

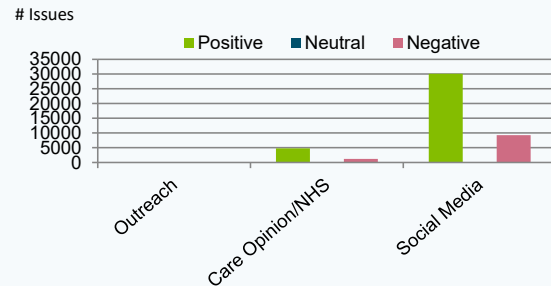
GP Services in North East London (NEL)

Qualitative Feedback, 1 October 2024 - 30 September 2025

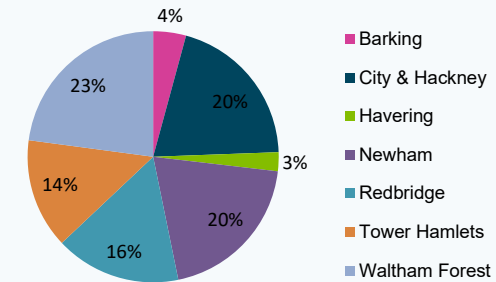
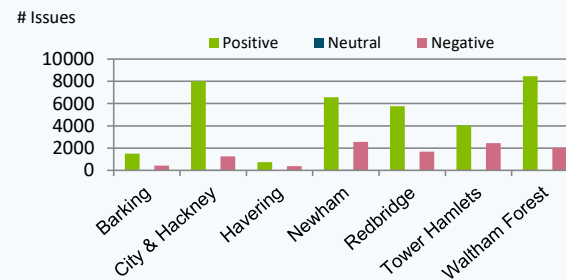
Community Insight
Analysis



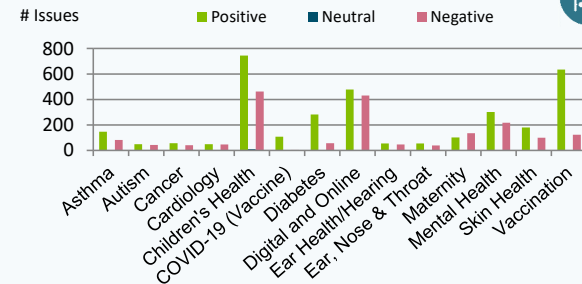
1. Top Source: 46042 issues from 11201 people



