

# The Experience of Royal London Hospital

A trends analysis report by Healthwatch Tower Hamlets, 11 April 2023



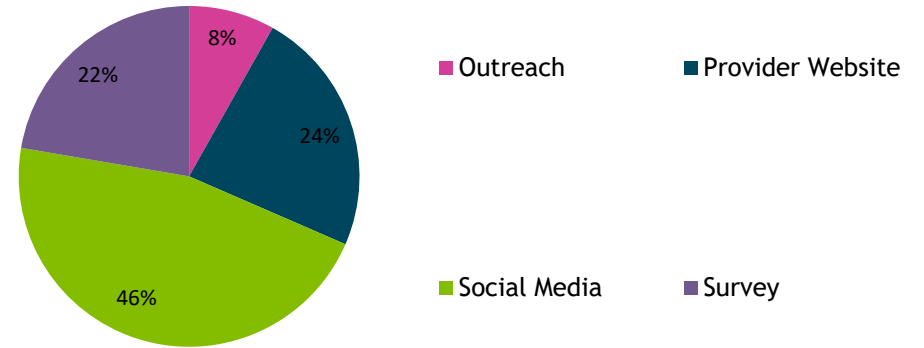
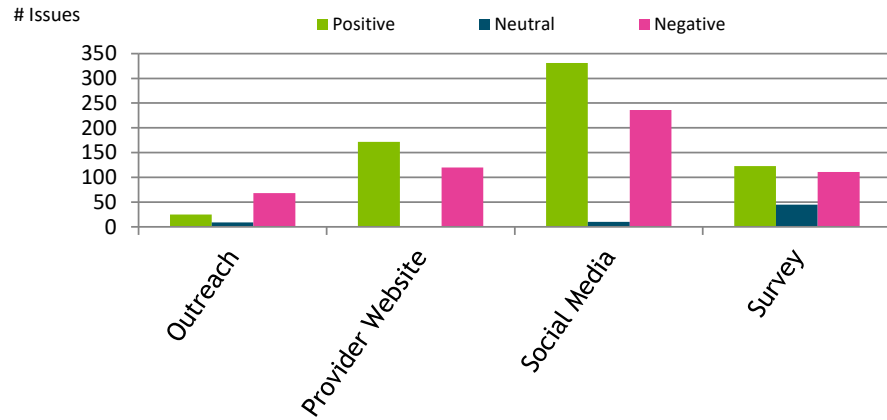
Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of Royal London Hospital.

**Reporting Period: 1 April 2022 - 31 March 2023**

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

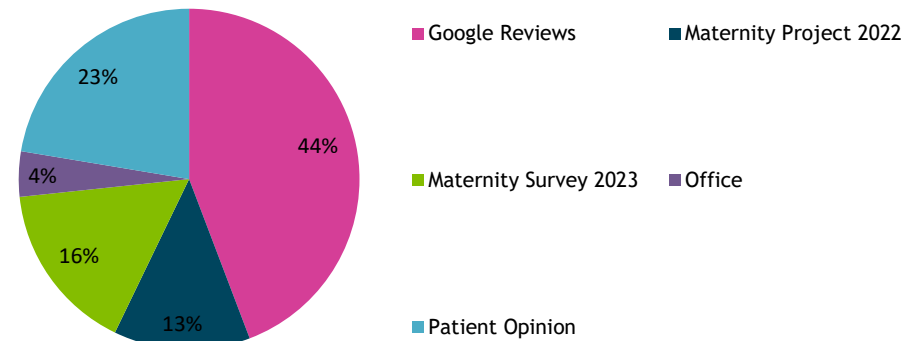
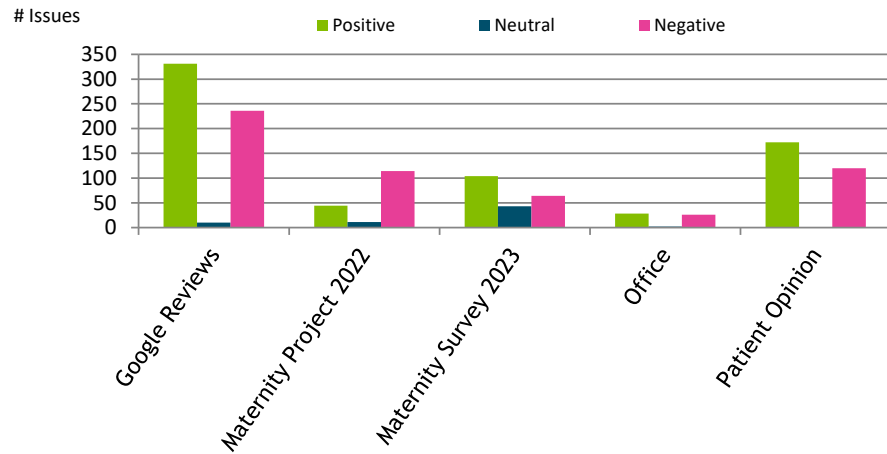


## 1.1 Source



Sources providing the most comments overall

## 1.2 Origin

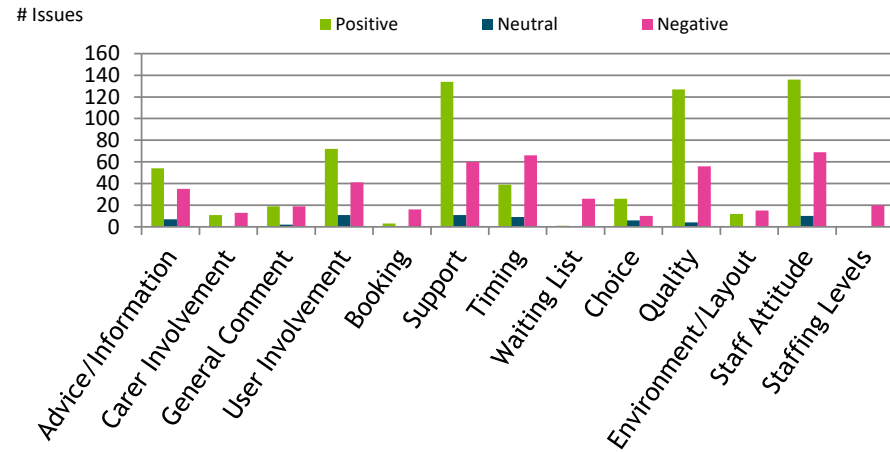


Origins providing the most comments overall

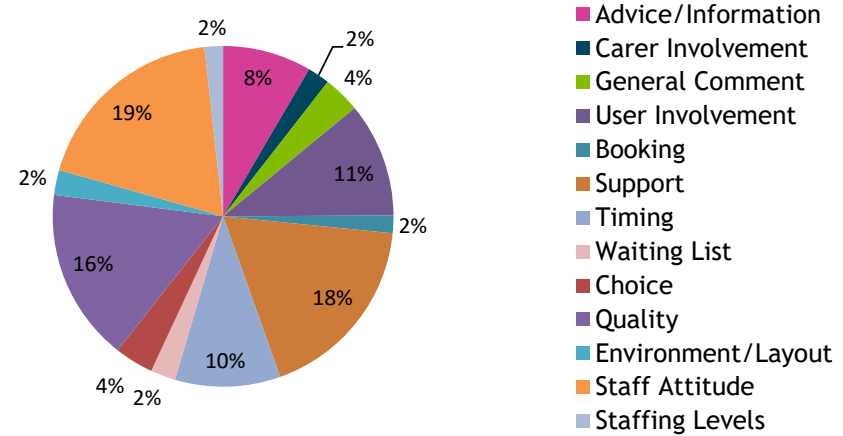
## 2. Top Trends: Which service aspects are people most commenting on?



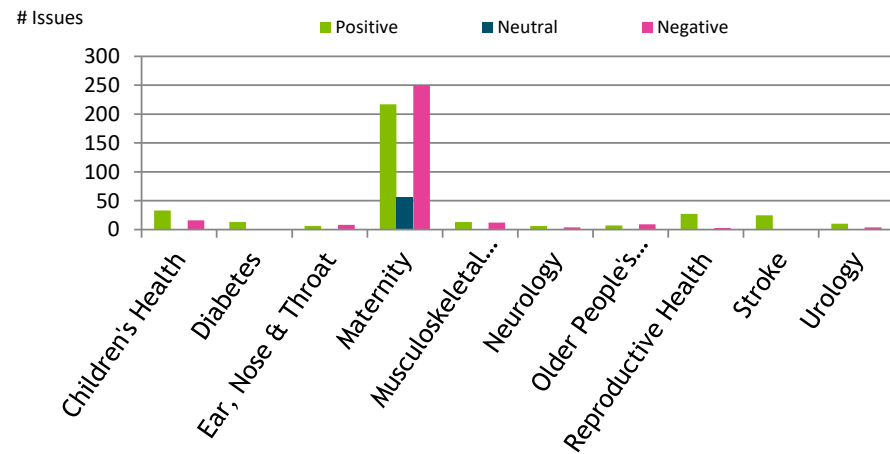
### 2.1 Service aspects: 1306 issues from 292 people



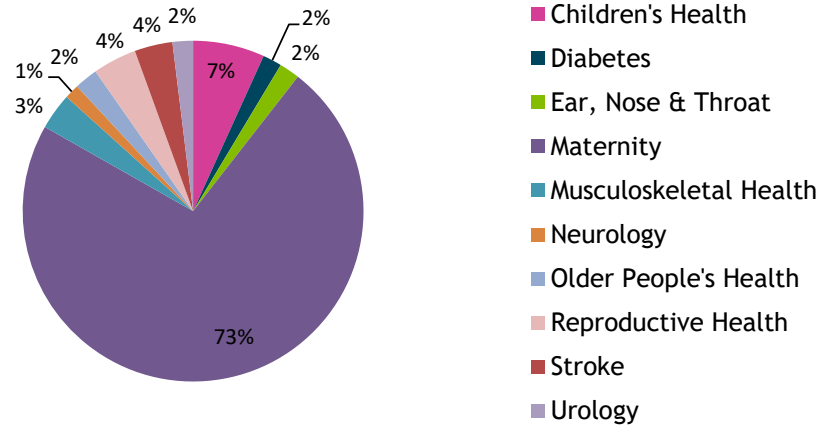
Issues receiving the most comments overall. See pages 18-19 for issue descriptions



