The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Tower Hamlets

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 local health, social care and community services.

Qualitative Feedback, 1 July - 30 September 2024

healthwatch
Tower Hamlets

Index and overview of findings

1,974

Data Source

This report is based on the experience of 1,974 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.

69%

Overall Satisfaction

Overall satisfaction is at 69% positive, 28% 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.

79%

Information, Involvement and Support

Satisfaction is at 79% positive, 20% negative and 1% neutral, comments suggest.

This quarter, complaints are down by 12% on communication and by 5% on support. More on page 5.

86%

Quality and Empathy

According to comments, satisfaction is at 86% positive and 14% negative.

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

41%

Access to Services

Satisfaction is at 41% positive, 56% negative and 3% neutral.

This quarter, complaints are down by 21% on ability to book appointments, by 18% on waiting times and by 8% 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.

"A smile at reception makes all the difference. I came in feeling anxious, but left feeling much better."

GP Services

Satisfaction is at 62% positive, 37% negative and 1% neutral, according to feedback.

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

658

Dentists

Comments suggest satisfaction is at 90% positive and 10% negative.

366 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.

366

Royal London Hospital

Satisfaction is at 54% positive, 44% negative and 2% neutral, comments suggest.
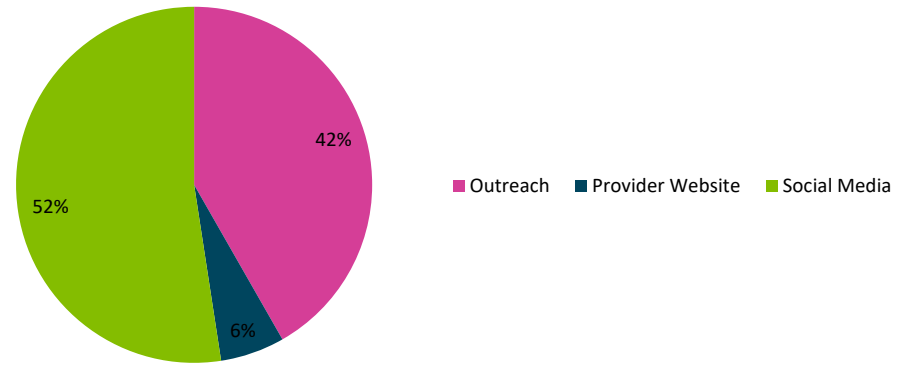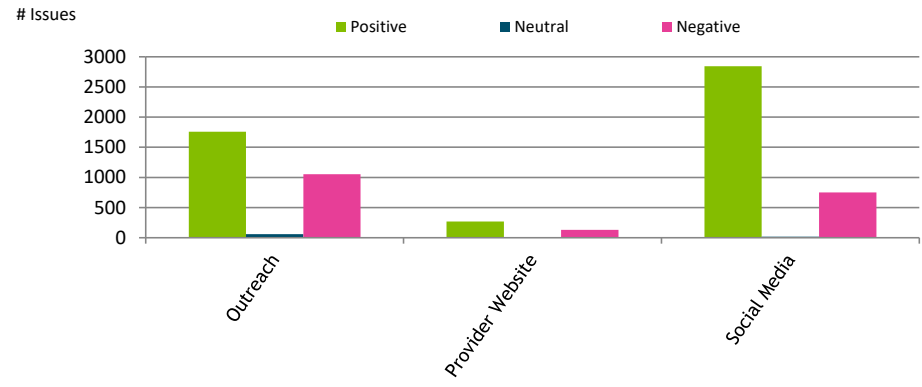
356 people comment this quarter. Experiences reflect good quality treatment and care, on the whole. Service access, particularaly waiting times is a leading negative topic. Feedback suggests patients would also like greater levels of communication and support. More on page 11.

356

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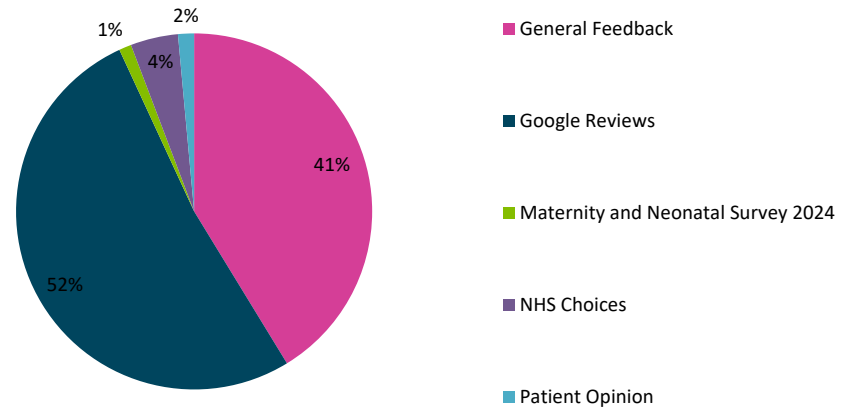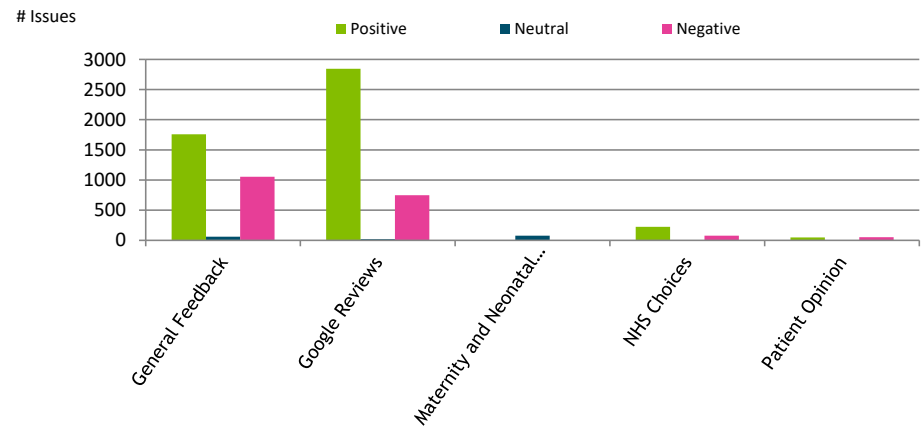
1. Data Source: Where did we collect the feedback?

1.1 Source: 6964 issues from 1974 people

Issues

Legend: Positive, Neutral, Negative

Categories: Outreach, Provider Website, Social Media

Sources providing the most comments overall

Pie chart:
- Outreach: 42%
- Provider Website: 6%
- Social Media: 52%

1.2 Origin

Issues

Legend: Positive, Neutral, Negative

Categories: General Feedback, Google Reviews, Maternity and Neonatal..., NHS Choices, Patient Opinion

Origins providing the most comments overall

Pie chart:
- General Feedback: 41%
- Google Reviews: 52%
- Maternity and Neonatal Survey 2024: 1%
- NHS Choices: 4%
- Patient Opinion: 2%

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

2.1 Top Trends: 6962 issues from 1973 people

Issues

Legend: Positive ■ Neutral ■ Negative

Bar chart categories: Advice/Information, General Comment, User Involvement, Administration, Booking, Referral, Medication, Support, Telephone, Timing, Waiting List, Quality, Staff Attitude
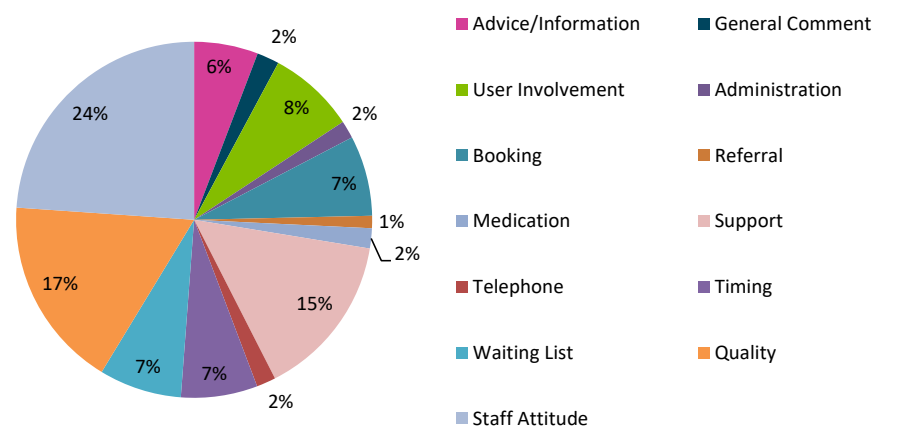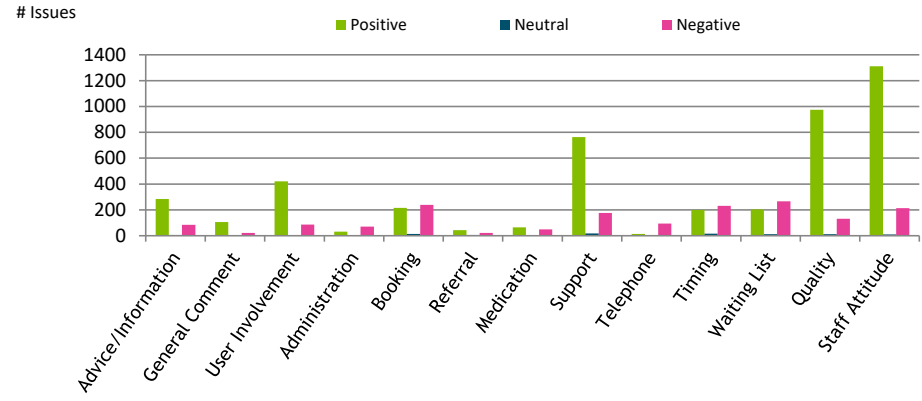
Issues receiving the most comments overall. See pages 20-21 for issue descriptions.

