



Experience of St Bartholomews Hospital

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 service user experience of St Bartholomews Hospital.

healthwatch
City of London

Page 2 Data Source

Healthwatch talks to people across the community, week in, week out.

This section shows where we collected the feedback that underpins this report.



Pages 3 - 5 Top Trends

We review all the feedback we collect.

This enables us to find out what people think of their services.

This section reveals the top trends, and how people feel overall.



Pages 6 - 17 Patient Journey

In this section, we look at the patient journey (or 'care pathway').

We also examine the most popular hospital departments.



Page 18 Summary

This section summarises findings, in brief.



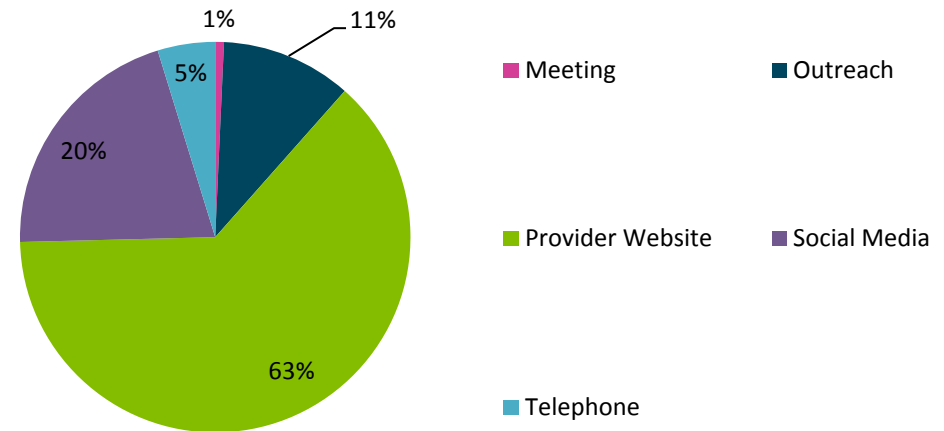
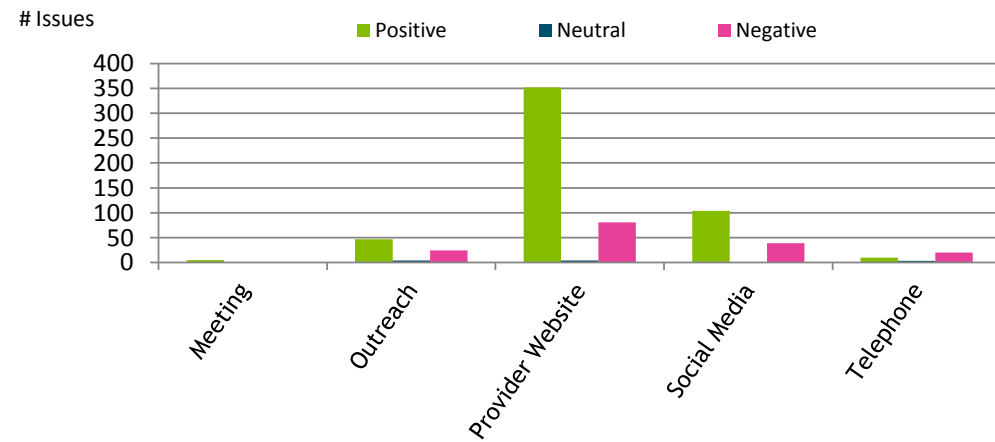
Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

Report compiled on 8 April 2019, to cover the period 1 April 2018 - 31 March 2019.

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

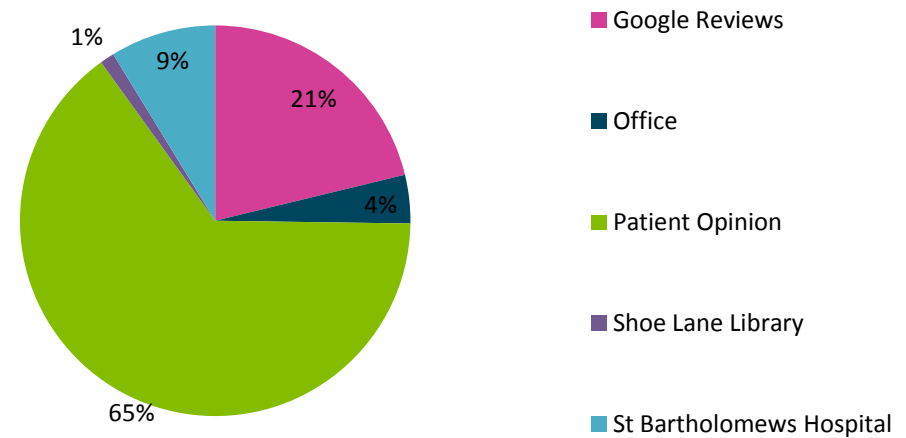
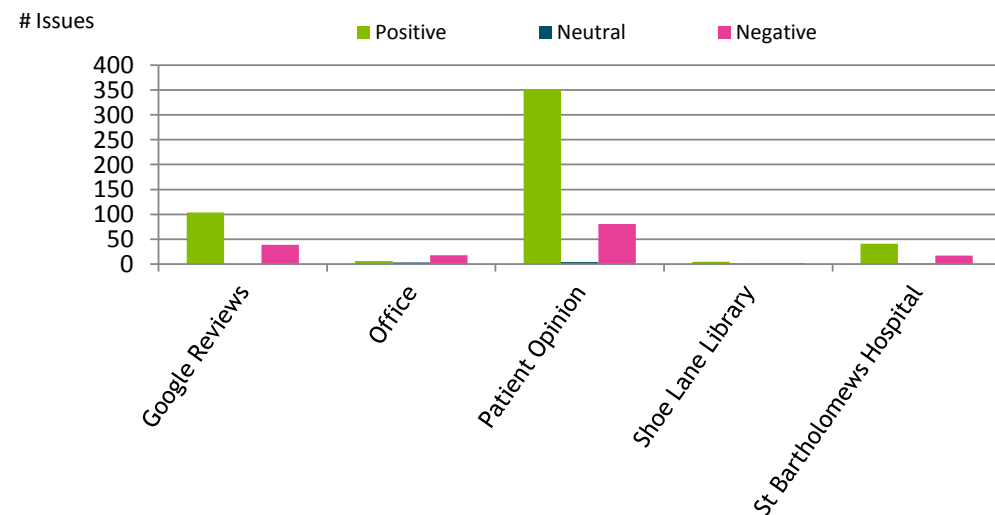


1.1 Source



Sources providing the most comments overall

1.2 Origin

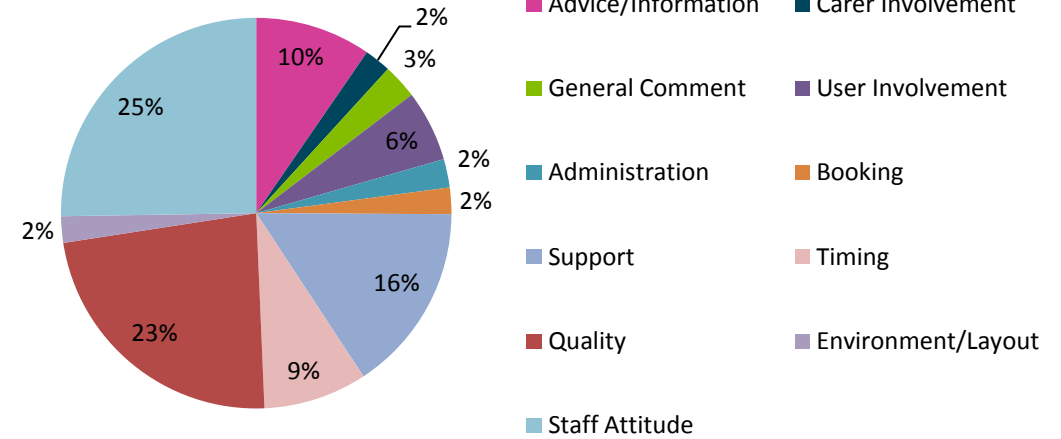
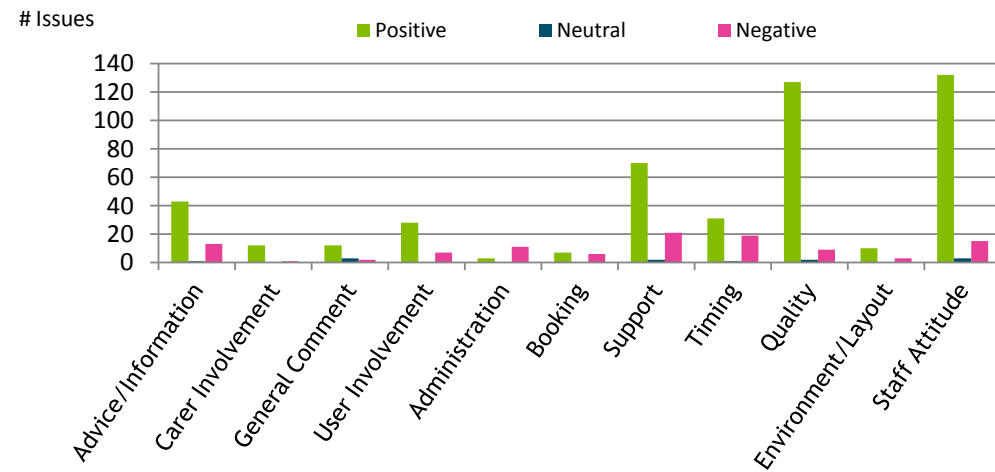


Origins providing the most comments overall

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

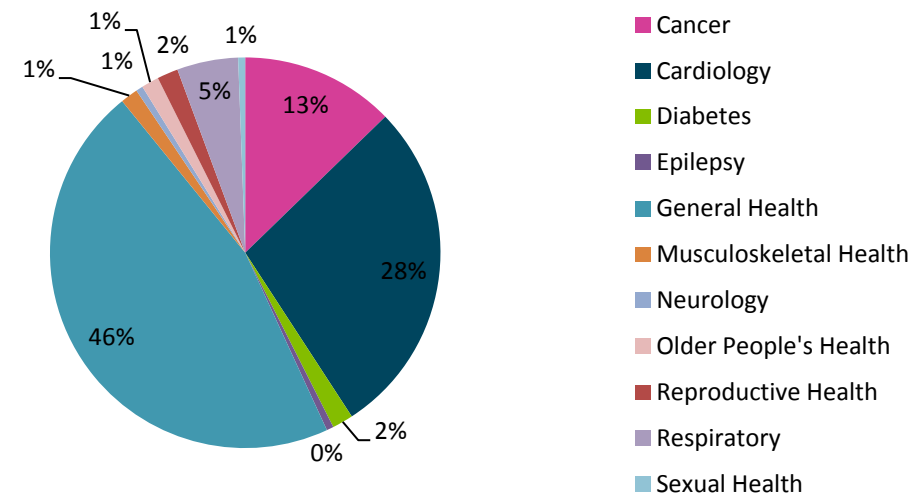
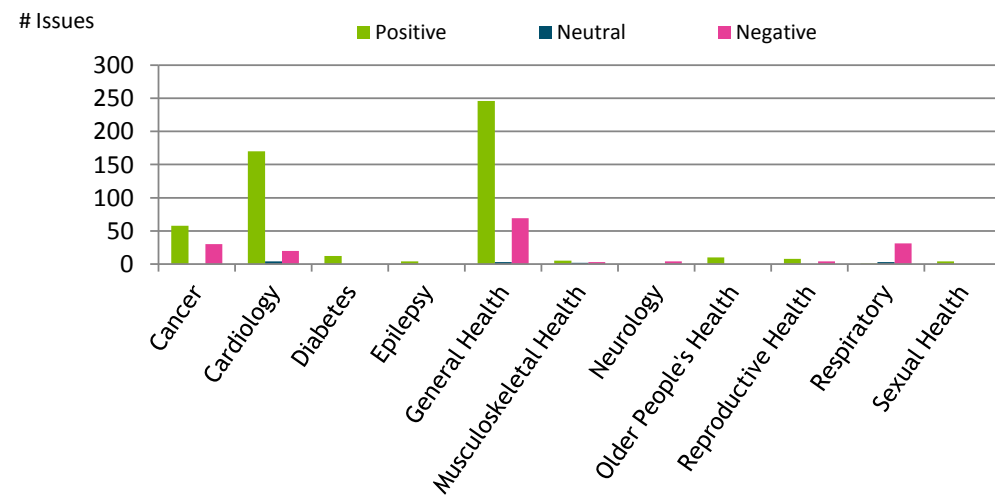


2.1 Service aspects: 695 issues from 132 people



Issues receiving the most comments overall. See page 19 for issue descriptions.