### 2.2 Stated medical conditions



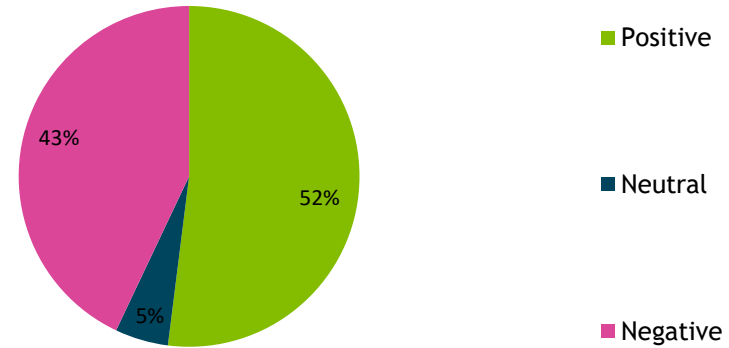
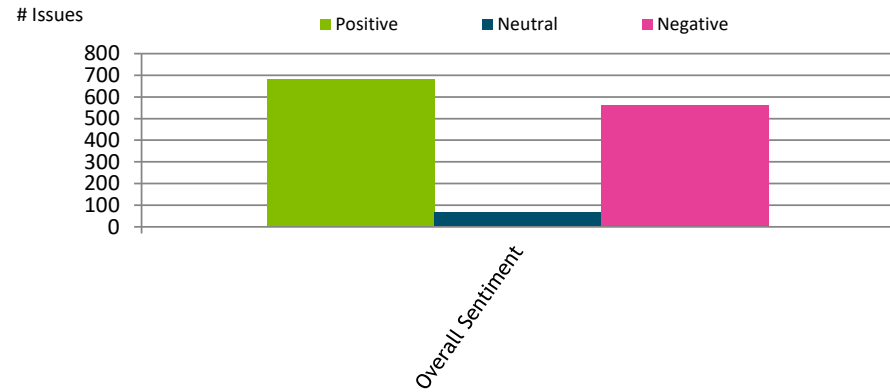
Medical conditions receiving the most comments overall



### 3. Sentiment: How do people feel about the service?

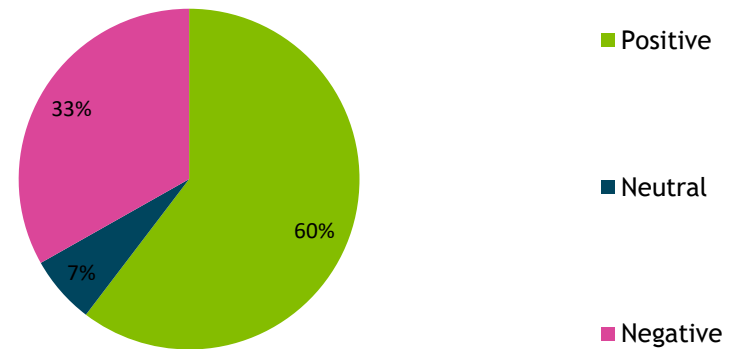
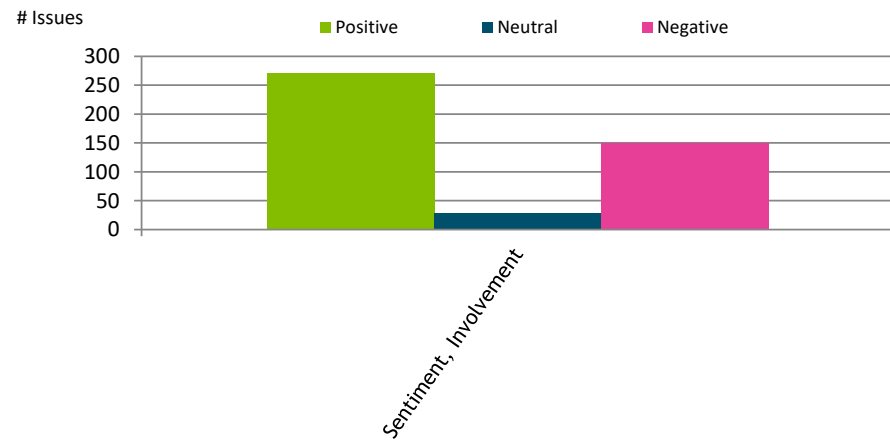


#### 3.1 How do people feel as a whole?



Barts Health Average: 49% Positive

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

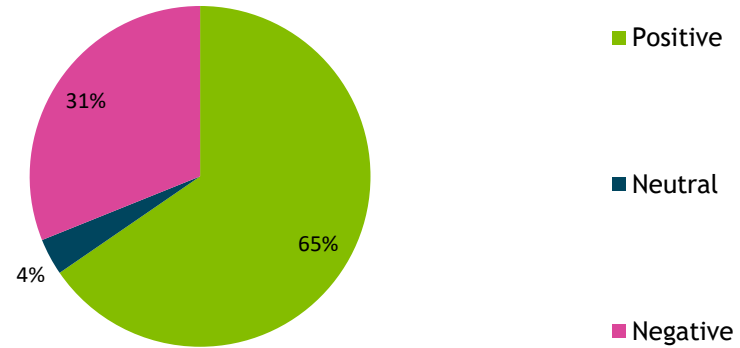
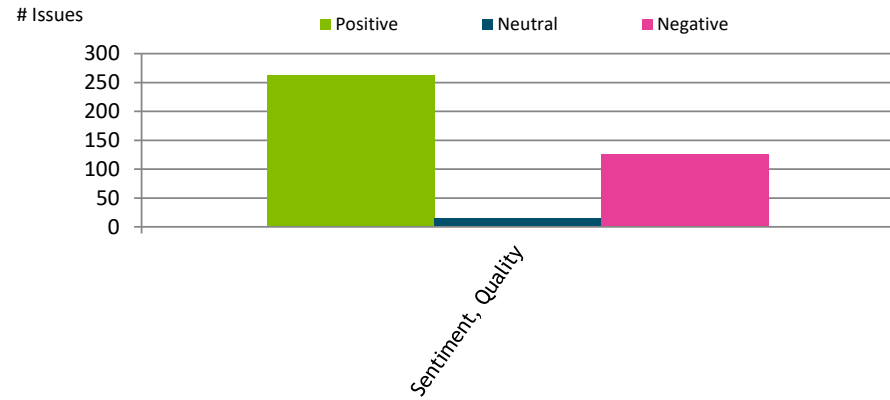


Barts Health Average: 56% Positive

### 3. Sentiment: How do people feel about the service?

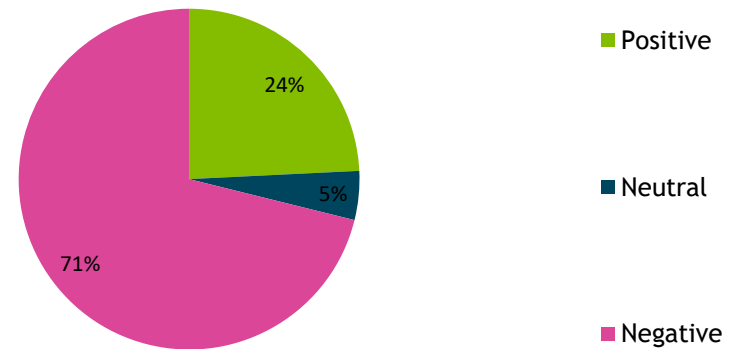
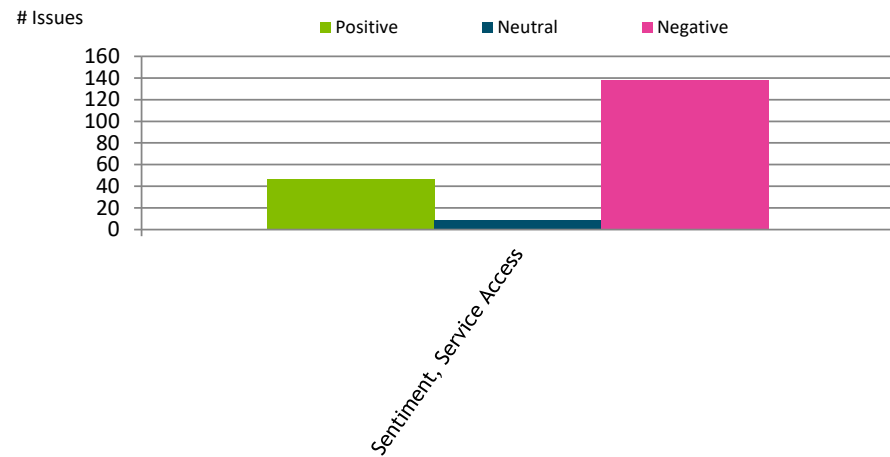


