

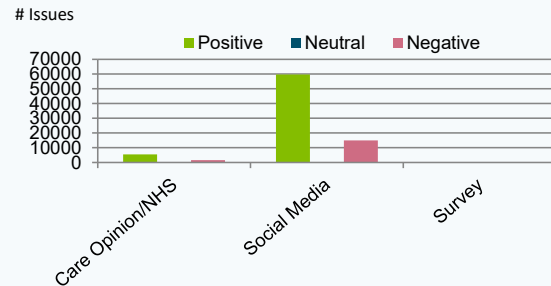
# Health and Care Services in North East London (NEL)

Qualitative Feedback, 1 October 2024 - 30 September 2025

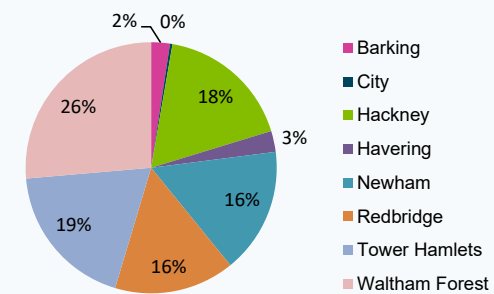
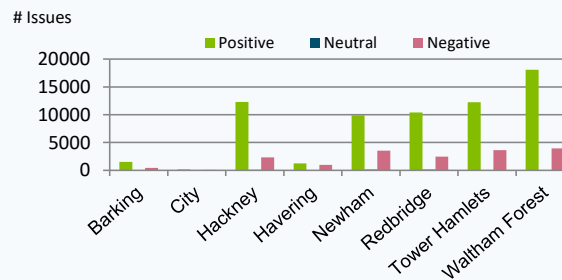
Community Insight  
Analysis



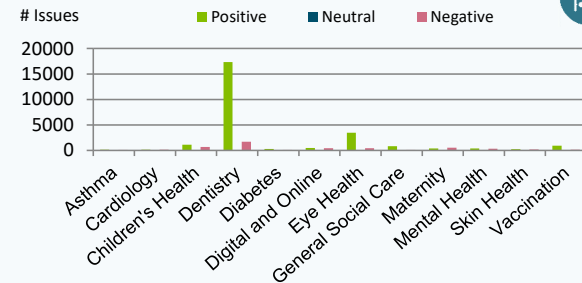
## 1. Top Source: 83744 issues from 20918 people



