

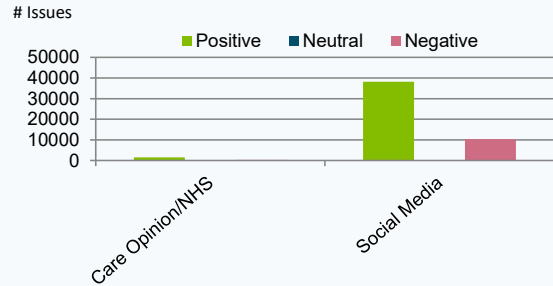
GP Services in North East London (NEL)

Qualitative Feedback, 1 April 2025 - 31 March 2026

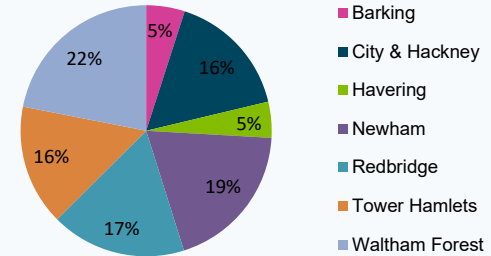
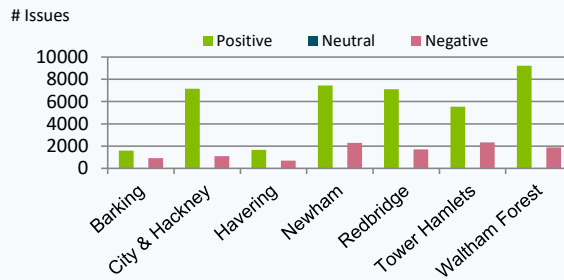
Community Insight Analysis



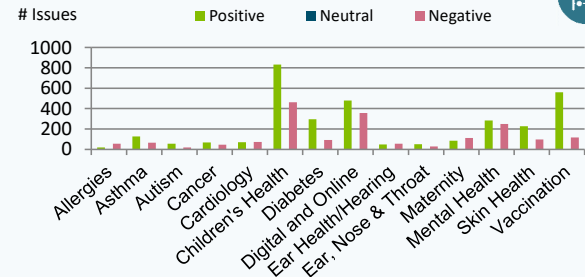
1. Top Source: 50714 issues from 13082 people



