

The Experience of Barts Health

Trends Analysis Report



CommunityInsight

17 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 Barts Health NHS Trust services.

Reporting Period: 1 April 2021 - 31 March 2022



Report Index

Data Source (Page 3)

Identifies the origin of the data, by source and borough.



Top Trends (Page 4-5)

Identifies the top service sectors, specialisms, medical conditions/topics and service related issues.



Satisfaction Levels (Pages 6-7)

Tracks satisfaction of service aspects over time, and by borough.



Equalities (Page 8)

Monitors experience by demographic groupings.



Experiences by Hospital (Pages 9-12)

Explores trends by individual hospital.



Data Table (Pages 13-14)

The numbers underpinning the trends.

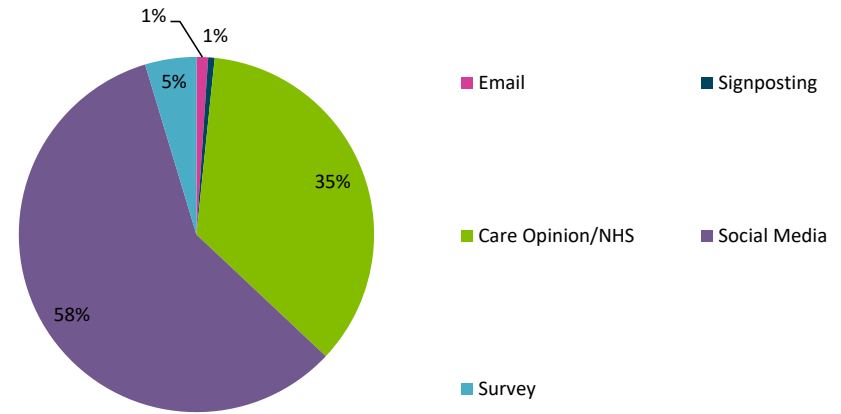
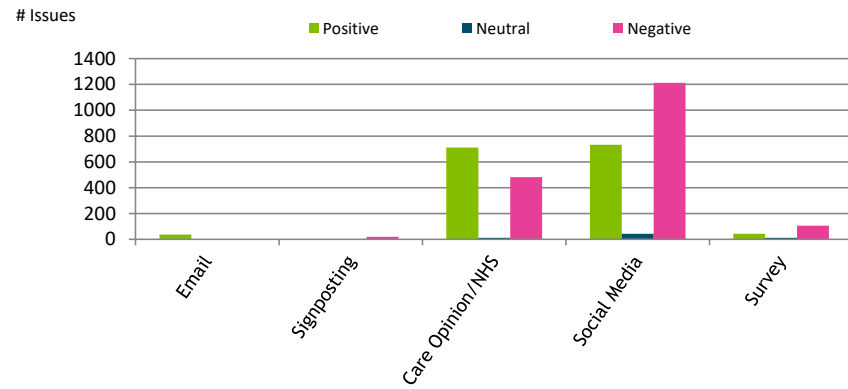


Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

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

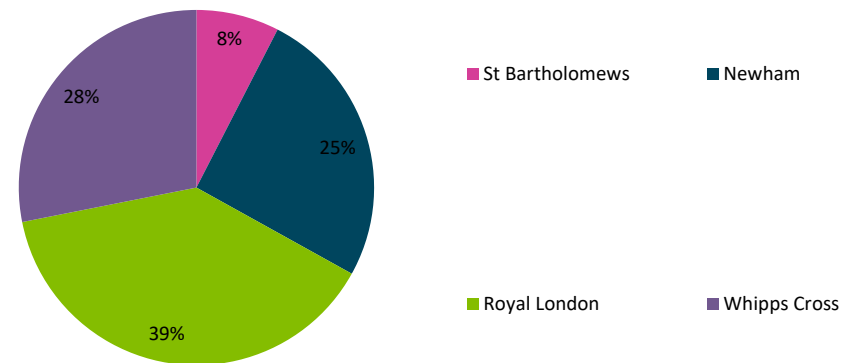
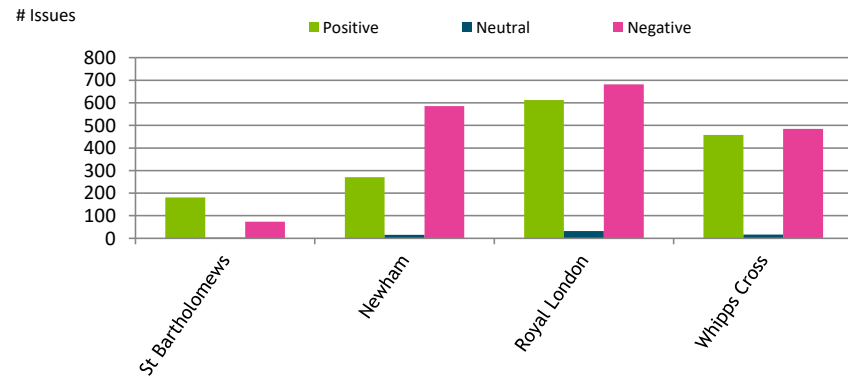


1.1 Source: 3414 issues from 734 people



Sources providing the most comments overall

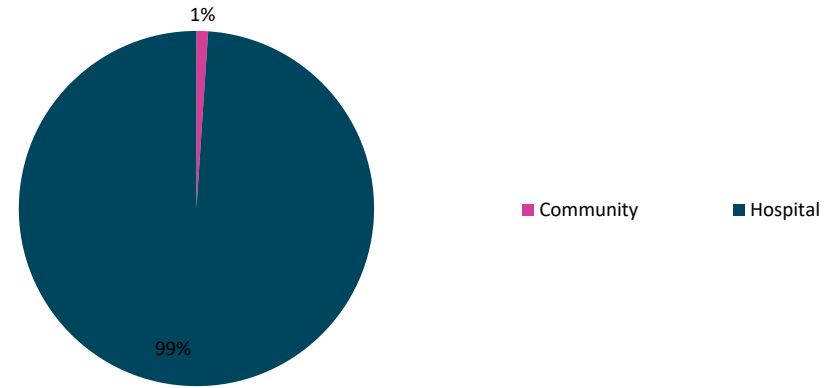
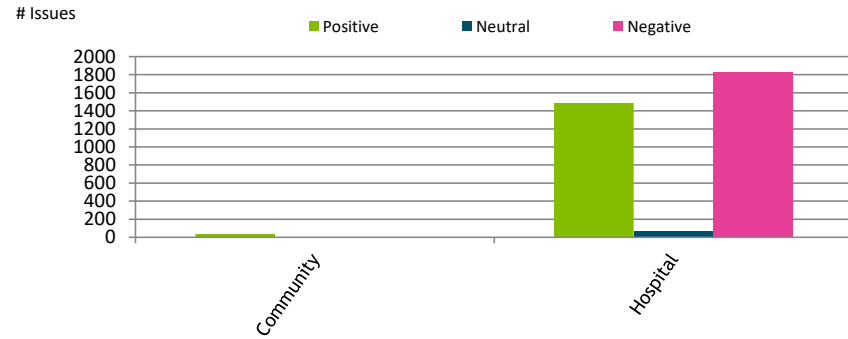
1.2 Feedback by Hospital



