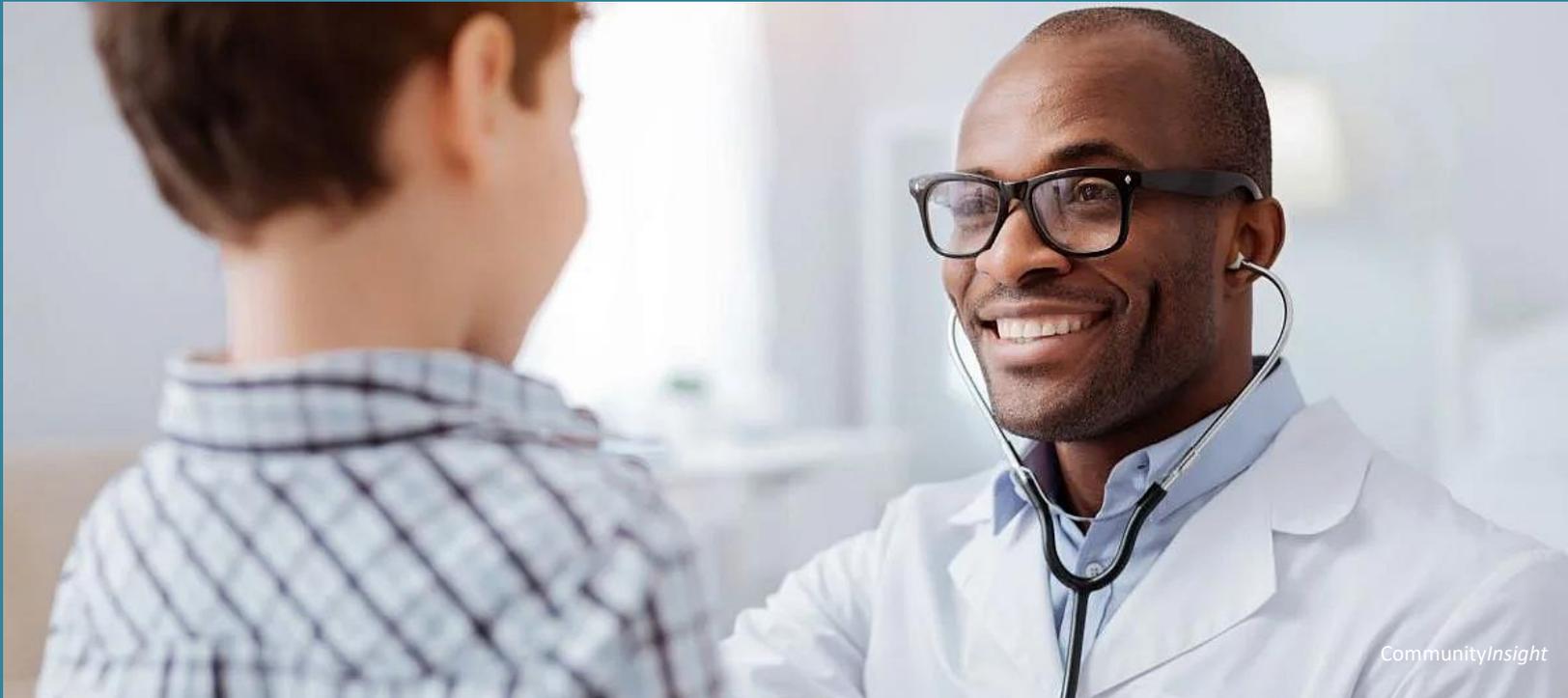


# The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Harrow



Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, go 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 October - 31 December 2023**

## Index and overview of findings



832

### Data Source

This report is based on the experience of 832 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.



81%

### Overall Satisfaction

*Satisfaction has improved by 2% this quarter, standing at 81% positive and 19% negative.*

Feedback suggests people receive good quality, compassionate treatment and care on the whole, with good levels of involvement, communication and support. Service access remains as a leading negative topic. More on page 5.



85%

### Information, Involvement and Support

*Satisfaction has not changed this quarter, remaining at 85% positive and 15% negative, according to comments.*

Complaints are down by 6% on communication, while up by 2% on user involvement and by 1% on support.  
More on page 5.



89%

### Quality and Empathy

*Comments suggest satisfaction has improved by 1%, standing at 89% positive and 11% negative.*

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



63%

### Access to Services

*Satisfaction has improved by 16% this quarter, standing at 63% positive, 36% negative and 1% neutral.*

Complaints are down by 20% on waiting times and by 13% on ability to book appointments, while up by 4% on telephone access. 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.

"It was a long wait in the emergency department, but you could see staff were doing their best. Left later than liked, but got treated."



424

### GP Services

*Satisfaction is at 77% positive, 22% negative and 1% neutral, comments suggest.*

424 people comment on GP services. Feedback suggests good quality, compassionate treatment and care, with good levels of involvement and support. Ability to book appointments, waiting times, telephones and administration remain as leading access related issues. More on page 9.



307

### Dentists

*According to comments, sentiment is 92% positive and 8% negative.*

307 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.



89

### Northwick Park Hospital

*Feedback suggests sentiment is 51% positive, 48% negative and 1% neutral.*

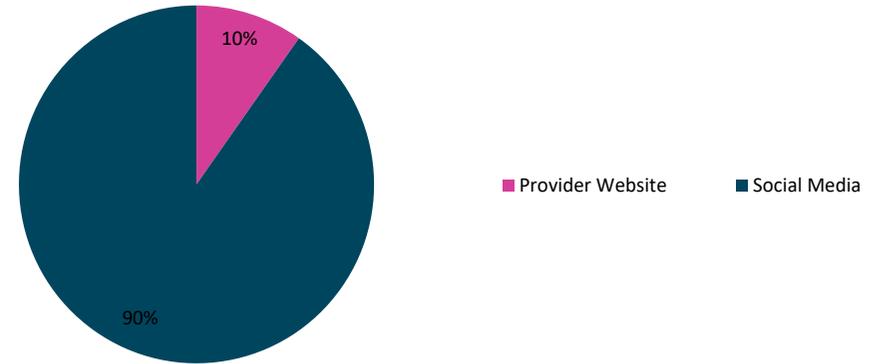
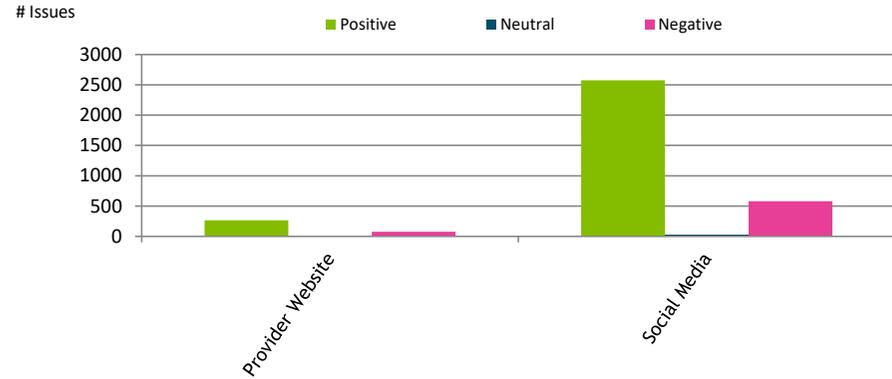
89 people comment this quarter, with compliments on the levels of involvement and support received. According to feedback, patients would like greater levels of communication and reduced waiting times. More on page 11.

**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?

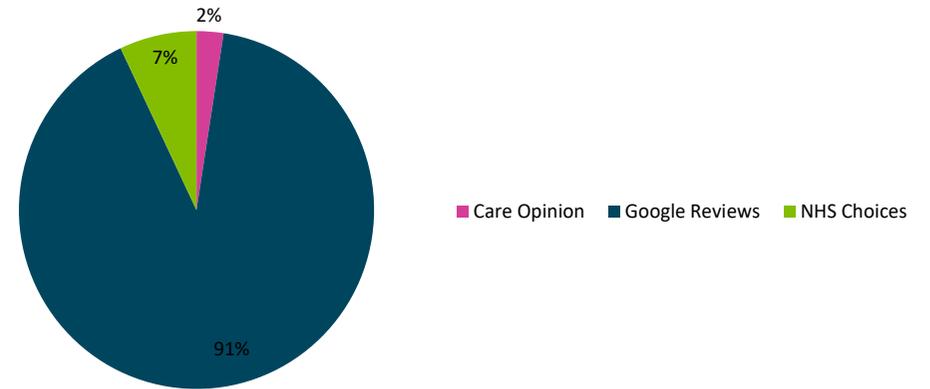
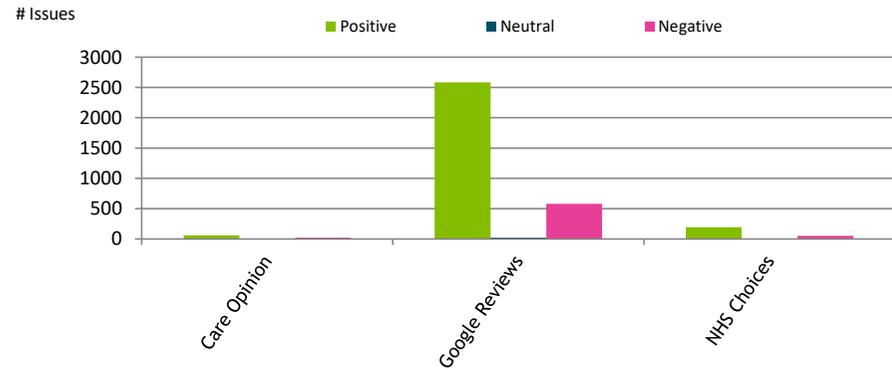