2.2 Stated medical conditions

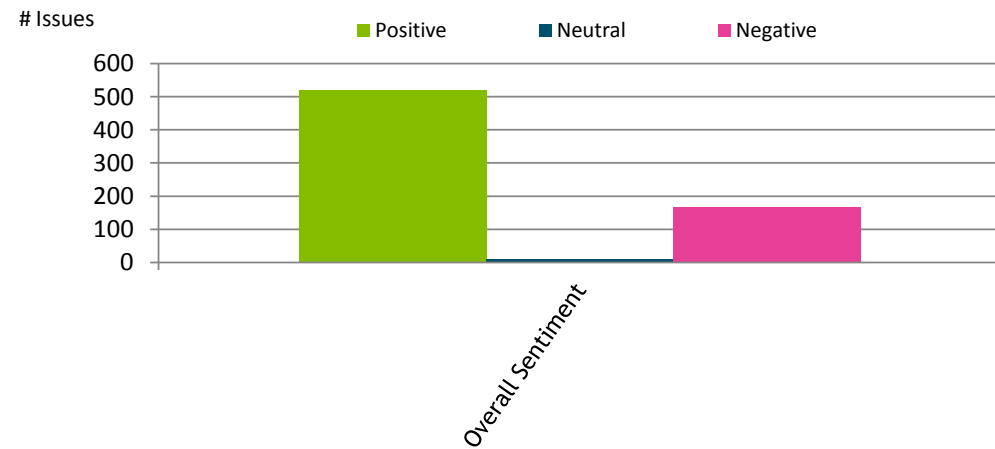


Medical conditions receiving the most comments overall

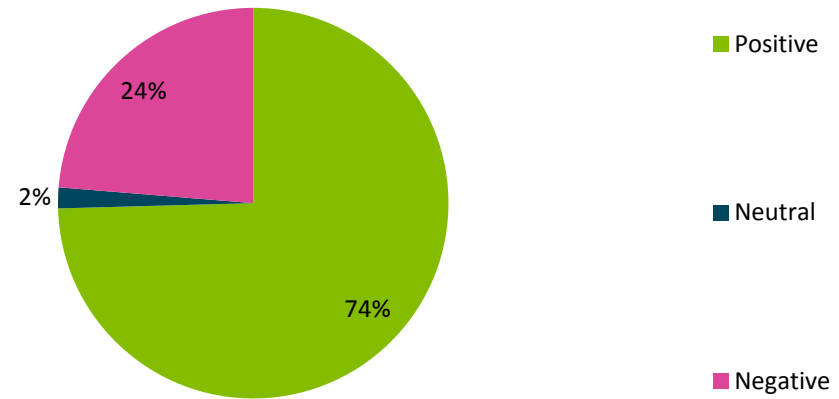
3. Sentiment: How do people feel about the service?



3.1 How do people feel as a whole?

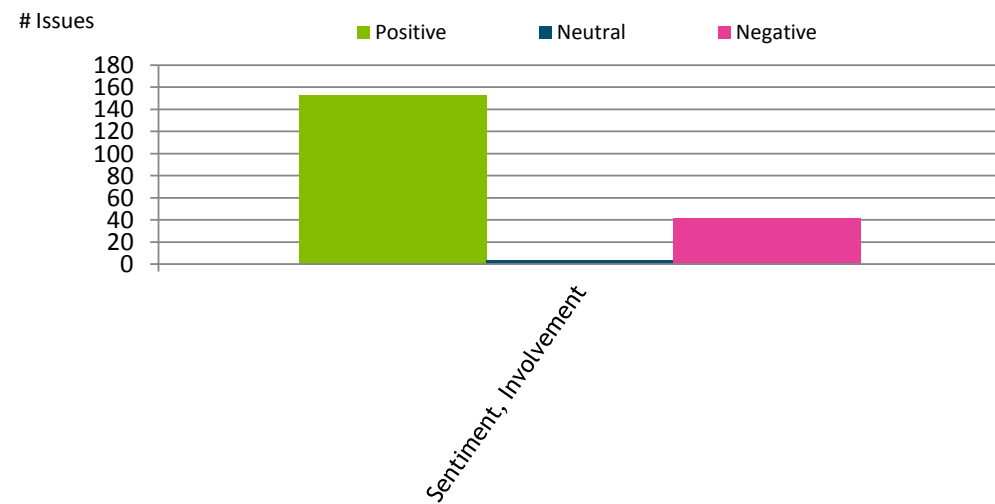


Quarterly Benchmark: 4% improvement on the previous quarter

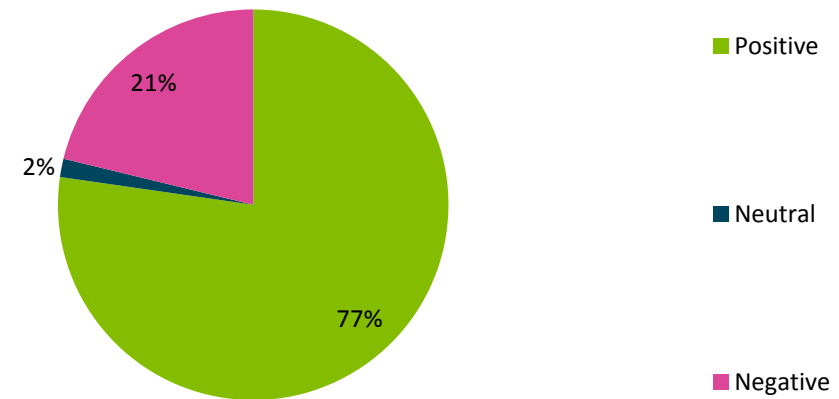


East London Average: 58% Positive

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



Quarterly Benchmark: 6% improvement on the previous quarter

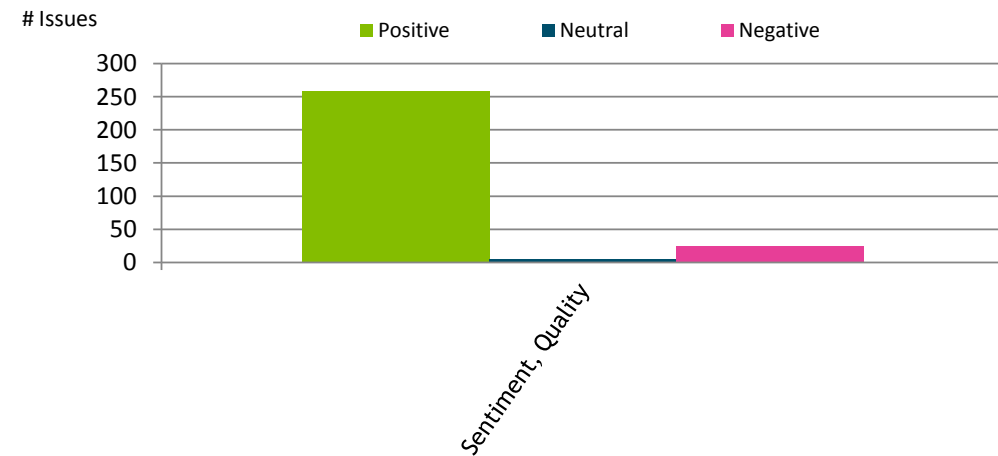


East London Average: 60% Positive

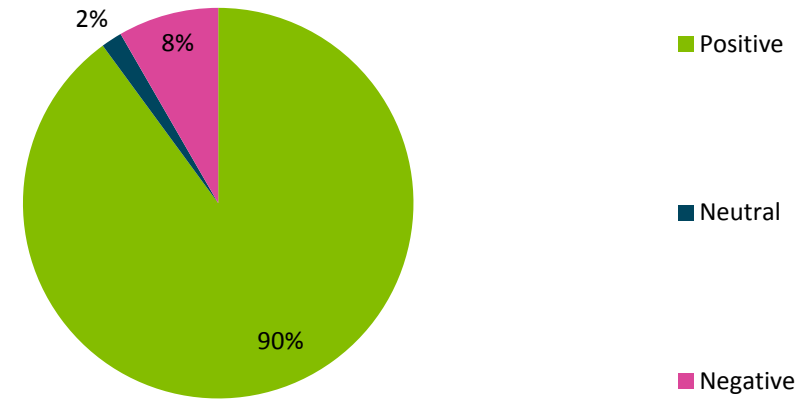
3. Sentiment: How do people feel about the service?



