

Health and Care Services in Tower Hamlets, Newham & Waltham Forest

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



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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 9-11)

Explores trends by individual borough.



Data Table (Pages 12-13)

The numbers underpinning the trends.

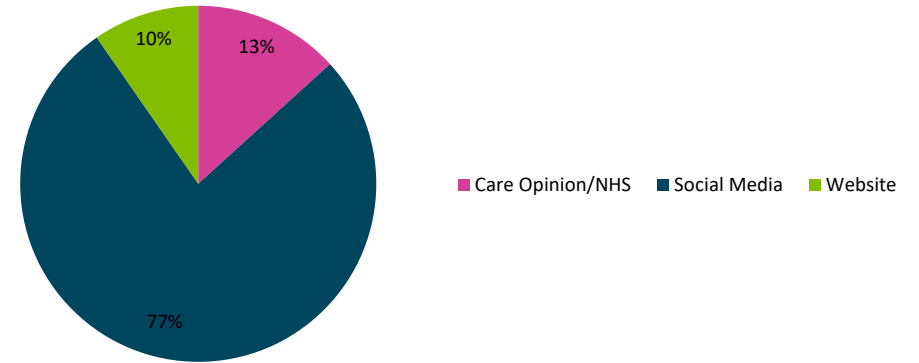
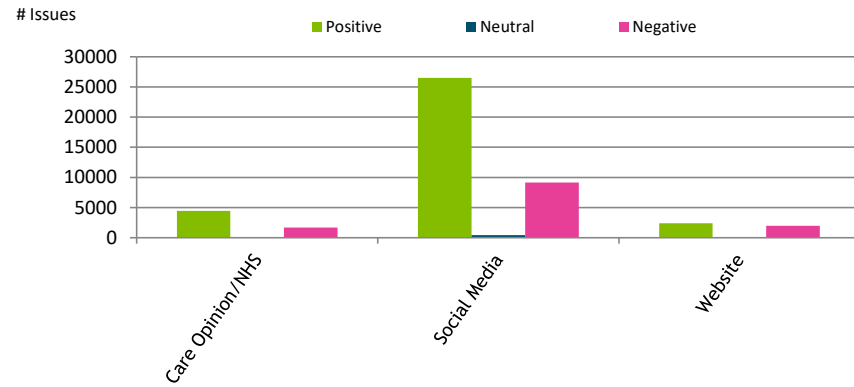


Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

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

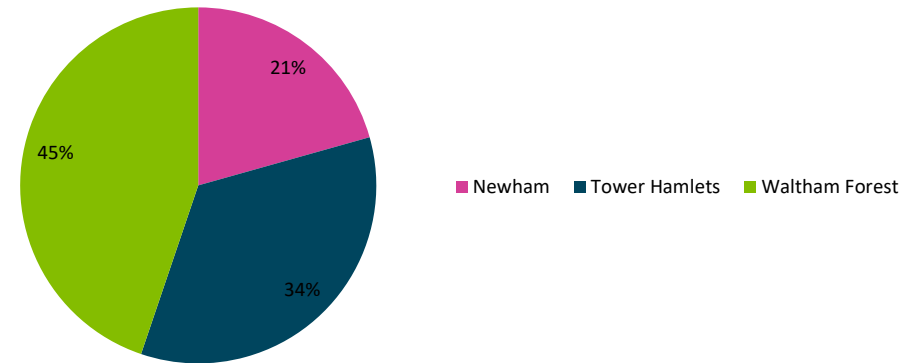
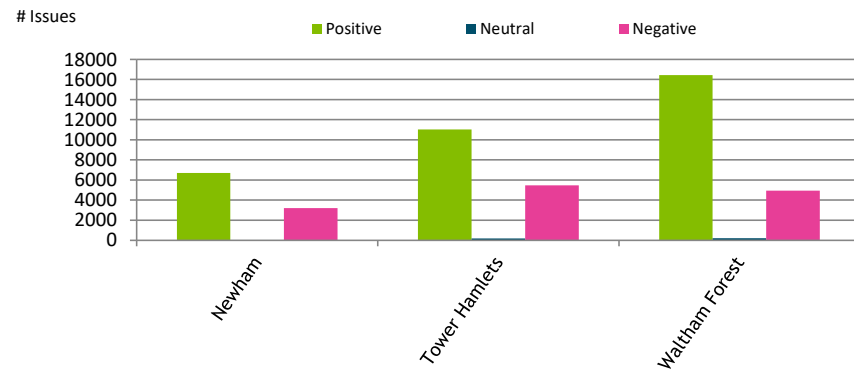


1.1 Source: 48259 issues from 11681 people



Sources providing the most comments overall

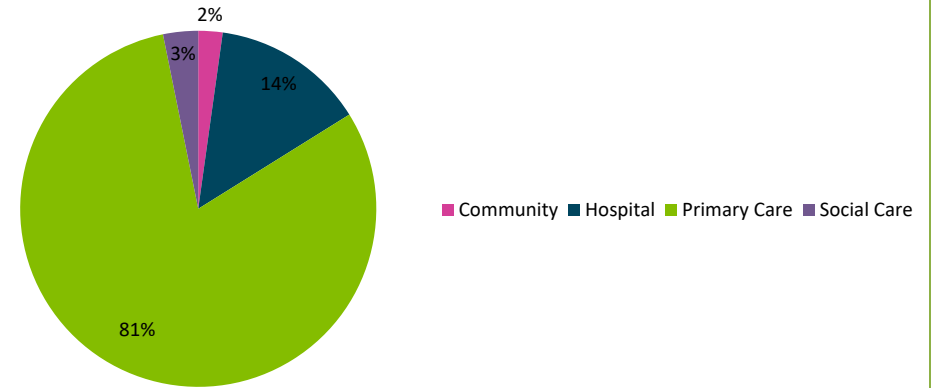
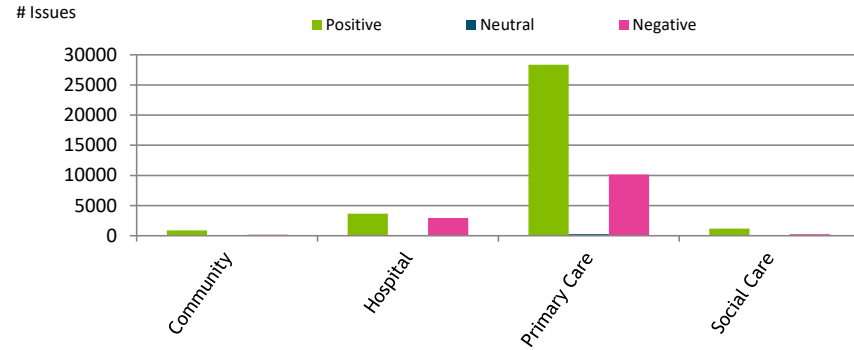
1.2 Feedback by Borough