## 1.1 Source: 3523 issues from 832 people



Sources providing the most comments overall

## 1.2 Origin

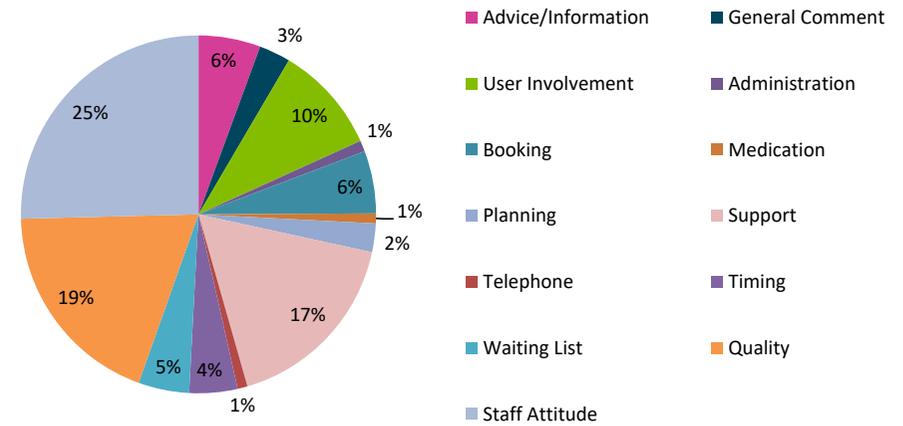
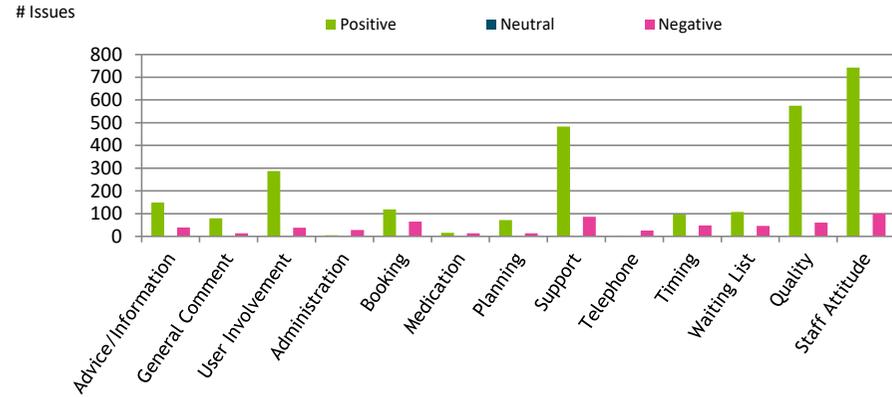


Origins providing the most comments overall

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

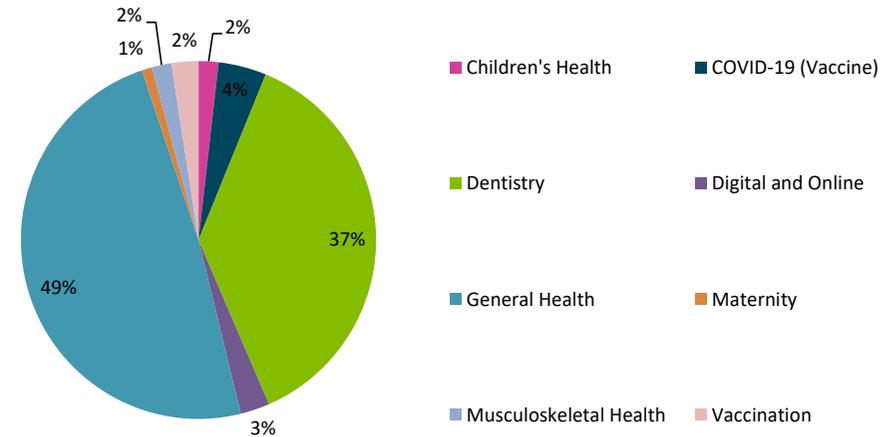
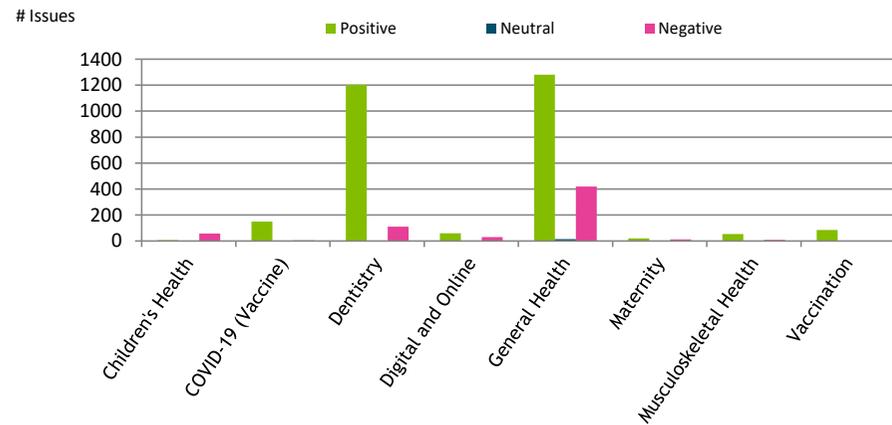


### 2.1 Top Trends: 3523 issues from 832 people



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

### 2.2 Stated medical conditions

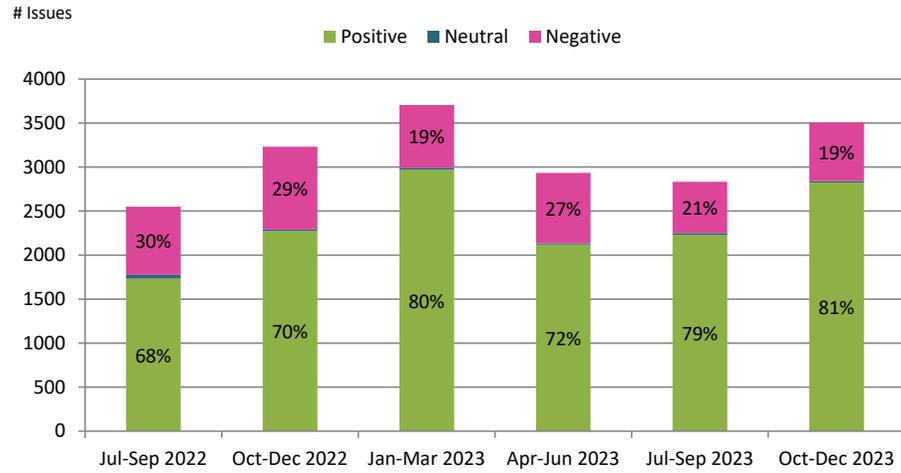


Medical conditions receiving the most comments overall

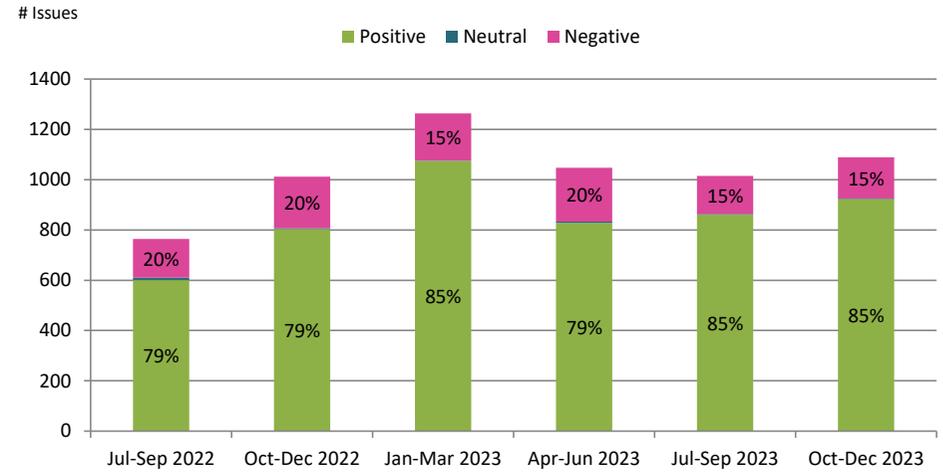
### 3. On the whole, how do people feel about Health and Care services?



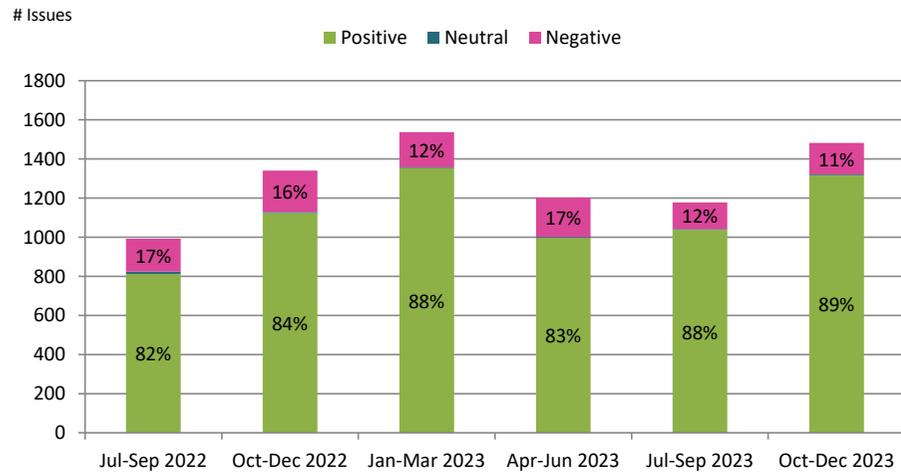
#### 3.1 How do people feel about services overall?



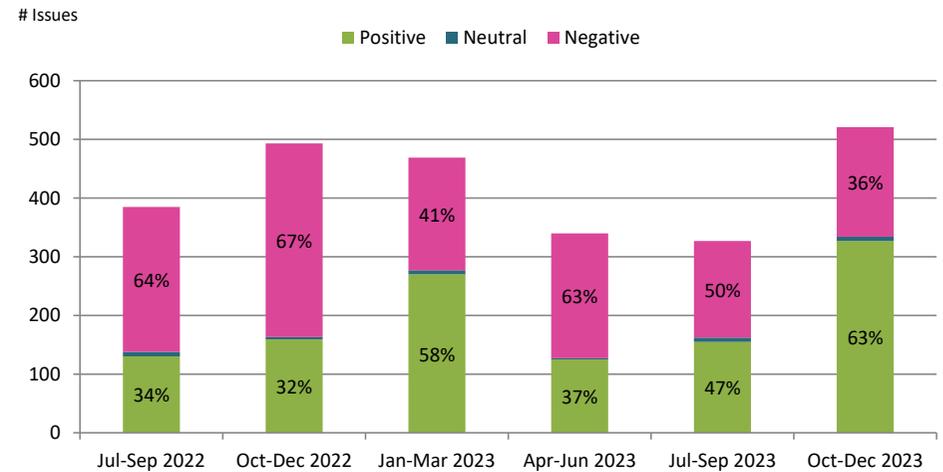
#### 3.2 How well informed, involved and supported do people feel?



