

# 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 October 2024 - 30 September 2025*



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### Data Source (Page 3)

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### Top Trends (Page 4-5)

Identifies the top service sectors, specialisms, medical conditions/topics and service related issues.



### Satisfaction Levels (Pages 6-7)

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### 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.

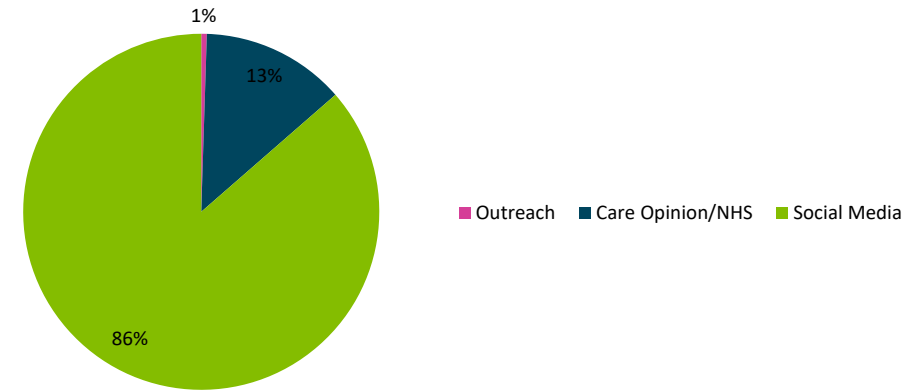
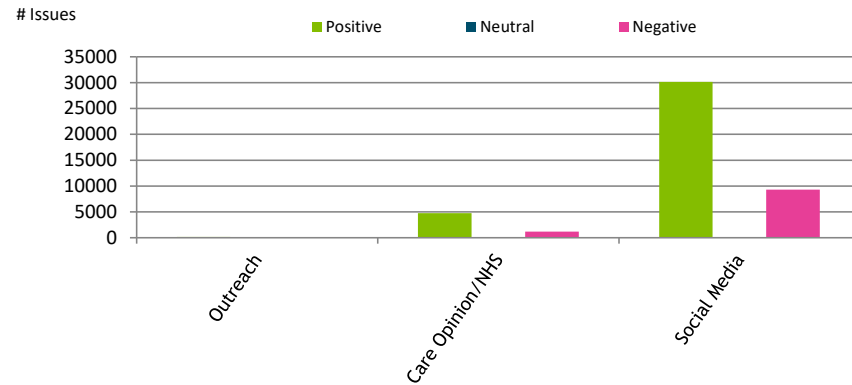


**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

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

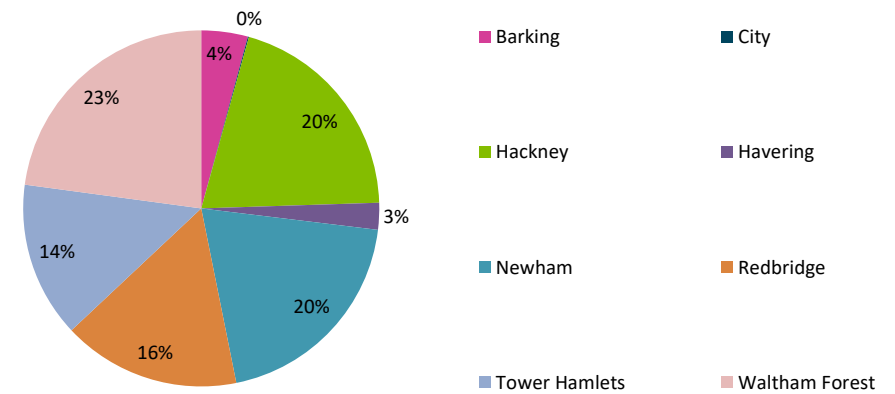
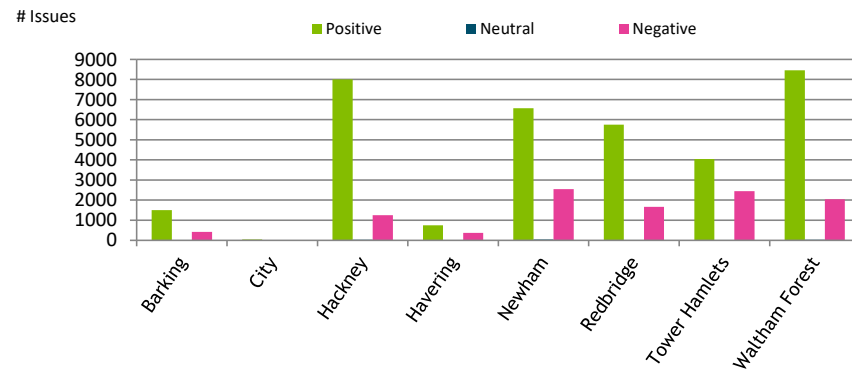


### 1.1 Source: 46042 issues from 11201 people



Sources providing the most comments overall

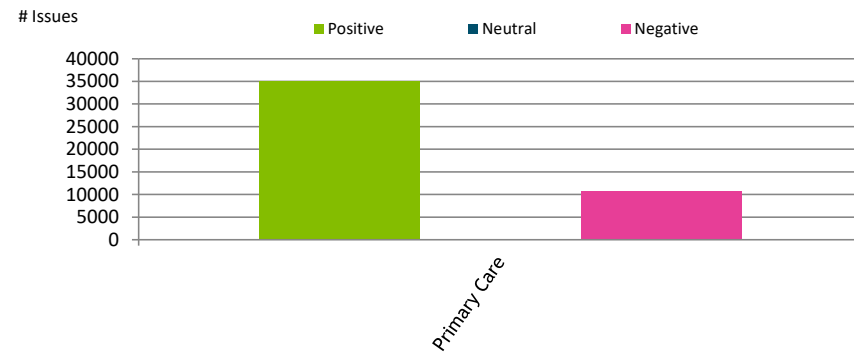
### 1.2 Feedback by Borough



## 2. Which services are people most commenting on?

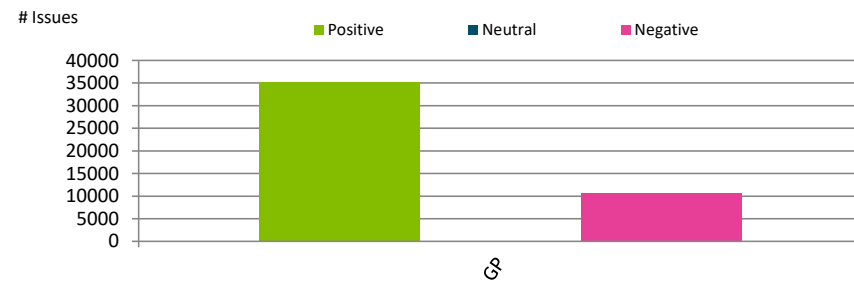


### 2.1 Service Sector



Service sectors receiving the most comments overall

### 2.2 Service Type

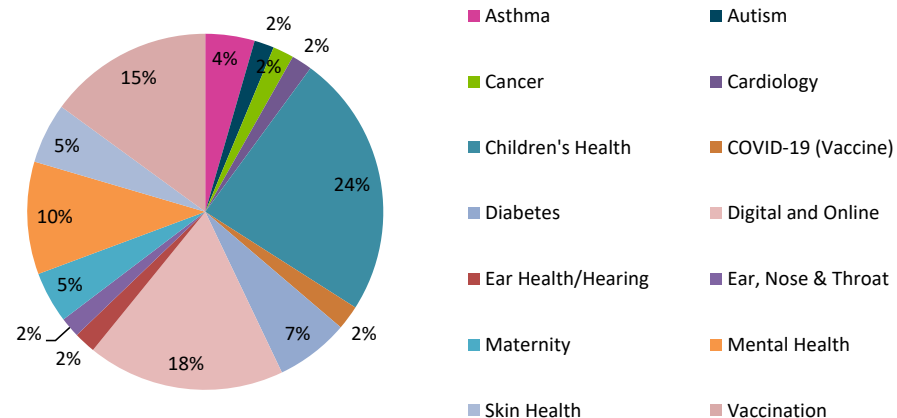
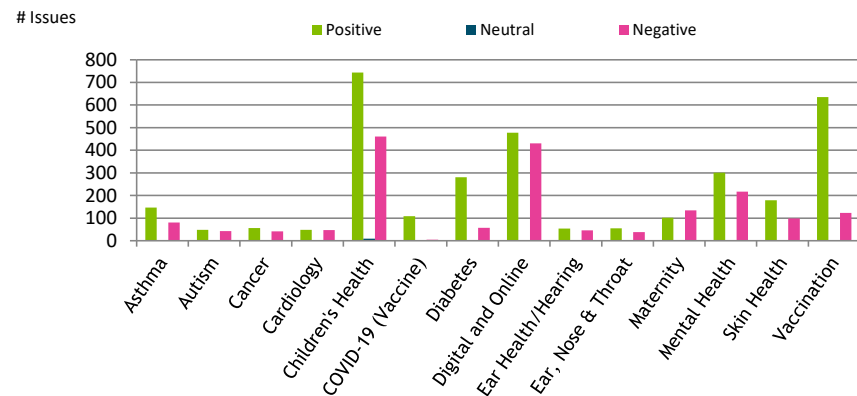


