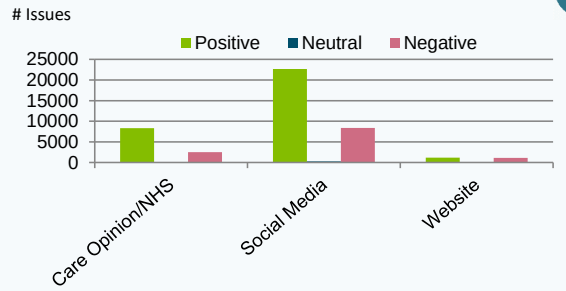
GP Services in North East London (NEL)

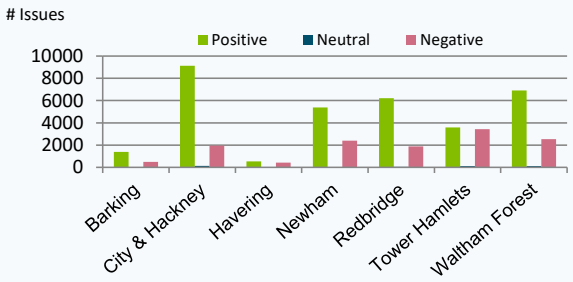
Qualitative Feedback, 1 July 2023 - 30 June 2024

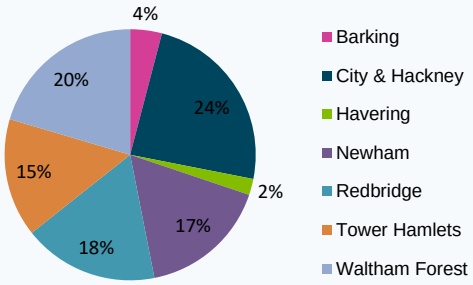
Community Insight Analysis

1. Top Source: 46772 issues from 10260 people

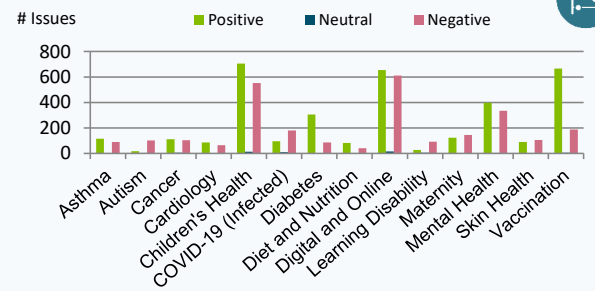


2. Feedback by Borough

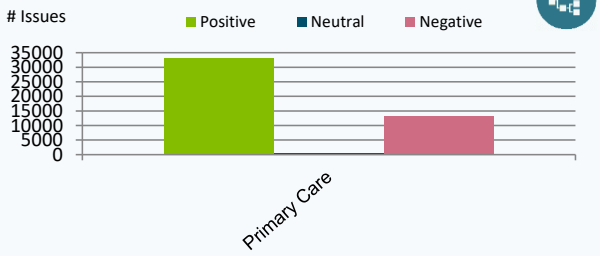




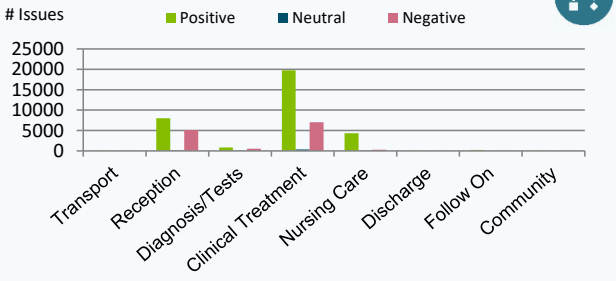
3. Top Conditions/Topics



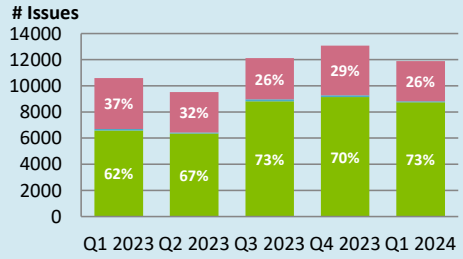