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



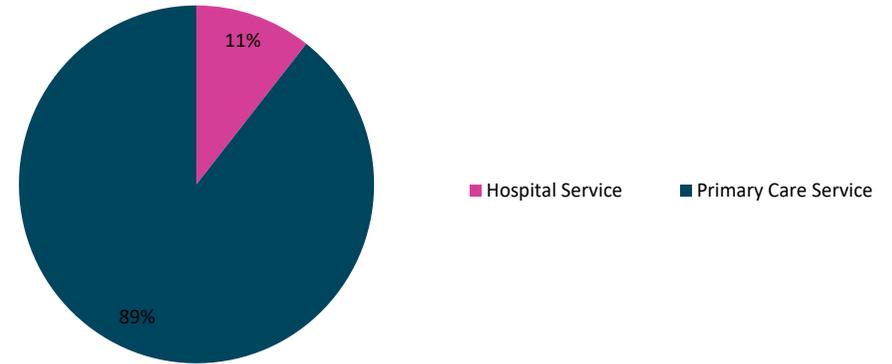
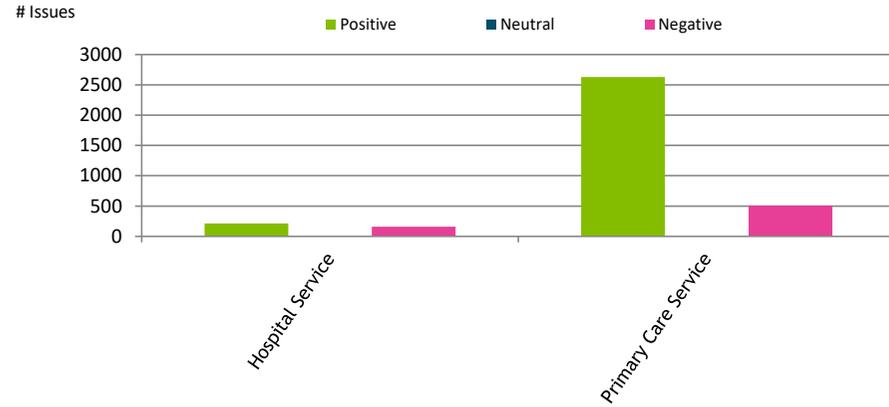
#### 3.4 How do people feel about access to services?



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

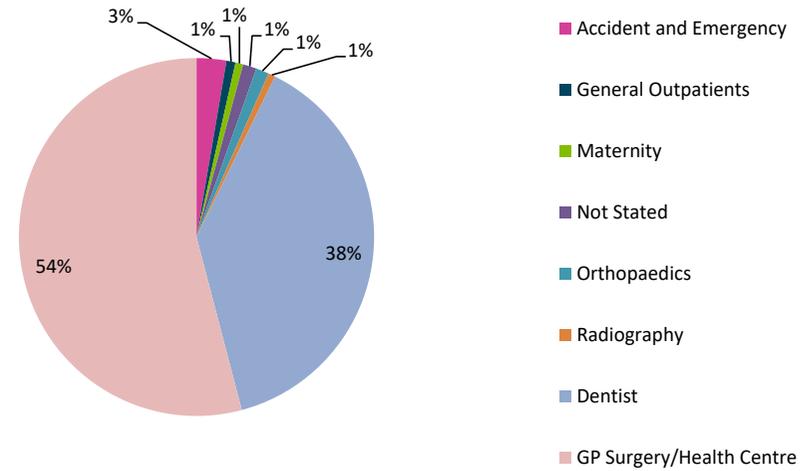
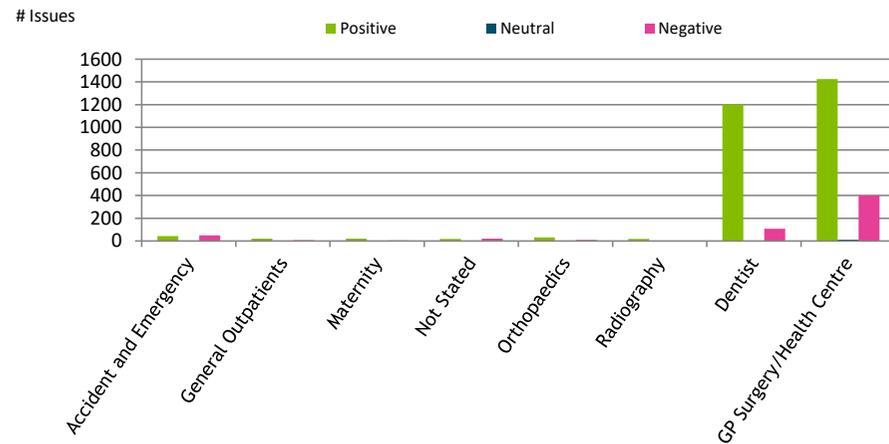


### 4.1 Service Sector



Service sectors receiving the most comments overall

### 4.2 Service Type

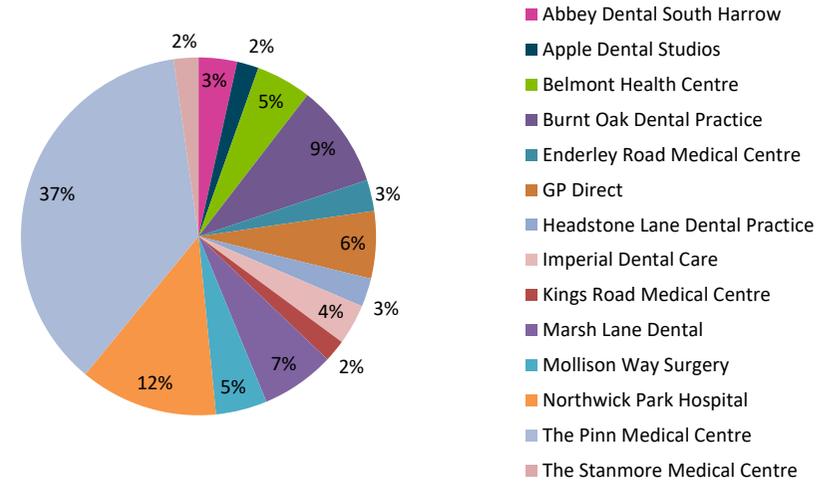
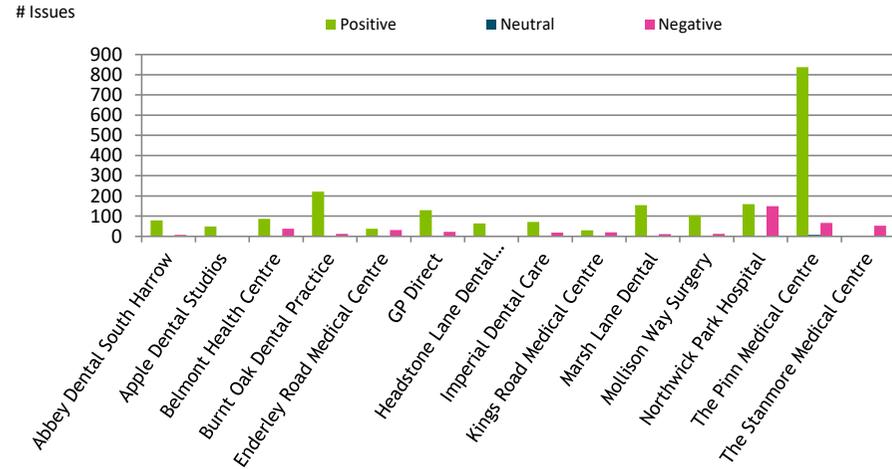


Service type receiving the most comments overall

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

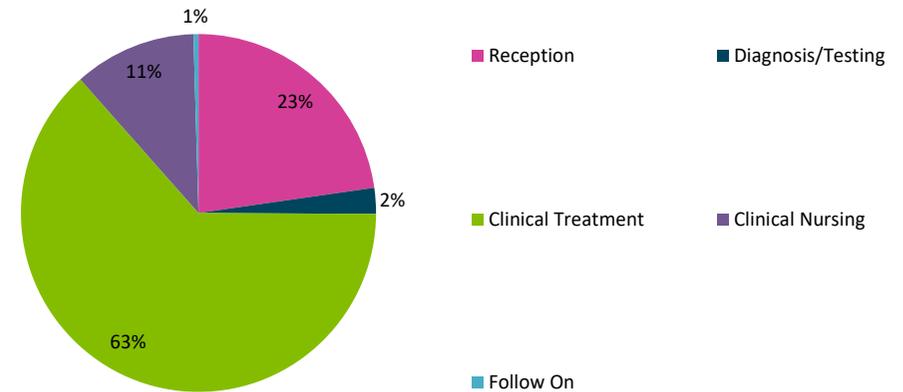
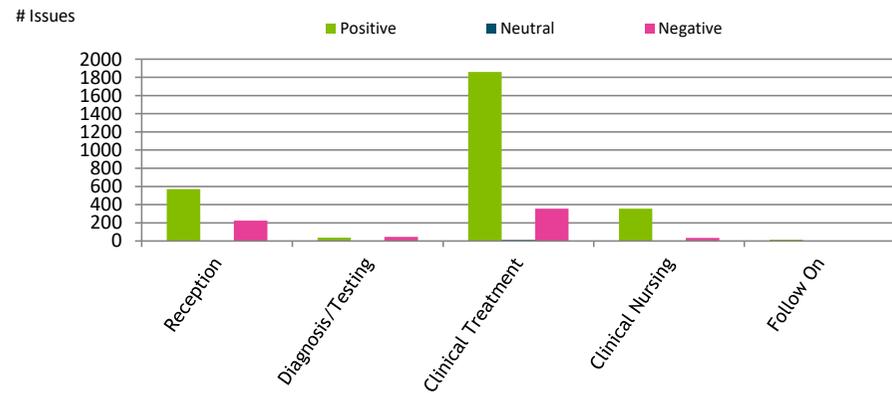


