

The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Newham



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 health, social care and community services.

Reporting Period: 1 April - 30 June 2024

Index and overview of findings



933

Data Source

This report is based on the experience of 933 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.



72%

Overall Satisfaction

Satisfaction has improved by 4% this quarter, standing at 72% positive and 28% negative.

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



78%

Information, Involvement and Support

Satisfaction has improved by 2% this quarter, standing at 78% positive, 21% negative and 1% neutral.

Complaints are down by 11% on communication and by 2% on support, with no change recorded on user involvement. More on page 5.



82%

Quality and Empathy

Satisfaction has not changed this quarter, remaining at 82% positive overall.

Good levels of quality and empathy continue to be reported. More on page 5.



36%

Access to Services

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

Complaints are down by 5% on telephone access and by 1% on ability to book appointments. 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 completed the online form and expected a long wait, but I was called within the hour and seen in-person, the same day."



602

GP Services

Satisfaction is at 72% positive and 28% negative, according to feedback.

602 people comment on GP services. The majority of patients receive good quality, compassionate treatment and care, with good levels of involvement and support. Access related trends remain marginally negative overall, this includes on booking processes, telephone access, administration and waiting lists. More on page 9.



220

Dentists

Comments suggest satisfaction is at 85% positive and 15% negative.

220 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.



111

Newham University Hospital

Satisfaction is 49% positive, 48% negative and 3% neutral, comments suggest.

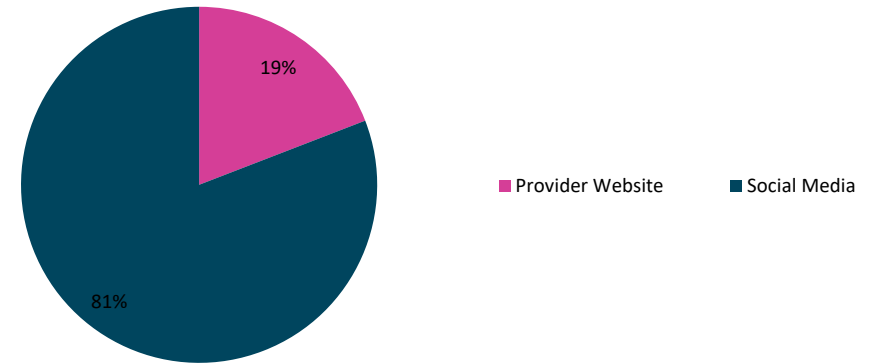
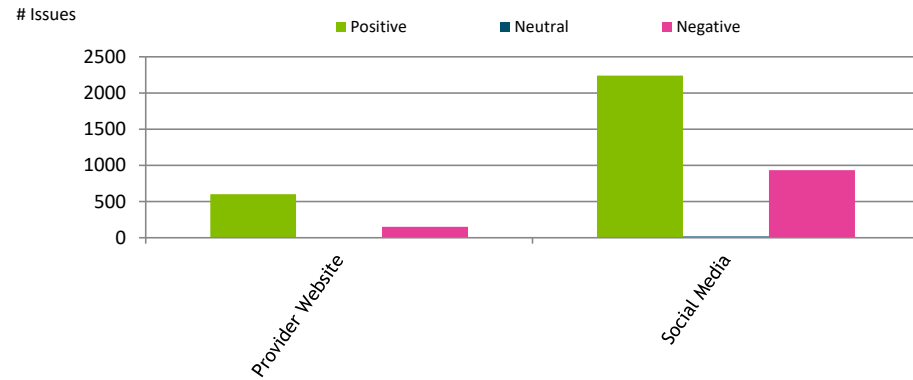
111 people comment this quarter. Service access, particularly waiting times is a leading negative topic. Feedback suggests patients would also like greater levels of empathy, communication, involvement and support. More on page 11.

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?

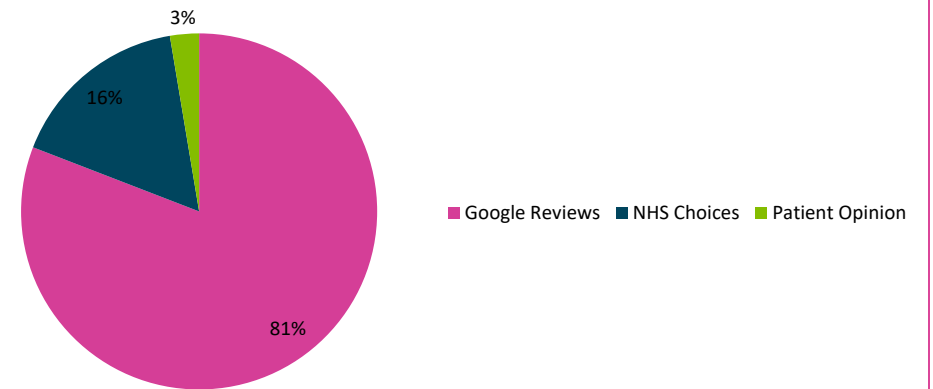
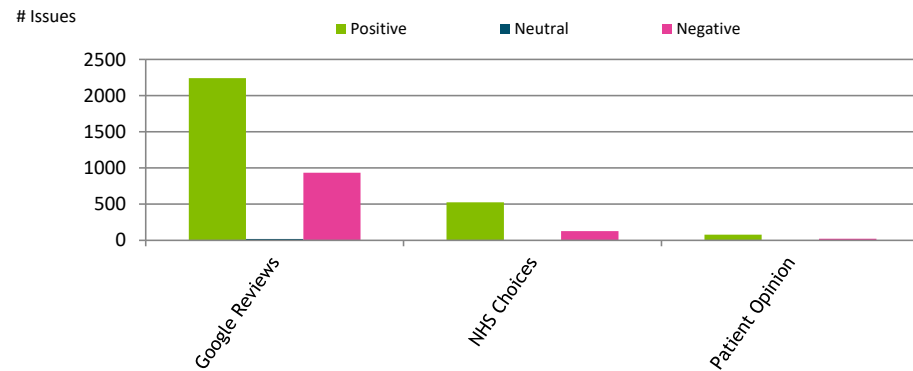


1.1 Source: 3951 issues from 933 people



Sources providing the most comments overall

1.2 Origin

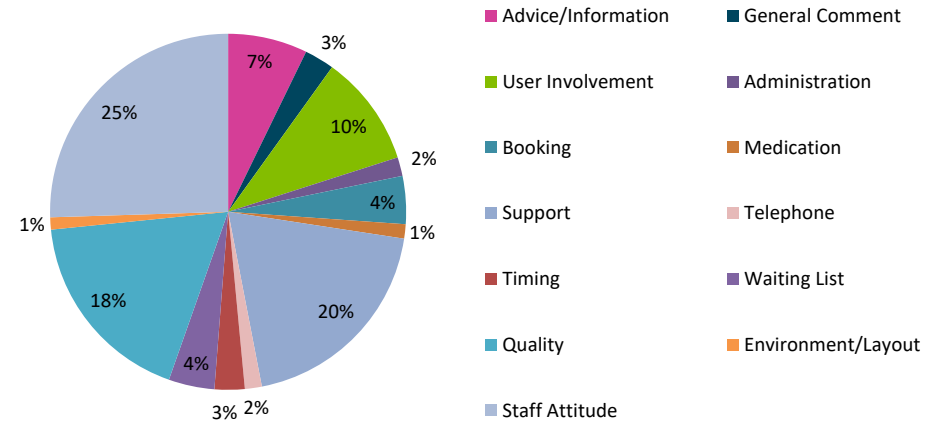
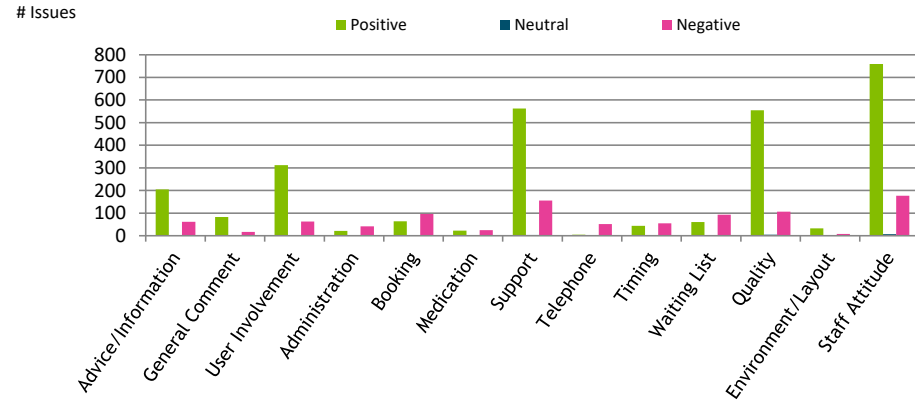


Origins providing the most comments overall

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

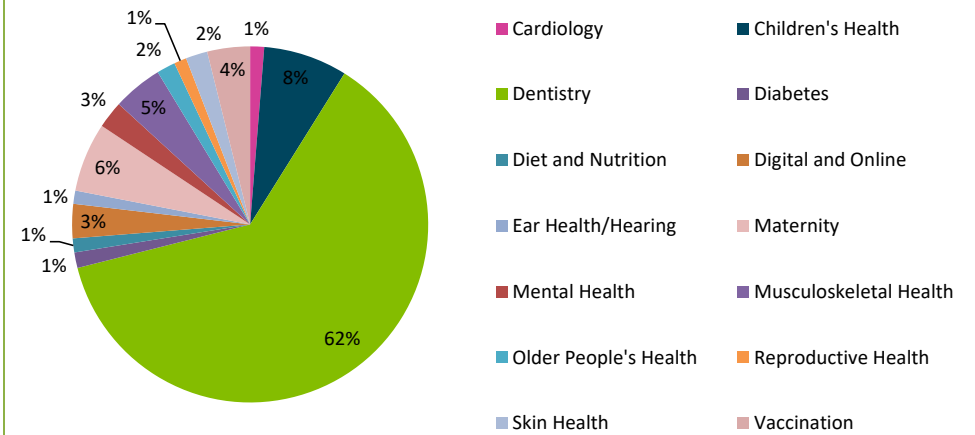
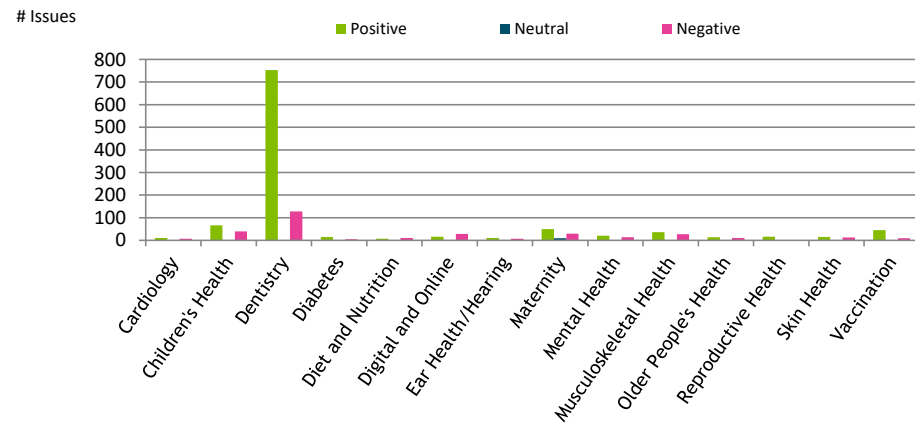


2.1 Top Trends: 3946 issues from 932 people



Issues receiving the most comments overall. See pages 19-20 for issue descriptions.

