

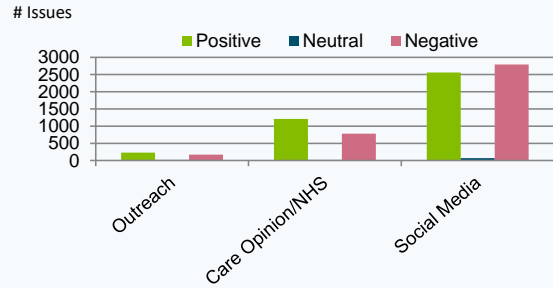
# Hospital Services in North East London (NEL)

Qualitative Feedback, 1 July 2023 - 30 June 2024

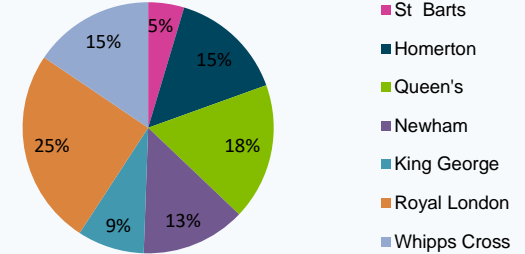
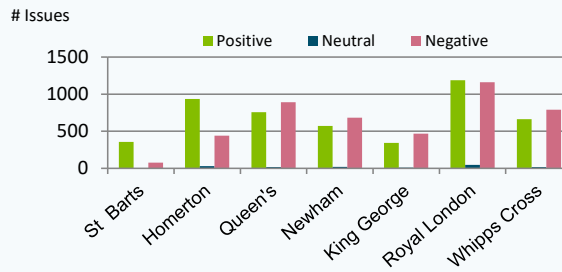
Community Insight Analysis



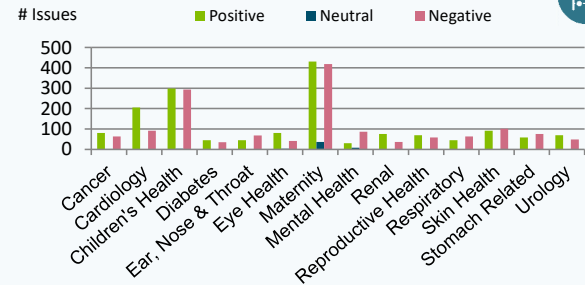
## 1. Top Source: 9469 issues from 2255 people



