

Health and Care Services in North East London (NEL)

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.

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 9-16)

Explores trends by individual borough.



Data Table (Pages 17-18)

The numbers underpinning the trends.

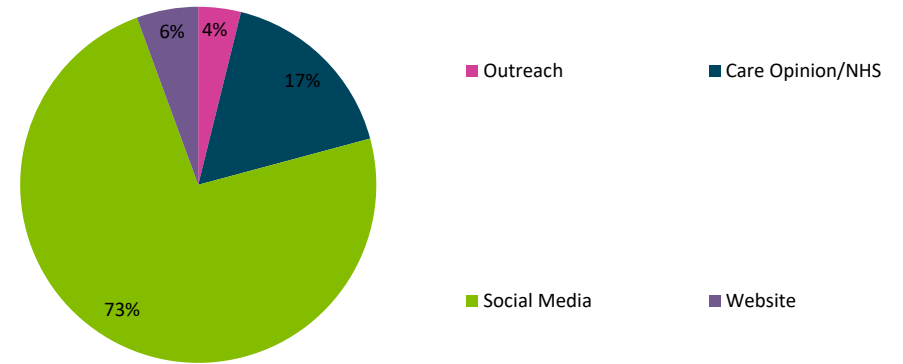
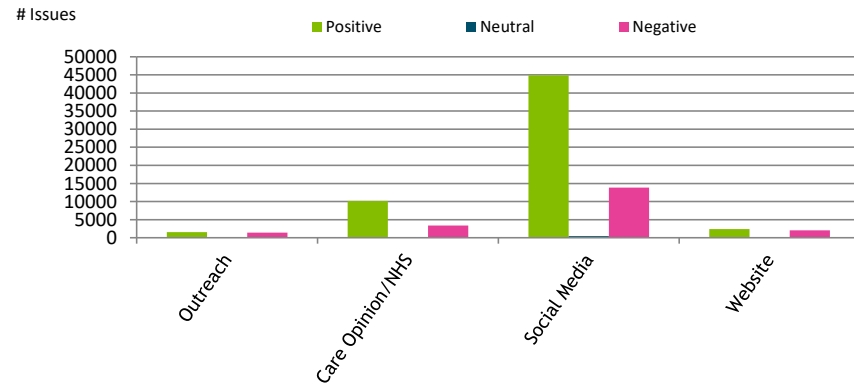


Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

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

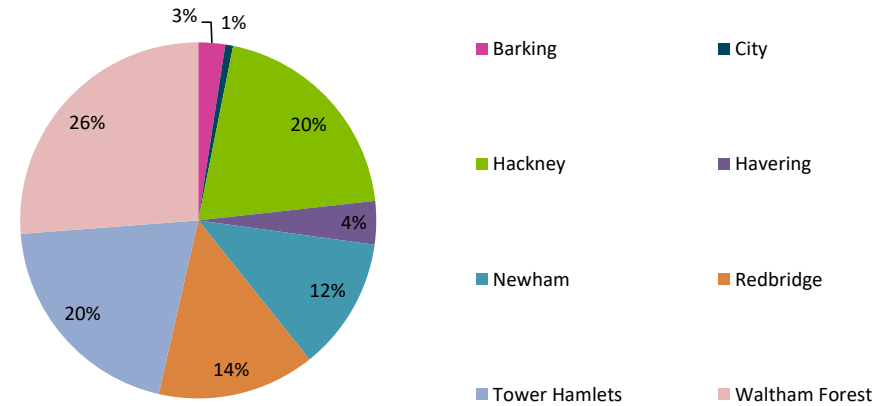
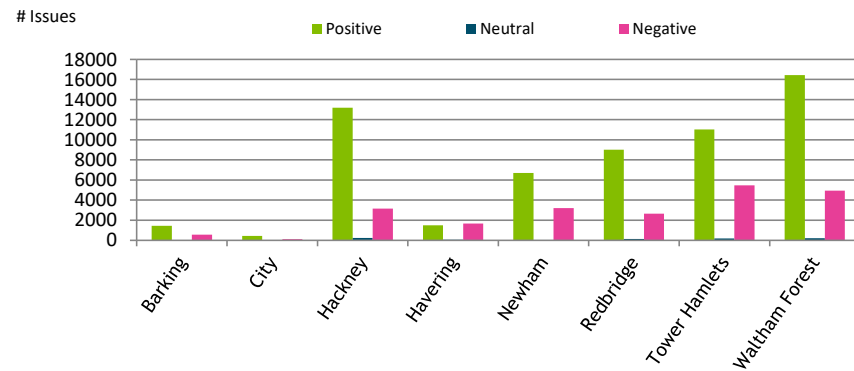


1.1 Source: 82481 issues from 19258 people



Sources providing the most comments overall

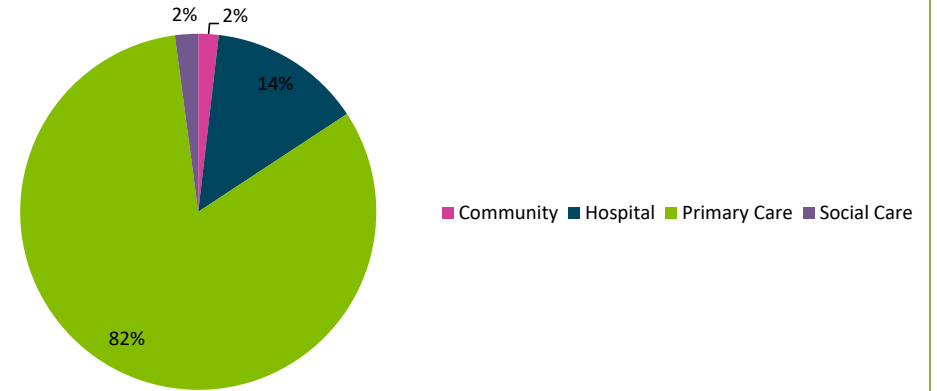
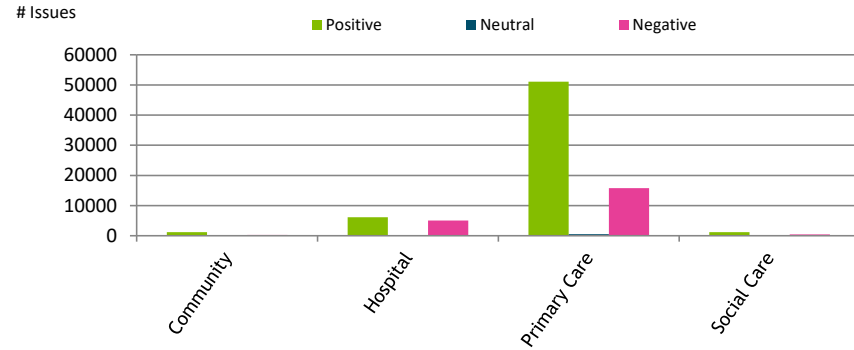
1.2 Feedback by Borough



2. Which services are people most commenting on?

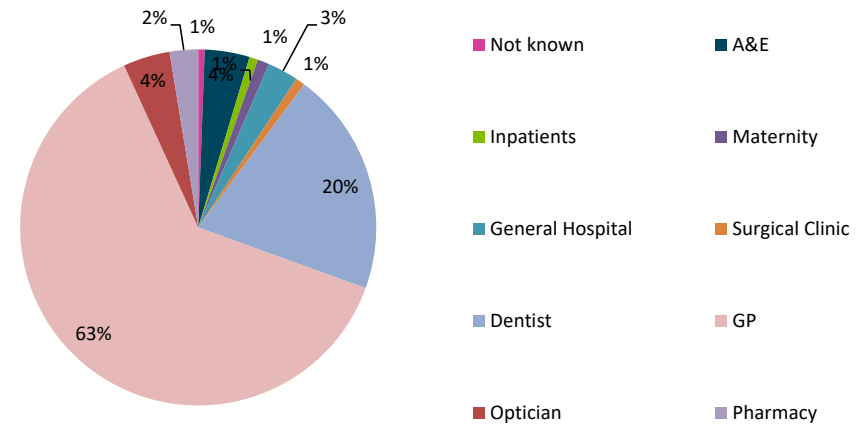
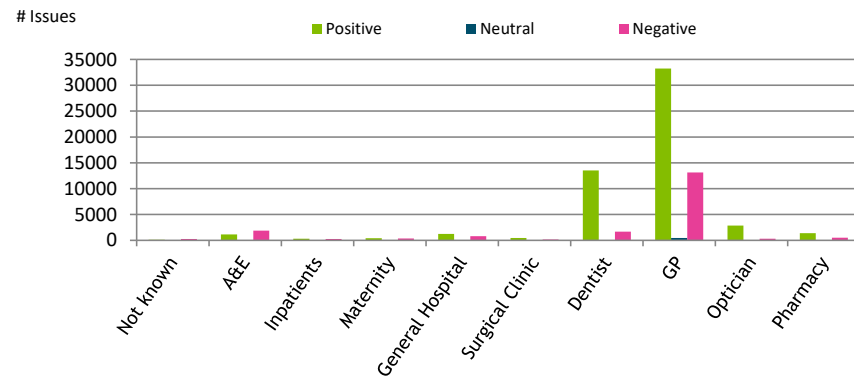


