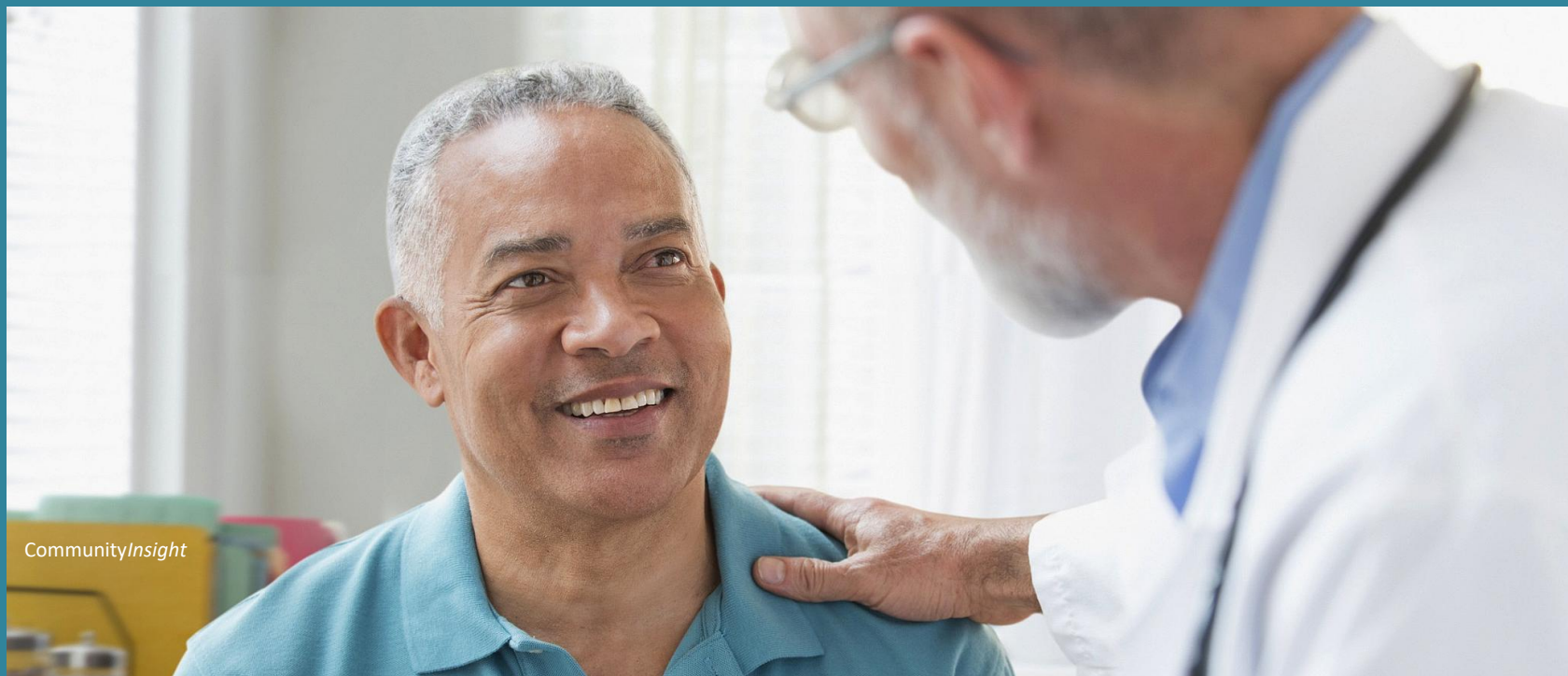


GP Services in North East London (NEL)

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 April 2024 - 31 March 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.

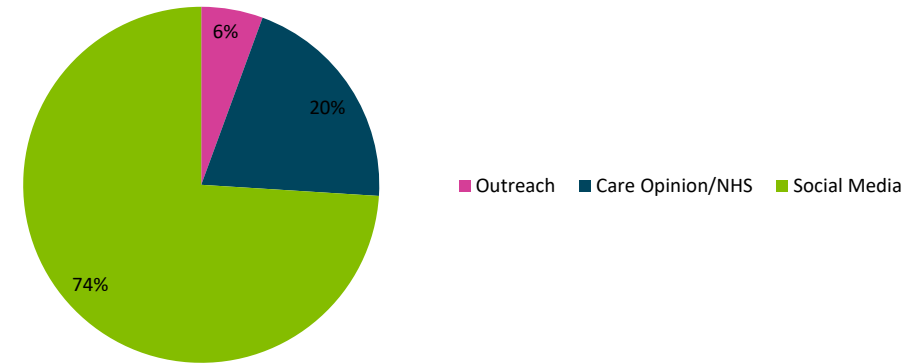
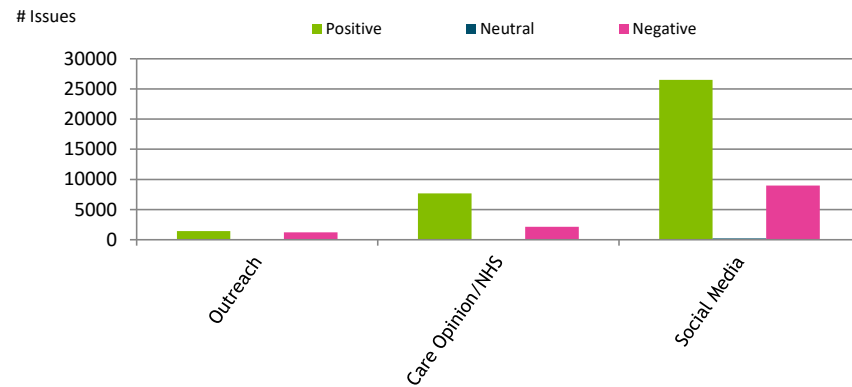


Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

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

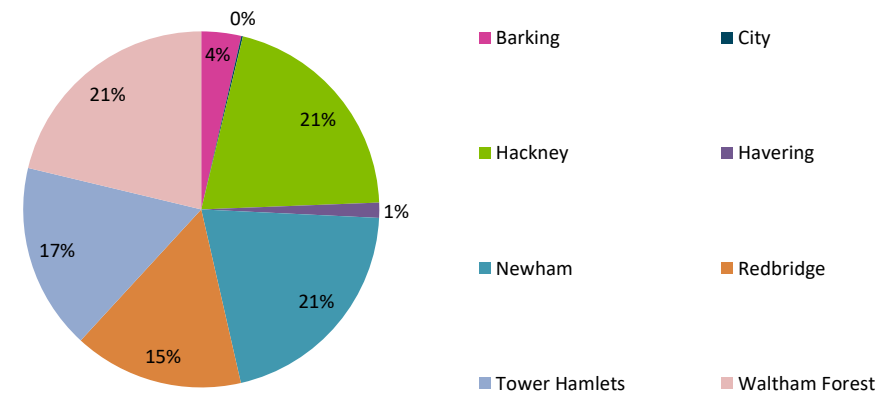
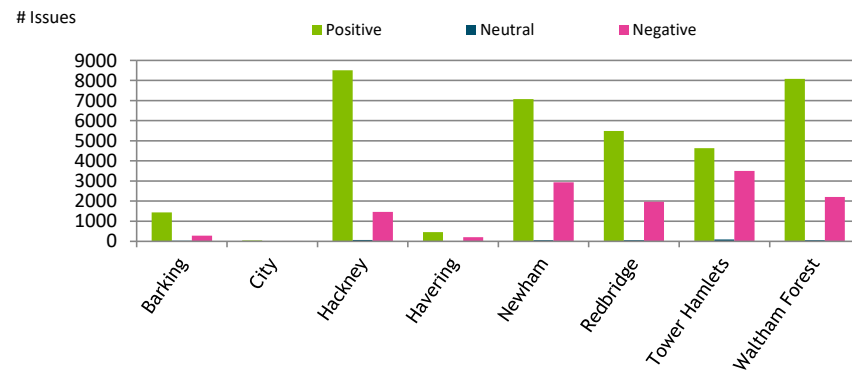


