# GP Services in North East London (NEL)

**Trends Analysis Report**



Community*Insight*
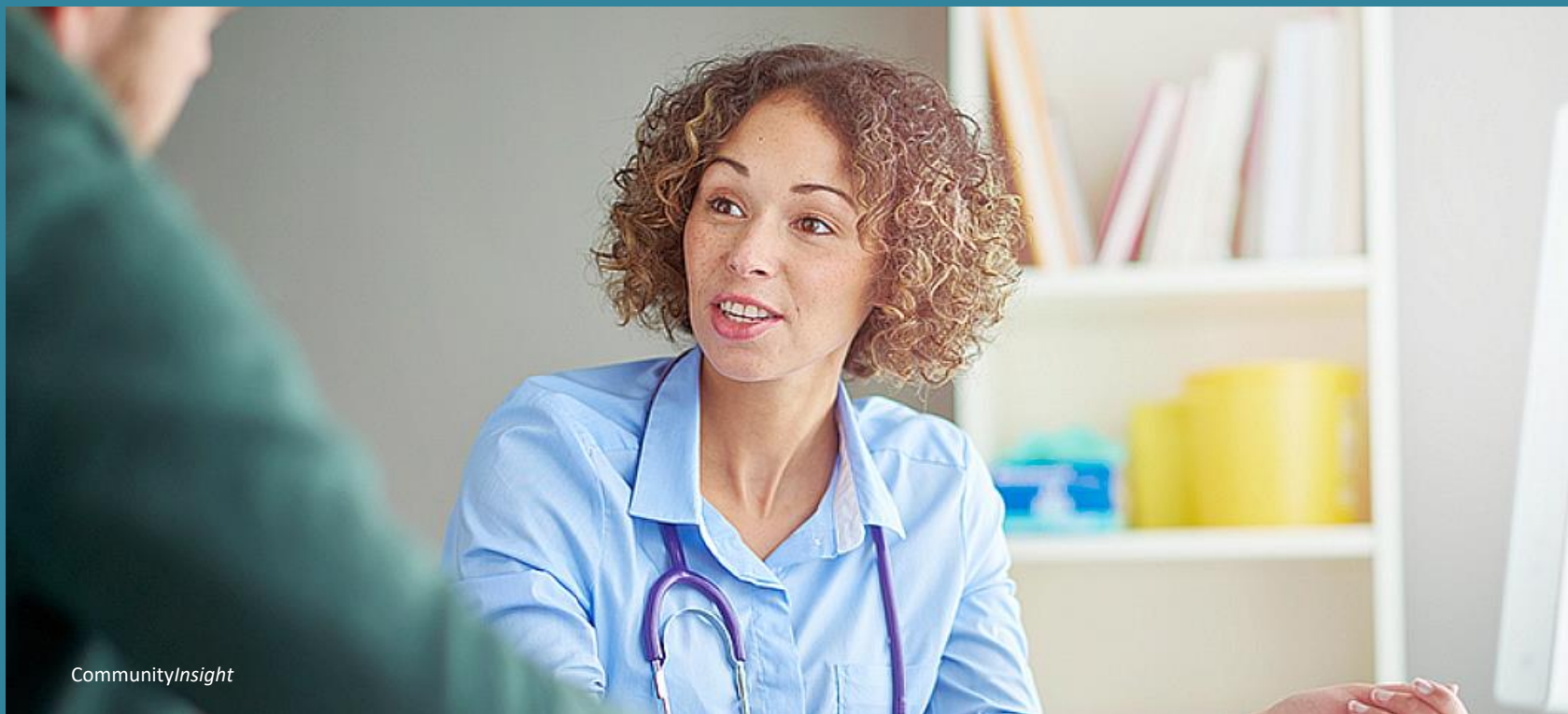
Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of GP services in selected boroughs.

*Qualitative Feedback, 1 July 2023 - 30 June 2024*

**LOCAL VOICE**
*in North East London*

# 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)
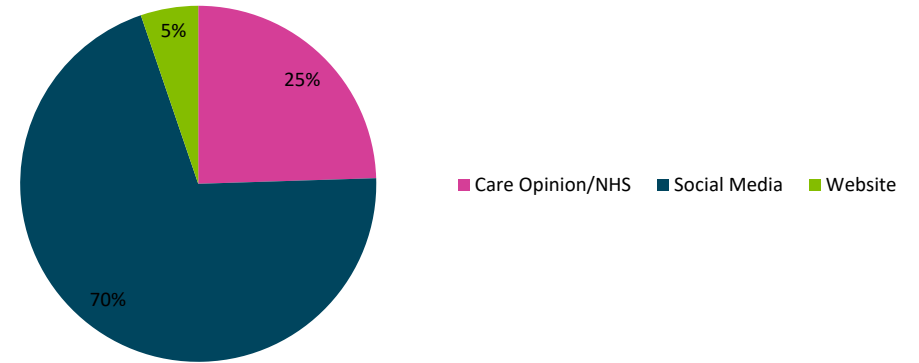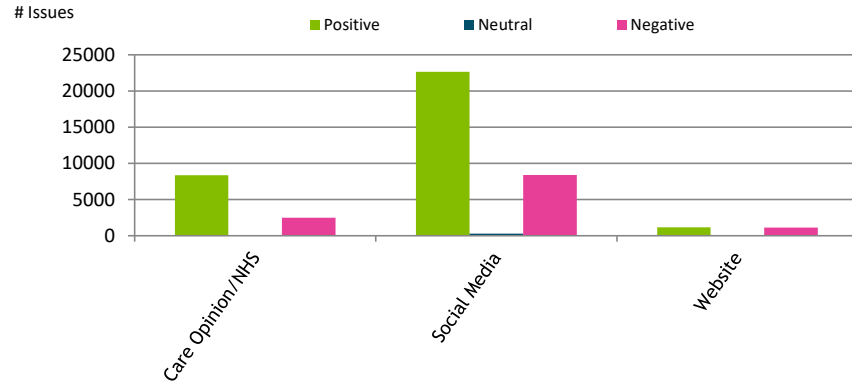
The numbers underpinning the trends.

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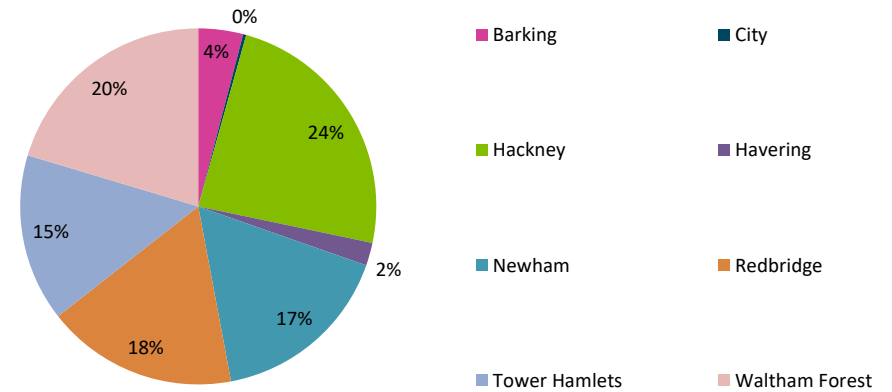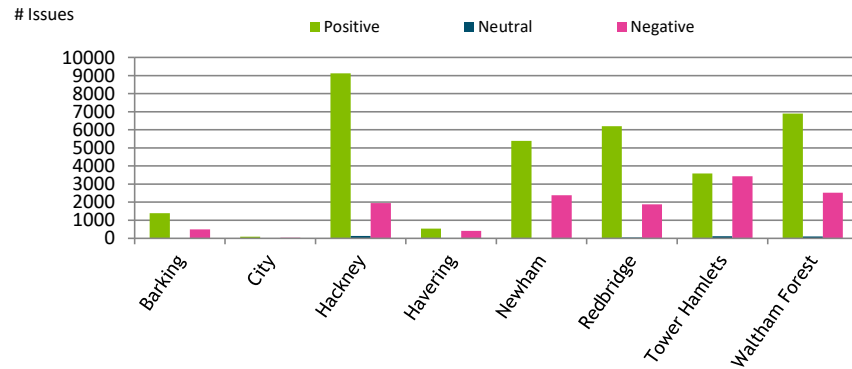
# 1. Data Source: Where did we collect the feedback?