3.3 How do people feel about general quality and empathy?

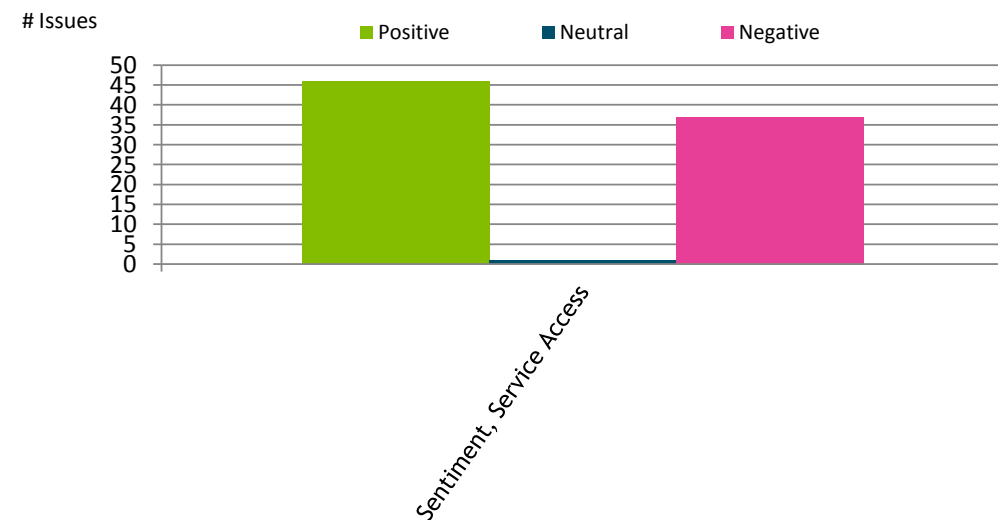


Quarterly Benchmark: 5% improvement on the previous quarter

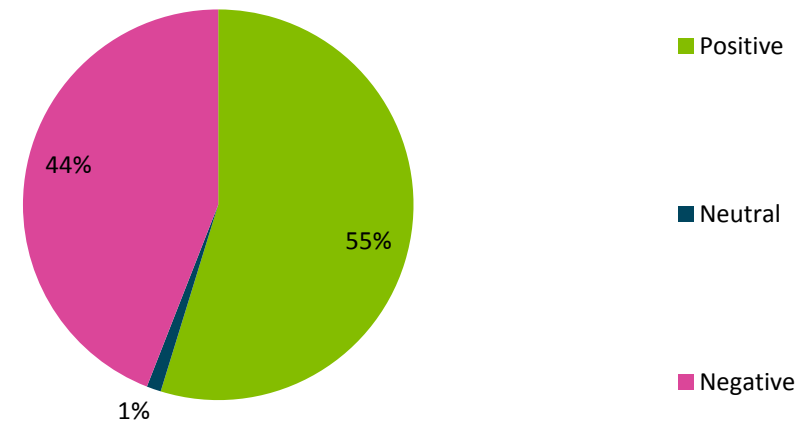


East London Average: 80% Positive

3.4 How do people feel about general access to services?



Quarterly Benchmark: 5% improvement on the previous quarter

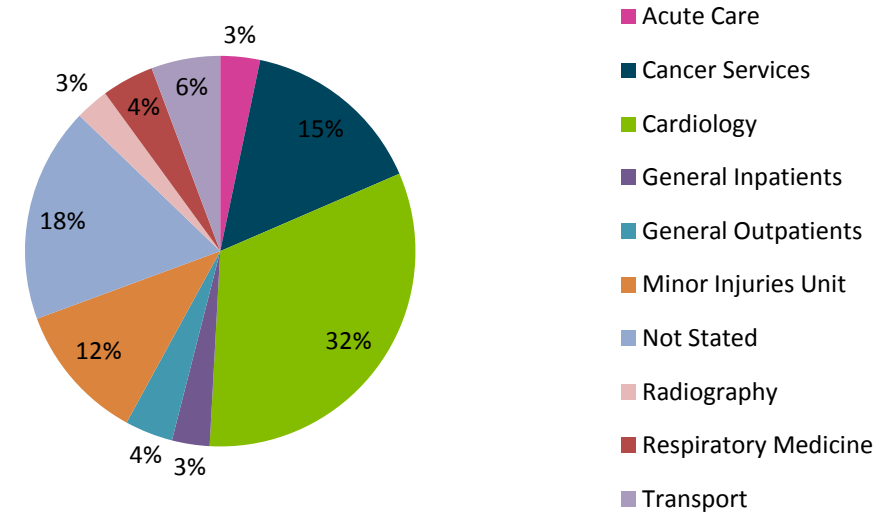
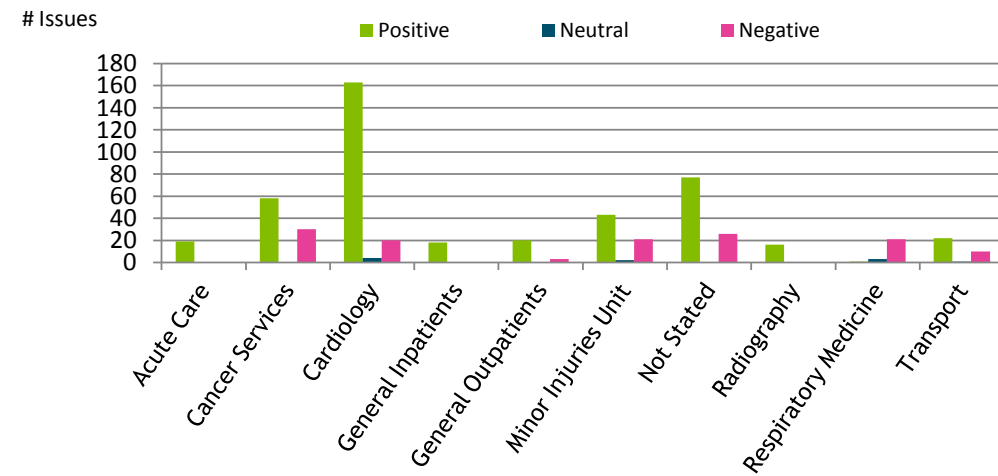


East London Average: 34% Positive

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

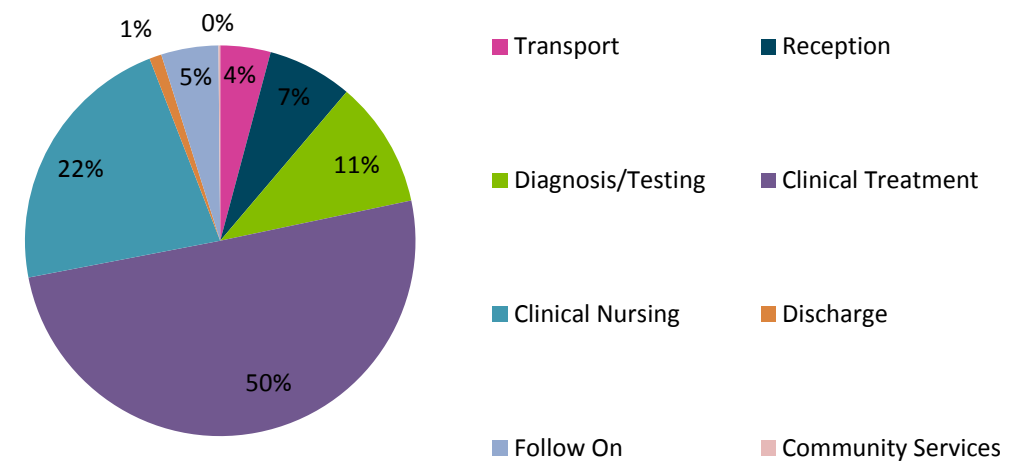
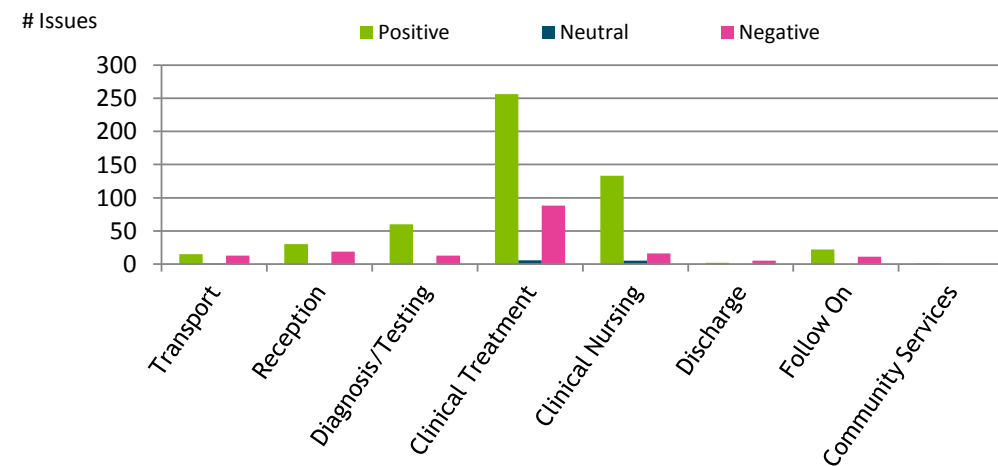


4.1 Departments (695 issues)



Departments receiving the most comments overall

4.2 Breakdown of care pathway locations (more on pages 10-17)

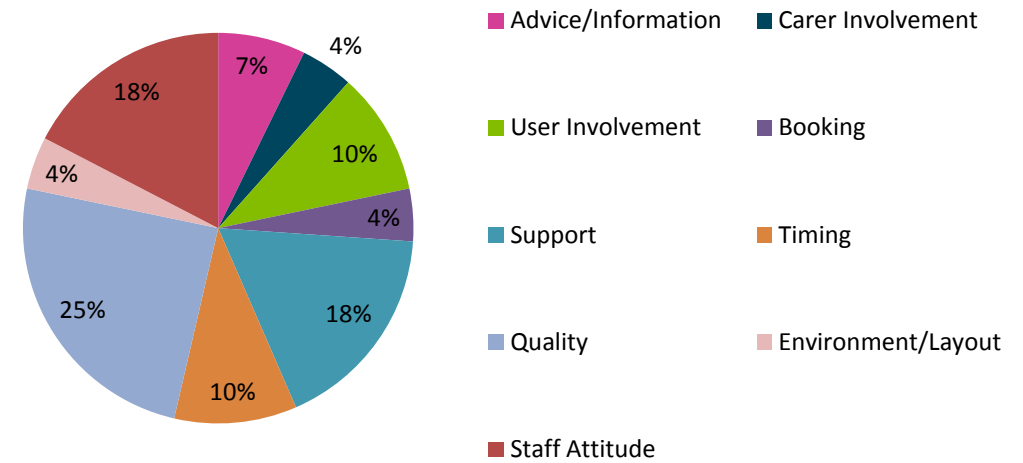
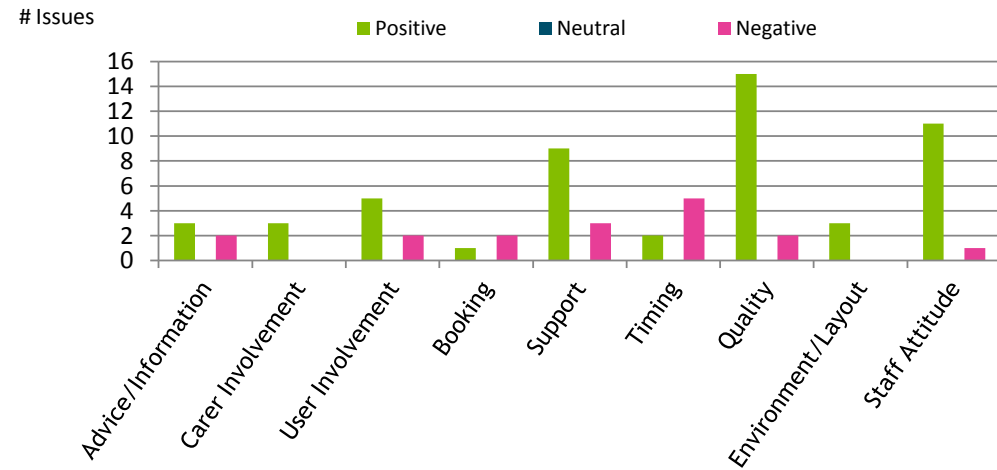


Care pathway locations

5. Trends: Cancer Services

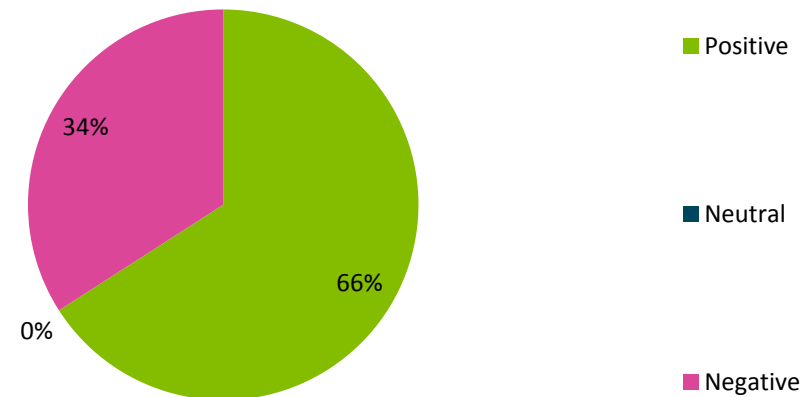
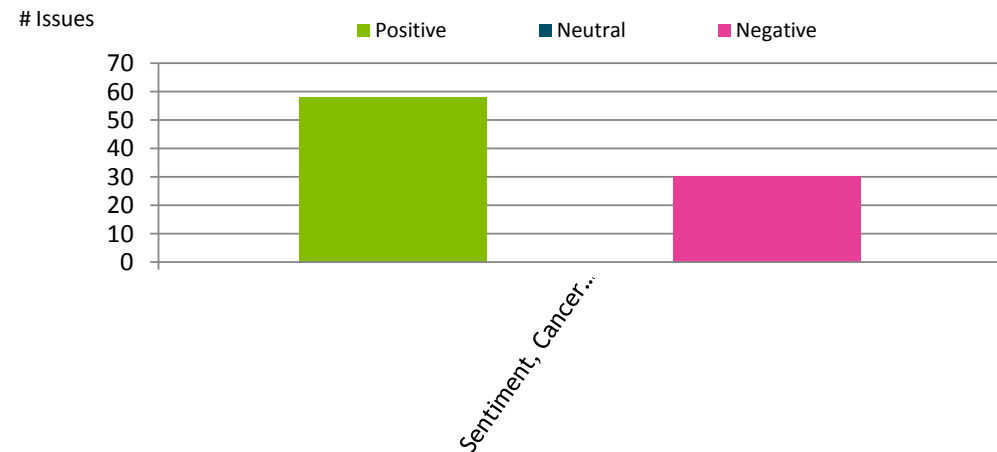


