

# The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Tower Hamlets



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 October - 31 December 2023**

## Index and overview of findings



697

### Data Source

This report is based on the experience of 697 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.



73%

### Overall Satisfaction

*Overall satisfaction is at 73% positive, 26% negative and 1% neutral, according to comments.*

Feedback suggests people receive good quality, compassionate treatment and care on the whole, with good levels of involvement and communication. Administration and service access remain as leading negative issues.



81%

### Information, Involvement and Support

*Satisfaction is at 81% positive, 18% negative and 1% neutral, comments suggest.*

This quarter, complaints are down by 9% on user involvement, by 6% on communication, and by 4% on support. More on page 5.



84%

### Quality and Empathy

*According to comments, satisfaction is at 84% positive, 15% negative and 1% neutral.*

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



37%

### Access to Services

*Satisfaction is at 37% positive, 62% negative and 1% neutral.*

This quarter, complaints are down by 13% on ability to book appointments and waiting times, while up by 7% 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.

"It was a long wait in the emergency department, but you could see staff were doing their best. Left later than liked, but got treated."



288

### GP Services

*Satisfaction is at 57% positive, 42% negative and 1% neutral, according to feedback.*

288 people comment on GP services. Comments suggest good quality treatment and nursing care on the whole, with good levels of involvement. According to feedback, patients would like greater levels of service access and communication. More on page 9.



299

### Dentists

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

299 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.



64

### Royal London Hospital

*Satisfaction is at 43% positive, 53% negative and 4% neutral, comments suggest.*

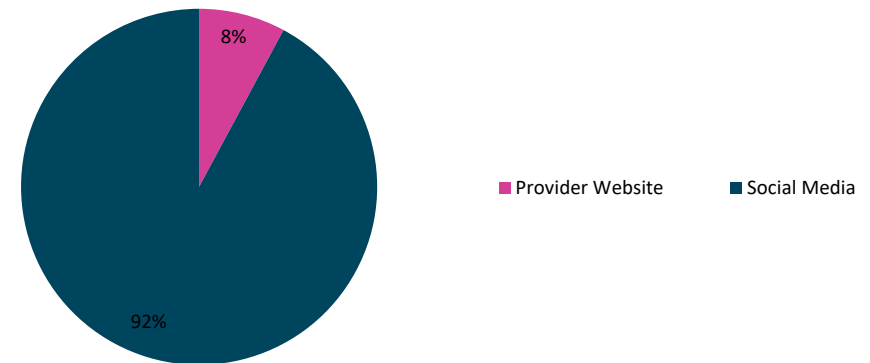
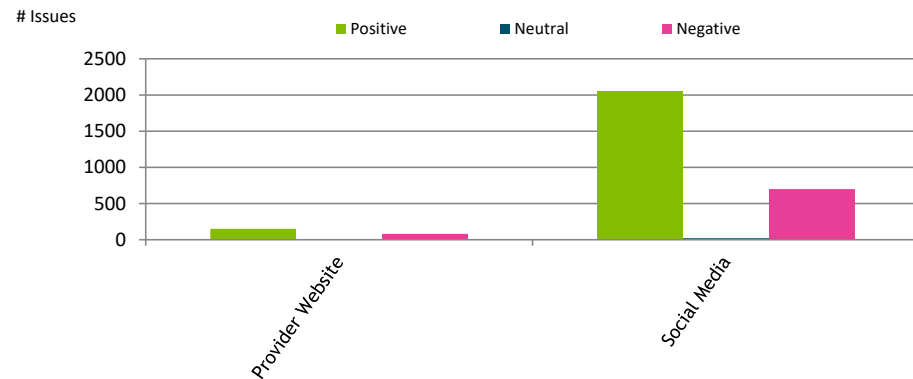
64 people comment this quarter. Service access, particularly waiting times is a leading negative topic. Feedback suggests patients would also like greater levels of empathy, communication and support. More on page 11.

**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?

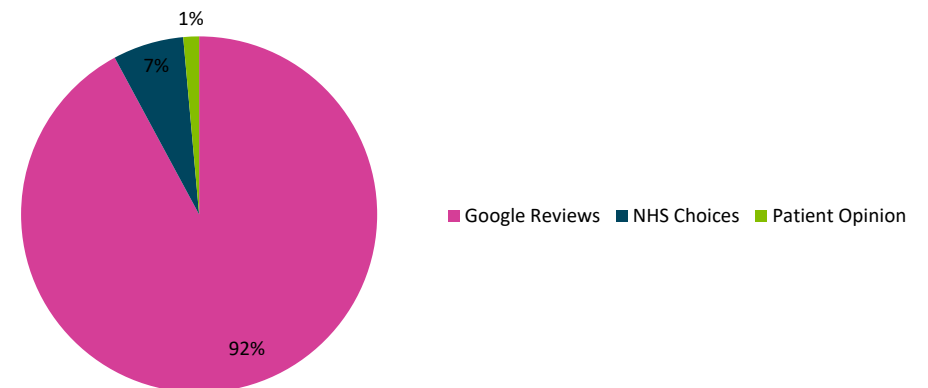
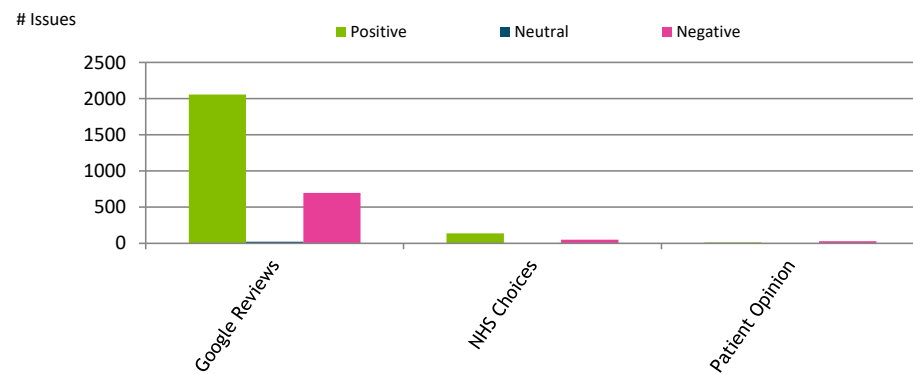


### 1.1 Source: 3014 issues from 697 people



Sources providing the most comments overall

### 1.2 Origin

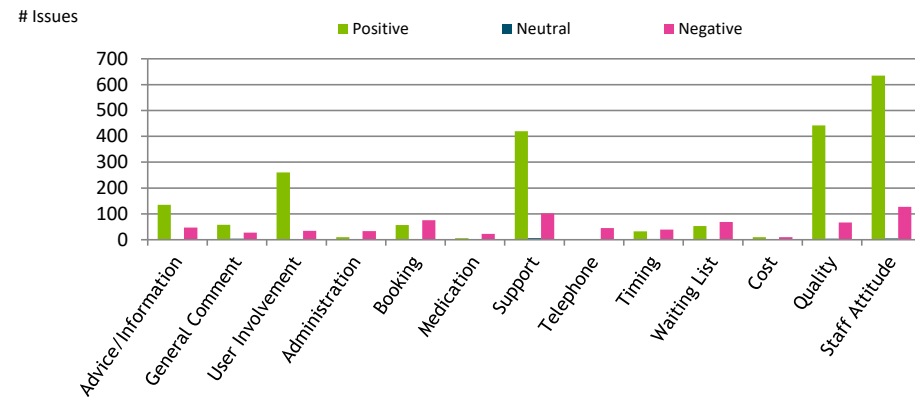


Origins providing the most comments overall

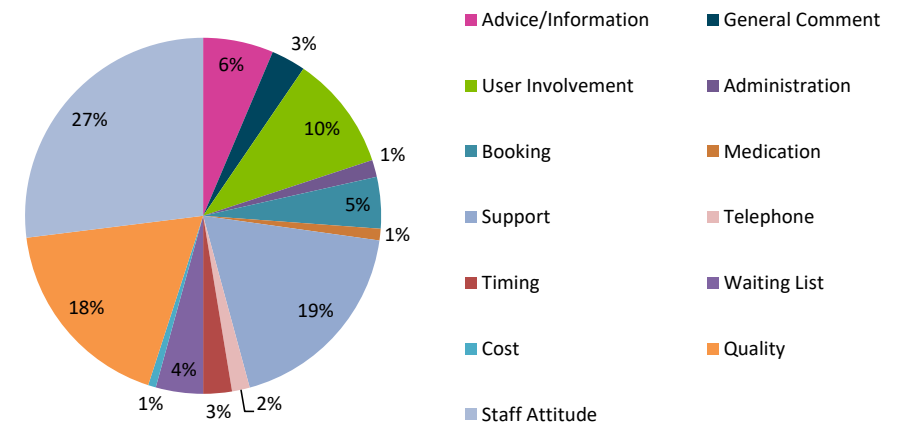
## 2. Health and Care Services: Which service aspects are people most commenting on?



