The Experience of Barts Health NHS Trust

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

LOCAL VOICE
in North East London

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 9-12)

Explores trends by individual hospital.

Data Table (Pages 13-14)
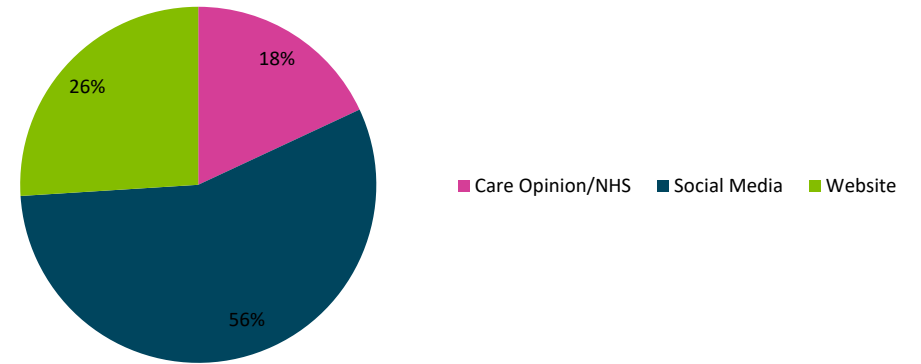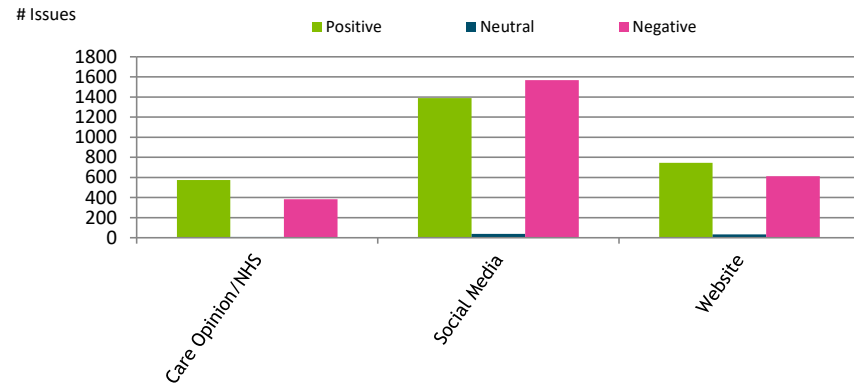
The numbers underpinning the trends.

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.

1.1 Source: 5579 issues from 1389 people

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart — # Issues (y-axis 0 to 1800) by source:
- Care Opinion/NHS
- Social Media
- Website

Pie chart:
- 18% Care Opinion/NHS
- 56% Social Media
- 26% Website

Legend: ■ Care Opinion/NHS ■ Social Media ■ Website

Sources providing the most comments overall

1.2 Feedback by Hospital

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart — # Issues (y-axis 0 to 1400) by hospital:
- St Barts
- Newham
- Royal London
- Whipps Cross

Pie chart:
- 8% St Barts
- 23% Newham
- 43% Royal London
- 26% Whipps Cross

Legend: ■ St Barts ■ Newham ■ Royal London ■ Whipps Cross
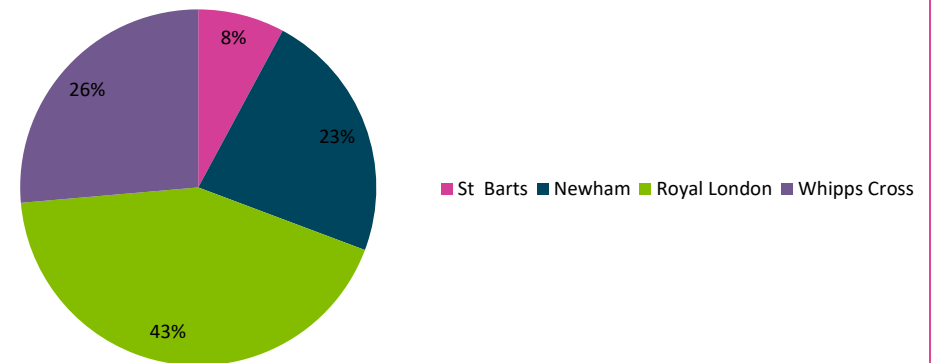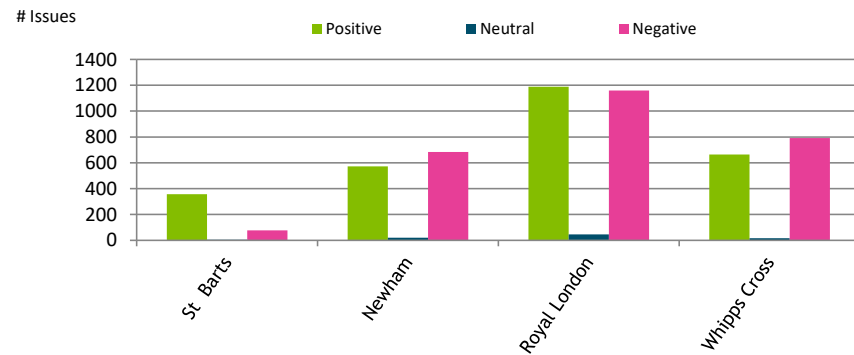
2. Which services are people most commenting on?

