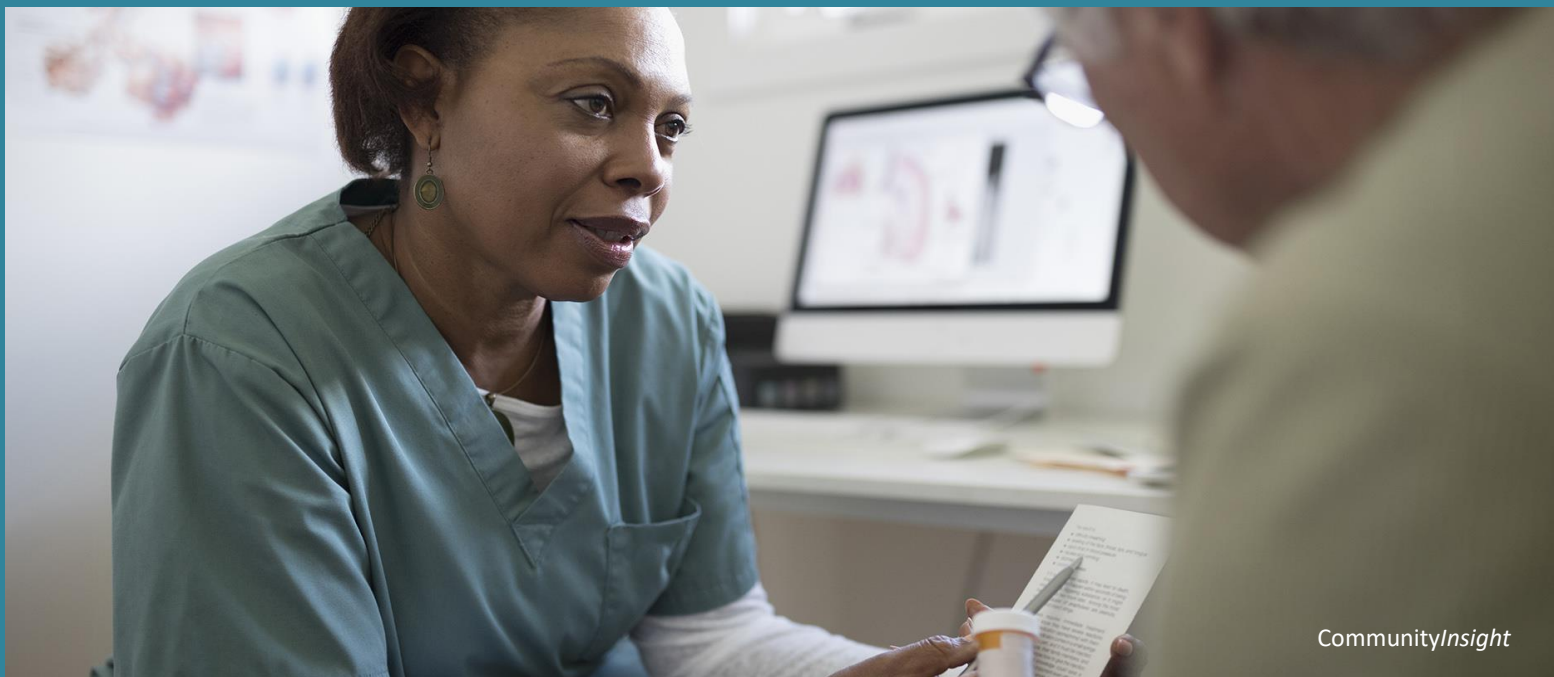# The Experience of Homerton University Hospital

A trends analysis report by Healthwatch Hackney
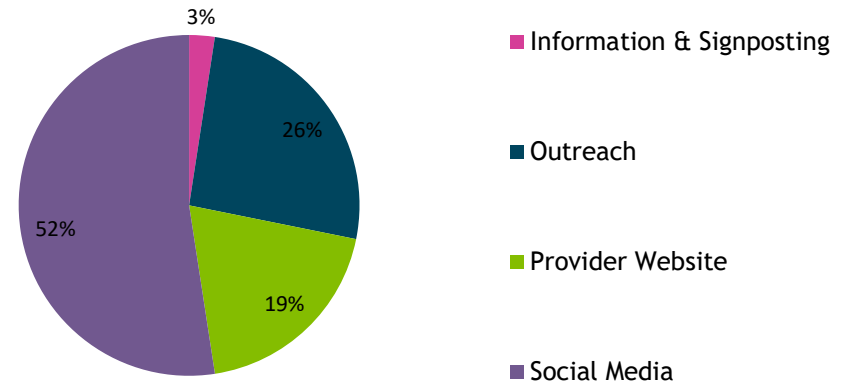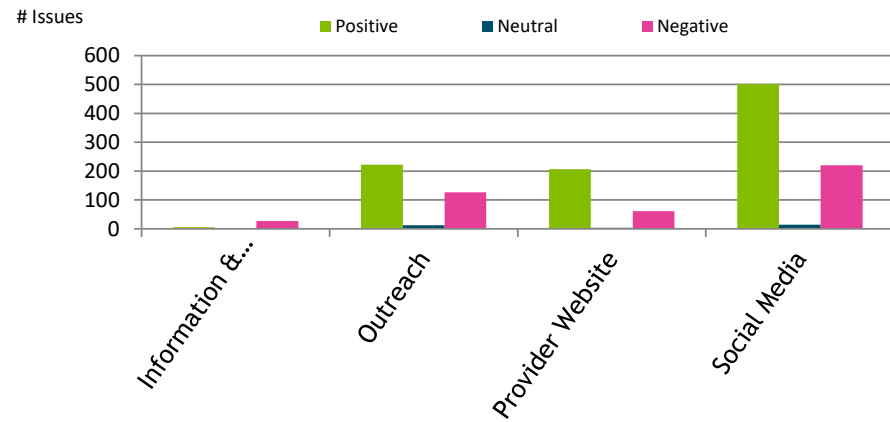

Community*Insight*

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 Homerton University Hospital.

Reporting Period: 1 July 2023 - 30 June 2024

healthwatch
Hackney

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

1.1 Source

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Information &..., Outreach, Provider Website, Social Media

Pie chart:
- Information & Signposting — 3%
- Outreach — 26%
- Provider Website — 19%
- Social Media — 52%

Sources providing the most comments overall

1.2 Origin

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Google Reviews, GP Outreach, Homerton University..., Office, Patient Opinion, Winter Warmer