2.1 Service Sector



Service sectors receiving the most comments overall

2.2 Service Type

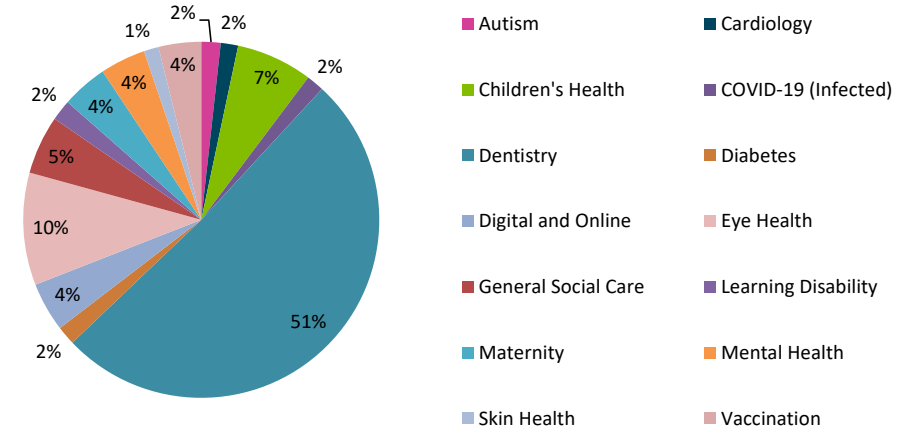
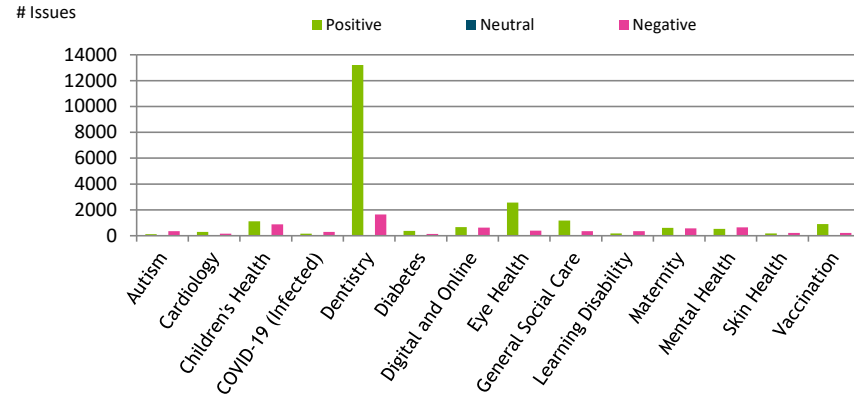


Service type receiving the most comments overall

3. Which service aspects are people most commenting on?

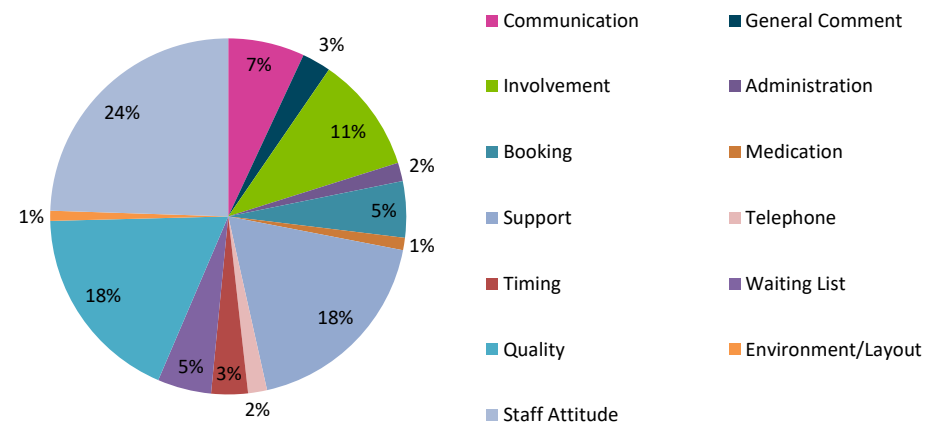
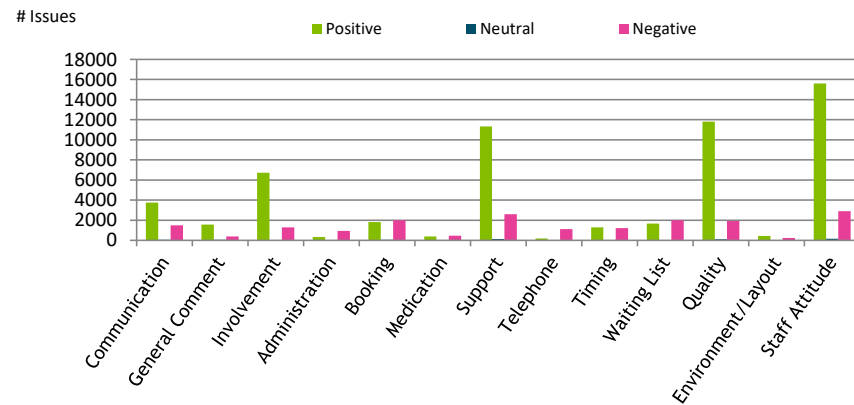


3.1 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

3.2 Top Trends: 82481 issues from 19258 people

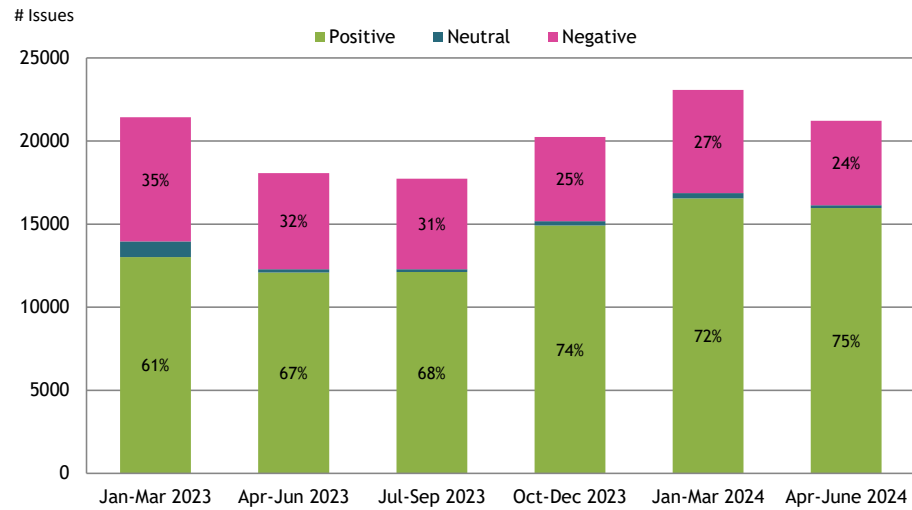


Issues receiving the most comments overall

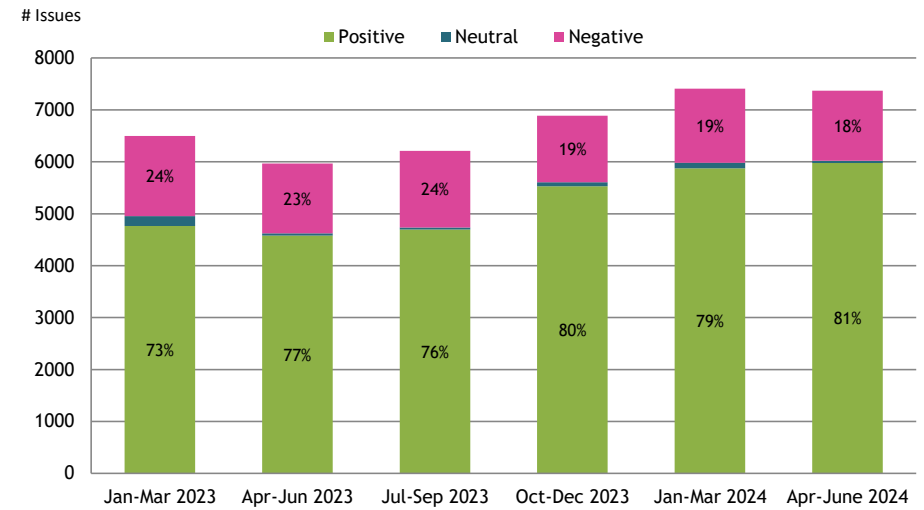
4. Timeline: On the whole, how do people feel about Health and Care services?



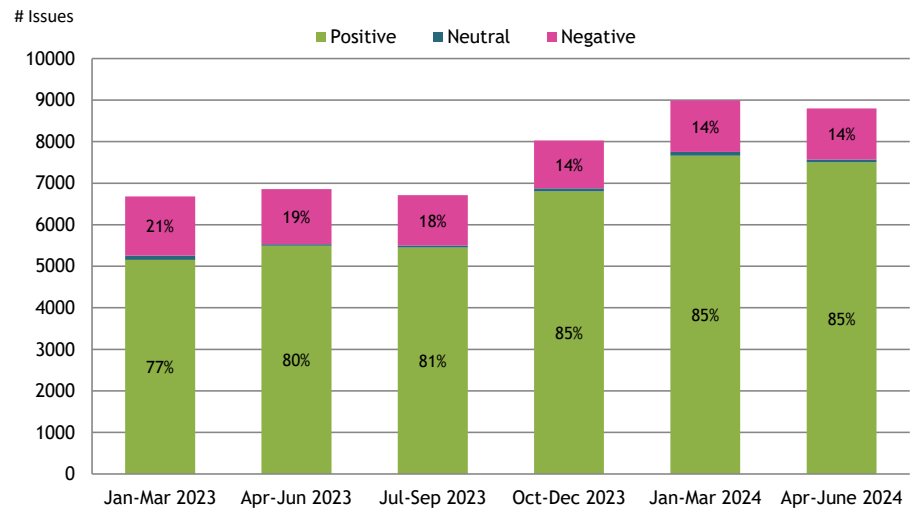
4.1 How do people feel about services overall?



