

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 July 2024 - 30 June 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.

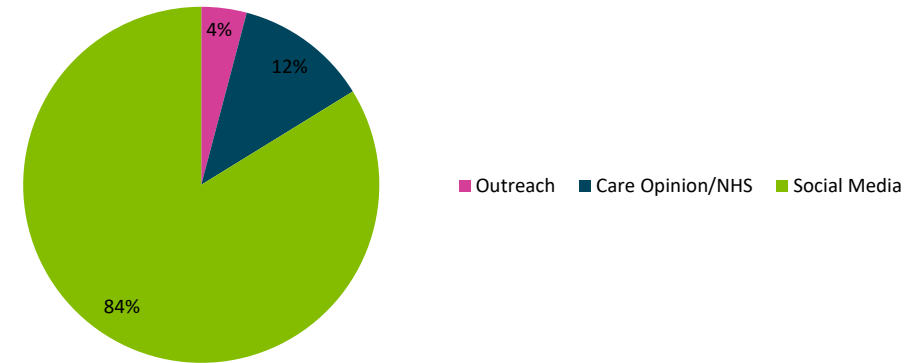
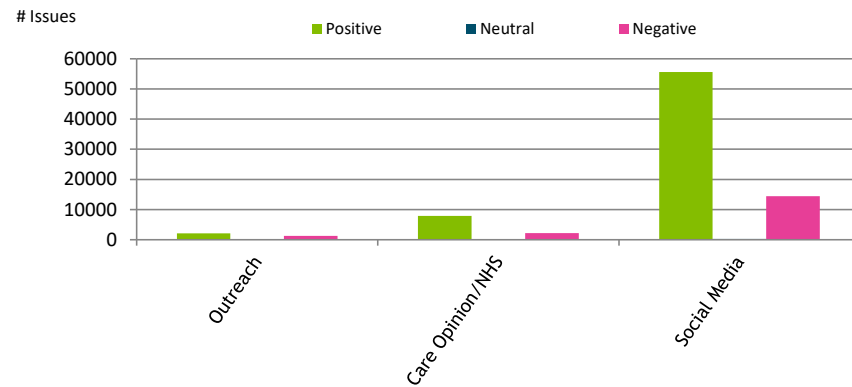


Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

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

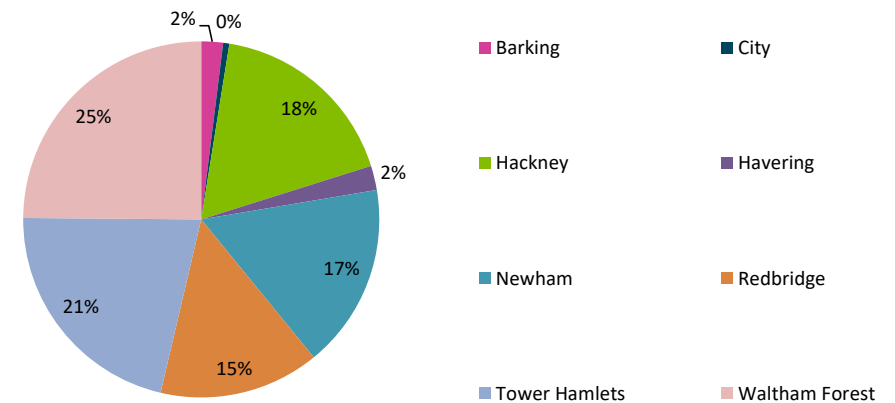
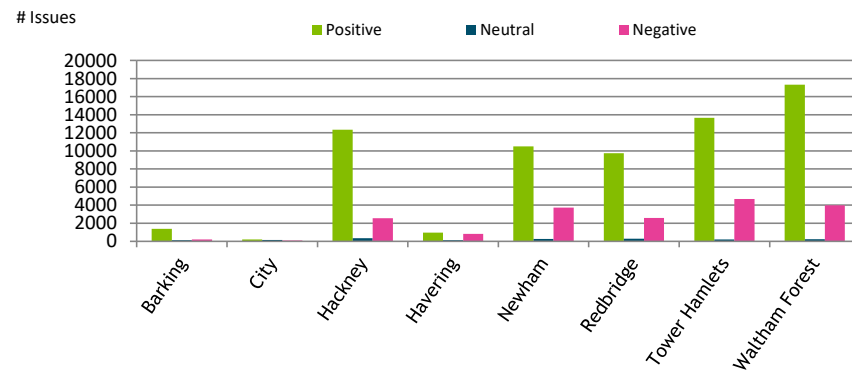


1.1 Source: 86515 issues from 21629 people



Sources providing the most comments overall

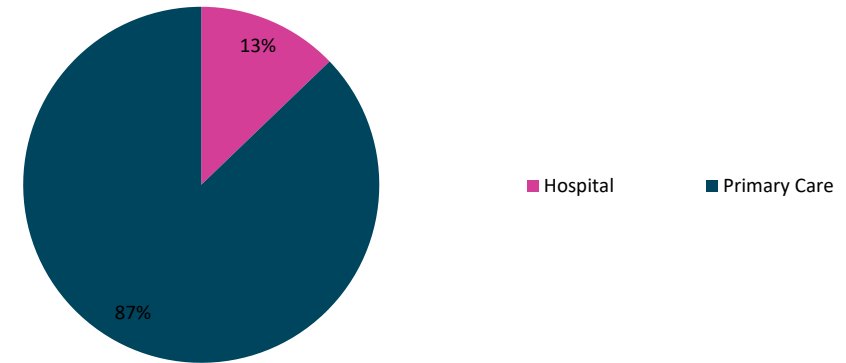
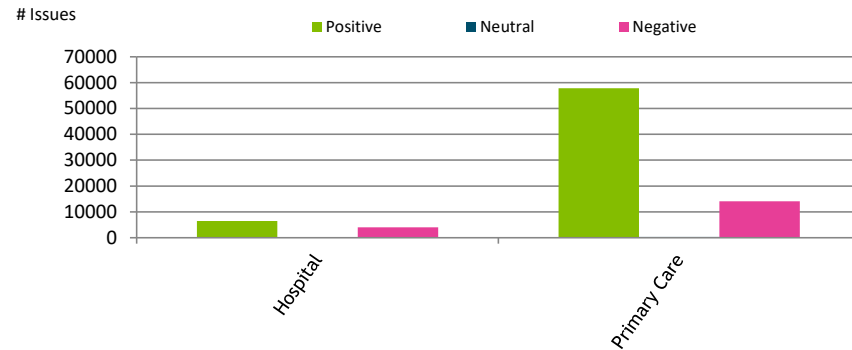
1.2 Feedback by Borough



2. Which services are people most commenting on?

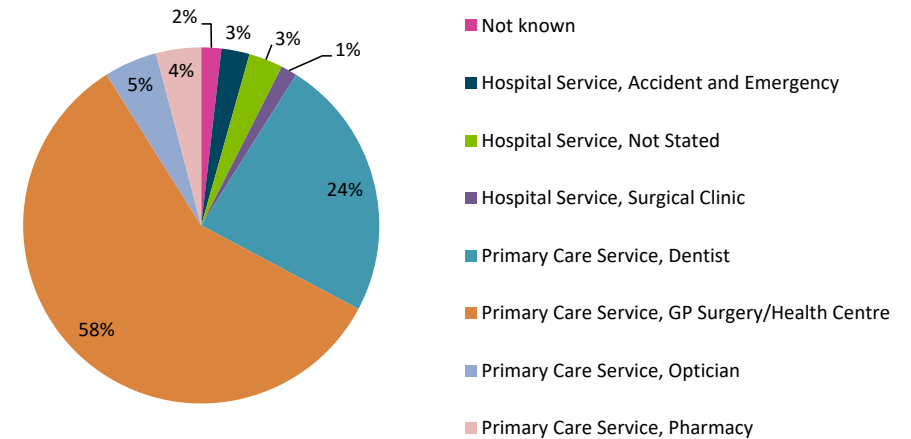
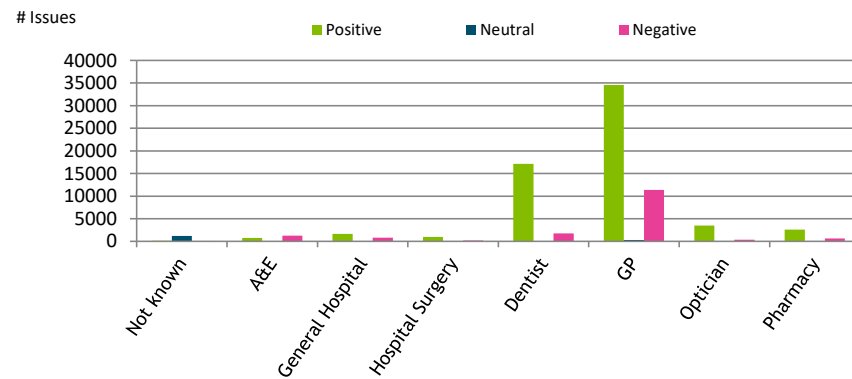


