The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Harrow, 23 January 2023

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 2022 - 31 December 2022

Index and overview of findings

Data Source

668

This report is based on the experience of 668 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.

Overall Satisfaction

71%

Satisfaction has improved by 3% this quarter, standing at 71% positive and 29% negative.

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.

Information, Involvement and Support

80%

Satisfaction has improved by 1% this quarter, standing at 80% positive and 20% negative.

Complaints are down by 3% on user involvement and by 2% on support, while up by a notable 10% on communication. More on page 5.

Quality and Empathy

84%

Comments suggest satisfaction has improved by 2%, standing at 84% positive, 15% negative and 1% neutral.

People continue to report good levels of quality and empathy across services.
More on page 5.

Access to Services

33%

Satisfaction has declined by 1% this quarter, standing at 33% positive and 67% negative.

Complaints are up by 4% on booking, by 2% on waiting times and marginally by 1% on telephone access. 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.

"The practice nurse could see I was nervous and instantly put me at ease. I came out feeling much better."

238

GP Services

Satisfaction has declined by 1% this quarter, standing at 49% positive, 50% negative and 1% neutral.

238 people comment on GP services, with good quality treatment and care reported. Comments suggest patients would like greater levels of empathy, support and communication. Ability to book appointments, waiting times, telephones and administration remain as leading access related issues. More on page 9.

294

Dentists

Satisfaction has declined by 2% this quarter, standing at 91% positive and 9% negative.

294 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.

105

Northwick Park Hospital

Satisfaction has improved by 9% this quarter, standing at 60% positive, 29% negative and 1% neutral.
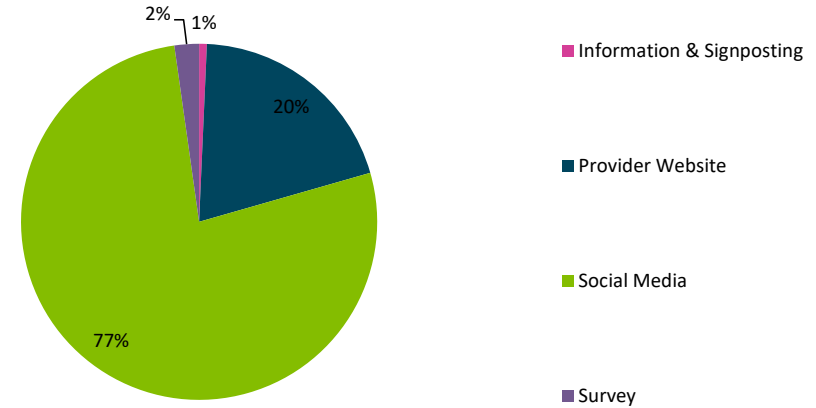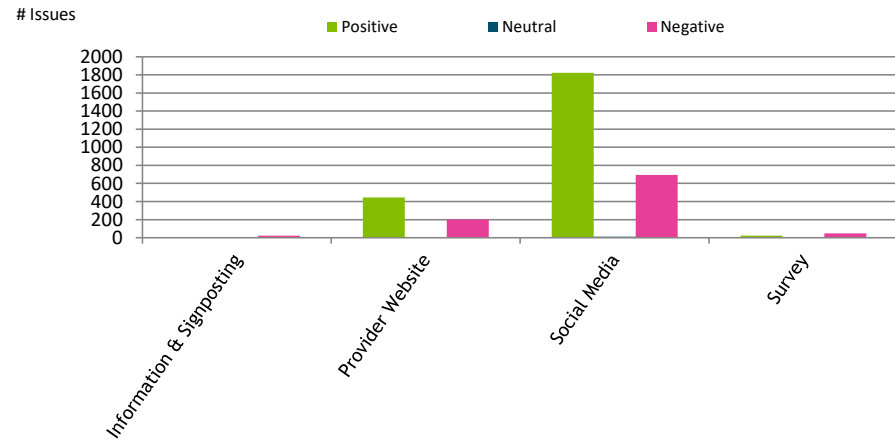
105 people comment this quarter, with compliments on quality and levels of involvement and support received. Waiting times (at A&E) are noticeably criticised this quarter. More on page 11.

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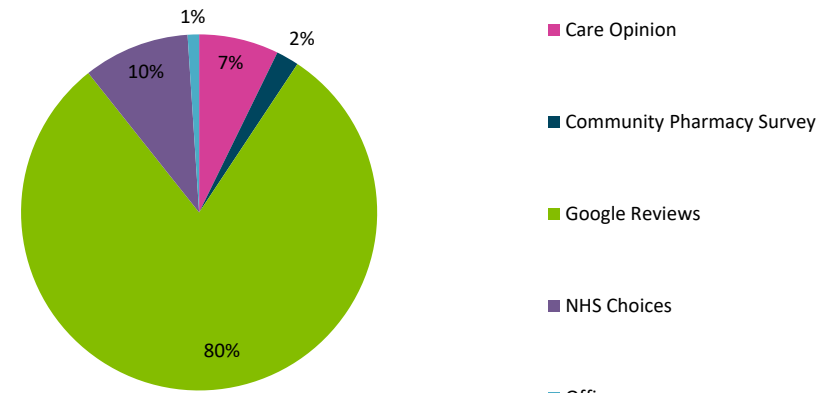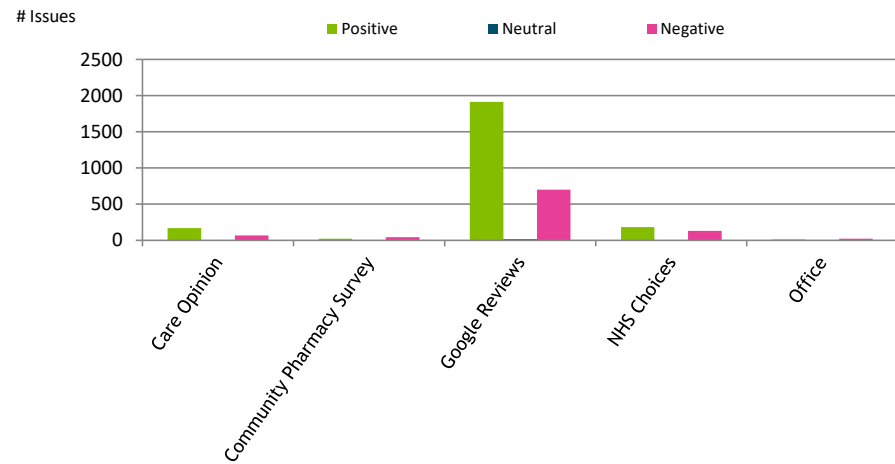
1. Data Source: Where did we collect the feedback?

1.1 Source: 3221 issues from 668 people

Issues

Legend: Positive, Neutral, Negative

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

Sources providing the most comments overall

Pie chart:
- Information & Signposting — 2%
- Provider Website — 20%
- Social Media — 77%
- Survey — 1%

1.2 Origin

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Care Opinion, Community Pharmacy Survey, Google Reviews, NHS Choices, Office