## 1.1 Source: 46772 issues from 10260 people



# Issues

Legend: Positive, Neutral, Negative

Categories: Care Opinion/NHS, Social Media, Website

*Sources providing the most comments overall*



Pie chart:
- Care Opinion/NHS: 25%
- Social Media: 70%
- Website: 5%

## 1.2 Feedback by Borough



# Issues

Legend: Positive, Neutral, Negative

Categories: Barking, City, Hackney, Havering, Newham, Redbridge, Tower Hamlets, Waltham Forest



Pie chart:
- Barking: 4%
- City: 0%
- Hackney: 24%
- Havering: 2%
- Newham: 17%
- Redbridge: 18%
- Tower Hamlets: 15%
- Waltham Forest: 20%

## 2. Which services are people most commenting on?

### 2.1 Service Sector

# Issues

Legend: ■ Positive ■ Neutral ■ Negative



*Service sectors receiving the most comments overall*

### 2.2 Service Type

# Issues

Legend: ■ Positive ■ Neutral ■ Negative



*Service type receiving the most comments overall*

4

### 3.1 Stated medical conditions/topics

# Issues



Legend: Positive — Neutral — Negative

*Medical conditions/topics receiving the most comments overall*

Pie chart legend:
- Asthma
- Autism
- Cancer
- Cardiology
- Children's Health
- COVID-19 (Infected)
- Diabetes
- Diet and Nutrition
- Digital and Online
- Learning Disability
- Maternity
- Mental Health
- Skin Health
- Vaccination

Pie chart values: 3%, 2%, 4%, 2%, 20%, 5%, 6%, 2%, 21%, 2%, 4%, 12%, 3%, 14%

### 3.2 Top Trends: 46772 issues from 10260 people

# Issues



Legend: Positive — Neutral — Negative

*Issues receiving the most comments overall*

Pie chart legend:
- Communication
- General Comment
- Involvement
- Administration
- Booking
- Referral
- Medication
- Support
- Telephone
- Timing
- Waiting List
- Quality
- Staff Attitude

Pie chart values: 6%, 2%, 10%, 2%, 8%, 1%, 1%, 18%, 2%, 2%, 7%, 17%, 24%

5

**4.1 How do people feel about services overall?**

# Issues

Legend: Positive, Neutral, Negative

| | Jan-Mar 2023 | Apr-Jun 2023 | Jul-Sep 2023 | Oct-Dec 2023 | Jan-Mar 2024 | Apr-June 2024 |
|---|---|---|---|---|---|---|
| Negative | 46% | 37% | 32% | 26% | 29% | 26% |
| Positive | 53% | 62% | 67% | 73% | 70% | 73% |

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

# Issues

Legend: Positive, Neutral, Negative

| | Jan-Mar 2023 | Apr-Jun 2023 | Jul-Sep 2023 | Oct-Dec 2023 | Jan-Mar 2024 | Apr-June 2024 |
|---|---|---|---|---|---|---|
| Negative | 32% | 25% | 23% | 19% | 20% | 19% |
| Positive | 68% | 75% | 76% | 80% | 79% | 81% |

**4.3 How do people feel about general quality and empathy?**

# Issues

Legend: Positive, Neutral, Negative

| | Jan-Mar 2023 | Apr-Jun 2023 | Jul-Sep 2023 | Oct-Dec 2023 | Jan-Mar 2024 | Apr-June 2024 |
|---|---|---|---|---|---|---|
| Negative | 27% | 21% | 19% | 14% | 15% | 15% |
| Positive | 72% | 78% | 80% | 85% | 84% | 84% |

**4.4 How do people feel about access to services?**

# Issues

Legend: Positive, Neutral, Negative

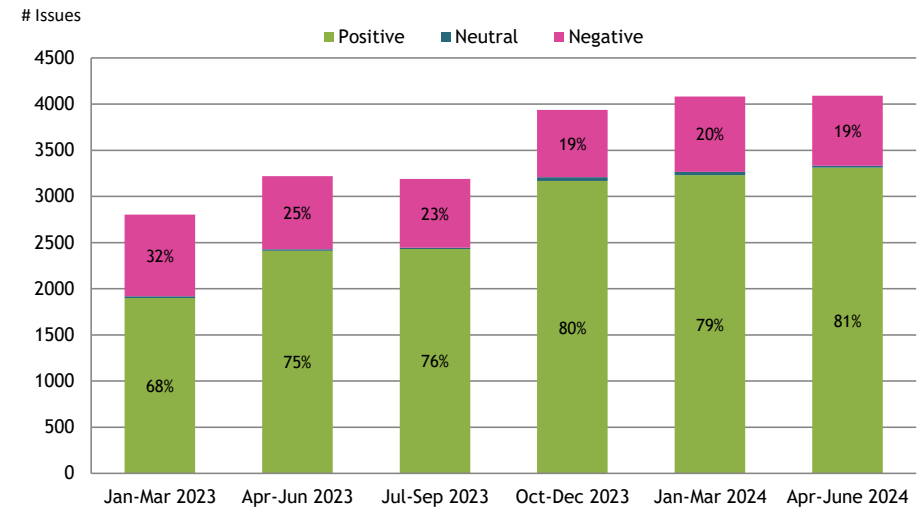| | Jan-Mar 2023 | Apr-Jun 2023 | Jul-Sep 2023 | Oct-Dec 2023 | Jan-Mar 2024 | Apr-June 2024 |
|---|---|---|---|---|---|---|
| Negative | 73% | 66% | 59% | 52% | 57% | 56% |
| Positive | 26% | 32% | 40% | 47% | 42% | 43% |

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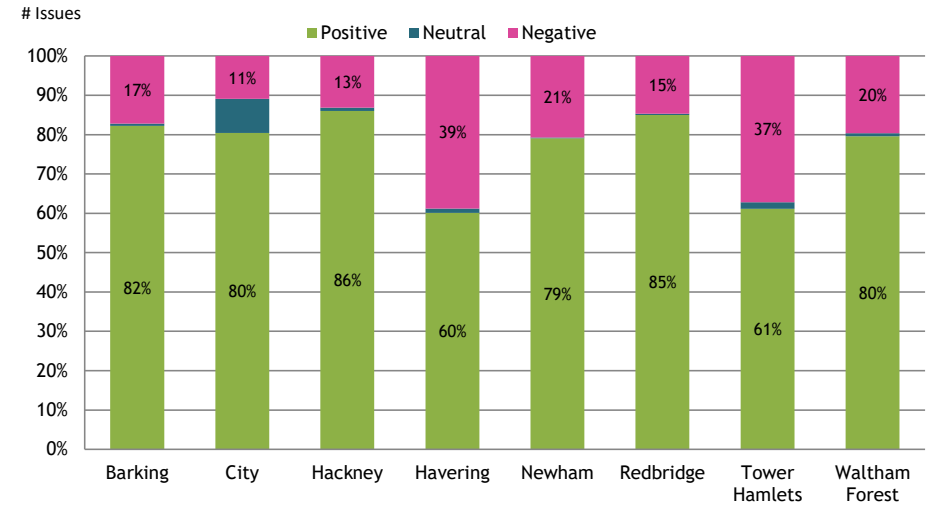
## 5.1 How do people feel about services overall?

