The Experience of Barking, Havering and Redbridge University Hospitals NHS Trust

Trends Analysis Report

Community*Insight*

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 8)

Monitors experience by demographic groupings.

Experiences by Hospital (Pages 9-10)

Explores trends by individual hospital.

Data Table (Pages 11-12)
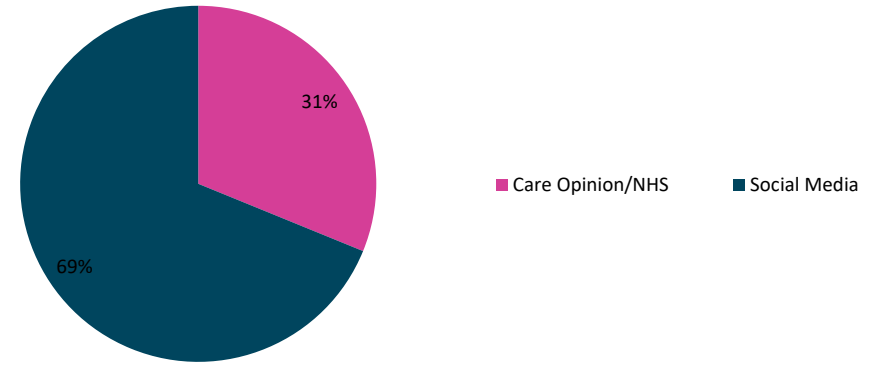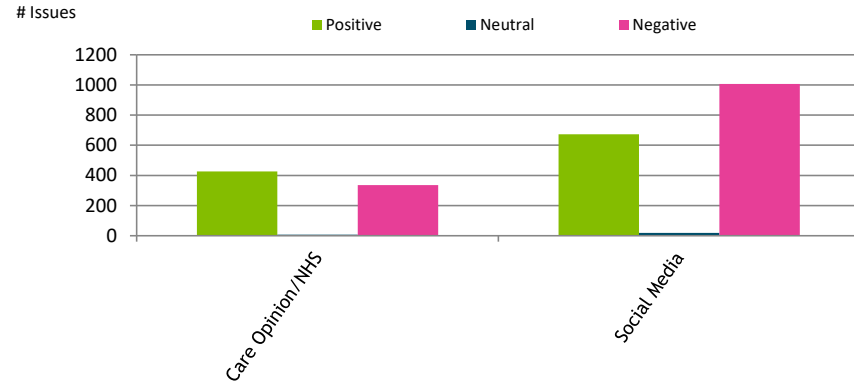
The numbers underpinning the trends.

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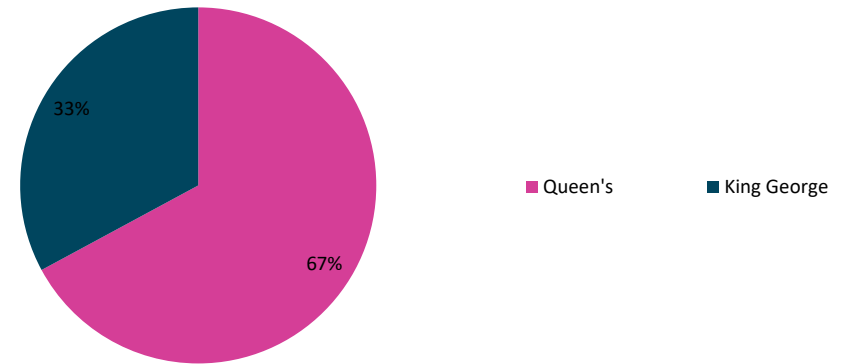
1. Data Source: Where did we collect the feedback?