#### 3.3 How do people feel about general quality and empathy?



Barts Health Average: 59% Positive

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

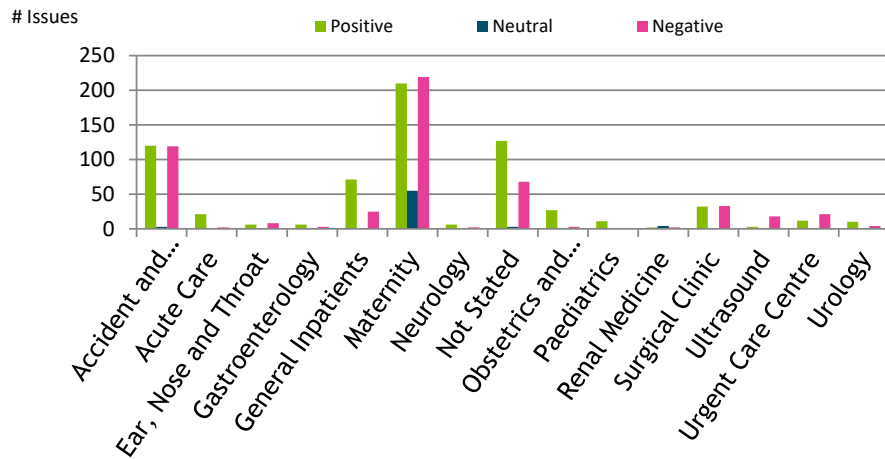


Barts Health Average: 23% Positive

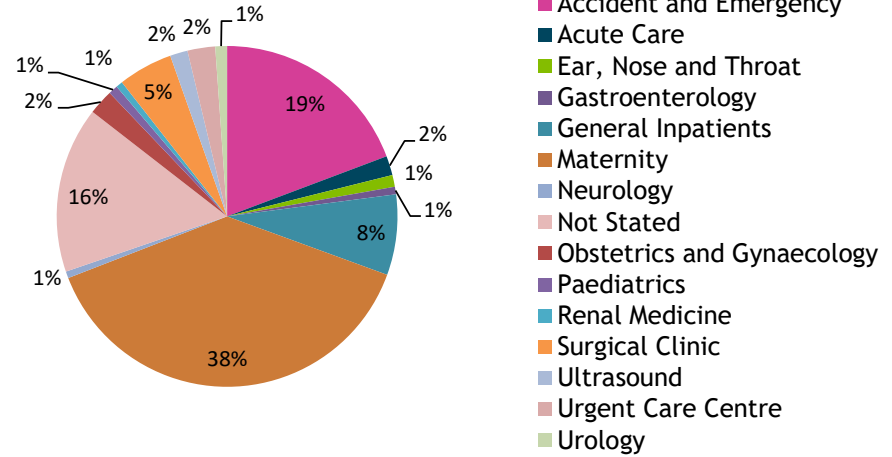
#### 4. Trends: Which departments are people most commenting on?



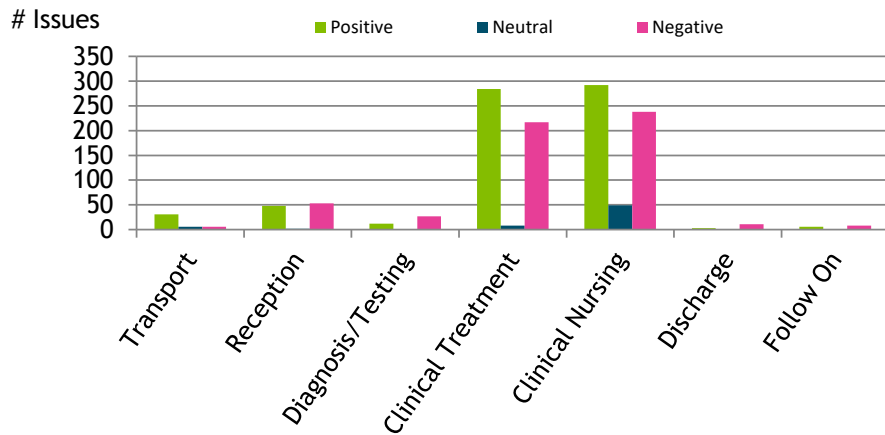
##### 4.1 Departments (1306 issues)



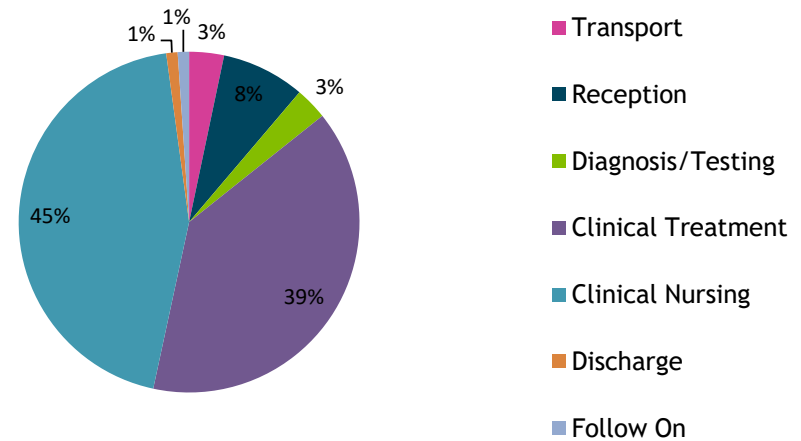
Departments receiving the most comments overall



##### 4.2 Breakdown of care pathway locations (more on pages 11-17)



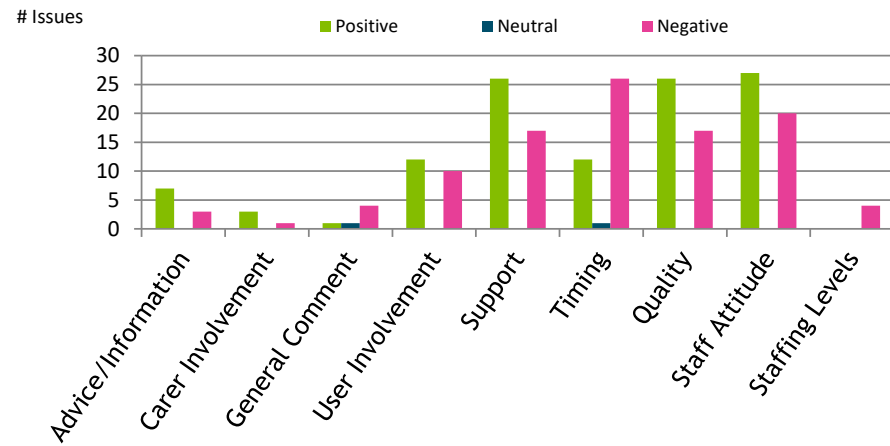
Care pathway locations



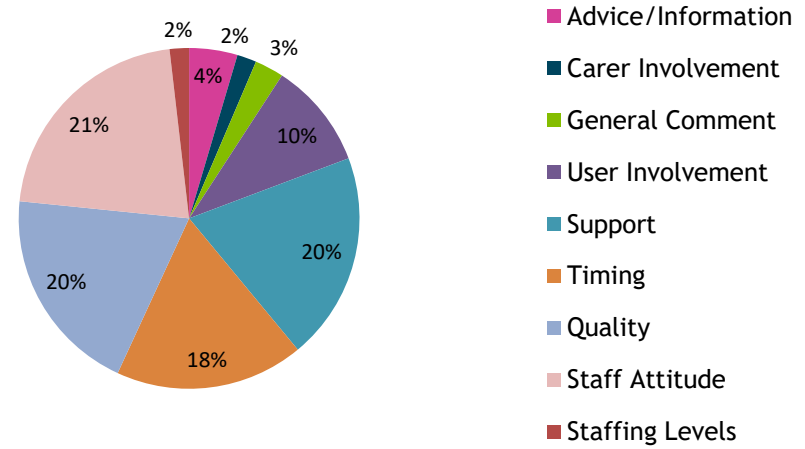
## 5. Trends: A&E



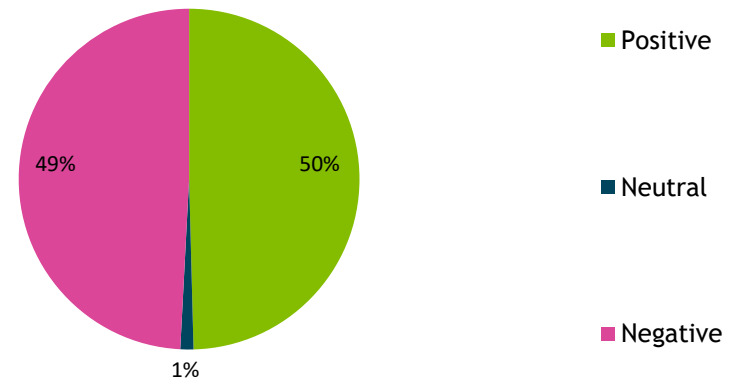
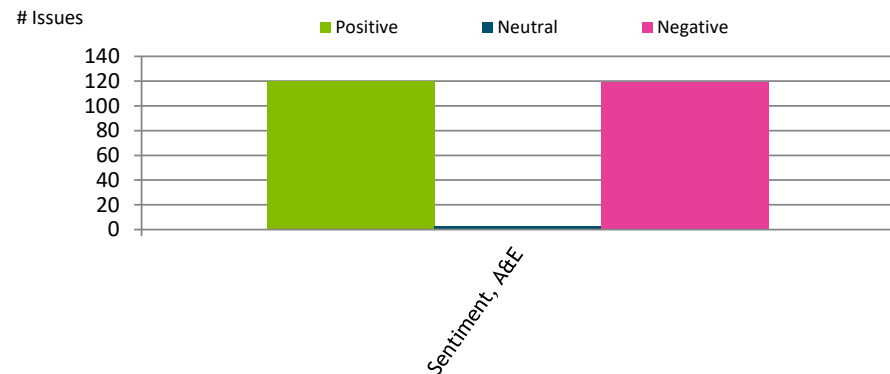
### 5.1 Trends, A&E (242 issues from 59 people)