# Issues

Legend: Positive, Neutral, Negative

| Borough | Positive | Negative |
|---|---|---|
| Barking | 73% | 26% |
| City | 67% | 25% |
| Hackney | 81% | 17% |
| Havering | 55% | 43% |
| Newham | 69% | 31% |
| Redbridge | 76% | 23% |
| Tower Hamlets | 50% | 48% |
| Waltham Forest | 72% | 26% |

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

# Issues

Legend: Positive, Neutral, Negative

| Borough | Positive | Negative |
|---|---|---|
| Barking | 82% | 17% |
| City | 80% | 11% |
| Hackney | 86% | 13% |
| Havering | 60% | 39% |
| Newham | 79% | 21% |
| Redbridge | 85% | 15% |
| Tower Hamlets | 61% | 37% |
| Waltham Forest | 80% | 20% |

## 5.3 How do people feel about general quality and empathy?

# Issues

Legend: Positive, Neutral, Negative

| Borough | Positive | Negative |
|---|---|---|
| Barking | 86% | 13% |
| City | 83% | 6% |
| Hackney | 90% | 9% |
| Havering | 68% | 32% |
| Newham | 82% | 17% |
| Redbridge | 87% | 13% |
| Tower Hamlets | 69% | 29% |
| Waltham Forest | 83% | 16% |

## 5.4 How do people feel about access to services?

# Issues

Legend: Positive, Neutral, Negative

| Borough | Positive | Negative |
|---|---|---|
| Barking | 48% | 51% |
| City | 22% | 78% |
| Hackney | 64% | 34% |
| Havering | 33% | 65% |
| Newham | 35% | 65% |
| Redbridge | 46% | 53% |
| Tower Hamlets | 27% | 72% |
| Waltham Forest | 47% | 51% |

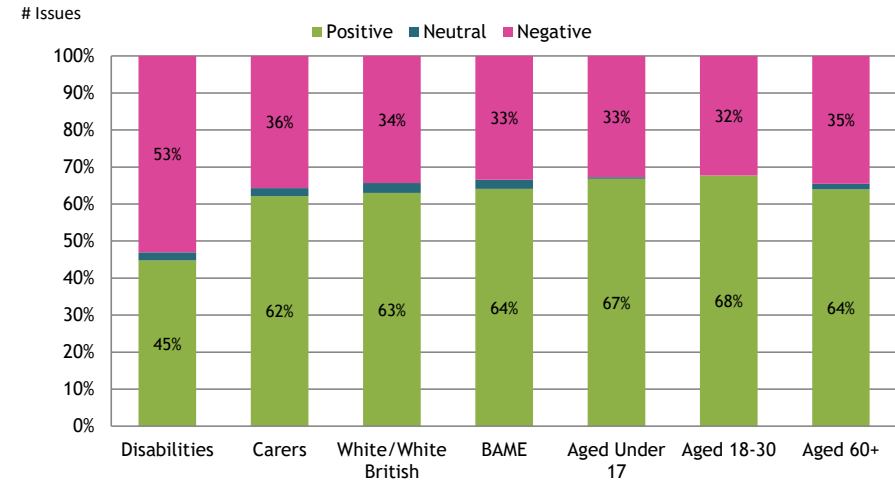# 6. Equalities: On the whole, how do people feel about Health and Care services?

## 6.1 How do people feel about services overall?
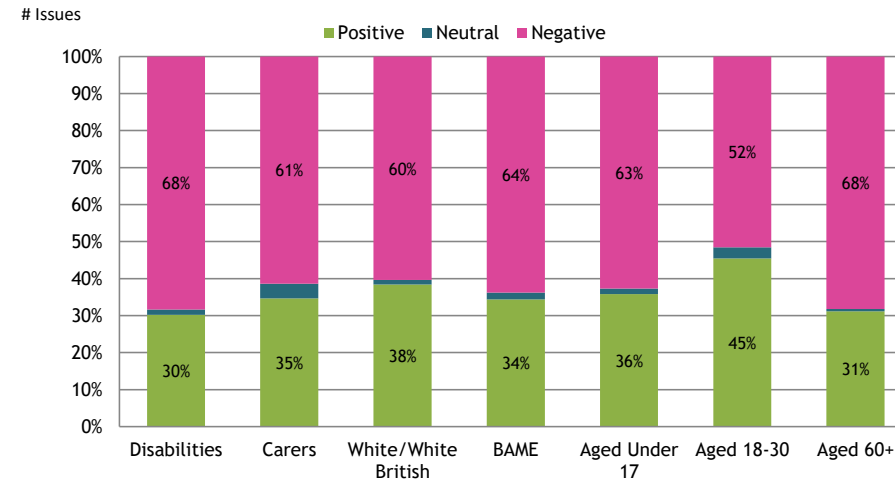
# Issues

Legend: Positive, Neutral, Negative

| Category | Positive | Negative |
|---|---|---|
| Disabilities | 43% | 55% |
| Carers | 54% | 43% |
| White/White British | 55% | 42% |
| BAME | 55% | 43% |
| Aged Under 17 | 57% | 42% |
| Aged 18-30 | 64% | 35% |
| Aged 60+ | 53% | 46% |

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

# Issues

Legend: Positive, Neutral, Negative

| Category | Positive | Negative |
|---|---|---|
| Disabilities | 45% | 53% |
| Carers | 62% | 36% |
| White/White British | 63% | 34% |
| BAME | 64% | 33% |
| Aged Under 17 | 67% | 33% |
| Aged 18-30 | 68% | 32% |
| Aged 60+ | 64% | 35% |

## 6.3 How do people feel about general quality and empathy?

# Issues

Legend: Positive, Neutral, Negative

| Category | Positive | Negative |
|---|---|---|
| Disabilities | 60% | 36% |
| Carers | 76% | 21% |
| White/White British | 78% | 18% |
| BAME | 77% | 19% |
| Aged Under 17 | 67% | 32% |
| Aged 18-30 | 83% | 17% |
| Aged 60+ | 75% | 23% |

## 6.4 How do people feel about access to services?

# Issues

Legend: Positive, Neutral, Negative

| Category | Positive | Negative |
|---|---|---|
| Disabilities | 30% | 68% |
| Carers | 35% | 61% |
| White/White British | 38% | 60% |
| BAME | 34% | 64% |
| Aged Under 17 | 36% | 63% |
| Aged 18-30 | 45% | 52% |
| Aged 60+ | 31% | 68% |

### 7.1 Service Sector

# Issues

Legend: ■ Positive  ■ Neutral  ■ Negative



X-axis: Primary Care Service

*Service sectors receiving the most comments overall*

### 7.2 Service Type

# Issues

Legend: ■ Positive  ■ Neutral  ■ Negative



X-axis: GP
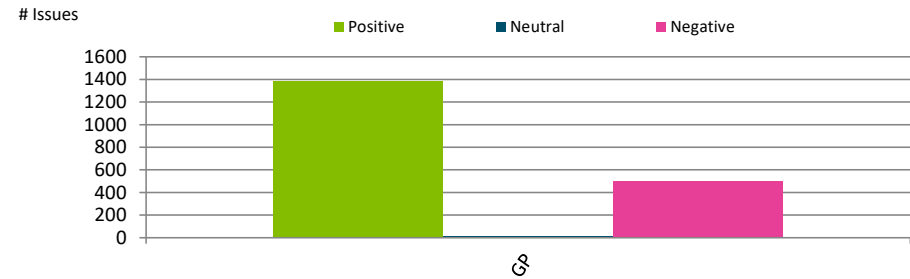
*Service type receiving the most comments overall*

### 7.3 Stated medical conditions/topics

# Issues

Legend: ■ Positive  ■ Neutral  ■ Negative



X-axis: Allergies, Asthma, Cancer, Cardiology, Children's Health, COVID-19 (Infected), Diabetes, Digital and Online, Foot Health, Maternity, Mental Health, Mobility, Neurology, Stroke, Vaccination
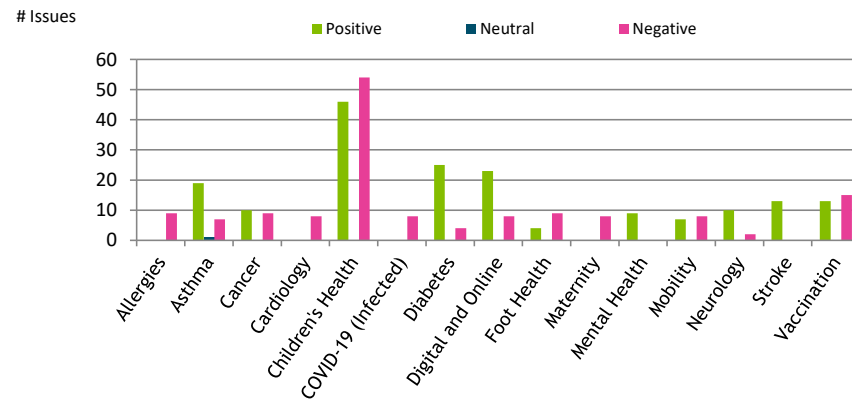
*Medical conditions/topics receiving the most comments overall*

