

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 2025 - 31 March 2026



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.

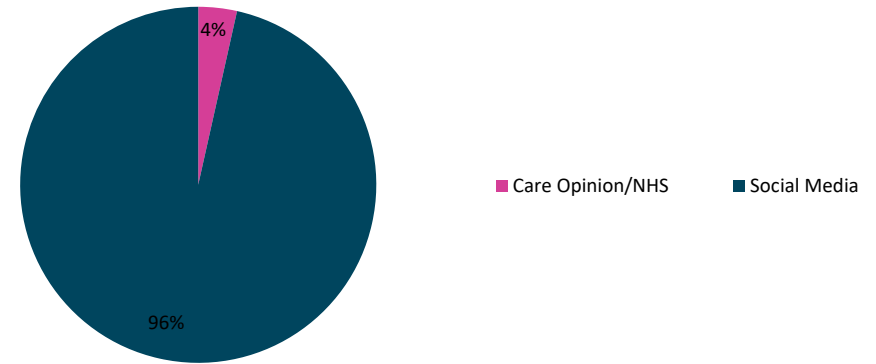
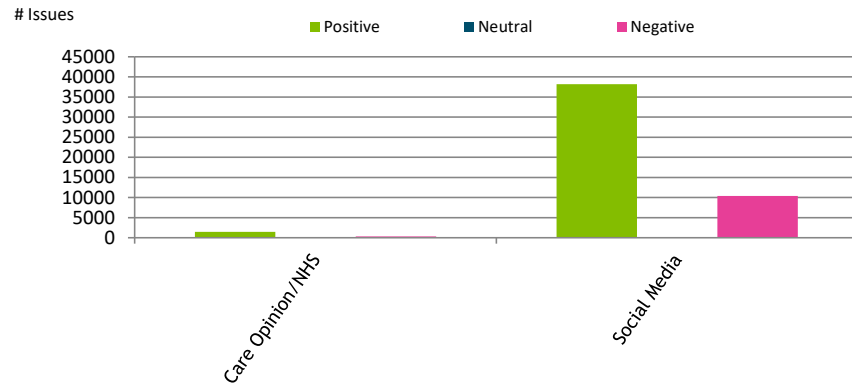


Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

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

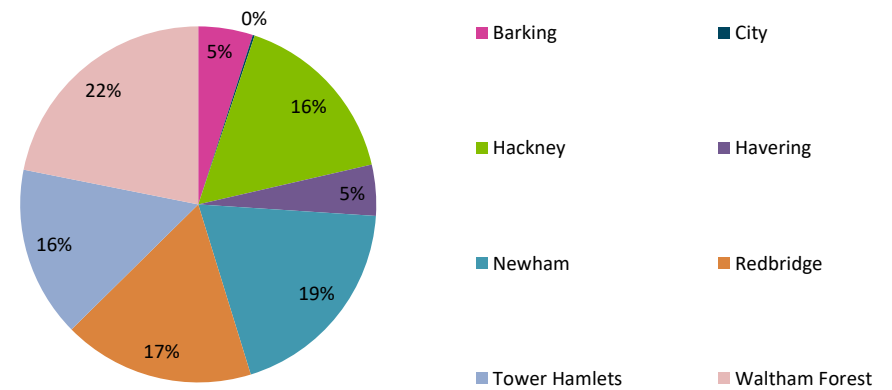
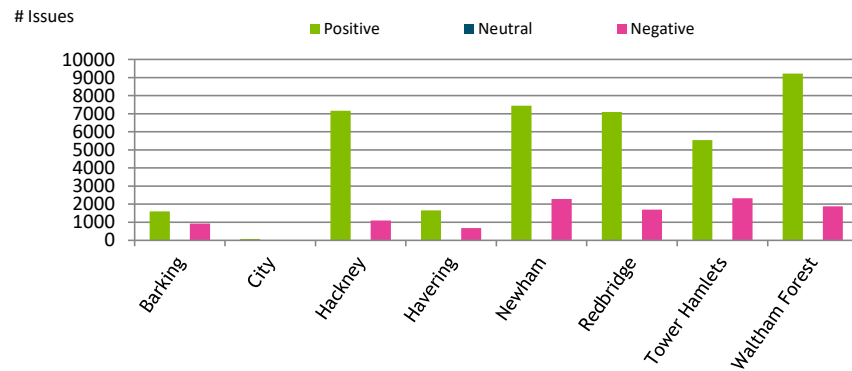


1.1 Source: 50714 issues from 13082 people



Sources providing the most comments overall

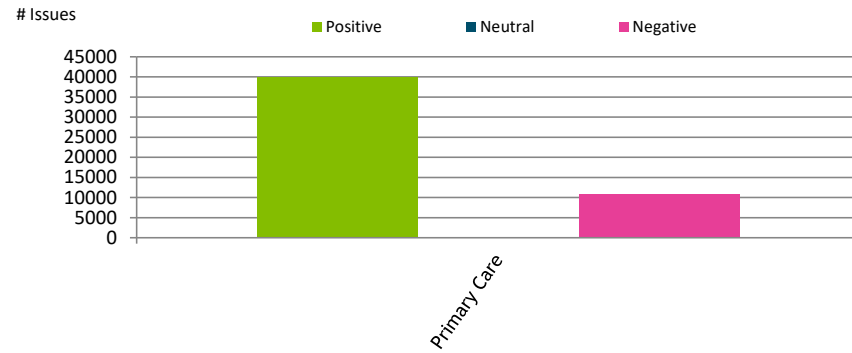
1.2 Feedback by Borough



2. Which services are people most commenting on?

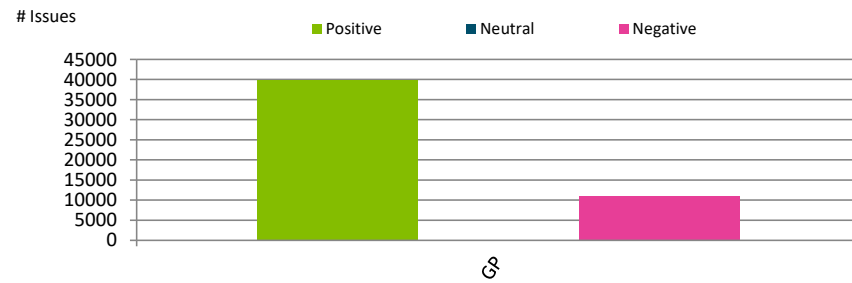


2.1 Service Sector



Service sectors receiving the most comments overall

2.2 Service Type

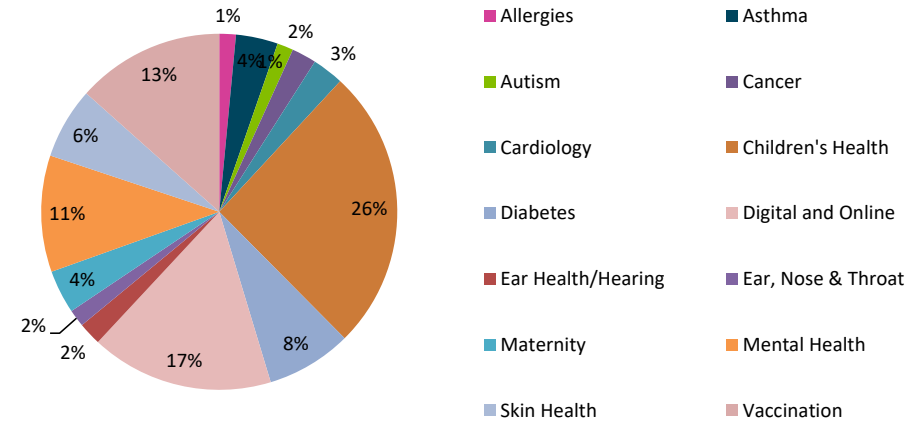
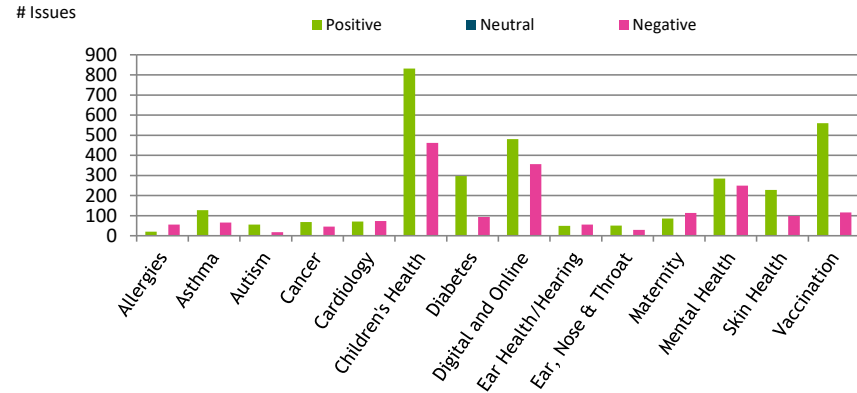