Service type receiving the most comments overall

### 3. Which service aspects are people most commenting on?

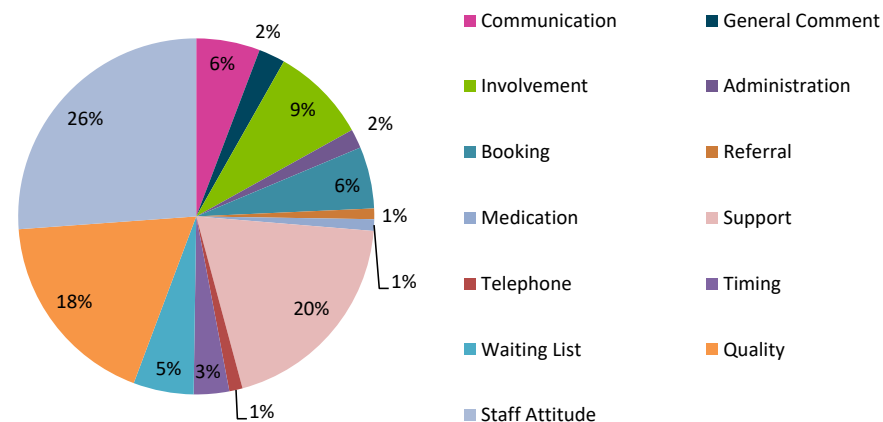
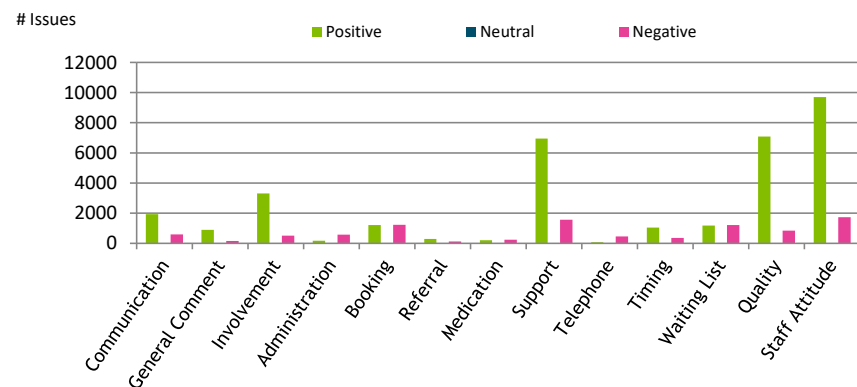


#### 3.1 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

#### 3.2 Top Trends: 46042 issues from 11201 people

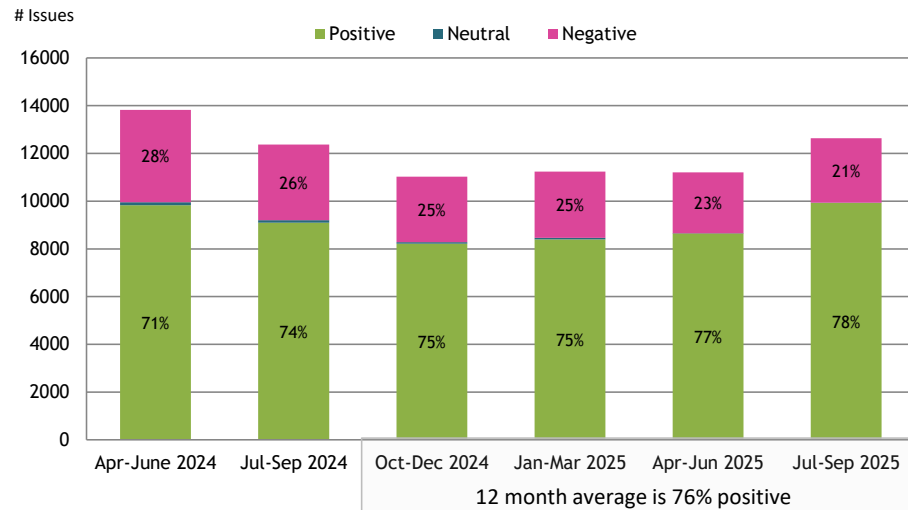


Issues receiving the most comments overall

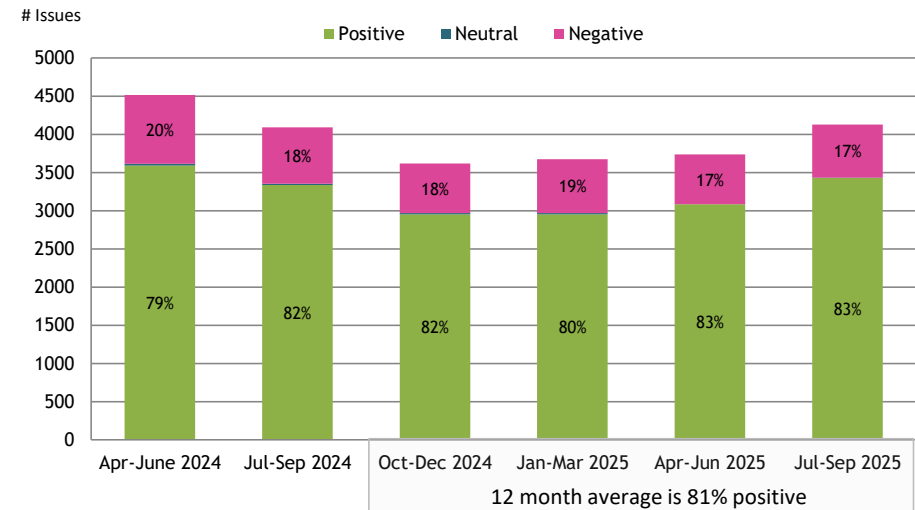
#### 4. Timeline: On the whole, how do people feel about Health and Care services?



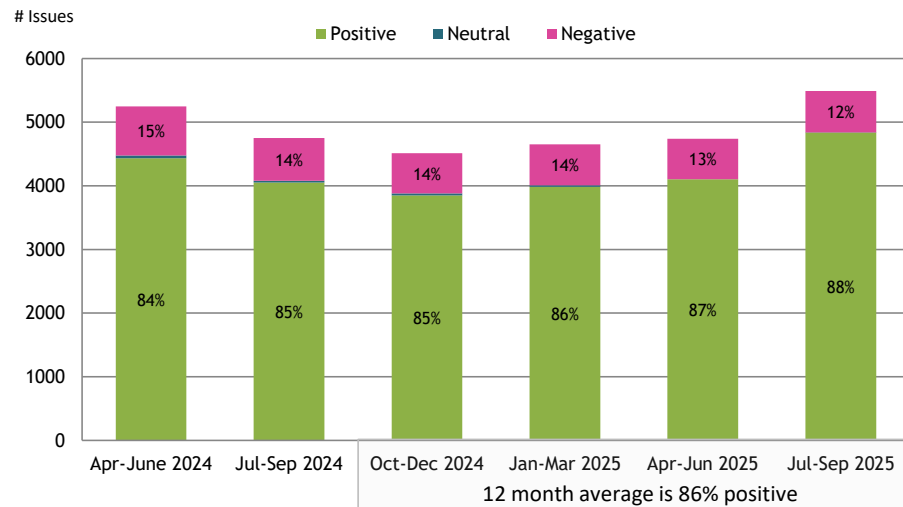
##### 4.1 How do people feel about services overall?



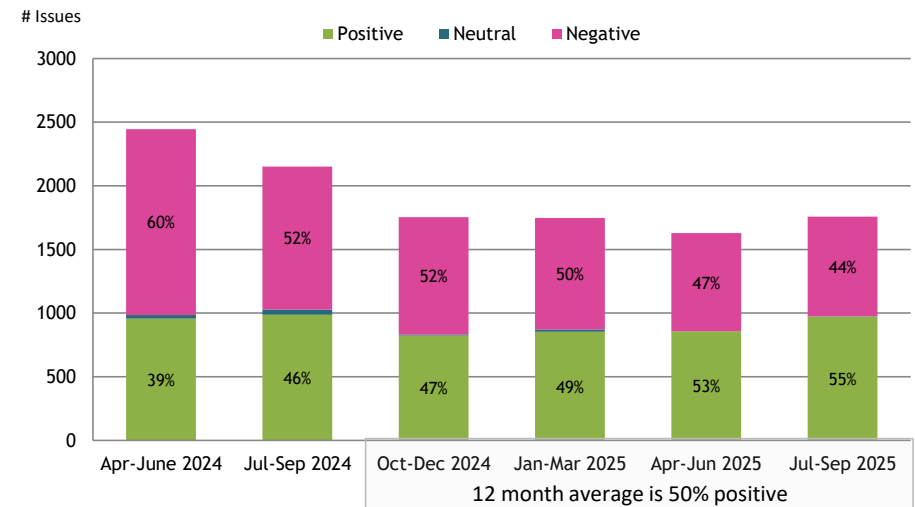
##### 4.2 How well informed, involved and supported do people feel?