Issues receiving the most comments overall



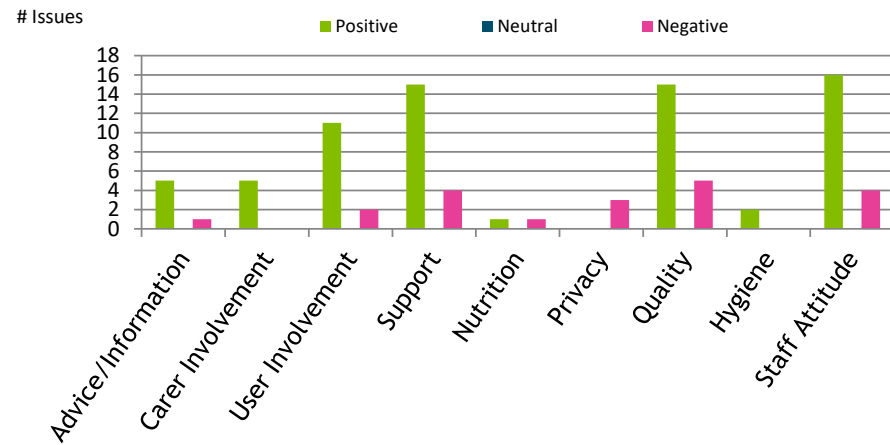
### 5.2 Sentiment, A&E



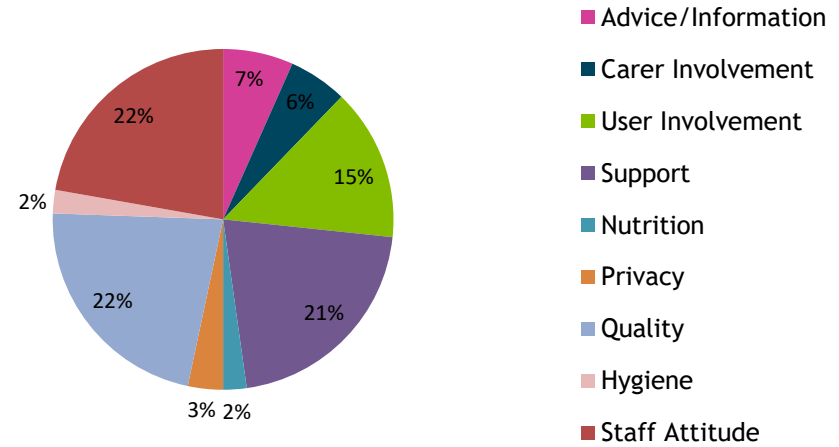
## 5. Trends: Inpatients (General)



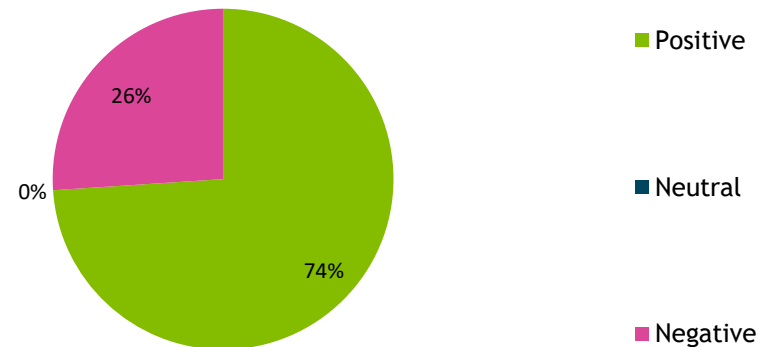
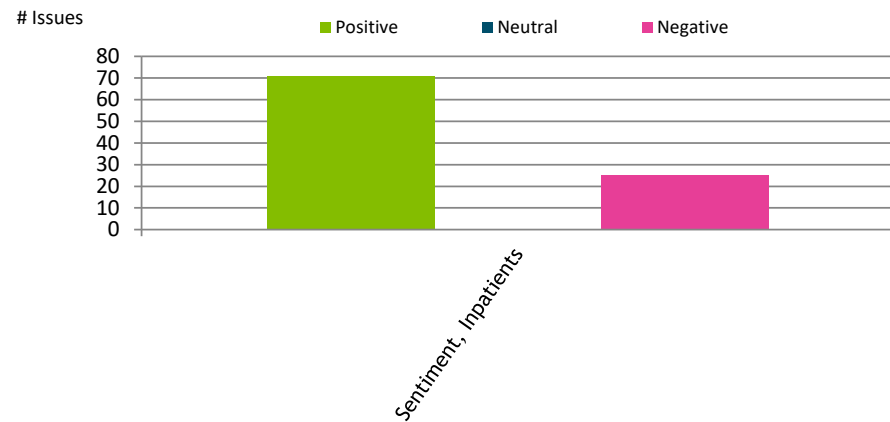
### 5.3 Trends, General Inpatients (96 issues from 14 people)



Issues receiving the most comments overall



### 5.4 Sentiment, General Inpatients

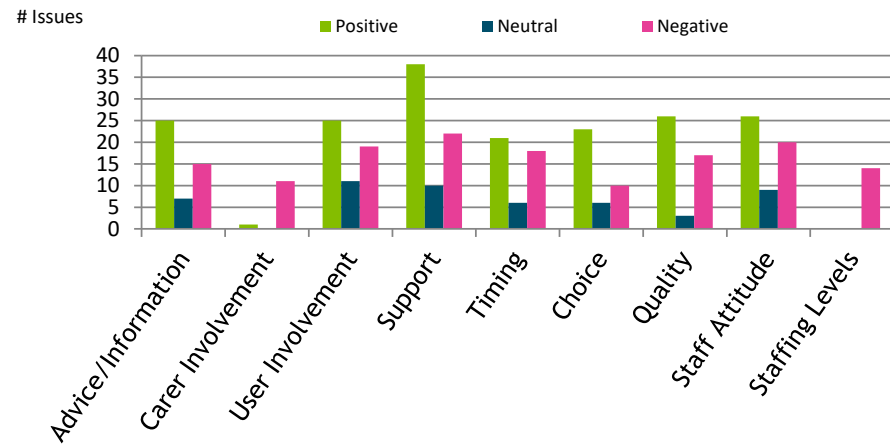




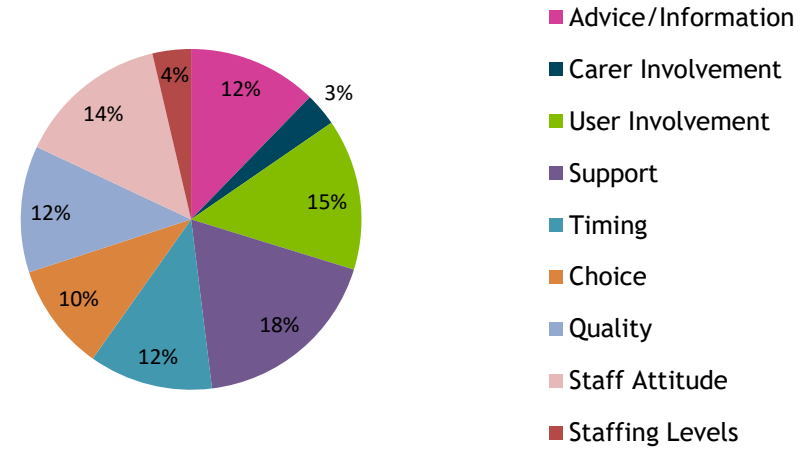
## 5. Trends: Maternity



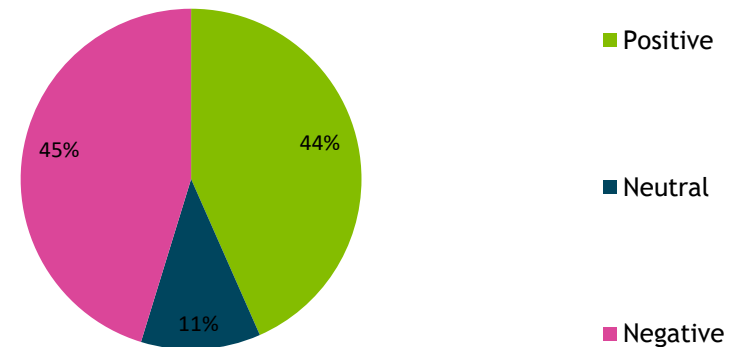
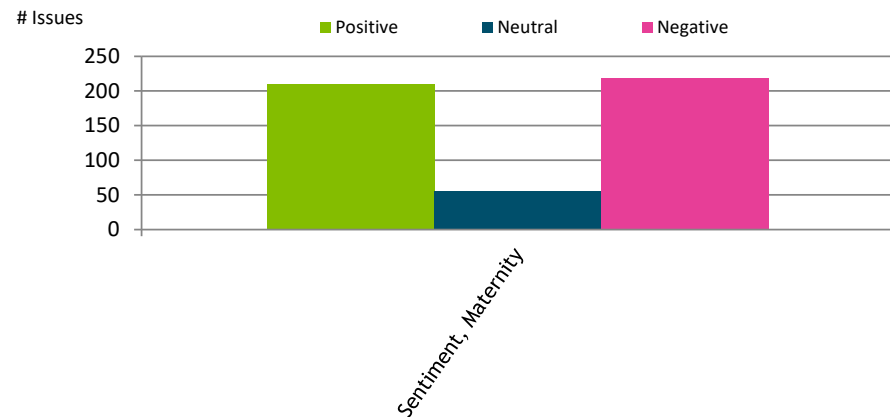
### 5.5 Trends, Maternity (484 issues from 88 people)



