

The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Tower Hamlets, 11 April 2023



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 January - 31 March 2023

Index and overview of findings



961

Data Source

This report is based on the experience of 961 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.



56%

Overall Satisfaction

Overall satisfaction is at 56% positive, 41% negative and 3% 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.



68%

Information, Involvement and Support

Satisfaction is at 68% positive, 28% negative and 4% neutral, comments suggest.

This quarter complaints are up by 4% on support, while decreasing by 5% on communication and marginally by 1% on user involvement. More on page 5.



75%

Quality and Empathy

According to comments, Satisfaction is at 75% positive, 24% negative and 1% neutral.

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



23%

Access to Services

Satisfaction is at 23% positive, 74% negative and 3% neutral.

This quarter, complaints are up by 8% on waiting times and by 5% on ability to book appointments, while decreasing marginally by 1% 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.

"After several attempts to get through, I was told to use the online system to book. The receptionist was polite, but I really need this appointment."



451

GP Services

Satisfaction is at 30% positive, 68% negative and 2% neutral, according to feedback.

451 people comment on GP services.

This quarter, complaints about ability to book appointments, plus waiting times have noticeably increased. More on page 9.



305

Dentists

Comments suggest satisfaction is at 74% positive, 25% negative and 1% neutral.

305 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.



109

Royal London Hospital

Satisfaction is at 53% positive, 38% negative and 9% neutral, comments suggest.

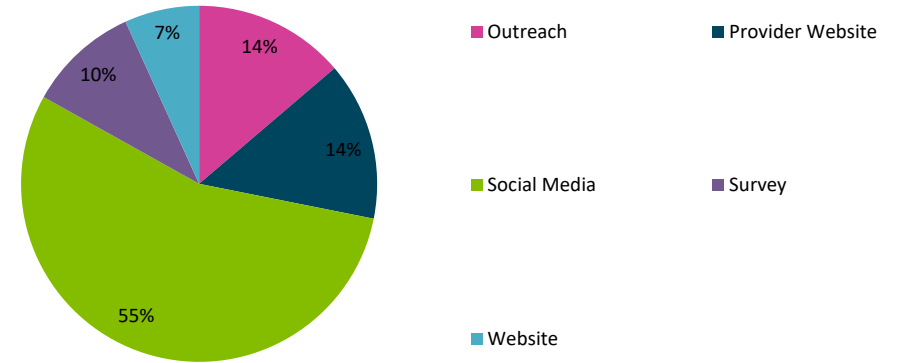
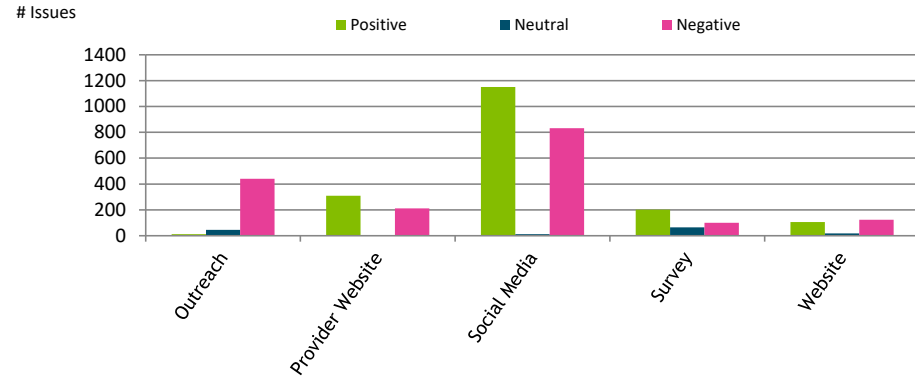
109 people comment this quarter. A majority of people receive good quality treatment and care, with good levels of support, involvement and communication, according to comments. Feedback suggests patients would like shorter waiting times. More on page 11.

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?

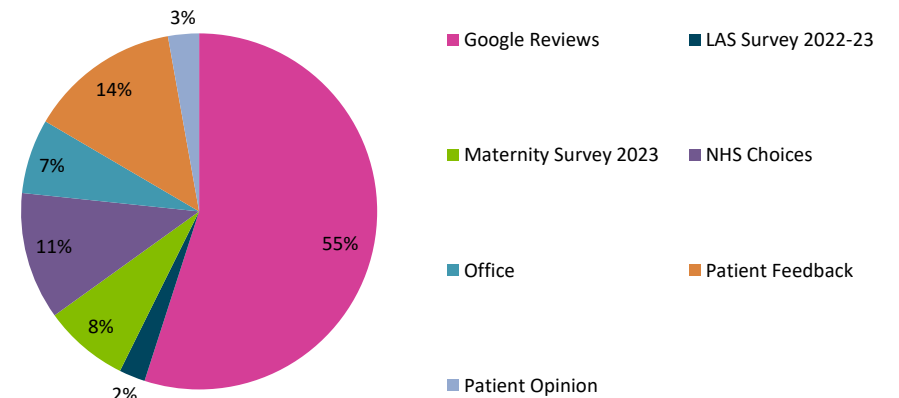
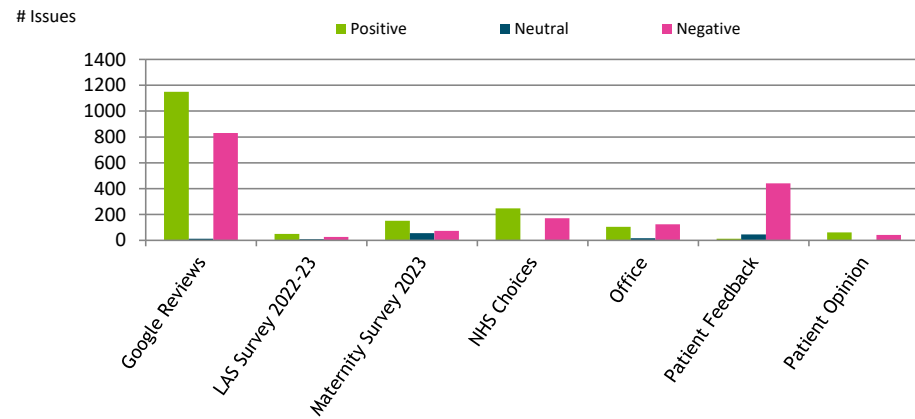


1.1 Source: 3628 issues from 961 people



Sources providing the most comments overall

1.2 Origin

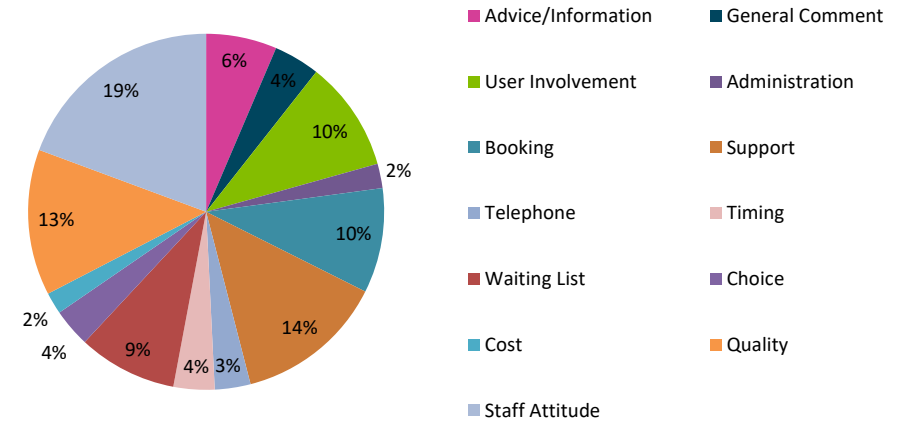
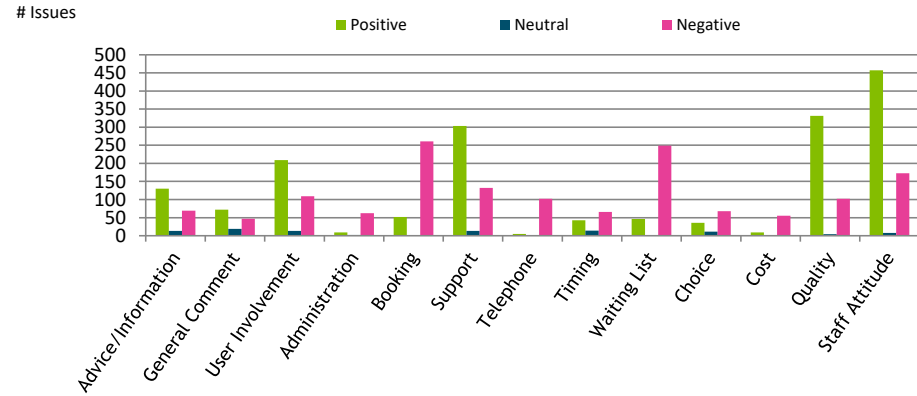


Origins providing the most comments overall

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

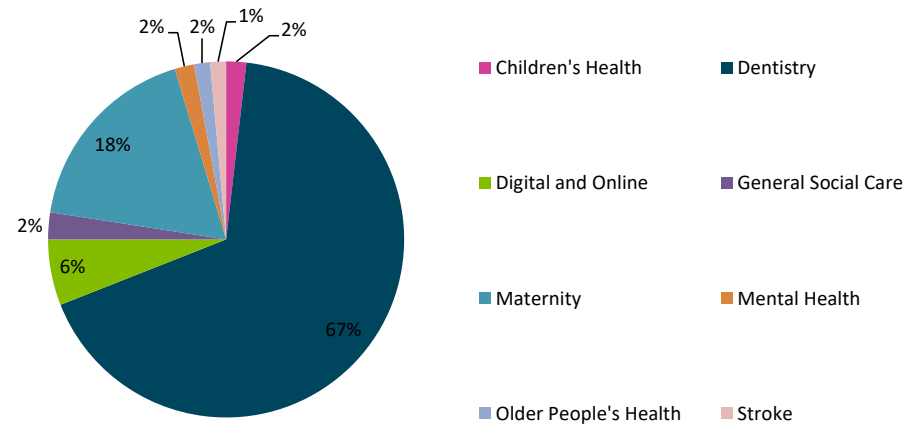
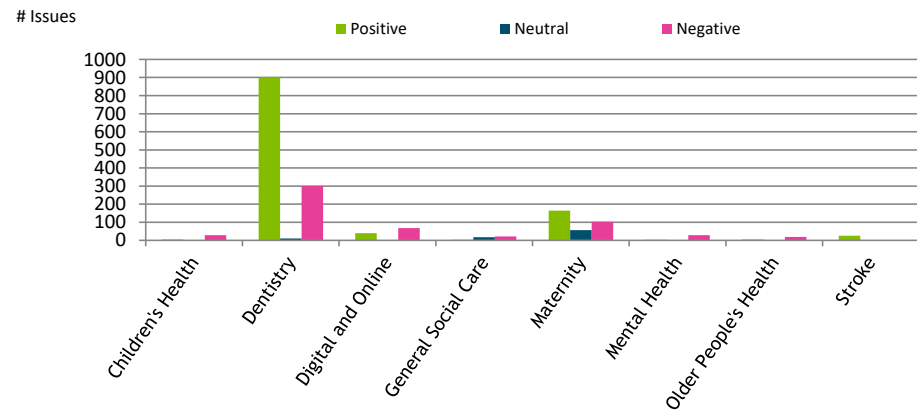