##### 4.3 How do people feel about general quality and empathy?



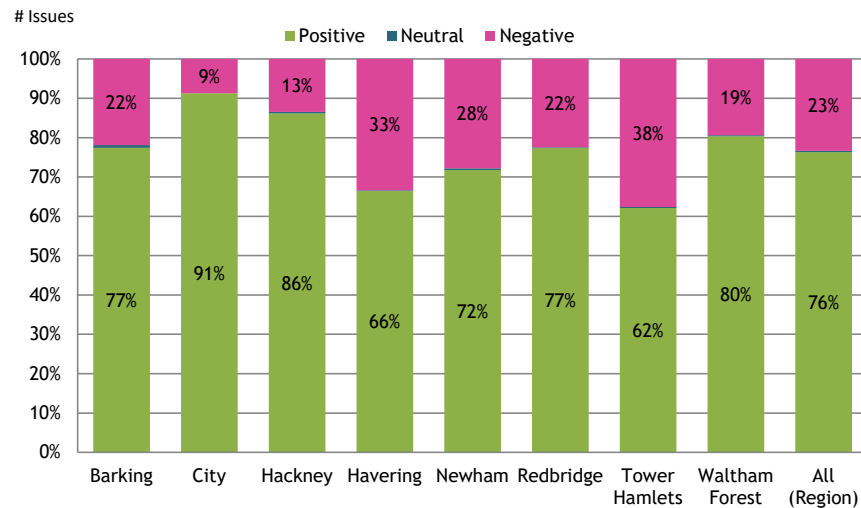
##### 4.4 How do people feel about access to services?



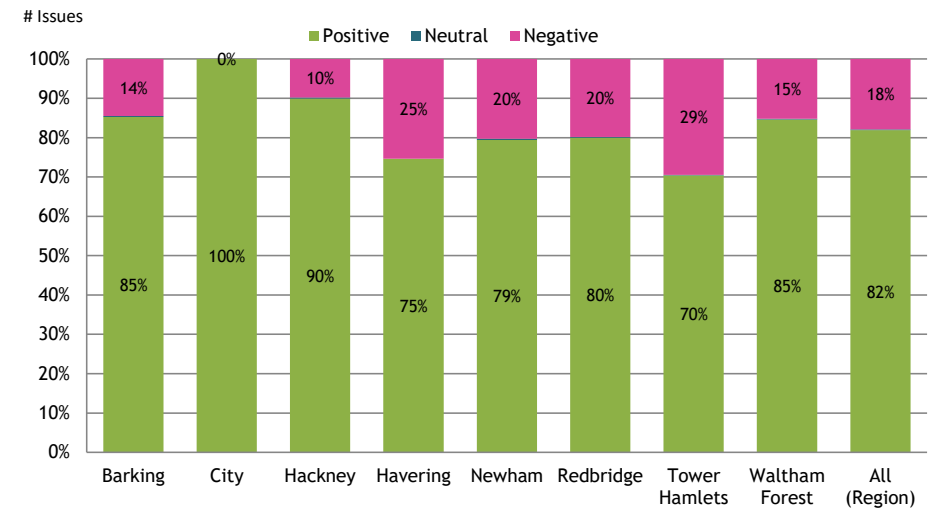
## 5. By Borough: On the whole, how do people feel about Health and Care services?



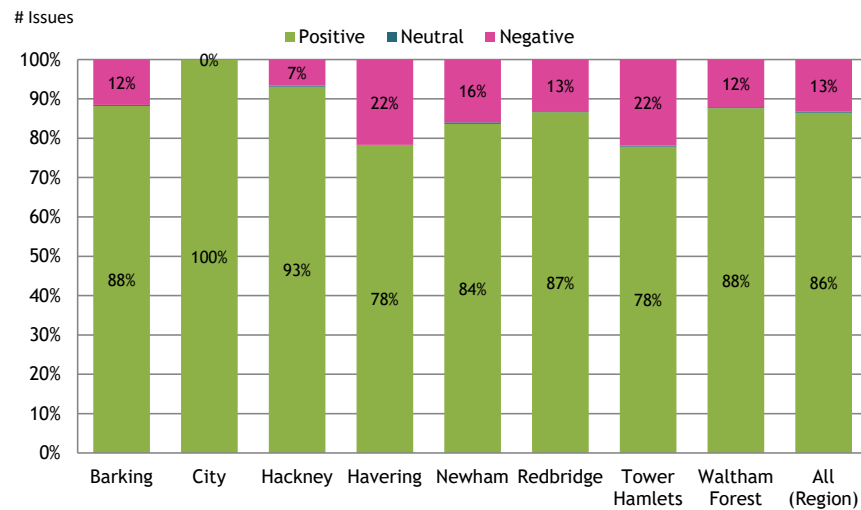
### 5.1 How do people feel about services overall?



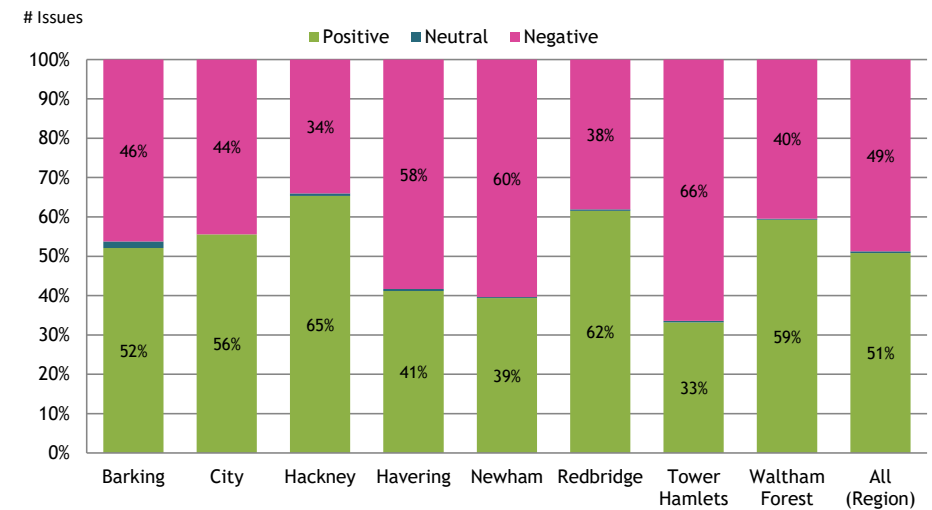
### 5.2 How well informed, involved and supported do people feel?



### 5.3 How do people feel about general quality and empathy?



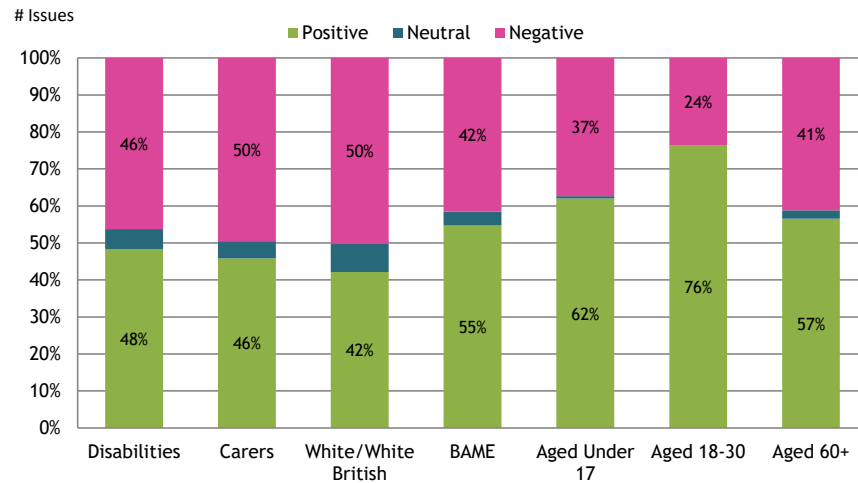
### 5.4 How do people feel about access to services?