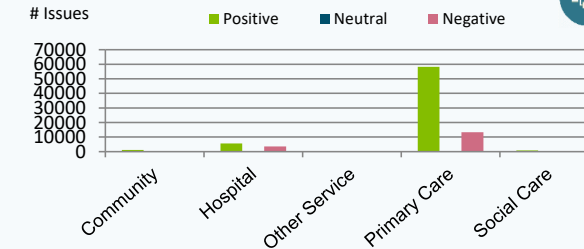
## 2. Feedback by Borough



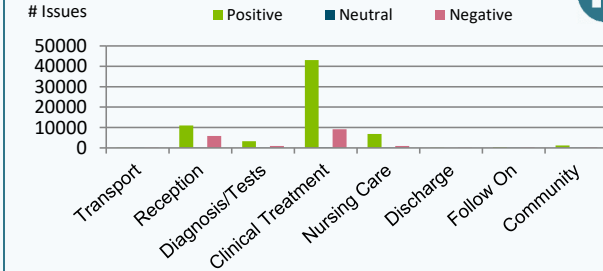
## 3. Top Conditions/Topics



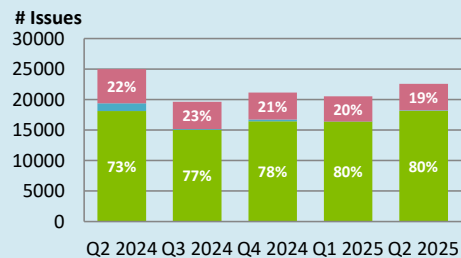
## 4. Service Sector



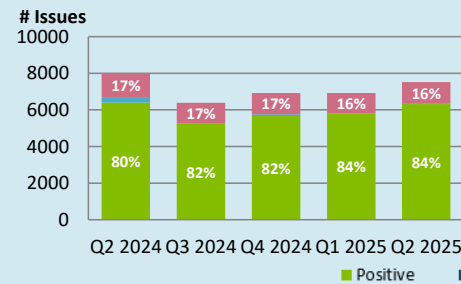
## 5. Clinical Care Pathway



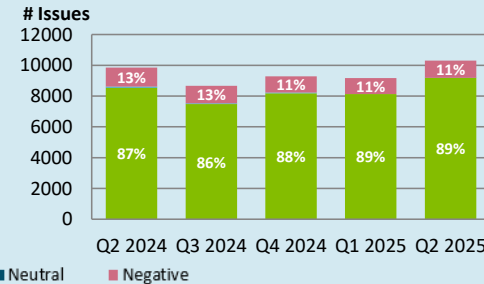
## 6.1 Timeline: Overall Sentiment



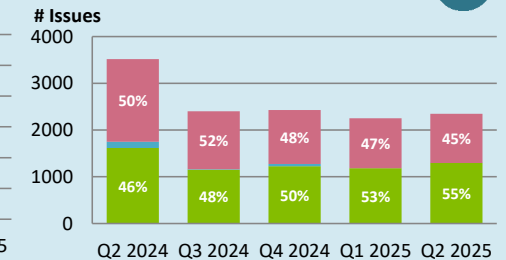
## 6.2 Timeline: User Involvement



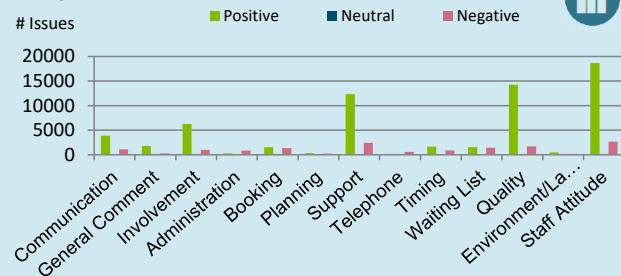
## 6.3 Timeline: Quality



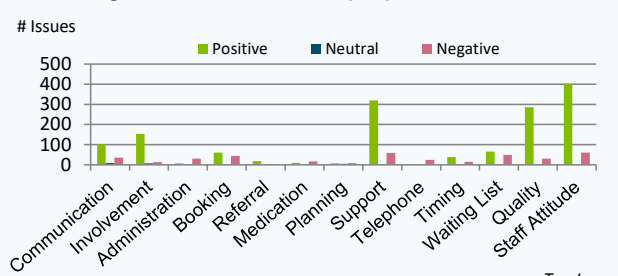
## 6.4 Timeline: Access



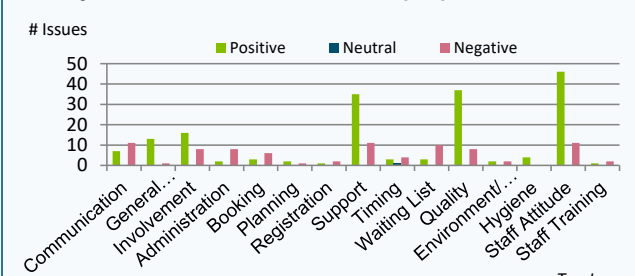
## 7. Top Issues



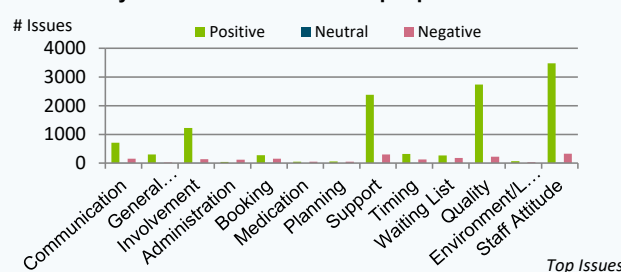
## 7.1 Barking: 2015 issues from 490 people



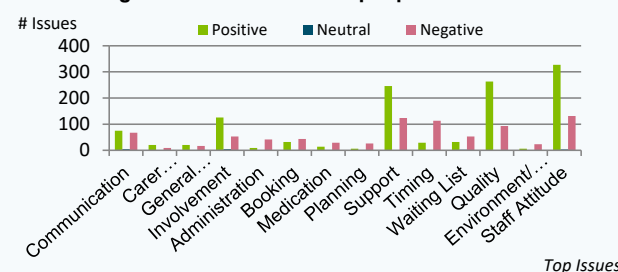
## 7.2 City of London: 269 issues from 68 people



