

Voices of Experience

A quarterly analysis report by Age UK Redbridge, Barking and Havering. 5 May 2022



Age UK helps local people to make the very best of later life. 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, care and community services, plus wider wellbeing.

Reporting Period: 1 April 2020 - 31 March 2022

Index and overview of findings



344

Data Source

This report is based on the experience of 344 local older people. Feedback has been obtained from a variety of sources, including topical surveys, general engagement and comments posted online (including Care Opinion, NHS and social media). More on page 4.

Top Trends

People comment on over 50 types of health or care service, with the most popular including GPs, Dentists, King George Hospital and Social Care. Feedback suggests people receive good quality, compassionate treatment and care on the whole, however greater levels of support, involvement and communication are desired. Access related themes, such as the telephone and ability to book are clearly negative - we also hear about cancelled treatment and long waiting lists. More on page 5.



92

GP Services

Satisfaction overall is 54% positive, 43% negative and 3% neutral, according to comments.

92 people comment on GP services. A broad majority of people receive good quality, compassionate treatment and nursing care. Experiences suggest people would like greater levels of support, involvement and communication. Access related themes are clearly negative overall, this includes ability to get through on the phone, booking processes and longer than expected waiting lists. More on page 9.



48

Dentists

Feedback suggests satisfaction overall is 54% positive, 40% negative and 6% neutral.

48 people comment on dental services. Comments reflect empathetic treatment, and good infection control measures. Access related themes are clearly negative, this includes ability to register for NHS treatment, associated cost issues, waiting lists and general booking processes. More on page 10.

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.

Index and overview of findings



10

King George Hospital

Satisfaction overall is 58% positive and 42% negative, according to comments.

10 people comment on King George Hospital. Comments suggest good quality, compassionate treatment and care, with good levels of involvement and support. According to feedback, people would like greater levels of communication and shorter waiting lists and times. More on page 11.



11

Social Care

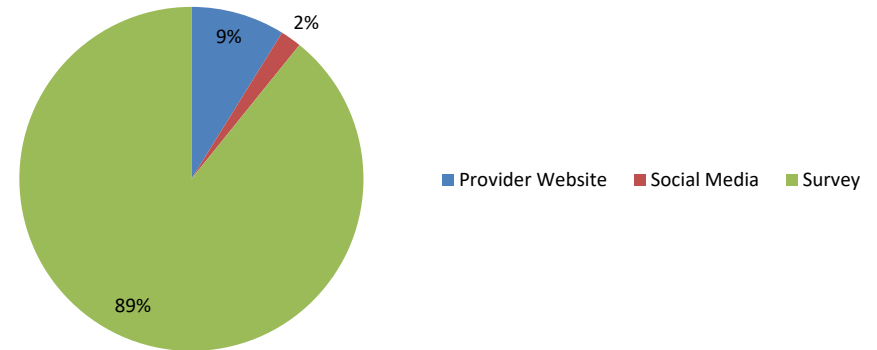
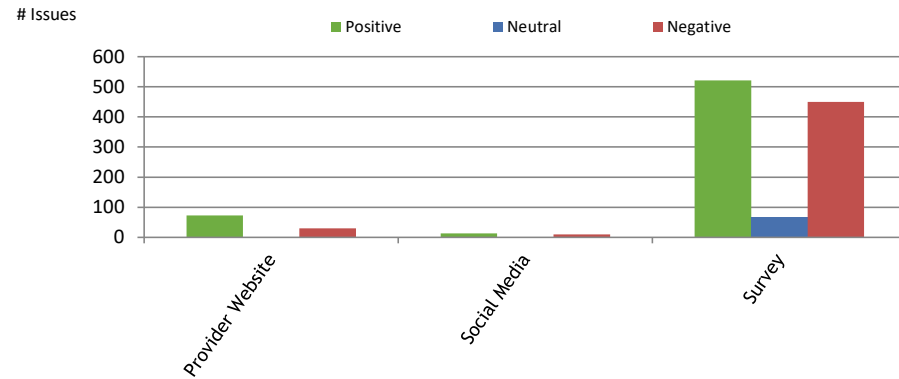
Feedback suggests satisfaction overall is 19% positive, 72% negative and 9% neutral.

11 people comment on social care services. While feedback is limited, we detect negative themes on levels of support, infection control and access to equipment. More on page 12.

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.

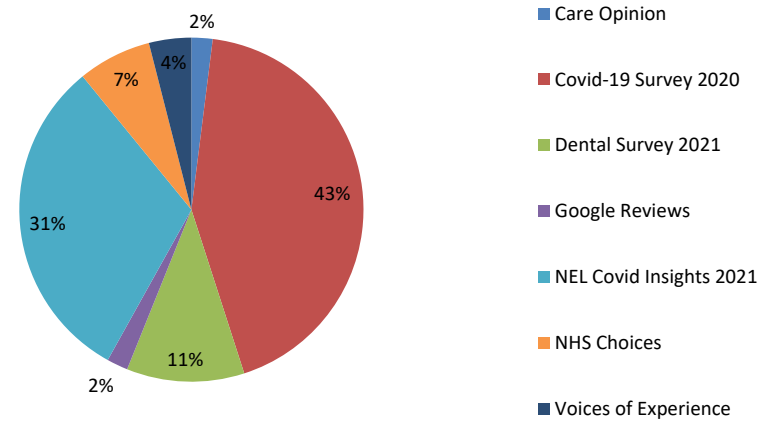
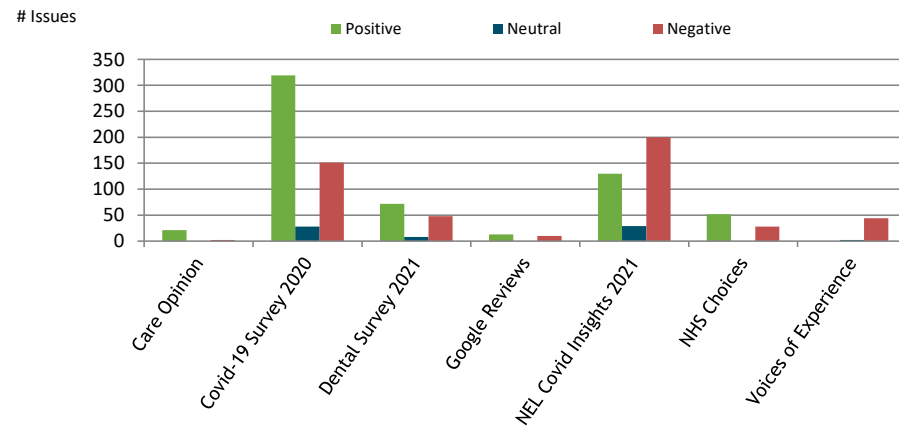
1. Data Source: Where did we collect the feedback?

