# The Experience of Newham University Hospital

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 Newham University Hospital.

Reporting Period: 1 July 2023 - 30 June 2024



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



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

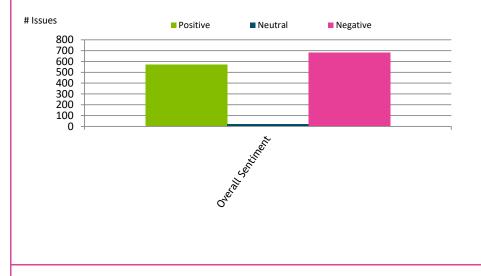
#### 2.1 Service aspects: 1275 issues from 302 people # Issues 1% Advice/Information Carer Involvement Positive Neutral Negative 3% 160 7% 140 General Comment User Involvement 120 22% 100 .1% 80 Administration Medication 12% 60 40 2% 20 Planning Support 1% 0 in the second second Color Color Lee Indernation torie and the second the state of the s W Siling List Sign Athicon Medical Solor Street I'lling Solution \_1% 19% Waiting List Timing 19% Quality Environment/Layout 10% 2% Staff Attitude Issues receiving the most comments overall. See pages 18-19 for issue descriptions. 2.2 Stated medical conditions Bladder & Bowel 1% 2%\_ # Issues Positive Negative Neutral Cancer 100 90 70 60 50 40 30 20 10 13% 11% Cardiology Children's Health Deafness 20% Marchine Mar Oier of Oiers Diabetes Child of the second sec elactic de Contrar en coloridation of the col Depthones 1 50110St Collins of the second Diet and Nutrition Epilepsy 45% .2% 1% Foot Health 3% 0% Maternity \_2% Musculoskeletal Health

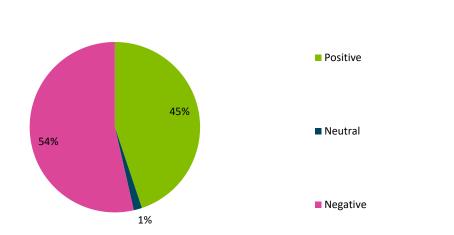
Medical conditions receiving the most comments overall

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



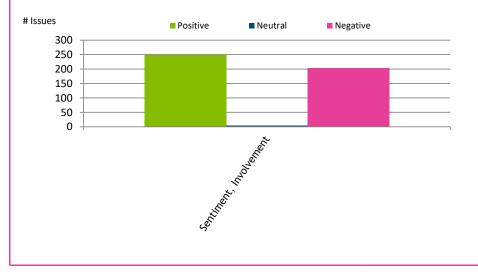
# 3.1 How do people feel as a whole?