4. Service Sector



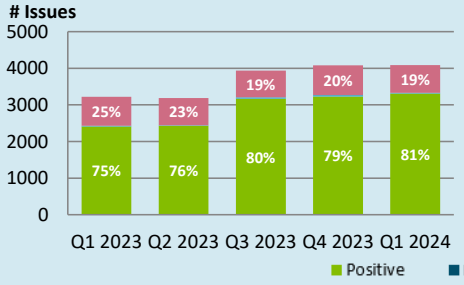
5. Clinical Care Pathway



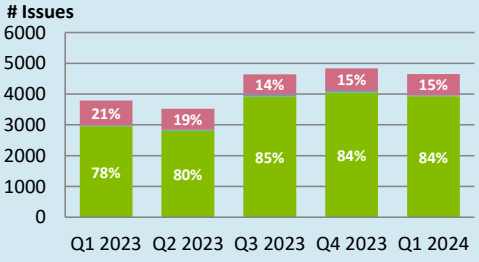
6.1 Timeline: Overall Sentiment



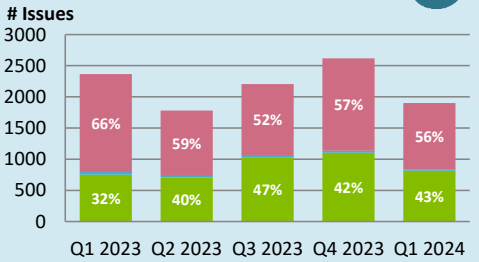
6.2 Timeline: Involvement



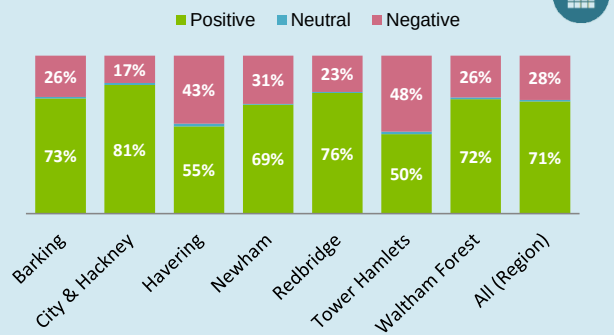
6.3 Timeline: Quality



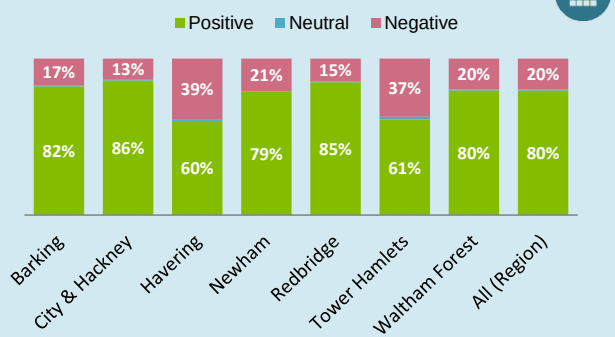
6.4 Timeline: Access



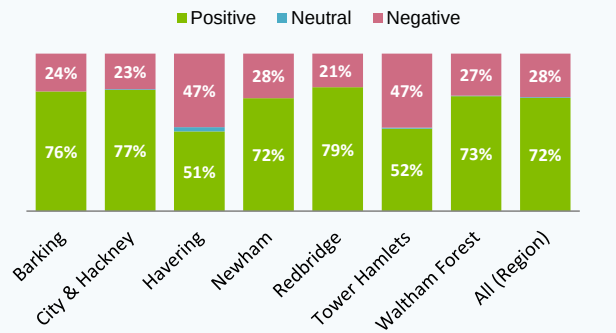
7.1 Sentiment by Borough: Overall



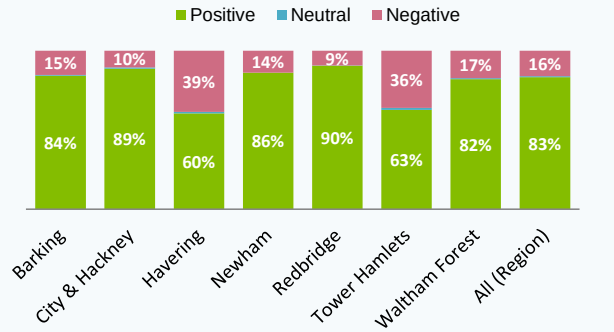
