Health and Care Services in North East London (NEL)

Trends Analysis Report

Community*Insight*

Qualitative Feedback, 1 October 2024 - 30 September 2025

LOCAL VOICE *in North East London*

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)

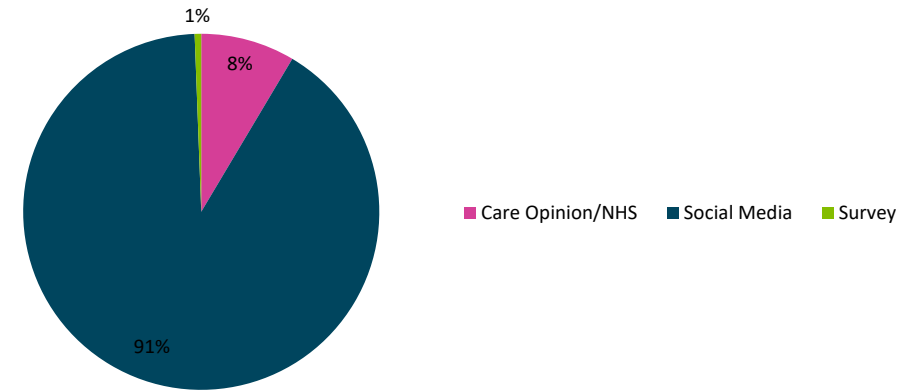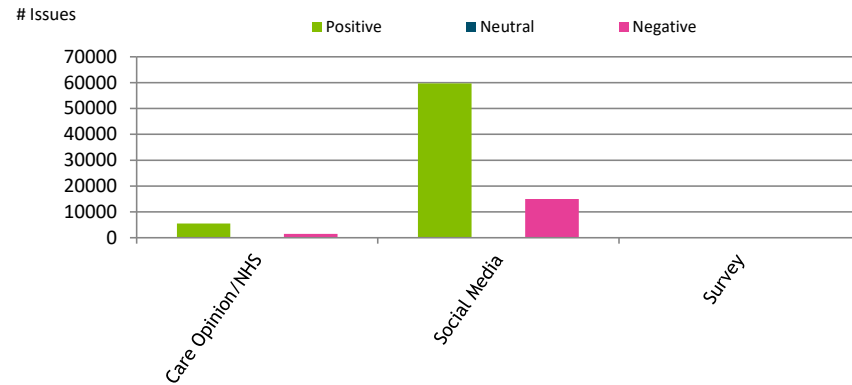The numbers underpinning the trends.

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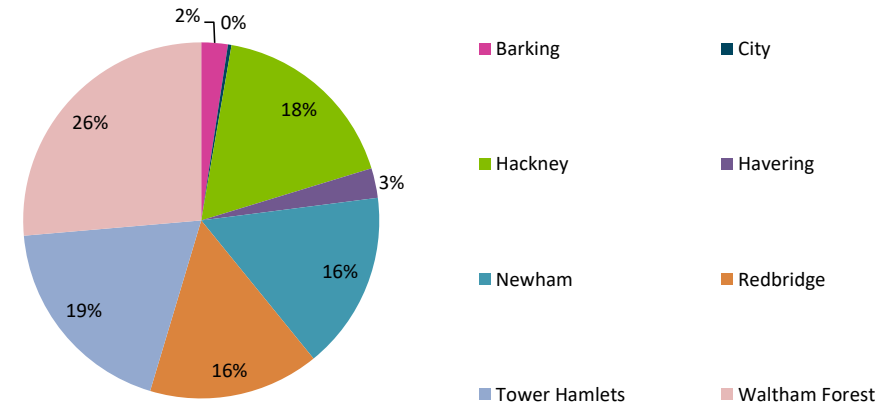
1. Data Source: Where did we collect the feedback?

1.1 Source: 83744 issues from 20918 people

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Care Opinion/NHS, Social Media, Survey

Pie chart:
- Care Opinion/NHS: 8%
- Social Media: 91%
- Survey: 1%

Sources providing the most comments overall

1.2 Feedback by Borough

Issues

Legend: Positive, Neutral, Negative

Bar chart categories: Barking, City, Hackney, Havering, Newham, Redbridge, Tower Hamlets, Waltham Forest

Pie chart:
- Barking: 2%
- City: 0%
- Hackney: 18%
- Havering: 3%
- Newham: 16%
- Redbridge: 16%
- Tower Hamlets: 19%
- Waltham Forest: 26%
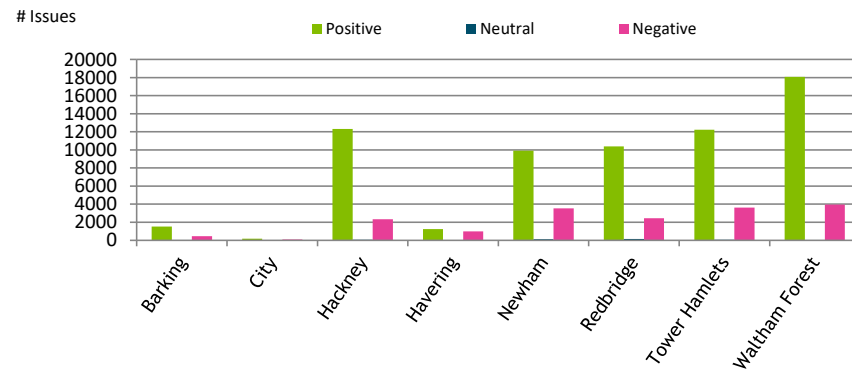
2. Which services are people most commenting on?

2.1 Service Sector

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart categories: Community, Hospital, Other Service, Primary Care, Social Care

Service sectors receiving the most comments overall

Pie chart:
- Community 2%
- Hospital 11%
- Other Service 0%
- Primary Care 86%
- Social Care 1%

Legend: ■ Community ■ Hospital ■ Other Service ■ Primary Care ■ Social Care

2.2 Service Type

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart categories: A&E, Maternity, General Hospital, Hospital Surgery, Dentist, GP, Optician, Pharmacy, Care at Home, Care Home

Service type receiving the most comments overall

Pie chart:
- 1%
- 0%
- 2%
- 1%
- 3%
- 1%
- 24%
- 59%
- 4%
- 5%

Legend:
- ■ Hospital Service, Accident and Emergency
- ■ Hospital Service, Maternity
- ■ Hospital Service, Not Stated
- ■ Hospital Service, Surgical Clinic
- ■ Primary Care Service, Dentist
- ■ Primary Care Service, GP Surgery/Health Centre
- ■ Primary Care Service, Optician
- ■ Primary Care Service, Pharmacy
- ■ Social Care Service, Care at Home
- ■ Social Care Service, Residential Care Home

3. Which service aspects are people most commenting on?

3.1 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative

Chart categories (x-axis): Asthma, Cardiology, Children's Health, Dentistry, Diabetes, Digital and Online, Eye Health, General Social Care, Maternity, Mental Health, Skin Health, Vaccination

Medical conditions/topics receiving the most comments overall

Pie chart legend:
- Asthma
- Cardiology
- Children's Health
- Dentistry
- Diabetes
- Digital and Online
- Eye Health
- General Social Care
- Maternity
- Mental Health
- Skin Health
- Vaccination