Origins providing the most comments overall

Pie chart:
- Care Opinion — 7%
- Community Pharmacy Survey — 2%
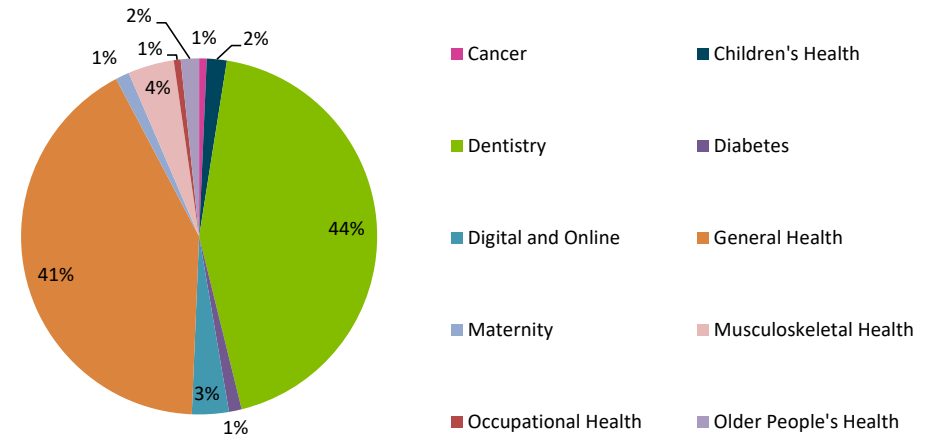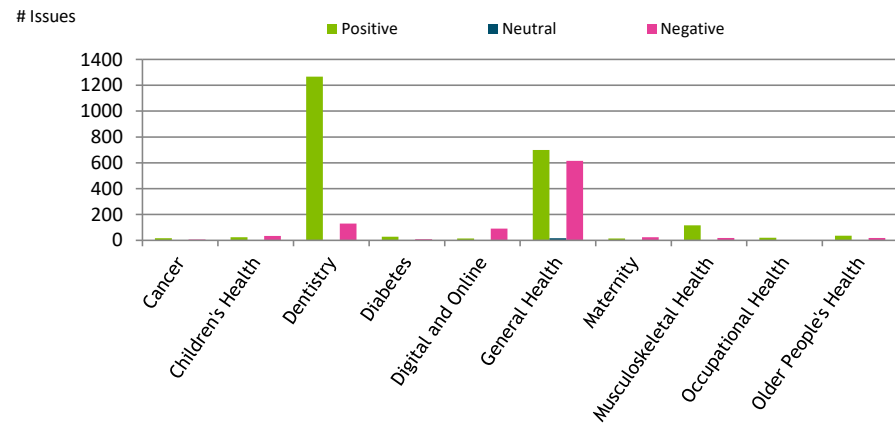- Google Reviews — 80%
- NHS Choices — 10%
- Office — 1%

2.1 Top Trends: 3221 issues from 668 people
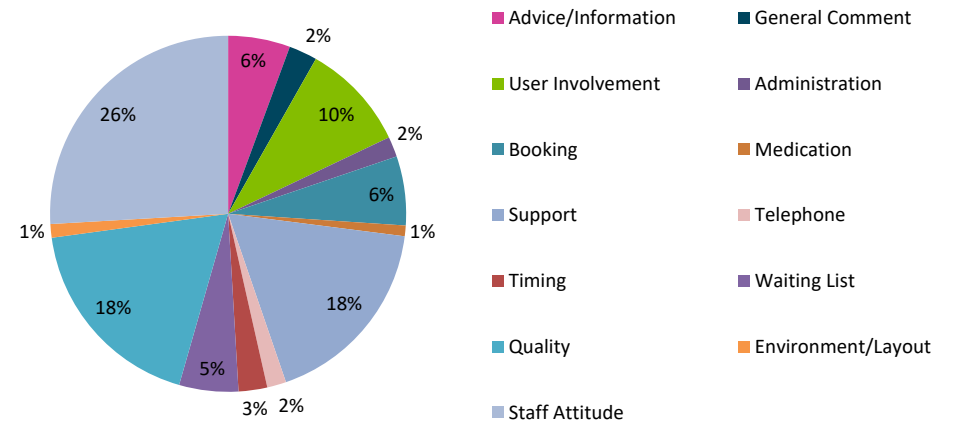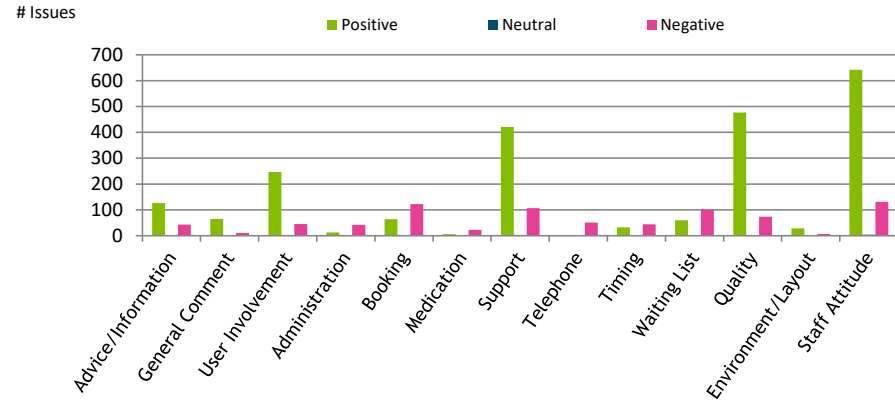
Issues

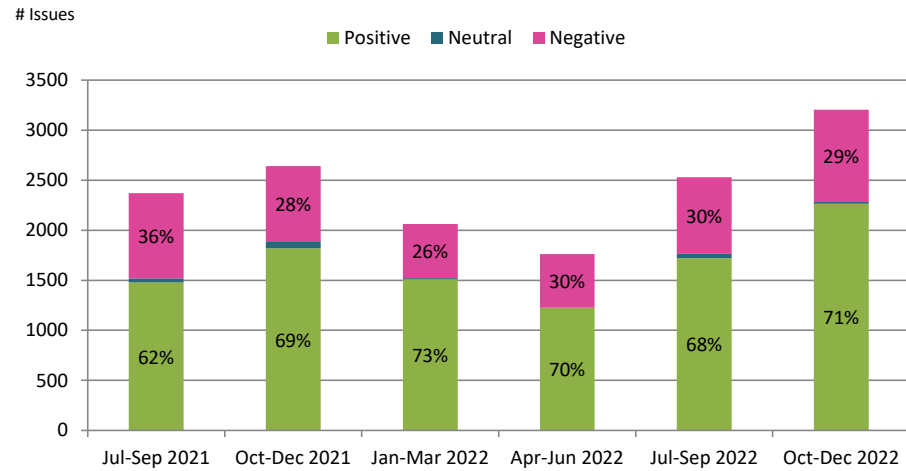Issues receiving the most comments overall. See pages 20-21 for issue descriptions.

Legend (bar chart): Positive, Neutral, Negative

Pie chart:
- Advice/Information 6%
- General Comment 2%
- User Involvement 10%
- Administration 2%
- Booking 6%
- Medication 1%
- Support 18%
- Telephone 2%
- Timing 3%
- Waiting List 5%
- Quality 18%
- Environment/Layout 1%
- Staff Attitude 26%

2.2 Stated medical conditions

Issues

Medical conditions receiving the most comments overall

Legend (bar chart): Positive, Neutral, Negative

Pie chart:
- Cancer 2%
- Children's Health 2%
- Dentistry 44%
- Diabetes 1%
- Digital and Online 3%
- General Health 41%
- Maternity 4%
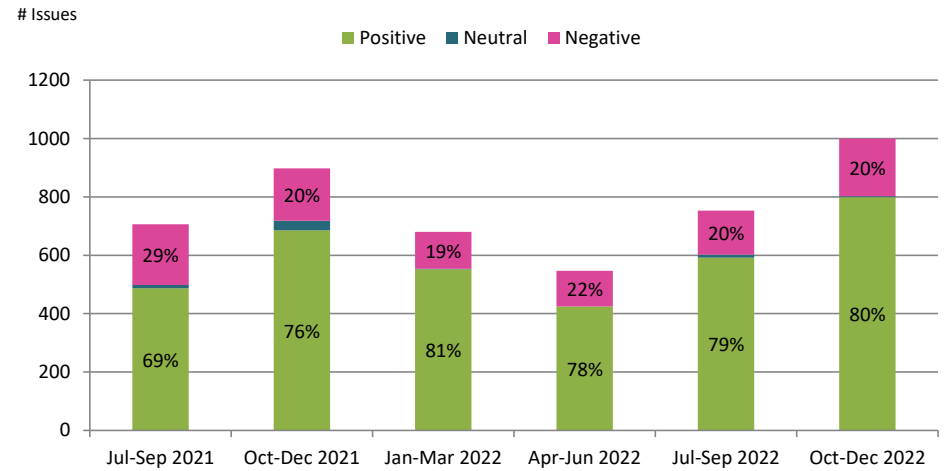- Musculoskeletal Health 1%
- Occupational Health 1%
- Older People's Health 2%