1.1 Source: 1166 issues from 344 people



Sources providing the most comments overall

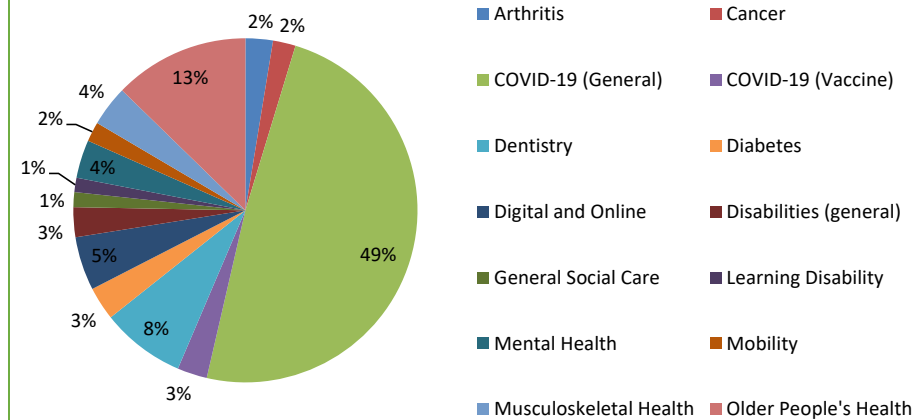
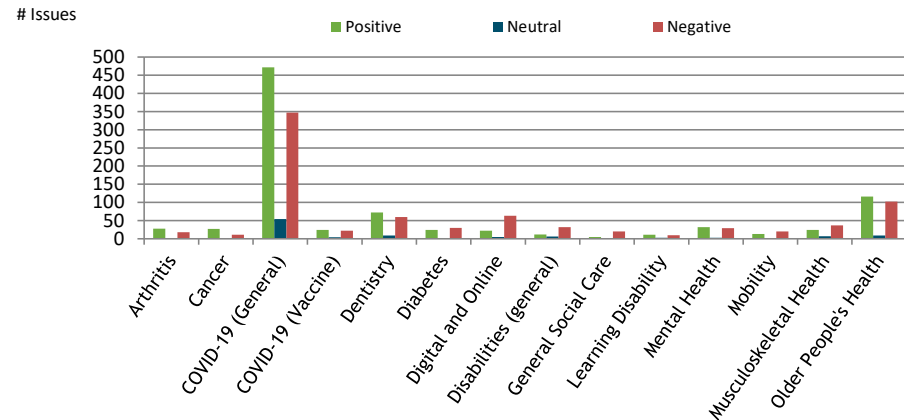
1.2 Origin



Origins providing the most comments overall

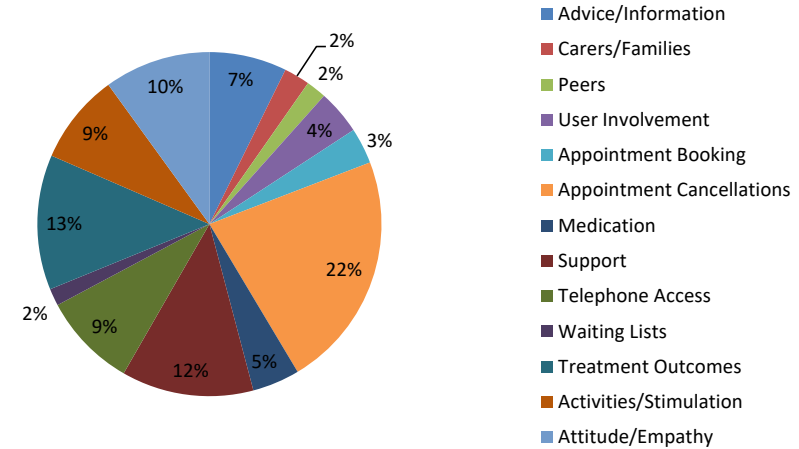
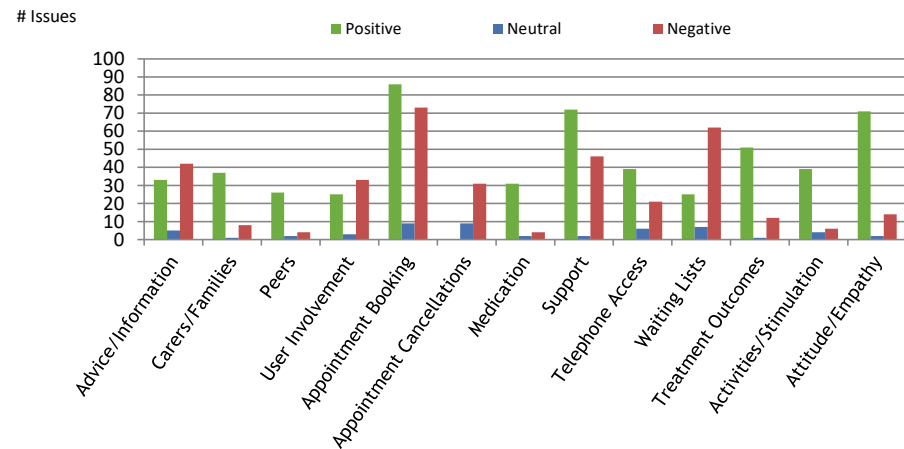
2. Local Topics & Trends: What are older people commenting on?