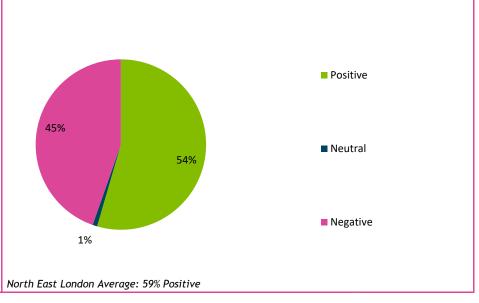




## North East London Average: 51% Positive

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

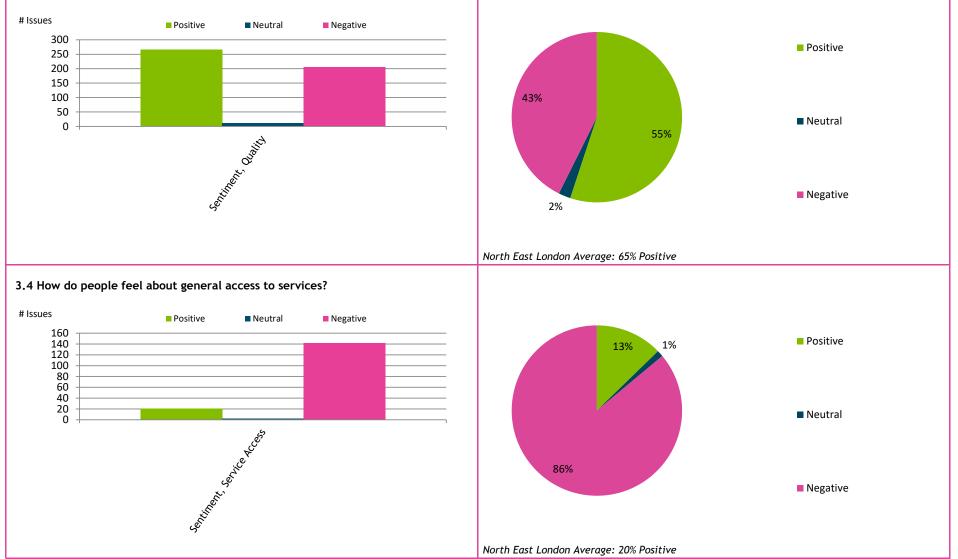




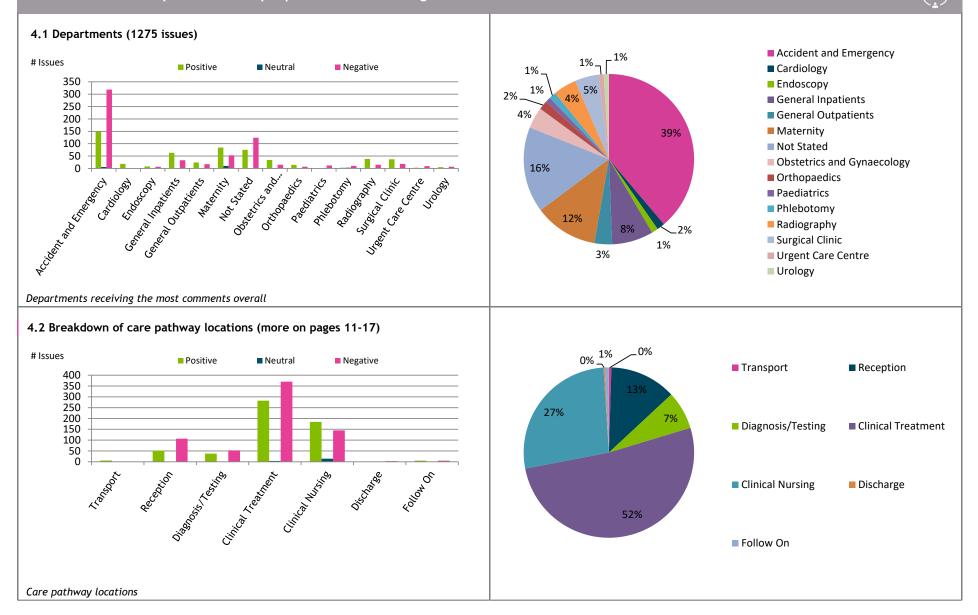
# 3. Sentiment: How do people feel about the service?

# 

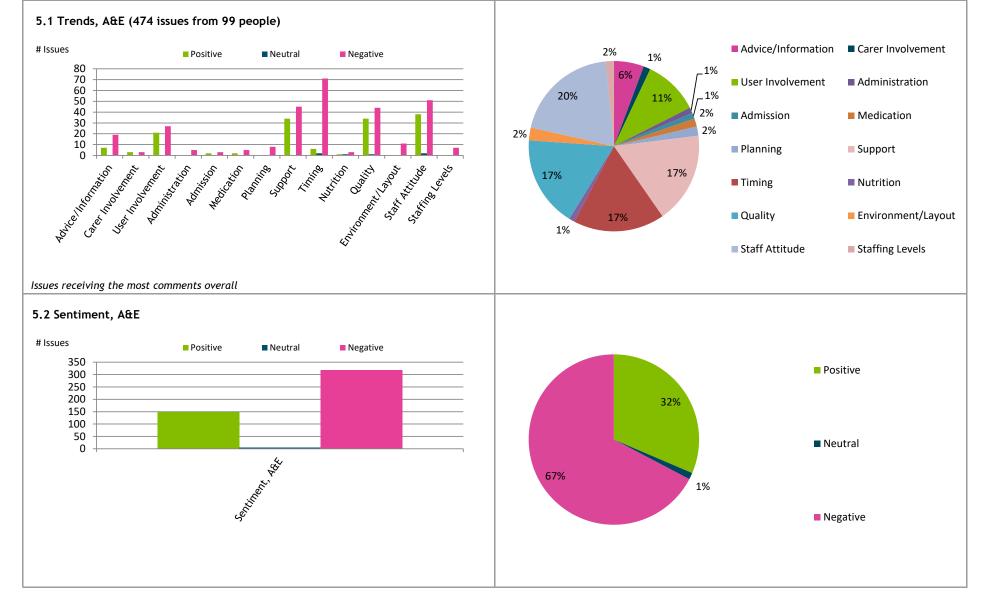
# 3.3 How do people feel about general quality and empathy?