Pie chart:
- Advice/Information: 6%
- General Comment: 2%
- User Involvement: 8%
- Administration: 2%
- Booking: 7%
- Referral: 1%
- Medication: 2%
- Support: 15%
- Telephone: 2%
- Timing: 7%
- Waiting List: 7%
- Quality: 17%
- Staff Attitude: 24%

2.2 Stated medical conditions

Issues

Legend: Positive ■ Neutral ■ Negative

Bar chart categories: Cardiology, Children's Health, Dentistry, Digital and Online, Ear Health/Hearing, Ear, Nose & Throat, Eye Health, Maternity, Mental Health, Musculoskeletal Health, Older People's Health, Reproductive Health, Skin Health, Stomach Related

Medical conditions receiving the most comments overall

Pie chart:
- Cardiology: 4%
- Children's Health: 4%
- Dentistry: 53%
- Digital and Online: 6%
- Ear Health/Hearing: 1%
- Ear, Nose & Throat: 2%
- Eye Health: 2%
- Maternity: 8%
- Mental Health: 1%
- Musculoskeletal Health: 11%
- Older People's Health: 2%
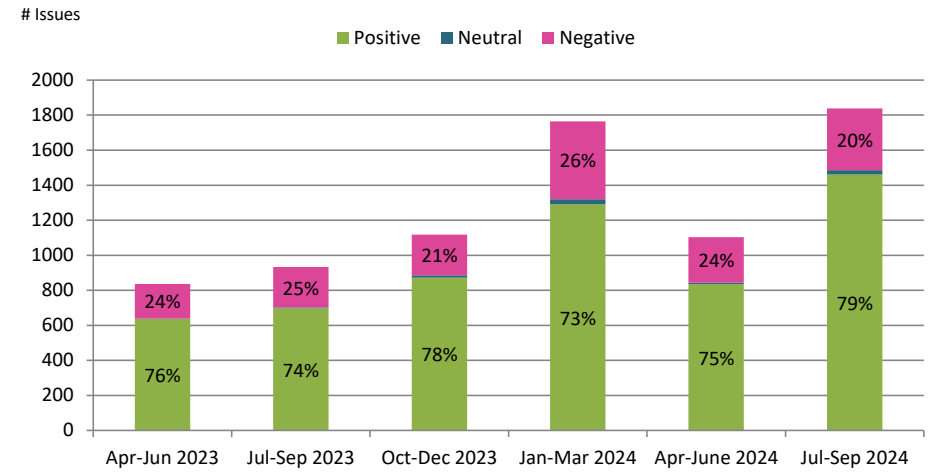- Reproductive Health: 2%
- Skin Health: 4%
- Stomach Related: 2%
- 2%

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

3.1 How do people feel about services overall?

Issues

Legend: Positive (green), Neutral (blue), Negative (pink)

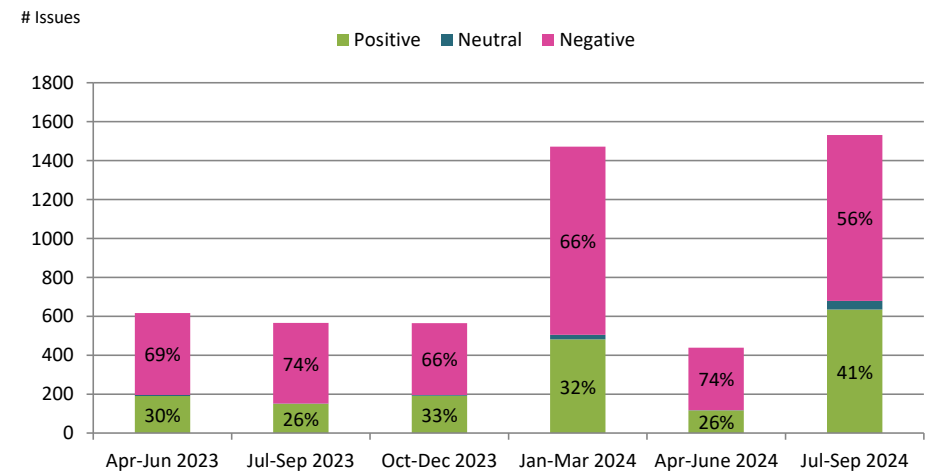| Period	Positive	Negative
Apr-Jun 2023	64%	36%
Jul-Sep 2023	62%	37%
Oct-Dec 2023	69%	30%
Jan-Mar 2024	64%	35%
Apr-June 2024	68%	31%
Jul-Sep 2024	69%	28%
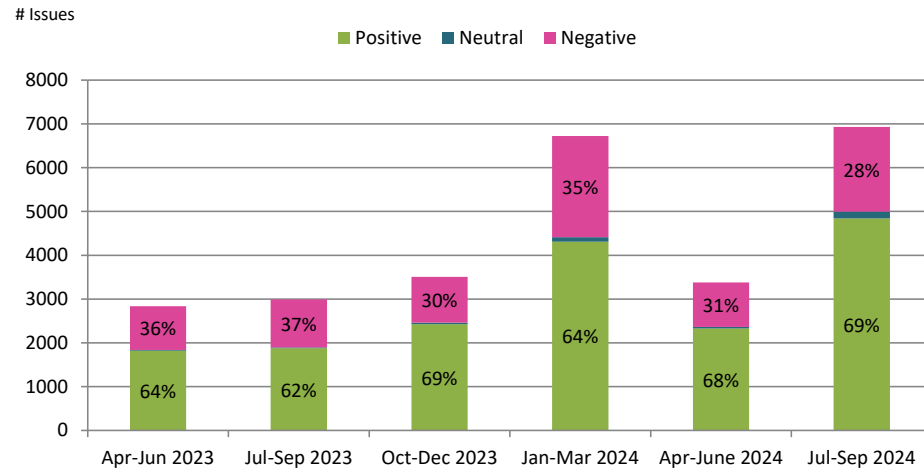
3.2 How well informed, involved and supported do people feel?

Issues

Legend: Positive (green), Neutral (blue), Negative (pink)

Period	Positive	Negative
Apr-Jun 2023	76%	24%
Jul-Sep 2023	74%	25%
Oct-Dec 2023	78%	21%
Jan-Mar 2024	73%	26%
Apr-June 2024	75%	24%
Jul-Sep 2024	79%	20%

3.3 How do people feel about general quality and empathy?

Issues

Legend: Positive (green), Neutral (blue), Negative (pink)

Period	Positive	Negative
Apr-Jun 2023	79%	20%
Jul-Sep 2023	79%	21%
Oct-Dec 2023	82%	17%
Jan-Mar 2024	82%	16%
Apr-June 2024	82%	17%
Jul-Sep 2024	86%	14%
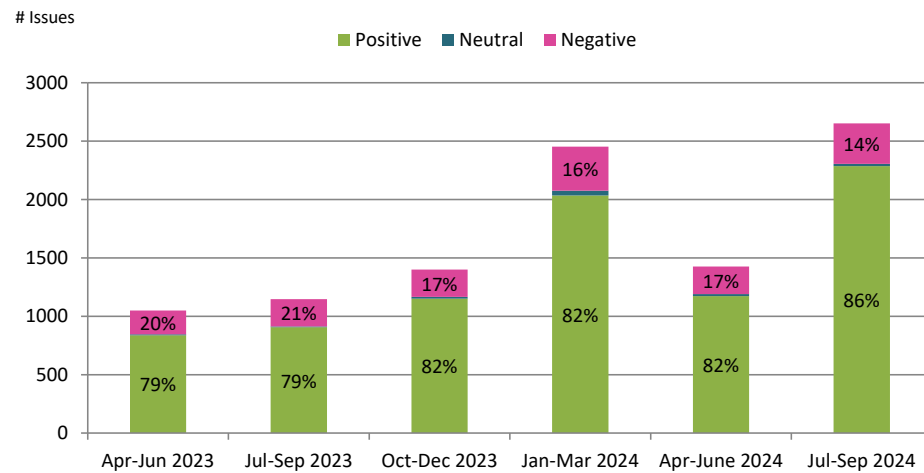
3.4 How do people feel about access to services?

