

The Experience of Northwick Park Hospital

A trends analysis report by Healthwatch Harrow, 21 April 2021



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 Northwick Park Hospital.

Reporting Period: 1 April 2020 - 31 March 2021

Index and overview of findings

Data Source (Page 4)

This report is based on the experience of 220 people. Feedback has been obtained from a variety of sources, including general engagement and comments posted online (Care Opinion and social media).

Top Trends (Page 5)

Findings suggest the vast majority of people receive good quality, compassionate treatment and care, with good levels of support. Levels of communication and carer involvement are cited as issues.

Leading Trends...

On service access, we receive notably fewer complaints about waiting times, while sentiment about telephone access and waiting lists is largely unchanged.

Satisfaction Levels (Pages 6-7)

On the whole, feedback is 59% positive. Around two thirds of experiences (60%) reflect good levels of user involvement and support, while sentiment on quality and empathy is broadly positive (72%). On service access, half of comments (50%) are negative overall.

Trends...

This quarter overall satisfaction has improved by 1%, comments suggest, with a 1% improvement in communication, user involvement and support also recorded.

On service access, comments suggest satisfaction has improved by 3% this quarter.

Departments (Pages 8-13)

Feedback about A&E suggests good quality, compassionate treatment and care, with general satisfaction on waiting times, communication and involvement.

On Acute Care, comments reflect appreciation from Covid-19 patients and their families.

Trends...

Feedback suggests overall satisfaction on A&E has improved by 7% this quarter, standing at 73% positive.

On Maternity, while feedback is complimentary about overall outcomes, patients would like greater levels of empathy, support and involvement.

Care Pathway (Pages 14-21)

Feedback suggests experiences of clinical treatment and nursing care are broadly positive overall. On reception, feedback is noticeably negative overall, with satisfaction at just 41%.

Trends...

Feedback about general treatment and care is clearly positive overall, however patients and carers would like greater levels of communication and involvement.

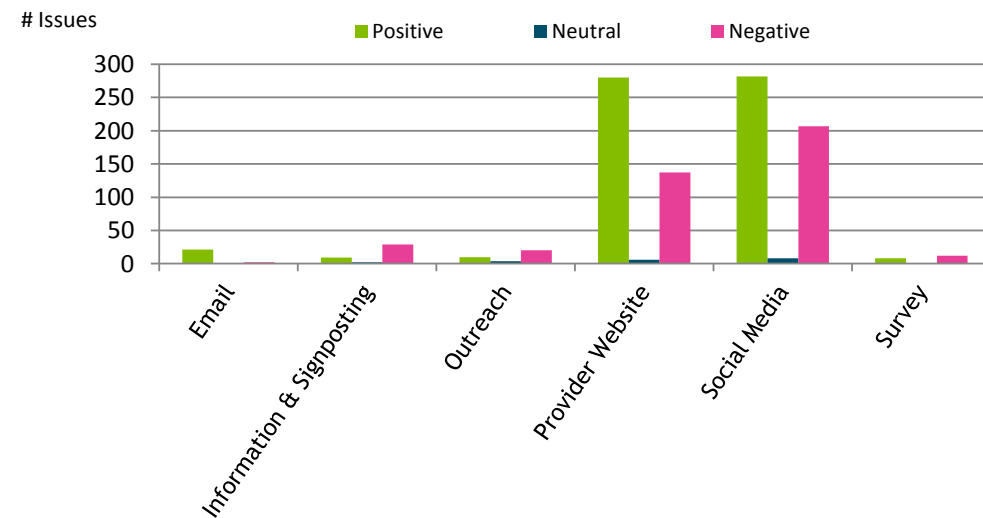
On reception, patients would like greater levels of empathy, support and communication. General administration and telephone access are also cited as issues.

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.

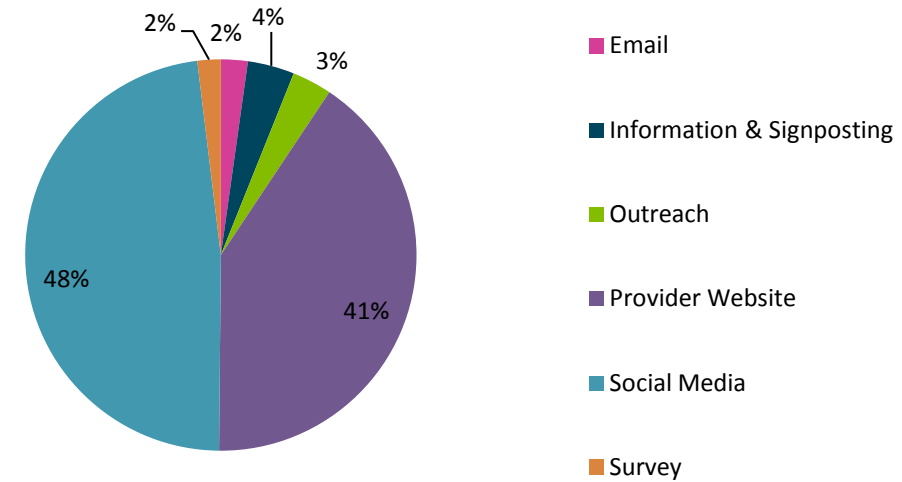
1. Data Source: Where did we collect the feedback?



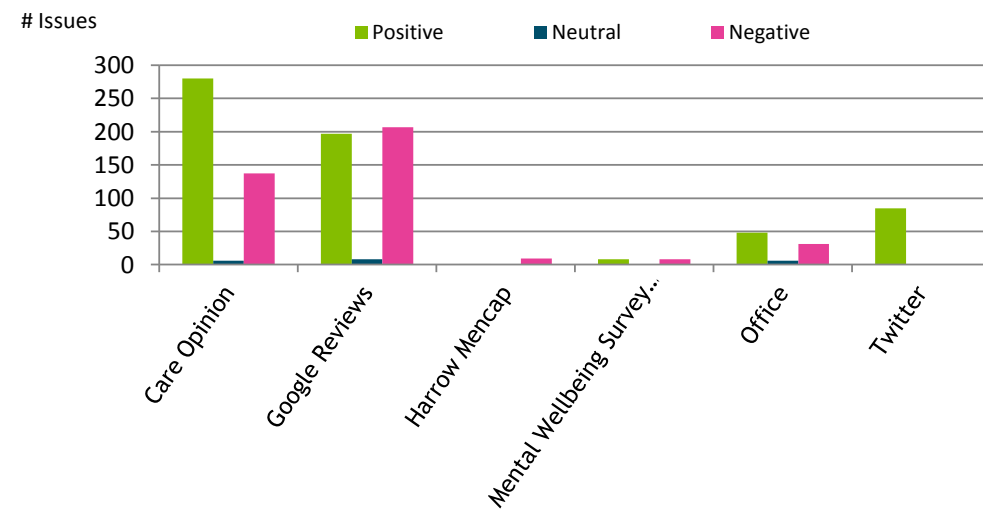
1.1 Source



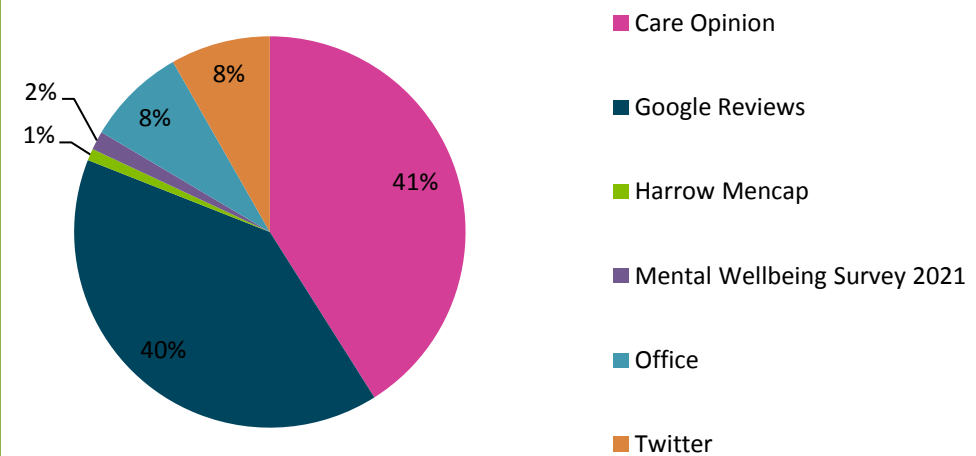
Sources providing the most comments overall



1.2 Origin



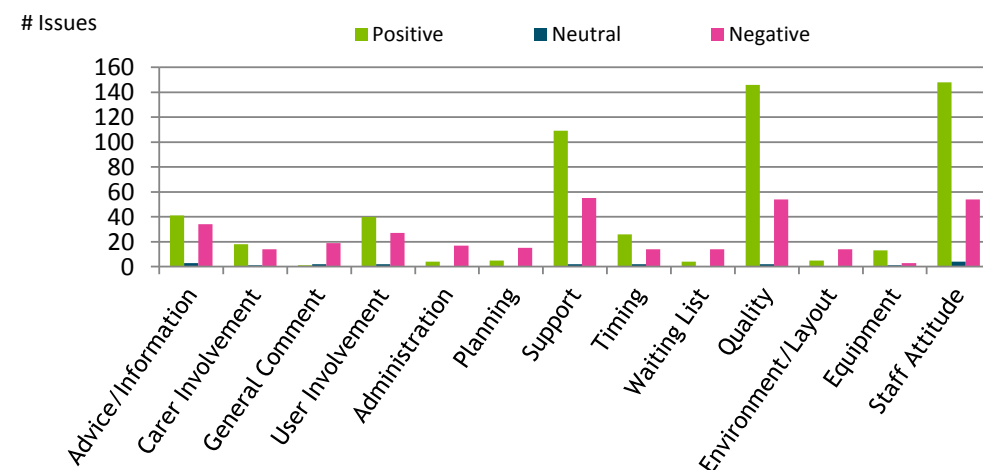
Origins providing the most comments overall



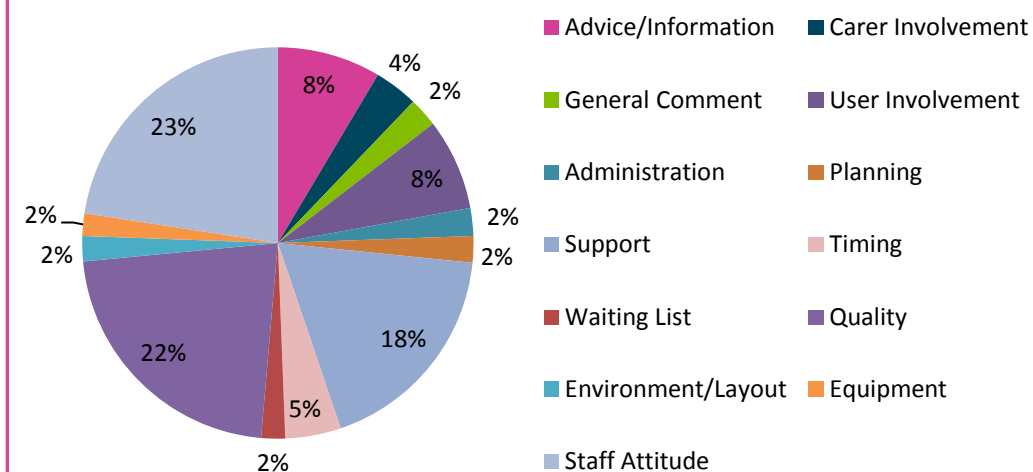
2. Top Trends: Which service aspects are people most commenting on?



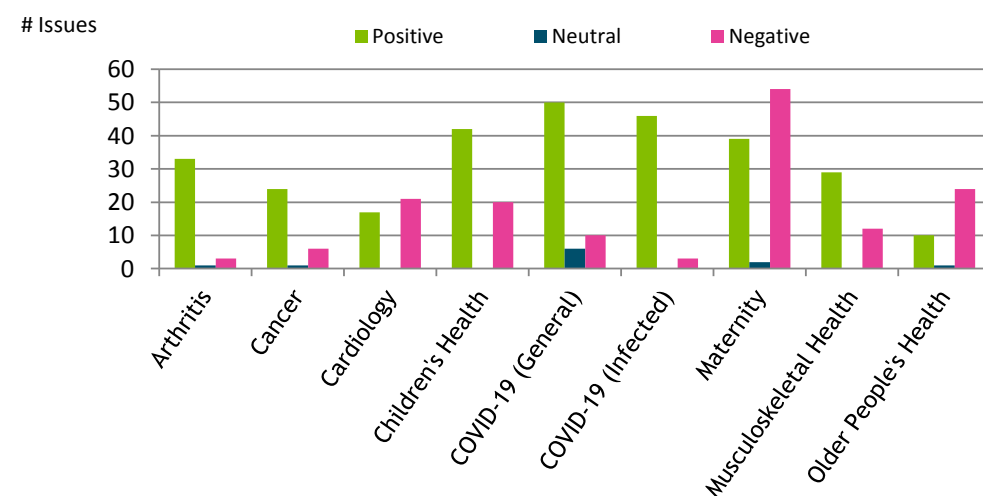
2.1 Service aspects: 1059 issues from 220 people



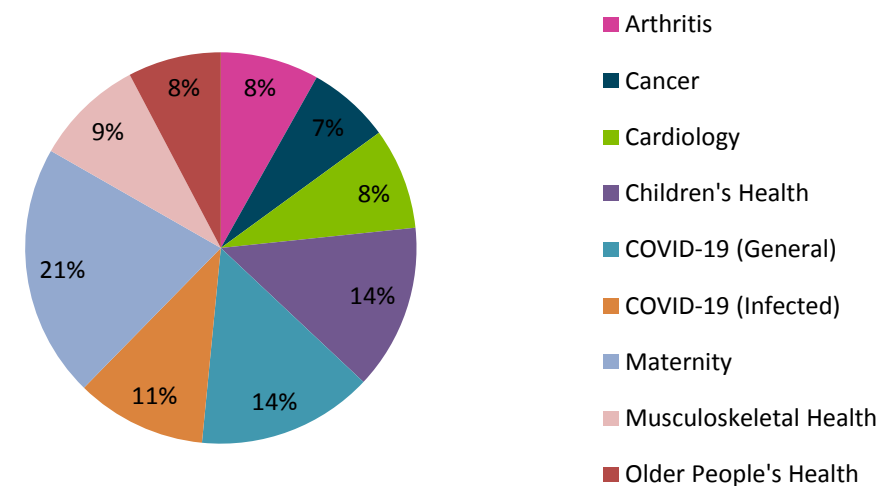
Issues receiving the most comments overall. See pages 21-22 for issue descriptions.



