

The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Harrow



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 April - 30 June 2023

Index and overview of findings



647

Data Source

This report is based on the experience of 647 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.



72%

Overall Satisfaction

Satisfaction has declined by 8% this quarter, standing at 72% positive and 28% negative.

Feedback suggests people receive good quality, compassionate treatment and care on the whole, with good levels of involvement and communication. Service access remains as a leading negative topic. More on page 5.



79%

Information, Involvement and Support

Satisfaction has declined by 6% this quarter, standing at 79% positive and 21% negative, according to comments.

Complaints are up by 8% on communication and support, and by 4% on user involvement.
More on page 5.



82%

Quality and Empathy

Comments suggest satisfaction has declined by 6%, standing at 82% positive, 17% negative and 1% neutral.

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



36%

Access to Services

Satisfaction has declined by 22% this quarter, standing at 36% positive, 63% negative and 1% neutral.

Complaints are up by 24% on waiting times, by 20% on ability to book appointments, and by 5% 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.

"A smile at reception makes all the difference. I came in feeling anxious, but left feeling much better."



206

GP Services

Satisfaction is at 53% positive, 46% negative and 1% neutral, comments suggest.

206 people comment on GP services. Feedback suggests good quality, compassionate treatment and care, with good levels of communication, involvement and support. Ability to book appointments, waiting times, telephones and administration remain as leading access related issues. More on page 9.



276

Dentists

According to comments, sentiment is 92% positive and 8% negative.

276 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.



75

Northwick Park Hospital

Feedback suggests sentiment is 49% positive and 51% negative.

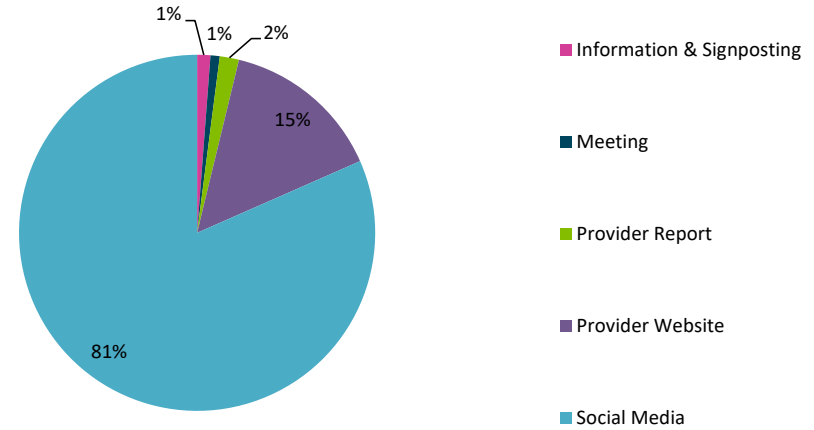
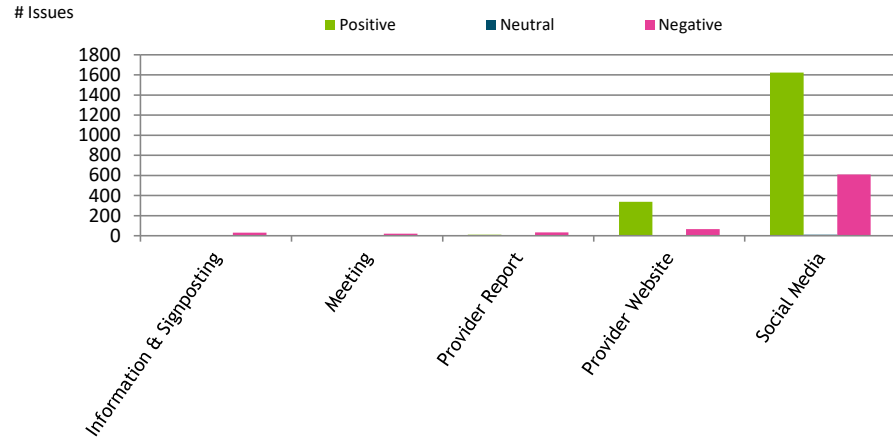
75 people comment this quarter, with compliments on the levels of involvement received. According to feedback, patients would like greater levels of communication and support, and reduced waiting times. More on page 11.

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?

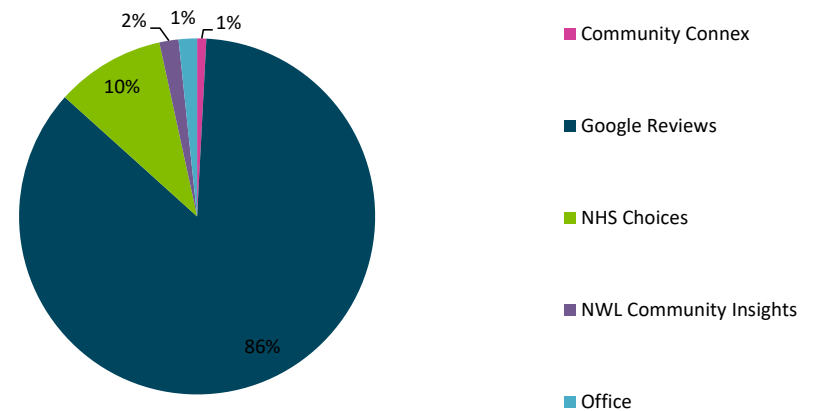
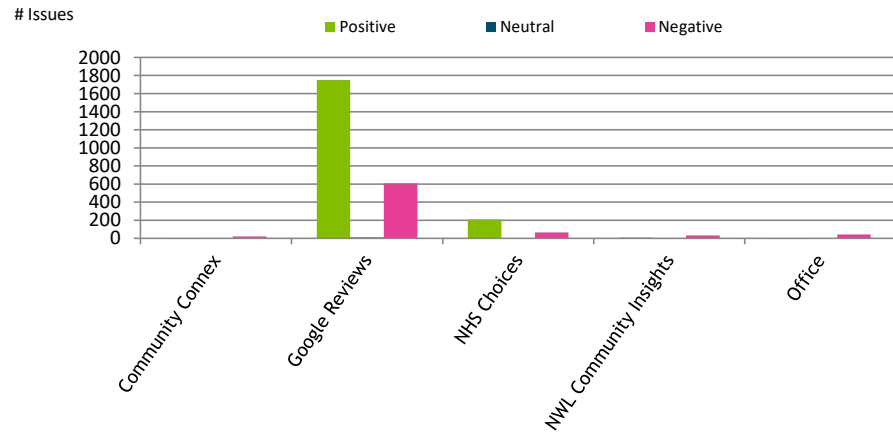


1.1 Source: 2762 issues from 647 people



Sources providing the most comments overall

1.2 Origin

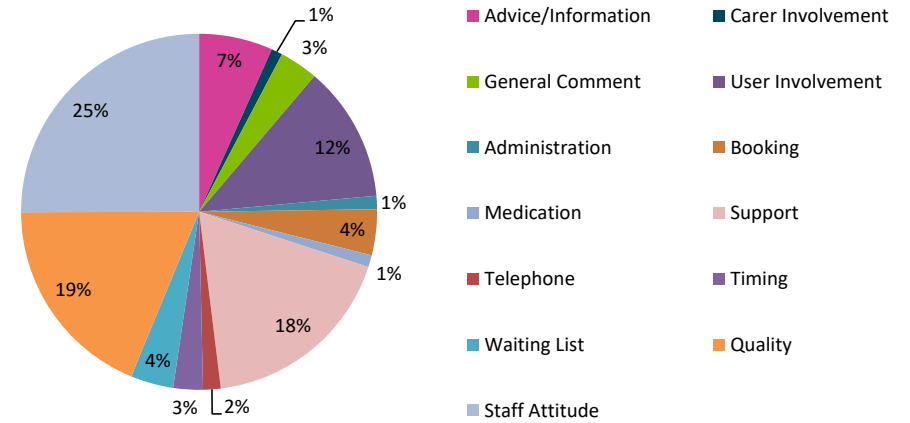
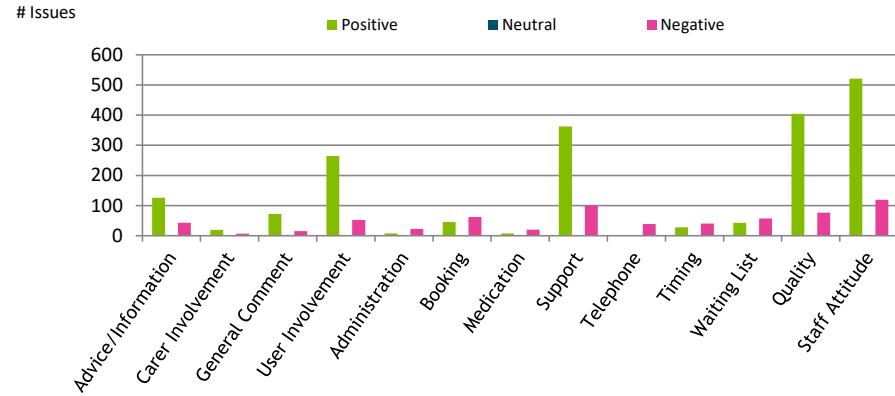


