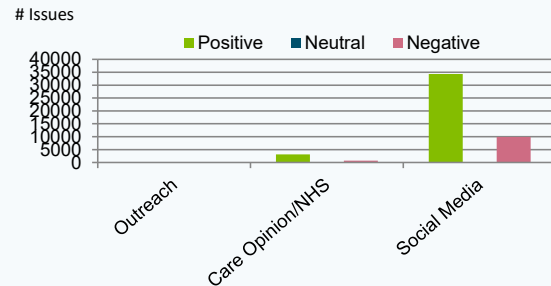# GP Services in North East London (NEL)

Qualitative Feedback, 1 January 2025 - 31 December 2025
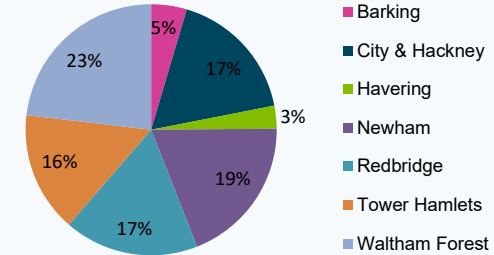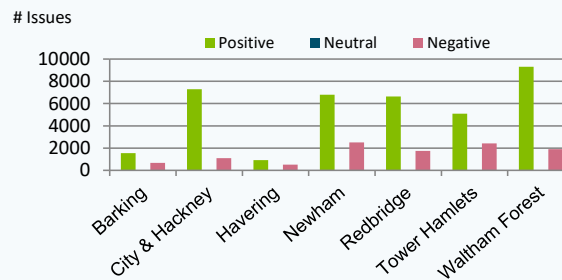
Community Insight Analysis

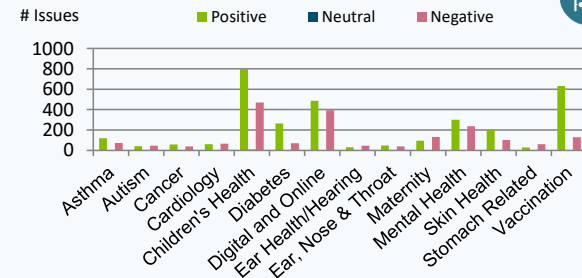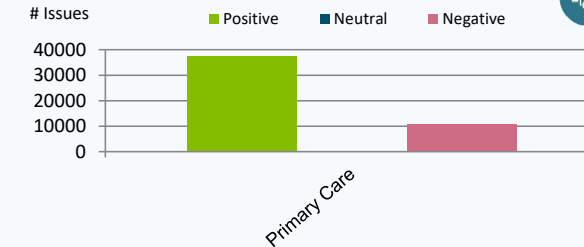## 1. Top Source: 48617 issues from 12212 people

Issues

Legend: Positive, Neutral, Negative

Categories: Outreach, Care Opinion/NHS, Social Media

2. Feedback by Borough

Issues

Legend: Positive, Neutral, Negative

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

Pie chart:
- Barking — 5%
- City & Hackney — 17%
- Havering — 3%
- Newham — 19%
- Redbridge — 17%
- Tower Hamlets — 16%
- Waltham Forest — 23%

3. Top Conditions/Topics

Issues

Legend: Positive, Neutral, Negative

Categories: Asthma, Autism, Cancer, Cardiology, Children's Health, Diabetes, Digital and Online, Ear Health/Hearing, Ear, Nose & Throat, Maternity, Mental Health, Skin Health, Stomach Related, Vaccination

4. Service Sector

Issues

Legend: Positive, Neutral, Negative

Categories: Primary Care

5. Clinical Care Pathway

Issues

Legend: Positive, Neutral, Negative

Categories: Transport, Reception, Diagnosis/Tests, Clinical Treatment, Nursing Care, Discharge, Follow On, Community

6.1 Timeline: Overall Sentiment

Issues

	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Q3 2025
Negative	25%	25%	23%	21%	21%
Positive	74%	75%	77%	78%	79%

6.2 Timeline: Involvement

Issues

	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Q3 2025
Negative	18%	19%	18%	17%	18%
Positive	82%	80%	82%	83%	82%

6.3 Timeline: Quality

Issues

	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Q3 2025
Negative	14%	14%	13%	12%	12%
Positive	85%	86%	87%	88%	88%

6.4 Timeline: Access

Issues

	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Q3 2025
Negative	52%	50%	47%	44%	44%
Positive	47%	49%	53%	55%	56%

Legend: Positive, Neutral, Negative

7.1 Sentiment by Borough: Overall

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	70%	30%
City & Hackney	87%	13%
Havering	64%	36%
Newham	73%	27%
Redbridge	79%	21%
Tower Hamlets	68%	32%
Waltham Forest	83%	17%
All (Region)	77%	22%

7.2 Sentiment by Borough: Involvement

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	78%	22%
City & Hackney	90%	10%
Havering	70%	30%
Newham	80%	20%
Redbridge	82%	18%
Tower Hamlets	74%	26%
Waltham Forest	86%	14%
All (Region)	82%	18%

