

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

## Trends Analysis Report



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 April 2024 - 31 March 2025*



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### Data Source (Page 3)

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### 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.

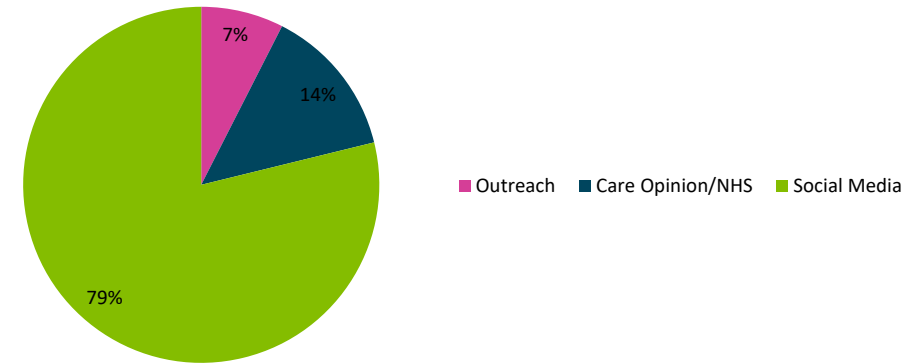
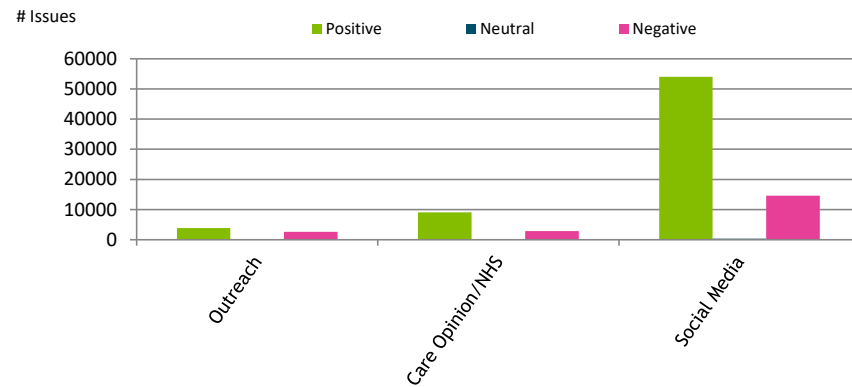


**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

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

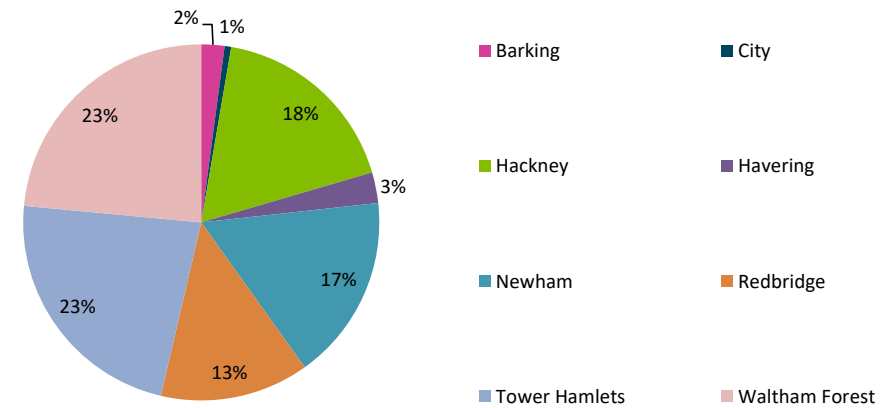
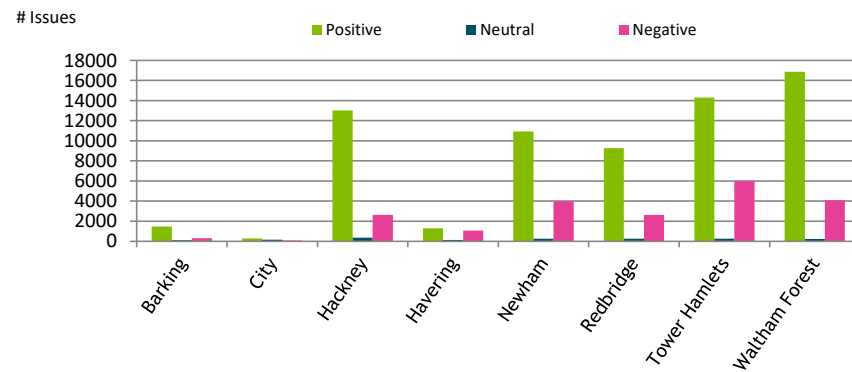


### 1.1 Source: 90101 issues from 22163 people



Sources providing the most comments overall

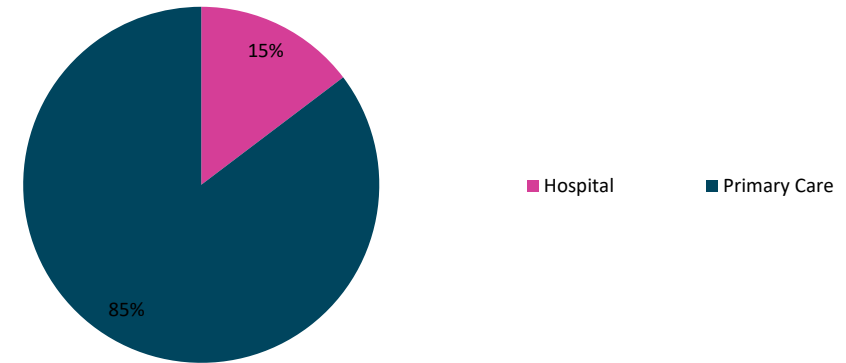
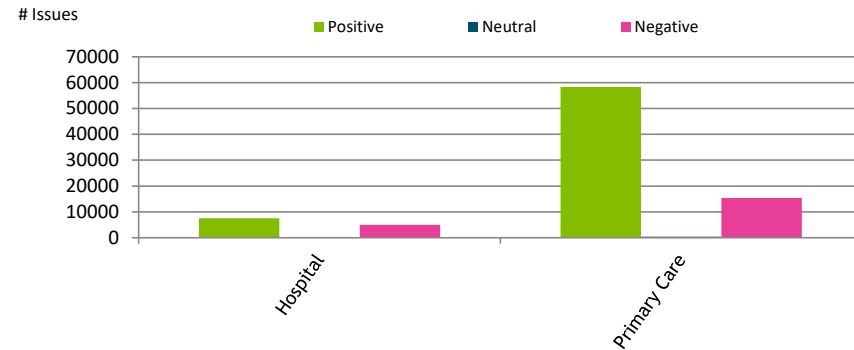
### 1.2 Feedback by Borough



## 2. Which services are people most commenting on?

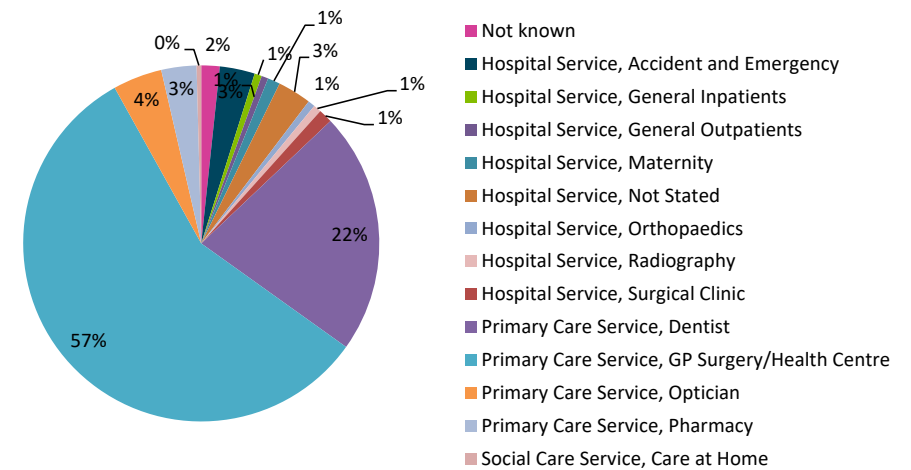
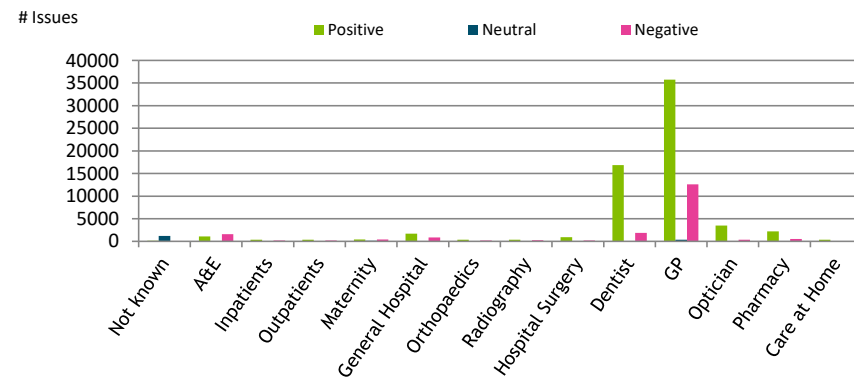


