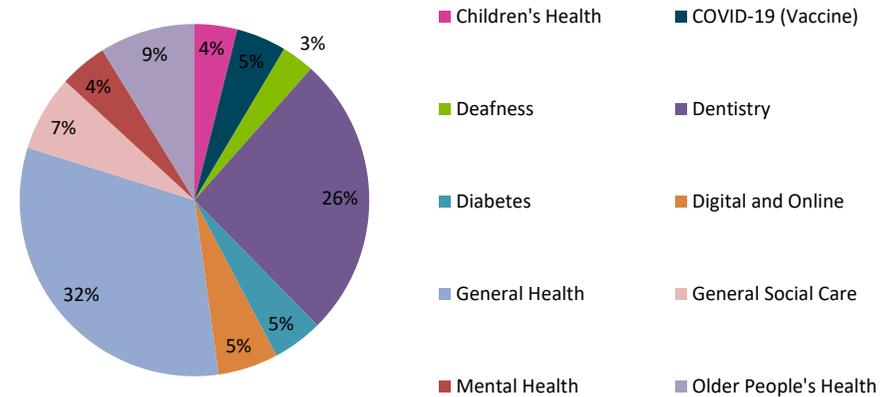
Issues

Top identified issues from enquiries

Legend:
- Advice/Information
- Carer Involvement
- General Comment
- User Involvement
- Administration
- Booking
- Registration/Access
- Support
- Waiting List
- Cost
- Quality
- Catchment/Distance
- Staff Attitude

Pie chart values: 7%, 3%, 4%, 4%, 5%, 14%, 11%, 12%, 13%, 6%, 9%, 3%, 9%

1.2 Stated medical conditions/topics

Issues

Top identified medical conditions/topics from enquiries

Legend:
- Children's Health
- COVID-19 (Vaccine)
- Deafness
- Dentistry
- Diabetes
- Digital and Online
- General Health
- General Social Care
- Mental Health
- Older People's Health

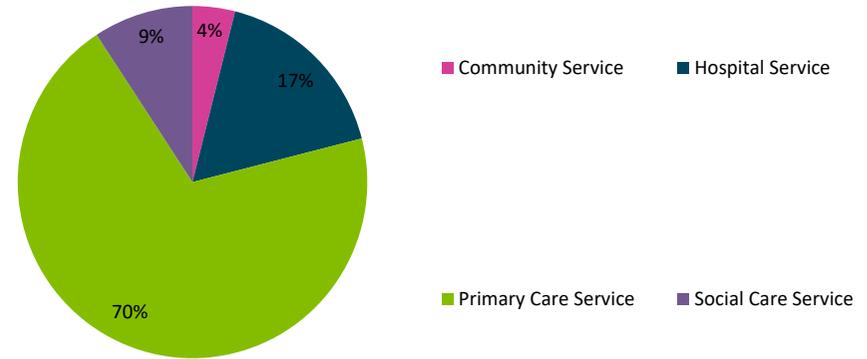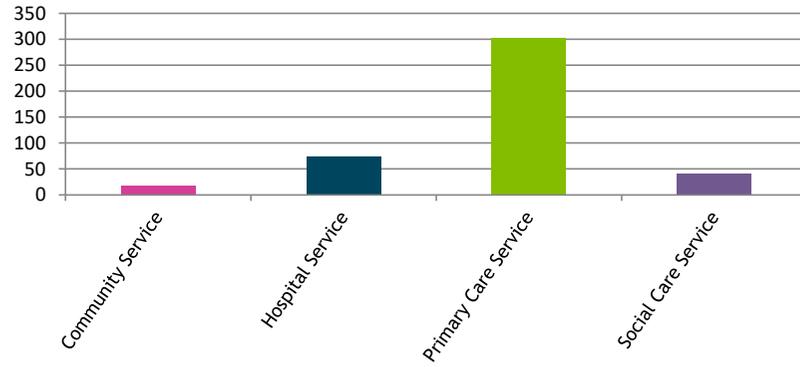Pie chart values: 4%, 5%, 3%, 26%, 5%, 5%, 32%, 7%, 4%, 9%

