

# Hospital Services in North East London (NEL)

## Trends Analysis Report



CommunityInsight

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 local hospital services.

*Qualitative Feedback, 1 July 2023 - 30 June 2024*



## Report Index

### Data Source (Page 3)

Identifies the origin of the data, by source and hospital.



### Top Trends (Page 4-5)

Identifies the top departments, specialisms, medical conditions/topics and service related issues.



### Satisfaction Levels (Pages 6-7)

Tracks satisfaction of service aspects over time, and by hospital.



### Equalities (Page 9)

Monitors experience by demographic groupings.



### Experiences by Hospital (Pages 10-16)

Explores trends by individual hospital.



### Data Table (Pages 17-18)

The numbers underpinning the trends.

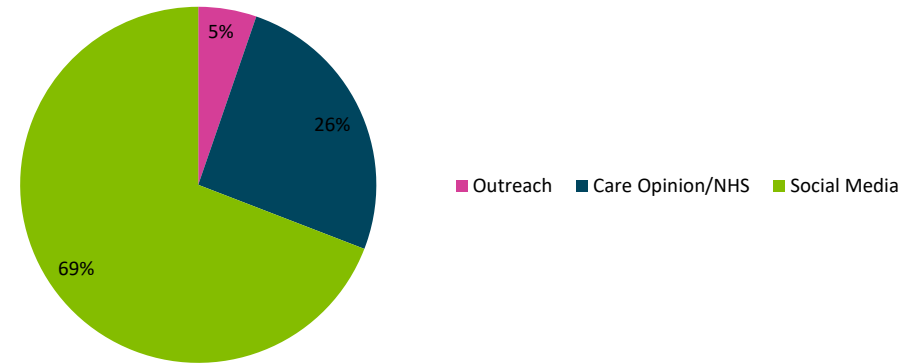
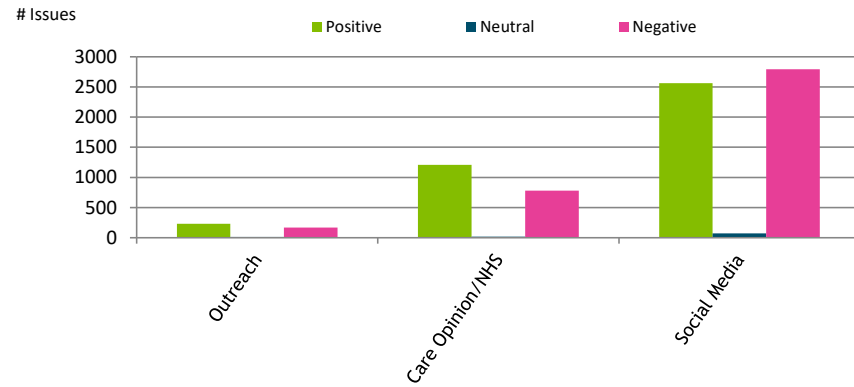


**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

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

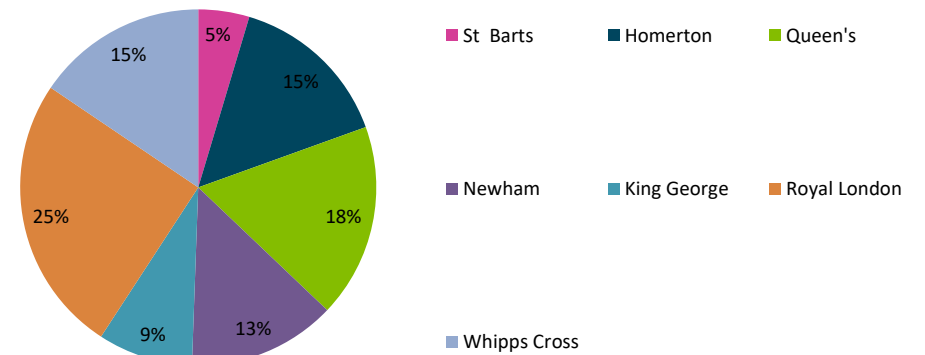
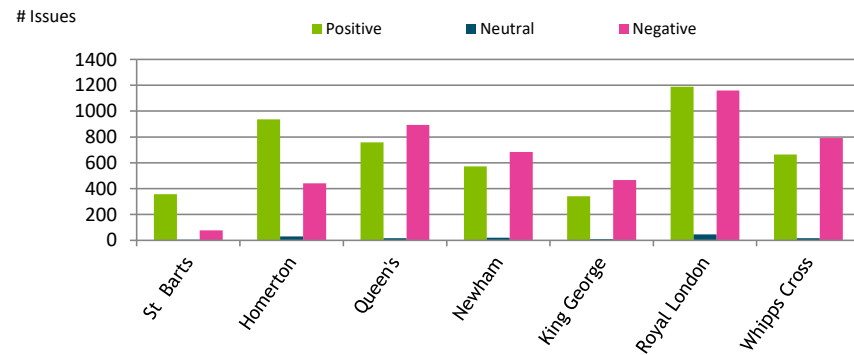