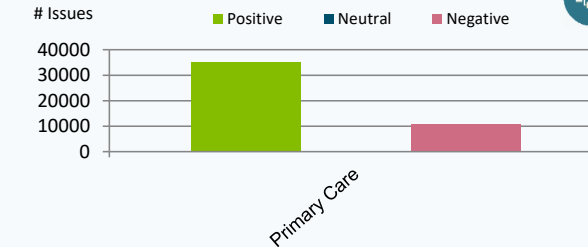
2. Feedback by Borough



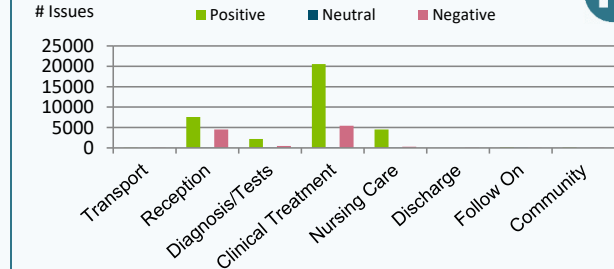
3. Top Conditions/Topics



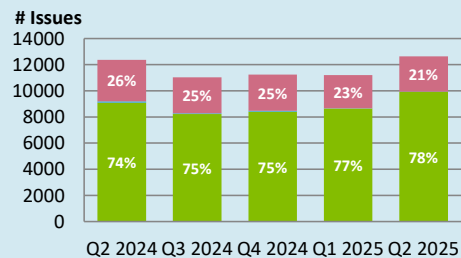
4. Service Sector



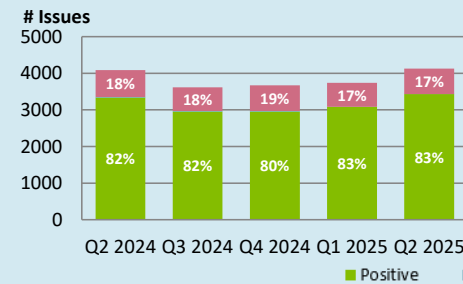
5. Clinical Care Pathway



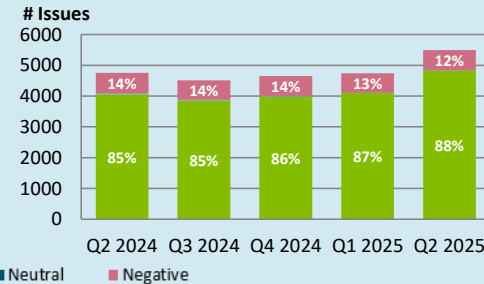
6.1 Timeline: Overall Sentiment



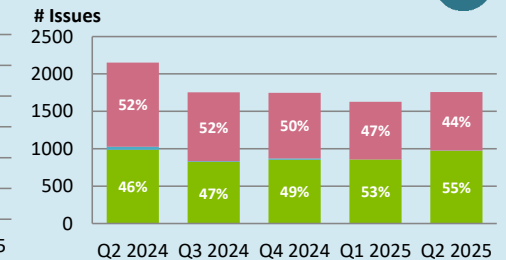
6.2 Timeline: Involvement



6.3 Timeline: Quality

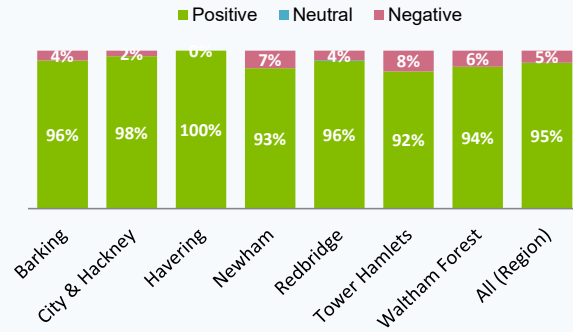


6.4 Timeline: Access

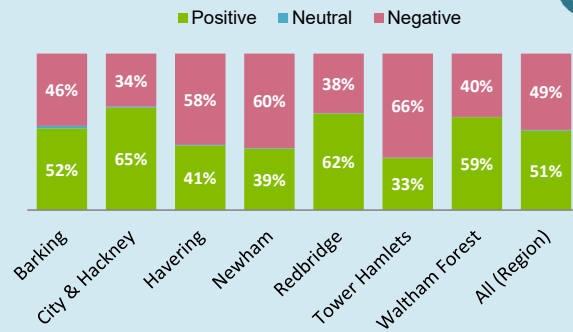




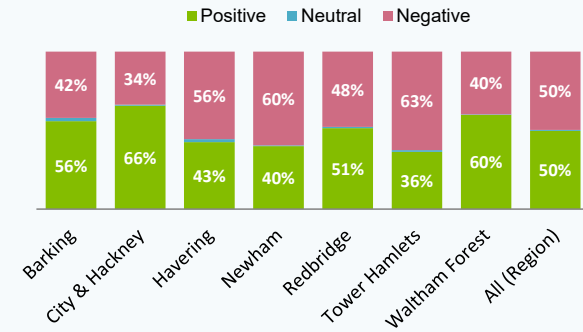
7.3.4 Quality: Staff Attitude (Nurses)