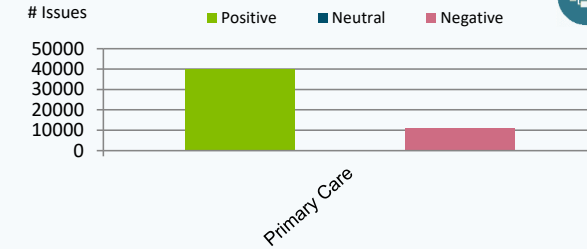
2. Feedback by Borough



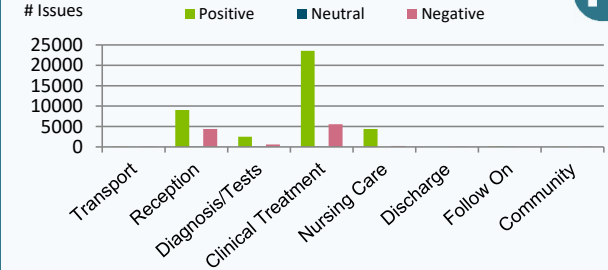
3. Top Conditions/Topics



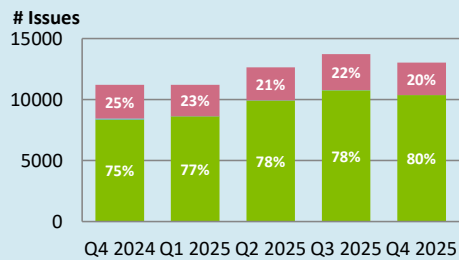
4. Service Sector



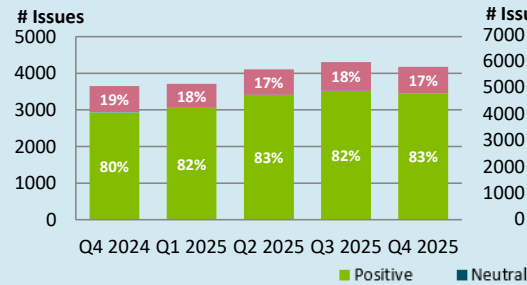
5. Clinical Care Pathway



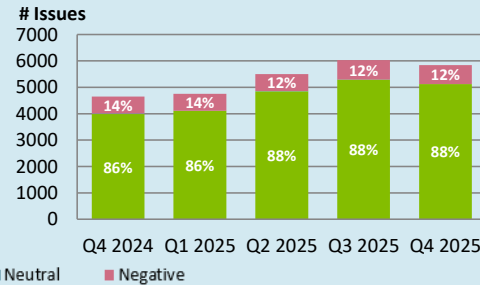
6.1 Timeline: Overall Sentiment



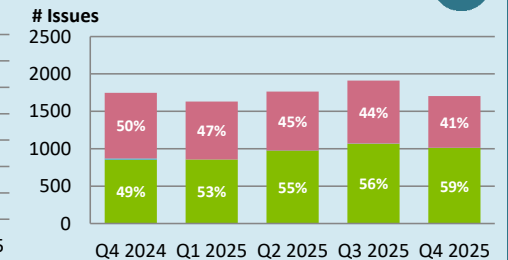