## 1.1 Source: 9469 issues from 2255 people



### Sources providing the most comments overall

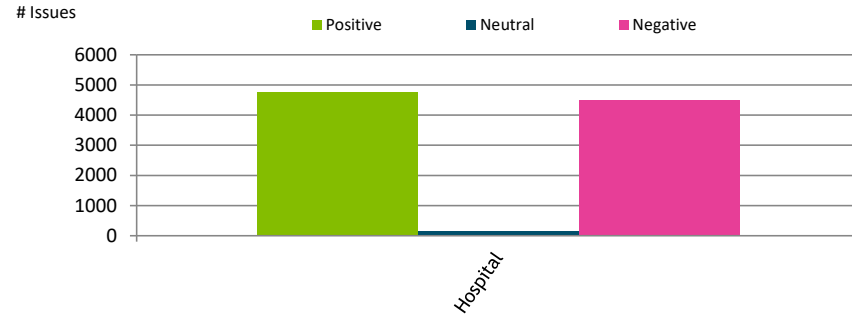
## 1.2 Feedback by Hospital



## 2. Which services are people most commenting on?

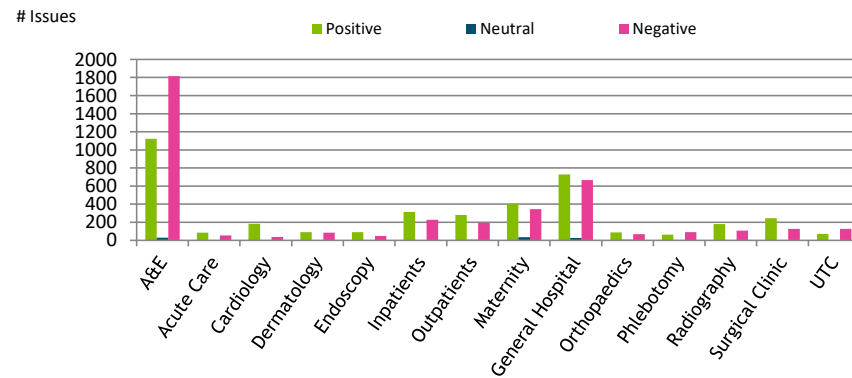


### 2.1 Service Sector

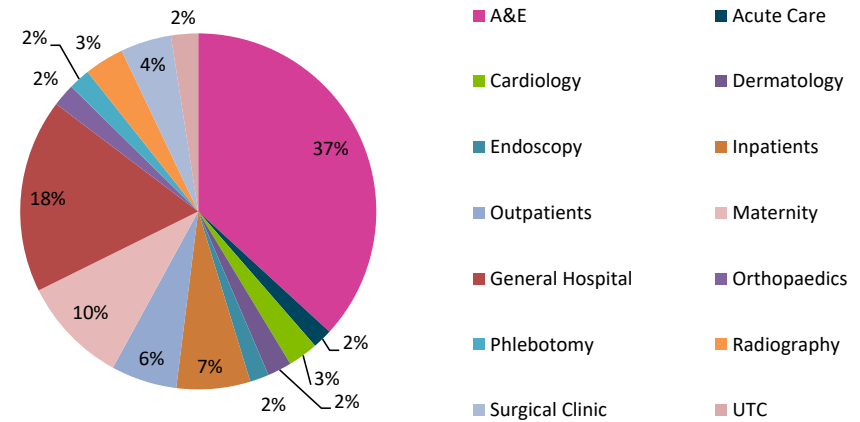


Service sectors receiving the most comments overall

### 2.2 Service Type



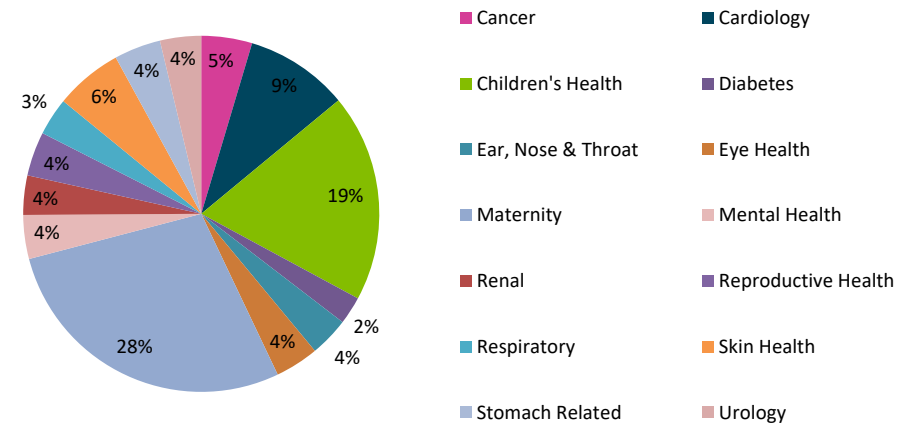
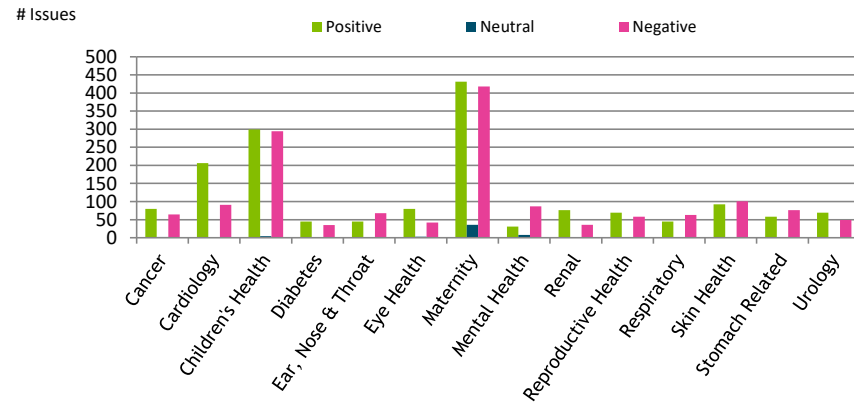
Service type receiving the most comments overall



### 3. Which service aspects are people most commenting on?

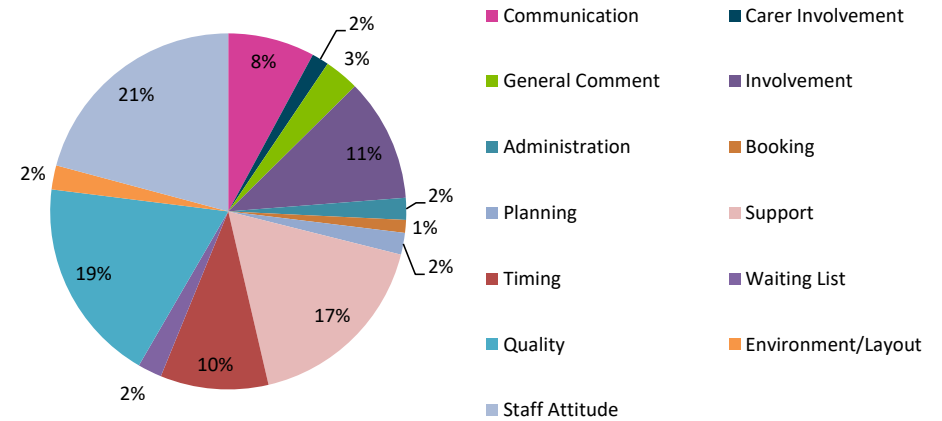
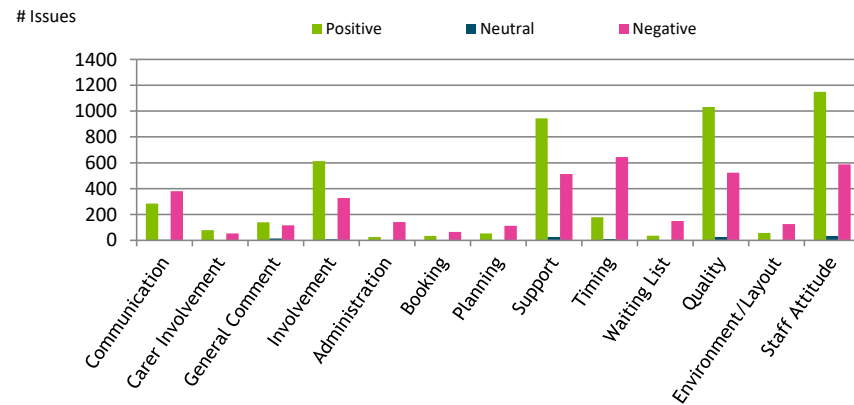


#### 3.1 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

#### 3.2 Top Trends: 9469 issues from 2255 people

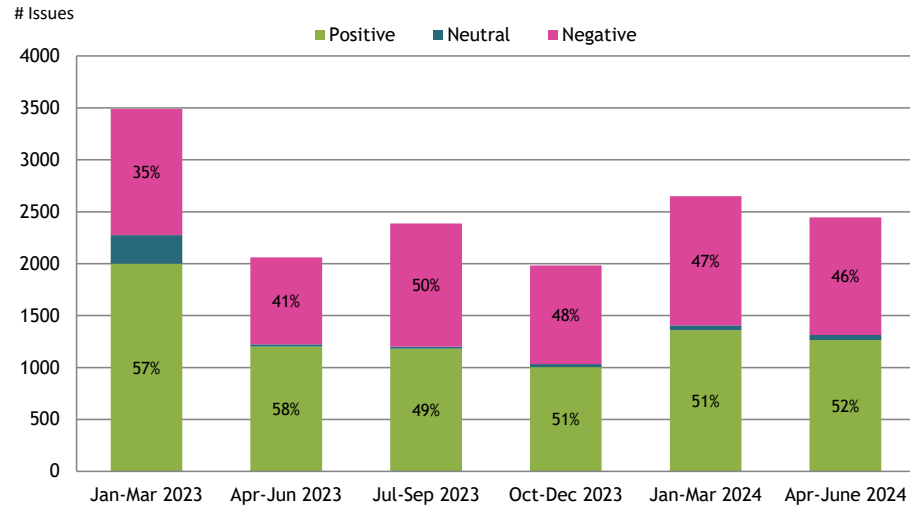


Issues receiving the most comments overall

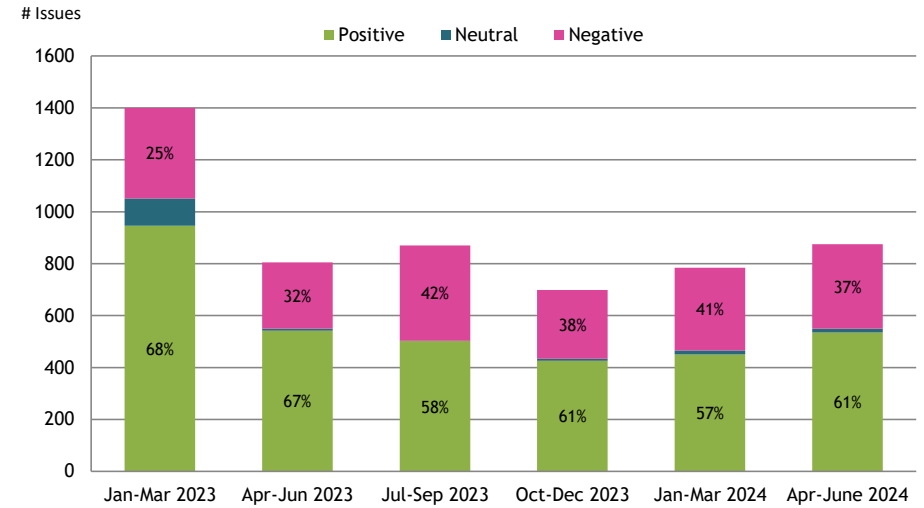
## 4. Timeline: On the whole, how do people feel about Health and Care services?



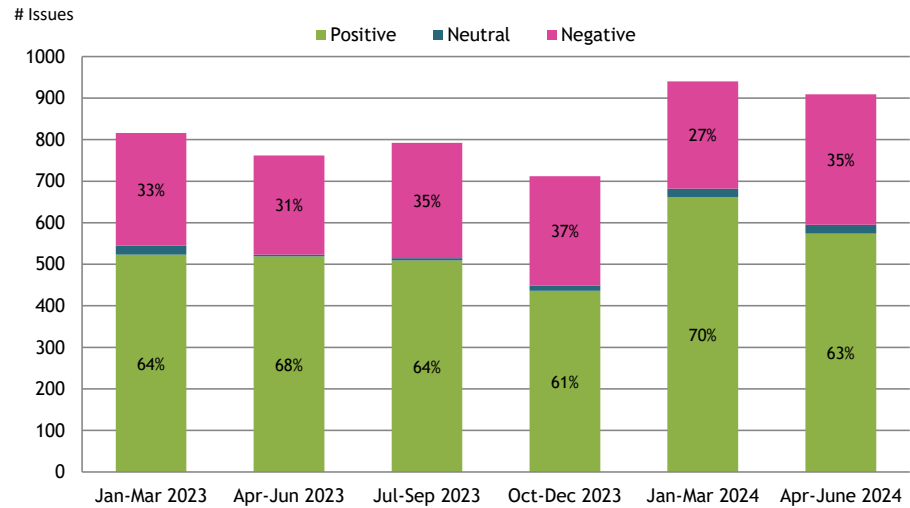
### 4.1 How do people feel about services overall?