Pie chart values: 62%, 13%, 6%, 4%, 3%, 3%, 3%, 2%, 1%, 1%, 1%, 1%, 1%
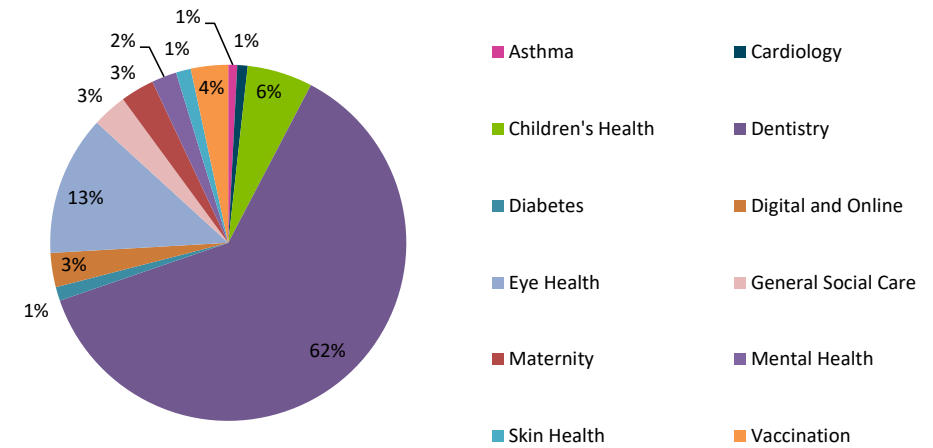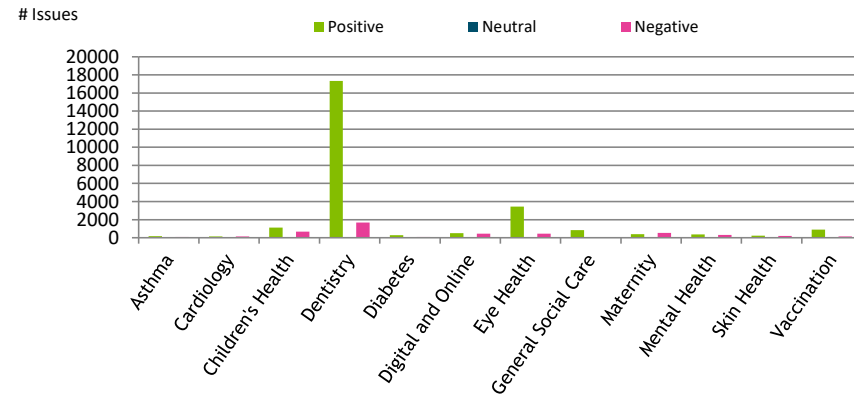
3.2 Top Trends: 83744 issues from 20918 people

Issues

Legend: Positive, Neutral, Negative

Chart categories (x-axis): Communication, General Comment, Involvement, Administration, Booking, Planning, Support, Telephone, Timing, Waiting List, Quality, Environment/Layout, Staff Attitude

Issues receiving the most comments overall

Pie chart legend:
- Communication
- General Comment
- Involvement
- Administration
- Booking
- Planning
- Support
- Telephone
- Timing
- Waiting List
- Quality
- Environment/Layout
- Staff Attitude

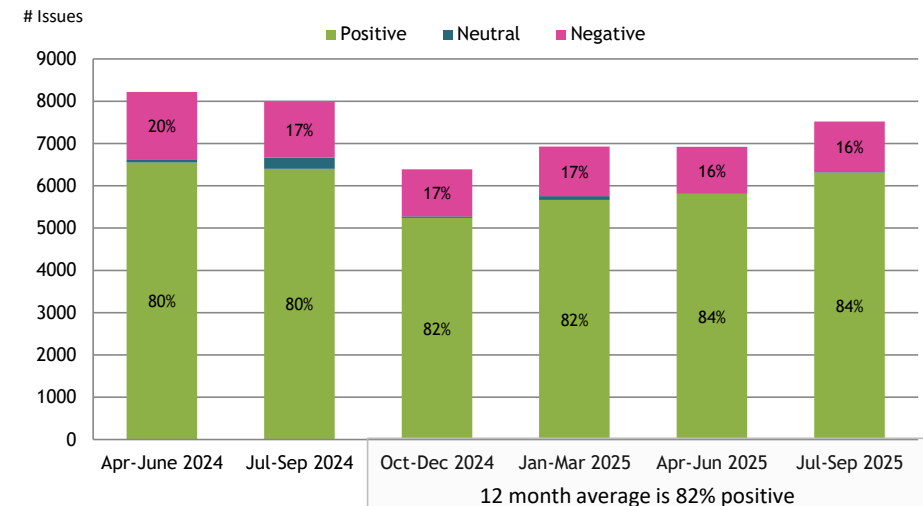Pie chart values: 27%, 21%, 19%, 9%, 6%, 4%, 4%, 3%, 3%, 1%, 1%, 1%, 1%

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

4.1 How do people feel about services overall?

Issues

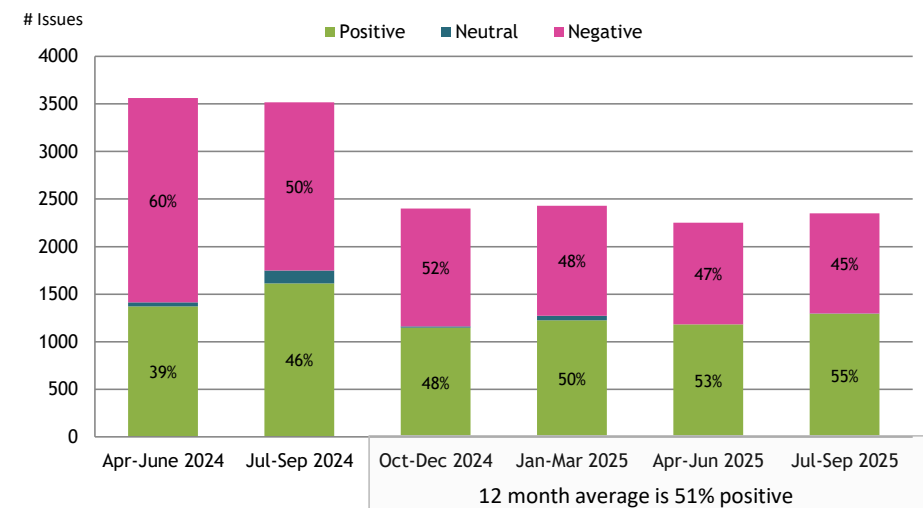Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Apr-June 2024	73%	26%
Jul-Sep 2024	73%	22%
Oct-Dec 2024	77%	23%
Jan-Mar 2025	78%	21%
Apr-Jun 2025	80%	20%
Jul-Sep 2025	80%	19%

12 month average is 78% positive

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

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Apr-June 2024	80%	20%
Jul-Sep 2024	80%	17%
Oct-Dec 2024	82%	17%
Jan-Mar 2025	82%	17%
Apr-Jun 2025	84%	16%
Jul-Sep 2025	84%	16%

12 month average is 82% positive

4.3 How do people feel about general quality and empathy?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Apr-June 2024	85%	14%
Jul-Sep 2024	87%	13%
Oct-Dec 2024	86%	13%
Jan-Mar 2025	88%	11%
Apr-Jun 2025	89%	11%
Jul-Sep 2025	89%	11%

12 month average is 88% positive

4.4 How do people feel about access to services?

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Period	Positive	Negative
Apr-June 2024	39%	60%
Jul-Sep 2024	46%	50%
Oct-Dec 2024	48%	52%
Jan-Mar 2025	50%	48%
Apr-Jun 2025	53%	47%
Jul-Sep 2025	55%	45%

12 month average is 51% positive

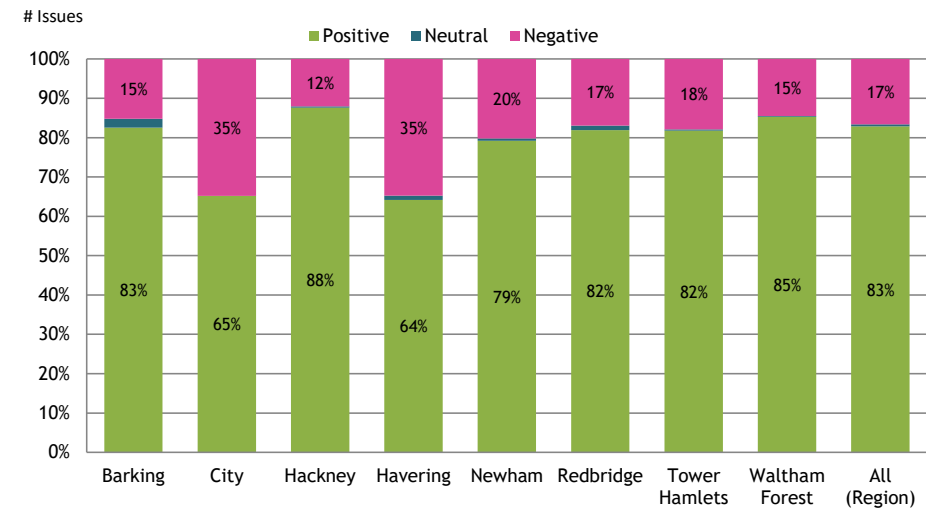## 5. By Borough: On the whole, how do people feel about Health and Care services?

