

The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Hackney



Healthwatch is your local independent health and social care champion. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of local health, social care and community services.

Qualitative Feedback, 1 January - 31 March 2026

Index and overview of findings



969

Data Source

This report is based on the experience of 969 people. Feedback has been obtained from a variety of sources, including general engagement and comments posted online (including Care Opinion, NHS and social media). More on page 4.



87%

Overall Satisfaction

Overall satisfaction is at 87% positive and 13% negative, according to feedback.

Feedback suggests people receive good quality, compassionate treatment and care on the whole, with good levels of involvement and communication.



88%

Information, Involvement and Support

Satisfaction is at 88% positive and 12% negative, comments suggest.

This quarter, complaints are down by 3% on support and by 2% on user involvement, while up by 1% on communication. More on page 5.



93%

Quality and Empathy

According to comments, satisfaction is at 93% positive and 7% negative.

Good levels of quality and empathy continue to be reported. More on page 5.



72%

Access to Services

Satisfaction is at 72% positive and 28% negative.

This quarter, complaints are down by 10% on waiting times and by 3% on telephone access, while up by 1% on ability to book appointments. More on page 5.

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

"I completed the online form and expected a long wait, but I was called within the hour and seen in-person, the same day."



547

GP Services

Satisfaction is at 88% positive, 11% negative and 1% neutral, according to feedback.

547 people comment on GP services. Feedback suggests patients continue to receive good quality, compassionate treatment and care, with good levels of involvement and support. Access is a leading negative topic, this quarter. More on page 9.



145

Dentists

Comments suggest satisfaction is at 92% positive and 8% negative.

145 people comment on dentists, with accounts of excellent treatment, care and customer service recorded. Good levels of information and involvement are also reported. More on page 10.



32

Homerton University Hospital

Satisfaction is at 47% positive and 53% negative, comments suggest.

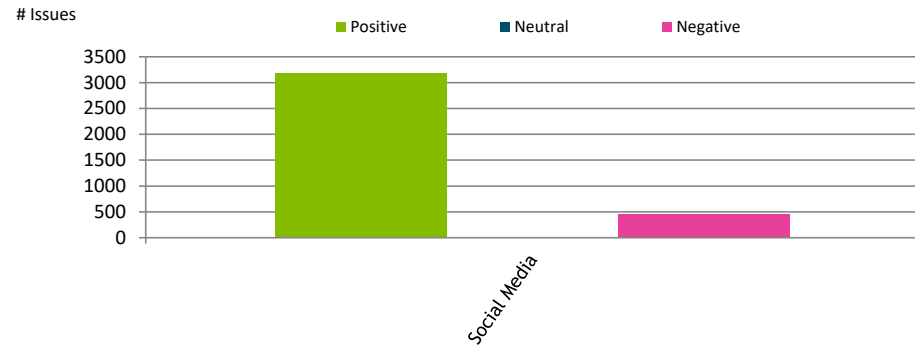
32 people comment this quarter. Experiences reflect good quality treatment and care, on the whole. Service access, particularly waiting times is a leading negative topic. Feedback suggests patients would also like greater levels of communication. More on page 11.

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. 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?

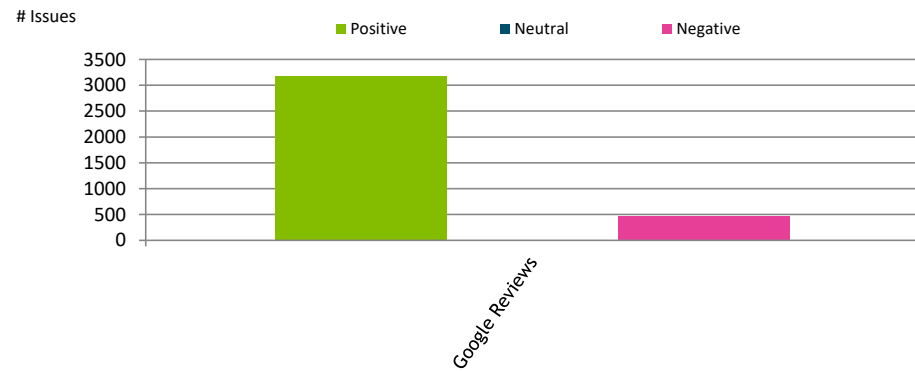


1.1 Source: 3642 issues from 969 people



Sources providing the most comments overall

1.2 Origin

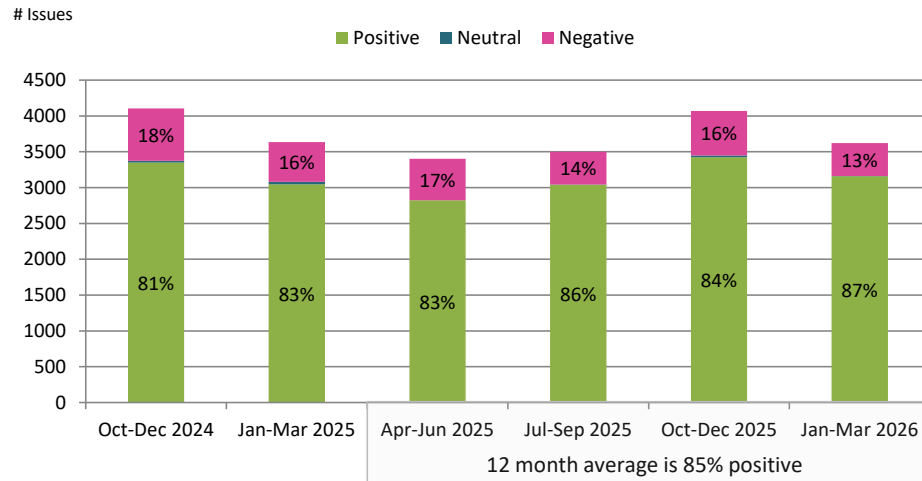


Origins providing the most comments overall

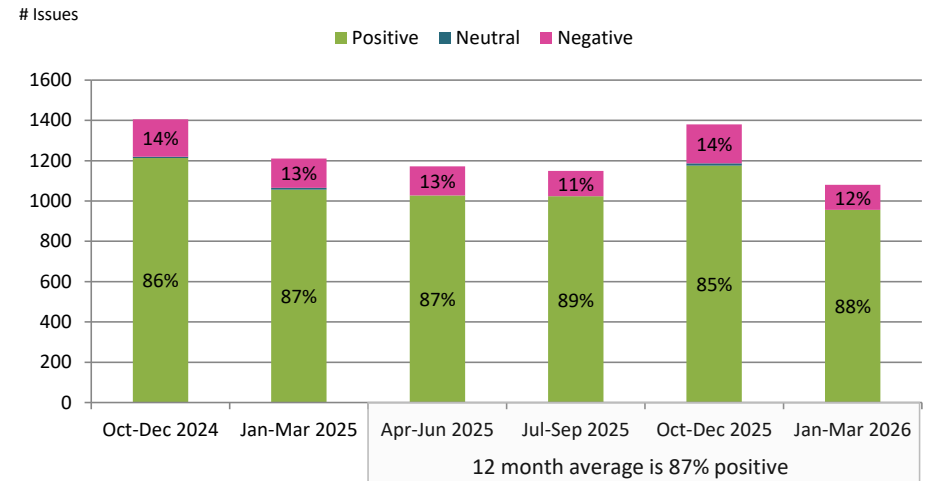
3. Timeline: On the whole, how do people feel about Health and Care services?



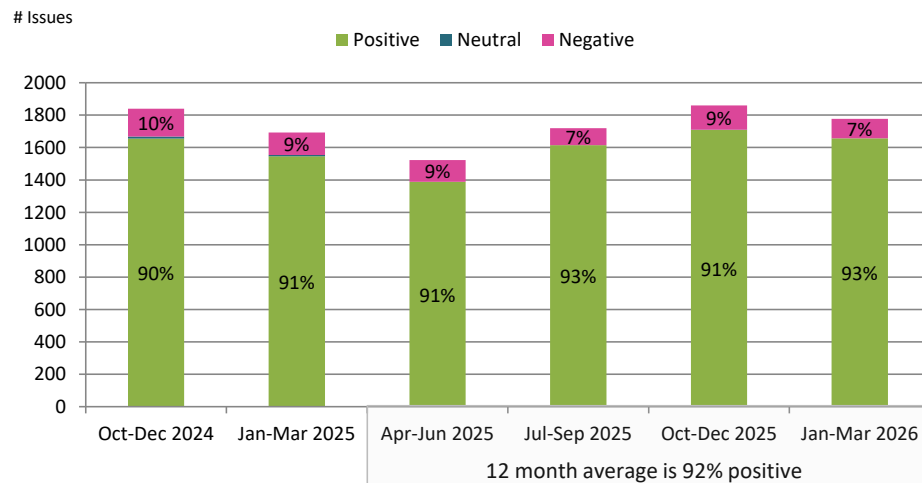
3.1 How do people feel about services overall?