5.1 Trends, Cancer Services (88 issues from 12 people)



Issues receiving the most comments overall

5.2 Sentiment, Cancer Services

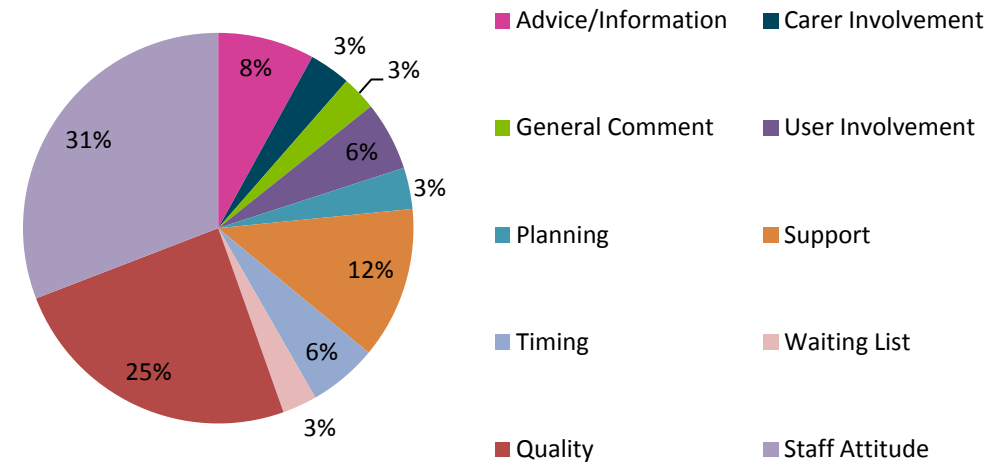
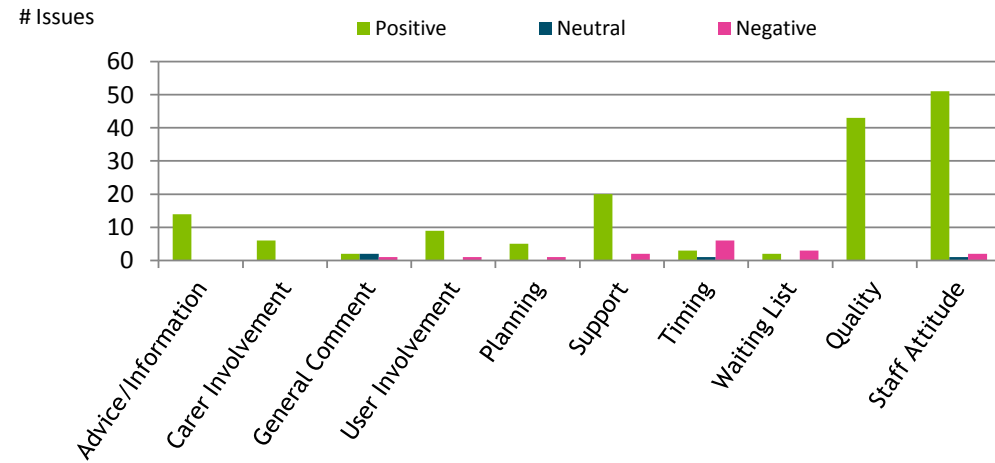


Quarterly Benchmark: 2% improvement on the previous quarter

5. Trends: Cardiology

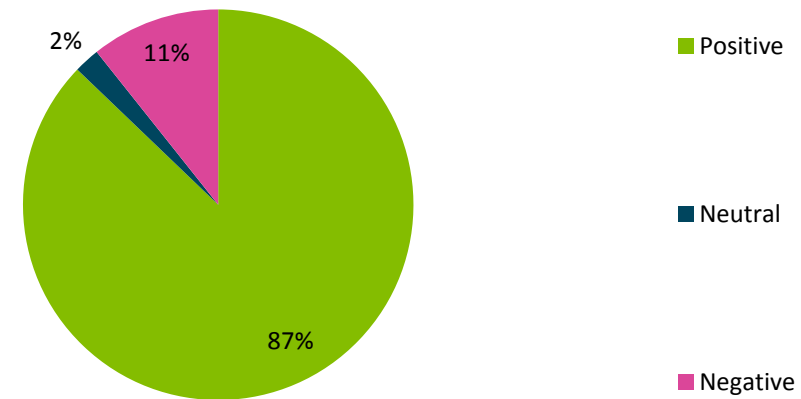
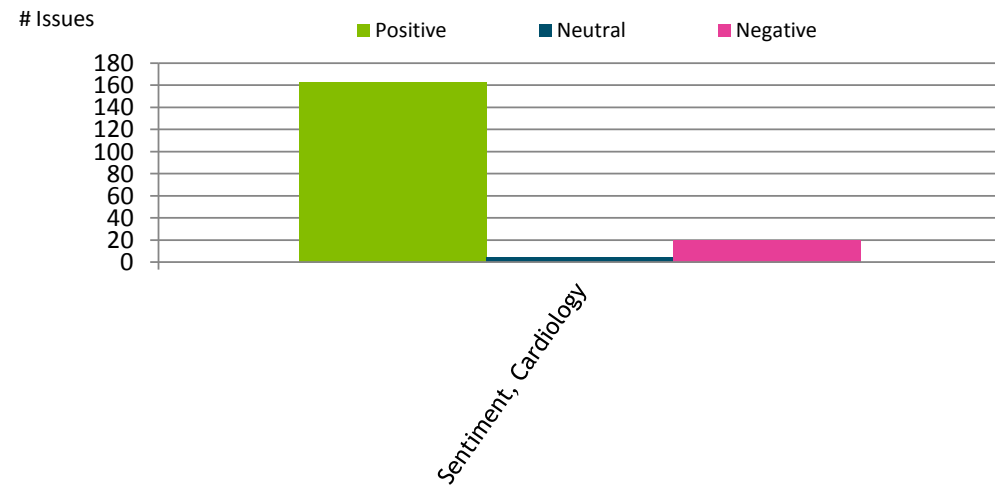


5.3 Trends, Cardiology (187 issues from 33 people)



Issues receiving the most comments overall

5.4 Sentiment, Cardiology

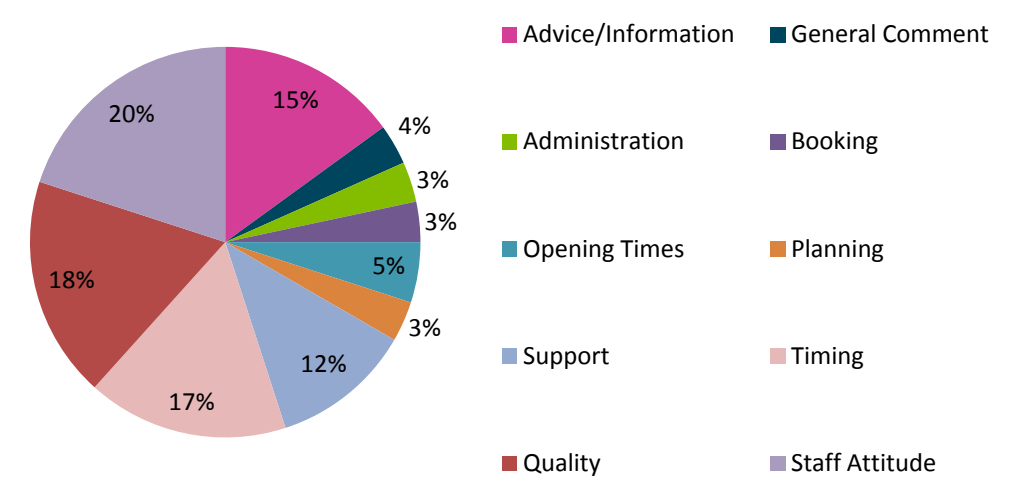
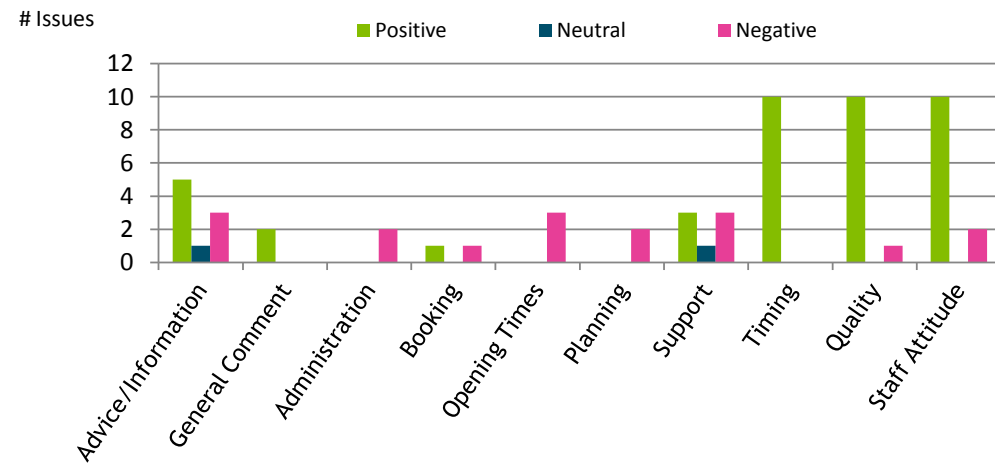


Quarterly Benchmark: 17% improvement on the previous quarter

5. Trends: Minor Injuries Unit

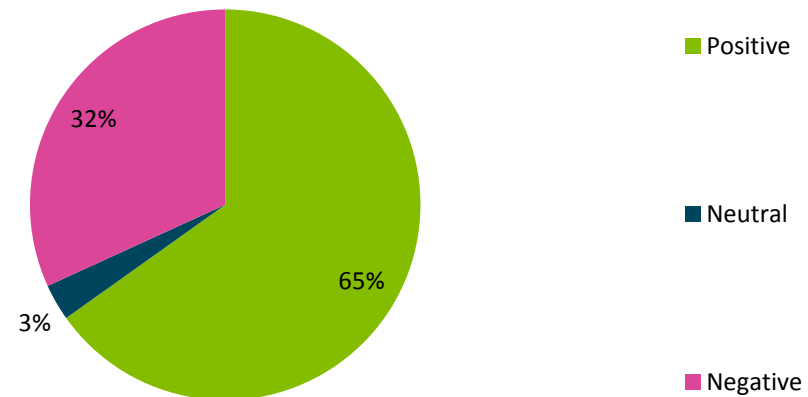
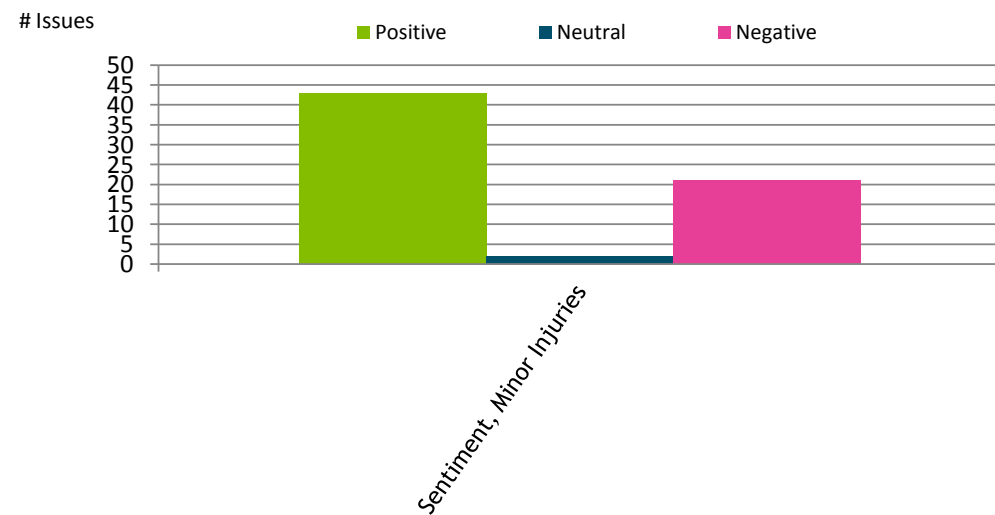