5.1 How do people feel about services overall?

Issues
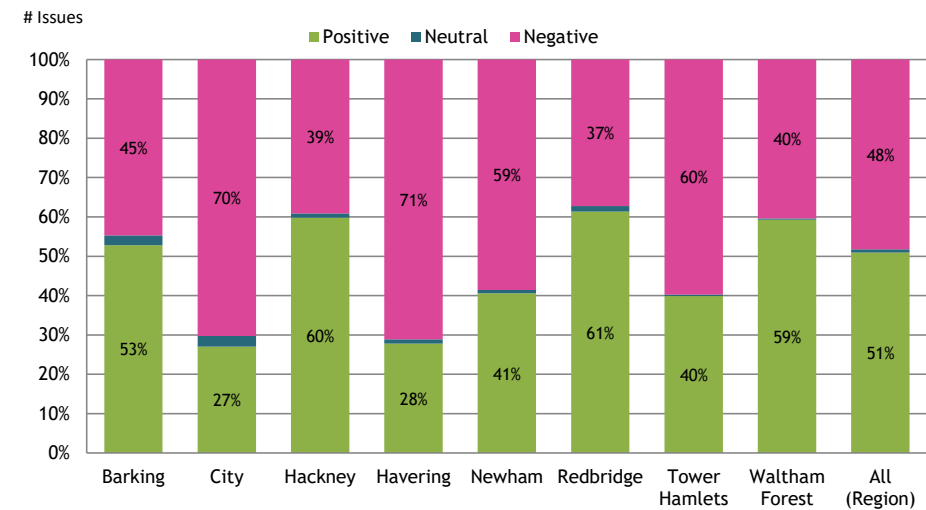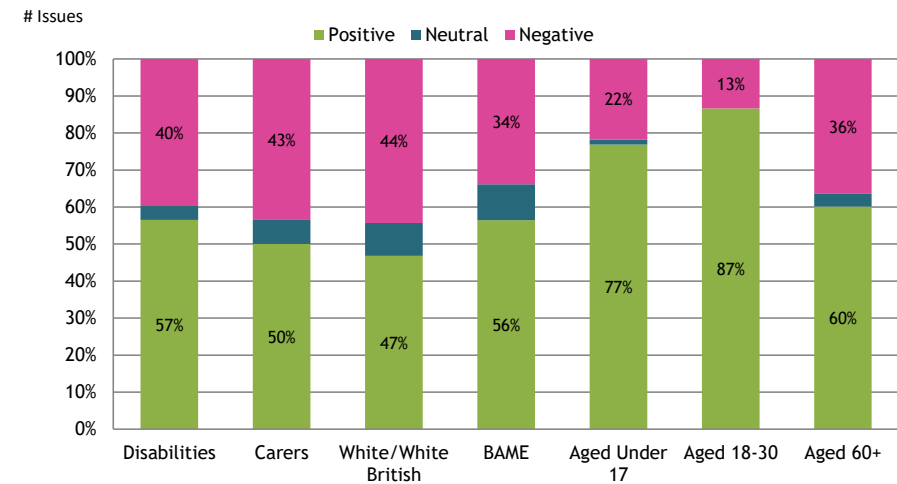
Legend: Positive | Neutral | Negative

Borough	Positive	Negative
Barking	76%	22%
City	65%	34%
Hackney	84%	16%
Havering	56%	43%
Newham	73%	26%
Redbridge	80%	19%
Tower Hamlets	77%	23%
Waltham Forest	82%	18%
All (Region)	79%	21%

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

Issues

Legend: Positive | Neutral | Negative

Borough	Positive	Negative
Barking	83%	15%
City	65%	35%
Hackney	88%	12%
Havering	64%	35%
Newham	79%	20%
Redbridge	82%	17%
Tower Hamlets	82%	18%
Waltham Forest	85%	15%
All (Region)	83%	17%

5.3 How do people feel about general quality and empathy?

Issues

Legend: Positive | Neutral | Negative

Borough	Positive	Negative
Barking	88%	12%
City	81%	19%
Hackney	92%	8%
Havering	72%	27%
Newham	84%	15%
Redbridge	89%	11%
Tower Hamlets	88%	12%
Waltham Forest	89%	11%
All (Region)	88%	12%

5.4 How do people feel about access to services?

Issues

Legend: Positive | Neutral | Negative

Borough	Positive	Negative
Barking	53%	45%
City	27%	70%
Hackney	60%	39%
Havering	28%	71%
Newham	41%	59%
Redbridge	61%	37%
Tower Hamlets	40%	60%
Waltham Forest	59%	40%
All (Region)	51%	48%

6.1 How do people feel about services overall?

Issues

Legend: Positive | Neutral | Negative

Category	Positive	Negative
Disabilities	46%	45%
Carers	43%	46%
White/White British	40%	48%
BAME	51%	36%
Aged Under 17	69%	30%
Aged 18-30	69%	29%
Aged 60+	53%	43%

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

Issues

Legend: Positive | Neutral | Negative

Category	Positive	Negative
Disabilities	57%	40%
Carers	50%	43%
White/White British	47%	44%
BAME	56%	34%
Aged Under 17	77%	22%
Aged 18-30	87%	13%
Aged 60+	60%	36%

6.3 How do people feel about general quality and empathy?

Issues

Legend: Positive | Neutral | Negative

Category	Positive	Negative
Disabilities	59%	38%
Carers	66%	30%
White/White British	66%	30%
BAME	71%	29%
Aged Under 17	78%	21%
Aged 18-30	92%	8%
Aged 60+	72%	27%

6.4 How do people feel about access to services?

Issues

Legend: Positive | Neutral | Negative

Category	Positive	Negative
Disabilities	24%	71%
Carers	40%	58%
White/White British	37%	59%
BAME	54%	43%
Aged Under 17	39%	60%
Aged 18-30	36%	64%
Aged 60+	34%	64%

7.1 Service Sector

Issues

Legend: Positive (green), Neutral (blue), Negative (pink)

Categories: Community Service, Hospital Service, Primary Care Service

Service sectors receiving the most comments overall

7.2 Service Type

Issues

Legend: Positive (green), Neutral (blue), Negative (pink)

Categories: Not known, A&E, General Hospital, GP, Out of Hours/ Urgent Care
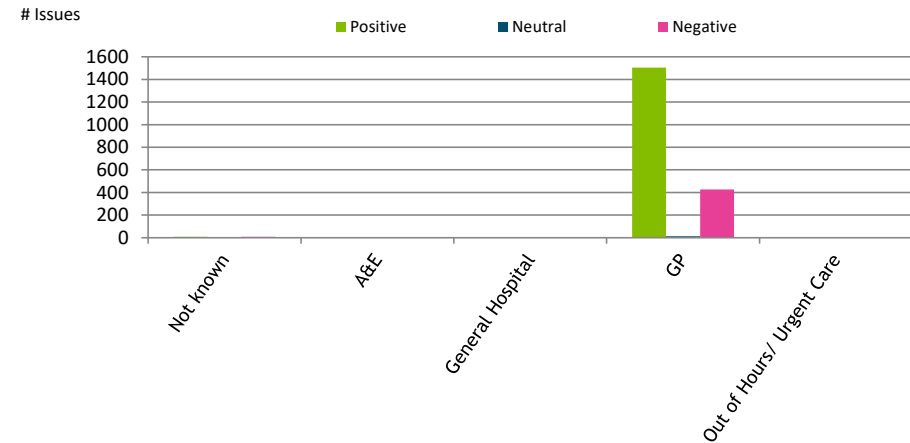
Service type receiving the most comments overall

