

The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Redbridge



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



801

Data Source

This report is based on the experience of 801 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.



74%

Overall Satisfaction

Satisfaction has declined by 2% this quarter, standing at 74% positive, 25% negative and 1% neutral.

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.



80%

Information, Involvement and Support

Satisfaction has declined by 2% this quarter, standing at 80% positive, 19% negative and 1% neutral.

Complaints are up by 4% on user involvement and by 3% on support, while down by 4% on communication. More on page 5.



84%

Quality and Empathy

Satisfaction has declined by 3% this quarter, standing at 84% positive, 15% negative and 1% neutral.

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



45%

Access to Services

Satisfaction has declined by 5% this quarter, standing at 45% positive and 55% negative.

Complaints are up by 8% on waiting times, by 7% on ability to book appointments and 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.

"The new callback system really works! The receptionist called within 10 minutes and I was seen in person, later in the day. Big improvement."



511

GP Services

Satisfaction is at 72% positive, 27% negative and 1% neutral, according to feedback.

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



215

Dentists

Comments suggest satisfaction is at 94% positive and 6% negative.

215 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.



59

King George Hospital

Satisfaction is at 40% positive and 60% negative, comments suggest.

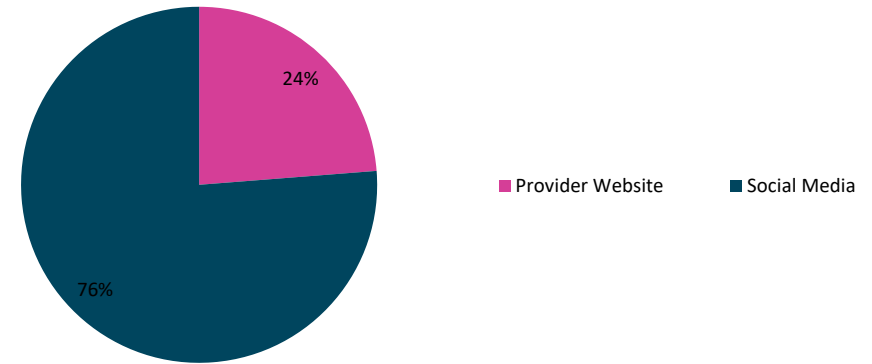
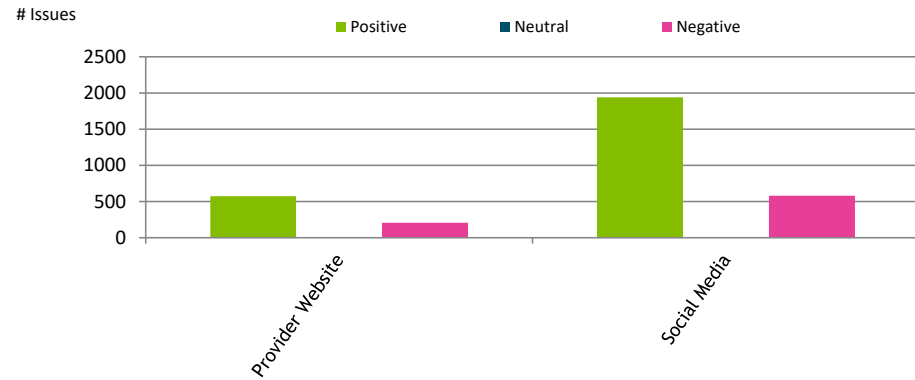
59 people comment this quarter. According to feedback, patients would like greater levels of communication, empathy, involvement and support, plus shorter waiting times. More on page 11.

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?

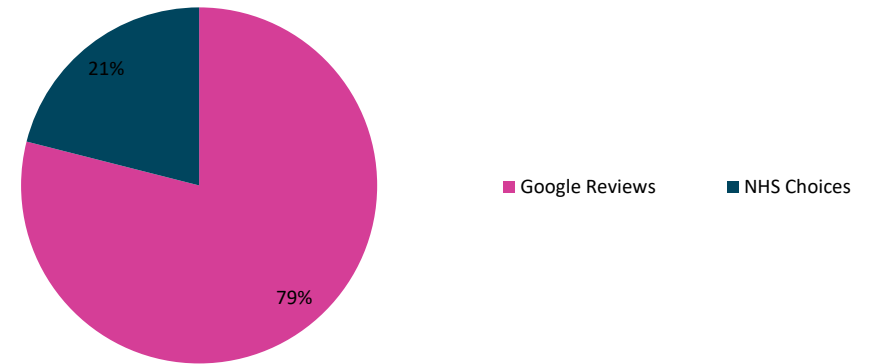
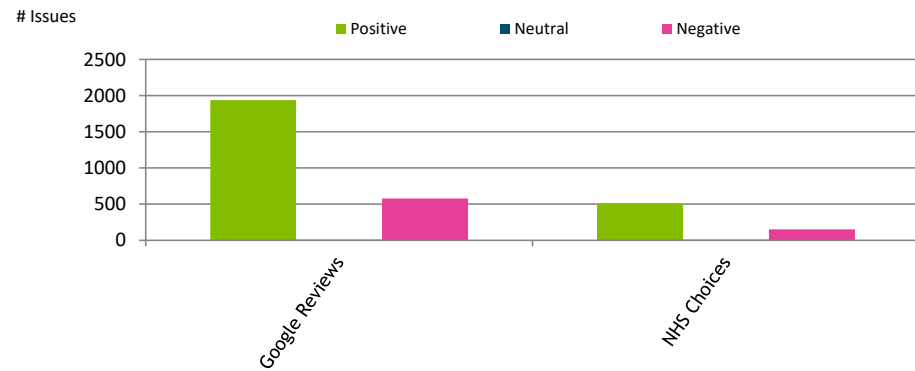


1.1 Source: 3390 issues from 801 people



Sources providing the most comments overall

1.2 Origin

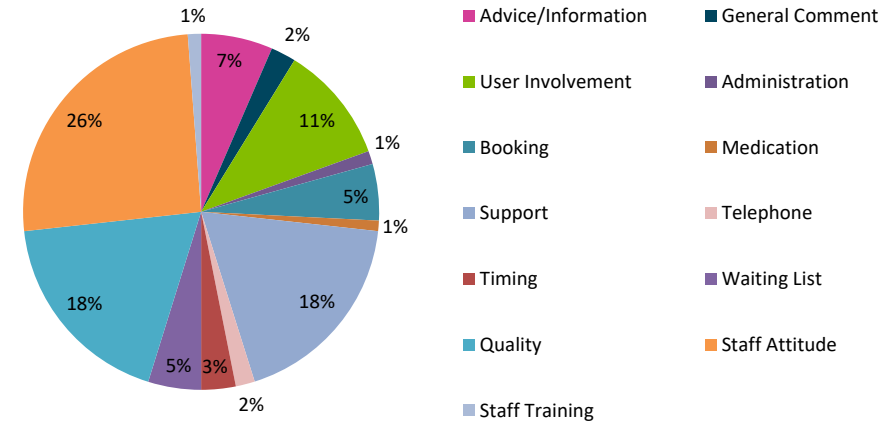
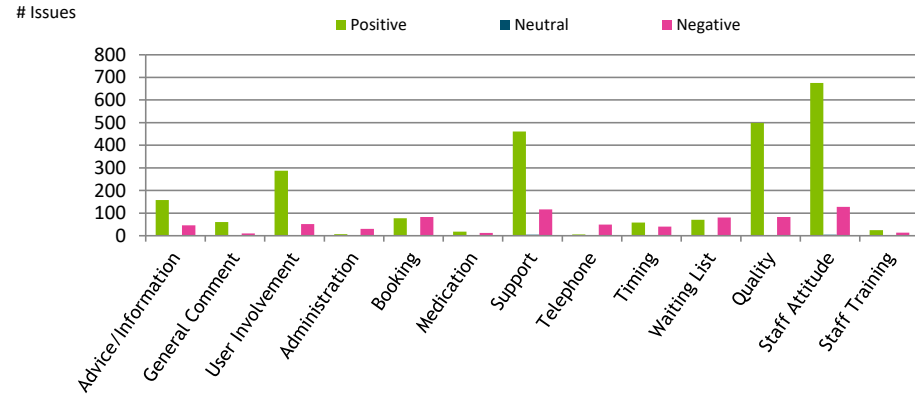


Origins providing the most comments overall

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

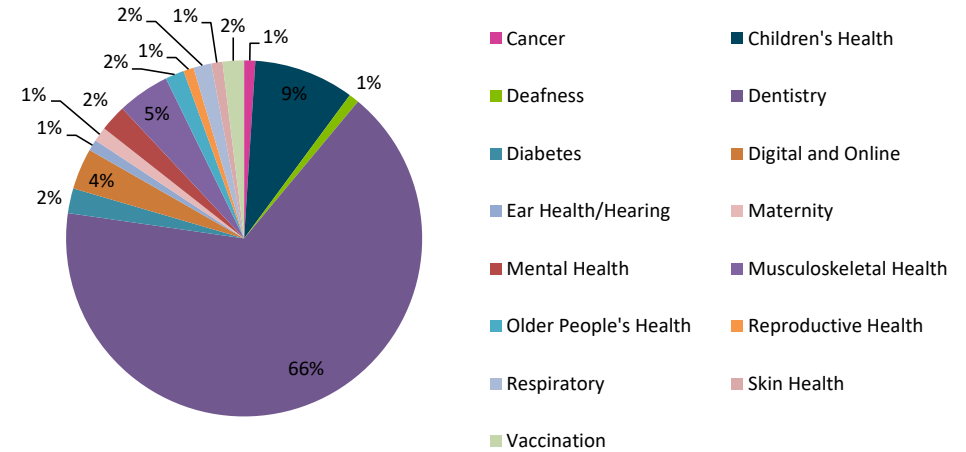
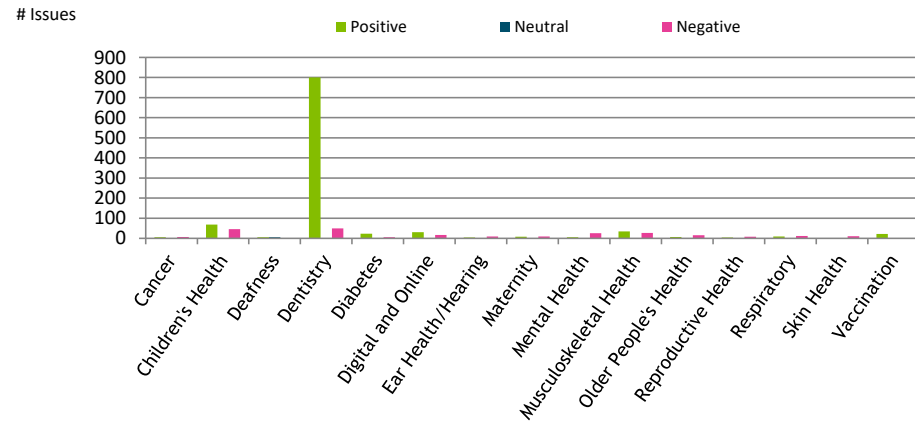


