

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 2025 - 31 March 2026



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.

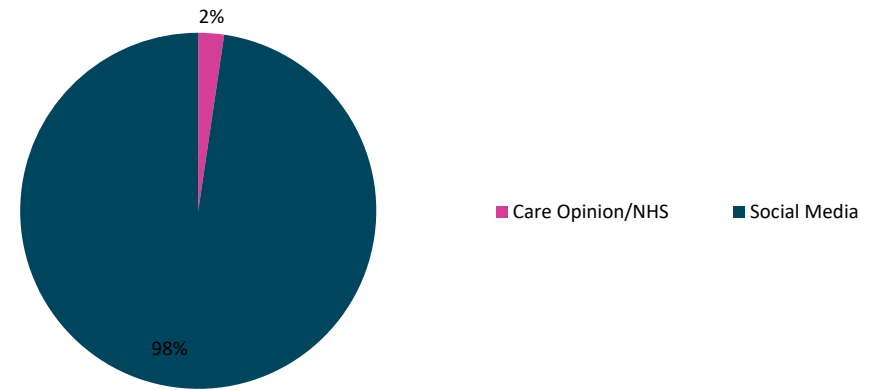
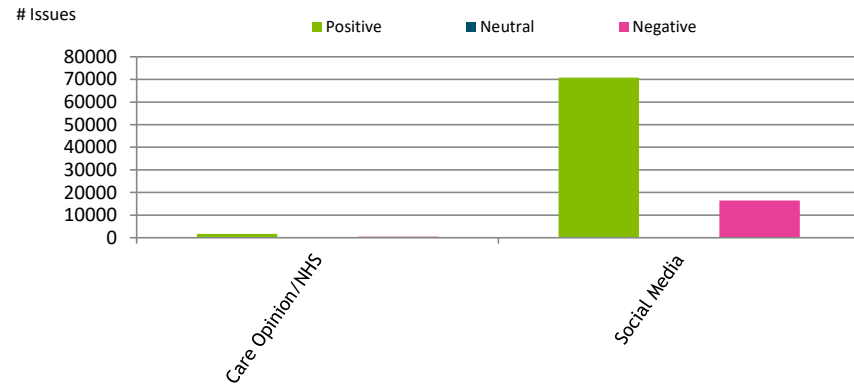


Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

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

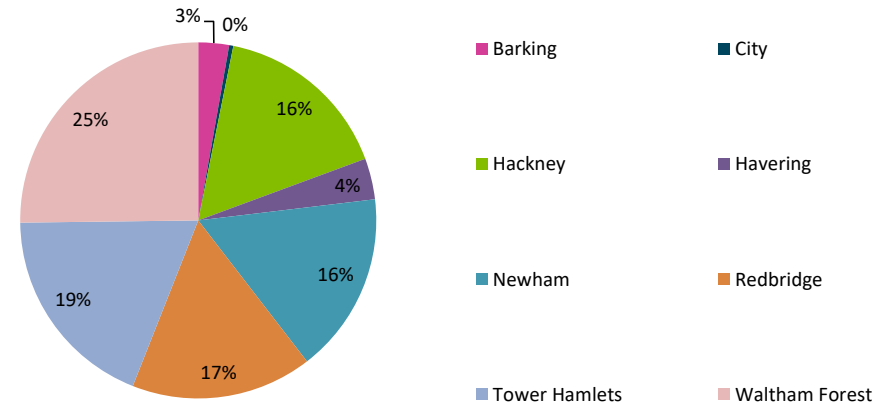
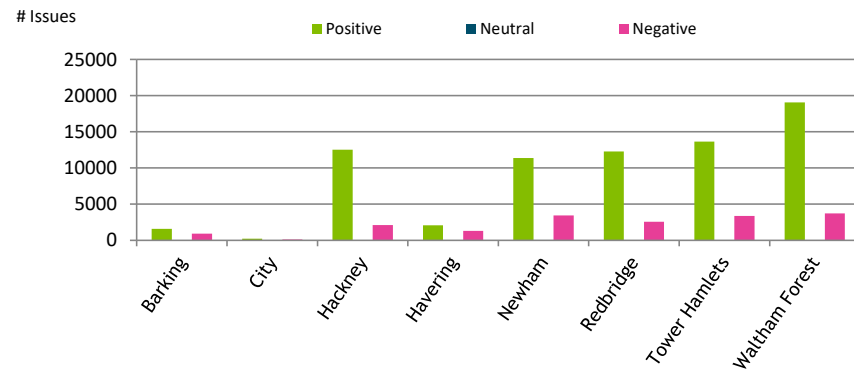


1.1 Source: 90445 issues from 23662 people



Sources providing the most comments overall

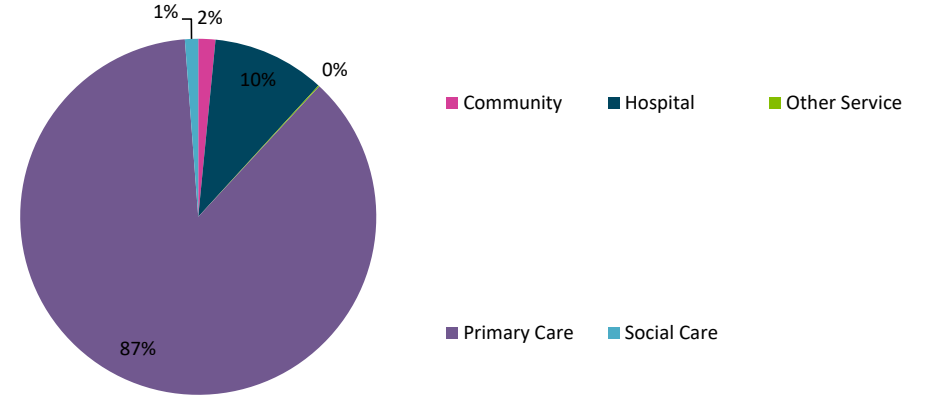
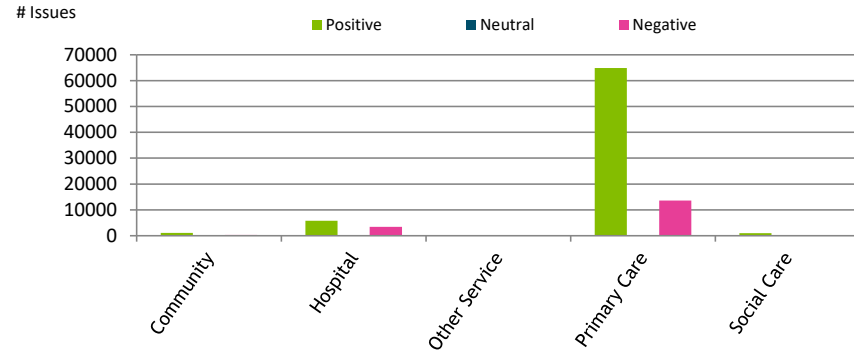
1.2 Feedback by Borough



2. Which services are people most commenting on?

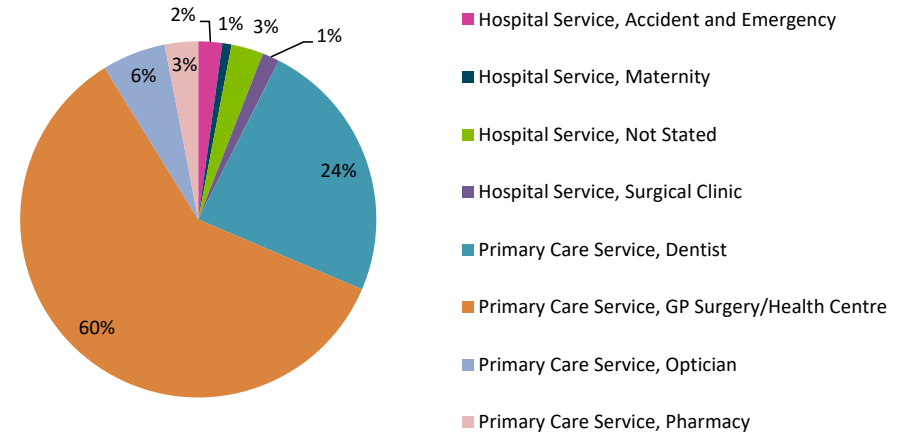
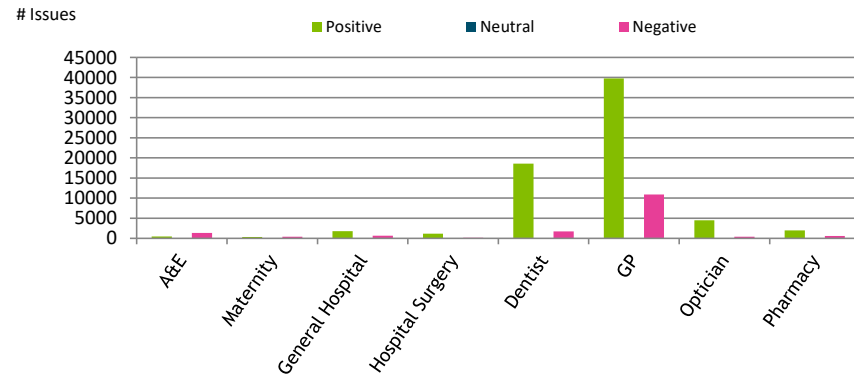