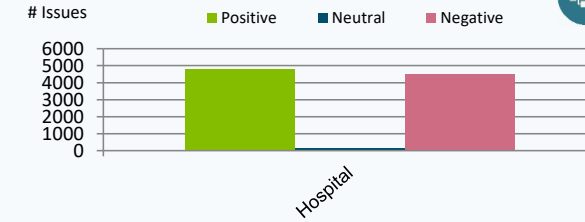
## 2. Feedback by Hospital



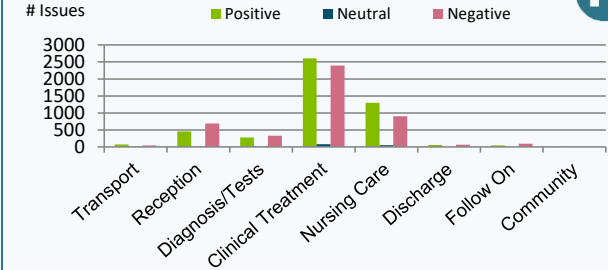
## 3. Top Conditions/Topics



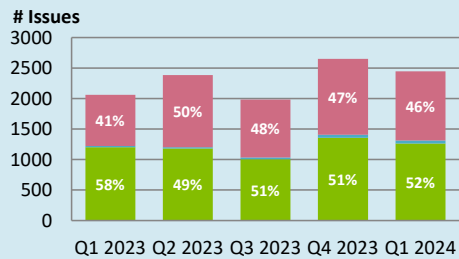
## 4. Service Sector



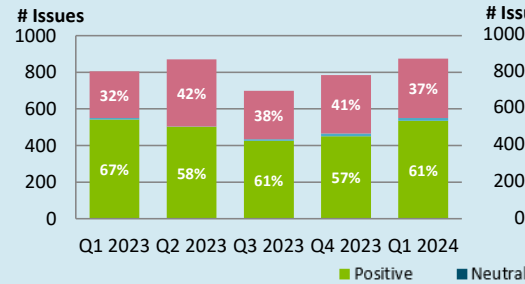
## 5. Clinical Care Pathway



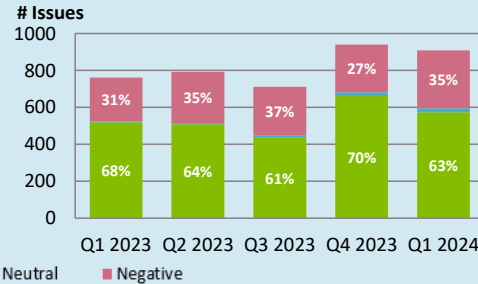
## 6.1 Timeline: Overall Sentiment



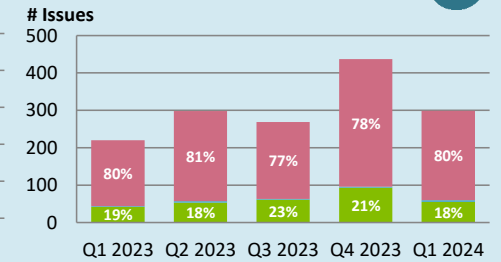
## 6.2 Timeline: User Involvement



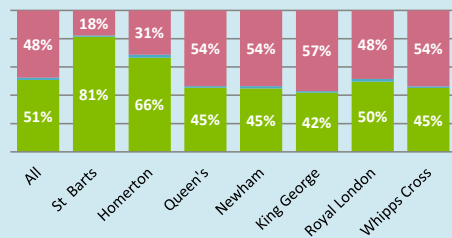
## 6.3 Timeline: Quality



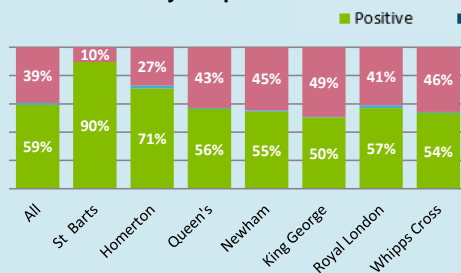
## 6.4 Timeline: Access



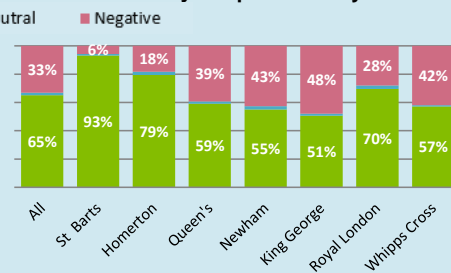
**7.1 Sentiment by Hospital: Overall**



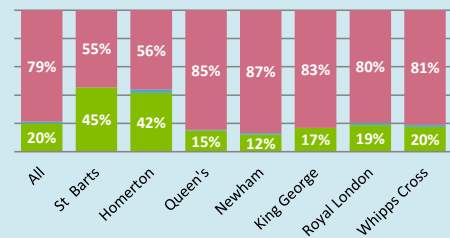
**7.2 Sentiment by Hospital: Involvement**