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

3.1 How do people feel about services overall?

Issues

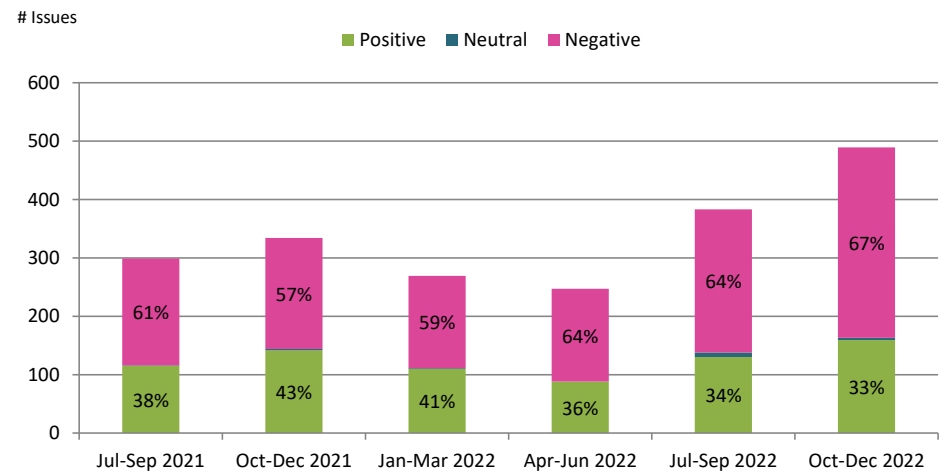Legend: Positive | Neutral | Negative

Period	Positive	Negative
Jul-Sep 2021	62%	36%
Oct-Dec 2021	69%	28%
Jan-Mar 2022	73%	26%
Apr-Jun 2022	70%	30%
Jul-Sep 2022	68%	30%
Oct-Dec 2022	71%	29%

(Y-axis: 0 to 3500)

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

Issues

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Jul-Sep 2021	69%	29%
Oct-Dec 2021	76%	20%
Jan-Mar 2022	81%	19%
Apr-Jun 2022	78%	22%
Jul-Sep 2022	79%	20%
Oct-Dec 2022	80%	20%

(Y-axis: 0 to 1200)

3.3 How do people feel about general quality and empathy?

Issues

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Jul-Sep 2021	74%	25%
Oct-Dec 2021	81%	18%
Jan-Mar 2022	84%	16%
Apr-Jun 2022	84%	16%
Jul-Sep 2022	82%	17%
Oct-Dec 2022	84%	15%

(Y-axis: 0 to 1400)
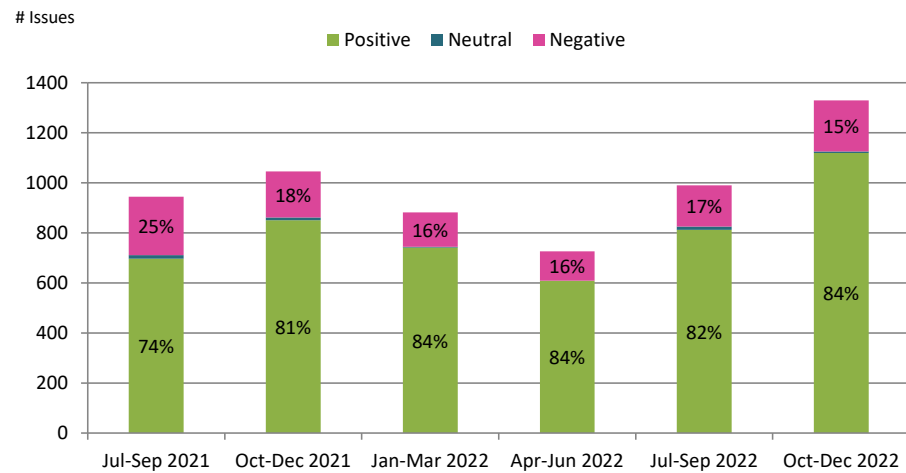
3.4 How do people feel about access to services?

Issues

Legend: Positive | Neutral | Negative

Period	Positive	Negative
Jul-Sep 2021	38%	61%
Oct-Dec 2021	43%	57%
Jan-Mar 2022	41%	59%
Apr-Jun 2022	36%	64%
Jul-Sep 2022	34%	64%
Oct-Dec 2022	33%	67%

(Y-axis: 0 to 600)

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

4.1 Service Sector

Issues

Legend: Positive, Neutral, Negative

Categories: Community Service, Hospital Service, Primary Care Service, Social Care Service

Service sectors receiving the most comments overall

Pie chart:
- Community Service: 0%
- Hospital Service: 20%
- Primary Care Service: 80%
- Social Care Service: 0%

4.2 Service Type

Issues

Legend: Positive, Neutral, Negative

Categories: Accident and Emergency, Cancer Services, Endoscopy, General Inpatients, Maternity, Not Stated, Orthopaedics, Dentist, GP Surgery/Health Centre, Pharmacy

Service type receiving the most comments overall

Pie chart:
- Accident and Emergency: 7%
- Cancer Services: 1%
- Endoscopy: 1%
- General Inpatients: 2%
- Maternity: 1%
- Not Stated: 1%
- Orthopaedics: 4%
- Dentist: 44%
- GP Surgery/Health Centre: 37%
- Pharmacy: 2%

4.3 Services

Issues

Legend: Positive | Neutral | Negative

Bar chart showing services receiving the most comments by Positive, Neutral, and Negative issues:
- Bacon Lane Surgery
- Burnt Oak Dental Practice
- CareDental Limited
- GP Direct
- Harrow on the Hill Dental &...
- Harrow Weald Dental Practice
- Headstone Lane Dental...
- Imperial Dental Care
- Marsh Lane Dental
- Mollison Way Surgery
- Northwick Park Hospital
- Roxbourne Medical Centre
- Royal National Orthopaedic...
- The Pinn Medical Centre

Pie chart percentages:
- Bacon Lane Surgery — 4%
- Burnt Oak Dental Practice — 8%
- CareDental Limited — 8%
- GP Direct — 5%
- Harrow on the Hill Dental & Implant Practice — 6%
- Harrow Weald Dental Practice — 4%
- Headstone Lane Dental Practice — 7%
- Imperial Dental Care — 5%
- Marsh Lane Dental — 7%
- Mollison Way Surgery — 6%
- Northwick Park Hospital — 23%
- Roxbourne Medical Centre — 5%
- Royal National Orthopaedic Hospital — 6%
- The Pinn Medical Centre — 6%

Services receiving the most comments overall

4.4 Breakdown of care pathway locations

Issues

Legend: Positive | Neutral | Negative

Bar chart showing care pathway locations:
- Transport
- Reception
- Diagnosis/Testing
- Clinical Treatment
- Clinical Nursing
- Follow On
- Community Services

Pie chart percentages:
- Transport — 0%
- Reception — 26%
- Diagnosis/Testing — 1%
- Clinical Treatment — 61%
- Clinical Nursing — 11%
- Follow On — 0%
- Community Services — 1%

Care pathway locations

5.1 Trends, GP Services: 1171 issues from 238 people

Issues

Legend: Positive | Neutral | Negative

Issues receiving the most comments overall

Pie chart categories:
- Advice/Information
- General Comment — 2%
- User Involvement — 7%
- Administration — 3%
- Booking — 13%
- Referral
- Medication — 1%
- Support — 17%
- Telephone — 2%
- Timing — 4%
- Waiting List — 10%
- Quality — 14%
- Staff Attitude — 21%
- 4%
- 2%

5.2 Sentiment, GP Services

Issues

Legend: Positive | Neutral | Negative

Sentiment, GP Services

Pie chart:
- Positive — 49%
- Neutral — 1%
- Negative — 50%

Quarterly benchmark: 1% decline on the previous quarter

9

5.3 Trends, Dentists: 1393 issues from 294 people

Issues

Legend: Positive | Neutral | Negative

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

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 7%
- General Comment: 3%
- User Involvement: 11%
- Booking: 3%
- Support: 18%
- Waiting List: 3%
- Quality: 22%
- Environment/Layout: 1%
- Staff Attitude: 32%

5.4 Sentiment, Dentists

Issues

Legend: Positive | Neutral | Negative

Bar chart: Sentiment, Dentists

Pie chart:
- Positive: 91%
- Neutral: 0%
- Negative: 9%

Quarterly benchmark: 2% decline on the previous quarter

5.5 Trends, Northwick Park Hospital: 473 issues from 105 people

Issues

Positive ▪ Neutral ▪ Negative

Issues receiving the most comments overall

Advice/Information ▪ Carer Involvement
General Comment ▪ User Involvement
Planning ▪ Support
Timing ▪ Quality
Staff Attitude