2.1 Service Sector



Service sectors receiving the most comments overall

2.2 Service Type

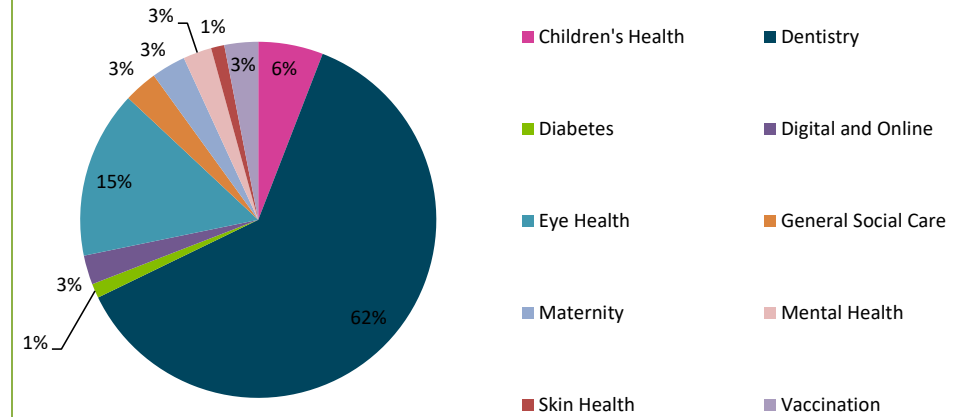
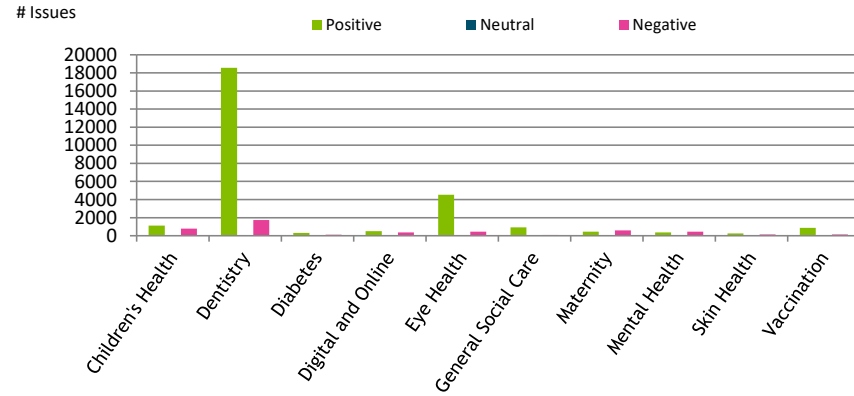


Service type receiving the most comments overall

3. Which service aspects are people most commenting on?

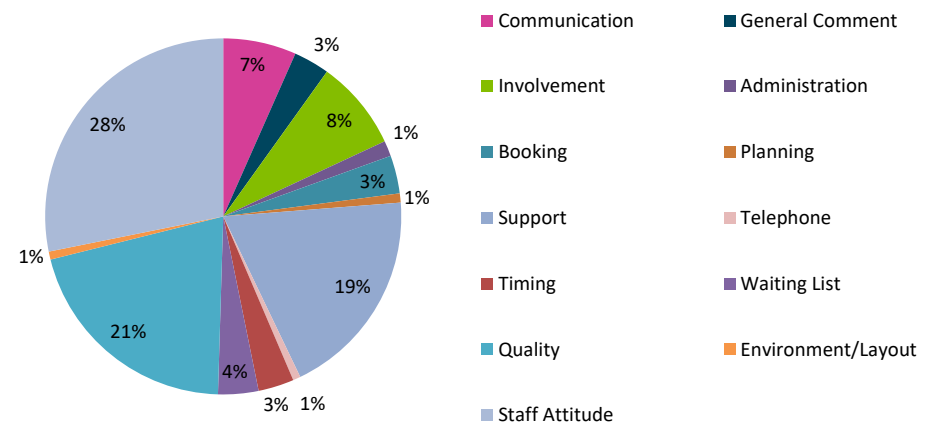
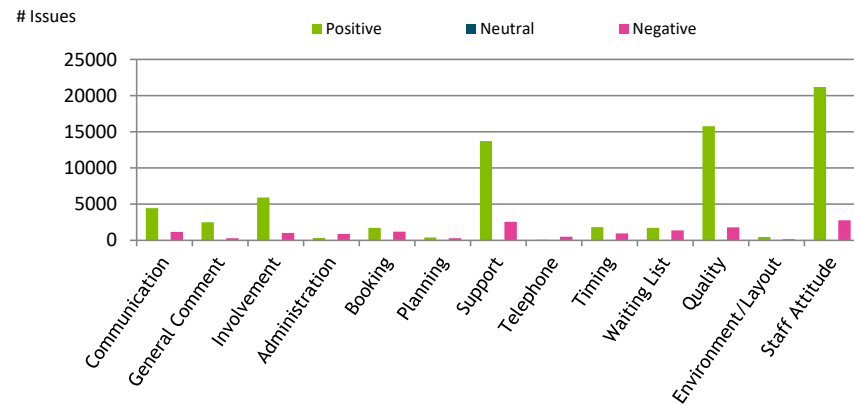


3.1 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

3.2 Top Trends: 90445 issues from 23662 people

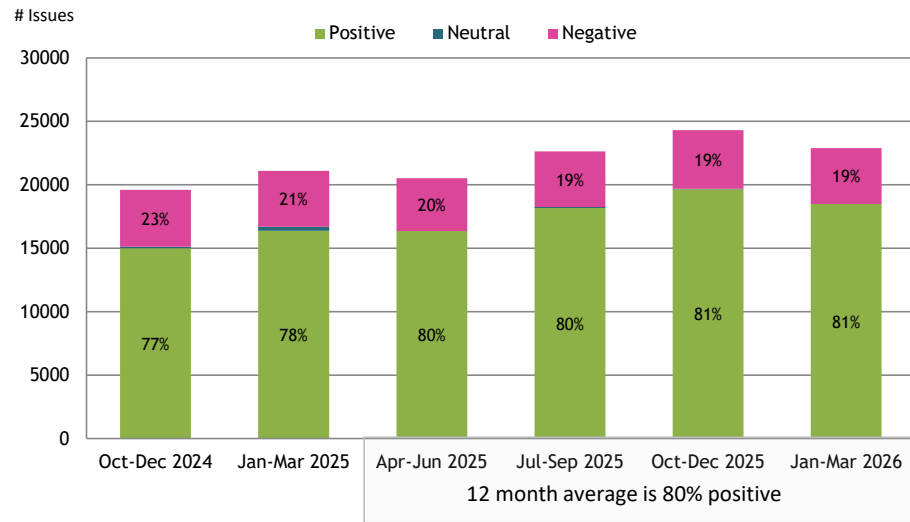


Issues receiving the most comments overall

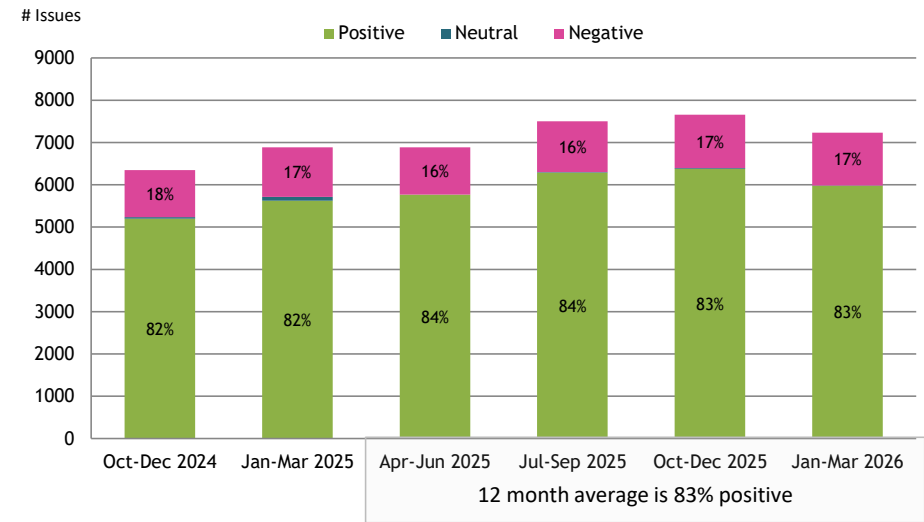
4. Timeline: On the whole, how do people feel about Health and Care services?