7.3 Stated medical conditions/topics

Issues

Legend: Positive (green), Neutral (blue), Negative (pink)

Categories: Asthma, Autism, Cancer, Children's Health, Diabetes, Digital and Online, Ear Health/Hearing, Mental Health, Obesity and Weight, Respiratory, Skin Health, Smoking Related, Stomach Related, Stroke, Vaccination
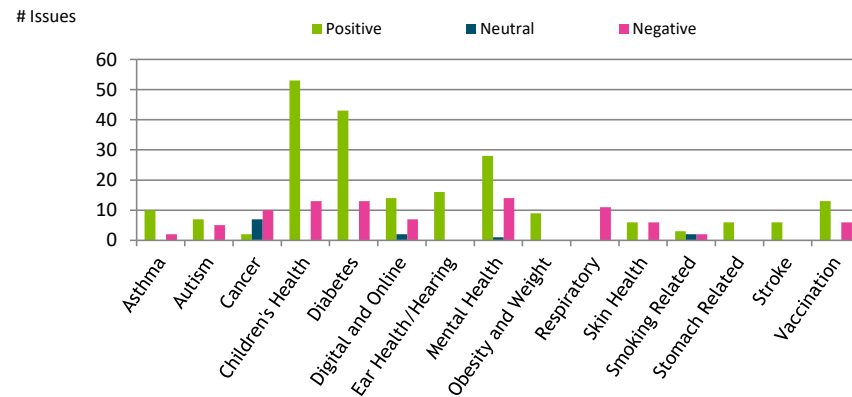
Medical conditions/topics receiving the most comments overall

7.4 Top Trends: 2015 issues from 490 people
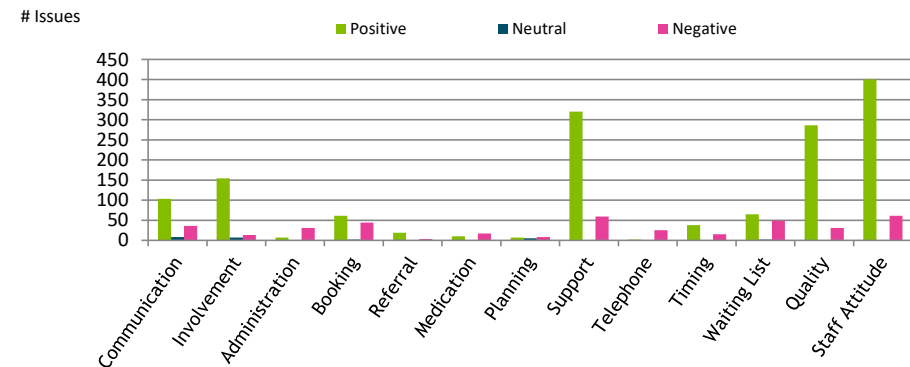
Issues

Legend: Positive (green), Neutral (blue), Negative (pink)

Categories: Communication, Involvement, Administration, Booking, Referral, Medication, Planning, Support, Telephone, Timing, Waiting List, Quality, Staff Attitude

Issues receiving the most comments overall

9

7.5 Service Sector

Issues

Legend: Positive | Neutral | Negative
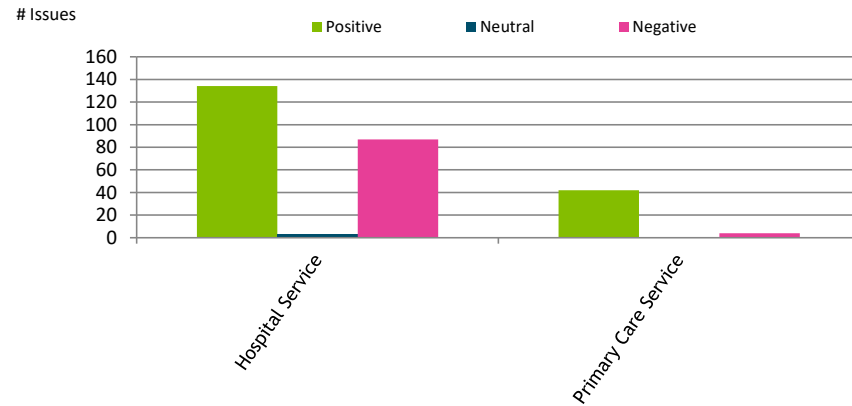
Service sectors receiving the most comments overall

7.6 Service Type

Issues

Legend: Positive | Neutral | Negative
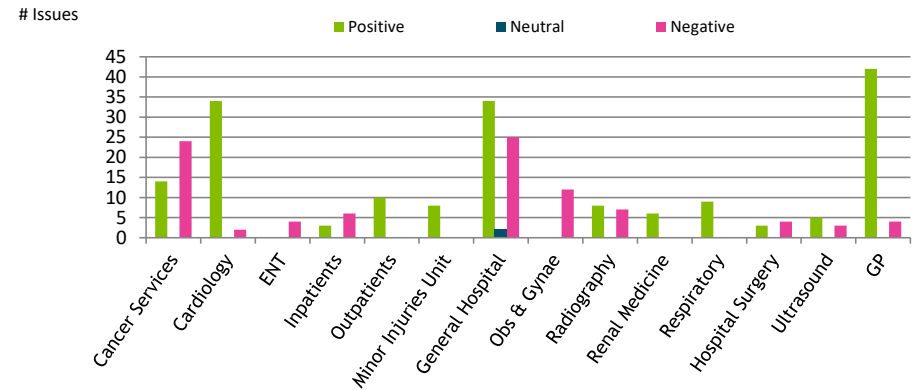
Service type receiving the most comments overall

7.7 Stated medical conditions/topics

Issues

Legend: Positive | Neutral | Negative
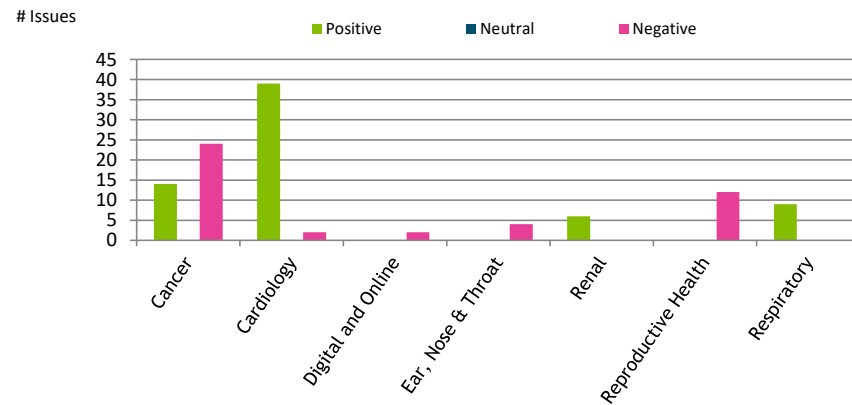
Medical conditions/topics receiving the most comments overall

