The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Hackney

Community*Insight*

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 April - 30 June 2025

healthwa**tch**
Hackney

Index and overview of findings

803

Data Source

This report is based on the experience of 803 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.

82%

Overall Satisfaction

Overall satisfaction is at 82% positive, 17% negative and 1% neutral, according to feedback.

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

87%

Information, Involvement and Support

Satisfaction is at 87% positive, 12% negative and 1% neutral, comments suggest.

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

90%

Quality and Empathy

According to comments, satisfaction is at 90% positive, 9% negative and 1% neutral.

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

53%

Access to Services

Satisfaction is at 53% positive, 46% negative and 1% neutral.

This quarter, complaints are up by 18% on telephone access and waiting times, and by 15% 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.

"It can be frustrating to renew my medication sometimes, due to errors, but the reception staff always work quickly to resolve it."

GP Services

Satisfaction is at 83% positive, 16% negative and 1% neutral, according to feedback.

464 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.

464

Dentists

Comments suggest satisfaction is at 89% positive and 11% negative.

126 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.

126

Homerton University Hospital

*Satisfaction is at 59% positive, 38% negative and 3% neutral, comments suggest.*

63 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.

63

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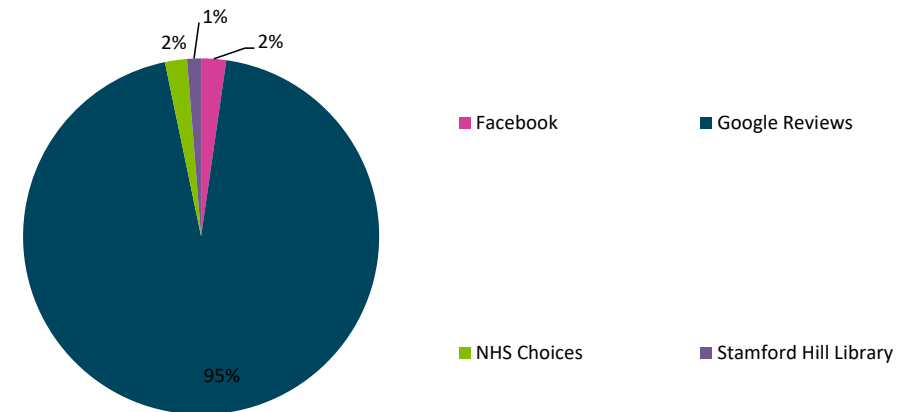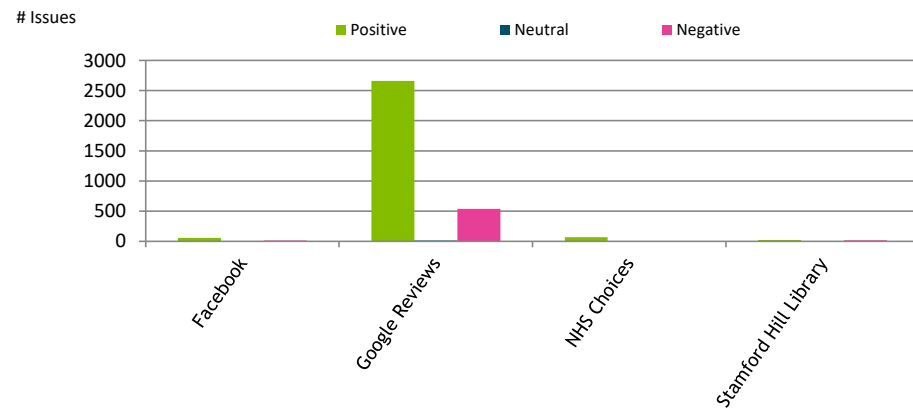
1. Data Source: Where did we collect the feedback?

1.1 Source: 3397 issues from 803 people
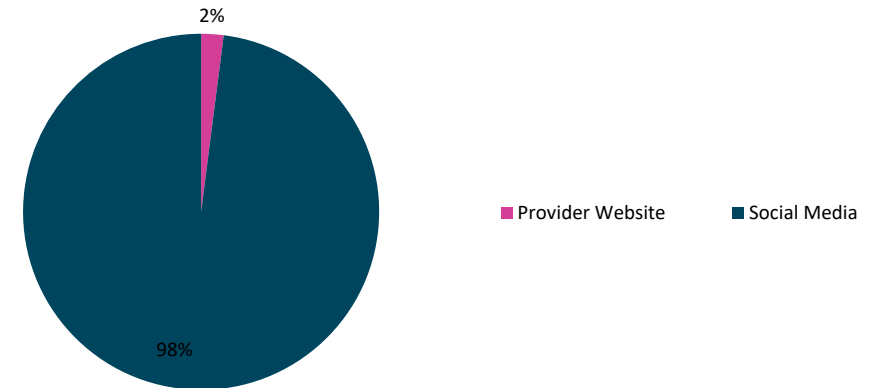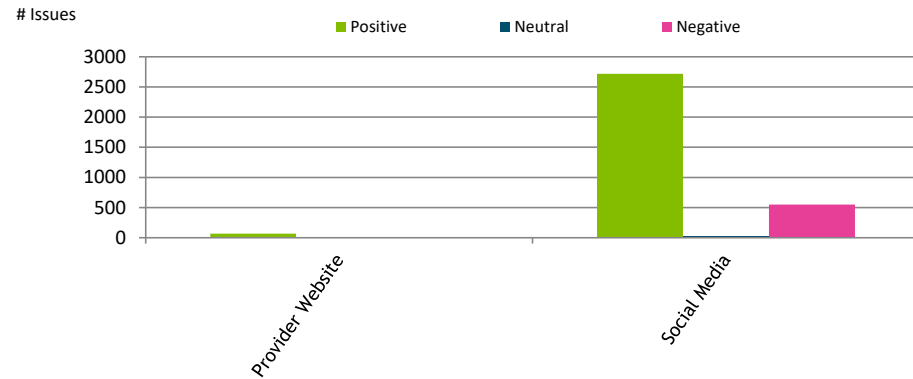
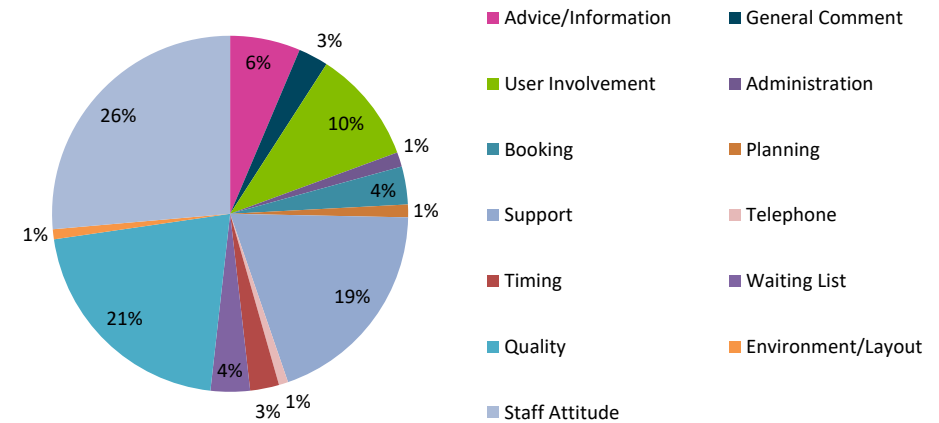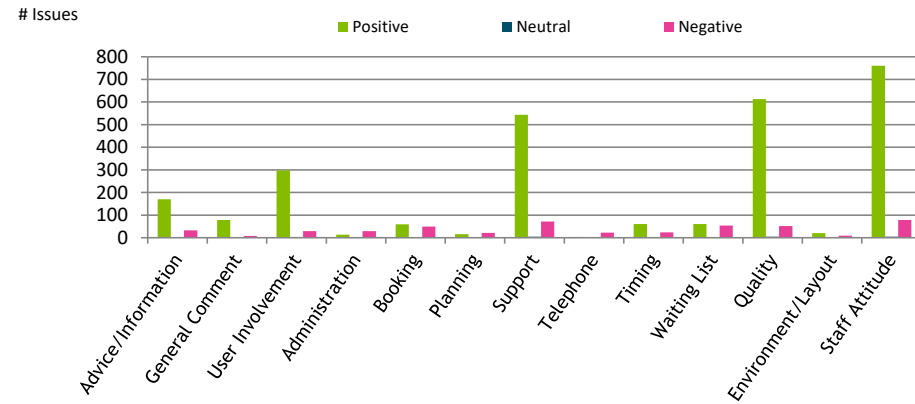*Sources providing the most comments overall*