Origins providing the most comments overall

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

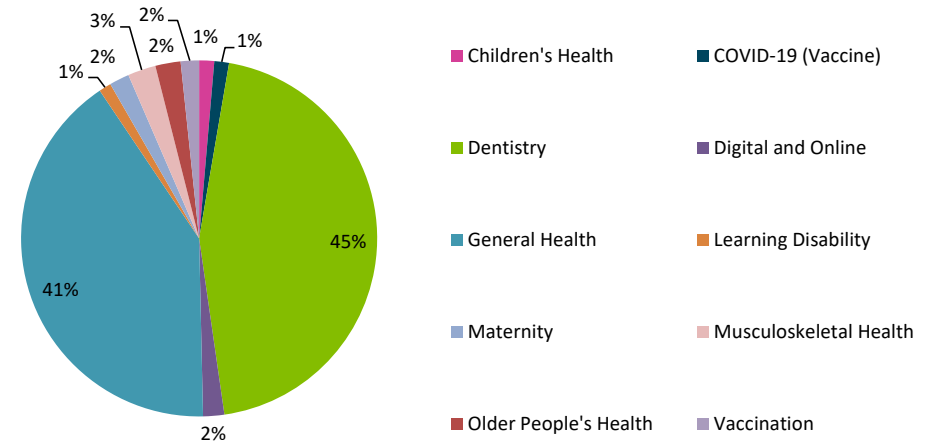
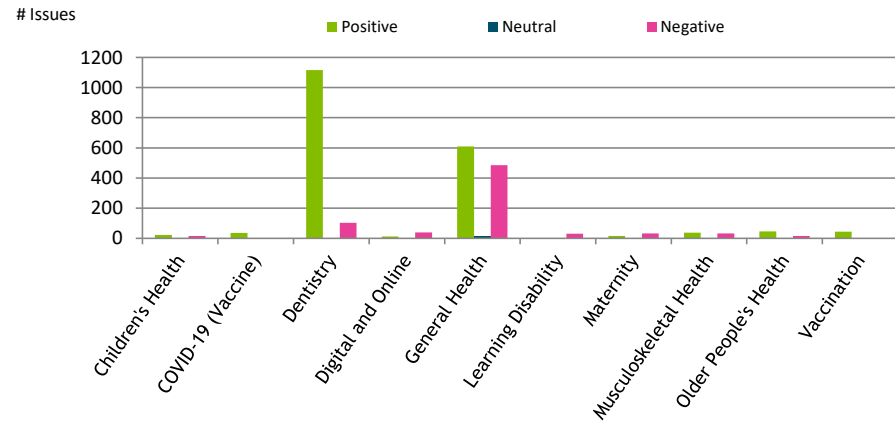


2.1 Top Trends: 2752 issues from 642 people



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

2.2 Stated medical conditions

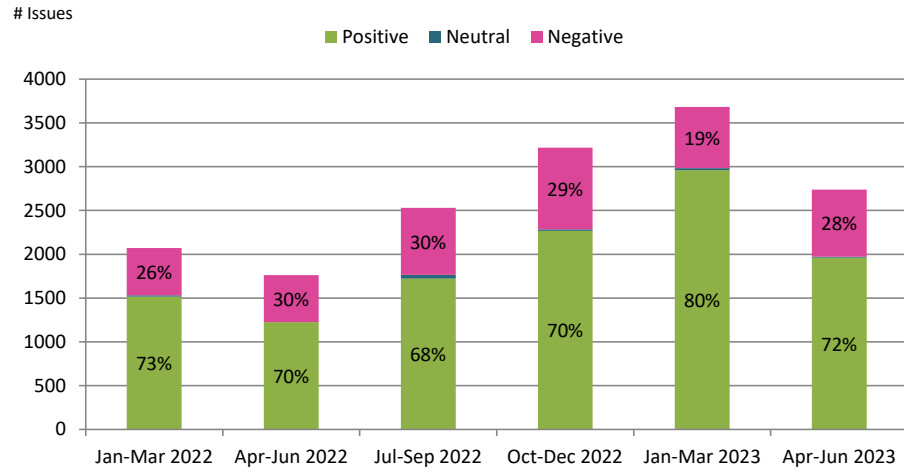


Medical conditions receiving the most comments overall

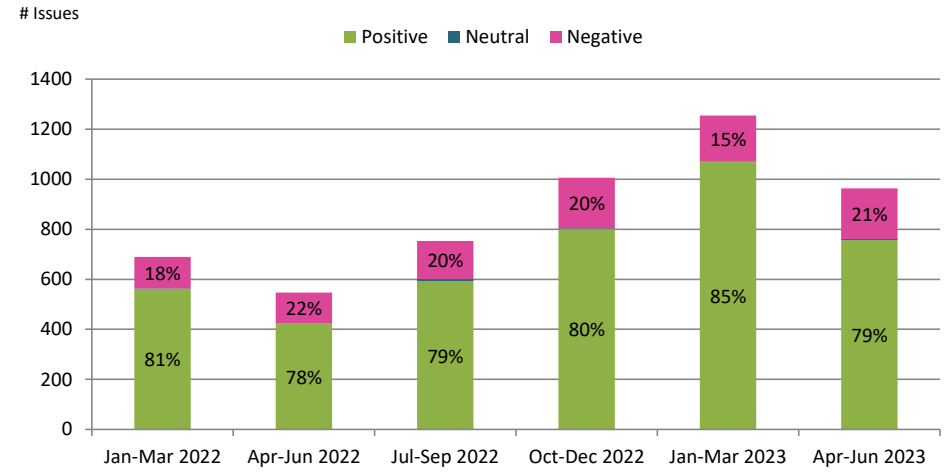
3. On the whole, how do people feel about Health and Care services?



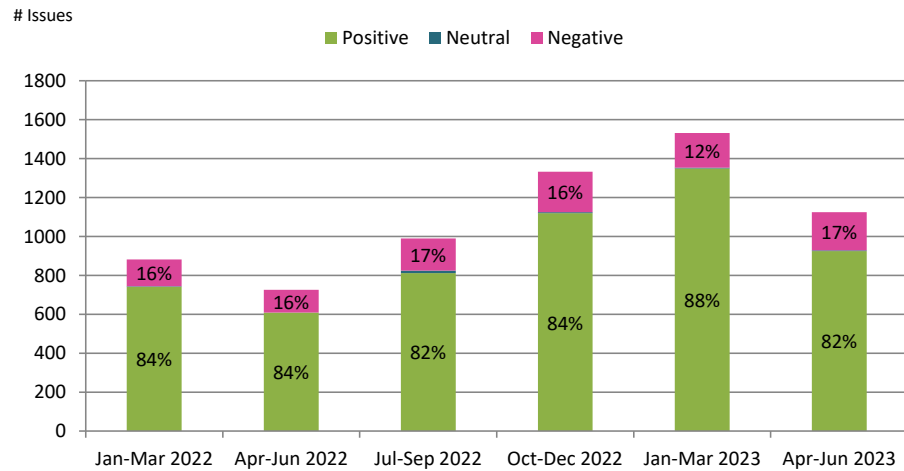
3.1 How do people feel about services overall?



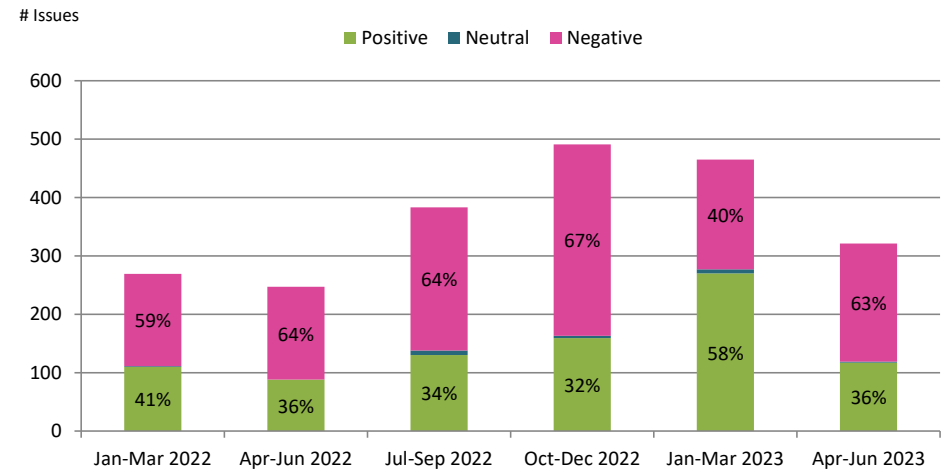
3.2 How well informed, involved and supported do people feel?



3.3 How do people feel about general quality and empathy?



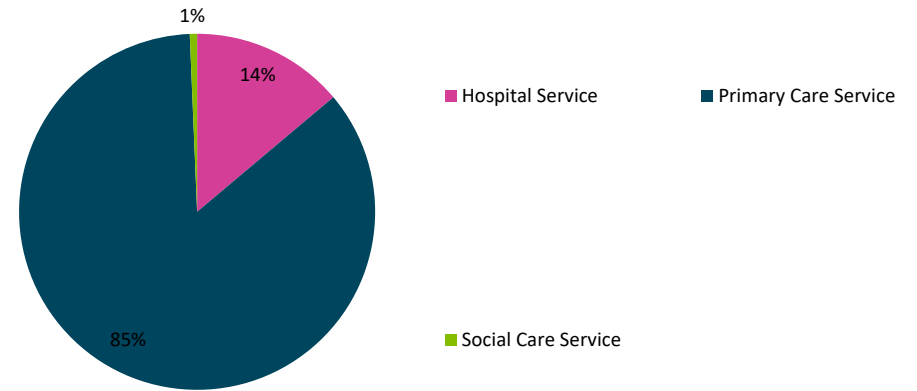
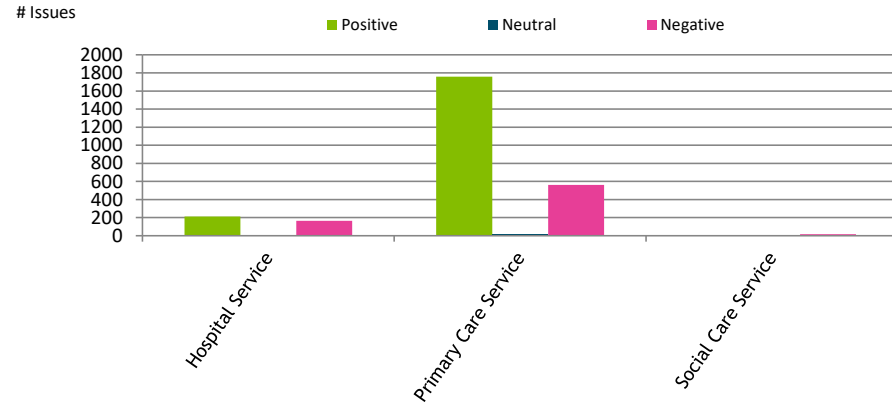
3.4 How do people feel about access to services?



