

# The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Tower Hamlets



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 local health, social care and community services.

**Reporting Period: 1 April - 30 June 2023**

## Index and overview of findings



632

### Data Source

This report is based on the experience of 632 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.



63%

### Overall Satisfaction

*Overall satisfaction is at 63% positive, 36% negative and 1% neutral, according to comments.*

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.



75%

### Information, Involvement and Support

*Satisfaction is at 75% positive, 24% negative and 1% neutral, comments suggest.*

This quarter, complaints are down by a noticeable 10% on user involvement, by 4% on communication and by 3% on support. More on page 5.



79%

### Quality and Empathy

*According to comments, Satisfaction is at 79% positive, 20% negative and 1% neutral.*

Good levels of quality and empathy continue to be reported. More on page 5.



28%

### Access to Services

*Satisfaction is at 28% positive and 72% negative.*

This quarter, complaints are down by a noticeable 13% on waiting times, by 11% on booking processes, 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.

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



339

### GP Services

*Satisfaction is at 48% positive and 52% negative, according to feedback.*

339 people comment on GP services. Comments suggest good quality treatment and nursing care on the whole, with good levels of involvement. According to feedback, patients would like greater levels of service access and communication. More on page 9.



220

### Dentists

*Comments suggest satisfaction is at 86% positive and 14% neutral.*

220 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.



68

### Royal London Hospital

*Satisfaction is at 61% positive, 38% negative and 1% neutral, comments suggest.*

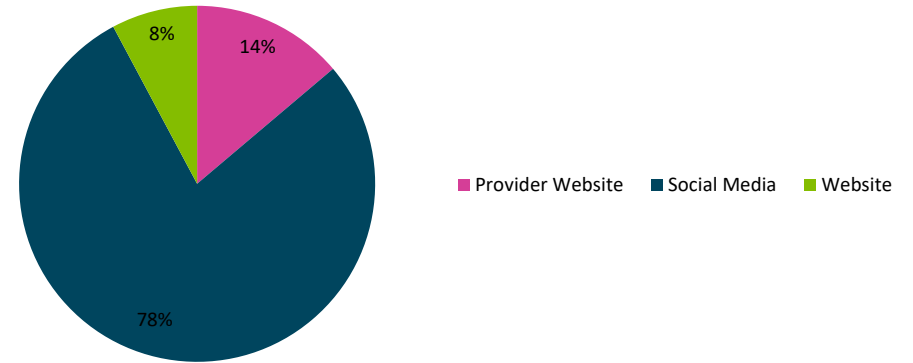
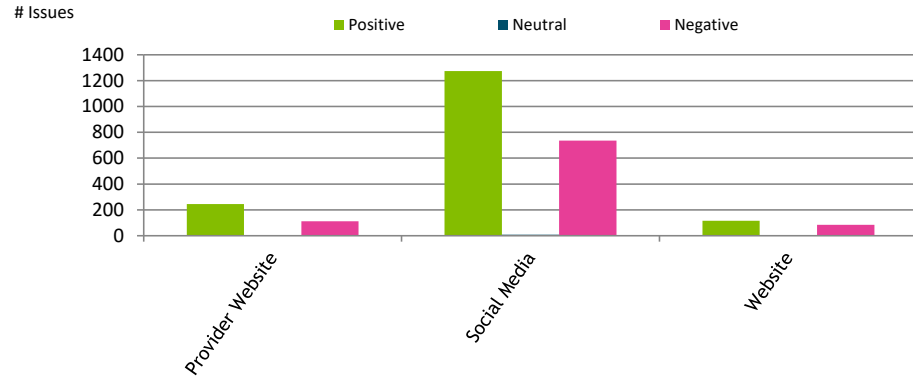
68 people comment this quarter. A majority of patients receive good quality treatment and care, with good levels of support and involvement, according to comments. Feedback suggests patients would like shorter waiting times and greater levels of communication. More on page 11.

**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?

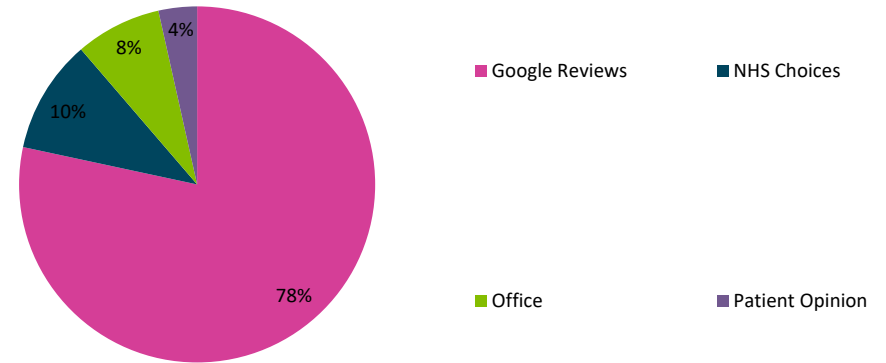
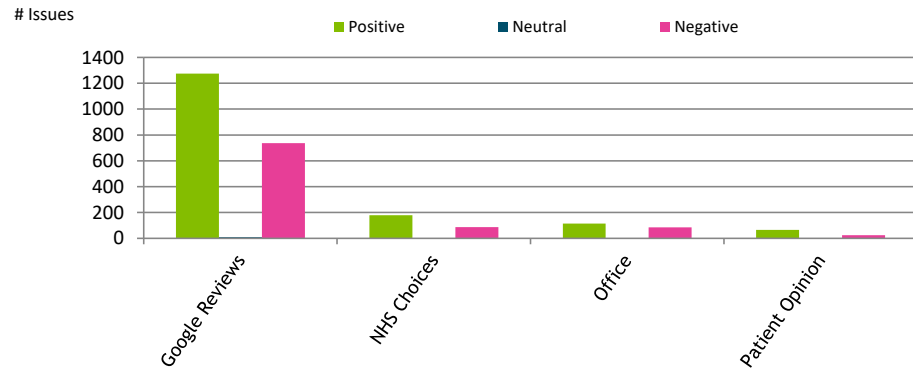


## 1.1 Source: 2575 issues from 632 people



Sources providing the most comments overall

## 1.2 Origin

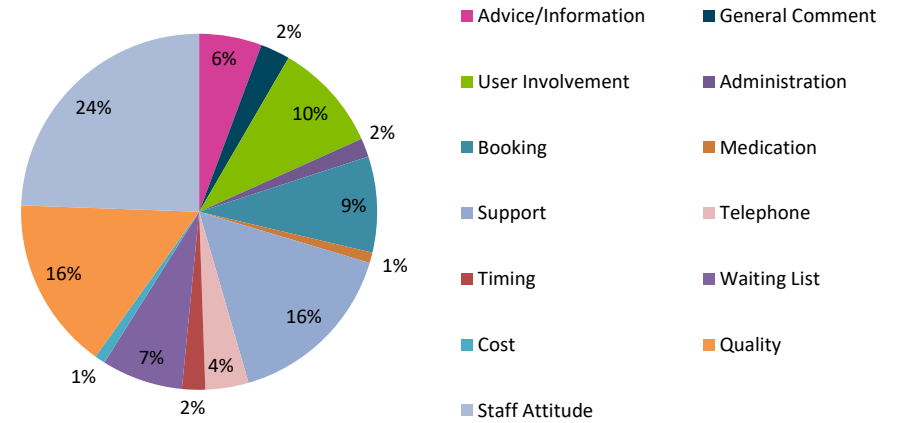
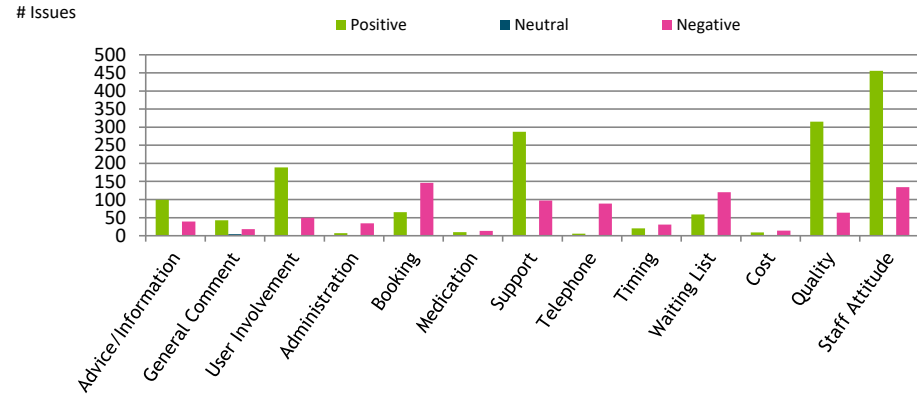


Origins providing the most comments overall

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

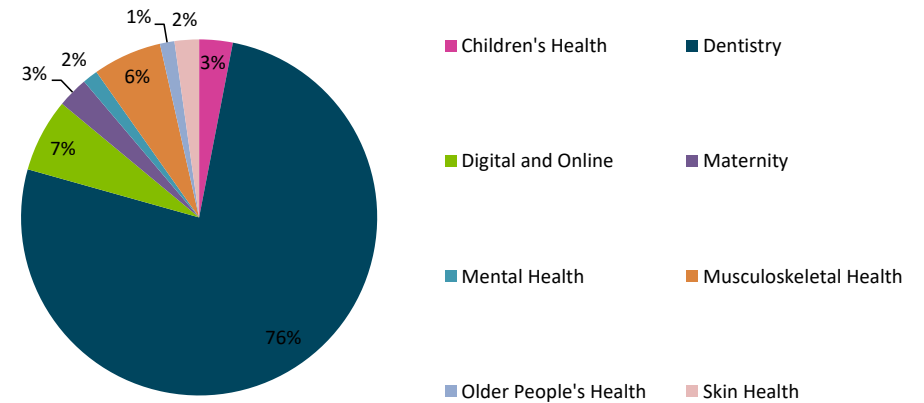
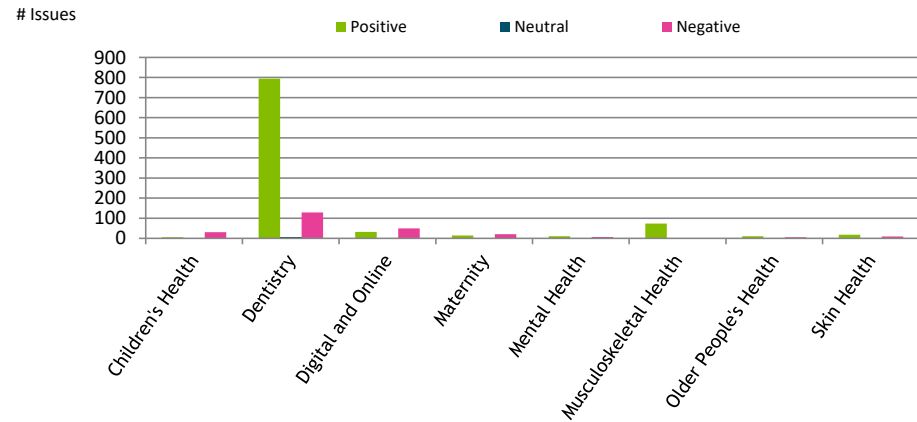


