

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 October - 31 December 2025

Index and overview of findings



1054

Data Source

This report is based on the experience of 1054 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.



88%

Information, Involvement and Support

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

This quarter, complaints are down by 5% on communication, while up by 2% on support and by 1% on user involvement. [More on page 5.](#)



91%

Quality and Empathy

According to comments, satisfaction is at 91% positive and 9% negative.

Good levels of quality and empathy continue to be reported. [More on page 5.](#)



70%

Access to Services

Satisfaction is at 70% positive and 30% negative.

This quarter, complaints are down by 5% on ability to book appointments and by 4% on waiting times, while up by 14% 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 needed emergency dental treatment. I called NHS 111 and they booked me in with a local practice, the same day. Very grateful."



498

GP Services

Satisfaction is at 84% positive and 16% negative, according to feedback.

498 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.



196

Dentists

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

196 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 54% positive and 46% negative, comments suggest.

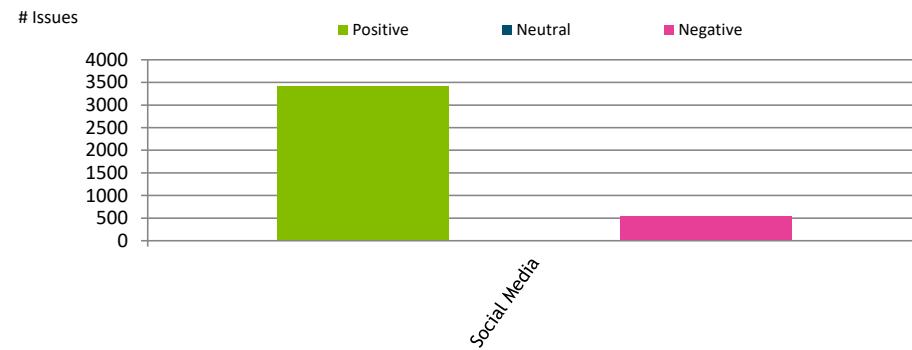
38 people comment this quarter. Experiences reflect good quality treatment and care, on the whole. Service access, particularly waiting times is a leading negative topic. Feedback suggests patients would also like greater levels of involvement and communication. More on page 11.

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?

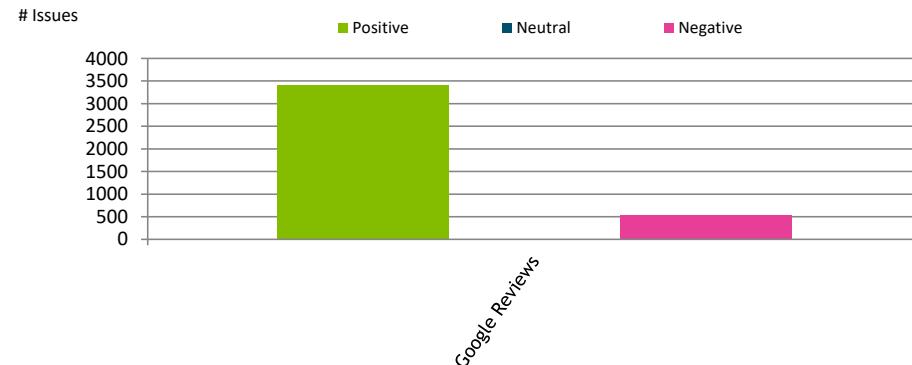


1.1 Source: 3962 issues from 1054 people



Sources providing the most comments overall

1.2 Origin

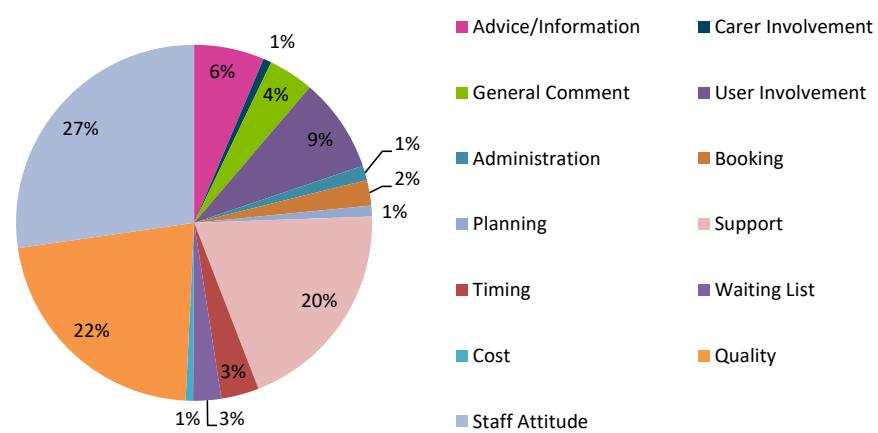
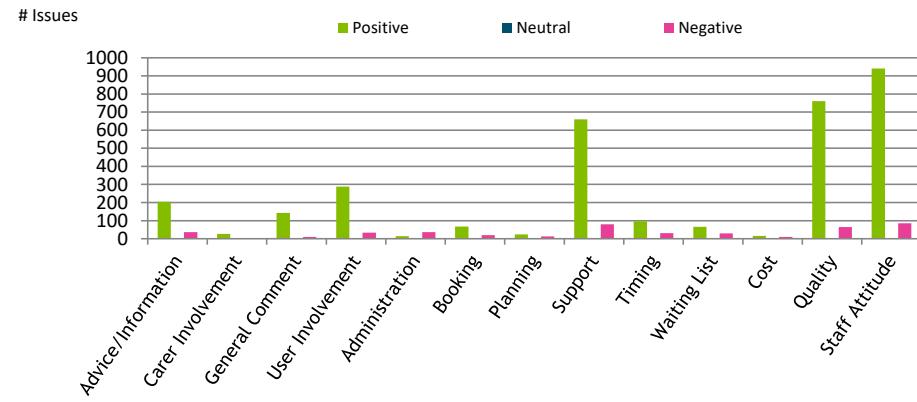


Origins providing the most comments overall

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

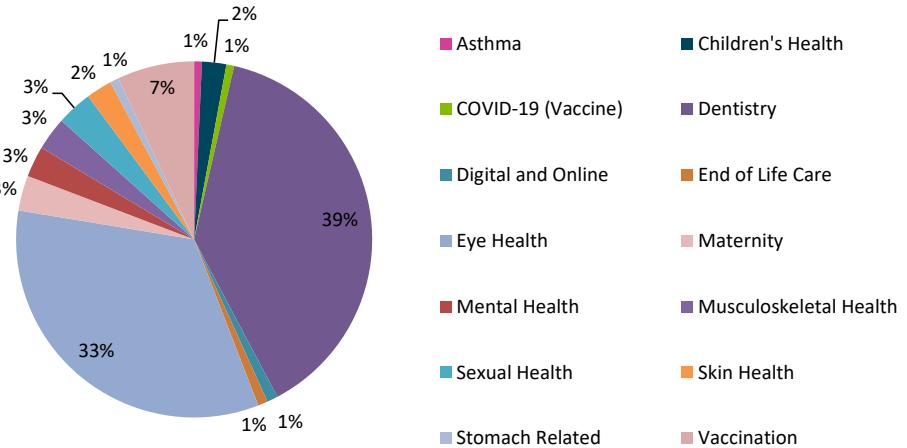
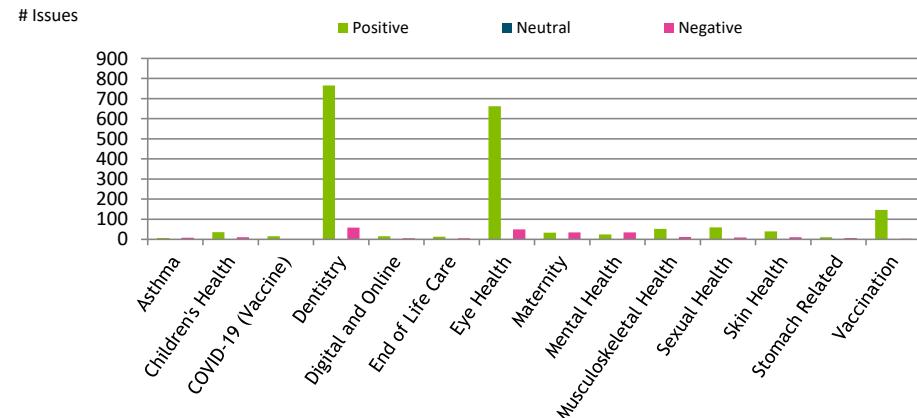