2.1 Top Trends: 3382 issues from 800 people



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

2.2 Stated medical conditions

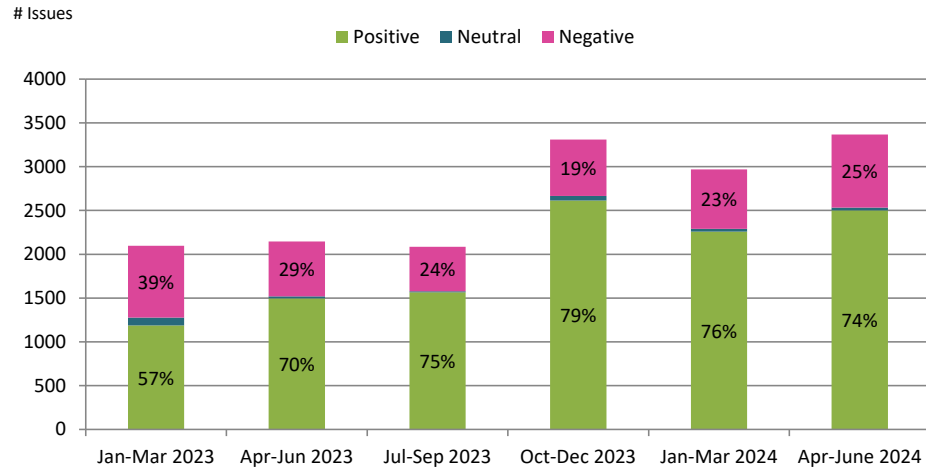


Medical conditions receiving the most comments overall

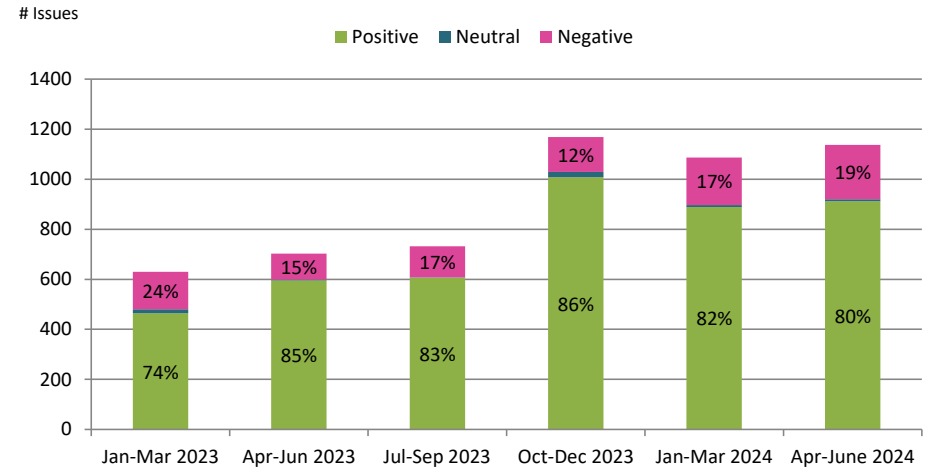
3. On the whole, how do people feel about Health and Care services?



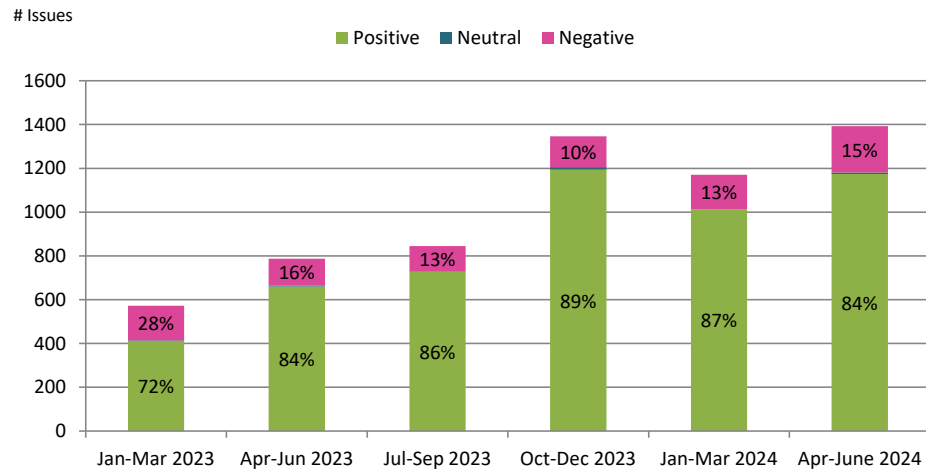
3.1 How do people feel about services overall?



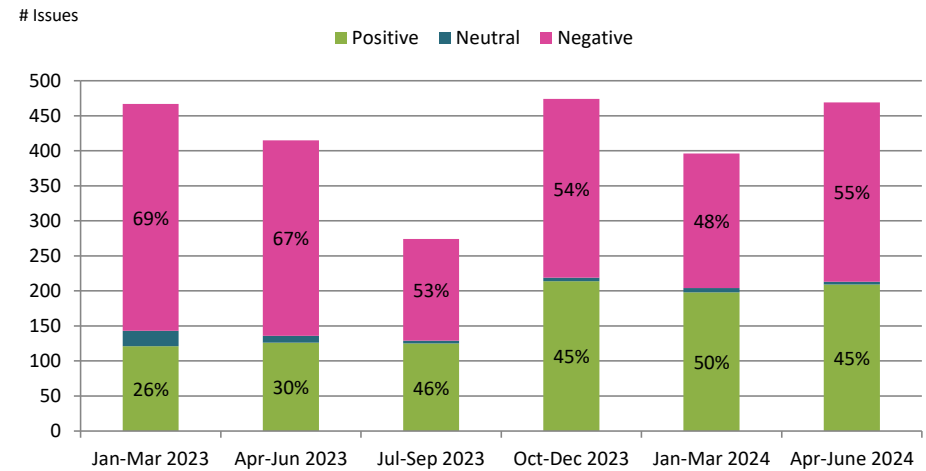
3.2 How well informed, involved and supported do people feel?



3.3 How do people feel about general quality and empathy?



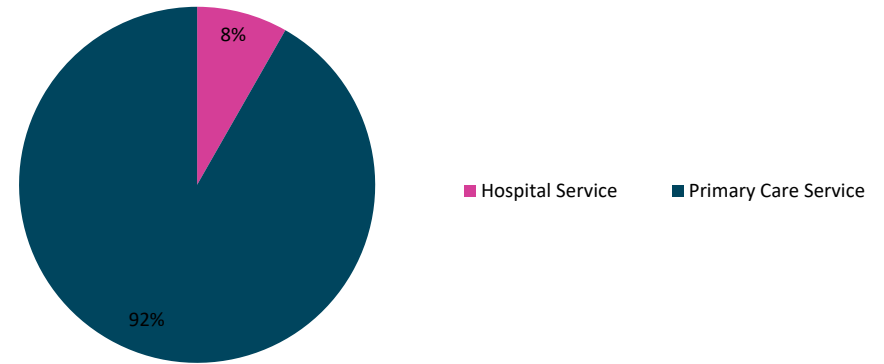
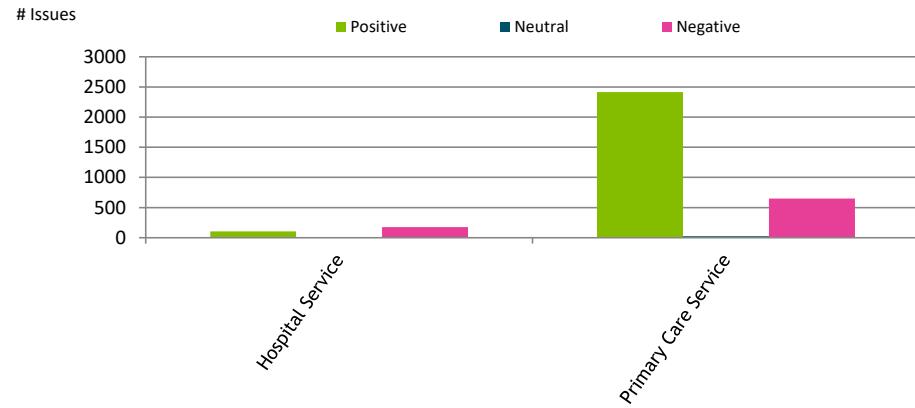
3.4 How do people feel about access to services?



