

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 July - 30 September 2025

Index and overview of findings



902

Data Source

This report is based on the experience of 902 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.



86%

Overall Satisfaction

Overall satisfaction is at 86% positive and 14% negative, according to feedback.

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



89%

Information, Involvement and Support

Satisfaction is at 89% positive and 11% negative, comments suggest.

This quarter, complaints are down by 3% on support and by 1% on user involvement, while up by 4% 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.



66%

Access to Services

Satisfaction is at 66% positive and 34% negative.

This quarter, complaints are down by 16% on ability to book appointments, by 10% on waiting times and by 8% on telephone access. 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 arrived late for my appointment due to traffic, but the practice nurse made sure I was seen that afternoon. Top service."



529

GP Services

Satisfaction is at 88% positive and 12% negative, according to feedback.

529 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.



132

Dentists

Comments suggest satisfaction is at 87% positive and 13% negative.

132 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.



38

Homerton University Hospital

Satisfaction is at 44% positive and 56% negative, comments suggest.

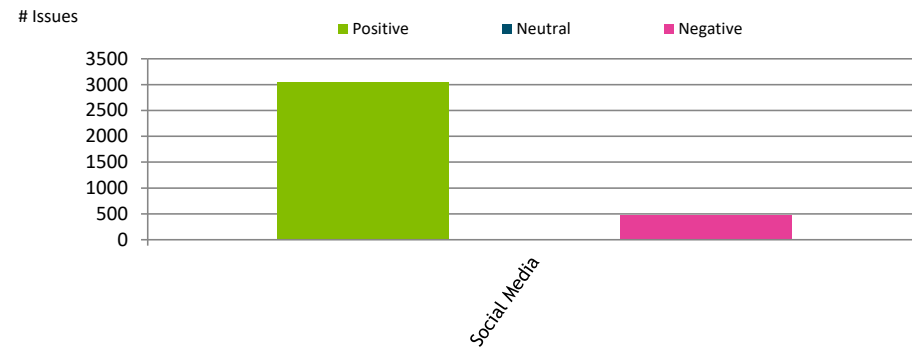
38 people comment this quarter. Experiences reflect good quality treatment and care, on the whole. Service access, particularly waiting times is a leading negative topic. Feedback suggests patients would also like greater levels of communication. More on page 11.

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?

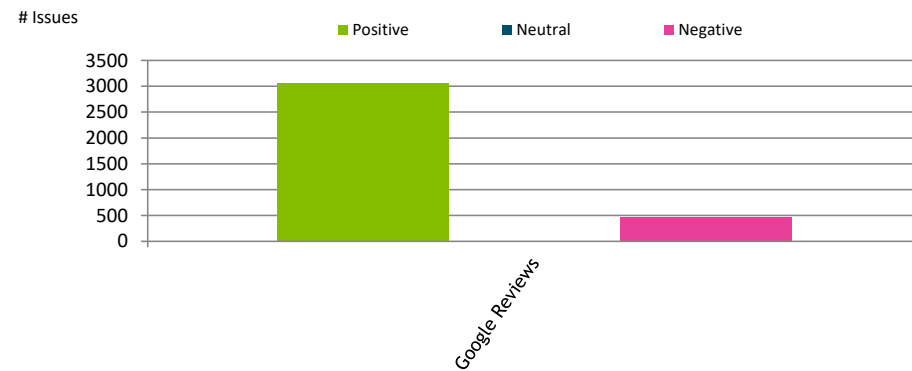


1.1 Source: 3521 issues from 902 people



Sources providing the most comments overall

1.2 Origin

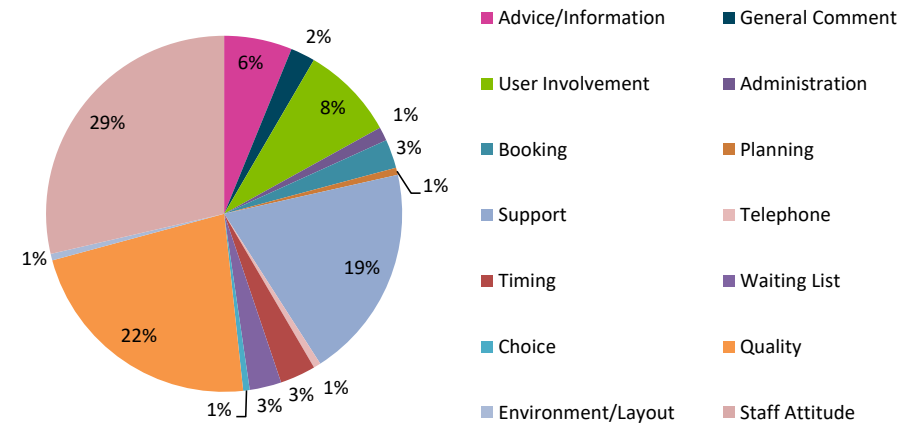
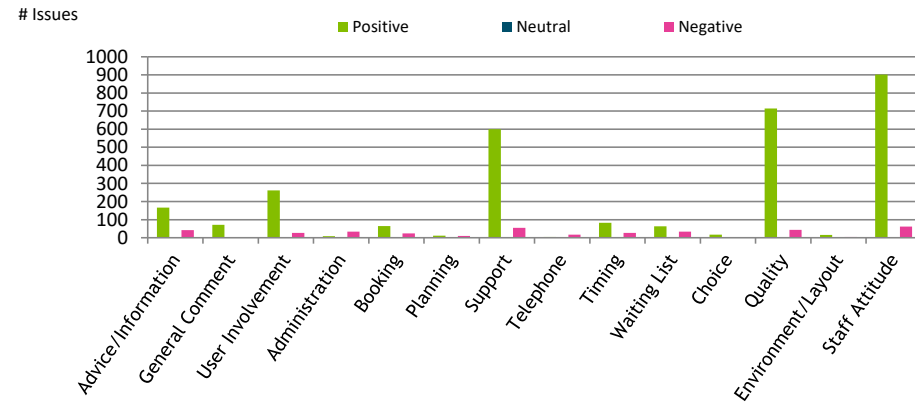


Origins providing the most comments overall

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

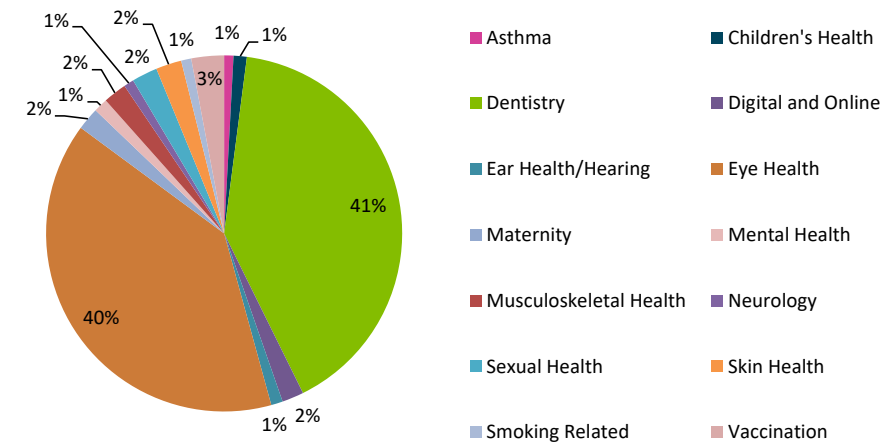
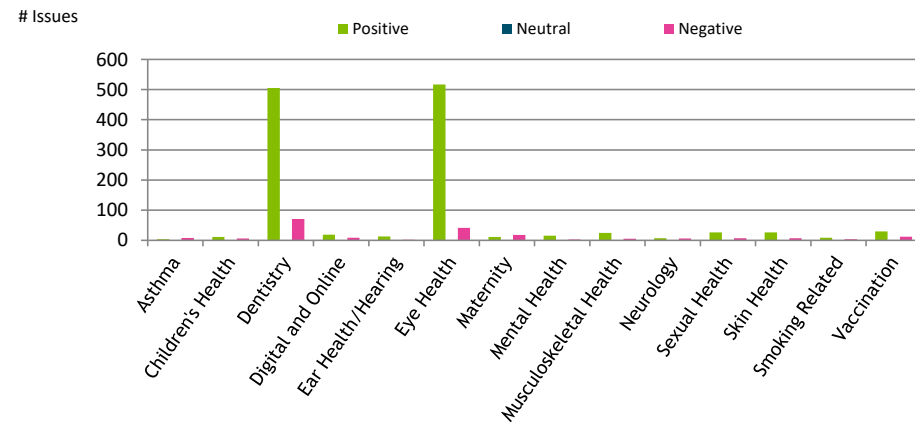