1.1 Source: 2482 issues from 582 people

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Care Opinion/NHS, Social Media

Sources providing the most comments overall

Pie chart: Care Opinion/NHS 31%, Social Media 69%

Legend: Care Opinion/NHS, Social Media

1.2 Feedback by Hospital

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Queen's, King George

Pie chart: Queen's 67%, King George 33%

Legend: Queen's, King George
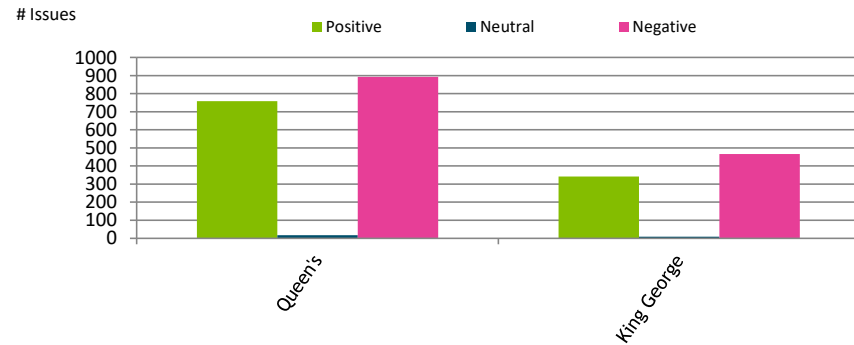
2. Which services are people most commenting on?

2.1 Service Sector

Issues

Legend: Positive, Neutral, Negative

Chart showing Hospital service sector with Positive (~1100), Neutral (~small), Negative (~1350)

Service sectors receiving the most comments overall

2.2 Service Type

Issues

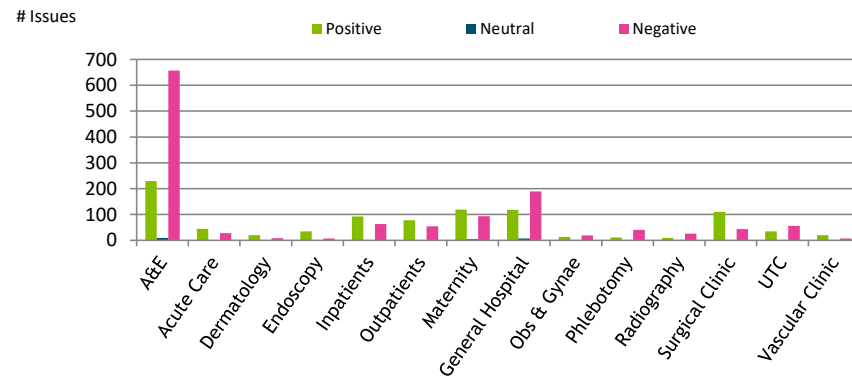Legend: Positive, Neutral, Negative

Bar chart showing service types: A&E, Acute Care, Dermatology, Endoscopy, Inpatients, Outpatients, Maternity, General Hospital, Obs & Gynae, Phlebotomy, Radiography, Surgical Clinic, UTC, Vascular Clinic

Service type receiving the most comments overall

Pie chart with percentages:
- A&E: 40%
- General Hospital: 14%
- Maternity: 10%
- Surgical Clinic: 7%
- Inpatients: 7%
- Outpatients: 6%
- UTC: 4%
- 3%
- 2%
- 2%
- 2%
- 1%
- 1%
- 1%

Legend: A&E, Acute Care, Dermatology, Endoscopy, Inpatients, Outpatients, Maternity, General Hospital, Obs & Gynae, Phlebotomy, Radiography, Surgical Clinic, UTC, Vascular Clinic

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3.1 Stated medical conditions/topics

Issues

Legend: Positive — Neutral — Negative

Bar chart categories: Cancer, Cardiology, Children's Health, Ear Health/Hearing, Learning Disability, Maternity, Mental Health, Mobility, Reproductive Health, Respiratory, Skin Health, Stomach Related, Stroke, Urology

Y-axis: 0, 20, 40, 60, 80, 100, 120, 140, 160

Pie chart legend:
- Cancer
- Cardiology
- Children's Health
- Ear Health/Hearing
- Learning Disability
- Maternity
- Mental Health
- Mobility
- Reproductive Health
- Respiratory
- Skin Health
- Stomach Related
- Stroke
- Urology

