

The Experience of Health, Care and Community Services

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 health, social care and community services in Harrow.

Reporting Period: 1 January 2021 - 31 March 2021

Index and overview of findings



641

Data Source

This report is based on the experience of 641 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.



66%

Overall Satisfaction

Satisfaction has declined by 3% this quarter, standing at 66% positive, 32% negative and 2% neutral.

Feedback suggests people receive good quality, compassionate treatment and care on the whole, with good levels of involvement. Administration and service access remain as leading negative issues.



70%

Information, Involvement and Support

Satisfaction has declined by 6% this quarter, standing at 70% positive, 27% negative and 3% neutral.

We receive fewer compliments on communication, user involvement and levels of support this quarter. However, we receive notably more compliments about carer involvement. More on page 5.



80%

Quality and Empathy

Satisfaction has declined by 4% this quarter, standing at 80% positive, 18% negative and 2% neutral.

While the volume of positive feedback is down this quarter, continuing good levels of quality and empathy are reported, overall. More on page 5.



39%

Access to Services

Satisfaction has improved by 1% this quarter, standing at 39% positive, 59% negative and 2% neutral.

We receive more complaints about telephone access and punctuality this quarter, however complaints about waiting times and ability to book appointments have decreased. 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.

"Always very welcoming and thorough with the temperature and Covid-19 checks upon arrival. Pleasant manner from all staff."



200

GP Services

Satisfaction remains unchanged quarter, standing at 54% positive, 43% negative and 2% neutral.

200 people comment on GP services, with good quality, compassionate treatment and care reported. However experiences suggest people would like greater levels of communication and support. Ability to book appointments, administration, telephones and waiting lists are cited as issues. More on page 9.



168

Dentists

Satisfaction has improved by 6% this quarter, standing at 89% positive, 11% negative and 0% neutral.

168 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.



50

Northwick Park Hospital

Satisfaction has declined by 10% this quarter, standing at 52% positive, 44% negative and 4% neutral.

According to the feedback of 50 people, we hear accounts of excellent treatment, care and customer service. More on page 11.



148

Wider Community

Satisfaction has improved by 12% this quarter, standing at 26% positive, 64% negative and 10% neutral.

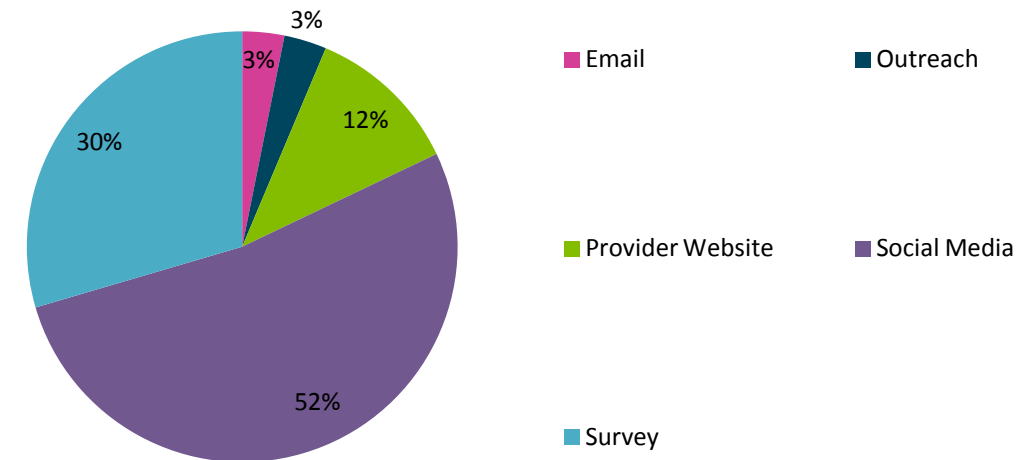
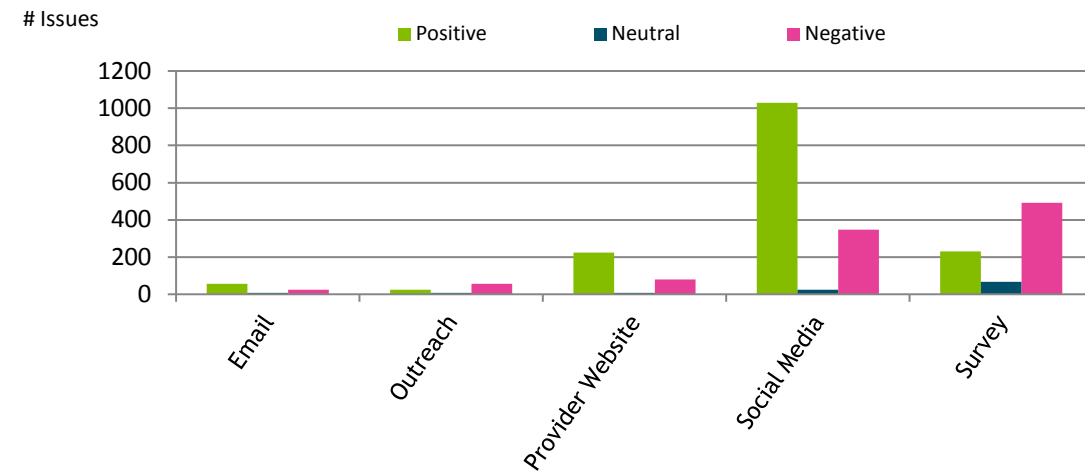
According to the feedback of 148 people, the ability to socialise with family and friends and take part in activities are leading negative topics. The living environment, and mental wellbeing and resilience are also cited as issues. More on pages 20-21.

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?

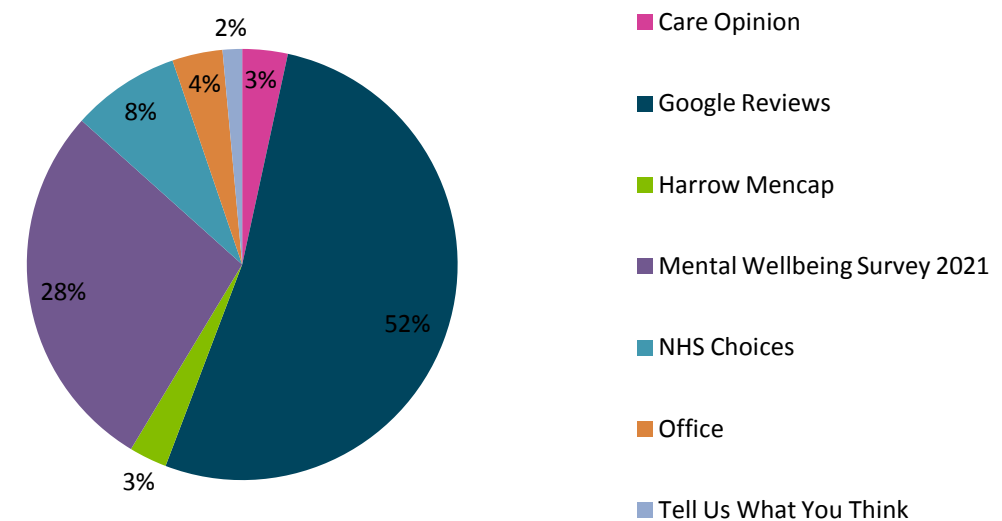
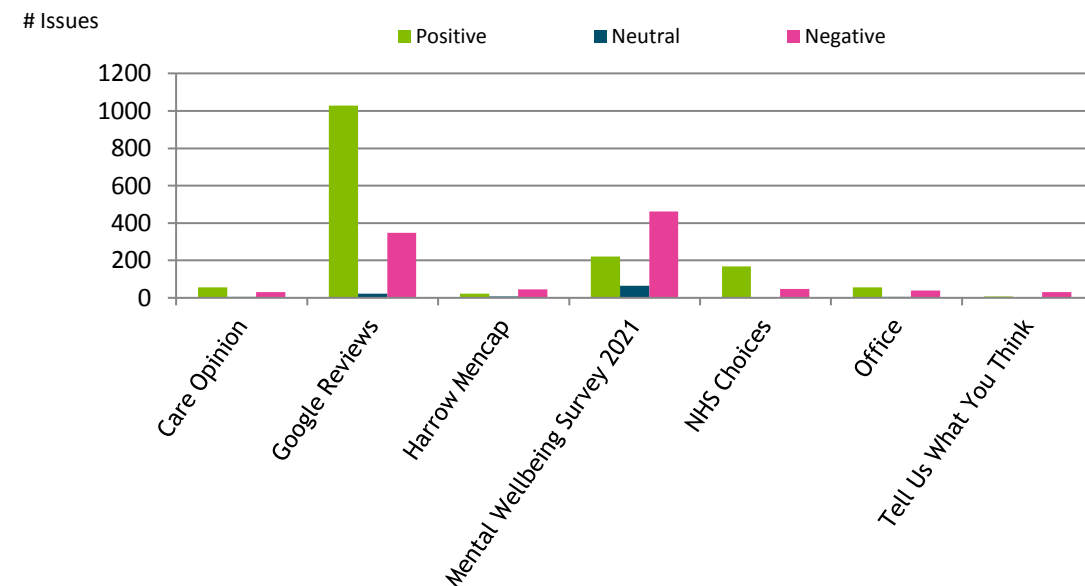


1.1 Source: 2680 issues from 641 people



Sources providing the most comments overall

1.2 Origin

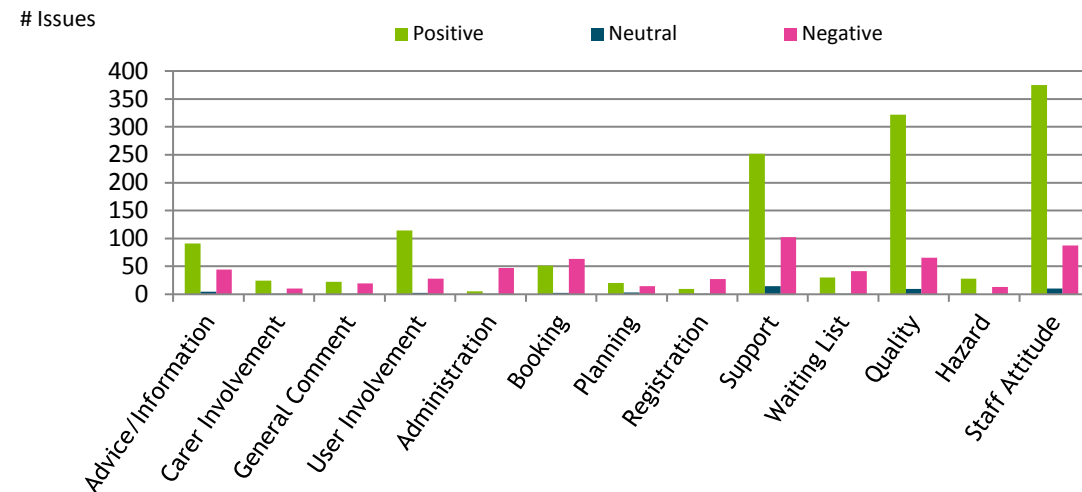


Origins providing the most comments overall

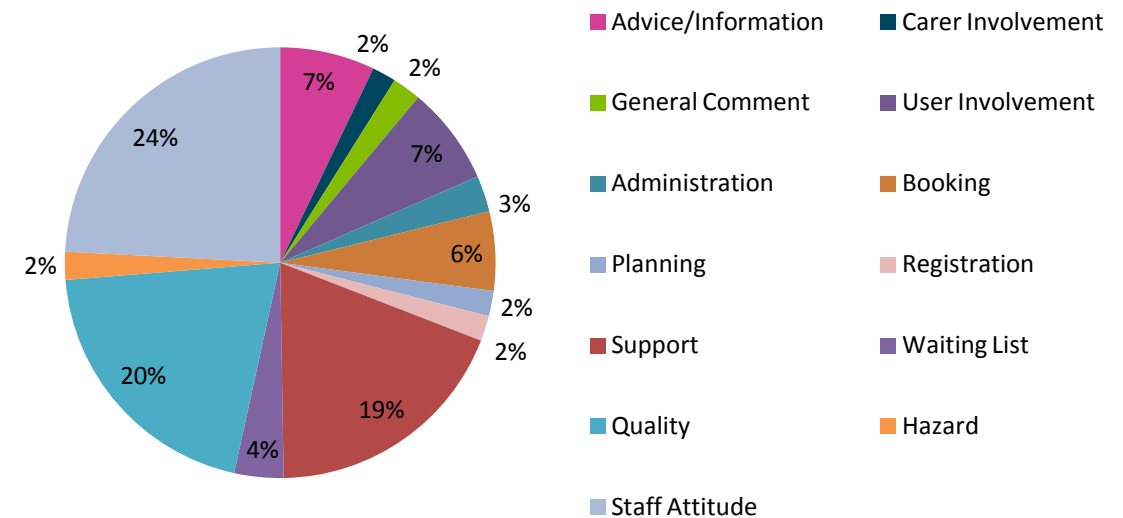
2. Health and Care Services: Which service aspects are people most commenting on?



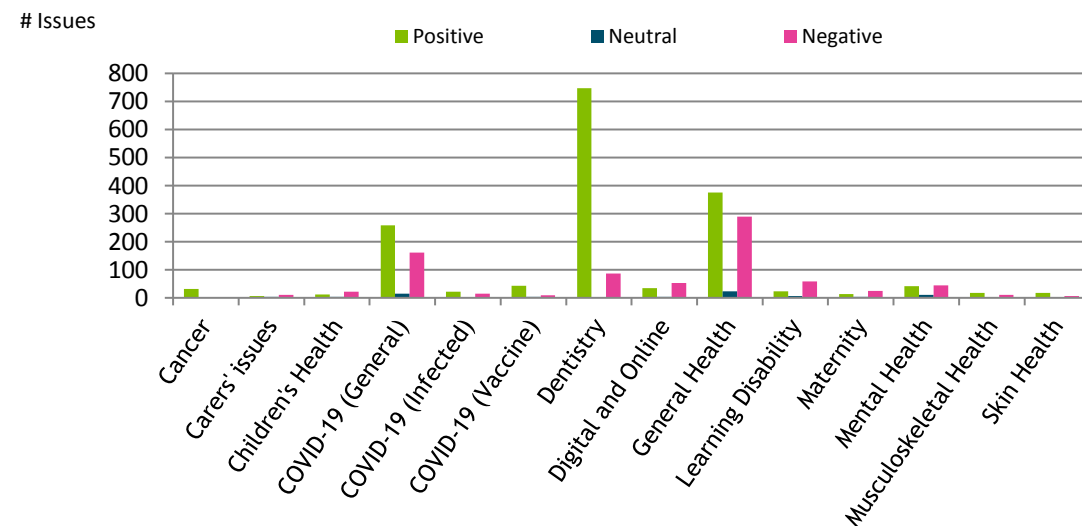
2.1 Top Trends: 2180 issues from 493 people



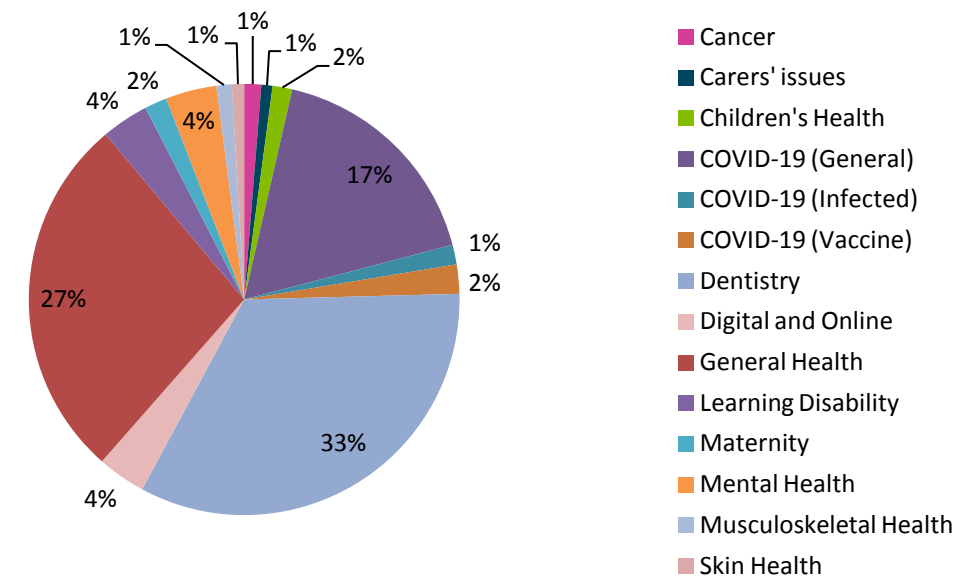
Issues receiving the most comments overall. See pages 21-22 for issue descriptions.