Issues receiving the most comments overall



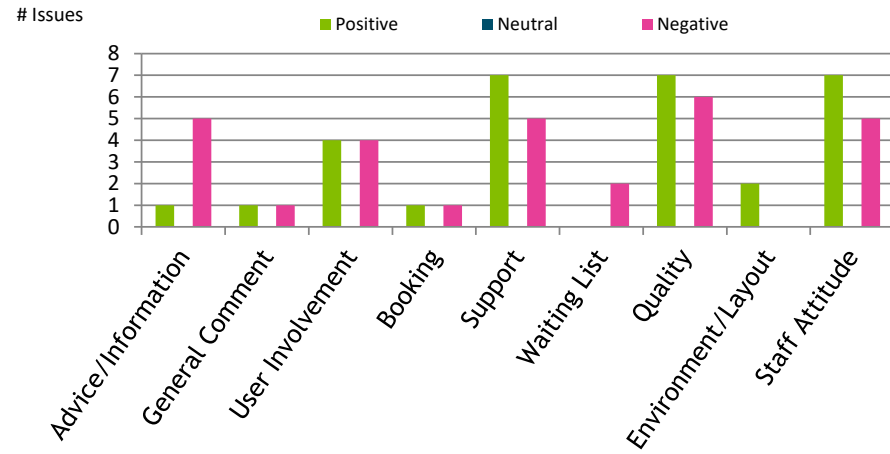
### 5.6 Sentiment, Maternity



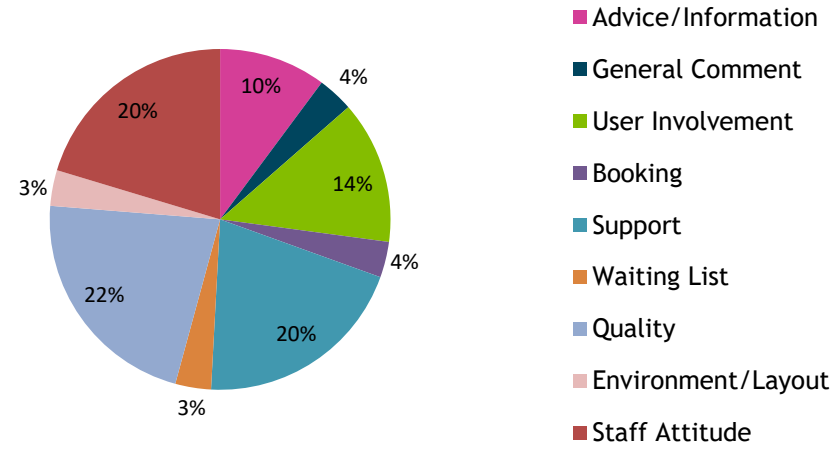
## 5. Trends: Surgery (General)



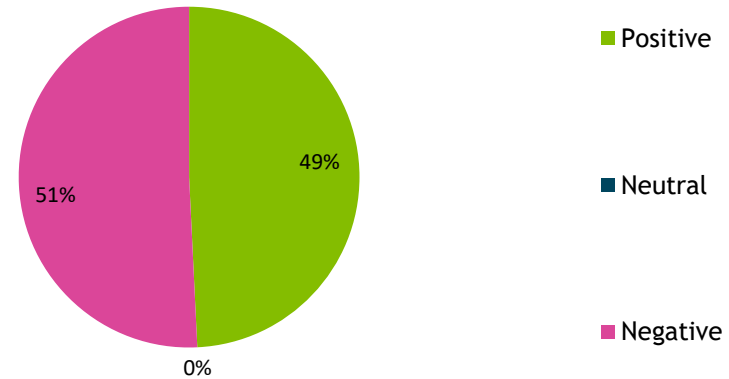
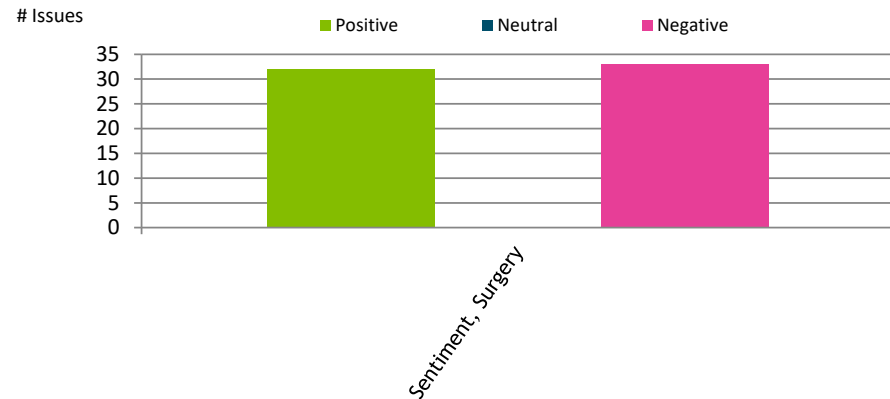
### 5.7 Trends, General Surgery (65 issues from 13 people)



Issues receiving the most comments overall



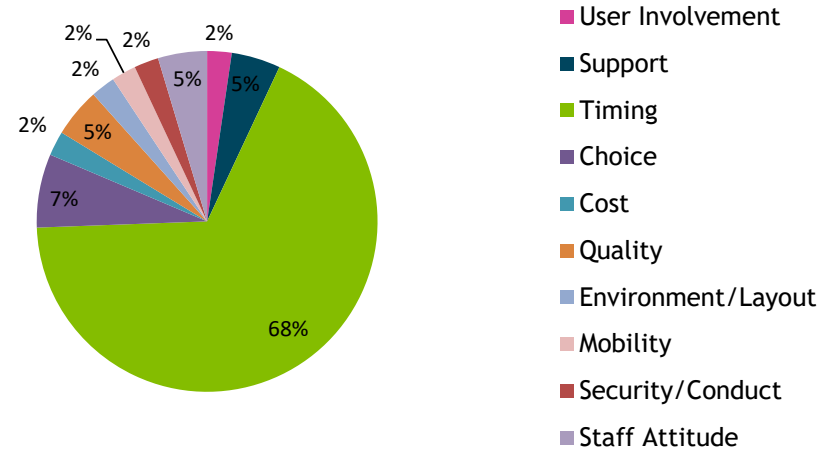
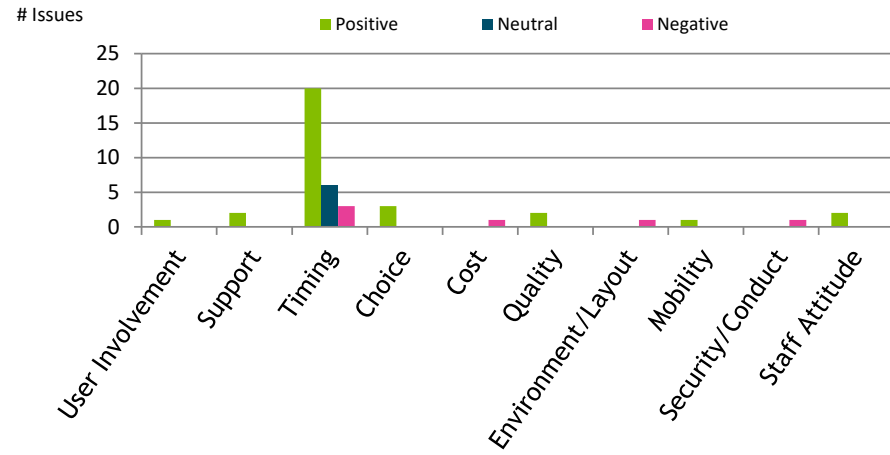
### 5.8 Sentiment, General Surgery



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

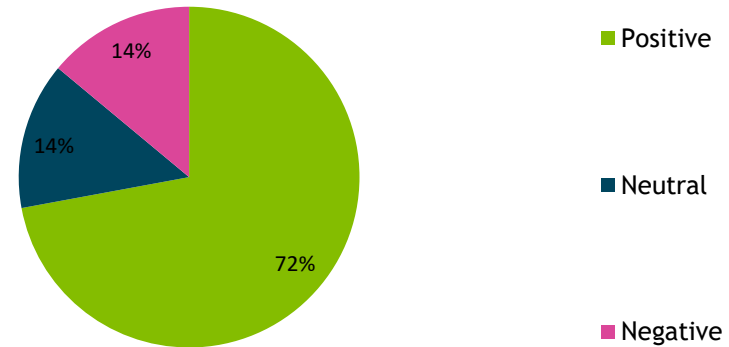
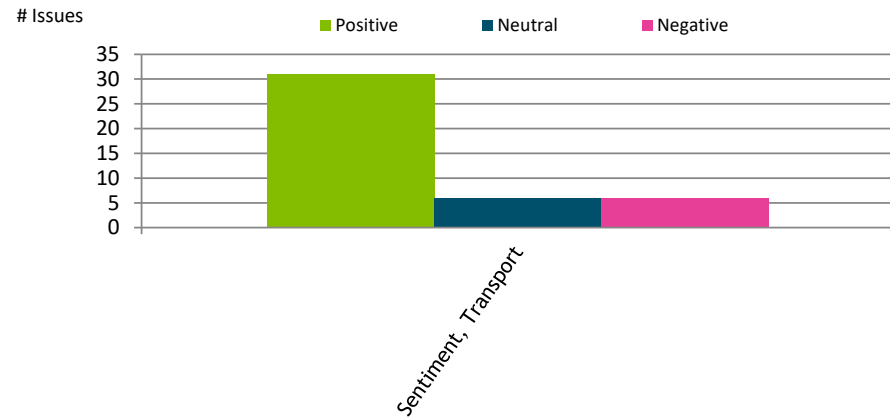