### 2.1 Service Sector



Service sectors receiving the most comments overall

### 2.2 Service Type

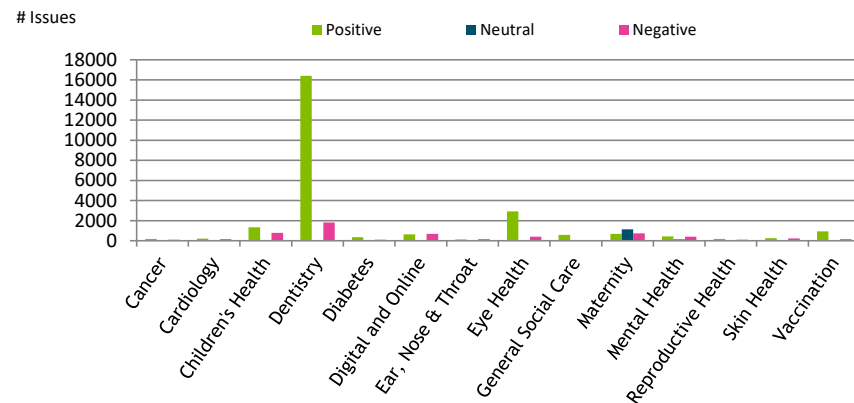


Service type receiving the most comments overall

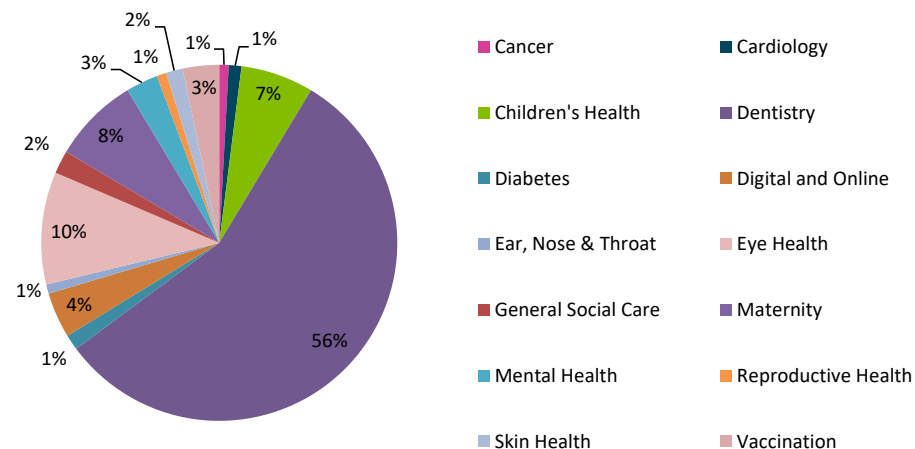
### 3. Which service aspects are people most commenting on?



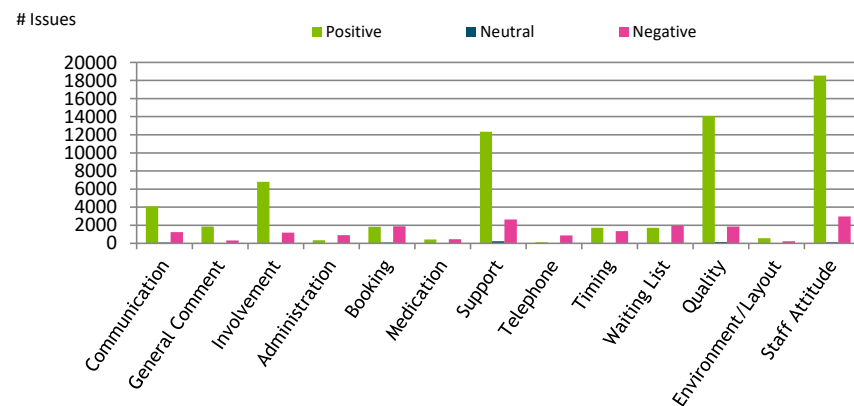
#### 3.1 Stated medical conditions/topics



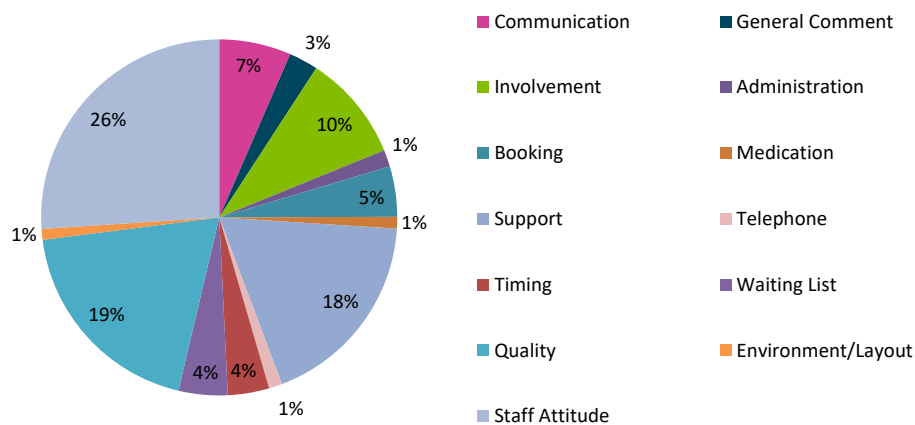
Medical conditions/topics receiving the most comments overall



#### 3.2 Top Trends: 90101 issues from 22163 people



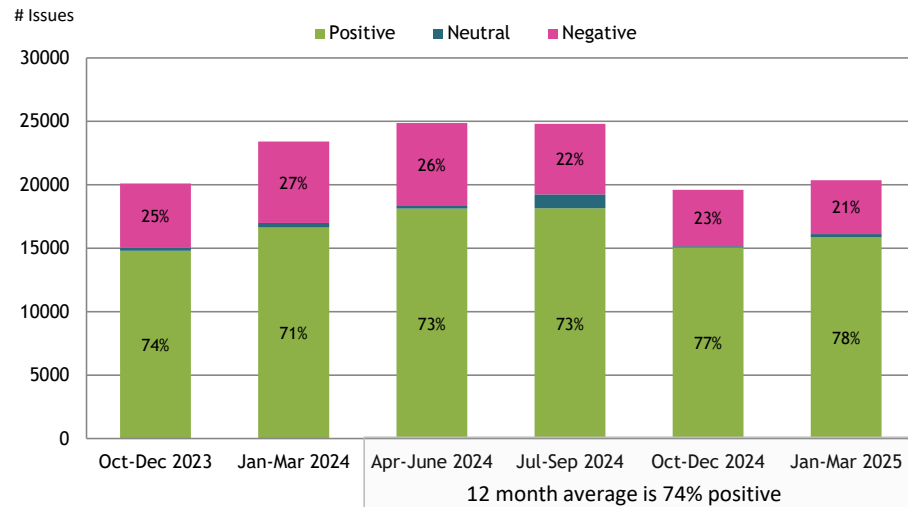
Issues receiving the most comments overall



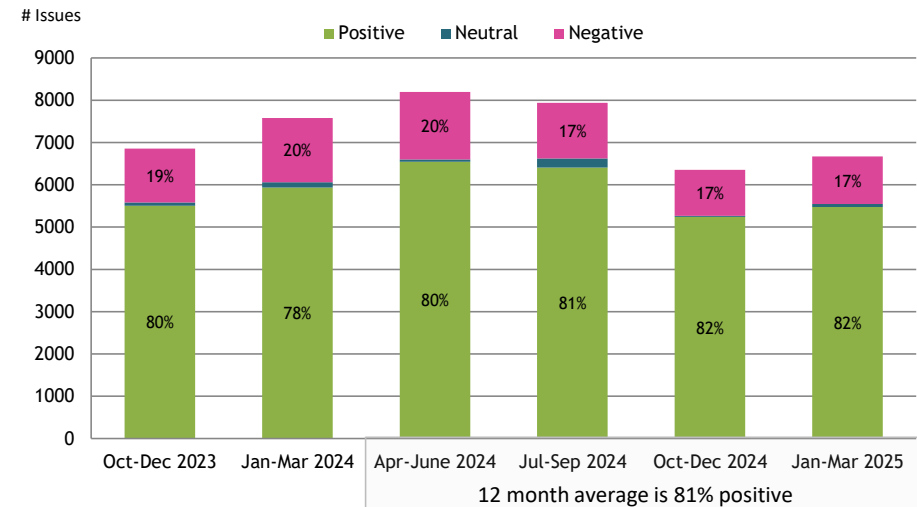
#### 4. Timeline: On the whole, how do people feel about Health and Care services?



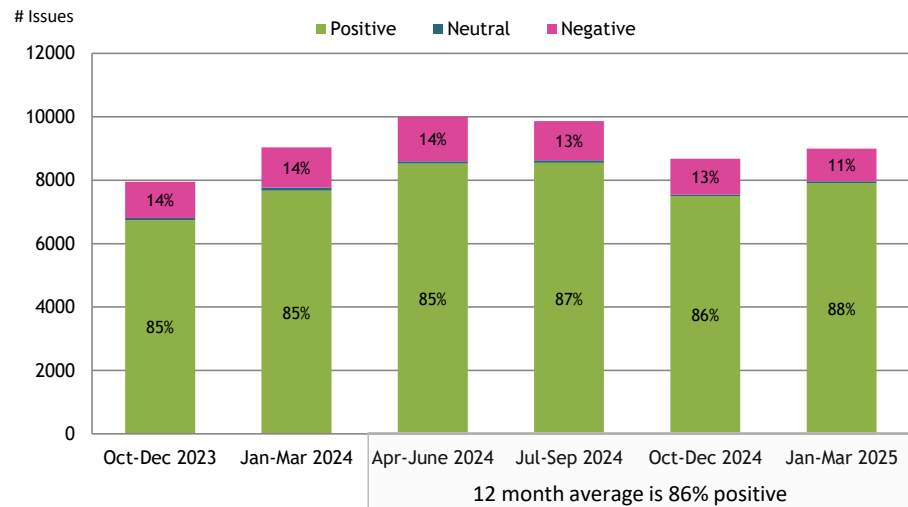
##### 4.1 How do people feel about services overall?



