

Health and Care Services in North East London (NEL)

Trends Analysis Report



CommunityInsight

Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of health and care services in selected boroughs.

Qualitative Feedback, 1 January 2025 - 31 December 2025



Report Index

Data Source (Page 3)



Identifies the origin of the data, by source and borough.

Top Trends (Page 4-5)



Identifies the top service sectors, specialisms, medical conditions/topics and service related issues.

Satisfaction Levels (Pages 6-7)



Tracks satisfaction of service aspects over time, and by borough.

Equalities (Page 8)



Monitors experience by demographic groupings.

Experiences by Borough (Pages 9-16)



Explores trends by individual borough.

Data Table (Pages 17-18)



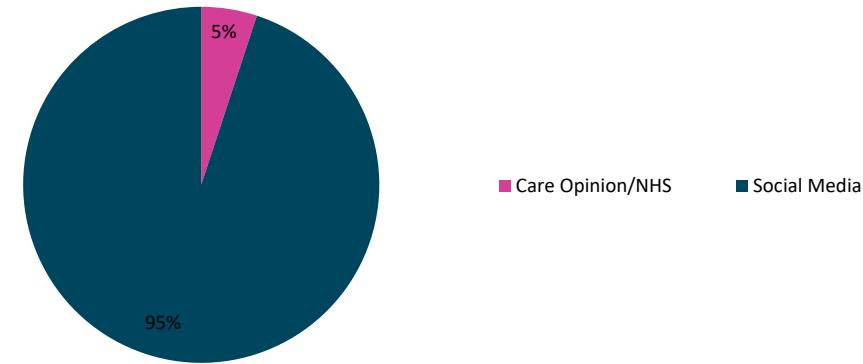
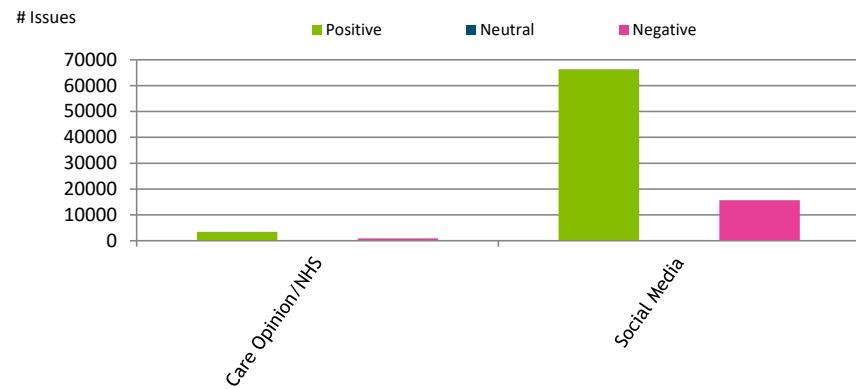
The numbers underpinning the trends.

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

1. Data Source: Where did we collect the feedback?

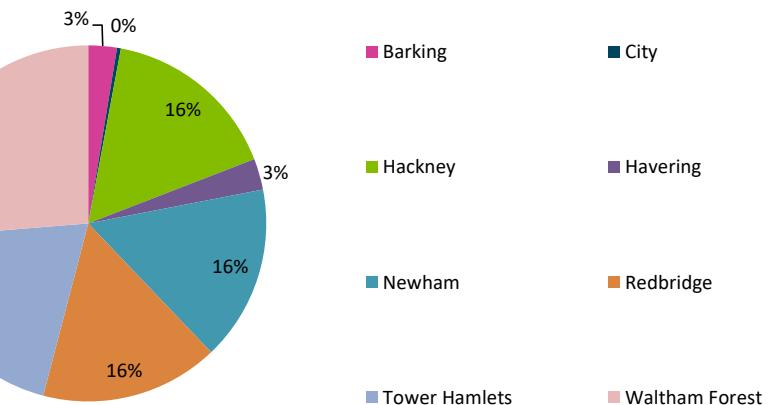
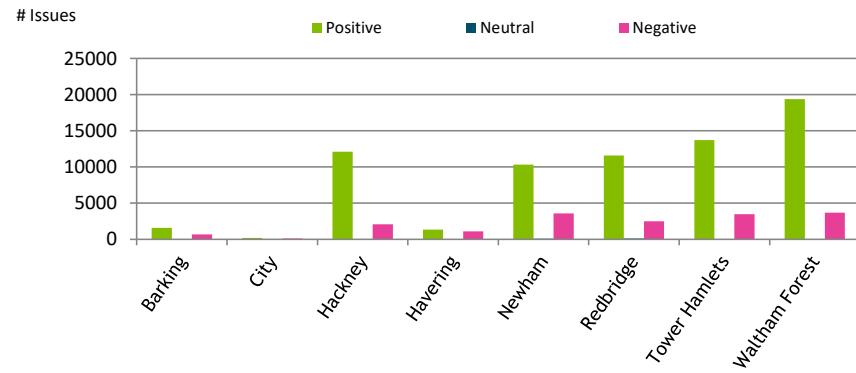


1.1 Source: 87888 issues from 22632 people



Sources providing the most comments overall

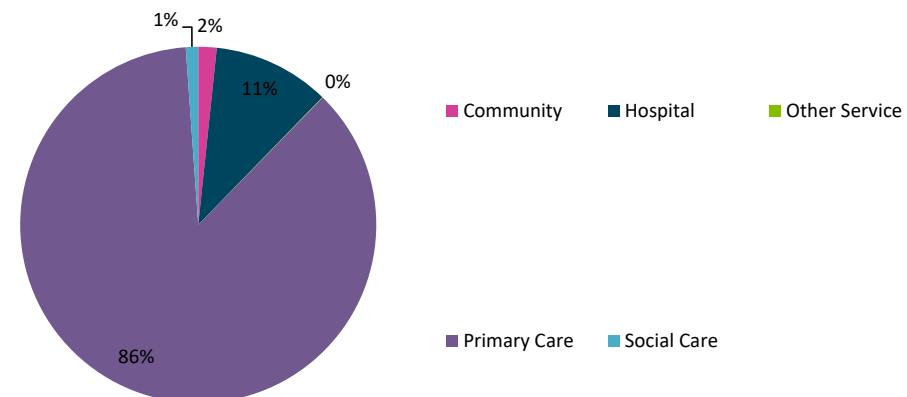
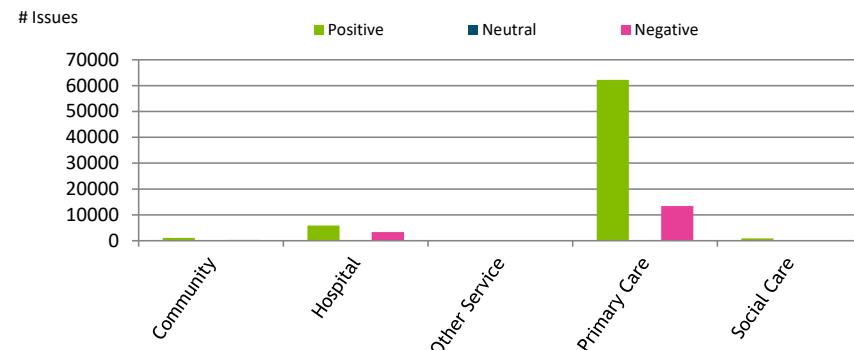
1.2 Feedback by Borough



2. Which services are people most commenting on?

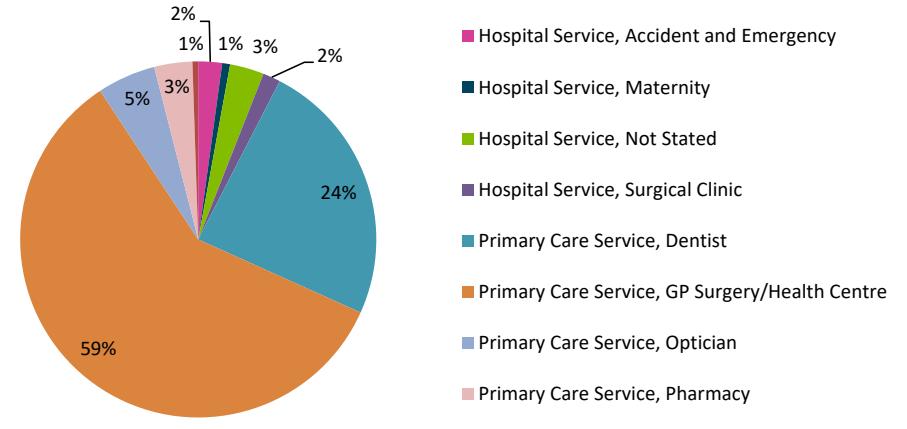
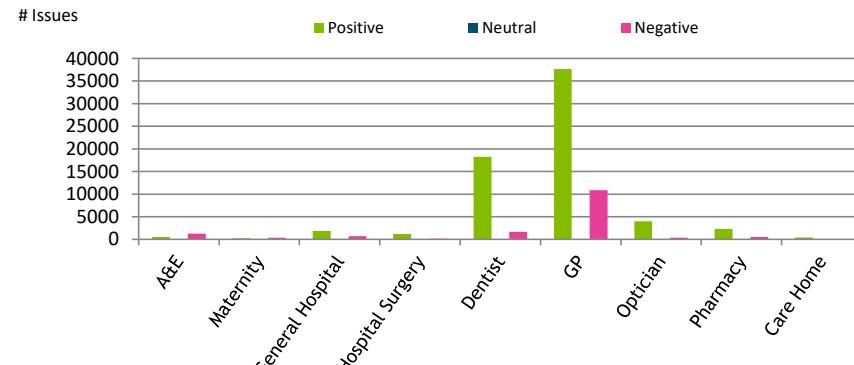