Pie chart:
- Google Reviews — 53%
- GP Outreach — 4%
- Homerton University Hospital — 17%
- Office — 3%
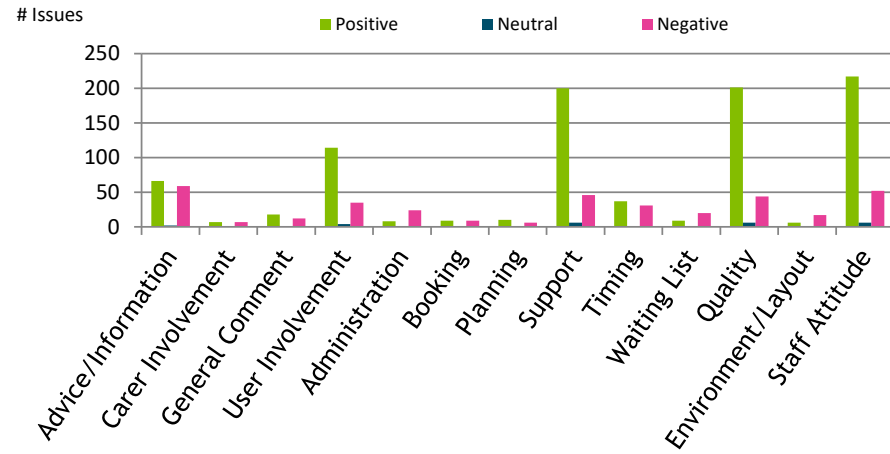- Patient Opinion — 20%
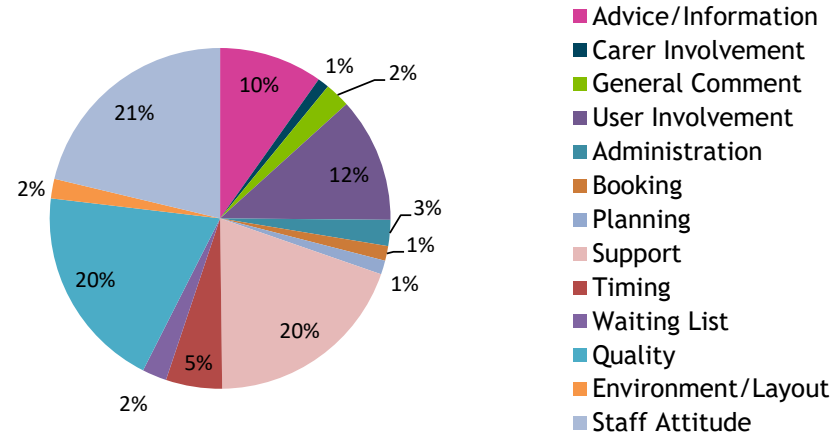- Winter Warmer — 3%
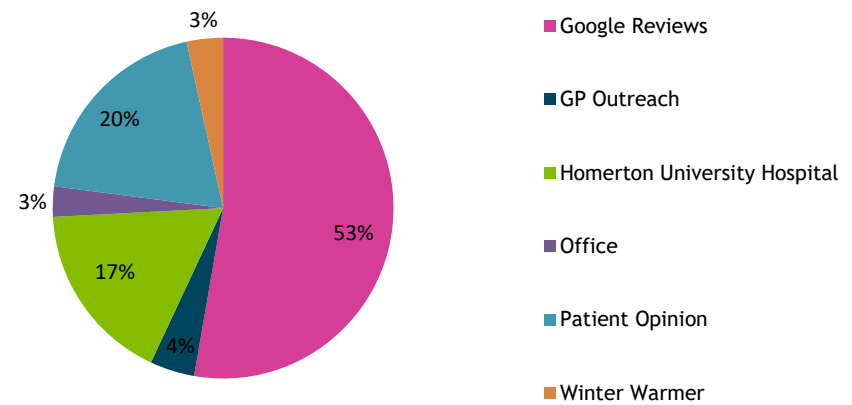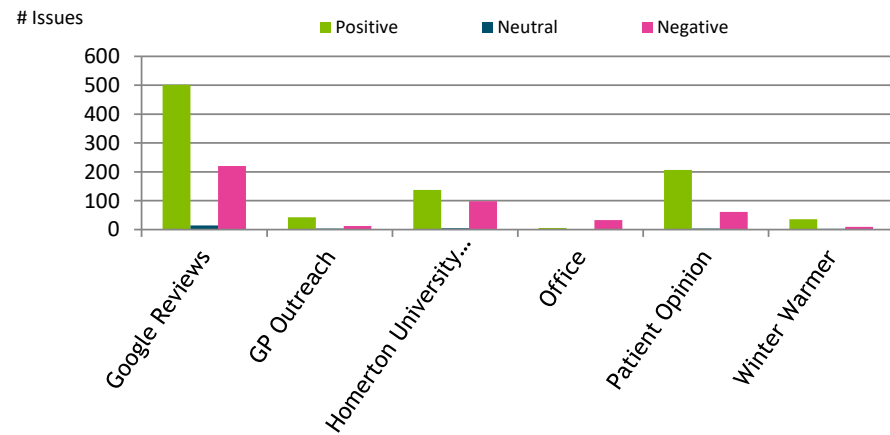
Origins providing the most comments overall

2. Top Trends: Which service aspects are people most commenting on?

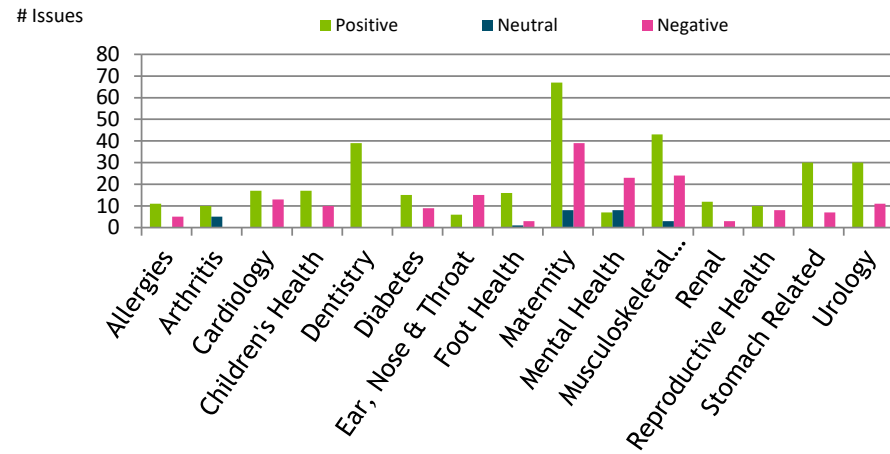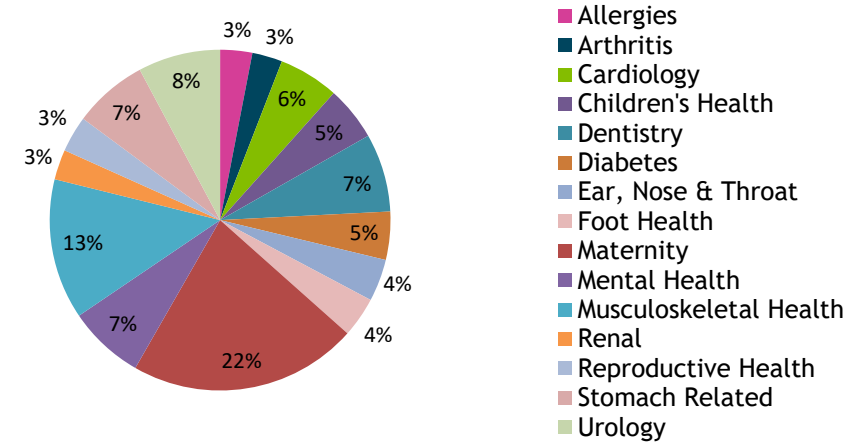## 2.1 Service aspects: 1408 issues from 284 people

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Booking, Planning, Support, Timing, Waiting List, Quality, Environment/Layout, Staff Attitude

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

Pie chart percentages:
- Advice/Information 10%
- Carer Involvement 1%
- General Comment 2%
- User Involvement 12%
- Administration 3%
- Booking 1%
- Planning 1%
- Support 20%
- Timing 5%
- Waiting List 2%
- Quality 20%
- Environment/Layout 2%
- Staff Attitude 21%

2.2 Stated medical conditions

Issues

Legend: Positive, Neutral, Negative

Categories: Allergies, Arthritis, Cardiology, Children's Health, Dentistry, Diabetes, Ear, Nose & Throat, Foot Health, Maternity, Mental Health, Musculoskeletal..., Renal, Reproductive Health, Stomach Related, Urology

Medical conditions receiving the most comments overall

Pie chart percentages:
- Allergies 3%
- Arthritis 3%
- Cardiology 6%
- Children's Health 5%
- Dentistry 7%
- Diabetes 5%
- Ear, Nose & Throat 4%
- Foot Health 4%
- Maternity 22%
- Mental Health 7%
- Musculoskeletal Health 13%
- Renal 3%
- Reproductive Health 3%
- Stomach Related 7%
- Urology 8%

3. Sentiment: How do people feel about the service?

3.1 How do people feel as a whole?

Issues

Legend: Positive, Neutral, Negative

Overall Sentiment

31%
2%
67%

Positive
Neutral
Negative
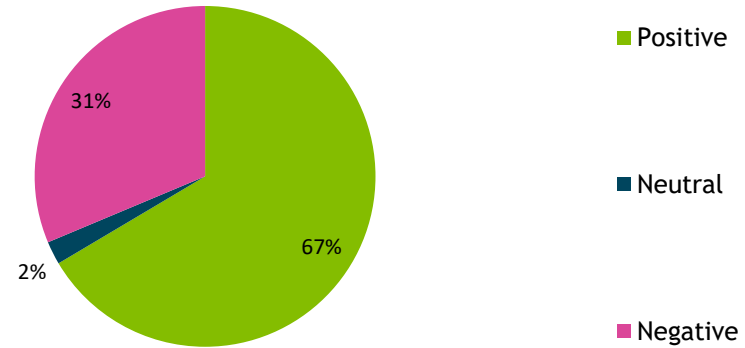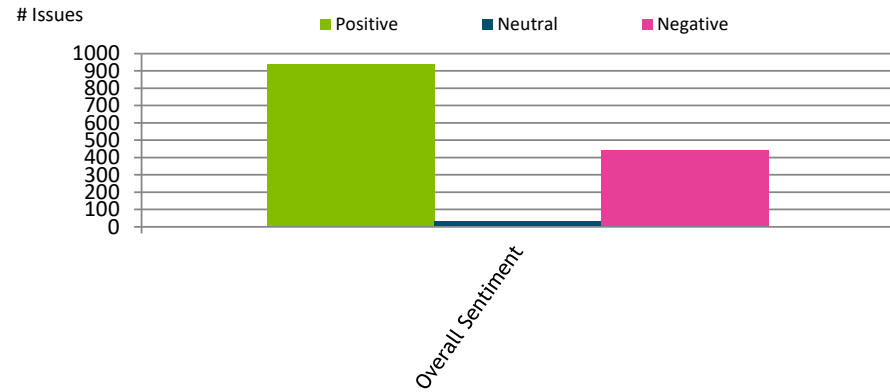
North East London Average: 51% Positive

