

# The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Hackney, 11 April 2023



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 Hackney.

**Reporting Period: 1 January - 31 March 2023**

## Index and overview of findings



891

### Data Source

This report is based on the experience of 891 people. Feedback has been obtained from a variety of sources, including general engagement, surveys and comments posted online (including Care Opinion, NHS and social media). More on page 4.



70%

### Overall Satisfaction

*Overall satisfaction has improved by 1% this quarter, standing at 70% positive, 27% negative & 3% neutral.*

Feedback suggests people receive good quality, compassionate treatment and care on the whole, with good levels of involvement and communication. Administration, booking and waiting times are cited as issues. More on pages 5-6.



76%

### Information, Involvement and Support

*Satisfaction has improved by 1% this quarter, standing at 76% positive, 21% negative and 3% neutral.*

Complaints are down by 5% on communication and by 3% on user involvement, while increasing by 3% on support, according to comments. More on pages 5-6.



85%

### Quality and Empathy

*Satisfaction has not changed this quarter, remaining at 85% positive, 14% negative and 1% neutral.*

Continuing good levels of quality and empathy are reported. More on pages 5-6.



45%

### Access to Services

*Satisfaction has improved by 1% this quarter, standing at 45% positive, 51% negative and 4% neutral.*

Complaints are down by a notable 10% on waiting lists and by 3% on ability to book appointments, while increasing by 6% on telephone access, comments suggest. More on pages 5-6.

**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.

"After several attempts to get through, I was told to use the online system to book. The receptionist was polite, but I really need this appointment."



337

### GP Services

*Satisfaction is at 73% positive, 26% negative and 1% neutral, according to feedback.*

337 people comment on GP services. Feedback suggests patients continue to receive good quality, compassionate treatment and care, with good levels of involvement and support. Telephone access, booking processes and waiting times are leading negative issues. More on page 9.



136

### Dentists

*Comments suggest satisfaction is at 84% positive and 16% negative.*

136 people comment on dentists. Continuing good levels of quality, empathy, support and involvement are reported. The ability to register for NHS treatment is an issue for some. More on page 10.



92

### Homerton University Hospital

*Satisfaction is at 56% positive, 36% negative and 8% neutral, comments suggest.*

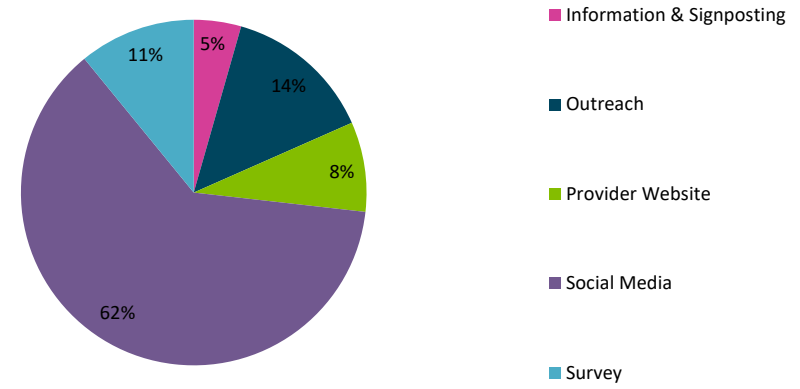
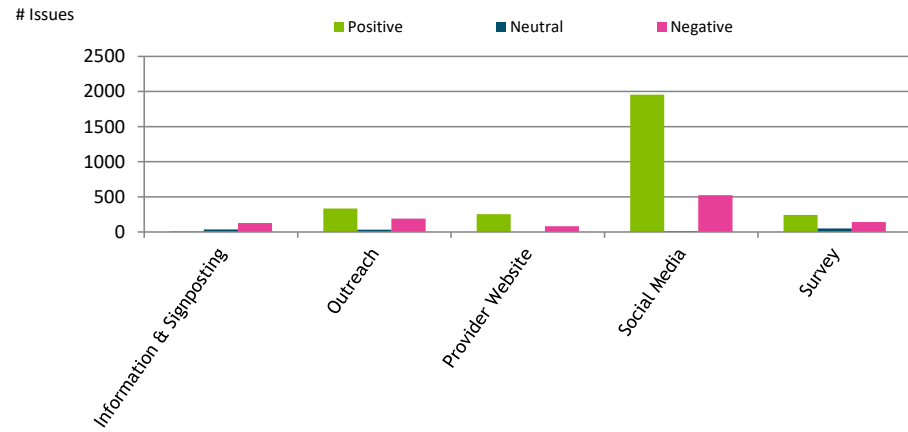
92 people comment on Homerton Hospital. Feedback suggests good quality, compassionate treatment and care on the whole, with good levels of involvement and support. According to comments, patients would like greater levels of communication and shorter waiting times. More on page 11.

**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?

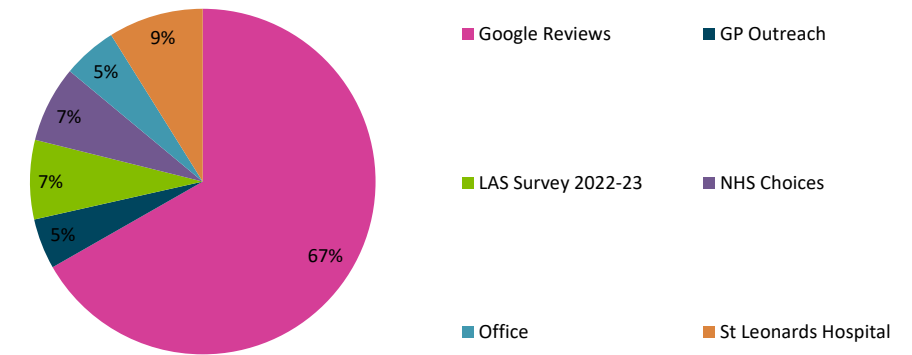
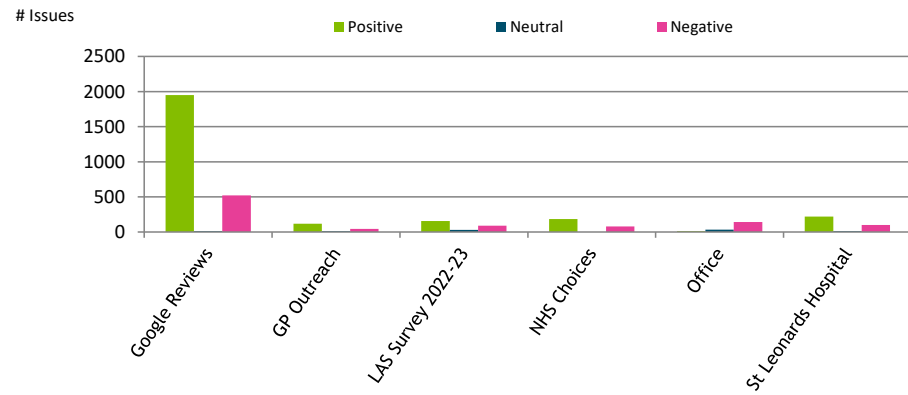


## 1.1 Source: 4061 issues from 891 people



Sources providing the most comments overall

## 1.2 Origin

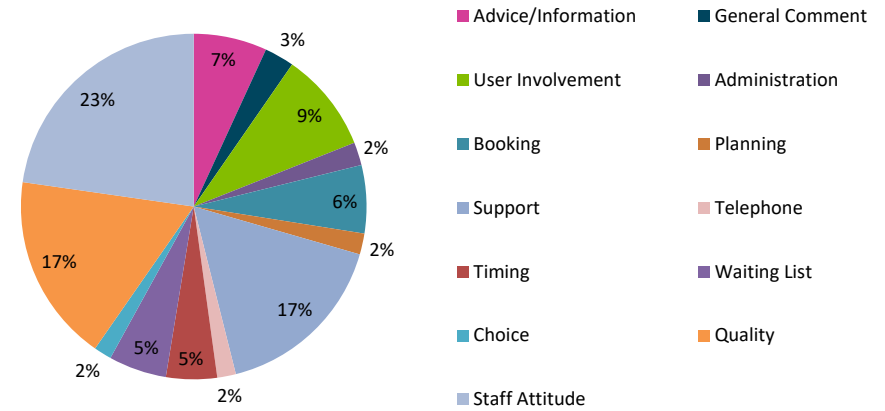
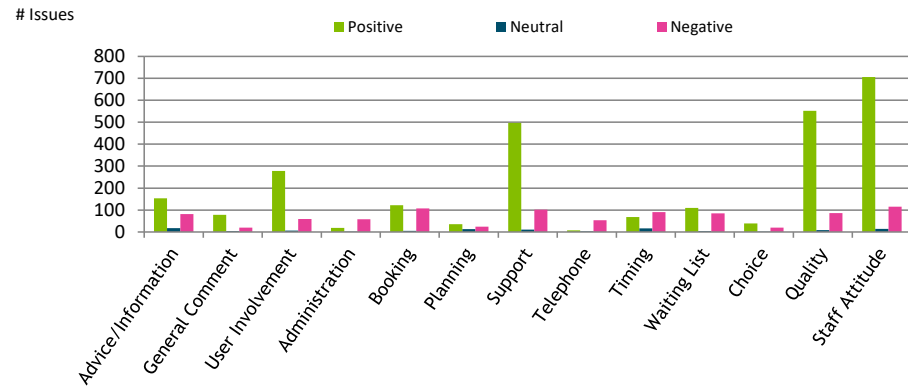