2.1 Top Trends: 3961 issues from 1054 people



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

2.2 Stated medical conditions

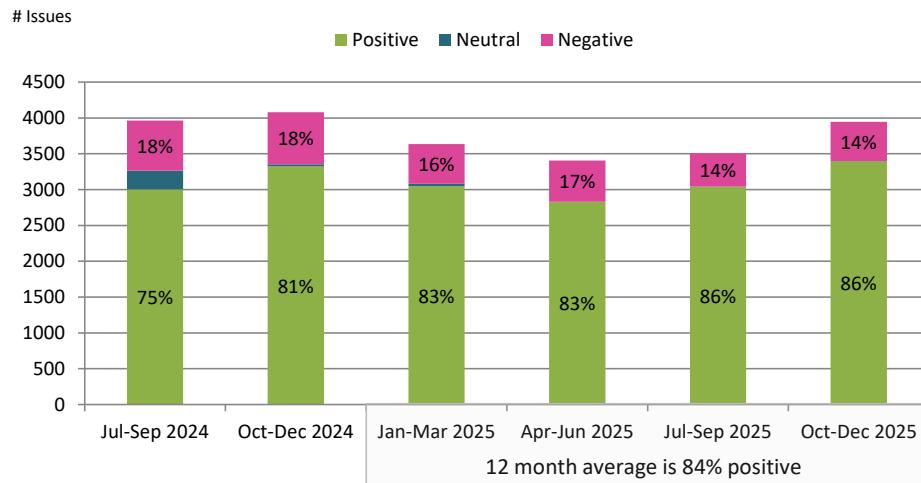


Medical conditions receiving the most comments overall

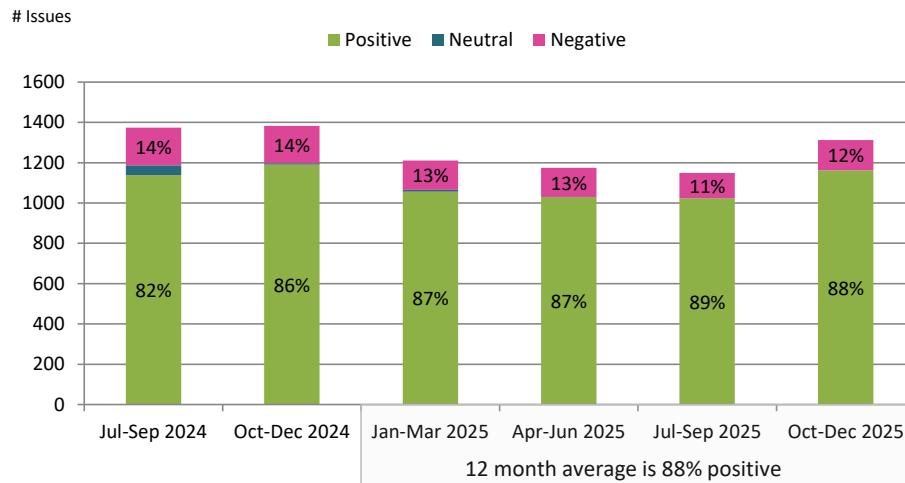
3. Timeline: On the whole, how do people feel about Health and Care services?



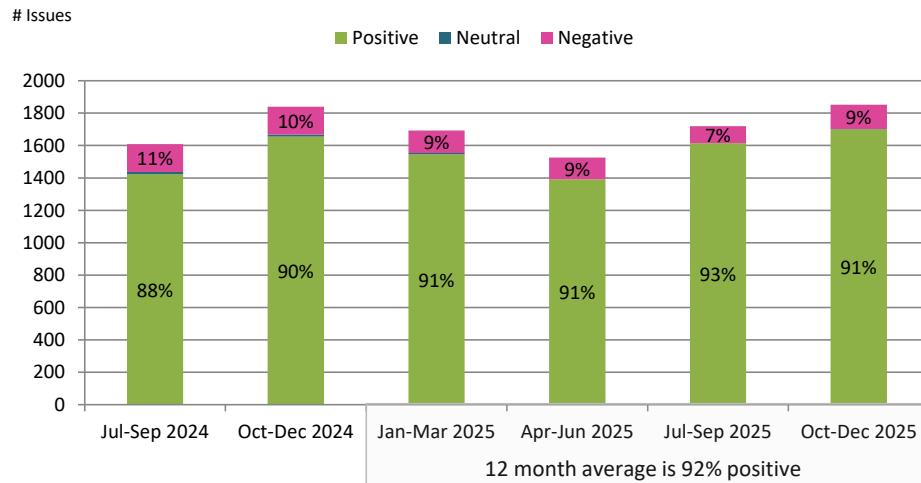
3.1 How do people feel about services overall?



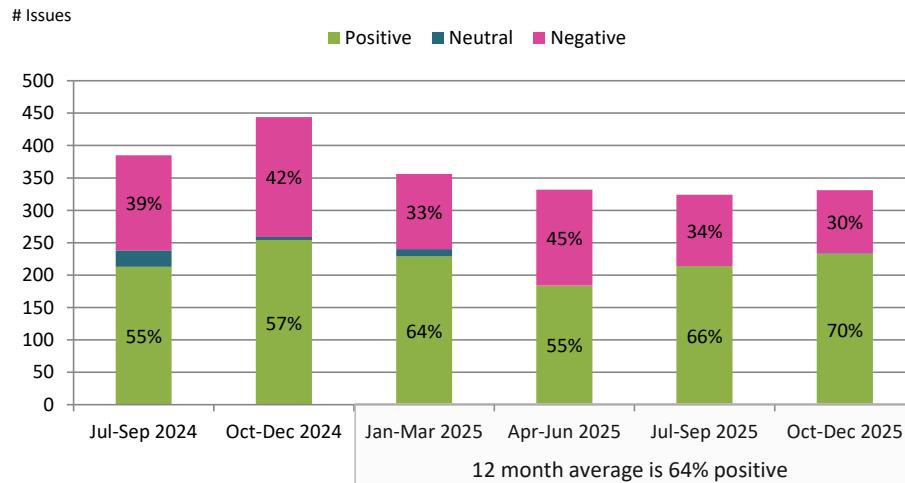
3.2 How well informed, involved and supported do people feel?



3.3 How do people feel about general quality and empathy?



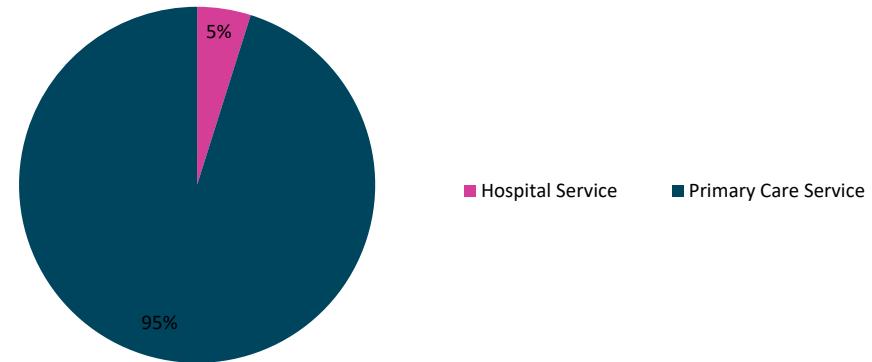
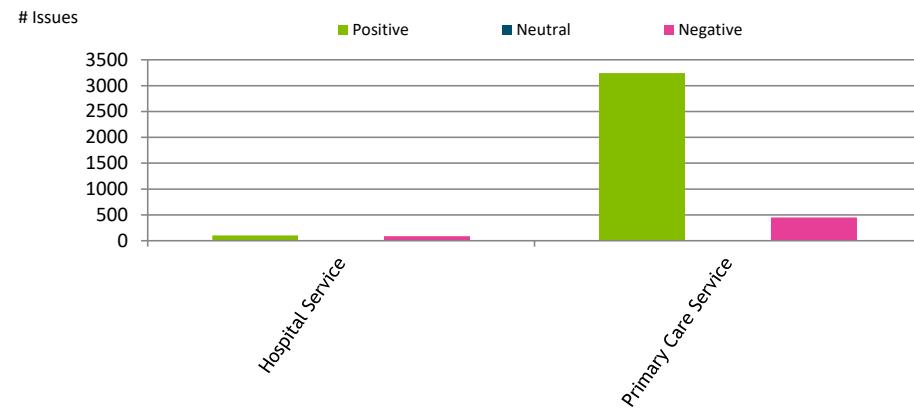
3.4 How do people feel about access to services?



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

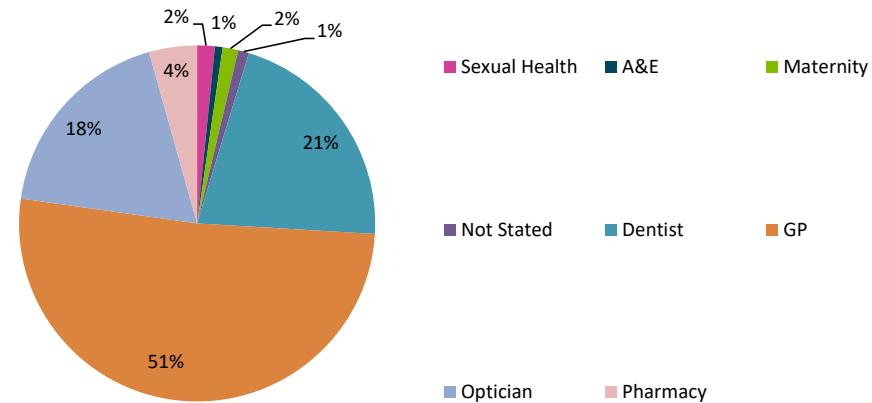
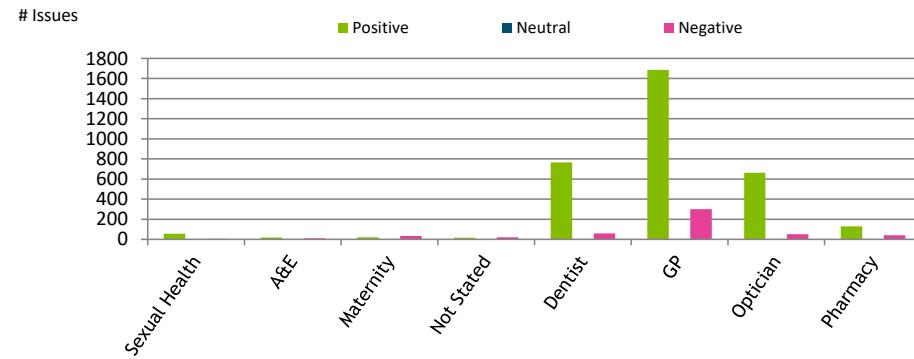