2.1 Service Sector

Issues

Legend: Positive, Neutral, Negative

Category: Hospital
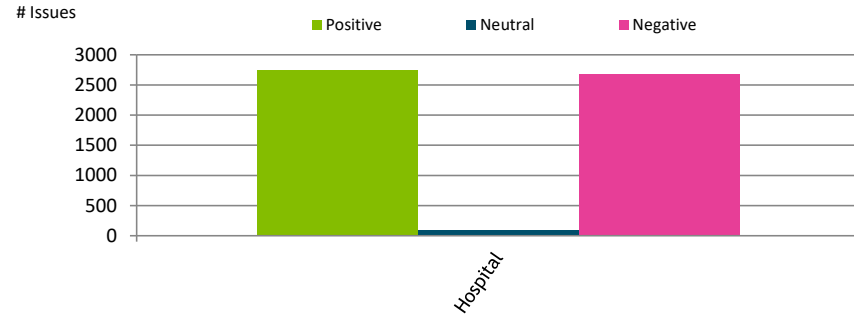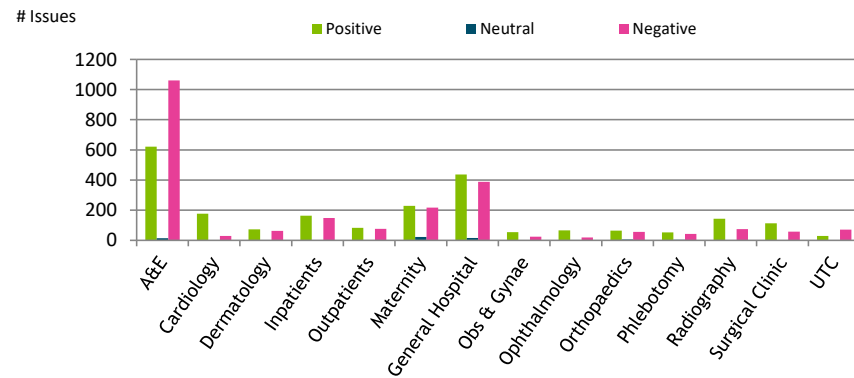
Service sectors receiving the most comments overall

2.2 Service Type

Issues

Legend: Positive, Neutral, Negative

Categories: A&E, Cardiology, Dermatology, Inpatients, Outpatients, Maternity, General Hospital, Obs & Gynae, Ophthalmology, Orthopaedics, Phlebotomy, Radiography, Surgical Clinic, UTC

Service type receiving the most comments overall

Pie chart:
- A&E 36%
- Cardiology 4%
- Dermatology 3%
- Inpatients 6%
- Outpatients 3%
- Maternity 10%
- General Hospital 18%
- Obs & Gynae 2%
- Ophthalmology 2%
- Orthopaedics 3%
- Phlebotomy 2%
- Radiography 5%
- Surgical Clinic 4%
- UTC 2%

Legend: A&E, Cardiology, Dermatology, Inpatients, Outpatients, Maternity, General Hospital, Obs & Gynae, Ophthalmology, Orthopaedics, Phlebotomy, Radiography, Surgical Clinic, UTC

3. Which service aspects are people most commenting on?

3.1 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Medical conditions/topics receiving the most comments overall

Pie chart legend:
- Cancer 6%
- Cardiology 12%
- Children's Health 18%
- Diabetes 2%
- Ear, Nose & Throat 4%
- Eye Health 5%
- Maternity 26%
- Mental Health 2%
- Renal 5%
- Reproductive Health 4%
- Respiratory 3%
- Skin Health 8%
- Stomach Related 3%
- Urology 2%
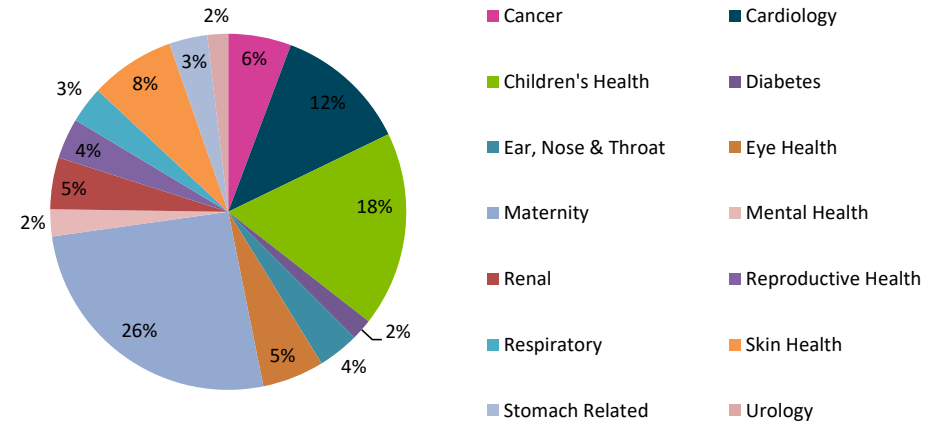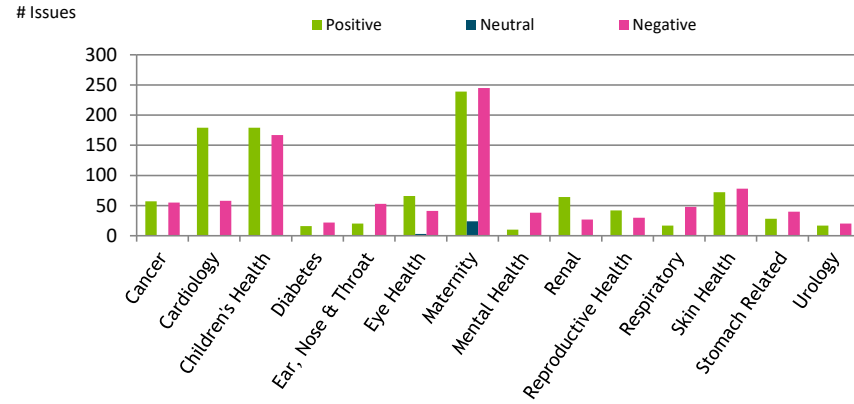
3.2 Top Trends: 5579 issues from 1389 people

Issues

Legend: Positive, Neutral, Negative

Issues receiving the most comments overall

Pie chart legend:
- Communication 7%
- Carer Involvement 2%
- General Comment 3%
- Involvement 11%
- Administration 2%
- Planning 2%
- Support 17%
- Telephone 1%
- Timing 10%
- Waiting List 3%
- Quality 19%
- Environment/Layout 2%
- Staff Attitude 21%