2.1 Service Sector



Service sectors receiving the most comments overall

2.2 Service Type

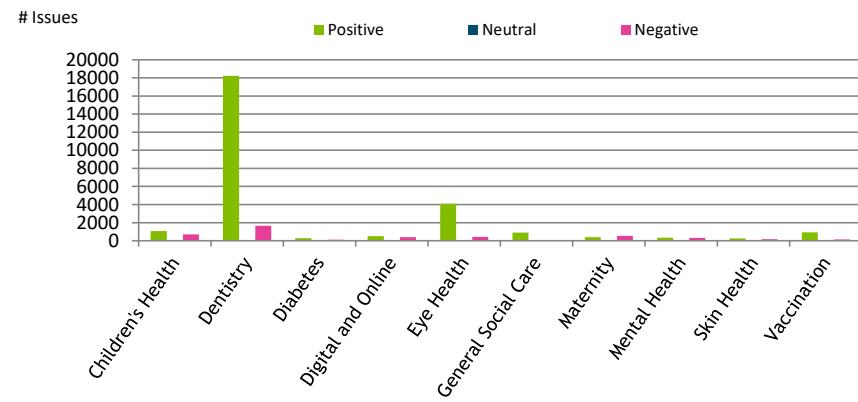


Service type receiving the most comments overall

3. Which service aspects are people most commenting on?

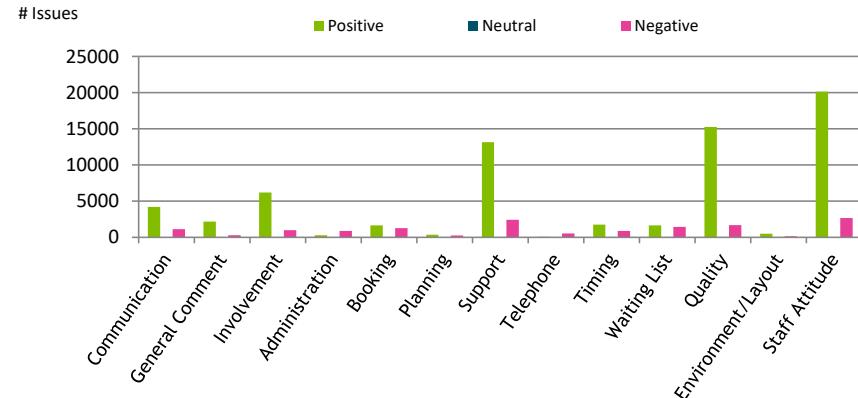


3.1 Stated medical conditions/topics

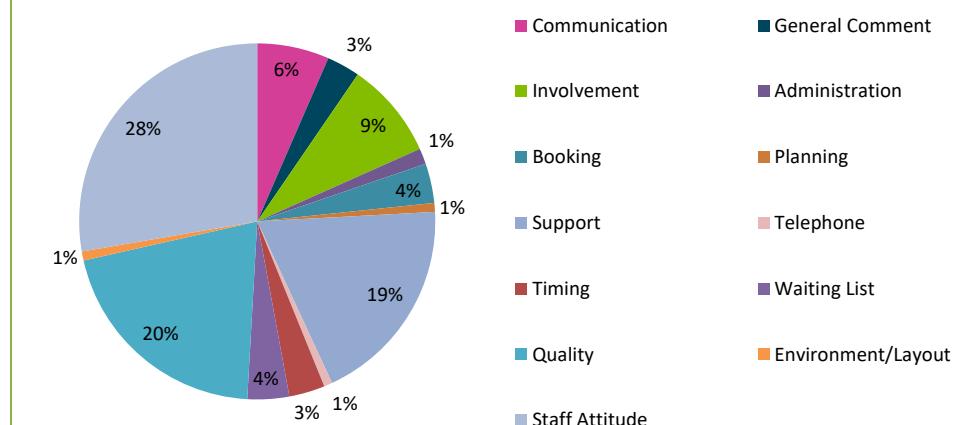
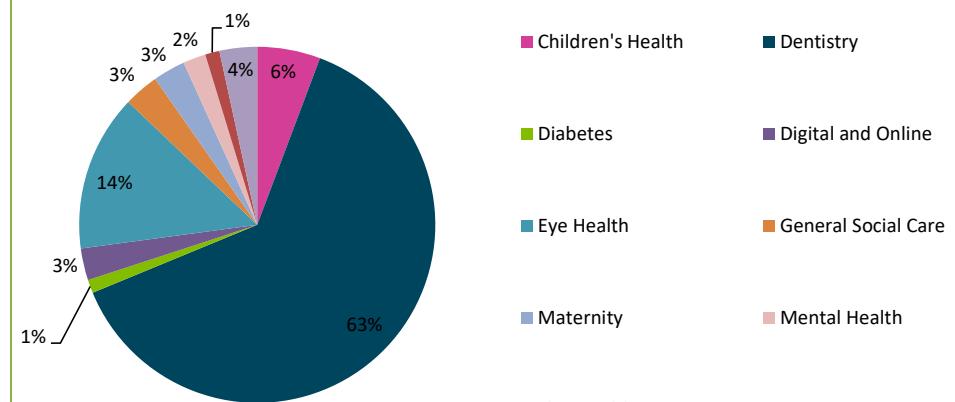


Medical conditions/topics receiving the most comments overall

3.2 Top Trends: 87888 issues from 22632 people



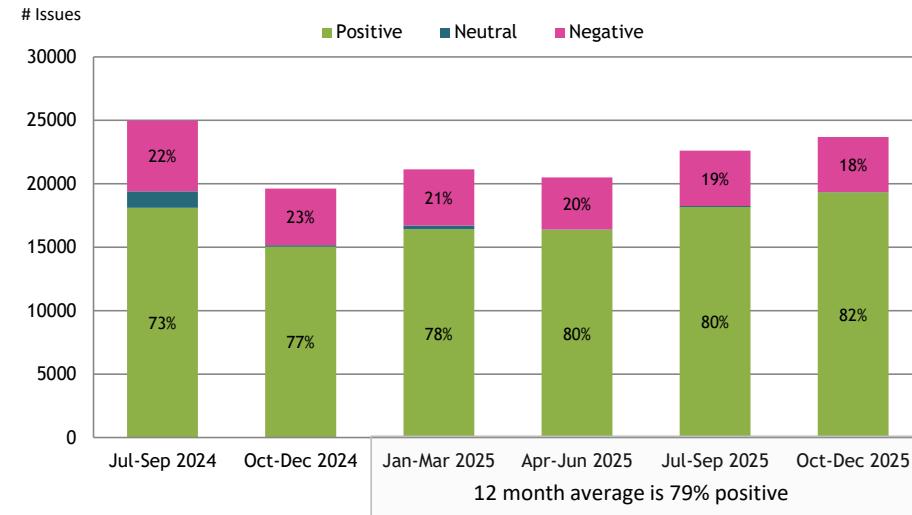
Issues receiving the most comments overall



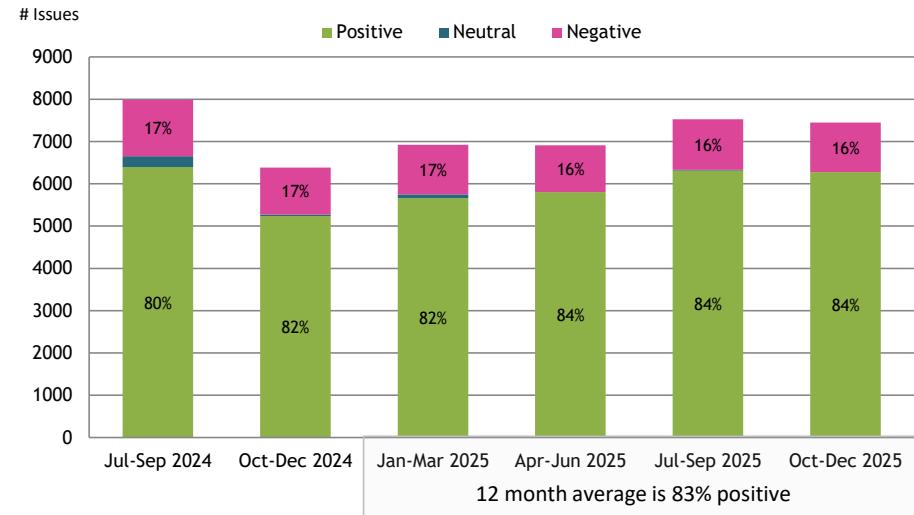
4. Timeline: On the whole, how do people feel about Health and Care services?