2.2 Stated medical conditions



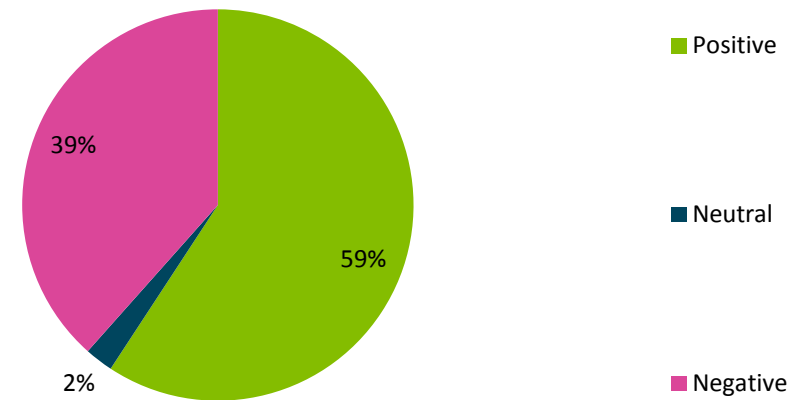
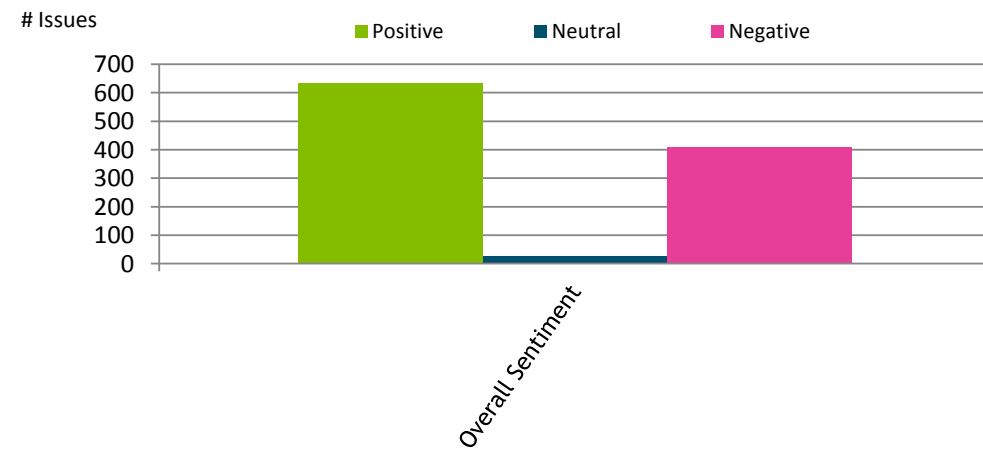
Medical conditions receiving the most comments overall



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

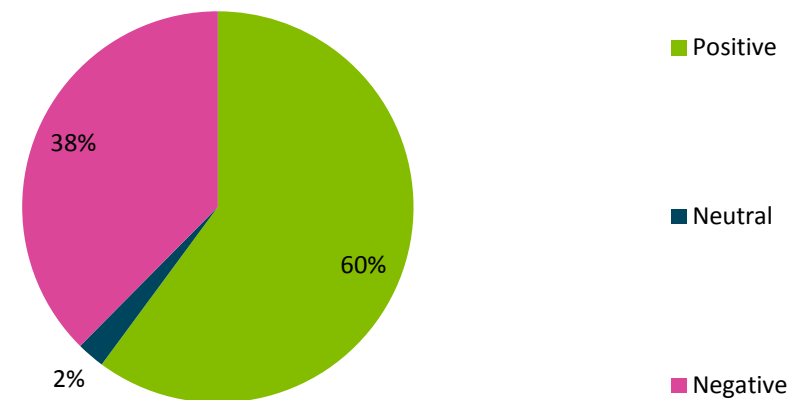
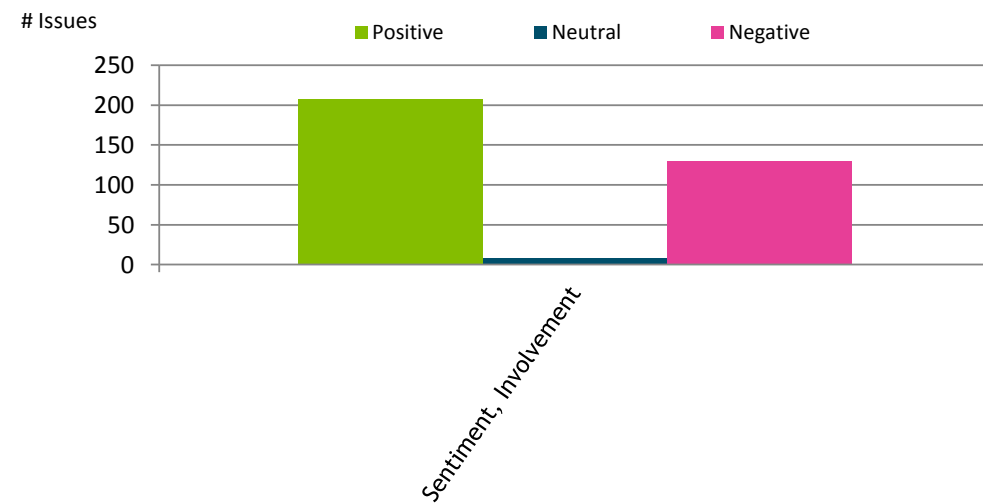


3.1 How do people feel as a whole?



Quarterly Benchmark: 1% improvement on the previous quarter

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

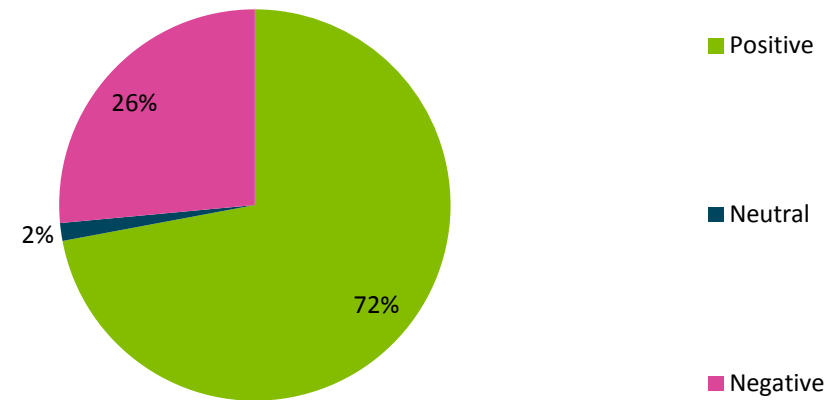
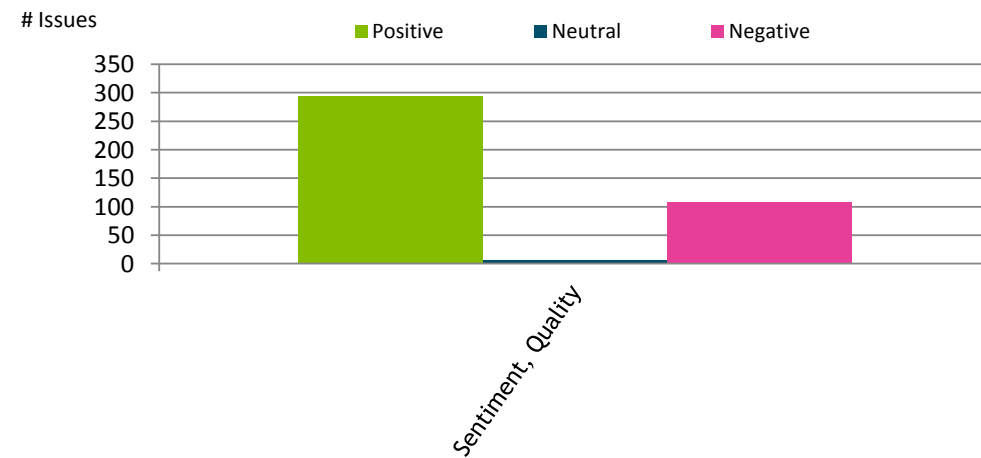


Quarterly Benchmark: 1% improvement on the previous quarter

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

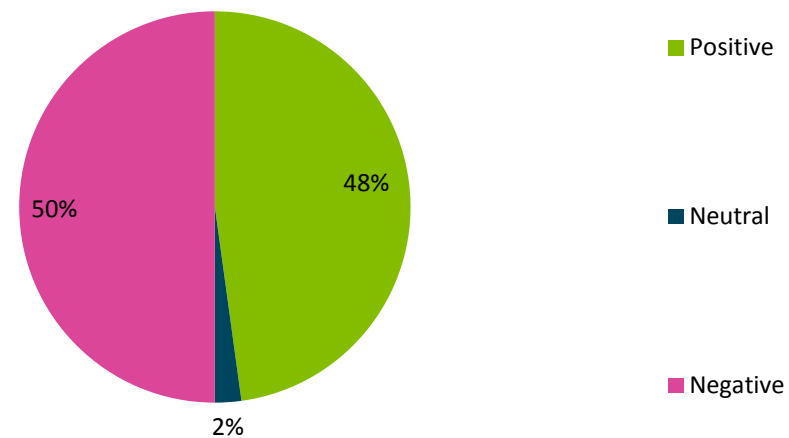
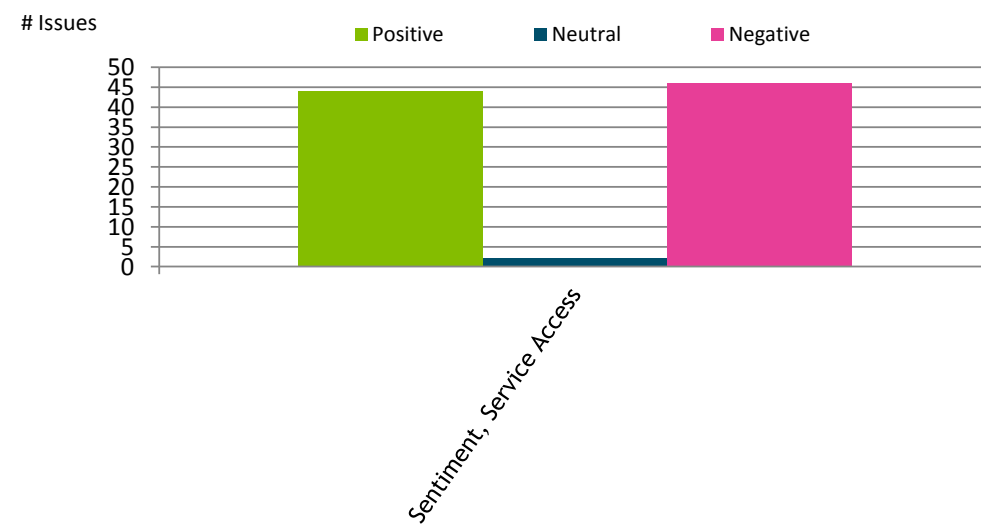


3.3 How do people feel about general quality and empathy?



Quarterly Benchmark: 2% decline on the previous quarter

3.4 How do people feel about general access to services?

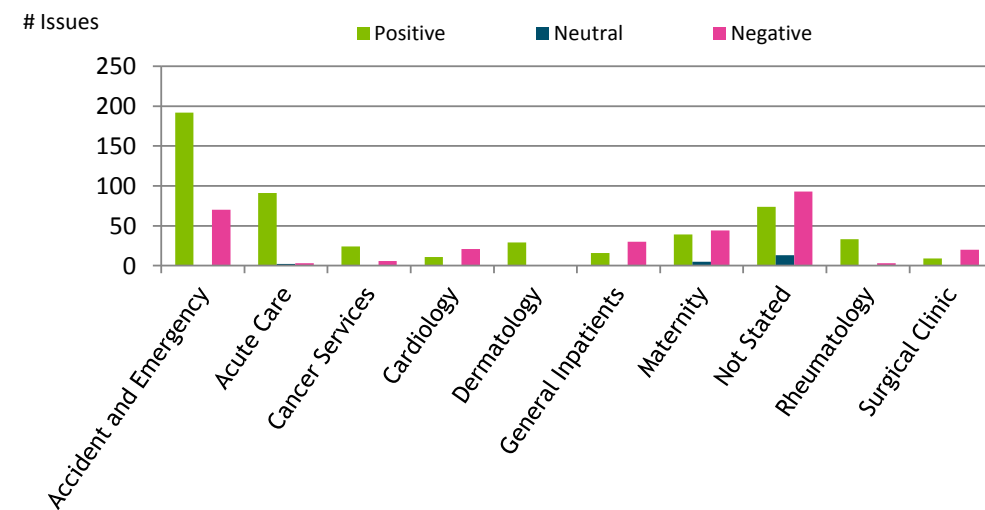


Quarterly Benchmark: 3% improvement on the previous quarter

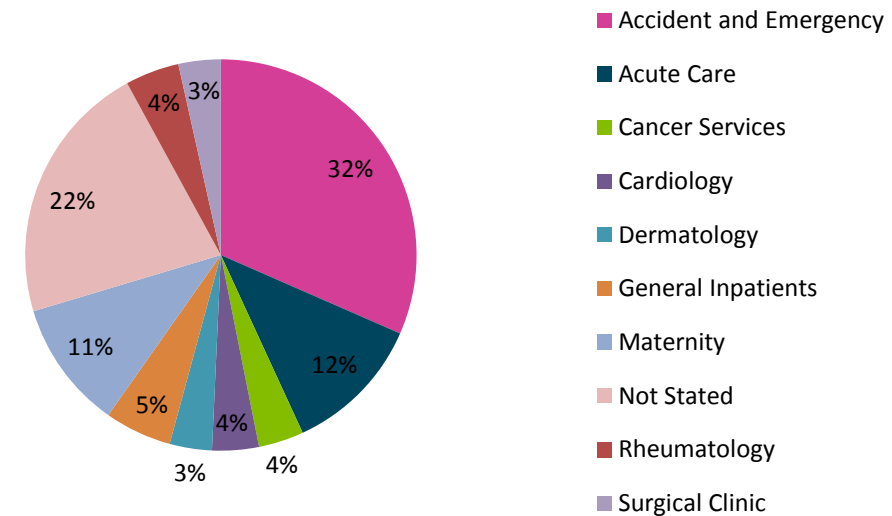
4. Trends: Which departments are people most commenting on?