2. Which services are people most commenting on?

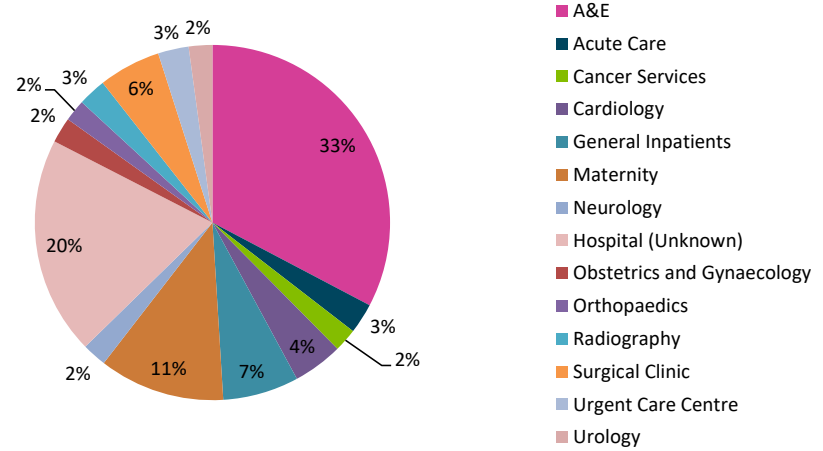
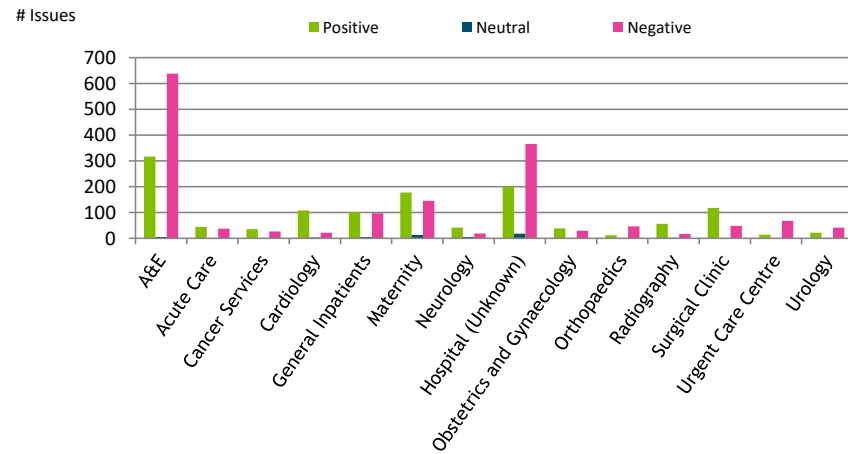


2.1 Service Sector



Service sectors receiving the most comments overall

2.2 Service Type

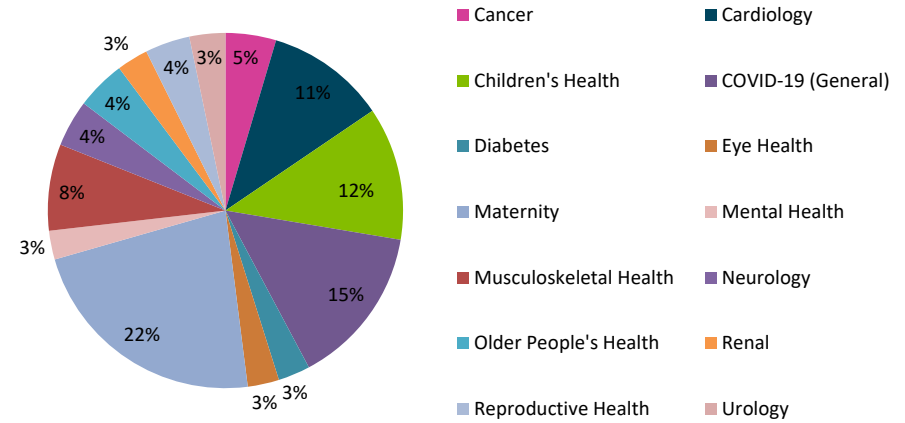
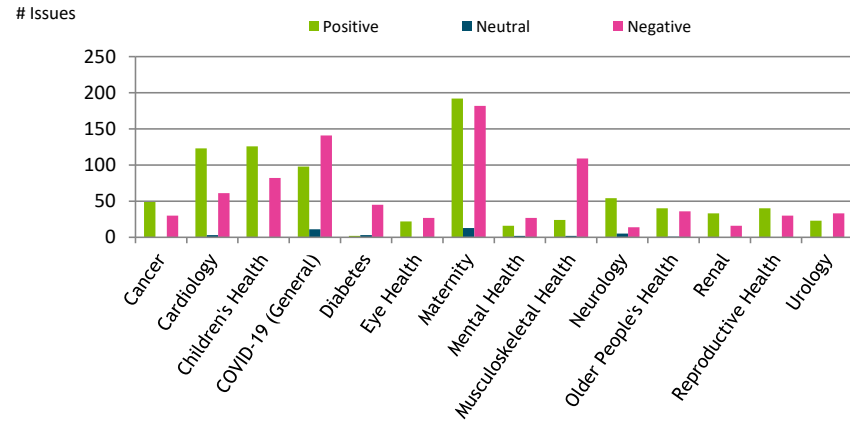