7.8 Top Trends: 269 issues from 68 people
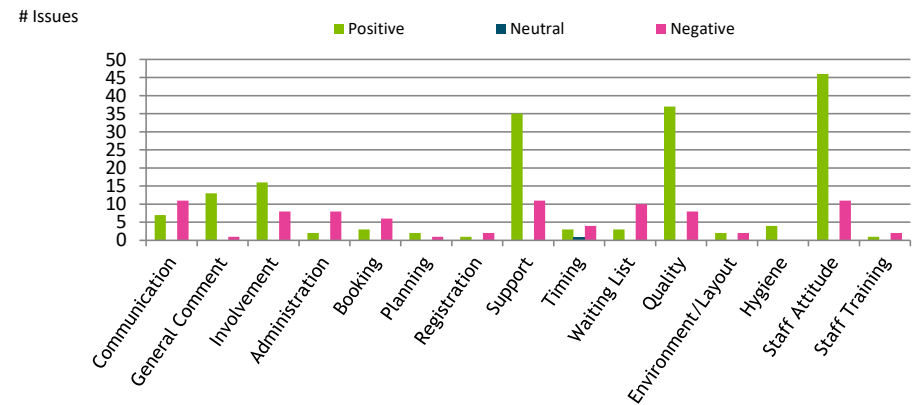
Issues

Legend: Positive | Neutral | Negative

Issues receiving the most comments overall

7.9 Service Sector

Issues

Legend: Positive | Neutral | Negative

Categories: Community Service, Hospital Service, Other Service, Primary Care Service, Social Care Service
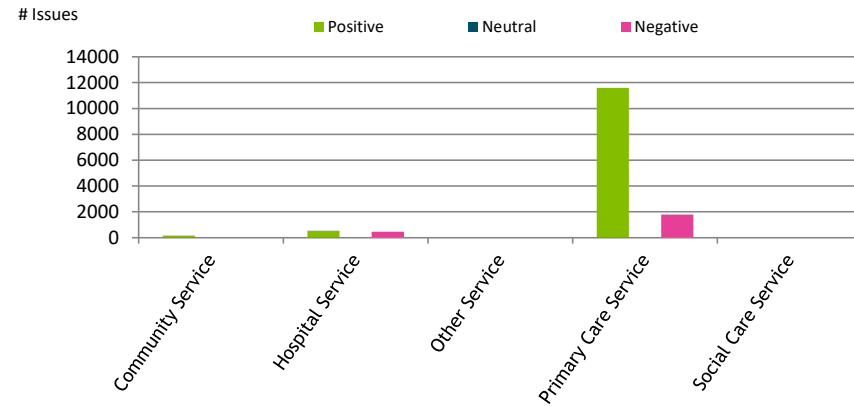
Service sectors receiving the most comments overall

7.10 Service Type

Issues

Legend: Positive | Neutral | Negative

Categories: Sexual Health, A&E, Acute Care, Inpatients, Outpatients, Maternity, General Hospital, Paediatrics, Radiography, Hospital Surgery, Dentist, GP, Optician, Pharmacy
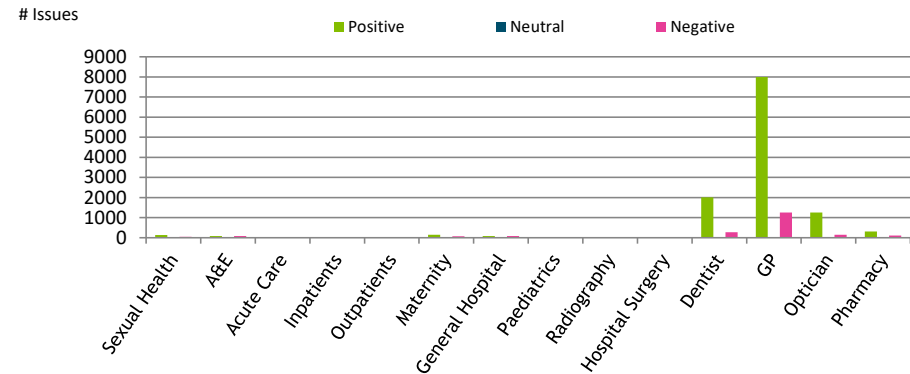
Service type receiving the most comments overall

7.11 Stated medical conditions/topics

Issues

Legend: Positive | Neutral | Negative

Categories: Asthma, Cancer, Children's Health, Dentistry, Diabetes, Digital and Online, Ear Health/Hearing, Ear, Nose & Throat, End of Life Care, Eye Health, Maternity, Mental Health, Sexual Health, Skin Health, Vaccination
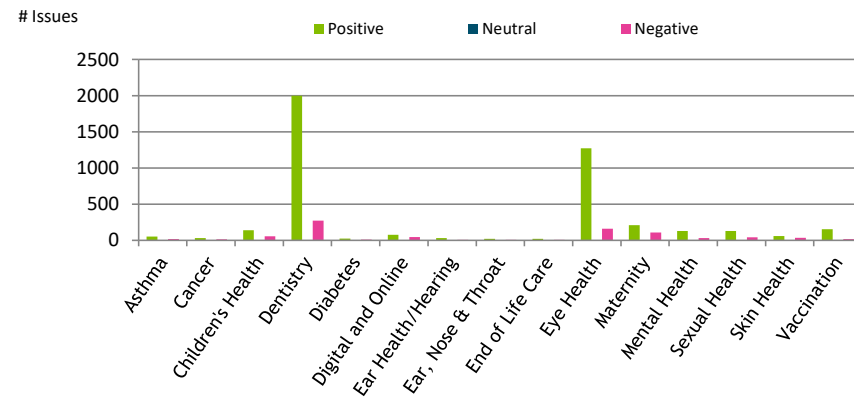
Medical conditions/topics receiving the most comments overall

7.12 Top Trends: 14695 issues from 3570 people
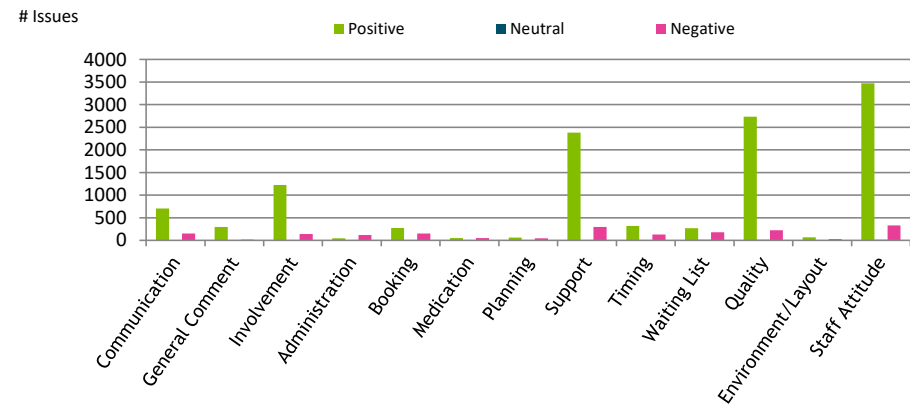
Issues

Legend: Positive | Neutral | Negative

Categories: Communication, General Comment, Involvement, Administration, Booking, Medication, Planning, Support, Timing, Waiting List, Quality, Environment/Layout, Staff Attitude

Issues receiving the most comments overall

7.13 Service Sector

Issues

Service sectors receiving the most comments overall

7.14 Service Type

Issues
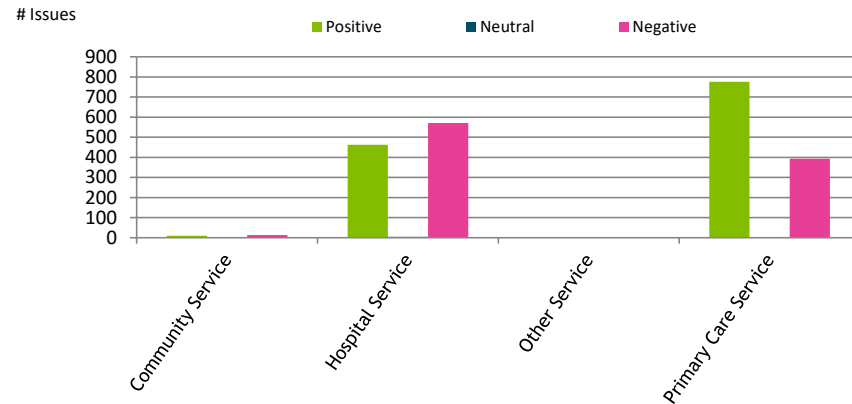
Service type receiving the most comments overall