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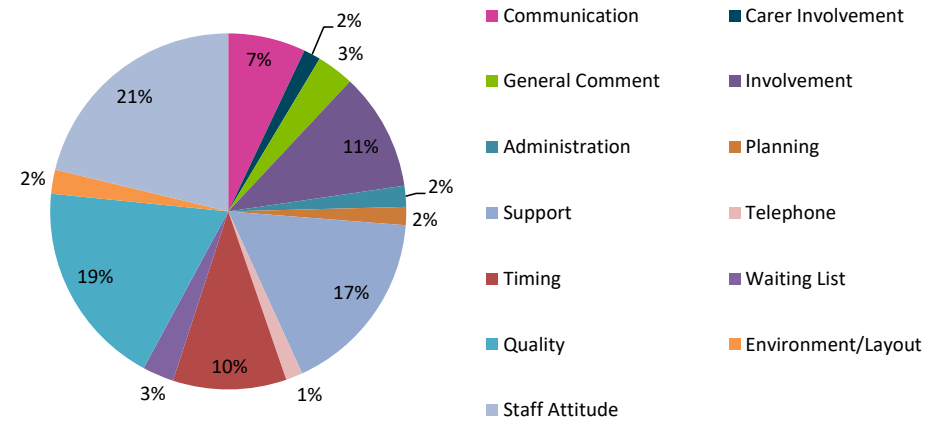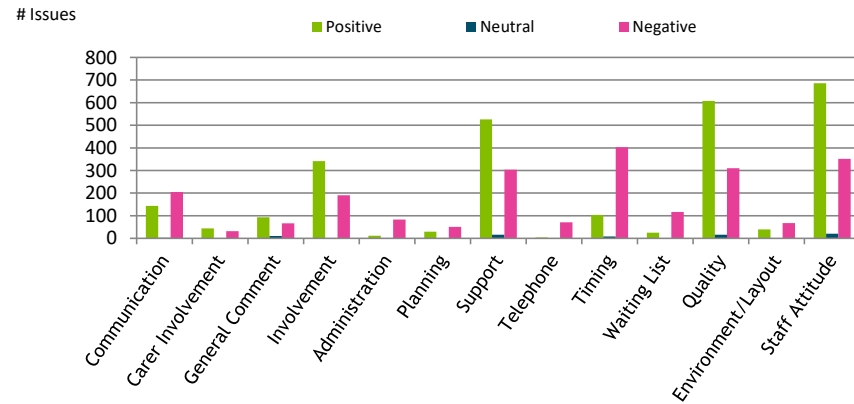
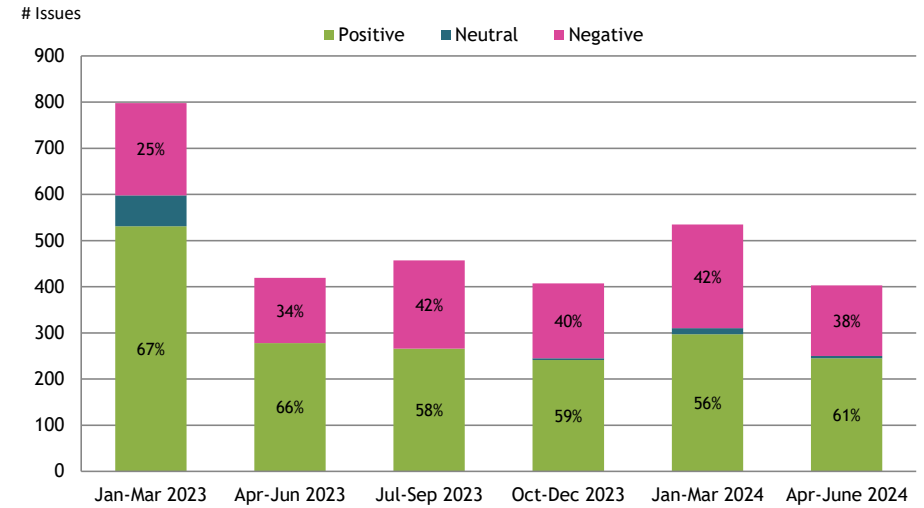## 4. Timeline: On the whole, how do people feel about Health and Care services?

4.1 How do people feel about services overall?

Issues

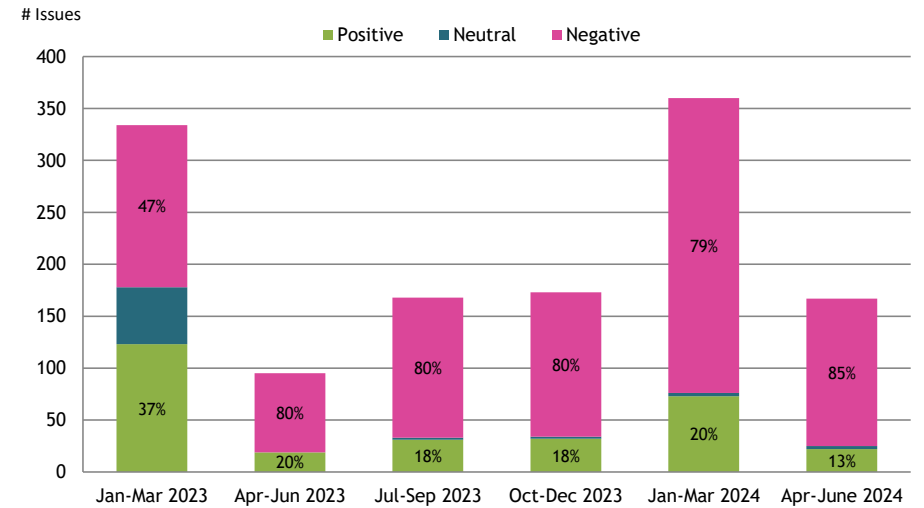Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Jan-Mar 2023	56%	36%
Apr-Jun 2023	58%	41%
Jul-Sep 2023	50%	49%
Oct-Dec 2023	49%	50%
Jan-Mar 2024	51%	47%
Apr-June 2024	49%	49%