2.2 Stated medical conditions

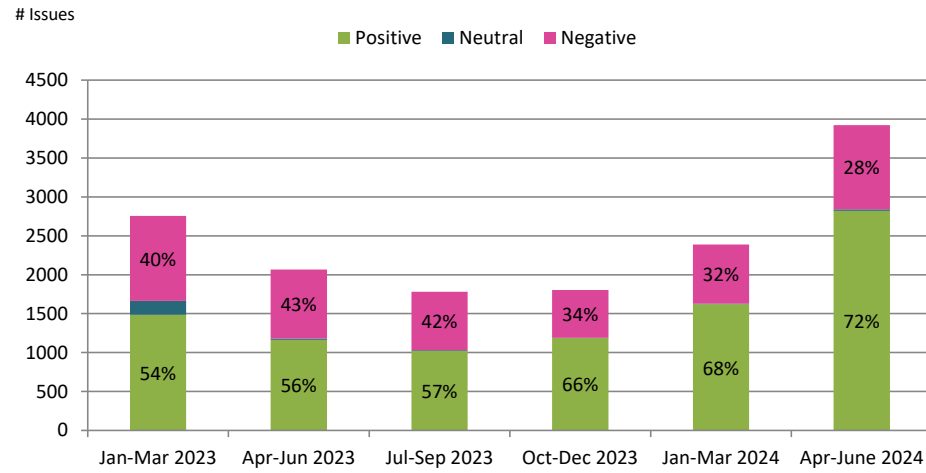


Medical conditions receiving the most comments overall

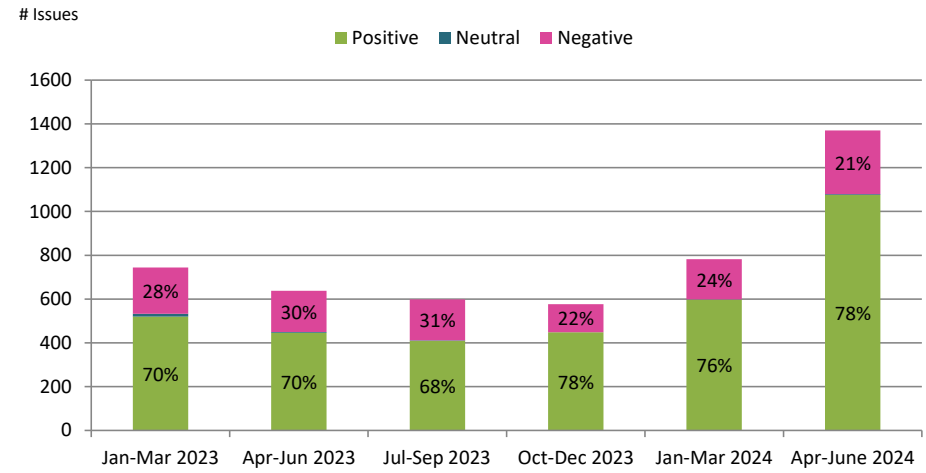
3. On the whole, how do people feel about Health and Care services?



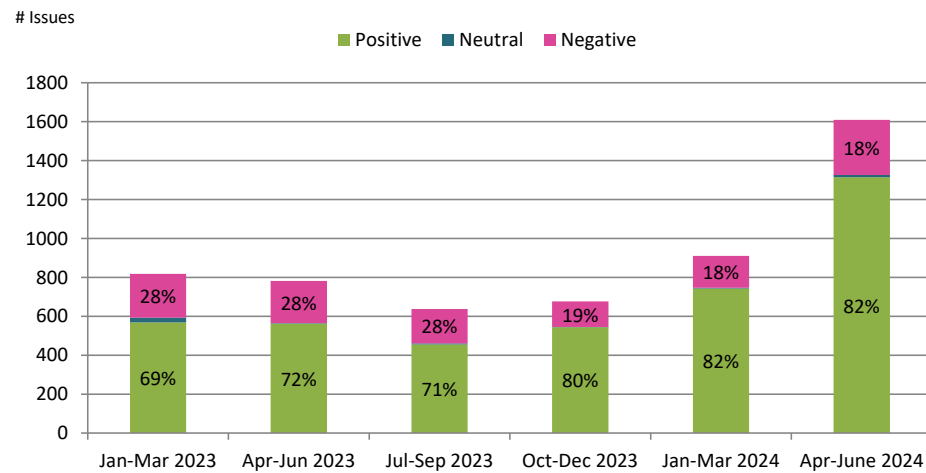
3.1 How do people feel about services overall?



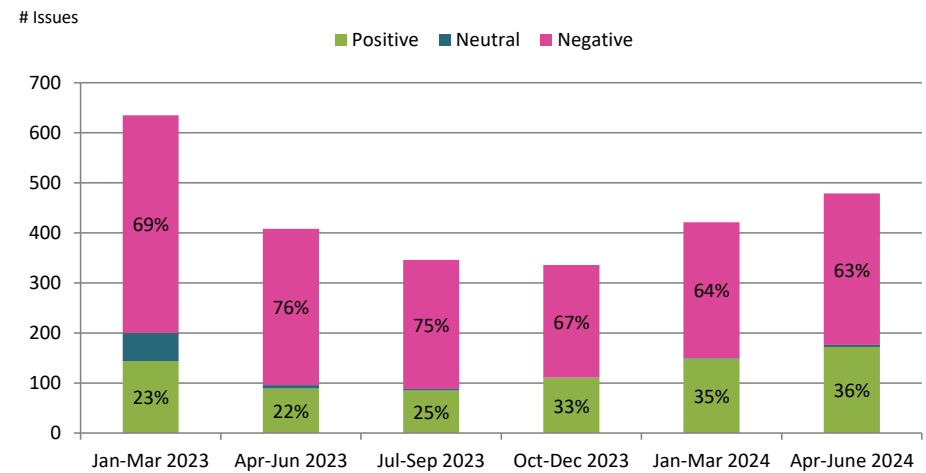
3.2 How well informed, involved and supported do people feel?



3.3 How do people feel about general quality and empathy?



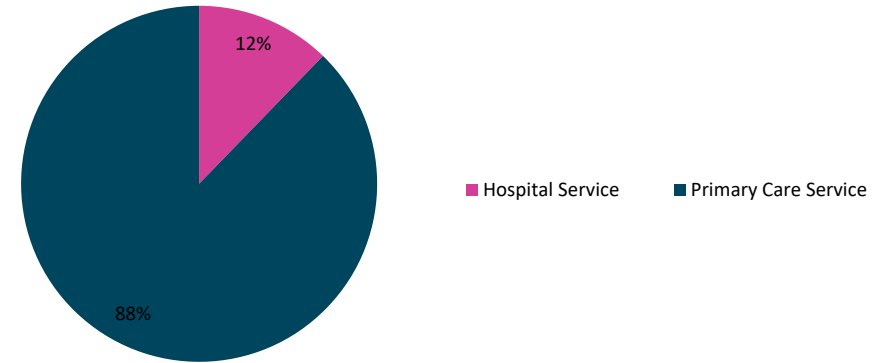
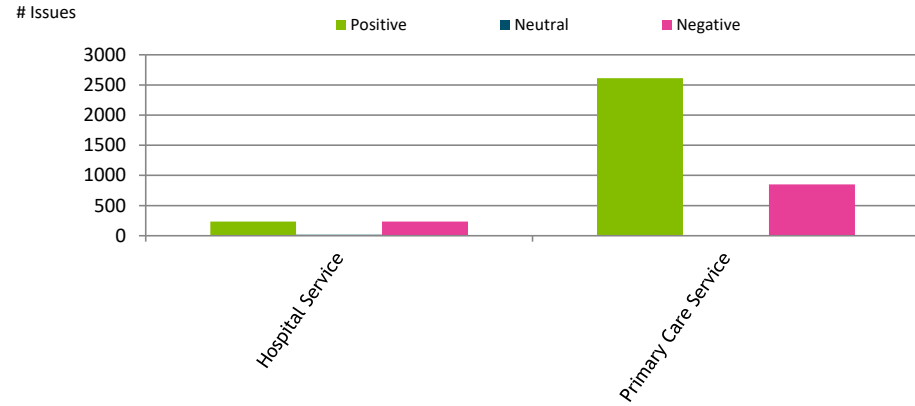
3.4 How do people feel about access to services?



