The Experience of Royal London Hospital

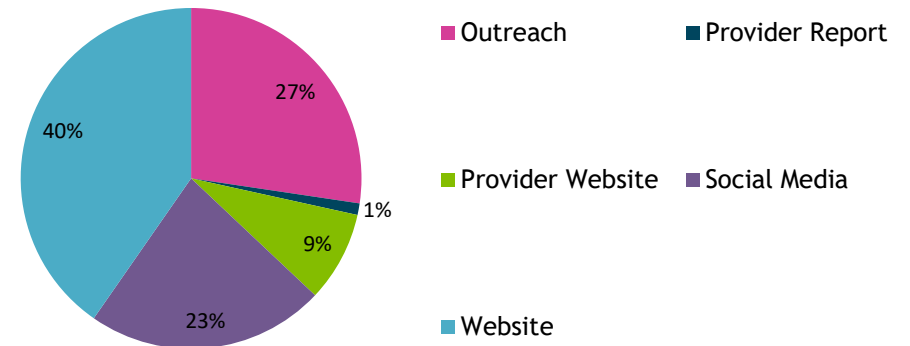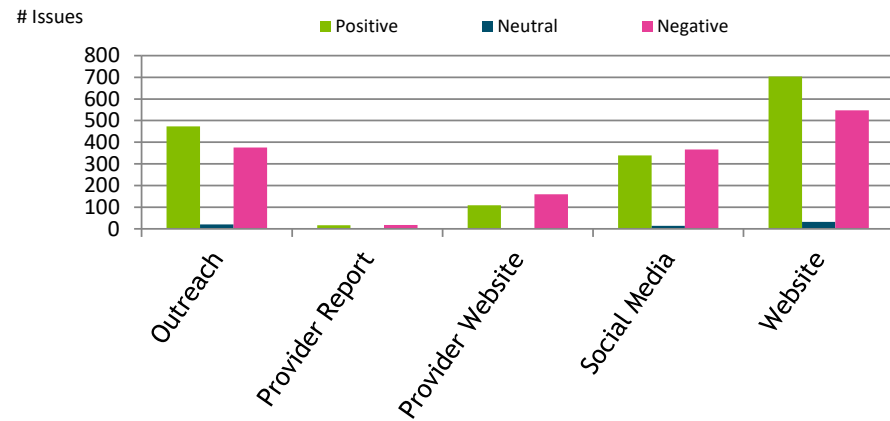A trends analysis report by Healthwatch Tower Hamlets

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 Royal London Hospital.

Reporting Period: 1 October 2023 - 30 September 2024

healthwatch
Tower Hamlets

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

1.1 Source

Issues

Legend: Positive, Neutral, Negative

Bar chart categories (x-axis): Outreach, Provider Report, Provider Website, Social Media, Website

Y-axis: 0 to 800

Pie chart:
- Outreach: 27%
- Provider Report: 1%
- Provider Website: 9%
- Social Media: 23%
- Website: 40%

Sources providing the most comments overall

1.2 Origin

Issues

Legend: Positive, Neutral, Negative

Bar chart categories (x-axis): General Feedback, Google Reviews, Maternity Voices..., Office, Patient Opinion

Y-axis: 0 to 800

Pie chart:
- General Feedback: 27%
- Google Reviews: 23%
- Maternity Voices Partnership: 1%
- Office: 40%
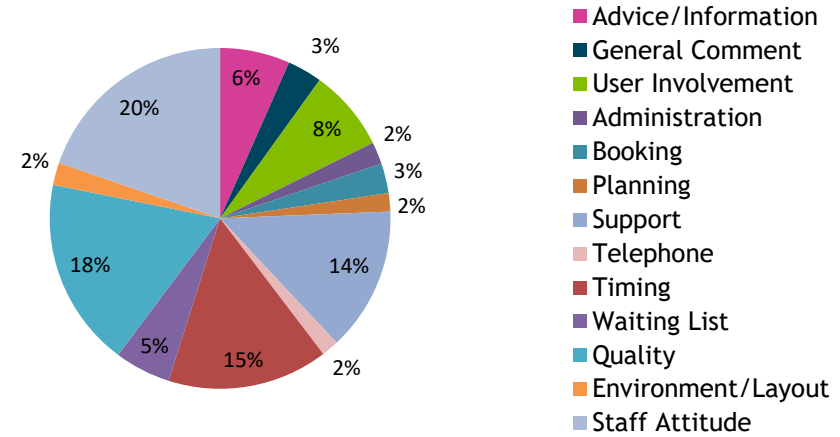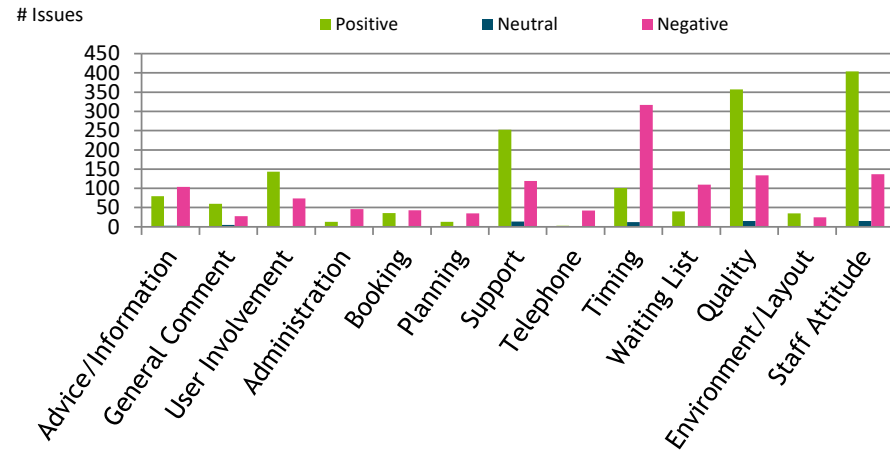- Patient Opinion: 9%
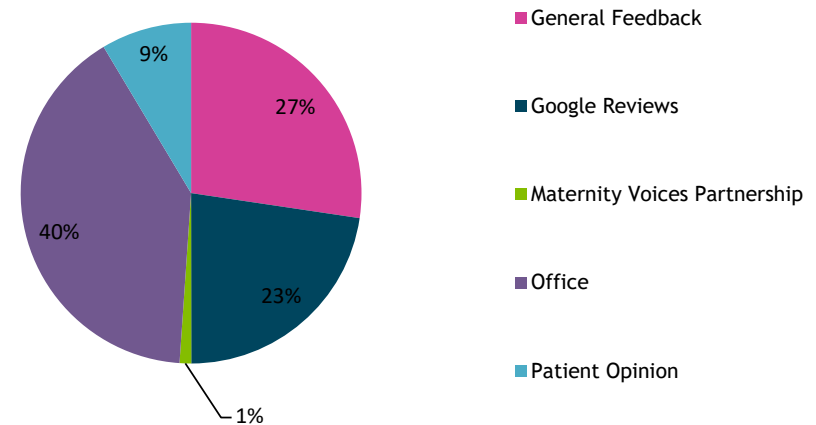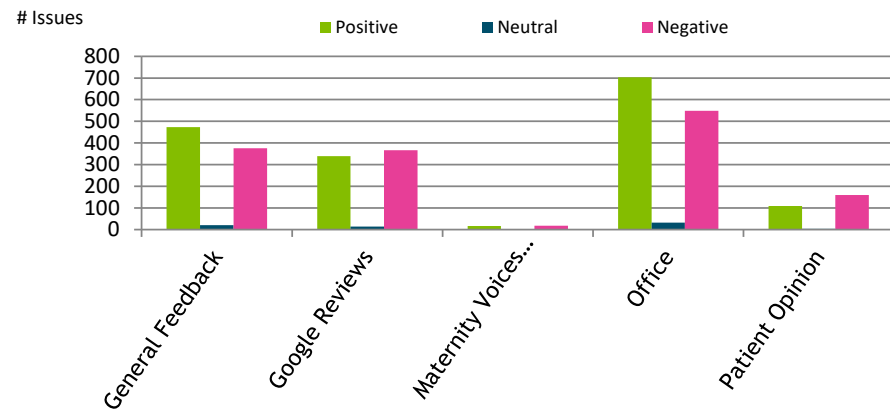
Origins providing the most comments overall

2

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

2.1 Service aspects: 3181 issues from 892 people

 # Issues

Legend: Positive, Neutral, Negative

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

Pie chart:
- Advice/Information: 6%
- General Comment: 3%
- User Involvement: 8%
- Administration: 2%
- Booking: 3%
- Planning: 2%
- Support: 14%
- Telephone: 2%
- Timing: 15%
- Waiting List: 5%
- Quality: 18%
- Environment/Layout: 2%
- Staff Attitude: 20%

Issues receiving the most comments overall. See pages 18-19 for issue descriptions

2.2 Stated medical conditions

 # Issues

Legend: Positive, Neutral, Negative

Categories: Cancer, Cardiology, Children's Health, Dentistry, Ear, Nose & Throat, Eye Health, Maternity, Musculoskeletal..., Neurology, Older People's..., Renal, Reproductive Health, Skin Health, Stomach Related