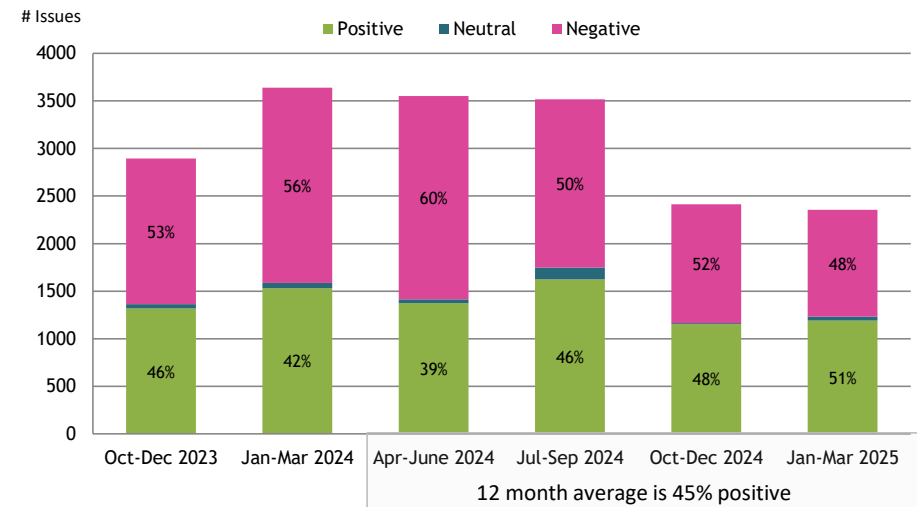
##### 4.2 How well informed, involved and supported do people feel?



##### 4.3 How do people feel about general quality and empathy?



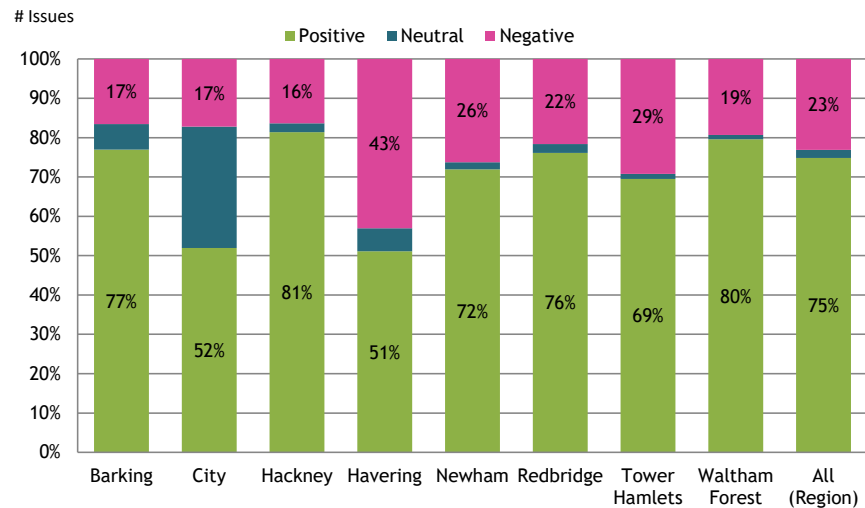
##### 4.4 How do people feel about access to services?



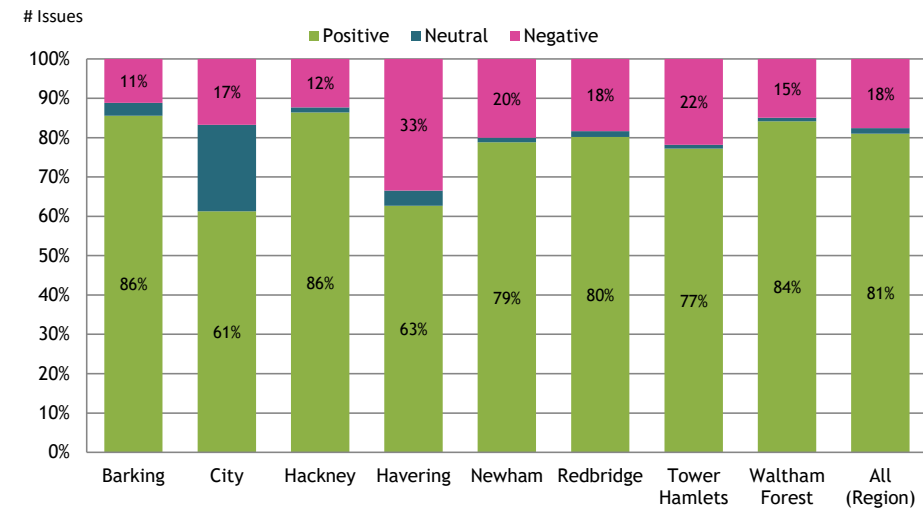
## 5. By Borough: On the whole, how do people feel about Health and Care services?



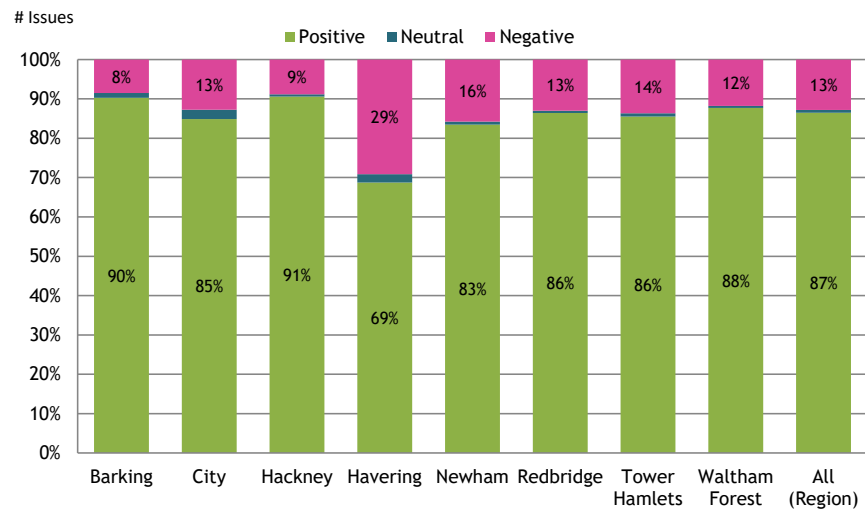
### 5.1 How do people feel about services overall?



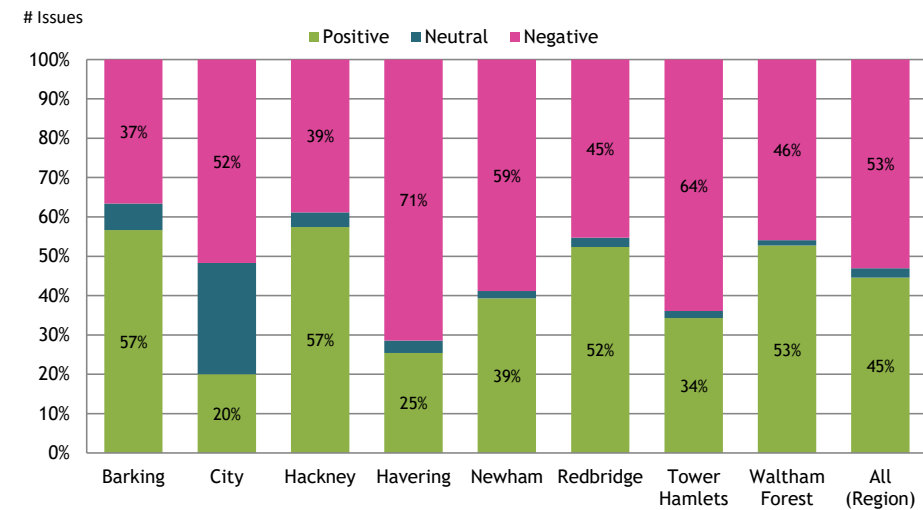
### 5.2 How well informed, involved and supported do people feel?



### 5.3 How do people feel about general quality and empathy?



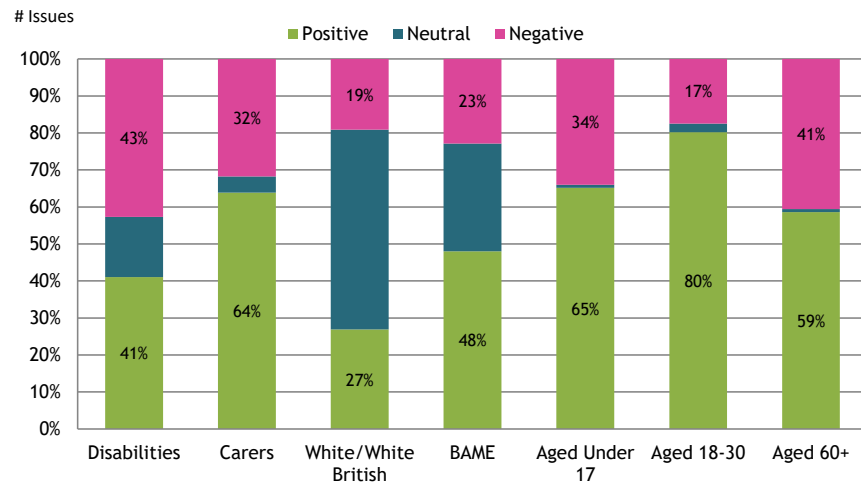
### 5.4 How do people feel about access to services?