Service type receiving the most comments overall

3. Which service aspects are people most commenting on?

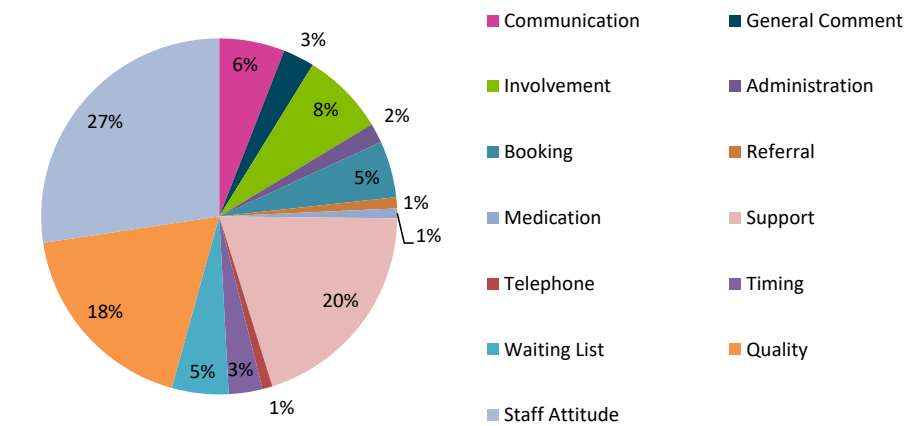
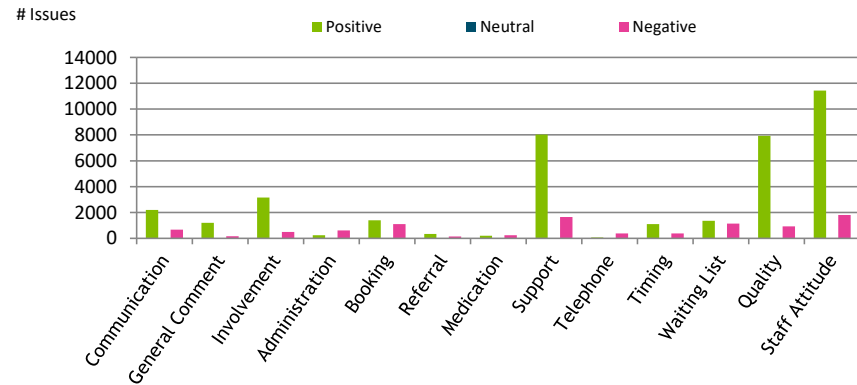


3.1 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

3.2 Top Trends: 50714 issues from 13082 people

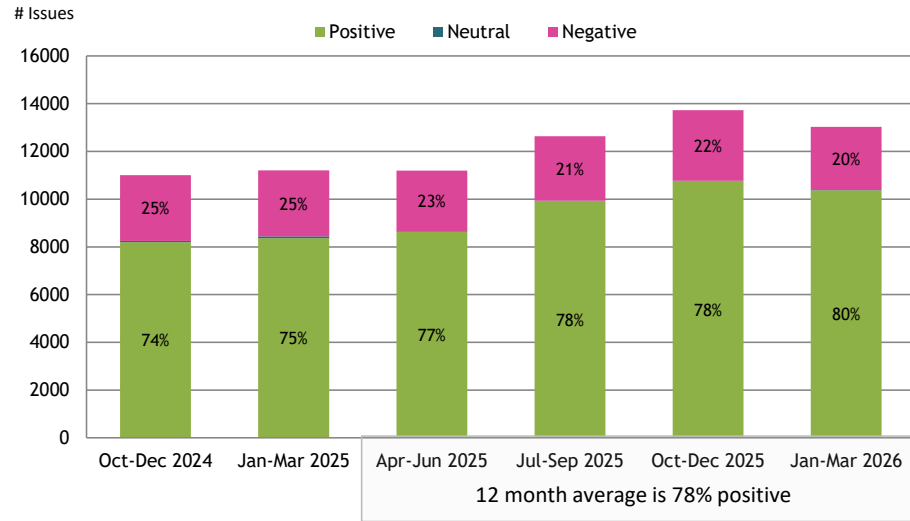


Issues receiving the most comments overall

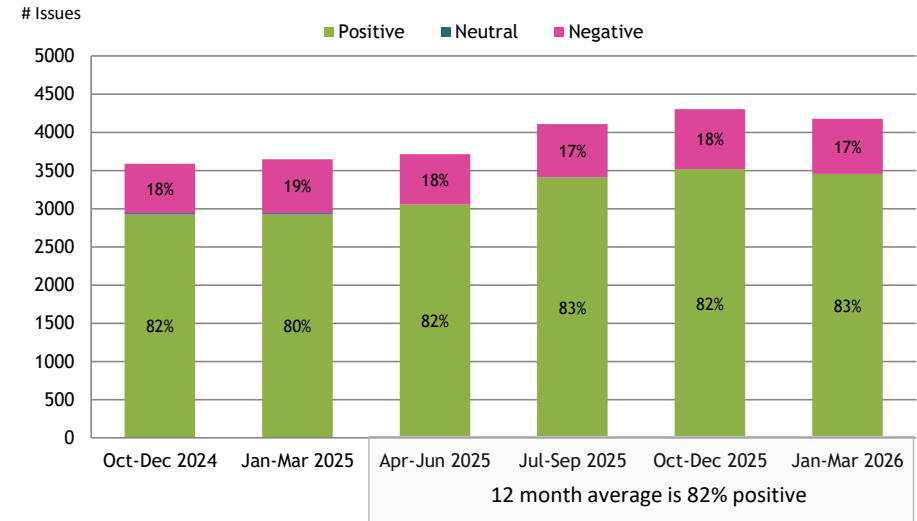
4. Timeline: On the whole, how do people feel about Health and Care services?



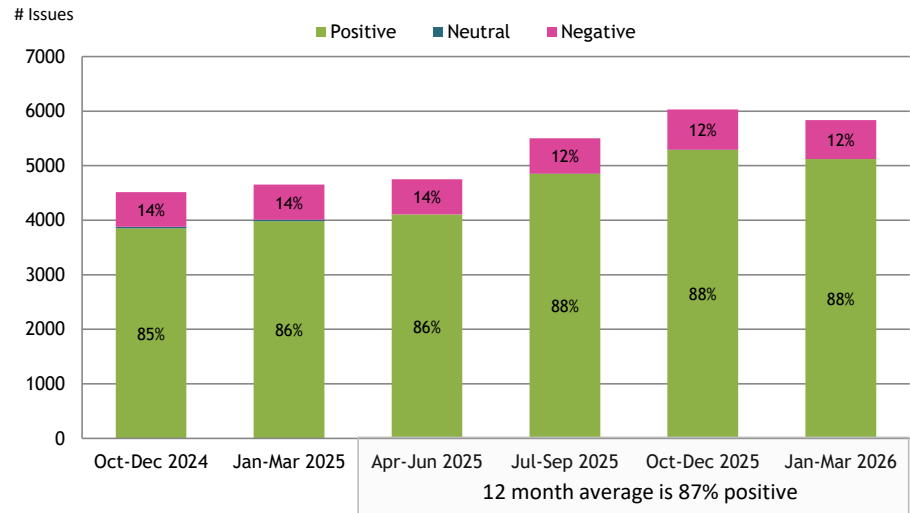
4.1 How do people feel about services overall?