2.1 Top Trends: 3520 issues from 902 people



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

2.2 Stated medical conditions

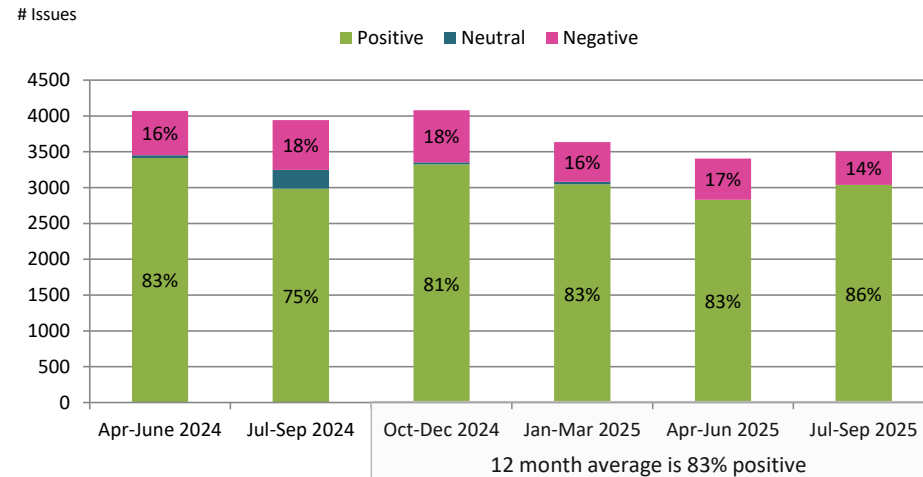


Medical conditions receiving the most comments overall

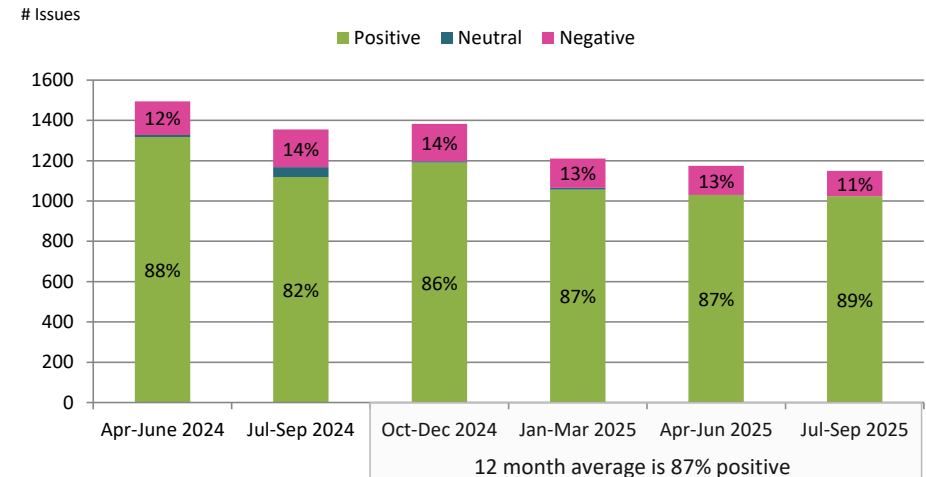
3. Timeline: On the whole, how do people feel about Health and Care services?



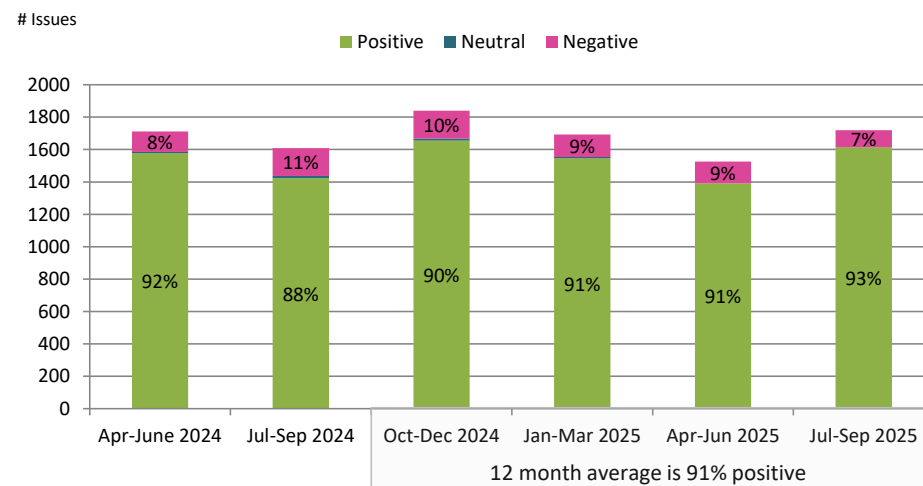
3.1 How do people feel about services overall?



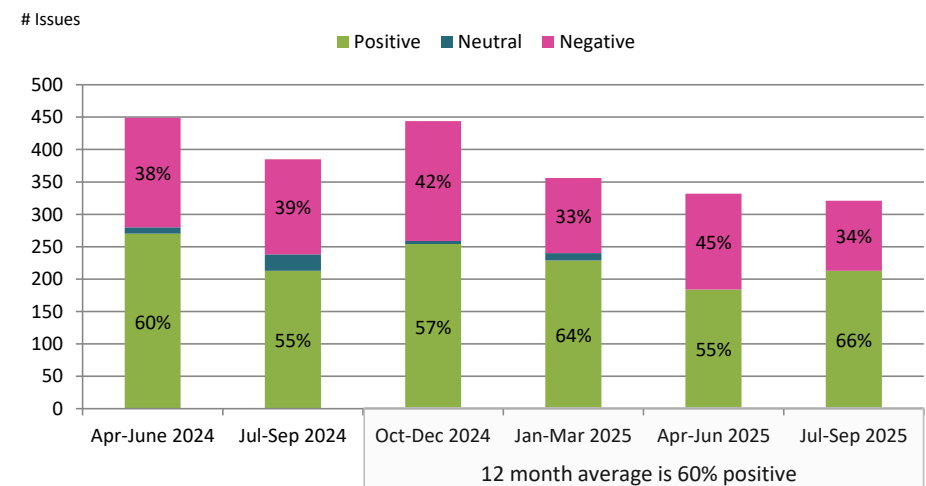
3.2 How well informed, involved and supported do people feel?



3.3 How do people feel about general quality and empathy?



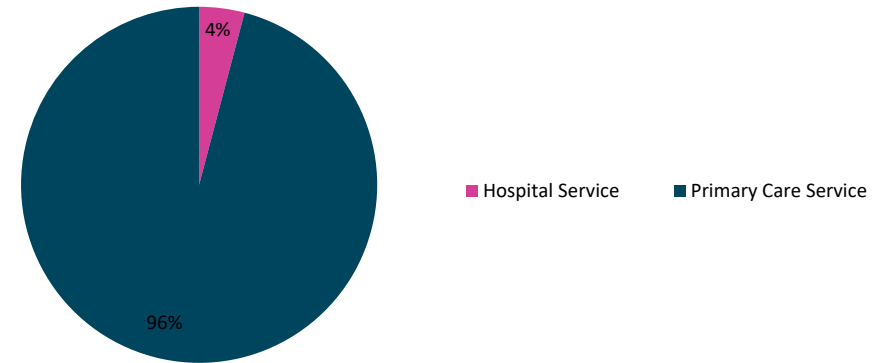
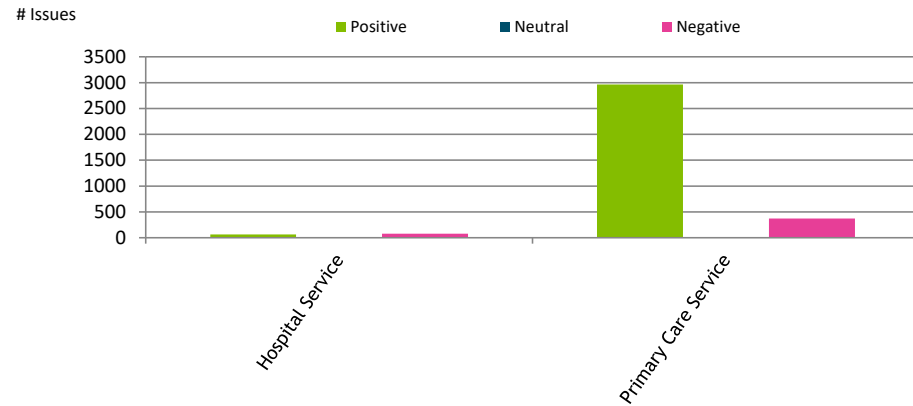
3.4 How do people feel about access to services?



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

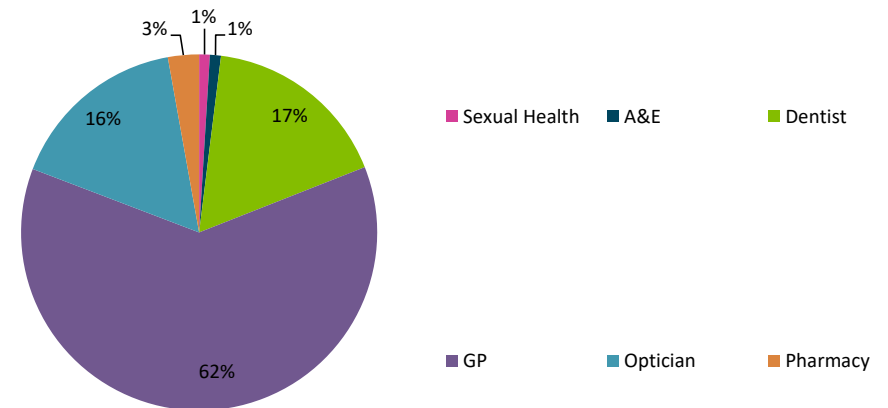
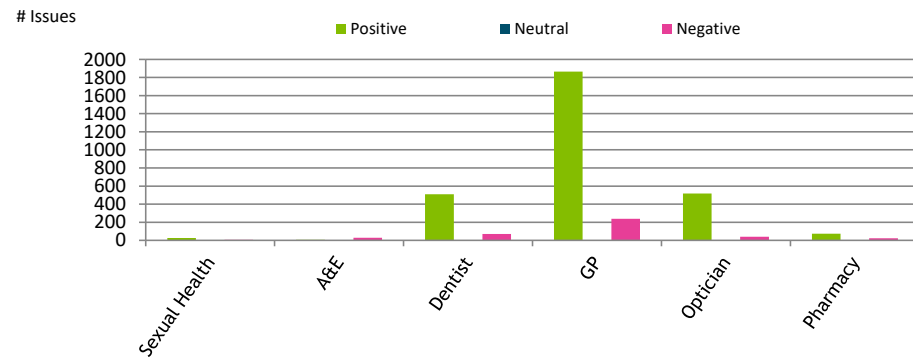