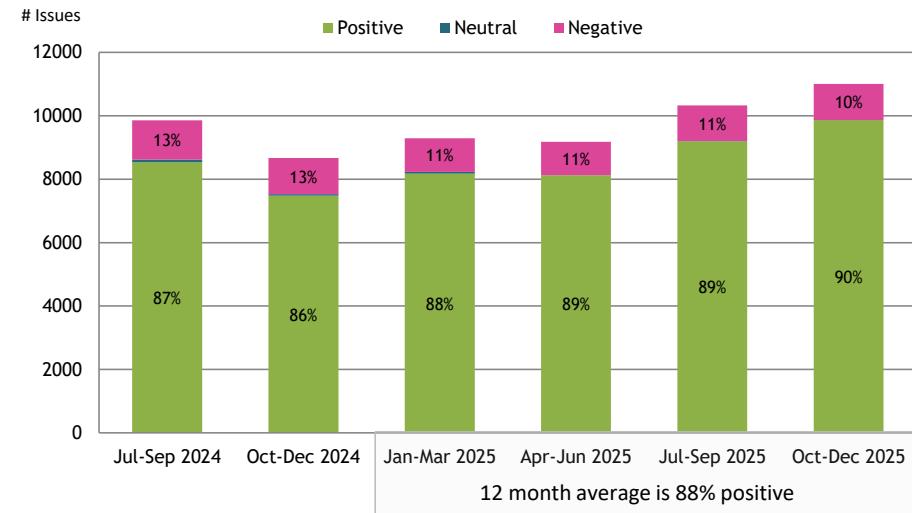
4.1 How do people feel about services overall?



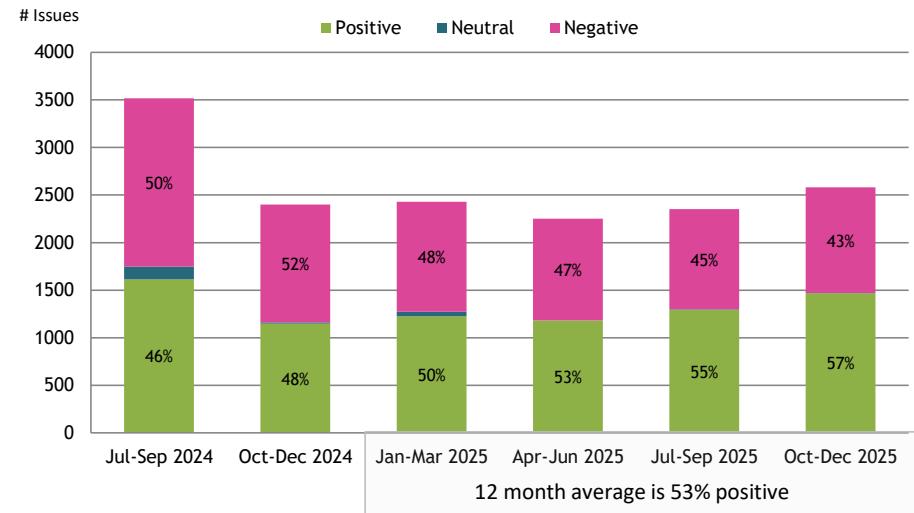
4.2 How well informed, involved and supported do people feel?



4.3 How do people feel about general quality and empathy?



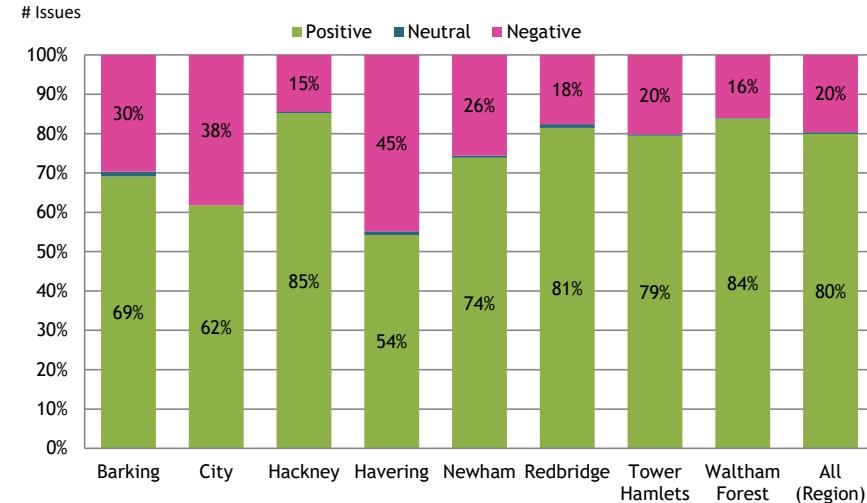
4.4 How do people feel about access to services?



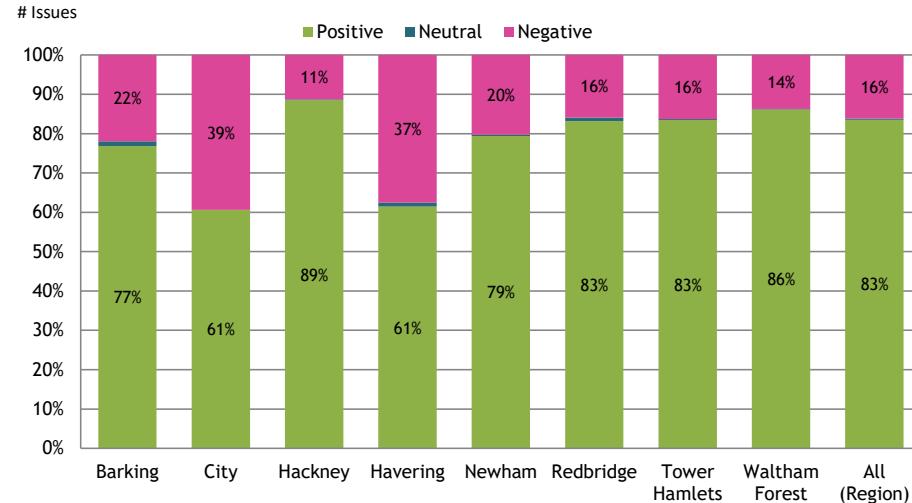
5. By Borough: On the whole, how do people feel about Health and Care services?



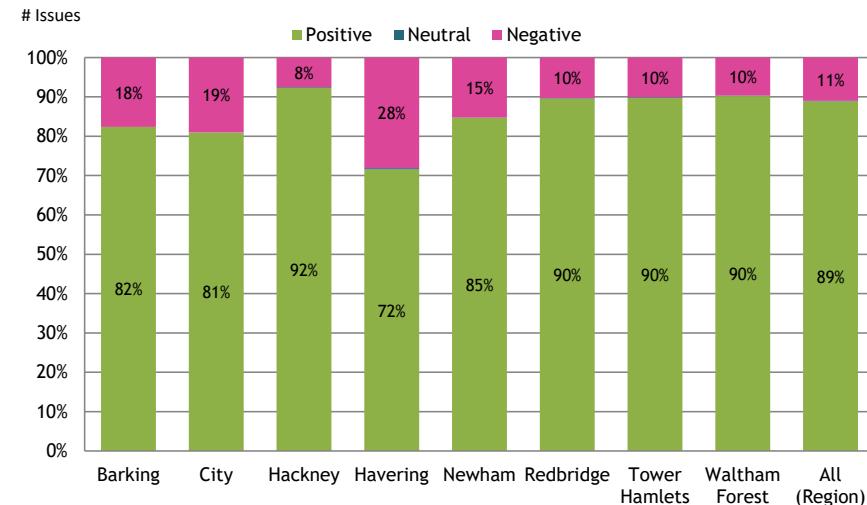
5.1 How do people feel about services overall?