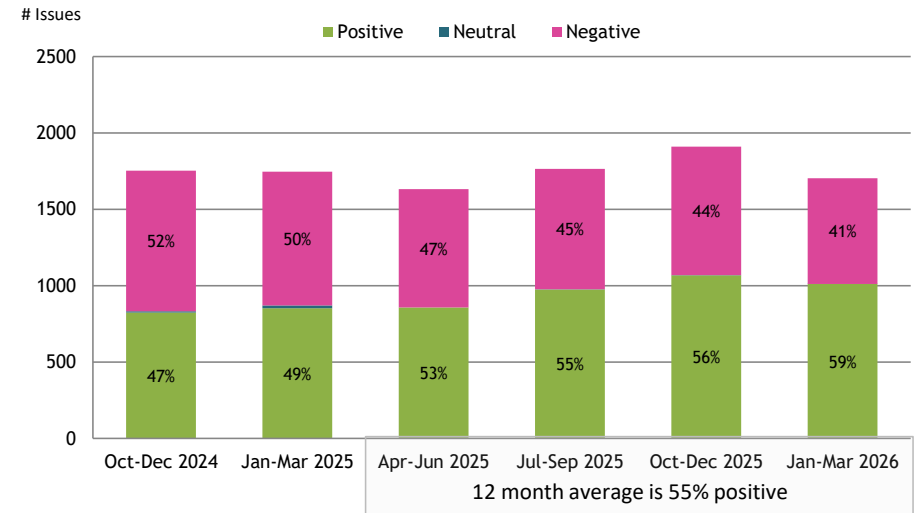
4.2 How well informed, involved and supported do people feel?



4.3 How do people feel about general quality and empathy?



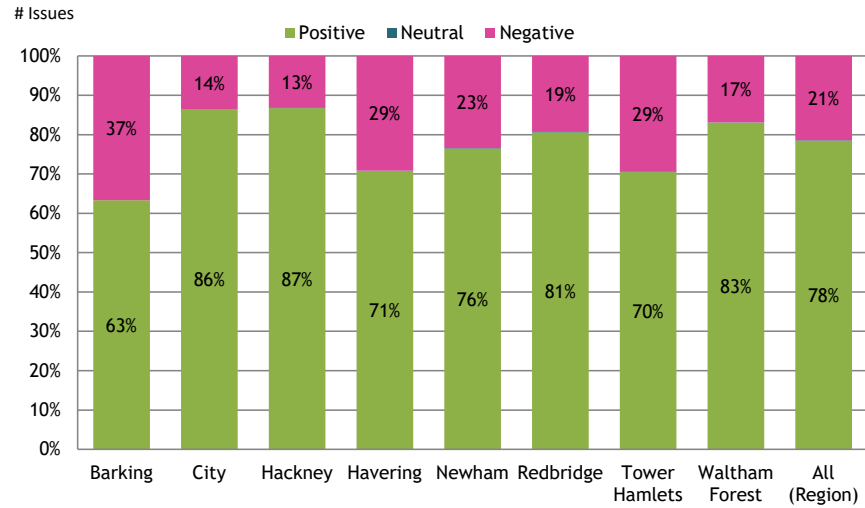
4.4 How do people feel about access to services?



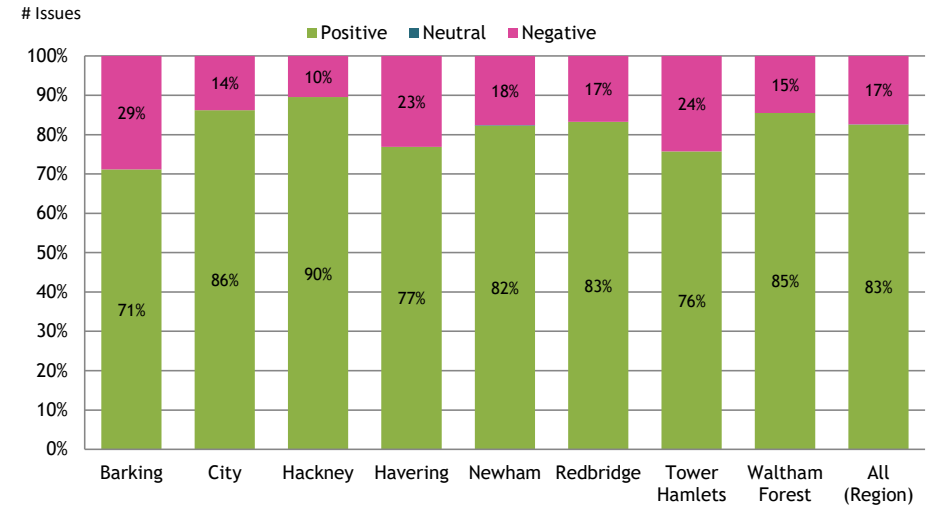
5. By Borough: On the whole, how do people feel about Health and Care services?



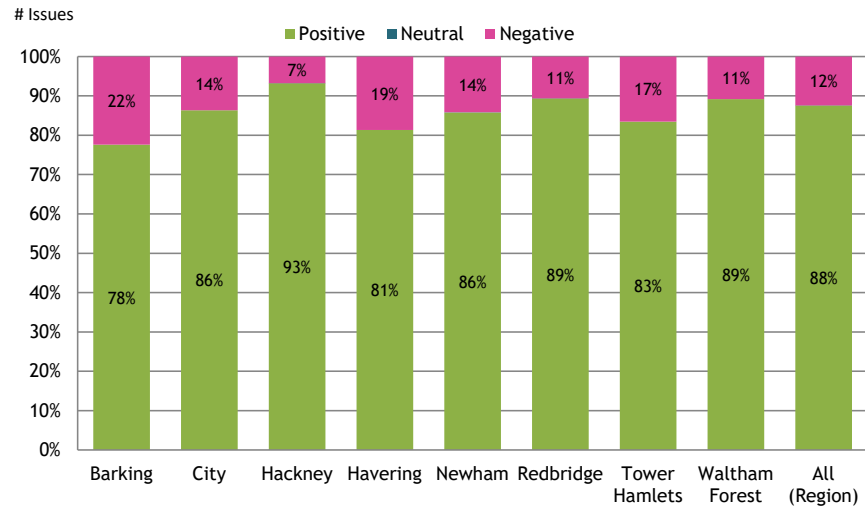
5.1 How do people feel about services overall?



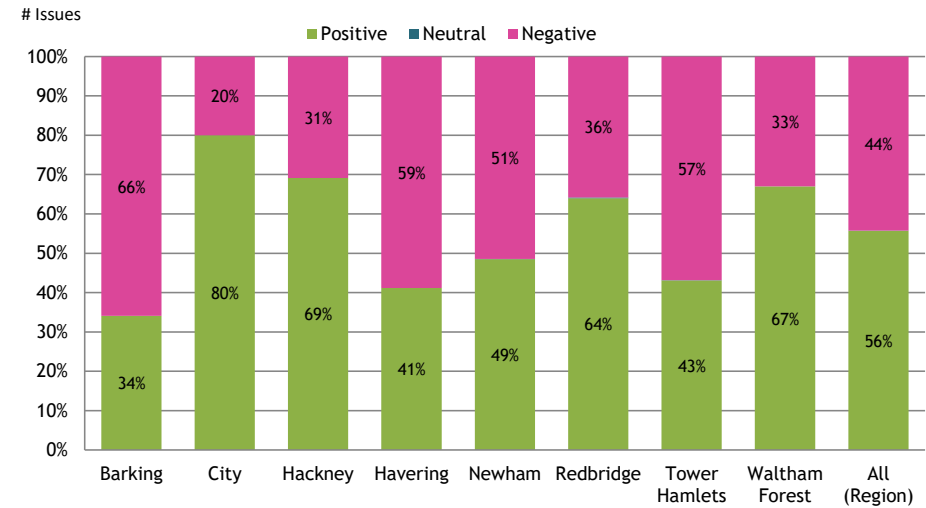
5.2 How well informed, involved and supported do people feel?



