The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Tower Hamlets, 12 January 2023

Community*Insight*

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 October - 31 December 2022

healthwatch
Tower Hamlets

Index and overview of findings

614

Data Source
This report is based on the experience of 614 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.

59%

Overall Satisfaction
Overall satisfaction is at 59% positive, 39% negative and 2% 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.

72%

Information, Involvement and Support
Satisfaction is at 72% positive, 27% negative and 1% neutral, comments suggest.

This quarter complaints are up by 7% on communication and by 4% on user involvement, while decreasing marginally by 1% on support. More on page 5.

77%

Quality and Empathy
According to comments, Satisfaction is at 77% positive, 21% negative and 2% neutral.

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

27%

Access to Services
Satisfaction is at 27% positive and 73% negative.

This quarter complaints are up by 5% on ability to book appointments, by 2% on waiting times, and by 2% 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."

356

GP Services

Satisfaction is at 45% positive, 53% negative and 2% neutral, according to feedback.

356 people comment on GP services. The majority of patients receive good quality, compassionate treatment and care. Access related trends are clearly negative overall, this includes on booking processes, telephone access, administration and waiting lists. Patients would also like greater levels of involvement. More on page 9.

184

Dentists

Comments suggest satisfaction is at 86% positive and 14% negative.

184 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.

59

Royal London Hospital

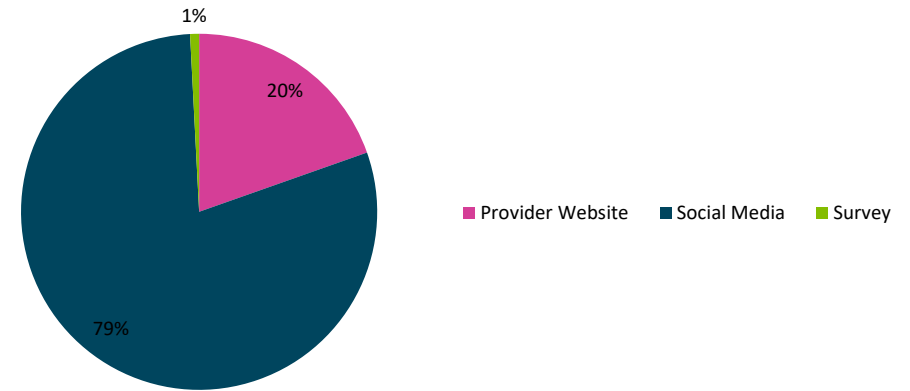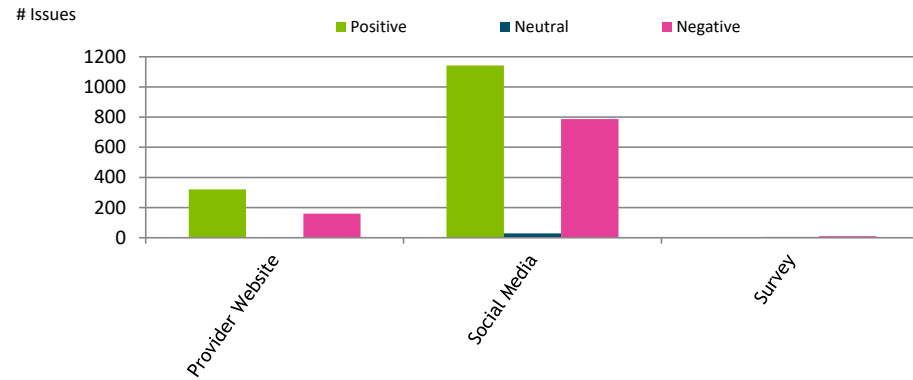*Satisfaction is 56% positive, 43% negative and 1% neutral, comments suggest.*

59 people comment this quarter. A majority of comments suggest good quality, supportive and compassionate treatment and care. Feedback suggests patients would like greater levels of communication and involvement, 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.

1.1 Source: 2459 issues from 614 people

Issues

Legend: Positive | Neutral | Negative

Sources providing the most comments overall

Pie chart legend: Provider Website | Social Media | Survey

Pie chart values: 1%, 20%, 79%

1.2 Origin

Issues

Legend: Positive | Neutral | Negative
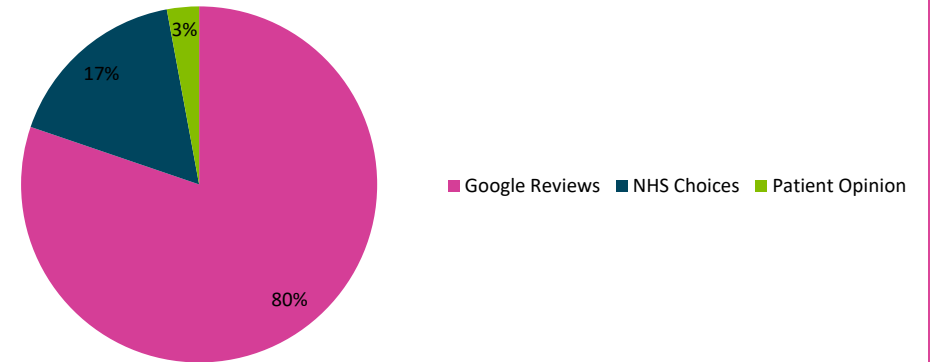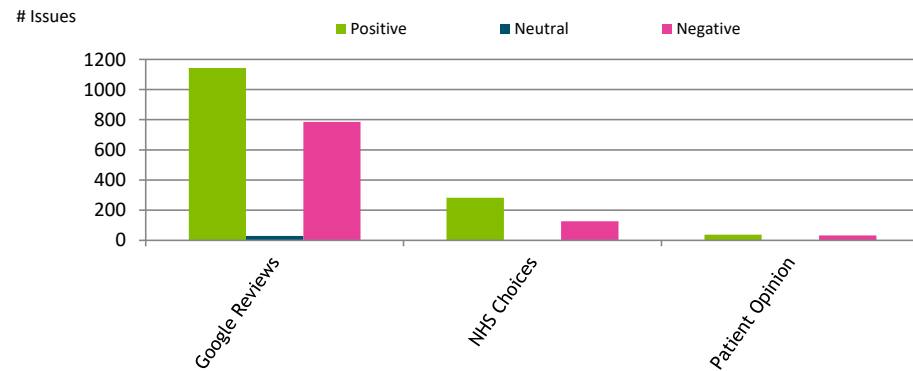
Origins providing the most comments overall

Pie chart legend: Google Reviews | NHS Choices | Patient Opinion

Pie chart values: 3%, 17%, 80%

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

2.1 Top Trends: 2458 issues from 613 people

Issues

Legend: Positive ■ Neutral ■ Negative

Bar chart categories: Advice/Information, General Comment, User Involvement, Administration, Booking, Medication, Support, Telephone, Timing, Waiting List, Choice, Quality, Staff Attitude
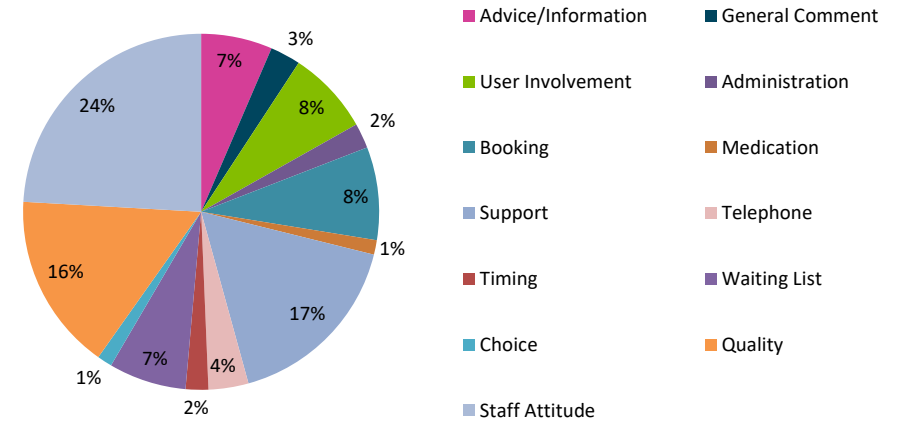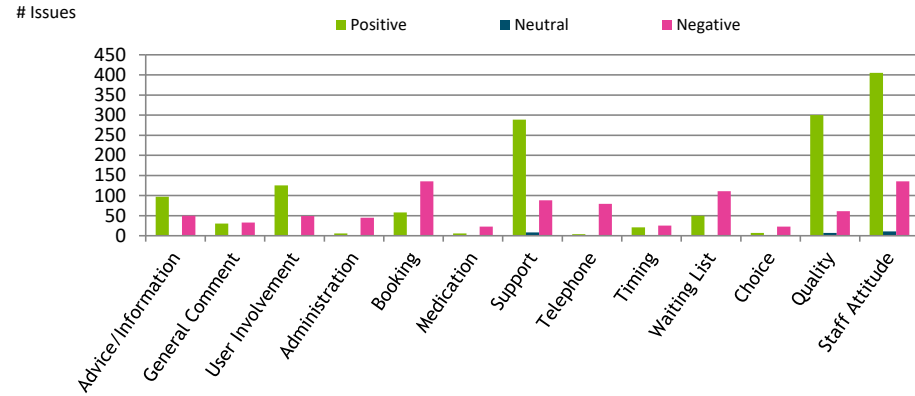
Issues receiving the most comments overall. See pages 20-21 for issue descriptions.