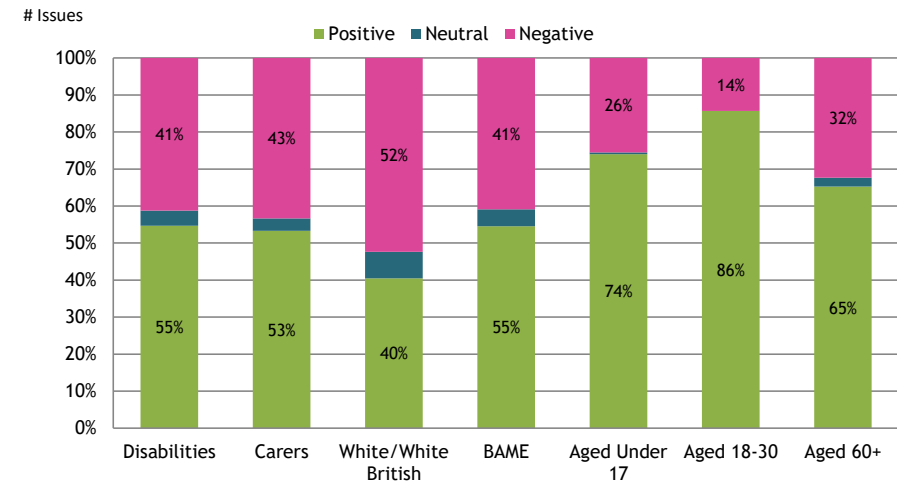
## 6. Equalities: On the whole, how do people feel about Health and Care services?



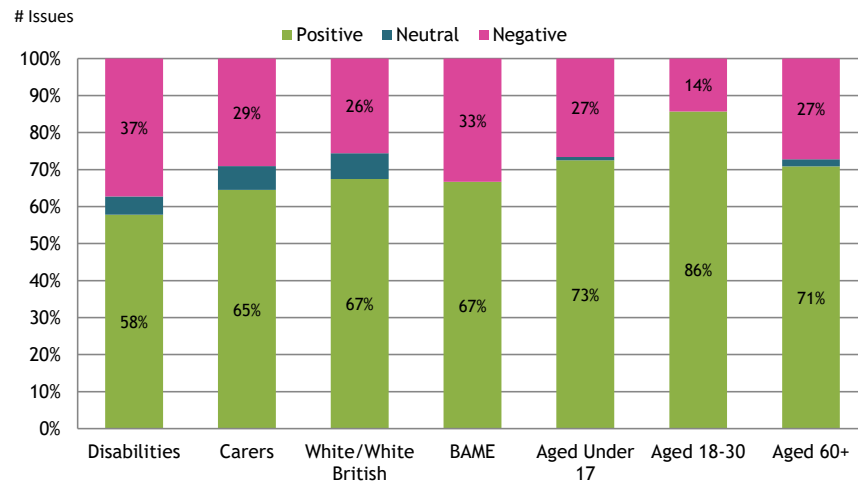
### 6.1 How do people feel about services overall?



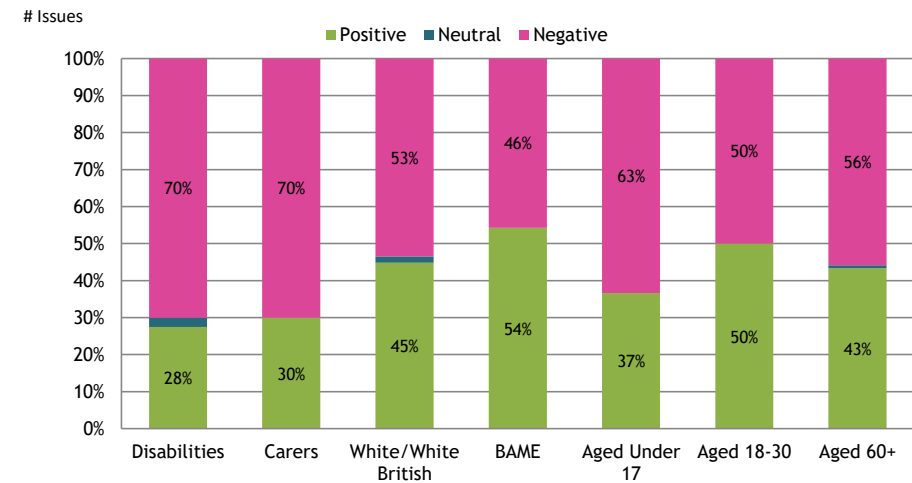
### 6.2 How well informed, involved and supported do people feel?



### 6.3 How do people feel about general quality and empathy?



### 6.4 How do people feel about access to services?

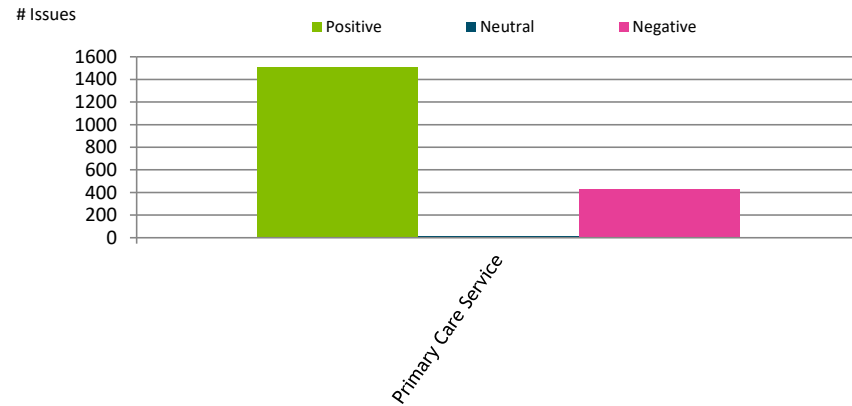




## 7. Trends by Borough: Barking

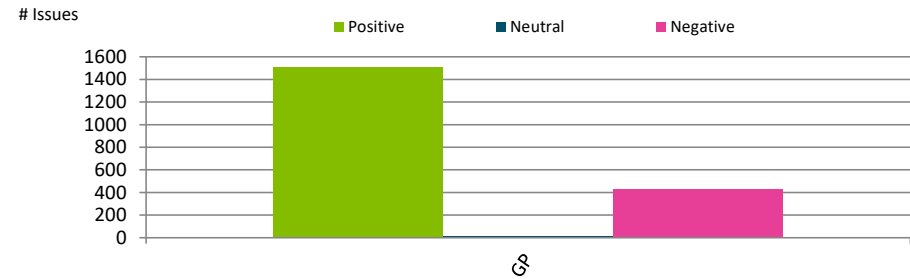


### 7.1 Service Sector



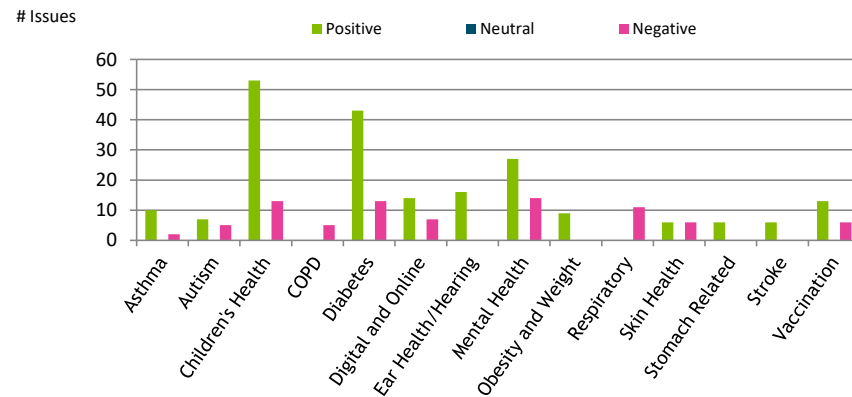
Service sectors receiving the most comments overall

### 7.2 Service Type



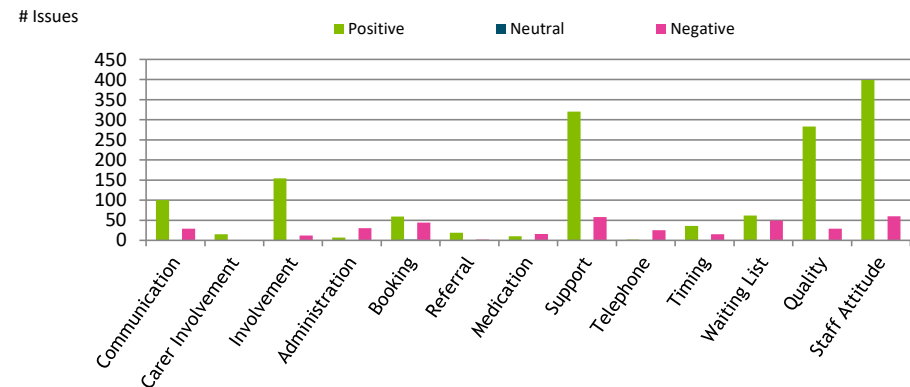
Service type receiving the most comments overall

