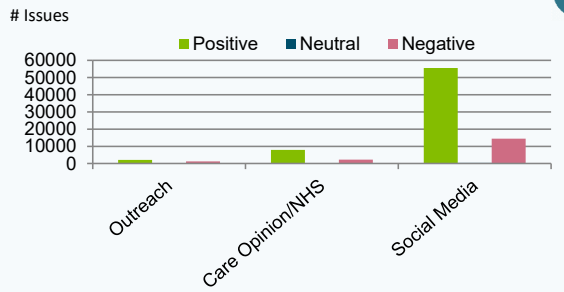
# Health and Care Services in North East London (NEL)

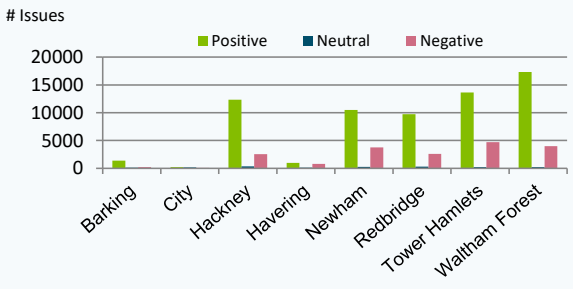
*Qualitative Feedback, 1 July 2024 - 30 June 2025*