Pie chart legend:
- Advice/Information — 7%
- General Comment — 3%
- User Involvement — 8%
- Administration — 2%
- Booking — 8%
- Medication — 1%
- Support — 17%
- Telephone — 4%
- Timing — 2%
- Waiting List — 7%
- Choice — 1%
- Quality — 16%
- Staff Attitude — 24%

2.2 Stated medical conditions

Issues

Legend: Positive ■ Neutral ■ Negative

Bar chart categories: Children's Health, Dentistry, Digital and Online, General Health, Maternity, Older People's Health
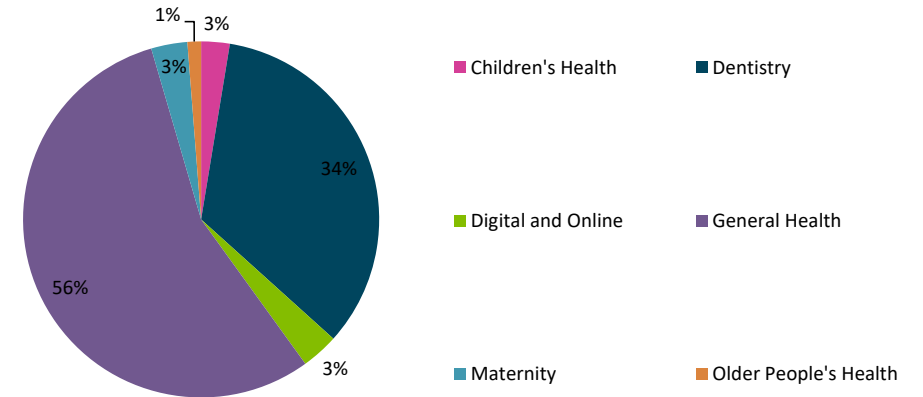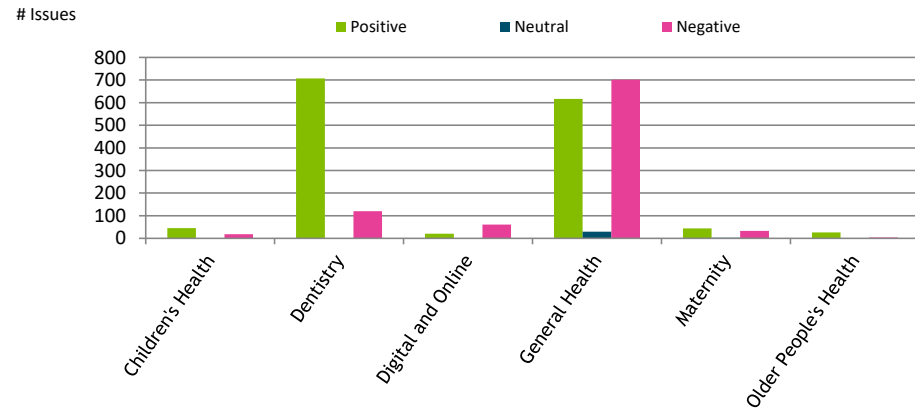
Medical conditions receiving the most comments overall

Pie chart legend:
- Children's Health — 3%
- Dentistry — 34%
- Digital and Online — 3%
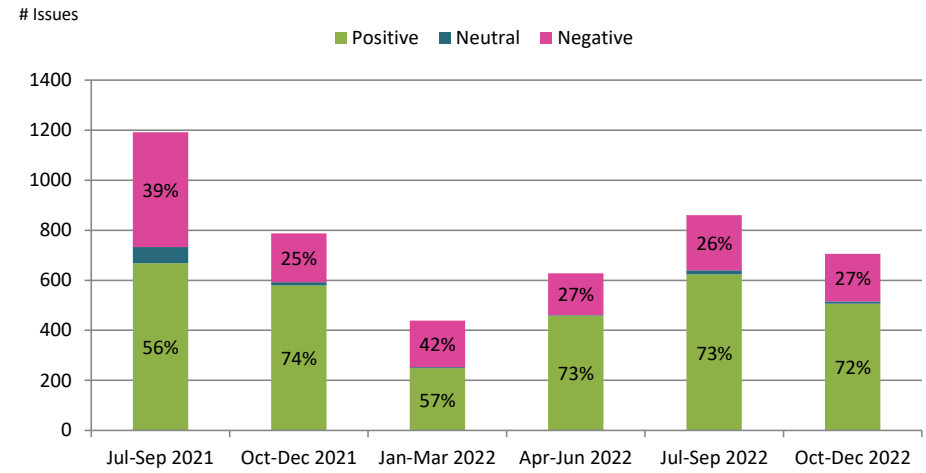- General Health — 56%
- Maternity — 3%
- Older People's Health — 1%

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

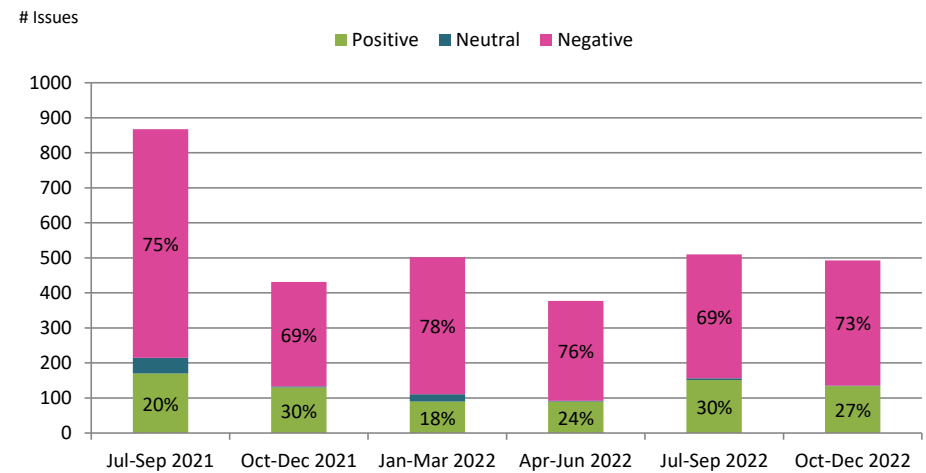| Period	Positive	Negative
Jul-Sep 2021	47%	48%
Oct-Dec 2021	62%	37%
Jan-Mar 2022	44%	55%
Apr-Jun 2022	62%	38%
Jul-Sep 2022	62%	37%
Oct-Dec 2022	59%	39%
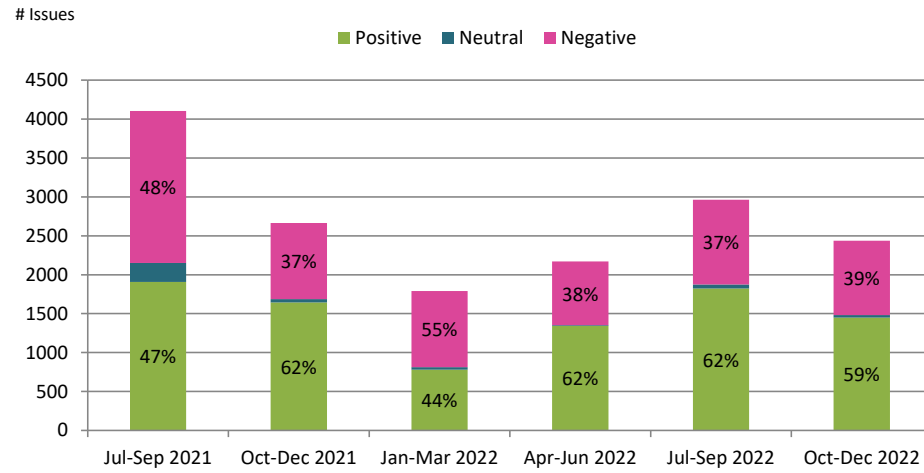
3.2 How well informed, involved and supported do people feel?

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jul-Sep 2021	56%	39%
Oct-Dec 2021	74%	25%
Jan-Mar 2022	57%	42%
Apr-Jun 2022	73%	27%
Jul-Sep 2022	73%	26%
Oct-Dec 2022	72%	27%

3.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jul-Sep 2021	72%	25%
Oct-Dec 2021	77%	21%
Jan-Mar 2022	63%	36%
Apr-Jun 2022	77%	23%
Jul-Sep 2022	77%	21%
Oct-Dec 2022	77%	21%
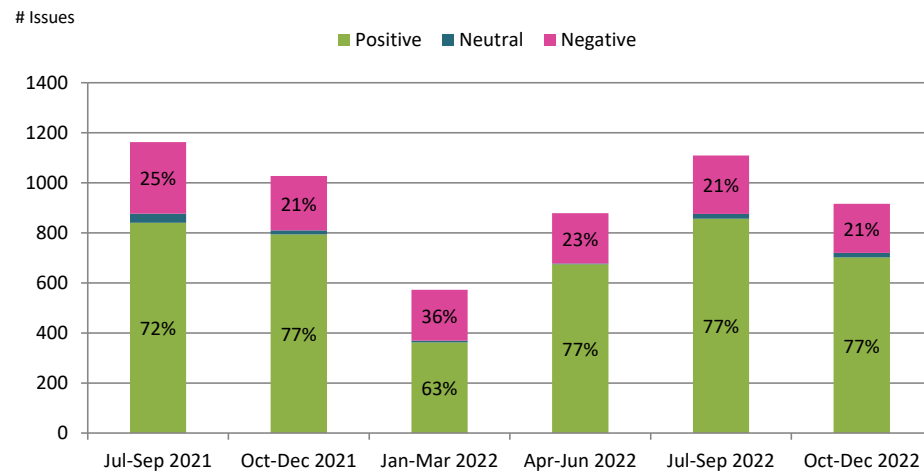
3.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

Period	Positive	Negative
Jul-Sep 2021	20%	75%
Oct-Dec 2021	30%	69%
Jan-Mar 2022	18%	78%
Apr-Jun 2022	24%	76%
Jul-Sep 2022	30%	69%
Oct-Dec 2022	27%	73%