7.2 Sentiment by Borough: Involvement



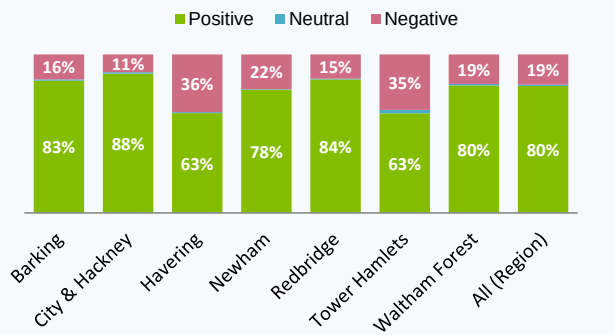
7.2.1 Involvement: Communication



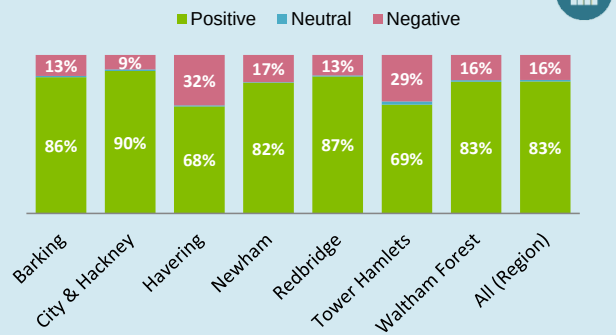
7.2.2 Involvement: User Involvement



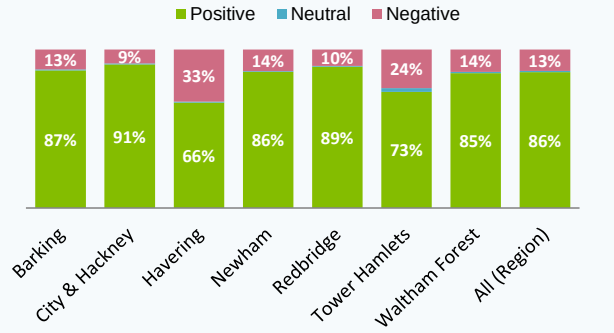
7.2.3 Involvement: Support



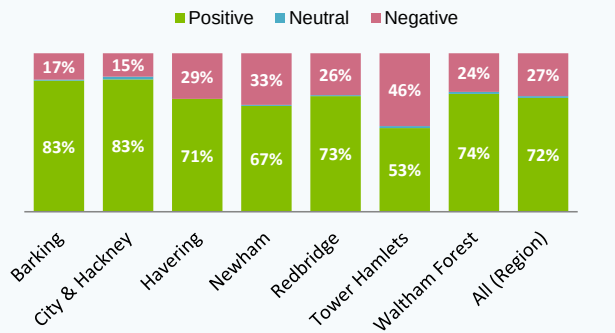
7.3 Sentiment by Borough: Quality



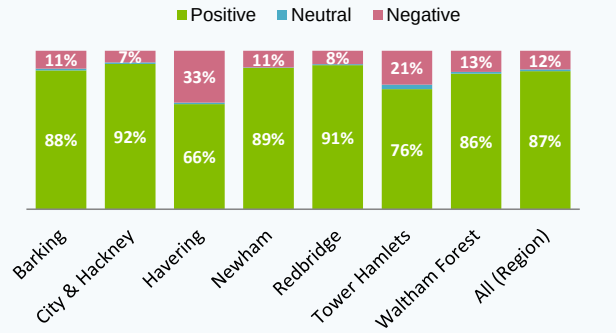
7.3.1 Quality: Experience



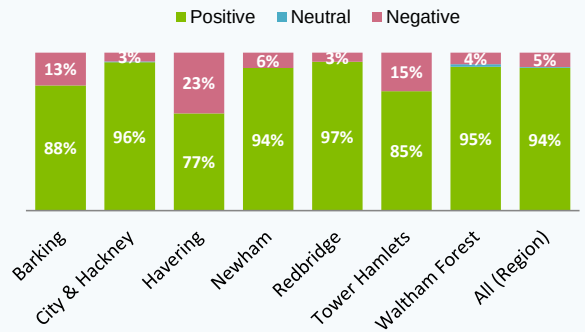
7.3.2 Quality: Staff Attitude (Receptionists)



