

# Health and Care Services in Barking & Dagenham, Havering & Redbridge

## Trends Analysis Report



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 and care services in selected boroughs.

Reporting Period: 1 January - 31 December 2022



## Report Index

### Data Source (Page 3)

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



### Top Trends (Page 4-5)

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



### Satisfaction Levels (Pages 6-7)

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



### Equalities (Page 8)

Monitors experience by demographic groupings.



### Experiences by Borough (Pages 9-11)

Explores trends by individual borough.



### Data Table (Pages 12-13)

The numbers underpinning the trends.

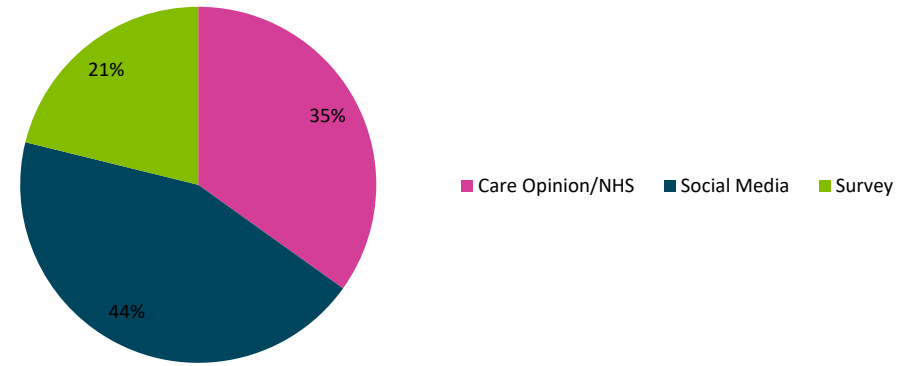
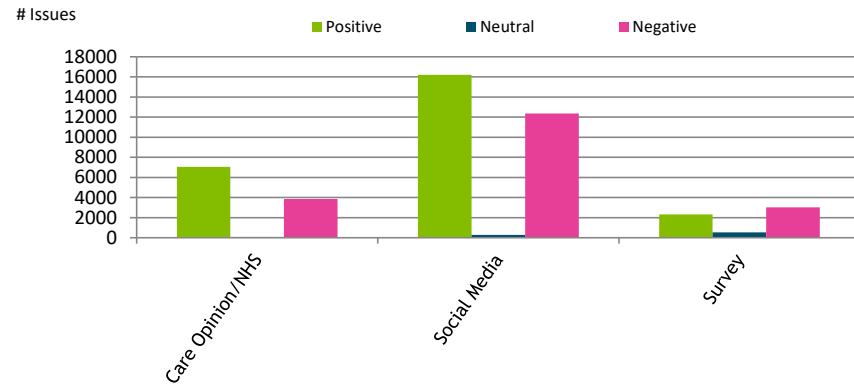


**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

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

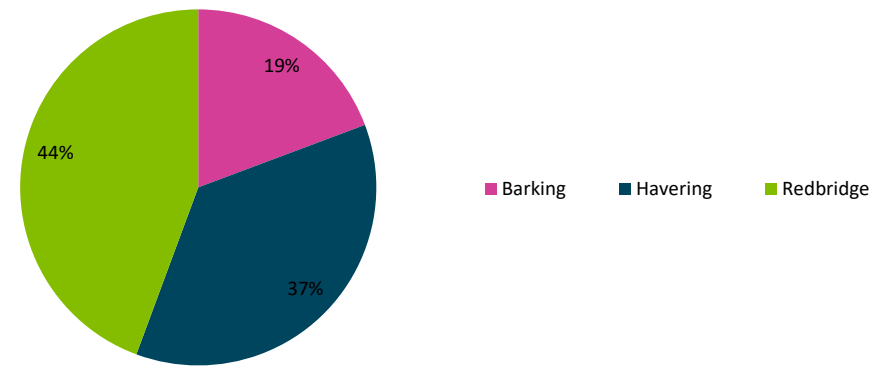
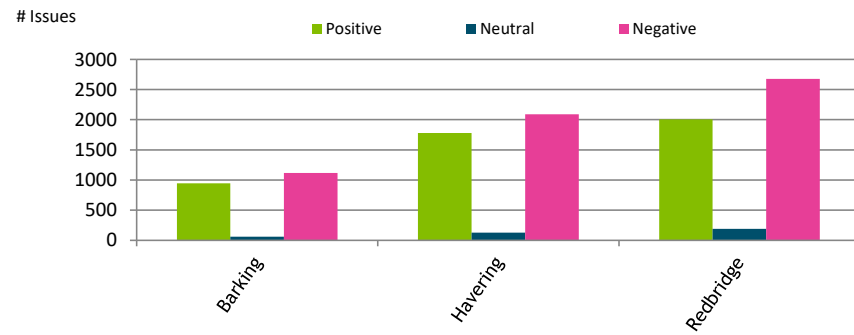


## 1.1 Source: 10989 issues from 2664 people



Sources providing the most comments overall

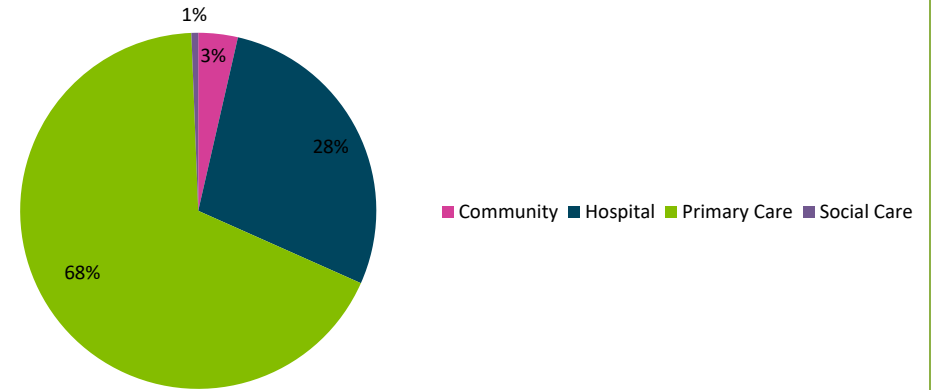
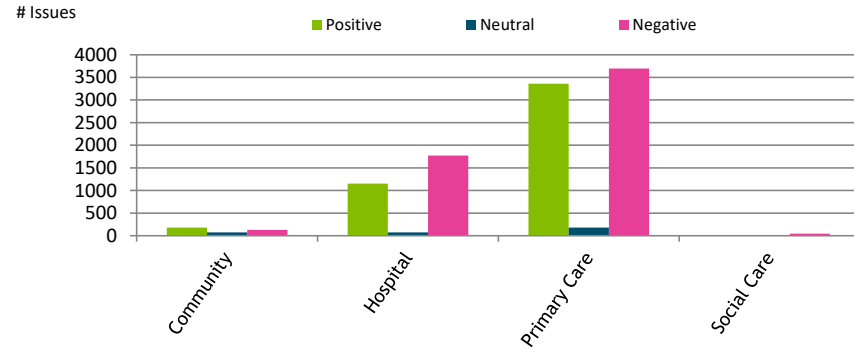
## 1.2 Feedback by Borough