Pie values: 3%, 4%, 27%, 3%, 2%, 33%, 3%, 2%, 4%, 5%, 4%, 4%, 2%, 4%

Medical conditions/topics receiving the most comments overall

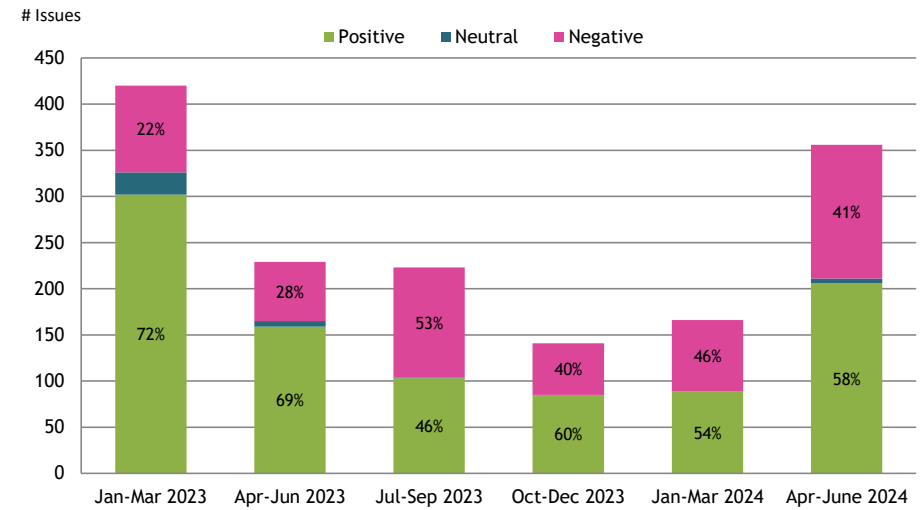**3.2 Top Trends: 2482 issues from 582 people**

Issues

Legend: Positive — Neutral — Negative

Bar chart categories: Communication, Carer Involvement, General Comment, Involvement, Administration, Medication, Planning, Support, Timing, Nutrition, Quality, Environment/Layout, Staff Attitude, Staffing Levels

Y-axis: 0, 50, 100, 150, 200, 250, 300

Pie chart legend:
- Communication
- Carer Involvement
- General Comment
- Involvement
- Administration
- Medication
- Planning
- Support
- Timing
- Nutrition
- Quality
- Environment/Layout
- Staff Attitude
- Staffing Levels

Pie values: 8%, 2%, 3%, 12%, 2%, 1%, 3%, 17%, 11%, 1%, 17%, 2%, 19%, 2%

Issues receiving the most comments overall

4.1 How do people feel about services overall?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Quarter	Positive	Negative
Jan-Mar 2023	61%	32%
Apr-Jun 2023	56%	42%
Jul-Sep 2023	36%	62%
Oct-Dec 2023	45%	54%
Jan-Mar 2024	45%	55%
Apr-June 2024	49%	49%

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

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Quarter	Positive	Negative
Jan-Mar 2023	72%	22%
Apr-Jun 2023	69%	28%
Jul-Sep 2023	46%	53%
Oct-Dec 2023	60%	40%
Jan-Mar 2024	54%	46%
Apr-June 2024	58%	41%

4.3 How do people feel about general quality and empathy?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Quarter	Positive	Negative
Jan-Mar 2023	66%	30%
Apr-Jun 2023	66%	32%
Jul-Sep 2023	50%	48%
Oct-Dec 2023	57%	41%
Jan-Mar 2024	58%	42%
Apr-June 2024	59%	40%

4.4 How do people feel about access to services?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Quarter	Positive	Negative
Jan-Mar 2023	41%	48%
Apr-Jun 2023	9%	90%
Jul-Sep 2023	9%	91%
Oct-Dec 2023	19%	81%
Jan-Mar 2024	17%	83%
Apr-June 2024	19%	80%