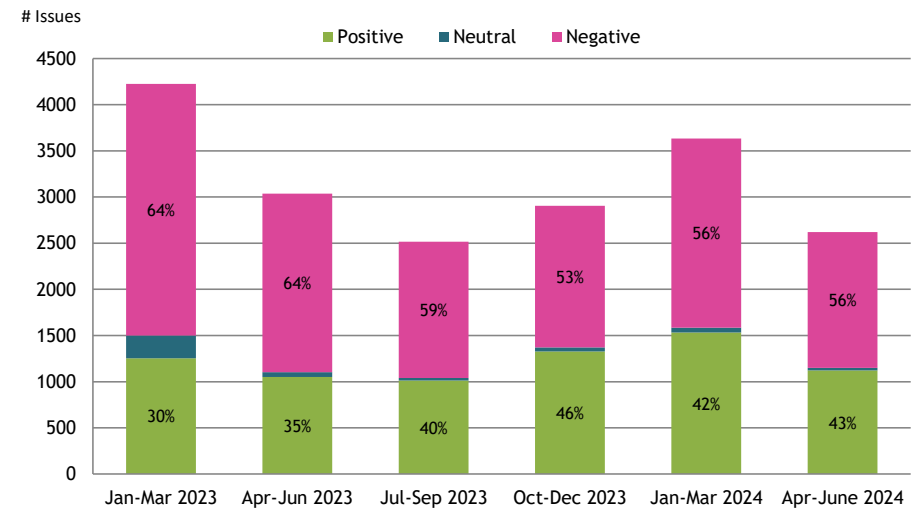
4.2 How well informed, involved and supported do people feel?



4.3 How do people feel about general quality and empathy?



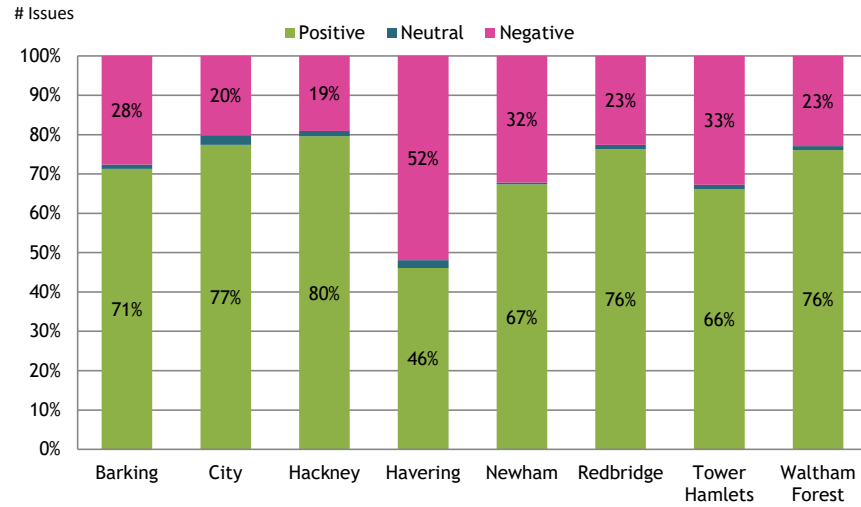
4.4 How do people feel about access to services?



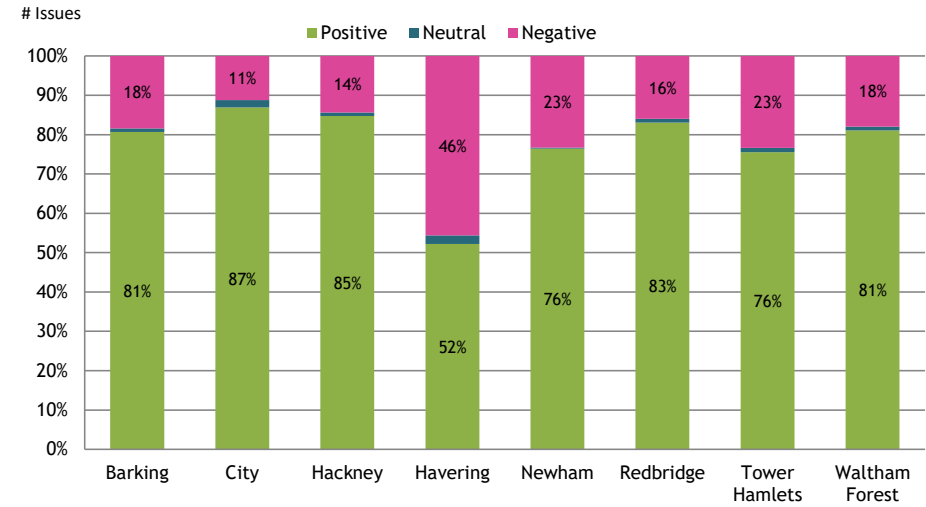
5. By Borough: On the whole, how do people feel about Health and Care services?



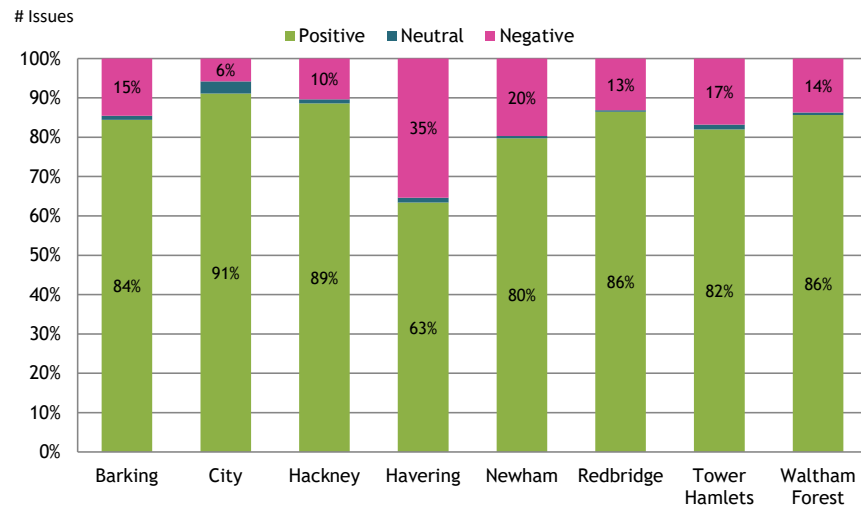
5.1 How do people feel about services overall?



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



5.3 How do people feel about general quality and empathy?



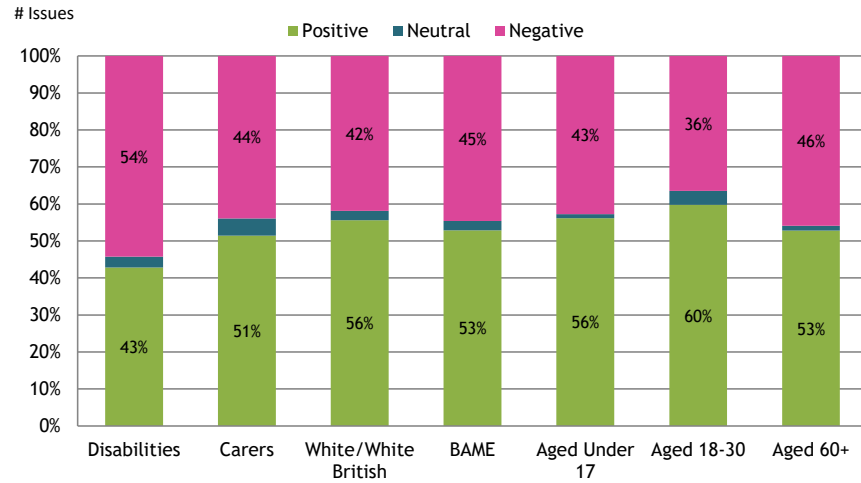
5.4 How do people feel about access to services?



