Experience of Services, Q4 2018/19

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 services in the City of London.

healthwatch
City of London

Page 2
Data Source

Healthwatch talks to people across the community, week in, week out.

This section shows where we collected the feedback that underpins this report.

Pages 3 - 5
Top Trends

We review all the feedback we collect.

This enables us to find out what people think of their services.

This section reveals the tops trends, and how people feel overall.

Pages 6 - 19
Patient Journey

In this section, we look at the experience of popular services.

We also examine the patient journey (or 'care pathway').

Page 20
Summary

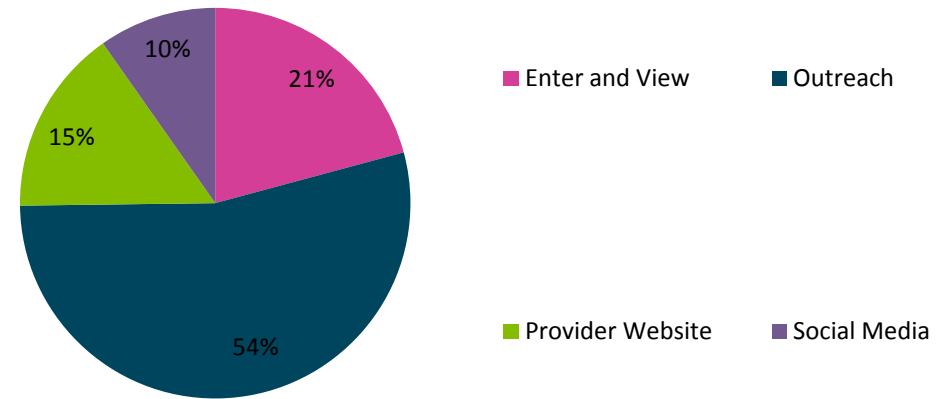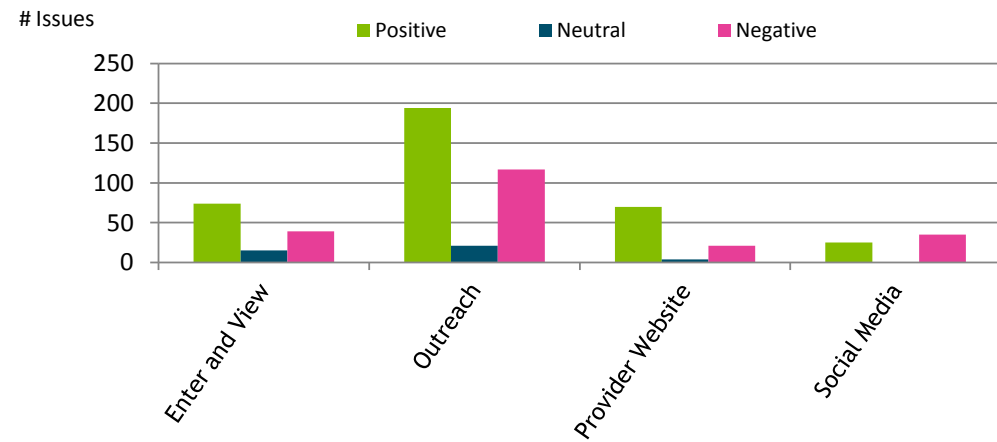This section summarises findings, in brief.

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

Report compiled on 8 April 2019, to cover the period 1 January 2019 - 31 March 2019.

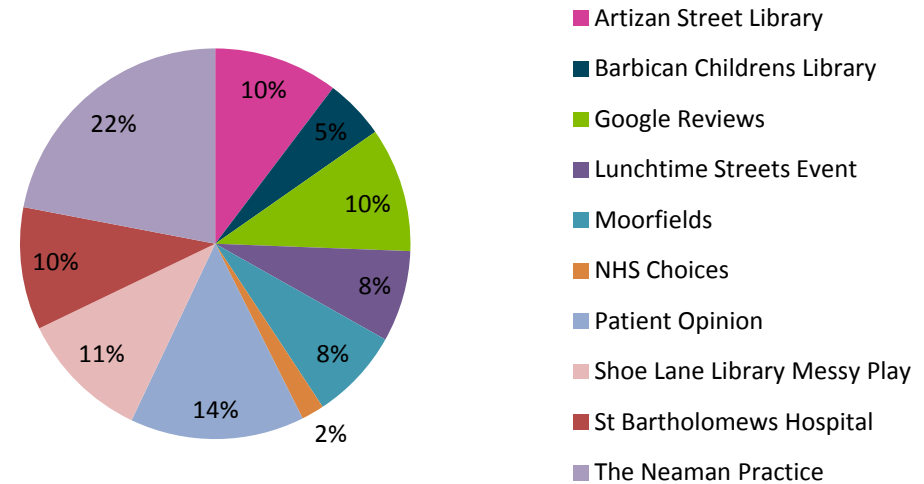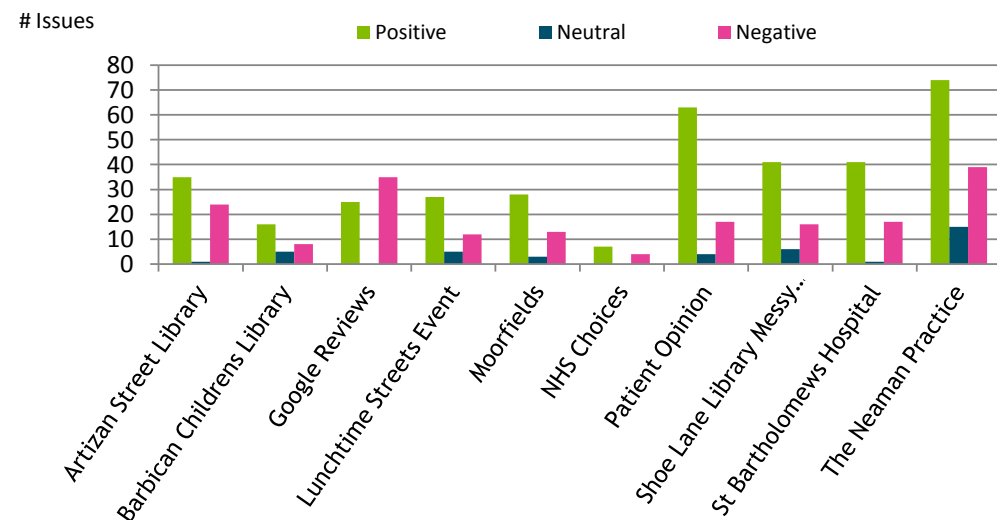## 1. Data Source: Where did we collect the feedback?

### 1.1 Source

Sources providing the most comments overall

Bar chart legend: Positive, Neutral, Negative

Pie chart: Enter and View 21%, Outreach 54%, Provider Website 15%, Social Media 10%

1.2 Origin

Origins providing the most comments overall

Bar chart legend: Positive, Neutral, Negative

Pie chart:
- Artizan Street Library 10%
- Barbican Childrens Library 5%
- Google Reviews 10%
- Lunchtime Streets Event 8%
- Moorfields 8%
- NHS Choices 2%
- Patient Opinion 14%
- Shoe Lane Library Messy Play 11%
- St Bartholomews Hospital 10%
- The Neaman Practice 22%

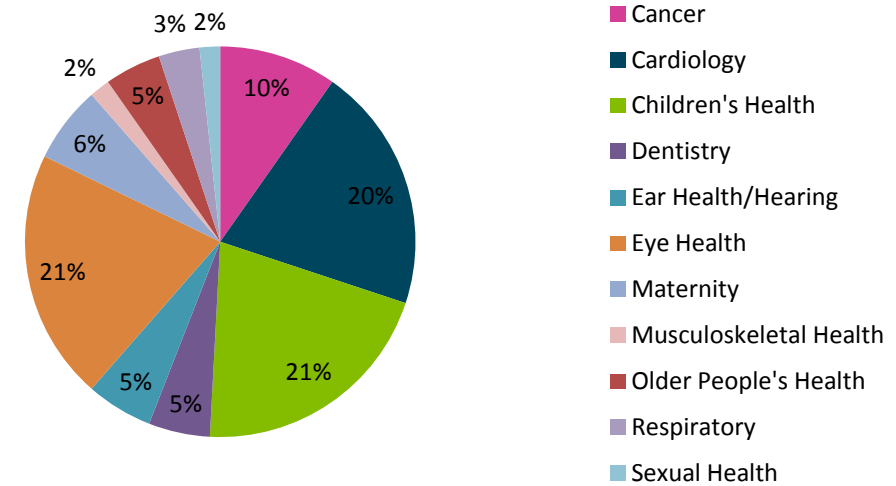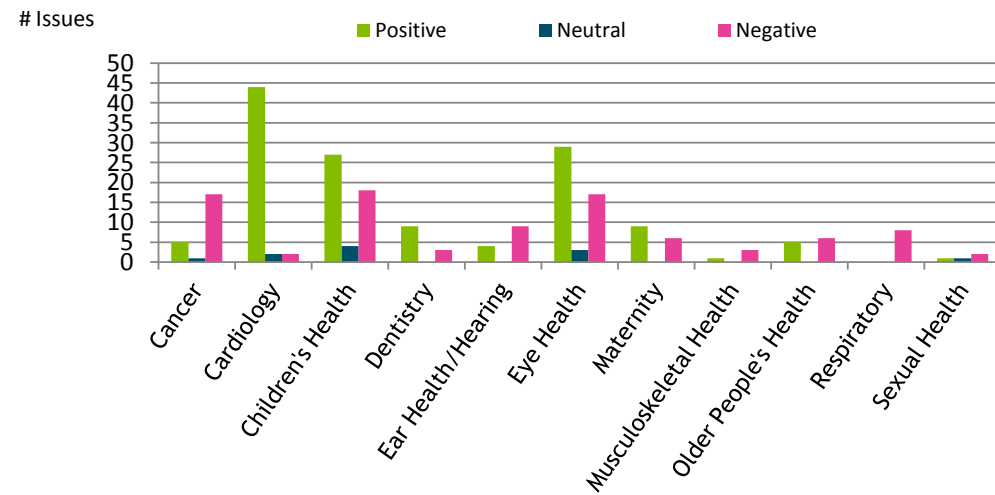## 2. Top Trends: Which service aspects are people most commenting on?

2.1 Service aspects: 615 issues from 143 people
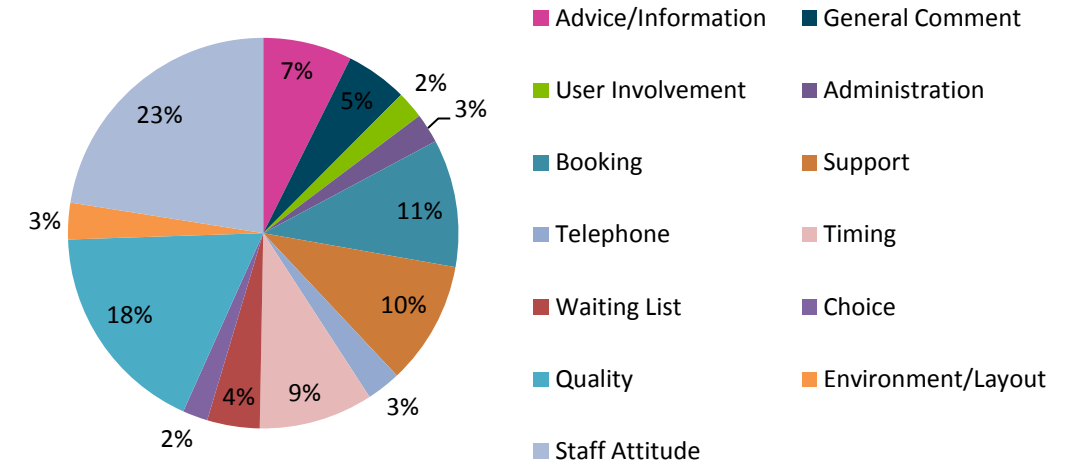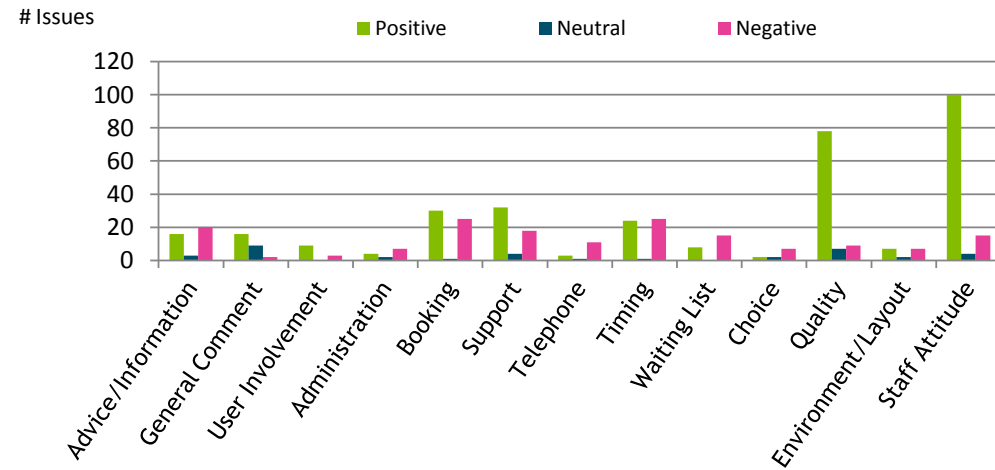
Issues receiving the most comments overall. See pages 21-22 for issue descriptions.
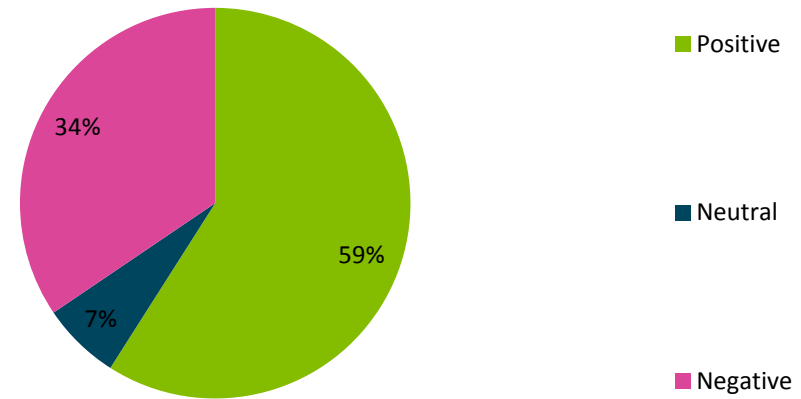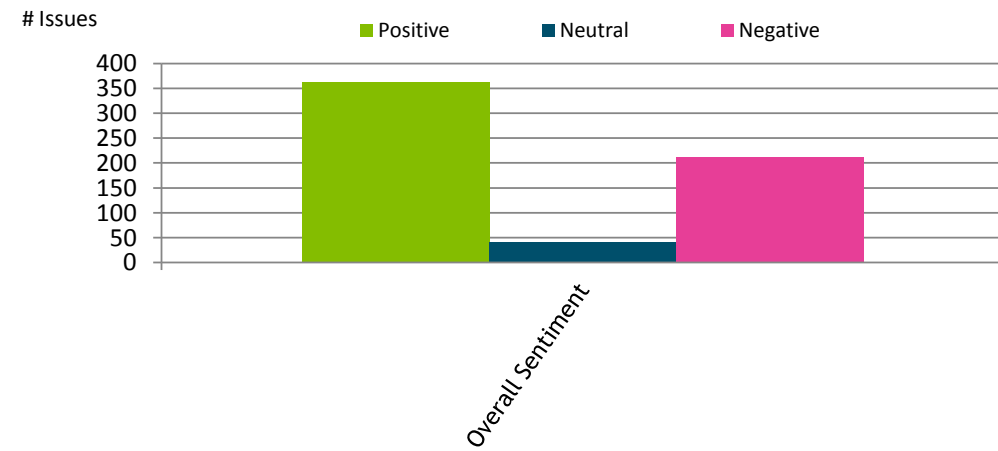
2.2 Stated medical conditions