Origins providing the most comments overall

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

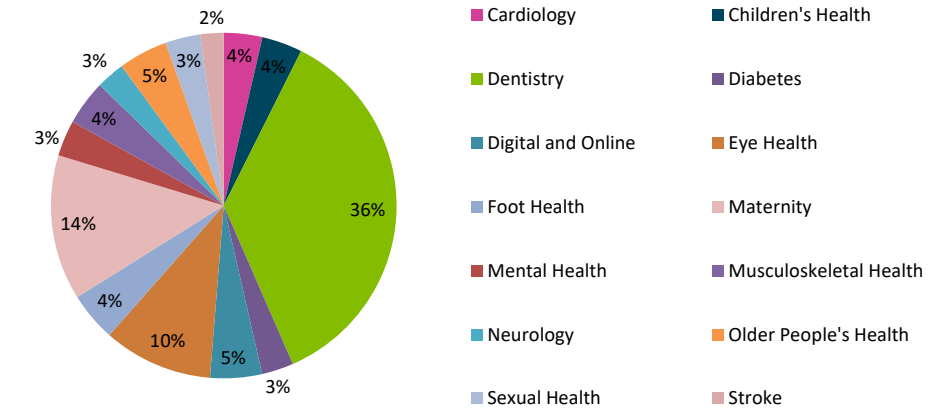
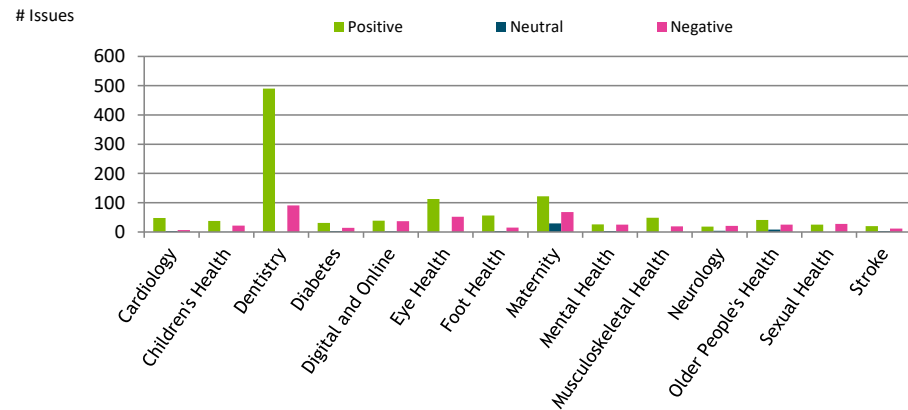


### 2.1 Top Trends: 4047 issues from 883 people



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

### 2.2 Stated medical conditions

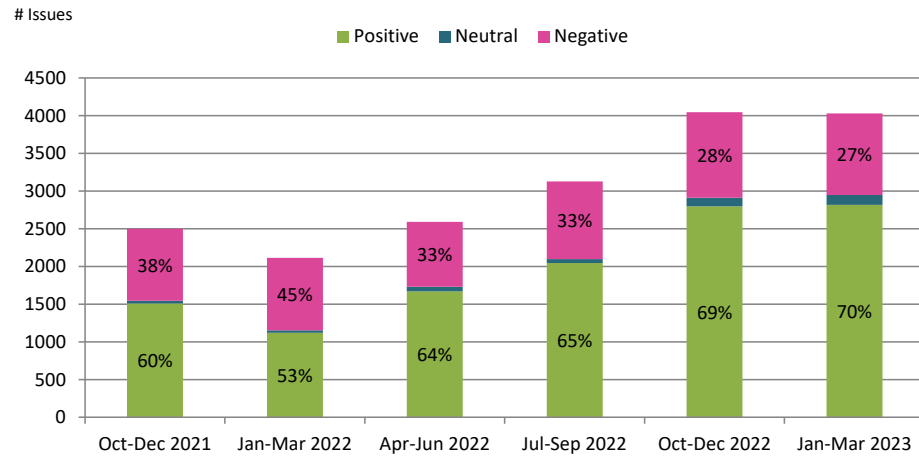


Medical conditions receiving the most comments overall

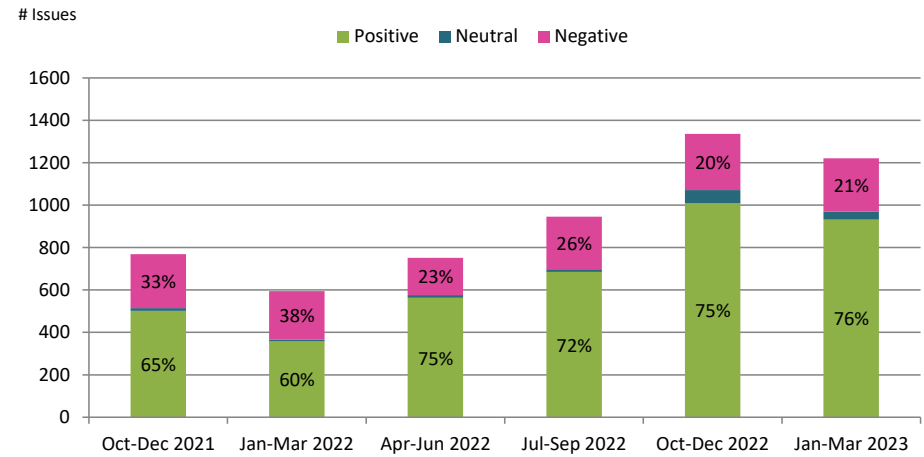
### 3. On the whole, how do people feel about Health and Care services?



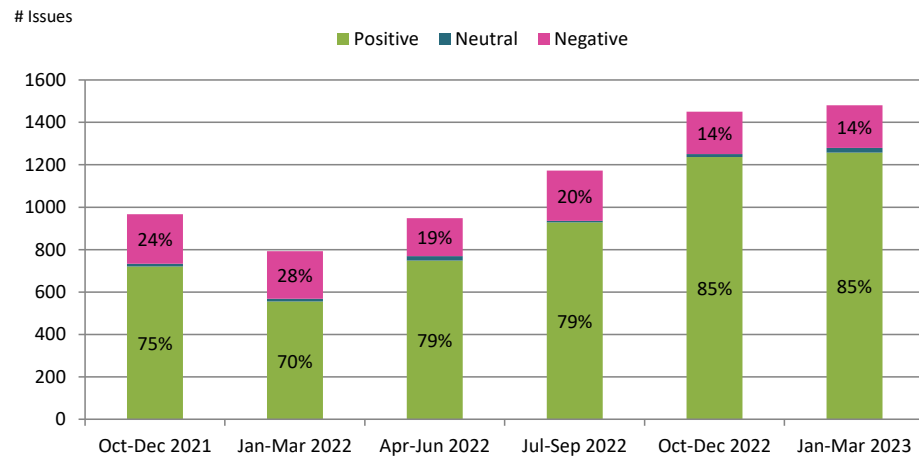
#### 3.1 How do people feel about services overall?



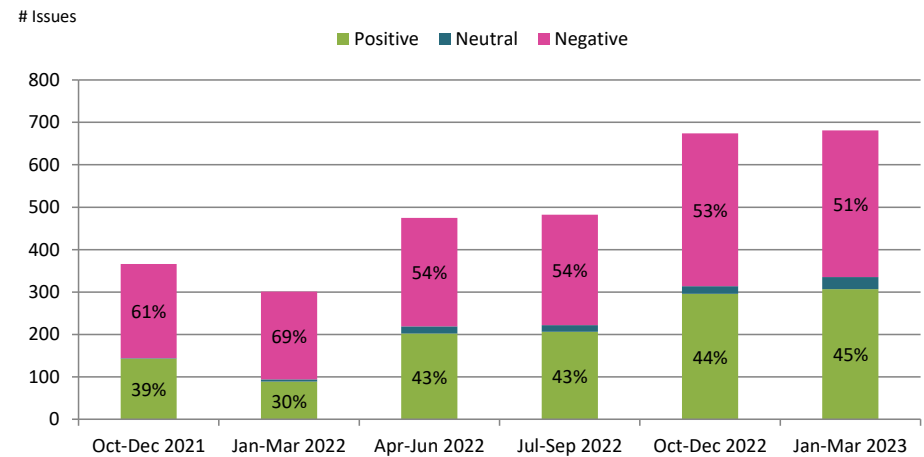
#### 3.2 How well informed, involved and supported do people feel?



#### 3.3 How do people feel about general quality and empathy?



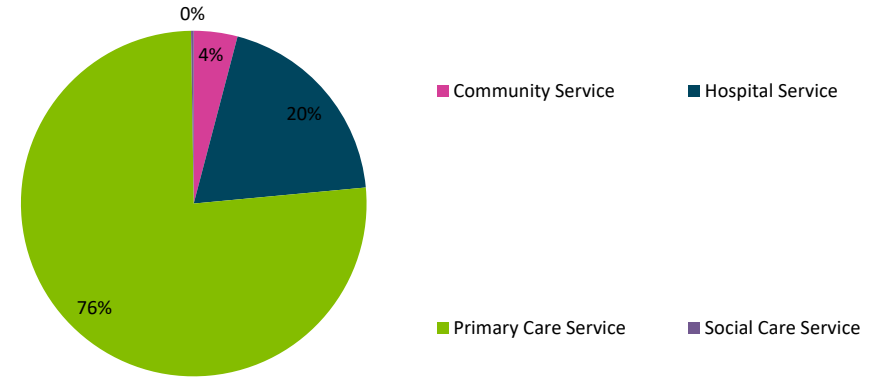
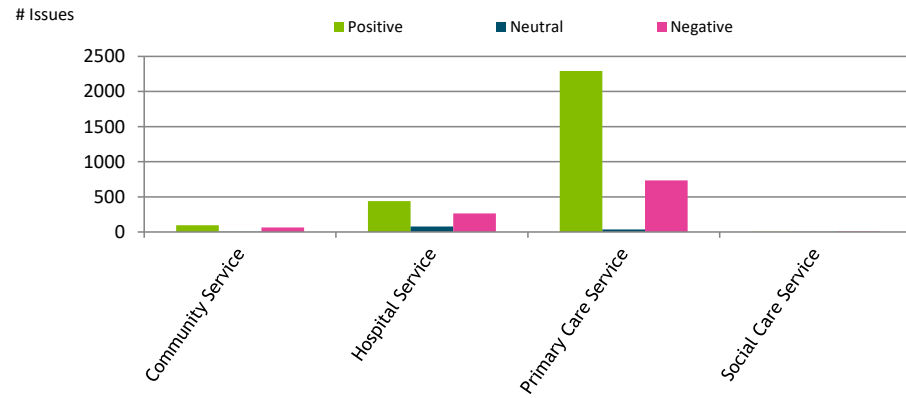
#### 3.4 How do people feel about access to services?