4.1 Service Sector



Service sectors receiving the most comments overall

4.2 Service Type

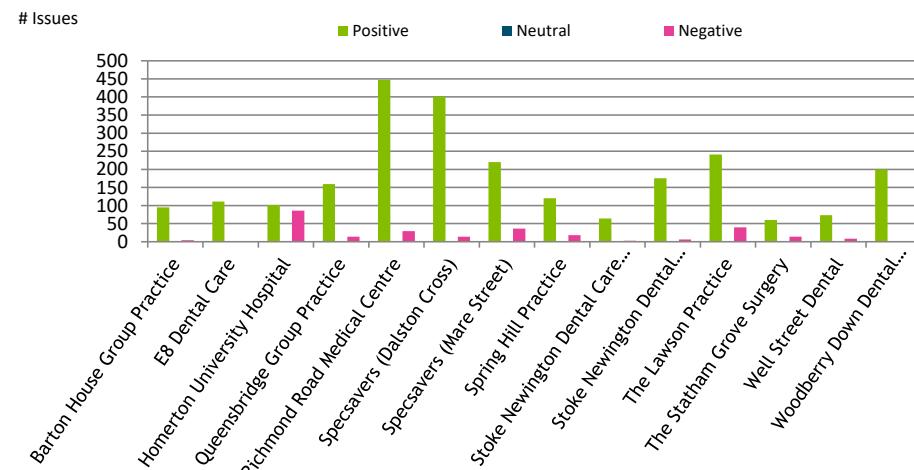


Service type receiving the most comments overall

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

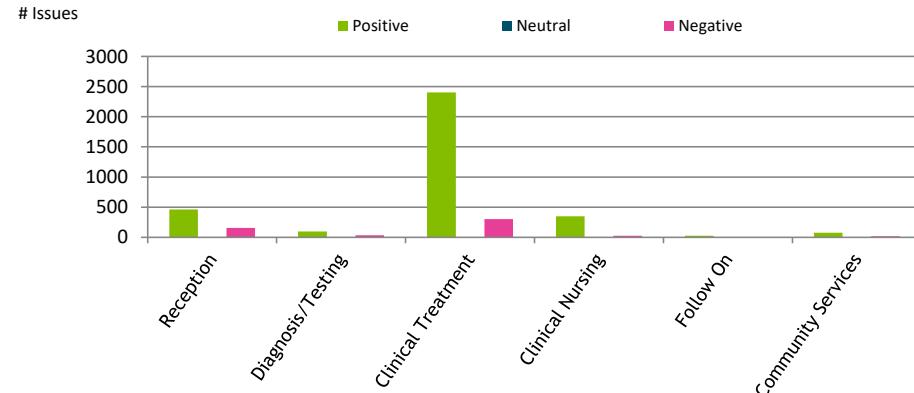


4.3 Services

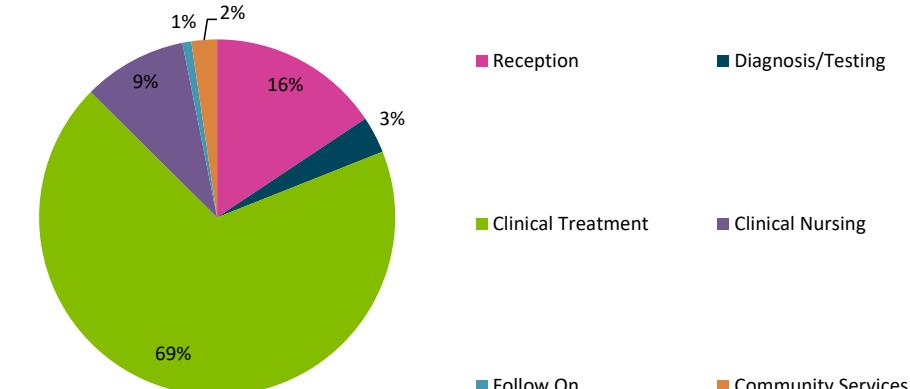
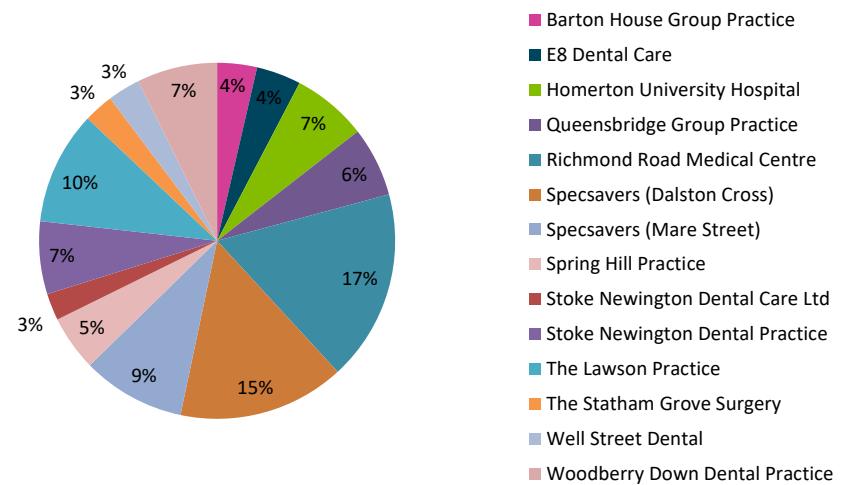


Services receiving the most comments overall

4.4 Breakdown of care pathway locations

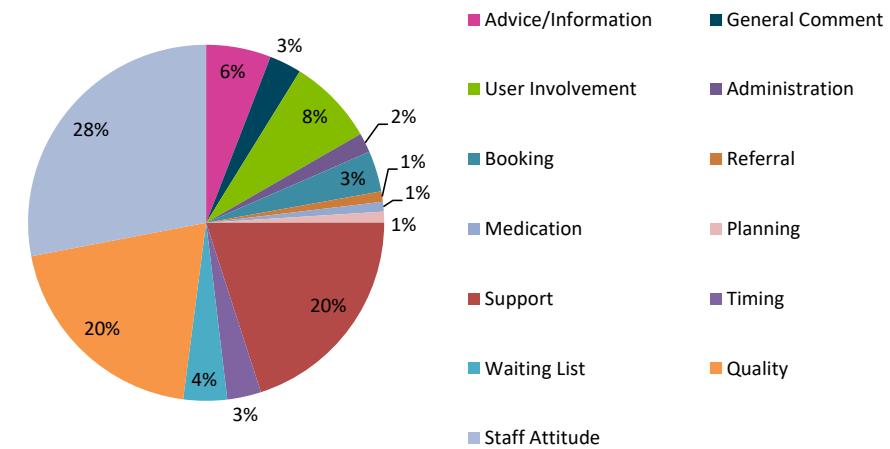
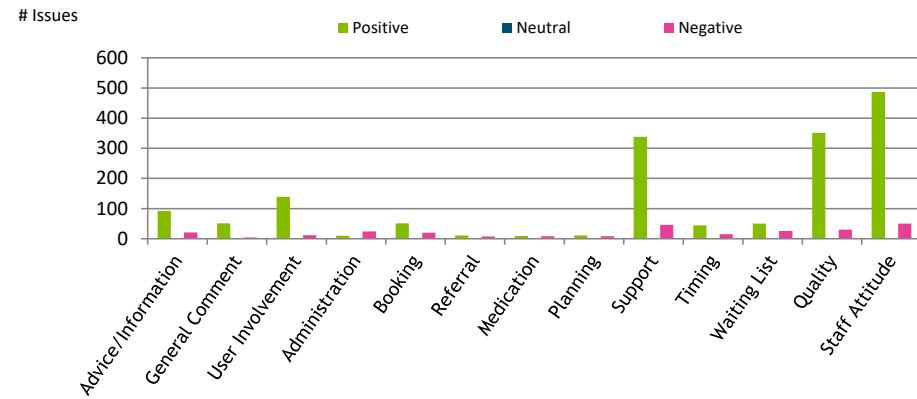


Care pathway locations



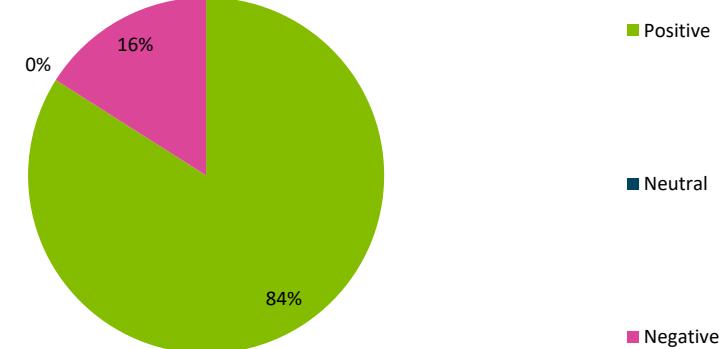
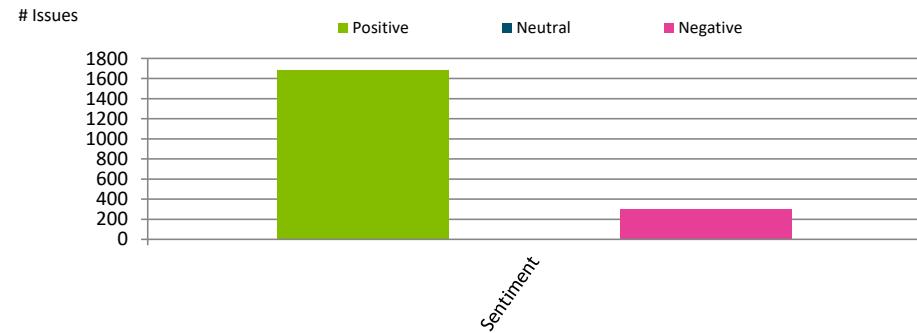
5. Trends: GP Services