## 2. Which services are people most commenting on?

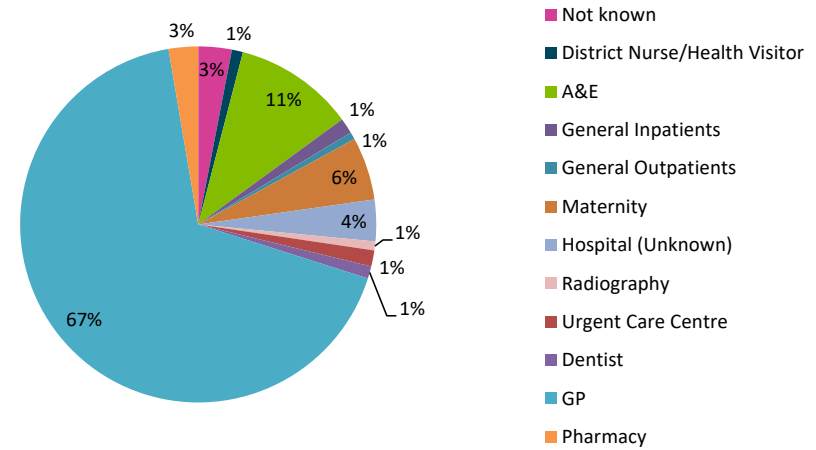
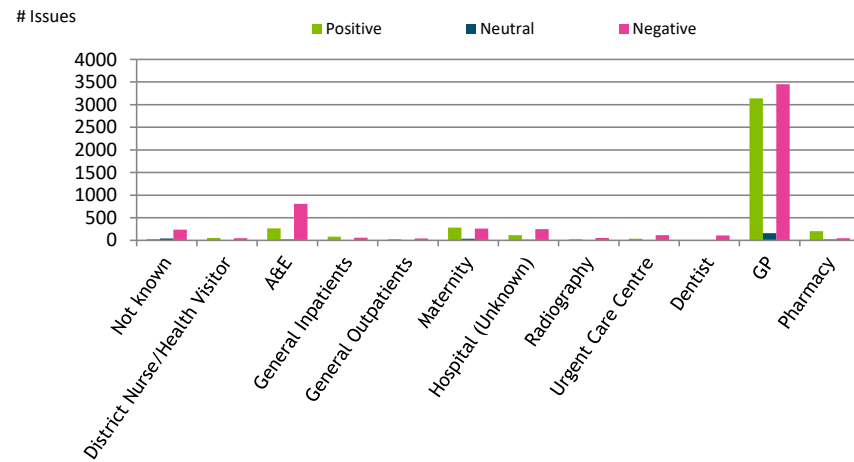


### 2.1 Service Sector



Service sectors receiving the most comments overall

### 2.2 Service Type

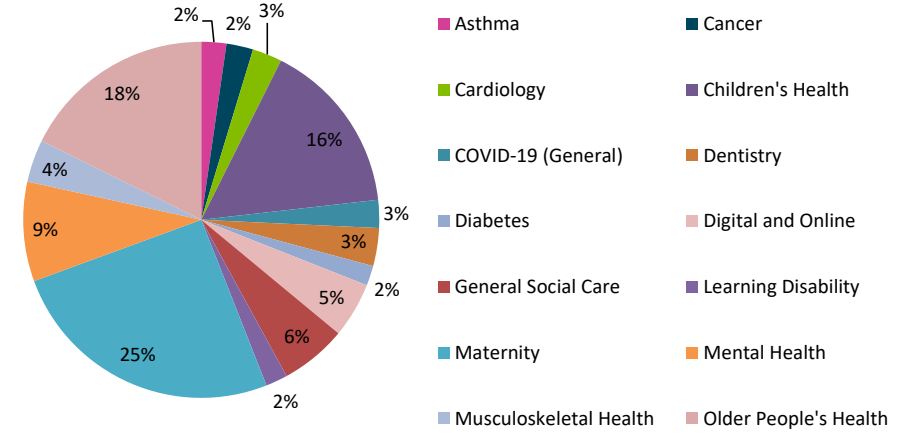
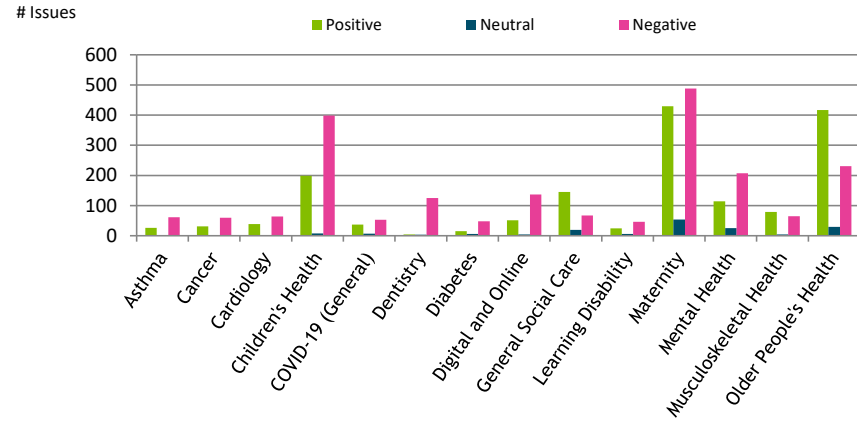