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

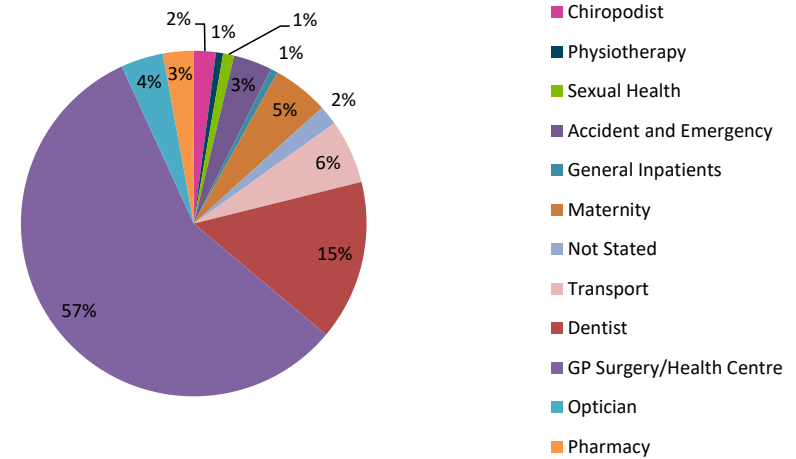
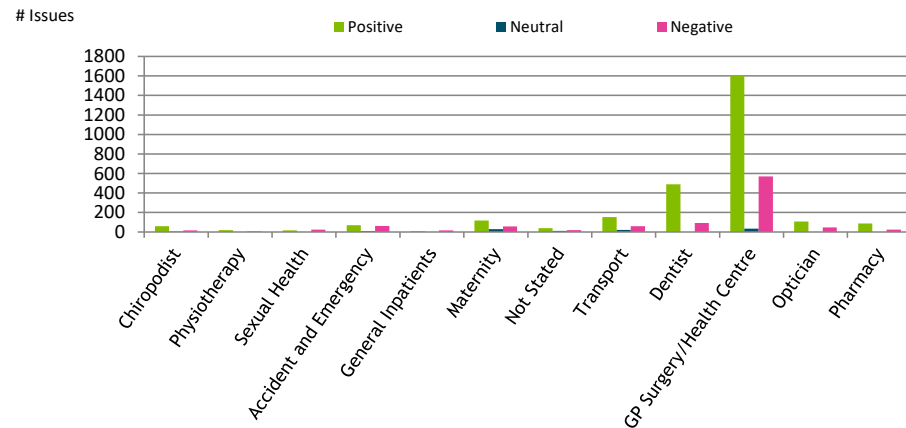


### 4.1 Service Sector



Service sectors receiving the most comments overall

### 4.2 Service Type

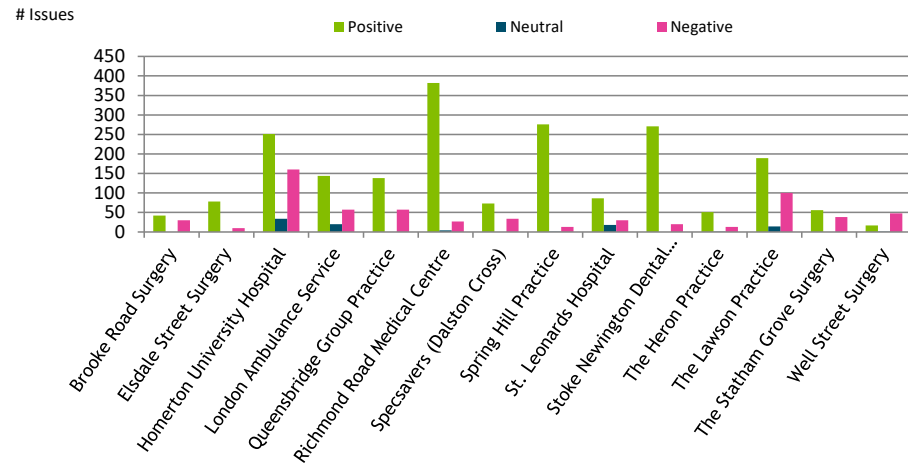


Service type receiving the most comments overall

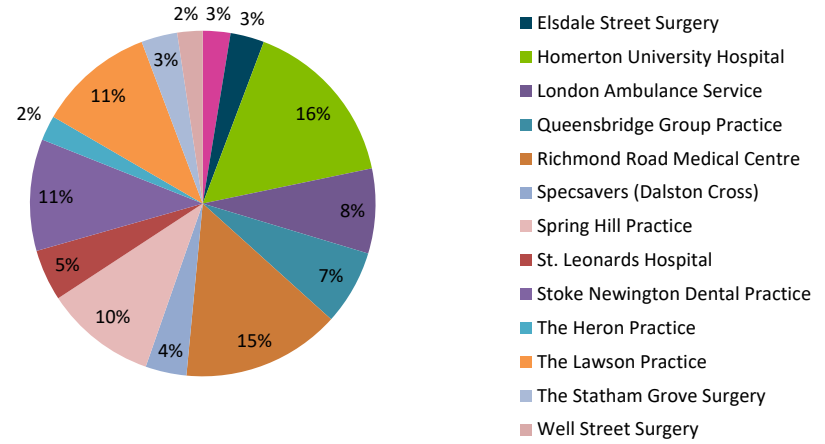
## 4. Trends: Which services are people most commenting on?



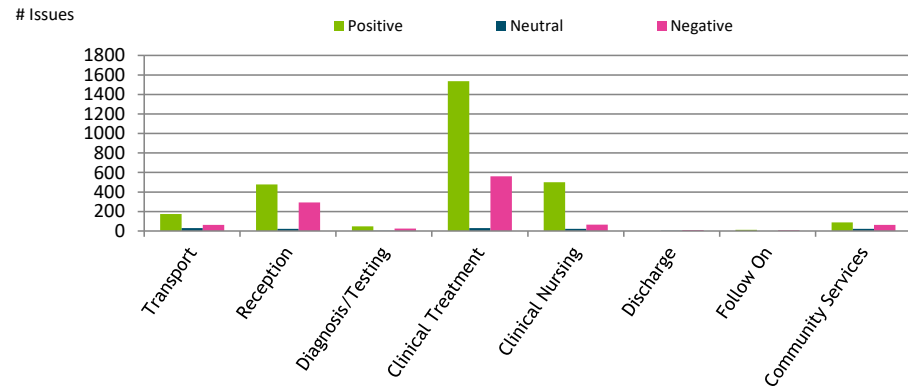
### 4.3 Services



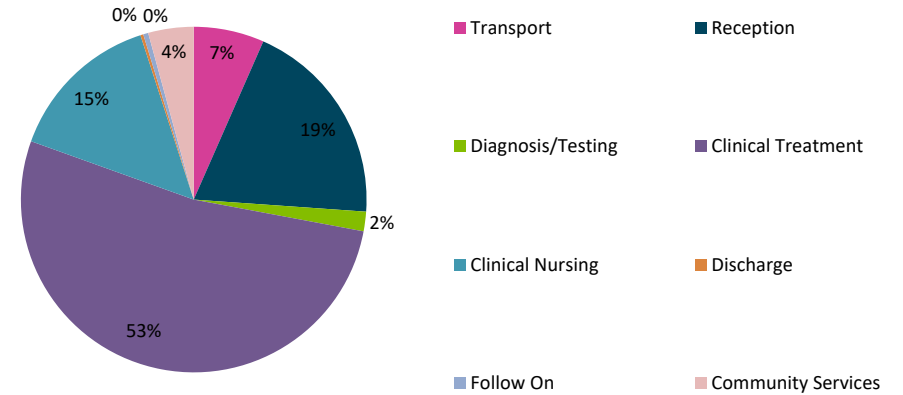
Services receiving the most comments overall



### 4.4 Breakdown of care pathway locations



Care pathway locations

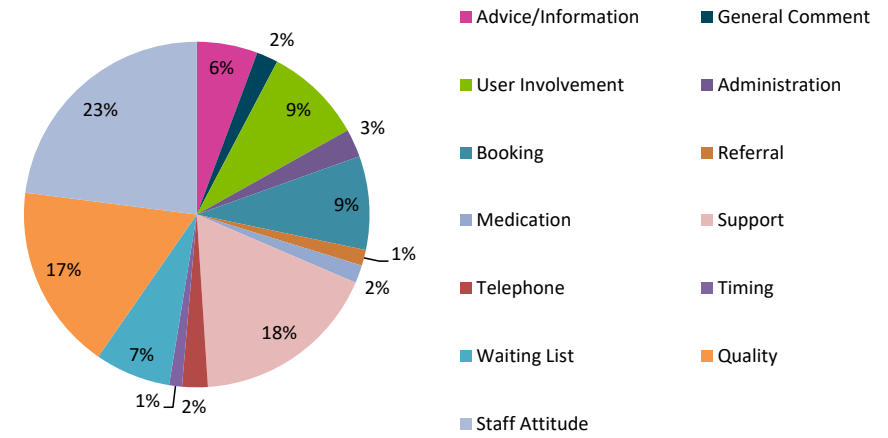
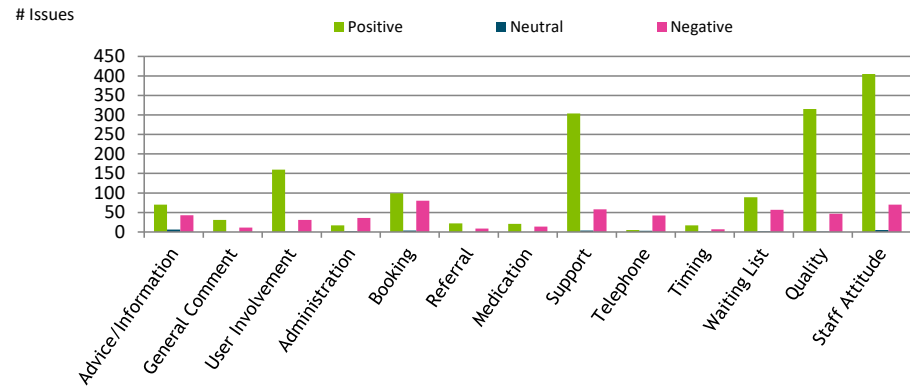