2.2 Stated medical conditions



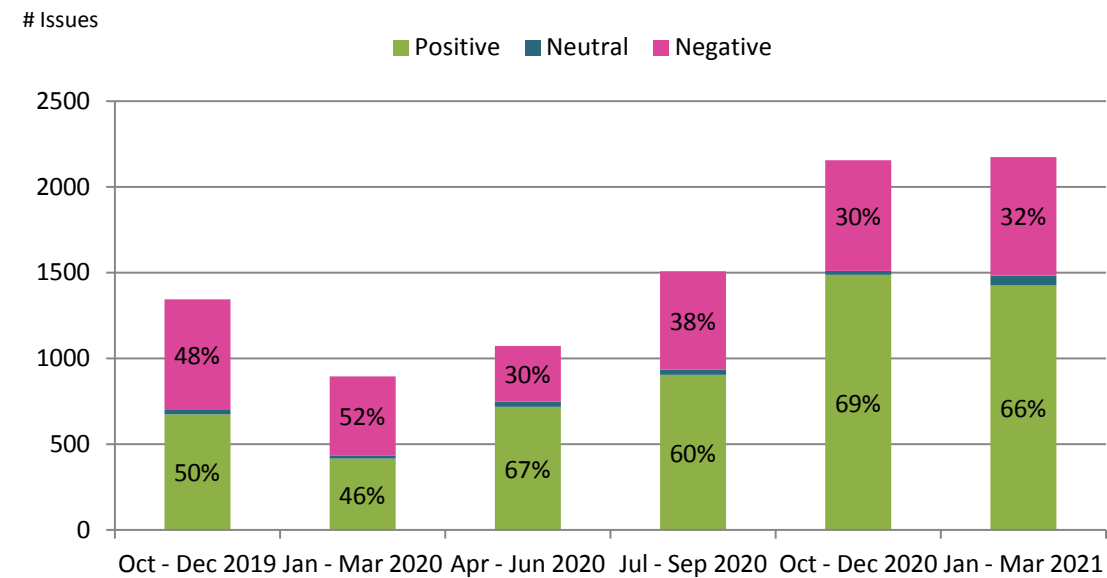
Medical conditions receiving the most comments overall



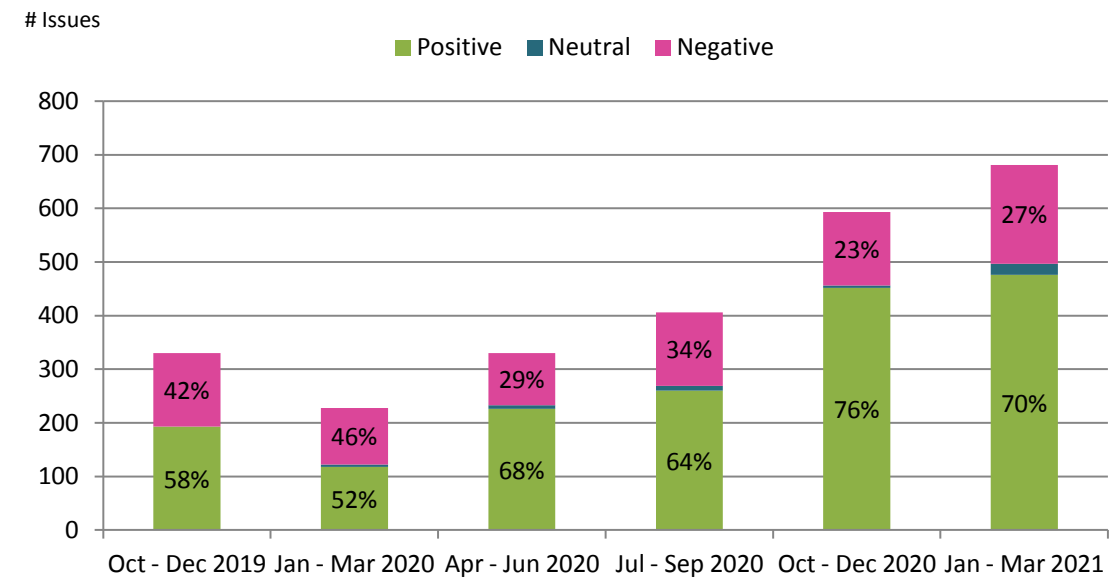
3. On the whole, how do people feel about Health and Care services?



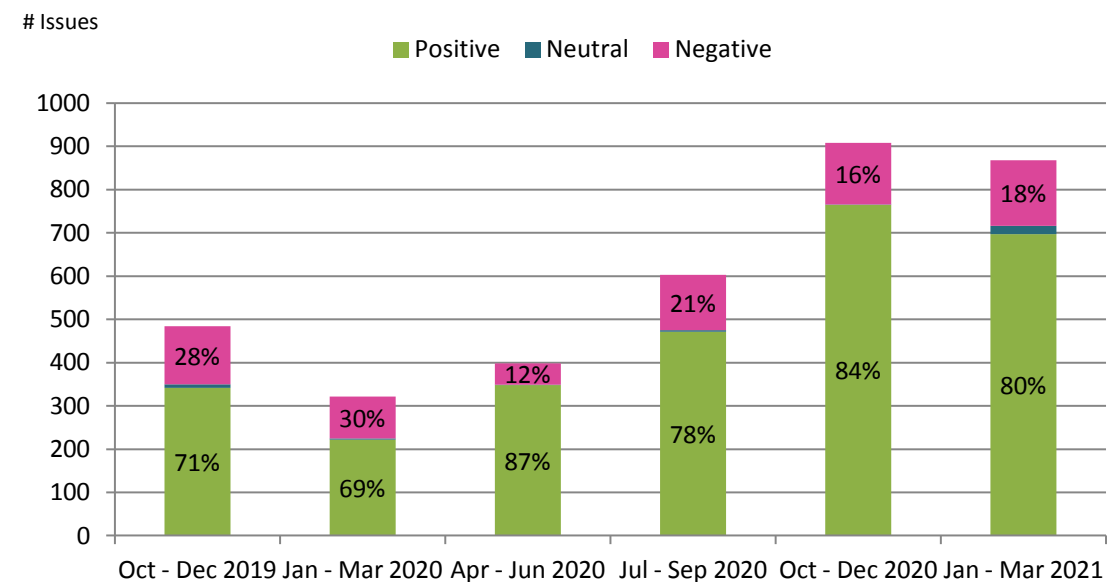
3.1 How do people feel about services overall?



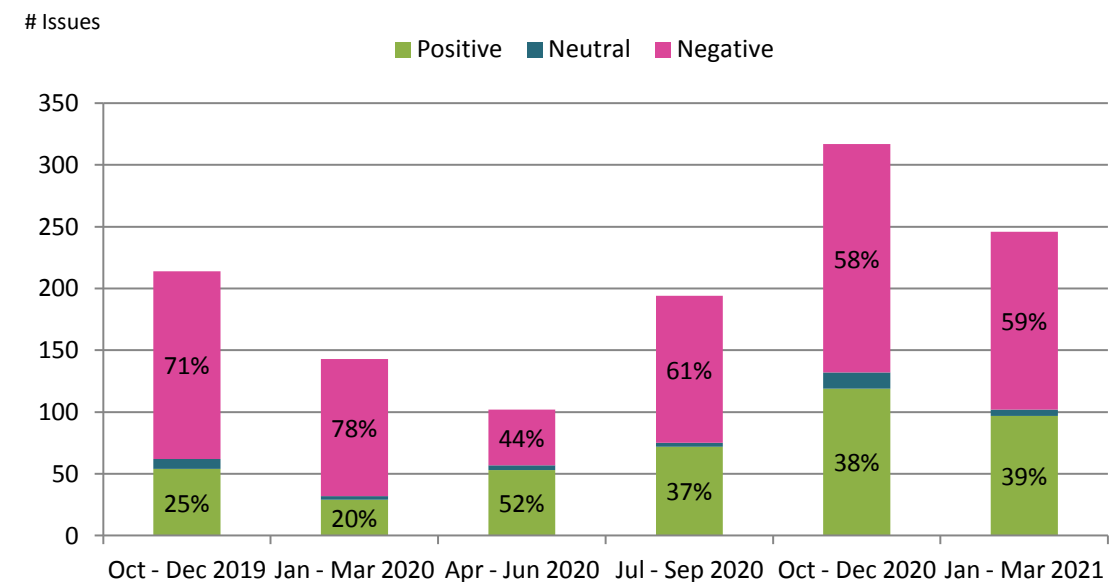
3.2 How well informed, involved and supported do people feel?



3.3 How do people feel about general quality and empathy?



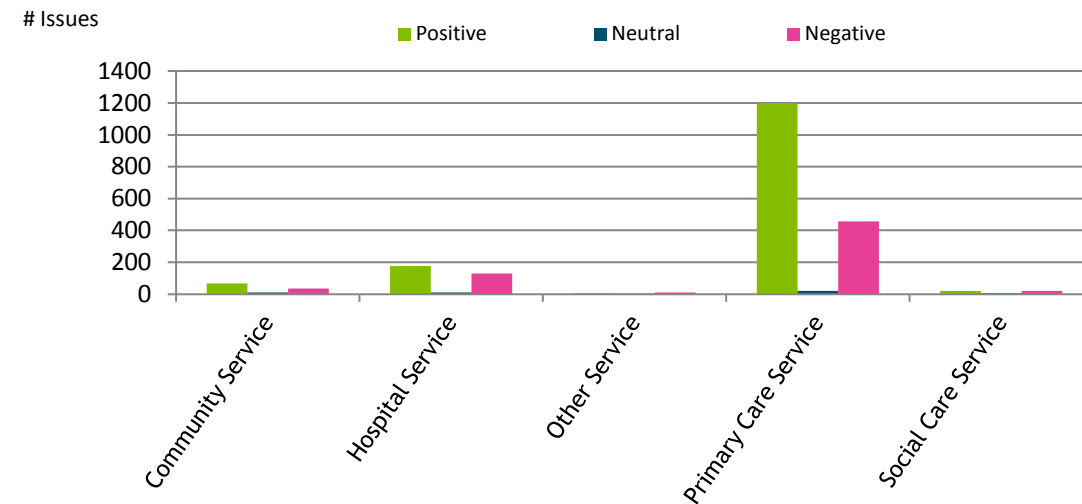
3.4 How do people feel about access to services?



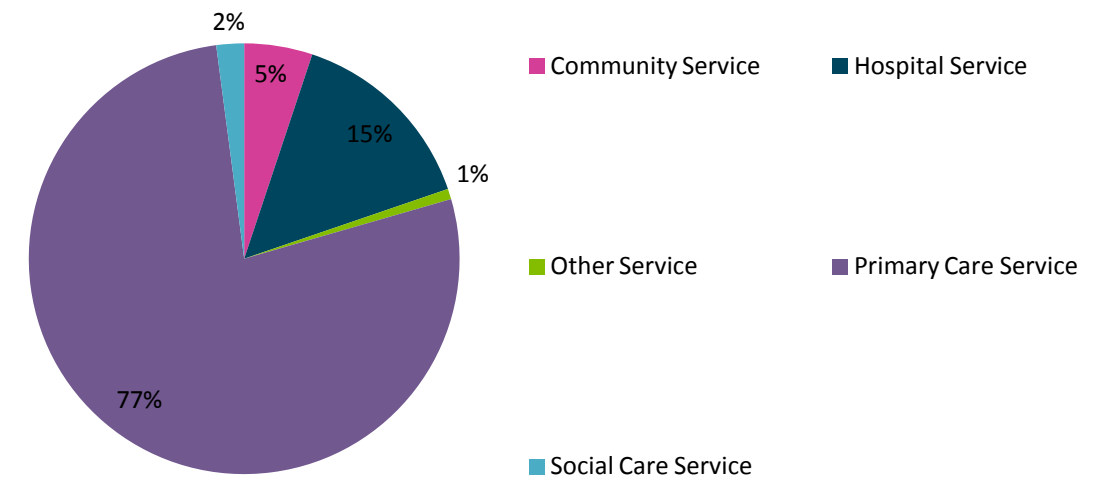
4. Trends: Which services are people most commenting on?



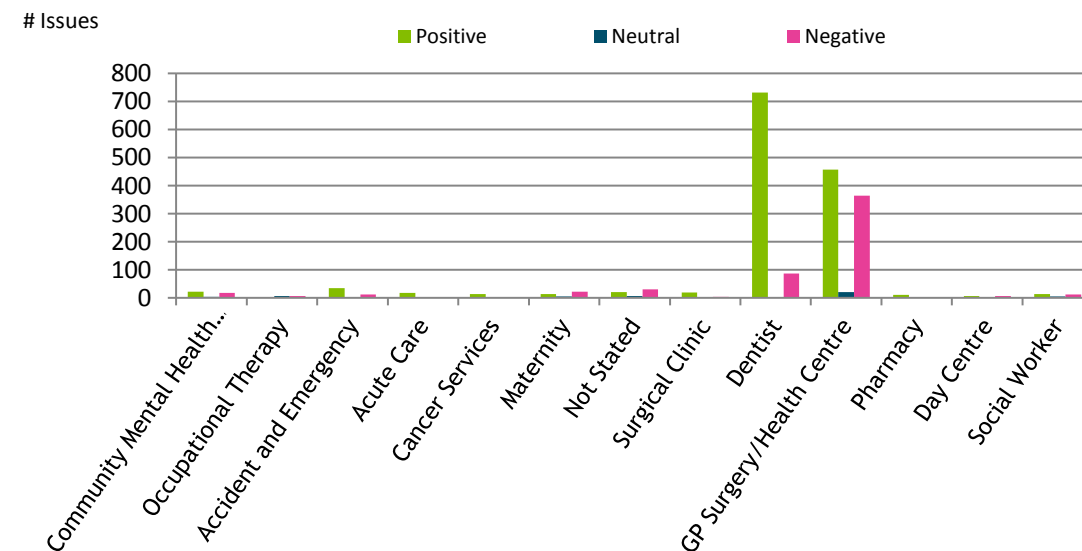
4.1 Service Sector



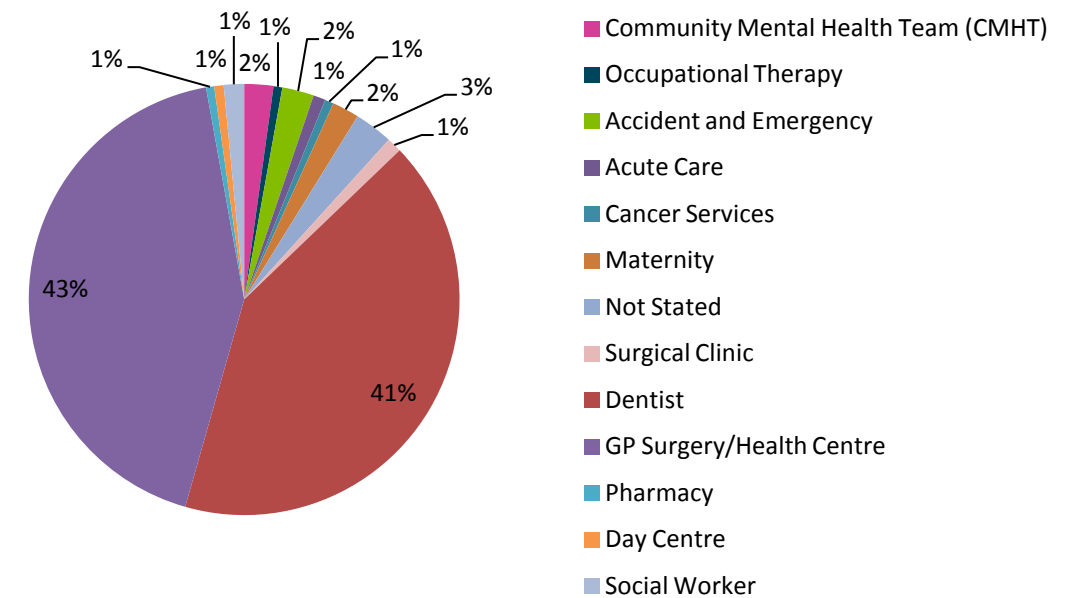
Service sectors receiving the most comments overall