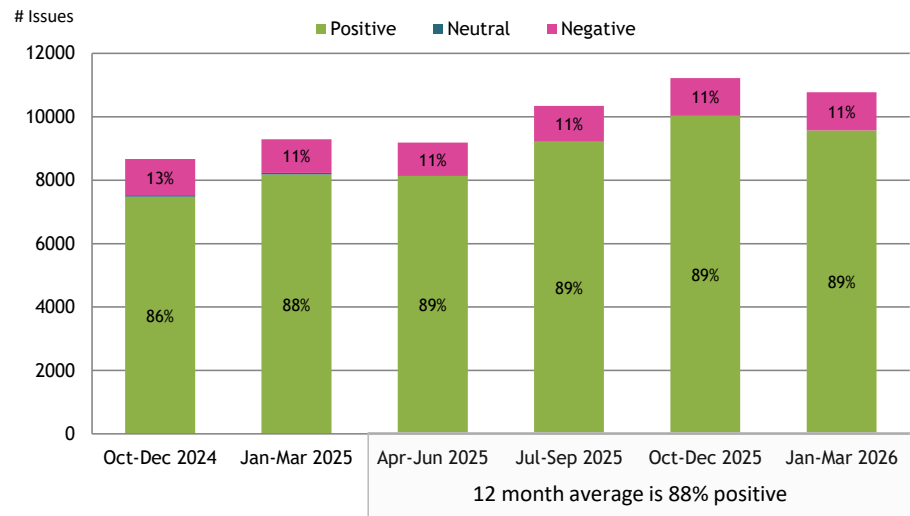
4.1 How do people feel about services overall?



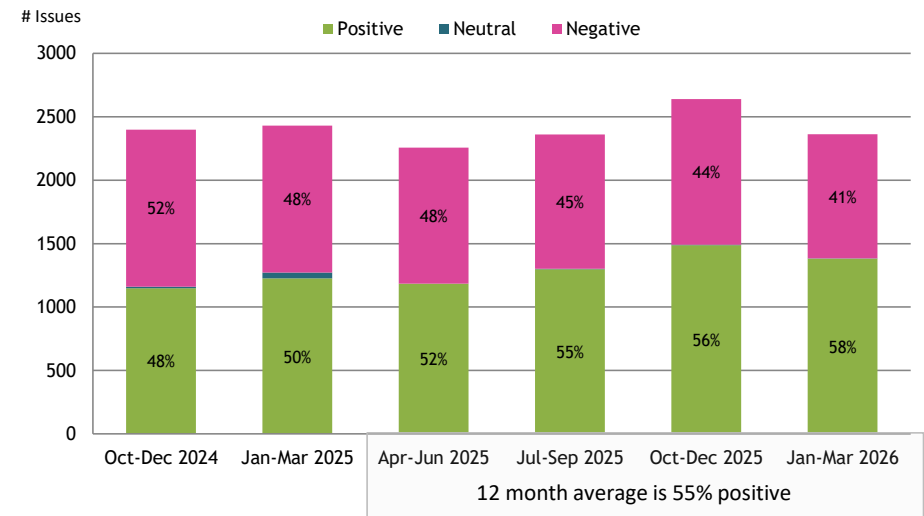
4.2 How well informed, involved and supported do people feel?



4.3 How do people feel about general quality and empathy?



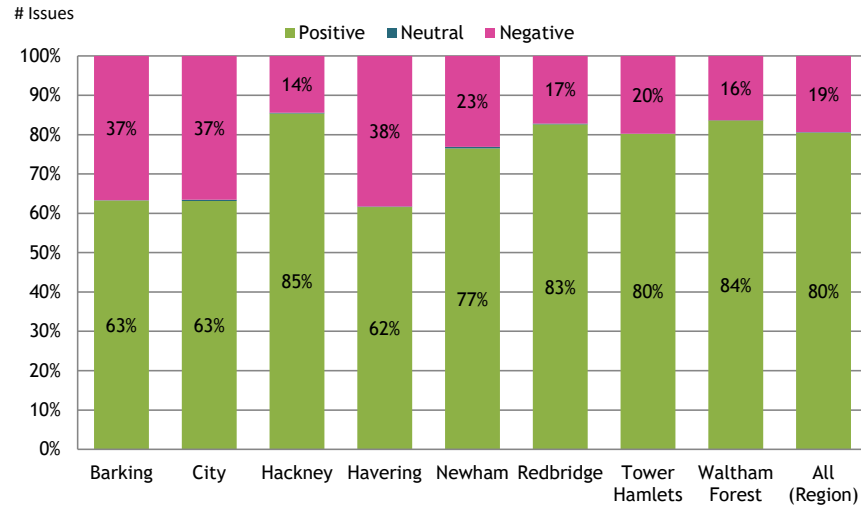
4.4 How do people feel about access to services?



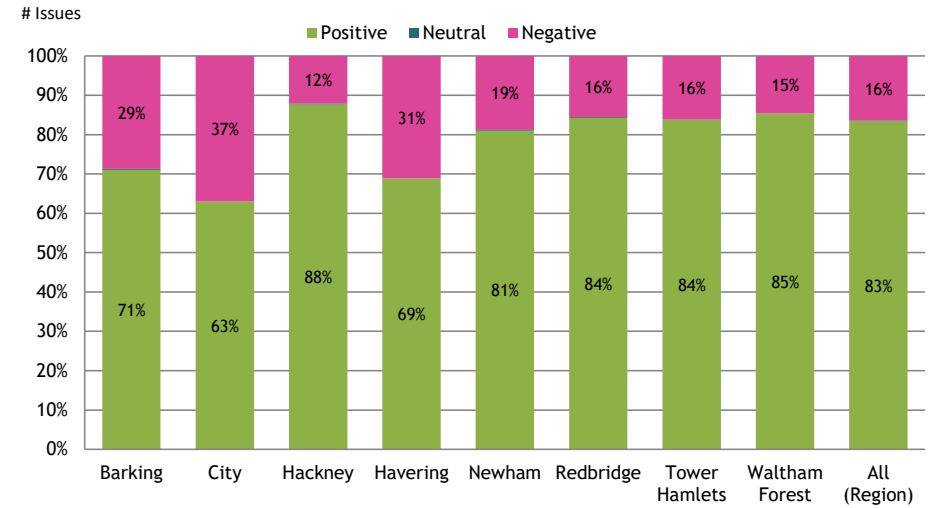
5. By Borough: On the whole, how do people feel about Health and Care services?



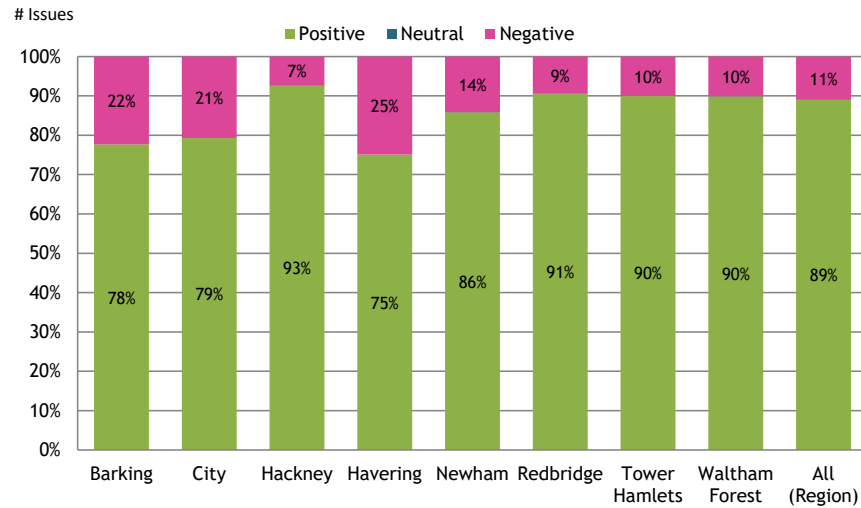
5.1 How do people feel about services overall?



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



5.3 How do people feel about general quality and empathy?



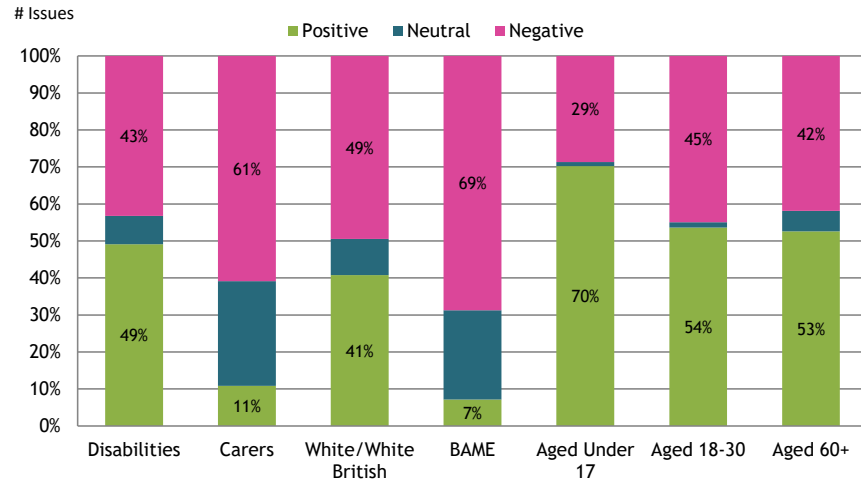
5.4 How do people feel about access to services?