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

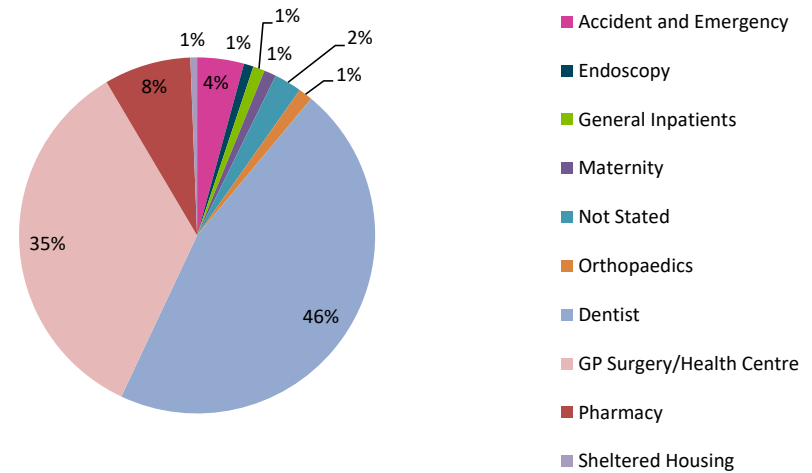
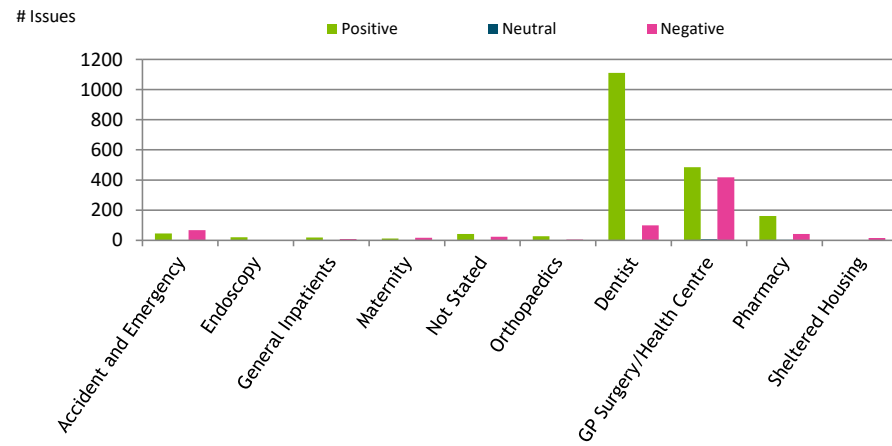


4.1 Service Sector



Service sectors receiving the most comments overall

4.2 Service Type

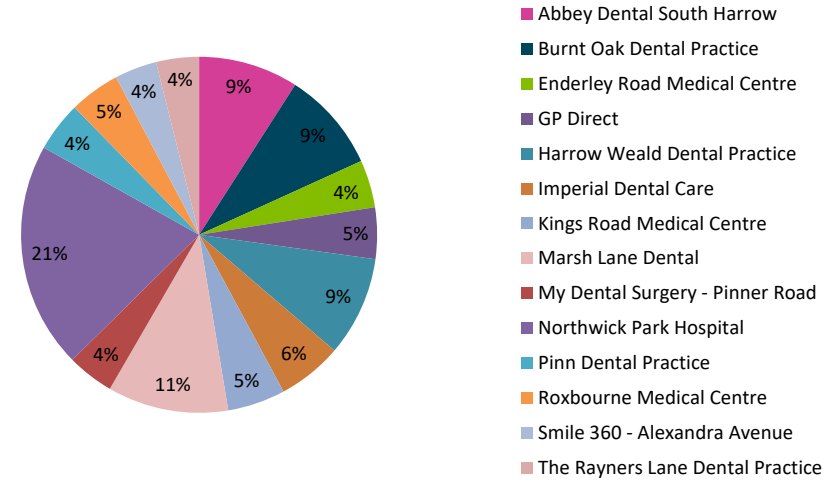
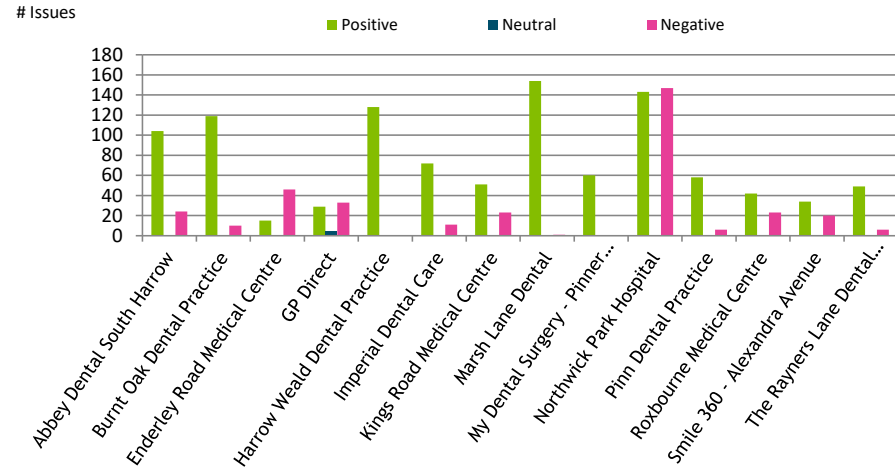


Service type receiving the most comments overall

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

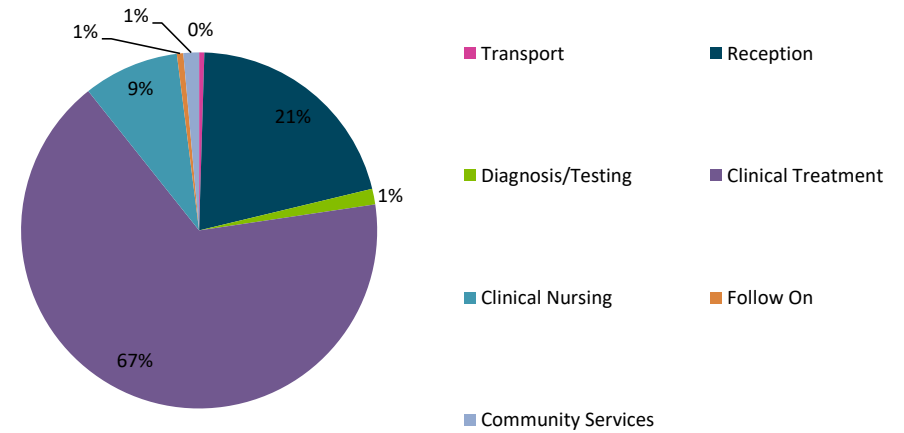
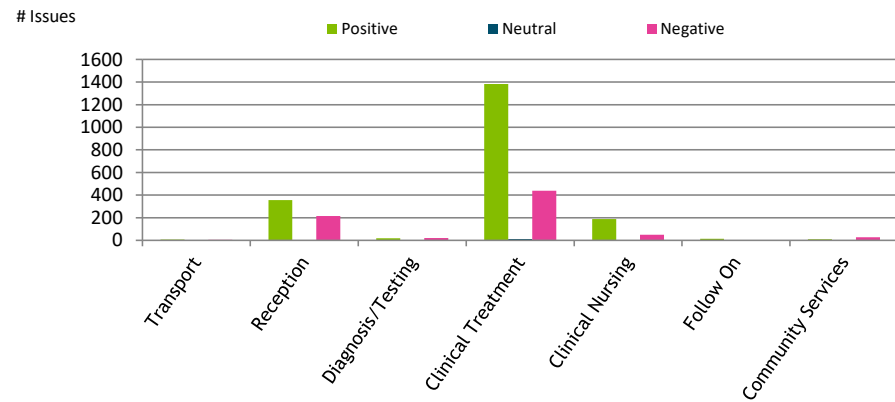


4.3 Services



Services receiving the most comments overall

4.4 Breakdown of care pathway locations

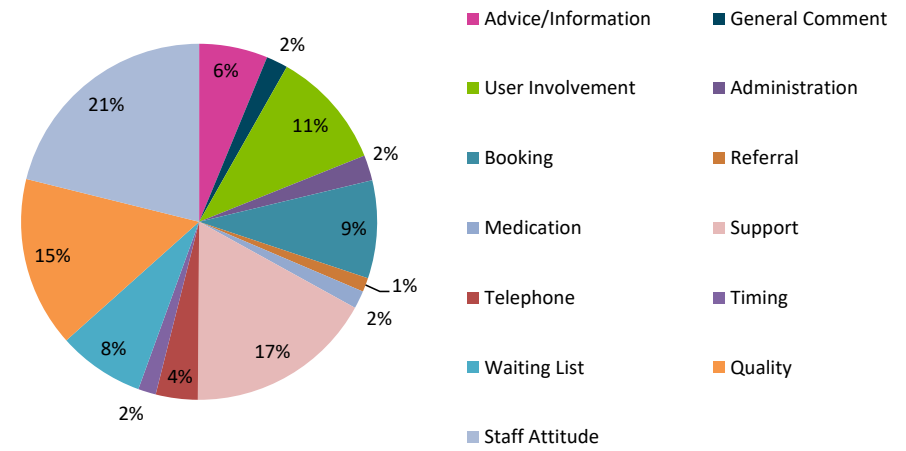
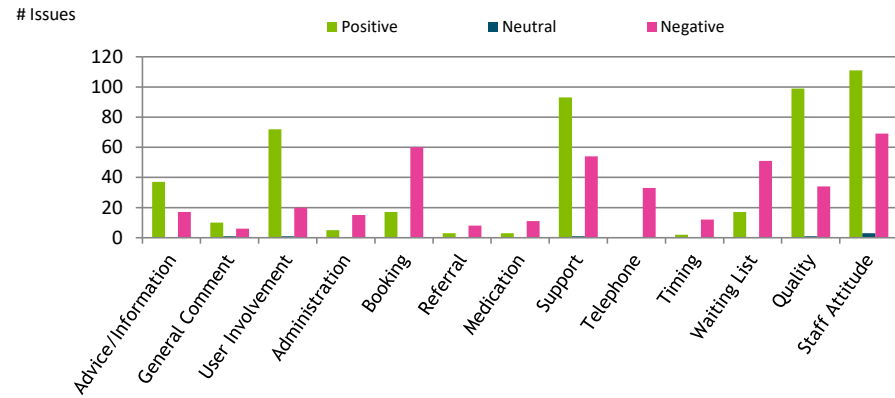