5.3 How do people feel about general quality and empathy?



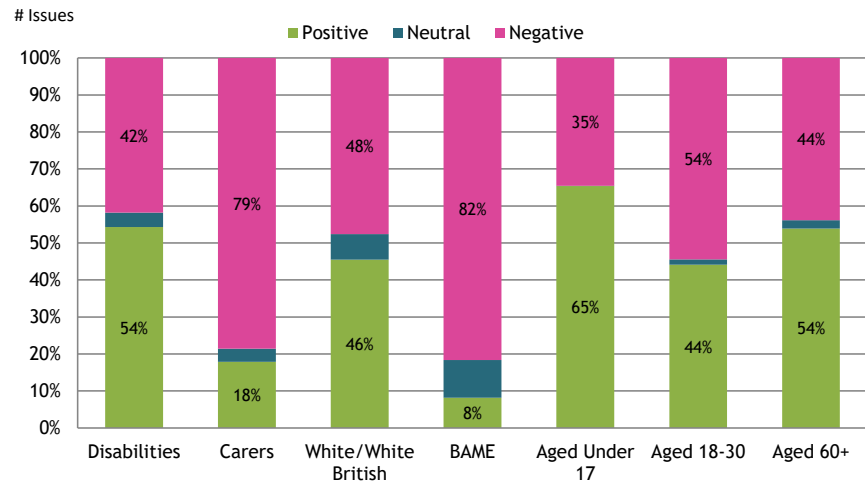
5.4 How do people feel about access to services?



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



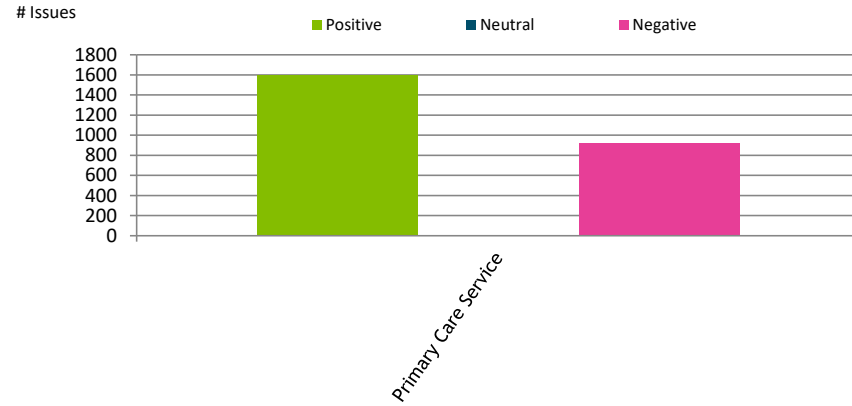
6.1 How do people feel about services overall?



7. Trends by Borough: Barking

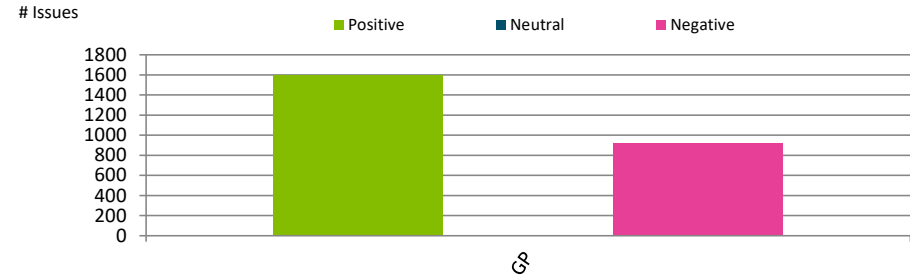


7.1 Service Sector



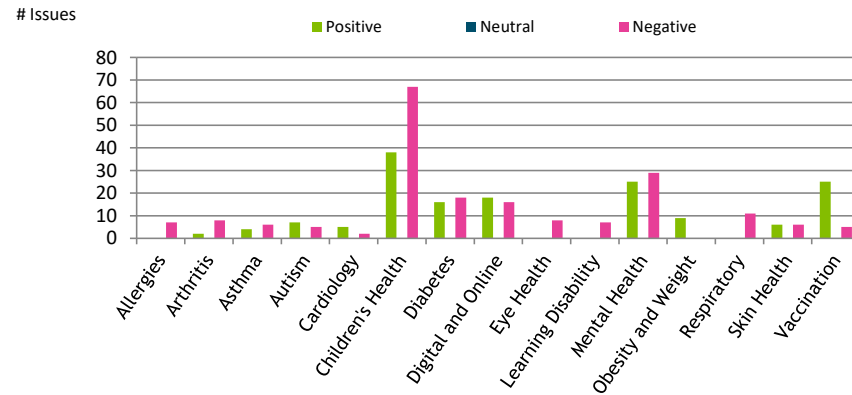
Service sectors receiving the most comments overall

7.2 Service Type



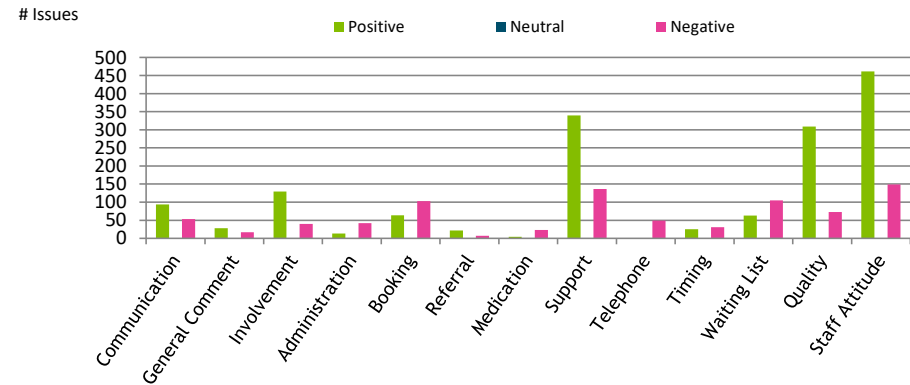
Service type receiving the most comments overall

7.3 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 2516 issues from 620 people