### 2.1 Top Trends: 2575 issues from 632 people



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

### 2.2 Stated medical conditions

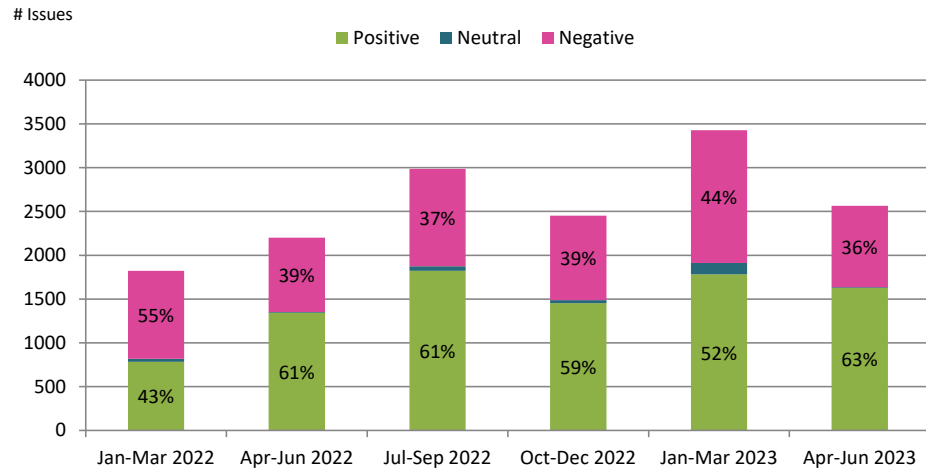


Medical conditions receiving the most comments overall

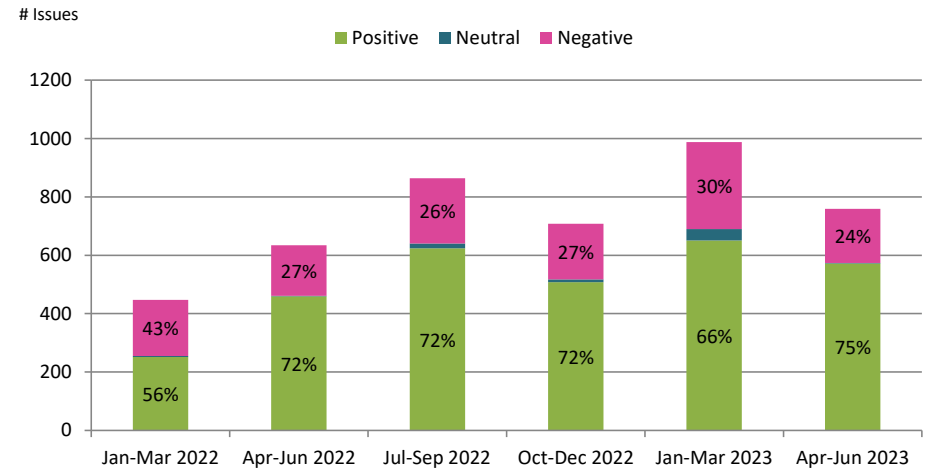
### 3. On the whole, how do people feel about Health and Care services?



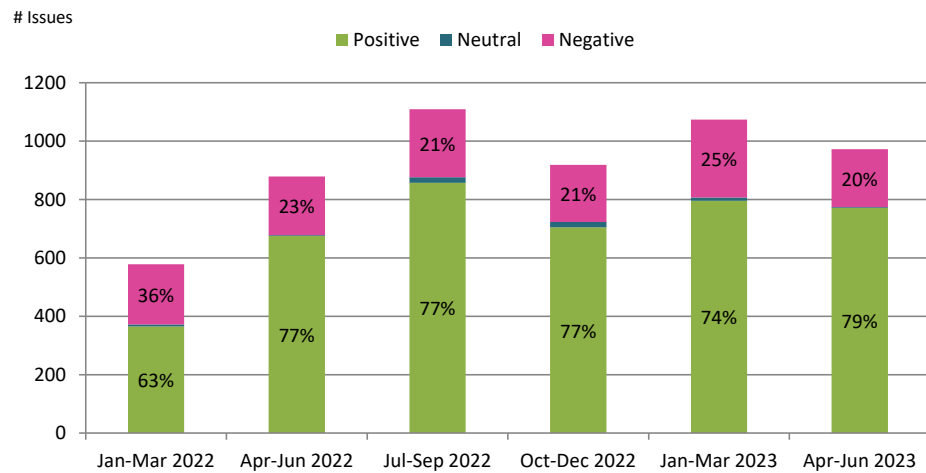
#### 3.1 How do people feel about services overall?



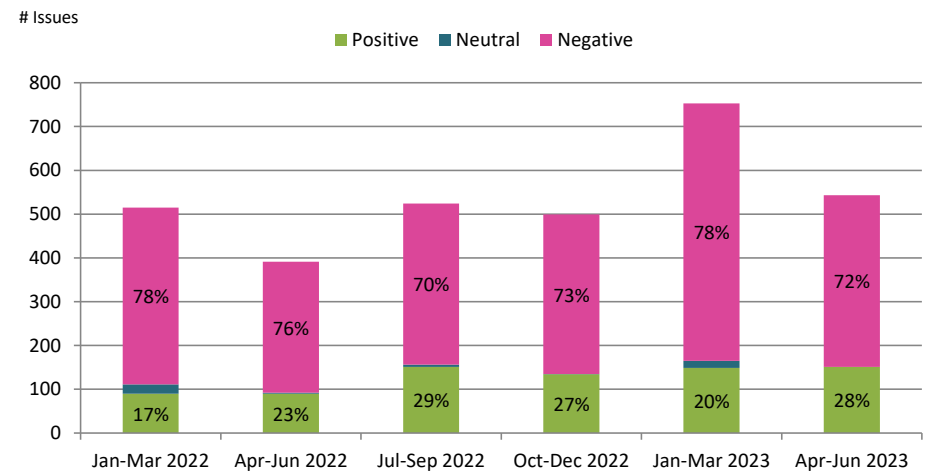
#### 3.2 How well informed, involved and supported do people feel?



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



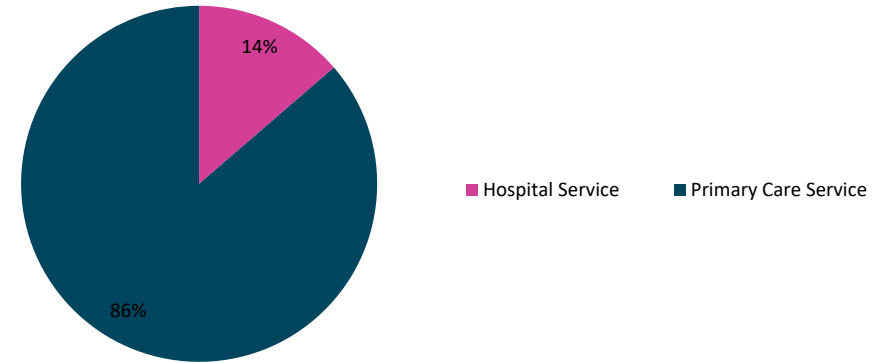
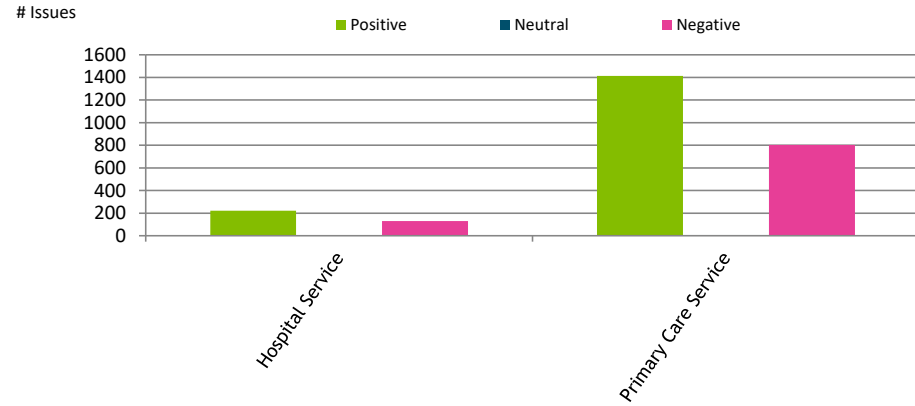
#### 3.4 How do people feel about access to services?