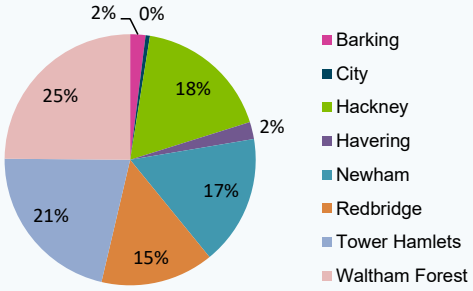
**Community Insight Analysis**

### 1. Top Source: 86515 issues from 21629 people

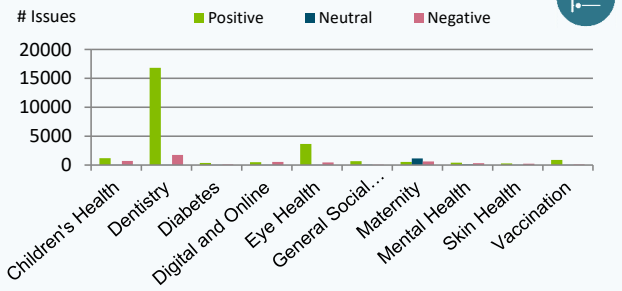



### 2. Feedback by Borough

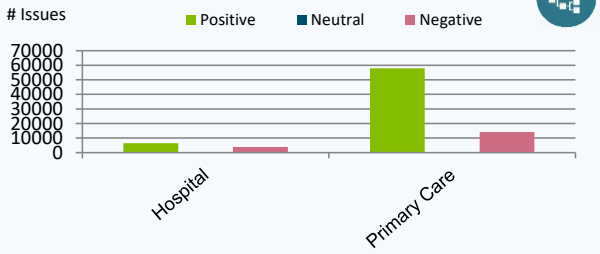


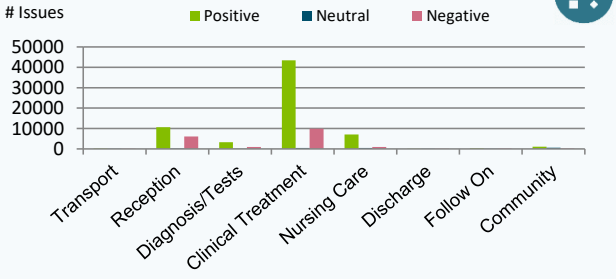

### 3. Top Conditions/Topics



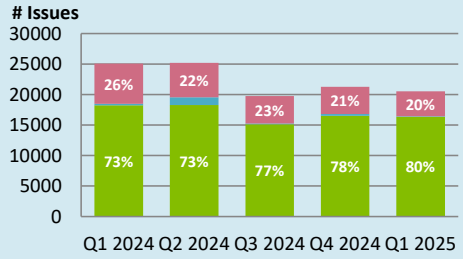

### 4. Service Sector



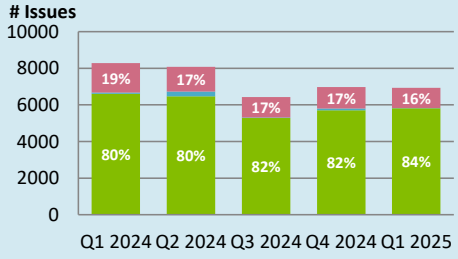

### 5. Clinical Care Pathway



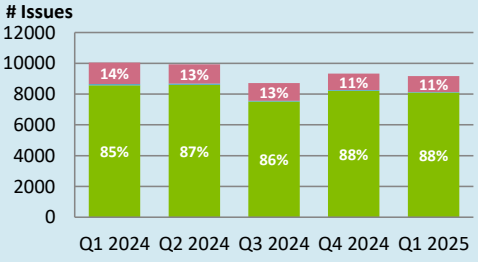

### 6.1 Timeline: Overall Sentiment



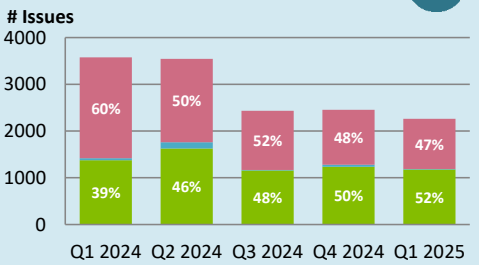

### 6.2 Timeline: User Involvement




### 6.3 Timeline: Quality

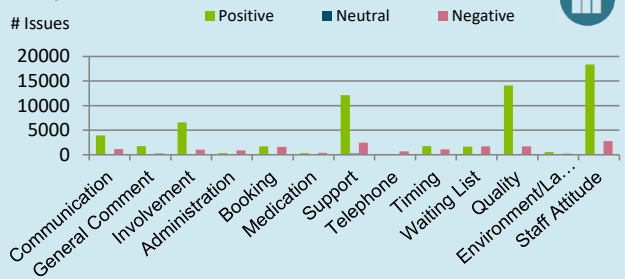



### 6.4 Timeline: Access

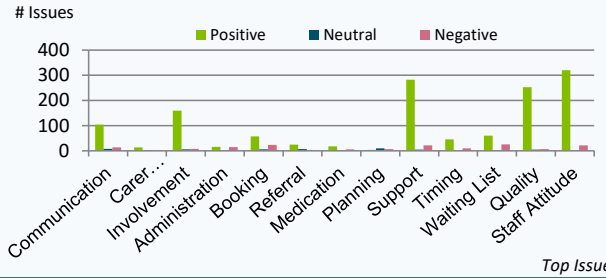



Positive Neutral Negative

## 7. Top Issues

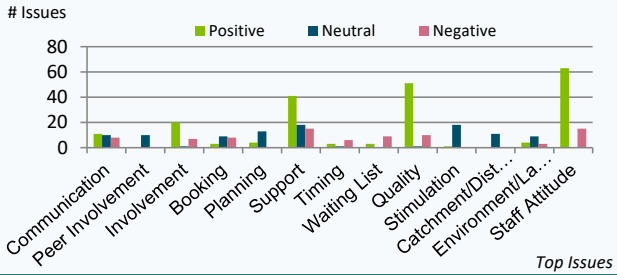



## 7.1 Barking: 1708 issues from 378 people



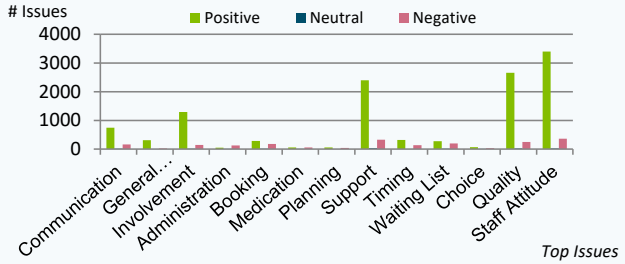

*Top Issues*

## 7.2 City of London: 482 issues from 120 people



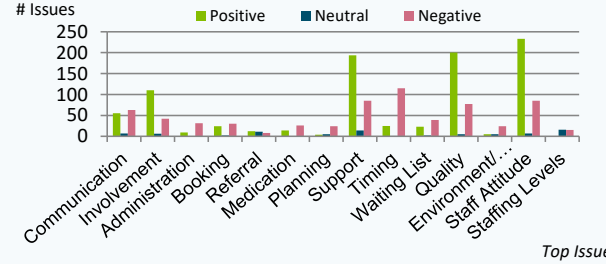

*Top Issues*

## 7.3 Hackney: 15239 issues from 3602 people



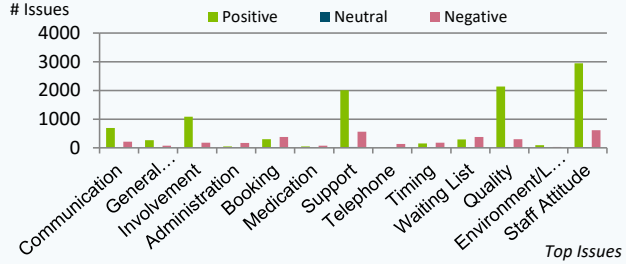

*Top Issues*

## 7.4 Havering: 1908 issues from 464 people



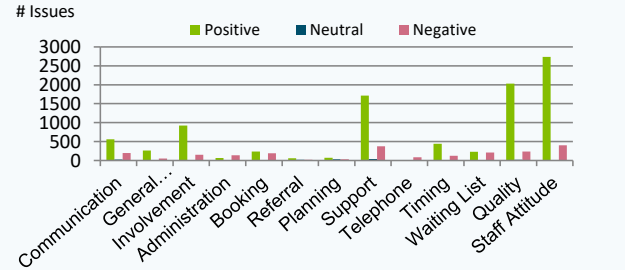

*Top Issues*