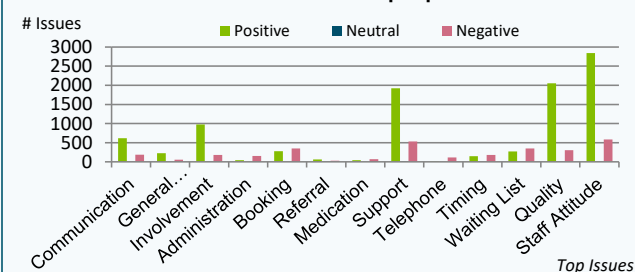
## 7.3 Hackney: 14695 issues from 3570 people



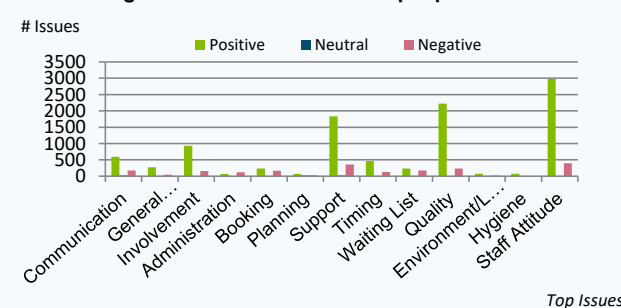
## 7.4 Havering: 2258 issues from 554 people



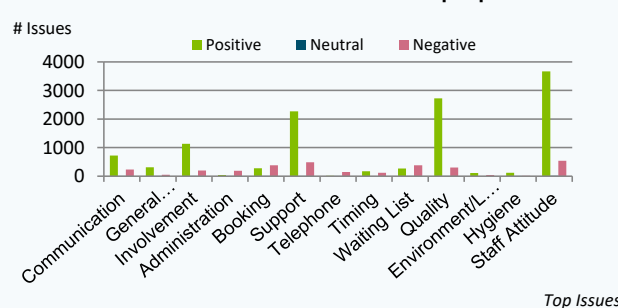
## 7.5 Newham: 13538 issues from 3308 people



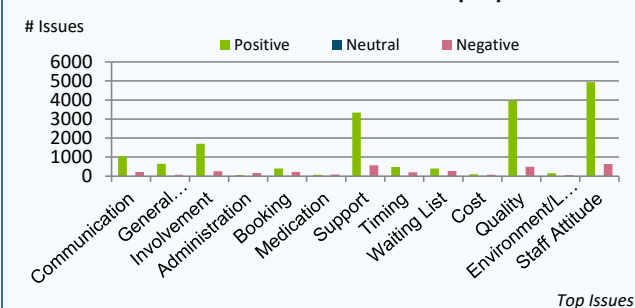
## 7.6 Redbridge: 12979 issues from 3318 people



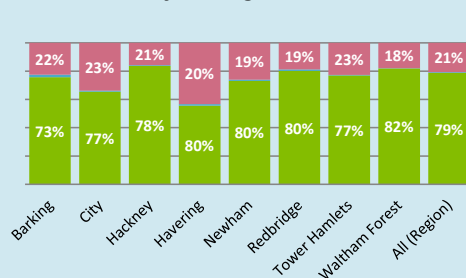
## 7.7 Tower Hamlets: 15909 issues from 3830 people



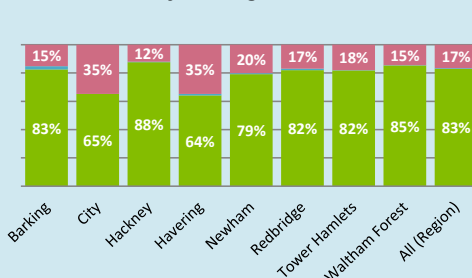
## 7.8 Waltham Forest: 22083 issues from 5780 people



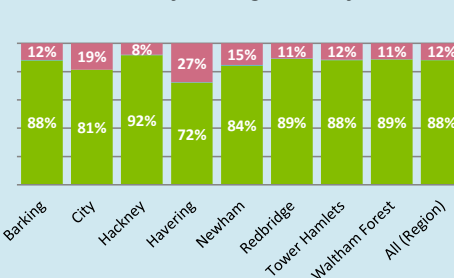
## 8.1 Sentiment by Borough: Overall



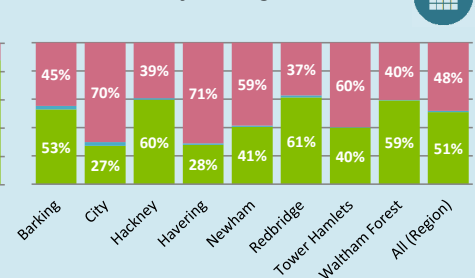
## 8.2 Sentiment by Borough: Involvement



