Health and Care Services in the City of London & Hackney

Trends Analysis Report

Community*Insight*

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.

Qualitative Feedback, 1 July 2023 - 30 June 2024

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 9-10)

Explores trends by individual borough.

Data Table (Pages 11-12)
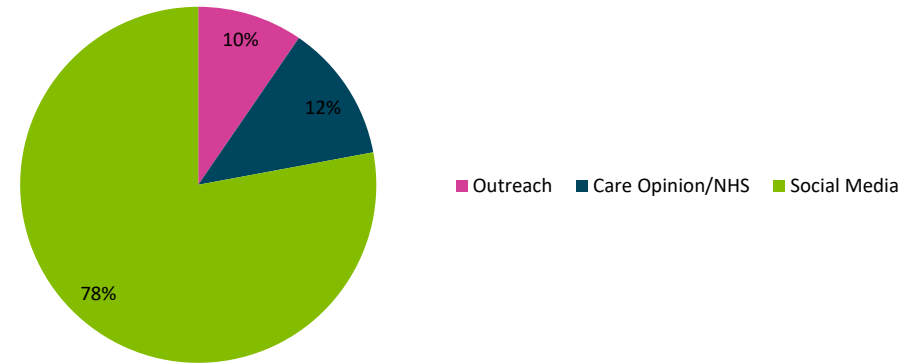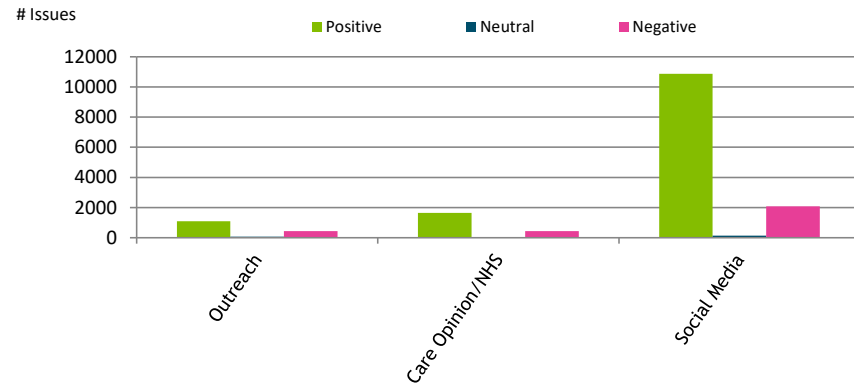
The numbers underpinning the trends.

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.

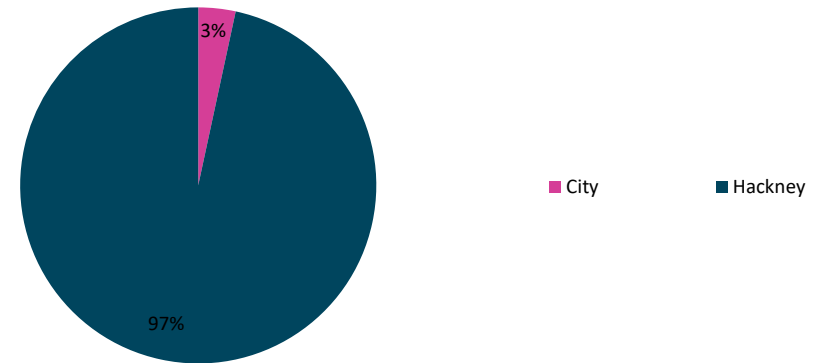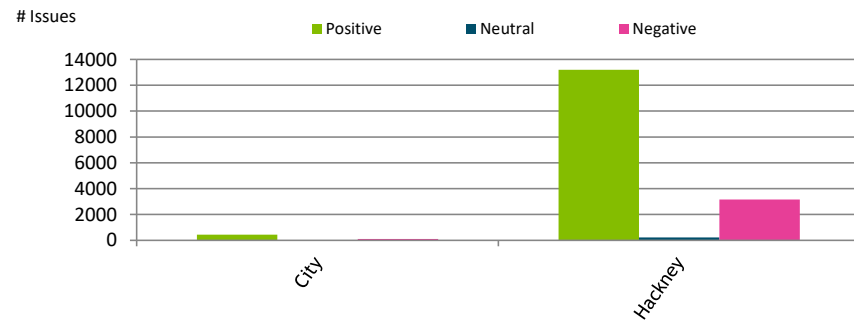## 1. Data Source: Where did we collect the feedback?