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

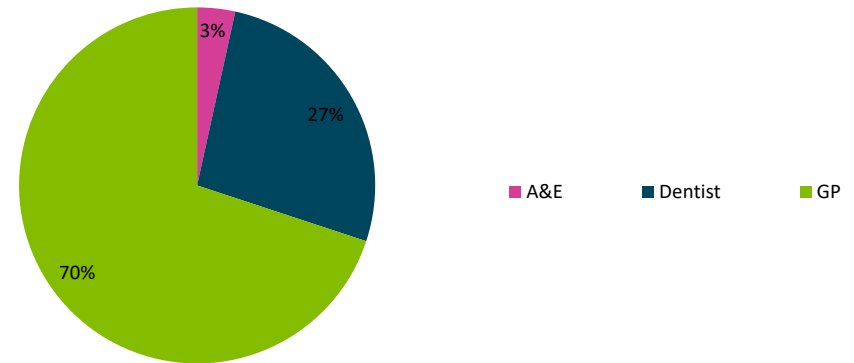
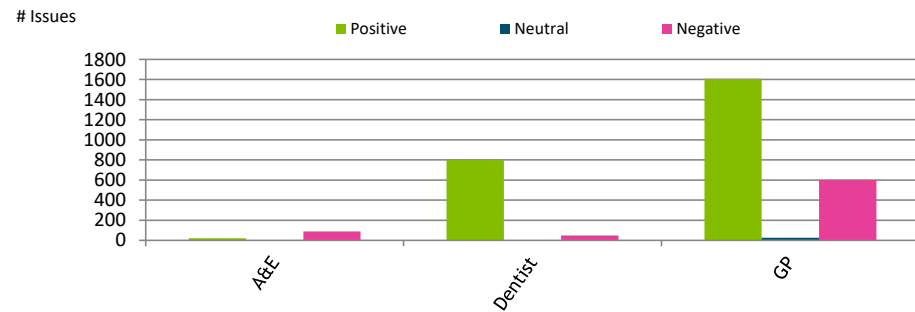


4.1 Service Sector



Service sectors receiving the most comments overall

4.2 Service Type

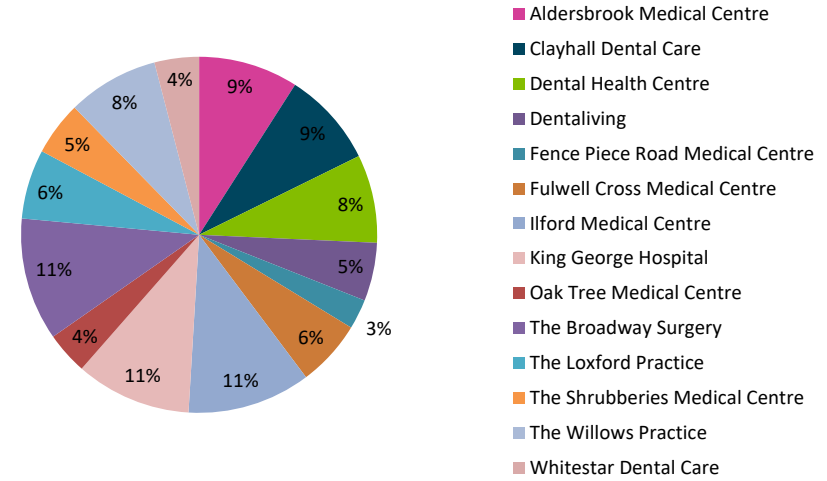
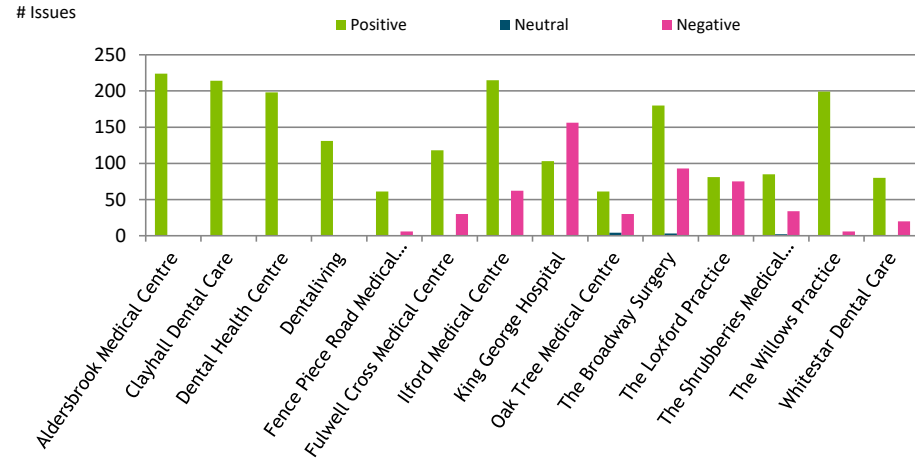


Service type receiving the most comments overall

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

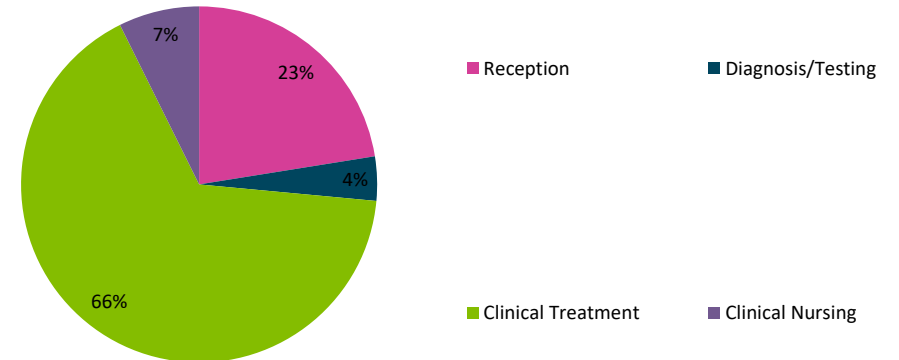
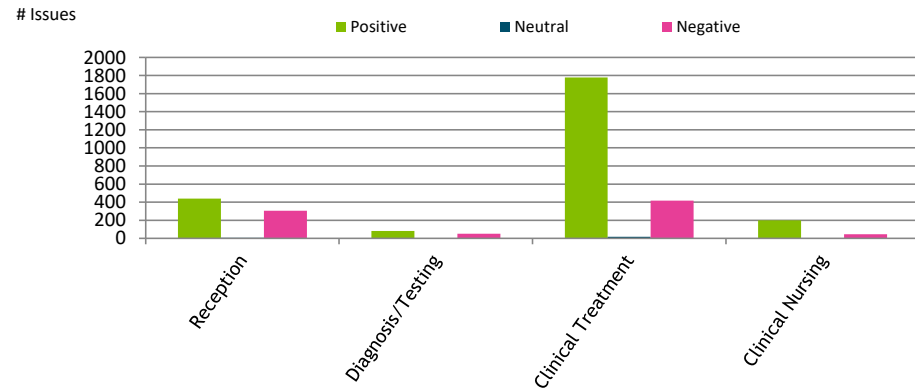


4.3 Services



Services receiving the most comments overall

4.4 Breakdown of care pathway locations

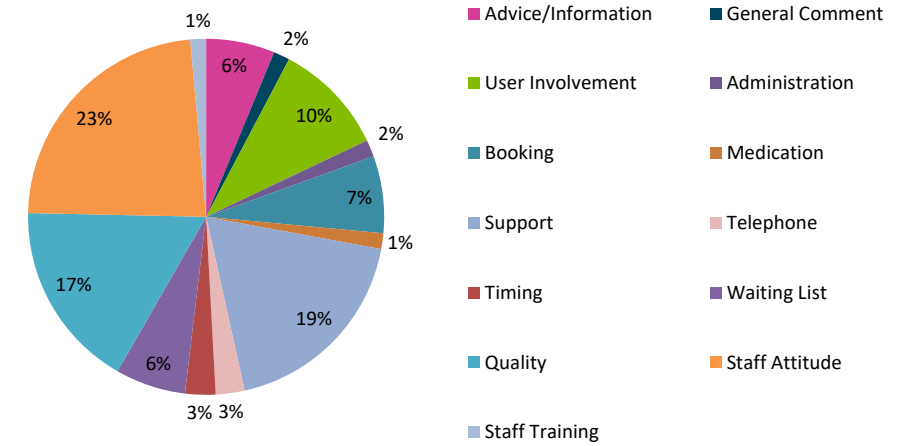
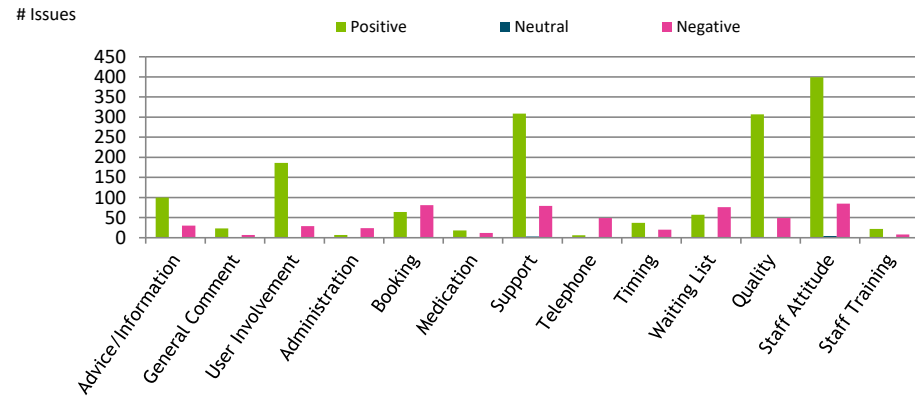


