

GP Services in North East London (NEL)

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 GP services in selected boroughs.

Qualitative Feedback, 1 January 2025 - 31 December 2025



Report Index

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 9-16)



Explores trends by individual borough.

Data Table (Pages 17-18)



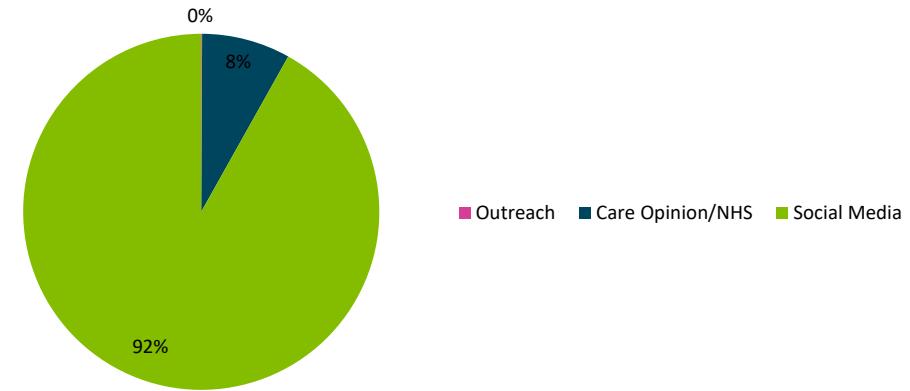
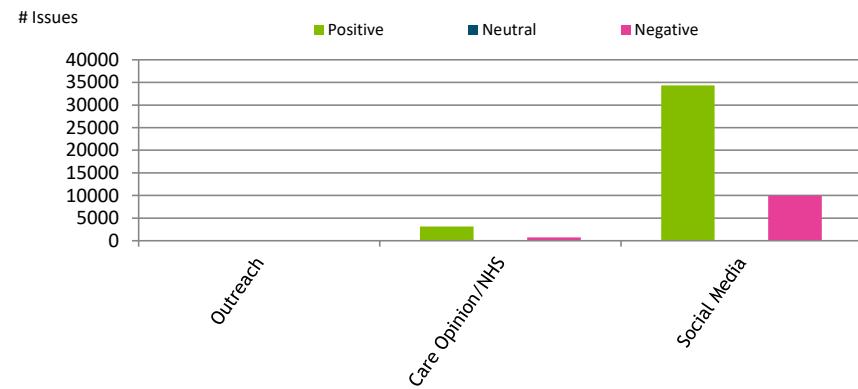
The numbers underpinning the trends.

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?

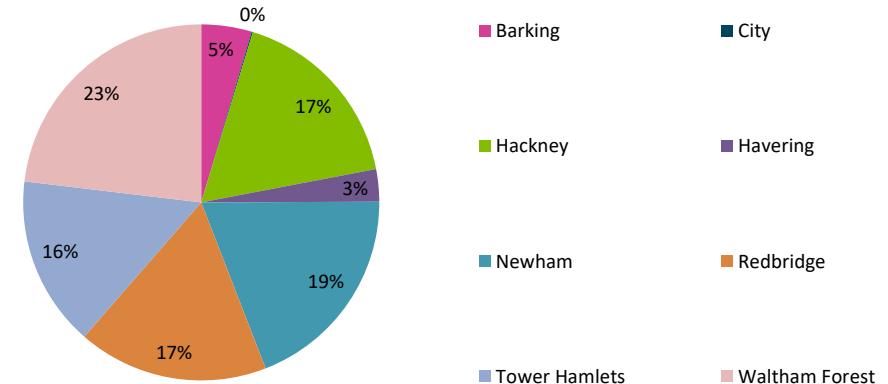
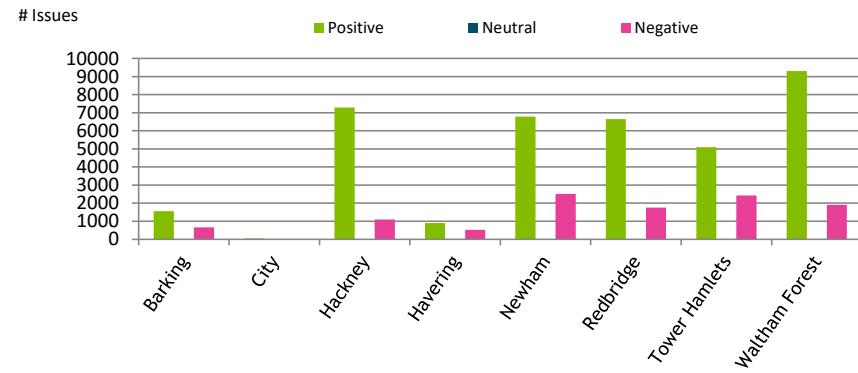


1.1 Source: 48617 issues from 12212 people



Sources providing the most comments overall

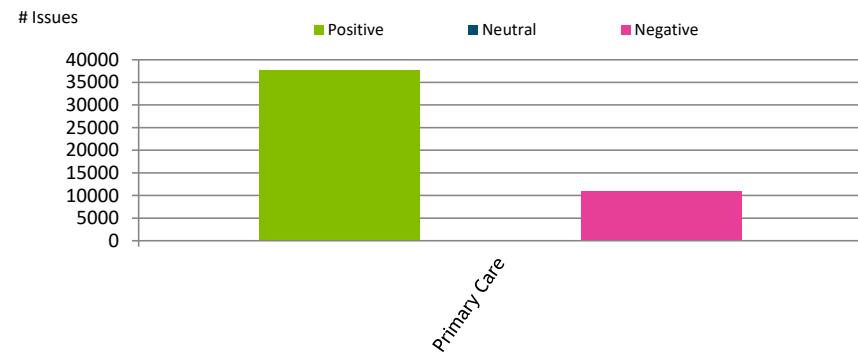
1.2 Feedback by Borough



2. Which services are people most commenting on?

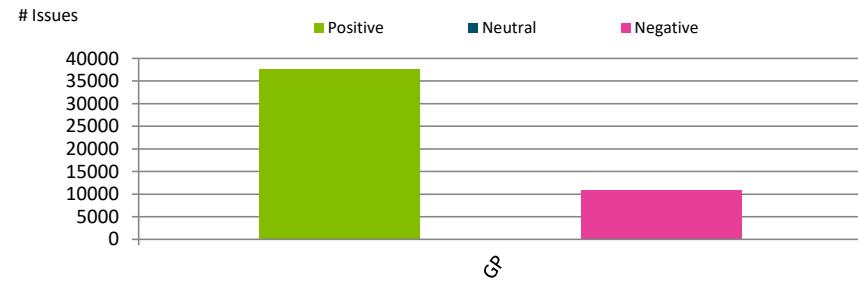


2.1 Service Sector



Service sectors receiving the most comments overall

2.2 Service Type

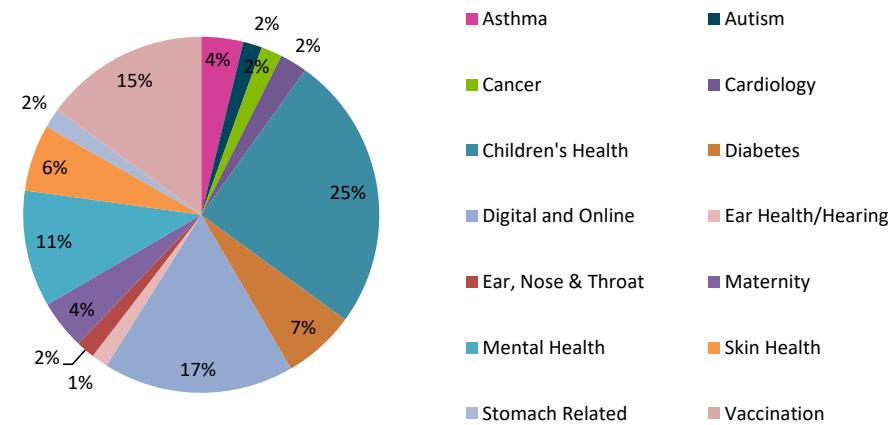
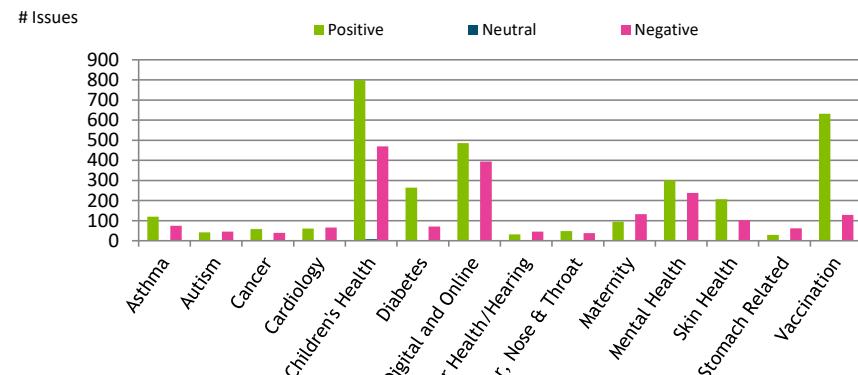