### 7.3 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.4 Top Trends: 1944 issues from 435 people

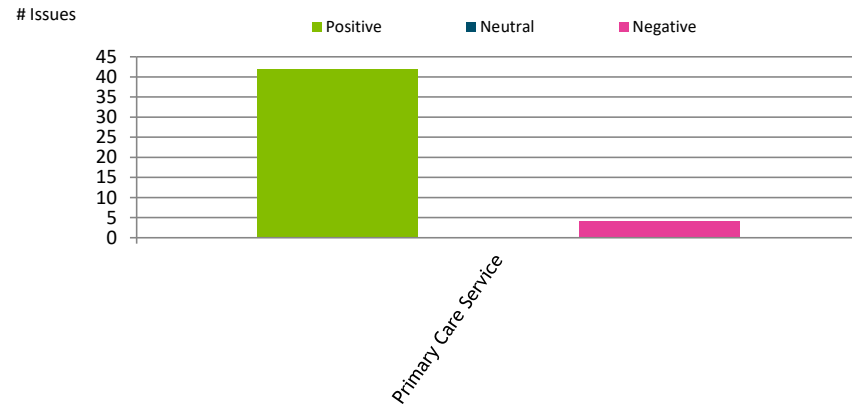


Issues receiving the most comments overall

## 7. Trends by Borough: City of London

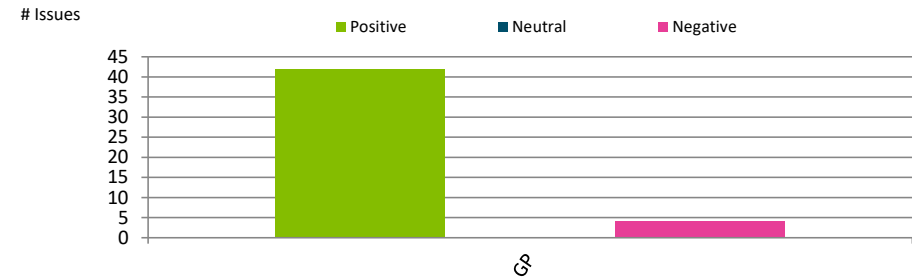


### 7.5 Service Sector



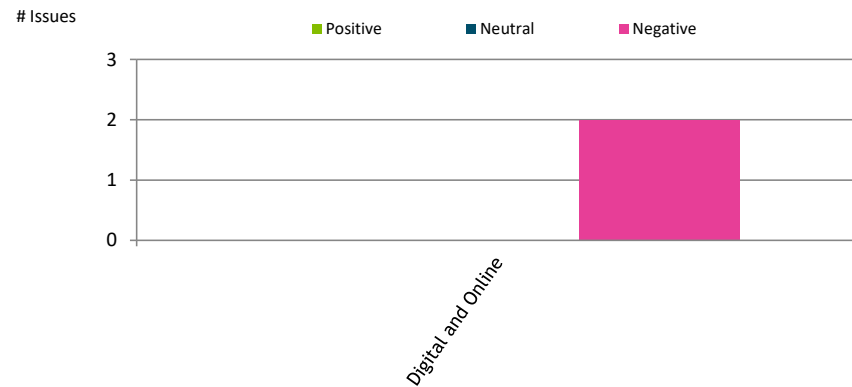
Service sectors receiving the most comments overall

### 7.6 Service Type



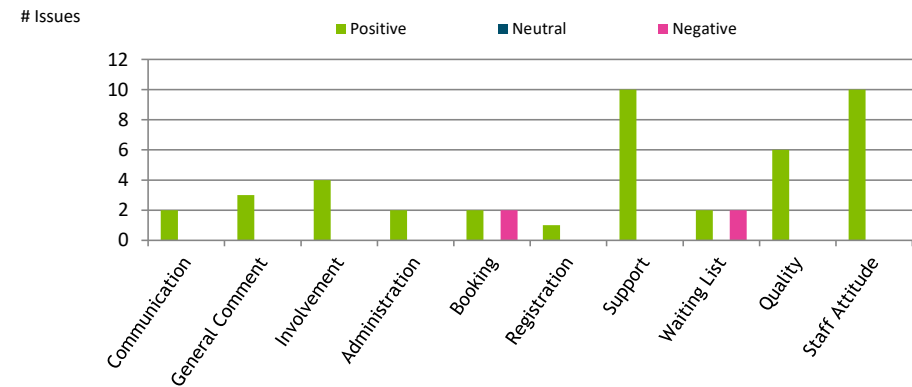
Service type receiving the most comments overall

### 7.7 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.8 Top Trends: 46 issues from 8 people

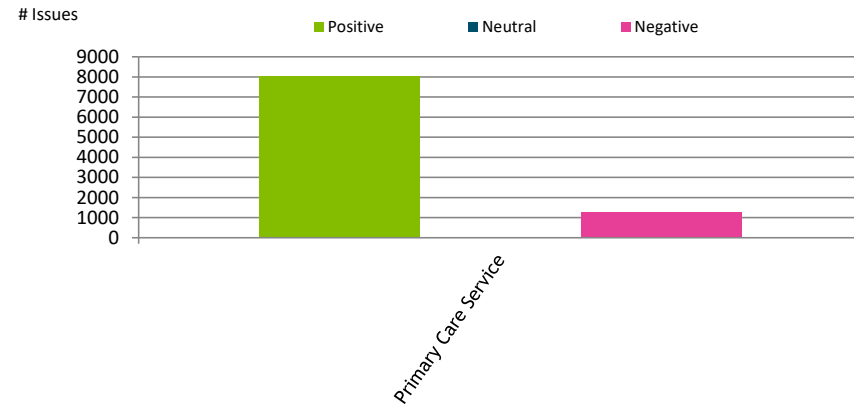


Issues receiving the most comments overall

## 7. Trends by Borough: Hackney

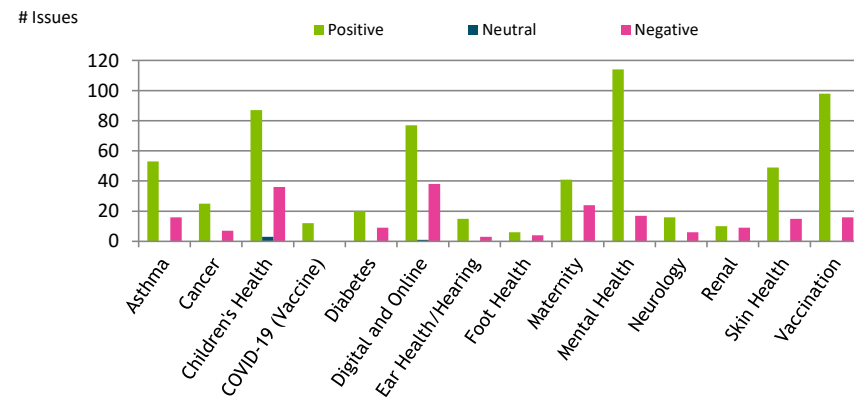


### 7.9 Service Sector



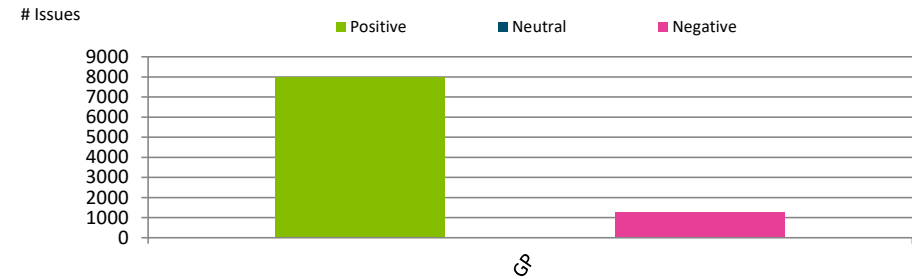
Service sectors receiving the most comments overall

### 7.11 Stated medical conditions/topics



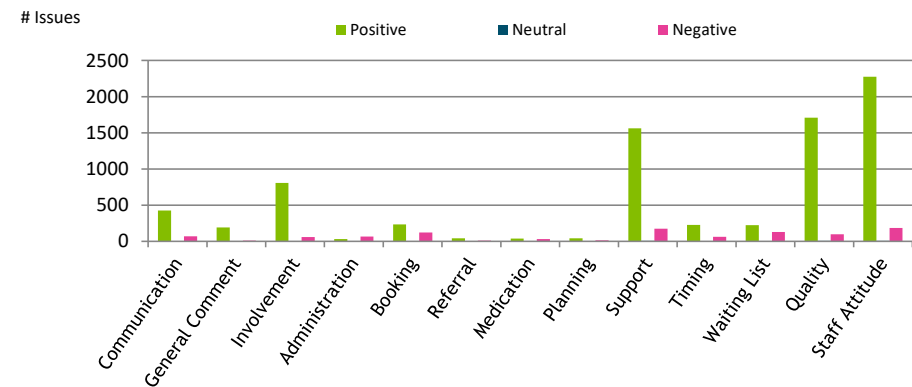
Medical conditions/topics receiving the most comments overall