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

5.1 How do people feel about services overall?

Issues

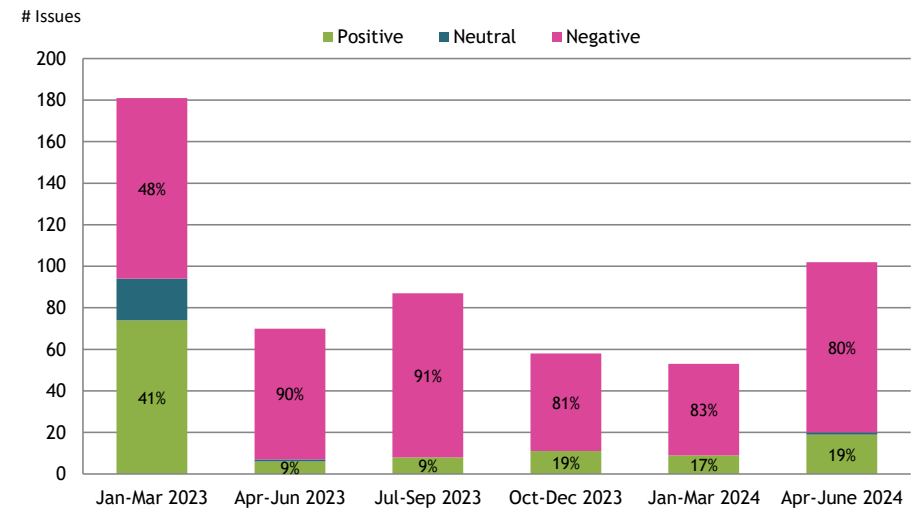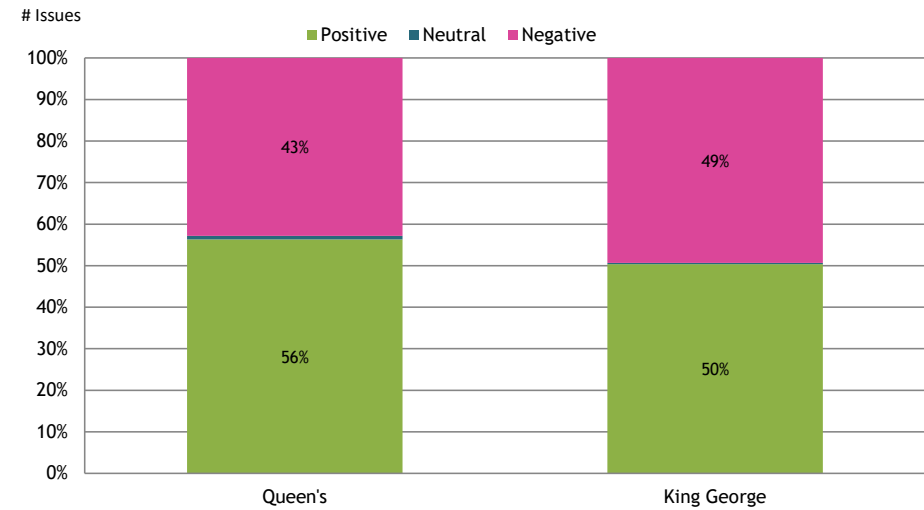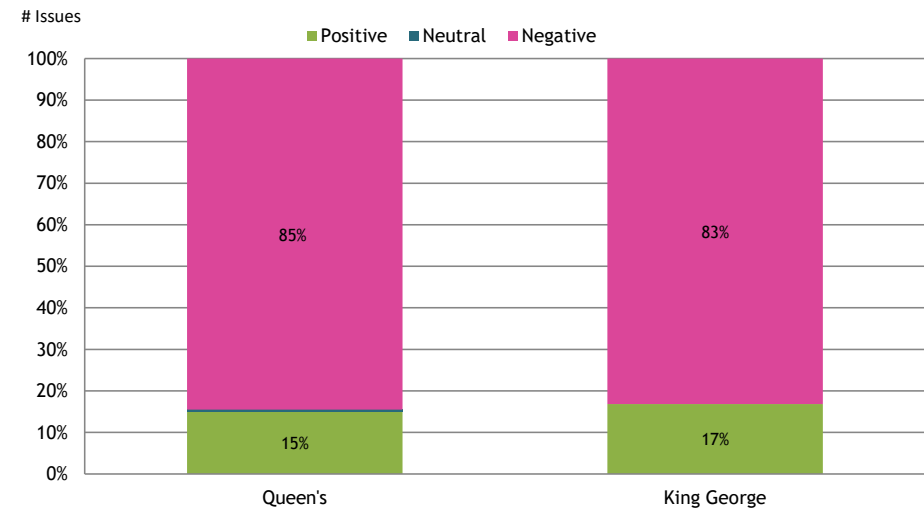Legend: Positive, Neutral, Negative

