

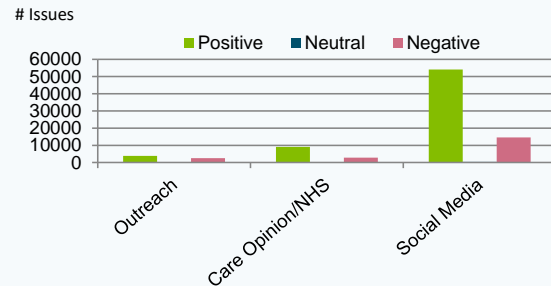
Health and Care Services in North East London (NEL)

Qualitative Feedback, 1 April 2024 - 31 March 2025

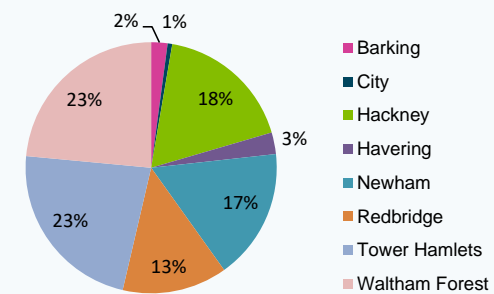
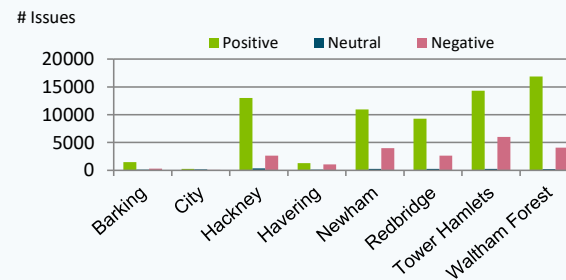
Community Insight
Analysis



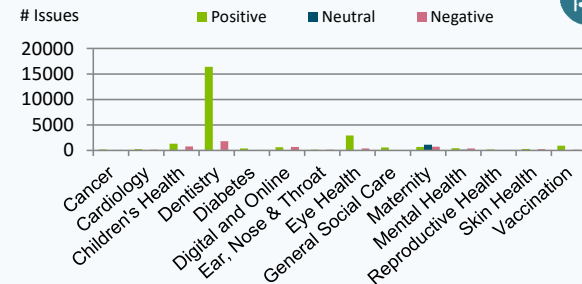
1. Top Source: 90101 issues from 22163 people