4.1 Service Sector



Service sectors receiving the most comments overall

4.2 Service Type

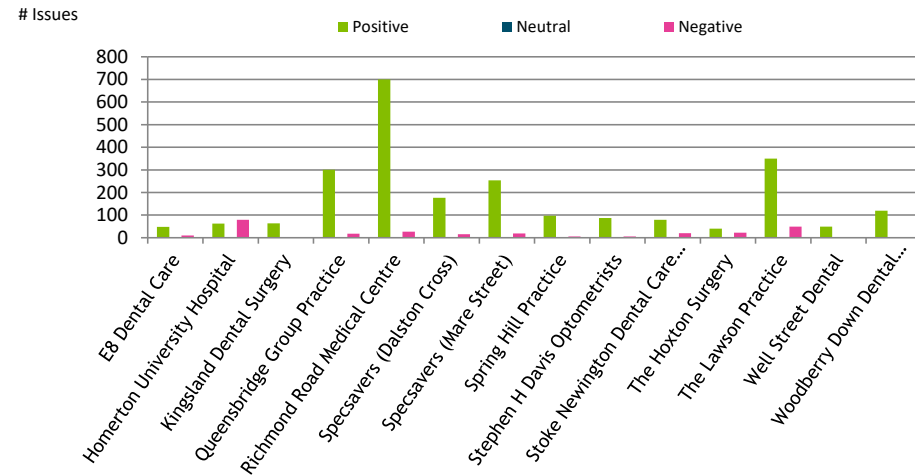


Service type receiving the most comments overall

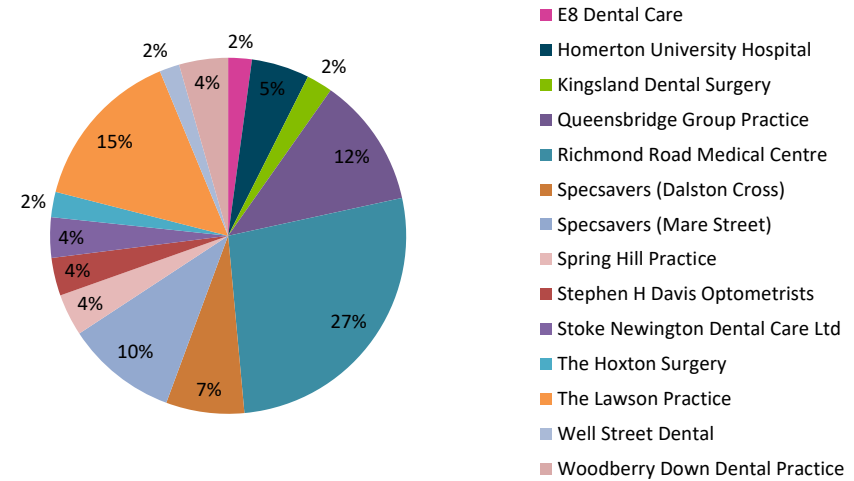
4. Trends: Which services are people most commenting on?



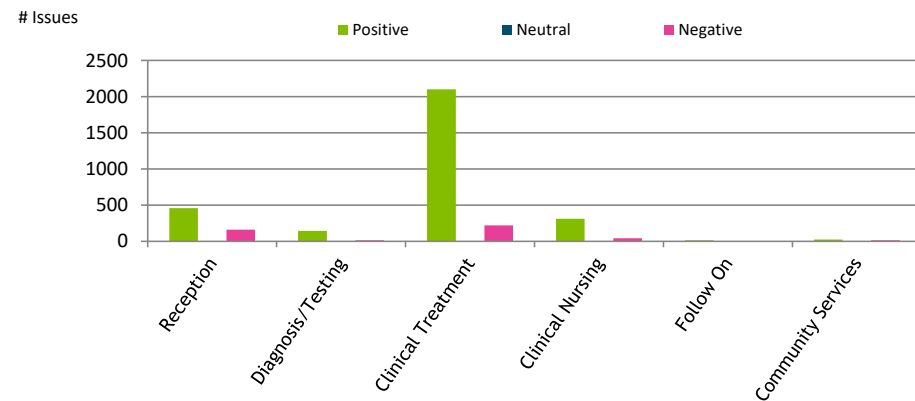
4.3 Services



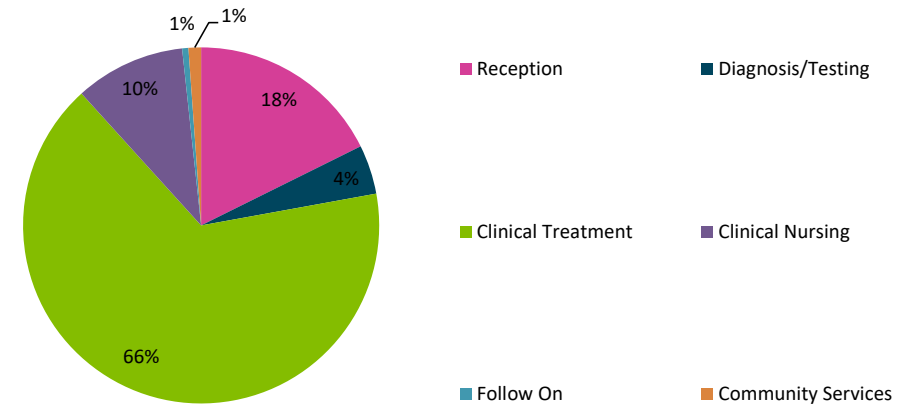
Services receiving the most comments overall



4.4 Breakdown of care pathway locations



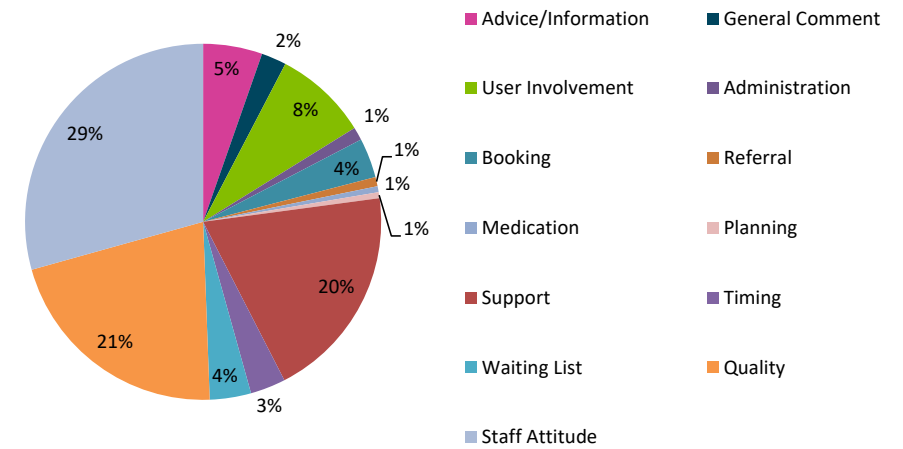
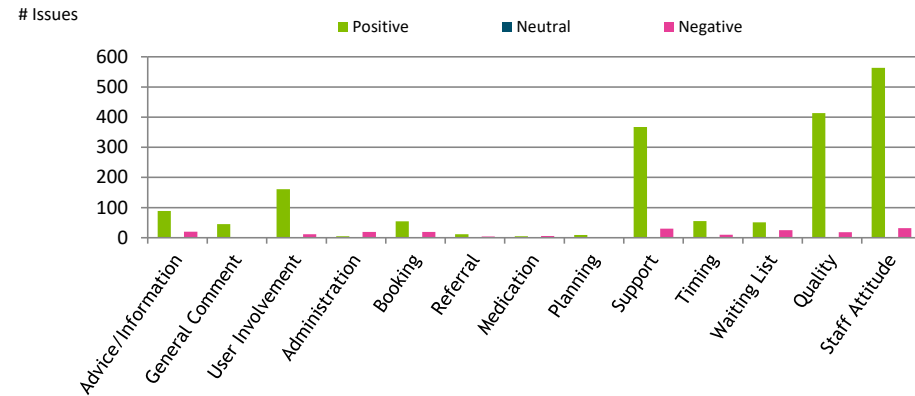
Care pathway locations



5. Trends: GP Services

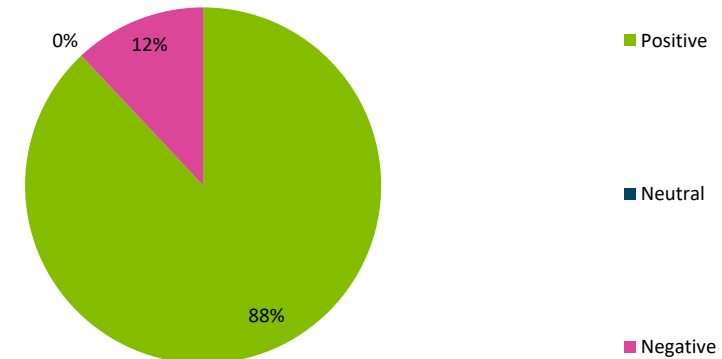
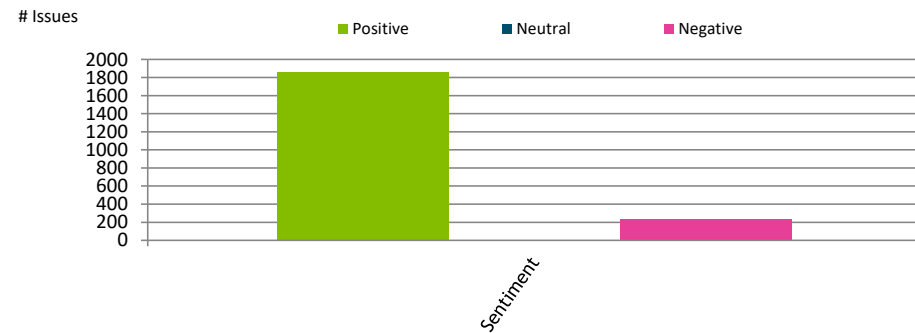