Issues

Legend: Positive (green), Neutral (blue), Negative (pink)

Period	Positive	Negative
Apr-Jun 2023	30%	69%
Jul-Sep 2023	26%	74%
Oct-Dec 2023	33%	66%
Jan-Mar 2024	32%	66%
Apr-June 2024	26%	74%
Jul-Sep 2024	41%	56%

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

4.1 Service Sector

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Chart: bar chart with categories Community Service, Hospital Service, Other Service, Primary Care Service (y-axis 0–3500)
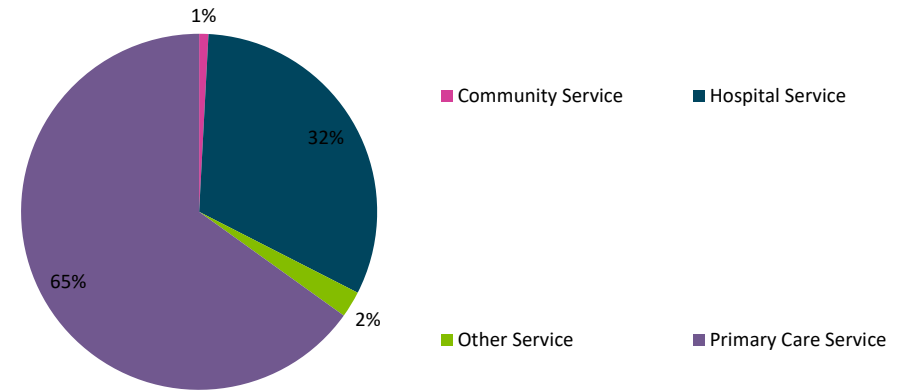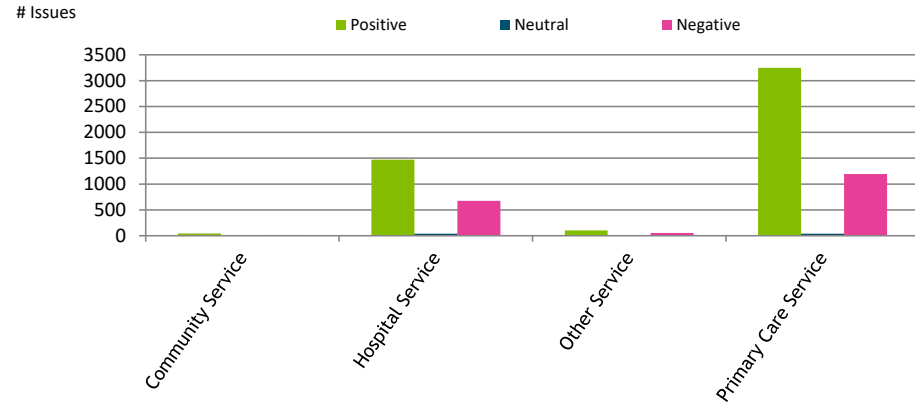
Service sectors receiving the most comments overall

Pie chart:
- Community Service — 1%
- Hospital Service — 32%
- Other Service — 2%
- Primary Care Service — 65%

4.2 Service Type

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Chart: bar chart with categories A&E, Dermatology, Inpatients, Maternity, Not Stated, Orthopaedics, Phlebotomy, Physiotherapy, Radiography, Surgical Clinic, Transport, Advice Line/111, Dentist, GP (y-axis 0–1800)

Service type receiving the most comments overall

Pie chart:
- A&E — 3%
- Dermatology — 2%
- Inpatients — 1%
- Maternity — 2%
- Not Stated — 6%
- Orthopaedics — 3%
- Phlebotomy — 1%
- Physiotherapy — 1%
- Radiography — 3%
- Surgical Clinic — 4%
- Transport — 2%
- Advice Line/111 — 3%
- Dentist — 25%
- GP — 44%

Legend: ■ A&E ■ Dermatology ■ Inpatients ■ Maternity ■ Not Stated ■ Orthopaedics ■ Phlebotomy ■ Physiotherapy ■ Radiography ■ Surgical Clinic ■ Transport ■ Advice Line/111 ■ Dentist ■ GP

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

4.3 Services

Issues

Legend: Positive · Neutral · Negative
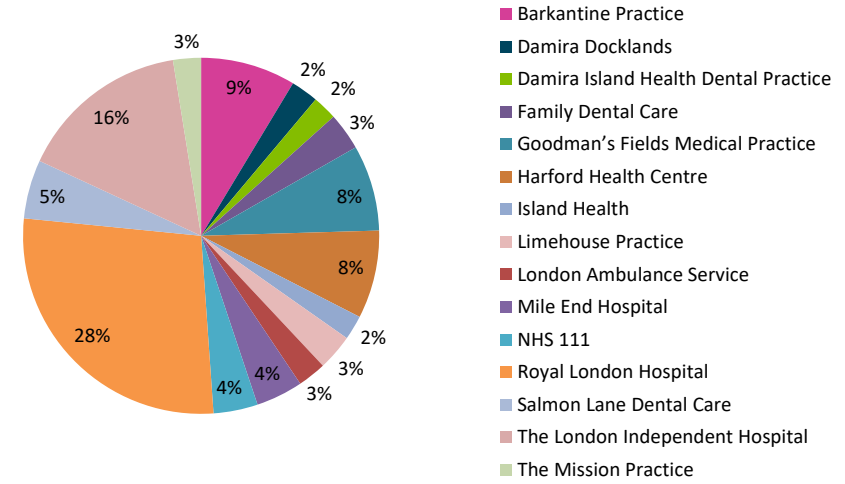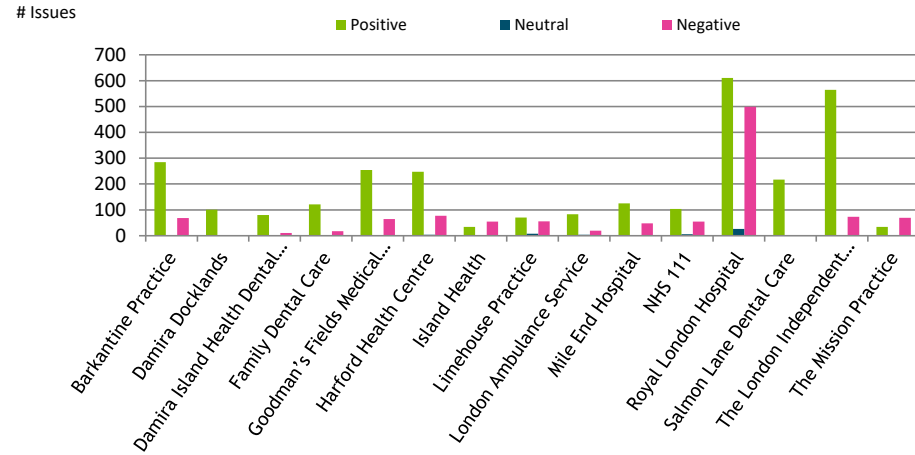
Services receiving the most comments overall

Pie chart legend:
- Barkantine Practice — 9%
- Damira Docklands — 2%
- Damira Island Health Dental Practice — 2%
- Family Dental Care — 3%
- Goodman's Fields Medical Practice — 8%
- Harford Health Centre — 8%
- Island Health — 2%
- Limehouse Practice — 3%
- London Ambulance Service — 3%
- Mile End Hospital — 4%
- NHS 111 — 4%
- Royal London Hospital — 28%
- Salmon Lane Dental Care — 5%
- The London Independent Hospital — 16%
- The Mission Practice — 3%

4.4 Breakdown of care pathway locations

Issues

Legend: Positive · Neutral · Negative

Care pathway locations

Pie chart:
- Reception — 18%
- Diagnosis/Testing — 6%
- Clinical Treatment — 67%
- Clinical Nursing — 9%