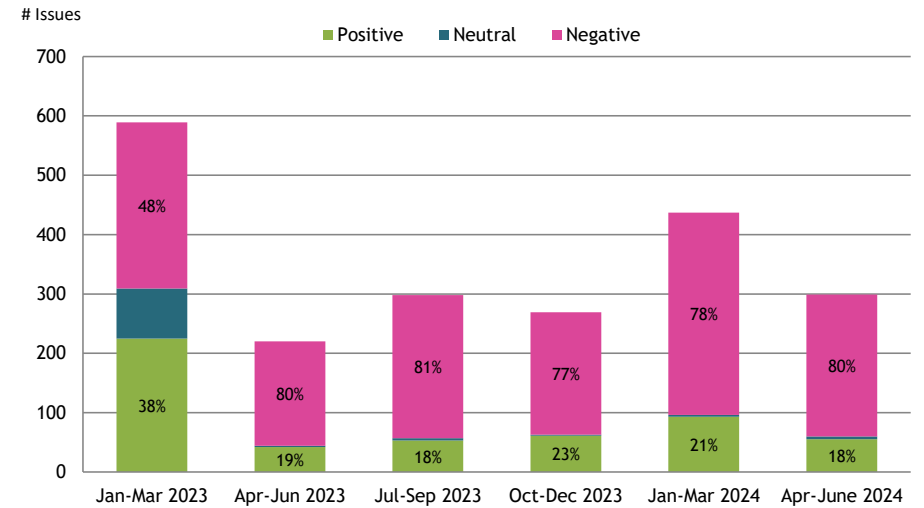
### 4.2 How well informed, involved and supported do people feel?



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



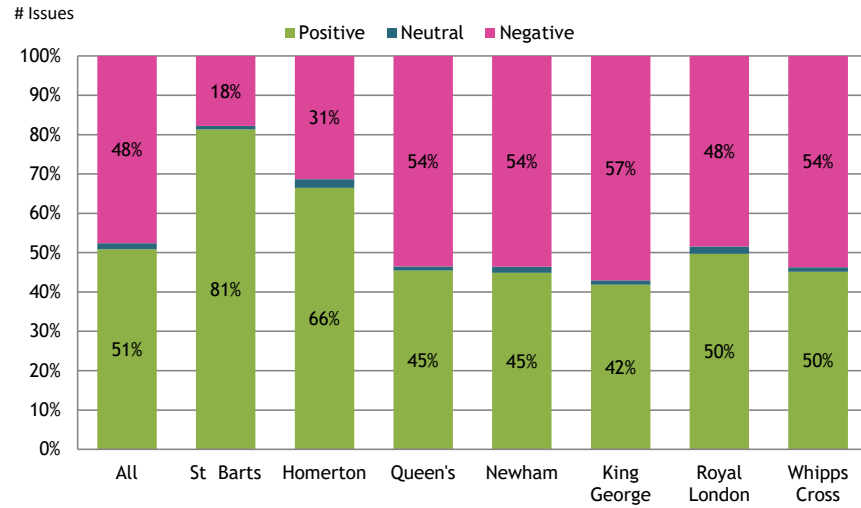
### 4.4 How do people feel about access to services?



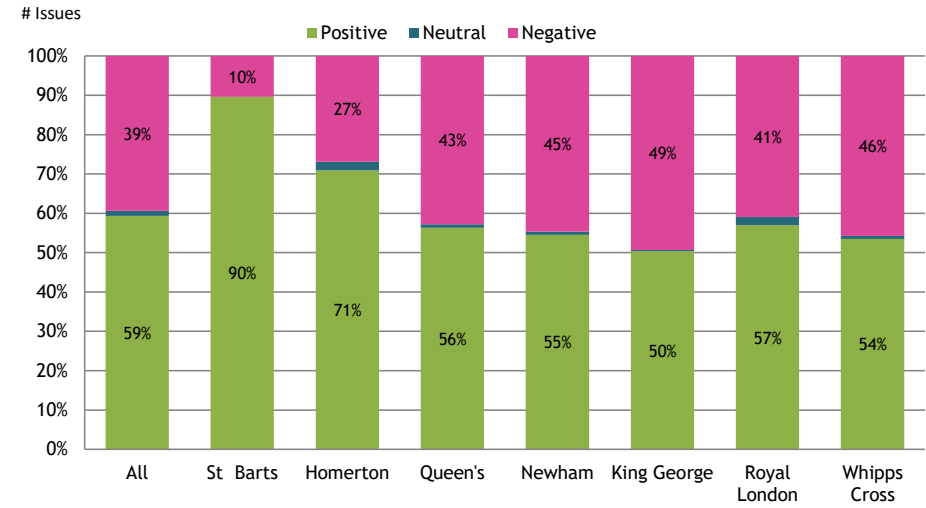
## 5. By Hospital: On the whole, how do people feel about Health and Care services?



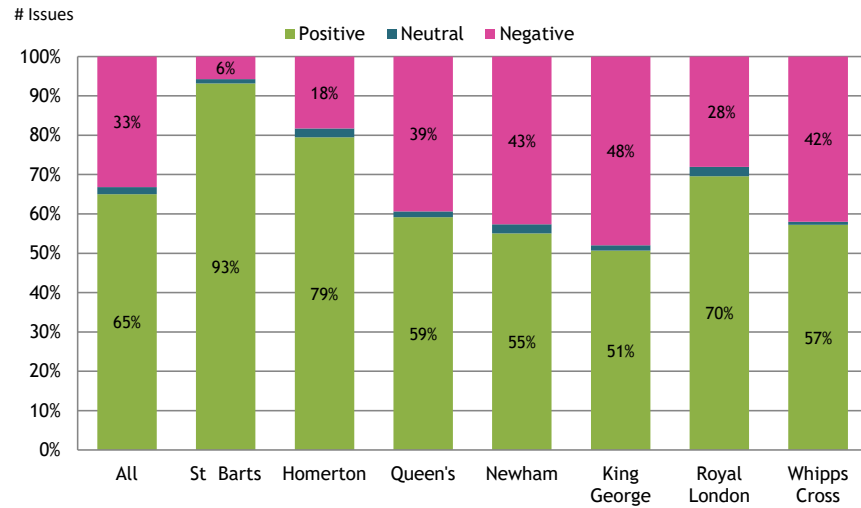
### 5.1 How do people feel about services overall?



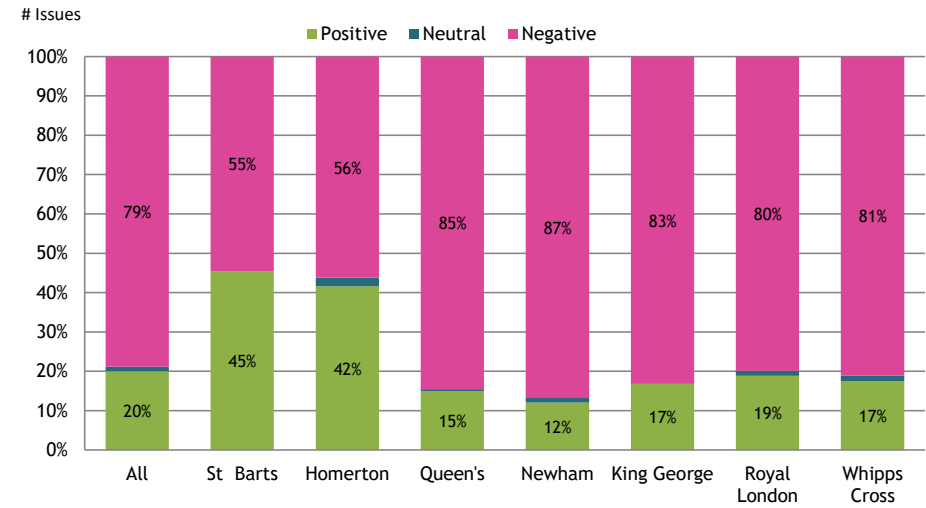
### 5.2 How well informed, involved and supported do people feel?



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



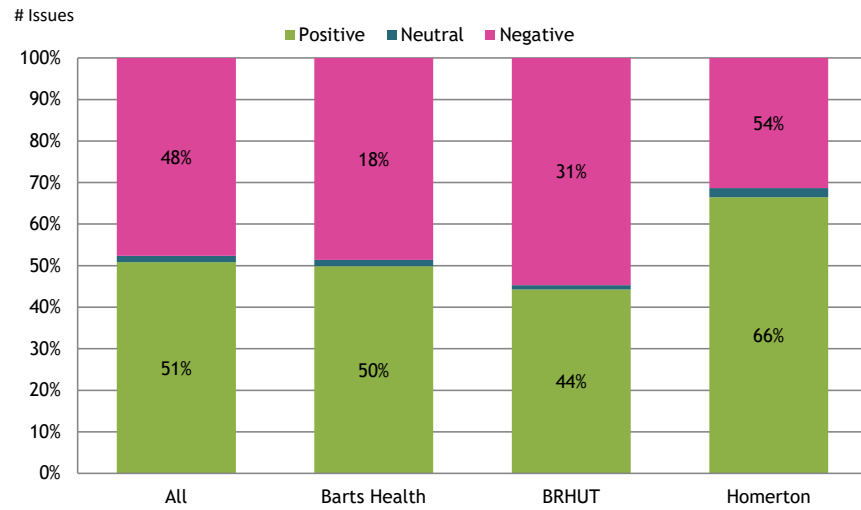
### 5.4 How do people feel about access to services?