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

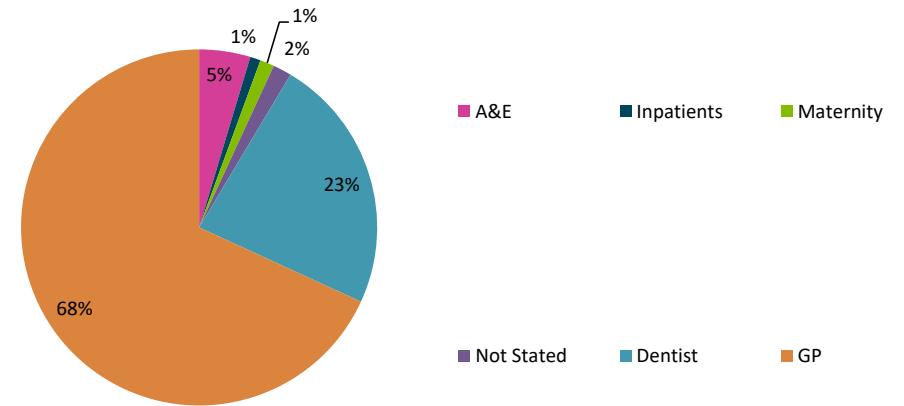
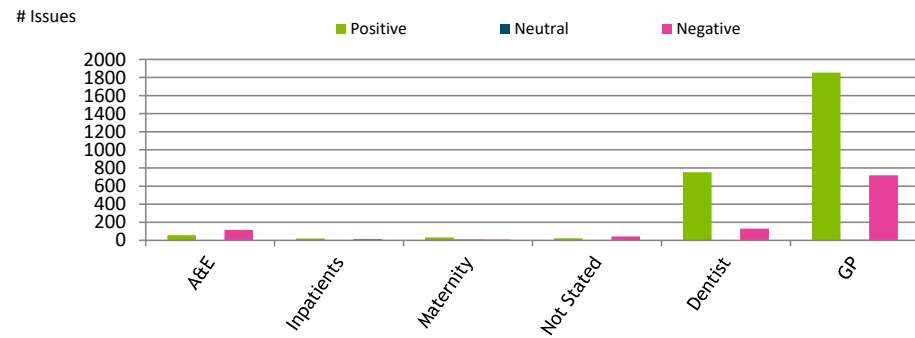


4.1 Service Sector



Service sectors receiving the most comments overall

4.2 Service Type

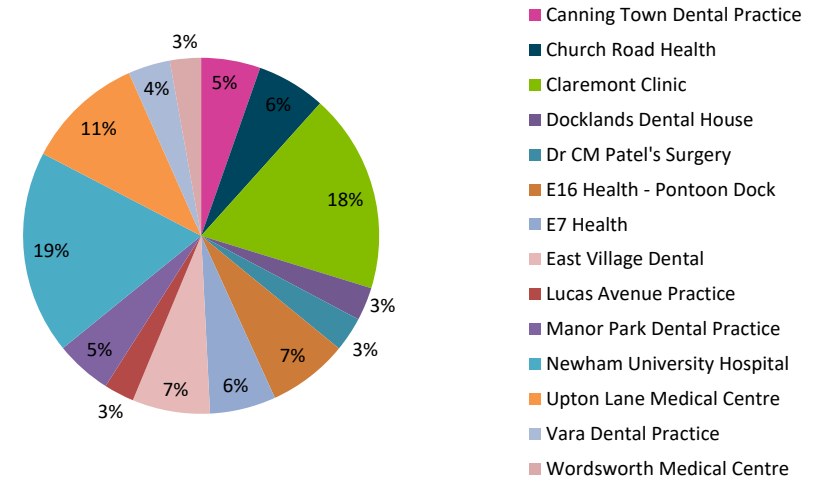
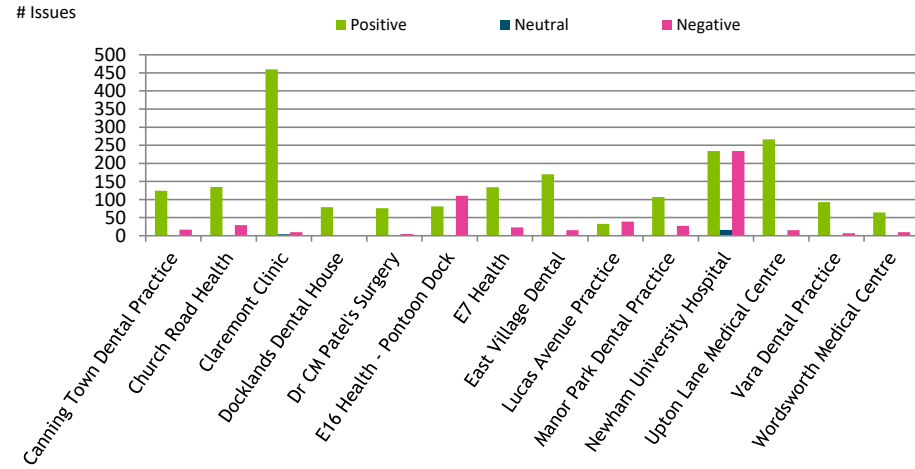


Service type receiving the most comments overall

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

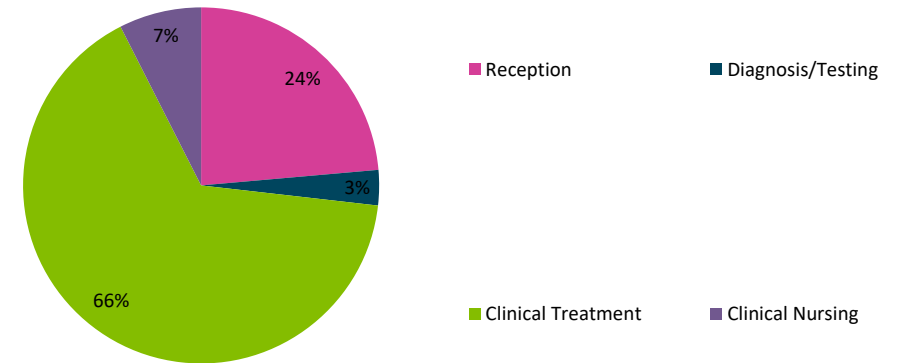
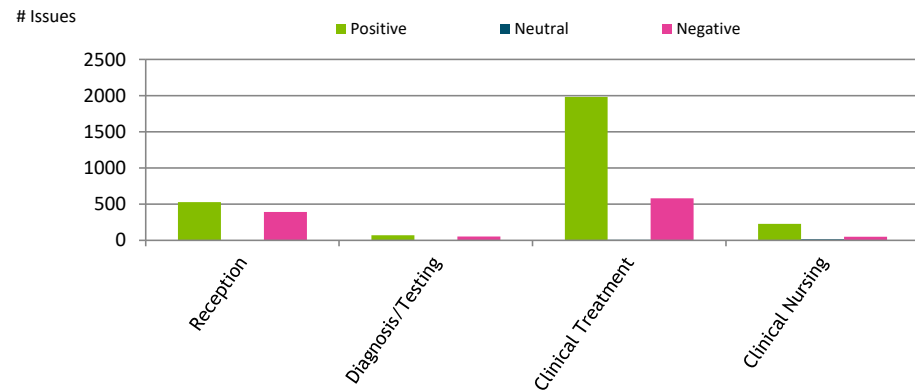


4.3 Services



Services receiving the most comments overall

4.4 Breakdown of care pathway locations

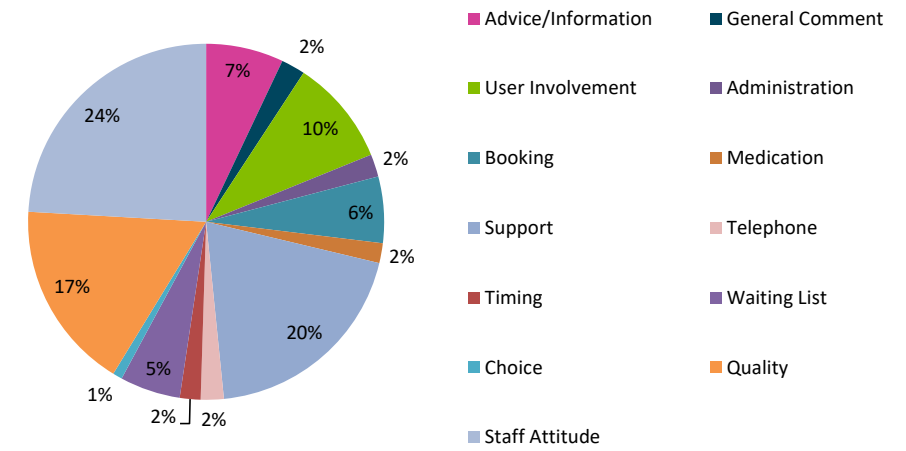
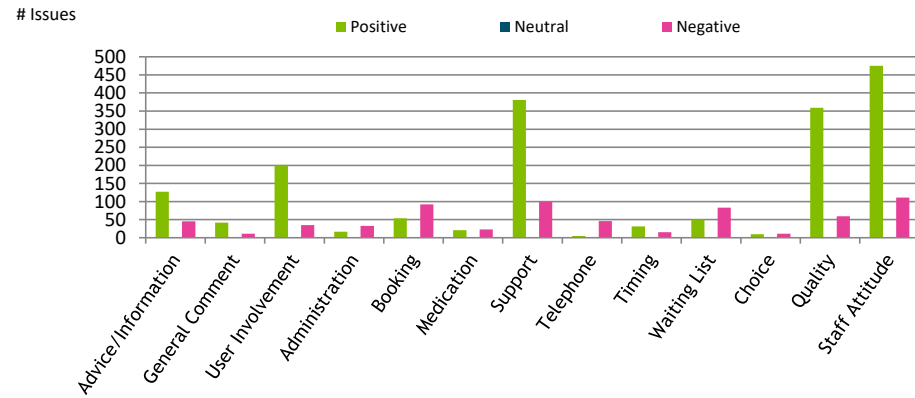