Pie chart:
- Cancer: 2%
- Cardiology: 3%
- Children's Health: 7%
- Dentistry: 2%
- Ear, Nose & Throat: 6%
- Eye Health: 3%
- Maternity: 19%
- Musculoskeletal Health: 22%
- Neurology: 3%
- Older People's Health: 3%
- Renal: 6%
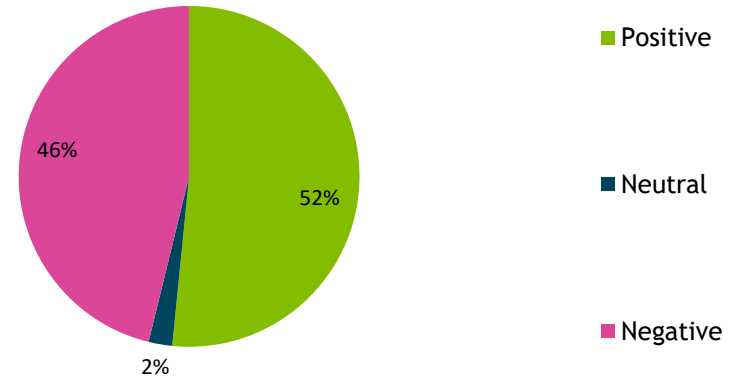- Reproductive Health: 4%
- Skin Health: 15%
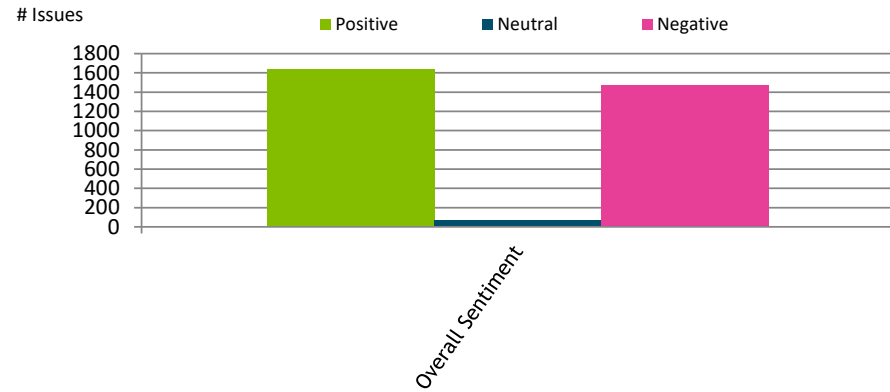- Stomach Related: 5%

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?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart showing Overall Sentiment: Positive ~1650, Neutral ~80, Negative ~1480 (y-axis from 0 to 1800)

Pie chart: Positive 52%, Neutral 2%, Negative 46%

North East London Average: 52% Positive

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

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart showing Sentiment, Involvement: Positive ~490, Neutral ~20, Negative ~310 (y-axis from 0 to 600)

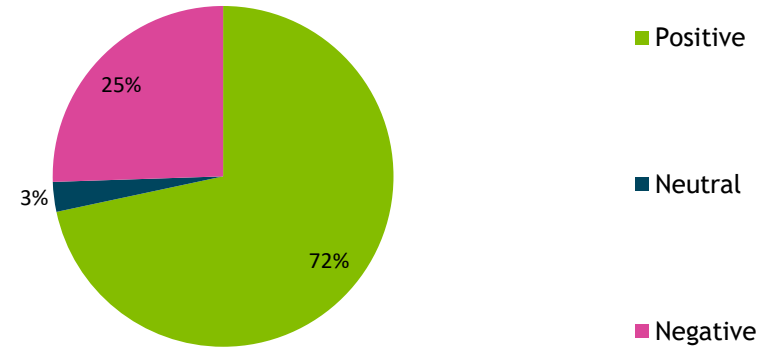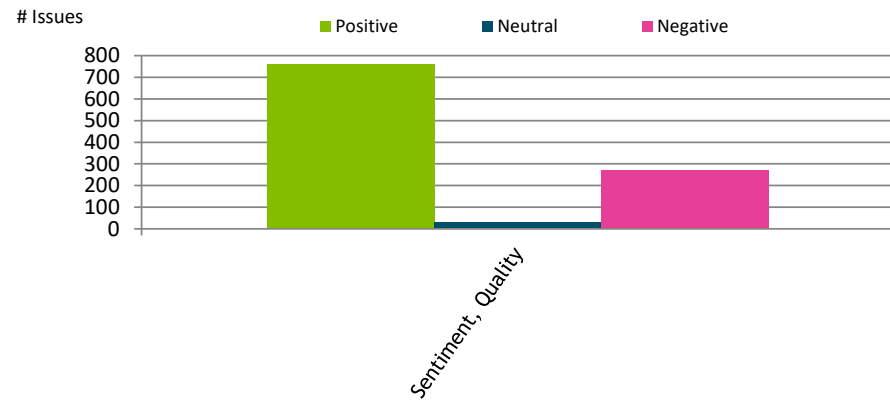Pie chart: Positive 60%, Neutral 2%, Negative 38%
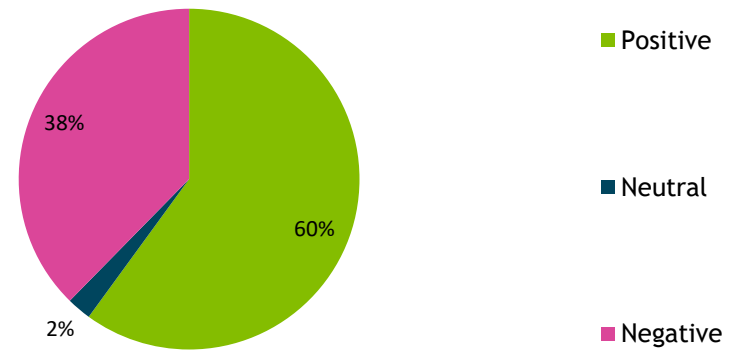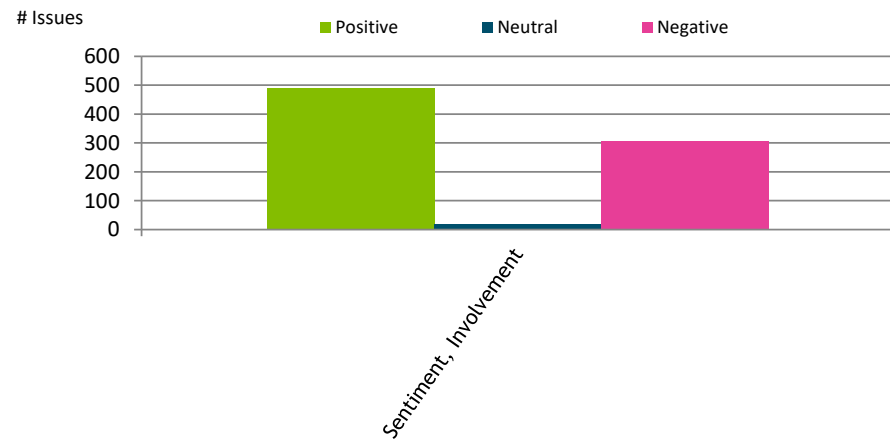
North East London Average: 61% Positive

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

Pie chart:
- Positive 72%
- Neutral 3%
- Negative 25%

North East London Average: 66% Positive

3.4 How do people feel about general access to services?

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Service Access

Pie chart:
- Positive 25%
- Neutral 2%
- Negative 73%
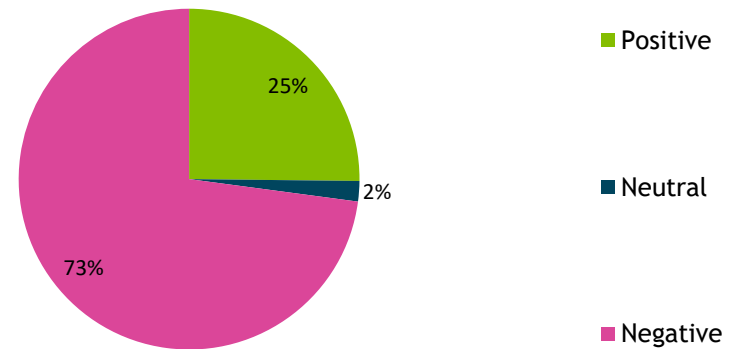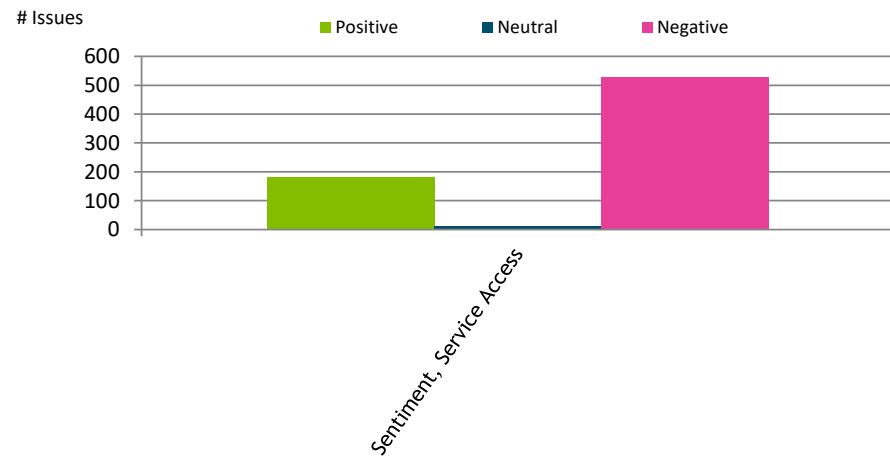
North East London Average: 20% Positive

5

4.1 Departments (3181 issues)

Issues

Legend: Positive, Neutral, Negative

Departments: Accident and..., Dermatology, Ear, Nose and Throat, Gastroenterology, General Inpatients, General Outpatients, Maternity, Neurology, Not Stated, Orthopaedics, Phlebotomy, Radiography, Renal Medicine, Surgical Clinic, Urgent Care Centre
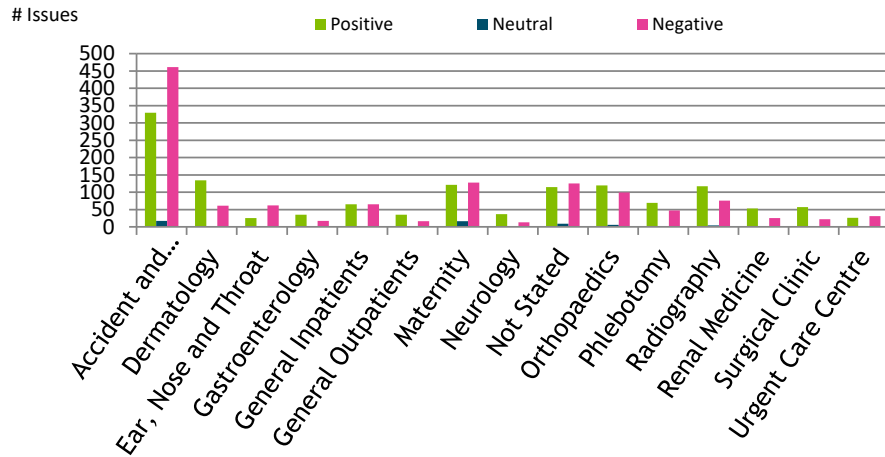
Departments receiving the most comments overall