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

4.1 Service Sector

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart categories: Community Service, Hospital Service, Primary Care Service
(Y-axis: 0 to 1400)
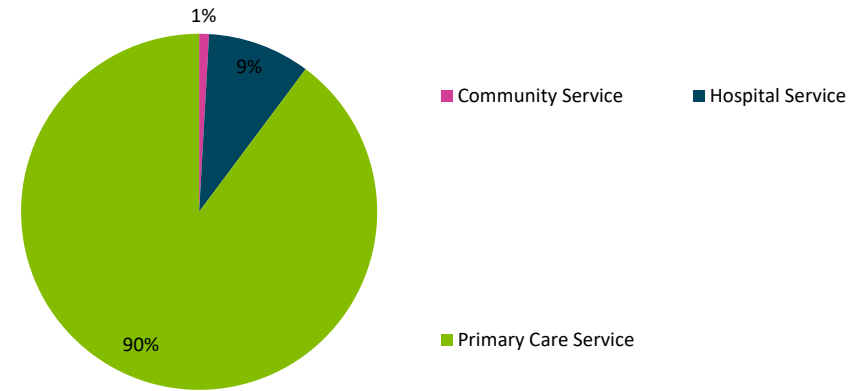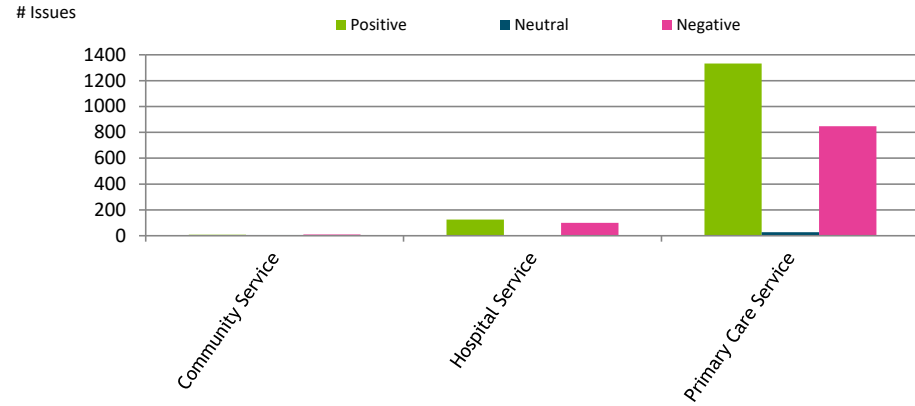
Service sectors receiving the most comments overall

Pie chart:
- 1%
- 9%
- 90%

Legend:
- ■ Community Service
- ■ Hospital Service
- ■ Primary Care Service

4.2 Service Type

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart categories: Routine Screening, A&E, Maternity, Not Stated, Surgical Clinic, Dentist, GP
(Y-axis: 0 to 800)

Service type receiving the most comments overall

Pie chart:
- 1%
- 2%
- 2%
- 3%
- 1%
- 34%
- 57%

Legend:
- ■ Routine Screening
- ■ A&E
- ■ Maternity
- ■ Not Stated
- ■ Surgical Clinic
- ■ Dentist
- ■ GP

4.3 Services

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart categories: Aberfeldy Practice, Barkantine Practice, Bethnal Green Health Centre, Blithehale Health Centre, Family Dental Care, Goodman's Fields Medical..., Harford Health Centre, Island Health, Jubilee Street Practice, Royal London Hospital, Square Mile Dental Centre, St Stephens Health Centre, The Mission Practice, The Spitalfields Practice

Services receiving the most comments overall

Pie chart:
- Aberfeldy Practice — 4%
- Barkantine Practice — 7%
- Bethnal Green Health Centre — 5%
- Blithehale Health Centre — 4%
- Family Dental Care — 5%
- Goodman's Fields Medical Practice — 12%
- Harford Health Centre — 6%
- Island Health — 7%
- Jubilee Street Practice — 8%
- Royal London Hospital — 18%
- Square Mile Dental Centre — 8%
- St Stephens Health Centre — 7%
- The Mission Practice — 5%
- The Spitalfields Practice — 4%

4.4 Breakdown of care pathway locations

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart categories: Transport, Reception, Diagnosis/Testing, Clinical Treatment, Clinical Nursing, Follow On, Community Services

Care pathway locations

Pie chart:
- Transport — 0%
- Reception — 27%
- Diagnosis/Testing — 2%
- Clinical Treatment — 63%
- Clinical Nursing — 7%
- Follow On — 1%
- Community Services — 0%

5.1 Trends, GP Services: 1383 issues from 356 people
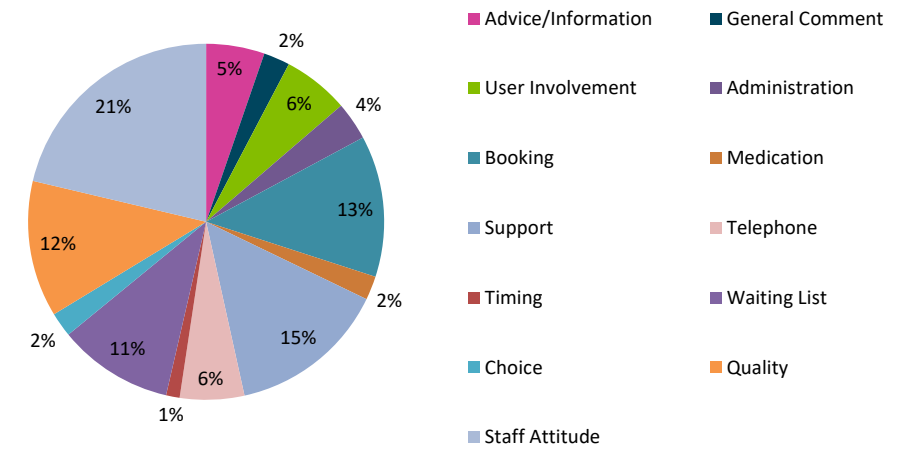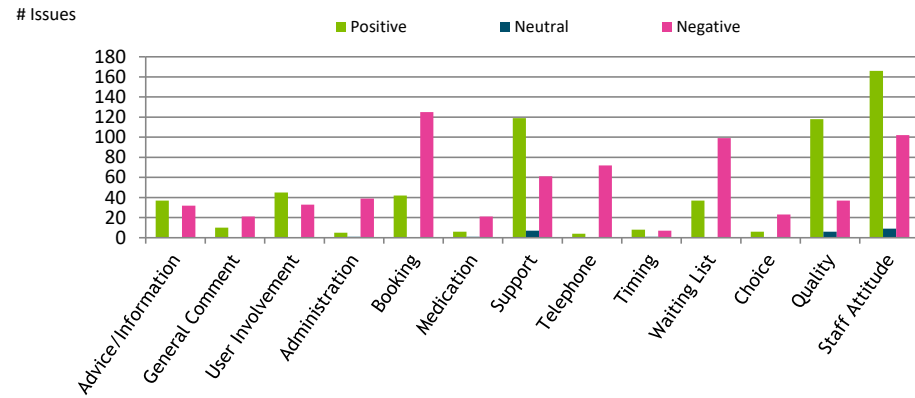
Issues

Legend: ■ Positive ■ Neutral ■ Negative

Issues receiving the most comments overall

Pie chart legend:
- ■ Advice/Information — 5%
- ■ General Comment — 2%
- ■ User Involvement — 6%
- ■ Administration — 4%
- ■ Booking — 13%
- ■ Medication — 2%
- ■ Support — 15%
- ■ Telephone — 6%
- ■ Timing — 1%
- ■ Waiting List — 11%
- ■ Choice — 2%
- ■ Quality — 12%
- ■ Staff Attitude — 21%

5.2 Sentiment, GP Services

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Sentiment, GP Services

Pie chart:
- ■ Positive — 45%
- ■ Neutral — 2%
- ■ Negative — 53%

9
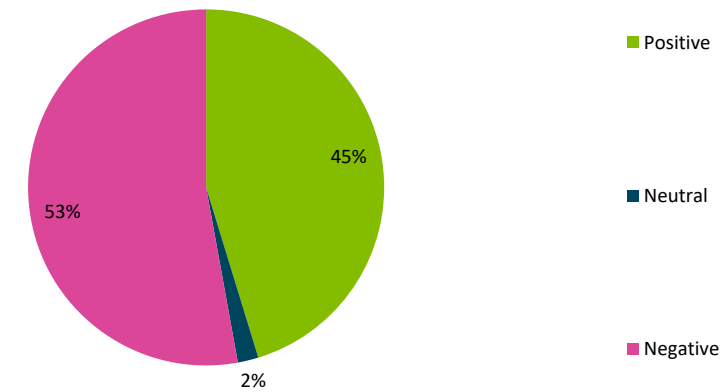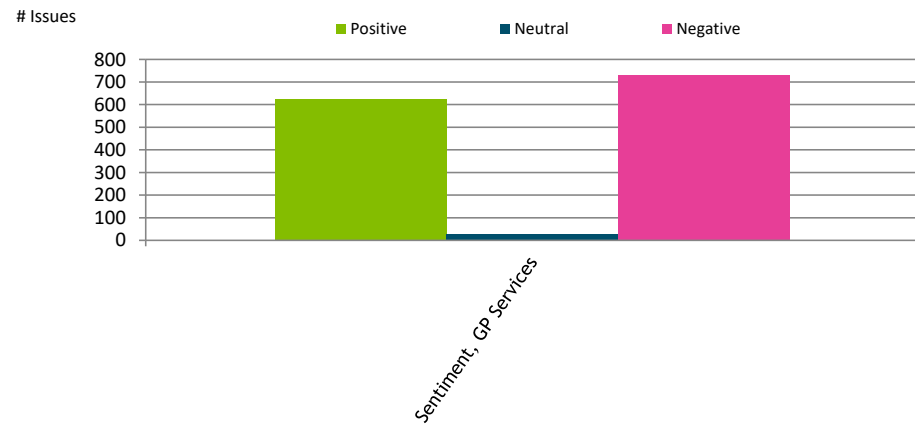
5.3 Trends, Dentists: 825 issues from 184 people