Care pathway locations

5. Trends: GP Services

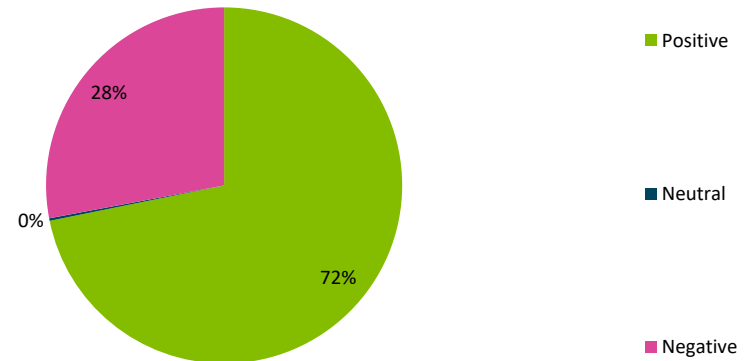
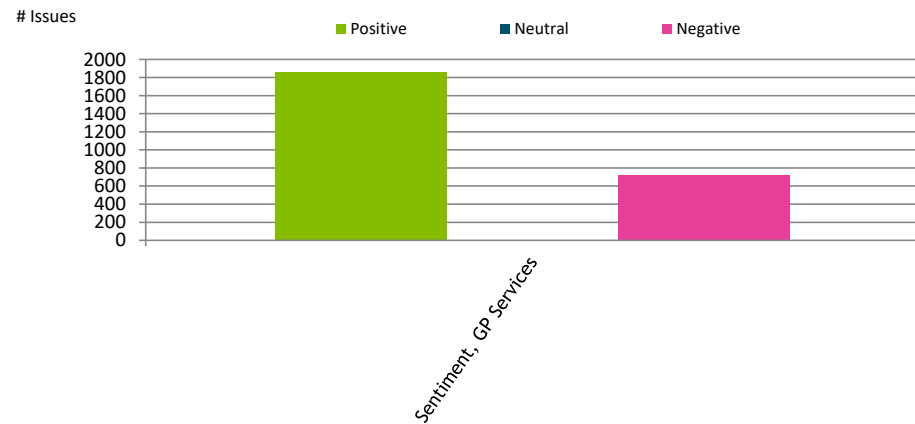


5.1 Trends, GP Services: 2586 issues from 602 people



Issues receiving the most comments overall

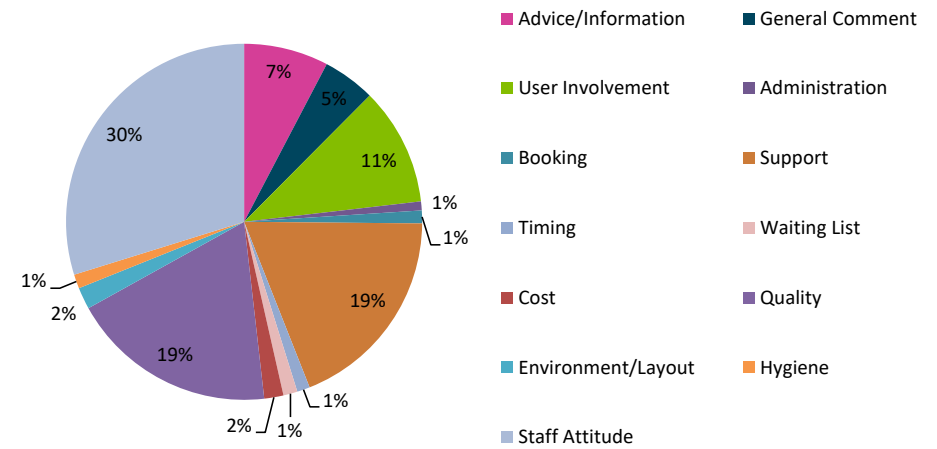
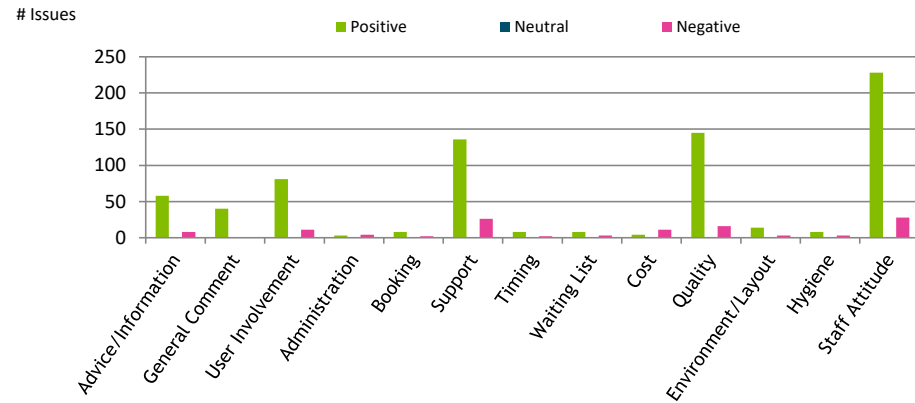
5.2 Sentiment, GP Services



5. Trends: Dentists

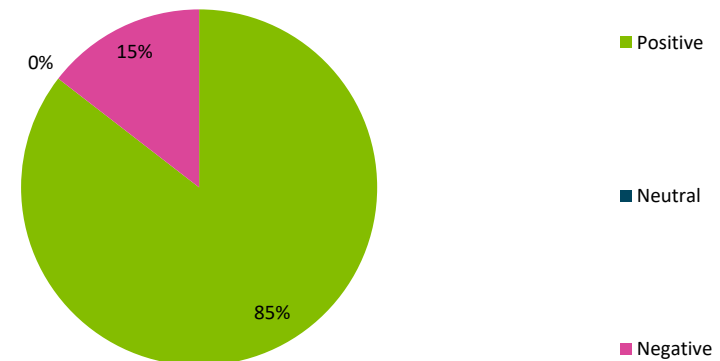
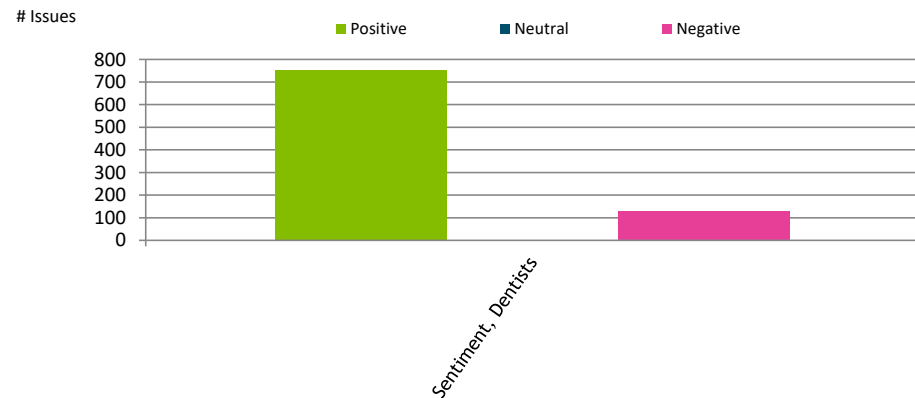


5.3 Trends, Dentists: 881 issues from 220 people



Issues receiving the most comments overall

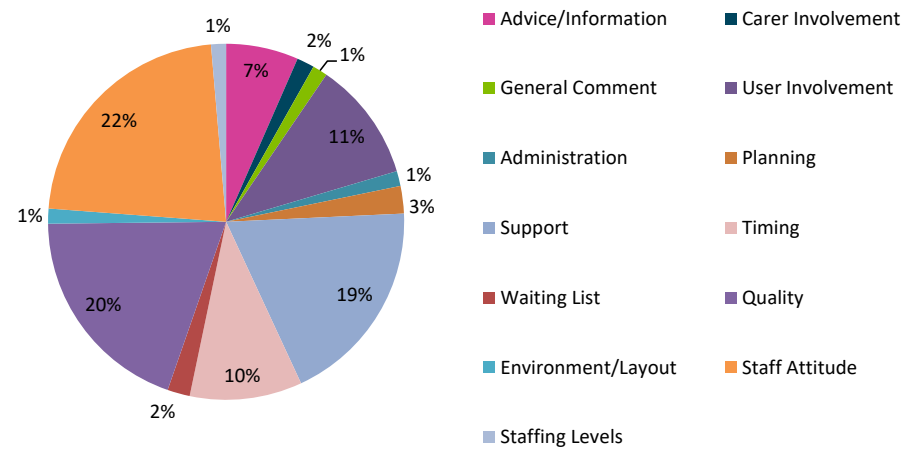
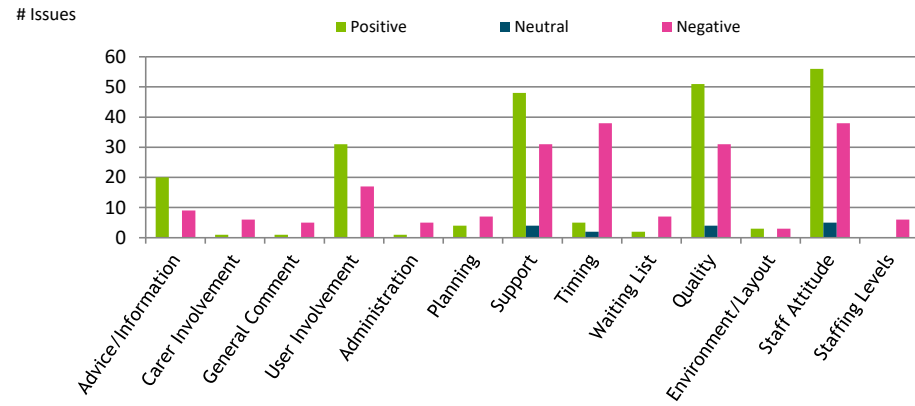
5.4 Sentiment, Dentists



5. Trends: Newham University Hospital

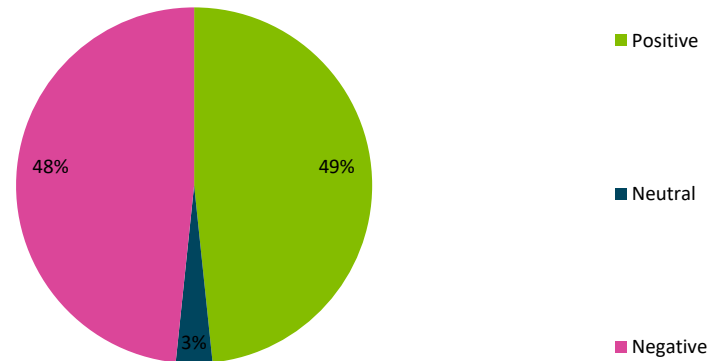
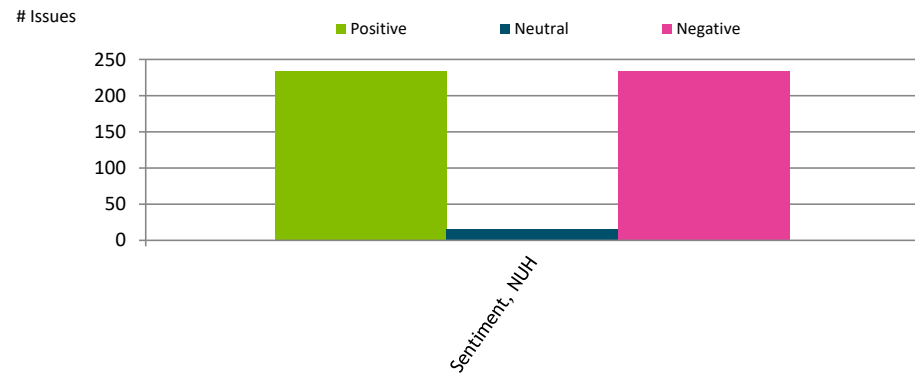