2. Which services are people most commenting on?

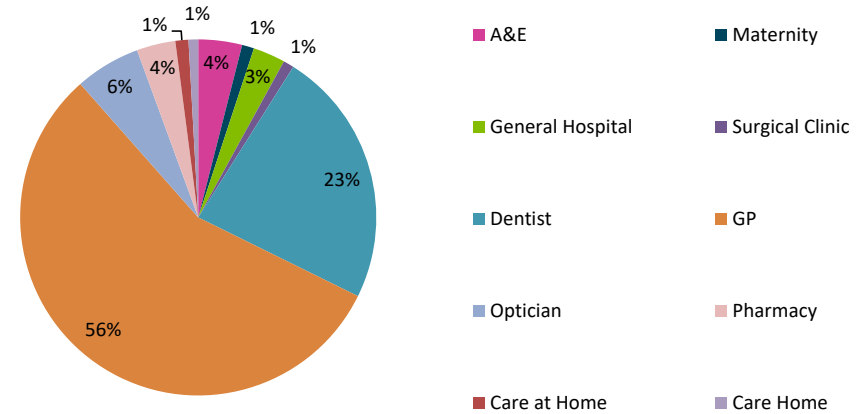
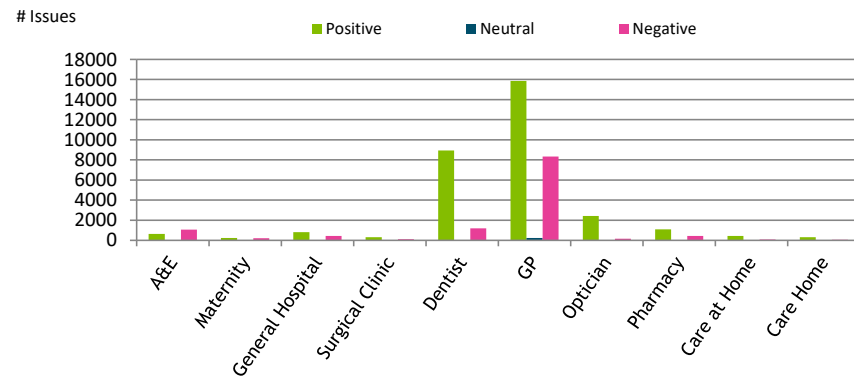


2.1 Service Sector



Service sectors receiving the most comments overall

2.2 Service Type

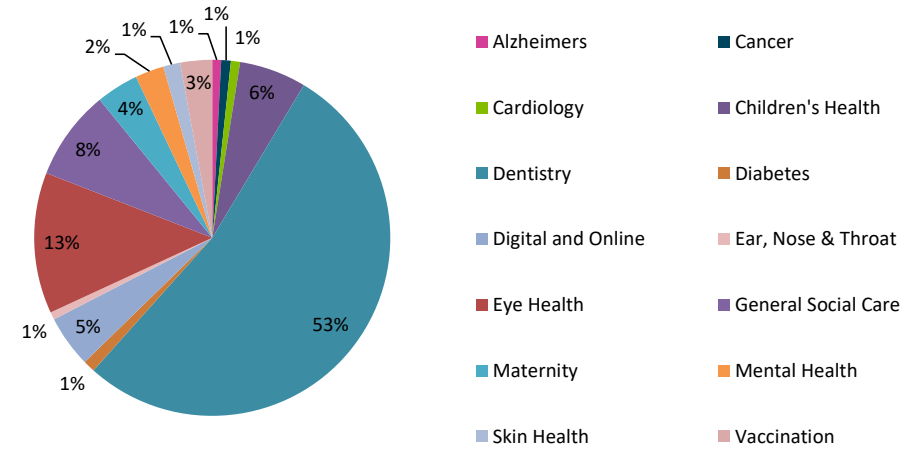
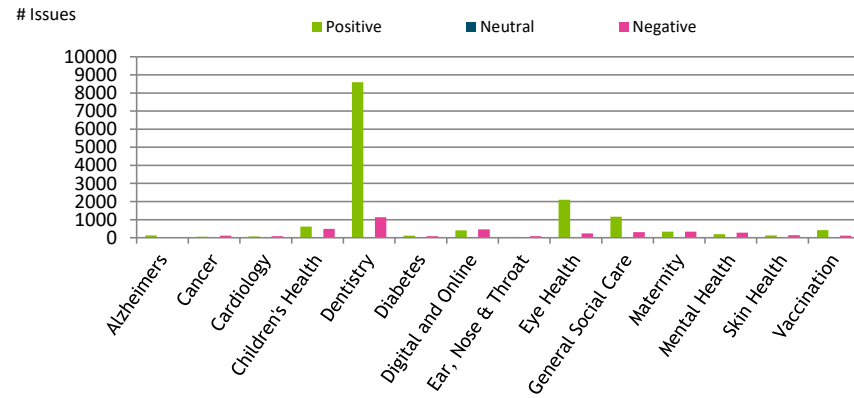