1.2 Origin

Origins providing the most comments overall

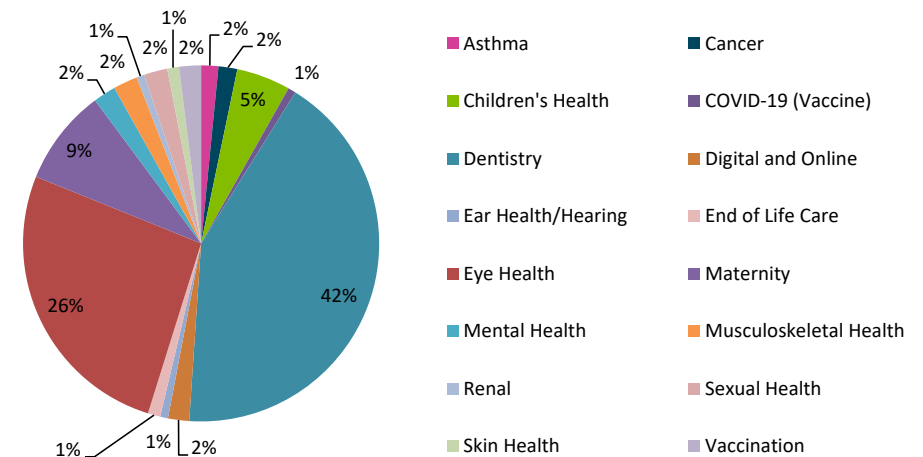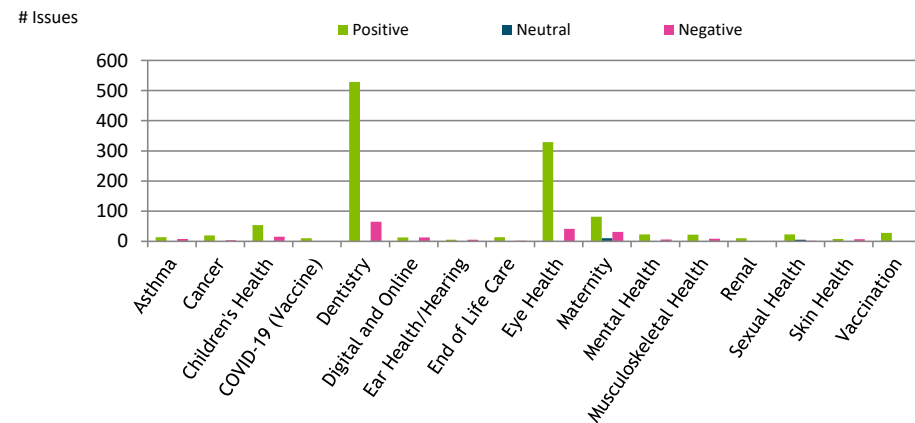## 2. Health and Care Services: Which service aspects are people most commenting on?

2.1 Top Trends: 3397 issues from 803 people

Issues

Legend: Positive | Neutral | Negative

Issues receiving the most comments overall. See pages 20-21 for issue descriptions.

Pie chart legend:
- Advice/Information — 6%
- General Comment — 3%
- User Involvement — 10%
- Administration — 1%
- Booking — 4%
- Planning — 1%
- Support — 19%
- Telephone — 1%
- Timing — 3%
- Waiting List — 4%
- Quality — 21%
- Environment/Layout — 1%
- Staff Attitude — 26%

2.2 Stated medical conditions

Issues

Legend: Positive | Neutral | Negative

Medical conditions receiving the most comments overall

Pie chart legend:
- Asthma — 2%
- Cancer — 1%
- Children's Health — 5%
- COVID-19 (Vaccine) — 1%
- Dentistry — 42%
- Digital and Online — 2%
- Ear Health/Hearing — 1%
- End of Life Care — 1%
- Eye Health — 26%
- Maternity — 9%
- Mental Health — 2%
- Musculoskeletal Health — 2%
- Renal — 1%
- Sexual Health — 2%
- Skin Health — 1%
- Vaccination — 2%

5

3.1 How do people feel about services overall?

Issues

Legend: Positive · Neutral · Negative

	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	16%	16%	18%	18%	16%	17%
Positive	83%	83%	75%	81%	83%	82%

12 month average is 80% positive
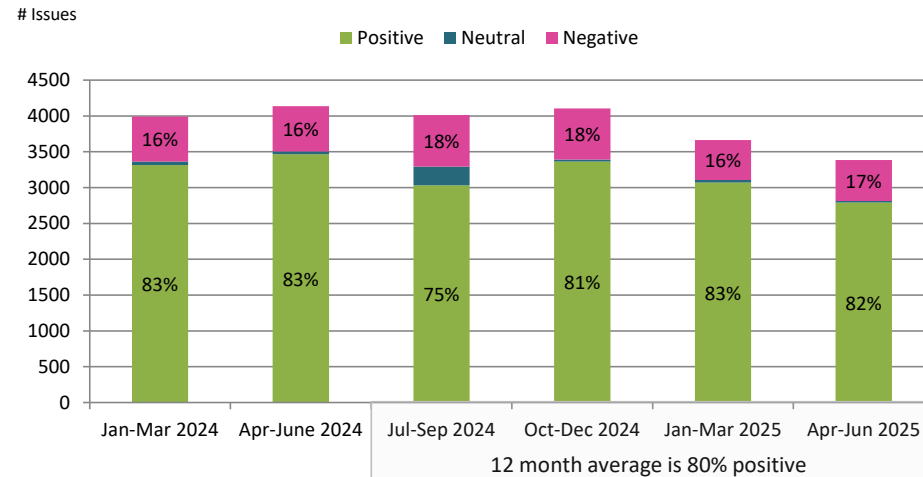
3.2 How well informed, involved and supported do people feel?

Issues

Legend: Positive · Neutral · Negative

	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	10%	12%	15%	13%	12%	12%
Positive	89%	88%	82%	86%	87%	87%

12 month average is 85% positive
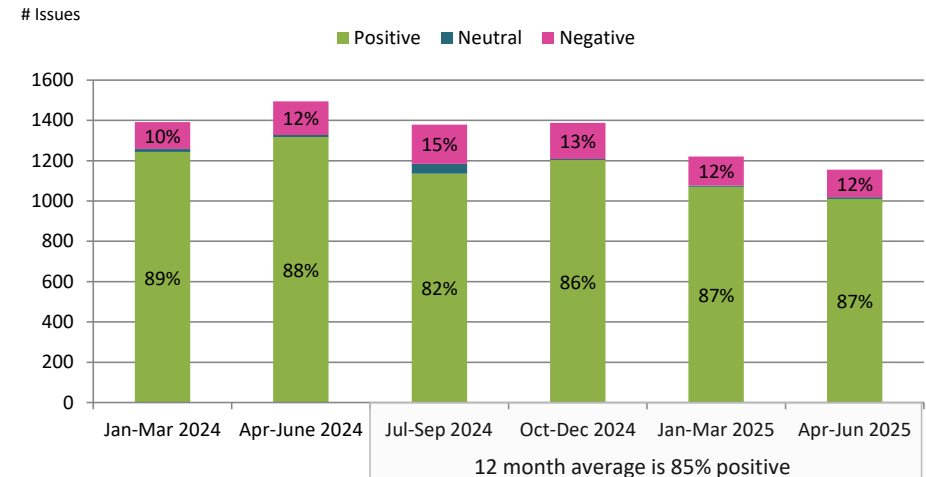
3.3 How do people feel about general quality and empathy?

Issues

Legend: Positive · Neutral · Negative

	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	8%	8%	11%	10%	9%	9%
Positive	91%	92%	88%	90%	91%	90%

12 month average is 90% positive
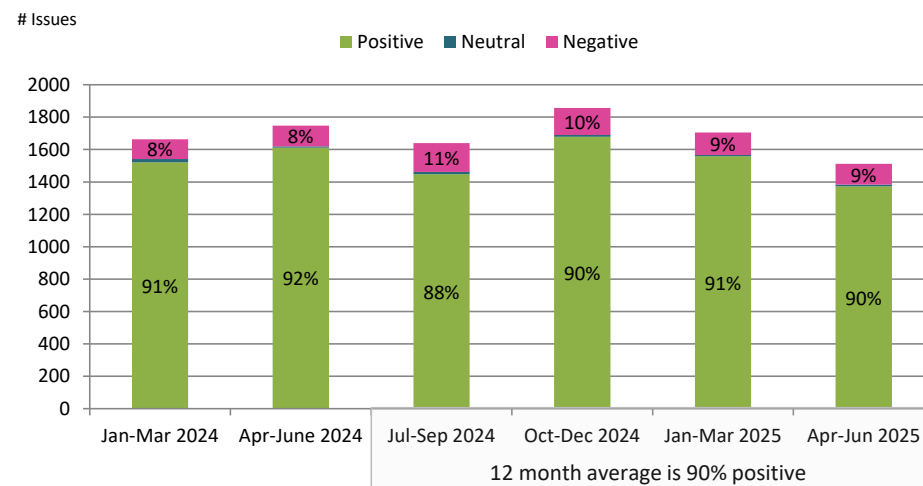
3.4 How do people feel about access to services?