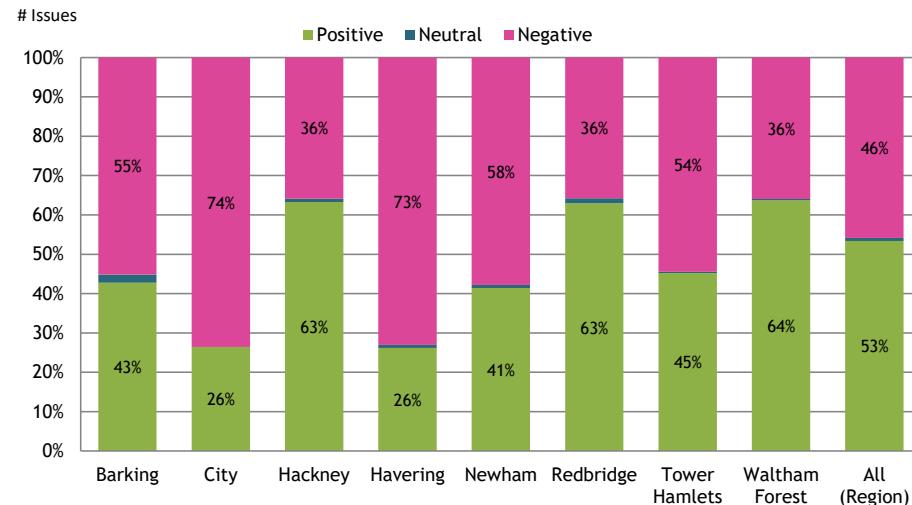
5.2 How well informed, involved and supported do people feel?



5.3 How do people feel about general quality and empathy?



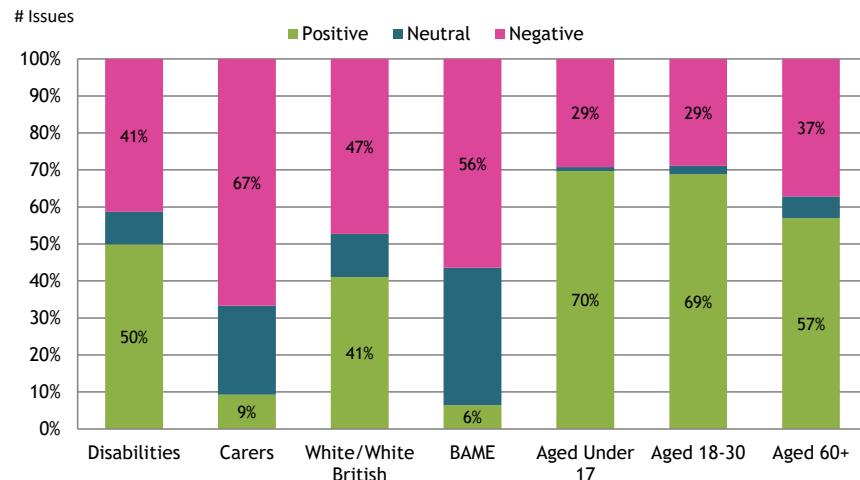
5.4 How do people feel about access to services?



6. Equalities: On the whole, how do people feel about Health and Care services?



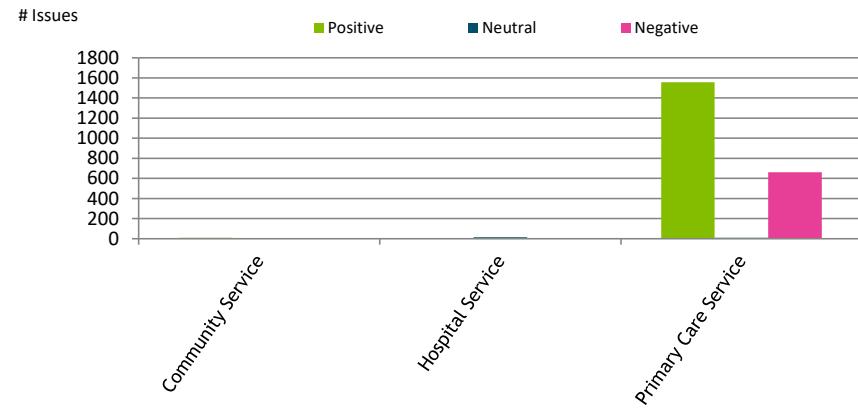
6.1 How do people feel about services overall?



7. Trends by Borough: Barking



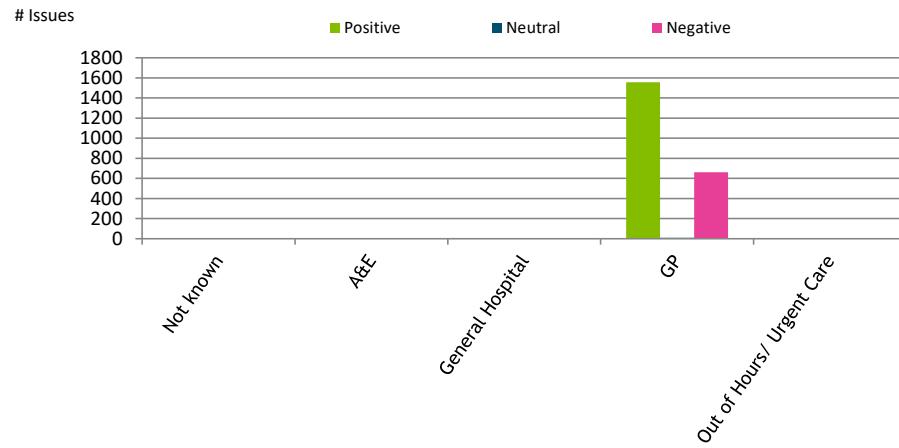
7.1 Service Sector



Service sectors receiving the most comments overall

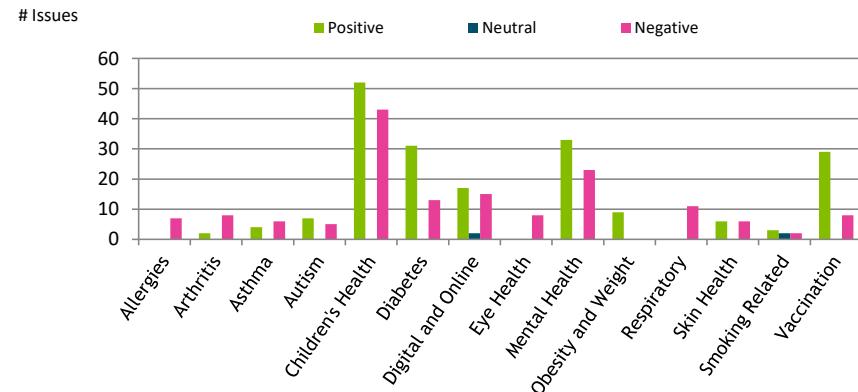
7.2 Service Type

7.2 Service Type



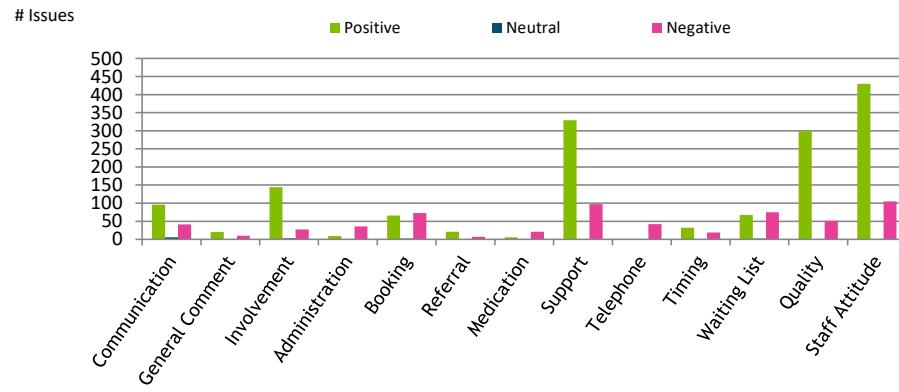
Service type receiving the most comments overall

7.3 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 2278 issues from 575 people