3% 2% 7% 12% 3% 20% 11% 20% 22%
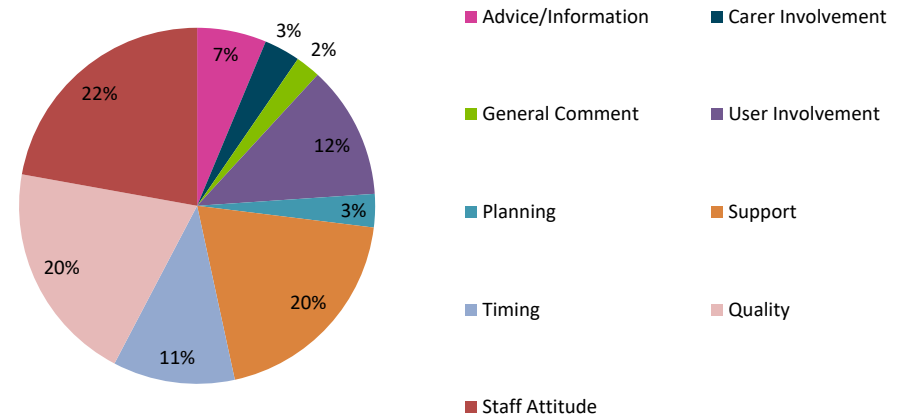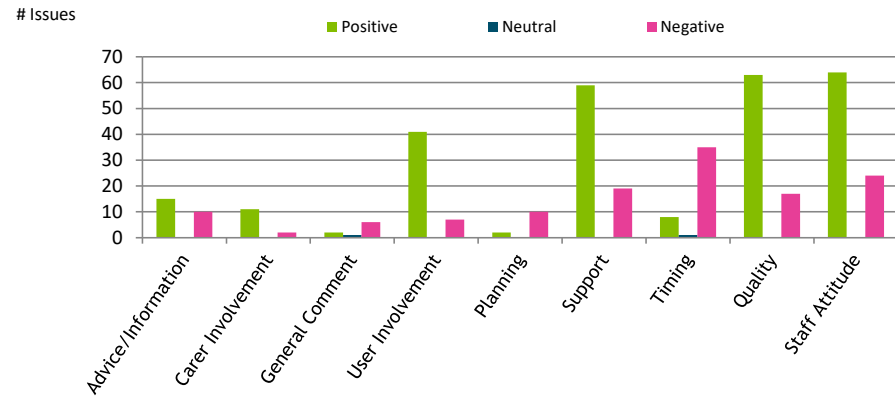
5.6 Sentiment, Northwick ParkHospital

Issues

Positive ▪ Neutral ▪ Negative

Sentiment, NPH

Positive ▪ Neutral ▪ Negative

60% 39% 1%
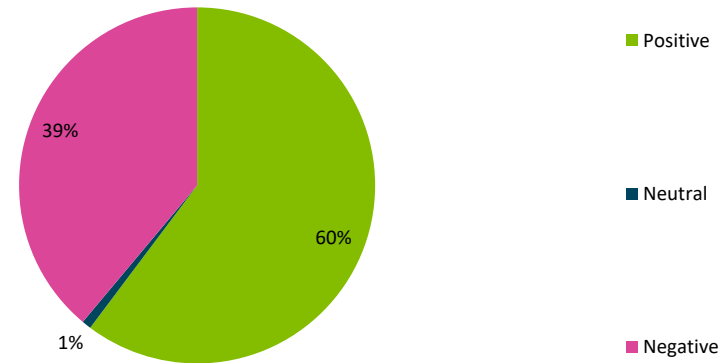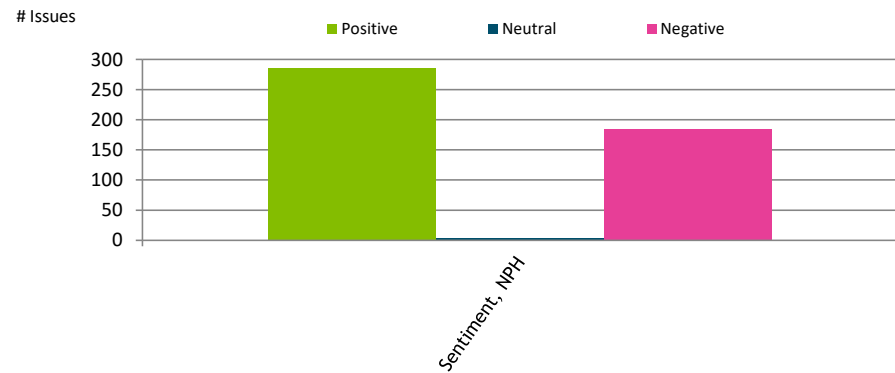
Quarterly benchmark: 9% improvement on the previous quarter

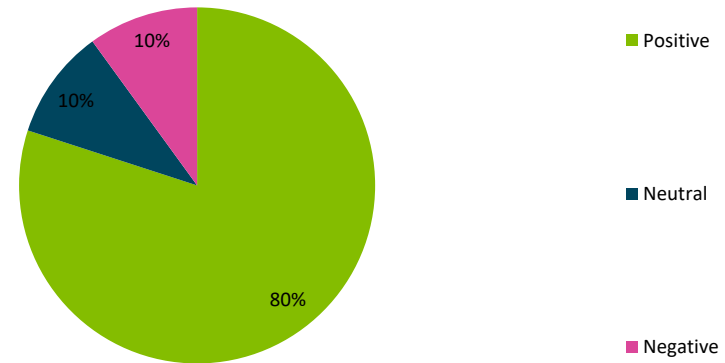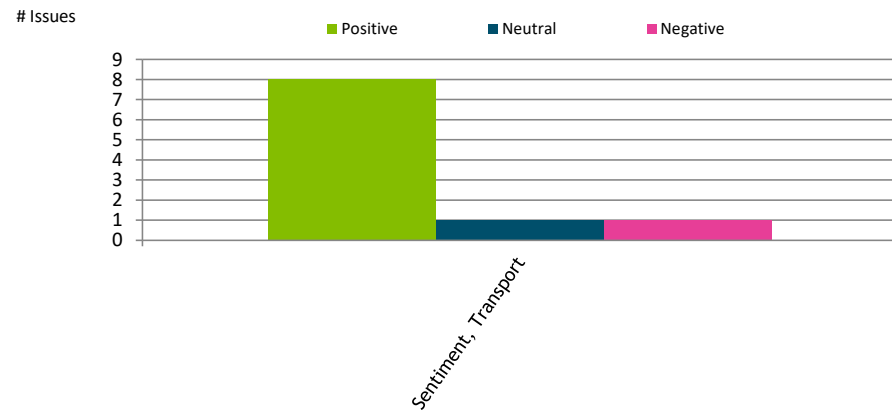## 6. Care Pathway: Transport (ability to get to-and-from services)

6.1 Trends, Transport (10 issues)

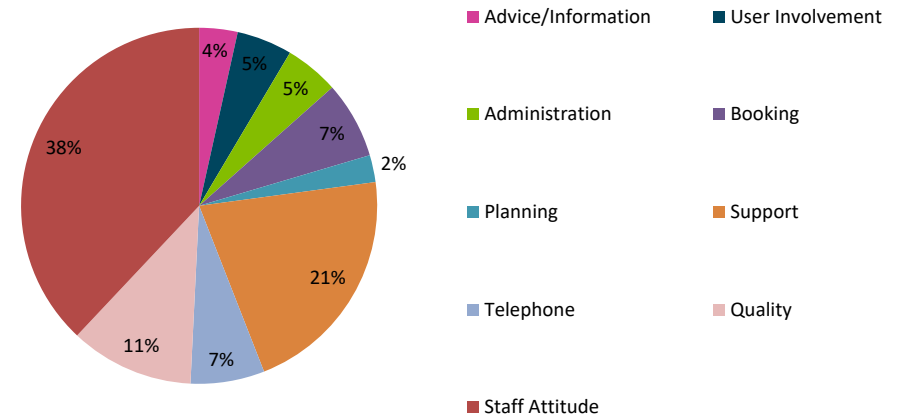# Issues

Legend: Positive, Neutral, Negative

Bar chart:
- Booking: Negative 1
- Support: Positive 2, Neutral 1
- Quality: Positive 3
- Staff Attitude: Positive 3

