

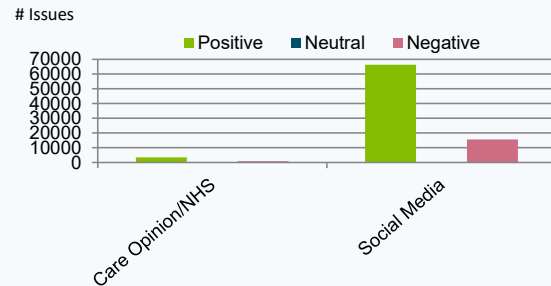
# Health and Care Services in North East London (NEL)

Qualitative Feedback, 1 January 2025 - 31 December 2025

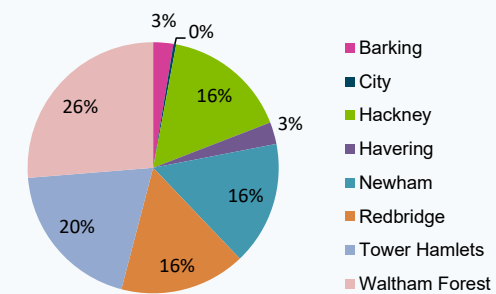
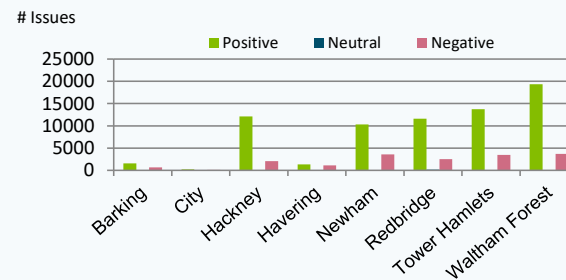
Community Insight  
Analysis



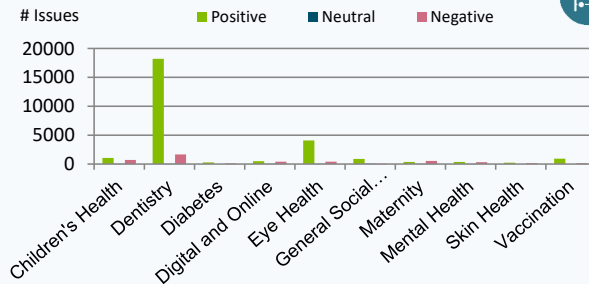
## 1. Top Source: 87888 issues from 22632 people