Issues

Legend: Positive | Neutral | Negative

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information
- General Comment
- User Involvement
- Booking
- Support
- Waiting List
- Cost
- Quality
- Staff Attitude

Pie chart values: 8%, 3%, 10%, 3%, 20%, 3%, 2%, 22%, 29%

5.4 Sentiment, GP Services

Issues

Legend: Positive | Neutral | Negative

Pie chart legend:
- Positive
- Neutral
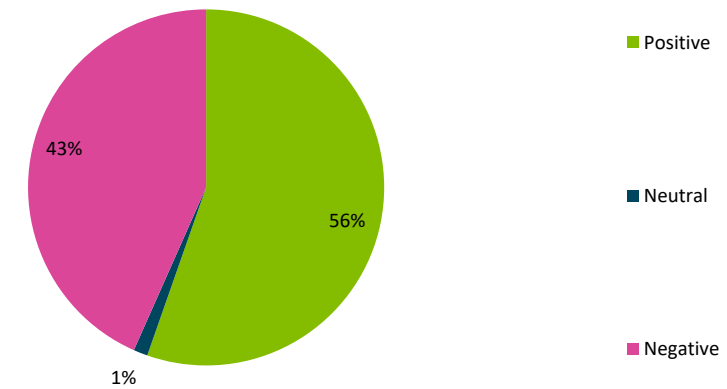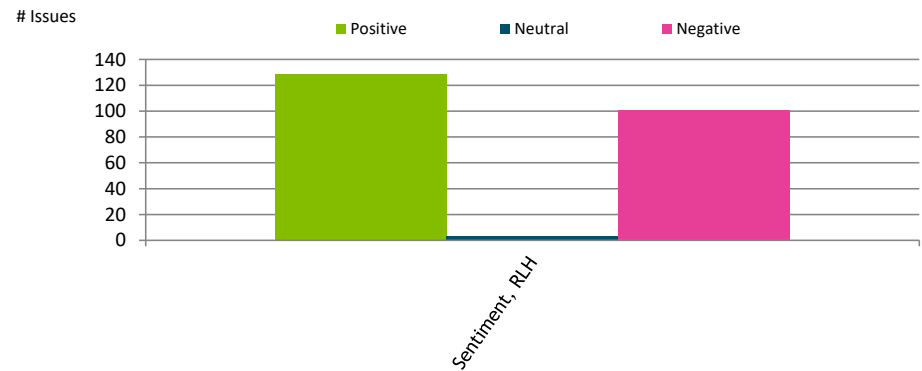- Negative

Pie chart values: 86%, 0%, 14%
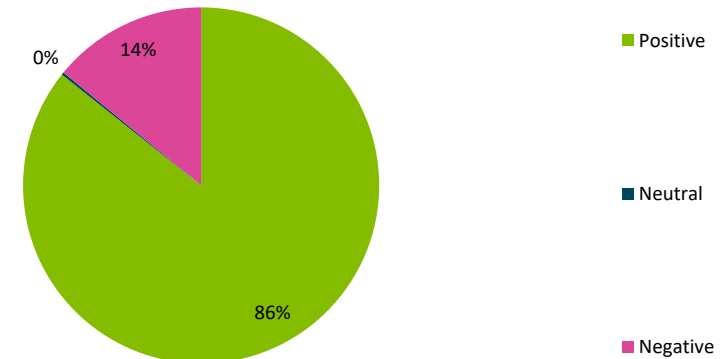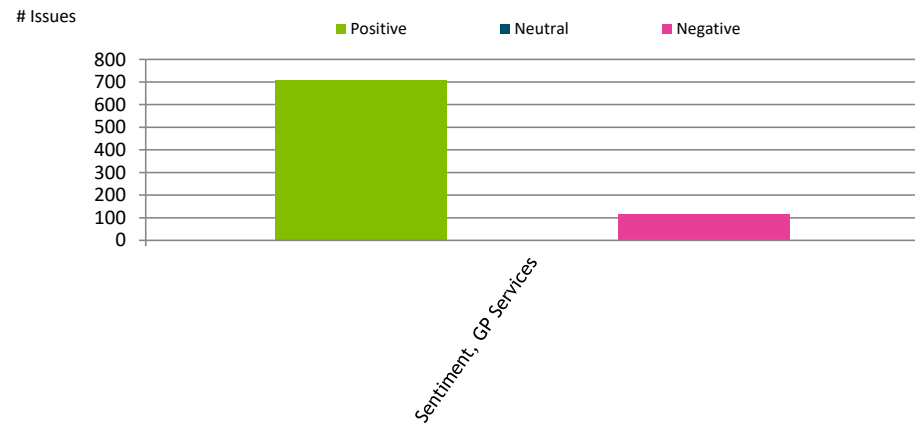
5.5 Trends, Royal London Hospital: 233 issues from 59 people
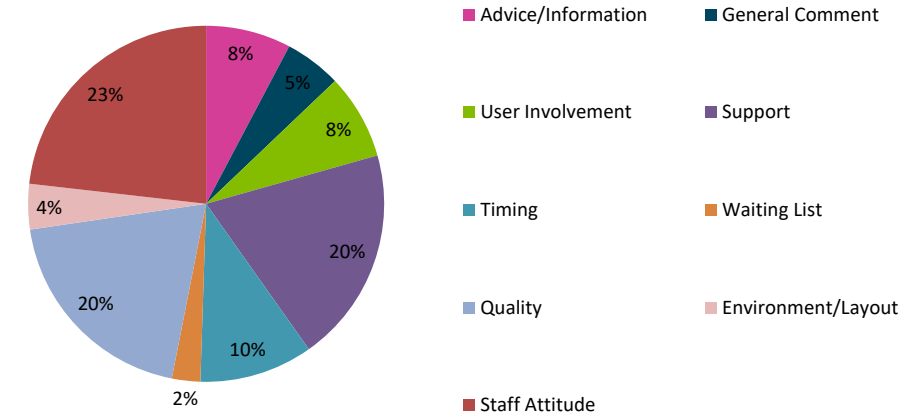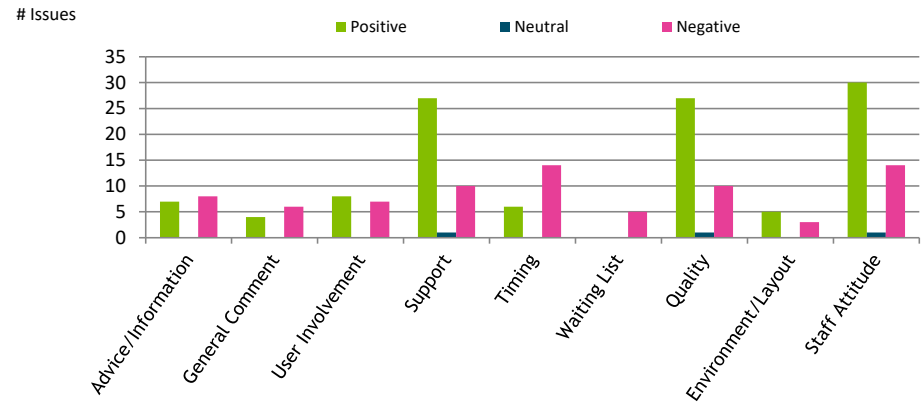
Issues

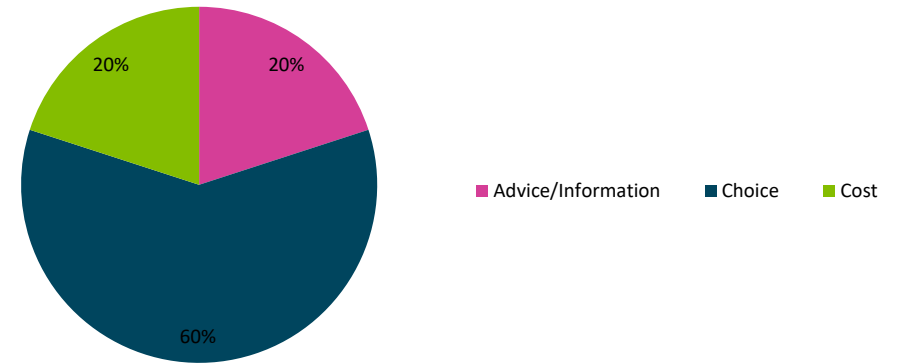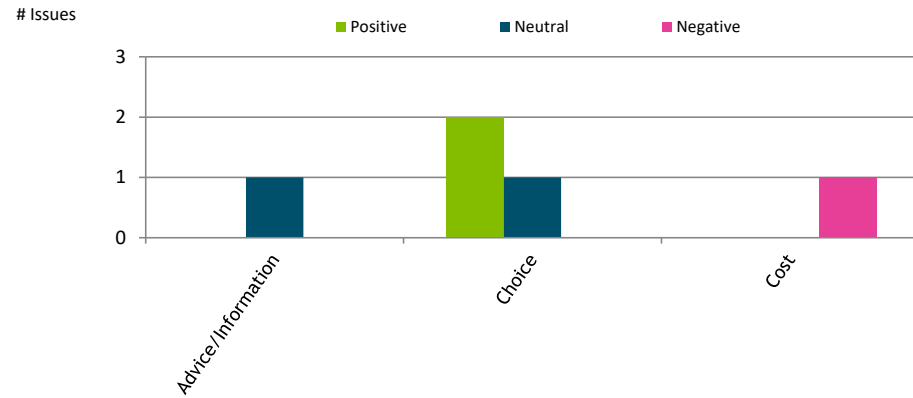
Issues receiving the most comments overall