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

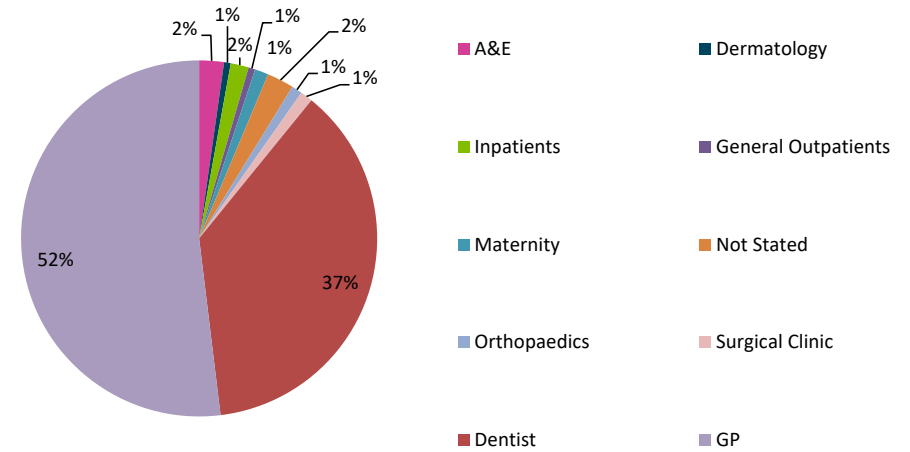
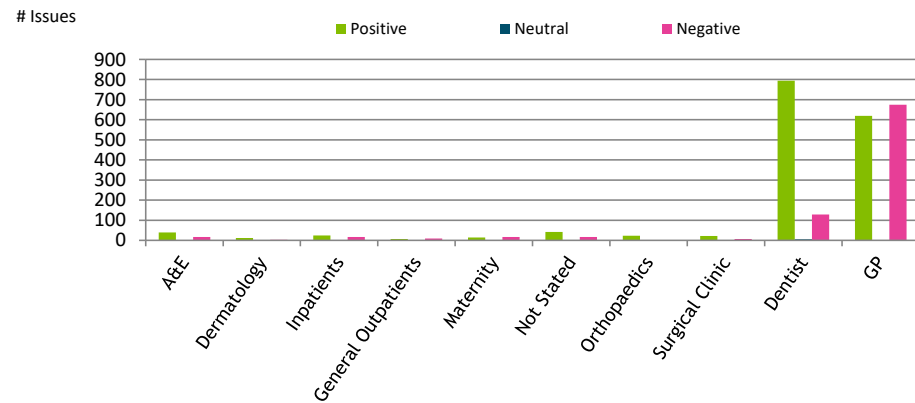


### 4.1 Service Sector



Service sectors receiving the most comments overall

### 4.2 Service Type

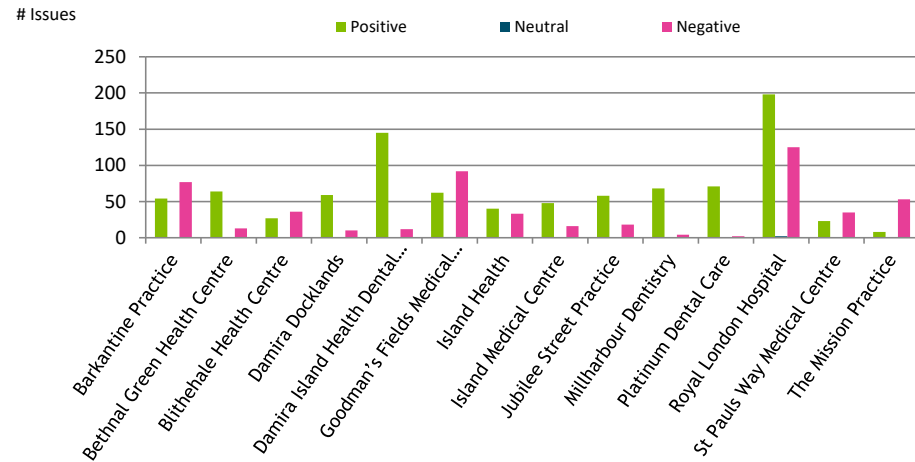


Service type receiving the most comments overall

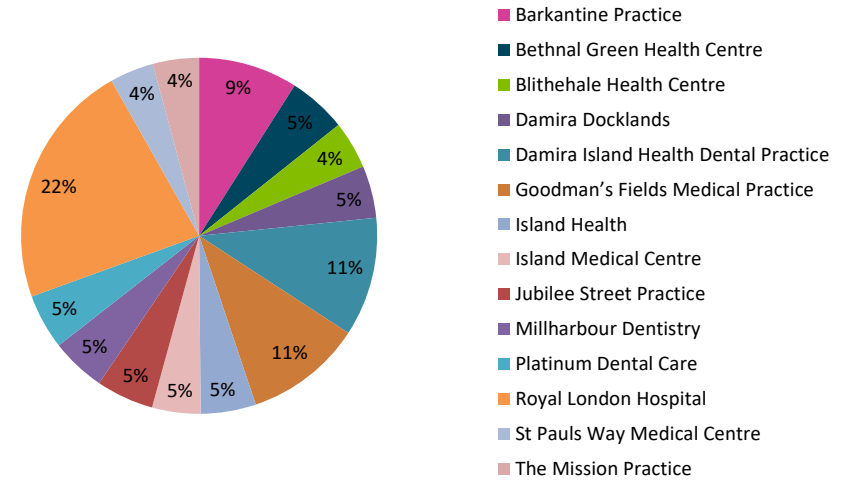
## 4. Trends: Which services are people most commenting on?



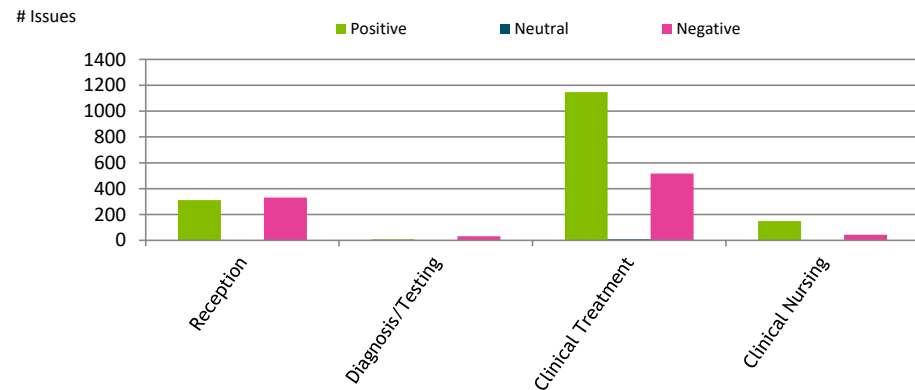
### 4.3 Services



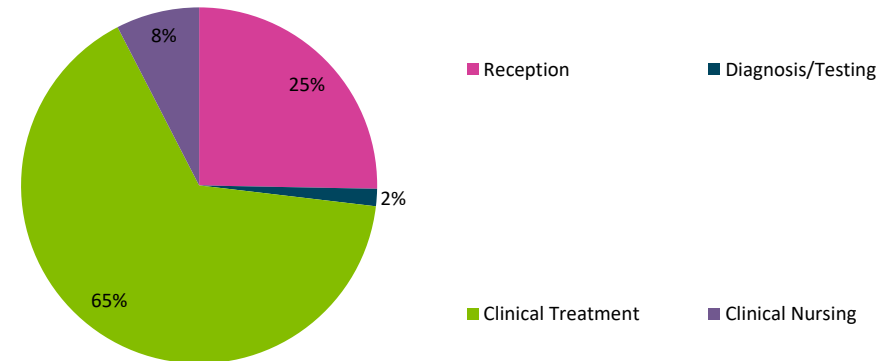
Services receiving the most comments overall



### 4.4 Breakdown of care pathway locations



Care pathway locations

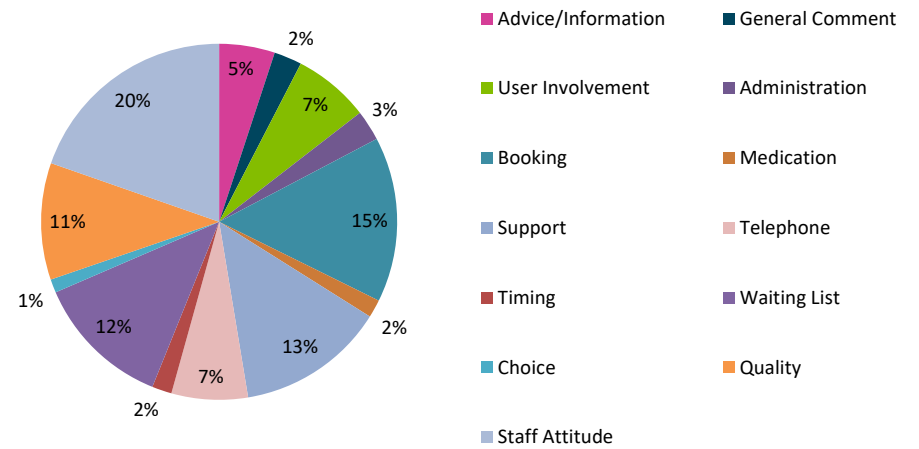
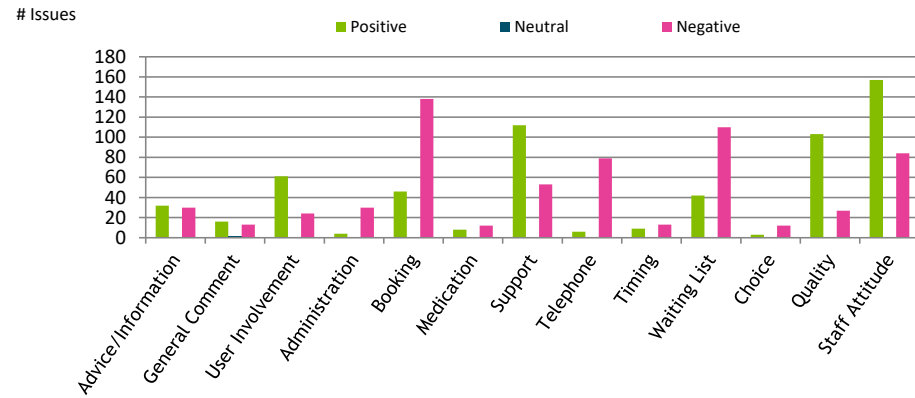