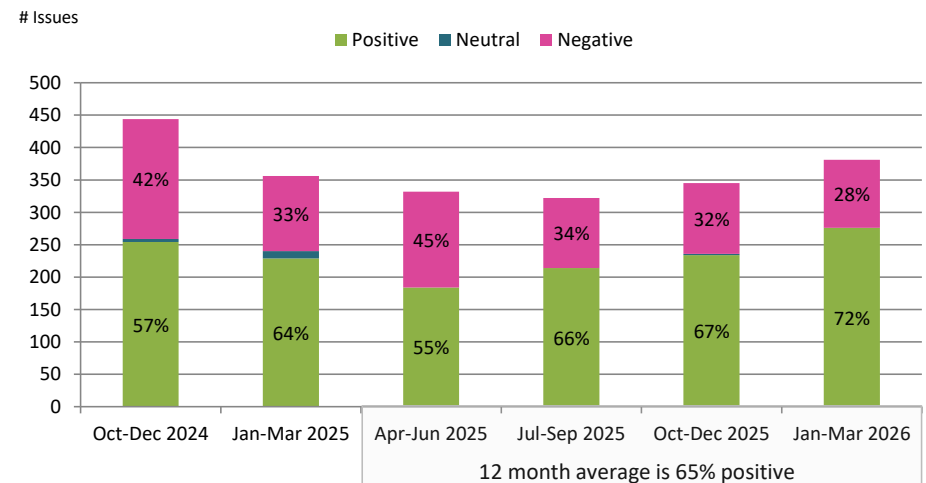
3.2 How well informed, involved and supported do people feel?



3.3 How do people feel about general quality and empathy?



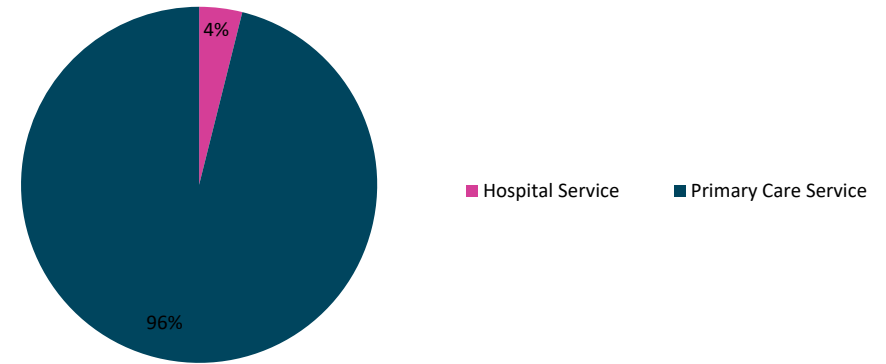
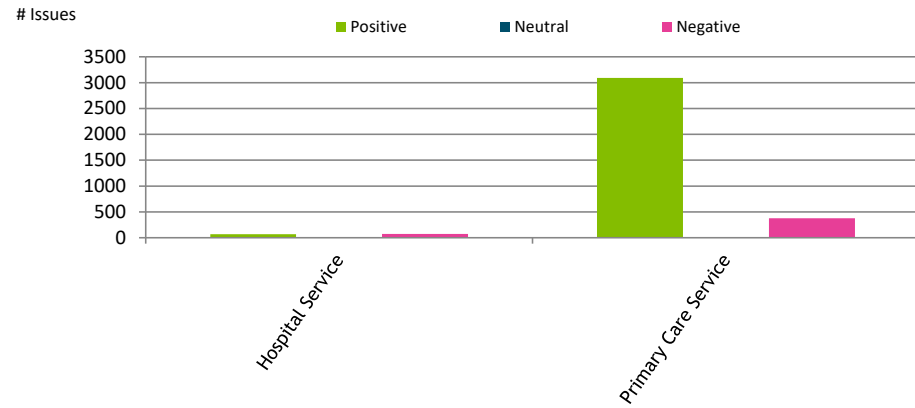
3.4 How do people feel about access to services?



4. Trends: Which services are people most commenting on?

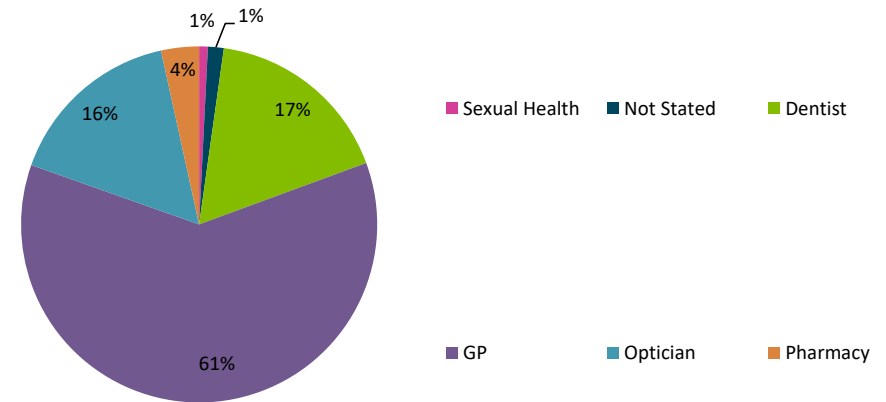
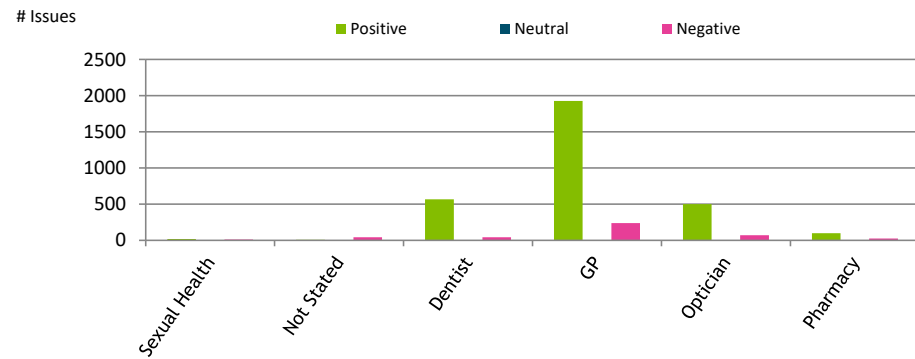


4.1 Service Sector



Service sectors receiving the most comments overall

4.2 Service Type

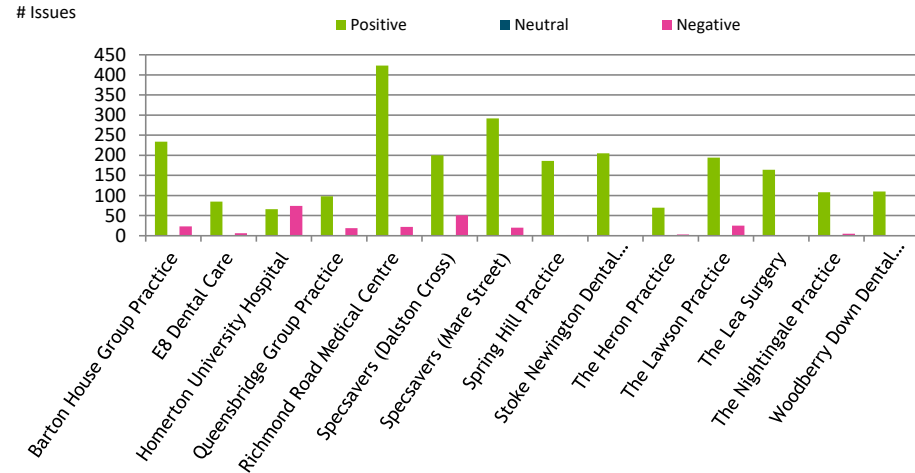


Service type receiving the most comments overall

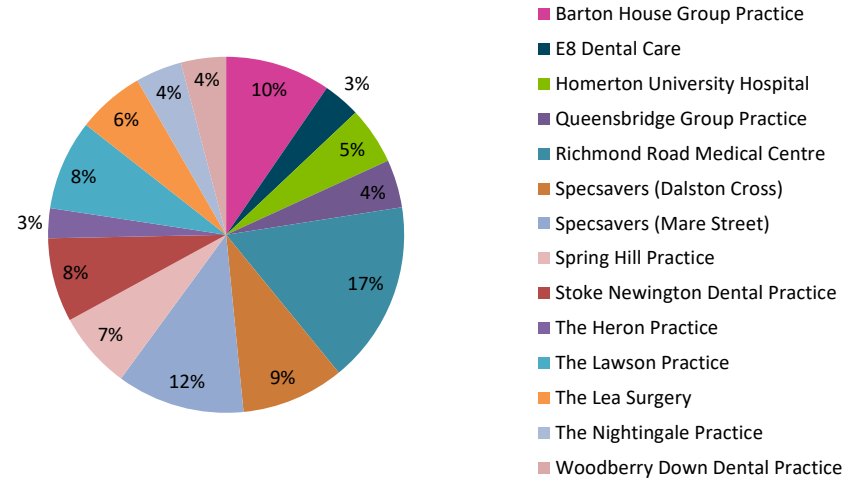
4. Trends: Which services are people most commenting on?