5.1 Trends, GP Services: 1987 issues from 498 people



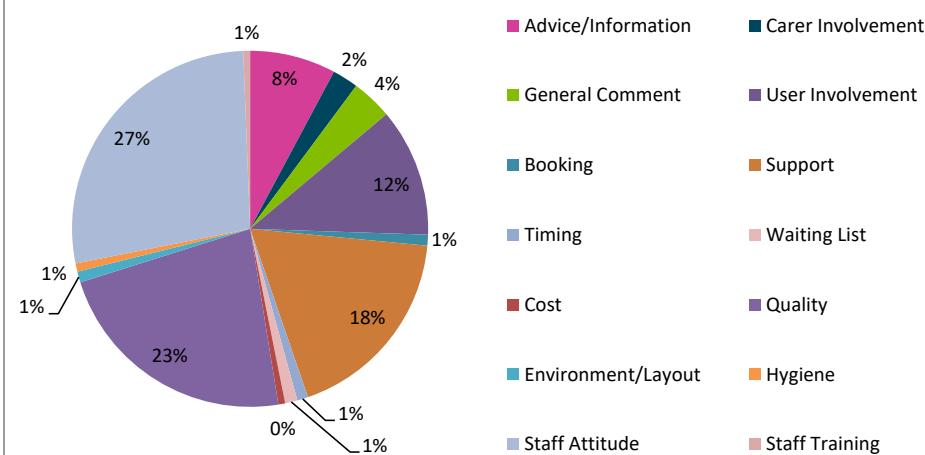
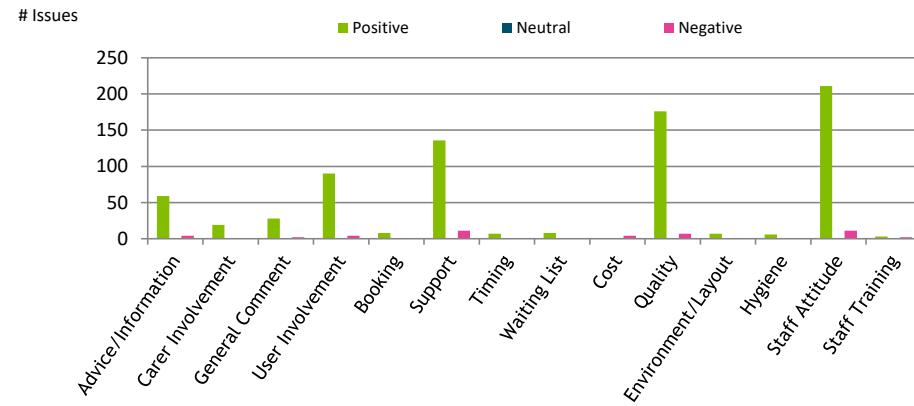
Issues receiving the most comments overall

5.2 Sentiment, GP Services



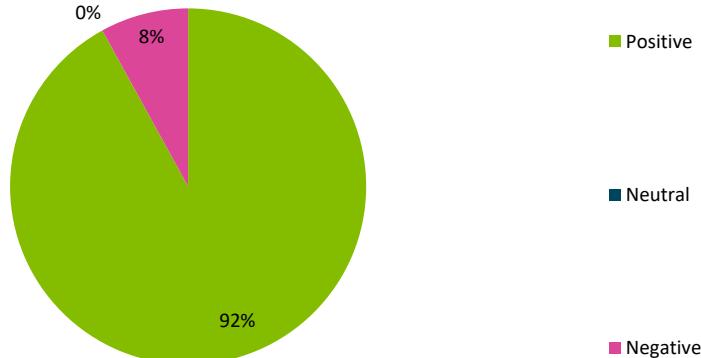
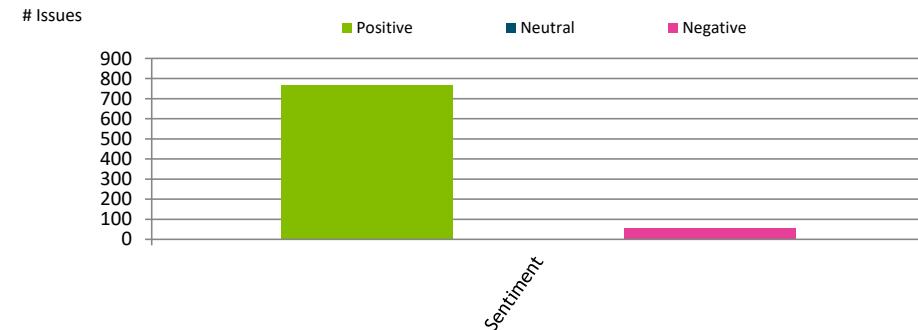
5. Trends: Dentists

5.3 Trends, Dentists: 823 issues from 196 people



Issues receiving the most comments overall

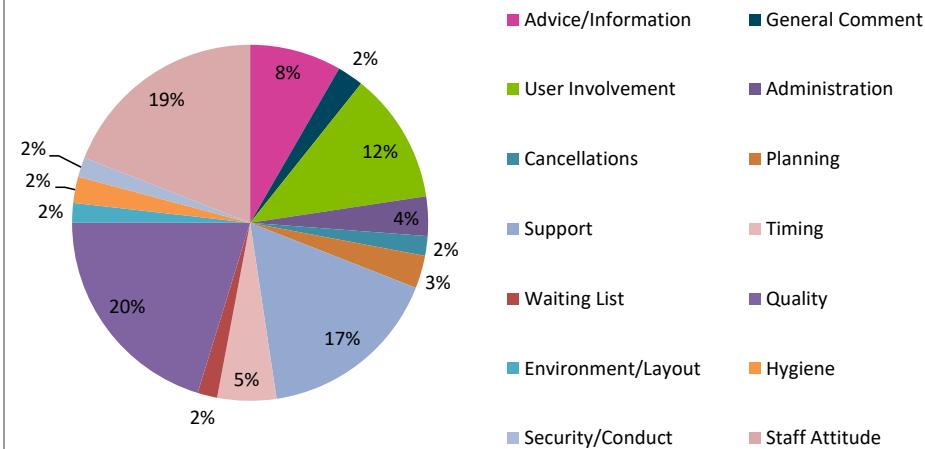
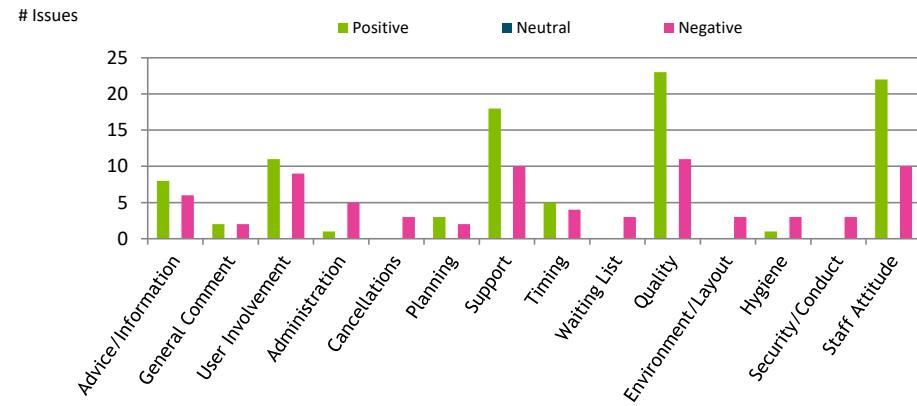
5.4 Sentiment, GP Services



5. Trends: Homerton University Hospital

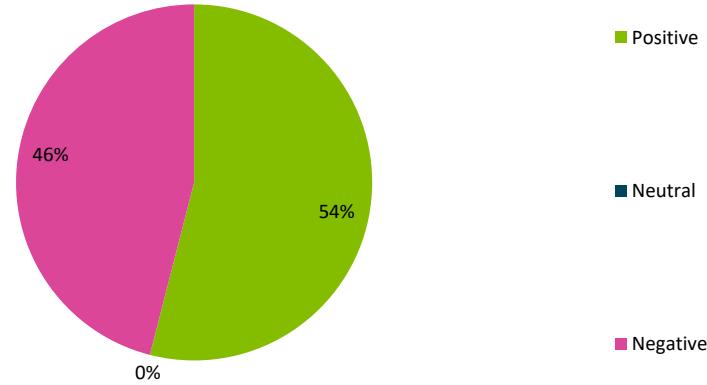
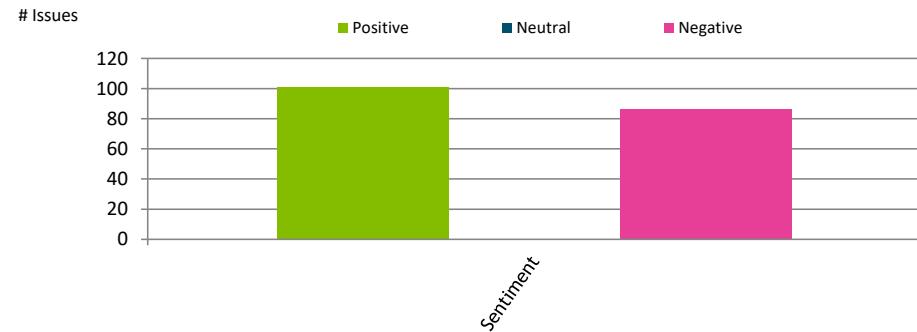