### 7.10 Service Type



Service type receiving the most comments overall

### 7.12 Top Trends: 9286 issues from 2188 people

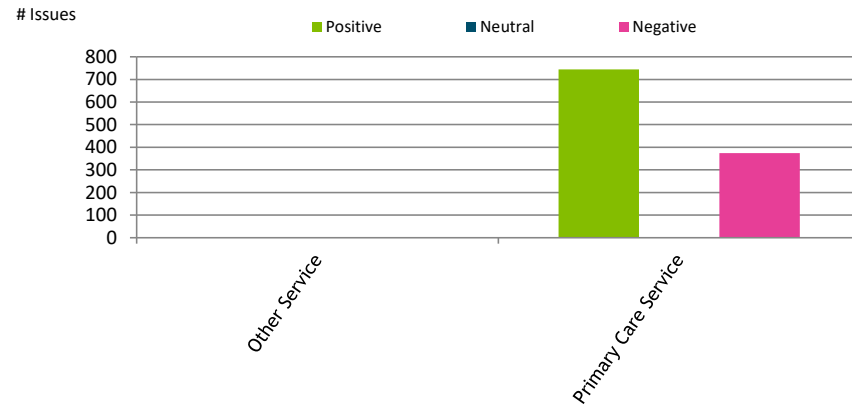


Issues receiving the most comments overall

## 7. Trends by Borough: Havering

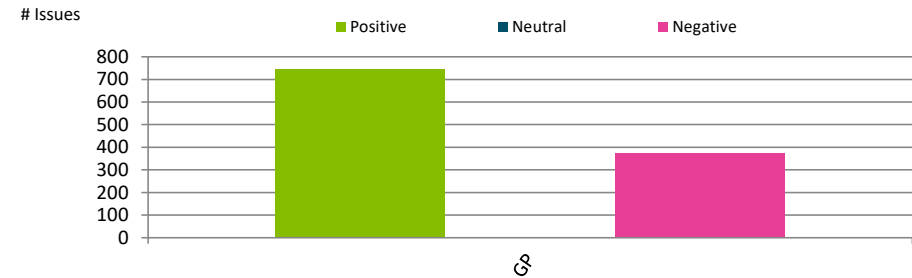


### 7.13 Service Sector



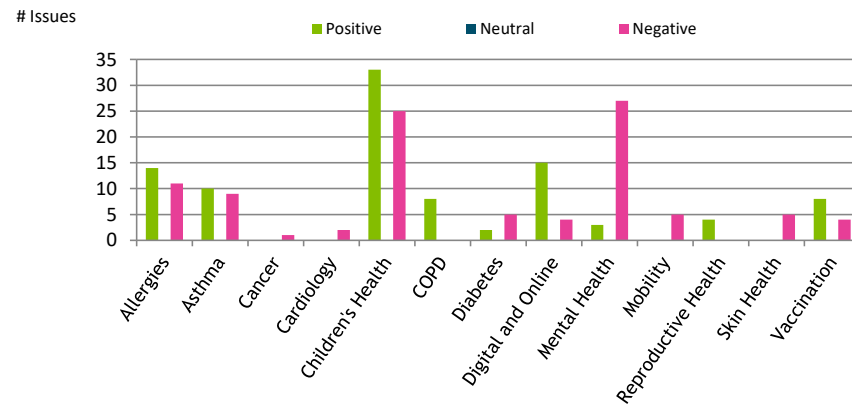
Service sectors receiving the most comments overall

### 7.14 Service Type



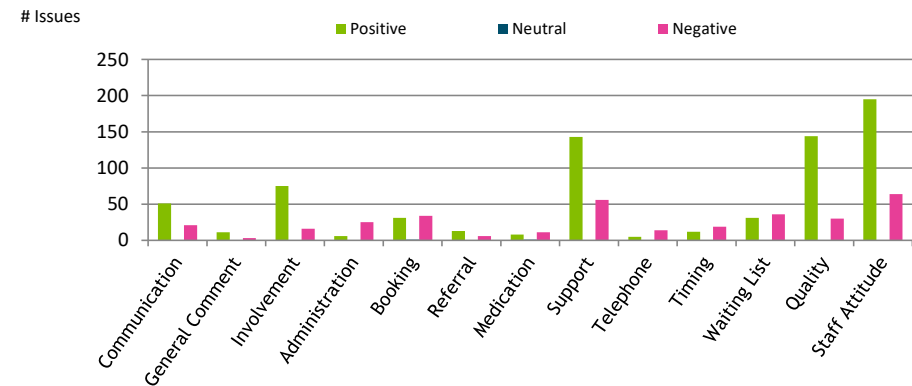
Service type receiving the most comments overall

### 7.15 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.16 Top Trends: 1120 issues from 248 people

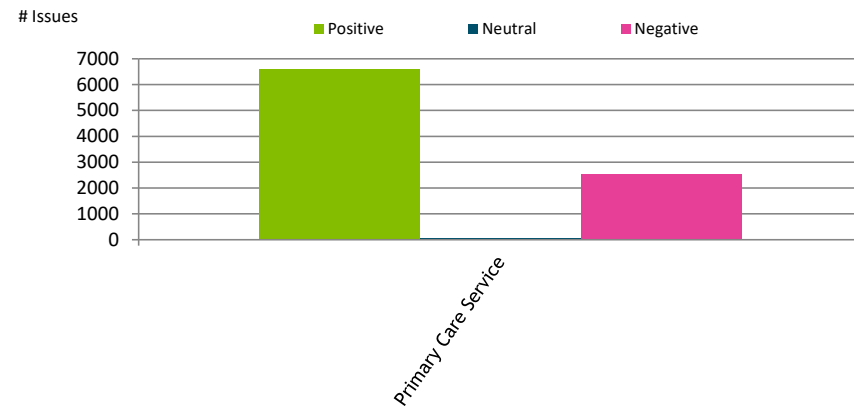


Issues receiving the most comments overall

## 7. Trends by Borough: Newham

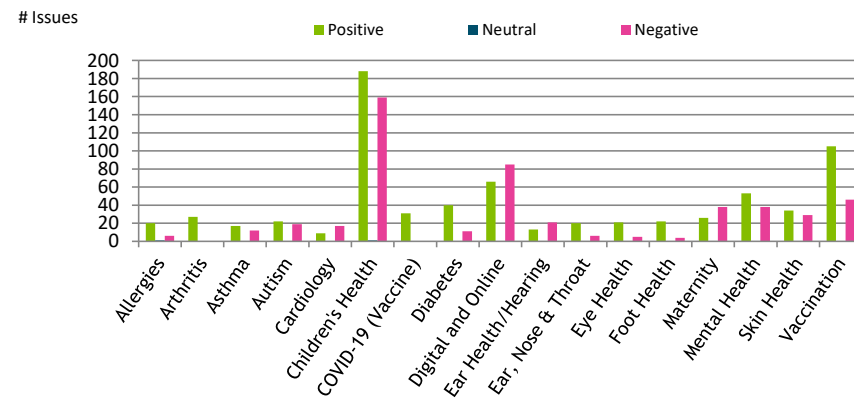


### 7.17 Service Sector



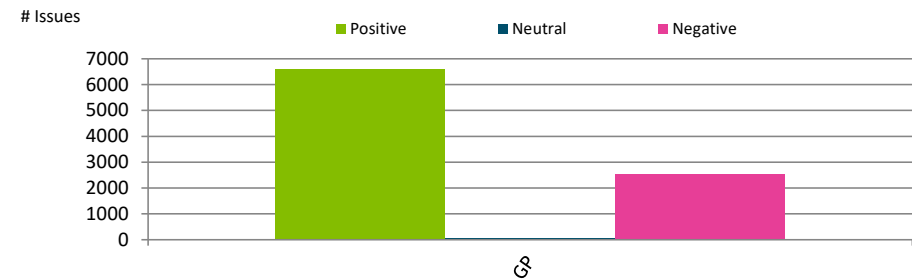
Service sectors receiving the most comments overall