## 5. Trends: GP Services

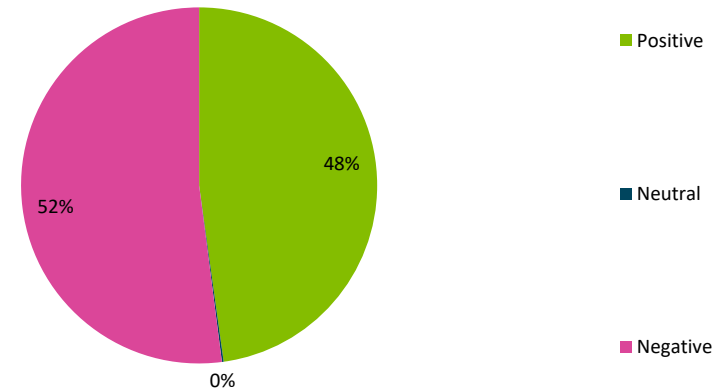
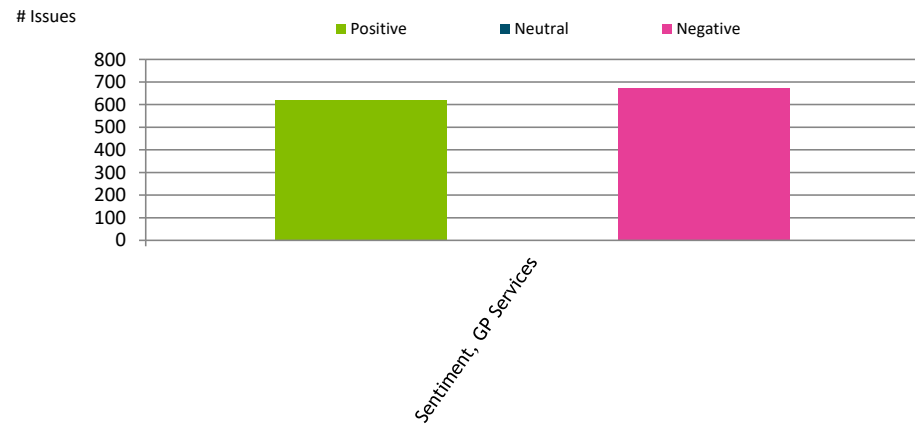


### 5.1 Trends, GP Services: 1295 issues from 339 people



Issues receiving the most comments overall

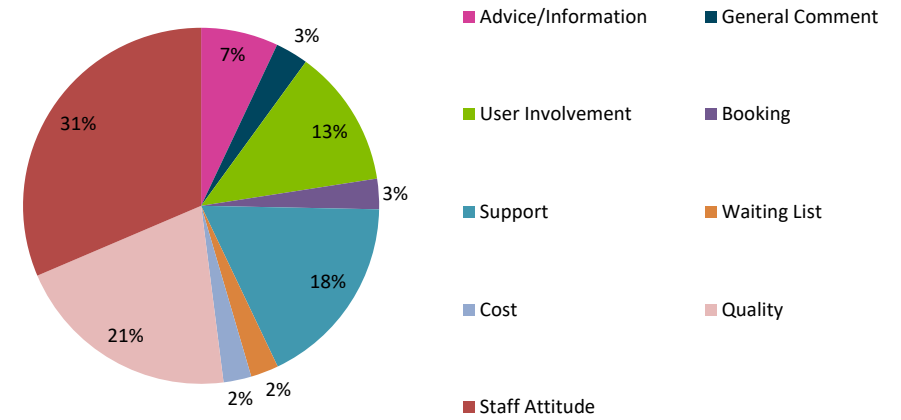
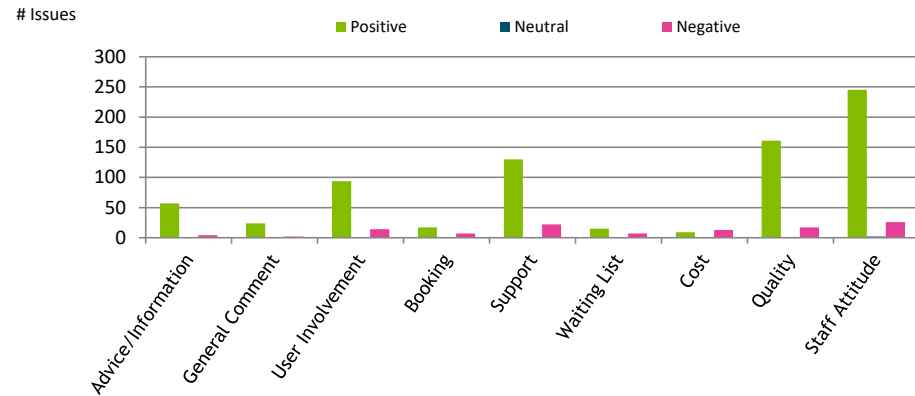
### 5.2 Sentiment, GP Services



## 5. Trends: Dentists

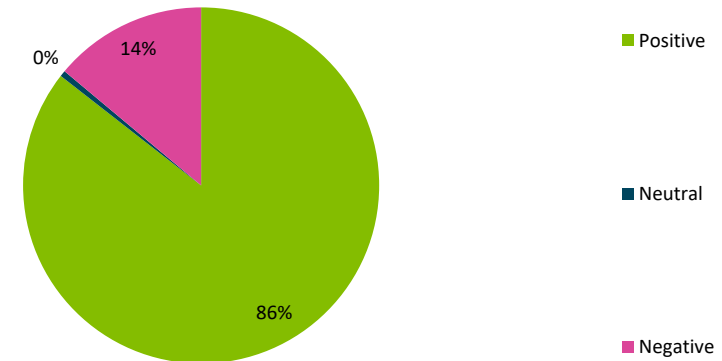
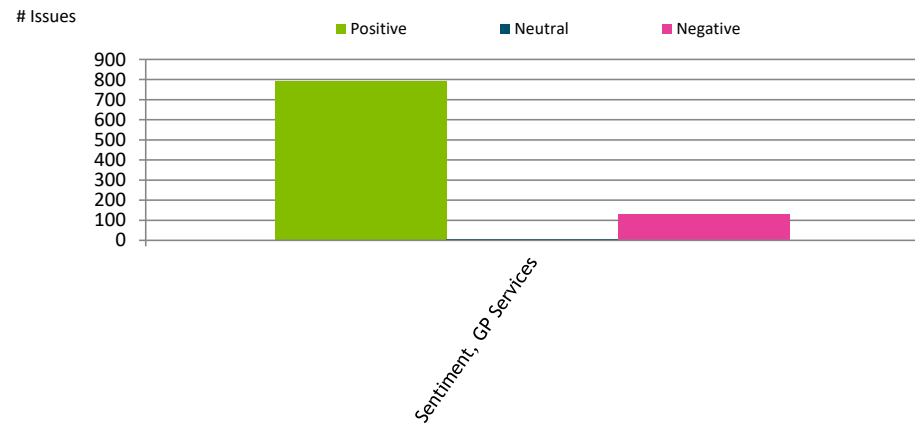


### 5.3 Trends, Dentists: 927 issues from 220 people



Issues receiving the most comments overall

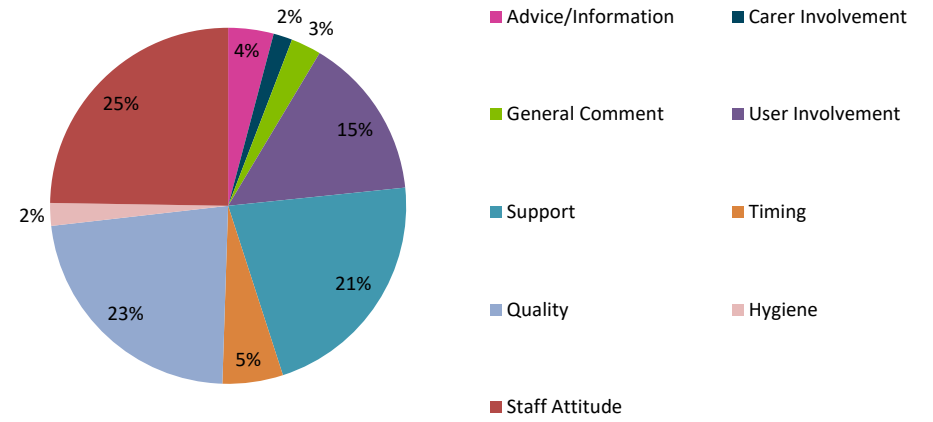
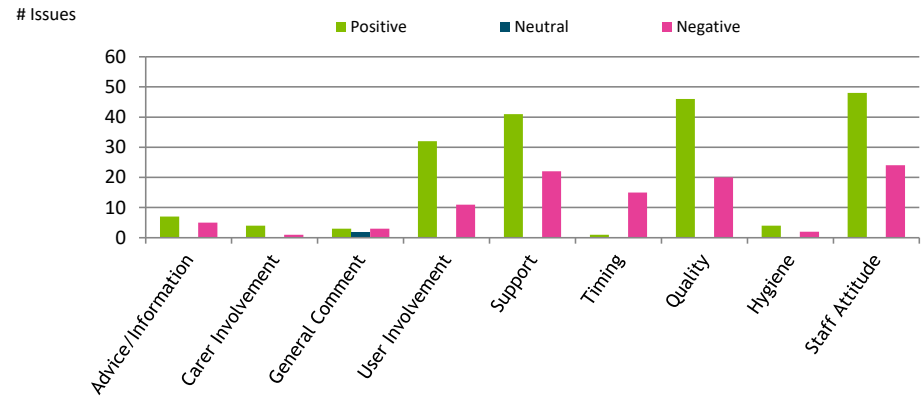
### 5.4 Sentiment, GP Services