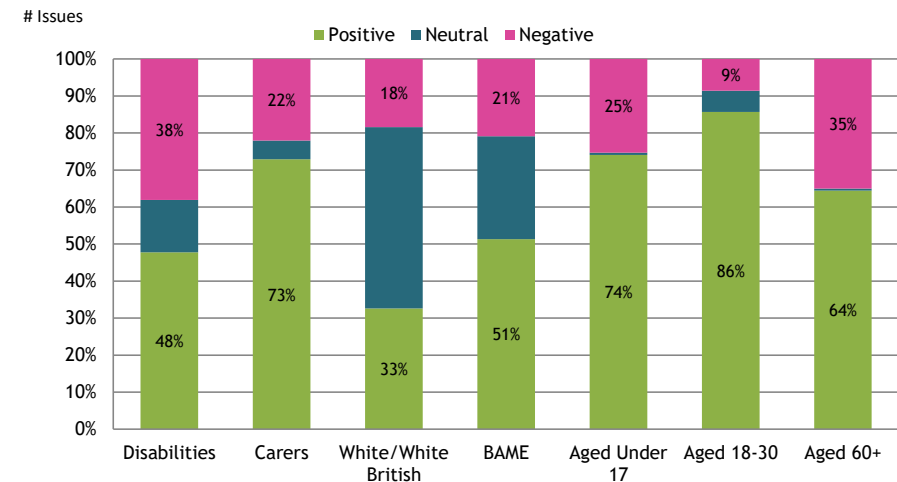
## 6. Equalities: On the whole, how do people feel about Health and Care services?



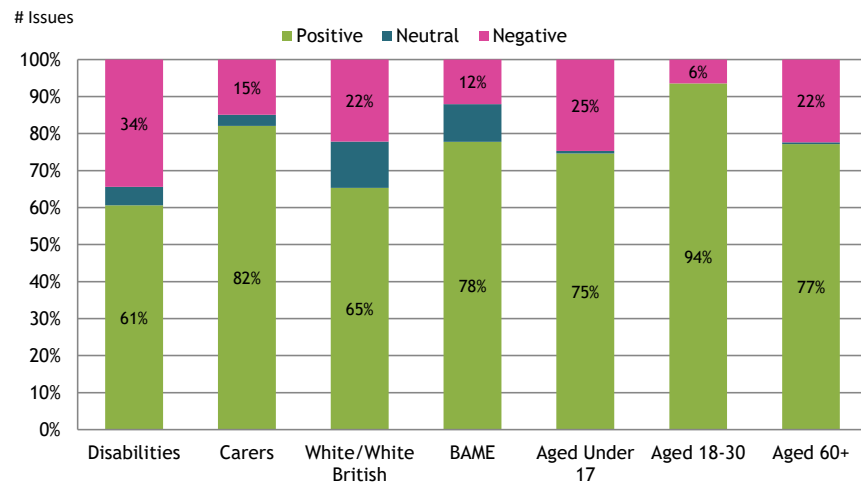
### 6.1 How do people feel about services overall?



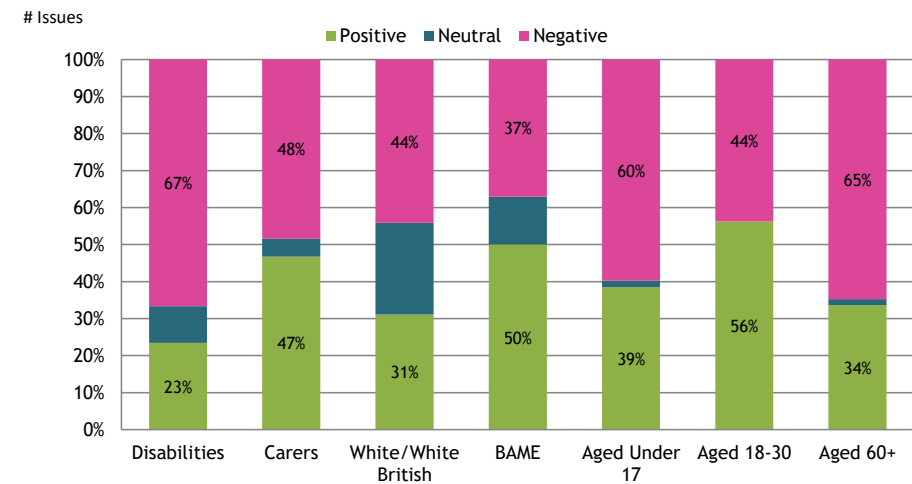
### 6.2 How well informed, involved and supported do people feel?



### 6.3 How do people feel about general quality and empathy?



### 6.4 How do people feel about access to services?

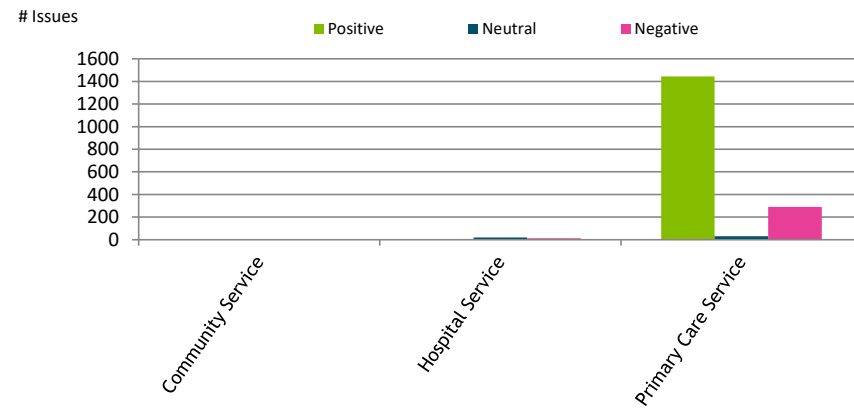




## 7. Trends by Borough: Barking

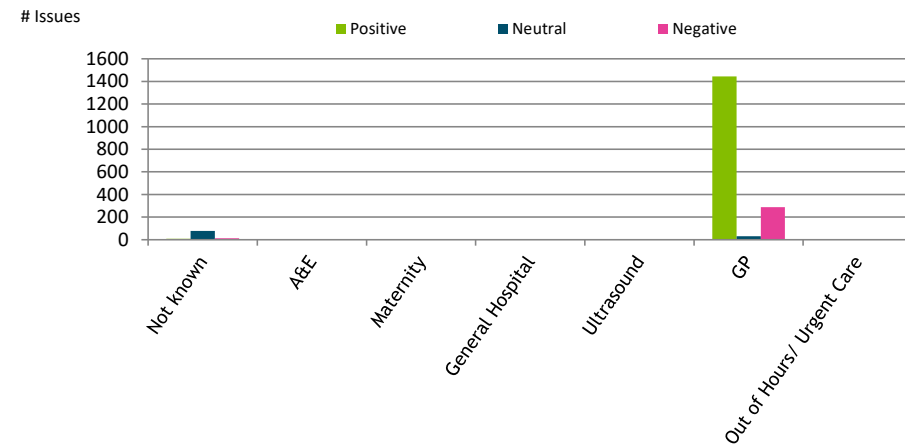


### 7.1 Service Sector



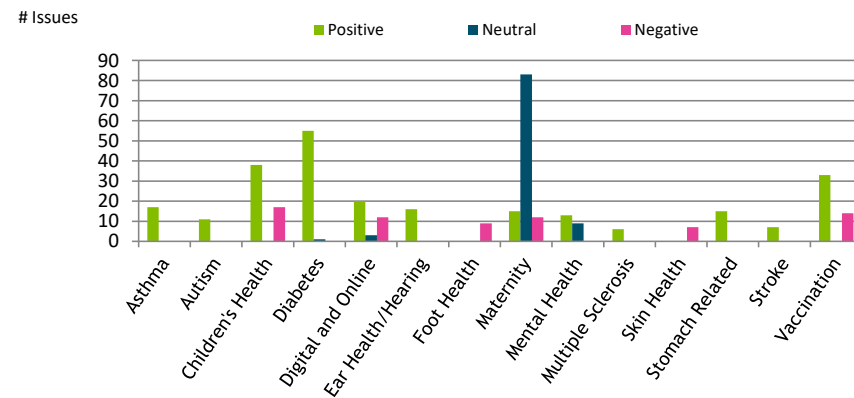
Service sectors receiving the most comments overall

### 7.2 Service Type



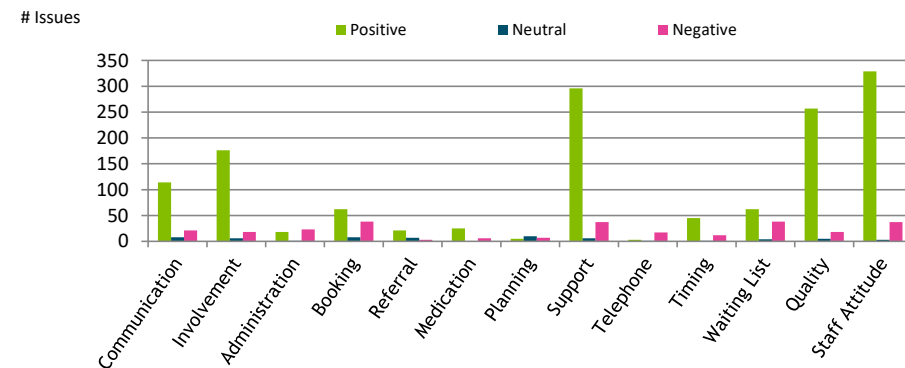
Service type receiving the most comments overall