5.1 Trends, GP Services: 2103 issues from 529 people



Issues receiving the most comments overall

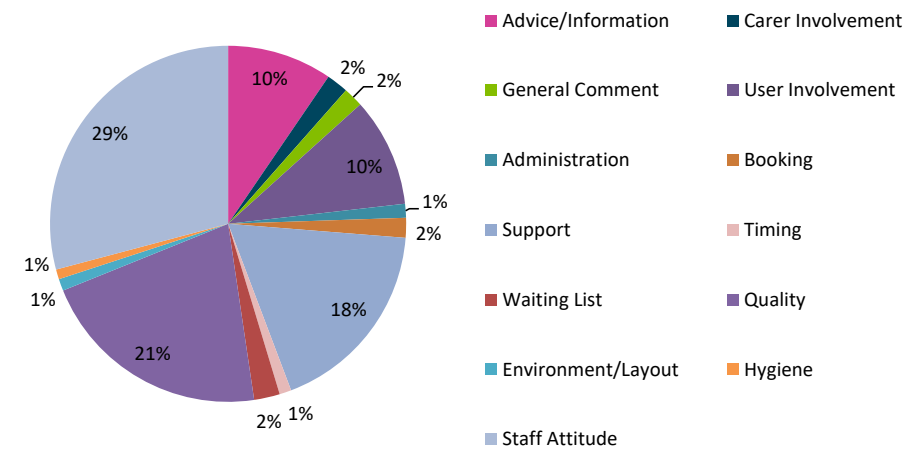
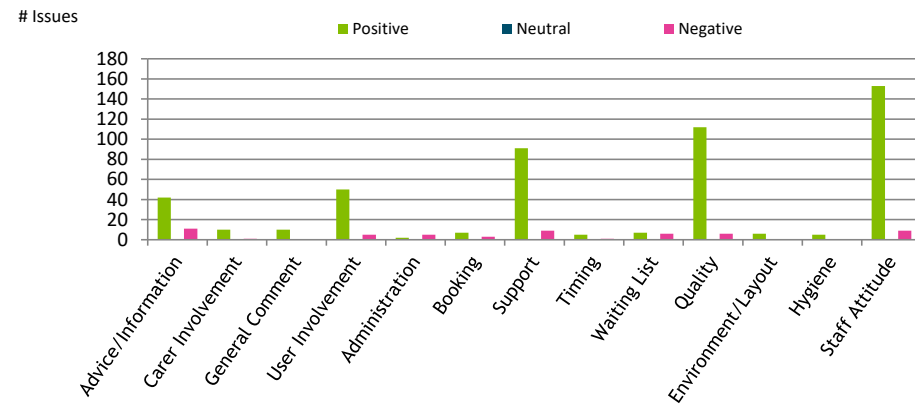
5.2 Sentiment, GP Services



5. Trends: Dentists

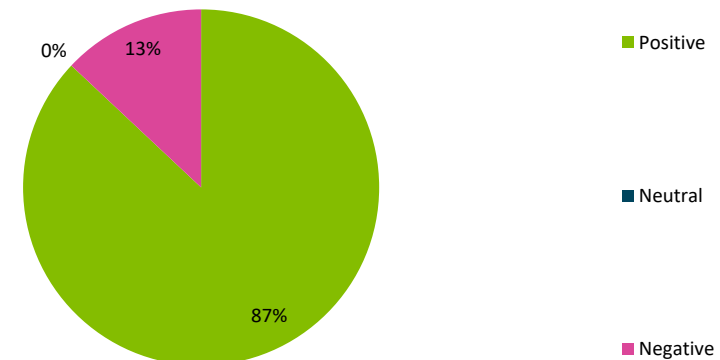
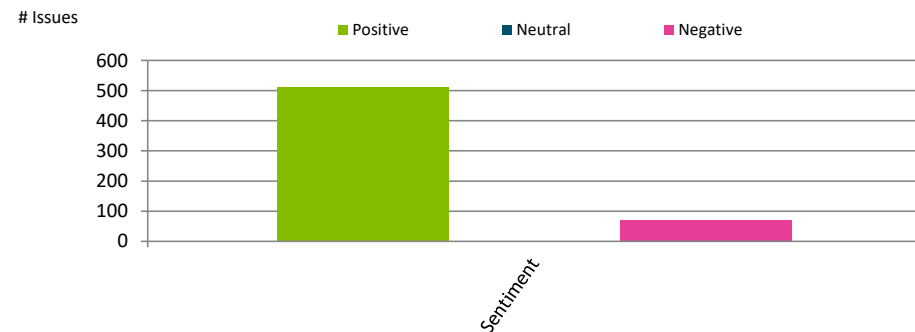


5.3 Trends, Dentists: 581 issues from 132 people



Issues receiving the most comments overall

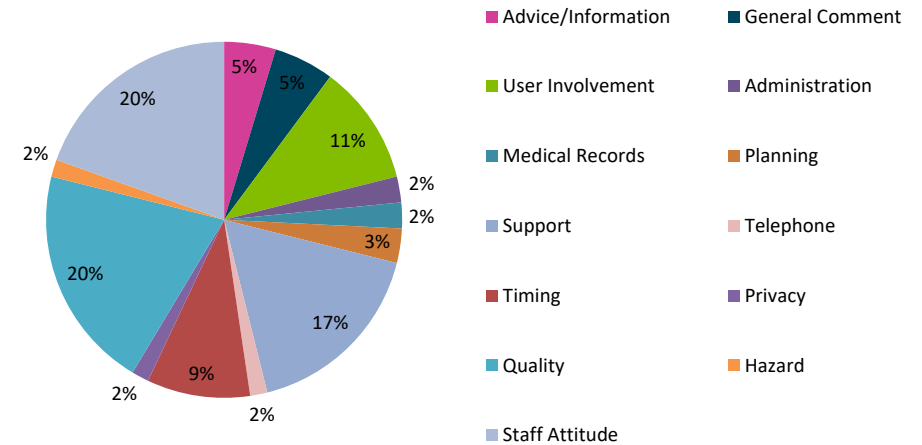
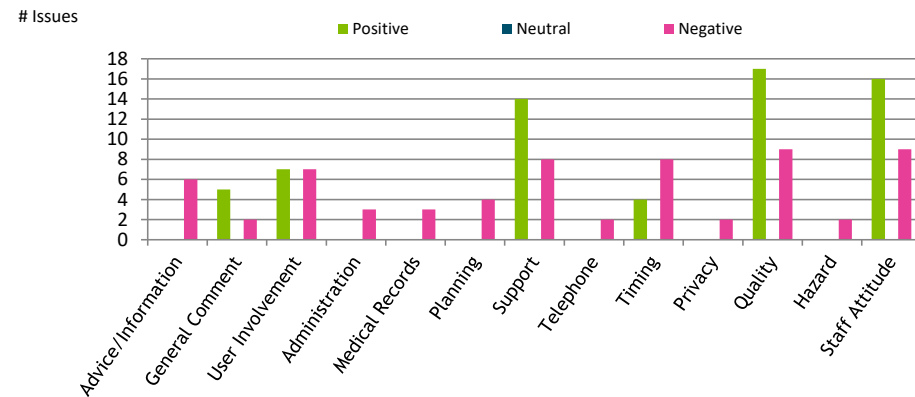
5.4 Sentiment, GP Services



5. Trends: Homerton University Hospital

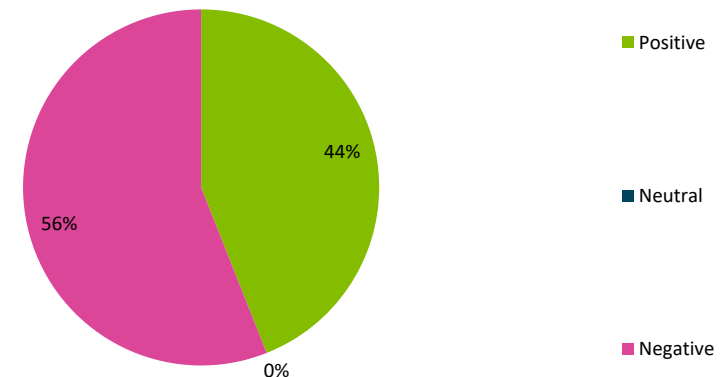
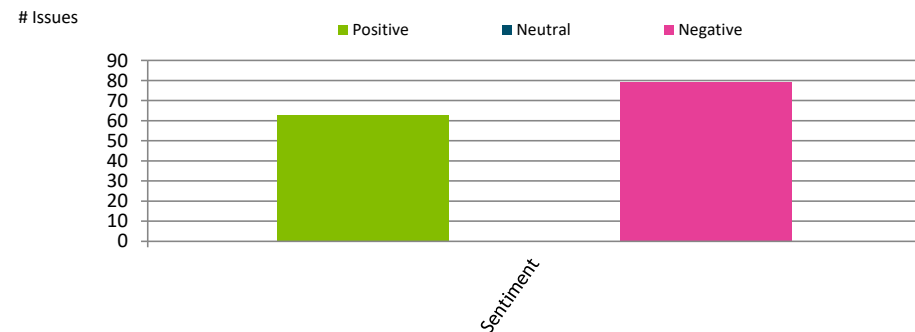