5.6 Sentiment, Royal London Hospital

Issues

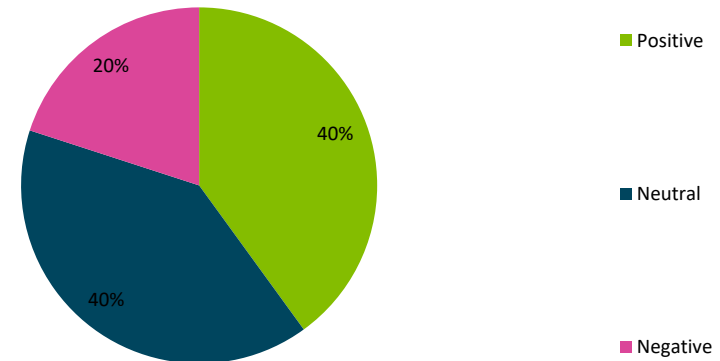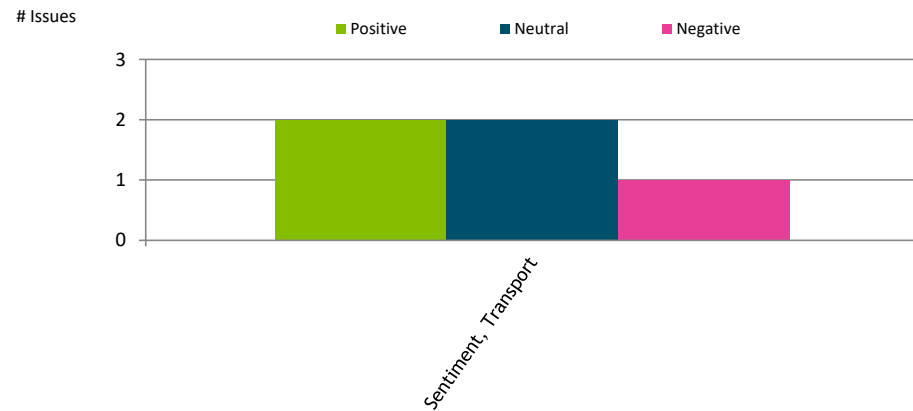## 6. Care Pathway: Transport (ability to get to-and-from services)

6.1 Trends, Transport (5 issues)

Issues

Legend: Positive ■ Neutral ■ Negative

Bar chart:
- Advice/Information: Neutral 1
- Choice: Positive 2, Neutral 1
- Cost: Negative 1

Pie chart:
- Advice/Information: 20%
- Choice: 60%
- Cost: 20%

Legend: ■ Advice/Information ■ Choice ■ Cost

Issues receiving the most comments overall

6.2 Sentiment, Transport

Issues

Legend: Positive ■ Neutral ■ Negative

Bar chart:
- Sentiment, Transport: Positive 2, Neutral 2, Negative 1

Pie chart:
- Positive: 40%
- Neutral: 40%
- Negative: 20%

Legend: ■ Positive ■ Neutral ■ Negative
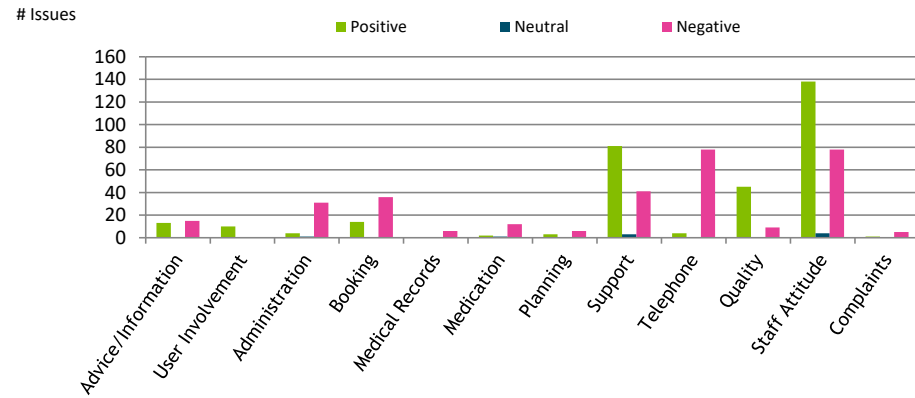
6. Care Pathway: Reception (reception services including back-office)

6.3 Trends, Reception (662 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories (x-axis): Advice/Information, User Involvement, Administration, Booking, Medical Records, Medication, Planning, Support, Telephone, Quality, Staff Attitude, Complaints

Y-axis: 0, 20, 40, 60, 80, 100, 120, 140, 160

Pie chart:
- Advice/Information 4%
- User Involvement 2%
- Administration 6%
- Booking 8%
- Medical Records 1%
- Medication 2%
- Planning 1%
- Support 20%
- Telephone 13%
- Quality 8%
- Staff Attitude 34%
- Complaints 1%

Issues receiving the most comments overall

6.4 Sentiment, Reception

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Reception
Y-axis: 0, 50, 100, 150, 200, 250, 300, 350

Pie chart:
- Positive 48%
- Neutral 2%
- Negative 50%

13
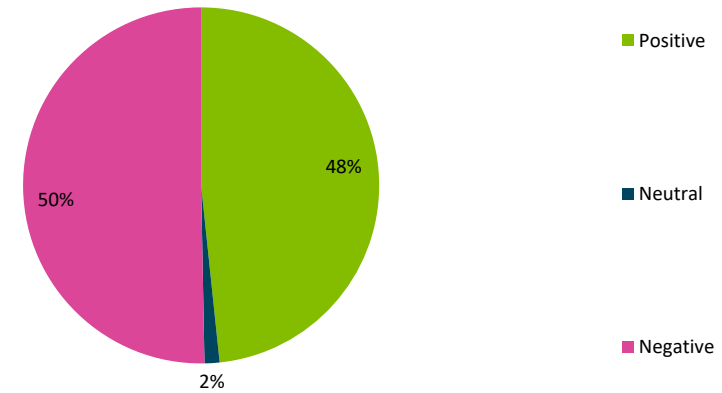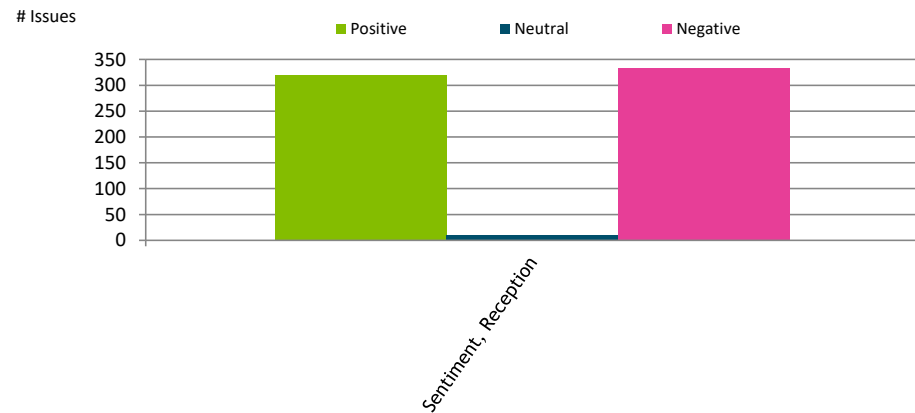
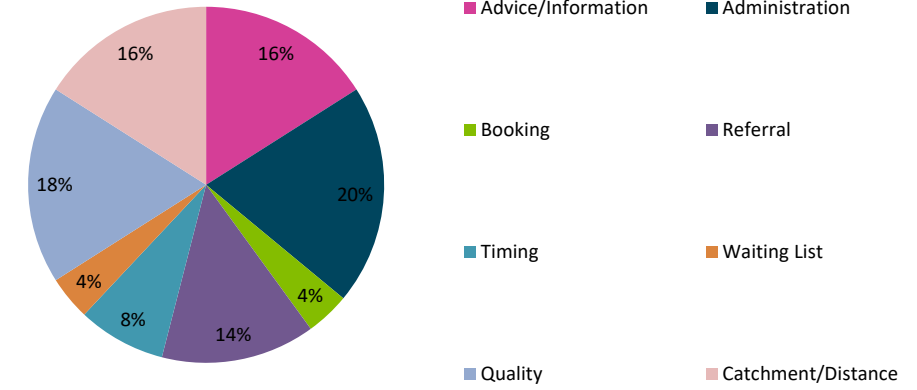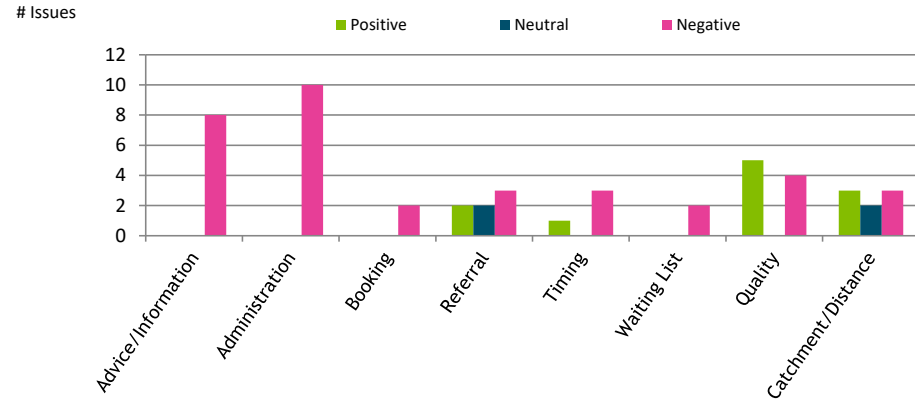## 6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)

6.5 Trends, Diagnosis/Testing (55 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Administration, Booking, Referral, Timing, Waiting List, Quality, Catchment/Distance

Pie chart:
- Advice/Information: 16%
- Administration: 20%
- Booking: 4%
- Referral: 14%
- Timing: 8%
- Waiting List: 4%
- Quality: 18%
- Catchment/Distance: 16%