Issues

Legend: Positive · Neutral · Negative

	Jan-Mar 2024	Apr-June 2024	Jul-Sep 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-Jun 2025
Negative	38%	39%	39%	42%	34%	46%
Positive	60%	59%	55%	56%	63%	53%

12 month average is 57% positive
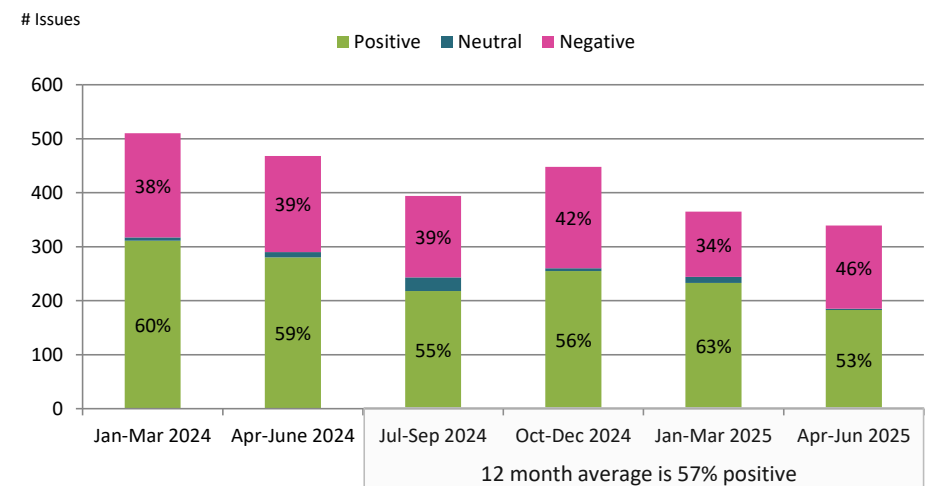
4. Trends: Which services are people most commenting on?

4.1 Service Sector

Issues

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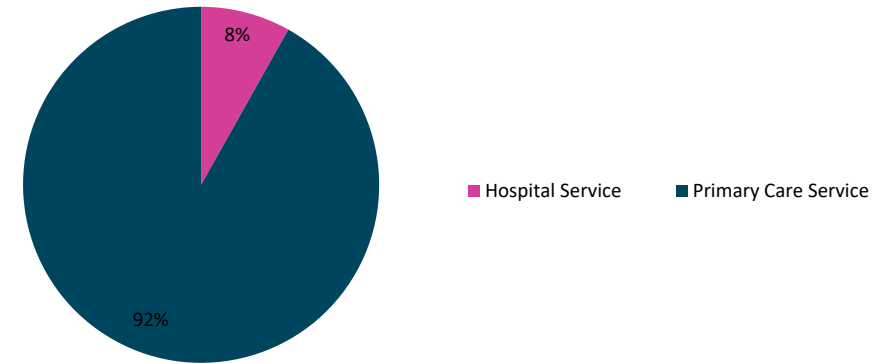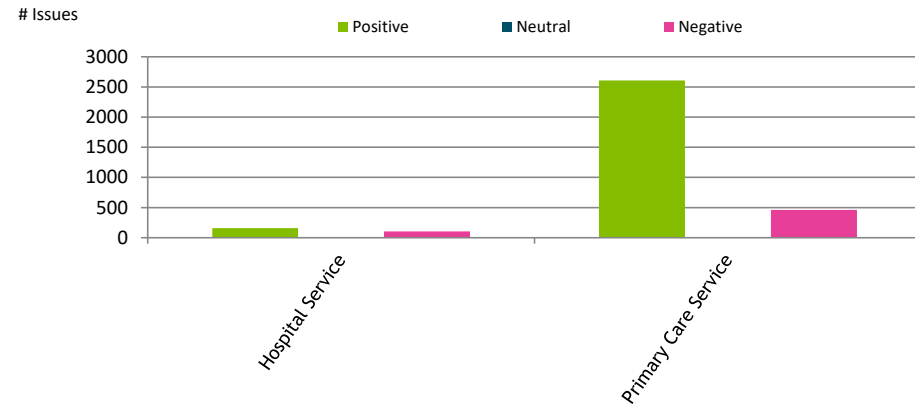
Service sectors receiving the most comments overall

Pie chart legend: ■ Hospital Service ■ Primary Care Service

Pie chart values: 8%, 92%

4.2 Service Type

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Bar chart categories: Sexual Health, A&E, Maternity, Not Stated, Dentist, GP, Optician, Pharmacy
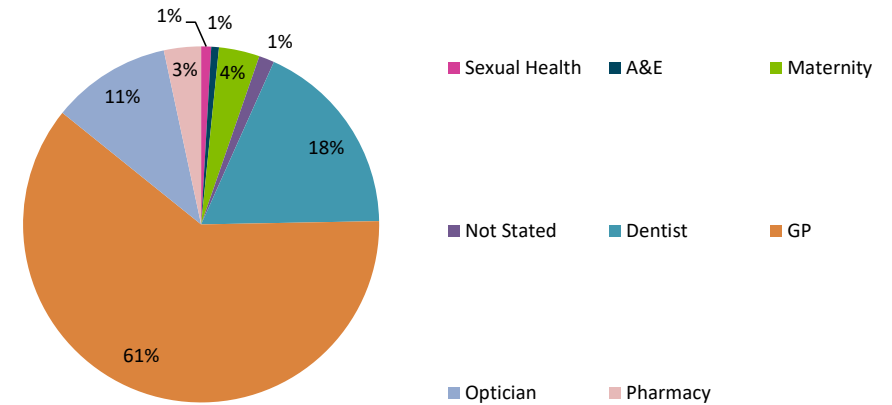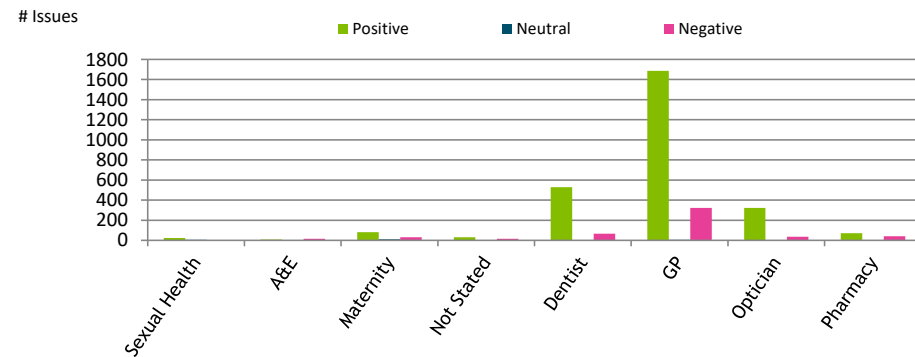
Service type receiving the most comments overall

Pie chart legend: ■ Sexual Health ■ A&E ■ Maternity ■ Not Stated ■ Dentist ■ GP ■ Optician ■ Pharmacy

Pie chart values: 1%, 1%, 1%, 3%, 4%, 11%, 18%, 61%

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

4.3 Services

Issues

Legend: Positive · Neutral · Negative
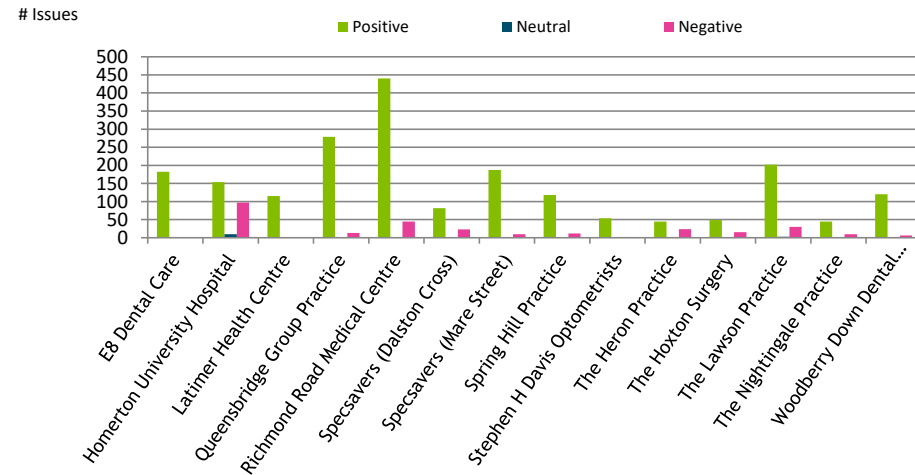
Services receiving the most comments overall

Pie chart legend:
- E8 Dental Care — 8%
- Homerton University Hospital — 11%
- Latimer Health Centre — 5%
- Queensbridge Group Practice — 12%
- Richmond Road Medical Centre — 21%
- Specsavers (Dalston Cross) — 4%
- Specsavers (Mare Street) — 8%
- Spring Hill Practice — 6%
- Stephen H Davis Optometrists — 2%
- The Heron Practice — 3%
- The Hoxton Surgery — 3%
- The Lawson Practice — 10%
- The Nightingale Practice — 5%
- Woodberry Down Dental Practice — 2%