Medical conditions receiving the most comments overall

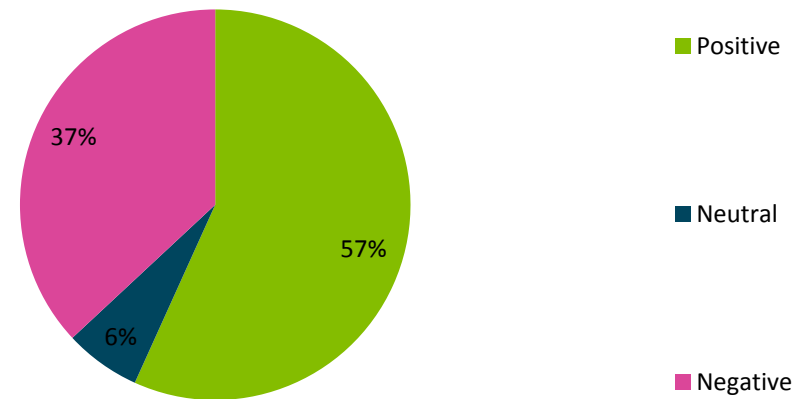# 3. Sentiment: On the whole, how do people feel about services?

3.1 How do people feel as a whole?

Issues

Legend: Positive ■ Neutral ■ Negative

Bar chart — Overall Sentiment (y-axis 0–400):
- Positive: ~360
- Neutral: ~45
- Negative: ~210

Pie chart:
- 59% Positive
- 7% Neutral
- 34% Negative

Quarterly Benchmark: *2% improvement on the previous quarter*

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

Issues

Legend: Positive ■ Neutral ■ Negative

Bar chart — Sentiment, Involvement (y-axis 0–70):
- Positive: ~63
- Neutral: ~7
- Negative: ~41

Pie chart:
- 57% Positive
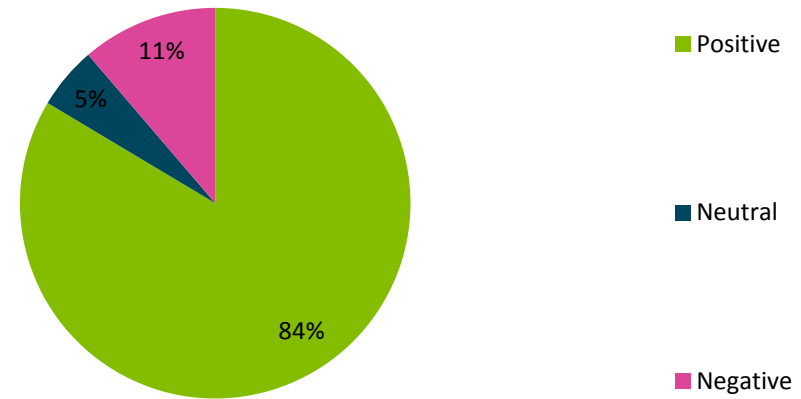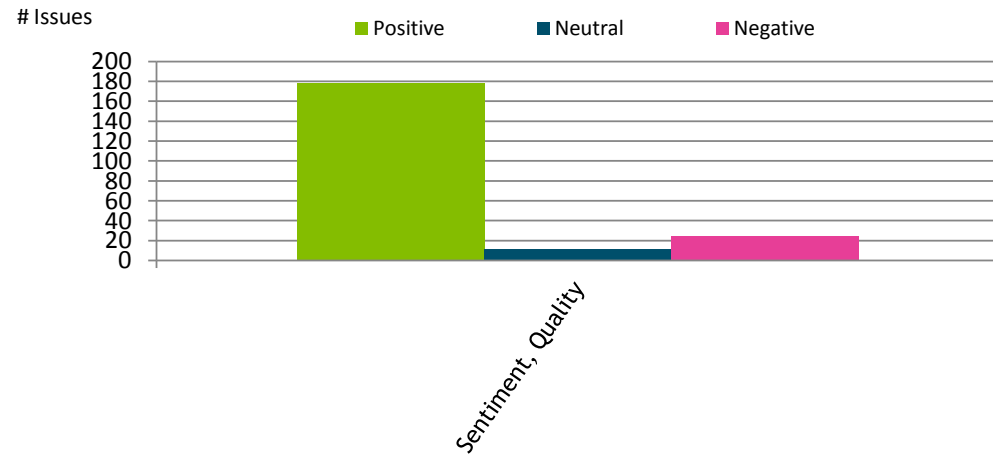- 6% Neutral
- 37% Negative
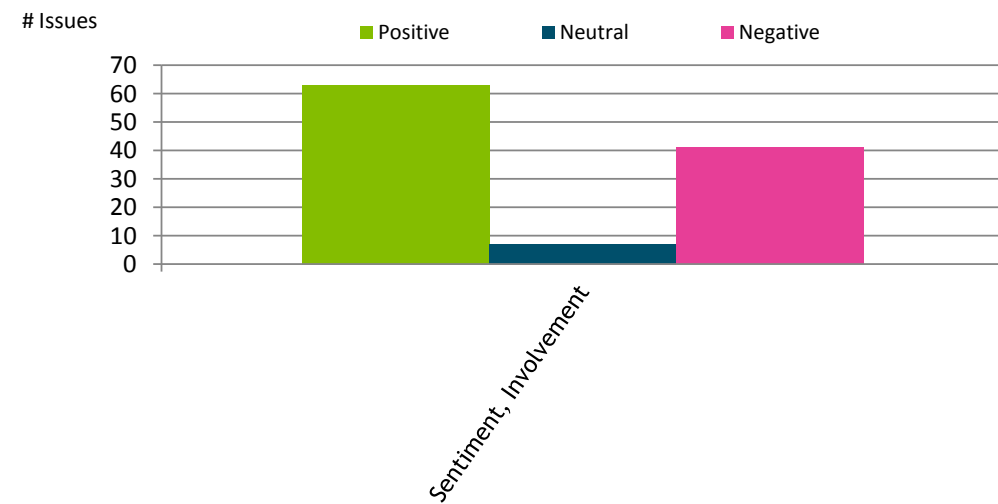
Quarterly Benchmark: *2% improvement on the previous quarter*

3. Sentiment: On the whole, how do people feel about services?

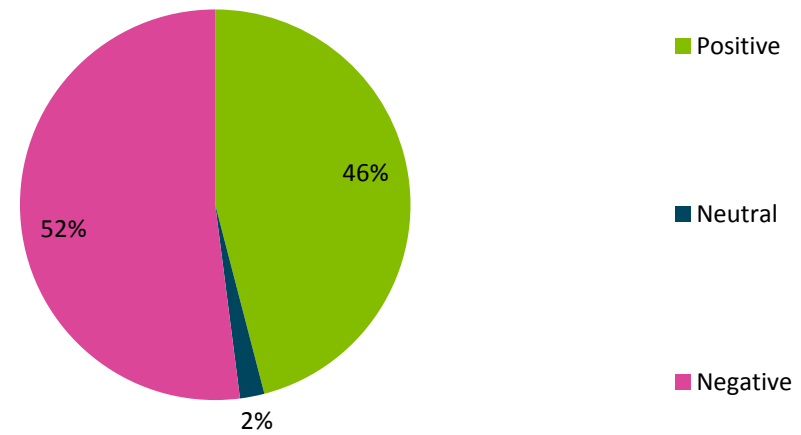## 3.3 How do people feel about general quality and empathy?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart axis: 0, 20, 40, 60, 80, 100, 120, 140, 160, 180, 200

X-axis label: Sentiment, Quality

Pie chart: Positive 84%, Neutral 5%, Negative 11%

Legend: ■ Positive ■ Neutral ■ Negative

Quarterly Benchmark: *2% improvement on the previous quarter*

3.4 How do people feel about general access to services?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart axis: 0, 10, 20, 30, 40, 50, 60, 70, 80, 90

X-axis label: Sentiment, Service Access

Pie chart: Positive 46%, Neutral 2%, Negative 52%

Legend: ■ Positive ■ Neutral ■ Negative
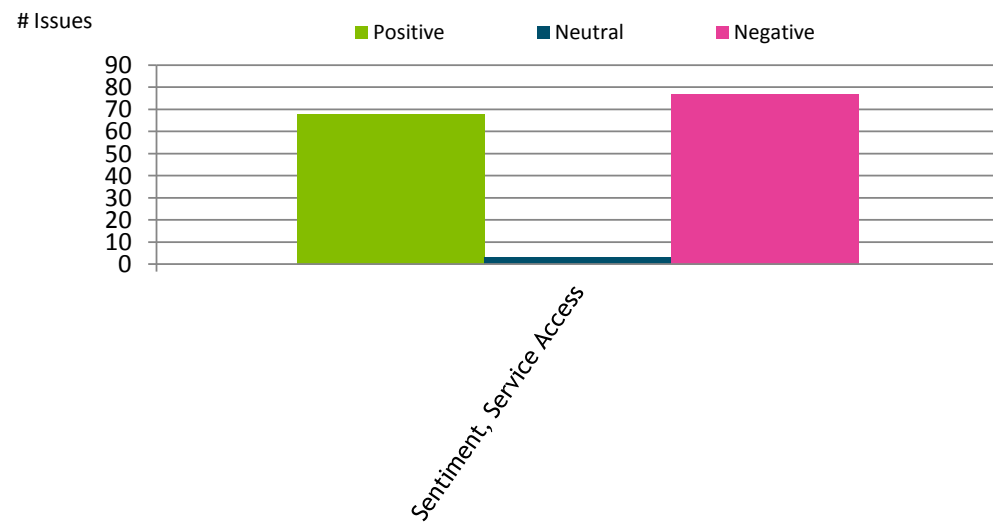
Quarterly Benchmark: *18% improvement on the previous quarter*

4.1 Service Sector

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Community Service, Hospital Service, Primary Care Service, Social Care Service

Service sectors receiving the most comments overall

Pie chart:
- Community Service 1%
- Social Care Service 1%
- Hospital Service 46%
- Primary Care Service 52%

Legend: Community Service | Hospital Service | Primary Care Service | Social Care Service

4.2 Service Type

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Accident and Emergency, Cancer Services, Cardiology, Endoscopy, Minor Injuries Unit, Not Stated, Ophthalmology, Paediatrics, Transport, Dentist, GP Surgery/Health Centre, Pharmacy

Service type receiving the most comments overall

Pie chart:
- 2%
- 3%
- 9%
- 2%
- 5%
- 4%
- 8%
- 3%
- 2%
- 6%
- 52%
- 4%

Legend:
- Accident and Emergency
- Cancer Services
- Cardiology
- Endoscopy
- Minor Injuries Unit
- Not Stated
- Ophthalmology
- Paediatrics
- Transport
- Dentist
- GP Surgery/Health Centre
- Pharmacy

