

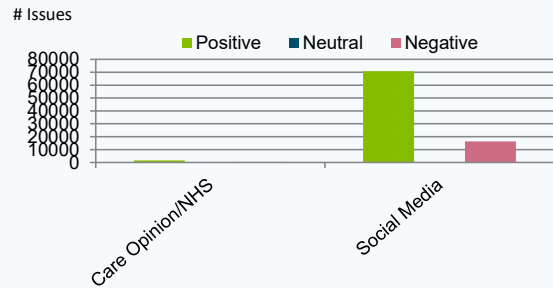
# Health and Care Services in North East London (NEL)

Community Insight Analysis

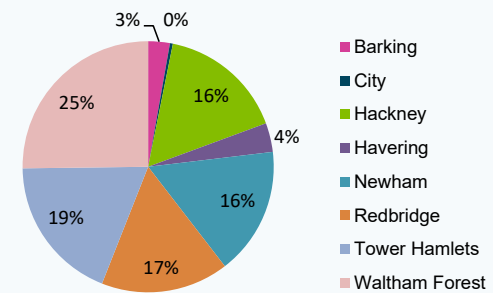
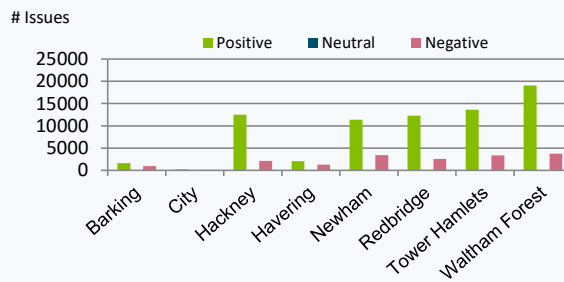


Qualitative Feedback, 1 April 2025 - 31 March 2026

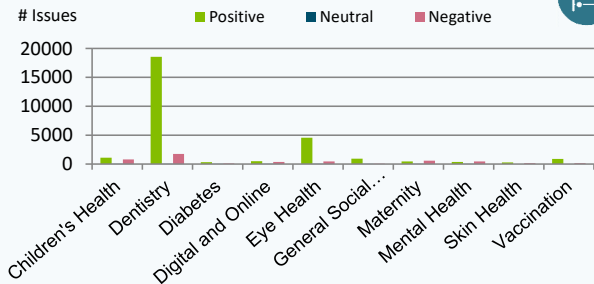
## 1. Top Source: 90445 issues from 23662 people