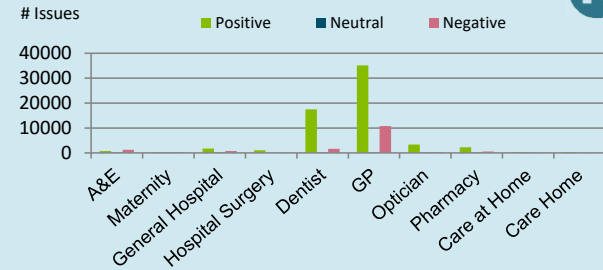
## 8.3 Sentiment by Borough: Quality



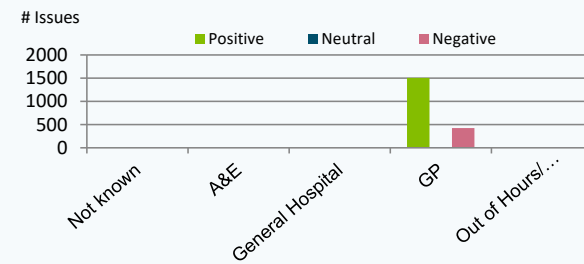
## 8.4 Sentiment by Borough: Access



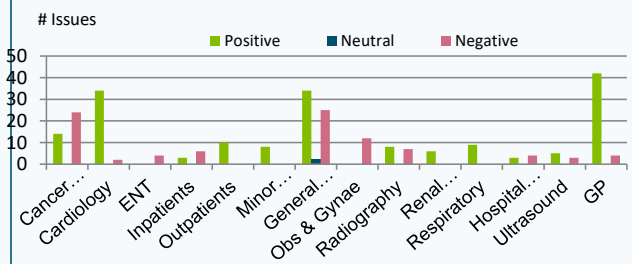
## 9. Top Services



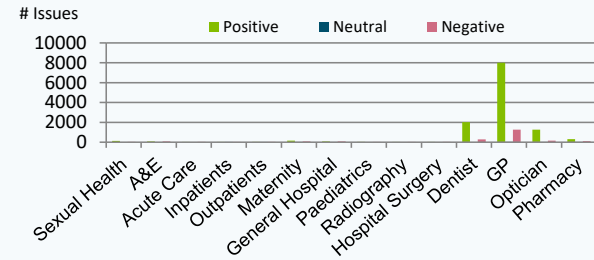
## 9.1 Top Services: Barking



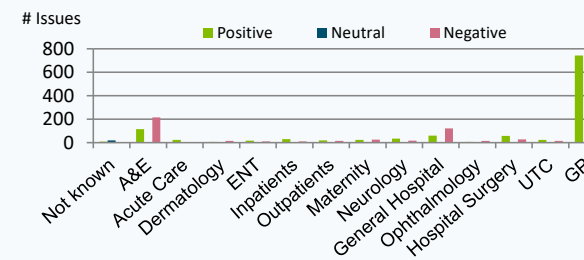
## 9.2 Top Services: City of London



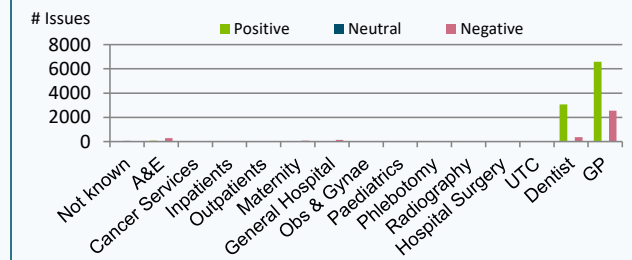
## 9.3 Top Services: Hackney



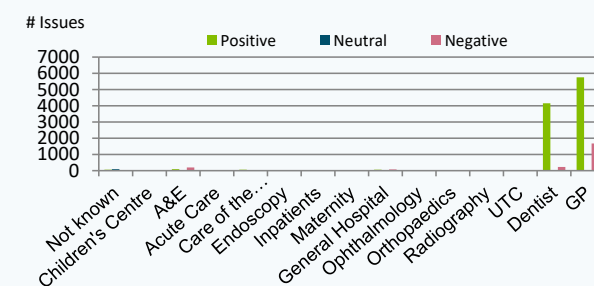
## 9.4 Top Services: Havering



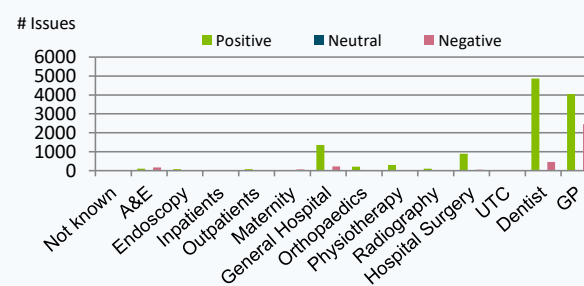
## 9.5 Top Services: Newham



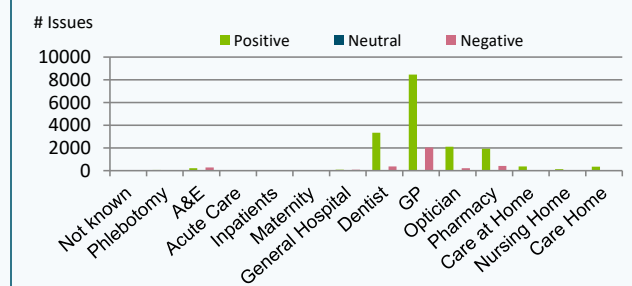
## 9.6 Top Services: Redbridge



## 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.	3878	38	1078
	Carer Involvement	Involvement or influence of carers and family members.	410	3	79
	Peer Involvement	Involvement or Influence of friends.	8	2	0
	General Comment	A generalised statement (ie; "The doctor was good.")	1799	17	268
	User Involvement	Involvement or influence of the service user.	6261	43	1000
Systems	Administration	Administrative processes and delivery.	266	1	839
	Admission	Physical admission to a hospital ward, or other service.	6	1	42
	Booking	Ability to book, reschedule or cancel appointments.	1557	21	1363
	Cancellations	Cancellation of appointment by the service provider.	0	0	169
	Data Protection	General data protection (including GDPR).	1	2	36
	Referral	Referral to a service.	320	30	152
	Medical Records	Management of medical records.	14	7	55
	Medication	Prescription and management of medicines.	257	3	340
	Opening Times	Opening times of a service.	39	1	49
	Planning	Leadership and general organisation.	325	40	243