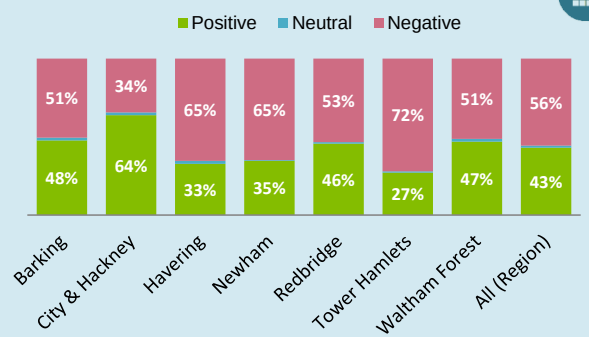
7.3.3 Quality: Staff Attitude (Clinicians)



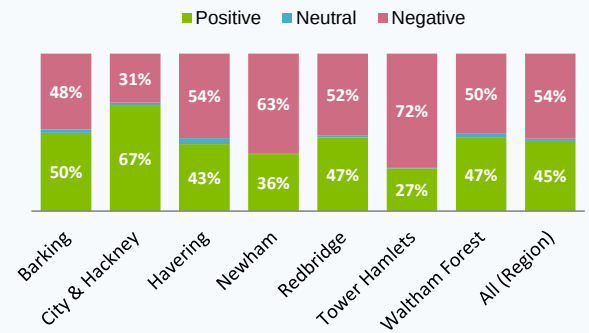
7.3.4 Quality: Staff Attitude (Nurses)