2.1 Topics



Topics receiving the most comments overall

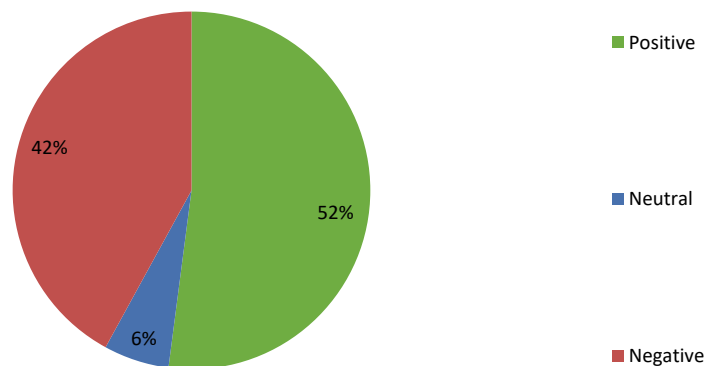
2.2 Top Trends: 1166 issues from 344 people



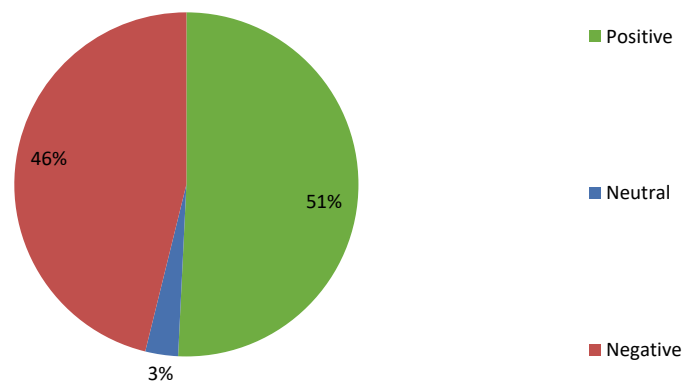
Issues receiving the most comments overall. See pages 21-22 for issue descriptions.

3. Health and Care Services: On the whole, how do people feel?

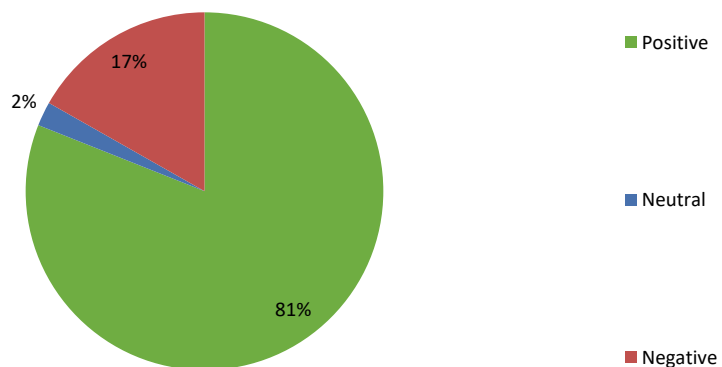
3.1 How do people feel overall?



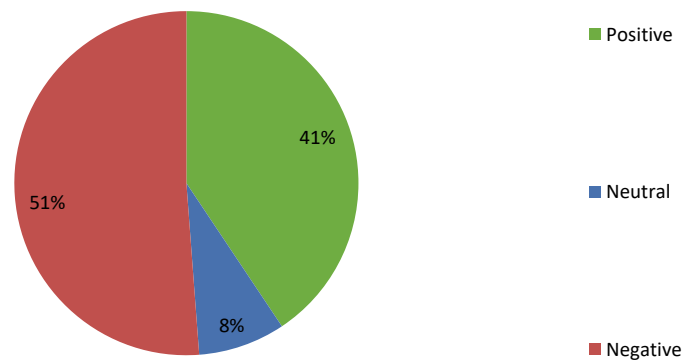
3.2 How well informed, involved and supported do people feel?



3.3 How do people feel about general quality and empathy?

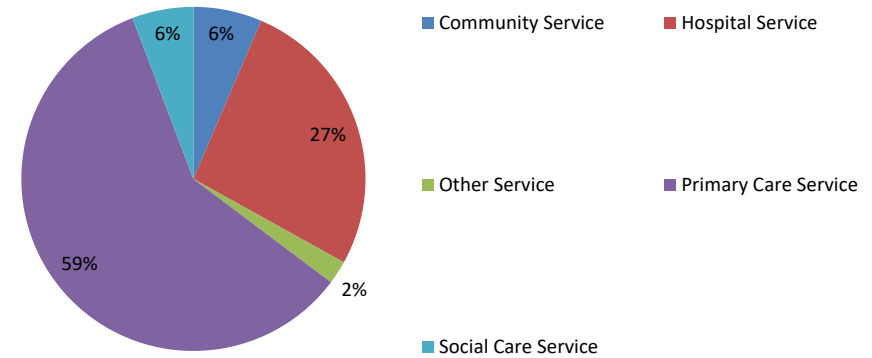
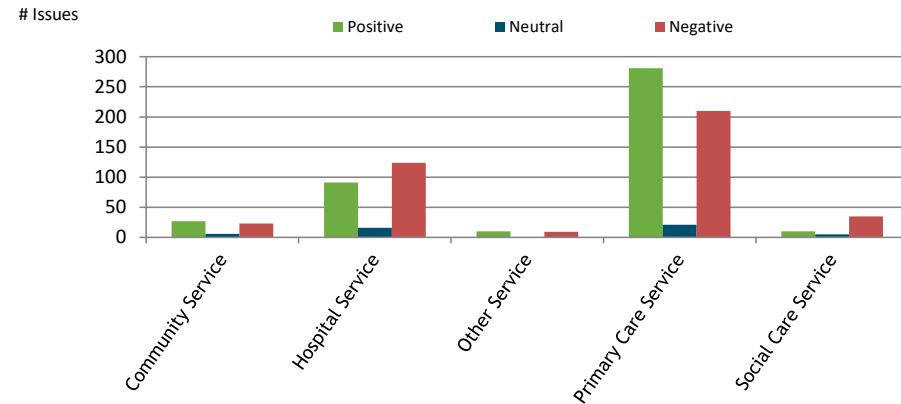