Pie chart values: 31%, 7%, 3%, 5%, 2%, 2%, 10%, 2%, 9%, 9%, 5%, 7%, 3%, 3%, 2%

Legend:
- Accident and Emergency
- Dermatology
- Ear, Nose and Throat
- Gastroenterology
- General Inpatients
- General Outpatients
- Maternity
- Neurology
- Not Stated
- Orthopaedics
- Phlebotomy
- Radiography
- Renal Medicine
- Surgical Clinic
- Urgent Care Centre
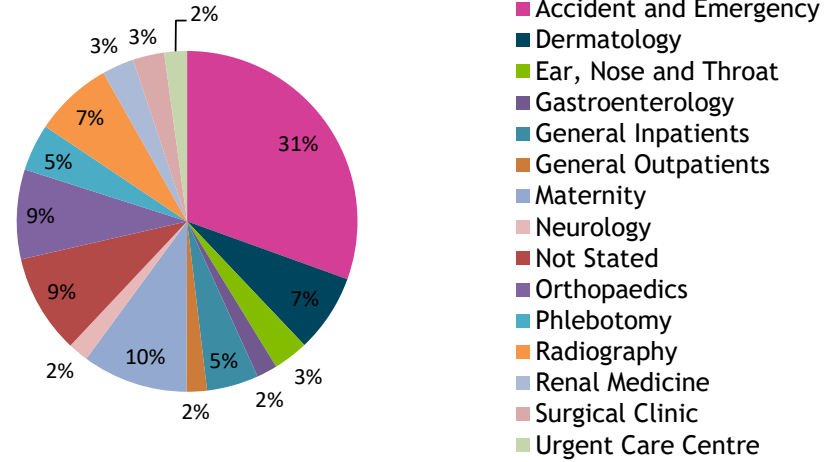
4.2 Breakdown of care pathway locations (more on pages 11-17)

Issues

Legend: Positive, Neutral, Negative

Locations: Transport, Reception, Diagnosis/Testing, Clinical Treatment, Clinical Nursing, Discharge, Follow On

Care pathway locations

Pie chart values: 10%, 11%, 59%, 17%, 0%, 2%, 1%

Legend:
- Transport
- Reception
- Diagnosis/Testing
- Clinical Treatment
- Clinical Nursing
- Discharge
- Follow On
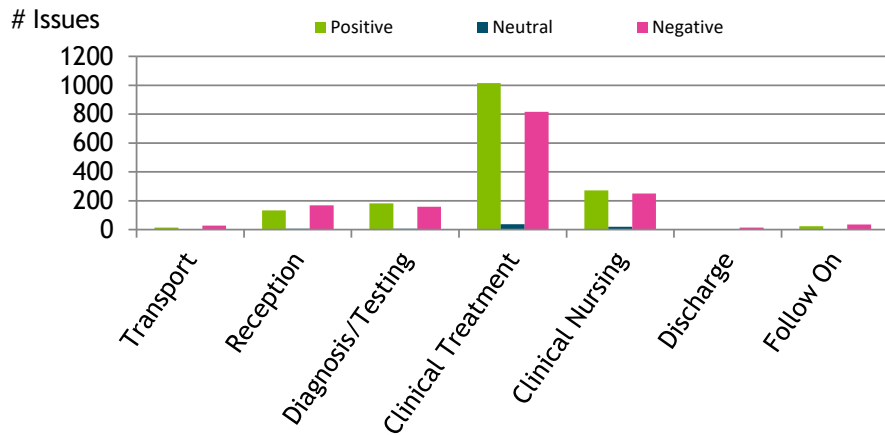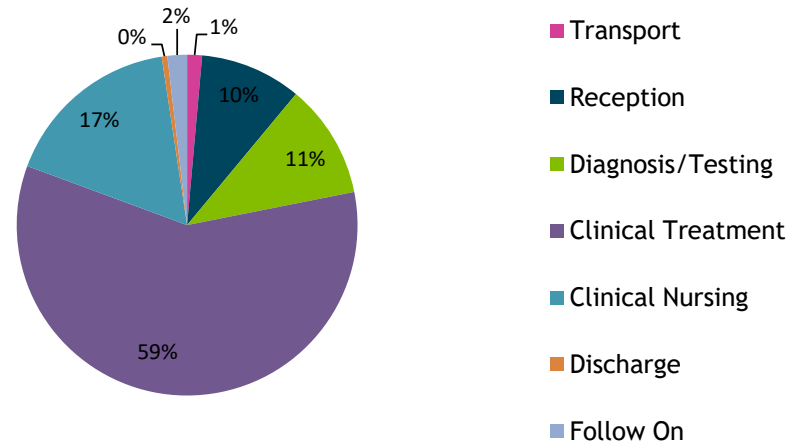
5. Trends: A&E

5.1 Trends, A&E (807 issues from 222 people)
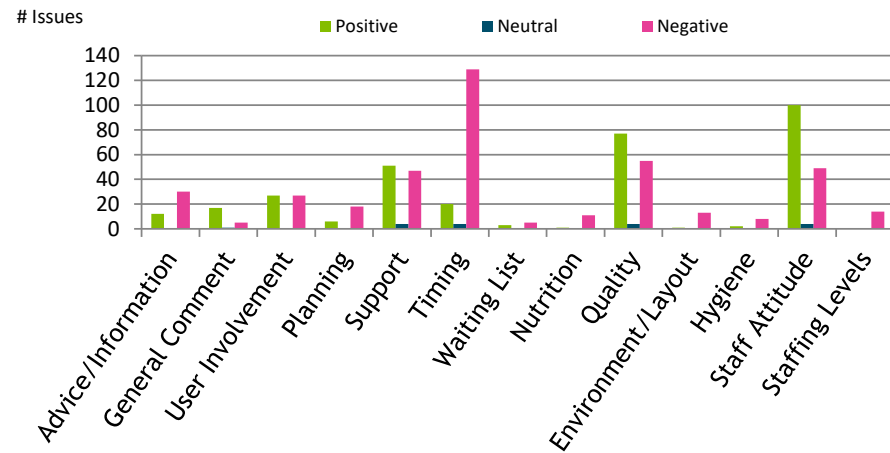
Issues

Legend: ■ Positive ■ Neutral ■ Negative

Issues receiving the most comments overall

Pie chart legend:
- ■ Advice/Information
- ■ General Comment
- ■ User Involvement
- ■ Planning
- ■ Support
- ■ Timing
- ■ Waiting List
- ■ Nutrition
- ■ Quality
- ■ Environment/Layout
- ■ Hygiene
- ■ Staff Attitude
- ■ Staffing Levels

Pie chart values: 2%, 3%, 6%, 7%, 3%, 14%, 20%, 1%, 2%, 18%, 2%, 1%, 21%

5.2 Sentiment, A&E

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Sentiment, A&E

Pie chart: 41% Positive, 2% Neutral, 57% Negative
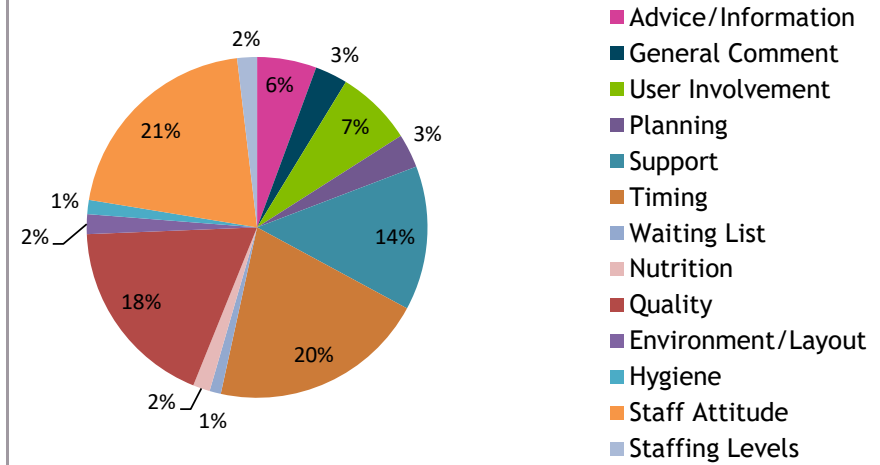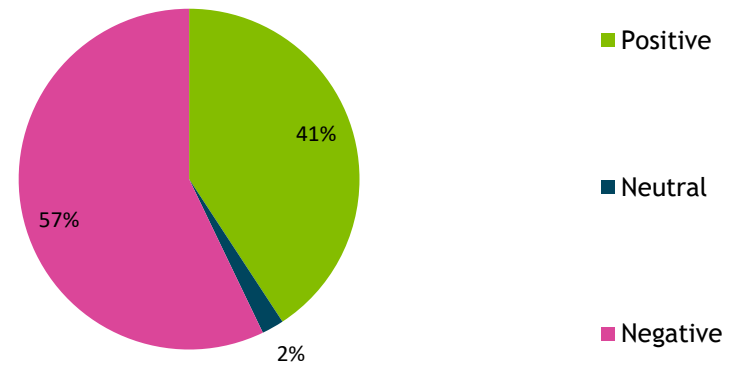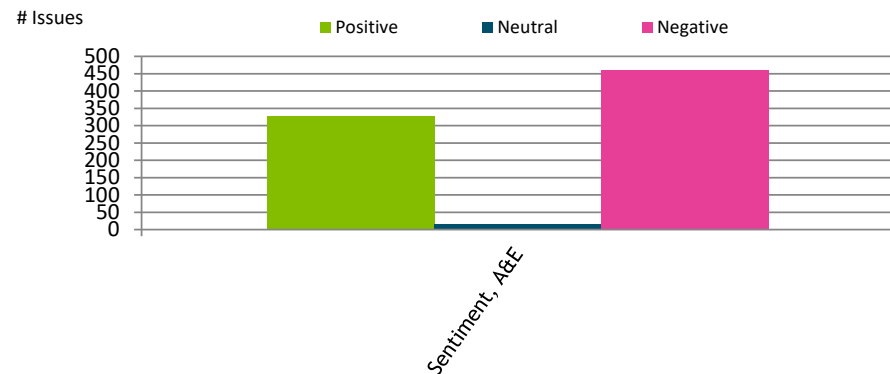
5.3 Trends, General Inpatients (130 issues from 28 people)