### 4.3 Services



Services receiving the most comments overall

### 4.4 Breakdown of care pathway locations

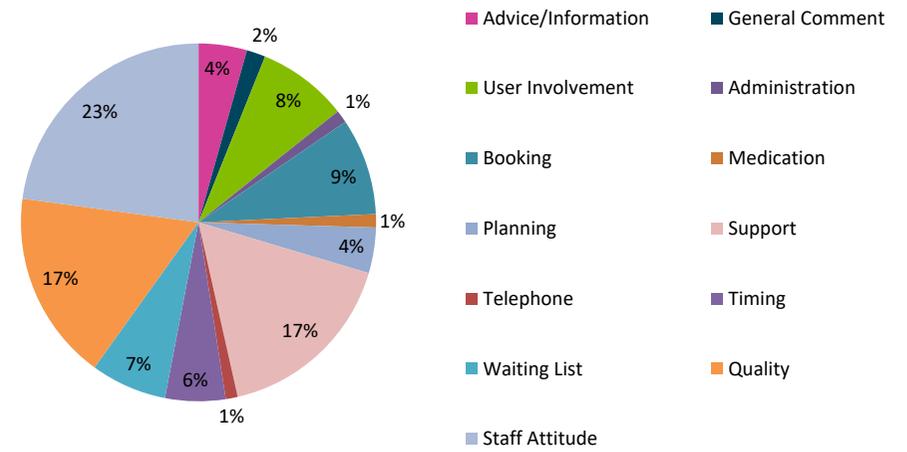
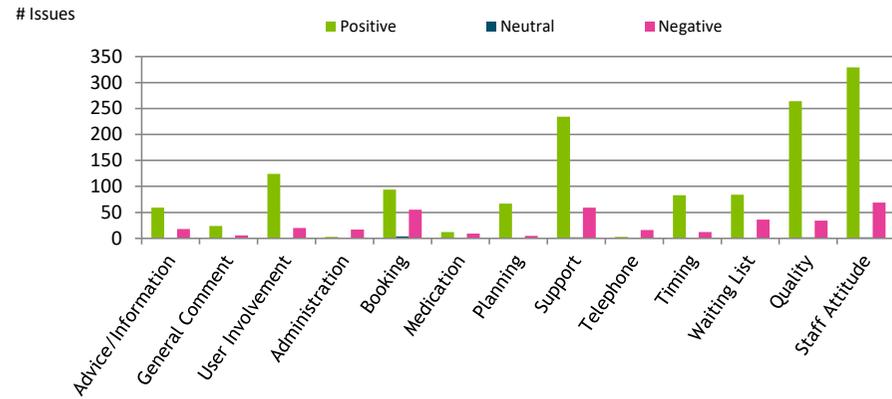


Care pathway locations

## 5. Trends: GP Services

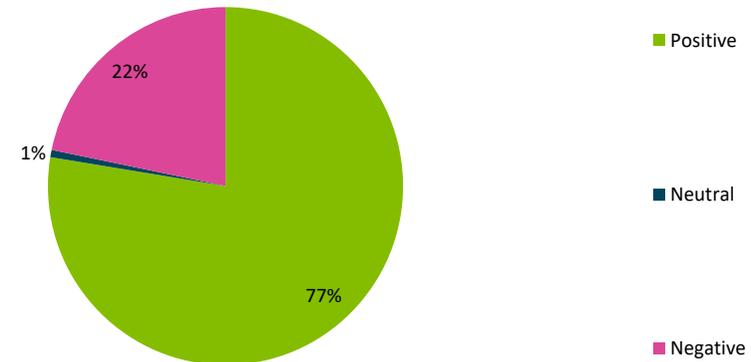
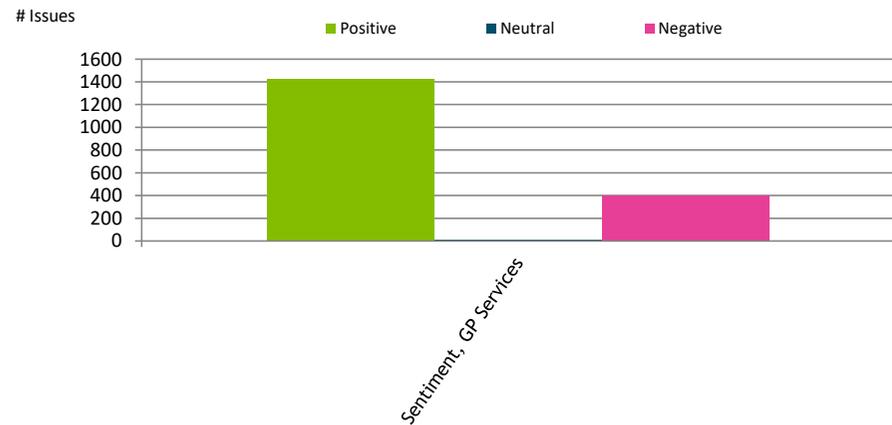


### 5.1 Trends, GP Services: 1838 issues from 424 people



Issues receiving the most comments overall

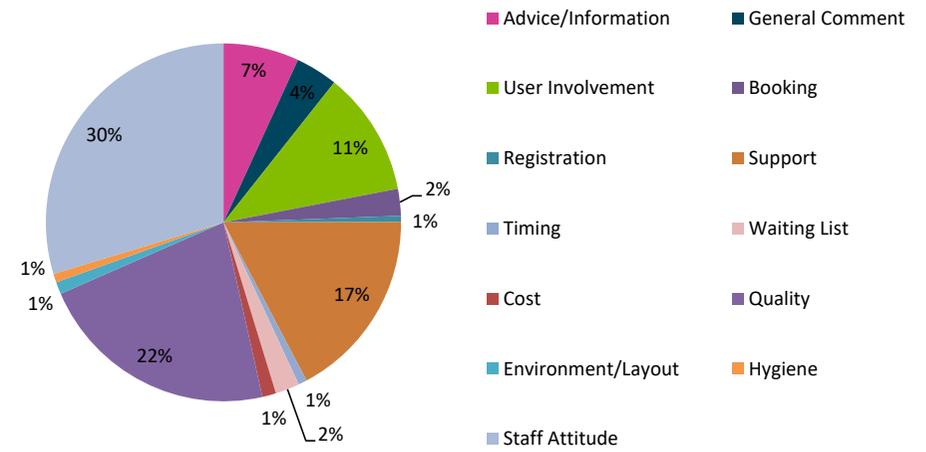
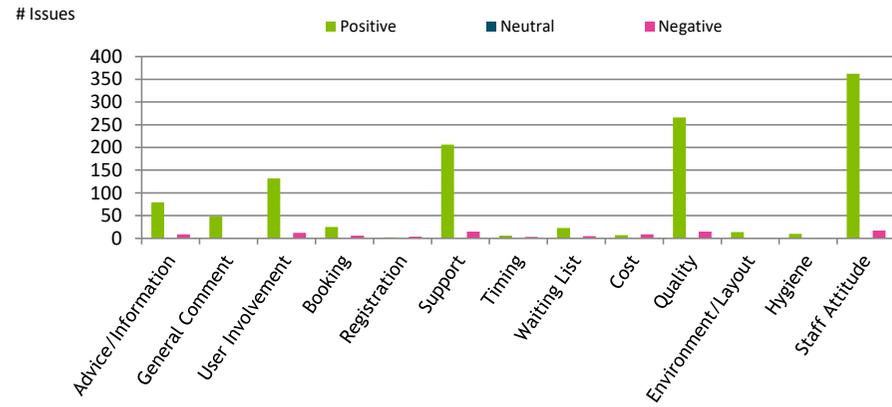
### 5.2 Sentiment, GP Services



## 5. Trends: Dentists

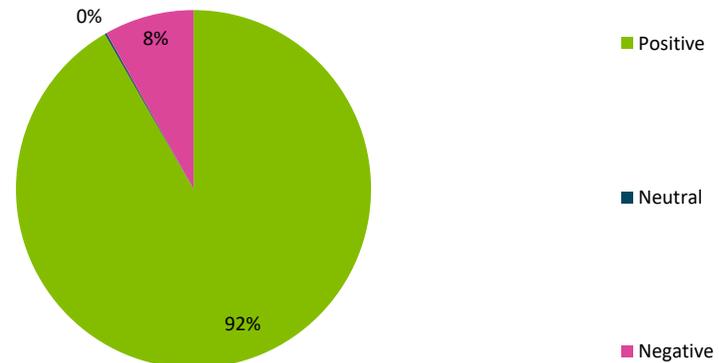
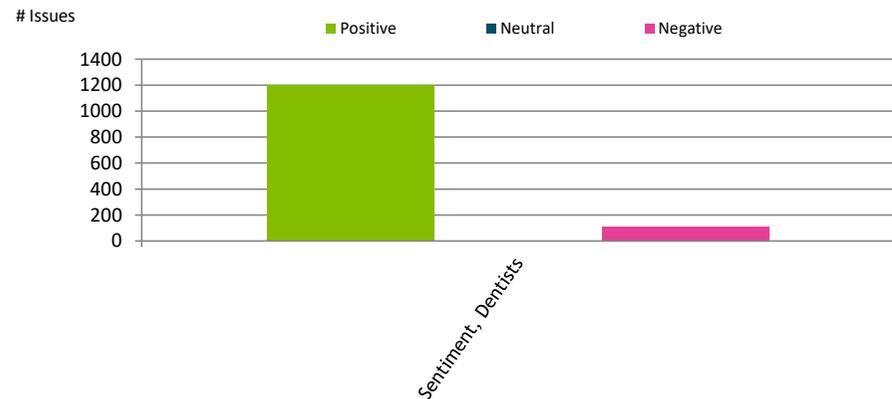