Pie chart:
- Booking 10%
- Support 30%
- Quality 30%
- Staff Attitude 30%
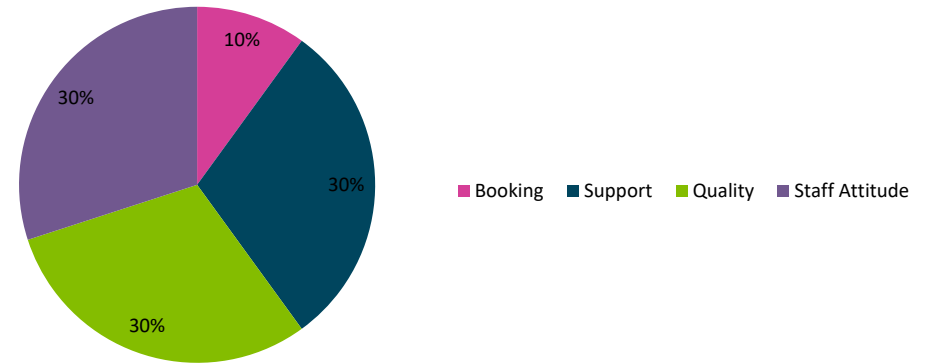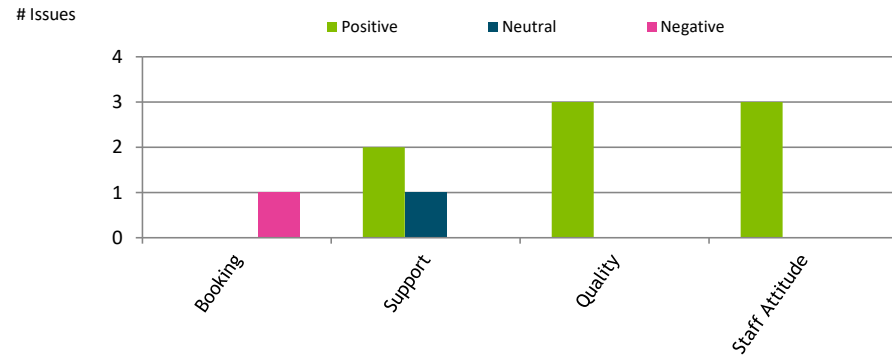
Issues receiving the most comments overall

6.2 Sentiment, Transport

Issues

Legend: Positive, Neutral, Negative

Bar chart:
- Sentiment, Transport: Positive 8, Neutral 1, Negative 1

Pie chart:
- Positive 80%
- Neutral 10%
- Negative 10%

6.3 Trends, Reception (839 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Advice/Information, User Involvement, Administration, Booking, Planning, Support, Telephone, Quality, Staff Attitude

Pie chart:
- Advice/Information — 4%
- User Involvement — 5%
- Administration — 5%
- Booking — 7%
- Planning — 2%
- Support — 21%
- Telephone — 7%
- Quality — 11%
- Staff Attitude — 38%
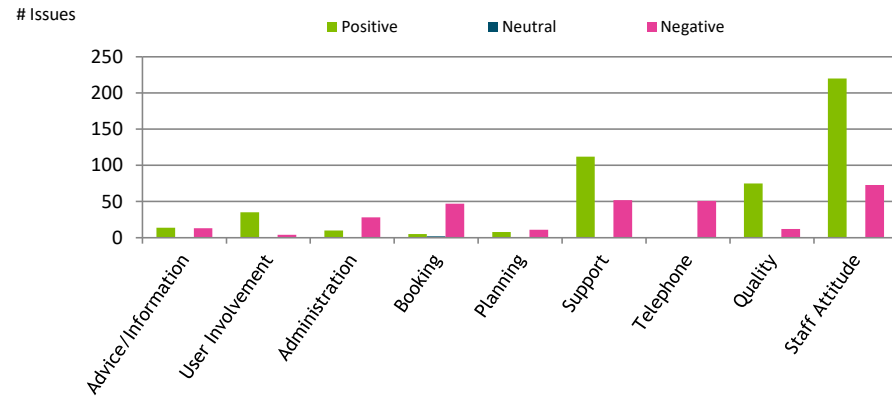
Issues receiving the most comments overall

6.4 Sentiment, Reception
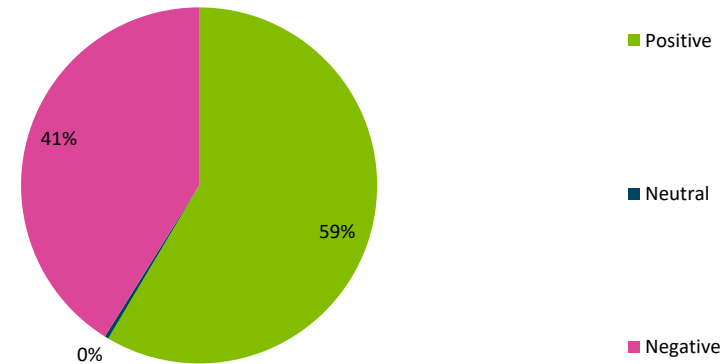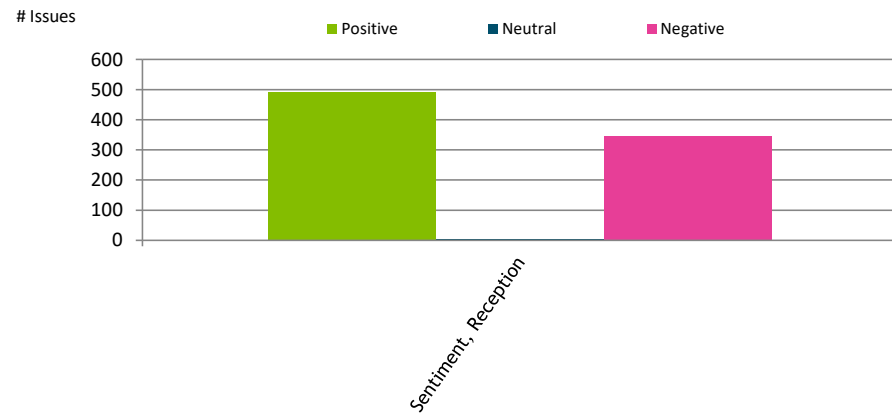
Issues

Legend: Positive | Neutral | Negative

Sentiment, Reception

Pie chart:
- Positive — 59%
- Neutral — 0%
- Negative — 41%

13

6.5 Trends, Diagnosis/Testing (39 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart (# Issues, y-axis 0–7):
- Advice/Information: Positive 1, Negative 2
- Administration: Positive 1, Negative 5
- Booking: Positive 2
- Referral: Positive 3, Negative 1
- Support: Positive 2
- Timing: Negative 2
- Waiting List: Positive 2, Negative 2
- Quality: Positive 6, Negative 6
- Staff Attitude: Positive 2

Pie chart:
- Advice/Information 8%
- Administration 16%
- Booking 6%
- Referral 11%
- Support 5%
- Timing 5%
- Waiting List 11%
- Quality 33%
- Staff Attitude 5%

Issues receiving the most comments overall

6.6 Sentiment, Diagnosis/Testing

Issues

Legend: Positive | Neutral | Negative

Bar chart (# Issues, y-axis 0–25):
- Sentiment, Diagnosis: Positive 19, Negative 20

Pie chart:
- Positive 49%
- Neutral 0%
- Negative 51%

6.7 Trends, Clinical Treatment (1964 issues)

Issues

Legend: Positive · Neutral · Negative

Categories (bar chart): Advice/Information, General Comment, User Involvement, Booking, Medication, Support, Timing, Waiting List, Cost, Quality, Environment/Layout, Hygiene, Staff Attitude

Issues receiving the most comments overall

Pie chart:

- Advice/Information — 6%
- General Comment — 4%
- User Involvement — 11%
- Booking — 7%
- Medication — 1%
- Support — 15%
- Timing — 3%
- Waiting List — 8%
- Cost — 1%
- Quality — 20%
- Environment/Layout — 1%
- Hygiene — 2%
- Staff Attitude — 21%

