

The Experience of Hospital & Community Mental Health Services

A trends analysis report by Healthwatch Harrow



22 April 2020

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 local Mental Health services.

Reporting Period: 1 April 2019 - 31 March 2020

Index and overview of findings

Data Source (Page 3)

This report is based on the experience of 247 people. Feedback has been obtained from a variety of sources, including Friends & Family Test, outreach and comments posted online (Care Opinion and social media).

Top Trends (Page 4)

Findings suggest the vast majority of people receive good quality, compassionate treatment and care - from hospital and community based services. However, patients and carers would like greater levels of support and communication, and shorter waiting lists.

Satisfaction Levels (Pages 5-6)

On the whole, feedback is 62% positive. Around two thirds of experiences (60%) reflect good levels of involvement and support, while sentiment on quality and empathy is broadly positive (86%). On service access, just 17% of comments are positive overall.

Services (Pages 7-8)

Feedback about the majority of services is broadly positive overall, particularly inpatients, older people's services including memory clinics, and home treatment teams. However, comments about Bentley House are clearly negative overall, with accounts of unsupportive and unresponsive services.

Care Pathway (Pages 9-16)

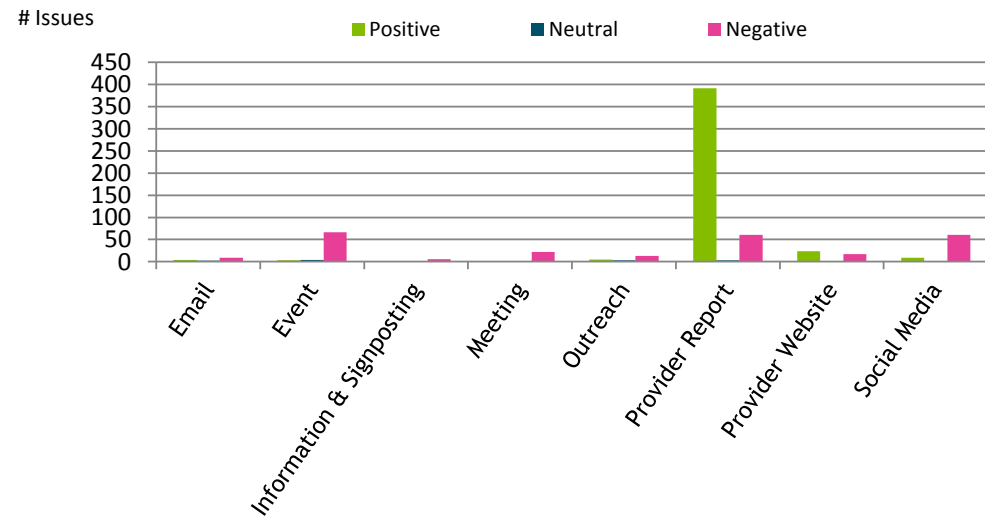
Feedback suggests people would like to be more involved in their treatment, with greater alternatives to medication. While the vast majority of people find inpatient services to be supportive, this is not always the case with community based services, with accounts of long waits and lack of response (such as calls not returned). It is also reported that options have recently become more limited, with negative impact on holistic, personalised care.

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.

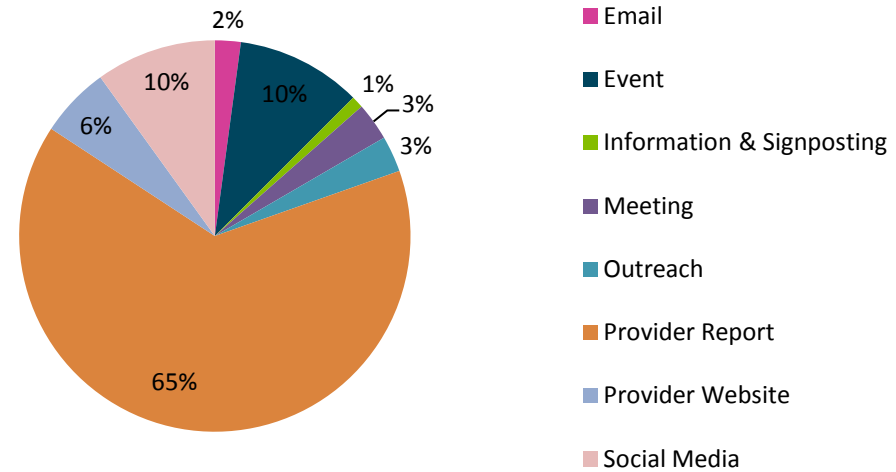
1. Data Source: Where did we collect the feedback?



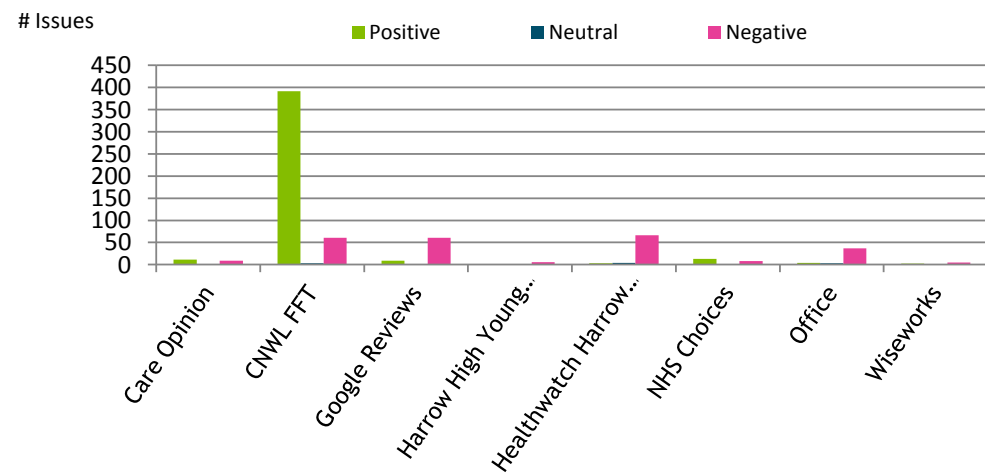
1.1 Source



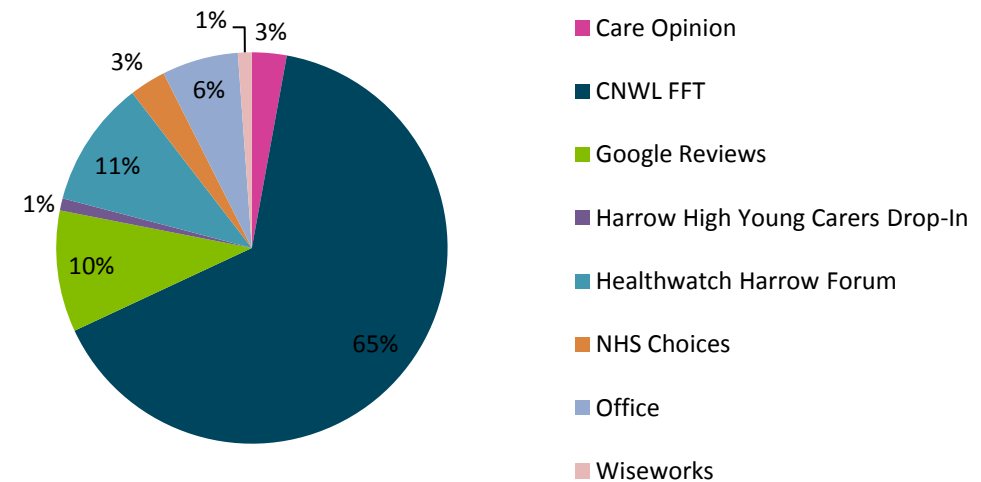
Sources providing the most comments overall



1.2 Origin



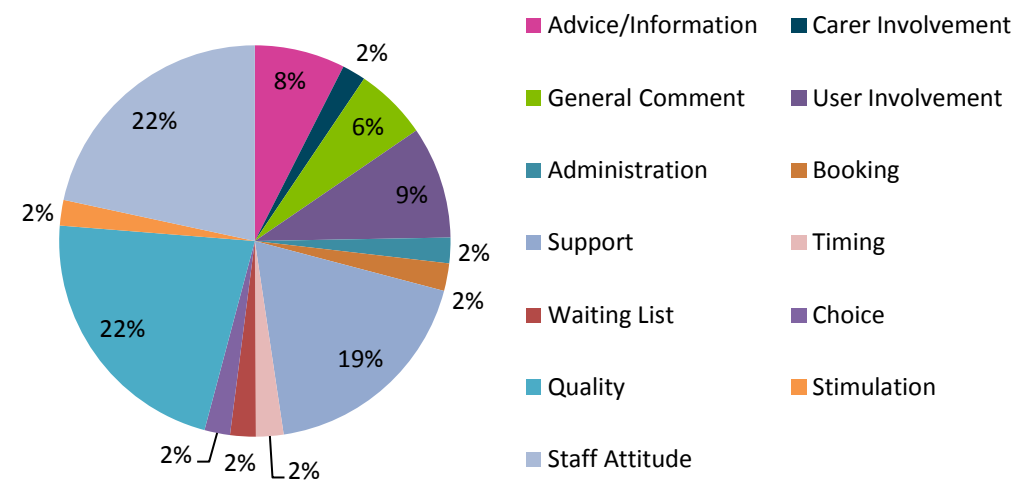
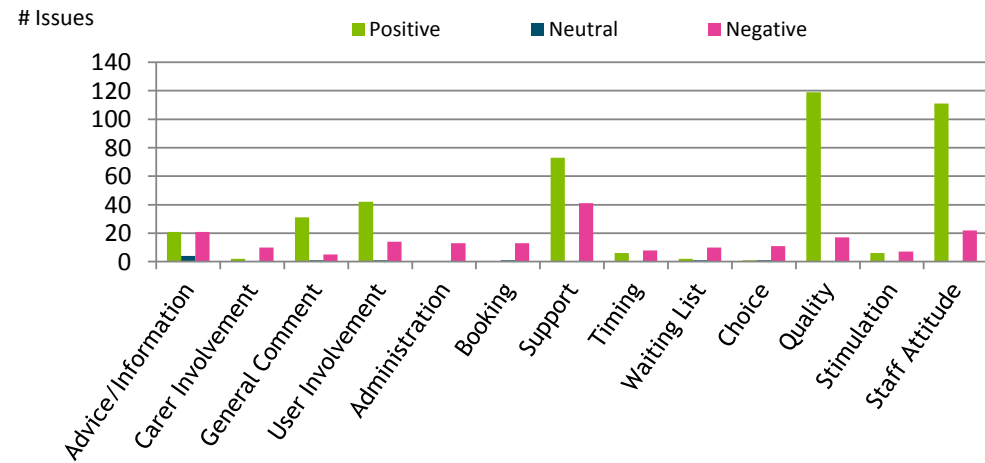
Origins providing the most comments overall