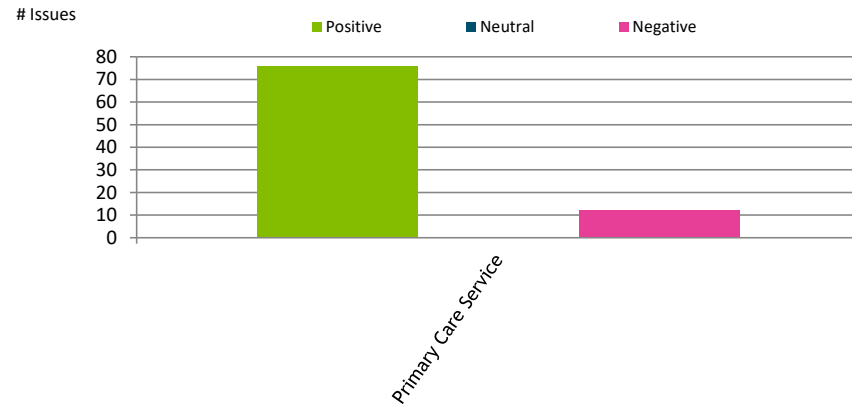


Issues receiving the most comments overall

7. Trends by Borough: City of London

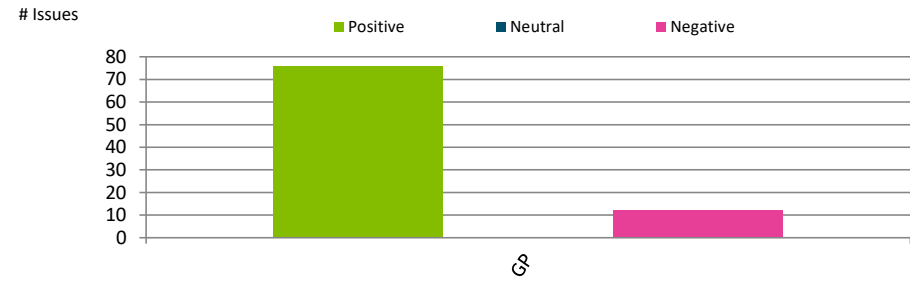


7.5 Service Sector



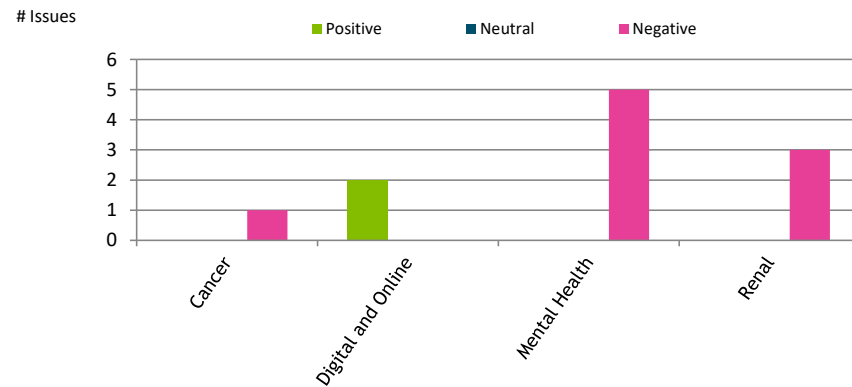
Service sectors receiving the most comments overall

7.6 Service Type



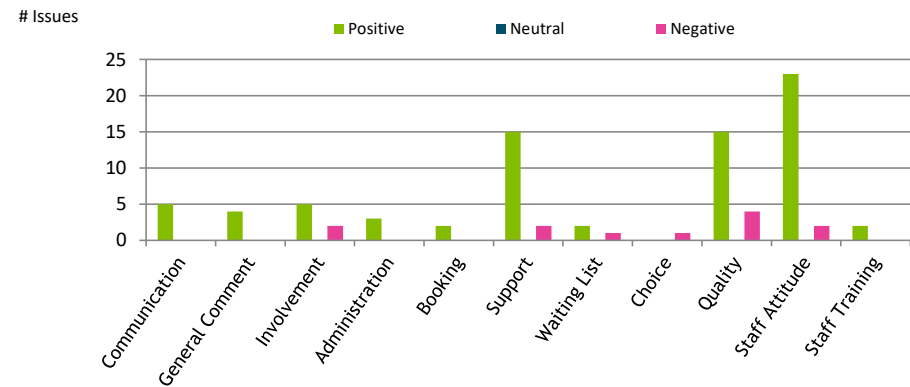
Service type receiving the most comments overall

7.7 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.8 Top Trends: 88 issues from 17 people

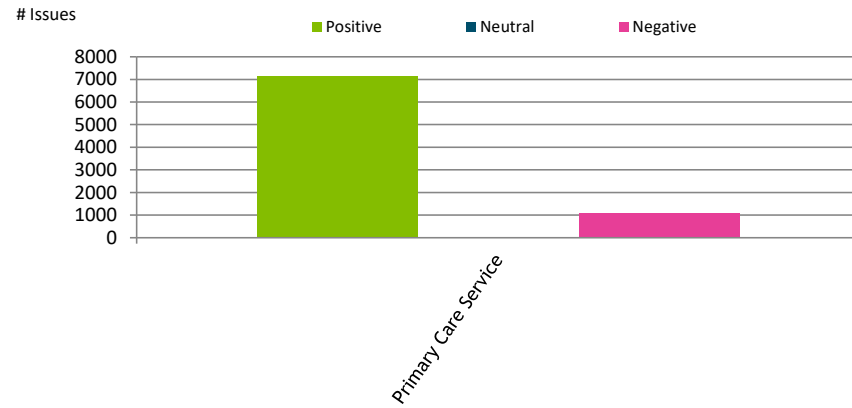


Issues receiving the most comments overall

7. Trends by Borough: Hackney

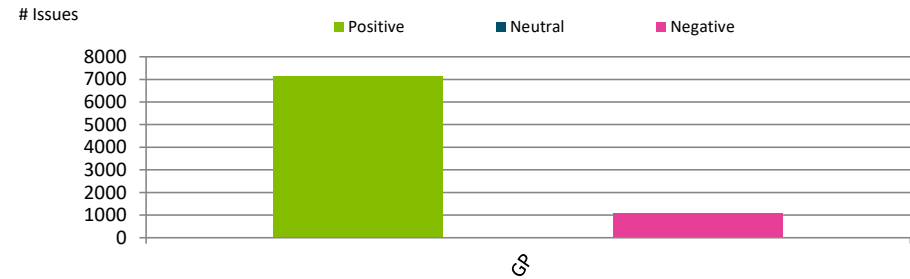


7.9 Service Sector



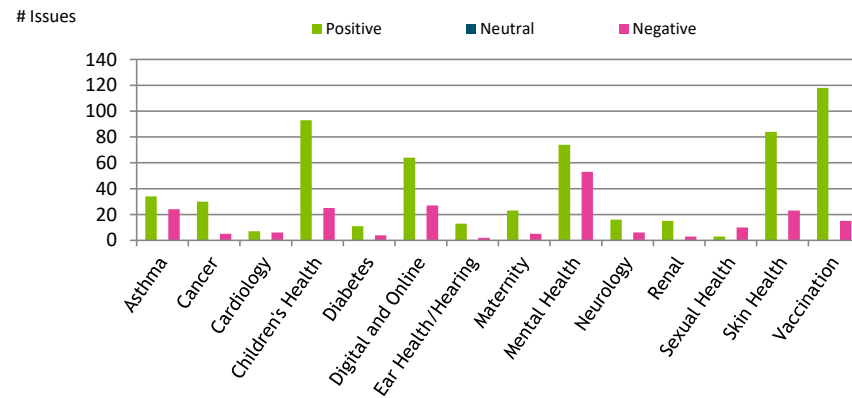
Service sectors receiving the most comments overall

7.10 Service Type



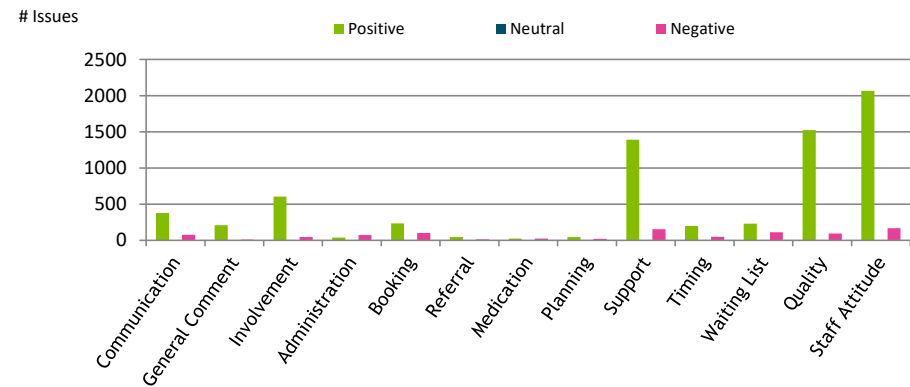
Service type receiving the most comments overall

7.11 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.12 Top Trends: 8251 issues from 2033 people