	Queen's	King George
Negative	54%	57%
Positive	45%	42%

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

Issues

Legend: Positive, Neutral, Negative

	Queen's	King George
Negative	43%	49%
Positive	56%	50%

5.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

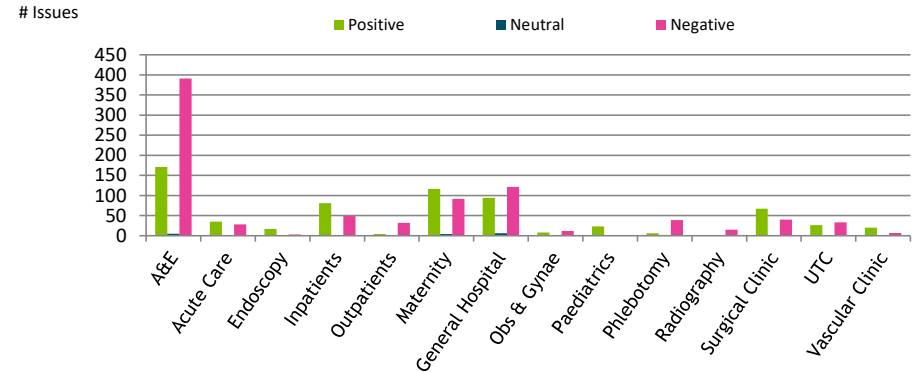|	Queen's	King George
Negative	39%	48%
Positive	59%	51%

5.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

	Queen's	King George
Negative	85%	83%
Positive	15%	17%

6.1 How do people feel about services overall?

Issues

Legend: Positive, Neutral, Negative

Category	Positive	Negative
Disabilities	63%	37%
Carers	13%	88%
Aged Under 17	46%	53%
Aged 18-30	67%	33%
Aged 60+	39%	61%

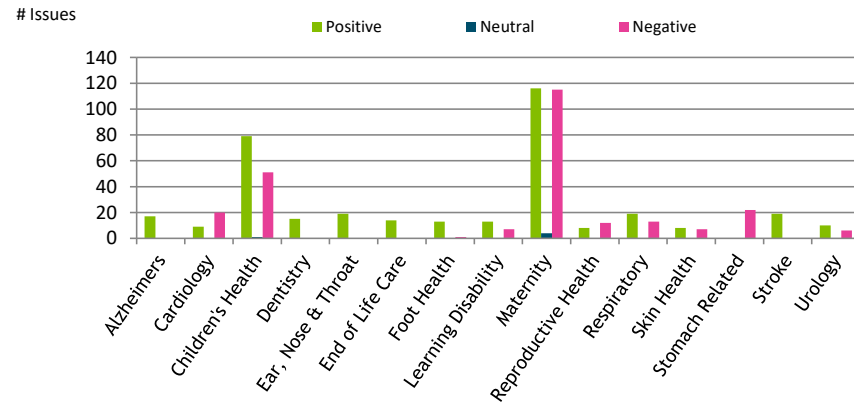**7.1 Service Sector**

Issues

Service sectors receiving the most comments overall
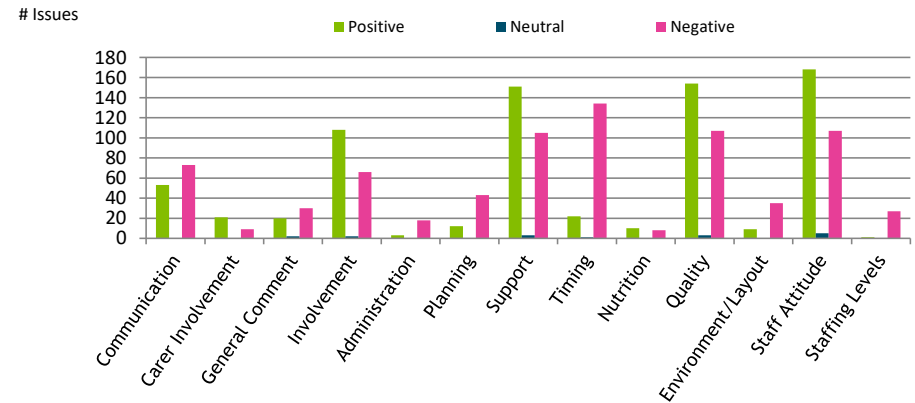
7.2 Service Type

