

The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Harrow, 22 July 2022



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 April 2022 - 30 June 2022

Index and overview of findings



383

Data Source

This report is based on the experience of 383 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.



70%

Overall Satisfaction

Satisfaction has declined by 3% this quarter, standing at 70% positive and 30% negative.

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



78%

Information, Involvement and Support

Satisfaction has declined by 3% this quarter, standing at 78% positive and 22% negative.

Complaints are up by 8% on communication, by 5% on user involvement, and marginally by 1% on support. More on page 5.



84%

Quality and Empathy

Comments suggest satisfaction has not changed, remaining at 84% positive and 16% negative.

People continue to report good levels of quality and empathy across services. More on page 5.



36%

Access to Services

Satisfaction has declined by 5% this quarter, standing at 36% positive and 64% negative.

Complaints are up by 3% on booking, and marginally by 1% on waiting lists. On telephone access, complaints volumes remain the same as last quarter. 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.

"I tried 23 times to get through, and when I did, I was told that all appointments are gone and to use the online form."



144

GP Services

Satisfaction has declined marginally by 1% this quarter, standing at 48% positive and 52% negative.

144 people comment on GP services, with good quality, compassionate treatment and care reported. While good levels of support are received, patients would like a greater level of communication and involvement. Ability to book appointments, administration, telephones and waiting lists are cited as issues. More on page 9.



203

Dentists

Satisfaction has declined by 4% this quarter, standing at 89% positive and 11% negative.

203 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.



31

Northwick Park Hospital

Satisfaction has declined by 27% this quarter, standing at 47% positive and 53% negative.

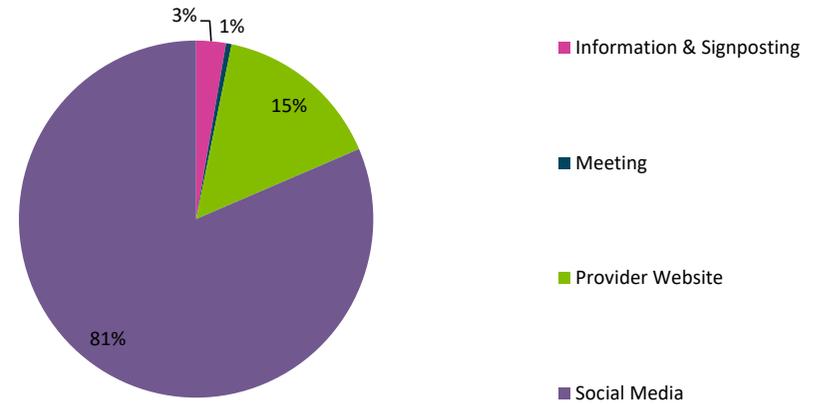
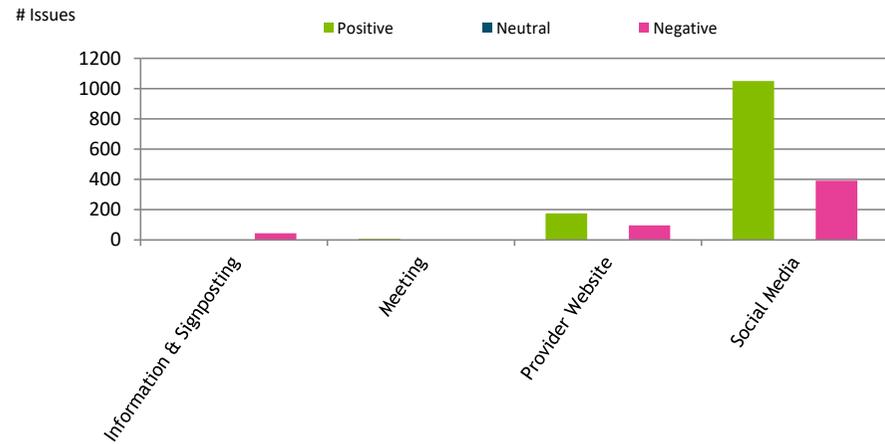
31 people comment this quarter, with compliments on quality and levels of involvement and support received. Waiting times (at A&E) are criticised by some. More on page 11.

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

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

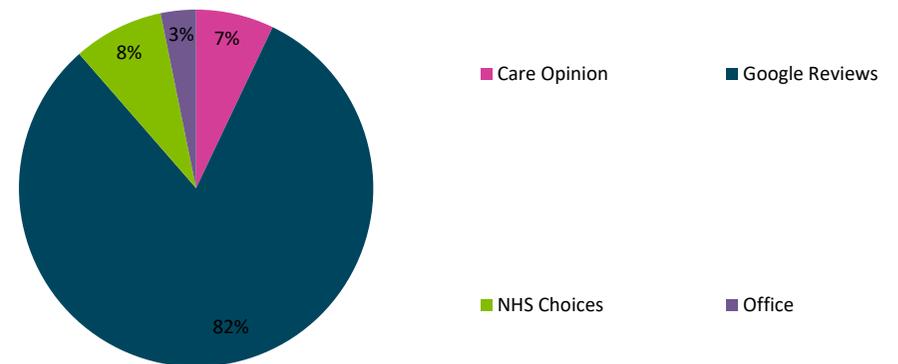
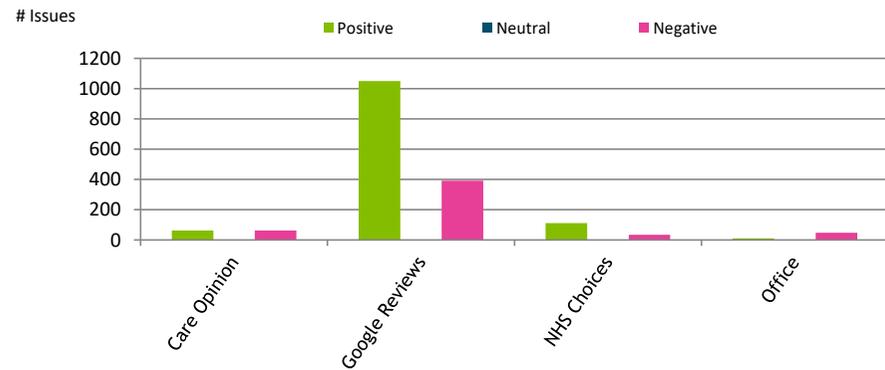


1.1 Source: 1772 issues from 383 people



Sources providing the most comments overall

1.2 Origin

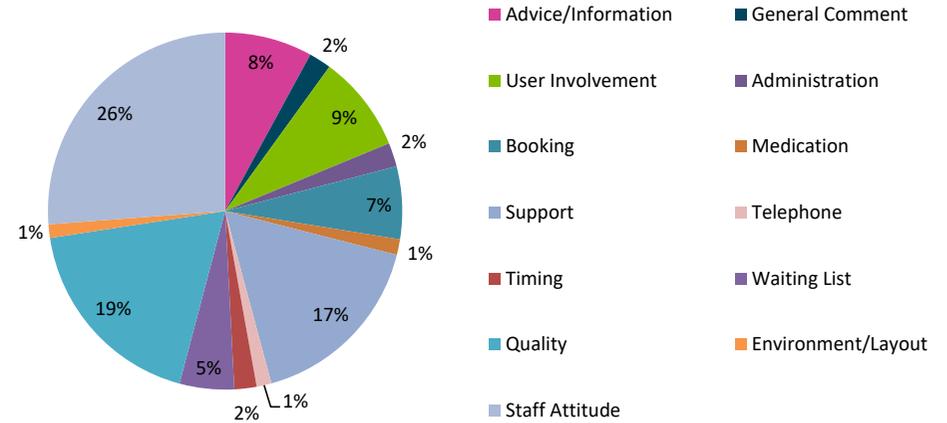
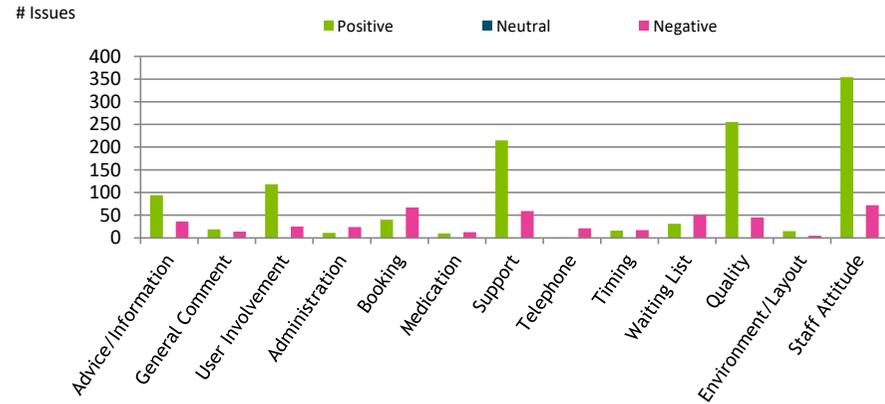


Origins providing the most comments overall

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

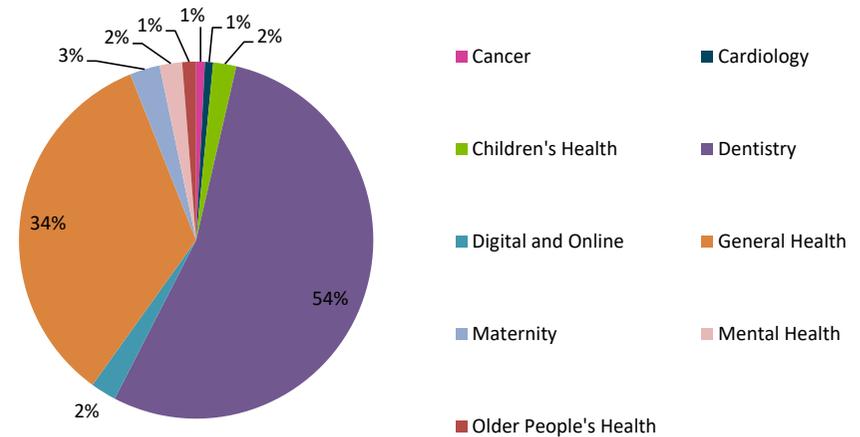
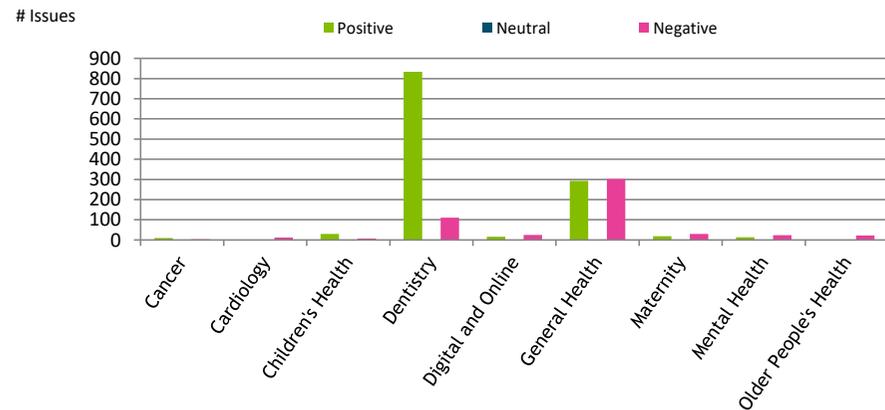


2.1 Top Trends: 1771 issues from 383 people



Issues receiving the most comments overall. See pages 20-21 for issue descriptions.