5.5 Trends, Homerton University Hospital: 187 issues from 38 people



Issues receiving the most comments overall

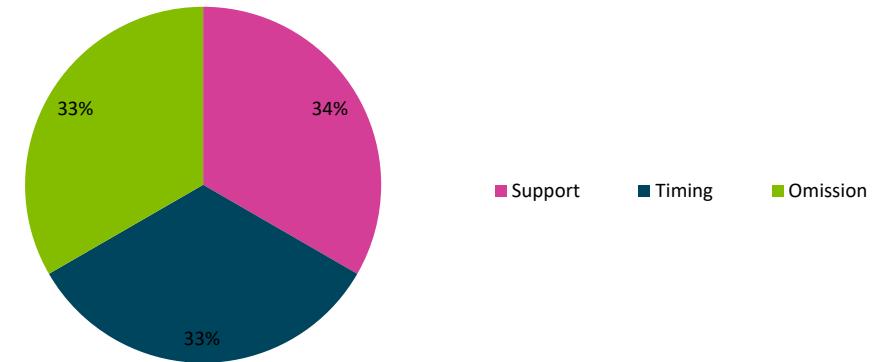
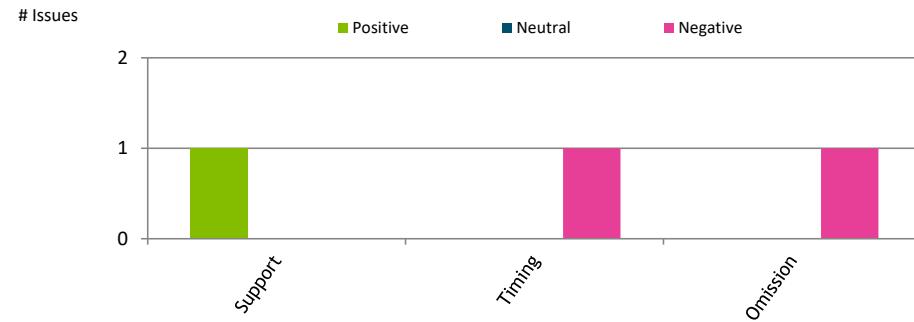
5.6 Sentiment, Homerton University Hospital



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

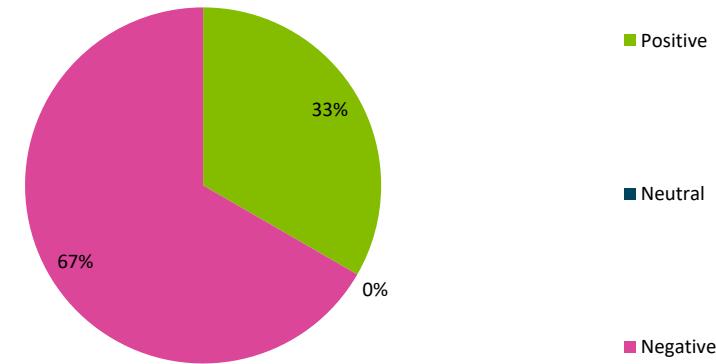
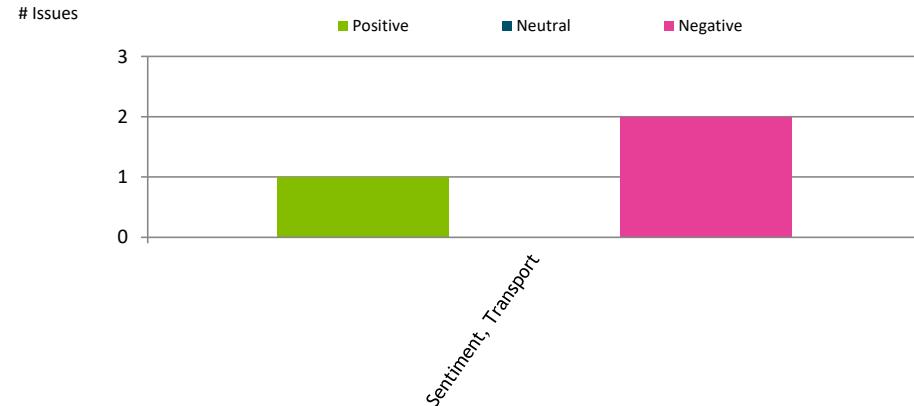


6.1 Trends, Transport (3 issues)



Issues receiving the most comments overall

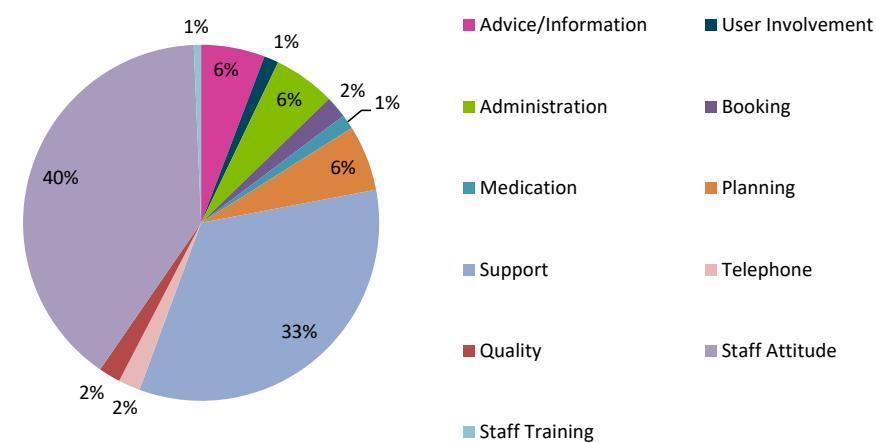
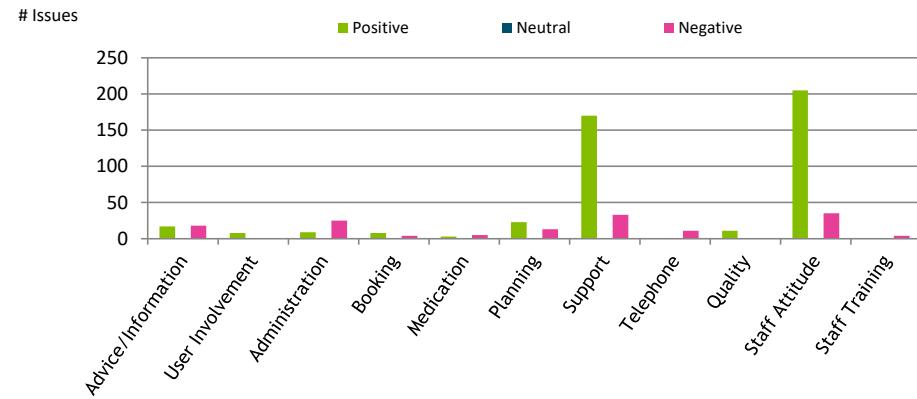
6.2 Sentiment, Transport



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

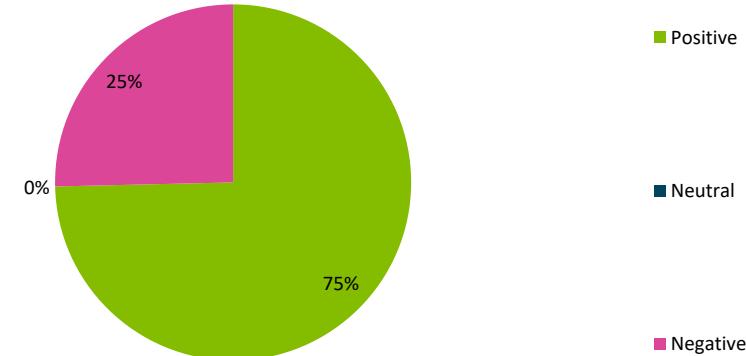
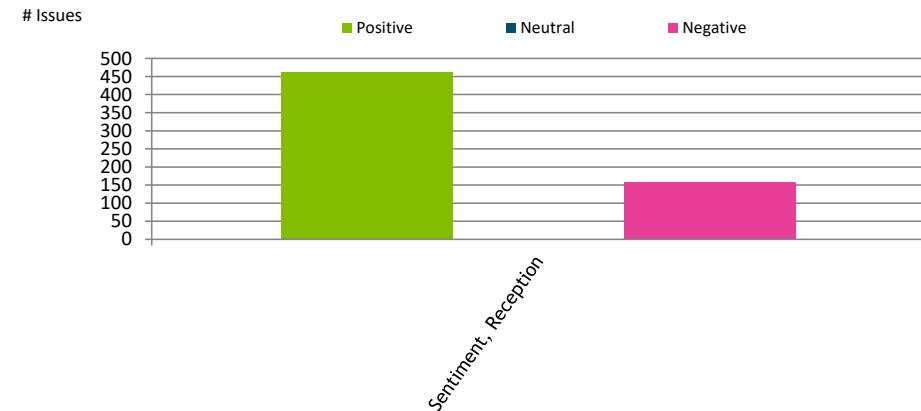