1.1 Source: 17162 issues from 3614 people

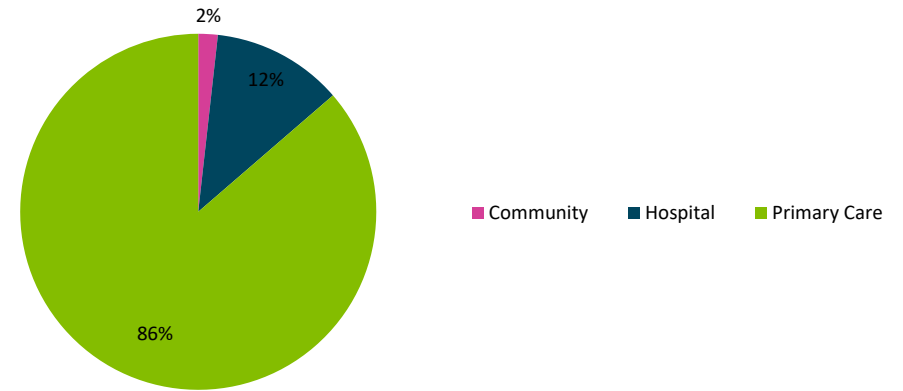*Sources providing the most comments overall*

1.2 Feedback by Borough
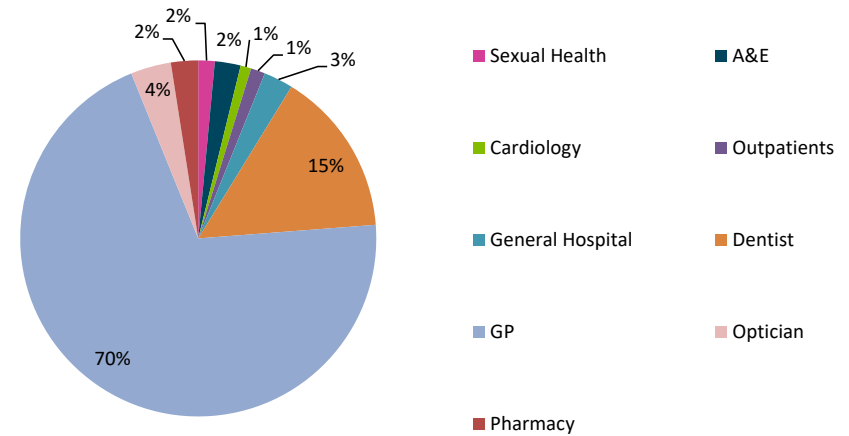
2. Which services are people most commenting on?

2.1 Service Sector

Issues

Legend: Positive | Neutral | Negative

Bar chart showing # Issues (0 to 14000) for service sectors:
- Community: Positive ~200, Neutral minimal, Negative minimal
- Hospital: Positive ~1300, Neutral minimal, Negative ~600
- Primary Care: Positive ~12200, Neutral ~200, Negative ~2400

Pie chart:
- Community: 2%
- Hospital: 12%
- Primary Care: 86%

Legend: Community | Hospital | Primary Care
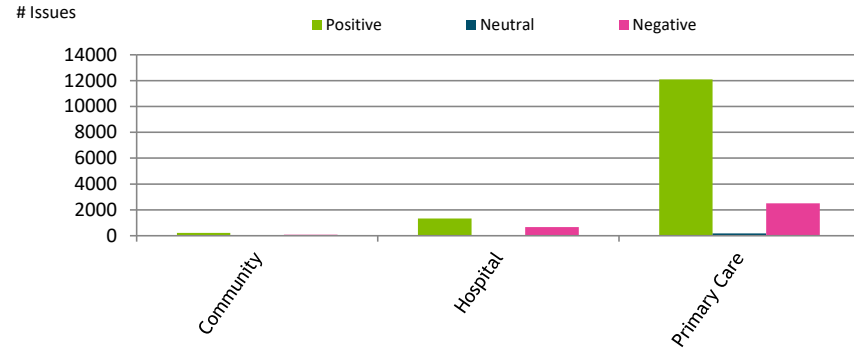
Service sectors receiving the most comments overall

2.2 Service Type

Issues

Legend: Positive | Neutral | Negative

Bar chart showing # Issues (0 to 10000) for service types:
- Sexual Health
- A&E
- Cardiology
- Outpatients
- General Hospital
- Dentist: Positive ~2100, Negative ~250
- GP: Positive ~9200, Neutral ~150, Negative ~2000
- Optician
- Pharmacy

Pie chart:
- GP: 70%
- Dentist: 15%
- Optician: 4%
- 2%, 2%, 2%, 1%, 1%, 3%

Legend: Sexual Health | A&E | Cardiology | Outpatients | General Hospital | Dentist | GP | Optician | Pharmacy