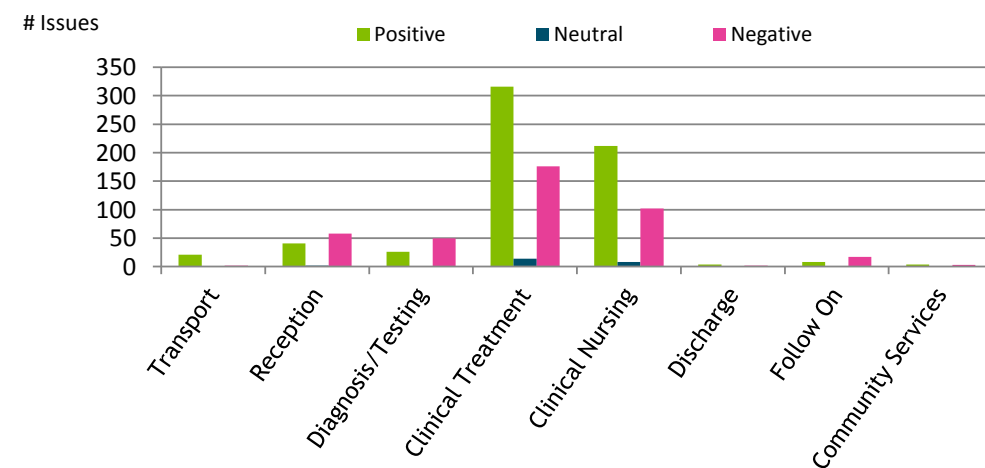
4.1 Departments (1059 issues)



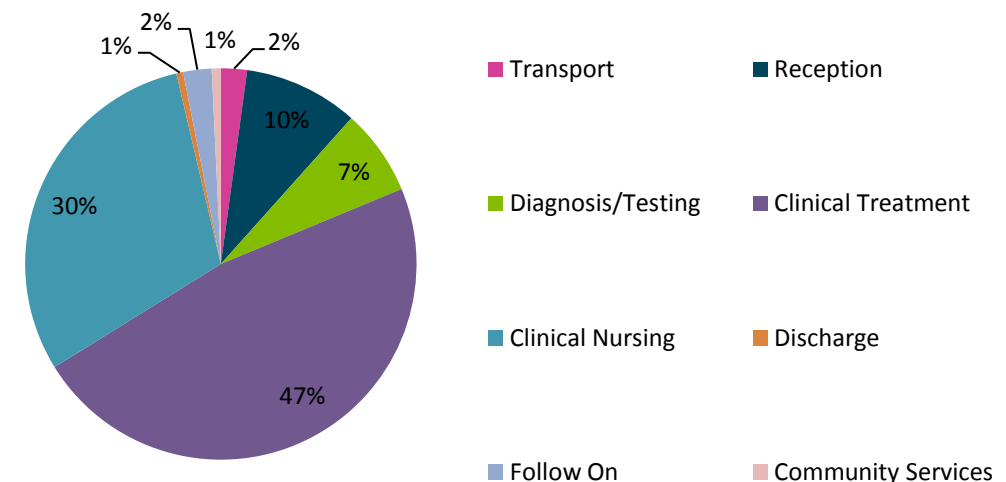
Departments receiving the most comments overall



4.2 Breakdown of care pathway locations (more on pages 13-20)



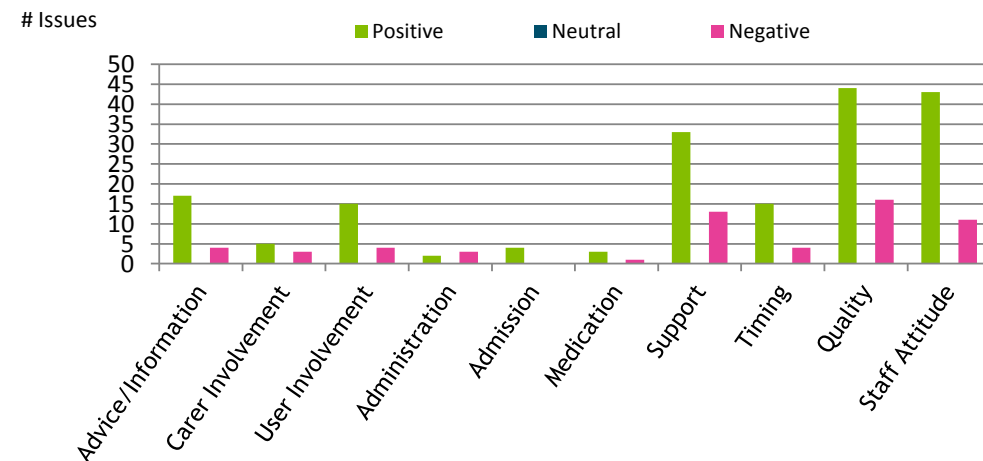
Care pathway locations



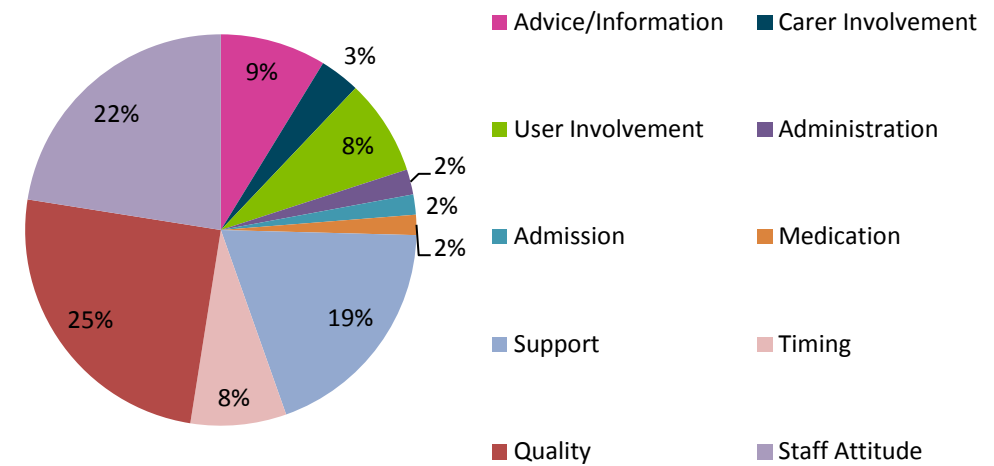
5. Trends: A&E



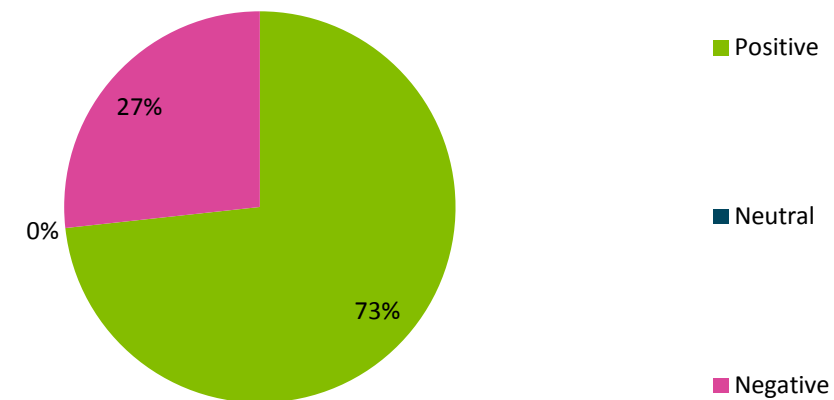
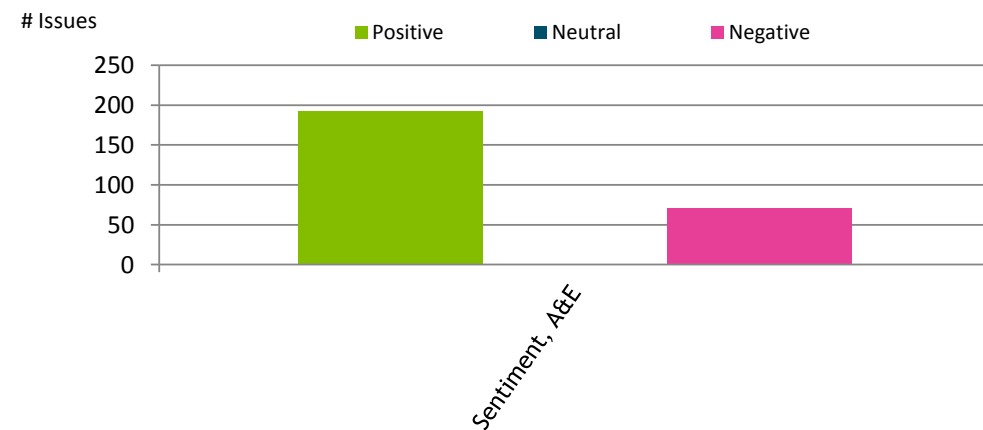
5.1 Trends, A&E (262 issues from 35 people)