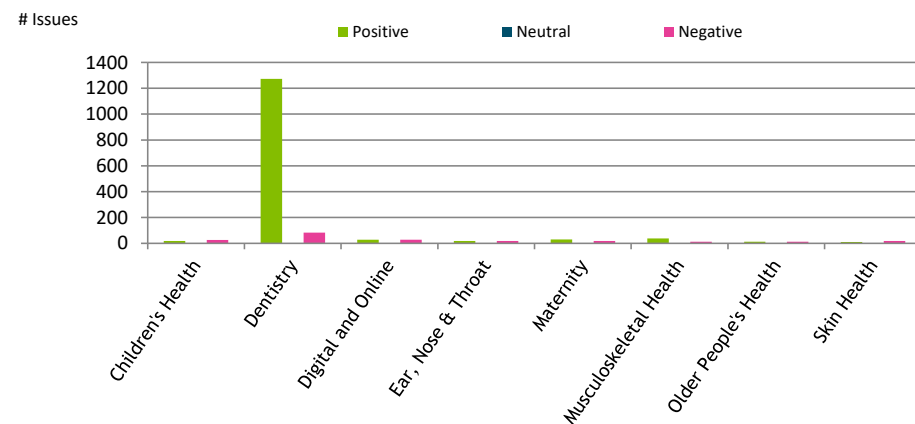
### 2.1 Top Trends: 3013 issues from 697 people



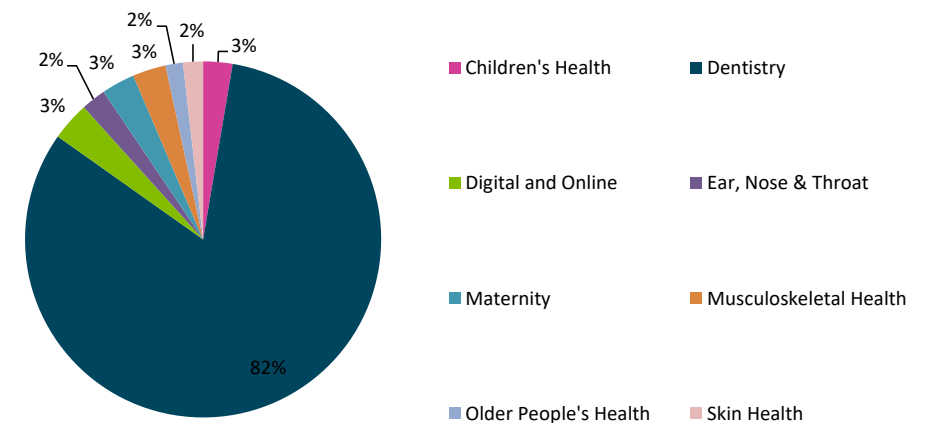
Issues receiving the most comments overall. See pages 20-21 for issue descriptions.



### 2.2 Stated medical conditions



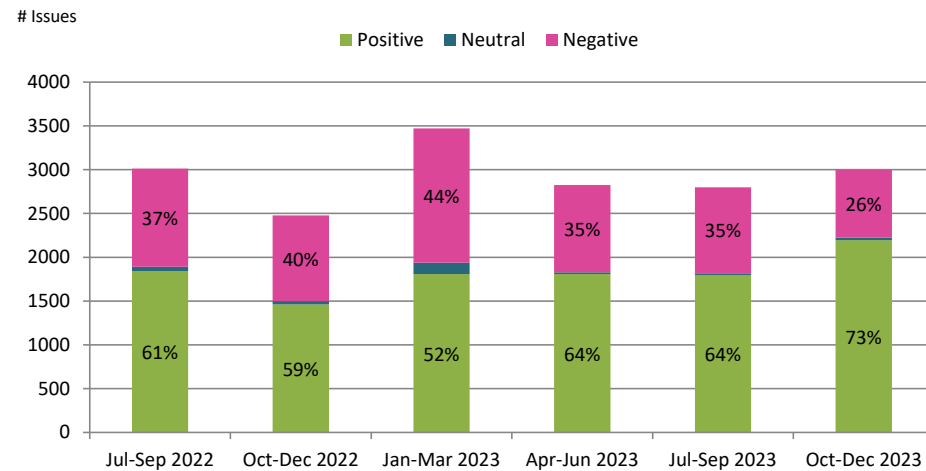
Medical conditions receiving the most comments overall



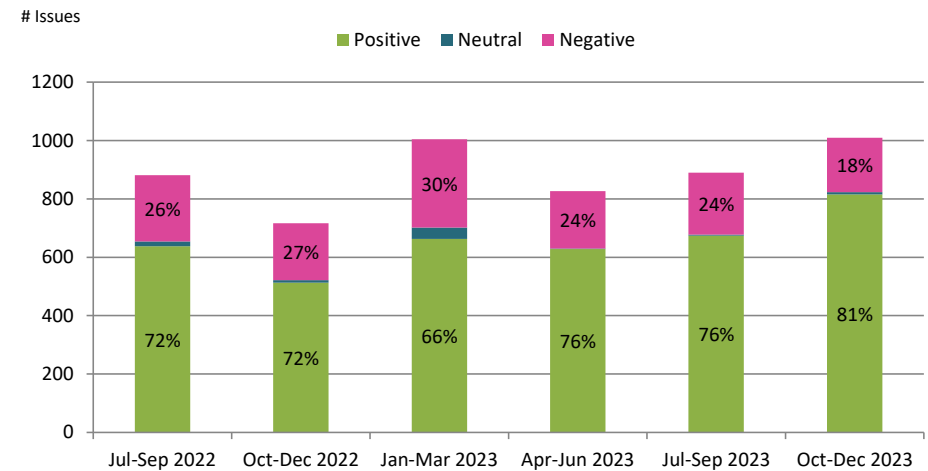
### 3. On the whole, how do people feel about Health and Care services?



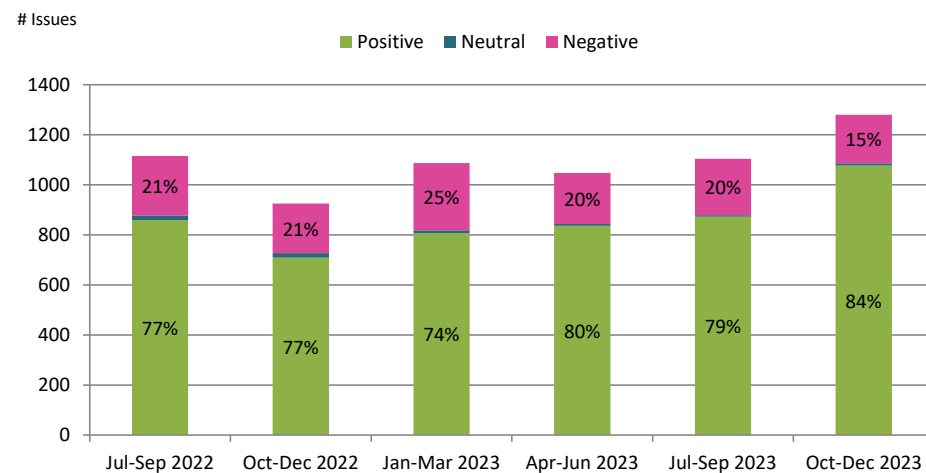
#### 3.1 How do people feel about services overall?



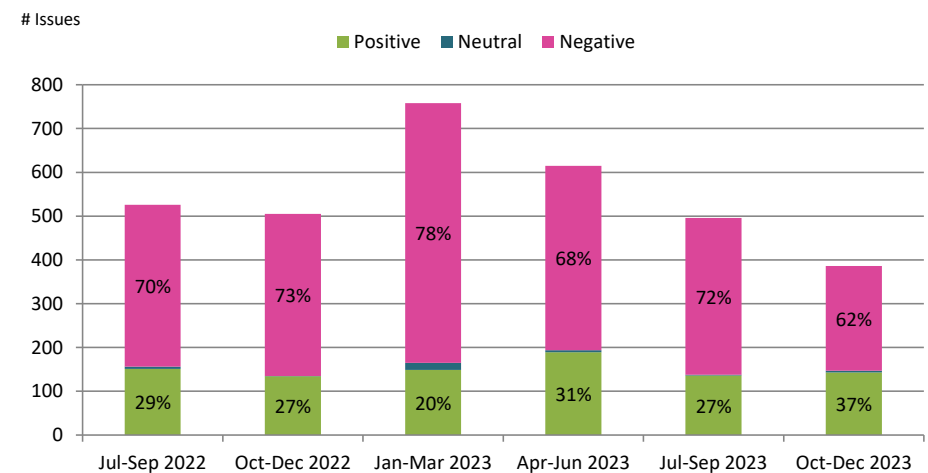
#### 3.2 How well informed, involved and supported do people feel?



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



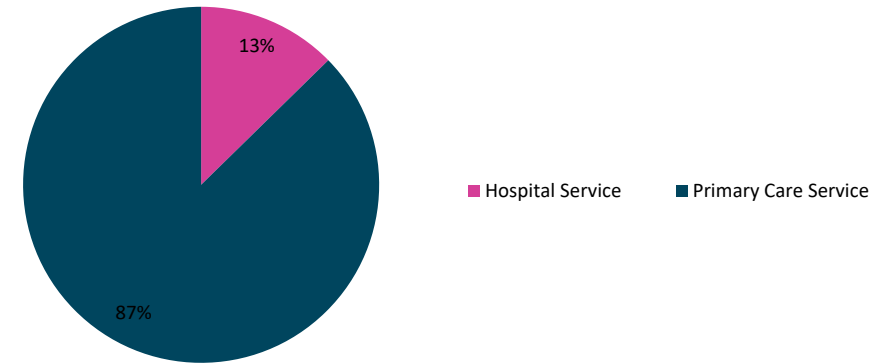
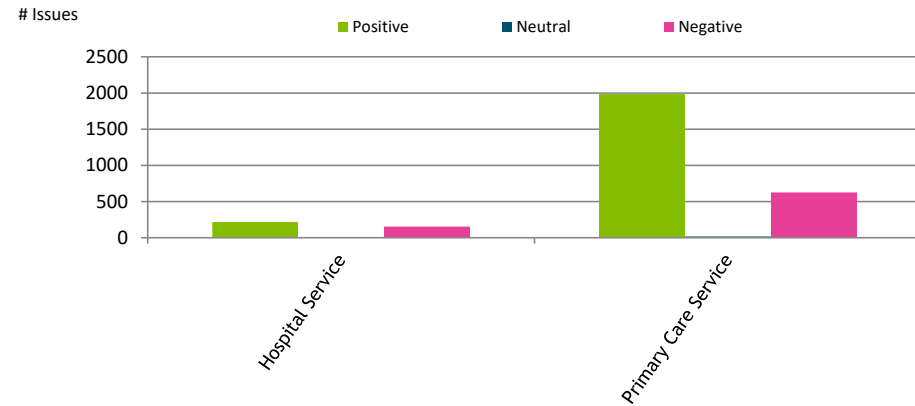
#### 3.4 How do people feel about access to services?