4.2 Service Type



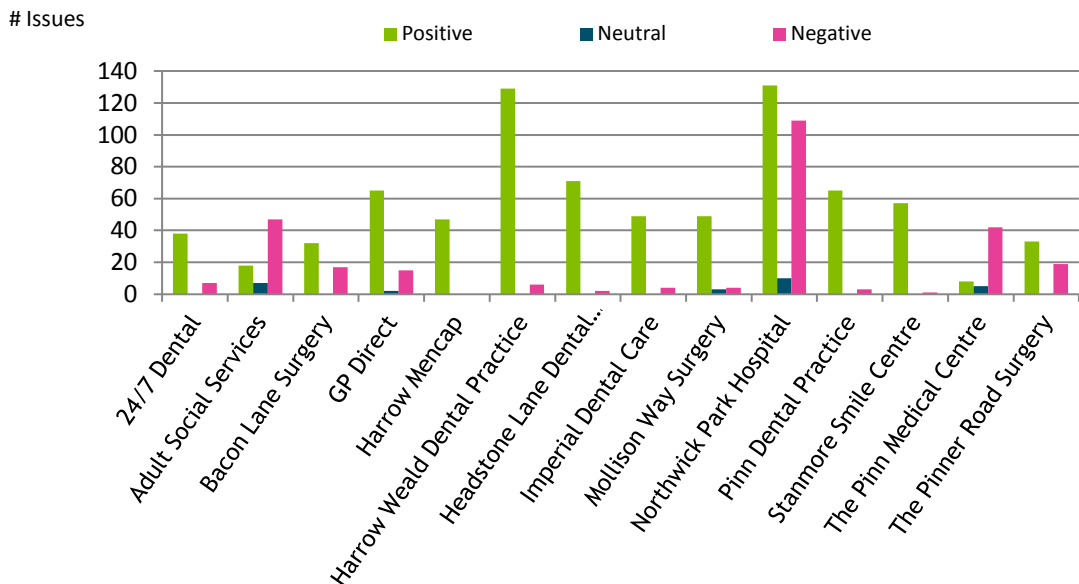
Service type receiving the most comments overall



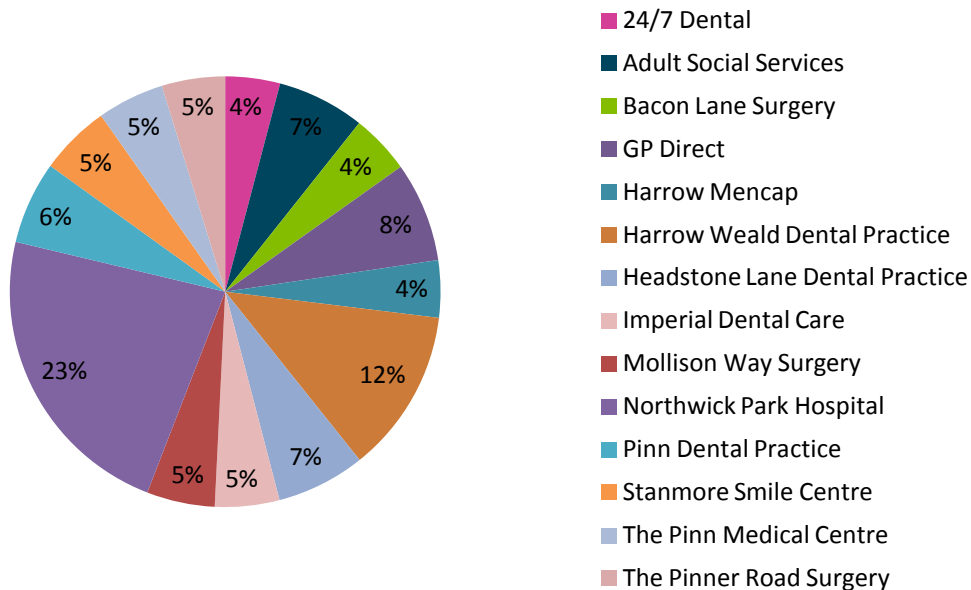
4. Trends: Which services are people most commenting on?



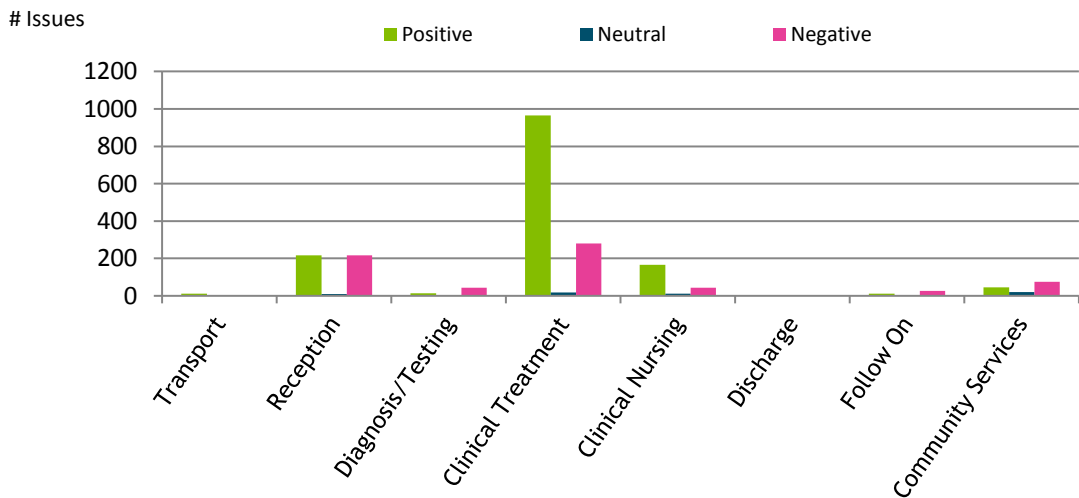
4.3 Services



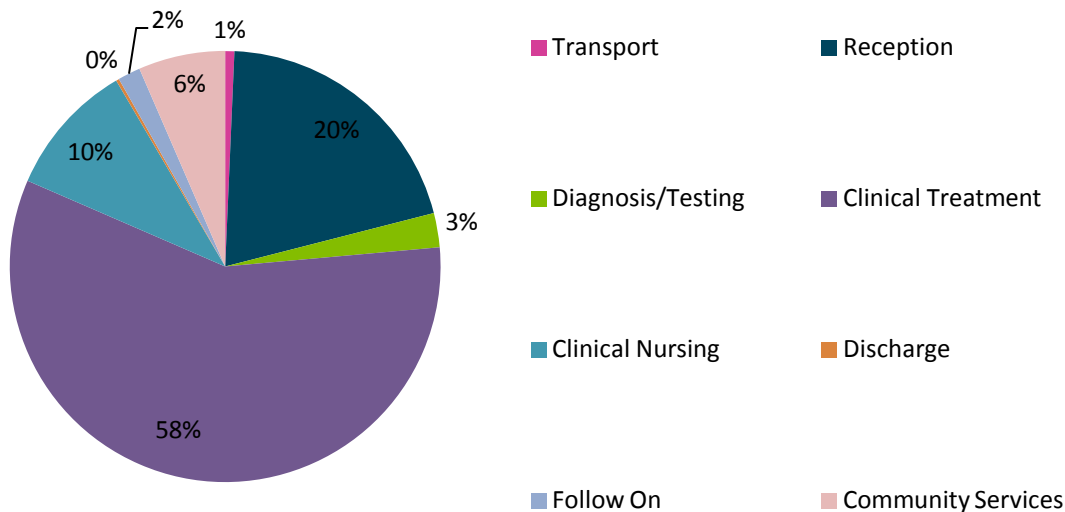
Services receiving the most comments overall



4.4 Breakdown of care pathway locations



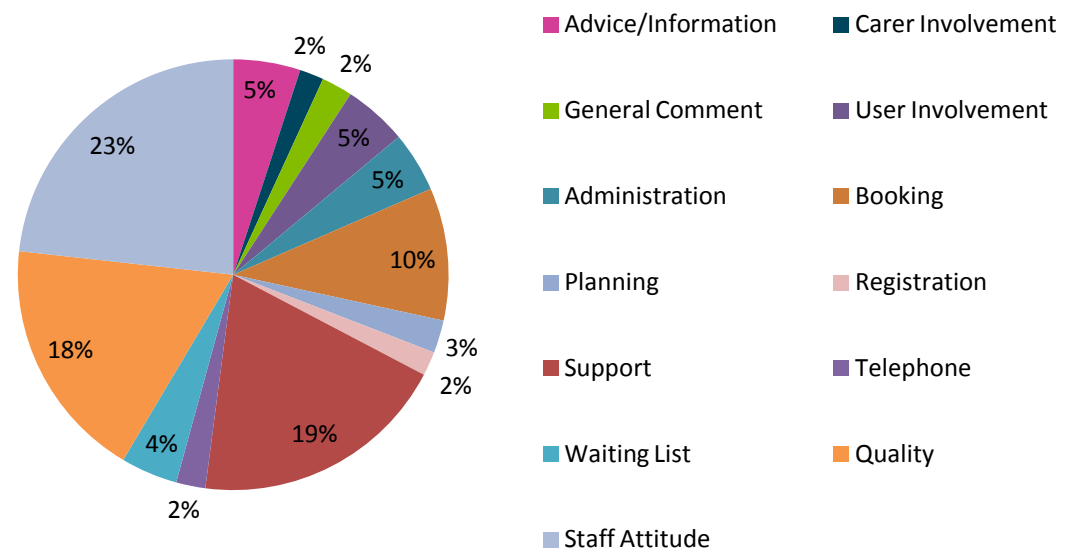
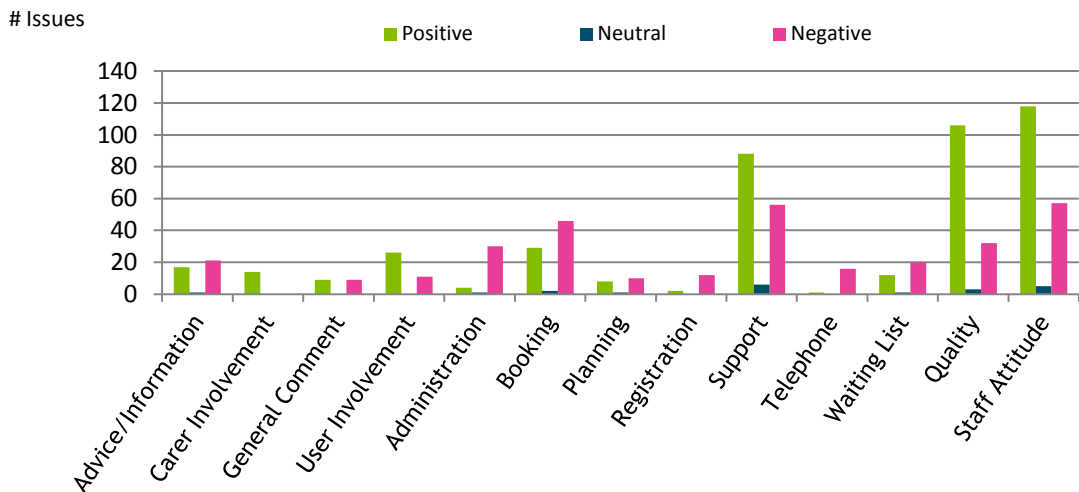
Care pathway locations



5. Trends: GP Services

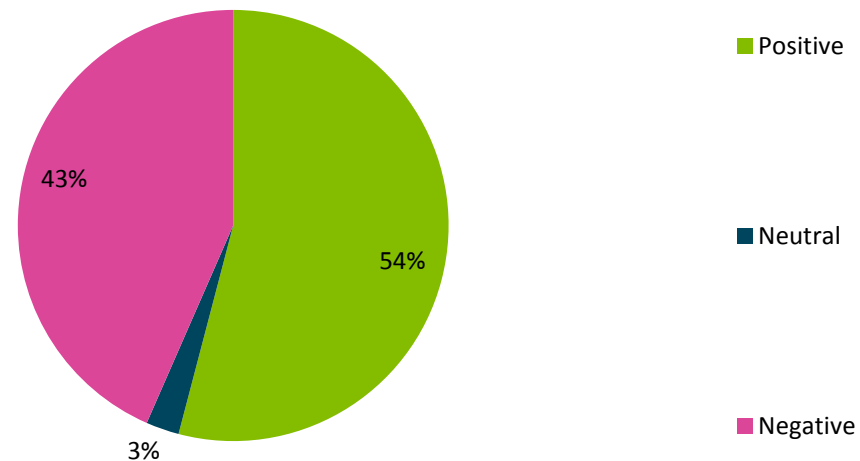
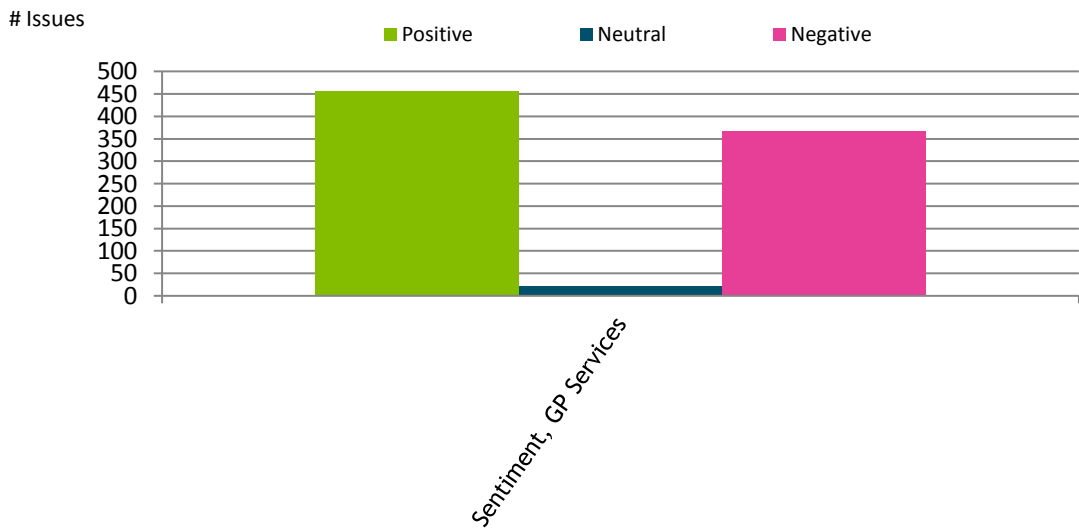