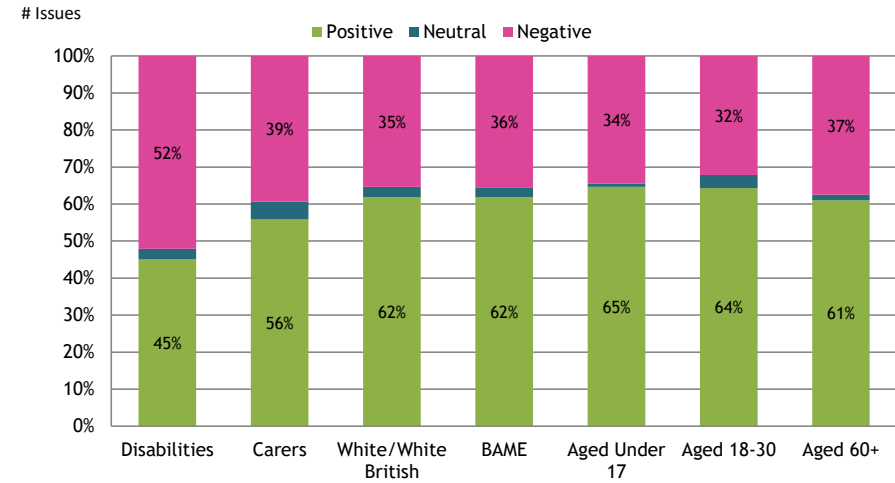
6. Equalities: On the whole, how do people feel about Health and Care services?



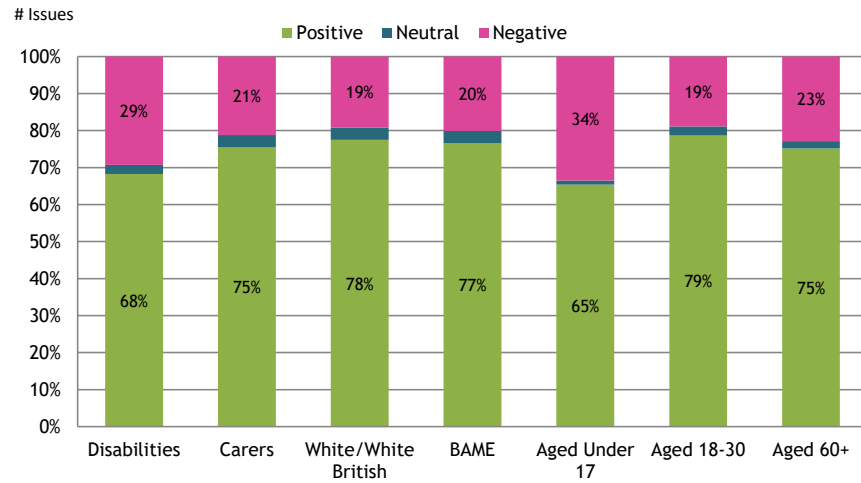
6.1 How do people feel about services overall?



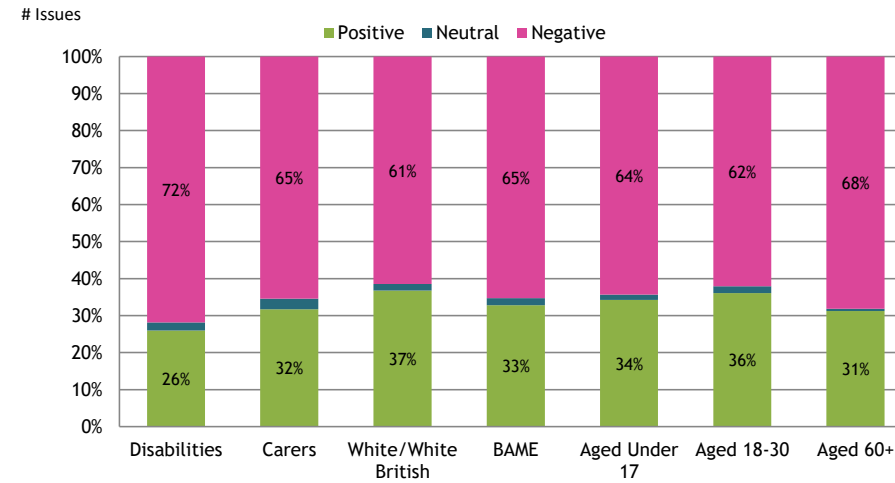
6.2 How well informed, involved and supported do people feel?



6.3 How do people feel about general quality and empathy?



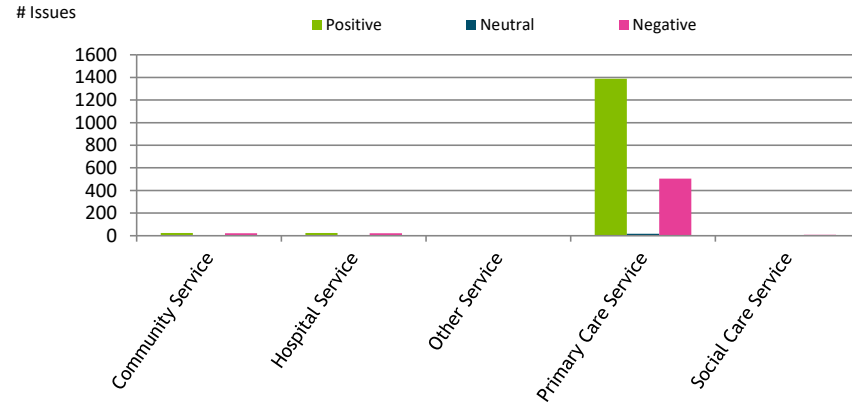
6.4 How do people feel about access to services?



7. Trends by Borough: Barking

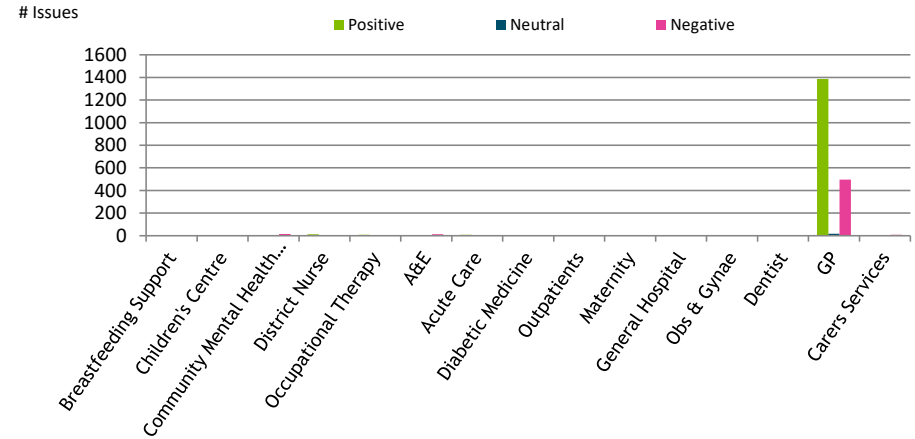


7.1 Service Sector



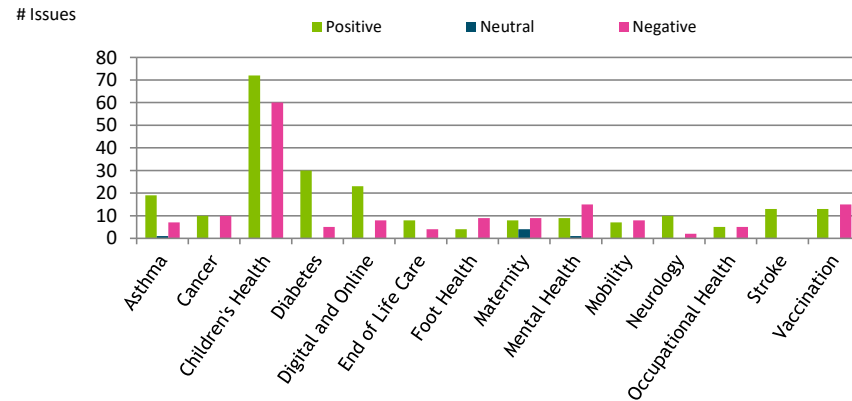
Service sectors receiving the most comments overall

7.2 Service Type



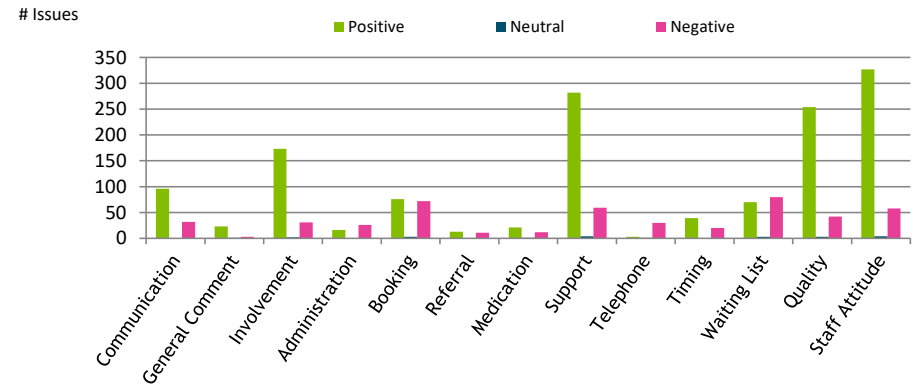
Service type receiving the most comments overall

7.3 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 2015 issues from 414 people