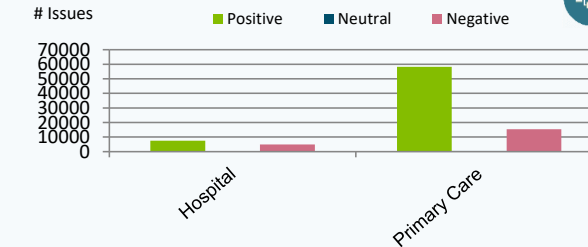
2. Feedback by Borough



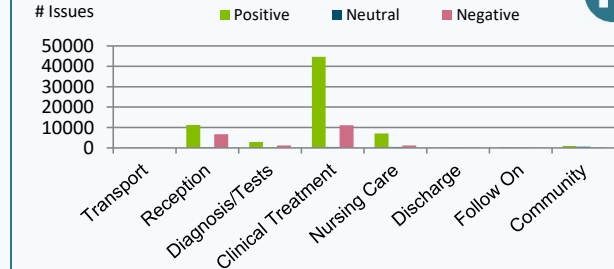
3. Top Conditions/Topics



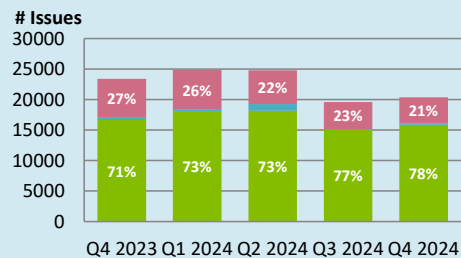
4. Service Sector



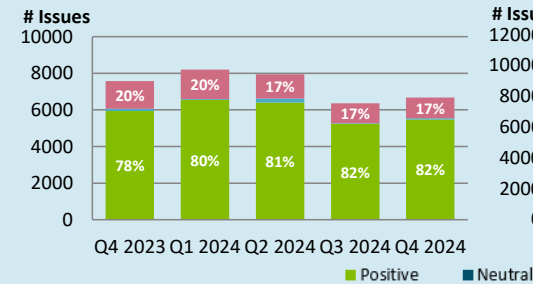
5. Clinical Care Pathway



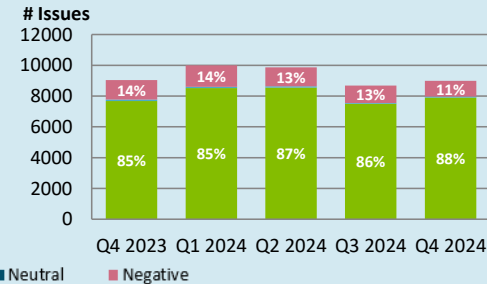
6.1 Timeline: Overall Sentiment



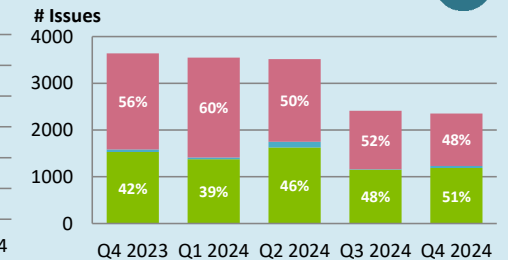
6.2 Timeline: User Involvement



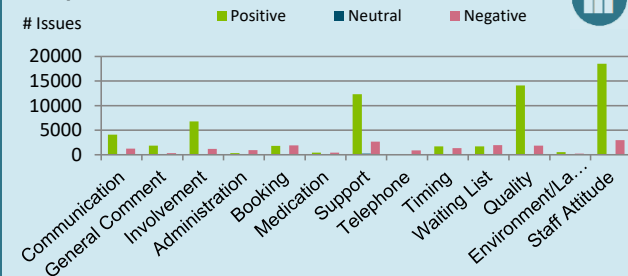
6.3 Timeline: Quality



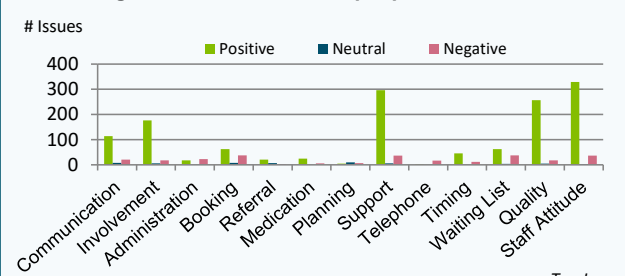
6.4 Timeline: Access



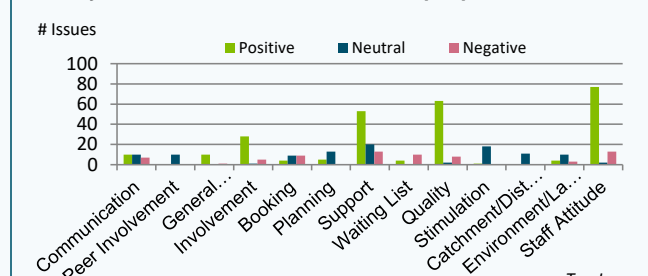
7. Top Issues



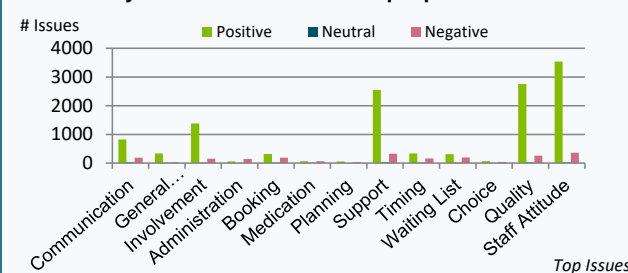
7.1 Barking: 1898 issues from 408 people



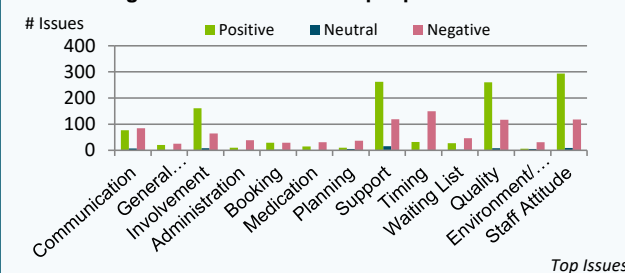
7.2 City of London: 535 issues from 128 people



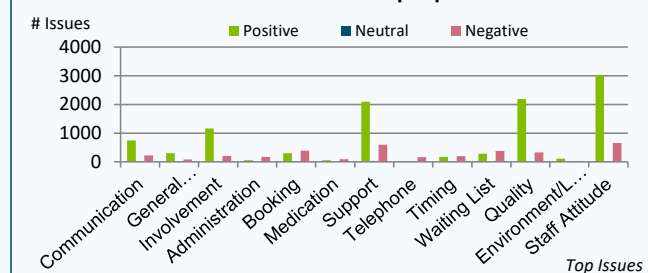
7.3 Hackney: 16010 issues from 3706 people