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

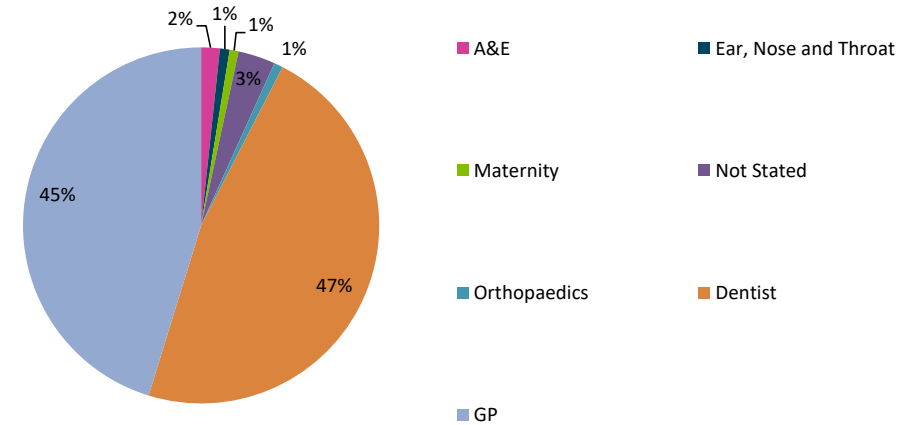
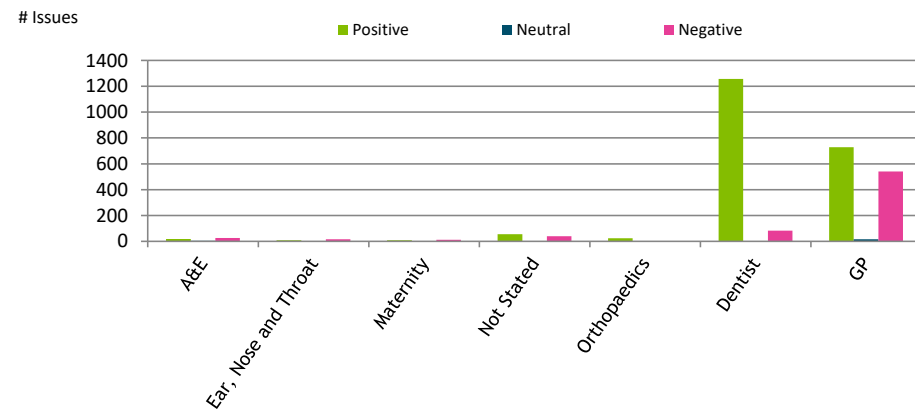


##### 4.1 Service Sector



Service sectors receiving the most comments overall

##### 4.2 Service Type

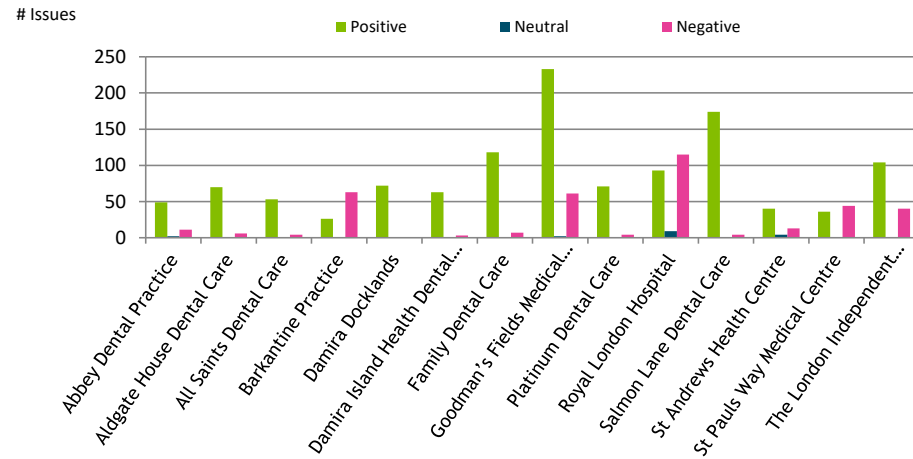


Service type receiving the most comments overall

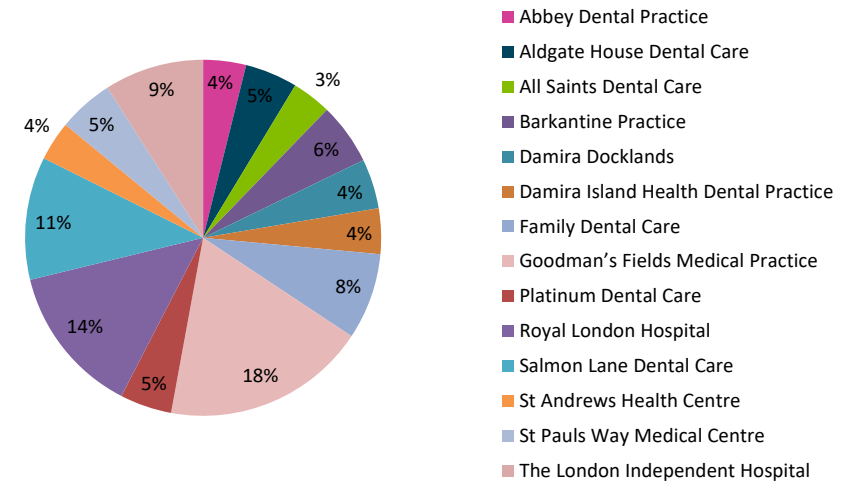
## 4. Trends: Which services are people most commenting on?



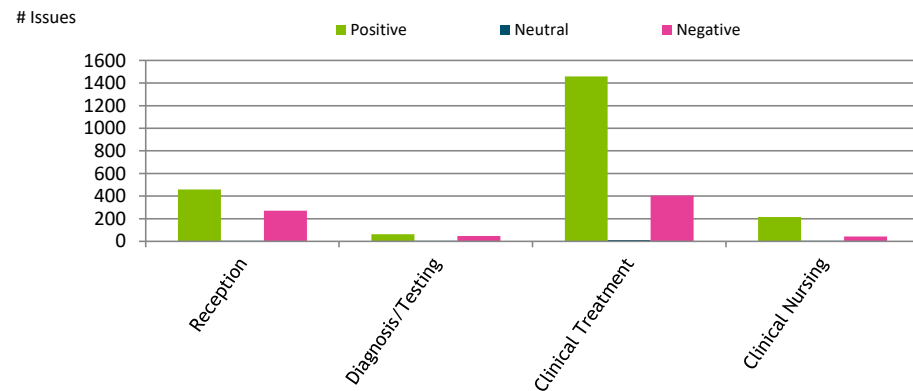
### 4.3 Services



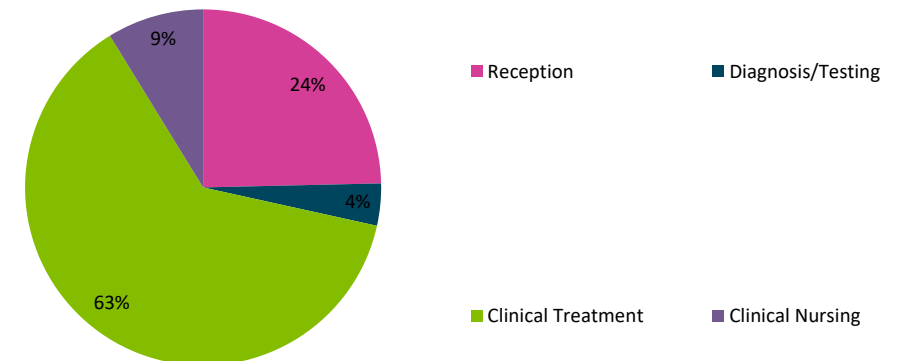
Services receiving the most comments overall



### 4.4 Breakdown of care pathway locations



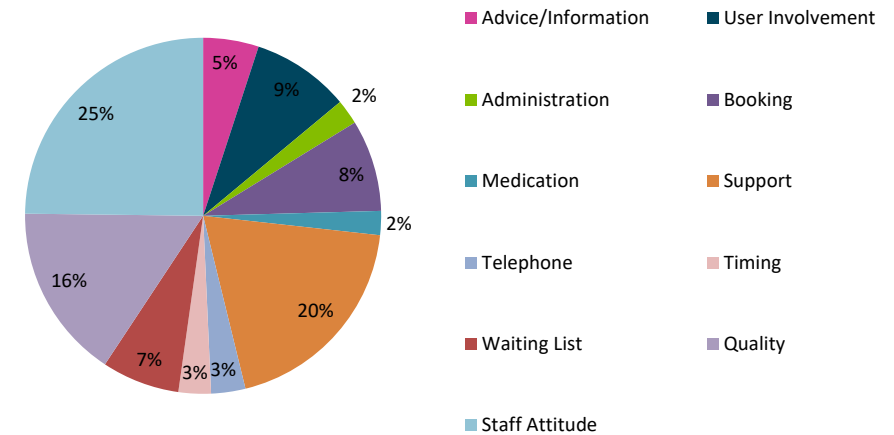
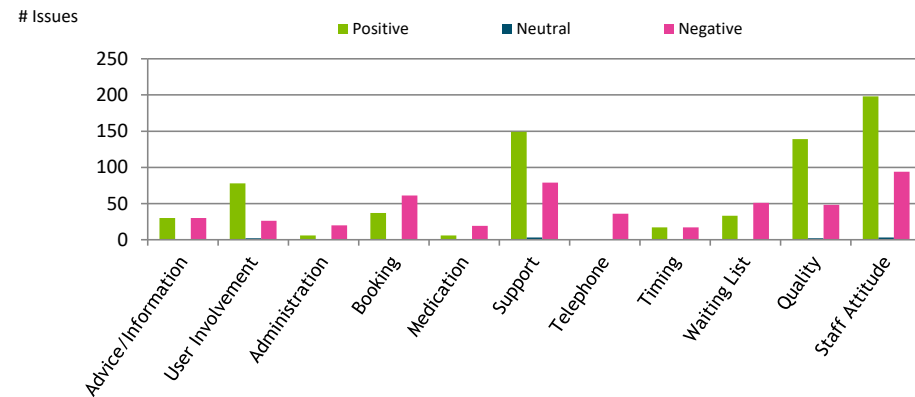
Care pathway locations