2.2 Stated medical conditions

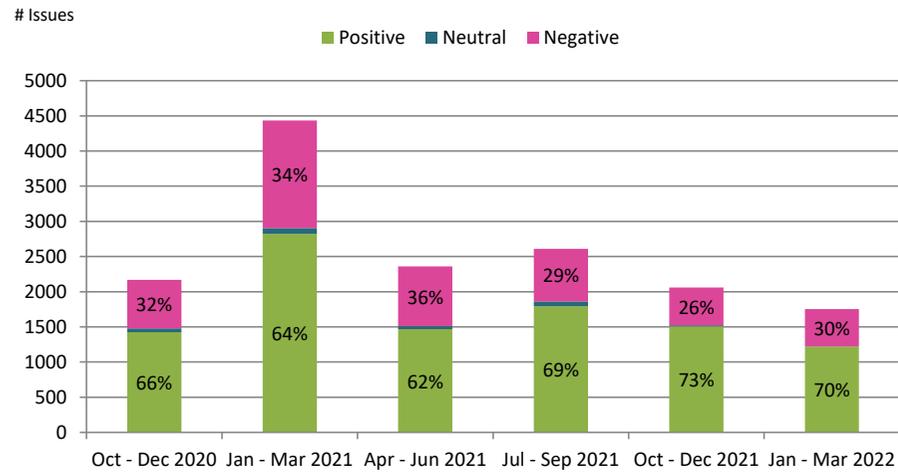


Medical conditions receiving the most comments overall

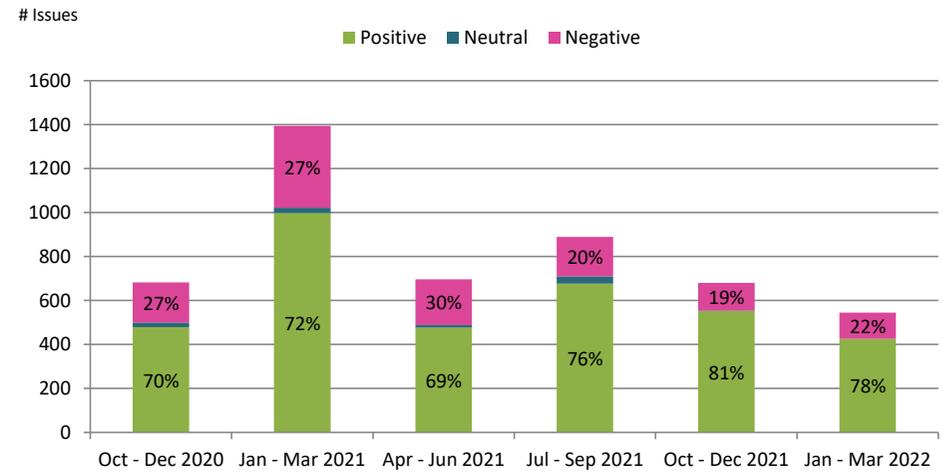
3. On the whole, how do people feel about Health and Care services?



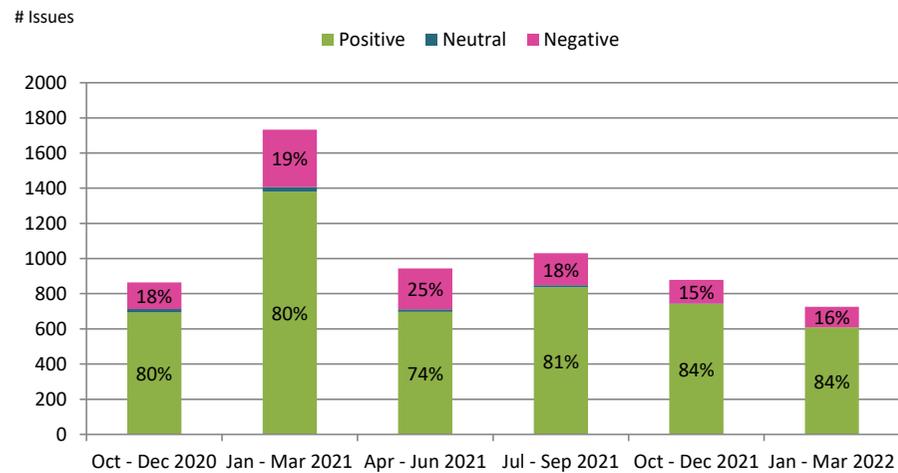
3.1 How do people feel about services overall?



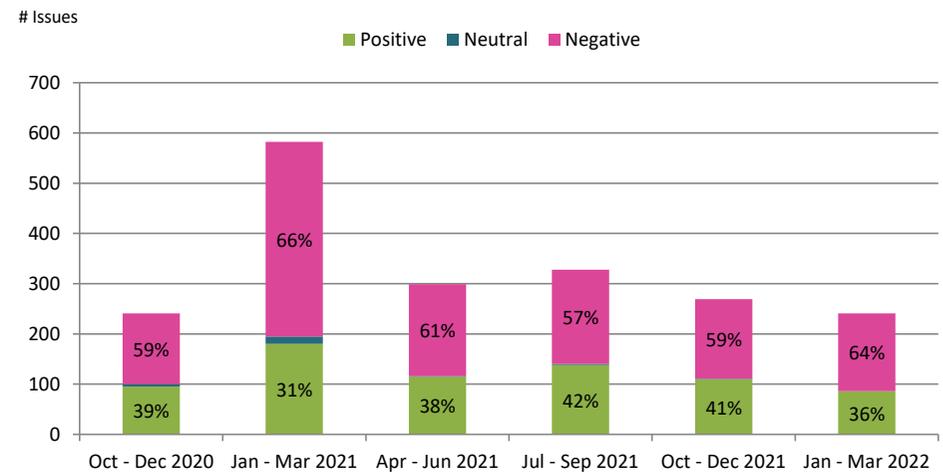
3.2 How well informed, involved and supported do people feel?



3.3 How do people feel about general quality and empathy?



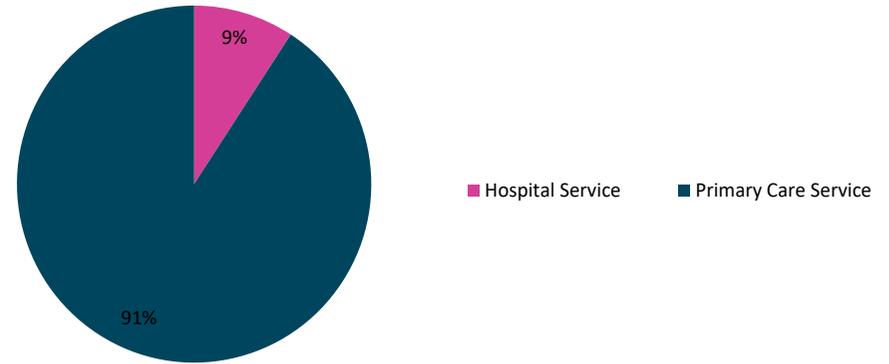
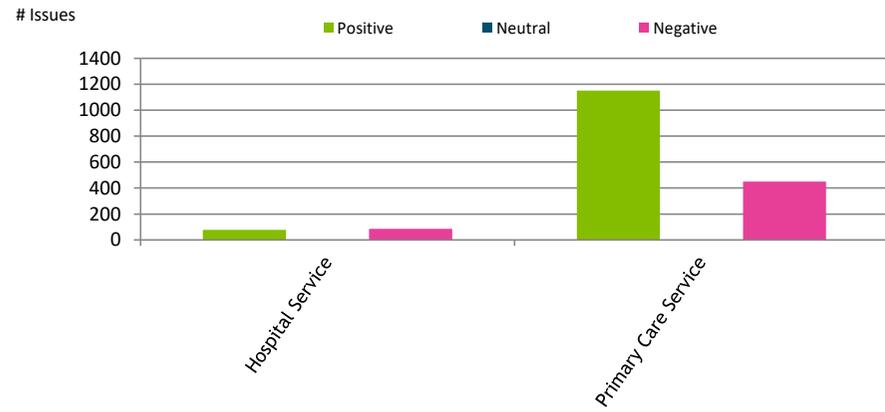
3.4 How do people feel about access to services?