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Carer Involvement, User Involvement, Medication, Support, Timing, Nutrition, Quality, Stimulation, Hazard, Security/Conduct, Staff Attitude, Complaints, Staff Training

Issues receiving the most comments overall

Pie chart values: 2%, 2%, 2%, 2%, 16%, 2%, 18%, 2%, 2%, 22%, 2%, 3%, 23%

Pie legend:
- Advice/Information
- Carer Involvement
- User Involvement
- Medication
- Support
- Timing
- Nutrition
- Quality
- Stimulation
- Hazard
- Security/Conduct
- Staff Attitude
- Complaints
- Staff Training

5.4 Sentiment, General Inpatients

Issues

Legend: Positive, Neutral, Negative

Sentiment, Inpatients

Pie chart: Positive 50%, Neutral 0%, Negative 50%

Pie legend:
- Positive
- Neutral
- Negative

8
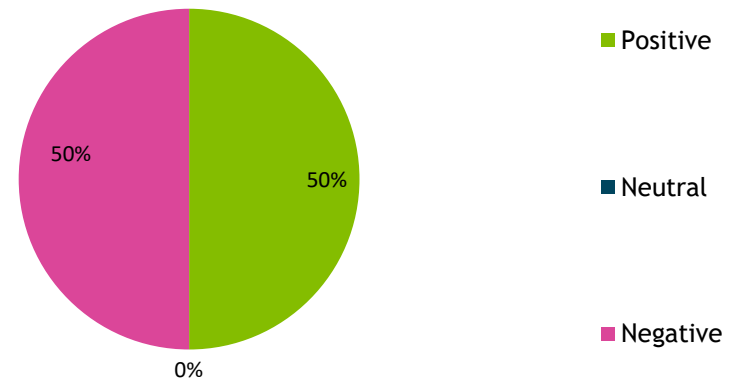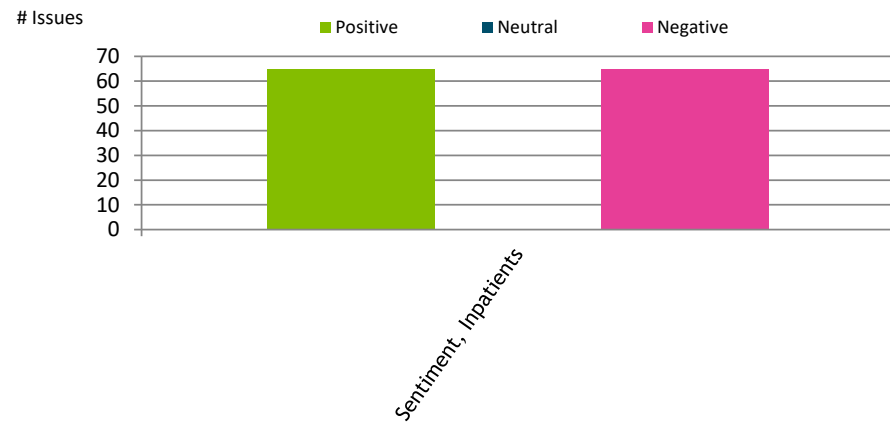
5. Trends: Maternity

5.5 Trends, Maternity (265 issues from 68 people)
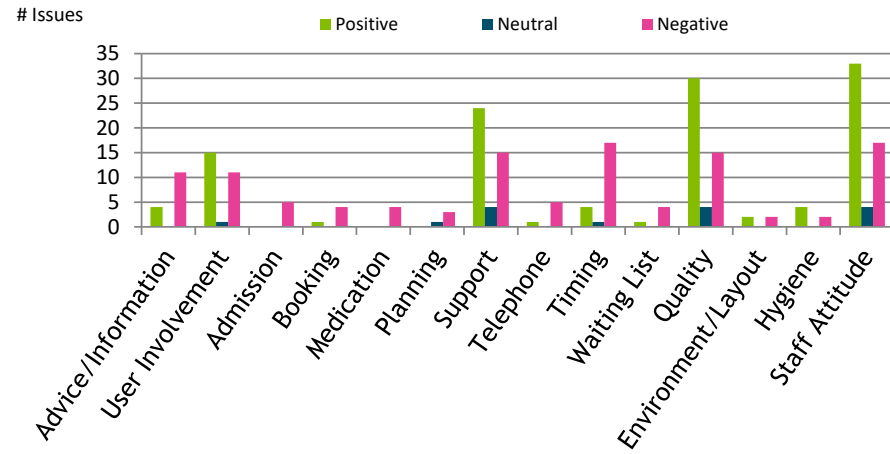
Issues receiving the most comments overall

5.6 Sentiment, Maternity
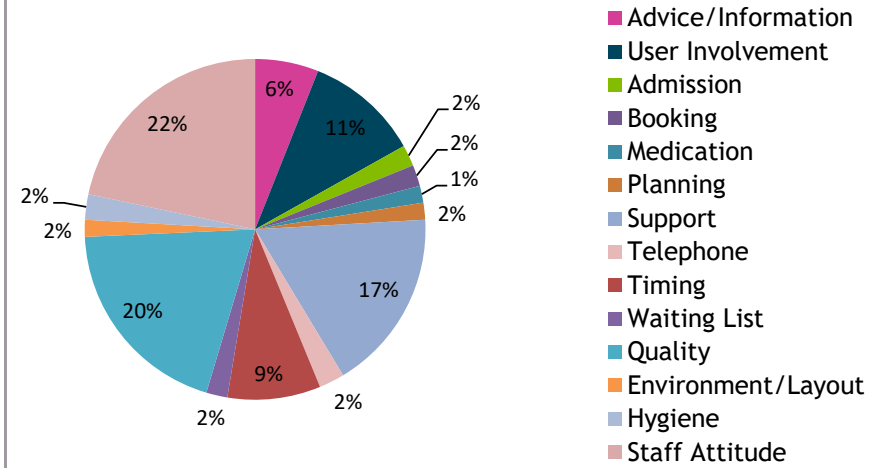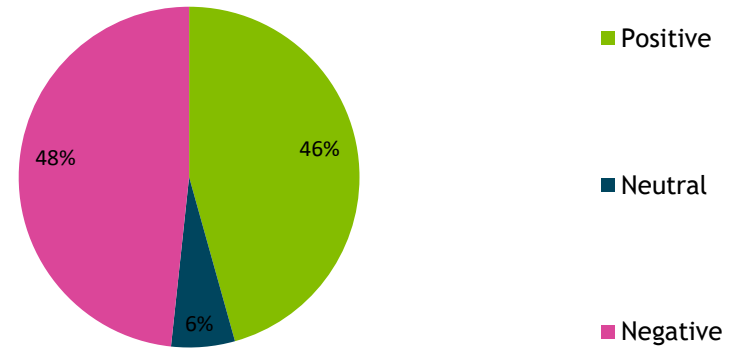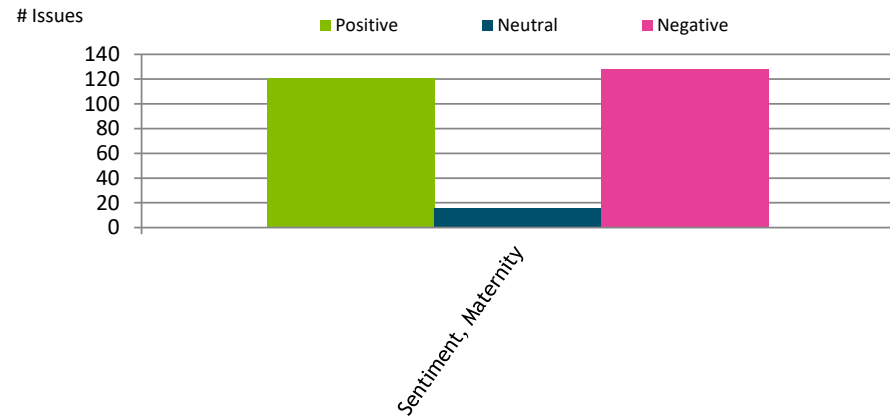
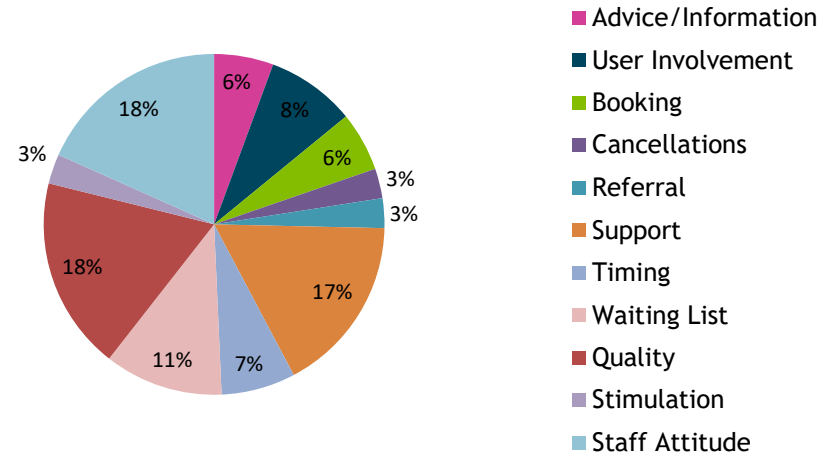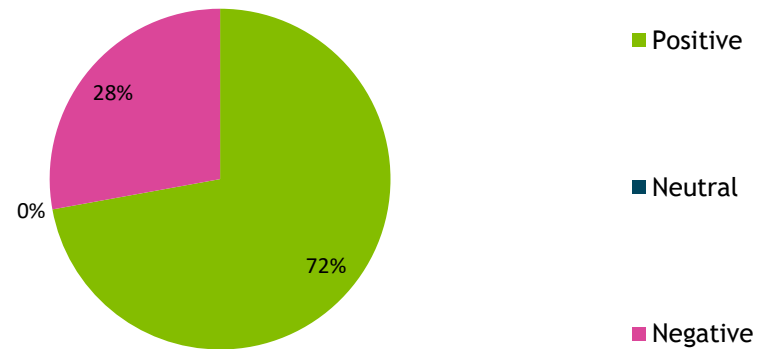### 5.7 Trends, General Surgery (79 issues from 17 people)

Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Advice/Information, User Involvement, Booking, Cancellations, Referral, Support, Timing, Waiting List, Quality, Stimulation, Staff Attitude

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information
- User Involvement
- Booking
- Cancellations
- Referral
- Support
- Timing
- Waiting List
- Quality
- Stimulation
- Staff Attitude

Pie chart values: 6%, 8%, 6%, 3%, 3%, 17%, 7%, 11%, 18%, 3%, 18%
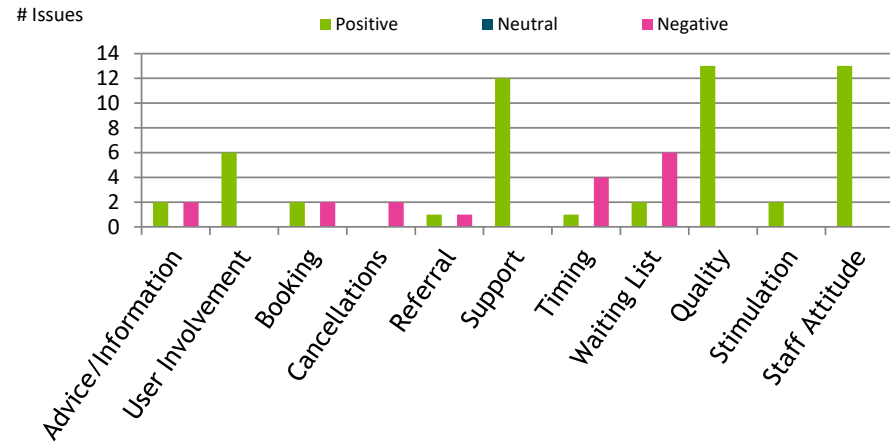
5.8 Sentiment, General Surgery

Issues

Legend: Positive | Neutral | Negative

Bar chart: Sentiment, Surgery

Pie chart:
- Positive 72%
- Neutral 0%
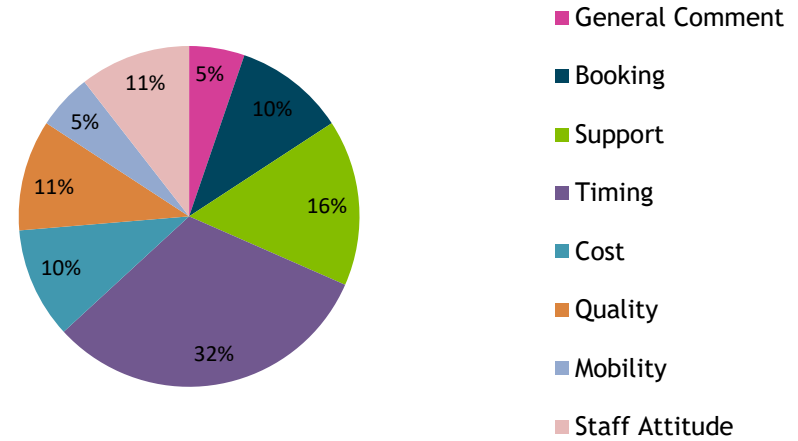- Negative 28%
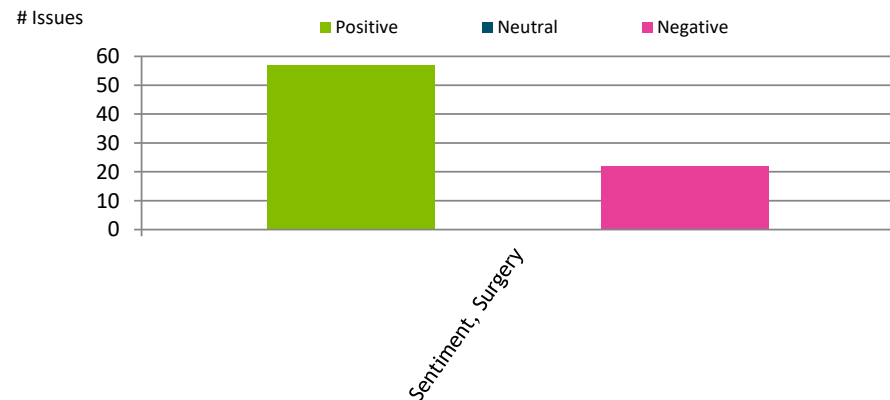
6. Care Pathway: Transport (ability to get to-and-from services)

6.1 Trends, Transport (45 issues)

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: General Comment, Booking, Support, Timing, Cost, Quality, Mobility, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- General Comment 5%
- Booking 10%
- Support 16%
- Timing 32%
- Cost 10%
- Quality 11%
- Mobility 5%
- Staff Attitude 11%

6.2 Sentiment, Transport

Issues

Legend: Positive, Neutral, Negative

Bar chart: Sentiment, Transport

Pie chart:
- Positive 31%
- Neutral 9%
- Negative 60%
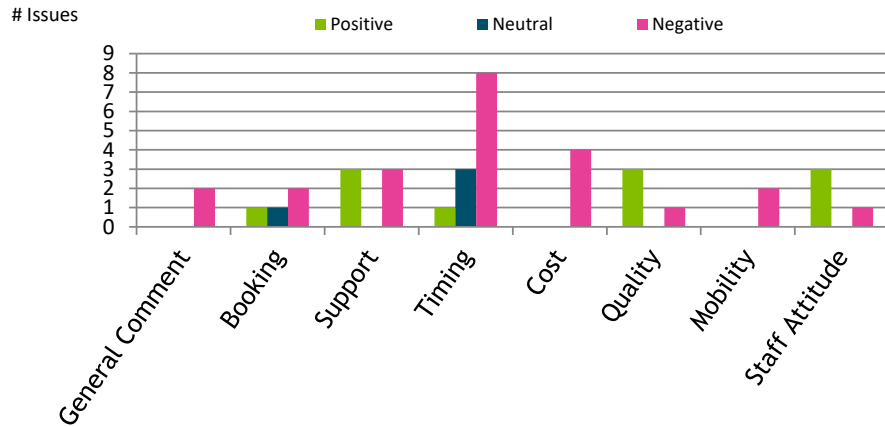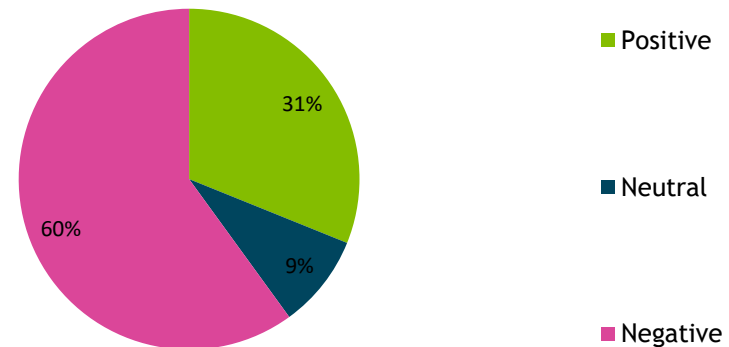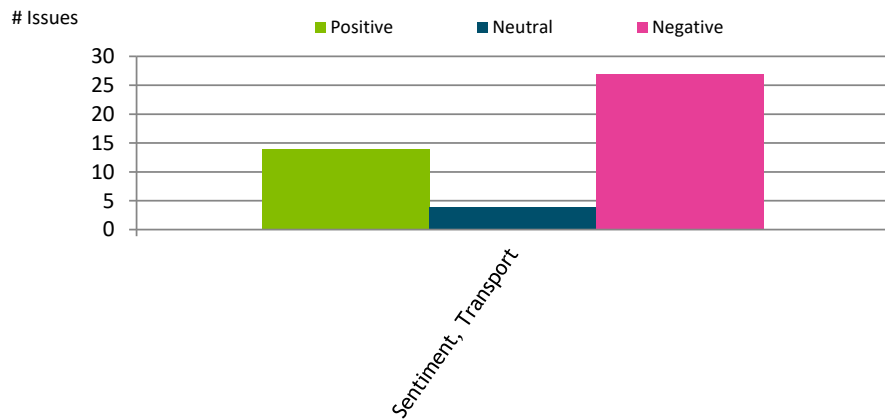
6. Care Pathway: Reception (reception services including back-office)

6.3 Trends, Reception (306 issues)

Legend: Positive, Neutral, Negative

Issues receiving the most comments overall

Pie chart categories:
- Advice/Information — 12%
- User Involvement — 1%
- Administration — 11%
- Planning — 12%
- Support — 12%
- Telephone — 13%
- Nutrition — 2%
- Quality — 2%
- Environment/Layout — 5%
- Hygiene — 1%
- Staff Attitude — 26%
- Complaints — 2%
- Staffing Levels — 1%