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

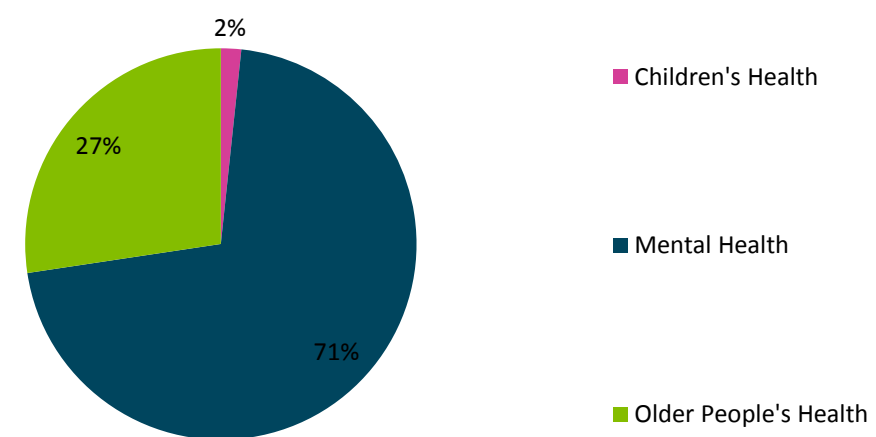
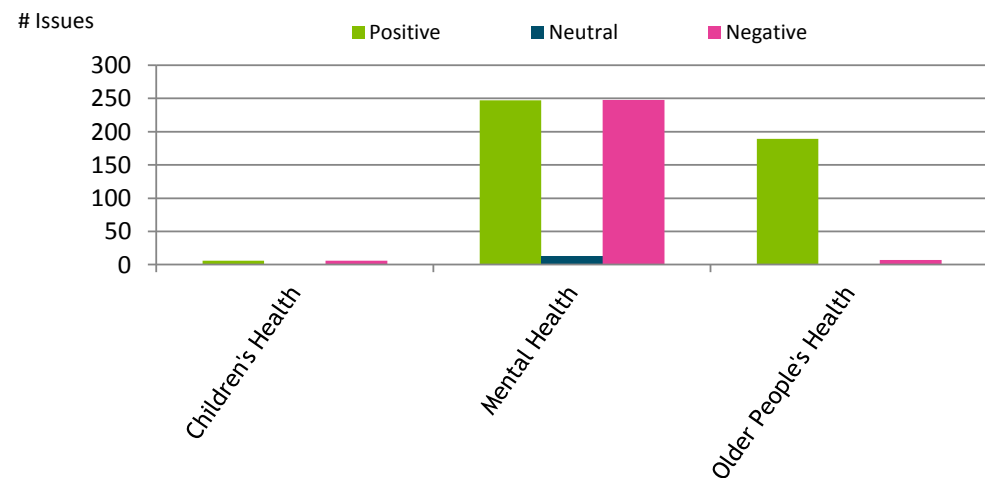


2.1 Service aspects: 704 issues from 247 people



Issues receiving the most comments overall. See pages 17-18 for issue descriptions.

2.2 Stated medical conditions

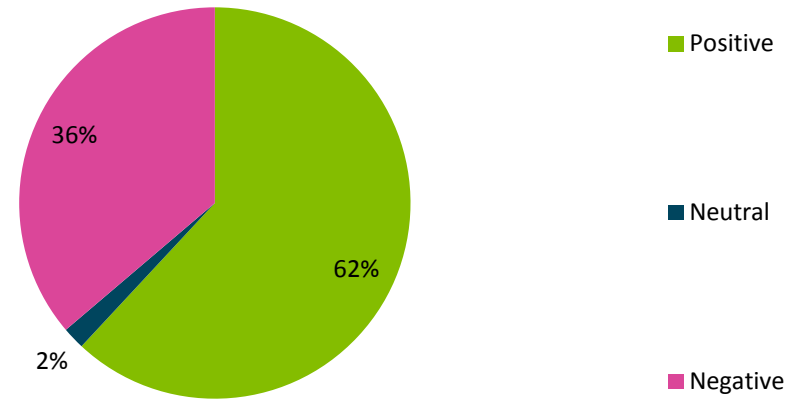
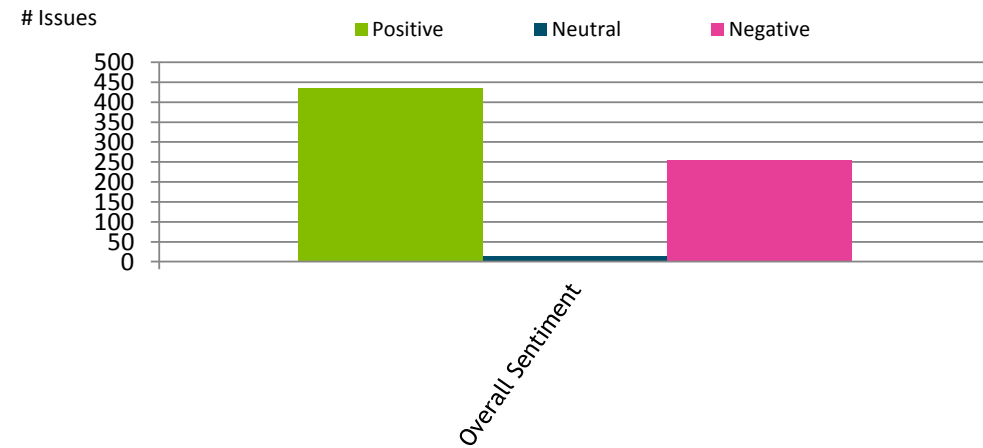


Medical conditions receiving the most comments overall

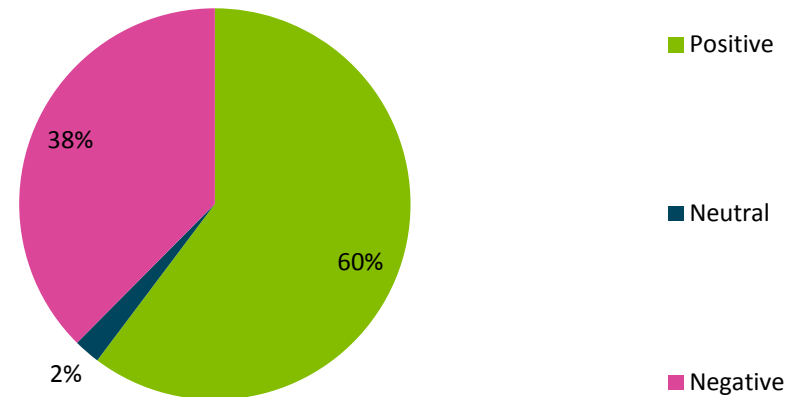
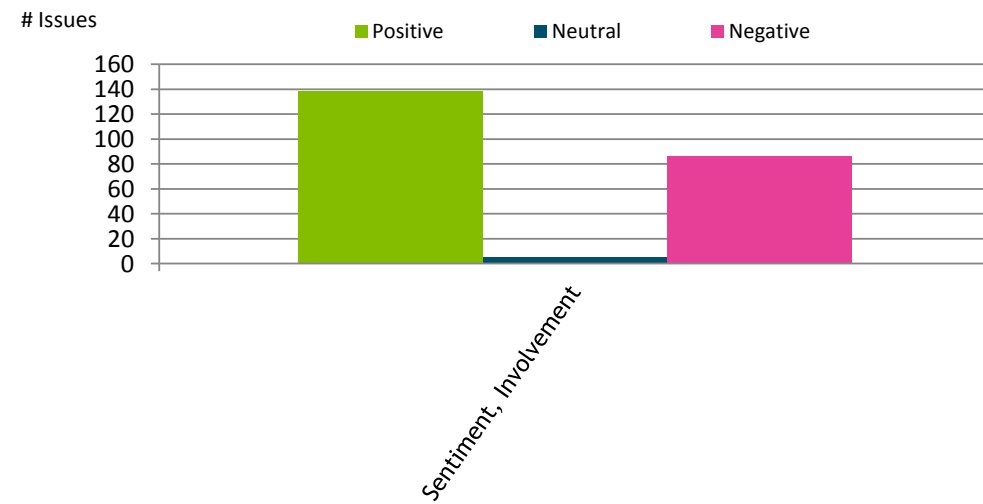
3. Sentiment: On the whole, how do people feel about services?



3.1 How do people feel as a whole?



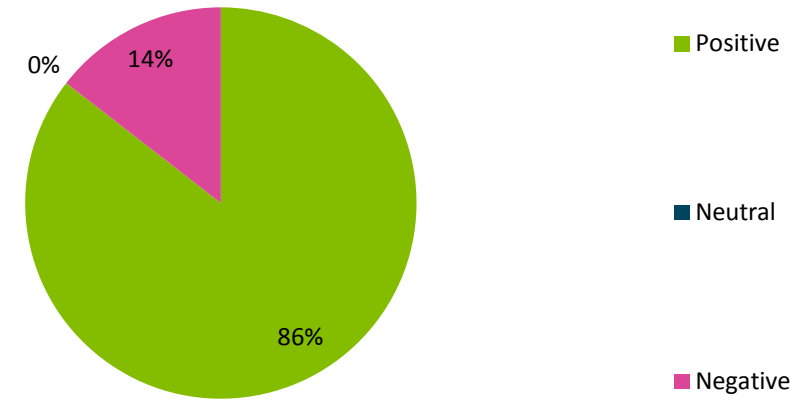
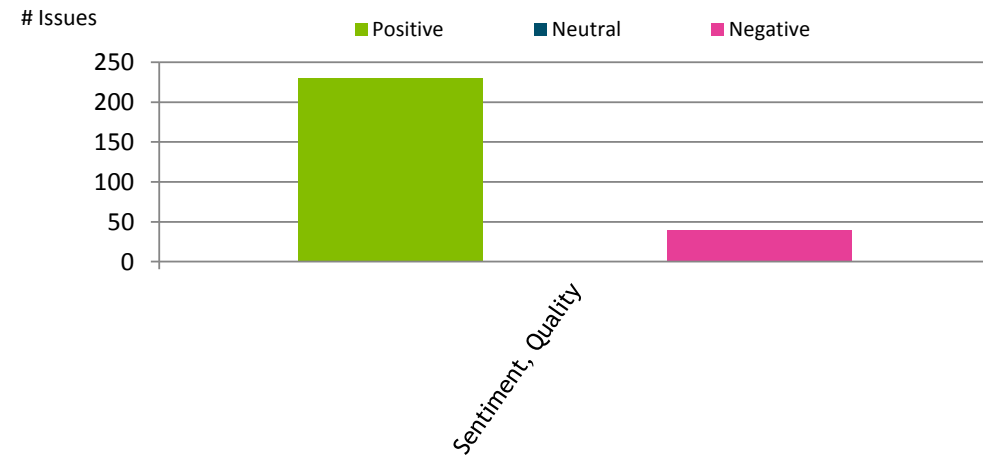
3.2 How well informed, involved and supported do people feel?