5.5 Trends, Homerton University Hospital: 142 issues from 38 people



Issues receiving the most comments overall

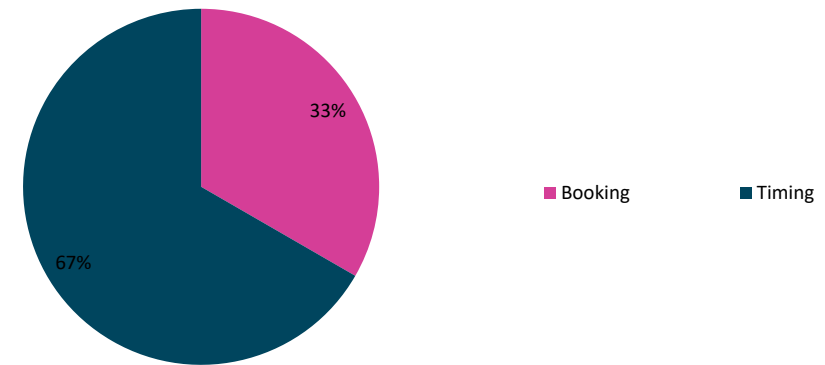
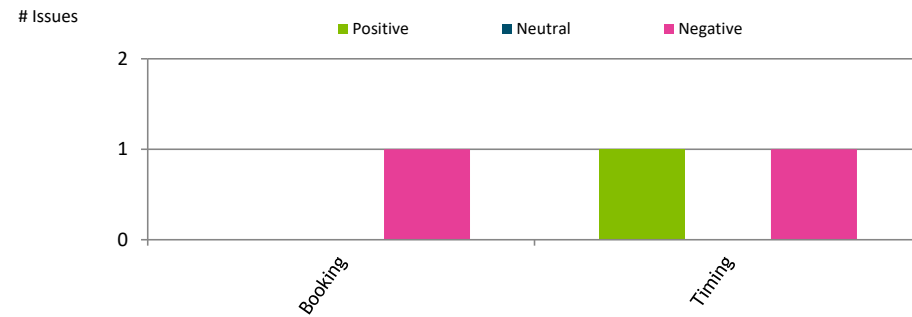
5.6 Sentiment, Homerton University Hospital



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

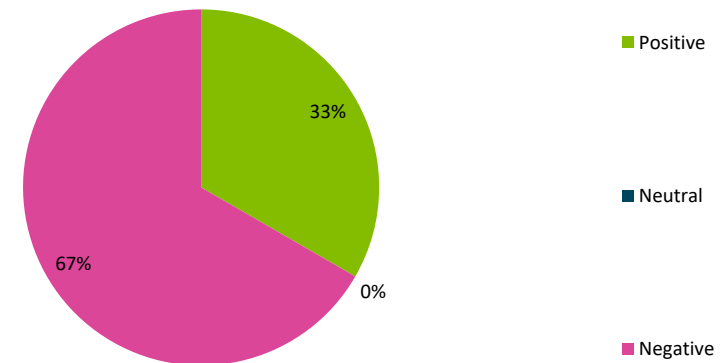
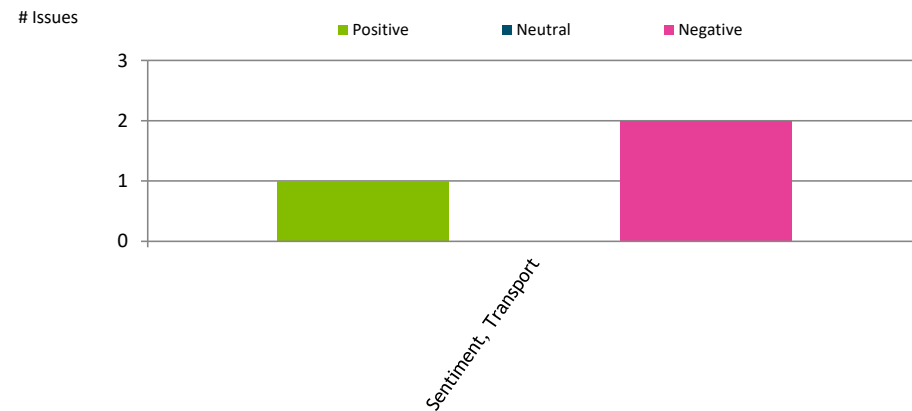


6.1 Trends, Transport (3 issues)



Issues receiving the most comments overall

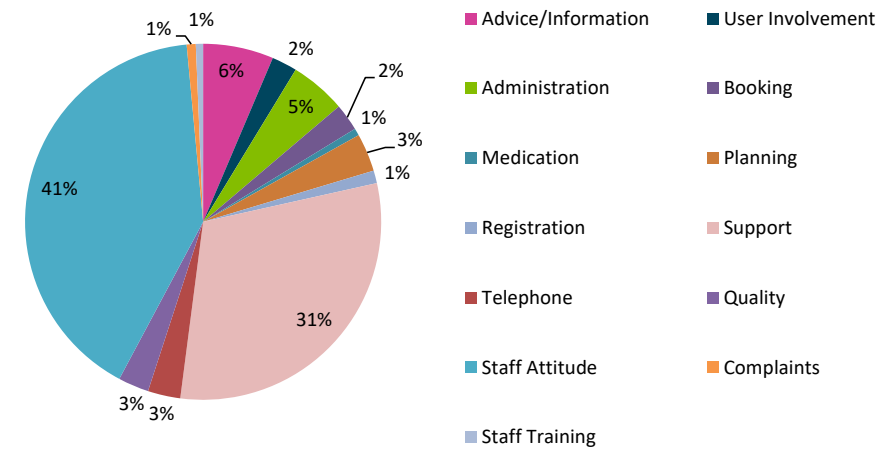
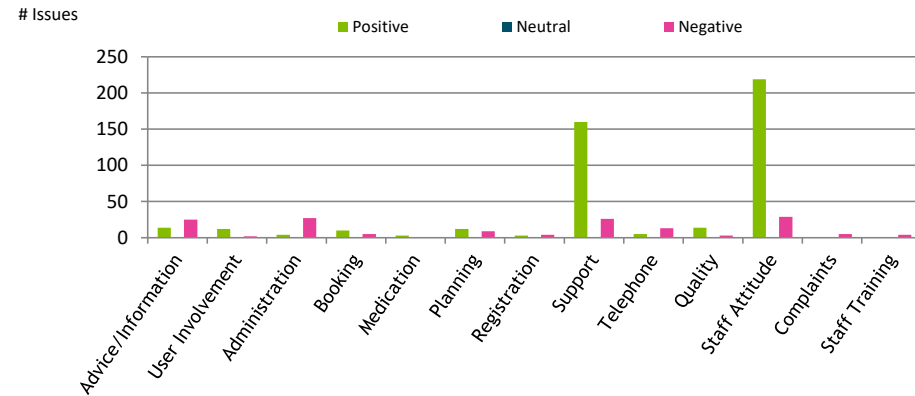
6.2 Sentiment, Transport



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

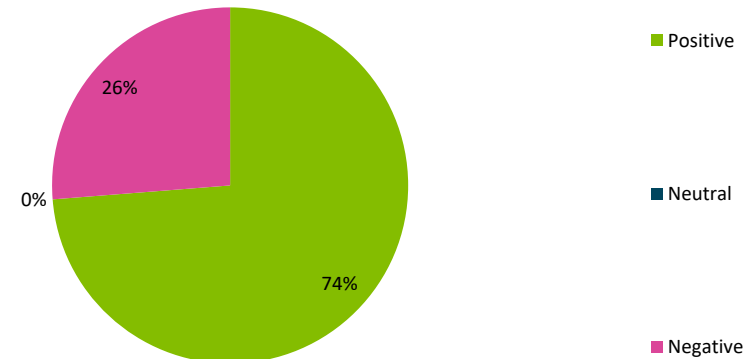
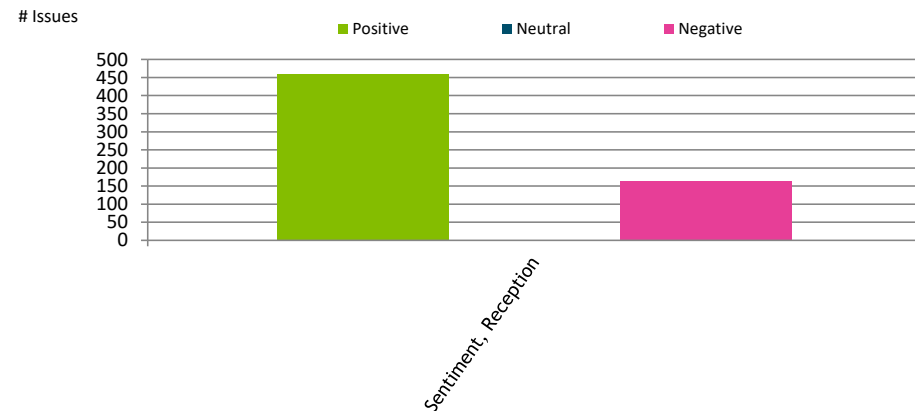