5.5 Trends, Newham University Hospital: 484 issues from 111 people



Issues receiving the most comments overall

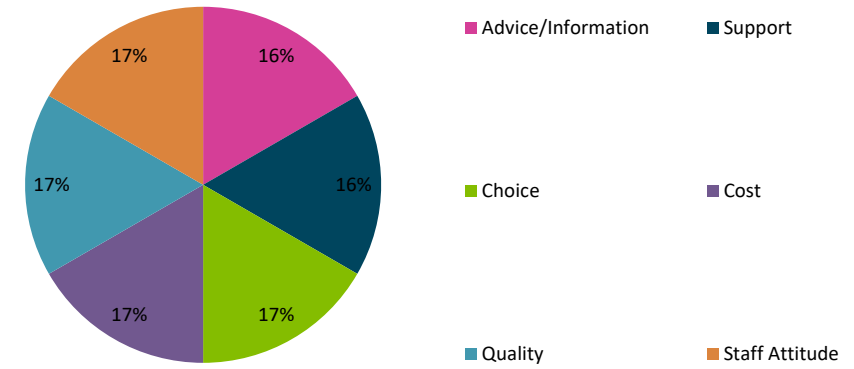
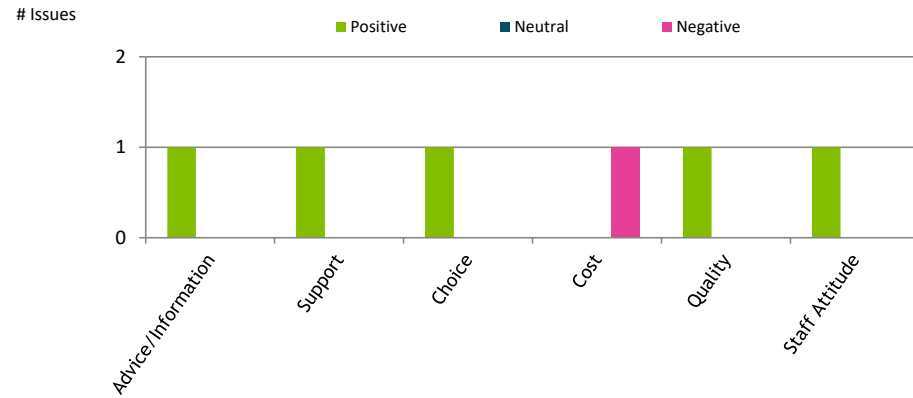
5.6 Sentiment, Newham University Hospital



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

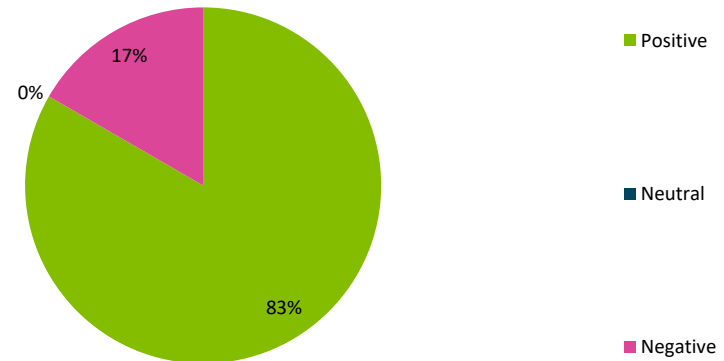
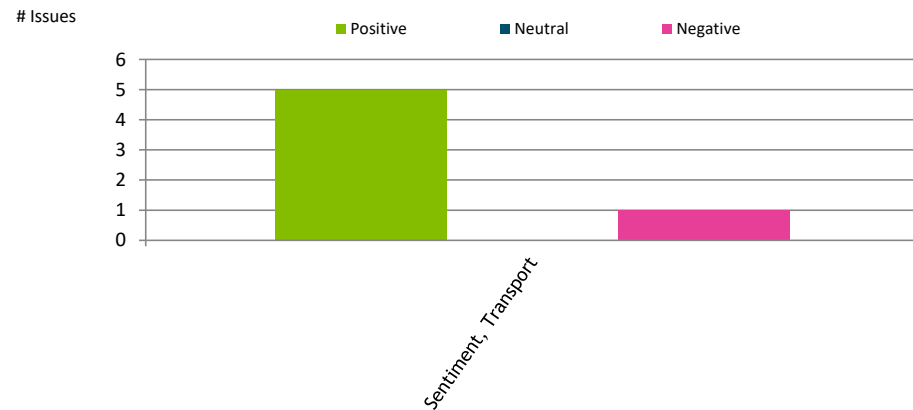


6.1 Trends, Transport (6 issues)



Issues receiving the most comments overall

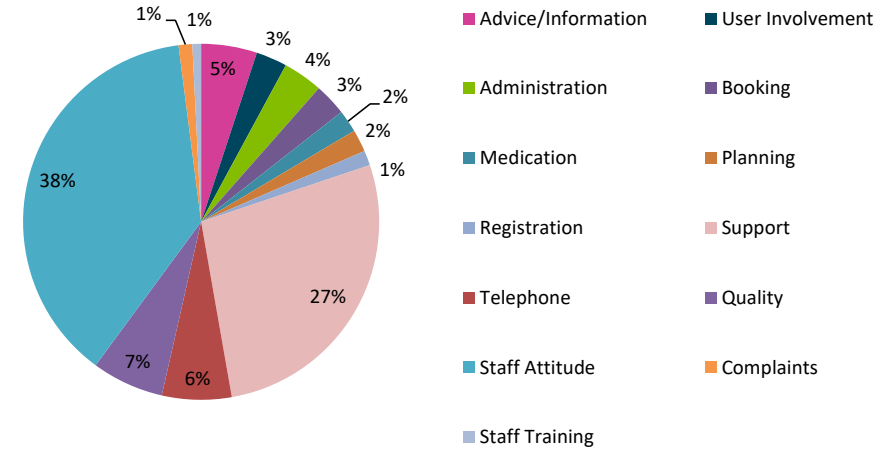
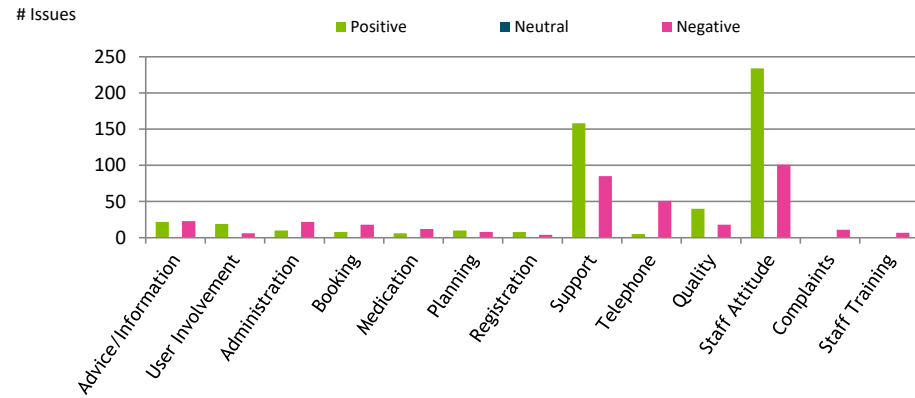
6.2 Sentiment, Transport



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

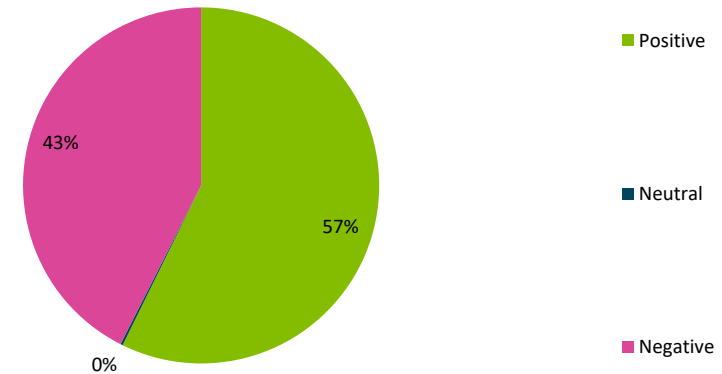
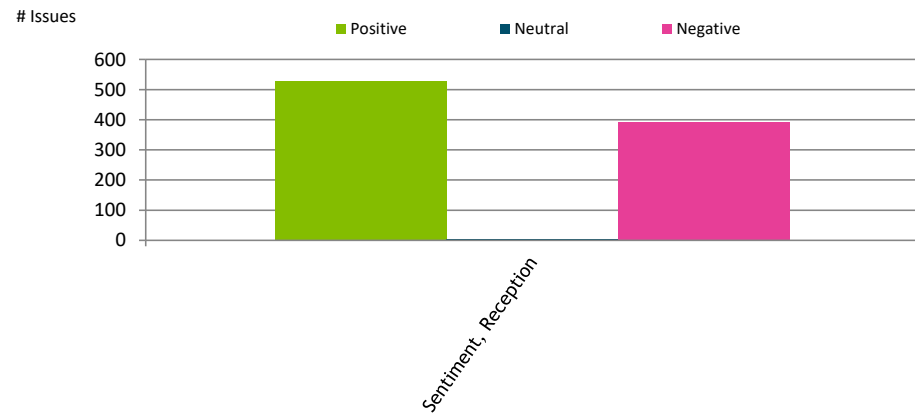