## 5. Trends: GP Services

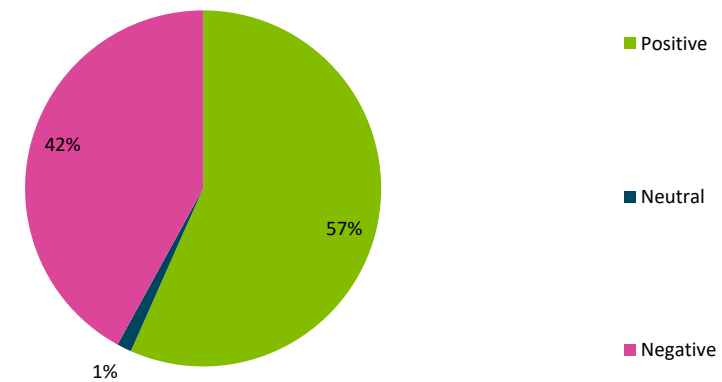
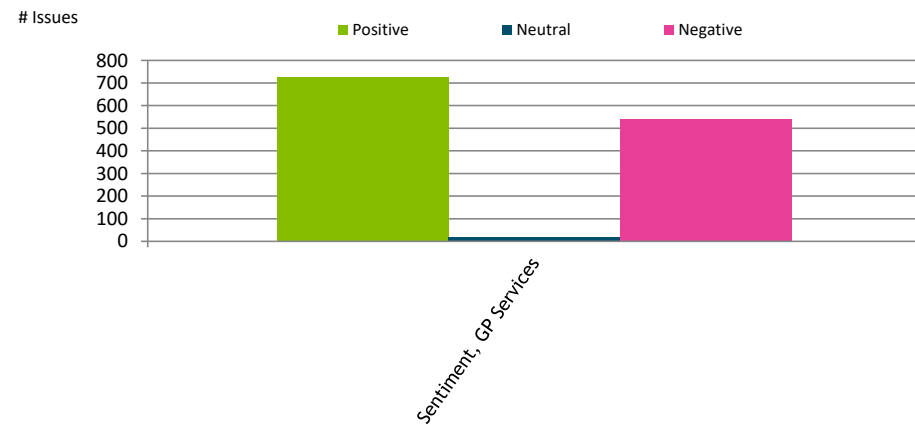


### 5.1 Trends, GP Services: 1285 issues from 288 people



Issues receiving the most comments overall

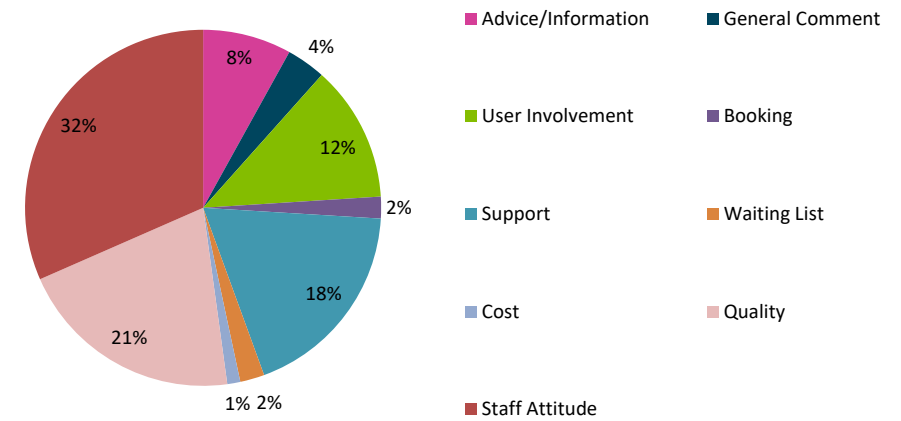
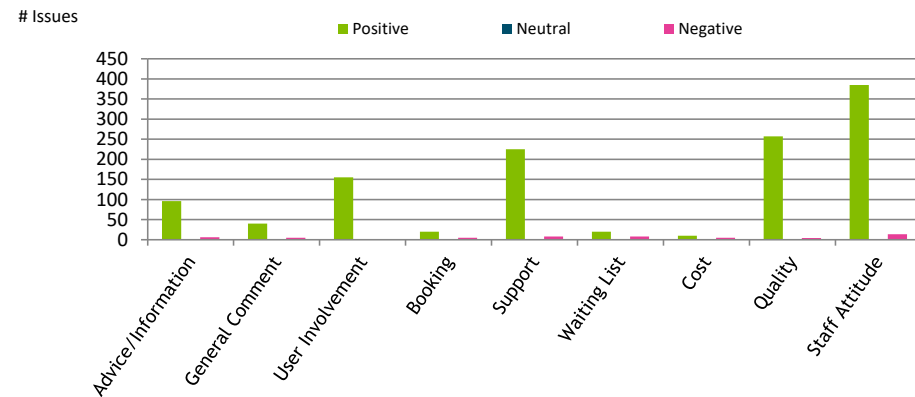
### 5.2 Sentiment, GP Services



## 5. Trends: Dentists

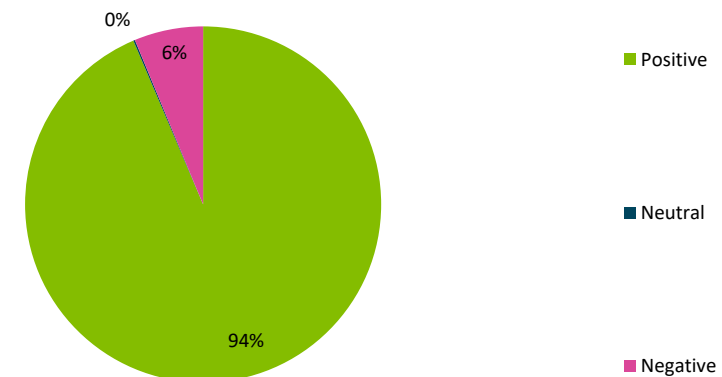
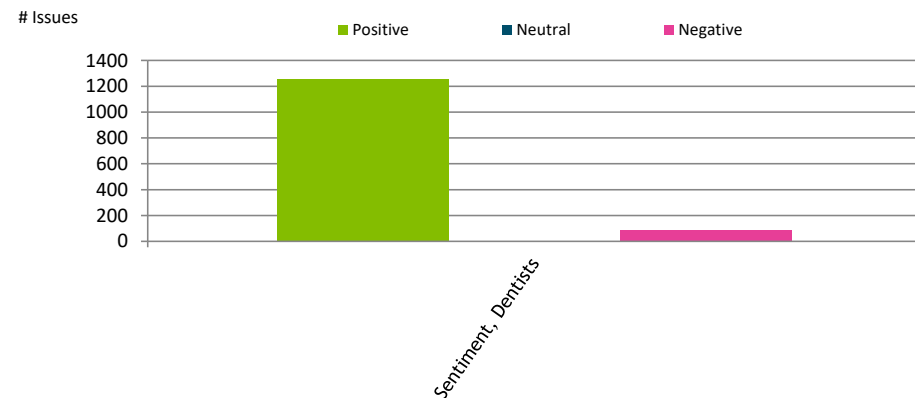


### 5.3 Trends, Dentists: 1342 issues from 299 people



Issues receiving the most comments overall

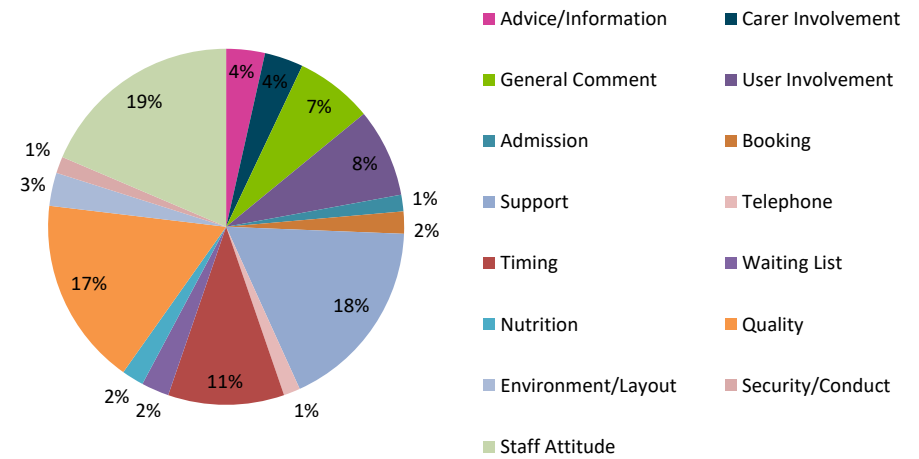
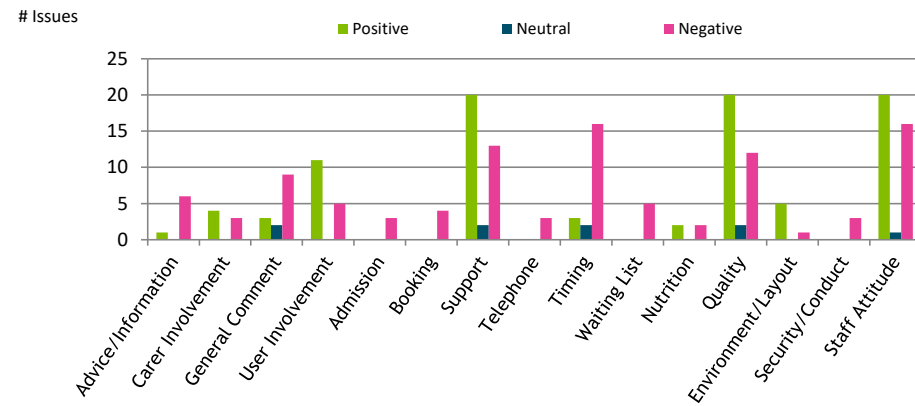
### 5.4 Sentiment, GP Services