3.4 How do people feel about access to services?



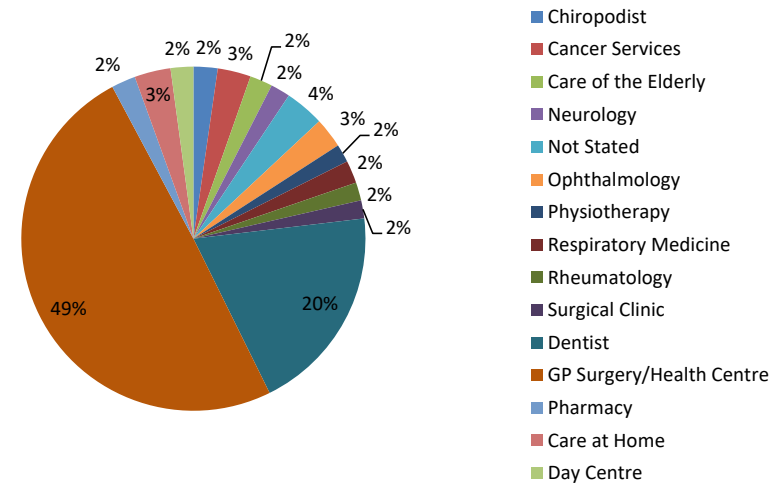
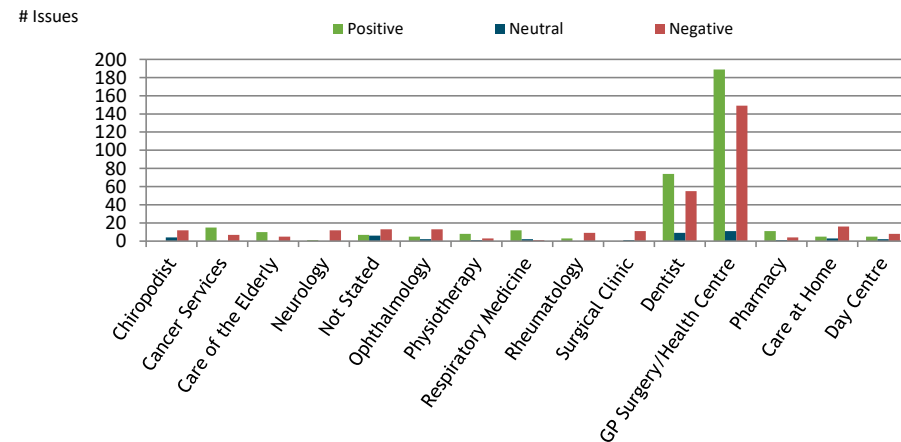
4. Health and Care Services: Which services are people most commenting on?

4.1 Service Sector



Service sectors receiving the most comments overall

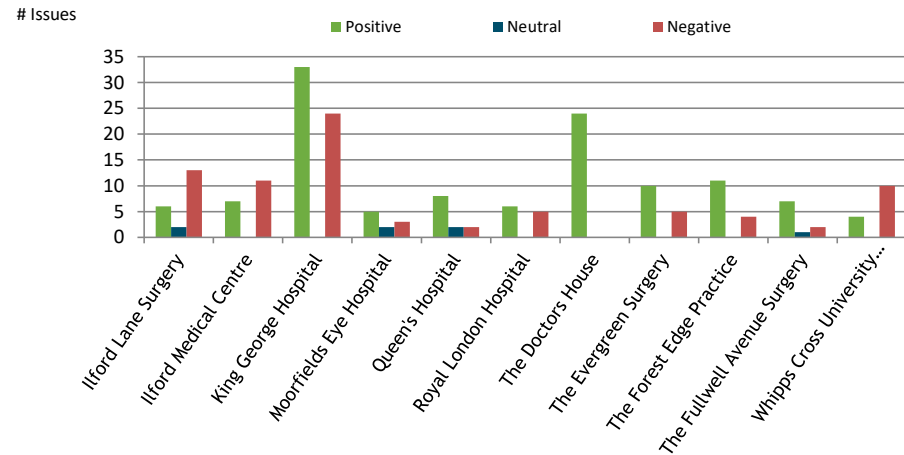
4.2 Service Type



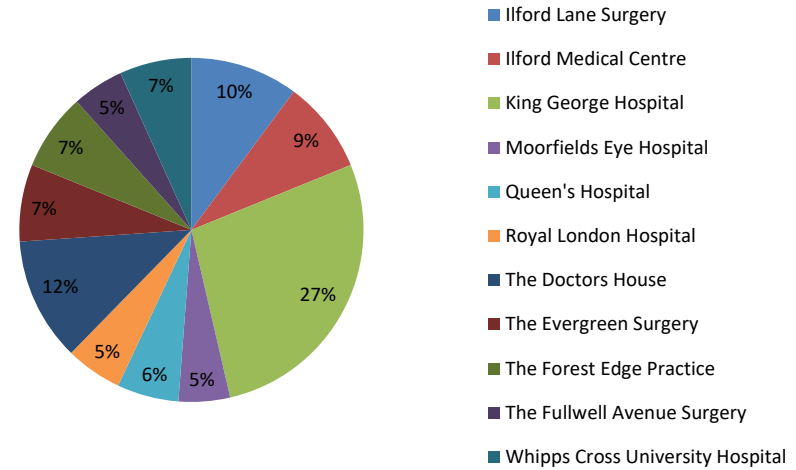
Service type receiving the most comments overall

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

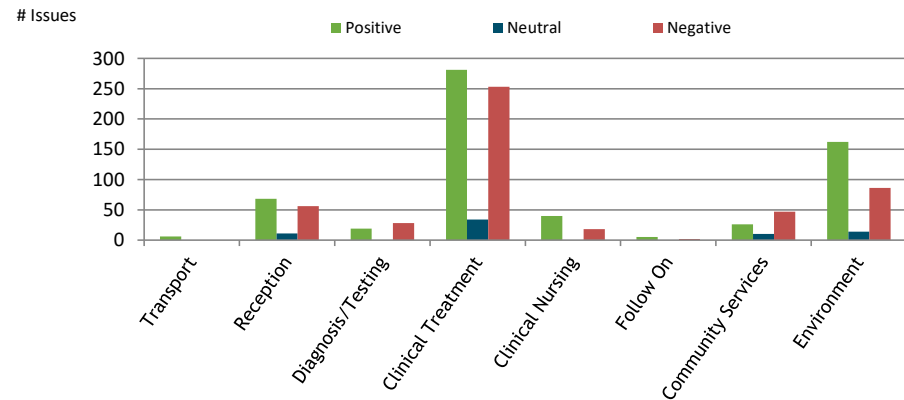
4.3 Services



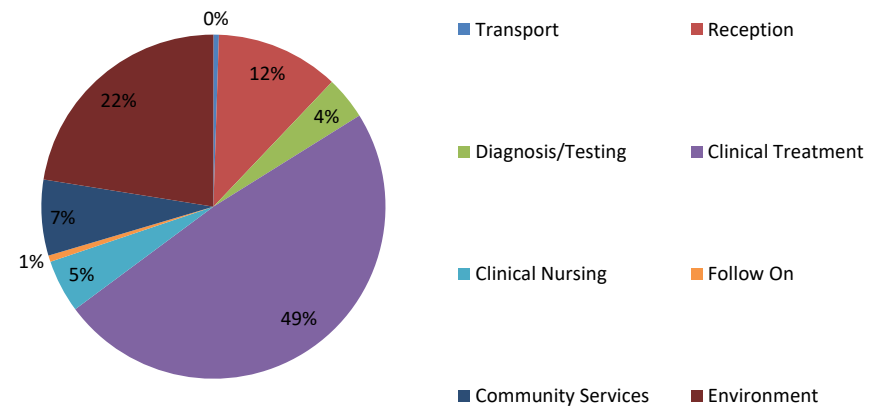
Services receiving the most comments overall