## 4. Trends: Which departments are people most commenting on?



# 5. Trends: A&E



# 5. Trends: Inpatients (General)

#### 5.3 Trends, General Inpatients (96 issues from 15 people) Advice/Information Carer Involvement 3% 1% # Issues Positive Neutral Negative 16 14 General Comment User Involvement 12 10 21% 1%\_ Medication Support 8 19% 6 2%\_ 4 Timing Choice 1% 2 0 <sup>40</sup>, <sup>10</sup>, Solution of the second Selection of the select Contraction of the second Chundren Charles Contraction of the second Sign Articles WHI I Medicia Hate 1% Sugar Tinition of the second Nutrition Quality 2%\_ Environment/Layout Hazard 21% 21% Security/Conduct Hygiene 1% L1% Staff Attitude 1% Issues receiving the most comments overall 5.4 Sentiment, General Inpatients # Issues Positive Neutral Negative 70 Positive 60 50 40 34% 30 20 10 Neutral 0 Series and the series of the s 66% 0% Negative

# 5. Trends: Maternity

#### 5.5 Trends, Maternity (147 issues from 42 people) # Issues Advice/Information Positive Neutral Negative \_2% 25 2% 9% 20 General Comment User Involvement 26% 15 10 12% Admission Medication 5 3% 0 400, 100 Michael Colorise Col inequences the state of the s 400 AURICE UNI WE CONTRACT Solor Solor A LINE CONTRACT OF Support 2% Timing 21% 21% Language Quality 1% L1% Staff Attitude Issues receiving the most comments overall 5.6 Sentiment, Maternity # Issues Positive Negative Neutral 90 80 70 60 50 40 30 20 10 0 Positive 36% Neutral Sopration of the second second 57% Negative