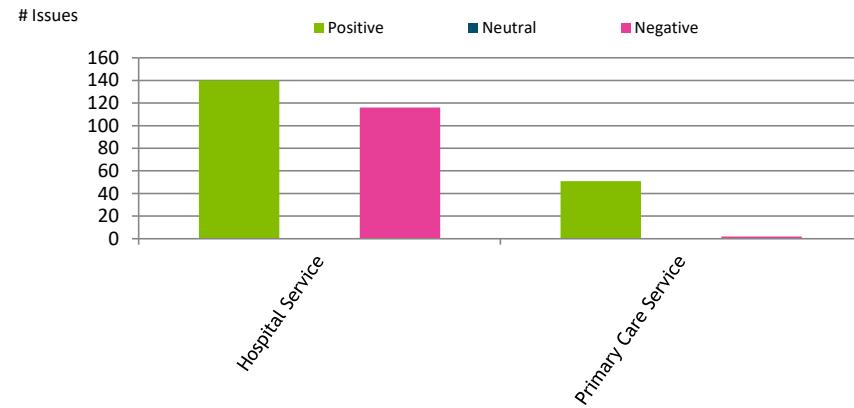


Issues receiving the most comments overall

7. Trends by Borough: City of London

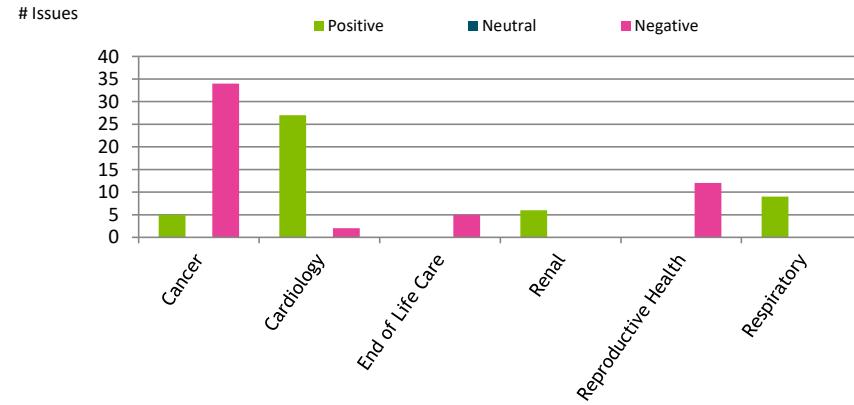


7.5 Service Sector



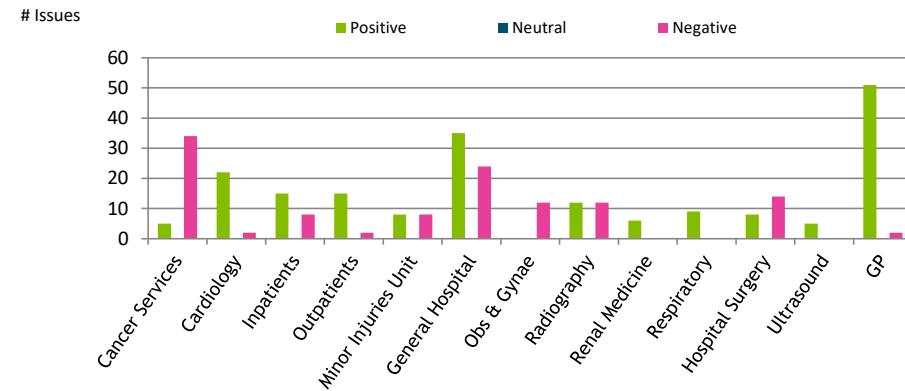
Service sectors receiving the most comments overall

7.7 Stated medical conditions/topics



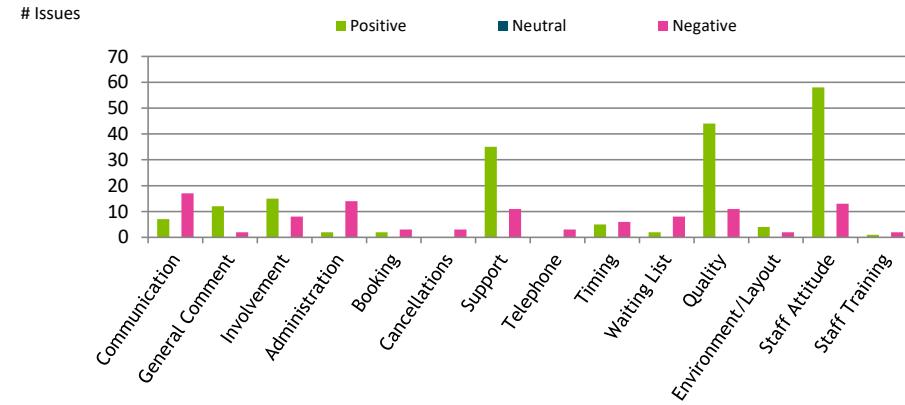
Medical conditions/topics receiving the most comments overall

7.6 Service Type



Service type receiving the most comments overall

7.8 Top Trends: 309 issues from 81 people

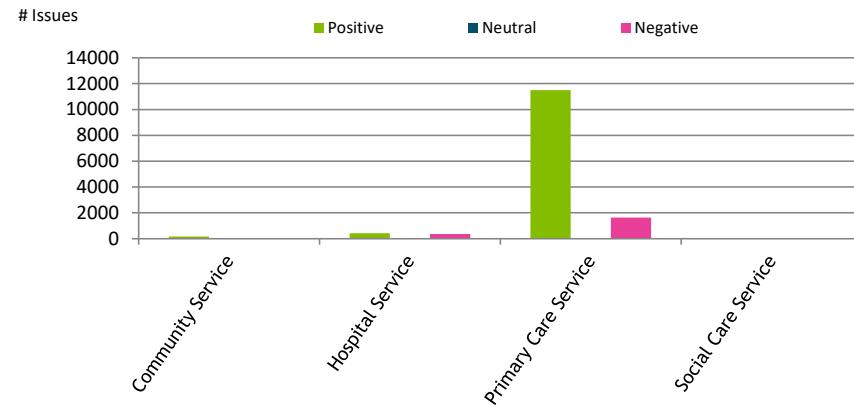


Issues receiving the most comments overall

7. Trends by Borough: Hackney

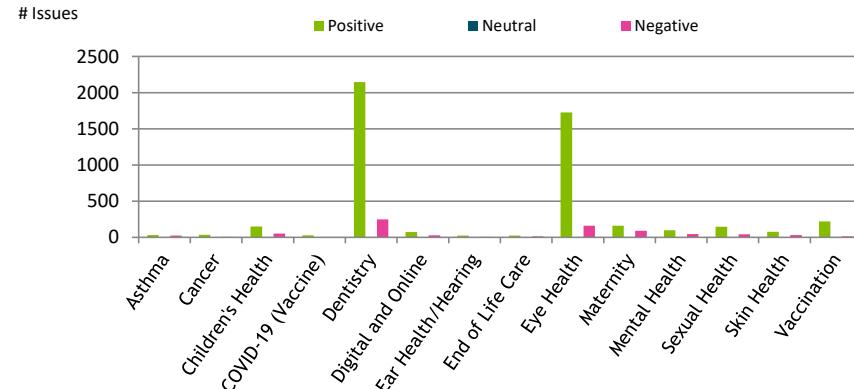


7.9 Service Sector



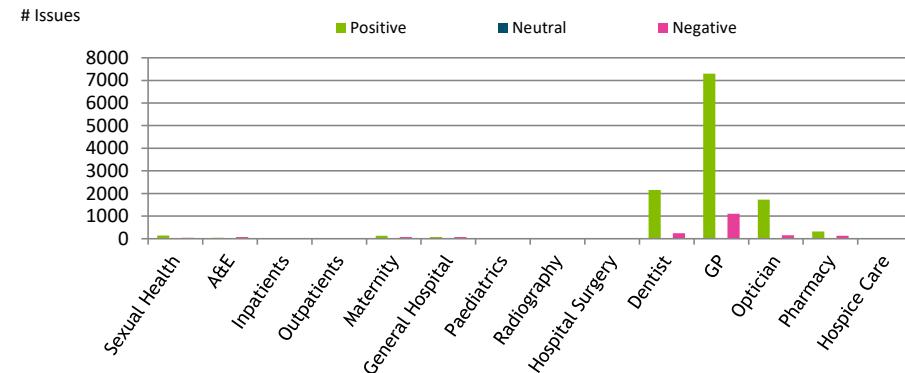
Service sectors receiving the most comments overall

7.11 Stated medical conditions/topics



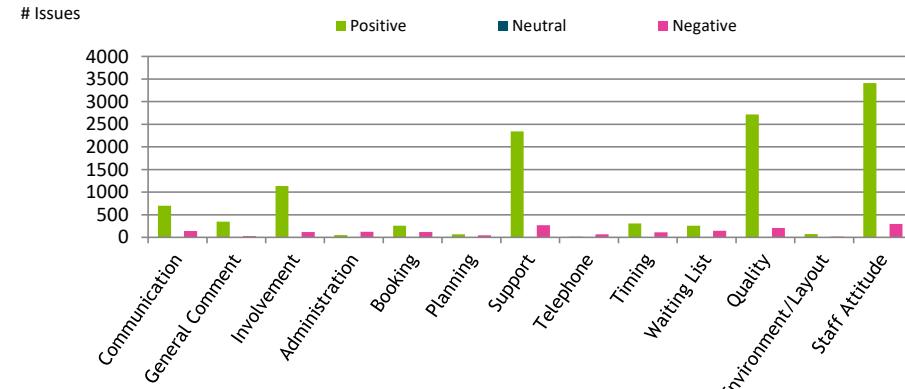
Medical conditions/topics receiving the most comments overall