6.4 Sentiment, Reception

Legend: Positive, Neutral, Negative

Sentiment, Reception

Pie chart:
- Positive — 43%
- Neutral — 2%
- Negative — 55%

12
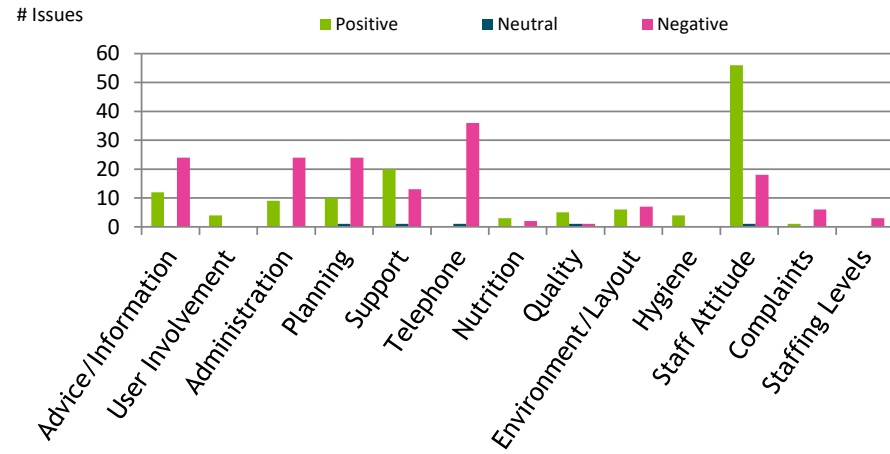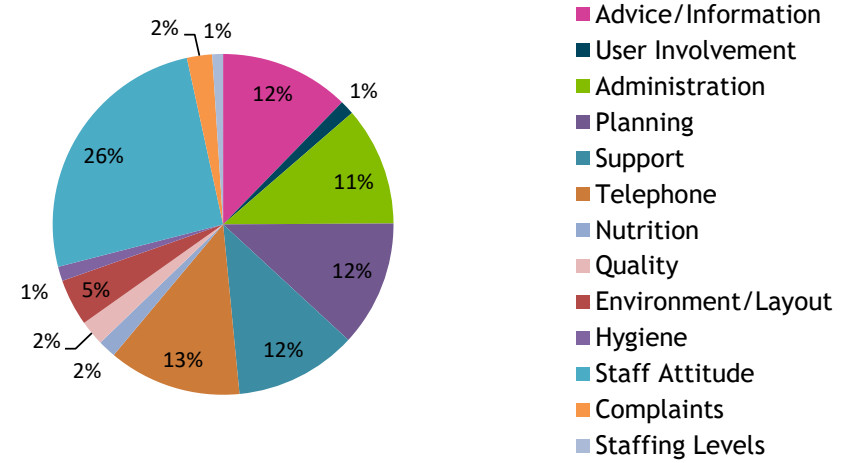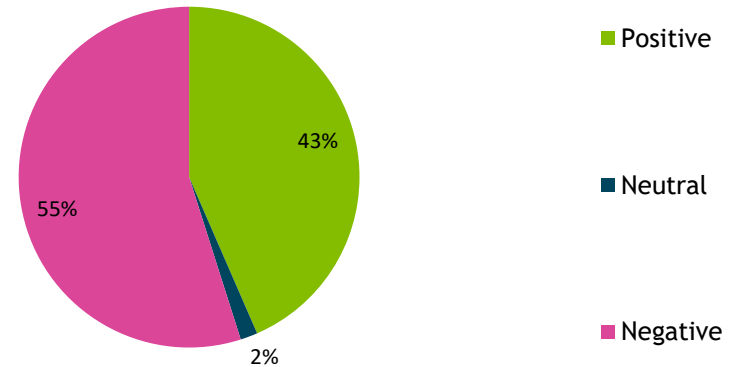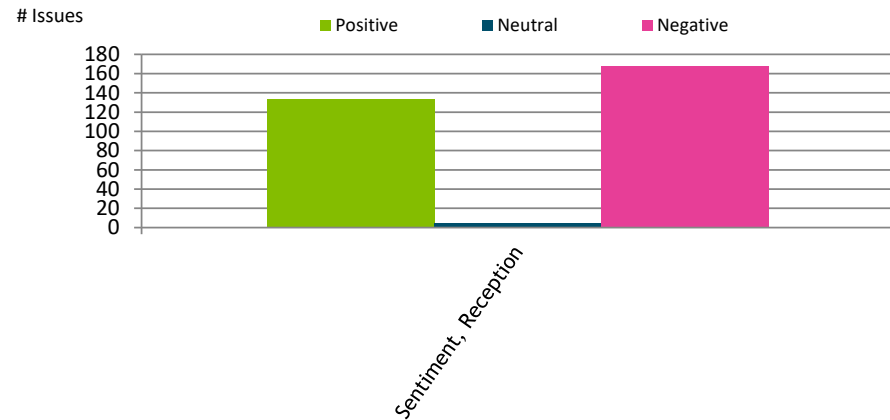
6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)

6.5 Trends, Diagnosis/Testing (345 issues)

Issues receiving the most comments overall

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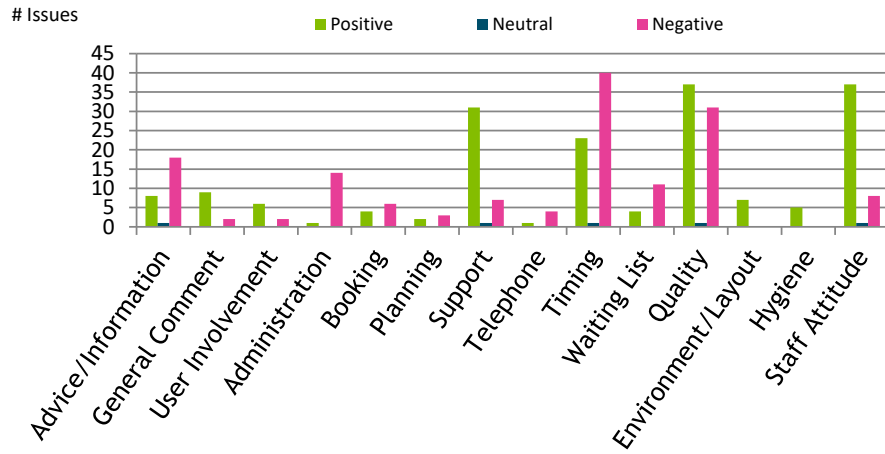- Advice/Information
- General Comment
- User Involvement
- Administration
- Booking
- Planning
- Support
- Telephone
- Timing
- Waiting List
- Quality
- Environment/Layout
- Hygiene
- Staff Attitude

Pie chart values: 8%, 3%, 2%, 5%, 3%, 1%, 12%, 2%, 20%, 5%, 21%, 2%, 2%, 14%
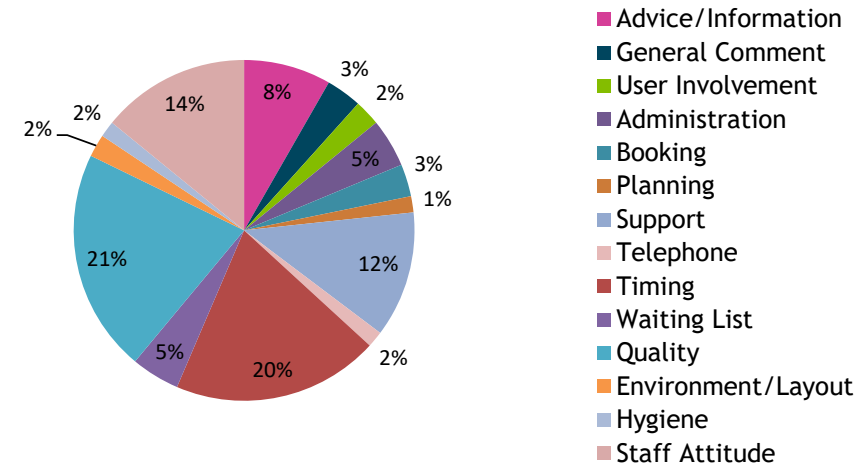
6.6 Sentiment, Diagnosis/Testing

Sentiment pie chart: Positive 53%, Neutral 1%, Negative 46%
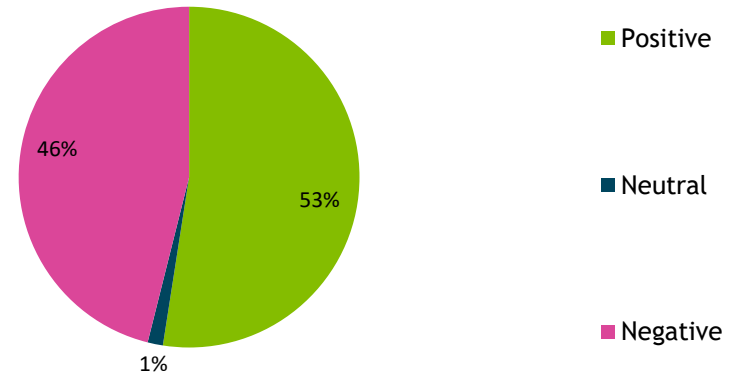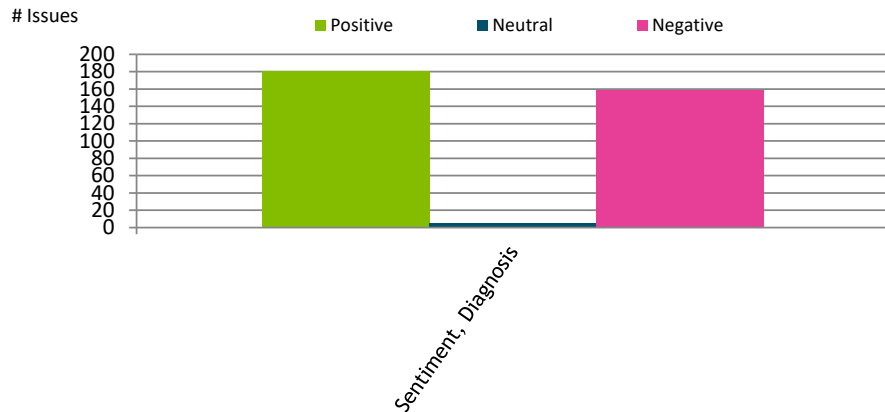
6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

6.7 Trends, Clinical Treatment (1869 issues)

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information
- General Comment
- User Involvement
- Booking
- Cancellations
- Support
- Timing
- Waiting List
- Quality
- Environment/Layout
- Hygiene
- Staff Attitude
- Staffing Levels