Service type receiving the most comments overall

3. Which service aspects are people most commenting on?

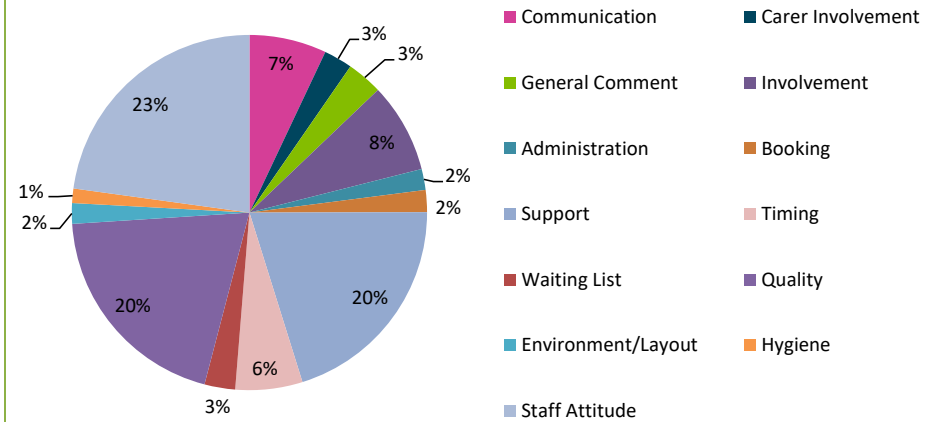
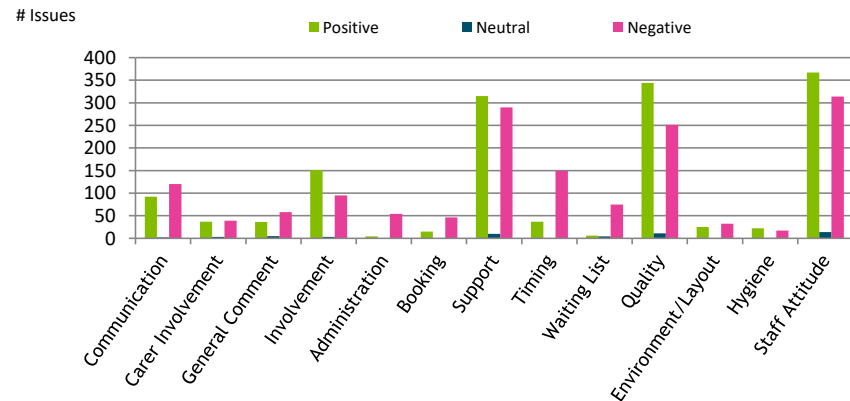


3.1 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

3.2 Top Trends: 3414 issues from 734 people

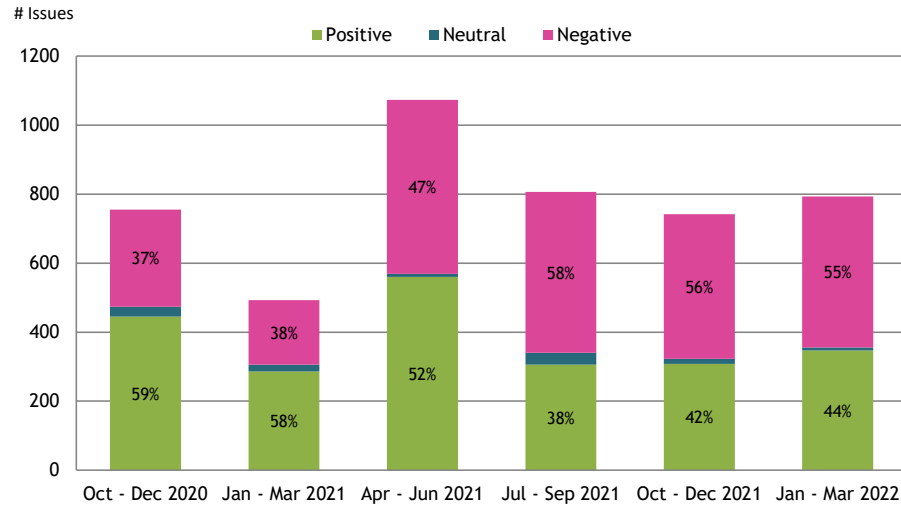


Issues receiving the most comments overall

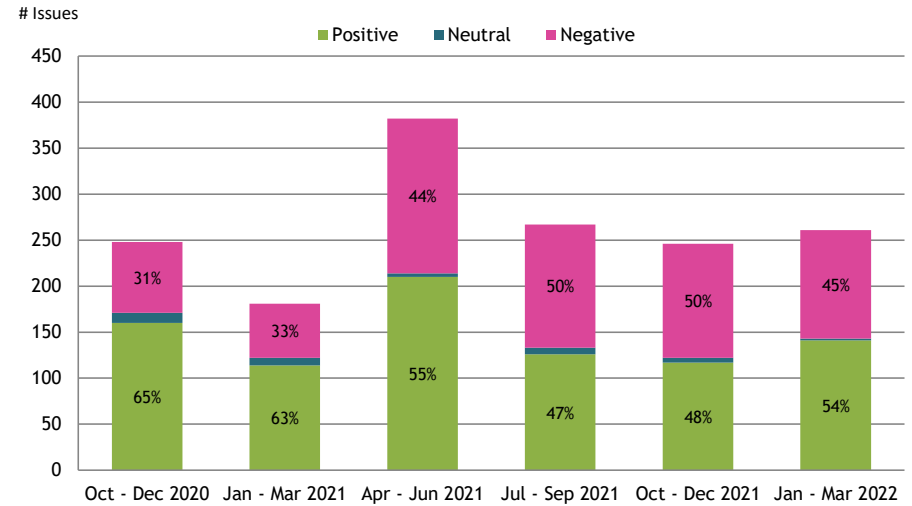
4. Timeline: On the whole, how do people feel about Health and Care services?



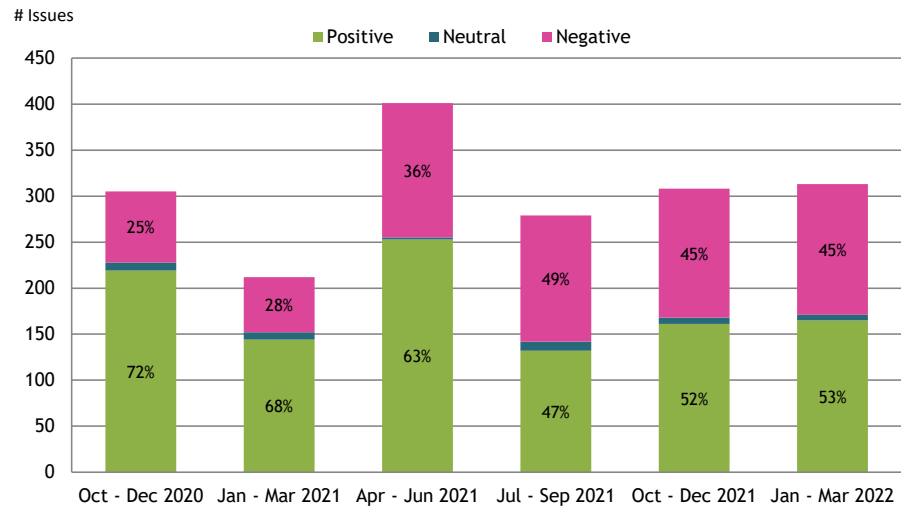
4.1 How do people feel about services overall?