1.1 Source: 48680 issues from 11338 people



Sources providing the most comments overall

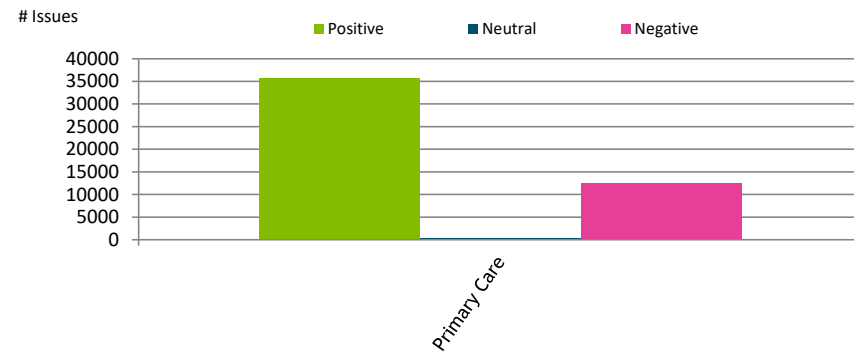
1.2 Feedback by Borough



2. Which services are people most commenting on?

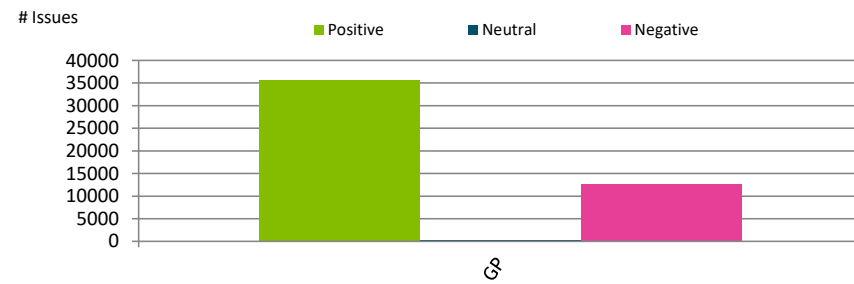


2.1 Service Sector



Service sectors receiving the most comments overall

2.2 Service Type

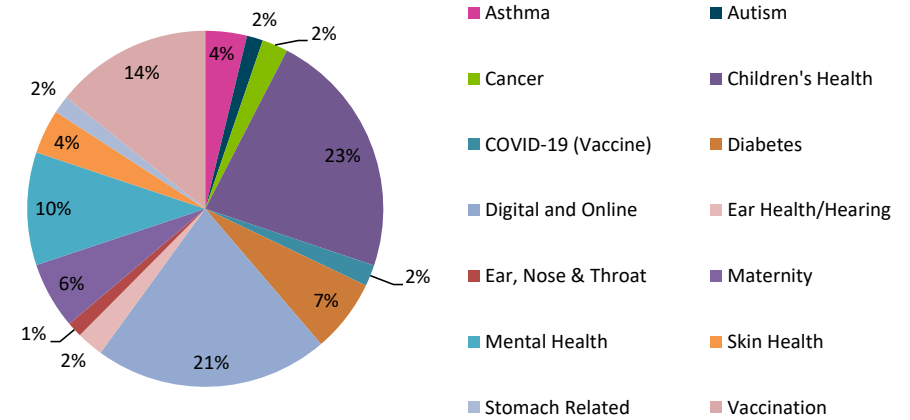
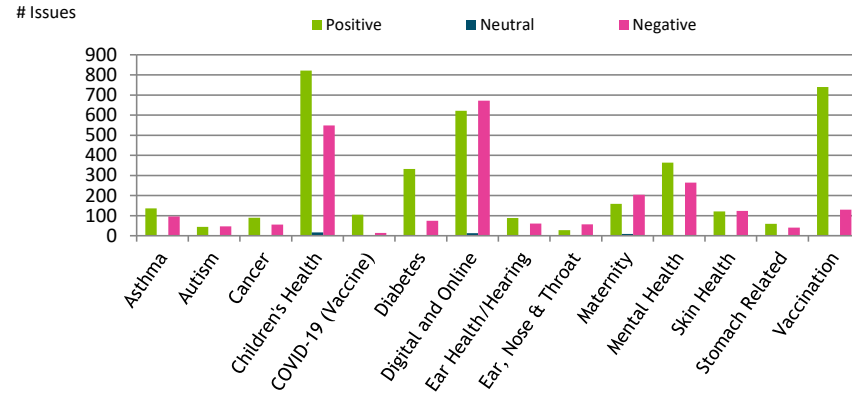


Service type receiving the most comments overall

3. Which service aspects are people most commenting on?

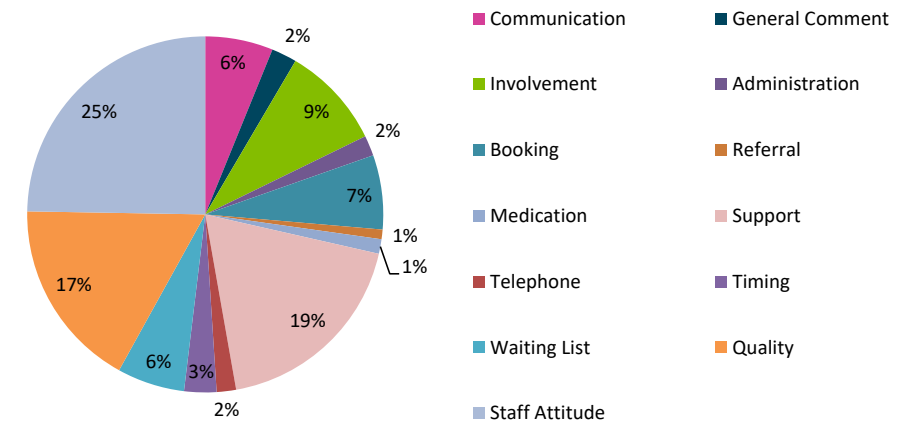
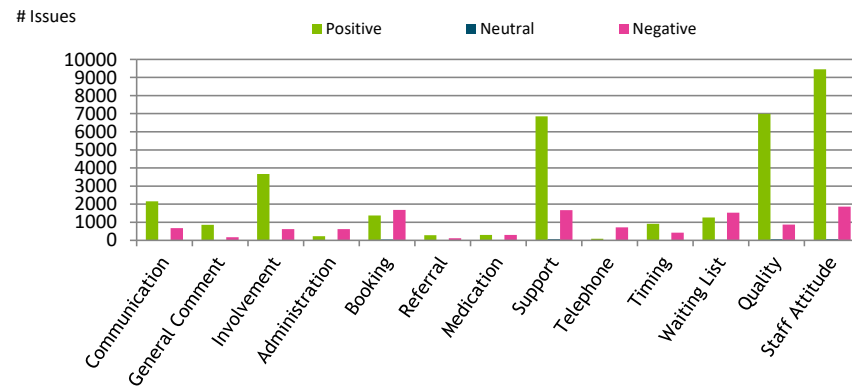


3.1 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

3.2 Top Trends: 48680 issues from 11338 people

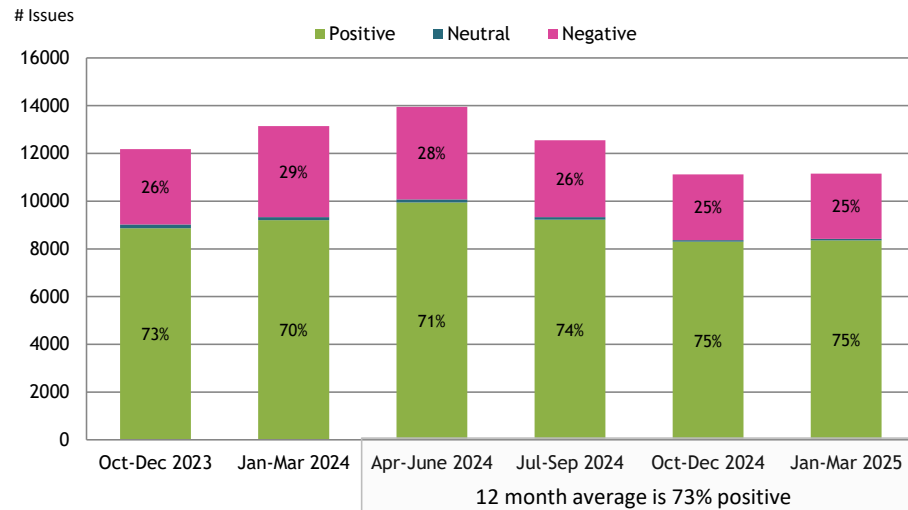


Issues receiving the most comments overall

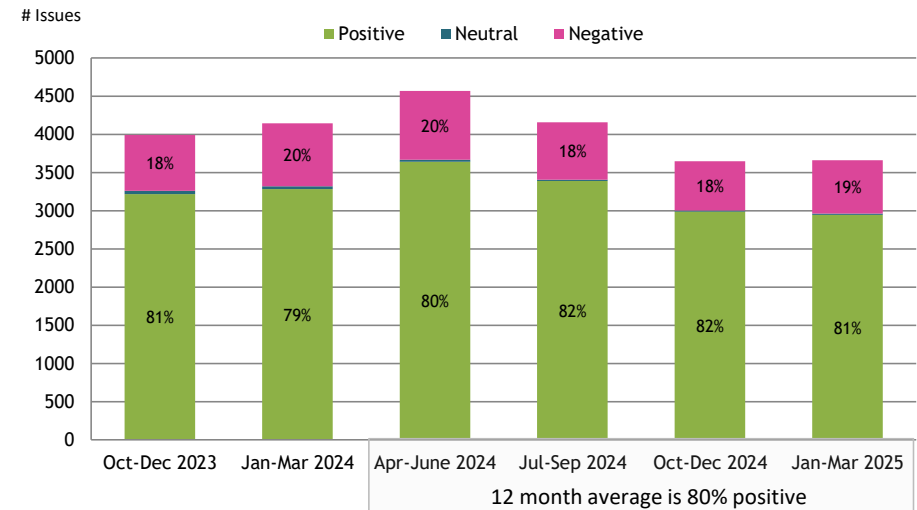
4. Timeline: On the whole, how do people feel about Health and Care services?