Care pathway locations

5. Trends: GP Services

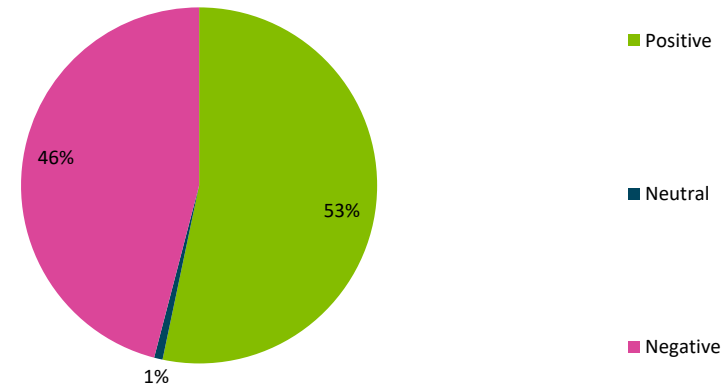
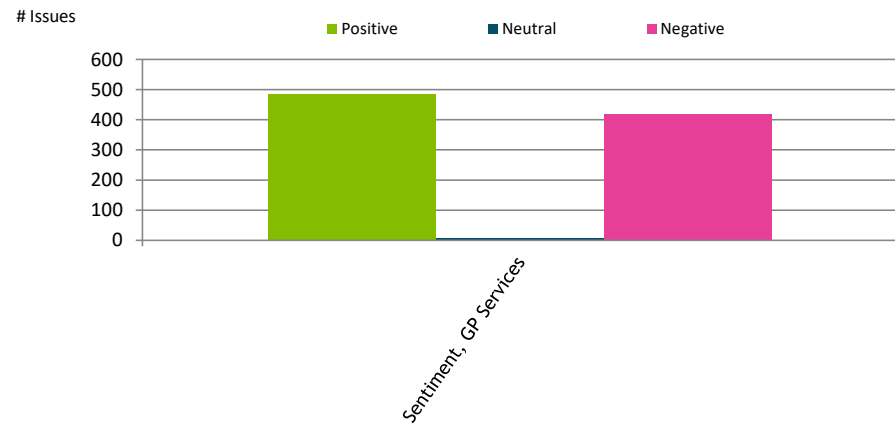


5.1 Trends, GP Services: 910 issues from 206 people



Issues receiving the most comments overall

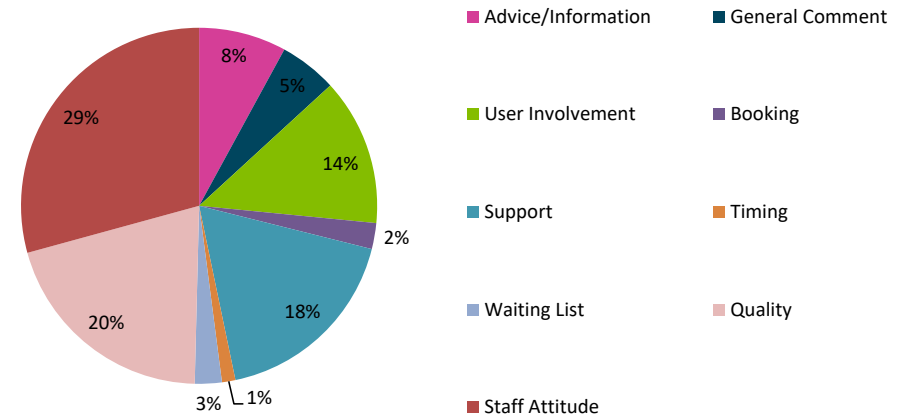
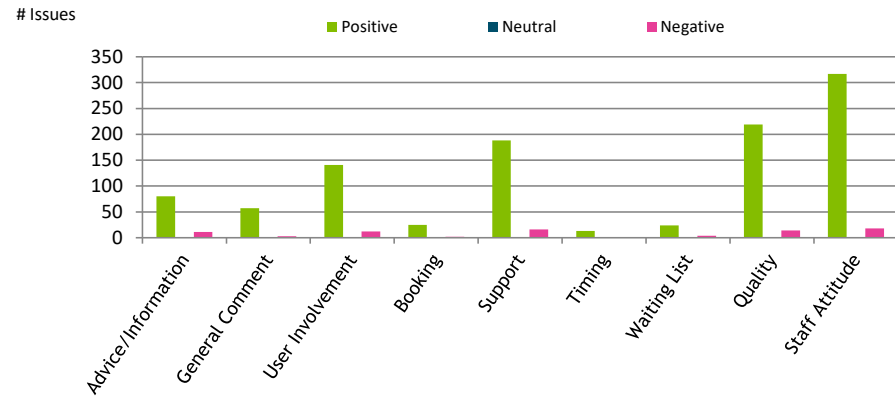
5.2 Sentiment, GP Services



5. Trends: Dentists

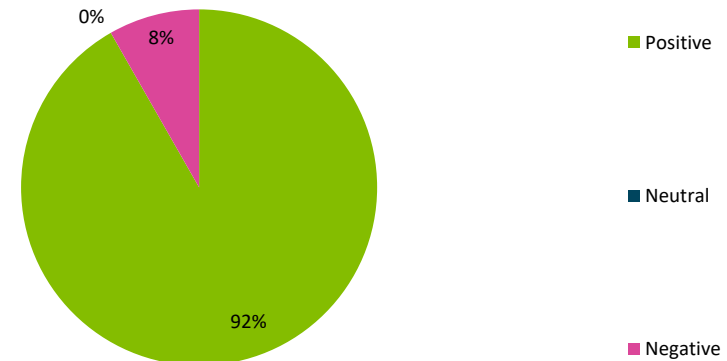
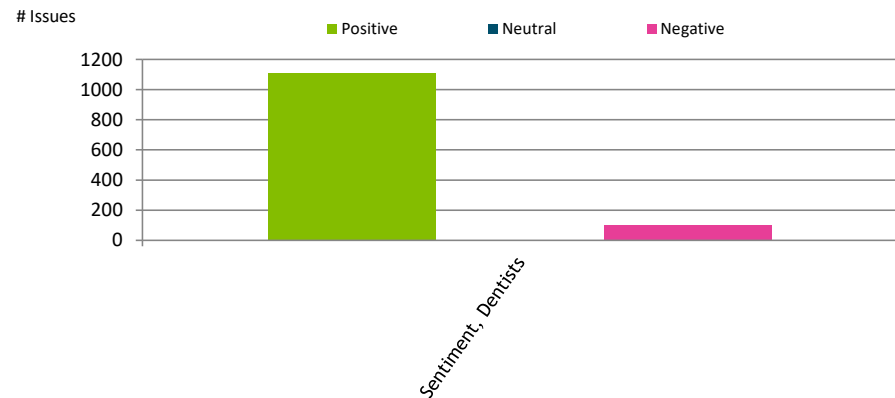


5.3 Trends, Dentists: 1211 issues from 276 people



Issues receiving the most comments overall

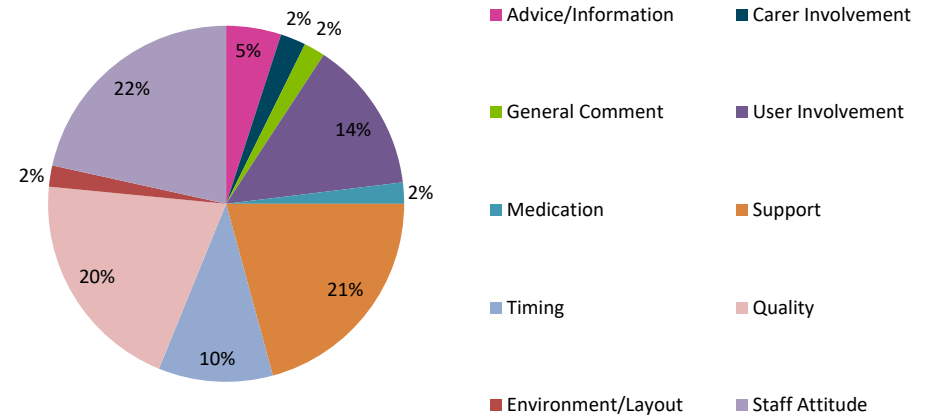
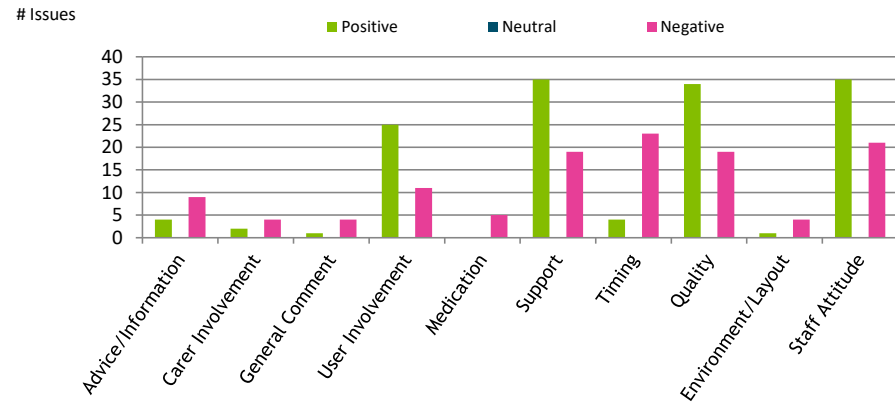
5.4 Sentiment, Dentists