5.1 Trends, GP Services: 845 issues from 200 people



Issues receiving the most comments overall

5.2 Sentiment, GP Services

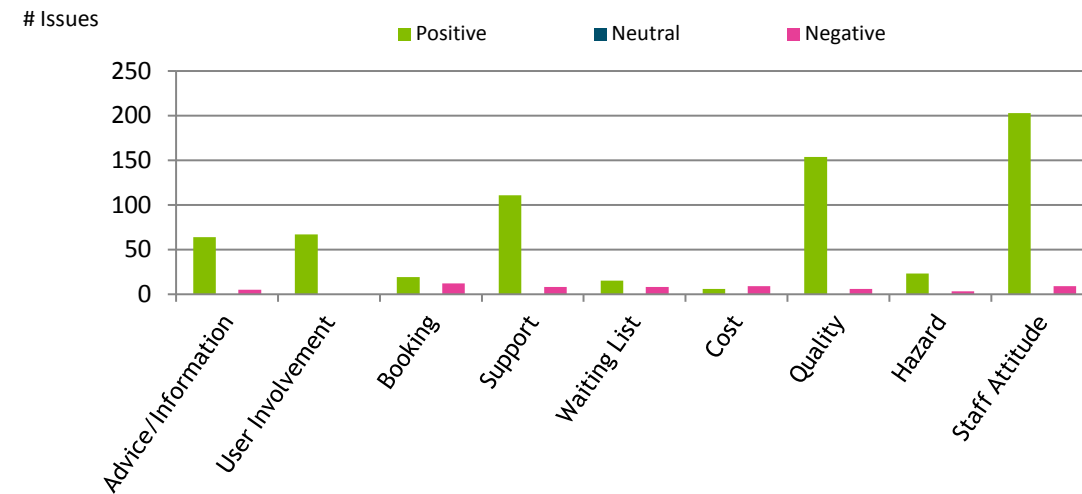


Quarterly benchmark: No change on the previous quarter

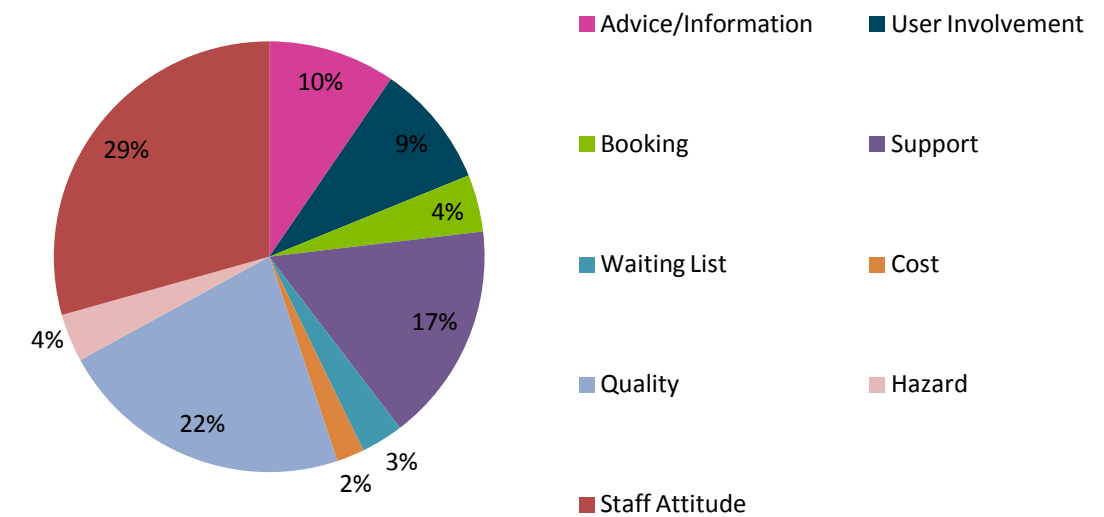
5. Trends: Dentists



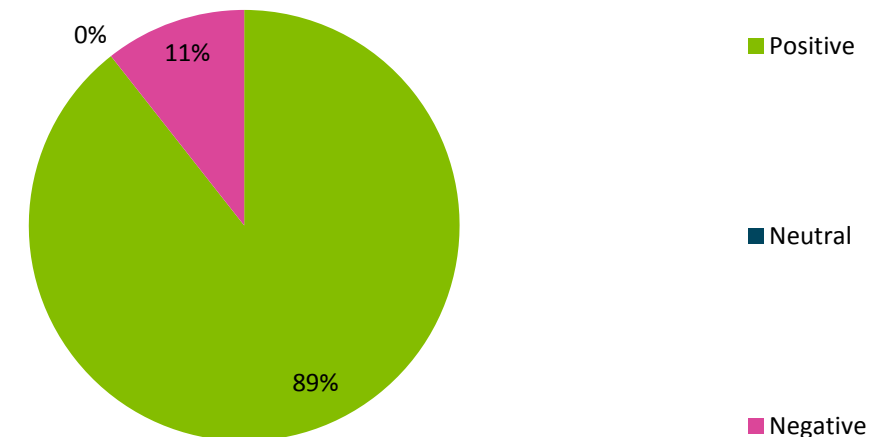
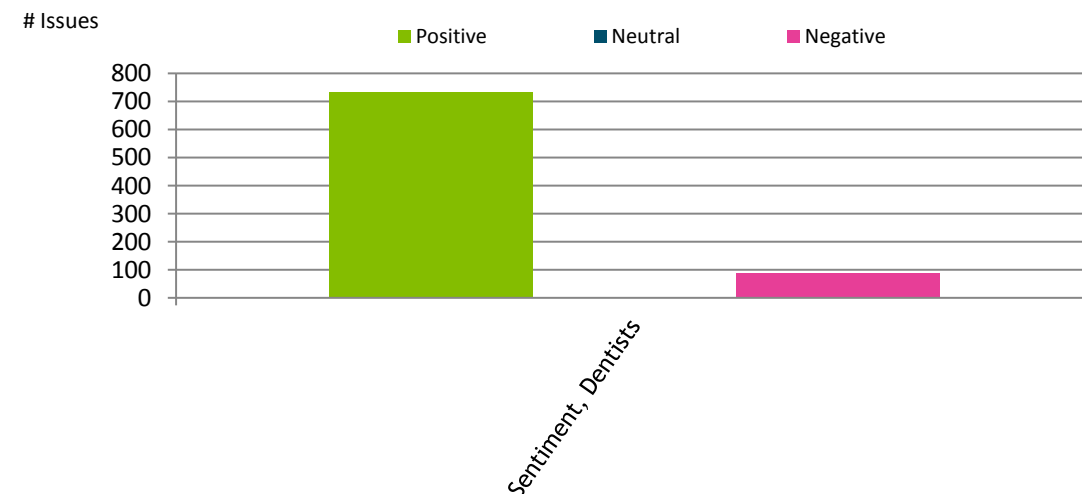
5.3 Trends, Dentists: 820 issues from 168 people



Issues receiving the most comments overall



5.4 Sentiment, Dentists

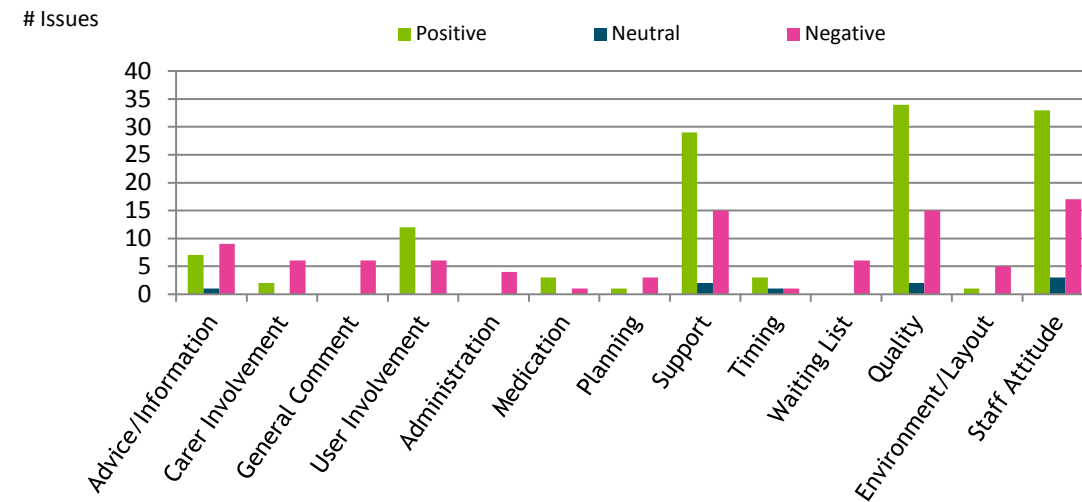


Quarterly benchmark: 6% improvement on the previous quarter

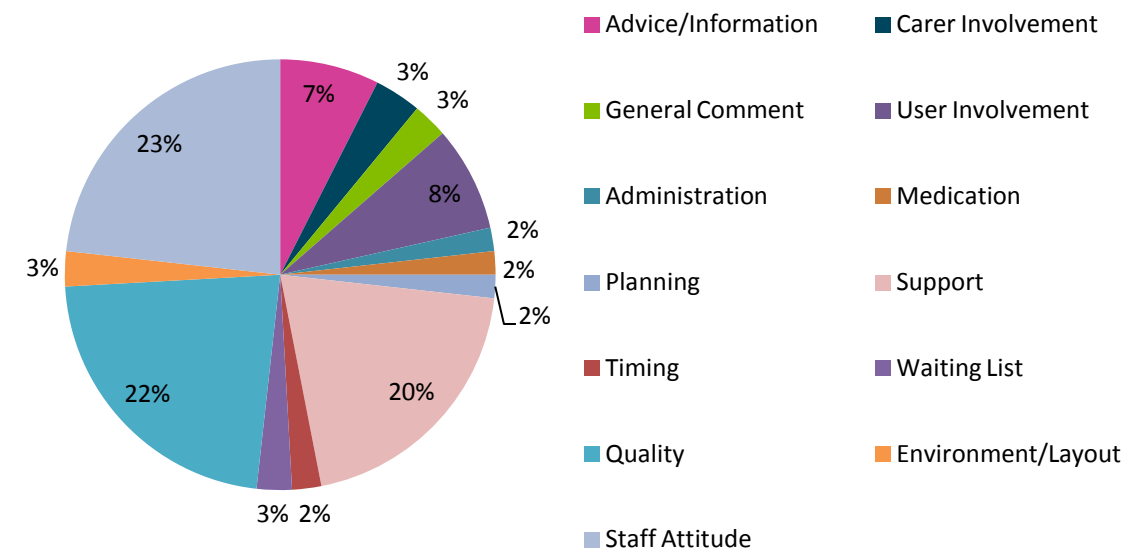
5. Trends: Northwick Park Hospital



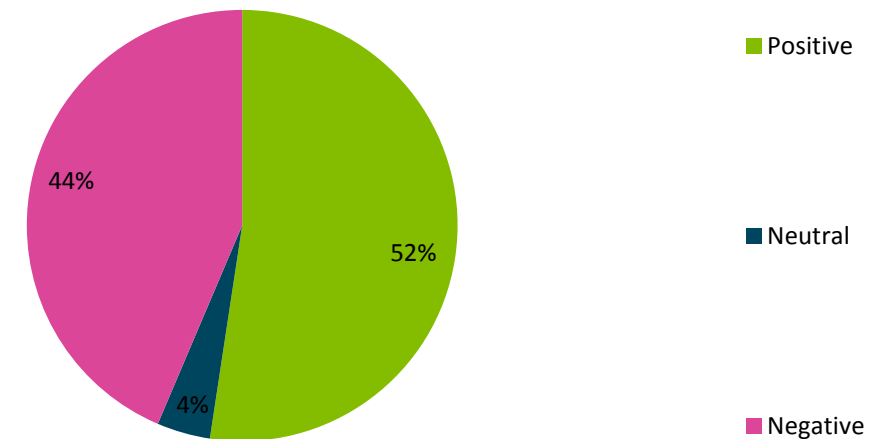
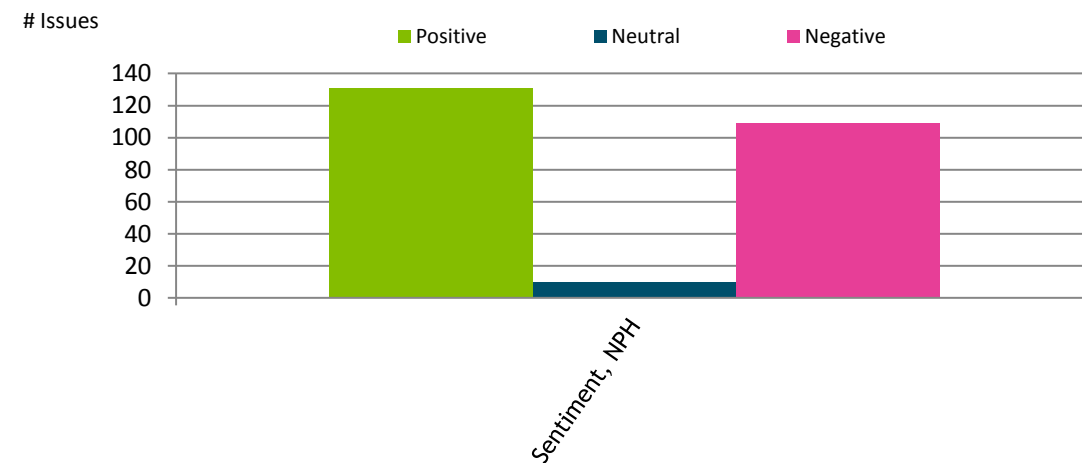
5.5 Trends, Northwick Park Hospital: 250 issues from 50 people



Issues receiving the most comments overall



5.6 Sentiment, Northwick Park Hospital

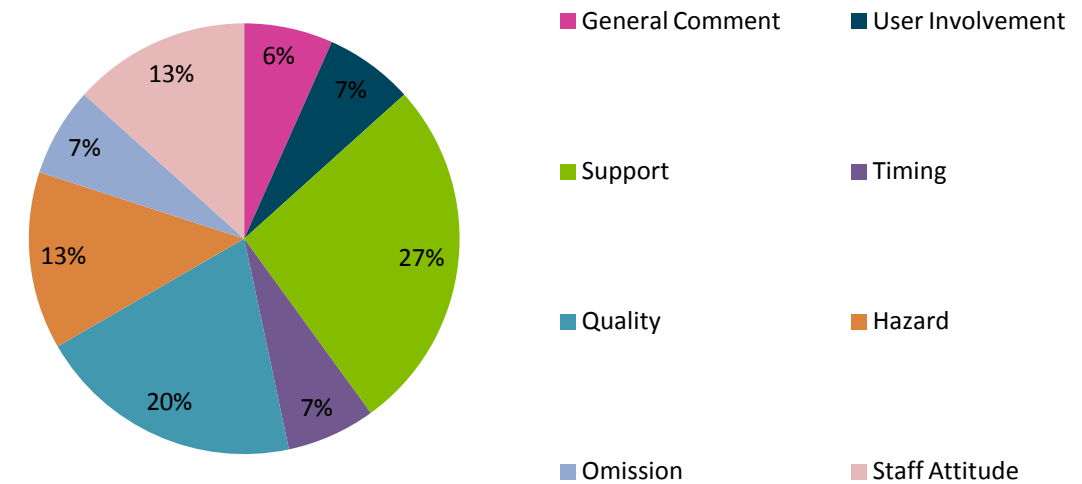
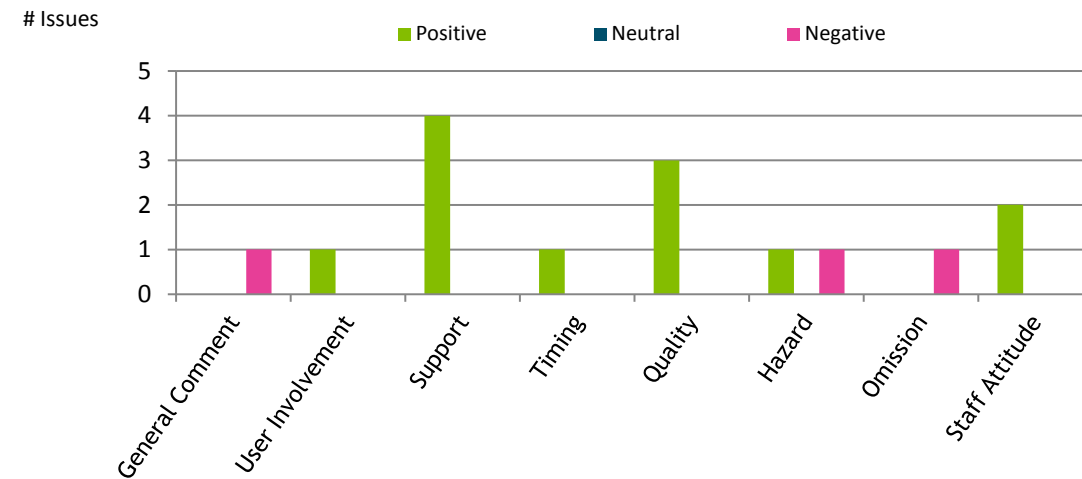