4.3 Services

Issues

Legend: Positive · Neutral · Negative
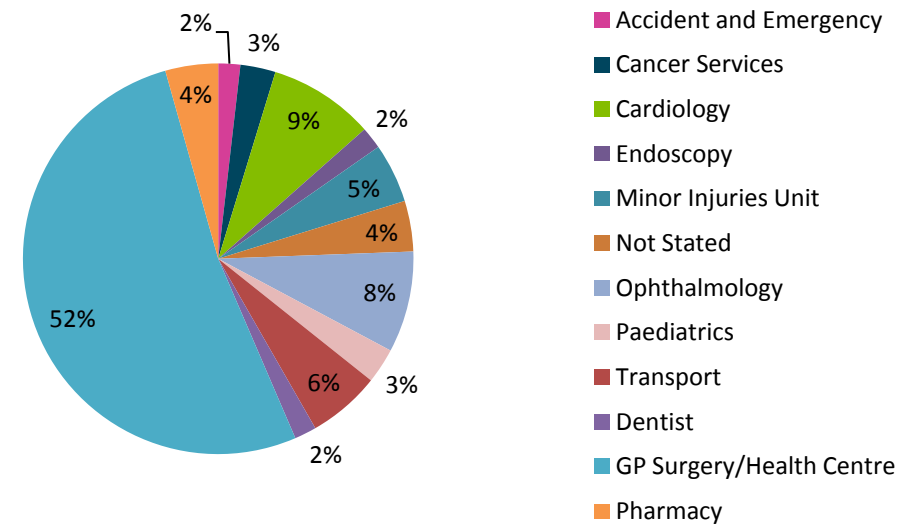
Services receiving the most comments overall

Pie chart legend:
- ?
- Boots Opticians
- Boots Pharmacy
- Homerton Sexual Health Services
- Homerton University Hospital
- Millbrook Healthcare
- Moorfields Eye Hospital
- Queens Hospital
- Royal London Hospital
- St Bartholomews Hospital
- The Hoxton Surgery
- The Neaman Practice
- Thomas Fairchild Centre
- UCLH

Pie values: 15%, 1%, 3%, 1%, 1%, 1%, 0%, 29%, 1%, 33%, 8%, 6%, 0%
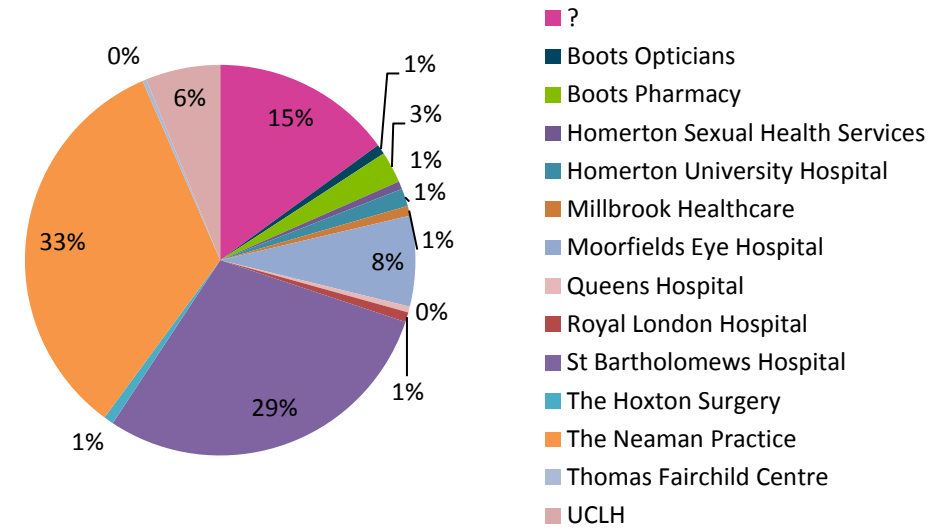
4.4 Breakdown of care pathway locations (more on pages 12-19)

Issues

Legend: Positive · Neutral · Negative

Care pathway locations

Pie chart legend:
- Transport
- Reception
- Diagnosis/Testing
- Clinical Treatment
- Clinical Nursing
- Discharge
- Follow On
- Community Services

Pie values: 4%, 17%, 2%, 62%, 10%, 1%, 2%, 2%
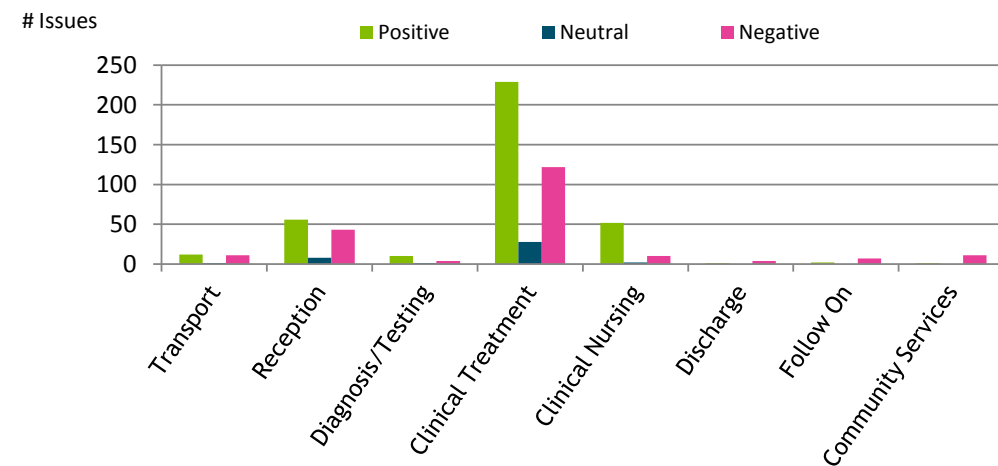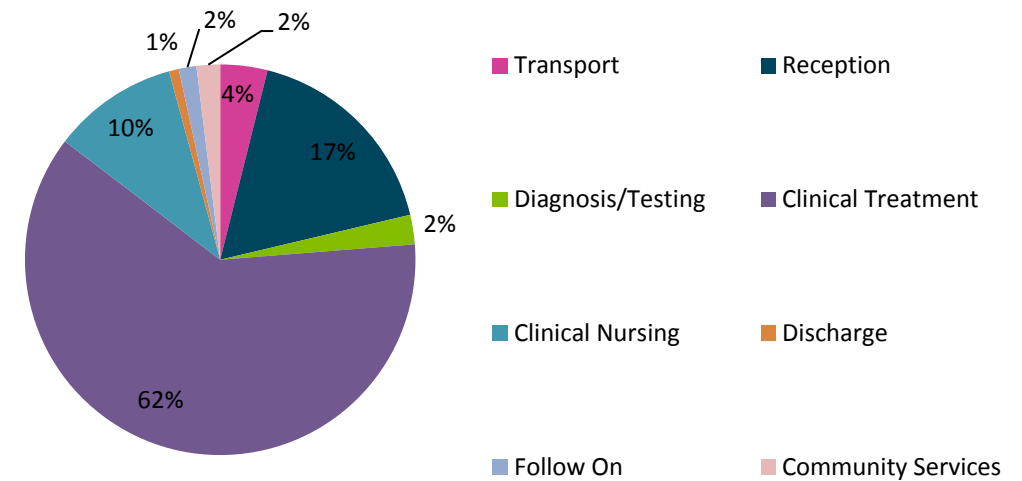
5. Trends: GP Services

5.1 Trends, GP Services: 286 issues from 56 people

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, General Comment, Booking, Support, Telephone, Timing, Waiting List, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information — 7%
- General Comment — 5%
- Booking — 18%
- Support — 9%
- Telephone — 5%
- Timing — 5%
- Waiting List — 7%
- Quality — 18%
- Staff Attitude — 26%

5.2 Sentiment, GP Services

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, GP Services

Quarterly Benchmark: *7% improvement on the previous quarter*
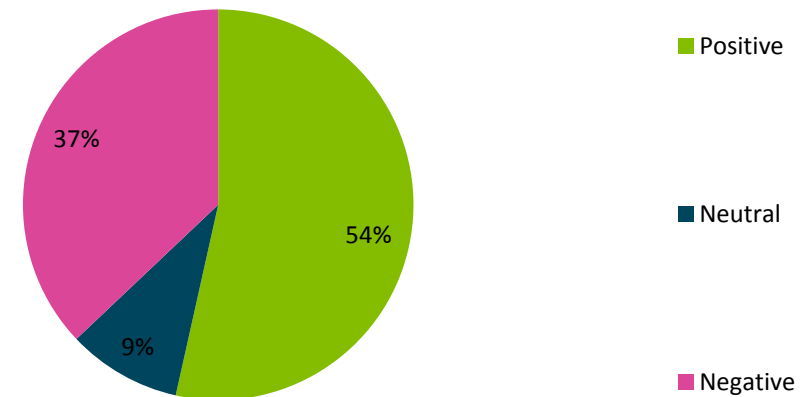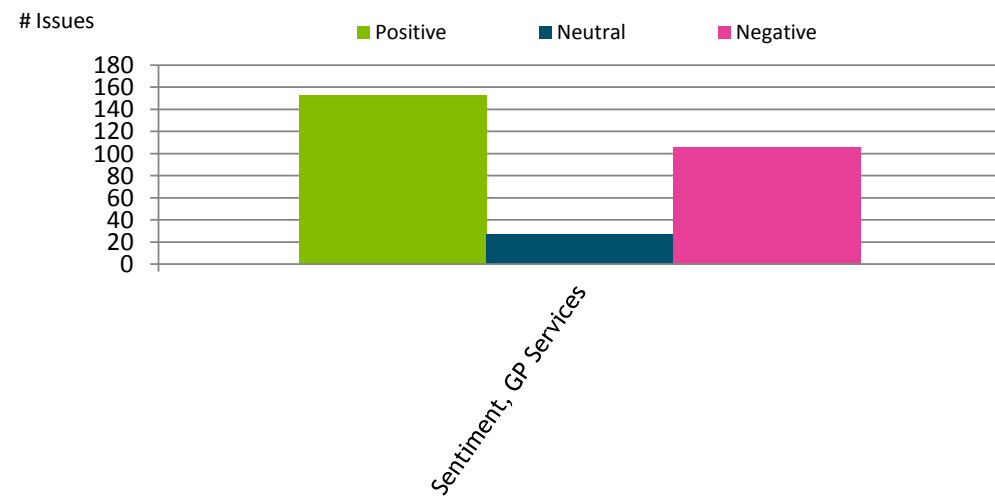
Pie chart:
- Positive — 54%
- Neutral — 9%
- Negative — 37%

5.3 Trends, Dentists: 10 issues from 5 people
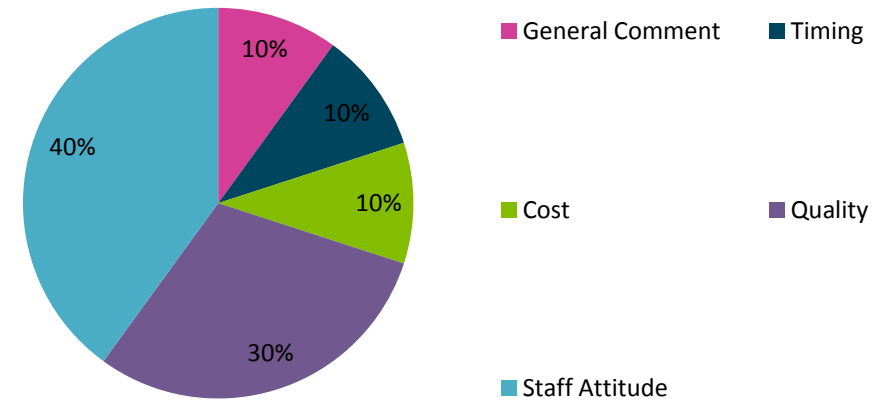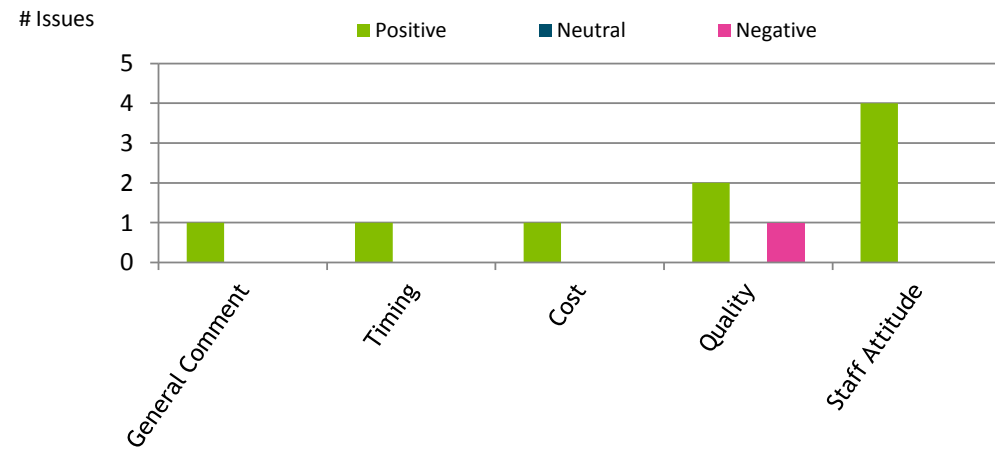
Issues receiving the most comments overall