6.2 Timeline: Involvement

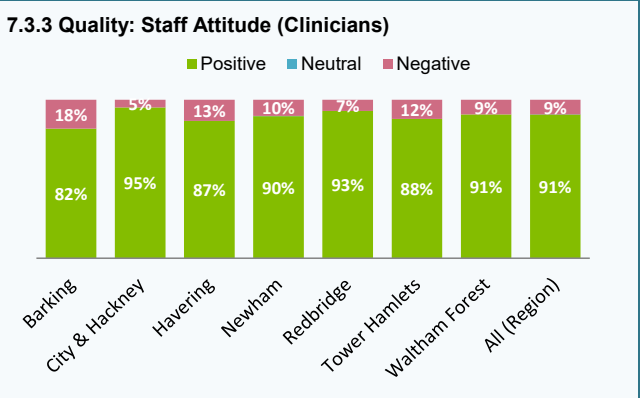
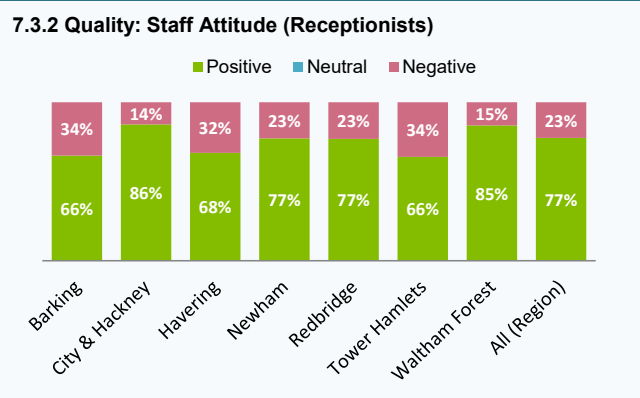
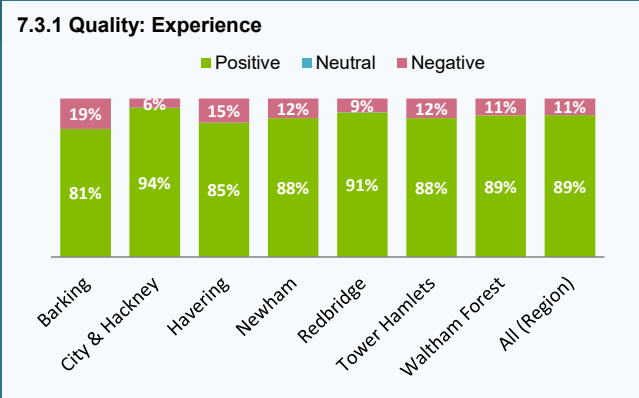
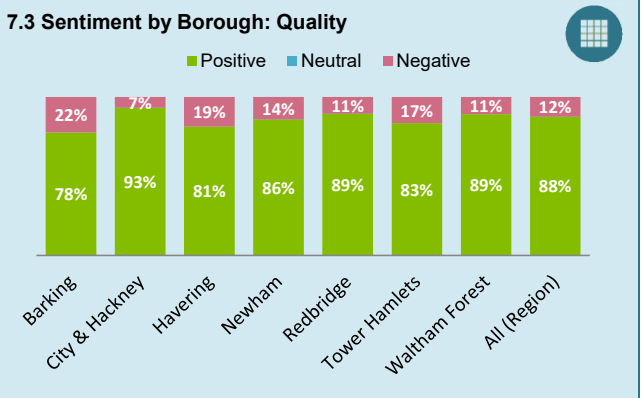
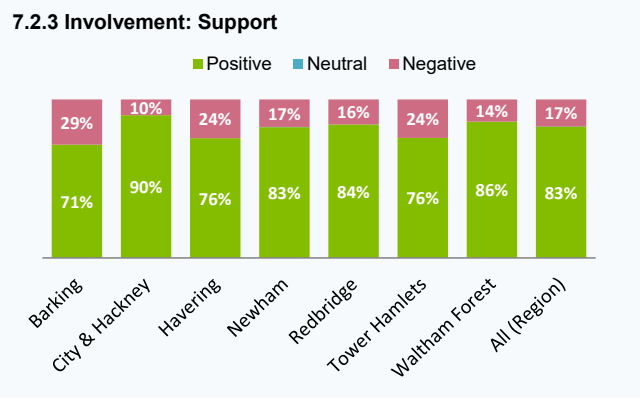
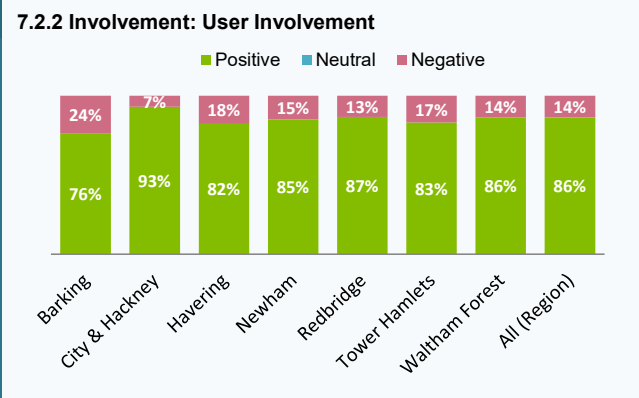
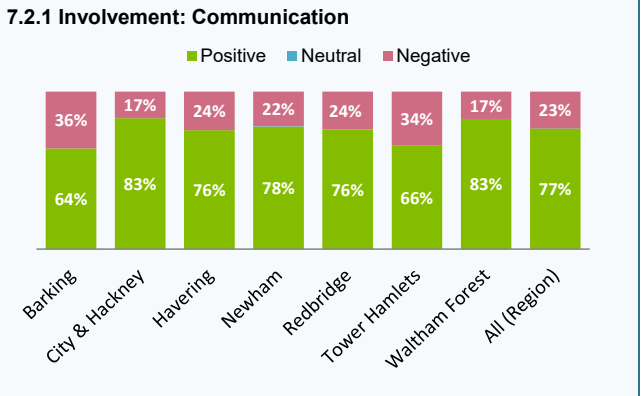
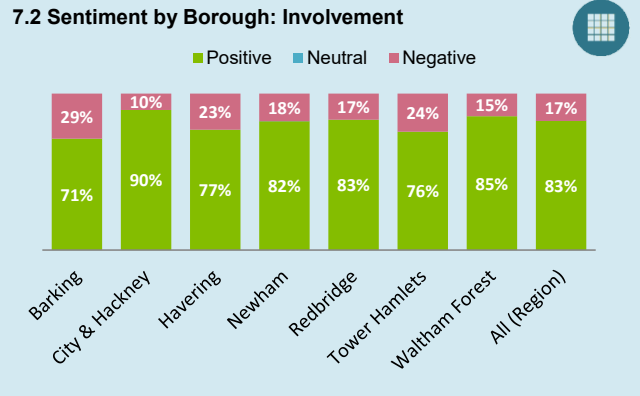
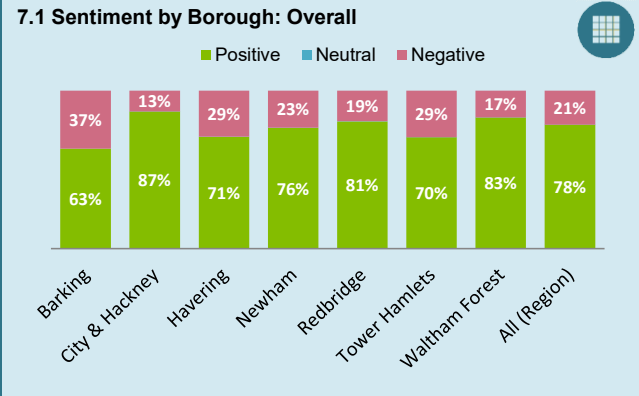