Service type receiving the most comments overall

3. Which service aspects are people most commenting on?

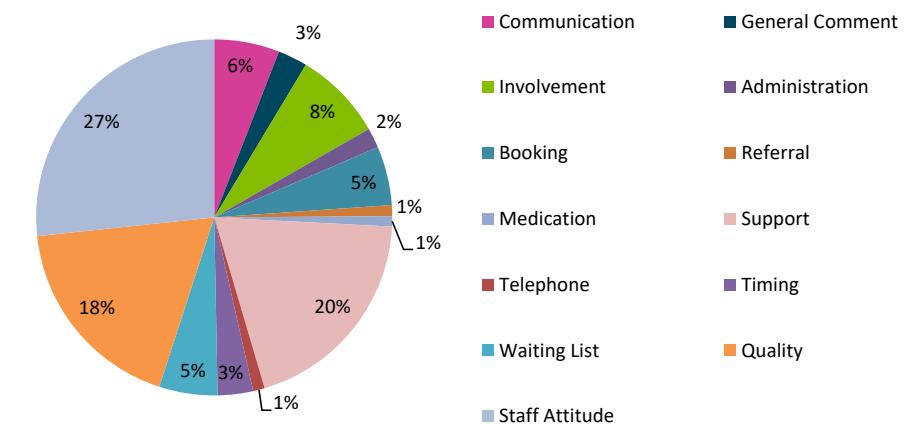
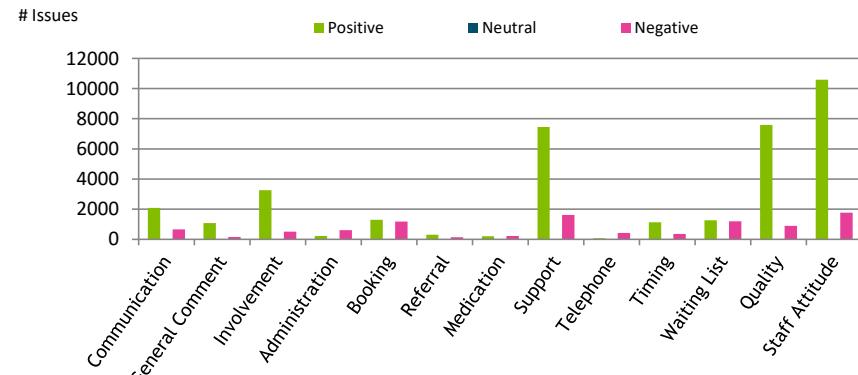


3.1 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

3.2 Top Trends: 48617 issues from 12212 people

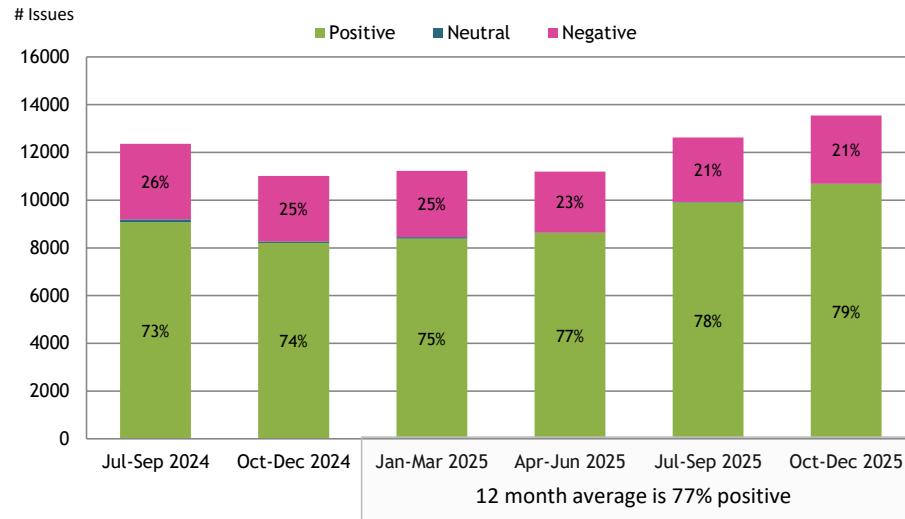


Issues receiving the most comments overall

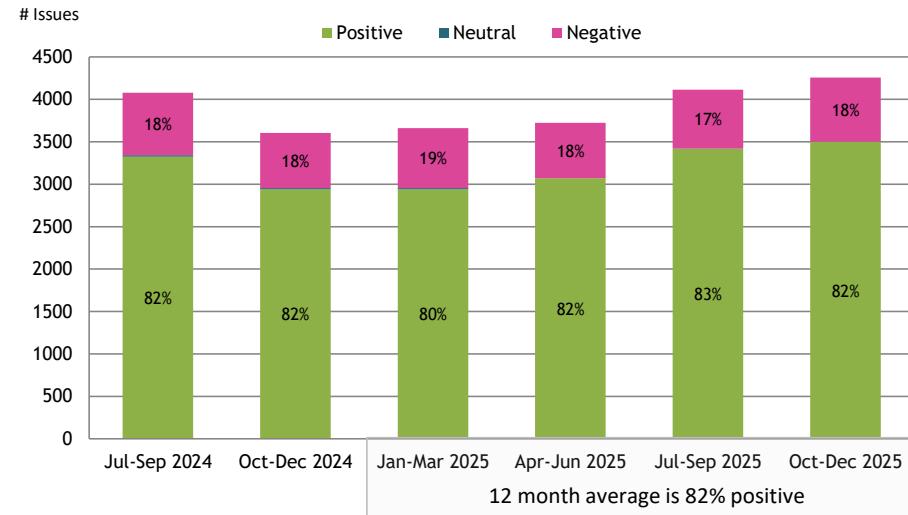
4. Timeline: On the whole, how do people feel about Health and Care services?



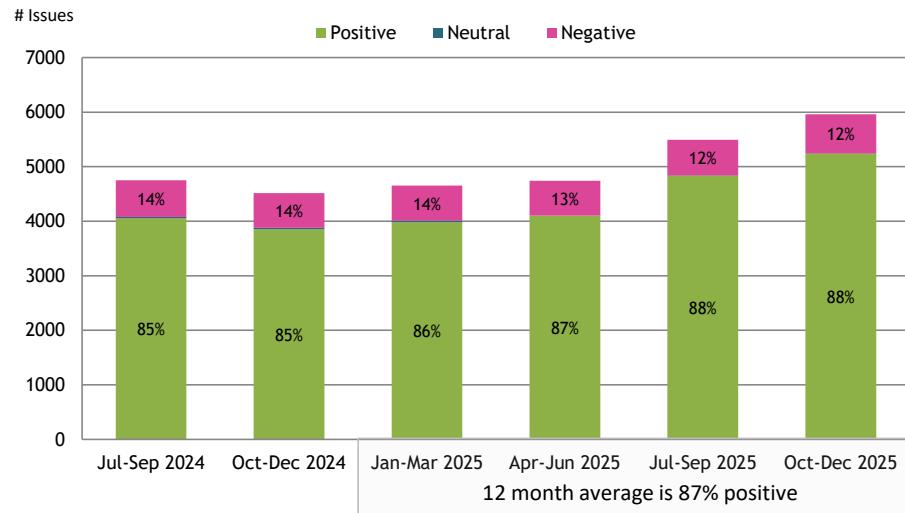
4.1 How do people feel about services overall?