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

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Jan-Mar 2023	67%	25%
Apr-Jun 2023	66%	34%
Jul-Sep 2023	58%	42%
Oct-Dec 2023	59%	40%
Jan-Mar 2024	56%	42%
Apr-June 2024	61%	38%

4.3 How do people feel about general quality and empathy?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Jan-Mar 2023	61%	37%
Apr-Jun 2023	66%	34%
Jul-Sep 2023	64%	36%
Oct-Dec 2023	57%	41%
Jan-Mar 2024	72%	26%
Apr-June 2024	62%	35%

4.4 How do people feel about access to services?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Jan-Mar 2023	37%	47%
Apr-Jun 2023	20%	80%
Jul-Sep 2023	18%	80%
Oct-Dec 2023	18%	80%
Jan-Mar 2024	20%	79%
Apr-June 2024	13%	85%

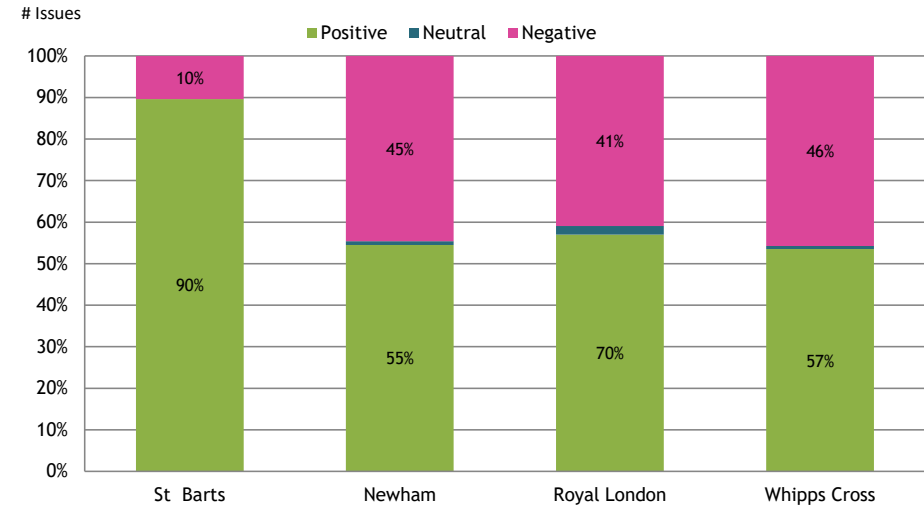# 5. By Hospital: On the whole, how do people feel about Health and Care services?

5.1 How do people feel about services overall?

Issues

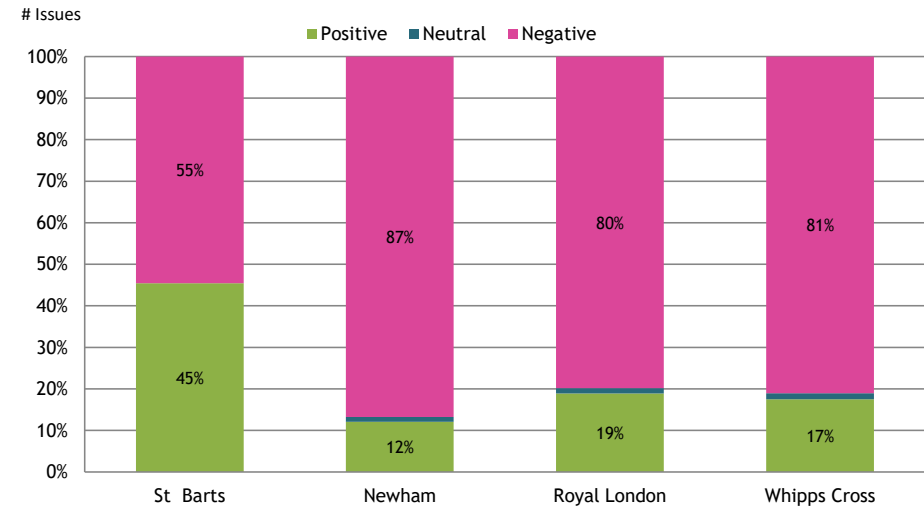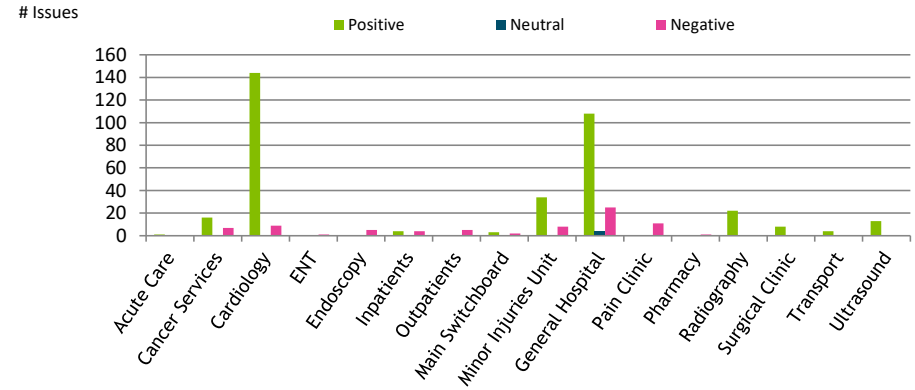Legend: Positive | Neutral | Negative

Hospital	Positive	Negative
St Barts	81%	18%
Newham	45%	54%
Royal London	50%	48%
Whipps Cross	45%	54%

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

Issues

Legend: Positive | Neutral | Negative

Hospital	Positive	Negative
St Barts	90%	10%
Newham	55%	45%
Royal London	70%	41%
Whipps Cross	57%	46%

5.3 How do people feel about general quality and empathy?

Issues

Legend: Positive | Neutral | Negative

Hospital	Positive	Negative
St Barts	93%	6%
Newham	55%	43%
Royal London	70%	28%
Whipps Cross	57%	42%