7.10 Service Type



Service type receiving the most comments overall

7.12 Top Trends: 14220 issues from 3651 people

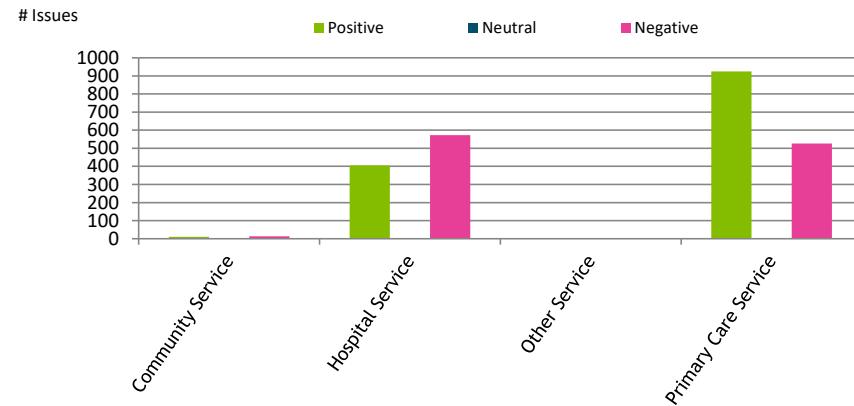


Issues receiving the most comments overall

7. Trends by Borough: Havering

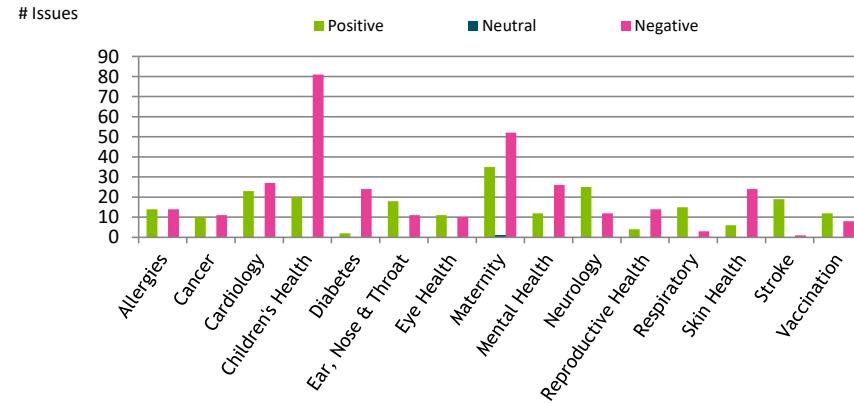


7.13 Service Sector



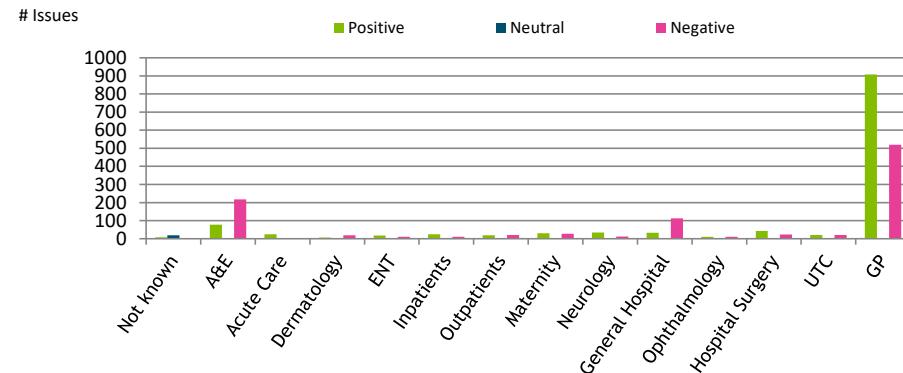
Service sectors receiving the most comments overall

7.15 Stated medical conditions/topics



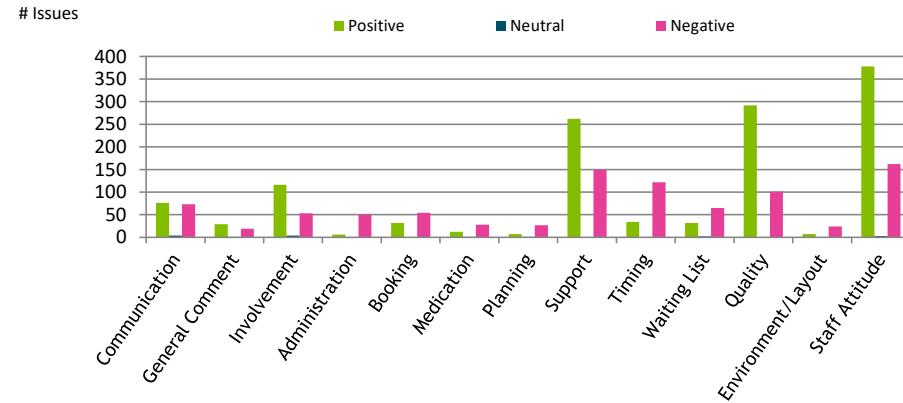
Medical conditions/topics receiving the most comments overall

7.14 Service Type



Service type receiving the most comments overall

7.16 Top Trends: 2484 issues from 653 people

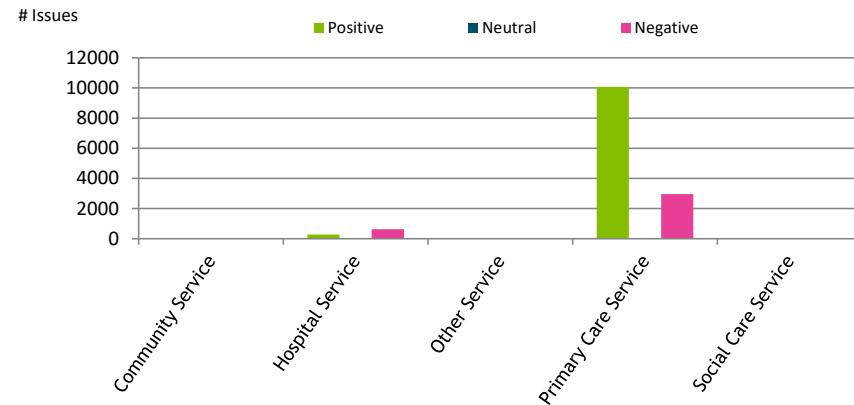


Issues receiving the most comments overall

7. Trends by Borough: Newham

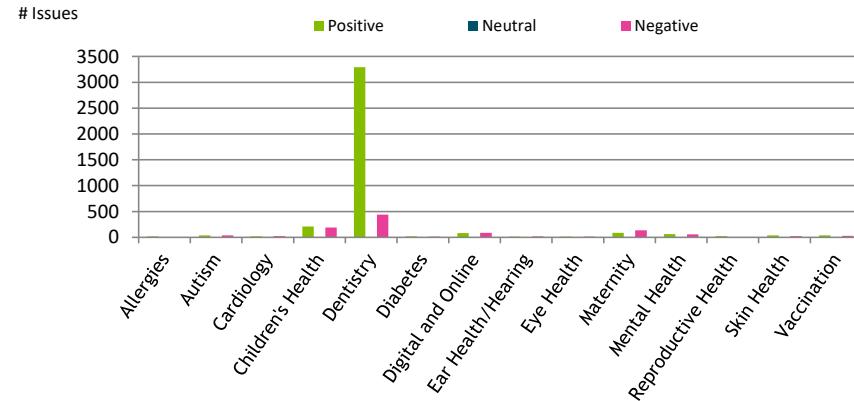


7.17 Service Sector



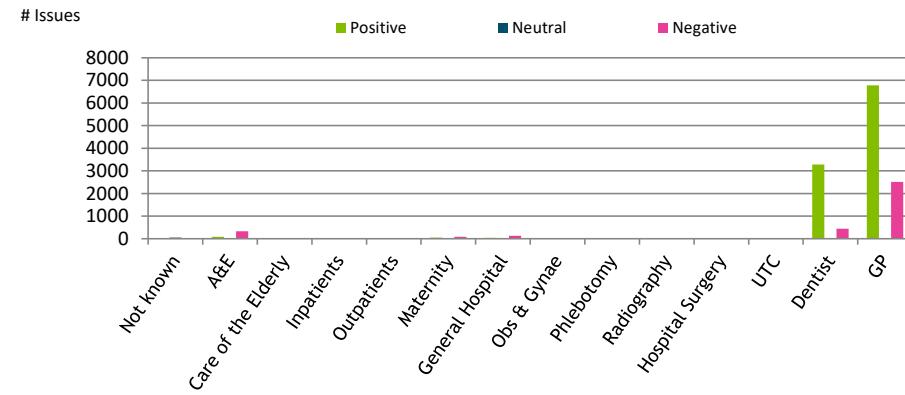
Service sectors receiving the most comments overall

7.19 Stated medical conditions/topics



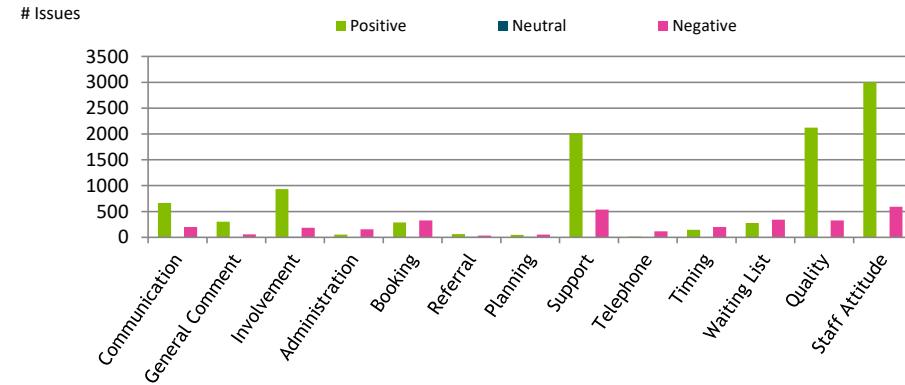
Medical conditions/topics receiving the most comments overall