### 7.3 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.4 Top Trends: 1898 issues from 408 people

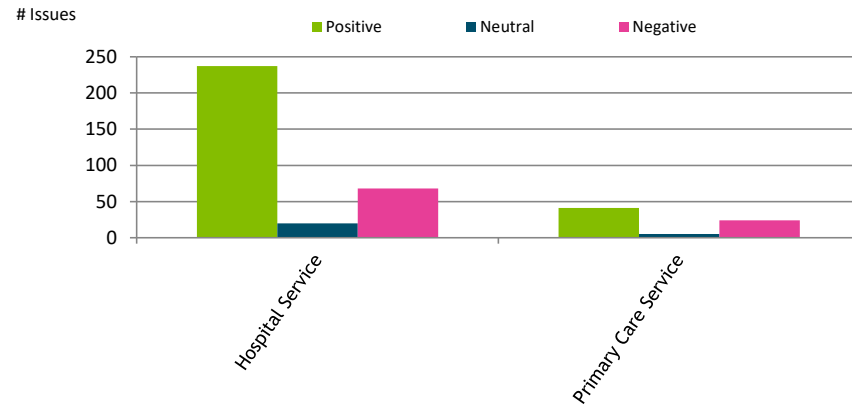


Issues receiving the most comments overall

## 7. Trends by Borough: City of London

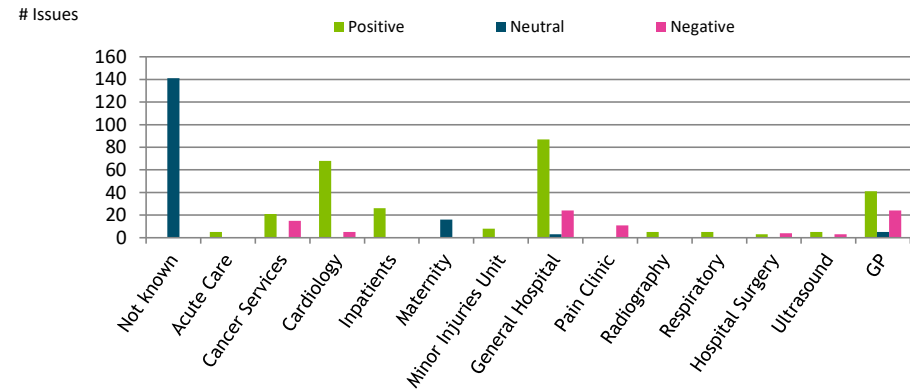


### 7.5 Service Sector



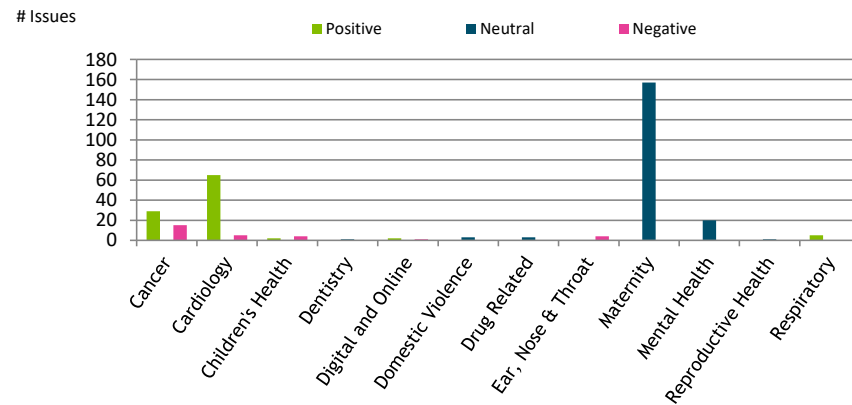
Service sectors receiving the most comments overall

### 7.6 Service Type



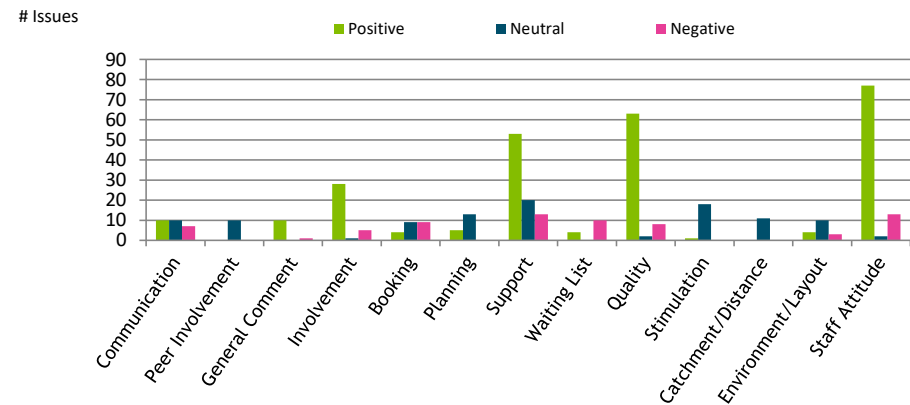
Service type receiving the most comments overall

### 7.7 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.8 Top Trends: 535 issues from 128 people

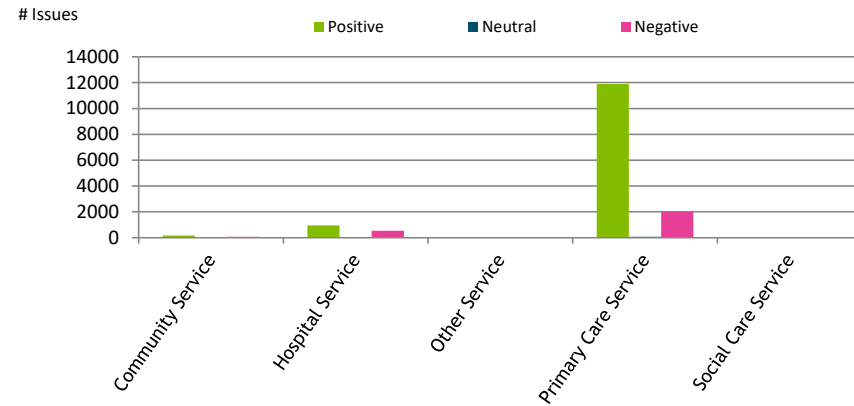


Issues receiving the most comments overall

## 7. Trends by Borough: Hackney

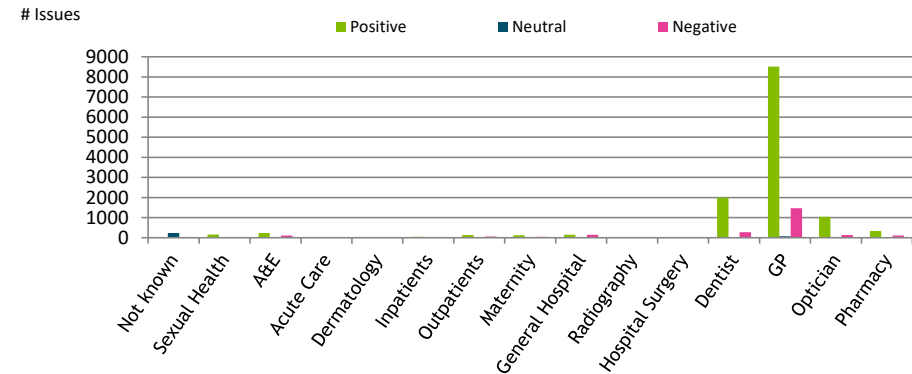


### 7.9 Service Sector



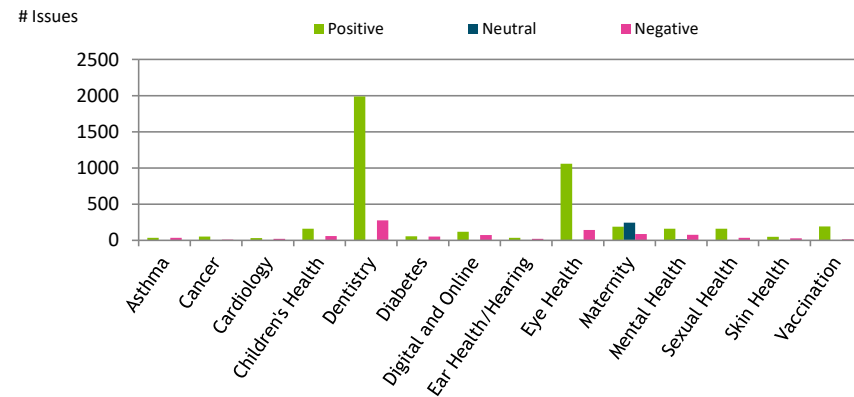
Service sectors receiving the most comments overall