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

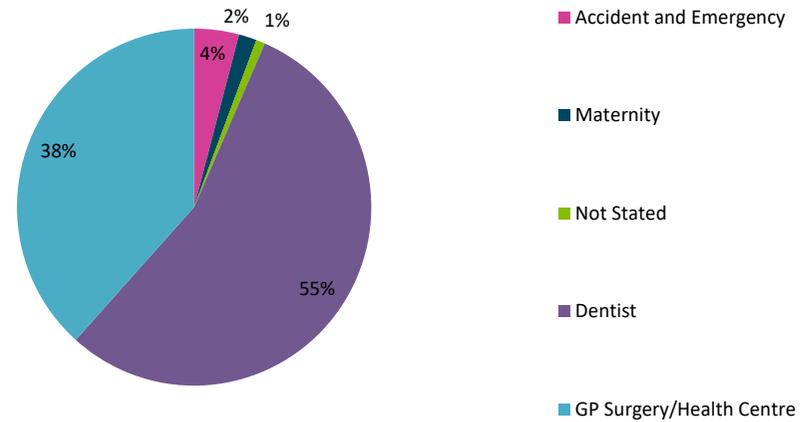
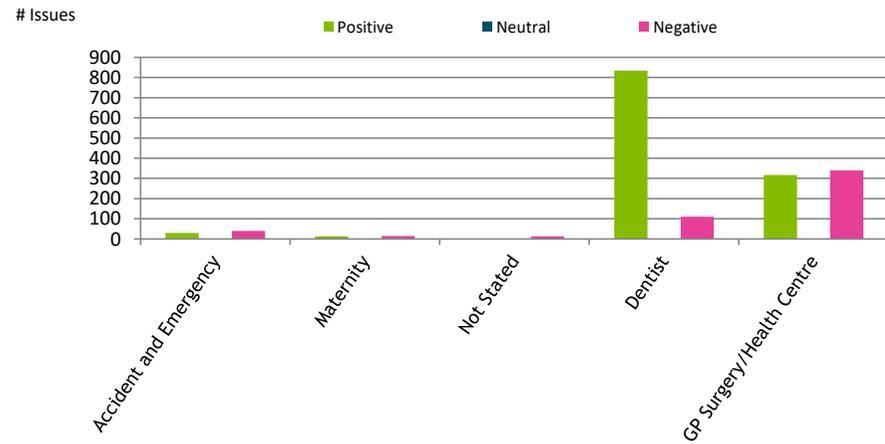


4.1 Service Sector



Service sectors receiving the most comments overall

4.2 Service Type

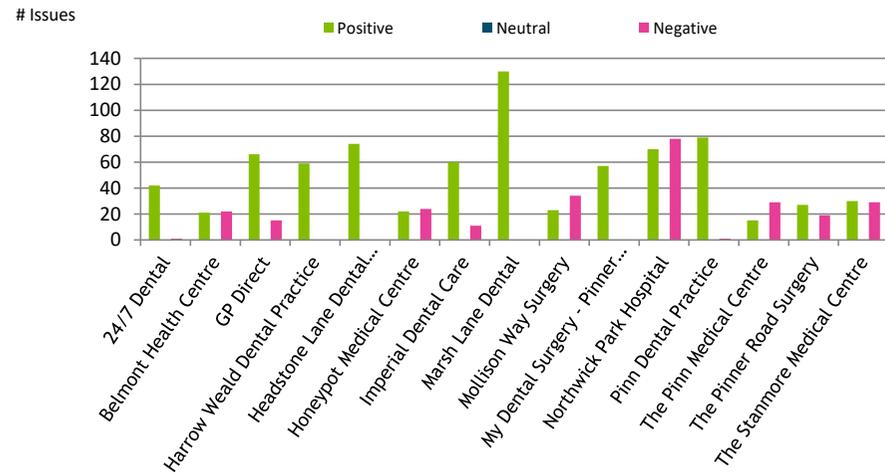


Service type receiving the most comments overall

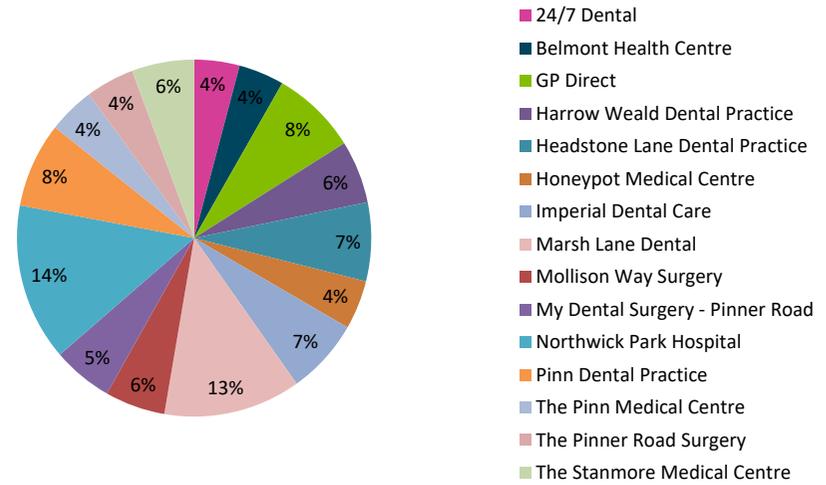
4. Trends: Which services are people most commenting on?



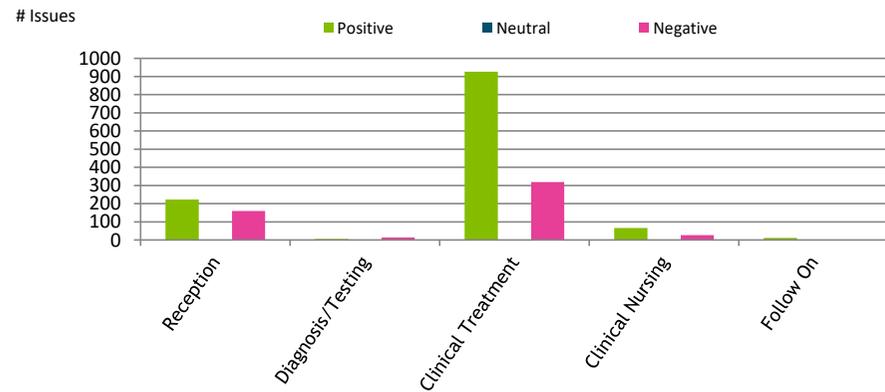
4.3 Services



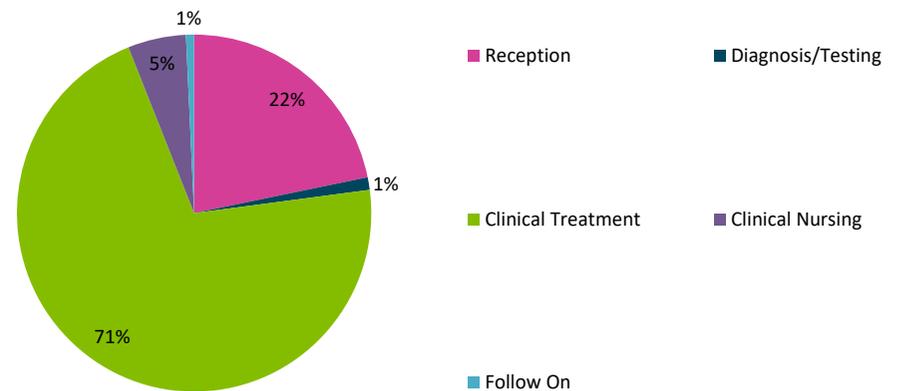
Services receiving the most comments overall



4.4 Breakdown of care pathway locations



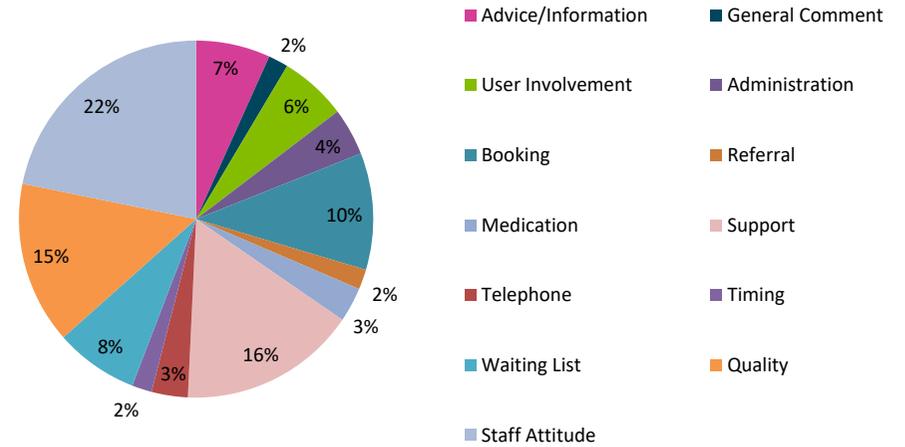
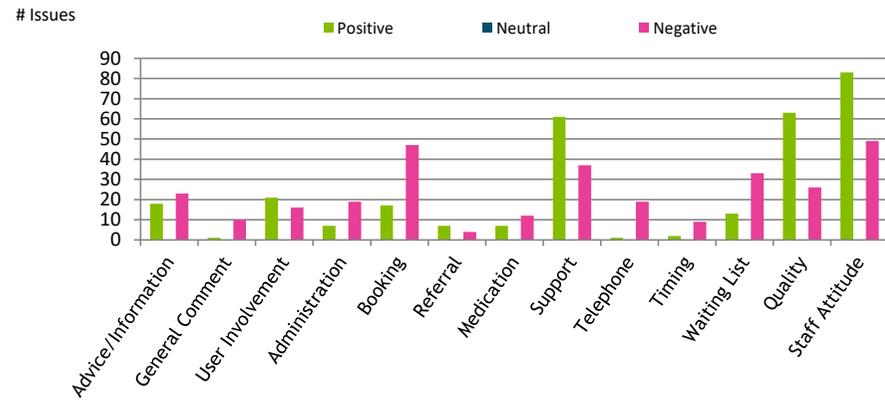
Care pathway locations