Service type receiving the most comments overall

### 3. Which service aspects are people most commenting on?

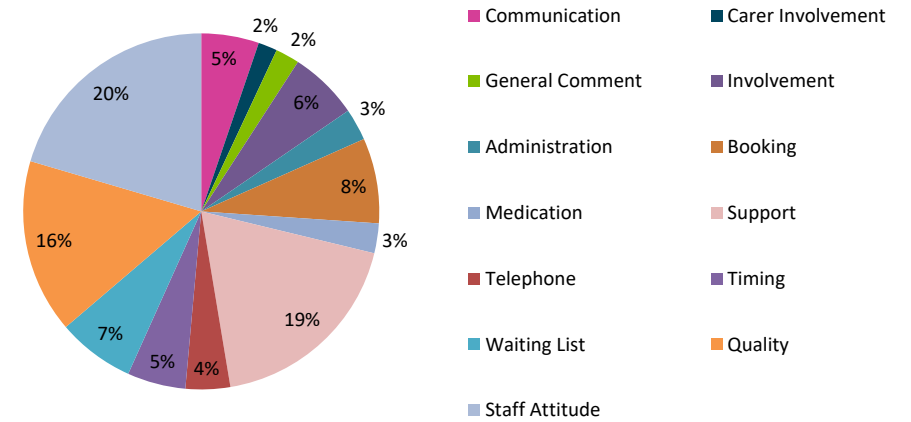
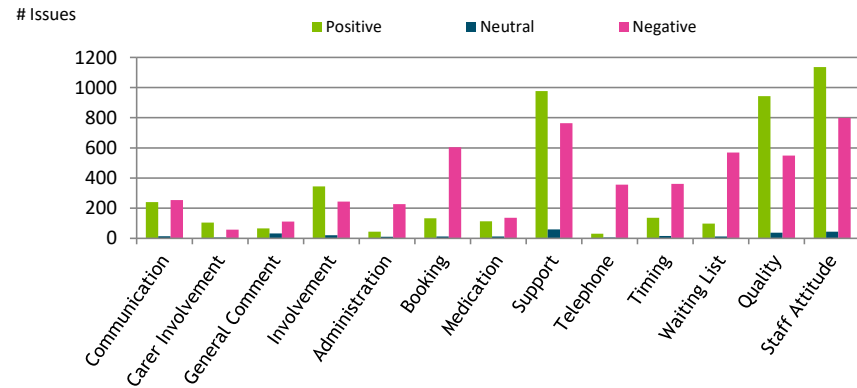


#### 3.1 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

#### 3.2 Top Trends: 10989 issues from 2664 people

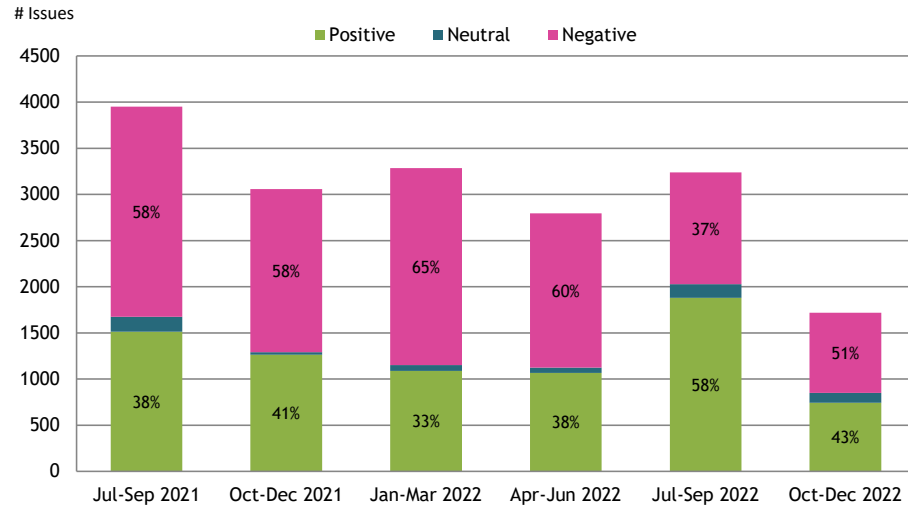


Issues receiving the most comments overall

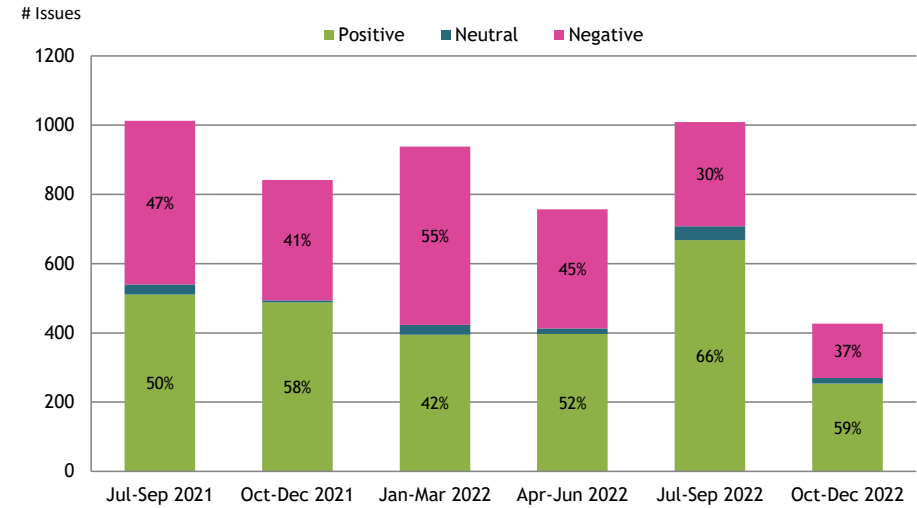
## 4. Timeline: On the whole, how do people feel about Health and Care services?



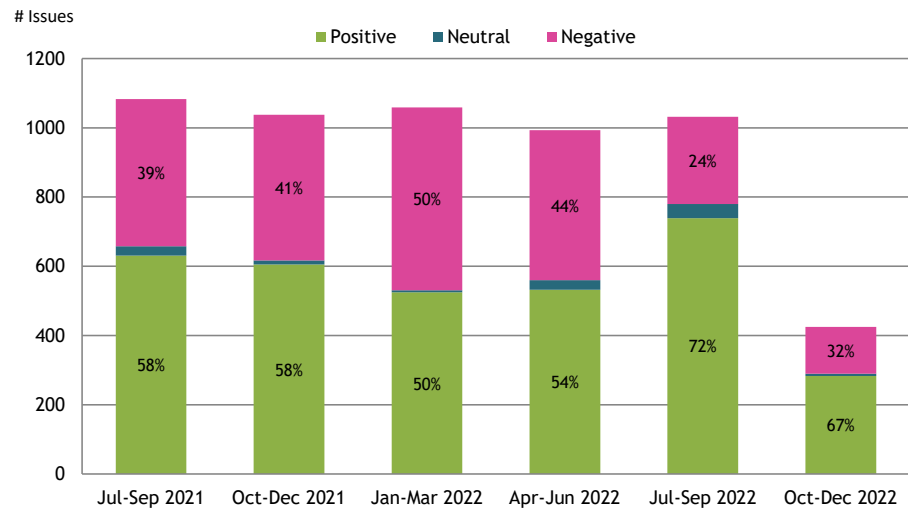
### 4.1 How do people feel about services overall?