4.4 Breakdown of care pathway locations

Issues

Legend: Positive · Neutral · Negative

Care pathway locations

Pie chart legend:
- Reception — 19%
- Diagnosis/Testing — 4%
- Clinical Treatment — 61%
- Clinical Nursing — 13%
- Follow On — 1%
- Community Services — 2%

5.1 Trends, GP Services: 2015 issues from 464 people

Issues

Legend: Positive · Neutral · Negative

Categories: Advice/Information, General Comment, User Involvement, Administration, Booking, Medication, Planning, Support, Telephone, Timing, Waiting List, Quality, Staff Attitude

Issues receiving the most comments overall

Pie chart:
- Advice/Information 6%
- General Comment 3%
- User Involvement 9%
- Administration 1%
- Booking 5%
- Medication 1%
- Planning 1%
- Support 20%
- Telephone 1%
- Timing 3%
- Waiting List 5%
- Quality 19%
- Staff Attitude 26%

Legend:
- Advice/Information
- General Comment
- User Involvement
- Administration
- Booking
- Medication
- Planning
- Support
- Telephone
- Timing
- Waiting List
- Quality
- Staff Attitude

5.2 Sentiment, GP Services

Issues

Legend: Positive · Neutral · Negative

Sentiment

Pie chart:
- Positive 83%
- Neutral 1%
- Negative 16%

Legend:
- Positive
- Neutral
- Negative

9

5.3 Trends, Dentists: 594 issues from 126 people

Issues

Positive ■ **Neutral** ■ **Negative** ■

Issues receiving the most comments overall

Legend:
- Advice/Information
- Carer Involvement
- General Comment
- User Involvement
- Booking
- Referral
- Support
- Timing
- Waiting List
- Quality
- Environment/Layout
- Hygiene
- Staff Attitude

Pie chart values: 8%, 1%, 1%, 13%, 1%, 1%, 19%, 1%, 2%, 22%, 1%, 1%, 29%

5.4 Sentiment, GP Services

Issues

Positive ■ **Neutral** ■ **Negative** ■

Sentiment

Pie chart: Positive 89%, Neutral 0%, Negative 11%
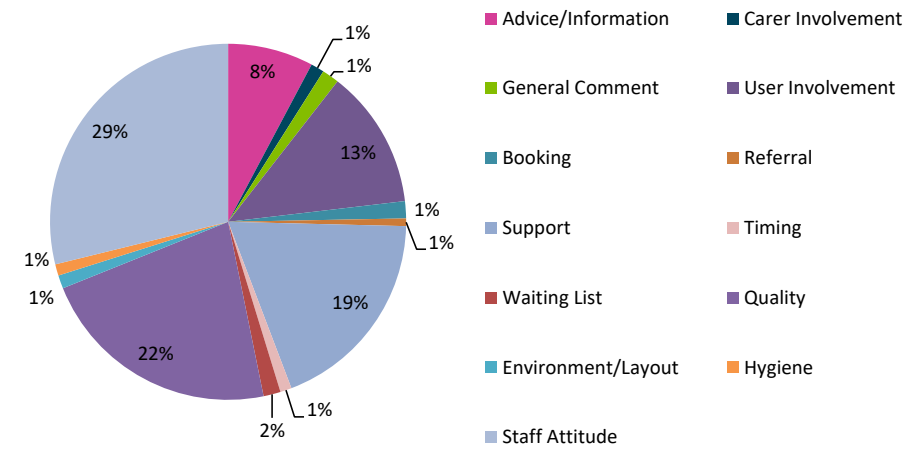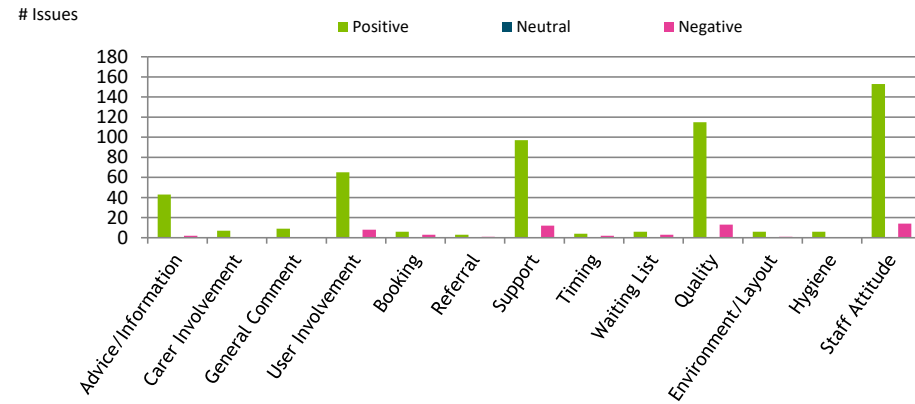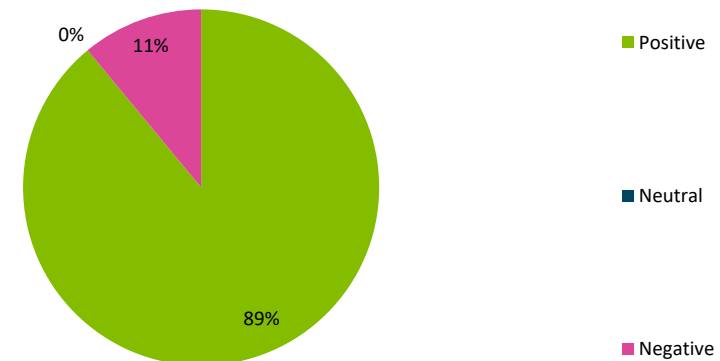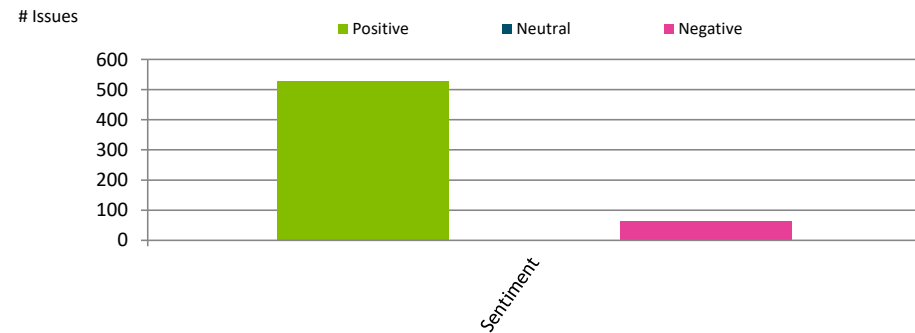
5.5 Trends, Homerton University Hospital: 261 issues from 63 people

Issues

Legend: Positive • Neutral • Negative

X-axis categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Administration, Planning, Support, Timing, Waiting List, Privacy, Quality, Environment/Layout, Hygiene, Staff Attitude, Staff Training

Y-axis: 0, 5, 10, 15, 20, 25, 30, 35, 40

Issues receiving the most comments overall

Pie chart values and legend:
- Advice/Information — 6%
- Carer Involvement — 1%
- General Comment — 4%
- User Involvement — 11%
- Administration — 19%
- Planning — 5%
- Support — 17%
- Timing — 3%
- Waiting List — 3%
- Privacy — 2%
- Quality — 3%
- Environment/Layout — 3%
- Hygiene — 2%
- Staff Attitude — 20%
- Staff Training — 2%
- (additional 2%)

5.6 Sentiment, Homerton University Hospital

Issues

Legend: Positive • Neutral • Negative

Y-axis: 0, 20, 40, 60, 80, 100, 120, 140, 160, 180

X-axis: Sentiment

Pie chart:
- Positive — 59%
- Neutral — 3%
- Negative — 38%

11
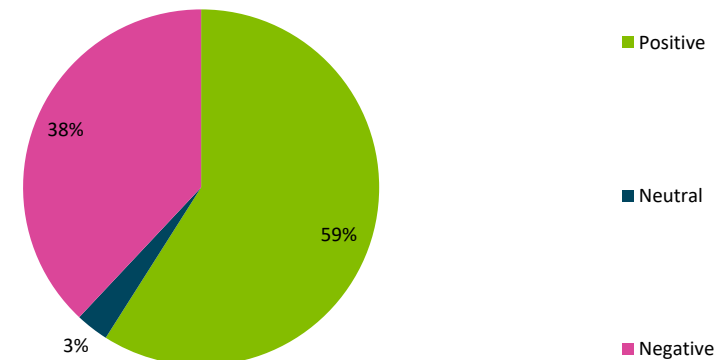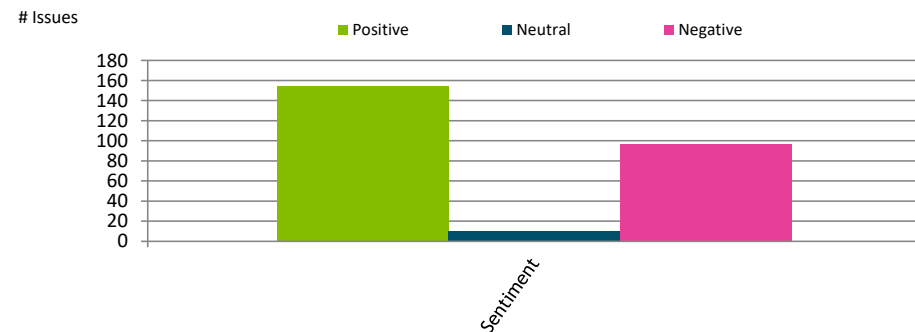
6. Care Pathway: Transport (ability to get to-and-from services)