7.2.1 Involvement: Communication

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	71%	29%
City & Hackney	85%	15%
Havering	67%	33%
Newham	75%	25%
Redbridge	74%	26%
Tower Hamlets	65%	35%
Waltham Forest	82%	18%
All (Region)	76%	24%

7.2.2 Involvement: User Involvement

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	84%	16%
City & Hackney	93%	7%
Havering	80%	20%
Newham	85%	15%
Redbridge	85%	15%
Tower Hamlets	80%	20%
Waltham Forest	88%	12%
All (Region)	86%	13%

7.2.3 Involvement: Support

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	77%	23%
City & Hackney	90%	10%
Havering	67%	33%
Newham	79%	21%
Redbridge	83%	17%
Tower Hamlets	74%	25%
Waltham Forest	86%	14%
All (Region)	82%	18%

7.3 Sentiment by Borough: Quality

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	82%	18%
City & Hackney	93%	7%
Havering	77%	23%
Newham	84%	16%
Redbridge	88%	12%
Tower Hamlets	82%	18%
Waltham Forest	89%	10%
All (Region)	87%	13%

7.3.1 Quality: Experience

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	86%	14%
City & Hackney	94%	6%
Havering	84%	16%
Newham	88%	12%
Redbridge	90%	10%
Tower Hamlets	86%	14%
Waltham Forest	90%	10%
All (Region)	89%	10%

7.3.2 Quality: Staff Attitude (Receptionists)

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	71%	29%
City & Hackney	86%	14%
Havering	56%	44%
Newham	69%	31%
Redbridge	73%	27%
Tower Hamlets	66%	34%
Waltham Forest	85%	15%
All (Region)	75%	24%

7.3.3 Quality: Staff Attitude (Clinicians)

Legend: Positive, Neutral, Negative

Borough	Positive	Negative
Barking	85%	15%
City & Hackney	95%	5%
Havering	85%	15%
Newham	90%	10%
Redbridge	91%	9%
Tower Hamlets	86%	13%
Waltham Forest	91%	9%
All (Region)	90%	9%

7.3.4 Quality: Staff Attitude (Nurses)

Legend: Positive, Neutral, Negative

Borough	Negative	Positive
Barking	4%	96%
City & Hackney	2%	98%
Havering	5%	95%
Newham	4%	96%
Redbridge	4%	96%
Tower Hamlets	7%	93%
Waltham Forest	5%	95%
All (Region)	4%	96%

7.4 Sentiment by Borough: Access

Legend: Positive, Neutral, Negative

Borough	Negative	Positive
Barking	57%	42%
City & Hackney	32%	68%
Havering	64%	36%
Newham	58%	42%
Redbridge	37%	63%
Tower Hamlets	60%	40%
Waltham Forest	35%	65%
All (Region)	46%	53%

7.4.1 Access: Booking

Legend: Positive, Neutral, Negative

Borough	Negative	Positive
Barking	53%	45%
City & Hackney	32%	68%
Havering	62%	38%
Newham	57%	43%
Redbridge	47%	53%
Tower Hamlets	57%	42%
Waltham Forest	33%	67%
All (Region)	47%	52%

7.4.2 Access: Telephones

Legend: Positive, Neutral, Negative

Borough	Negative	Positive
Barking	98%	2%
City & Hackney	65%	35%
Havering	78%	22%
Newham	89%	11%
Redbridge	92%	8%
Tower Hamlets	90%	9%
Waltham Forest	79%	21%
All (Region)	86%	14%

7.4.3 Access: Online Systems

Legend: Positive, Neutral, Negative

Borough	Negative	Positive
Barking	50%	50%
City & Hackney	29%	71%
Havering	36%	64%
Newham	58%	42%
Redbridge	33%	67%
Tower Hamlets	71%	29%
Waltham Forest	32%	68%
All (Region)	49%	51%

7.4.4 Access: Waiting Lists

Legend: Positive, Neutral, Negative

Borough	Negative	Positive
Barking	54%	46%
City & Hackney	33%	66%
Havering	60%	40%
Newham	58%	42%
Redbridge	46%	54%
Tower Hamlets	60%	40%
Waltham Forest	36%	64%
All (Region)	48%	51%

7.5 Administration

Legend: Positive, Neutral, Negative

Borough	Negative	Positive
Barking	80%	20%
City & Hackney	66%	34%
Havering	89%	11%
Newham	75%	25%
Redbridge	68%	32%
Tower Hamlets	79%	21%
Waltham Forest	69%	31%
All (Region)	74%	26%

7.6 Repeat Prescriptions

Legend: Positive, Neutral, Negative

Borough	Negative	Positive
Barking	77%	23%
City & Hackney	45%	55%
Havering	55%	41%
Newham	62%	38%
Redbridge	45%	55%
Tower Hamlets	61%	39%
Waltham Forest	41%	59%
All (Region)	53%	46%