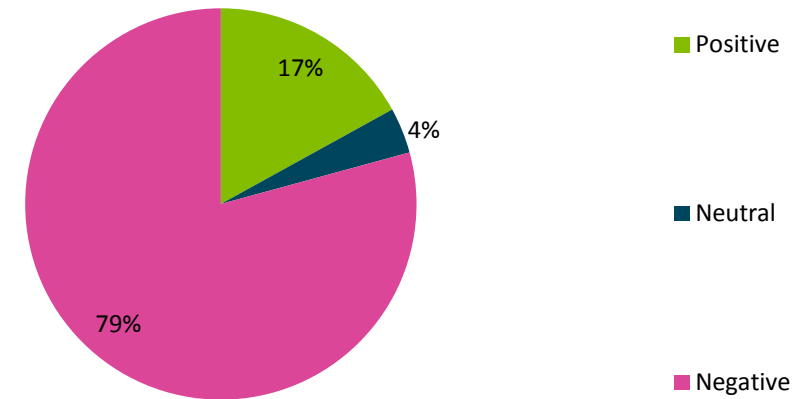
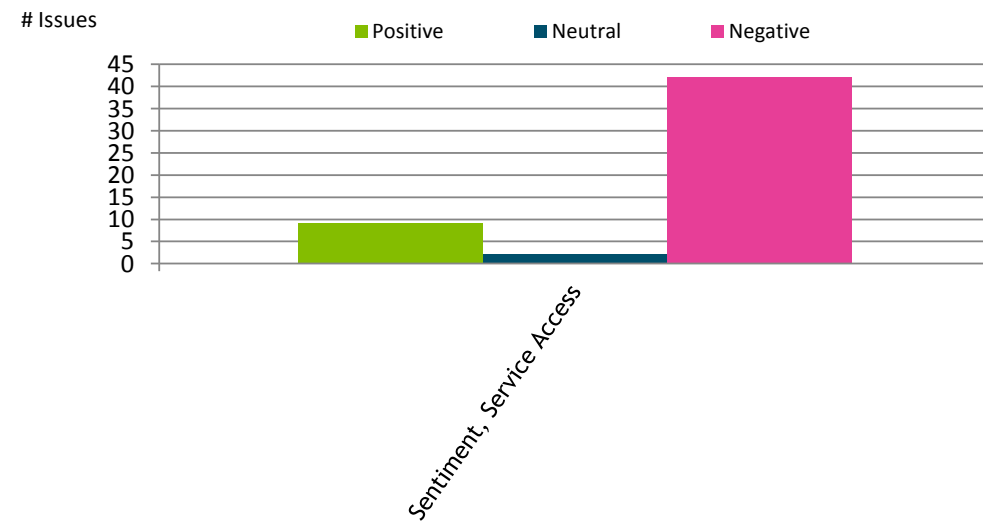
3. Sentiment: On the whole, how do people feel about services?



3.3 How do people feel about general quality and empathy?



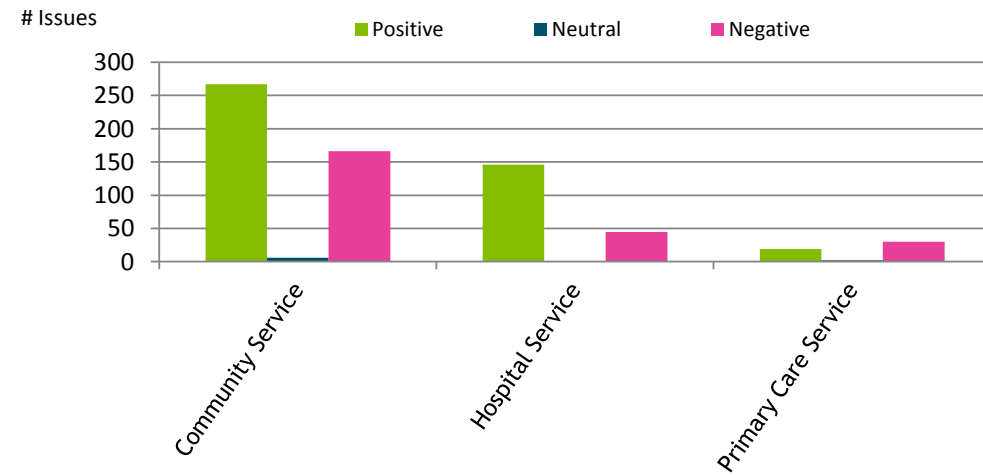
3.4 How do people feel about general access to services?



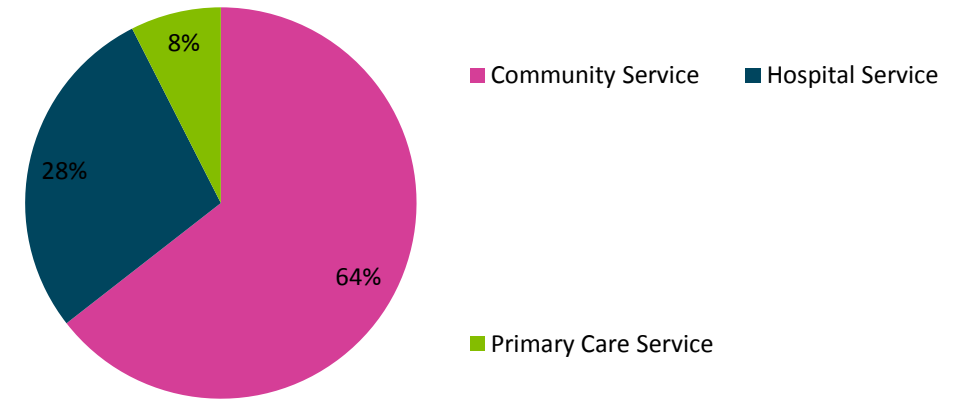
4. Trends: Which services are people most commenting on?



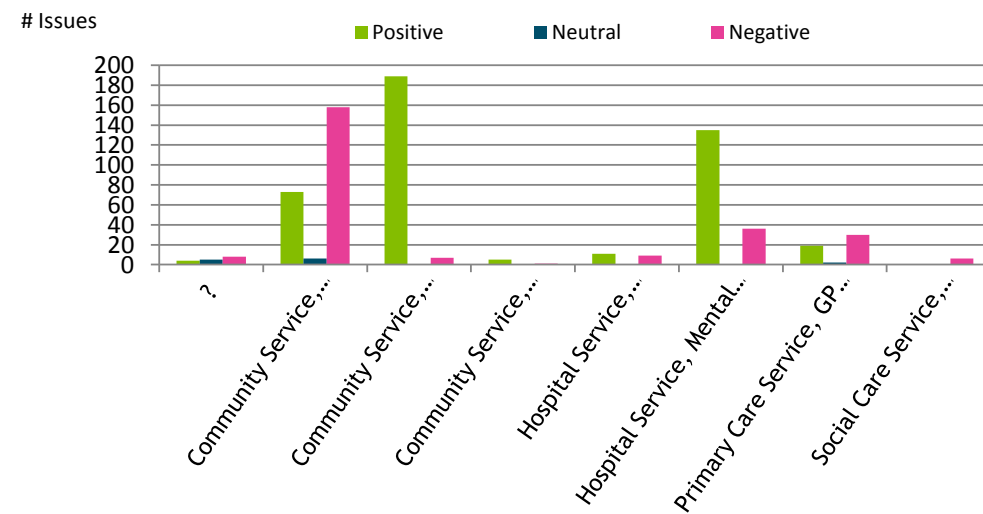
4.1 Service Sector



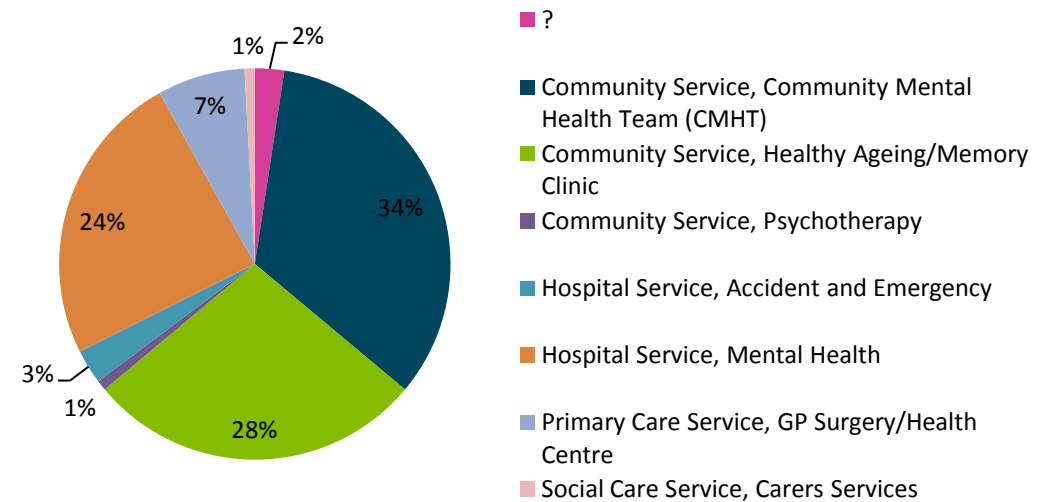
Service sectors receiving the most comments overall



4.2 Service Type



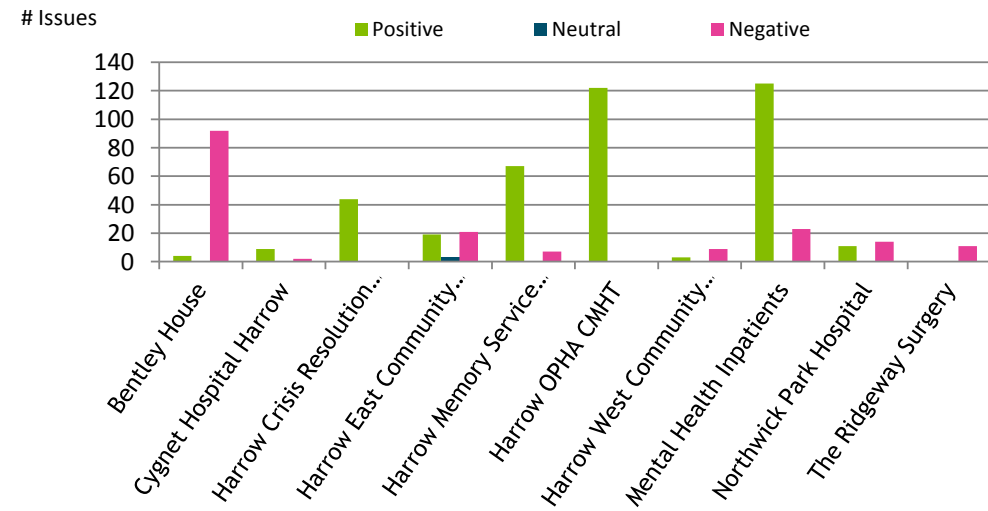
Service type receiving the most comments overall