2.1 Top Trends: 3612 issues from 952 people



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

2.2 Stated medical conditions

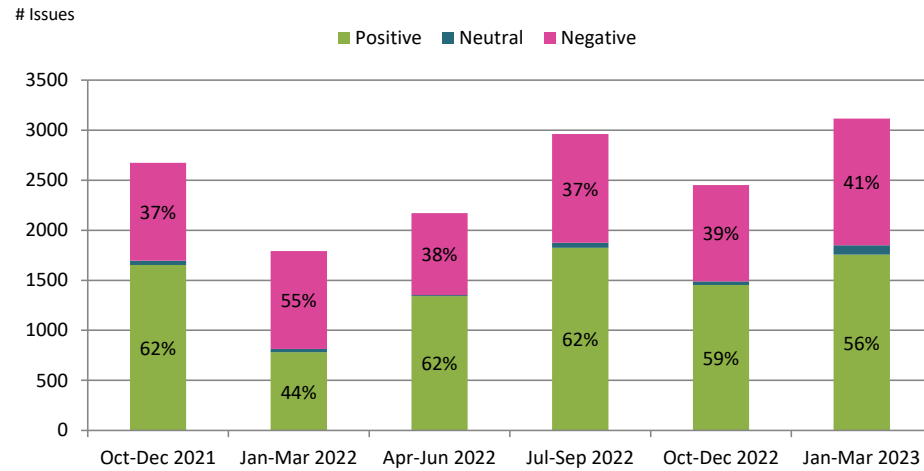


Medical conditions receiving the most comments overall

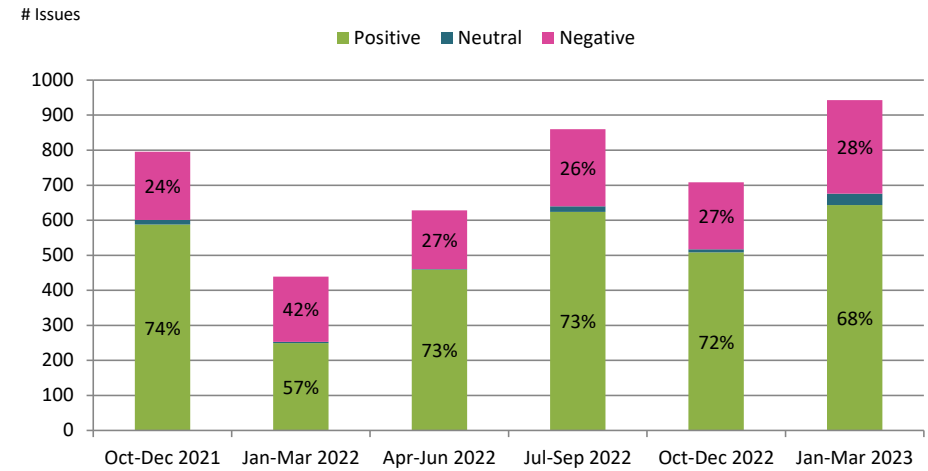
3. On the whole, how do people feel about Health and Care services?



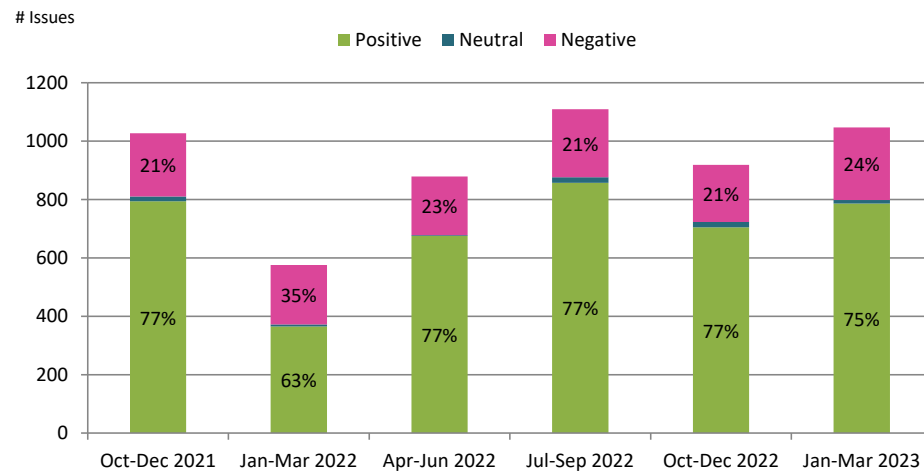
3.1 How do people feel about services overall?



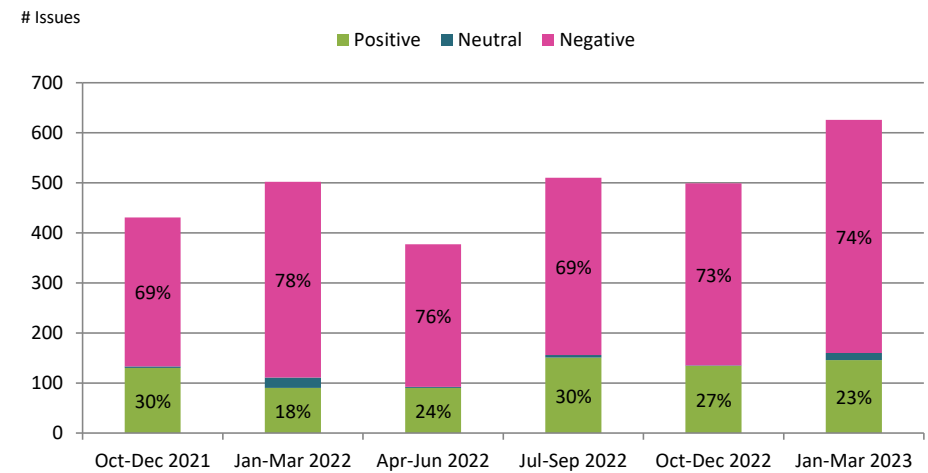
3.2 How well informed, involved and supported do people feel?



3.3 How do people feel about general quality and empathy?



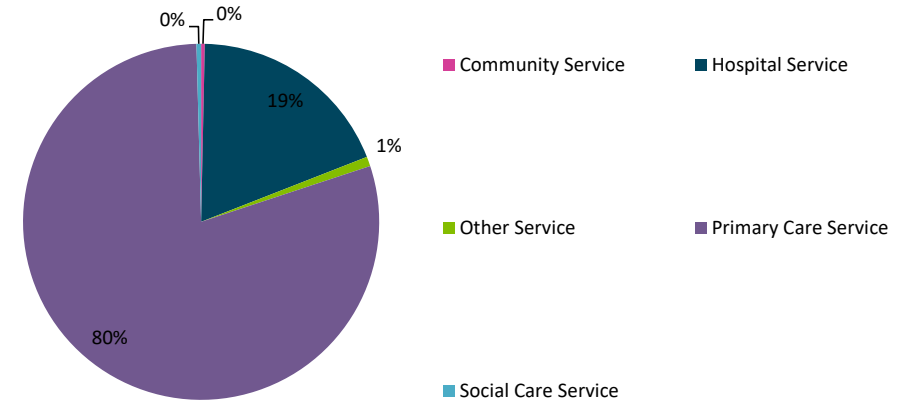
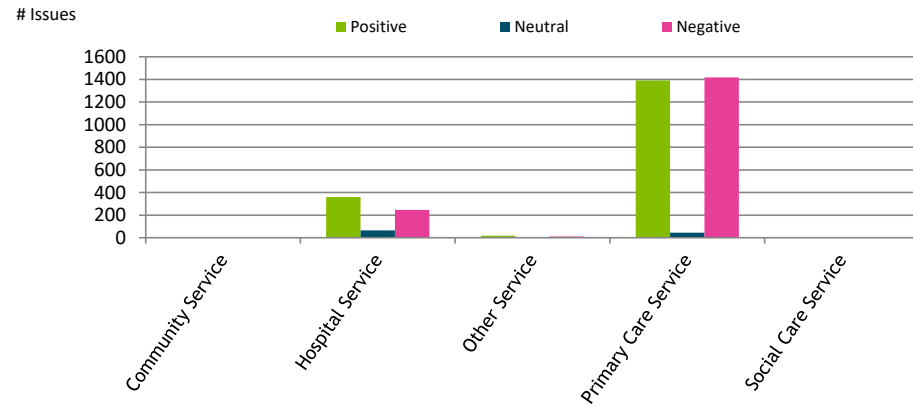
3.4 How do people feel about access to services?