### 5.3 Trends, Dentists: 1311 issues from 307 people



Issues receiving the most comments overall

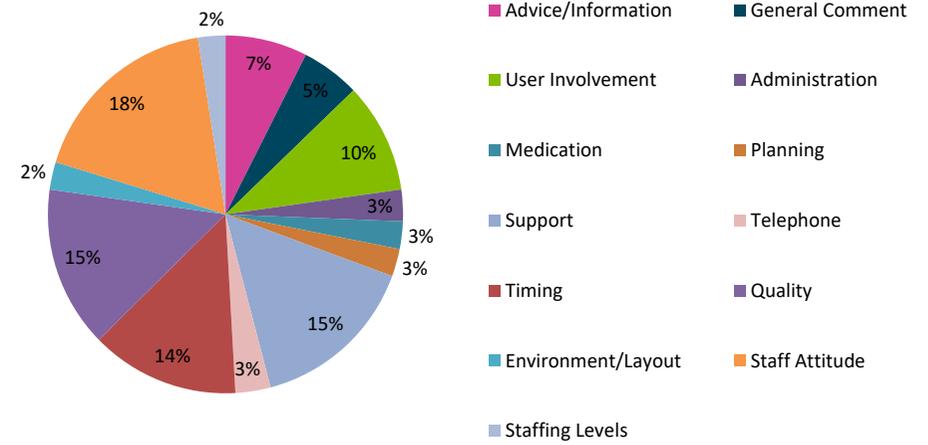
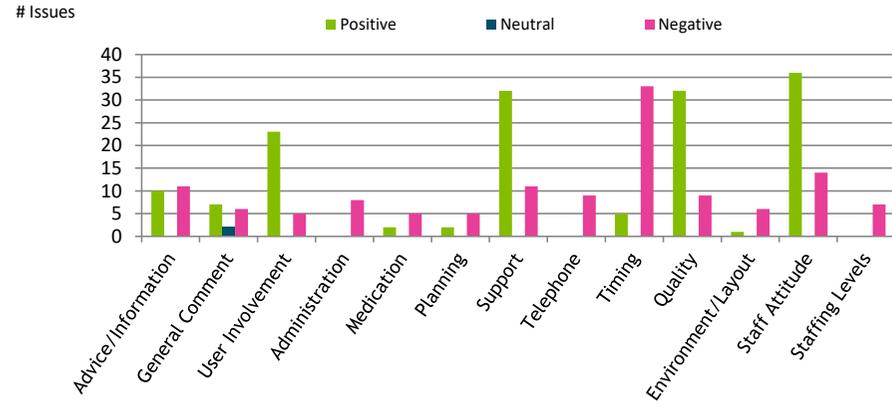
### 5.4 Sentiment, Dentists



## 5. Trends: Northwick Park Hospital

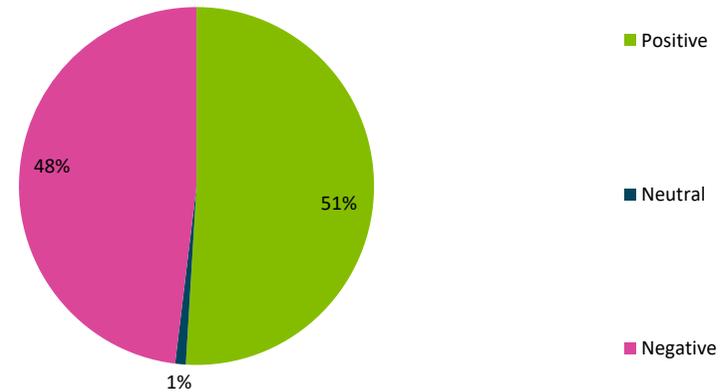
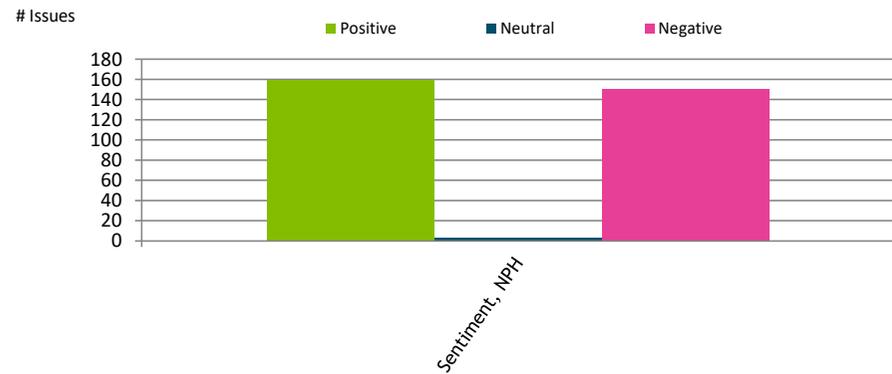


### 5.5 Trends, Northwick Park Hospital: 312 issues from 89 people



Issues receiving the most comments overall

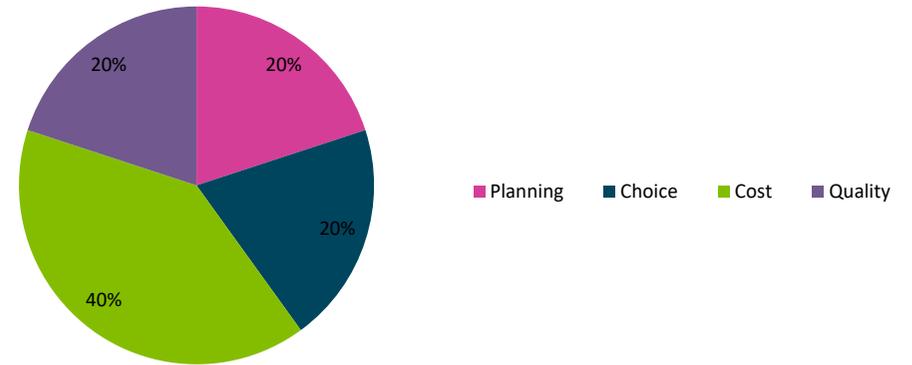
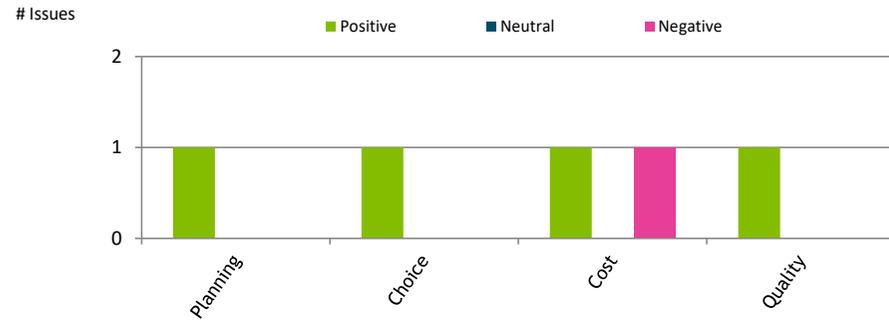
### 5.6 Sentiment, Northwick Park Hospital



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

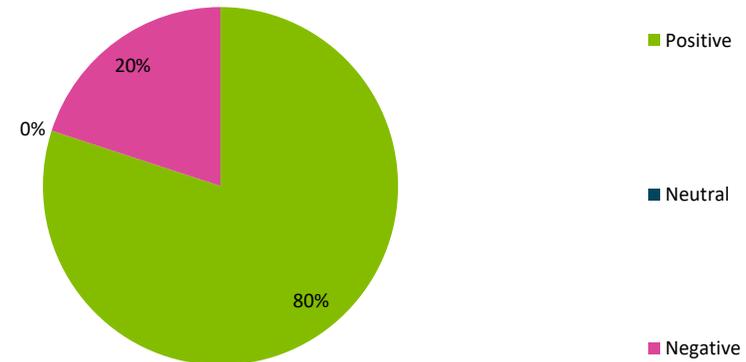
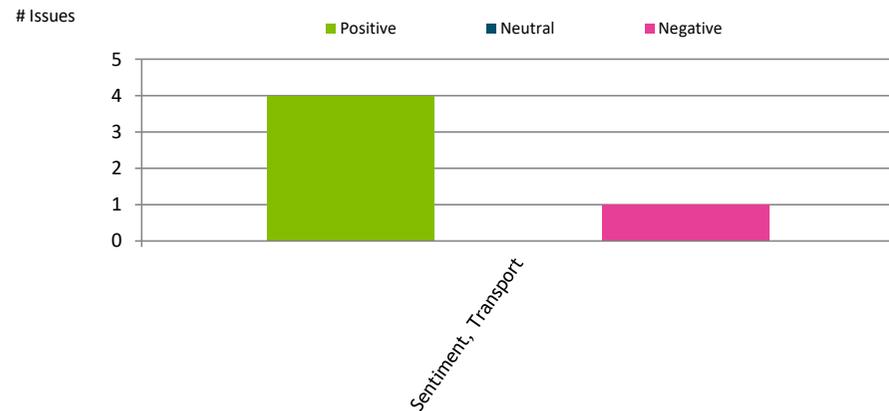


### 6.1 Trends, Transport (5 issues)



*Issues receiving the most comments overall*

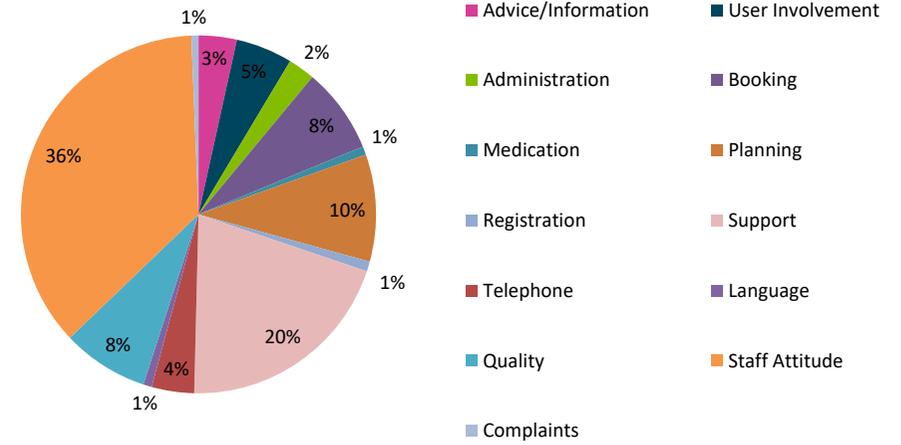
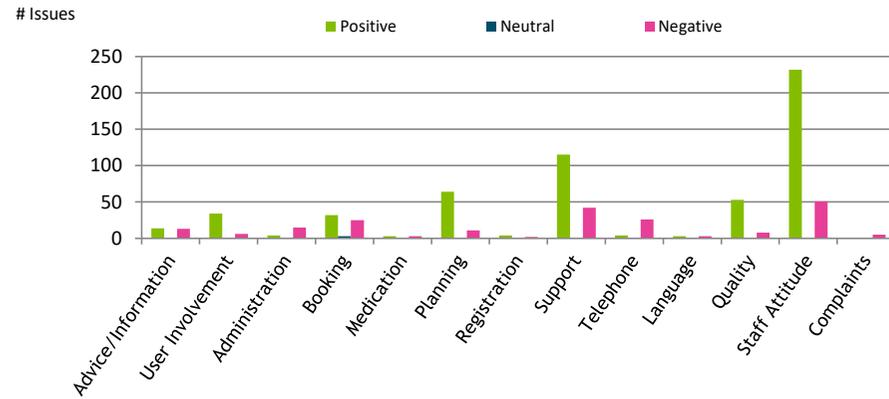
### 6.2 Sentiment, Transport