Pie chart values: 5%, 4%, 8%, 4%, 1%, 11%, 19%, 8%, 17%, 2%, 2%, 18%, 1%
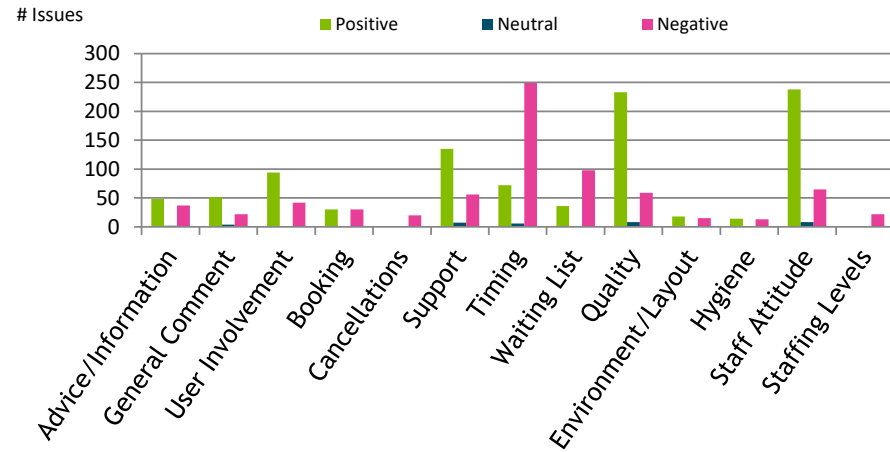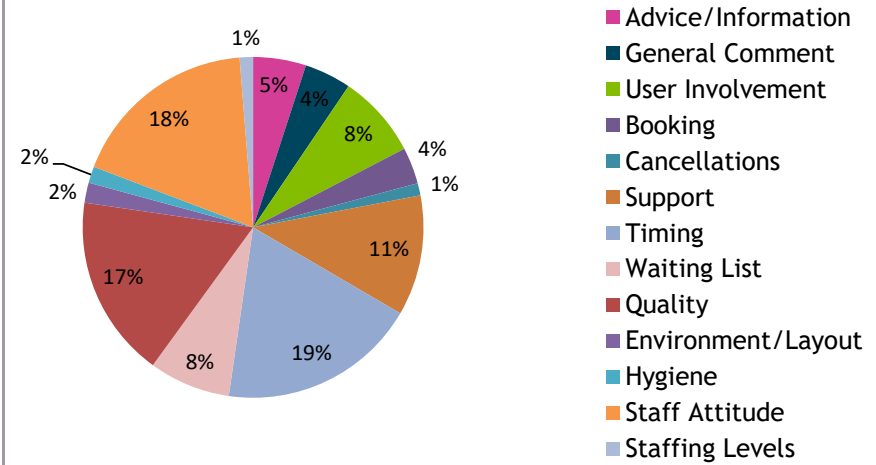
6.8 Sentiment, Clinical Treatment

Sentiment pie chart: Positive 54%, Neutral 2%, Negative 44%
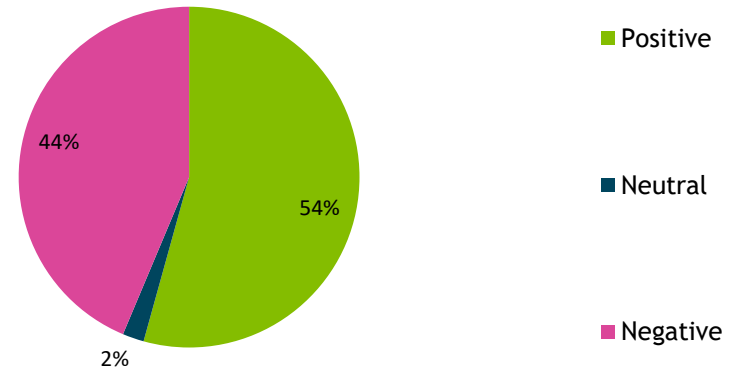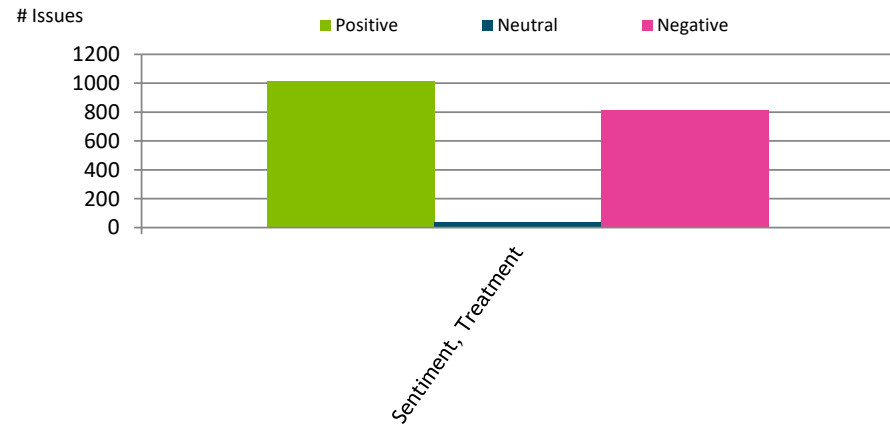
6. Care Pathway: Clinical Nursing (care provided by trained nurses)

6.9 Trends, Clinical Nursing (540 issues)

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, Carer Involvement, User Involvement, Medication, Planning, Support, Timing, Nutrition, Quality, Environment/Layout, Security/Conduct, Staff Attitude, Staff Training

Issues receiving the most comments overall

Pie chart:
- Advice/Information — 5%
- Carer Involvement — 2%
- User Involvement — 14%
- Medication — 1%
- Planning — 1%
- Support — 21%
- Timing — 2%
- Nutrition — 4%
- Quality — 22%
- Environment/Layout — 1%
- Security/Conduct — 1%
- Staff Attitude — 24%
- Staff Training — 2%

6.10 Sentiment, Clinical Nursing

Issues

Legend: Positive, Neutral, Negative

Sentiment, Nursing Care

Pie chart:
- Positive — 50%
- Neutral — 4%
- Negative — 46%

15
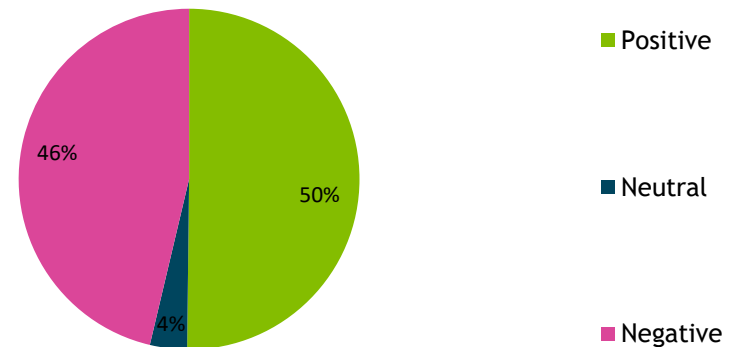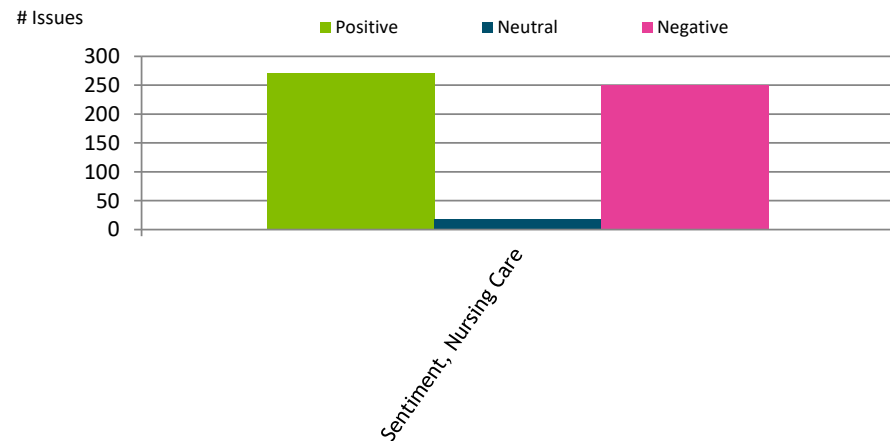
6. Care Pathway: Discharge (discharge from a service)

6.11 Trends, Discharge (17 issues)

Issues

Legend: Positive | Neutral | Negative

Categories (bar chart): Advice/Information, User Involvement, Administration, Booking, Planning, Support, Timing, Choice, Quality

Issues receiving the most comments overall

Pie chart legend:
- Advice/Information — 6%
- User Involvement — 6%
- Administration — 6%
- Booking — 6%
- Planning — 6%
- Support — 18%
- Timing — 23%
- Choice — 6%
- Quality — 23%

6.12 Sentiment, Discharge

Issues

Legend: Positive | Neutral | Negative

Sentiment, Discharge

Pie chart:
- Positive — 24%
- Neutral — 0%
- Negative — 76%
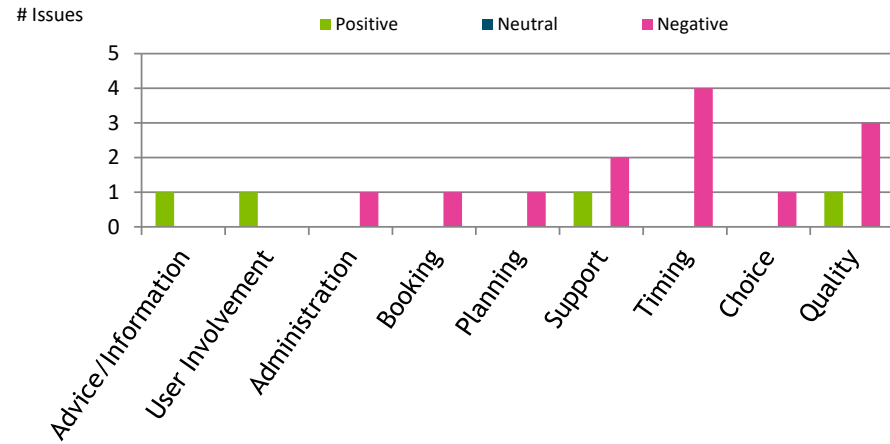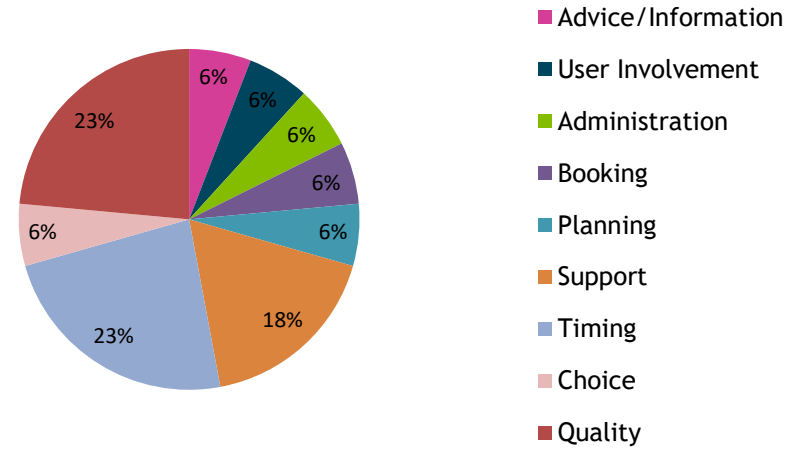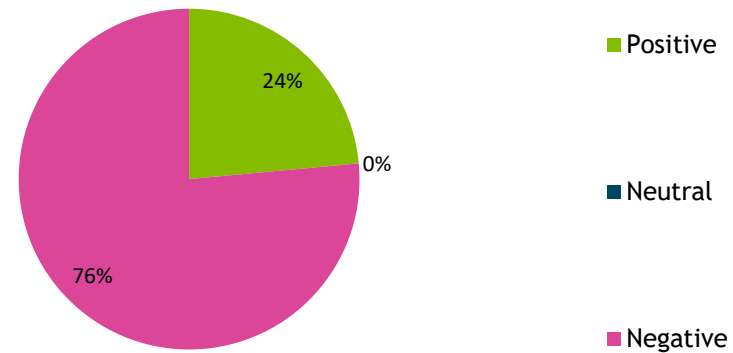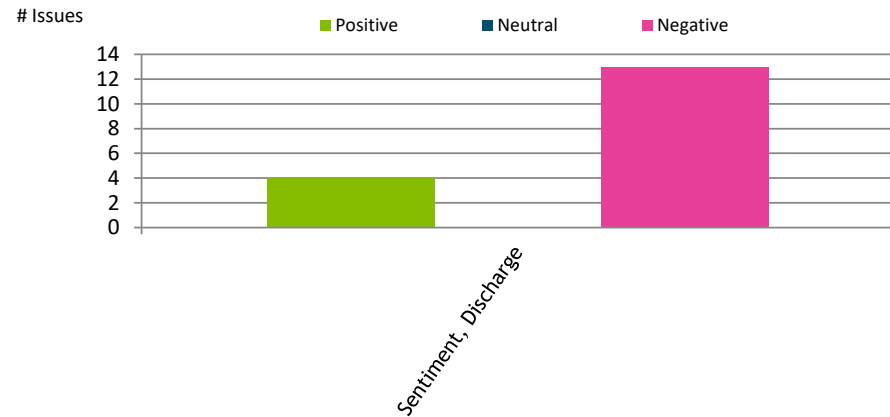
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