Care pathway locations

5. Trends: GP Services

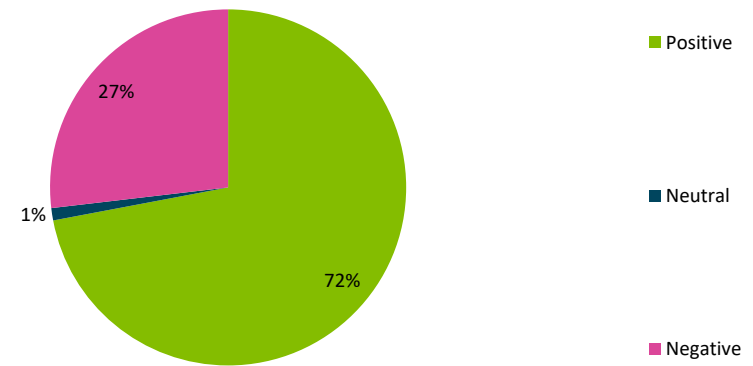
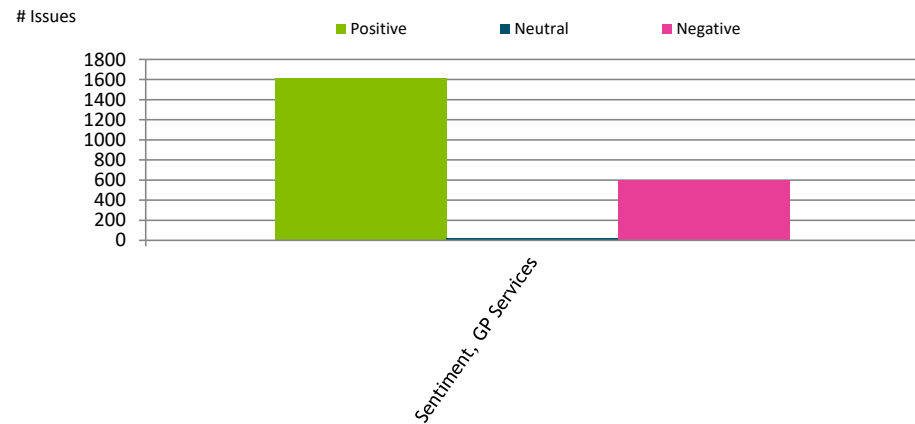


5.1 Trends, GP Services: 2238 issues from 511 people



Issues receiving the most comments overall

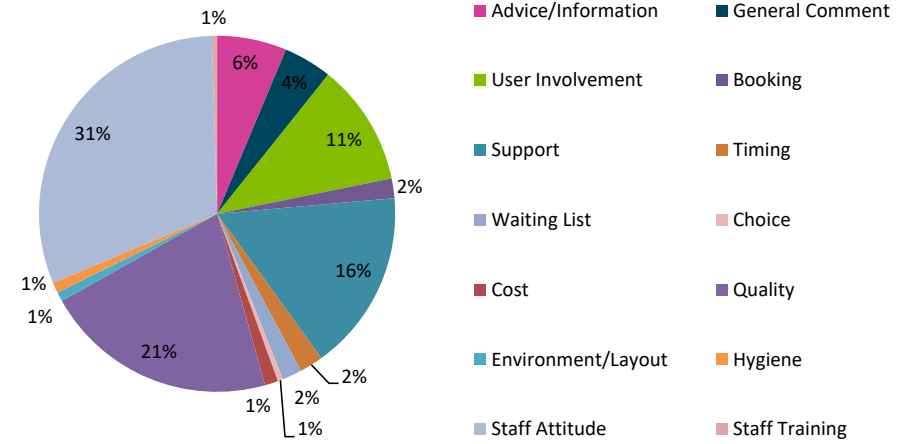
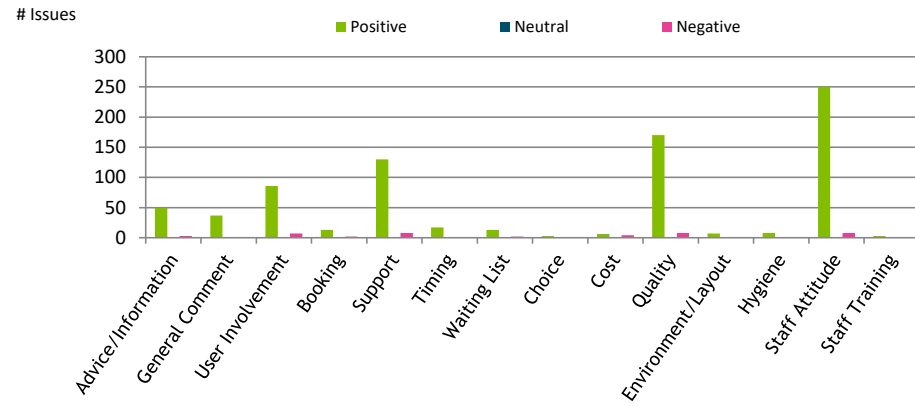
5.2 Sentiment, GP Services



5. Trends: Dentists

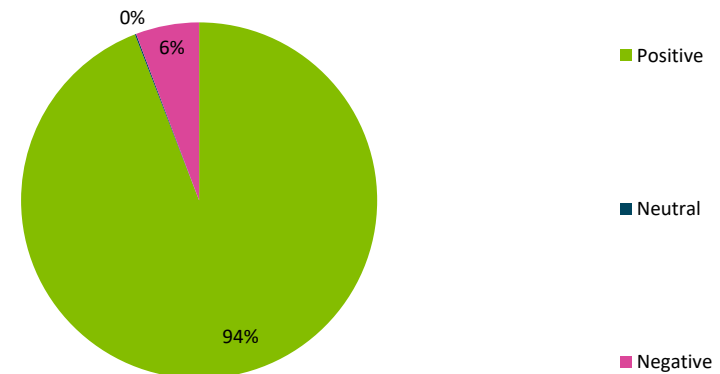
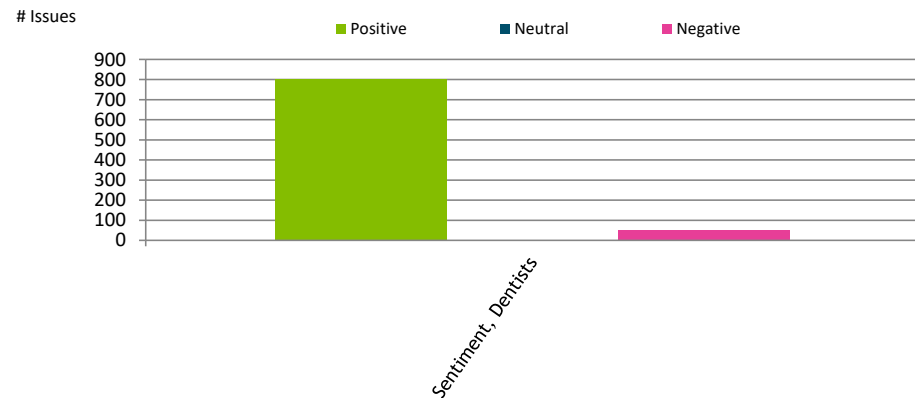


5.3 Trends, Dentists: 851 issues from 215 people



Issues receiving the most comments overall

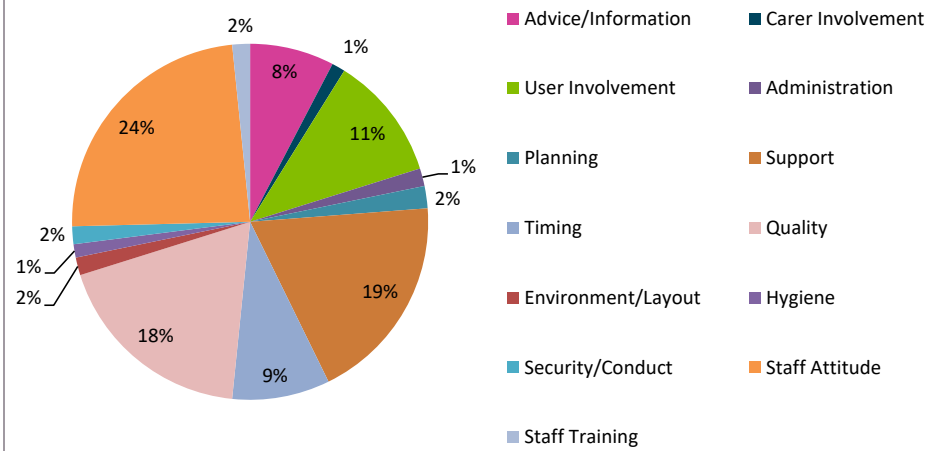
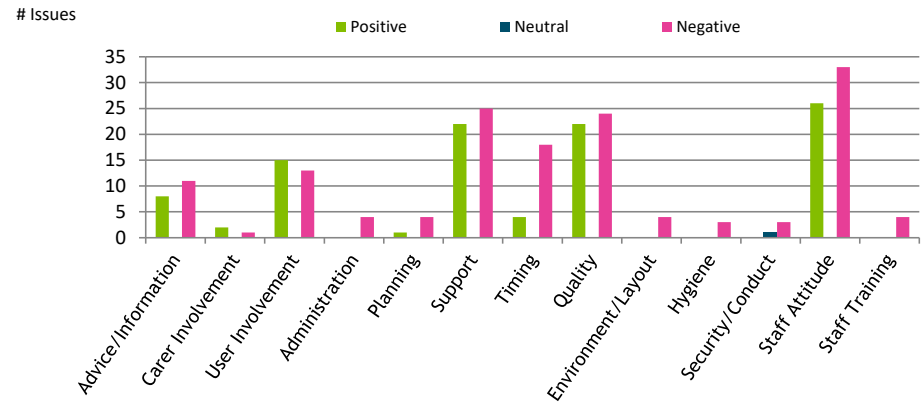
5.4 Sentiment, Dentists



5. Trends: King George Hospital

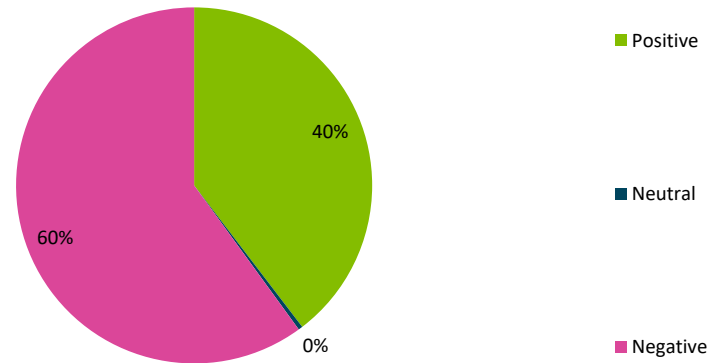
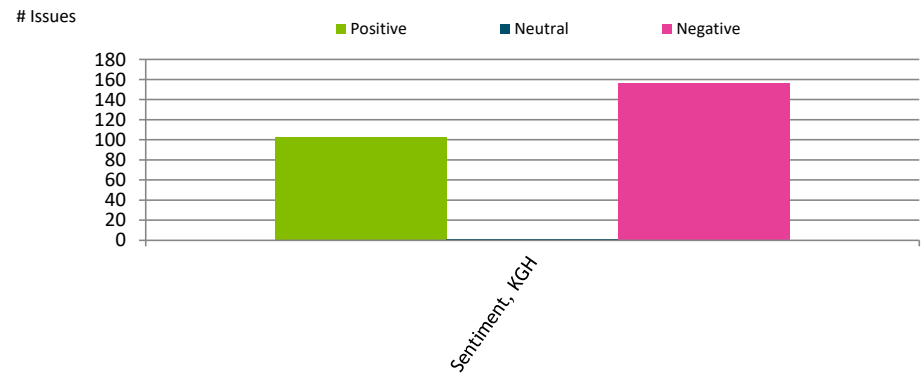