4.4 Breakdown of care pathway locations/wider determinants

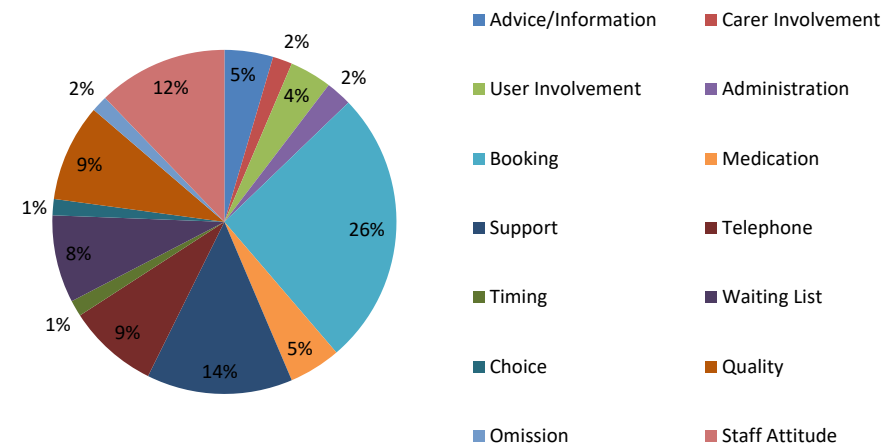
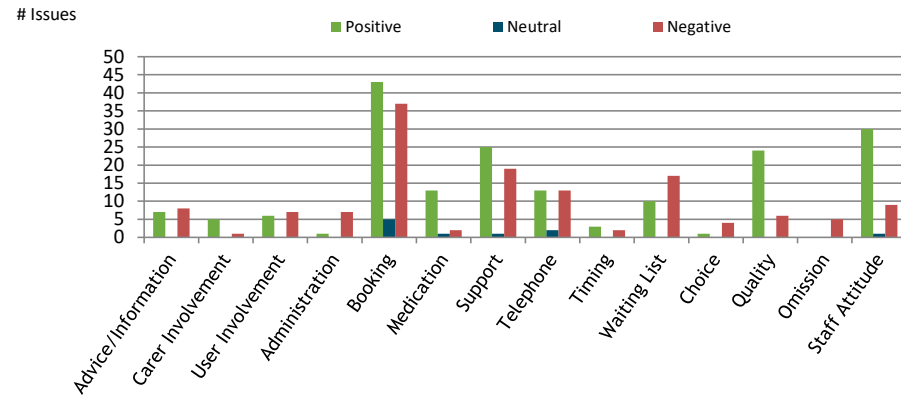


Care pathway locations



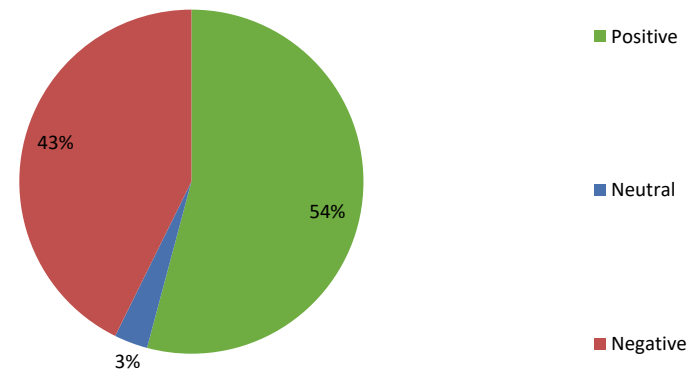
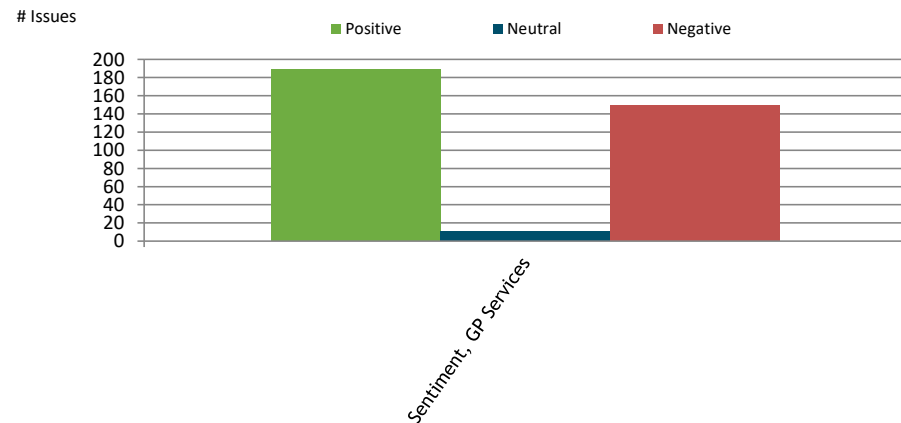
5. Service Related Trends: GP Services