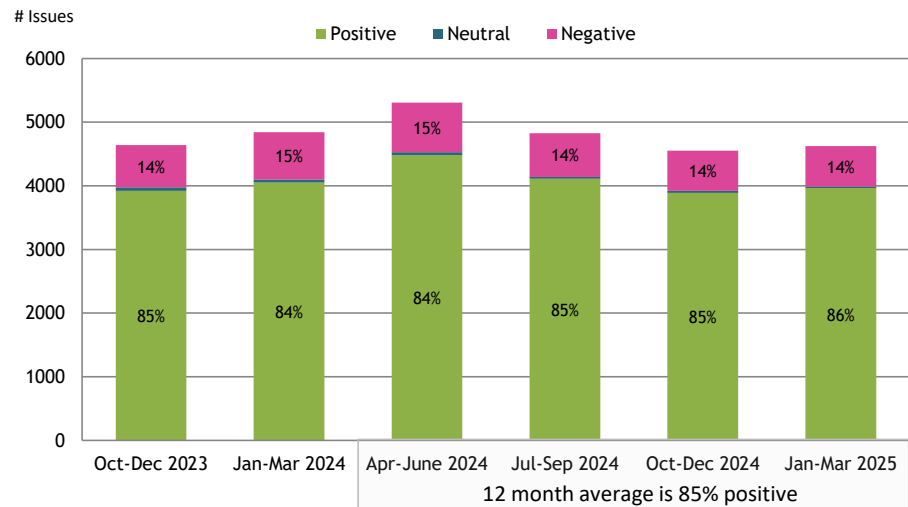
4.1 How do people feel about services overall?



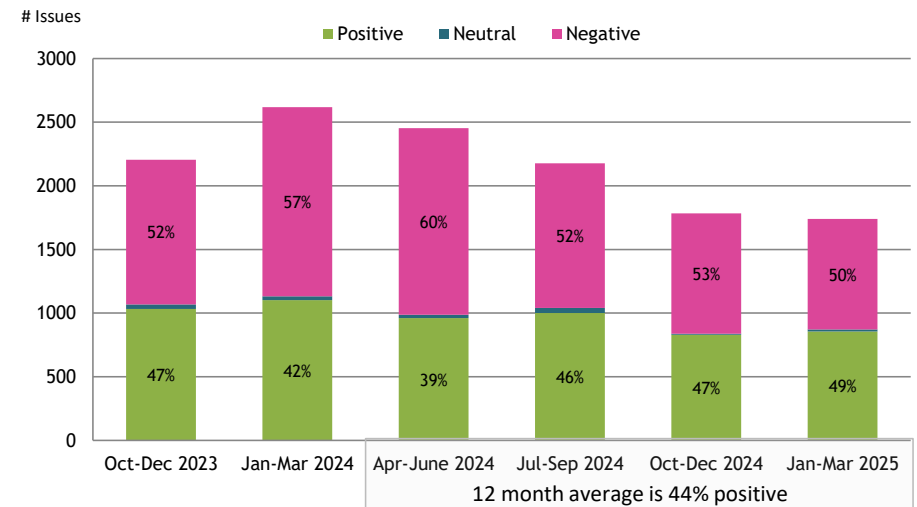
4.2 How well informed, involved and supported do people feel?



4.3 How do people feel about general quality and empathy?



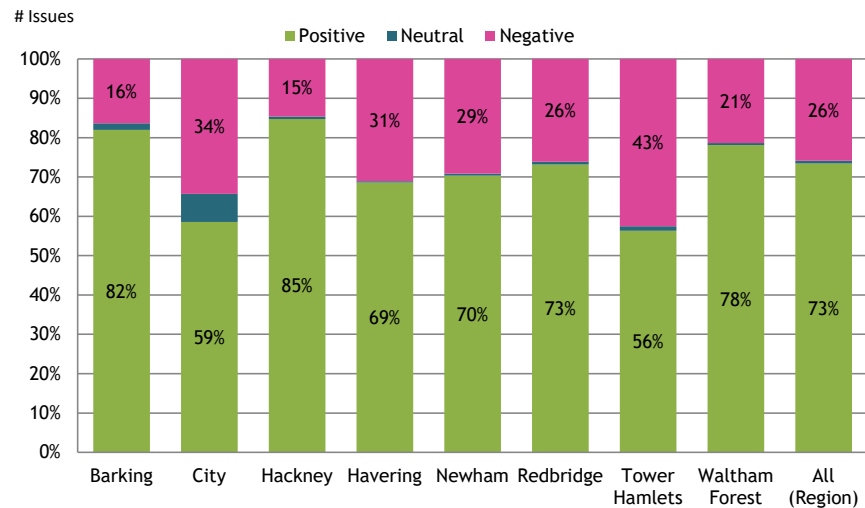
4.4 How do people feel about access to services?



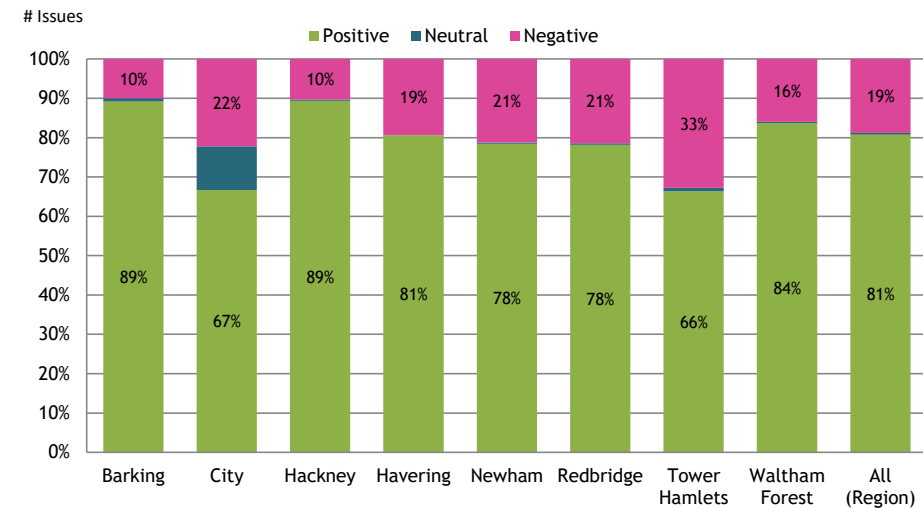
5. By Borough: On the whole, how do people feel about Health and Care services?



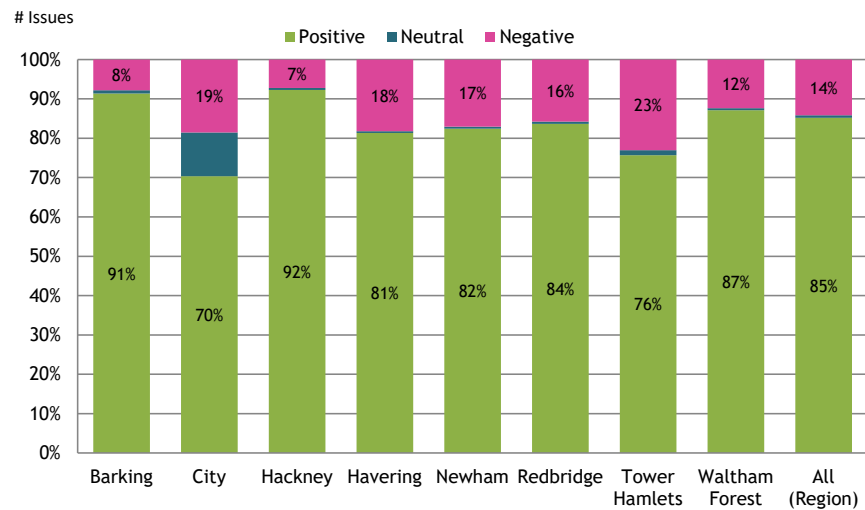
5.1 How do people feel about services overall?



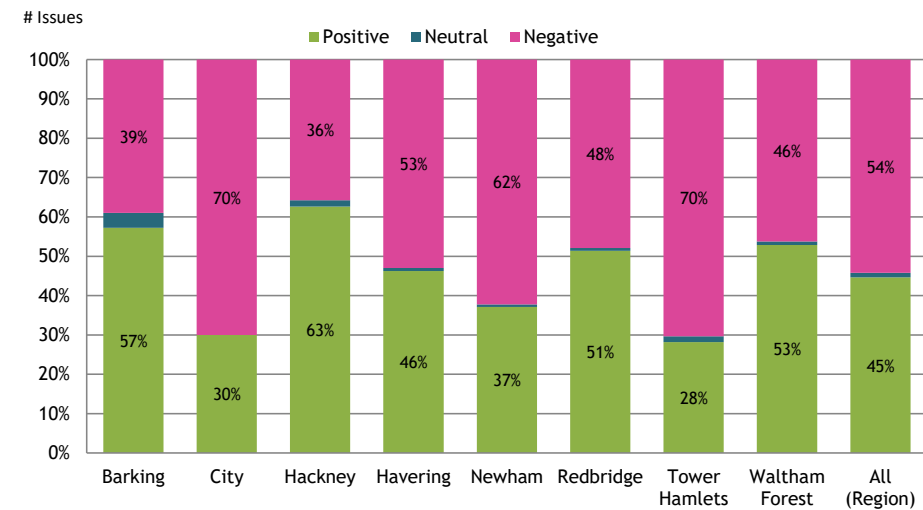
5.2 How well informed, involved and supported do people feel?