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

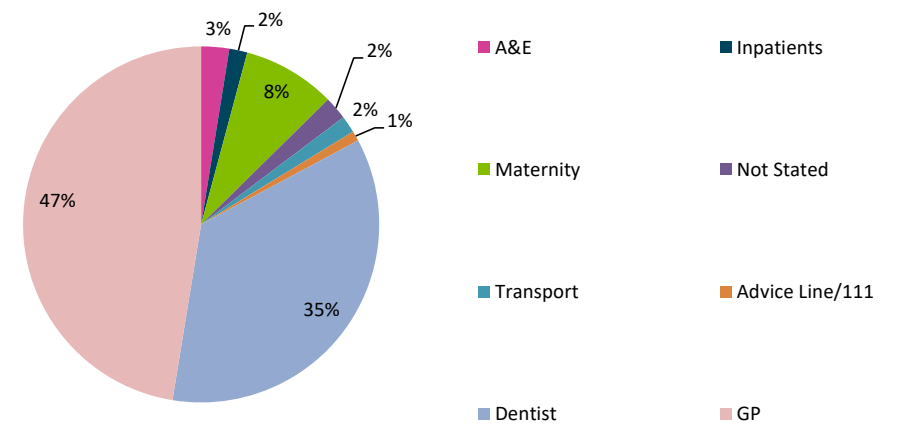
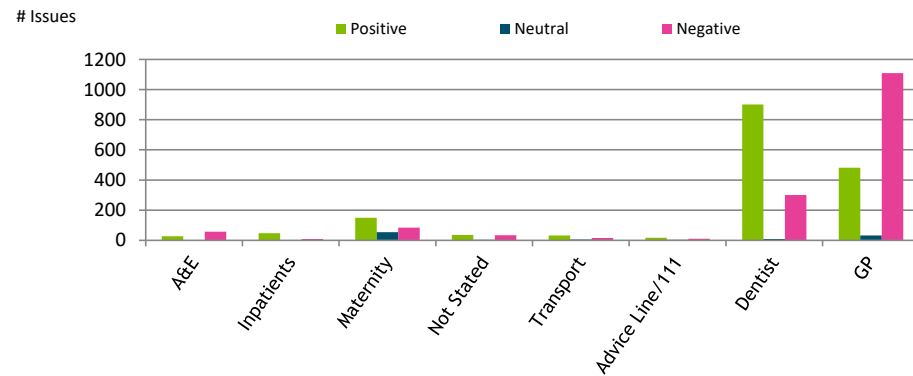


4.1 Service Sector



Service sectors receiving the most comments overall

4.2 Service Type

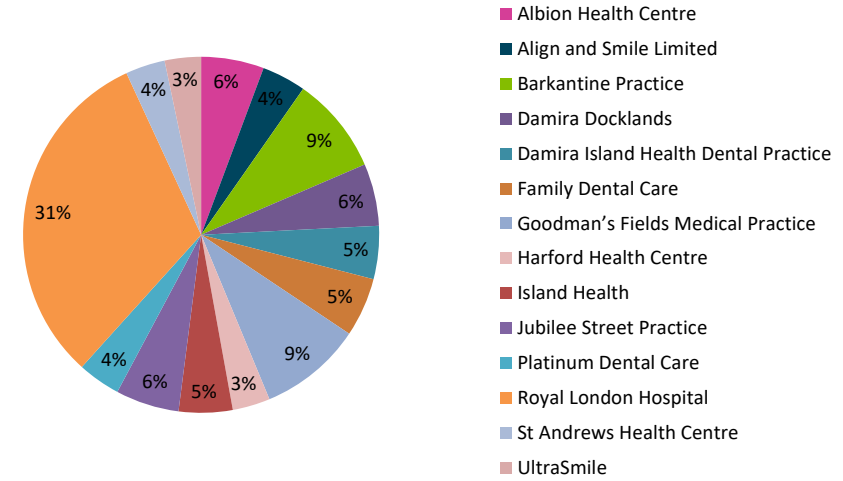
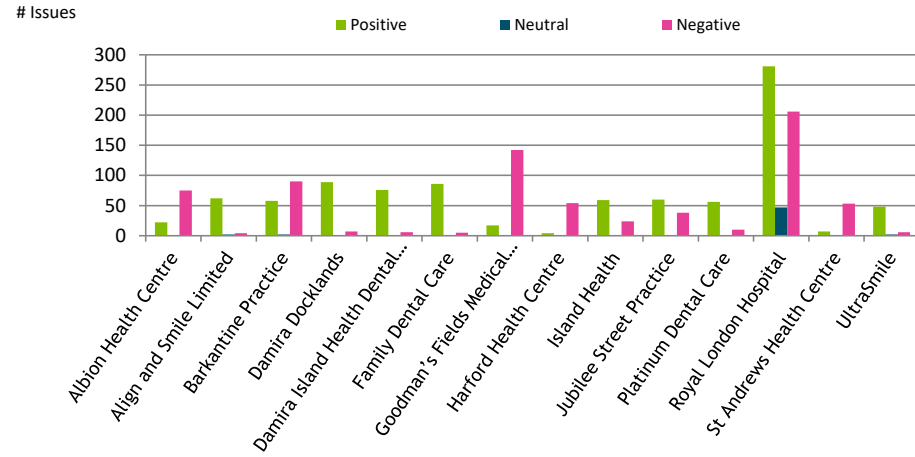


Service type receiving the most comments overall

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

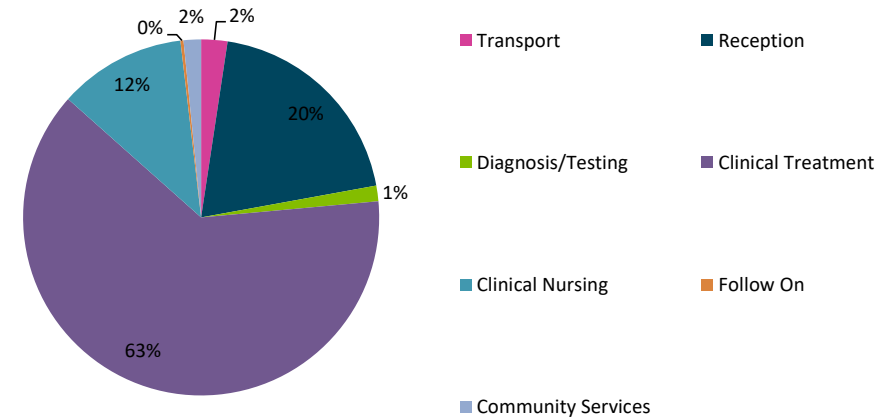
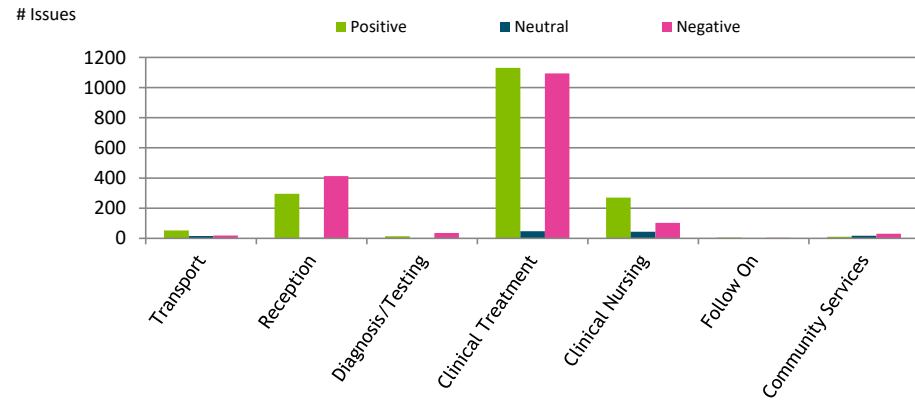


4.3 Services



Services receiving the most comments overall

4.4 Breakdown of care pathway locations

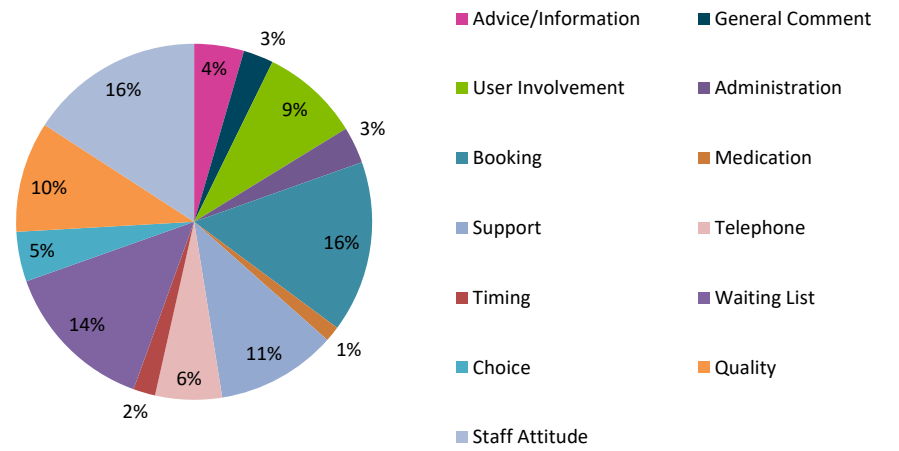
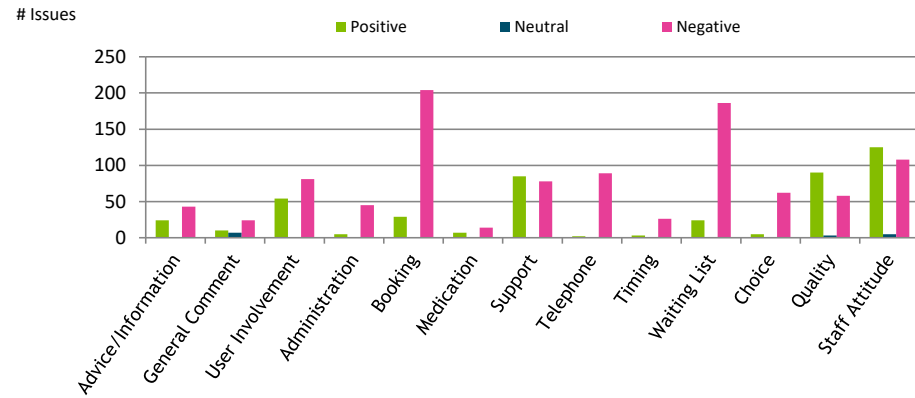