Service type receiving the most comments overall

3. Which service aspects are people most commenting on?

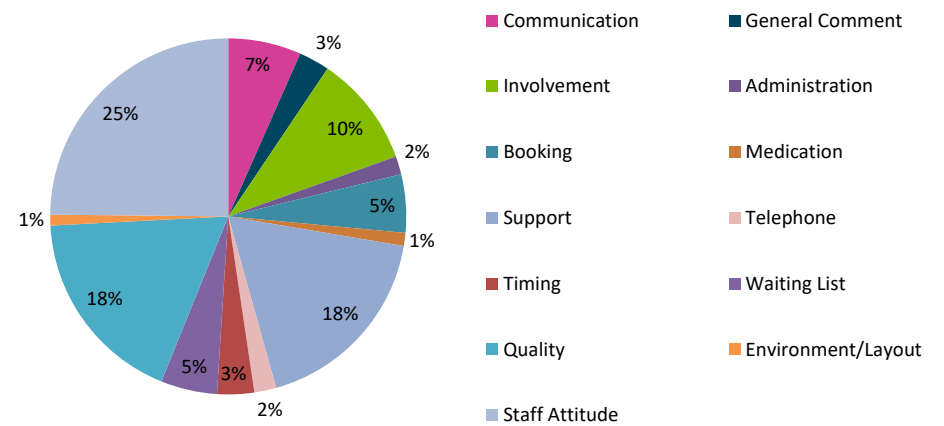
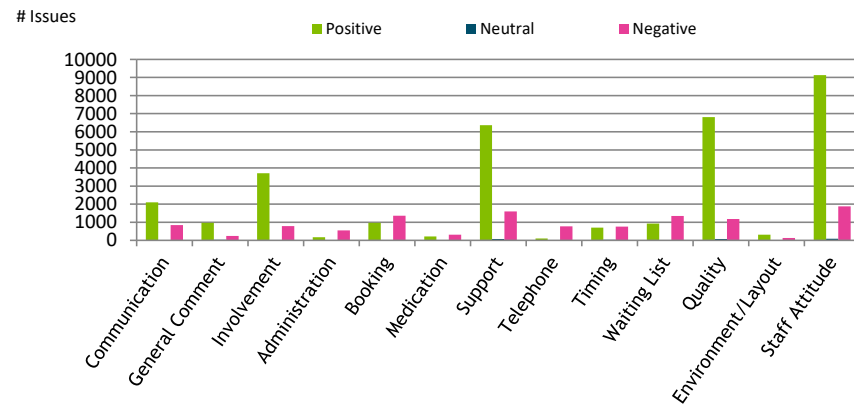


3.1 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

3.2 Top Trends: 48259 issues from 11681 people

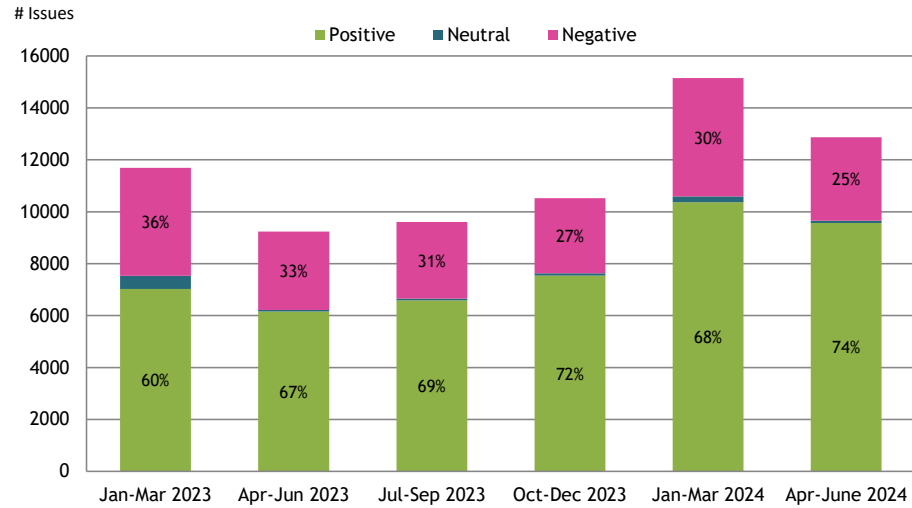


Issues receiving the most comments overall

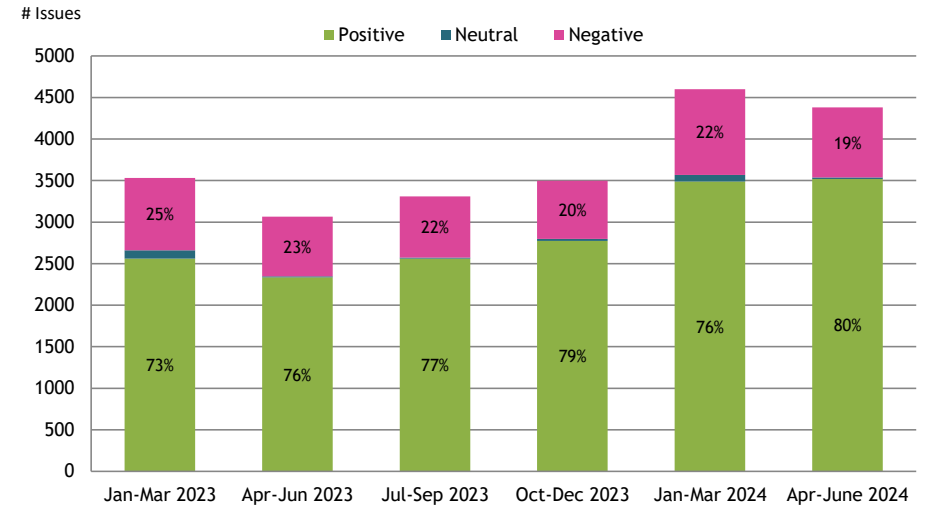
4. Timeline: On the whole, how do people feel about Health and Care services?



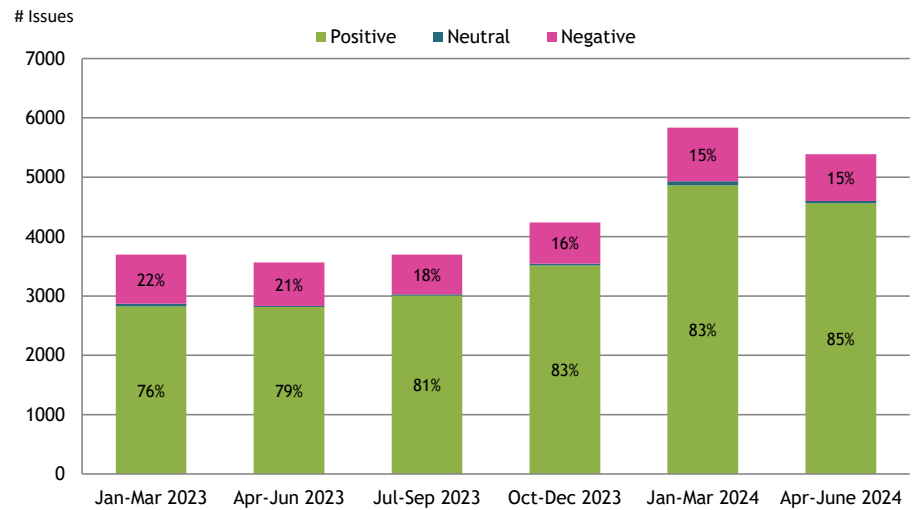
4.1 How do people feel about services overall?