5.4 How do people feel about access to services?

Issues

Legend: Positive | Neutral | Negative

Hospital	Positive	Negative
St Barts	45%	55%
Newham	12%	87%
Royal London	19%	80%
Whipps Cross	17%	81%

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

6.1 How do people feel about services overall?
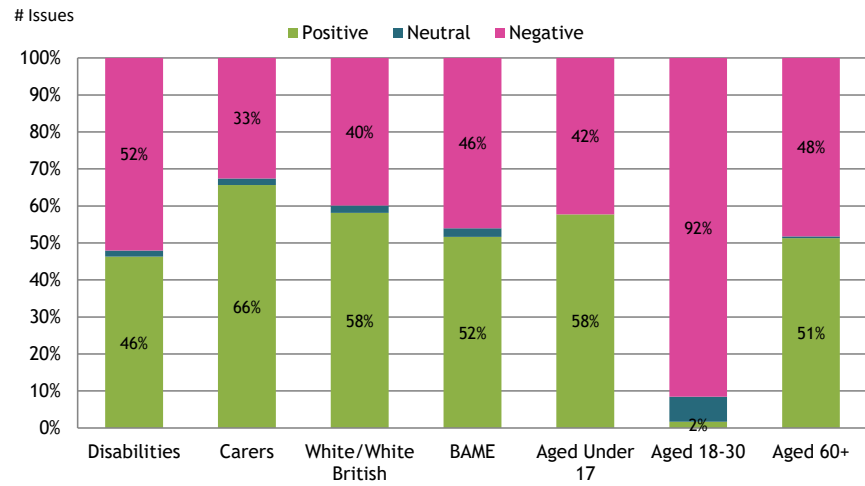
Issues

Legend: ■ Positive ■ Neutral ■ Negative

Category	Positive	Negative
Disabilities	46%	52%
Carers	66%	33%
White/White British	58%	40%
BAME	52%	46%
Aged Under 17	58%	42%
Aged 18-30	2%	92%
Aged 60+	51%	48%

7.1 Service Sector

Issues

Legend: Positive / Neutral / Negative
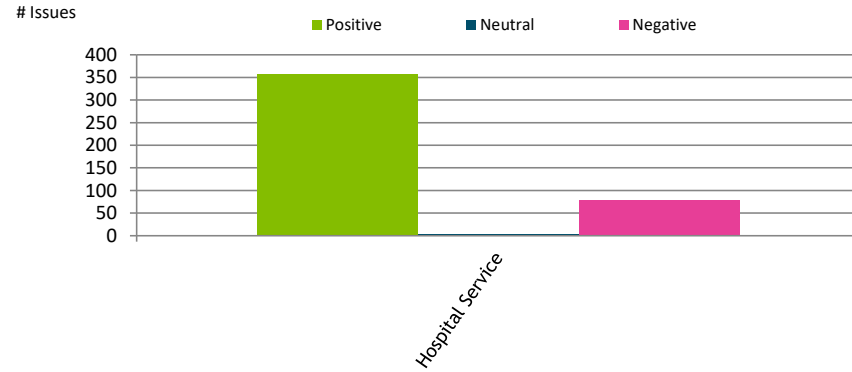
Service sectors receiving the most comments overall

7.2 Service Type

Issues

Legend: Positive / Neutral / Negative

Service type receiving the most comments overall

7.3 Stated medical conditions/topics

Issues

Legend: Positive / Neutral / Negative
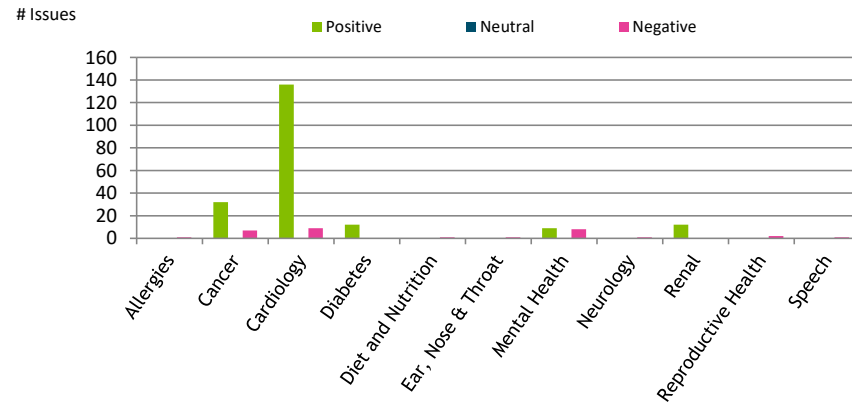
Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 439 issues from 83 people
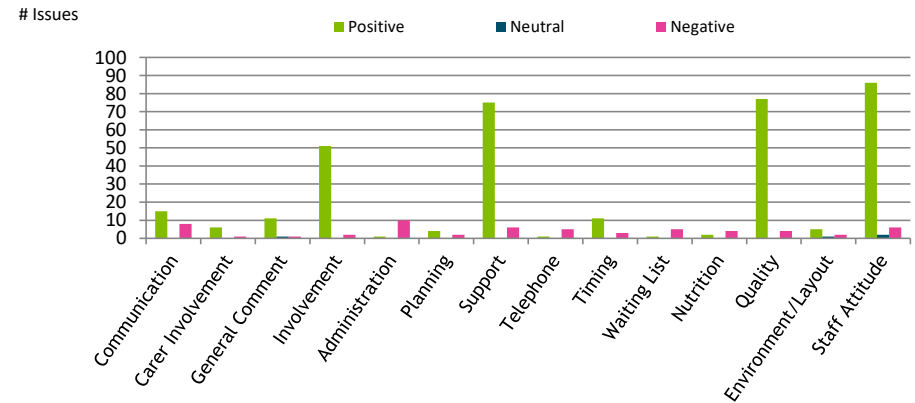
Issues