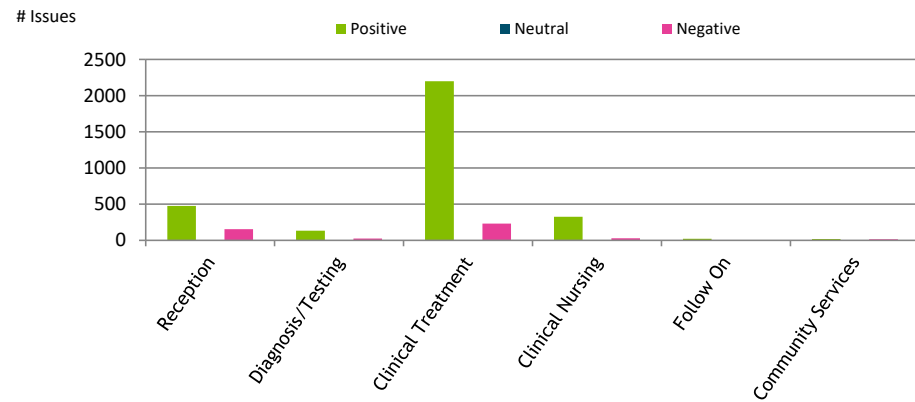
4.3 Services



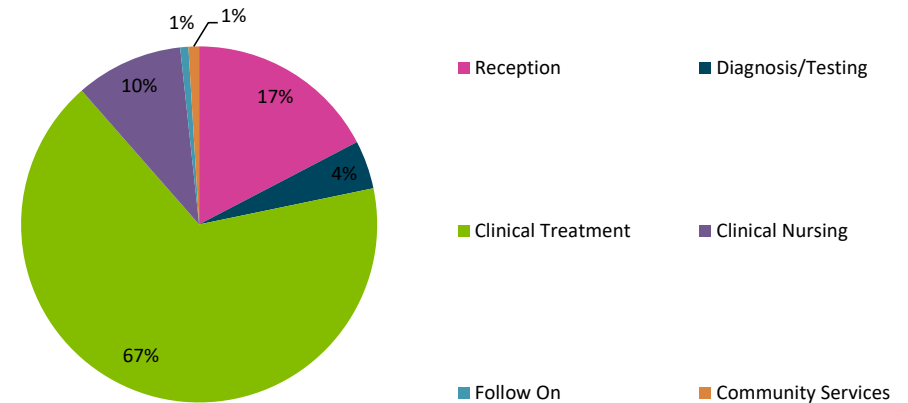
Services receiving the most comments overall



4.4 Breakdown of care pathway locations



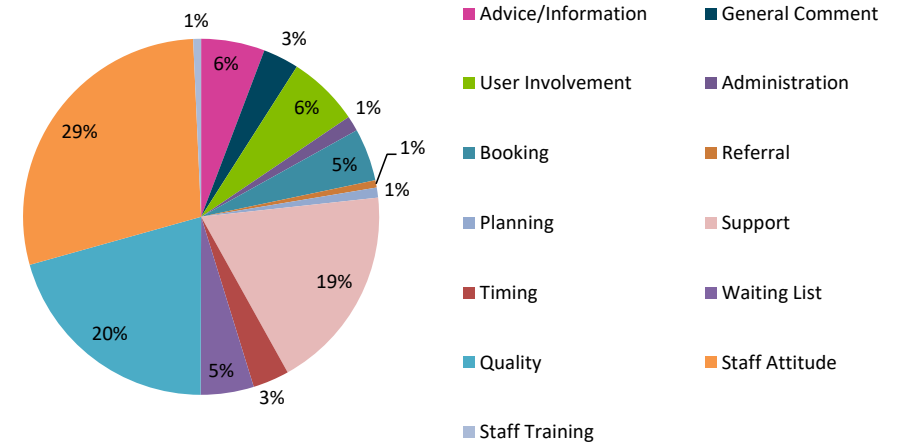
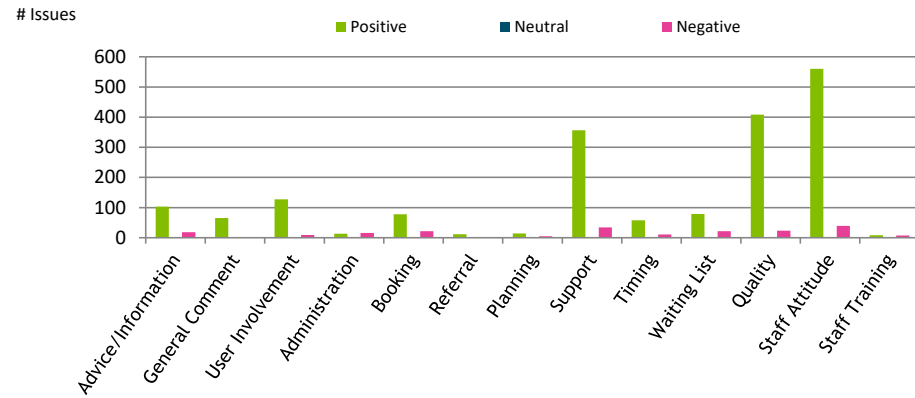
Care pathway locations



5. Trends: GP Services

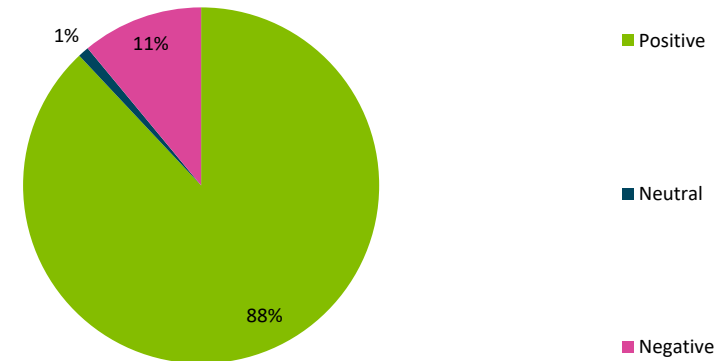
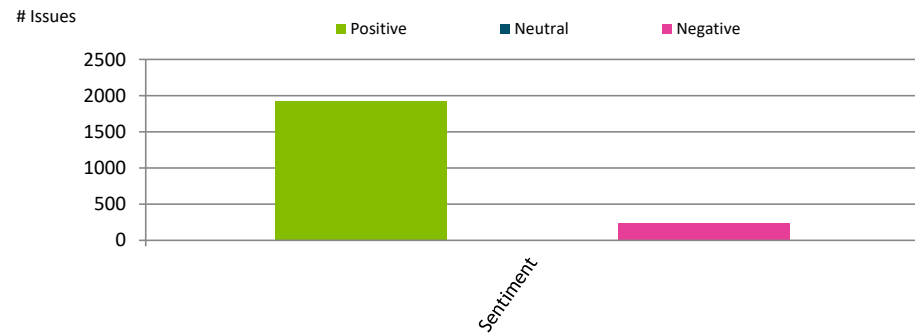


5.1 Trends, GP Services: 2165 issues from 547 people



Issues receiving the most comments overall

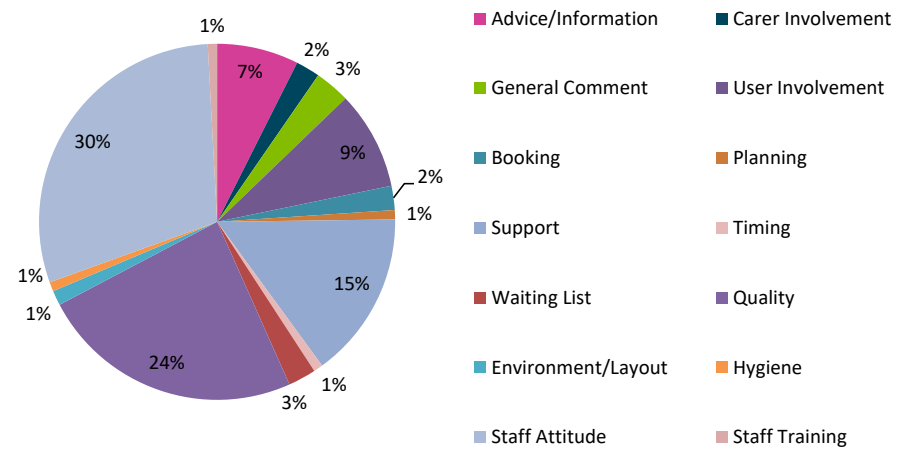
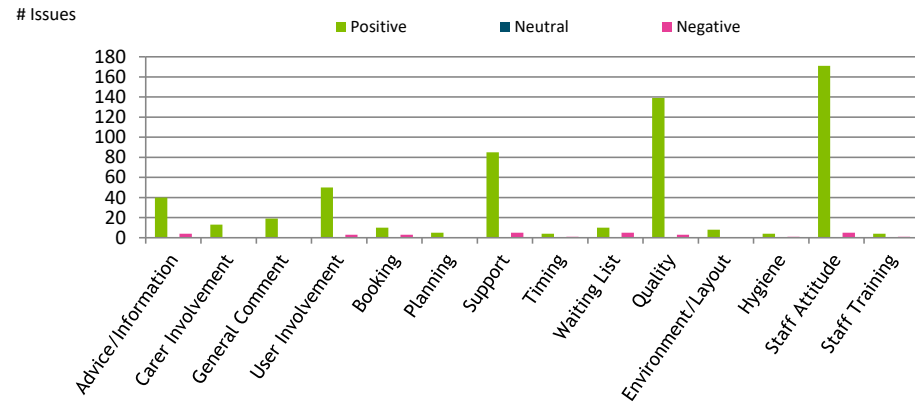
5.2 Sentiment, GP Services