# 5. Trends: Outpatients (General)

# Issues

# Issues

30

25 20 15

10 5

0

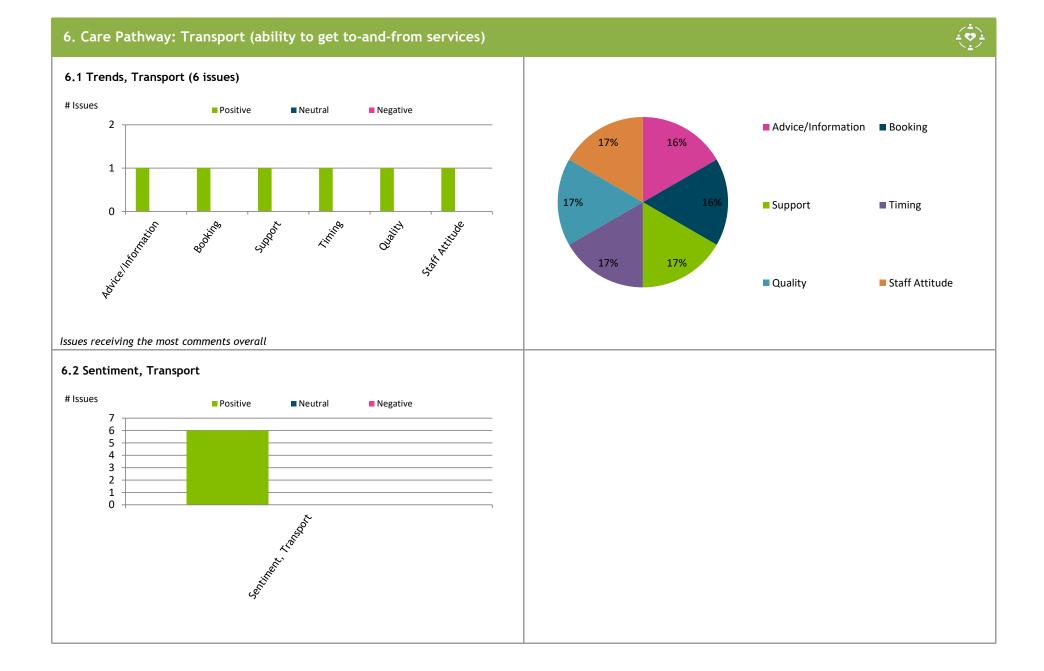
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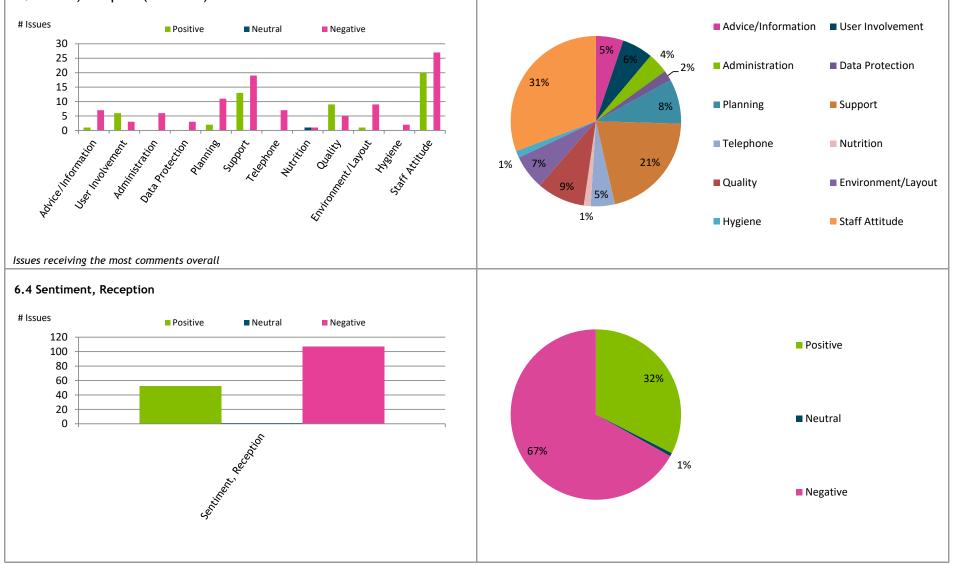
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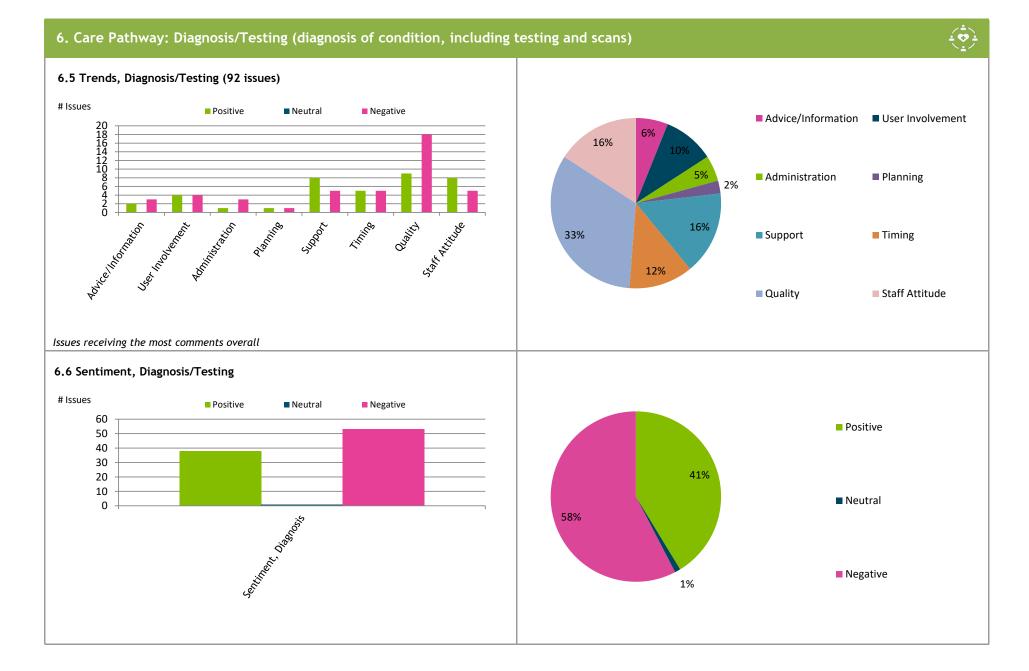
# Positive Neutral Negative Advice/Information 11% 11% Opening Times Cancellations 14% bic horizon ye house a constraint with a constra Timing Support 11% 17% Waiting List Quality 11% 8% Staff Attitude Issues receiving the most comments overall 5.8 Sentiment, General Surgery Positive Negative Neutral Positive 41% Neutral Street on the street of the st 59% Negative 0%