### 7.4 Top Trends: 1902 issues from 377 people
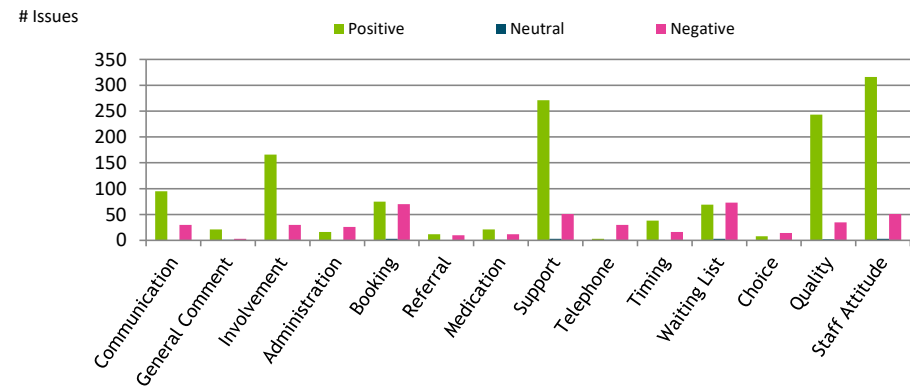
# Issues

Legend: ■ Positive  ■ Neutral  ■ Negative



X-axis: Communication, General Comment, Involvement, Administration, Booking, Referral, Medication, Support, Telephone, Timing, Waiting List, Choice, Quality, Staff Attitude