Issues receiving the most comments overall

6.6 Sentiment, Diagnosis/Testing

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Diagnosis

Pie chart:
- Positive: 20%
- Neutral: 7%
- Negative: 73%

14
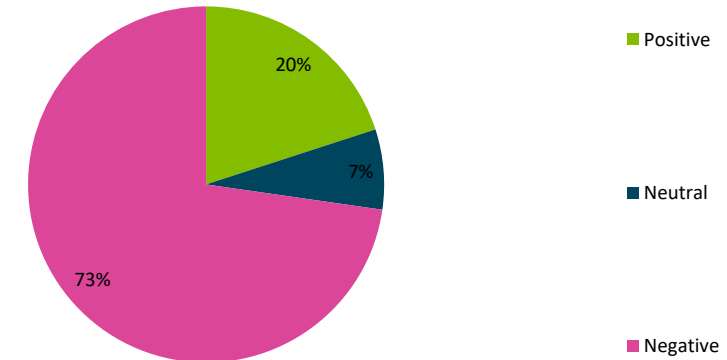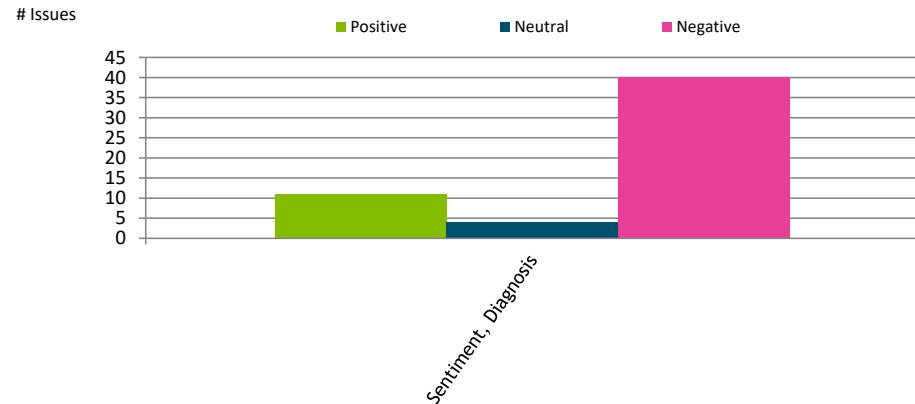
6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)
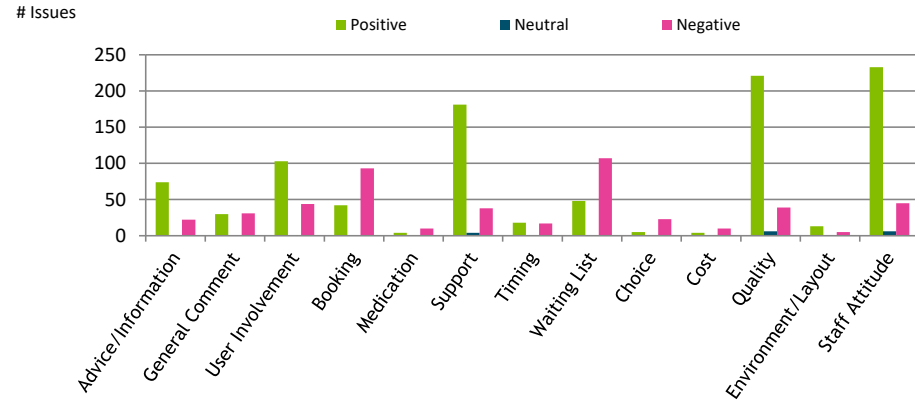
6.7 Trends, Clinical Treatment (1546 issues)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Categories (x-axis): Advice/Information, General Comment, User Involvement, Booking, Medication, Support, Timing, Waiting List, Choice, Cost, Quality, Environment/Layout, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information 7%
- General Comment 4%
- User Involvement 10%
- Booking 9%
- Medication 1%
- Support 15%
- Timing 2%
- Waiting List 11%
- Choice 1%
- Cost 2%
- Quality 18%
- Environment/Layout 1%
- Staff Attitude 19%

Legend:
■ Advice/Information   ■ General Comment
■ User Involvement   ■ Booking
■ Medication   ■ Support
■ Timing   ■ Waiting List
■ Choice   ■ Cost
■ Quality   ■ Environment/Layout
■ Staff Attitude

6.8 Sentiment, Clinical Treatment

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart category: Sentiment, Treatment

Pie chart:
- Positive 65%
- Neutral 1%
- Negative 34%

Legend:
■ Positive
■ Neutral
■ Negative
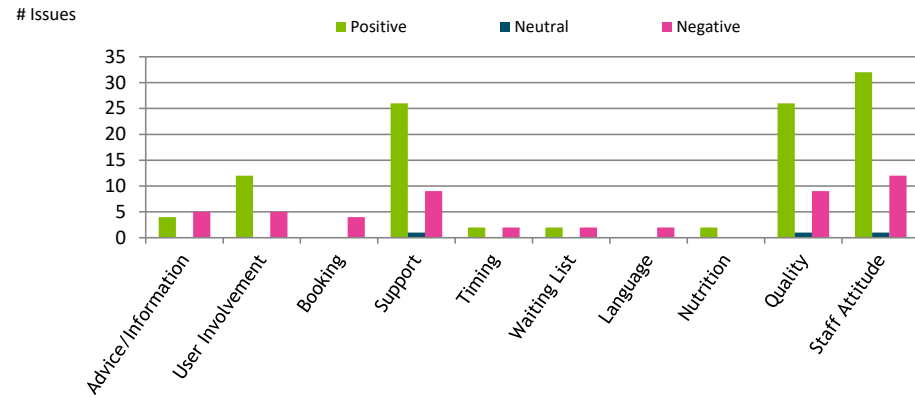
15
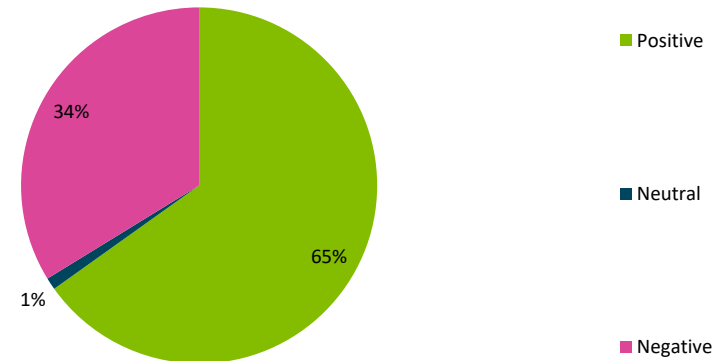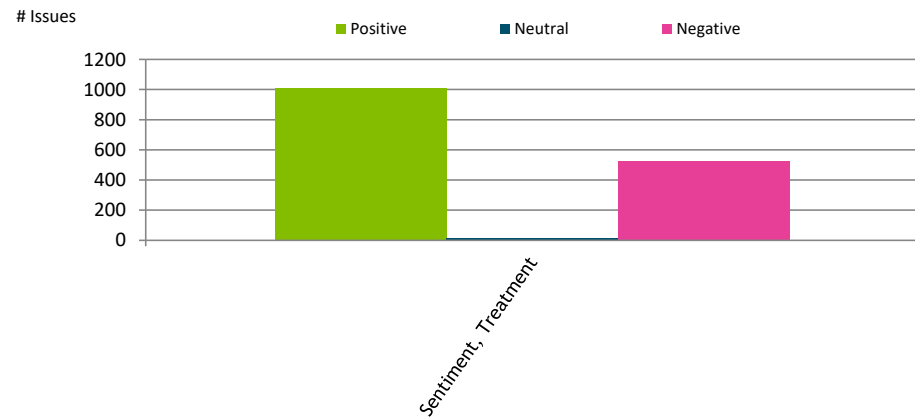
6. Care Pathway: Clinical Nursing (care provided by trained nurses)

6.9 Trends, Clinical Nursing (171 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, User Involvement, Booking, Support, Timing, Waiting List, Language, Nutrition, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart legend: Advice/Information, User Involvement, Booking, Support, Timing, Waiting List, Language, Nutrition, Quality, Staff Attitude

Pie chart values: 6%, 11%, 2%, 23%, 2%, 3%, 1%, 1%, 23%, 28%
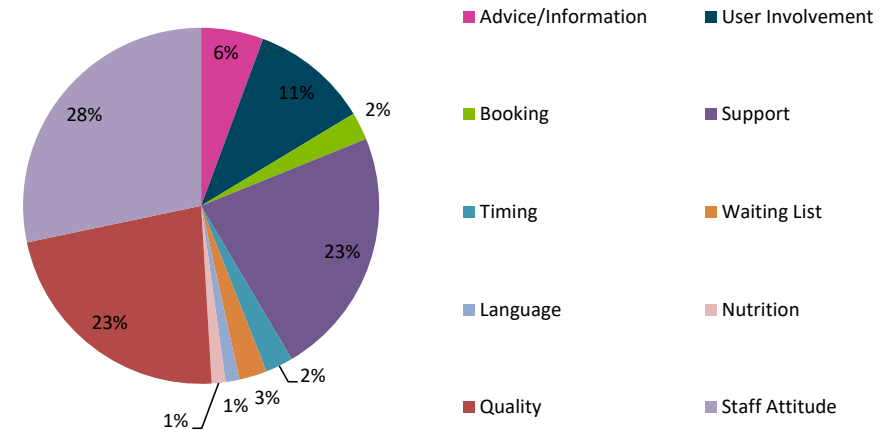
6.10 Sentiment, Clinical Nursing