5.3 How do people feel about general quality and empathy?



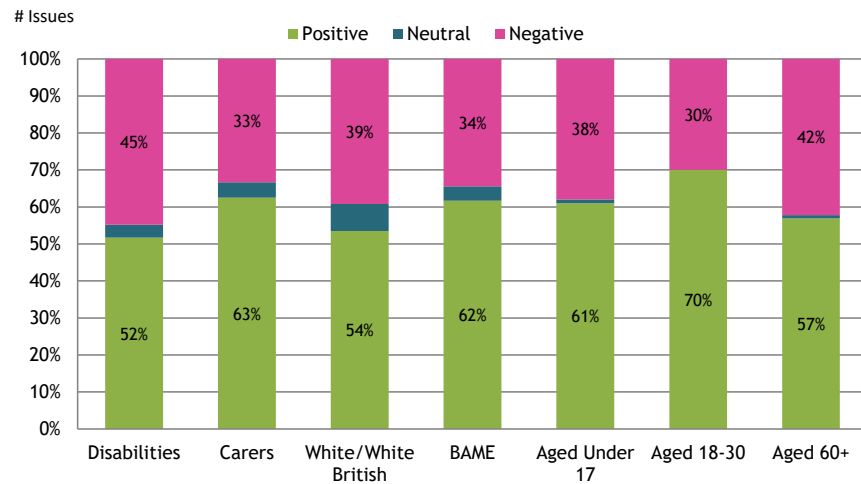
5.4 How do people feel about access to services?



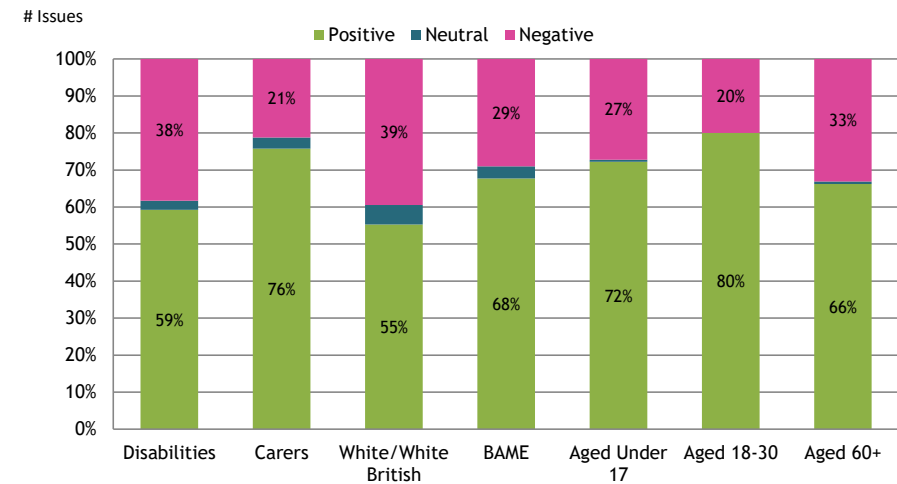
6. Equalities: On the whole, how do people feel about Health and Care services?



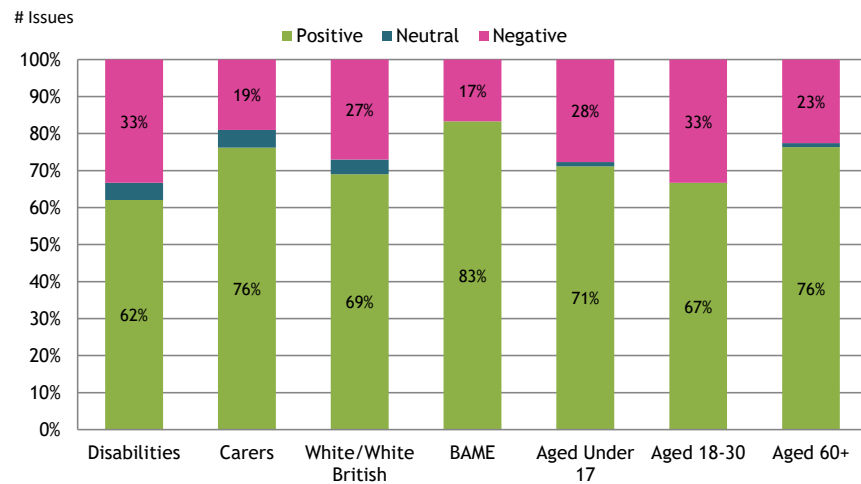
6.1 How do people feel about services overall?



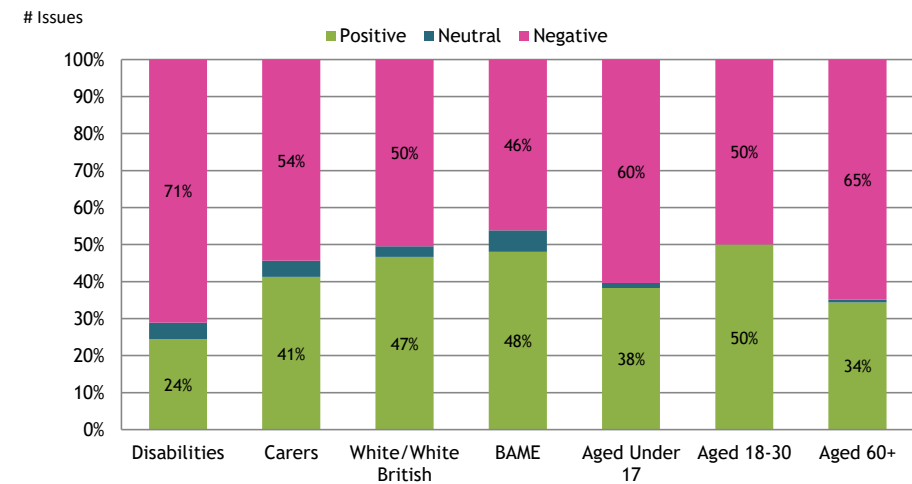
6.2 How well informed, involved and supported do people feel?



6.3 How do people feel about general quality and empathy?



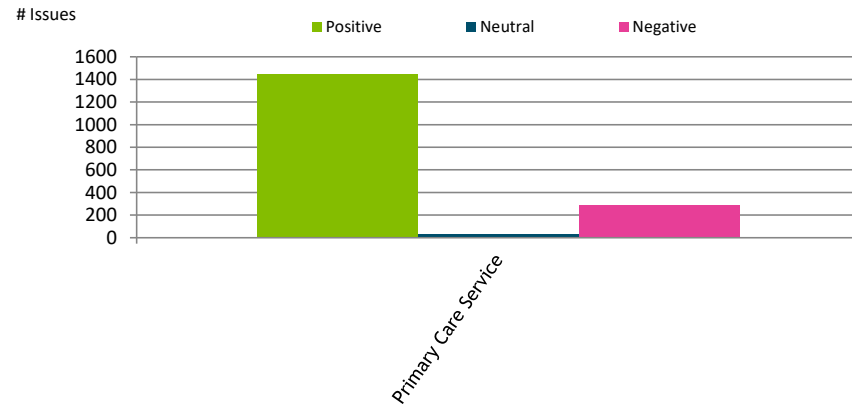
6.4 How do people feel about access to services?



7. Trends by Borough: Barking

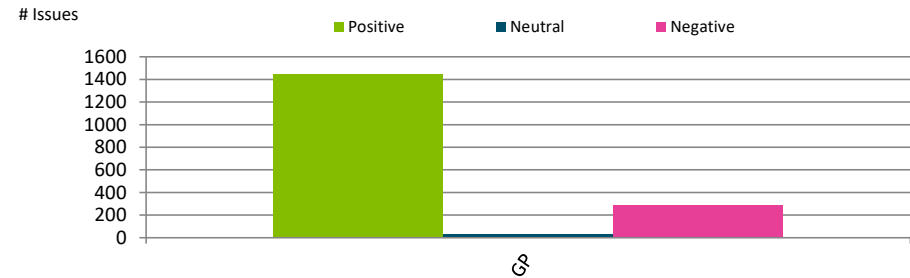


7.1 Service Sector



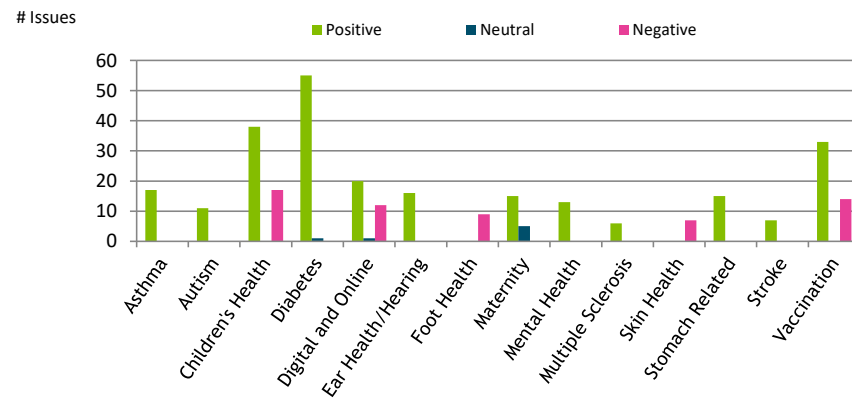
Service sectors receiving the most comments overall