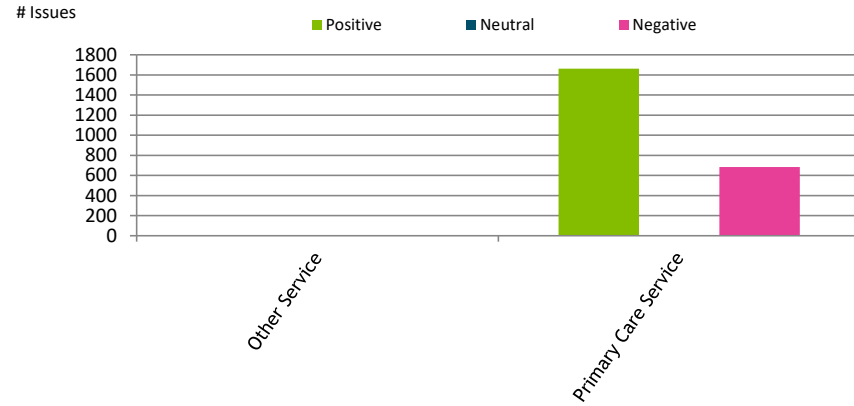


Issues receiving the most comments overall

7. Trends by Borough: Havering

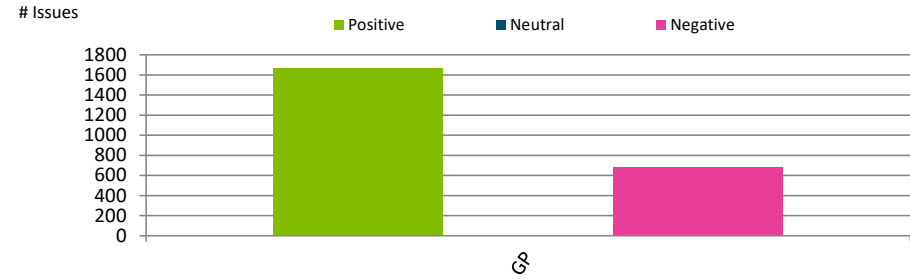


7.13 Service Sector



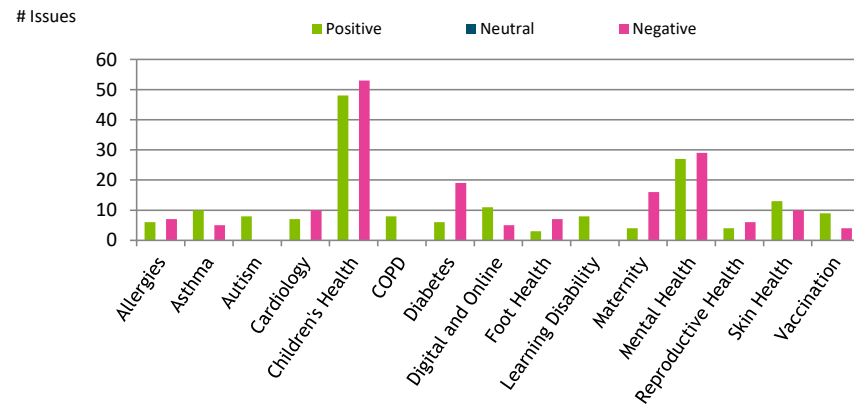
Service sectors receiving the most comments overall

7.14 Service Type



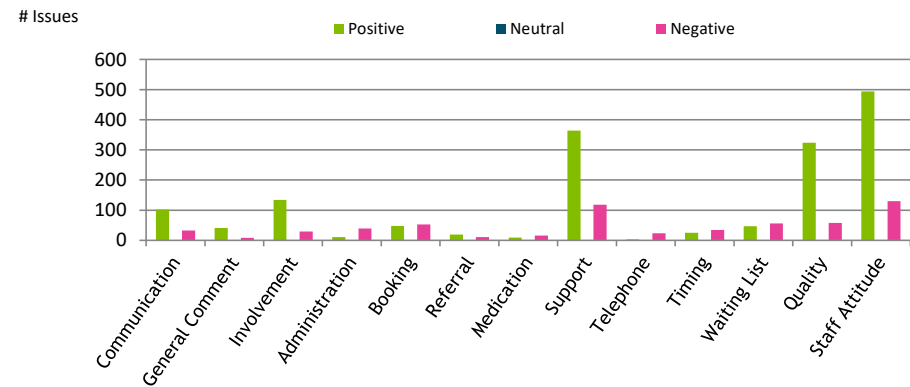
Service type receiving the most comments overall

7.15 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.16 Top Trends: 2347 issues from 584 people

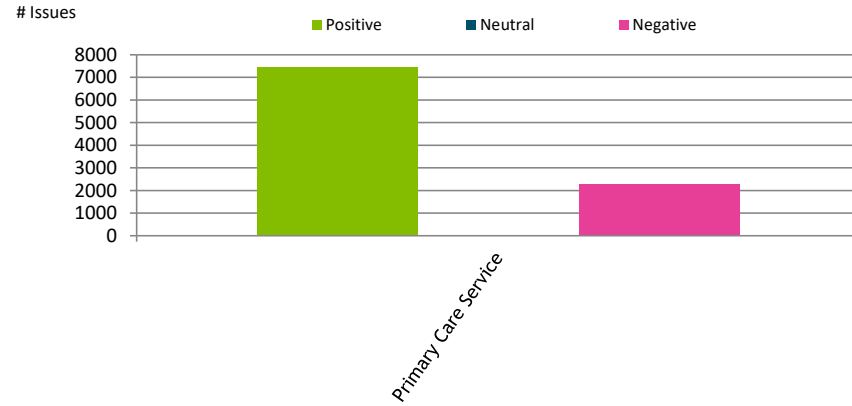


Issues receiving the most comments overall

7. Trends by Borough: Newham

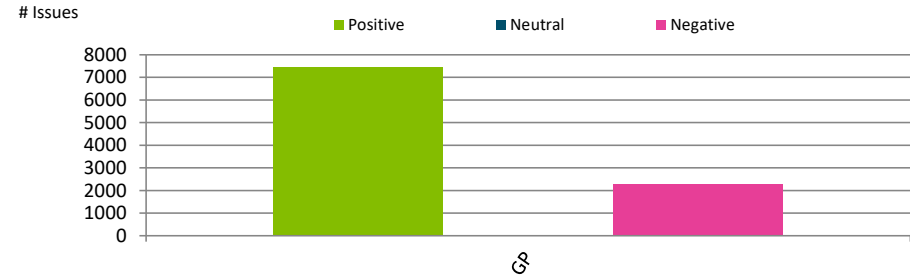


7.17 Service Sector



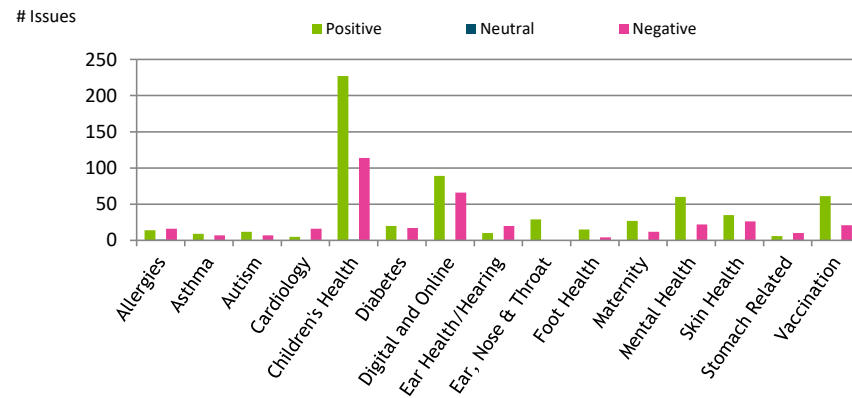
Service sectors receiving the most comments overall

7.18 Service Type



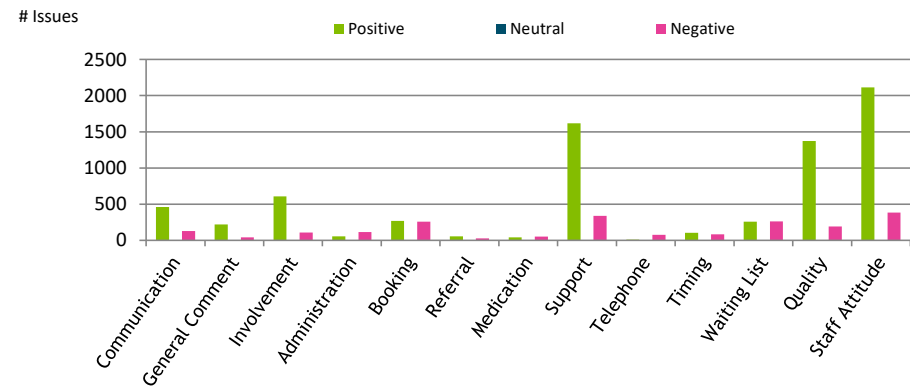
Service type receiving the most comments overall