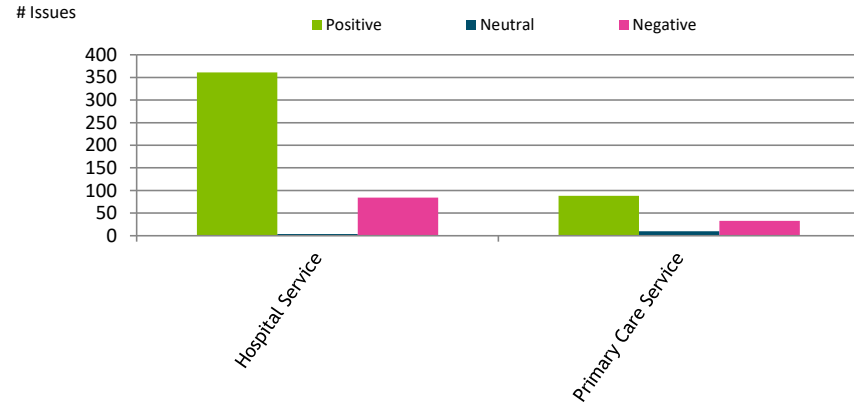


Issues receiving the most comments overall

7. Trends by Borough: City of London

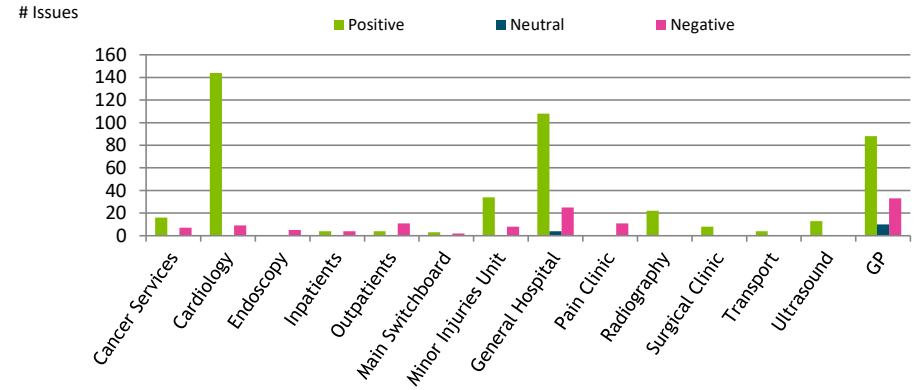


7.5 Service Sector



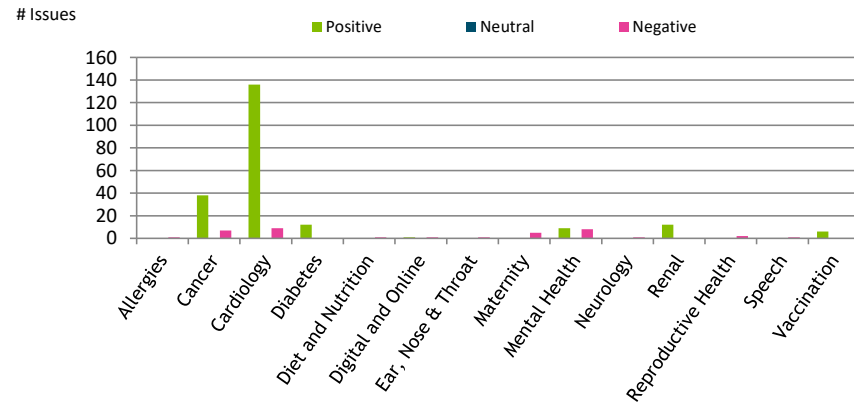
Service sectors receiving the most comments overall

7.6 Service Type



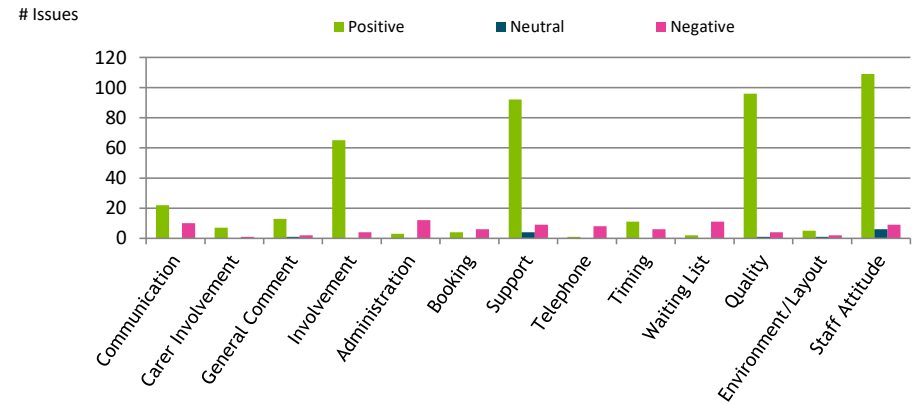
Service type receiving the most comments overall

7.7 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.8 Top Trends: 580 issues from 109 people

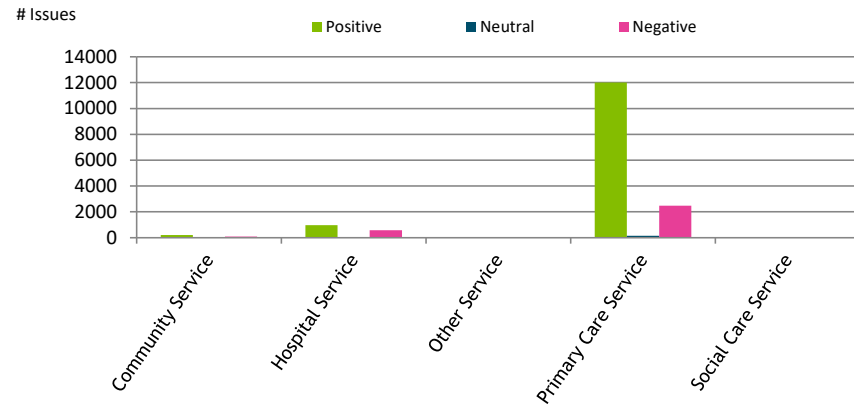


Issues receiving the most comments overall

7. Trends by Borough: Hackney

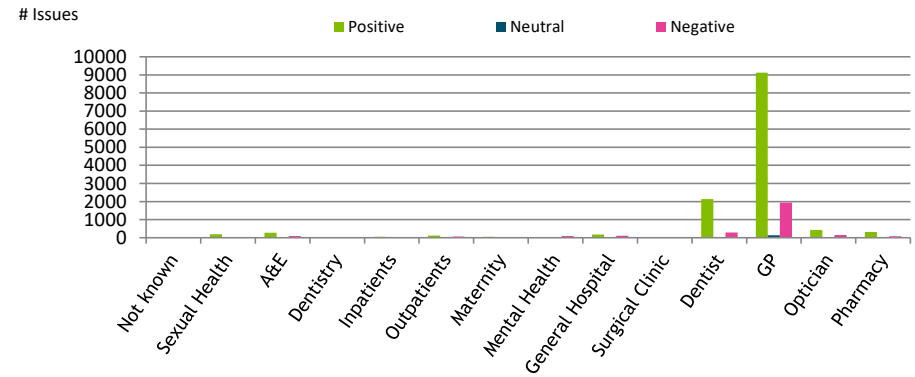


7.9 Service Sector



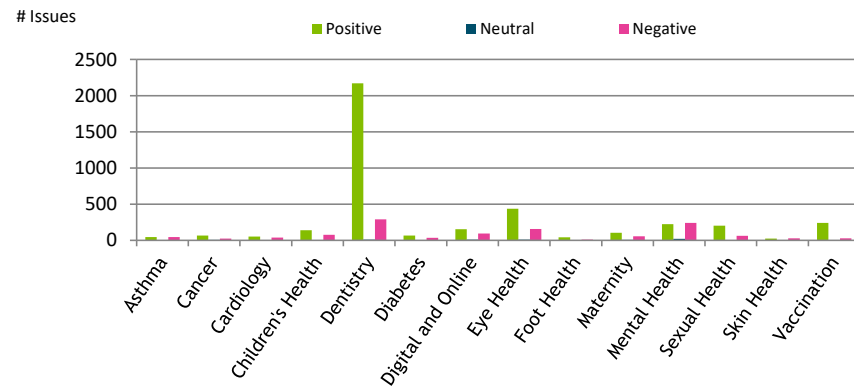
Service sectors receiving the most comments overall

7.10 Service Type



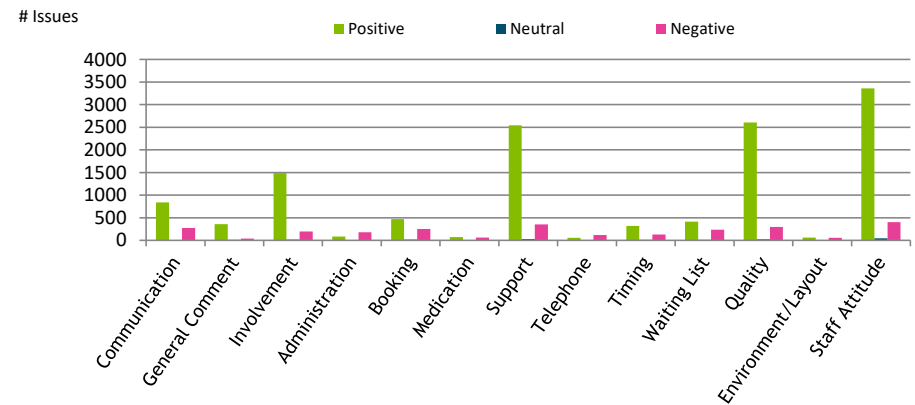
Service type receiving the most comments overall