7.2 Service Type



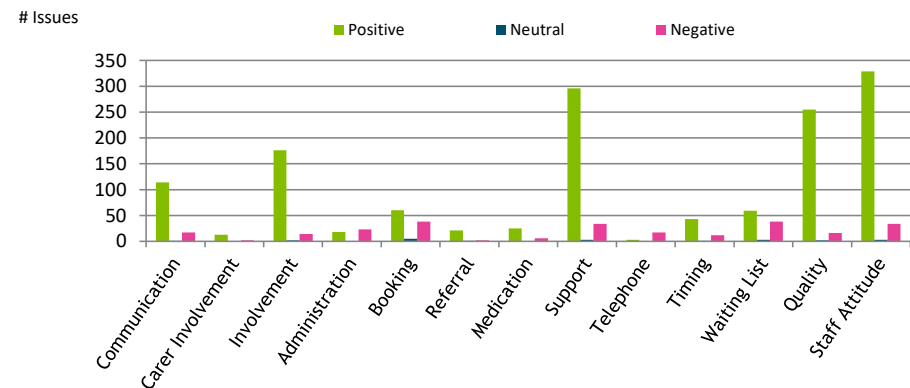
Service type receiving the most comments overall

7.3 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 1763 issues from 343 people

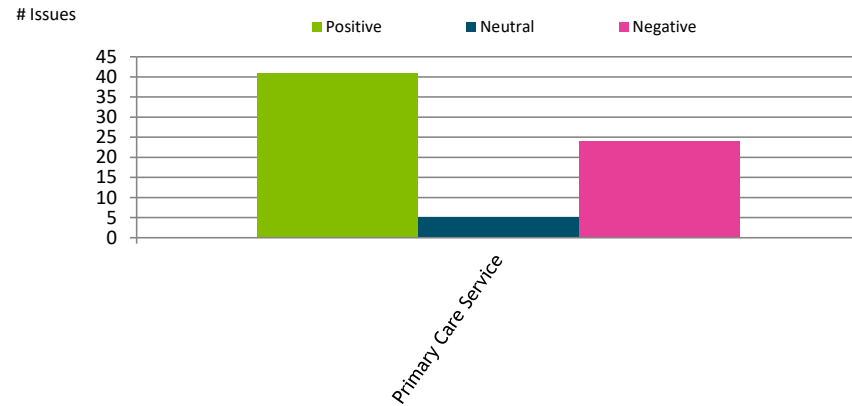


Issues receiving the most comments overall

7. Trends by Borough: City of London

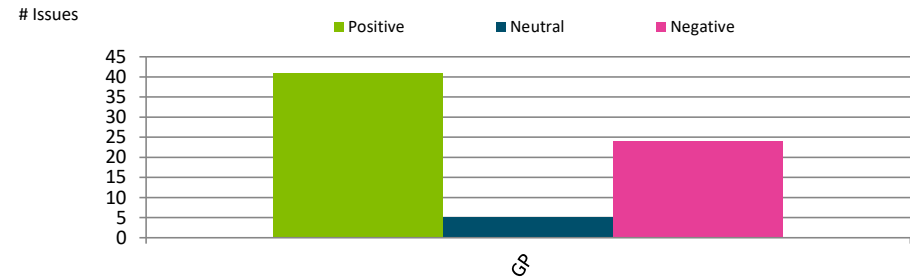


7.5 Service Sector



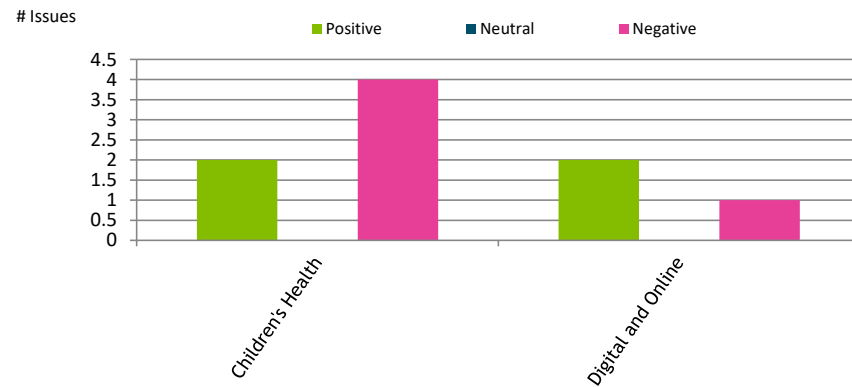
Service sectors receiving the most comments overall

7.6 Service Type



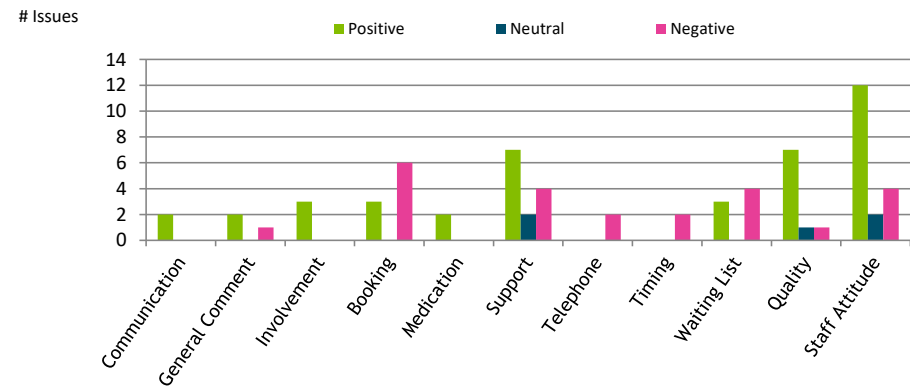
Service type receiving the most comments overall

7.7 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.8 Top Trends: 70 issues from 19 people

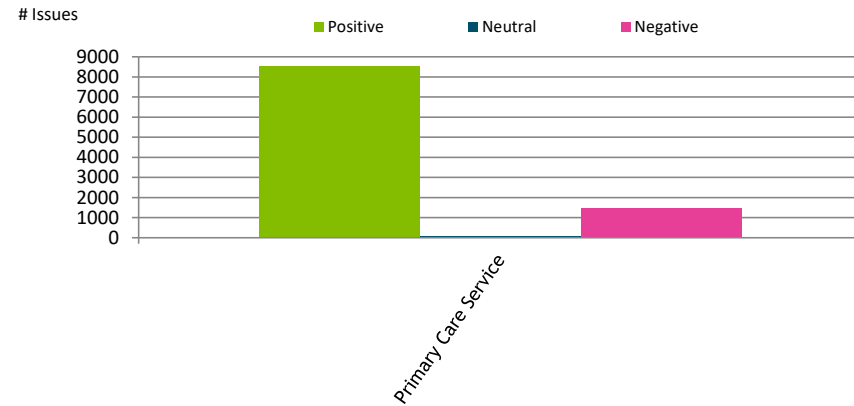


Issues receiving the most comments overall

7. Trends by Borough: Hackney

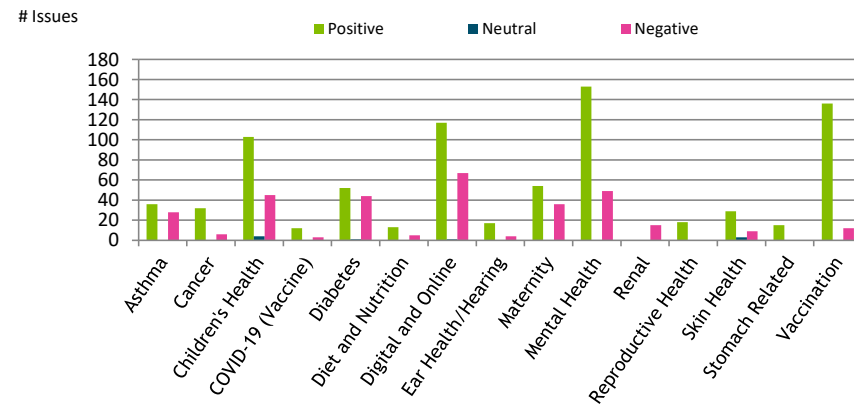


7.9 Service Sector



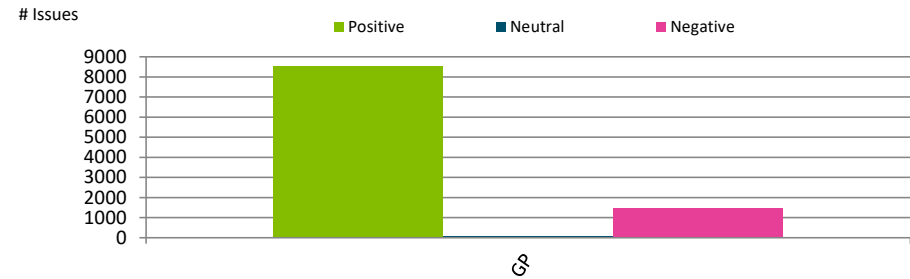
Service sectors receiving the most comments overall