Issues receiving the most comments overall



5.2 Sentiment, A&E

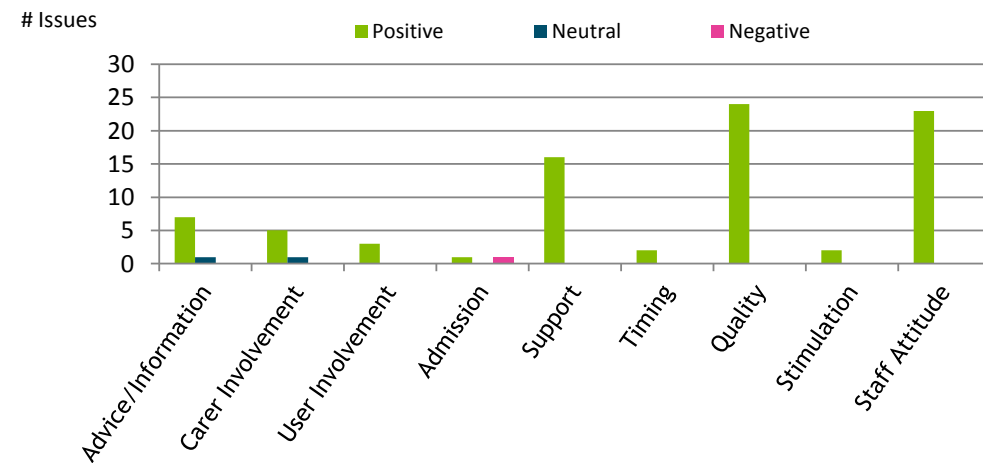


Quarterly Benchmark: 7% improvement on the previous quarter

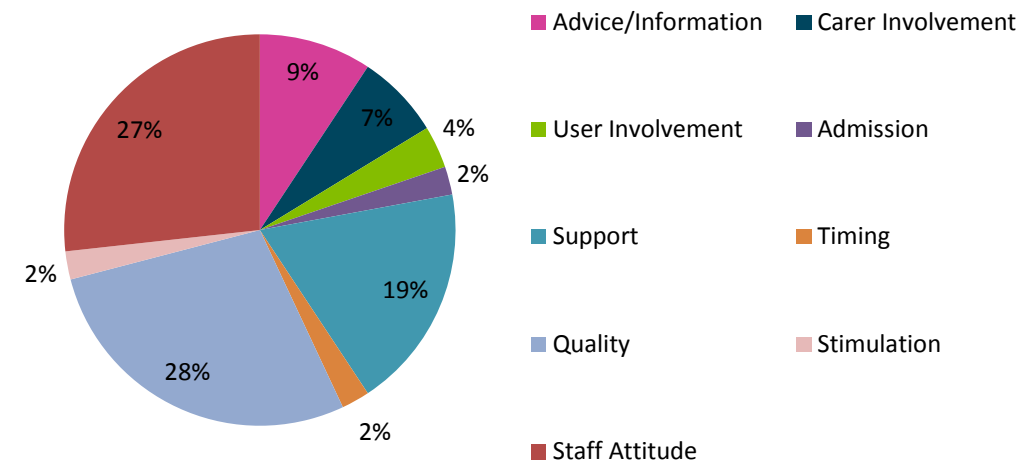
5. Trends: Acute Care



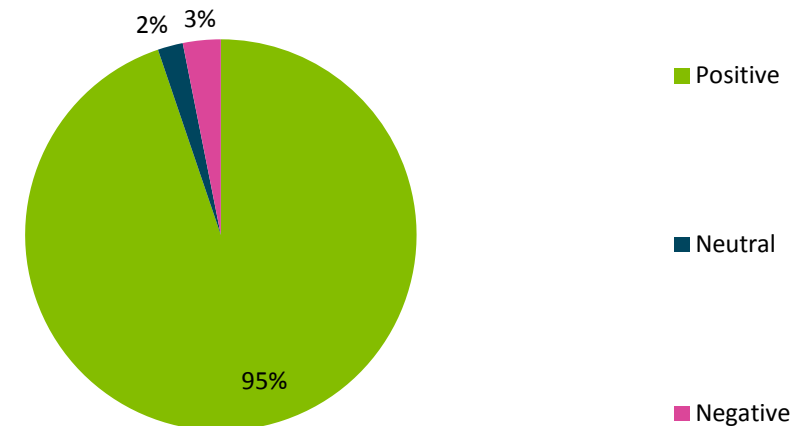
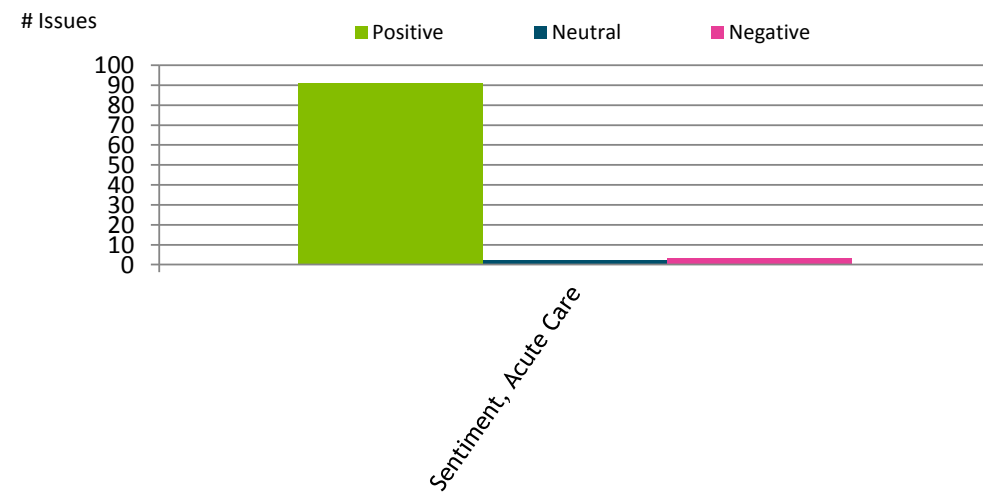
5.3 Trends, Acute Care (96 issues from 17 people)



Issues receiving the most comments overall



5.4 Sentiment, Acute Care

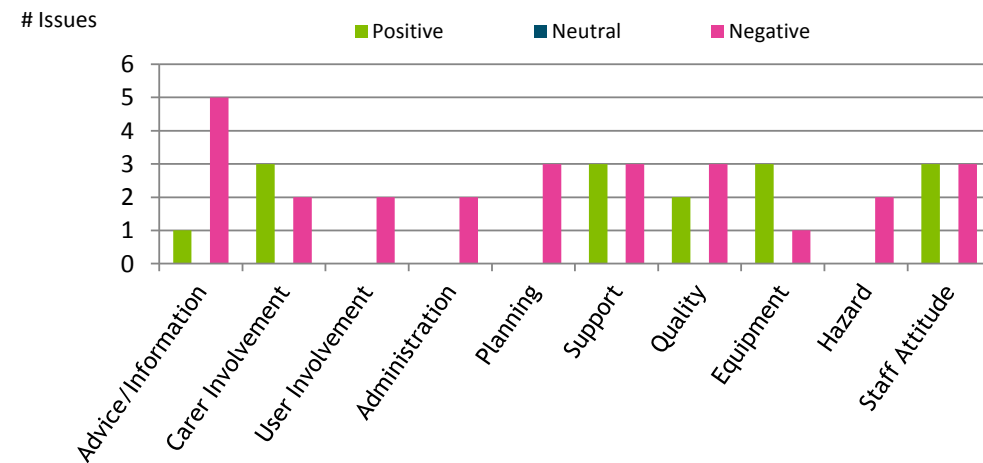


Quarterly Benchmark: N/A

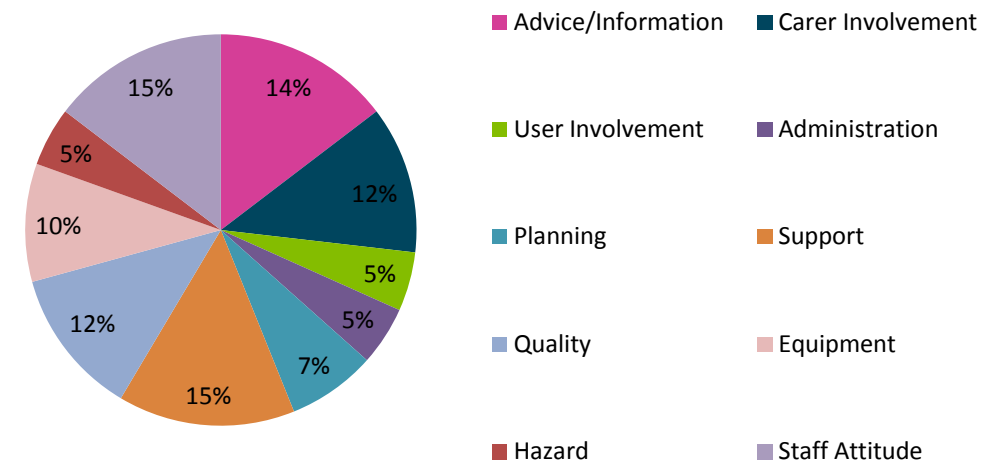
5. Trends: Inpatients (General)



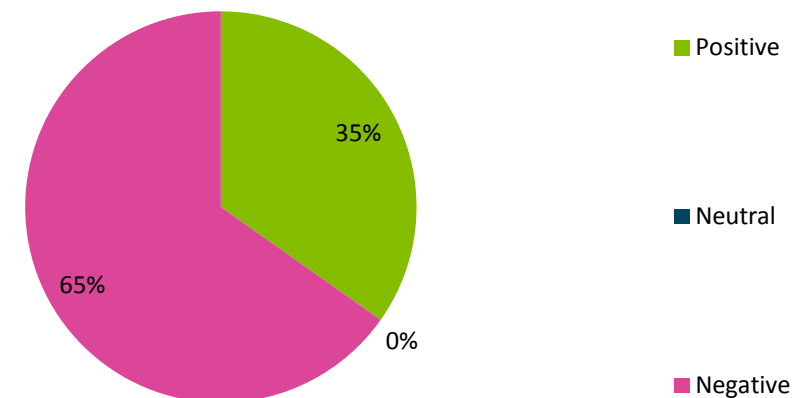
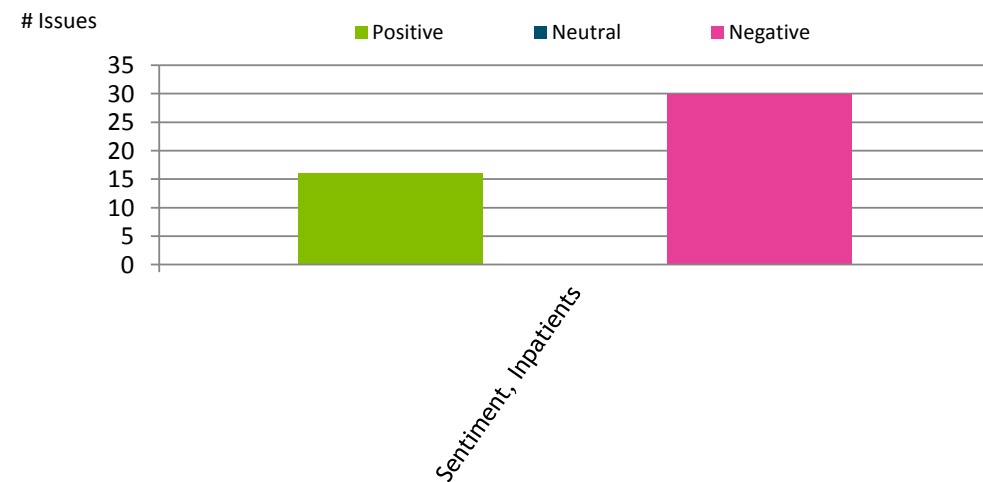
5.5 Trends, General Inpatients (46 issues from 9 people)



Issues receiving the most comments overall



5.6 Sentiment, General Inpatients

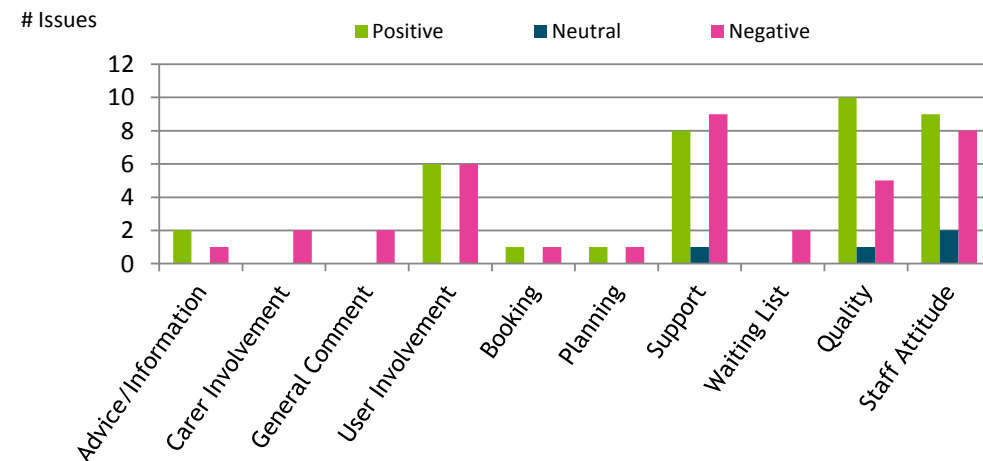


Quarterly Benchmark: N/A

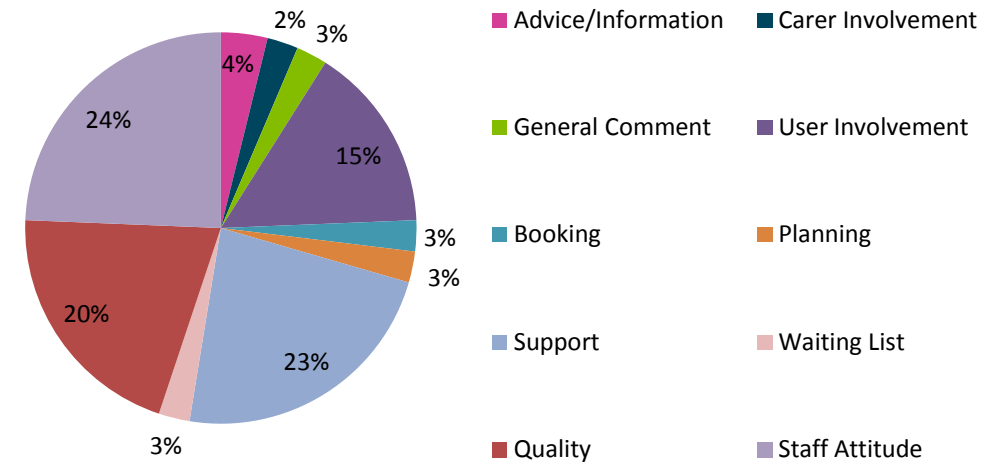
5. Trends: Maternity



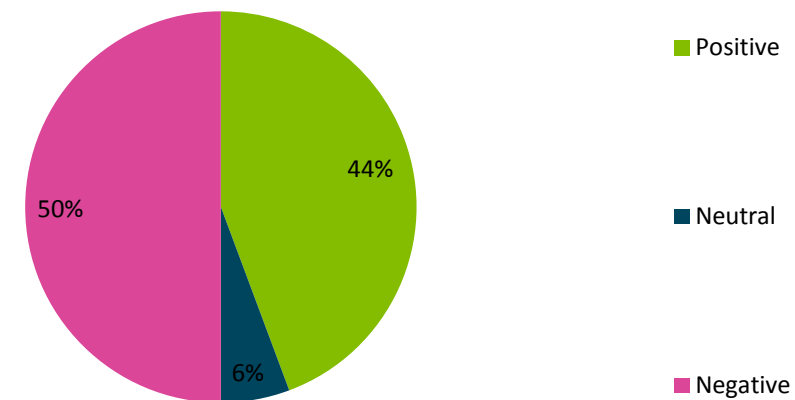
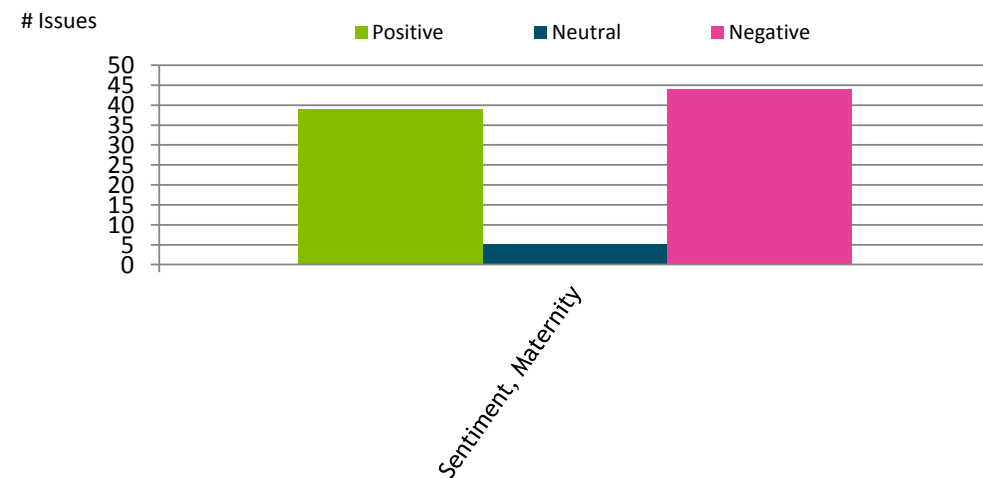
5.7 Trends, Maternity (88 issues from 19 people)