6.3 Trends, Reception (619 issues)



Issues receiving the most comments overall

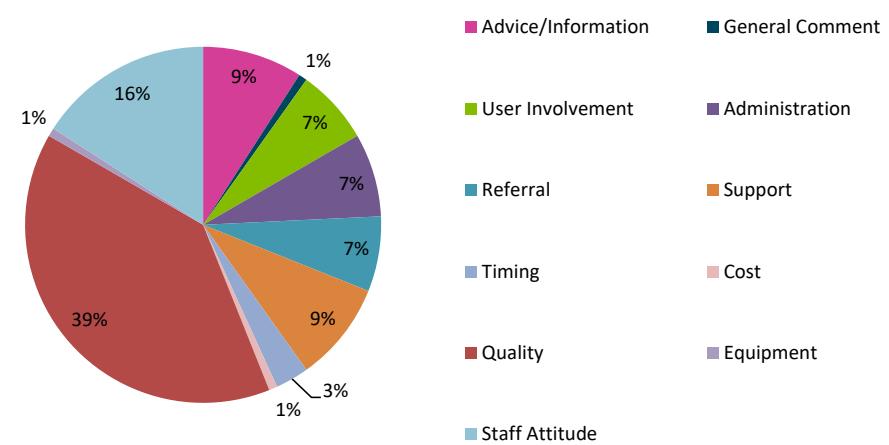
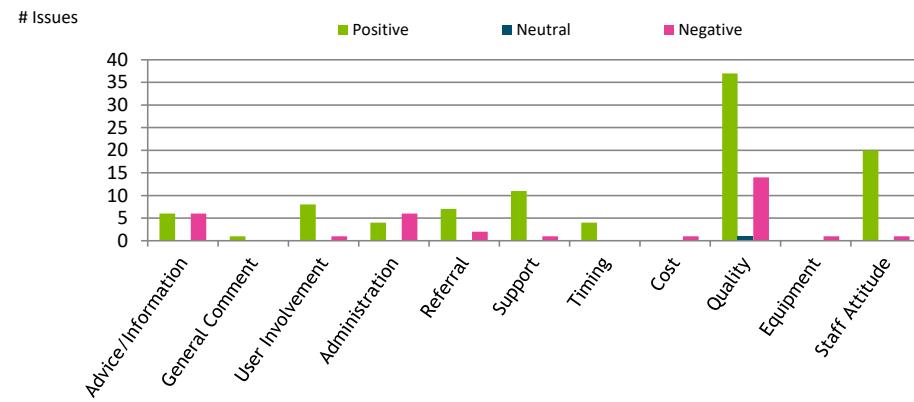
6.4 Sentiment, Reception



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

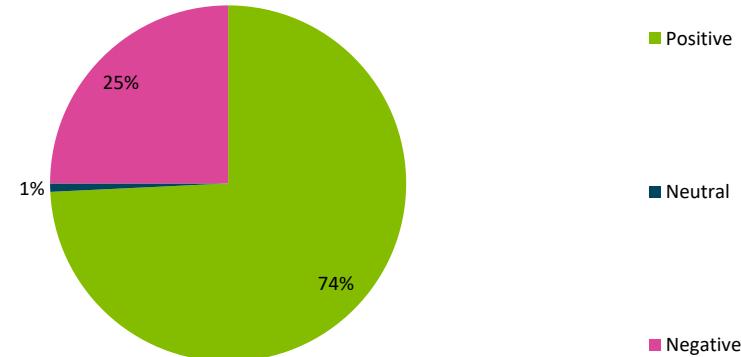
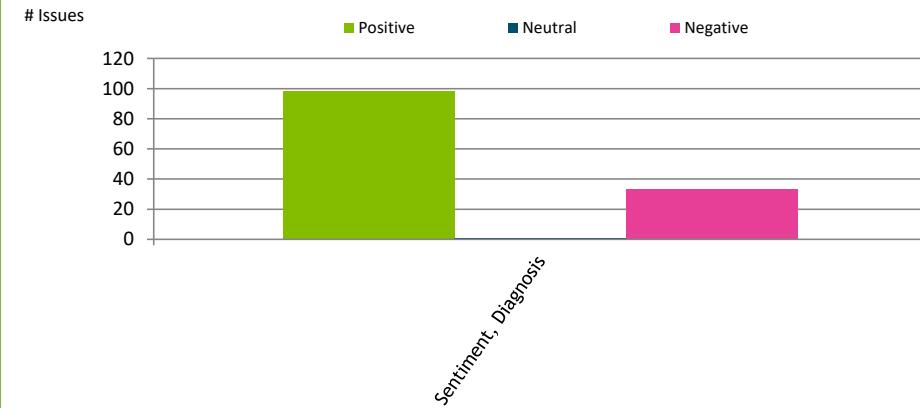


6.5 Trends, Diagnosis/Testing (132 issues)



Issues receiving the most comments overall

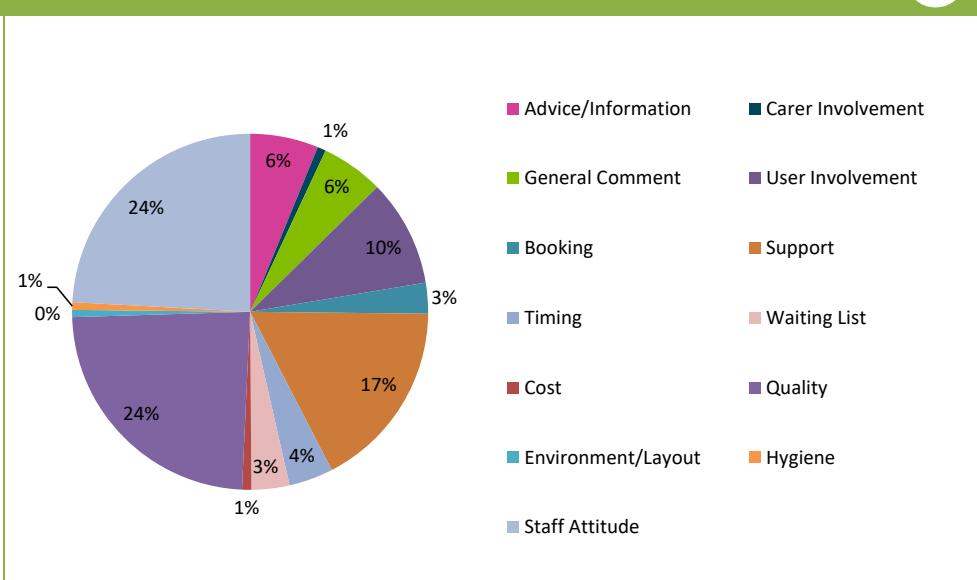
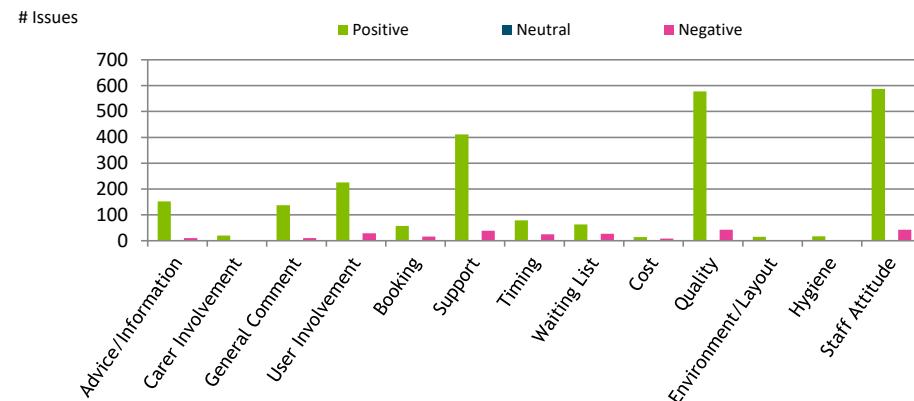
6.6 Sentiment, Diagnosis/Testing



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

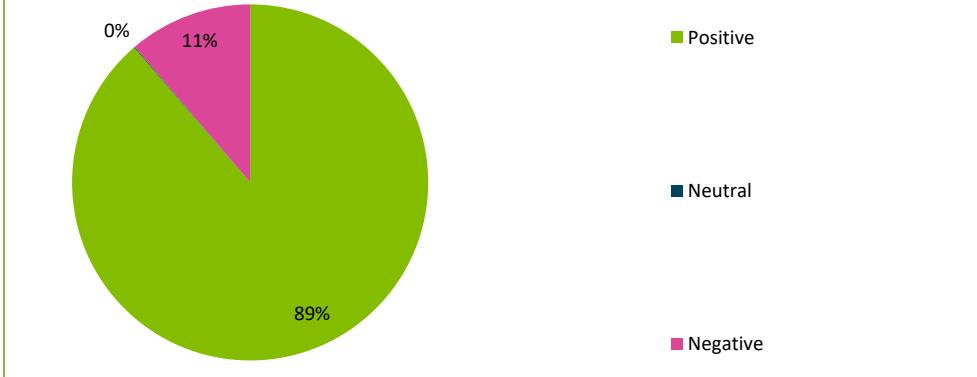
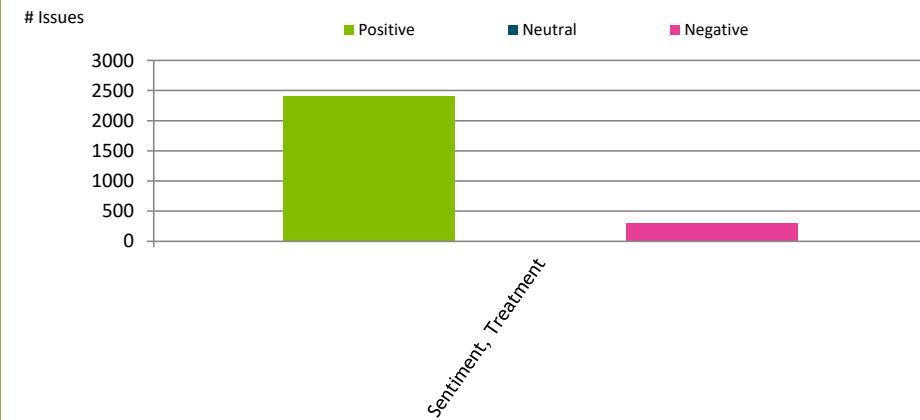