7.11 Stated medical conditions/topics



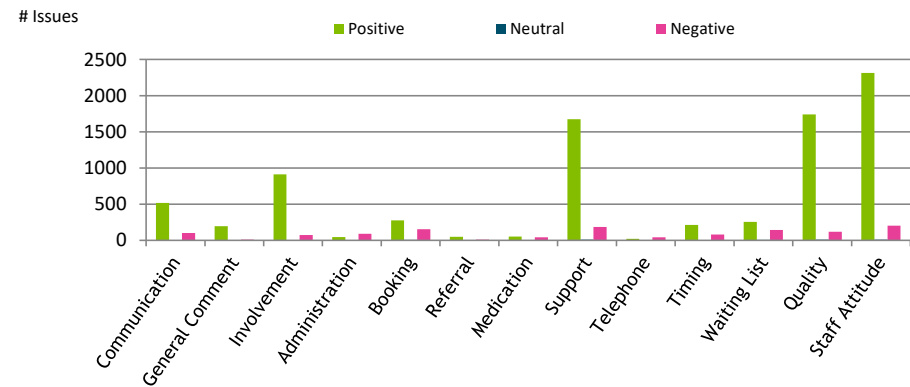
Medical conditions/topics receiving the most comments overall

7.10 Service Type



Service type receiving the most comments overall

7.12 Top Trends: 10039 issues from 2234 people

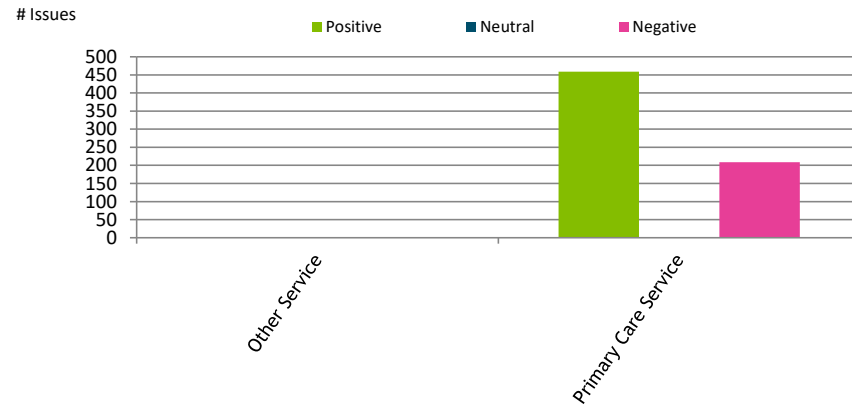


Issues receiving the most comments overall

7. Trends by Borough: Havering

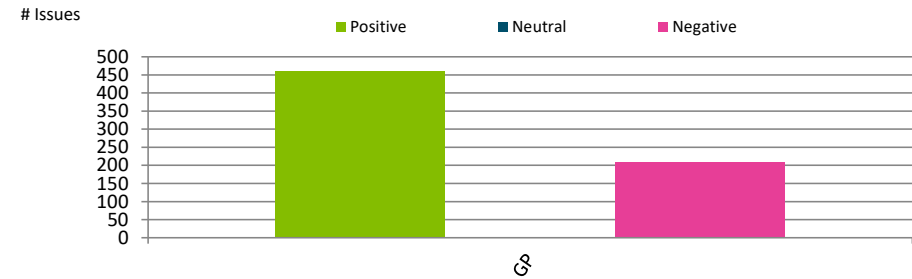


7.13 Service Sector



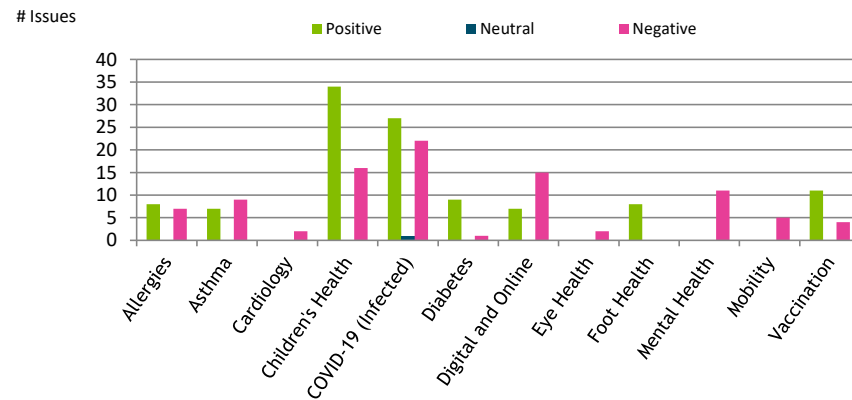
Service sectors receiving the most comments overall

7.14 Service Type



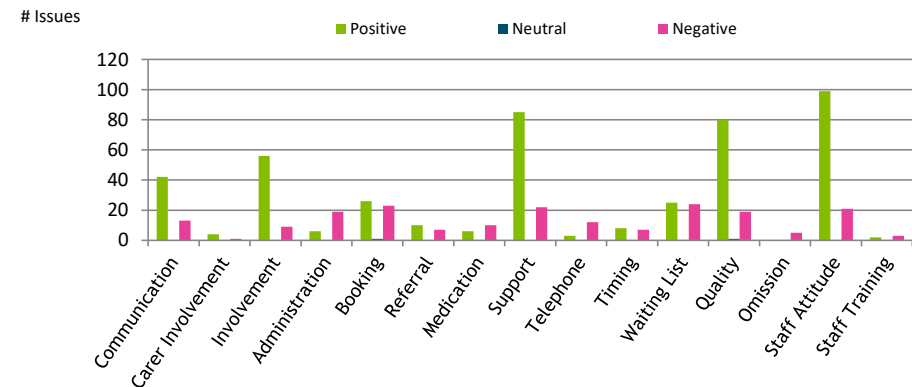
Service type receiving the most comments overall

7.15 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.16 Top Trends: 669 issues from 125 people

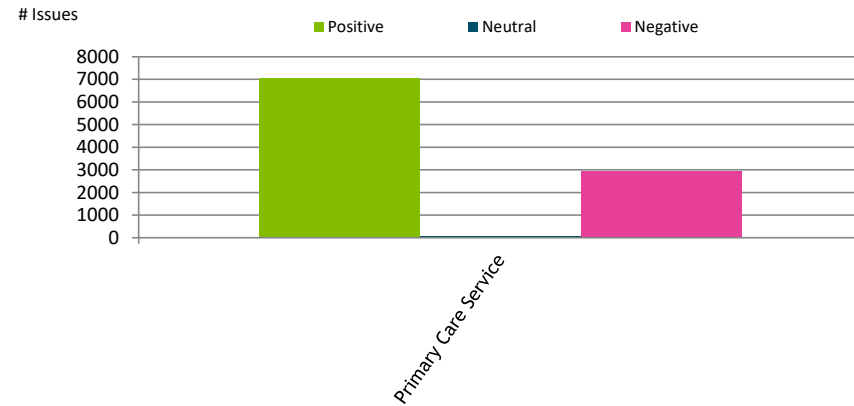


Issues receiving the most comments overall

7. Trends by Borough: Newham

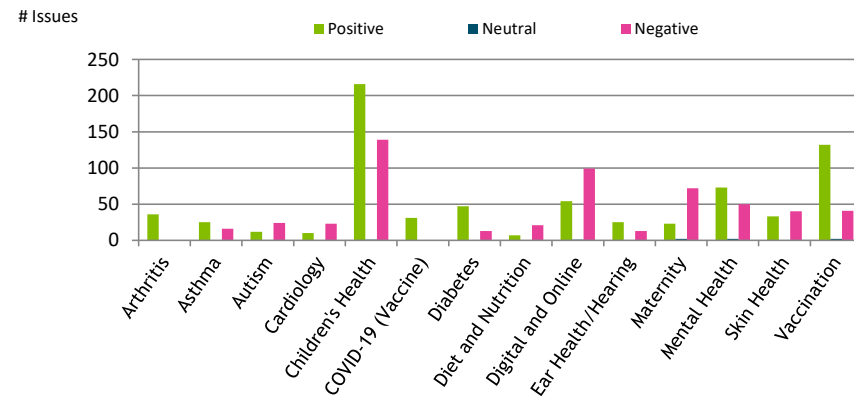


7.17 Service Sector



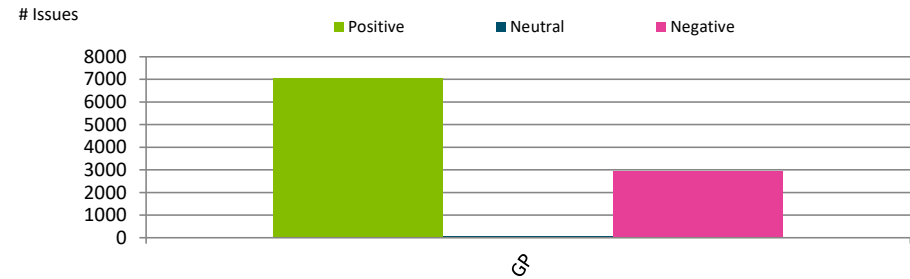
Service sectors receiving the most comments overall