5.5 Trends, Minor Injuries Unit (66 issues from 16 people)



Issues receiving the most comments overall

5.6 Sentiment, Minor Injuries Unit

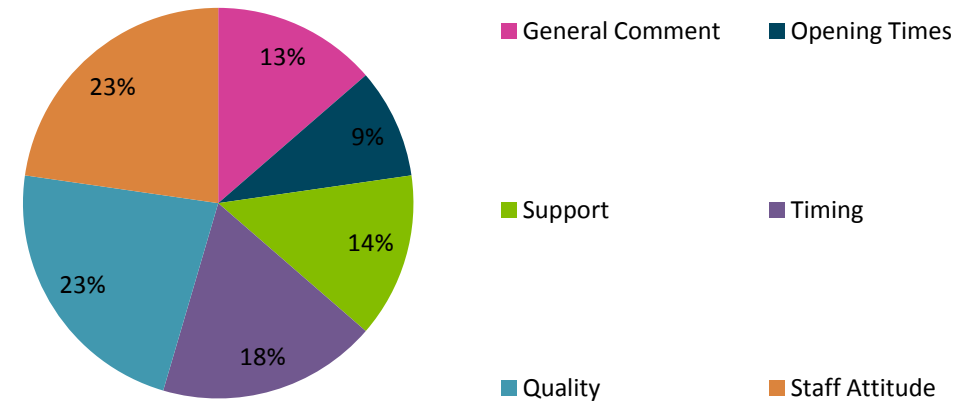
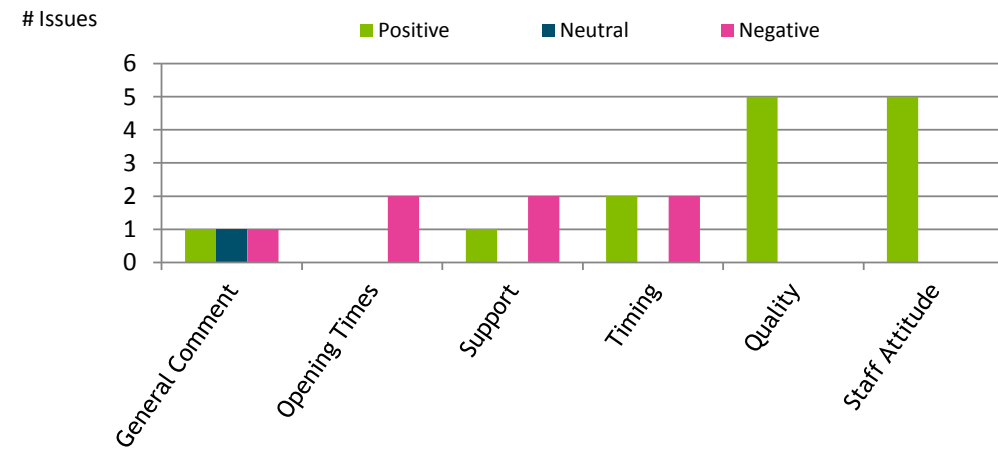


Quarterly Benchmark: 3% improvement on the previous quarter

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

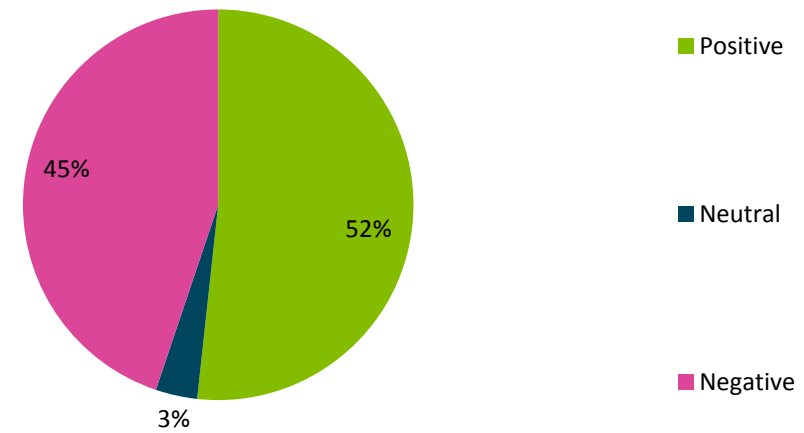
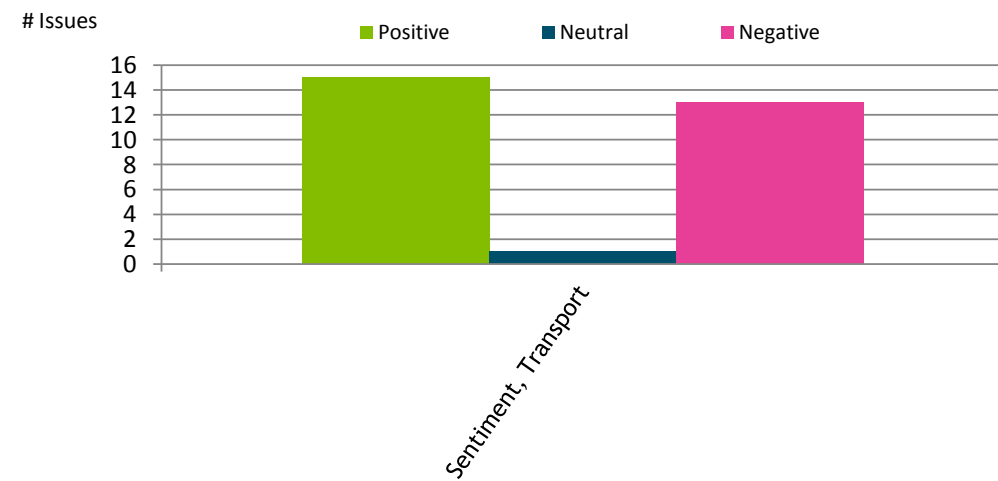


6.1 Trends, Transport (29 issues)



Issues receiving the most comments overall

6.2 Sentiment, Transport

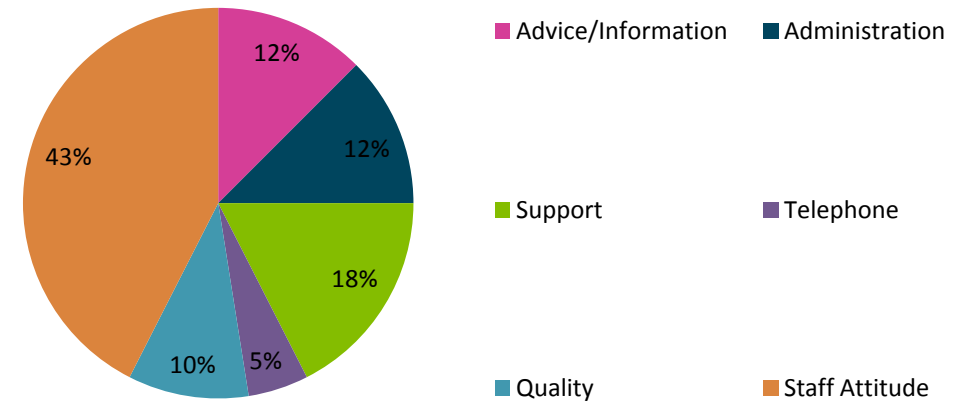
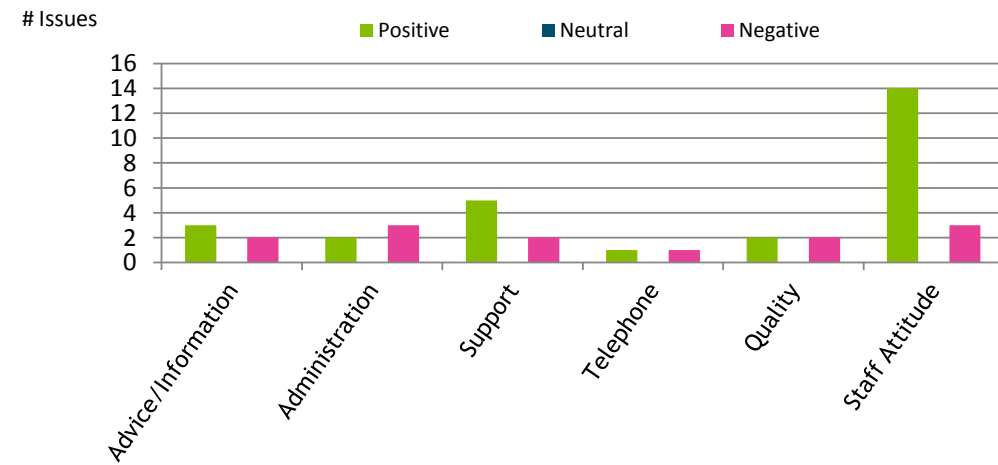


Quarterly Benchmark: 3% decline on the previous quarter

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

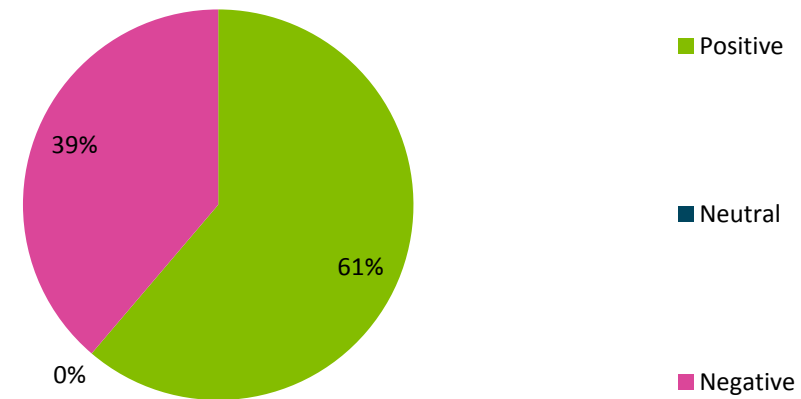
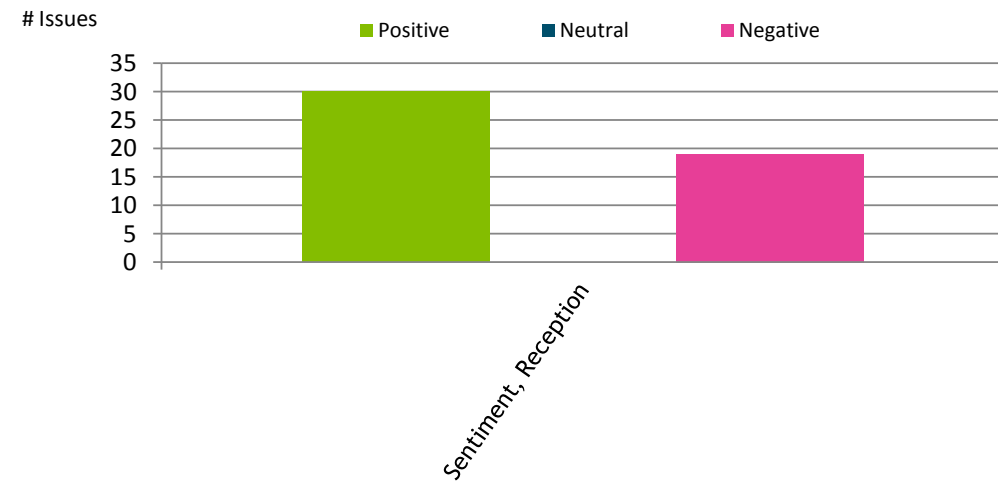


6.3 Trends, Reception (49 issues)



Issues receiving the most comments overall

6.4 Sentiment, Reception

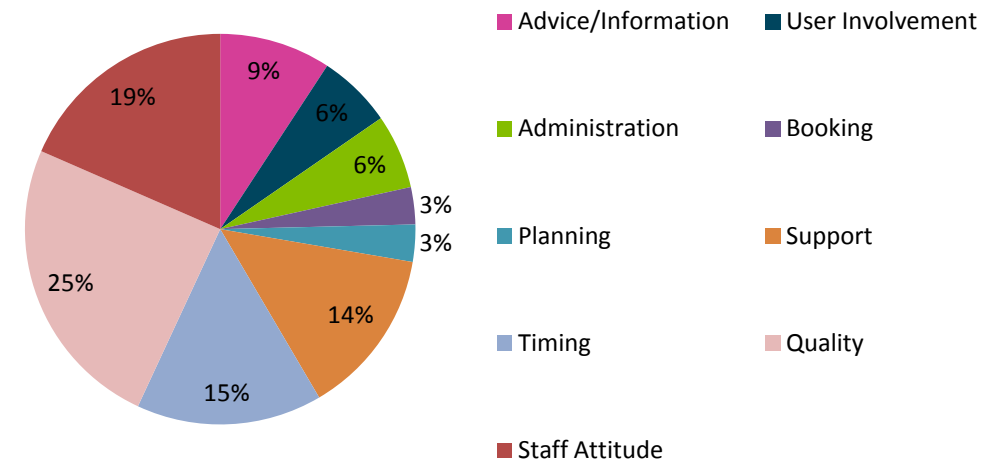
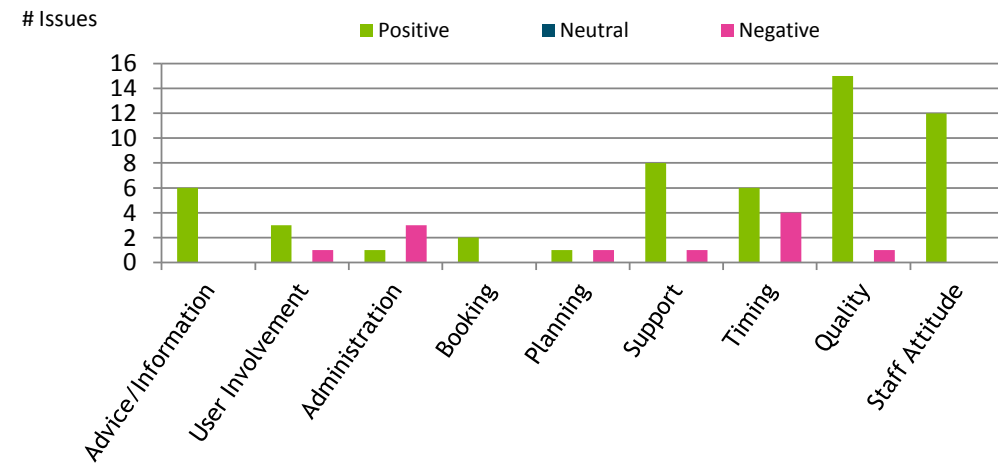