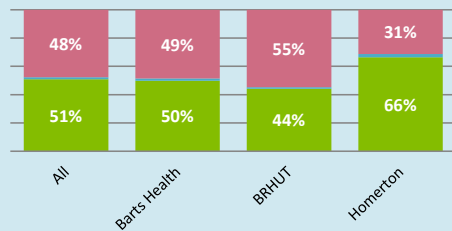
**7.3 Sentiment by Hospital: Quality**



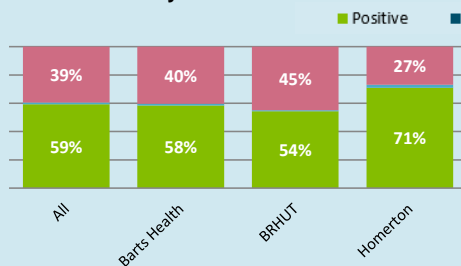
**7.4 Sentiment by Hospital: Access**



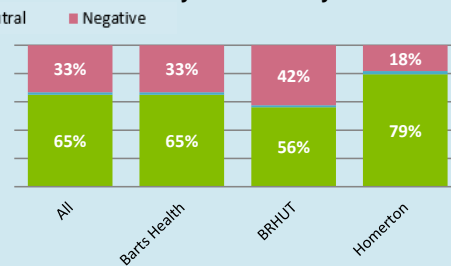
**8.1 Sentiment by Trust: Overall**



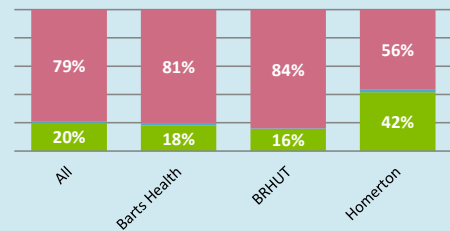
**8.2 Sentiment by Trust: Involvement**



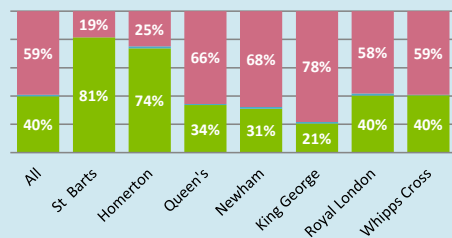
**8.3 Sentiment by Trust: Quality**



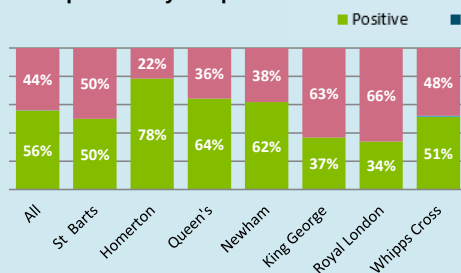
**8.4 Sentiment by Trust: Access**



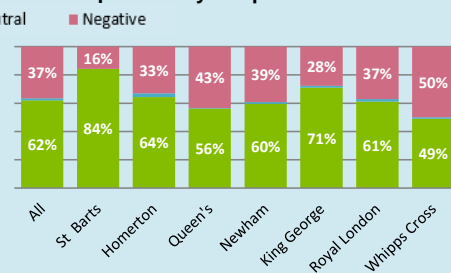
**9.1 Emergency Care by Hospital**



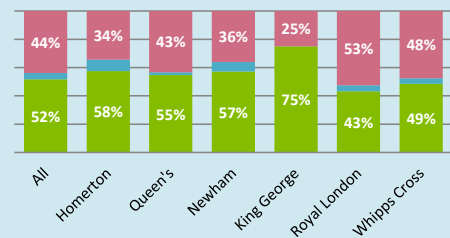
**9.2 Inpatients by Hospital**



**9.3 Outpatients by Hospital**



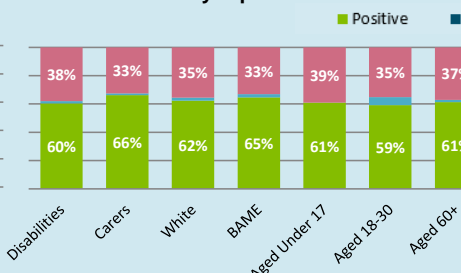
**9.4 Maternity by Hospital**



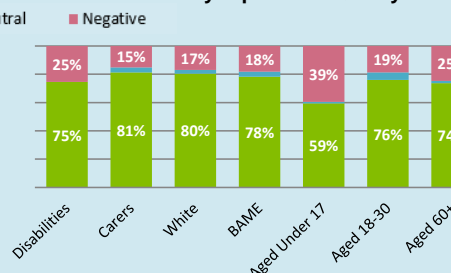
**10.1 Sentiment by Equalities: Overall**



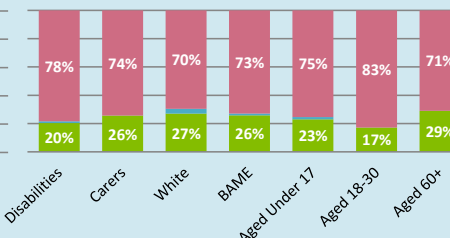
**10.2 Sentiment by Equalities: Involvement**



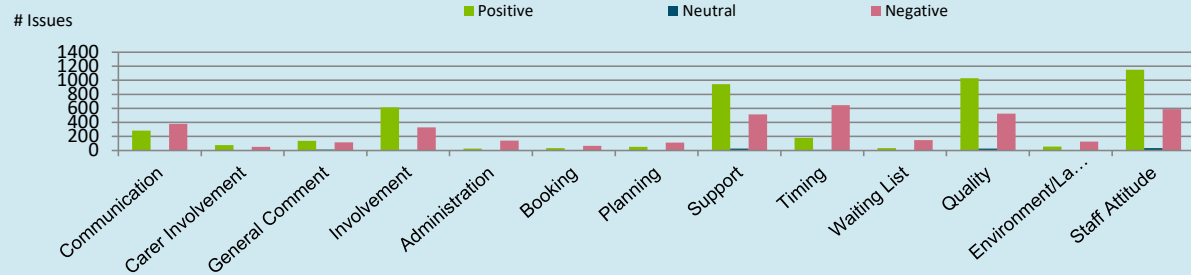
**10.3 Sentiment by Equalities: Quality**