Legend: Positive / Neutral / Negative

Issues receiving the most comments overall

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7.5 Service Sector

Issues
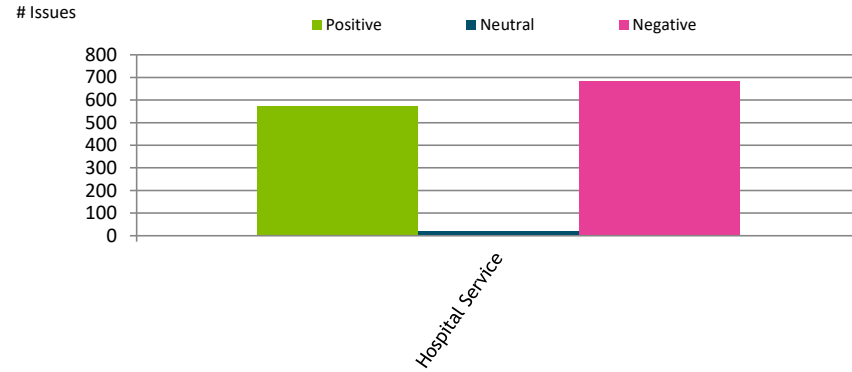
Service sectors receiving the most comments overall

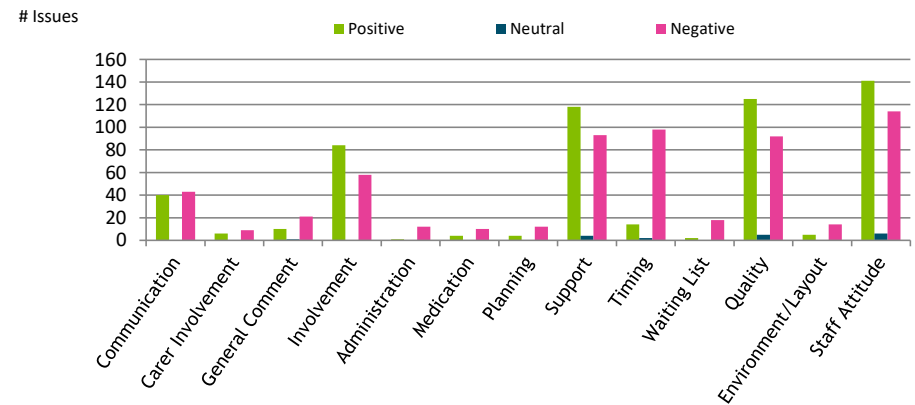**7.6 Service Type**
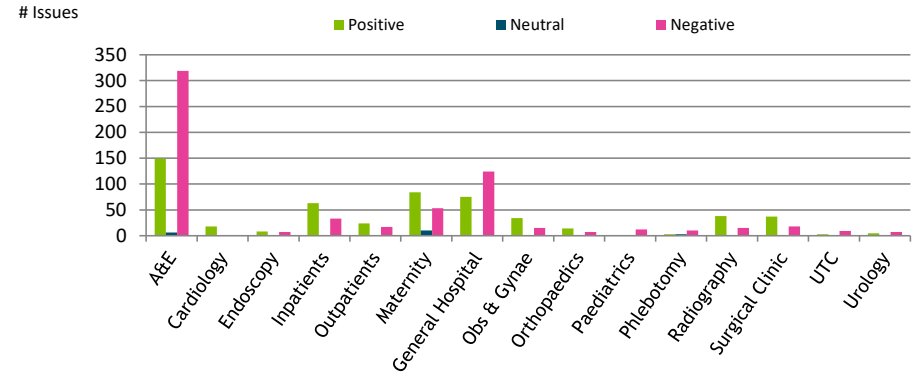
Issues