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

Issues

Legend: Positive, Neutral, Negative

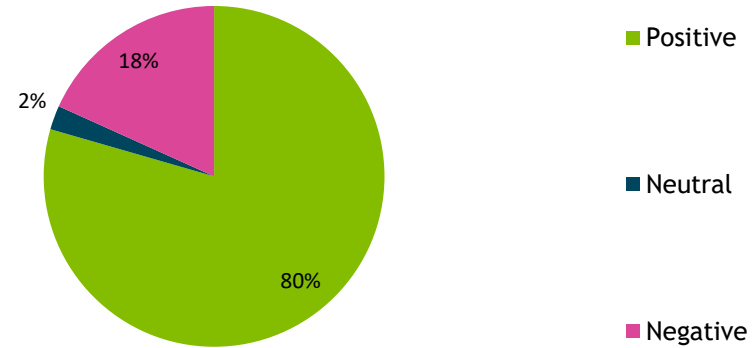Sentiment, Involvement
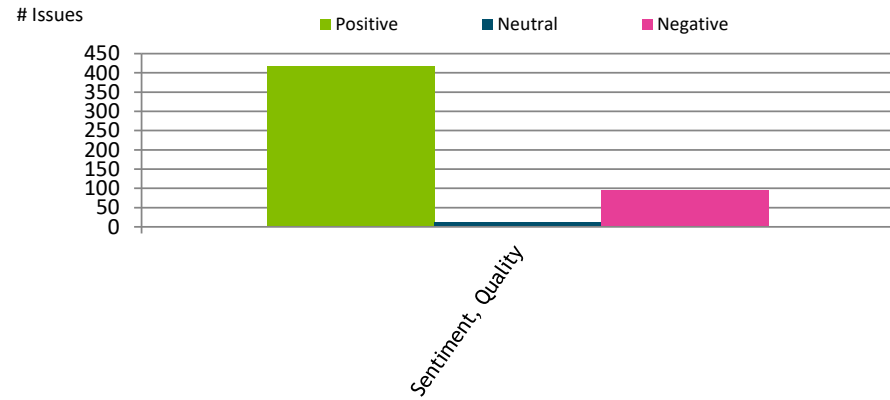

27%
2%
71%

Positive
Neutral
Negative
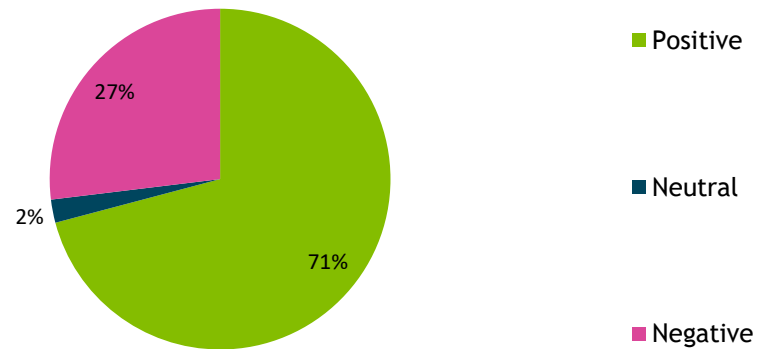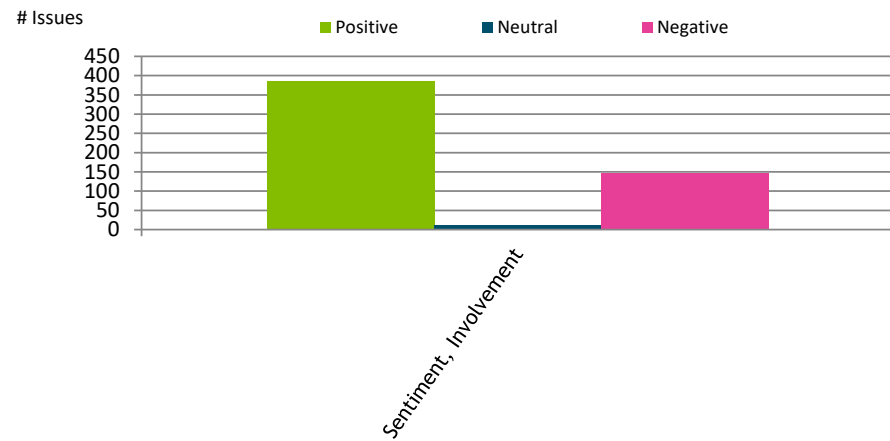
North East London Average: 59% Positive

4

3. Sentiment: How do people feel about the service?

3.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

(Bar chart: Sentiment, Quality — Positive ~410, Neutral ~15, Negative ~95)

(Pie chart: Positive 80%, Neutral 2%, Negative 18%)

North East London Average: 65% Positive

3.4 How do people feel about general access to services?

Issues

Legend: Positive, Neutral, Negative

(Bar chart: Sentiment, Service Access — Positive ~57, Neutral ~4, Negative ~70)

(Pie chart: Positive 44%, Neutral 2%, Negative 54%)
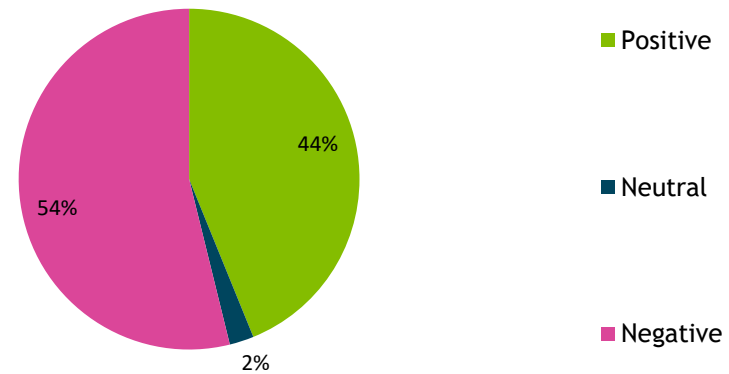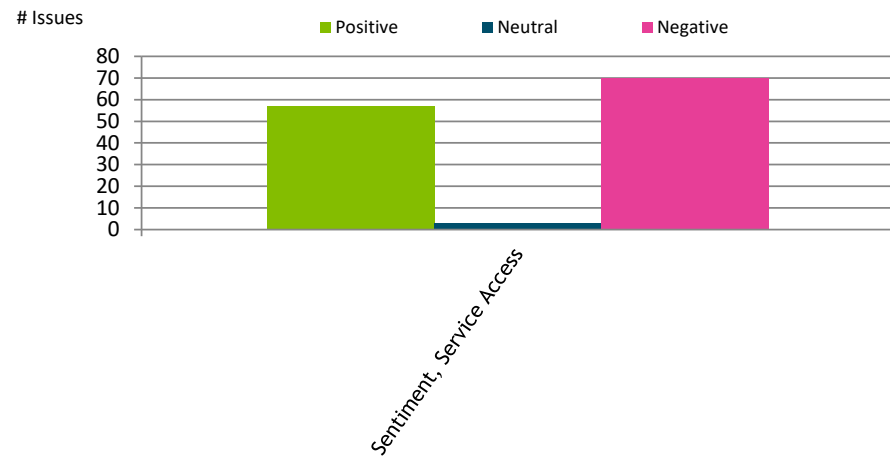
North East London Average: 20% Positive

4.1 Departments (1408 issues)

Issues

Legend: Positive, Neutral, Negative

Departments (bar chart): Accident and..., Dentistry, Ear, Nose and Throat, Endoscopy, Gastroenterology, General Inpatients, General Outpatients, Maternity, Not Stated, Obstetrics and..., Orthopaedics, Radiography, Surgical Clinic, Transport, Urology

Y-axis: 0, 50, 100, 150, 200, 250, 300
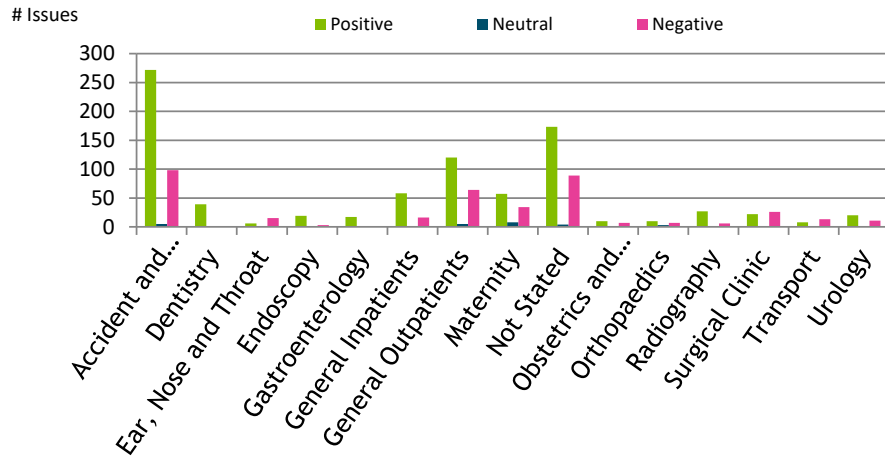
Departments receiving the most comments overall