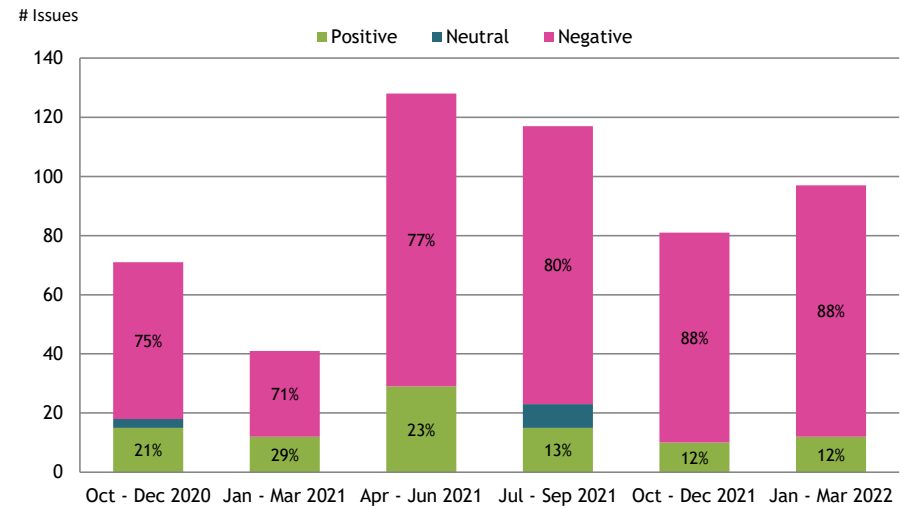
4.2 How well informed, involved and supported do people feel?



4.3 How do people feel about general quality and empathy?



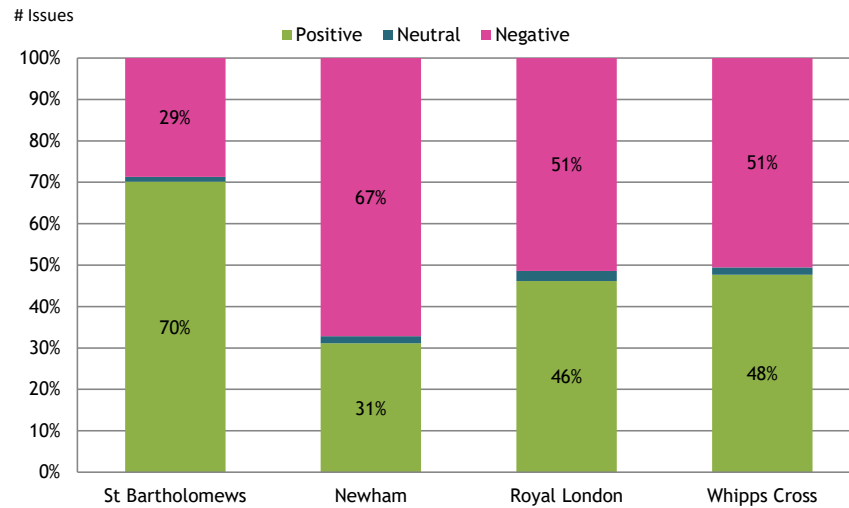
4.4 How do people feel about access to services?



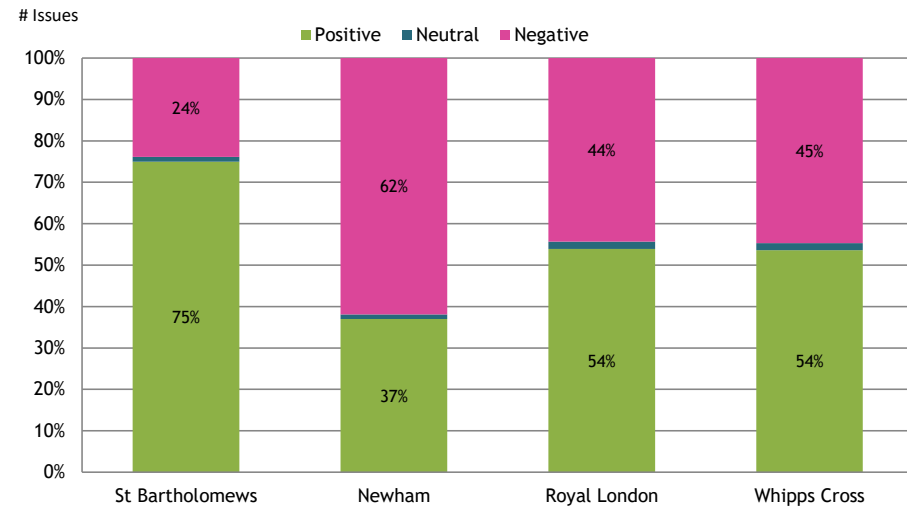
5. By Hospital: On the whole, how do people feel about Health and Care services?



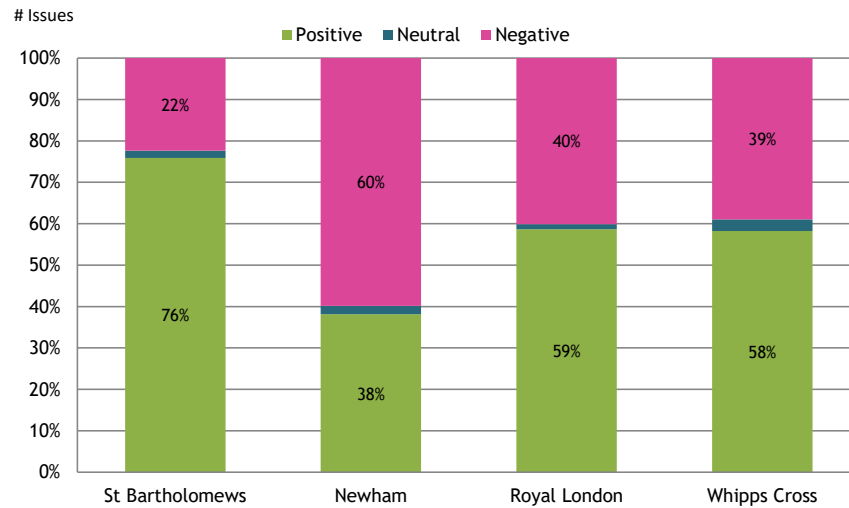
5.1 How do people feel about services overall?



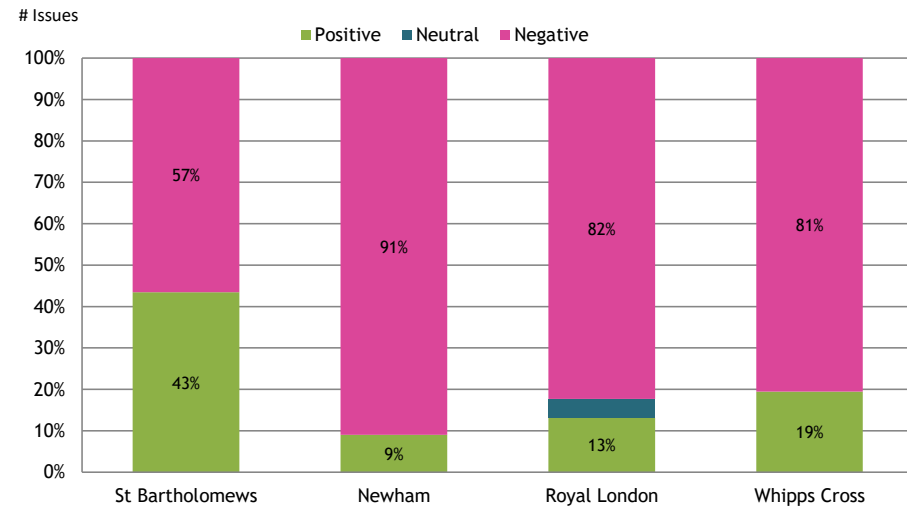
5.2 How well informed, involved and supported do people feel?