7.19 Stated medical conditions/topics



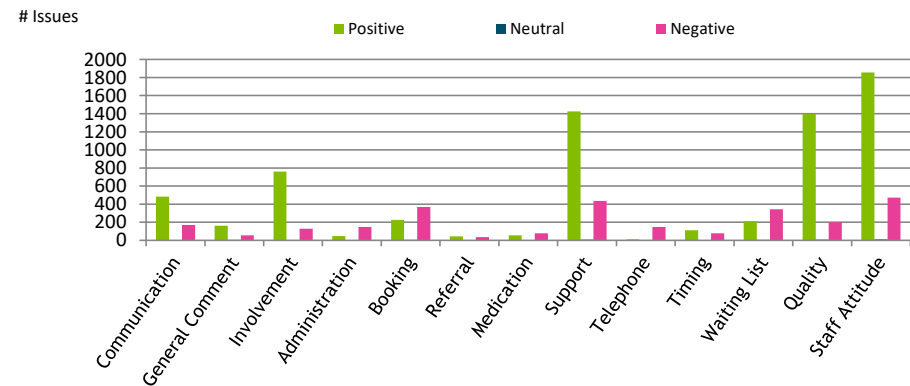
Medical conditions/topics receiving the most comments overall

7.18 Service Type



Service type receiving the most comments overall

7.20 Top Trends: 10058 issues from 2424 people

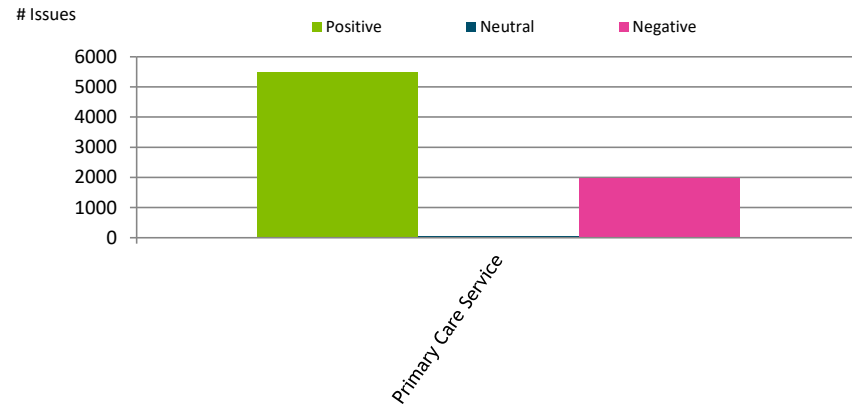


Issues receiving the most comments overall

7. Trends by Borough: Redbridge

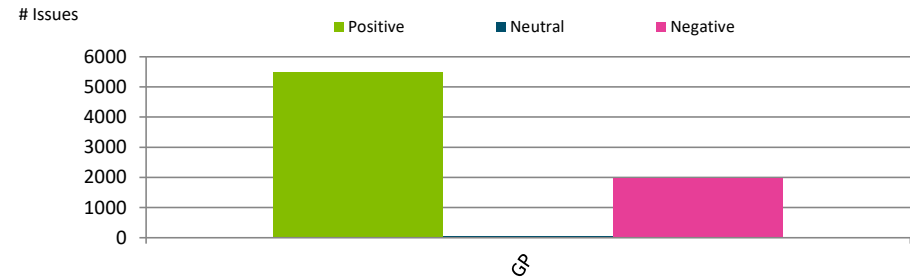


7.21 Service Sector



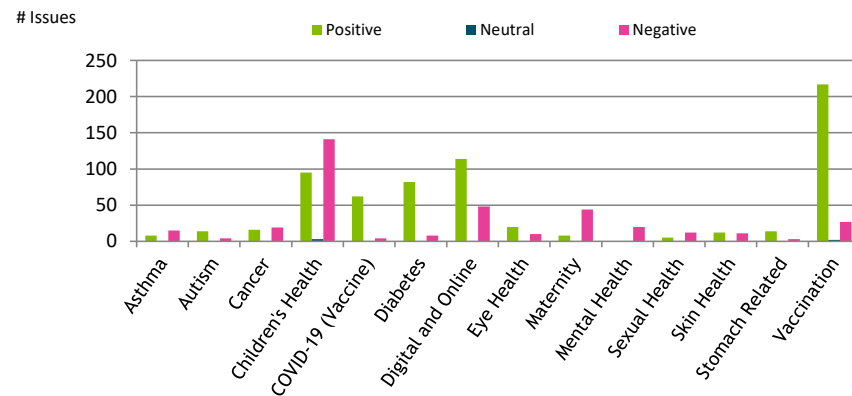
Service sectors receiving the most comments overall

7.22 Service Type



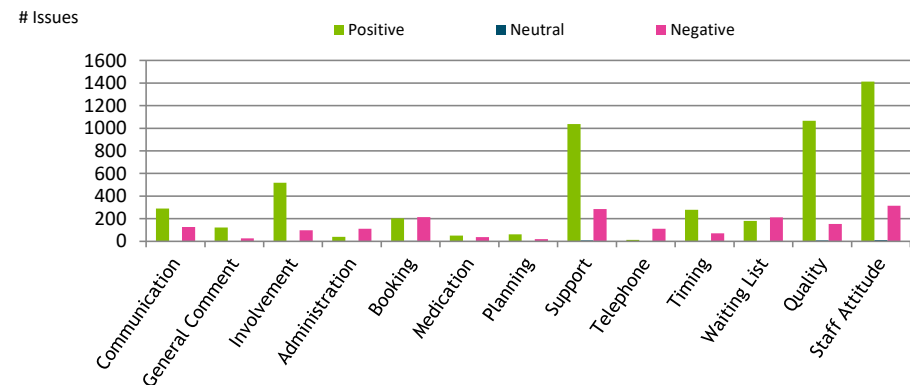
Service type receiving the most comments overall

7.23 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.24 Top Trends: 7502 issues from 1818 people

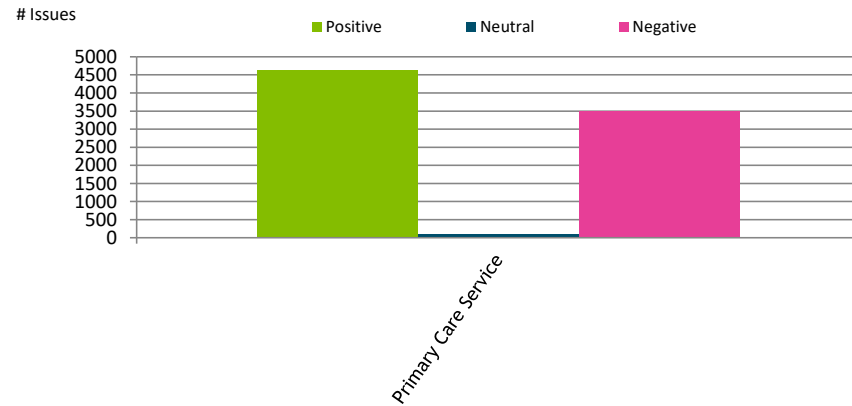


Issues receiving the most comments overall

7. Trends by Borough: Tower Hamlets

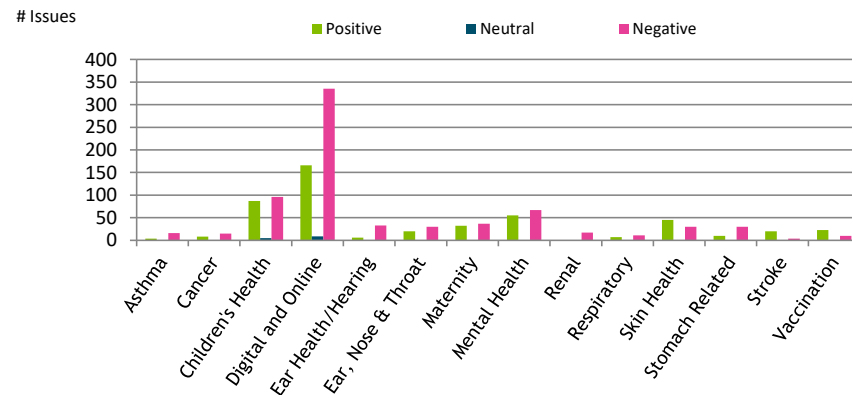


7.25 Service Sector



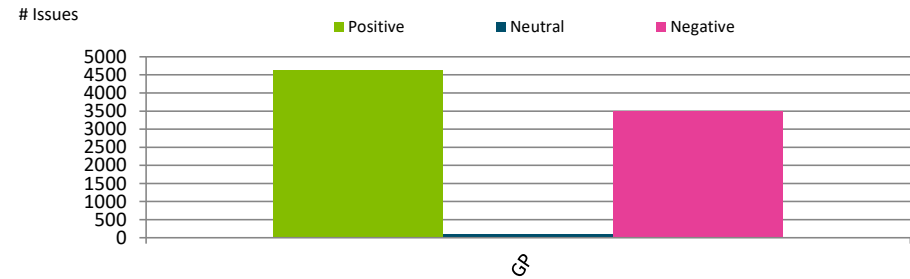
Service sectors receiving the most comments overall