6.3 Trends, Reception (922 issues)



Issues receiving the most comments overall

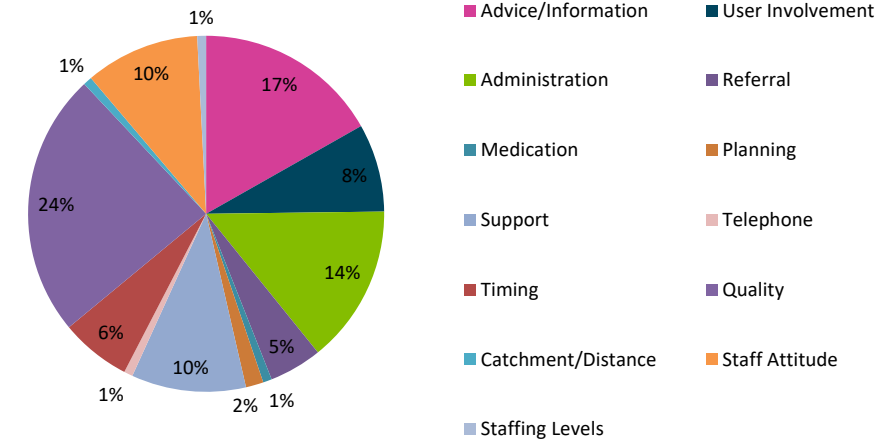
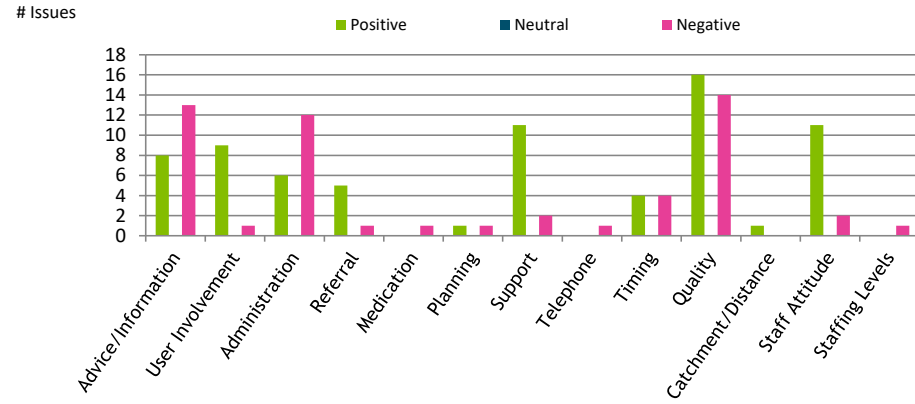
6.4 Sentiment, Reception



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

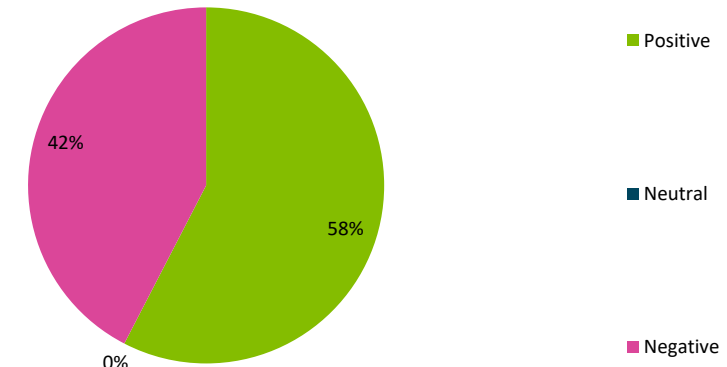
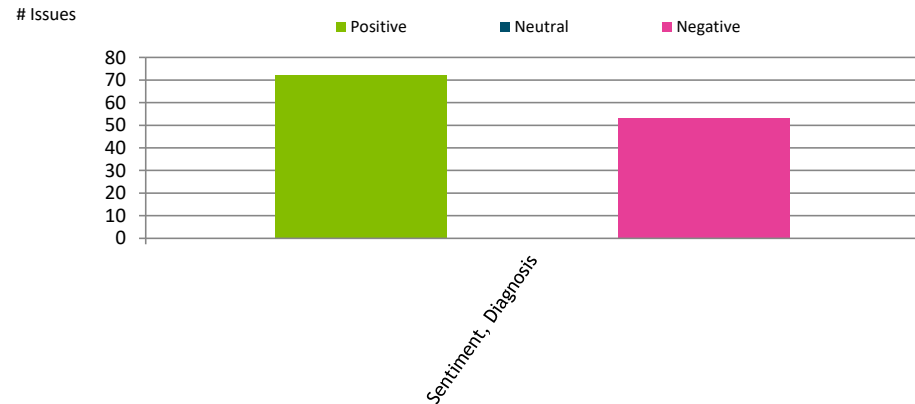


6.5 Trends, Diagnosis/Testing (125 issues)



Issues receiving the most comments overall

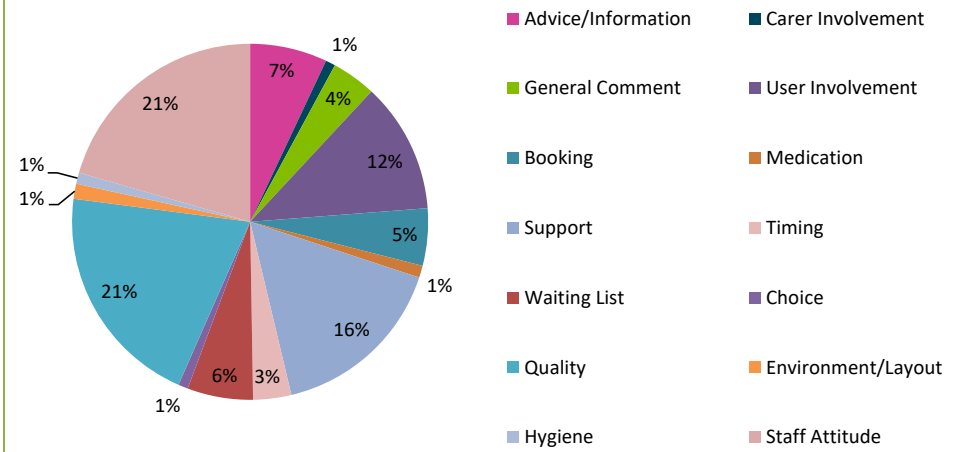
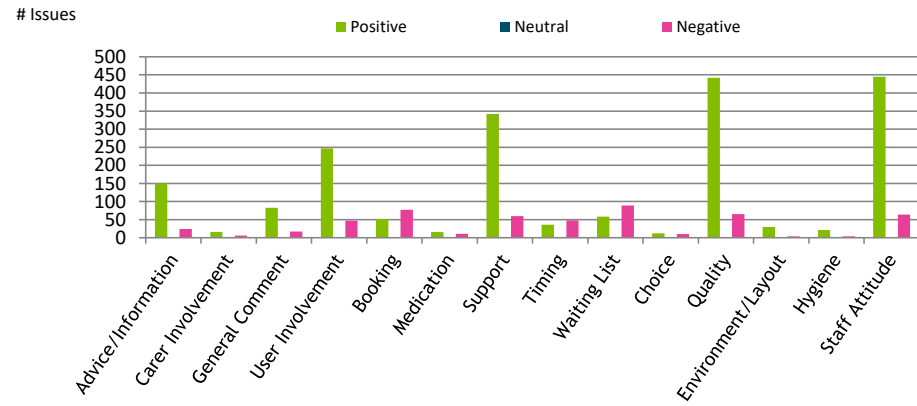
6.6 Sentiment, Diagnosis/Testing



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

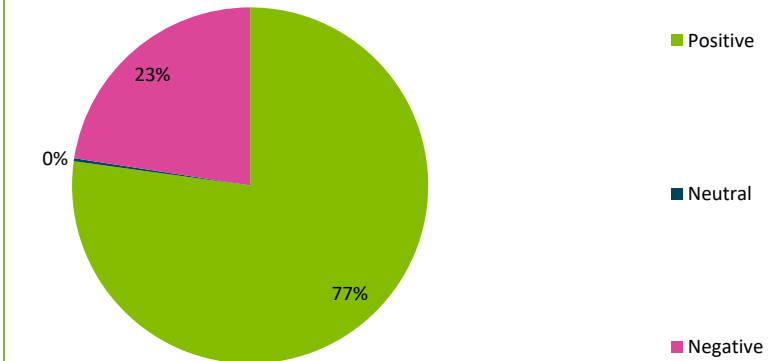
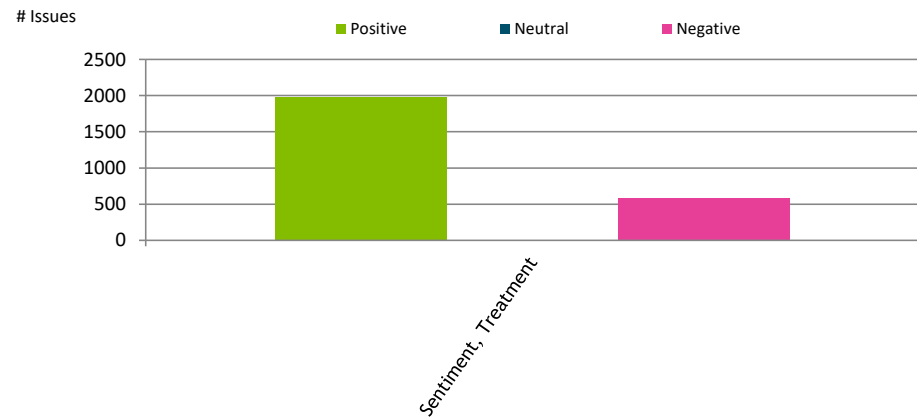