7.15 Stated medical conditions/topics

Issues
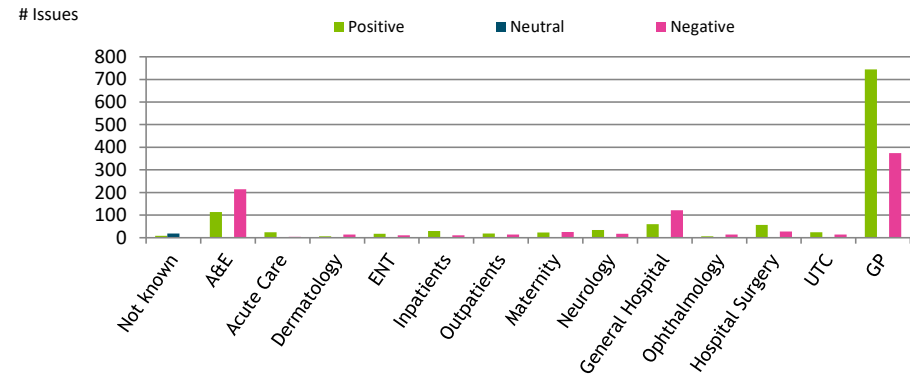
Medical conditions/topics receiving the most comments overall

7.16 Top Trends: 2258 issues from 554 people
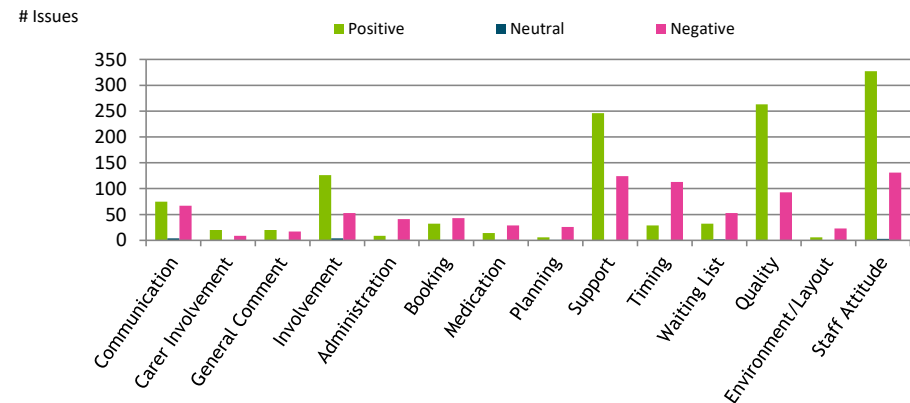
Issues
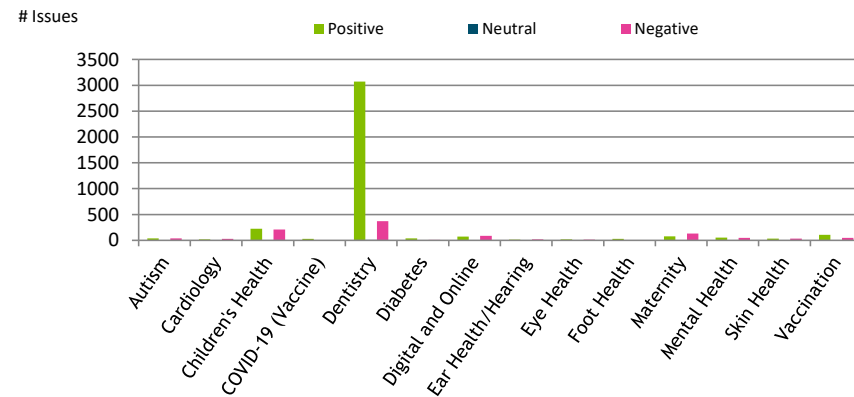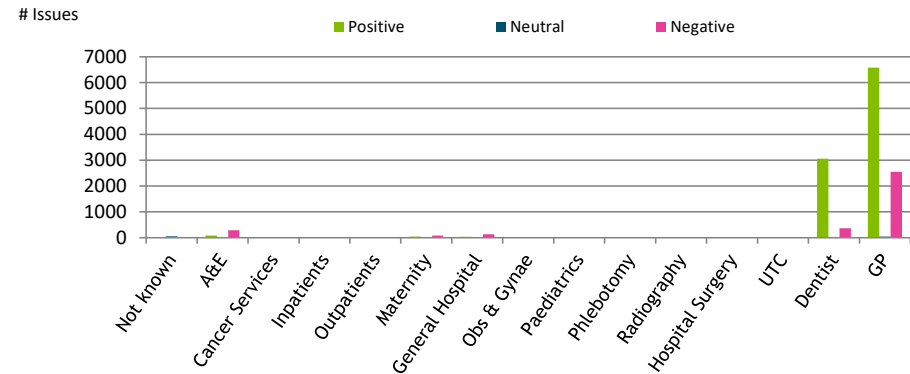

Issues receiving the most comments overall

7.17 Service Sector

Issues

Service sectors receiving the most comments overall

7.18 Service Type

Issues
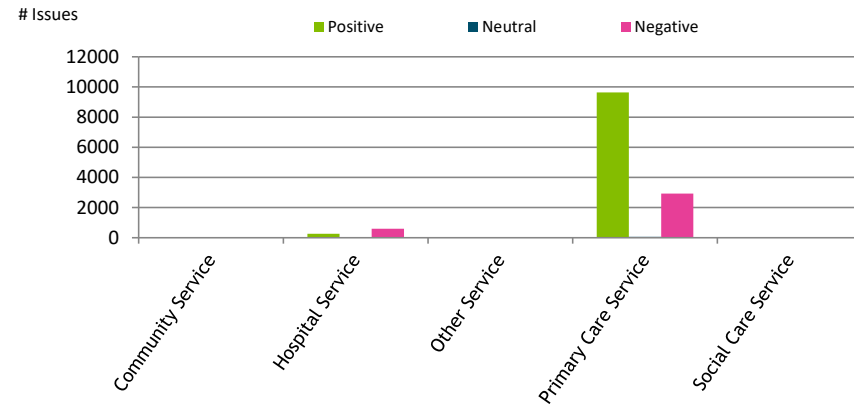
Service type receiving the most comments overall

7.19 Stated medical conditions/topics

Issues

Medical conditions/topics receiving the most comments overall

7.20 Top Trends: 13538 issues from 3308 people
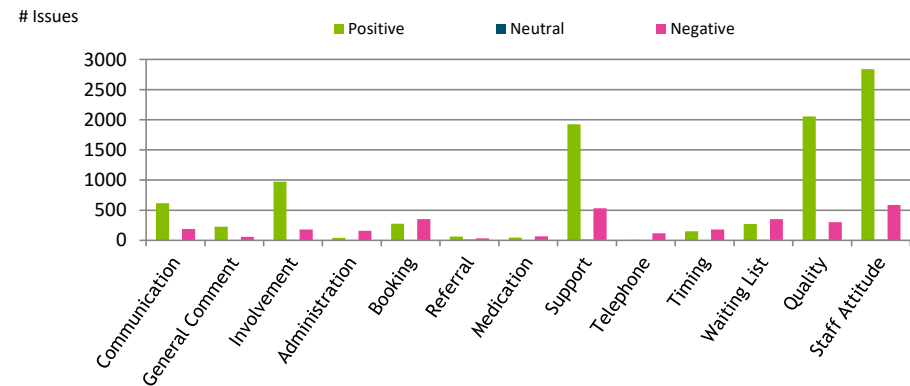
Issues

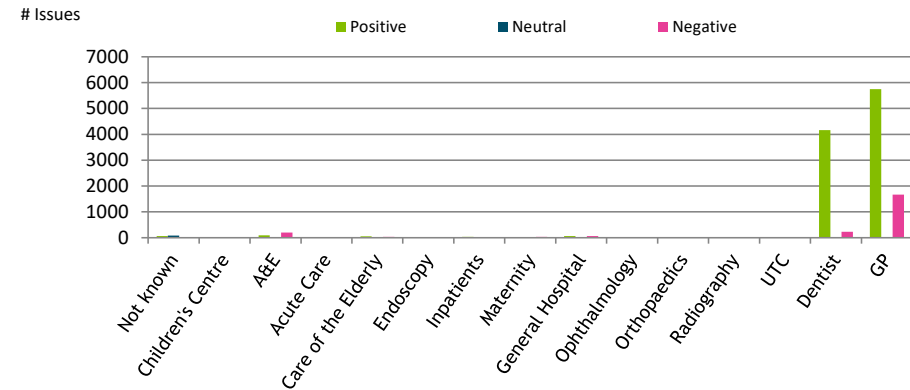*Issues receiving the most comments overall*