7.11 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.12 Top Trends: 16583 issues from 3505 people

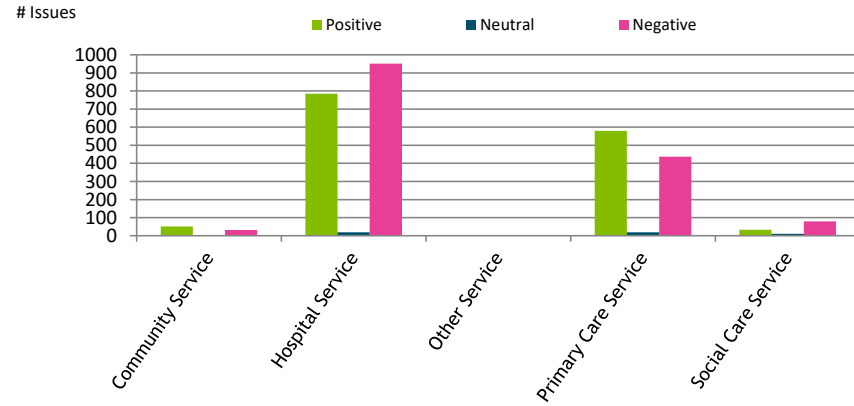


Issues receiving the most comments overall

7. Trends by Borough: Havering

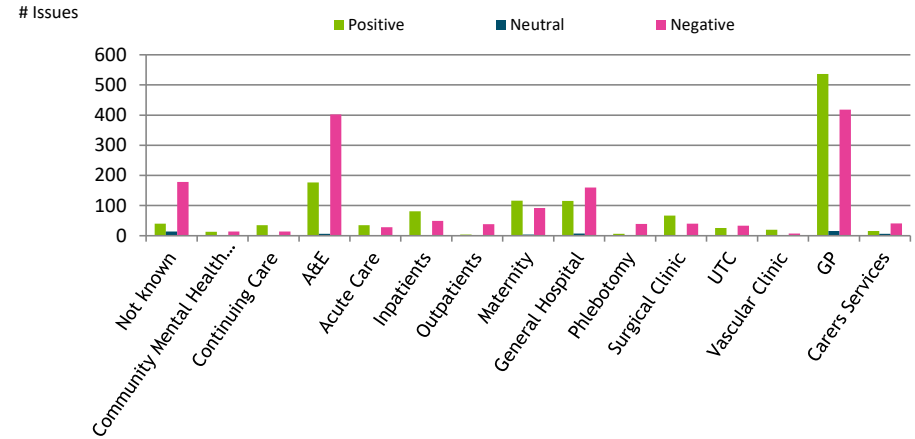


7.13 Service Sector



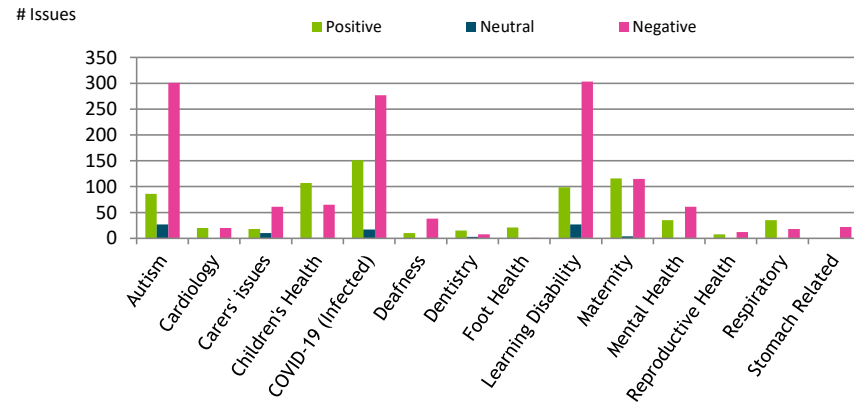
Service sectors receiving the most comments overall

7.14 Service Type



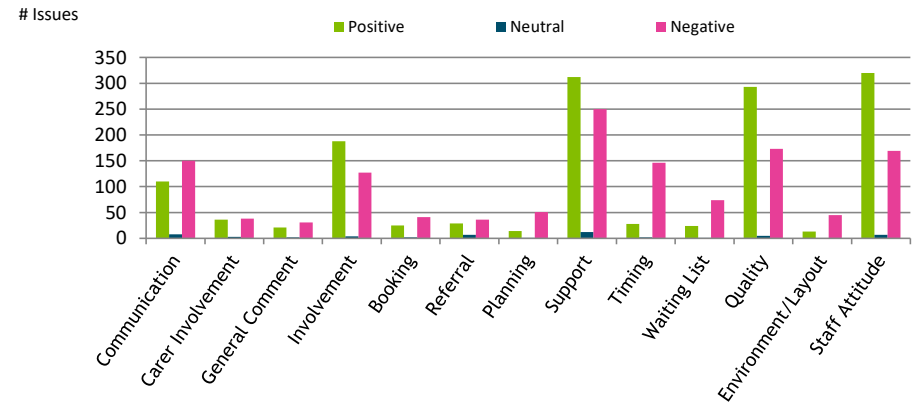
Service type receiving the most comments overall

7.15 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.16 Top Trends: 3244 issues from 876 people

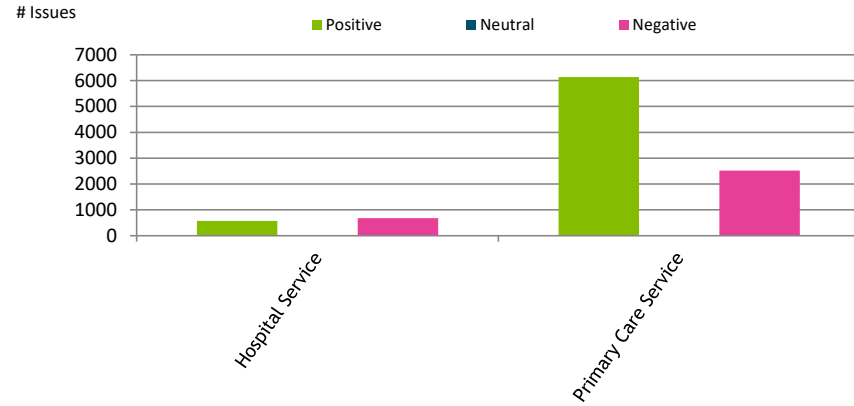


Issues receiving the most comments overall

7. Trends by Borough: Newham

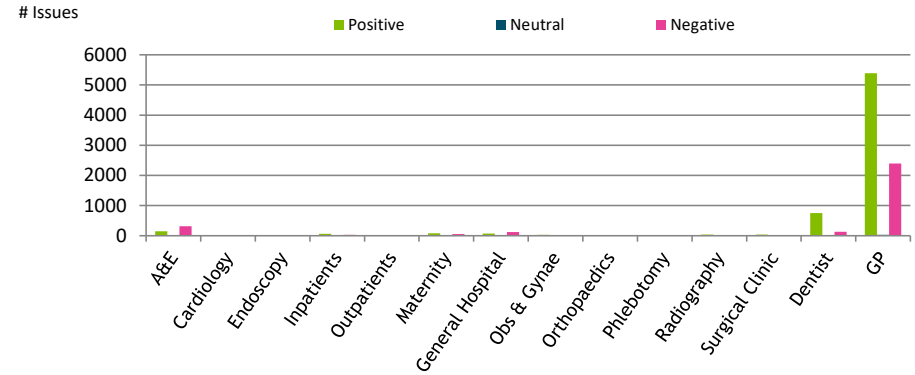


7.17 Service Sector



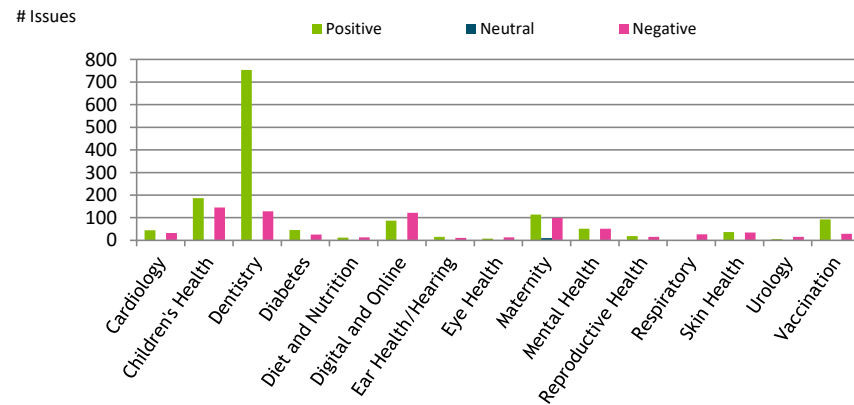
Service sectors receiving the most comments overall