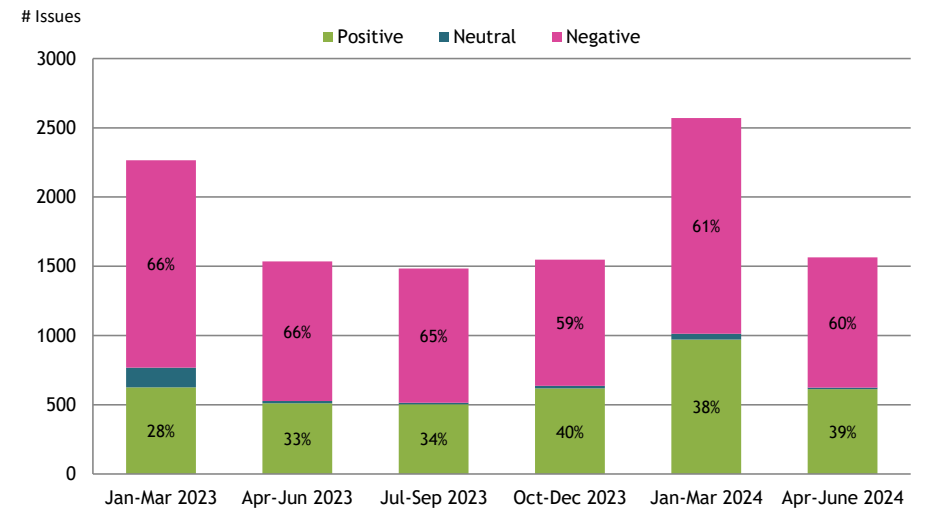
4.2 How well informed, involved and supported do people feel?



4.3 How do people feel about general quality and empathy?



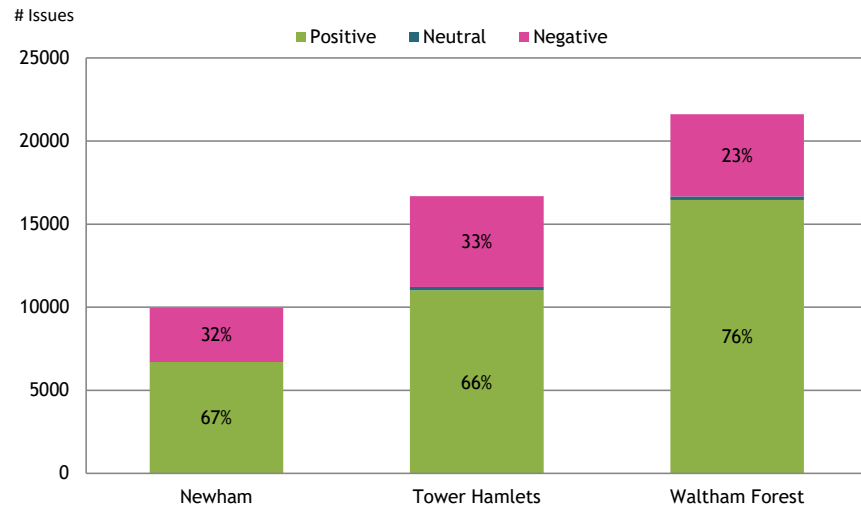
4.4 How do people feel about access to services?



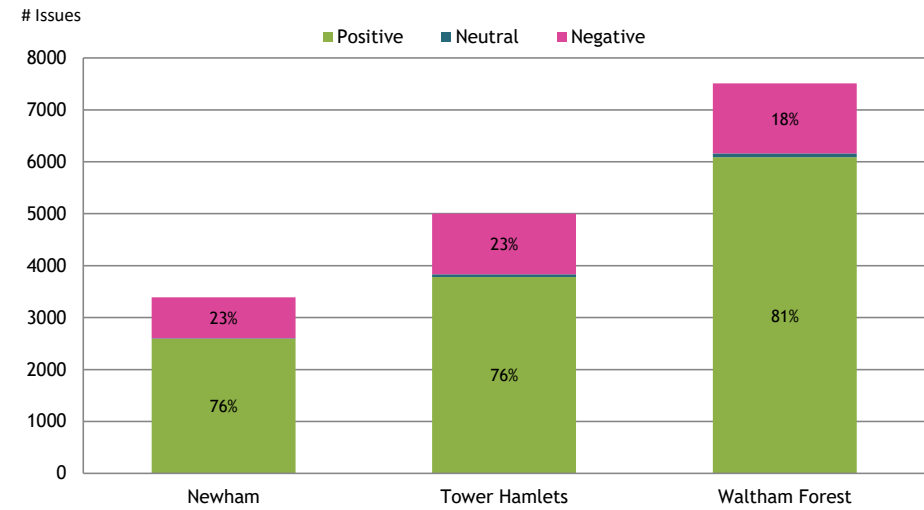
5. By Borough: On the whole, how do people feel about Health and Care services?



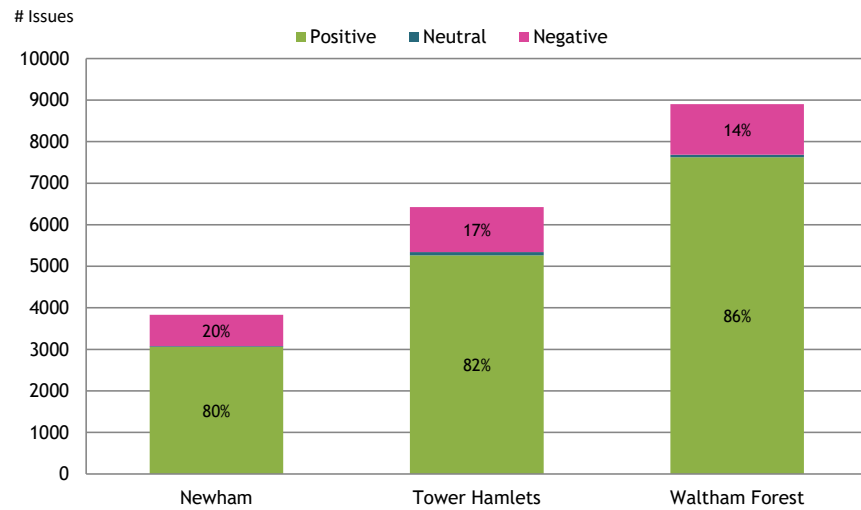
5.1 How do people feel about services overall?