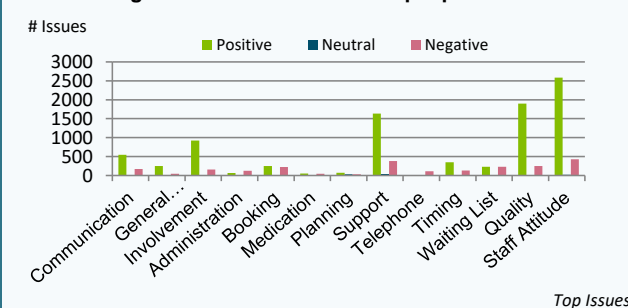
7.4 Havering: 2511 issues from 599 people



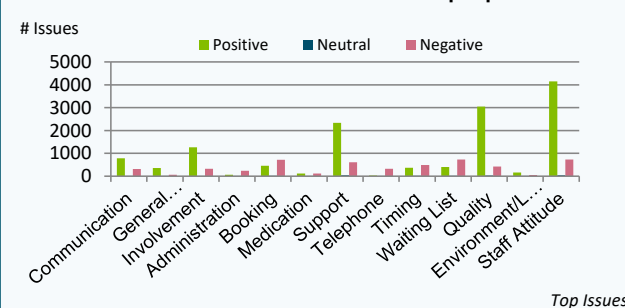
7.5 Newham: 15202 issues from 3672 people



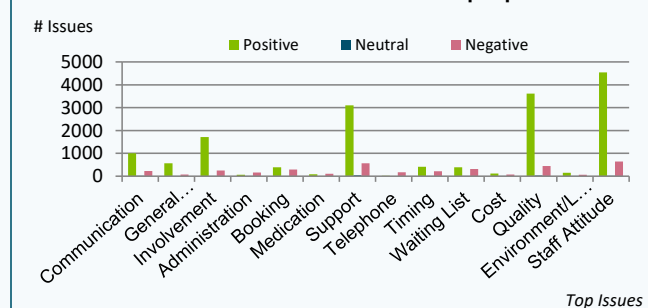
7.6 Redbridge: 12180 issues from 3004 people



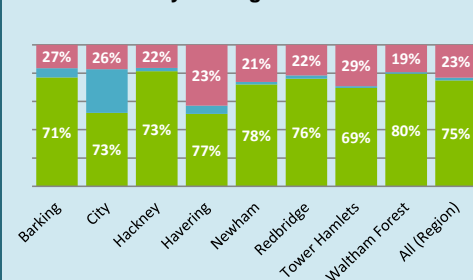
7.7 Tower Hamlets: 20583 issues from 5261 people



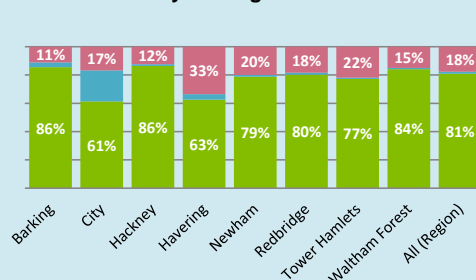
7.8 Waltham Forest: 21185 issues from 5385 people