5.4 Sentiment, Dentists

Quarterly Benchmark: *N/A*
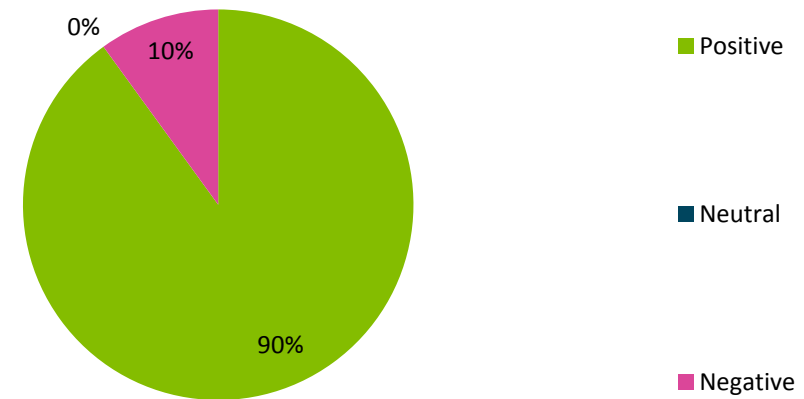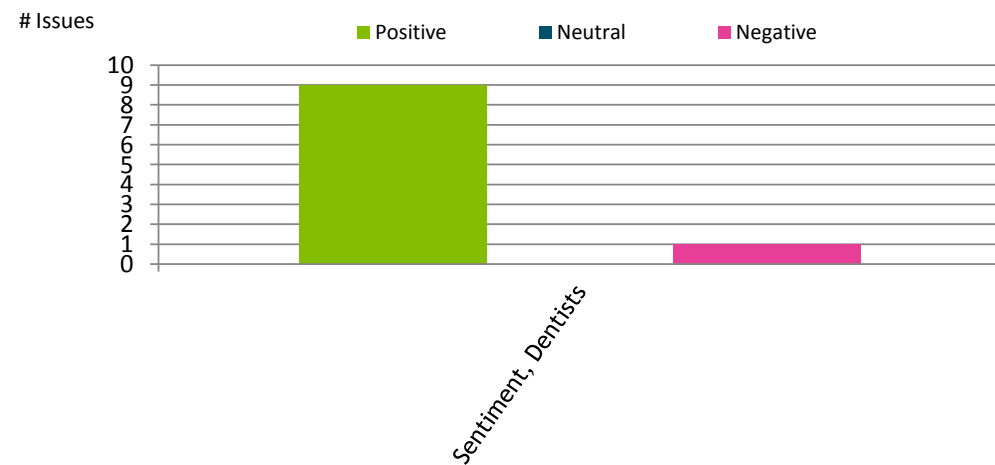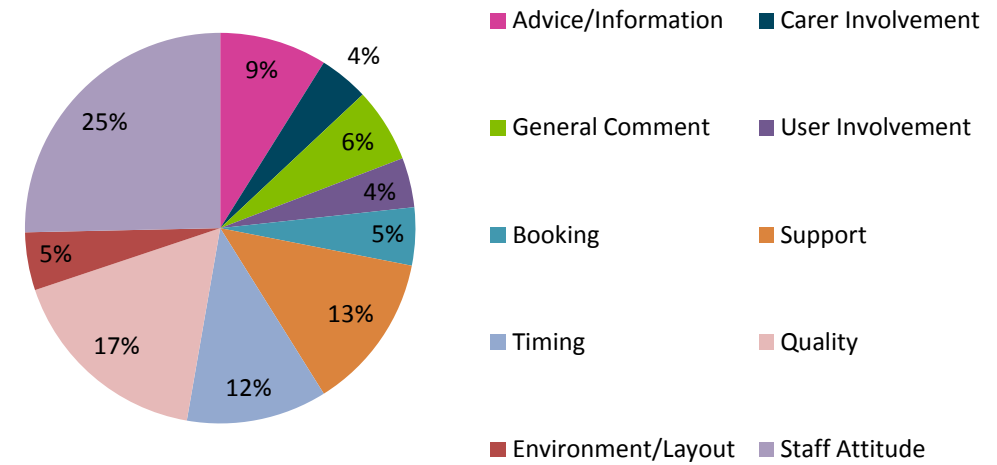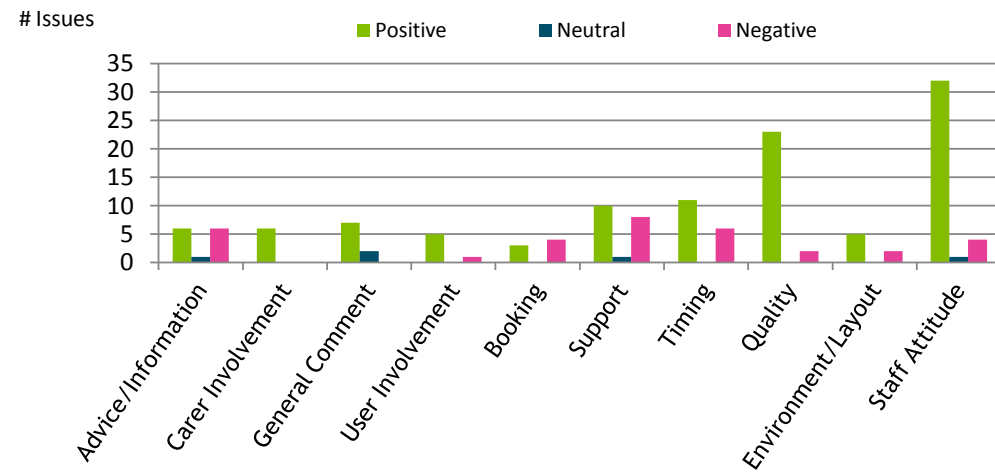
5.5 Trends, St Bartholomews Hospital: 179 issues from 40 people

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Booking, Support, Timing, Quality, Environment/Layout, Staff Attitude

Issues receiving the most comments overall

Pie chart legend and values:
- Advice/Information — 9%
- Carer Involvement — 4%
- General Comment — 6%
- User Involvement — 4%
- Booking — 5%
- Support — 13%
- Timing — 12%
- Quality — 17%
- Environment/Layout — 5%
- Staff Attitude — 25%

5.6 Sentiment, St Bartholomews Hospital

Issues

Legend: Positive, Neutral, Negative

Sentiment, St Barts

Quarterly Benchmark: *7% improvement on the previous quarter*

Pie chart:
- Positive — 66%
- Neutral — 3%
- Negative — 31%

10
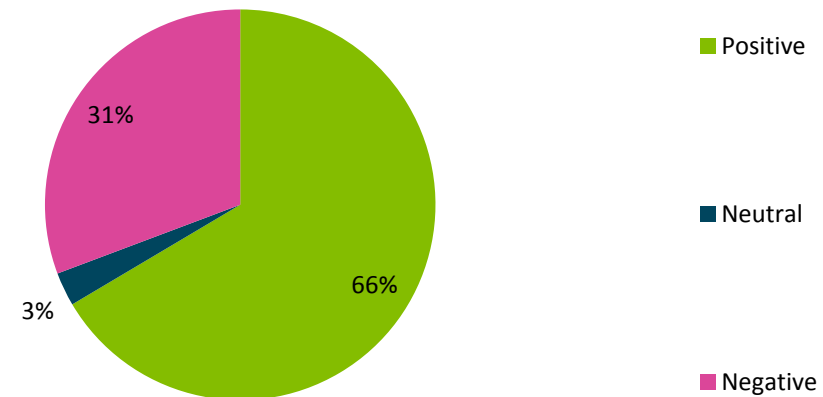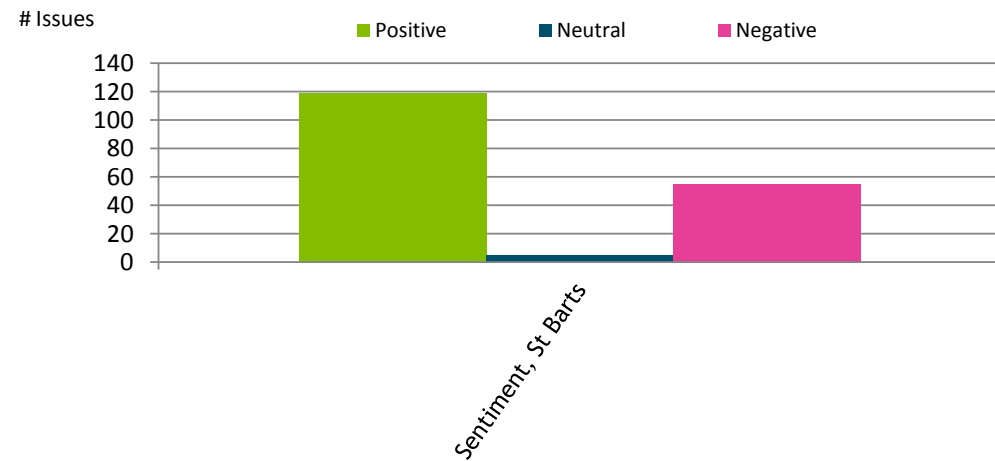
5.7 Trends, Pharmacies: 24 issues from 8 people

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, General Comment, Planning, Support, Timing, Cost, Quality, Catchment/Distance, Staff Attitude, Staffing Levels

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 17%
- General Comment: 8%
- Planning: 4%
- Support: 8%
- Timing: 17%
- Cost: 8%
- Quality: 13%
- Catchment/Distance: 13%
- Staff Attitude: 8%
- Staffing Levels: 4%

5.8 Sentiment, Pharmacies

Issues

Legend: Positive, Neutral, Negative
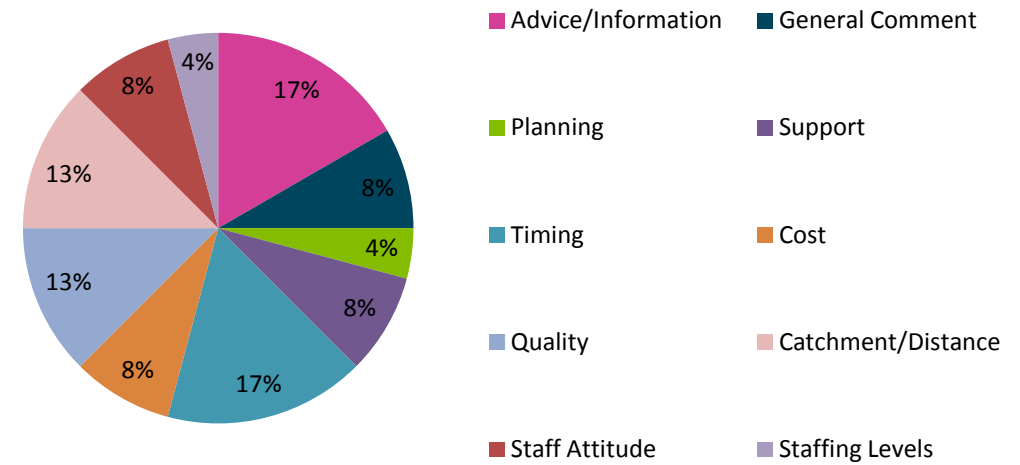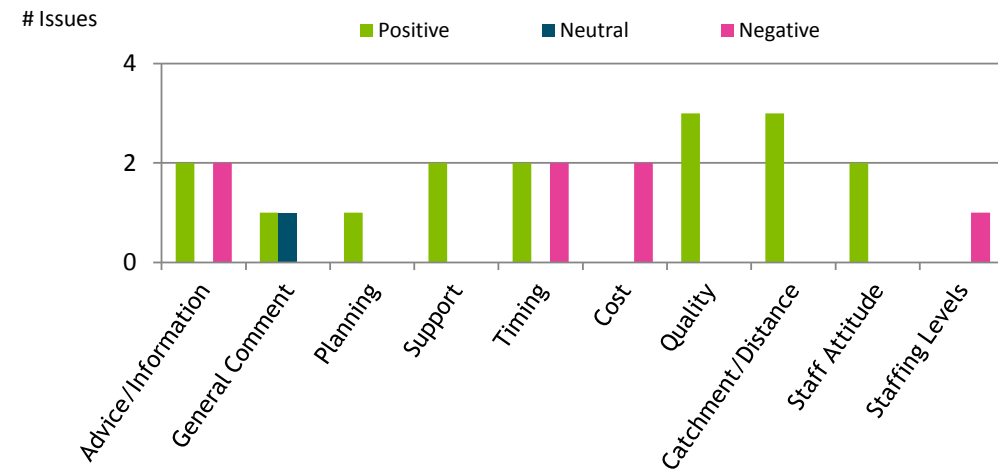
Sentiment, Pharmacies