Pie chart legend:
- Accident and Emergency — 29%
- Dentistry — 3%
- Ear, Nose and Throat — 2%
- Endoscopy — 2%
- Gastroenterology — 1%
- General Inpatients — 6%
- General Outpatients — 15%
- Maternity — 8%
- Not Stated — 21%
- Obstetrics and Gynaecology — 1%
- Orthopaedics — 1%
- Radiography — 3%
- Surgical Clinic — 4%
- Transport — 2%
- Urology — 2%
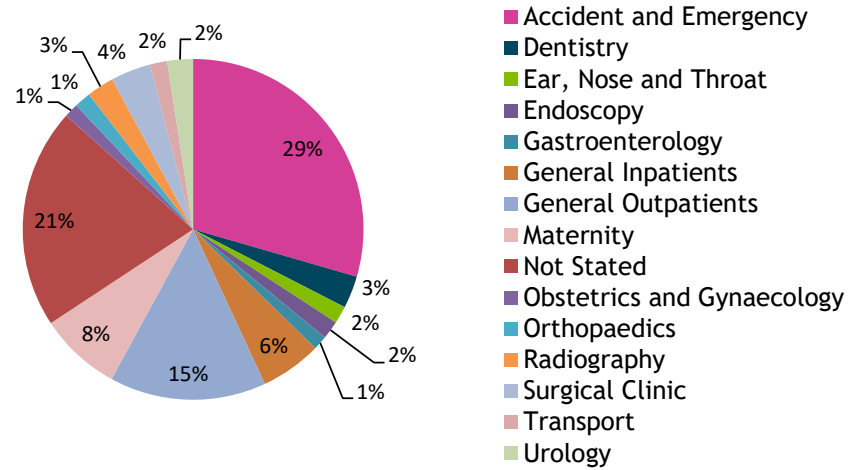
4.2 Breakdown of care pathway locations (more on pages 13-18)

Issues

Legend: Positive, Neutral, Negative

Care pathway locations (bar chart): Transport, Reception, Diagnosis/Testing, Clinical Treatment, Clinical Nursing, Discharge, Follow On

Y-axis: 0, 100, 200, 300, 400, 500, 600

Care pathway locations

Pie chart legend:
- Transport — 2%
- Reception — 14%
- Diagnosis/Testing — 4%
- Clinical Treatment — 53%
- Clinical Nursing — 24%
- Discharge — 1%
- Follow On — 2%
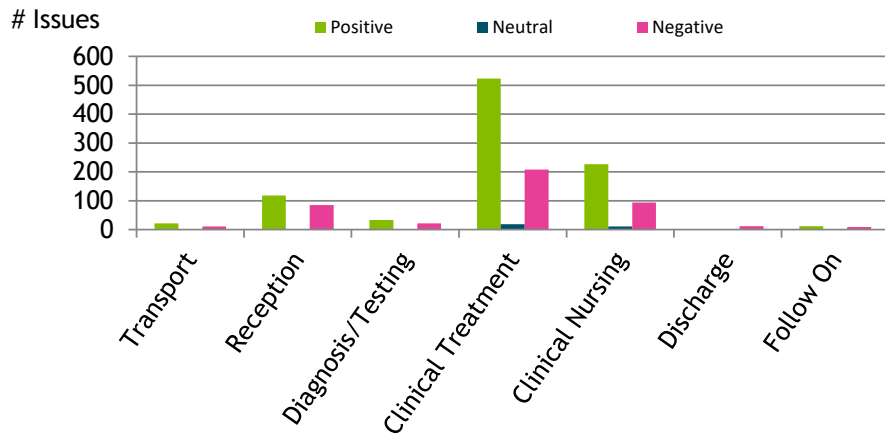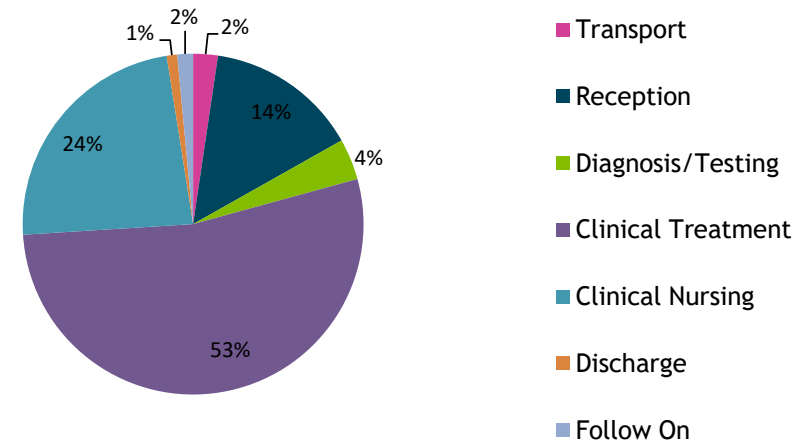
5.1 Trends, A&E (375 issues from 61 people)

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Planning, Support, Timing, Quality, Security/Conduct, Staff Attitude, Staff Training

Issues receiving the most comments overall

Pie chart values:
- Advice/Information: 9%
- Carer Involvement: 1%
- General Comment: 1%
- User Involvement: 13%
- Planning: 2%
- Support: 21%
- Timing: 8%
- Quality: 22%
- Security/Conduct: 1%
- Staff Attitude: 21%
- Staff Training: 1%

5.2 Sentiment, A&E

Issues

Legend: Positive, Neutral, Negative

Sentiment, A&E

Pie chart:
- Positive: 73%
- Neutral: 1%
- Negative: 26%

5.3 Trends, General Inpatients (74 issues from 10 people)

Legend: Positive, Neutral, Negative

Issues (y-axis: 0, 2, 4, 6, 8, 10, 12, 14, 16)

Categories (x-axis): Advice/Information, Carer Involvement, User Involvement, Booking, Support, Nutrition, Privacy, Quality, Environment/Layout, Equipment, Security/Conduct, Staff Attitude

Issues receiving the most comments overall

Pie chart values:
- Advice/Information — 7%
- Carer Involvement — 1%
- User Involvement — 15%
- Booking — 1%
- Support — 22%
- Nutrition — 4%
- Privacy — 3%
- Quality — 19%
- Environment/Layout — 4%
- Equipment — 1%
- Security/Conduct — 3%
- Staff Attitude — 20%

5.4 Sentiment, General Inpatients

Legend: Positive, Neutral, Negative

Issues (y-axis: 0, 10, 20, 30, 40, 50, 60, 70)

Sentiment, Inpatients

Pie chart values:
- Positive — 78%
- Neutral — 0%
- Negative — 22%
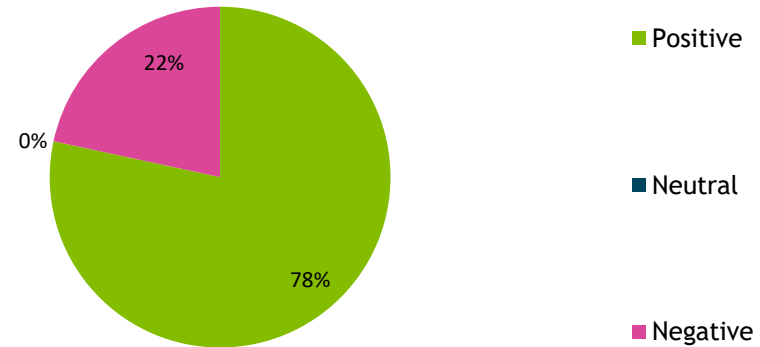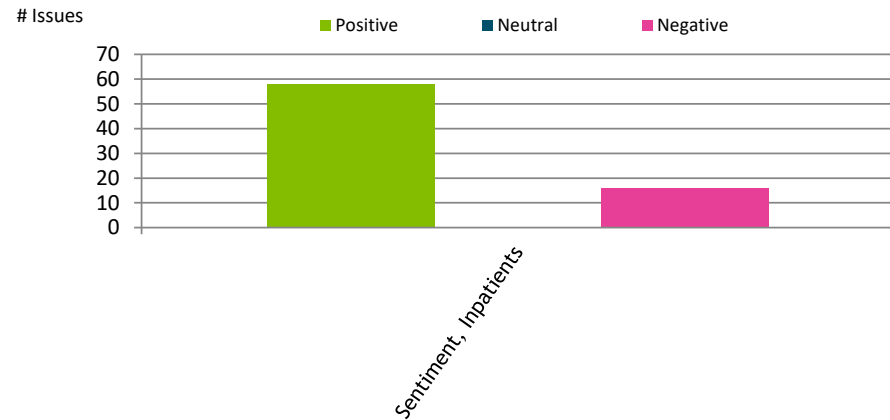
5.5 Trends, Maternity (99 issues from 18 people)
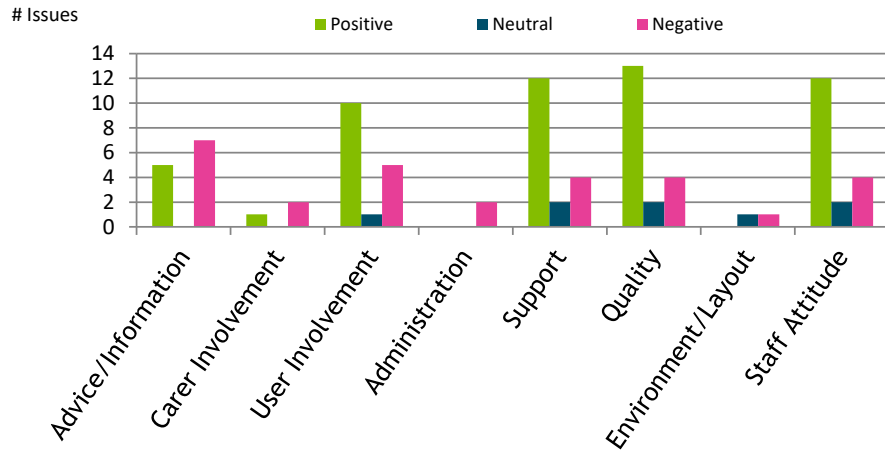
Issues