6.3 Timeline: Quality

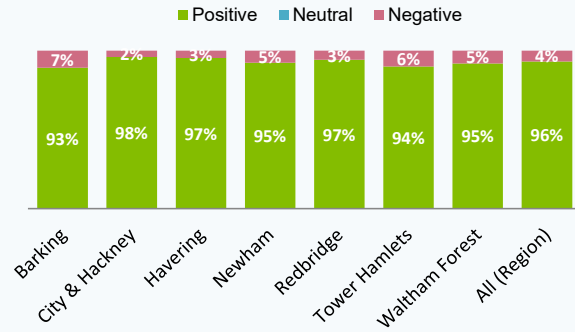


6.4 Timeline: Access

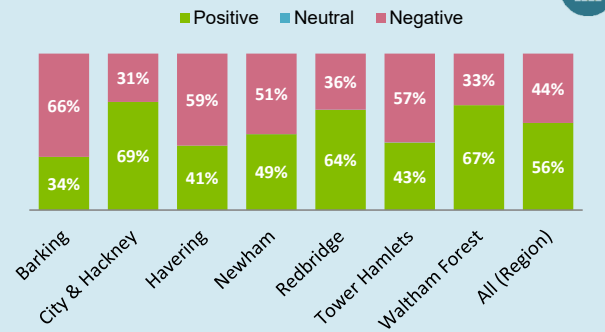




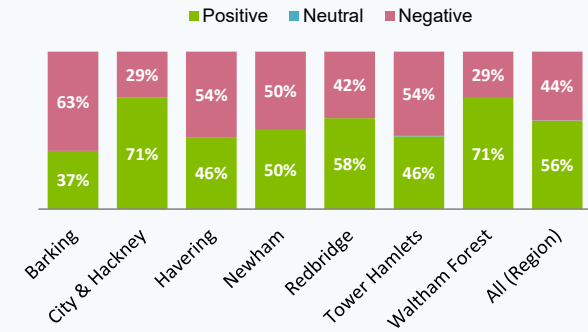
7.3.4 Quality: Staff Attitude (Nurses)