7.27 Stated medical conditions/topics



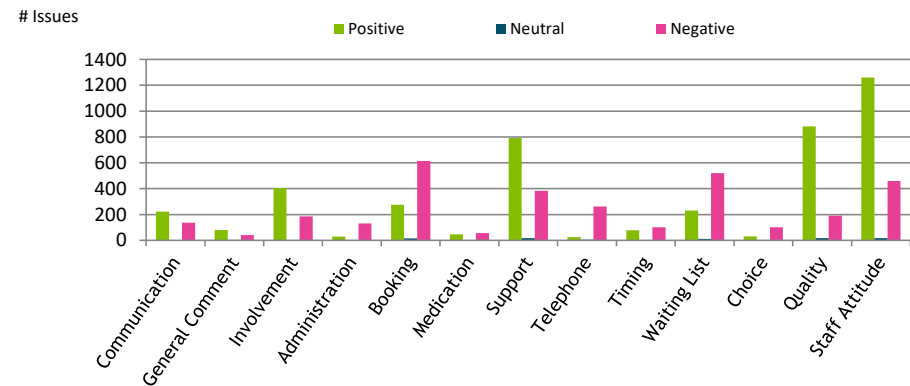
Medical conditions/topics receiving the most comments overall

7.26 Service Type



Service type receiving the most comments overall

7.28 Top Trends: 8231 issues from 1903 people

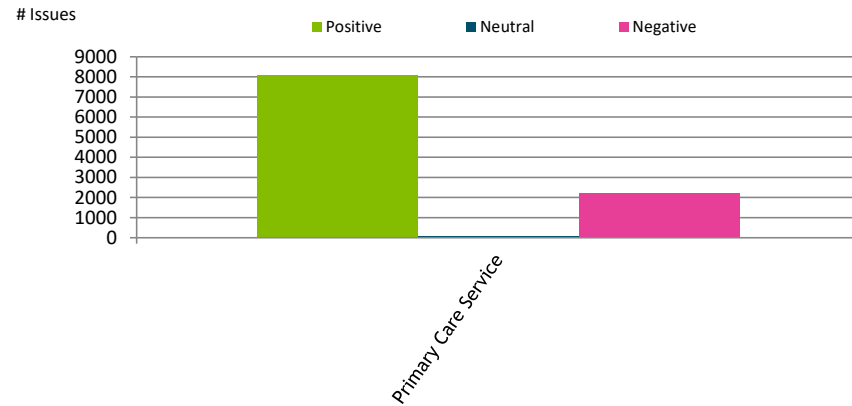


Issues receiving the most comments overall

7. Trends by Borough: Waltham Forest

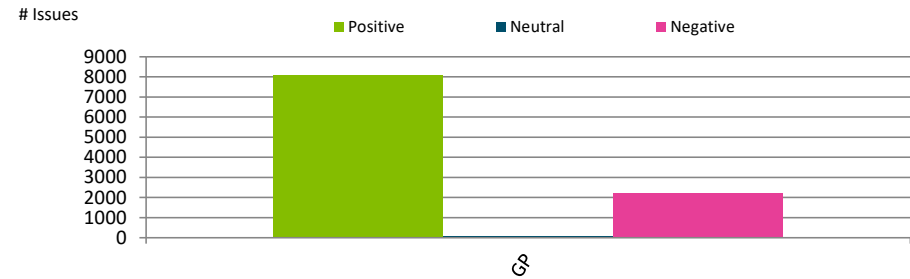


7.29 Service Sector



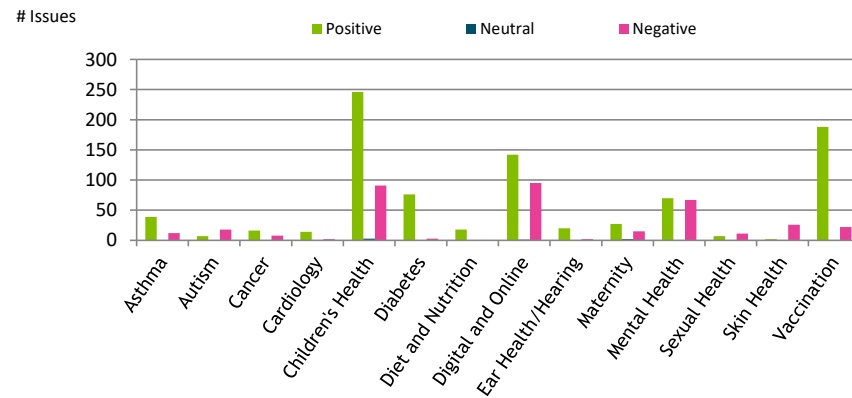
Service sectors receiving the most comments overall

7.30 Service Type



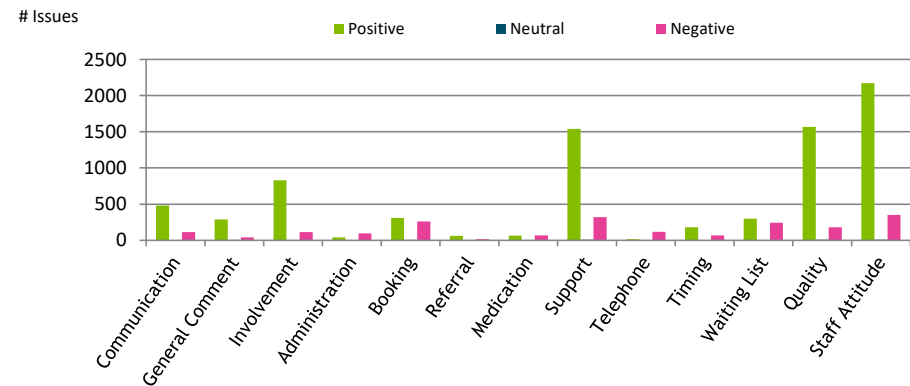
Service type receiving the most comments overall

7.31 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.32 Top Trends: 10348 issues from 2472 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	Communication, including access to advice and information.	2154	3	679	2836
	Carer Involvement	Involvement or influence of carers and family members.	197	0	30	227
	Peer Involvement	Involvement or Influence of friends.	1	0	0	1
	General Comment	A generalised statement (ie; "The doctor was good.")	862	21	174	1057
	User Involvement	Involvement or influence of the service user.	3661	6	617	4284
Systems	Administration	Administrative processes and delivery.	228	3	617	848
	Admission	Physical admission to a hospital ward, or other service.	0	0	0	0
	Booking	Ability to book, reschedule or cancel appointments.	1378	45	1681	3104
	Cancellations	Cancellation of appointment by the service provider.	0	0	74	74
	Data Protection	General data protection (including GDPR).	1	1	20	22
	Referral	Referral to a service.	278	2	121	401
	Medical Records	Management of medical records.	8	1	45	54
	Medication	Prescription and management of medicines.	302	4	302	608
	Opening Times	Opening times of a service.	17	2	29	48
	Planning	Leadership and general organisation.	178	2	91	271
	Registration	Ability to register for a service.	50	5	72	127
	Support	Levels of support provided.	6858	63	1668	8589
	Telephone	Ability to contact a service by telephone.	90	7	713	810
	Timing	Physical timing (ie; length of wait at appointments).	913	13	422	1348
	Waiting List	Length of wait while on a list.	1266	28	1526	2820
Values	Choice	General choice.	133	3	228	364
	Cost	General cost.	2	0	36	38
	Language	Language, including terminology.	37	3	41	81
	Nutrition	Provision of sustenance.	4	0	4	8
	Privacy	Privacy, personal space and property.	7	0	27	34
	Quality	General quality of a service, or staff.	6995	59	878	7932
	Sensory	Deaf/blind or other sensory issues.	8	2	9	19
	Stimulation	General stimulation, including access to activities.	20	2	4	26

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>	152	3	22	177
	Environment/Layout	<i>Physical environment of a service.</i>	192	2	60	254
	Equipment	<i>General equipment issues.</i>	20	2	24	46
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	1	14	15
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	158	1	17	176
	Mobility	<i>Physical mobility to, from and within services.</i>	14	1	12	27
	Travel/Parking	<i>Ability to travel or park.</i>	9	1	9	19
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	1	0	131	132
	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>	9453	67	1857	11377
	Complaints	<i>Ability to log and resolve a complaint.</i>	13	0	77	90
	Staff Training	<i>Training of staff.</i>	70	4	160	234
	Staffing Levels	<i>General availability of staff.</i>	2	1	60	63
Total:			35732	358	12590	48680