Service type receiving the most comments overall

4
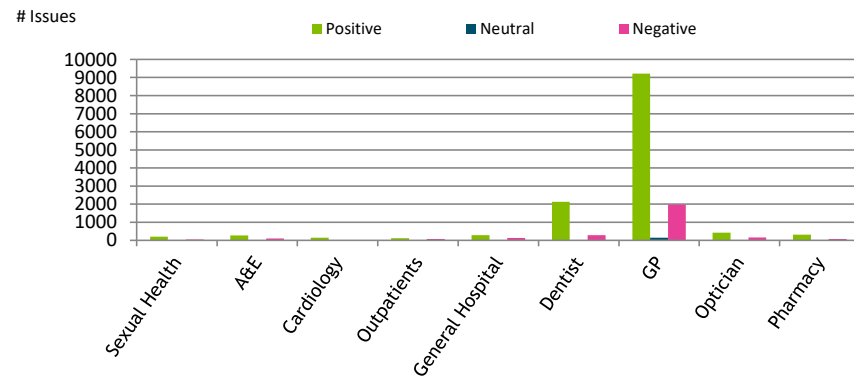
3. Which service aspects are people most commenting on?

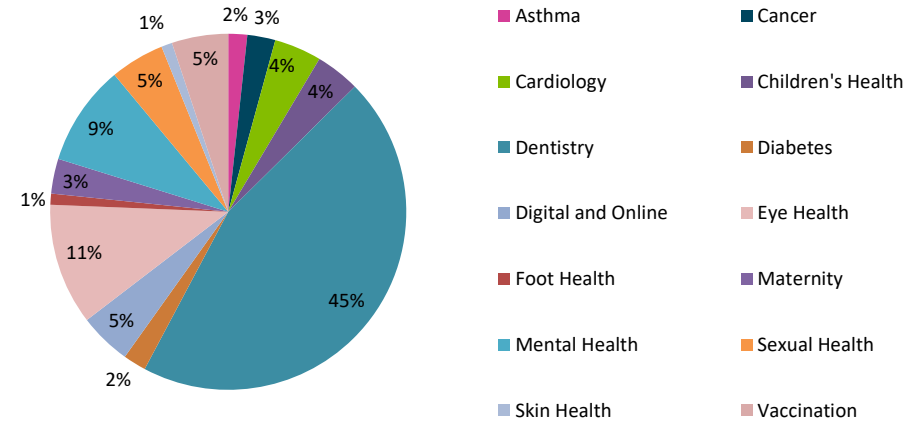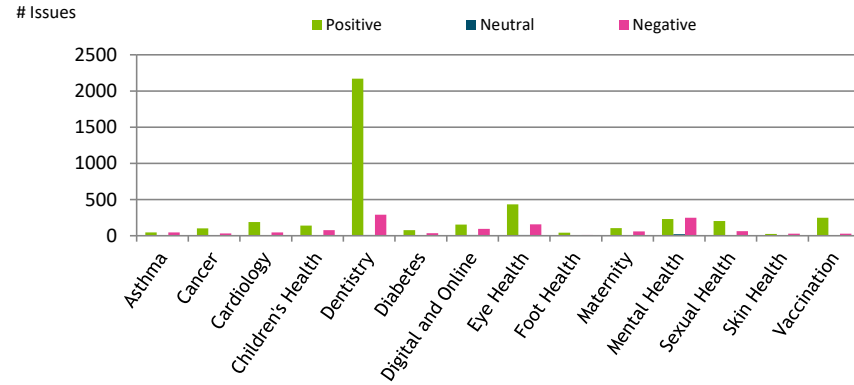## 3.1 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Asthma, Cancer, Cardiology, Children's Health, Dentistry, Diabetes, Digital and Online, Eye Health, Foot Health, Maternity, Mental Health, Sexual Health, Skin Health, Vaccination

Medical conditions/topics receiving the most comments overall

Pie chart percentages: 2%, 3%, 4%, 4%, 45%, 2%, 5%, 11%, 1%, 3%, 9%, 5%, 5%, 1%

Legend:
- Asthma — Cancer
- Cardiology — Children's Health
- Dentistry — Diabetes
- Digital and Online — Eye Health
- Foot Health — Maternity
- Mental Health — Sexual Health
- Skin Health — Vaccination

3.2 Top Trends: 17162 issues from 3614 people

Issues

Legend: Positive, Neutral, Negative

Categories (x-axis): Communication, General Comment, Involvement, Administration, Booking, Medication, Support, Telephone, Timing, Waiting List, Quality, Environment/Layout, Staff Attitude