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Nursing Care

Pie chart legend: Positive, Neutral, Negative

Pie chart values: 64%, 2%, 34%

16
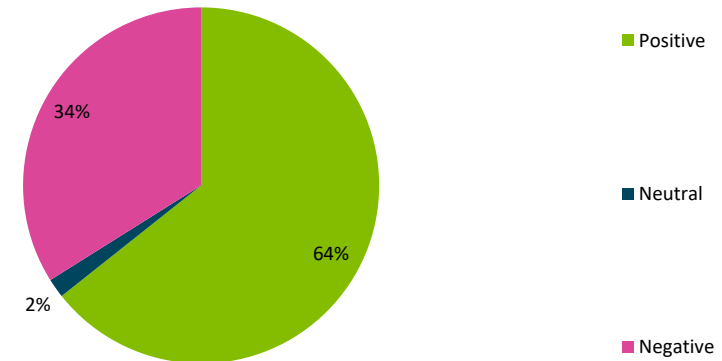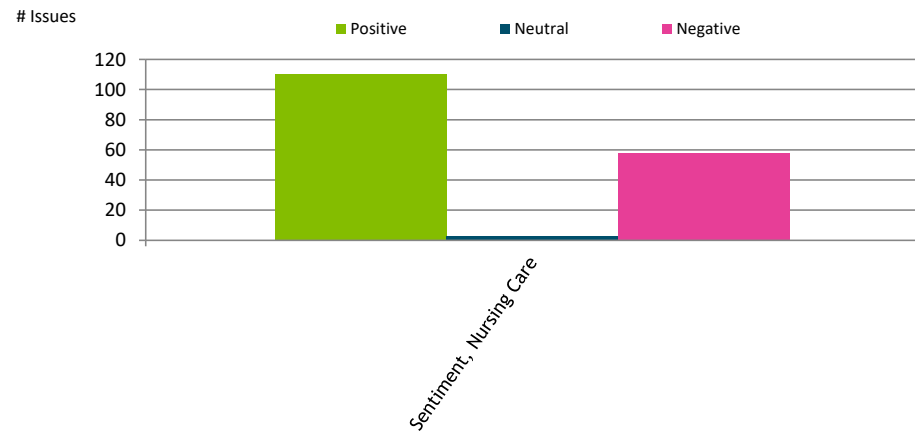
6. Care Pathway: Discharge (discharge from a service)

6.11 Trends, Discharge (3 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Medication, Staff Attitude

Pie chart:
- Advice/Information: 34%
- Medication: 33%
- Staff Attitude: 33%

Legend: Advice/Information, Medication, Staff Attitude
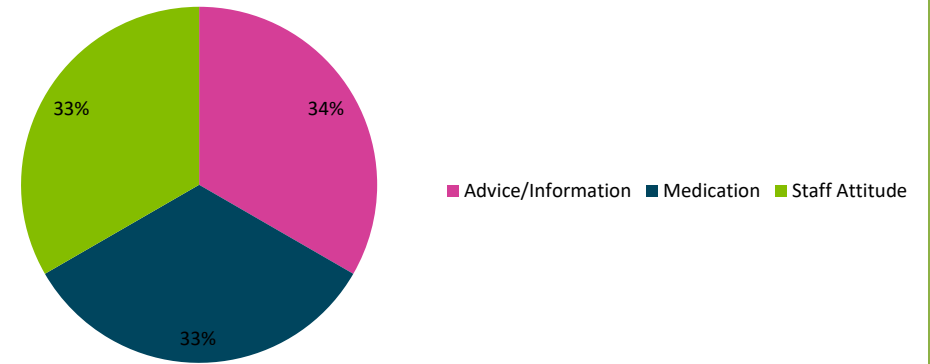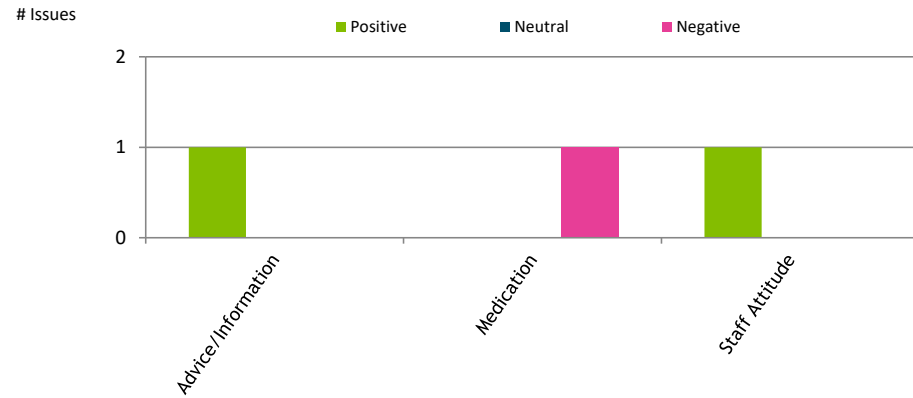
Issues receiving the most comments overall

6.12 Sentiment, Discharge

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Discharge

Pie chart:
- Positive: 67%
- Neutral: 0%
- Negative: 33%

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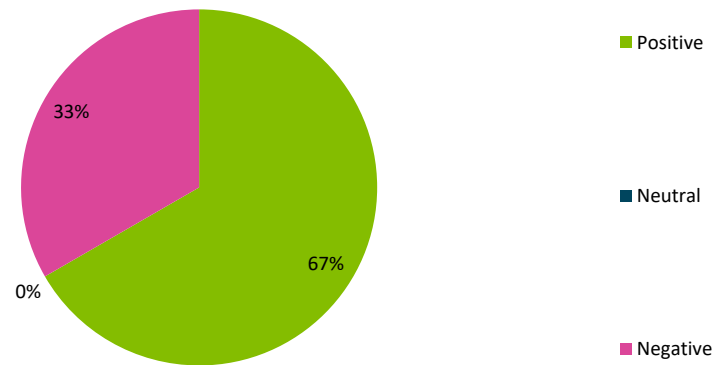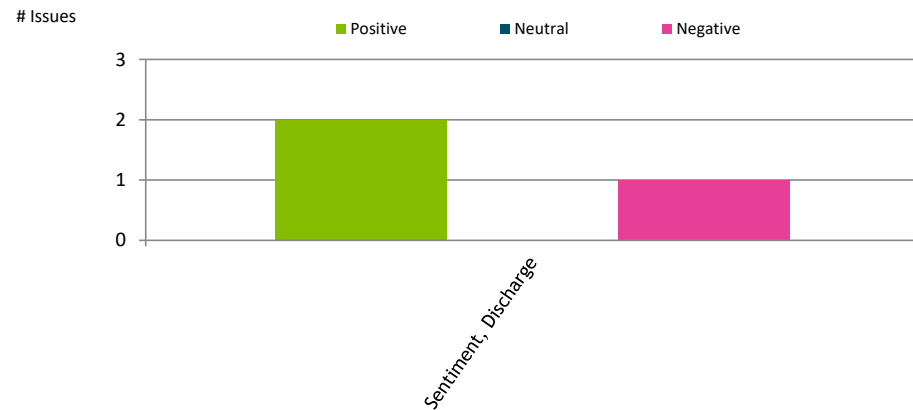
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

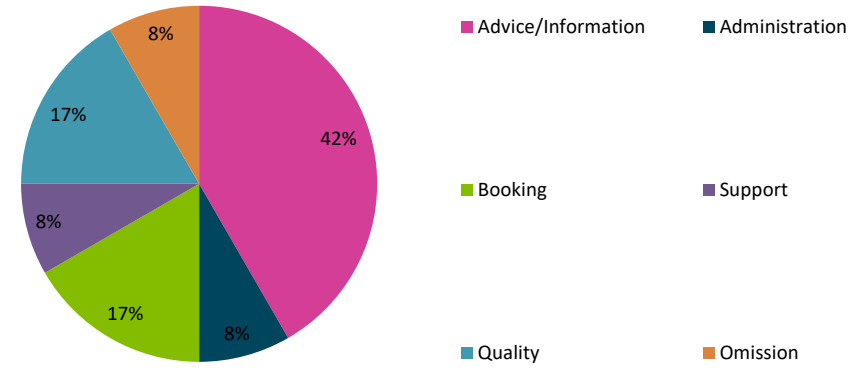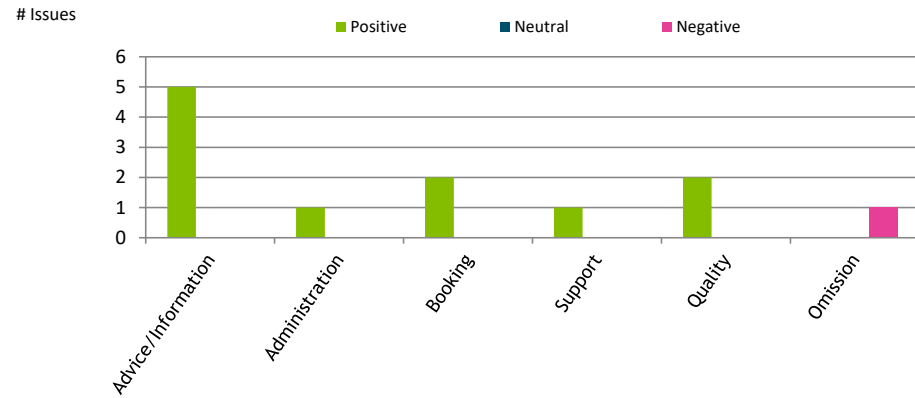## 6.13 Trends, Follow On (12 issues)

Issues

Legend: Positive · Neutral · Negative

Bar chart values:
- Advice/Information: 5
- Administration: 1
- Booking: 2
- Support: 1
- Quality: 2
- Omission: 1 (Negative)

Pie chart:
- Advice/Information: 42%
- Administration: 8%
- Booking: 17%
- Support: 8%
- Quality: 17%
- Omission: 8%