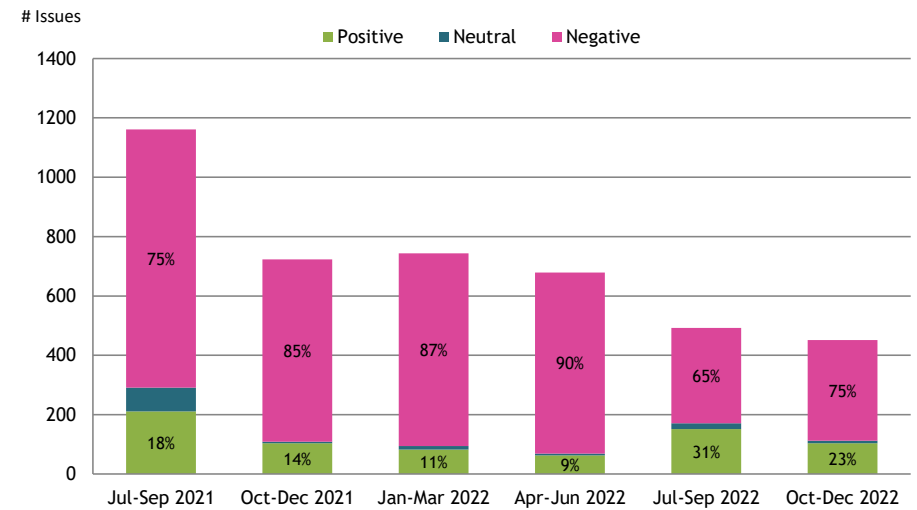
### 4.2 How well informed, involved and supported do people feel?



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



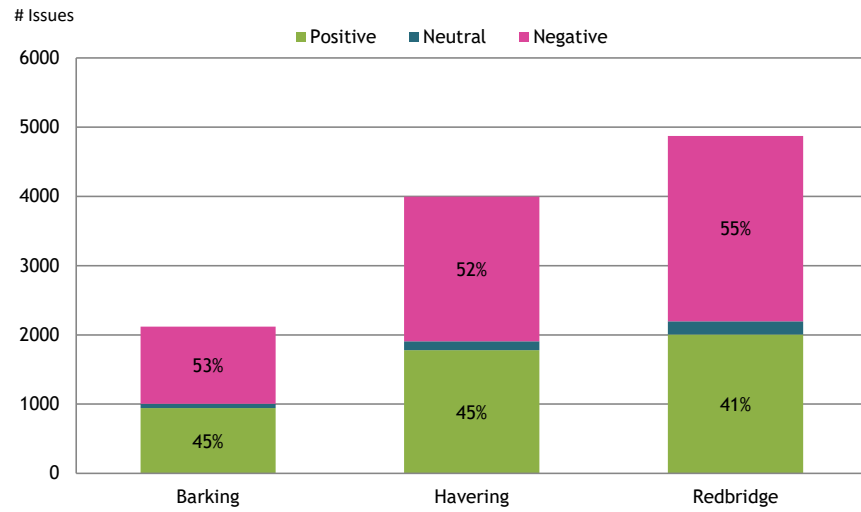
### 4.4 How do people feel about access to services?



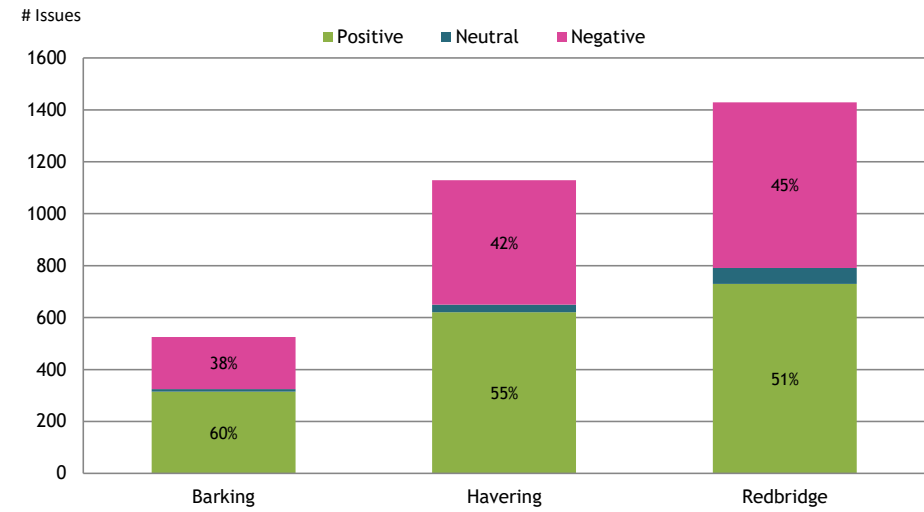
## 5. By Borough: On the whole, how do people feel about Health and Care services?



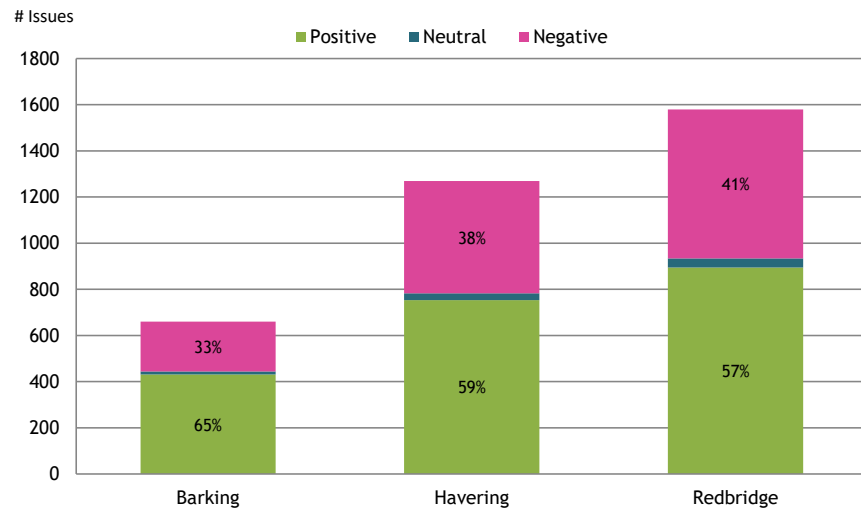
### 5.1 How do people feel about services overall?