Quarterly Benchmark: 10% improvement on the previous quarter

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

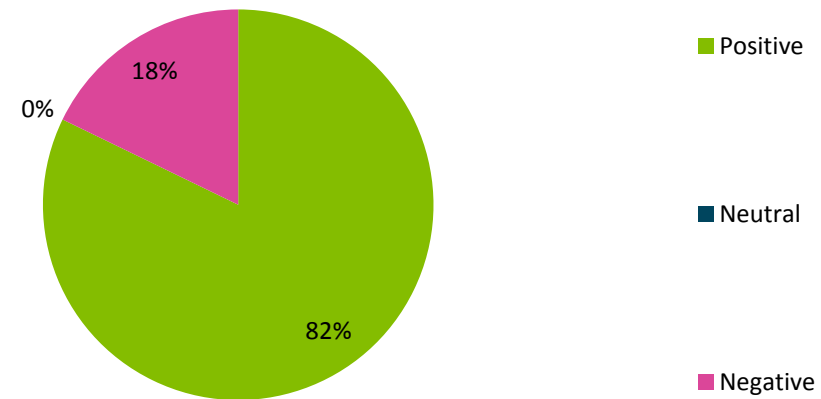
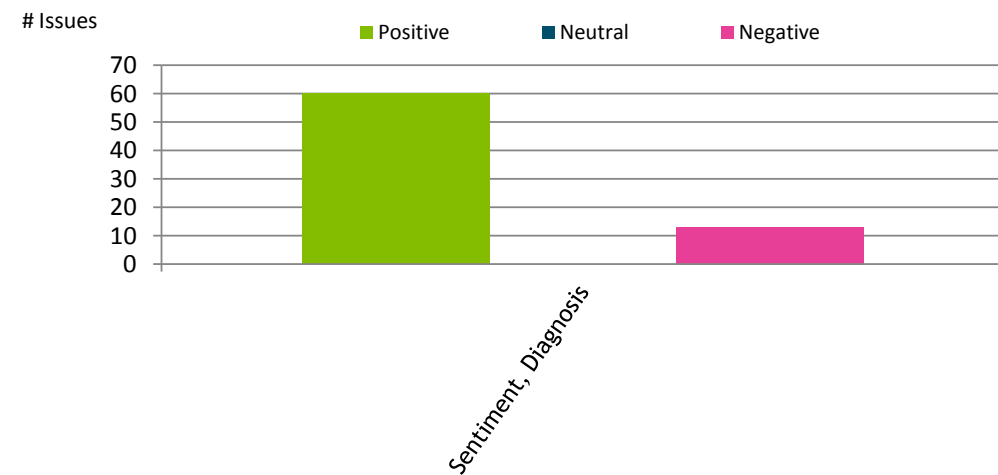


6.5 Trends, Diagnosis/Testing (73 issues)



Issues receiving the most comments overall

6.6 Sentiment, Diagnosis/Testing

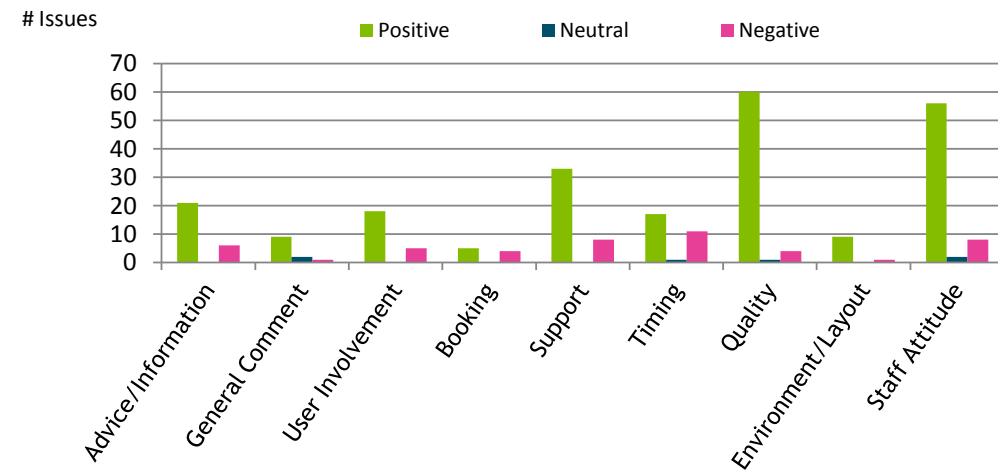


Quarterly Benchmark: 9% improvement on the previous quarter

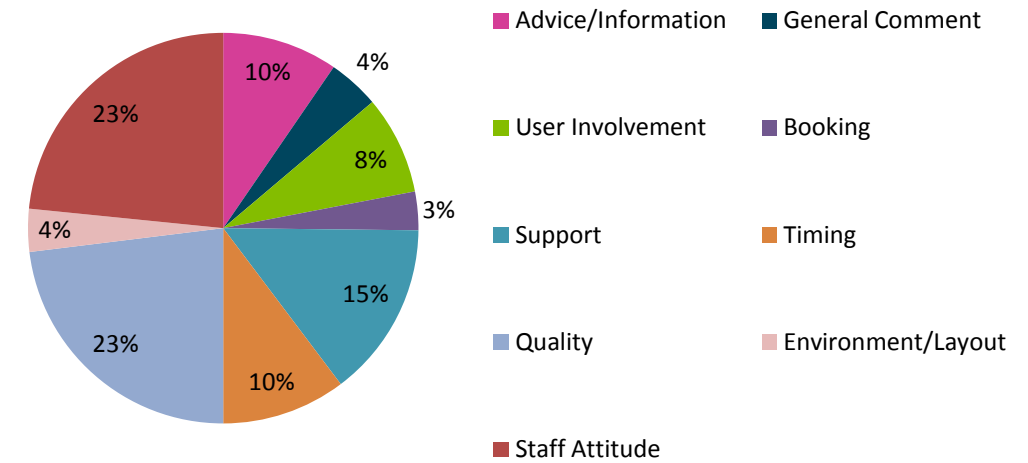
6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)



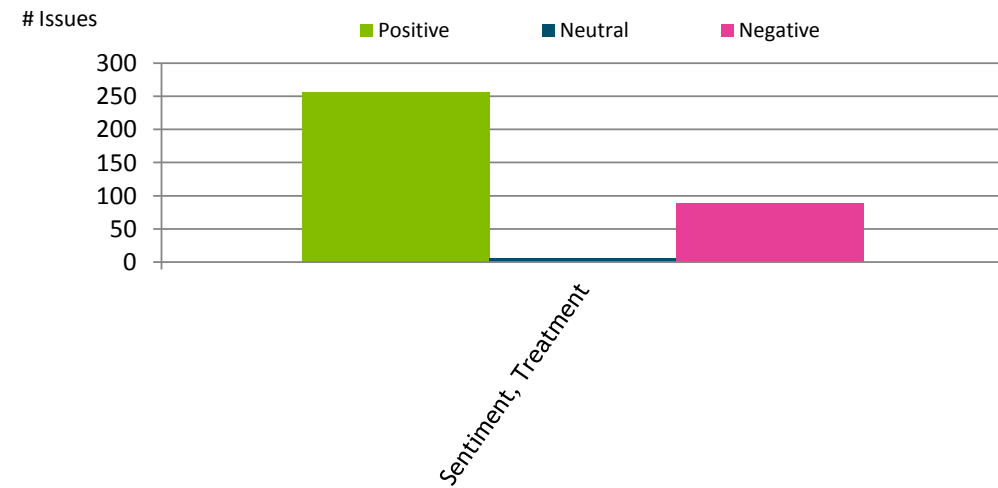
6.7 Trends, Clinical Treatment (350 issues)



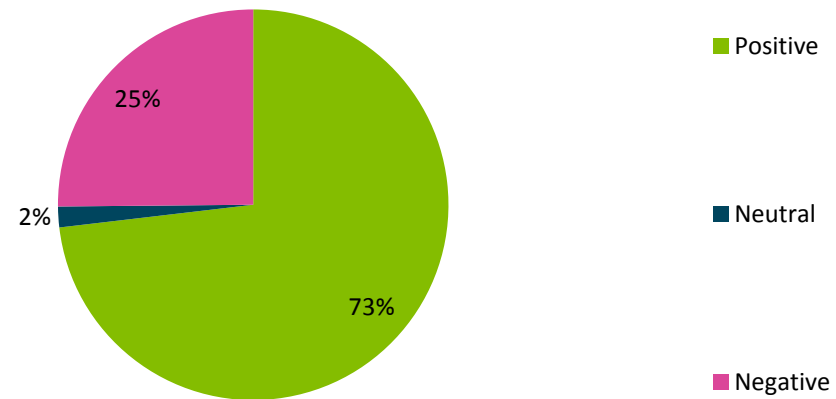
Issues receiving the most comments overall



6.8 Sentiment, Clinical Treatment



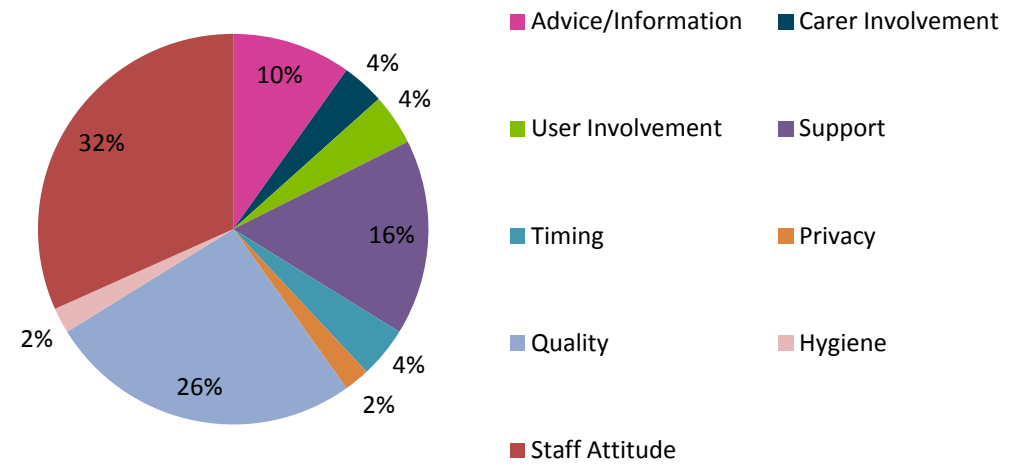
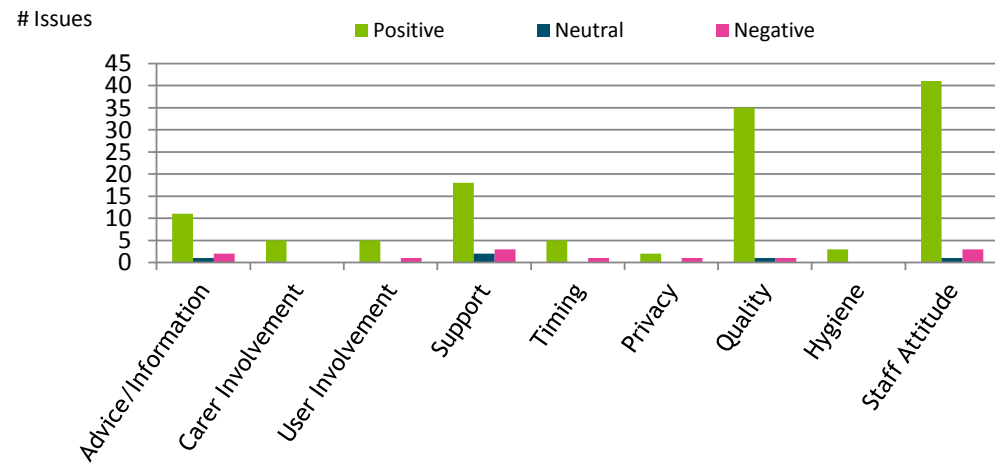
Quarterly Benchmark: 3% improvement the previous quarter