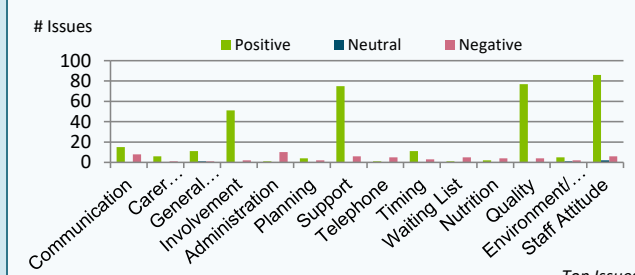
**10.4 Sentiment by Equalities: Access**



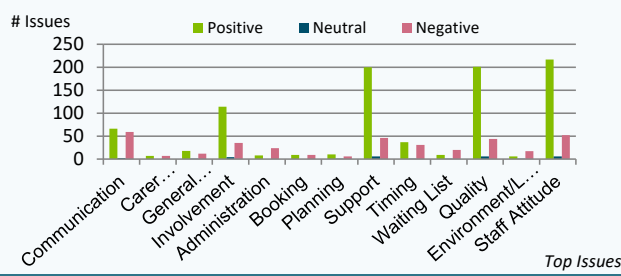
### 11. Top Issues



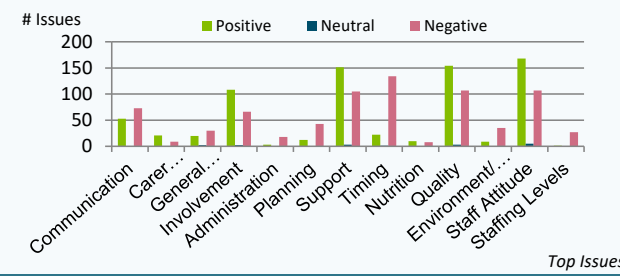
### 11.1 St Bartholomews: 439 issues from 83 people



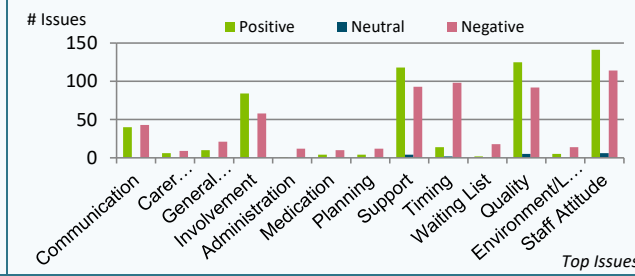
### 11.2 Homerton: 1408 issues from 284 people



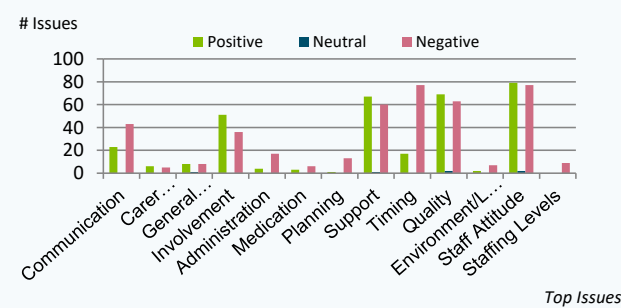
### 11.3 Queen's: 1668 issues from 377 people



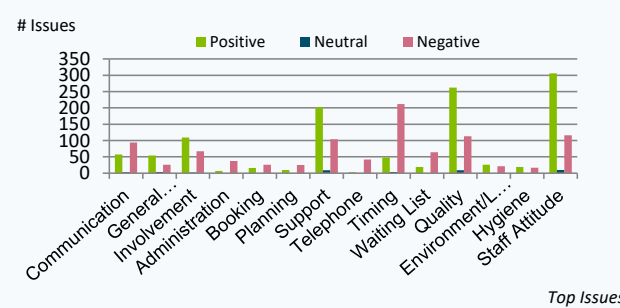
### 11.4 Newham: 1275 issues from 302 people