### 6.1 Trends, Transport (43 issues)



Issues receiving the most comments overall

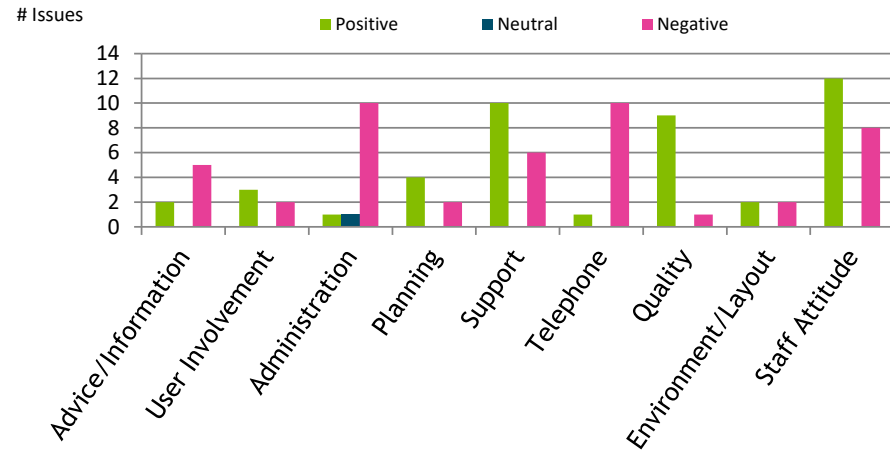
### 6.2 Sentiment, Transport



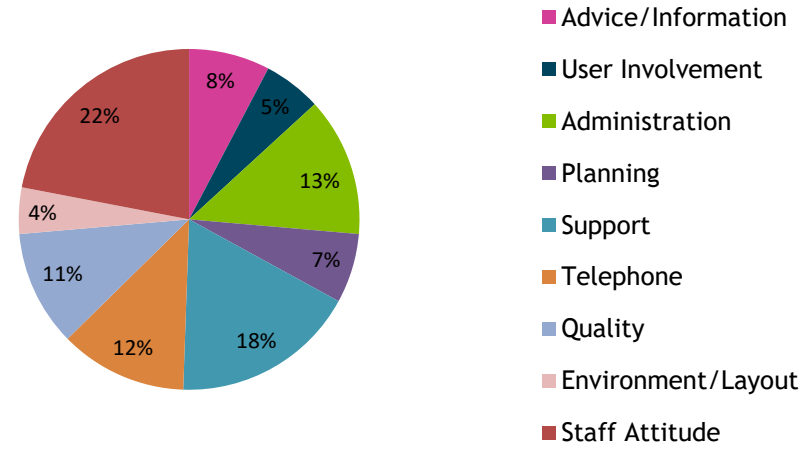
## 6. Care Pathway: Reception (reception services including back-office)



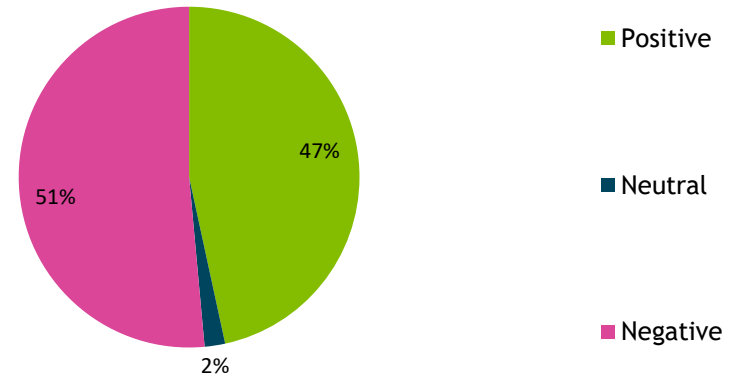
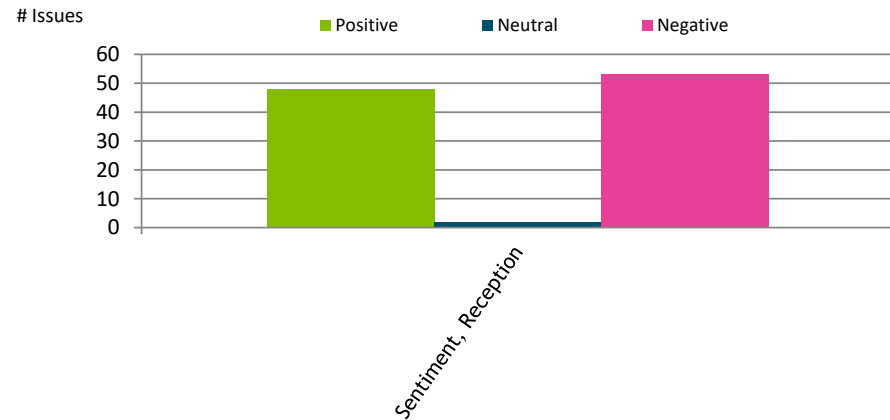
### 6.3 Trends, Reception (103 issues)



Issues receiving the most comments overall



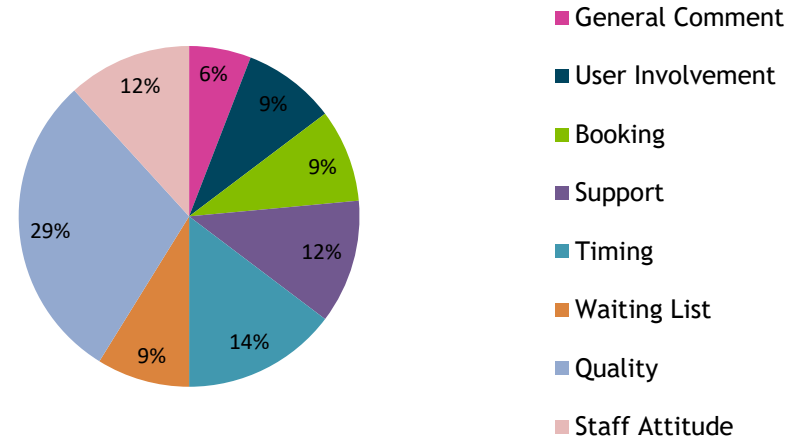
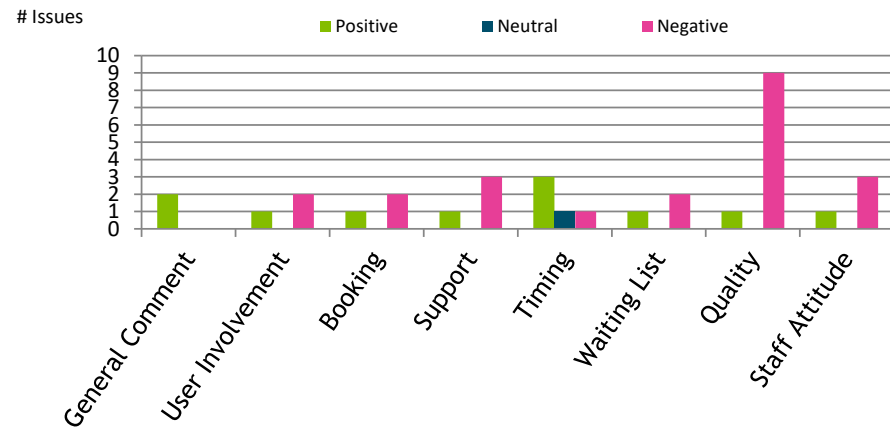
### 6.4 Sentiment, Reception



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

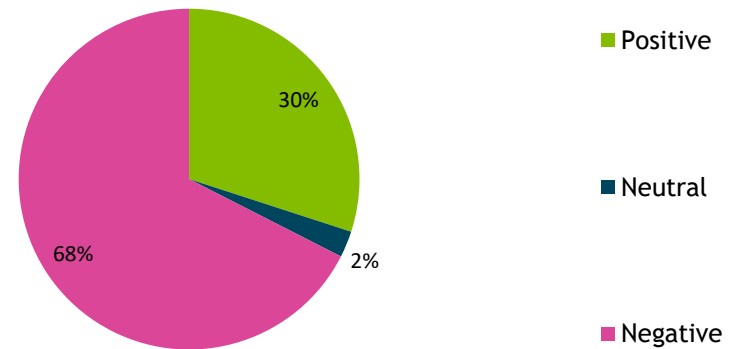
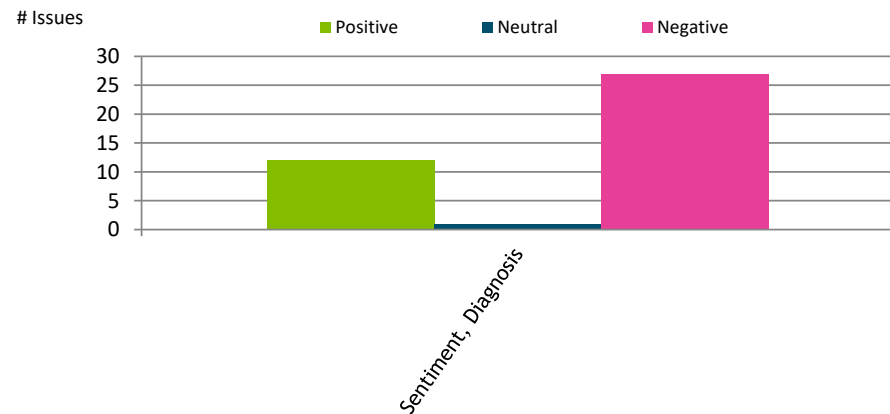


### 6.5 Trends, Diagnosis/Testing (40 issues)



Issues receiving the most comments overall

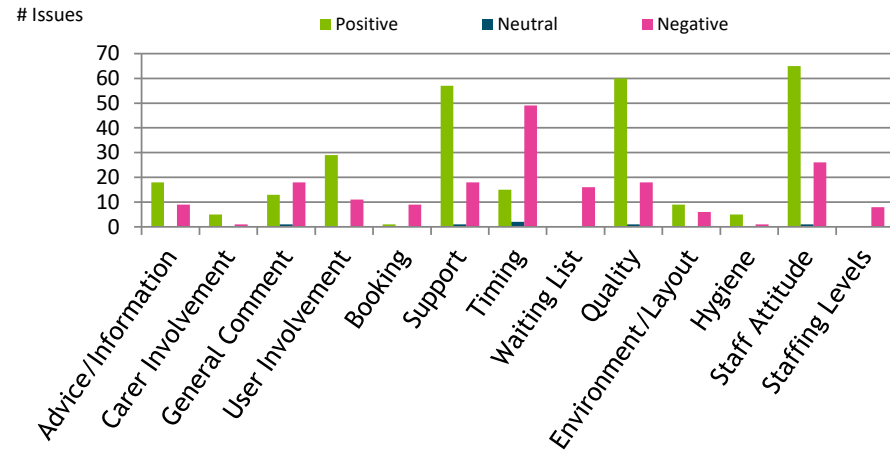
### 6.6 Sentiment, Diagnosis/Testing



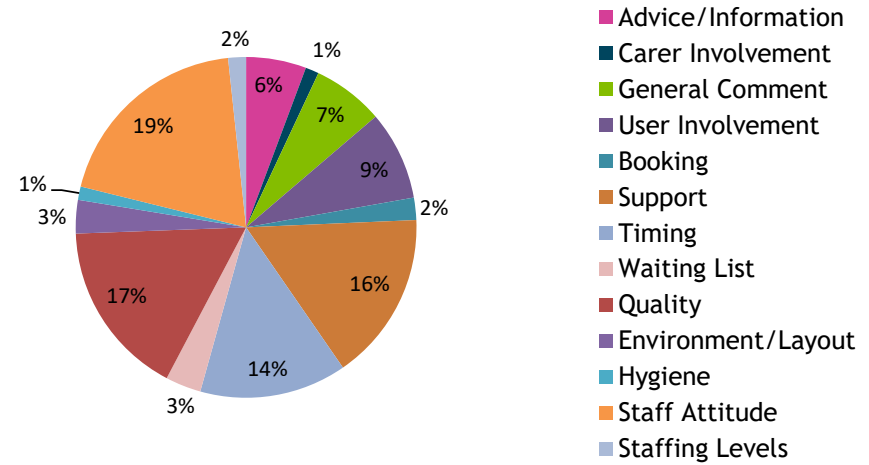
## 6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)