Quarterly Benchmark: *N/A*

Pie chart:
- Positive: 67%
- Neutral: 4%
- Negative: 29%
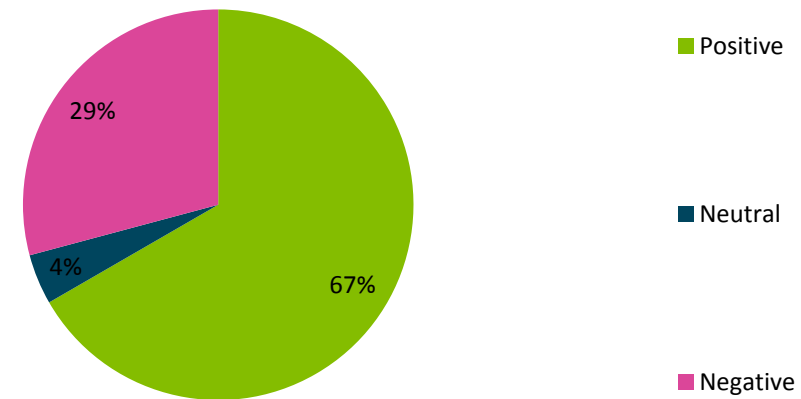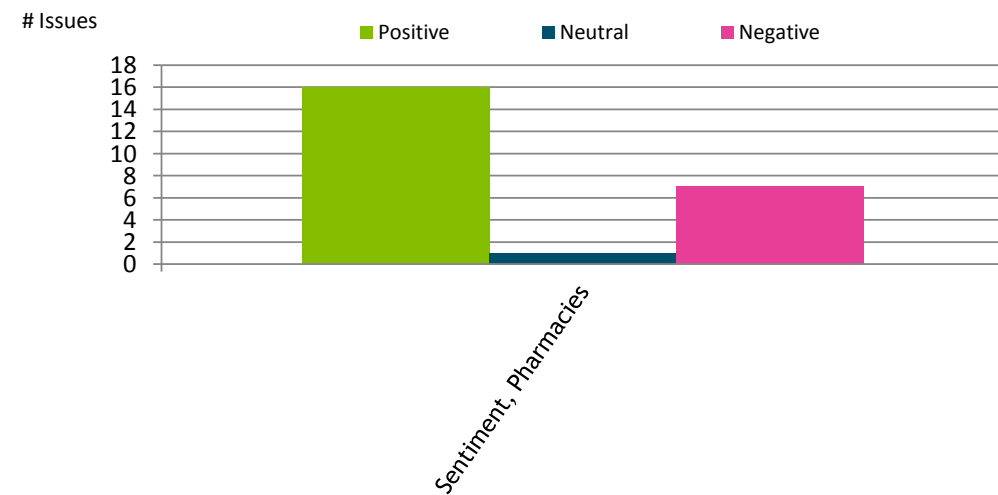
6. Care Pathway: Transport (ability to get to-and-from services)

6.1 Trends, Transport (24 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart categories (x-axis): Advice/Information, General Comment, User Involvement, Administration, Booking, Opening Times, Registration, Support, Timing, Quality, Mobility, Travel/Parking, Staff Attitude

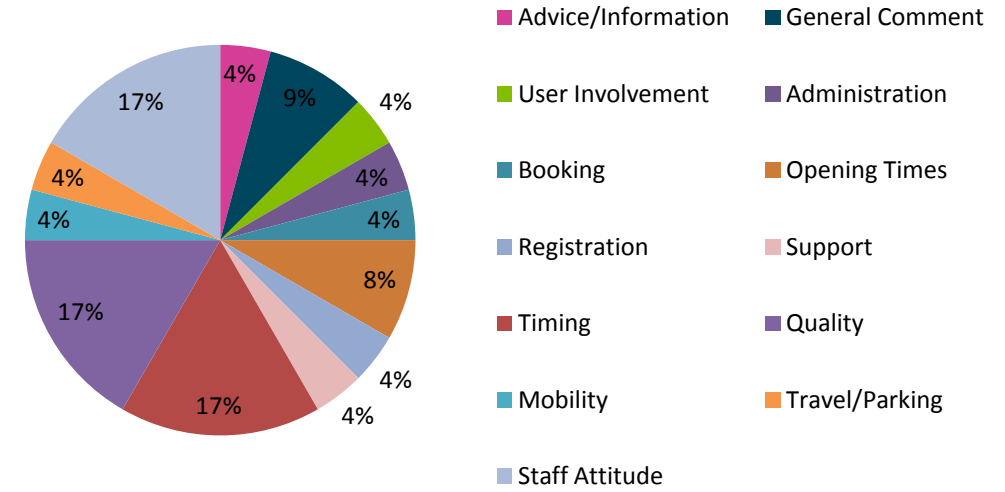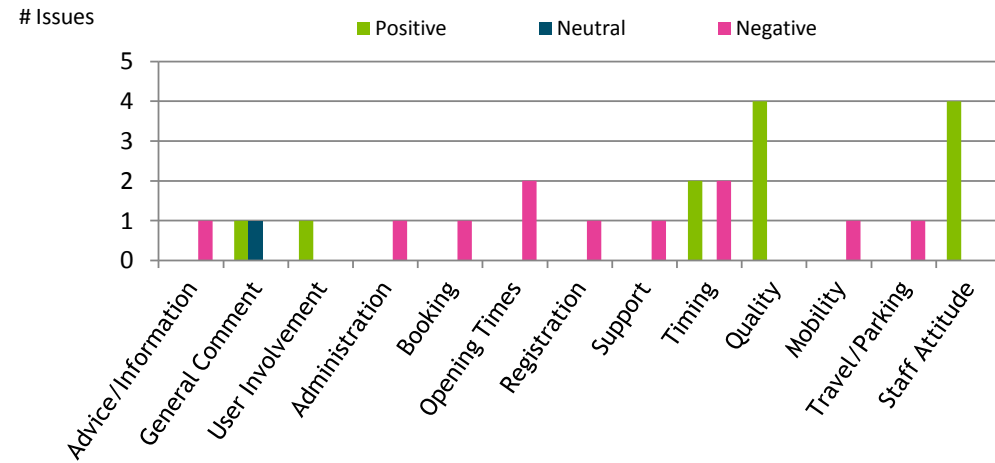Pie chart legend:
- Advice/Information
- General Comment
- User Involvement
- Administration
- Booking
- Opening Times
- Registration
- Support
- Timing
- Quality
- Mobility
- Travel/Parking
- Staff Attitude

Pie chart values: 4%, 9%, 4%, 4%, 4%, 8%, 4%, 4%, 17%, 17%, 4%, 4%, 17%

Issues receiving the most comments overall

6.2 Sentiment, Transport

Issues

Legend: Positive | Neutral | Negative

Bar chart: Sentiment, Transport

Pie chart: Positive 50%, Neutral 4%, Negative 46%
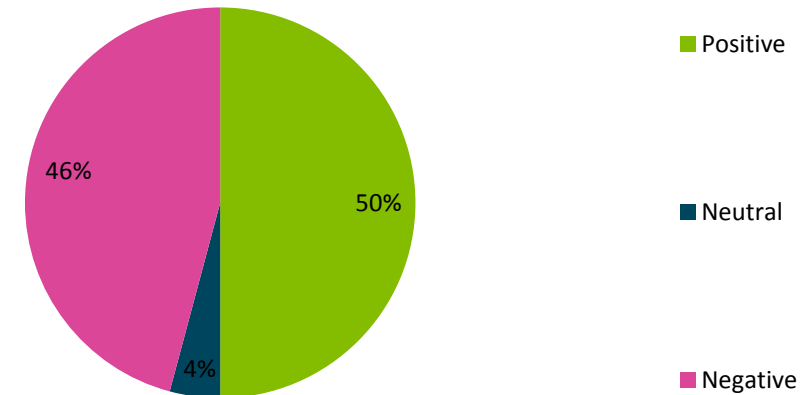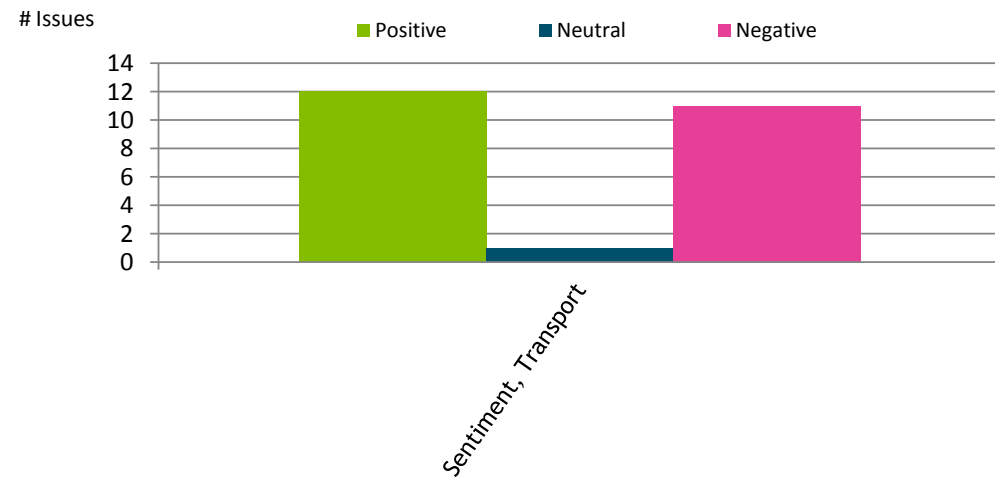
Quarterly Benchmark: *N/A*

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

6.3 Trends, Reception (107 issues)

Issues

Legend: Positive, Neutral, Negative

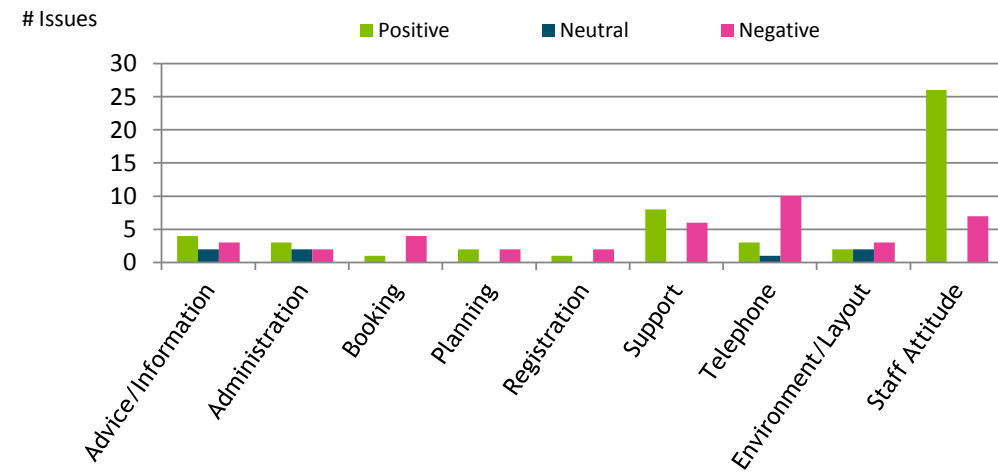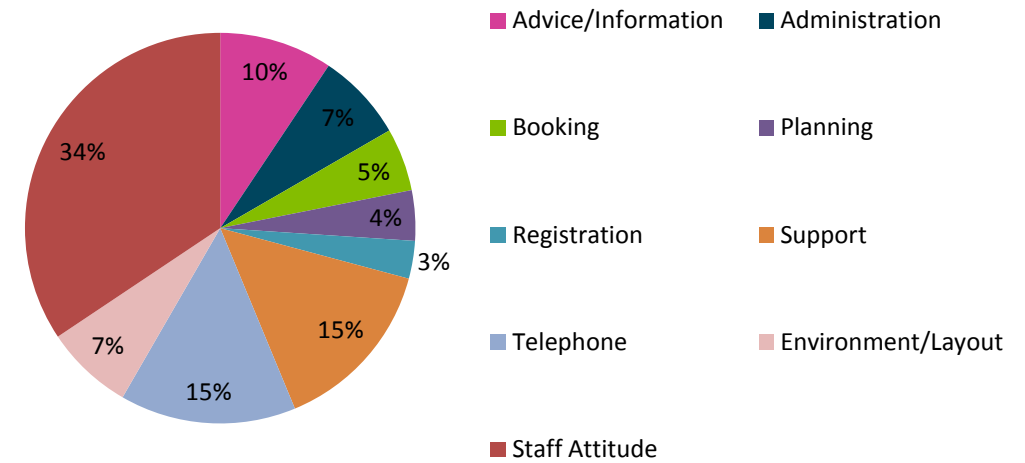Bar chart categories (x-axis): Advice/Information, Administration, Booking, Planning, Registration, Support, Telephone, Environment/Layout, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 10%
- Administration: 7%
- Booking: 5%
- Planning: 4%
- Registration: 3%
- Support: 15%
- Telephone: 15%
- Environment/Layout: 7%
- Staff Attitude: 34%

6.4 Sentiment, Reception

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Reception

Pie chart:
- Positive: 52%
- Neutral: 8%
- Negative: 40%

Quarterly Benchmark: *N/A*

13

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

6.5 Trends, Diagnosis/Testing (15 issues)

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Administration, Booking, Support, Timing, Cost, Quality, Staff Attitude, Staffing Levels

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 13%
- Administration: 13%
- Booking: 6%
- Support: 13%
- Timing: 7%
- Cost: 7%
- Quality: 27%
- Staff Attitude: 7%
- Staffing Levels: 7%