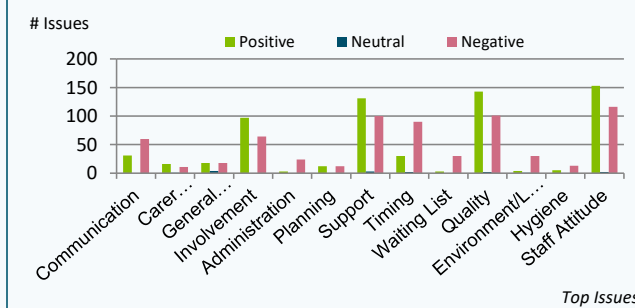
### 11.5 King George: 817 issues from 205 people



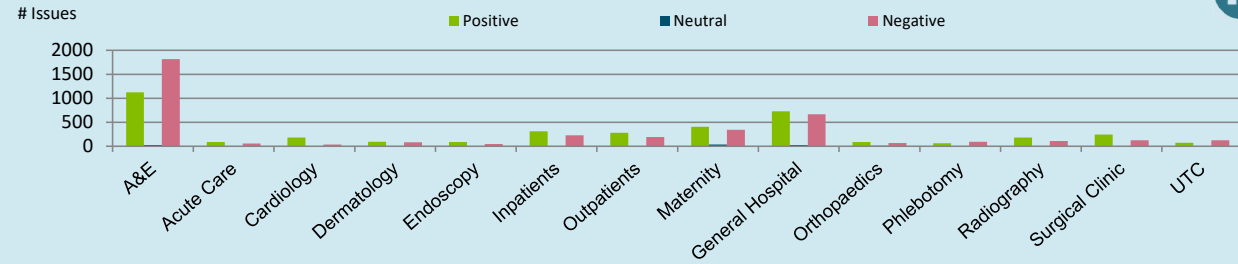
### 11.6 Royal London: 2394 issues from 626 people



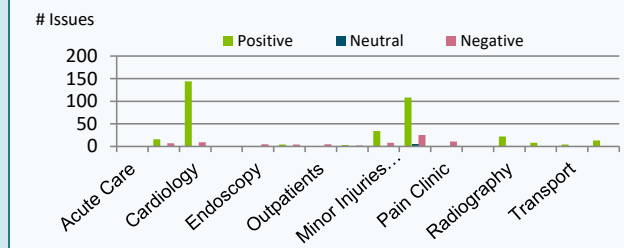
### 11.7 Whipps Cross: 1472 issues from 378 people



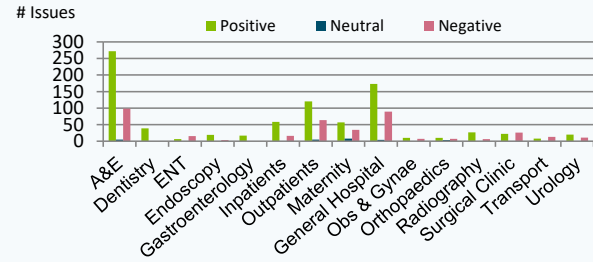
## 12. Top Departments



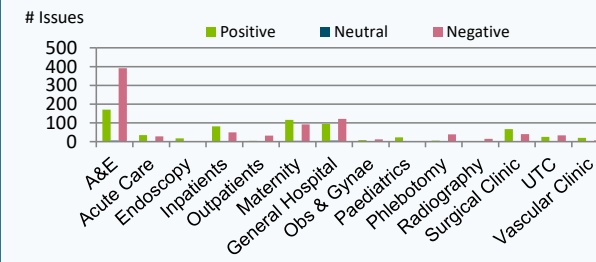
## 12.1 Top Departments: St Bartholomews