## 5. Trends: Royal London Hospital

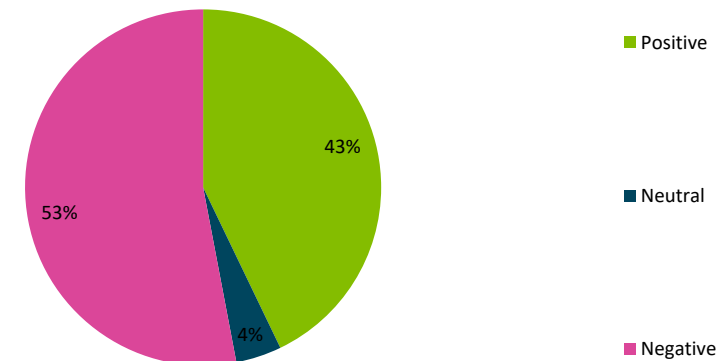
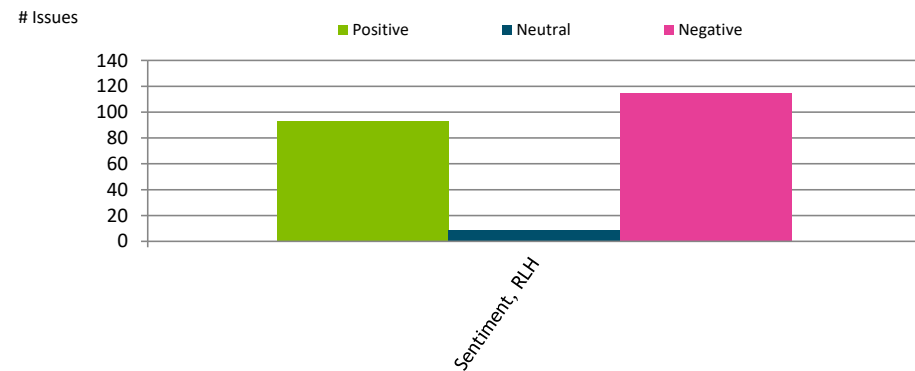


### 5.5 Trends, Royal London Hospital: 217 issues from 64 people



Issues receiving the most comments overall

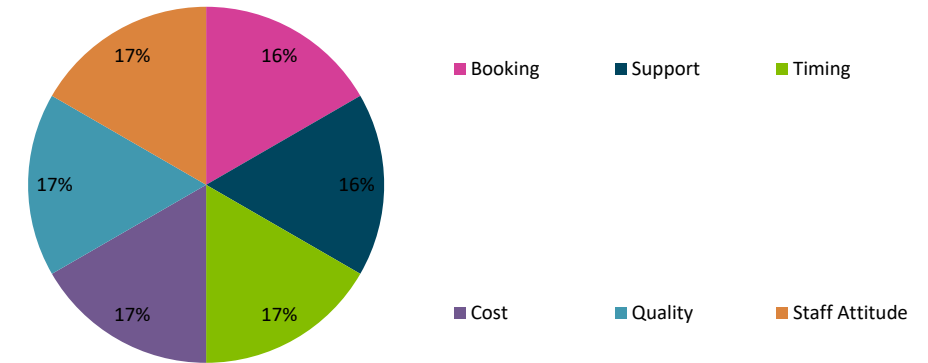
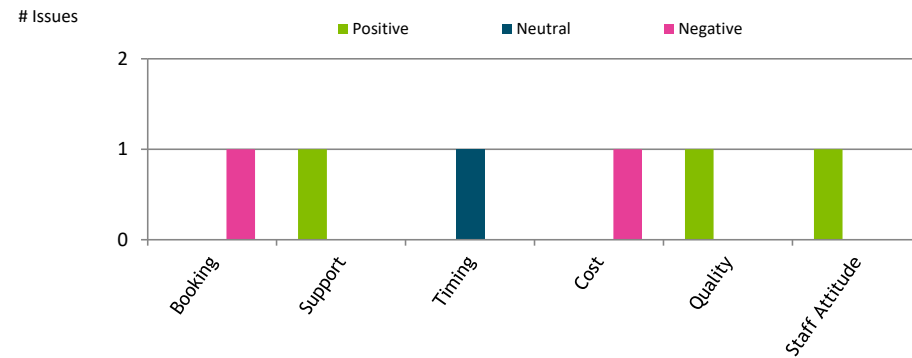
### 5.6 Sentiment, Royal London Hospital



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

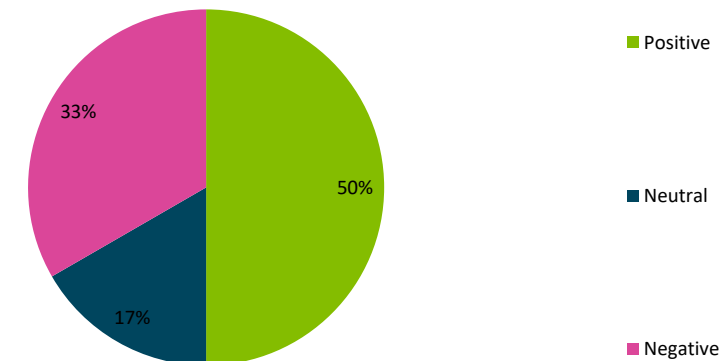
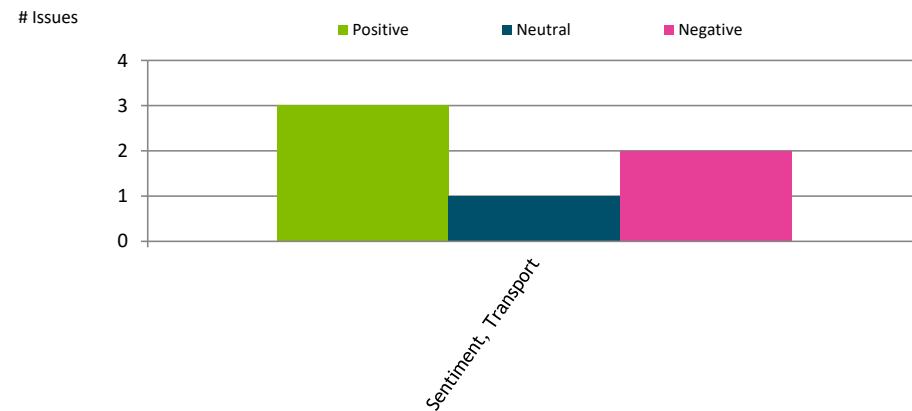


### 6.1 Trends, Transport (6 issues)



Issues receiving the most comments overall

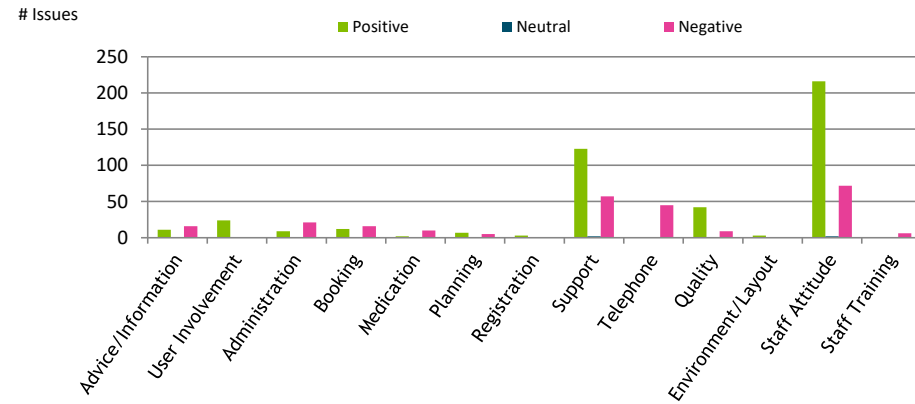
### 6.2 Sentiment, Transport



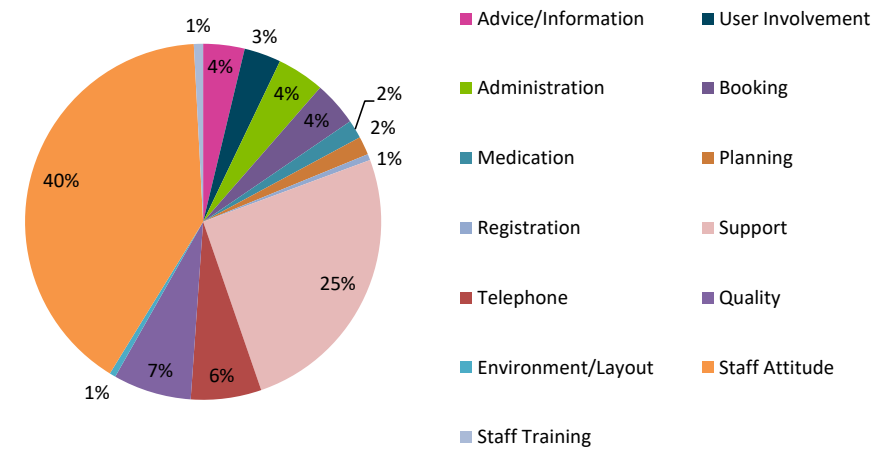
## 6. Care Pathway: Reception (reception services including back-office)