5.5 Trends, King George Hospital: 260 issues from 59 people



Issues receiving the most comments overall

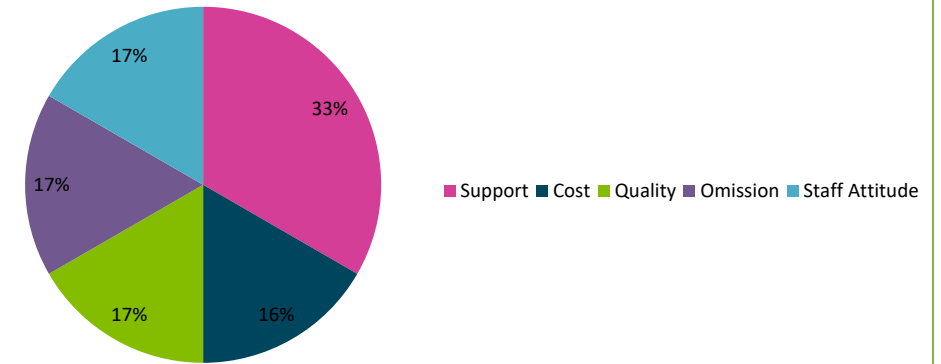
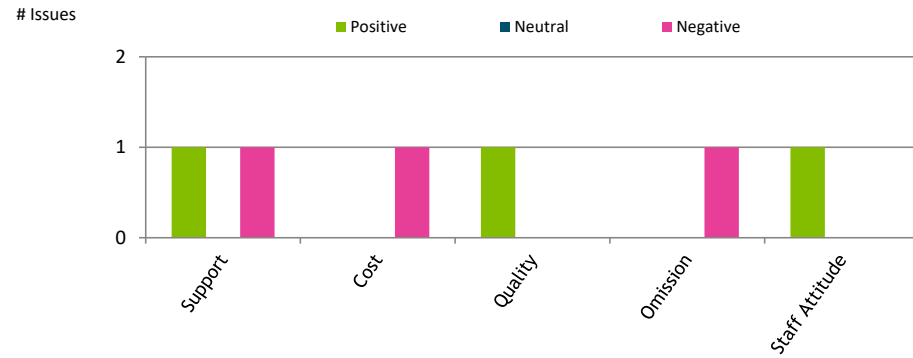
5.6 Sentiment, King George Hospital



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

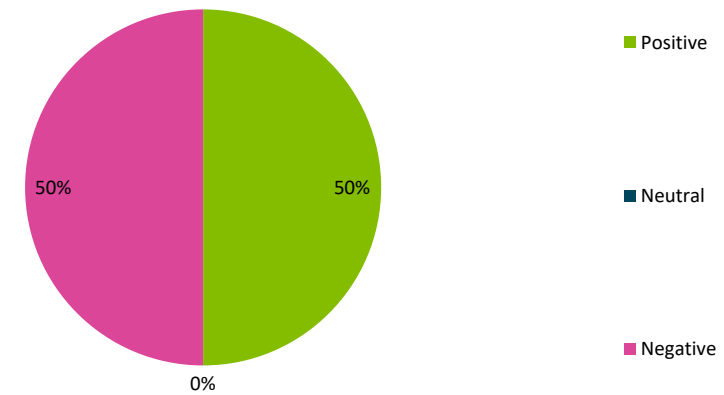
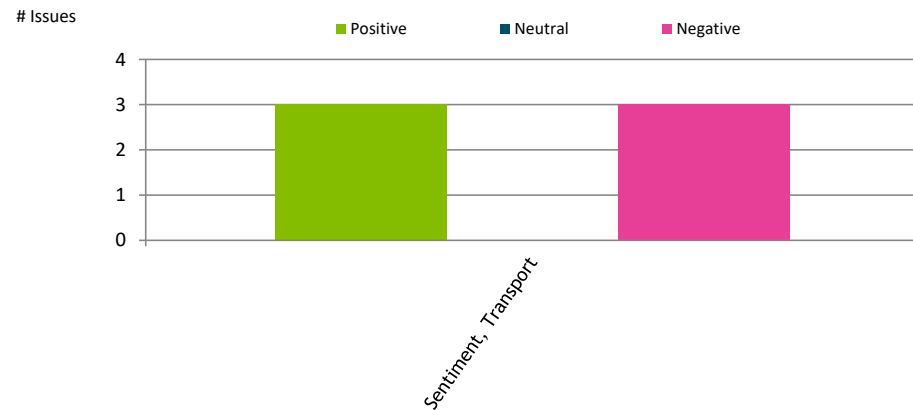


6.1 Trends, Transport (6 issues)



Issues receiving the most comments overall

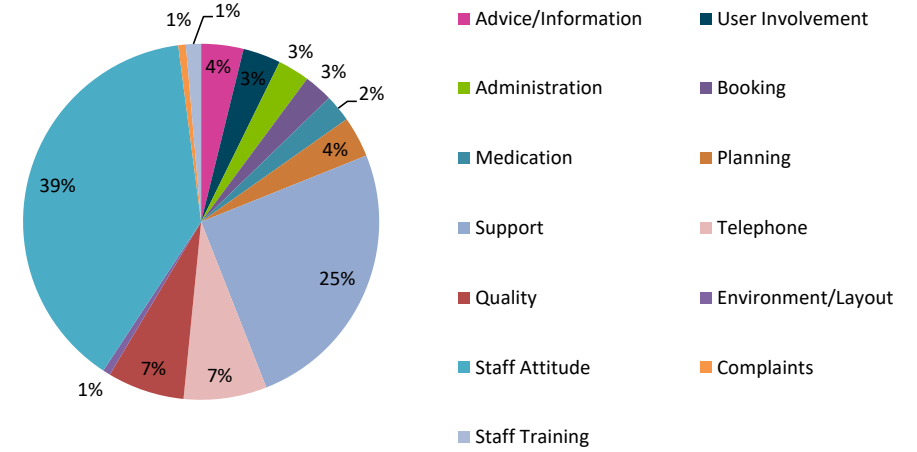
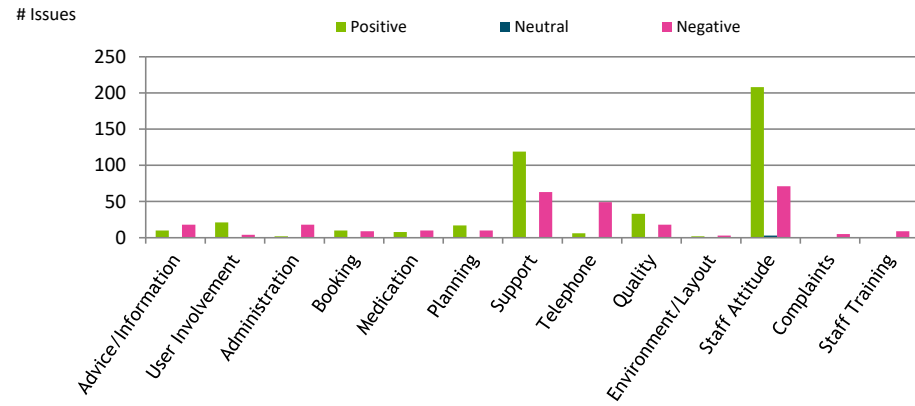
6.2 Sentiment, Transport



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

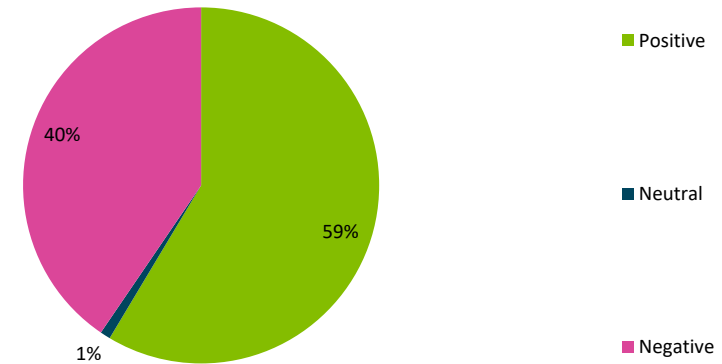
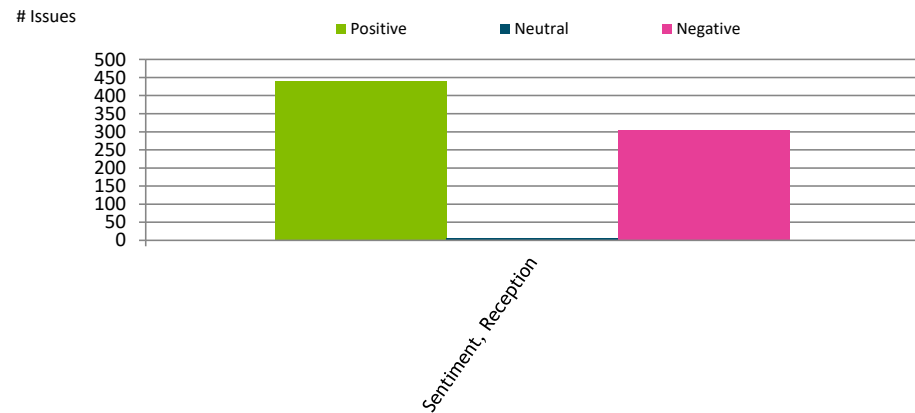