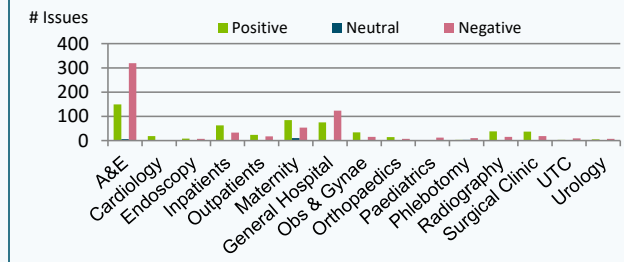
## 12.2 Top Departments: Homerton



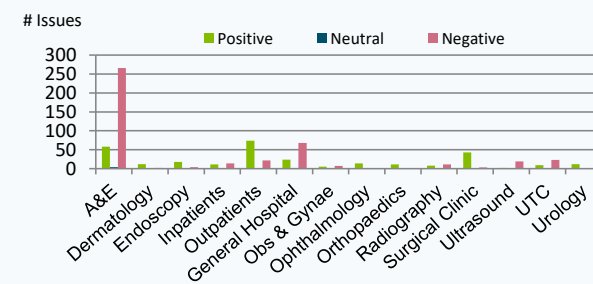
## 12.3 Top Departments: Queen's



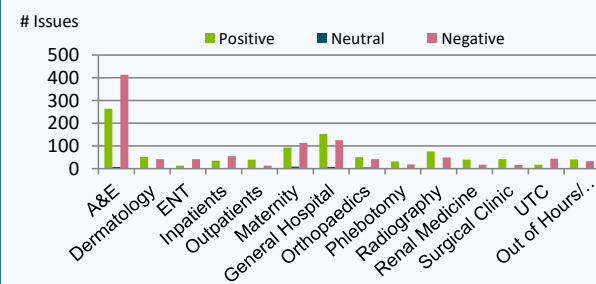
## 12.4 Top Departments: Newham



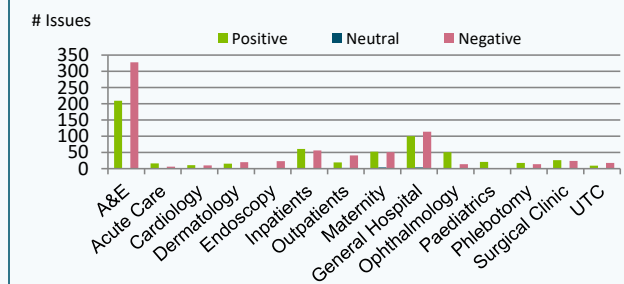
## 12.5 Top Departments: King George



## 12.6 Top Departments: Royal London



## 12.7 Top Departments: Whipps Cross



### 13. Data Table: Number of issues



	Issue Name	Descriptor	# Issues		
			Positive	Neutral	Negative
Patients/Carers	Advice/Information	<i>Communication, including access to advice and information.</i>	285	5	380
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	78	1	53
	Peer Involvement	<i>Involvement or Influence of friends.</i>	2	0	1
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	139	14	116
	User Involvement	<i>Involvement or influence of the service user.</i>	614	8	328
Systems	Administration	<i>Administrative processes and delivery.</i>	27	0	142
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	9	0	35
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	33	1	65
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	1	49
	Data Protection	<i>General data protection (including GDPR).</i>	0	1	7
	Referral	<i>Referral to a service.</i>	10	1	25
	Medical Records	<i>Management of medical records.</i>	0	0	13
	Medication	<i>Prescription and management of medicines.</i>	19	0	53
	Opening Times	<i>Opening times of a service.</i>	3	1	5
	Planning	<i>Leadership and general organisation.</i>	53	2	113
	Registration	<i>Ability to register for a service.</i>	1	1	7
	Support	<i>Levels of support provided.</i>	944	26	514
	Telephone	<i>Ability to contact a service by telephone.</i>	5	1	84
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	179	10	645
Waiting List	<i>Length of wait while on a list.</i>	36	1	149	
Values	Choice	<i>General choice.</i>	7	0	16
	Cost	<i>General cost.</i>	1	0	16
	Language	<i>Language, including terminology.</i>	6	1	18
	Nutrition	<i>Provision of sustenance.</i>	28	2	46
	Privacy	<i>Privacy, personal space and property.</i>	3	0	23
	Quality	<i>General quality of a service, or staff.</i>	1031	27	524
	Sensory	<i>Deaf/blind or other sensory issues.</i>	1	0	7
	Stimulation	<i>General stimulation, including access to activities.</i>	11	0	5

### 13. Data Table: Number of issues



	Issue Name	Descriptor	# Issues		
			Positive	Neutral	Negative
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	11	0	7
	Environment/Layout	<i>Physical environment of a service.</i>	57	3	126
	Equipment	<i>General equipment issues.</i>	7	0	15
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	3	0	23
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	41	0	43
	Mobility	<i>Physical mobility to, from and within services.</i>	3	1	22
	Travel/Parking	<i>Ability to travel or park.</i>	5	0	32
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	27
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	2	1	42
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	1150	33	588
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	18
	Staff Training	<i>Training of staff.</i>	8	1	44
	Staffing Levels	<i>General availability of staff.</i>	1	0	86
<b>Total:</b>			<b>4814</b>	<b>143</b>	<b>4512</b>
<b>Total Issues:</b>			<b>9469</b>		

Community Insight is a partnership between Healthwatch and the NHS in North East London, with support from Local Voice.

All statistics within this analysis are based on qualitative feedback, obtained from sources outlined in section 1.