## 7.5 Newham: 14497 issues from 3521 people



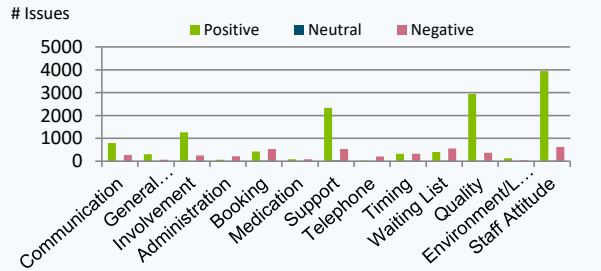

*Top Issues*

## 7.6 Redbridge: 12601 issues from 3193 people



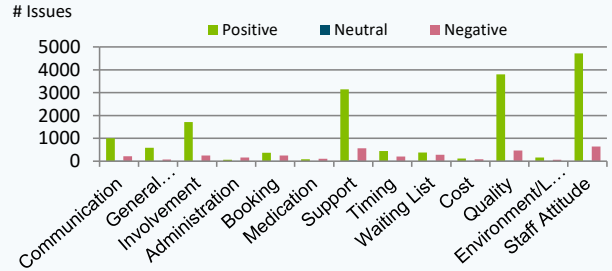

*Top Issues*

## 7.7 Tower Hamlets: 18567 issues from 4744 people



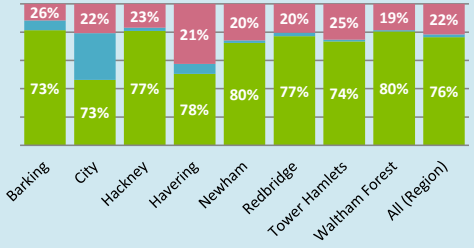

*Top Issues*

## 7.8 Waltham Forest: 21516 issues from 5607 people

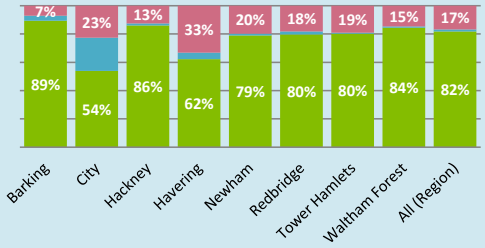



*Top Issues*

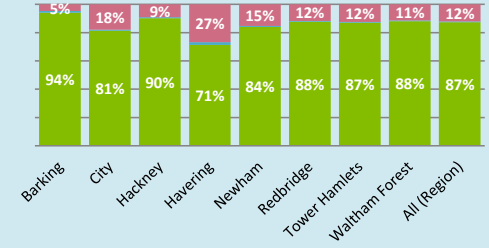
## 8.1 Sentiment by Borough: Overall



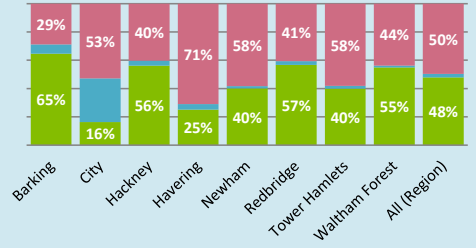

## 8.2 Sentiment by Borough: Involvement



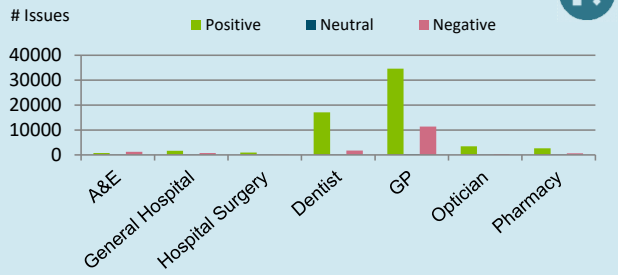

## 8.3 Sentiment by Borough: Quality



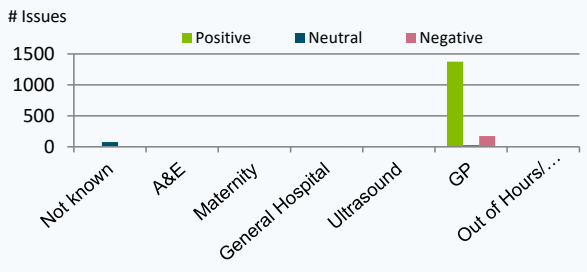

## 8.4 Sentiment by Borough: Access



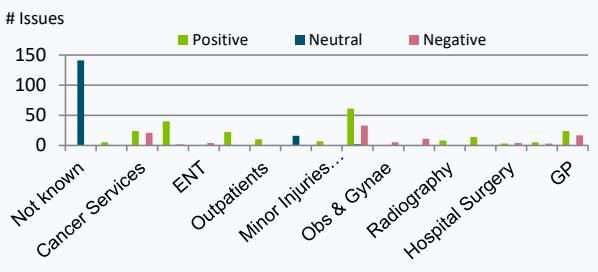
## 9. Top Services



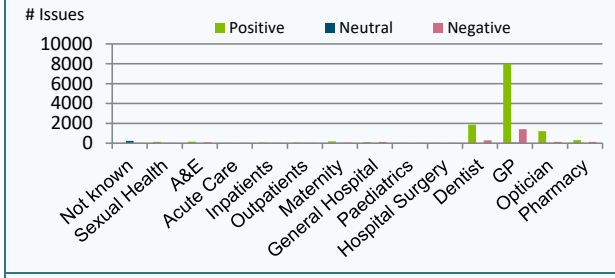

## 9.1 Top Services: Barking



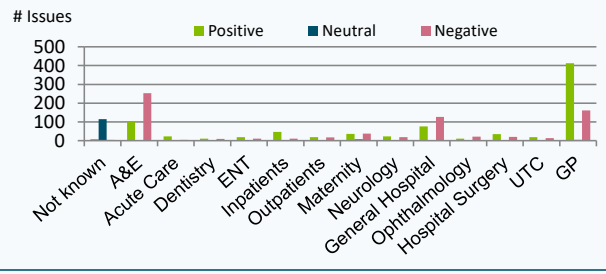

## 9.2 Top Services: City of London



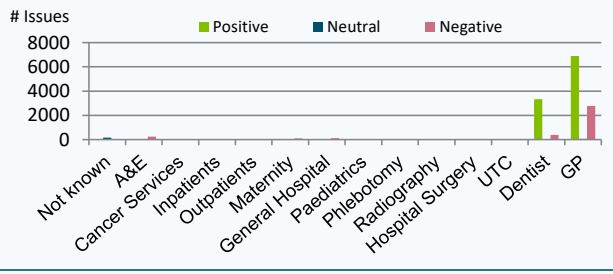

## 9.3 Top Services: Hackney



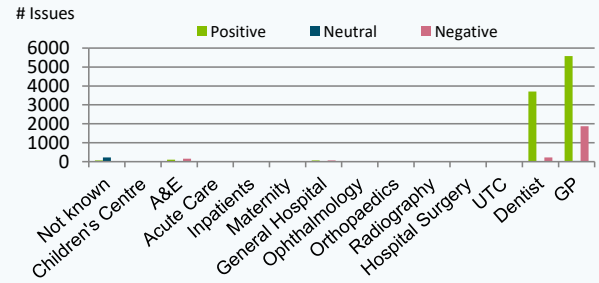

## 9.4 Top Services: Havering



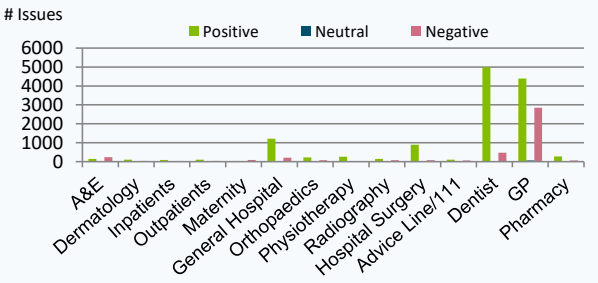

## 9.5 Top Services: Newham



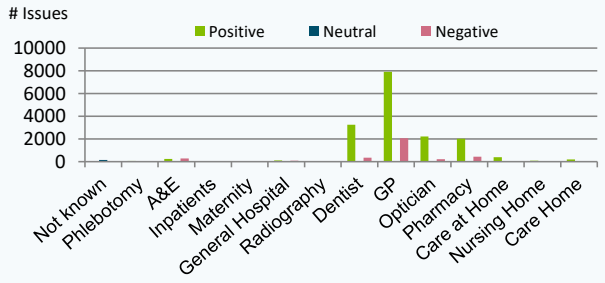

## 9.6 Top Services: Redbridge



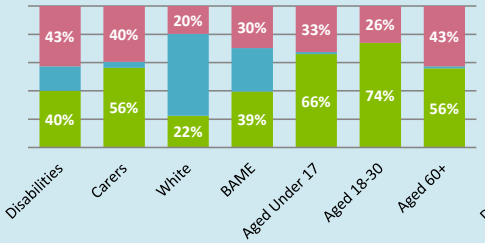