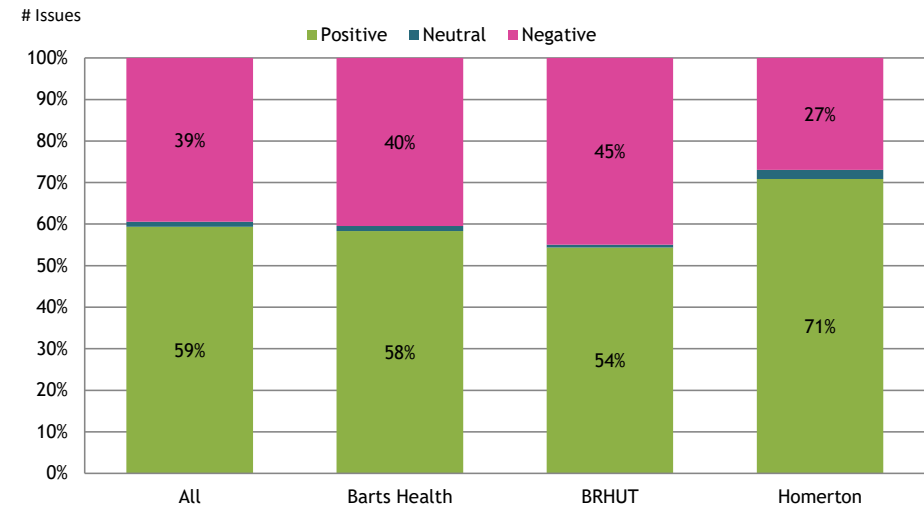
## 6. By Trust: On the whole, how do people feel about Health and Care services?



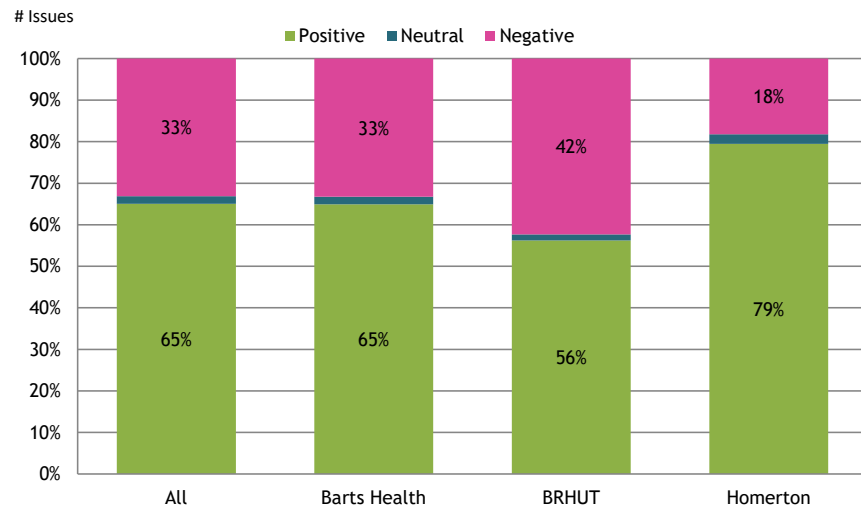
### 6.1 How do people feel about services overall?



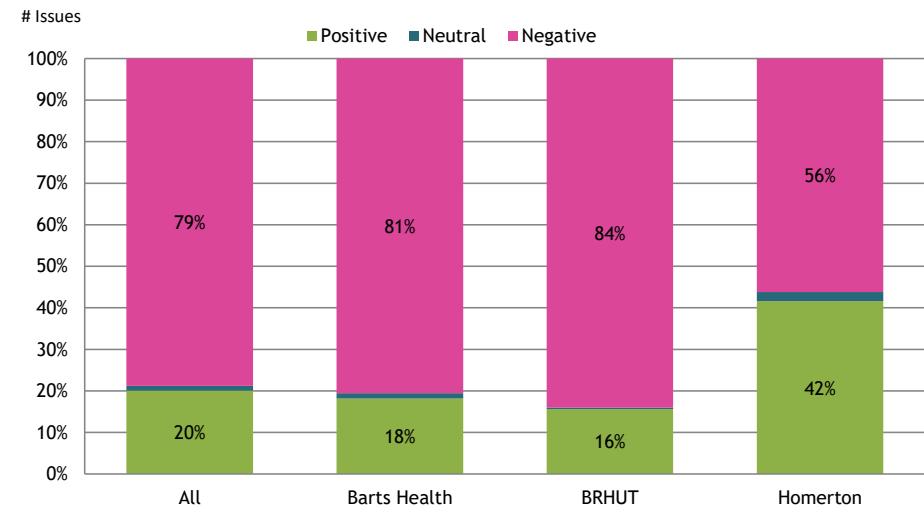
### 6.2 How well informed, involved and supported do people feel?



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



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

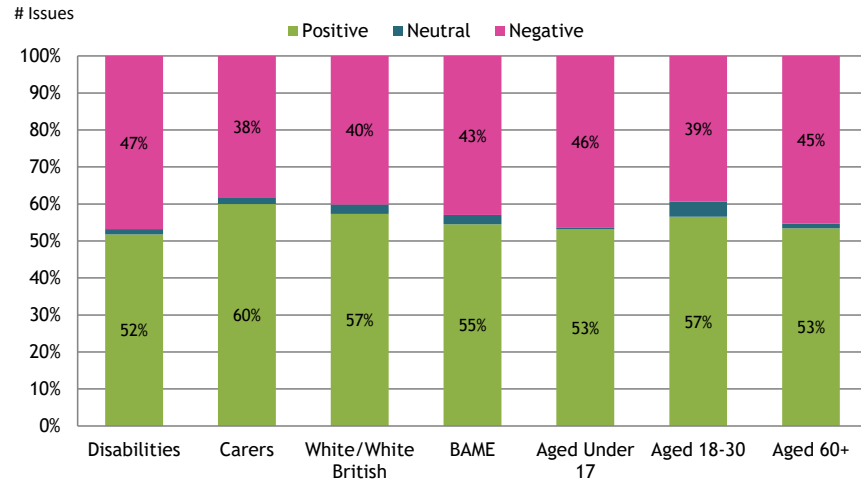




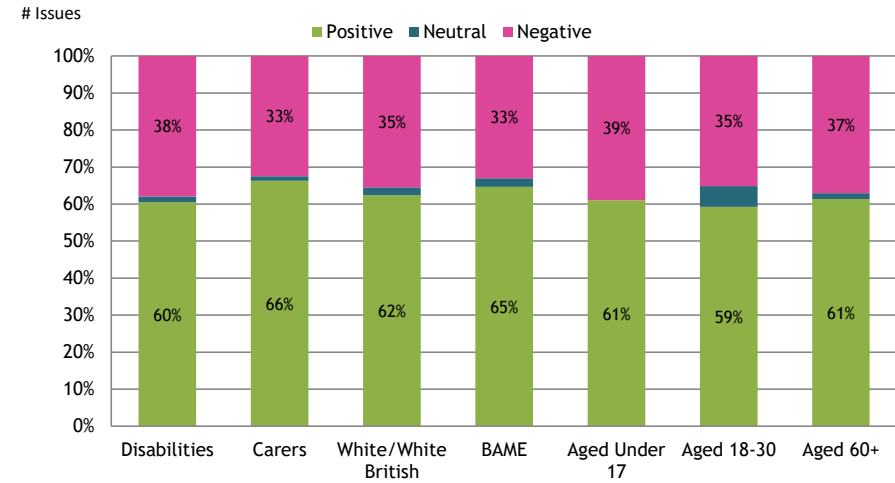
## 7. Equalities: On the whole, how do people feel about Health and Care services?



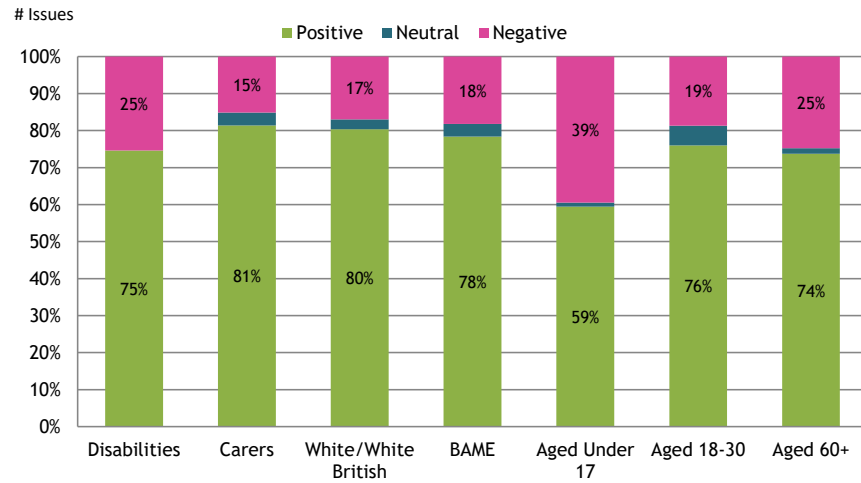
### 7.1 How do people feel about services overall?



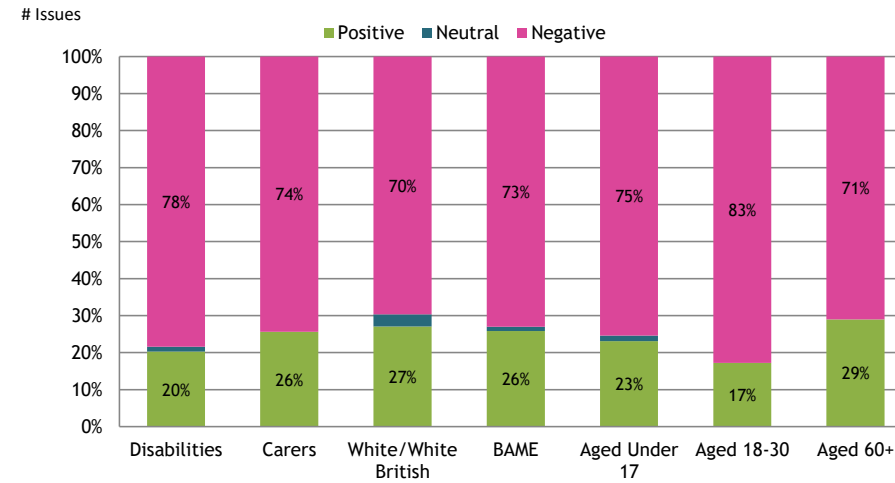
### 7.2 How well informed, involved and supported do people feel?