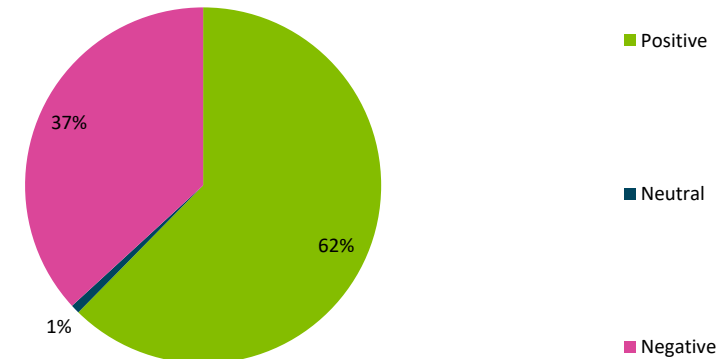
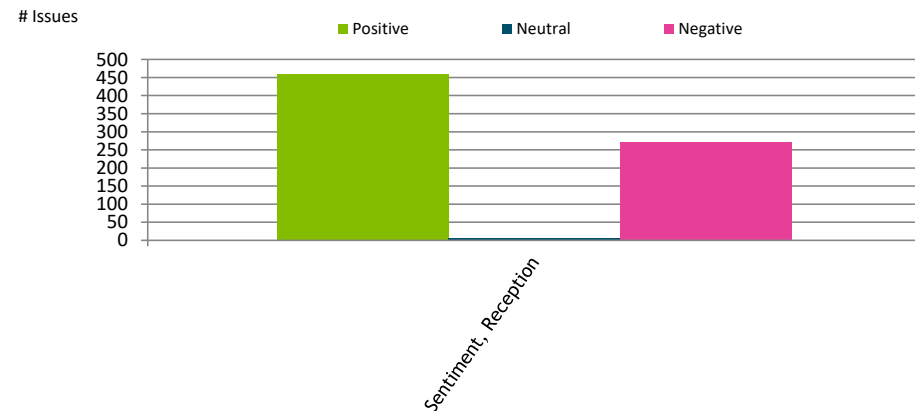
### 6.3 Trends, Reception (736 issues)



Issues receiving the most comments overall



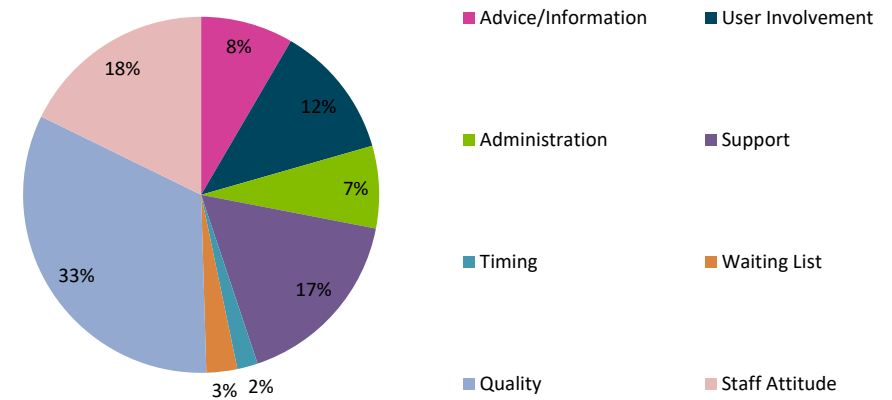
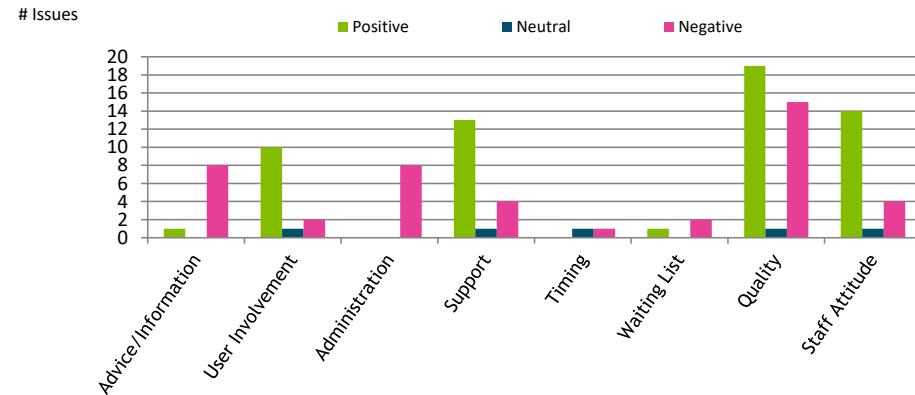
### 6.4 Sentiment, Reception



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

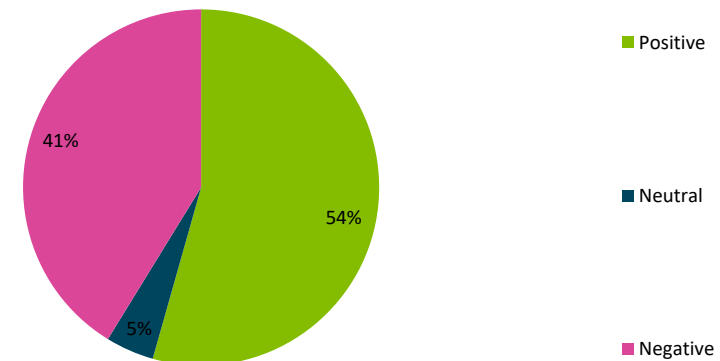
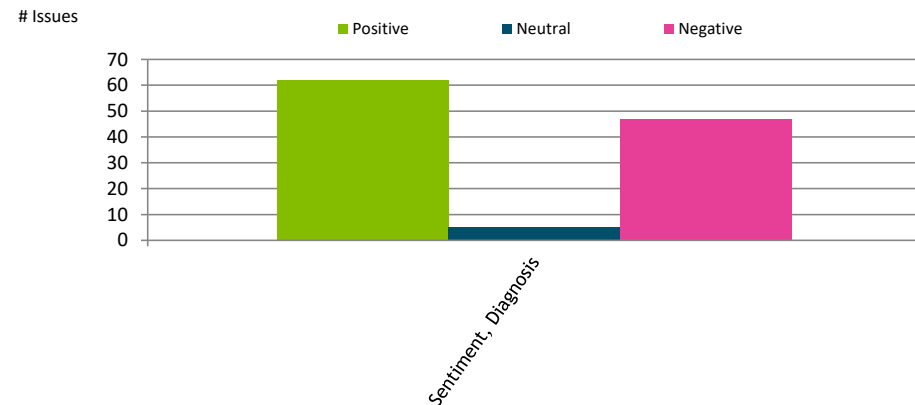


### 6.5 Trends, Diagnosis/Testing (114 issues)



Issues receiving the most comments overall

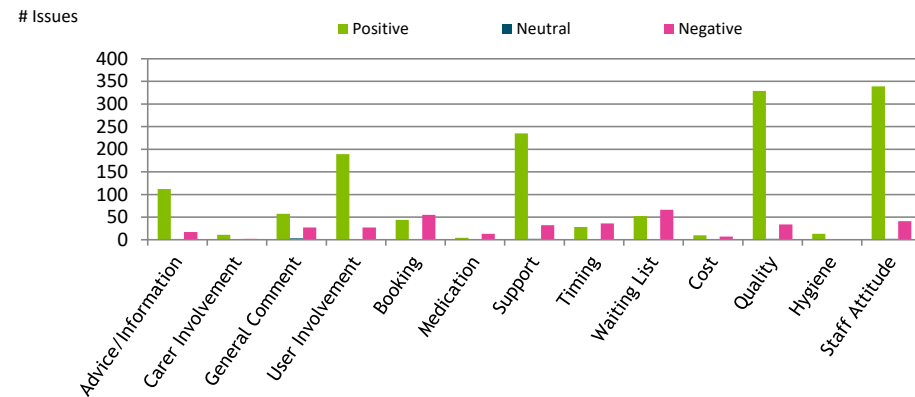
### 6.6 Sentiment, Diagnosis/Testing



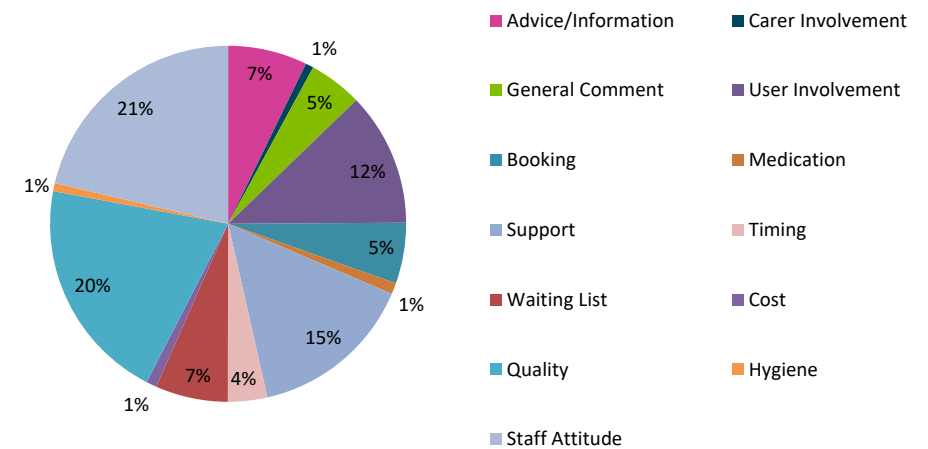
## 6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)