5. Trends: Dentists

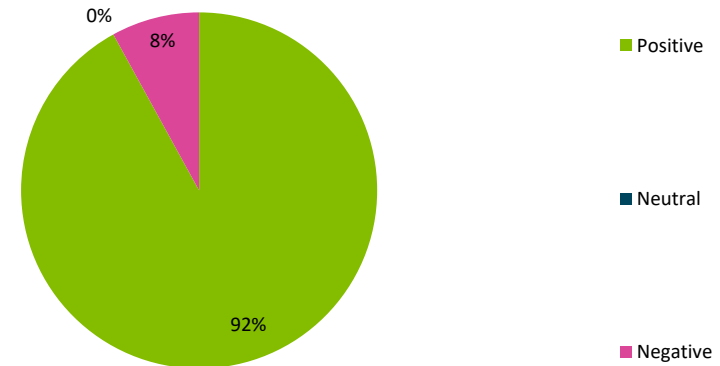
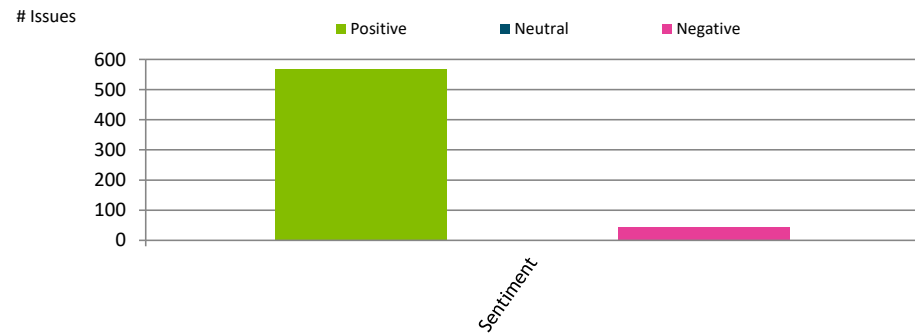


5.3 Trends, Dentists: 609 issues from 145 people



Issues receiving the most comments overall

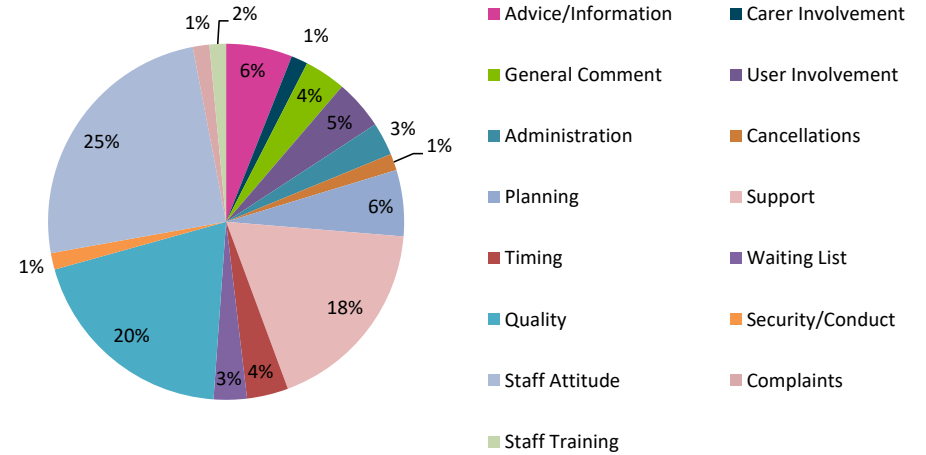
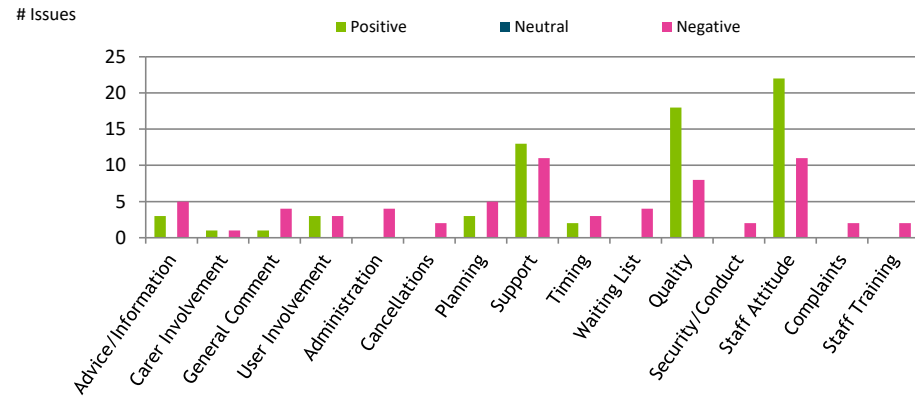
5.4 Sentiment, GP Services



5. Trends: Homerton University Hospital

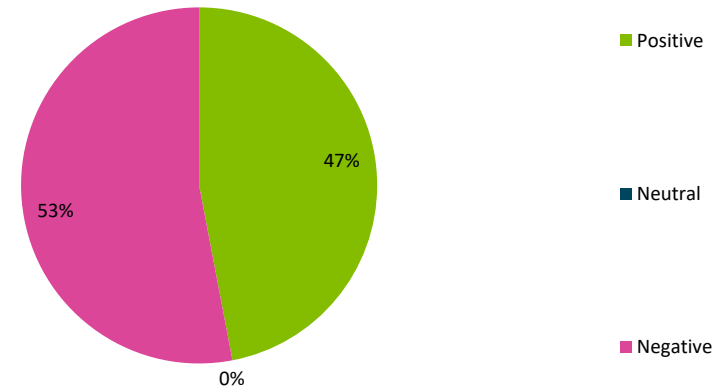
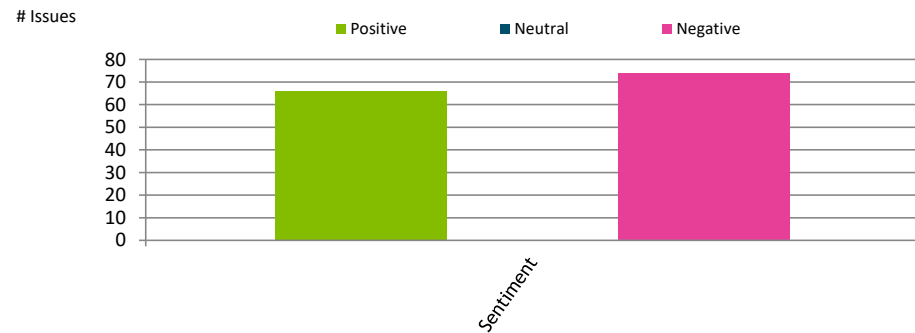


5.5 Trends, Homerton University Hospital: 140 issues from 32 people



Issues receiving the most comments overall

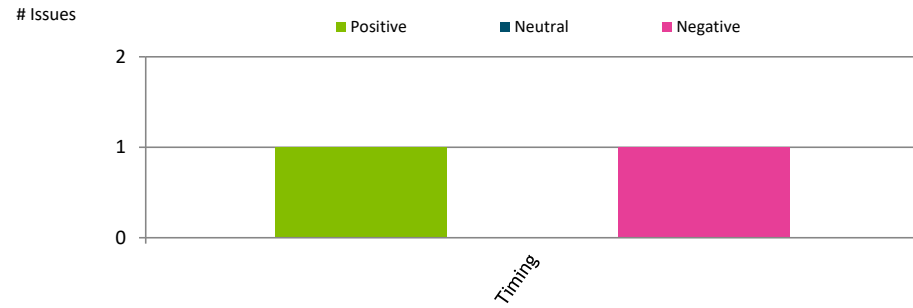
5.6 Sentiment, Homerton University Hospital