Issues

Service type receiving the most comments overall

7.3 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
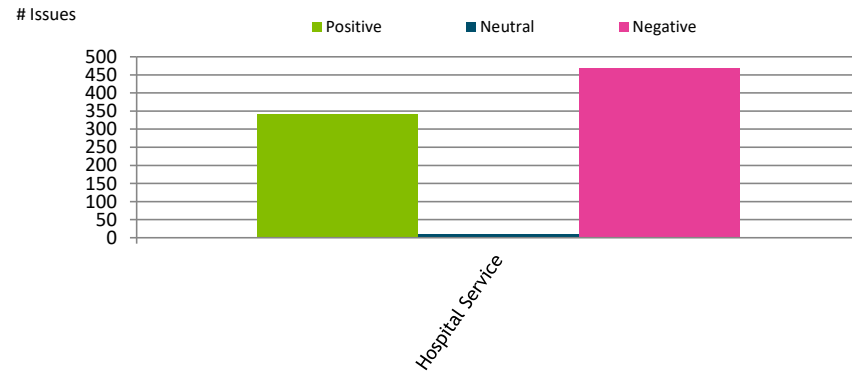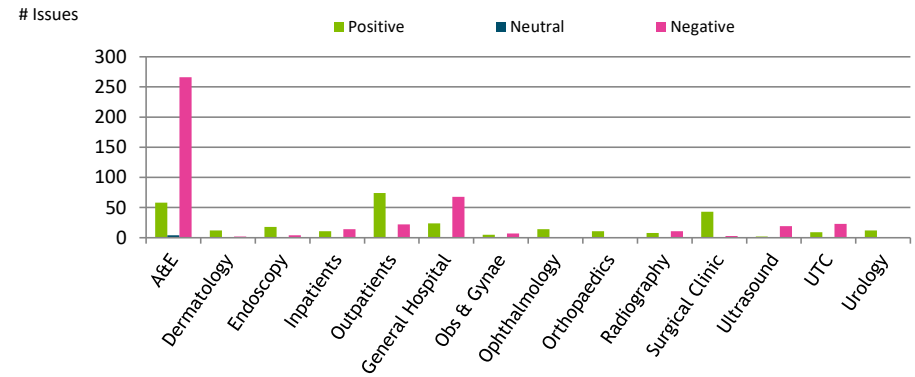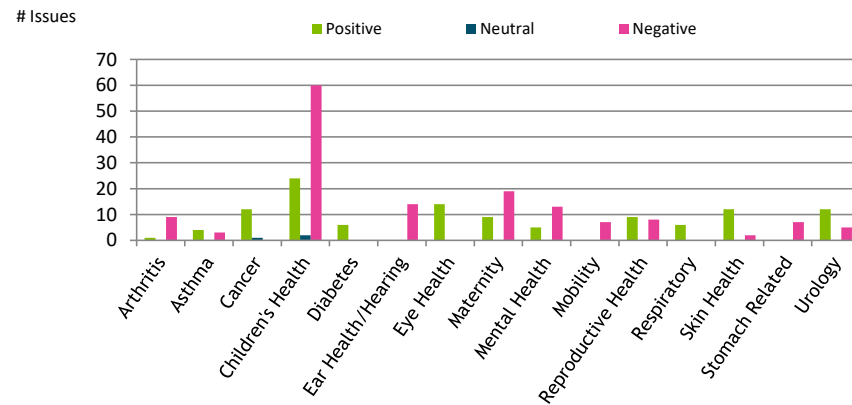
7.4 Top Trends: 1668 issues from 377 people

Issues

Issues receiving the most comments overall

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7.5 Service Sector

Issues

Legend: Positive (green), Neutral (teal), Negative (pink)

Service sectors receiving the most comments overall

7.6 Service Type

Issues

Legend: Positive (green), Neutral (teal), Negative (pink)

Service type receiving the most comments overall

7.7 Stated medical conditions/topics

Issues

Legend: Positive (green), Neutral (teal), Negative (pink)