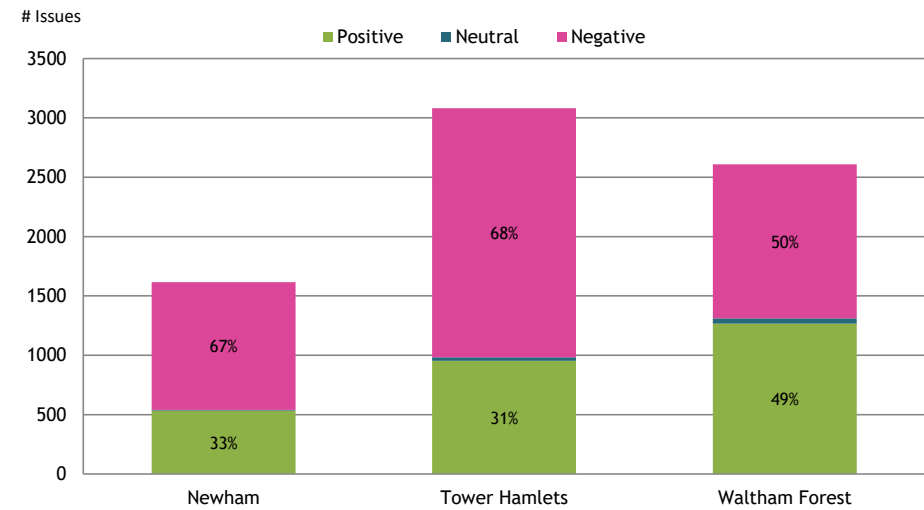
5.2 How well informed, involved and supported do people feel?



5.3 How do people feel about general quality and empathy?



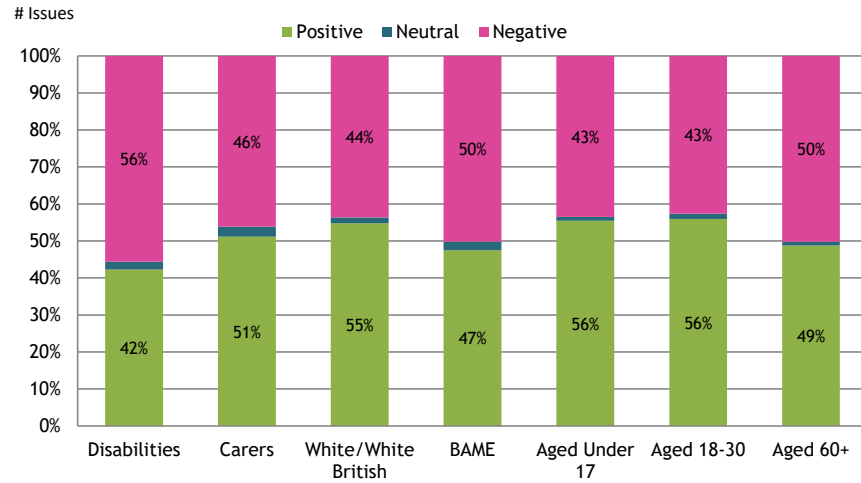
5.4 How do people feel about access to services?



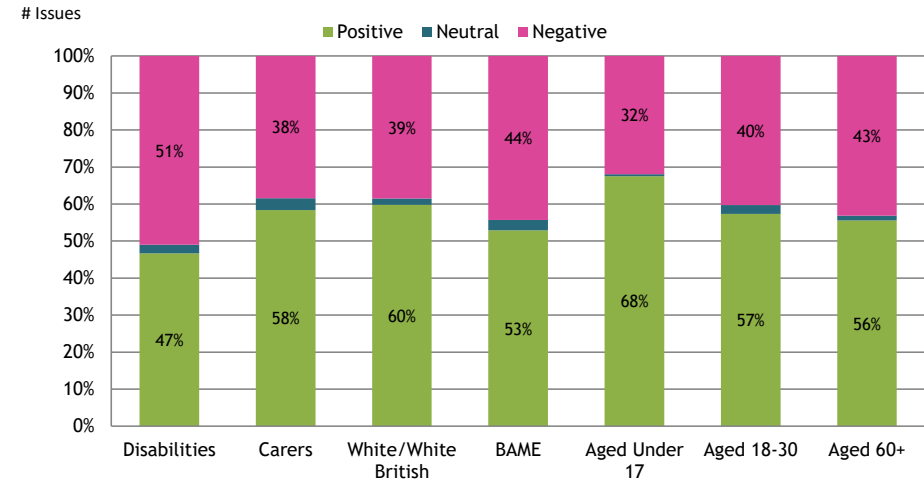
6. Equalities: On the whole, how do people feel about Health and Care services?



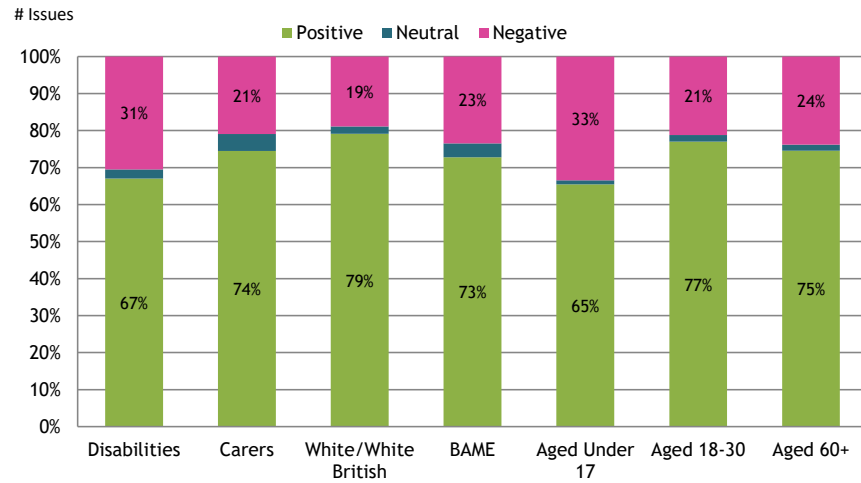
6.1 How do people feel about services overall?