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

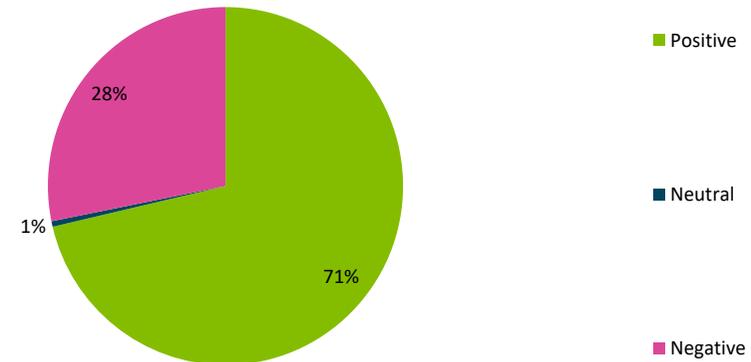
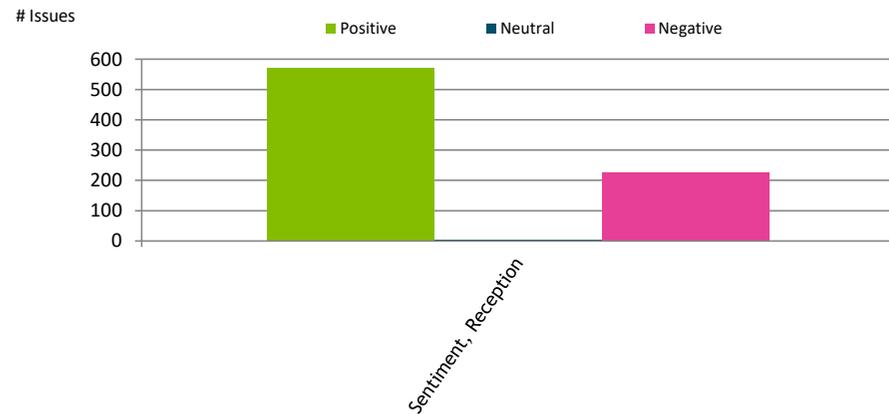


### 6.3 Trends, Reception (799 issues)



Issues receiving the most comments overall

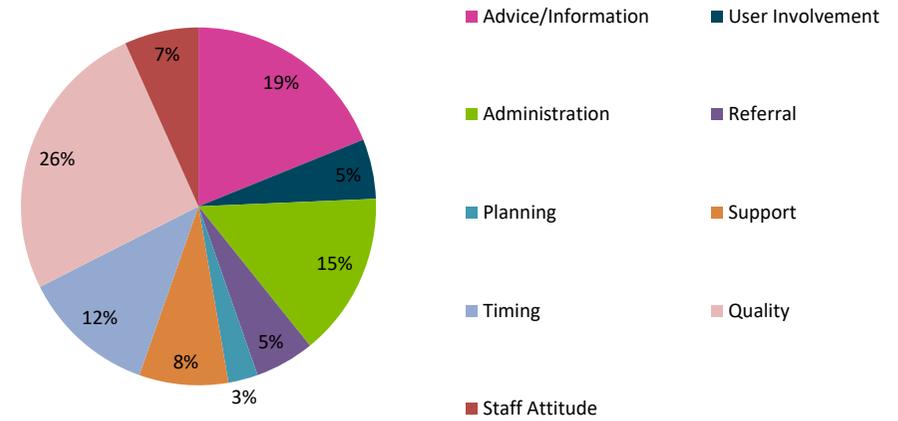
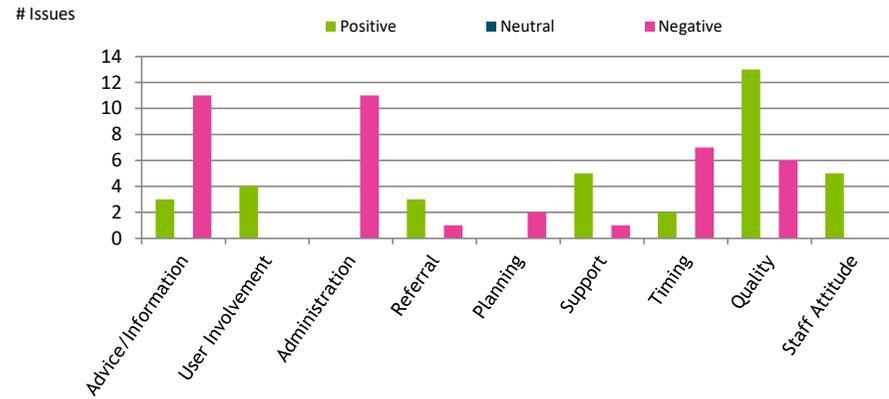
### 6.4 Sentiment, Reception



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

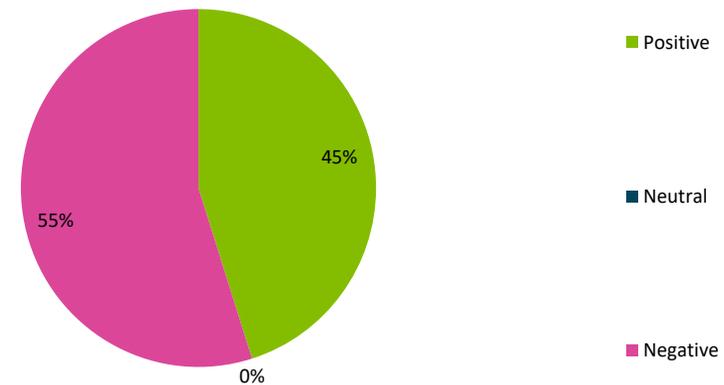
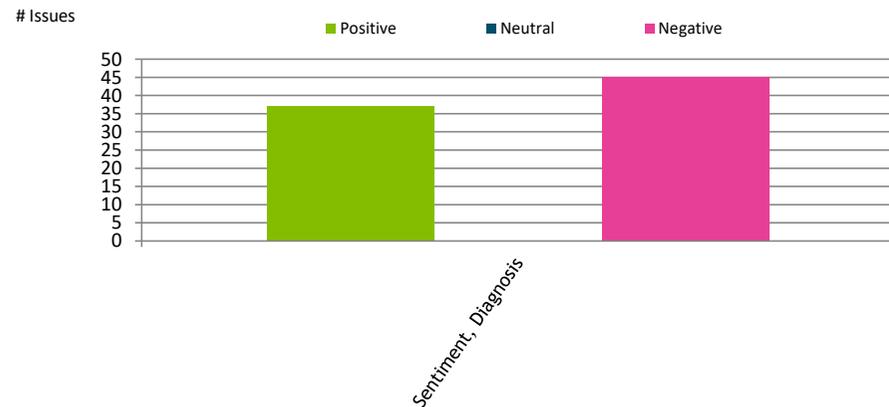


### 6.5 Trends, Diagnosis/Testing (82 issues)



Issues receiving the most comments overall

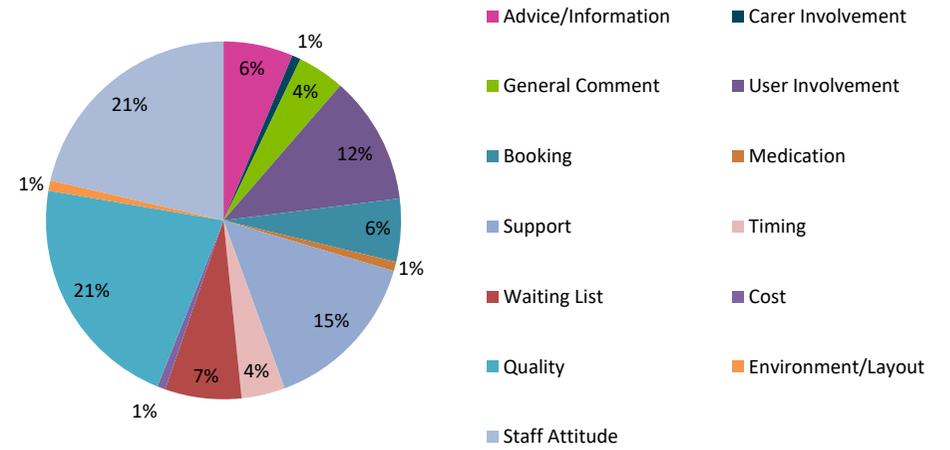
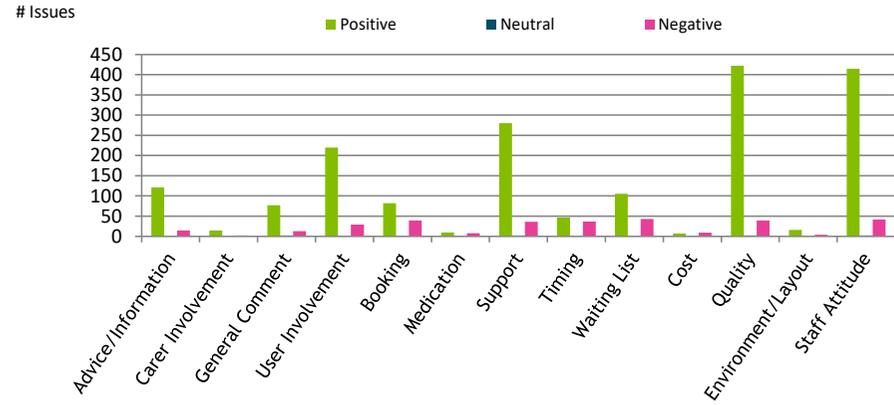
### 6.6 Sentiment, Diagnosis/Testing