## 9.7 Top Services: Tower Hamlets



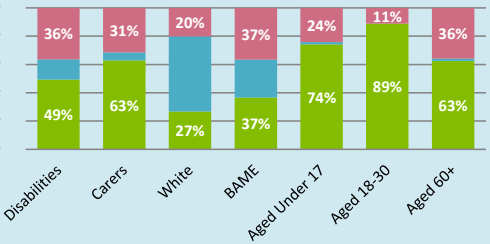

## 9.8 Top Services: Waltham Forest



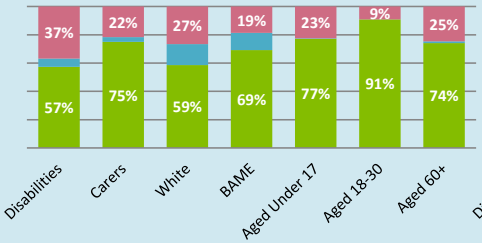

## 10.1 Sentiment by Equalities: Overall



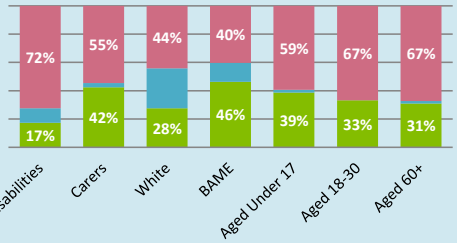

## 10.2 Sentiment by Equalities: Involvement




## 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.* | 3964 | 99 | 1133 |
| | Carer Involvement | *Involvement or influence of carers and family members.* | 424 | 30 | 87 |
| | Peer Involvement | *Involvement or Influence of friends.* | 4 | 62 | 1 |
| | General Comment | *A generalised statement (ie; "The doctor was good.")* | 1766 | 37 | 298 |
| | User Involvement | *Involvement or influence of the service user.* | 6570 | 63 | 1030 |
| Systems | Administration | *Administrative processes and delivery.* | 315 | 9 | 876 |
| | Admission | *Physical admission to a hospital ward, or other service.* | 7 | 11 | 40 |
| | Booking | *Ability to book, reschedule or cancel appointments.* | 1693 | 91 | 1594 |
| | Cancellations | *Cancellation of appointment by the service provider.* | 0 | 0 | 177 |
| | Data Protection | *General data protection (including GDPR).* | 1 | 1 | 33 |
| | Referral | *Referral to a service.* | 349 | 90 | 159 |
| | Medical Records | *Management of medical records.* | 14 | 9 | 58 |