Issues receiving the most comments overall



5.8 Sentiment, Maternity

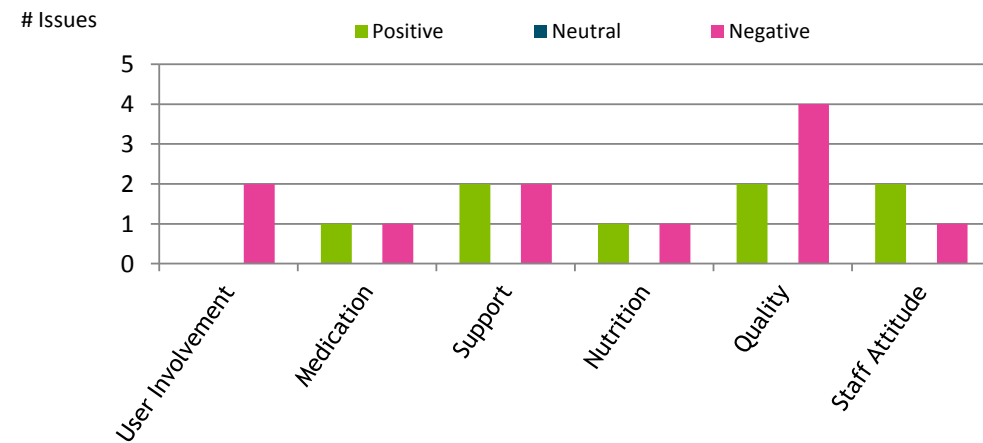


Quarterly Benchmark: N/A

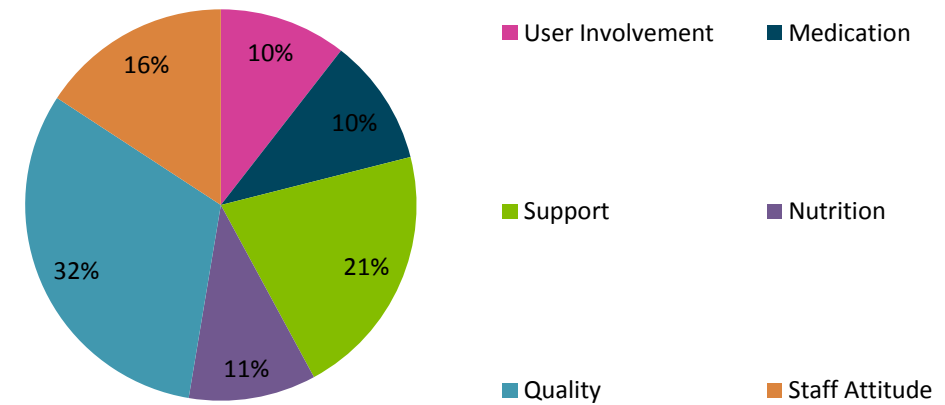
5. Trends: Surgery (General)



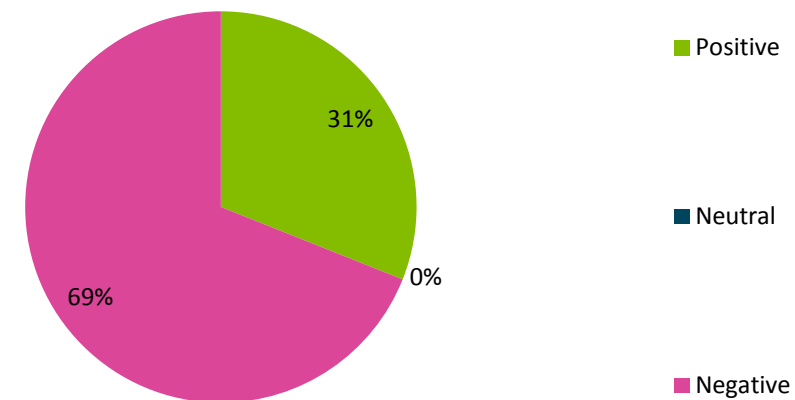
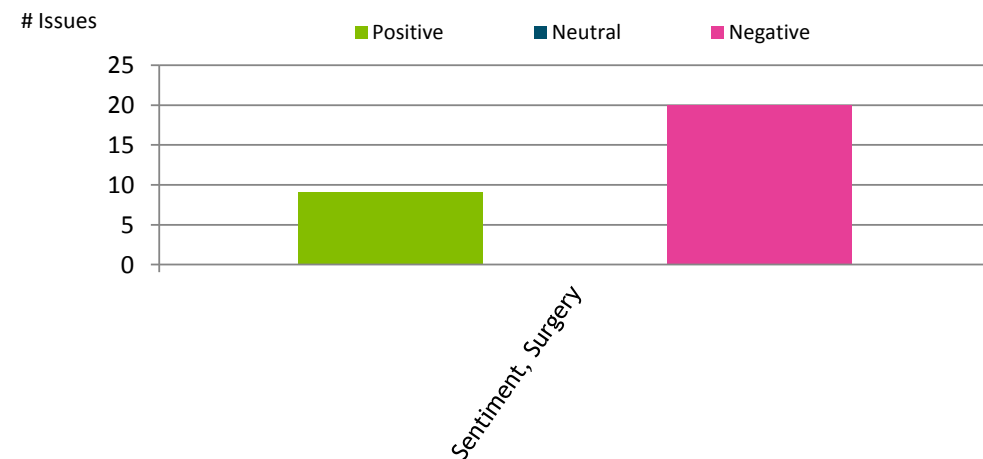
5.9 Trends, General Surgery (29 issues from 5 people)



Issues receiving the most comments overall



5.10 Sentiment, General Surgery

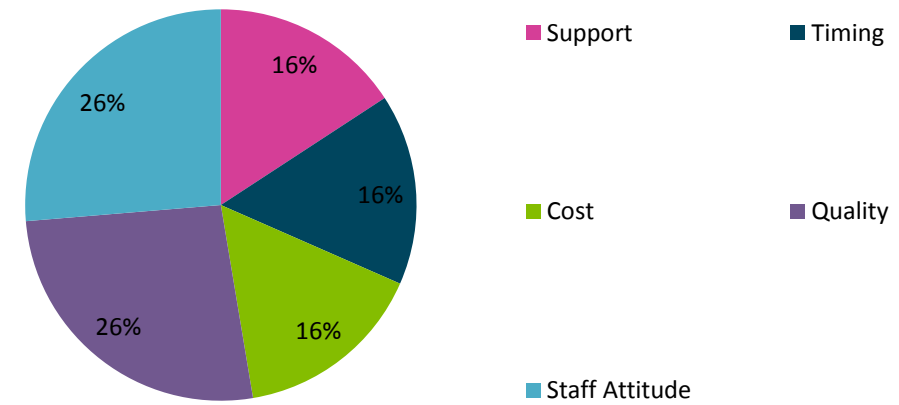
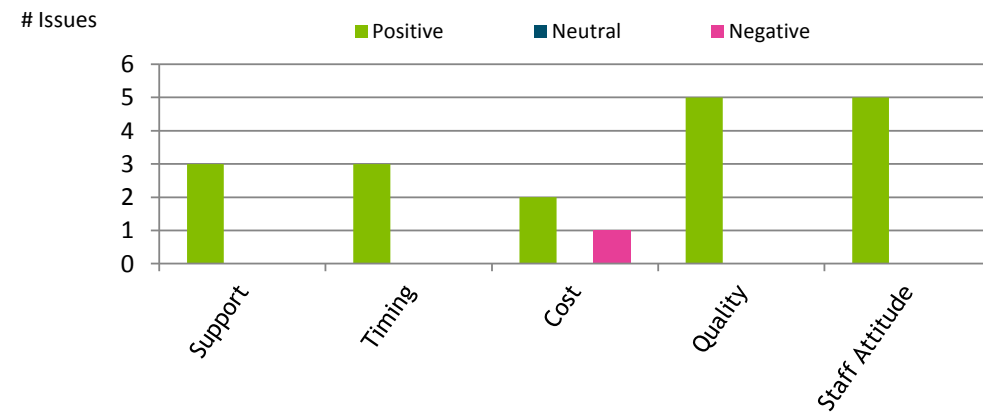


Quarterly Benchmark: N/A

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

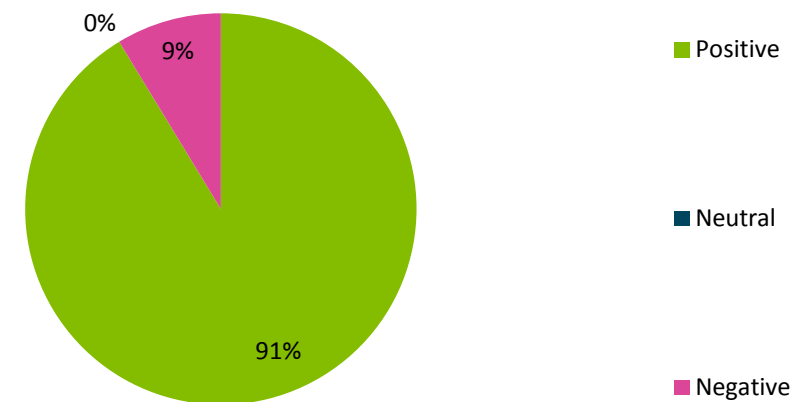
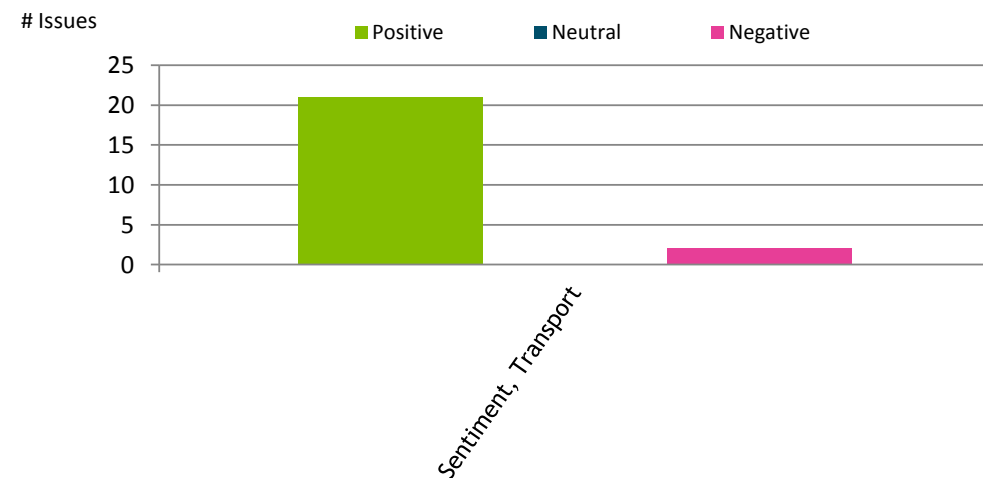


6.1 Trends, Transport (23 issues)



Issues receiving the most comments overall

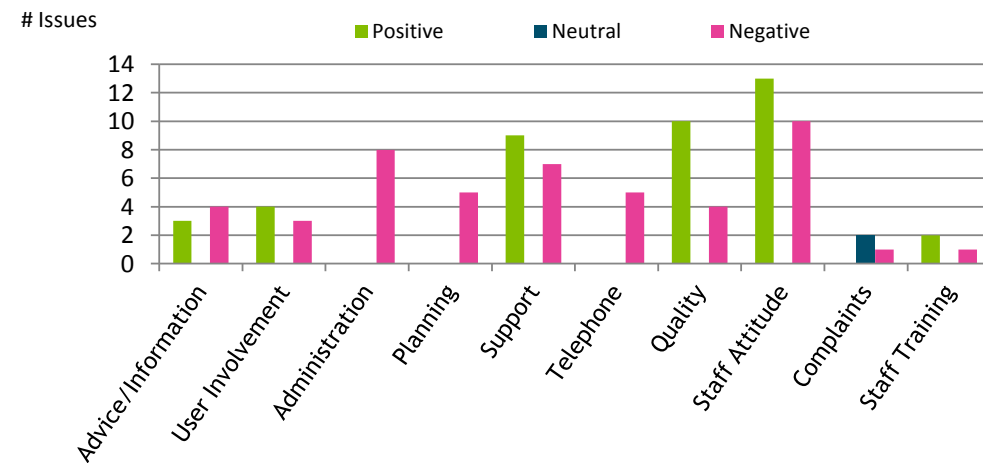
6.2 Sentiment, Transport



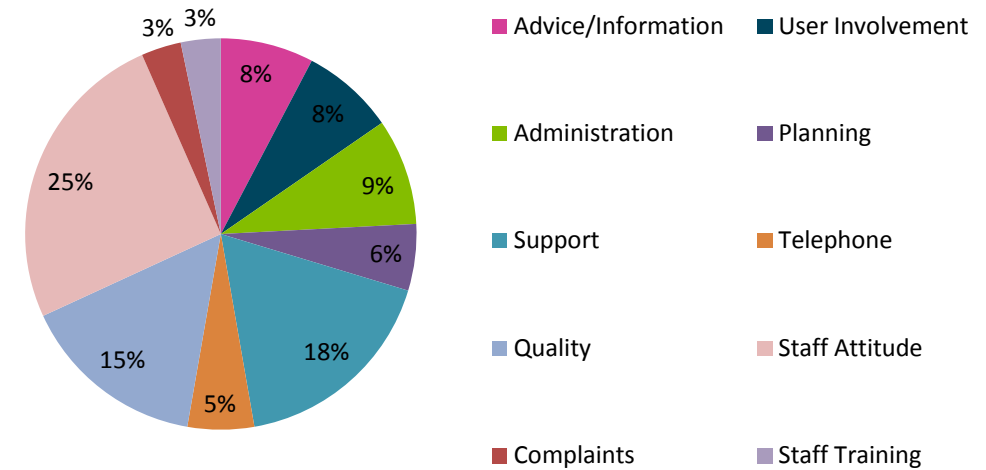
6. Care Pathway: Reception (reception services including back-office)