5.1 Trends, GP Services: 2623 issues from 658 people

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart categories: Advice/Information, General Comment, User Involvement, Administration, Booking, Medication, Support, Telephone, Timing, Waiting List, Choice, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart legend:
- ■ Advice/Information
- ■ General Comment
- ■ User Involvement
- ■ Administration
- ■ Booking
- ■ Medication
- ■ Support
- ■ Telephone
- ■ Timing
- ■ Waiting List
- ■ Choice
- ■ Quality
- ■ Staff Attitude

Pie chart values: 2%, 4%, 8%, 2%, 12%, 1%, 16%, 3%, 3%, 11%, 1%, 15%, 22%

5.2 Sentiment, GP Services

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Sentiment, GP Services

Pie chart legend:
- ■ Positive — 62%
- ■ Neutral — 1%
- ■ Negative — 37%

9

5.3 Trends, Dentists: 1459 issues from 366 people

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Booking, Support, Timing, Waiting List, Cost, Quality, Environment/Layout, Staff Attitude

Pie chart:
- Advice/Information 7%
- Carer Involvement 1%
- General Comment 3%
- User Involvement 9%
- Administration 1%
- Booking 3%
- Support 15%
- Timing 1%
- Waiting List 4%
- Cost 2%
- Quality 20%
- Environment/Layout 1%
- Staff Attitude 33%

Issues receiving the most comments overall

5.4 Sentiment, GP Services

Issues

Legend: Positive, Neutral, Negative

Sentiment, Dentists

Pie chart:
- Positive 90%
- Neutral 0%
- Negative 10%

10
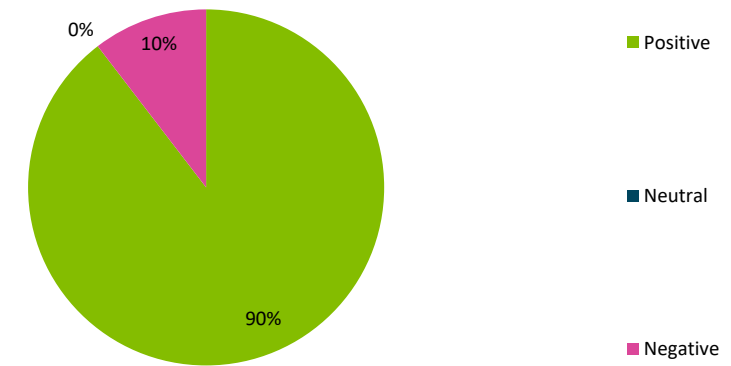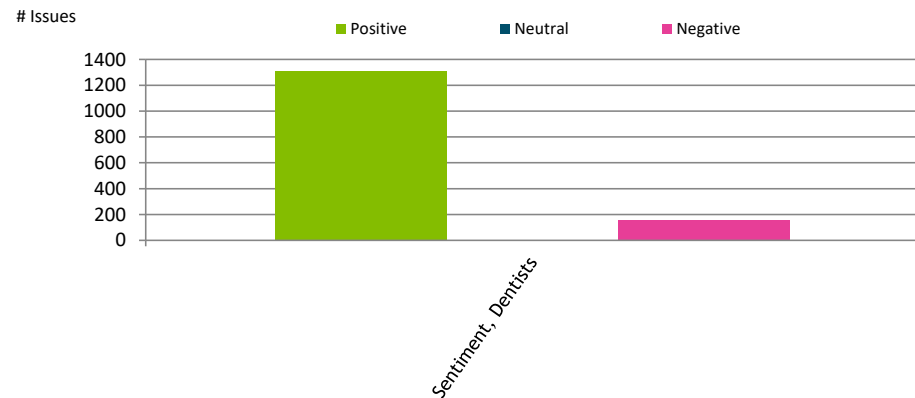
5.5 Trends, Royal London Hospital: 1135 issues from 356 people

Issues

Legend: Positive — Neutral — Negative

Bar chart categories: Advice/Information, General Comment, User Involvement, Administration, Booking, Referral, Planning, Support, Timing, Waiting List, Quality, Environment/Layout, Staff Attitude

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information
- General Comment
- User Involvement
- Administration
- Booking
- Referral
- Planning
- Support
- Timing
- Waiting List
- Quality
- Environment/Layout
- Staff Attitude

Pie chart values: 5%, 2%, 7%, 2%, 4%, 2%, 2%, 12%, 19%, 7%, 18%, 2%, 18%

5.6 Sentiment, Royal London Hospital

Issues

Legend: Positive — Neutral — Negative

Bar chart category: Sentiment, RLH

Pie chart legend:
- Positive
- Neutral
- Negative

Pie chart values: 54%, 2%, 44%
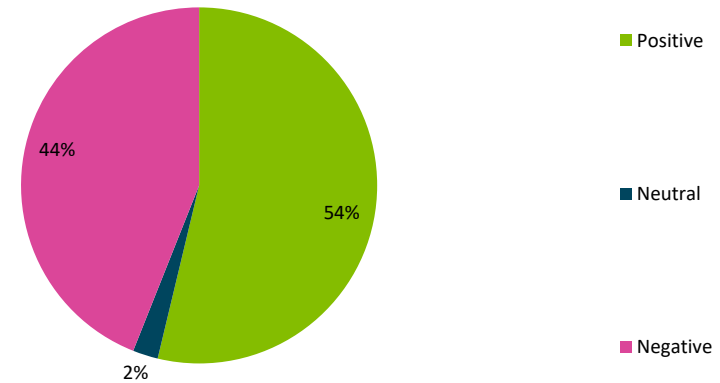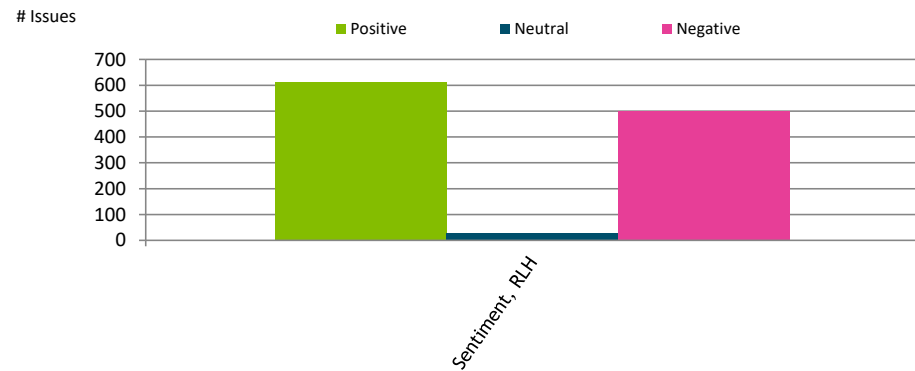
6. Care Pathway: Transport (ability to get to-and-from services)

6.1 Trends, Transport (137 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Booking, Support, Timing, Quality, Omission, Staff Attitude

Pie chart:
- Advice/Information: 2%
- Carer Involvement: 3%
- General Comment: 3%
- User Involvement: 9%
- Booking: 6%
- Support: 14%
- Timing: 30%
- Quality: 15%
- Omission: 2%
- Staff Attitude: 16%

Legend: Advice/Information, Carer Involvement, General Comment, User Involvement, Booking, Support, Timing, Quality, Omission, Staff Attitude