6.3 Trends, Reception (751 issues)



Issues receiving the most comments overall

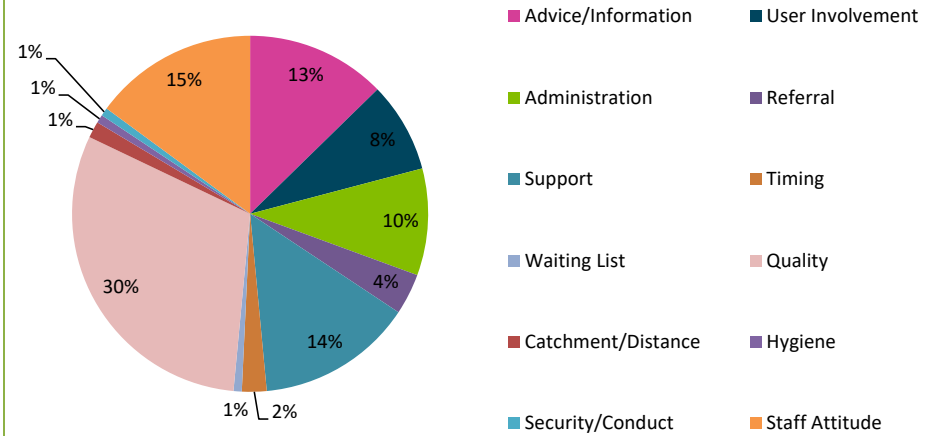
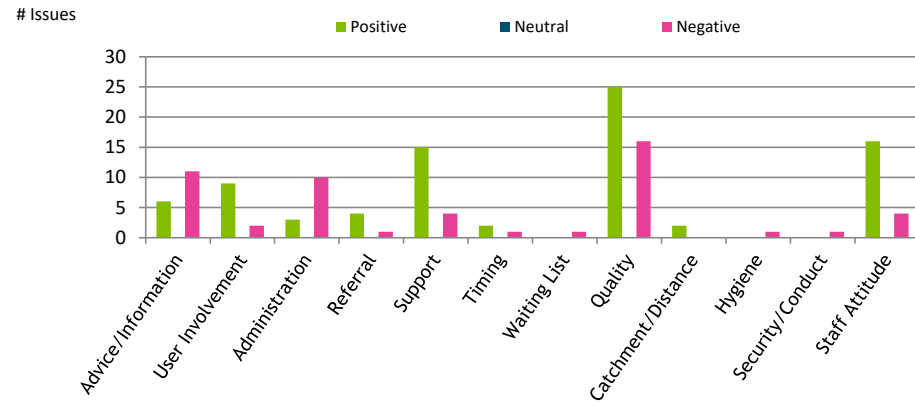
6.4 Sentiment, Reception



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

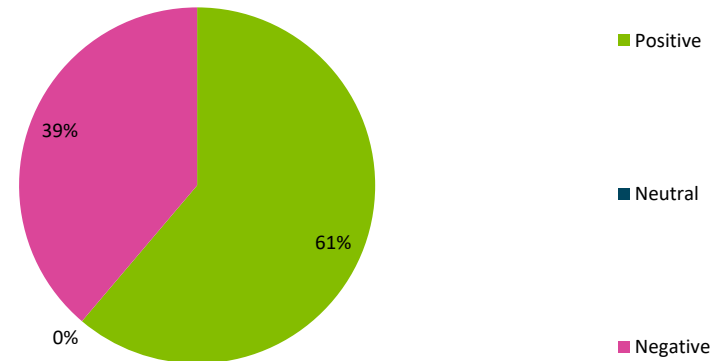
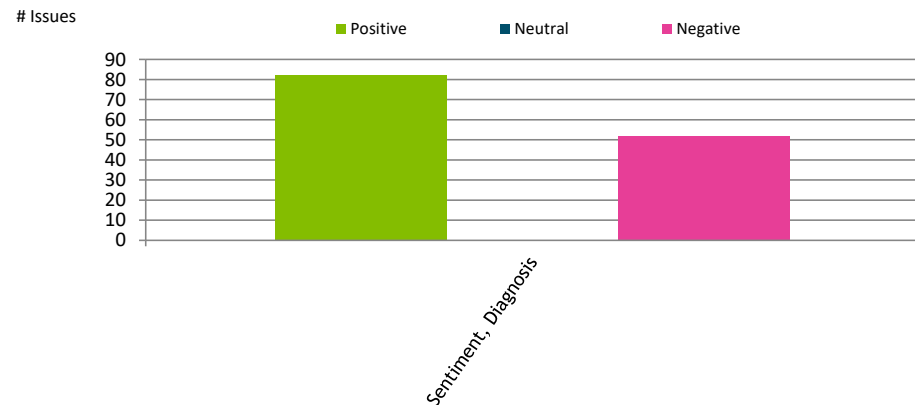


6.5 Trends, Diagnosis/Testing (134 issues)



Issues receiving the most comments overall

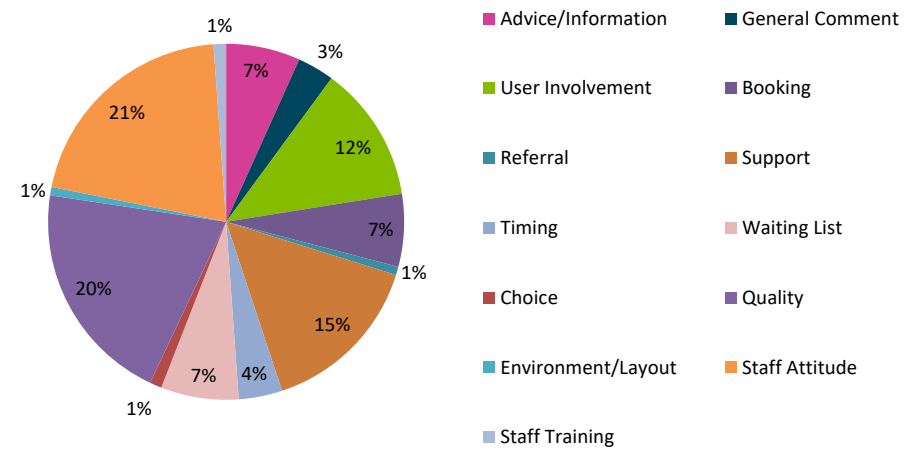
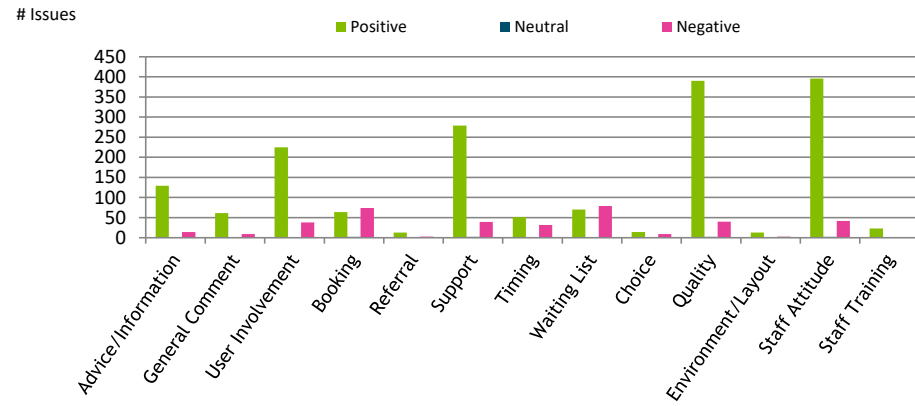
6.6 Sentiment, Diagnosis/Testing



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

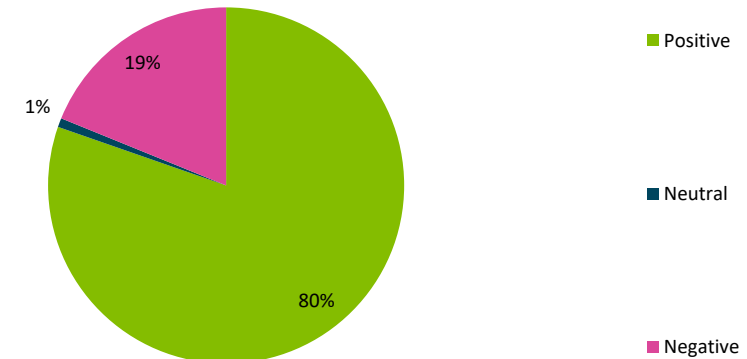
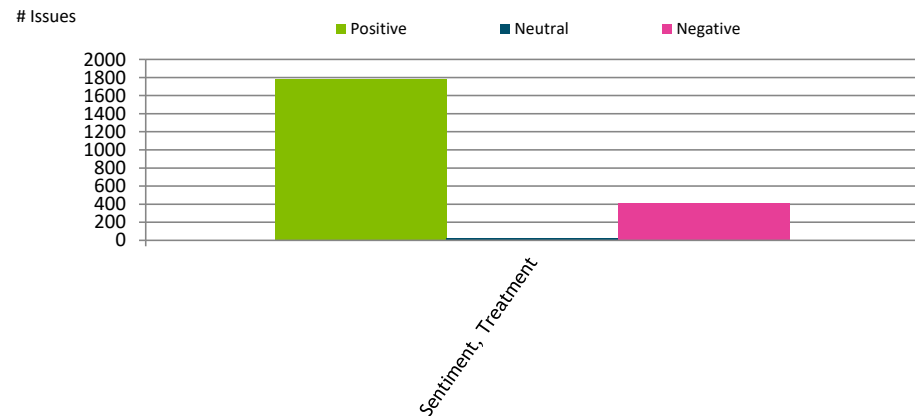