## 5. Trends: Royal London Hospital

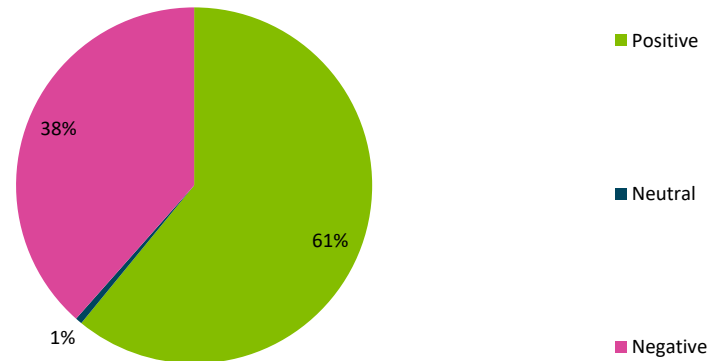
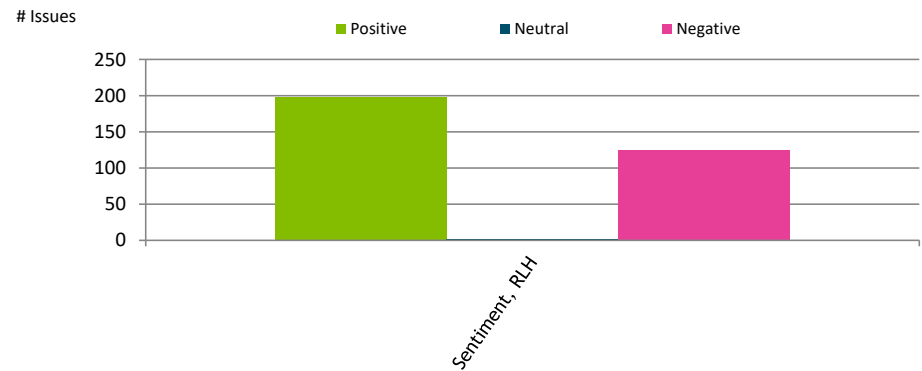


### 5.5 Trends, Royal London Hospital: 325 issues from 68 people



Issues receiving the most comments overall

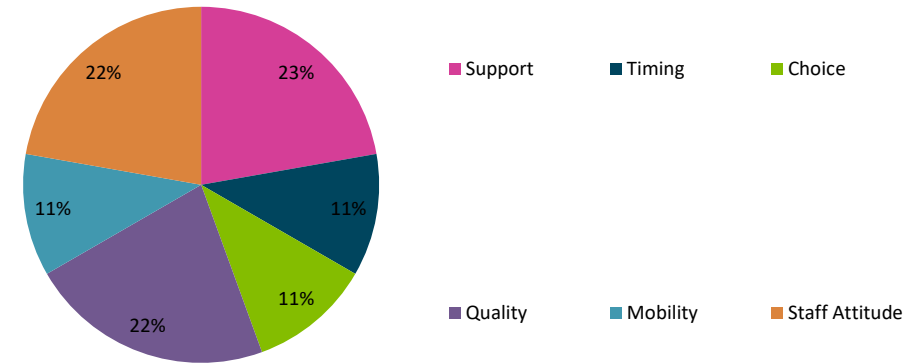
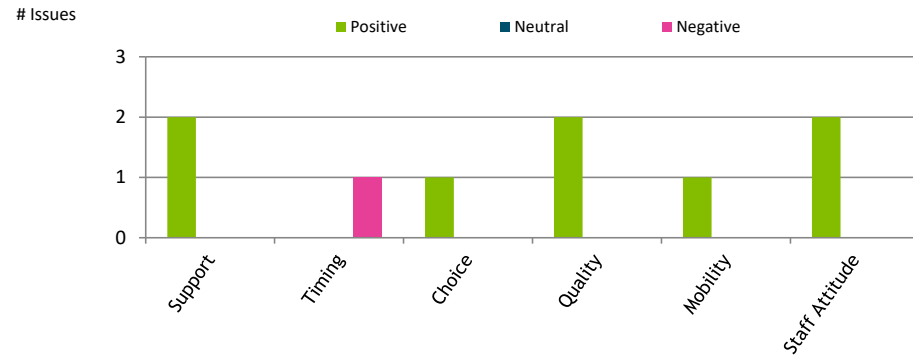
### 5.6 Sentiment, Royal London Hospital



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

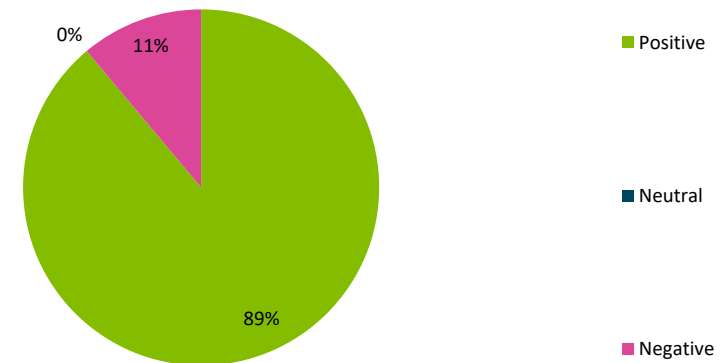
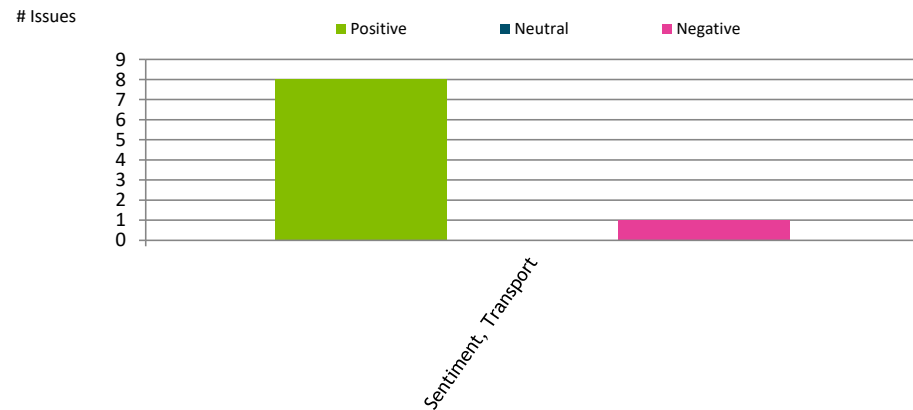


### 6.1 Trends, Transport (9 issues)



Issues receiving the most comments overall

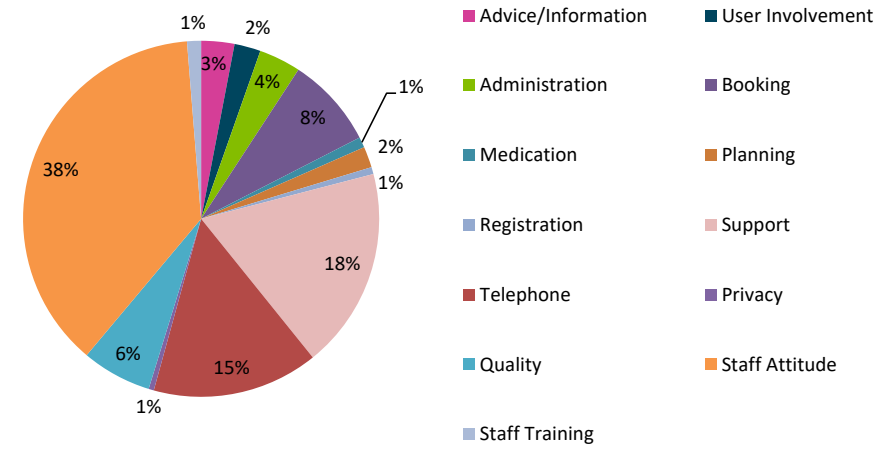
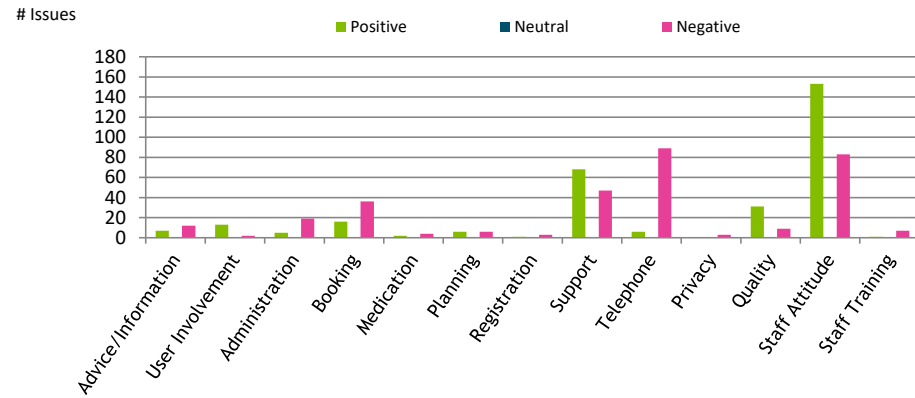
### 6.2 Sentiment, Transport



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

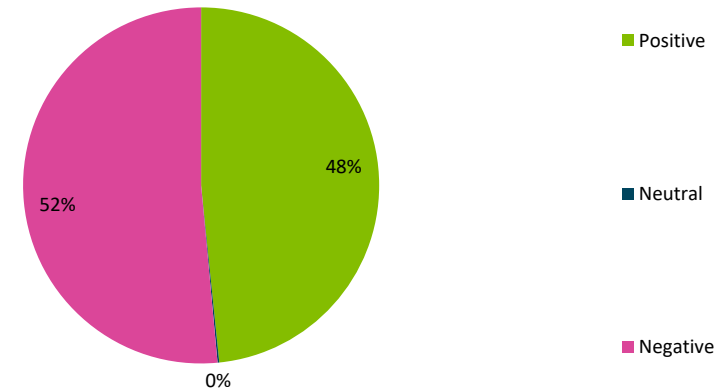
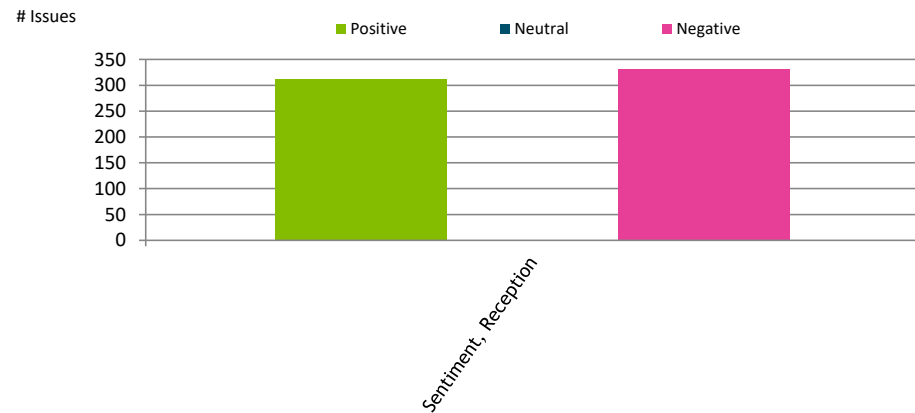