5. Trends: GP Services

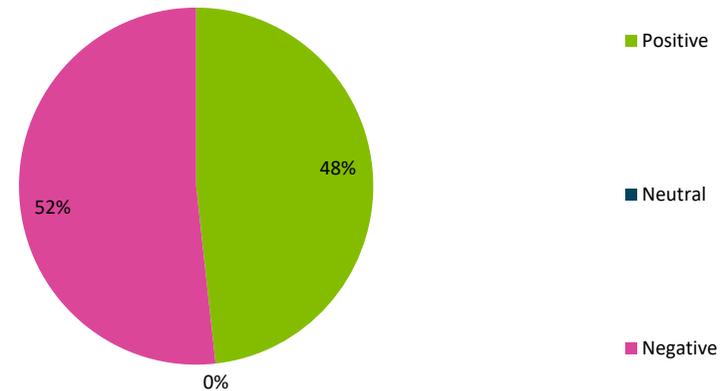
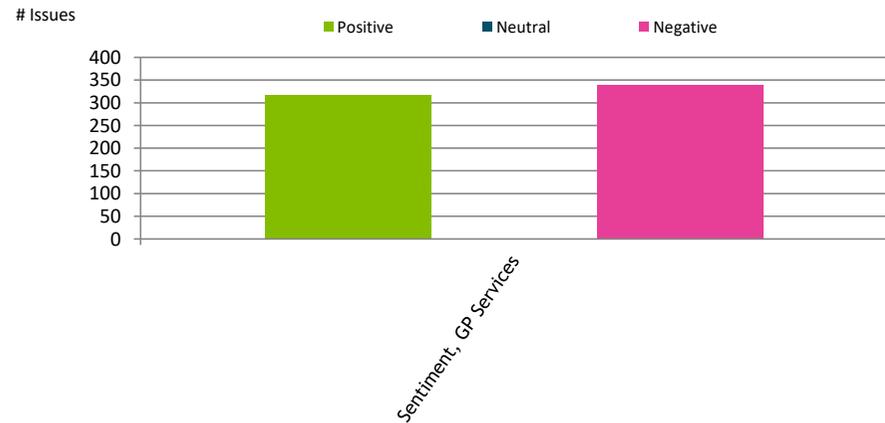


5.1 Trends, GP Services: 657 issues from 144 people



Issues receiving the most comments overall

5.2 Sentiment, GP Services

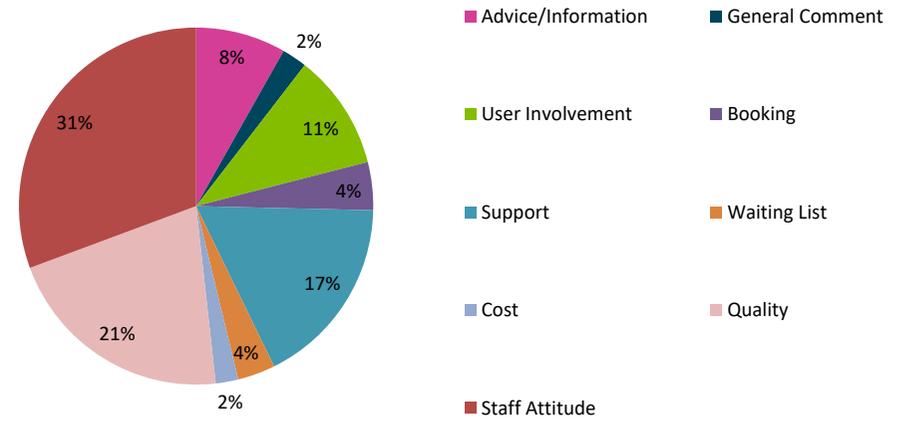
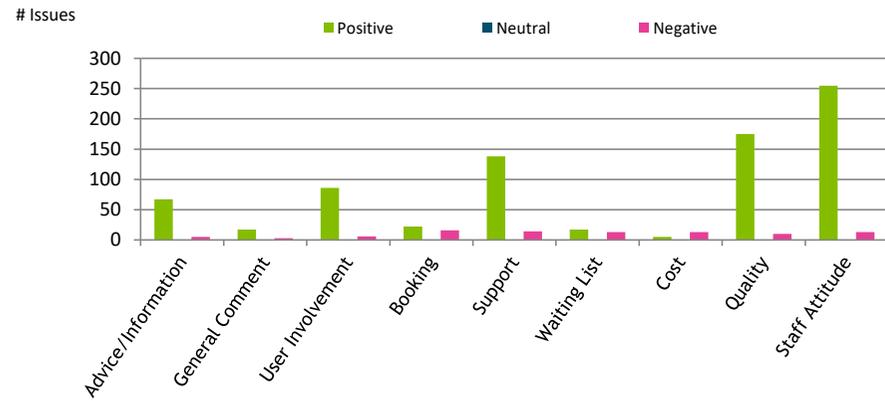


Quarterly benchmark: 1% decline on the previous quarter

5. Trends: Dentists

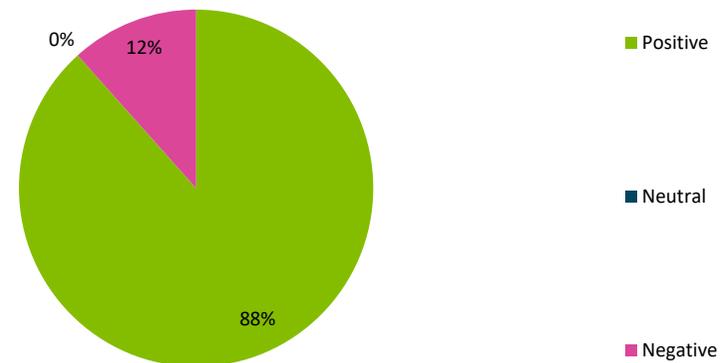
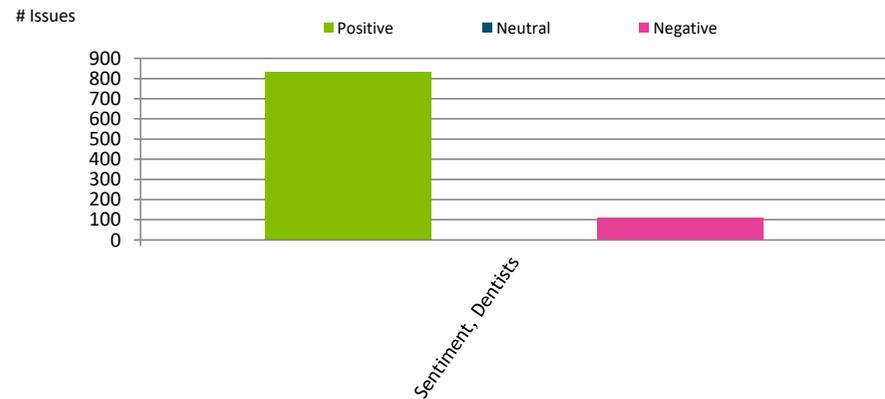


5.3 Trends, Dentists: 944 issues from 204 people



Issues receiving the most comments overall

5.4 Sentiment, Dentists

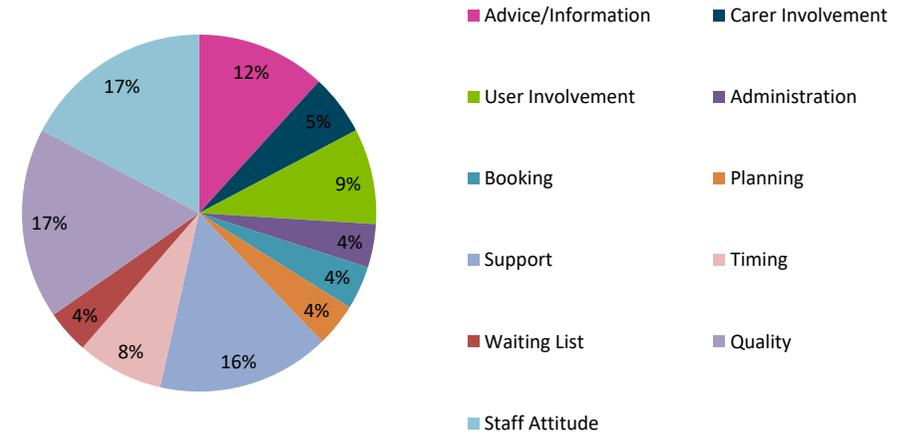
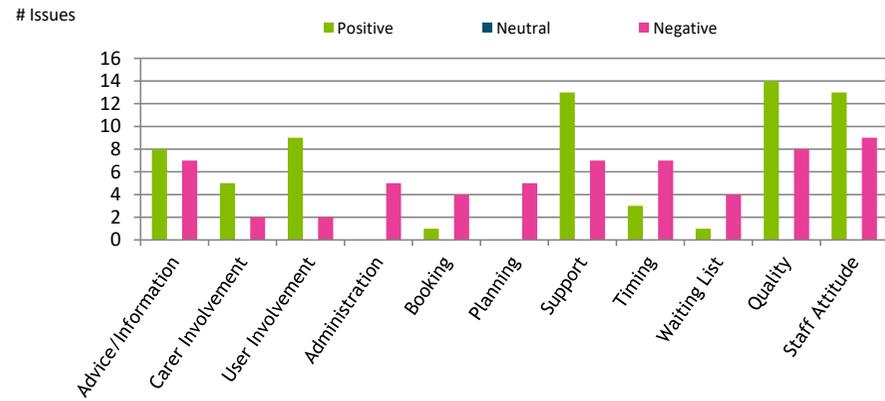