2.1 Service Sector



Service sectors receiving the most comments overall

2.2 Service Type

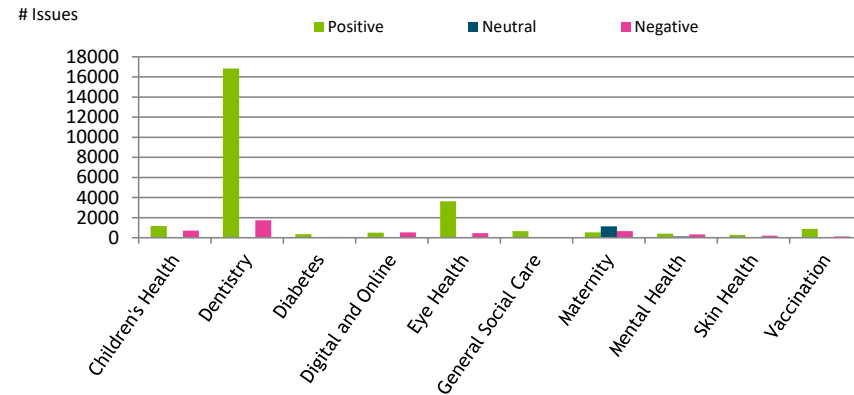


Service type receiving the most comments overall

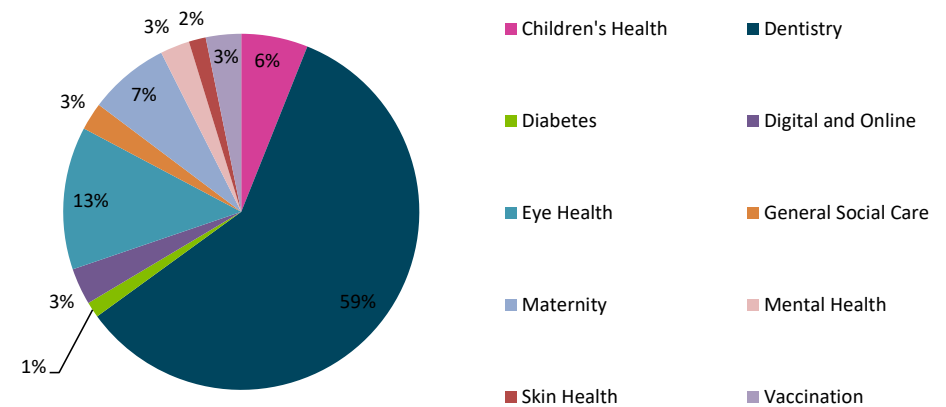
3. Which service aspects are people most commenting on?



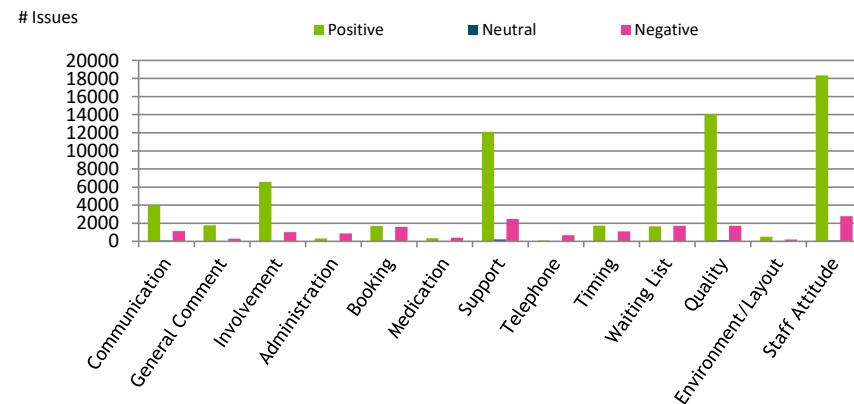
3.1 Stated medical conditions/topics



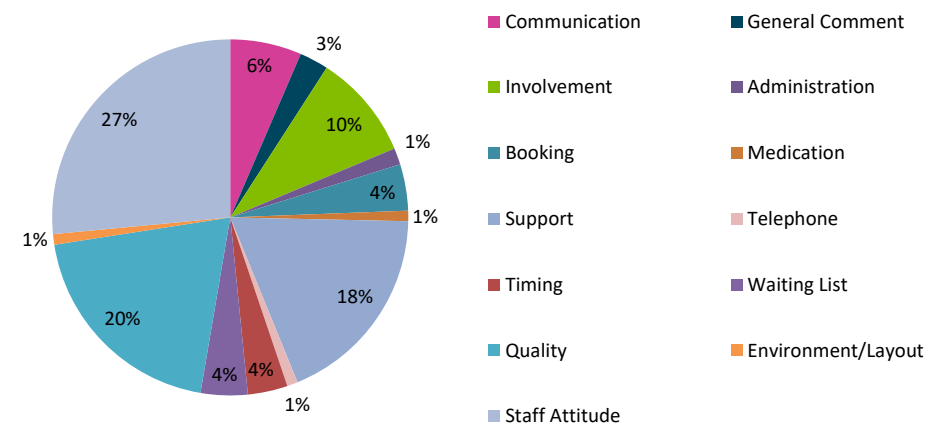
Medical conditions/topics receiving the most comments overall



3.2 Top Trends: 86515 issues from 21629 people



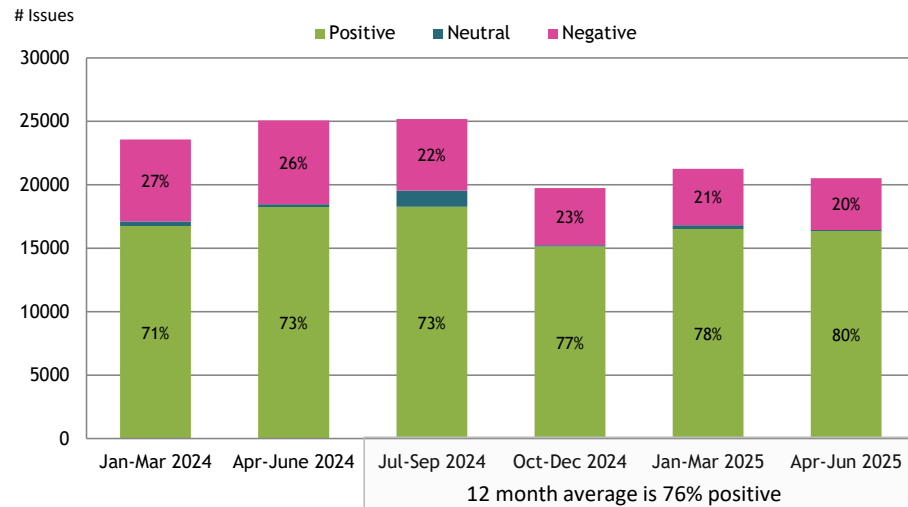
Issues receiving the most comments overall



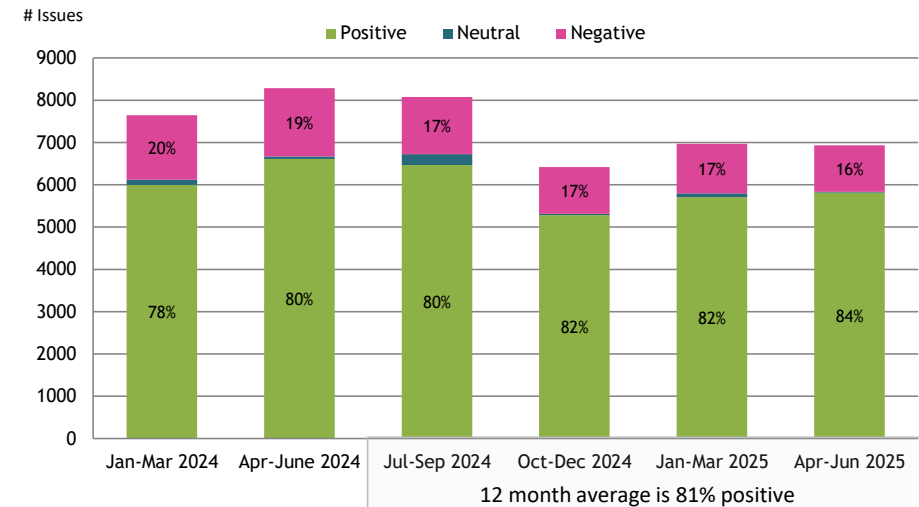
4. Timeline: On the whole, how do people feel about Health and Care services?



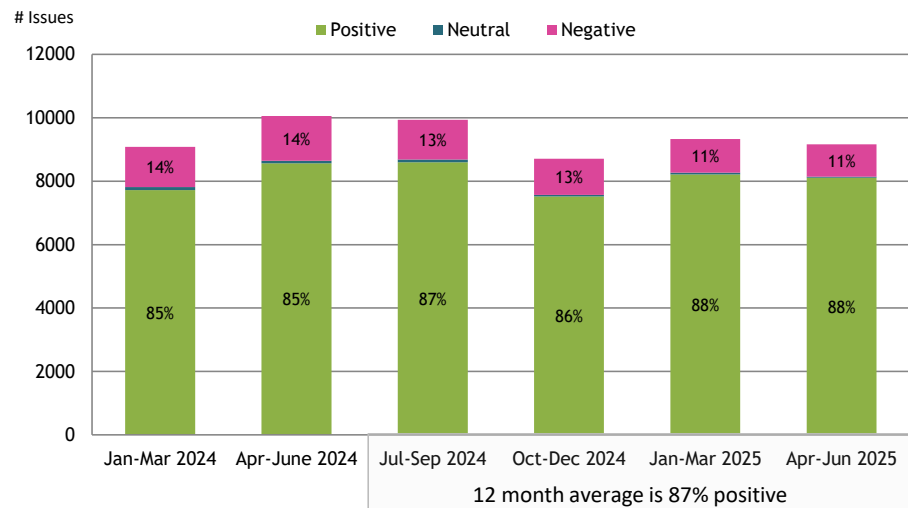
4.1 How do people feel about services overall?