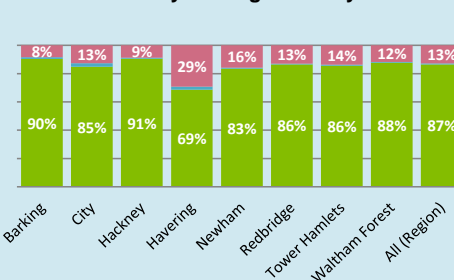
8.1 Sentiment by Borough: Overall



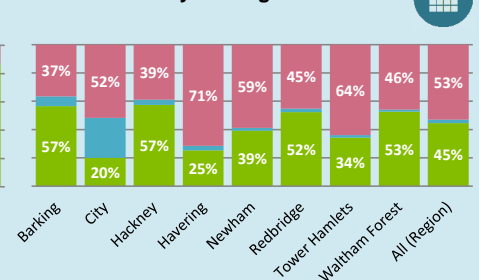
8.2 Sentiment by Borough: Involvement



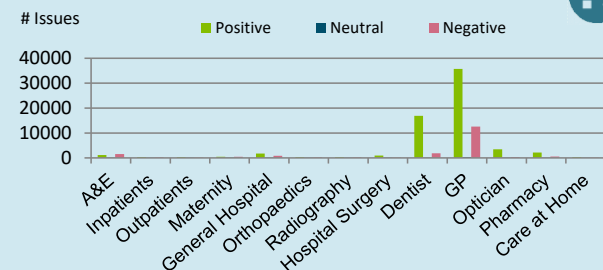
8.3 Sentiment by Borough: Quality



8.4 Sentiment by Borough: Access



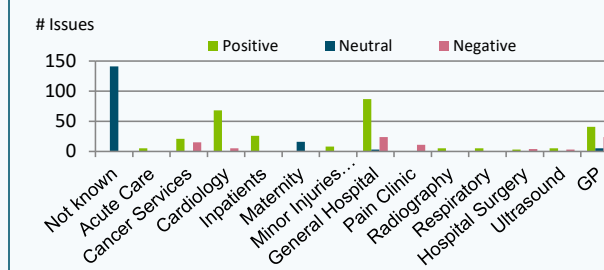
9. Top Services



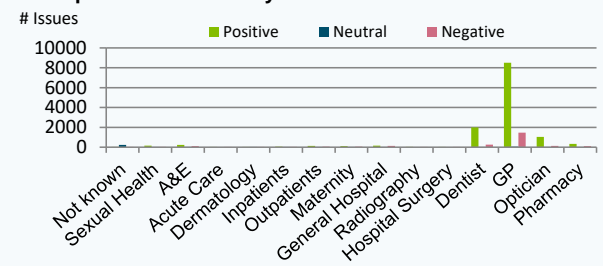
9.1 Top Services: Barking



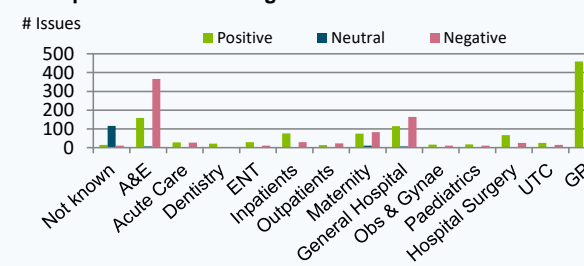
9.2 Top Services: City of London



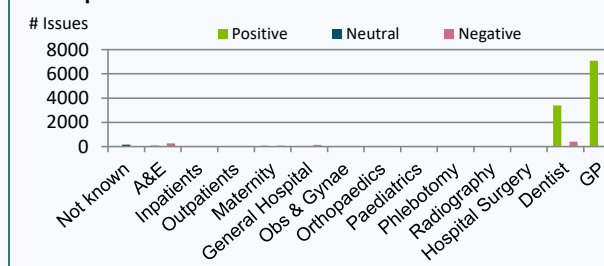
9.3 Top Services: Hackney



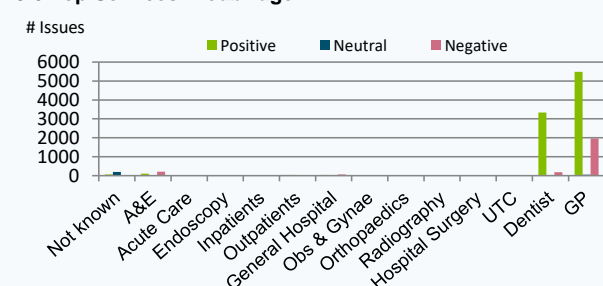
9.4 Top Services: Havering



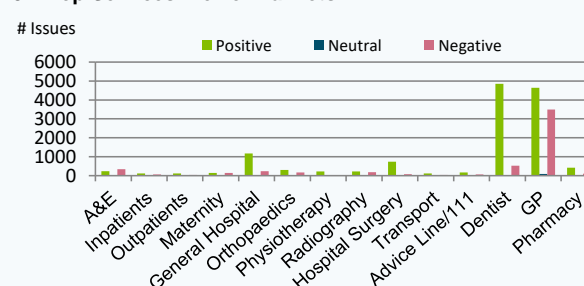
9.5 Top Services: Newham



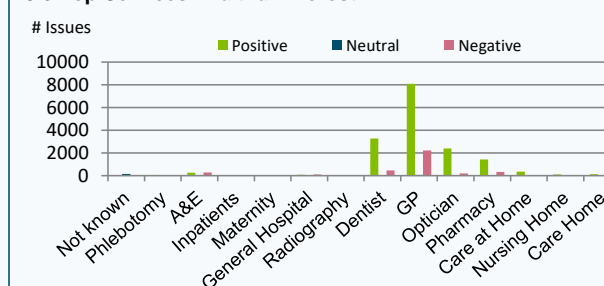
9.6 Top Services: Redbridge



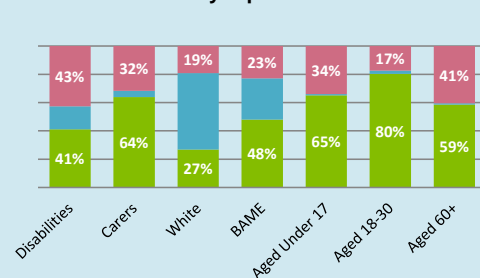
9.7 Top Services: Tower Hamlets



9.8 Top Services: Waltham Forest



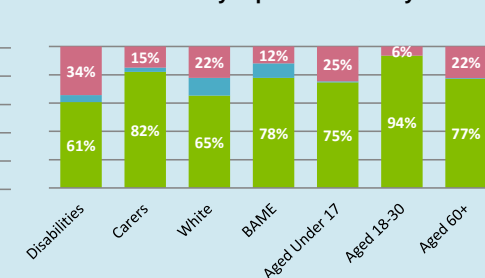
10.1 Sentiment by Equalities: Overall



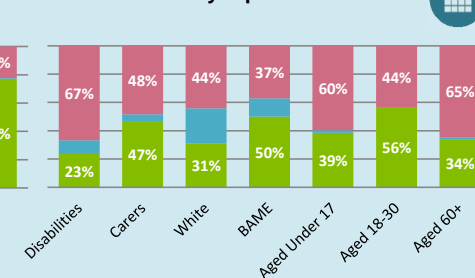
10.2 Sentiment by Equalities: Involvement



10.3 Sentiment by Equalities: Quality



10.4 Sentiment by Equalities: Access



11. Data Table: Number of issues



	Issue Name	Descriptor	# Issues		
			Positive	Neutral	Negative
Patients/Carers	Advice/Information	Communication, including access to advice and information.	4102	87	1239
	Carer Involvement	Involvement or influence of carers and family members.	477	26	94
	Peer Involvement	Involvement or Influence of friends.	8	63	1
	General Comment	A generalised statement (ie; "The doctor was good.")	1853	36	314
	User Involvement	Involvement or influence of the service user.	6808	63	1175
Systems	Administration	Administrative processes and delivery.	338	10	918
	Admission	Physical admission to a hospital ward, or other service.	13	11	48
	Booking	Ability to book, reschedule or cancel appointments.	1816	96	1894
	Cancellations	Cancellation of appointment by the service provider.	0	0	189
	Data Protection	General data protection (including GDPR).	2	1	34
	Referral	Referral to a service.	329	90	173