Quarterly benchmark: 4% decline on the previous quarter

5. Trends: Northwick Park Hospital

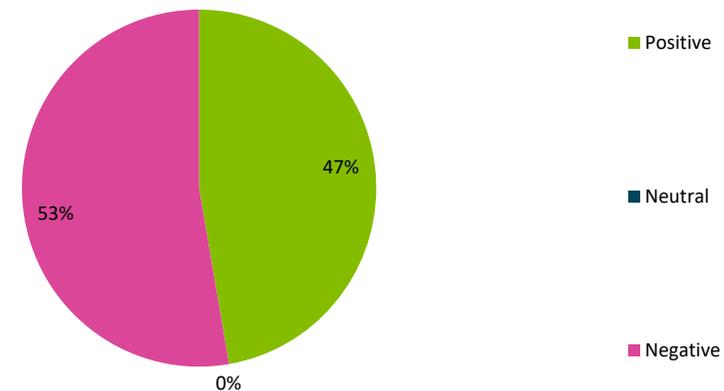
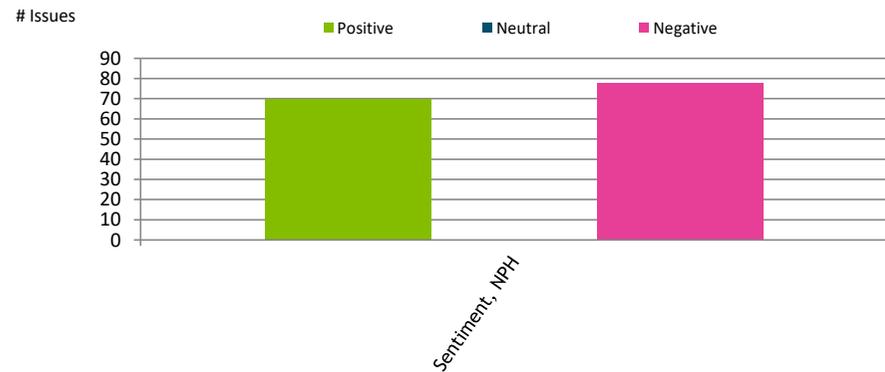


5.5 Trends, Northwick Park Hospital: 148 issues from 31 people



Issues receiving the most comments overall

5.6 Sentiment, Northwick Park Hospital

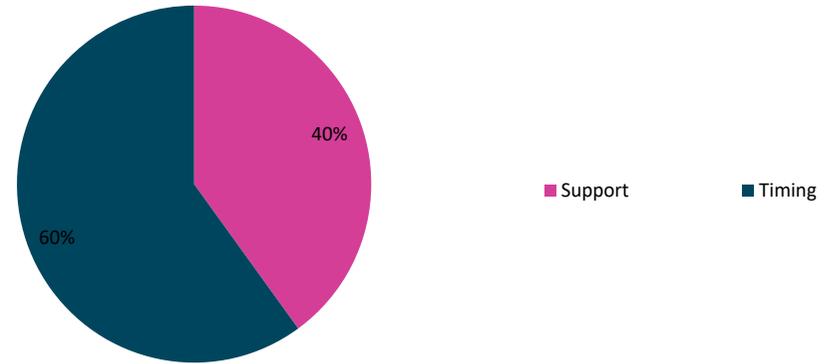
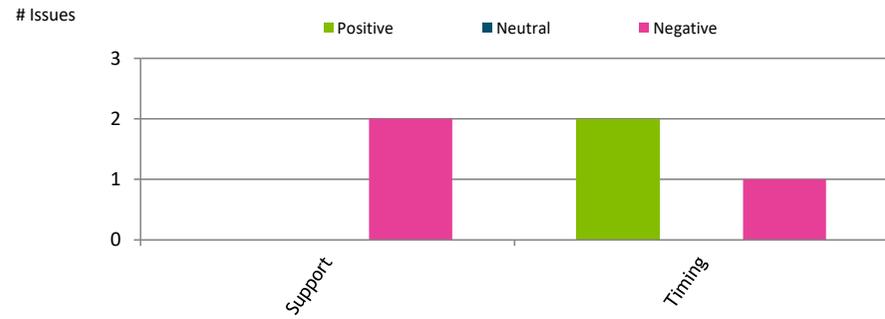


Quarterly benchmark: 27% decline on the previous quarter

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

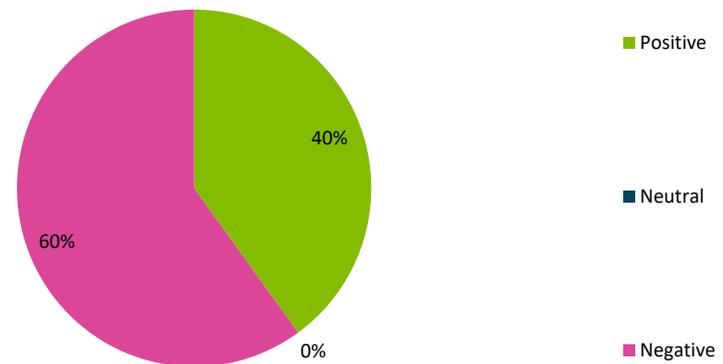
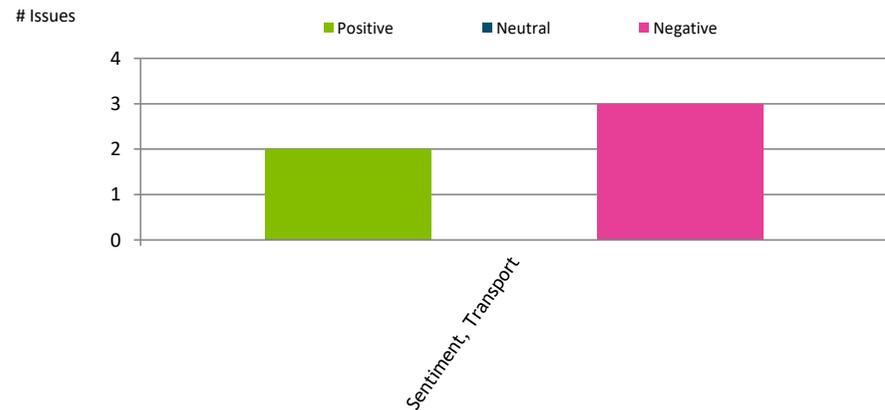


6.1 Trends, Transport (5 issues)



Issues receiving the most comments overall

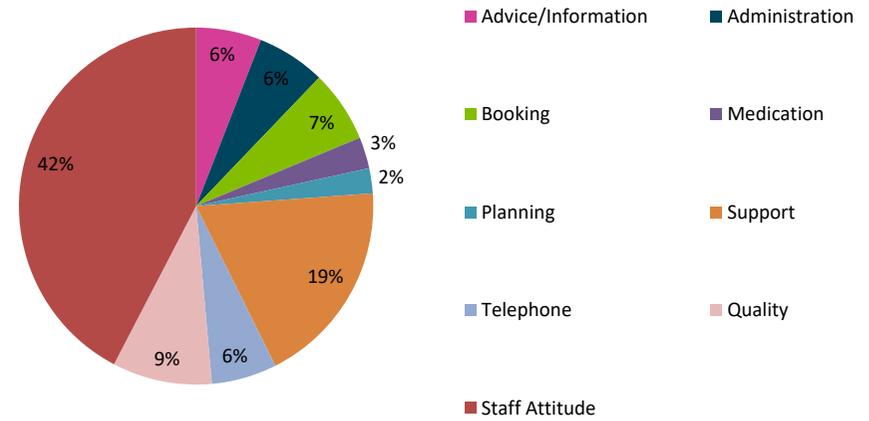
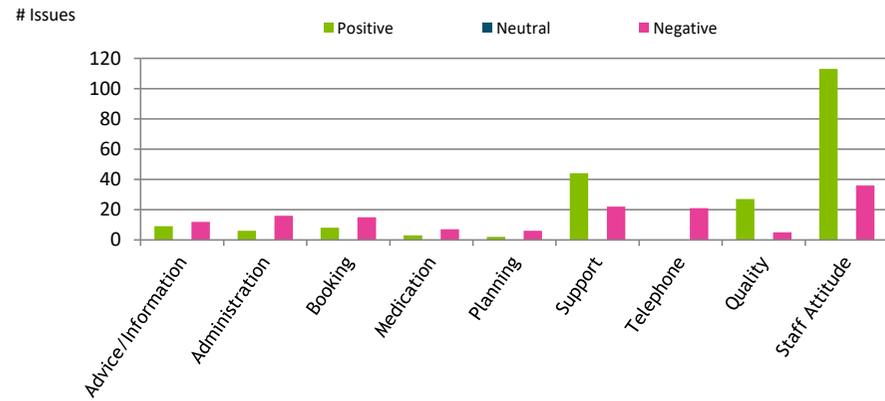
6.2 Sentiment, Transport



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

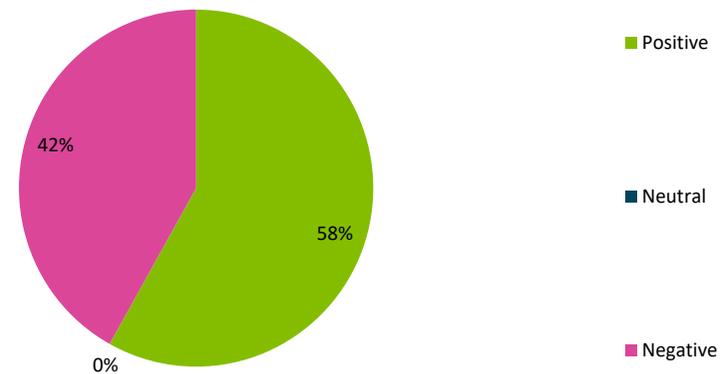
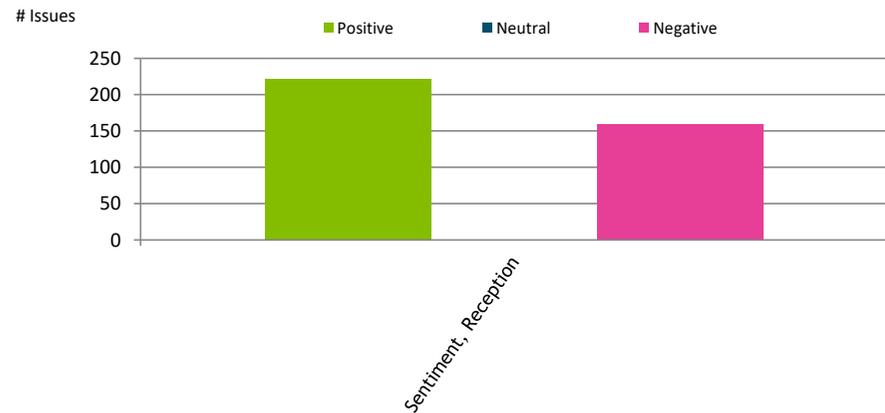