### 6.3 Trends, Reception (645 issues)



Issues receiving the most comments overall

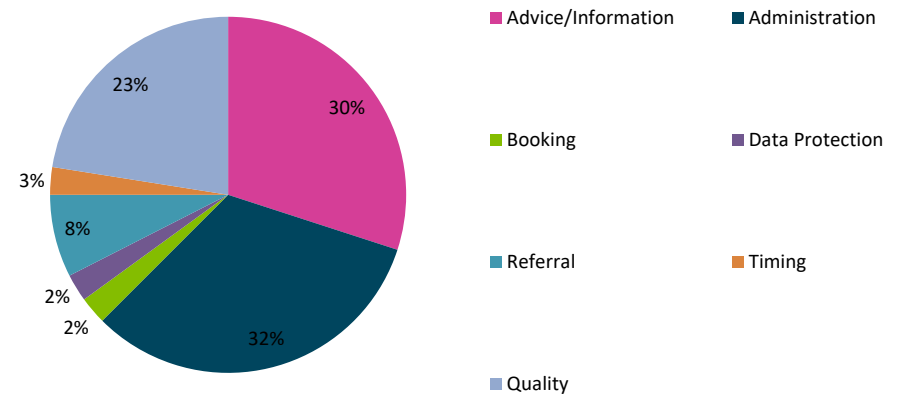
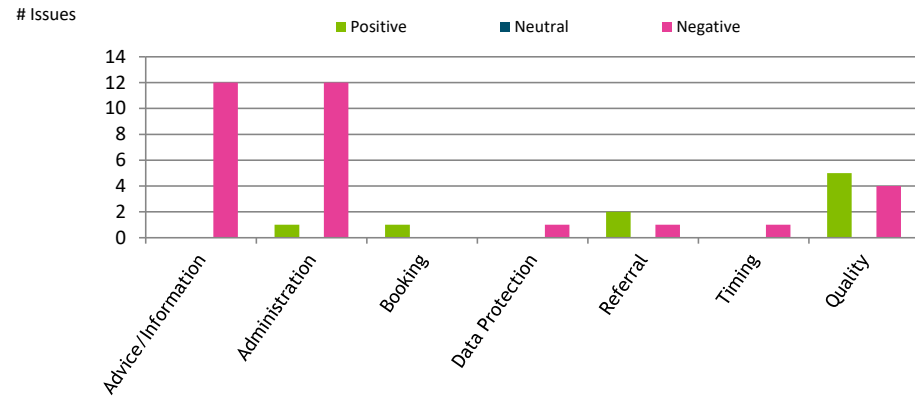
### 6.4 Sentiment, Reception



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

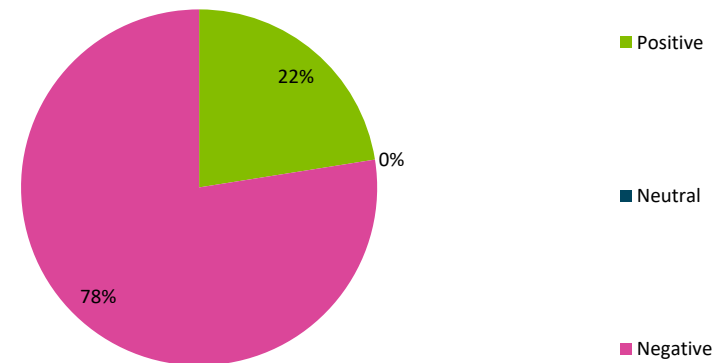
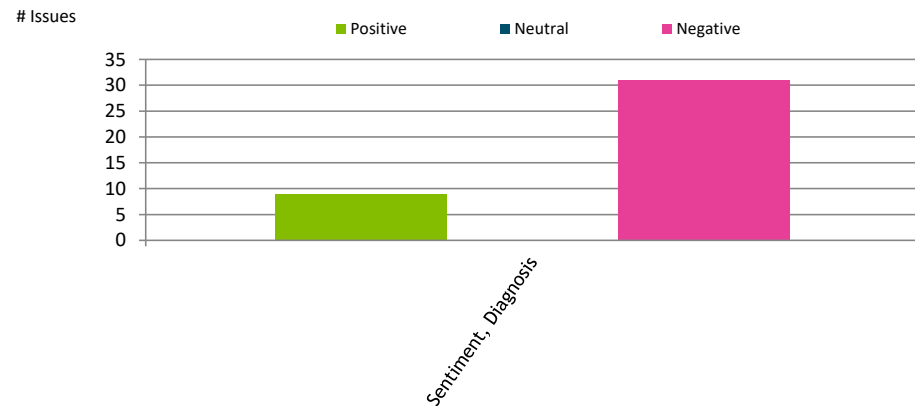


### 6.5 Trends, Diagnosis/Testing (40 issues)



Issues receiving the most comments overall

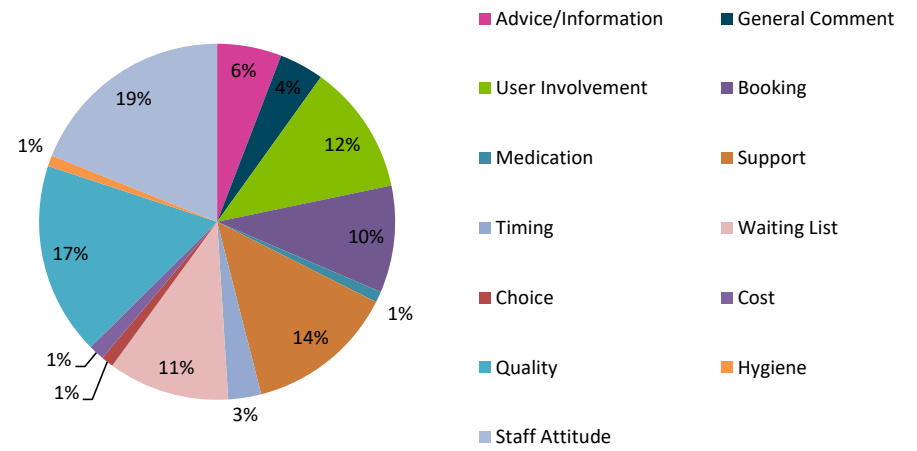
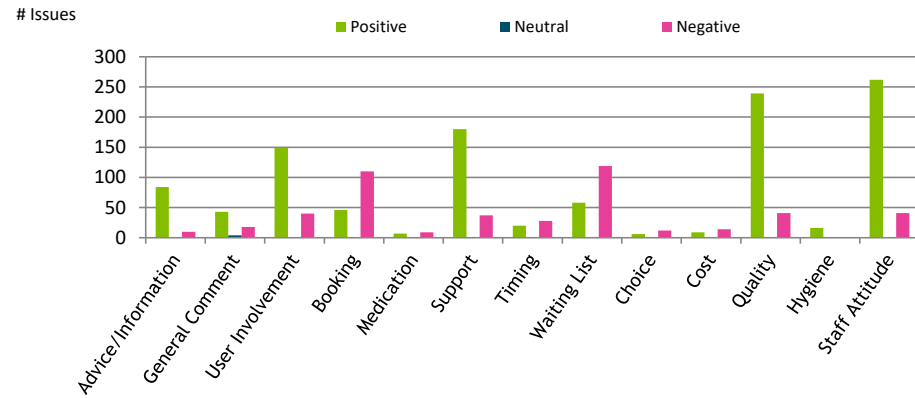
### 6.6 Sentiment, Diagnosis/Testing



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

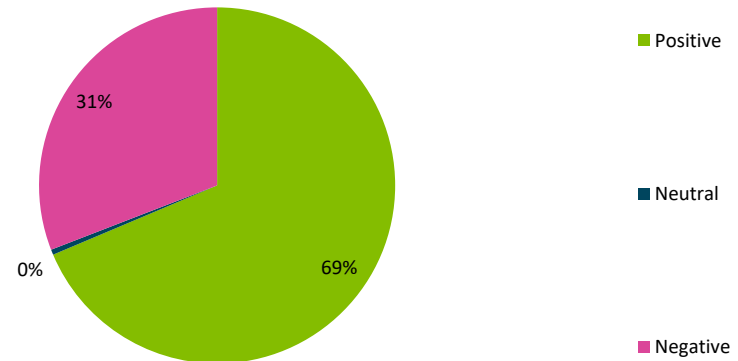
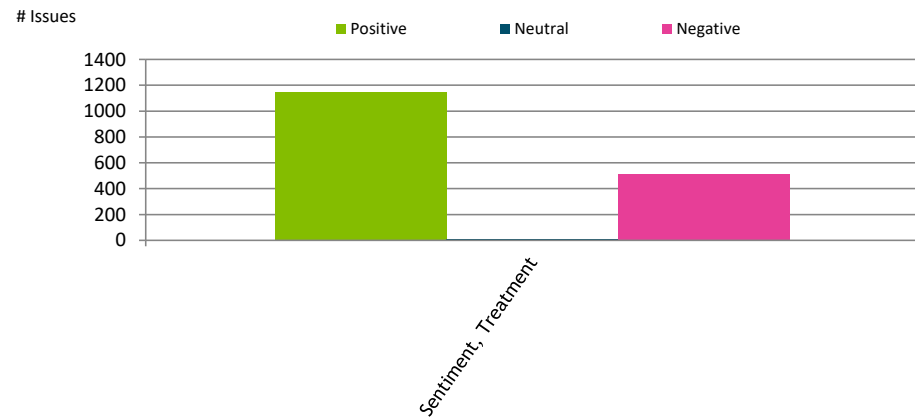