Care pathway locations

5. Trends: GP Services

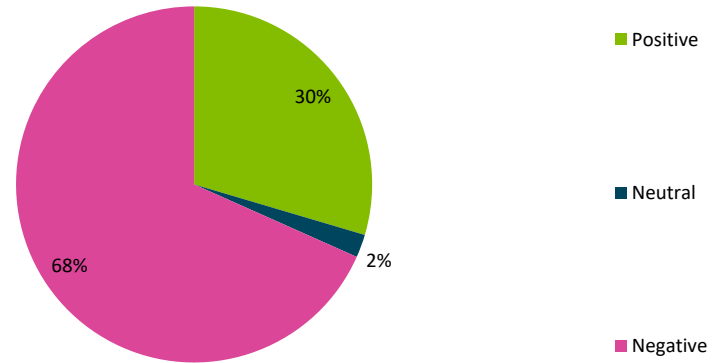
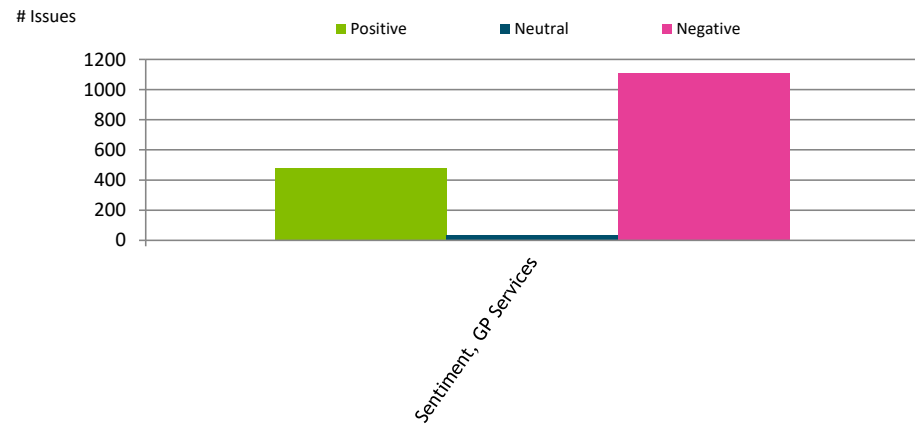


5.1 Trends, GP Services: 1626 issues from 451 people



Issues receiving the most comments overall

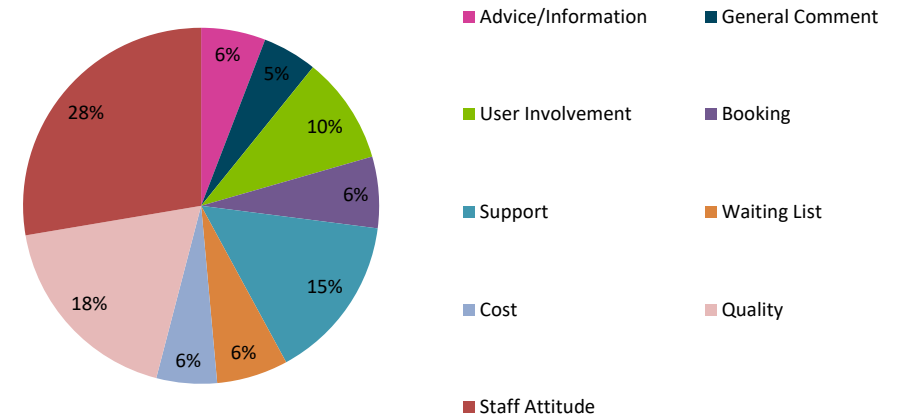
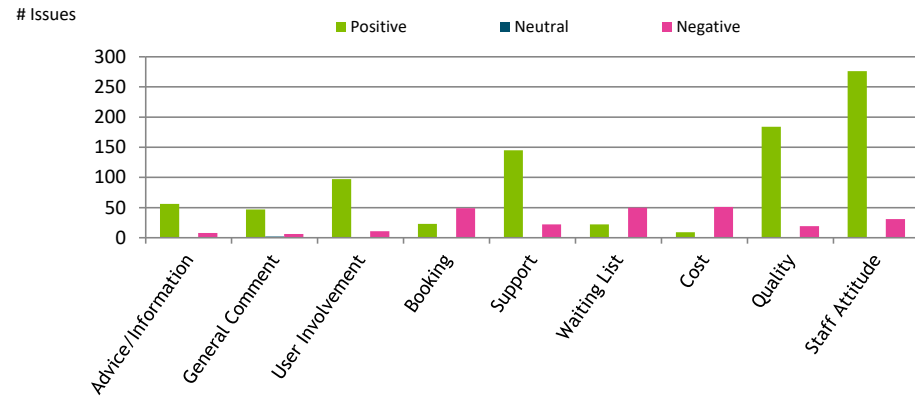
5.2 Sentiment, GP Services



5. Trends: Dentists

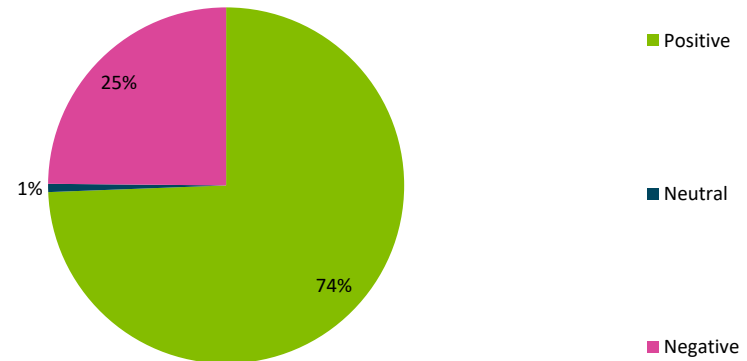
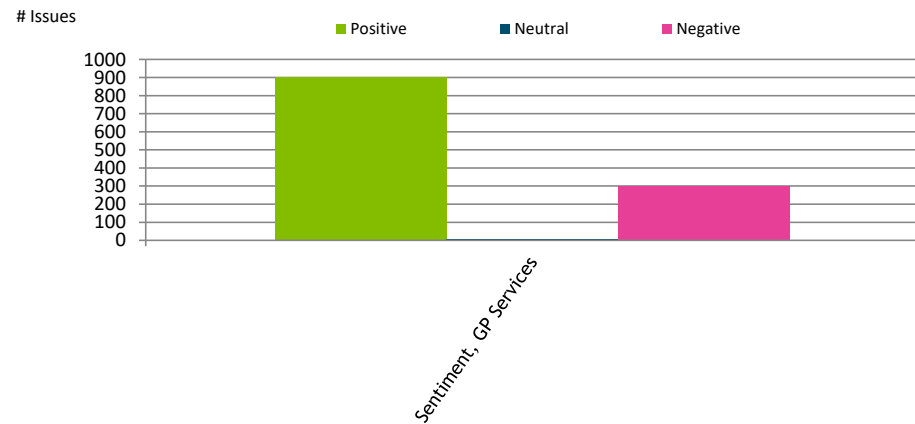


5.3 Trends, Dentists: 1211 issues from 305 people



Issues receiving the most comments overall

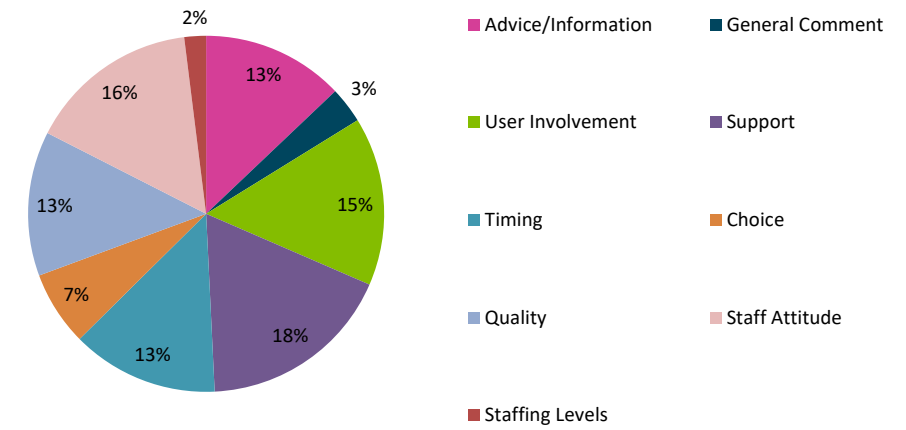
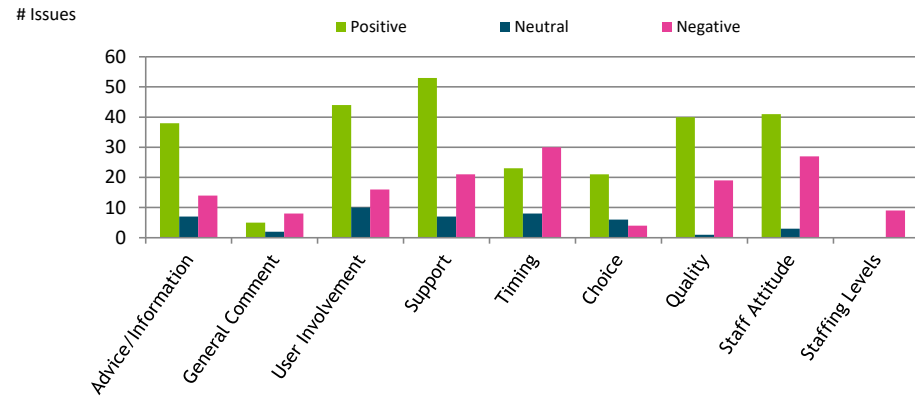
5.4 Sentiment, GP Services