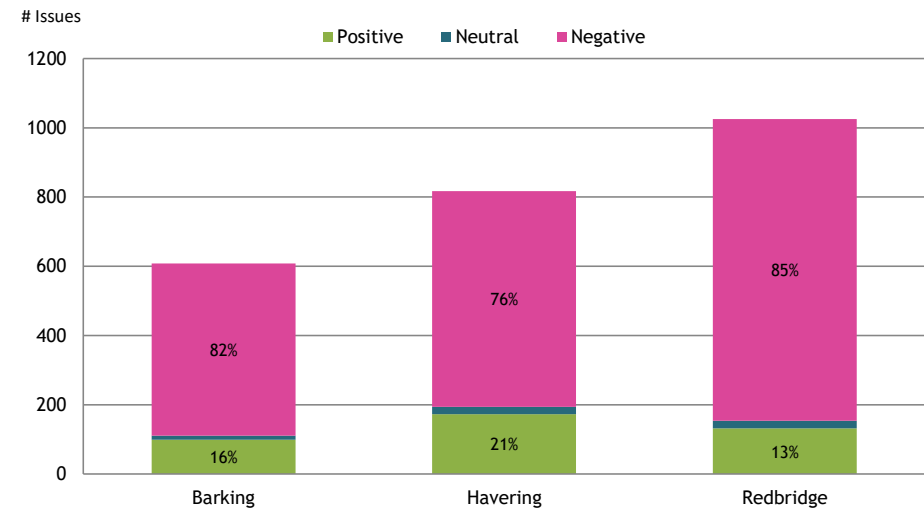
### 5.2 How well informed, involved and supported do people feel?



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



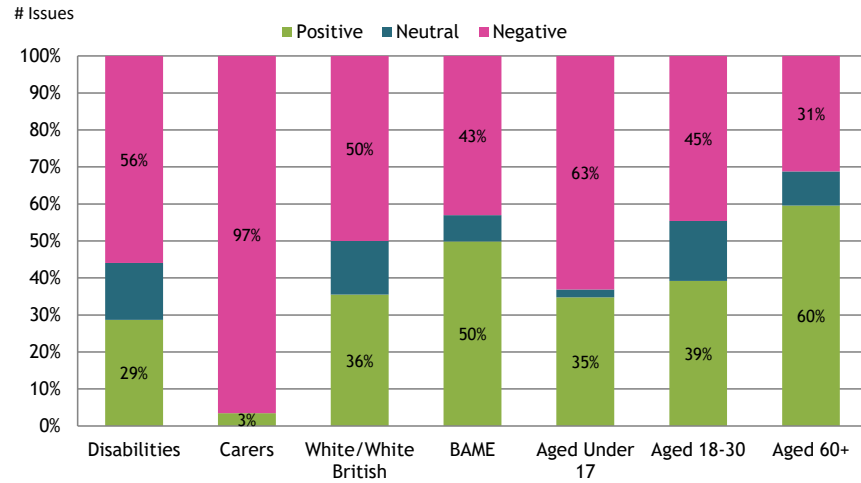
### 5.4 How do people feel about access to services?



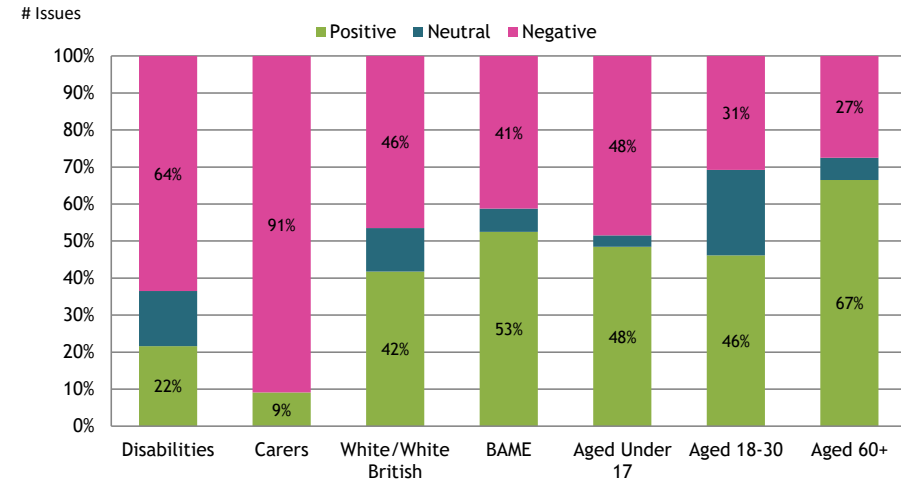
## 6. Equalities: On the whole, how do people feel about Health and Care services?



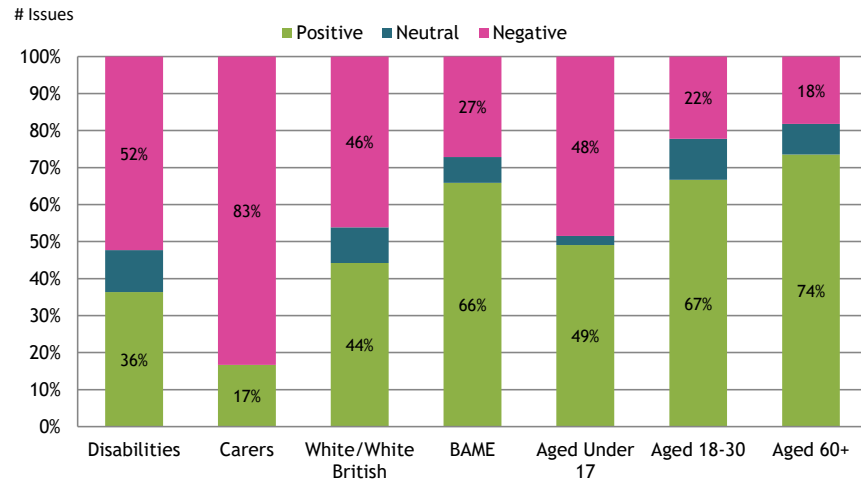
### 6.1 How do people feel about services overall?