5.3 How do people feel about general quality and empathy?



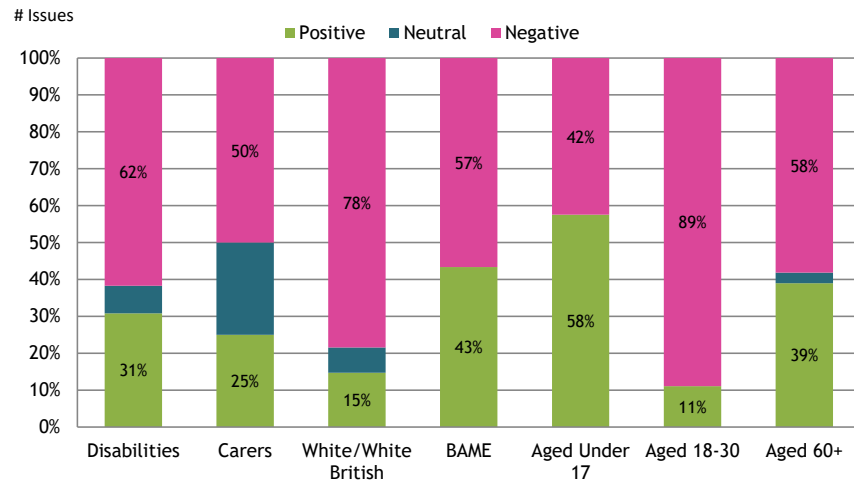
5.4 How do people feel about access to services?



6. Equalities: On the whole, how do people feel about Health and Care services?



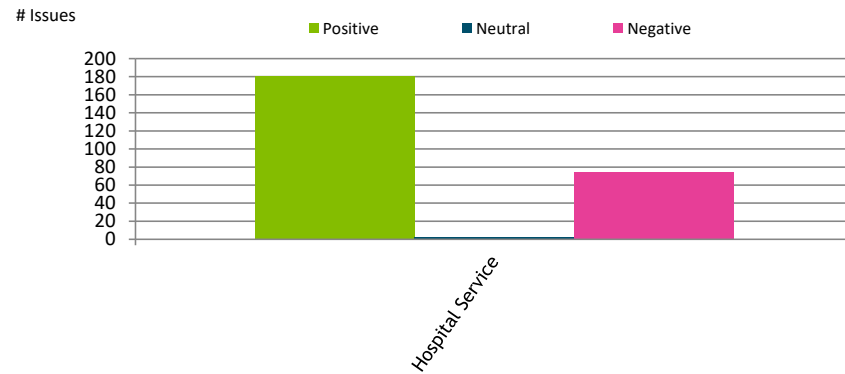
6.1 How do people feel about services overall?



7. Trends by Hospital: St Bartholomews Hospital

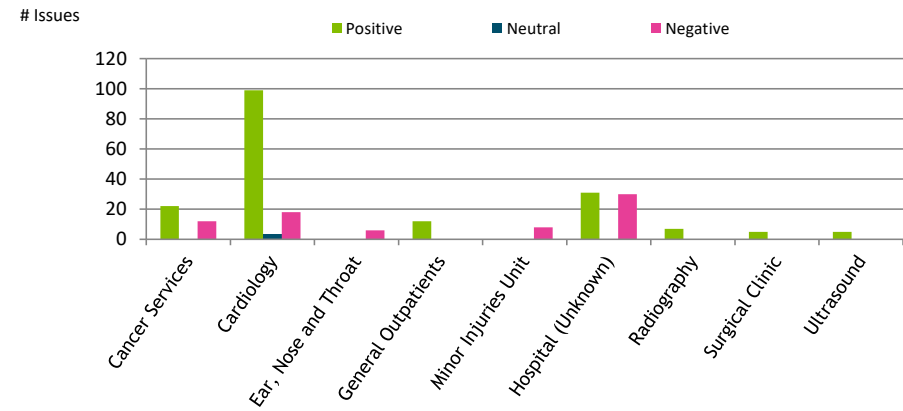


7.1 Service Sector



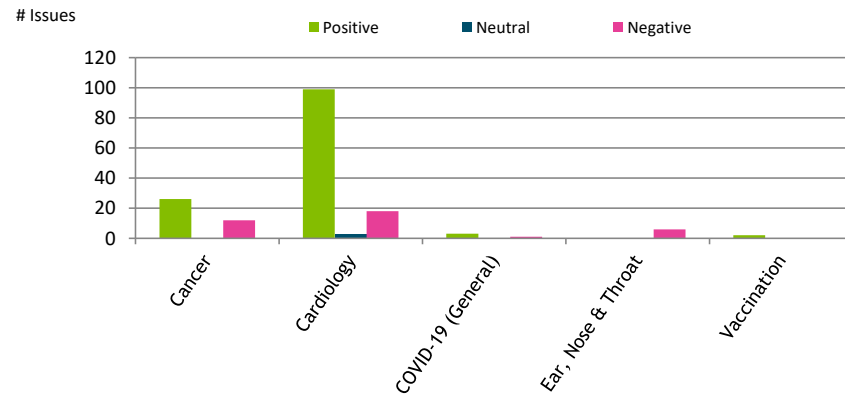
Service sectors receiving the most comments overall

7.2 Service Type



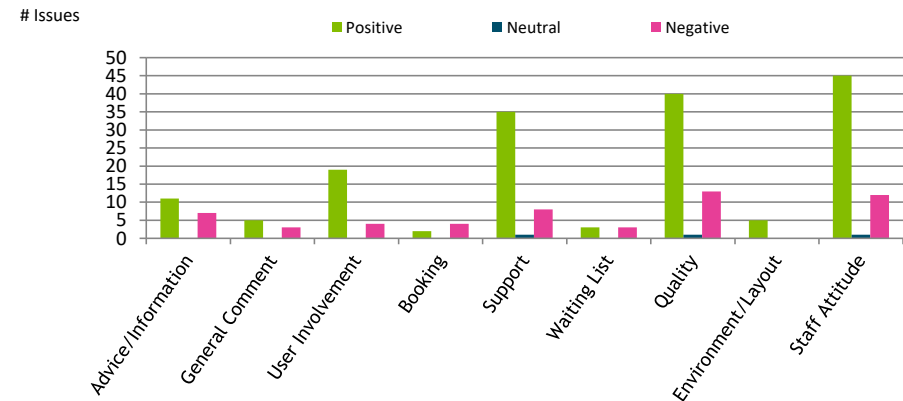
Service type receiving the most comments overall