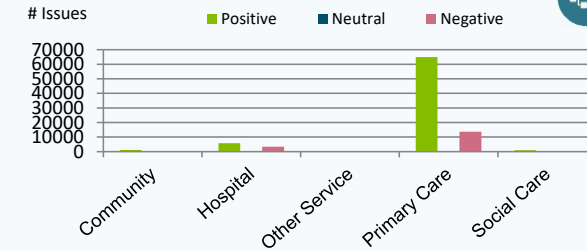
## 2. Feedback by Borough



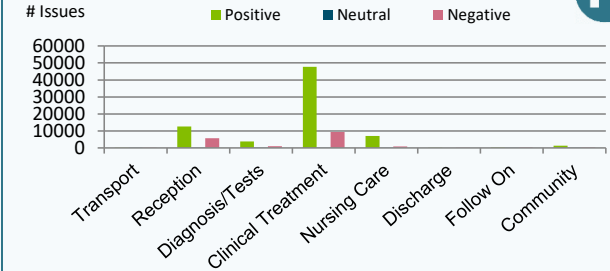
## 3. Top Conditions/Topics



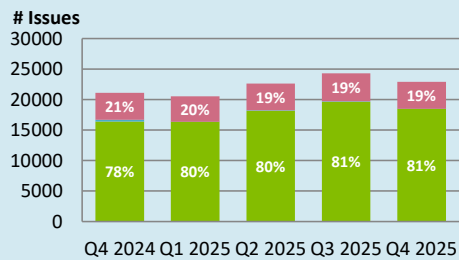
## 4. Service Sector



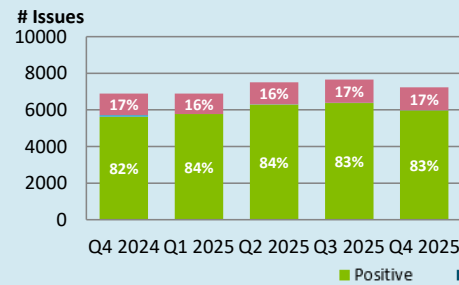
## 5. Clinical Care Pathway



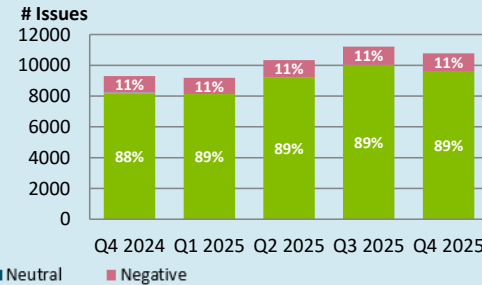
## 6.1 Timeline: Overall Sentiment



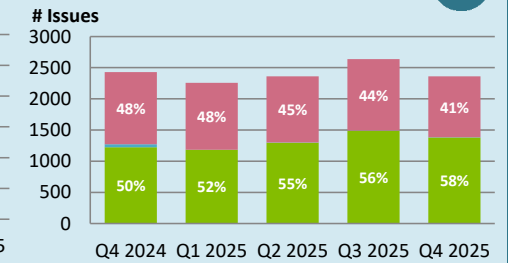
## 6.2 Timeline: User Involvement



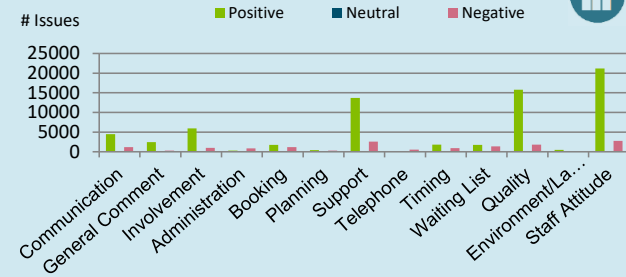
## 6.3 Timeline: Quality



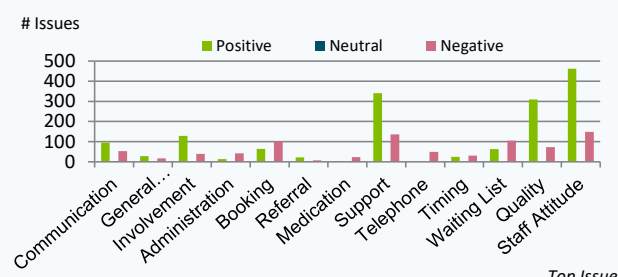
## 6.4 Timeline: Access



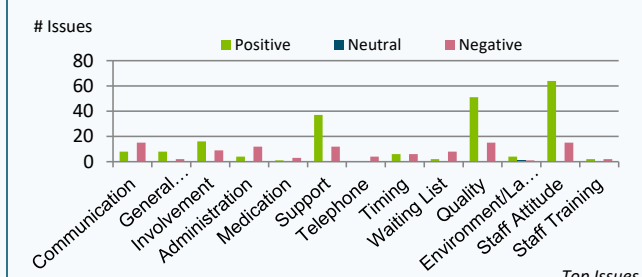
### 7. Top Issues



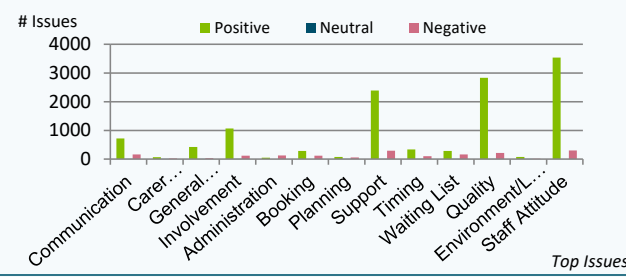
### 7.1 Barking: 2523 issues from 625 people