5. Trends: Royal London Hospital

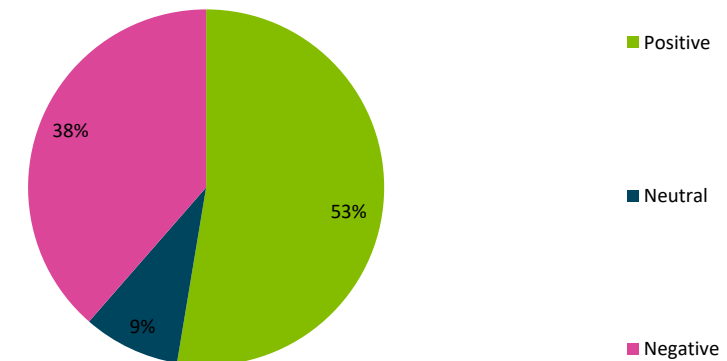
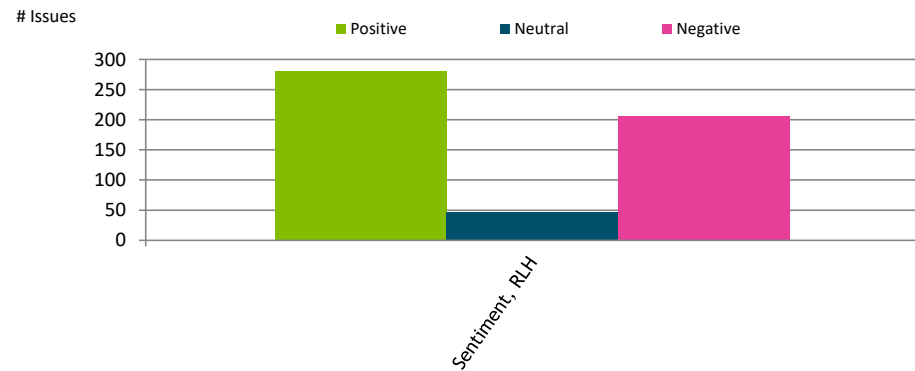


5.5 Trends, Royal London Hospital: 534 issues from 109 people



Issues receiving the most comments overall

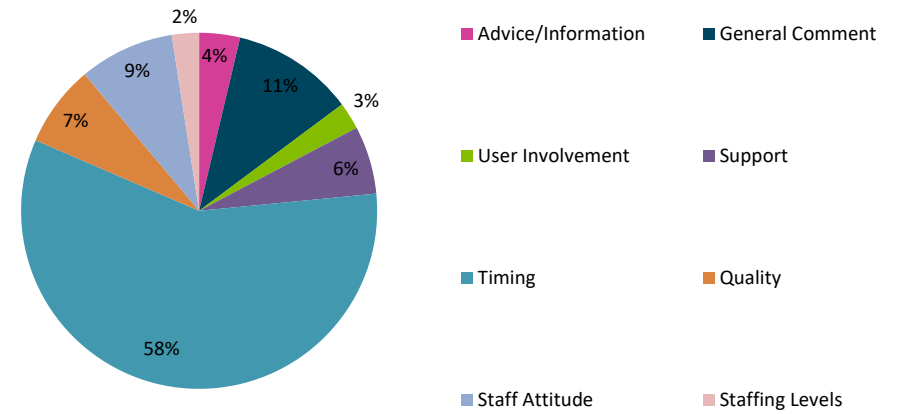
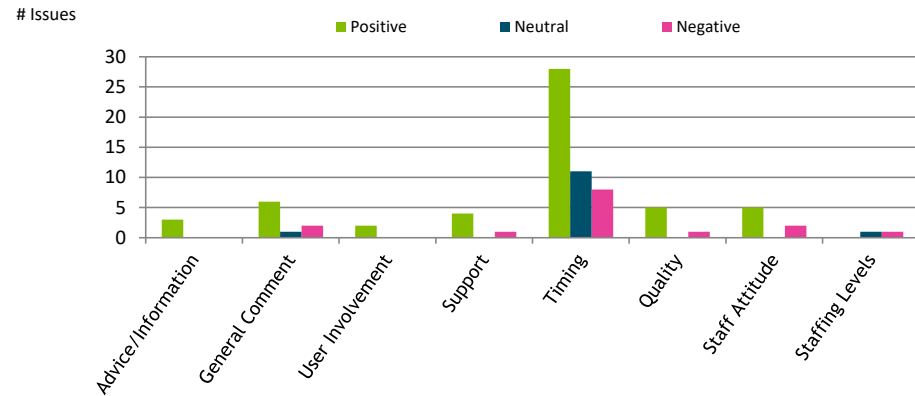
5.6 Sentiment, Royal London Hospital



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

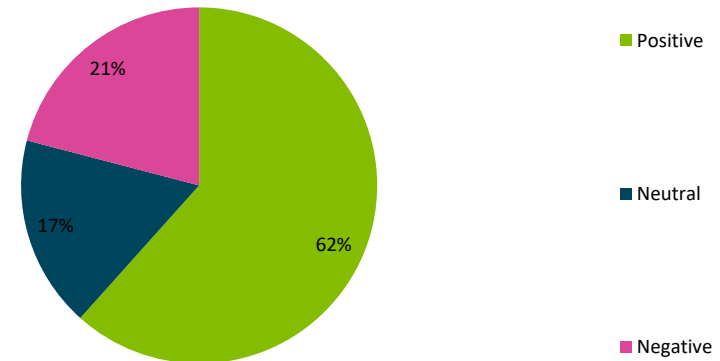
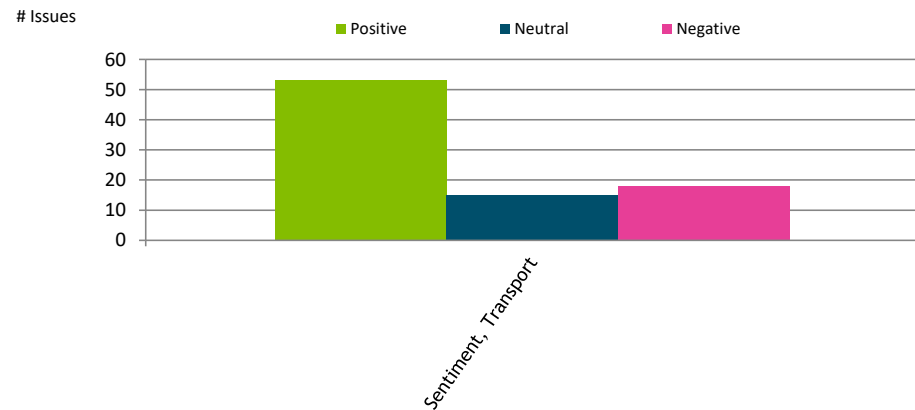


6.1 Trends, Transport (86 issues)



Issues receiving the most comments overall

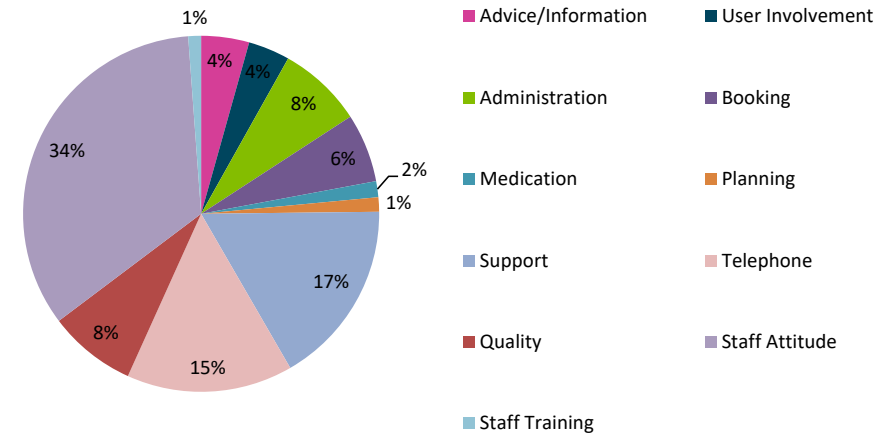
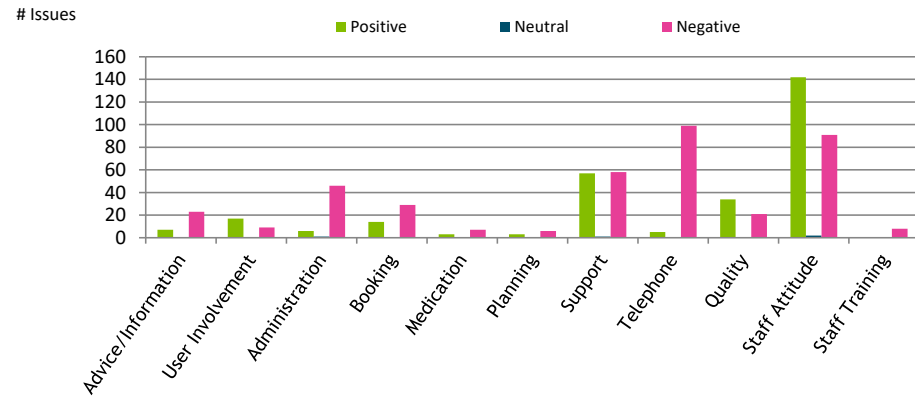
6.2 Sentiment, Transport



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

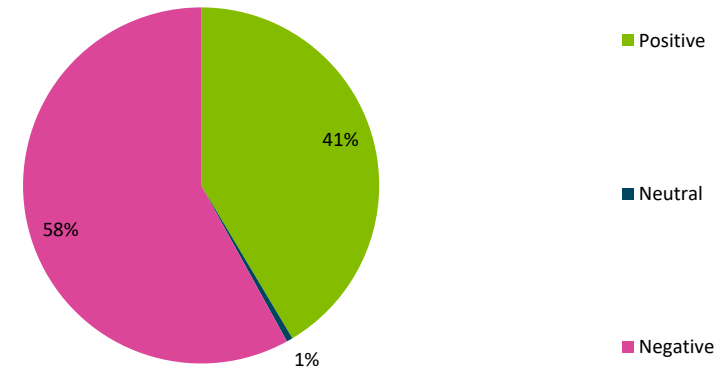
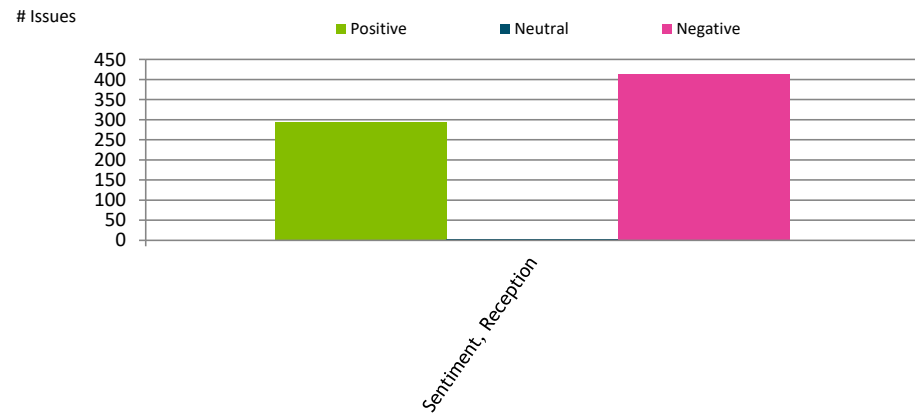