5. Trends: Northwick Park Hospital

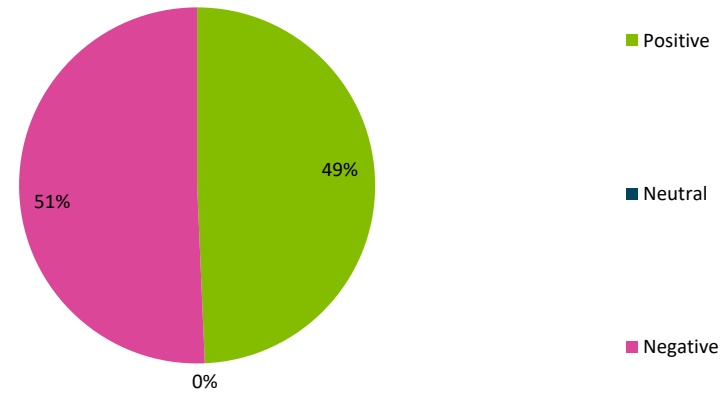
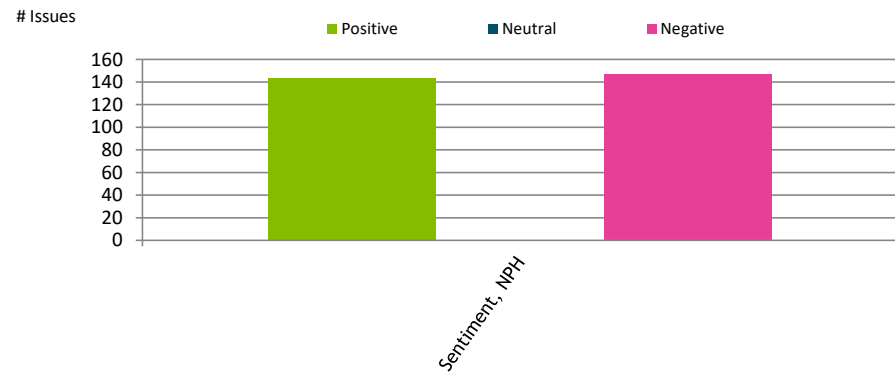


5.5 Trends, Northwick Park Hospital: 290 issues from 75 people



Issues receiving the most comments overall

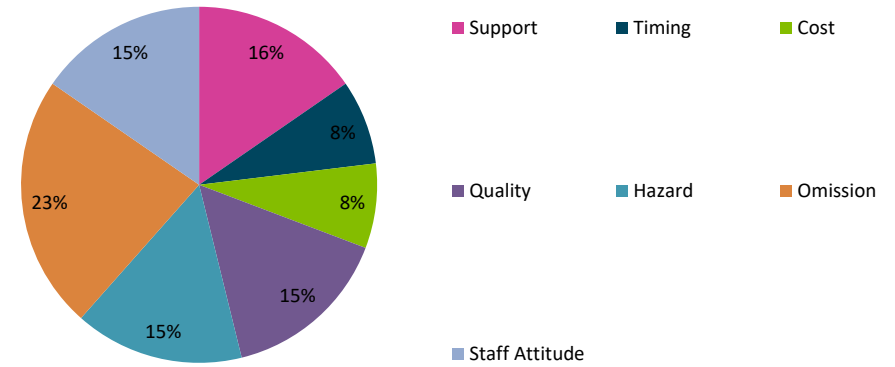
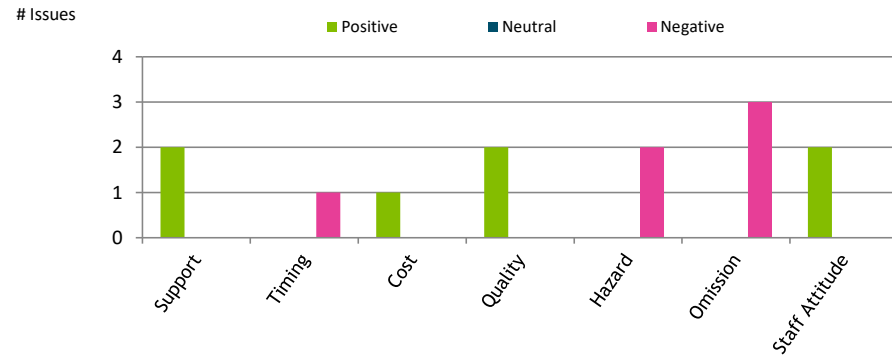
5.6 Sentiment, Northwick Park Hospital



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

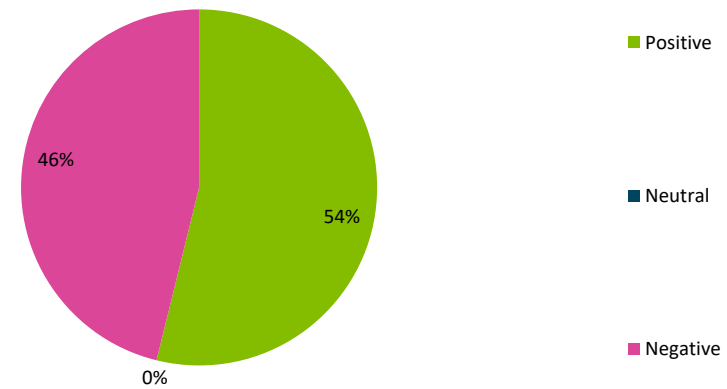
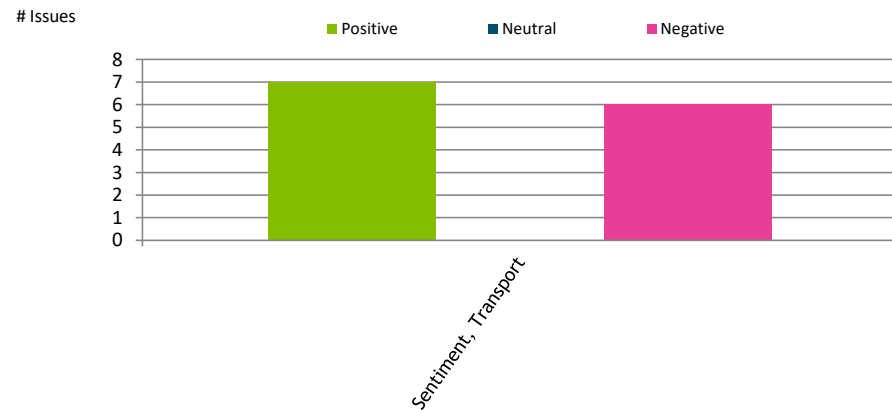


6.1 Trends, Transport (13 issues)



Issues receiving the most comments overall

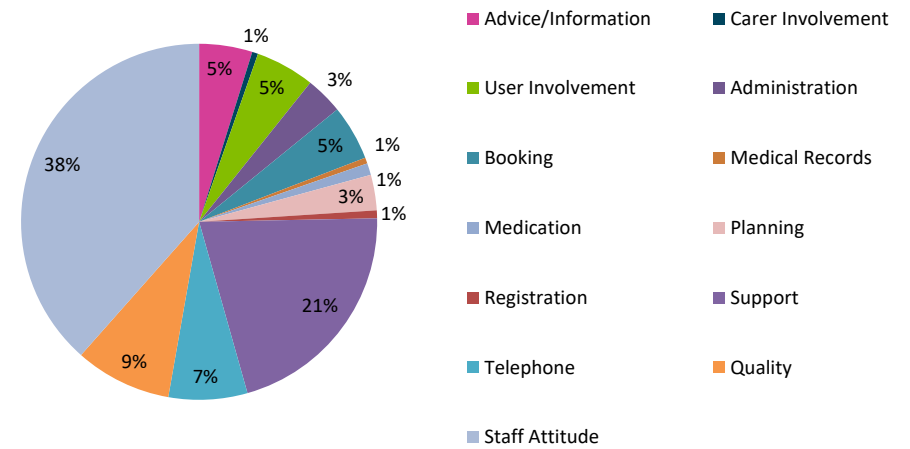
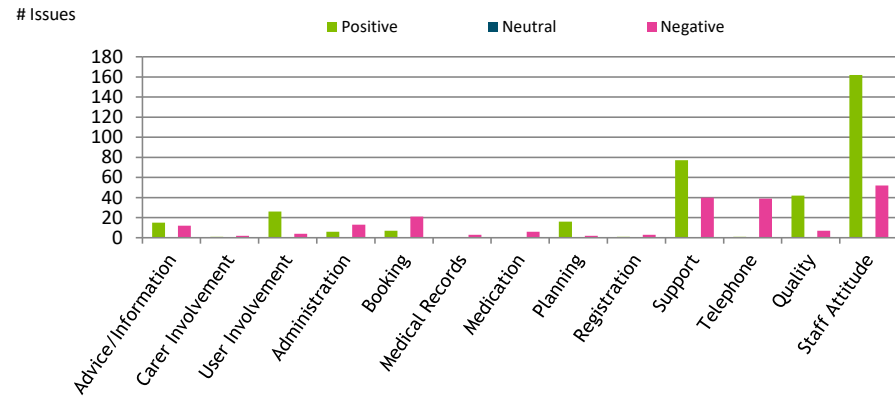
6.2 Sentiment, Transport