*Issues receiving the most comments overall*

## 7.5 Service Sector

# Issues

Legend: ■ Positive ■ Neutral ■ Negative
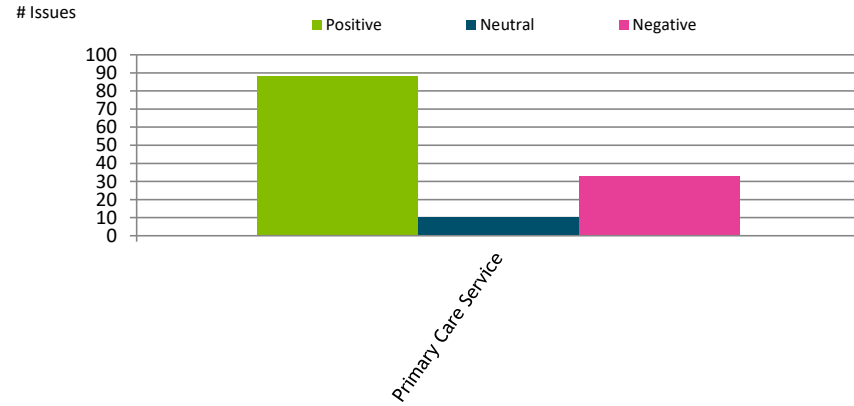


*Service sectors receiving the most comments overall*

## 7.6 Service Type

# Issues

Legend: ■ Positive ■ Neutral ■ Negative
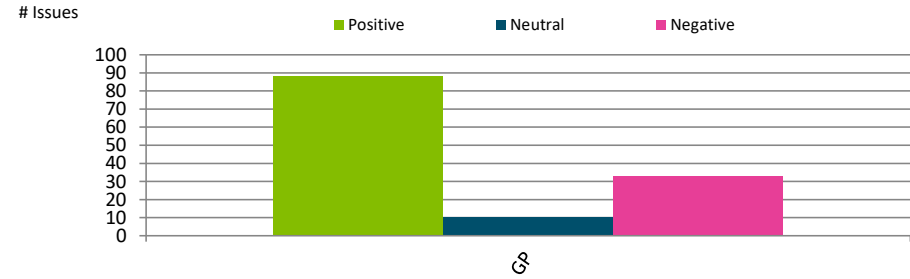


*Service type receiving the most comments overall*

## 7.7 Stated medical conditions/topics

# Issues

Legend: ■ Positive ■ Neutral ■ Negative
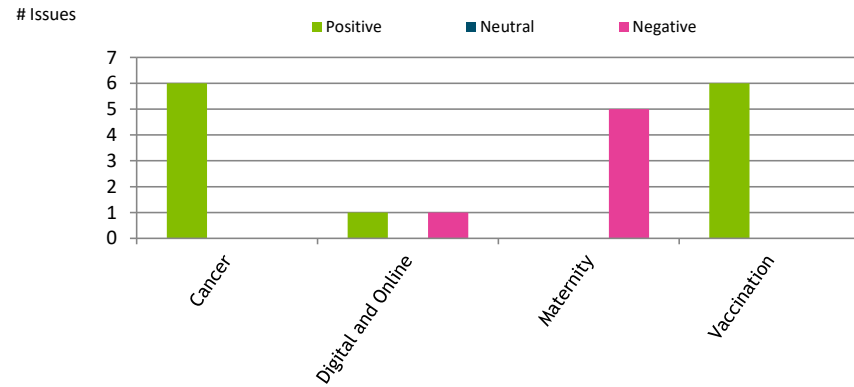


*Medical conditions/topics receiving the most comments overall*

## 7.8 Top Trends: 131 issues from 25 people
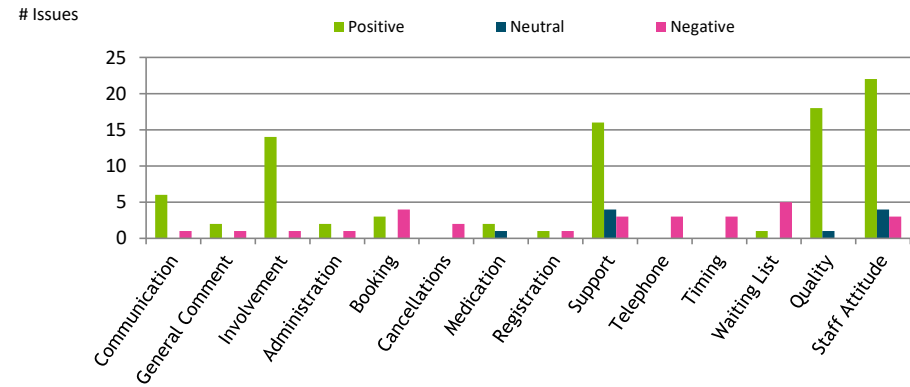
# Issues

Legend: ■ Positive ■ Neutral ■ Negative



*Issues receiving the most comments overall*

**7.9 Service Sector**

# Issues

■ Positive  ■ Neutral  ■ Negative
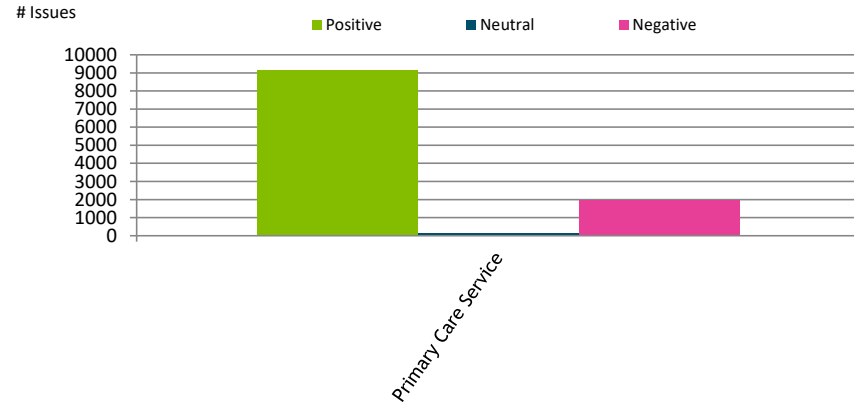


*Service sectors receiving the most comments overall*

**7.10 Service Type**

# Issues

■ Positive  ■ Neutral  ■ Negative
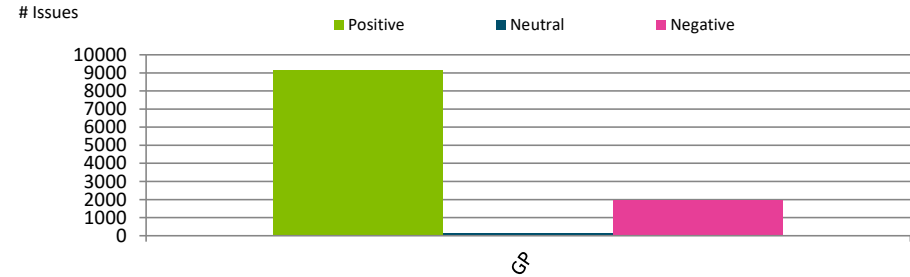


*Service type receiving the most comments overall*

**7.11 Stated medical conditions/topics**

# Issues

■ Positive  ■ Neutral  ■ Negative
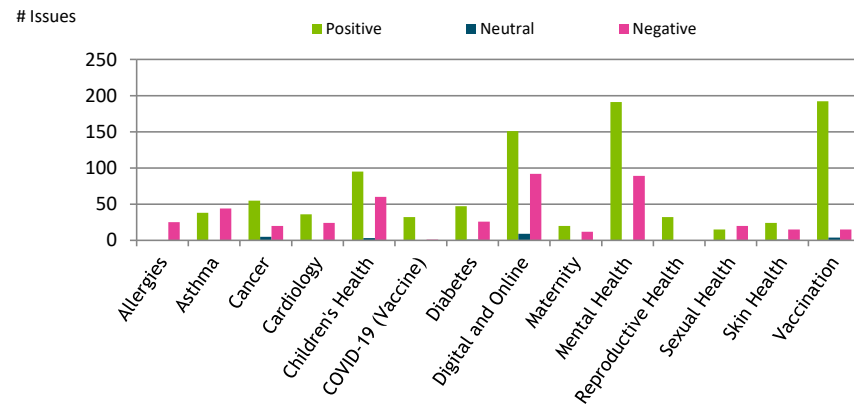


*Medical conditions/topics receiving the most comments overall*

**7.12 Top Trends: 11201 issues from 2246 people**
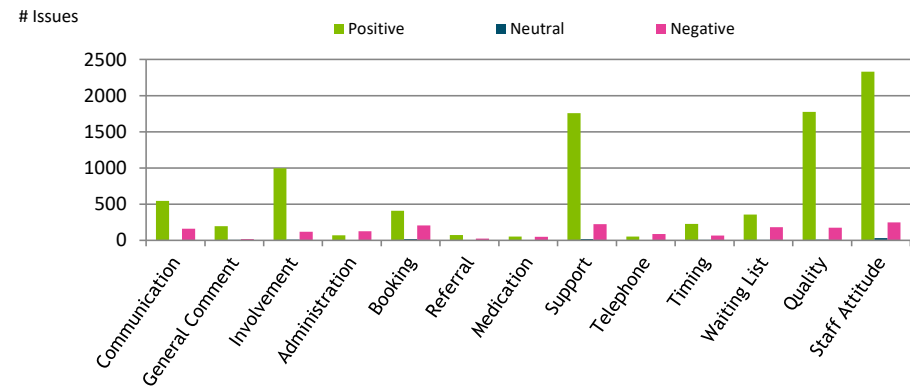