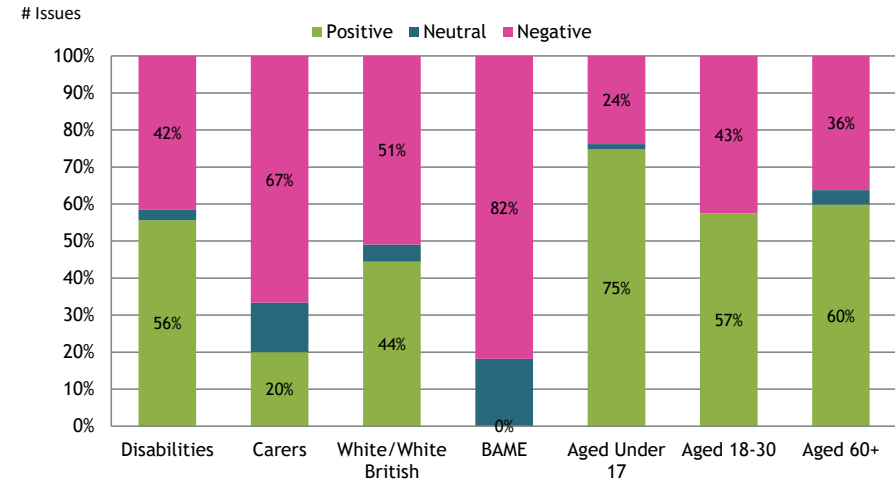
6. Equalities: On the whole, how do people feel about Health and Care services?



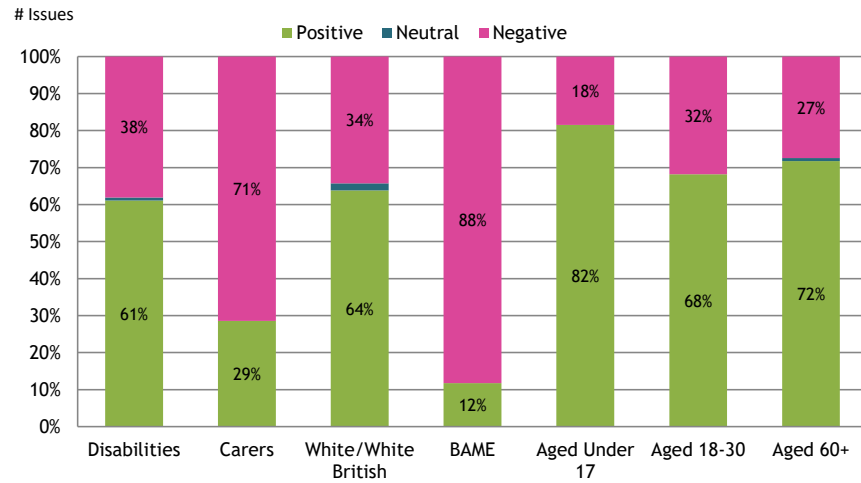
6.1 How do people feel about services overall?



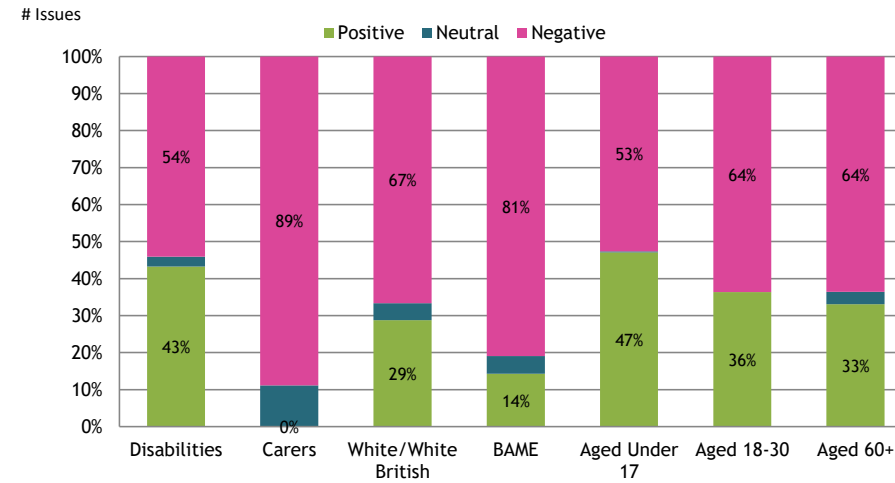
6.2 How well informed, involved and supported do people feel?



6.3 How do people feel about general quality and empathy?



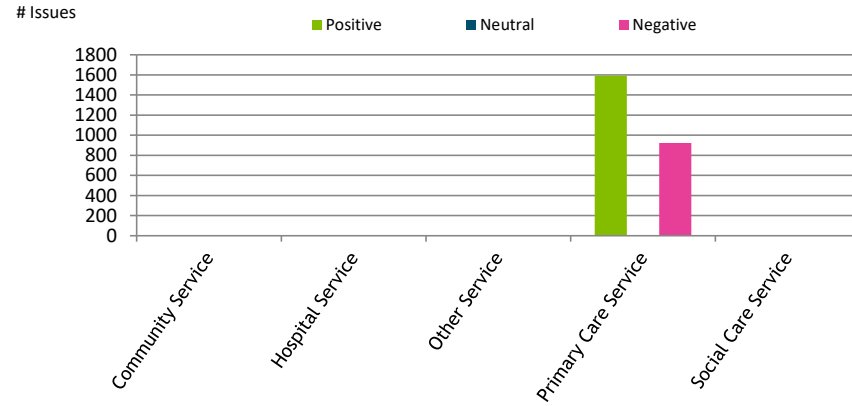
6.4 How do people feel about access to services?



7. Trends by Borough: Barking

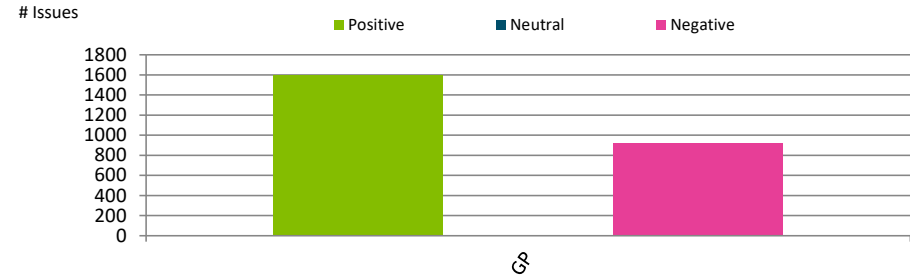


7.1 Service Sector



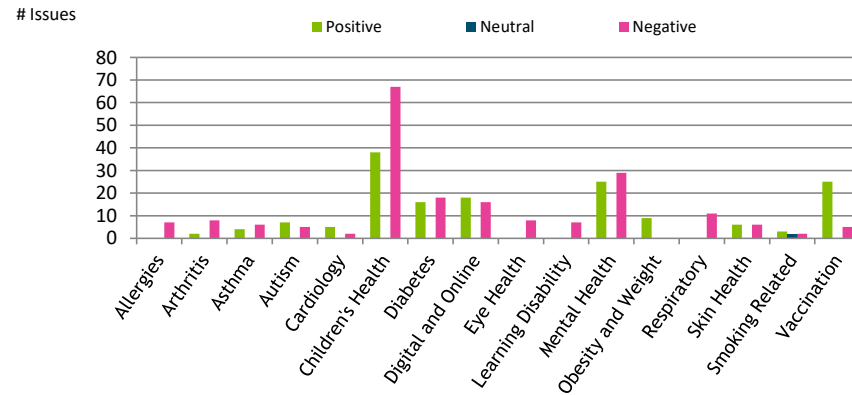
Service sectors receiving the most comments overall

7.2 Service Type



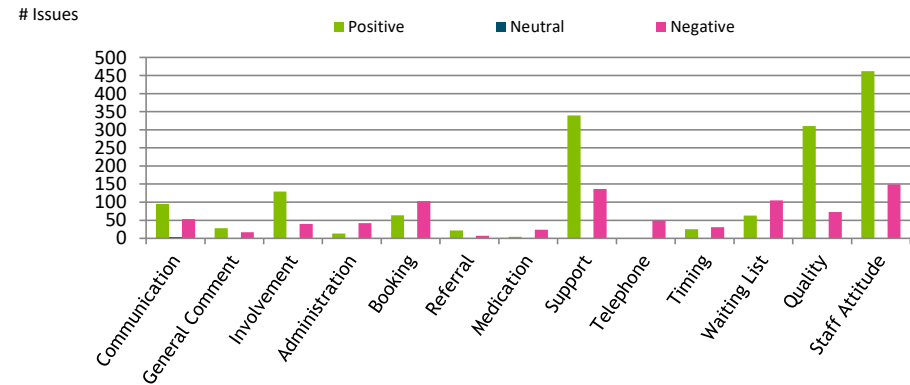
Service type receiving the most comments overall

7.3 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 2523 issues from 625 people