7.18 Service Type



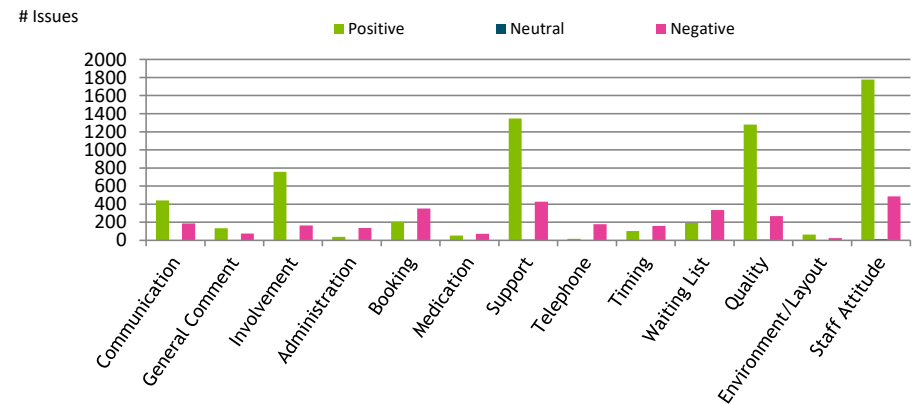
Service type receiving the most comments overall

7.19 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.20 Top Trends: 9960 issues from 2345 people

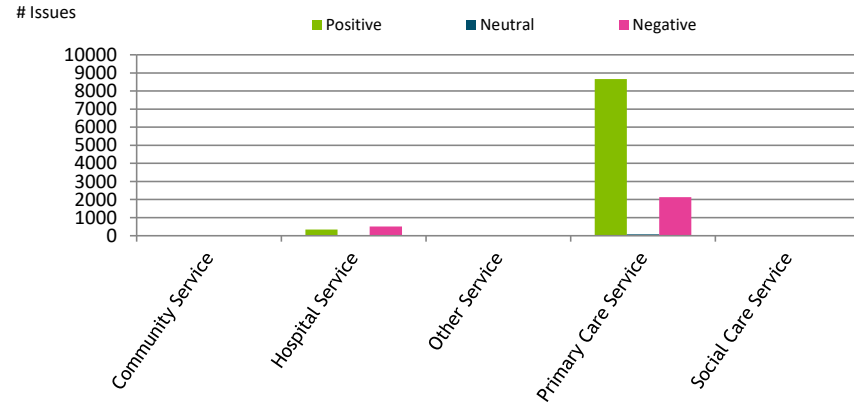


Issues receiving the most comments overall

7. Trends by Borough: Redbridge

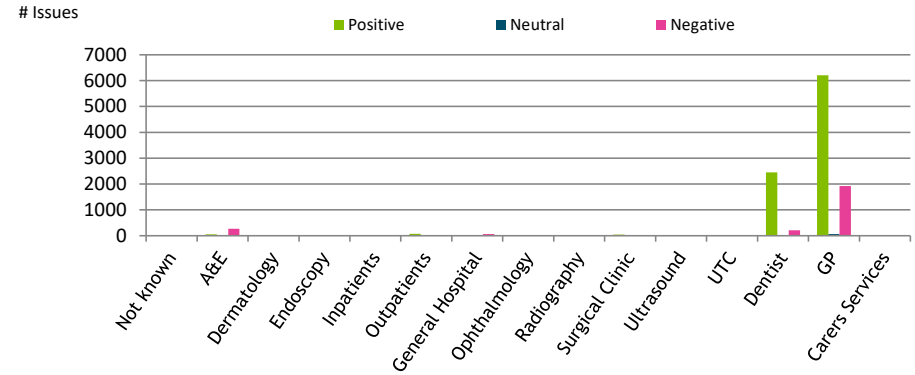


7.21 Service Sector



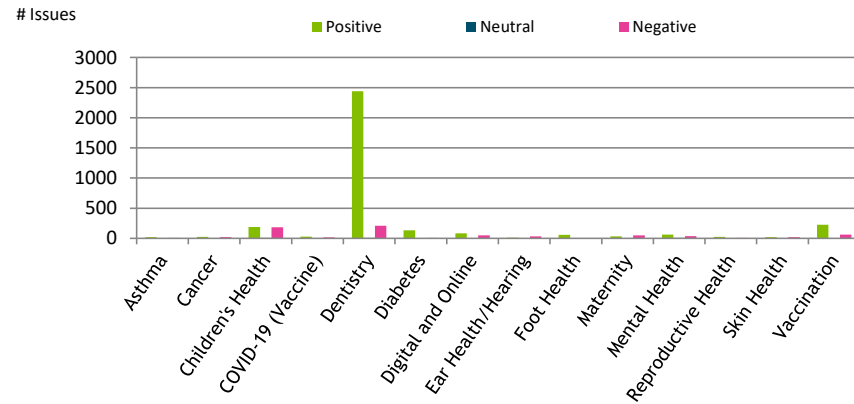
Service sectors receiving the most comments overall

7.22 Service Type



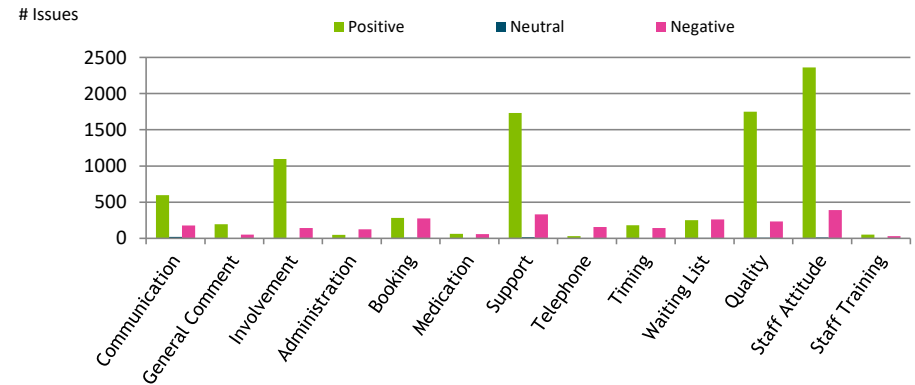
Service type receiving the most comments overall

7.23 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.24 Top Trends: 11804 issues from 2673 people

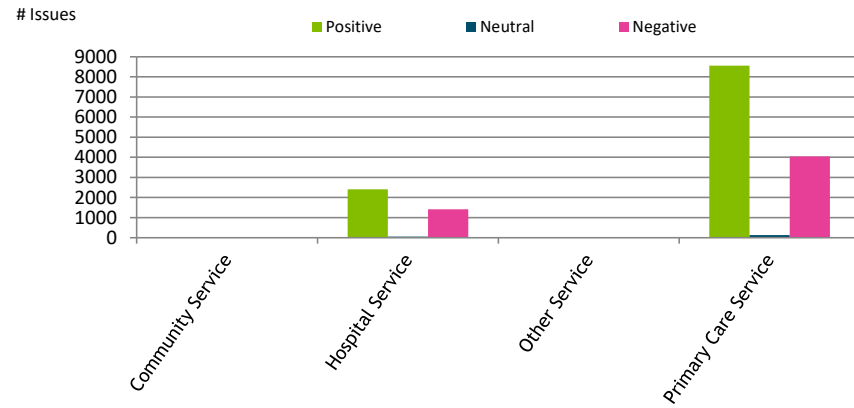


Issues receiving the most comments overall

7. Trends by Borough: Tower Hamlets

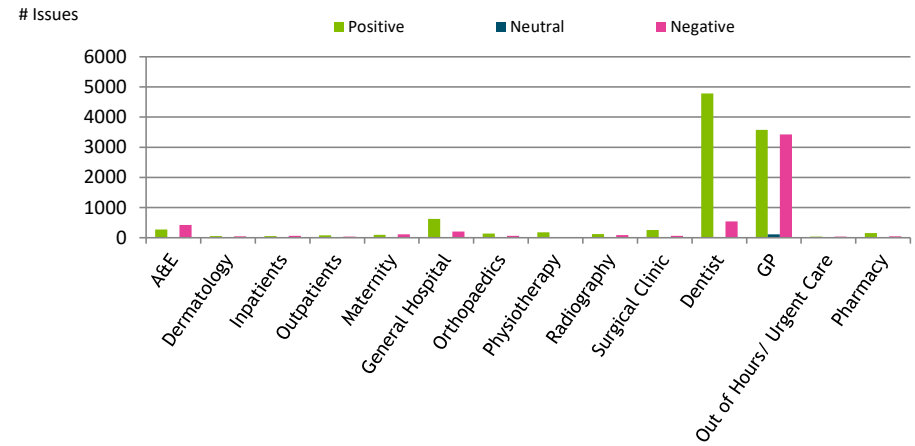


7.25 Service Sector



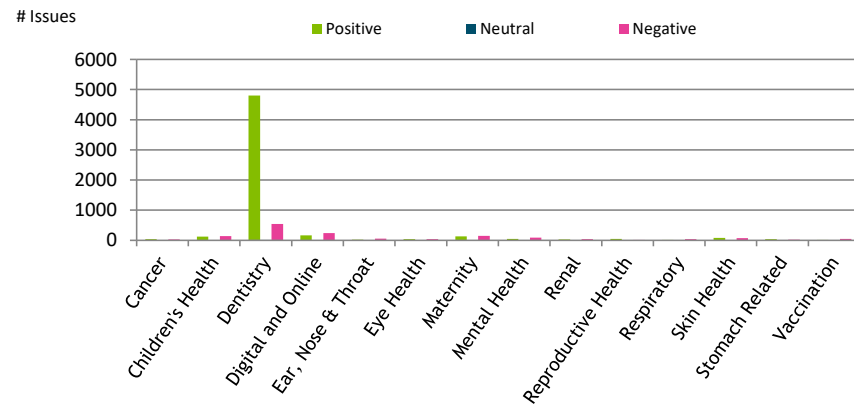
Service sectors receiving the most comments overall