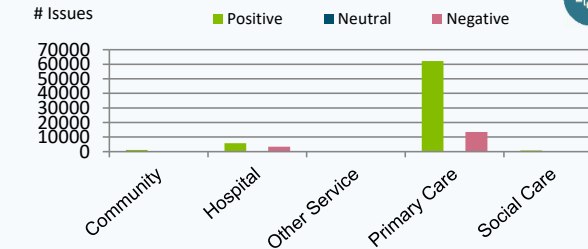
## 2. Feedback by Borough



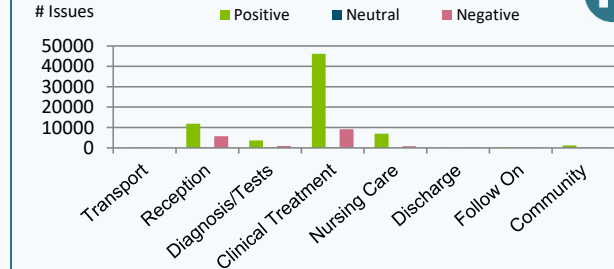
## 3. Top Conditions/Topics



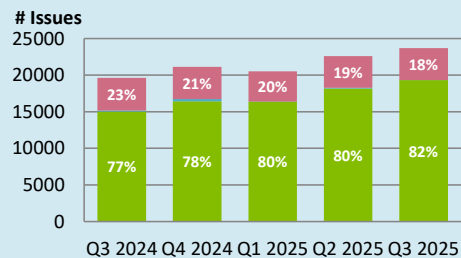
## 4. Service Sector



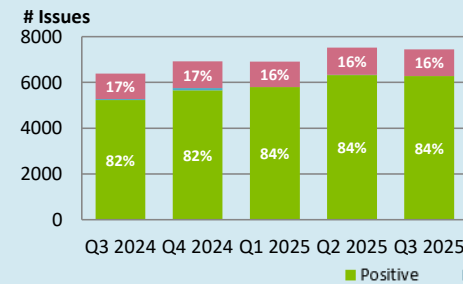
## 5. Clinical Care Pathway



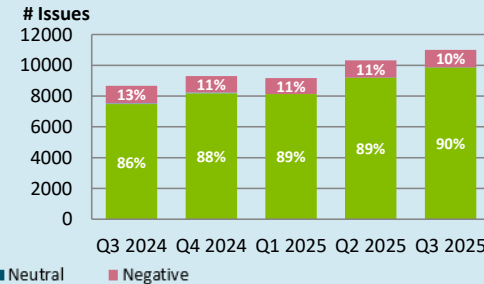
## 6.1 Timeline: Overall Sentiment



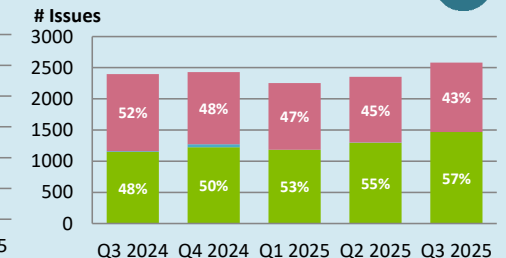
## 6.2 Timeline: User Involvement



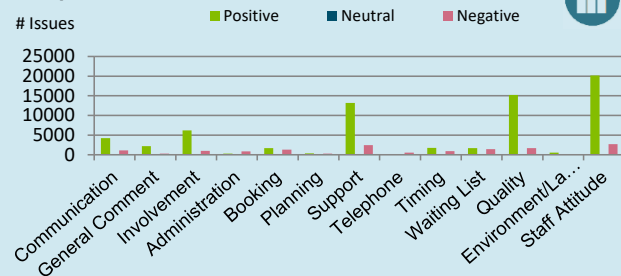
## 6.3 Timeline: Quality



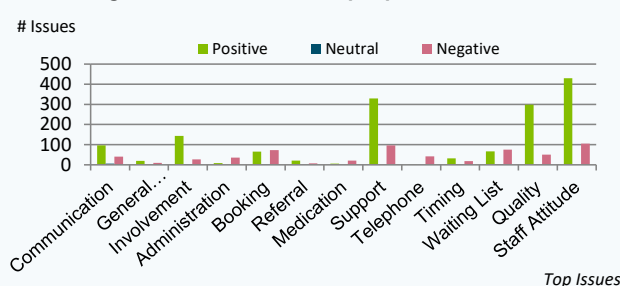
## 6.4 Timeline: Access



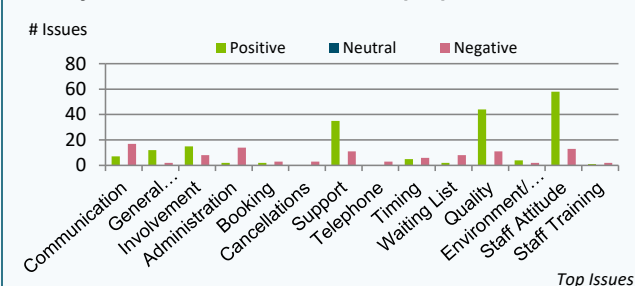
## 7. Top Issues



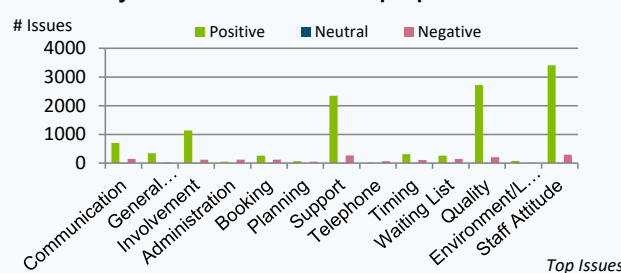
## 7.1 Barking: 2278 issues from 575 people



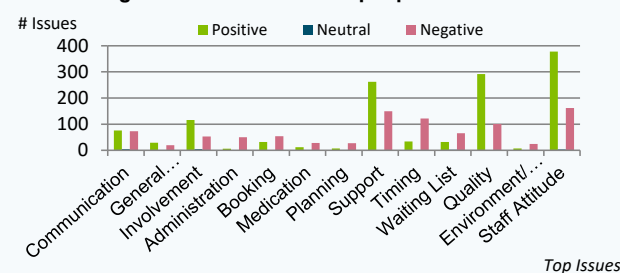
## 7.2 City of London: 309 issues from 81 people