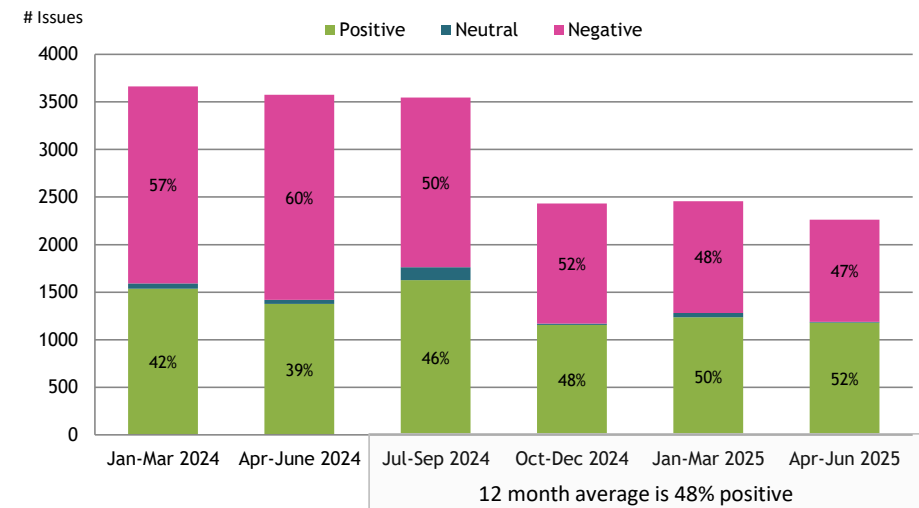
4.2 How well informed, involved and supported do people feel?



4.3 How do people feel about general quality and empathy?



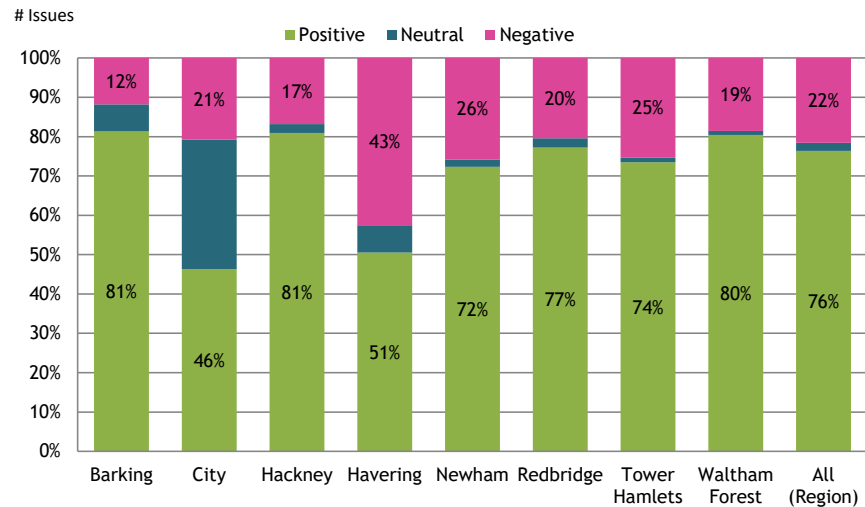
4.4 How do people feel about access to services?



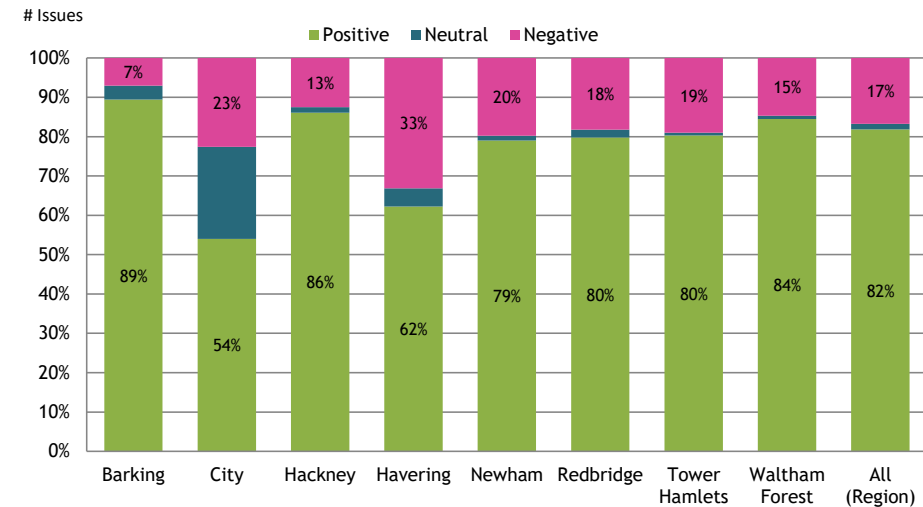
5. By Borough: On the whole, how do people feel about Health and Care services?



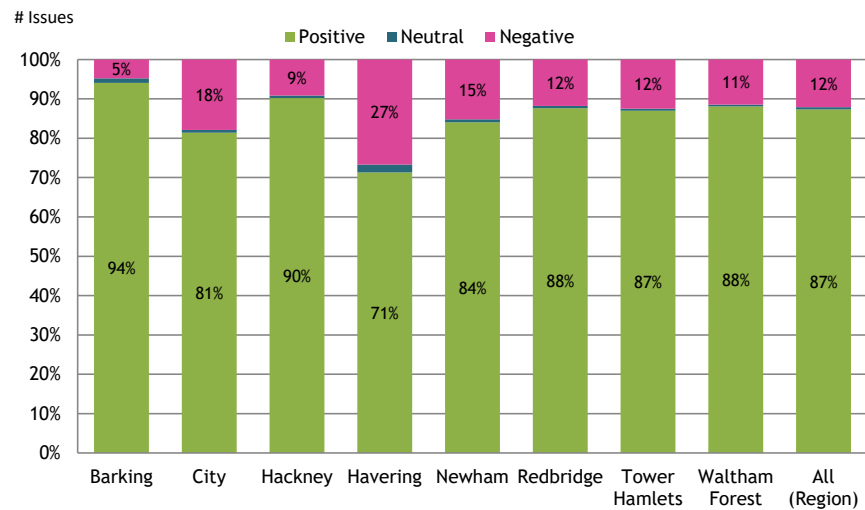
5.1 How do people feel about services overall?



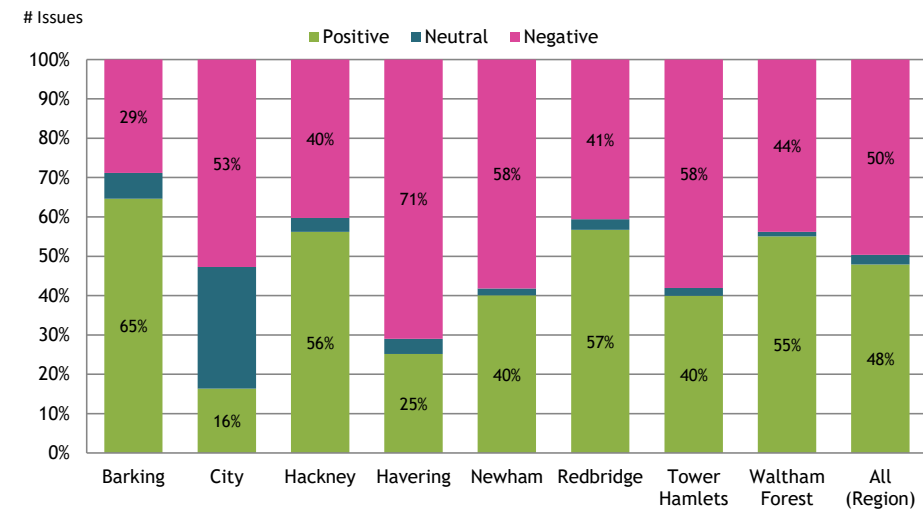
5.2 How well informed, involved and supported do people feel?



5.3 How do people feel about general quality and empathy?



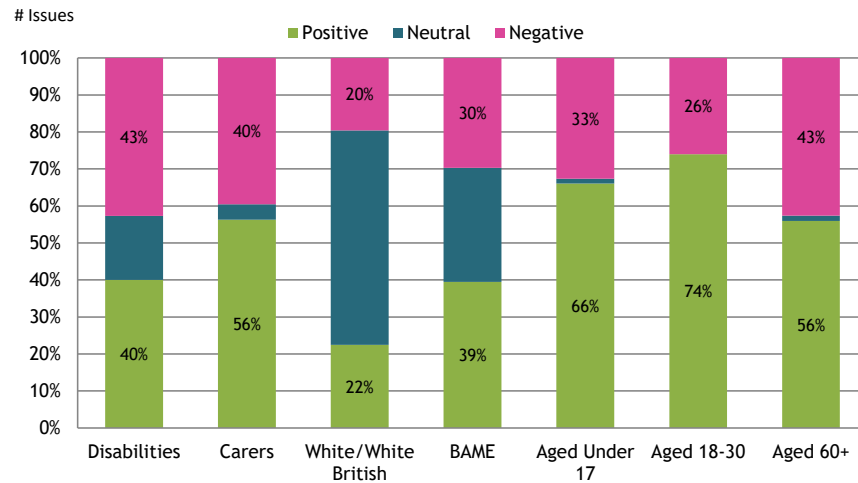
5.4 How do people feel about access to services?