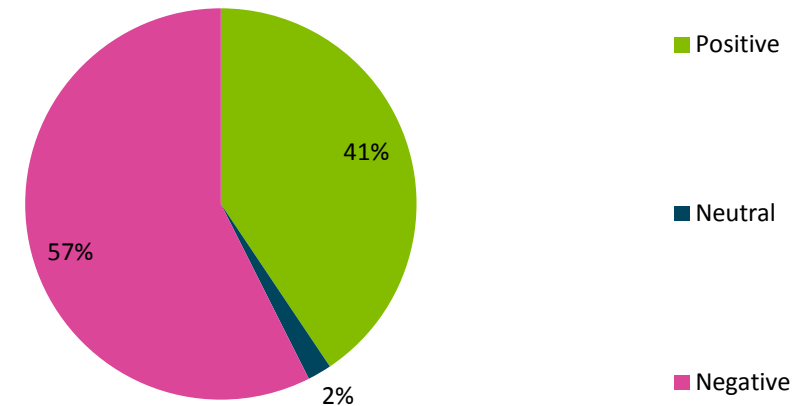
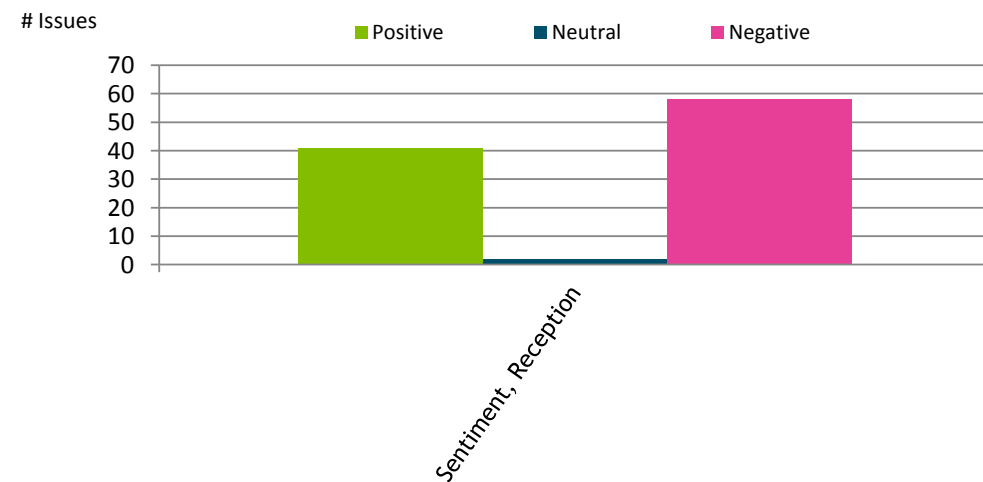
6.3 Trends, Reception (101 issues)



Issues receiving the most comments overall



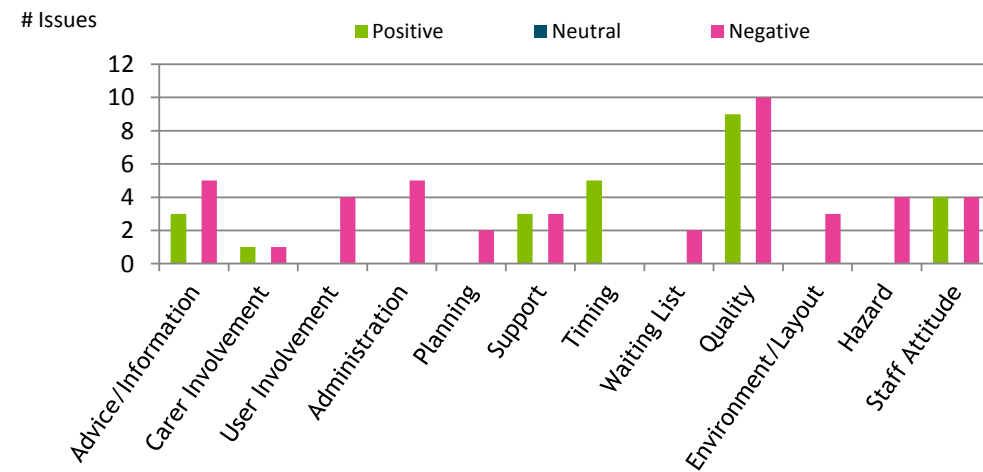
6.4 Sentiment, Reception



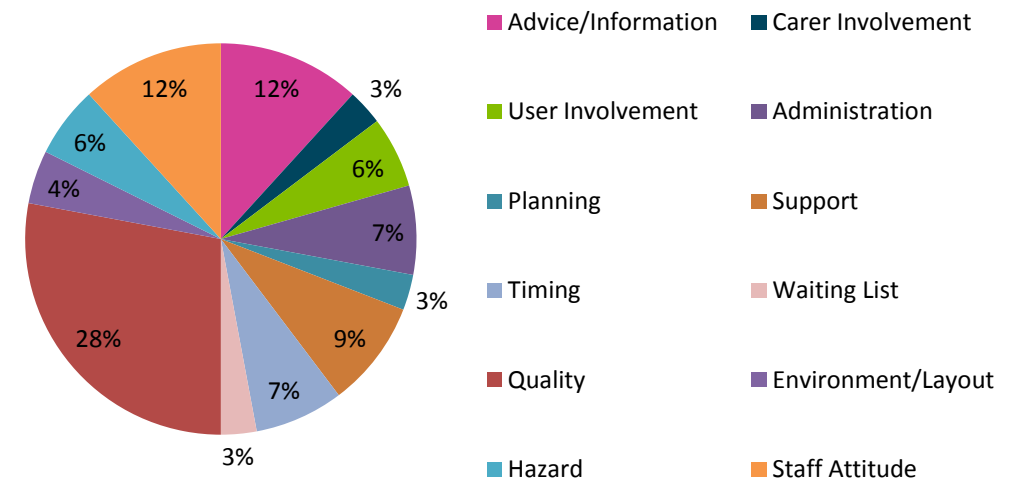
6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)



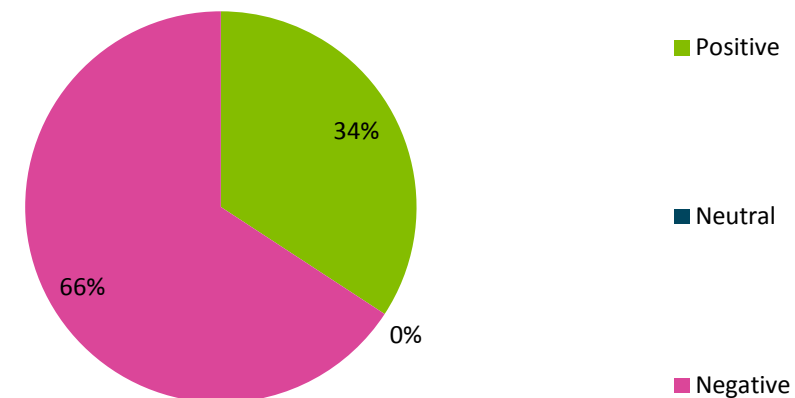
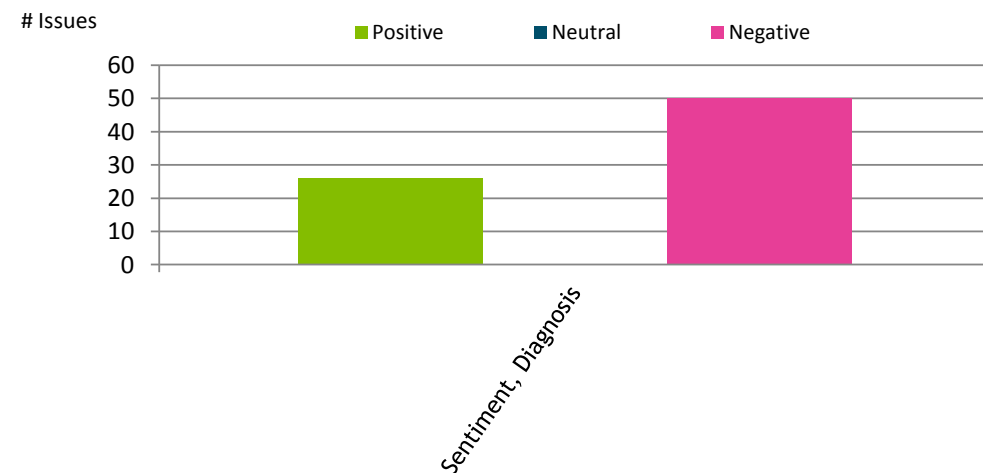
6.5 Trends, Diagnosis/Testing (76 issues)



Issues receiving the most comments overall



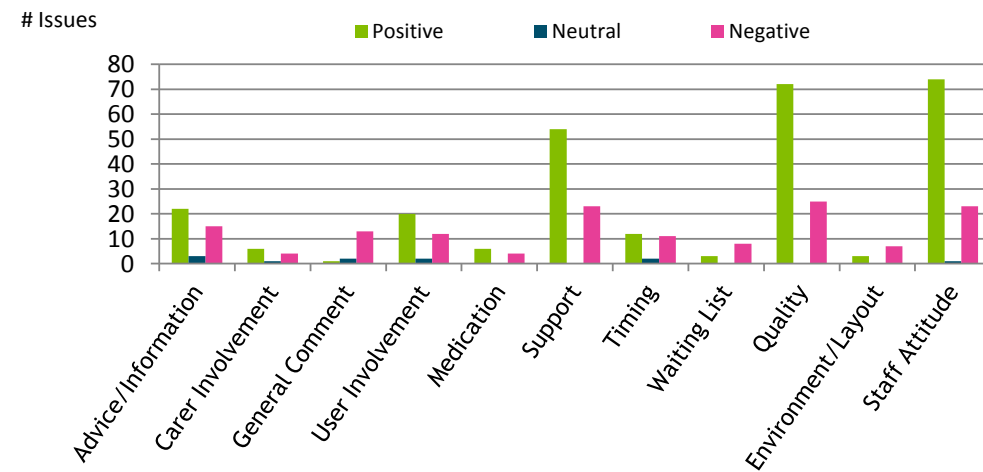
6.6 Sentiment, Diagnosis/Testing



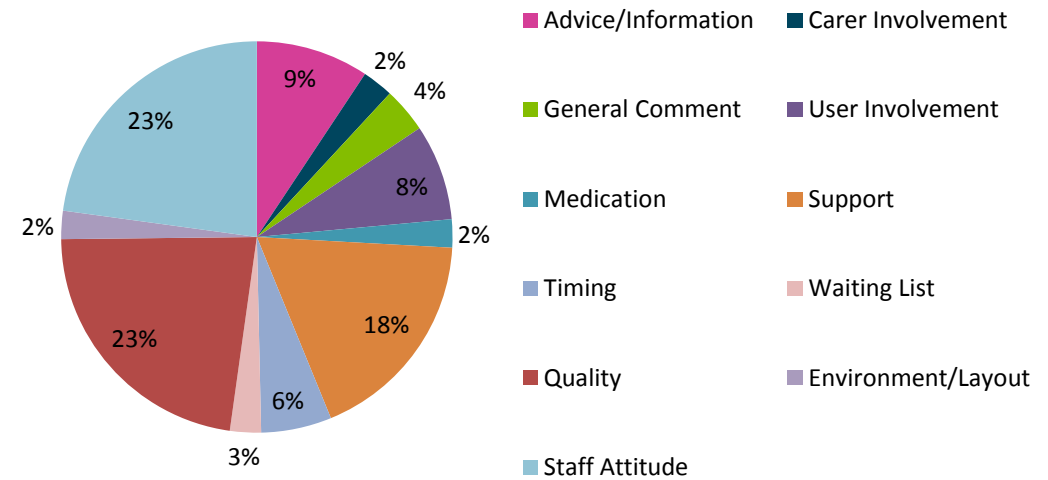
6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)