| | Medication | *Prescription and management of medicines.* | 347 | 8 | 402 |
| | Opening Times | *Opening times of a service.* | 45 | 11 | 60 |
| | Planning | *Leadership and general organisation.* | 319 | 87 | 243 |
| | Registration | *Ability to register for a service.* | 72 | 64 | 159 |
| | Support | *Levels of support provided.* | 12119 | 207 | 2483 |
| | Telephone | *Ability to contact a service by telephone.* | 88 | 14 | 674 |
| | Timing | *Physical timing (ie; length of wait at appointments).* | 1750 | 36 | 1110 |
| | Waiting List | *Length of wait while on a list.* | 1659 | 51 | 1701 |
| Values | Choice | *General choice.* | 265 | 26 | 168 |
| | Cost | *General cost.* | 215 | 50 | 259 |
| | Language | *Language, including terminology.* | 46 | 22 | 53 |
| | Nutrition | *Provision of sustainance.* | 85 | 17 | 48 |
| | Privacy | *Privacy, personal space and property.* | 19 | 2 | 61 |
| | Quality | *General quality of a service, or staff.* | 14081 | 117 | 1714 |
| | Sensory | *Deaf/blind or other sensory issues.* | 9 | 3 | 11 |
| | Stimulation | *General stimulation, including access to activities.* | 94 | 78 | 11 |

## 11. Data Table: Number of issues

| | Issue Name | Descriptor | # Issues | | |
|---|---|---|---|---|---|
| | | | Positive | Neutral | Negative |
