

# The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Tower Hamlets, 10 March 2021



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 health, social care and community services in Tower Hamlets.

**Reporting Period: 1 January 2020 - 31 December 2020**

# Report Index

## Data Source (Page 3)

Identifies the origin of the data, by source and borough.



## Top Trends (Pages 4-6)

Identifies the top service sectors, specialisms, medical conditions/topics and service related issues.



## Satisfaction Levels (Page 7)

Tracks satisfaction of service aspects over time, and by borough.



## Care Pathway (Pages 8-15)

Takes a look at each stage of the clinical health and care pathway.



## Wider Community (Pages 16-17)

Explores wider social determinants including housing, environment and employment.



## Data Table (Pages 18-19)

The numbers underpinning the trends.

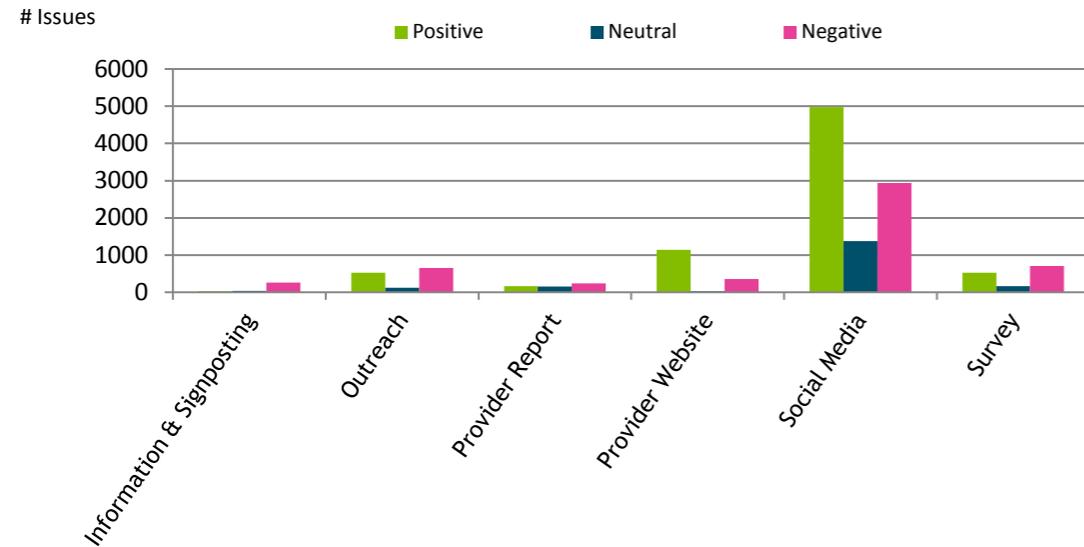


**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

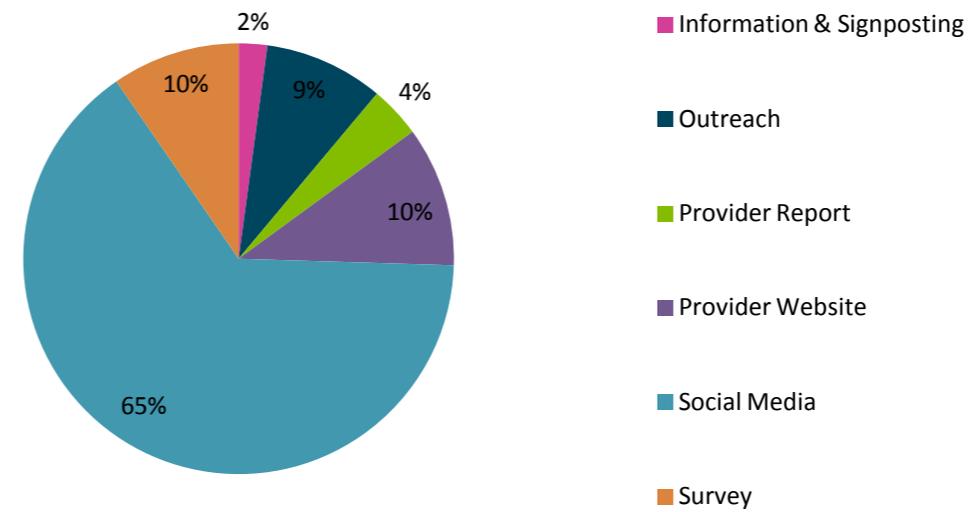
# 1. Data Source: Where did we collect the feedback?



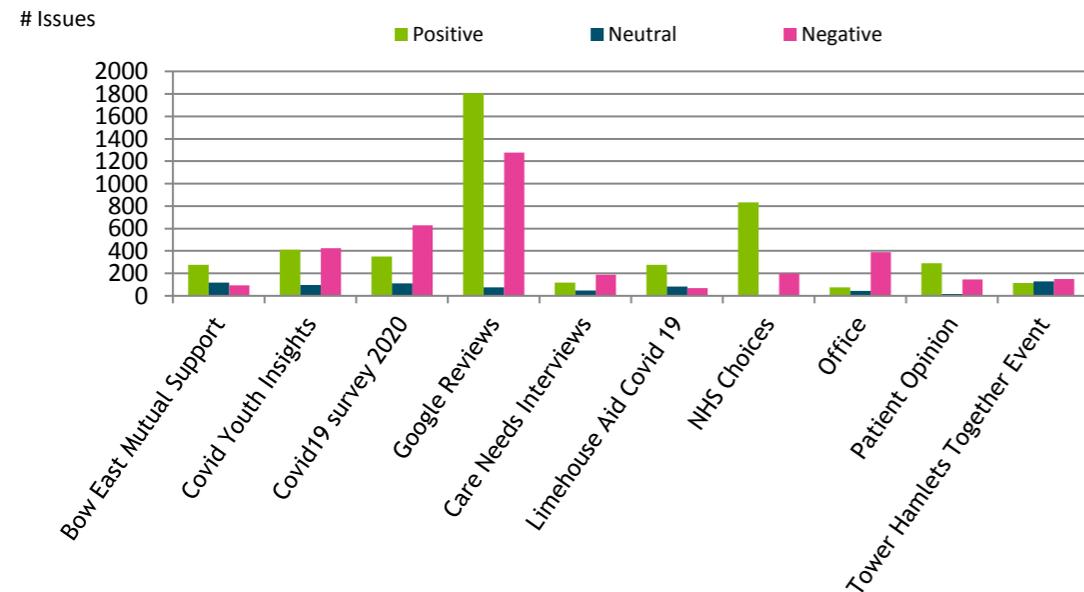
## 1.1 Source: 15081 issues from 4853 people



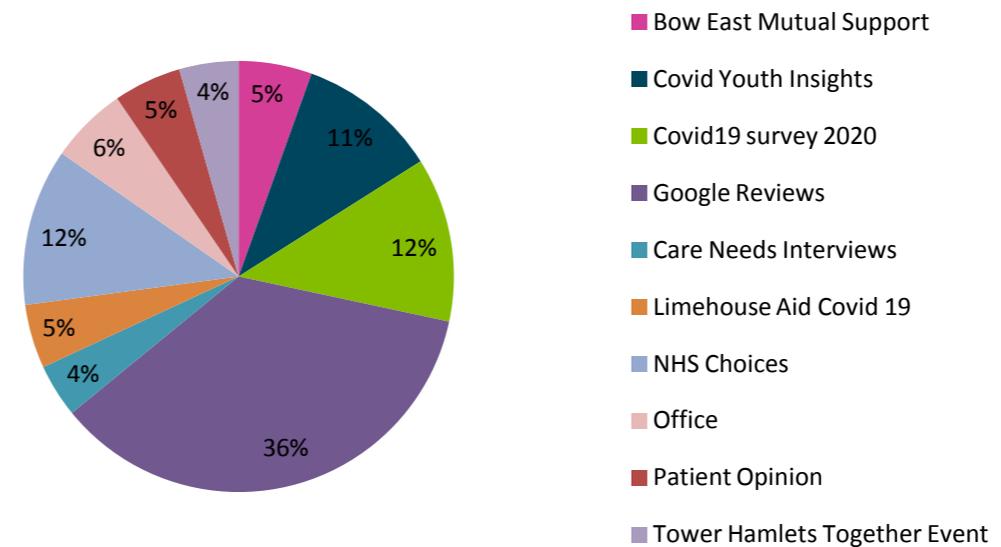
Sources providing the most comments overall



## 1.2 Origin



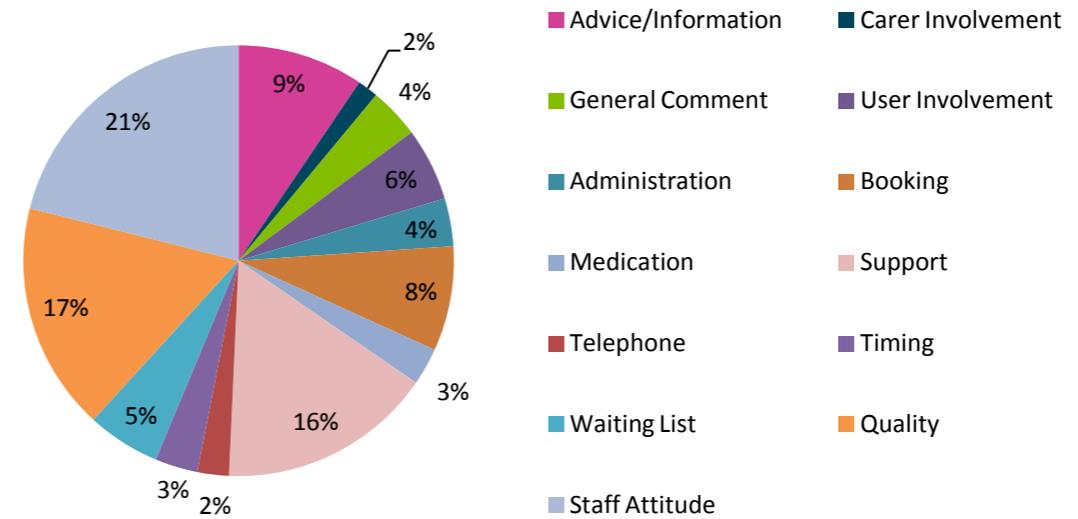
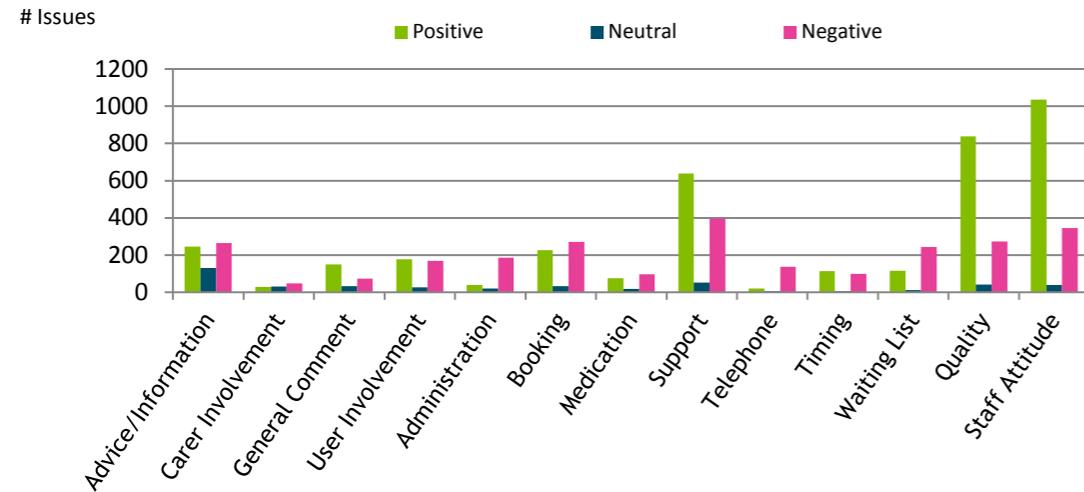
Origins providing the most comments overall



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

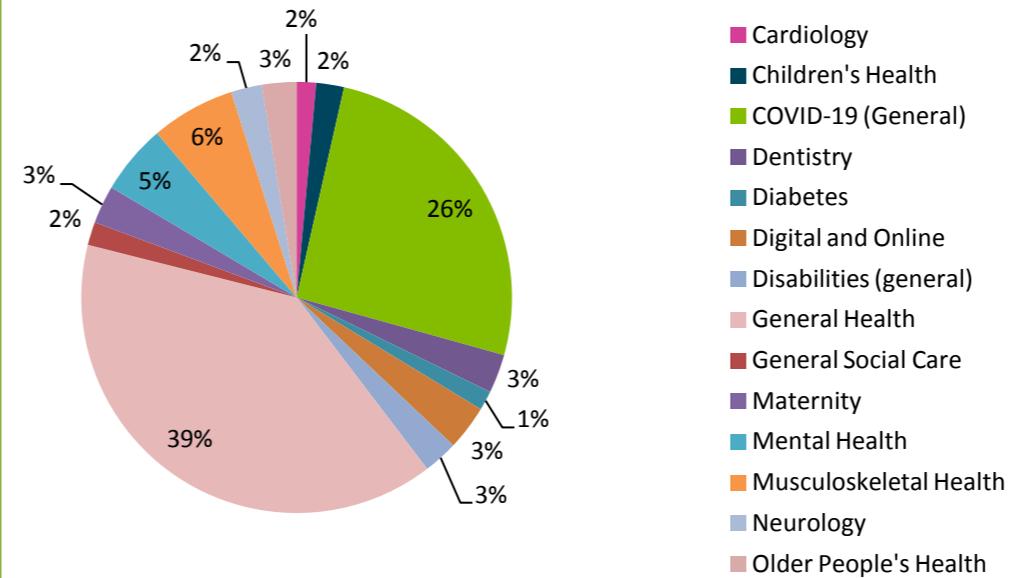
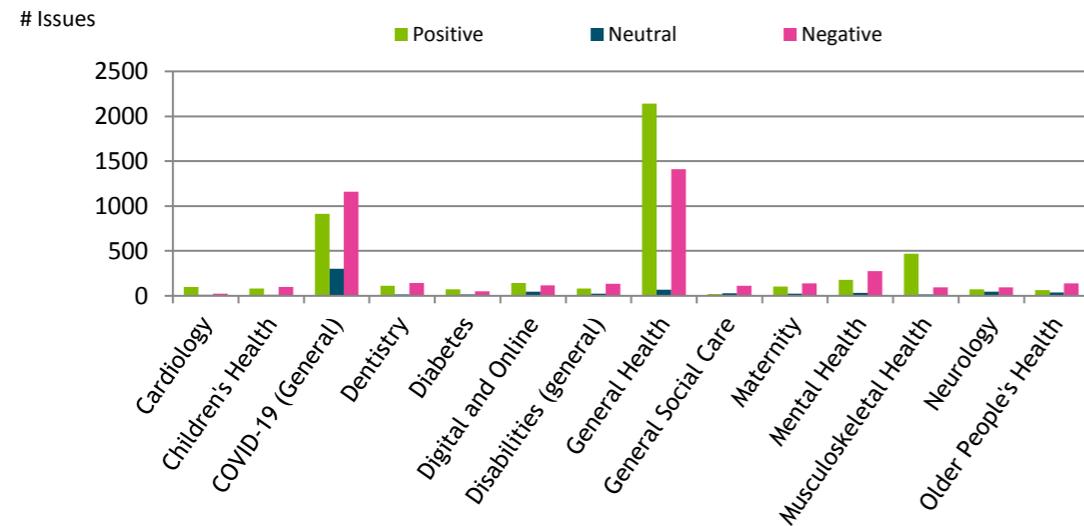


### 2.1 Top Trends: 7939 issues from 2129 people



Issues receiving the most comments overall. See pages 21-22 for issue descriptions.