Service type receiving the most comments overall

7.7 Stated medical conditions/topics
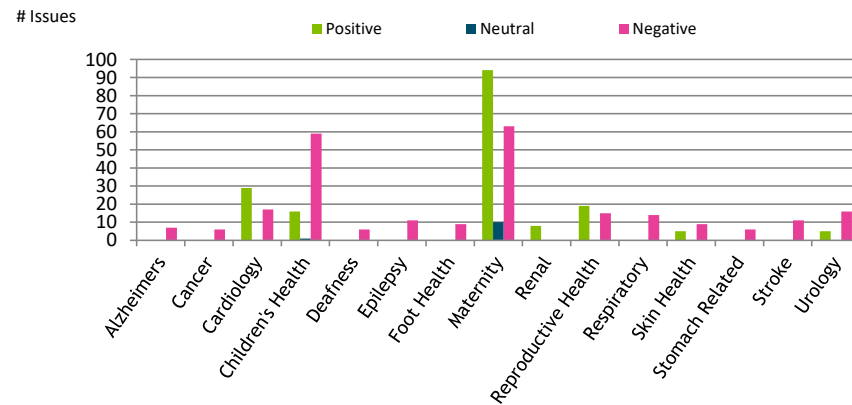
Issues

Medical conditions/topics receiving the most comments overall
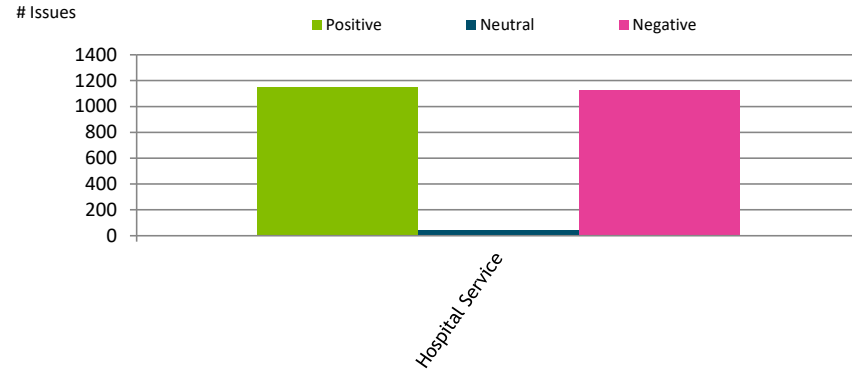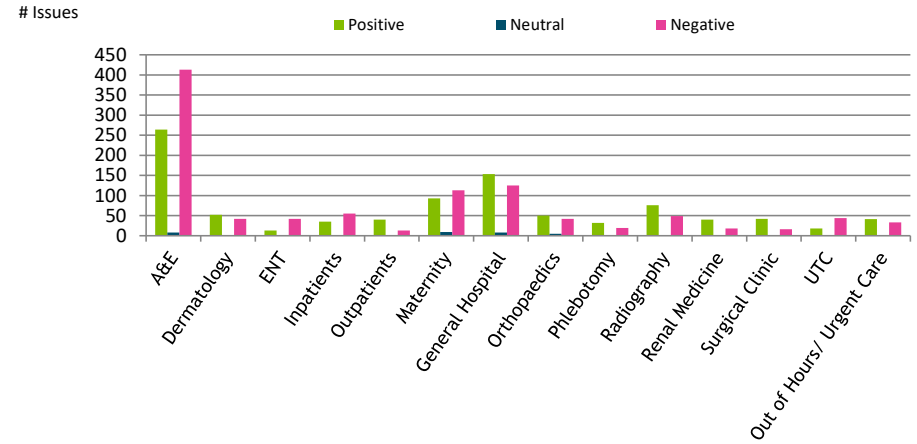
7.8 Top Trends: 1275 issues from 302 people

Issues

Issues receiving the most comments overall

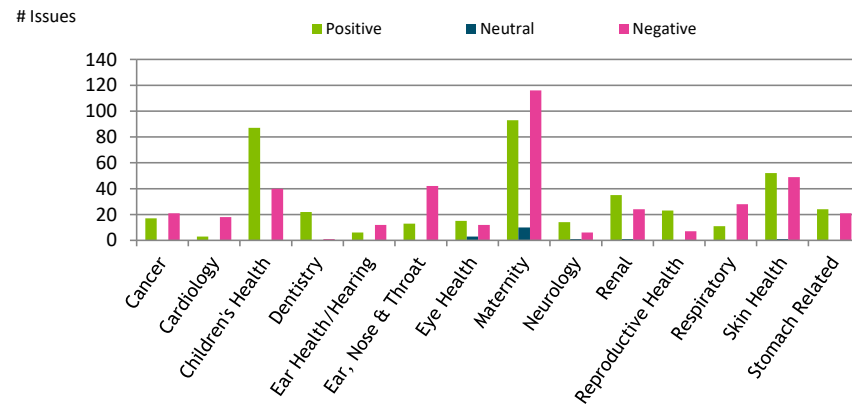## 7.9 Service Sector

Issues

Service sectors receiving the most comments overall
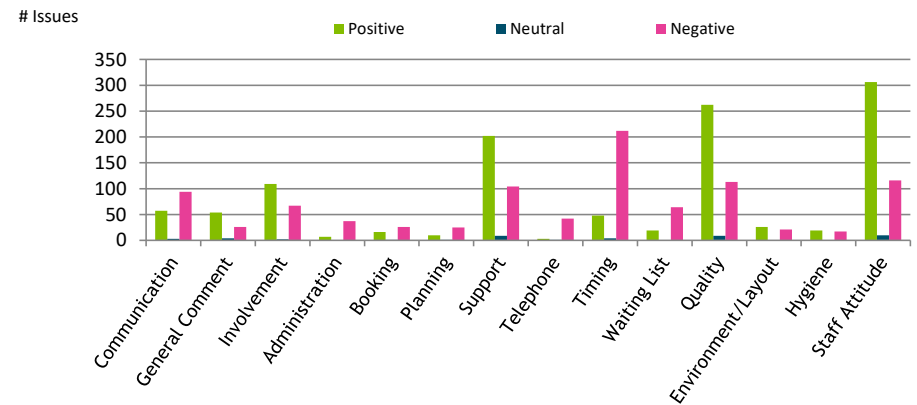
7.10 Service Type