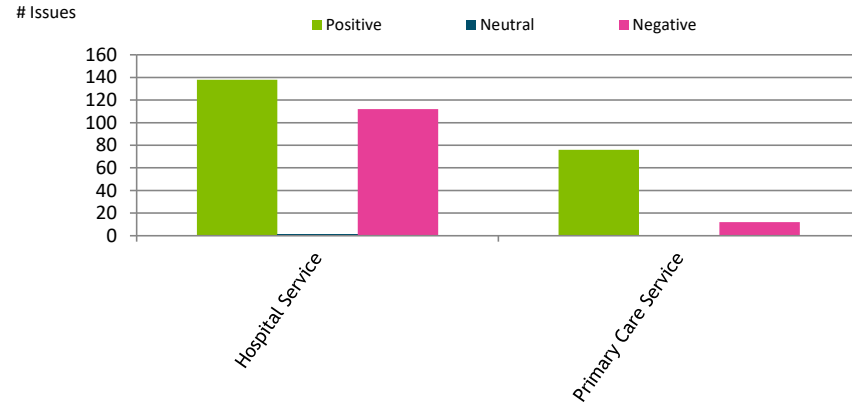


Issues receiving the most comments overall

7. Trends by Borough: City of London

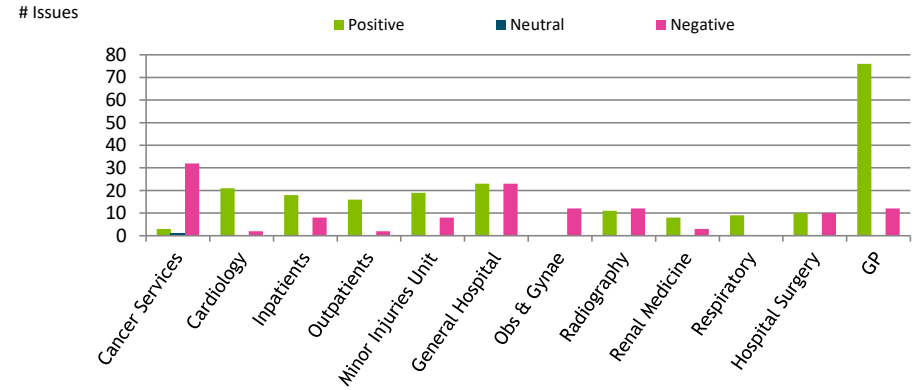


7.5 Service Sector



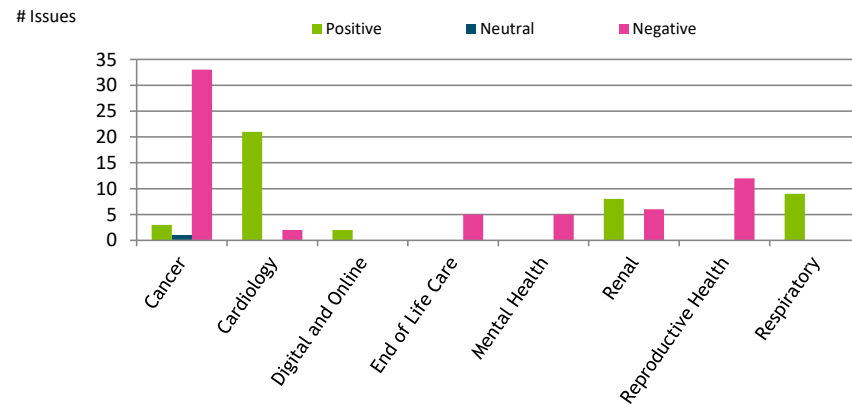
Service sectors receiving the most comments overall

7.6 Service Type



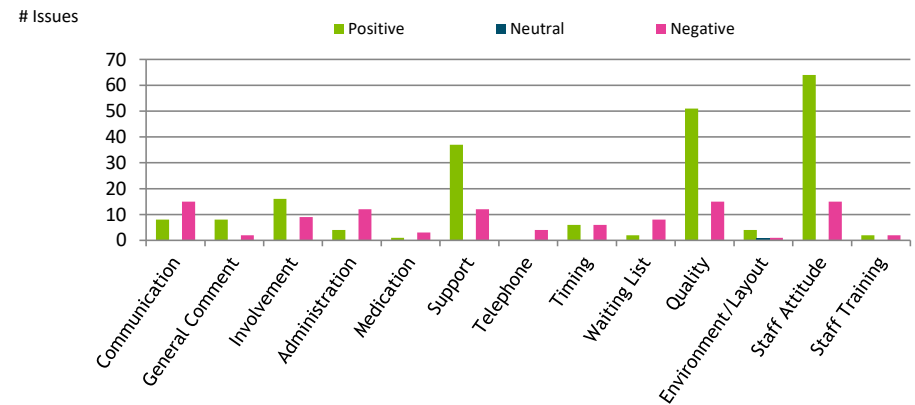
Service type receiving the most comments overall

7.7 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.8 Top Trends: 339 issues from 83 people

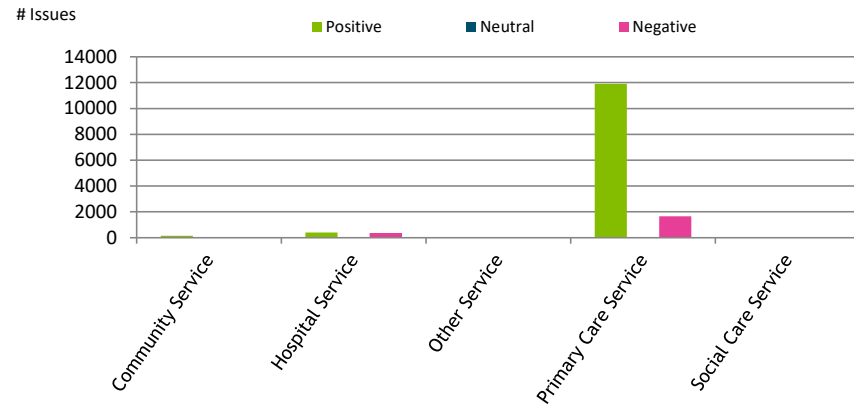


Issues receiving the most comments overall

7. Trends by Borough: Hackney

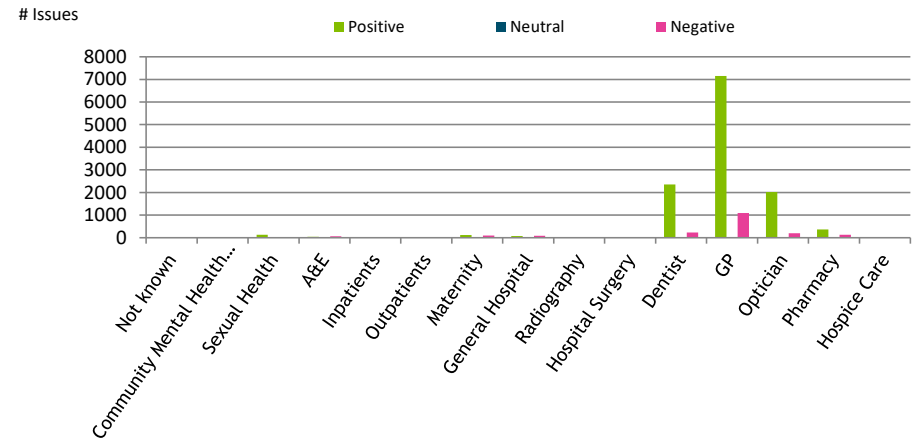


7.9 Service Sector



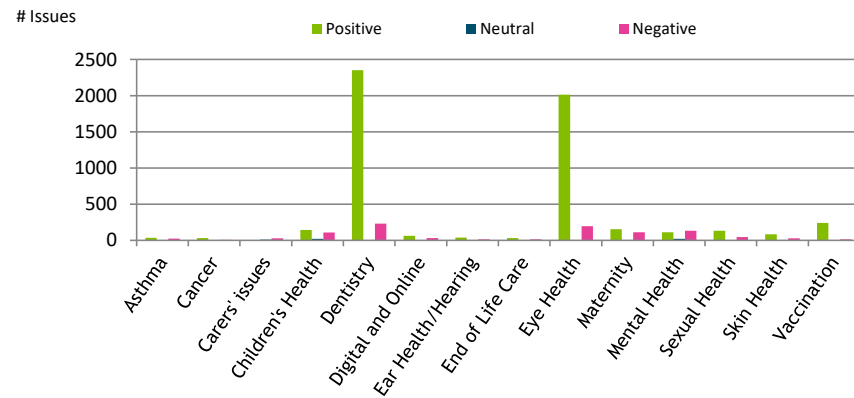
Service sectors receiving the most comments overall

7.10 Service Type



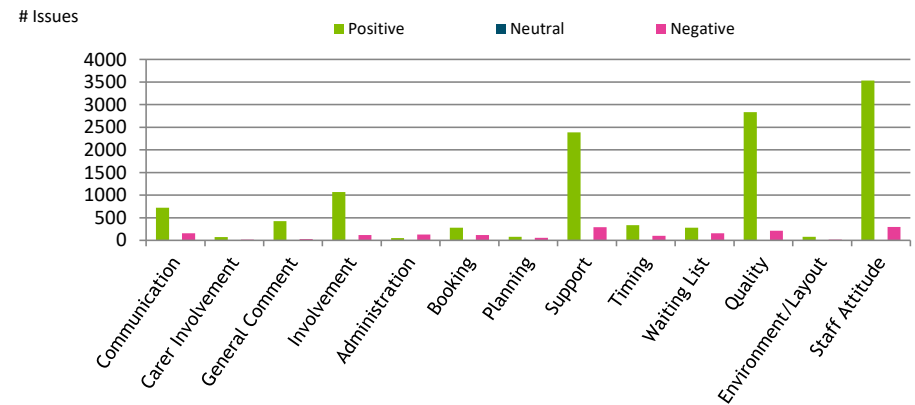
Service type receiving the most comments overall