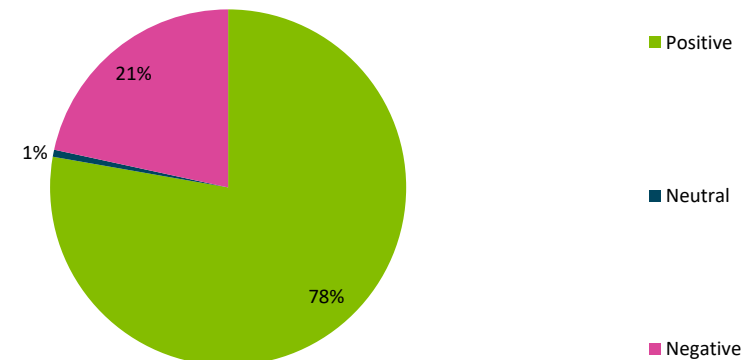
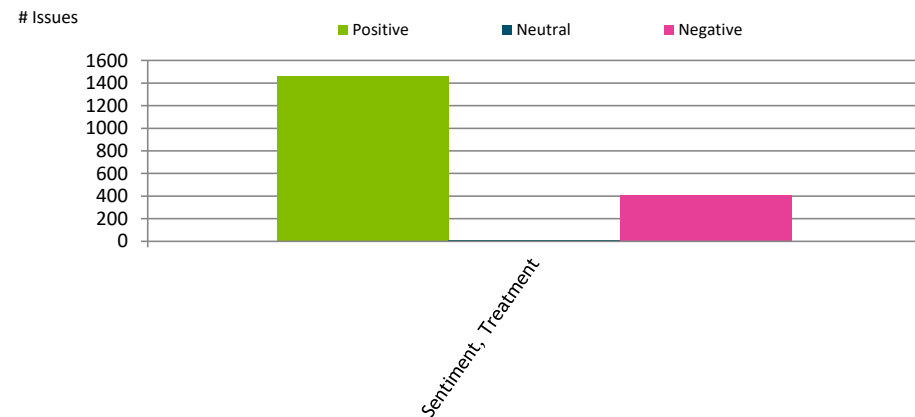
### 6.7 Trends, Clinical Treatment (1875 issues)



Issues receiving the most comments overall



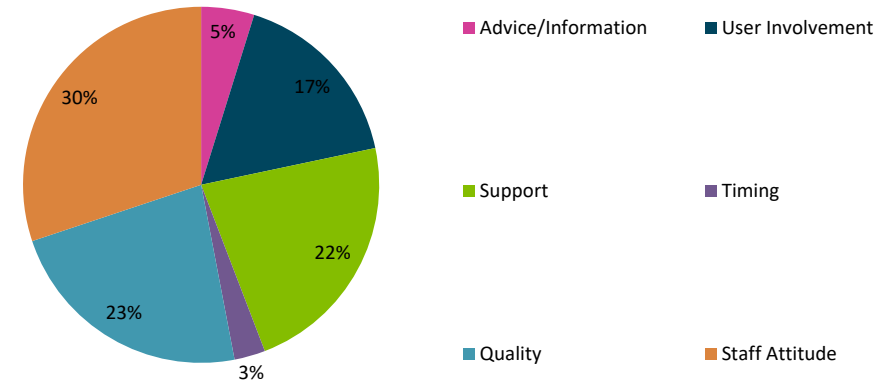
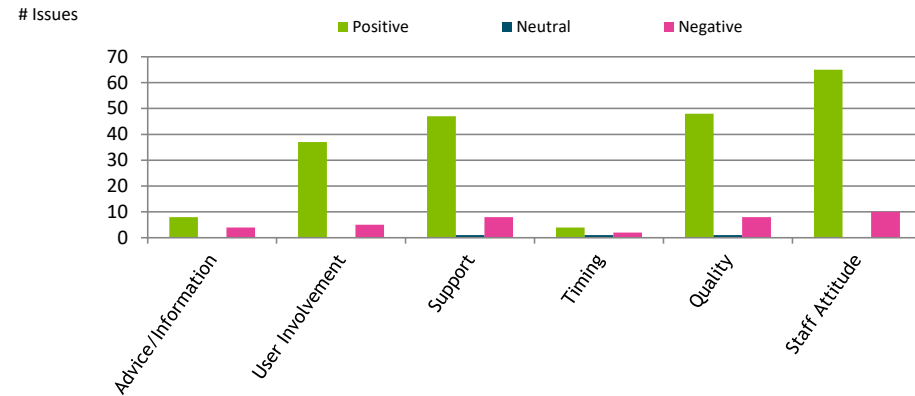
### 6.8 Sentiment, Clinical Treatment



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

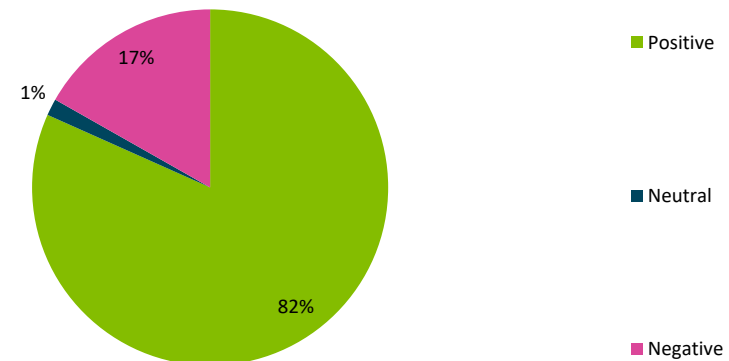
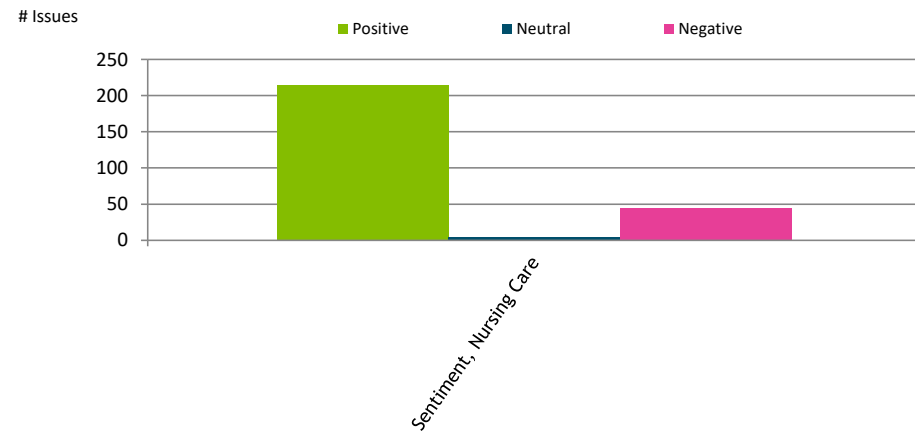


### 6.9 Trends, Clinical Nursing (262 issues)



Issues receiving the most comments overall

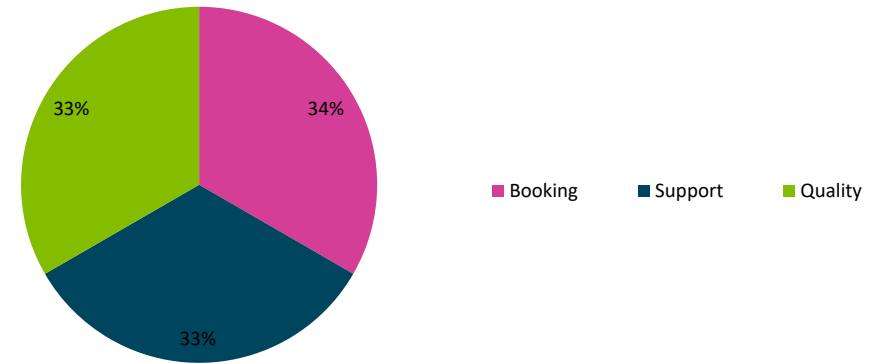
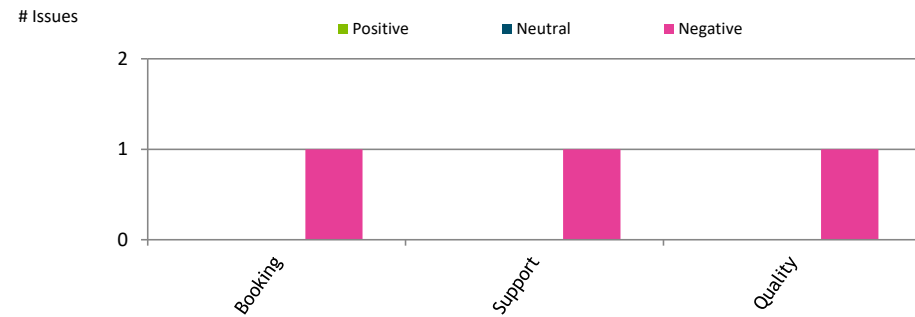
### 6.10 Sentiment, Clinical Nursing