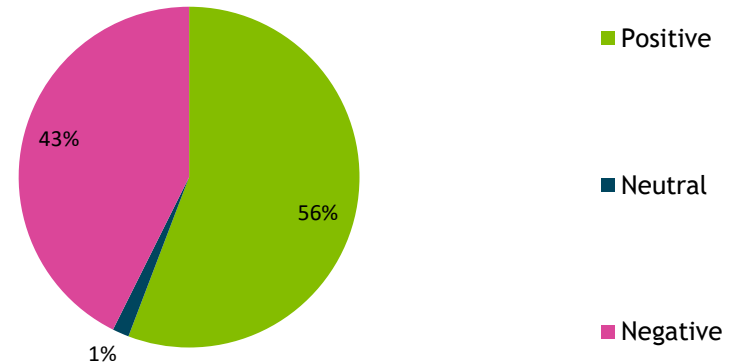
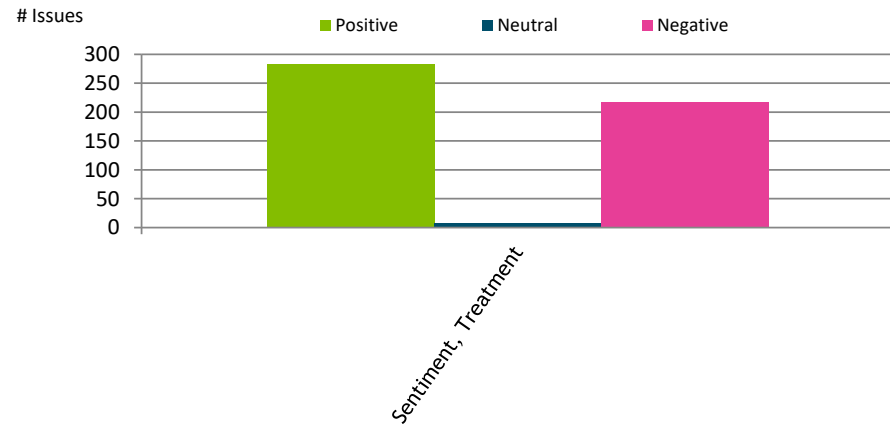
### 6.7 Trends, Clinical Treatment (509 issues)



Issues receiving the most comments overall



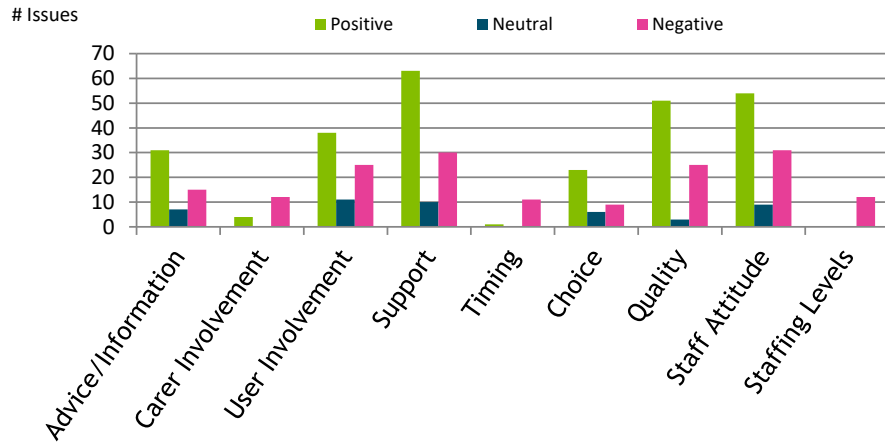
### 6.8 Sentiment, Clinical Treatment



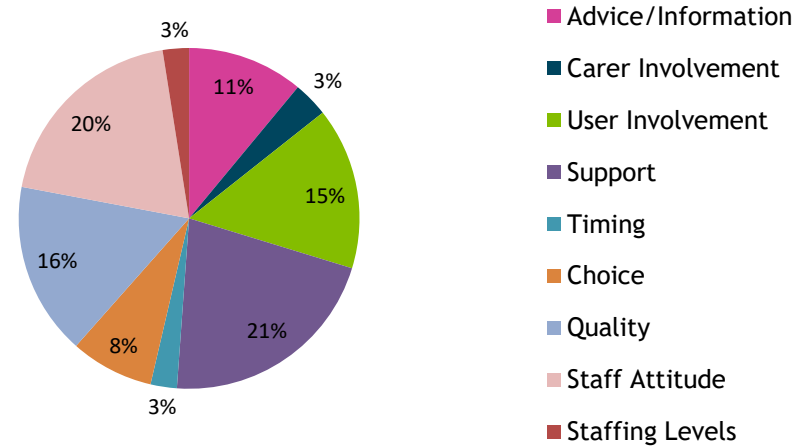
## 6. Care Pathway: Clinical Nursing (care provided by trained nurses)



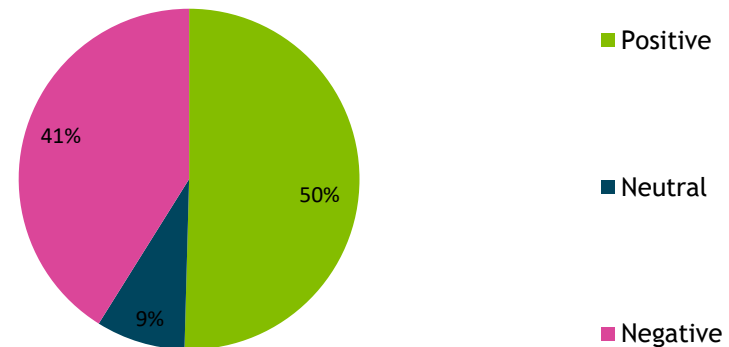
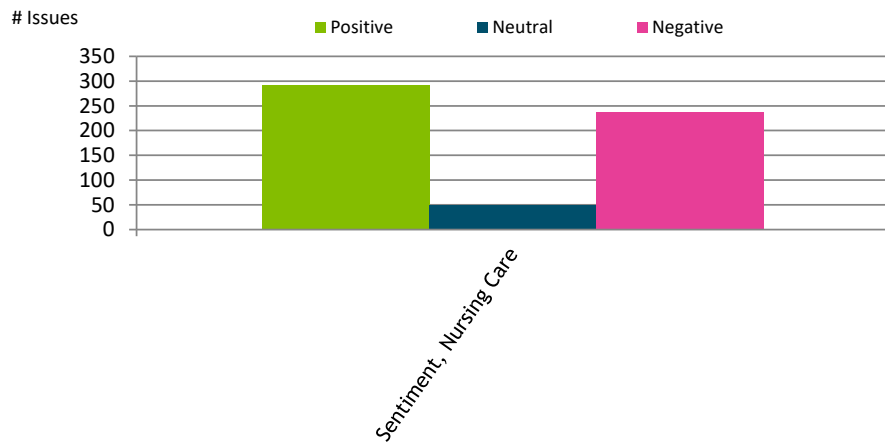
### 6.9 Trends, Clinical Nursing (579 issues)



Issues receiving the most comments overall



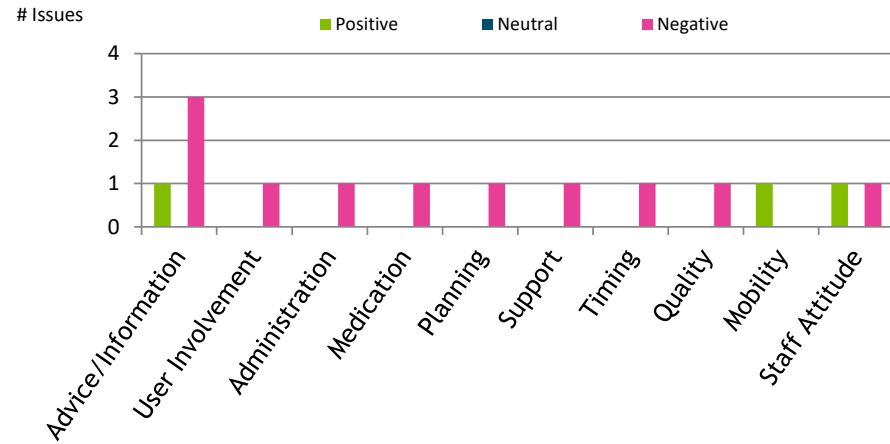
### 6.10 Sentiment, Clinical Nursing



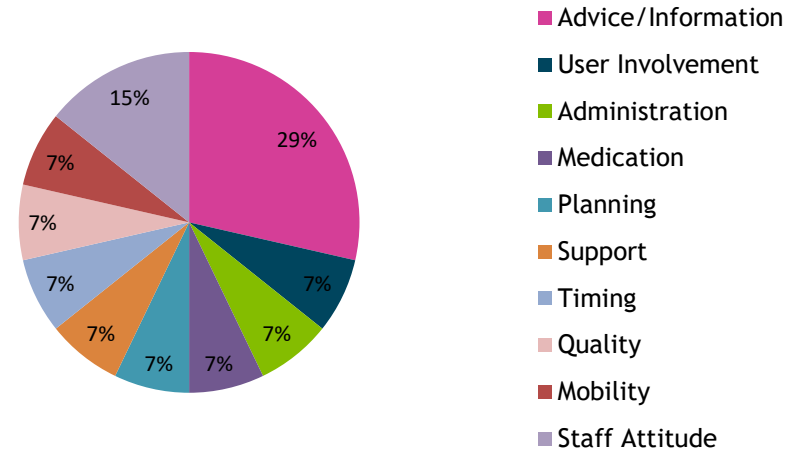
## 6. Care Pathway: Discharge (discharge from a service)