Issues receiving the most comments overall

Pie chart percentages: 7%, 3%, 11%, 2%, 5%, 1%, 19%, 1%, 3%, 4%, 19%, 1%, 24%, 1%

Legend:
- Communication — General Comment
- Involvement — Administration
- Booking — Medication
- Support — Telephone
- Timing — Waiting List
- Quality — Environment/Layout
- Staff Attitude
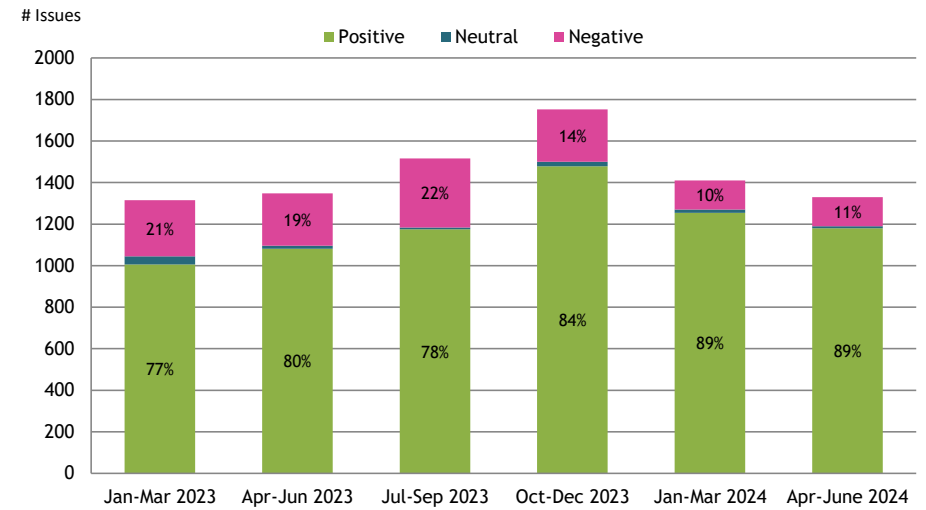
4. Timeline: On the whole, how do people feel about Health and Care services?

4.1 How do people feel about services overall?

Issues

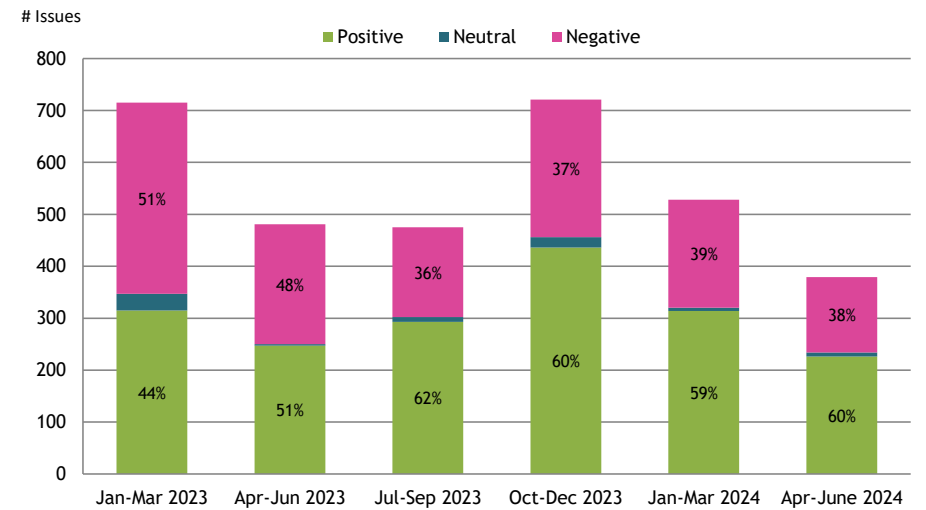Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Jan-Mar 2023	70%	27%
Apr-Jun 2023	75%	24%
Jul-Sep 2023	73%	26%
Oct-Dec 2023	79%	20%
Jan-Mar 2024	82%	16%
Apr-June 2024	85%	14%

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

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Jan-Mar 2023	77%	21%
Apr-Jun 2023	80%	19%
Jul-Sep 2023	78%	22%
Oct-Dec 2023	84%	14%
Jan-Mar 2024	89%	10%
Apr-June 2024	89%	11%

4.3 How do people feel about general quality and empathy?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Jan-Mar 2023	85%	14%
Apr-Jun 2023	86%	14%
Jul-Sep 2023	82%	17%
Oct-Dec 2023	89%	10%
Jan-Mar 2024	92%	7%
Apr-June 2024	92%	7%