Issues

Service type receiving the most comments overall

7.11 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall

7.12 Top Trends: 2394 issues from 626 people

Issues

Issues receiving the most comments overall

7.13 Service Sector

Issues

Service sectors receiving the most comments overall

7.14 Service Type

Issues

Service type receiving the most comments overall

7.15 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall
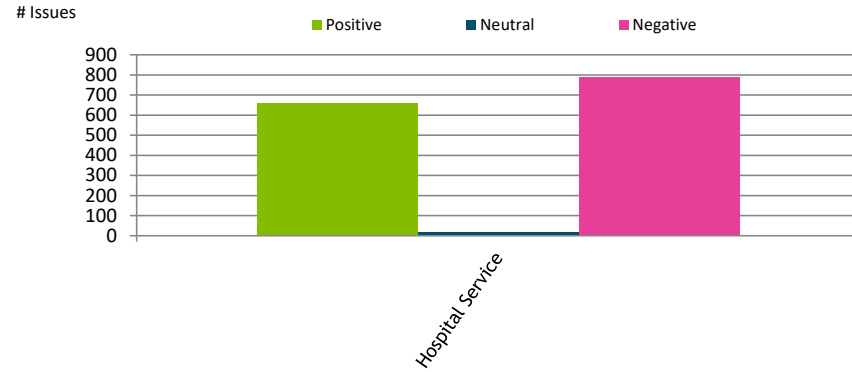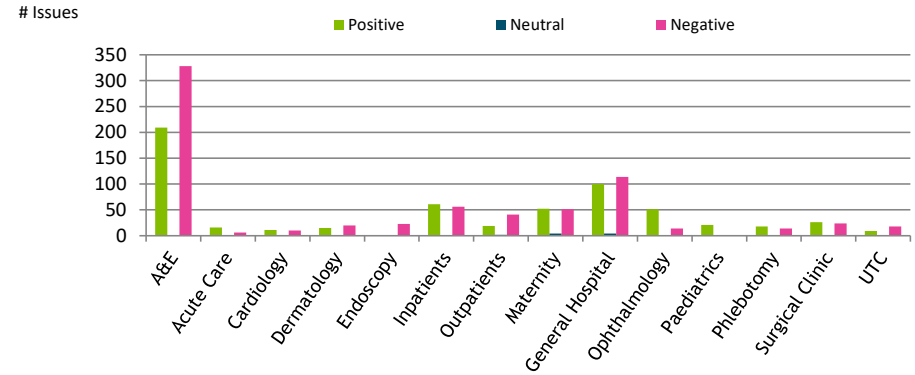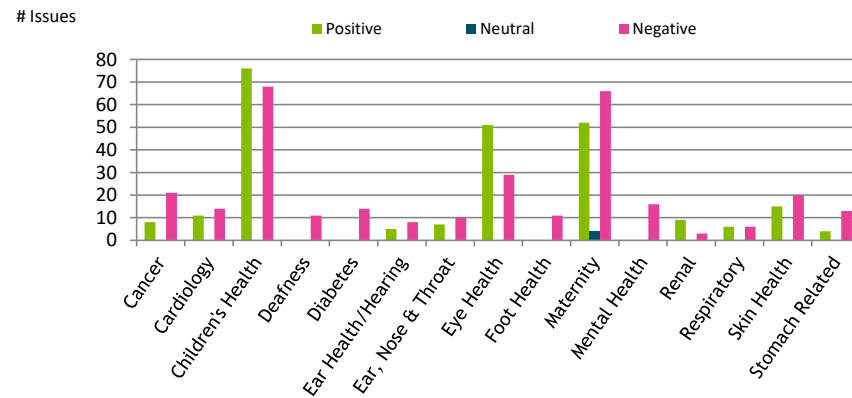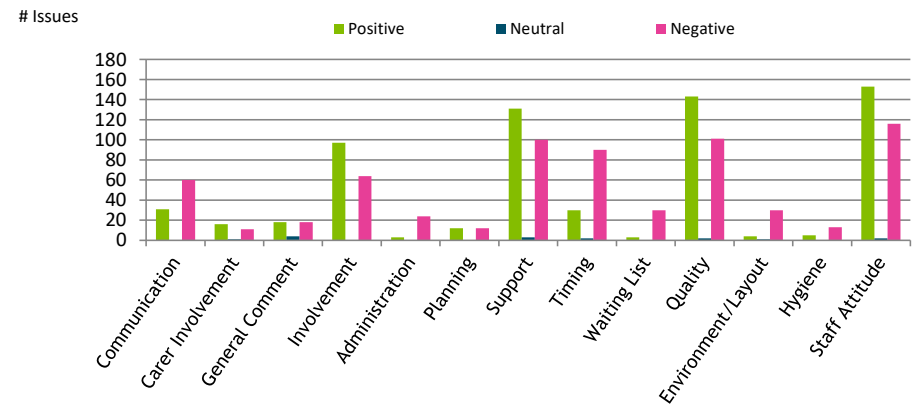
7.16 Top Trends: 1472 issues from 378 people

Issues

Issues receiving the most comments overall

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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.*	143	3	205	351
	Carer Involvement	*Involvement or influence of carers and family members.*	44	1	32	77
	Peer Involvement	*Involvement or Influence of friends.*	1	0	0	1
	General Comment	*A generalised statement (ie; "The doctor was good.")*	93	10	66	169
	User Involvement	*Involvement or influence of the service user.*	341	2	191	534
Systems	Administration	*Administrative processes and delivery.*	12	0	83	95
	Admission	*Physical admission to a hospital ward, or other service.*	4	0	23	27
	Booking	*Ability to book, reschedule or cancel appointments.*	22	1	51	74
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	35	35
	Data Protection	*General data protection (including GDPR).*	0	0	6	6
	Referral	*Referral to a service.*	7	1	21	29
	Medical Records	*Management of medical records.*	0	0	5	5
	Medication	*Prescription and management of medicines.*	13	0	33	46
	Opening Times	*Opening times of a service.*	3	0	3	6
	Planning	*Leadership and general organisation.*	30	1	51	82
	Registration	*Ability to register for a service.*	1	1	4	6
	Support	*Levels of support provided.*	526	16	303	845
	Telephone	*Ability to contact a service by telephone.*	4	1	71	76
	Timing	*Physical timing (ie; length of wait at appointments).*	103	8	403	514
	Waiting List	*Length of wait while on a list.*	25	0	117	142
Values	Choice	*General choice.*	2	0	8	10
	Cost	*General cost.*	0	0	8	8
	Language	*Language, including terminology.*	2	0	13	15
	Nutrition	*Provision of sustainance.*	11	1	32	44
	Privacy	*Privacy, personal space and property.*	1	0	10	11
	Quality	*General quality of a service, or staff.*	607	16	310	933
	Sensory	*Deaf/blind or other sensory issues.*	1	0	4	5
	Stimulation	*General stimulation, including access to activities.*	5	0	3	8

8. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
			\# Issues			
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	10	0	2	12
	Environment/Layout	*Physical environment of a service.*	40	2	67	109
	Equipment	*General equipment issues.*	2	0	7	9
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	3	0	13	16
	Hygiene	*Levels of hygiene and general cleanliness.*	31	0	34	65
	Mobility	*Physical mobility to, from and within services.*	2	1	14	17
	Travel/Parking	*Ability to travel or park.*	1	0	17	18
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	15	15
	Security/Conduct	*General security of a service, including conduct of staff.*	1	0	21	22
	Staff Attitude	*Attitude, compassion and empathy of staff.*	686	20	352	1058
	Complaints	*Ability to log and resolve a complaint.*	1	0	8	9
	Staff Training	*Training of staff.*	3	1	23	27
	Staffing Levels	*General availability of staff.*	0	0	48	48
	Total:		**2781**	**86**	**2712**	**5579**

Community*Insight* CRM