6.3 Trends, Reception (382 issues)



Issues receiving the most comments overall

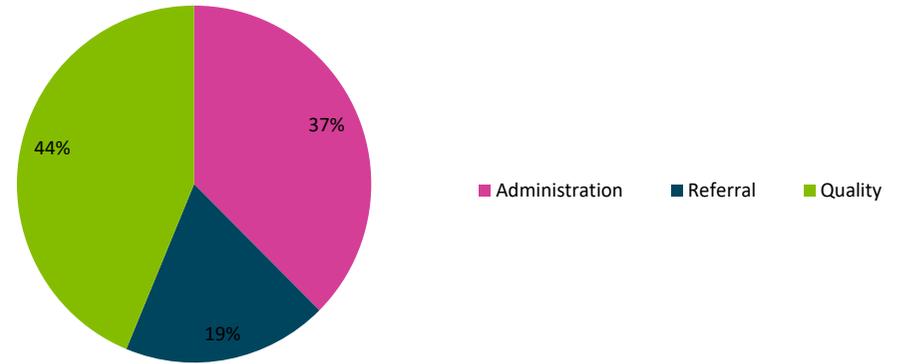
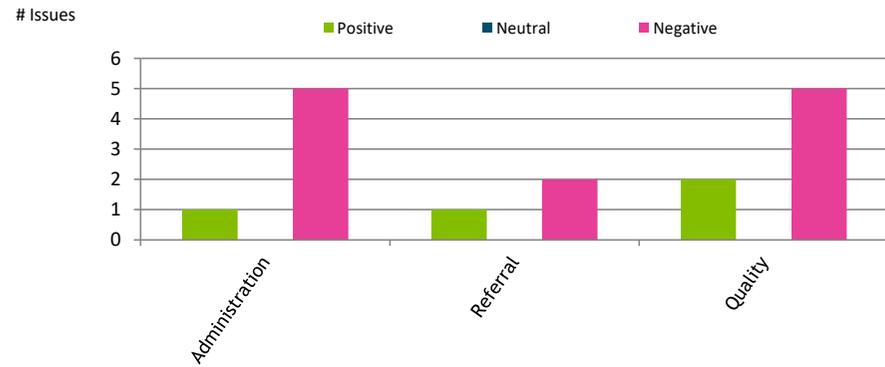
6.4 Sentiment, Reception



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

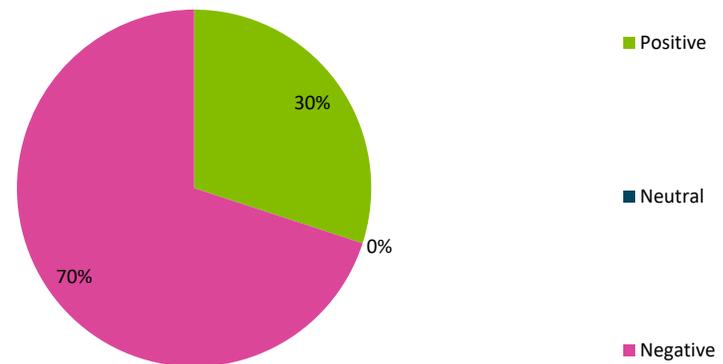
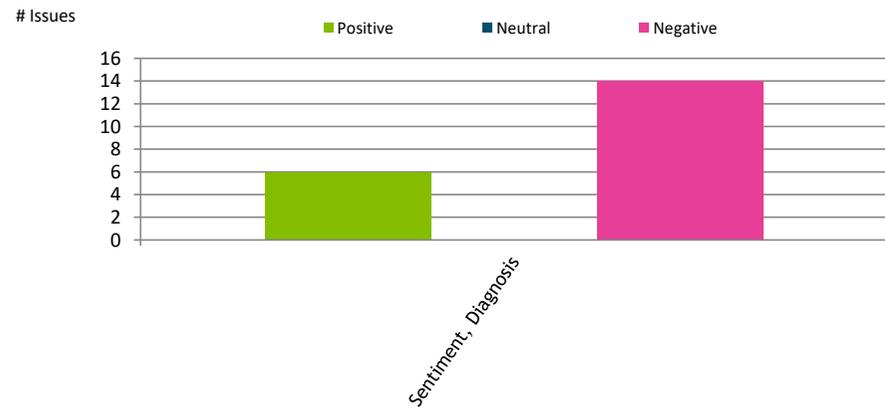


6.5 Trends, Diagnosis/Testing (20 issues)



Issues receiving the most comments overall

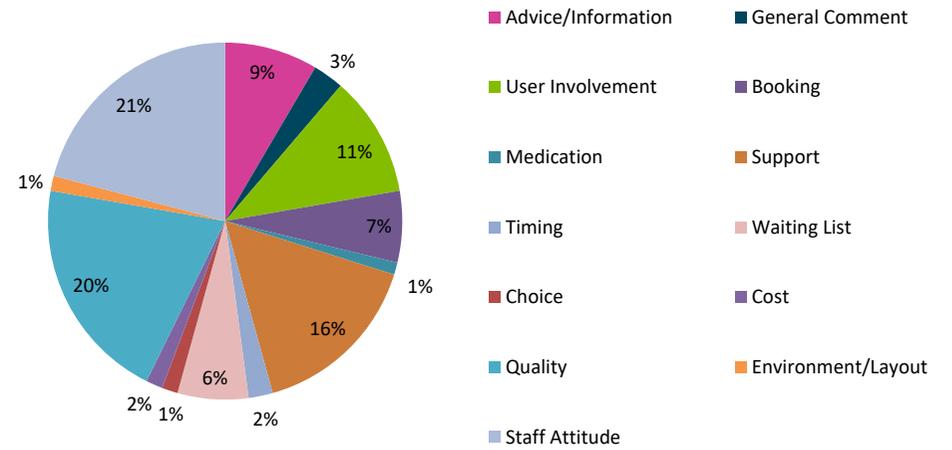
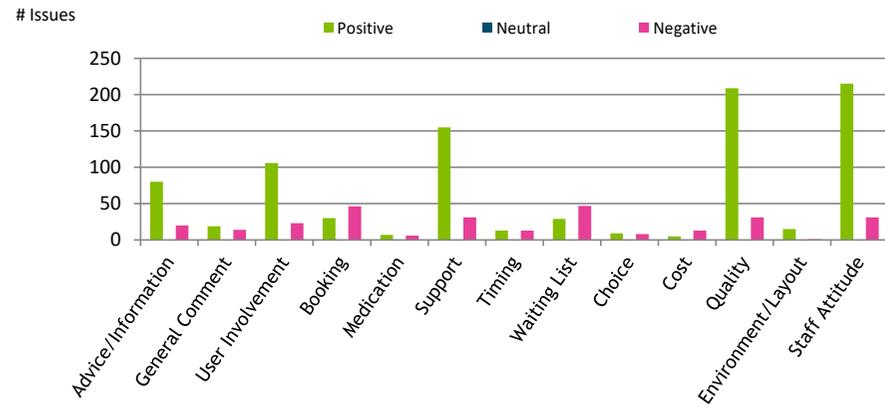
6.6 Sentiment, Diagnosis/Testing



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

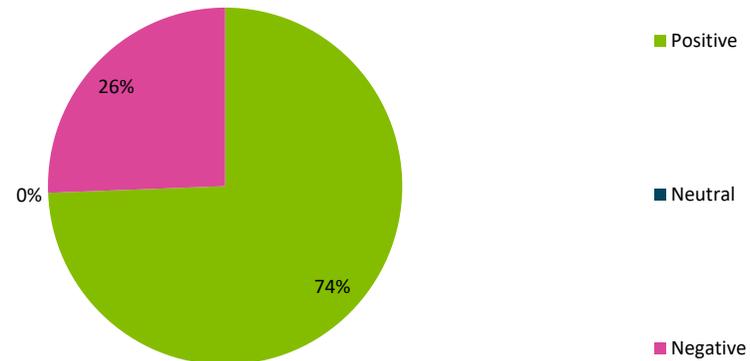
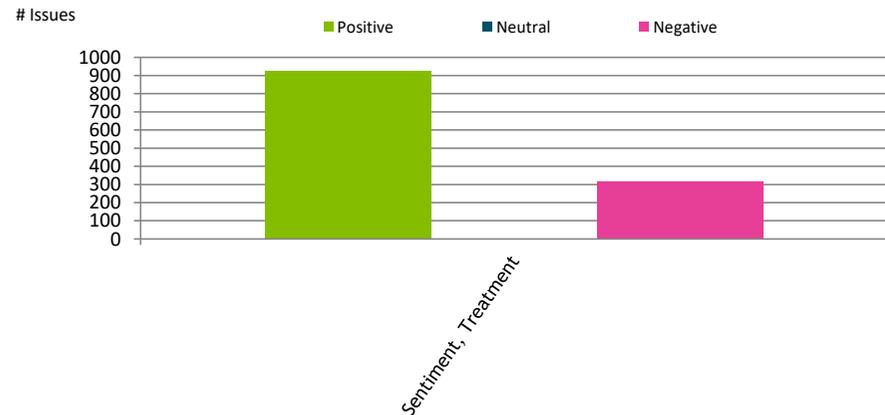