# Issues

■ Positive  ■ Neutral  ■ Negative



*Issues receiving the most comments overall*

11

## 7.13 Service Sector

# Issues
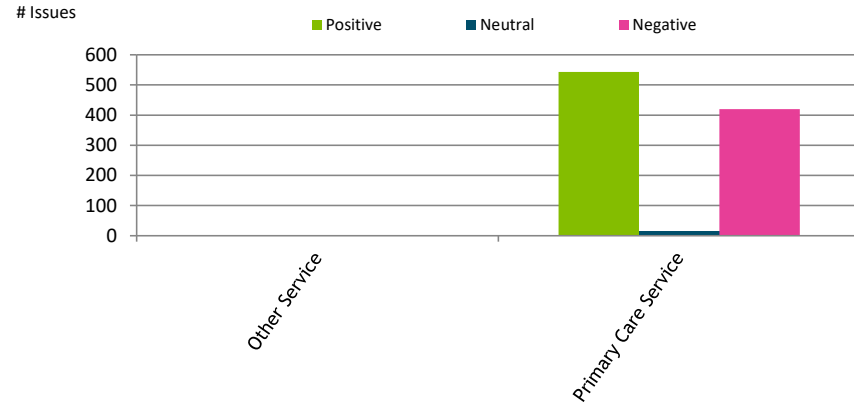


*Service sectors receiving the most comments overall*

## 7.14 Service Type
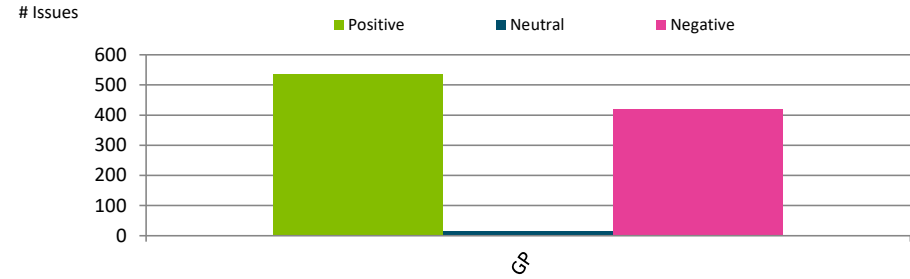
# Issues



*Service type receiving the most comments overall*

## 7.15 Stated medical conditions/topics
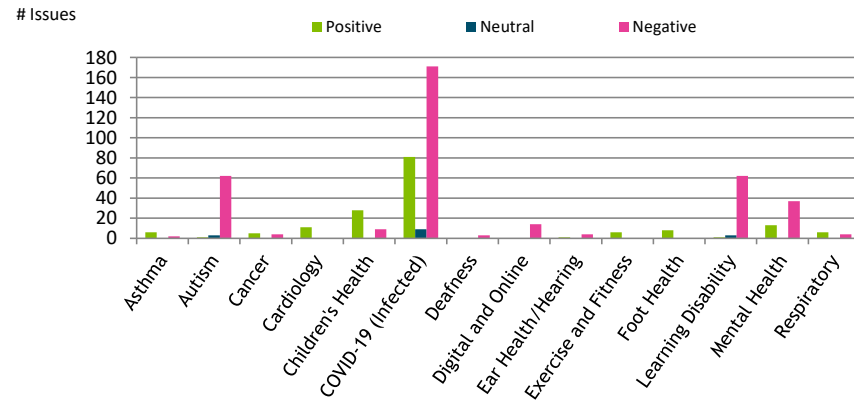
# Issues



*Medical conditions/topics receiving the most comments overall*
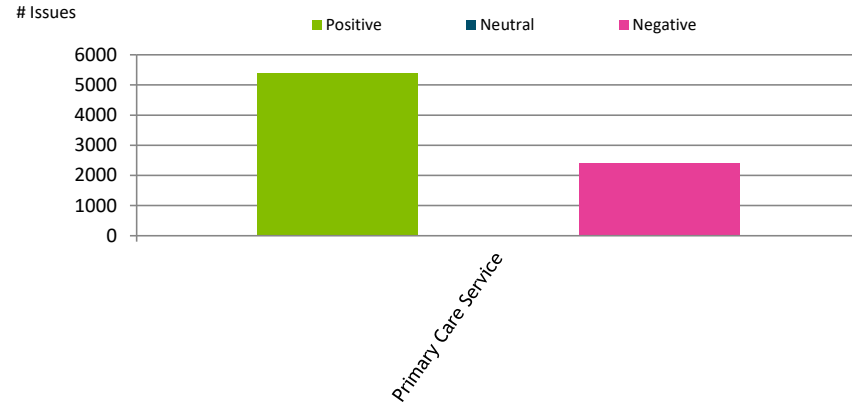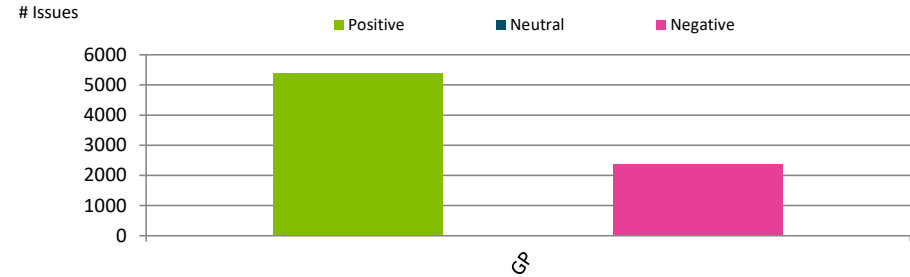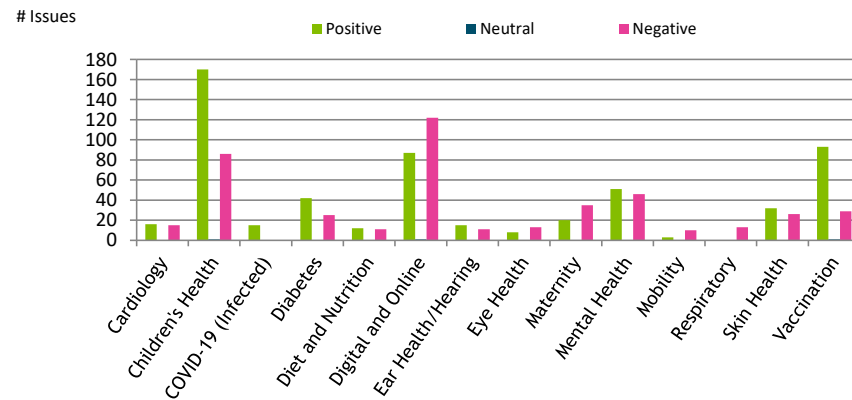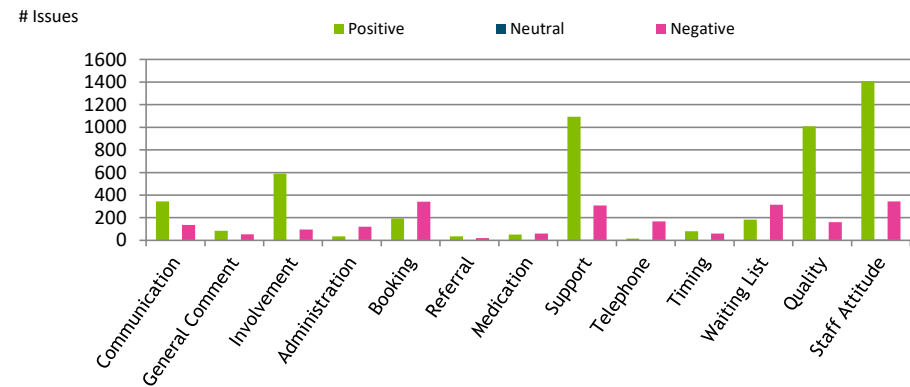
## 7.16 Top Trends: 970 issues from 214 people
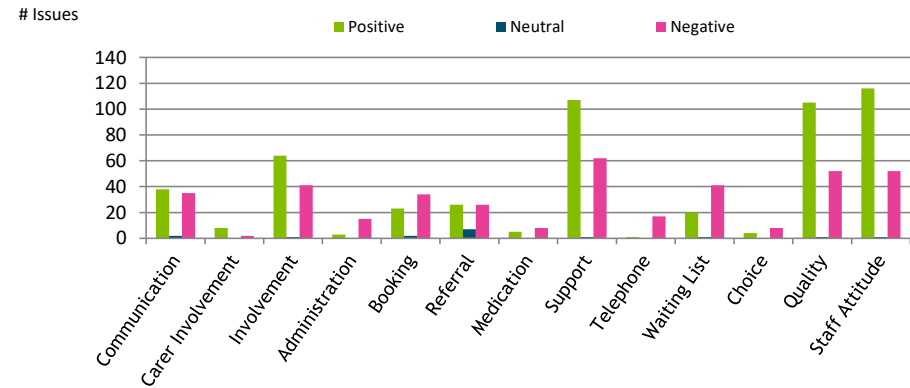
# Issues



*Issues receiving the most comments overall*

## 7.17 Service Sector

# Issues



*Service sectors receiving the most comments overall*

## 7.18 Service Type

# Issues



*Service type receiving the most comments overall*

## 7.19 Stated medical conditions/topics

# Issues



*Medical conditions/topics receiving the most comments overall*
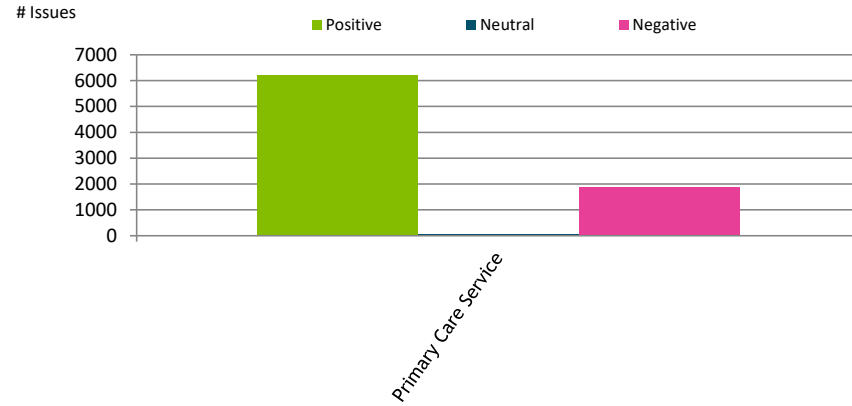
## 7.20 Top Trends: 7801 issues from 1823 people

# Issues



*Issues receiving the most comments overall*

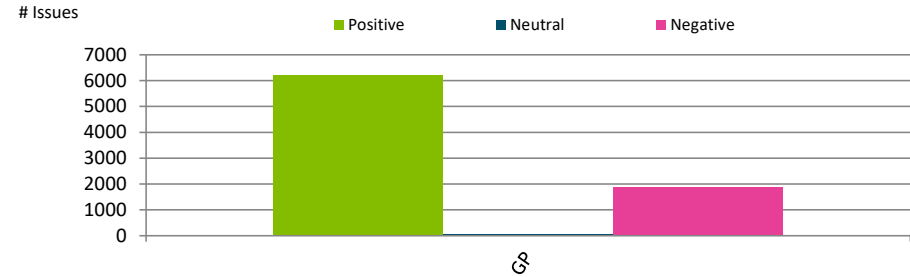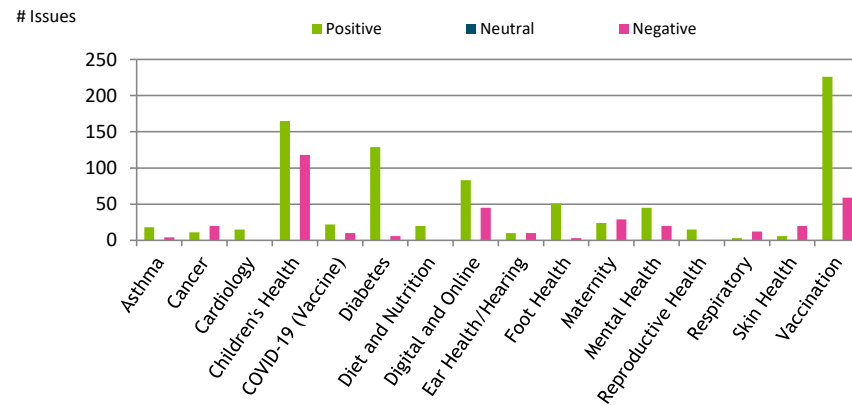### 7.21 Service Sector