Quarterly benchmark: 10% decline on the previous quarter

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

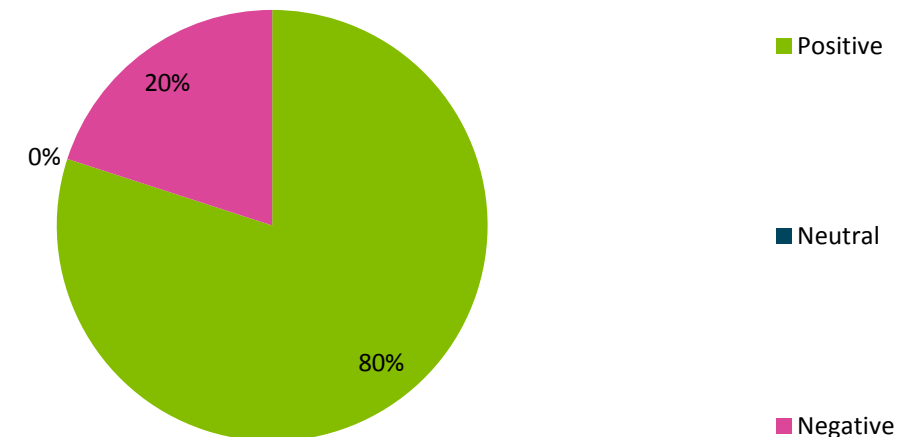
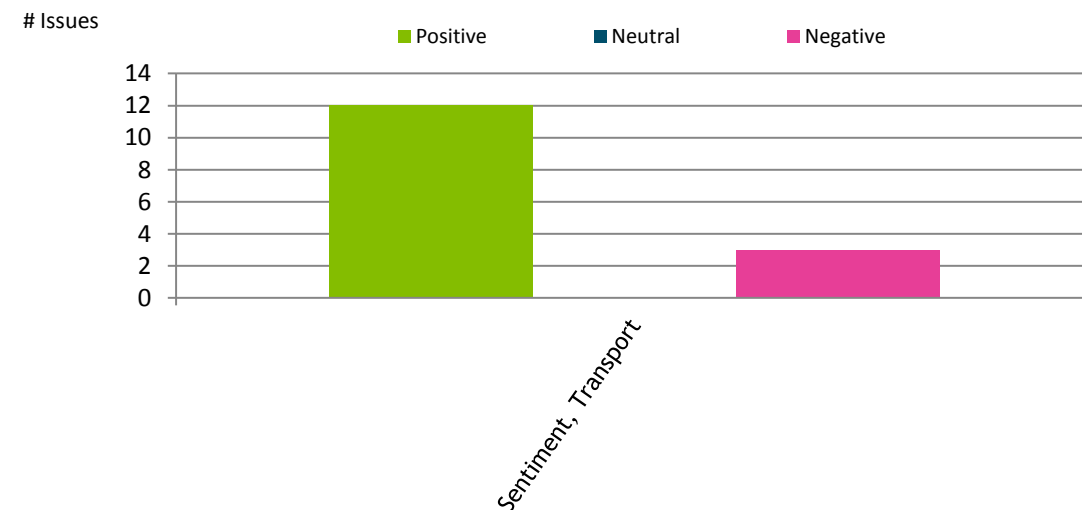


6.1 Trends, Transport (15 issues)



Issues receiving the most comments overall

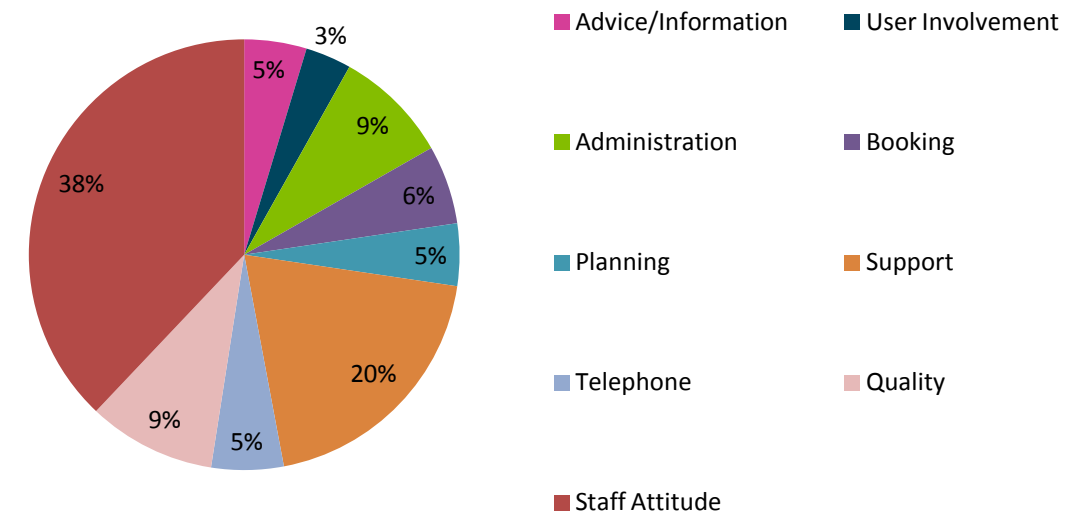
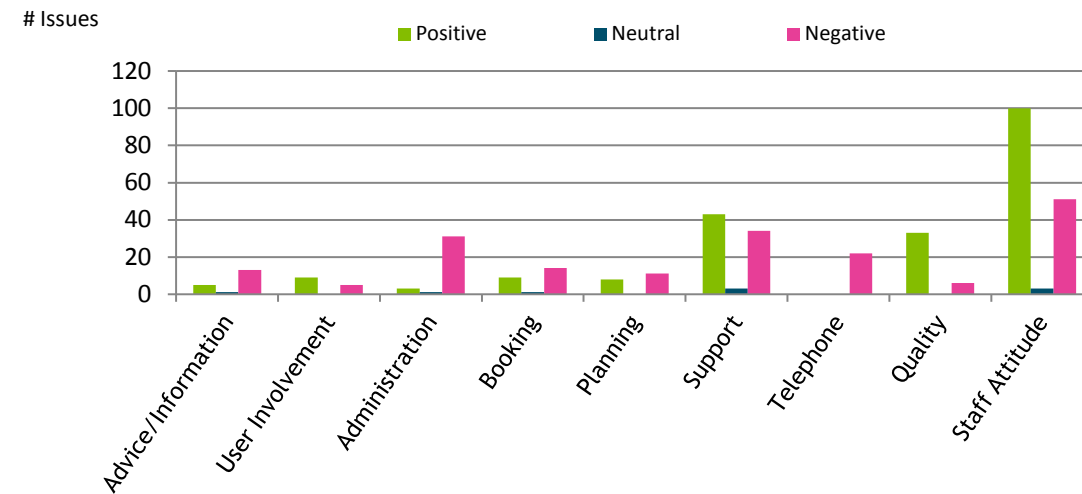
6.2 Sentiment, Transport



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

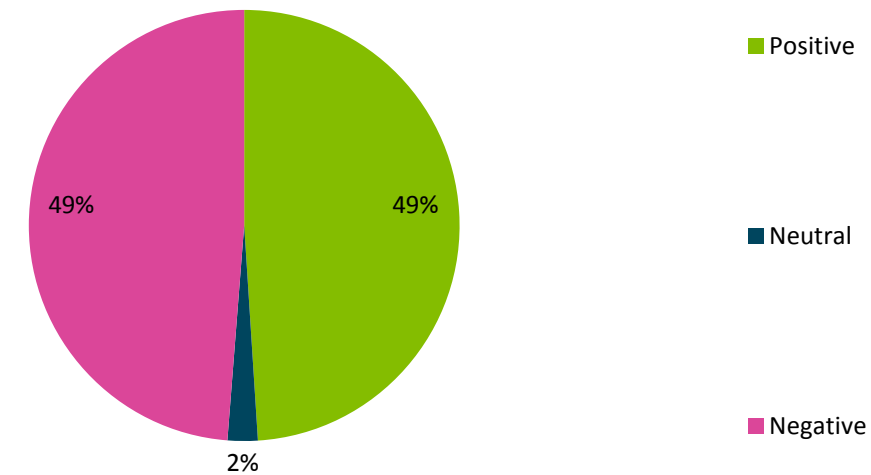
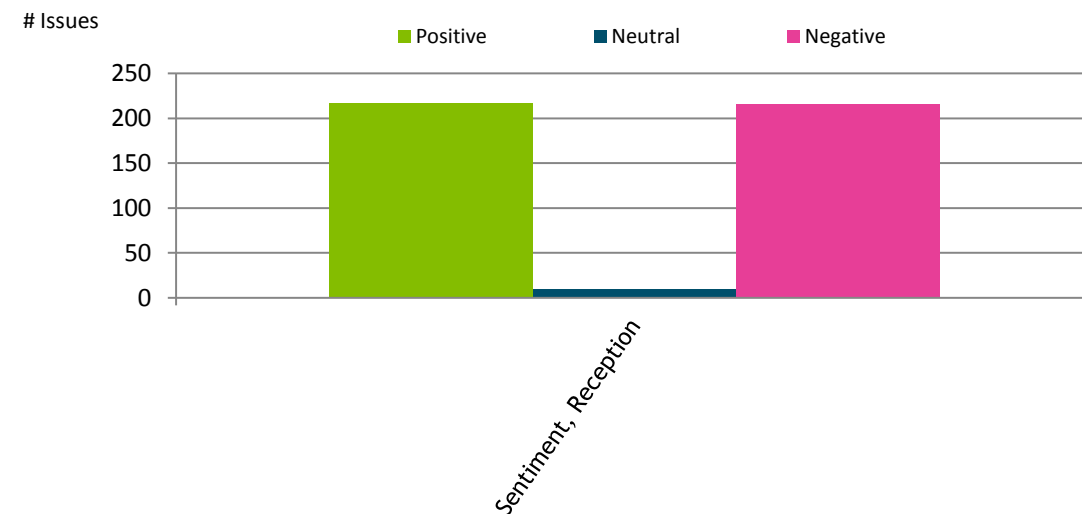


6.3 Trends, Reception (443 issues)



Issues receiving the most comments overall

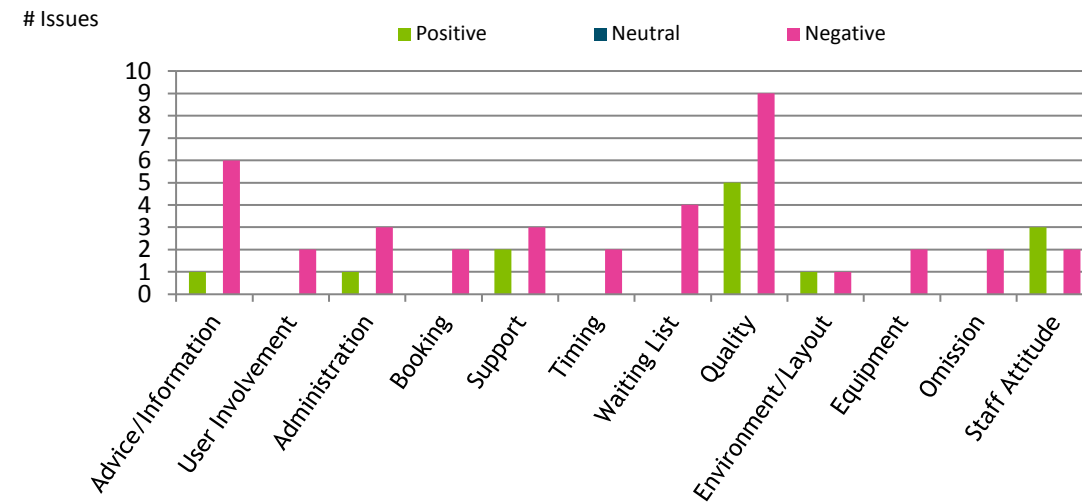
6.4 Sentiment, Reception



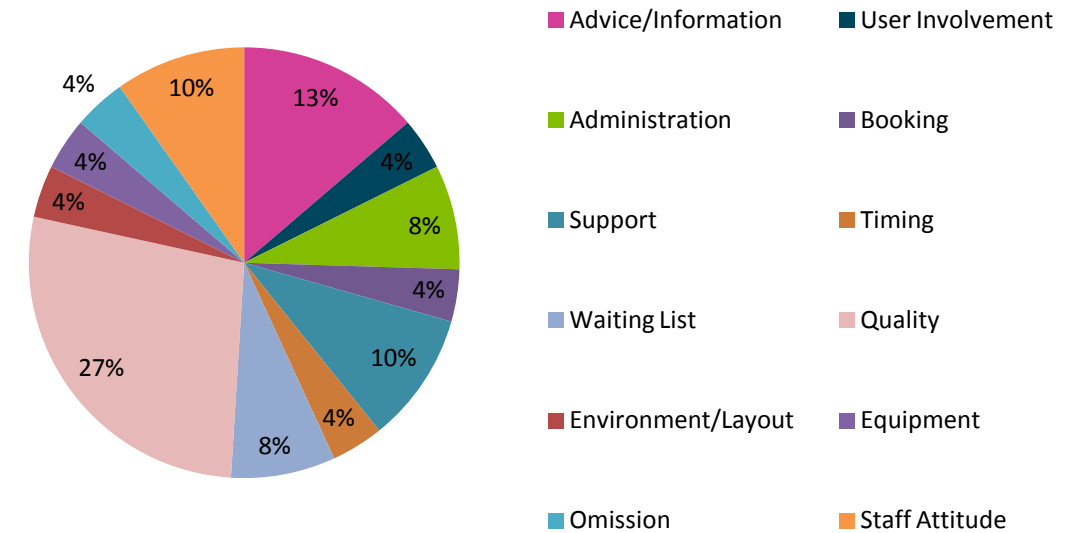
6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)



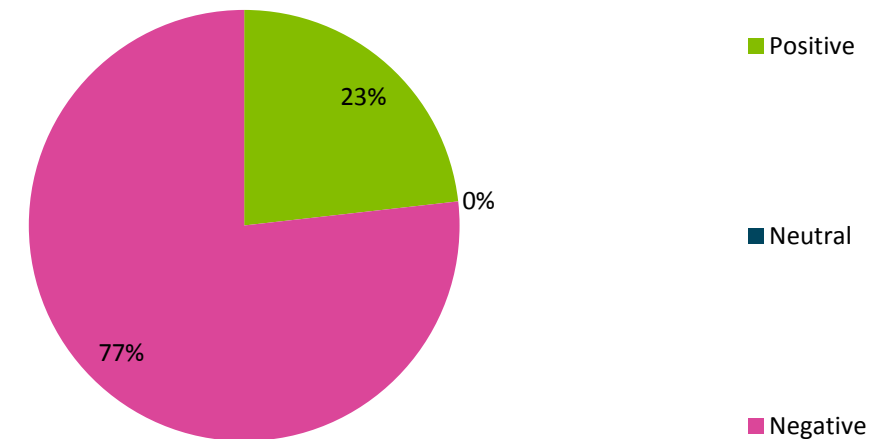
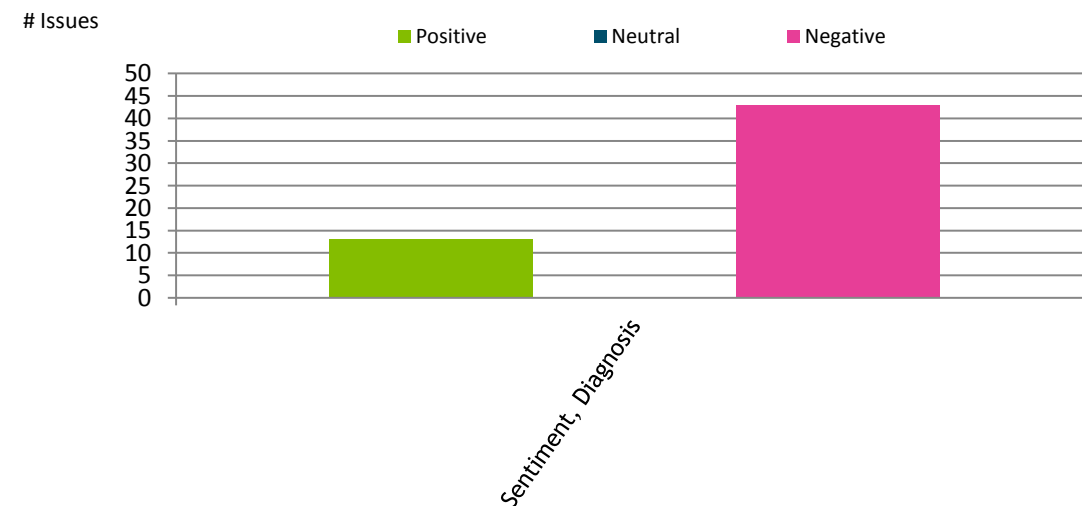
6.5 Trends, Diagnosis/Testing (56 issues)