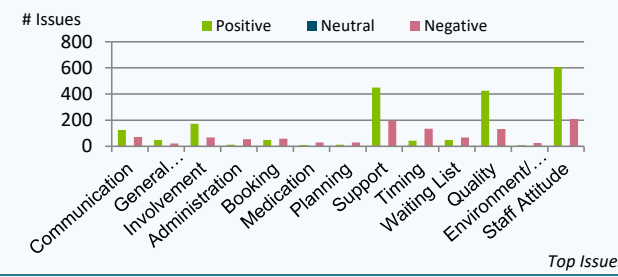
### 7.2 City of London: 339 issues from 83 people



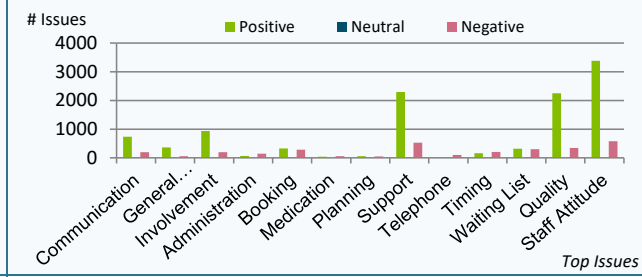
### 7.3 Hackney: 14660 issues from 3790 people



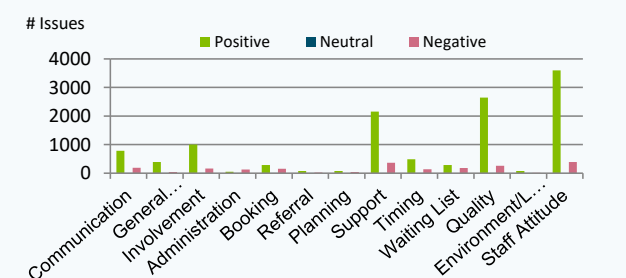
### 7.4 Havering: 3375 issues from 847 people



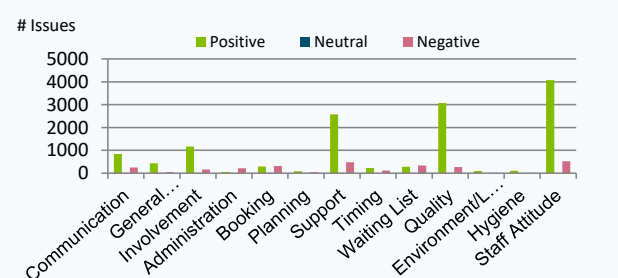
### 7.5 Newham: 14868 issues from 3827 people



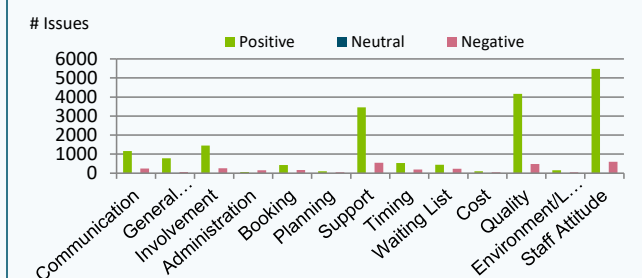
### 7.6 Redbridge: 14877 issues from 3907 people



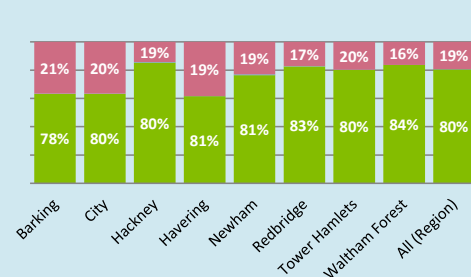
### 7.7 Tower Hamlets: 17016 issues from 4276 people