Legend: Positive, Neutral, Negative

Bar chart categories (x-axis): Advice/Information, Carer Involvement, User Involvement, Administration, Support, Quality, Environment/Layout, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 14%
- Carer Involvement: 3%
- User Involvement: 18%
- Administration: 2%
- Support: 20%
- Quality: 21%
- Environment/Layout: 2%
- Staff Attitude: 20%

5.6 Sentiment, Maternity

Issues

Legend: Positive, Neutral, Negative

Bar chart category (x-axis): Sentiment, Maternity

Pie chart:
- Positive: 58%
- Neutral: 8%
- Negative: 34%

5.7 Trends, General Oupatients (189 issues from 38 people)

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, General Comment, User Involvement, Administration, Cancellations, Support, Timing, Waiting List, Quality, Catchment/Distance, Environment/Layout, Travel/Parking, Staff Attitude

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information
- General Comment
- User Involvement
- Administration
- Cancellations
- Support
- Timing
- Waiting List
- Quality
- Catchment/Distance
- Environment/Layout
- Travel/Parking
- Staff Attitude

Pie chart values: 11%, 3%, 11%, 8%, 2%, 16%, 5%, 4%, 15%, 2%, 4%, 2%, 17%

5.8 Sentiment, General Outpatients

Issues

Legend: Positive, Neutral, Negative

Sentiment, Outpatients

Pie chart: Positive 63%, Neutral 3%, Negative 34%
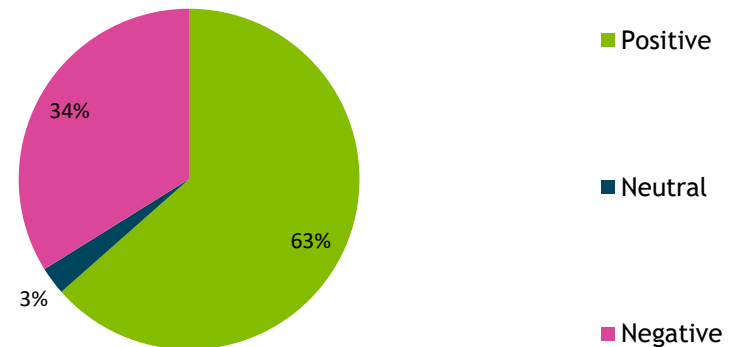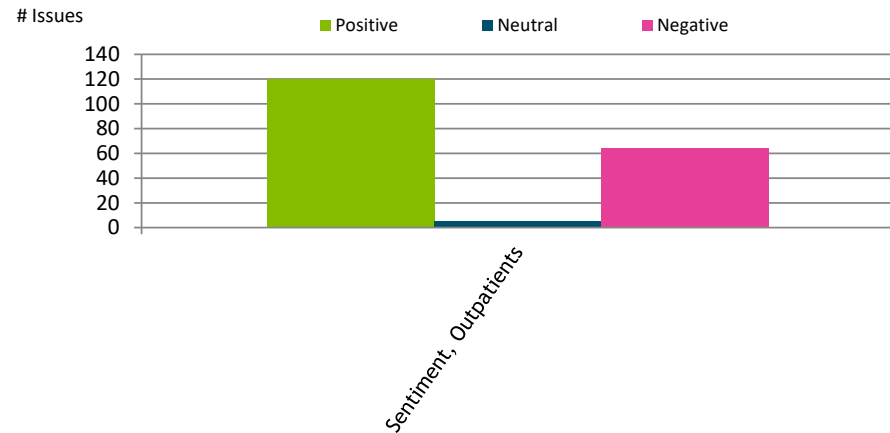
5. Trends: Surgery (General)

5.9 Trends, General Surgery (48 issues from 8 people)
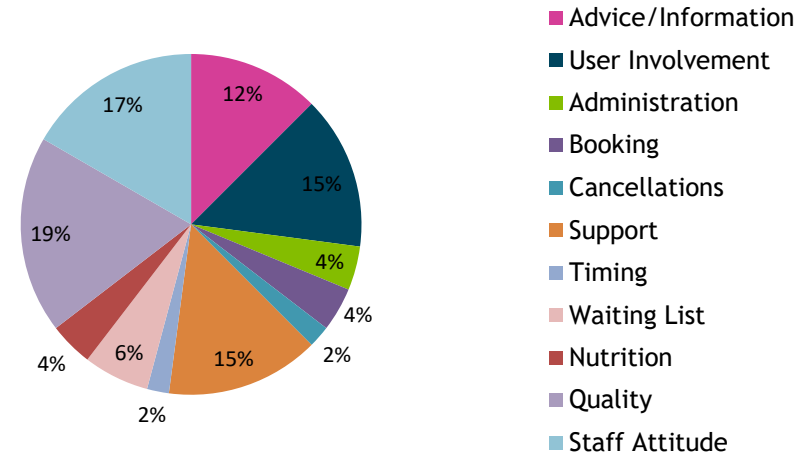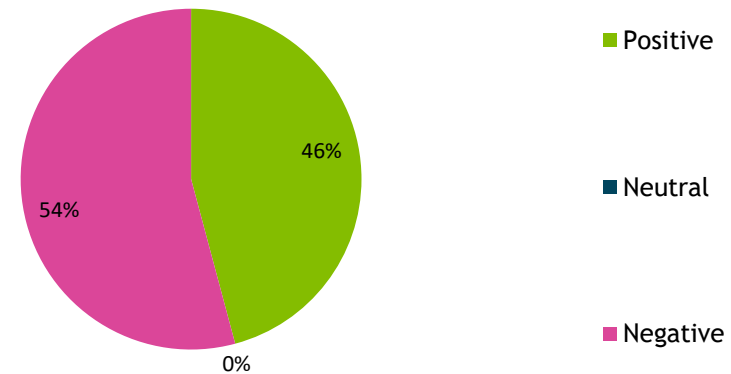

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information — 12%
- User Involvement — 15%
- Administration — 4%
- Booking — 4%
- Cancellations — 2%
- Support — 15%
- Timing — 2%
- Waiting List — 6%
- Nutrition — 4%
- Quality — 19%
- Staff Attitude — 17%
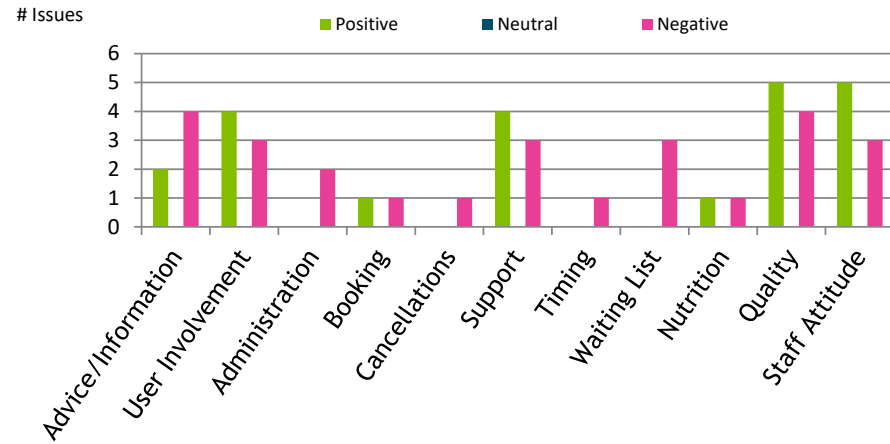
5.14 Sentiment, General Surgery