6.3 Trends, Reception (712 issues)



Issues receiving the most comments overall

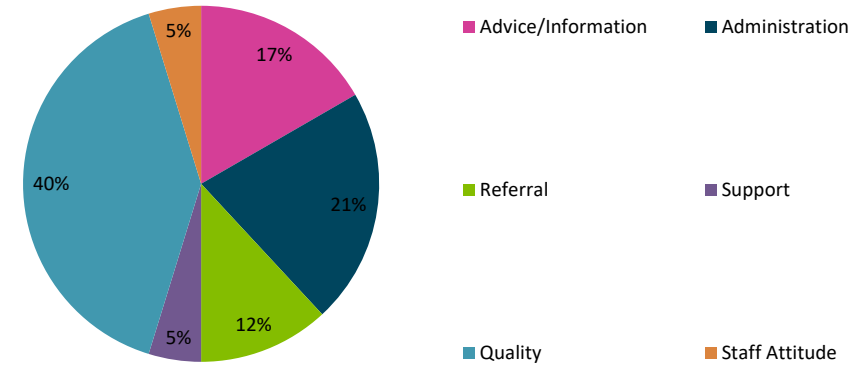
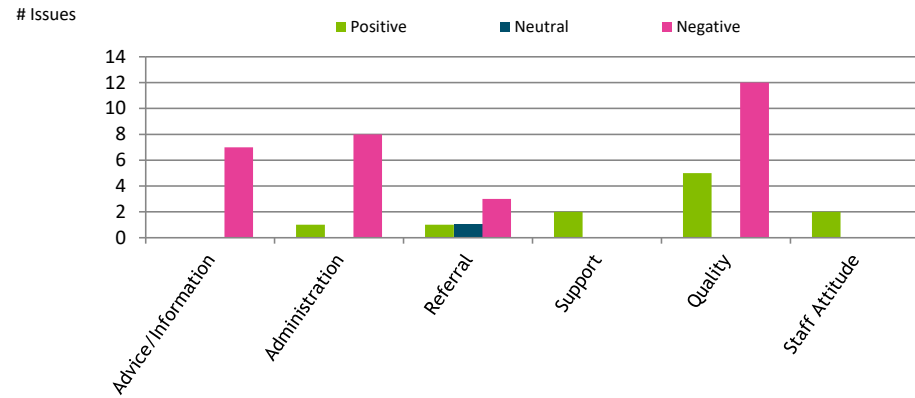
6.4 Sentiment, Reception



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

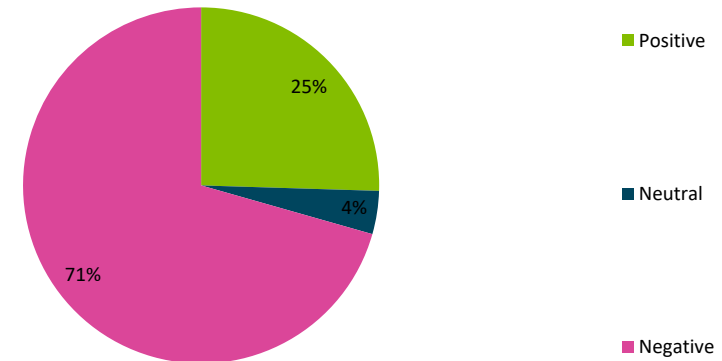
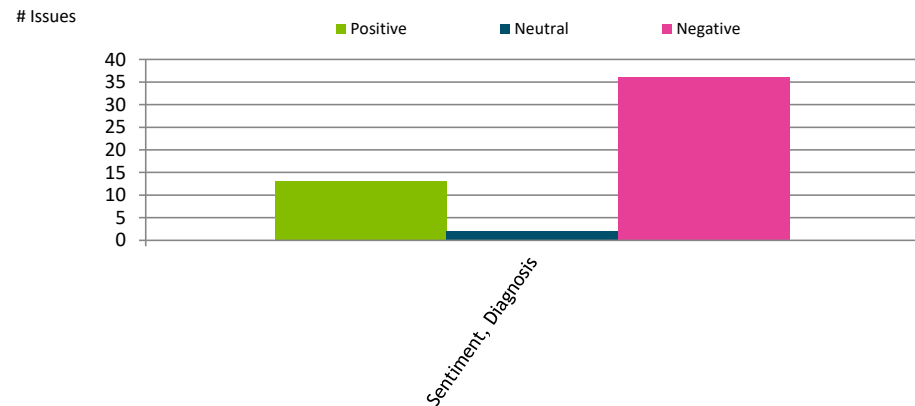


6.5 Trends, Diagnosis/Testing (51 issues)



Issues receiving the most comments overall

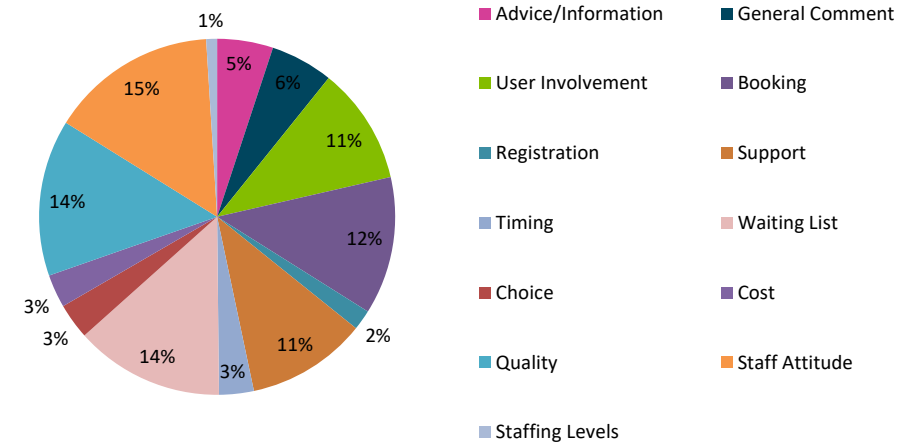
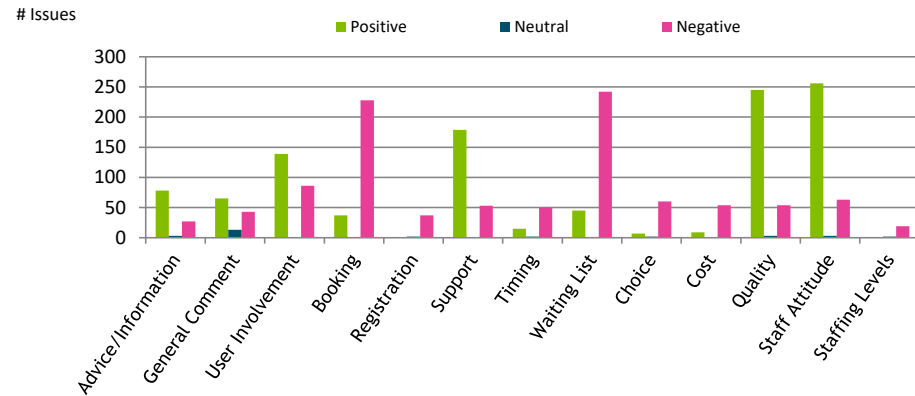
6.6 Sentiment, Diagnosis/Testing



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

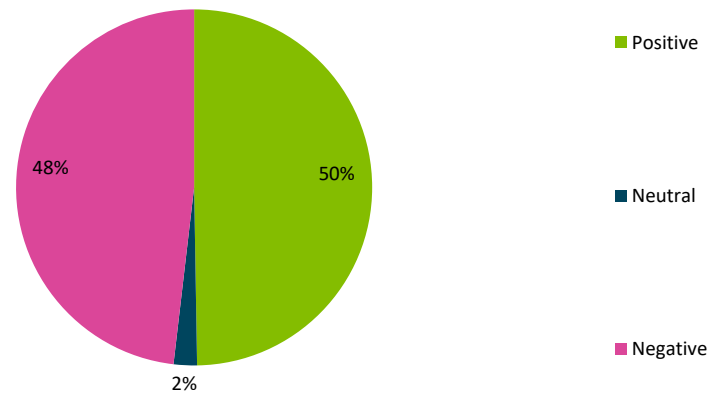
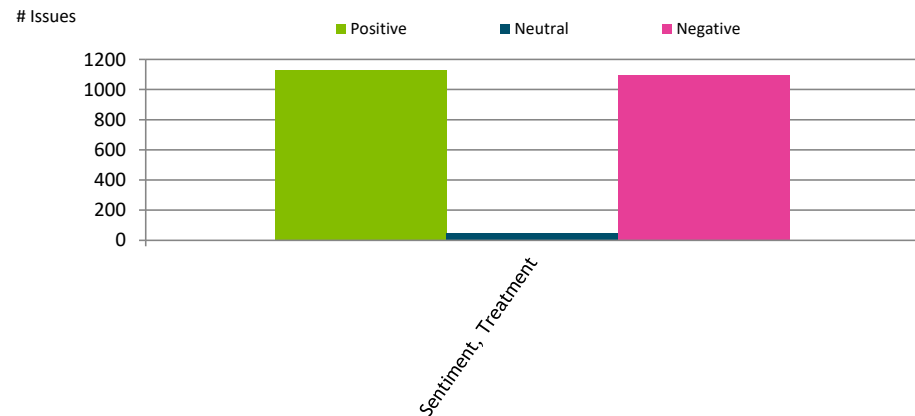