6. Care Pathway: Transport (ability to get to-and-from services)

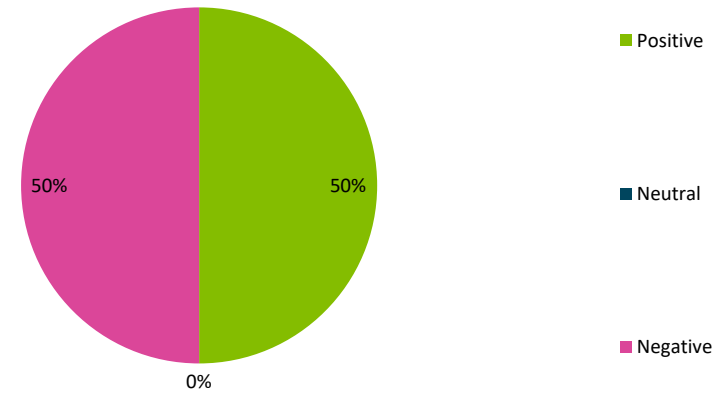
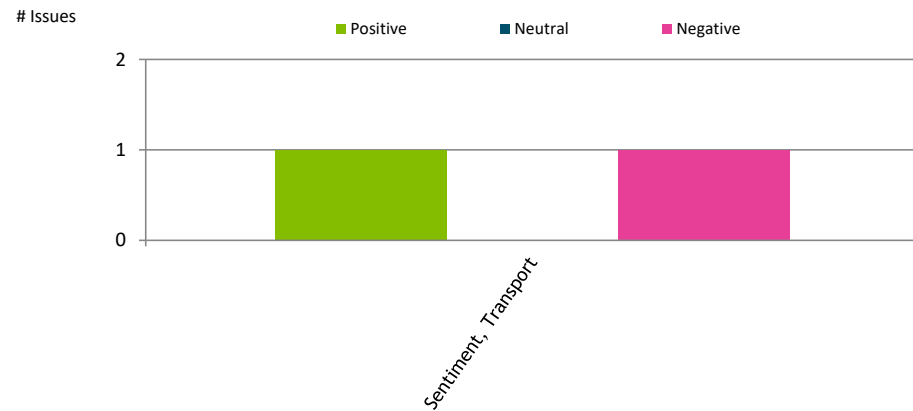


6.1 Trends, Transport (2 issues)



Issues receiving the most comments overall

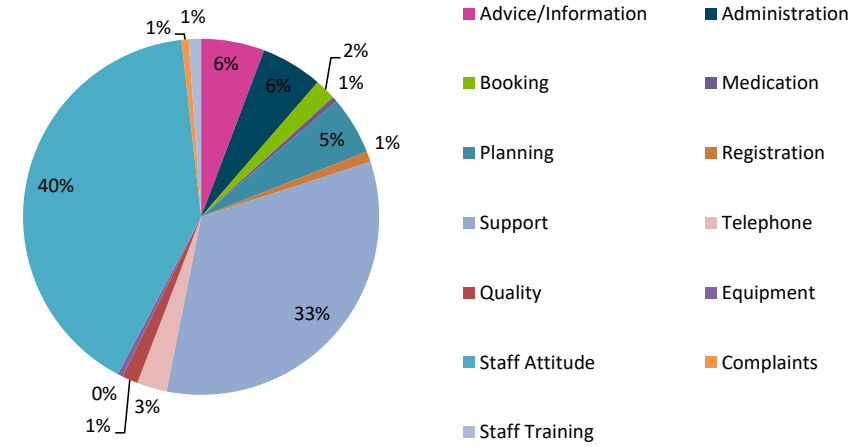
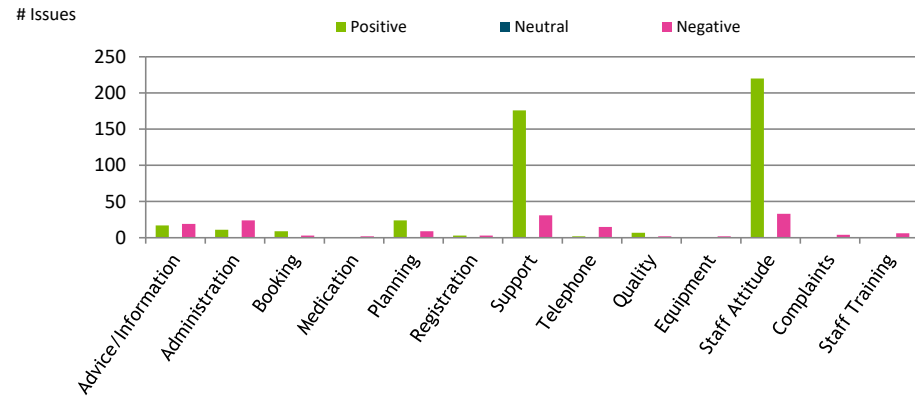
6.2 Sentiment, Transport



6. Care Pathway: Reception (reception services including back-office)

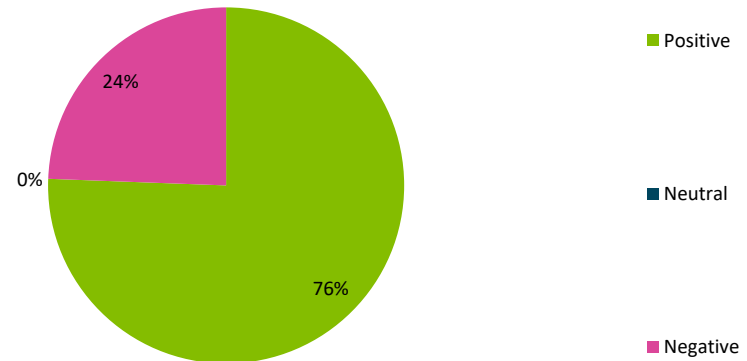
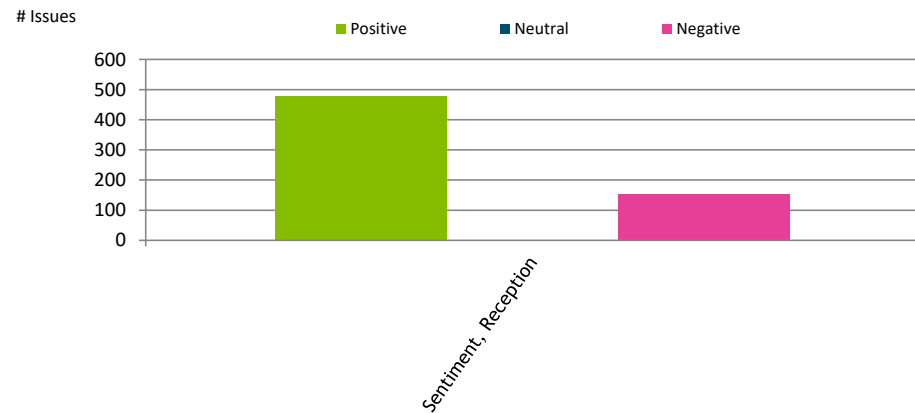


6.3 Trends, Reception (631 issues)



Issues receiving the most comments overall

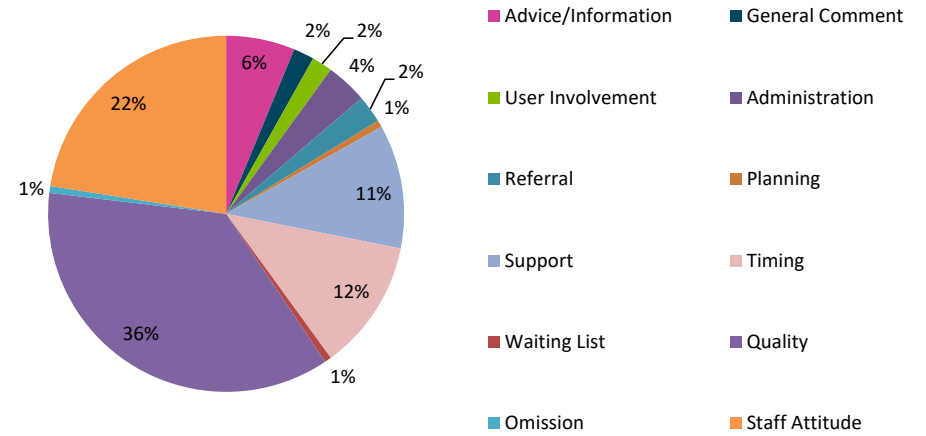
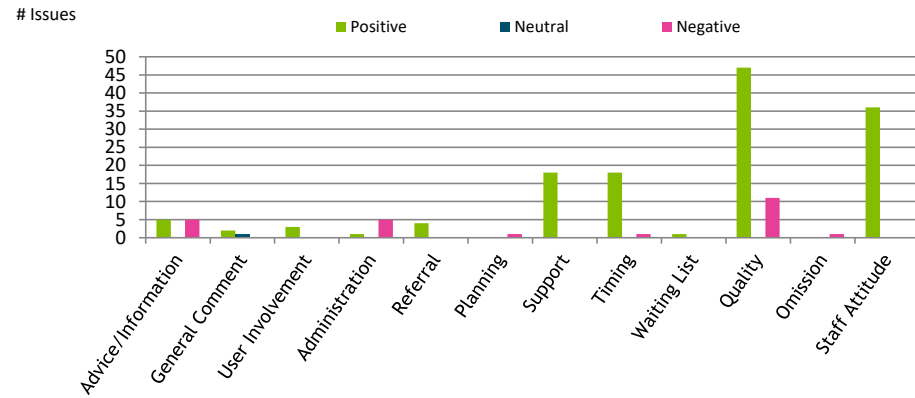
6.4 Sentiment, Reception