6.7 Trends, Clinical Treatment (2567 issues)



Issues receiving the most comments overall

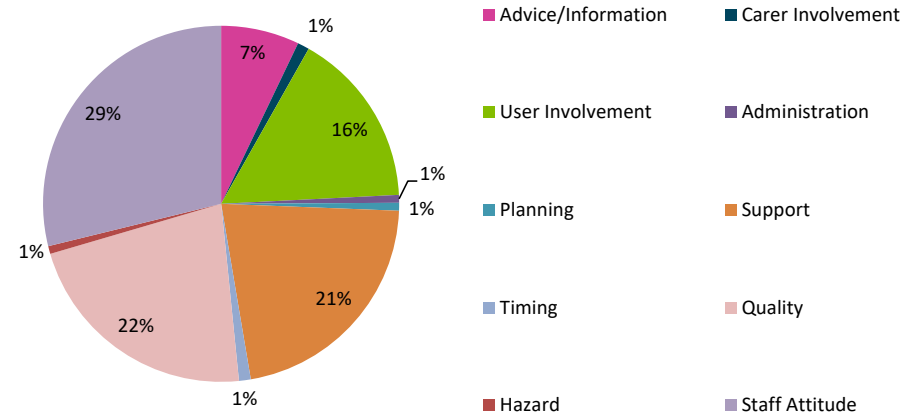
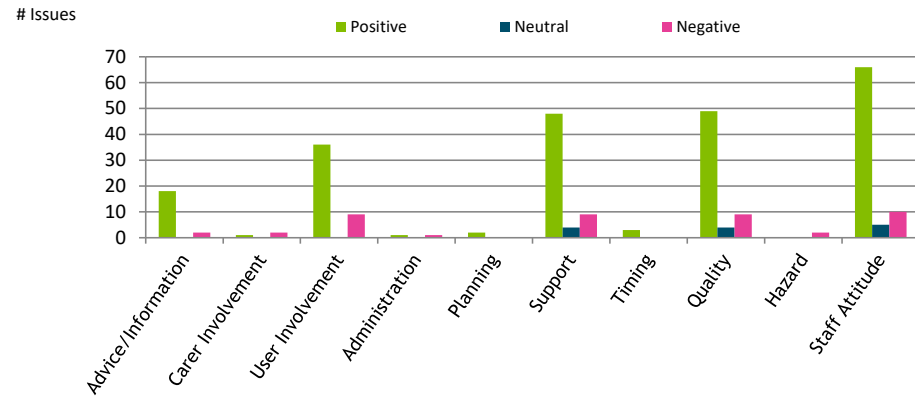
6.8 Sentiment, Clinical Treatment



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

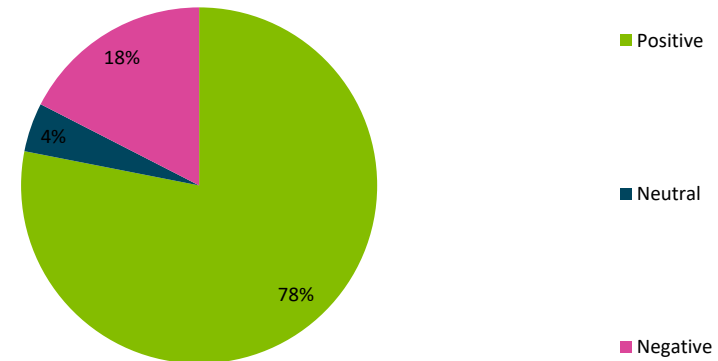
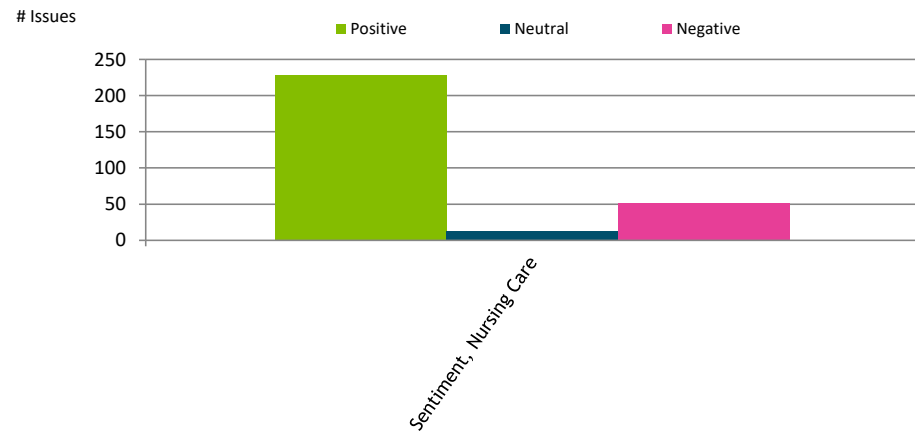


6.9 Trends, Clinical Nursing (292 issues)



Issues receiving the most comments overall

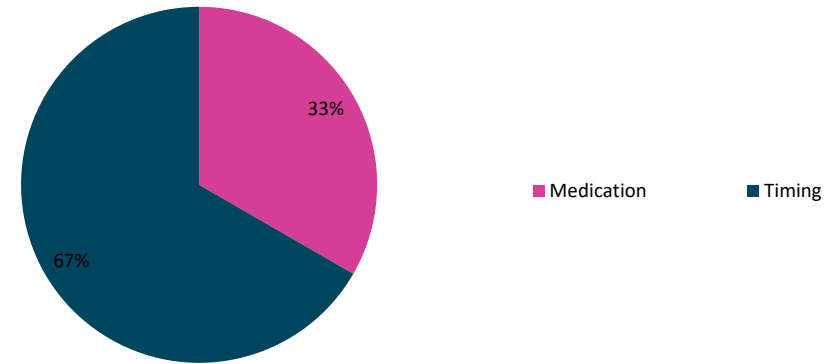
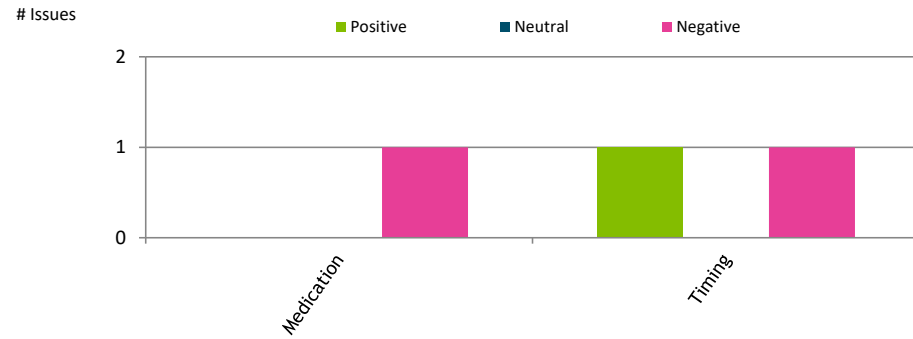
6.10 Sentiment, Clinical Nursing



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

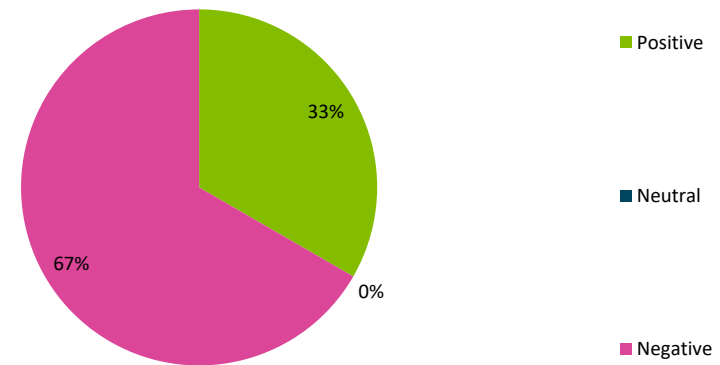
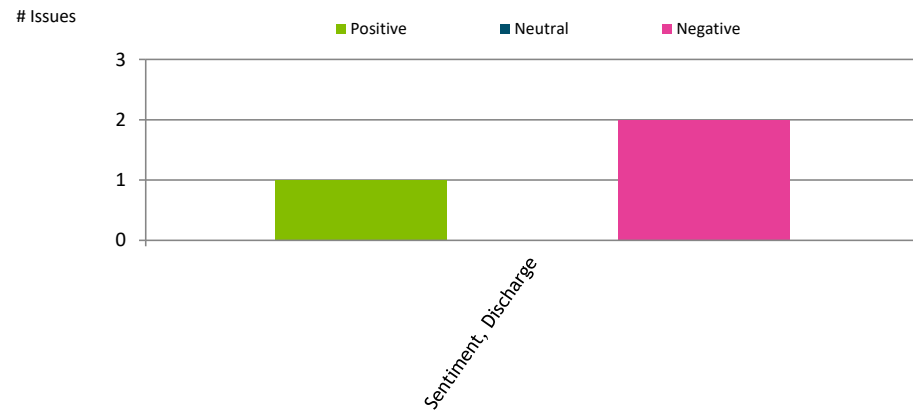


6.11 Trends, Discharge (3 issues)



Issues receiving the most comments overall

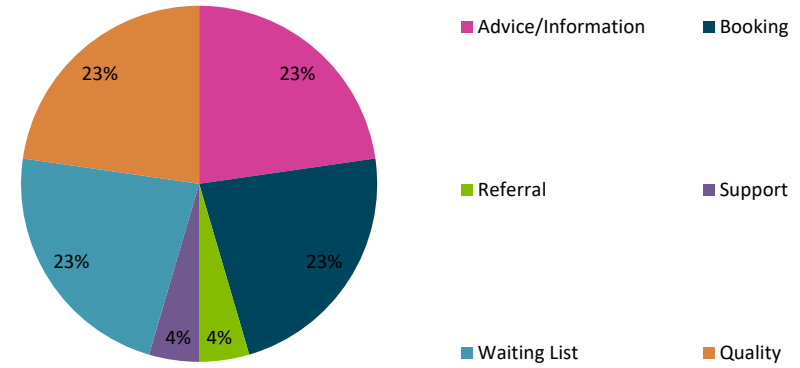
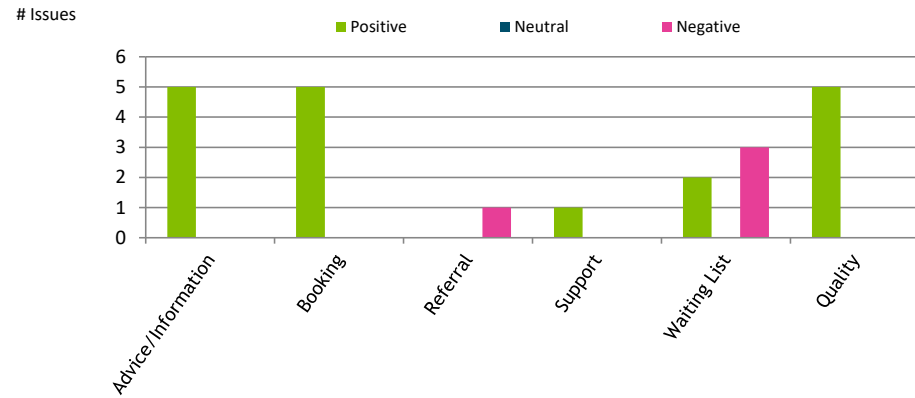
6.12 Sentiment, Discharge