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

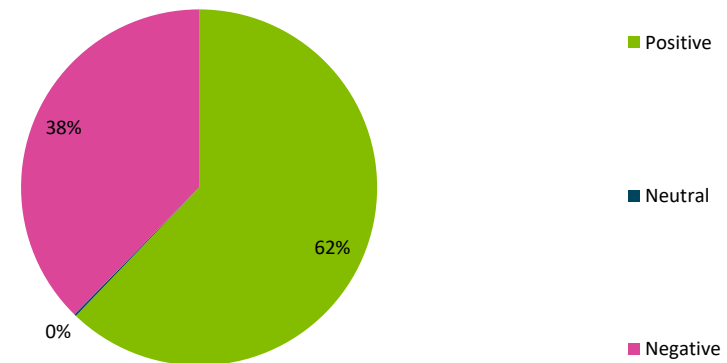
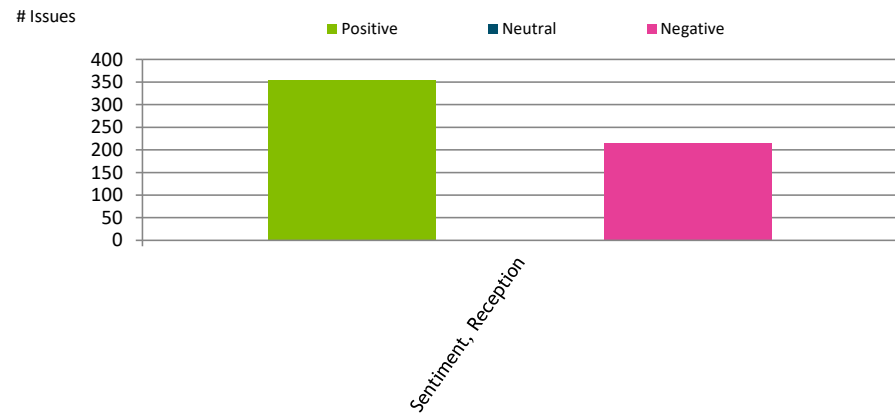


6.3 Trends, Reception (571 issues)



Issues receiving the most comments overall

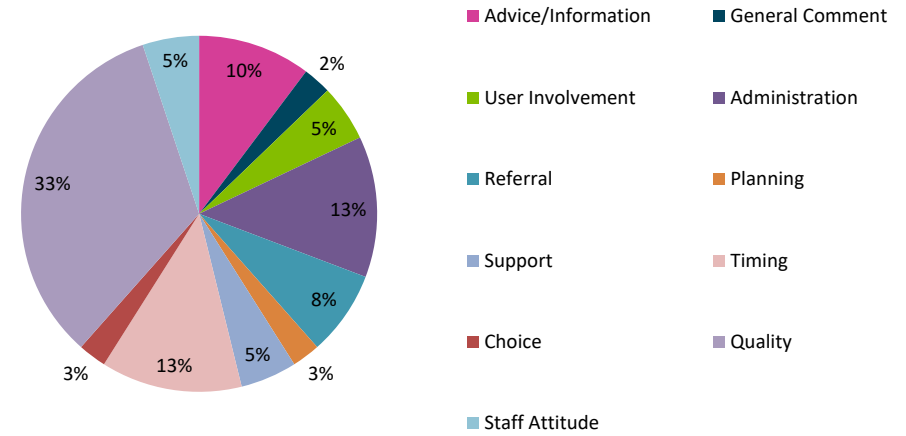
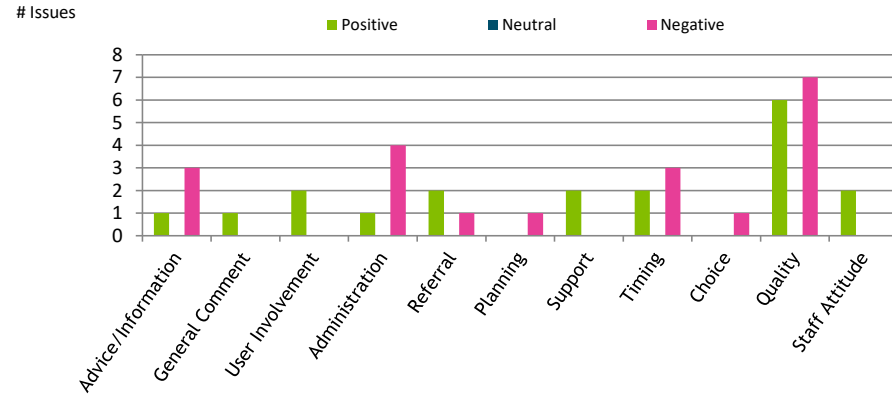
6.4 Sentiment, Reception



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

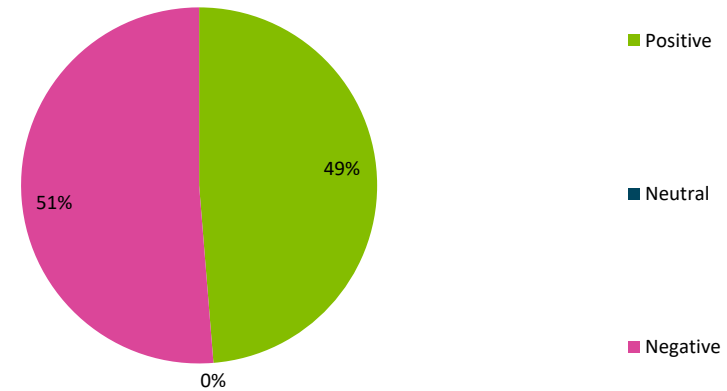
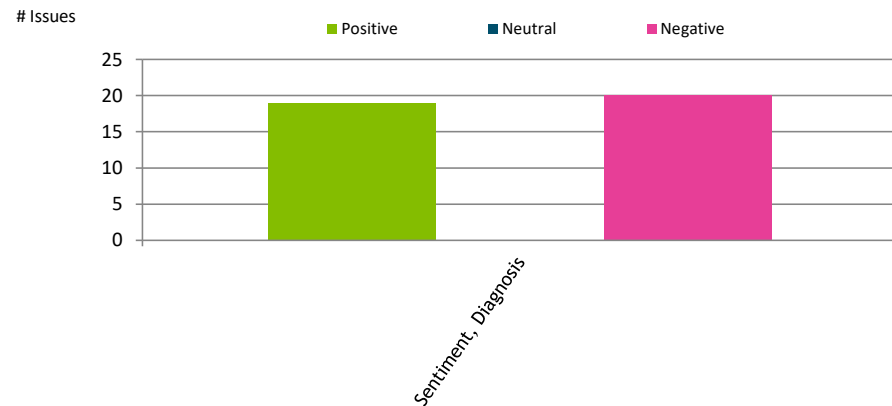


6.5 Trends, Diagnosis/Testing (39 issues)



Issues receiving the most comments overall

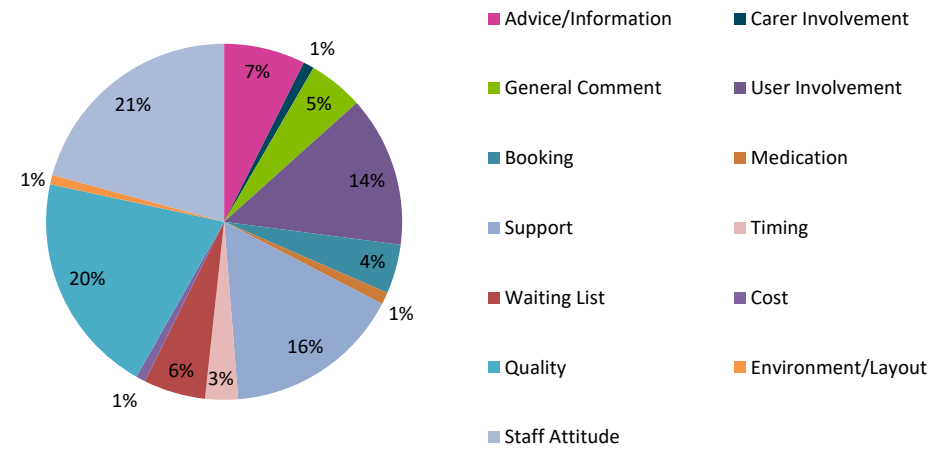
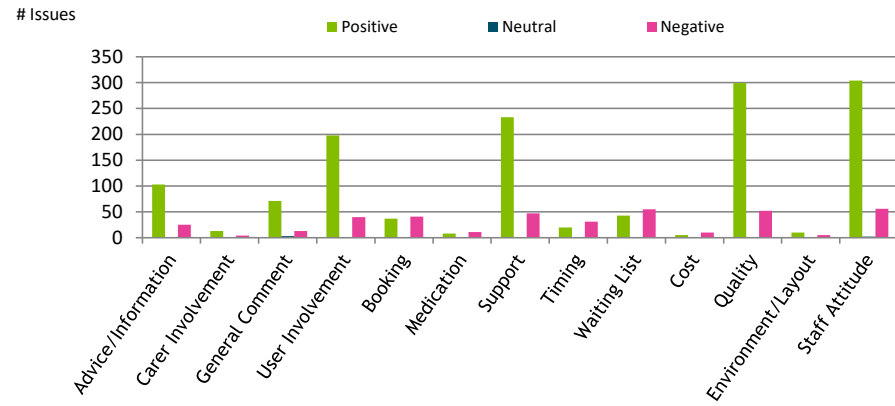
6.6 Sentiment, Diagnosis/Testing



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

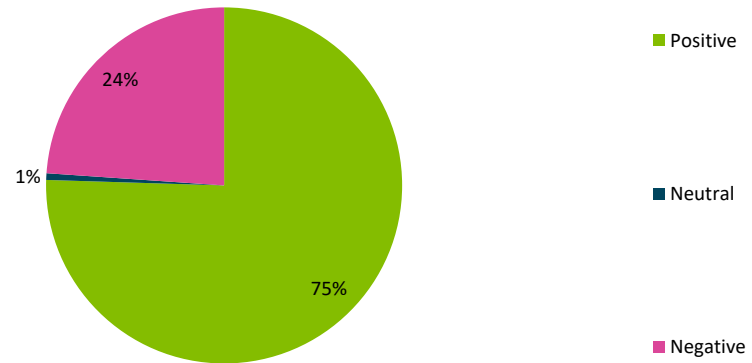
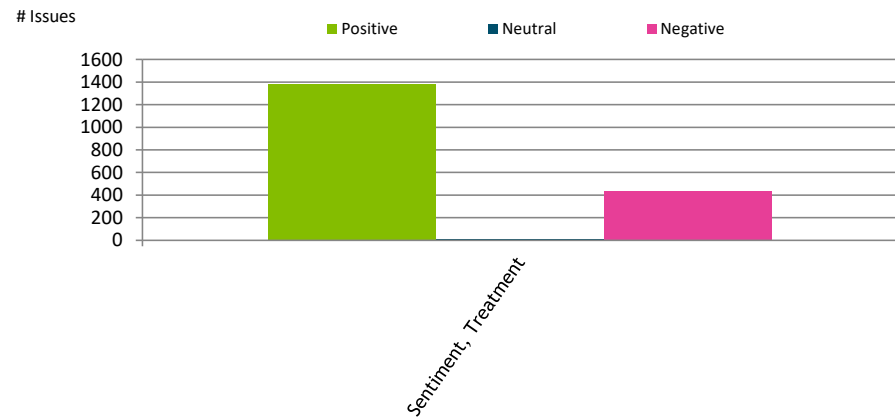