6.13 Trends, Follow On (59 issues)
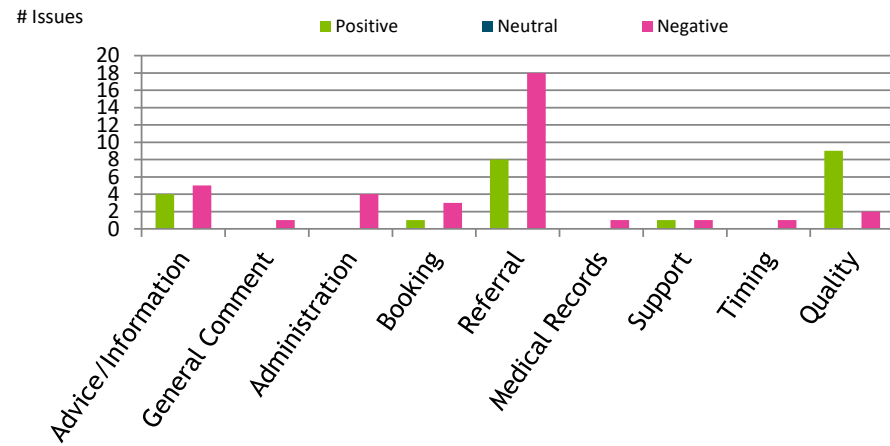
Issues
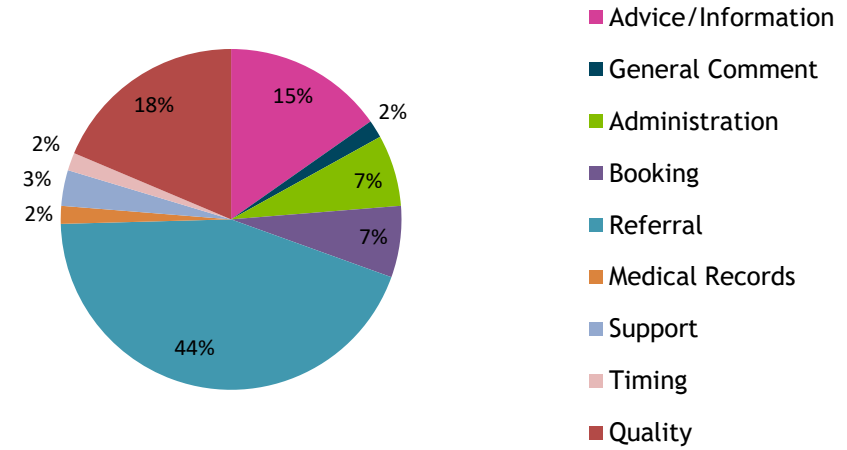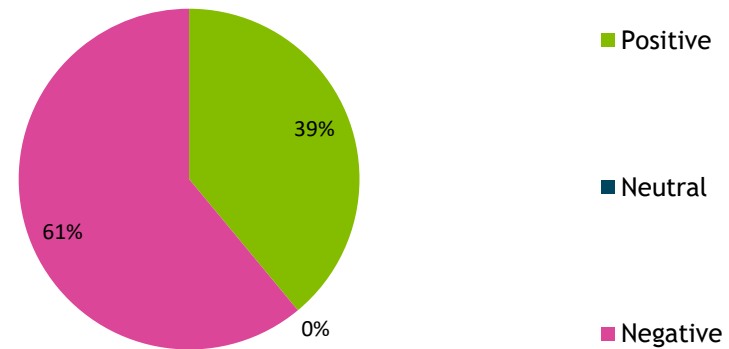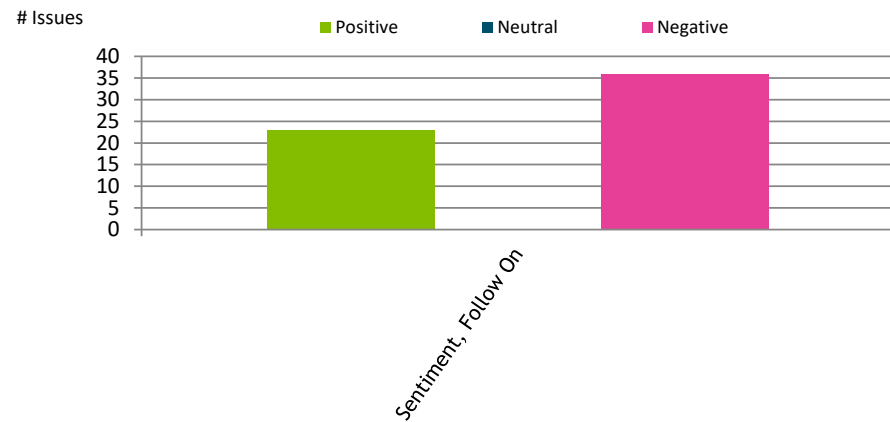
Legend: Positive, Neutral, Negative

Bar chart categories: Advice/Information, General Comment, Administration, Booking, Referral, Medical Records, Support, Timing, Quality

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 15%
- General Comment: 2%
- Administration: 7%
- Booking: 7%
- Referral: 44%
- Medical Records: 2%
- Support: 3%
- Timing: 2%
- Quality: 18%

6.14 Sentiment, Follow On

Issues

Legend: Positive, Neutral, Negative

Bar chart category: Sentiment, Follow On

Pie chart:
- Positive: 39%
- Neutral: 0%
- Negative: 61%

7. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	80	3	104	187
	Carer Involvement	*Involvement of carers, friends or family members.*	16	0	11	27
	General Comment	*A generalised statement (ie; "The doctor was good.")*	60	5	28	93
	User Involvement	*Involvement of the service user.*	143	2	74	219
Systems	Administration	*Administrative processes and delivery.*	13	0	46	59
	Admission	*Physical admission to a hospital ward, or other service.*	2	0	10	12
	Booking	*Ability to book, reschedule or cancel appointments.*	36	1	43	80
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	22	22
	Data Protection	*General data protection (including GDPR).*	0	0	0	0
	Referral	*Referral to a service.*	17	1	25	43
	Medical Records	*Management of medical records.*	0	0	2	2
	Medication	*Prescription and management of medicines.*	6	0	17	23
	Opening Times	*Opening times of a service.*	0	0	1	1
	Planning	*Leadership and general organisation.*	13	1	35	49
	Registration	*Ability to register for a service.*	0	0	1	1
	Support	*Levels of support provided.*	252	14	119	385
	Telephone	*Ability to contact a service by telephone.*	3	1	42	46
	Timing	*Physical timing (ie; length of wait at appointments).*	101	12	317	430
	Waiting List	*Length of wait while on a list.*	40	0	110	150
Values	Choice	*General choice.*	0	0	6	6
	Cost	*General cost.*	0	0	5	5
	Language	*Language, including terminology.*	0	0	7	7
	Nutrition	*Provision of sustainance.*	7	0	18	25
	Privacy	*Privacy, personal space and property.*	0	0	5	5
	Quality	*General quality of a service, or staff.*	357	15	134	506
	Sensory	*Deaf/blind or other sensory issues.*	0	0	0	0
	Stimulation	*General stimulation, including access to activities.*	6	0	3	9

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 eligibility).*	10	0	1	11
	Environment/Layout	*Physical environment of a service.*	35	0	25	60
	Equipment	*General equipment issues.*	5	0	5	10
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	2	0	6	8
	Hygiene	*Levels of hygiene and general cleanliness.*	27	0	14	41
	Mobility	*Physical mobility to, from and within services.*	2	1	16	19
	Travel/Parking	*Ability to travel or park.*	0	0	14	14
Staff	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	11	12
	Staff Attitude	*Attitude, compassion and empathy of staff.*	404	15	137	556
	Complaints	*Ability to log and resolve a complaint.*	1	0	8	9
	Staff Training	*Training of staff.*	2	0	12	14
	Staffing Levels	*General availability of staff.*	0	0	33	33
	Total:		**1641**	**71**	**1469**	**3181**

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