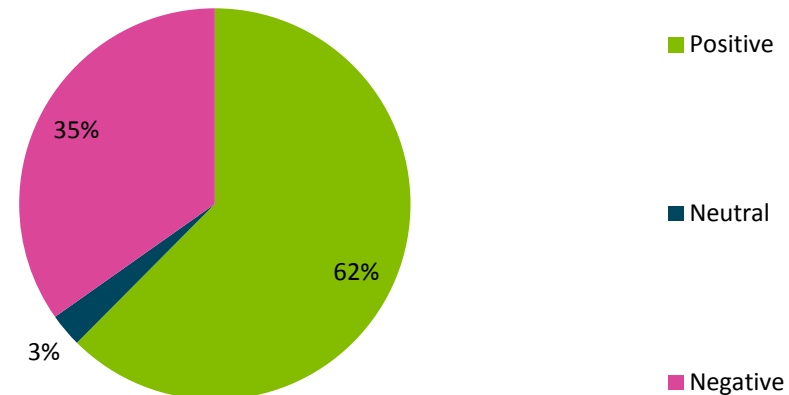
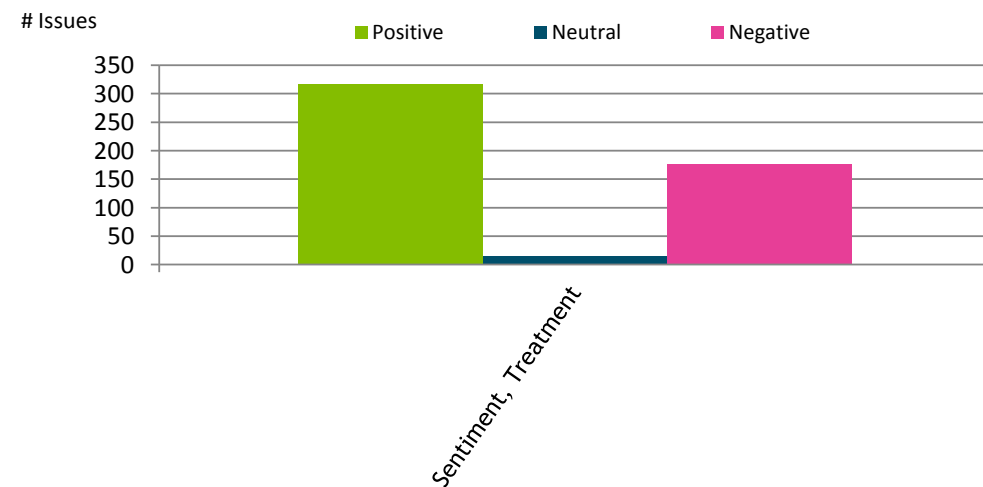
6.7 Trends, Clinical Treatment (506 issues)



Issues receiving the most comments overall



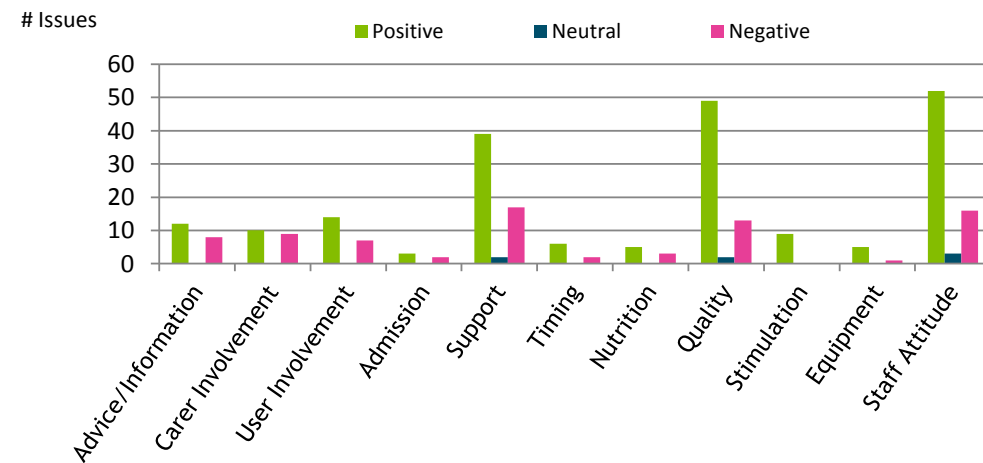
6.8 Sentiment, Clinical Treatment



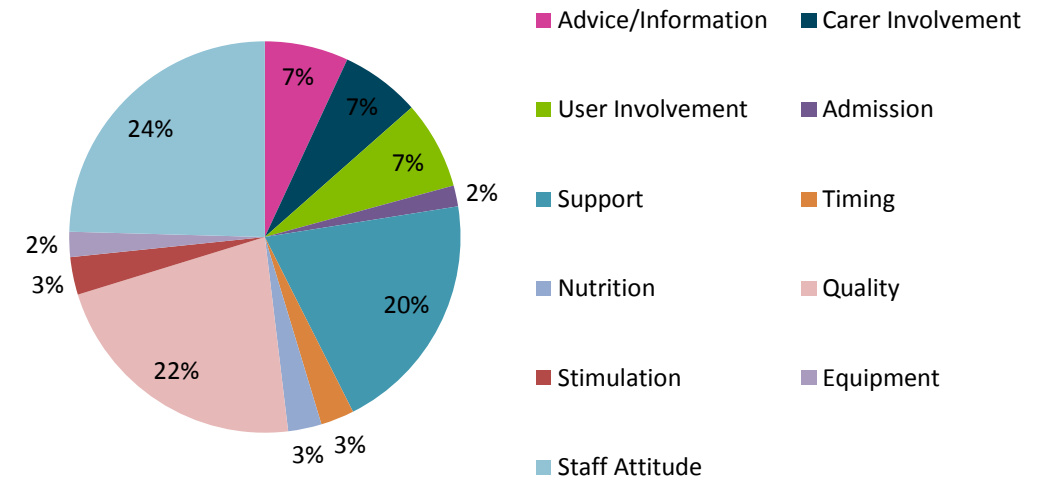
6. Care Pathway: Clinical Nursing (care provided by trained nurses)



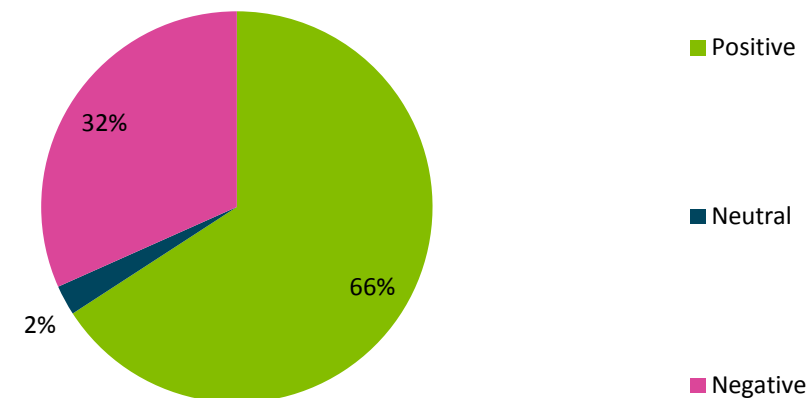
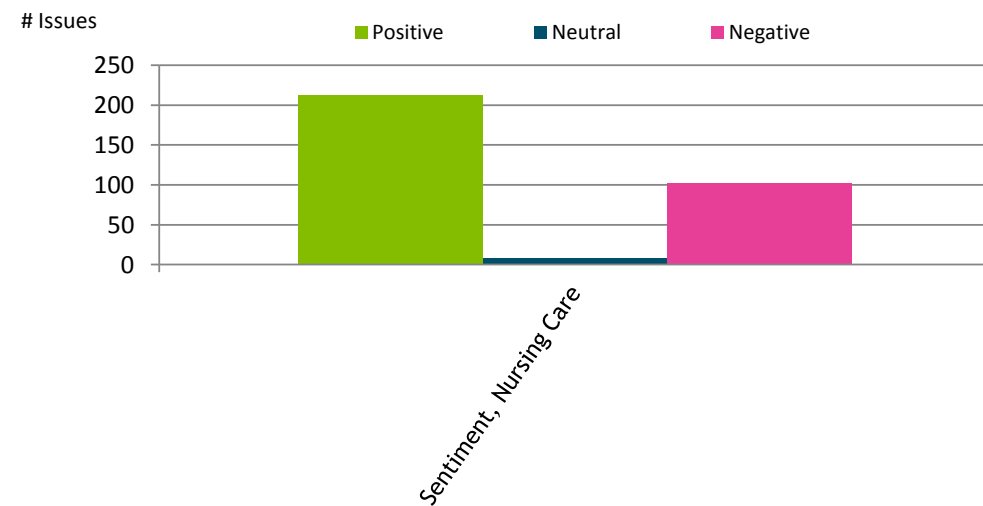
6.9 Trends, Clinical Nursing (322 issues)



Issues receiving the most comments overall



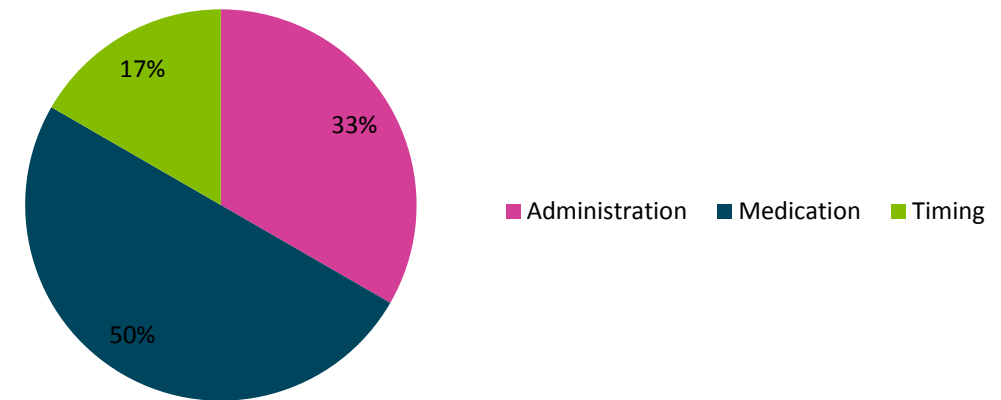
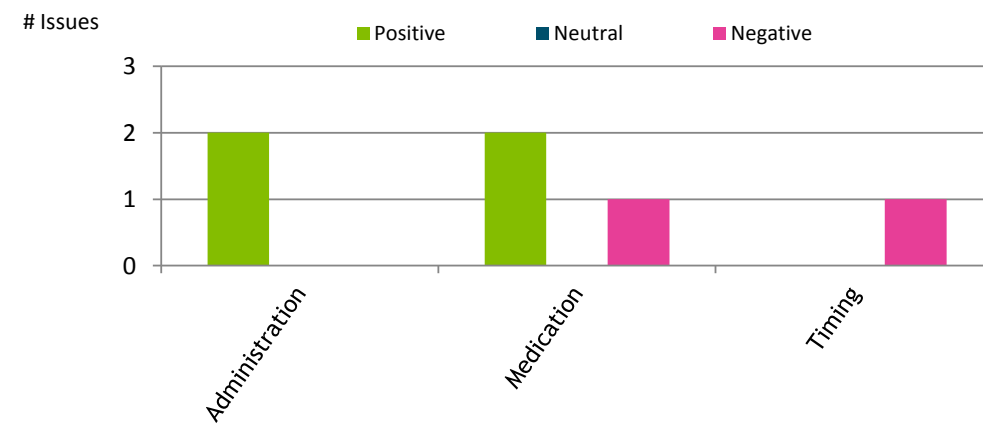
6.10 Sentiment, Clinical Nursing



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

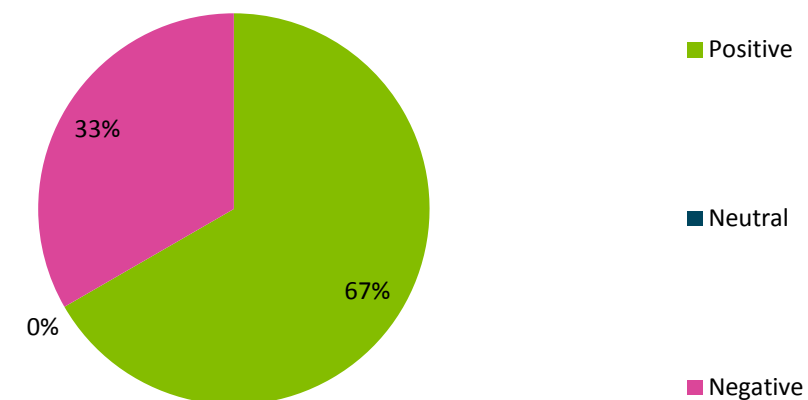
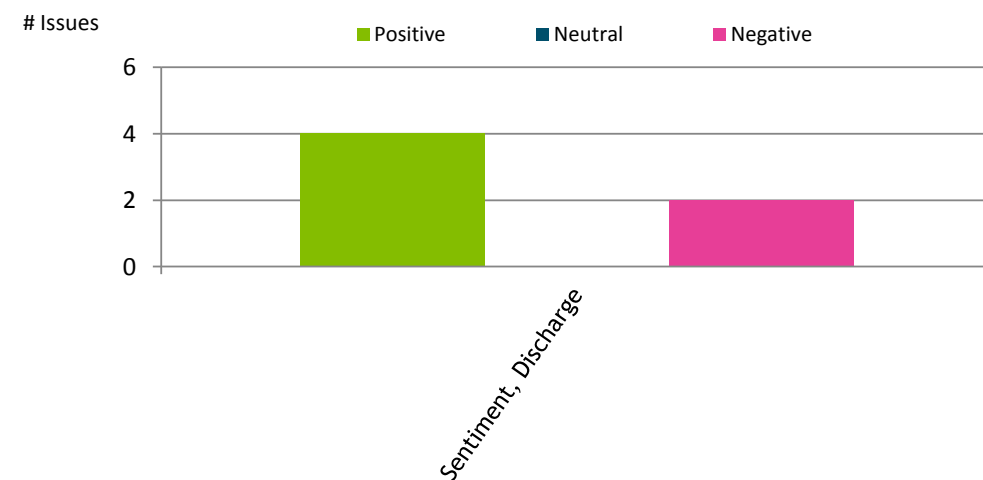