6.7 Trends, Clinical Treatment (1832 issues)



Issues receiving the most comments overall

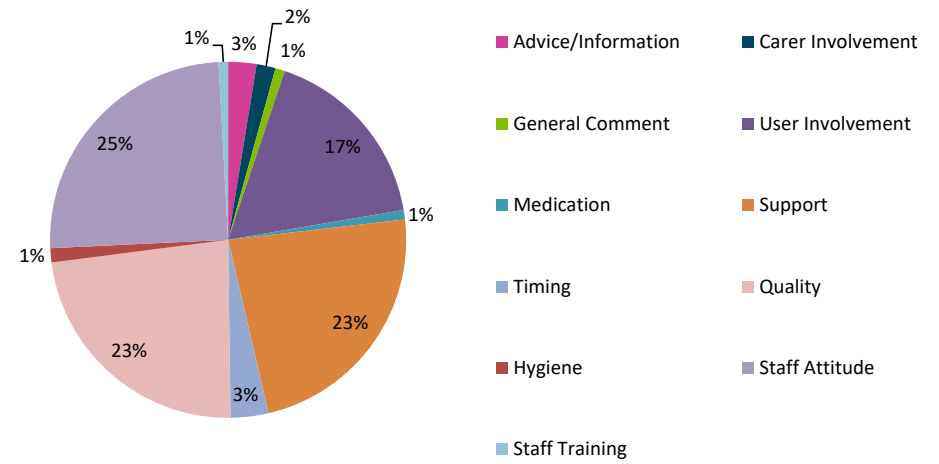
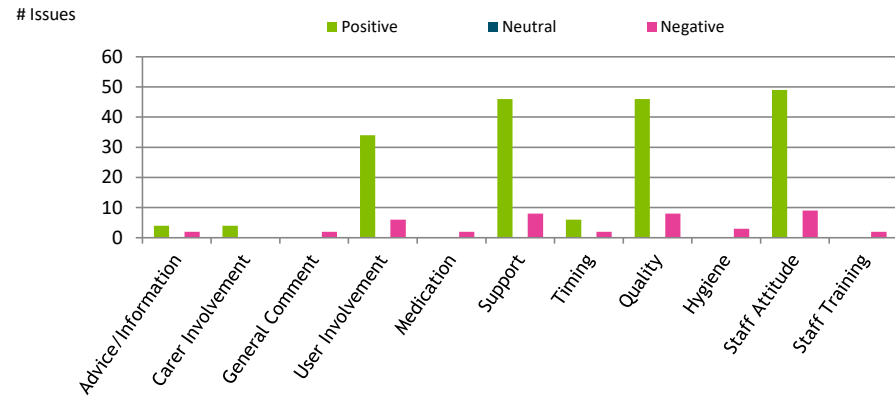
6.8 Sentiment, Clinical Treatment



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

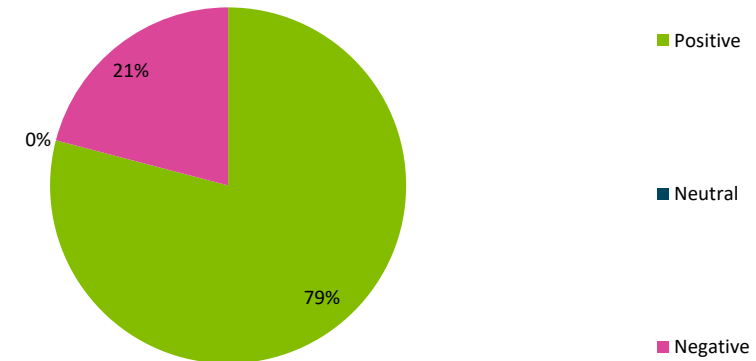
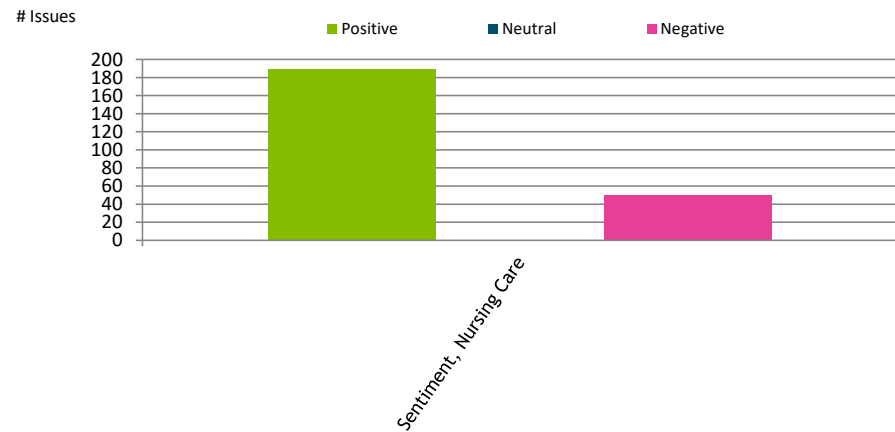


6.9 Trends, Clinical Nursing (239 issues)



Issues receiving the most comments overall

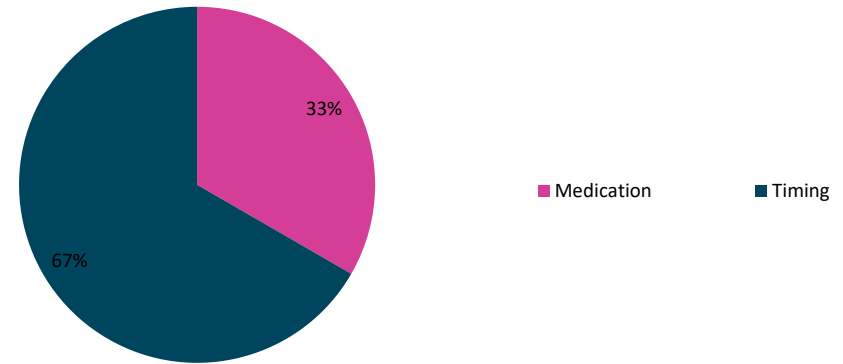
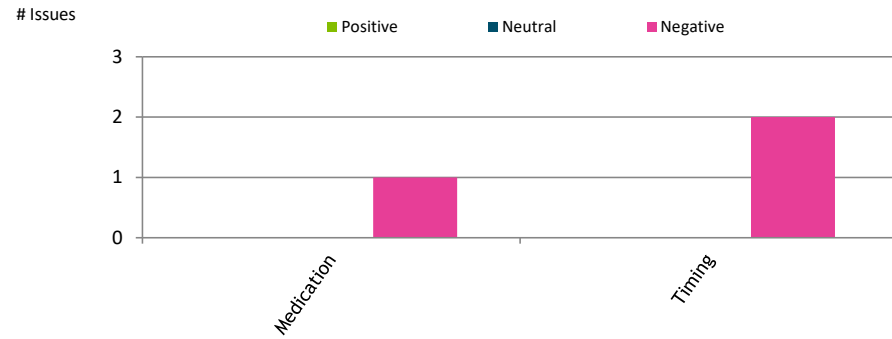
6.10 Sentiment, Clinical Nursing



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

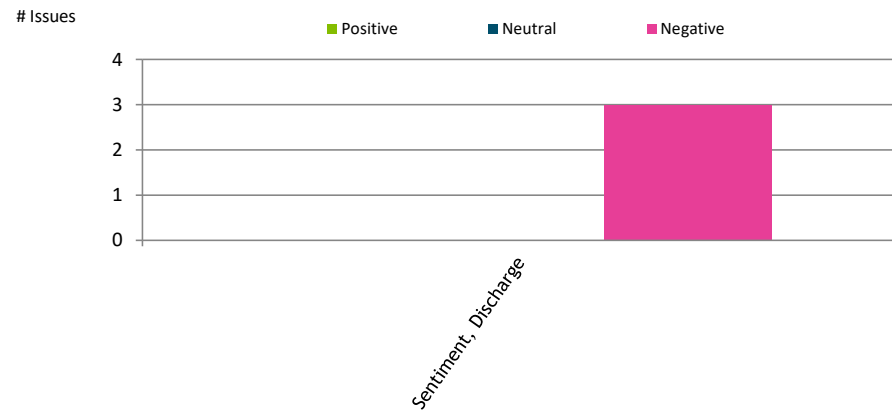


6.11 Trends, Discharge (3 issues)



Issues receiving the most comments overall

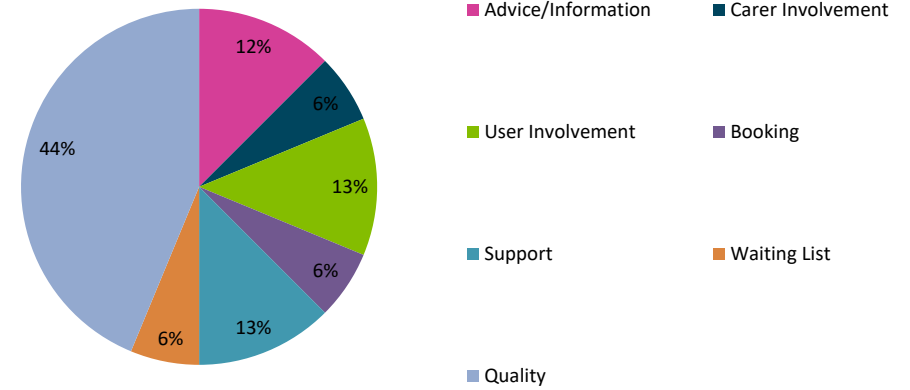
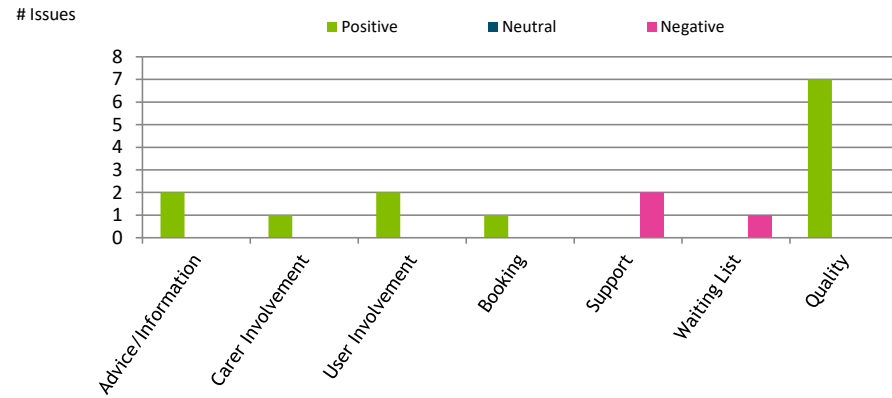
6.12 Sentiment, Discharge