6.1 Trends, Transport (2 issues)

Issues

■ Positive   ■ Neutral   ■ Negative
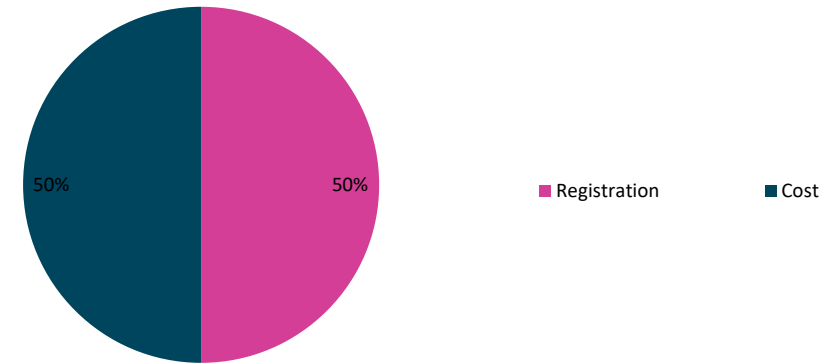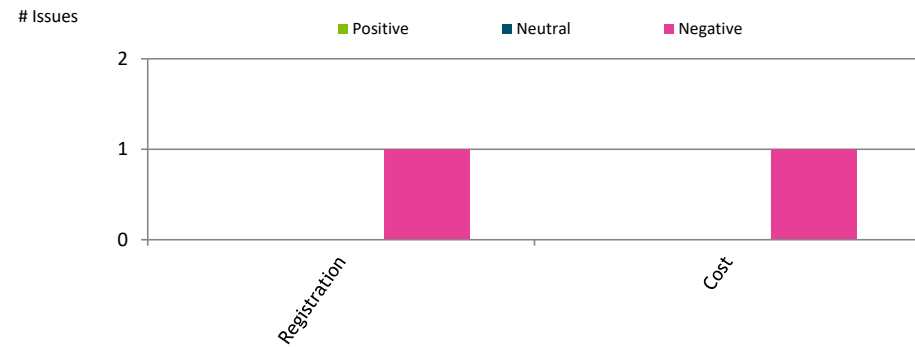
Issues receiving the most comments overall

6.2 Sentiment, Transport

Issues

■ Positive   ■ Neutral   ■ Negative

50%   50%

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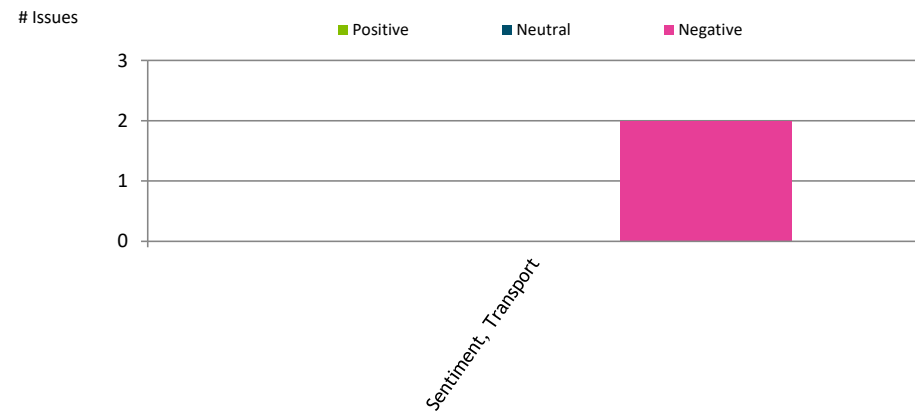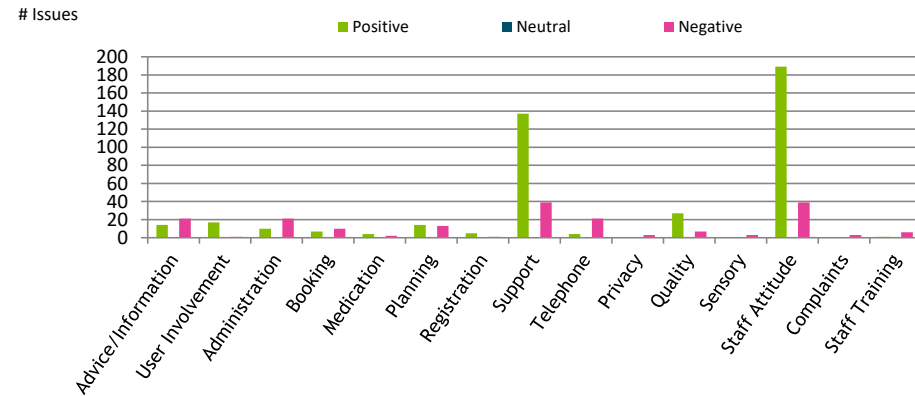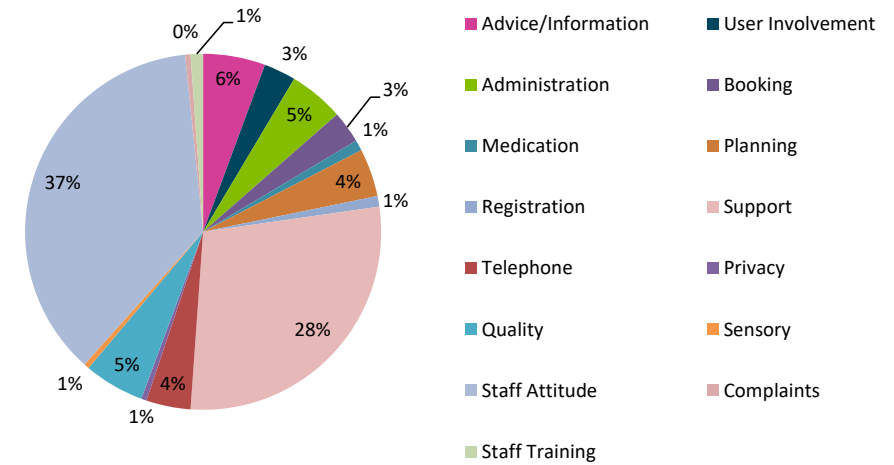
6. Care Pathway: Reception (reception services including back-office)

6.3 Trends, Reception (633 issues)

Issues

Legend: Positive | Neutral | Negative

Bar chart with categories: Advice/Information, User Involvement, Administration, Booking, Medication, Planning, Registration, Support, Telephone, Privacy, Quality, Sensory, Staff Attitude, Complaints, Staff Training

Issues receiving the most comments overall

Pie chart:
- Advice/Information: 6%
- User Involvement: 3%
- Administration: 5%
- Booking: 3%
- Privacy: 1%
- Planning: 4%
- Medication: 1%
- Support: 28%
- Telephone: 4%
- Quality: 5%
- Sensory: 1%
- Registration: 1%
- Staff Attitude: 37%
- Complaints: 0%
- Staff Training: 1%

Legend: Advice/Information | User Involvement | Administration | Booking | Medication | Planning | Registration | Support | Telephone | Privacy | Quality | Sensory | Staff Attitude | Complaints | Staff Training

6.4 Sentiment, Reception

Issues

Legend: Positive | Neutral | Negative

Bar chart: Sentiment, Reception

Pie chart:
- Positive: 69%
- Neutral: 0%
- Negative: 31%

Legend: Positive | Neutral | Negative
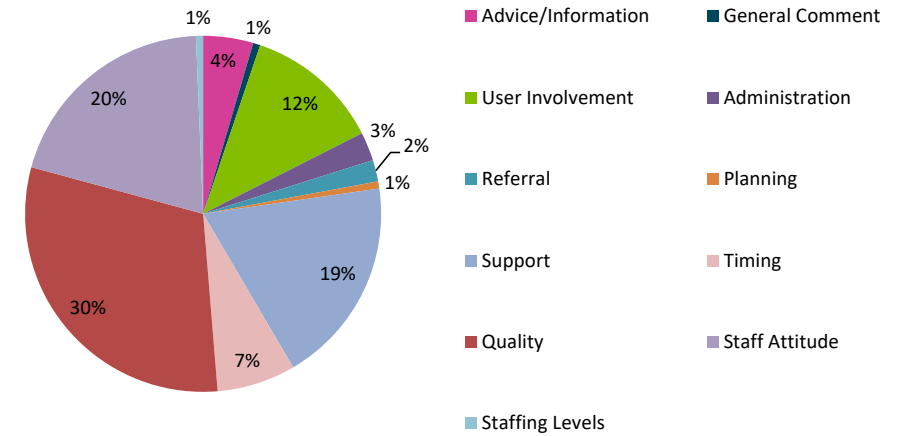
13