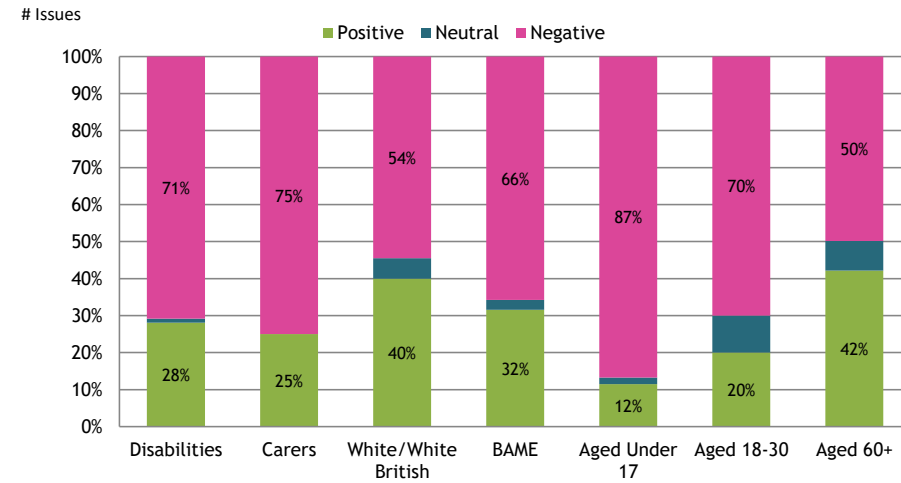
### 6.2 How well informed, involved and supported do people feel?



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



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

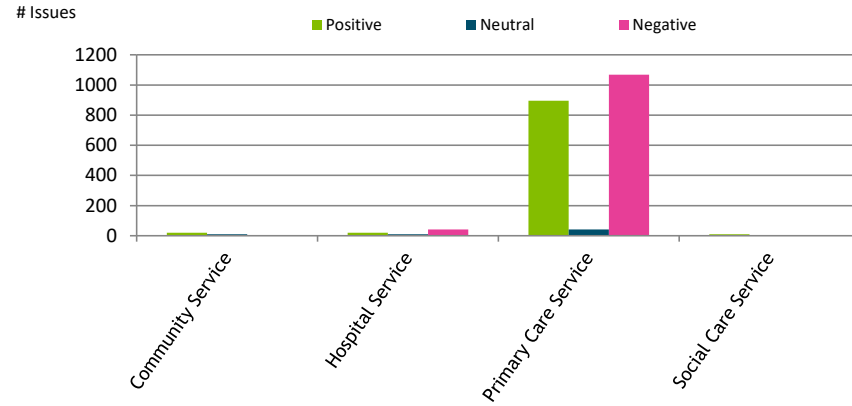




## 7. Trends by Borough: Barking

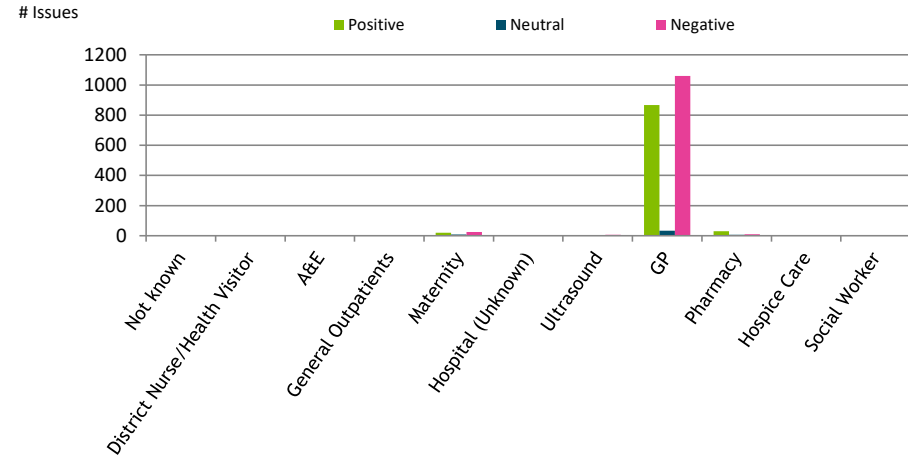


### 7.1 Service Sector



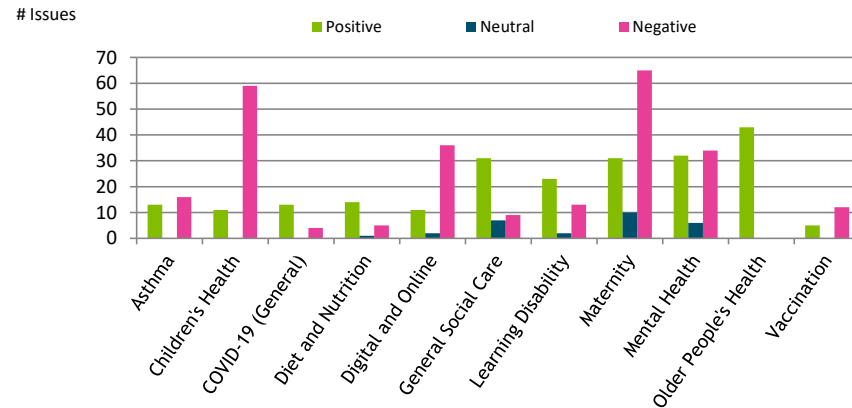
Service sectors receiving the most comments overall

### 7.2 Service Type



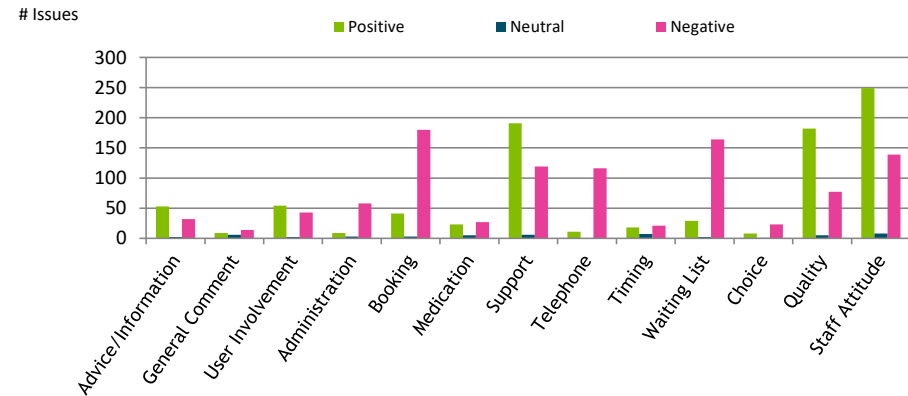
Service type receiving the most comments overall