	Medical Records	Management of medical records.	11	10	69
	Medication	Prescription and management of medicines.	418	11	456
	Opening Times	Opening times of a service.	53	14	64
	Planning	Leadership and general organisation.	336	88	249
	Registration	Ability to register for a service.	73	60	151
	Support	Levels of support provided.	12327	223	2646
	Telephone	Ability to contact a service by telephone.	108	15	874
	Timing	Physical timing (ie; length of wait at appointments).	1710	49	1364
	Waiting List	Length of wait while on a list.	1706	59	1938
Values	Choice	General choice.	285	27	269
	Cost	General cost.	221	48	259
	Language	Language, including terminology.	54	22	59
	Nutrition	Provision of sustenance.	80	16	56
	Privacy	Privacy, personal space and property.	15	2	58
	Quality	General quality of a service, or staff.	14076	136	1843
	Sensory	Deaf/blind or other sensory issues.	13	5	11
	Stimulation	General stimulation, including access to activities.	91	80	12

11. Data Table: Number of issues



	Issue Name	Descriptor	# Issues		
			Positive	Neutral	Negative
Environment	Catchment/Distance	Distance to a service (and catchment area for eligibility).	235	64	40
	Environment/Layout	Physical environment of a service.	558	35	231
	Equipment	General equipment issues.	97	10	57
	Hazard	General hazard to safety (ie; a hospital wide infection).	7	10	55
	Hygiene	Levels of hygiene and general cleanliness.	447	3	76
	Mobility	Physical mobility to, from and within services.	27	3	50
	Travel/Parking	Ability to travel or park.	22	5	44
Staff	Omission	General omission (ie; transport did not arrive).	2	24	202
	Security/Conduct	General security of a service, including conduct of staff.	8	38	110
	Staff Attitude	Attitude, compassion and empathy of staff.	18539	134	2975
	Complaints	Ability to log and resolve a complaint.	23	35	120
	Staff Training	Training of staff.	125	63	250
	Staffing Levels	General availability of staff.	4	77	168
Total:			67417	1849	20835
Total Issues:			90101		

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.