6.8 Sentiment, Clinical Treatment

Issues

Legend: Positive · Neutral · Negative

Sentiment, Treatment

Pie chart:

- Positive — 73%
- Neutral — 1%
- Negative — 26%
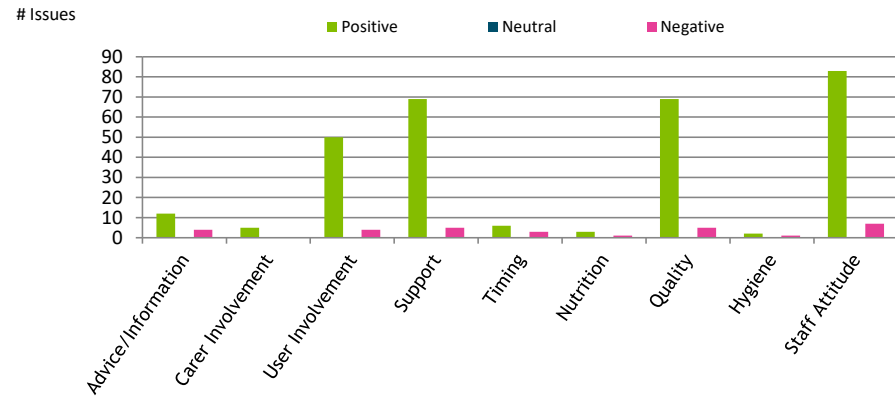
15
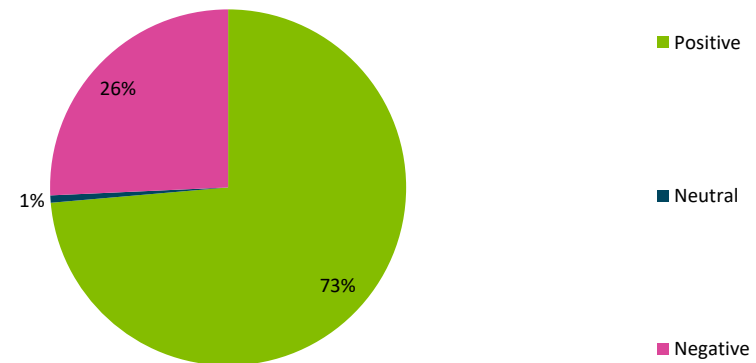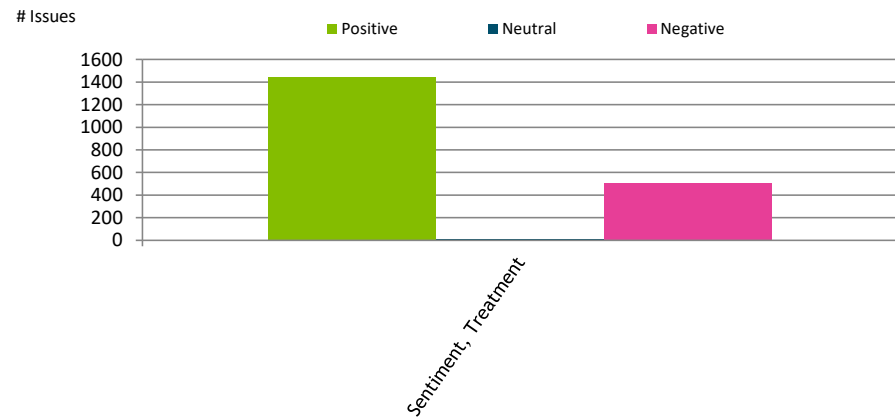
6. Care Pathway: Clinical Nursing (care provided by trained nurses)

6.9 Trends, Clinical Nursing (345 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories (x-axis): Advice/Information, Carer Involvement, User Involvement, Support, Timing, Nutrition, Quality, Hygiene, Staff Attitude
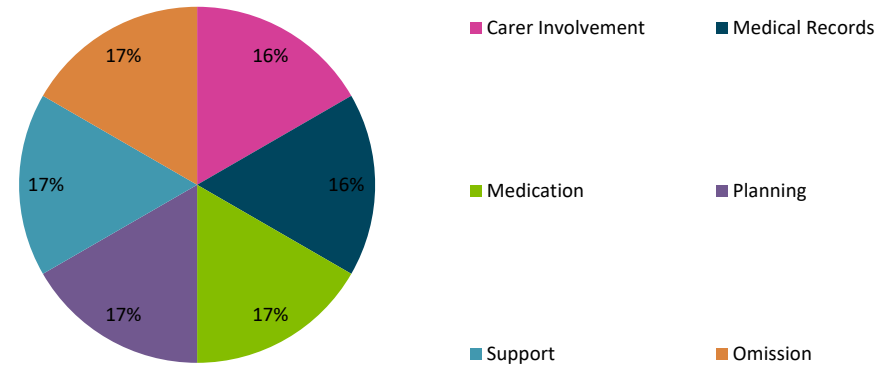
y-axis: 0, 10, 20, 30, 40, 50, 60, 70, 80, 90

Pie chart:
- Advice/Information: 5%
- Carer Involvement: 2%
- User Involvement: 16%
- Support: 23%
- Timing: 3%
- Nutrition: 1%
- Quality: 22%
- Hygiene: 1%
- Staff Attitude: 27%
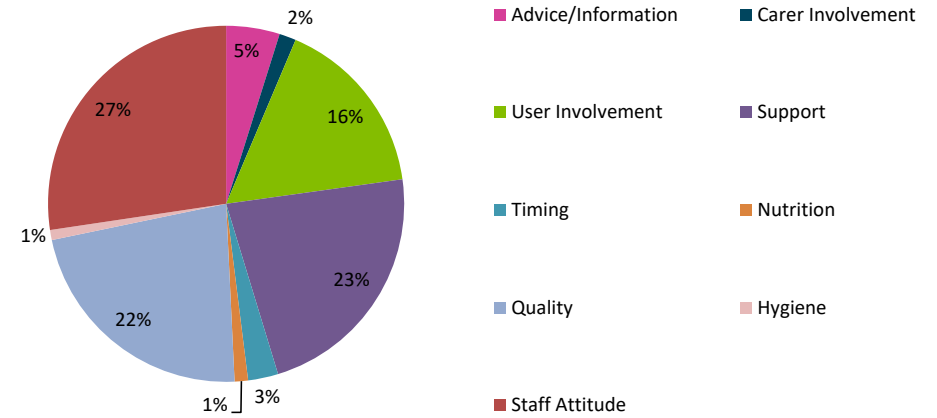
Issues receiving the most comments overall

6.10 Sentiment, Clinical Nursing

Issues

Legend: Positive, Neutral, Negative

Bar chart category (x-axis): Sentiment, Nursing Care

y-axis: 0, 50, 100, 150, 200, 250, 300, 350

Pie chart:
- Positive: 89%
- Neutral: 0%
- Negative: 11%
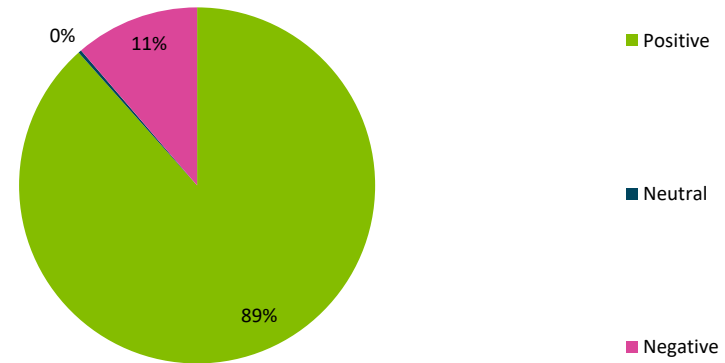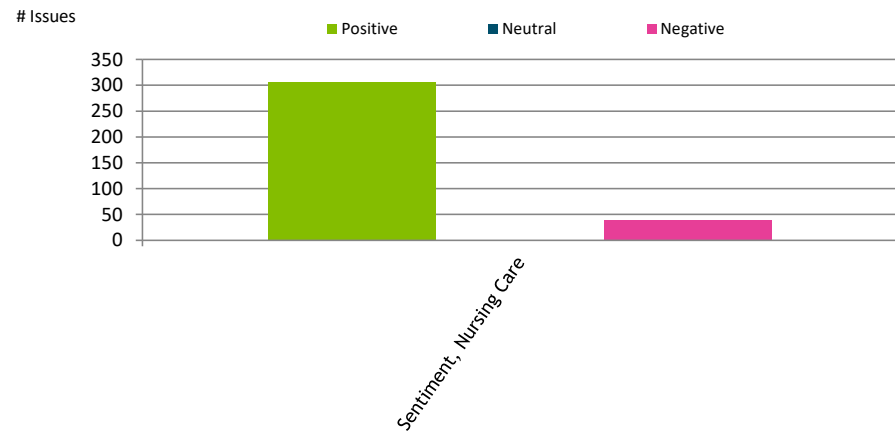
6. Care Pathway: Discharge (discharge from a service)