### 7.3 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.4 Top Trends: 2120 issues from 451 people

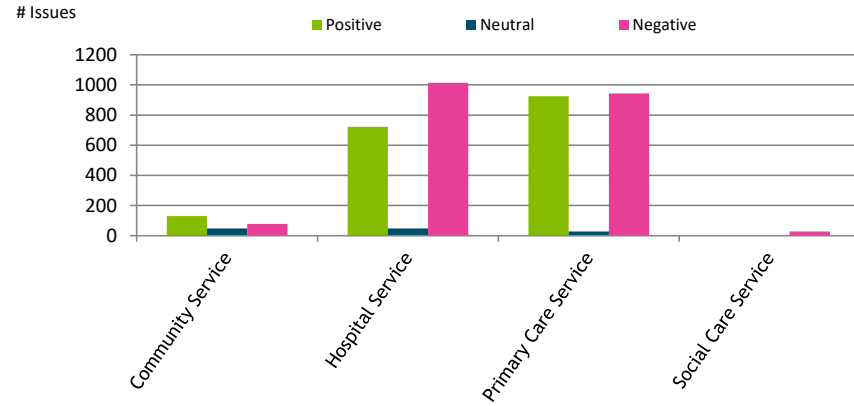


Issues receiving the most comments overall

## 7. Trends by Borough: Havering

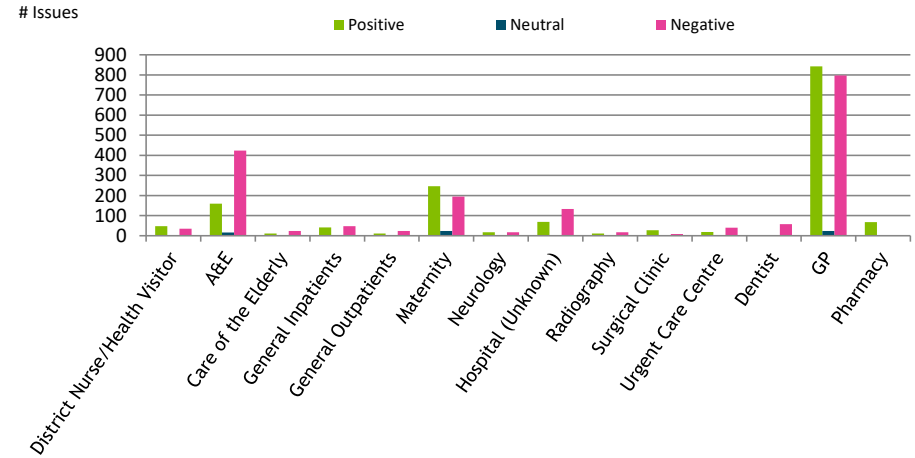


### 7.5 Service Sector



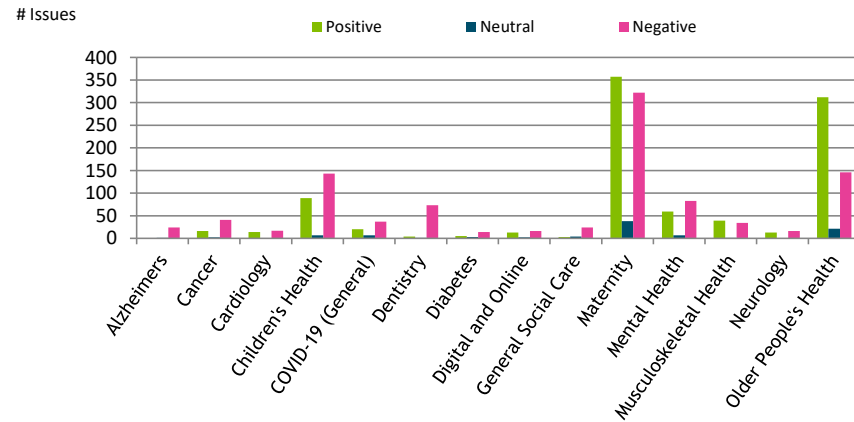
Service sectors receiving the most comments overall

### 7.6 Service Type



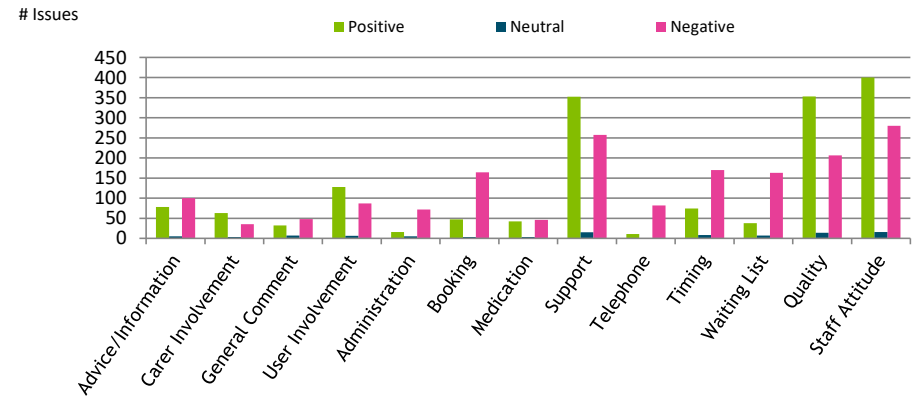
Service type receiving the most comments overall