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



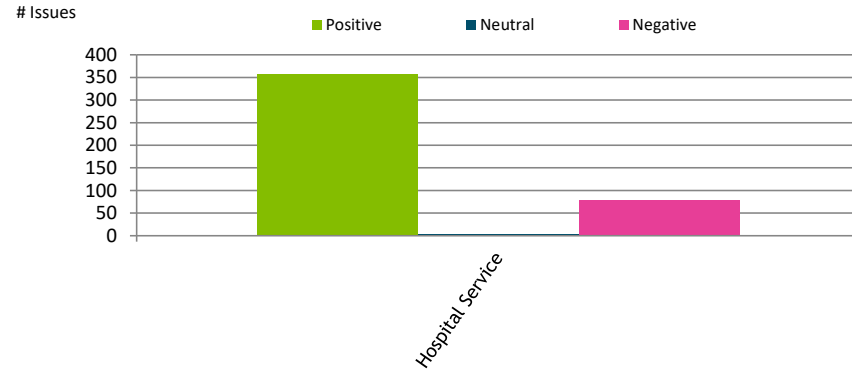
### 7.4 How do people feel about access to services?



## 8. Trends by Hospital: St Bartholomews

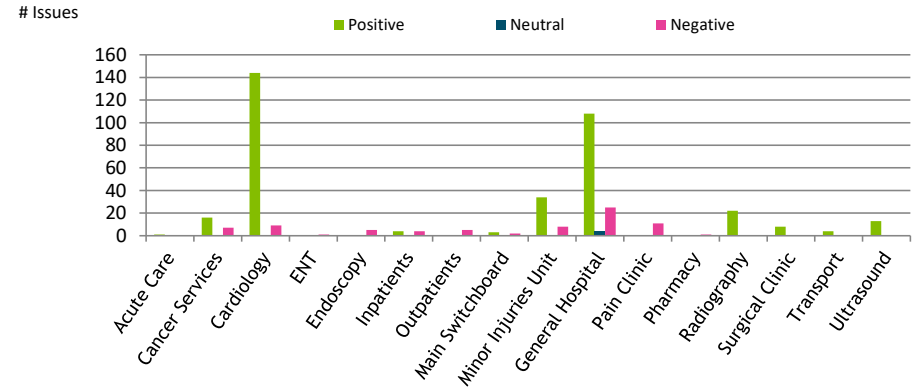


### 8.1 Service Sector



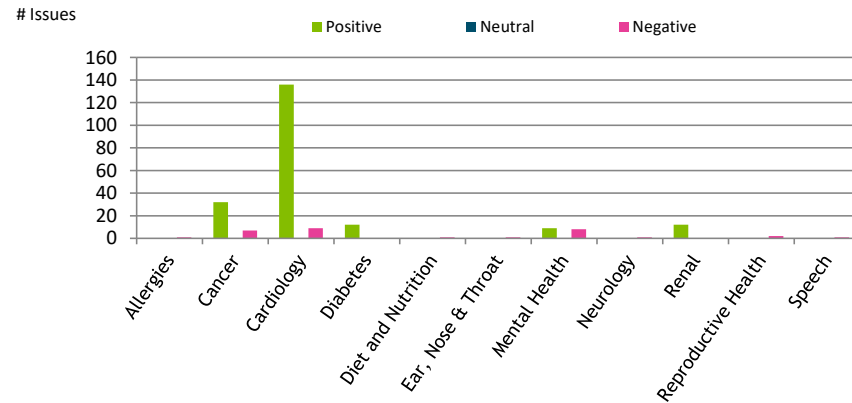
Service sectors receiving the most comments overall

### 8.2 Service Type



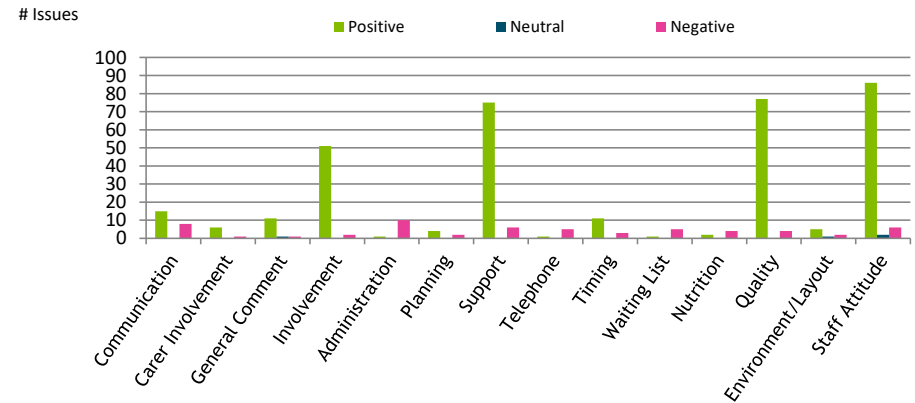
Service type receiving the most comments overall

### 8.3 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 8.4 Top Trends: 439 issues from 83 people

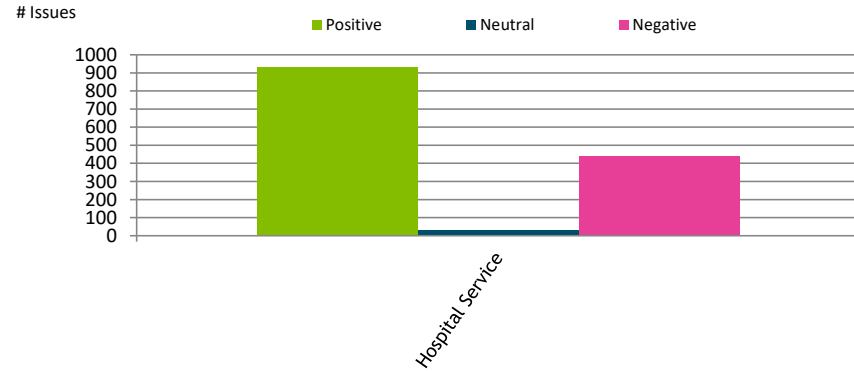


Issues receiving the most comments overall

## 8. Trends by Hospital: Homerton University Hospital

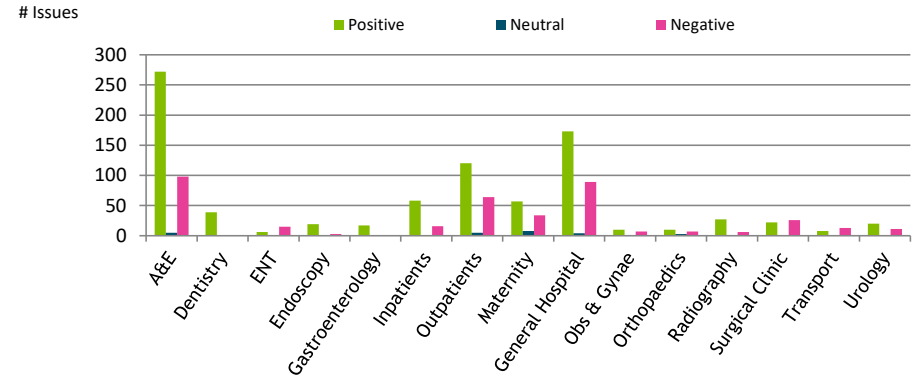


### 8.5 Service Sector



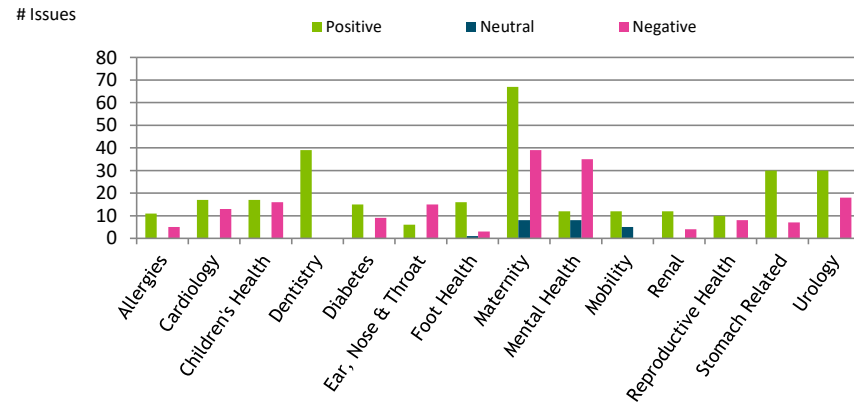
Service sectors receiving the most comments overall