2. Trends: Which services are people most enquiring about?
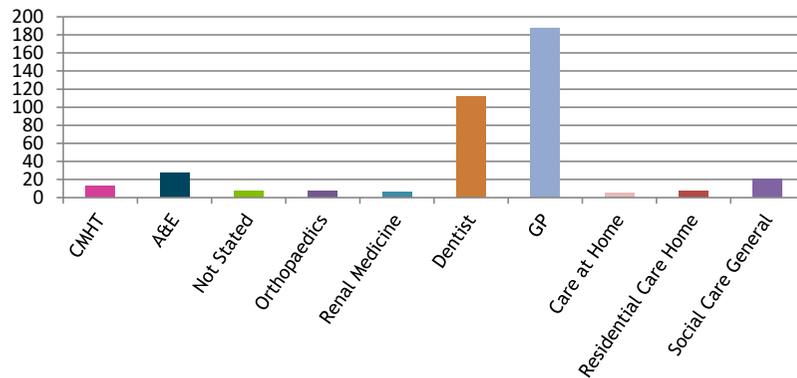
2.1 Service Sector

Issues

Top identified sectors from enquiries

Community Service
Hospital Service
Primary Care Service
Social Care Service

- Community Service
- Hospital Service — 17%
- Primary Care Service — 70%
- Social Care Service — 9%
- 4%

2.2 Service Type
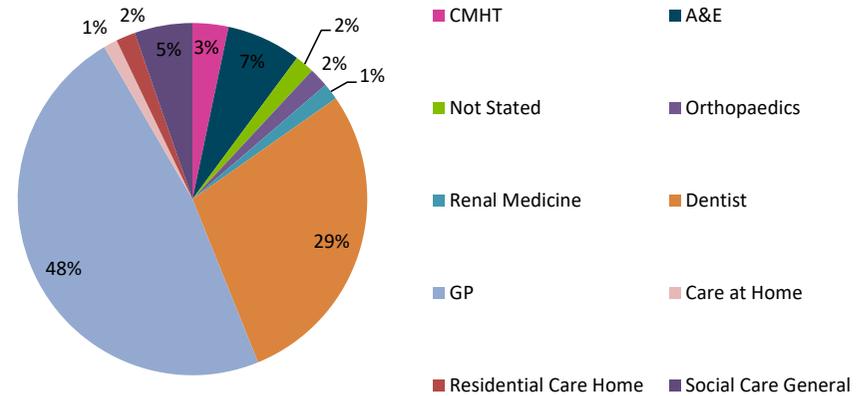
Issues

Top identified services from enquiries

CMHT
A&E
Not Stated
Orthopaedics
Renal Medicine
Dentist
GP
Care at Home
Residential Care Home
Social Care General

- CMHT — 3%
- A&E — 7%
- Not Stated — 2%
- Orthopaedics — 2%
- Renal Medicine — 1%
- Dentist — 29%
- GP — 48%
- Care at Home — 1%
- Residential Care Home — 2%
- Social Care General — 5%

3.1 GP Services: 187 issues from 58 people

Issues

Bar chart showing number of issues by category:
- General Comment: 10
- Administration: 15
- Booking: 30
- Registration: 10
- Support: 17
- Telephone: 9
- Waiting List: 22
- Quality: 13
- Staff Attitude: 17

Pie chart:
- General Comment: 7%
- Administration: 11%
- Booking: 21%
- Registration: 7%
- Support: 12%
- Telephone: 6%
- Waiting List: 15%
- Quality: 9%
- Staff Attitude: 12%

Legend:
- General Comment
- Administration
- Booking
- Registration
- Support
- Telephone
- Waiting List
- Quality
- Staff Attitude

Top identified issues from enquiries

3.2 Dentists: 112 issues from 30 people

Issues

Bar chart showing number of issues by category:
- Advice/Information: 2
- Booking: 23
- Registration: 24
- Support: 2
- Waiting List: 24
- Cost: 25
- Quality: 2
- Catchment/Distance: 4
- Staff Attitude: 2

Pie chart:
- Advice/Information: 2%
- Booking: 21%
- Registration: 22%
- Support: 2%
- Waiting List: 22%
- Cost: 23%
- Quality: 2%
- Catchment/Distance: 4%
- Staff Attitude: 2%