Issues receiving the most comments overall

6.14 Sentiment, Follow On

Issues

Legend: Positive · Neutral · Negative

Bar chart values (Sentiment, Follow On):
- Positive: 11
- Negative: 1

Pie chart:
- Positive: 92%
- Neutral: 0%
- Negative: 8%
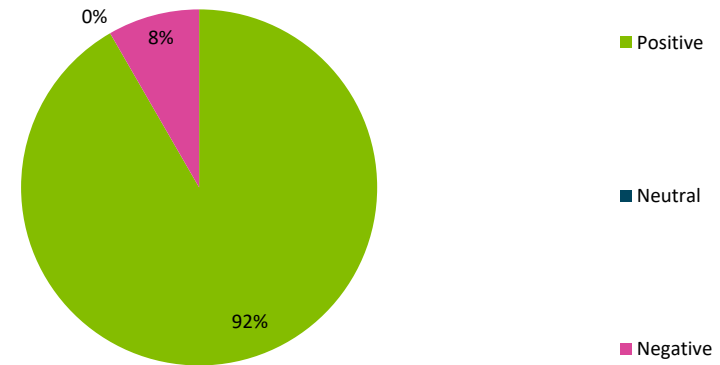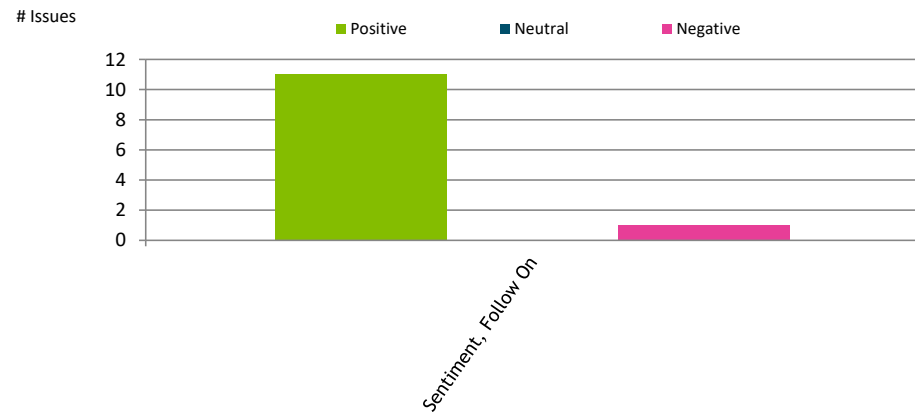
6. Care Pathway: Community (community health services and social care)

6.15 Trends, Community (4 issues)

Issues

Legend: Positive, Neutral, Negative

Issues receiving the most comments overall

Pie chart legend: Advice/Information, Administration, Booking, Support, Quality, Omission

- Advice/Information 42%
- Omission 8%
- Quality 17%
- Support 8%
- Booking 17%
- Administration 8%
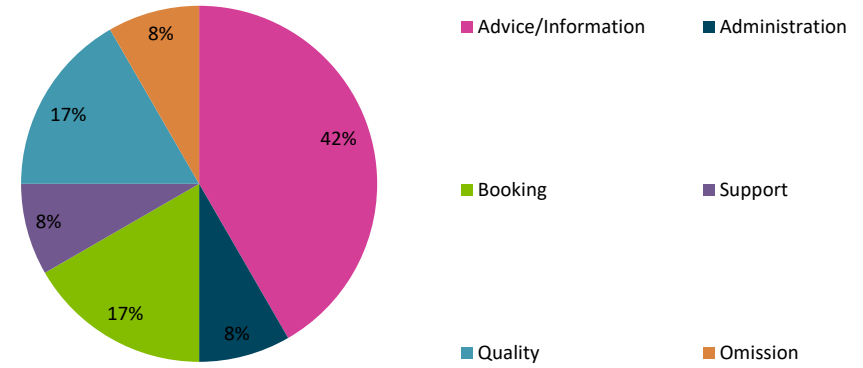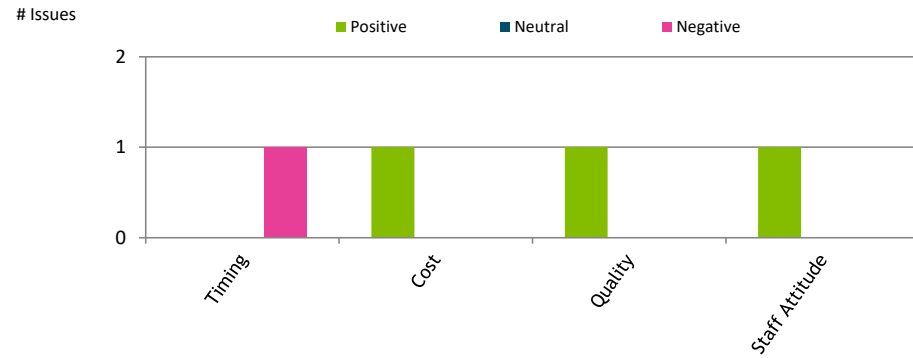
6.16 Sentiment, Community
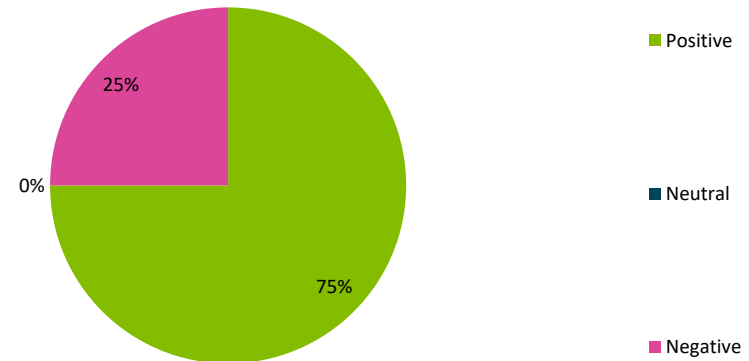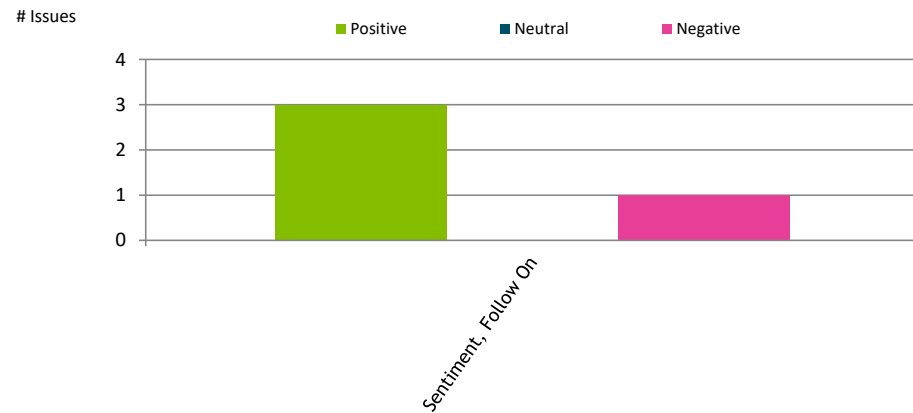
Issues

Legend: Positive, Neutral, Negative

Sentiment, Follow On

Pie chart legend: Positive, Neutral, Negative

- Positive 75%
- Negative 25%
- Neutral 0%

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.*	97	1	50	148
	Carer Involvement	*Involvement or influence of carers and family members.*	10	0	3	13
	Peer Involvement	*Involvement or Influence of friends.*	0	0	0	0
	General Comment	*A generalised statement (ie; "The doctor was good.")*	30	0	33	63
	User Involvement	*Involvement or influence of the service user.*	125	0	49	174
Systems	Administration	*Administrative processes and delivery.*	6	1	45	52
	Admission	*Physical admission to a hospital ward, or other service.*	1	0	1	2
	Booking	*Ability to book, reschedule or cancel appointments.*	58	0	135	193
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	8	8
	Data Protection	*General data protection (including GDPR).*	0	0	1	1
	Referral	*Referral to a service.*	9	2	5	16
	Medical Records	*Management of medical records.*	0	0	7	7
	Medication	*Prescription and management of medicines.*	6	1	23	30
	Opening Times	*Opening times of a service.*	0	0	7	7
	Planning	*Leadership and general organisation.*	4	0	7	11
	Registration	*Ability to register for a service.*	2	0	6	8
	Support	*Levels of support provided.*	289	8	88	385
	Telephone	*Ability to contact a service by telephone.*	4	0	79	83
	Timing	*Physical timing (ie; length of wait at appointments).*	21	1	25	47
	Waiting List	*Length of wait while on a list.*	50	0	111	161
Values	Choice	*General choice.*	7	1	23	31
	Cost	*General cost.*	5	0	11	16
	Language	*Language, including terminology.*	1	0	5	6
	Nutrition	*Provision of sustainance.*	2	1	0	3
	Privacy	*Privacy, personal space and property.*	0	0	3	3
	Quality	*General quality of a service, or staff.*	300	7	61	368
	Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
	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).*	3	2	3	8
	Environment/Layout	*Physical environment of a service.*	14	0	6	20
	Equipment	*General equipment issues.*	1	0	2	3
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	0	0
	Hygiene	*Levels of hygiene and general cleanliness.*	11	0	2	13
	Mobility	*Physical mobility to, from and within services.*	0	0	1	1
	Travel/Parking	*Ability to travel or park.*	0	0	0	0
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	6	6
	Security/Conduct	*General security of a service, including conduct of staff.*	1	0	0	1
	Staff Attitude	*Attitude, compassion and empathy of staff.*	405	11	135	551
	Complaints	*Ability to log and resolve a complaint.*	1	0	6	7
	Staff Training	*Training of staff.*	1	0	6	7
	Staffing Levels	*General availability of staff.*	0	0	4	4
	Total:		**1466**	**36**	**957**	**2459**

Community*Insight* CRM