6.6 Sentiment, Diagnosis/Testing

Issues

Legend: Positive, Neutral, Negative

Sentiment, Diagnosis

Pie chart:
- Positive: 67%
- Neutral: 6%
- Negative: 27%

Quarterly Benchmark: *N/A*

14
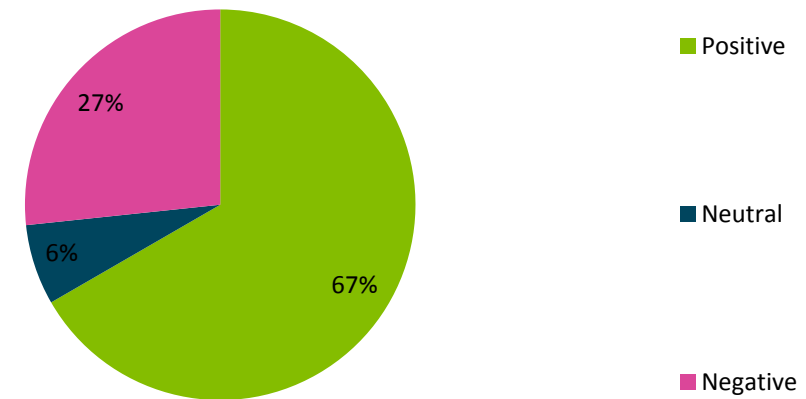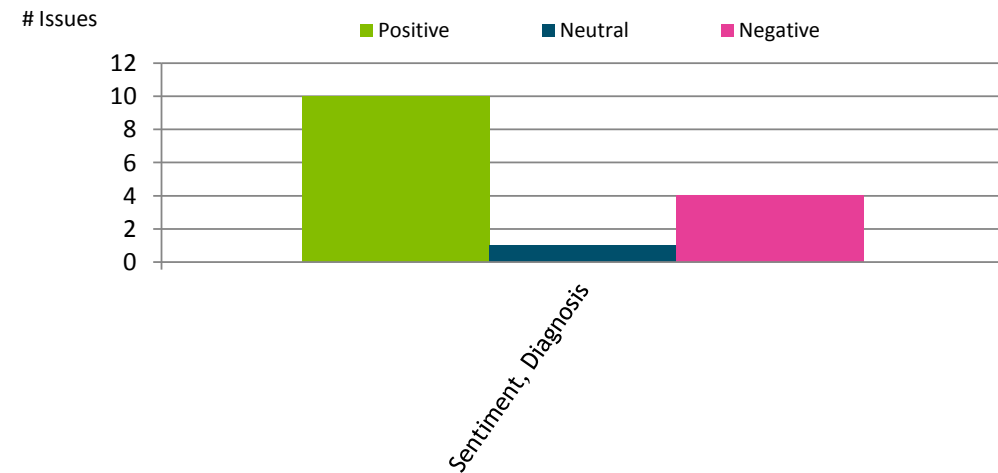
6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)
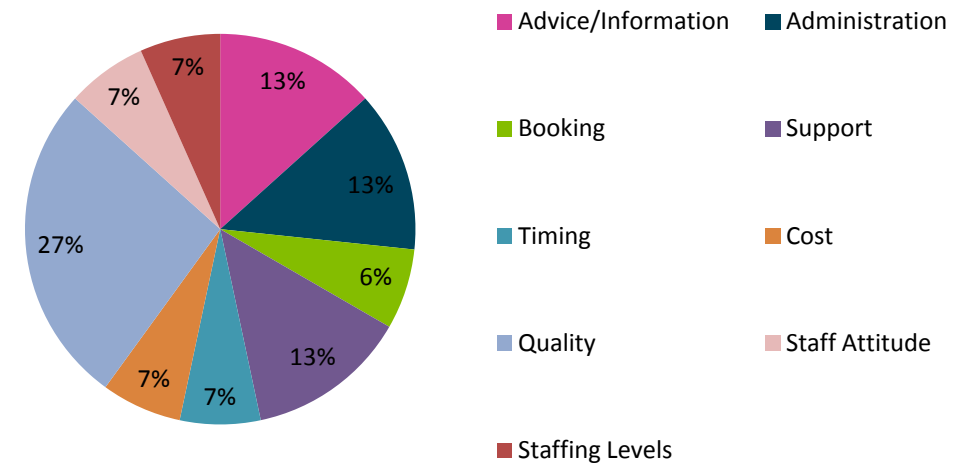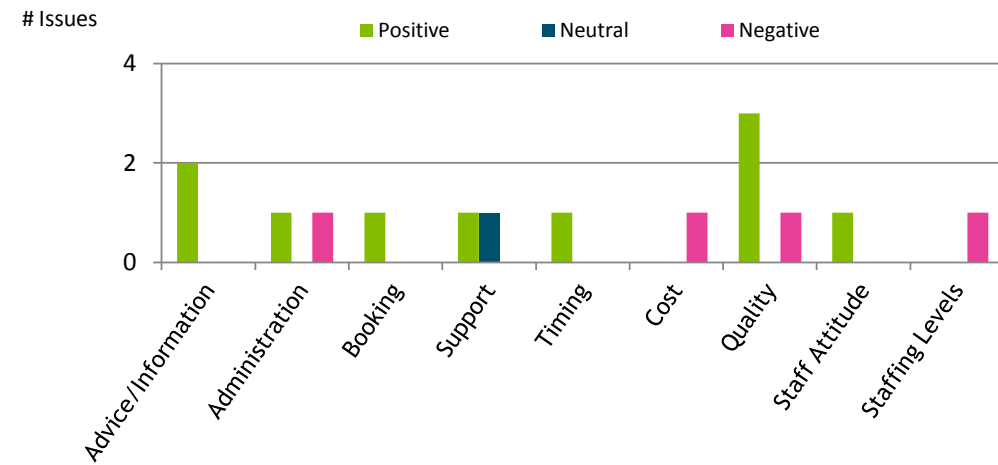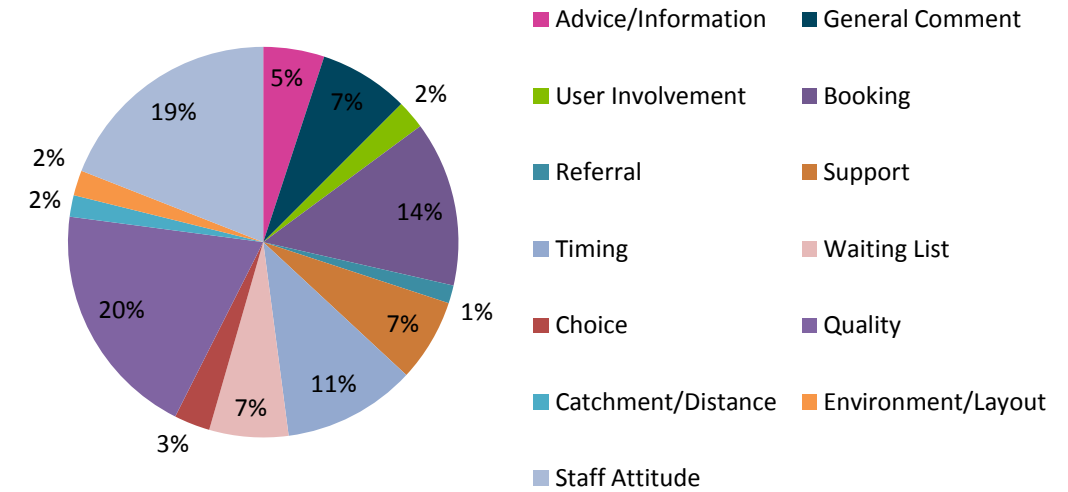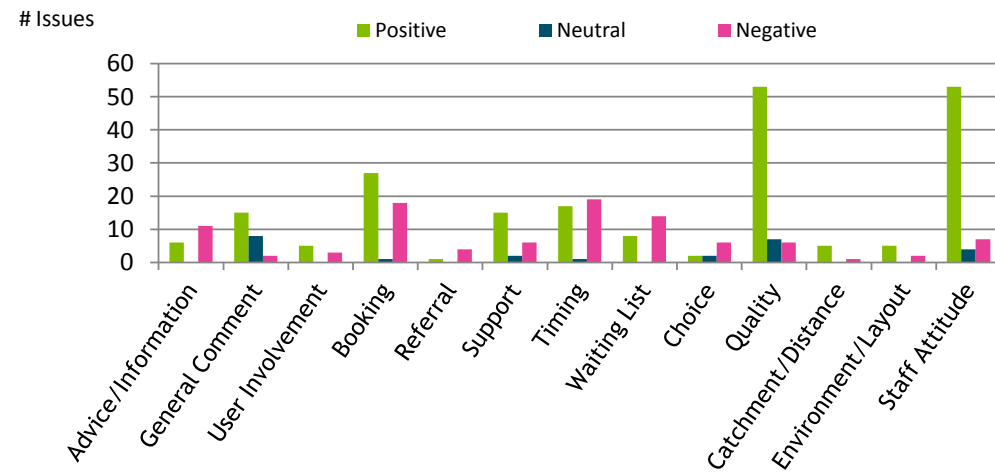
6.7 Trends, Clinical Treatment (379 issues)

Issues receiving the most comments overall

6.8 Sentiment, Clinical Treatment
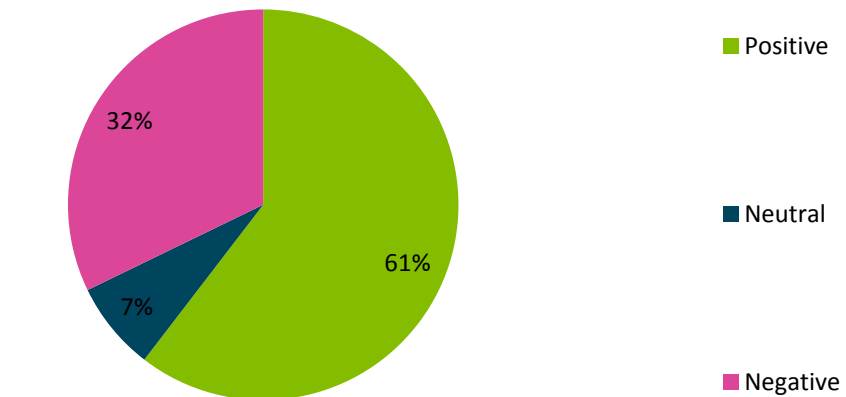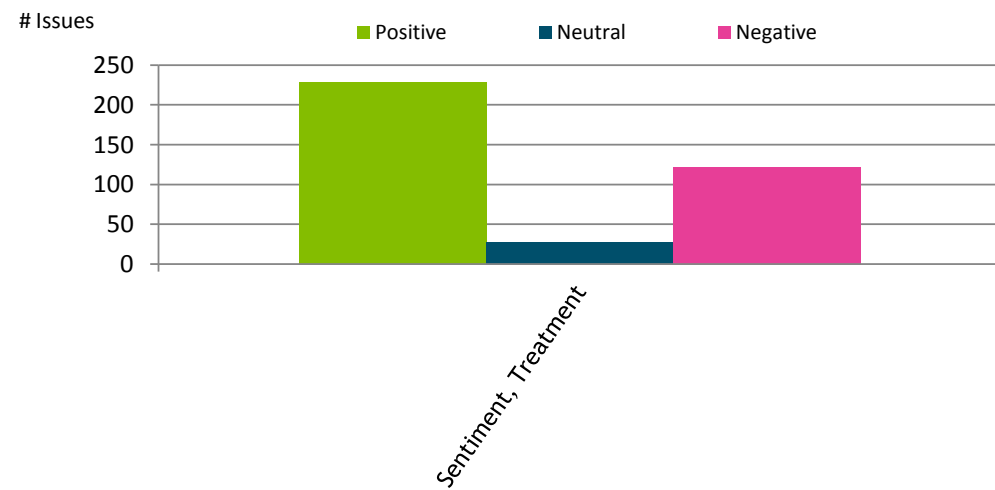
Quarterly Benchmark: *1% decline on the previous quarter*

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

6.9 Trends, Clinical Nursing (64 issues)

Issues receiving the most comments overall

Pie chart legend: Advice/Information, Carer Involvement, User Involvement, Support, Timing, Privacy, Quality, Environment/Layout, Staff Attitude