### 8.6 Service Type



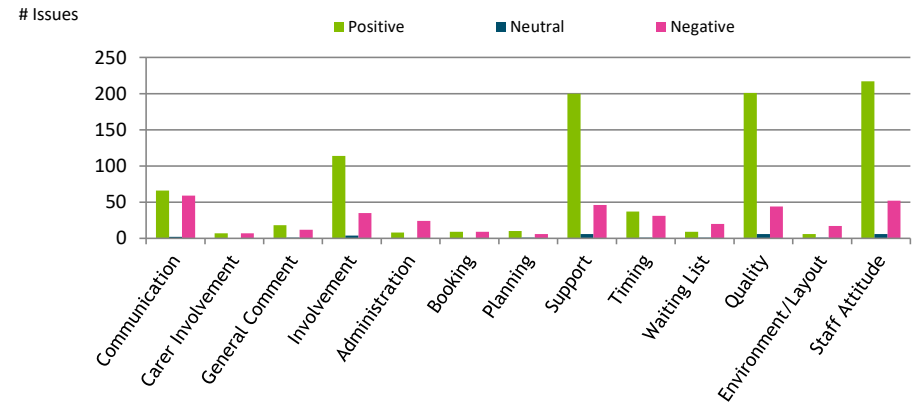
Service type receiving the most comments overall

### 8.7 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 8.8 Top Trends: 1408 issues from 284 people

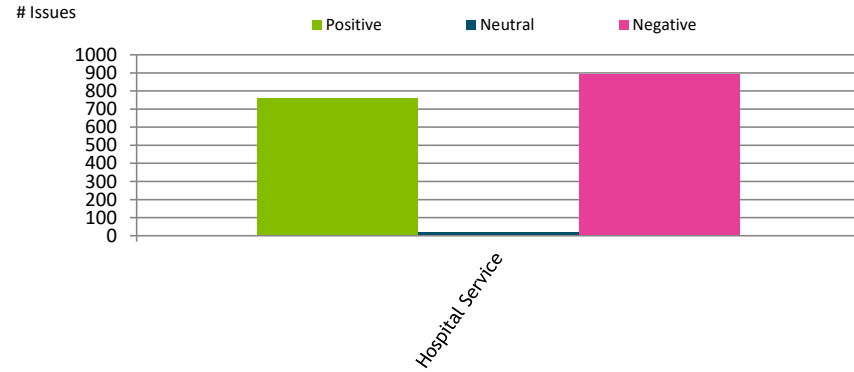


Issues receiving the most comments overall

## 8. Trends by Hospital: Queen's Hospital

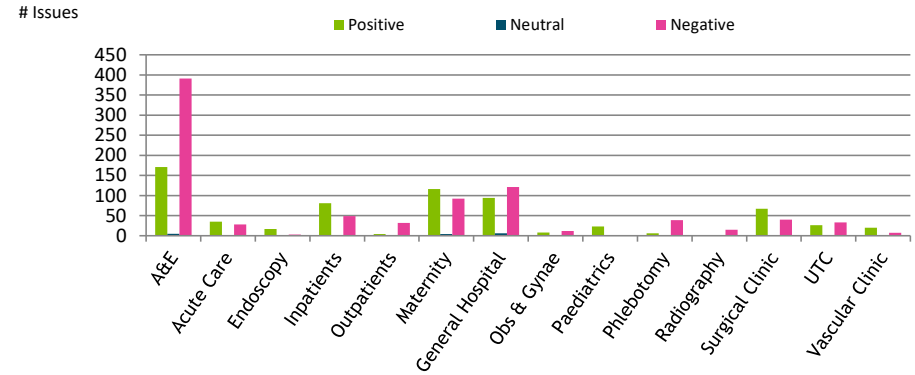


### 8.9 Service Sector



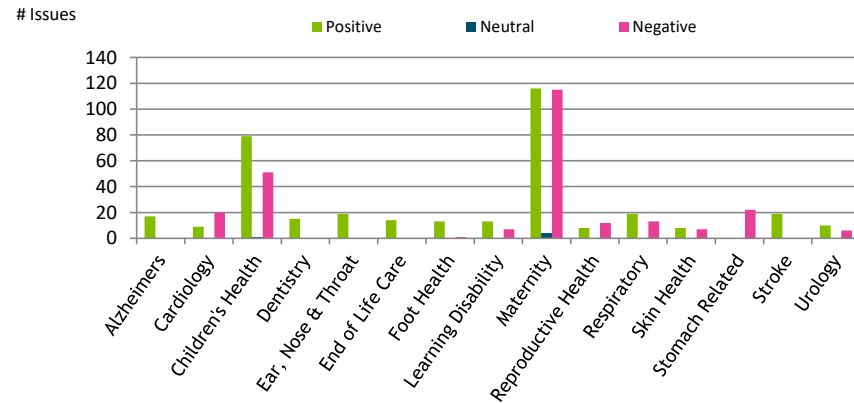
Service sectors receiving the most comments overall

### 8.10 Service Type



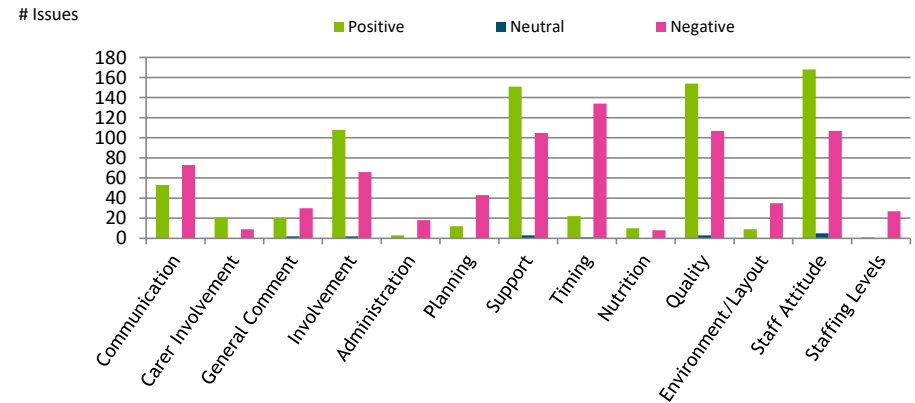
Service type receiving the most comments overall

### 8.11 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 8.12 Top Trends: 1668 issues from 377 people

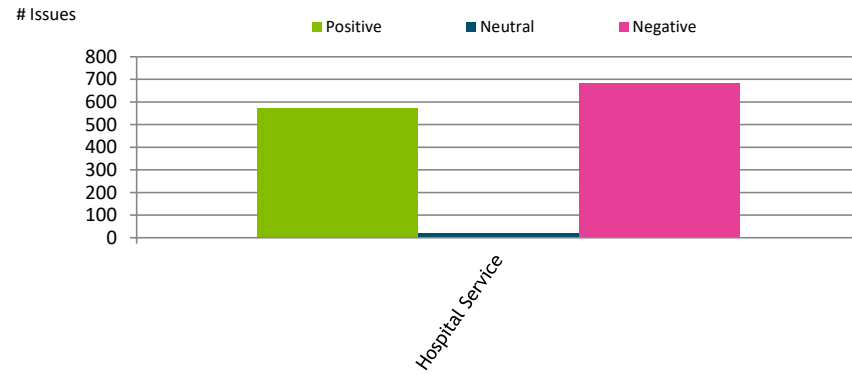


Issues receiving the most comments overall

## 8. Trends by Hospital: Newham University Hospital

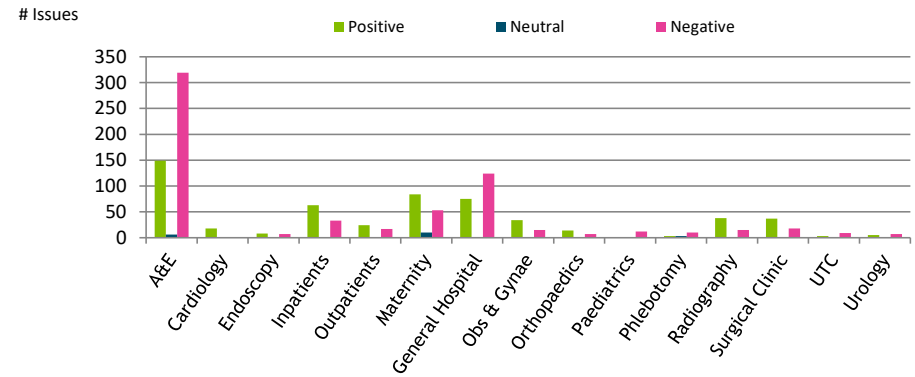


### 8.13 Service Sector



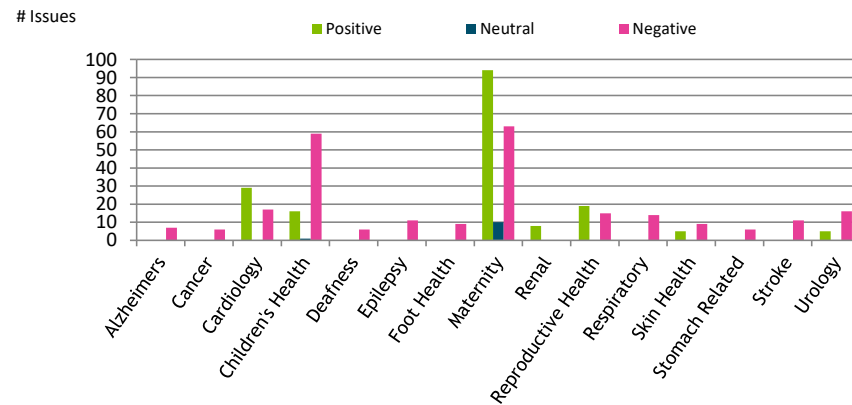
Service sectors receiving the most comments overall