# 5.7 Trends, Outpatients (41 issues from 10 people)



# 6. Care Pathway: Reception (reception services including back-office) 6.3 Trends, Reception (160 issues)



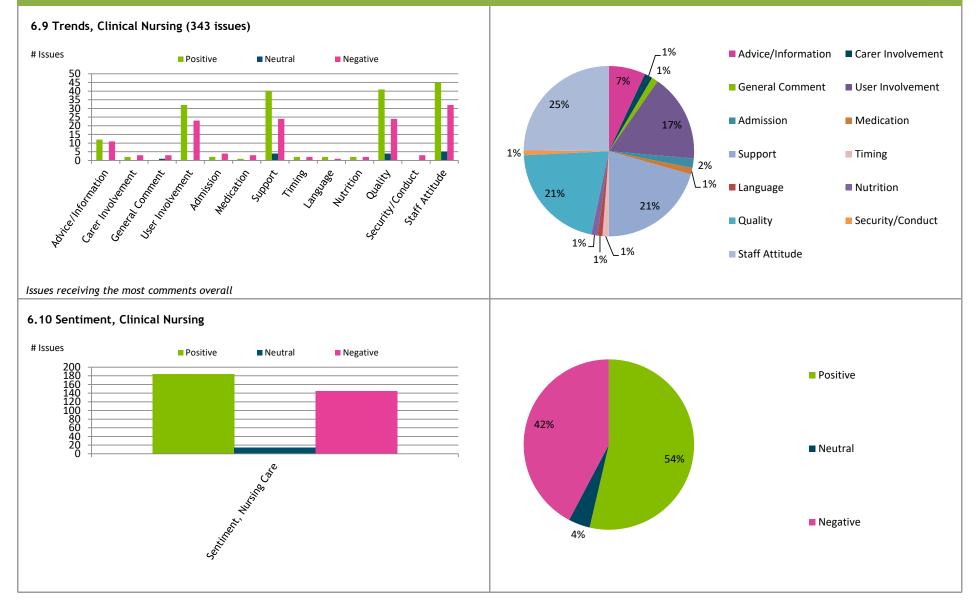


# 6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

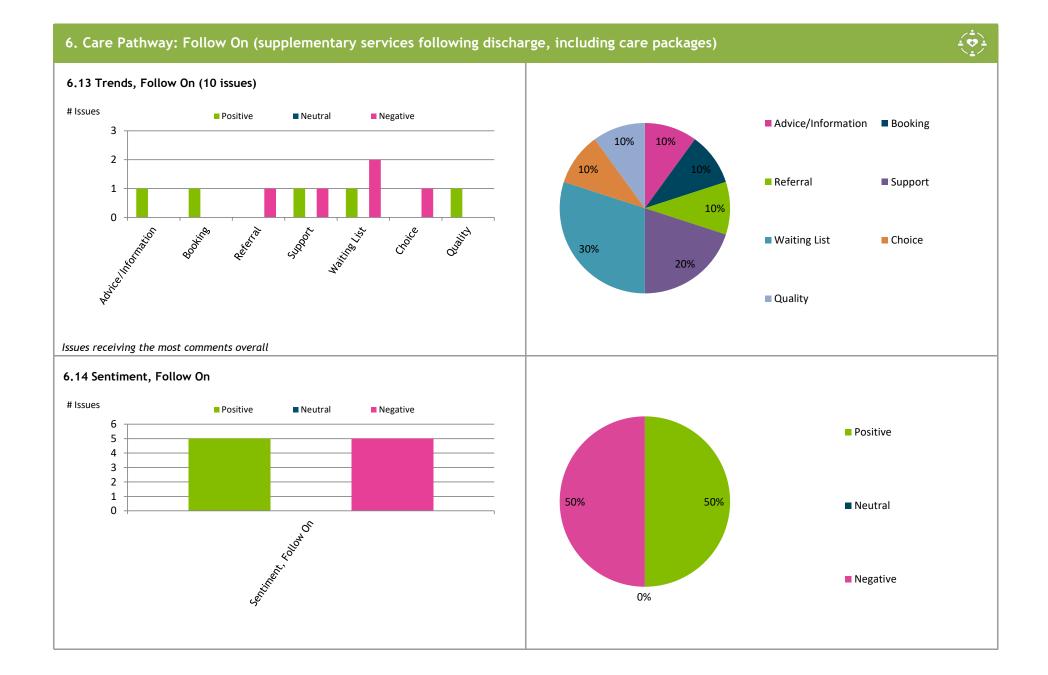


#### 6.7 Trends, Clinical Treatment (656 issues) # Issues Advice/Information Carer Involvement 1% Positive Neutral Negative 2% 100 90 80 70 60 50 40 30 20 10 General Comment User Involvement 19% Booking Cancellations 11% 1% Medication Support 1% 40° COLUMNIC COLUMNIC Contraction of the second Coloring Coloring Control of the second second Carceller, and a straight W Milinge List Staff diffice Solo Solo Media Stool Star illi illi Staffing Concerned 18% Coli, L1% Timing Waiting List 16% Quality Staff Attitude 16% 2% Staffing Levels Issues receiving the most comments overall 6.8 Sentiment, Clinical Treatment # Issues Positive Negative Neutral 400 350 300 Positive 250 200 150 43% 100 50 0 Neutral Service of the servic 56% Negative 1%

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







# 7. Data Table: Number of issues

	Issue Name	Descriptor	# Issues				
			Positive	Neutral	Negative	Total	
rers	Advice/Information	Communication, including access to advice and information.	40	0	43	83	
Cal	Carer Involvement	Involvement of carers, friends or family members.	6	0	9	15	
nts/	General Comment	A generalised statement (ie; "The doctor was good.")	10	1	21	32	
Patients/Carers	User Involvement	Involvement of the service user.	84	0	58	142	
	Administration	Administrative processes and delivery.	1	0	12	13	
	Admission	Physical admission to a hospital ward, or other service.	2	0	7	9	
	Booking	Ability to book, reschedule or cancel appointments.	3	0	9	12	
	Cancellations	Cancellation of appointment by the service provider.	0	0	9	9	
	Data Protection	General data protection (including GDPR).	0	0	3	3	
s	Referral	Referral to a service.	1	0	1	2	