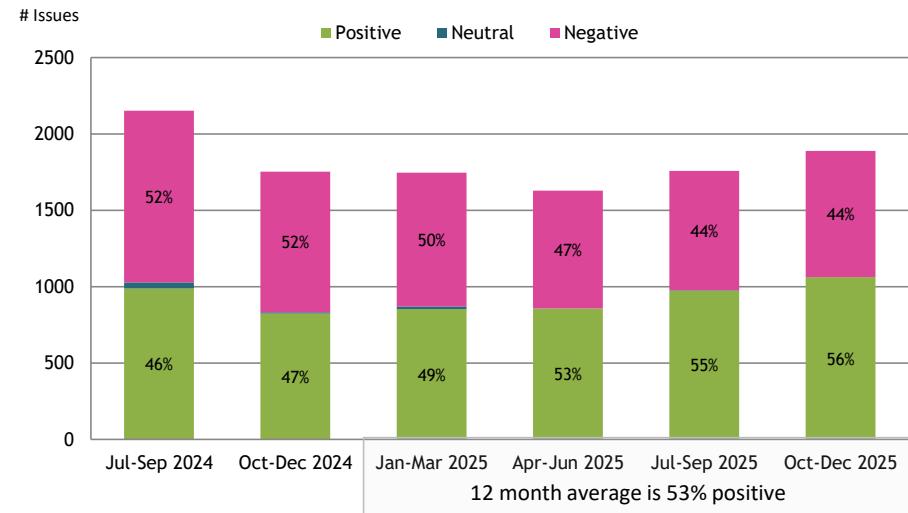
4.2 How well informed, involved and supported do people feel?



4.3 How do people feel about general quality and empathy?



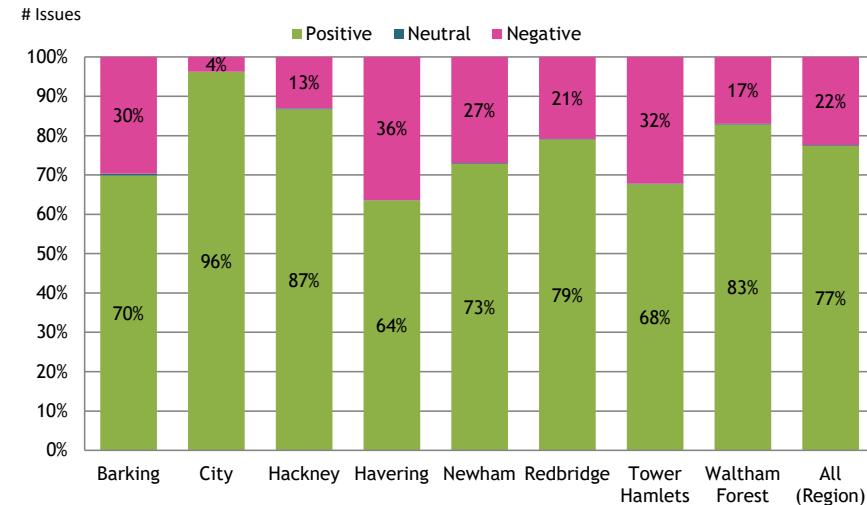
4.4 How do people feel about access to services?



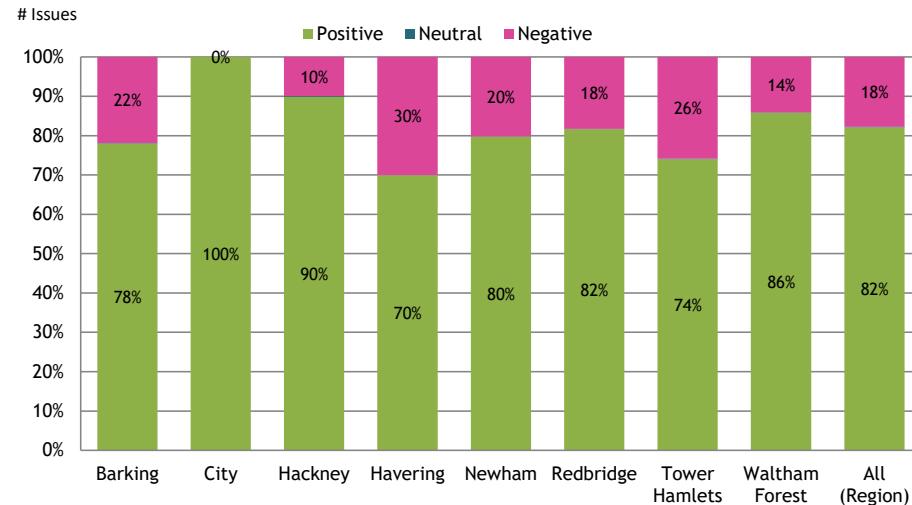
5. By Borough: On the whole, how do people feel about Health and Care services?



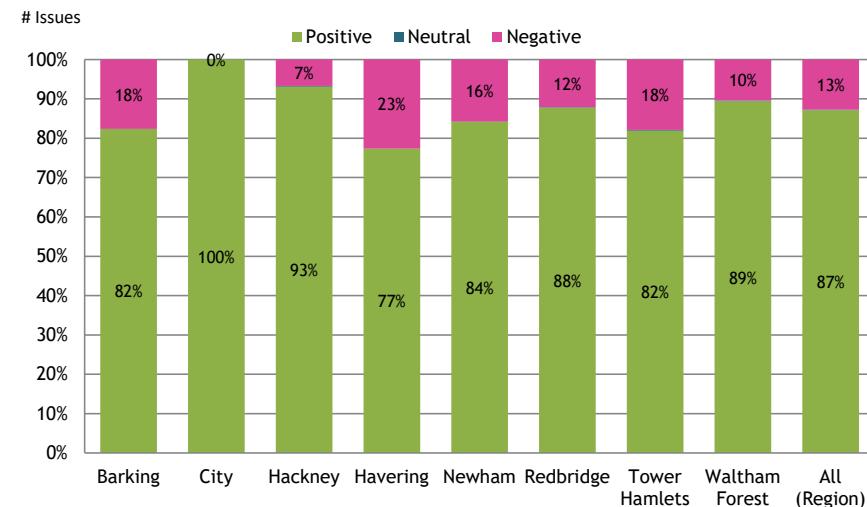
5.1 How do people feel about services overall?



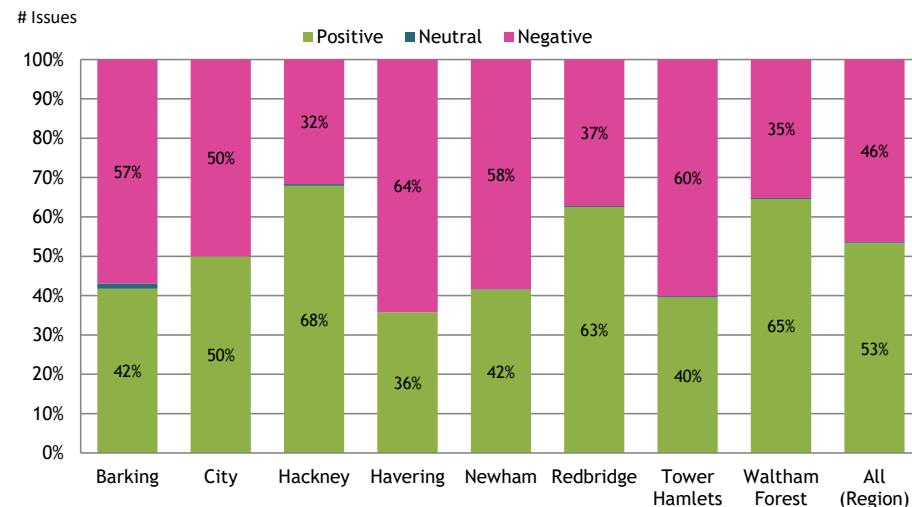
5.2 How well informed, involved and supported do people feel?