5.1 Trends, GP Services: 349 issues from 92 people



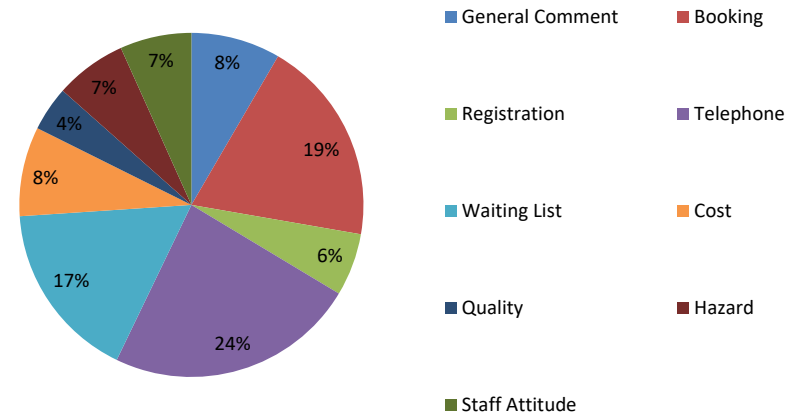
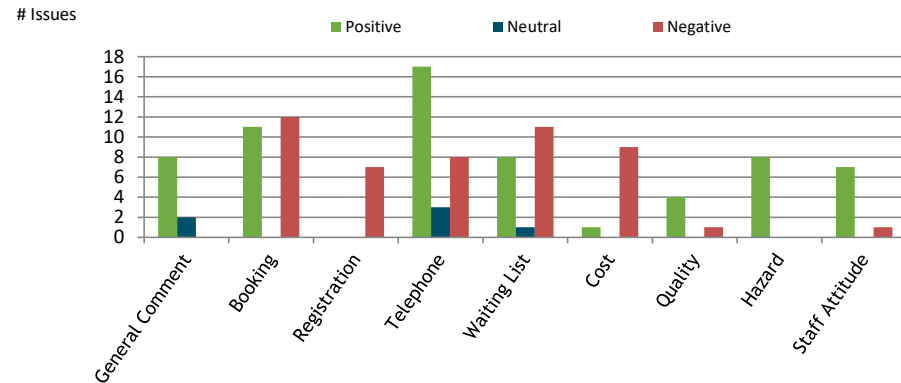
Issues receiving the most comments overall

5.2 Sentiment, GP Services



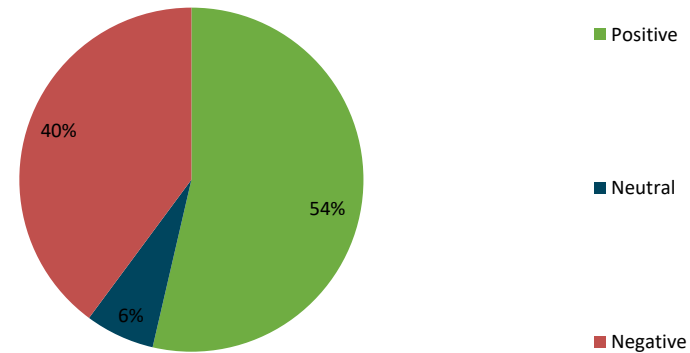
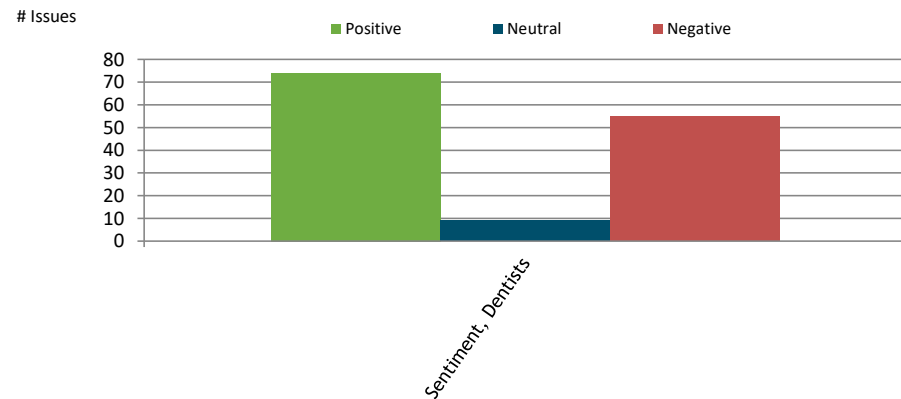
5. Service Related Trends: Dentists

5.3 Trends, Dentists: 138 issues from 48 people



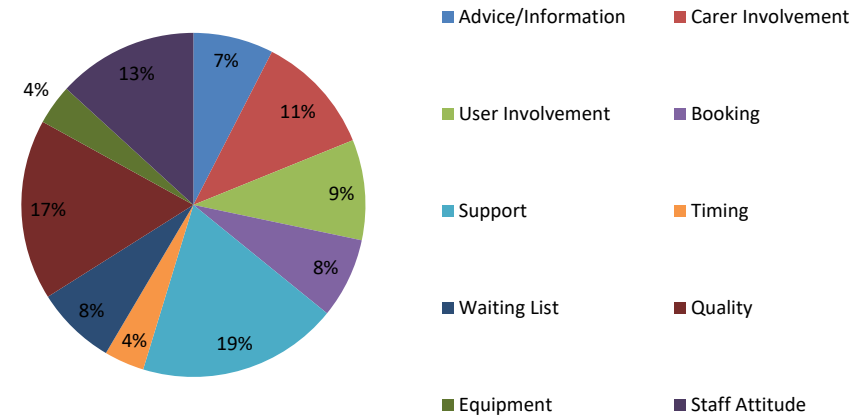
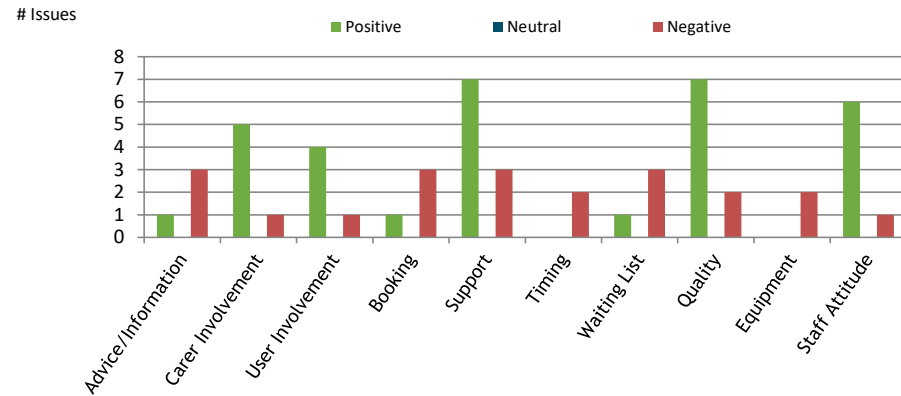
Issues receiving the most comments overall