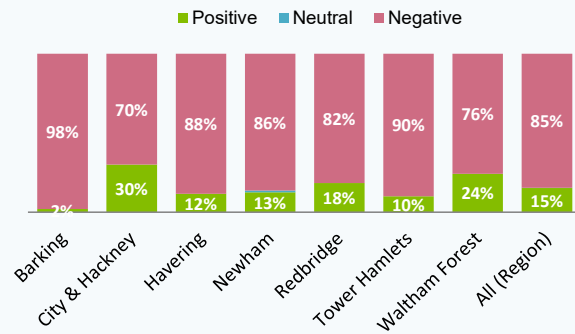
7.4 Sentiment by Borough: Access



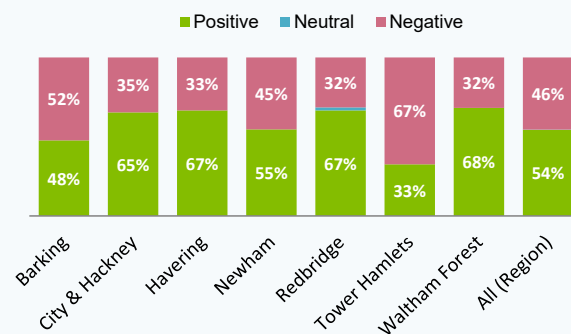
7.4.1 Access: Booking



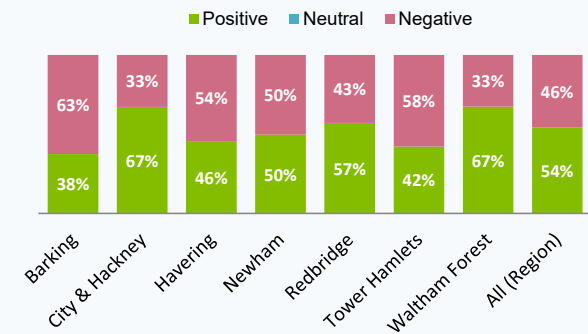
7.4.2 Access: Telephones



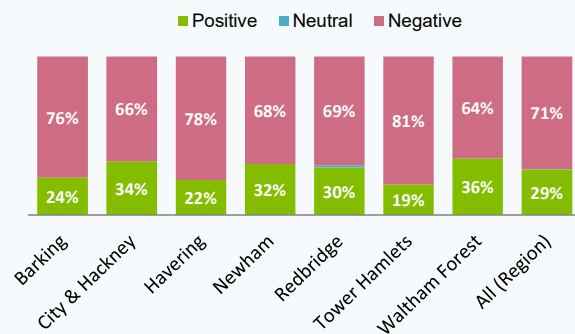
7.4.3 Access: Online Systems



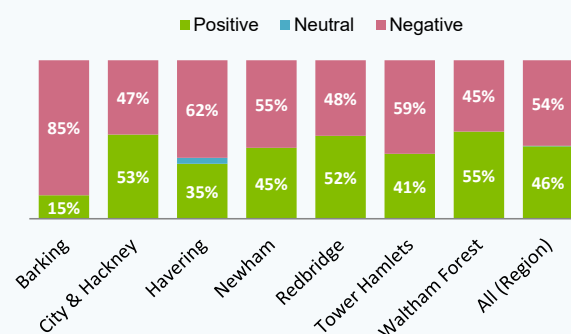
7.4.4 Access: Waiting Lists



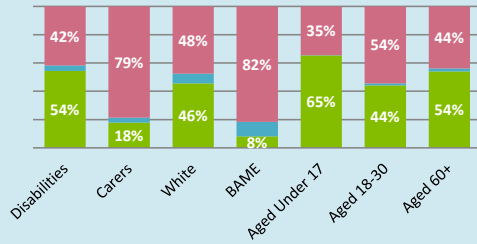
7.5 Administration



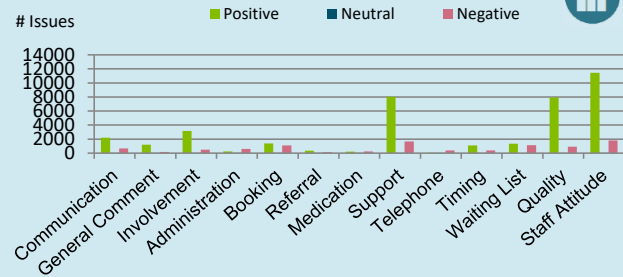
7.6 Repeat Prescriptions