### 2.2 Stated medical conditions

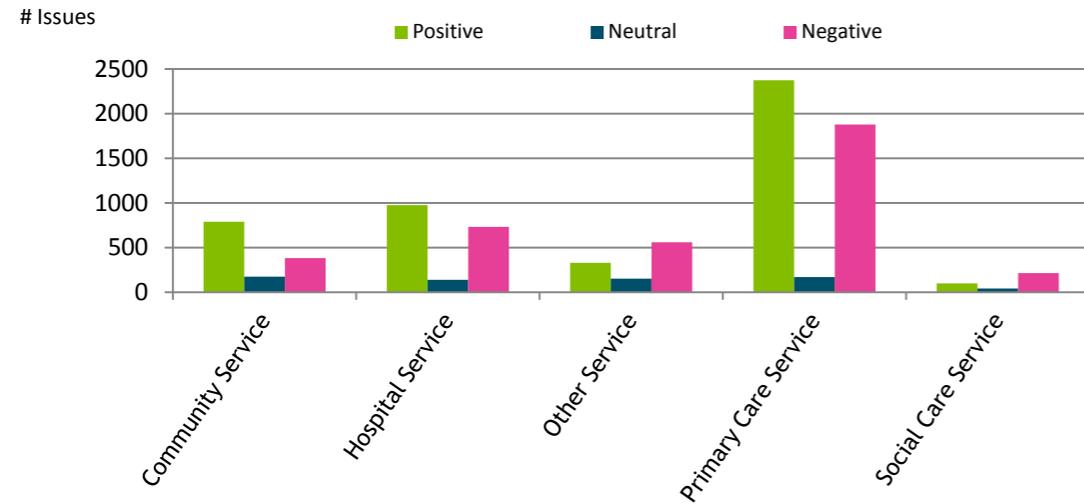


Medical conditions receiving the most comments overall

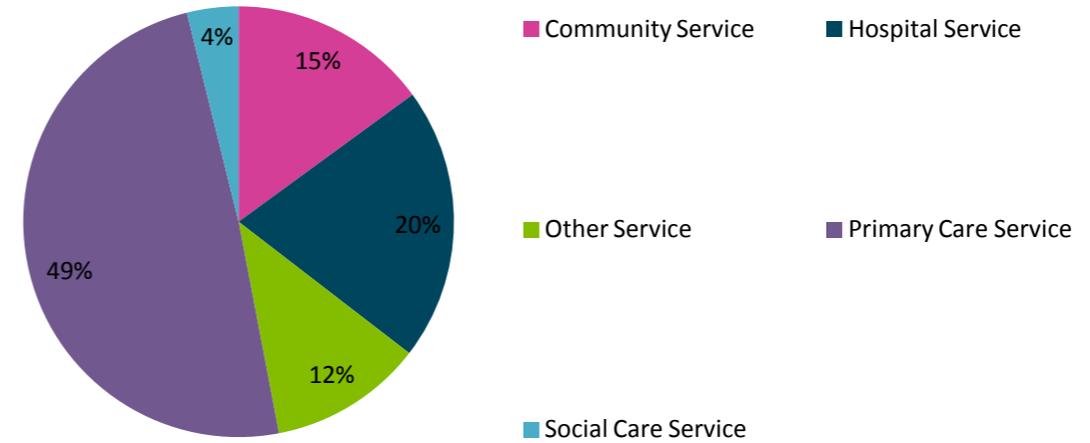
## 2. Health and Care Services: Which services are people most commenting on?



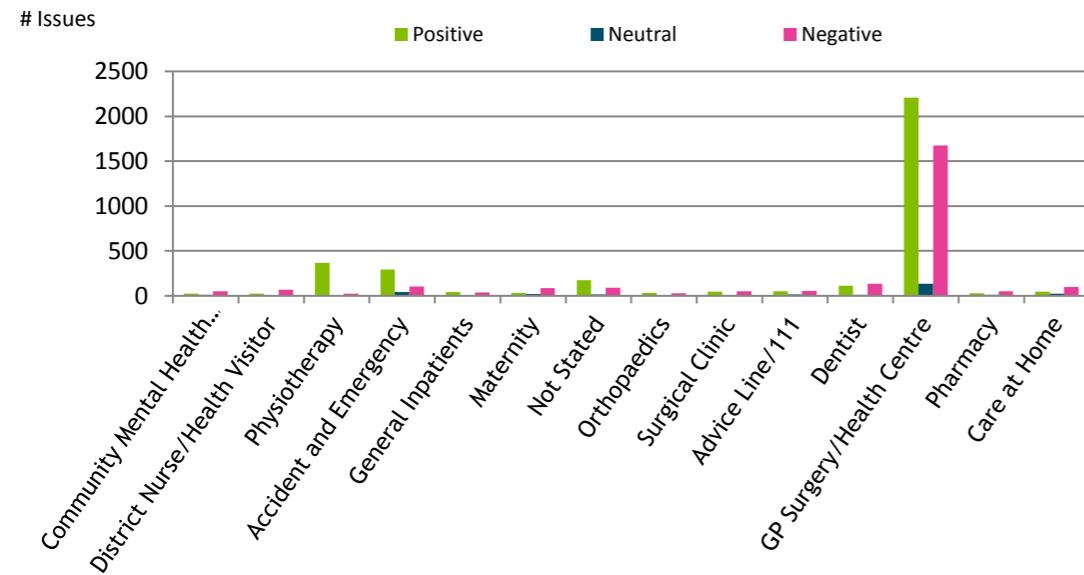
### 2.3 Service Sector



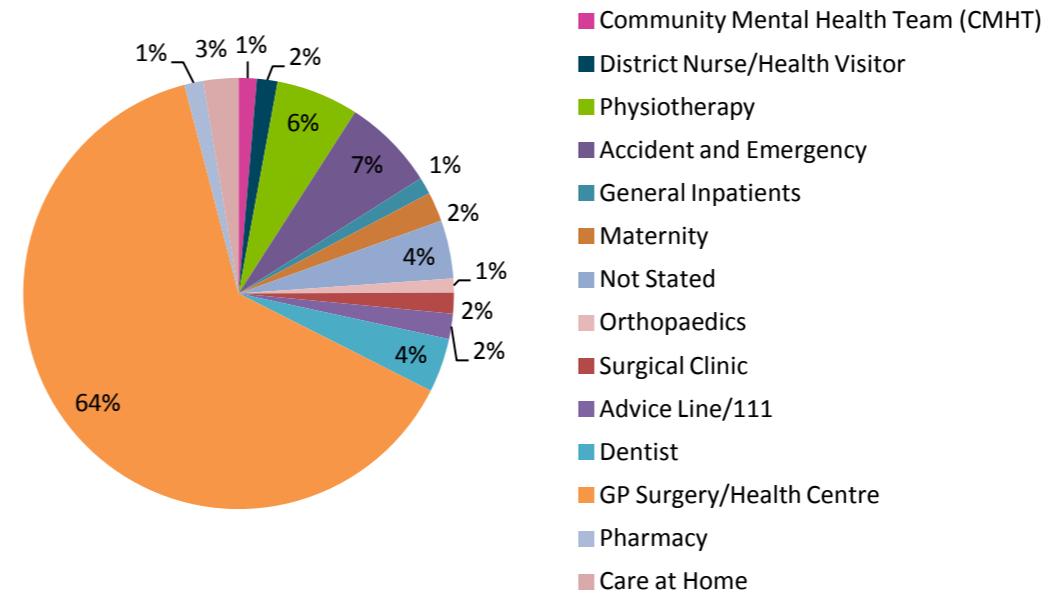
Service sectors receiving the most comments overall



### 2.4 Service Type



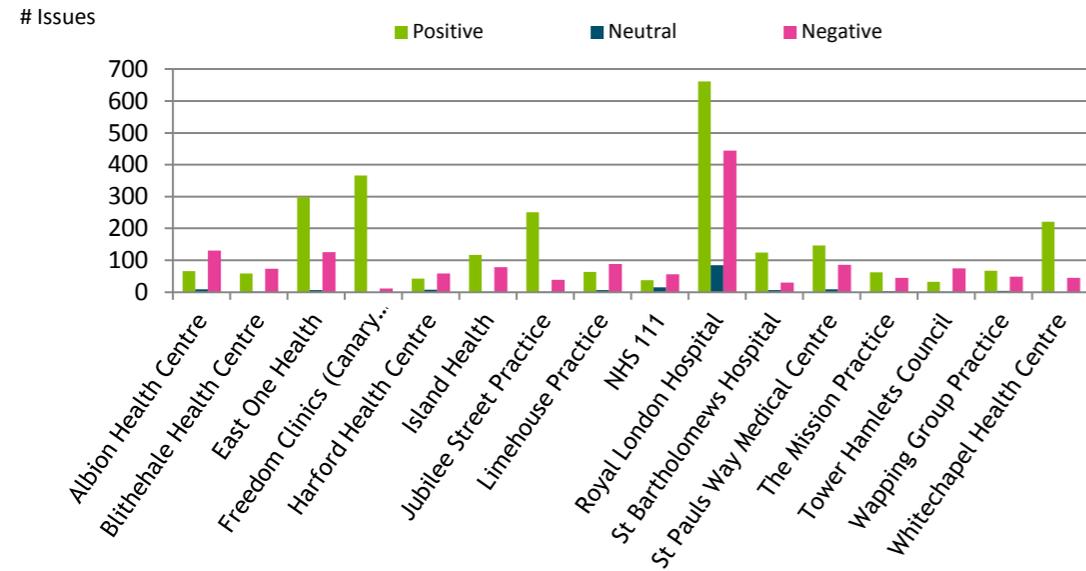
Service type receiving the most comments overall



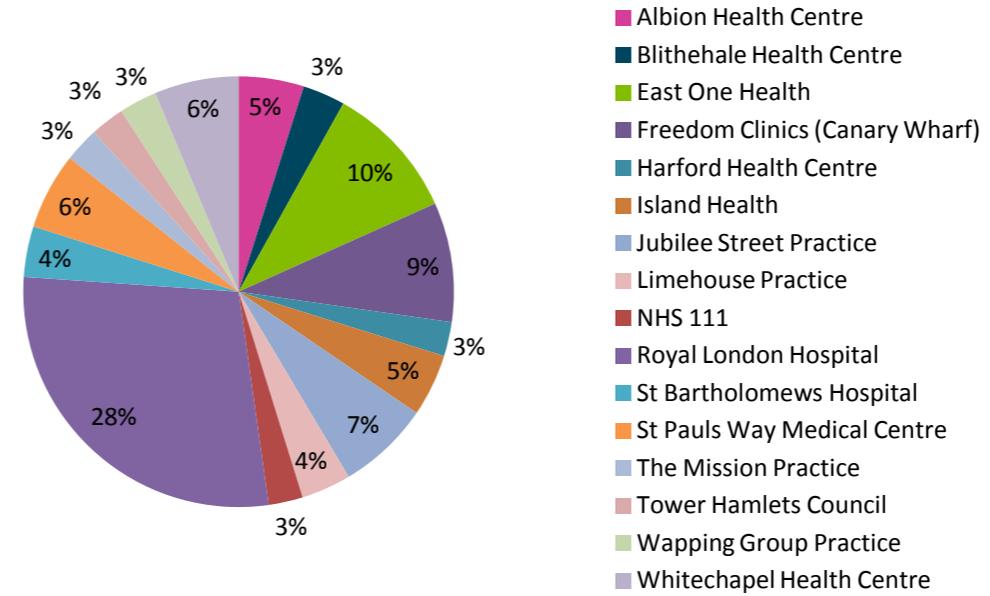
## 2. Health and Care Services: Which services are people most commenting on?