5.3 How do people feel about general quality and empathy?



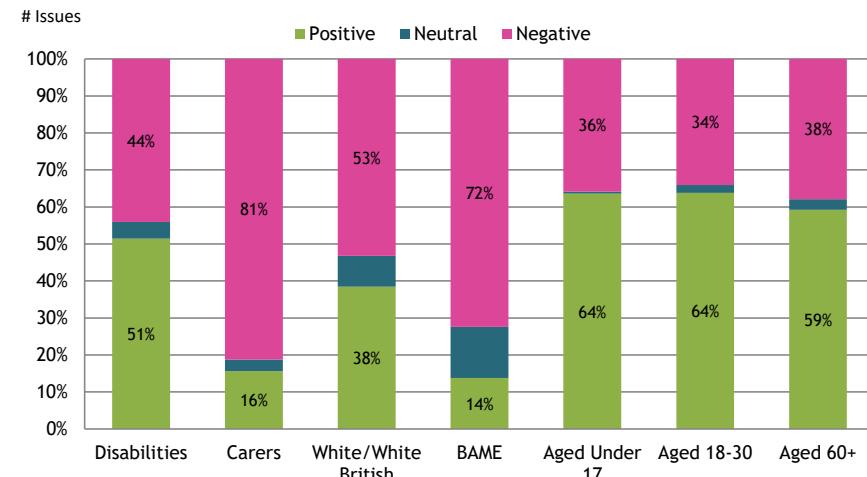
5.4 How do people feel about access to services?



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



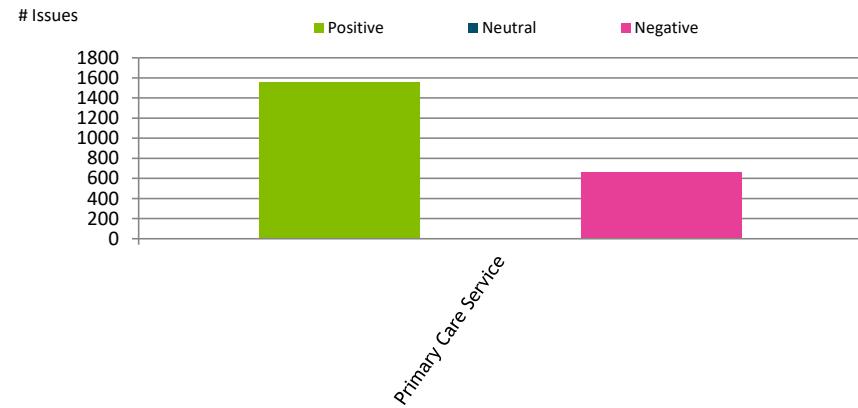
6.1 How do people feel about services overall?



7. Trends by Borough: Barking

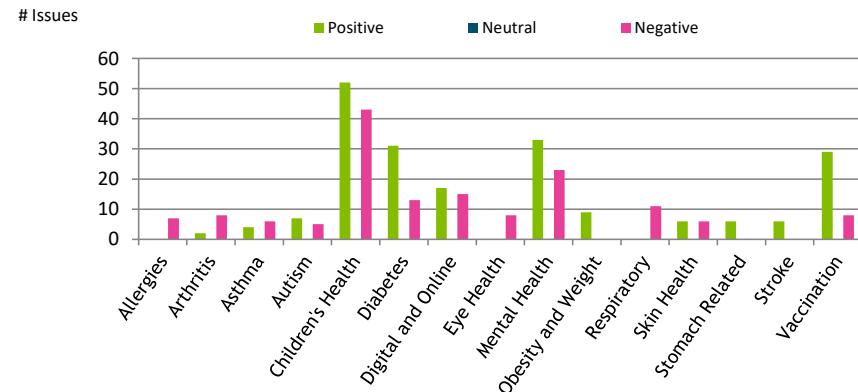


7.1 Service Sector



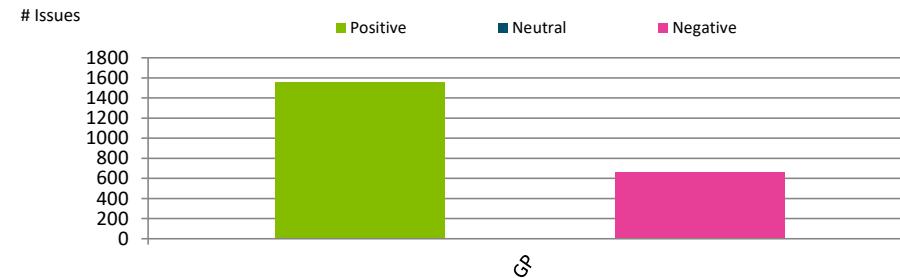
Service sectors receiving the most comments overall

7.3 Stated medical conditions/topics



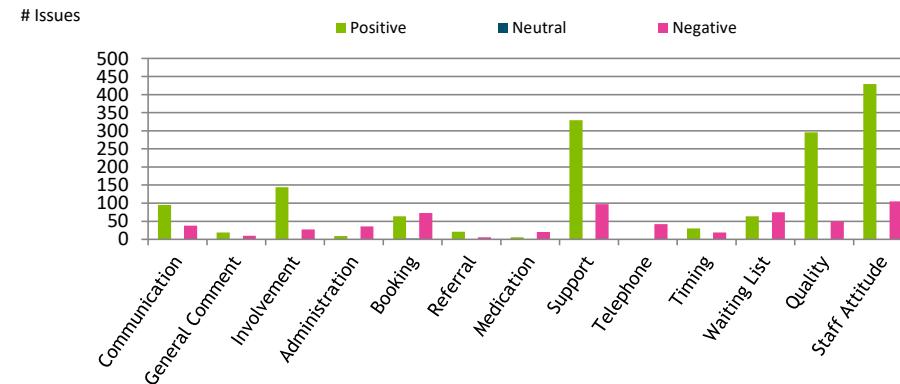
Medical conditions/topics receiving the most comments overall