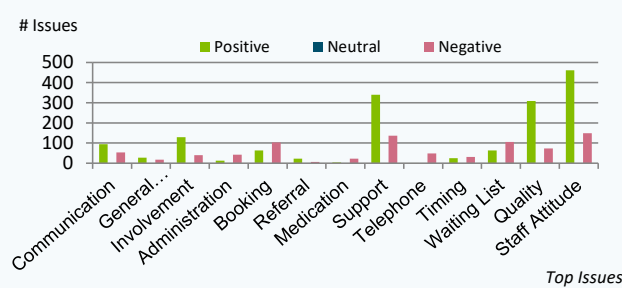
8.1 Sentiment by Equalities: Overall



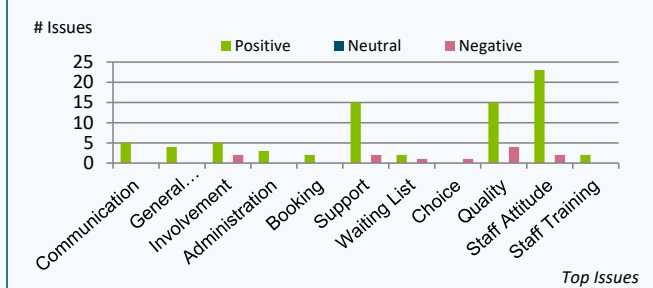
9. Top Issues



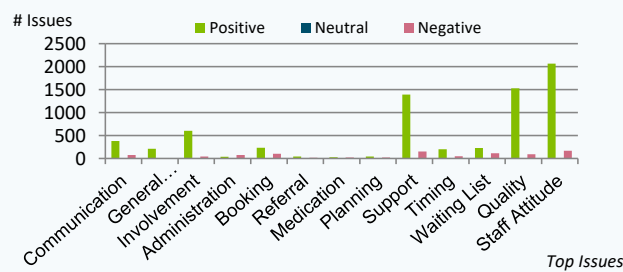
9.1 Barking: 2516 issues from 620 people



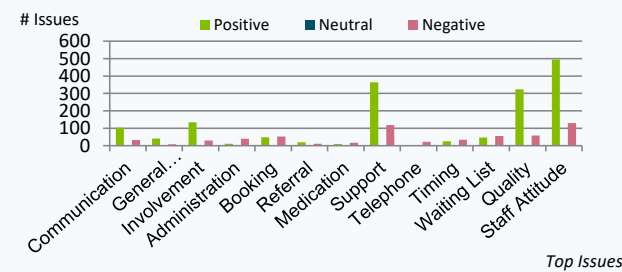
9.2 City of London: 88 issues from 17 people



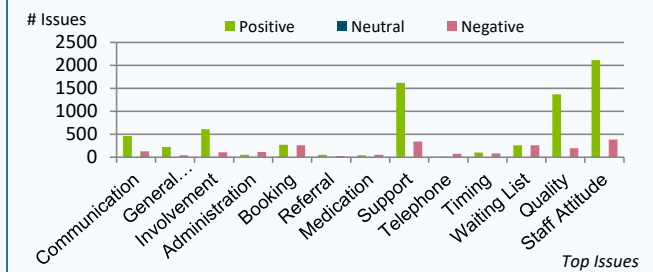
9.3 Hackney: 8251 issues from 2033 people



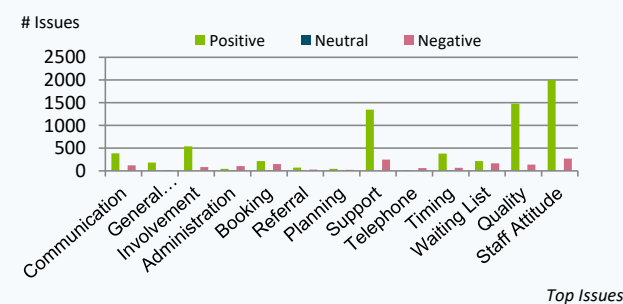
9.4 Havering: 2347 issues from 584 people