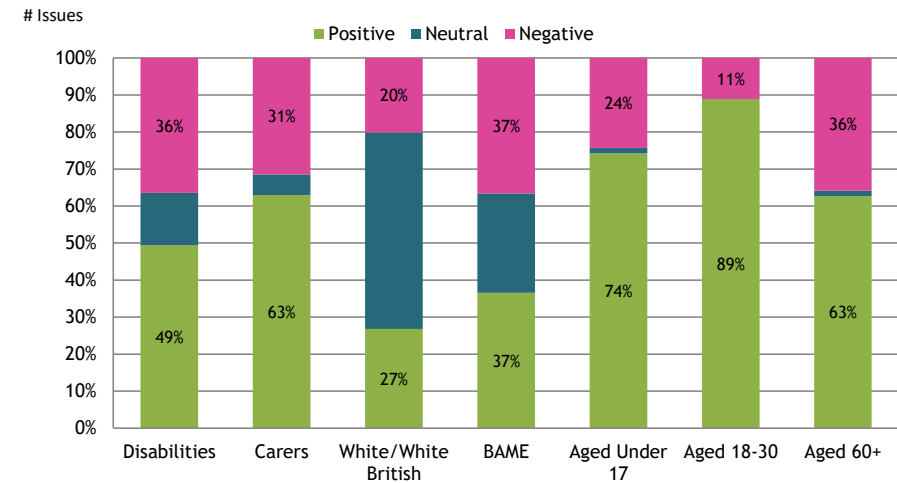
6. Equalities: On the whole, how do people feel about Health and Care services?



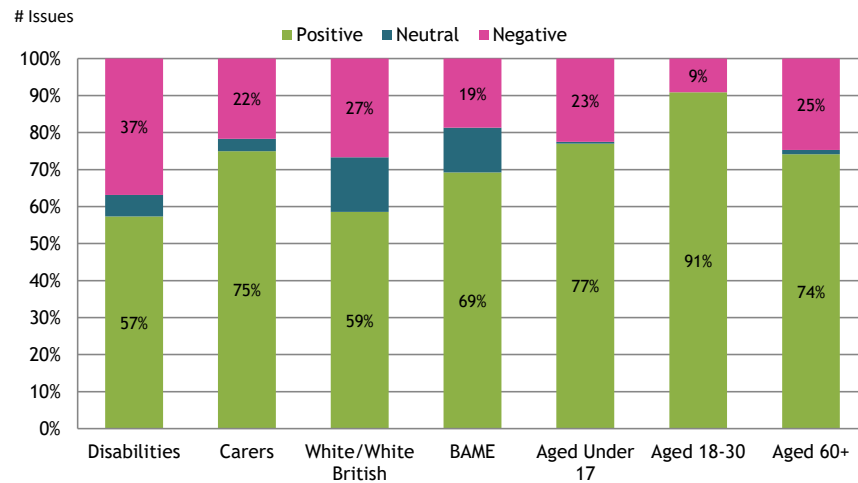
6.1 How do people feel about services overall?



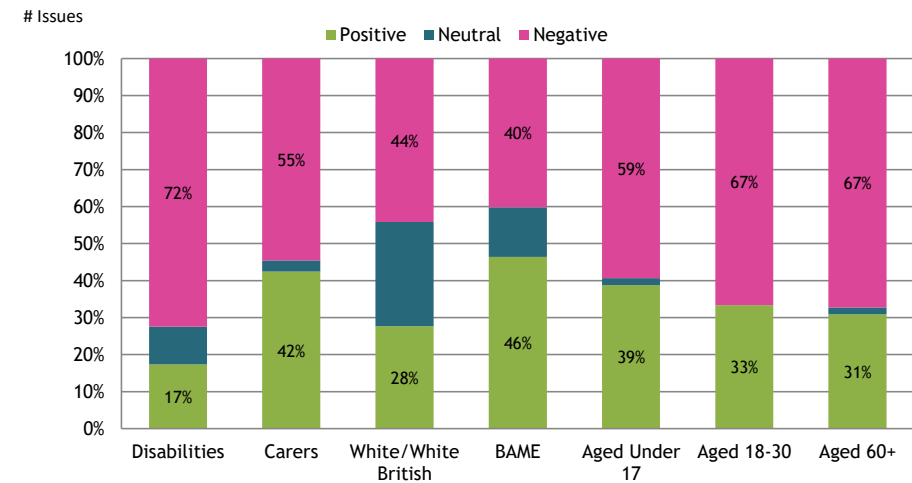
6.2 How well informed, involved and supported do people feel?



6.3 How do people feel about general quality and empathy?



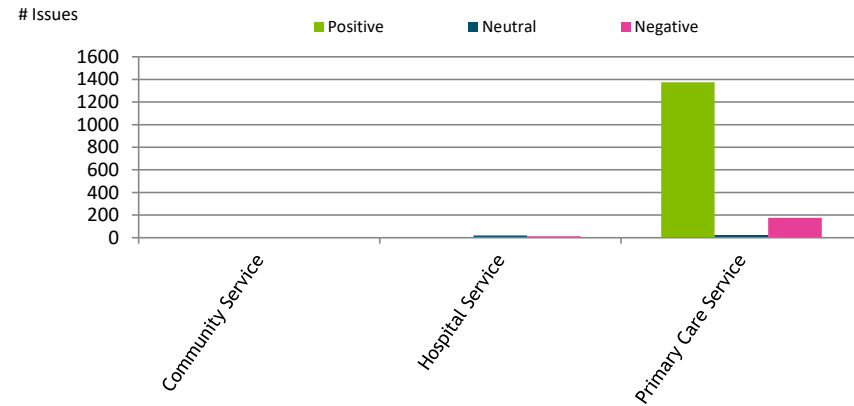
6.4 How do people feel about access to services?



7. Trends by Borough: Barking

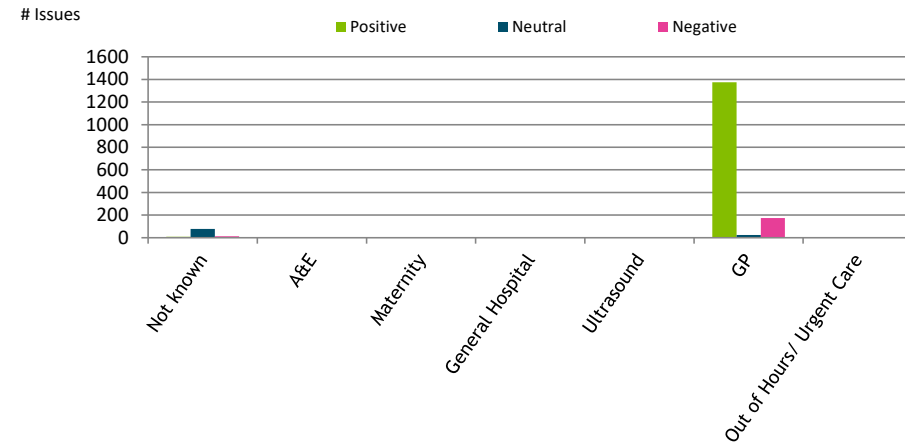


7.1 Service Sector



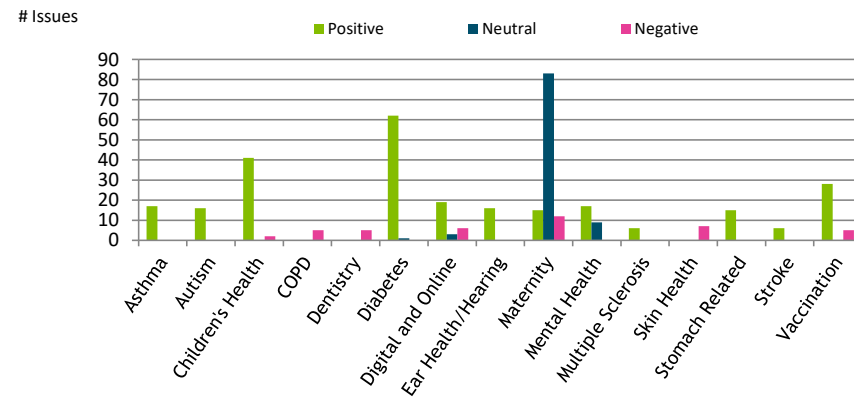
Service sectors receiving the most comments overall

7.2 Service Type



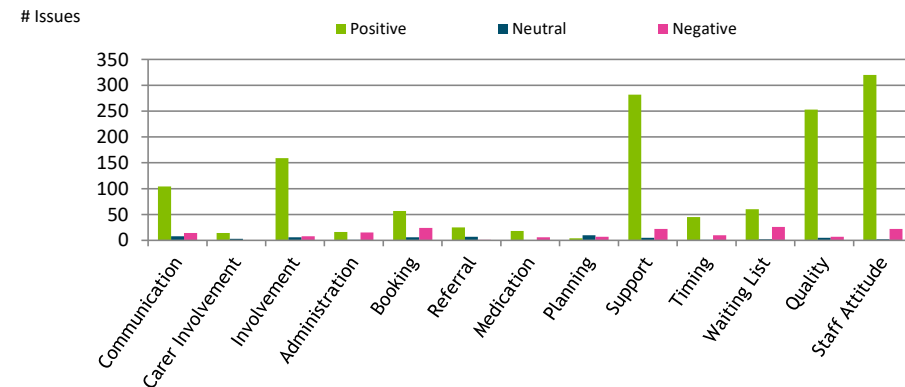
Service type receiving the most comments overall