## 5. Trends: GP Services

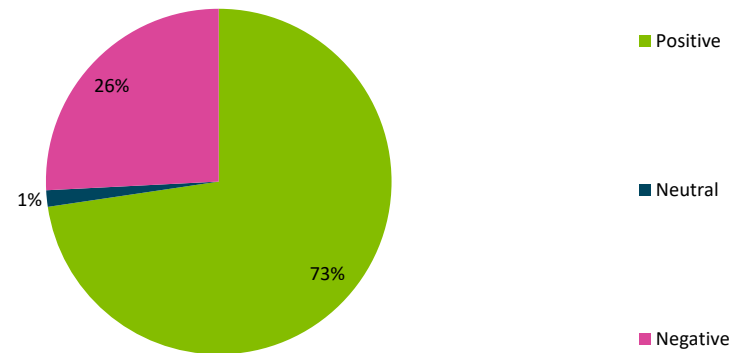
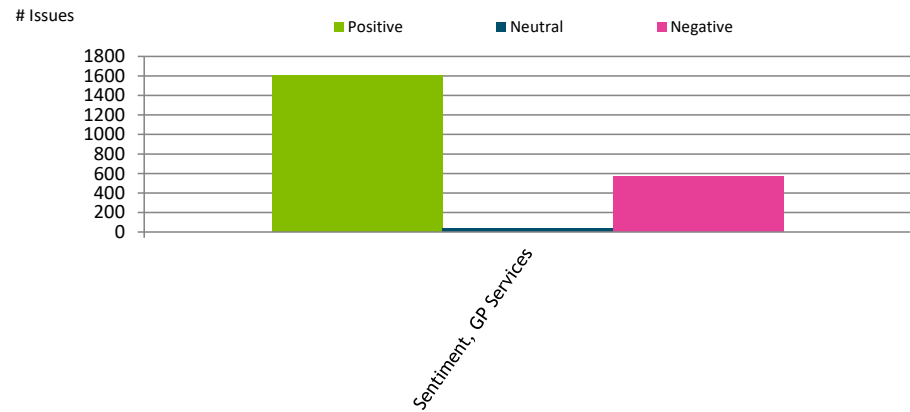


### 5.1 Trends, GP Services: 2213 issues from 443 people



Issues receiving the most comments overall

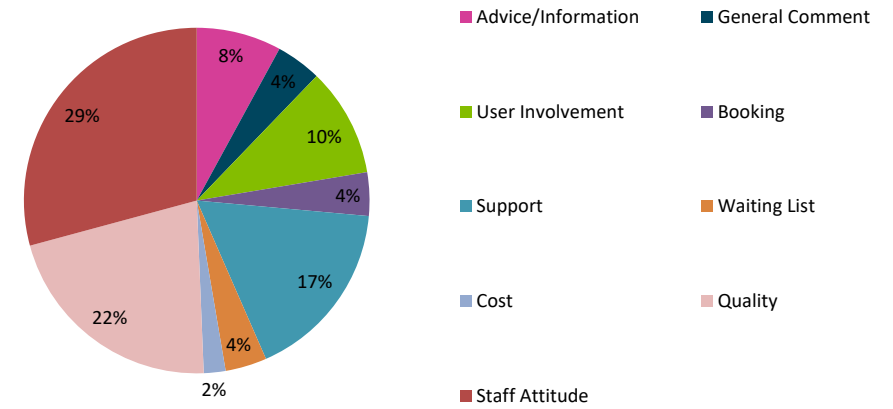
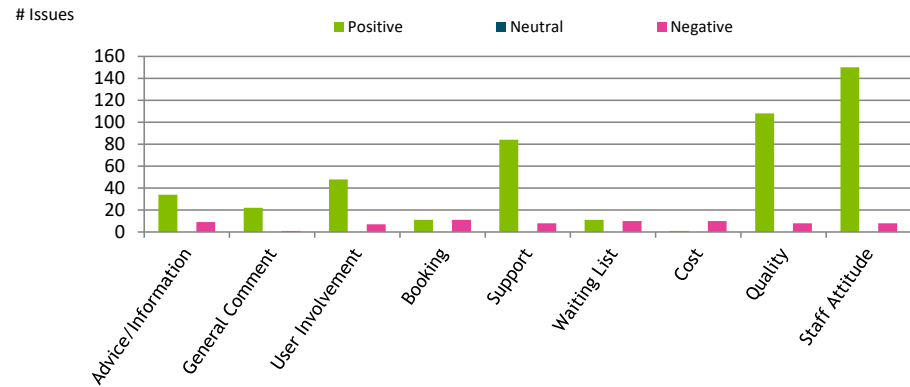
### 5.2 Sentiment, GP Services



## 5. Trends: Dentists

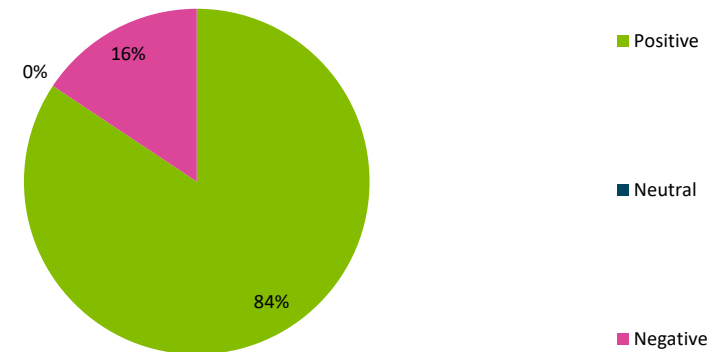
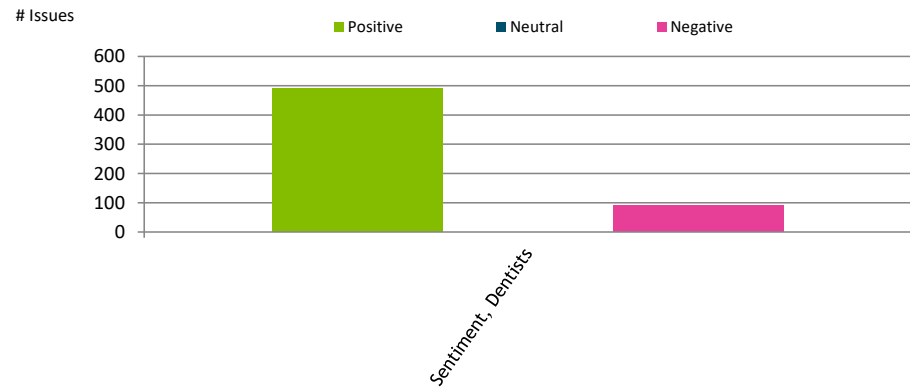


### 5.3 Trends, Dentists: 581 issues from 136 people



Issues receiving the most comments overall

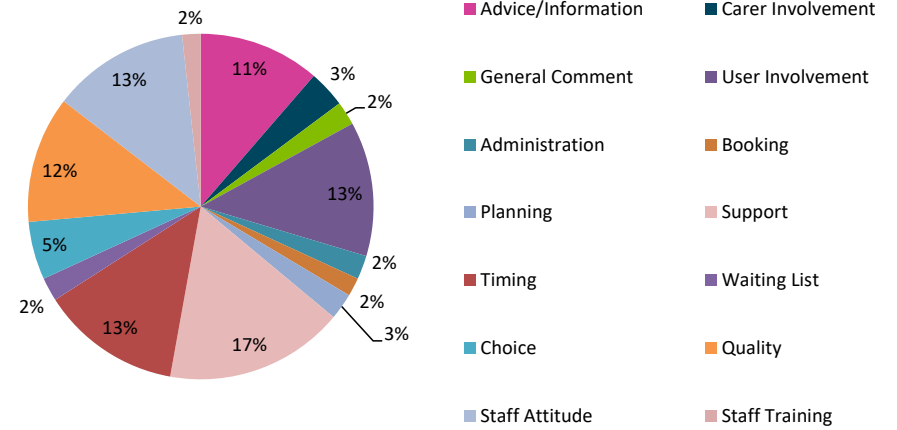
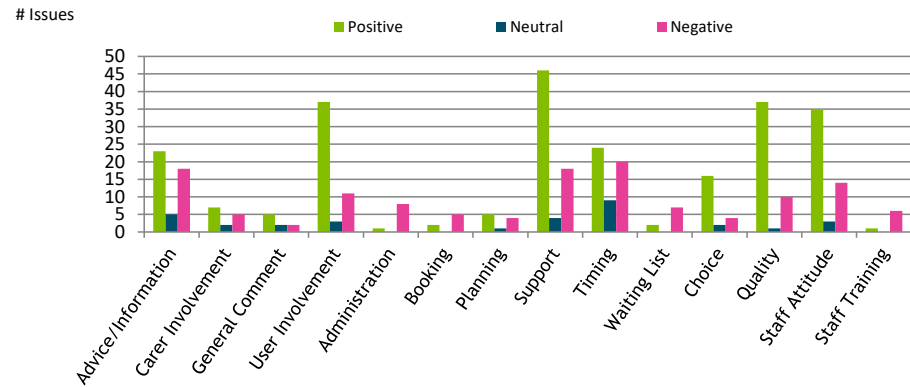
### 5.4 Sentiment, Dentists