8.1 Sentiment by Equalities: Overall

	Disabilities	Carers	White	BAME	Aged Under 17	Aged 18-30	Aged 60+
Negative	44%	81%	53%	72%	36%	34%	38%
Positive	51%	16%	38%	14%	64%	64%	59%

8.2 Sentiment by Equalities: Involvement

	Disabilities	Carers	White	BAME	Aged Under 17	Aged 18-30	Aged 60+
Negative	40%	75%	52%	86%	28%	31%	28%
Positive	56%	25%	43%	0%	72%	69%	69%

8.3 Sentiment by Equalities: Quality

	Disabilities	Carers	White	BAME	Aged Under 17	Aged 18-30	Aged 60+
Negative	40%	67%	39%	100%	25%	18%	26%
Positive	57%	33%	55%	0%	75%	82%	71%

8.4 Sentiment by Equalities: Access

	Disabilities	Carers	White	BAME	Aged Under 17	Aged 18-30	Aged 60+
Negative	60%	100%	61%	78%	59%	50%	59%
Positive	40%	0%	39%	22%	41%	50%	41%

9. Top Issues

Issues — Positive, Neutral, Negative

Categories: Communication, General Comment, Involvement, Administration, Booking, Referral, Medication, Support, Telephone, Timing, Waiting List, Quality, Staff Attitude

9.1 Barking: 2226 issues from 532 people

Issues — Positive, Neutral, Negative

Top Issues

9.2 City of London: 53 issues from 10 people

Issues — Positive, Neutral, Negative

Top Issues

9.3 Hackney: 8415 issues from 2053 people

Issues — Positive, Neutral, Negative

Top Issues

9.4 Havering: 1429 issues from 350 people

Issues — Positive, Neutral, Negative

Top Issues

9.5 Newham: 9319 issues from 2377 people

Issues — Positive, Neutral, Negative

Top Issues

9.6 Redbridge: 8411 issues from 2201 people

Issues — Positive, Neutral, Negative

Top Issues

9.7 Tower Hamlets: 7527 issues from 1876 people

Issues — Positive, Neutral, Negative

Top Issues

9.8 Waltham Forest: 11237 issues from 2813 people

Issues — Positive, Neutral, Negative

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.*	2089	1	654
	Carer Involvement	*Involvement or influence of carers and family members.*	164	0	28
	Peer Involvement	*Involvement or Influence of friends.*	3	0	0
	General Comment	*A generalised statement (ie; "The doctor was good.")*	1076	12	156
	User Involvement	*Involvement or influence of the service user.*	3252	5	506
Systems	Administration	*Administrative processes and delivery.*	222	1	614
	Admission	*Physical admission to a hospital ward, or other service.*	0	0	0
	Booking	*Ability to book, reschedule or cancel appointments.*	1294	10	1175
	Cancellations	*Cancellation of appointment by the service provider.*	1	0	111
	Data Protection	*General data protection (including GDPR).*	0	0	20
	Referral	*Referral to a service.*	316	6	140
	Medical Records	*Management of medical records.*	12	3	37
	Medication	*Prescription and management of medicines.*	199	1	229
	Opening Times	*Opening times of a service.*	16	0	19
	Planning	*Leadership and general organisation.*	199	1	114
	Registration	*Ability to register for a service.*	56	2	56
	Support	*Levels of support provided.*	7452	13	1620
	Telephone	*Ability to contact a service by telephone.*	68	1	417
	Timing	*Physical timing (ie; length of wait at appointments).*	1122	5	363
	Waiting List	*Length of wait while on a list.*	1261	4	1189
Values	Choice	*General choice.*	75	1	97
	Cost	*General cost.*	1	0	37
	Language	*Language, including terminology.*	28	0	32
	Nutrition	*Provision of sustanance.*	2	0	5
	Privacy	*Privacy, personal space and property.*	8	0	19
	Quality	*General quality of a service, or staff.*	7585	14	887
	Sensory	*Deaf/blind or other sensory issues.*	7	0	9
	Stimulation	*General stimulation, including access to activities.*	15	0	3

10. Data Table: Number of issues

	Issue Name	Descriptor	# Issues		
			Positive	**Neutral**	**Negative**
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligibility).*	74	4	19
	Environment/Layout	*Physical environment of a service.*	163	0	42
	Equipment	*General equipment issues.*	20	1	11
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	1	11
	Hygiene	*Levels of hygiene and general cleanliness.*	143	1	20
	Mobility	*Physical mobility to, from and within services.*	21	0	13
	Travel/Parking	*Ability to travel or park.*	11	0	11
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	129
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	39
	Staff Attitude	*Attitude, compassion and empathy of staff.*	10580	13	1765
	Complaints	*Ability to log and resolve a complaint.*	12	0	70
	Staff Training	*Training of staff.*	78	0	185
	Staffing Levels	*General availability of staff.*	7	1	32

Total:	**37632**	**101**	**10884**
Total Issues:	**48617**		

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.