7.3 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 258 issues from 54 people

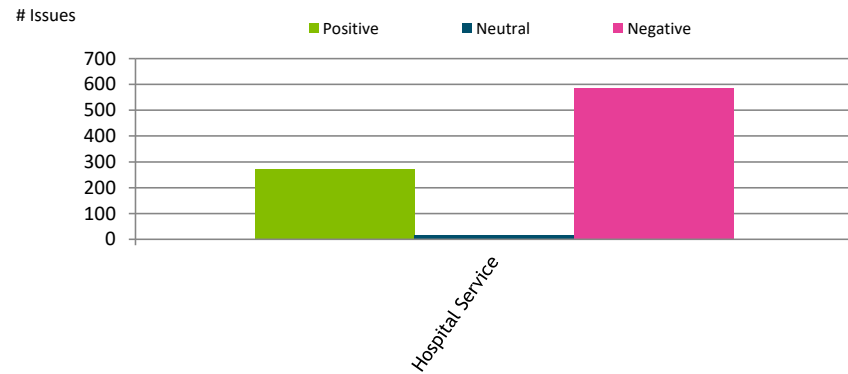


Issues receiving the most comments overall

7. Trends by Hospital: Newham University Hospital

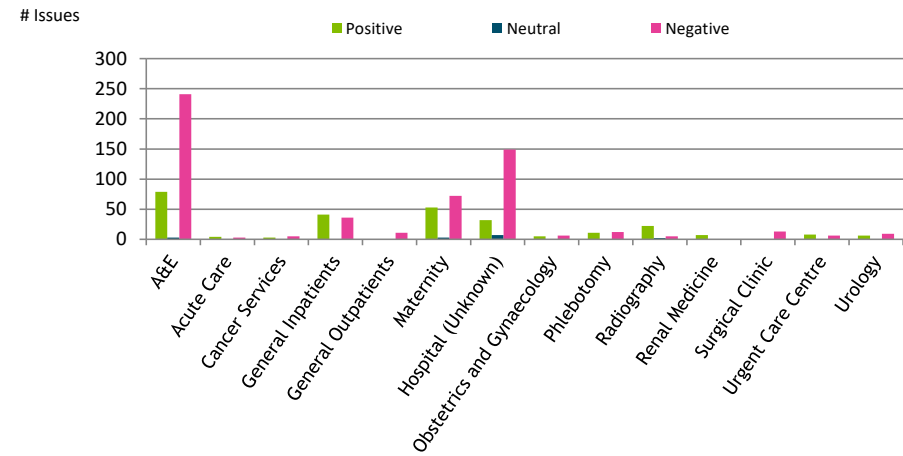


7.5 Service Sector



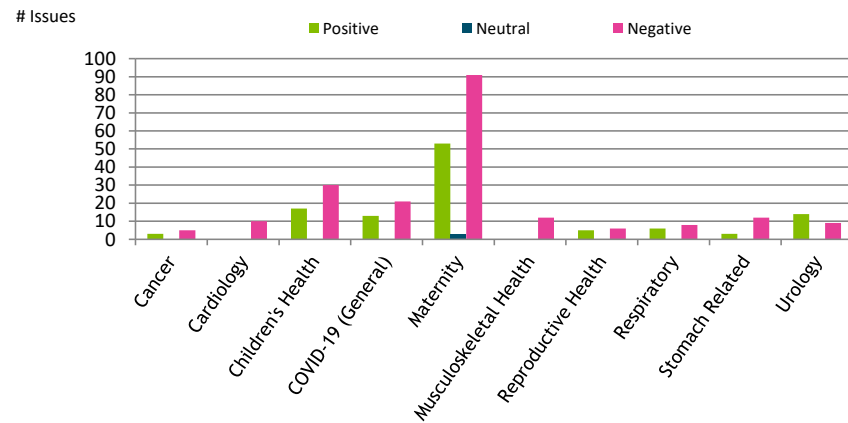
Service sectors receiving the most comments overall

7.6 Service Type



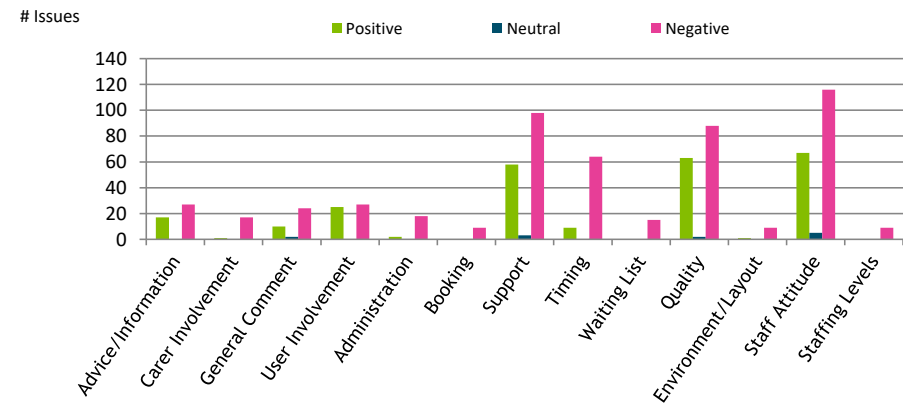
Service type receiving the most comments overall

7.7 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.8 Top Trends: 871 issues from 214 people