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

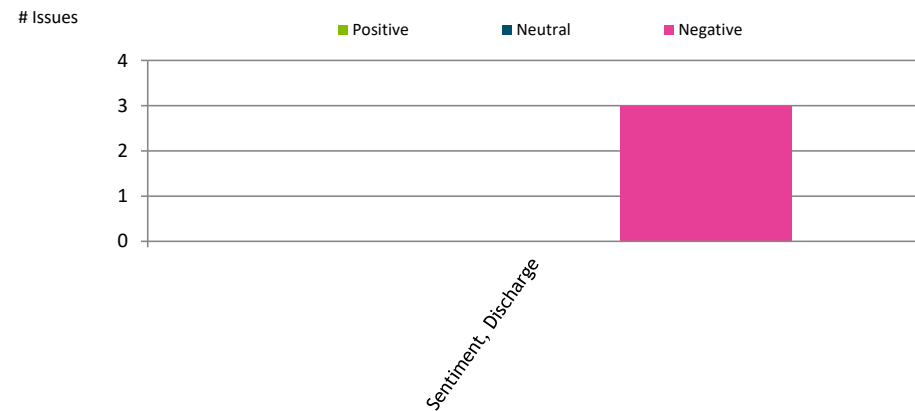


### 6.11 Trends, Discharge (3 issues)



Issues receiving the most comments overall

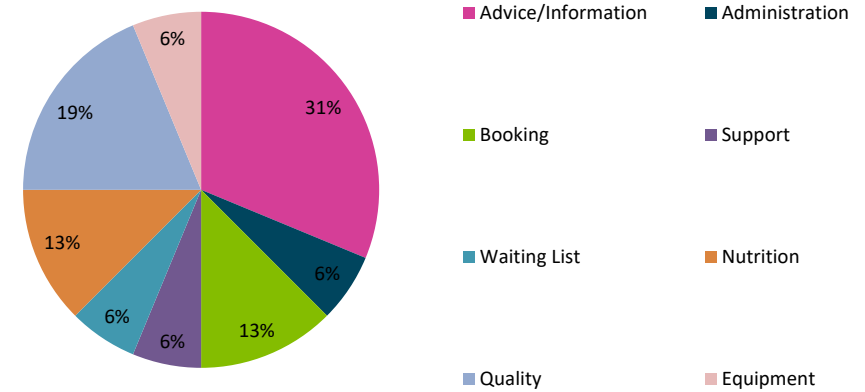
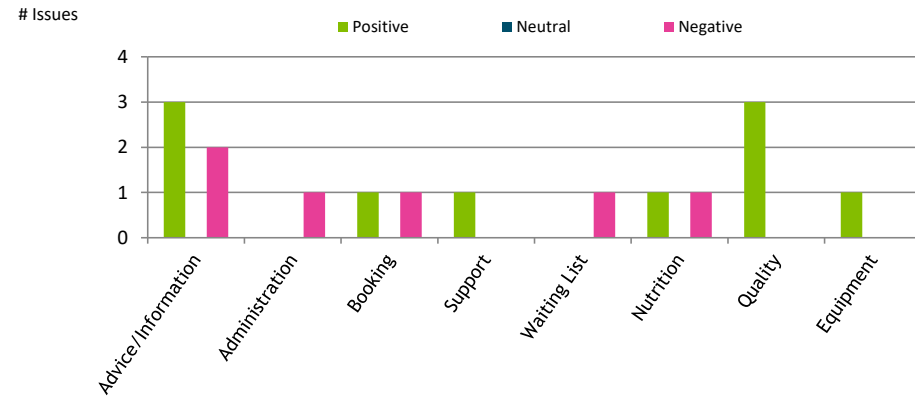
### 6.12 Sentiment, Discharge



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

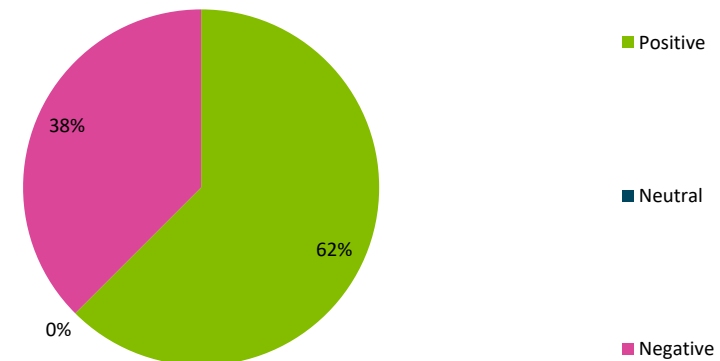
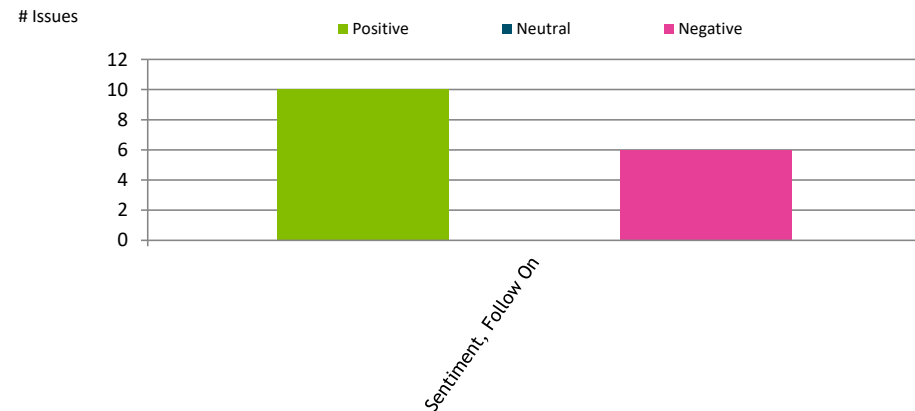


### 6.13 Trends, Follow On (16 issues)



Issues receiving the most comments overall

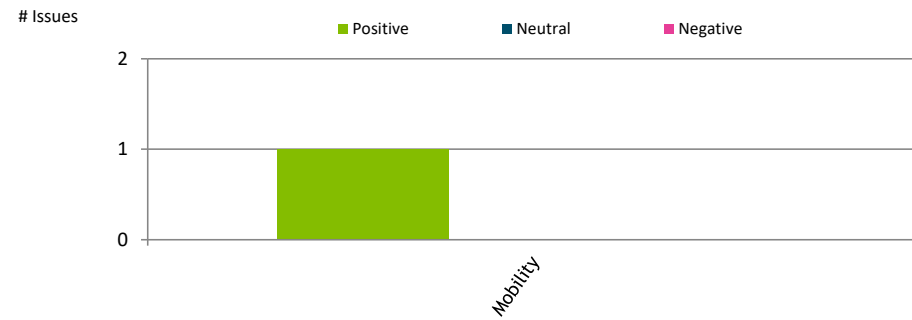
### 6.14 Sentiment, Follow On



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

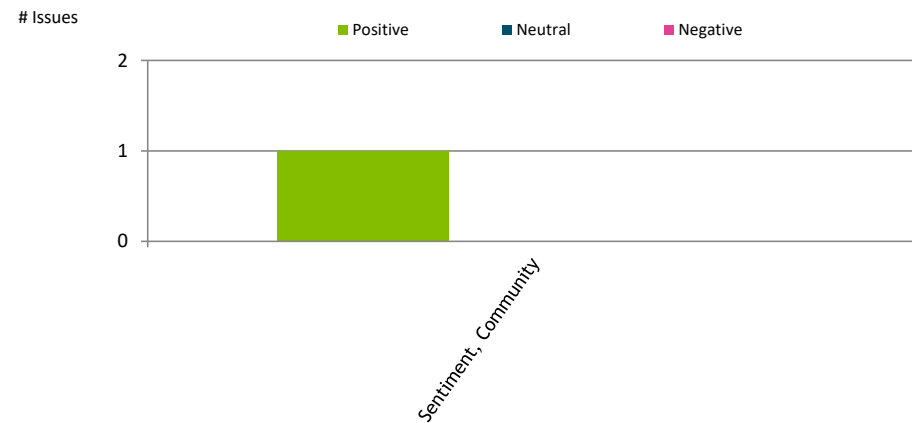


### 6.15 Trends, Community (1 issues)



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	Communication, including access to advice and information.	135	0	47	182
	Carer Involvement	Involvement or influence of carers and family members.	11	0	3	14
	Peer Involvement	Involvement or Influence of friends.	0	0	0	0
	General Comment	A generalised statement (ie; "The doctor was good.")	58	4	27	89
	User Involvement	Involvement or influence of the service user.	260	2	34	296
Systems	Administration	Administrative processes and delivery.	10	1	33	44
	Admission	Physical admission to a hospital ward, or other service.	0	0	3	3
	Booking	Ability to book, reschedule or cancel appointments.	57	1	75	133
	Cancellations	Cancellation of appointment by the service provider.	0	0	8	8
	Data Protection	General data protection (including GDPR).	0	0	1	1
	Referral	Referral to a service.	6	0	4	10
	Medical Records	Management of medical records.	0	0	2	2
	Medication	Prescription and management of medicines.	6	1	23	30
	Opening Times	Opening times of a service.	3	0	3	6
	Planning	Leadership and general organisation.	7	0	6	13
	Registration	Ability to register for a service.	4	0	4	8
	Support	Levels of support provided.	420	6	102	528
	Telephone	Ability to contact a service by telephone.	1	0	45	46
	Timing	Physical timing (ie; length of wait at appointments).	32	3	39	74
	Waiting List	Length of wait while on a list.	53	0	69	122
Values	Choice	General choice.	6	0	6	12
	Cost	General cost.	10	0	11	21
	Language	Language, including terminology.	3	0	3	6
	Nutrition	Provision of sustenance.	4	0	3	7
	Privacy	Privacy, personal space and property.	1	0	2	3
	Quality	General quality of a service, or staff.	442	4	67	513
	Sensory	Deaf/blind or other sensory issues.	0	0	0	0
	Stimulation	General stimulation, including access to activities.	0	0	0	0

## 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>	1	0	0	1
	Environment/Layout	<i>Physical environment of a service.</i>	16	1	1	18
	Equipment	<i>General equipment issues.</i>	2	0	2	4
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	2	0	2	4
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	16	0	0	16
	Mobility	<i>Physical mobility to, from and within services.</i>	2	0	2	4
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	1	1
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	4	4
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	4	4
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	635	5	127	767
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	3	4
	Staff Training	<i>Training of staff.</i>	1	0	13	14
	Staffing Levels	<i>General availability of staff.</i>	2	0	0	2
Total:			2207	28	779	3014