5.4 Sentiment, Dentists



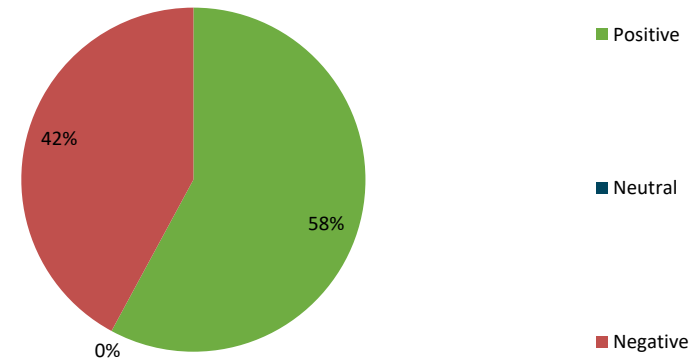
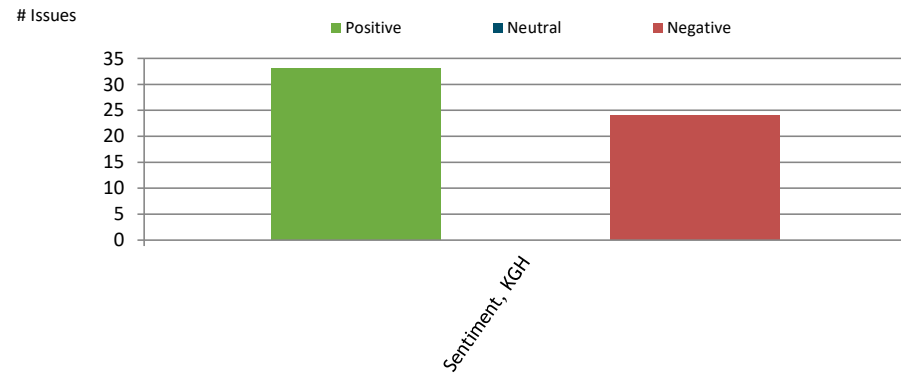
5. Service Related Trends: King George Hospital

5.5 Trends, King George Hospital: 57 issues from 10 people



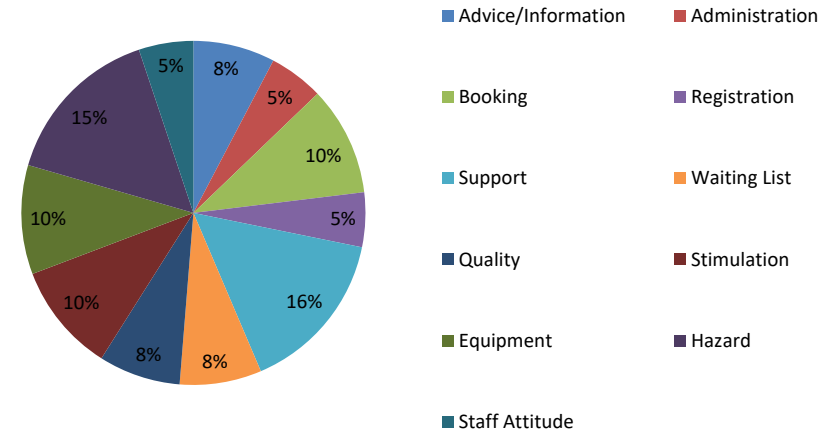
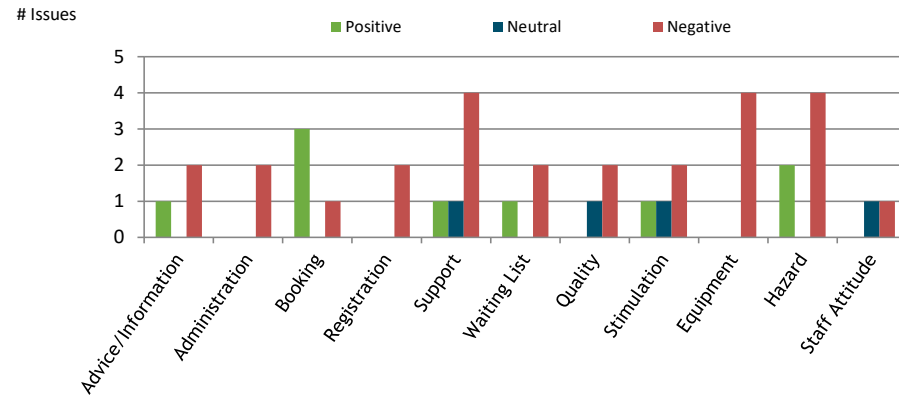
Issues receiving the most comments overall

5.6 Sentiment, King George Hospital



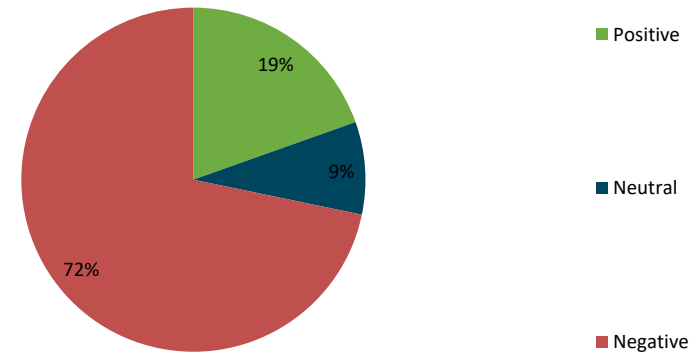
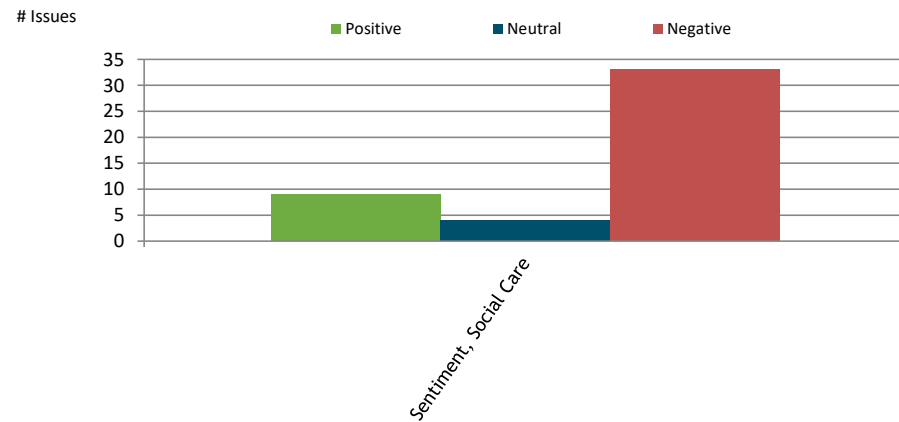
5. Service Related Trends: Social Care