### 7.10 Service Type



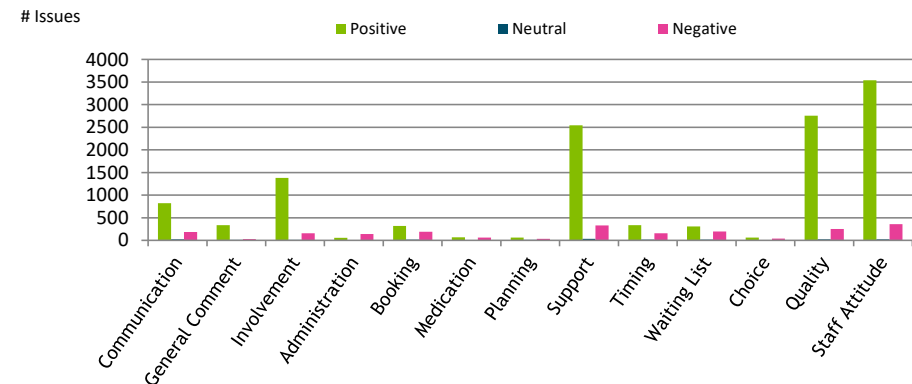
Service type receiving the most comments overall

### 7.11 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.12 Top Trends: 16010 issues from 3706 people

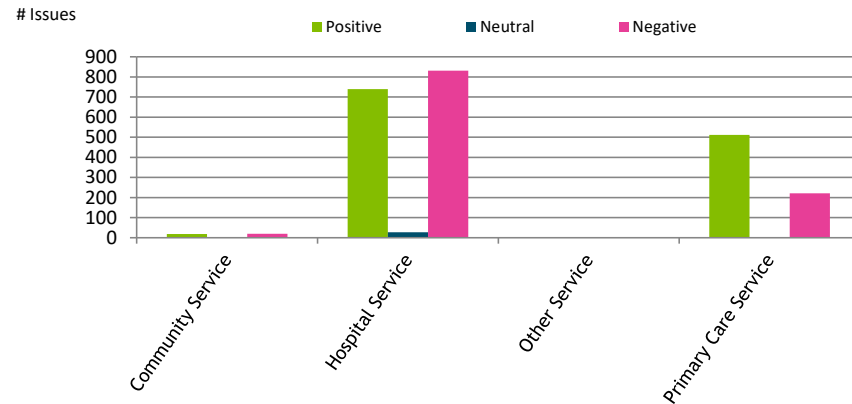


Issues receiving the most comments overall

## 7. Trends by Borough: Havering

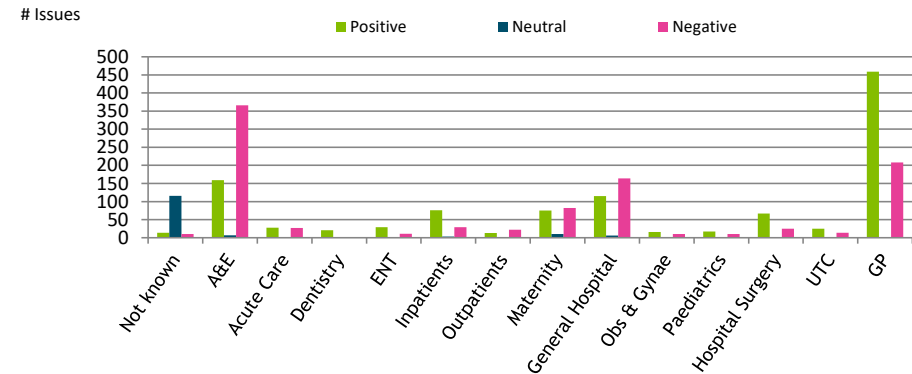


### 7.13 Service Sector



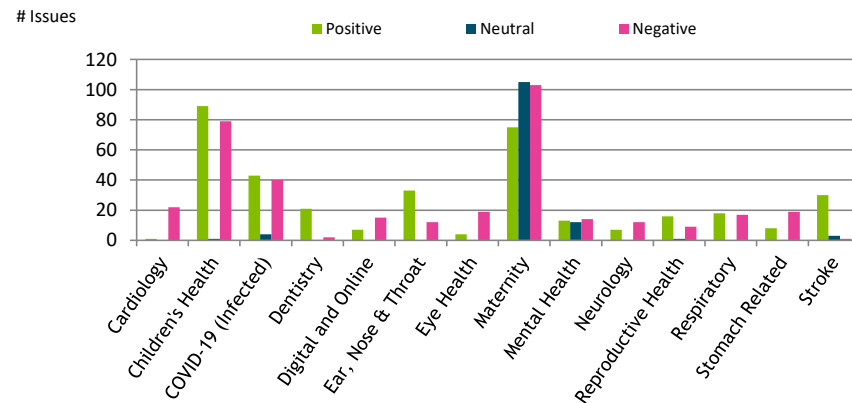
Service sectors receiving the most comments overall

### 7.14 Service Type



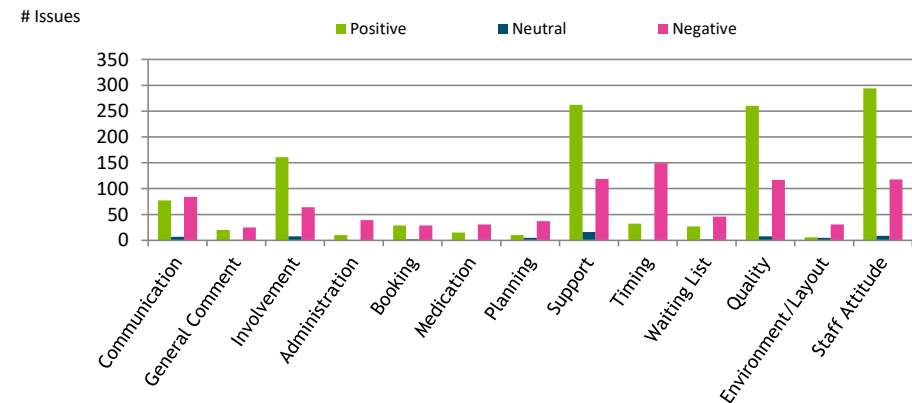
Service type receiving the most comments overall

### 7.15 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.16 Top Trends: 2511 issues from 599 people

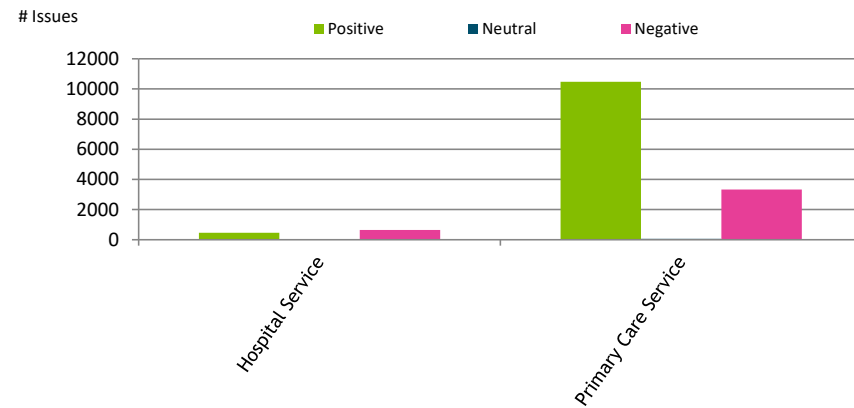


Issues receiving the most comments overall

## 7. Trends by Borough: Newham

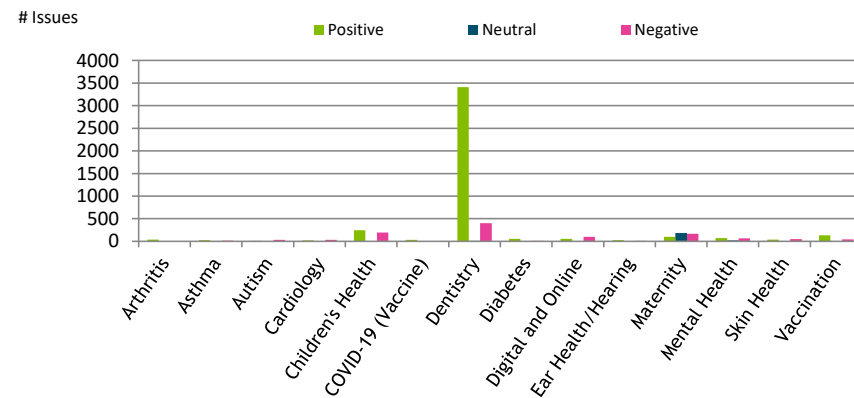


### 7.17 Service Sector



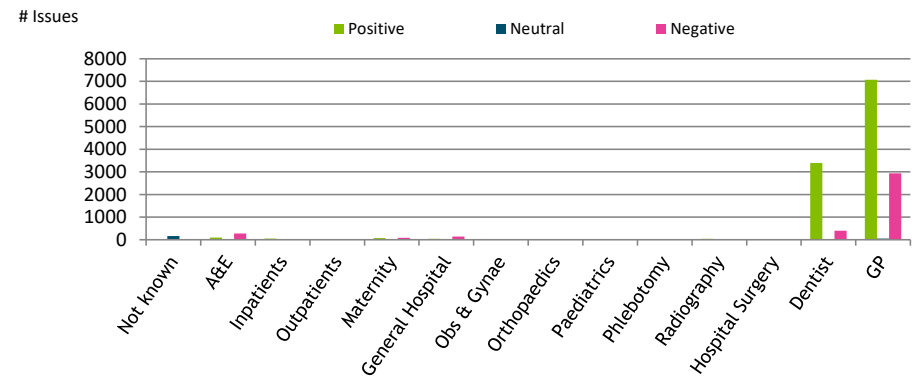
Service sectors receiving the most comments overall