6.11 Trends, Discharge (6 issues)



Issues receiving the most comments overall

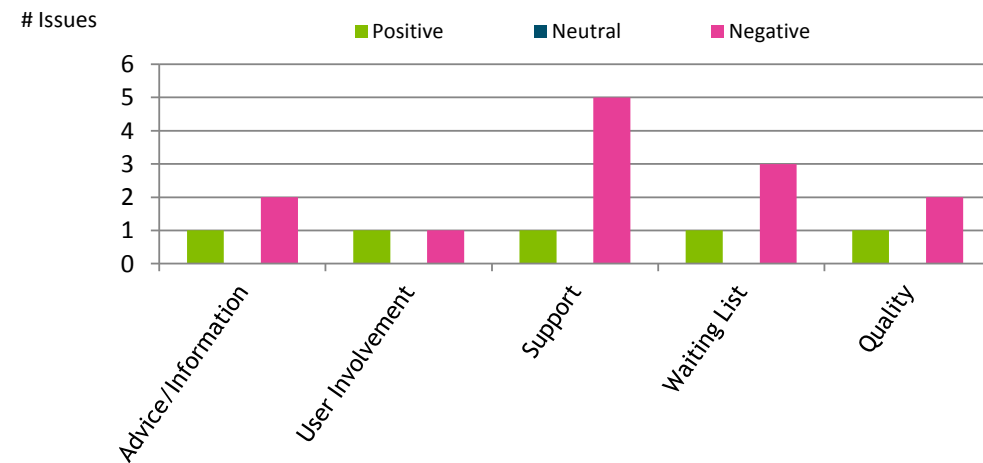
6.12 Sentiment, Discharge



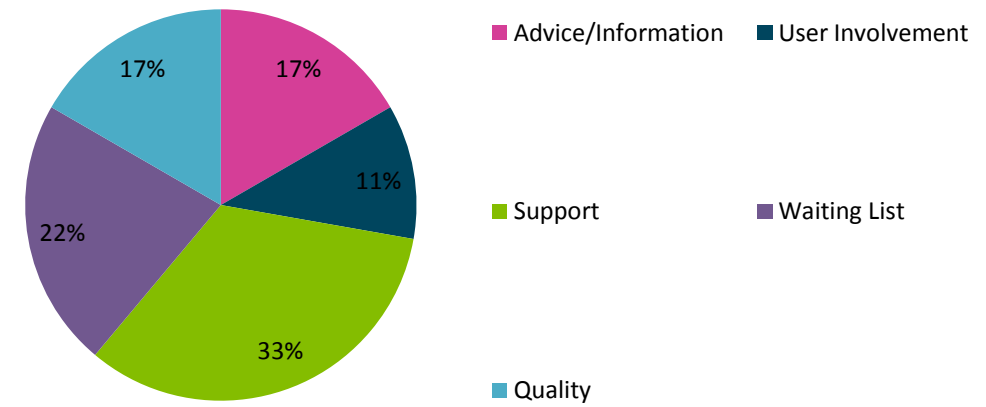
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)



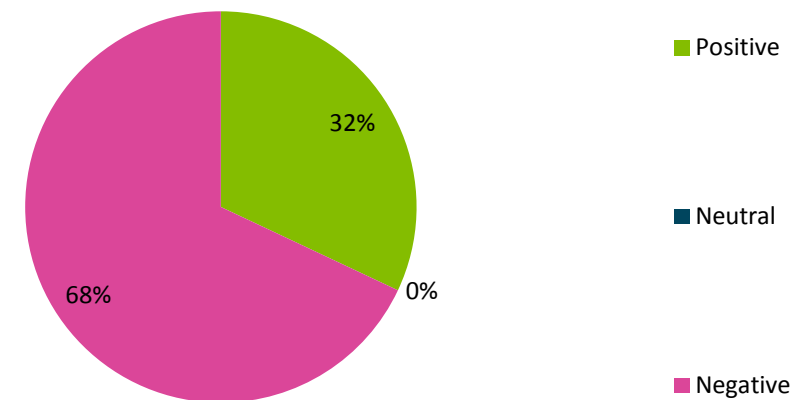
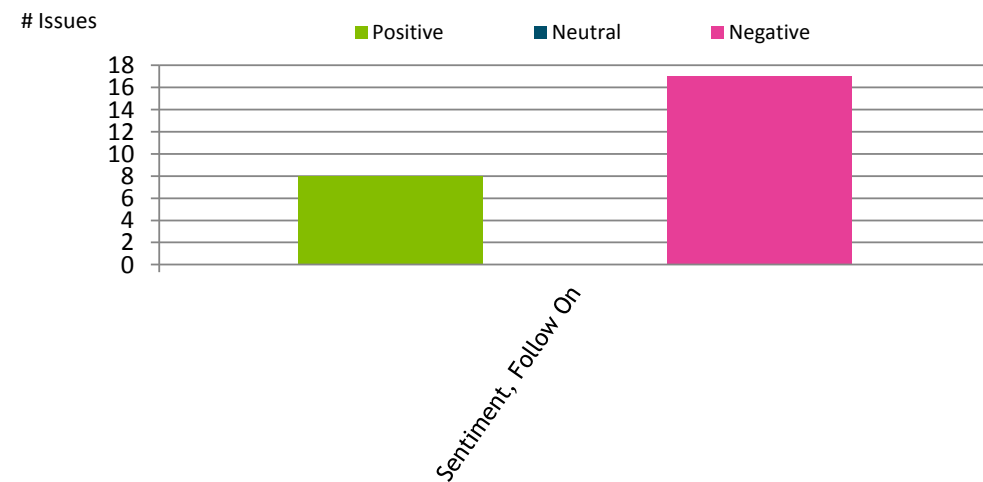
6.13 Trends, Follow On (25 issues)



Issues receiving the most comments overall



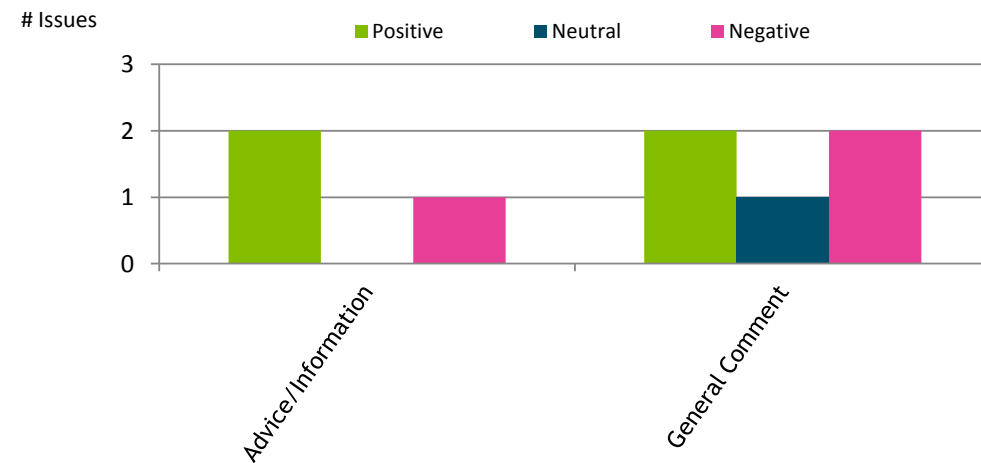
6.14 Sentiment, Follow On



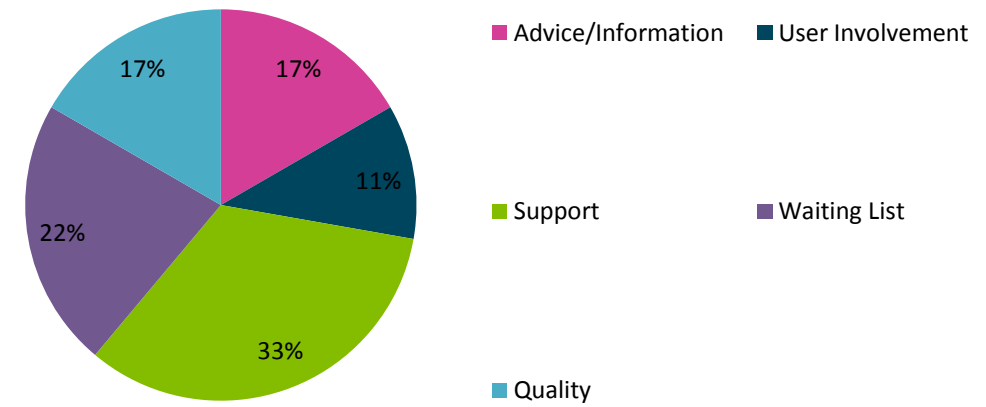
6. Care Pathway: Community (community based health services)



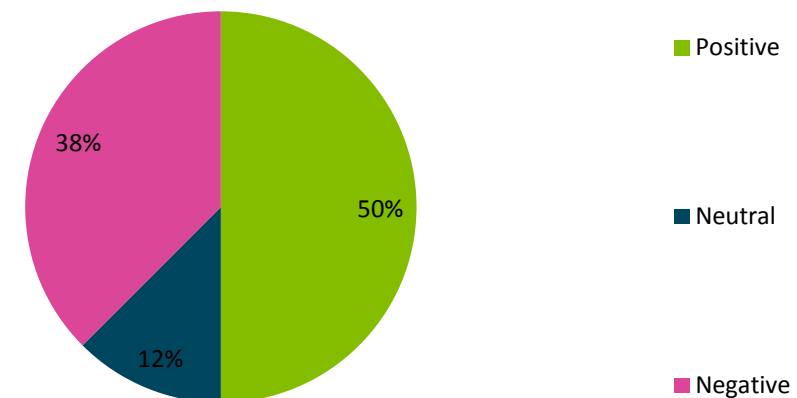
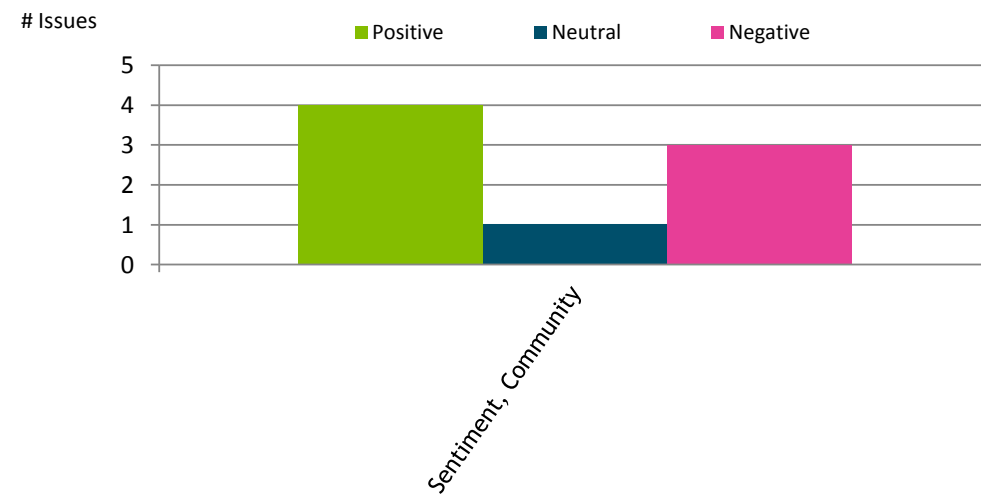
6.15 Trends, Community (8 issues)



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	Communication, including access to advice and information.	41	3	34	78
	Carer Involvement	Involvement of carers, friends or family members.	18	1	14	33
	General Comment	A generalised statement (ie; "The doctor was good.")	1	2	19	22
	User Involvement	Involvement of the service user.	40	2	27	69
Systems	Administration	Administrative processes and delivery.	4	0	17	21
	Admission	Physical admission to a hospital ward, or other service.	6	0	2	8
	Booking	Ability to book, reschedule or cancel appointments.	5	0	4	9
	Cancellations	Cancellation of appointment by the service provider.	0	0	6	6
	Data Protection	General data protection (including GDPR).	0	1	1	2
	Referral	Referral to a service.	4	0	2	6
	Medical Records	Management of medical records.	0	0	4	4
	Medication	Prescription and management of medicines.	8	0	6	14
	Opening Times	Opening times of a service.	0	0	1	1
	Planning	Leadership and general organisation.	5	0	15	20
	Registration	Ability to register for a service.	0	0	0	0
	Support	Levels of support provided.	109	2	55	166
	Telephone	Ability to contact a service by telephone.	3	0	6	9
	Timing	Physical timing (ie; length of wait at appointments).	26	2	14	42
Values	Waiting List	Length of wait while on a list.	4	0	14	18
	Choice	General choice.	1	0	3	4
	Cost	General cost.	2	0	2	4
	Language	Language, including terminology.	0	0	1	1
	Nutrition	Provision of sustenance.	8	0	5	13
	Privacy	Privacy, personal space and property.	2	0	0	2
	Quality	General quality of a service, or staff.	146	2	54	202
	Sensory	Deaf/blind or other sensory issues.	0	0	0	0
	Stimulation	General stimulation, including access to activities.	12	0	0	12

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	1	2
	Environment/Layout	<i>Physical environment of a service.</i>	5	0	14	19
	Equipment	<i>General equipment issues.</i>	13	1	3	17
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	5	2	9	16
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	5	0	5	10
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	0	0
	Travel/Parking	<i>Ability to travel or park.</i>	2	0	2	4
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	2	2
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	1	0	2	3
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	148	4	54	206
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	2	3	5
	Staff Training	<i>Training of staff.</i>	2	0	3	5
	Staffing Levels	<i>General availability of staff.</i>	1	0	3	4
Total:			628	24	407	1059