7.2 Service Type



Service type receiving the most comments overall

7.4 Top Trends: 2226 issues from 532 people

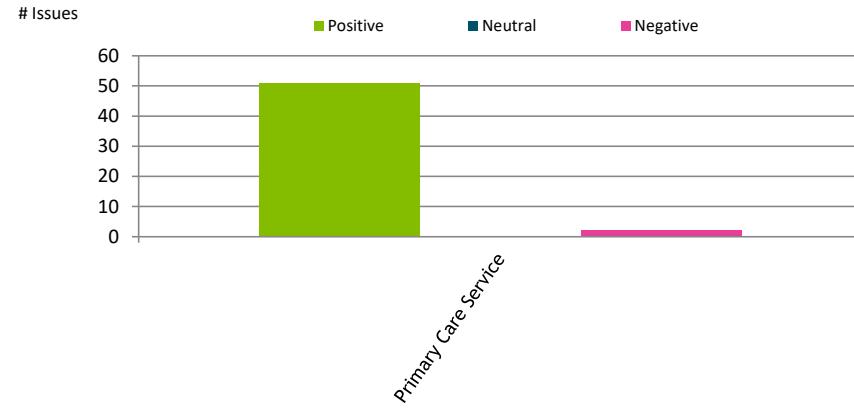


Issues receiving the most comments overall

7. Trends by Borough: City of London



7.5 Service Sector

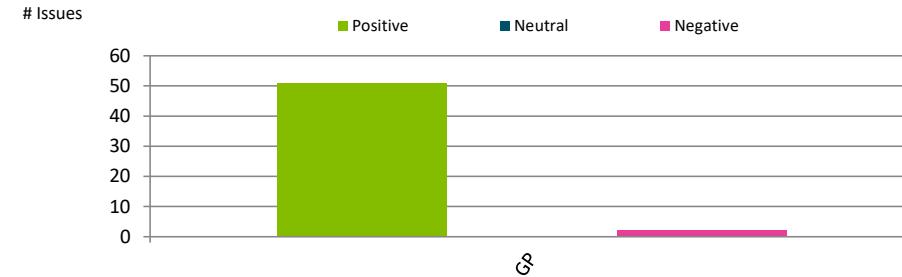


Service sectors receiving the most comments overall

7.7 Stated medical conditions/topics

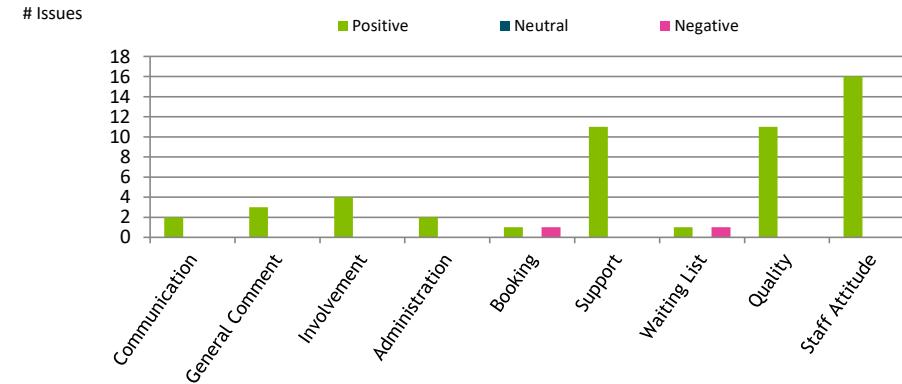
Medical conditions/topics receiving the most comments overall

7.6 Service Type



Service type receiving the most comments overall

7.8 Top Trends: 53 issues from 10 people

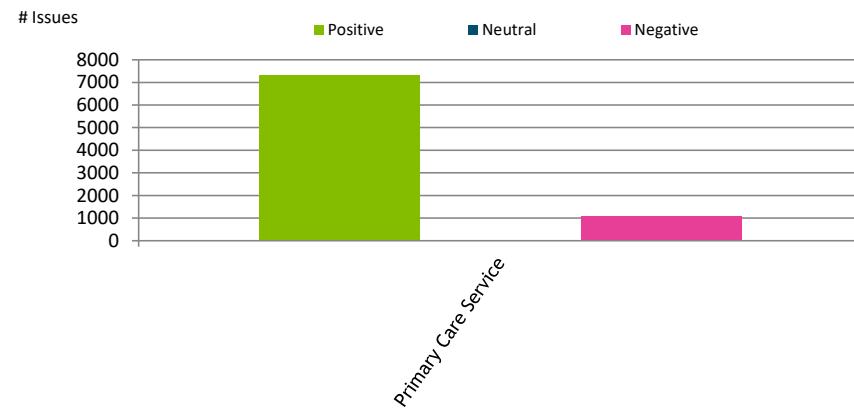


Issues receiving the most comments overall

7. Trends by Borough: Hackney

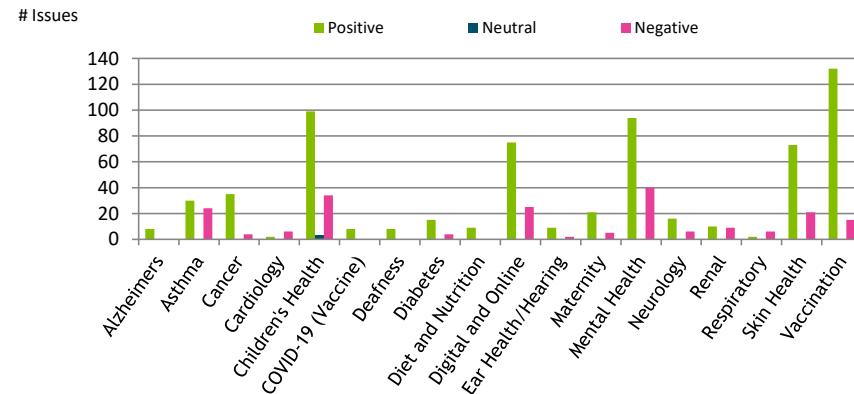


7.9 Service Sector



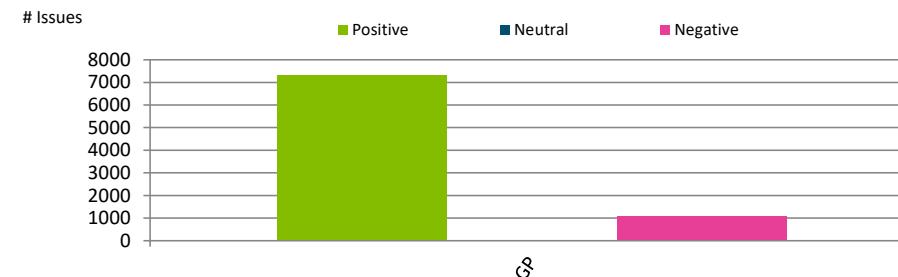
Service sectors receiving the most comments overall

7.11 Stated medical conditions/topics



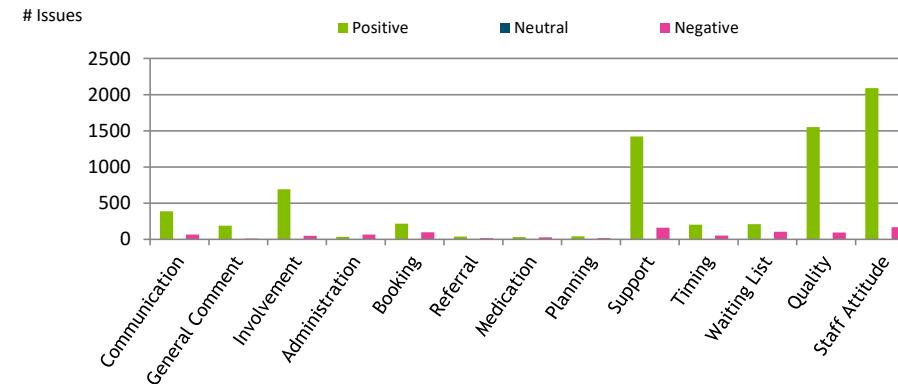
Medical conditions/topics receiving the most comments overall