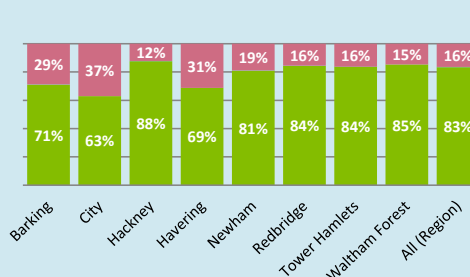
### 7.8 Waltham Forest: 22792 issues from 6307 people



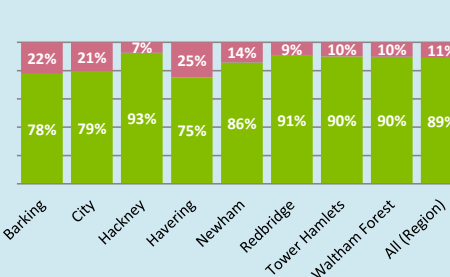
### 8.1 Sentiment by Borough: Overall



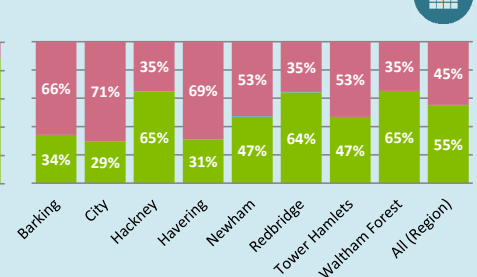
### 8.2 Sentiment by Borough: Involvement