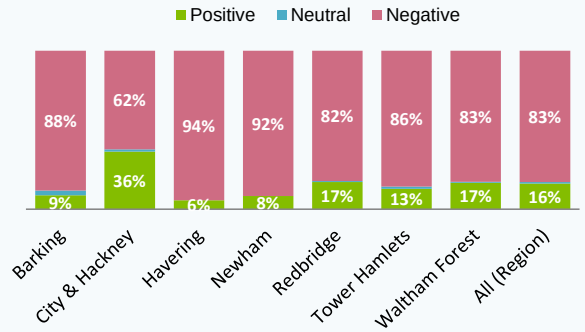
7.4 Sentiment by Borough: Access



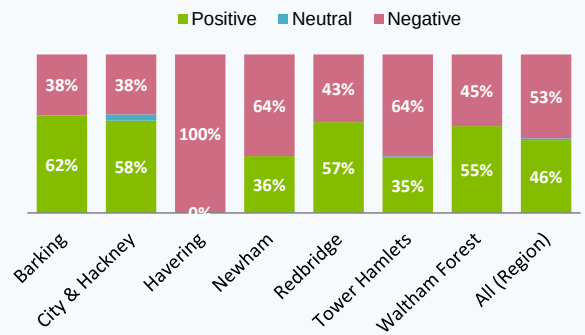
7.4.1 Access: Booking



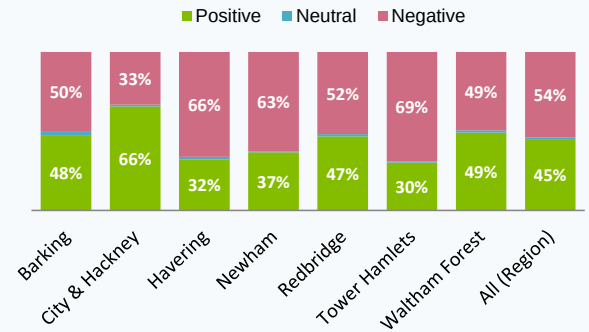
7.4.2 Access: Telephones



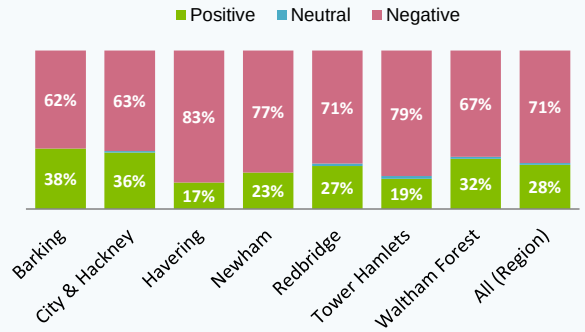
7.4.3 Access: Online Systems



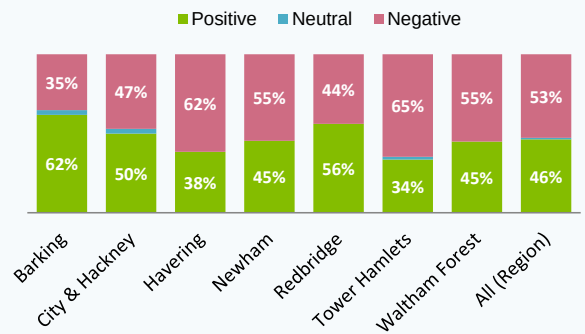
7.4.4 Access: Waiting Lists



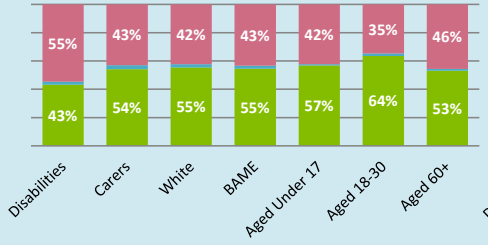
7.5 Administration



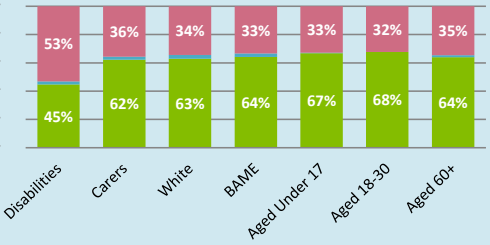
7.6 Repeat Prescriptions



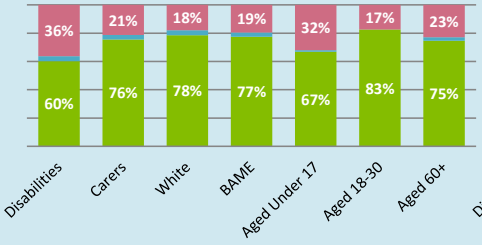
8.1 Sentiment by Equalities: Overall



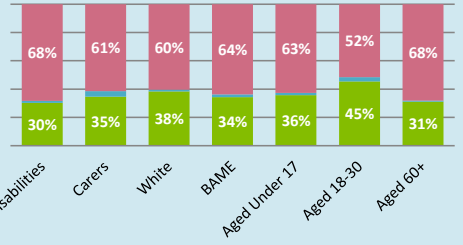
8.2 Sentiment by Equalities: Involvement