7.10 Service Type



Service type receiving the most comments overall

7.12 Top Trends: 8415 issues from 2053 people

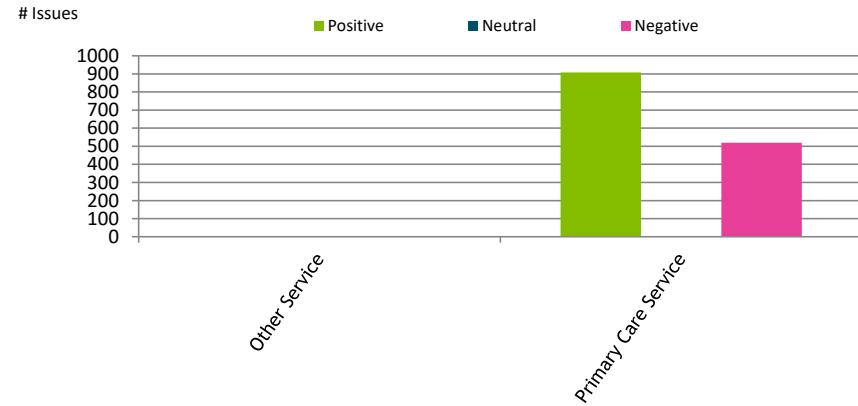


Issues receiving the most comments overall

7. Trends by Borough: Havering

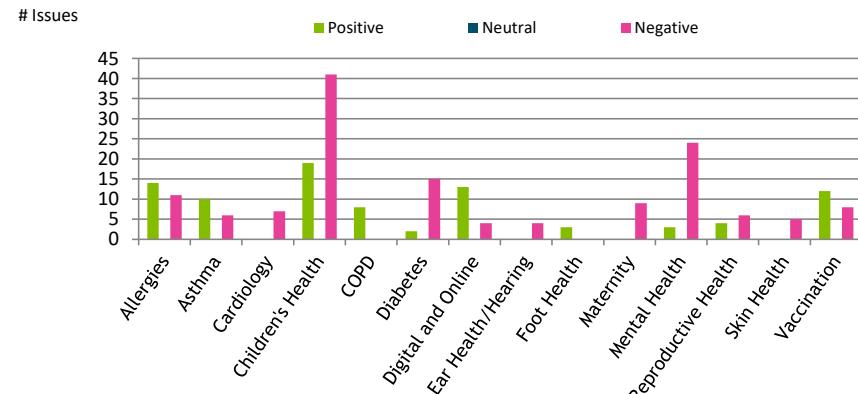


7.13 Service Sector



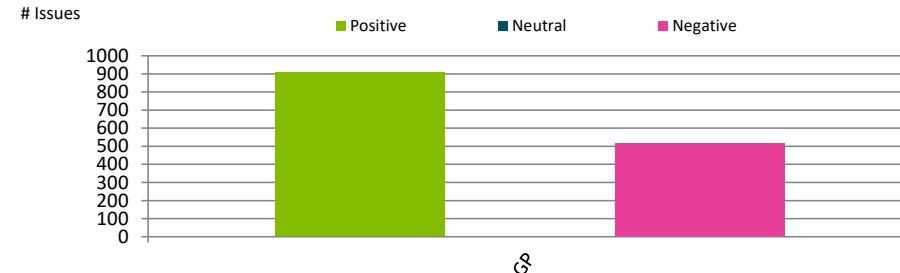
Service sectors receiving the most comments overall

7.15 Stated medical conditions/topics



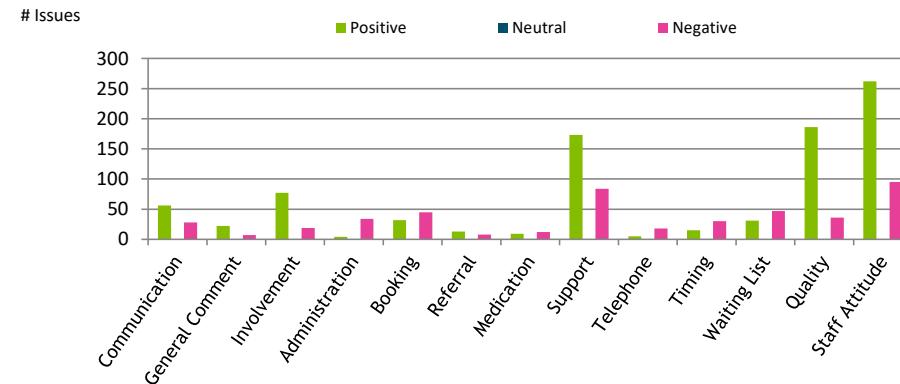
Medical conditions/topics receiving the most comments overall

7.14 Service Type



Service type receiving the most comments overall

7.16 Top Trends: 1429 issues from 350 people

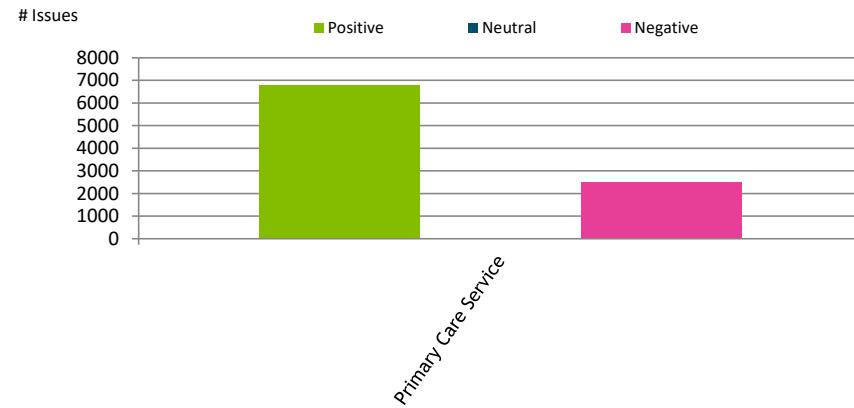


Issues receiving the most comments overall

7. Trends by Borough: Newham

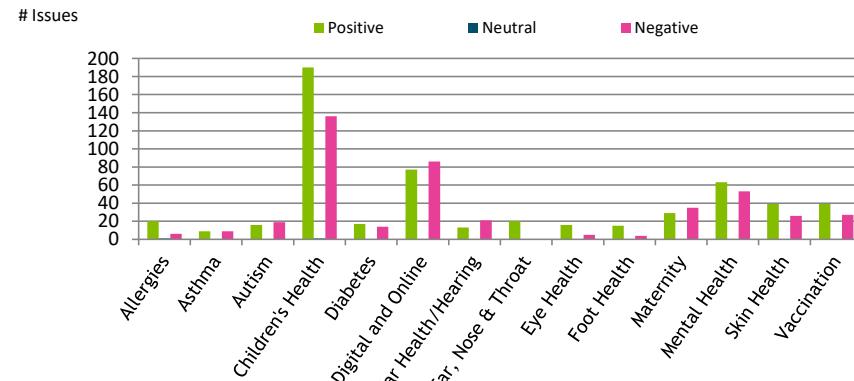


7.17 Service Sector



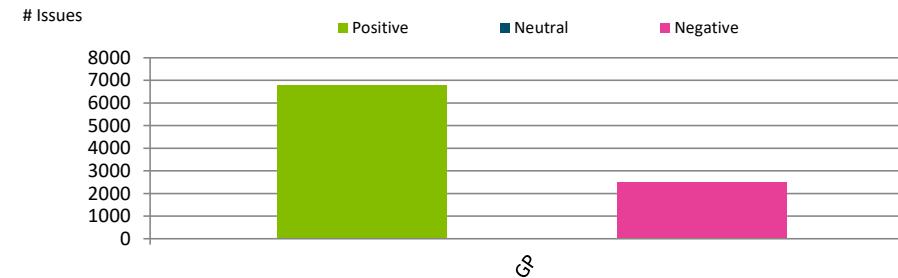
Service sectors receiving the most comments overall

7.19 Stated medical conditions/topics



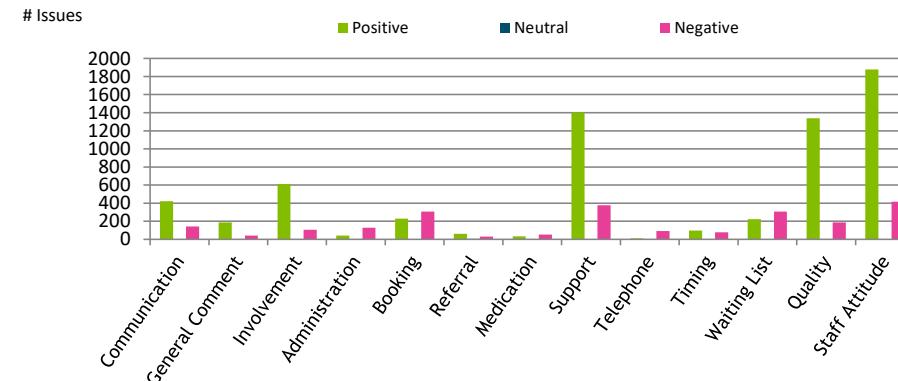
Medical conditions/topics receiving the most comments overall