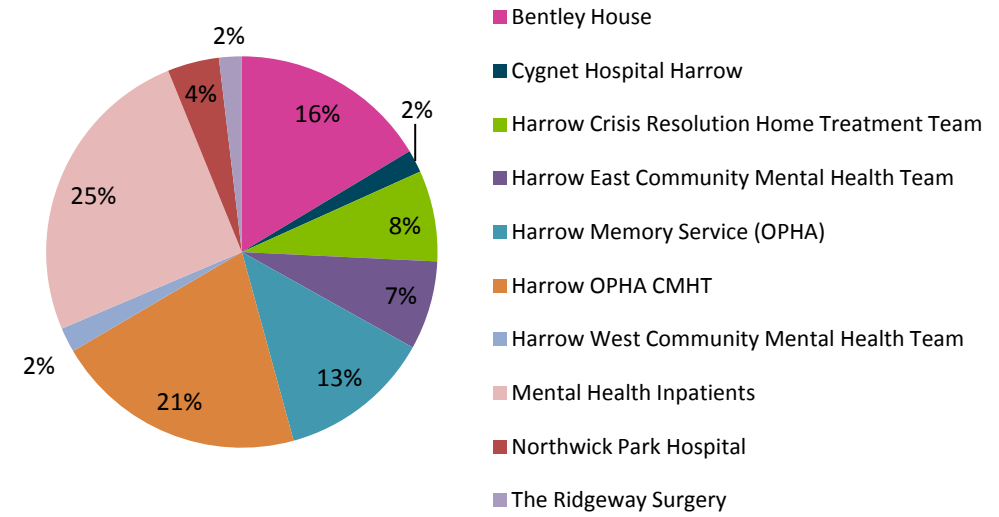
4. Trends: Which services are people most commenting on?



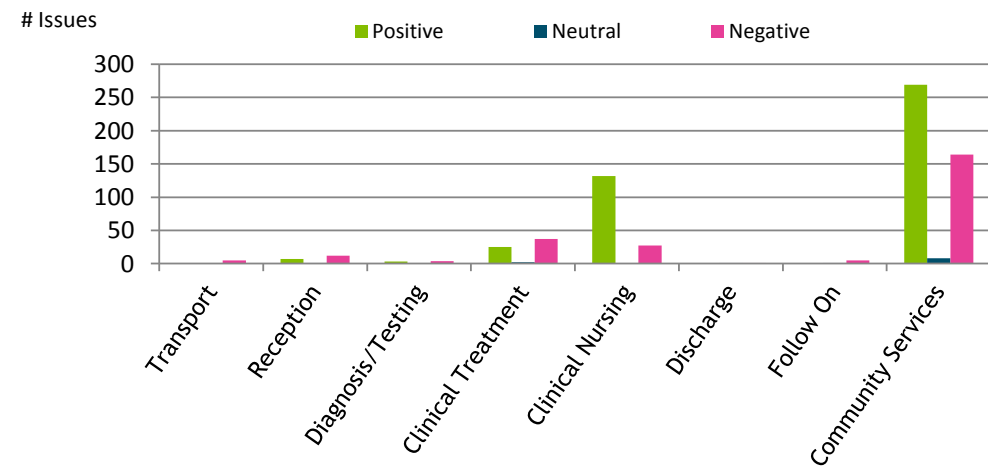
4.3 Services



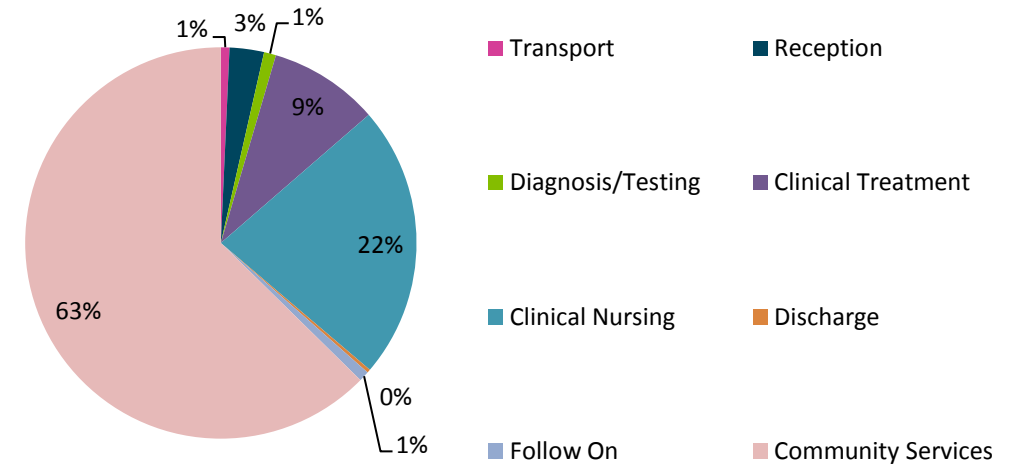
Services receiving the most comments overall



4.4 Breakdown of care pathway locations (more on pages 9-16)



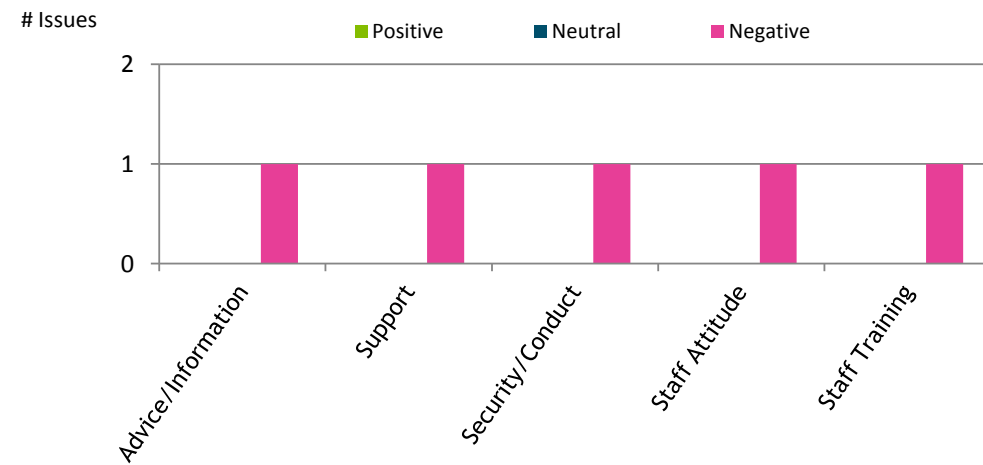
Care pathway locations



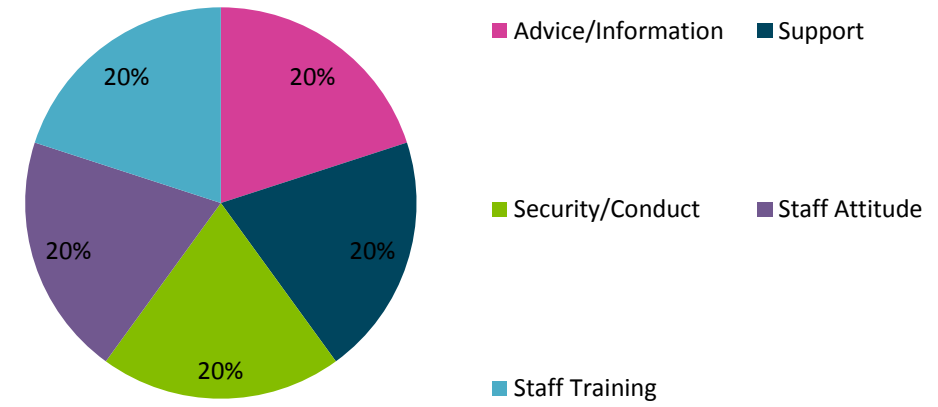
6. Care Pathway: Transport (ability to get to-and-from services)



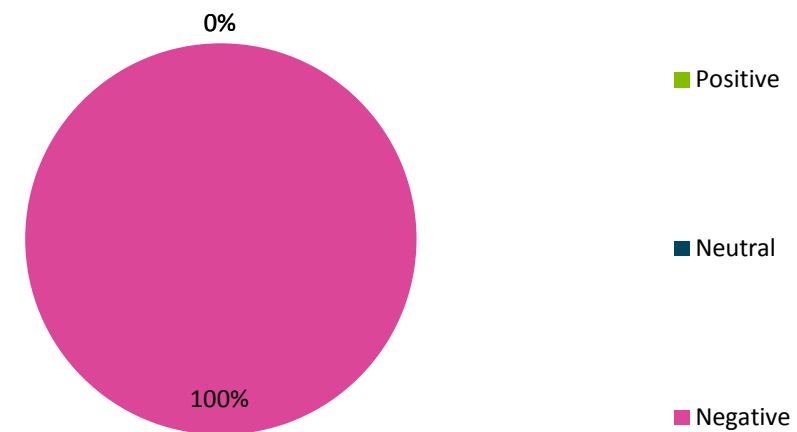
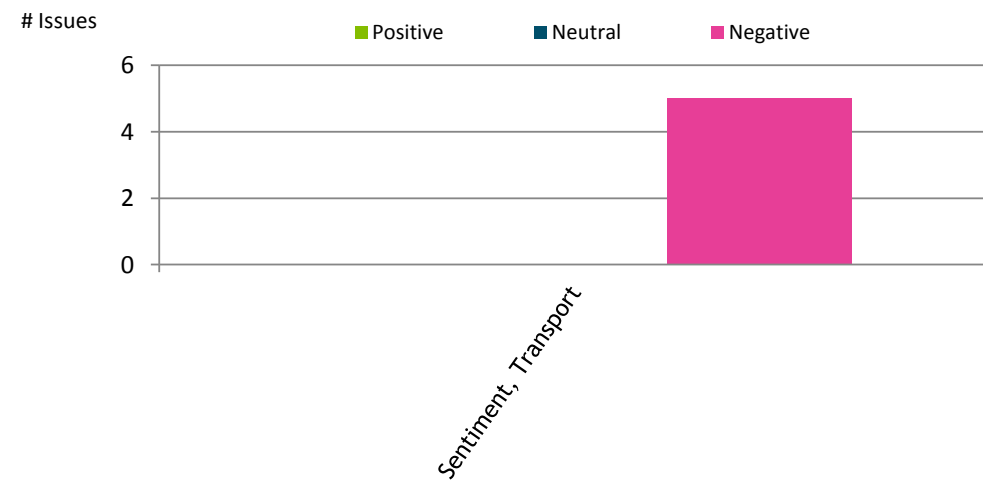
6.1 Trends, Transport (5 issues)