### 8.14 Service Type



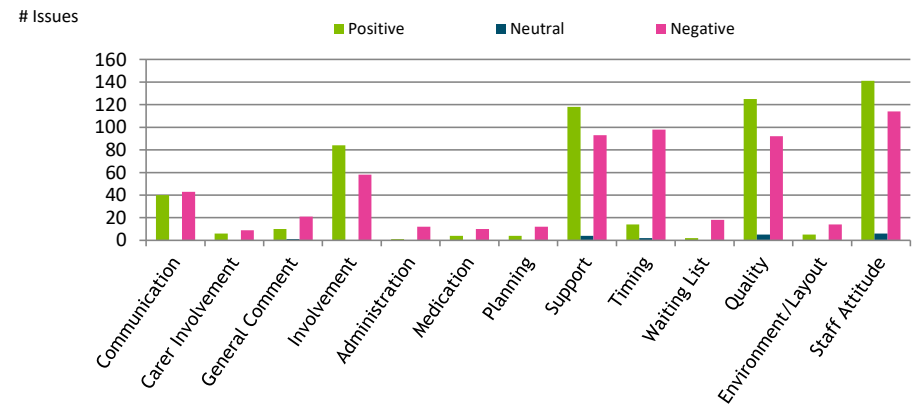
Service type receiving the most comments overall

### 8.15 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 8.16 Top Trends: 1275 issues from 302 people

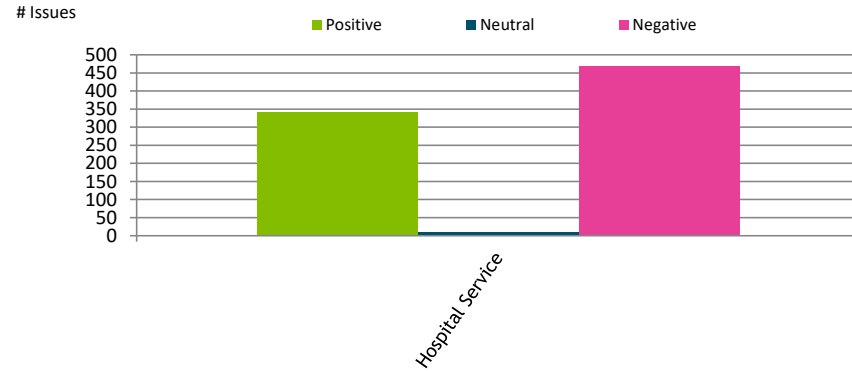


Issues receiving the most comments overall

## 8. Trends by Hospital: King George Hospital

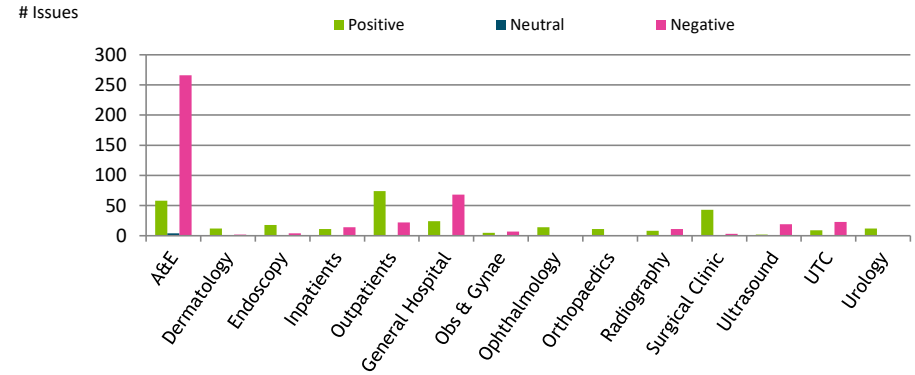


### 8.17 Service Sector



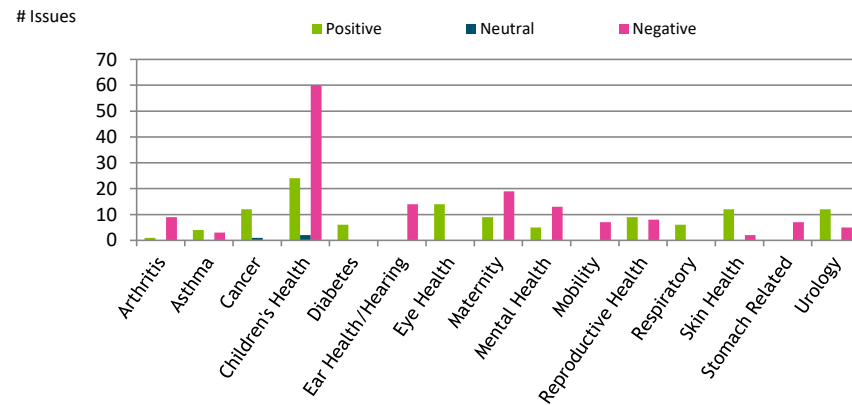
Service sectors receiving the most comments overall

### 8.18 Service Type



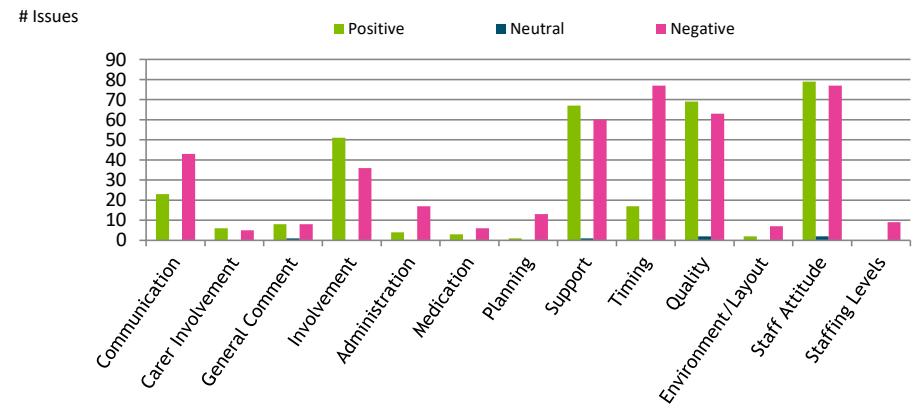
Service type receiving the most comments overall

### 8.19 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 8.20 Top Trends: 817 issues from 205 people

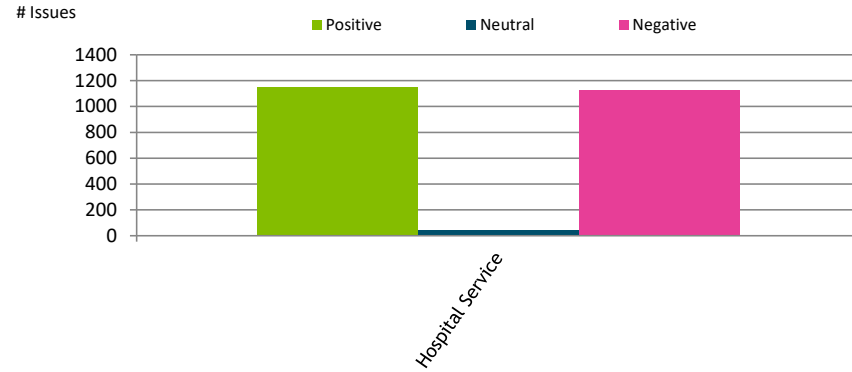


Issues receiving the most comments overall

## 8. Trends by Hospital: Royal London Hospital

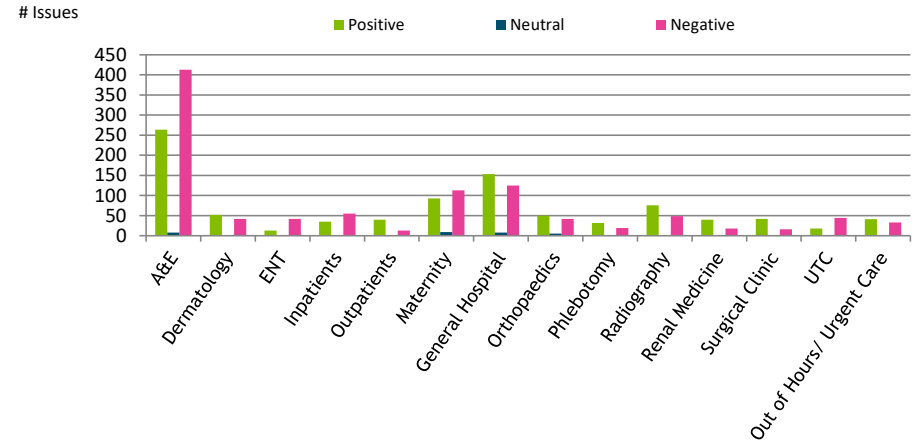


### 8.21 Service Sector



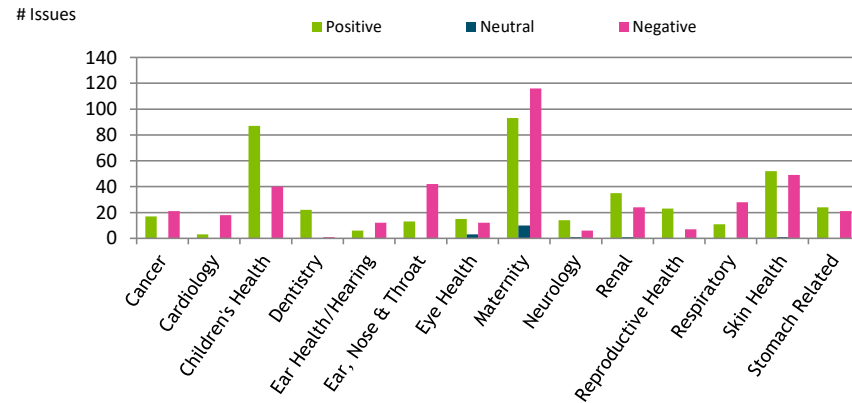
Service sectors receiving the most comments overall