4.4 How do people feel about access to services?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

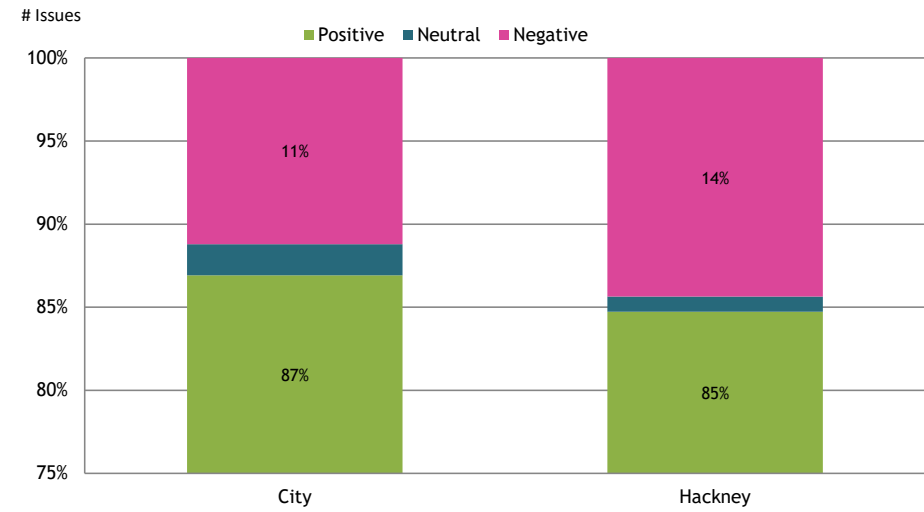| Period	Positive	Negative
Jan-Mar 2023	44%	51%
Apr-Jun 2023	51%	48%
Jul-Sep 2023	62%	36%
Oct-Dec 2023	60%	37%
Jan-Mar 2024	59%	39%
Apr-June 2024	60%	38%

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

5.1 How do people feel about services overall?

Issues

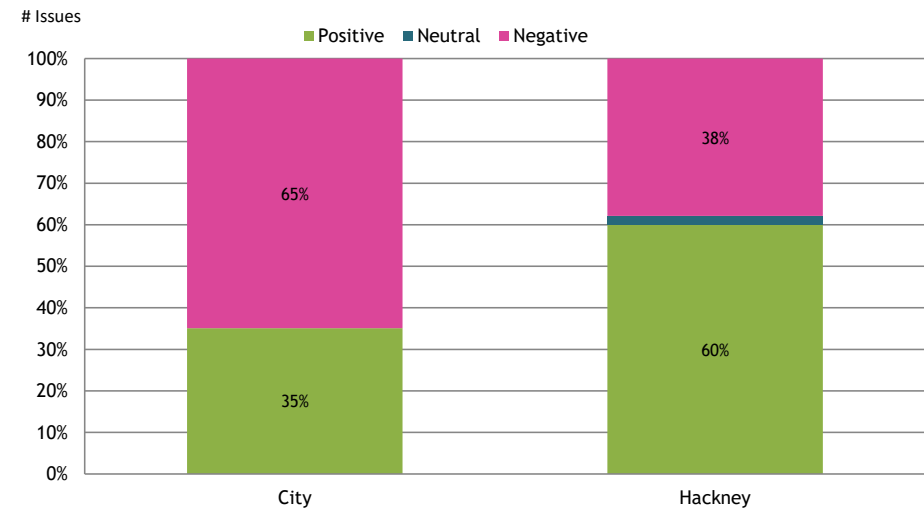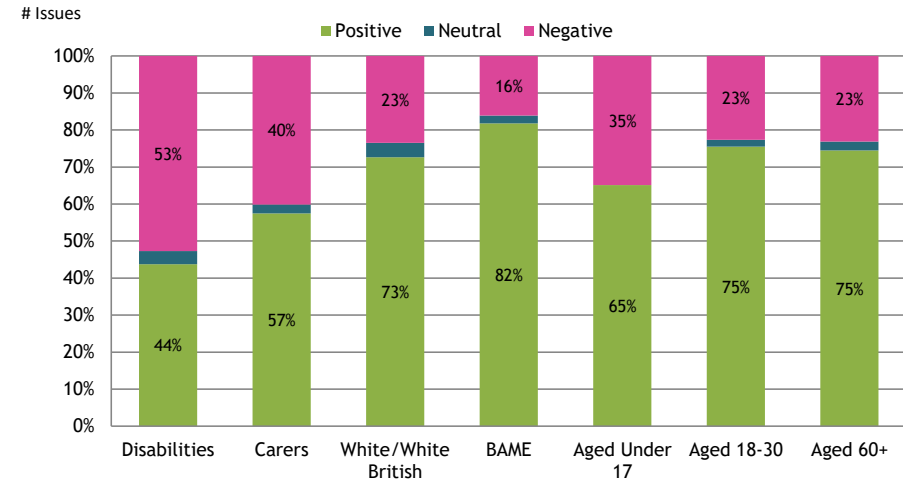Legend: Positive, Neutral, Negative