Issues receiving the most comments overall

6.2 Sentiment, Transport

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Transport

Pie chart:
- Positive: 74%
- Neutral: 5%
- Negative: 21%

Legend: Positive, Neutral, Negative
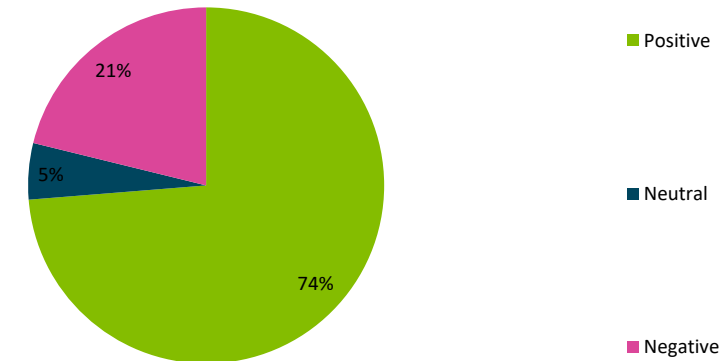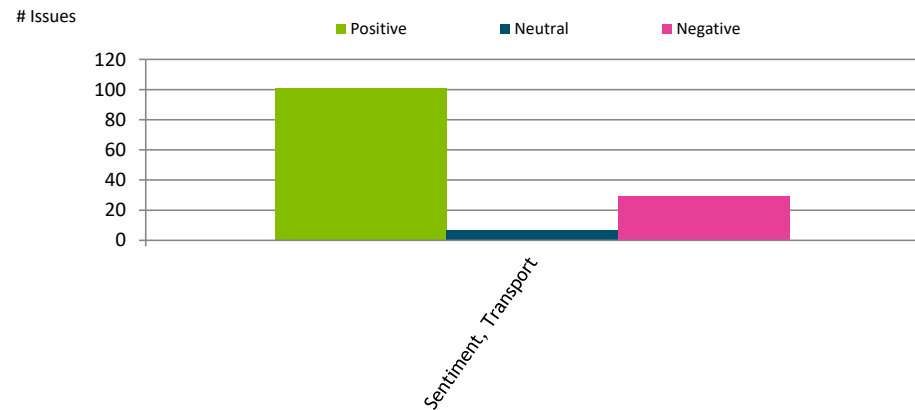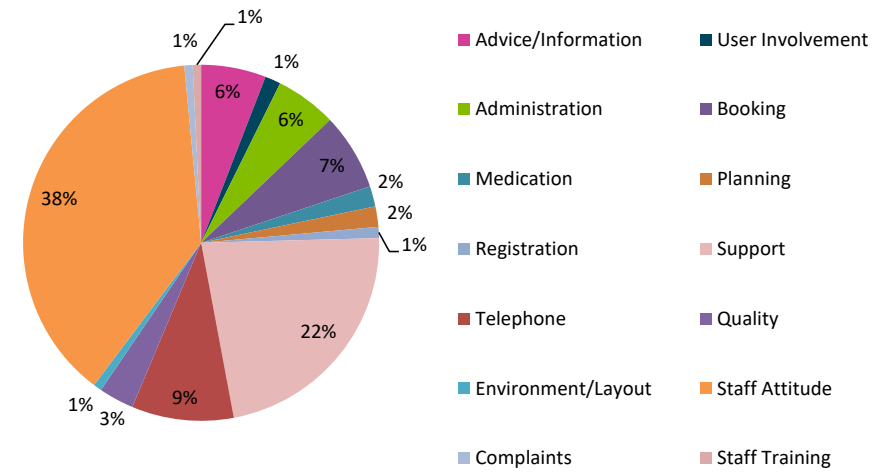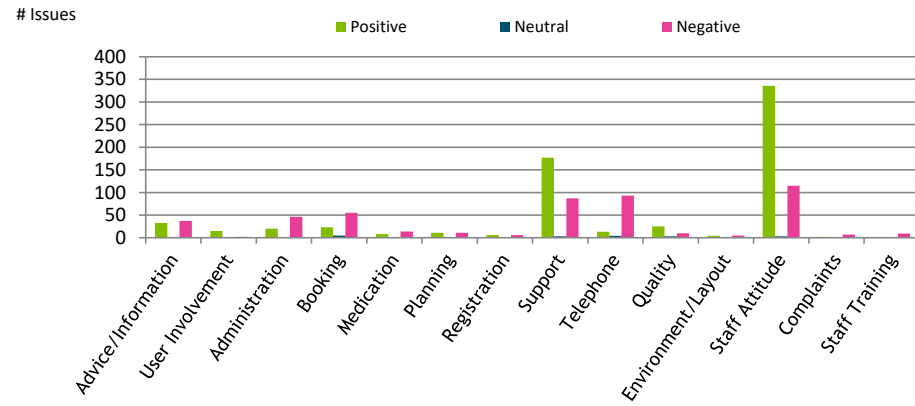
6. Care Pathway: Reception (reception services including back-office)

6.3 Trends, Reception (1231 issues)

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Advice/Information, User Involvement, Administration, Booking, Medication, Planning, Registration, Support, Telephone, Quality, Environment/Layout, Staff Attitude, Complaints, Staff Training

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information
- Administration
- Medication
- Registration
- Telephone
- Environment/Layout
- Complaints
- User Involvement
- Booking
- Planning
- Support
- Quality
- Staff Attitude
- Staff Training

Pie values: 1%, 1%, 1%, 6%, 6%, 7%, 2%, 2%, 1%, 22%, 9%, 3%, 1%, 38%

6.4 Sentiment, Reception

Issues

Legend: Positive, Neutral, Negative

Sentiment, Reception

Pie chart:
- Positive 56%
- Neutral 1%
- Negative 43%

13

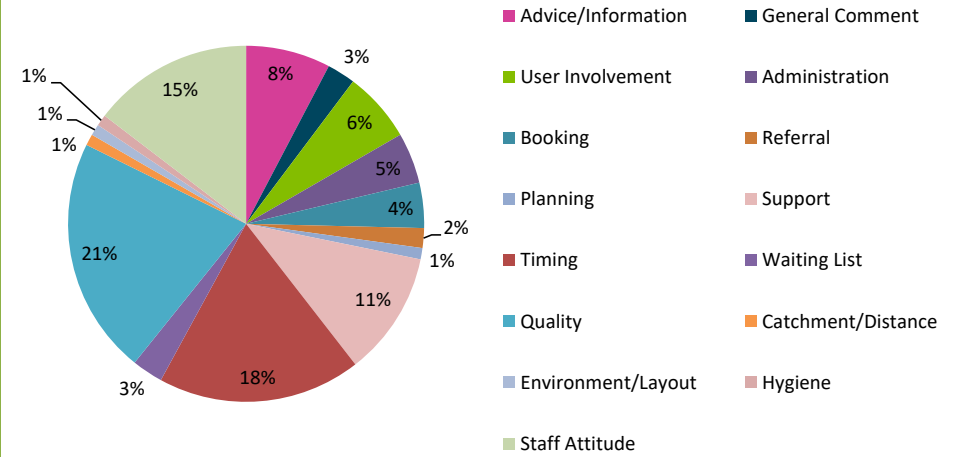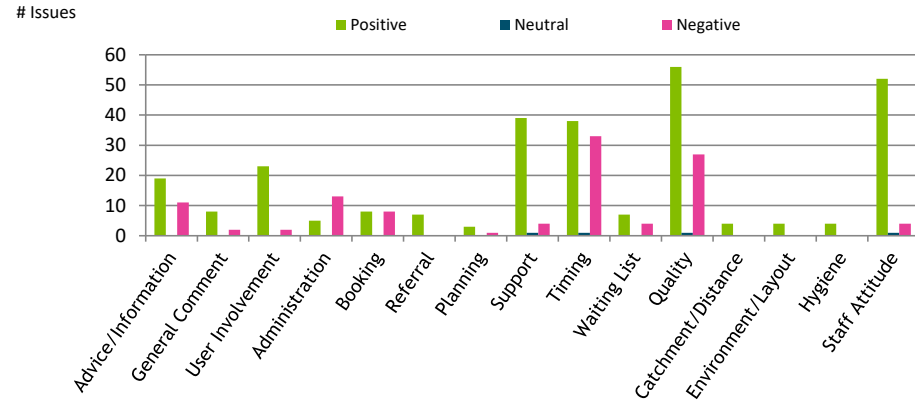## 6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)

6.5 Trends, Diagnosis/Testing (401 issues)
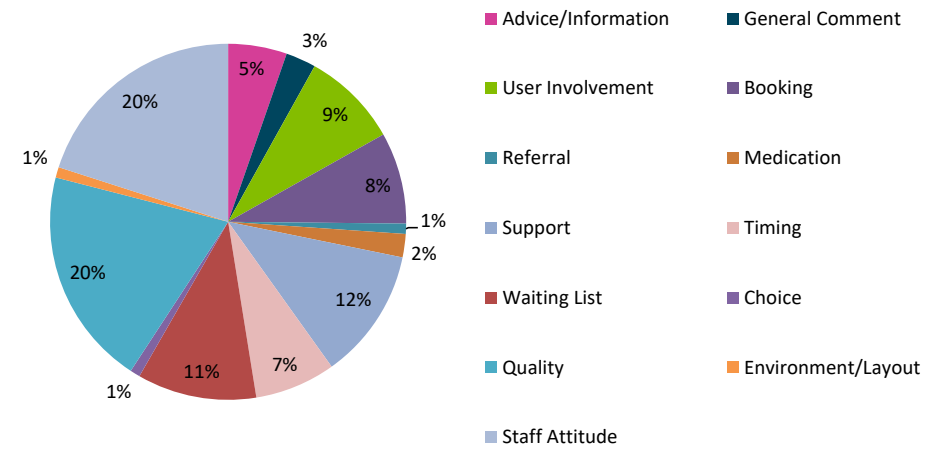
Issues

Legend: Positive, Neutral, Negative

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

Pie chart legend and values:
- Advice/Information — 8%
- General Comment — 3%
- User Involvement — 6%
- Administration — 5%
- Booking — 4%
- Referral — 2%
- Planning — 1%
- Support — 11%
- Timing — 18%
- Waiting List — 3%
- Quality — 21%
- Catchment/Distance — 1%
- Environment/Layout — 1%
- Hygiene — 1%
- Staff Attitude — 15%