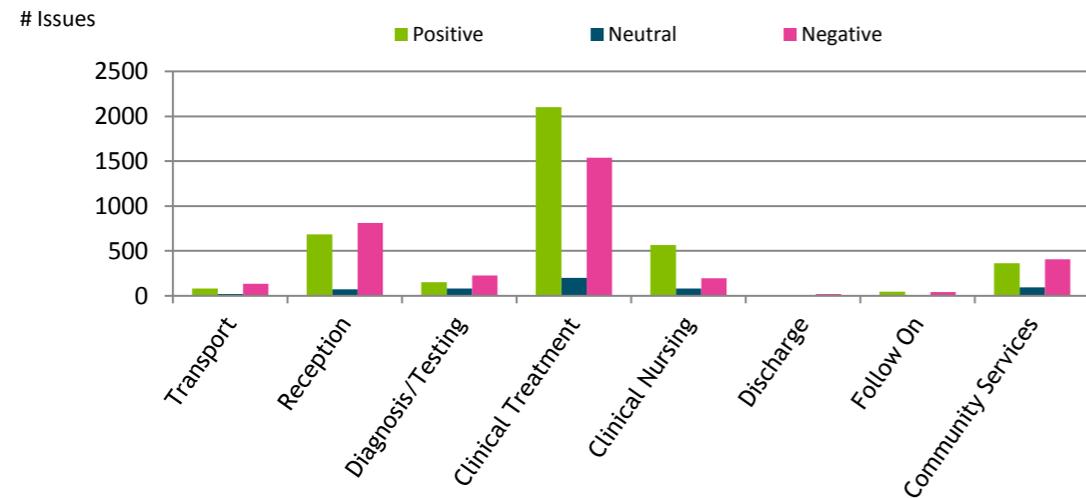
### 2.5 Services



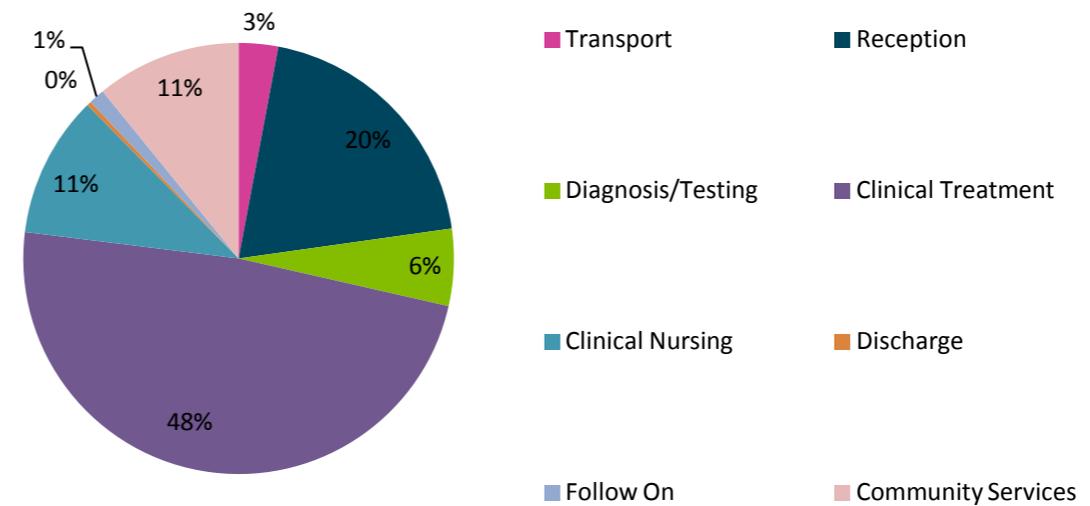
Services receiving the most comments overall



### 2.6 Breakdown of care pathway locations



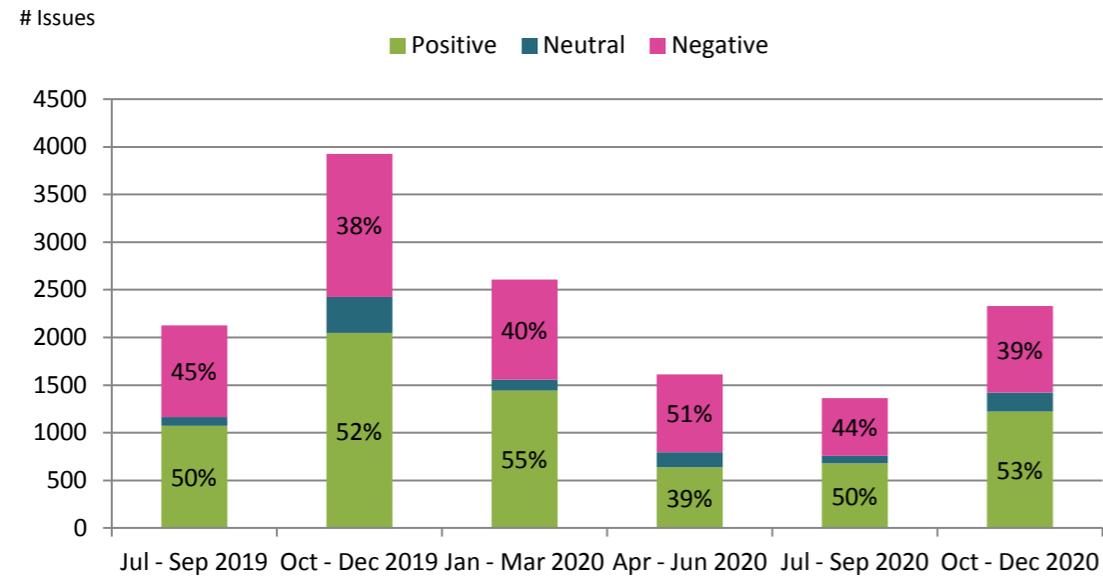
Care pathway locations



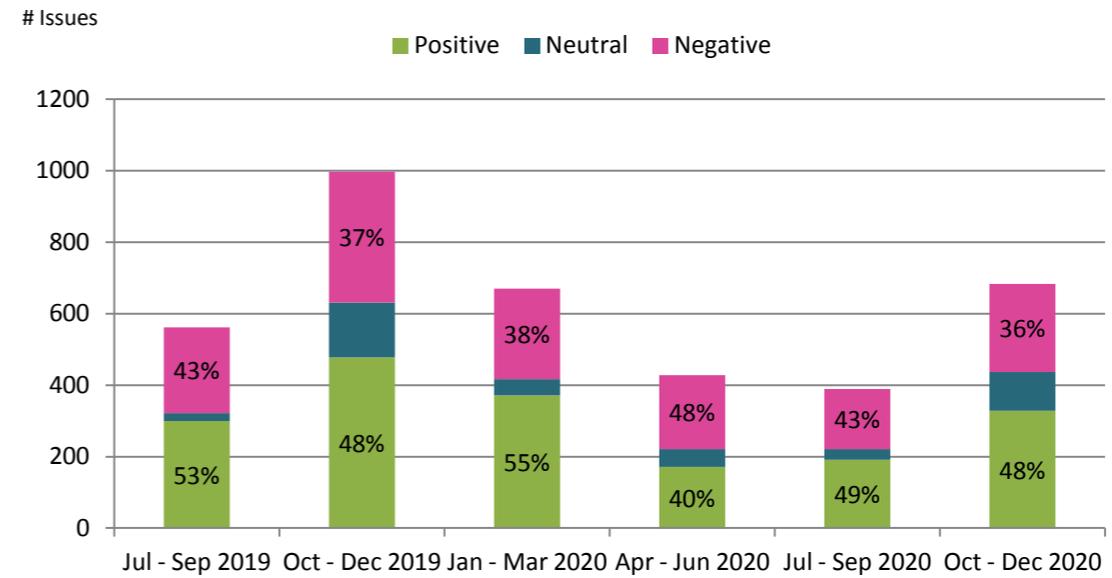
### 3. On the whole, how do people feel about Health and Care services?



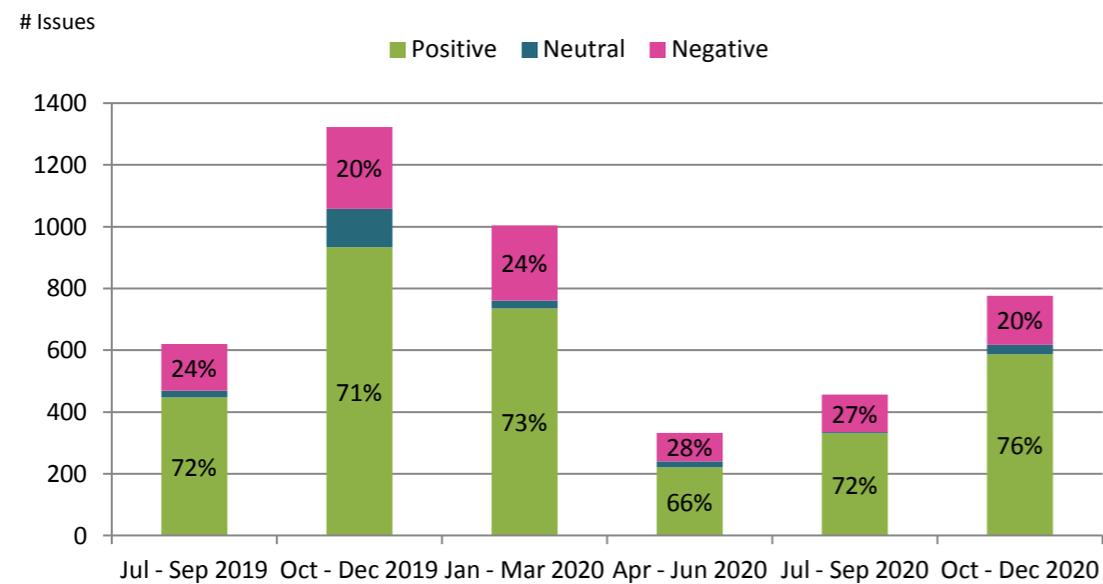
#### 3.1 How do people feel about services overall?



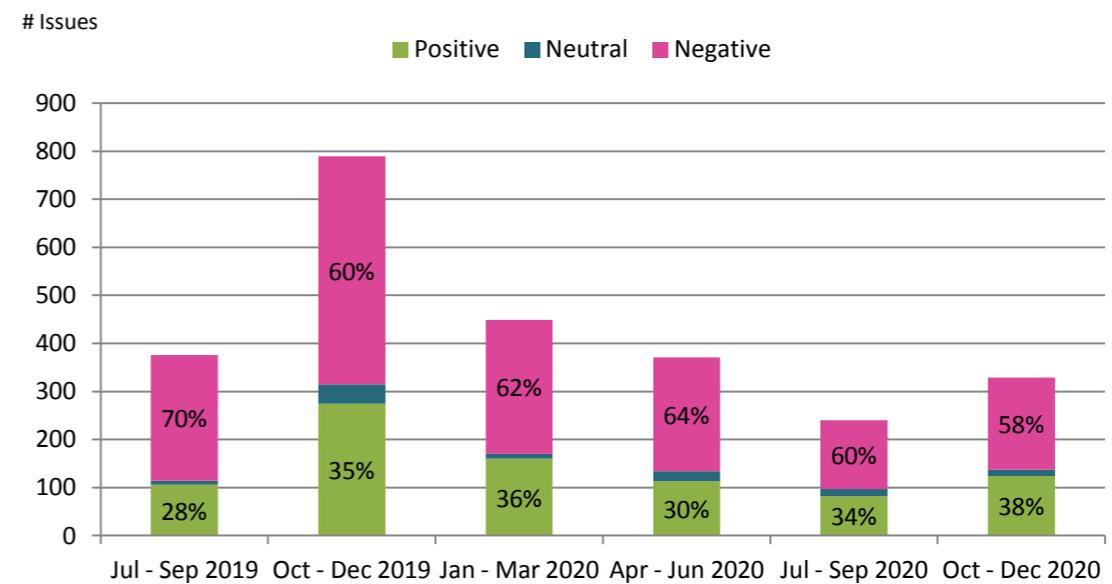
#### 3.2 How well informed, involved and supported do people feel?



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



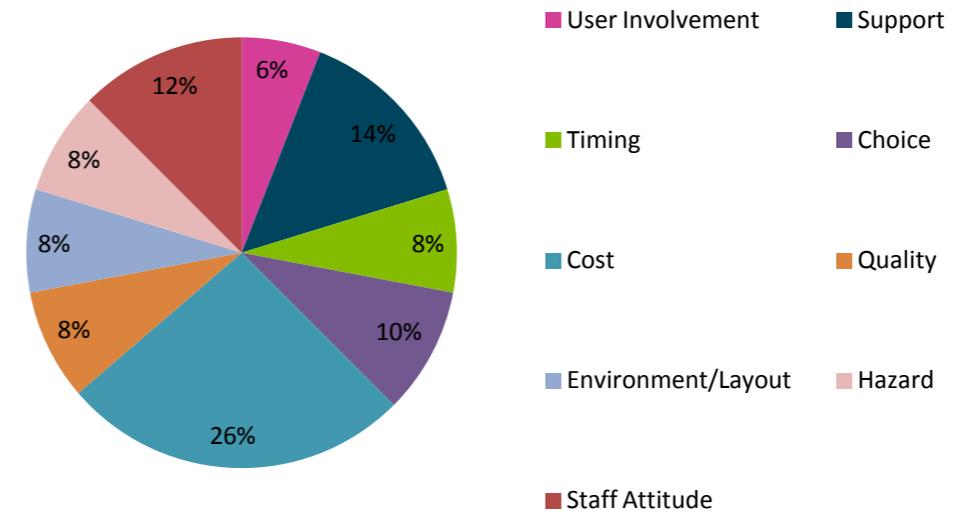
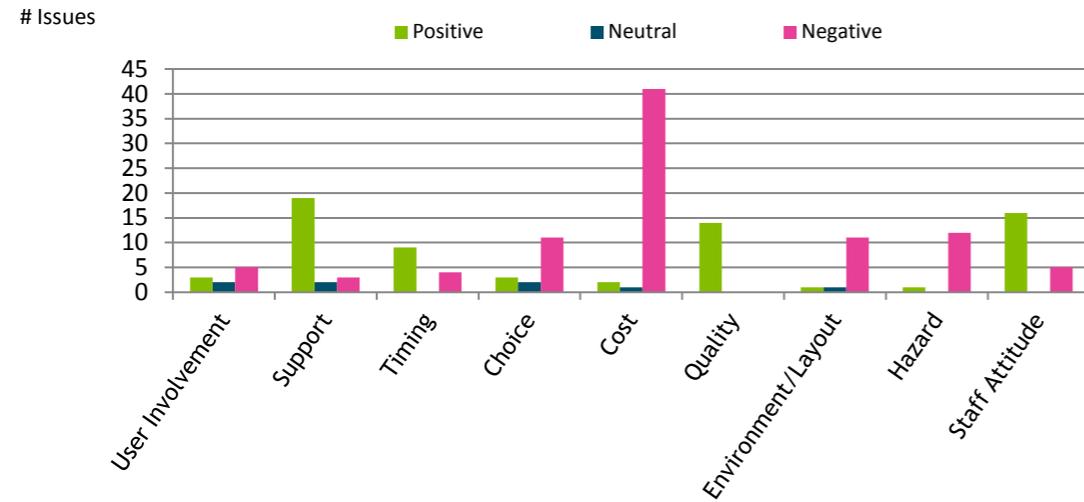
#### 3.4 How do people feel about access to services?