Issues receiving the most comments overall



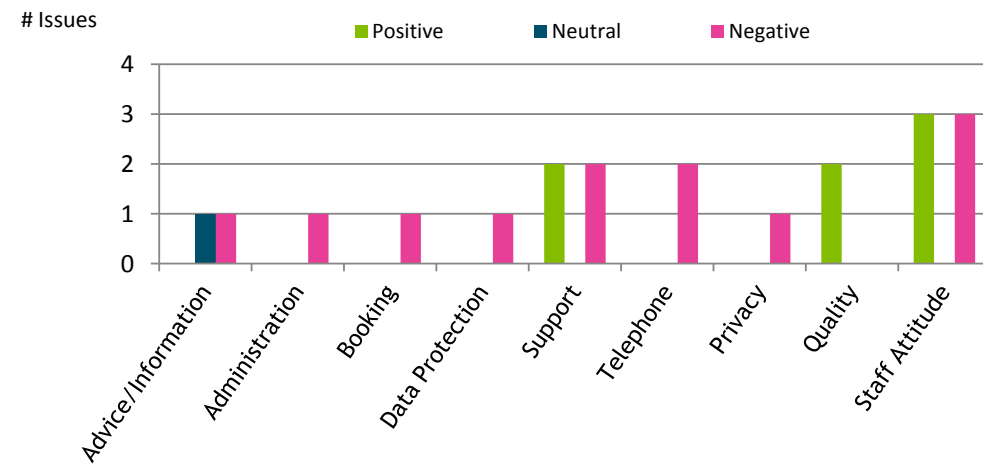
6.2 Sentiment, Transport



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

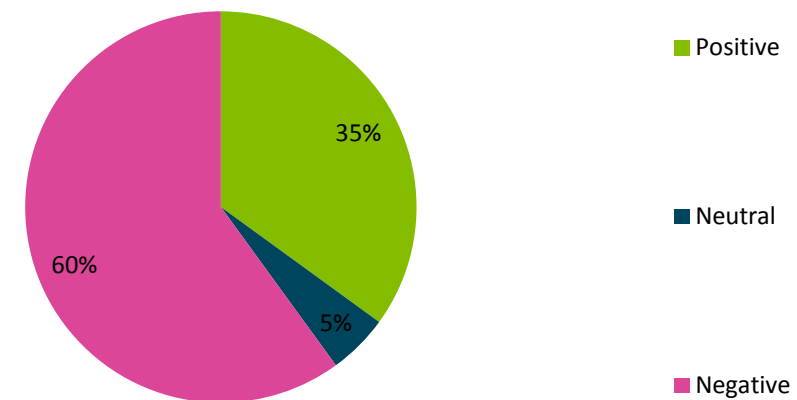
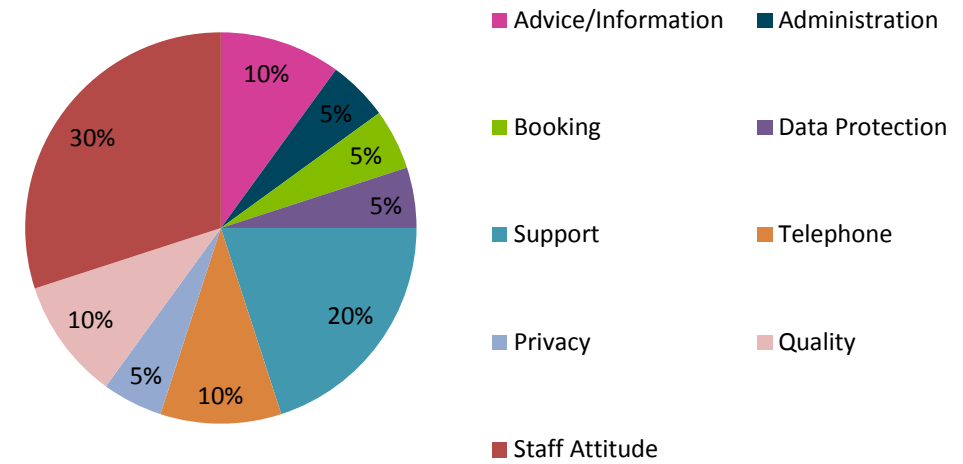
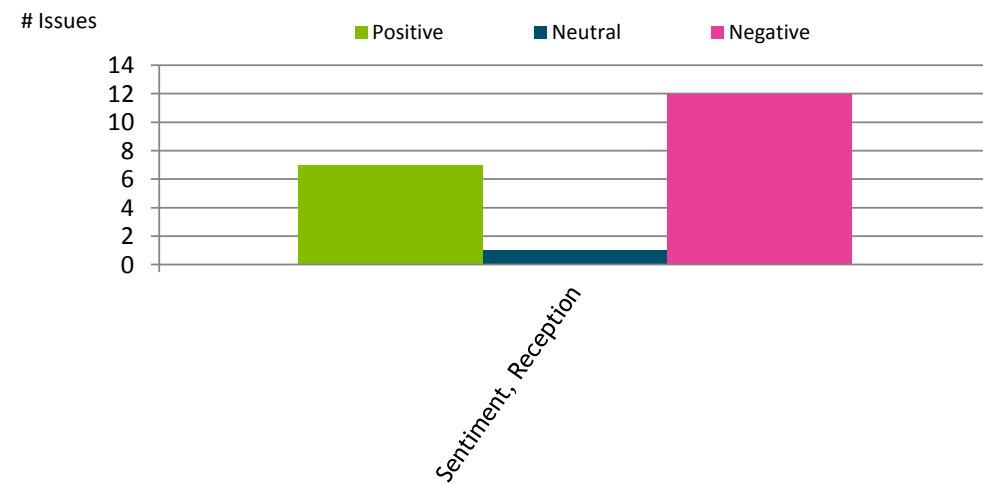


6.3 Trends, Reception (20 issues)



Issues receiving the most comments overall

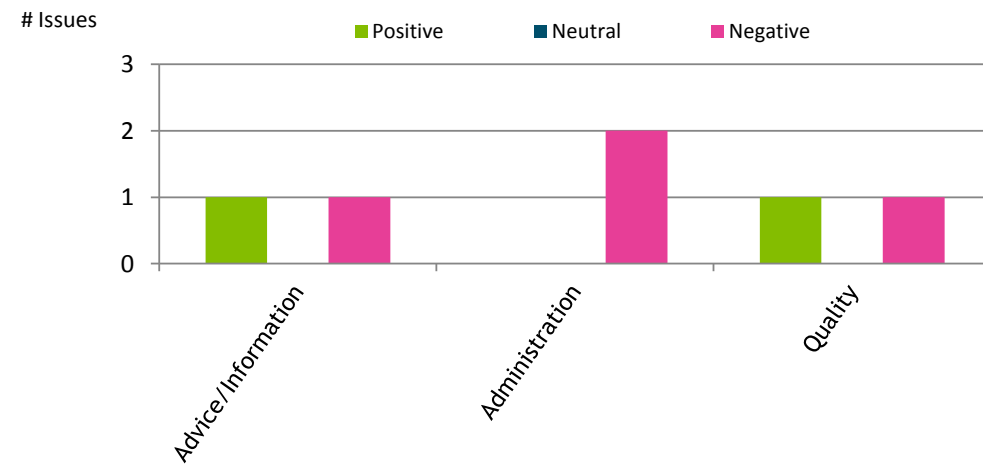
6.4 Sentiment, Reception



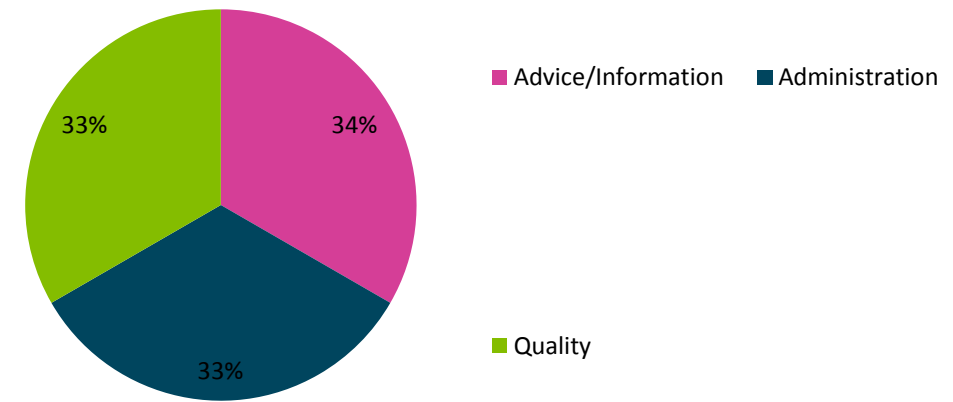
6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)



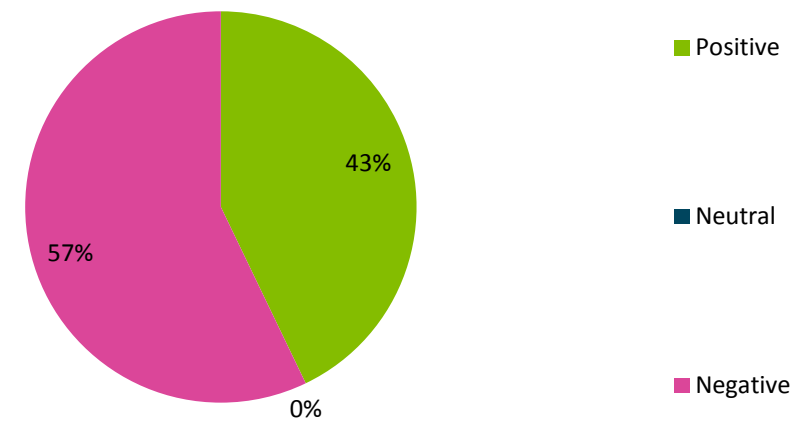
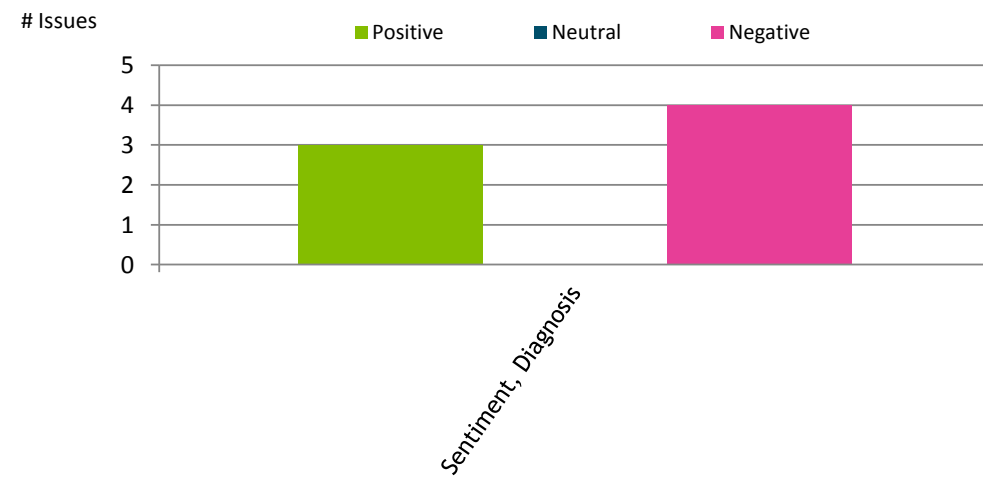
6.5 Trends, Diagnosis/Testing (7 issues)