Issues receiving the most comments overall

6.6 Sentiment, Diagnosis/Testing

Issues

Legend: Positive, Neutral, Negative

Sentiment, Diagnosis

- Positive — 70%
- Neutral — 1%
- Negative — 29%

14
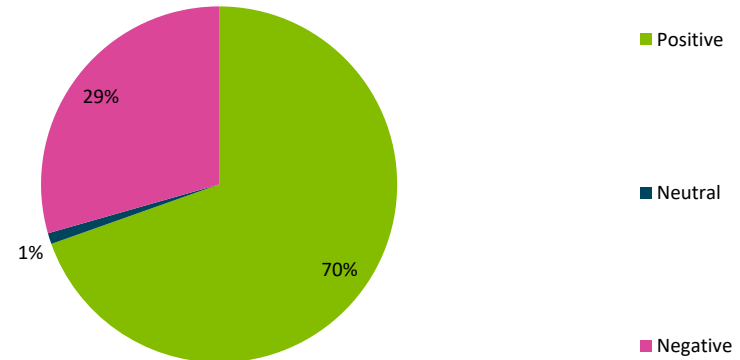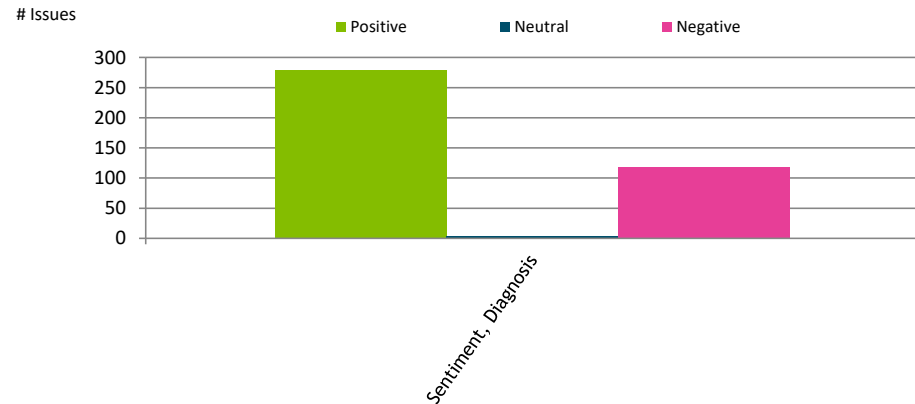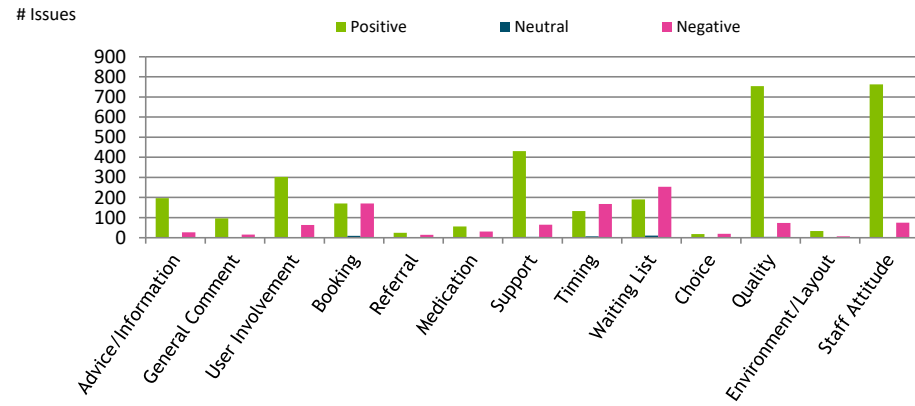
6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

6.7 Trends, Clinical Treatment (4442 issues)

Issues

Positive Neutral Negative
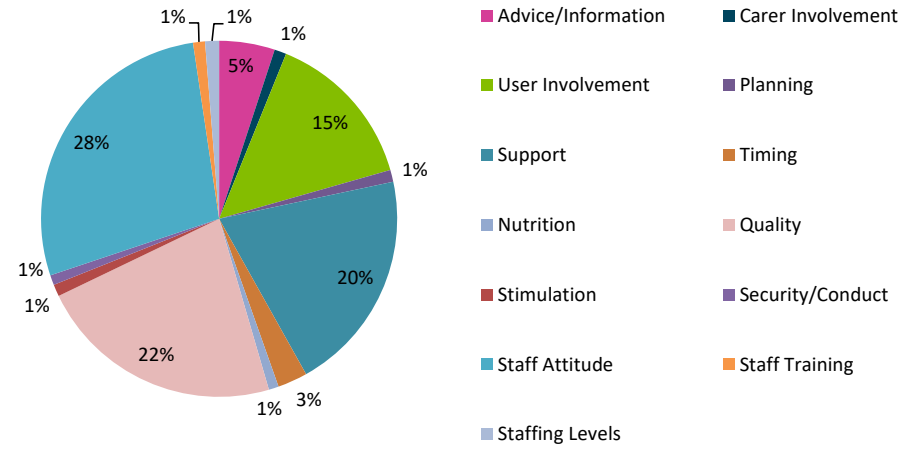
Issues receiving the most comments overall

- Advice/Information
- General Comment
- User Involvement
- Booking
- Referral
- Medication
- Support
- Timing
- Waiting List
- Choice
- Quality
- Environment/Layout
- Staff Attitude

6.8 Sentiment, Clinical Treatment

Issues

Positive Neutral Negative
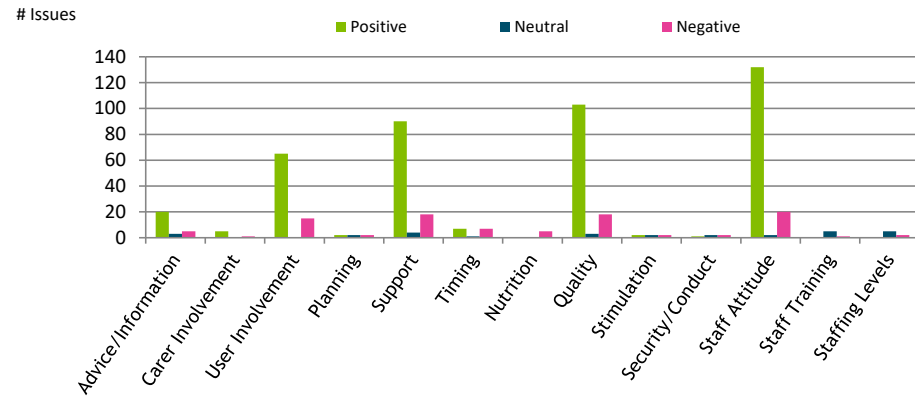
Sentiment, Treatment

- Positive
- Neutral
- Negative

74% 1% 25%
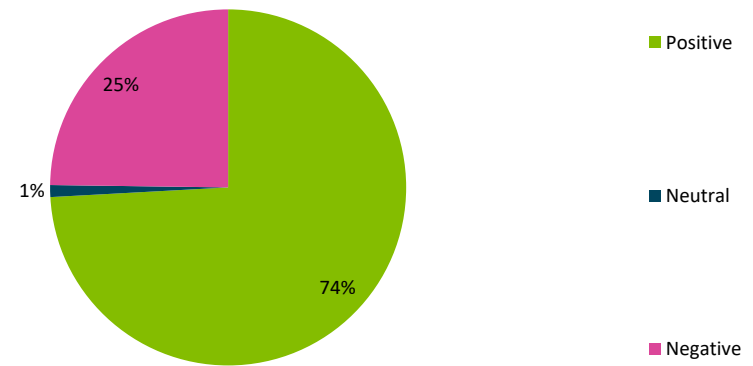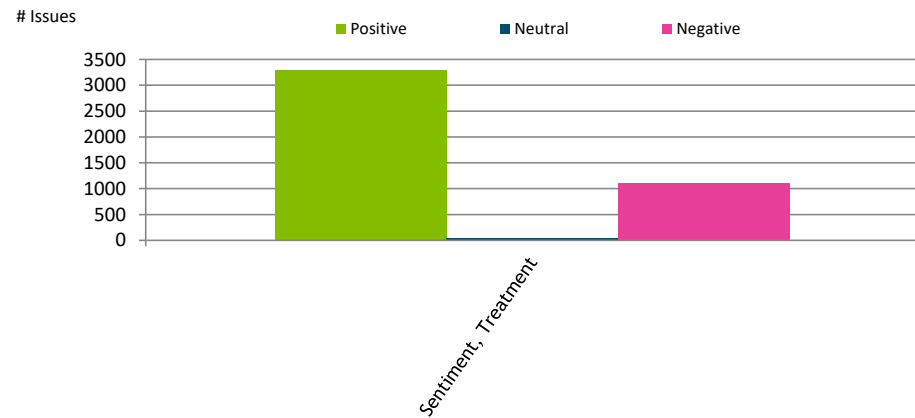
6. Care Pathway: Clinical Nursing (care provided by trained nurses)