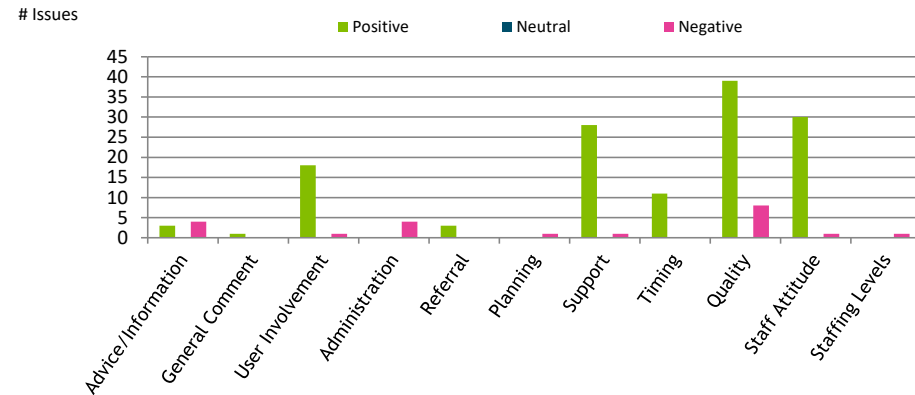## 6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)

6.5 Trends, Diagnosis/Testing (154 issues)
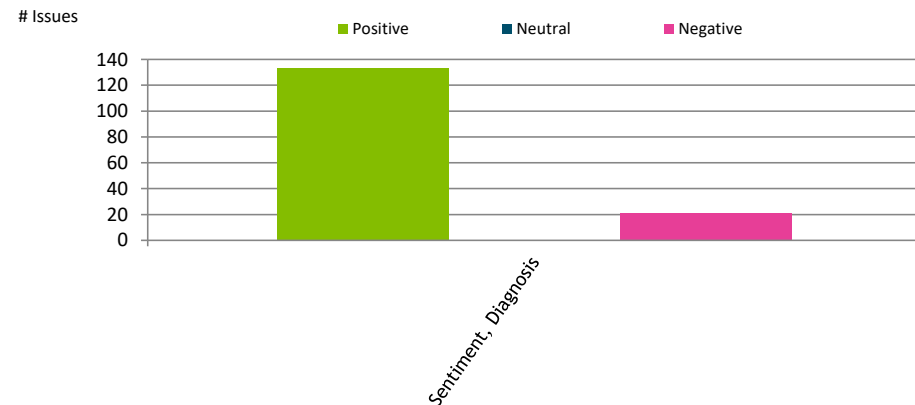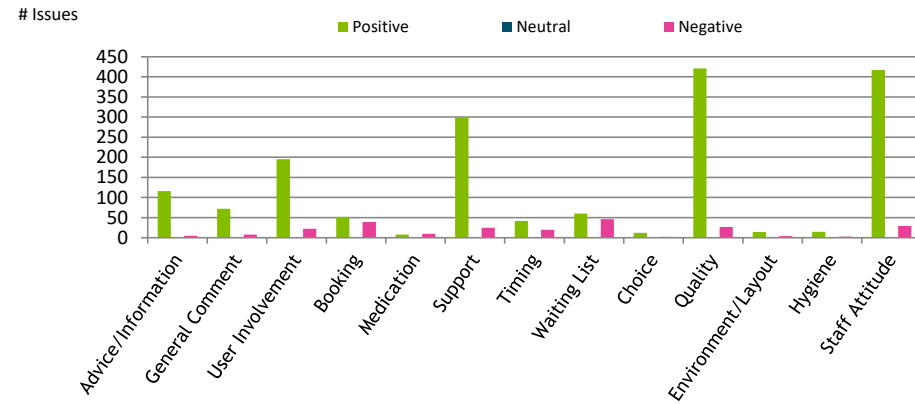
Issues

Legend: Positive | Neutral | Negative

Bar chart categories: Advice/Information, General Comment, User Involvement, Administration, Referral, Planning, Support, Timing, Quality, Staff Attitude, Staffing Levels

Pie chart:
- Advice/Information 4%
- General Comment 1%
- User Involvement 12%
- Administration 3%
- Referral 2%
- Planning 1%
- Support 19%
- Timing 7%
- Quality 30%
- Staff Attitude 20%
- Staffing Levels 1%
- 1%

Issues receiving the most comments overall

6.6 Sentiment, Diagnosis/Testing
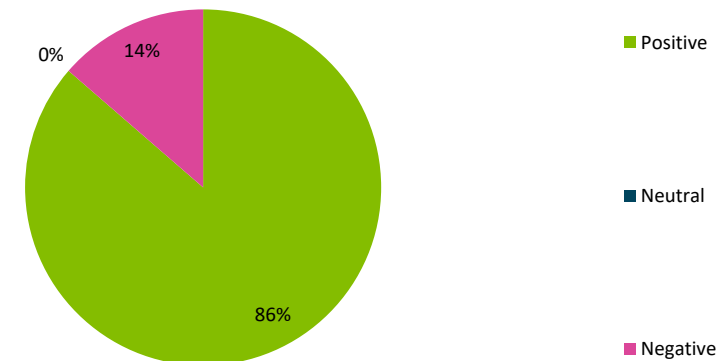
Issues

Legend: Positive | Neutral | Negative

Bar chart: Sentiment, Diagnosis

Pie chart:
- Positive 86%
- Neutral 0%
- Negative 14%

14

6.7 Trends, Clinical Treatment (2064 issues)

Issues

Legend: Positive, Neutral, Negative

Categories: Advice/Information, General Comment, User Involvement, Booking, Medication, Support, Timing, Waiting List, Choice, Quality, Environment/Layout, Hygiene, Staff Attitude

Pie chart legend:
- Advice/Information — 6%
- General Comment — 4%
- User Involvement — 11%
- Booking — 5%
- Medication — 1%
- Support — 16%
- Timing — 3%
- Waiting List — 5%
- Choice — 1%
- Quality — 23%
- Environment/Layout — 1%
- Hygiene — 1%
- Staff Attitude — 23%

Issues receiving the most comments overall

6.8 Sentiment, Clinical Treatment

Issues

Legend: Positive, Neutral, Negative

Sentiment, Treatment

Pie chart:
- Positive — 86%
- Neutral — 0%
- Negative — 14%

15
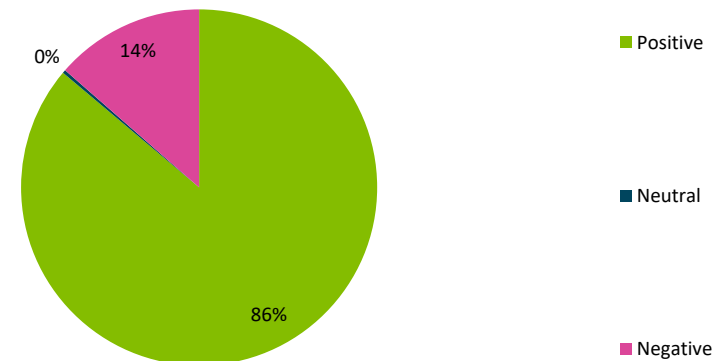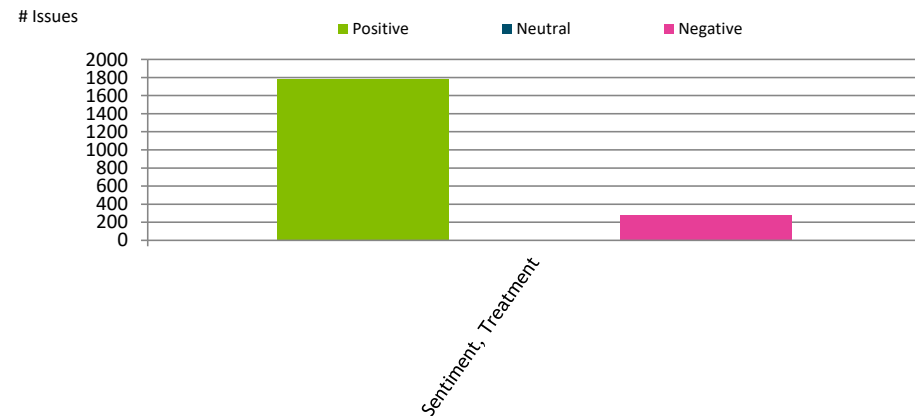
6.9 Trends, Clinical Nursing (457 issues)