### 6.7 Trends, Clinical Treatment (1671 issues)



Issues receiving the most comments overall

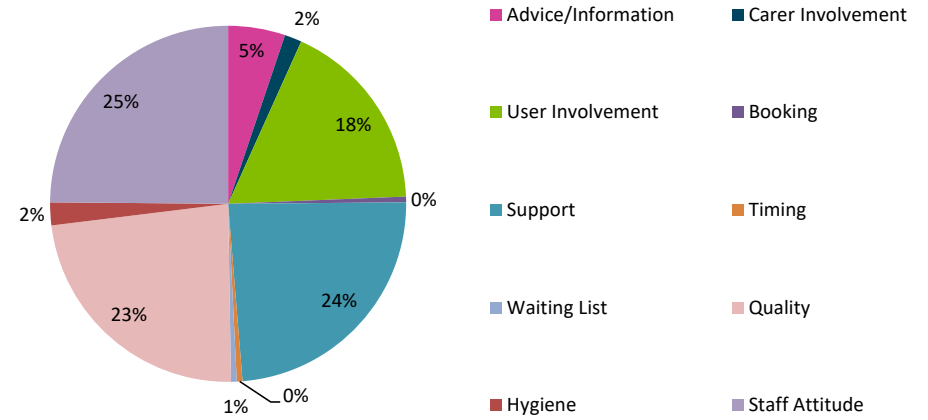
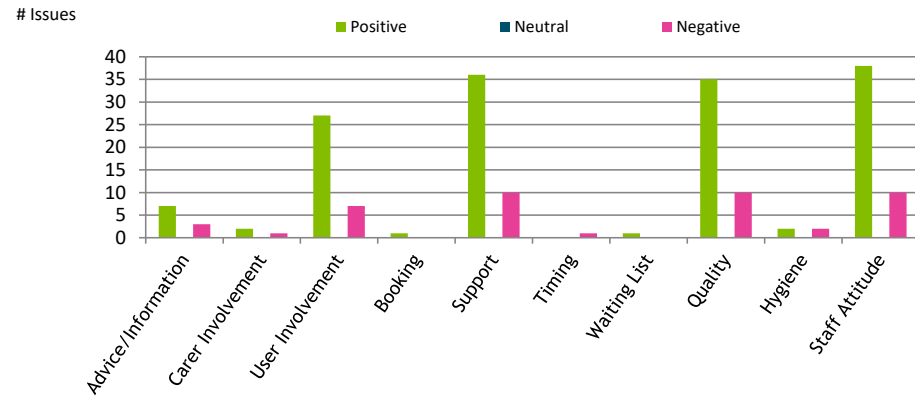
### 6.8 Sentiment, Clinical Treatment



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

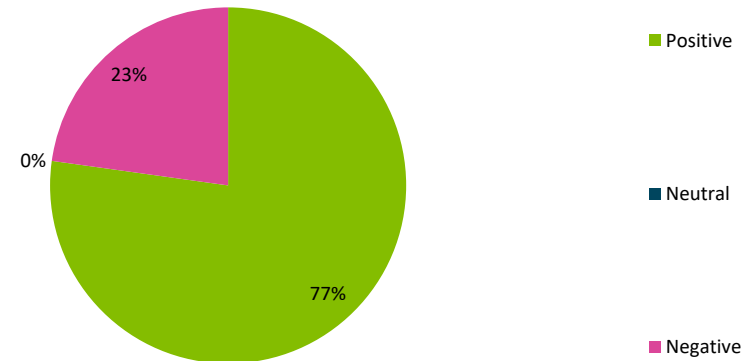
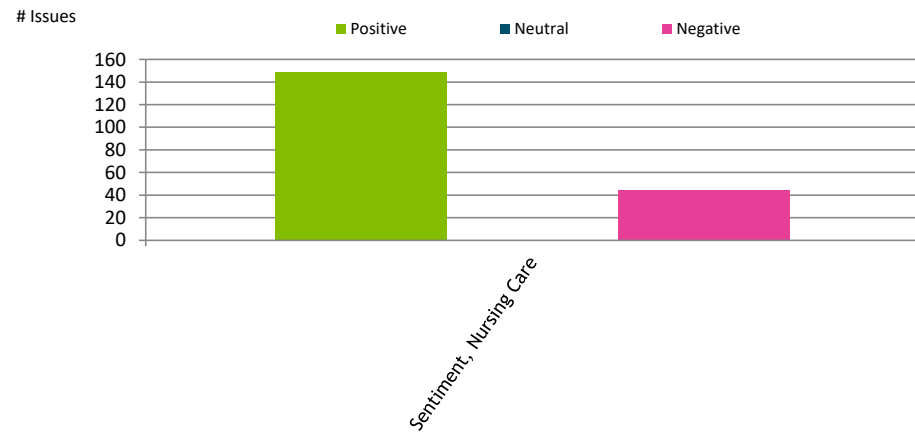


### 6.9 Trends, Clinical Nursing (193 issues)



Issues receiving the most comments overall

### 6.10 Sentiment, Clinical Nursing

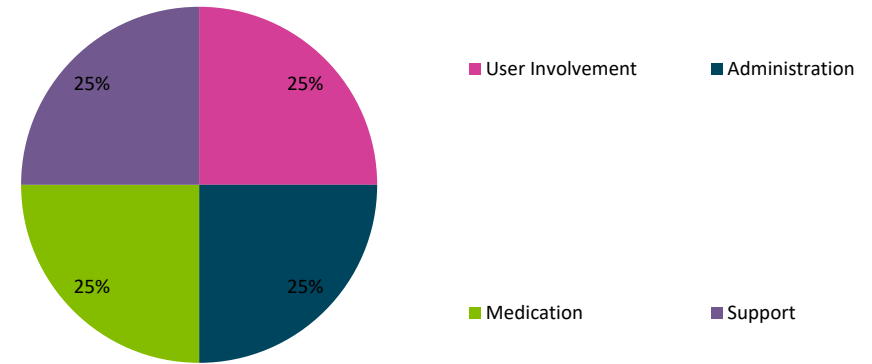
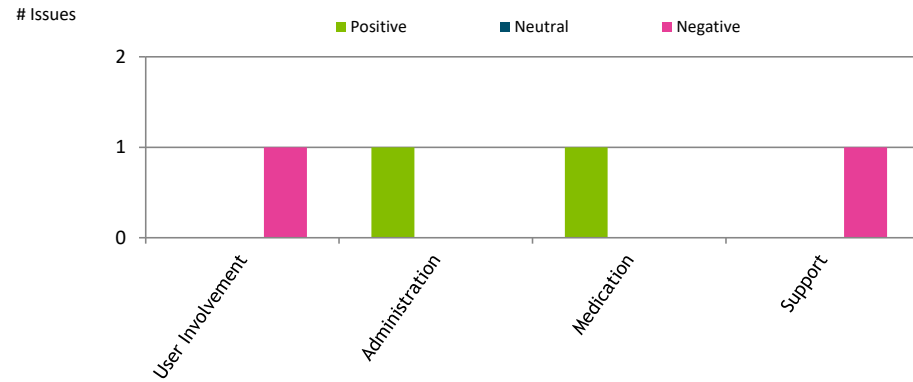




## 6. Care Pathway: Discharge (discharge from a service)

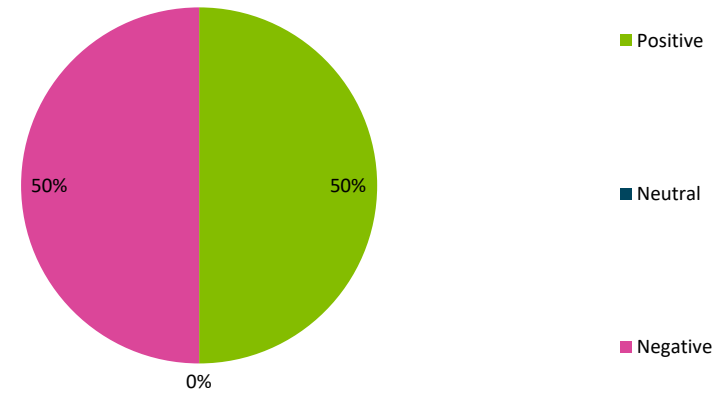
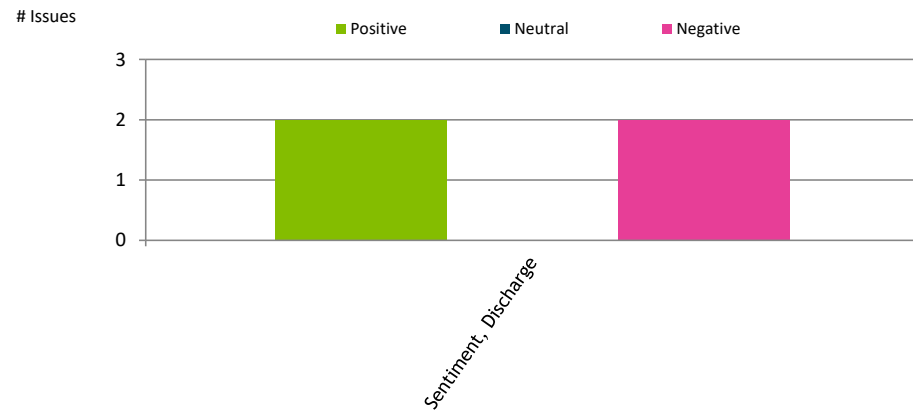