### 7.19 Stated medical conditions/topics



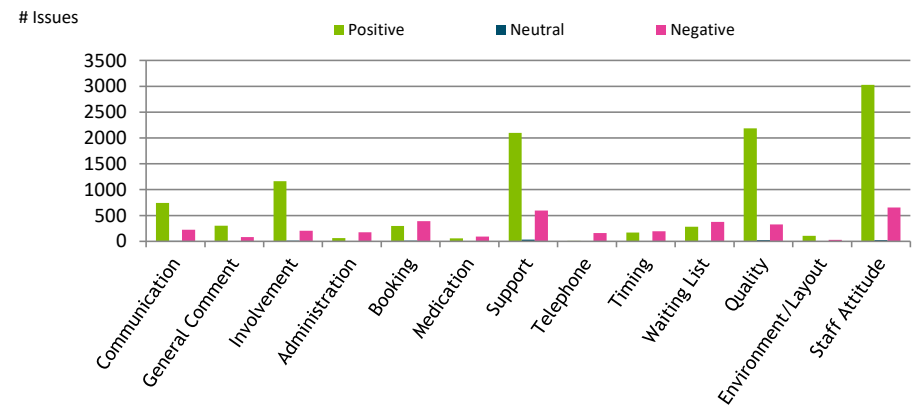
Medical conditions/topics receiving the most comments overall

### 7.18 Service Type



Service type receiving the most comments overall

### 7.20 Top Trends: 15202 issues from 3672 people

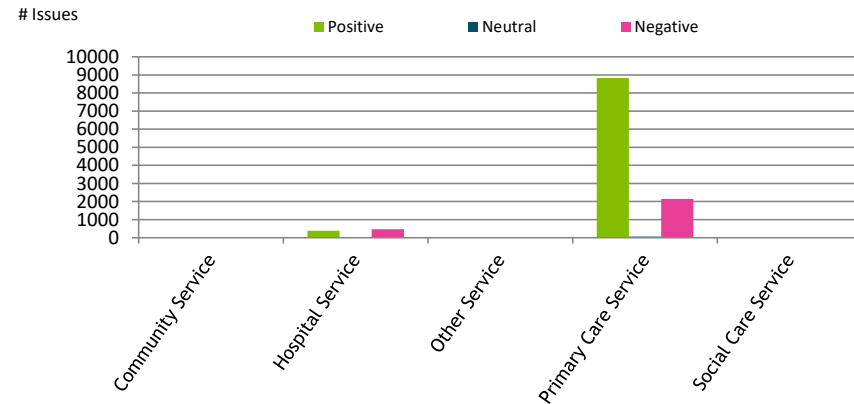


Issues receiving the most comments overall

## 7. Trends by Borough: Redbridge

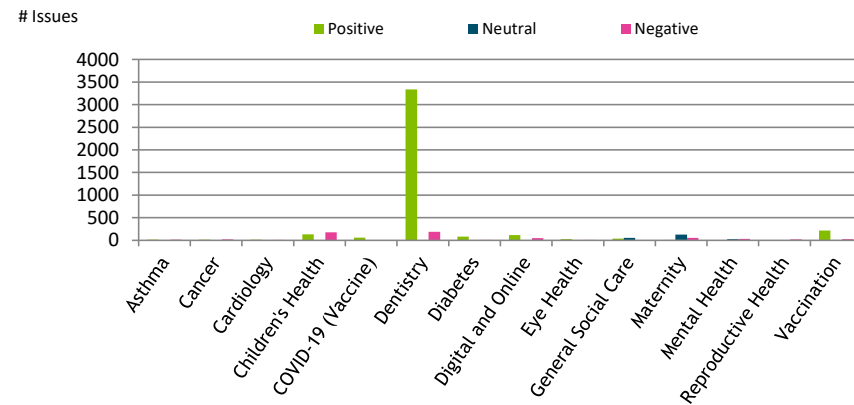


### 7.21 Service Sector



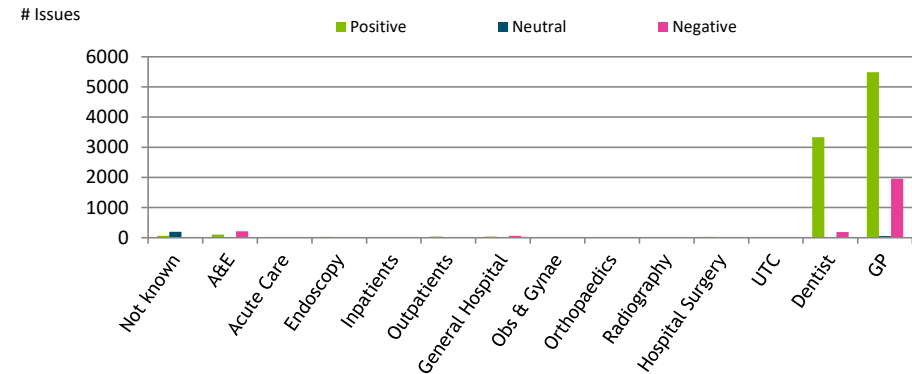
Service sectors receiving the most comments overall

### 7.23 Stated medical conditions/topics



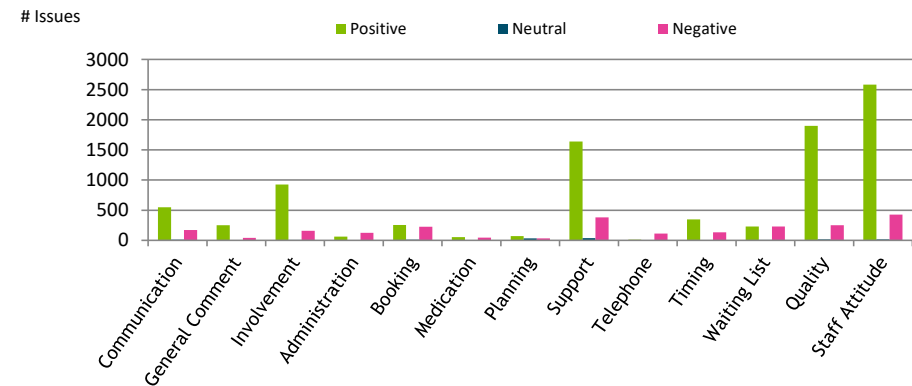
Medical conditions/topics receiving the most comments overall

### 7.22 Service Type



Service type receiving the most comments overall

### 7.24 Top Trends: 12180 issues from 3004 people

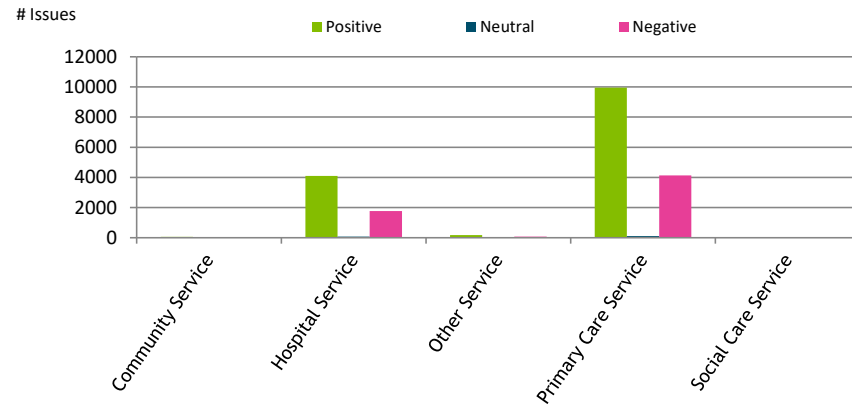


Issues receiving the most comments overall

## 7. Trends by Borough: Tower Hamlets

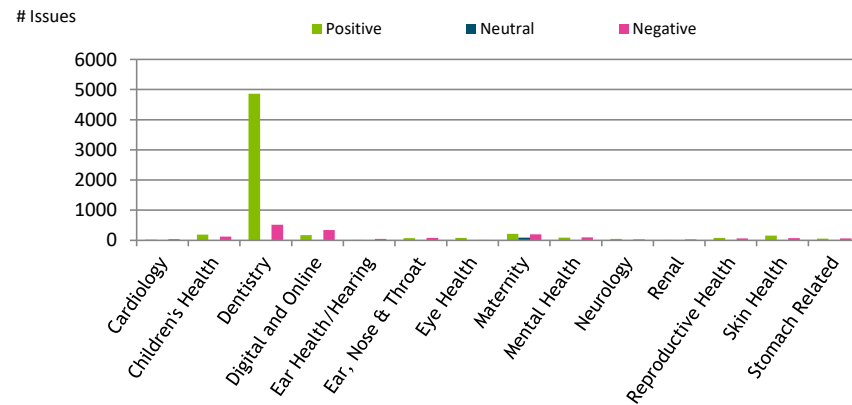


### 7.25 Service Sector



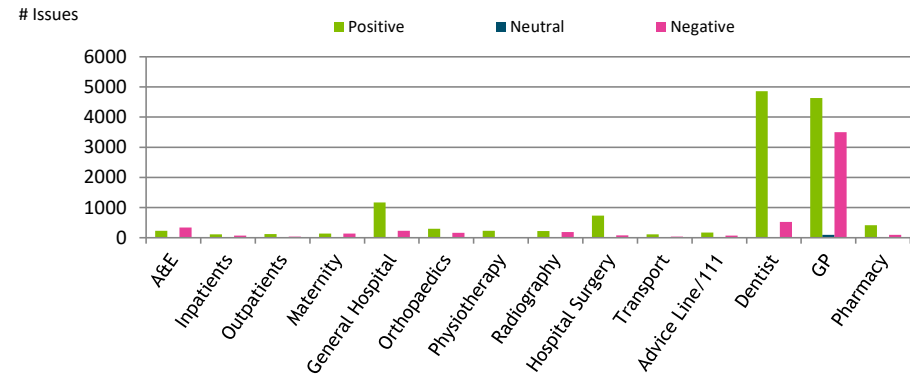
Service sectors receiving the most comments overall