7.21 Service Sector

Issues

Legend: Positive | Neutral | Negative

Service sectors receiving the most comments overall

7.22 Service Type

Issues

Legend: Positive | Neutral | Negative
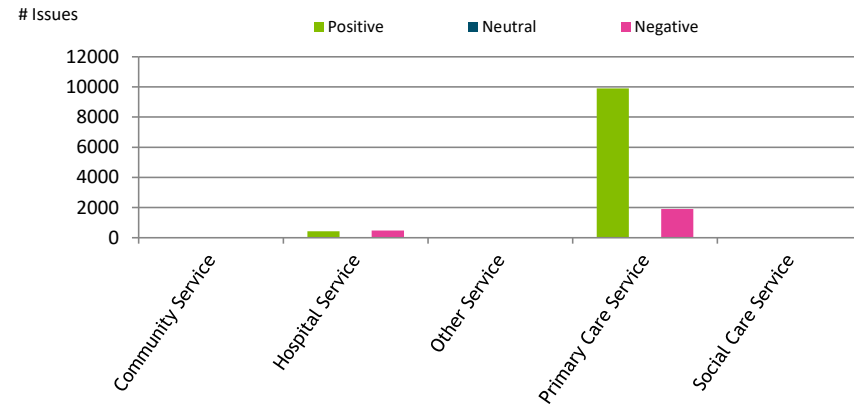
Service type receiving the most comments overall

7.23 Stated medical conditions/topics

Issues

Legend: Positive | Neutral | Negative

Medical conditions/topics receiving the most comments overall

7.24 Top Trends: 12979 issues from 3318 people
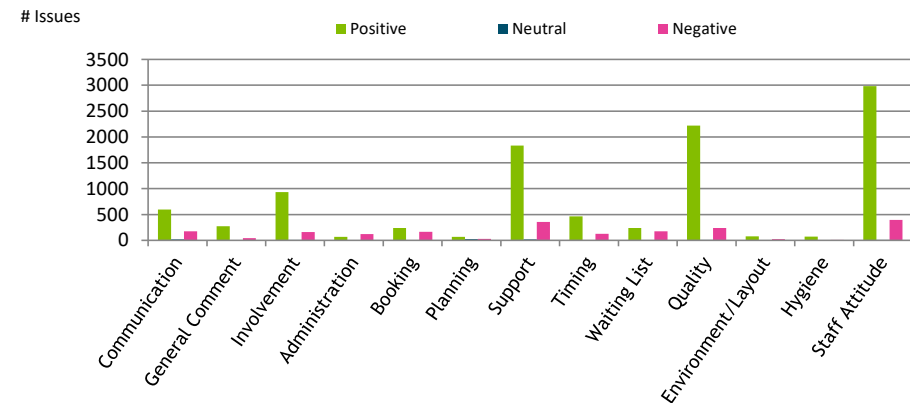
Issues

Legend: Positive | Neutral | Negative

Issues receiving the most comments overall

7.25 Service Sector

Issues

Positive   Neutral   Negative

Service sectors receiving the most comments overall

7.26 Service Type

Issues

Positive   Neutral   Negative
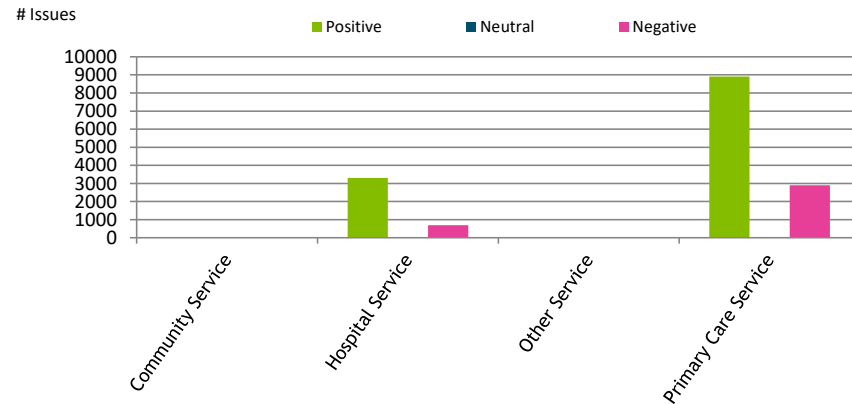
Service type receiving the most comments overall

7.27 Stated medical conditions/topics

Issues

Positive   Neutral   Negative
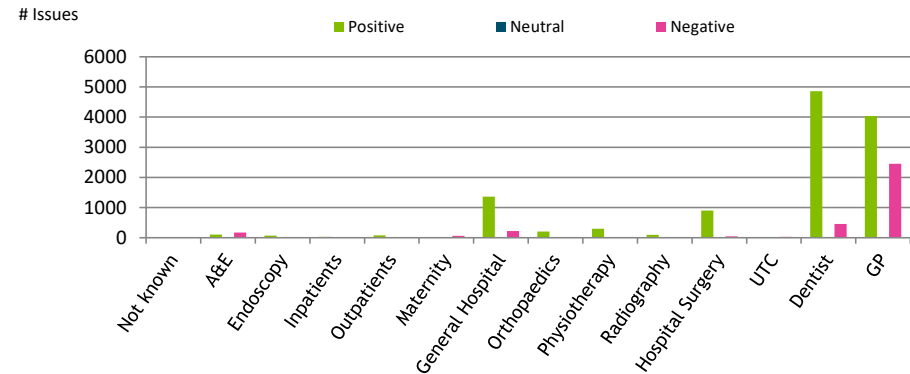
Medical conditions/topics receiving the most comments overall

7.28 Top Trends: 15909 issues from 3830 people
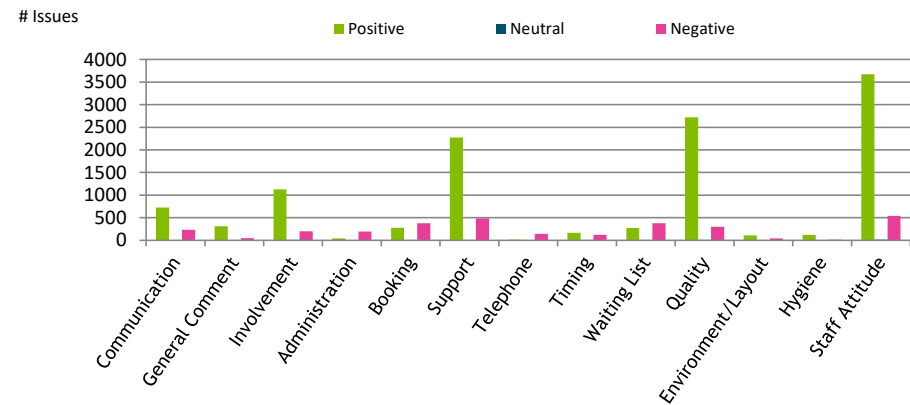
Issues

Positive   Neutral   Negative

Issues receiving the most comments overall

7.29 Service Sector

Issues

Legend: Positive, Neutral, Negative
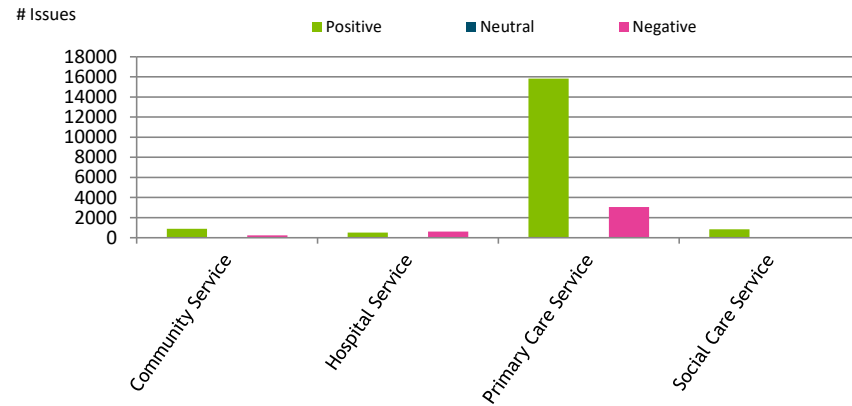
Service sectors receiving the most comments overall