Pie chart values: 7%, 3%, 4%, 14%, 9%, 5%, 25%, 4%, 29%
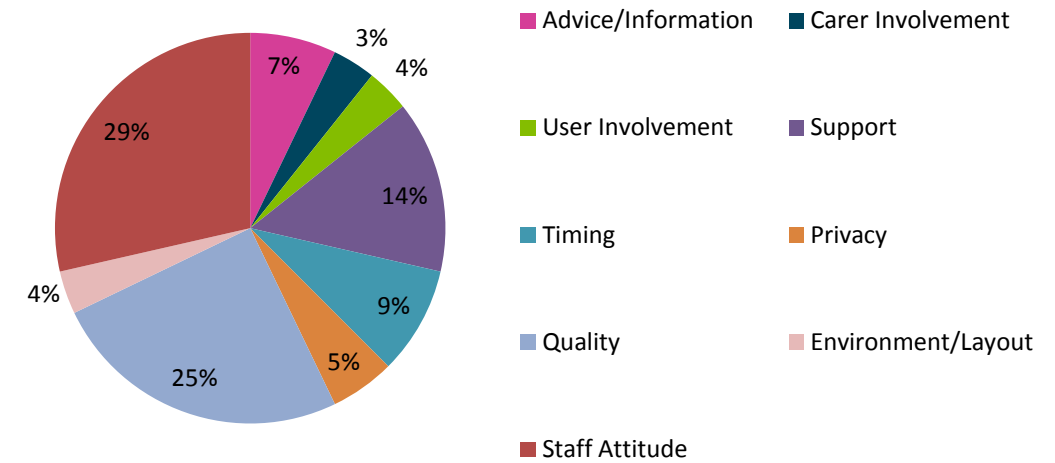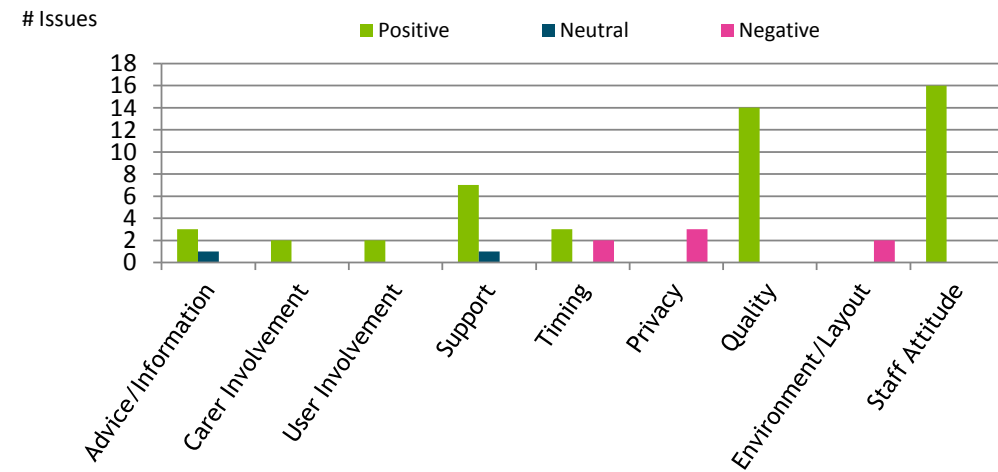
6.10 Sentiment, Clinical Nursing
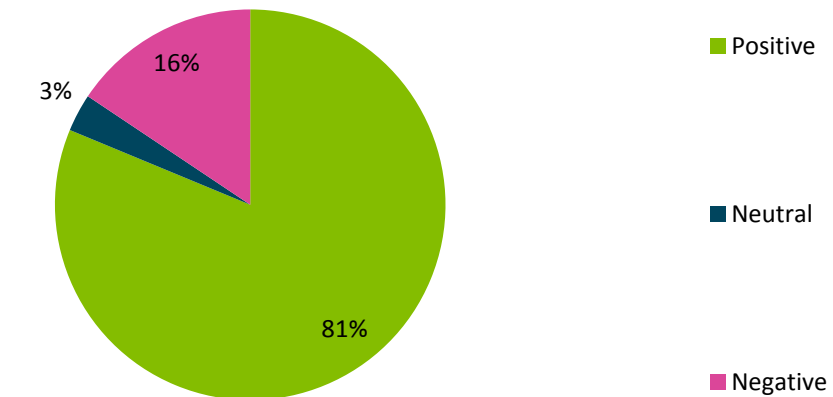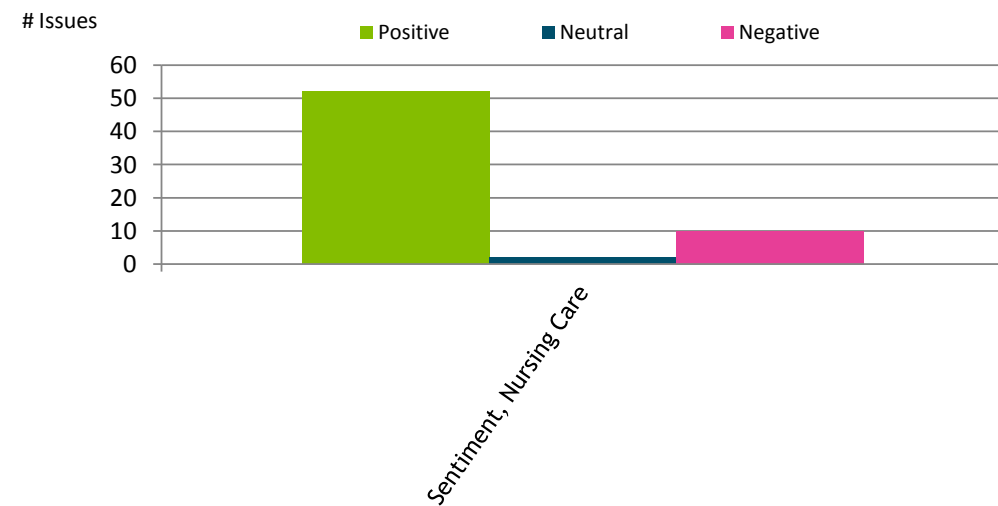
Quarterly Benchmark: *16% improvement on the previous quarter*

Pie chart values: Positive 81%, Neutral 3%, Negative 16%

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

6.11 Trends, Discharge (5 issues)

Issues

Legend: Positive | Neutral | Negative

Issues receiving the most comments overall

Legend: Support | Timing | Quality | Staff Attitude

Pie chart values: Support 20%, Timing 40%, Quality 20%, Staff Attitude 20%
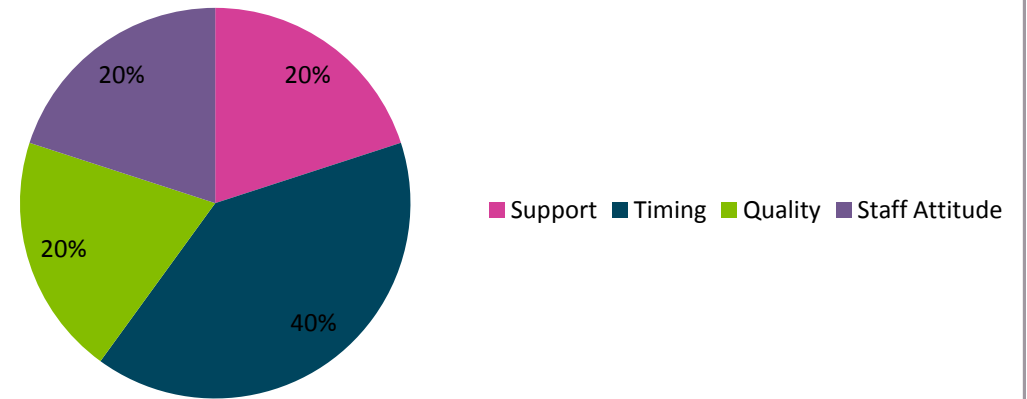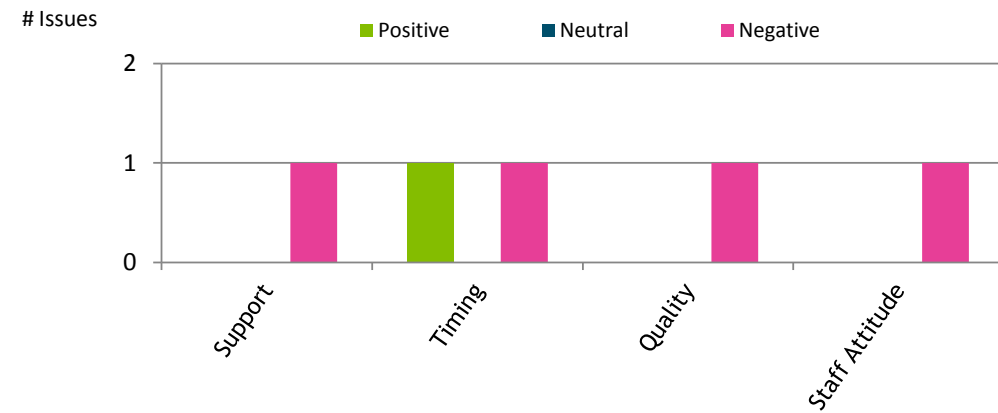
6.12 Sentiment, Discharge

Issues

Legend: Positive | Neutral | Negative

Quarterly Benchmark: *N/A*

Legend: Positive | Neutral | Negative

Pie chart values: Positive 20%, Neutral 0%, Negative 80%
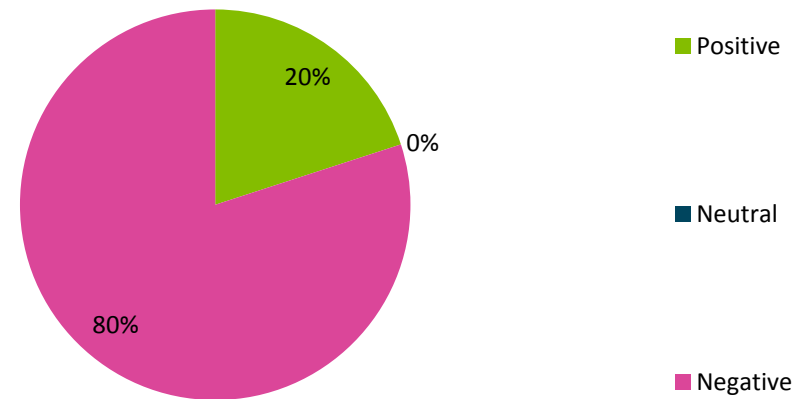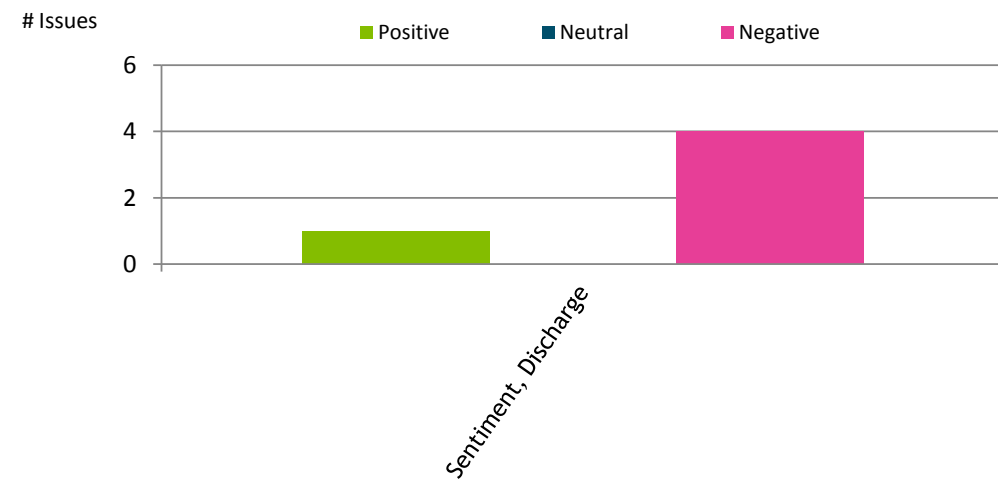
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

6.13 Trends, Follow On (9 issues)
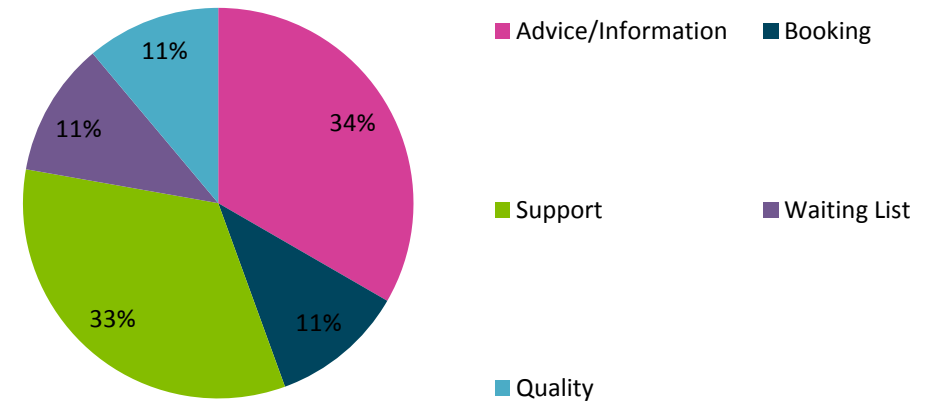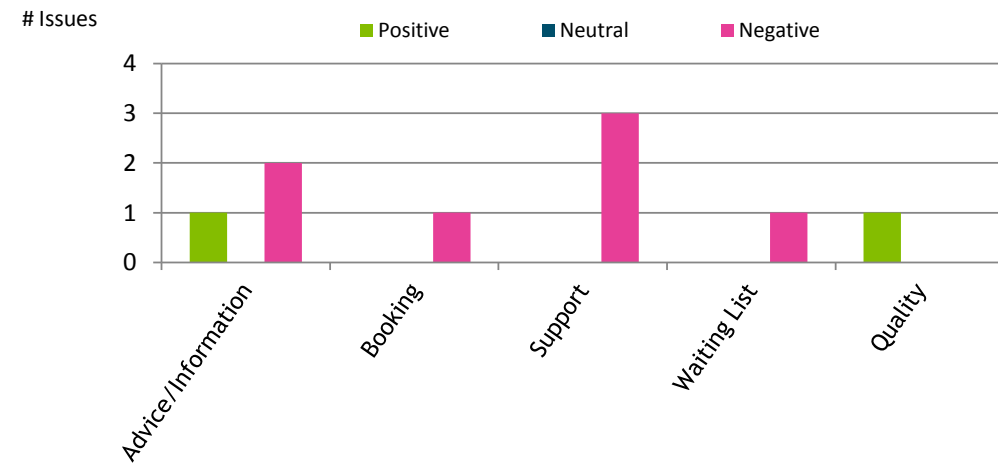
Issues

Legend: Positive, Neutral, Negative

Bar chart:
- Advice/Information: Positive 1, Negative 2
- Booking: Negative 1
- Support: Negative 3
- Waiting List: Negative 1
- Quality: Positive 1

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 34%
- Booking: 11%
- Support: 33%
- Waiting List: 11%
- Quality: 11%