6.7 Trends, Clinical Treatment (1246 issues)



Issues receiving the most comments overall

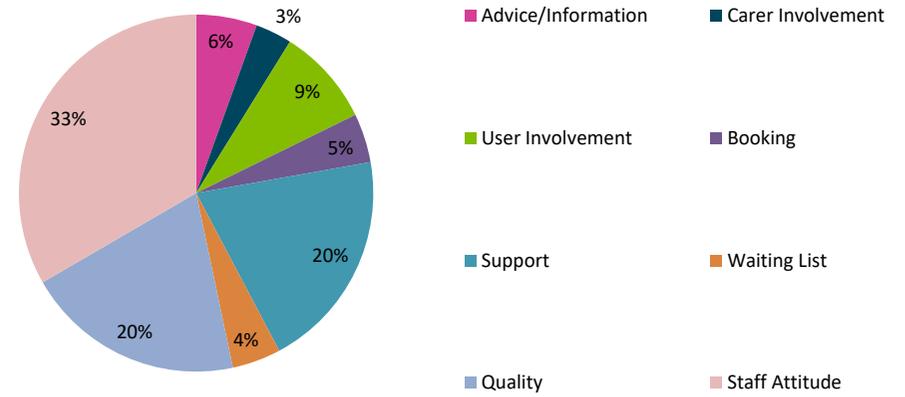
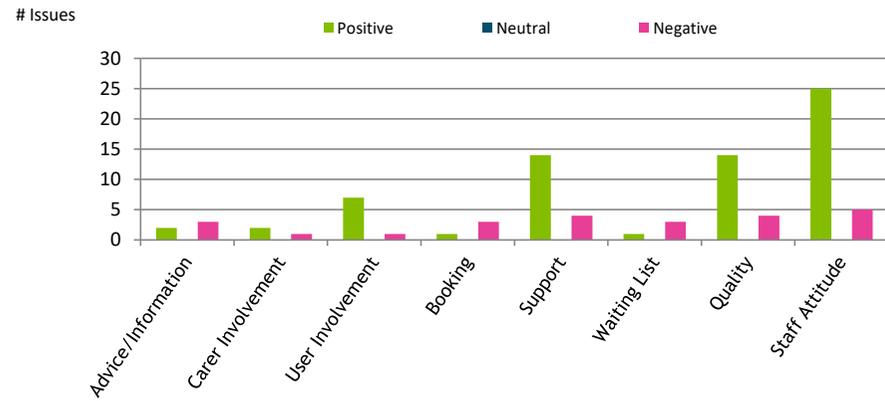
6.8 Sentiment, Clinical Treatment



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

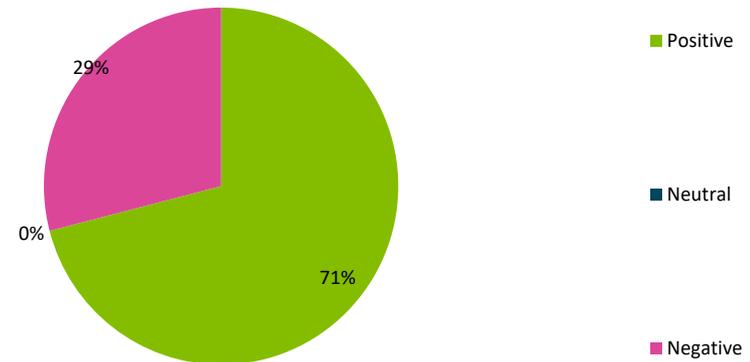
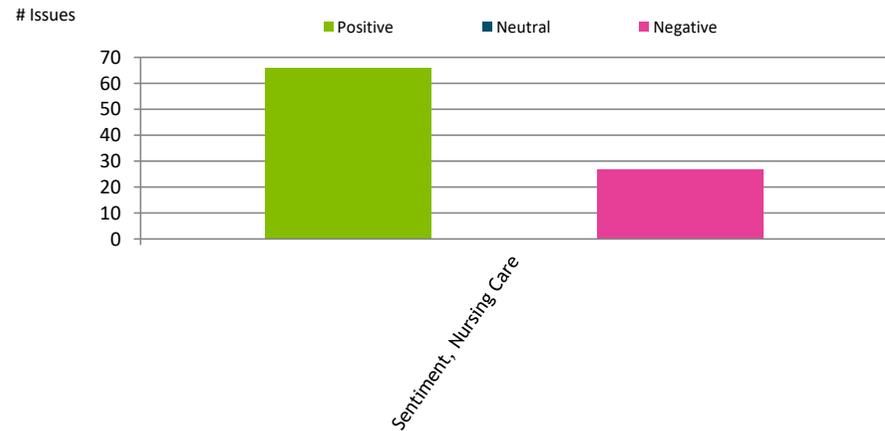


6.9 Trends, Clinical Nursing (93 issues)



Issues receiving the most comments overall

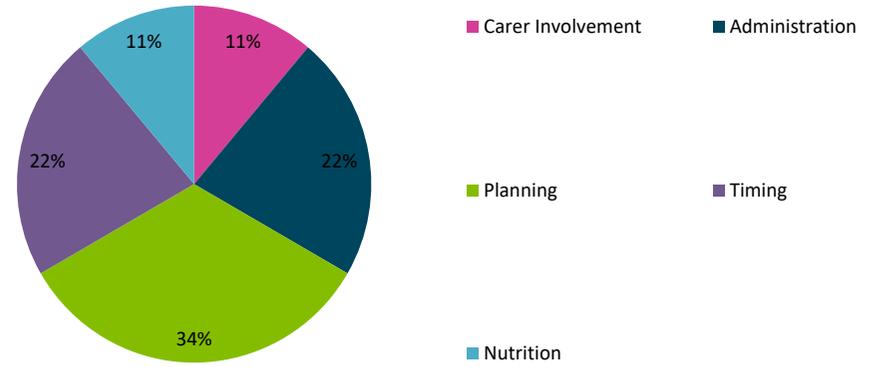
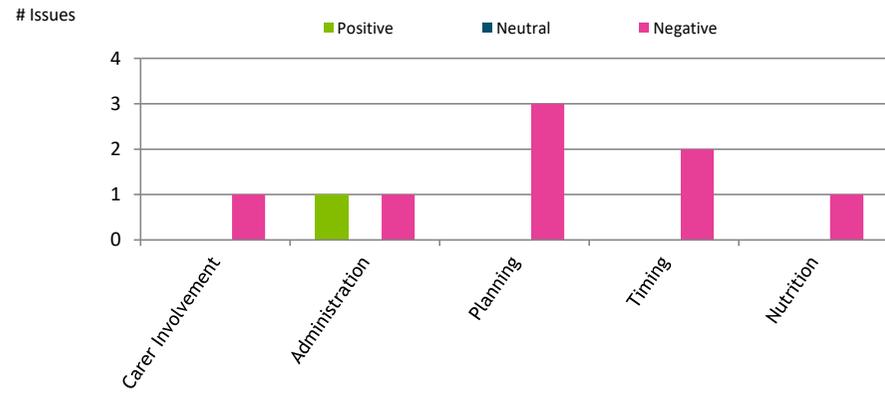
6.10 Sentiment, Clinical Nursing



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

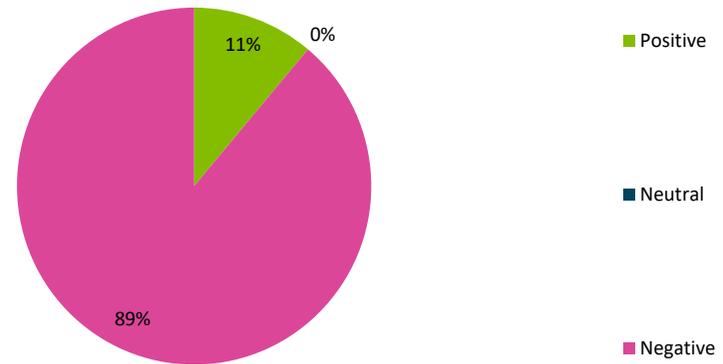
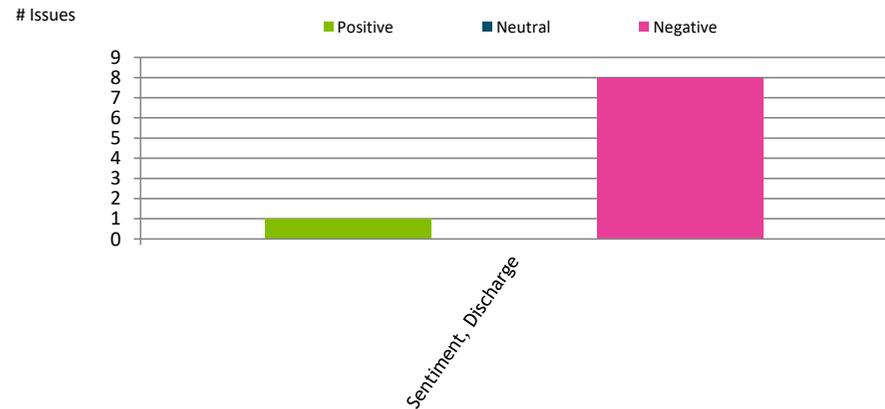


6.11 Trends, Discharge (9 issues)



Issues receiving the most comments overall

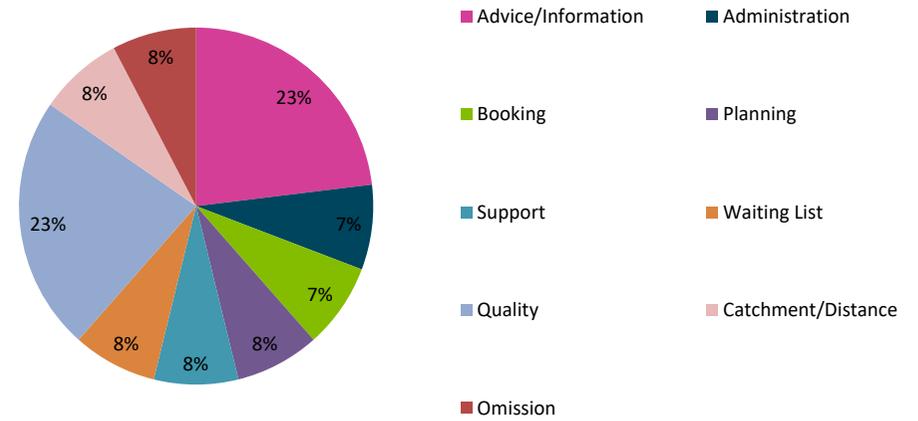
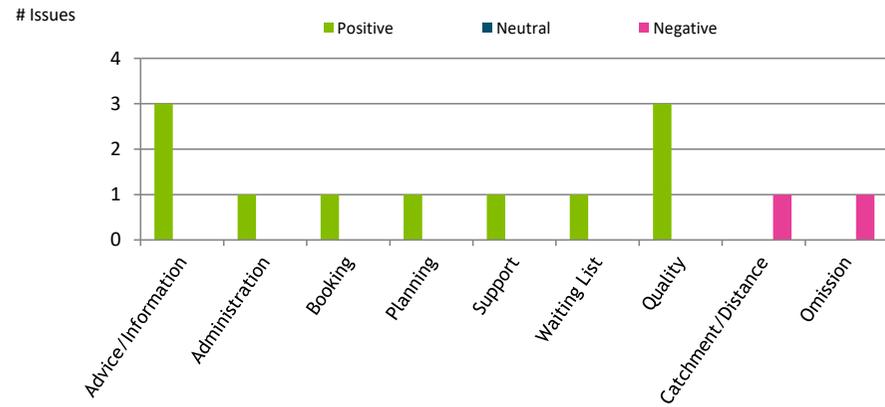
6.12 Sentiment, Discharge