Issues receiving the most comments overall



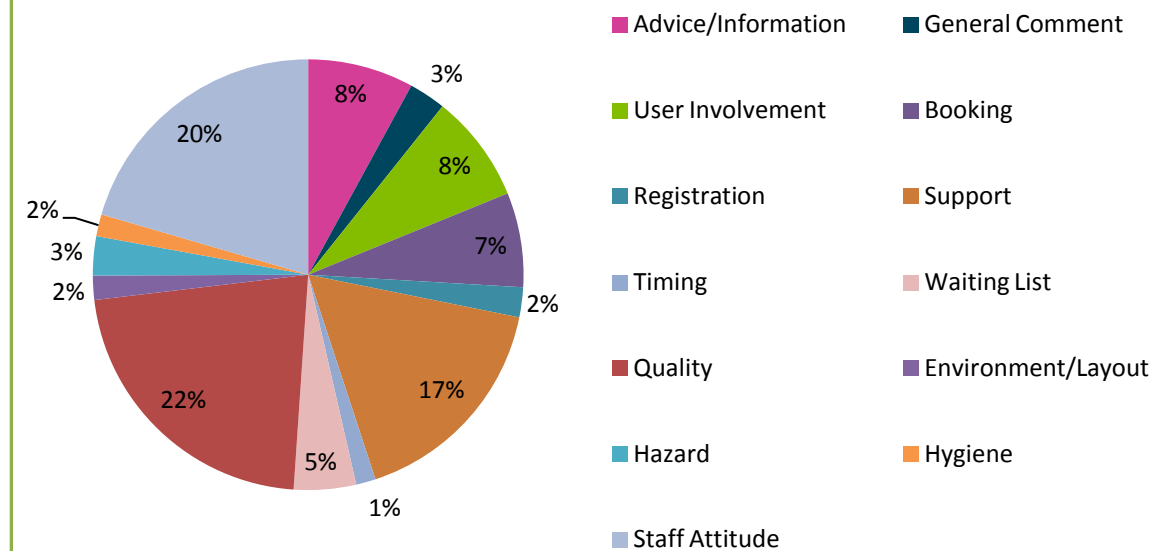
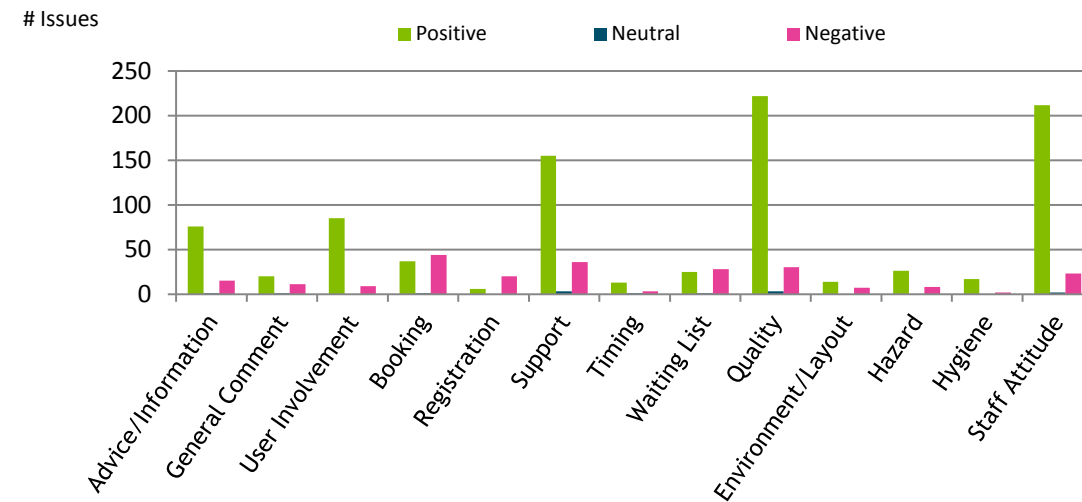
6.6 Sentiment, Diagnosis/Testing



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

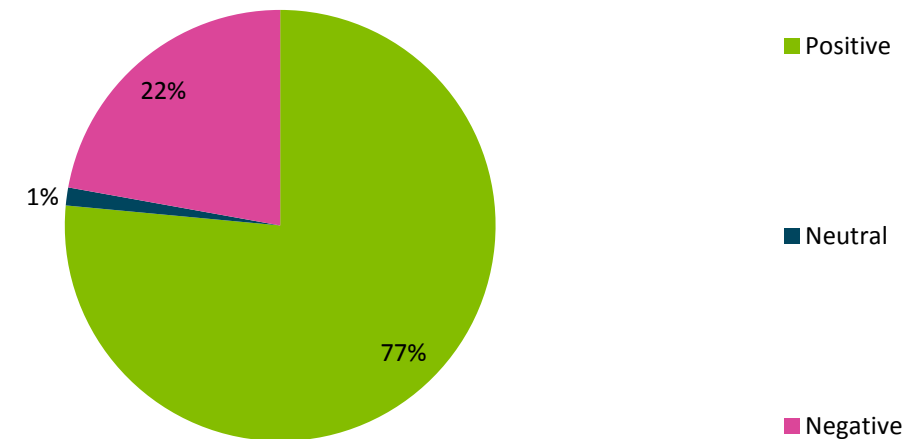
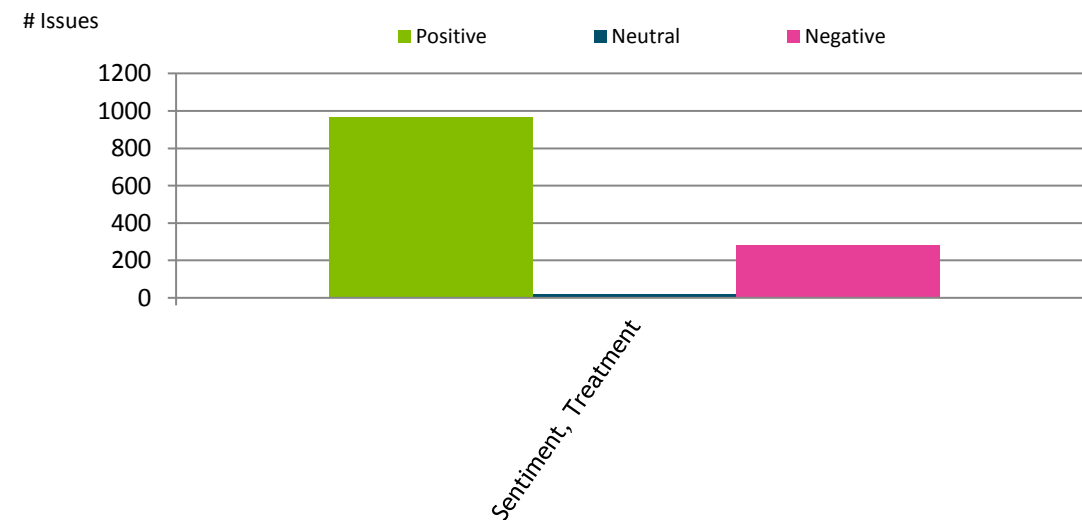


6.7 Trends, Clinical Treatment (1263 issues)



Issues receiving the most comments overall

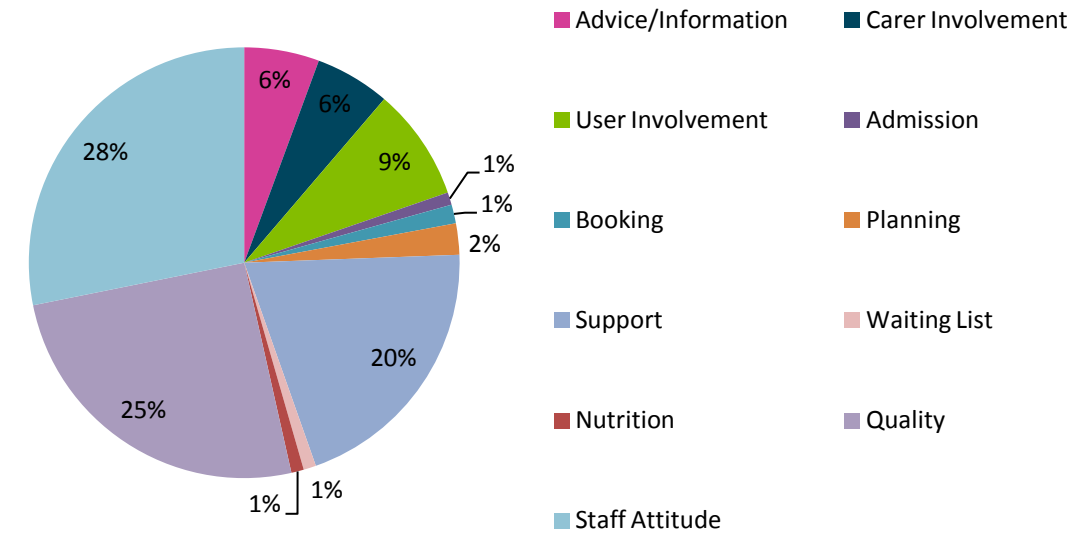
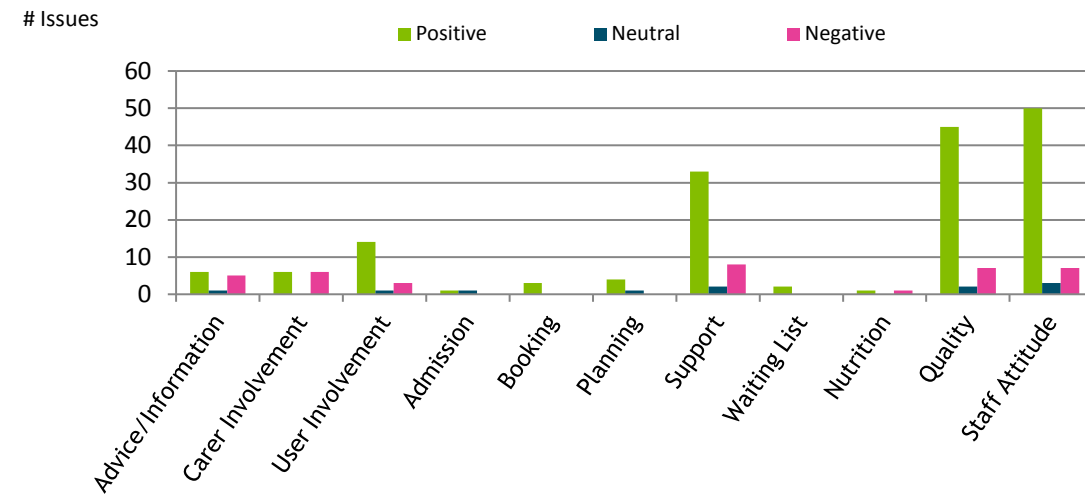
6.8 Sentiment, Clinical Treatment



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

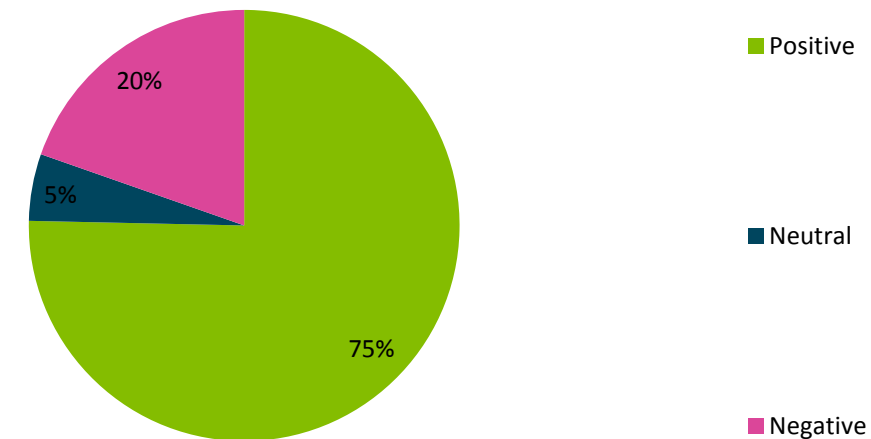
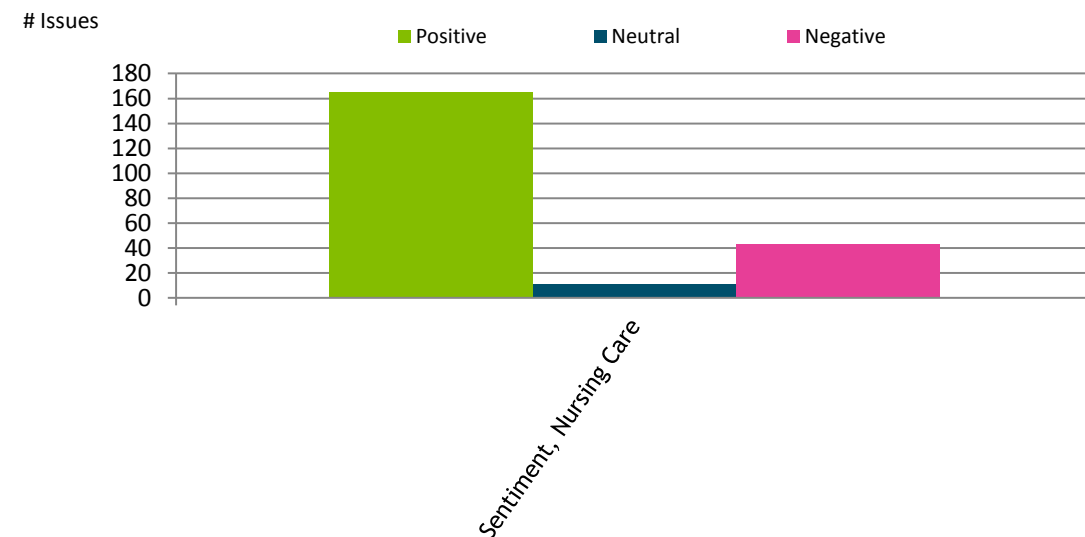


6.9 Trends, Clinical Nursing (219 issues)



Issues receiving the most comments overall

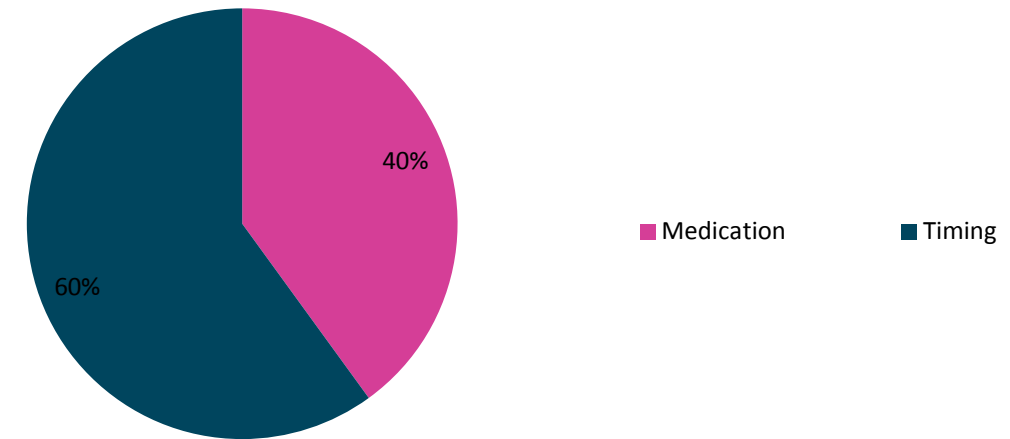
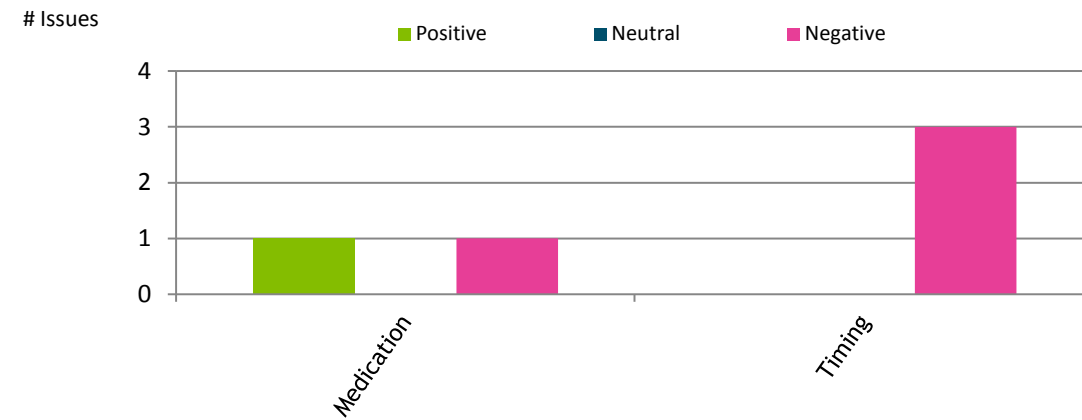
6.10 Sentiment, Clinical Nursing