### 8.22 Service Type



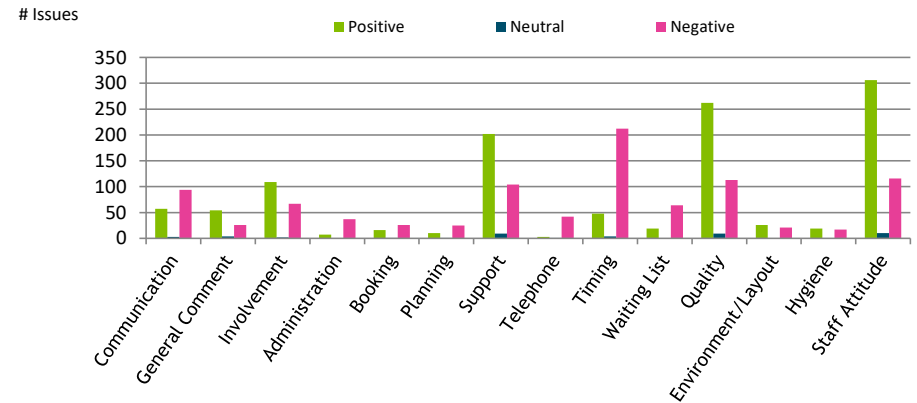
Service type receiving the most comments overall

### 8.23 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 8.24 Top Trends: 2394 issues from 626 people

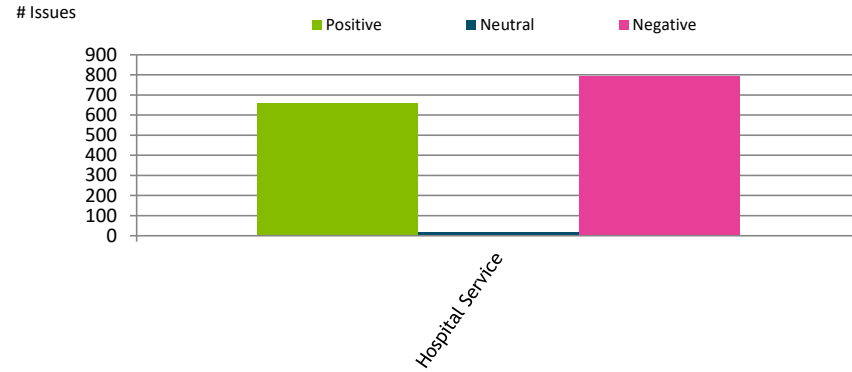


Issues receiving the most comments overall

## 8. Trends by Hospital: Whipps Cross University Hospital

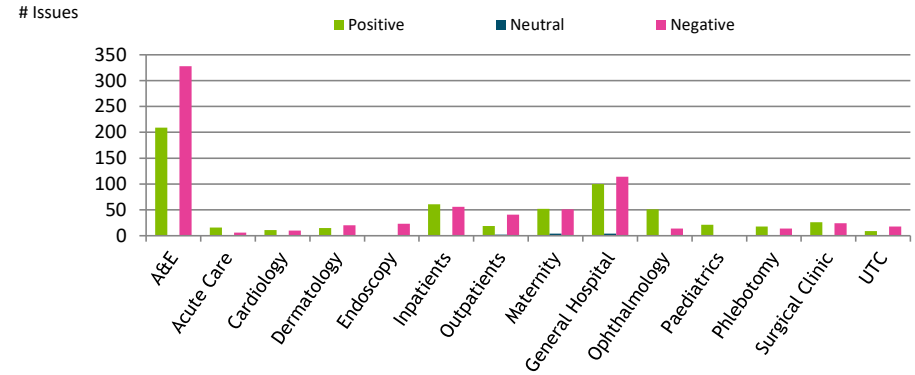


### 8.25 Service Sector



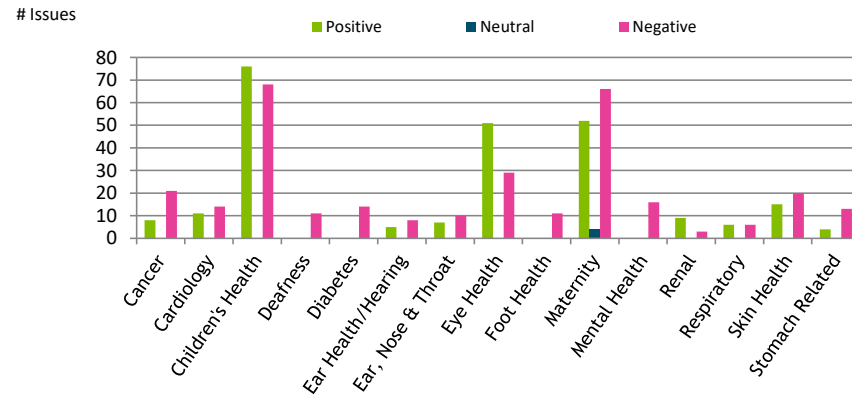
Service sectors receiving the most comments overall

### 8.26 Service Type



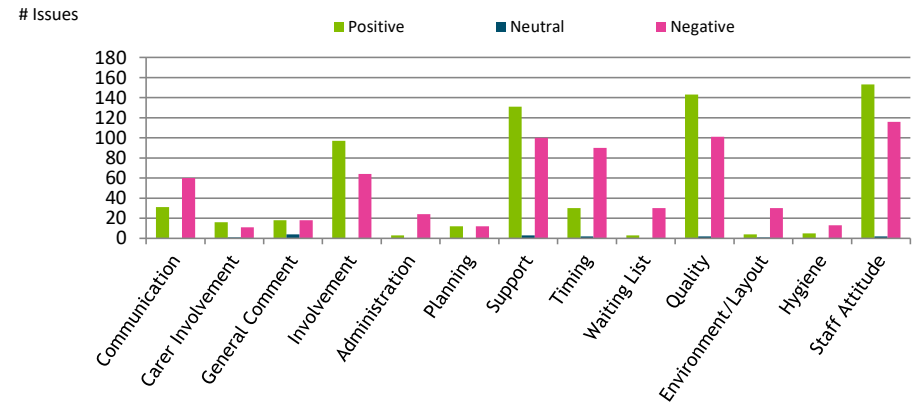
Service type receiving the most comments overall

### 8.27 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 8.28 Top Trends: 1472 issues from 378 people



Issues receiving the most comments overall



## 9. 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>	285	5	380	670
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	78	1	53	132
	Peer Involvement	<i>Involvement or Influence of friends.</i>	2	0	1	3
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	139	14	116	269
	User Involvement	<i>Involvement or influence of the service user.</i>	614	8	328	950
Systems	Administration	<i>Administrative processes and delivery.</i>	27	0	142	169
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	9	0	35	44
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	33	1	65	99
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	1	49	50
	Data Protection	<i>General data protection (including GDPR).</i>	0	1	7	8
	Referral	<i>Referral to a service.</i>	10	1	25	36
	Medical Records	<i>Management of medical records.</i>	0	0	13	13
	Medication	<i>Prescription and management of medicines.</i>	19	0	53	72
	Opening Times	<i>Opening times of a service.</i>	3	1	5	9
	Planning	<i>Leadership and general organisation.</i>	53	2	113	168
	Registration	<i>Ability to register for a service.</i>	1	1	7	9
	Support	<i>Levels of support provided.</i>	944	26	514	1484
	Telephone	<i>Ability to contact a service by telephone.</i>	5	1	84	90
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	179	10	645	834
Waiting List	<i>Length of wait while on a list.</i>	36	1	149	186	
Values	Choice	<i>General choice.</i>	7	0	16	23
	Cost	<i>General cost.</i>	1	0	16	17
	Language	<i>Language, including terminology.</i>	6	1	18	25
	Nutrition	<i>Provision of sustenance.</i>	28	2	46	76
	Privacy	<i>Privacy, personal space and property.</i>	3	0	23	26
	Quality	<i>General quality of a service, or staff.</i>	1031	27	524	1582
	Sensory	<i>Deaf/blind or other sensory issues.</i>	1	0	7	8
	Stimulation	<i>General stimulation, including access to activities.</i>	11	0	5	16

9. 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>	11	0	7	18
	Environment/Layout	<i>Physical environment of a service.</i>	57	3	126	186
	Equipment	<i>General equipment issues.</i>	7	0	15	22
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	3	0	23	26
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	41	0	43	84
	Mobility	<i>Physical mobility to, from and within services.</i>	3	1	22	26
	Travel/Parking	<i>Ability to travel or park.</i>	5	0	32	37
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	27	27
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	2	1	42	45
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	1150	33	588	1771
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	18	19
	Staff Training	<i>Training of staff.</i>	8	1	44	53
	Staffing Levels	<i>General availability of staff.</i>	1	0	86	87
	<b>Total:</b>			<b>4814</b>	<b>143</b>	<b>4512</b>