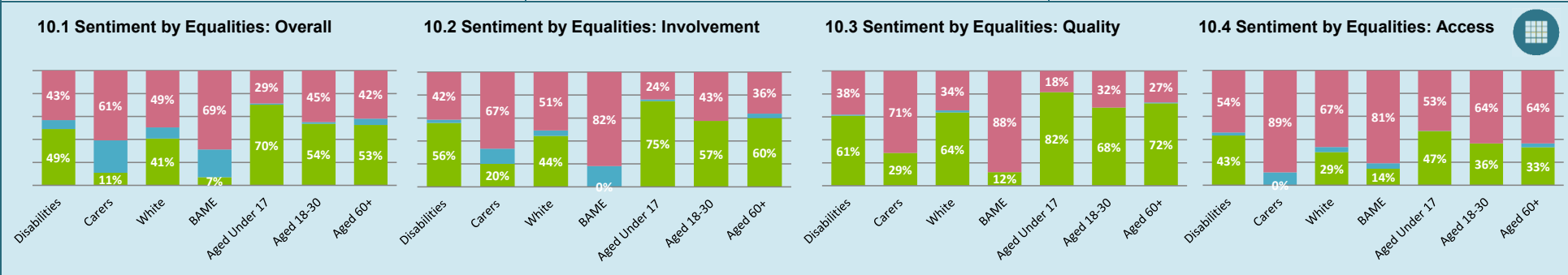
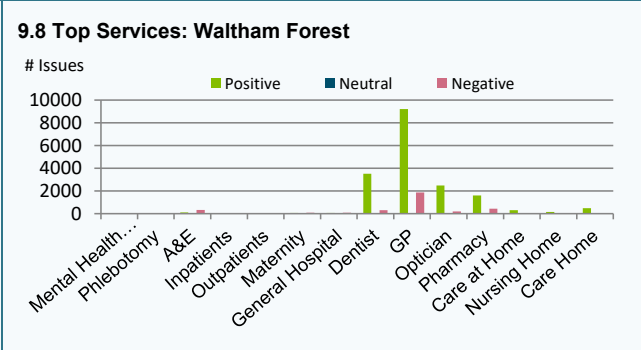
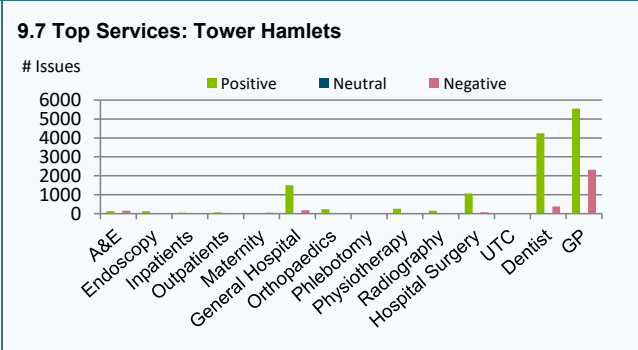
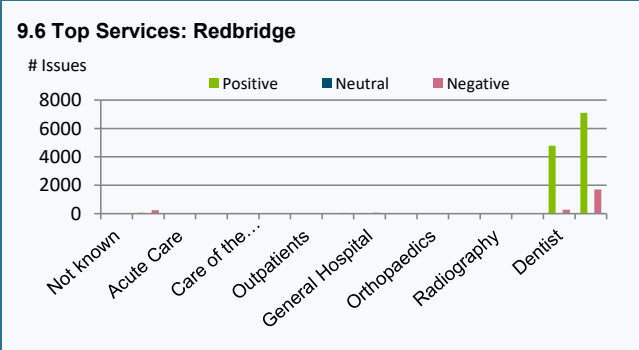
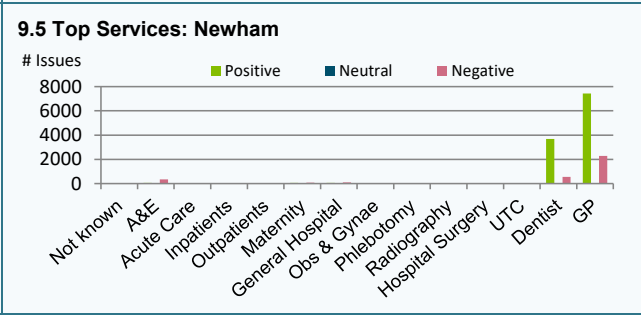
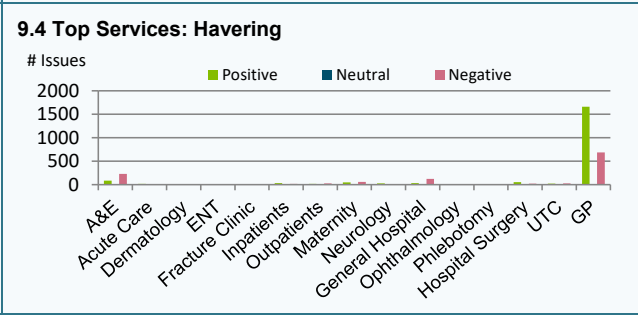
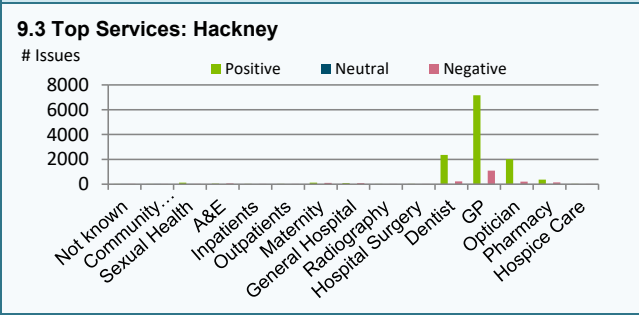
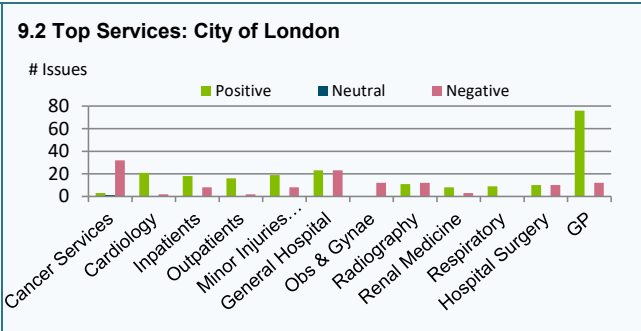
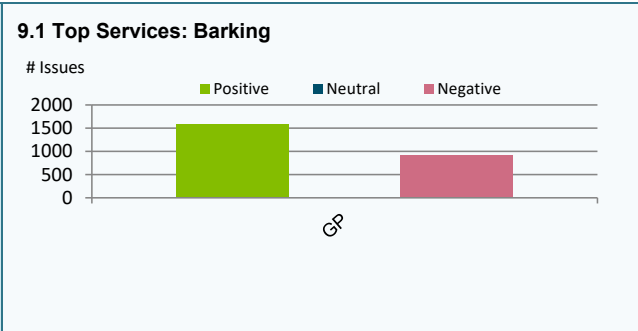
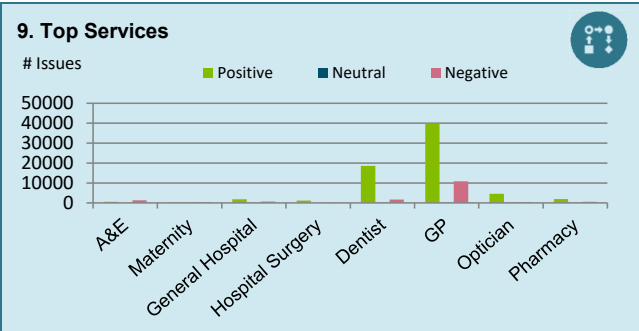