Medical conditions/topics receiving the most comments overall

7.8 Top Trends: 817 issues from 205 people

Issues

Legend: Positive (green), Neutral (teal), Negative (pink)
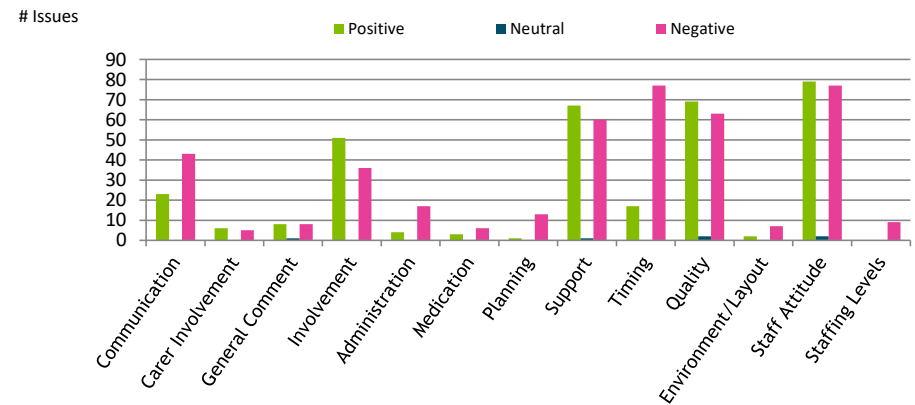
Issues receiving the most comments overall

8. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	76	0	116	192
	Carer Involvement	*Involvement or influence of carers and family members.*	27	0	14	41
	Peer Involvement	*Involvement or Influence of friends.*	1	0	1	2
	General Comment	*A generalised statement (ie; "The doctor was good.")*	28	3	38	69
	User Involvement	*Involvement or influence of the service user.*	159	2	102	263
Systems	Administration	*Administrative processes and delivery.*	7	0	35	42
	Admission	*Physical admission to a hospital ward, or other service.*	4	0	11	15
	Booking	*Ability to book, reschedule or cancel appointments.*	2	0	5	7
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	4	4
	Data Protection	*General data protection (including GDPR).*	0	1	1	2
	Referral	*Referral to a service.*	1	0	4	5
	Medical Records	*Management of medical records.*	0	0	8	8
	Medication	*Prescription and management of medicines.*	5	0	19	24
	Opening Times	*Opening times of a service.*	0	1	1	2
	Planning	*Leadership and general organisation.*	13	0	56	69
	Registration	*Ability to register for a service.*	0	0	1	1
	Support	*Levels of support provided.*	218	4	165	387
	Telephone	*Ability to contact a service by telephone.*	0	0	9	9
	Timing	*Physical timing (ie; length of wait at appointments).*	39	1	211	251
	Waiting List	*Length of wait while on a list.*	2	0	12	14
Values	Choice	*General choice.*	2	0	3	5
	Cost	*General cost.*	1	0	5	6
	Language	*Language, including terminology.*	1	0	3	4
	Nutrition	*Provision of sustainance.*	12	1	11	24
	Privacy	*Privacy, personal space and property.*	0	0	8	8
	Quality	*General quality of a service, or staff.*	223	5	170	398
	Sensory	*Deaf/blind or other sensory issues.*	0	0	2	2
	Stimulation	*General stimulation, including access to activities.*	5	0	2	7

8. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	0	0	1	1
	Environment/Layout	*Physical environment of a service.*	11	0	42	53
	Equipment	*General equipment issues.*	1	0	7	8
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	6	6
	Hygiene	*Levels of hygiene and general cleanliness.*	7	0	8	15
	Mobility	*Physical mobility to, from and within services.*	0	0	6	6
	Travel/Parking	*Ability to travel or park.*	2	0	10	12
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	8	8
	Security/Conduct	*General security of a service, including conduct of staff.*	0	1	13	14
	Staff Attitude	*Attitude, compassion and empathy of staff.*	247	7	184	438
	Complaints	*Ability to log and resolve a complaint.*	0	0	6	6
	Staff Training	*Training of staff.*	2	0	15	17
	Staffing Levels	*General availability of staff.*	1	0	36	37
	Total:		**1097**	**26**	**1359**	**2482**

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