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

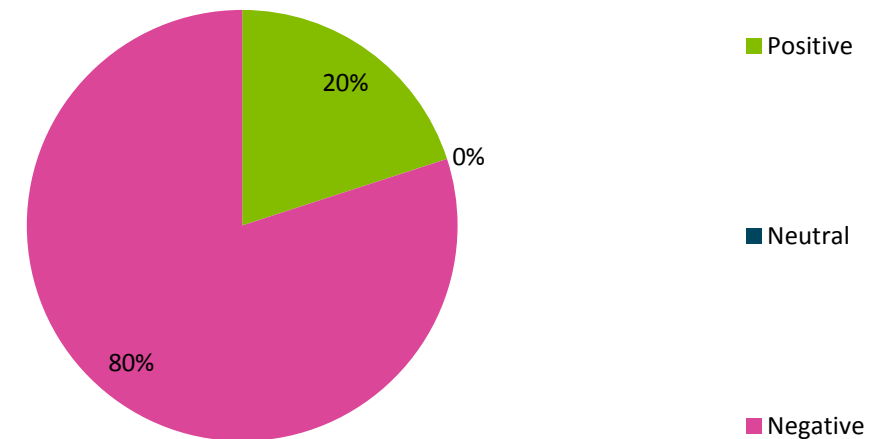
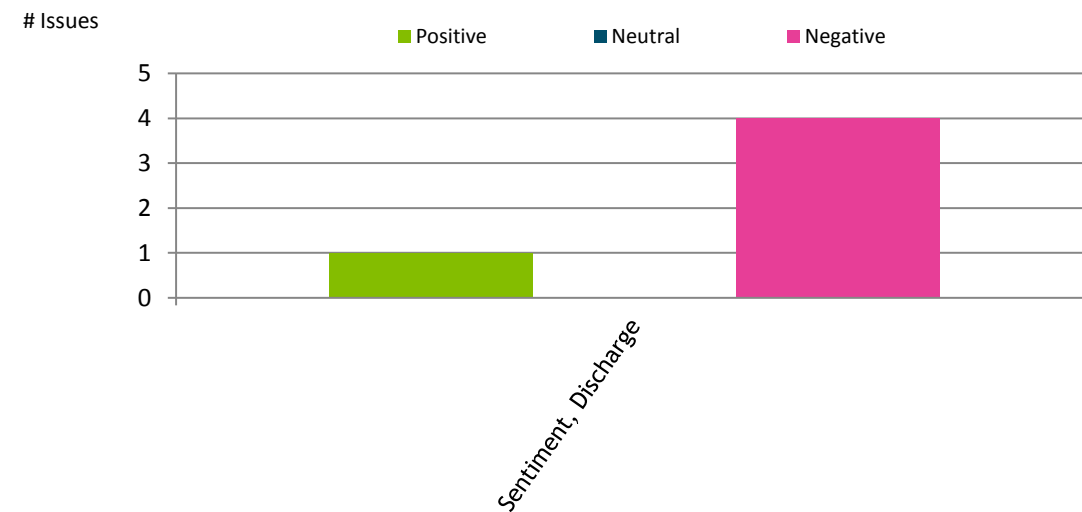


6.11 Trends, Discharge (5 issues)



Issues receiving the most comments overall

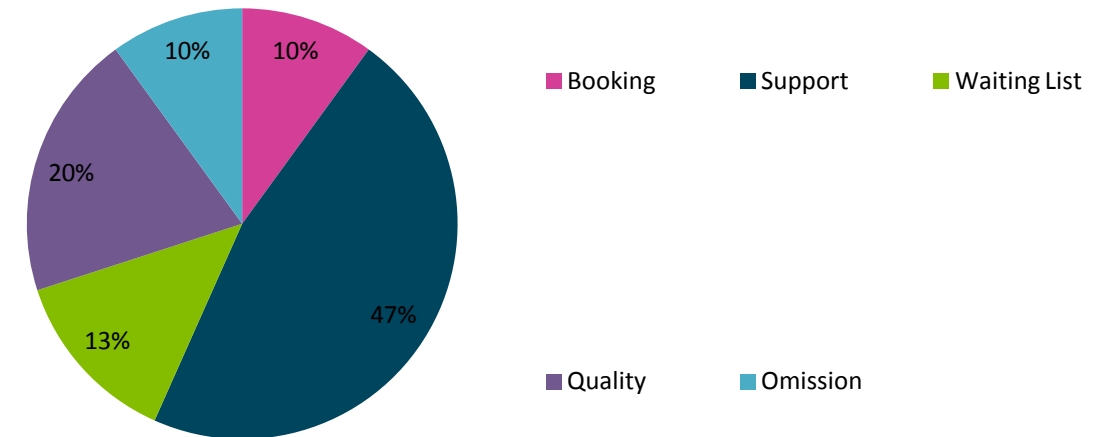
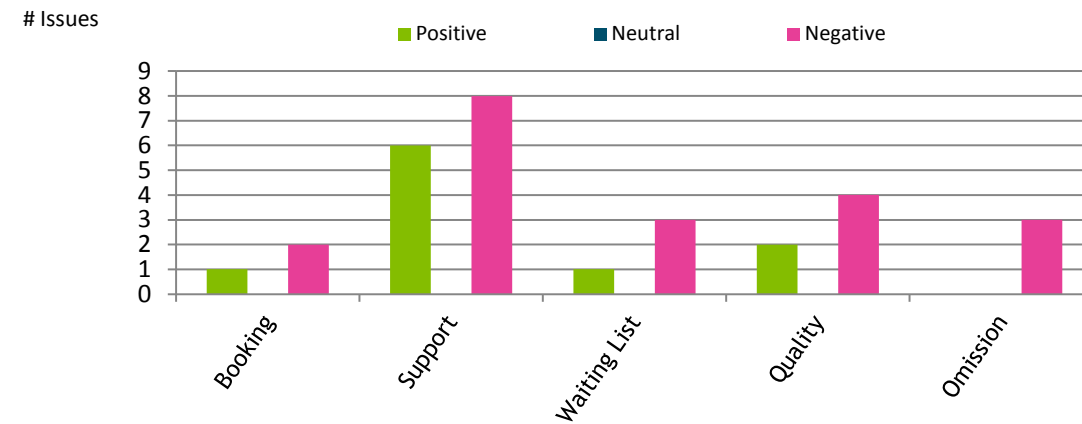
6.12 Sentiment, Discharge



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

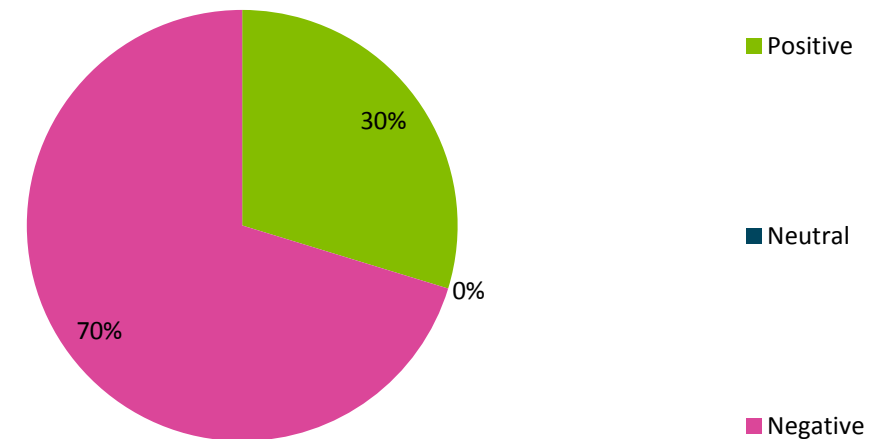
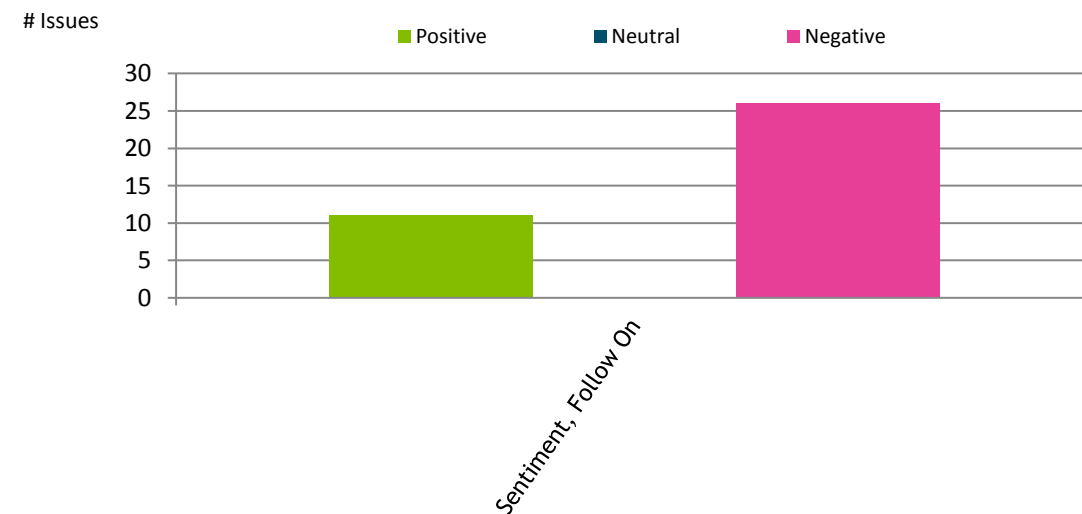


6.13 Trends, Follow On (37 issues)



Issues receiving the most comments overall

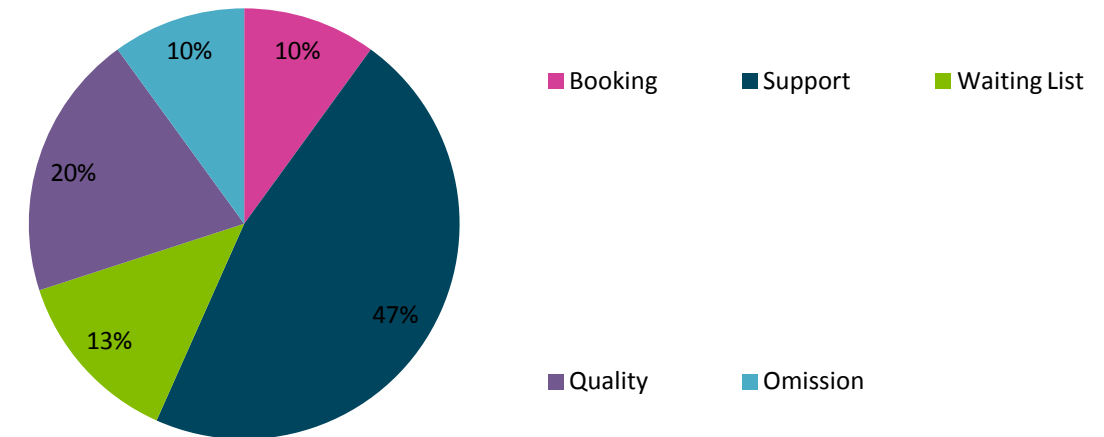
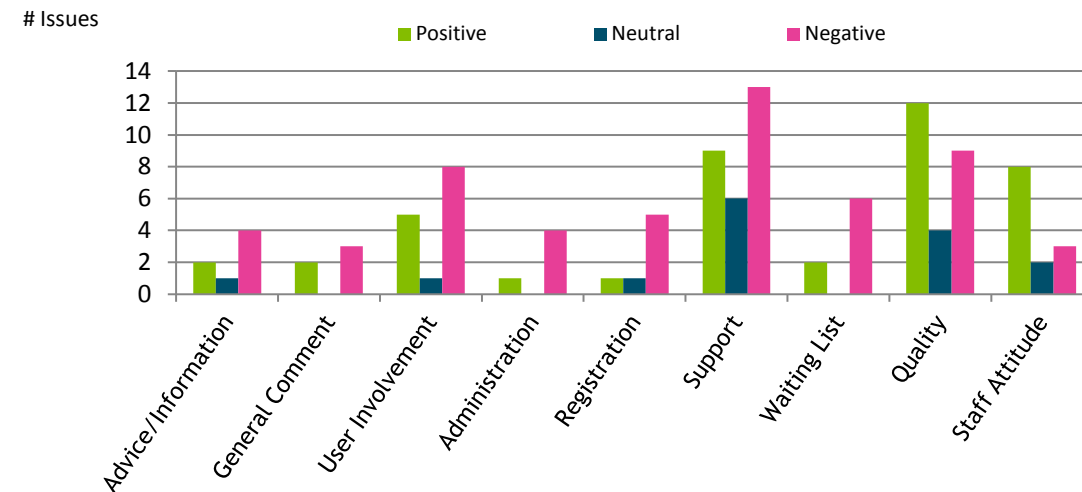
6.14 Sentiment, Follow On



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

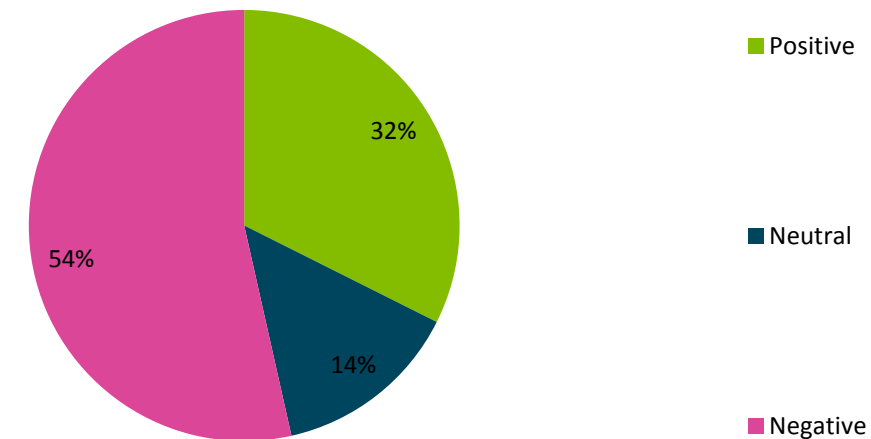
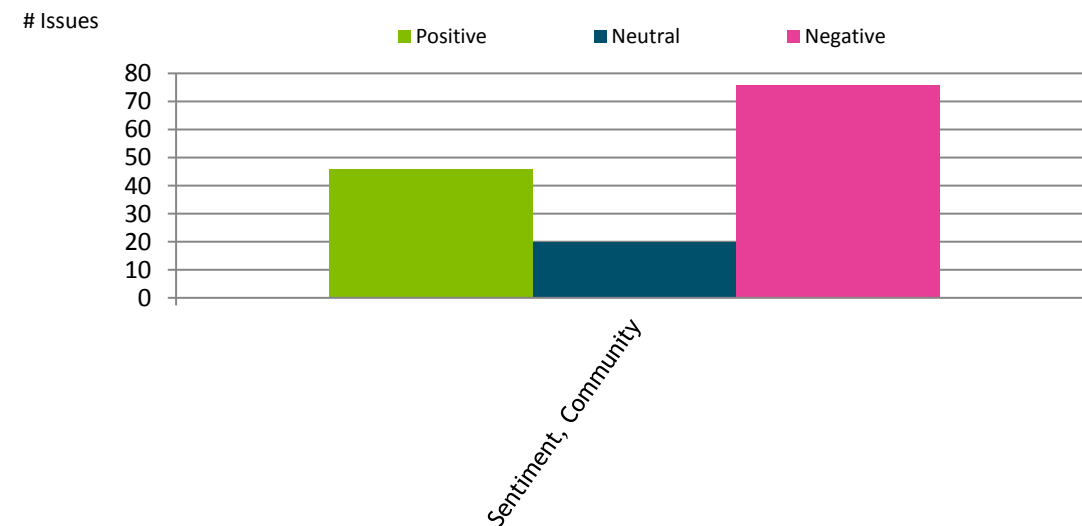