7.3 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 1708 issues from 378 people

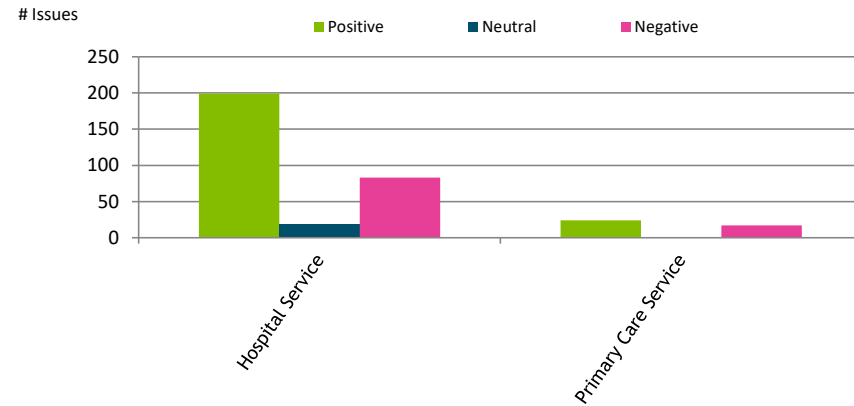


Issues receiving the most comments overall

7. Trends by Borough: City of London

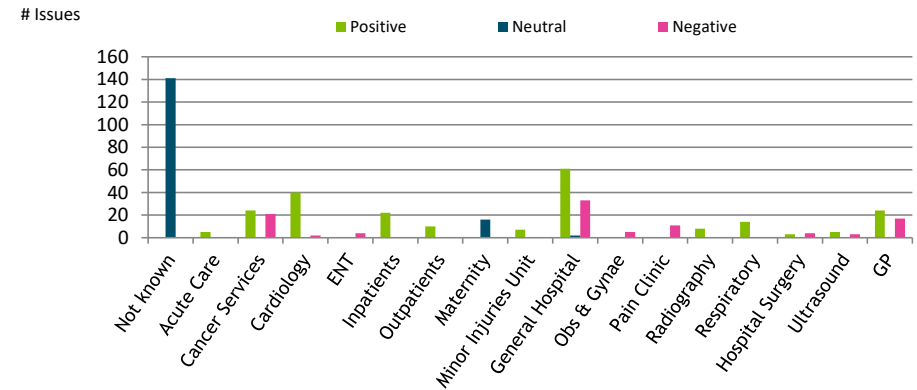


7.5 Service Sector



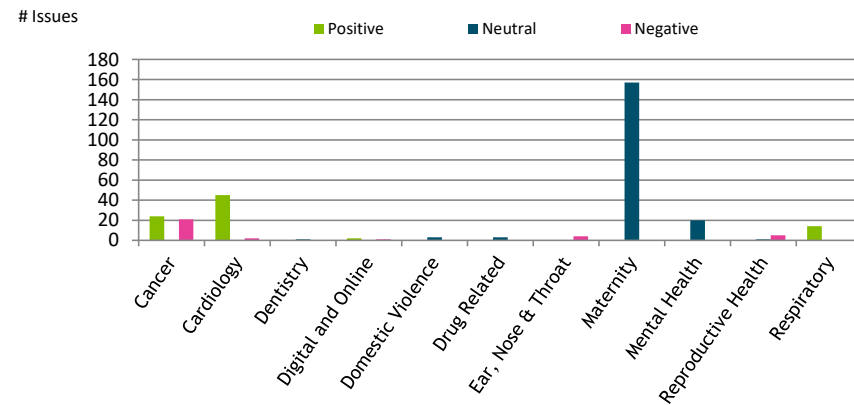
Service sectors receiving the most comments overall

7.6 Service Type



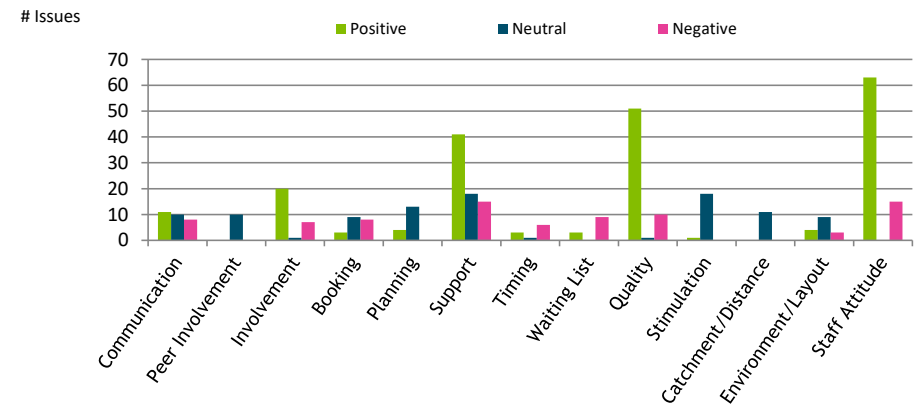
Service type receiving the most comments overall

7.7 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.8 Top Trends: 482 issues from 120 people

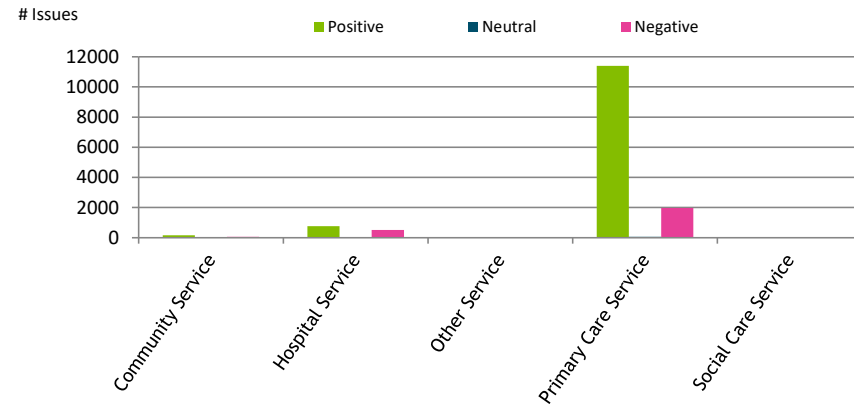


Issues receiving the most comments overall

7. Trends by Borough: Hackney

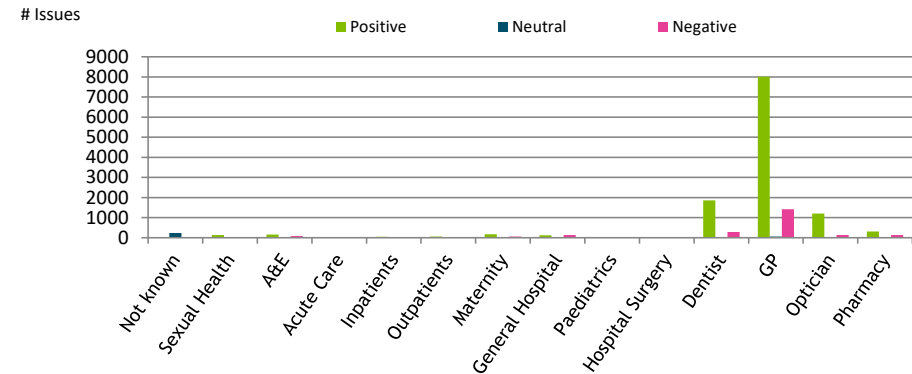


7.9 Service Sector



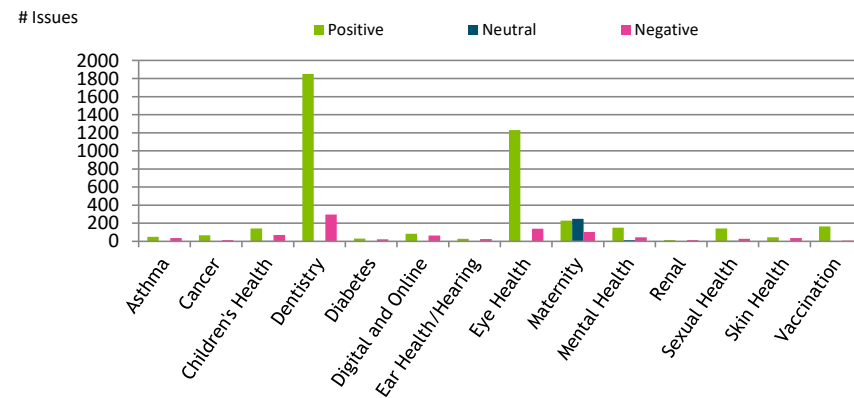
Service sectors receiving the most comments overall