# Issues



*Service sectors receiving the most comments overall*
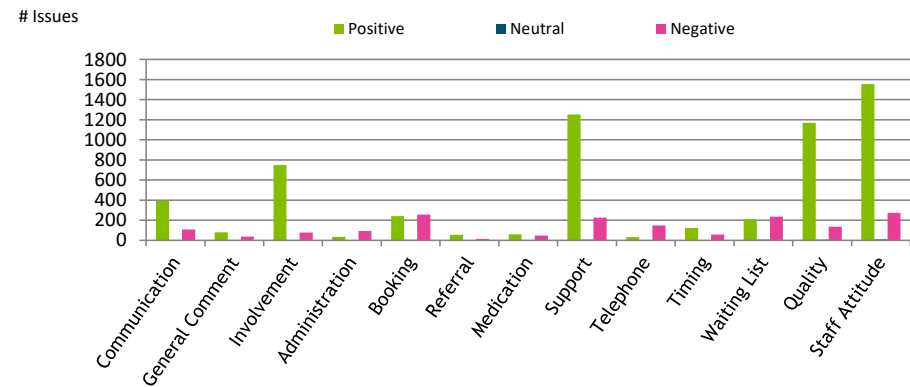
### 7.22 Service Type

# Issues



*Service type receiving the most comments overall*

### 7.23 Stated medical conditions/topics

# Issues



*Medical conditions/topics receiving the most comments overall*

### 7.24 Top Trends: 8127 issues from 1749 people

# Issues



*Issues receiving the most comments overall*

14

## 7.25 Service Sector

# Issues

Positive  Neutral  Negative



*Service sectors receiving the most comments overall*

## 7.26 Service Type

# Issues

Positive  Neutral  Negative
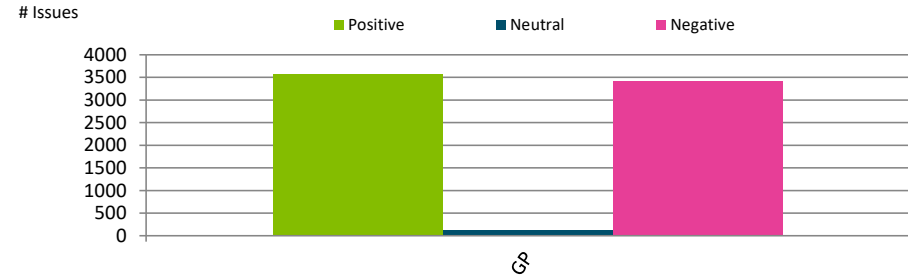


*Service type receiving the most comments overall*

## 7.27 Stated medical conditions/topics

# Issues

Positive  Neutral  Negative



*Medical conditions/topics receiving the most comments overall*

## 7.28 Top Trends: 7116 issues from 1662 people

# Issues

Positive  Neutral  Negative



*Issues receiving the most comments overall*

**7.29 Service Sector**

# Issues



*Service sectors receiving the most comments overall*

**7.30 Service Type**

# Issues



*Service type receiving the most comments overall*

**7.31 Stated medical conditions/topics**

# Issues



*Medical conditions/topics receiving the most comments overall*
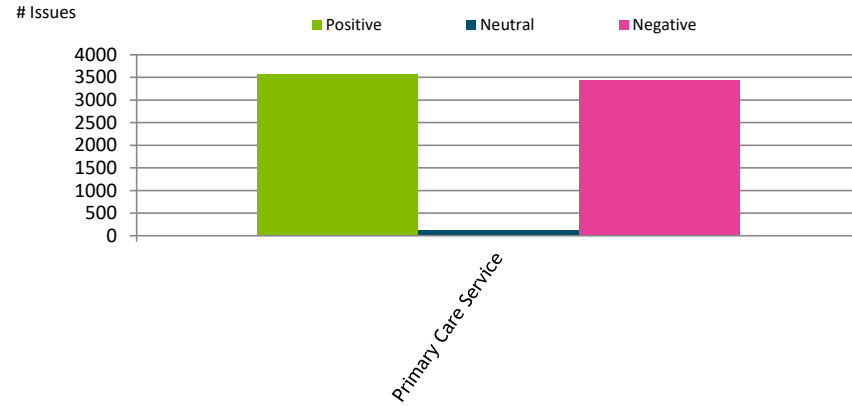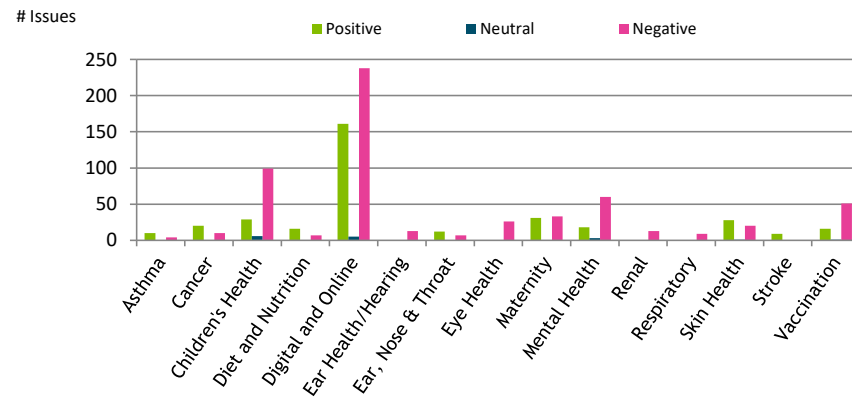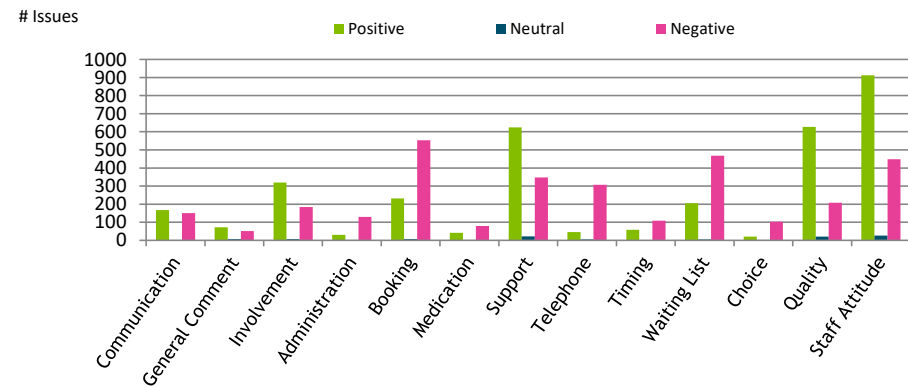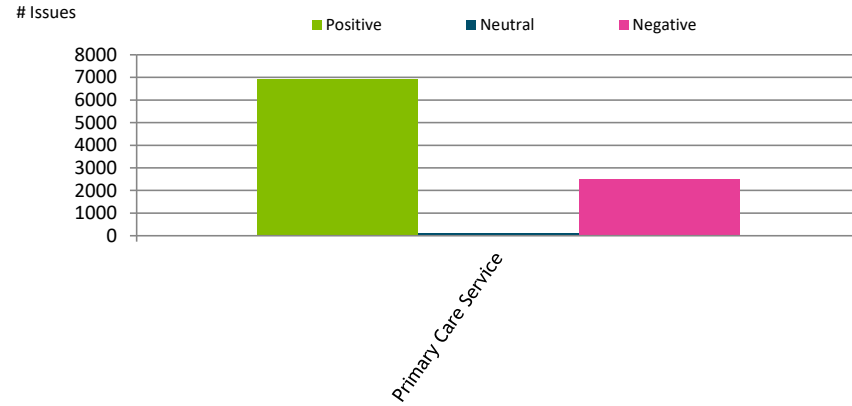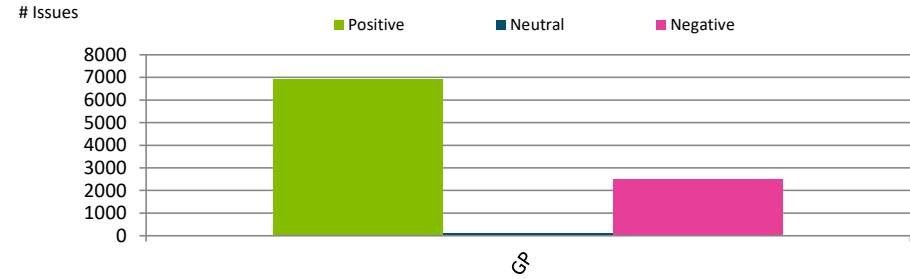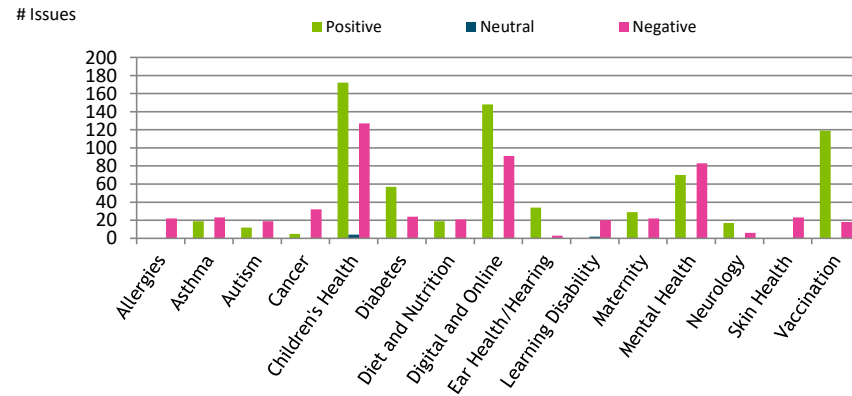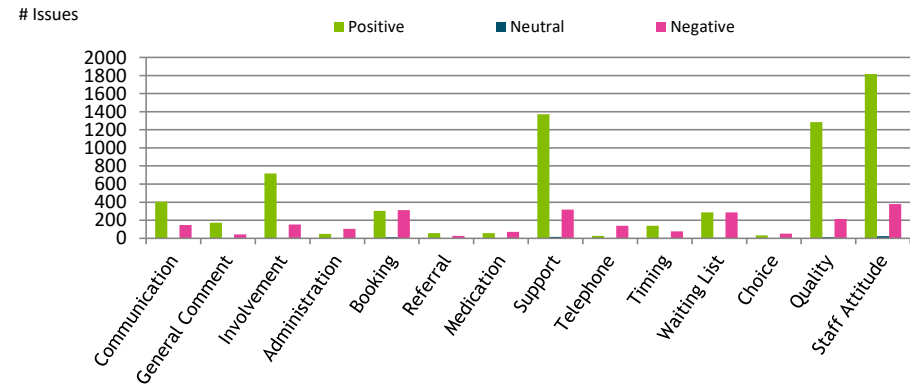
**7.32 Top Trends: 9524 issues from 2164 people**