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

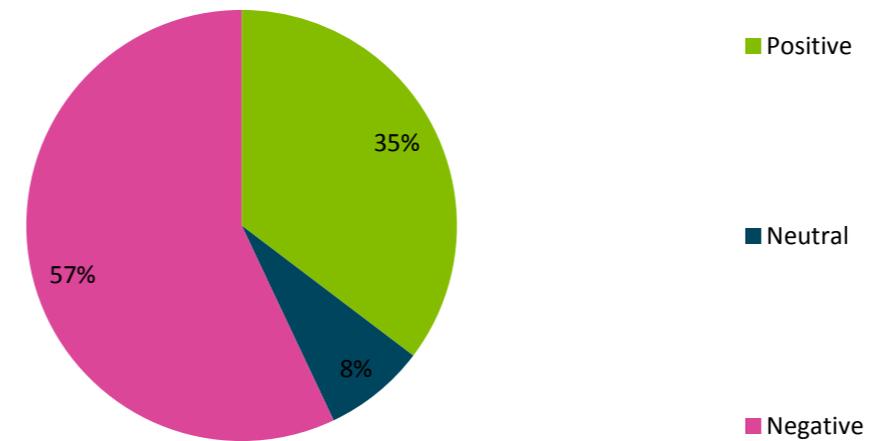
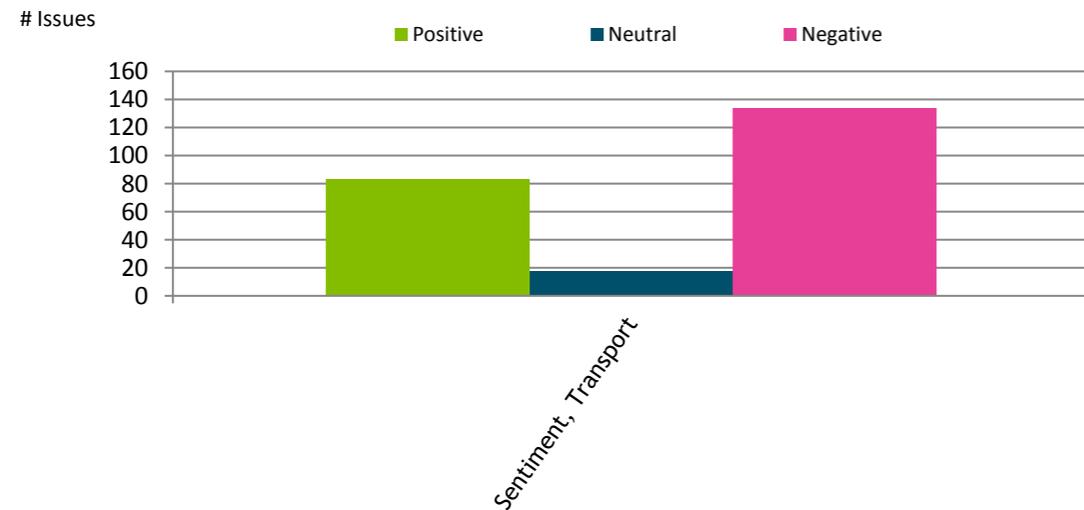


### 4.1 Trends, Transport (235 issues)



Issues receiving the most comments overall

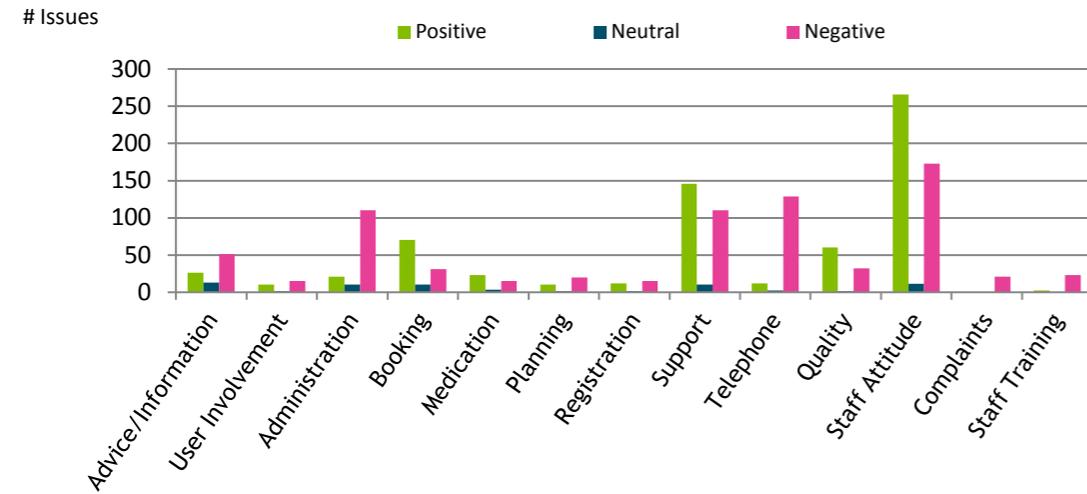
### 4.2 Sentiment, Transport



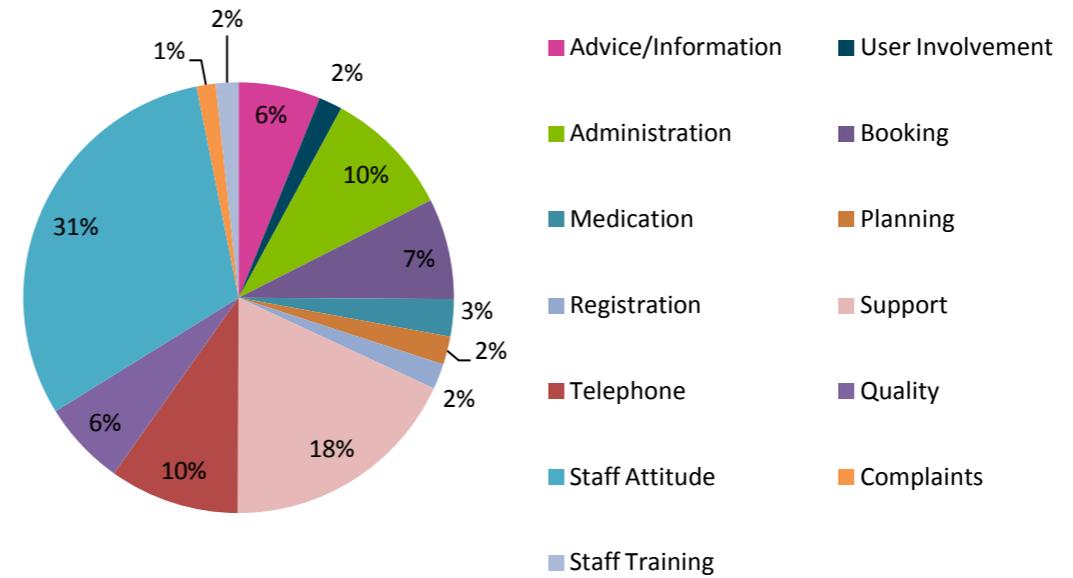
## 4. Care Pathway: Reception (reception services including back-office)



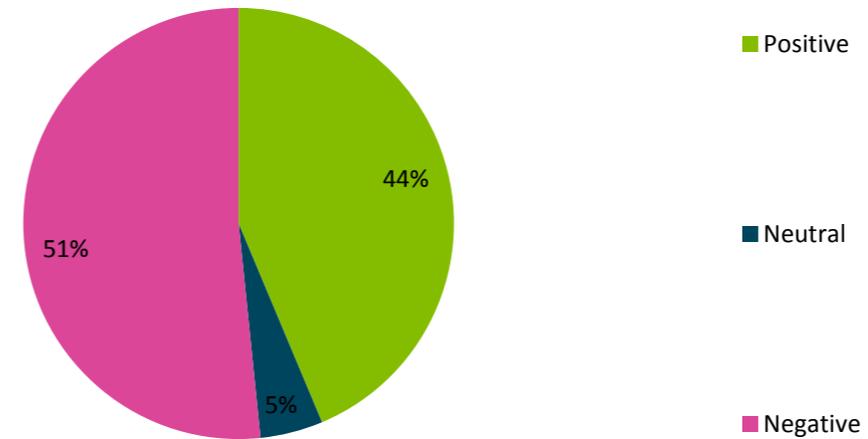
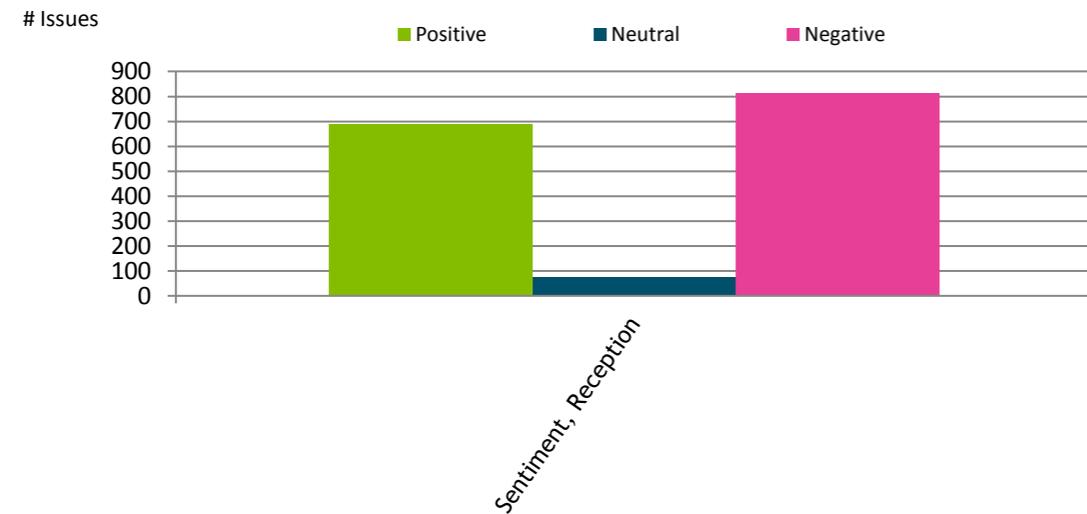
### 4.3 Trends, Reception (1573 issues)



Issues receiving the most comments overall



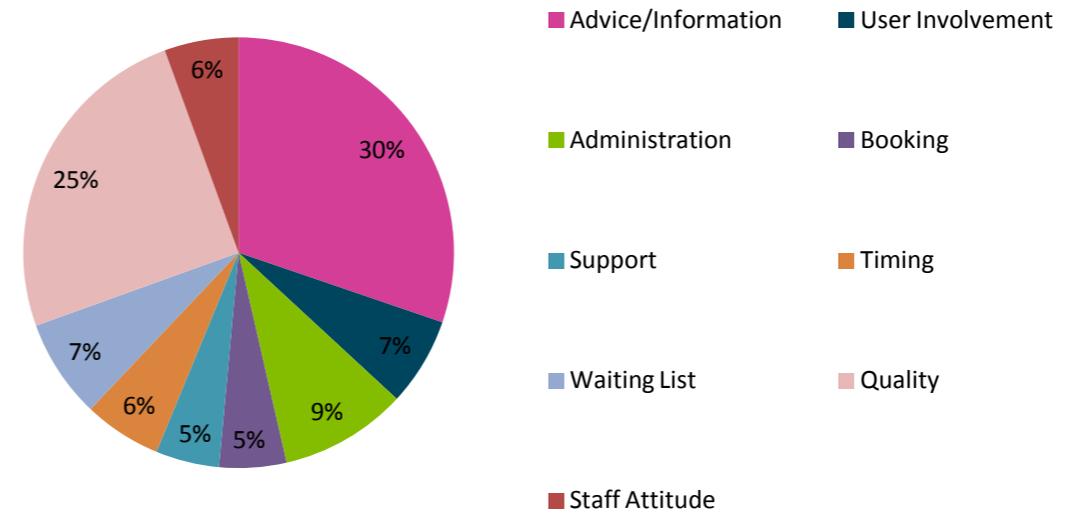
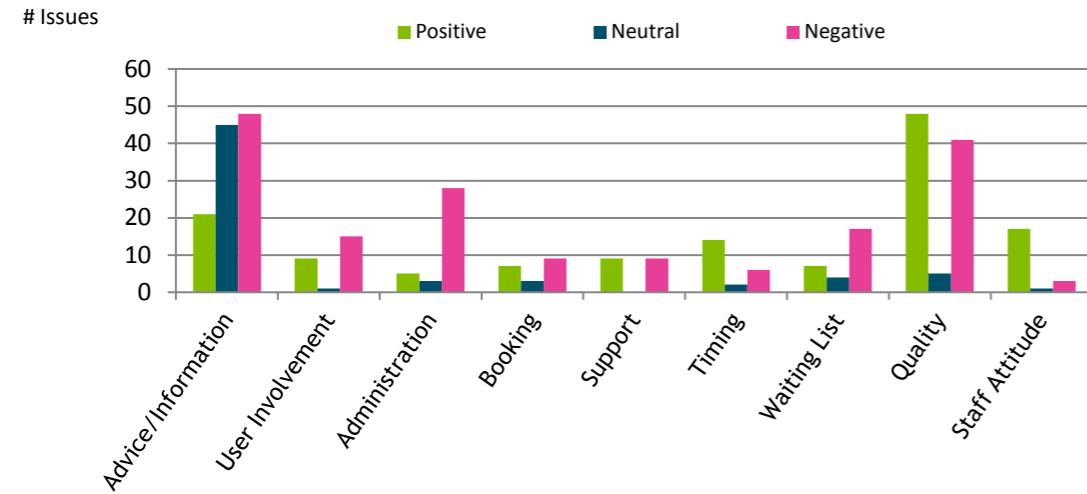
### 4.4 Sentiment, Reception