me	Medical Records	Management of medical records.	0	0	1	1	
Systems	Medication	Prescription and management of medicines.	4	0	10	14	
0)	Opening Times	Opening times of a service.	2	0	1	3	
	Planning	Leadership and general organisation.	4	0	12	16	
	Registration	Ability to register for a service.	0	0	1	1	
	Support	Levels of support provided.	118	4	93	215	
	Telephone	Ability to contact a service by telephone.	0	0	9	9	
	Timing	Physical timing (ie; length of wait at appointments).	14	2	98	114	
	Waiting List	Length of wait while on a list.	2	0	18	20	
	Choice	General choice.	0	0	1	1	
	Cost	General cost.	0	0	1	1	
S	Language	Language, including terminology.	2	0	3	5	
Values	Nutrition	Provision of sustainance.	3	1	6	10	
	Privacy	Privacy, personal space and property.	0	0	1	1	
	Quality	General quality of a service, or staff.	125	5	92	222	
	Sensory	Deaf/blind or other sensory issues.	0	0	2	2	
	Stimulation	General stimulation, including access to activities.	0	0	1	1	

# 7. Data Table: Number of issues

	Issue Name	Descriptor		# Issues				
				Positive	Neutral	Negative	Total	
	Catchment/Distance	Distance to a service (and catchment area for eligability).		0	0	0	0	
ent	Environment/Layout	Physical environment of a service.		5	0	14	19	
Ĕ	Equipment	General equipment issues.		1	0	0	1	
irol	Hazard	General hazard to safety (ie; a hospital wide infection).		0	0	5	5	
Env	Hygiene	Levels of hygiene and general cleanliness.		2	0	4	6	
ш	Mobility	Physical mobility to, from and within services.		0	1	0	1	
	Travel/Parking	Ability to travel or park.		1	0	1	2	
	Omission	General omission (ie; transport did not arrive).		0	0	2	2	
÷	Security/Conduct	General security of a service, including conduct of staff.		1	0	6	7	
Staff	Staff Attitude	Attitude, compassion and empathy of staff.		141	6	114	261	
•,	Complaints	Ability to log and resolve a complaint.		0	0	2	2	
	Staff Training	Training of staff.		0	0	3	3	
	Staffing Levels	General availability of staff.		0	0	10	10	
			Total:	572	20	683	1275	

Community Insight CRM