Legend:
- Advice/Information
- Booking
- Registration
- Support
- Waiting List
- Cost
- Quality
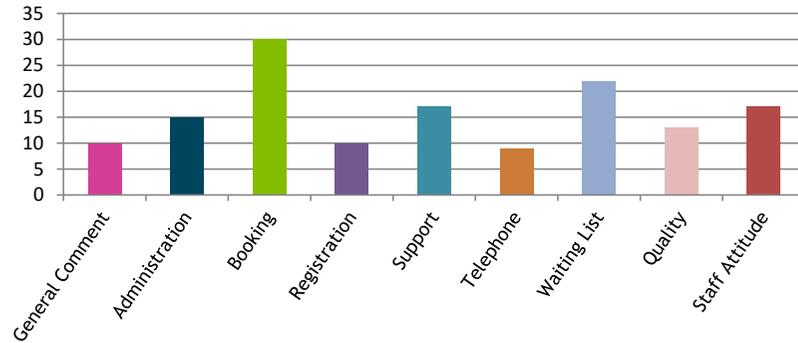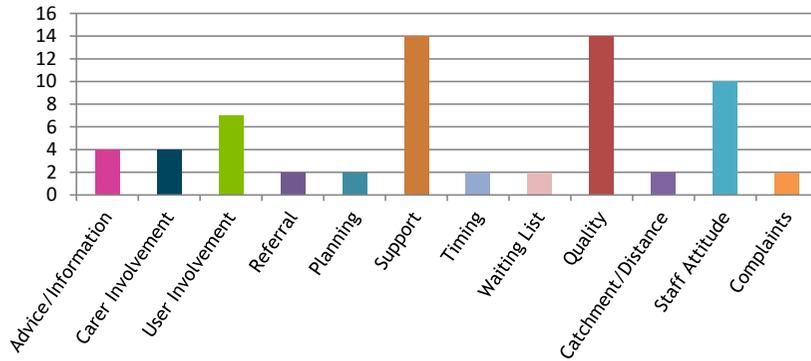- Catchment/Distance
- Staff Attitude

Top identified issues from enquiries

3. Service Related Trends

3.3 Hospitals: 71 issues from 18 people

Issues
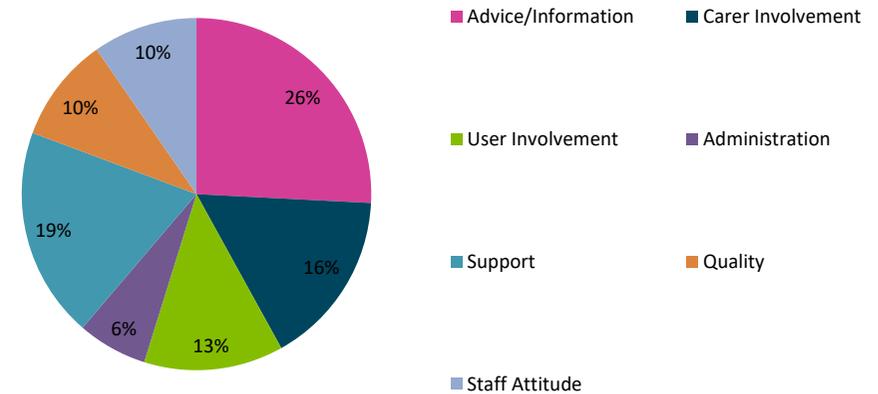

Top identified issues from enquiries

Pie chart legend:
- Advice/Information — 6%
- Carer Involvement — 6%
- User Involvement — 11%
- Referral — 3%
- Planning — 3%
- Support — 22%
- Timing — 3%
- Waiting List — 3%
- Quality — 22%
- Catchment/Distance — 3%
- Staff Attitude — 15%
- Complaints — 3%
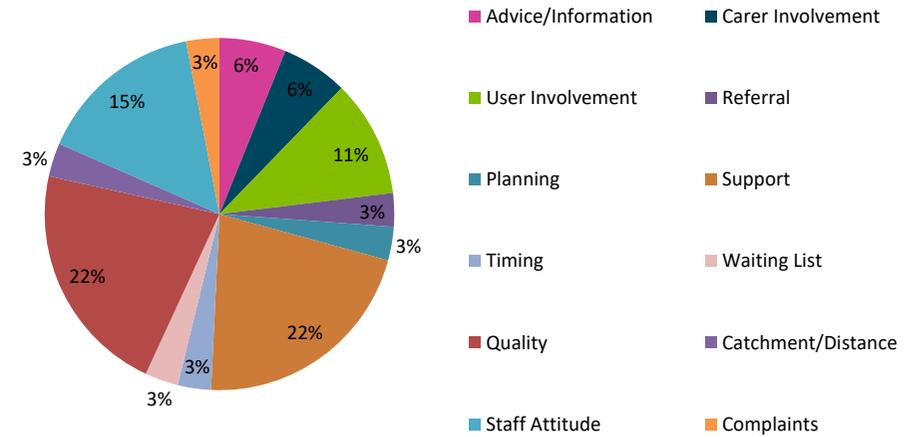
3.4 Social Care: 39 issues from 16 people