6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)

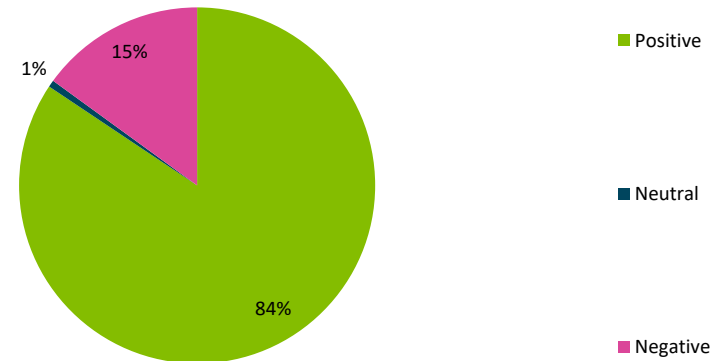
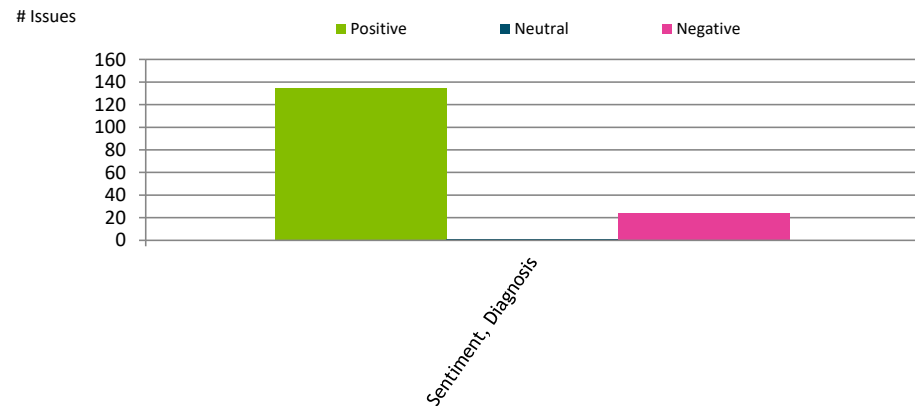


6.5 Trends, Diagnosis/Testing (160 issues)



Issues receiving the most comments overall

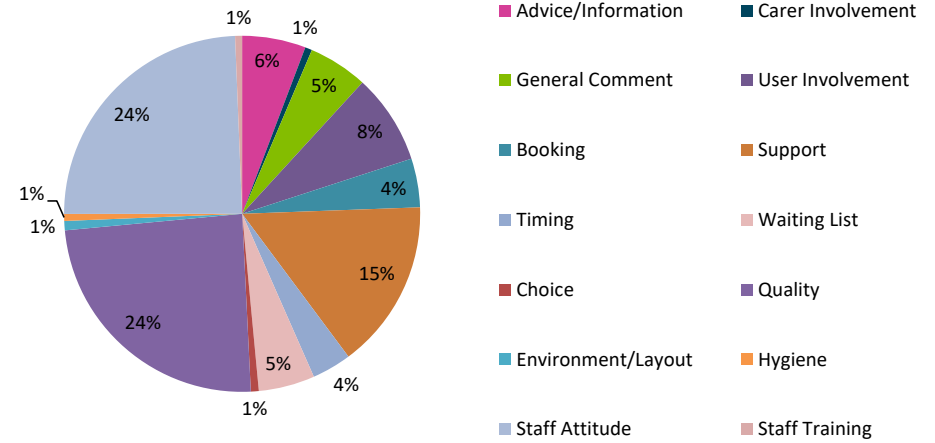
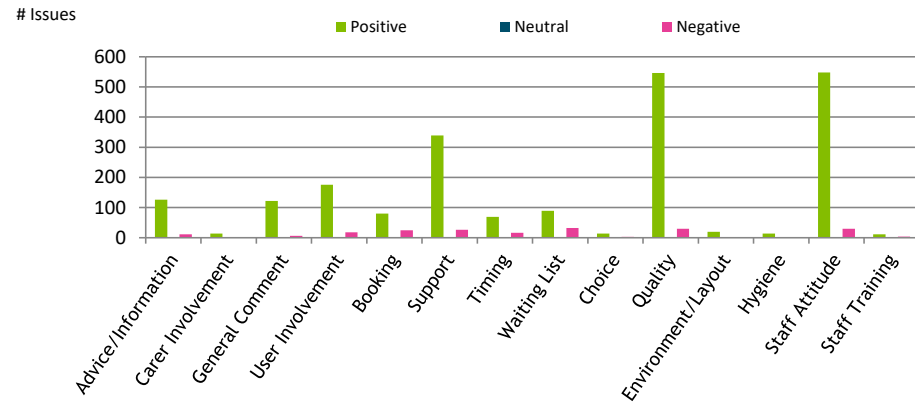
6.6 Sentiment, Diagnosis/Testing



6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

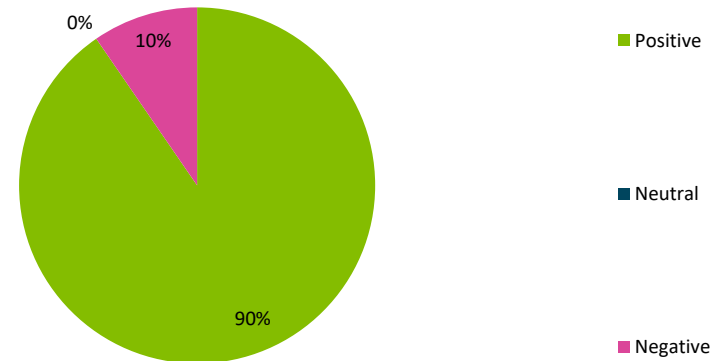
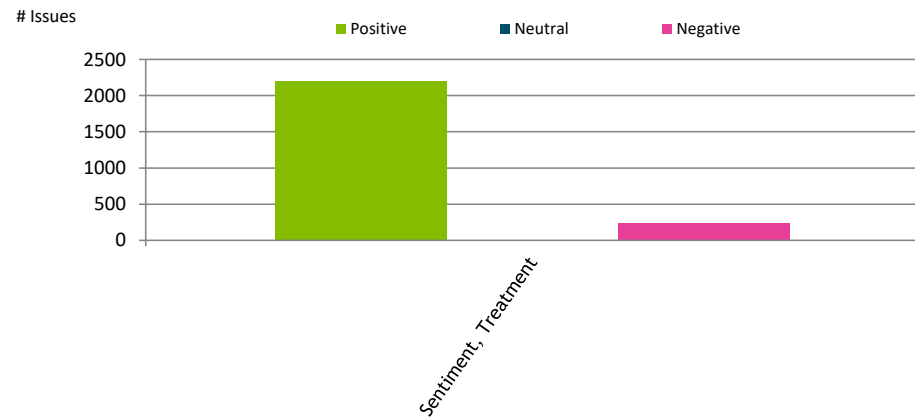


6.7 Trends, Clinical Treatment (2430 issues)



Issues receiving the most comments overall

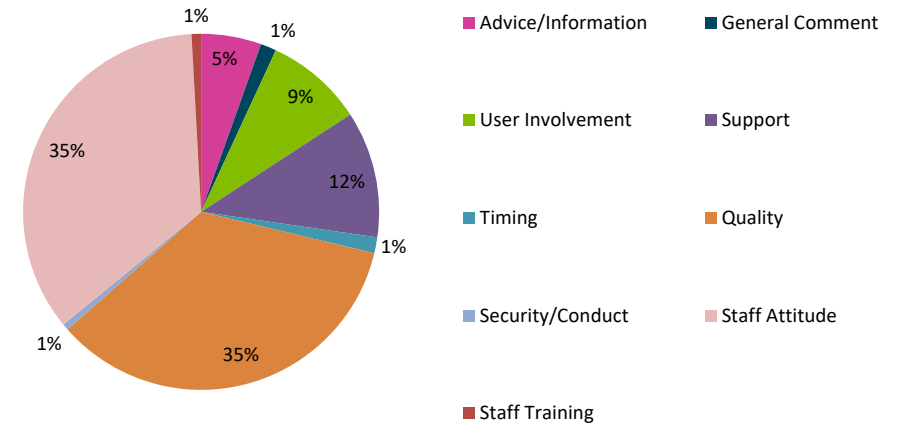
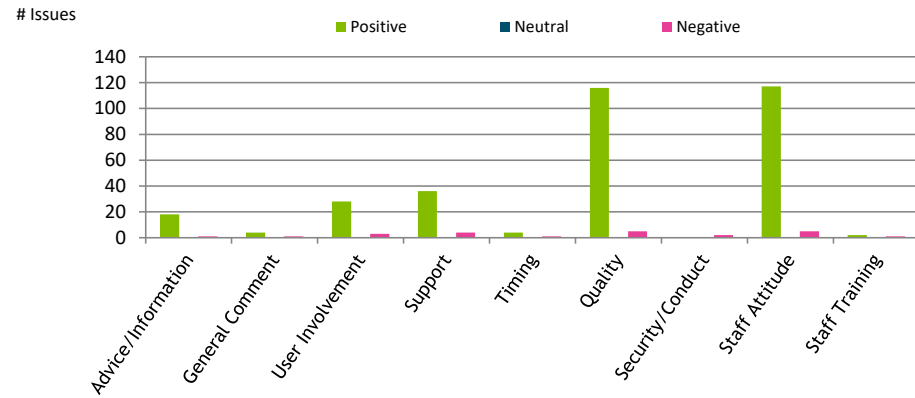
6.8 Sentiment, Clinical Treatment