6.3 Trends, Reception (621 issues)



Issues receiving the most comments overall

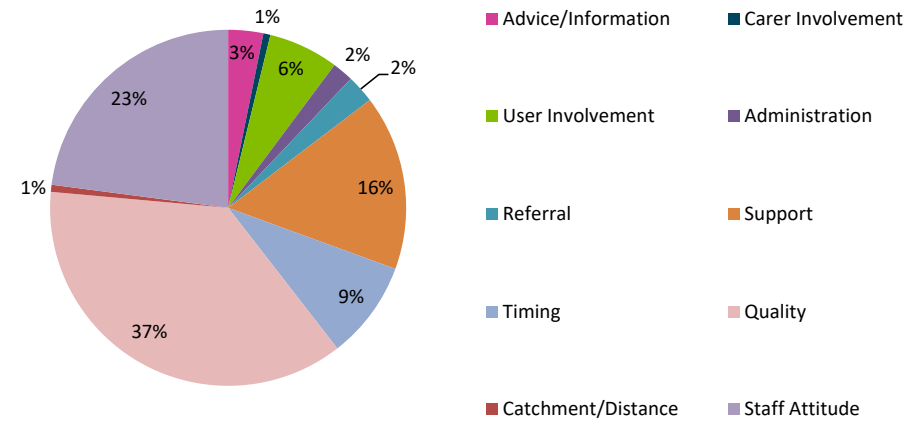
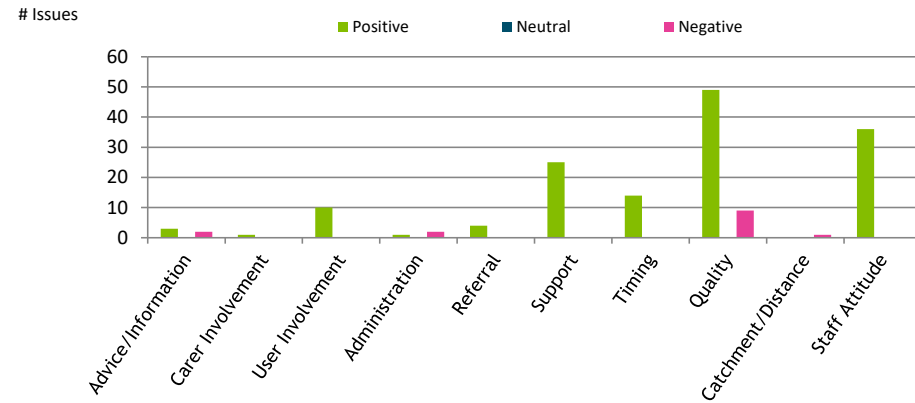
6.4 Sentiment, Reception



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

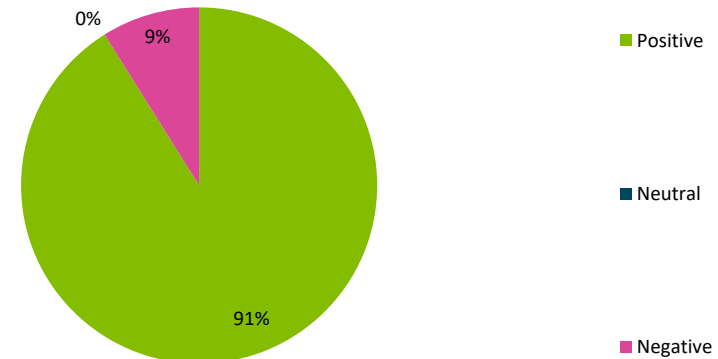
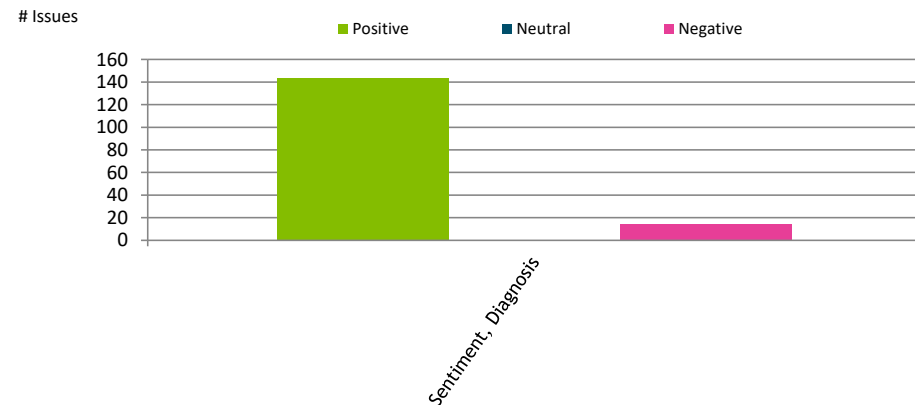


6.5 Trends, Diagnosis/Testing (157 issues)



Issues receiving the most comments overall

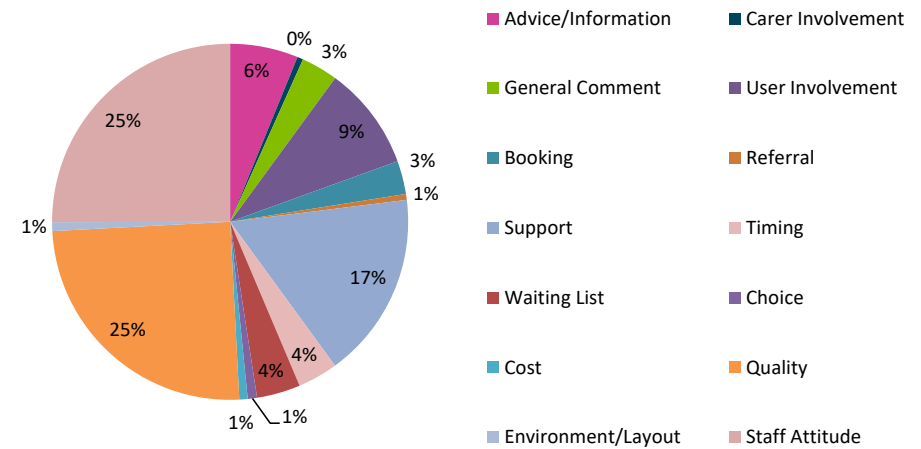
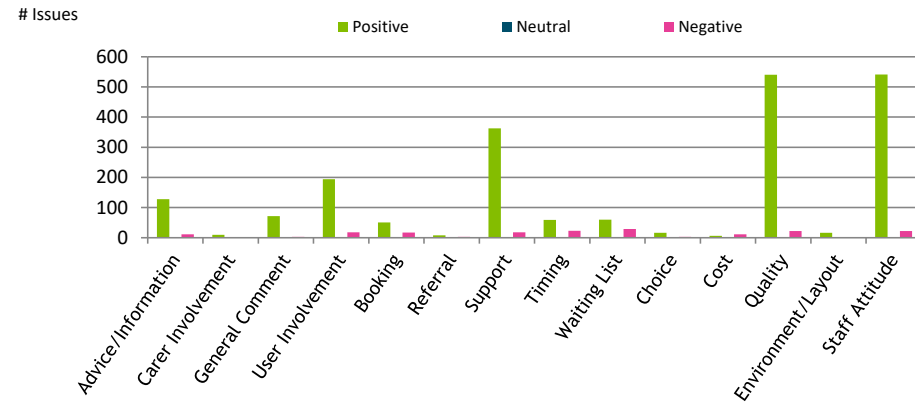
6.6 Sentiment, Diagnosis/Testing



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

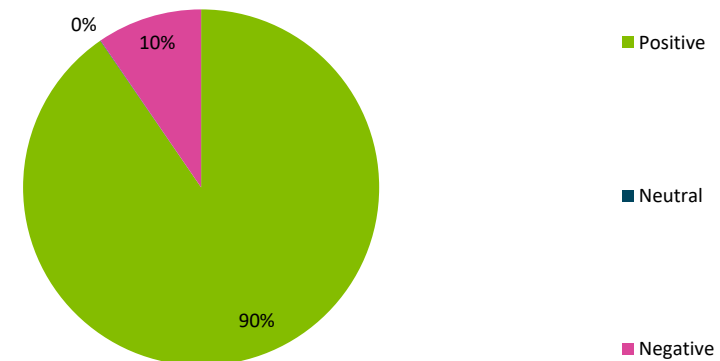
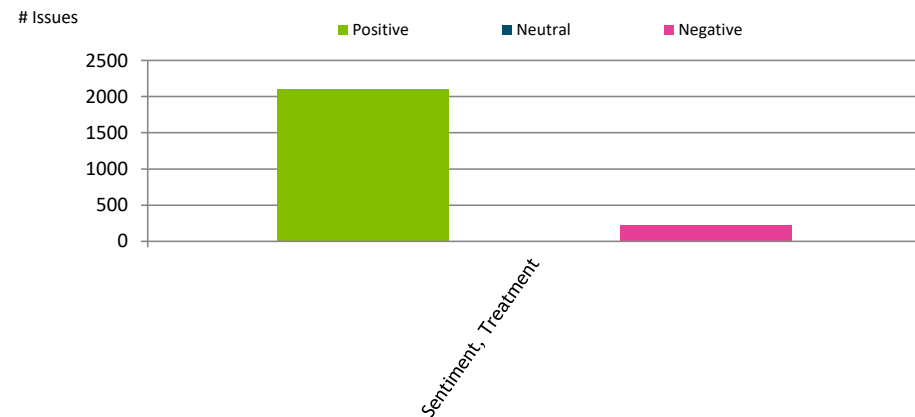