7.11 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.12 Top Trends: 14660 issues from 3790 people

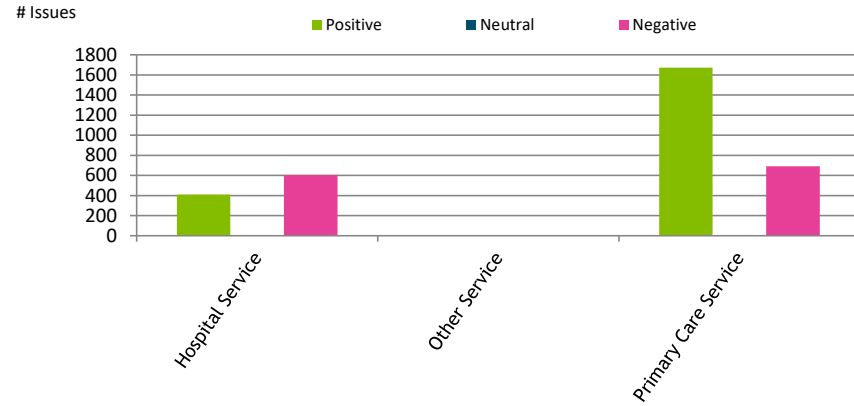


Issues receiving the most comments overall

7. Trends by Borough: Havering

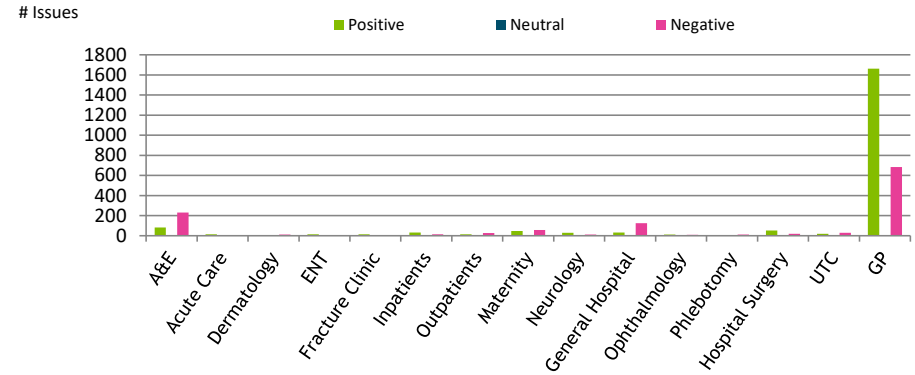


7.13 Service Sector



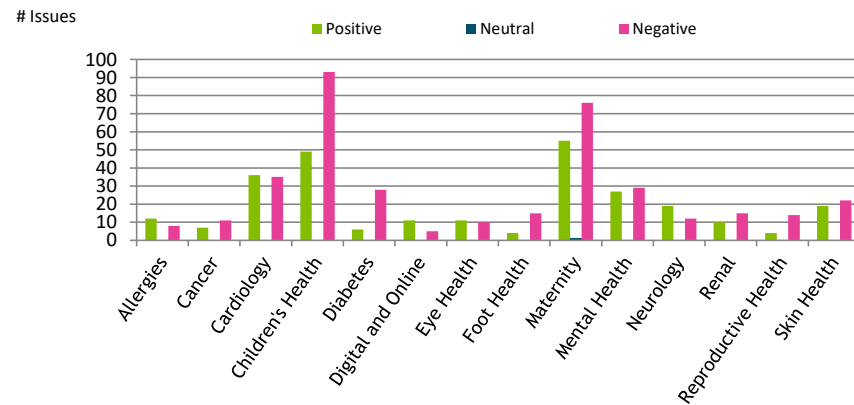
Service sectors receiving the most comments overall

7.14 Service Type



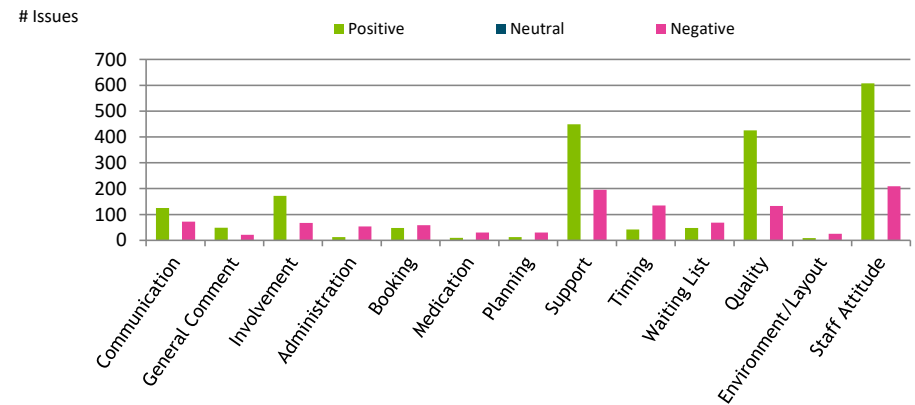
Service type receiving the most comments overall

7.15 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.16 Top Trends: 3375 issues from 847 people

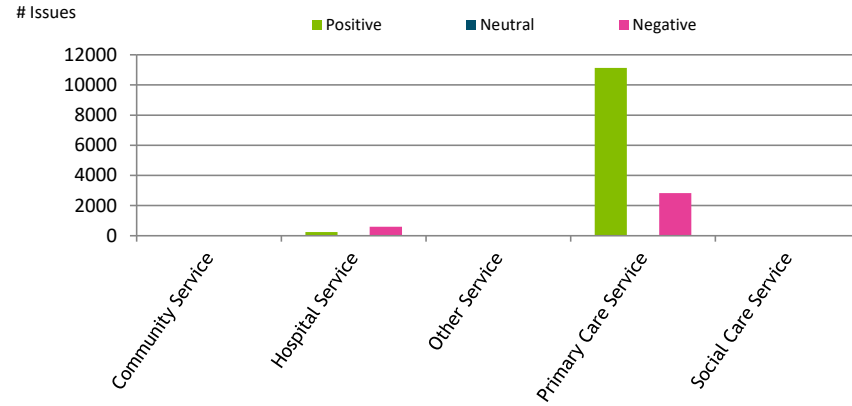


Issues receiving the most comments overall

7. Trends by Borough: Newham

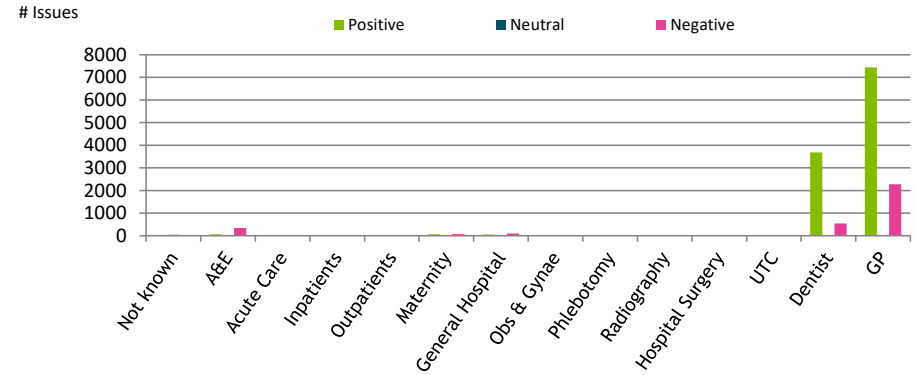


7.17 Service Sector



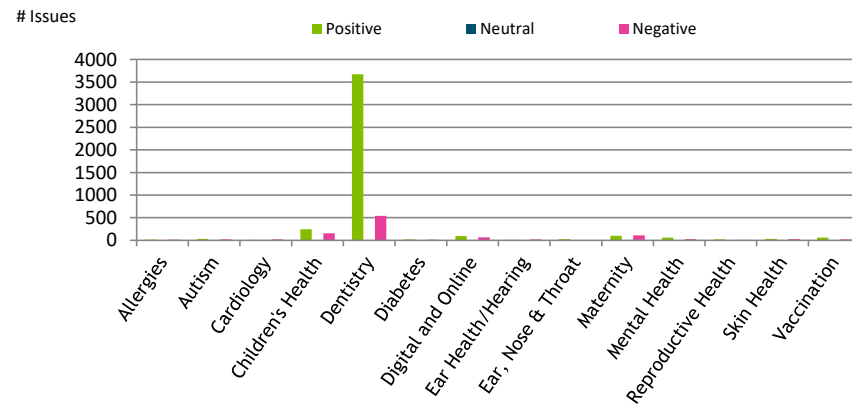
Service sectors receiving the most comments overall