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

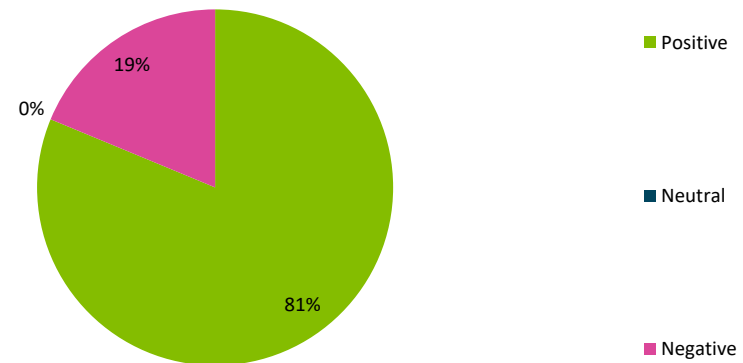
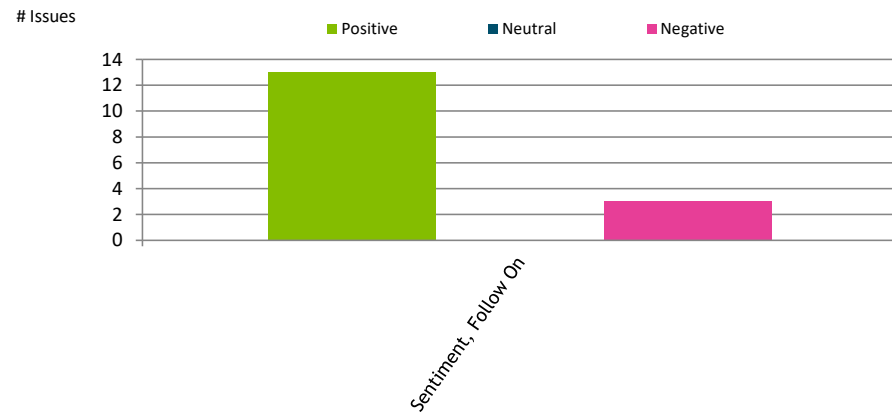


6.13 Trends, Follow On (16 issues)



Issues receiving the most comments overall

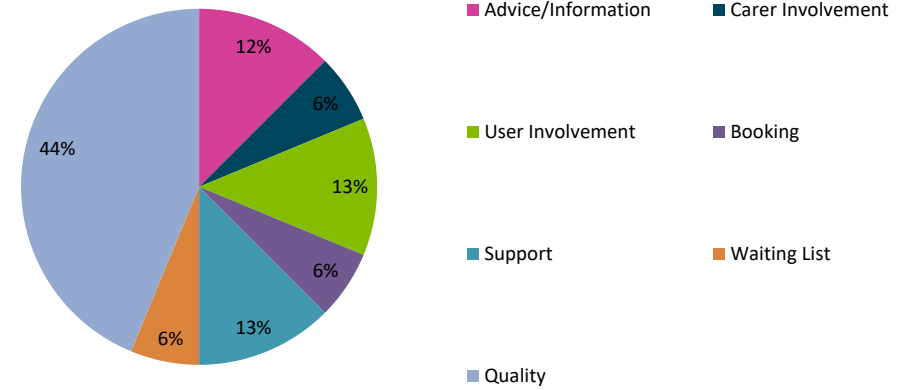
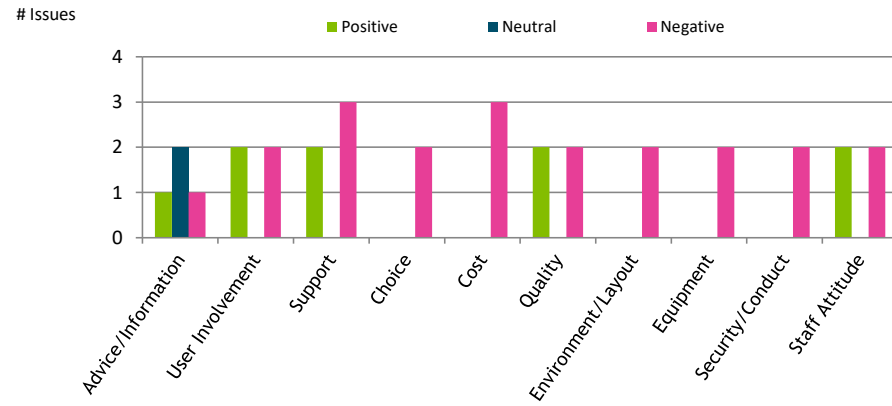
6.14 Sentiment, Follow On



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

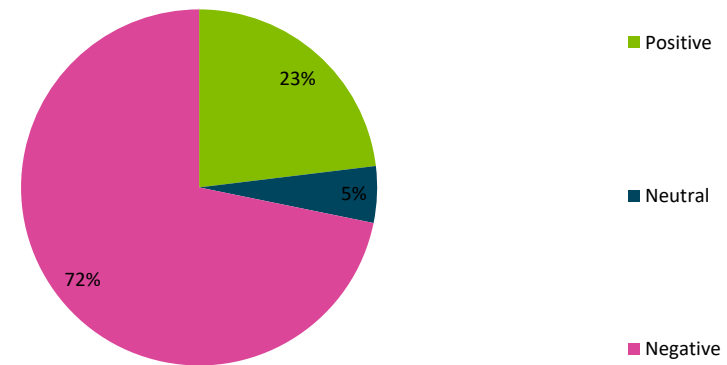
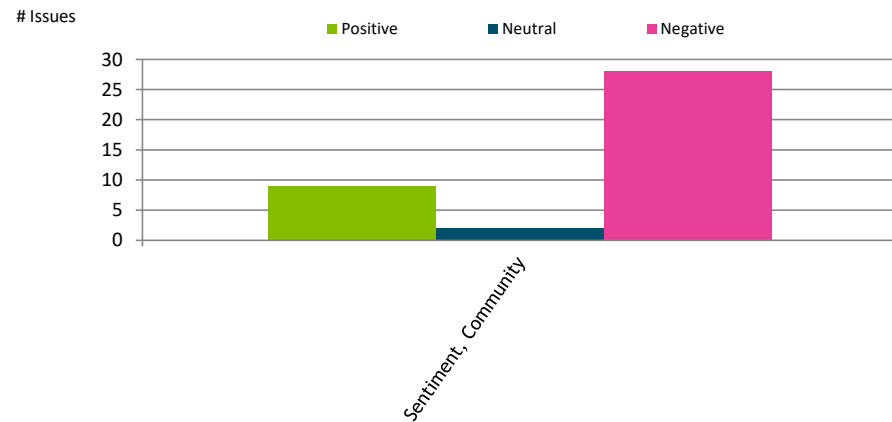


6.15 Trends, Community (39 issues)



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>	126	4	43	173
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	19	0	8	27
	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>	72	3	15	90
	User Involvement	<i>Involvement or influence of the service user.</i>	264	1	52	317
Systems	Administration	<i>Administrative processes and delivery.</i>	8	0	23	31
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	0	0	2	2
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	45	0	62	107
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	2	2
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	2	2
	Referral	<i>Referral to a service.</i>	5	0	8	13
	Medical Records	<i>Management of medical records.</i>	0	0	3	3
	Medication	<i>Prescription and management of medicines.</i>	8	0	20	28
	Opening Times	<i>Opening times of a service.</i>	3	0	6	9
	Planning	<i>Leadership and general organisation.</i>	16	0	4	20
	Registration	<i>Ability to register for a service.</i>	1	0	6	7
	Support	<i>Levels of support provided.</i>	363	1	100	464
	Telephone	<i>Ability to contact a service by telephone.</i>	1	1	39	41
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	28	1	41	70
	Waiting List	<i>Length of wait while on a list.</i>	43	0	57	100
Values	Choice	<i>General choice.</i>	8	0	9	17
	Cost	<i>General cost.</i>	6	0	15	21
	Language	<i>Language, including terminology.</i>	1	0	2	3
	Nutrition	<i>Provision of sustenance.</i>	0	0	0	0
	Privacy	<i>Privacy, personal space and property.</i>	0	0	1	1
	Quality	<i>General quality of a service, or staff.</i>	405	1	76	482
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	2	2
	Stimulation	<i>General stimulation, including access to activities.</i>	0	0	1	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>	3	0	1	4
	Environment/Layout	<i>Physical environment of a service.</i>	10	0	9	19
	Equipment	<i>General equipment issues.</i>	2	0	5	7
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	5	5
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	12	0	4	16
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	0	0
	Travel/Parking	<i>Ability to travel or park.</i>	2	0	5	7
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	6	6
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	5	5
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	522	3	119	644
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	1	1
	Staff Training	<i>Training of staff.</i>	3	0	4	7
	Staffing Levels	<i>General availability of staff.</i>	2	0	6	8
	Total:			1978	15	769