| Environment | Catchment/Distance | *Distance to a service (and catchment area for eligability).* | 170 | 65 | 40 |
| | Environment/Layout | *Physical environment of a service.* | 522 | 34 | 211 |
| | Equipment | *General equipment issues.* | 87 | 10 | 47 |
| | Hazard | *General hazard to safety (ie; a hospital wide infection).* | 6 | 10 | 49 |
| | Hygiene | *Levels of hygiene and general cleanliness.* | 412 | 3 | 69 |
| | Mobility | *Physical mobility to, from and within services.* | 32 | 2 | 36 |
| | Travel/Parking | *Ability to travel or park.* | 25 | 5 | 36 |
| Staff | Omission | *General omission (ie; transport did not arrive).* | 2 | 24 | 177 |
| | Security/Conduct | *General security of a service, including conduct of staff.* | 6 | 38 | 114 |
| | Staff Attitude | *Attitude, compassion and empathy of staff.* | 18347 | 107 | 2768 |
| | Complaints | *Ability to log and resolve a complaint.* | 24 | 36 | 112 |
| | Staff Training | *Training of staff.* | 116 | 61 | 237 |
| | Staffing Levels | *General availability of staff.* | 5 | 77 | 135 |
| | | **Total:** | **66074** | **1767** | **18674** |
| | | **Total Issues:** | **86515** | | |

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 qualitattive feedback, obtained from sources outlined in section 1.

LOCAL VOICE in North East London