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

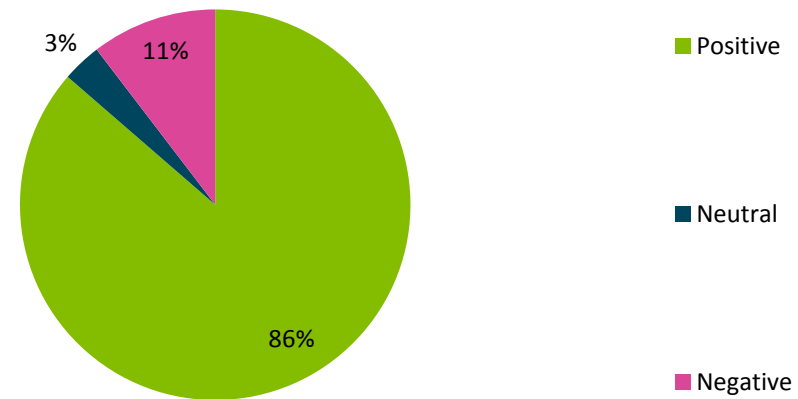
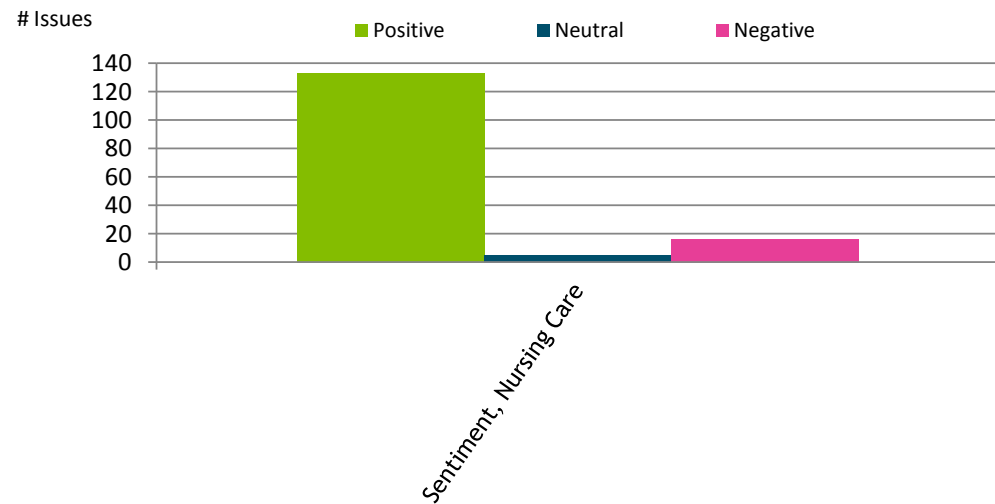


6.9 Trends, Clinical Nursing (154 issues)



Issues receiving the most comments overall

6.10 Sentiment, Clinical Nursing

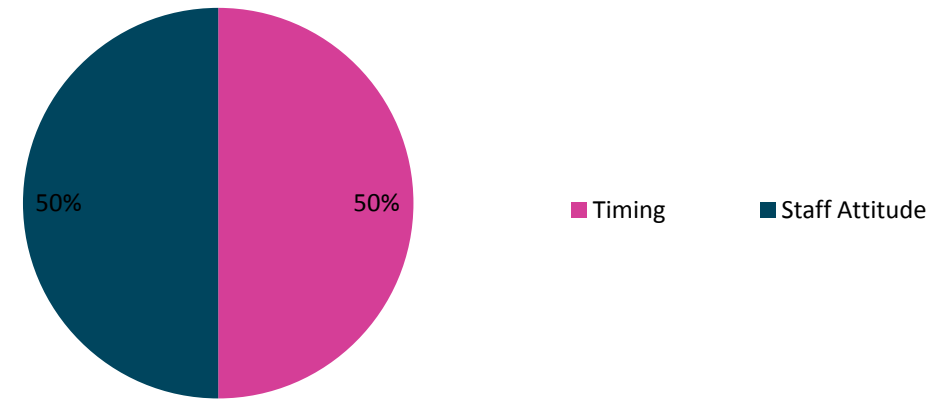
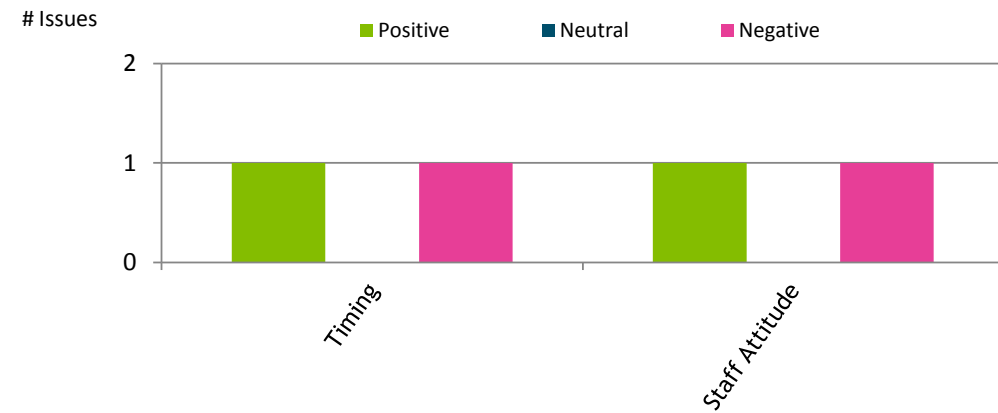


Quarterly Benchmark: 11% improvement on the previous quarter

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

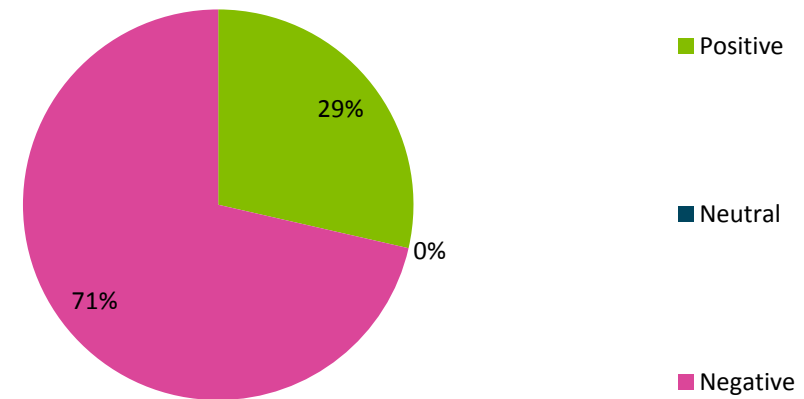
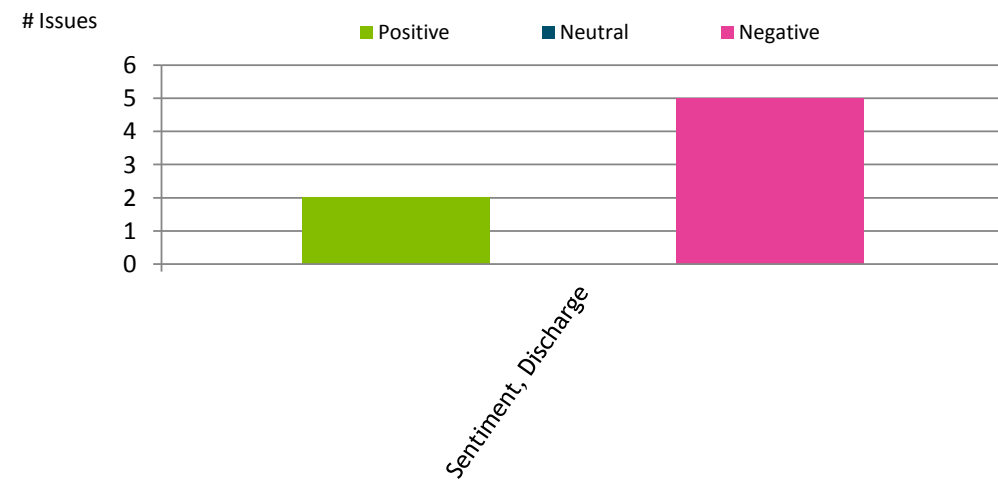


6.11 Trends, Discharge (7 issues)



Issues receiving the most comments overall

6.12 Sentiment, Discharge

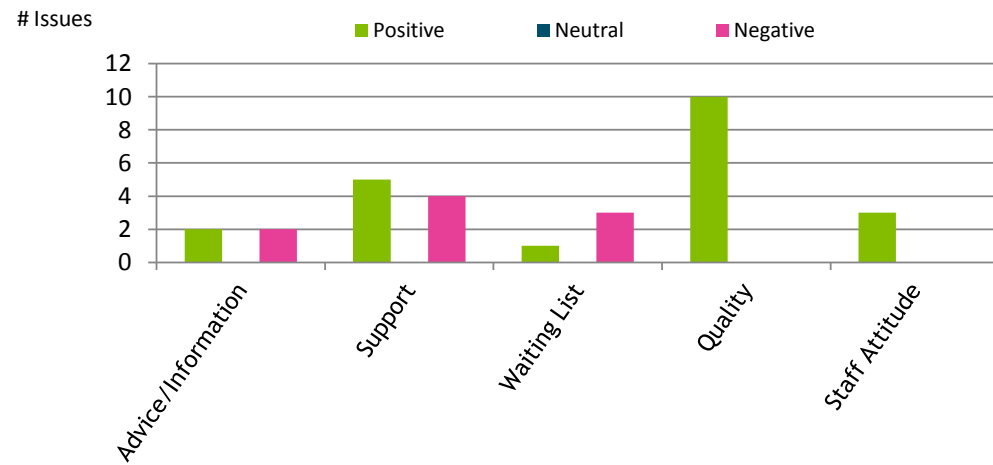


Quarterly Benchmark: N/A

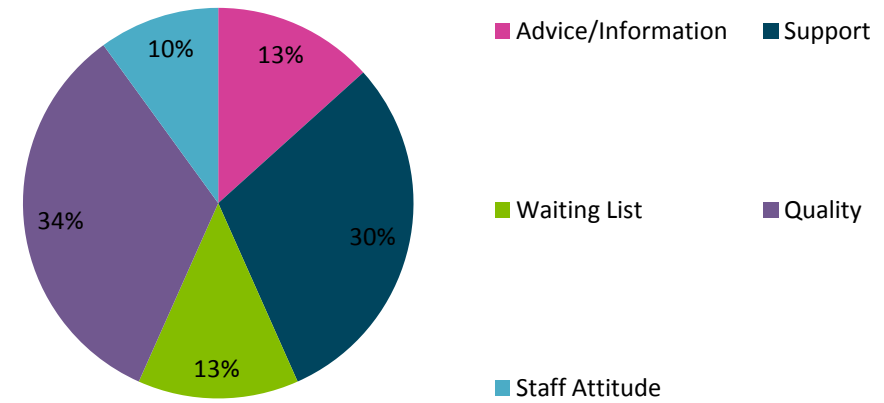
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)