	City	Hackney
Negative	20%	19%
Positive	77%	80%

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

Issues

Legend: Positive, Neutral, Negative

	City	Hackney
Negative	11%	14%
Positive	87%	85%

5.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

	City	Hackney
Negative	6%	10%
Positive	91%	89%

5.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

	City	Hackney
Negative	65%	38%
Positive	35%	60%

6.1 How do people feel about services overall?

Issues

Legend: Positive, Neutral, Negative

Category	Positive	Negative
Disabilities	43%	53%
Carers	58%	38%
White/White British	65%	30%
BAME	70%	27%
Aged Under 17	65%	34%
Aged 18-30	68%	26%
Aged 60+	66%	31%

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

Issues

Legend: Positive, Neutral, Negative

Category	Positive	Negative
Disabilities	44%	53%
Carers	57%	40%
White/White British	73%	23%
BAME	82%	16%
Aged Under 17	65%	35%
Aged 18-30	75%	23%
Aged 60+	75%	23%

6.3 How do people feel about general quality and empathy?

Issues

Legend: Positive, Neutral, Negative

Category	Positive	Negative
Disabilities	70%	27%
Carers	83%	15%
White/White British	81%	13%
BAME	87%	10%
Aged Under 17	73%	26%
Aged 18-30	82%	14%
Aged 60+	81%	16%

6.4 How do people feel about access to services?

Issues

Legend: Positive, Neutral, Negative

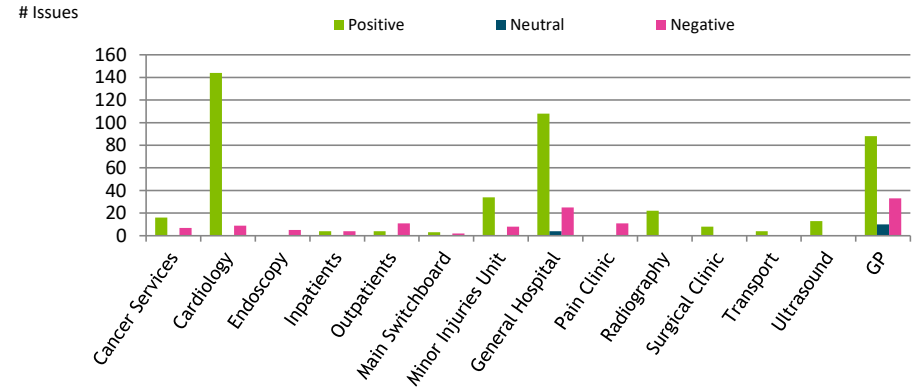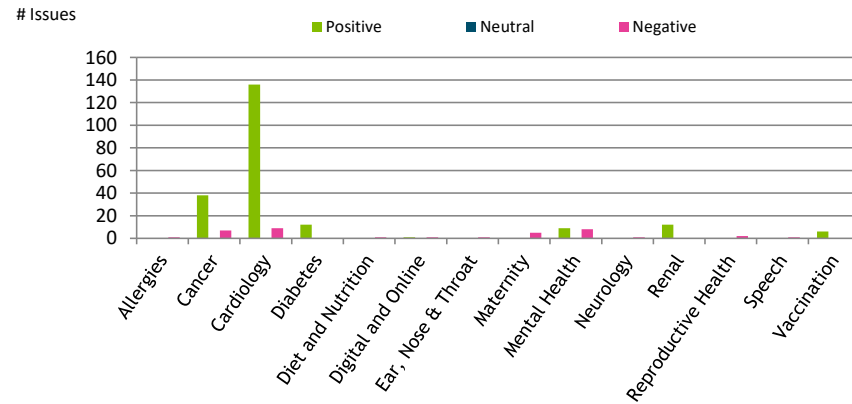| Category	Positive	Negative
Disabilities	39%	57%
Carers	62%	33%
White/White British	60%	37%
BAME	54%	44%
Aged Under 17	53%	43%
Aged 18-30	56%	40%
Aged 60+	52%	47%