6.14 Sentiment, Follow On

Issues

Legend: Positive, Neutral, Negative

Bar chart:
- Sentiment, Follow On: Positive 2, Negative 7

Pie chart:
- Positive: 22%
- Neutral: 0%
- Negative: 78%
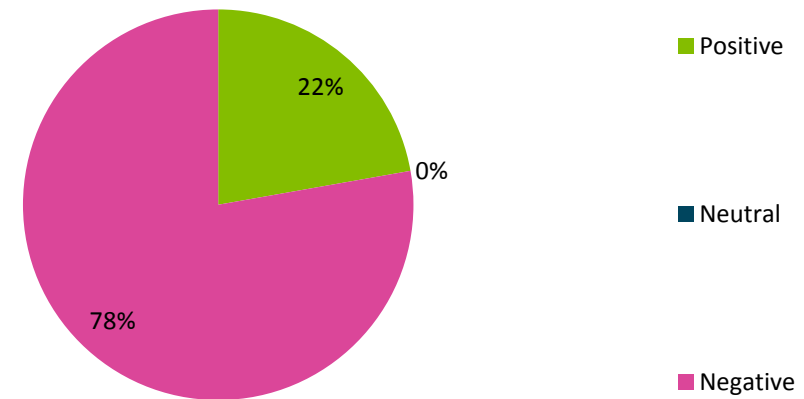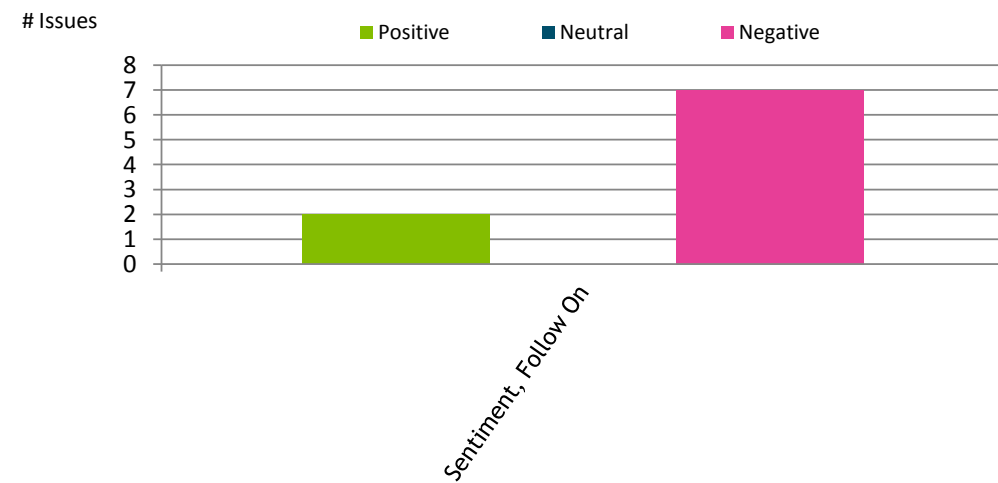
Quarterly Benchmark: *N/A*

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

6.15 Trends, Community (12 issues)
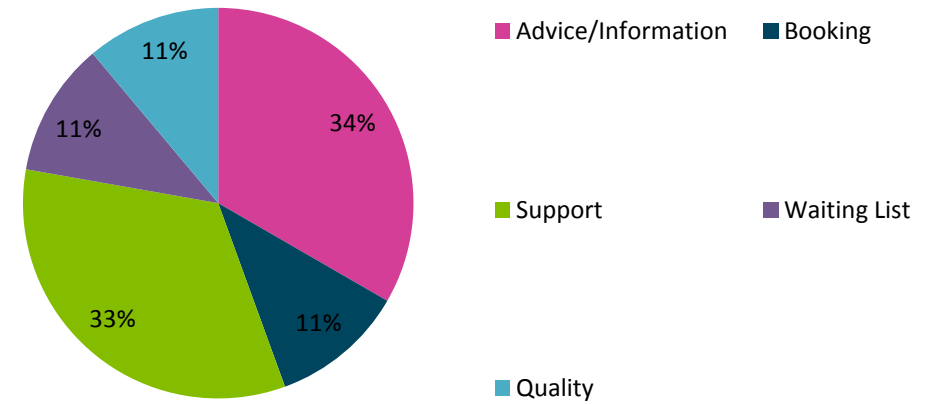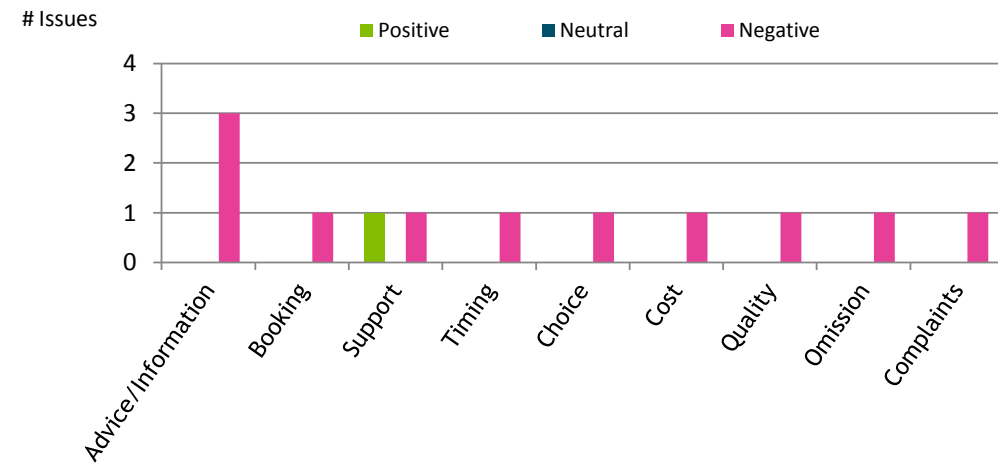
Issues

Legend: Positive, Neutral, Negative

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information — 34%
- Booking — 11%
- Support — 33%
- Waiting List — 11%
- Quality — 11%

6.16 Sentiment, Community

Issues

Legend: Positive, Neutral, Negative

Sentiment, Community

Pie chart:
- Positive — 8%
- Neutral — 0%
- Negative — 92%

Quarterly Benchmark: *N/A*
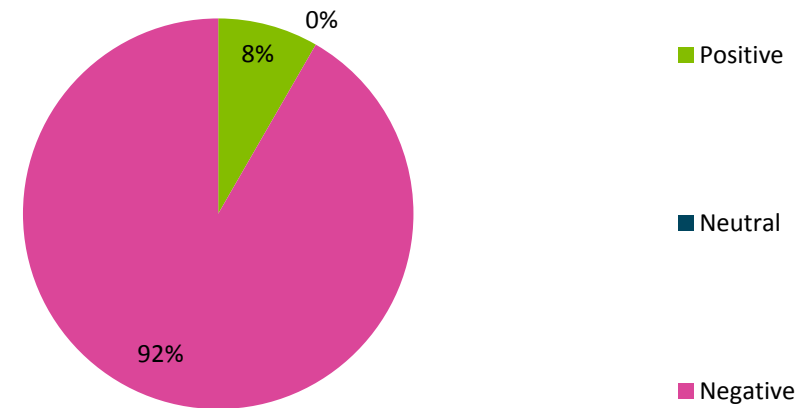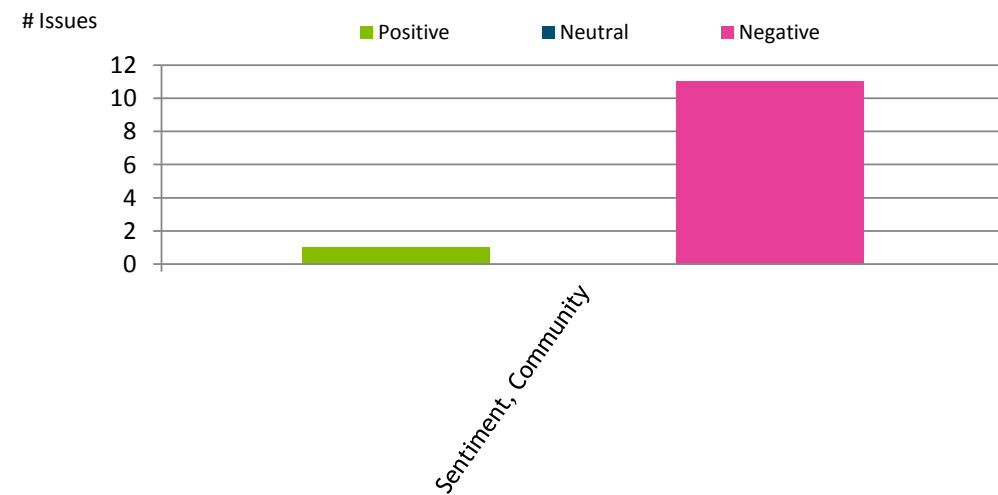
7. Summary: Key findings in brief

Page Number, Figure	Key findings in brief*
Page 3, Figure 2.1	*Top issues: The majority of people experience caring, professional services, with moderate levels of support.*
Page 3, Figure 2.1	*Top issues: Comments suggest sentiment on communication, ability to book appointments and waiting times is mixed.*
Page 3, Figure 2.2	*Medical Conditions: Sentiment on Cardiology and Dentistry is clearly positive, according to comments.*
Page 3, Figure 2.2	*Medical Conditions: Comments suggest sentiment on Childrens Health and Eye Health is marginally positive.*
Page 5, Figure 3.3	*Sentiment: The vast majority of people experience good quality, compassionate services.*
Page 5, Figure 3.4	*Sentiment: On ability to access services, sentiment is mixed, according to comments.*
Page 7, Figure 4.3	*Top Services: Comments suggest sentiment on St Bartholomews Hospital is broadly positive.*
Page 7, Figure 4.3	*Top Services: Sentiment on The Neaman Practice is marginally positive, according to comments.*
Page 7, Figure 4.4	*Care Pathway: Sentiment on clinical treatment and nursing is broadly positive, according to comments.*
Page 7, Figure 4.4	*Care Pathway: Comments suggest sentiment on reception is mixed.*
Page 8, Figure 5.1	*GP Services: The majority of people experience caring, professional services, while some comment on a lack of support.*
Page 8, Figure 5.1	*GP Services: Telephone access, ability to book appointments, communication and waiting times are cited as issues.*
Page 9, Figure 5.3	*Dentists: The majority of people experience caring services.*
Page 10, Figure 5.5	*St Bartholomews Hospital: The majority of people experience caring, professional services.*
Page 10, Figure 5.5	*St Bartholomews Hospital: Some people would like to be more supported.*
Page 13, Figure 6.3	*Reception: The majority of people experience caring services, however some comment on a lack of support.*
Page 13, Figure 6.3	*Reception: Comments about telephone access are broadly negative.*
Page 15, Figure 6.7	*Treatment: The majority of people experience caring, professional services, with good levels of support.*
Page 15, Figure 6.7	*Treatment: Some patients experience long waiting times and difficulty when booking apppointments.*
Page 15, Figure 6.7	*Treatment: Waiting lists and communication are cited as issues.*
Page 16, Figure 6.9	*Nursing: Comments suggest patients are satisfied with most aspects of nursing care, on the whole.*

* Findings may not be representative of all service users experiences or opinions.

8. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
			# Issues			
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	16	3	20	39
	Carer Involvement	*Involvement of carers, friends or family members.*	6	0	0	6
	General Comment	*A generalised statement (ie; "The doctor was good.")*	16	9	2	27
	User Involvement	*Involvement of the service user.*	9	0	3	12
Systems	Administration	*Administrative processes and delivery.*	4	2	7	13
	Admission	*Physical admission to a hospital ward, or other service.*	3	0	1	4
	Booking	*Ability to book, reschedule or cancel appointments.*	30	1	25	56
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	0	0
	Data Protection	*General data protection (including GDPR).*	0	0	1	1
	Referral	*Referral to a service.*	1	0	4	5
	Medical Records	*Management of medical records.*	0	0	1	1
	Medication	*Prescription and management of medicines.*	2	1	2	5
	Opening Times	*Opening times of a service.*	1	1	4	6
	Planning	*Leadership and general organisation.*	3	0	2	5
	Registration	*Ability to register for a service.*	1	0	4	5
	Support	*Levels of support provided.*	32	4	18	54
	Telephone	*Ability to contact a service by telephone.*	3	1	11	15
	Timing	*Physical timing (ie; length of wait at appointments).*	24	1	25	50
	Waiting List	*Length of wait while on a list.*	8	0	15	23
Values	Choice	*General choice.*	2	2	7	11
	Cost	*General cost.*	1	0	5	6
	Language	*Language, including terminology.*	3	0	0	3
	Nutrition	*Provision of sustainance.*	2	0	1	3
	Privacy	*Privacy, personal space and property.*	0	1	5	6
	Quality	*General quality of a service, or staff.*	78	7	9	94
	Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
	Stimulation	*General stimulation, including access to activities.*	0	0	1	1

8. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
				# Issues		
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	5	0	1	6
	Environment/Layout	*Physical environment of a service.*	7	2	7	16
	Equipment	*General equipment issues.*	0	0	1	1
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	1	1
	Hygiene	*Levels of hygiene and general cleanliness.*	3	1	2	6
	Mobility	*Physical mobility to, from and within services.*	2	0	2	4
	Travel/Parking	*Ability to travel or park.*	0	0	2	2
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	1	1
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	0	0
	Staff Attitude	*Attitude, compassion and empathy of staff.*	100	4	15	119
	Complaints	*Ability to log and resolve a complaint.*	0	0	1	1
	Staff Training	*Training of staff.*	1	0	1	2
	Staffing Levels	*General availability of staff.*	0	0	5	5
	Total:		**363**	**40**	**212**	**615**

Community*Insight* CRM