Sentiment pie chart:
- Positive — 46%
- Neutral — 0%
- Negative — 54%
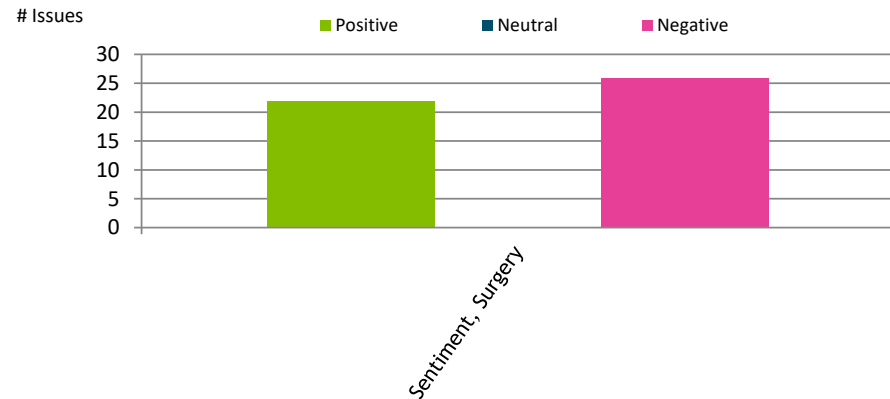
6. Care Pathway: Transport (ability to get to-and-from services)

6.1 Trends, Transport (33 issues)
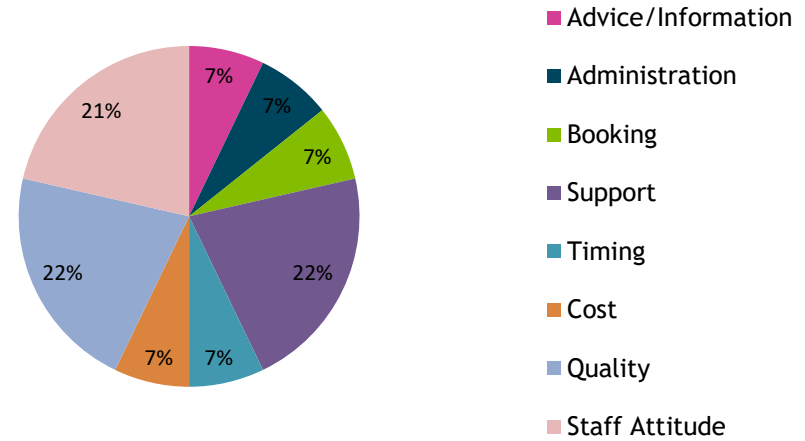
Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Administration, Booking, Support, Timing, Cost, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 7%
- Administration: 7%
- Booking: 7%
- Support: 22%
- Timing: 7%
- Cost: 7%
- Quality: 22%
- Staff Attitude: 21%

6.2 Sentiment, Transport

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Transport

Pie chart:
- Positive: 67%
- Neutral: 0%
- Negative: 33%
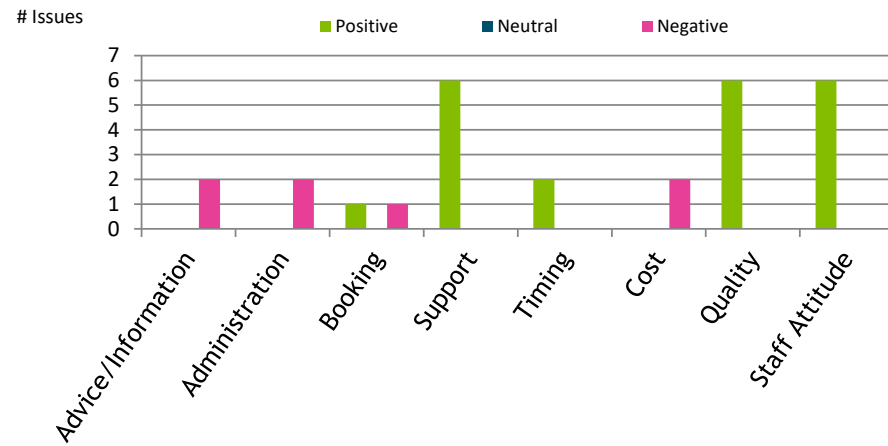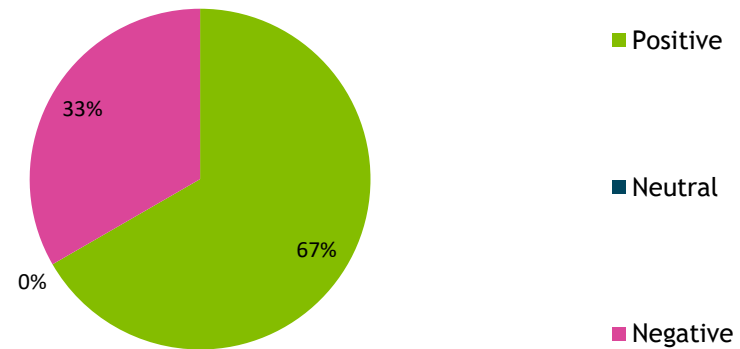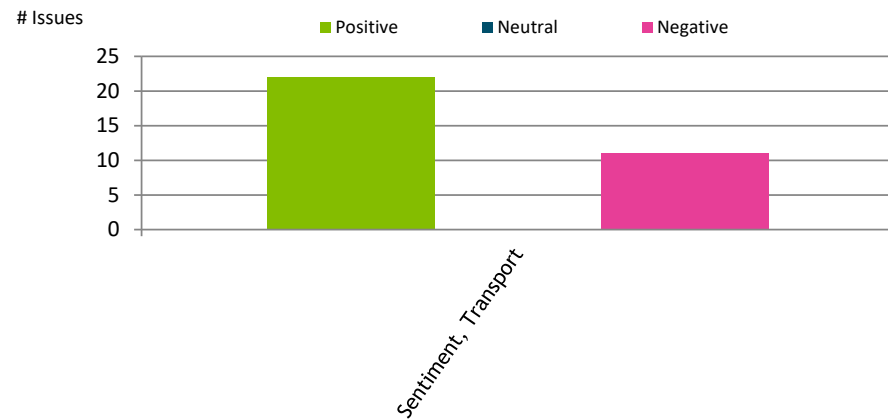
6. Care Pathway: Reception (reception services including back-office)

6.3 Trends, Reception (204 issues)

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, User Involvement, Administration, Planning, Support, Telephone, Timing, Quality, Environment/Layout, Equipment, Staff Attitude, Complaints
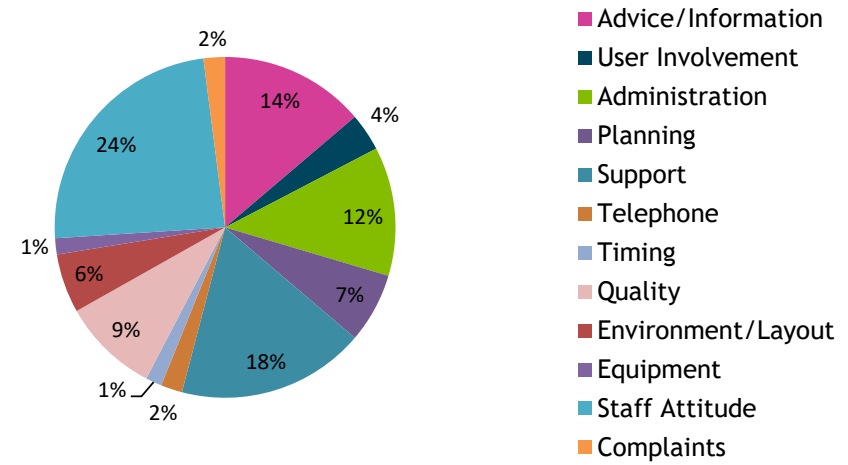
Issues receiving the most comments overall

Pie chart values:
- Advice/Information 14%
- User Involvement 4%
- Administration 12%
- Planning 7%
- Support 18%
- Telephone 2%
- Timing 1%
- Quality 9%
- Environment/Layout 6%
- Equipment 1%
- Staff Attitude 24%
- Complaints 2%

6.4 Sentiment, Reception

Issues

Legend: Positive, Neutral, Negative

Sentiment, Reception

Pie chart values:
- Positive 58%
- Neutral 0%
- Negative 42%

13

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

6.5 Trends, Diagnosis/Testing (55 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Administration, Support, Timing, Waiting List, Quality, Staff Attitude

Issues receiving the most comments overall
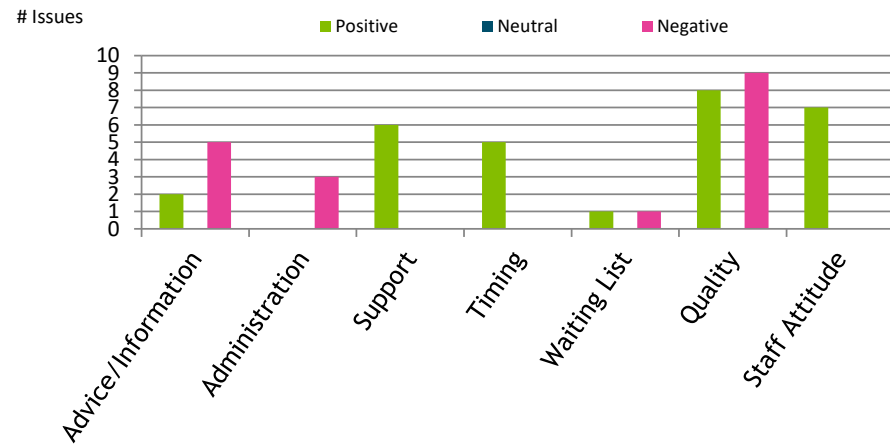
Pie chart:
- Advice/Information 15%
- Administration 6%
- Support 13%
- Timing 11%
- Waiting List 4%
- Quality 36%
- Staff Attitude 15%