Issues receiving the most comments overall



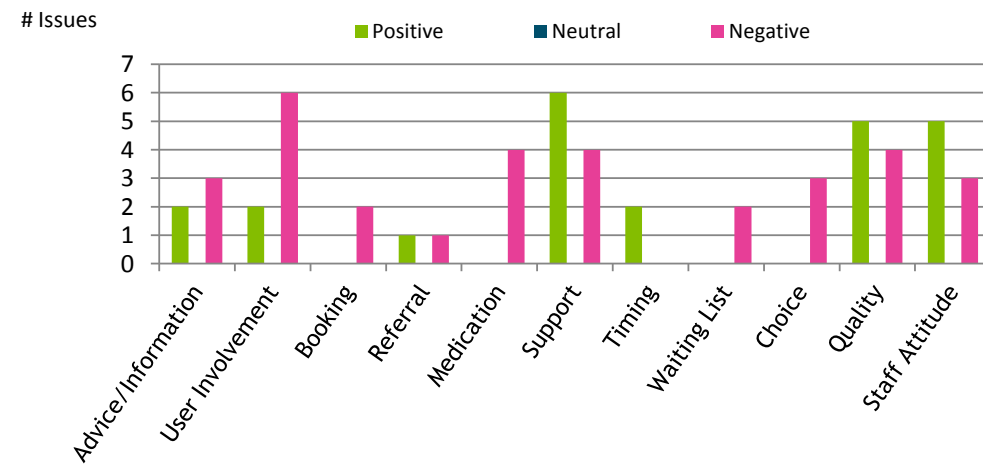
6.6 Sentiment, Diagnosis/Testing



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

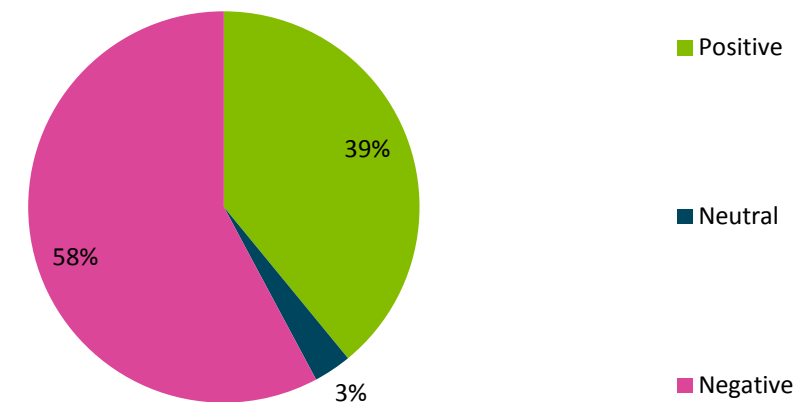
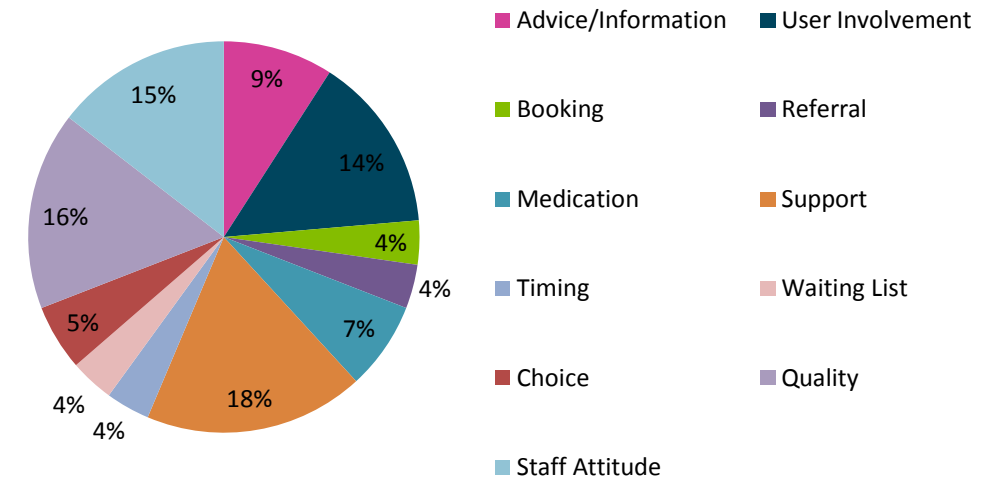
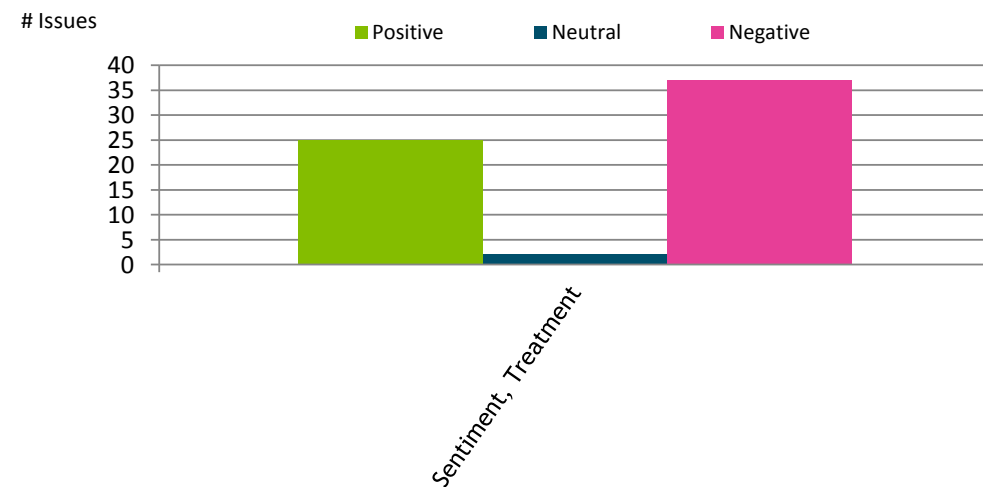


6.7 Trends, Clinical Treatment (64 issues)



Issues receiving the most comments overall

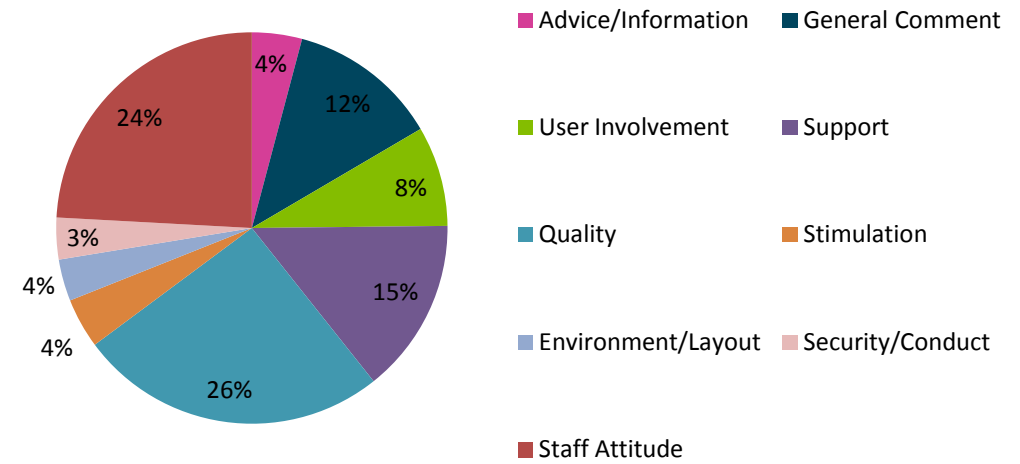
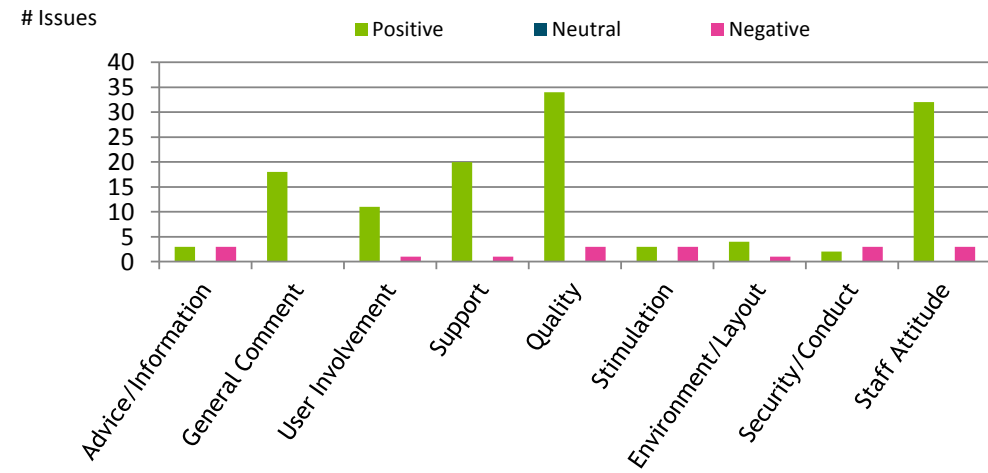
6.8 Sentiment, Clinical Treatment