6.9 Trends, Clinical Nursing (588 issues)

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Advice/Information, Carer Involvement, User Involvement, Planning, Support, Timing, Nutrition, Quality, Stimulation, Security/Conduct, Staff Attitude, Staff Training, Staffing Levels

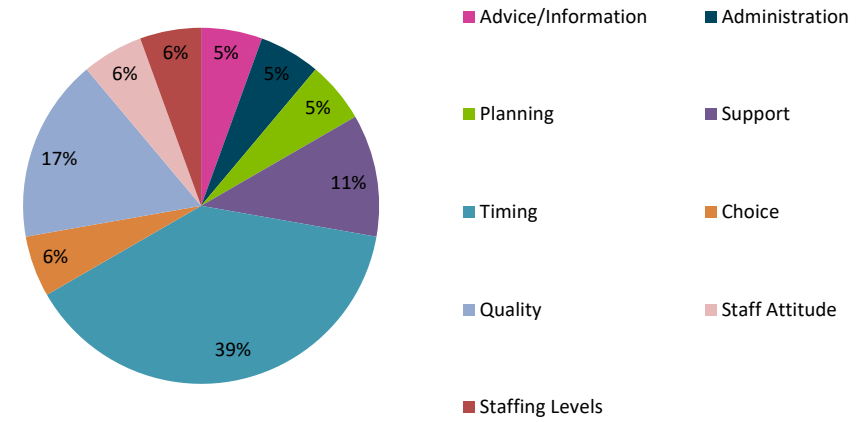*Issues receiving the most comments overall*

Pie chart:
- Advice/Information 5%
- Carer Involvement 1%
- User Involvement 15%
- Planning 1%
- Support 20%
- Timing 3%
- Nutrition 1%
- Quality 22%
- Stimulation 1%
- Security/Conduct 1%
- Staff Attitude 28%
- Staff Training 1%
- Staffing Levels 1%

6.10 Sentiment, Clinical Nursing

Issues

Legend: Positive, Neutral, Negative

Sentiment, Nursing Care

Pie chart:
- Positive 74%
- Neutral 7%
- Negative 19%

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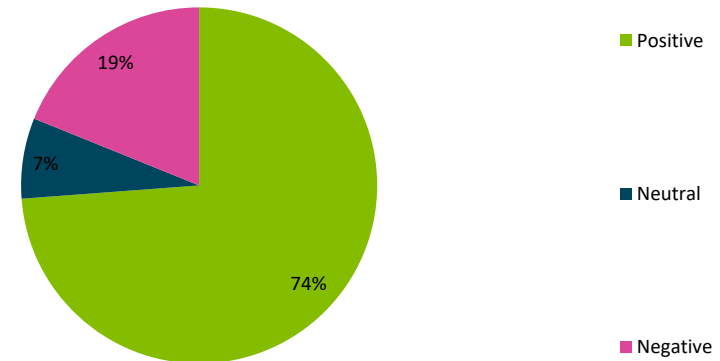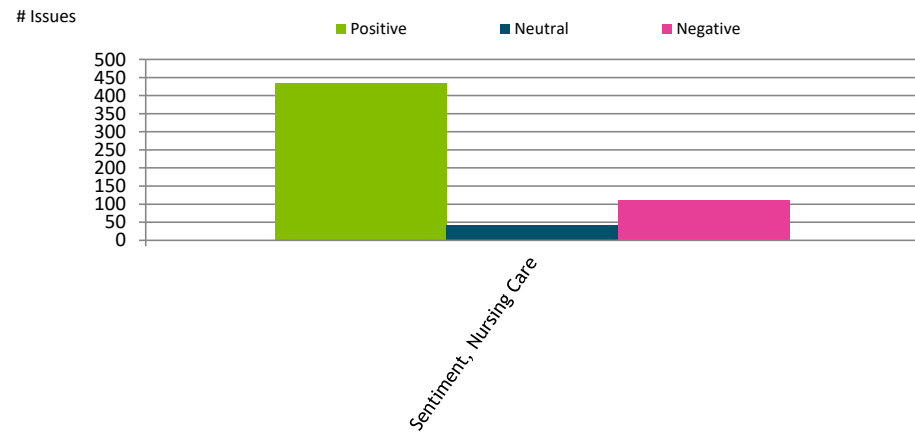
6. Care Pathway: Discharge (discharge from a service)

6.11 Trends, Discharge (18 issues)

Issues

Legend: Positive, Neutral, Negative

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information
- Administration
- Planning
- Support
- Timing
- Choice
- Quality
- Staff Attitude
- Staffing Levels

Pie chart values: 5%, 5%, 5%, 11%, 39%, 6%, 17%, 6%, 6%

6.12 Sentiment, Discharge

Issues

Legend: Positive, Neutral, Negative

Sentiment, Discharge

Pie chart:
- Positive 33%
- Neutral 0%
- Negative 67%
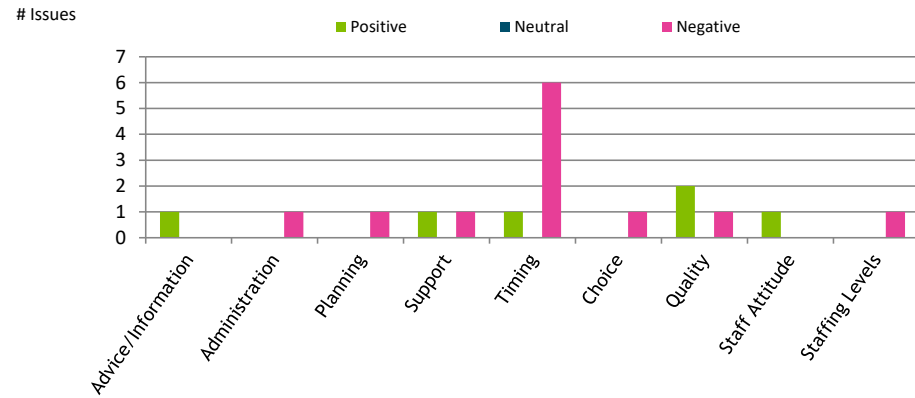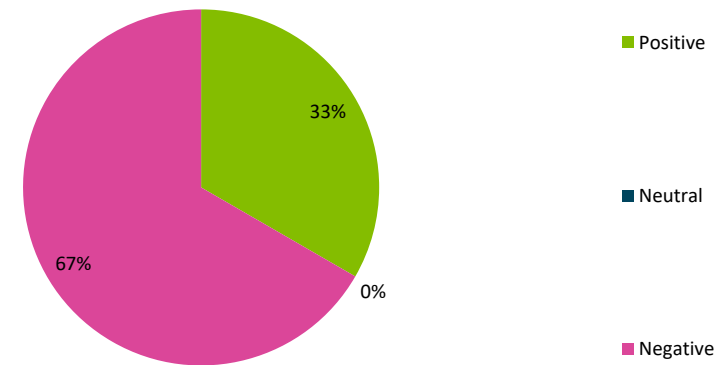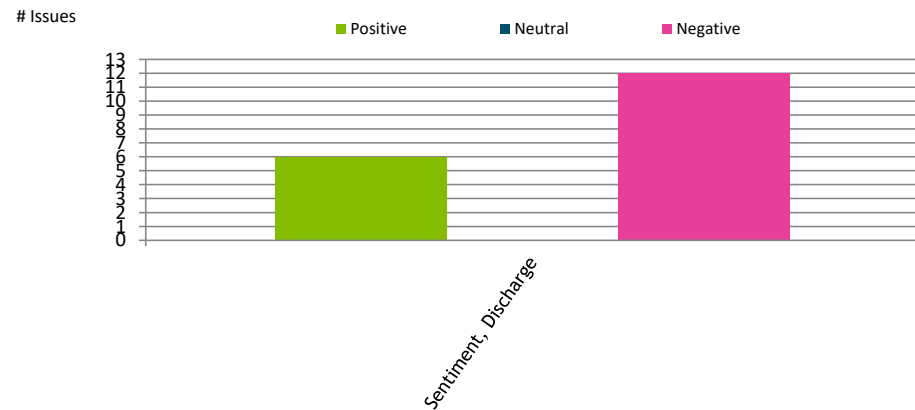
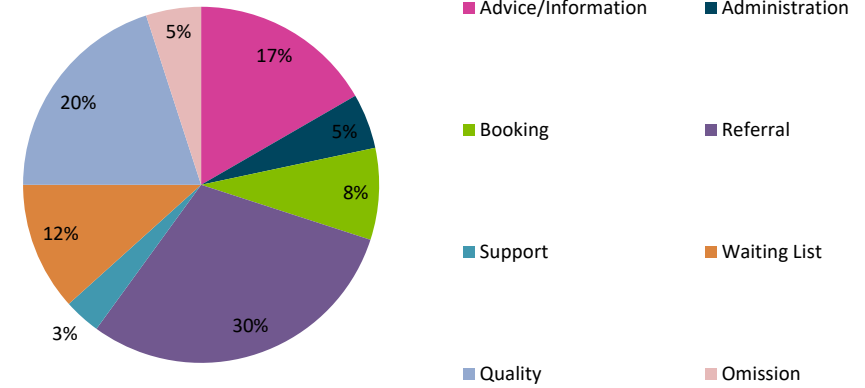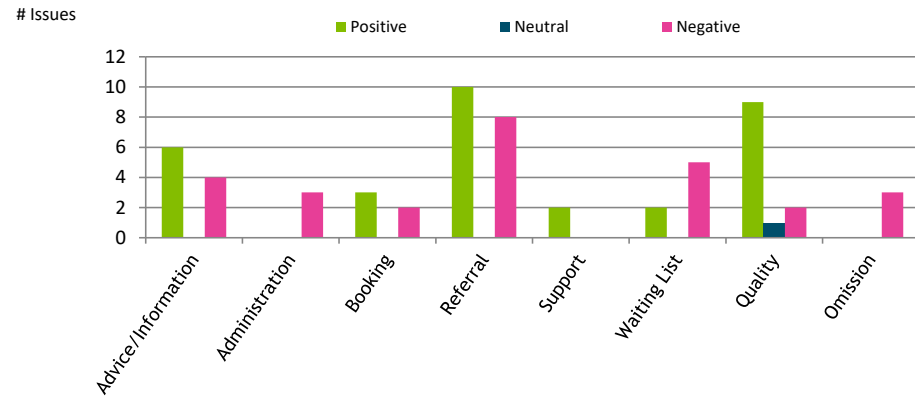## 6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