6.6 Sentiment, Diagnosis/Testing

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Diagnosis

Pie chart:
- Positive 60%
- Neutral 0%
- Negative 40%
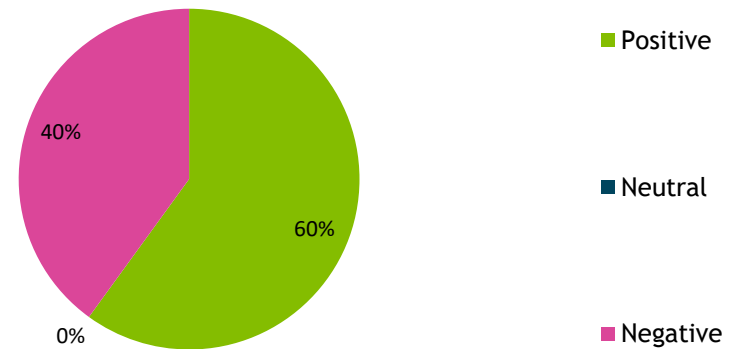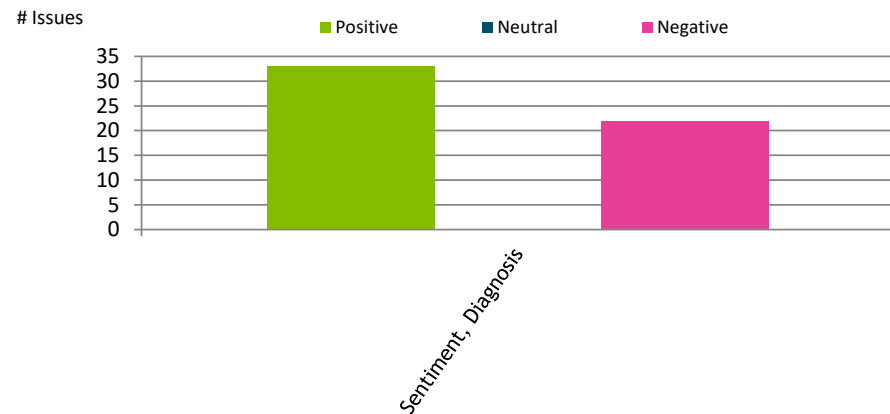
6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

6.7 Trends, Clinical Treatment (750 issues)

Issues

Legend: Positive | Neutral | Negative

Categories (x-axis): Advice/Information, Carer Involvement, General Comment, User Involvement, Booking, Cancellations, Support, Timing, Waiting List, Quality, Environment/Layout, Travel/Parking, Staff Attitude

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information — 9%
- Carer Involvement — 1%
- General Comment — 4%
- User Involvement — 13%
- Booking — 2%
- Cancellations — 1%
- Support — 19%
- Timing — 8%
- Waiting List — 3%
- Quality — 19%
- Environment/Layout — 1%
- Travel/Parking — 1%
- Staff Attitude — 19%

6.8 Sentiment, Clinical Treatment

Issues

Legend: Positive | Neutral | Negative

x-axis: Sentiment, Treatment

Pie chart:
- Positive — 70%
- Neutral — 2%
- Negative — 28%

15
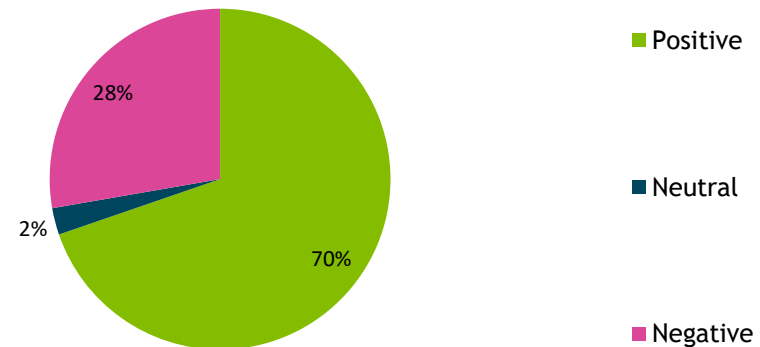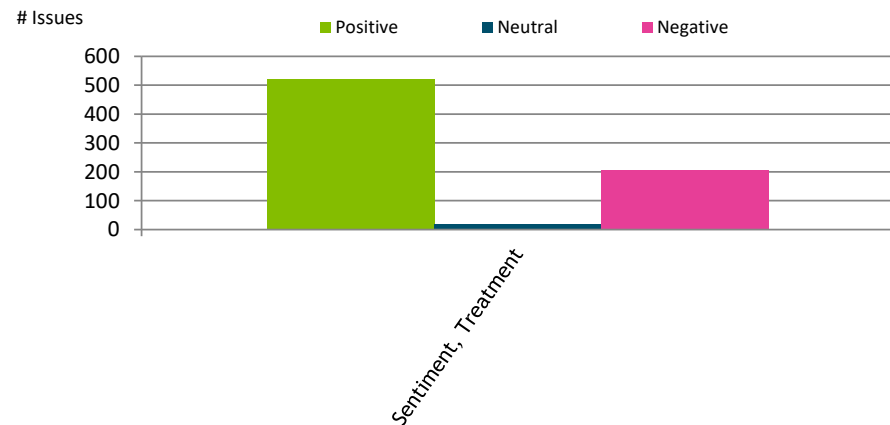
6. Care Pathway: Clinical Nursing (care provided by trained nurses)

6.9 Trends, Clinical Nursing (331 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Carer Involvement, User Involvement, Support, Timing, Choice, Nutrition, Privacy, Quality, Catchment/Distance, Environment/Layout, Security/Conduct, Staff Attitude, Staff Training

Issues receiving the most comments overall
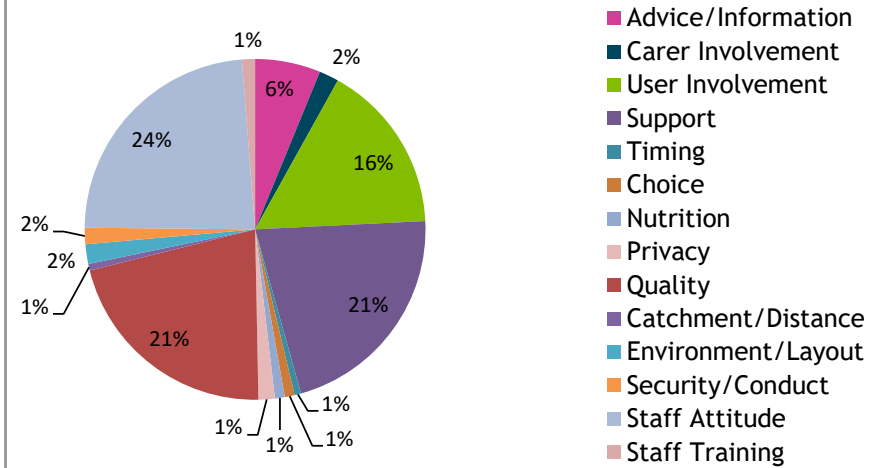
Pie chart:
- Advice/Information 6%
- Carer Involvement 2%
- User Involvement 16%
- Support 21%
- Timing 1%
- Choice 1%
- Nutrition 1%
- Privacy 1%
- Quality 21%
- Catchment/Distance 1%
- Environment/Layout 2%
- Security/Conduct 2%
- Staff Attitude 24%
- Staff Training 1%