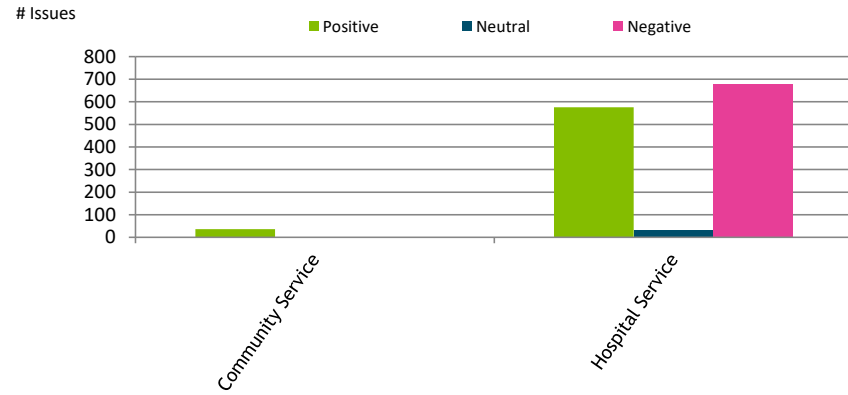


Issues receiving the most comments overall

7. Trends by Hospital: Royal London Hospital

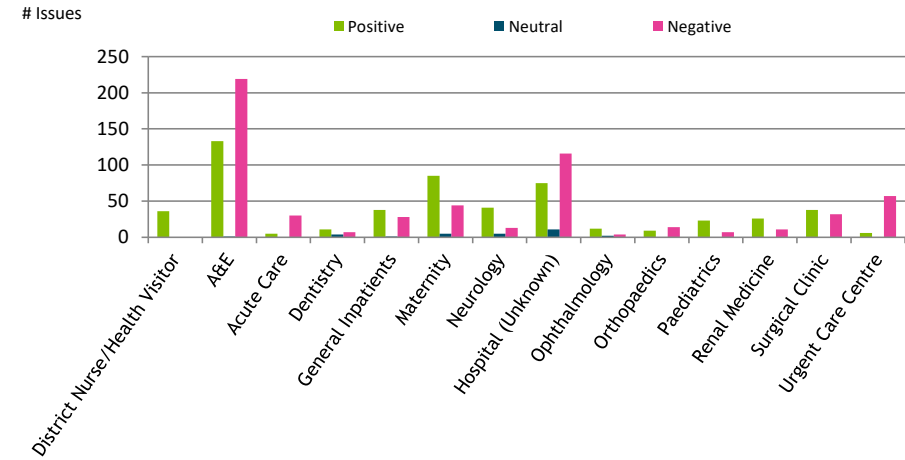


7.9 Service Sector



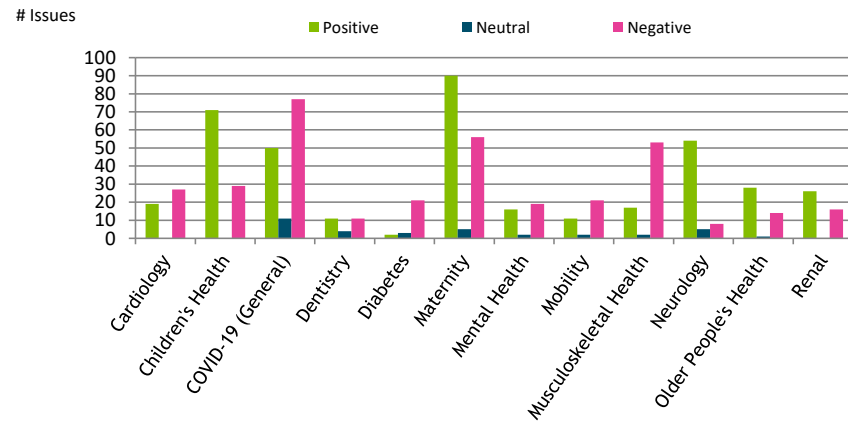
Service sectors receiving the most comments overall

7.10 Service Type



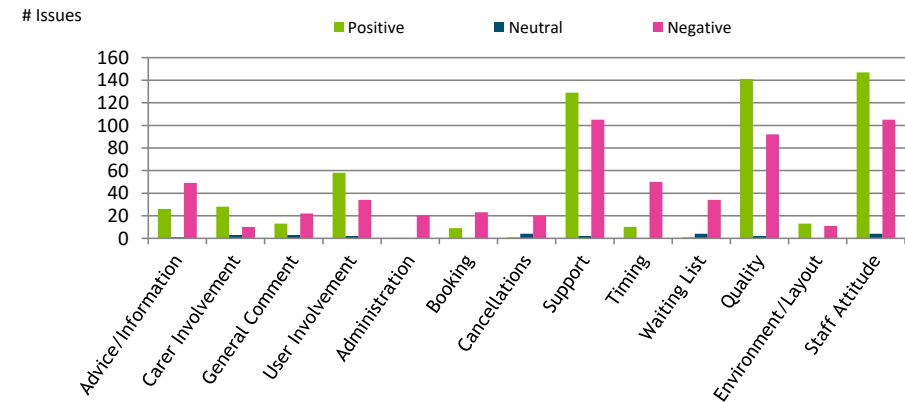
Service type receiving the most comments overall

7.11 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.12 Top Trends: 1326 issues from 275 people