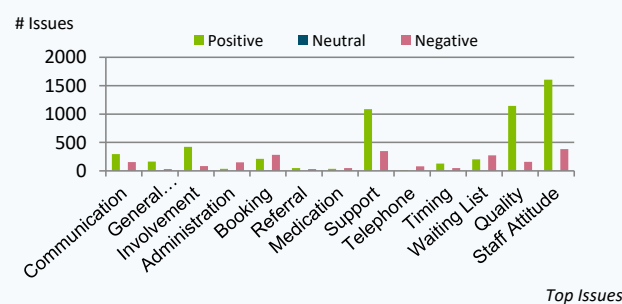
9.5 Newham: 9736 issues from 2559 people



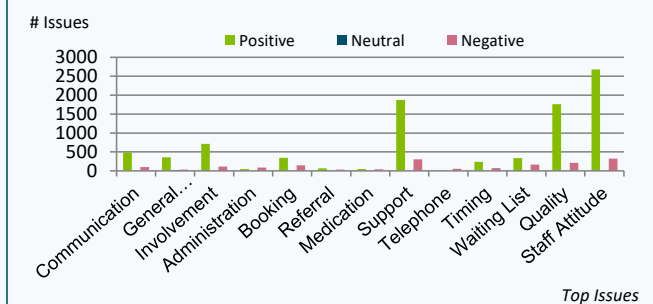
9.6 Redbridge: 8812 issues from 2348 people



9.7 Tower Hamlets: 7871 issues from 2036 people



9.8 Waltham Forest: 11093 issues from 2885 people



10. 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>	2208	1	671
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	168	0	30
	Peer Involvement	<i>Involvement or Influence of friends.</i>	3	0	0
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	1208	11	161
	User Involvement	<i>Involvement or influence of the service user.</i>	3151	1	505
Systems	Administration	<i>Administrative processes and delivery.</i>	249	2	612
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	0	0	0
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	1389	2	1095
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	1	0	106
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	22
	Referral	<i>Referral to a service.</i>	331	5	151
	Medical Records	<i>Management of medical records.</i>	12	3	43
	Medication	<i>Prescription and management of medicines.</i>	197	1	233
	Opening Times	<i>Opening times of a service.</i>	19	0	17
	Planning	<i>Leadership and general organisation.</i>	224	0	128
	Registration	<i>Ability to register for a service.</i>	54	0	52
	Support	<i>Levels of support provided.</i>	8031	1	1652
	Telephone	<i>Ability to contact a service by telephone.</i>	67	1	372
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	1099	1	385
Waiting List	<i>Length of wait while on a list.</i>	1355	0	1138	
Values	Choice	<i>General choice.</i>	69	1	105
	Cost	<i>General cost.</i>	1	0	35
	Language	<i>Language, including terminology.</i>	38	0	35
	Nutrition	<i>Provision of sustenance.</i>	2	0	3
	Privacy	<i>Privacy, personal space and property.</i>	6	0	18
	Quality	<i>General quality of a service, or staff.</i>	7932	2	934
	Sensory	<i>Deaf/blind or other sensory issues.</i>	7	0	7
	Stimulation	<i>General stimulation, including access to activities.</i>	21	0	2

10. 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>	64	3	20
	Environment/Layout	<i>Physical environment of a service.</i>	141	0	40
	Equipment	<i>General equipment issues.</i>	21	0	13
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	5
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	140	0	21
	Mobility	<i>Physical mobility to, from and within services.</i>	17	0	11
	Travel/Parking	<i>Ability to travel or park.</i>	8	1	16
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	129
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	42
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	11440	1	1812
	Complaints	<i>Ability to log and resolve a complaint.</i>	13	0	64
	Staff Training	<i>Training of staff.</i>	94	0	176
	Staffing Levels	<i>General availability of staff.</i>	7	1	28
Total:			39787	38	10889
Total Issues:			50714		

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.