7.18 Service Type



Service type receiving the most comments overall

7.20 Top Trends: 9319 issues from 2377 people

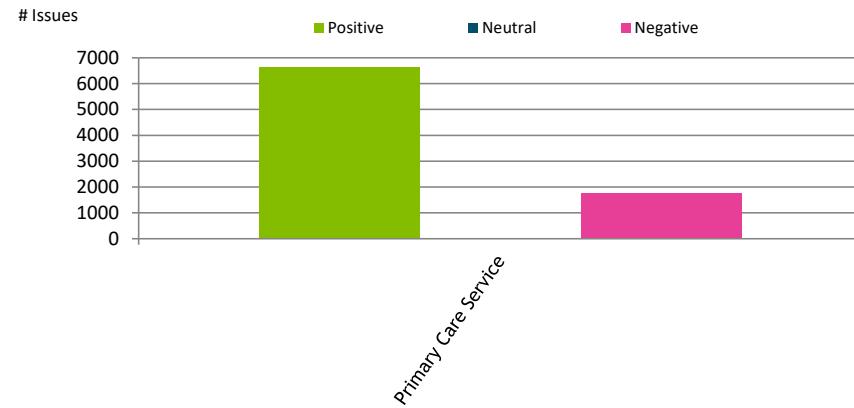


Issues receiving the most comments overall

7. Trends by Borough: Redbridge

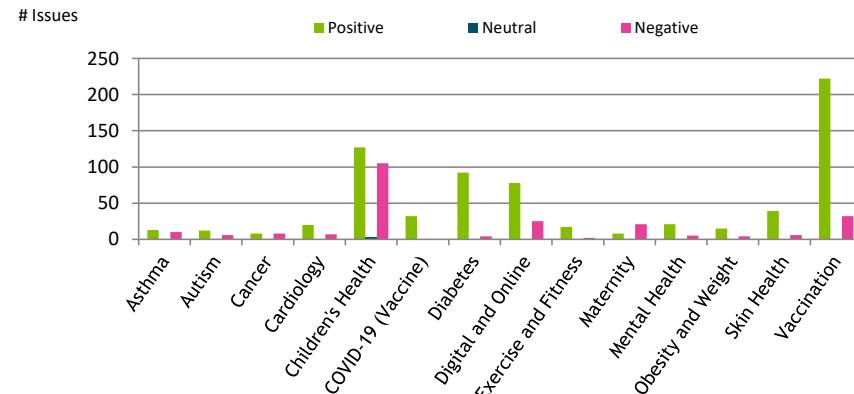


7.21 Service Sector



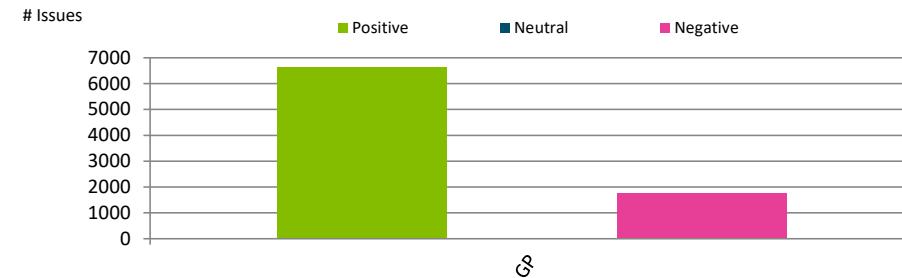
Service sectors receiving the most comments overall

7.23 Stated medical conditions/topics



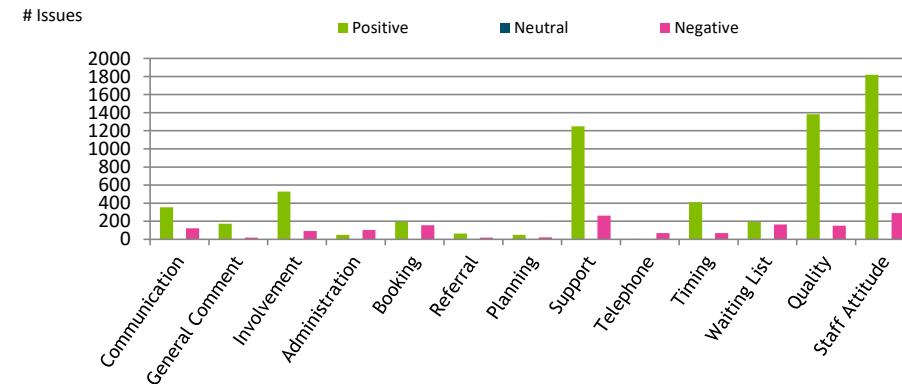
Medical conditions/topics receiving the most comments overall

7.22 Service Type



Service type receiving the most comments overall

7.24 Top Trends: 8411 issues from 2201 people

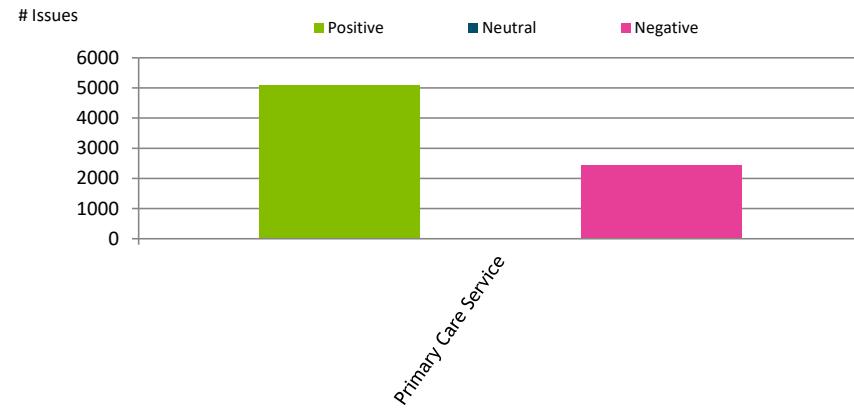


Issues receiving the most comments overall

7. Trends by Borough: Tower Hamlets

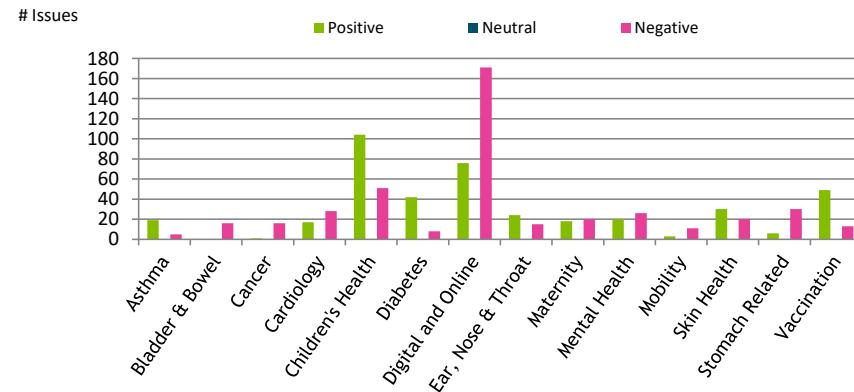


7.25 Service Sector



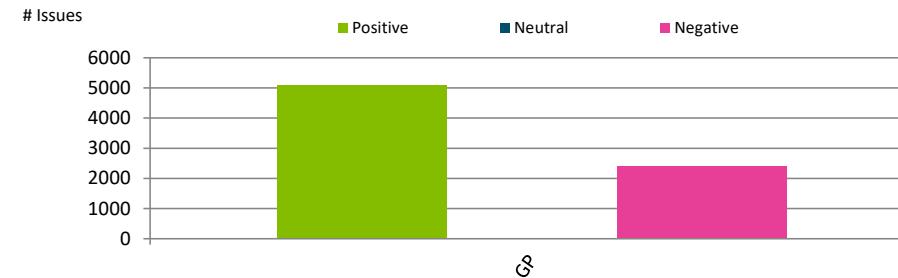
Service sectors receiving the most comments overall