7.18 Service Type



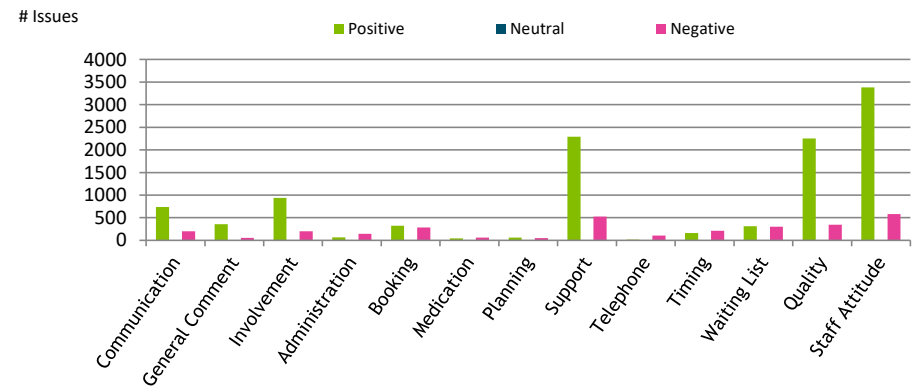
Service type receiving the most comments overall

7.19 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.20 Top Trends: 14868 issues from 3827 people

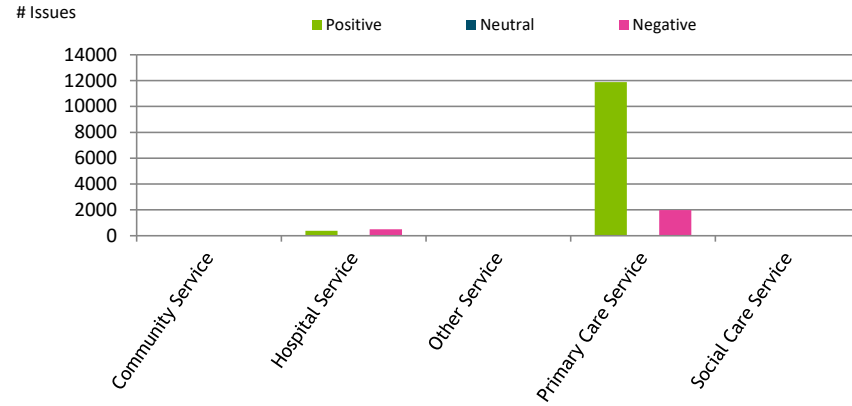


Issues receiving the most comments overall

7. Trends by Borough: Redbridge

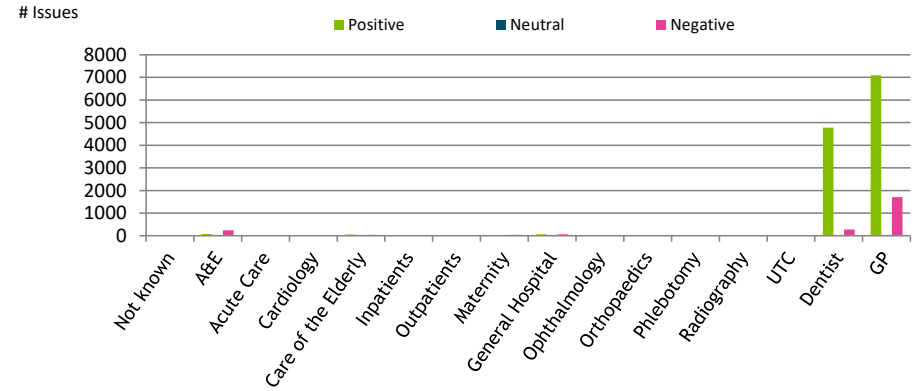


7.21 Service Sector



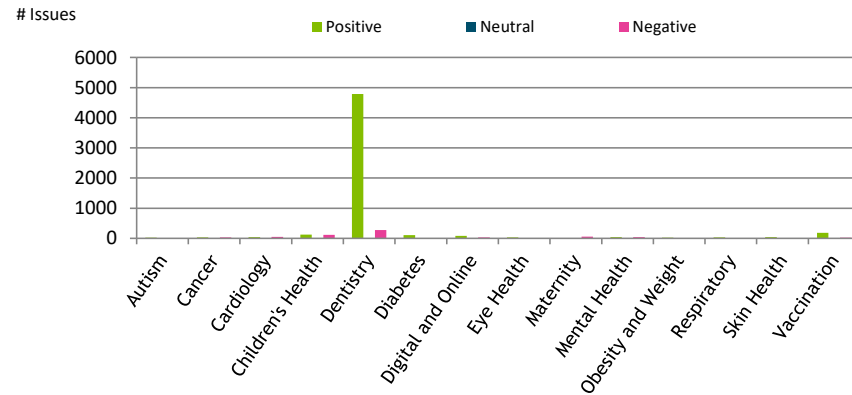
Service sectors receiving the most comments overall

7.22 Service Type



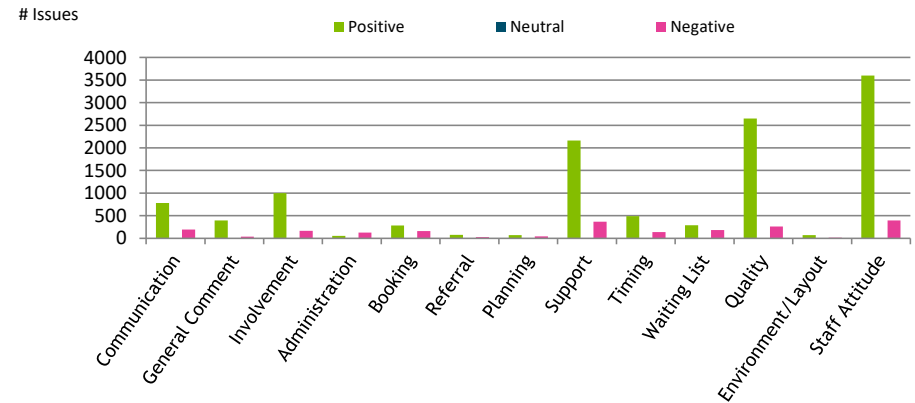
Service type receiving the most comments overall

7.23 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.24 Top Trends: 14877 issues from 3907 people

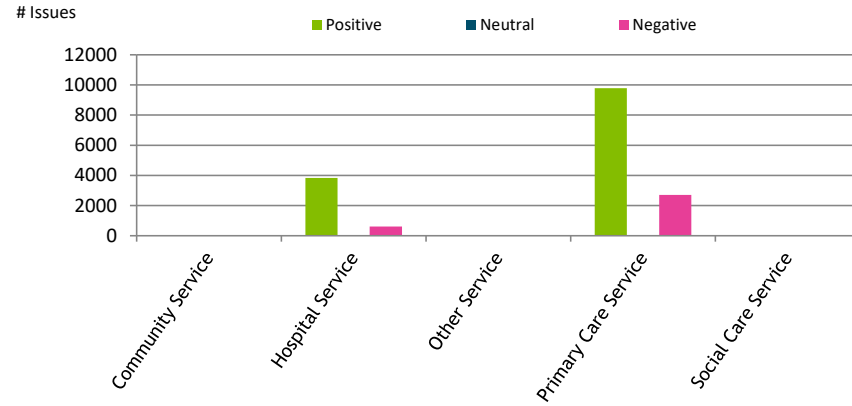


Issues receiving the most comments overall

7. Trends by Borough: Tower Hamlets

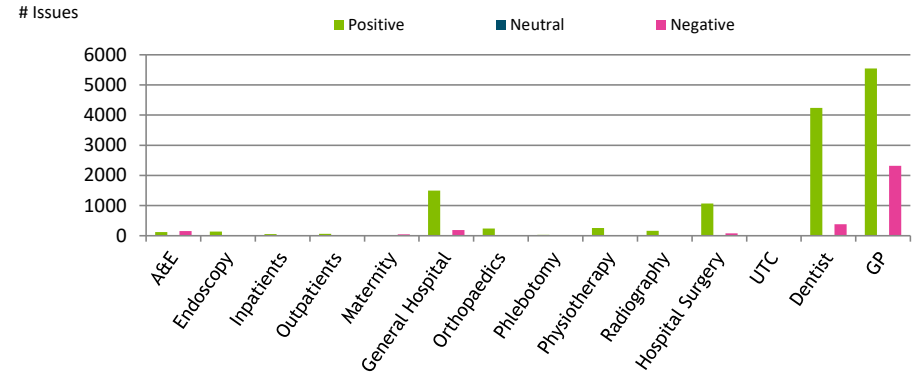


7.25 Service Sector



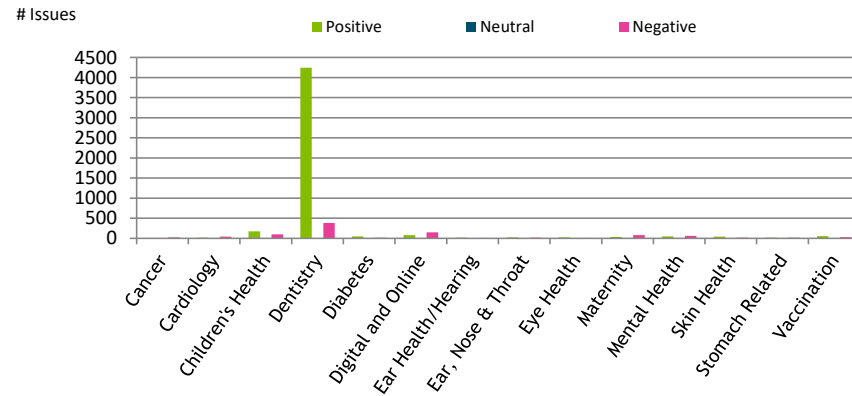
Service sectors receiving the most comments overall