	Registration	Ability to register for a service.	69	16	134
	Support	Levels of support provided.	12347	57	2434
	Telephone	Ability to contact a service by telephone.	81	1	574
	Timing	Physical timing (ie; length of wait at appointments).	1649	12	896
	Waiting List	Length of wait while on a list.	1556	29	1473
Values	Choice	General choice.	231	3	138
	Cost	General cost.	195	15	246
	Language	Language, including terminology.	39	2	50
	Nutrition	Provision of sustenance.	91	3	45
	Privacy	Privacy, personal space and property.	20	2	57
	Quality	General quality of a service, or staff.	14274	49	1683
	Sensory	Deaf/blind or other sensory issues.	11	0	10
	Stimulation	General stimulation, including access to activities.	98	2	10

## 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).	132	11	33
	Environment/Layout	Physical environment of a service.	503	3	204
	Equipment	General equipment issues.	81	2	40
	Hazard	General hazard to safety (ie; a hospital wide infection).	5	3	56
	Hygiene	Levels of hygiene and general cleanliness.	435	3	78
	Mobility	Physical mobility to, from and within services.	34	0	30
	Travel/Parking	Ability to travel or park.	29	3	30
Staff	Omission	General omission (ie; transport did not arrive).	1	3	160
	Security/Conduct	General security of a service, including conduct of staff.	5	3	118
	Staff Attitude	Attitude, compassion and empathy of staff.	18682	58	2688
	Complaints	Ability to log and resolve a complaint.	19	1	107
	Staff Training	Training of staff.	132	5	247
	Staffing Levels	General availability of staff.	9	3	123
Total:			65869	498	17377
Total Issues:			83744		

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.