7.19 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.20 Top Trends: 9736 issues from 2559 people

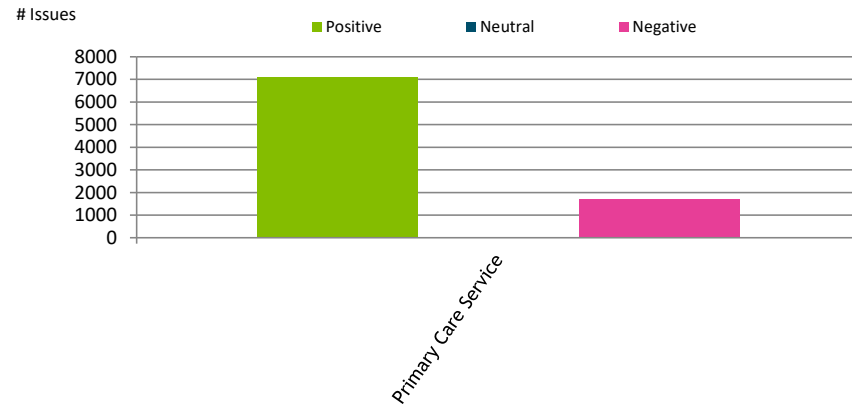


Issues receiving the most comments overall

7. Trends by Borough: Redbridge

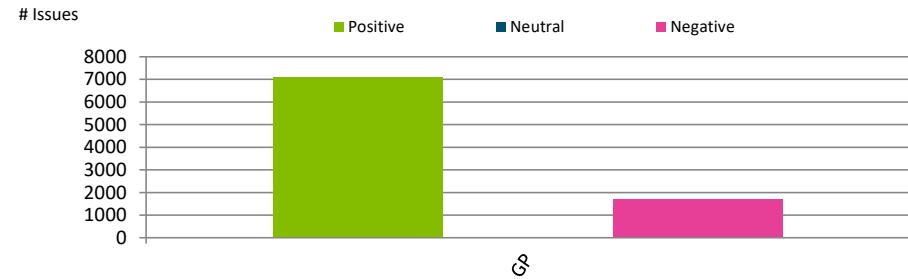


7.21 Service Sector



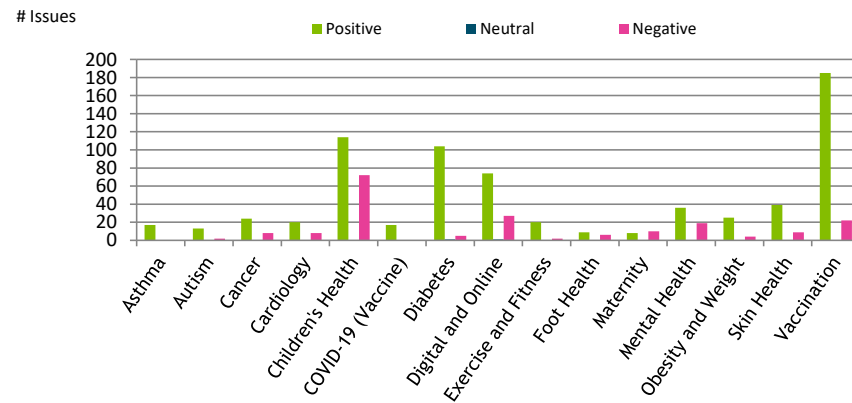
Service sectors receiving the most comments overall

7.22 Service Type



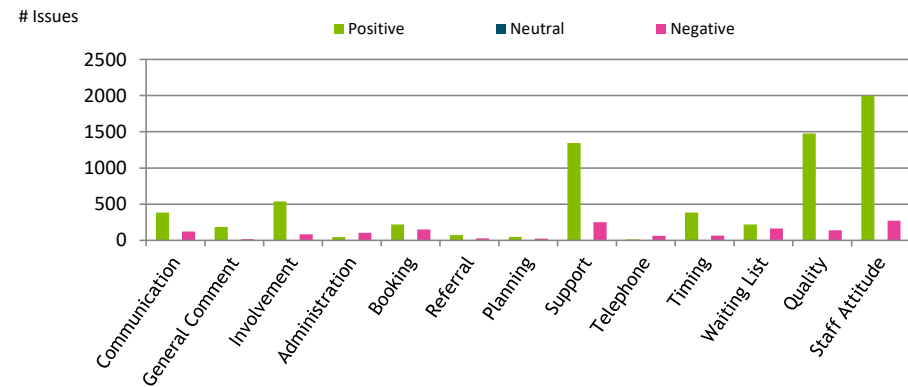
Service type receiving the most comments overall

7.23 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.24 Top Trends: 8812 issues from 2348 people

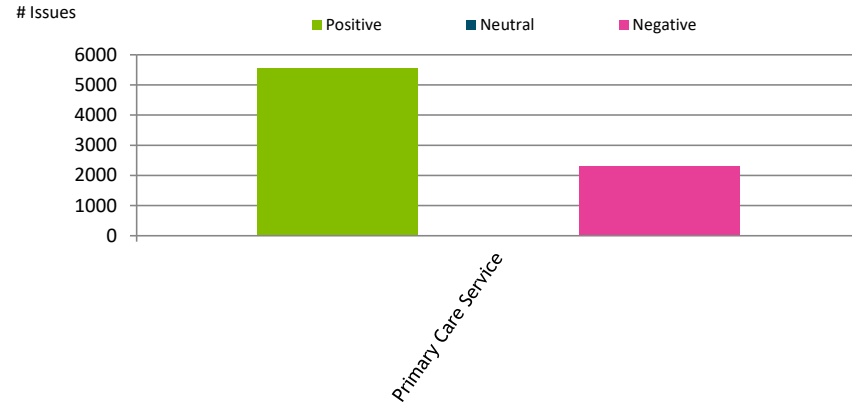


Issues receiving the most comments overall

7. Trends by Borough: Tower Hamlets

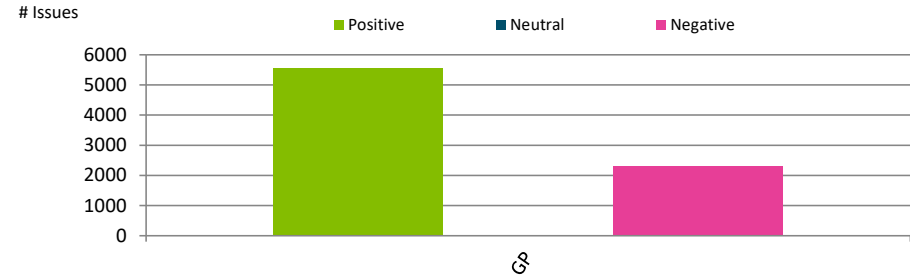


7.25 Service Sector



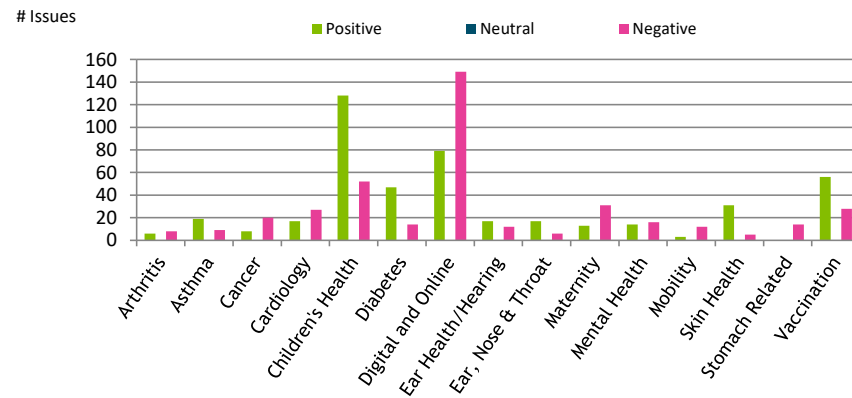
Service sectors receiving the most comments overall