7.27 Stated medical conditions/topics



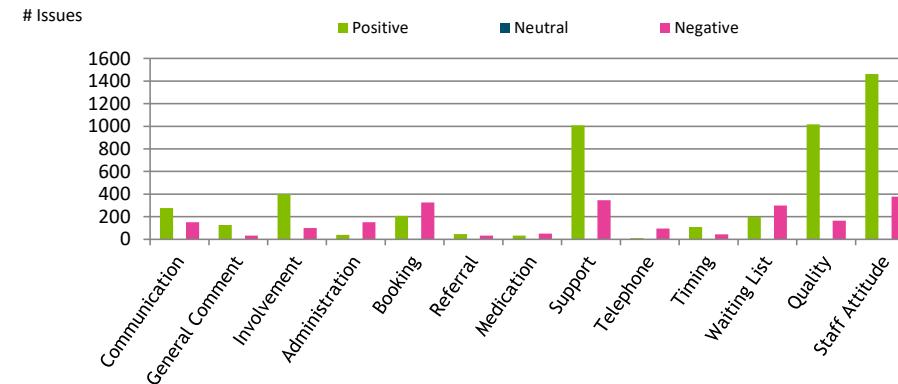
Medical conditions/topics receiving the most comments overall

7.26 Service Type



Service type receiving the most comments overall

7.28 Top Trends: 7527 issues from 1876 people

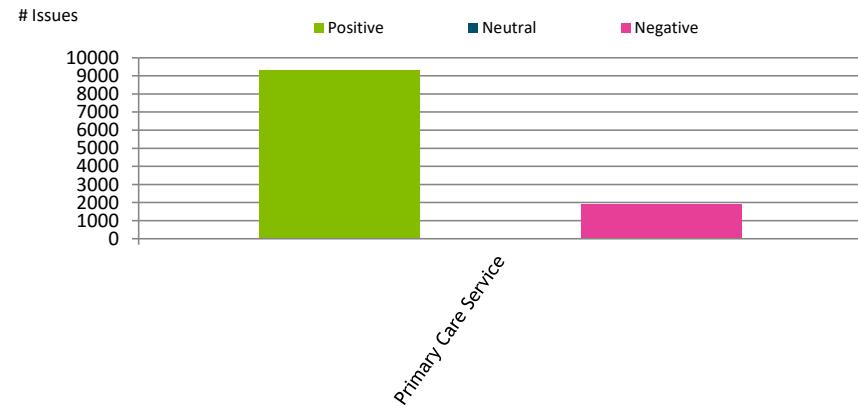


Issues receiving the most comments overall

7. Trends by Borough: Waltham Forest

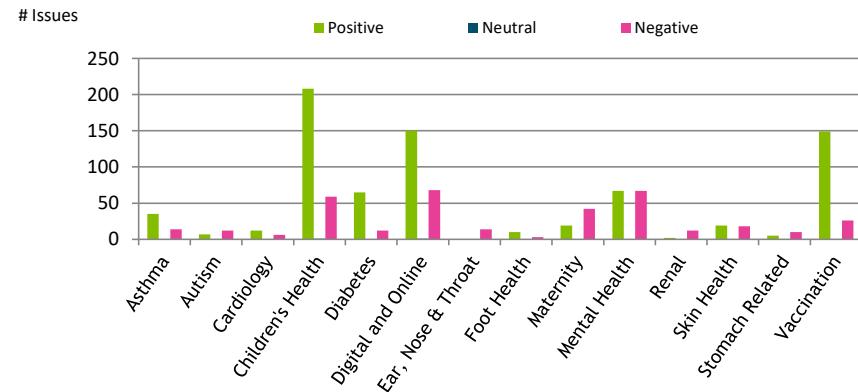


7.29 Service Sector



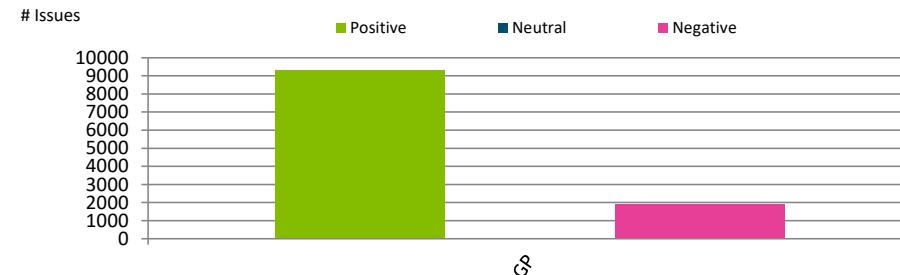
Service sectors receiving the most comments overall

7.31 Stated medical conditions/topics



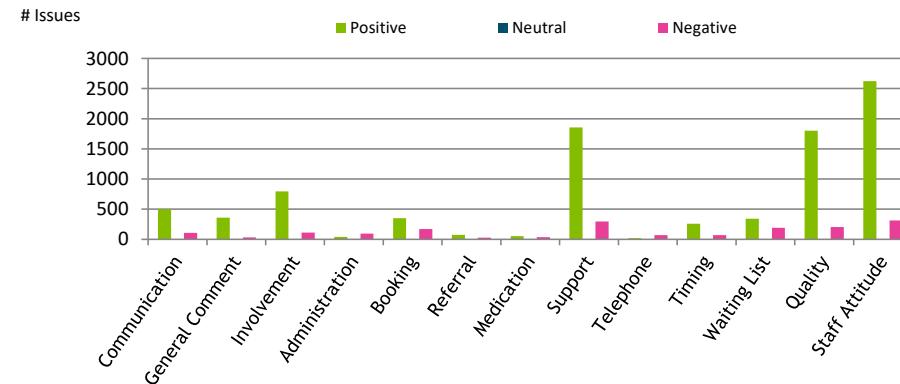
Medical conditions/topics receiving the most comments overall

7.30 Service Type



Service type receiving the most comments overall

7.32 Top Trends: 11237 issues from 2813 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>	2089	1	654	2744
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	164	0	28	192
	Peer Involvement	<i>Involvement or Influence of friends.</i>	3	0	0	3
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	1076	12	156	1244
	User Involvement	<i>Involvement or influence of the service user.</i>	3252	5	506	3763
Systems	Administration	<i>Administrative processes and delivery.</i>	222	1	614	837
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	0	0	0	0
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	1294	10	1175	2479
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	1	0	111	112
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	20	20
	Referral	<i>Referral to a service.</i>	316	6	140	462
	Medical Records	<i>Management of medical records.</i>	12	3	37	52
	Medication	<i>Prescription and management of medicines.</i>	199	1	229	429
	Opening Times	<i>Opening times of a service.</i>	16	0	19	35
	Planning	<i>Leadership and general organisation.</i>	199	1	114	314
	Registration	<i>Ability to register for a service.</i>	56	2	56	114
	Support	<i>Levels of support provided.</i>	7452	13	1620	9085
	Telephone	<i>Ability to contact a service by telephone.</i>	68	1	417	486
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	1122	5	363	1490
	Waiting List	<i>Length of wait while on a list.</i>	1261	4	1189	2454
Values	Choice	<i>General choice.</i>	75	1	97	173
	Cost	<i>General cost.</i>	1	0	37	38
	Language	<i>Language, including terminology.</i>	28	0	32	60
	Nutrition	<i>Provision of sustenance.</i>	2	0	5	7
	Privacy	<i>Privacy, personal space and property.</i>	8	0	19	27
	Quality	<i>General quality of a service, or staff.</i>	7585	14	887	8486
	Sensory	<i>Deaf/blind or other sensory issues.</i>	7	0	9	16
	Stimulation	<i>General stimulation, including access to activities.</i>	15	0	3	18

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>	74	4	19	97
	Environment/Layout	<i>Physical environment of a service.</i>	163	0	42	205
	Equipment	<i>General equipment issues.</i>	20	1	11	32
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	1	11	12
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	143	1	20	164
	Mobility	<i>Physical mobility to, from and within services.</i>	21	0	13	34
	Travel/Parking	<i>Ability to travel or park.</i>	11	0	11	22
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	129	129
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	39	39
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	10580	13	1765	12358
	Complaints	<i>Ability to log and resolve a complaint.</i>	12	0	70	82
	Staff Training	<i>Training of staff.</i>	78	0	185	263
	Staffing Levels	<i>General availability of staff.</i>	7	1	32	40
	Total:		37632	101	10884	48617

CommunityInsight CRM