6.7 Trends, Clinical Treatment (2272 issues)



Issues receiving the most comments overall

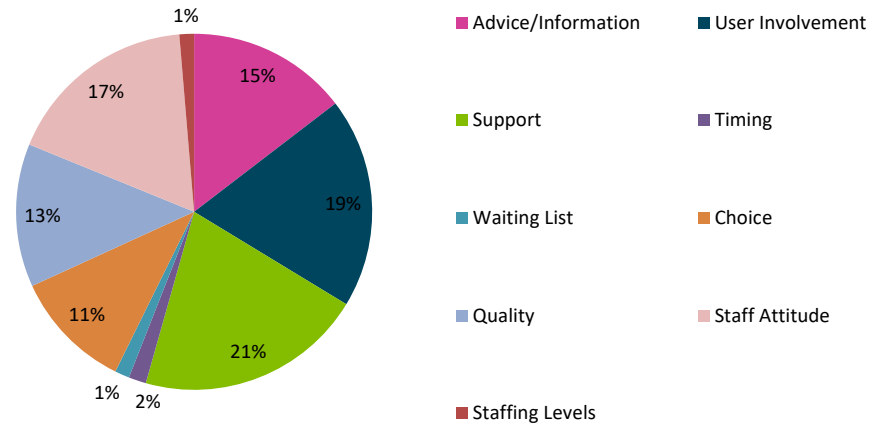
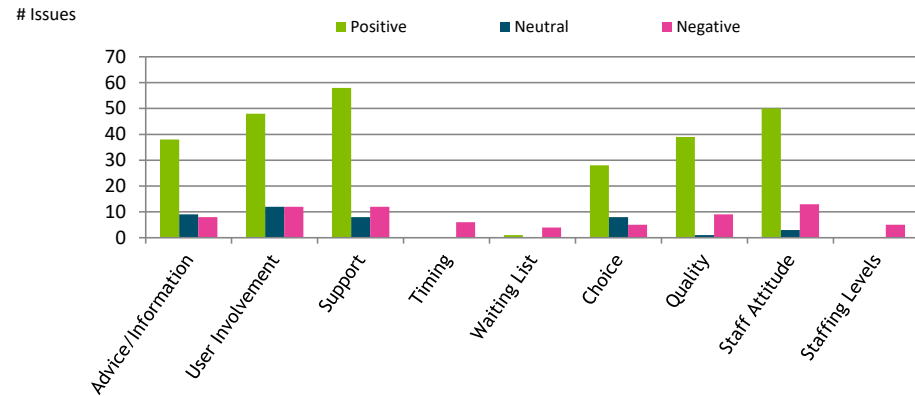
6.8 Sentiment, Clinical Treatment



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

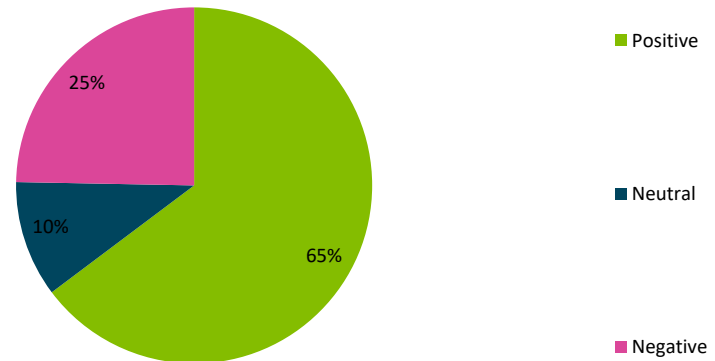
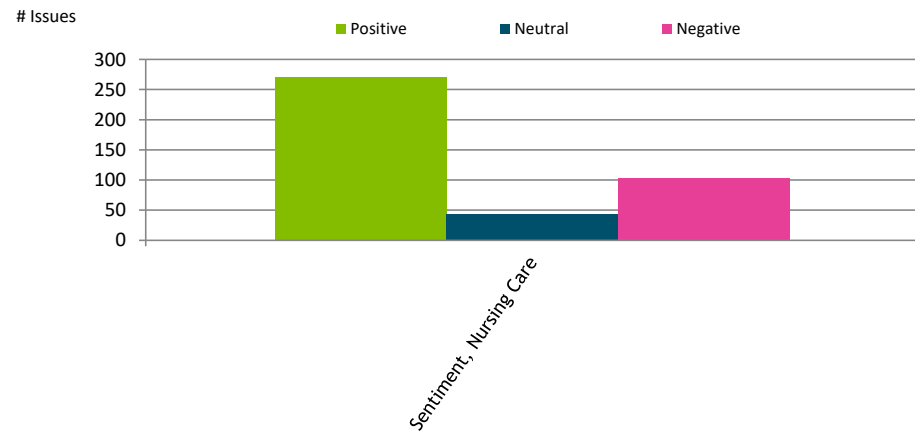


6.9 Trends, Clinical Nursing (417 issues)



Issues receiving the most comments overall

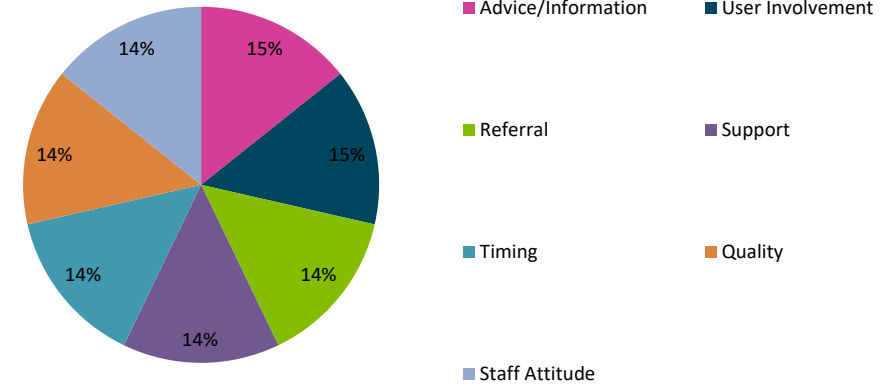
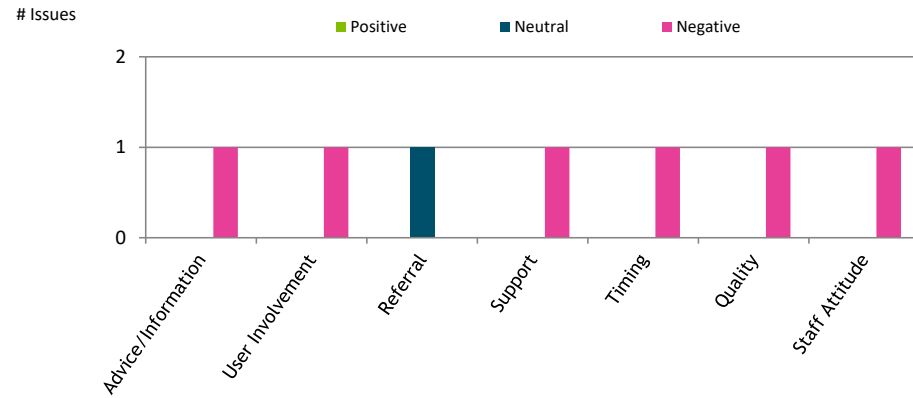
6.10 Sentiment, Clinical Nursing



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

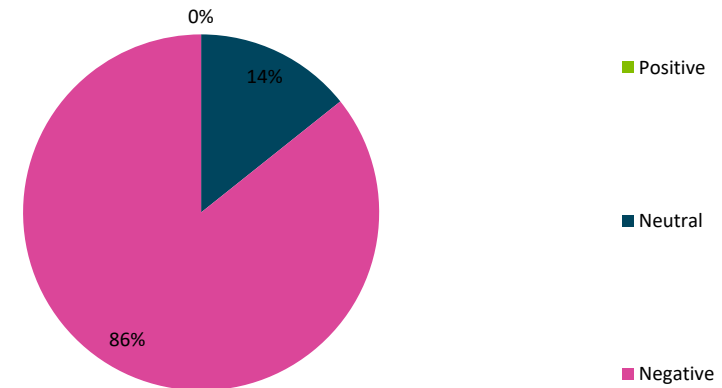
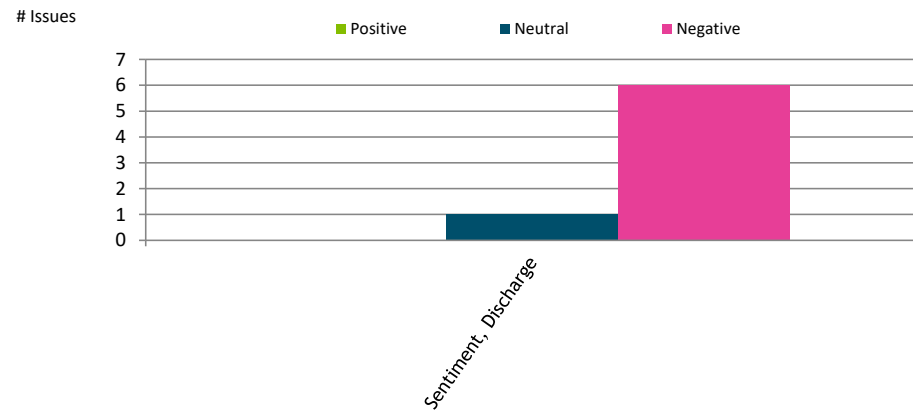