### 7.27 Stated medical conditions/topics



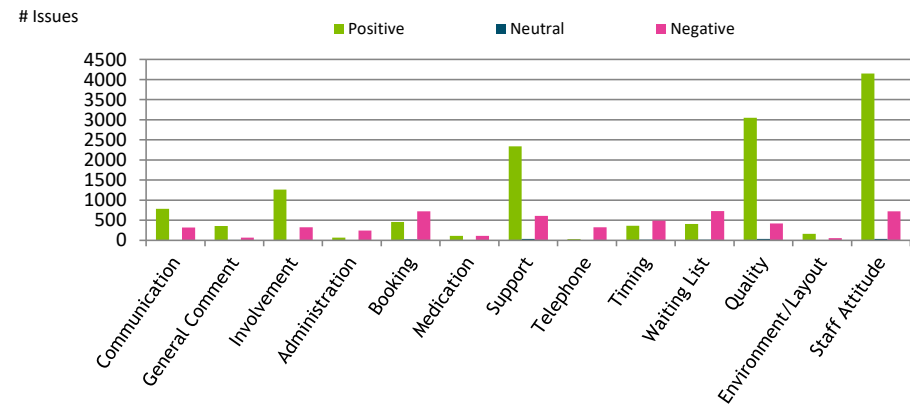
Medical conditions/topics receiving the most comments overall

### 7.26 Service Type



Service type receiving the most comments overall

### 7.28 Top Trends: 20583 issues from 5261 people

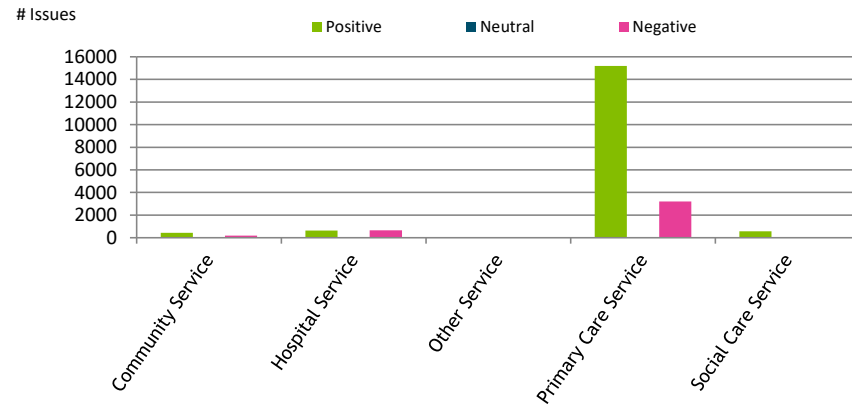


Issues receiving the most comments overall

## 7. Trends by Borough: Waltham Forest

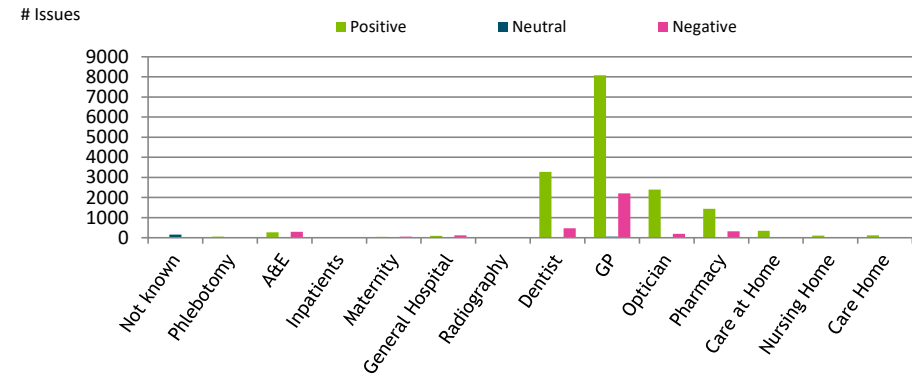


### 7.29 Service Sector



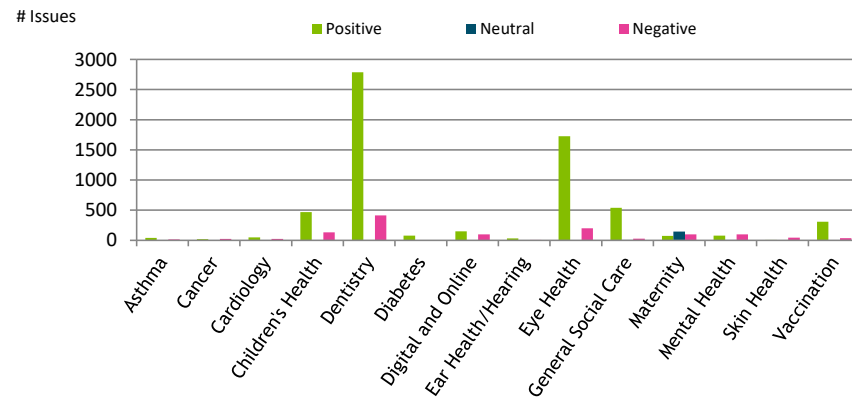
Service sectors receiving the most comments overall

### 7.30 Service Type



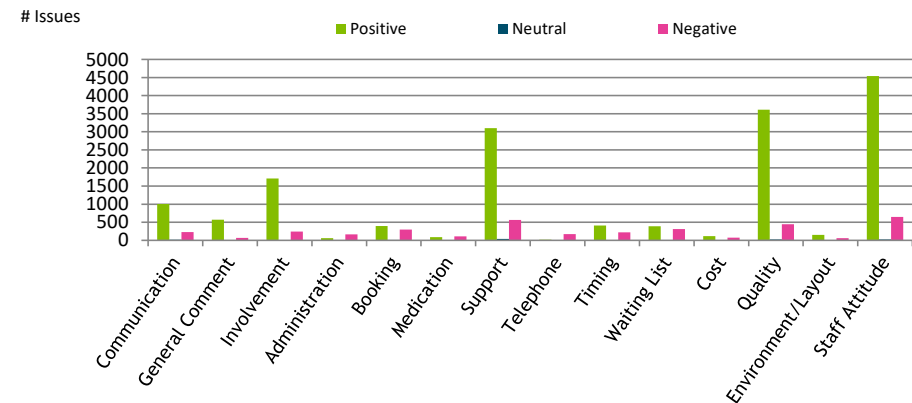
Service type receiving the most comments overall

### 7.31 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

### 7.32 Top Trends: 21185 issues from 5385 people



Issues receiving the most comments overall



## 8. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	Communication, including access to advice and information.	4102	87	1239	5428
	Carer Involvement	Involvement or influence of carers and family members.	477	26	94	597
	Peer Involvement	Involvement or Influence of friends.	8	63	1	72
	General Comment	A generalised statement (ie; "The doctor was good.")	1853	36	314	2203
	User Involvement	Involvement or influence of the service user.	6808	63	1175	8046
Systems	Administration	Administrative processes and delivery.	338	10	918	1266
	Admission	Physical admission to a hospital ward, or other service.	13	11	48	72
	Booking	Ability to book, reschedule or cancel appointments.	1816	96	1894	3806
	Cancellations	Cancellation of appointment by the service provider.	0	0	189	189
	Data Protection	General data protection (including GDPR).	2	1	34	37
	Referral	Referral to a service.	329	90	173	592
	Medical Records	Management of medical records.	11	10	69	90
	Medication	Prescription and management of medicines.	418	11	456	885
	Opening Times	Opening times of a service.	53	14	64	131
	Planning	Leadership and general organisation.	336	88	249	673
	Registration	Ability to register for a service.	73	60	151	284
	Support	Levels of support provided.	12327	223	2646	15196
	Telephone	Ability to contact a service by telephone.	108	15	874	997
	Timing	Physical timing (ie; length of wait at appointments).	1710	49	1364	3123
	Waiting List	Length of wait while on a list.	1706	59	1938	3703
Values	Choice	General choice.	285	27	269	581
	Cost	General cost.	221	48	259	528
	Language	Language, including terminology.	54	22	59	135
	Nutrition	Provision of sustenance.	80	16	56	152
	Privacy	Privacy, personal space and property.	15	2	58	75
	Quality	General quality of a service, or staff.	14076	136	1843	16055
	Sensory	Deaf/blind or other sensory issues.	13	5	11	29
	Stimulation	General stimulation, including access to activities.	91	80	12	183

## 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>	235	64	40	339
	Environment/Layout	<i>Physical environment of a service.</i>	558	35	231	824
	Equipment	<i>General equipment issues.</i>	97	10	57	164
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	7	10	55	72
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	447	3	76	526
	Mobility	<i>Physical mobility to, from and within services.</i>	27	3	50	80
	Travel/Parking	<i>Ability to travel or park.</i>	22	5	44	71
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	2	24	202	228
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	8	38	110	156
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	18539	134	2975	21648
	Complaints	<i>Ability to log and resolve a complaint.</i>	23	35	120	178
	Staff Training	<i>Training of staff.</i>	125	63	250	438
	Staffing Levels	<i>General availability of staff.</i>	4	77	168	249
Total:			67417	1849	20835	90101