### 6.11 Trends, Discharge (4 issues)



Issues receiving the most comments overall

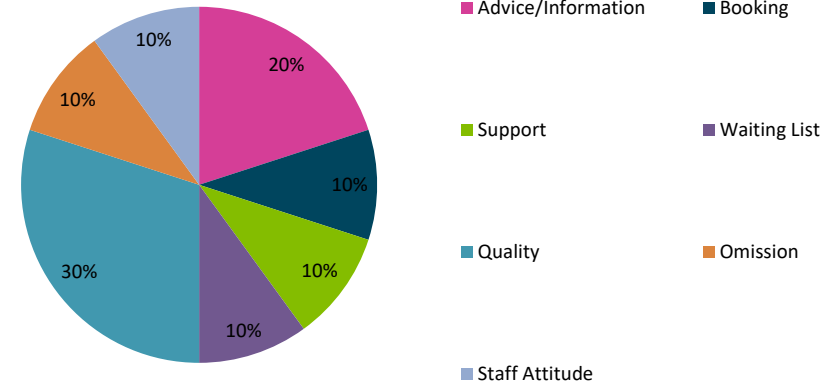
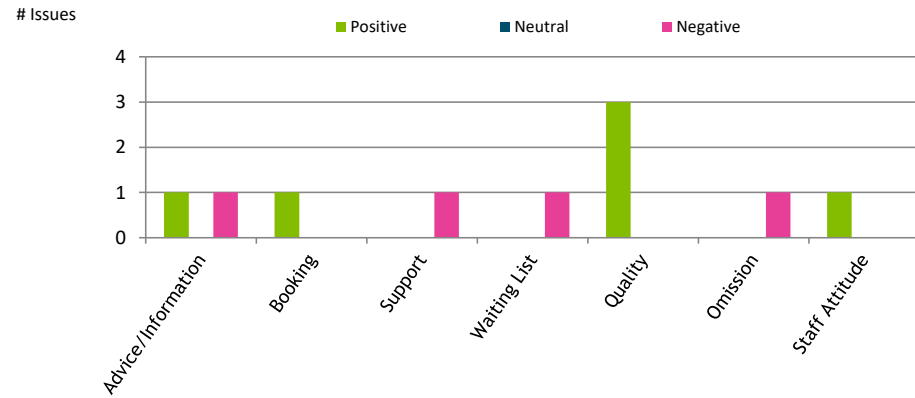
### 6.12 Sentiment, Discharge



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

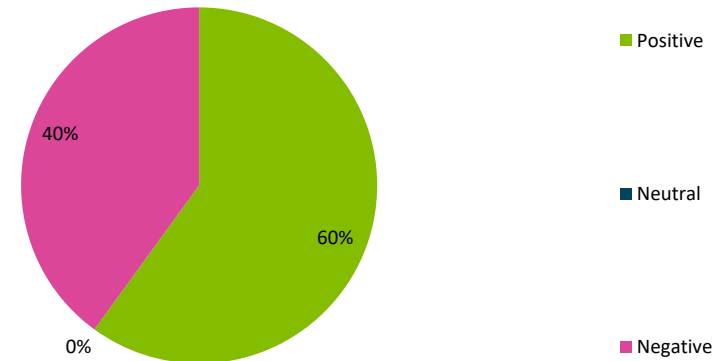
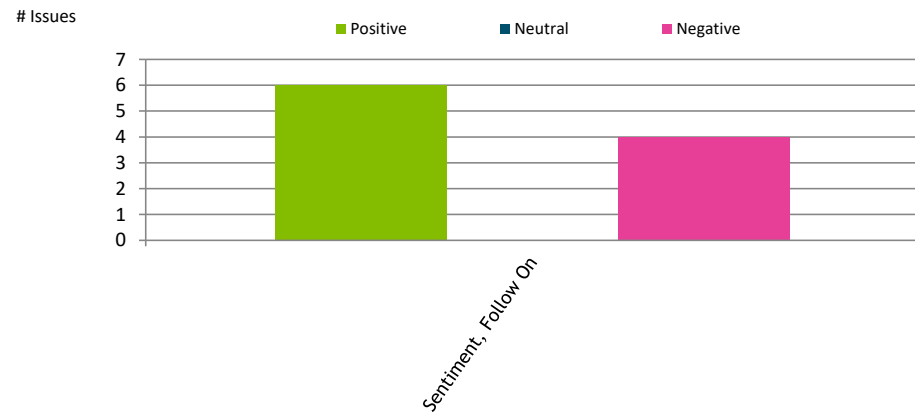


### 6.13 Trends, Follow On (10 issues)



Issues receiving the most comments overall

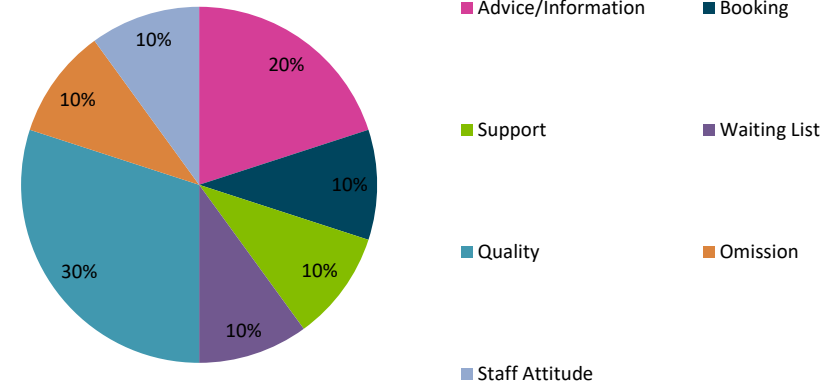
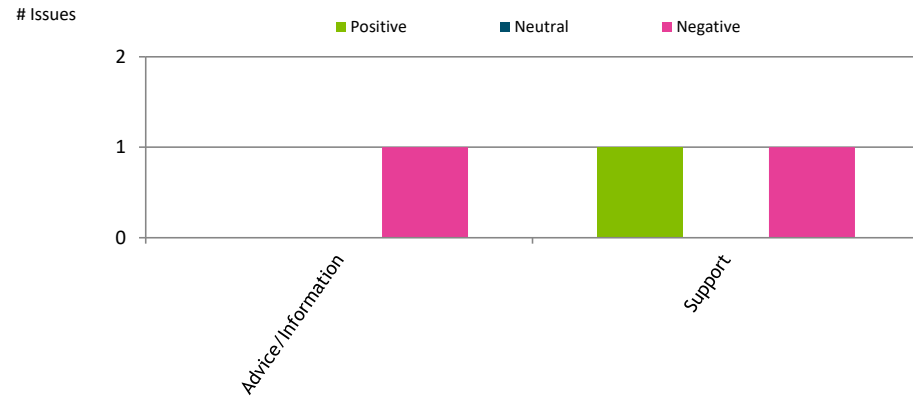
### 6.14 Sentiment, Follow On



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

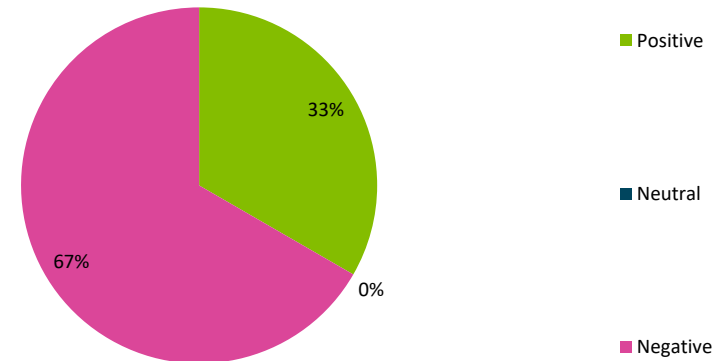
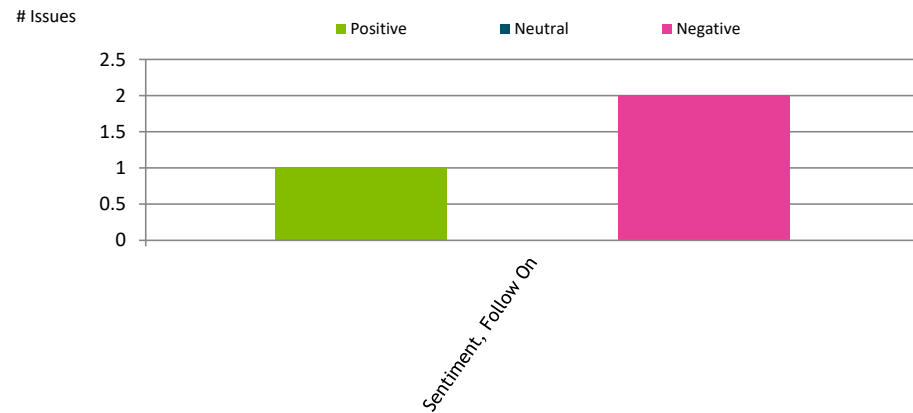


### 6.15 Trends, Community (3 issues)



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>	99	0	39	138
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	5	0	1	6
	Peer Involvement	<i>Involvement or Influence of friends.</i>	1	0	0	1
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	43	4	18	65
	User Involvement	<i>Involvement or influence of the service user.</i>	189	1	50	240
Systems	Administration	<i>Administrative processes and delivery.</i>	7	0	34	41
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	1	0	0	1
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	65	0	146	211
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	7	7
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	2	2
	Referral	<i>Referral to a service.</i>	6	0	6	12
	Medical Records	<i>Management of medical records.</i>	0	0	3	3
	Medication	<i>Prescription and management of medicines.</i>	10	0	13	23
	Opening Times	<i>Opening times of a service.</i>	1	0	6	7
	Planning	<i>Leadership and general organisation.</i>	6	0	6	12
	Registration	<i>Ability to register for a service.</i>	1	0	6	7
	Support	<i>Levels of support provided.</i>	287	1	97	385
	Telephone	<i>Ability to contact a service by telephone.</i>	6	0	89	95
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	20	0	31	51
	Waiting List	<i>Length of wait while on a list.</i>	59	0	120	179
Values	Choice	<i>General choice.</i>	7	0	12	19
	Cost	<i>General cost.</i>	9	0	14	23
	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	4	4
	Quality	<i>General quality of a service, or staff.</i>	315	1	64	380
	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>	1	0	0	1
	Environment/Layout	<i>Physical environment of a service.</i>	13	0	2	15
	Equipment	<i>General equipment issues.</i>	2	0	1	3
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	0	0
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	18	0	2	20
	Mobility	<i>Physical mobility to, from and within services.</i>	1	0	1	2
Staff	Travel/Parking	<i>Ability to travel or park.</i>	1	0	0	1
	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	2	2
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	456	2	134	592
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	2	2
	Staff Training	<i>Training of staff.</i>	2	0	10	12
	Staffing Levels	<i>General availability of staff.</i>	0	0	2	2
	<b>Total:</b>			<b>1634</b>	<b>9</b>	<b>932</b>