## 5. Trends: Homerton University Hospital

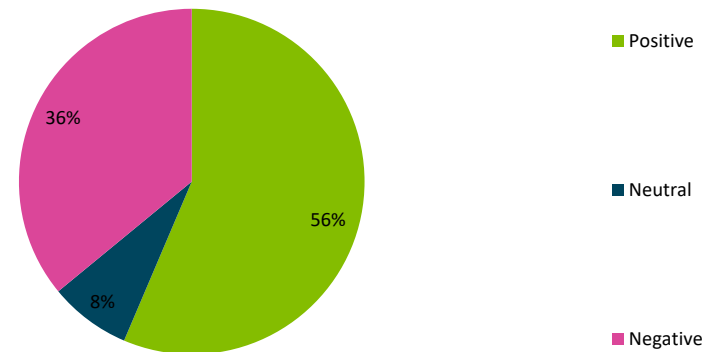
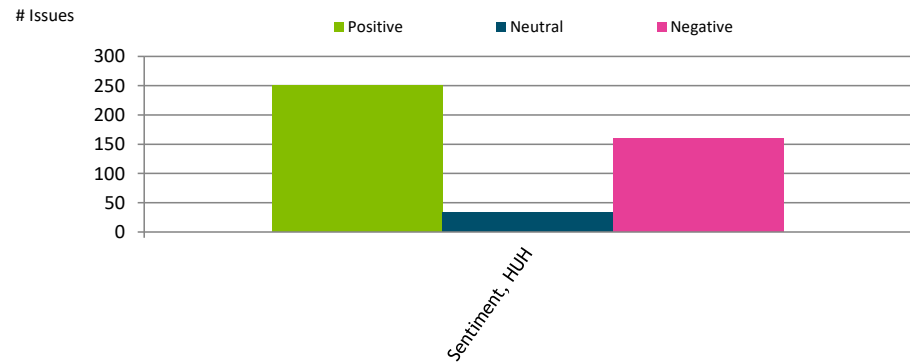


### 5.5 Trends, Homerton University Hospital: 445 issues from 92 people



Issues receiving the most comments overall

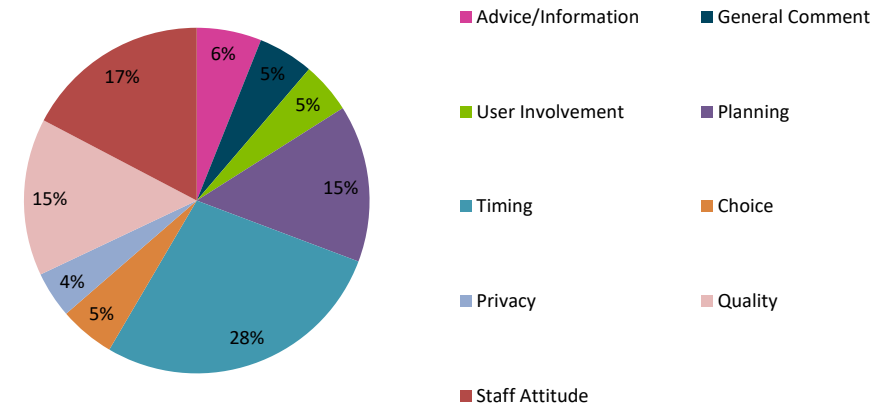
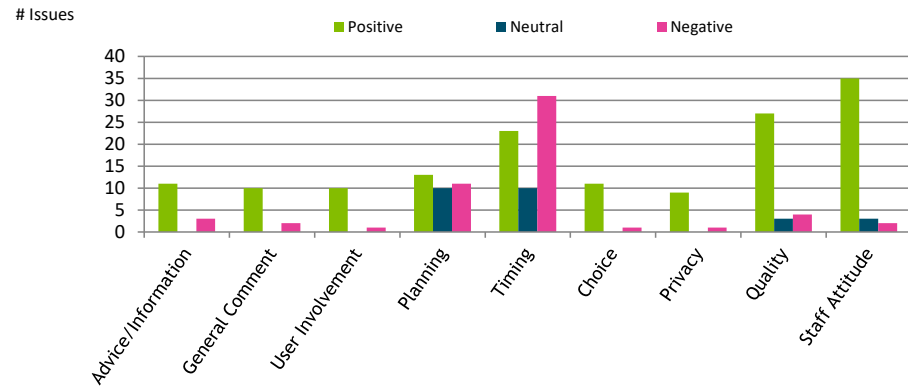
### 5.6 Sentiment, Homerton University Hospital



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

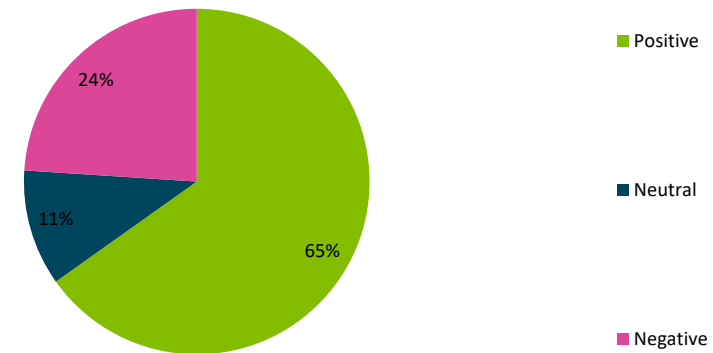
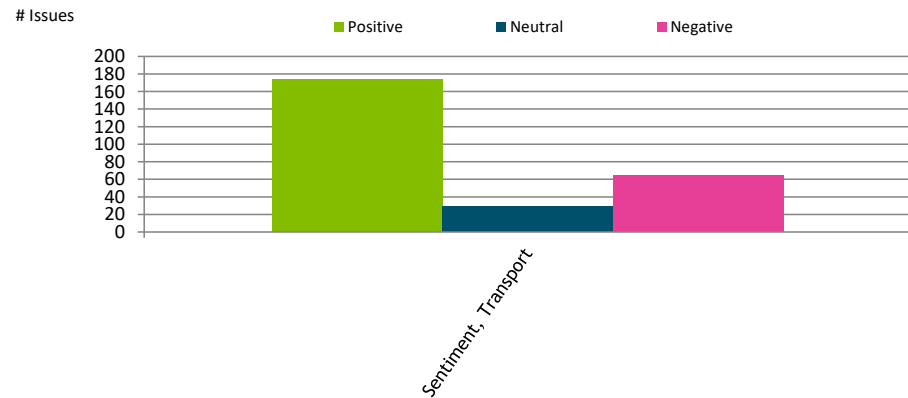


### 6.1 Trends, Transport (267 issues)



Issues receiving the most comments overall

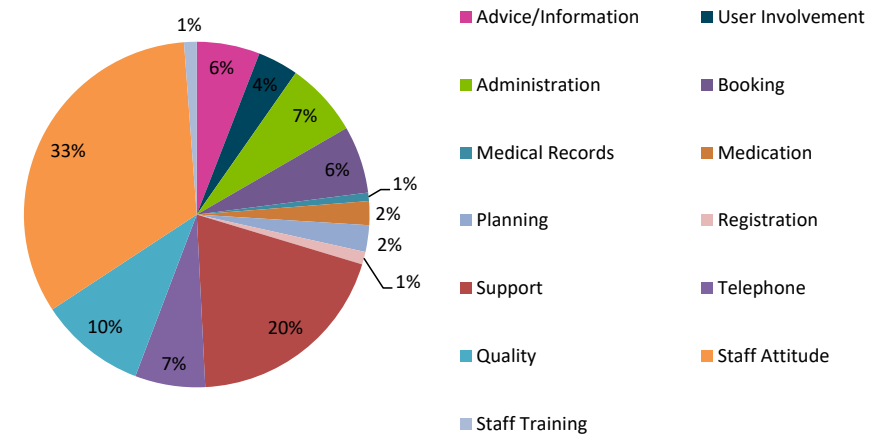
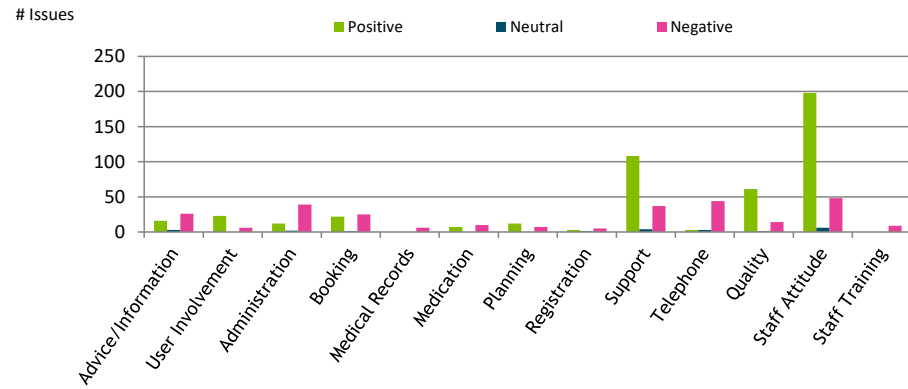
### 6.2 Sentiment, Transport



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

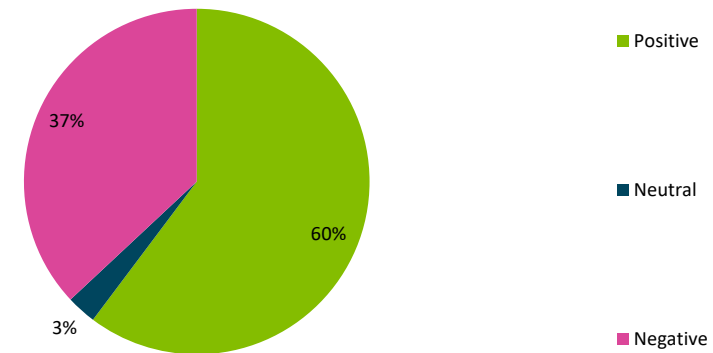
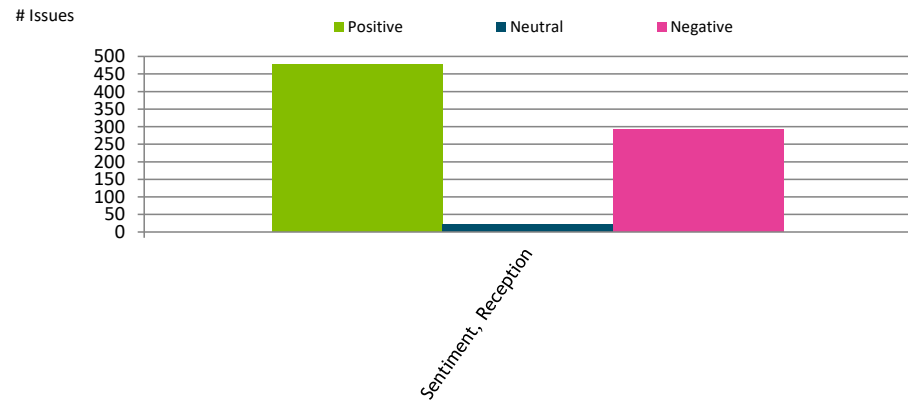