Issues

Positive ■ Neutral ■ Negative

Issues receiving the most comments overall

Advice/Information ■ Carer Involvement

General Comment ■ User Involvement

Planning ■ Support

Timing ■ Privacy

Quality ■ Environment/Layout

Staff Attitude ■ Staff Training
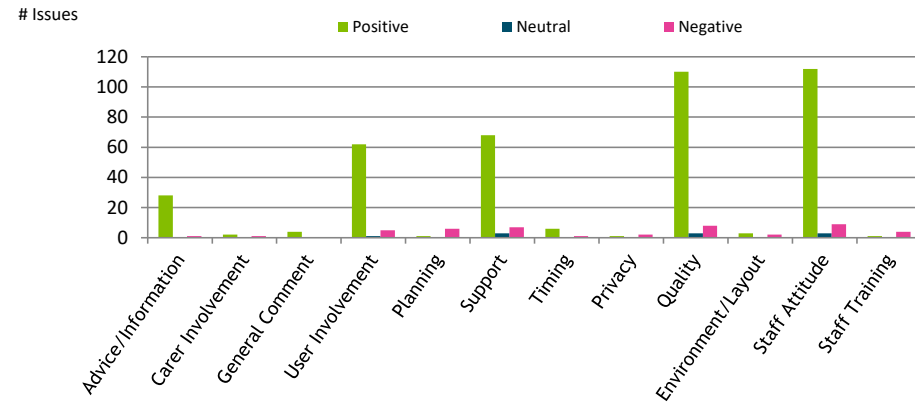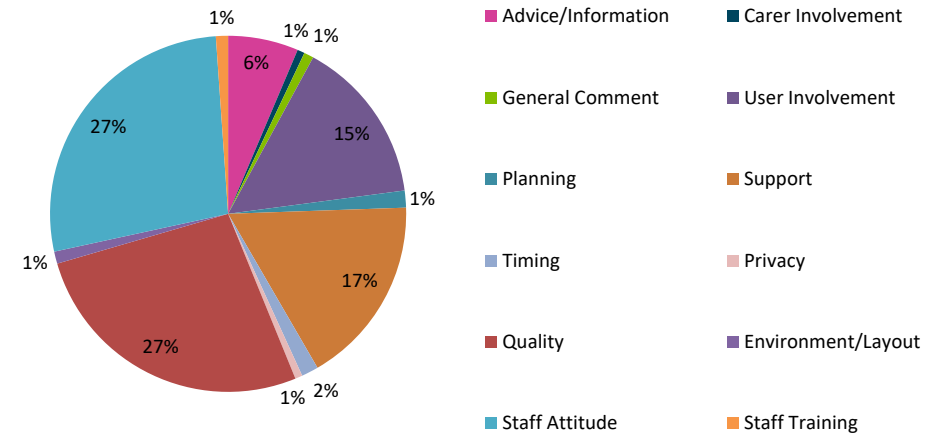
6.10 Sentiment, Clinical Nursing

Issues

Positive ■ Neutral ■ Negative

Positive

Neutral

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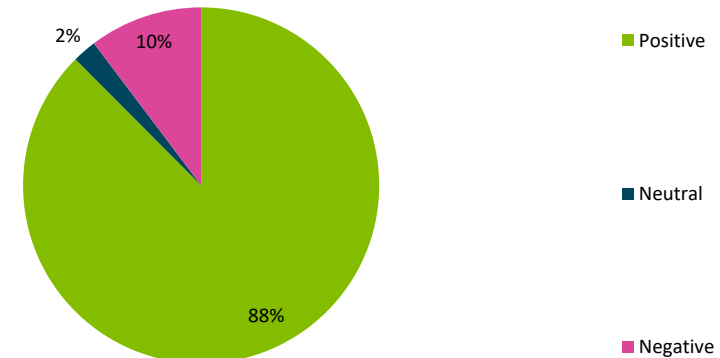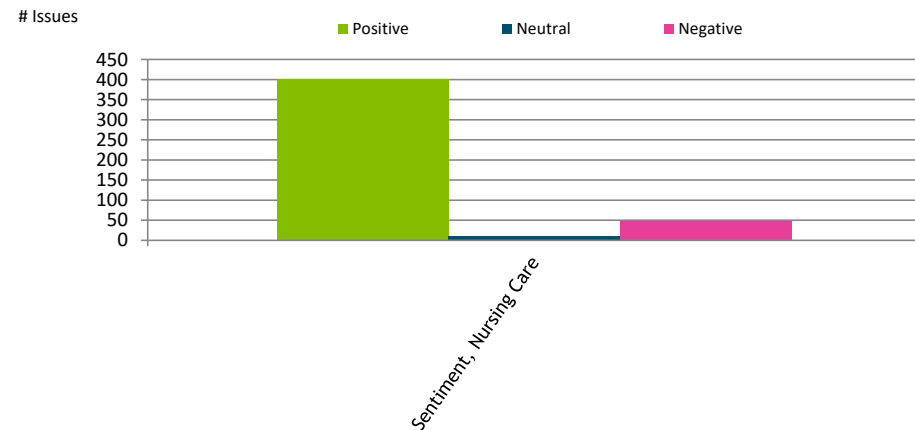
6. Care Pathway: Discharge (discharge from a service)

6.11 Trends, Discharge (4 issues)

Issues

■ Positive   ■ Neutral   ■ Negative

Issues receiving the most comments overall

■ Administration   ■ Timing
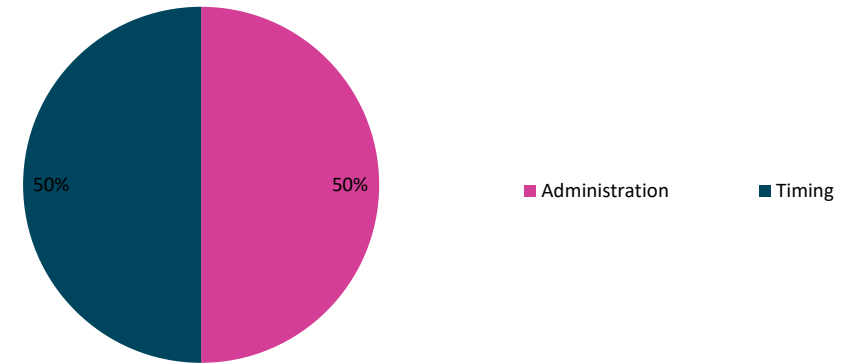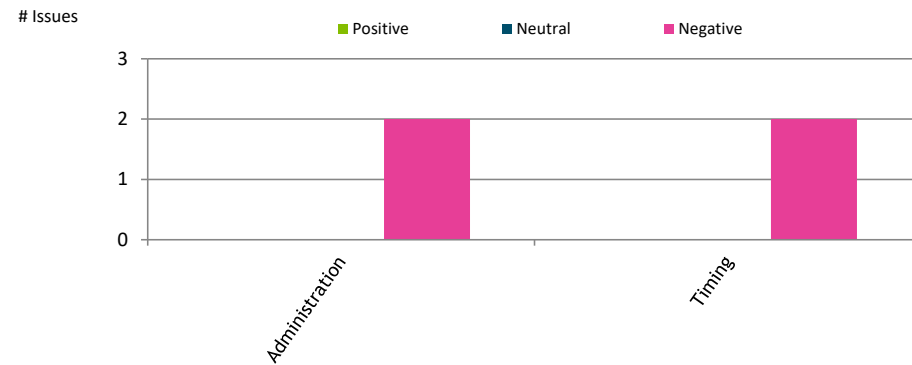
6.12 Sentiment, Discharge
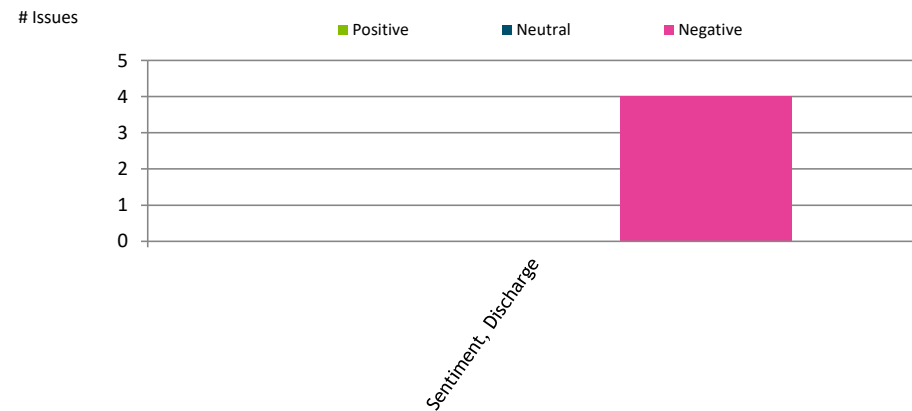
Issues

■ Positive   ■ Neutral   ■ Negative

6.13 Trends, Follow On (23 issues)

Issues

Positive   Neutral   Negative

Advice/Information | Referral | Support | Waiting List | Quality | Staff Attitude