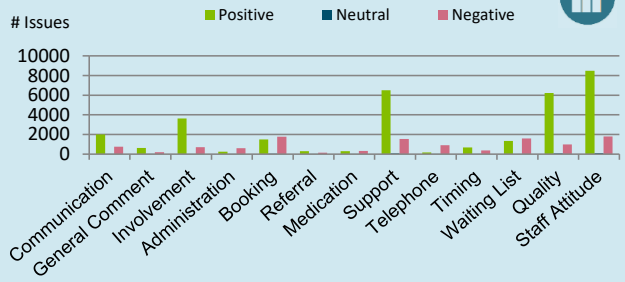
8.3 Sentiment by Equalities: Quality



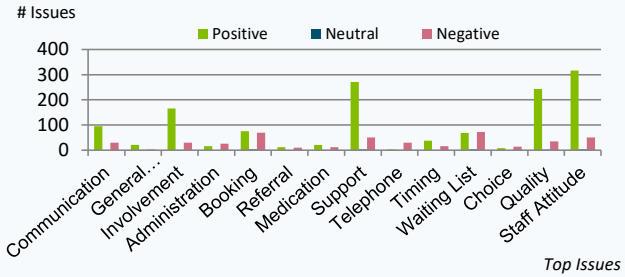
8.4 Sentiment by Equalities: Access



9. Top Issues

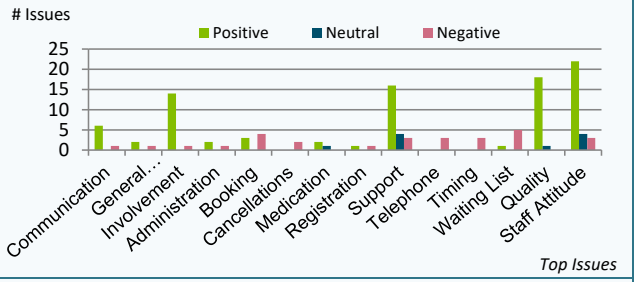


9.1 Barking: 1902 issues from 377 people



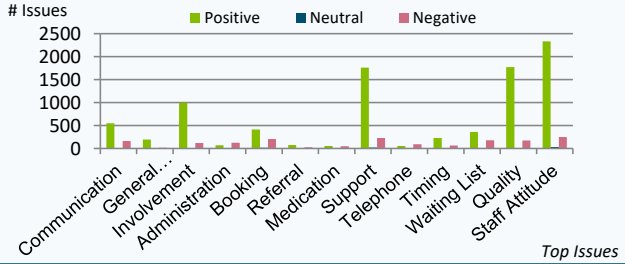
Top Issues

9.2 City of London: 131 issues from 25 people



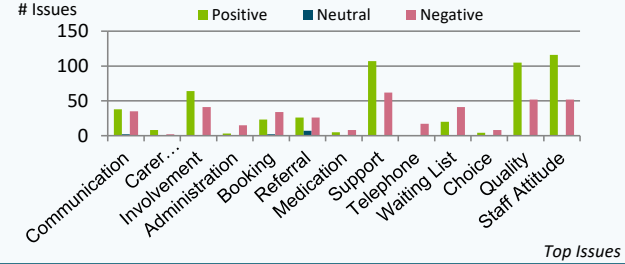
Top Issues

9.3 Hackney: 11201 issues from 2246 people



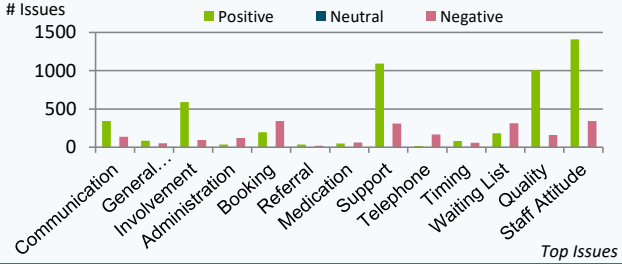
Top Issues

9.4 Havering: 970 issues from 214 people



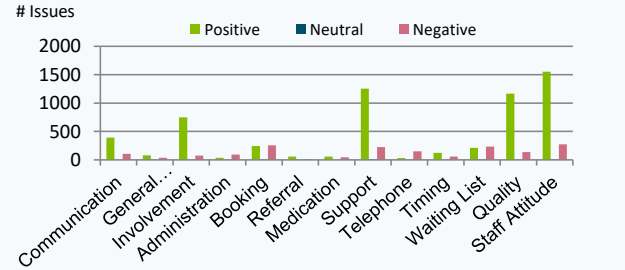
Top Issues

9.5 Newham: 7801 issues from 1823 people



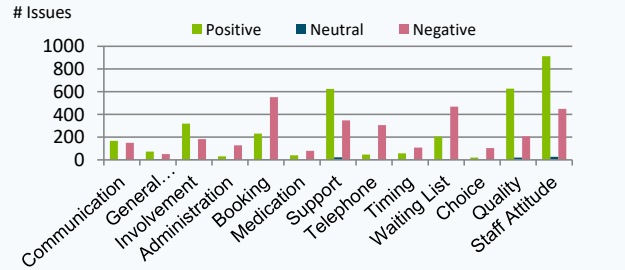
Top Issues

9.6 Redbridge: 8127 issues from 1749 people



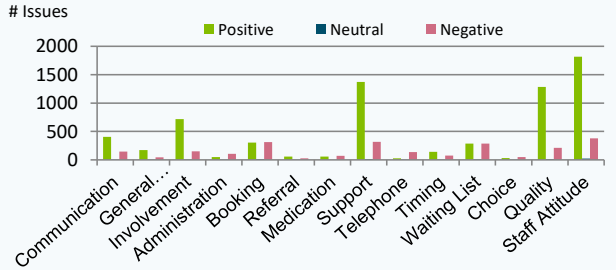
Top Issues

9.7 Tower Hamlets: 7116 issues from 1662 people



Top Issues

9.8 Waltham Forest: 9524 issues from 2164 people



Top Issues

10. Data Table: Number of issues

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

10. Data Table: Number of issues

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

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 qualitattive feedback, obtained from sources outlined in section 1.