7.18 Service Type



Service type receiving the most comments overall

7.20 Top Trends: 13996 issues from 3526 people

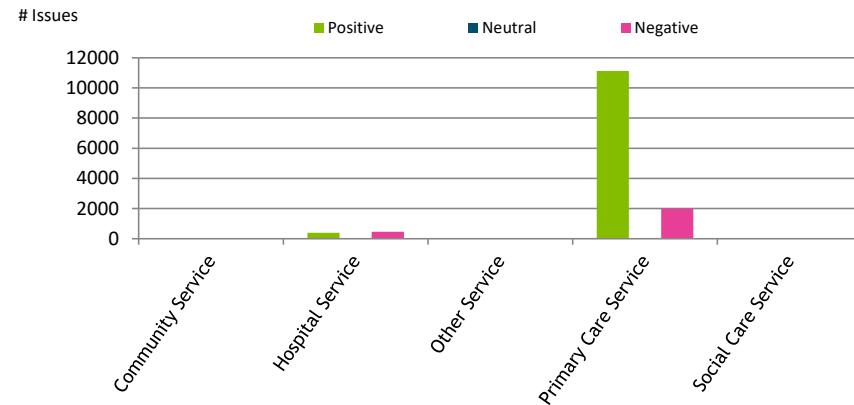


Issues receiving the most comments overall

7. Trends by Borough: Redbridge



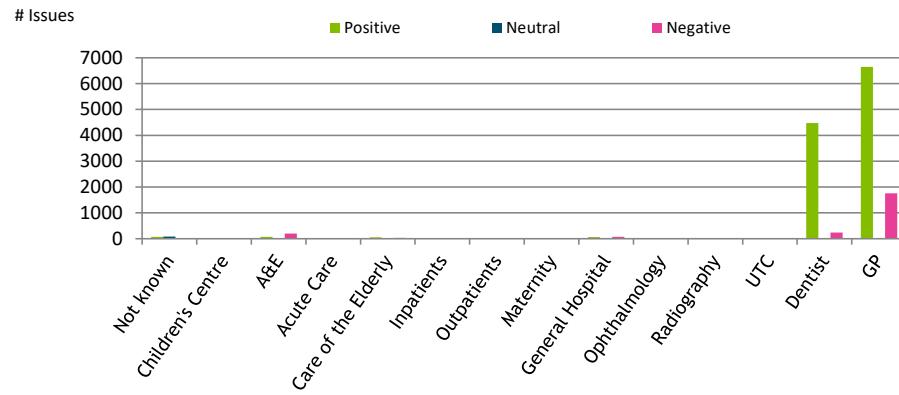
7.21 Service Sector



Service sectors receiving the most comments overall

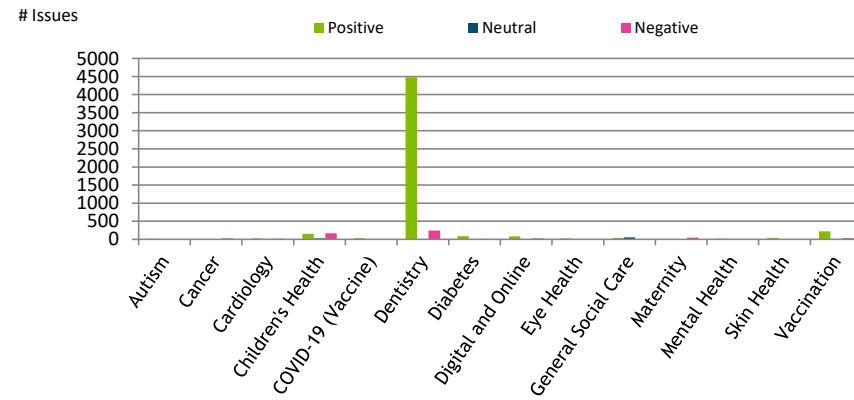
7.22 Service Type

7.22 Service Type



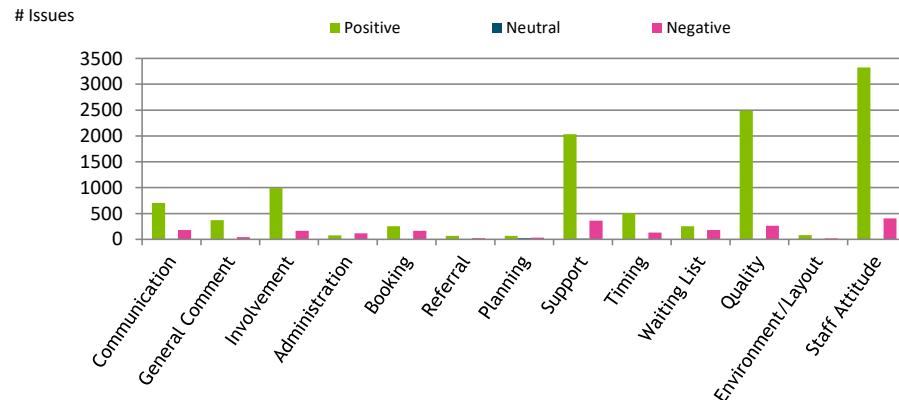
Service type receiving the most comments overall

7.23 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.24 Top Trends: 14237 issues from 3733 people

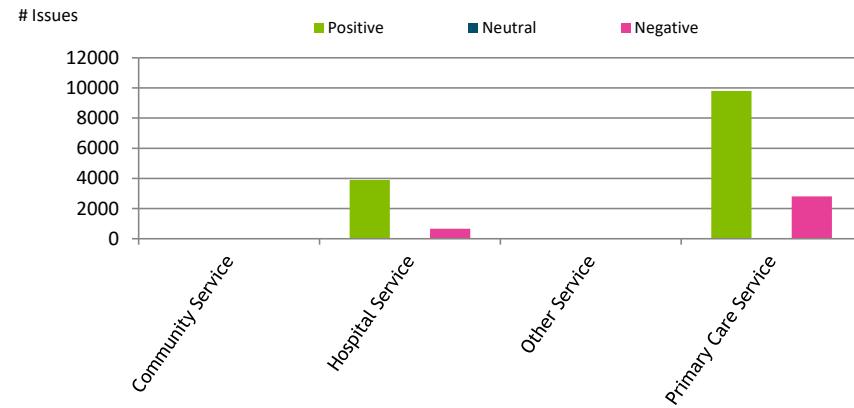


Issues receiving the most comments overall

7. Trends by Borough: Tower Hamlets

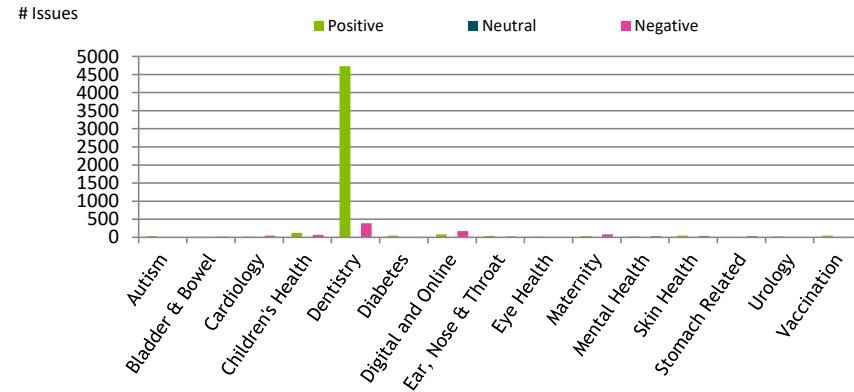


7.25 Service Sector



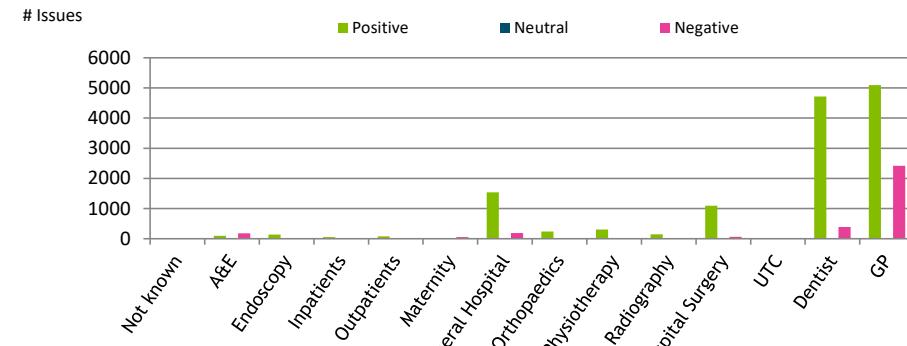
Service sectors receiving the most comments overall