6.11 Trends, Discharge (7 issues)



Issues receiving the most comments overall

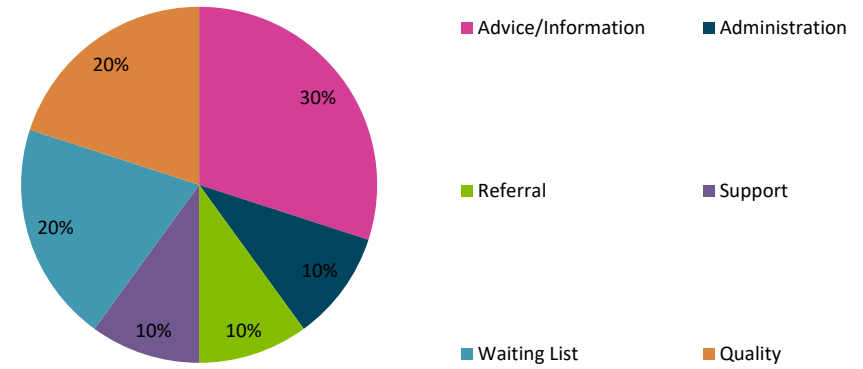
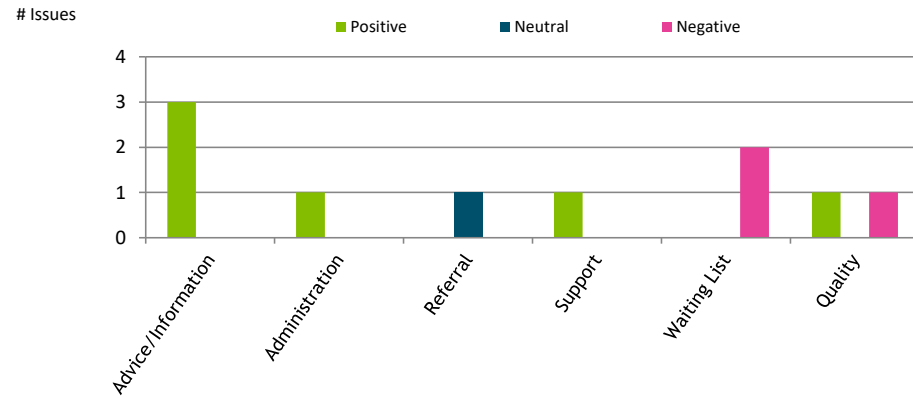
6.12 Sentiment, Discharge



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

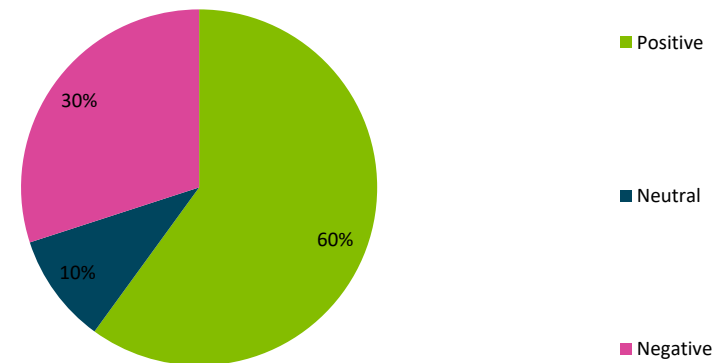
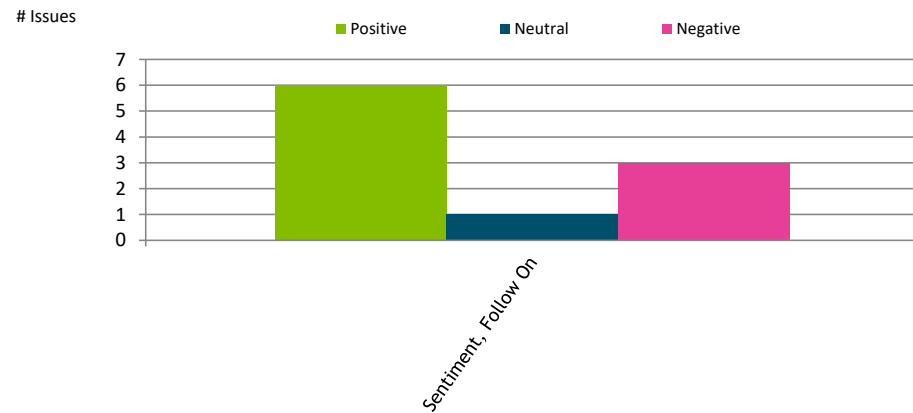


6.13 Trends, Follow On (10 issues)



Issues receiving the most comments overall

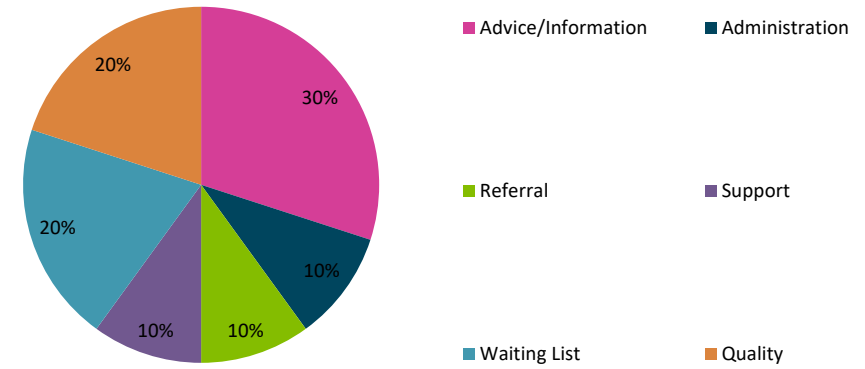
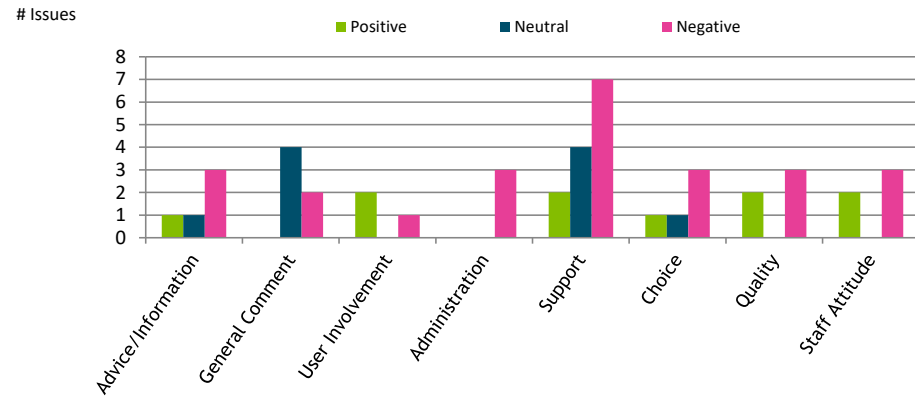
6.14 Sentiment, Follow On



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

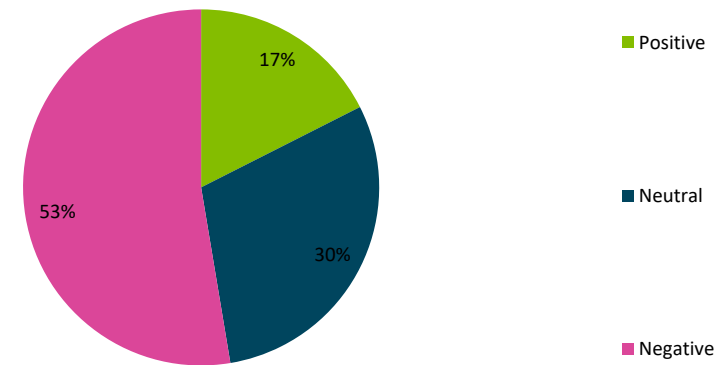
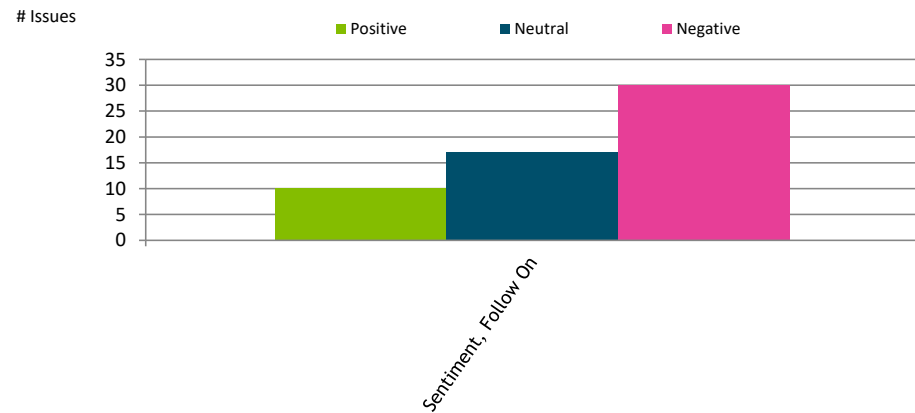


6.15 Trends, Community (57 issues)



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	<i>Communication, including access to advice and information.</i>	130	13	69	212
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	9	1	5	15
	Peer Involvement	<i>Involvement or Influence of friends.</i>	0	2	0	2
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	72	19	47	138
	User Involvement	<i>Involvement or influence of the service user.</i>	209	13	109	331
Systems	Administration	<i>Administrative processes and delivery.</i>	9	2	62	73
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	1	0	4	5
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	52	1	261	314
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	11	11
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	3	3
	Referral	<i>Referral to a service.</i>	3	9	17	29
	Medical Records	<i>Management of medical records.</i>	0	0	1	1
	Medication	<i>Prescription and management of medicines.</i>	13	0	18	31
	Opening Times	<i>Opening times of a service.</i>	3	1	2	6
	Planning	<i>Leadership and general organisation.</i>	7	2	9	18
	Registration	<i>Ability to register for a service.</i>	3	2	39	44
	Support	<i>Levels of support provided.</i>	304	14	134	452
	Telephone	<i>Ability to contact a service by telephone.</i>	5	0	102	107
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	43	14	66	123
	Waiting List	<i>Length of wait while on a list.</i>	46	1	249	296
Values	Choice	<i>General choice.</i>	36	11	68	115
	Cost	<i>General cost.</i>	9	3	56	68
	Language	<i>Language, including terminology.</i>	0	0	4	4
	Nutrition	<i>Provision of sustenance.</i>	1	0	4	5
	Privacy	<i>Privacy, personal space and property.</i>	0	0	5	5
	Quality	<i>General quality of a service, or staff.</i>	331	4	102	437
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	1	1	2
	Stimulation	<i>General stimulation, including access to activities.</i>	1	2	1	4

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>	5	6	9	20
	Environment/Layout	<i>Physical environment of a service.</i>	9	4	8	21
	Equipment	<i>General equipment issues.</i>	3	0	5	8
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	4	4
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	16	0	3	19
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	0	0
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	2	2
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	13	13
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	1	2	1	4
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	457	9	173	639
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	2	2
	Staff Training	<i>Training of staff.</i>	0	2	15	17
	Staffing Levels	<i>General availability of staff.</i>	0	3	25	28
	Total:			1778	141	1709