6.7 Trends, Clinical Treatment (2708 issues)



Issues receiving the most comments overall

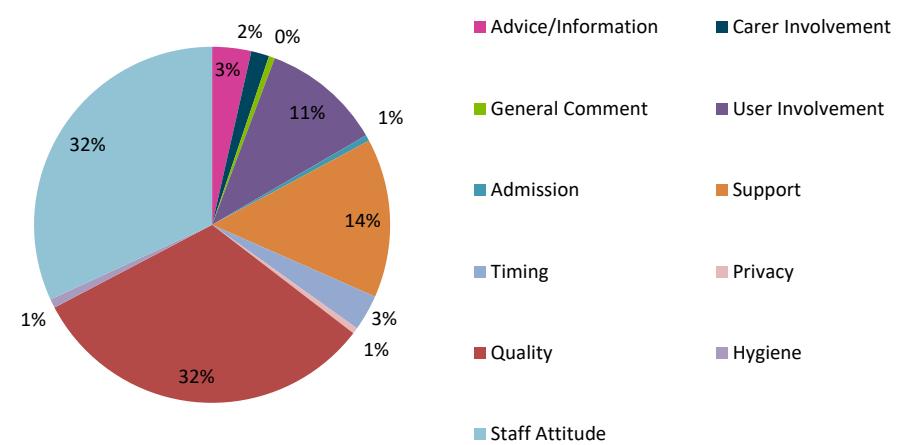
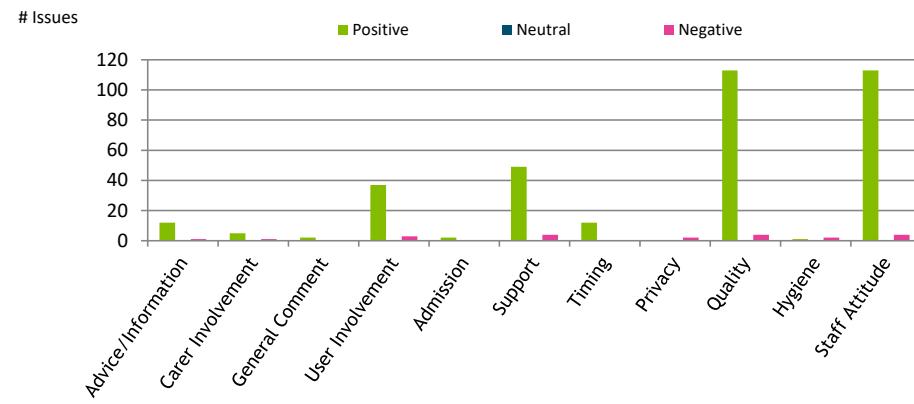
6.8 Sentiment, Clinical Treatment



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

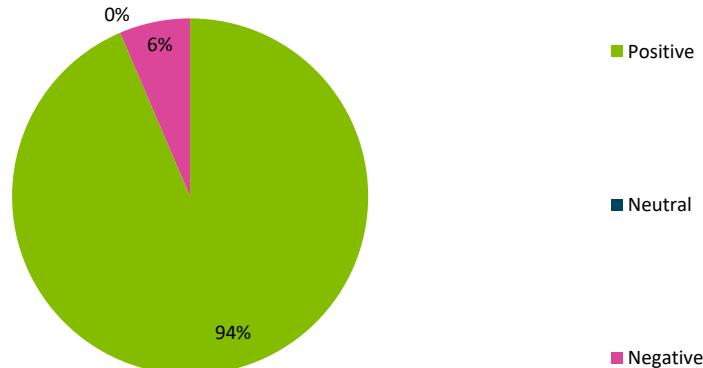
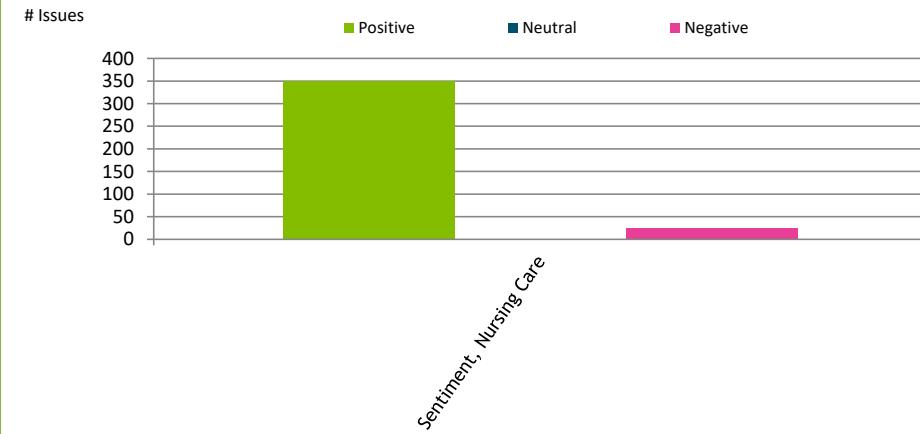


6.9 Trends, Clinical Nursing (373 issues)



Issues receiving the most comments overall

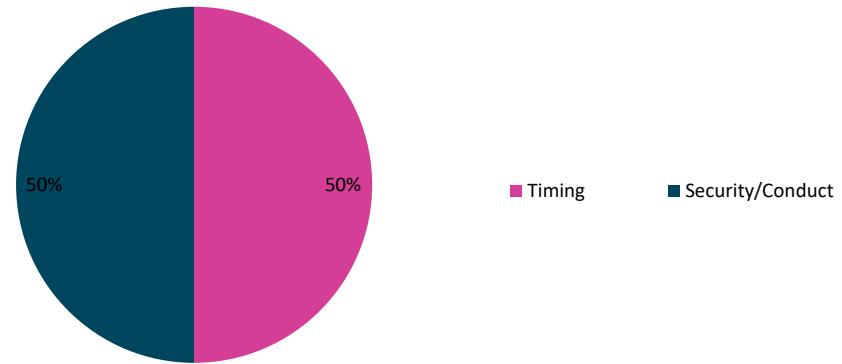
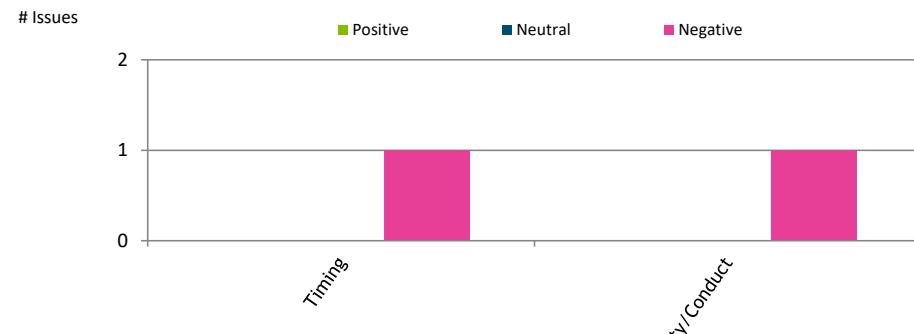
6.10 Sentiment, Clinical Nursing



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

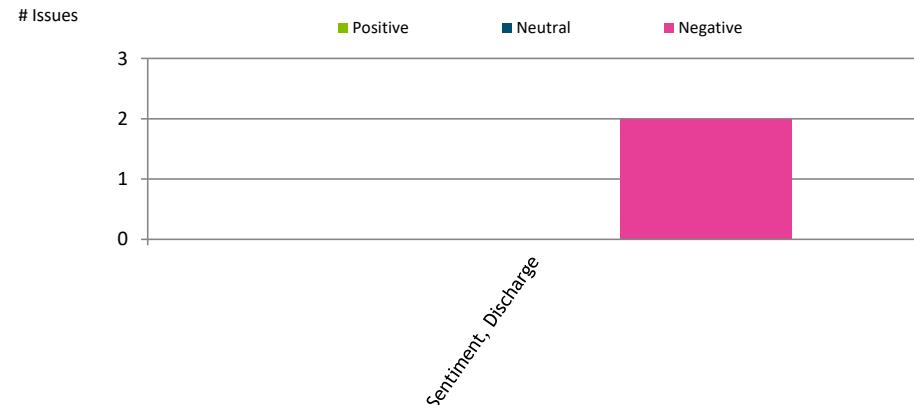


6.11 Trends, Discharge (2 issues)



Issues receiving the most comments overall

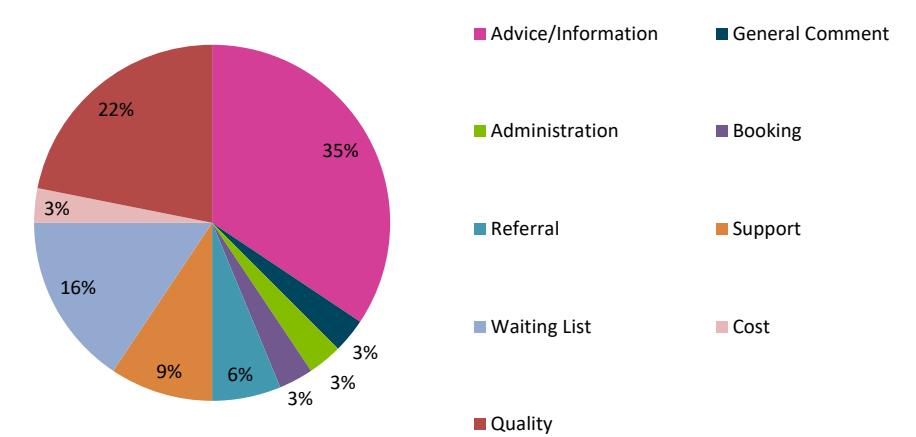
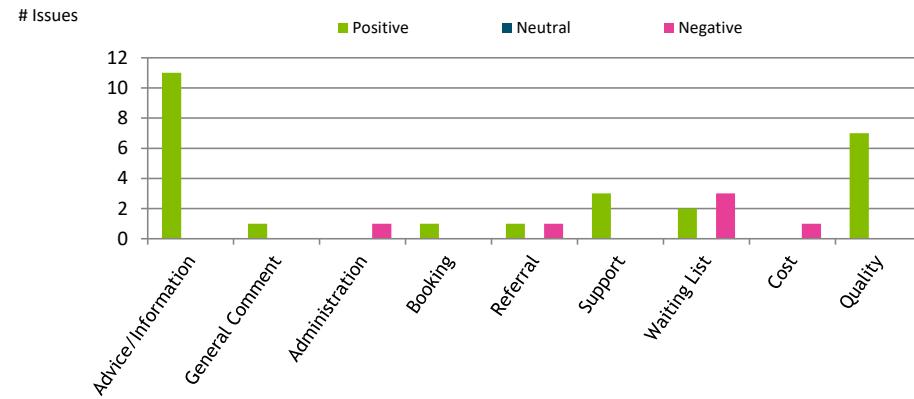
6.12 Sentiment, Discharge