6.15 Trends, Community (142 issues)



Issues receiving the most comments overall

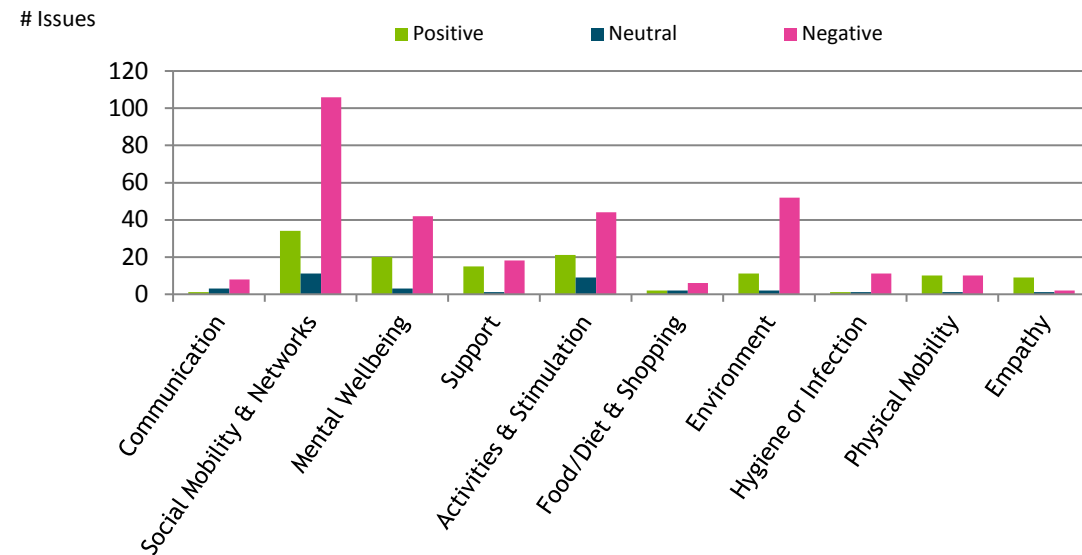
6.16 Sentiment, Community



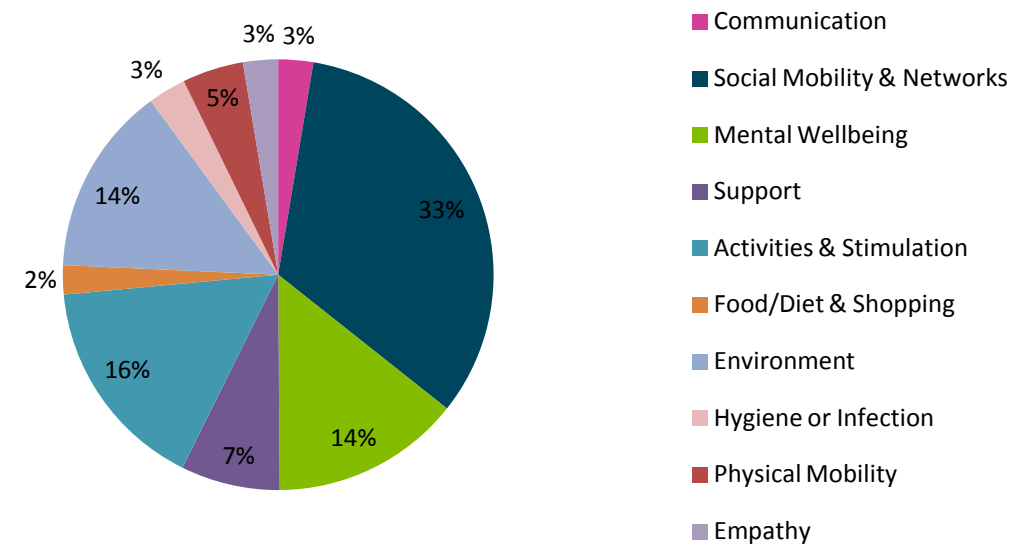
7. Wider Community: Which aspects are people most commenting on?



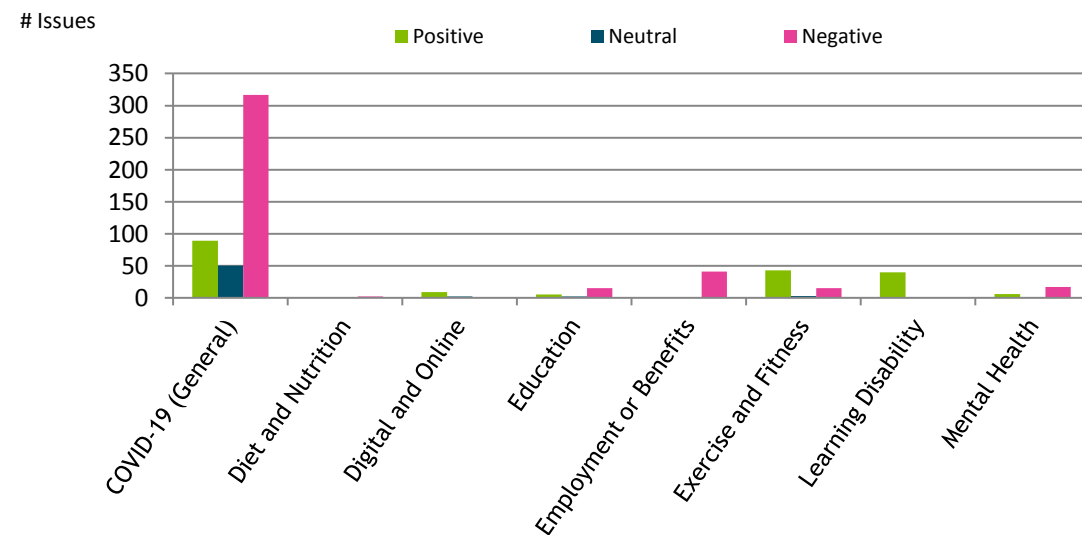
7.1 Top Trends: 500 issues from 148 people



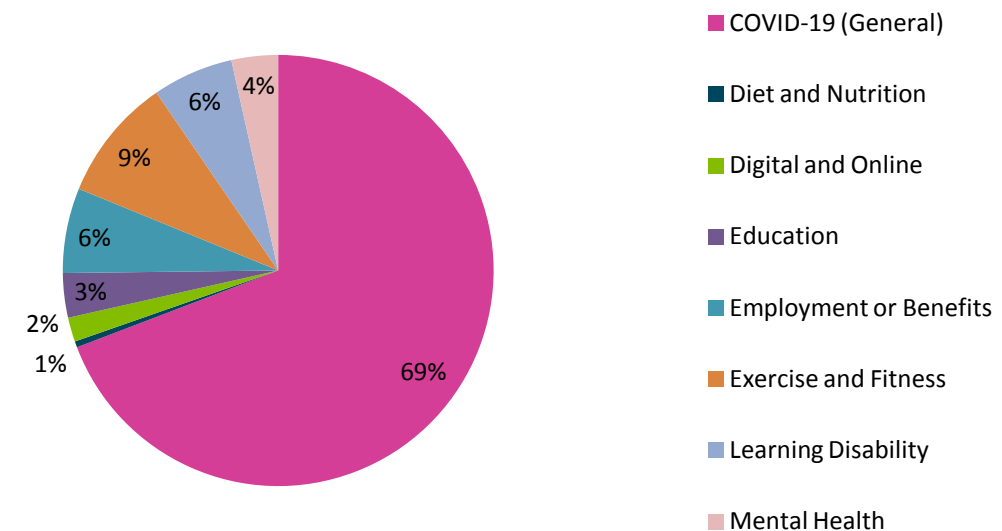
Issues receiving the most comments overall.



7.2 Stated topics



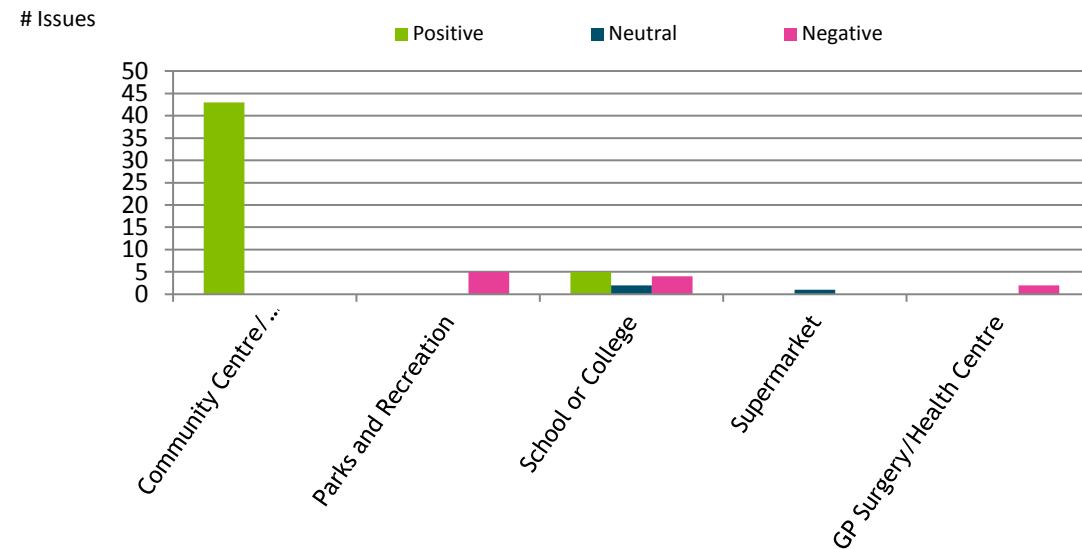
Topics receiving the most comments overall



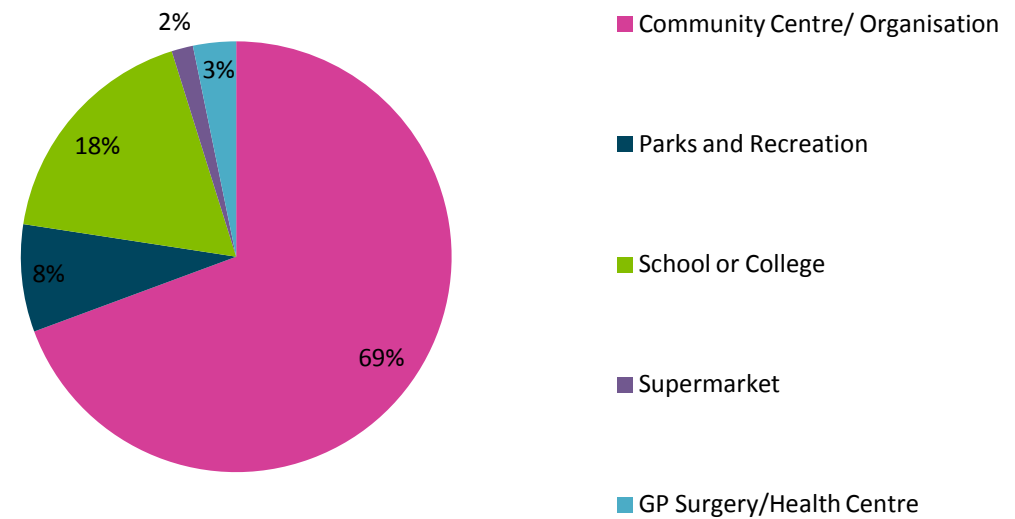
7. Wider Community: Which aspects are people most commenting on?



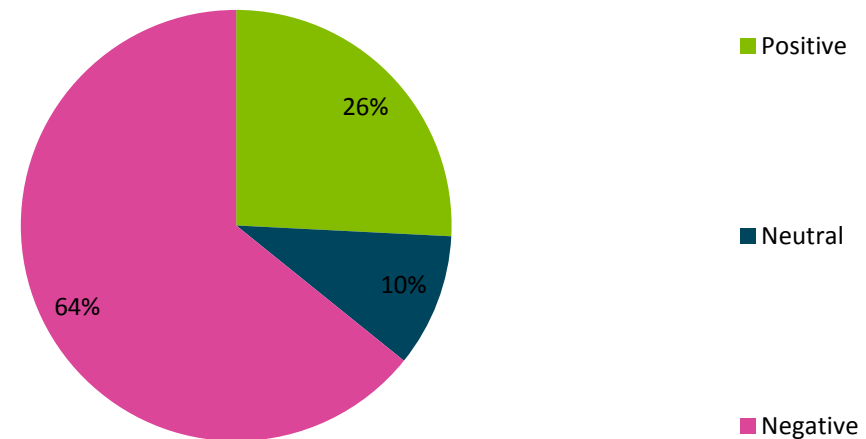
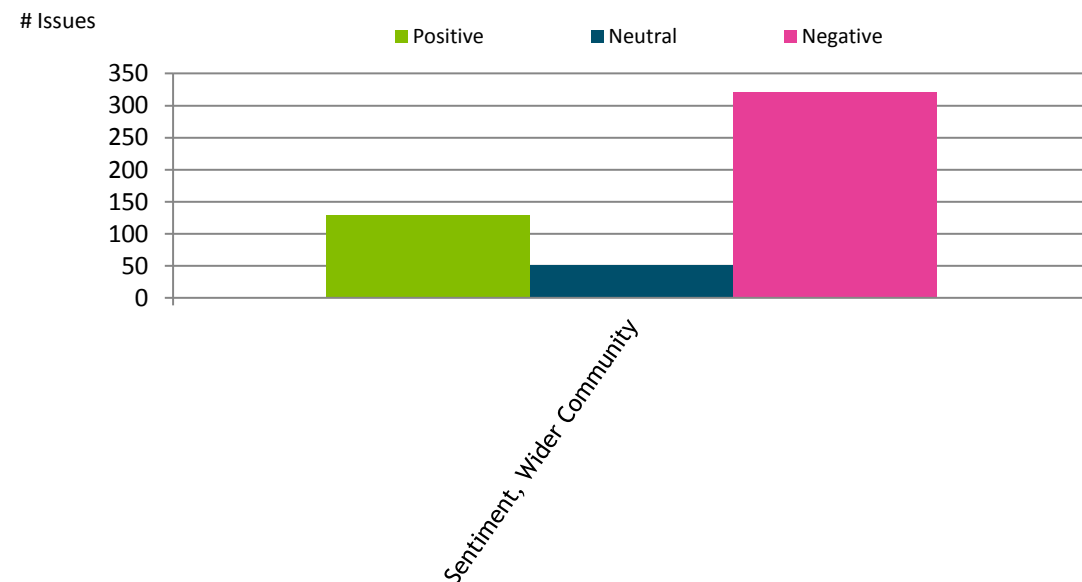
7.3 Service Type



Service type receiving the most comments overall



7.4 Sentiment, Wider Community



Quarterly benchmark: 12% improvement on the previous quarter

8. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	Communication, including access to advice and information.	92	7	52	151
	Carer Involvement	Involvement or influence of carers and family members.	42	6	79	127
	Peer Involvement	Involvement or Influence of friends.	16	6	38	60
	General Comment	A generalised statement (ie; "The doctor was good.")	22	17	19	58
	User Involvement	Involvement or influence of the service user.	134	5	70	209
Systems	Administration	Administrative processes and delivery.	6	1	48	55
	Admission	Physical admission to a hospital ward, or other service.	1	1	0	2
	Booking	Ability to book, reschedule or cancel appointments.	51	2	63	116
	Cancellations	Cancellation of appointment by the service provider.	0	0	3	3
	Data Protection	General data protection (including GDPR).	0	0	0	0
	Referral	Referral to a service.	4	1	7	12
	Medical Records	Management of medical records.	1	0	3	4
	Medication	Prescription and management of medicines.	12	0	7	19
	Opening Times	Opening times of a service.	1	1	4	6
	Planning	Leadership and general organisation.	20	3	14	37
	Registration	Ability to register for a service.	9	1	34	44
	Support	Levels of support provided.	267	15	120	402
	Telephone	Ability to contact a service by telephone.	1	0	27	28
	Timing	Physical timing (ie; length of wait at appointments).	14	1	10	25
	Waiting List	Length of wait while on a list.	30	1	41	72
Values	Choice	General choice.	7	0	10	17
	Cost	General cost.	6	1	16	23
	Language	Language, including terminology.	0	0	2	2
	Nutrition	Provision of sustenance.	4	1	2	7
	Privacy	Privacy, personal space and property.	0	0	1	1
	Quality	General quality of a service, or staff.	325	9	65	399
	Sensory	Deaf/blind or other sensory issues.	0	0	0	0
	Stimulation	General stimulation, including access to activities.	21	9	42	72

8. 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>	0	0	3	3
	Environment/Layout	<i>Physical environment of a service.</i>	26	2	64	92
	Equipment	<i>General equipment issues.</i>	3	3	10	16
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	29	1	24	54
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	17	0	2	19
	Mobility	<i>Physical mobility to, from and within services.</i>	10	1	11	22
	Travel/Parking	<i>Ability to travel or park.</i>	3	0	3	6
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	7	7
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	10	10
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	384	11	89	484
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	2	6	9
	Staff Training	<i>Training of staff.</i>	1	0	5	6
	Staffing Levels	<i>General availability of staff.</i>	0	0	1	1
Total:			1560	108	1012	2680