# Issues



*Issues receiving the most comments overall*

## 8. Data Table: Number of issues

| | Issue Name | Descriptor | # Issues | | | |
|---|---|---|---|---|---|---|
| | | | **Positive** | **Neutral** | **Negative** | **Total** |
| **Patients/Carers** | Advice/Information | *Communication, including access to advice and information.* | 1995 | 10 | 767 | 2772 |
| | Carer Involvement | *Involvement or influence of carers and family members.* | 194 | 1 | 39 | 234 |
| | Peer Involvement | *Involvement or Influence of friends.* | 1 | 0 | 0 | 1 |
| | General Comment | *A generalised statement (ie; "The doctor was good.")* | 628 | 22 | 205 | 855 |
| | User Involvement | *Involvement or influence of the service user.* | 3619 | 26 | 698 | 4343 |
| **Systems** | Administration | *Administrative processes and delivery.* | 243 | 9 | 615 | 867 |
| | Admission | *Physical admission to a hospital ward, or other service.* | 0 | 0 | 0 | 0 |
| | Booking | *Ability to book, reschedule or cancel appointments.* | 1482 | 48 | 1776 | 3306 |
| | Cancellations | *Cancellation of appointment by the service provider.* | 0 | 0 | 72 | 72 |
| | Data Protection | *General data protection (including GDPR).* | 1 | 2 | 14 | 17 |
| | Referral | *Referral to a service.* | 303 | 12 | 158 | 473 |
| | Medical Records | *Management of medical records.* | 8 | 0 | 47 | 55 |
| | Medication | *Prescription and management of medicines.* | 288 | 7 | 325 | 620 |
| | Opening Times | *Opening times of a service.* | 27 | 2 | 33 | 62 |
| | Planning | *Leadership and general organisation.* | 170 | 2 | 102 | 274 |
| | Registration | *Ability to register for a service.* | 62 | 1 | 76 | 139 |
| | Support | *Levels of support provided.* | 6493 | 76 | 1541 | 8110 |
| | Telephone | *Ability to contact a service by telephone.* | 176 | 10 | 901 | 1087 |
| | Timing | *Physical timing (ie; length of wait at appointments).* | 669 | 16 | 387 | 1072 |
| | Waiting List | *Length of wait while on a list.* | 1332 | 31 | 1604 | 2967 |
| **Values** | Choice | *General choice.* | 169 | 8 | 260 | 437 |
| | Cost | *General cost.* | 4 | 1 | 51 | 56 |
| | Language | *Language, including terminology.* | 49 | 1 | 47 | 97 |
| | Nutrition | *Provision of sustainance.* | 4 | 0 | 7 | 11 |
| | Privacy | *Privacy, personal space and property.* | 7 | 0 | 20 | 27 |
| | Quality | *General quality of a service, or staff.* | 6228 | 60 | 977 | 7265 |
| | Sensory | *Deaf/blind or other sensory issues.* | 3 | 0 | 11 | 14 |
| | Stimulation | *General stimulation, including access to activities.* | 35 | 0 | 2 | 37 |

# 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).* | 102 | 0 | 26 | 128 |
| | Environment/Layout | *Physical environment of a service.* | 165 | 3 | 49 | 217 |
| | Equipment | *General equipment issues.* | 20 | 1 | 30 | 51 |
| | Hazard | *General hazard to safety (ie; a hospital wide infection).* | 0 | 0 | 5 | 5 |
| | Hygiene | *Levels of hygiene and general cleanliness.* | 139 | 0 | 17 | 156 |
| | Mobility | *Physical mobility to, from and within services.* | 7 | 0 | 14 | 21 |
| | Travel/Parking | *Ability to travel or park.* | 3 | 0 | 11 | 14 |
| **Staff** | Omission | *General omission (ie; transport did not arrive).* | 0 | 1 | 107 | 108 |
| | Security/Conduct | *General security of a service, including conduct of staff.* | 3 | 1 | 32 | 36 |
| | Staff Attitude | *Attitude, compassion and empathy of staff.* | 8479 | 108 | 1796 | 10383 |
| | Complaints | *Ability to log and resolve a complaint.* | 10 | 0 | 80 | 90 |
| | Staff Training | *Training of staff.* | 77 | 4 | 137 | 218 |
| | Staffing Levels | *General availability of staff.* | 10 | 1 | 64 | 75 |
| | **Total:** | | **33205** | **464** | **13103** | **46772** |

**Community*Insight* CRM**