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

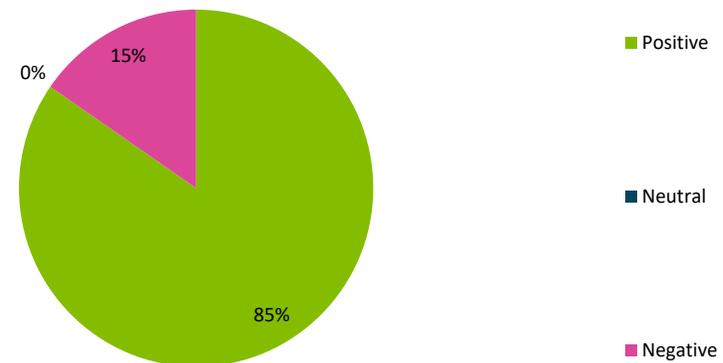
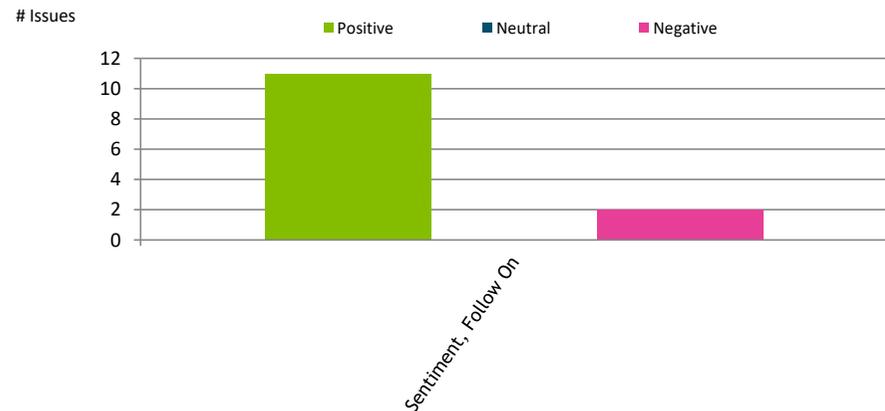


6.13 Trends, Follow On (13 issues)



Issues receiving the most comments overall

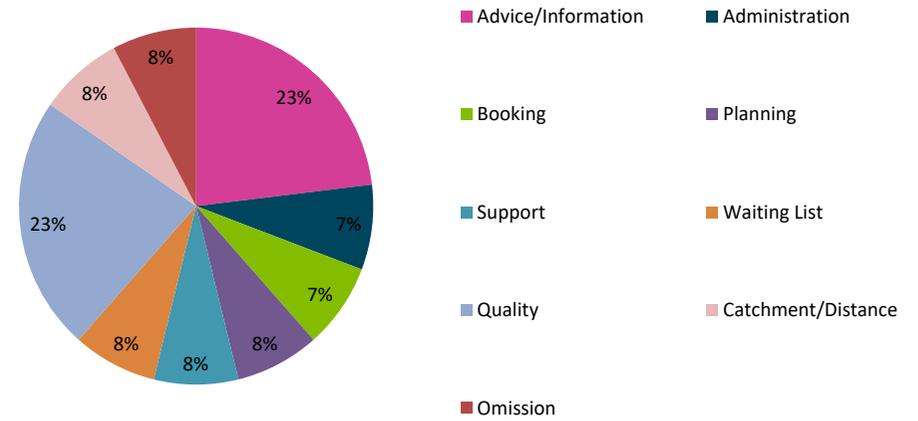
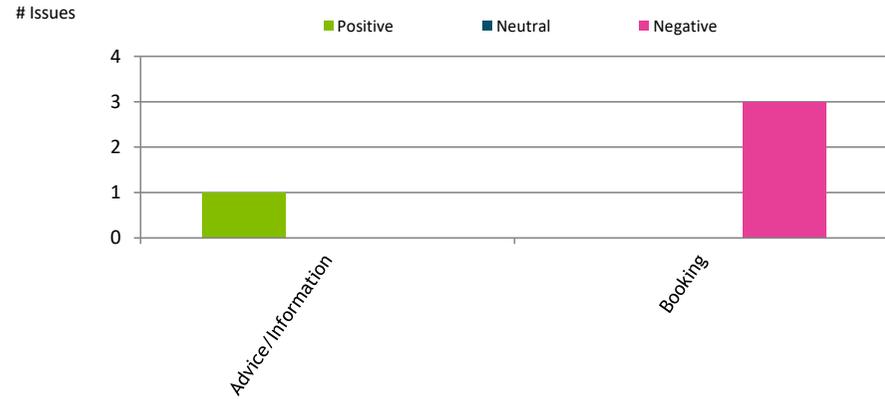
6.14 Sentiment, Follow On



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

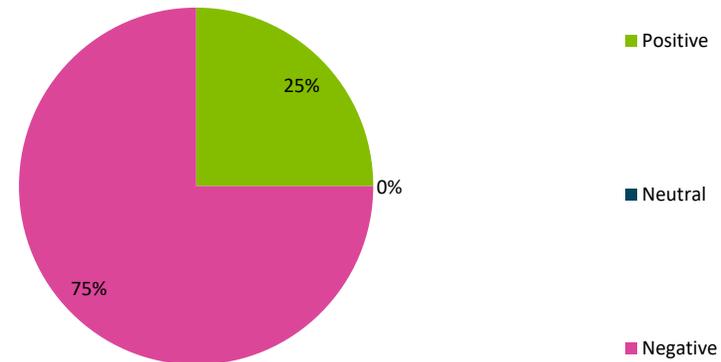
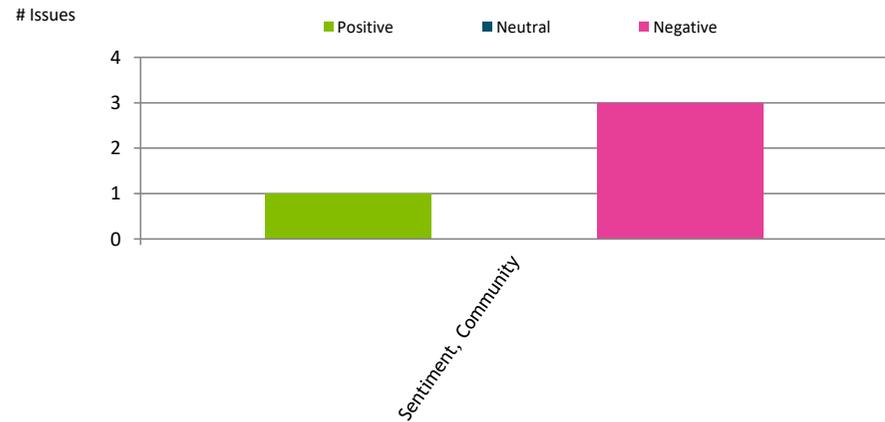


6.15 Trends, Community (4 issues)



Issues receiving the most comments overall

6.16 Sentiment, Community



8. 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>	94	0	36	130
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	7	0	2	9
	Peer Involvement	<i>Involvement or Influence of friends.</i>	0	0	0	0
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	19	0	14	33
	User Involvement	<i>Involvement or influence of the service user.</i>	118	0	25	143
Systems	Administration	<i>Administrative processes and delivery.</i>	11	0	24	35
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	0	0	0	0
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	40	0	67	107
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	4	4
	Data Protection	<i>General data protection (including GDPR).</i>	1	0	1	2
	Referral	<i>Referral to a service.</i>	9	0	6	15
	Medical Records	<i>Management of medical records.</i>	1	0	0	1
	Medication	<i>Prescription and management of medicines.</i>	10	0	13	23
	Opening Times	<i>Opening times of a service.</i>	1	0	1	2
	Planning	<i>Leadership and general organisation.</i>	3	0	11	14
	Registration	<i>Ability to register for a service.</i>	3	0	13	16
	Support	<i>Levels of support provided.</i>	215	0	59	274
	Telephone	<i>Ability to contact a service by telephone.</i>	1	0	21	22
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	16	0	17	33
	Waiting List	<i>Length of wait while on a list.</i>	31	0	50	81
Values	Choice	<i>General choice.</i>	9	0	9	18
	Cost	<i>General cost.</i>	5	0	14	19
	Language	<i>Language, including terminology.</i>	1	0	4	5
	Nutrition	<i>Provision of sustenance.</i>	1	0	1	2
	Privacy	<i>Privacy, personal space and property.</i>	0	0	3	3
	Quality	<i>General quality of a service, or staff.</i>	255	0	45	300
	Sensory	<i>Deaf/blind or other sensory issues.</i>	1	0	0	1
	Stimulation	<i>General stimulation, including access to activities.</i>	0	0	0	0

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>	1	0	1	2
	Environment/Layout	<i>Physical environment of a service.</i>	15	0	5	20
	Equipment	<i>General equipment issues.</i>	0	0	1	1
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	2	0	3	5
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	9	0	1	10
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	1	1
	Travel/Parking	<i>Ability to travel or park.</i>	1	0	0	1
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	4	4
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	1	0	1	2
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	354	0	72	426
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	1	1
	Staff Training	<i>Training of staff.</i>	0	0	3	3
	Staffing Levels	<i>General availability of staff.</i>	0	0	3	3
	Total:			1235	0	536