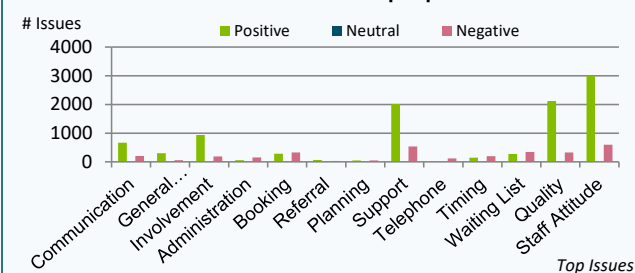
## 7.3 Hackney: 14220 issues from 3651 people



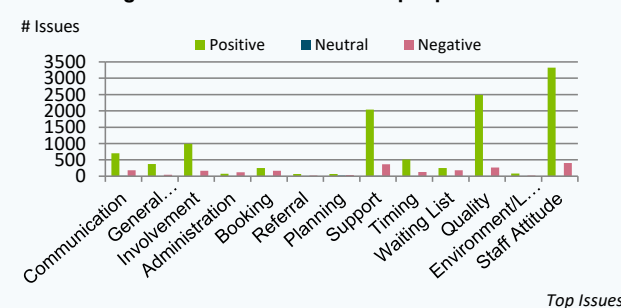
## 7.4 Havering: 2484 issues from 653 people



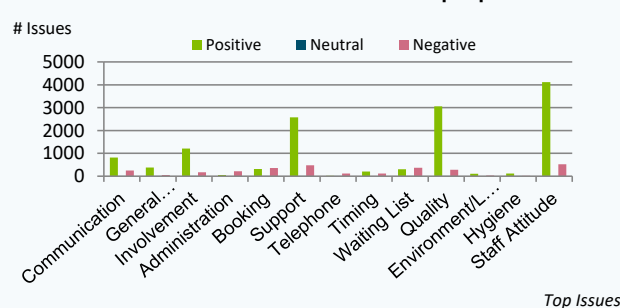
## 7.5 Newham: 13996 issues from 3526 people



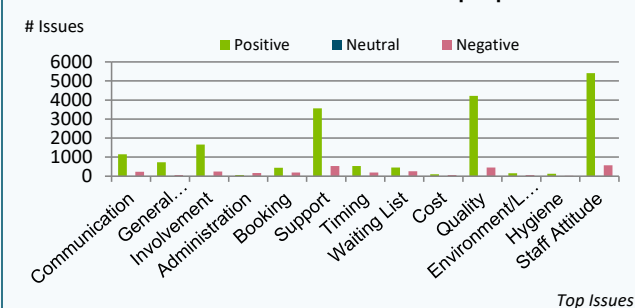
## 7.6 Redbridge: 14237 issues from 3733 people



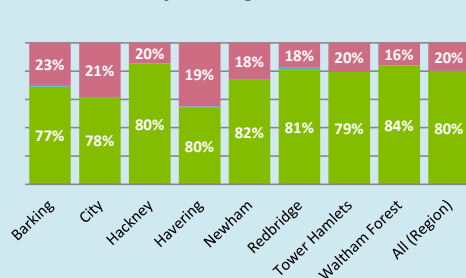
## 7.7 Tower Hamlets: 17268 issues from 4235 people



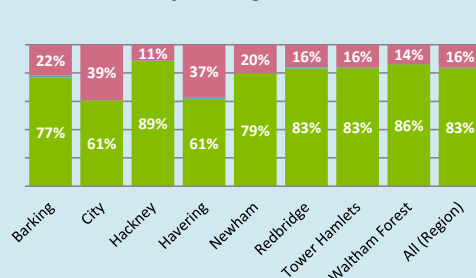
## 7.8 Waltham Forest: 23099 issues from 6178 people



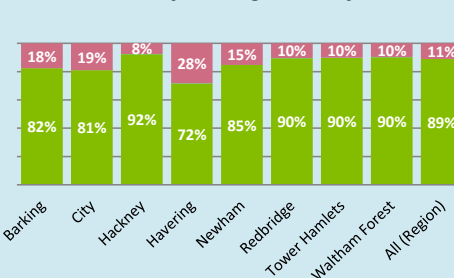
## 8.1 Sentiment by Borough: Overall



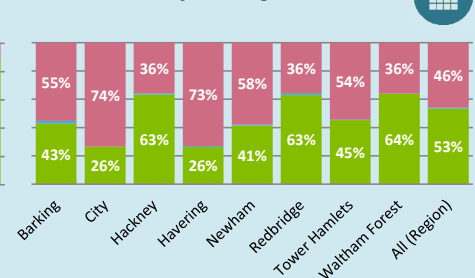
## 8.2 Sentiment by Borough: Involvement