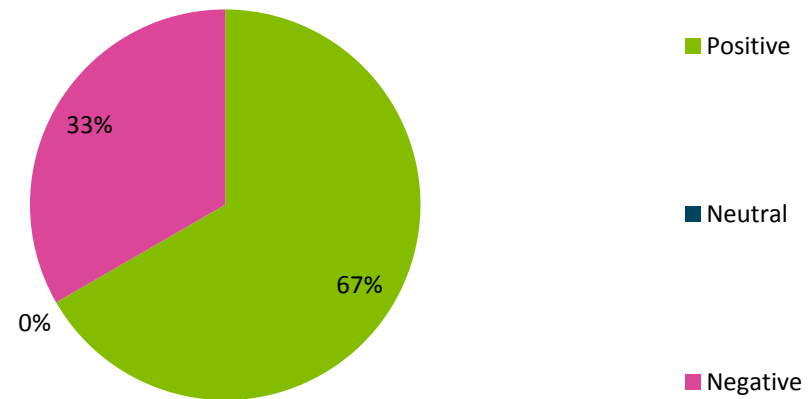
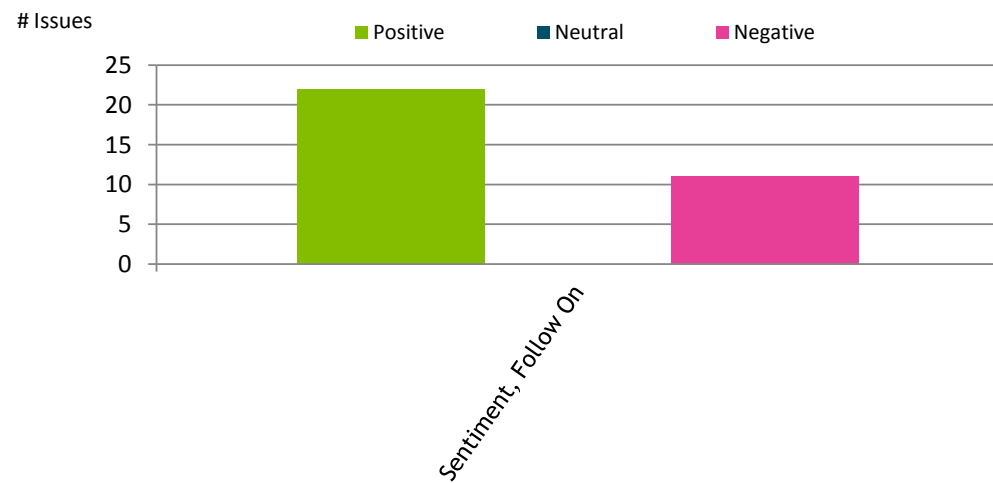
6.13 Trends, Follow On (33 issues)



Issues receiving the most comments overall



6.14 Sentiment, Follow On

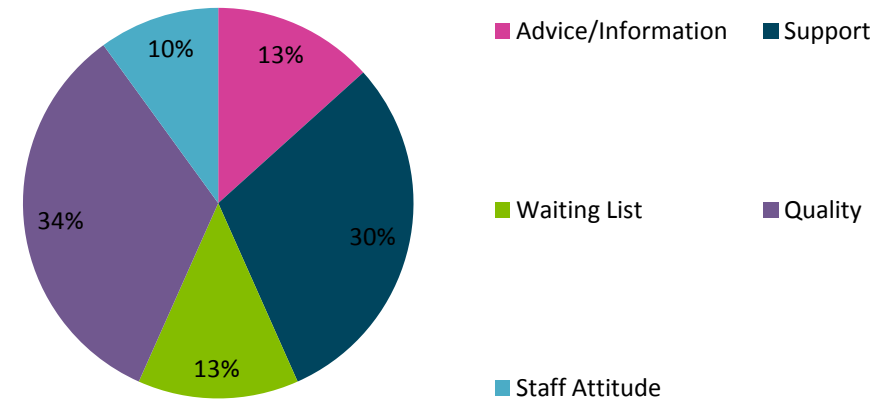
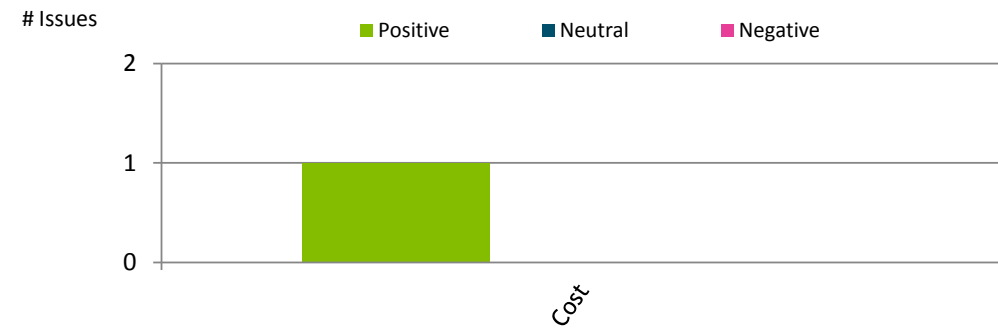


Quarterly Benchmark: 10% decline on the previous quarter

6. Care Pathway: Community (community based health services)

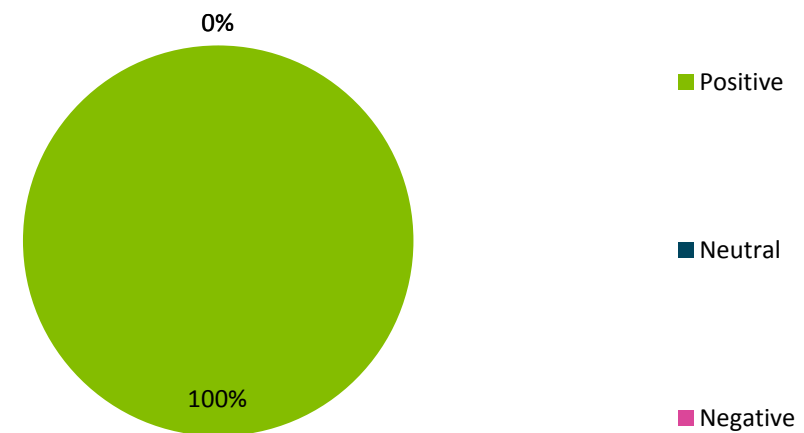
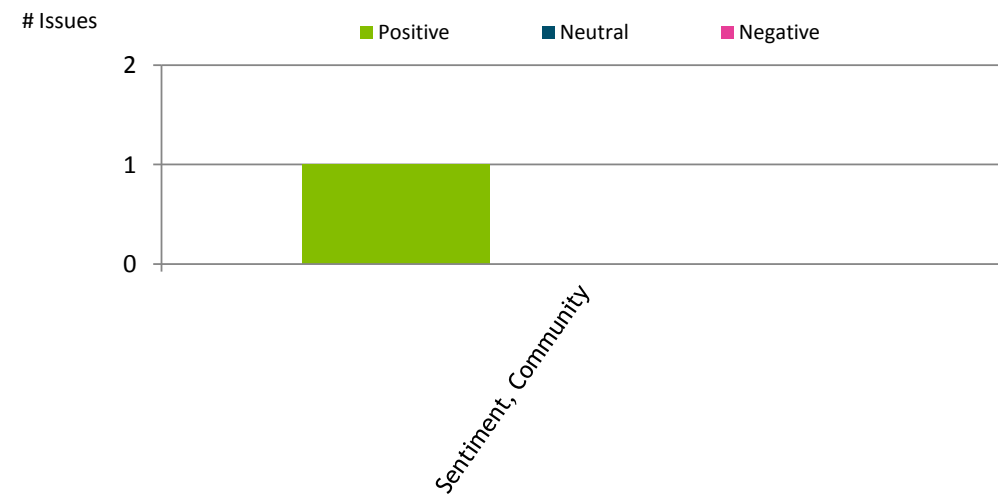


6.15 Trends, Community (1 issues)



Issues receiving the most comments overall

6.16 Sentiment, Community



Quarterly Benchmark: X change from the previous quarter



Page Number, Figure

Key findings in brief*

Page 3, Figure 2.1	<i>Top issues: Experiences reflect good quality, compassionate services, with good levels of communication, support and involvement.</i>
Page 3, Figure 2.1	<i>Top issues: Some patients would like shorter waiting times.</i>
Page 3, Figure 2.2	<i>Top conditions: Comments are broadly complimentary on cardiology services, while marginally so on cancer.</i>
Page 5, Figure 3.3	<i>Sentiment: The vast majority of patients experience good quality, compassionate treatment and care.</i>
Page 5, Figure 3.4	<i>Sentiment: Comments about access to services are mixed.</i>
Page 6, Figure 4.1	<i>Top departments: Cardiology receives a notable volume and ratio of positive comments.</i>
Page 6, Figure 4.1	<i>Top departments: Comments are broadly complimentary on Cancer services and the Minor Injuries Unit.</i>
Page 6, Figure 4.2	<i>Care pathway: Experiences reflect good quality, compassionate treatment and care from doctors and nurses.</i>
Page 6, Figure 4.2	<i>Care pathway: Patients comment on good quality diagnosis and follow-on treatment and care.</i>
Page 6, Figure 4.2	<i>Care pathway: Comments suggest sentiment on reception and transport services is mixed.</i>
Page 7, Figure 5.1	<i>Cancer Services: Patients find staff to be caring, professional and supportive on the whole.</i>
Page 7, Figure 5.1	<i>Cancer Services: Some patients comment on long waits at appointments.</i>
Page 8, Figure 5.3	<i>Cardiology: Patients find staff to be caring, professional, supportive and informative on the whole.</i>
Page 8, Figure 5.3	<i>Cardiology: Some patients would like shorter waiting times at appointments.</i>
Page 9, Figure 5.5	<i>Minor Injuries Unit: Patients find staff to be caring, professional and timely on the whole.</i>
Page 10, Figure 6.1	<i>Transport: Experiences reflect good quality, compassionate services from transport staff.</i>
Page 11, Figure 6.3	<i>Reception: Patients find staff to be caring on the whole.</i>
Page 12, Figure 6.5	<i>Diagnosis: Patients comment on high quality diagnosis, with good levels of support, advice and information.</i>
Page 13, Figure 6.7	<i>Clinical Treatment: Comments suggest patients are satisfied with most aspects of treatment, on the whole.</i>
Page 14, Figure 6.9	<i>Clinical Nursing: Comments suggest patients are satisfied with most aspects of nursing care, on the whole.</i>
Page 16, Figure 6.13	<i>Follow On: Patients comment on good quality follow-on treatment and care.</i>

* Findings may not be representative of all service users experiences or opinions.

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>	43	1	13	57
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	12	0	1	13
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	12	3	2	17
	User Involvement	<i>Involvement of the service user.</i>	28	0	7	35
Systems	Administration	<i>Administrative processes and delivery.</i>	3	0	11	14
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	3	0	0	3
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	7	0	6	13
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	2	2
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	1	1
	Referral	<i>Referral to a service.</i>	0	0	1	1
	Medical Records	<i>Management of medical records.</i>	2	0	1	3
	Medication	<i>Prescription and management of medicines.</i>	0	0	5	5
	Opening Times	<i>Opening times of a service.</i>	0	0	6	6
	Planning	<i>Leadership and general organisation.</i>	6	0	5	11
	Registration	<i>Ability to register for a service.</i>	1	0	1	2
	Support	<i>Levels of support provided.</i>	70	2	21	93
	Telephone	<i>Ability to contact a service by telephone.</i>	1	0	2	3
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	31	1	19	51
Waiting List	<i>Length of wait while on a list.</i>	4	0	8	12	
Values	Choice	<i>General choice.</i>	3	0	2	5
	Cost	<i>General cost.</i>	0	0	1	1
	Language	<i>Language, including terminology.</i>	1	0	0	1
	Nutrition	<i>Provision of sustenance.</i>	3	0	1	4
	Privacy	<i>Privacy, personal space and property.</i>	2	0	2	4
	Quality	<i>General quality of a service, or staff.</i>	127	2	9	138
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	0	0
	Stimulation	<i>General stimulation, including access to activities.</i>	1	0	0	1

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>	1	0	3	4
	Environment/Layout	<i>Physical environment of a service.</i>	10	0	3	13
	Equipment	<i>General equipment issues.</i>	1	0	1	2
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	2	2
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	9	0	2	11
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	0	0
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	3	3
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	1	1
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	0	0
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	132	3	15	150
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	1	2
	Staff Training	<i>Training of staff.</i>	4	0	2	6
	Staffing Levels	<i>General availability of staff.</i>	0	0	5	5
Total:			518	12	165	695