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

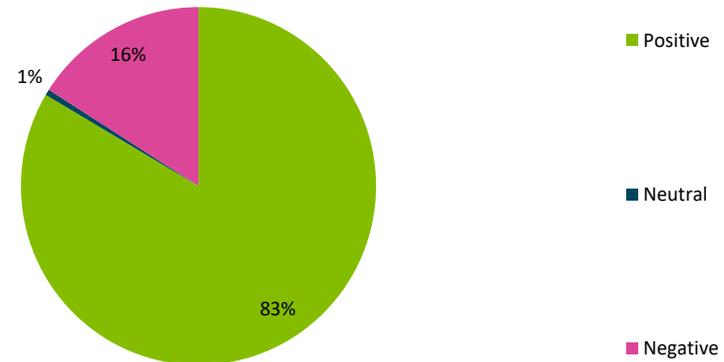
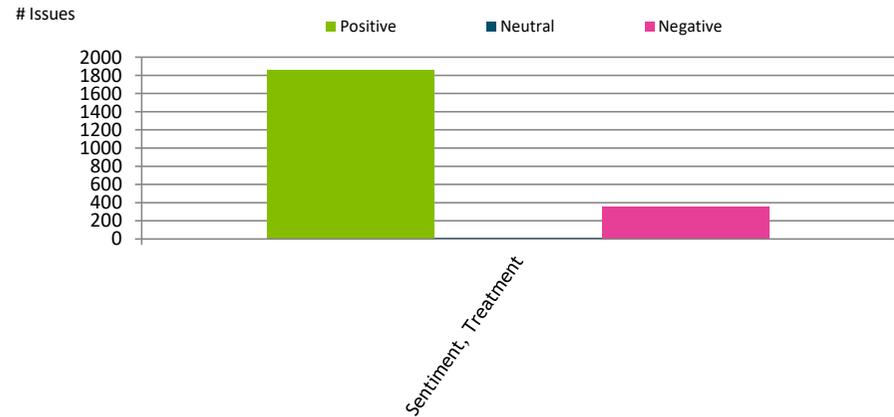


### 6.7 Trends, Clinical Treatment (2225 issues)



Issues receiving the most comments overall

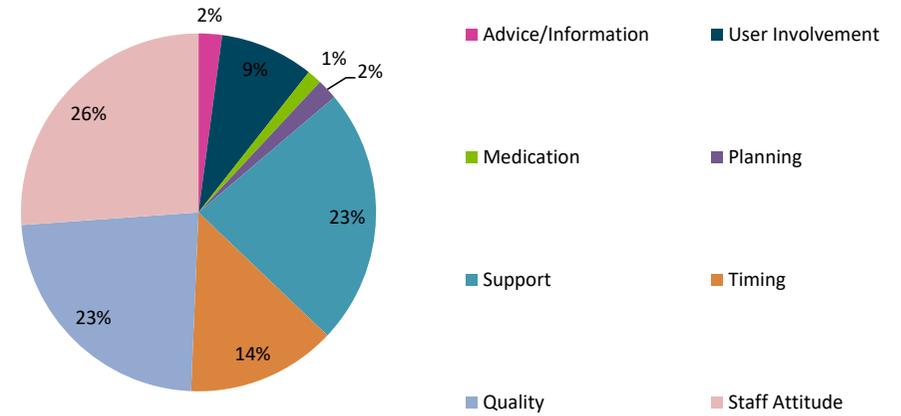
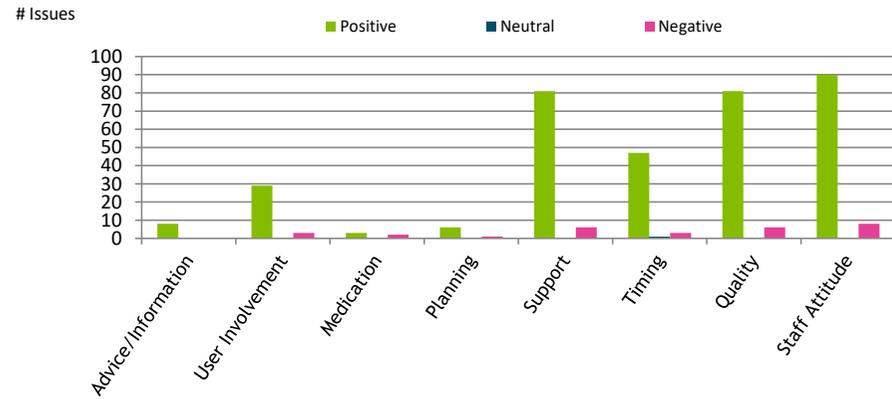
### 6.8 Sentiment, Clinical Treatment



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

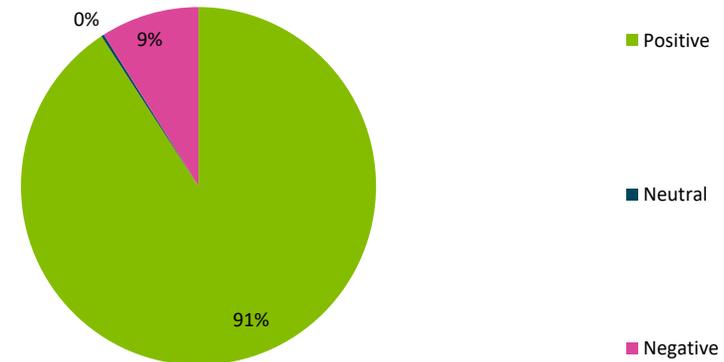
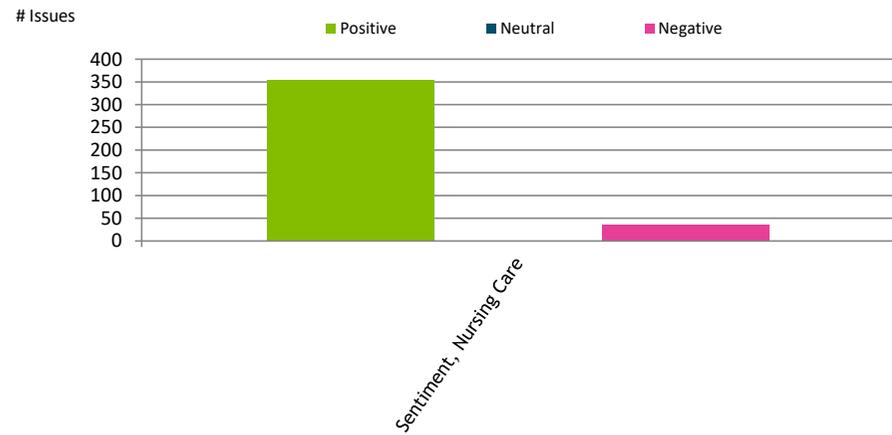


### 6.9 Trends, Clinical Nursing (391 issues)



Issues receiving the most comments overall

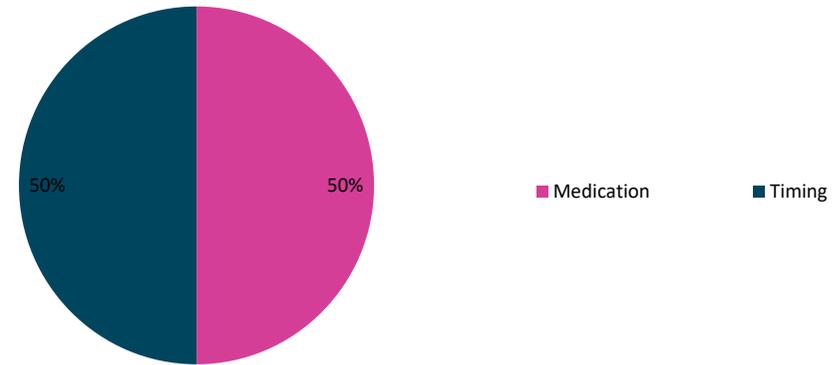
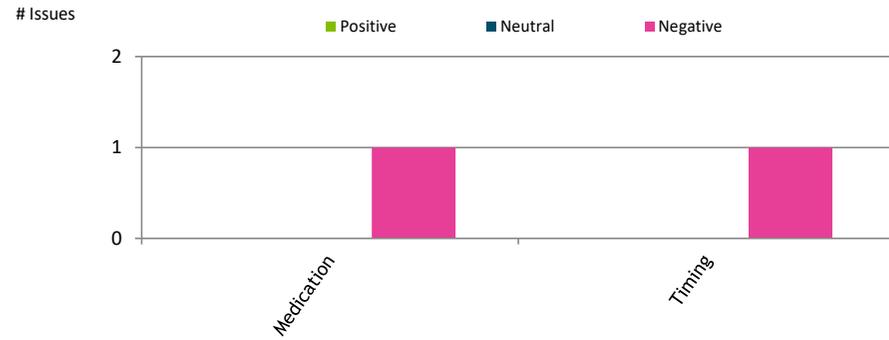
### 6.10 Sentiment, Clinical Nursing