6.11 Trends, Discharge (6 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Carer Involvement, Medical Records, Medication, Planning, Support, Omission

Pie chart:
- Carer Involvement 16%
- Medical Records 16%
- Medication 17%
- Planning 17%
- Support 17%
- Omission 17%
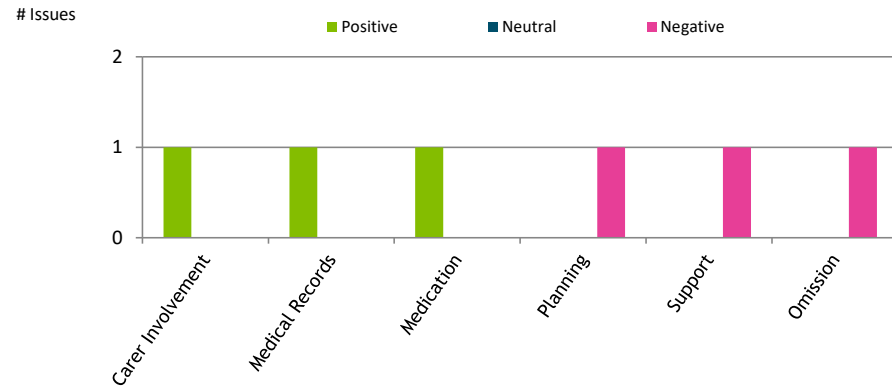
Issues receiving the most comments overall

6.12 Sentiment, Discharge

Issues

Legend: Positive | Neutral | Negative

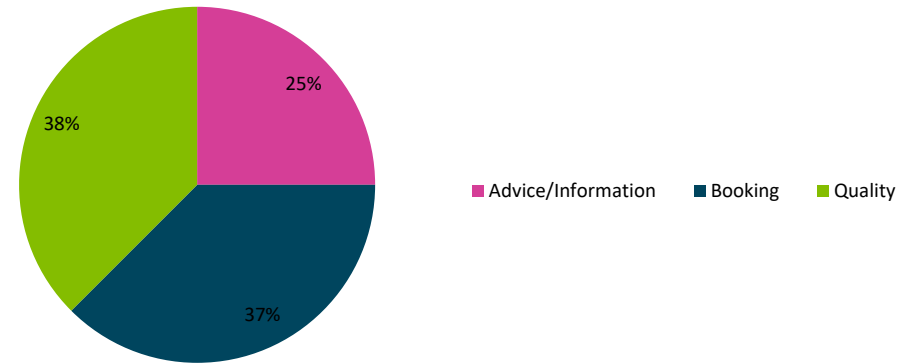Bar chart: Sentiment, Discharge

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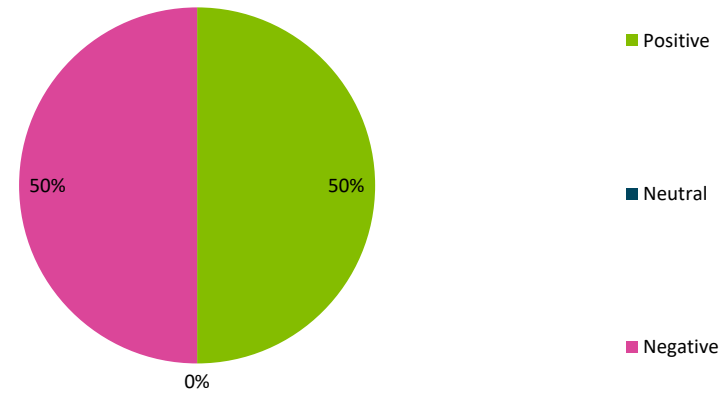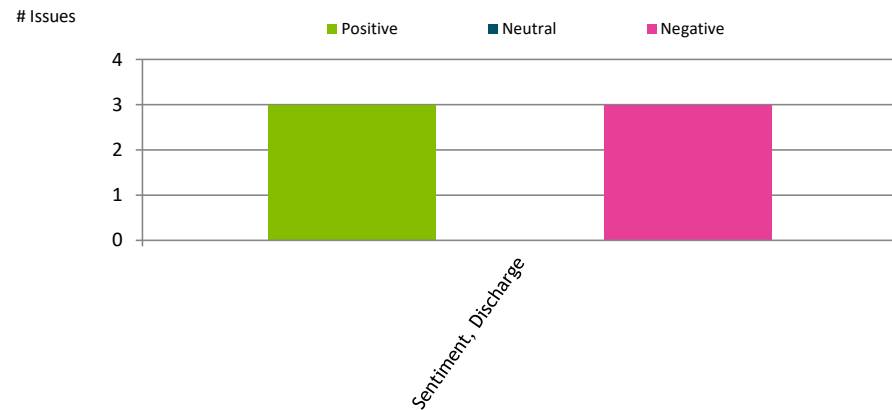
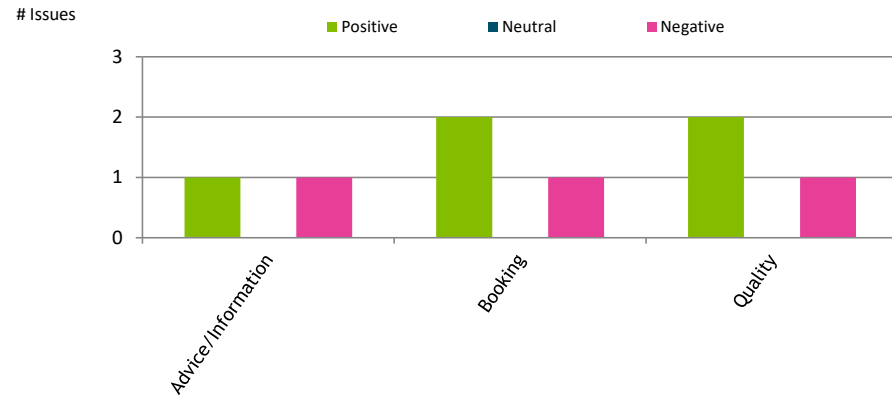## 6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

6.13 Trends, Follow On (11 issues)

Issues
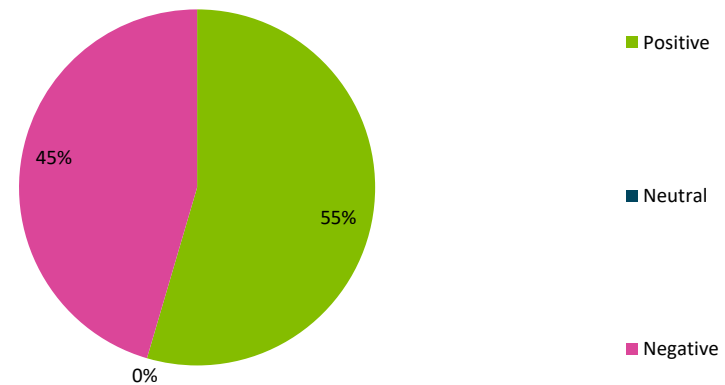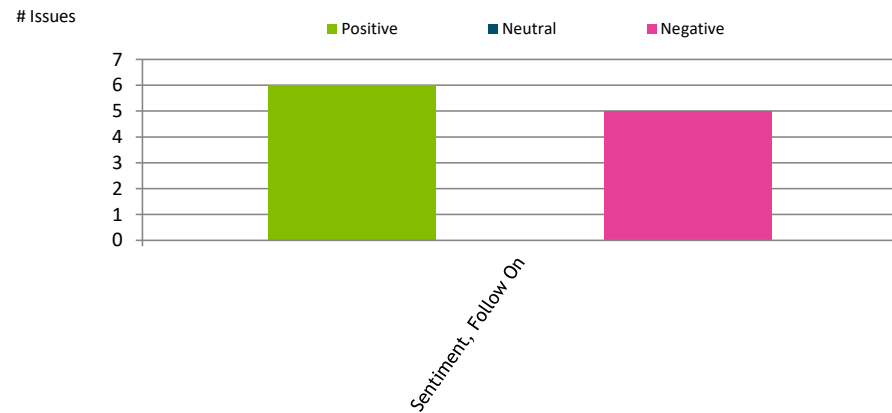
Legend: Positive, Neutral, Negative