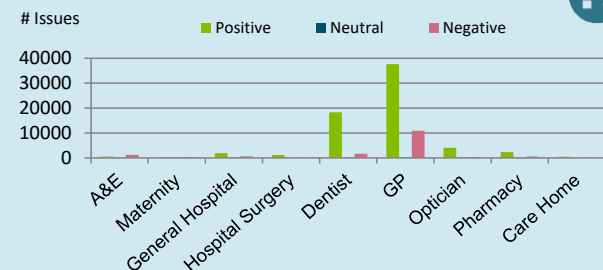
## 8.3 Sentiment by Borough: Quality



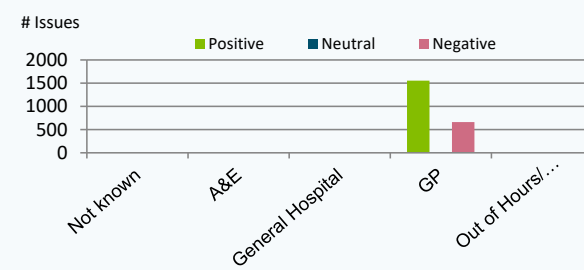
## 8.4 Sentiment by Borough: Access



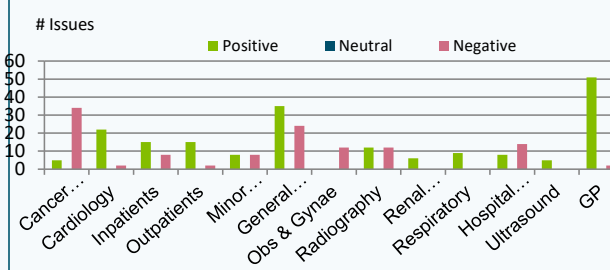
## 9. Top Services



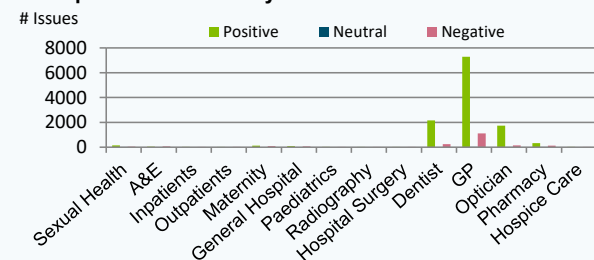
## 9.1 Top Services: Barking



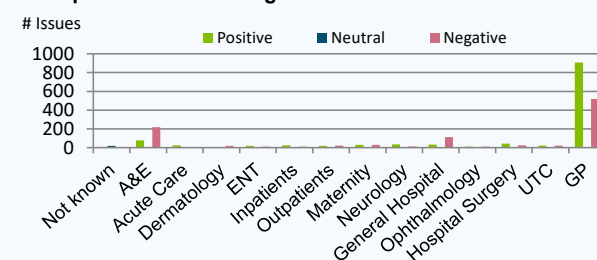
## 9.2 Top Services: City of London



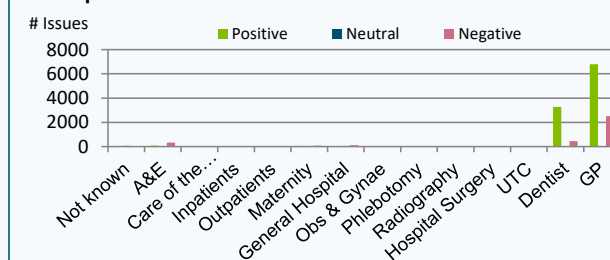
## 9.3 Top Services: Hackney



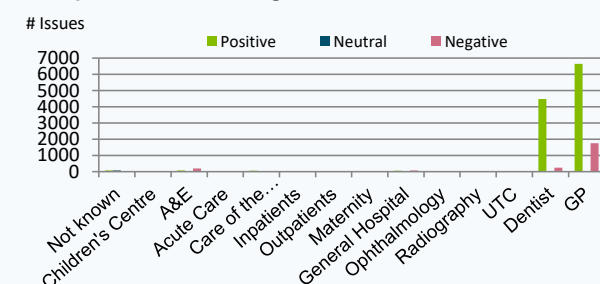
## 9.4 Top Services: Havering



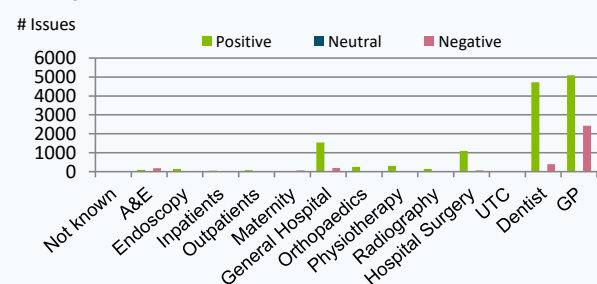
## 9.5 Top Services: Newham



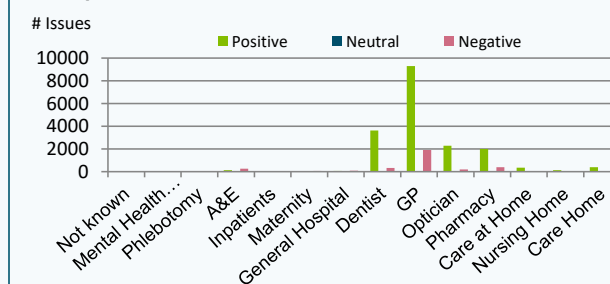
## 9.6 Top Services: Redbridge



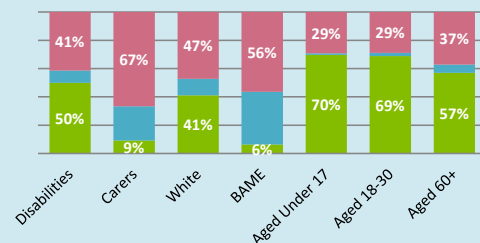
## 9.7 Top Services: Tower Hamlets



## 9.8 Top Services: Waltham Forest



## 10.1 Sentiment by Equalities: Overall



## 11. Data Table: Number of issues



	Issue Name	Descriptor	# Issues		
			Positive	Neutral	Negative
Patients/Carers	Advice/Information	Communication, including access to advice and information.	4214	29	1144
	Carer Involvement	Involvement or influence of carers and family members.	416	3	85
	Peer Involvement	Involvement or Influence of friends.	9	2	0
	General Comment	A generalised statement (ie; "The doctor was good.")	2193	19	275
	User Involvement	Involvement or influence of the service user.	6211	39	978
Systems	Administration	Administrative processes and delivery.	307	1	872
	Admission	Physical admission to a hospital ward, or other service.	7	1	38
	Booking	Ability to book, reschedule or cancel appointments.	1658	15	1284
	Cancellations	Cancellation of appointment by the service provider.	1	0	187
	Data Protection	General data protection (including GDPR).	1	2	30
	Referral	Referral to a service.	348	30	168
	Medical Records	Management of medical records.	14	7	55
	Medication	Prescription and management of medicines.	231	2	317