Issues

Top identified issues from enquiries

Pie chart legend:
- Advice/Information — 26%
- Carer Involvement — 16%
- User Involvement — 13%
- Administration — 6%
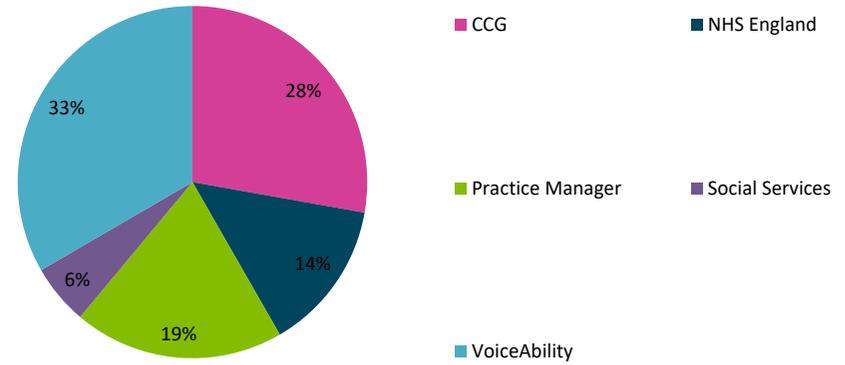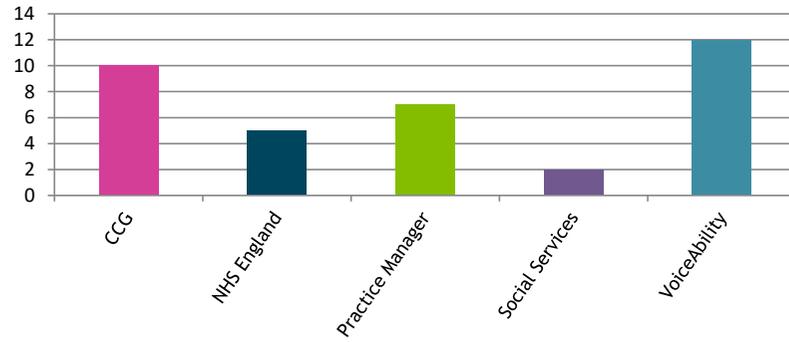- Support — 19%
- Quality — 10%
- Staff Attitude — 10%
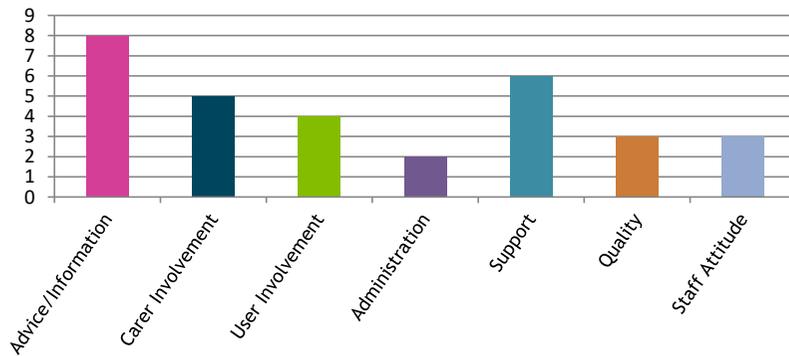
4. Destinations: Where did we signpost people to?