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

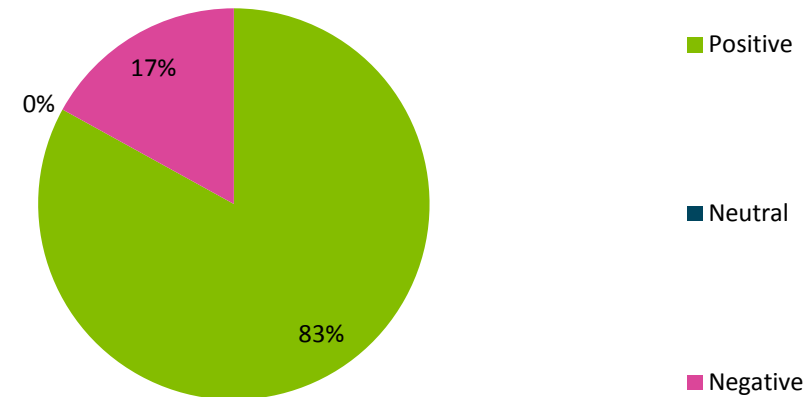
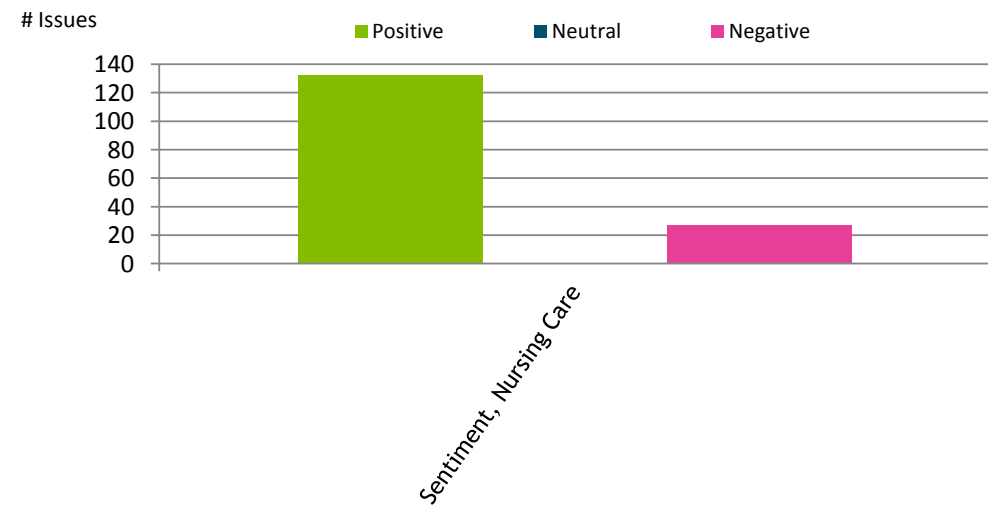


6.9 Trends, Clinical Nursing (159 issues)



Issues receiving the most comments overall

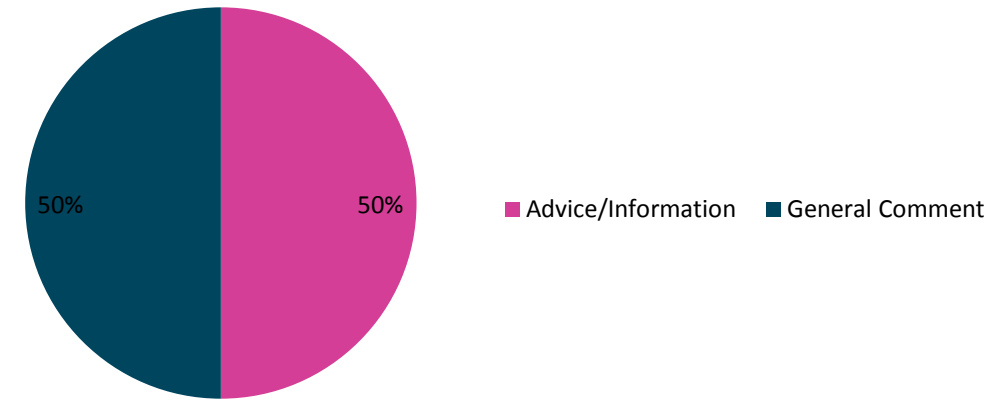
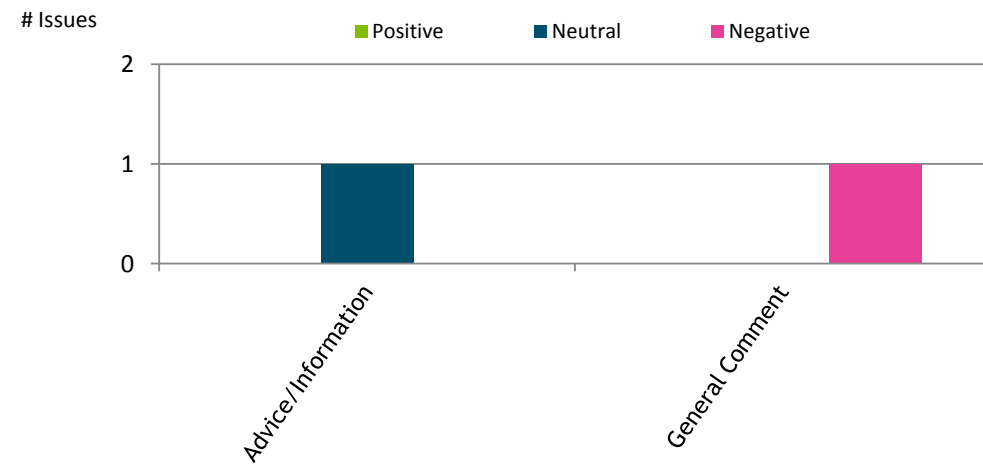
6.10 Sentiment, Clinical Nursing



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

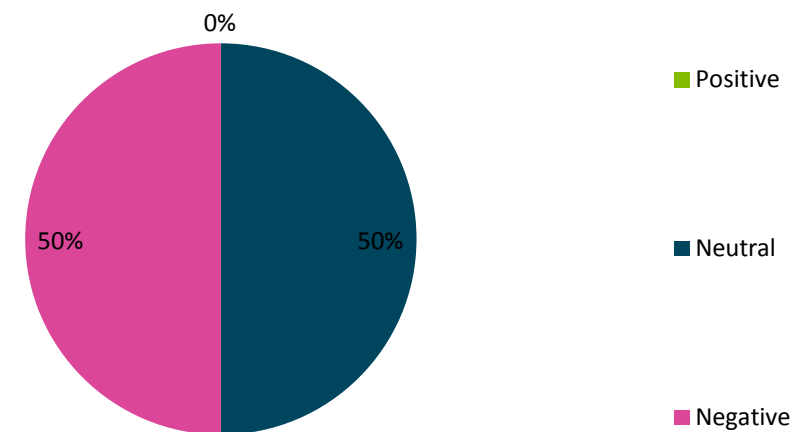
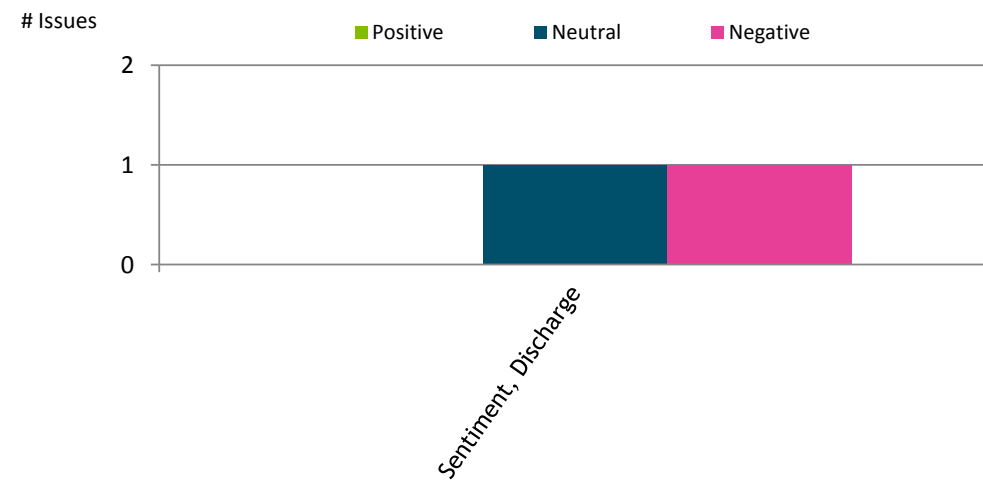


6.11 Trends, Discharge (2 issues)



Issues receiving the most comments overall

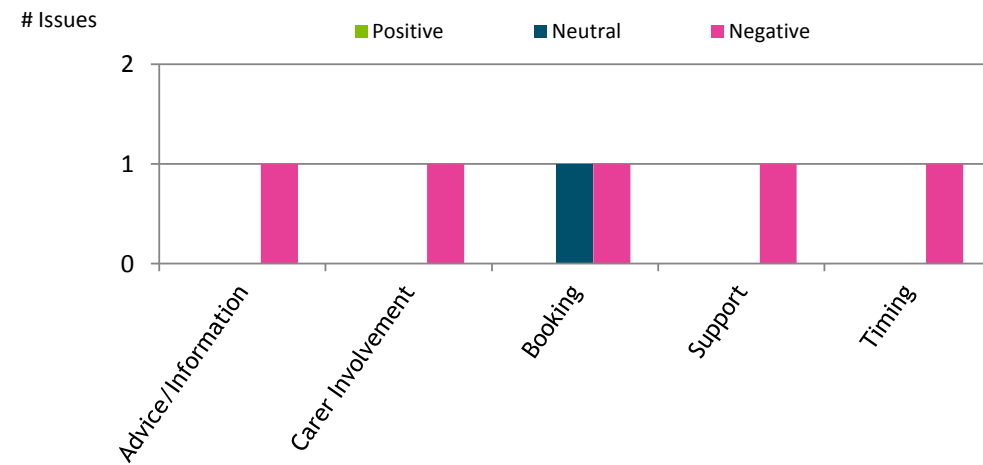
6.12 Sentiment, Discharge



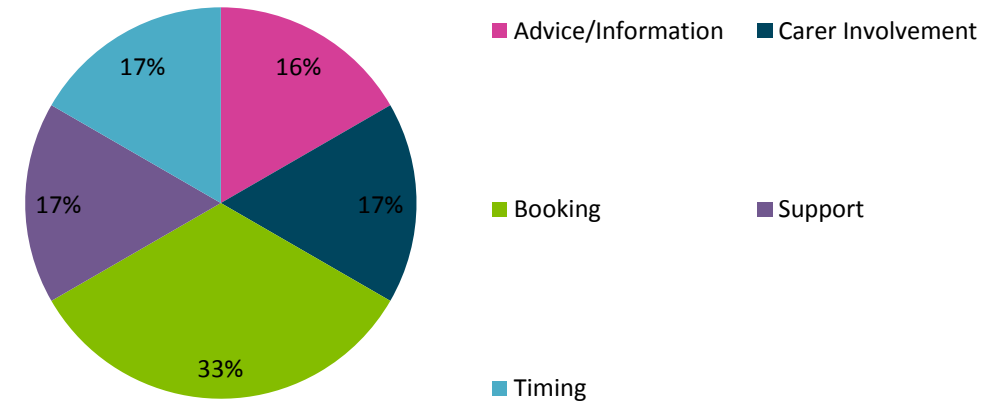
6. Care Pathway: Follow On (supplementary services following discharge, including care packages)