5.5 Trends, Social Care: 46 issues from 11 people



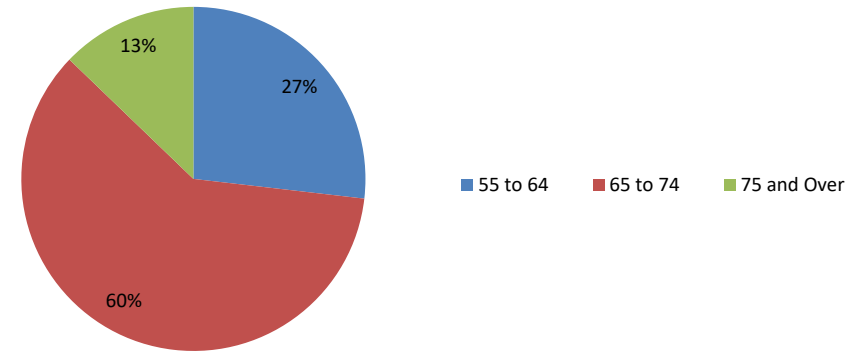
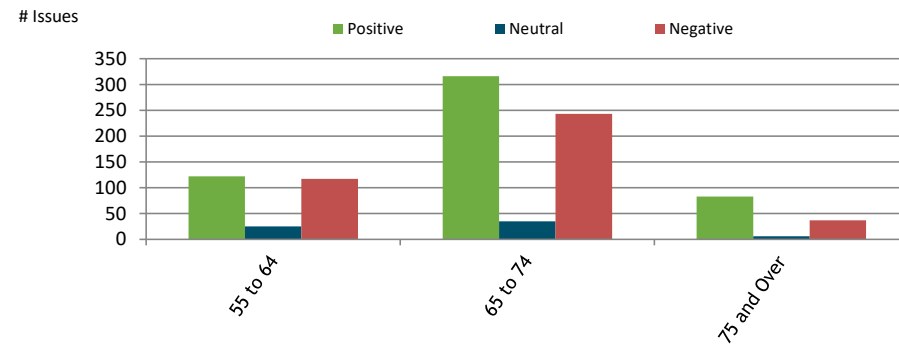
Issues receiving the most comments overall

5.6 Sentiment, Social Care



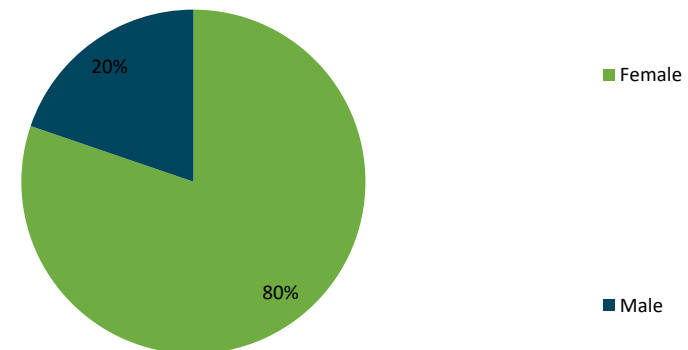
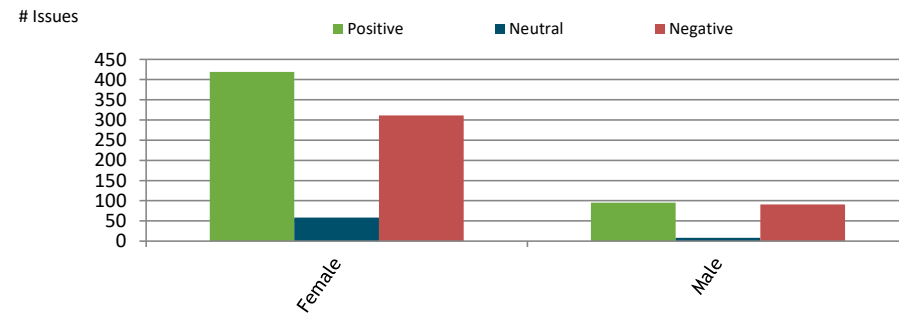
6. Demographics: Age

6.1 Age



Issues receiving the most comments overall

6.2 Gender



7. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	<i>Communication, including access to advice and information.</i>	33	5	42	80
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	37	1	8	46
	Peer Involvement	<i>Involvement or Influence of friends.</i>	26	2	4	32
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	10	7	2	19
	User Involvement	<i>Involvement or influence of the service user.</i>	25	3	33	61
Systems	Administration	<i>Administrative processes and delivery.</i>	5	2	19	26
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	0	0	1	1
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	86	9	73	168
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	9	31	40
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	1	1
	Referral	<i>Referral to a service.</i>	3	0	0	3
	Medical Records	<i>Management of medical records.</i>	0	0	2	2
	Medication	<i>Prescription and management of medicines.</i>	31	2	4	37
	Opening Times	<i>Opening times of a service.</i>	1	1	1	3
	Planning	<i>Leadership and general organisation.</i>	3	0	0	3
	Registration	<i>Ability to register for a service.</i>	1	0	13	14
	Support	<i>Levels of support provided.</i>	72	2	46	120
	Telephone	<i>Ability to contact a service by telephone.</i>	39	6	21	66
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	6	0	7	13
	Waiting List	<i>Length of wait while on a list.</i>	25	7	62	94
Values	Choice	<i>General choice.</i>	2	0	15	17
	Cost	<i>General cost.</i>	1	0	13	14
	Language	<i>Language, including terminology.</i>	0	1	2	3
	Nutrition	<i>Provision of sustenance.</i>	6	0	4	10
	Privacy	<i>Privacy, personal space and property.</i>	0	0	0	0
	Quality	<i>General quality of a service, or staff.</i>	51	1	12	64
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	4	4
	Stimulation	<i>General stimulation, including access to activities.</i>	39	4	6	49

7. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	3	2	0	5
	Environment/Layout	<i>Physical environment of a service.</i>	3	0	6	9
	Equipment	<i>General equipment issues.</i>	6	2	12	20
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	16	0	10	26
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	0	0	0	0
	Mobility	<i>Physical mobility to, from and within services.</i>	3	1	8	12
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	0	0
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	7	7
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	1	0	0	1
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	71	2	14	87
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	1	1
	Staff Training	<i>Training of staff.</i>	2	0	3	5
	Staffing Levels	<i>General availability of staff.</i>	0	0	3	3
Total:			607	69	490	1166