7.26 Service Type



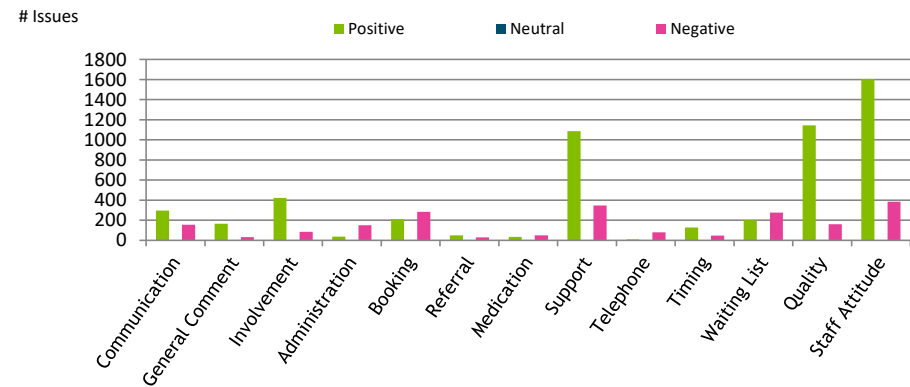
Service type receiving the most comments overall

7.27 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.28 Top Trends: 7871 issues from 2036 people

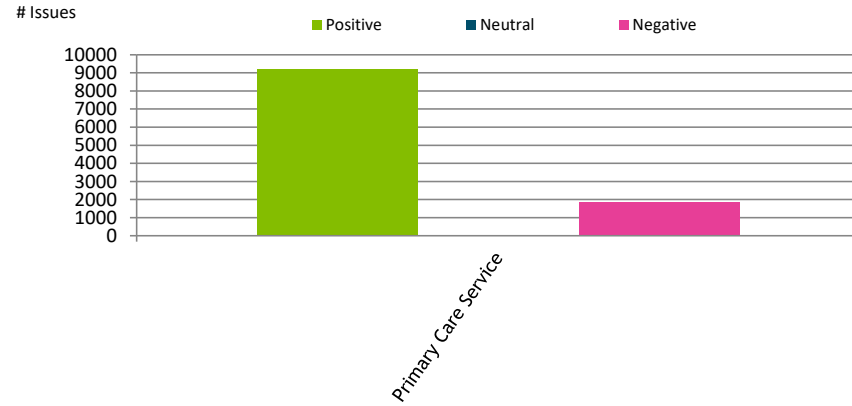


Issues receiving the most comments overall

7. Trends by Borough: Waltham Forest

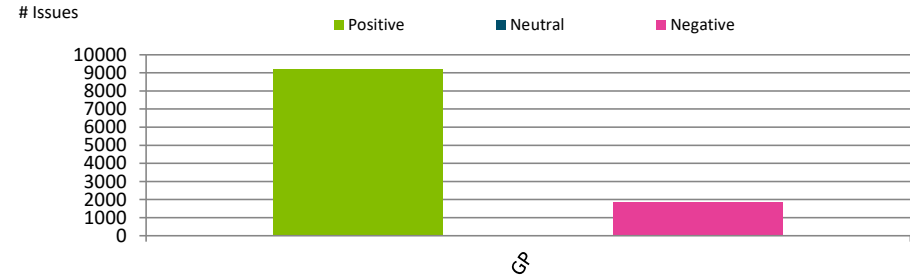


7.29 Service Sector



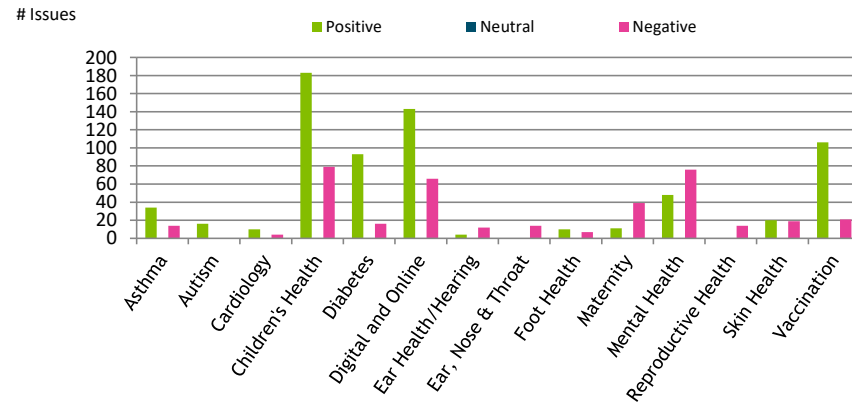
Service sectors receiving the most comments overall

7.30 Service Type



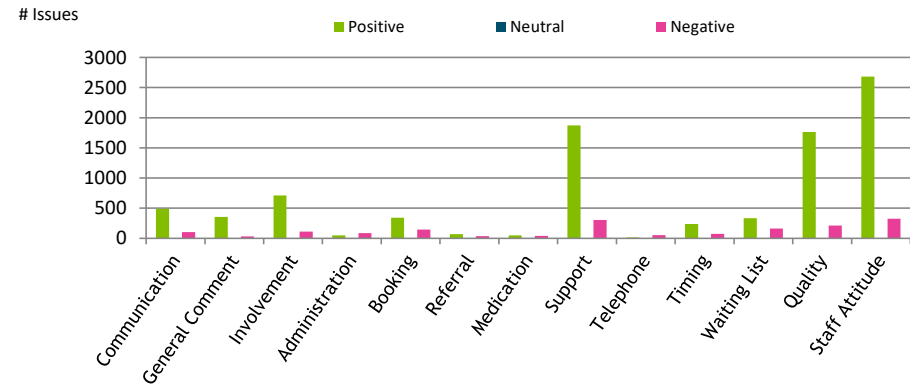
Service type receiving the most comments overall

7.31 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.32 Top Trends: 11093 issues from 2885 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>	2208	1	671	2880
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	168	0	30	198
	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>	1208	11	161	1380
	User Involvement	<i>Involvement or influence of the service user.</i>	3151	1	505	3657
Systems	Administration	<i>Administrative processes and delivery.</i>	249	2	612	863
	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>	1389	2	1095	2486
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	1	0	106	107
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	22	22
	Referral	<i>Referral to a service.</i>	331	5	151	487
	Medical Records	<i>Management of medical records.</i>	12	3	43	58
	Medication	<i>Prescription and management of medicines.</i>	197	1	233	431
	Opening Times	<i>Opening times of a service.</i>	19	0	17	36
	Planning	<i>Leadership and general organisation.</i>	224	0	128	352
	Registration	<i>Ability to register for a service.</i>	54	0	52	106
	Support	<i>Levels of support provided.</i>	8031	1	1652	9684
	Telephone	<i>Ability to contact a service by telephone.</i>	67	1	372	440
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	1099	1	385	1485
Waiting List	<i>Length of wait while on a list.</i>	1355	0	1138	2493	
Values	Choice	<i>General choice.</i>	69	1	105	175
	Cost	<i>General cost.</i>	1	0	35	36
	Language	<i>Language, including terminology.</i>	38	0	35	73
	Nutrition	<i>Provision of sustenance.</i>	2	0	3	5
	Privacy	<i>Privacy, personal space and property.</i>	6	0	18	24
	Quality	<i>General quality of a service, or staff.</i>	7932	2	934	8868
	Sensory	<i>Deaf/blind or other sensory issues.</i>	7	0	7	14
	Stimulation	<i>General stimulation, including access to activities.</i>	21	0	2	23

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>	64	3	20	87
	Environment/Layout	<i>Physical environment of a service.</i>	141	0	40	181
	Equipment	<i>General equipment issues.</i>	21	0	13	34
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	5	5
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	140	0	21	161
	Mobility	<i>Physical mobility to, from and within services.</i>	17	0	11	28
	Travel/Parking	<i>Ability to travel or park.</i>	8	1	16	25
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	42	42
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	11440	1	1812	13253
	Complaints	<i>Ability to log and resolve a complaint.</i>	13	0	64	77
	Staff Training	<i>Training of staff.</i>	94	0	176	270
	Staffing Levels	<i>General availability of staff.</i>	7	1	28	36
	Total:			39787	38	10889