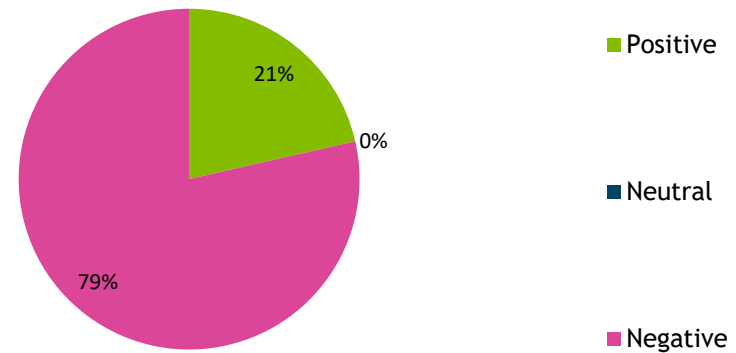
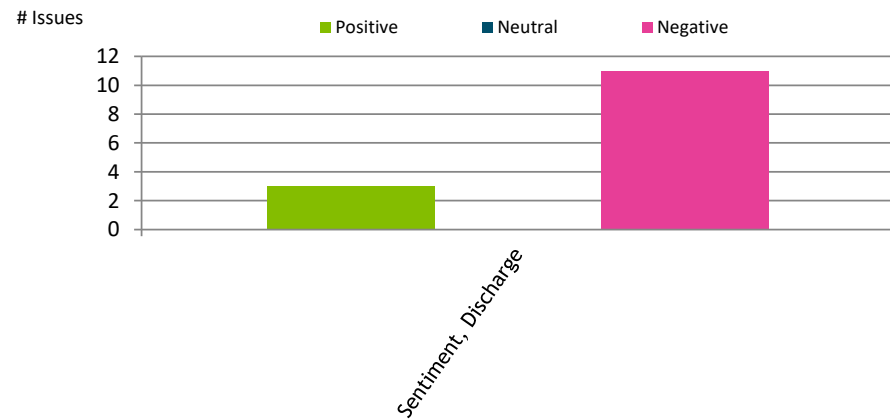
### 6.11 Trends, Discharge (14 issues)



Issues receiving the most comments overall



### 6.12 Sentiment, Discharge

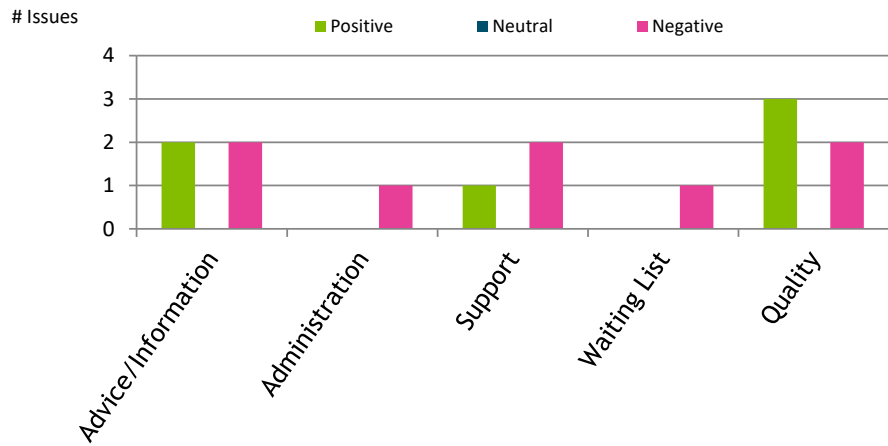




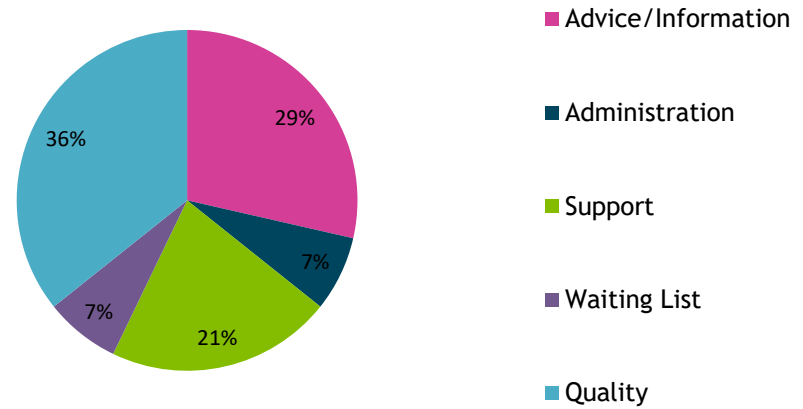
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)



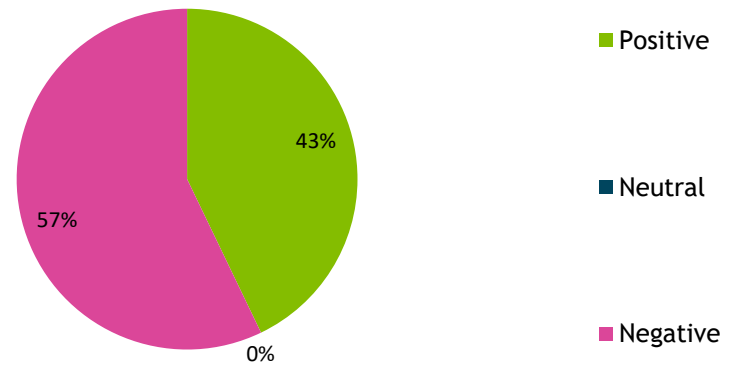
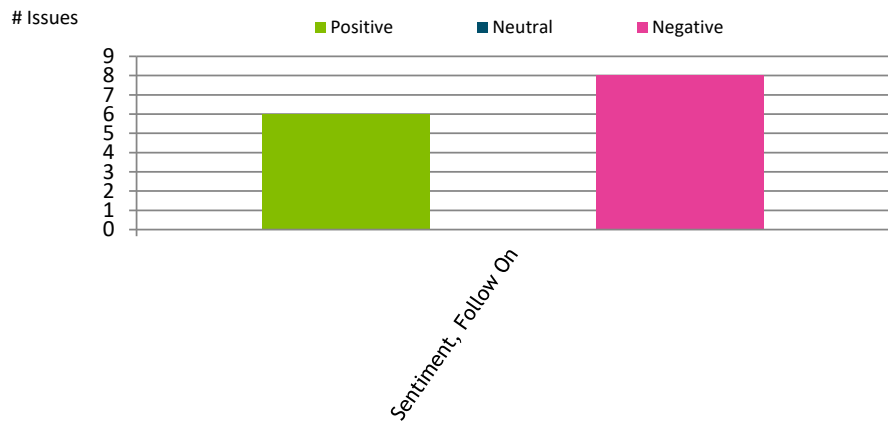
6.13 Trends, Follow On (14 issues)



Issues receiving the most comments overall



6.14 Sentiment, Follow On



## 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>	54	7	35	96
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	11	0	13	24
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	19	2	19	40
	User Involvement	<i>Involvement of the service user.</i>	72	11	41	124
Systems	Administration	<i>Administrative processes and delivery.</i>	1	1	16	18
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	3	0	11	14
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	3	0	16	19
	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	0	0
	Referral	<i>Referral to a service.</i>	0	1	8	9
	Medical Records	<i>Management of medical records.</i>	0	0	0	0
	Medication	<i>Prescription and management of medicines.</i>	2	0	10	12
	Opening Times	<i>Opening times of a service.</i>	1	0	0	1
	Planning	<i>Leadership and general organisation.</i>	5	1	6	12
	Registration	<i>Ability to register for a service.</i>	0	2	1	3
	Support	<i>Levels of support provided.</i>	134	11	60	205
	Telephone	<i>Ability to contact a service by telephone.</i>	1	0	13	14
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	39	9	66	114
Waiting List	<i>Length of wait while on a list.</i>	1	0	26	27	
Values	Choice	<i>General choice.</i>	26	6	10	42
	Cost	<i>General cost.</i>	1	0	5	6
	Language	<i>Language, including terminology.</i>	0	0	5	5
	Nutrition	<i>Provision of sustenance.</i>	6	1	6	13
	Privacy	<i>Privacy, personal space and property.</i>	3	0	6	9
	Quality	<i>General quality of a service, or staff.</i>	127	4	56	187
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	0	0
	Stimulation	<i>General stimulation, including access to activities.</i>	5	0	0	5

## 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>	2	0	1	3
	Environment/Layout	<i>Physical environment of a service.</i>	12	0	15	27
	Equipment	<i>General equipment issues.</i>	0	0	3	3
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	3	3
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	9	0	3	12
	Mobility	<i>Physical mobility to, from and within services.</i>	2	0	2	4
	Travel/Parking	<i>Ability to travel or park.</i>	1	0	1	2
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	0	0
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	2	0	5	7
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	136	10	69	215
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	3	3
	Staff Training	<i>Training of staff.</i>	1	0	2	3
	Staffing Levels	<i>General availability of staff.</i>	0	0	20	20
<b>Total:</b>			<b>679</b>	<b>66</b>	<b>561</b>	<b>1306</b>