Issues receiving the most comments overall

Pie chart legend: Advice/Information, Booking, Quality

- 25%
- 37%
- 38%

6.14 Sentiment, Follow On

Issues

Legend: Positive, Neutral, Negative

Pie chart legend: Positive, Neutral, Negative

- 55%
- 45%
- 0%

6.15 Trends, Community (7 issues)

Issues

Positive ■ Neutral ■ Negative

Issues receiving the most comments overall

■ Advice/Information ■ Booking ■ Quality
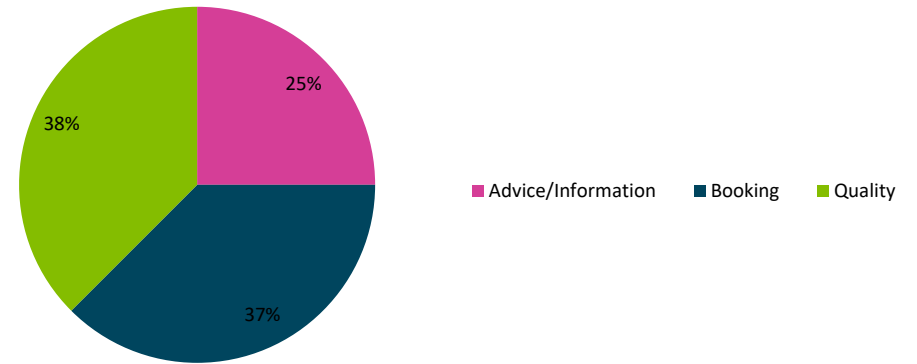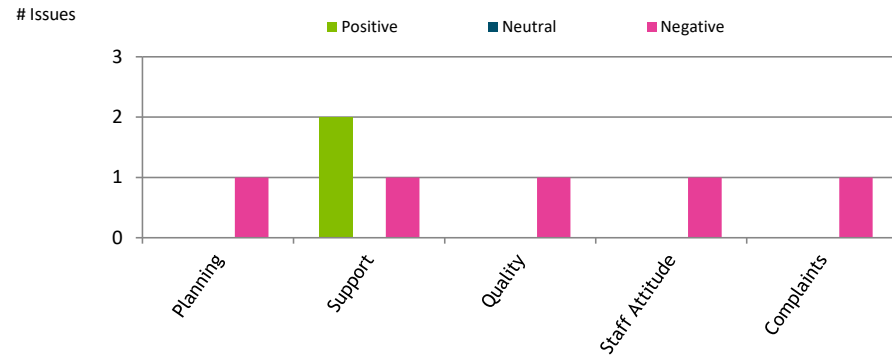
6.16 Sentiment, Community
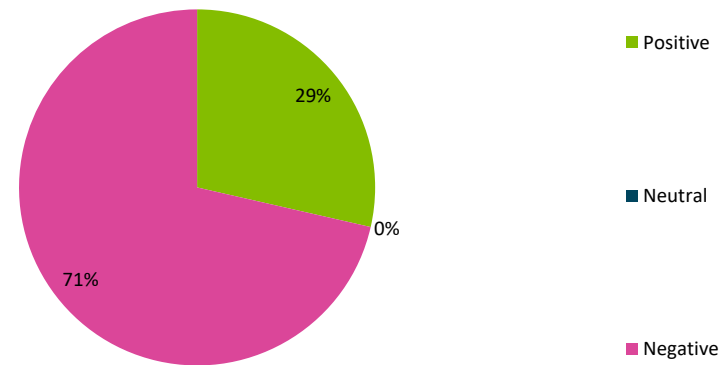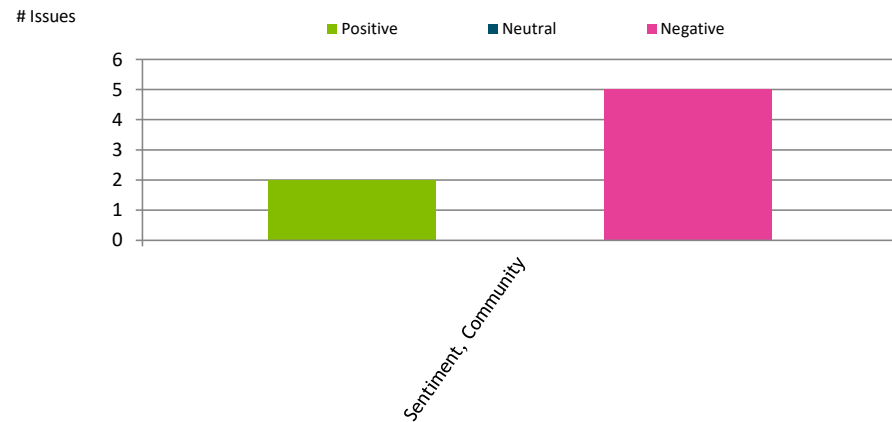
Issues

Positive ■ Neutral ■ Negative

■ Positive

■ Neutral

■ Negative

7. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	126	0	43	169
	Carer Involvement	*Involvement or influence of carers and family members.*	21	0	3	24
	Peer Involvement	*Involvement or Influence of friends.*	0	0	0	0
	General Comment	*A generalised statement (ie; "The doctor was good.")*	65	1	11	77
	User Involvement	*Involvement or influence of the service user.*	247	0	45	292
Systems	Administration	*Administrative processes and delivery.*	13	0	42	55
	Admission	*Physical admission to a hospital ward, or other service.*	2	0	1	3
	Booking	*Ability to book, reschedule or cancel appointments.*	64	2	122	188
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	7	7
	Data Protection	*General data protection (including GDPR).*	0	0	3	3
	Referral	*Referral to a service.*	5	0	8	13
	Medical Records	*Management of medical records.*	2	0	2	4
	Medication	*Prescription and management of medicines.*	6	0	23	29
	Opening Times	*Opening times of a service.*	3	0	1	4
	Planning	*Leadership and general organisation.*	9	0	16	25
	Registration	*Ability to register for a service.*	4	0	10	14
	Support	*Levels of support provided.*	421	3	107	531
	Telephone	*Ability to contact a service by telephone.*	1	0	51	52
	Timing	*Physical timing (ie; length of wait at appointments).*	32	2	44	78
	Waiting List	*Length of wait while on a list.*	60	0	101	161
Values	Choice	*General choice.*	3	1	9	13
	Cost	*General cost.*	7	0	12	19
	Language	*Language, including terminology.*	0	0	3	3
	Nutrition	*Provision of sustainance.*	5	0	3	8
	Privacy	*Privacy, personal space and property.*	2	0	5	7
	Quality	*General quality of a service, or staff.*	477	2	73	552
	Sensory	*Deaf/blind or other sensory issues.*	0	0	1	1
	Stimulation	*General stimulation, including access to activities.*	2	0	0	2

7. 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).*	1	0	1	2
	Environment/Layout	*Physical environment of a service.*	28	2	7	37
	Equipment	*General equipment issues.*	2	0	5	7
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	2	0	1	3
	Hygiene	*Levels of hygiene and general cleanliness.*	24	0	1	25
	Mobility	*Physical mobility to, from and within services.*	0	0	0	0
	Travel/Parking	*Ability to travel or park.*	0	1	0	1
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	5	5
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	2	2
	Staff Attitude	*Attitude, compassion and empathy of staff.*	642	4	131	777
	Complaints	*Ability to log and resolve a complaint.*	1	0	7	8
	Staff Training	*Training of staff.*	3	0	6	9
	Staffing Levels	*General availability of staff.*	0	0	11	11
	Total:		**2280**	**18**	**923**	**3221**

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