6.7 Trends, Clinical Treatment (2212 issues)



Issues receiving the most comments overall

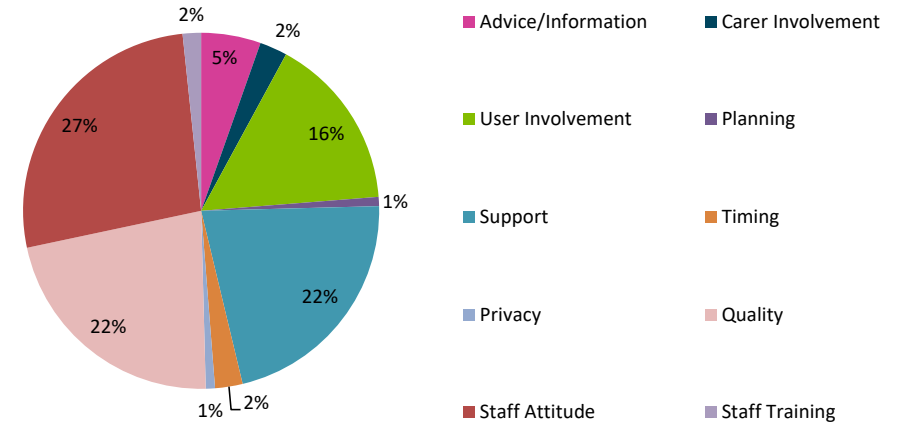
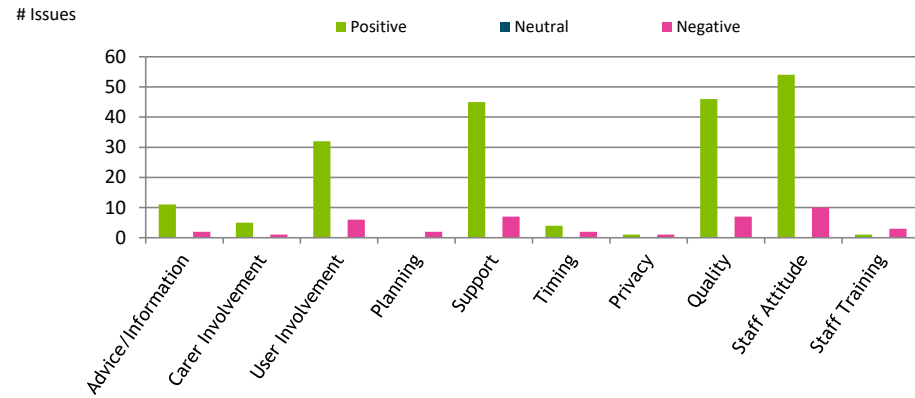
6.8 Sentiment, Clinical Treatment



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

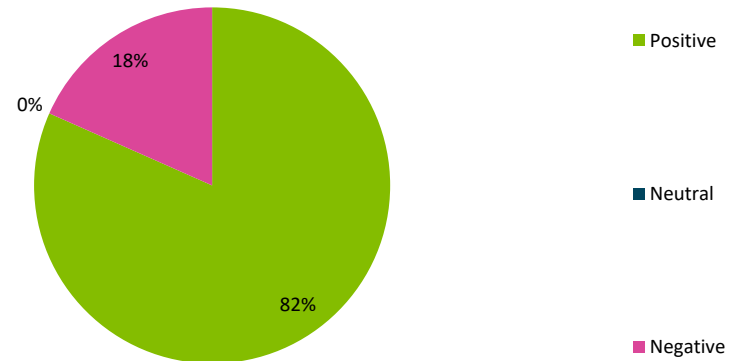
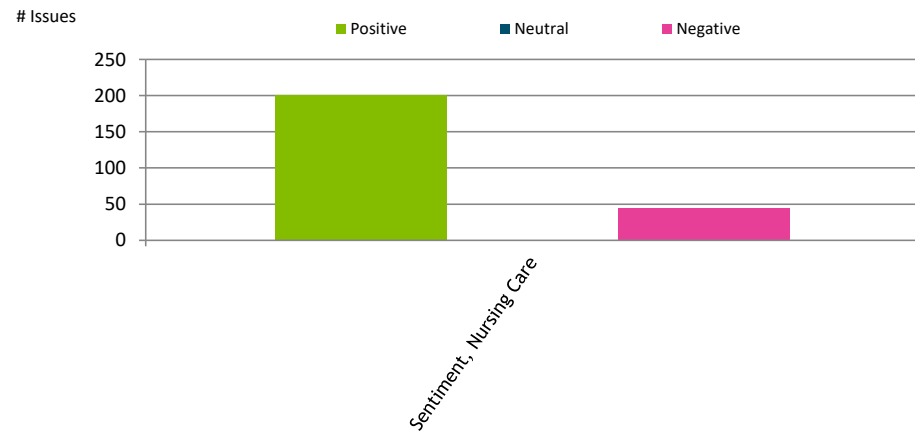


6.9 Trends, Clinical Nursing (245 issues)



Issues receiving the most comments overall

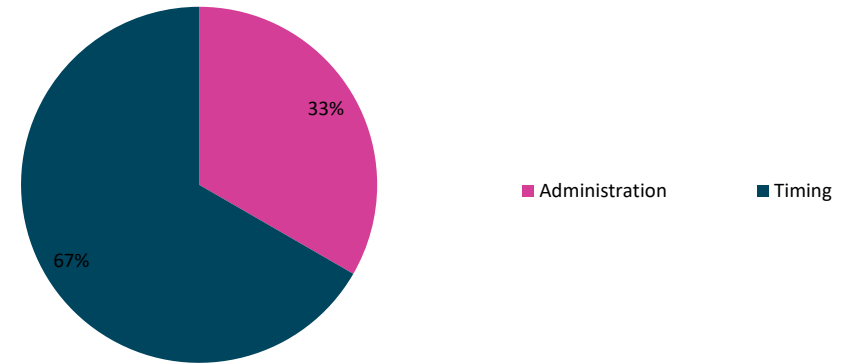
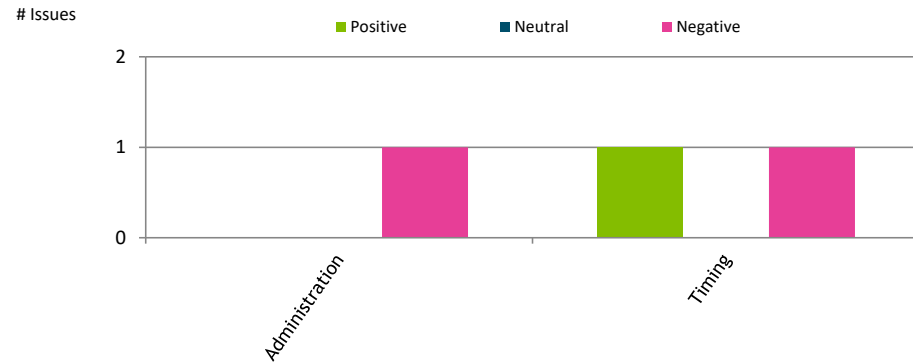
6.10 Sentiment, Clinical Nursing



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

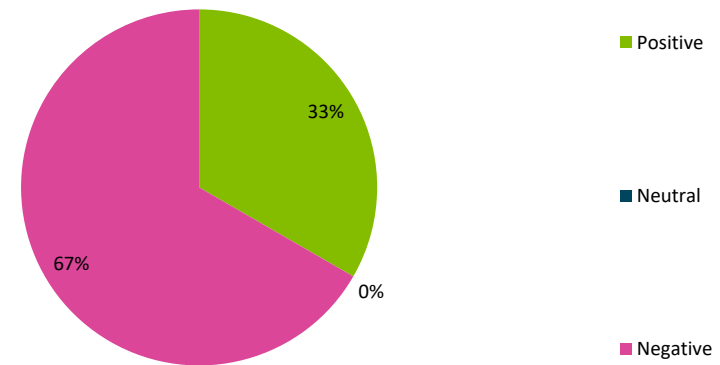
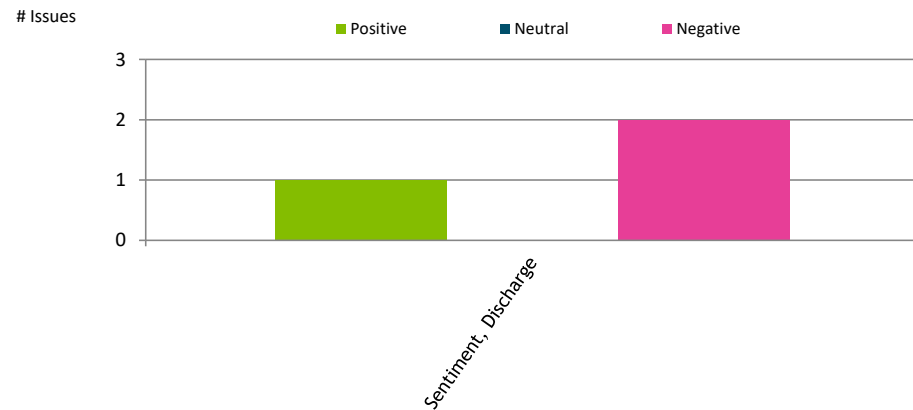


6.11 Trends, Discharge (3 issues)



Issues receiving the most comments overall

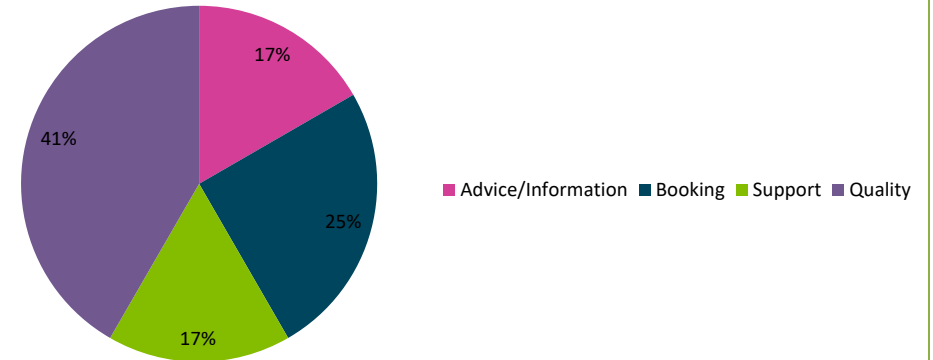
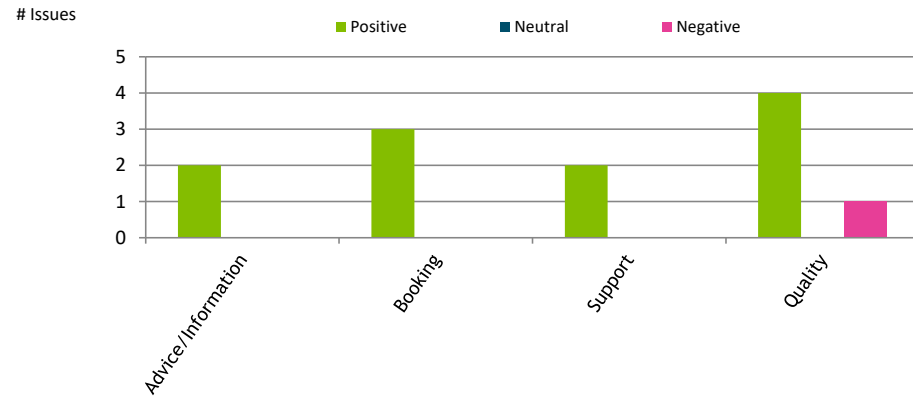
6.12 Sentiment, Discharge