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

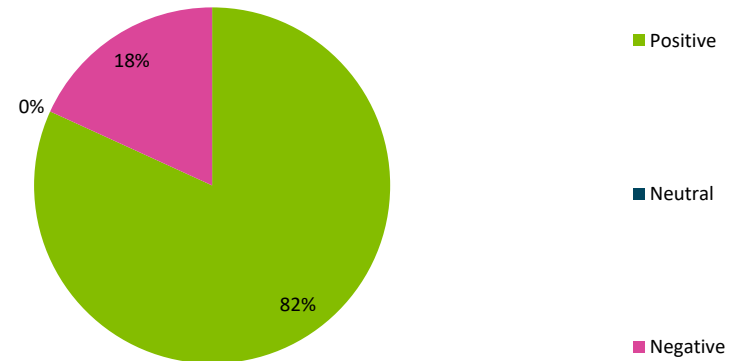
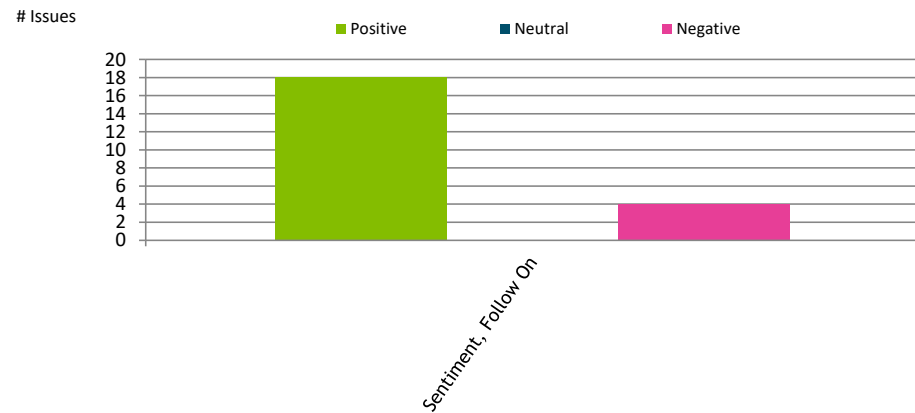


6.13 Trends, Follow On (22 issues)



Issues receiving the most comments overall

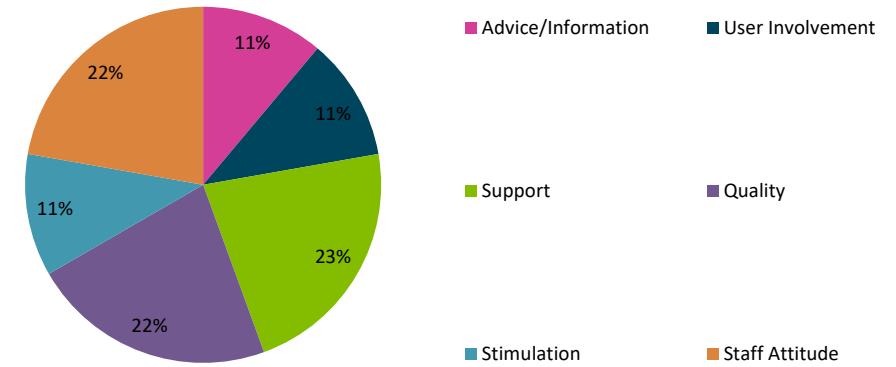
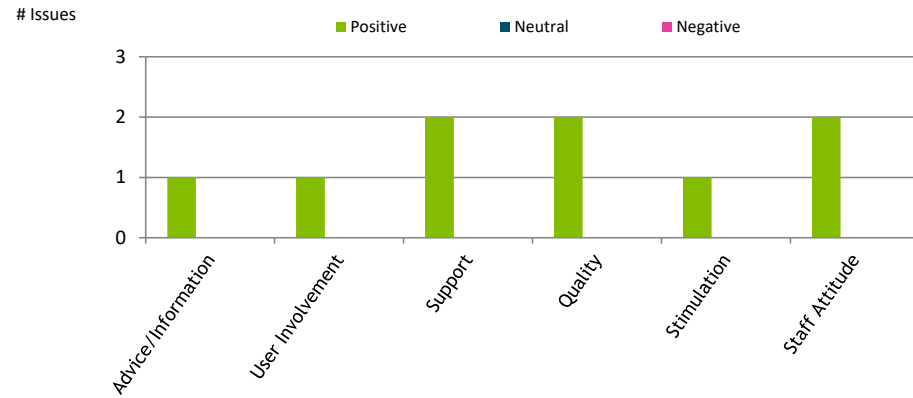
6.14 Sentiment, Follow On



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

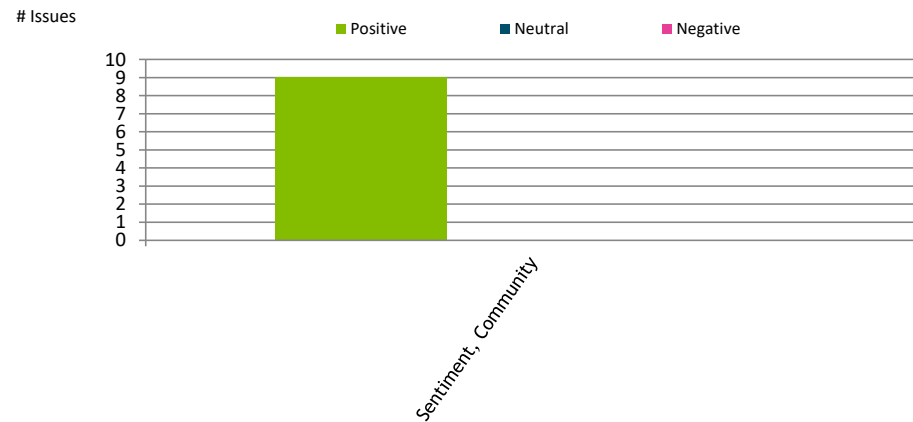


6.15 Trends, Community (9 issues)



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> | 205 | 0 | 62 | 267 |
| | Carer Involvement | <i>Involvement or influence of carers and family members.</i> | 17 | 0 | 10 | 27 |
| | 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> | 83 | 0 | 17 | 100 |
| | User Involvement | <i>Involvement or influence of the service user.</i> | 312 | 0 | 63 | 375 |
| Systems | Administration | <i>Administrative processes and delivery.</i> | 21 | 0 | 42 | 63 |
| | Admission | <i>Physical admission to a hospital ward, or other service.</i> | 0 | 0 | 1 | 1 |
| | Booking | <i>Ability to book, reschedule or cancel appointments.</i> | 64 | 1 | 96 | 161 |
| | Cancellations | <i>Cancellation of appointment by the service provider.</i> | 0 | 0 | 7 | 7 |
| | Data Protection | <i>General data protection (including GDPR).</i> | 1 | 0 | 2 | 3 |
| | Referral | <i>Referral to a service.</i> | 8 | 0 | 7 | 15 |
| | Medical Records | <i>Management of medical records.</i> | 1 | 0 | 3 | 4 |
| | Medication | <i>Prescription and management of medicines.</i> | 23 | 0 | 25 | 48 |
| | Opening Times | <i>Opening times of a service.</i> | 4 | 1 | 2 | 7 |
| | Planning | <i>Leadership and general organisation.</i> | 14 | 0 | 9 | 23 |
| | Registration | <i>Ability to register for a service.</i> | 8 | 0 | 5 | 13 |
| | Support | <i>Levels of support provided.</i> | 565 | 4 | 156 | 725 |
| | Telephone | <i>Ability to contact a service by telephone.</i> | 5 | 0 | 52 | 57 |
| | Timing | <i>Physical timing (ie; length of wait at appointments).</i> | 44 | 2 | 55 | 101 |
| | Waiting List | <i>Length of wait while on a list.</i> | 60 | 1 | 93 | 154 |
| Values | Choice | <i>General choice.</i> | 13 | 0 | 11 | 24 |
| | Cost | <i>General cost.</i> | 4 | 0 | 17 | 21 |
| | Language | <i>Language, including terminology.</i> | 4 | 0 | 4 | 8 |
| | Nutrition | <i>Provision of sustenance.</i> | 1 | 1 | 2 | 4 |
| | Privacy | <i>Privacy, personal space and property.</i> | 0 | 0 | 1 | 1 |
| | Quality | <i>General quality of a service, or staff.</i> | 555 | 5 | 106 | 666 |
| | Sensory | <i>Deaf/blind or other sensory issues.</i> | 0 | 0 | 0 | 0 |
| | Stimulation | <i>General stimulation, including access to activities.</i> | 2 | 0 | 1 | 3 |

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> | 7 | 0 | 1 | 8 |
| | Environment/Layout | <i>Physical environment of a service.</i> | 33 | 0 | 8 | 41 |
| | Equipment | <i>General equipment issues.</i> | 2 | 0 | 2 | 4 |
| | Hazard | <i>General hazard to safety (ie; a hospital wide infection).</i> | 0 | 0 | 4 | 4 |
| | Hygiene | <i>Levels of hygiene and general cleanliness.</i> | 23 | 0 | 5 | 28 |
| | Mobility | <i>Physical mobility to, from and within services.</i> | 1 | 0 | 2 | 3 |
| | Travel/Parking | <i>Ability to travel or park.</i> | 1 | 0 | 1 | 2 |
| 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 | 4 | 5 |
| | Staff Attitude | <i>Attitude, compassion and empathy of staff.</i> | 759 | 7 | 177 | 943 |
| | Complaints | <i>Ability to log and resolve a complaint.</i> | 0 | 0 | 11 | 11 |
| | Staff Training | <i>Training of staff.</i> | 3 | 0 | 9 | 12 |
| | Staffing Levels | <i>General availability of staff.</i> | 0 | 0 | 8 | 8 |
| | Total: | | | 2844 | 22 | 1085 |