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

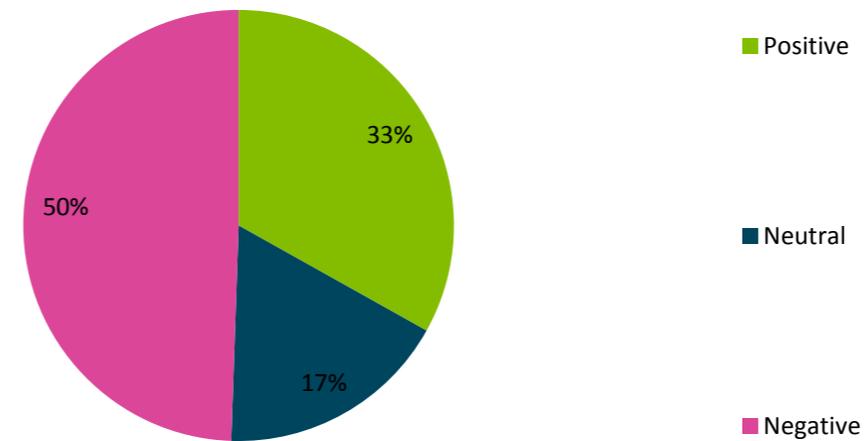
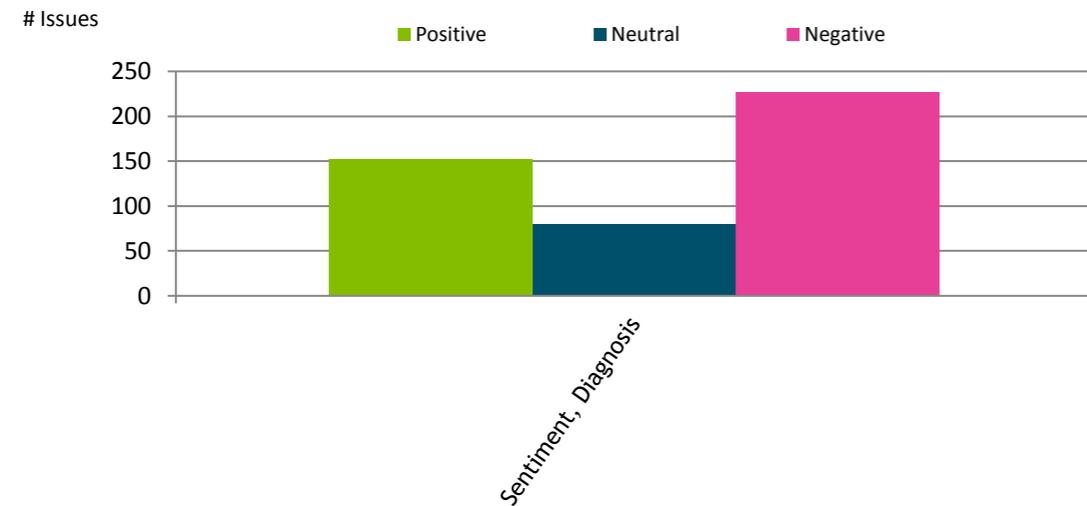


##### 4.5 Trends, Diagnosis/Testing (459 issues)



Issues receiving the most comments overall

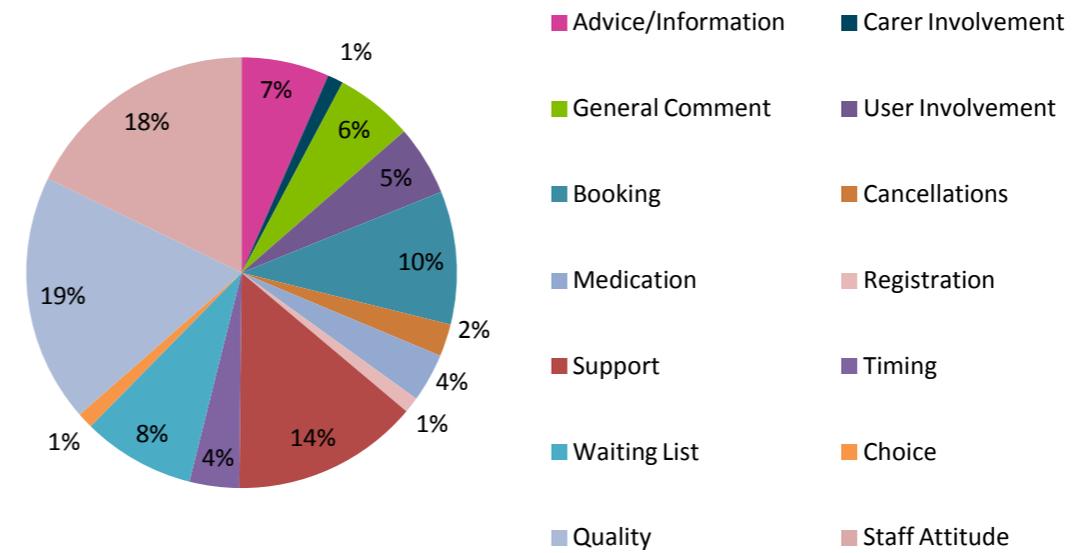
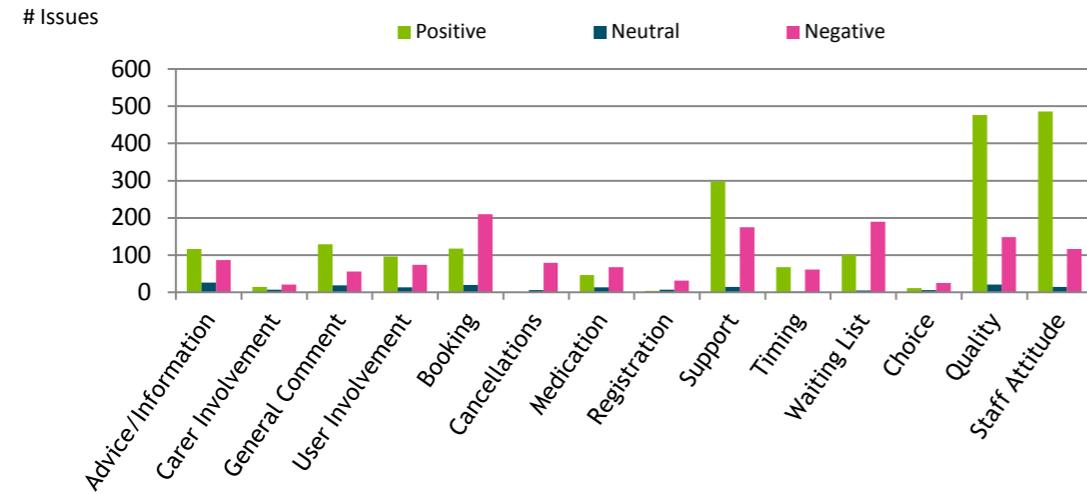
##### 4.6 Sentiment, Diagnosis/Testing



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

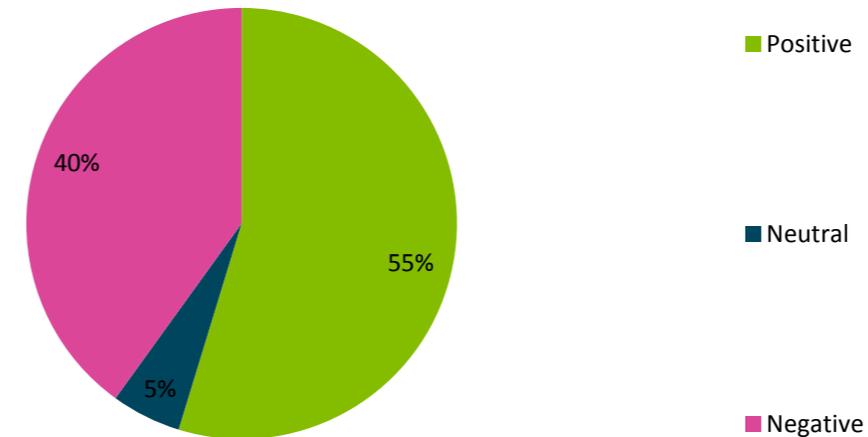
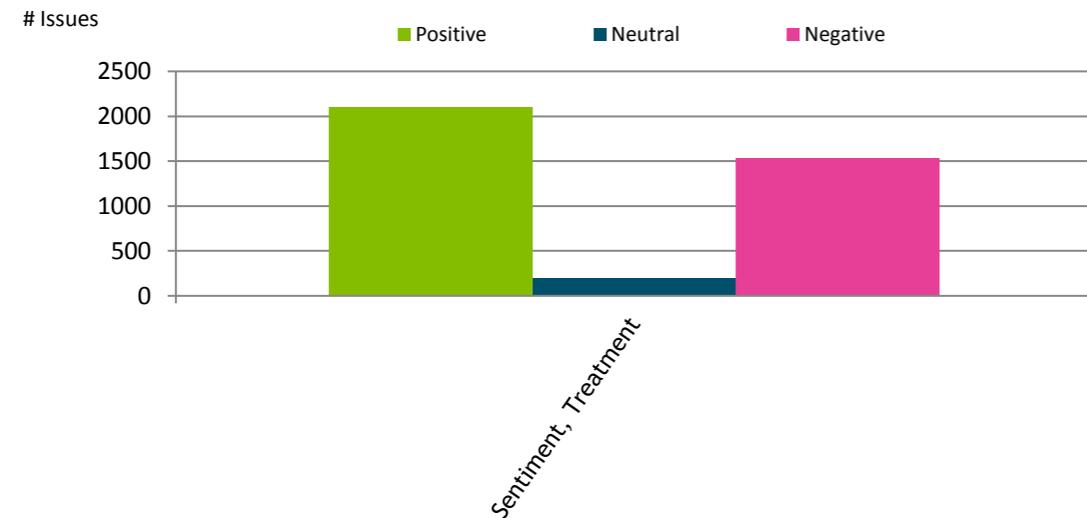


### 4.7 Trends, Clinical Treatment (3843 issues)



Issues receiving the most comments overall

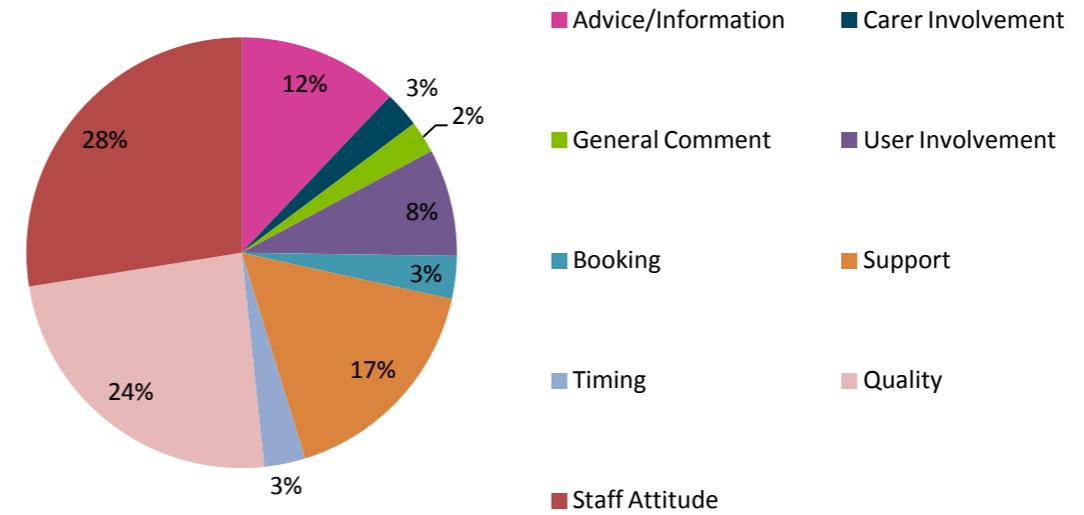
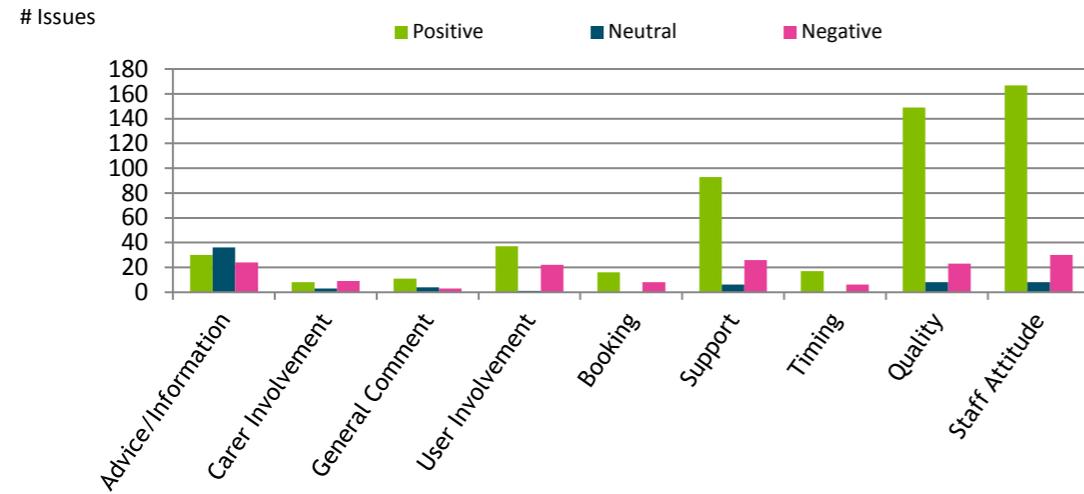
### 4.8 Sentiment, Clinical Treatment