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

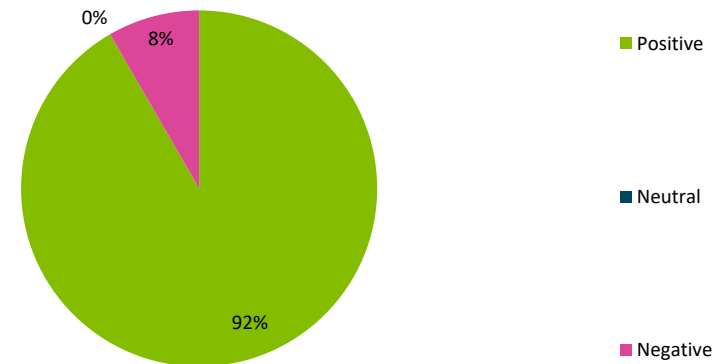
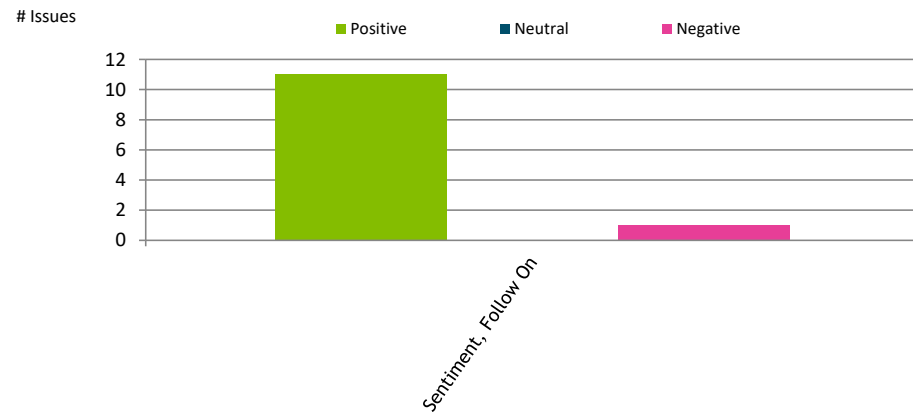


6.13 Trends, Follow On (12 issues)



Issues receiving the most comments overall

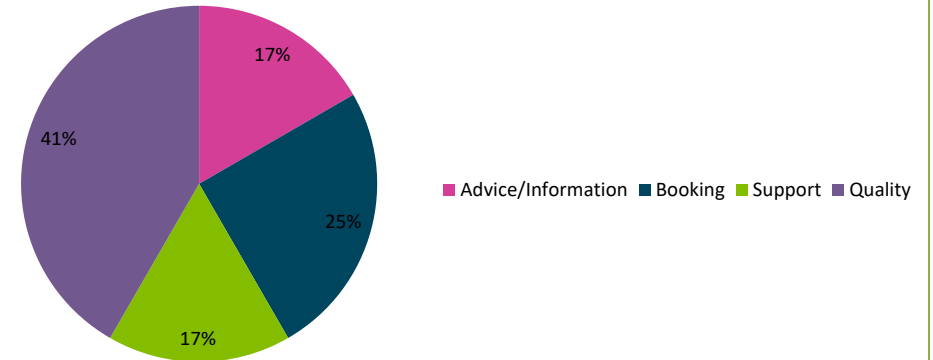
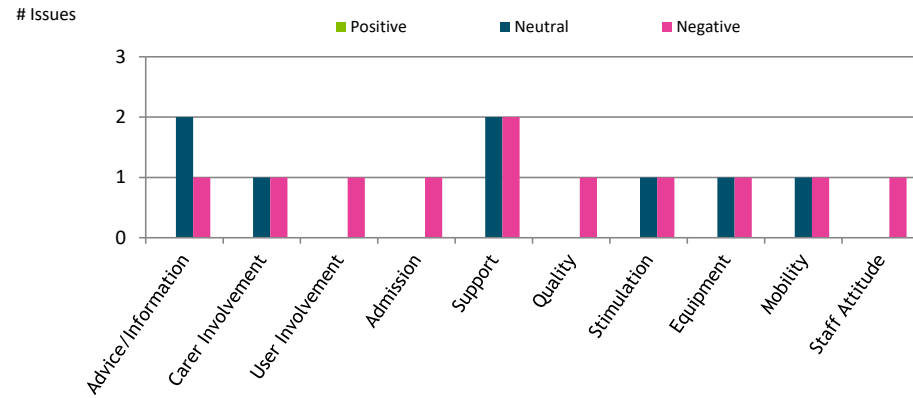
6.14 Sentiment, Follow On



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

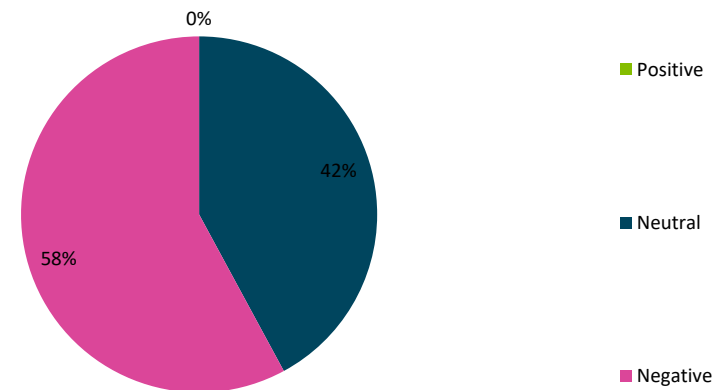
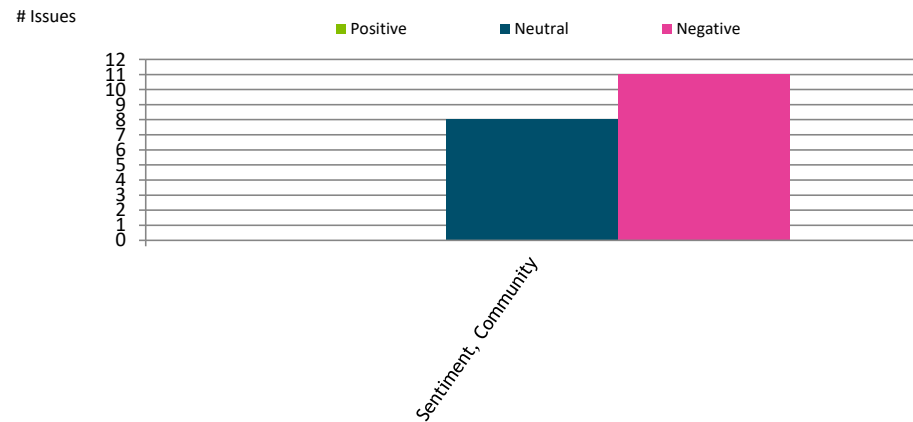


6.15 Trends, Community (19 issues)



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>	158	3	46	207
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	17	1	4	22
	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>	61	1	10	72
	User Involvement	<i>Involvement or influence of the service user.</i>	287	0	51	338
Systems	Administration	<i>Administrative processes and delivery.</i>	7	1	30	38
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	0	0	2	2
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	77	2	83	162
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	2	2
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	1	1
	Referral	<i>Referral to a service.</i>	17	0	4	21
	Medical Records	<i>Management of medical records.</i>	0	1	3	4
	Medication	<i>Prescription and management of medicines.</i>	18	0	12	30
	Opening Times	<i>Opening times of a service.</i>	2	1	2	5
	Planning	<i>Leadership and general organisation.</i>	17	0	12	29
	Registration	<i>Ability to register for a service.</i>	0	3	4	7
	Support	<i>Levels of support provided.</i>	462	5	116	583
	Telephone	<i>Ability to contact a service by telephone.</i>	6	0	49	55
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	58	1	40	99
	Waiting List	<i>Length of wait while on a list.</i>	70	1	81	152
Values	Choice	<i>General choice.</i>	14	0	9	23
	Cost	<i>General cost.</i>	7	0	10	17
	Language	<i>Language, including terminology.</i>	0	1	2	3
	Nutrition	<i>Provision of sustenance.</i>	2	0	1	3
	Privacy	<i>Privacy, personal space and property.</i>	1	0	2	3
	Quality	<i>General quality of a service, or staff.</i>	499	2	83	584
	Sensory	<i>Deaf/blind or other sensory issues.</i>	1	2	0	3
	Stimulation	<i>General stimulation, including access to activities.</i>	2	1	1	4

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	1	1	4
	Environment/Layout	<i>Physical environment of a service.</i>	15	0	8	23
	Equipment	<i>General equipment issues.</i>	4	1	2	7
	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>	13	0	3	16
	Mobility	<i>Physical mobility to, from and within services.</i>	0	1	2	3
Staff	Travel/Parking	<i>Ability to travel or park.</i>	0	0	1	1
	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	1	4	5
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	675	5	128	808
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	5	5
	Staff Training	<i>Training of staff.</i>	25	0	13	38
	Staffing Levels	<i>General availability of staff.</i>	0	0	3	3
	Total:			2517	35	838