### 6.3 Trends, Reception (790 issues)



Issues receiving the most comments overall

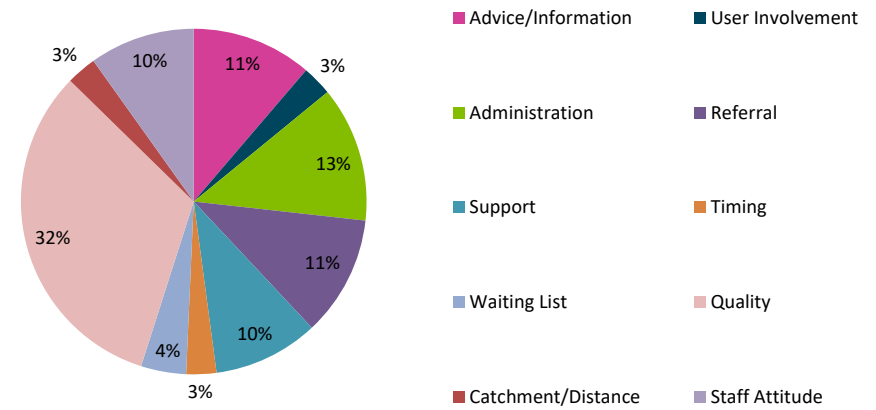
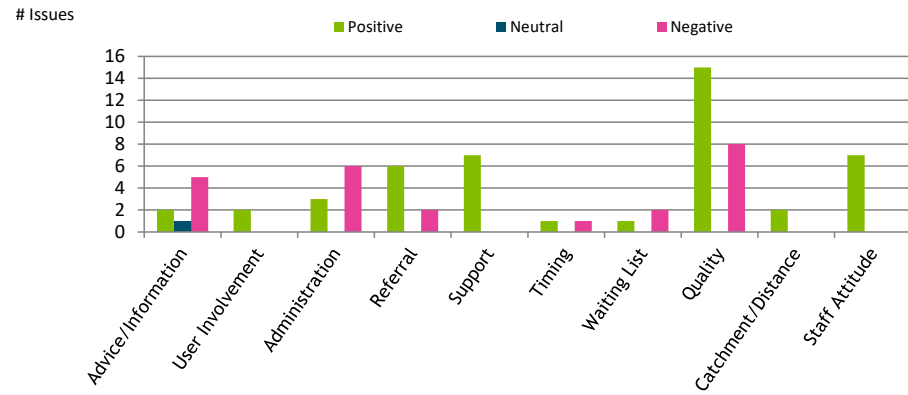
### 6.4 Sentiment, Reception



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

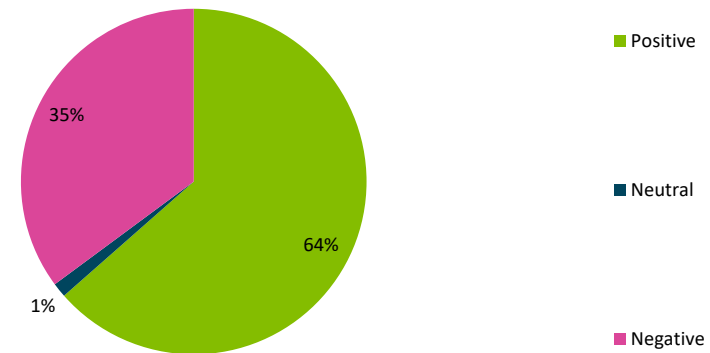
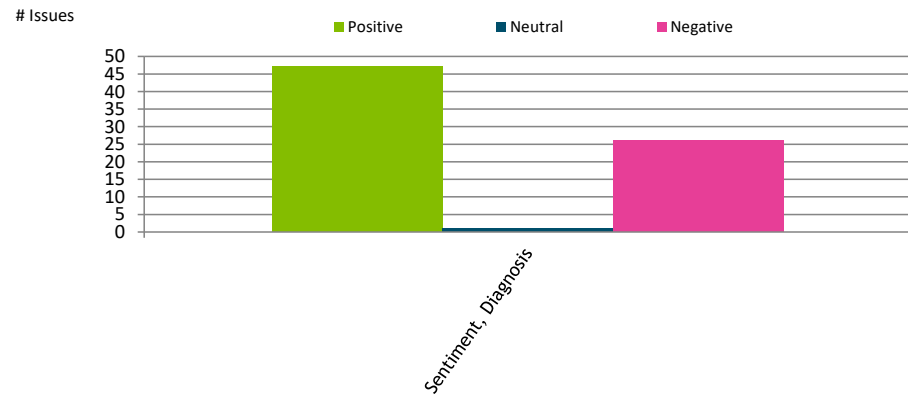


### 6.5 Trends, Diagnosis/Testing (74 issues)



Issues receiving the most comments overall

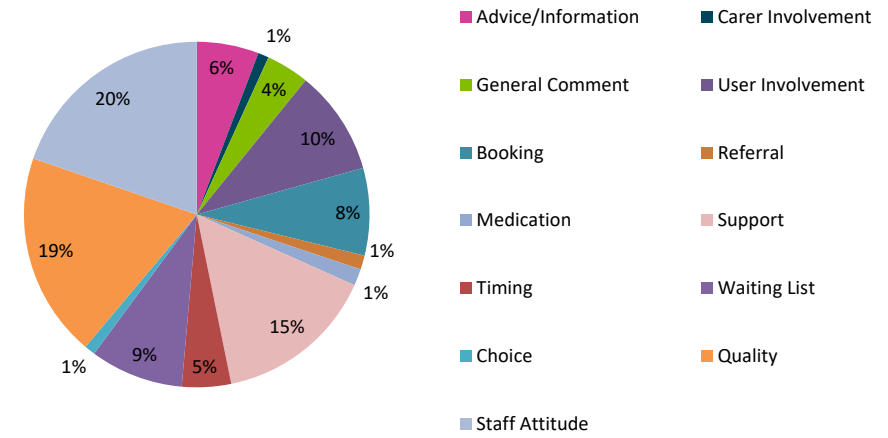
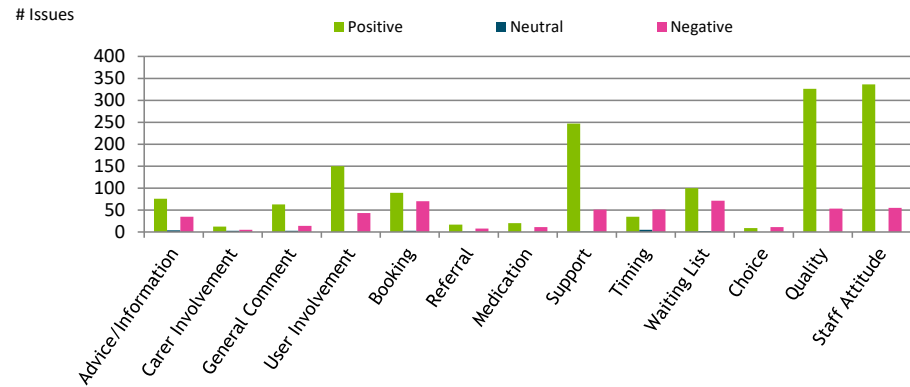
### 6.6 Sentiment, Diagnosis/Testing



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

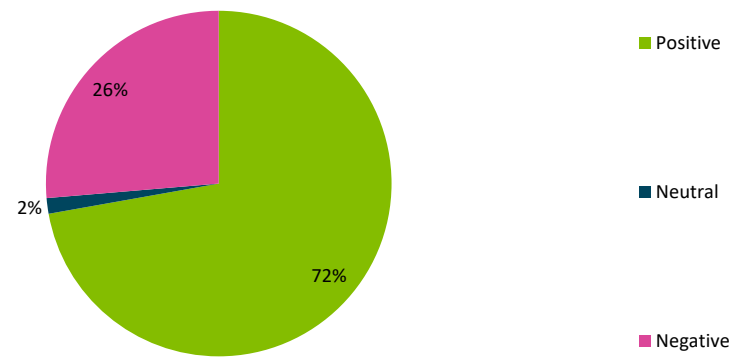
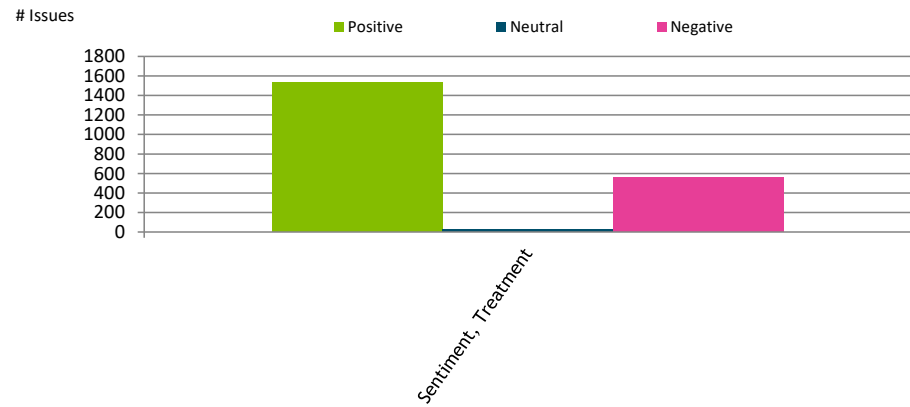