7.27 Stated medical conditions/topics



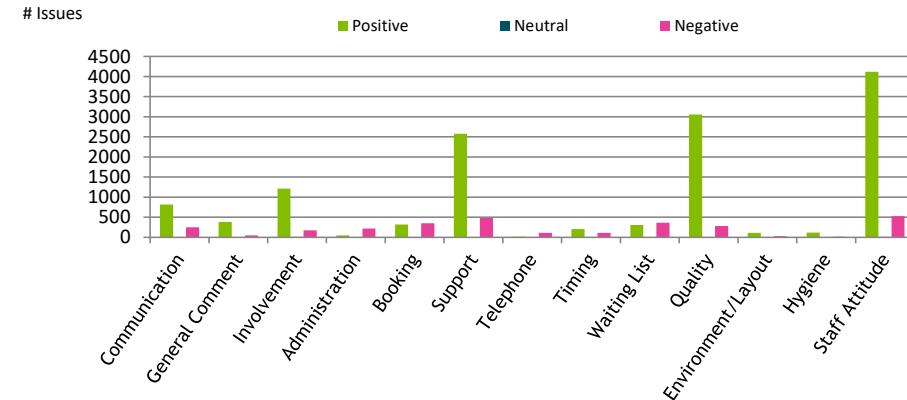
Medical conditions/topics receiving the most comments overall

7.26 Service Type



Service type receiving the most comments overall

7.28 Top Trends: 17268 issues from 4235 people



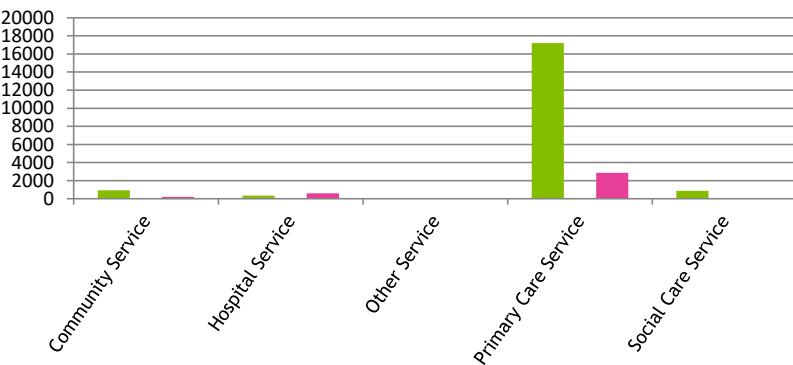
Issues receiving the most comments overall

7. Trends by Borough: Waltham Forest



7.29 Service Sector

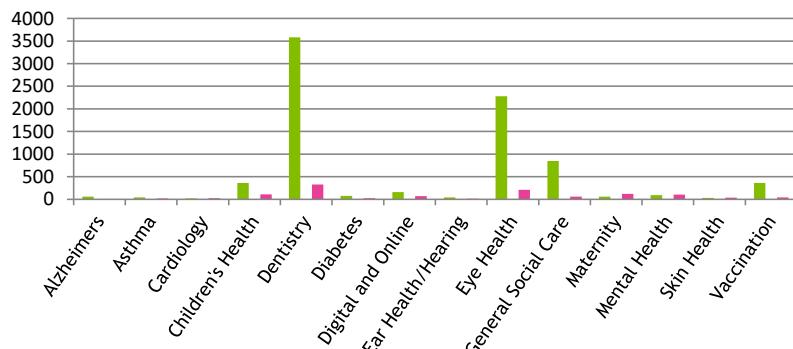
Issues Positive Neutral Negative



Service sectors receiving the most comments overall

7.31 Stated medical conditions/topics

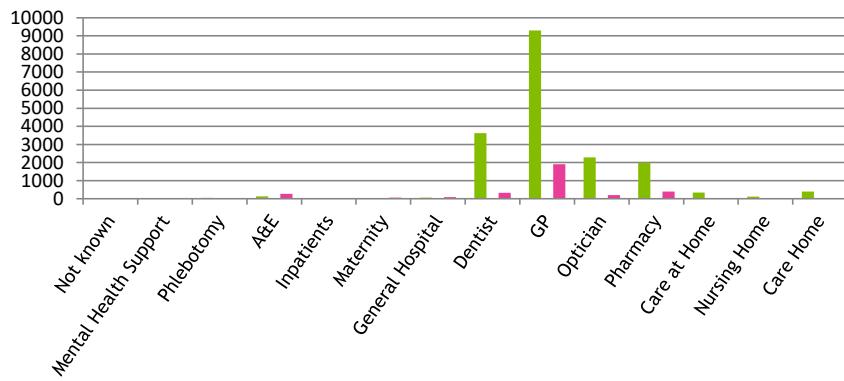
Issues Positive Neutral Negative



Medical conditions/topics receiving the most comments overall

7.30 Service Type

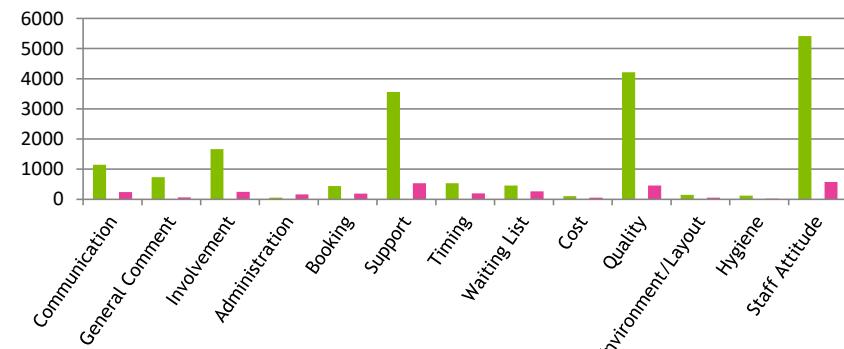
Issues Positive Neutral Negative



Service type receiving the most comments overall

7.32 Top Trends: 23099 issues from 6178 people

Issues Positive Neutral Negative



Issues receiving the most comments overall

8. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	<i>Communication, including access to advice and information.</i>	4214	29	1144	5387
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	416	3	85	504
	Peer Involvement	<i>Involvement or Influence of friends.</i>	9	2	0	11
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	2193	19	275	2487
	User Involvement	<i>Involvement or influence of the service user.</i>	6211	39	978	7228
Systems	Administration	<i>Administrative processes and delivery.</i>	307	1	872	1180
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	7	1	38	46
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	1658	15	1284	2957
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	1	0	187	188
	Data Protection	<i>General data protection (including GDPR).</i>	1	2	30	33
	Referral	<i>Referral to a service.</i>	348	30	168	546
	Medical Records	<i>Management of medical records.</i>	14	7	55	76
	Medication	<i>Prescription and management of medicines.</i>	231	2	317	550
	Opening Times	<i>Opening times of a service.</i>	38	0	44	82
	Planning	<i>Leadership and general organisation.</i>	357	40	268	665
	Registration	<i>Ability to register for a service.</i>	71	16	113	200
	Support	<i>Levels of support provided.</i>	13153	32	2439	15624
	Telephone	<i>Ability to contact a service by telephone.</i>	77	1	543	621
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	1773	10	898	2681
	Waiting List	<i>Length of wait while on a list.</i>	1655	27	1440	3122
Values	Choice	<i>General choice.</i>	226	3	112	341
	Cost	<i>General cost.</i>	204	14	222	440
	Language	<i>Language, including terminology.</i>	46	0	47	93
	Nutrition	<i>Provision of sustenance.</i>	87	3	36	126
	Privacy	<i>Privacy, personal space and property.</i>	22	2	57	81
	Quality	<i>General quality of a service, or staff.</i>	15229	27	1703	16959
	Sensory	<i>Deaf/blind or other sensory issues.</i>	13	0	11	24
	Stimulation	<i>General stimulation, including access to activities.</i>	99	2	8	109

8. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	137	10	28	175
	Environment/Layout	<i>Physical environment of a service.</i>	512	2	167	681
	Equipment	<i>General equipment issues.</i>	78	2	40	120
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	6	3	58	67
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	454	3	84	541
	Mobility	<i>Physical mobility to, from and within services.</i>	36	0	24	60
	Travel/Parking	<i>Ability to travel or park.</i>	30	2	25	57
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	1	2	162	165
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	3	3	122	128
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	20134	32	2671	22837
	Complaints	<i>Ability to log and resolve a complaint.</i>	20	1	102	123
	Staff Training	<i>Training of staff.</i>	157	4	285	446
	Staffing Levels	<i>General availability of staff.</i>	10	3	114	127
	Total:		70238	394	17256	87888

CommunityInsight CRM