7.1 Service Sector

Issues

Service sectors receiving the most comments overall
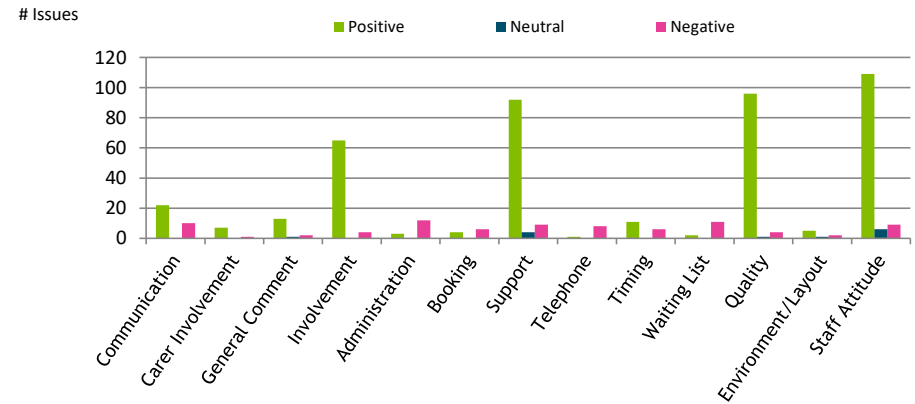
7.2 Service Type

Issues

Service type receiving the most comments overall

7.3 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 580 issues from 109 people

Issues

Issues receiving the most comments overall

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
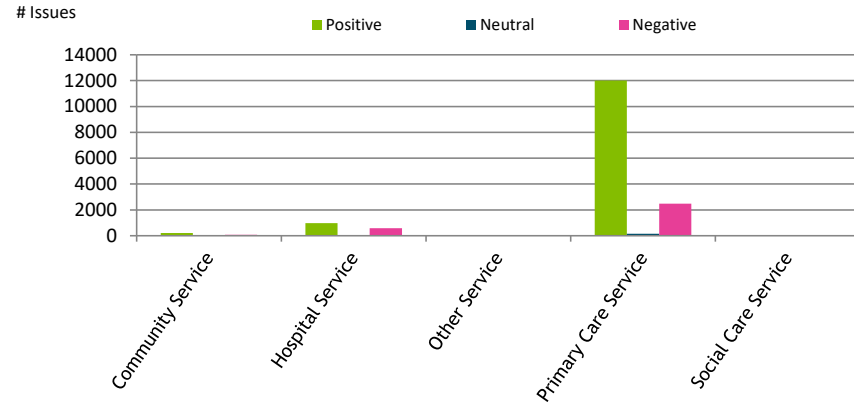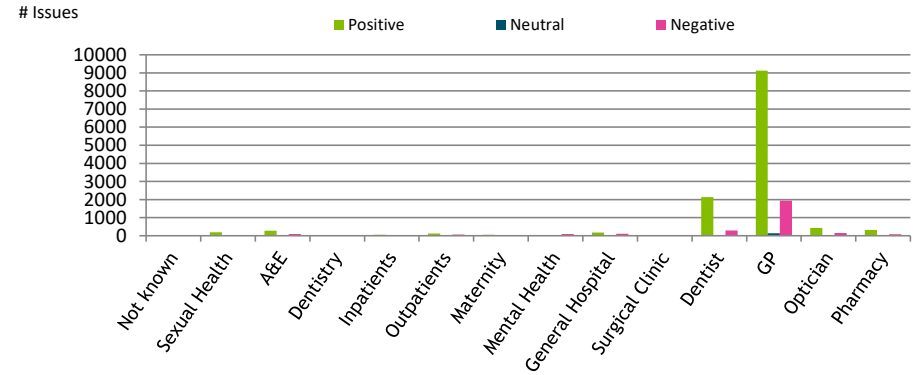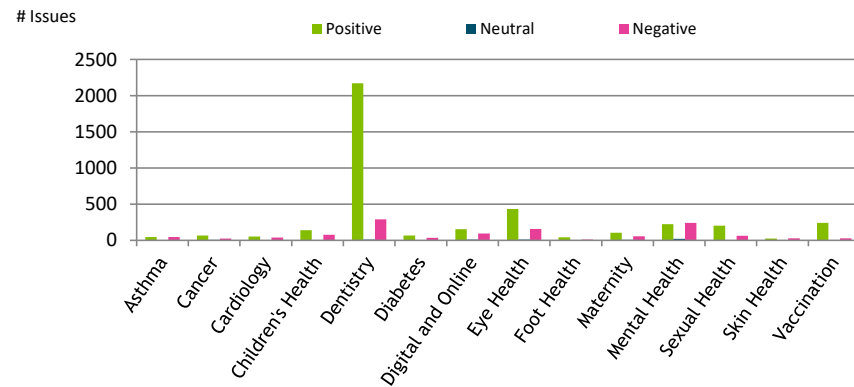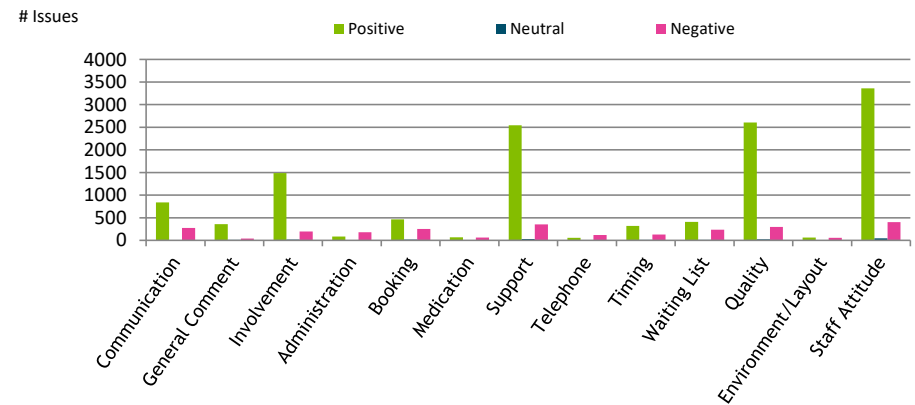
7.8 Top Trends: 16583 issues from 3505 people