4.1 Signposting Destinations

Issues

Destinations most signposted to
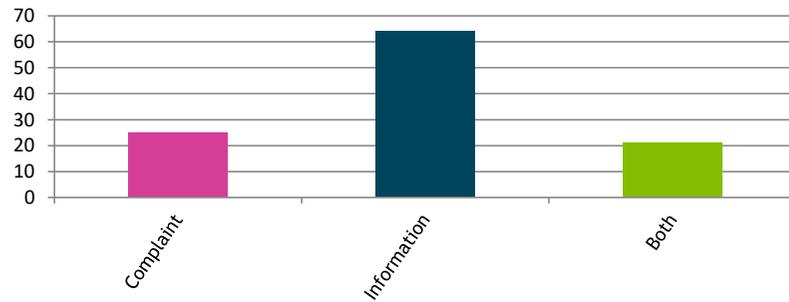
Pie chart legend: CCG 28%, NHS England 14%, Practice Manager 19%, Social Services 6%, VoiceAbility 33%

4.2 Case Classification

Issues

Top case classification

Pie chart legend: Complaint 23%, Information 58%, Both 19%
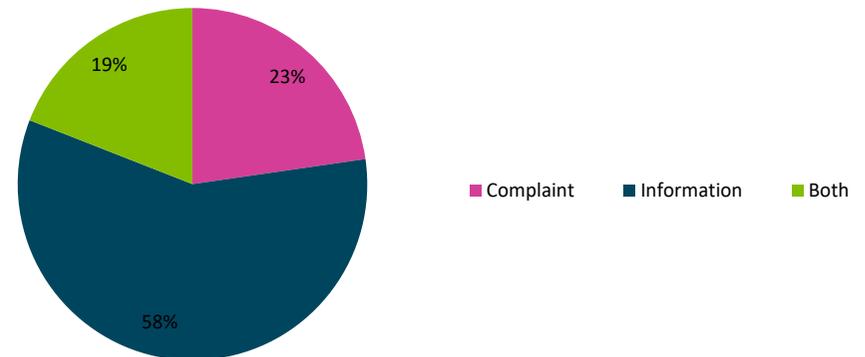
5. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	0	10	16	26
	Carer Involvement	*Involvement or influence of carers and family members.*	0	2	10	12
	Peer Involvement	*Involvement or Influence of friends.*	0	1	1	2
	General Comment	*A generalised statement (ie; "The doctor was good.")*	0	3	12	15
	User Involvement	*Involvement or influence of the service user.*	0	1	15	16
Systems	Administration	*Administrative processes and delivery.*	0	0	21	21
	Admission	*Physical admission to a hospital ward, or other service.*	0	0	0	0
	Booking	*Ability to book, reschedule or cancel appointments.*	0	1	55	56
	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.*	0	0	6	6
	Medical Records	*Management of medical records.*	0	1	7	8
	Medication	*Prescription and management of medicines.*	0	0	5	5
	Opening Times	*Opening times of a service.*	0	0	0	0
	Planning	*Leadership and general organisation.*	0	0	3	3
	Registration	*Ability to register for a service.*	0	2	40	42
	Support	*Levels of support provided.*	0	2	44	46
	Telephone	*Ability to contact a service by telephone.*	0	0	9	9
	Timing	*Physical timing (ie; length of wait at appointments).*	0	0	2	2
	Waiting List	*Length of wait while on a list.*	0	0	49	49
Values	Choice	*General choice.*	0	1	2	3
	Cost	*General cost.*	0	0	25	25
	Language	*Language, including terminology.*	0	0	2	2
	Nutrition	*Provision of sustainance.*	0	1	1	2
	Privacy	*Privacy, personal space and property.*	0	0	0	0
	Quality	*General quality of a service, or staff.*	0	0	36	36
	Sensory	*Deaf/blind or other sensory issues.*	0	0	3	3
	Stimulation	*General stimulation, including access to activities.*	0	0	0	0

5. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	0	1	12	13
	Environment/Layout	*Physical environment of a service.*	0	0	2	2
	Equipment	*General equipment issues.*	0	1	0	1
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	1	2	3
	Hygiene	*Levels of hygiene and general cleanliness.*	0	0	1	1
	Mobility	*Physical mobility to, from and within services.*	0	0	3	3
	Travel/Parking	*Ability to travel or park.*	0	0	1	1
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	1	1
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	2	2
	Staff Attitude	*Attitude, compassion and empathy of staff.*	0	0	35	35
	Complaints	*Ability to log and resolve a complaint.*	0	0	6	6
	Staff Training	*Training of staff.*	0	0	0	0
	Staffing Levels	*General availability of staff.*	0	0	0	0
	Total:		**0**	**28**	**431**	**459**

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