6.7 Trends, Clinical Treatment (2324 issues)



Issues receiving the most comments overall

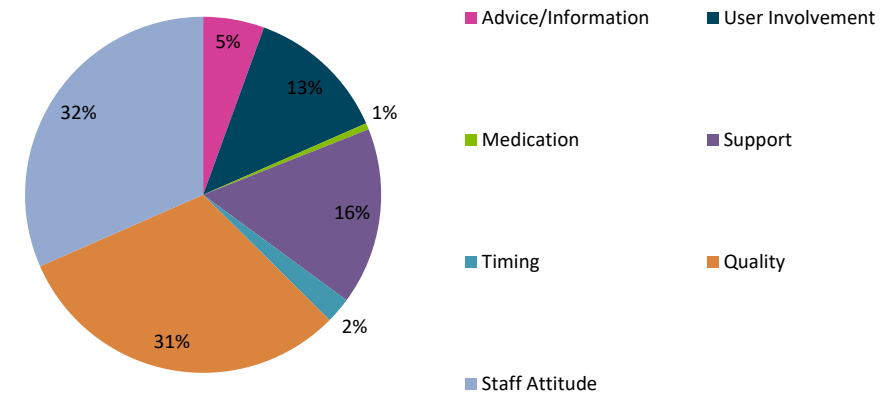
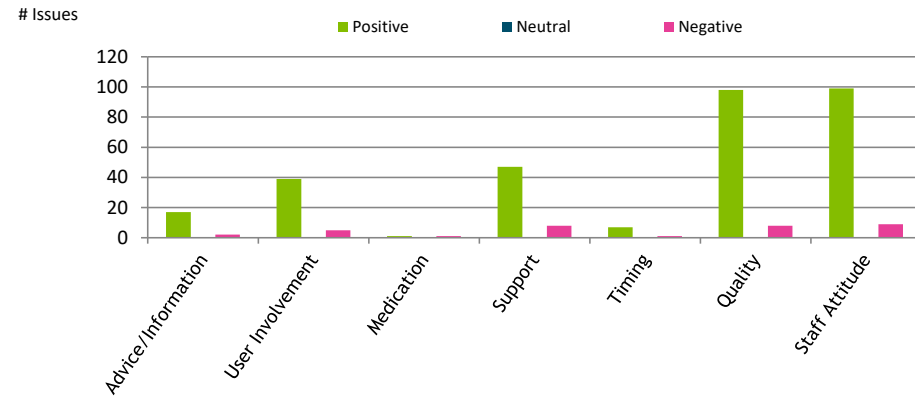
6.8 Sentiment, Clinical Treatment



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

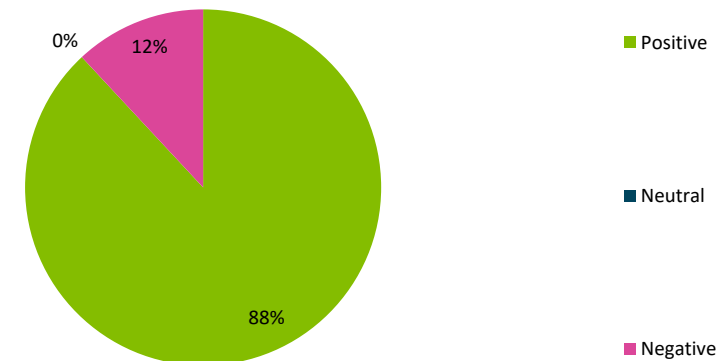
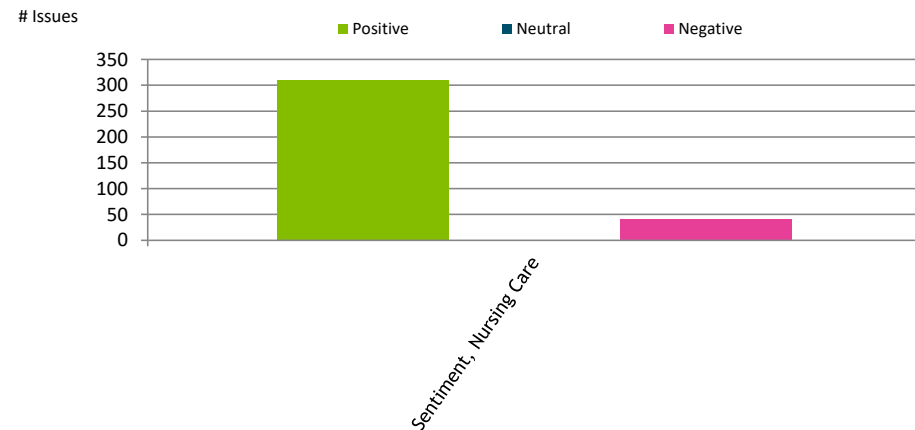


6.9 Trends, Clinical Nursing (352 issues)



Issues receiving the most comments overall

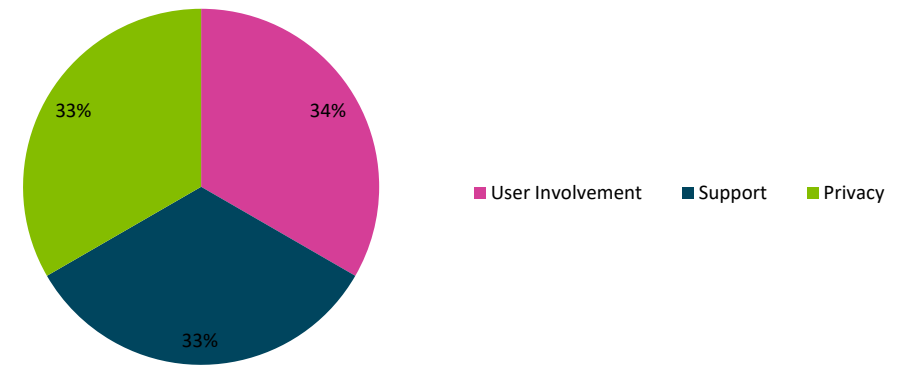
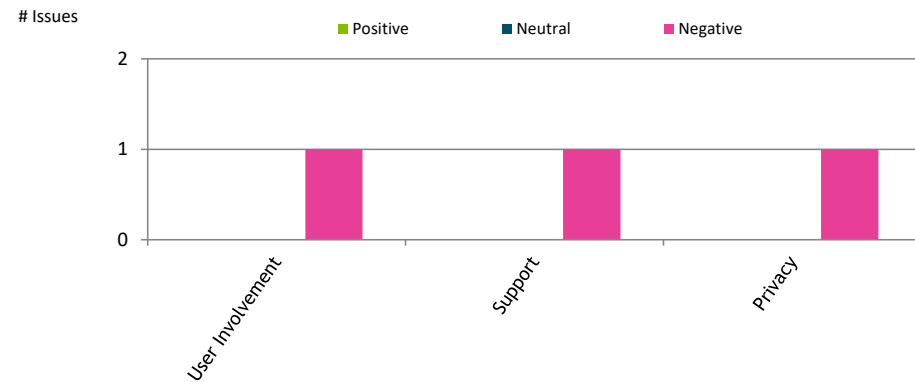
6.10 Sentiment, Clinical Nursing



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

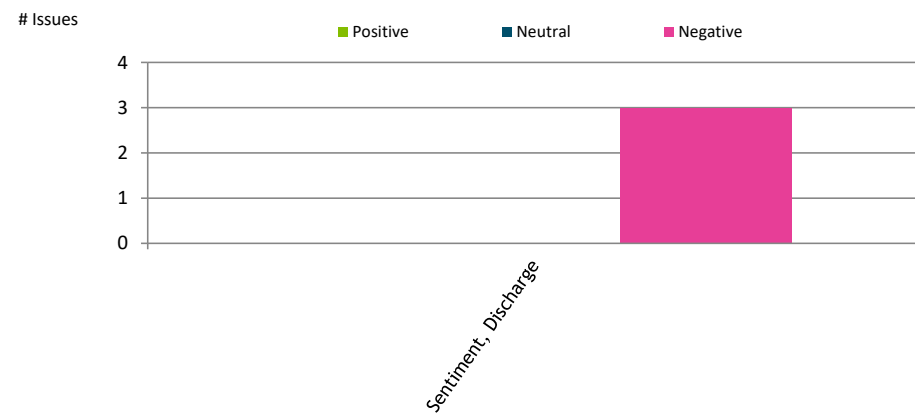


6.11 Trends, Discharge (3 issues)



Issues receiving the most comments overall

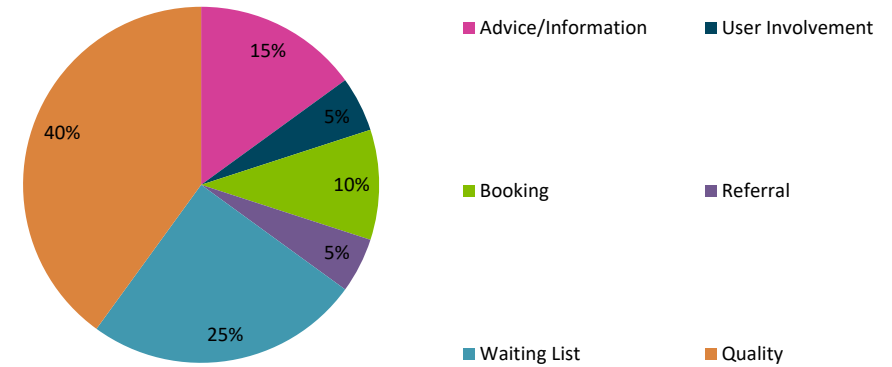
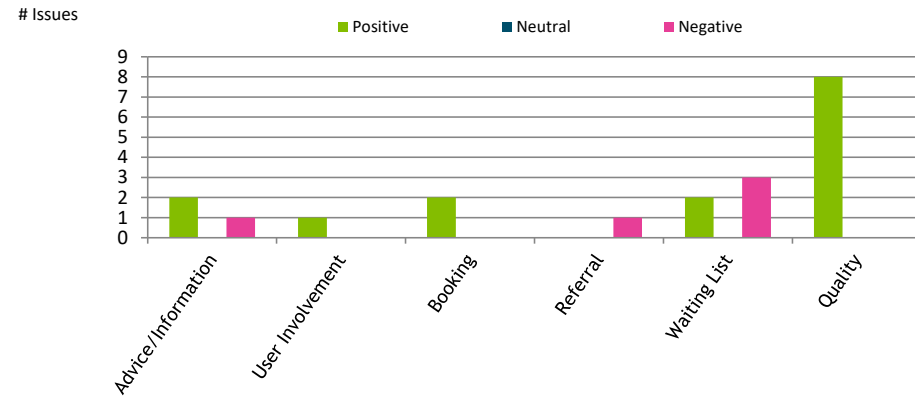
6.12 Sentiment, Discharge