### 7.19 Stated medical conditions/topics



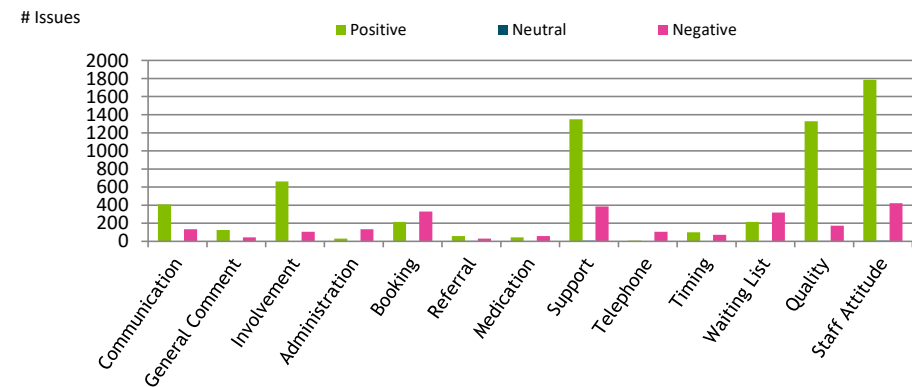
Medical conditions/topics receiving the most comments overall

### 7.18 Service Type



Service type receiving the most comments overall

### 7.20 Top Trends: 9170 issues from 2257 people

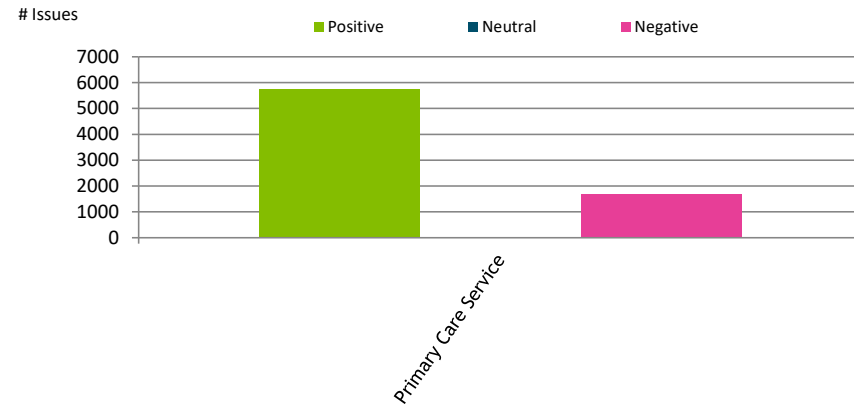


Issues receiving the most comments overall

## 7. Trends by Borough: Redbridge

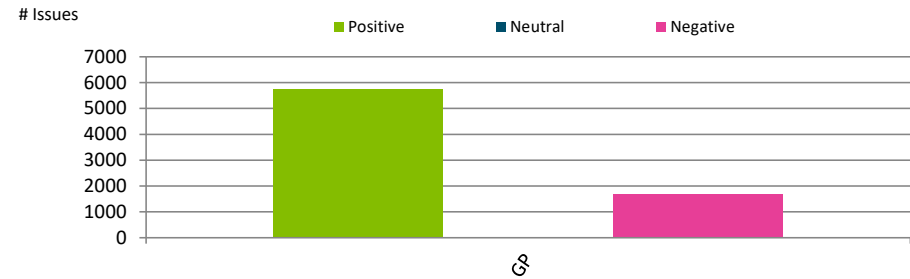


### 7.21 Service Sector



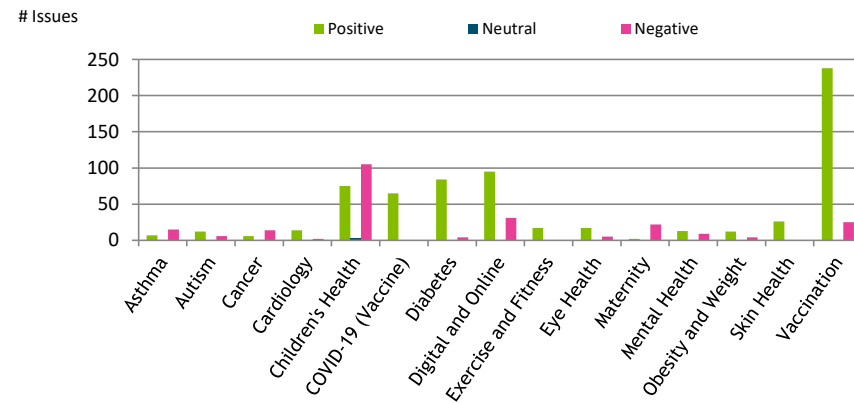
Service sectors receiving the most comments overall

### 7.22 Service Type



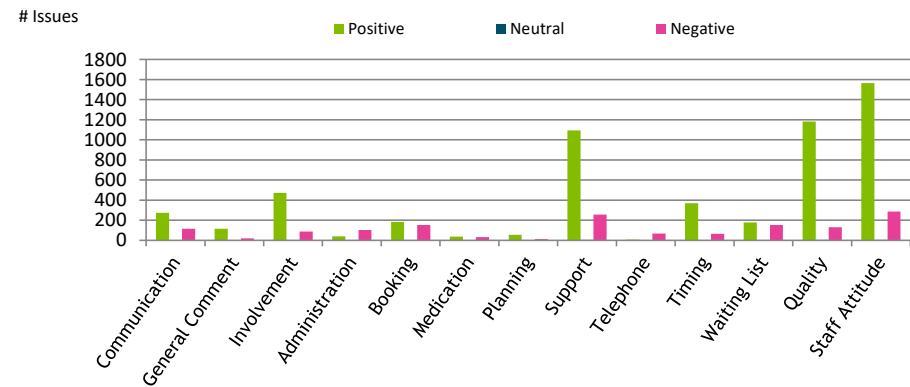
Service type receiving the most comments overall

### 7.23 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.24 Top Trends: 7440 issues from 1891 people

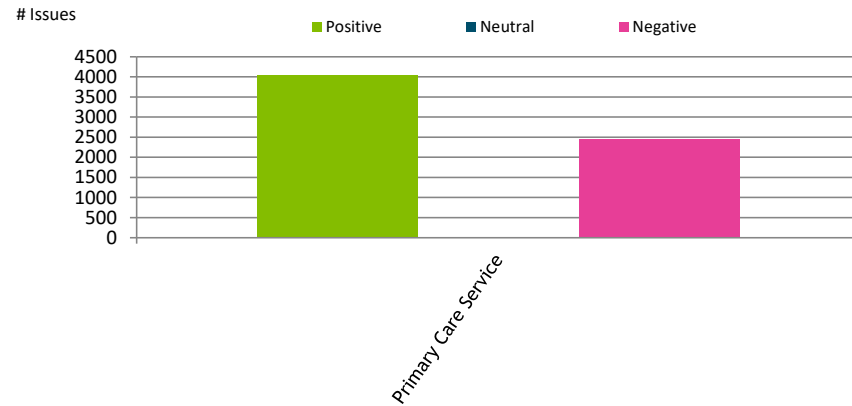


Issues receiving the most comments overall

## 7. Trends by Borough: Tower Hamlets

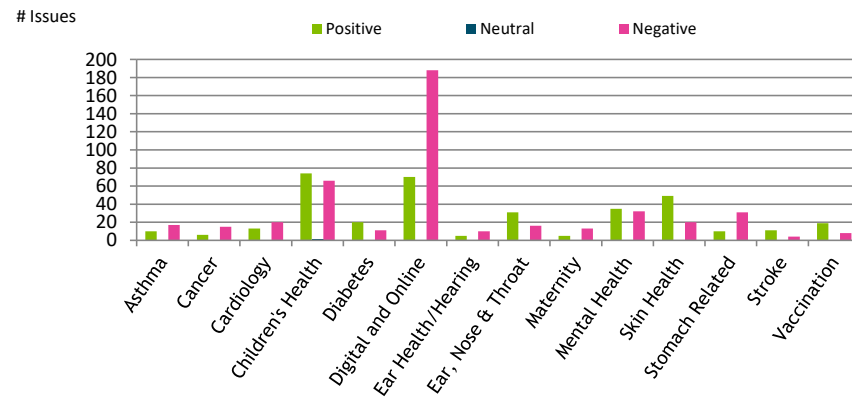


### 7.25 Service Sector



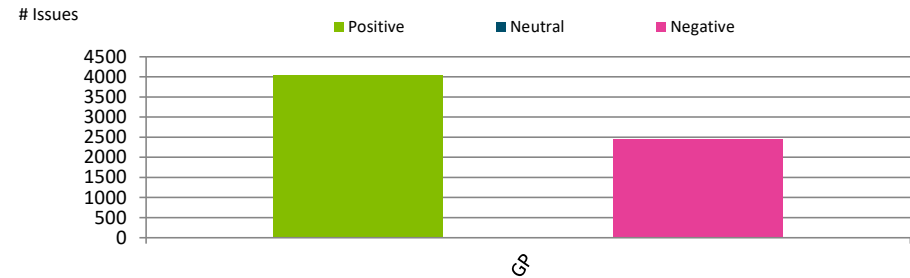
Service sectors receiving the most comments overall