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

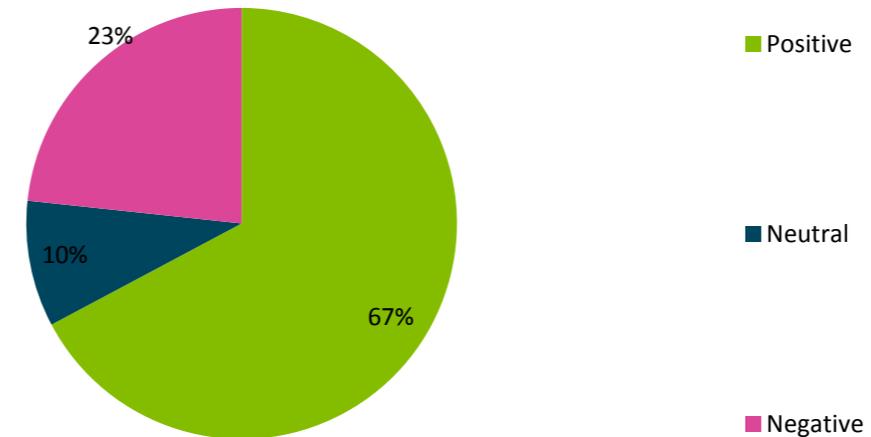
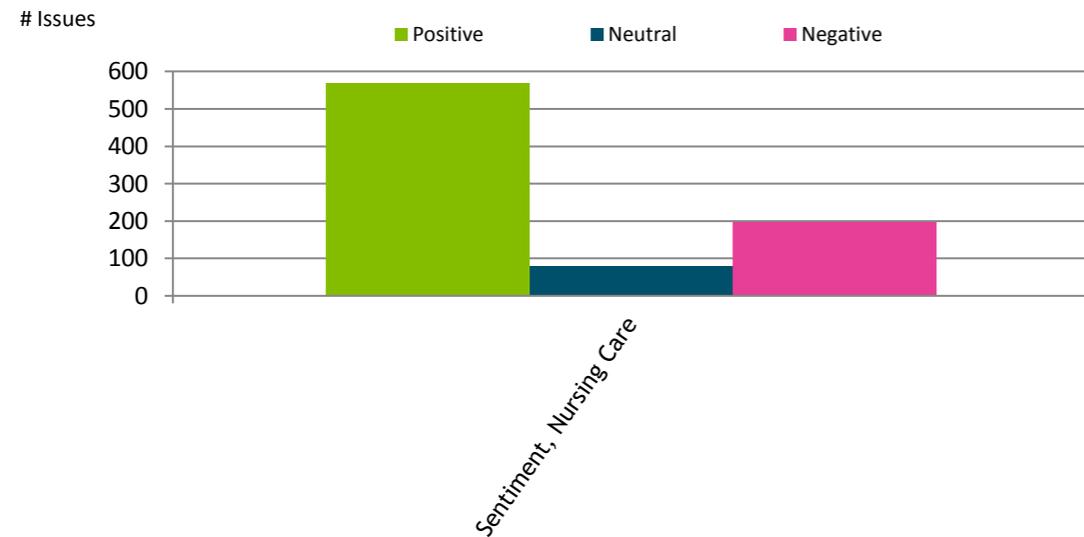


### 4.9 Trends, Clinical Nursing (845 issues)



Issues receiving the most comments overall

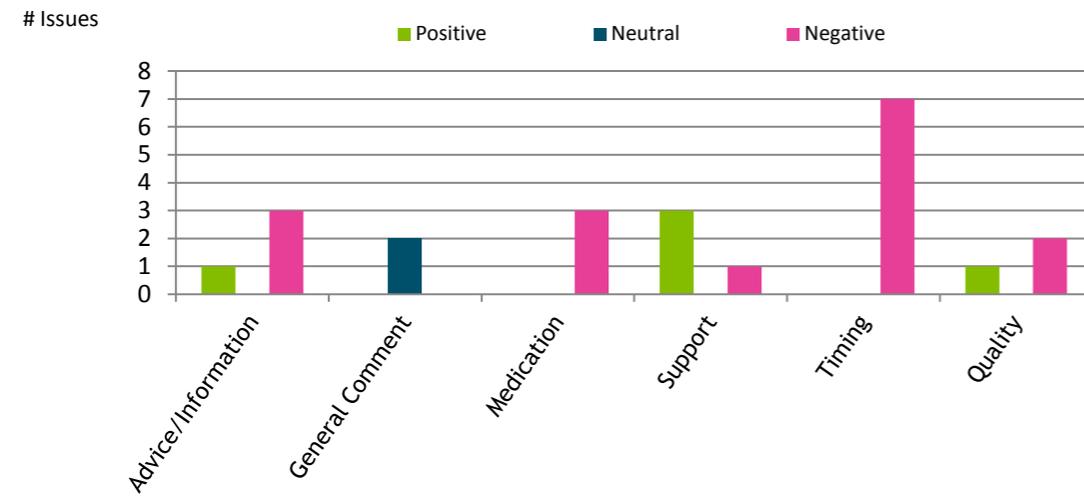
### 4.10 Sentiment, Clinical Nursing



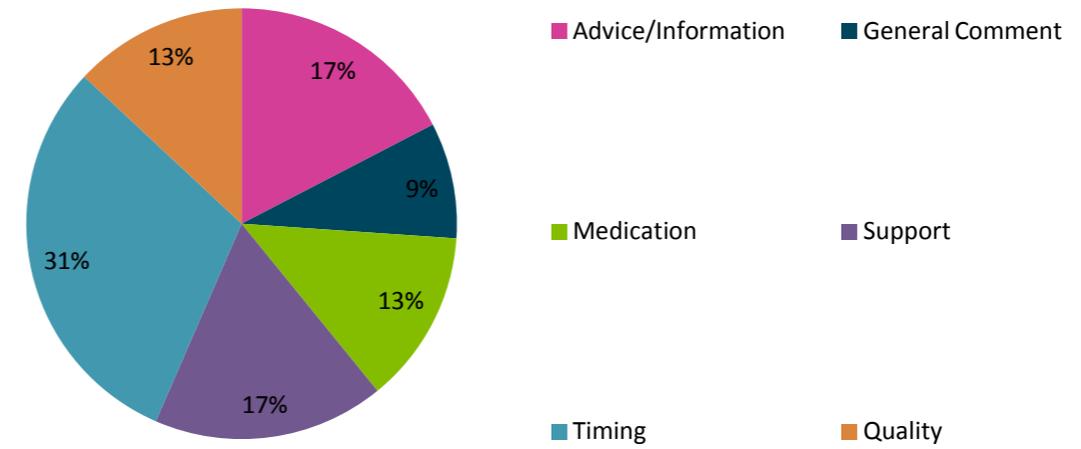
## 4. Care Pathway: Discharge (discharge from a service)



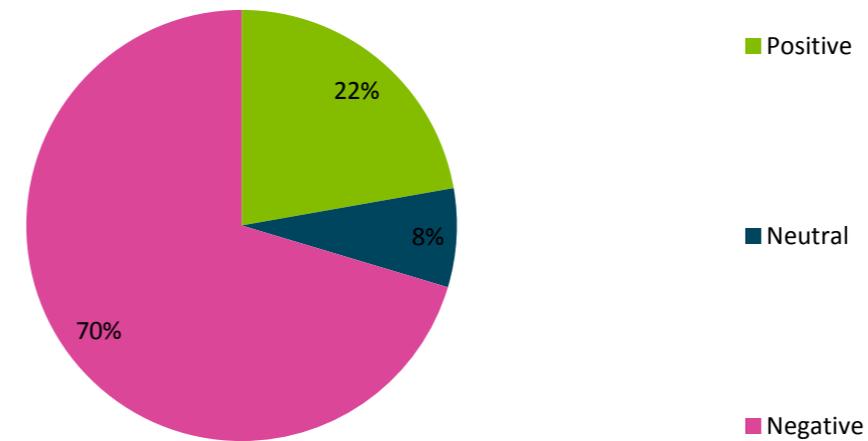
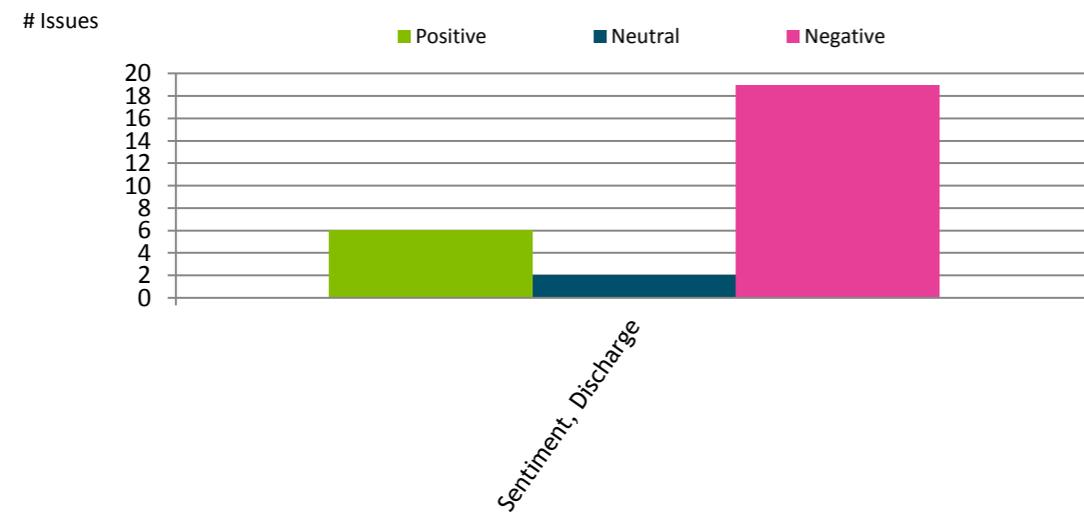
### 4.11 Trends, Discharge (27 issues)



Issues receiving the most comments overall



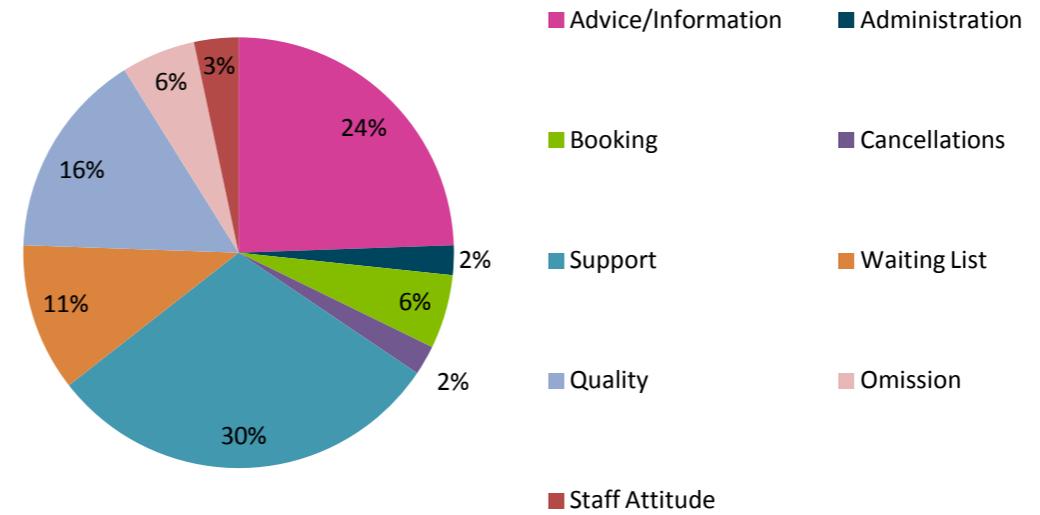
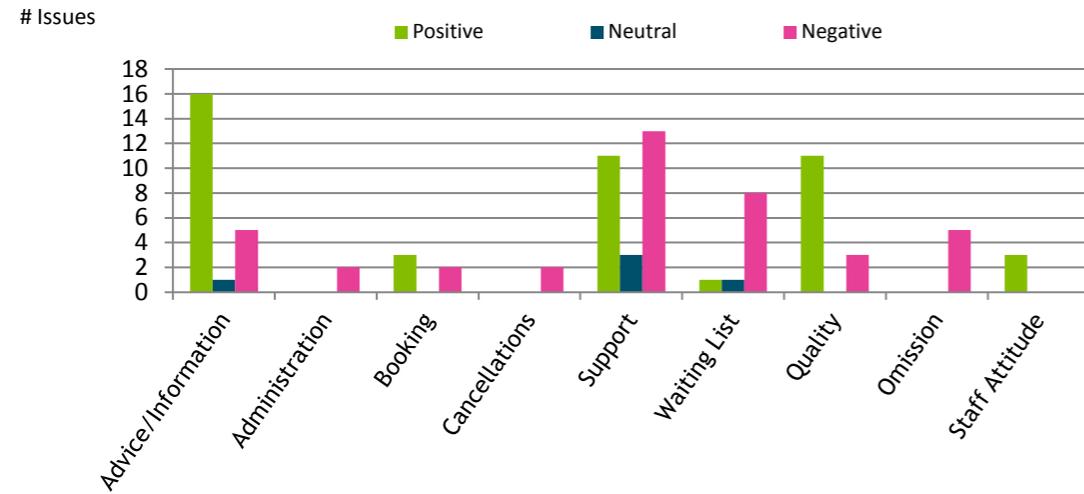
### 4.12 Sentiment, Discharge