	Opening Times	Opening times of a service.	38	0	44
	Planning	Leadership and general organisation.	357	40	268
	Registration	Ability to register for a service.	71	16	113
	Support	Levels of support provided.	13153	32	2439
	Telephone	Ability to contact a service by telephone.	77	1	543
	Timing	Physical timing (ie; length of wait at appointments).	1773	10	898
	Waiting List	Length of wait while on a list.	1655	27	1440
Values	Choice	General choice.	226	3	112
	Cost	General cost.	204	14	222
	Language	Language, including terminology.	46	0	47
	Nutrition	Provision of sustenance.	87	3	36
	Privacy	Privacy, personal space and property.	22	2	57
	Quality	General quality of a service, or staff.	15229	27	1703
	Sensory	Deaf/blind or other sensory issues.	13	0	11
	Stimulation	General stimulation, including access to activities.	99	2	8

## 11. Data Table: Number of issues



	Issue Name	Descriptor	# Issues		
			Positive	Neutral	Negative
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	137	10	28
	Environment/Layout	<i>Physical environment of a service.</i>	512	2	167
	Equipment	<i>General equipment issues.</i>	78	2	40
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	6	3	58
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	454	3	84
	Mobility	<i>Physical mobility to, from and within services.</i>	36	0	24
	Travel/Parking	<i>Ability to travel or park.</i>	30	2	25
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	1	2	162
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	3	3	122
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	20134	32	2671
	Complaints	<i>Ability to log and resolve a complaint.</i>	20	1	102
	Staff Training	<i>Training of staff.</i>	157	4	285
	Staffing Levels	<i>General availability of staff.</i>	10	3	114
Total:			70238	394	17256
Total Issues:			87888		

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.