6.10 Sentiment, Clinical Nursing

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Nursing Care

Pie chart:
- Positive 68%
- Neutral 3%
- Negative 29%

16
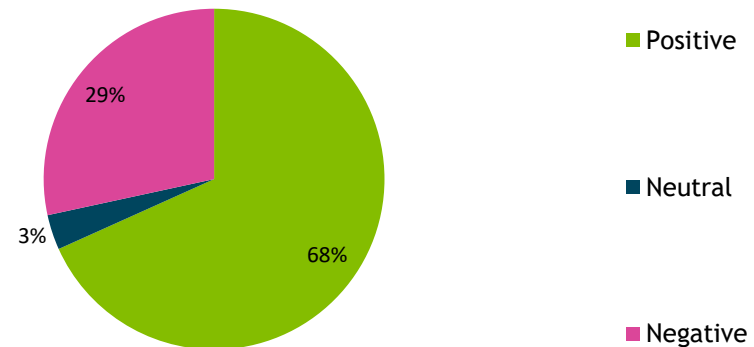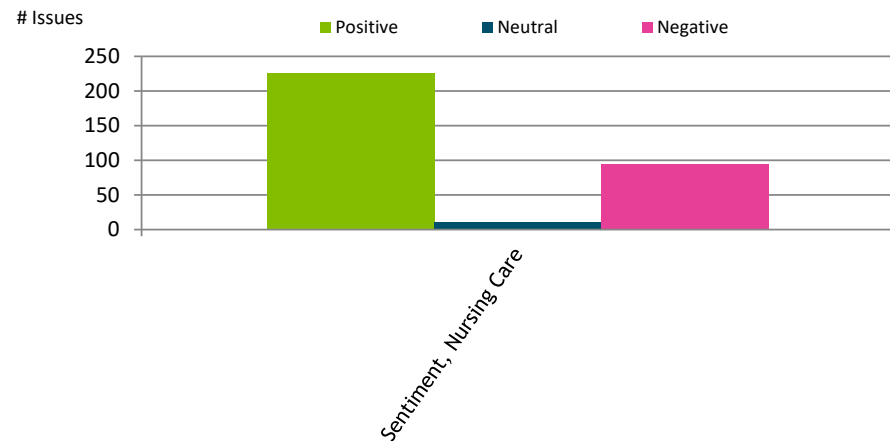
6. Care Pathway: Discharge (discharge from a service)

6.11 Trends, Discharge (14 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart (# Issues) by category:
- Advice/Information: 3 (Negative)
- User Involvement: 1 (Negative)
- Administration: 1 (Negative)
- Planning: 1 (Positive)
- Support: 1 (Positive)
- Timing: 2 (Negative)
- Privacy: 1 (Negative)
- Quality: 1 (Negative)
- Staff Attitude: 1 (Negative)

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 22%
- User Involvement: 7%
- Administration: 7%
- Planning: 7%
- Support: 22%
- Timing: 14%
- Privacy: 7%
- Quality: 7%
- Staff Attitude: 7%

6.12 Sentiment, Discharge

Issues

Legend: Positive | Neutral | Negative

Bar chart (# Issues):
- Positive: 2
- Negative: 12

Pie chart:
- Positive: 14%
- Neutral: 0%
- Negative: 86%
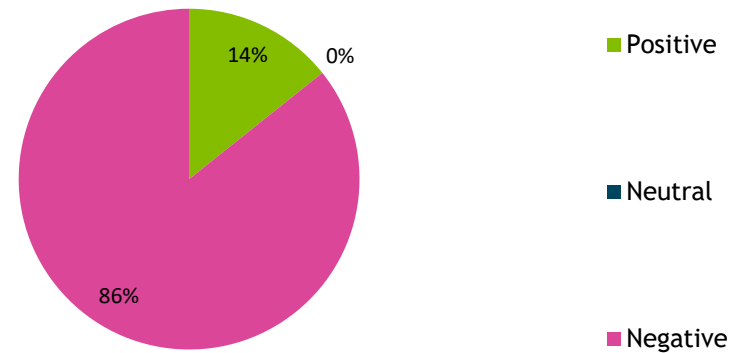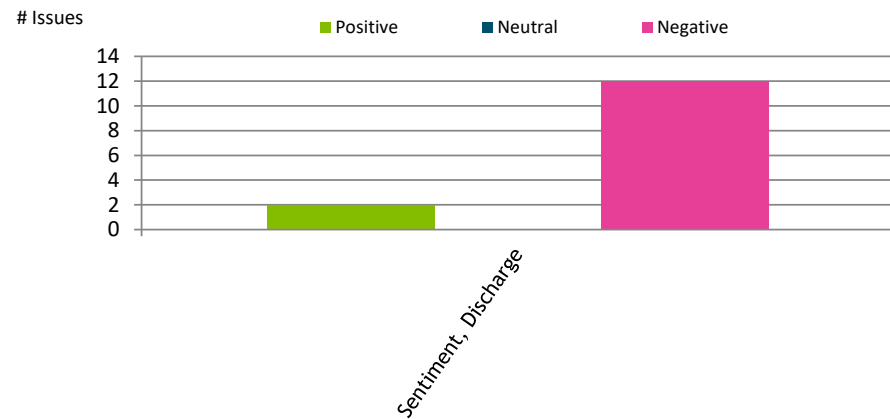
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

6.13 Trends, Follow On (21 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Booking, Cancellations, Support, Waiting List, Privacy, Quality, Equipment

Issues receiving the most comments overall
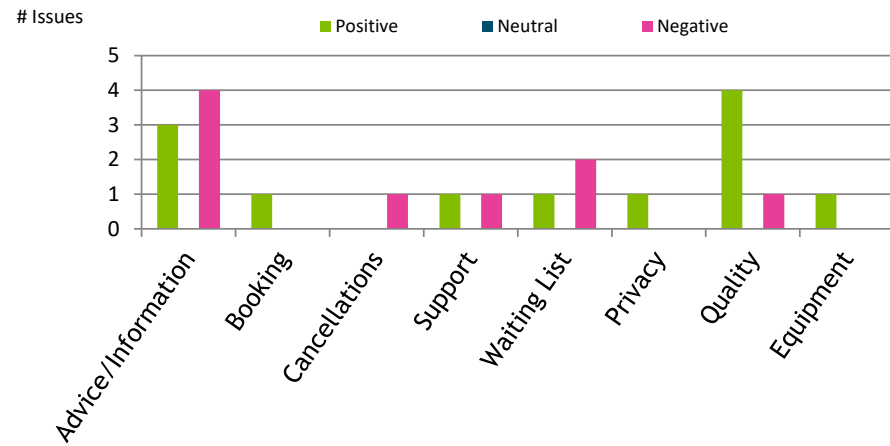
Pie chart:
- Advice/Information: 33%
- Booking: 5%
- Cancellations: 5%
- Support: 9%
- Waiting List: 14%
- Privacy: 5%
- Quality: 24%
- Equipment: 5%

6.14 Sentiment, Follow On

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Follow On

Pie chart:
- Positive: 57%
- Neutral: 0%
- Negative: 43%

7. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
			# Issues			
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	66	2	59	127
	Carer Involvement	*Involvement of carers, friends or family members.*	7	0	7	14
	General Comment	*A generalised statement (ie; "The doctor was good.")*	18	1	12	31
	User Involvement	*Involvement of the service user.*	114	4	35	153
Systems	Administration	*Administrative processes and delivery.*	8	0	24	32
	Admission	*Physical admission to a hospital ward, or other service.*	1	0	1	2
	Booking	*Ability to book, reschedule or cancel appointments.*	9	0	9	18
	Cancellations	*Cancellation of appointment by the service provider.*	0	1	10	11
	Data Protection	*General data protection (including GDPR).*	0	0	0	0
	Referral	*Referral to a service.*	2	0	0	2
	Medical Records	*Management of medical records.*	0	0	0	0
	Medication	*Prescription and management of medicines.*	1	0	1	2
	Opening Times	*Opening times of a service.*	0	0	1	1
	Planning	*Leadership and general organisation.*	10	1	6	17
	Registration	*Ability to register for a service.*	0	0	2	2
	Support	*Levels of support provided.*	200	6	46	252
	Telephone	*Ability to contact a service by telephone.*	1	0	4	5
	Timing	*Physical timing (ie; length of wait at appointments).*	37	1	31	69
	Waiting List	*Length of wait while on a list.*	9	1	20	30
Values	Choice	*General choice.*	3	0	5	8
	Cost	*General cost.*	0	0	3	3
	Language	*Language, including terminology.*	3	1	2	6
	Nutrition	*Provision of sustainance.*	5	0	3	8
	Privacy	*Privacy, personal space and property.*	2	0	5	7
	Quality	*General quality of a service, or staff.*	201	6	44	251
	Sensory	*Deaf/blind or other sensory issues.*	0	0	1	1
	Stimulation	*General stimulation, including access to activities.*	1	0	0	1

7. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligibility).*	1	0	4	5
	Environment/Layout	*Physical environment of a service.*	6	1	17	24
	Equipment	*General equipment issues.*	4	0	1	5
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	4	4
	Hygiene	*Levels of hygiene and general cleanliness.*	3	0	1	4
	Mobility	*Physical mobility to, from and within services.*	1	0	2	3
	Travel/Parking	*Ability to travel or park.*	2	0	5	7
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	4	4
	Security/Conduct	*General security of a service, including conduct of staff.*	1	0	8	9
	Staff Attitude	*Attitude, compassion and empathy of staff.*	217	6	52	275
	Complaints	*Ability to log and resolve a complaint.*	0	0	4	4
	Staff Training	*Training of staff.*	3	0	6	9
	Staffing Levels	*General availability of staff.*	0	0	2	2
	Total:		**936**	**31**	**441**	**1408**

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