6. Care Pathway: Clinical Nursing (care provided by trained nurses)

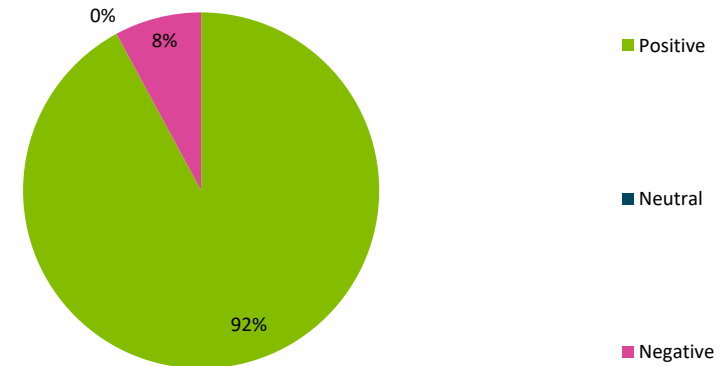
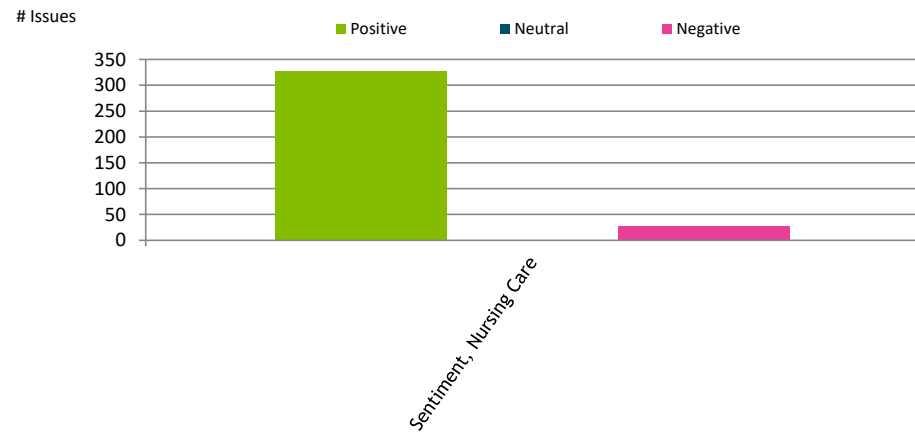


6.9 Trends, Clinical Nursing (355 issues)



Issues receiving the most comments overall

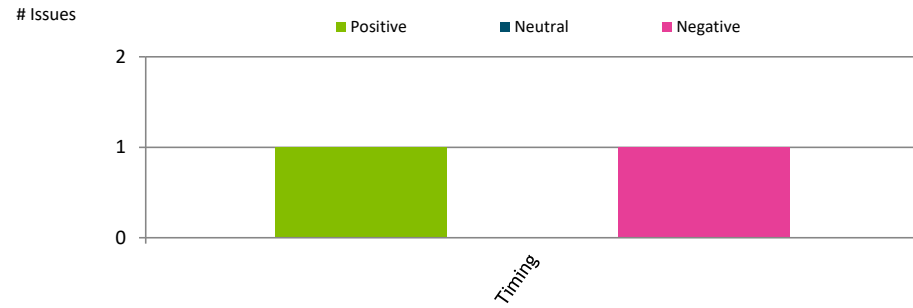
6.10 Sentiment, Clinical Nursing



6. Care Pathway: Discharge (discharge from a service)

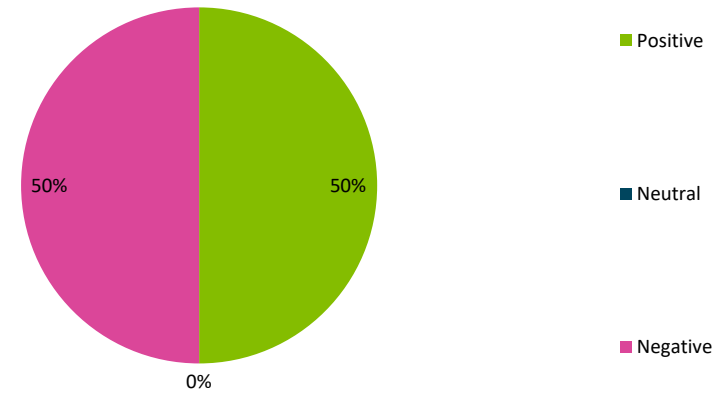
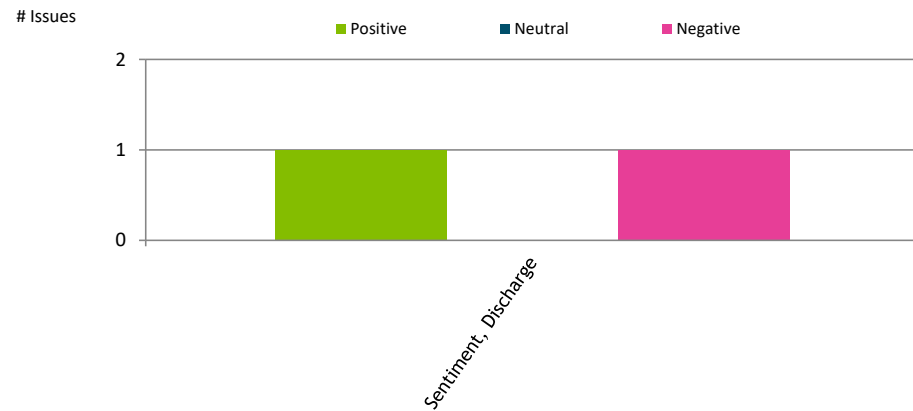


6.11 Trends, Discharge (2 issues)



Issues receiving the most comments overall

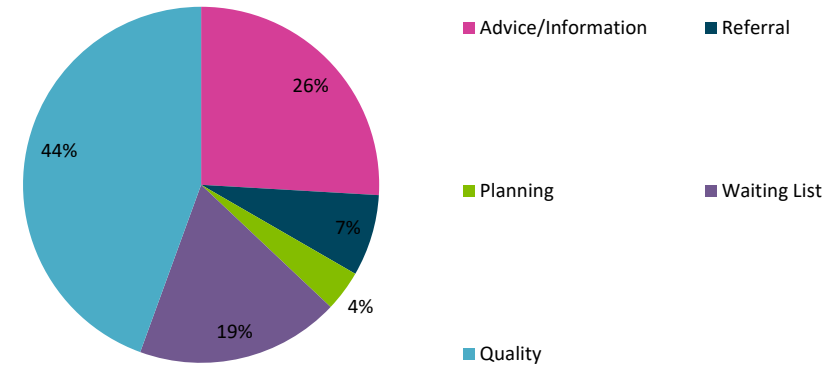
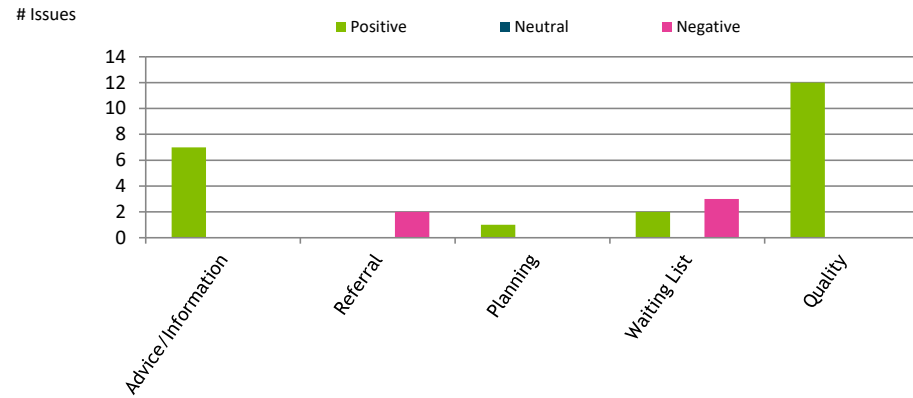
6.12 Sentiment, Discharge