### 7.7 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.8 Top Trends: 3996 issues from 948 people

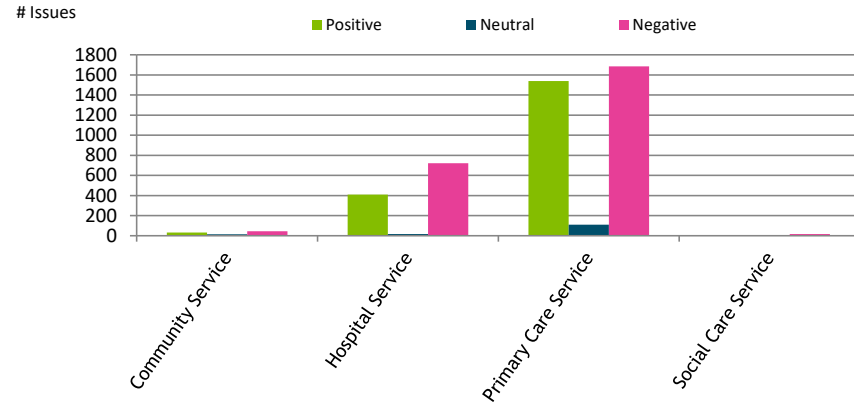


Issues receiving the most comments overall

## 7. Trends by Borough: Redbridge

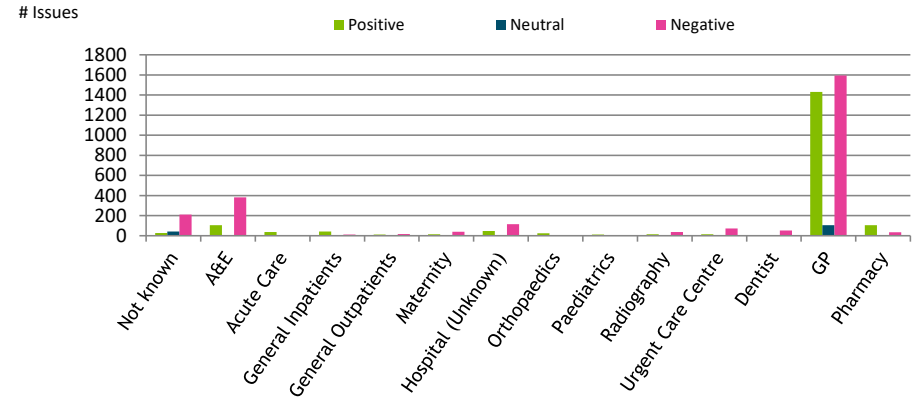


### 7.9 Service Sector



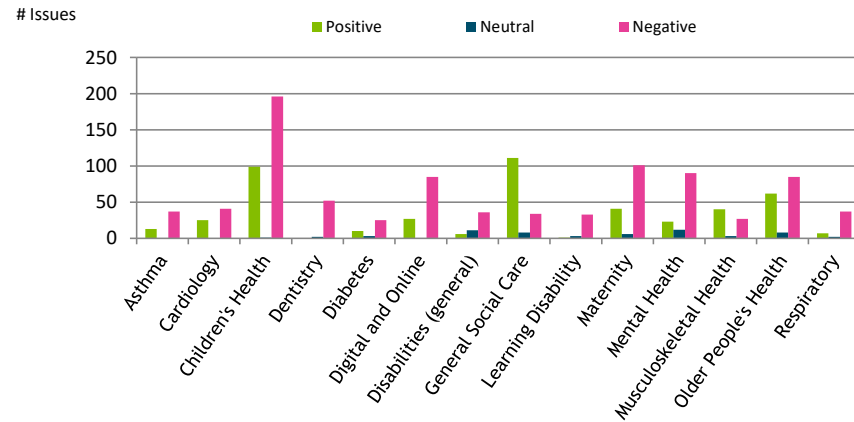
Service sectors receiving the most comments overall

### 7.10 Service Type



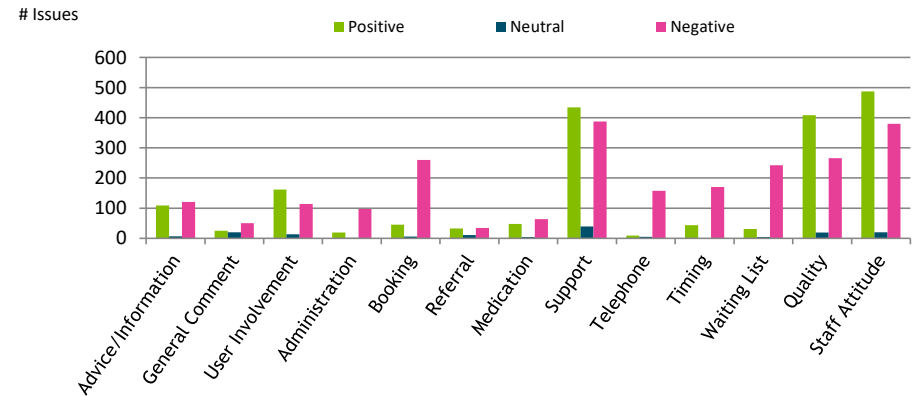
Service type receiving the most comments overall

### 7.11 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.12 Top Trends: 4874 issues from 1265 people



Issues receiving the most comments overall

## 8. 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>	240	14	253	507
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	105	5	57	167
	Peer Involvement	<i>Involvement or Influence of friends.</i>	3	0	0	3
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	66	33	112	211
	User Involvement	<i>Involvement or influence of the service user.</i>	344	21	244	609
Systems	Administration	<i>Administrative processes and delivery.</i>	44	10	227	281
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	2	0	7	9
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	133	12	604	749
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	23	23
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	7	7
	Referral	<i>Referral to a service.</i>	48	16	69	133
	Medical Records	<i>Management of medical records.</i>	38	5	30	73
	Medication	<i>Prescription and management of medicines.</i>	113	12	137	262
	Opening Times	<i>Opening times of a service.</i>	8	1	9	18
	Planning	<i>Leadership and general organisation.</i>	34	8	89	131
	Registration	<i>Ability to register for a service.</i>	4	9	71	84
	Support	<i>Levels of support provided.</i>	977	60	763	1800
	Telephone	<i>Ability to contact a service by telephone.</i>	31	5	356	392
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	136	16	361	513
Waiting List	<i>Length of wait while on a list.</i>	98	13	569	680	
Values	Choice	<i>General choice.</i>	34	9	99	142
	Cost	<i>General cost.</i>	2	2	45	49
	Language	<i>Language, including terminology.</i>	5	0	12	17
	Nutrition	<i>Provision of sustenance.</i>	7	0	8	15
	Privacy	<i>Privacy, personal space and property.</i>	1	0	9	10
	Quality	<i>General quality of a service, or staff.</i>	943	38	549	1530
	Sensory	<i>Deaf/blind or other sensory issues.</i>	1	0	9	10
	Stimulation	<i>General stimulation, including access to activities.</i>	3	1	2	6

8. 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>	52	10	22	84
	Environment/Layout	<i>Physical environment of a service.</i>	13	2	42	57
	Equipment	<i>General equipment issues.</i>	2	1	13	16
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	4	1	14	19
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	16	0	19	35
	Mobility	<i>Physical mobility to, from and within services.</i>	0	1	24	25
	Travel/Parking	<i>Ability to travel or park.</i>	10	5	18	33
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	43	43
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	64	6	20	90
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	1136	44	799	1979
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	38	39
	Staff Training	<i>Training of staff.</i>	8	7	42	57
	Staffing Levels	<i>General availability of staff.</i>	2	10	69	81
	<b>Total:</b>			<b>4728</b>	<b>377</b>	<b>5884</b>