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

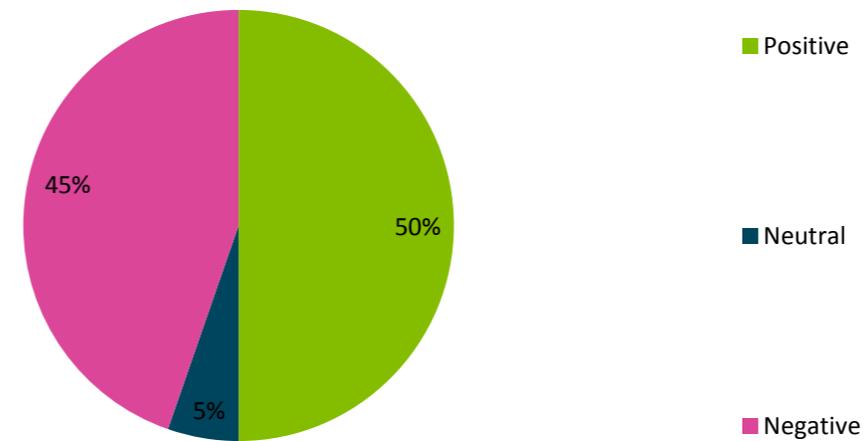
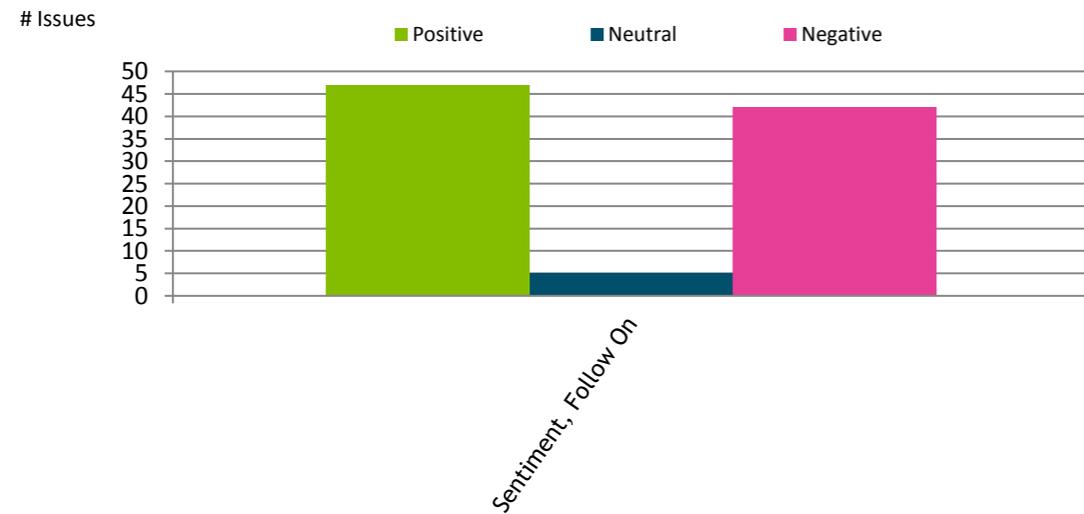


##### 4.13 Trends, Follow On (94 issues)



Issues receiving the most comments overall

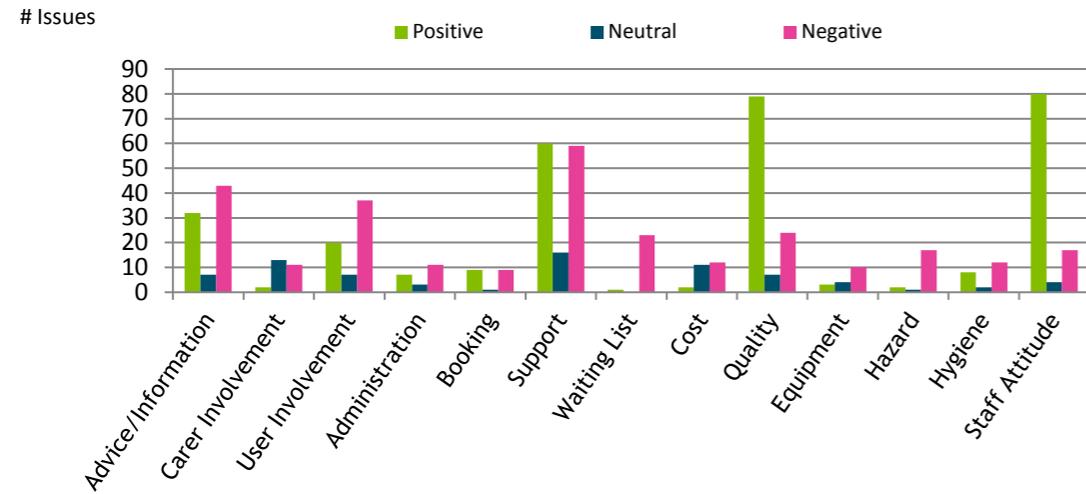
##### 4.14 Sentiment, Follow On



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

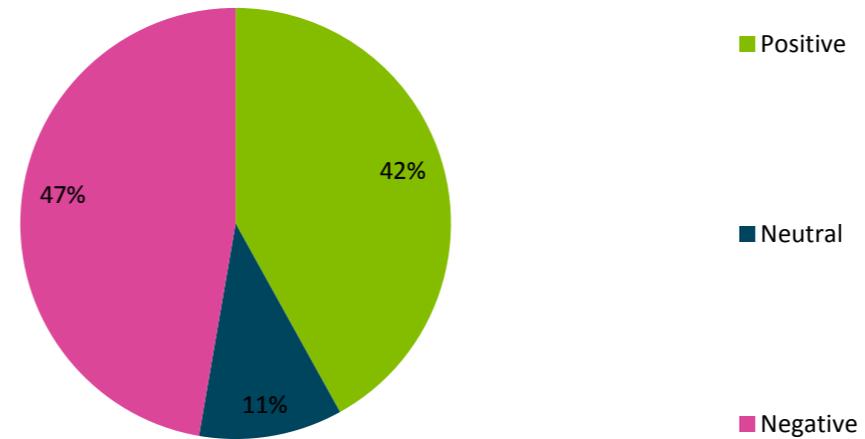
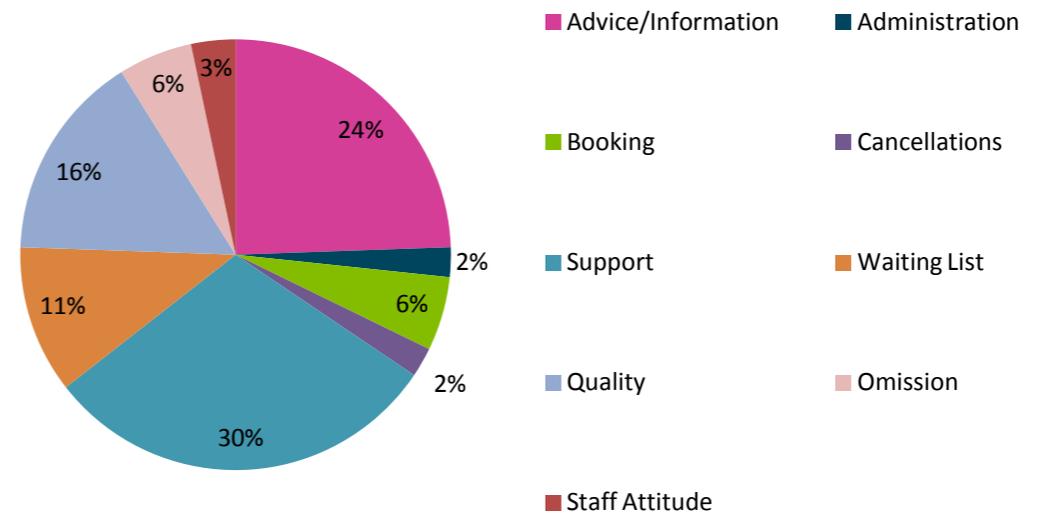
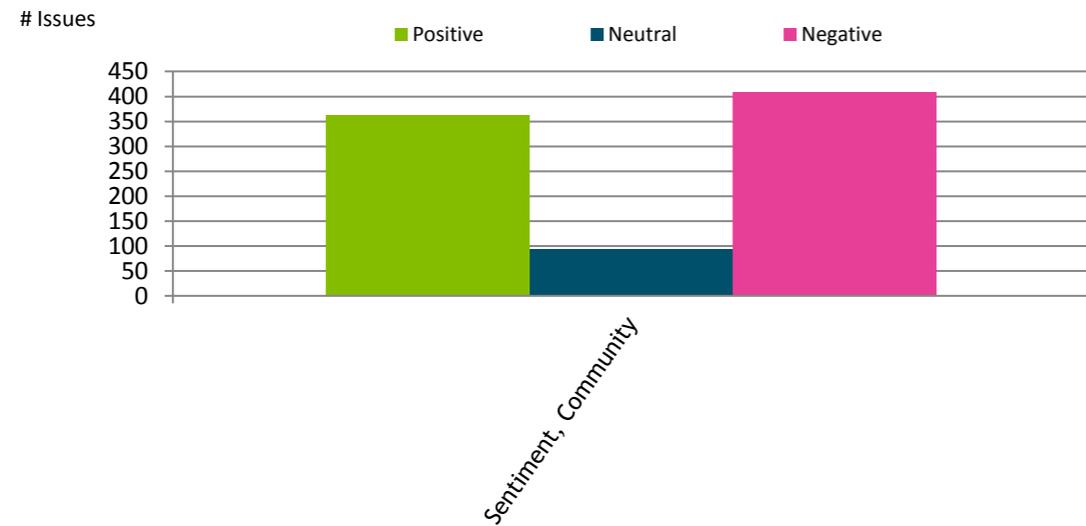


### 4.15 Trends, Community (863 issues)



Issues receiving the most comments overall

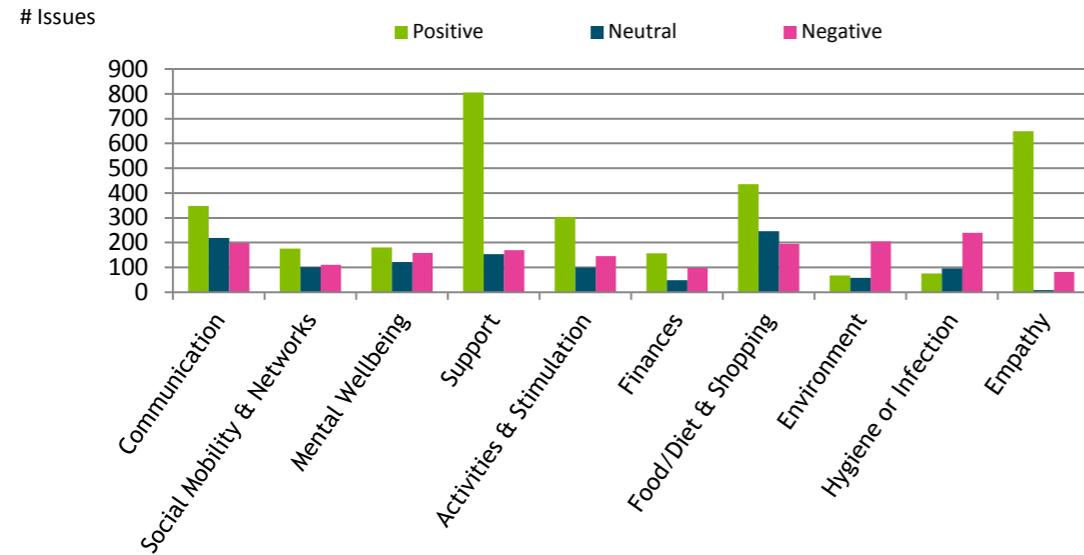
### 4.16 Sentiment, Community



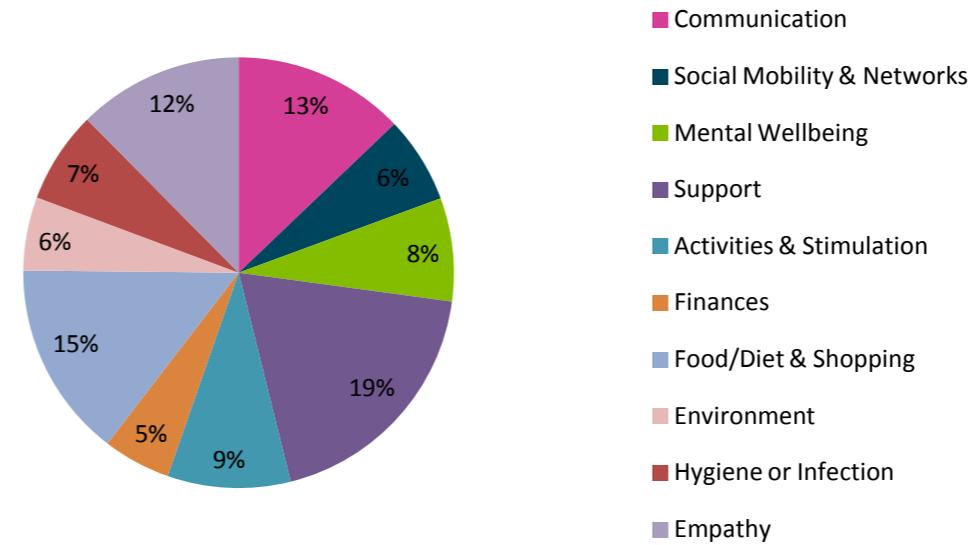
## 5. Wider Community: Which aspects are people most commenting on?