6.13 Trends, Follow On (65 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, Administration, Booking, Referral, Support, Waiting List, Quality, Omission

Pie chart:
- Advice/Information 17%
- Administration 5%
- Booking 8%
- Referral 30%
- Support 3%
- Waiting List 12%
- Quality 20%
- Omission 5%

Issues receiving the most comments overall

6.14 Sentiment, Follow On

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Follow On

Pie chart:
- Positive 51%
- Neutral 3%
- Negative 46%
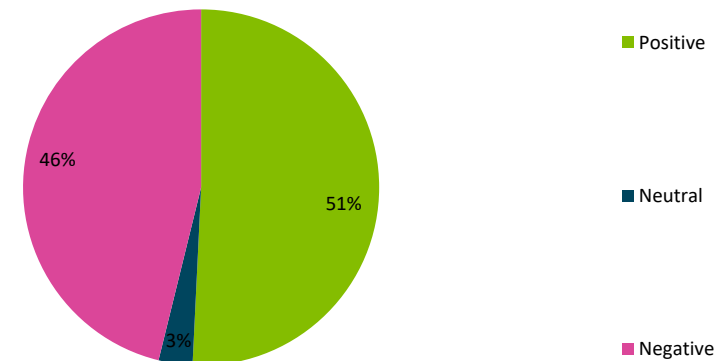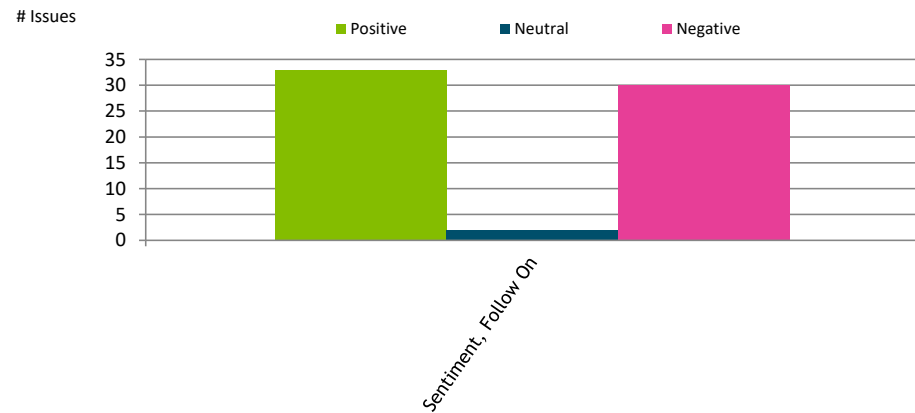
6.15 Trends, Community (80 issues)

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Carer Involvement, Peer Influence, User Involvement, Booking, Referral, Registration, Support, Waiting List, Choice, Nutrition, Quality, Stimulation, Catchment/Distance, Staff Attitude

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information — 11%
- Carer Involvement — 3%
- Peer Influence — 5%
- User Involvement — 8%
- Booking — 5%
- Referral — 10%
- Registration — 3%
- Support — 17%
- Waiting List — 6%
- Choice — 3%
- Nutrition — 3%
- Quality — 8%
- Stimulation — 4%
- Catchment/Distance — 4%
- Staff Attitude — 10%

6.16 Sentiment, Community

Issues

Legend: Positive, Neutral, Negative

Sentiment, Community

Pie chart:
- Positive — 47%
- Neutral — 40%
- Negative — 13%

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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.*	283	6	84	373
	Carer Involvement	*Involvement or influence of carers and family members.*	27	1	6	34
	Peer Involvement	*Involvement or Influence of friends.*	0	5	0	5
	General Comment	*A generalised statement (ie; "The doctor was good.")*	106	3	21	130
	User Involvement	*Involvement or influence of the service user.*	420	1	86	507
Systems	Administration	*Administrative processes and delivery.*	32	0	71	103
	Admission	*Physical admission to a hospital ward, or other service.*	3	0	2	5
	Booking	*Ability to book, reschedule or cancel appointments.*	215	14	239	468
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	19	19
	Data Protection	*General data protection (including GDPR).*	0	0	3	3
	Referral	*Referral to a service.*	43	7	22	72
	Medical Records	*Management of medical records.*	2	1	7	10
	Medication	*Prescription and management of medicines.*	65	3	49	117
	Opening Times	*Opening times of a service.*	6	2	2	10
	Planning	*Leadership and general organisation.*	16	3	16	35
	Registration	*Ability to register for a service.*	6	4	10	20
	Support	*Levels of support provided.*	764	17	176	957
	Telephone	*Ability to contact a service by telephone.*	13	4	95	112
	Timing	*Physical timing (ie; length of wait at appointments).*	200	15	231	446
	Waiting List	*Length of wait while on a list.*	204	11	266	481
Values	Choice	*General choice.*	20	2	22	44
	Cost	*General cost.*	13	0	21	34
	Language	*Language, including terminology.*	6	1	7	14
	Nutrition	*Provision of sustainance.*	11	2	7	20
	Privacy	*Privacy, personal space and property.*	0	0	4	4
	Quality	*General quality of a service, or staff.*	974	12	131	1117
	Sensory	*Deaf/blind or other sensory issues.*	0	0	2	2
	Stimulation	*General stimulation, including access to activities.*	6	4	3	13

7. 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).*	28	3	6	37
	Environment/Layout	*Physical environment of a service.*	42	2	14	58
	Equipment	*General equipment issues.*	7	0	9	16
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	1	1	4	6
	Hygiene	*Levels of hygiene and general cleanliness.*	34	0	2	36
	Mobility	*Physical mobility to, from and within services.*	2	1	6	9
	Travel/Parking	*Ability to travel or park.*	1	0	5	6
Staff	Omission	*General omission (ie; transport did not arrive).*	0	3	24	27
	Security/Conduct	*General security of a service, including conduct of staff.*	2	3	5	10
	Staff Attitude	*Attitude, compassion and empathy of staff.*	1311	9	214	1534
	Complaints	*Ability to log and resolve a complaint.*	2	2	7	11
	Staff Training	*Training of staff.*	6	5	18	29
	Staffing Levels	*General availability of staff.*	1	8	21	30
	Total:		**4872**	**155**	**1937**	**6964**

Community*Insight* CRM