Issues receiving the most comments overall

8. Data Table: Number of issues

	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	860	8	283	1151
	Carer Involvement	*Involvement or influence of carers and family members.*	91	0	19	110
	Peer Involvement	*Involvement or Influence of friends.*	0	0	1	1
	General Comment	*A generalised statement (ie; "The doctor was good.")*	370	14	39	423
	User Involvement	*Involvement or influence of the service user.*	1552	15	200	1767
Systems	Administration	*Administrative processes and delivery.*	87	4	191	282
	Admission	*Physical admission to a hospital ward, or other service.*	2	0	1	3
	Booking	*Ability to book, reschedule or cancel appointments.*	471	19	256	746
	Cancellations	*Cancellation of appointment by the service provider.*	0	1	27	28
	Data Protection	*General data protection (including GDPR).*	0	1	7	8
	Referral	*Referral to a service.*	81	2	28	111
	Medical Records	*Management of medical records.*	4	0	12	16
	Medication	*Prescription and management of medicines.*	72	6	64	142
	Opening Times	*Opening times of a service.*	12	2	10	24
	Planning	*Leadership and general organisation.*	75	1	35	111
	Registration	*Ability to register for a service.*	28	2	53	83
	Support	*Levels of support provided.*	2638	34	362	3034
	Telephone	*Ability to contact a service by telephone.*	55	3	123	181
	Timing	*Physical timing (ie; length of wait at appointments).*	328	10	137	475
	Waiting List	*Length of wait while on a list.*	413	10	247	670
Values	Choice	*General choice.*	55	6	56	117
	Cost	*General cost.*	13	1	46	60
	Language	*Language, including terminology.*	23	5	15	43
	Nutrition	*Provision of sustainance.*	10	0	12	22
	Privacy	*Privacy, personal space and property.*	5	0	24	29
	Quality	*General quality of a service, or staff.*	2701	25	302	3028
	Sensory	*Deaf/blind or other sensory issues.*	1	0	3	4
	Stimulation	*General stimulation, including access to activities.*	27	0	3	30

8. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	21	0	11	32
	Environment/Layout	*Physical environment of a service.*	69	8	59	136
	Equipment	*General equipment issues.*	19	1	21	41
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	14	14
	Hygiene	*Levels of hygiene and general cleanliness.*	50	0	18	68
	Mobility	*Physical mobility to, from and within services.*	4	0	11	15
	Travel/Parking	*Ability to travel or park.*	4	0	6	10
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	34	34
	Security/Conduct	*General security of a service, including conduct of staff.*	7	4	43	54
	Staff Attitude	*Attitude, compassion and empathy of staff.*	3468	53	409	3930
	Complaints	*Ability to log and resolve a complaint.*	4	0	32	36
	Staff Training	*Training of staff.*	21	5	49	75
	Staffing Levels	*General availability of staff.*	2	0	16	18
	Total:		**13643**	**240**	**3279**	**17162**

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