7.26 Service Type



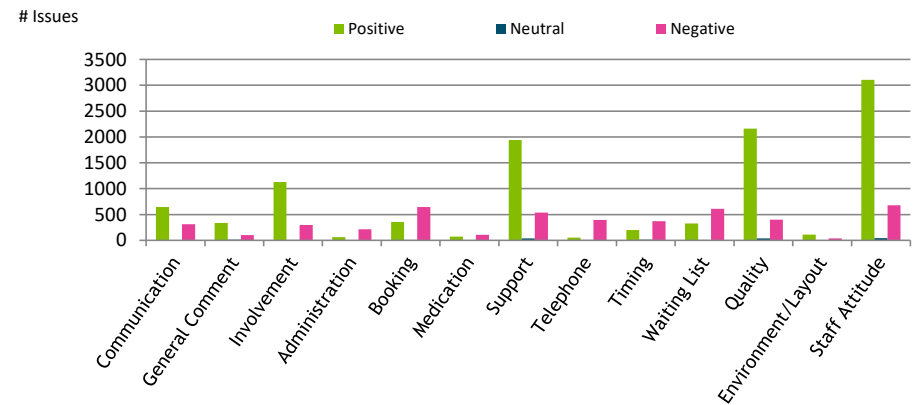
Service type receiving the most comments overall

7.27 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.28 Top Trends: 16682 issues from 4016 people

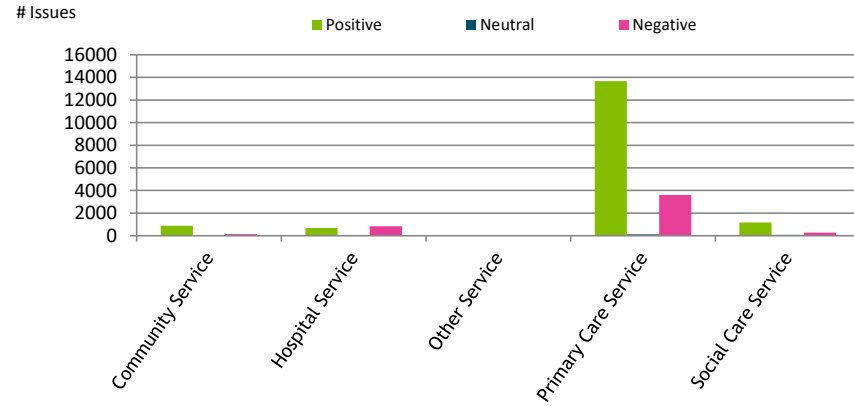


Issues receiving the most comments overall

7. Trends by Borough: Waltham Forest

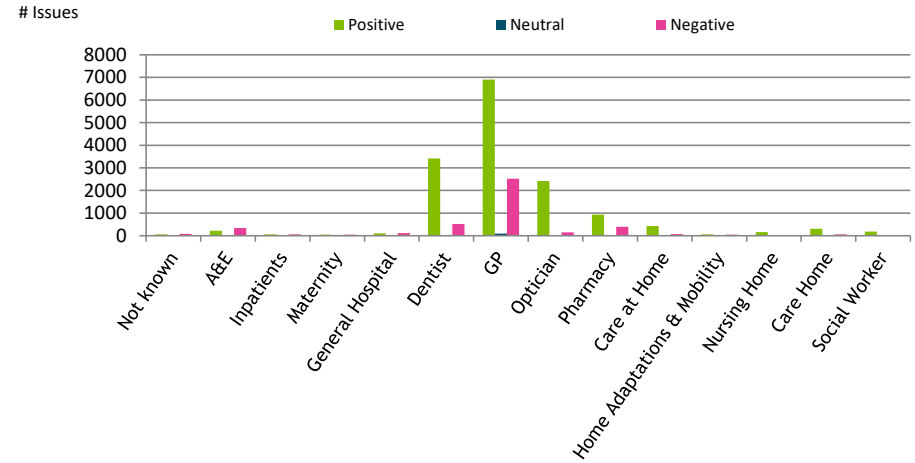


7.29 Service Sector



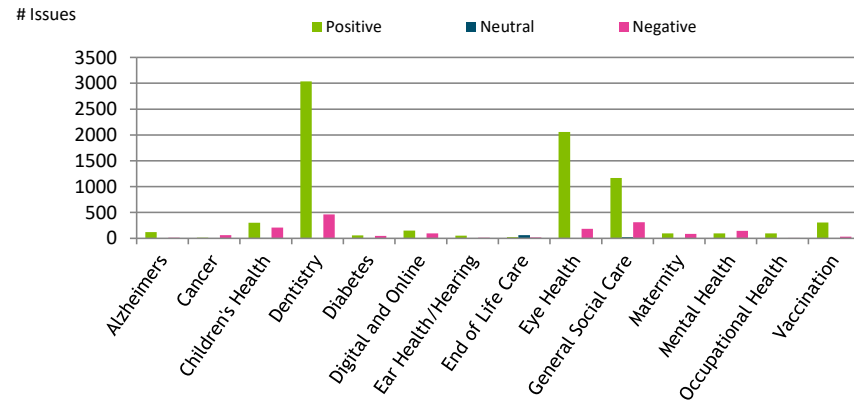
Service sectors receiving the most comments overall

7.30 Service Type



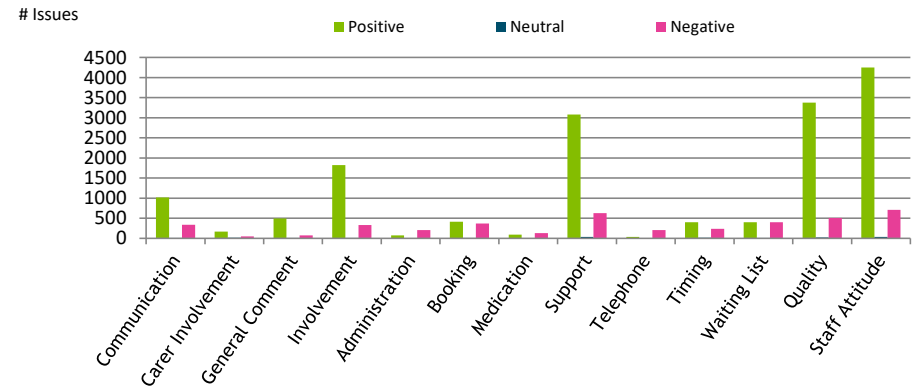
Service type receiving the most comments overall

7.31 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.32 Top Trends: 21619 issues from 5320 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>	3767	51	1481	5299
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	478	23	165	666
	Peer Involvement	<i>Involvement or Influence of friends.</i>	15	3	3	21
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	1576	49	374	1999
	User Involvement	<i>Involvement or influence of the service user.</i>	6716	46	1292	8054
Systems	Administration	<i>Administrative processes and delivery.</i>	332	16	935	1283
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	10	1	39	50
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	1830	56	2008	3894
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	1	157	158
	Data Protection	<i>General data protection (including GDPR).</i>	1	4	28	33
	Referral	<i>Referral to a service.</i>	337	14	201	552
	Medical Records	<i>Management of medical records.</i>	10	2	71	83
	Medication	<i>Prescription and management of medicines.</i>	380	13	461	854
	Opening Times	<i>Opening times of a service.</i>	46	5	72	123
	Planning	<i>Leadership and general organisation.</i>	298	6	261	565
	Registration	<i>Ability to register for a service.</i>	92	22	204	318
	Support	<i>Levels of support provided.</i>	11329	146	2597	14072
	Telephone	<i>Ability to contact a service by telephone.</i>	192	13	1109	1314
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	1282	43	1209	2534
Waiting List	<i>Length of wait while on a list.</i>	1680	39	2007	3726	
Values	Choice	<i>General choice.</i>	282	13	325	620
	Cost	<i>General cost.</i>	192	9	262	463
	Language	<i>Language, including terminology.</i>	73	7	80	160
	Nutrition	<i>Provision of sustenance.</i>	63	2	64	129
	Privacy	<i>Privacy, personal space and property.</i>	17	0	62	79
	Quality	<i>General quality of a service, or staff.</i>	11813	109	1931	13853
	Sensory	<i>Deaf/blind or other sensory issues.</i>	9	4	32	45
	Stimulation	<i>General stimulation, including access to activities.</i>	104	6	27	137

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>	145	3	42	190
	Environment/Layout	<i>Physical environment of a service.</i>	441	12	247	700
	Equipment	<i>General equipment issues.</i>	106	2	95	203
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	6	0	44	50
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	334	0	92	426
	Mobility	<i>Physical mobility to, from and within services.</i>	20	4	64	88
	Travel/Parking	<i>Ability to travel or park.</i>	15	0	52	67
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	1	150	151
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	16	6	117	139
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	15606	169	2896	18671
	Complaints	<i>Ability to log and resolve a complaint.</i>	19	2	127	148
	Staff Training	<i>Training of staff.</i>	113	17	245	375
	Staffing Levels	<i>General availability of staff.</i>	12	1	176	189
	Total:			59757	920	21804