7.10 Service Type



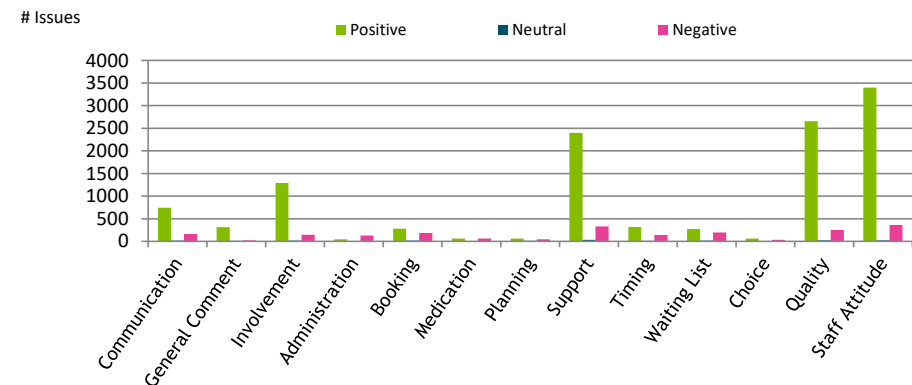
Service type receiving the most comments overall

7.11 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.12 Top Trends: 15239 issues from 3602 people

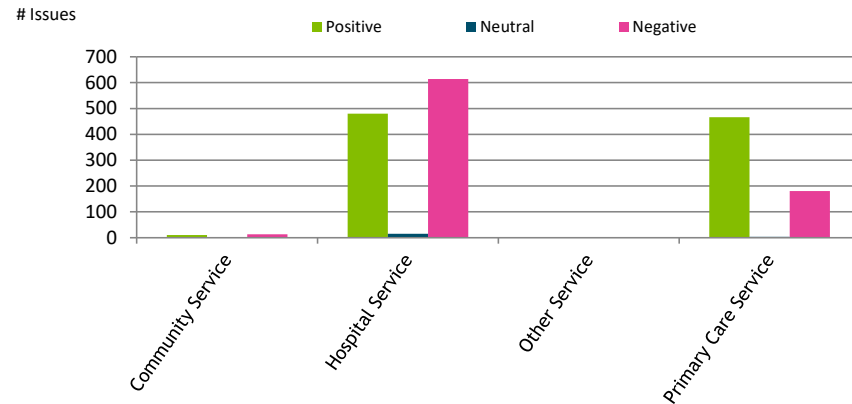


Issues receiving the most comments overall

7. Trends by Borough: Havering

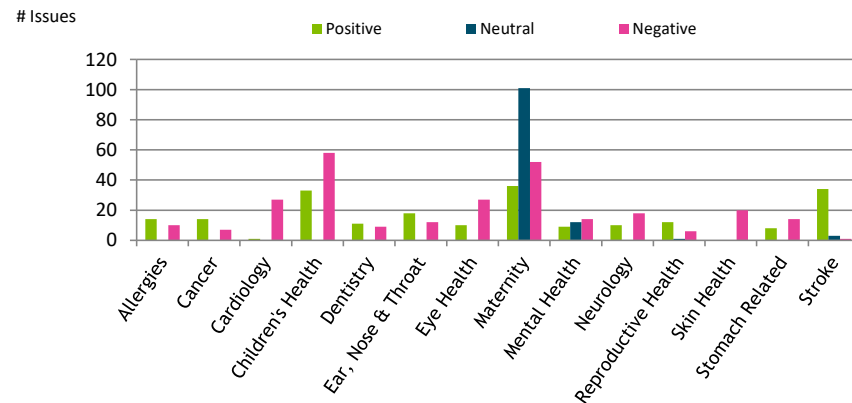


7.13 Service Sector



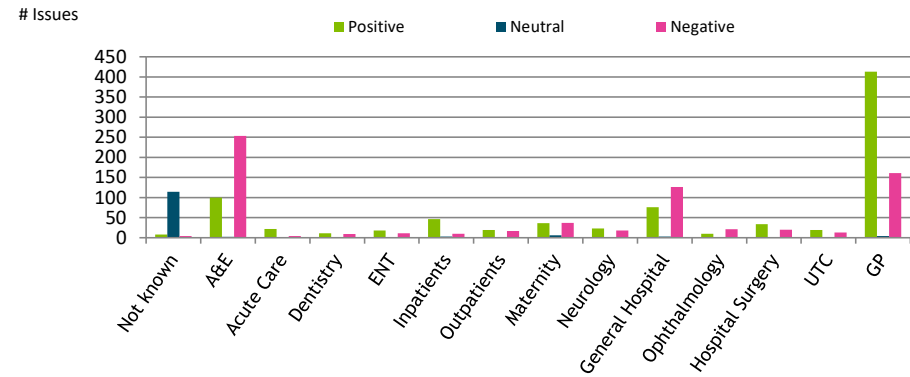
Service sectors receiving the most comments overall

7.15 Stated medical conditions/topics



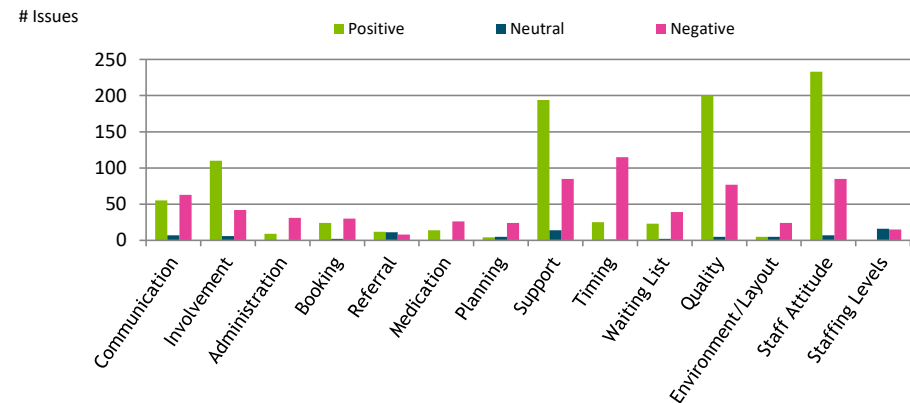
Medical conditions/topics receiving the most comments overall

7.14 Service Type



Service type receiving the most comments overall

7.16 Top Trends: 1908 issues from 464 people

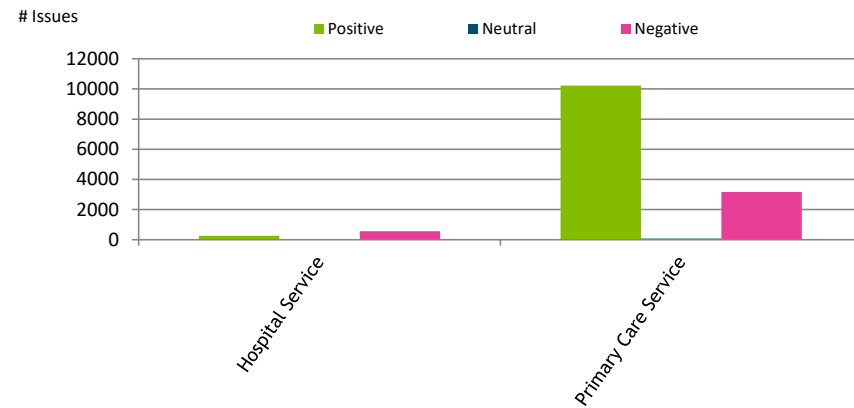


Issues receiving the most comments overall

7. Trends by Borough: Newham

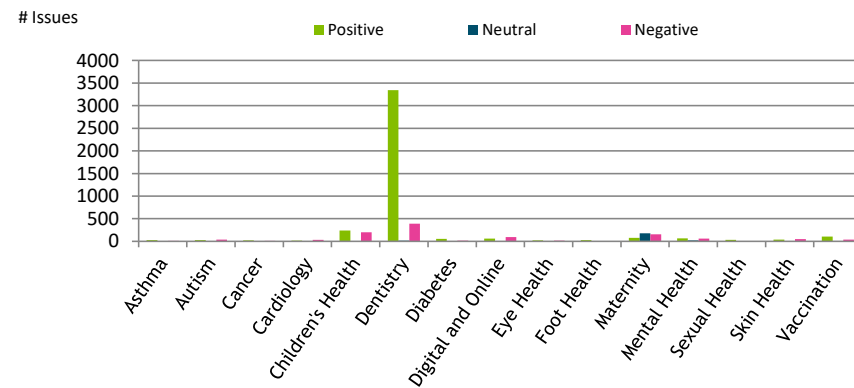


7.17 Service Sector



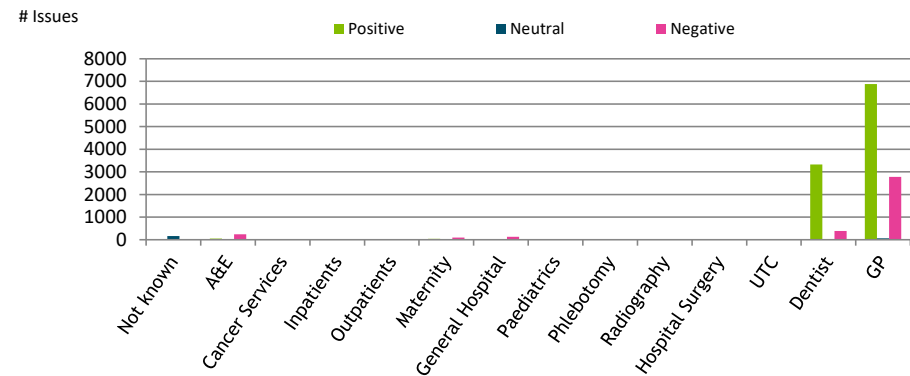
Service sectors receiving the most comments overall