7.26 Service Type



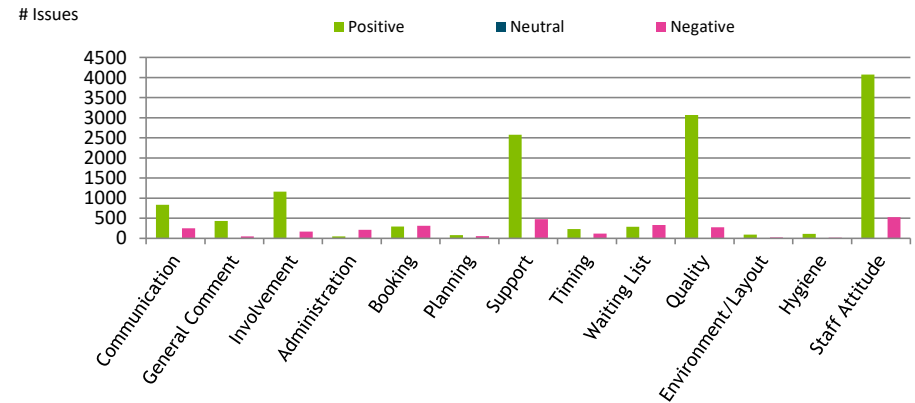
Service type receiving the most comments overall

7.27 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.28 Top Trends: 17016 issues from 4276 people

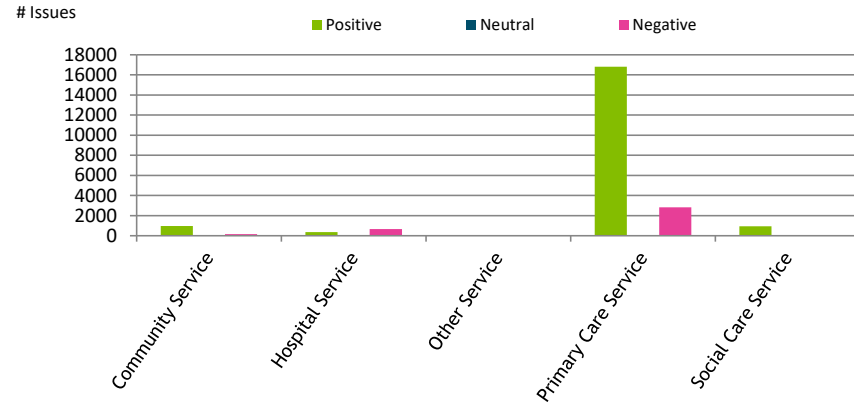


Issues receiving the most comments overall

7. Trends by Borough: Waltham Forest

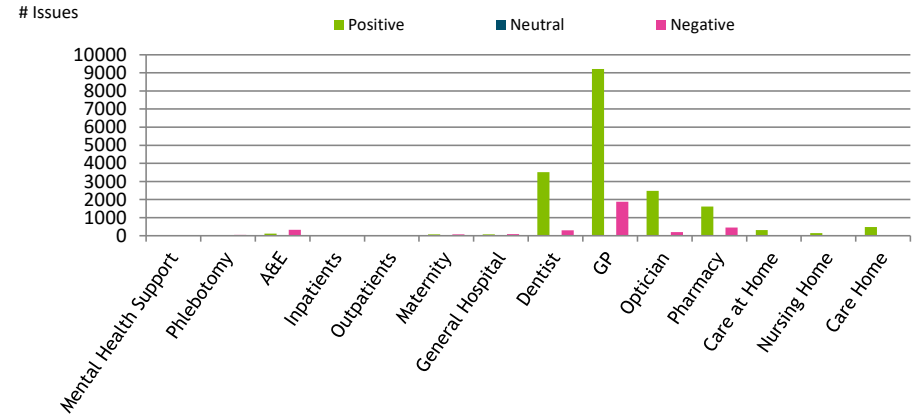


7.29 Service Sector



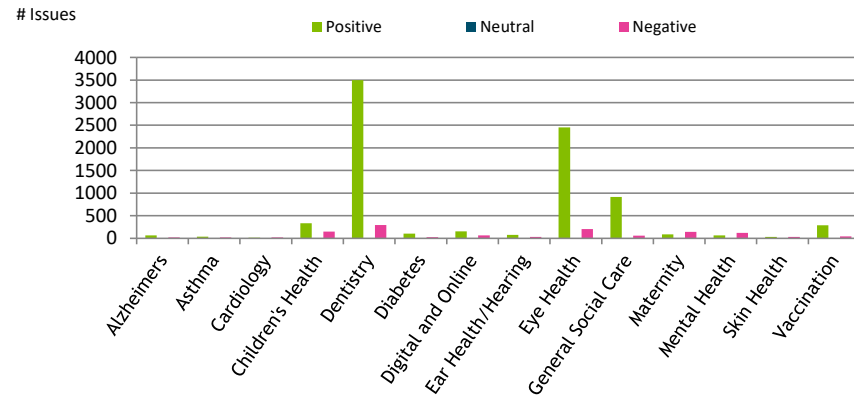
Service sectors receiving the most comments overall

7.30 Service Type



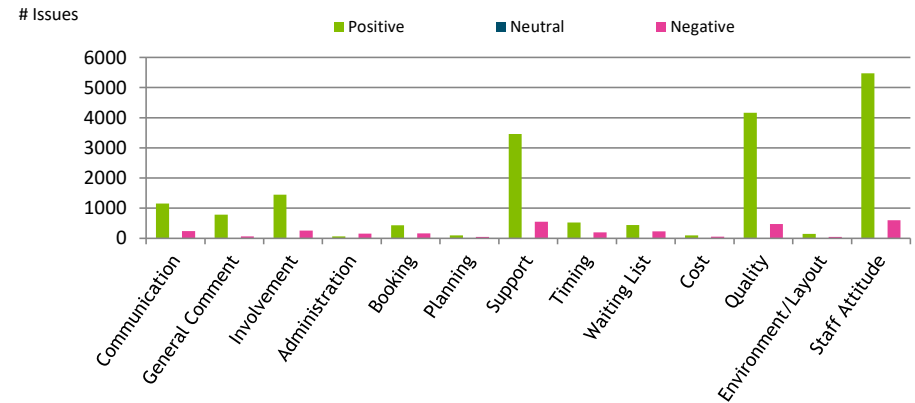
Service type receiving the most comments overall

7.31 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.32 Top Trends: 22792 issues from 6307 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	<i>Communication, including access to advice and information.</i>	4458	12	1180	5650
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	430	7	89	526
	Peer Involvement	<i>Involvement or Influence of friends.</i>	14	1	1	16
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	2477	18	276	2771
	User Involvement	<i>Involvement or influence of the service user.</i>	5933	8	1015	6956
Systems	Administration	<i>Administrative processes and delivery.</i>	316	2	875	1193
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	6	0	40	46
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	1731	2	1207	2940
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	1	0	171	172
	Data Protection	<i>General data protection (including GDPR).</i>	0	1	33	34
	Referral	<i>Referral to a service.</i>	358	12	172	542
	Medical Records	<i>Management of medical records.</i>	14	5	58	77
	Medication	<i>Prescription and management of medicines.</i>	229	2	329	560
	Opening Times	<i>Opening times of a service.</i>	39	0	44	83
	Planning	<i>Leadership and general organisation.</i>	411	8	289	708
	Registration	<i>Ability to register for a service.</i>	69	8	124	201
	Support	<i>Levels of support provided.</i>	13705	8	2554	16267
	Telephone	<i>Ability to contact a service by telephone.</i>	76	1	510	587
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	1815	4	940	2759
Waiting List	<i>Length of wait while on a list.</i>	1720	3	1391	3114	
Values	Choice	<i>General choice.</i>	213	2	124	339
	Cost	<i>General cost.</i>	186	0	216	402
	Language	<i>Language, including terminology.</i>	54	0	53	107
	Nutrition	<i>Provision of sustenance.</i>	80	2	36	118
	Privacy	<i>Privacy, personal space and property.</i>	18	2	48	68
	Quality	<i>General quality of a service, or staff.</i>	15756	2	1796	17554
	Sensory	<i>Deaf/blind or other sensory issues.</i>	11	0	9	20
	Stimulation	<i>General stimulation, including access to activities.</i>	104	2	12	118

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>	100	6	24	130
	Environment/Layout	<i>Physical environment of a service.</i>	469	4	148	621
	Equipment	<i>General equipment issues.</i>	69	0	43	112
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	4	2	42	48
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	444	0	83	527
	Mobility	<i>Physical mobility to, from and within services.</i>	36	0	22	58
	Travel/Parking	<i>Ability to travel or park.</i>	25	3	36	64
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	169	169
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	3	5	121	129
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	21194	2	2773	23969
	Complaints	<i>Ability to log and resolve a complaint.</i>	19	1	93	113
	Staff Training	<i>Training of staff.</i>	173	3	292	468
	Staffing Levels	<i>General availability of staff.</i>	9	2	98	109
	Total:			72769	140	17536