6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

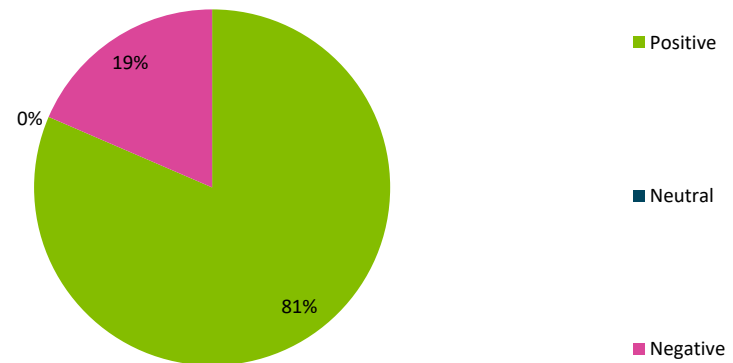
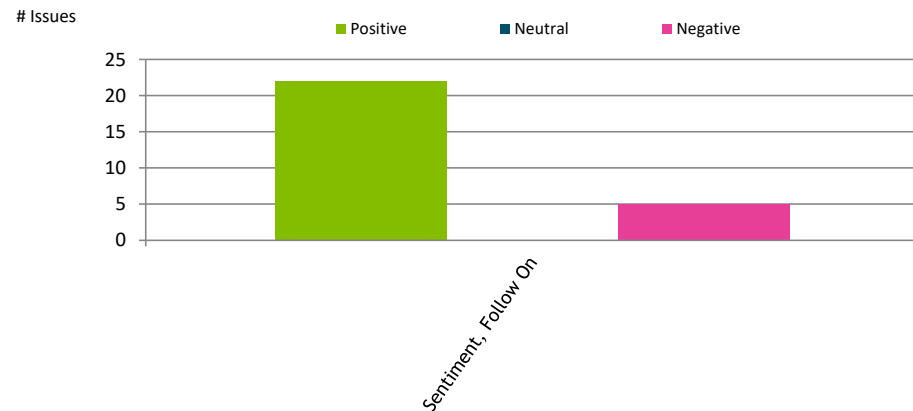


6.13 Trends, Follow On (27 issues)



Issues receiving the most comments overall

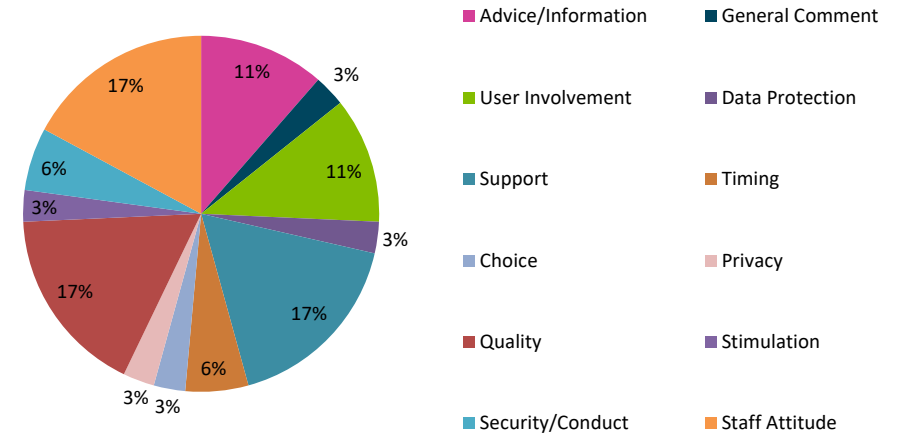
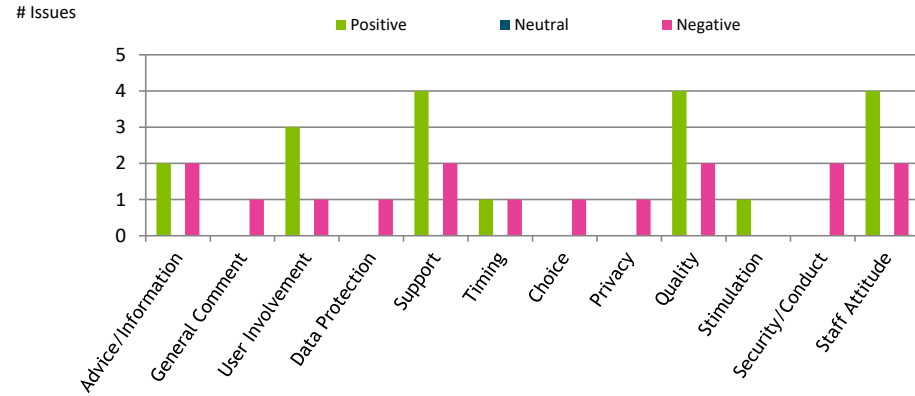
6.14 Sentiment, Follow On



6. Care Pathway: Community (community health services and social care)

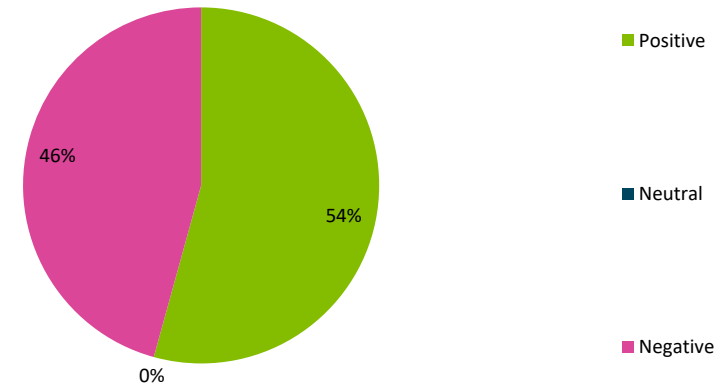
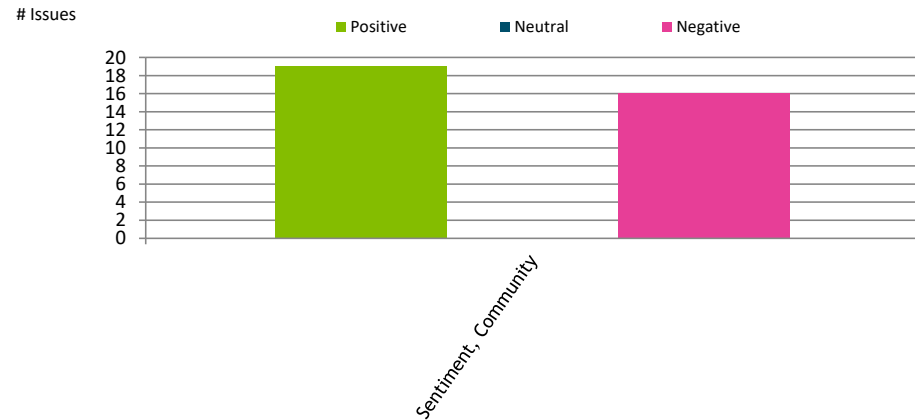


6.15 Trends, Community (35 issues)



Issues receiving the most comments overall

6.16 Sentiment, Community



7. 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>	175	0	38	213
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	15	0	2	17
	Peer Involvement	<i>Involvement or Influence of friends.</i>	0	0	0	0
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	128	1	8	137
	User Involvement	<i>Involvement or influence of the service user.</i>	210	0	22	232
Systems	Administration	<i>Administrative processes and delivery.</i>	14	0	29	43
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	0	0	1	1
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	89	0	28	117
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	6	6
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	1	1
	Referral	<i>Referral to a service.</i>	13	0	3	16
	Medical Records	<i>Management of medical records.</i>	2	0	1	3
	Medication	<i>Prescription and management of medicines.</i>	5	0	7	12
	Opening Times	<i>Opening times of a service.</i>	1	0	1	2
	Planning	<i>Leadership and general organisation.</i>	25	0	11	36
	Registration	<i>Ability to register for a service.</i>	3	0	3	6
	Support	<i>Levels of support provided.</i>	573	0	63	636
	Telephone	<i>Ability to contact a service by telephone.</i>	2	0	16	18
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	95	0	21	116
	Waiting List	<i>Length of wait while on a list.</i>	92	0	35	127
Values	Choice	<i>General choice.</i>	14	0	4	18
	Cost	<i>General cost.</i>	6	0	7	13
	Language	<i>Language, including terminology.</i>	1	0	1	2
	Nutrition	<i>Provision of sustenance.</i>	0	0	0	0
	Privacy	<i>Privacy, personal space and property.</i>	1	0	1	2
	Quality	<i>General quality of a service, or staff.</i>	732	0	50	782
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	0	0
	Stimulation	<i>General stimulation, including access to activities.</i>	5	0	0	5

7. 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>	1	0	1	2
	Environment/Layout	<i>Physical environment of a service.</i>	21	0	1	22
	Equipment	<i>General equipment issues.</i>	1	0	4	5
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	0	0
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	15	0	1	16
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	0	0
Staff	Travel/Parking	<i>Ability to travel or park.</i>	1	0	0	1
	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	6	6
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	4	4
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	925	0	70	995
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	5	5
	Staff Training	<i>Training of staff.</i>	14	0	11	25
	Staffing Levels	<i>General availability of staff.</i>	0	0	0	0
	Total:			3179	1	462