7.19 Stated medical conditions/topics



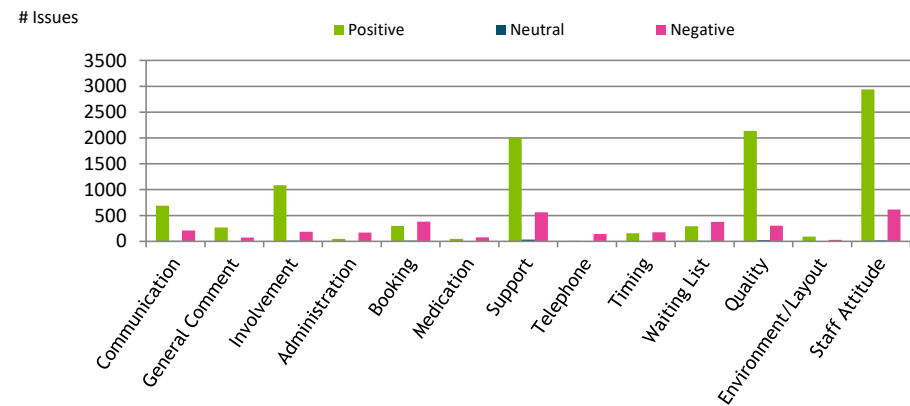
Medical conditions/topics receiving the most comments overall

7.18 Service Type



Service type receiving the most comments overall

7.20 Top Trends: 14497 issues from 3521 people

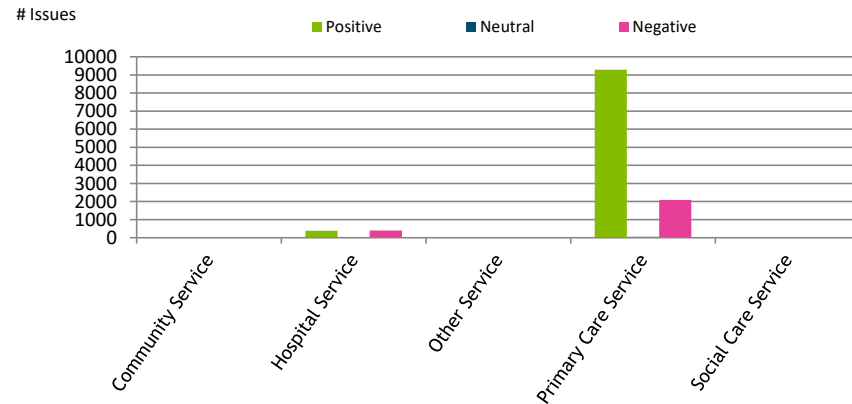


Issues receiving the most comments overall

7. Trends by Borough: Redbridge

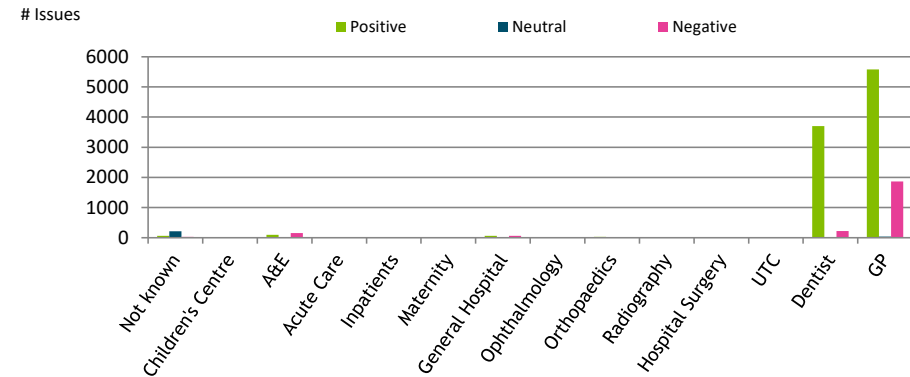


7.21 Service Sector



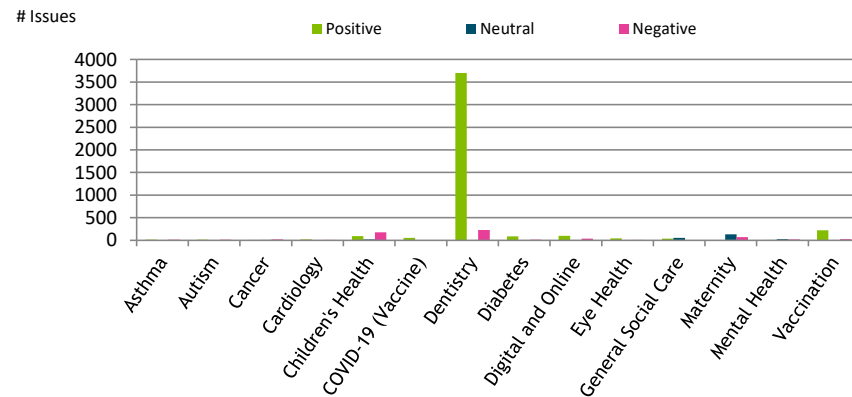
Service sectors receiving the most comments overall

7.22 Service Type



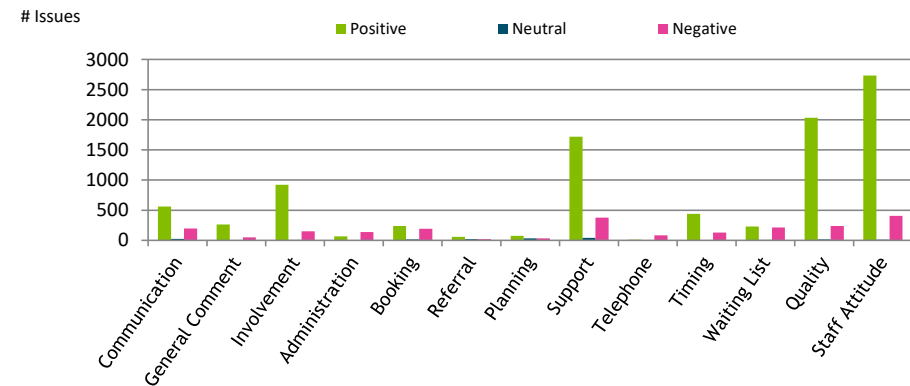
Service type receiving the most comments overall

7.23 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.24 Top Trends: 12601 issues from 3193 people

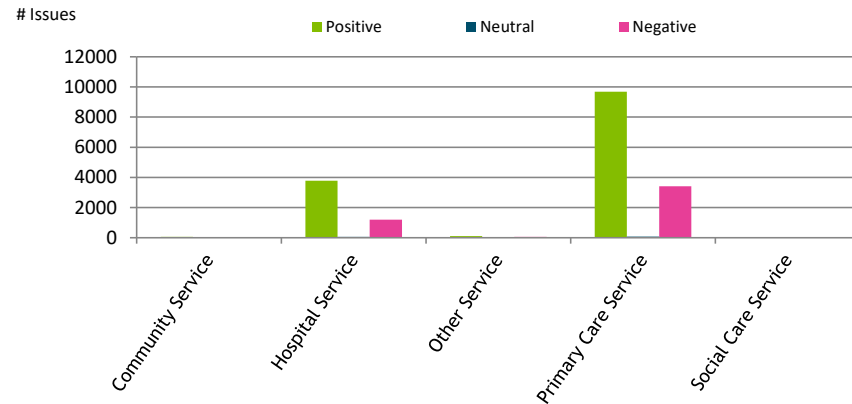


Issues receiving the most comments overall

7. Trends by Borough: Tower Hamlets

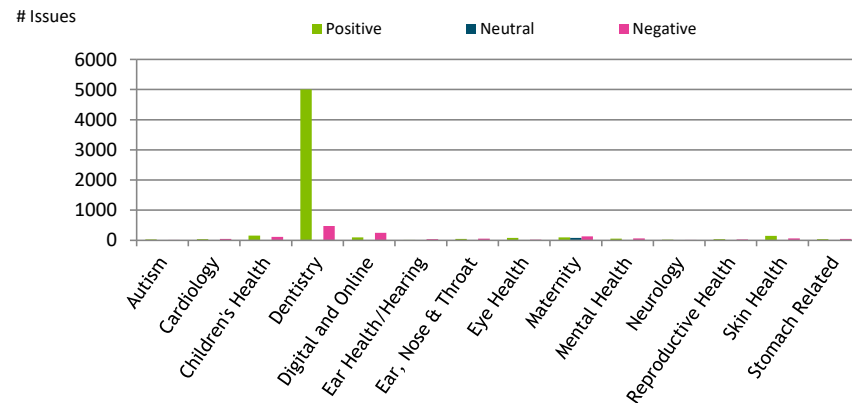


7.25 Service Sector



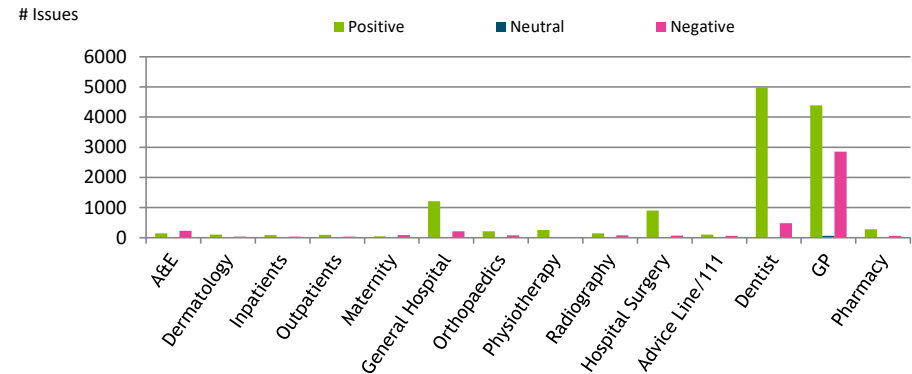
Service sectors receiving the most comments overall