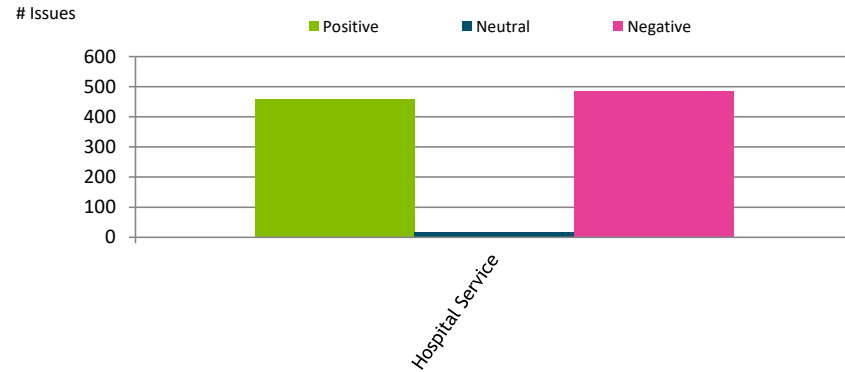


Issues receiving the most comments overall

7. Trends by Hospital: Whipps Cross University Hospital

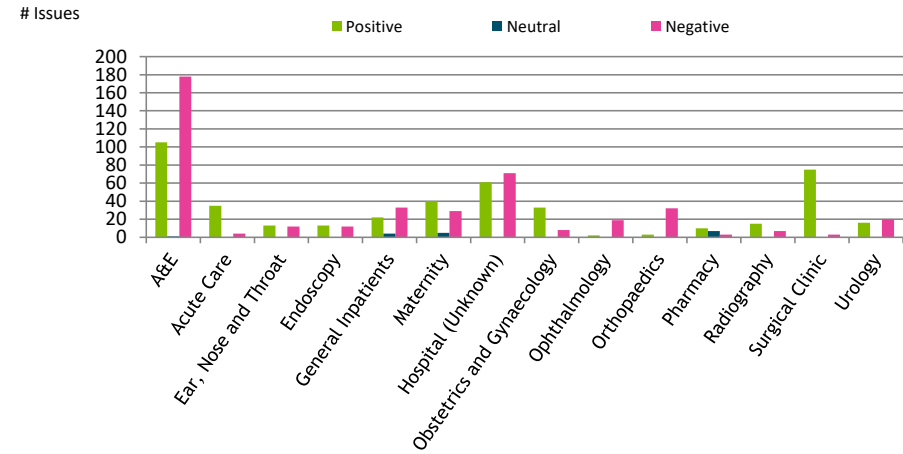


7.13 Service Sector



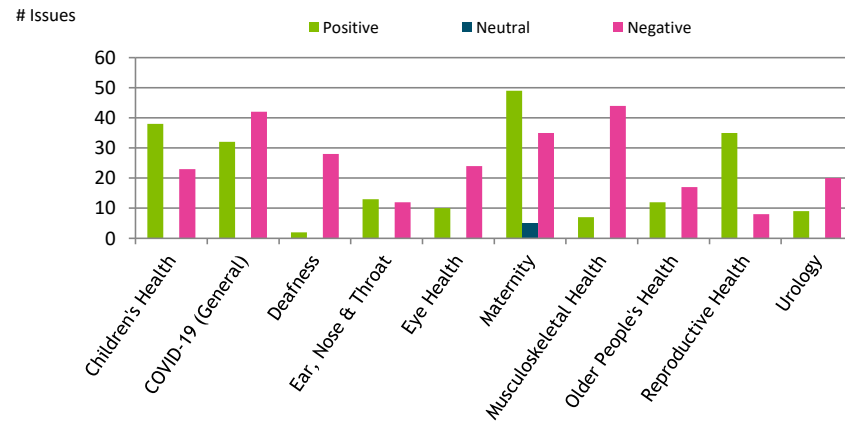
Service sectors receiving the most comments overall

7.14 Service Type



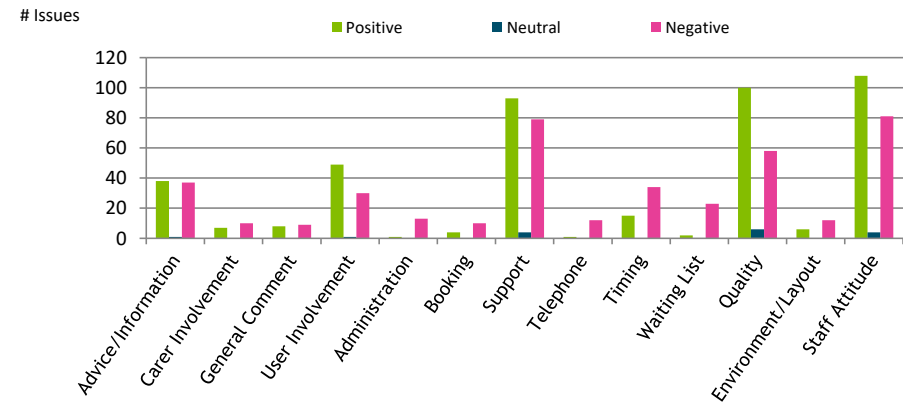
Service type receiving the most comments overall

7.15 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.16 Top Trends: 960 issues from 191 people



Issues receiving the most comments overall

8. 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> | 92 | 2 | 120 | 214 |
| | Carer Involvement | <i>Involvement or influence of carers and family members.</i> | 37 | 3 | 39 | 79 |
| | 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> | 36 | 5 | 58 | 99 |
| | User Involvement | <i>Involvement or influence of the service user.</i> | 151 | 3 | 95 | 249 |
| Systems | Administration | <i>Administrative processes and delivery.</i> | 4 | 0 | 54 | 58 |
| | Admission | <i>Physical admission to a hospital ward, or other service.</i> | 4 | 0 | 11 | 15 |
| | Booking | <i>Ability to book, reschedule or cancel appointments.</i> | 15 | 0 | 46 | 61 |
| | Cancellations | <i>Cancellation of appointment by the service provider.</i> | 1 | 4 | 34 | 39 |
| | Data Protection | <i>General data protection (including GDPR).</i> | 1 | 0 | 1 | 2 |
| | Referral | <i>Referral to a service.</i> | 3 | 0 | 6 | 9 |
| | Medical Records | <i>Management of medical records.</i> | 0 | 0 | 4 | 4 |
| | Medication | <i>Prescription and management of medicines.</i> | 7 | 0 | 24 | 31 |
| | Opening Times | <i>Opening times of a service.</i> | 0 | 1 | 1 | 2 |
| | Planning | <i>Leadership and general organisation.</i> | 11 | 0 | 22 | 33 |
| | Registration | <i>Ability to register for a service.</i> | 0 | 0 | 4 | 4 |
| | Support | <i>Levels of support provided.</i> | 315 | 10 | 290 | 615 |
| | Telephone | <i>Ability to contact a service by telephone.</i> | 3 | 0 | 34 | 37 |
| | Timing | <i>Physical timing (ie; length of wait at appointments).</i> | 37 | 0 | 149 | 186 |
| Waiting List | <i>Length of wait while on a list.</i> | 6 | 4 | 75 | 85 | |
| Values | Choice | <i>General choice.</i> | 4 | 0 | 4 | 8 |
| | Cost | <i>General cost.</i> | 1 | 1 | 8 | 10 |
| | Language | <i>Language, including terminology.</i> | 0 | 1 | 10 | 11 |
| | Nutrition | <i>Provision of sustenance.</i> | 15 | 1 | 10 | 26 |
| | Privacy | <i>Privacy, personal space and property.</i> | 3 | 0 | 10 | 13 |
| | Quality | <i>General quality of a service, or staff.</i> | 344 | 11 | 251 | 606 |
| | Sensory | <i>Deaf/blind or other sensory issues.</i> | 0 | 0 | 0 | 0 |
| | Stimulation | <i>General stimulation, including access to activities.</i> | 4 | 0 | 2 | 6 |

8. 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> | 1 | 0 | 2 | 3 |
| | Environment/Layout | <i>Physical environment of a service.</i> | 25 | 0 | 32 | 57 |
| | Equipment | <i>General equipment issues.</i> | 5 | 1 | 11 | 17 |
| | Hazard | <i>General hazard to safety (ie; a hospital wide infection).</i> | 6 | 1 | 18 | 25 |
| | Hygiene | <i>Levels of hygiene and general cleanliness.</i> | 22 | 1 | 17 | 40 |
| | Mobility | <i>Physical mobility to, from and within services.</i> | 0 | 0 | 9 | 9 |
| | Travel/Parking | <i>Ability to travel or park.</i> | 1 | 1 | 5 | 7 |
| Staff | Omission | <i>General omission (ie; transport did not arrive).</i> | 0 | 0 | 13 | 13 |
| | Security/Conduct | <i>General security of a service, including conduct of staff.</i> | 0 | 2 | 13 | 15 |
| | Staff Attitude | <i>Attitude, compassion and empathy of staff.</i> | 367 | 14 | 314 | 695 |
| | Complaints | <i>Ability to log and resolve a complaint.</i> | 0 | 0 | 3 | 3 |
| | Staff Training | <i>Training of staff.</i> | 0 | 1 | 12 | 13 |
| | Staffing Levels | <i>General availability of staff.</i> | 0 | 0 | 15 | 15 |
| | Total: | | | 1521 | 67 | 1826 |