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

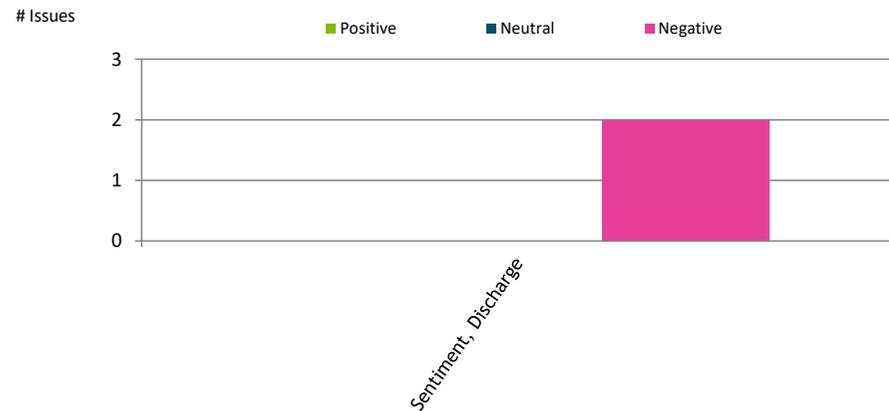


### 6.11 Trends, Discharge (2 issues)



*Issues receiving the most comments overall*

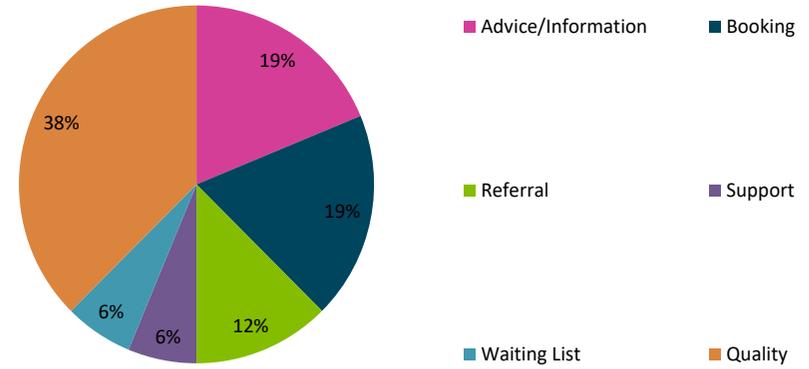
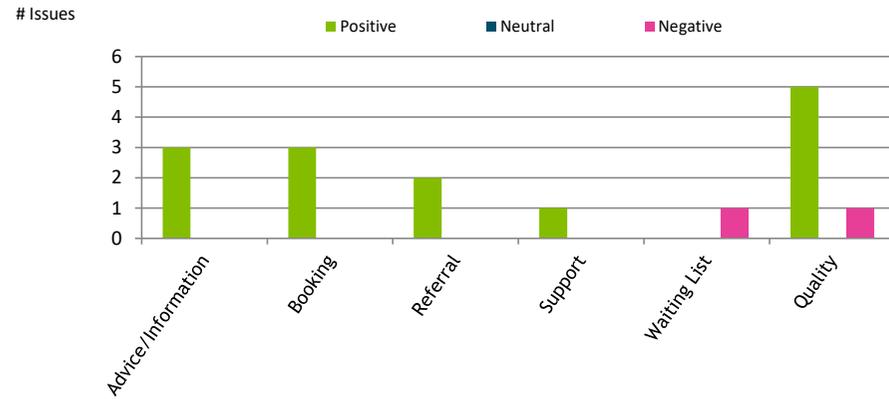
### 6.12 Sentiment, Discharge



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

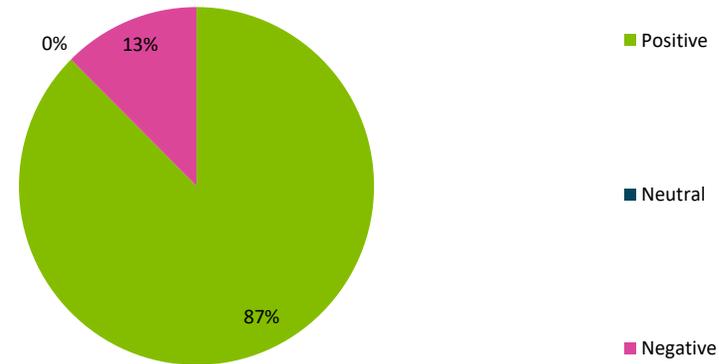
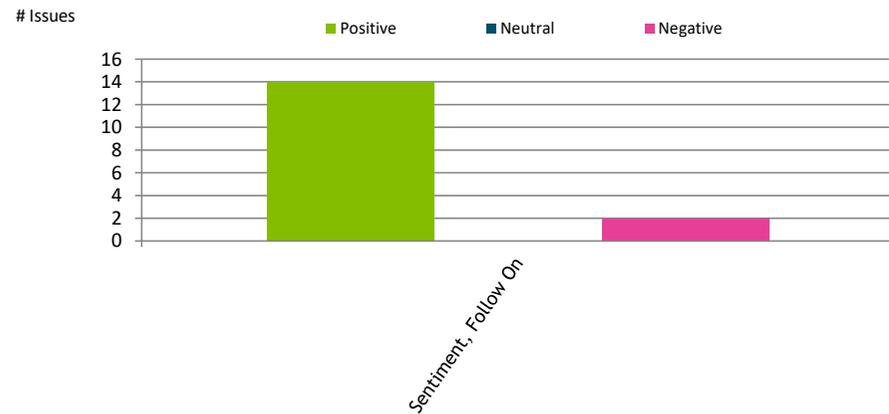


### 6.13 Trends, Follow On (16 issues)



Issues receiving the most comments overall

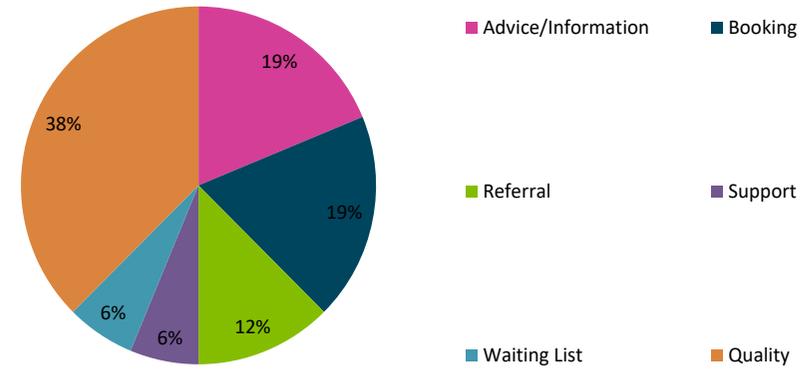
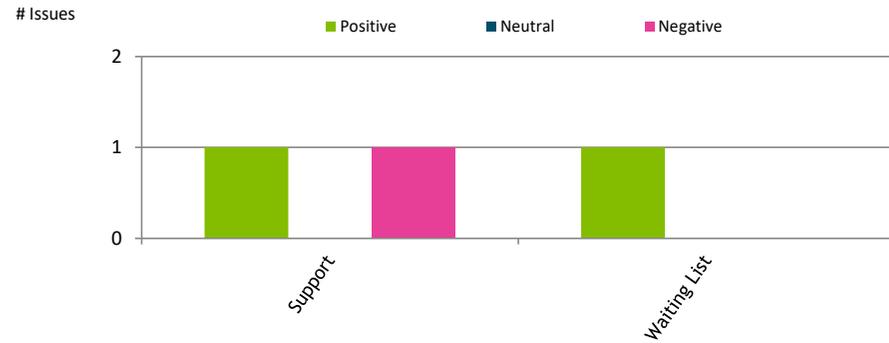
### 6.14 Sentiment, Follow On



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

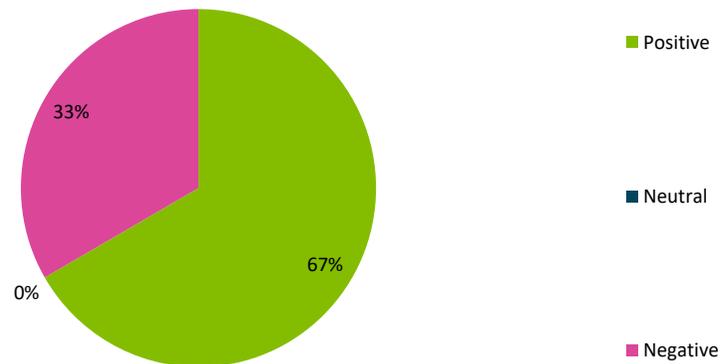
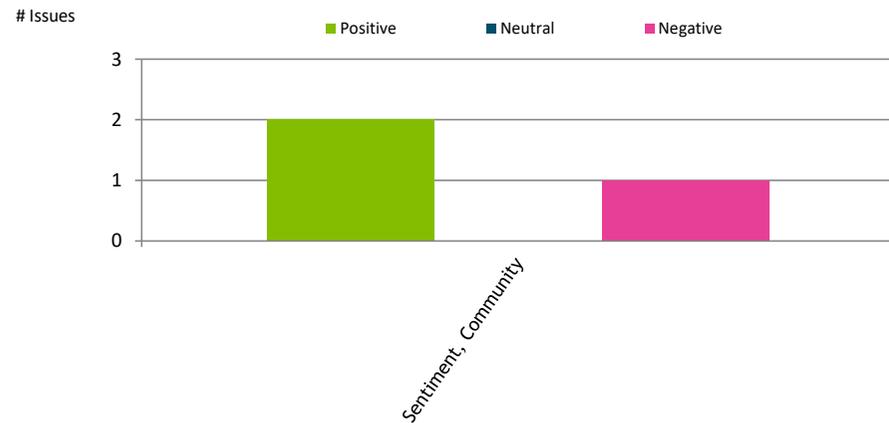


### 6.15 Trends, Community (3 issues)



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	<i>Communication, including access to advice and information.</i>	149	0	39	188
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	19	0	2	21
	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>	80	2	13	95
	User Involvement	<i>Involvement or influence of the service user.</i>	287	0	38	325
Systems	Administration	<i>Administrative processes and delivery.</i>	5	0	28	33
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	2	0	1	3
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	119	4	65	188
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	1	1
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	0	0
	Referral	<i>Referral to a service.</i>	10	0	2	12
	Medical Records	<i>Management of medical records.</i>	0	0	0	0
	Medication	<i>Prescription and management of medicines.</i>	16	0	14	30
	Opening Times	<i>Opening times of a service.</i>	2	0	3	5
	Planning	<i>Leadership and general organisation.</i>	72	0	14	86
	Registration	<i>Ability to register for a service.</i>	5	1	7	13
	Support	<i>Levels of support provided.</i>	483	2	86	571
	Telephone	<i>Ability to contact a service by telephone.</i>	4	0	26	30
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	96	2	48	146
	Waiting List	<i>Length of wait while on a list.</i>	107	1	46	154
Values	Choice	<i>General choice.</i>	11	0	6	17
	Cost	<i>General cost.</i>	8	0	10	18
	Language	<i>Language, including terminology.</i>	3	0	5	8
	Nutrition	<i>Provision of sustenance.</i>	2	0	2	4
	Privacy	<i>Privacy, personal space and property.</i>	0	0	1	1
	Quality	<i>General quality of a service, or staff.</i>	575	2	60	637
	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

## 7. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	2	0	2	4
	Environment/Layout	<i>Physical environment of a service.</i>	19	0	7	26
	Equipment	<i>General equipment issues.</i>	3	0	3	6
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	1	1
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	14	0	2	16
	Mobility	<i>Physical mobility to, from and within services.</i>	1	0	3	4
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	2	2
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	1	2	3
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	4	4
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	742	2	101	845
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	6	6
	Staff Training	<i>Training of staff.</i>	3	0	8	11
	Staffing Levels	<i>General availability of staff.</i>	0	0	8	8
	<b>Total:</b>			<b>2840</b>	<b>17</b>	<b>666</b>