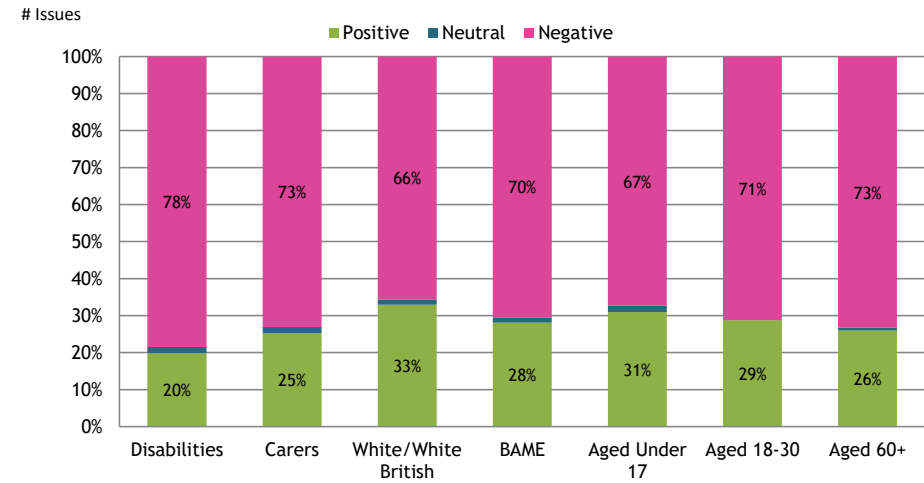
6.2 How well informed, involved and supported do people feel?



6.3 How do people feel about general quality and empathy?



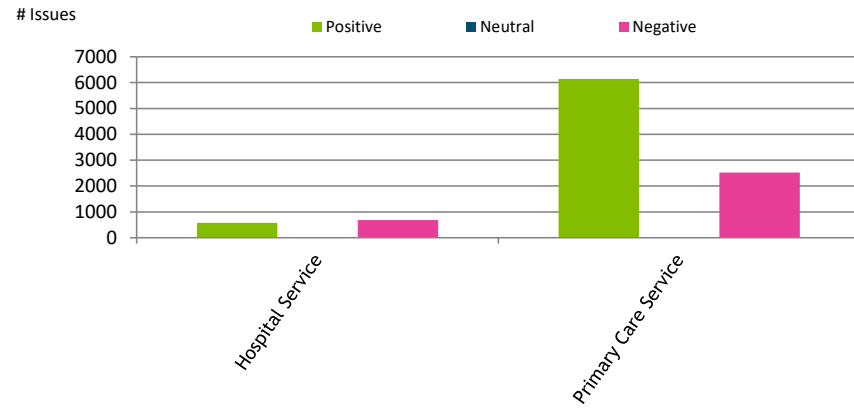
6.4 How do people feel about access to services?



7. Trends by Borough: Newham

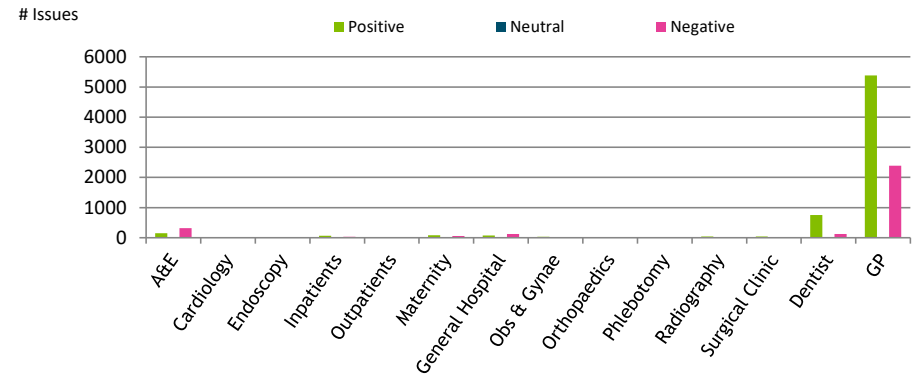


7.1 Service Sector



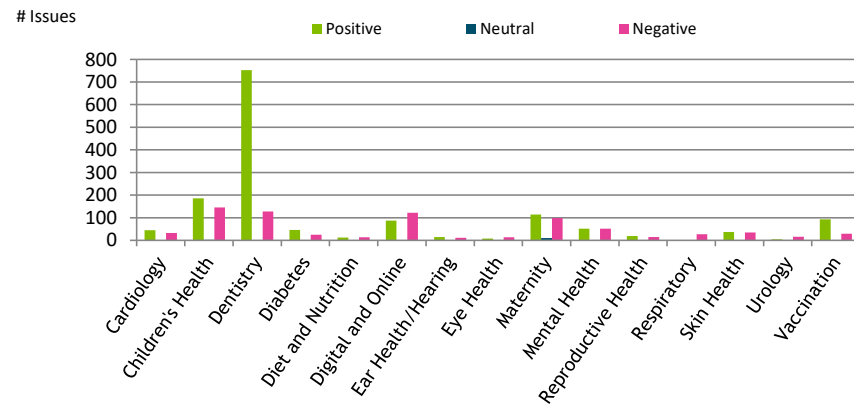
Service sectors receiving the most comments overall

7.2 Service Type



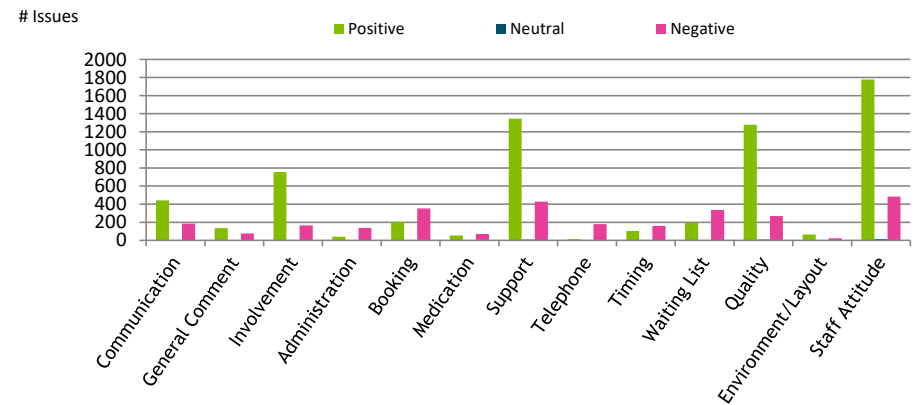
Service type receiving the most comments overall

7.3 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 9960 issues from 2345 people