### 8.3 Sentiment by Borough: Quality



### 8.4 Sentiment by Borough: Access





## 11. Data Table: Number of issues



	Issue Name	Descriptor	# Issues		
			Positive	Neutral	Negative
Patients/Carers	Advice/Information	<i>Communication, including access to advice and information.</i>	4458	12	1180
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	430	7	89
	Peer Involvement	<i>Involvement or Influence of friends.</i>	14	1	1
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	2477	18	276
	User Involvement	<i>Involvement or influence of the service user.</i>	5933	8	1015
Systems	Administration	<i>Administrative processes and delivery.</i>	316	2	875
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	6	0	40
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	1731	2	1207
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	1	0	171
	Data Protection	<i>General data protection (including GDPR).</i>	0	1	33
	Referral	<i>Referral to a service.</i>	358	12	172
	Medical Records	<i>Management of medical records.</i>	14	5	58
	Medication	<i>Prescription and management of medicines.</i>	229	2	329
	Opening Times	<i>Opening times of a service.</i>	39	0	44
	Planning	<i>Leadership and general organisation.</i>	411	8	289
	Registration	<i>Ability to register for a service.</i>	69	8	124
	Support	<i>Levels of support provided.</i>	13705	8	2554
	Telephone	<i>Ability to contact a service by telephone.</i>	76	1	510
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	1815	4	940
Waiting List	<i>Length of wait while on a list.</i>	1720	3	1391	
Values	Choice	<i>General choice.</i>	213	2	124
	Cost	<i>General cost.</i>	186	0	216
	Language	<i>Language, including terminology.</i>	54	0	53
	Nutrition	<i>Provision of sustenance.</i>	80	2	36
	Privacy	<i>Privacy, personal space and property.</i>	18	2	48
	Quality	<i>General quality of a service, or staff.</i>	15756	2	1796
	Sensory	<i>Deaf/blind or other sensory issues.</i>	11	0	9
	Stimulation	<i>General stimulation, including access to activities.</i>	104	2	12

## 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>	100	6	24
	Environment/Layout	<i>Physical environment of a service.</i>	469	4	148
	Equipment	<i>General equipment issues.</i>	69	0	43
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	4	2	42
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	444	0	83
	Mobility	<i>Physical mobility to, from and within services.</i>	36	0	22
	Travel/Parking	<i>Ability to travel or park.</i>	25	3	36
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	169
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	3	5	121
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	21194	2	2773
	Complaints	<i>Ability to log and resolve a complaint.</i>	19	1	93
	Staff Training	<i>Training of staff.</i>	173	3	292
	Staffing Levels	<i>General availability of staff.</i>	9	2	98
<b>Total:</b>			<b>72769</b>	<b>140</b>	<b>17536</b>
<b>Total Issues:</b>			<b>90445</b>		

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.