### 6.7 Trends, Clinical Treatment (2126 issues)



Issues receiving the most comments overall

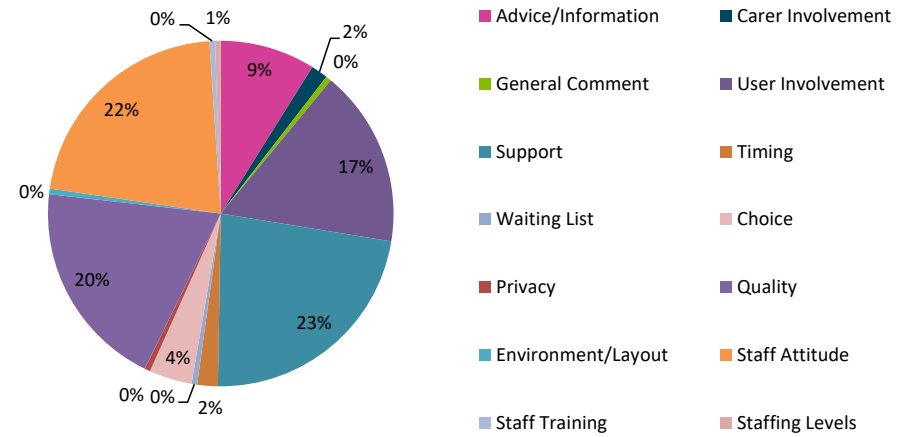
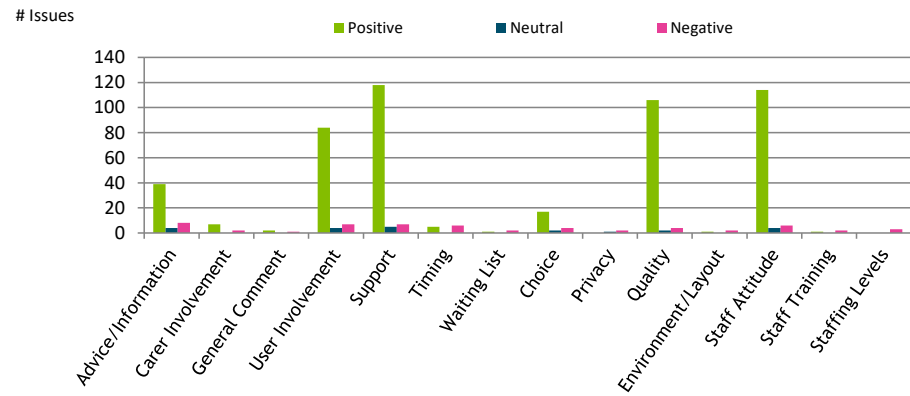
### 6.8 Sentiment, Clinical Treatment



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

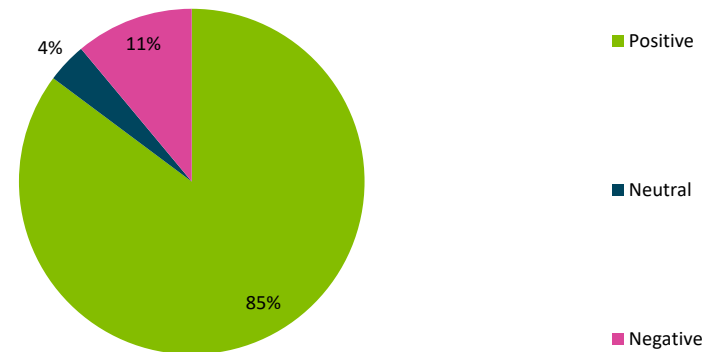
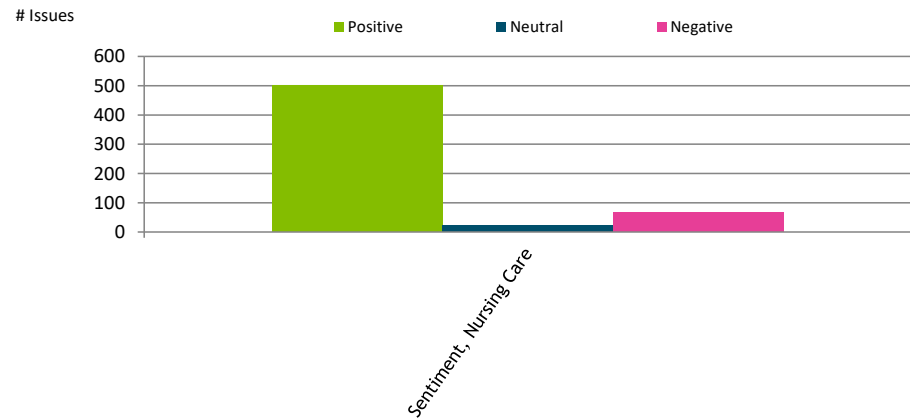


### 6.9 Trends, Clinical Nursing (588 issues)



Issues receiving the most comments overall

### 6.10 Sentiment, Clinical Nursing

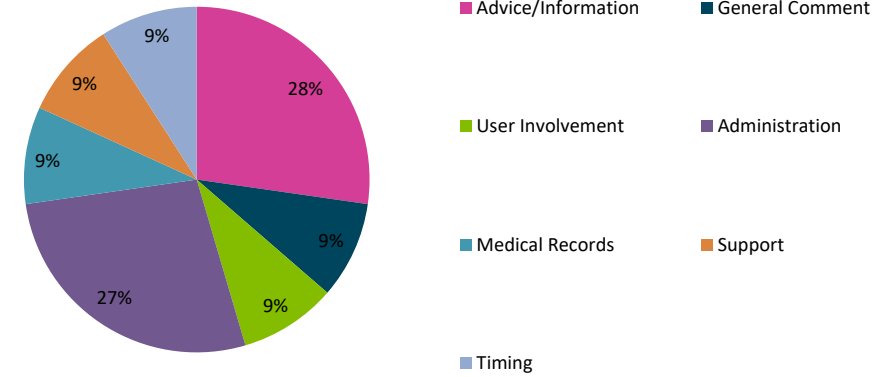
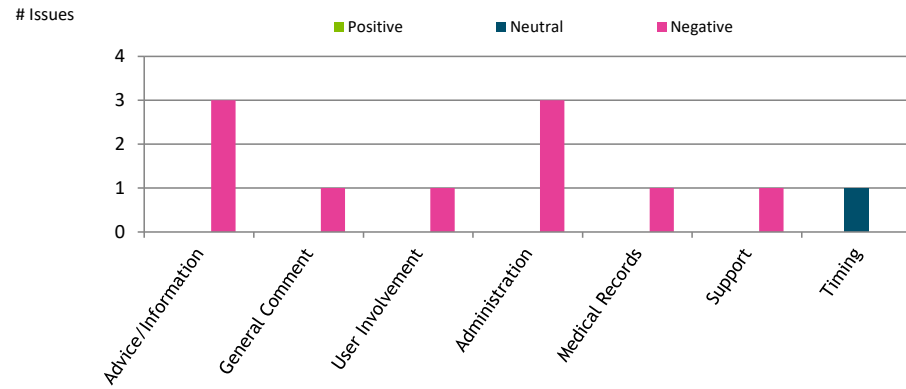




## 6. Care Pathway: Discharge (discharge from a service)

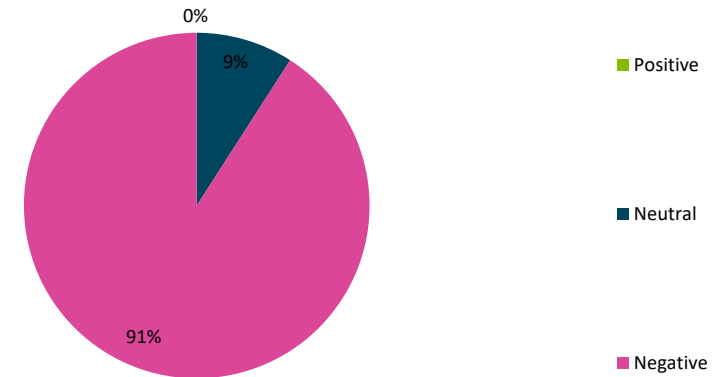
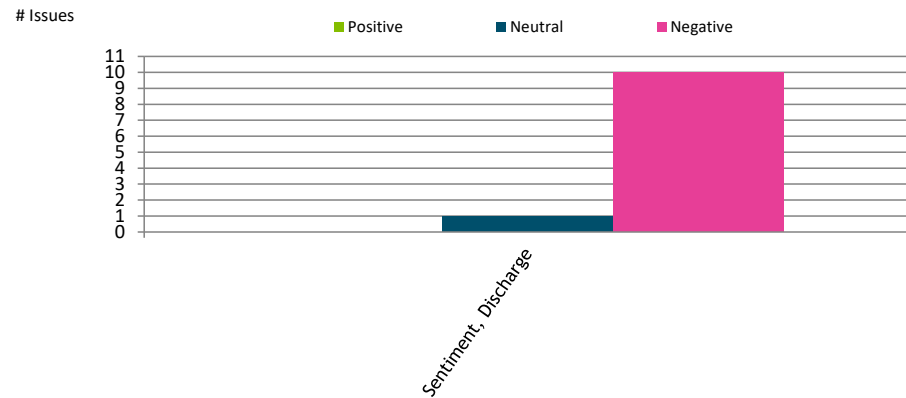


### 6.11 Trends, Discharge (11 issues)



Issues receiving the most comments overall

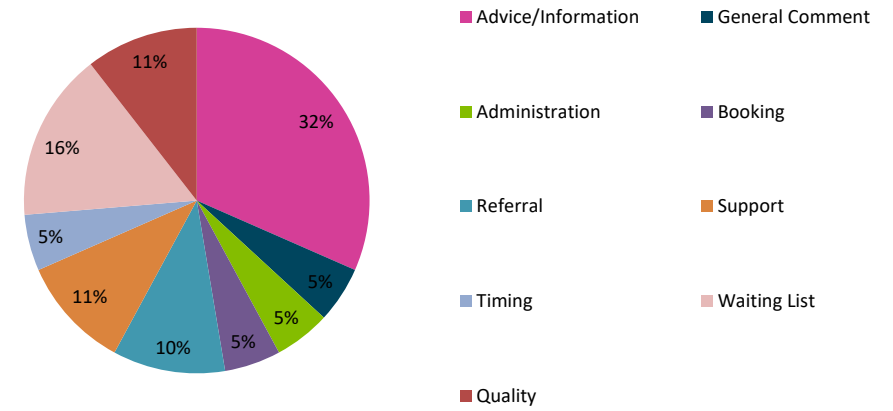
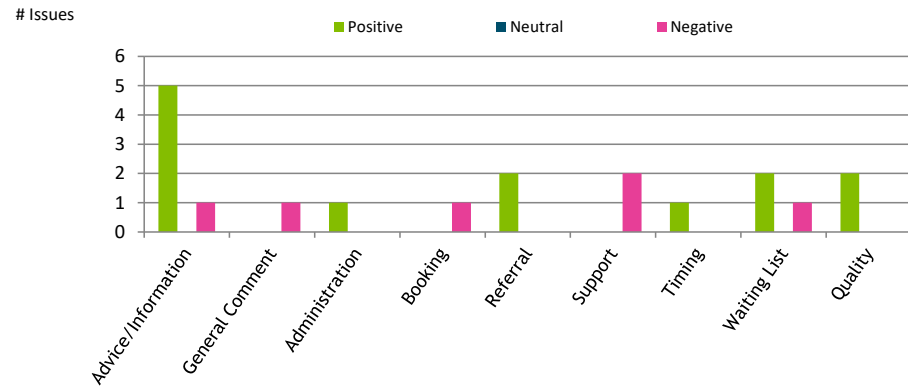
### 6.12 Sentiment, Discharge