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

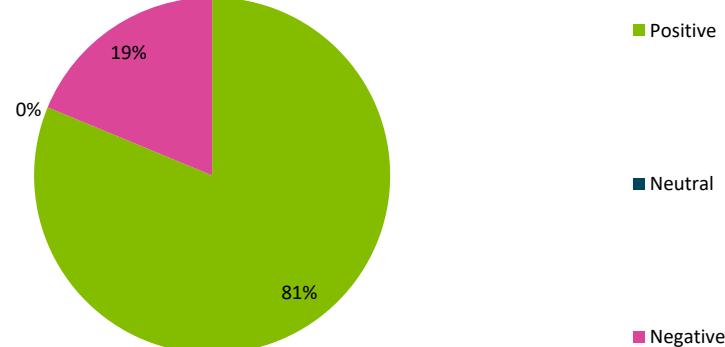
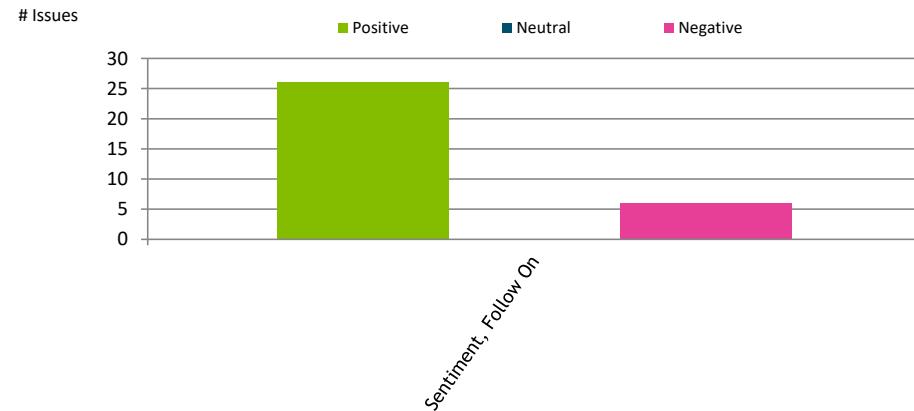


6.13 Trends, Follow On (32 issues)



Issues receiving the most comments overall

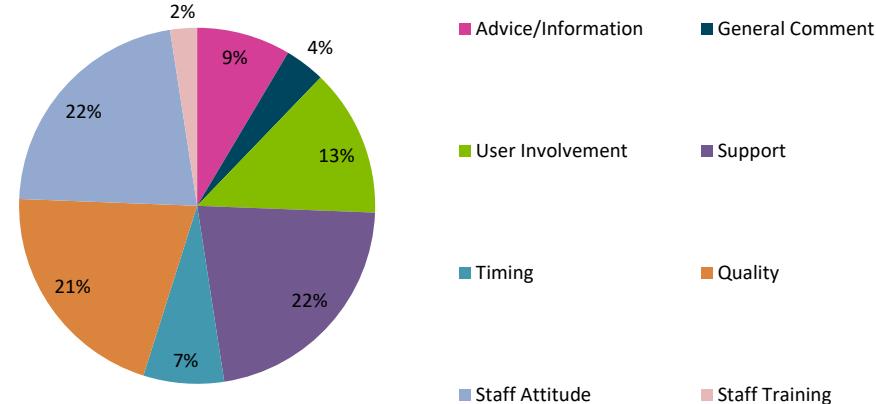
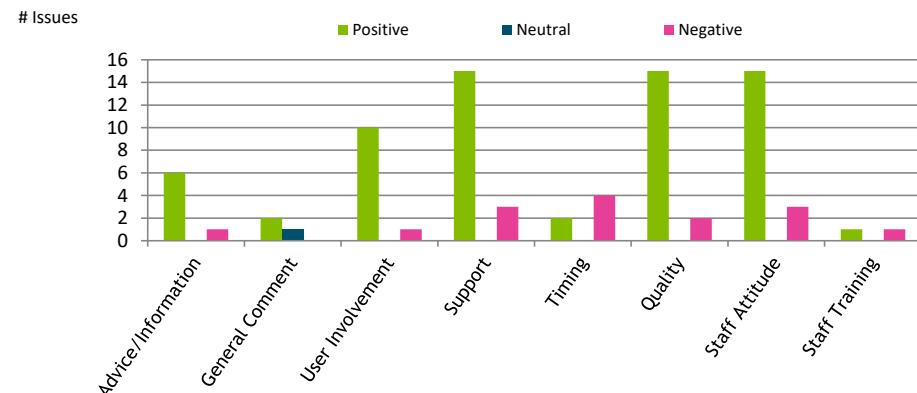
6.14 Sentiment, Follow On



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

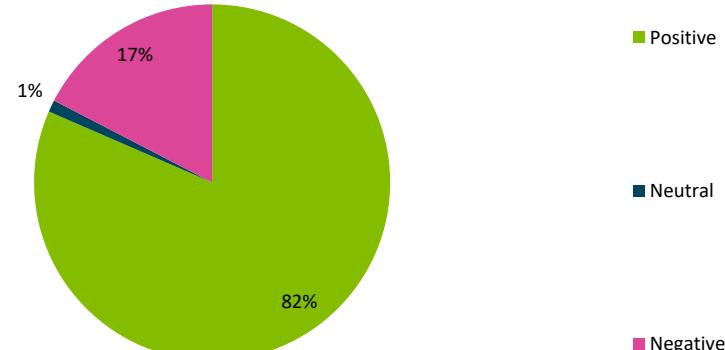
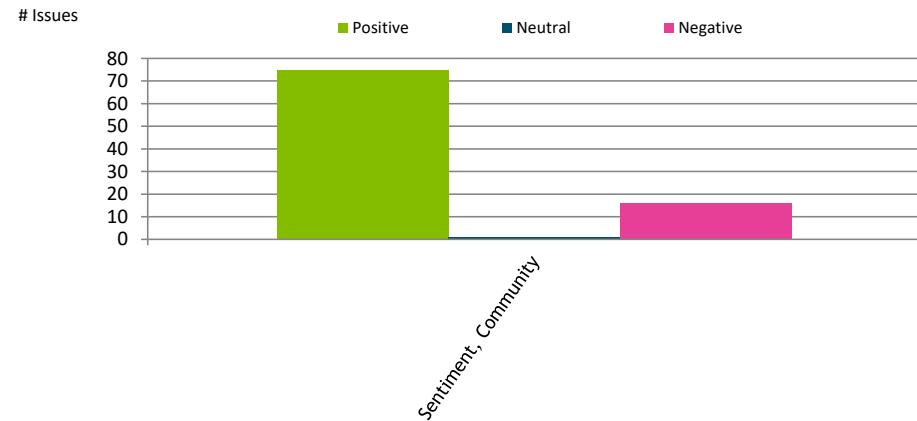


6.15 Trends, Community (92 issues)



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>	204	0	36	240
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	27	0	1	28
	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>	143	2	10	155
	User Involvement	<i>Involvement or influence of the service user.</i>	288	0	34	322
Systems	Administration	<i>Administrative processes and delivery.</i>	14	0	36	50
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	2	0	0	2
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	67	0	20	87
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	5	5
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	3	3
	Referral	<i>Referral to a service.</i>	12	0	8	20
	Medical Records	<i>Management of medical records.</i>	1	0	1	2
	Medication	<i>Prescription and management of medicines.</i>	12	0	12	24
	Opening Times	<i>Opening times of a service.</i>	2	0	2	4
	Planning	<i>Leadership and general organisation.</i>	24	0	13	37
	Registration	<i>Ability to register for a service.</i>	1	0	3	4
	Support	<i>Levels of support provided.</i>	660	0	80	740
	Telephone	<i>Ability to contact a service by telephone.</i>	1	0	11	12
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	97	1	31	129
	Waiting List	<i>Length of wait while on a list.</i>	66	0	30	96
Values	Choice	<i>General choice.</i>	11	0	2	13
	Cost	<i>General cost.</i>	15	0	10	25
	Language	<i>Language, including terminology.</i>	4	0	0	4
	Nutrition	<i>Provision of sustenance.</i>	0	0	2	2
	Privacy	<i>Privacy, personal space and property.</i>	1	0	3	4
	Quality	<i>General quality of a service, or staff.</i>	761	1	64	826
	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
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>	18	0	4	22
	Equipment	<i>General equipment issues.</i>	1	0	2	3
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	1	0	1	2
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	20	0	3	23
	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	2	2
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	8	8
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	6	6
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	940	0	86	1026
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	2	2
	Staff Training	<i>Training of staff.</i>	13	0	10	23
	Staffing Levels	<i>General availability of staff.</i>	0	0	1	1
			Total:	3413	4	545
CommunityInsight CRM						