### 7.27 Stated medical conditions/topics



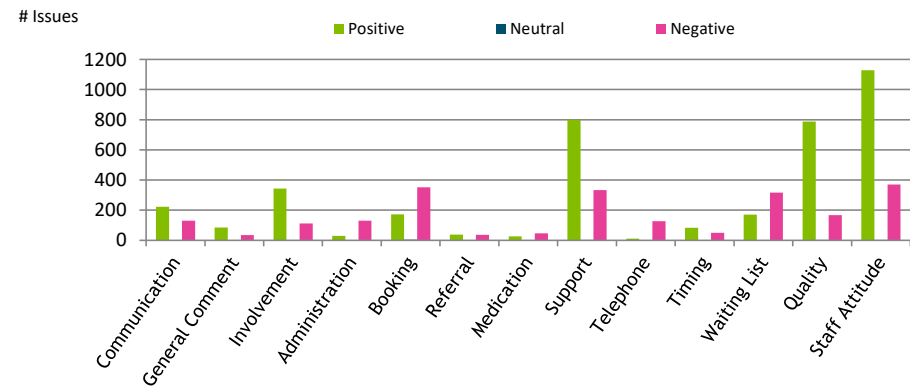
Medical conditions/topics receiving the most comments overall

### 7.26 Service Type



Service type receiving the most comments overall

### 7.28 Top Trends: 6508 issues from 1569 people

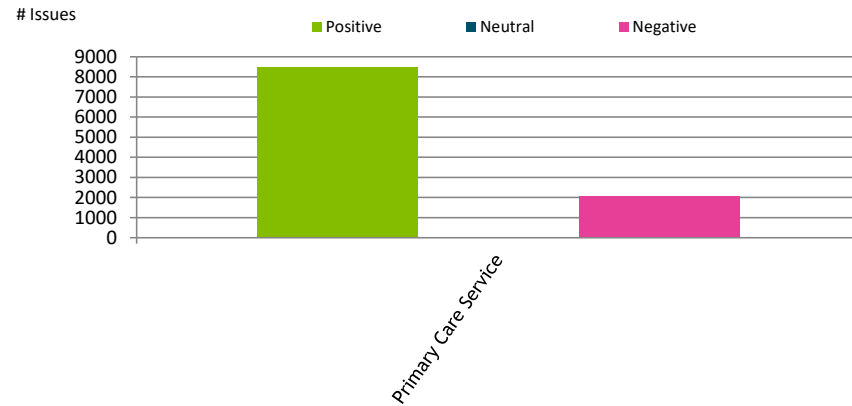


Issues receiving the most comments overall

## 7. Trends by Borough: Waltham Forest

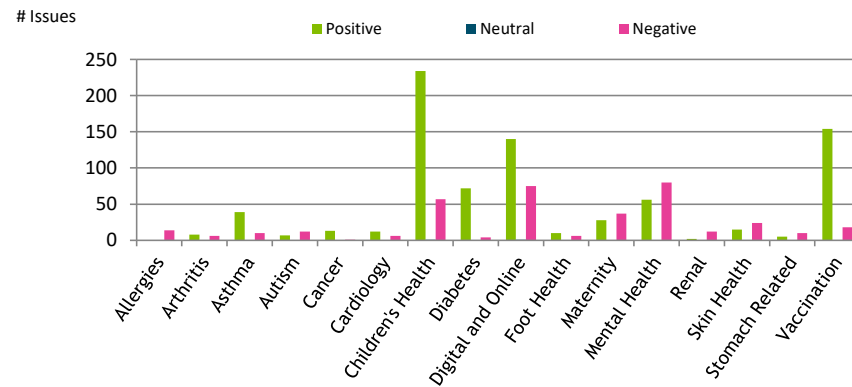


### 7.29 Service Sector



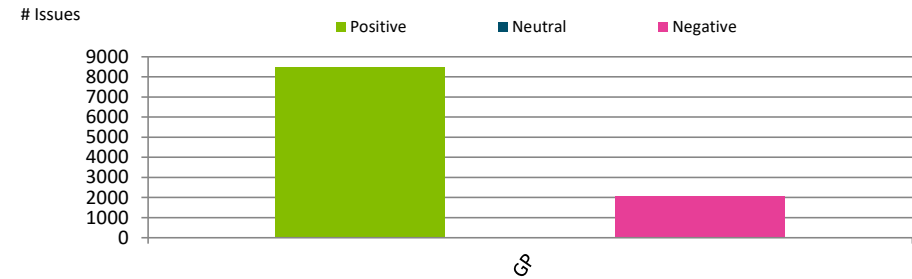
Service sectors receiving the most comments overall

### 7.31 Stated medical conditions/topics



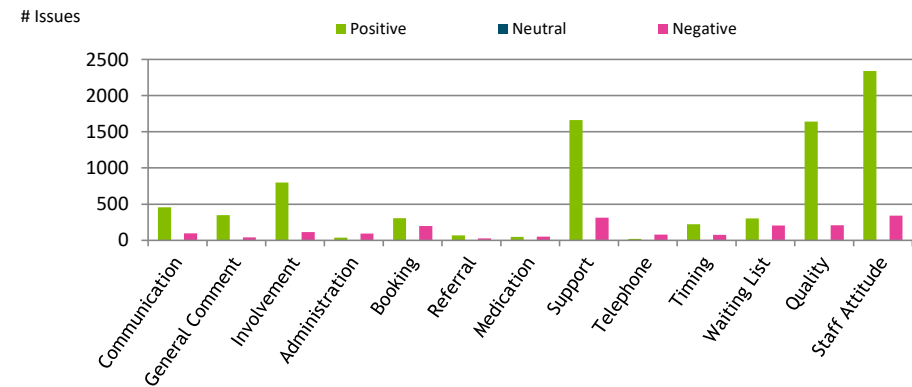
Medical conditions/topics receiving the most comments overall

### 7.30 Service Type



Service type receiving the most comments overall

### 7.32 Top Trends: 10528 issues from 2605 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.	1938	1	598	2537
	Carer Involvement	Involvement or influence of carers and family members.	160	0	23	183
	Peer Involvement	Involvement or Influence of friends.	3	0	0	3
	General Comment	A generalised statement (ie; "The doctor was good.")	890	7	154	1051
	User Involvement	Involvement or influence of the service user.	3318	5	506	3829
Systems	Administration	Administrative processes and delivery.	182	1	578	761
	Admission	Physical admission to a hospital ward, or other service.	0	0	0	0
	Booking	Ability to book, reschedule or cancel appointments.	1206	16	1235	2457
	Cancellations	Cancellation of appointment by the service provider.	0	0	94	94
	Data Protection	General data protection (including GDPR).	0	0	24	24
	Referral	Referral to a service.	291	6	126	423
	Medical Records	Management of medical records.	11	3	35	49
	Medication	Prescription and management of medicines.	215	2	244	461
	Opening Times	Opening times of a service.	16	0	21	37
	Planning	Leadership and general organisation.	188	1	92	281
	Registration	Ability to register for a service.	53	2	64	119
	Support	Levels of support provided.	6941	28	1574	8543
	Telephone	Ability to contact a service by telephone.	73	1	454	528
	Timing	Physical timing (ie; length of wait at appointments).	1046	6	358	1410
	Waiting List	Length of wait while on a list.	1183	6	1208	2397
Values	Choice	General choice.	82	1	119	202
	Cost	General cost.	0	0	36	36
	Language	Language, including terminology.	24	2	36	62
	Nutrition	Provision of sustenance.	3	0	4	7
	Privacy	Privacy, personal space and property.	7	0	27	34
	Quality	General quality of a service, or staff.	7080	26	839	7945
	Sensory	Deaf/blind or other sensory issues.	6	0	8	14
	Stimulation	General stimulation, including access to activities.	18	0	5	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>	76	4	23	103
	Environment/Layout	<i>Physical environment of a service.</i>	158	1	57	216
	Equipment	<i>General equipment issues.</i>	17	1	14	32
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	1	10	11
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	135	1	18	154
	Mobility	<i>Physical mobility to, from and within services.</i>	18	0	13	31
	Travel/Parking	<i>Ability to travel or park.</i>	11	0	13	24
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	127	127
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	37	37
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	9695	28	1728	11451
	Complaints	<i>Ability to log and resolve a complaint.</i>	11	0	71	82
	Staff Training	<i>Training of staff.</i>	62	1	154	217
	Staffing Levels	<i>General availability of staff.</i>	7	1	39	47
Total:			35124	152	10766	46042