7.27 Stated medical conditions/topics



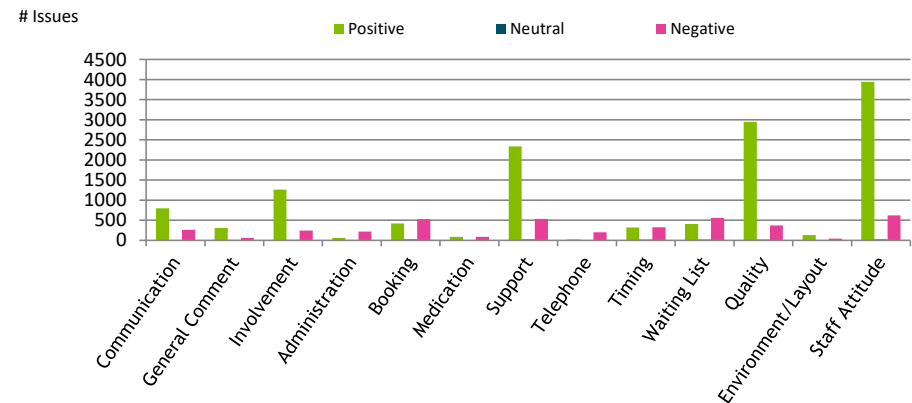
Medical conditions/topics receiving the most comments overall

7.26 Service Type



Service type receiving the most comments overall

7.28 Top Trends: 18567 issues from 4744 people

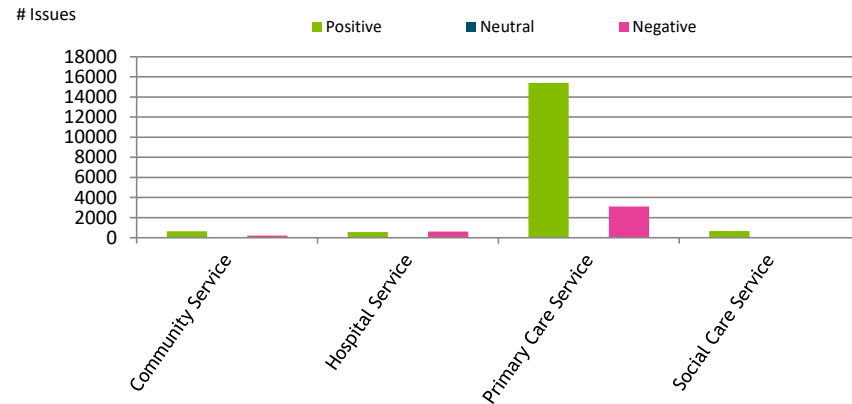


Issues receiving the most comments overall

7. Trends by Borough: Waltham Forest

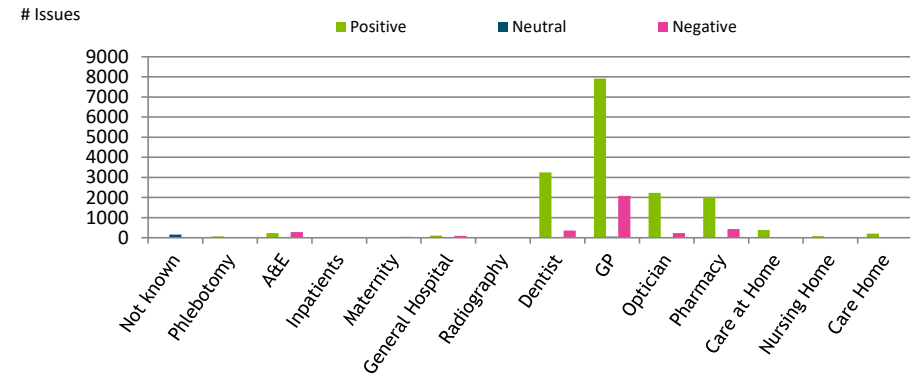


7.29 Service Sector



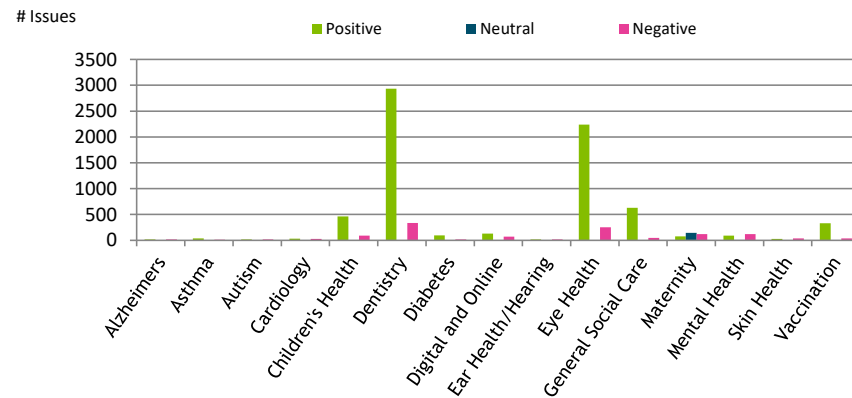
Service sectors receiving the most comments overall

7.30 Service Type



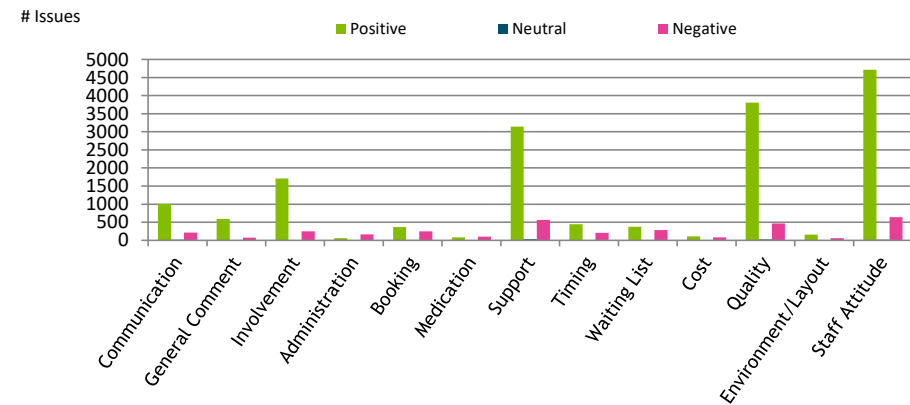
Service type receiving the most comments overall

7.31 Stated medical conditions/topics



Medical conditions/topics receiving the most comments overall

7.32 Top Trends: 21516 issues from 5607 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.	3964	99	1133	5196
	Carer Involvement	Involvement or influence of carers and family members.	424	30	87	541
	Peer Involvement	Involvement or Influence of friends.	4	62	1	67
	General Comment	A generalised statement (ie; "The doctor was good.")	1766	37	298	2101
	User Involvement	Involvement or influence of the service user.	6570	63	1030	7663
Systems	Administration	Administrative processes and delivery.	315	9	876	1200
	Admission	Physical admission to a hospital ward, or other service.	7	11	40	58
	Booking	Ability to book, reschedule or cancel appointments.	1693	91	1594	3378
	Cancellations	Cancellation of appointment by the service provider.	0	0	177	177
	Data Protection	General data protection (including GDPR).	1	1	33	35
	Referral	Referral to a service.	349	90	159	598
	Medical Records	Management of medical records.	14	9	58	81
	Medication	Prescription and management of medicines.	347	8	402	757
	Opening Times	Opening times of a service.	45	11	60	116
	Planning	Leadership and general organisation.	319	87	243	649
	Registration	Ability to register for a service.	72	64	159	295
	Support	Levels of support provided.	12119	207	2483	14809
	Telephone	Ability to contact a service by telephone.	88	14	674	776
	Timing	Physical timing (ie; length of wait at appointments).	1750	36	1110	2896
	Waiting List	Length of wait while on a list.	1659	51	1701	3411
Values	Choice	General choice.	265	26	168	459
	Cost	General cost.	215	50	259	524
	Language	Language, including terminology.	46	22	53	121
	Nutrition	Provision of sustenance.	85	17	48	150
	Privacy	Privacy, personal space and property.	19	2	61	82
	Quality	General quality of a service, or staff.	14081	117	1714	15912
	Sensory	Deaf/blind or other sensory issues.	9	3	11	23
	Stimulation	General stimulation, including access to activities.	94	78	11	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>	170	65	40	275
	Environment/Layout	<i>Physical environment of a service.</i>	522	34	211	767
	Equipment	<i>General equipment issues.</i>	87	10	47	144
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	6	10	49	65
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	412	3	69	484
	Mobility	<i>Physical mobility to, from and within services.</i>	32	2	36	70
	Travel/Parking	<i>Ability to travel or park.</i>	25	5	36	66
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	2	24	177	203
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	6	38	114	158
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	18347	107	2768	21222
	Complaints	<i>Ability to log and resolve a complaint.</i>	24	36	112	172
	Staff Training	<i>Training of staff.</i>	116	61	237	414
	Staffing Levels	<i>General availability of staff.</i>	5	77	135	217
Total:			66074	1767	18674	86515