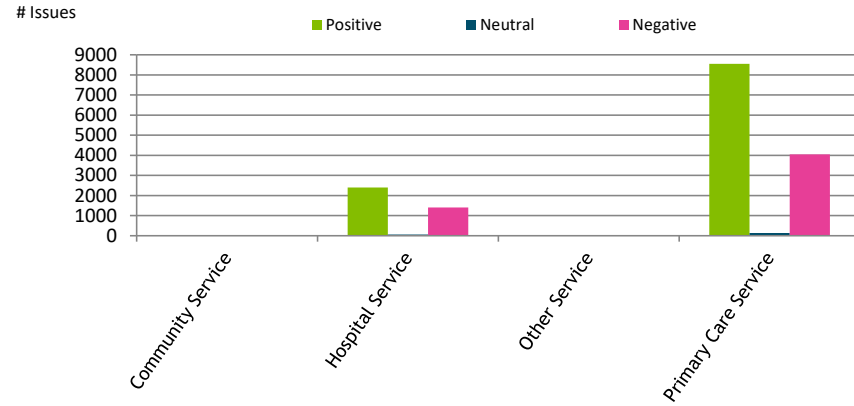


Issues receiving the most comments overall

7. Trends by Borough: Tower Hamlets

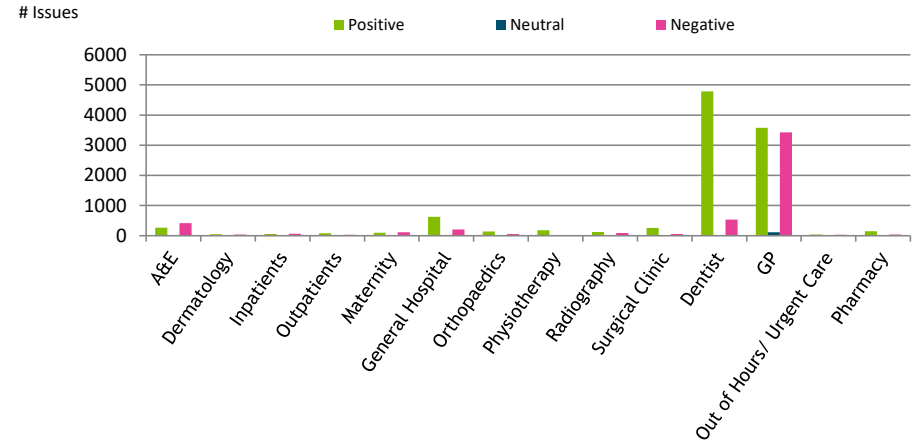


7.5 Service Sector



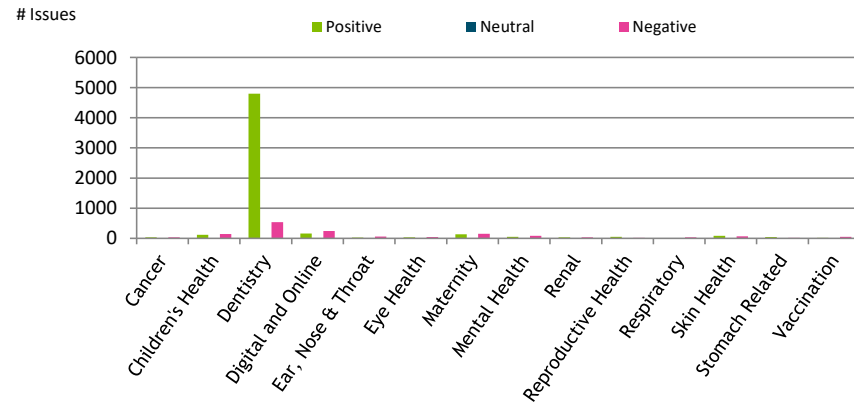
Service sectors receiving the most comments overall

7.6 Service Type



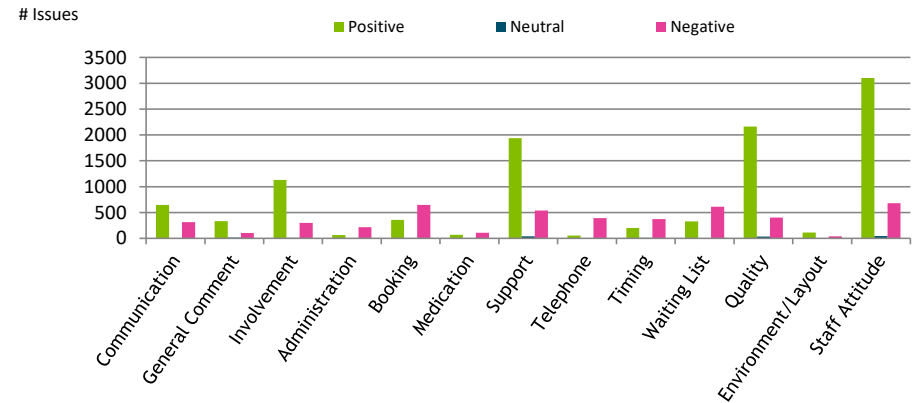
Service type receiving the most comments overall

7.7 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.8 Top Trends: 16682 issues from 4016 people