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

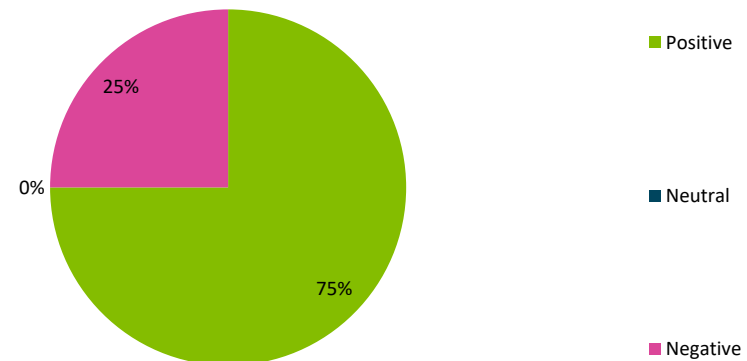
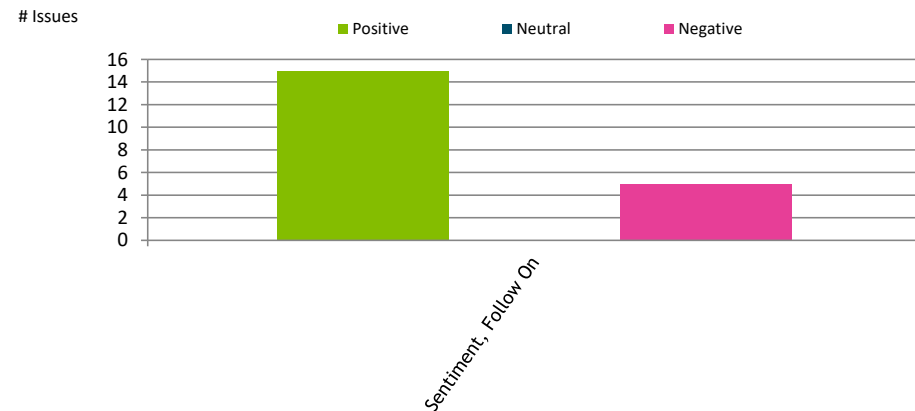


6.13 Trends, Follow On (20 issues)



Issues receiving the most comments overall

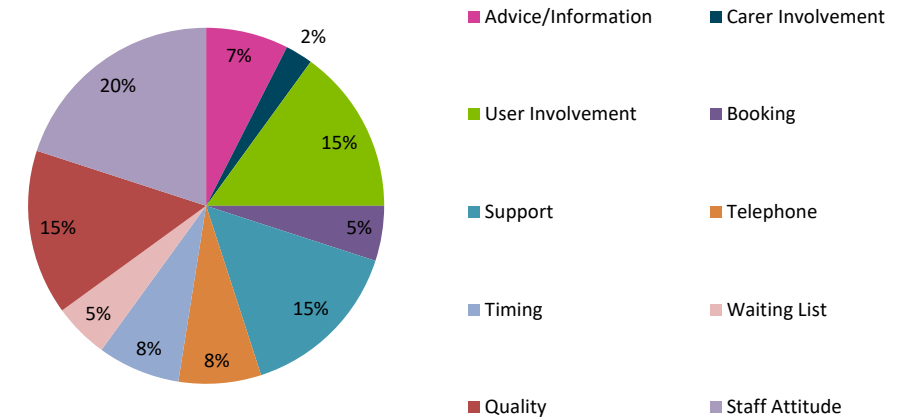
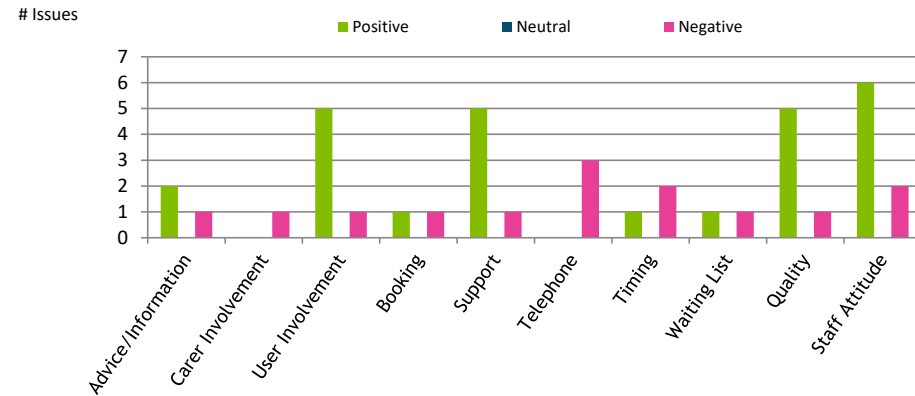
6.14 Sentiment, Follow On



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

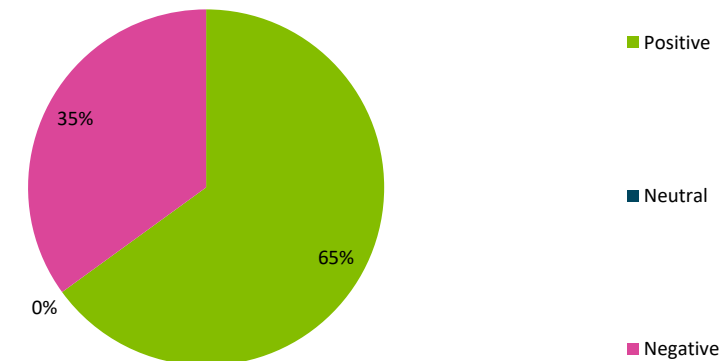
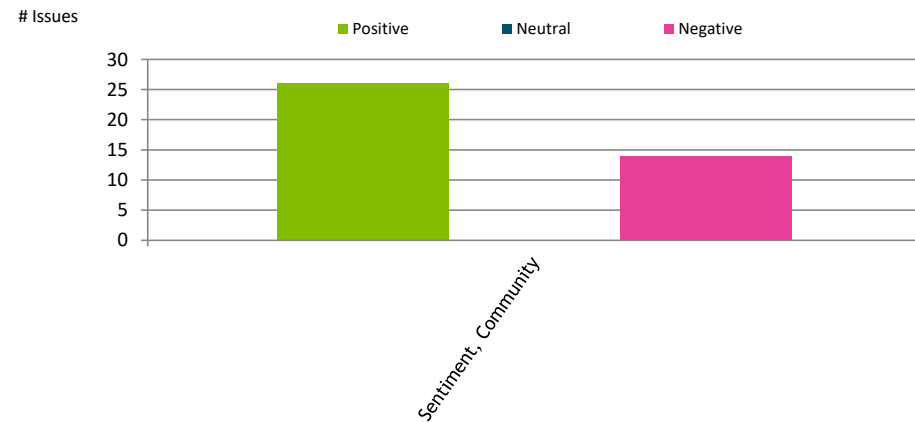


6.15 Trends, Community (40 issues)



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	Communication, including access to advice and information.	166	0	42	208
	Carer Involvement	Involvement or influence of carers and family members.	11	0	3	14
	Peer Involvement	Involvement or Influence of friends.	1	0	0	1
	General Comment	A generalised statement (ie; "The doctor was good.")	72	0	3	75
	User Involvement	Involvement or influence of the service user.	261	0	27	288
Systems	Administration	Administrative processes and delivery.	9	0	33	42
	Admission	Physical admission to a hospital ward, or other service.	0	0	1	1
	Booking	Ability to book, reschedule or cancel appointments.	64	0	24	88
	Cancellations	Cancellation of appointment by the service provider.	0	0	7	7
	Data Protection	General data protection (including GDPR).	0	0	2	2
	Referral	Referral to a service.	13	1	5	19
	Medical Records	Management of medical records.	0	0	4	4
	Medication	Prescription and management of medicines.	5	0	8	13
	Opening Times	Opening times of a service.	3	0	1	4
	Planning	Leadership and general organisation.	12	0	10	22
	Registration	Ability to register for a service.	3	0	6	9
	Support	Levels of support provided.	600	0	54	654
	Telephone	Ability to contact a service by telephone.	5	0	17	22
	Timing	Physical timing (ie; length of wait at appointments).	82	0	27	109
	Waiting List	Length of wait while on a list.	63	0	34	97
Values	Choice	General choice.	17	0	3	20
	Cost	General cost.	6	0	12	18
	Language	Language, including terminology.	1	0	0	1
	Nutrition	Provision of sustenance.	0	0	0	0
	Privacy	Privacy, personal space and property.	0	0	3	3
	Quality	General quality of a service, or staff.	714	0	43	757
	Sensory	Deaf/blind or other sensory issues.	1	0	0	1
	Stimulation	General stimulation, including access to activities.	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>	6	0	1	7
	Environment/Layout	<i>Physical environment of a service.</i>	16	0	4	20
	Equipment	<i>General equipment issues.</i>	3	0	2	5
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	2	2
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	9	0	3	12
	Mobility	<i>Physical mobility to, from and within services.</i>	1	0	2	3
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	0	0
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	5	5
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	3	3
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	901	0	62	963
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	5	5
	Staff Training	<i>Training of staff.</i>	2	0	7	9
	Staffing Levels	<i>General availability of staff.</i>	2	0	1	3
Total:			3054	1	466	3521