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

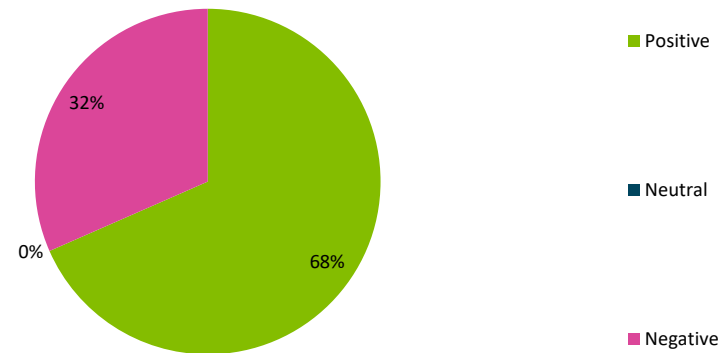
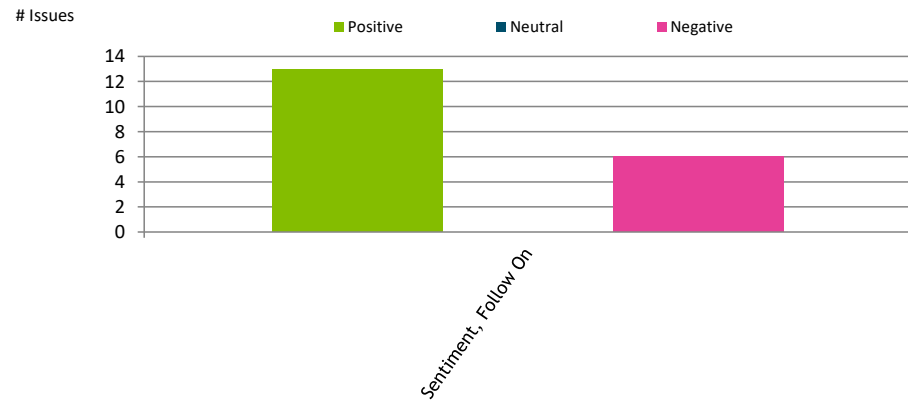


### 6.13 Trends, Follow On (19 issues)



Issues receiving the most comments overall

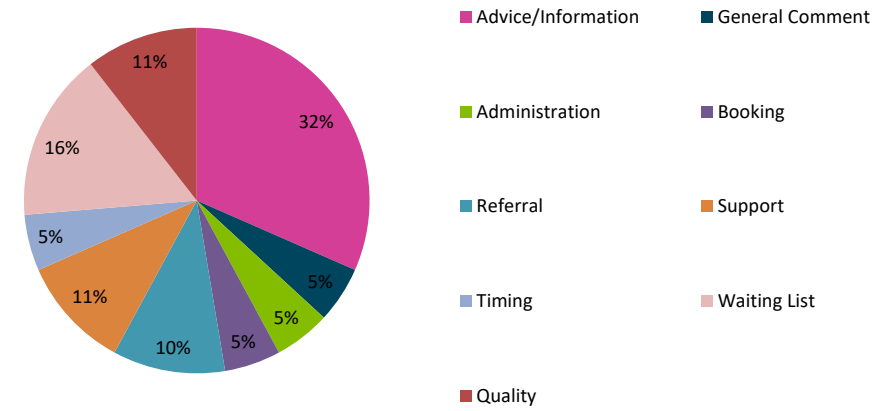
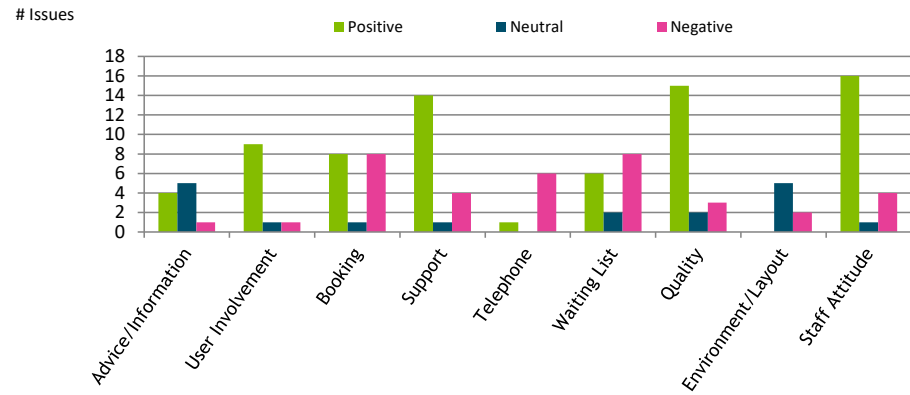
### 6.14 Sentiment, Follow On



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

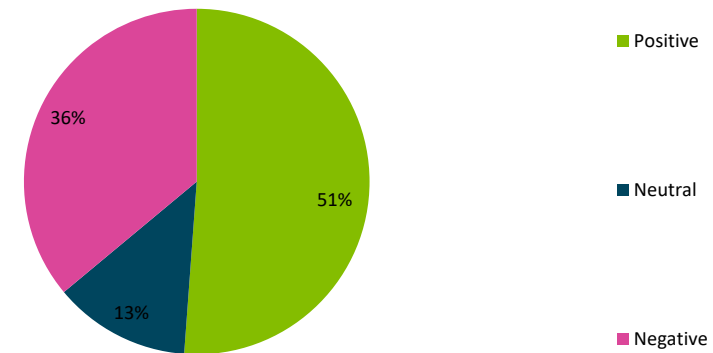
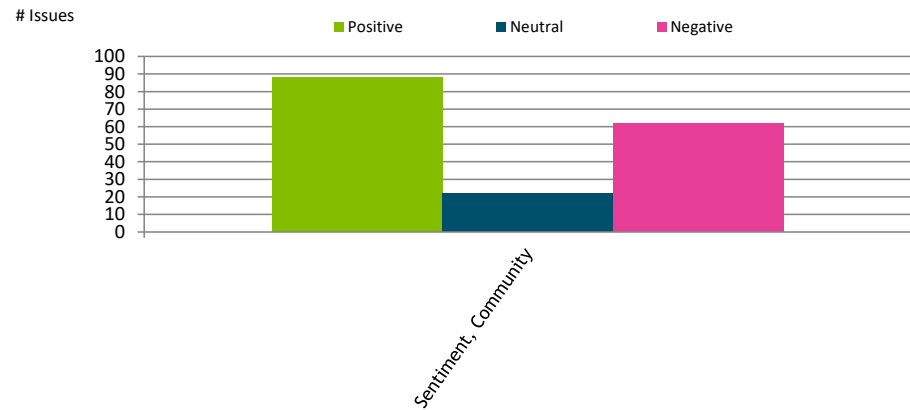


### 6.15 Trends, Community (172 issues)



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>	153	18	82	253
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	20	4	11	35
	Peer Involvement	<i>Involvement or Influence of friends.</i>	0	1	0	1
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	78	4	21	103
	User Involvement	<i>Involvement or influence of the service user.</i>	278	6	59	343
Systems	Administration	<i>Administrative processes and delivery.</i>	19	2	58	79
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	0	0	4	4
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	122	5	107	234
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	5	5
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	5	5
	Referral	<i>Referral to a service.</i>	27	1	13	41
	Medical Records	<i>Management of medical records.</i>	1	2	10	13
	Medication	<i>Prescription and management of medicines.</i>	33	0	24	57
	Opening Times	<i>Opening times of a service.</i>	2	0	2	4
	Planning	<i>Leadership and general organisation.</i>	35	13	24	72
	Registration	<i>Ability to register for a service.</i>	4	1	18	23
	Support	<i>Levels of support provided.</i>	498	11	106	615
	Telephone	<i>Ability to contact a service by telephone.</i>	7	3	54	64
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	68	16	91	175
	Waiting List	<i>Length of wait while on a list.</i>	110	4	85	199
Values	Choice	<i>General choice.</i>	39	2	20	61
	Cost	<i>General cost.</i>	5	1	19	25
	Language	<i>Language, including terminology.</i>	8	4	7	19
	Nutrition	<i>Provision of sustenance.</i>	0	0	1	1
	Privacy	<i>Privacy, personal space and property.</i>	11	1	6	18
	Quality	<i>General quality of a service, or staff.</i>	552	8	86	646
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	0	0
	Stimulation	<i>General stimulation, including access to activities.</i>	2	0	0	2

## 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>	5	0	5	10
	Environment/Layout	<i>Physical environment of a service.</i>	22	8	8	38
	Equipment	<i>General equipment issues.</i>	4	0	6	10
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	1	0	2	3
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	20	0	4	24
	Mobility	<i>Physical mobility to, from and within services.</i>	2	0	4	6
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	1	1
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	4	4
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	1	1
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	706	14	115	835
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	1	4	6
	Staff Training	<i>Training of staff.</i>	1	0	18	19
	Staffing Levels	<i>General availability of staff.</i>	1	0	6	7
	<b>Total:</b>			<b>2835</b>	<b>130</b>	<b>1096</b>