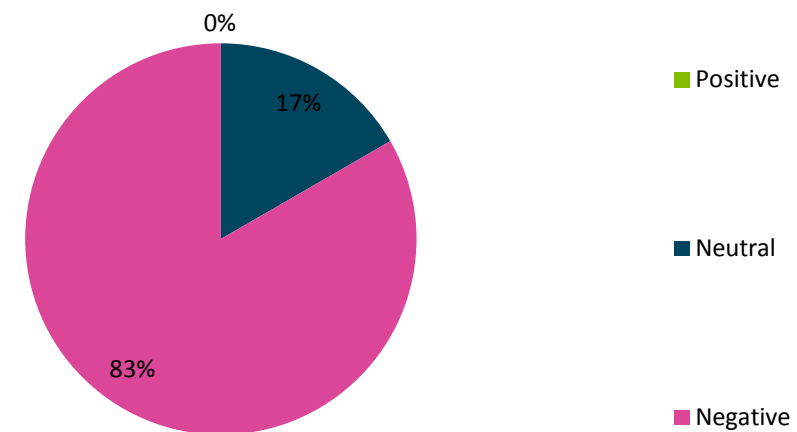
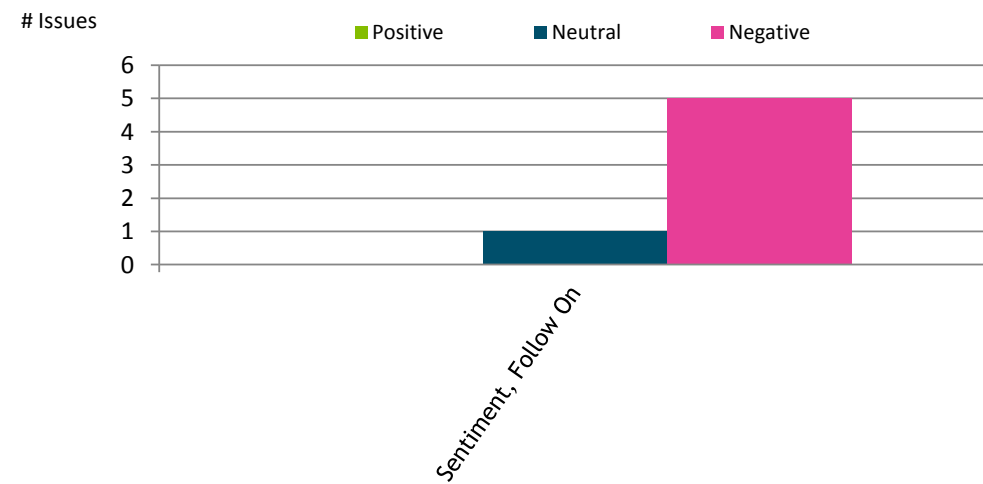
6.13 Trends, Follow On (6 issues)



Issues receiving the most comments overall



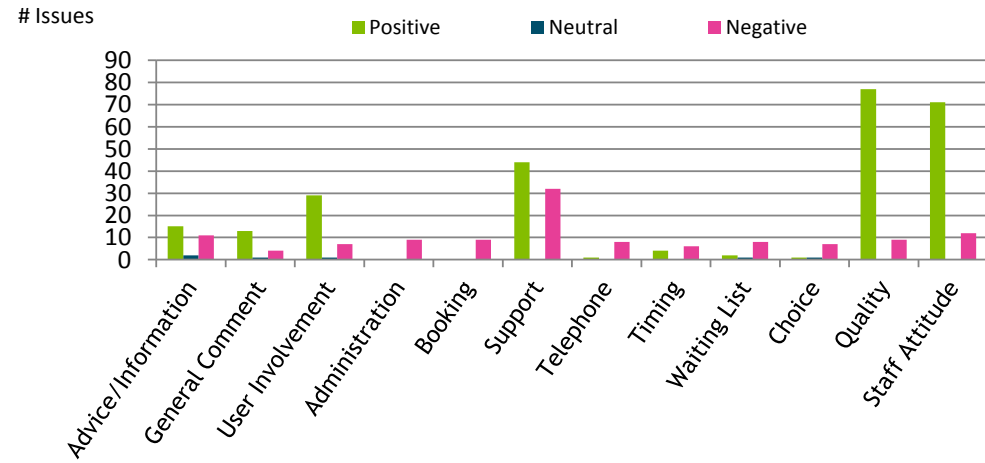
6.14 Sentiment, Follow On



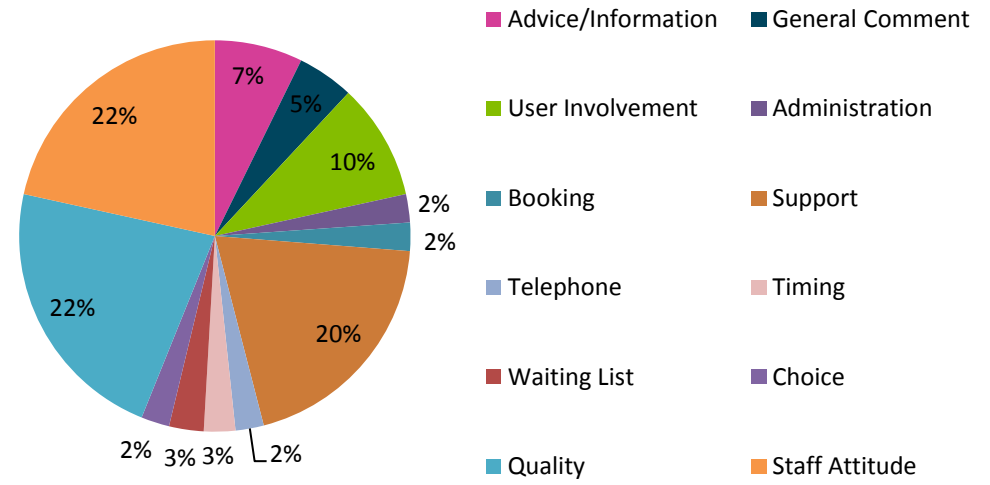
6. Care Pathway: Community (community based health services)



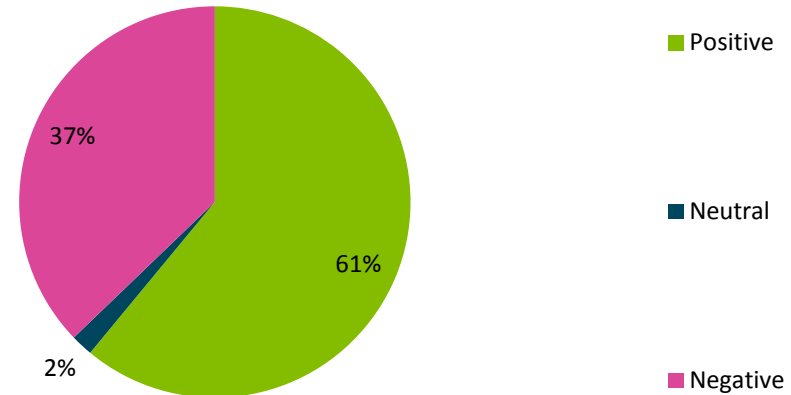
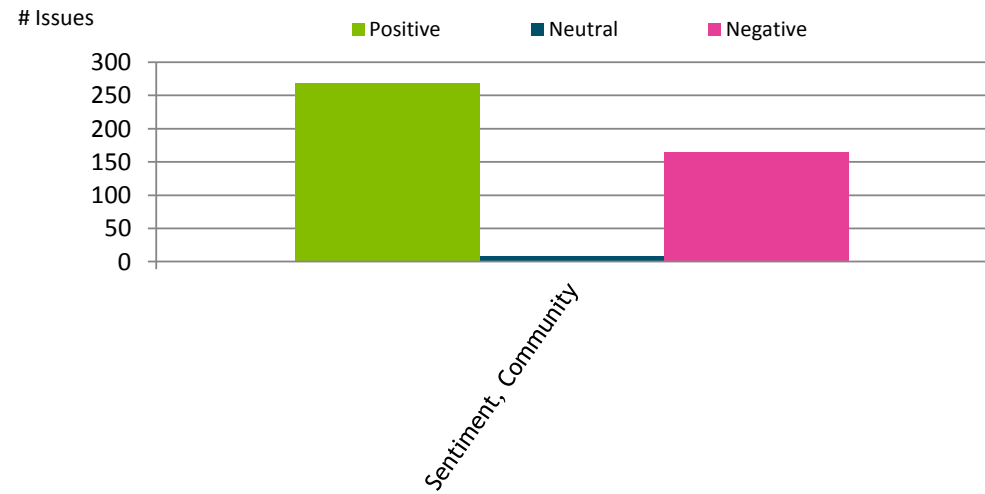
6.15 Trends, Community (441 issues)



Issues receiving the most comments overall



6.16 Sentiment, Community



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>	21	4	21	46
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	2	0	10	12
	Peer Involvement	<i>Involvement or Influence of friends.</i>	0	0	0	0
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	31	1	5	37
	User Involvement	<i>Involvement or influence of the service user.</i>	42	1	14	57
Systems	Administration	<i>Administrative processes and delivery.</i>	0	0	13	13
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	0	0	0	0
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	0	1	13	14
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	1	1
	Data Protection	<i>General data protection (including GDPR).</i>	0	1	1	2
	Referral	<i>Referral to a service.</i>	1	0	3	4
	Medical Records	<i>Management of medical records.</i>	2	1	1	4
	Medication	<i>Prescription and management of medicines.</i>	1	0	8	9
	Opening Times	<i>Opening times of a service.</i>	0	0	0	0
	Planning	<i>Leadership and general organisation.</i>	0	0	4	4
	Registration	<i>Ability to register for a service.</i>	1	0	5	6
	Support	<i>Levels of support provided.</i>	73	0	41	114
	Telephone	<i>Ability to contact a service by telephone.</i>	1	0	10	11
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	6	0	8	14
	Waiting List	<i>Length of wait while on a list.</i>	2	1	10	13
Values	Choice	<i>General choice.</i>	1	1	11	13
	Cost	<i>General cost.</i>	0	0	1	1
	Language	<i>Language, including terminology.</i>	0	0	0	0
	Nutrition	<i>Provision of sustenance.</i>	2	0	3	5
	Privacy	<i>Privacy, personal space and property.</i>	1	0	5	6
	Quality	<i>General quality of a service, or staff.</i>	119	0	17	136
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	0	0
	Stimulation	<i>General stimulation, including access to activities.</i>	6	0	7	13

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>	0	0	1	1
	Environment/Layout	<i>Physical environment of a service.</i>	6	1	4	11
	Equipment	<i>General equipment issues.</i>	1	0	0	1
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	0	0
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	2	0	0	2
	Mobility	<i>Physical mobility to, from and within services.</i>	1	0	0	1
	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	1	1
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	3	0	5	8
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	111	0	22	133
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	2	2
	Staff Training	<i>Training of staff.</i>	0	1	2	3
	Staffing Levels	<i>General availability of staff.</i>	0	0	6	6
Total:			436	13	255	704