7.30 Service Type

Issues

Legend: Positive, Neutral, Negative
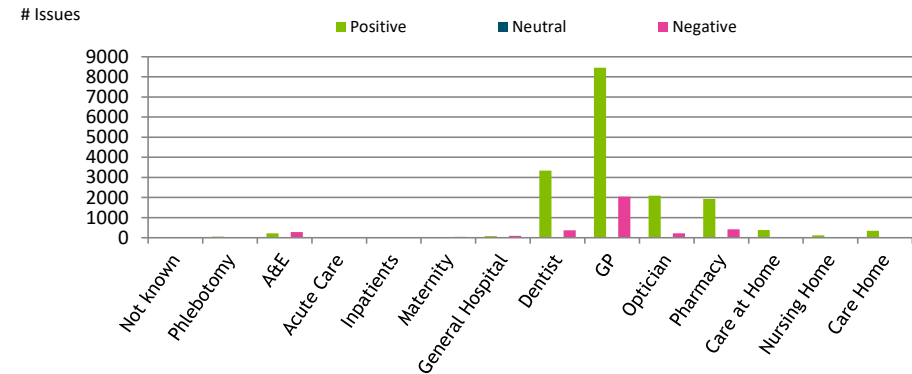
Service type receiving the most comments overall

7.31 Stated medical conditions/topics

Issues

Legend: Positive, Neutral, Negative
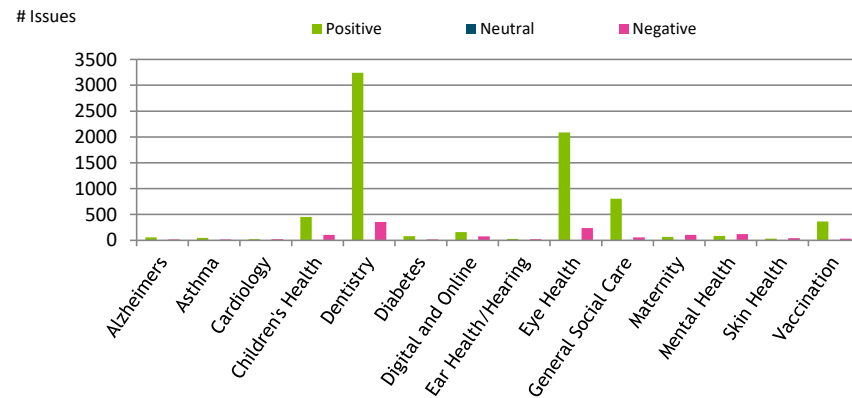
Medical conditions/topics receiving the most comments overall

7.32 Top Trends: 22083 issues from 5780 people
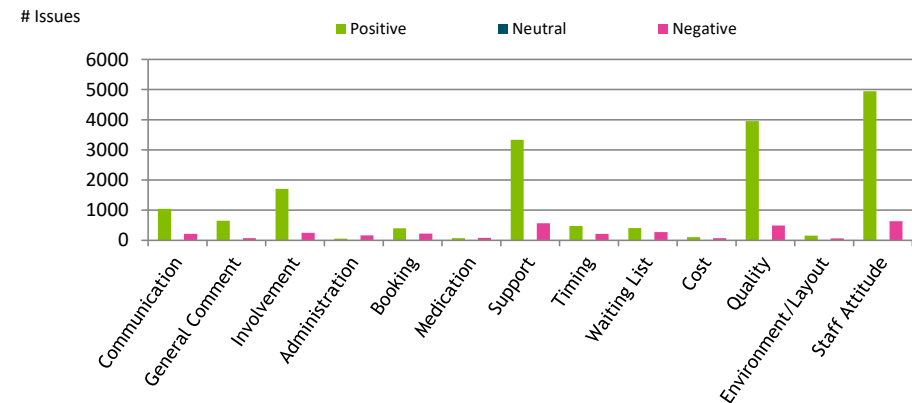
Issues

Legend: Positive, Neutral, Negative

Issues receiving the most comments overall

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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.*	3878	38	1078	4994
	Carer Involvement	*Involvement or influence of carers and family members.*	410	3	79	492
	Peer Involvement	*Involvement or Influence of friends.*	8	2	0	10
	General Comment	*A generalised statement (ie; "The doctor was good.")*	1799	17	268	2084
	User Involvement	*Involvement or influence of the service user.*	6261	43	1000	7304
Systems	Administration	*Administrative processes and delivery.*	266	1	839	1106
	Admission	*Physical admission to a hospital ward, or other service.*	6	1	42	49
	Booking	*Ability to book, reschedule or cancel appointments.*	1557	21	1363	2941
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	169	169
	Data Protection	*General data protection (including GDPR).*	1	2	36	39
	Referral	*Referral to a service.*	320	30	152	502
	Medical Records	*Management of medical records.*	14	7	55	76
	Medication	*Prescription and management of medicines.*	257	3	340	600
	Opening Times	*Opening times of a service.*	39	1	49	89
	Planning	*Leadership and general organisation.*	325	40	243	608
	Registration	*Ability to register for a service.*	69	16	134	219
	Support	*Levels of support provided.*	12347	57	2434	14838
	Telephone	*Ability to contact a service by telephone.*	81	1	574	656
	Timing	*Physical timing (ie; length of wait at appointments).*	1649	12	896	2557
	Waiting List	*Length of wait while on a list.*	1556	29	1473	3058
Values	Choice	*General choice.*	231	3	138	372
	Cost	*General cost.*	195	15	246	456
	Language	*Language, including terminology.*	39	2	50	91
	Nutrition	*Provision of sustainance.*	91	3	45	139
	Privacy	*Privacy, personal space and property.*	20	2	57	79
	Quality	*General quality of a service, or staff.*	14274	49	1683	16006
	Sensory	*Deaf/blind or other sensory issues.*	11	0	10	21
	Stimulation	*General stimulation, including access to activities.*	98	2	10	110

8. Data Table: Number of issues

	Issue Name	Descriptor	# Issues			
			Positive	**Neutral**	**Negative**	**Total**
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	132	11	33	176
	Environment/Layout	*Physical environment of a service.*	503	3	204	710
	Equipment	*General equipment issues.*	81	2	40	123
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	5	3	56	64
	Hygiene	*Levels of hygiene and general cleanliness.*	435	3	78	516
	Mobility	*Physical mobility to, from and within services.*	34	0	30	64
	Travel/Parking	*Ability to travel or park.*	29	3	30	62
Staff	Omission	*General omission (ie; transport did not arrive).*	1	3	160	164
	Security/Conduct	*General security of a service, including conduct of staff.*	5	3	118	126
	Staff Attitude	*Attitude, compassion and empathy of staff.*	18682	58	2688	21428
	Complaints	*Ability to log and resolve a complaint.*	19	1	107	127
	Staff Training	*Training of staff.*	132	5	247	384
	Staffing Levels	*General availability of staff.*	9	3	123	135
	Total:		**65869**	**498**	**17377**	**83744**

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