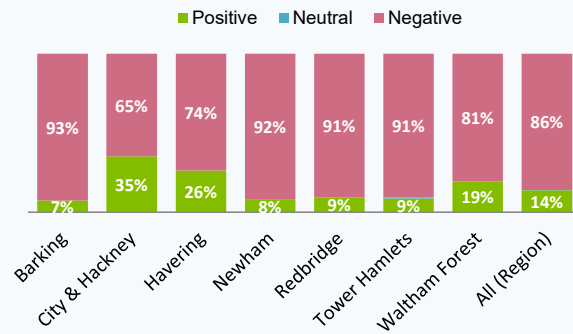
7.4 Sentiment by Borough: Access



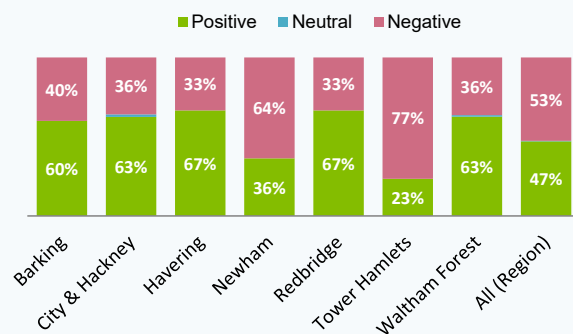
7.4.1 Access: Booking



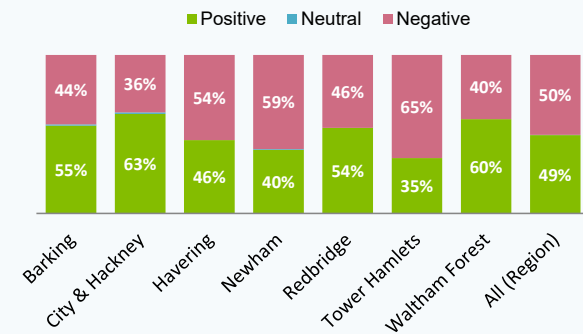
7.4.2 Access: Telephones



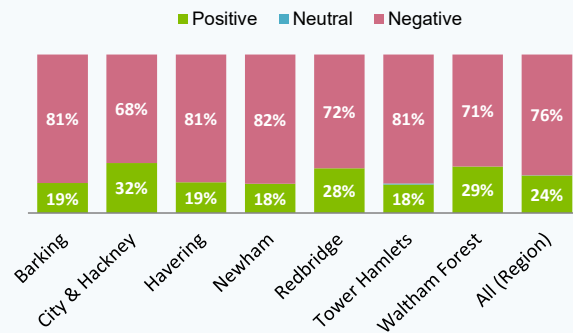
7.4.3 Access: Online Systems



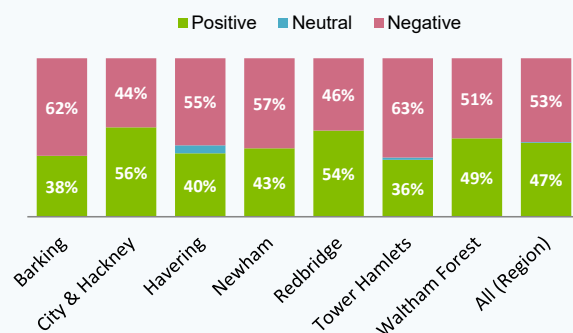
7.4.4 Access: Waiting Lists



7.5 Administration



7.6 Repeat Prescriptions





10. Data Table: Number of issues



	Issue Name	Descriptor	# Issues		
			Positive	Neutral	Negative
Patients/Carers	Advice/Information	Communication, including access to advice and information.	1938	1	598
	Carer Involvement	Involvement or influence of carers and family members.	160	0	23
	Peer Involvement	Involvement or Influence of friends.	3	0	0
	General Comment	A generalised statement (ie; "The doctor was good.")	890	7	154
	User Involvement	Involvement or influence of the service user.	3318	5	506
Systems	Administration	Administrative processes and delivery.	182	1	578
	Admission	Physical admission to a hospital ward, or other service.	0	0	0
	Booking	Ability to book, reschedule or cancel appointments.	1206	16	1235
	Cancellations	Cancellation of appointment by the service provider.	0	0	94
	Data Protection	General data protection (including GDPR).	0	0	24
	Referral	Referral to a service.	291	6	126
	Medical Records	Management of medical records.	11	3	35
	Medication	Prescription and management of medicines.	215	2	244
	Opening Times	Opening times of a service.	16	0	21
	Planning	Leadership and general organisation.	188	1	92
	Registration	Ability to register for a service.	53	2	64
	Support	Levels of support provided.	6941	28	1574
	Telephone	Ability to contact a service by telephone.	73	1	454
	Timing	Physical timing (ie; length of wait at appointments).	1046	6	358
	Waiting List	Length of wait while on a list.	1183	6	1208
Values	Choice	General choice.	82	1	119
	Cost	General cost.	0	0	36
	Language	Language, including terminology.	24	2	36
	Nutrition	Provision of sustenance.	3	0	4
	Privacy	Privacy, personal space and property.	7	0	27
	Quality	General quality of a service, or staff.	7080	26	839
	Sensory	Deaf/blind or other sensory issues.	6	0	8
	Stimulation	General stimulation, including access to activities.	18	0	5

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).	76	4	23
	Environment/Layout	Physical environment of a service.	158	1	57
	Equipment	General equipment issues.	17	1	14
	Hazard	General hazard to safety (ie; a hospital wide infection).	0	1	10
	Hygiene	Levels of hygiene and general cleanliness.	135	1	18
	Mobility	Physical mobility to, from and within services.	18	0	13
	Travel/Parking	Ability to travel or park.	11	0	13
Staff	Omission	General omission (ie; transport did not arrive).	0	0	127
	Security/Conduct	General security of a service, including conduct of staff.	0	0	37
	Staff Attitude	Attitude, compassion and empathy of staff.	9695	28	1728
	Complaints	Ability to log and resolve a complaint.	11	0	71
	Staff Training	Training of staff.	62	1	154
	Staffing Levels	General availability of staff.	7	1	39
Total:			35124	152	10766
Total Issues:			46042		

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.