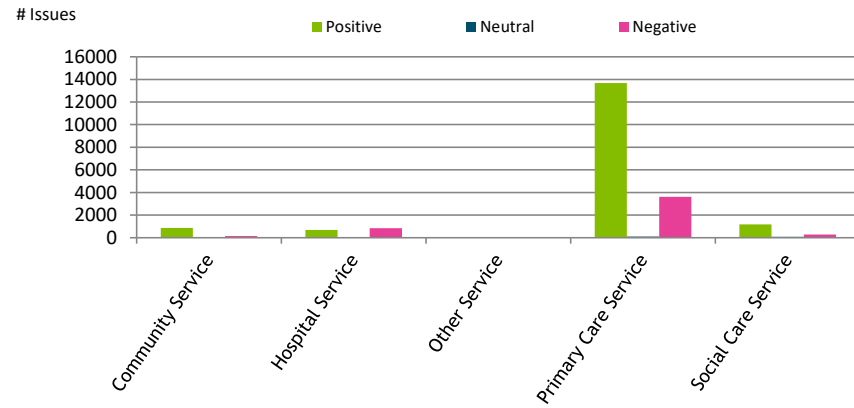


Issues receiving the most comments overall

7. Trends by Borough: Waltham Forest

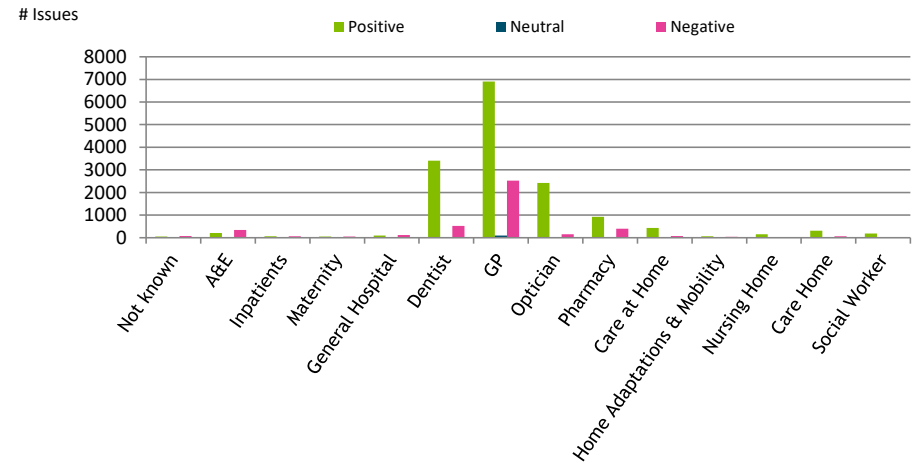


7.9 Service Sector



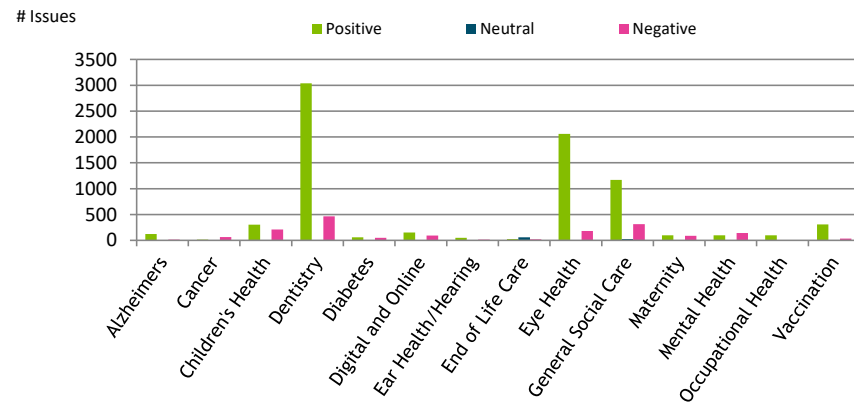
Service sectors receiving the most comments overall

7.10 Service Type



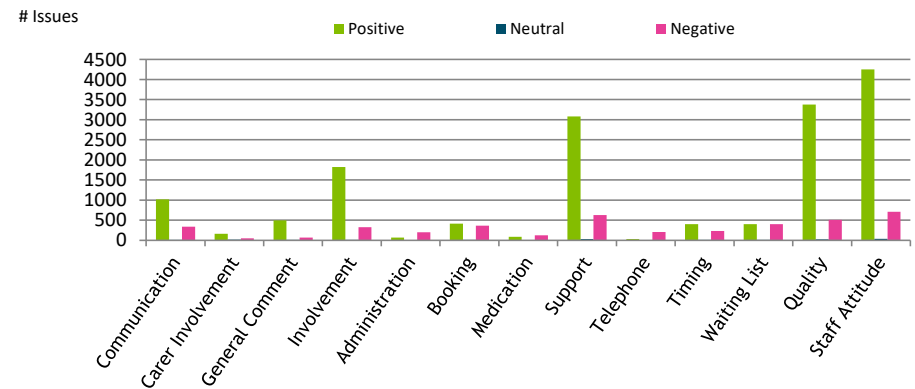
Service type receiving the most comments overall

7.11 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.12 Top Trends: 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>	2105	16	840	2961
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	282	19	82	383
	Peer Involvement	<i>Involvement or Influence of friends.</i>	9	3	1	13
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	966	29	249	1244
	User Involvement	<i>Involvement or influence of the service user.</i>	3708	21	792	4521
Systems	Administration	<i>Administrative processes and delivery.</i>	175	7	556	738
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	3	1	23	27
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	975	23	1363	2361
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	105	105
	Data Protection	<i>General data protection (including GDPR).</i>	1	2	16	19
	Referral	<i>Referral to a service.</i>	156	5	109	270
	Medical Records	<i>Management of medical records.</i>	5	0	43	48
	Medication	<i>Prescription and management of medicines.</i>	215	6	306	527
	Opening Times	<i>Opening times of a service.</i>	28	1	52	81
	Planning	<i>Leadership and general organisation.</i>	160	3	138	301
	Registration	<i>Ability to register for a service.</i>	48	3	87	138
	Support	<i>Levels of support provided.</i>	6365	81	1594	8040
	Telephone	<i>Ability to contact a service by telephone.</i>	102	8	779	889
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	705	29	765	1499
Waiting List	<i>Length of wait while on a list.</i>	921	18	1346	2285	
Values	Choice	<i>General choice.</i>	163	4	212	379
	Cost	<i>General cost.</i>	158	3	164	325
	Language	<i>Language, including terminology.</i>	41	0	53	94
	Nutrition	<i>Provision of sustenance.</i>	41	1	40	82
	Privacy	<i>Privacy, personal space and property.</i>	8	0	27	35
	Quality	<i>General quality of a service, or staff.</i>	6815	68	1180	8063
	Sensory	<i>Deaf/blind or other sensory issues.</i>	6	1	13	20
	Stimulation	<i>General stimulation, including access to activities.</i>	57	2	12	71

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>	117	1	19	137
	Environment/Layout	<i>Physical environment of a service.</i>	309	3	125	437
	Equipment	<i>General equipment issues.</i>	74	0	59	133
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	6	0	22	28
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	233	0	60	293
	Mobility	<i>Physical mobility to, from and within services.</i>	12	1	39	52
	Travel/Parking	<i>Ability to travel or park.</i>	8	0	32	40
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	1	89	90
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	9	1	55	65
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	9131	92	1871	11094
	Complaints	<i>Ability to log and resolve a complaint.</i>	14	1	73	88
	Staff Training	<i>Training of staff.</i>	38	7	127	172
	Staffing Levels	<i>General availability of staff.</i>	7	1	103	111
	Total:			34176	462	13621