Advice/Information — 26%
Referral — 5%
Support — 4%
Waiting List — 35%
Quality — 26%
Staff Attitude — 4%
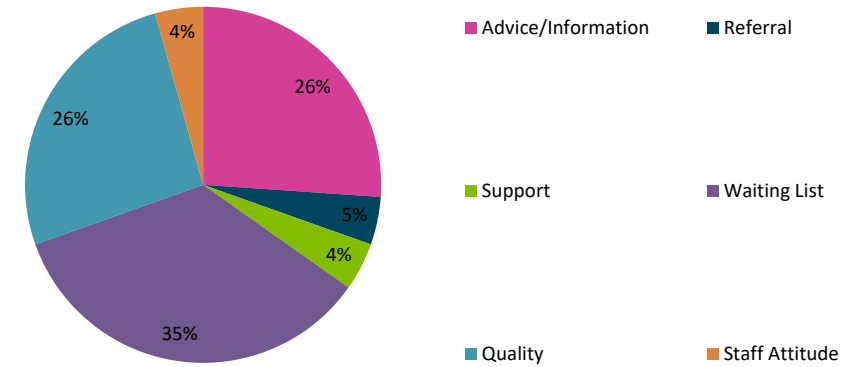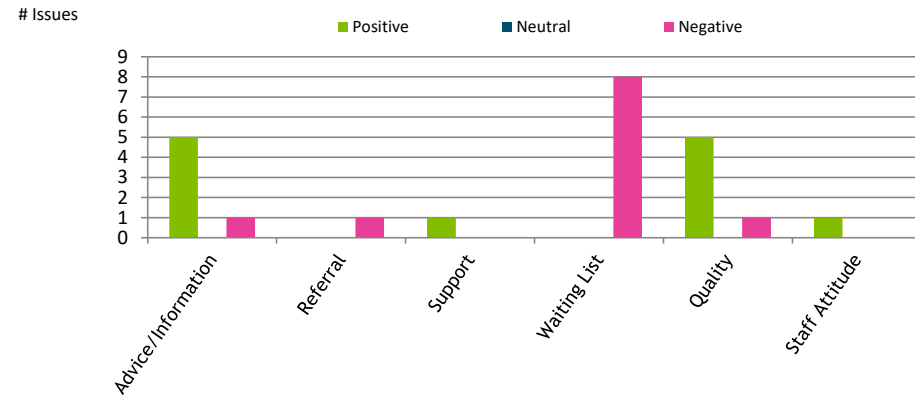
Issues receiving the most comments overall

6.14 Sentiment, Follow On

Issues

Positive   Neutral   Negative

Sentiment, Follow On

Positive — 52%
Neutral — 0%
Negative — 48%
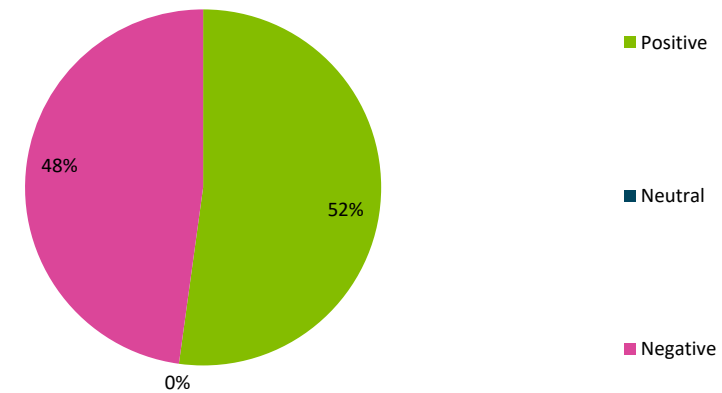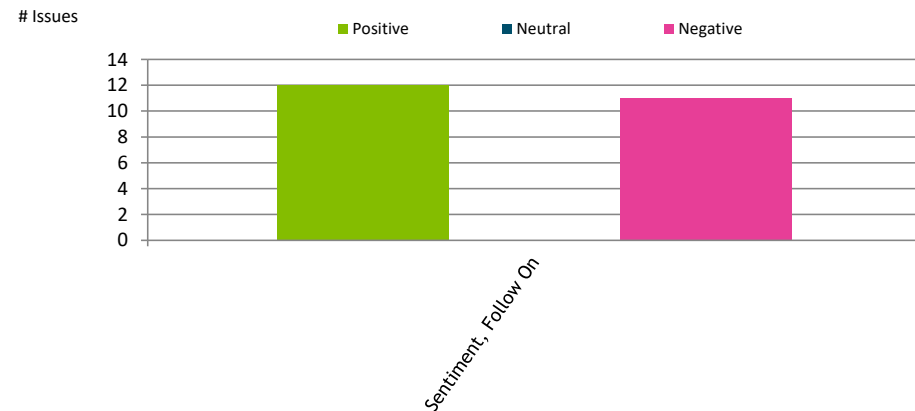
6. Care Pathway: Community (community health services and social care)

6.15 Trends, Community (60 issues)

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Categories: Advice/Information, Carer Involvement, General Comment, User Involvement, Planning, Support, Telephone, Privacy, Quality, Catchment/Distance, Environment/Layout, Hygiene, Staff Attitude, Staff Training

Issues receiving the most comments overall

Pie chart percentages: 10%, 3%, 1%, 10%, 3%, 17%, 2%, 1%, 20%, 2%, 7%, 2%, 20%, 2%

Legend:
- ■ Advice/Information
- ■ Carer Involvement
- ■ General Comment
- ■ User Involvement
- ■ Planning
- ■ Support
- ■ Telephone
- ■ Privacy
- ■ Quality
- ■ Catchment/Distance
- ■ Environment/Layout
- ■ Hygiene
- ■ Staff Attitude
- ■ Staff Training

6.16 Sentiment, Community

Issues

Legend: ■ Positive ■ Neutral ■ Negative

Sentiment, Community

Pie chart: Positive 80%, Neutral 8%, Negative 12%

Legend:
- ■ Positive
- ■ Neutral
- ■ Negative

Category	Issue Name	Descriptor	Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	*Communication, including access to advice and information.*	170	1	33	204
	Carer Involvement	*Involvement or influence of carers and family members.*	14	0	3	17
	Peer Involvement	*Involvement or Influence of friends.*	0	0	0	0
	General Comment	*A generalised statement (ie; "The doctor was good.")*	78	1	8	87
	User Involvement	*Involvement or influence of the service user.*	297	3	29	329
Systems	Administration	*Administrative processes and delivery.*	13	0	29	42
	Admission	*Physical admission to a hospital ward, or other service.*	0	0	0	0
	Booking	*Ability to book, reschedule or cancel appointments.*	59	2	49	110
	Cancellations	*Cancellation of appointment by the service provider.*	0	0	4	4
	Data Protection	*General data protection (including GDPR).*	0	0	1	1
	Referral	*Referral to a service.*	15	0	4	19
	Medical Records	*Management of medical records.*	1	0	0	1
	Medication	*Prescription and management of medicines.*	12	0	12	24
	Opening Times	*Opening times of a service.*	2	0	3	5
	Planning	*Leadership and general organisation.*	16	0	21	37
	Registration	*Ability to register for a service.*	5	0	4	9
	Support	*Levels of support provided.*	543	5	72	620
	Telephone	*Ability to contact a service by telephone.*	4	0	23	27
	Timing	*Physical timing (ie; length of wait at appointments).*	60	0	24	84
	Waiting List	*Length of wait while on a list.*	60	0	54	114
Values	Choice	*General choice.*	12	0	2	14
	Cost	*General cost.*	6	0	6	12
	Language	*Language, including terminology.*	4	0	1	5
	Nutrition	*Provision of sustainance.*	1	0	1	2
	Privacy	*Privacy, personal space and property.*	1	0	8	9
	Quality	*General quality of a service, or staff.*	613	5	51	669
	Sensory	*Deaf/blind or other sensory issues.*	1	0	3	4
	Stimulation	*General stimulation, including access to activities.*	6	0	0	6

	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	*Distance to a service (and catchment area for eligability).*	5	0	0	5
	Environment/Layout	*Physical environment of a service.*	20	0	9	29
	Equipment	*General equipment issues.*	6	0	0	6
	Hazard	*General hazard to safety (ie; a hospital wide infection).*	0	0	0	0
	Hygiene	*Levels of hygiene and general cleanliness.*	17	0	3	20
	Mobility	*Physical mobility to, from and within services.*	0	0	2	2
	Travel/Parking	*Ability to travel or park.*	0	0	2	2
Staff	Omission	*General omission (ie; transport did not arrive).*	0	0	6	6
	Security/Conduct	*General security of a service, including conduct of staff.*	0	0	3	3
	Staff Attitude	*Attitude, compassion and empathy of staff.*	760	5	78	843
	Complaints	*Ability to log and resolve a complaint.*	0	0	4	4
	Staff Training	*Training of staff.*	4	0	13	17
	Staffing Levels	*General availability of staff.*	0	0	5	5
	Total:		**2805**	**22**	**570**	**3397**