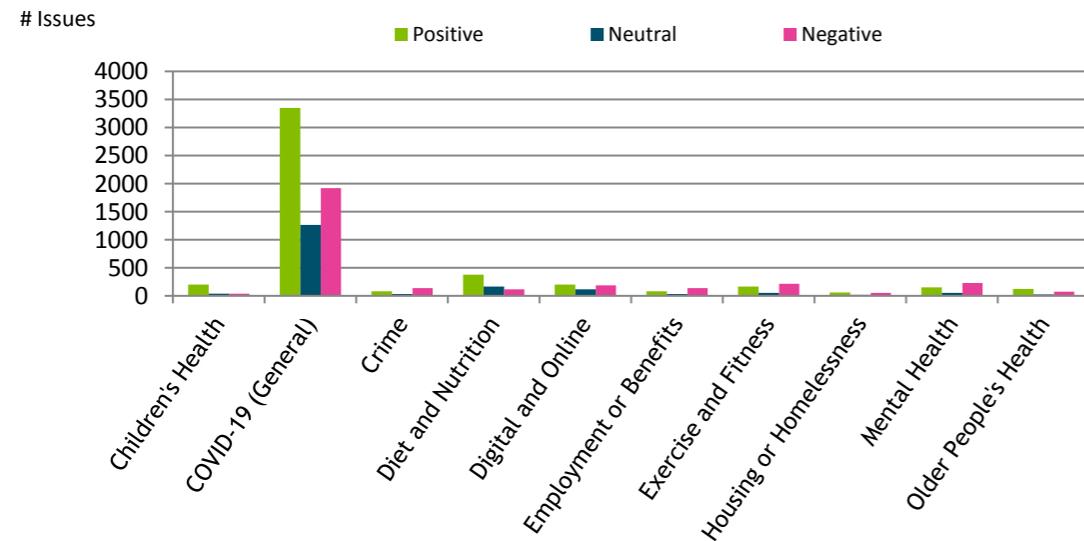
### 5.1 Top Trends: 7142 issues from 2724 people



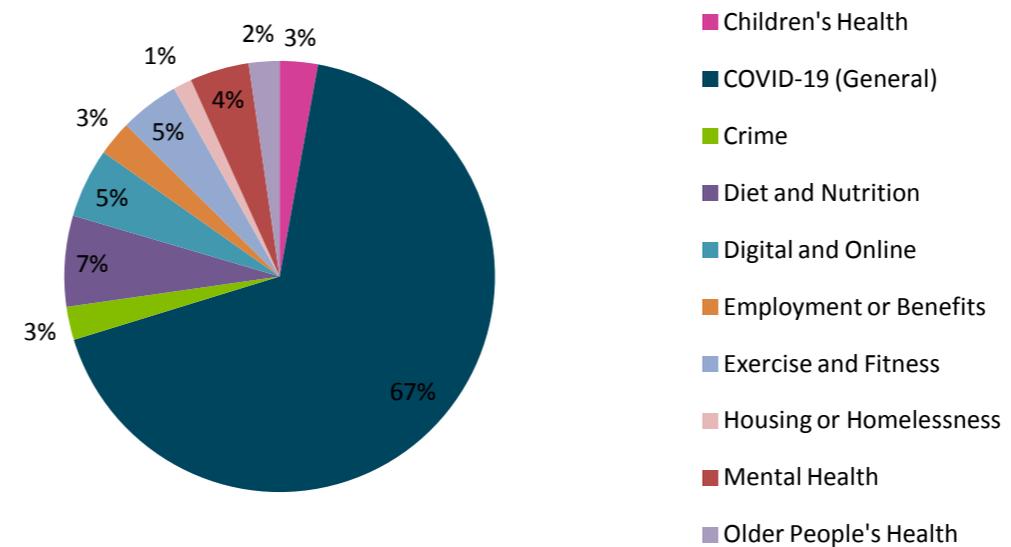
Issues receiving the most comments overall.



### 5.2 Stated topics



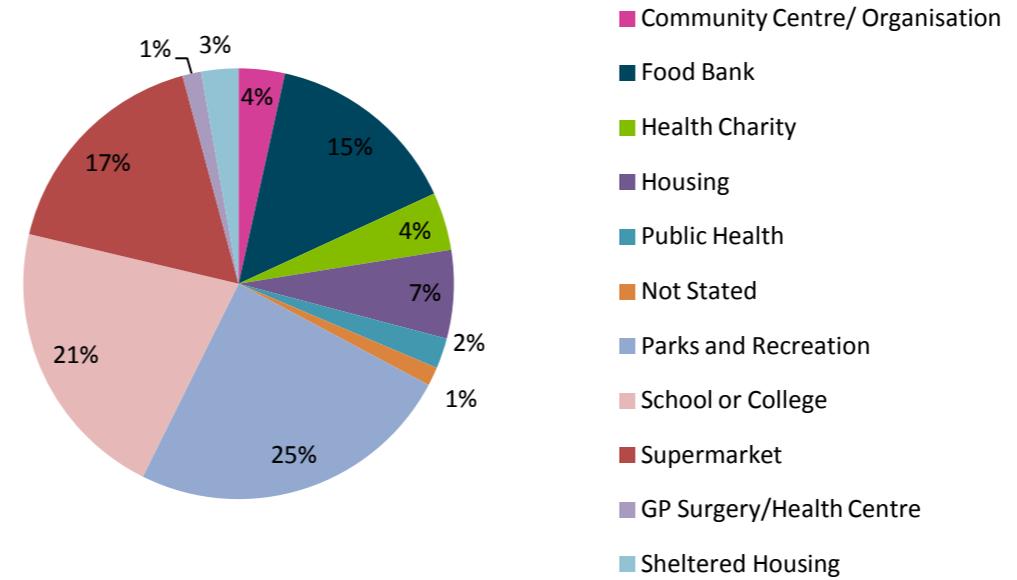
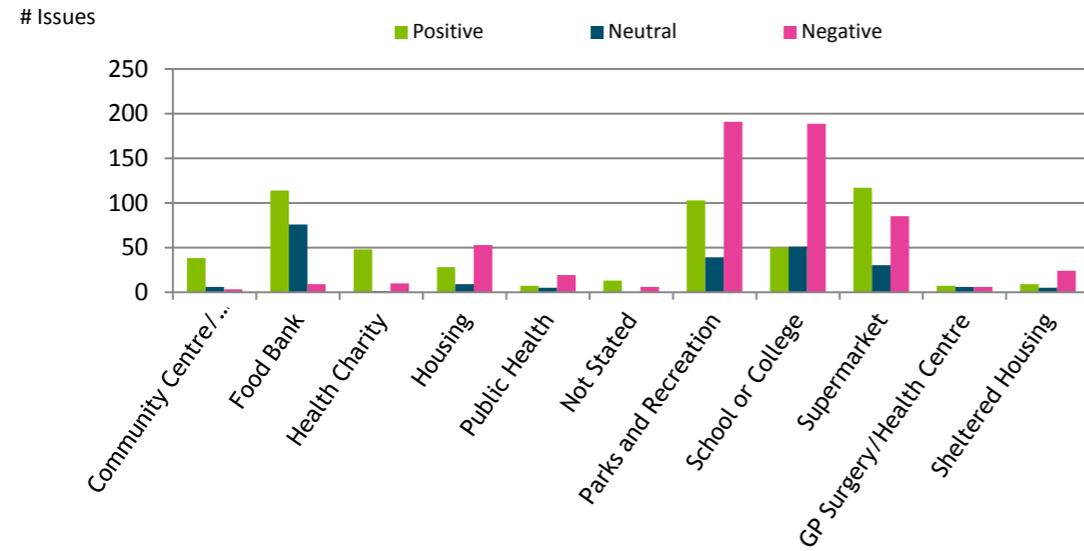
Topics receiving the most comments overall



## 5. Wider Community: Which aspects are people most commenting on?

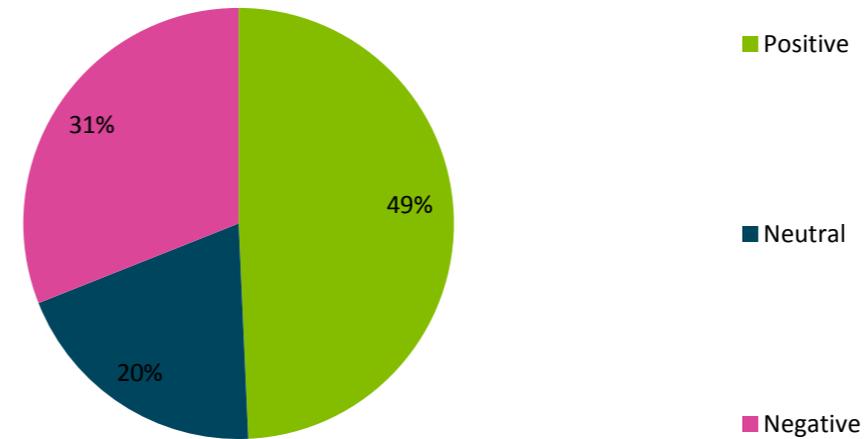
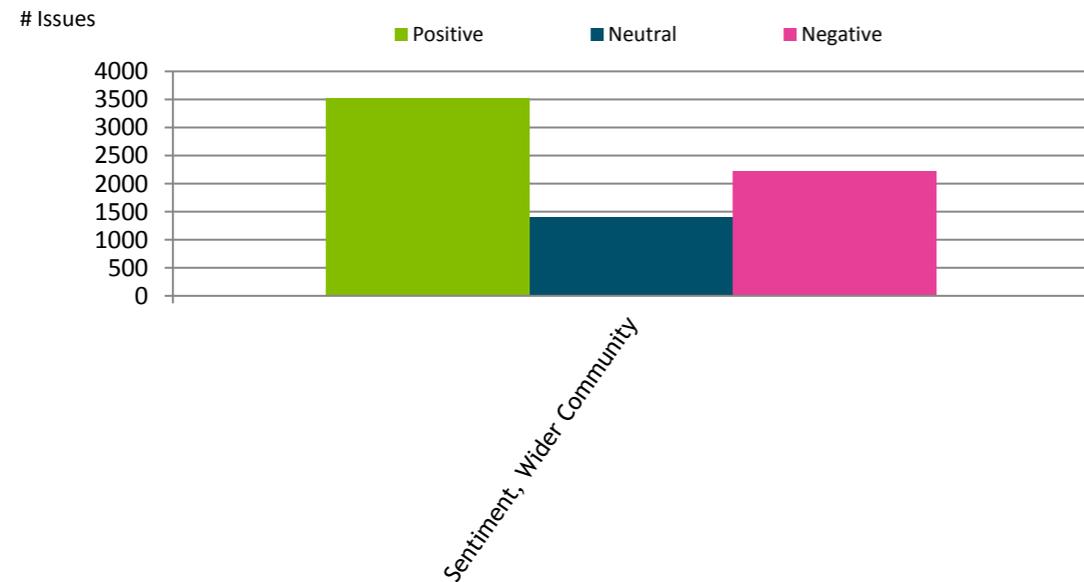


### 5.3 Service Type



Service type receiving the most comments overall

### 5.4 Sentiment, Wider Community



## 6. 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>	586	340	449	1375
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	114	87	116	317
	Peer Involvement	<i>Involvement or Influence of friends.</i>	95	43	44	182
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	155	87	102	344
	User Involvement	<i>Involvement or influence of the service user.</i>	357	147	326	830
Systems	Administration	<i>Administrative processes and delivery.</i>	106	52	243	401
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	6	0	8	14
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	234	37	293	564
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	7	96	103
	Data Protection	<i>General data protection (including GDPR).</i>	1	14	26	41
	Referral	<i>Referral to a service.</i>	26	6	32	64
	Medical Records	<i>Management of medical records.</i>	4	2	28	34
	Medication	<i>Prescription and management of medicines.</i>	96	27	100	223
	Opening Times	<i>Opening times of a service.</i>	16	9	23	48
	Planning	<i>Leadership and general organisation.</i>	48	24	48	120
	Registration	<i>Ability to register for a service.</i>	44	41	134	219
	Support	<i>Levels of support provided.</i>	1444	204	564	2212
	Telephone	<i>Ability to contact a service by telephone.</i>	23	6	149	178
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	131	8	107	246
	Waiting List	<i>Length of wait while on a list.</i>	121	15	260	396
Values	Choice	<i>General choice.</i>	44	36	106	186
	Cost	<i>General cost.</i>	163	62	178	403
	Language	<i>Language, including terminology.</i>	18	12	27	57
	Nutrition	<i>Provision of sustenance.</i>	356	155	123	634
	Privacy	<i>Privacy, personal space and property.</i>	8	11	63	82
	Quality	<i>General quality of a service, or staff.</i>	866	43	290	1199
	Sensory	<i>Deaf/blind or other sensory issues.</i>	5	1	14	20
	Stimulation	<i>General stimulation, including access to activities.</i>	293	78	94	465

6. 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>	12	6	31	49
	Environment/Layout	<i>Physical environment of a service.</i>	97	61	183	341
	Equipment	<i>General equipment issues.</i>	106	105	118	329
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	86	96	245	427
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	54	10	65	129
	Mobility	<i>Physical mobility to, from and within services.</i>	22	8	49	79
	Travel/Parking	<i>Ability to travel or park.</i>	1	5	11	17
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	3	3	81	87
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	44	36	221	301
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	1685	46	425	2156
	Complaints	<i>Ability to log and resolve a complaint.</i>	4	0	26	30
	Staff Training	<i>Training of staff.</i>	39	15	60	114
	Staffing Levels	<i>General availability of staff.</i>	15	14	36	65
<b>Total:</b>			<b>7528</b>	<b>1959</b>	<b>5594</b>	<b>15081</b>